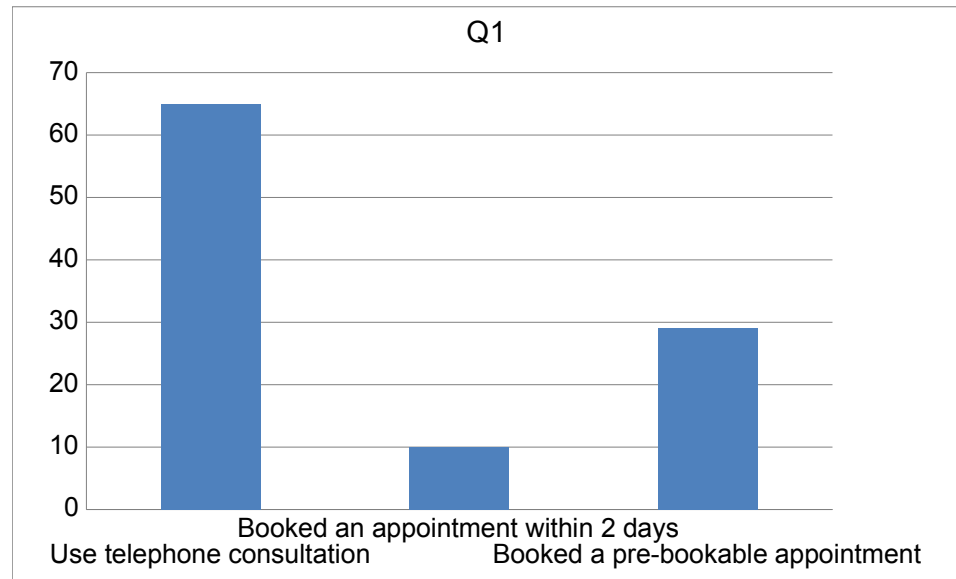


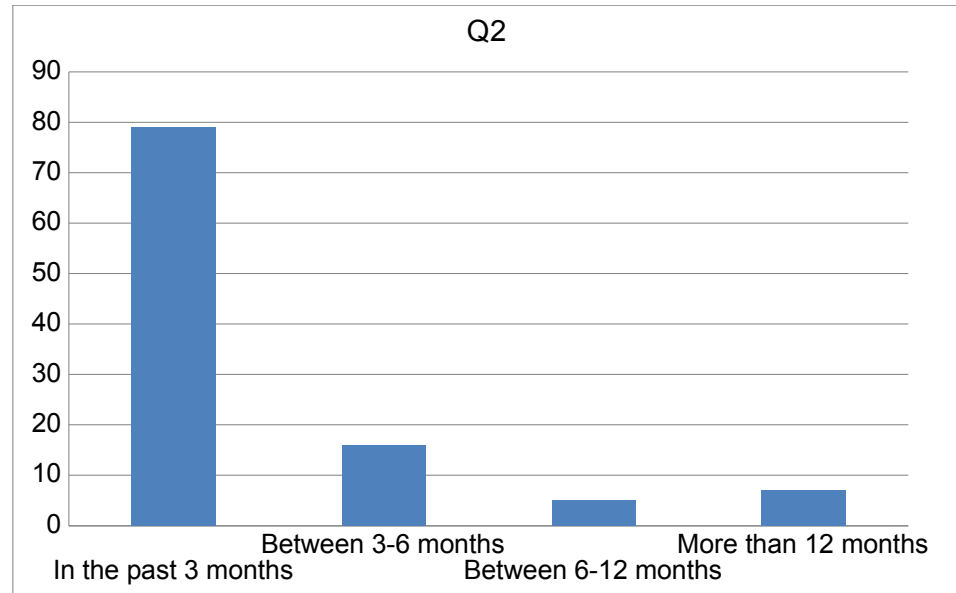
**1. The last time you needed to see a doctor or nurse how did you book?**

		Response Percent	Response Total
1	Use telephone consultation	62.50%	65
2	Booked an appointment within 2 days	9.62%	10
3	Booked a pre-bookable appointment	27.88%	29
		answered	104
		skipped	5



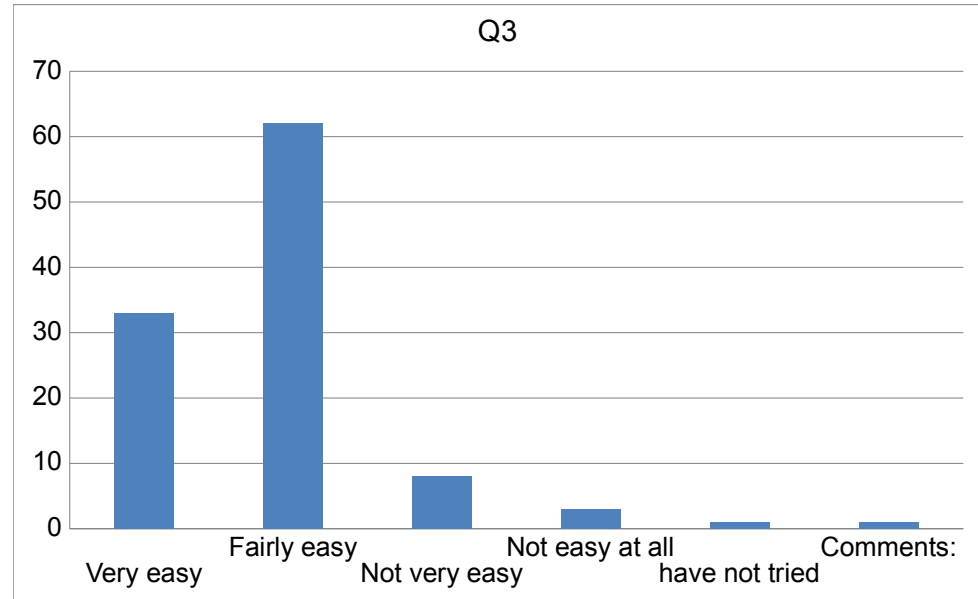
**2. How long ago did you need to see the doctor or nurse?**

		Response Percent	Response Total
1	In the past 3 months	73.83%	79
2	Between 3-6 months	14.95%	16
3	Between 6-12 months	4.67%	5
4	More than 12 months	6.54%	7
		answered	107
		skipped	2



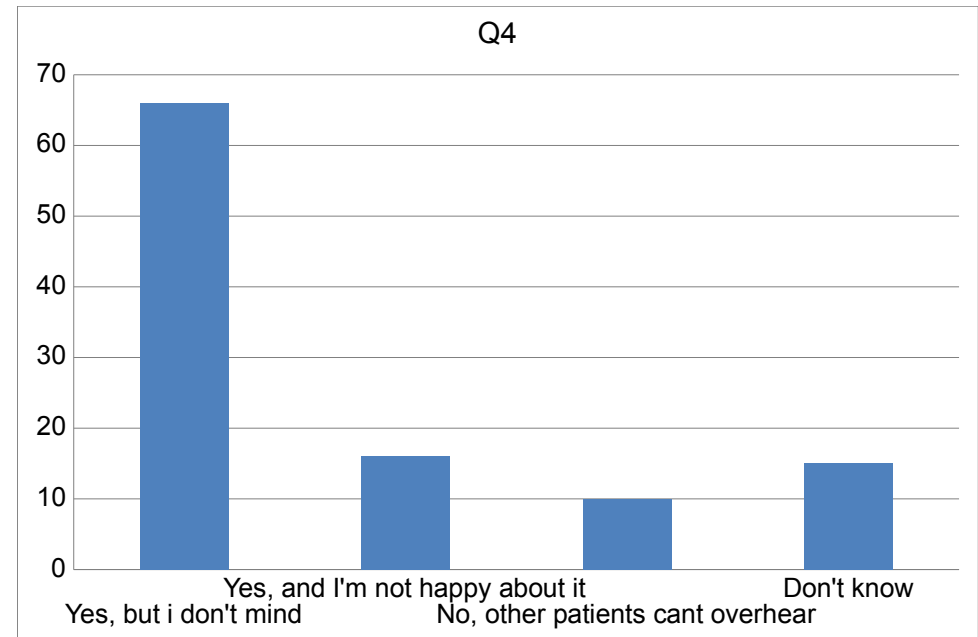
**3. When Booking an appointment, generally how easy is it to speak to someone on the phone?**

		Response Percent	Response Total
1	Very easy	30.84%	33
2	Fairly easy	57.94%	62
3	Not very easy	7.48%	8
4	Not easy at all	2.80%	3
5	have not tried	0.93%	1
-	Comments:	0.93%	1
		answered	107
		skipped	2



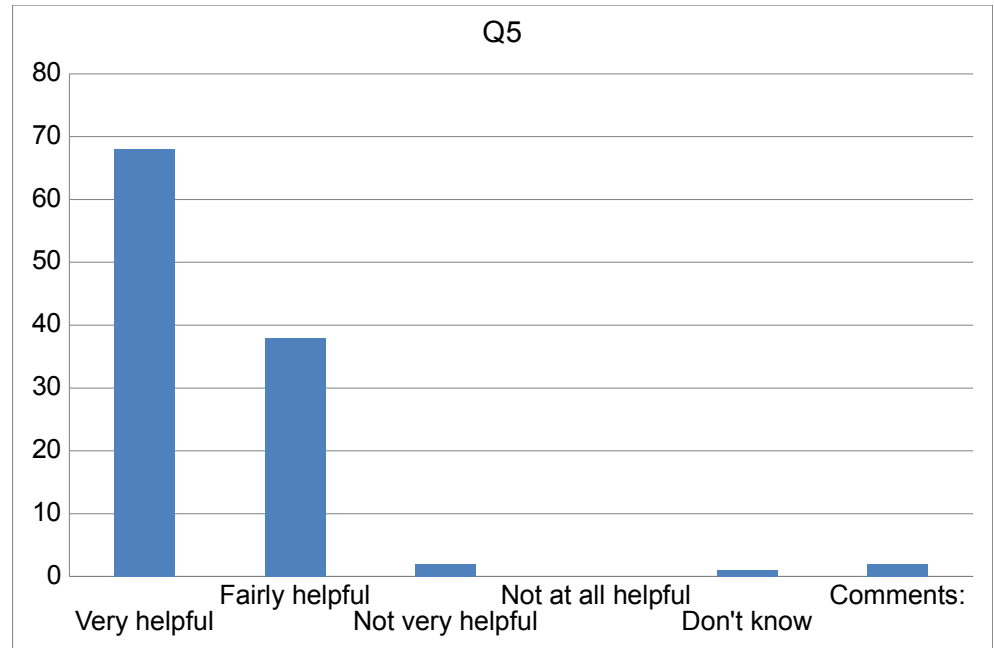
**4. In the reception area, can other patients overhear what you say to the receptionist?**

		Response Percent	Response Total
1	Yes, but i don't mind	61.68%	66
2	Yes, and I'm not happy about it	14.95%	16
3	No, other patients cant overhear	9.35%	10
4	Don't know	14.02%	15
		answered	107
		skipped	2



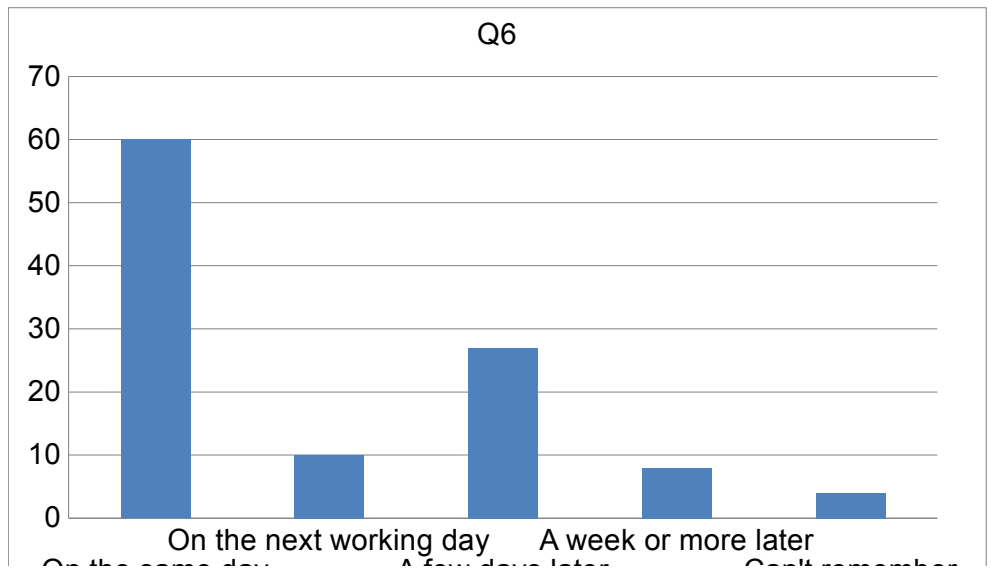
**5. How helpful do you find the receptionist's, in general at you GP surgery?**

		Response Percent	Response Total
1	Very helpful	62.39%	68
2	Fairly helpful	34.86%	38
3	Not very helpful	1.83%	2
4	Not at all helpful	0.00%	0
5	Don't know	0.92%	1
-	Comments:	1.83%	2
	answered		109
	skipped		0



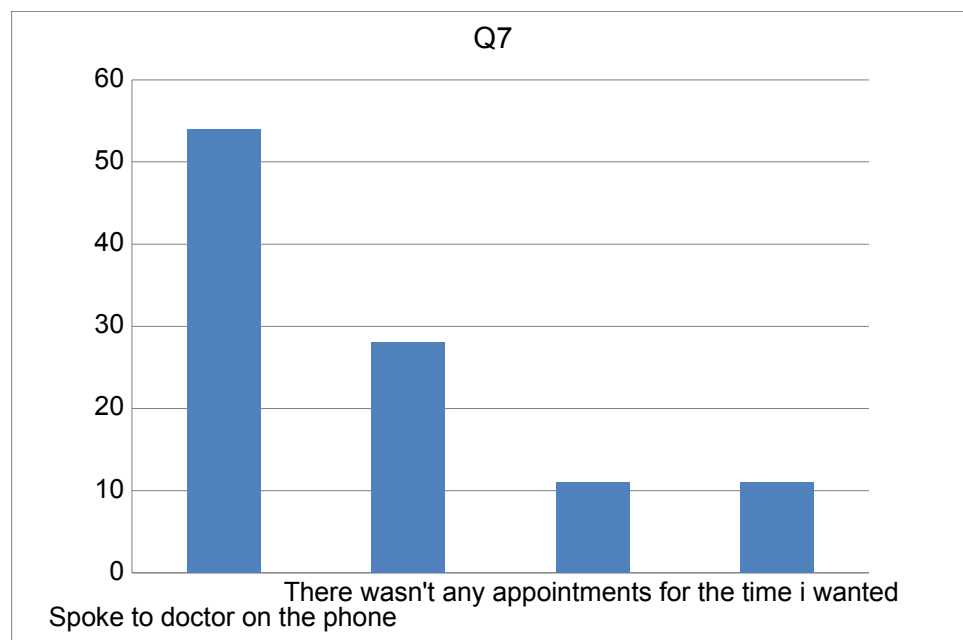
**6. How long after initially contacting the surgery did you actually see or speak to doctor/nurse?**

		Response Percent	Response Total
1	On the same day	55.05%	60
2	On the next working day	9.17%	10
3	A few days later	24.77%	27
4	A week or more later	7.34%	8
5	Can't remember	3.67%	4
	answered		109
	skipped		0



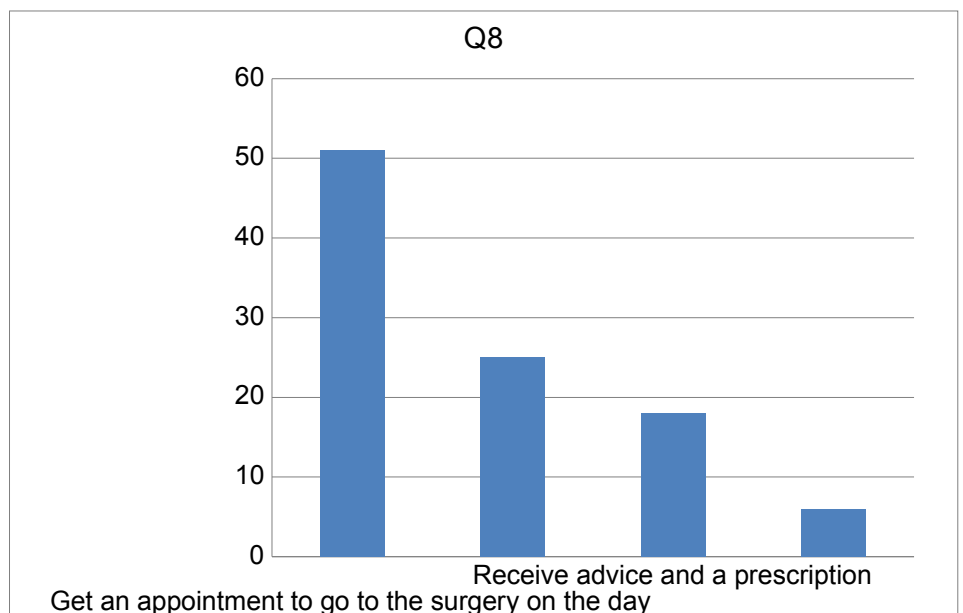
7. If you were not able to get an appointment or the appointment you were offered wasn't convenient, why was that?

		Response Percent	Response Total
1	Spoke to doctor on the phone	55.67%	54
2	There wasn't any appointments for the day i wanted	28.87%	28
3	There wasn't any appointments for the time i wanted	11.34%	11
4	I couldn't see my preferred GP	11.34%	11
		answered	97
		skipped	12



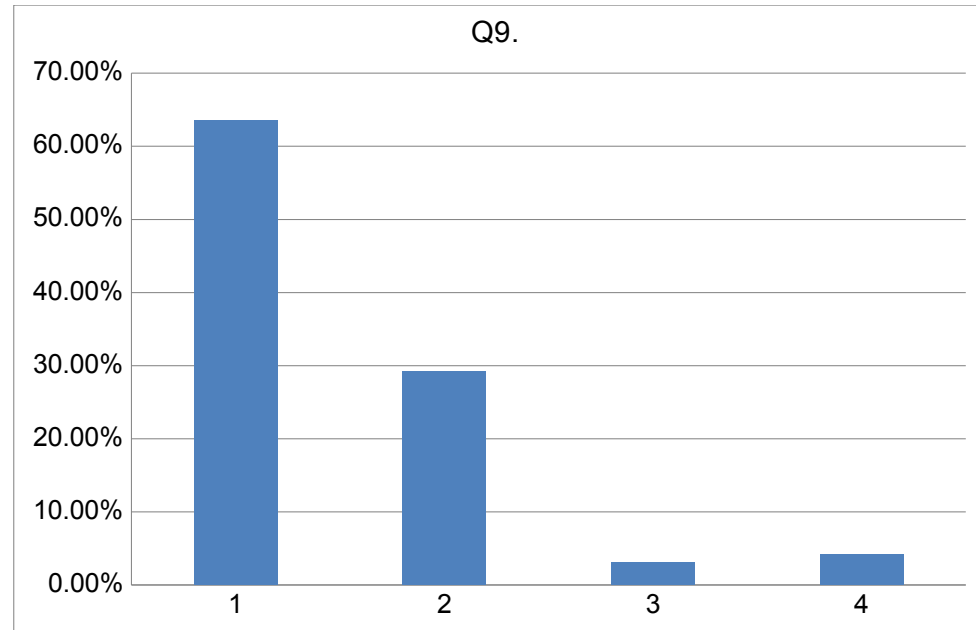
8. If you spoke to a doctor on the phone, did you:

		Response Percent	Response Total
1	Get an appointment to go to the surgery on the day	53.68%	51
2	Get an appointment to go to the surgery on another day to suit	26.32%	25
3	Receive advice and a prescription	18.95%	18
4	receive advice	6.32%	6
		answered	95
		skipped	14



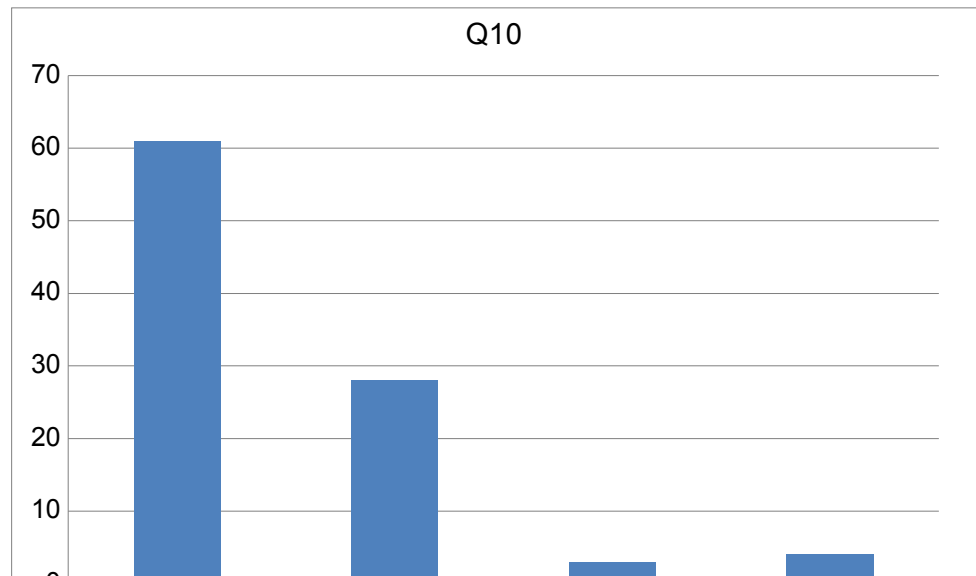
**9. Were you satisfied with speaking to a doctor on the phone?**

		Response Percent	Response Total
1	Yes, definitely	63.54%	61
2	Yes, to some extent	29.17%	28
3	No not at all	3.13%	3
4	Don't know/cant say	4.17%	4
		answered	96
		skipped	13



**10. Were you satisfied with speaking to a doctor on the phone?**

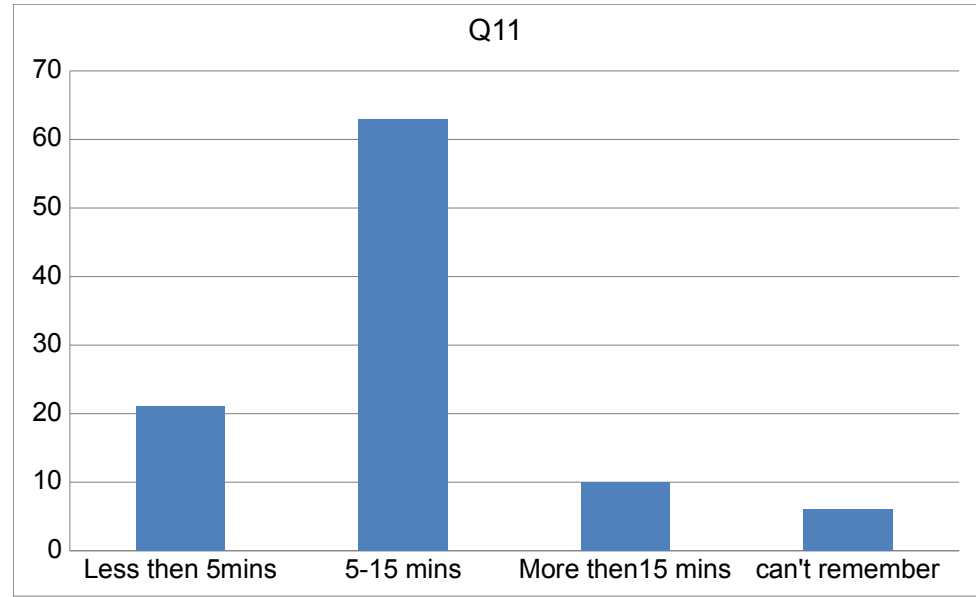
		Response Percent	Response Total
1	Yes, definitely	63.54%	61
2	Yes, to some extent	29.17%	28
3	No not at all	3.13%	3
4	Don't know/cant say	4.17%	4
		answered	96
		skipped	13



0  
 Yes, definitely    Yes, to some extent    No not at all    Don't know/cant say

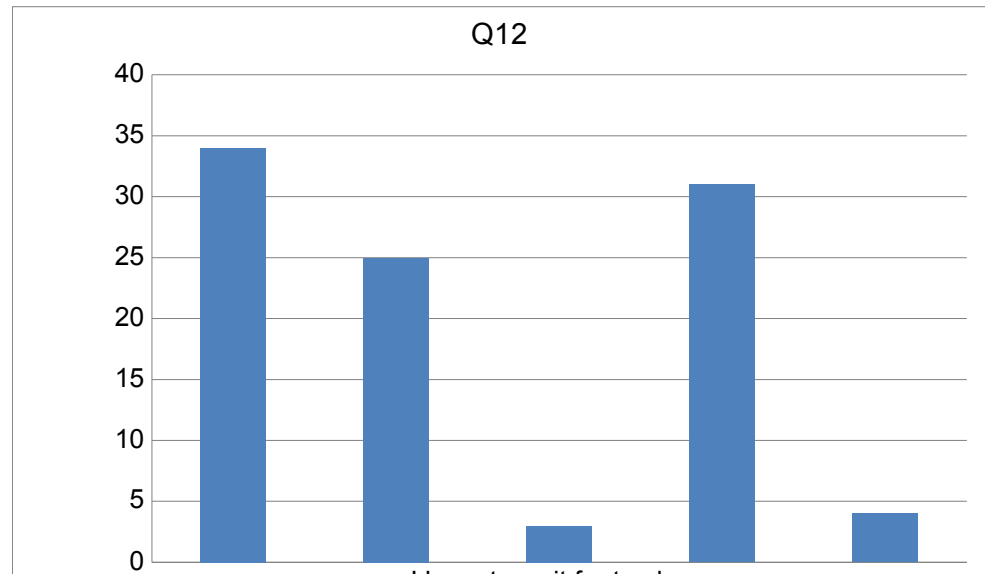
11. How long after your appointment time do you normally have to wait?

		Response Percent	Response Total
1	Less then 5mins	21.00%	21
2	5-15 mins	63.00%	63
3	More then15 mins	10.00%	10
4	can't remember	6.00%	6
		answered	100
		skipped	9



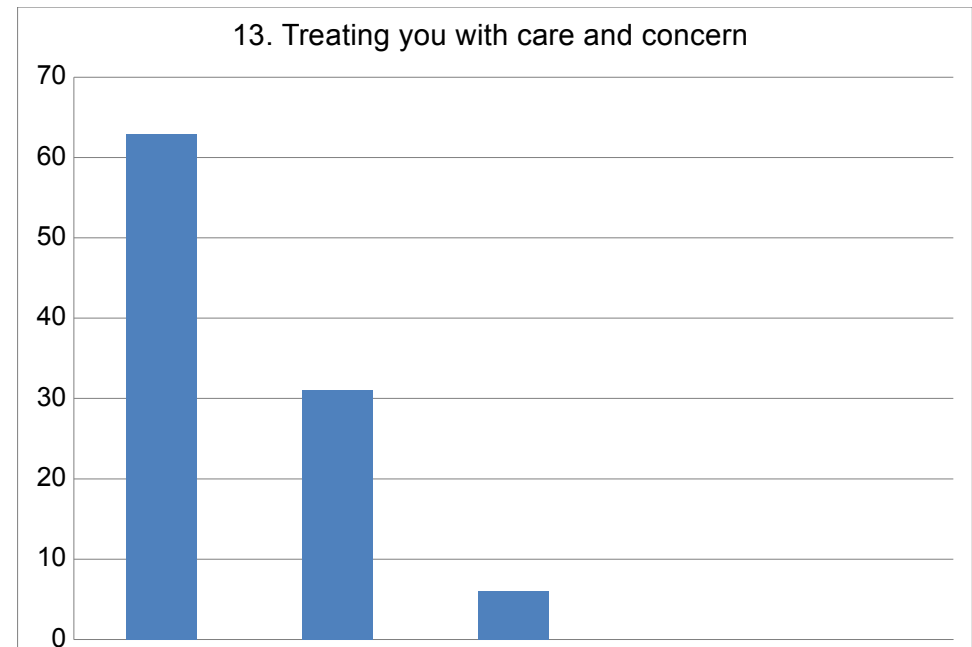
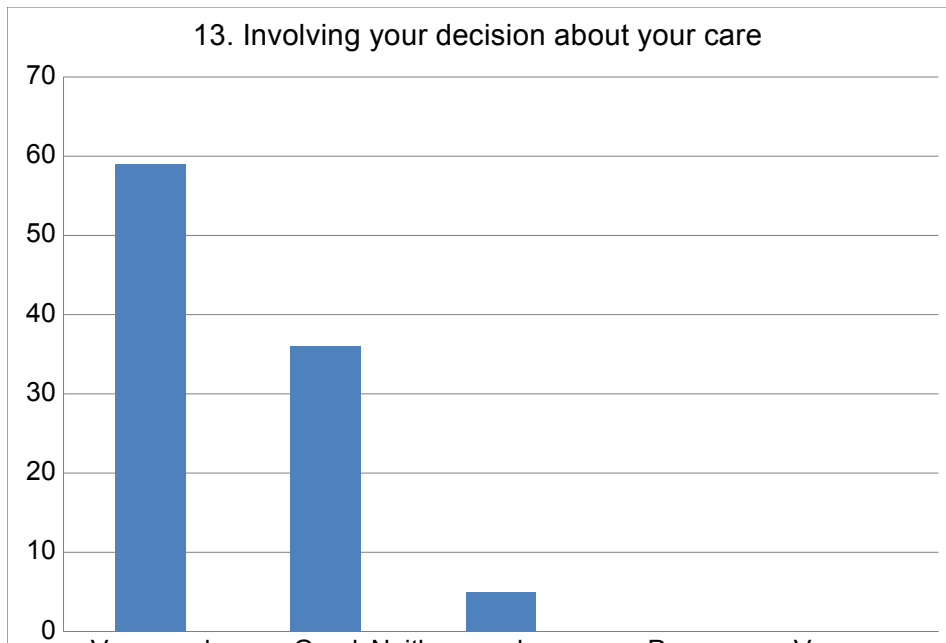
12. How do you feel about how long you normally have to wait to be seen?

		Response Percent	Response Total
1	I don't normally have to wait long	35.05%	34
2	I have to wait a bit too long	25.77%	25
3	I have to wait far too long	3.09%	3
4	I don't mind waiting	31.96%	31
5	No opinion	4.12%	4
		answered	97
		skipped	12



**13. Last time you saw or spoke to a GP from the surgery, how good were they at each of the following:**

	Very good	Good	Neither good nor poor	Poor	Very poor	Response Total
Involving your decision about your care	59.00% 59	36.00% 36	5.00% 5	0.00% 0	0.00% 0	100
Treating you with care and concern	63.00% 63	31.00% 31	6.00% 6	0.00% 0	0.00% 0	100
	answered					101
	skipped					8



Very good

Good Neither good nor poor Poor

Very poor

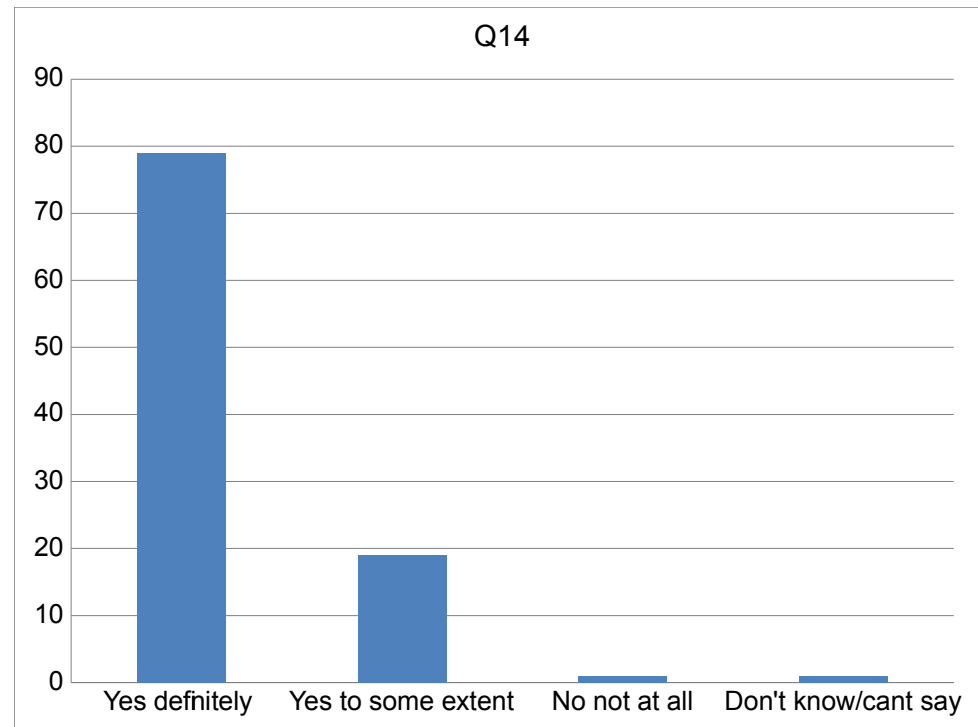
Very good

Good Neither good nor poor Poor

Very poor

14. Did you have confidence and trust in the GP you saw or spoke to?

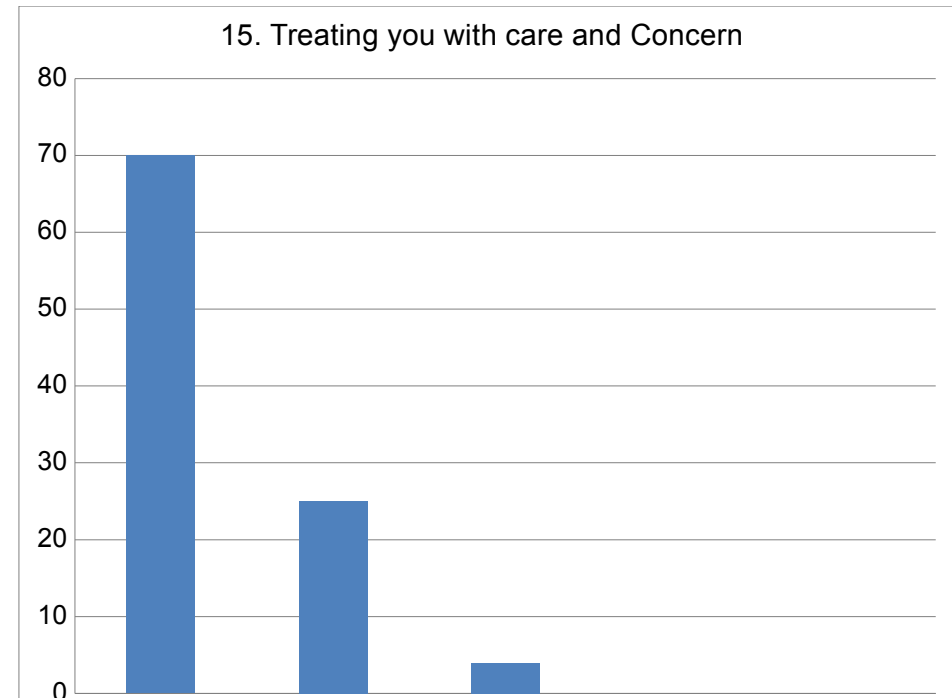
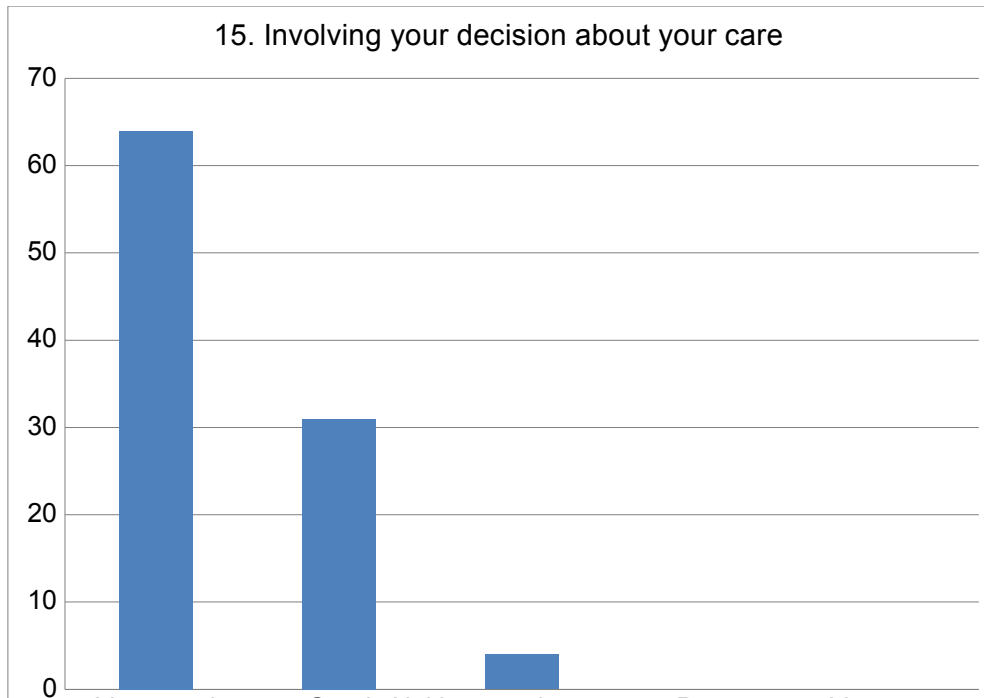
		Response Percent	Response Total
1	Yes definitely	79.00%	79
2	Yes to some extent	19.00%	19
3	No not at all	1.00%	1
4	Don't know/cant say	1.00%	1
	answered		100
	skipped		9





15. Last time you saw or spoke to a nurse form the surgery, how good were they at each of the following:

	Very good	Good	Neither good nor poor	Poor	Very poor	Response Total
Involving your decision about your care	64.60% 64	31.30% 31	4.00% 4	0.00% 0	0.00% 0	99
Treating you with care and concern	70.70% 70	25.30% 25	4.00% 4	0.00% 0	0.00% 0	99
	answered					99
	skipped					10



Very good

Good

Neither good nor poor

Poor

Very poor

Very good

Good

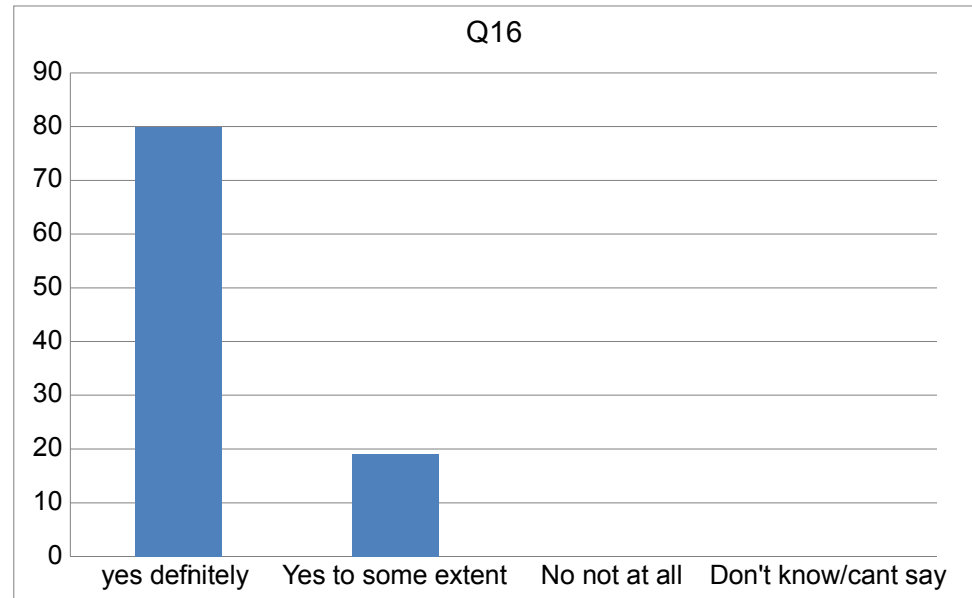
Neither good nor poor

Poor

Very poor

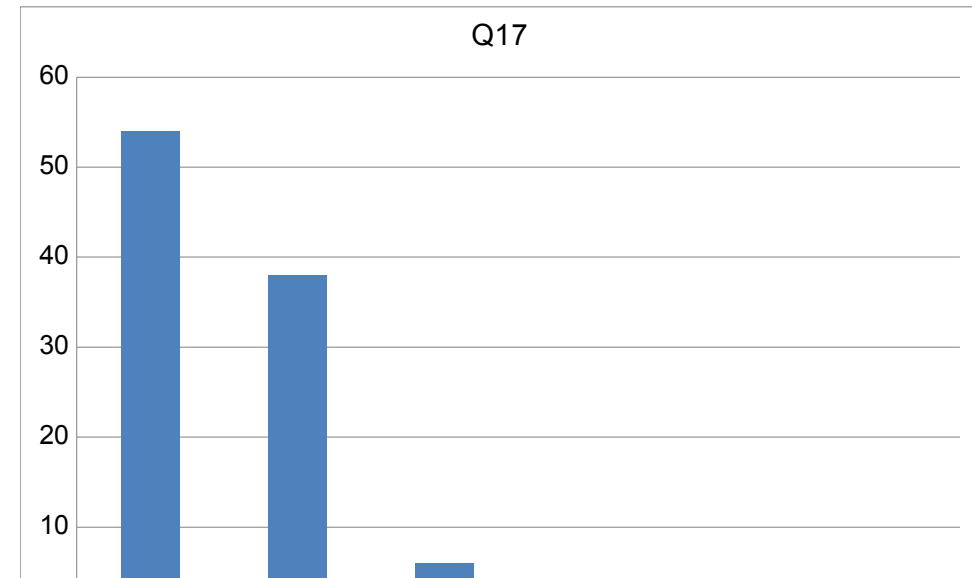
### 16. Did you have confidence and trust in the nurse you saw or spoke to?

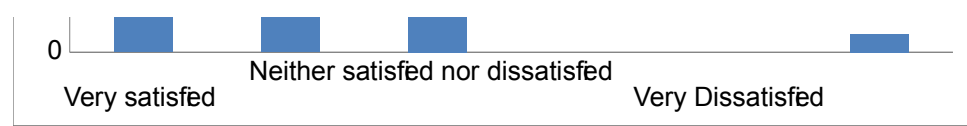
		Response Percent	Response Total
1	yes definitely	80.81%	80
2	Yes to some extent	19.19%	19
3	No not at all	0.00%	0
4	Don't know/cant say	0.00%	0
		answered	99
		skipped	10



### 17. Did you have confidence and trust in the nurse you saw or spoke to?

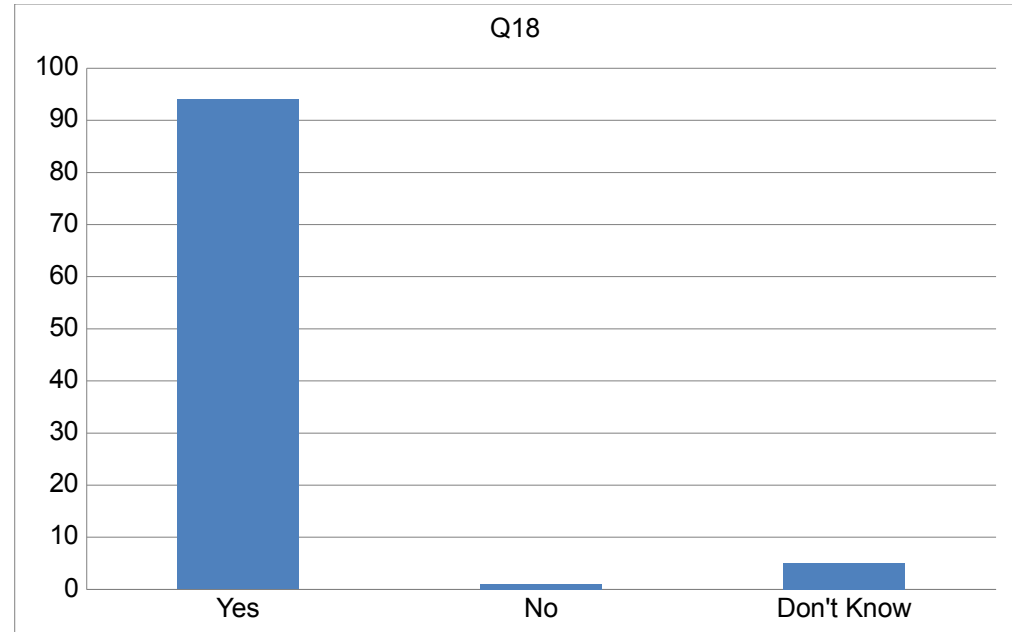
		Response Percent	Response Total
1	Very satisfied	54.00%	54
2	Fairly satisfied	38.00%	38
3	Neither satisfied nor dissatisfied	6.00%	6
4	Fairly dissatisfied	0.00%	0
5	Very Dissatisfied	0.00%	0
6	I'm not sure when my GP surgery is open	2.00%	2
		answered	100
		skipped	9





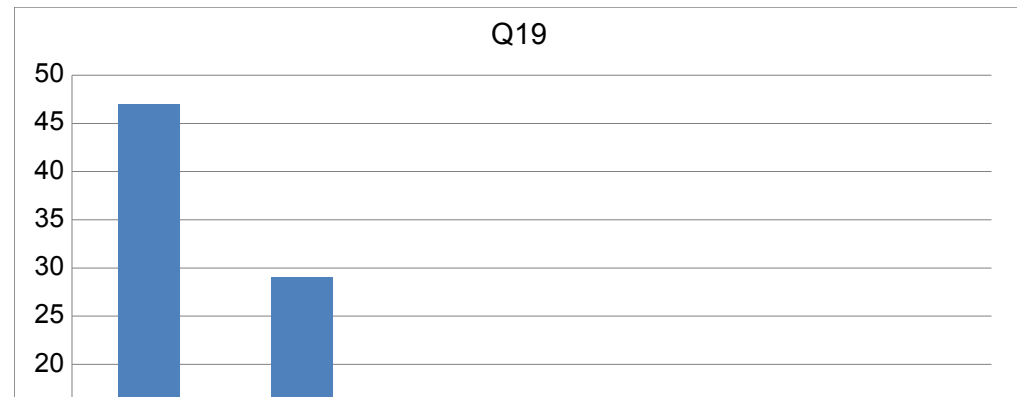
18. Is your GP surgery currently opening at times that are convenient for you?

		Response Percent	Response Total
1	Yes	94.00%	94
2	No	1.00%	1
3	Don't Know	5.00%	5
		answered	100
		skipped	9

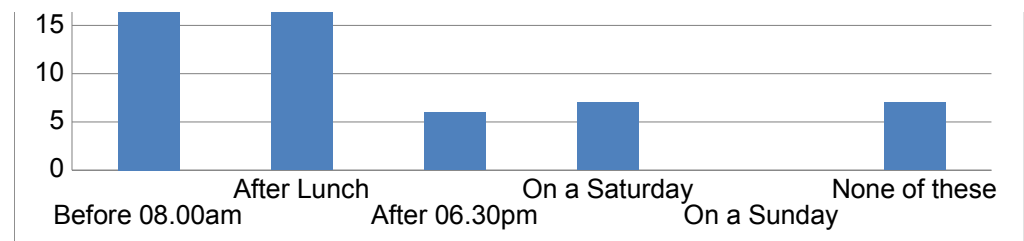


19. Which of the following additional opening times would make it easier for you to see or speak to someone?

		Response Percent	Response Total
1	Before 08.00am	48.96%	47
2	After Lunch	30.21%	29
3	After 06.30pm	6.25%	6
4	On a Saturday	7.29%	7

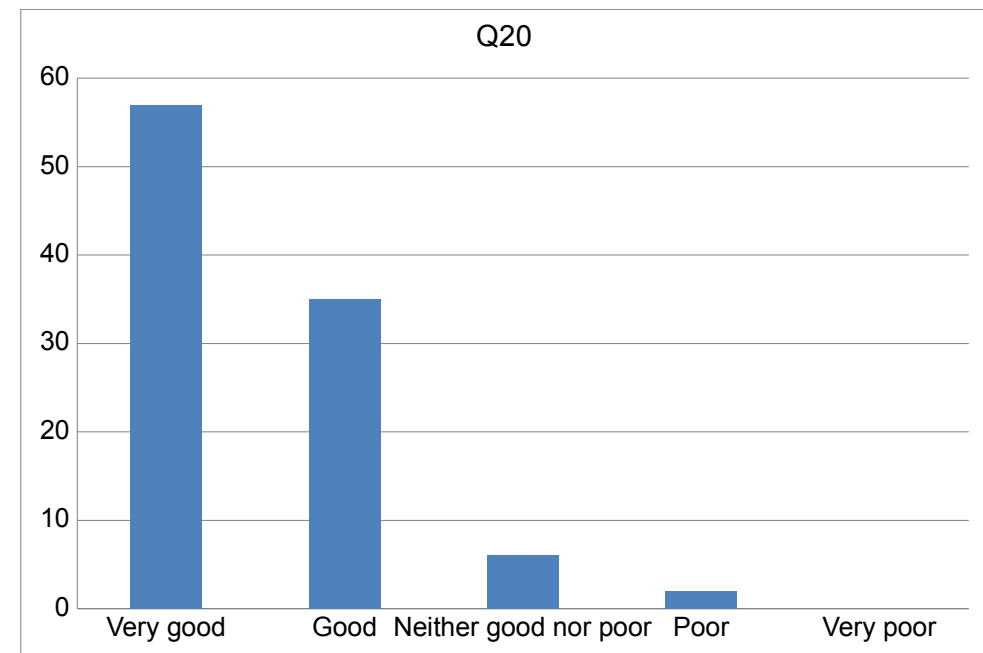


5	On a Sunday	0.00%	0
6	None of these	7.29%	7
		answered	96
		skipped	13



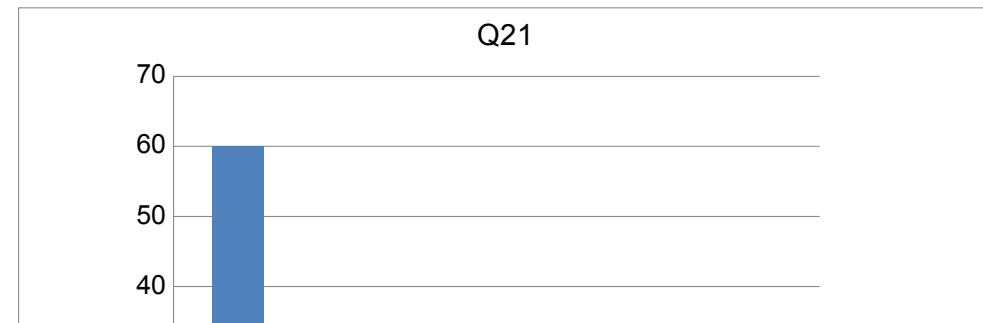
**20. Overall how would you describe your experience of your GP surgery?**

		Response Percent	Response Total
1	Very good	57.00%	57
2	Good	35.00%	35
3	Neither good nor poor	6.00%	6
4	Poor	2.00%	2
5	Very poor	0.00%	0
		answered	100
		skipped	9

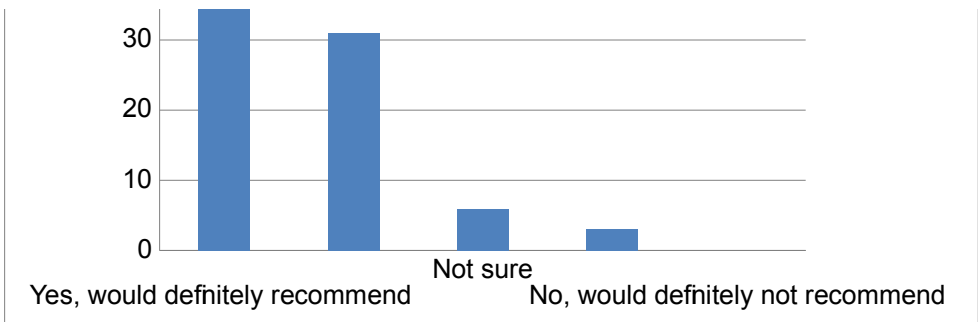


**21. Would you recommend your GP surgery to someone who has just moved to your local area?**

		Response Percent	Response Total
	Yes, would definitely recommend	60.00%	60
2	Yes, would probably recommend	31.00%	31

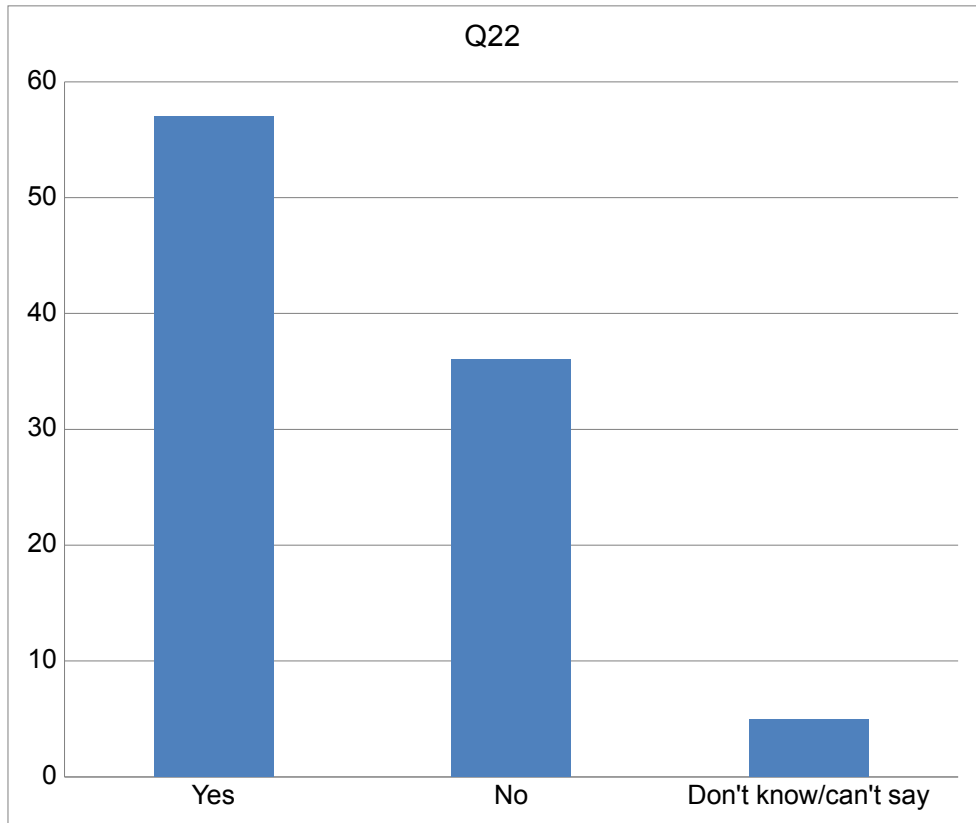


3	Not sure	6.00%	6
4	No, would probably not recommend	3.00%	3
5	No, would definitely not recommend	0.00%	0
		answered	100
		skipped	9



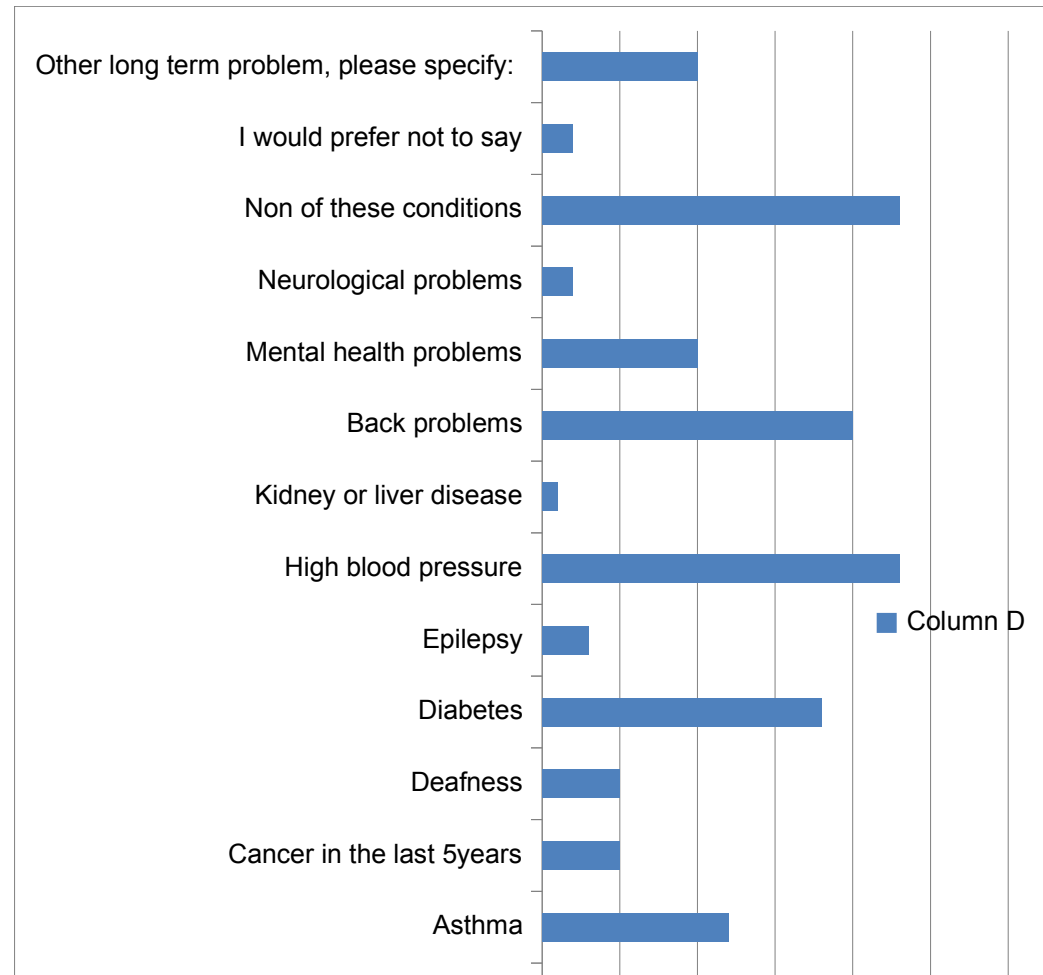
22. Do you have a long standing health condition?

		Response Percent	Response Total
1	Yes	58.16%	57
2	No	36.73%	36
3	Don't know/can't say	5.10%	5
		answered	98
		skipped	11

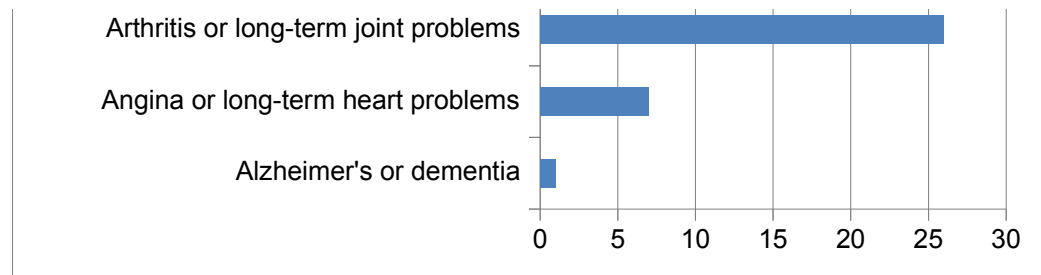


**23. Which if any of the following medical conditions do you have:**

		Response Percent	Response Total
1	Alzheimer's or dementia	1.09%	1
2	Angina or long-term heart problems	7.61%	7
3	Arthritis or long-term joint problems	28.26%	26
4	Asthma	13.04%	12
5	Cancer in the last 5years	5.43%	5
6	Deafness	5.43%	5
7	Diabetes	19.57%	18
8	Epilepsy	3.26%	3
9	High blood pressure	25.00%	23
10	Kidney or liver disease	1.09%	1
11	Back problems	21.74%	20
12	Mental health problems	10.87%	10
13	Neurological problems	2.17%	2
14	Non of these conditions	25.00%	23

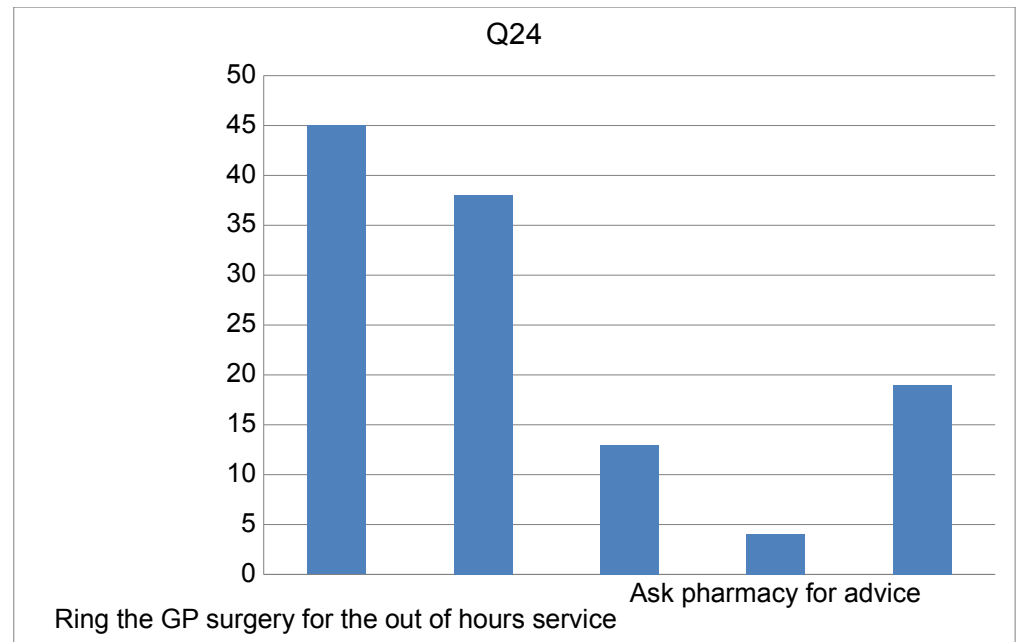


15	I would prefer not to say	2.17%	2
16	<a href="#">Other long term problem, please specify</a>	10.87%	10
		answered	92
		skipped	17



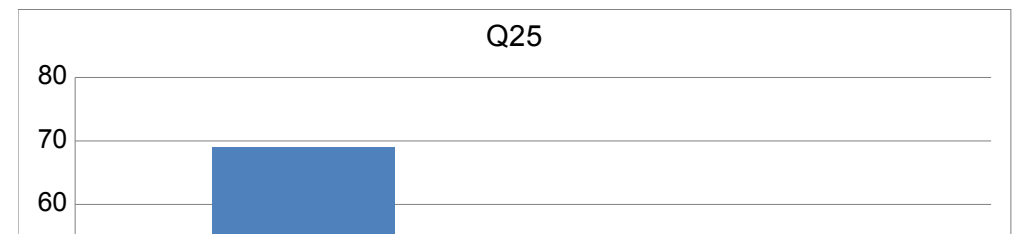
**24. If you were ill when the surgery was closed would you:**

		Response Percent	Response Total
1	Ring the GP surgery for the out of hours service	44.55%	45
2	Visit the walk in centre	37.62%	38
3	Visit A&E	12.87%	13
4	Ask pharmacy for advice	3.96%	4
5	Wait until the surgery was open again	18.81%	19
		answered	101
		skipped	8

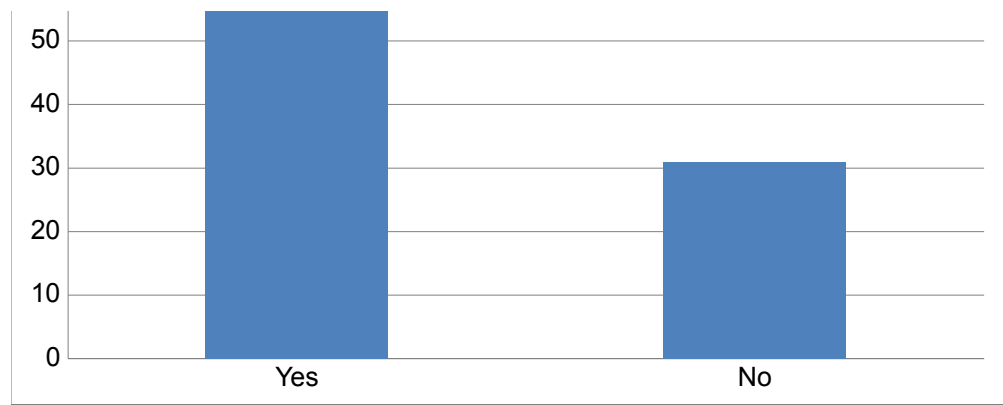


**25. Do you know how to contact out-of-hours GP services when the surgery is closed?**

		Response Percent	Response Total
1	Yes	69.00%	69
2	No	31.00%	31

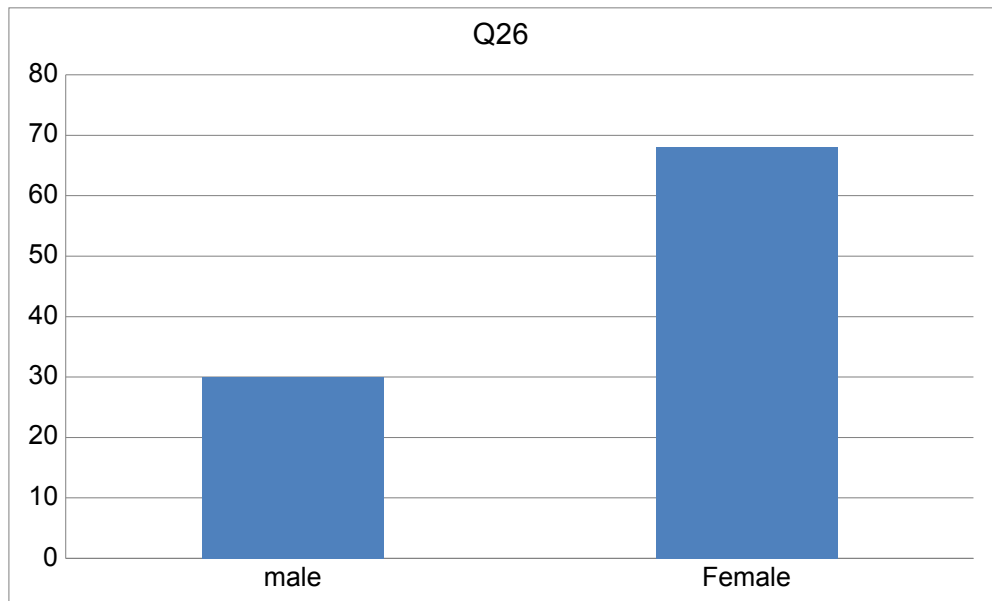


answered	100
skipped	9



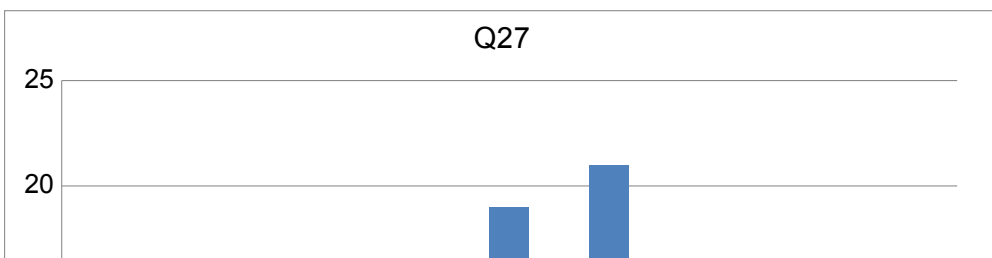
26. Are you male or female?

		Response Percent	Response Total
1	male	30.61%	30
2	Female	69.39%	68
	answered		98
	skipped		11



27. How old are you?

		Response Percent	Response Total
1	Under 18	4.95%	5
2	18-24	7.92%	8
3	25-34	14.85%	15





4	35-44	6.93%	7
5	45-54	18.81%	19
6	55-64	20.79%	21
7	65-74	14.85%	15
8	75-84	8.91%	9
9	85 and over	1.98%	2
	answered		101
	skipped		8

