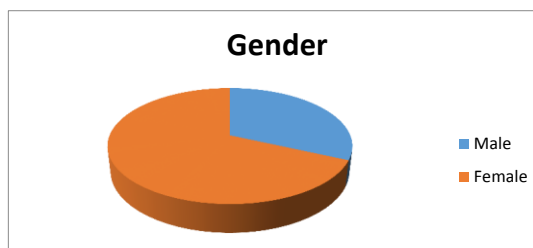


Survey results

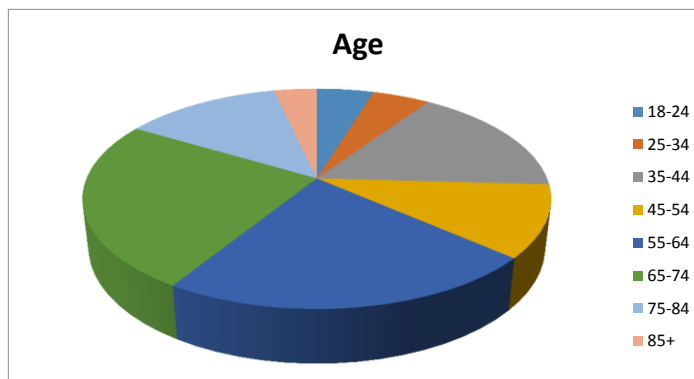
Survey Participant Gender

Male	27
Female	58
	85



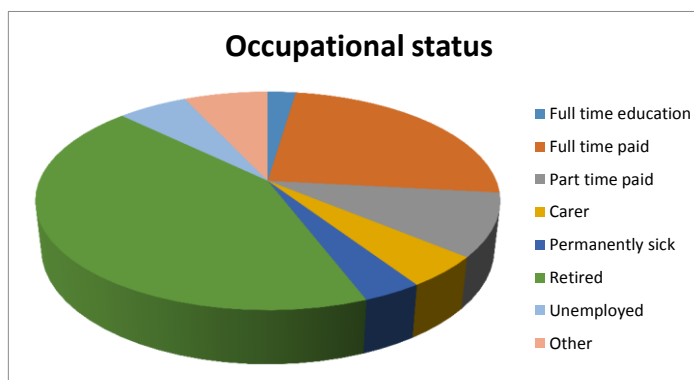
Survey Participant Age

18-24	4
25-34	4
35-44	14
45-54	9
55-64	19
65-74	21
75-84	11
85+	3
	85



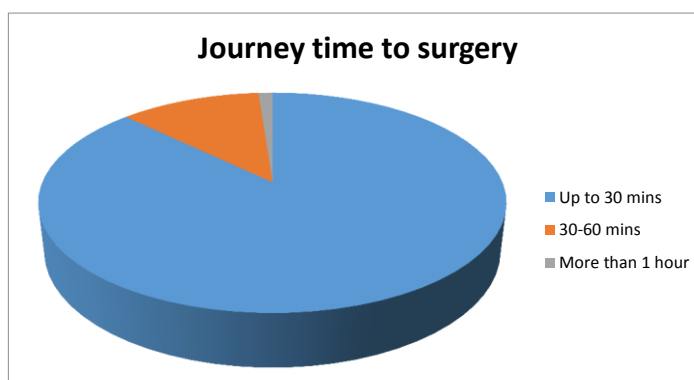
Survey Participant Occupational status

Full time education	2
Full time paid	21
Part time paid	8
Carer	4
Permanently sick	3
Retired	37
Unemployed	5
Other	6
	86



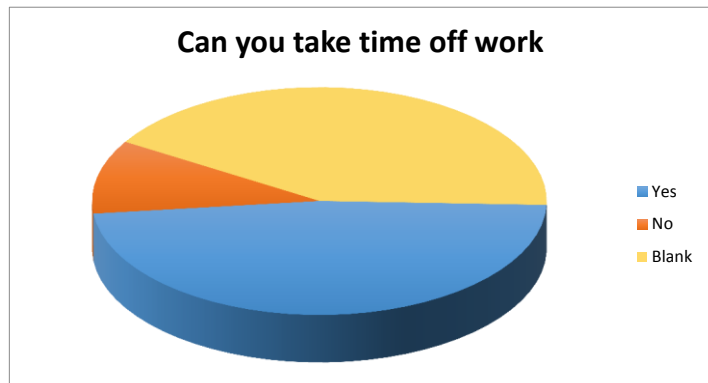
Journey time to surgery

Up to 30 mins	75
30-60 mins	10
More than 1 hour	1
	86



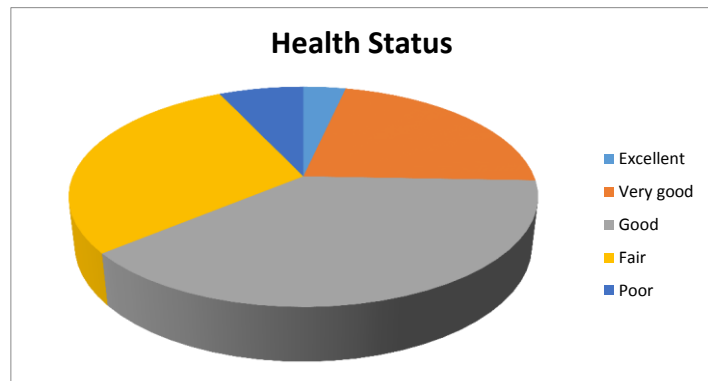
Can you take time off work

Yes	41
No	9
Blank	36
	86



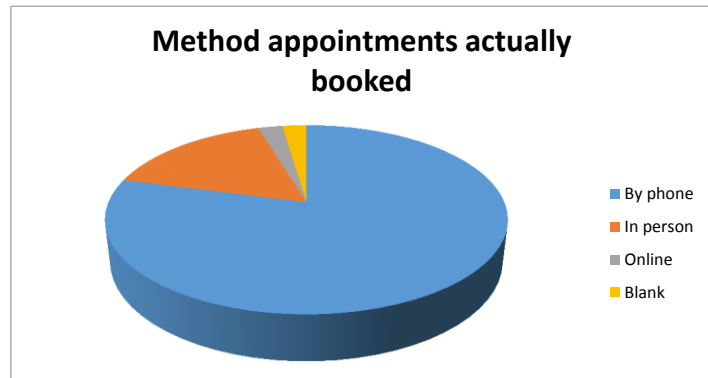
Survey Participant Health Status

Excellent	3
Very good	19
Good	33
Fair	25
Poor	6
	86



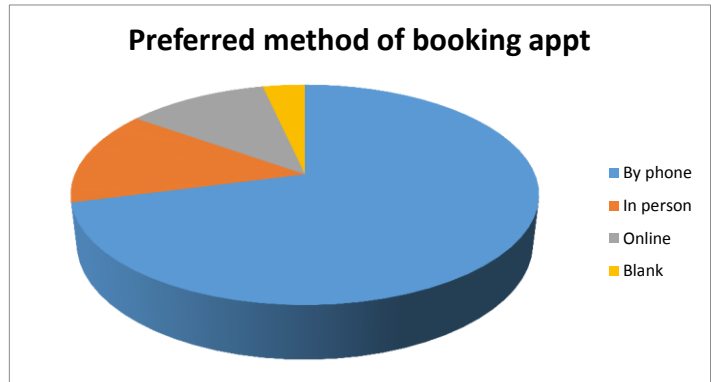
Appointments booked

By phone	68
In person	14
Online	2
Blank	2
	86



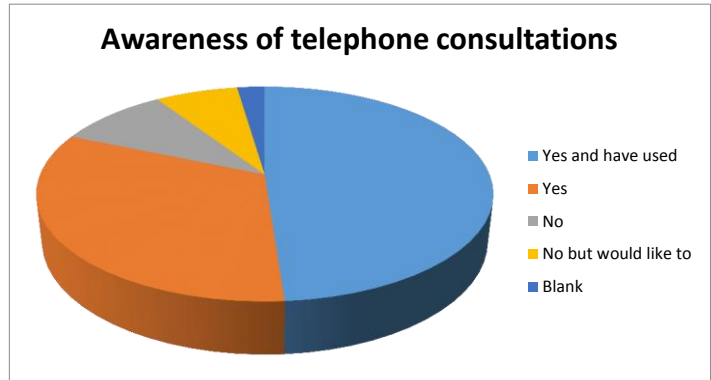
Which method would you prefer

By phone	61
In person	12
Online	10
Blank	3
	86



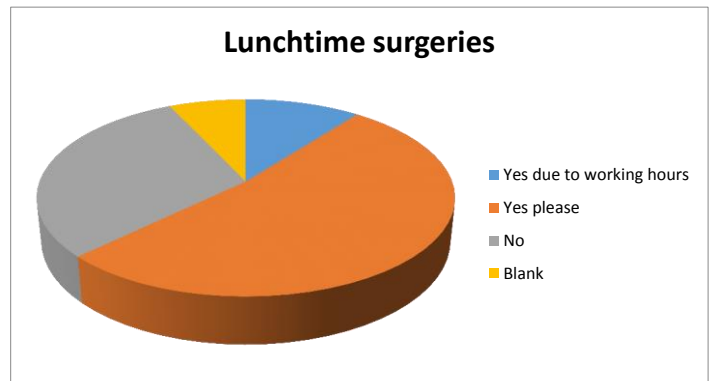
Awareness of telephone consultations

Yes and have used	42
Yes	28
No	8
No but would like to	6
Blank	2
	86



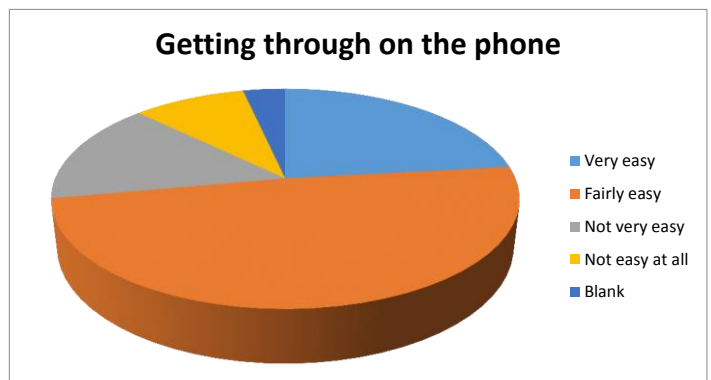
Lunchtime surgeries

Yes due to working hours	9
Yes please	45
No	26
Blank	6
	86



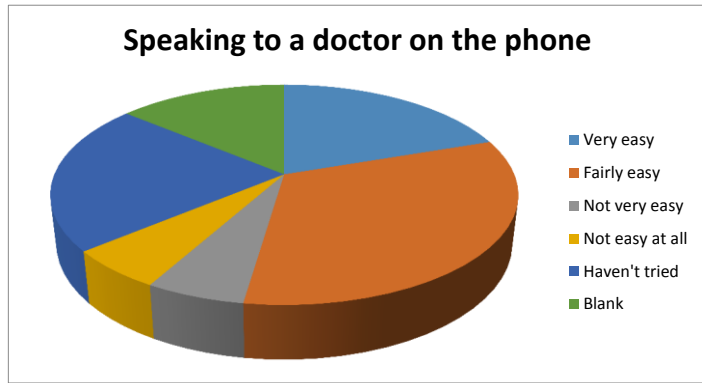
Getting through on the phone

Very easy	20
Fairly easy	42
Not very easy	13
Not easy at all	8
Blank	3
	86



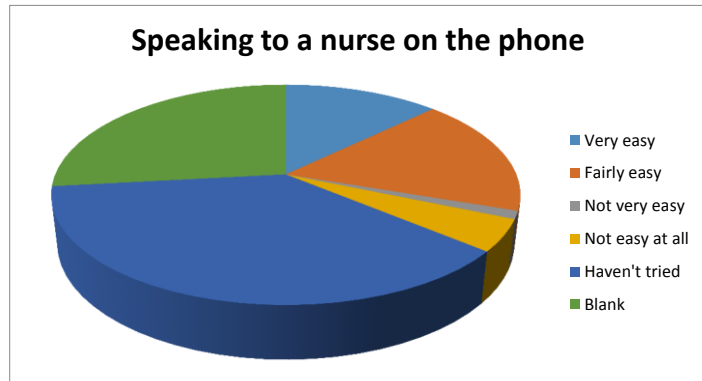
Speaking to a doctor on the phone

Very easy	17
Fairly easy	28
Not very easy	5
Not easy at all	5
Haven't tried	19
Blank	12
	86



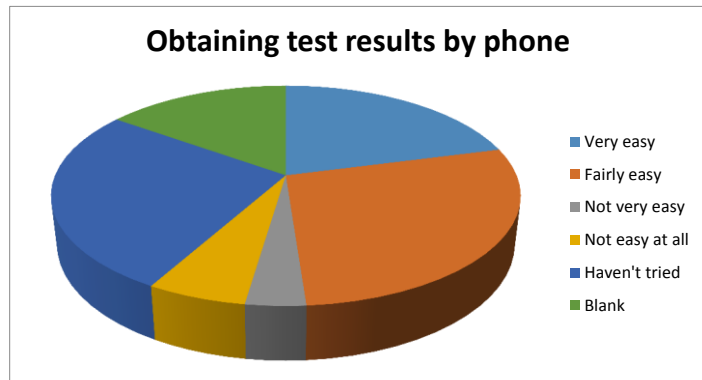
Speaking to a nurse on the phone

Very easy	11
Fairly easy	15
Not very easy	1
Not easy at all	4
Haven't tried	32
Blank	23
	86



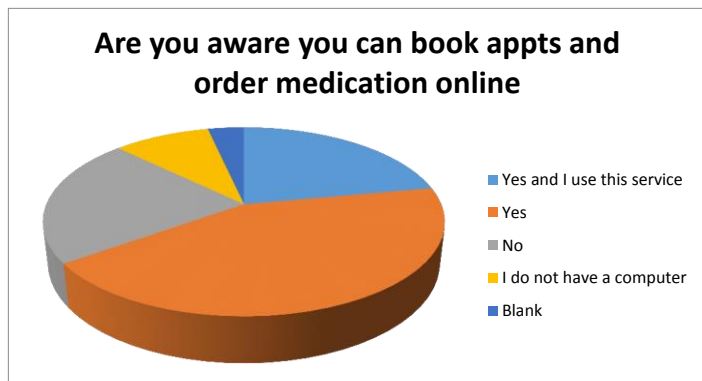
Obtaining test results by phone

Very easy	18
Fairly easy	24
Not very easy	3
Not easy at all	5
Haven't tried	23
Blank	13
	86

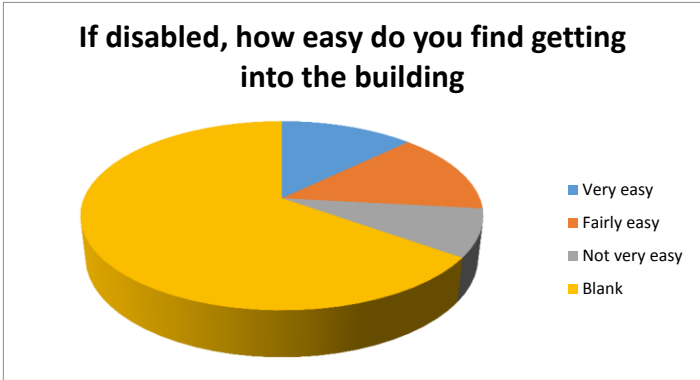


Are you aware you can book appts and order medication online

Yes and I use this service	19
Yes	37
No	19
I do not have a computer	8
Blank	3
	86



If disabled, how easy do you find getting into the building	
Very easy	11
Fairly easy	12
Not very easy	7
Blank	56
	86



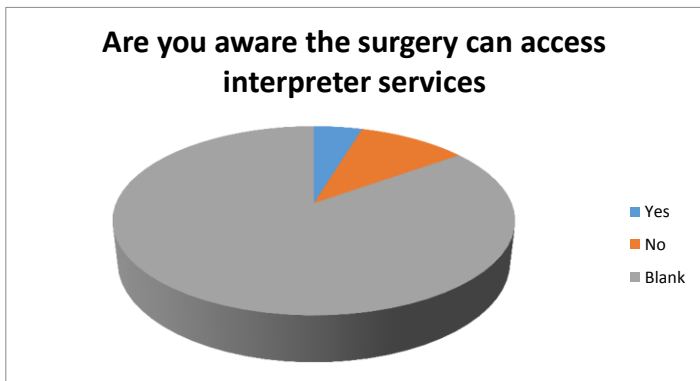
If English not first language, do you feel you are treated with respect	
Yes always	12
Yes sometimes	1
No	0
Blank	73
	86



If English not first language, how well do you communicate in English	
I can speak and read	16
I can speak but not read English	0
My English is limited	0
I do not speak or read English	0
Blank	70
	86

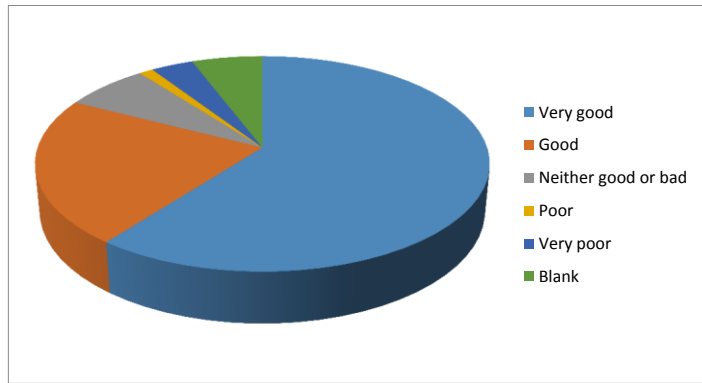


Are you aware the surgery can access interpreter services	
Yes	4
No	9
Blank	73
	86



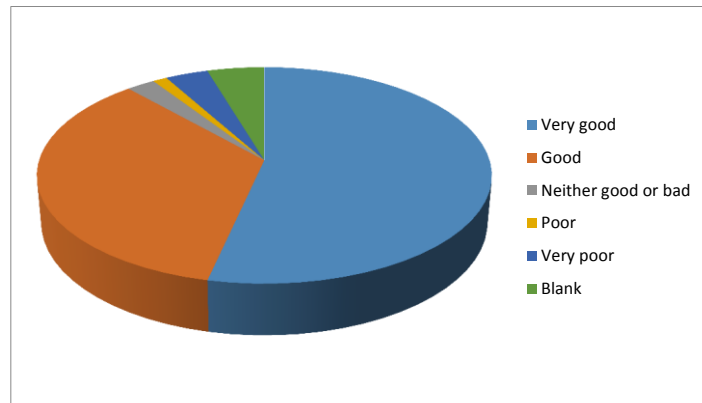
The last time you saw a doctor, how good was the doctor at, giving you enough time

Very good	52
Good	19
Neither good or bad	6
Poor	1
Very poor	3
Blank	5
	86



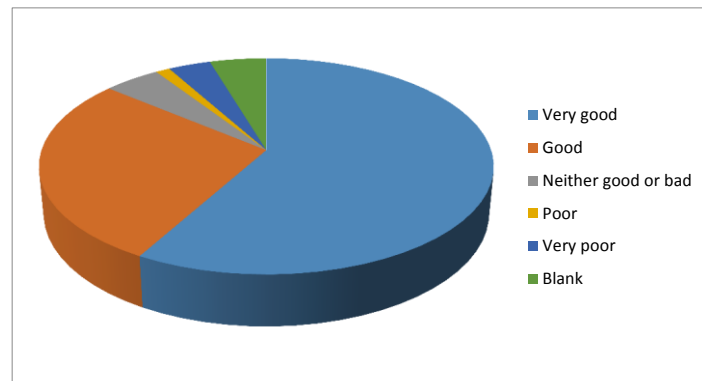
asking about your symptoms

Very good	46
Good	30
Neither good or bad	2
Poor	1
Very poor	3
Blank	4
	86



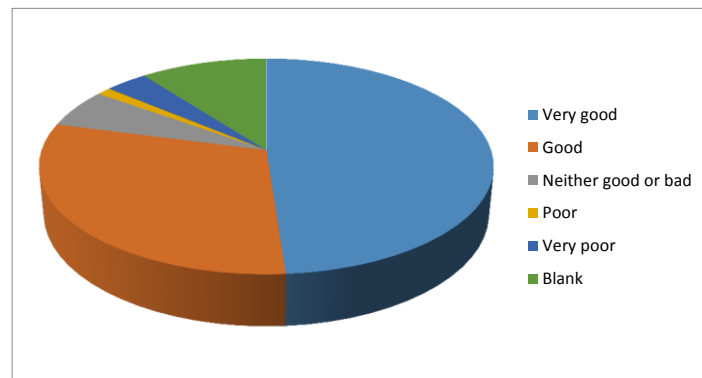
Listening

Very good	50
Good	24
Neither good or bad	4
Poor	1
Very poor	3
Blank	4
	86



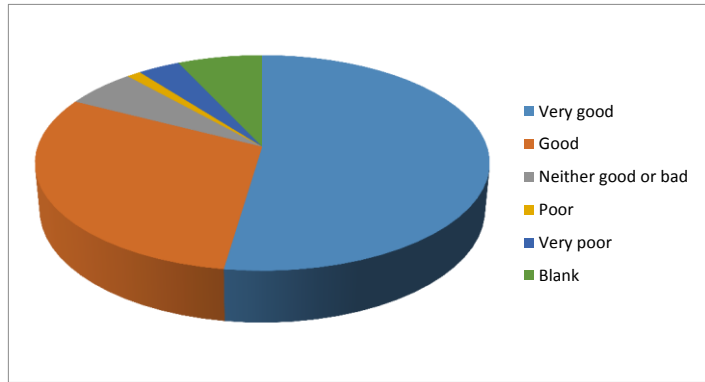
explaining tests and treatments

Very good	42
Good	26
Neither good or bad	5
Poor	1
Very poor	3
Blank	9
	86



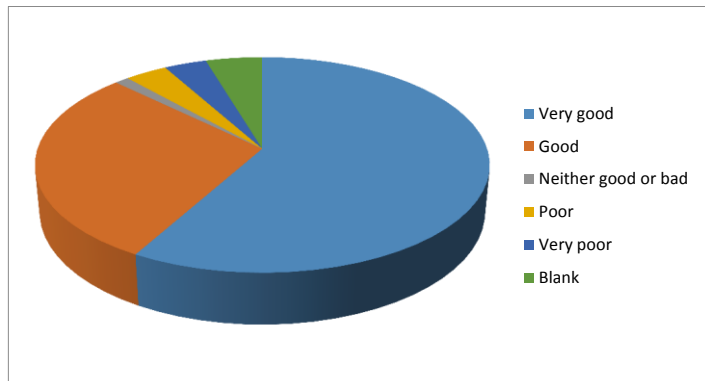
involving you in decisions about your care

Very good	45
Good	26
Neither good or bad	5
Poor	1
Very poor	3
Blank	6
	86



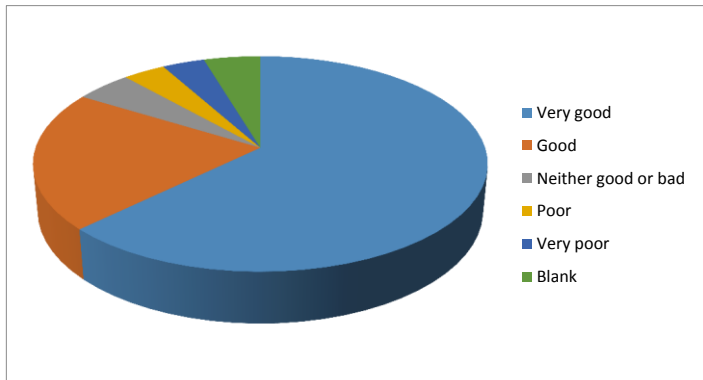
Treating you with care and concern

Very good	50
Good	25
Neither good or bad	1
Poor	3
Very poor	3
Blank	4
	86



Taking your problems seriously

Very good	54
Good	18
Neither good or bad	4
Poor	3
Very poor	3
Blank	4
	86



Did you have confidence and trust in the doctor

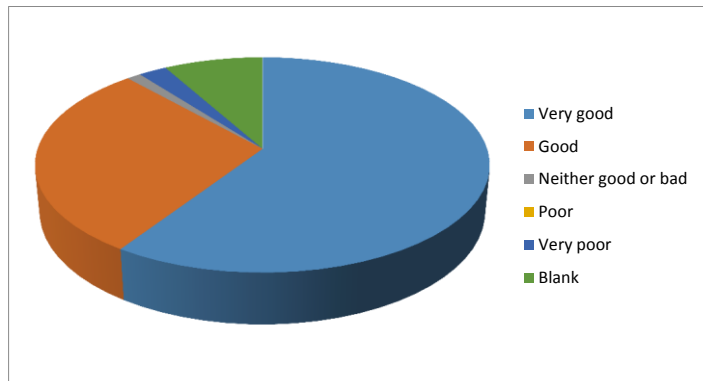
Yes definitely	66
Yes to some extent	12
No	3
Blank	5
	86



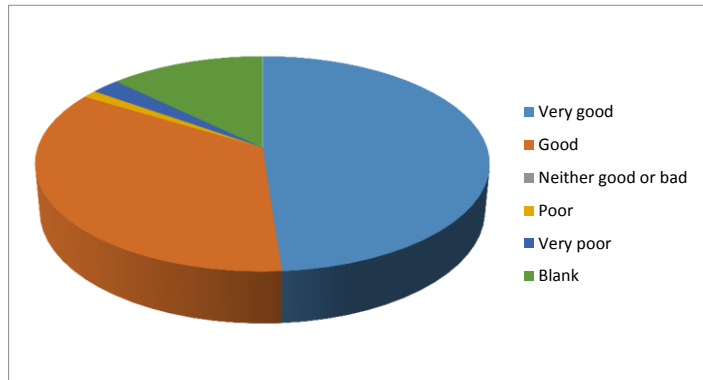
How easy was it to get an apt with the practice nurse	
Very	45
Fairly	26
Not very	4
Not tried	11
	86



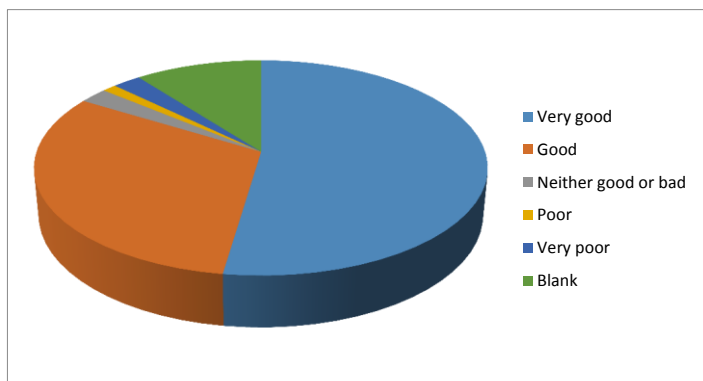
The last time you saw a practice nurse how good did you find the practice nurse at, giving you enough time	
Very good	51
Good	25
Neither good or bad	1
Poor	0
Very poor	2
Blank	7
	86



asking about your symptoms	
Very good	42
Good	30
Neither good or bad	0
Poor	1
Very poor	2
Blank	11
	86

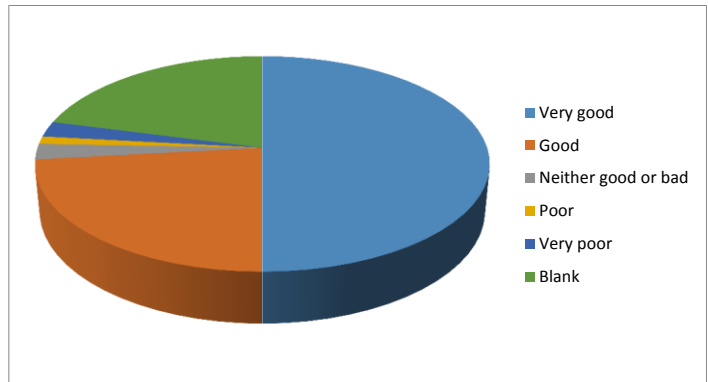


Listening	
Very good	45
Good	27
Neither good or bad	2
Poor	1
Very poor	2
Blank	9
	86



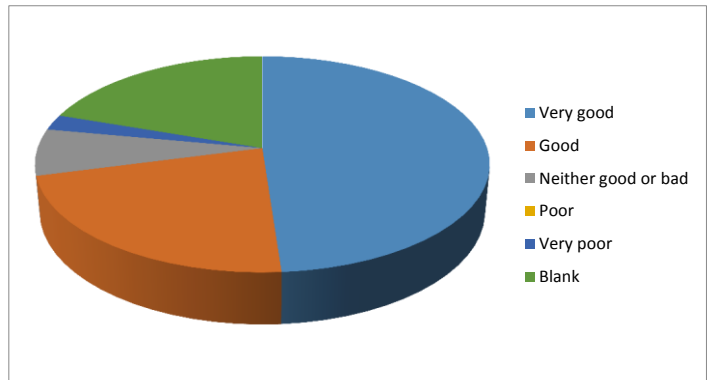
explaining tests and treatments

Very good	43
Good	20
Neither good or bad	2
Poor	1
Very poor	2
Blank	18
	86



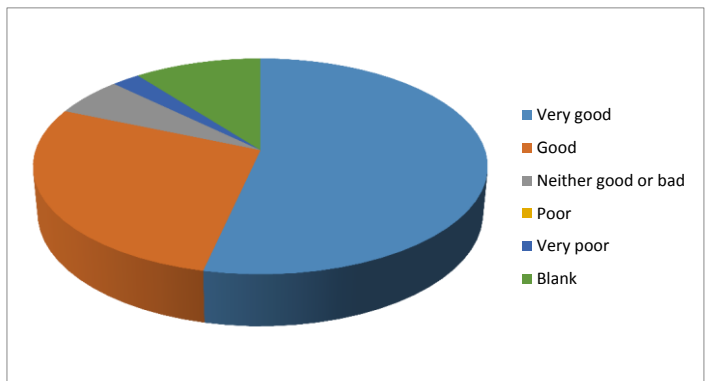
involving you in decisions about your care

Very good	42
Good	19
Neither good or bad	6
Poor	0
Very poor	2
Blank	17
	86



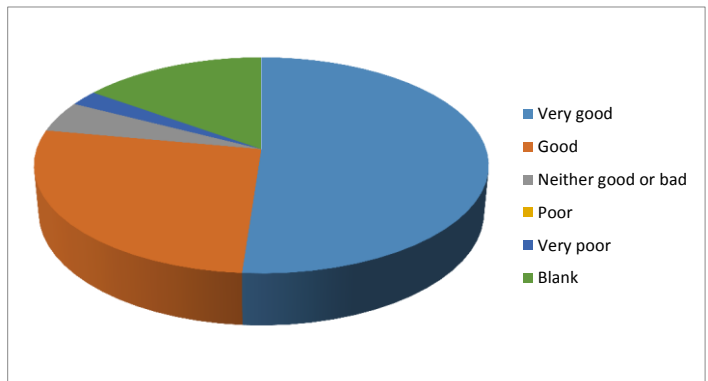
Treating you with care and concern

Very good	46
Good	24
Neither good or bad	5
Poor	0
Very poor	2
Blank	9
	86



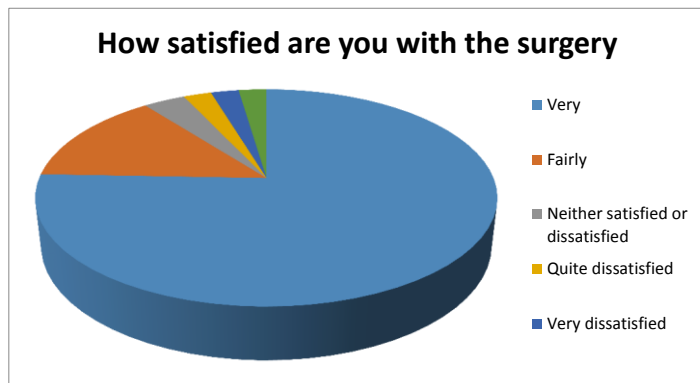
Taking your problems seriously

Very good	44
Good	23
Neither good or bad	4
Poor	0
Very poor	2
Blank	13
	86



How satisfied are you with the surgery

Very	65
Fairly	12
Neither satisfied or dissatisfied	3
Quite dissatisfied	2
Very dissatisfied	2
Blank	2
	86



Would you recommend the surgery to someone

Yes	64
Probably	13
Probably not	5
Definitely not	2
Blank	2
	86

