










1. When did you last see a Doctor or Nurse at the GP Surgery

		Response Percent	Response Count
In the past 3 months		79.0%	49
Between 3 and 6 months ago		9.7%	6
Between 6 and 12 months ago		11.3%	7
answered question			62
skipped question			0






2. In the past 6 months have you needed an appointment to see a Doctor or Nurse fairly quickly? (by fairly quickly we mean on the same day or in the next two weekdays that the surgery was open)

		Response Percent	Response Count
Yes		80.6%	50
No		17.7%	11
Can't remember		1.6%	1
answered question			62
skipped question			0


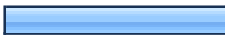

3. Think about the last time you needed to see the Doctor or Nurse fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open?

		Response Percent	Response Count
Yes		91.8%	56
No		3.3%	2
Can't remember		4.9%	3
answered question			61
skipped question			1




4. If you weren't able to be seen by a Doctor or Nurse during the next 2 weekdays that the surgery was open, why was that?

		Response Percent	Response Count
There weren't any appointments		27.3%	3
Times offered didn't suit		18.2%	2
Appointment was with a Dr who I didn't want to see		9.1%	1
A nurse was free but I wanted to see a Dr		27.3%	3
Can't remember		18.2%	2
Other (please specify)			0
answered question			11
skipped question			51



5. In the past 6 months have you tried book ahead for an appointment with a Doctor or Nurse? (by booking ahead we mean booking an appointment more than 2 weekdays in advance)

		Response Percent	Response Count
Yes		59.7%	37
No		35.5%	22
Can't remember		4.8%	3
answered question			62
skipped question			0



6. Think about the last time you tried to get an appointment with a Doctor or Nurse more than 2 weekdays in advance were you able to get an appointment more than 2 days in advance?

		Response Percent	Response Count
Yes		77.6%	45
No		10.3%	6
Can't remember		12.1%	7
answered question			58
skipped question			4




7. When asking for an appointment are you happy to see a nurse practitioner who can diagnose conditions and prescribe medications?

		Response Percent	Response Count
Yes		85.5%	53
No		14.5%	9
answered question			62
skipped question			0



8. Have you used Accident and Emergency services at a hospital in the last 12 months

		Response Percent	Response Count
Yes		32.3%	20
No		67.7%	42
answered question			62
skipped question			0

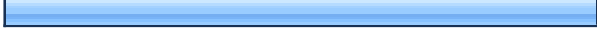



9. If you have used accident and emergency services why was this?

		Response Percent	Response Count
Accident and Emergency seemed the most appropriate place to go		63.2%	12
The surgery was closed		47.4%	9
I was unable to get an appointment at the surgery		10.5%	2
Other (please specify)			3
answered question			19
skipped question			43



10. Have you used the out of hours service (Local Care Direct) in the last 12 months?

		Response Percent	Response Count
Yes		12.9%	8
No		87.1%	54
answered question			62
skipped question			0


11. If you have used accident and emergency services or the out of hours service in the last 12 months is there anything the surgery could have done to prevent this?

		Response Percent	Response Count
No, accident and emergency/out of hours service was the most appropriate service for my problem		95.7%	22
Yes by providing better minor injuries services		4.3%	1
Yes by increasing opening hours		8.7%	2
Yes by improving access to appointments		4.3%	1
Yes by other means (please enter into free text box below)		0.0%	0
	Other (please specify)		0
answered question			23
skipped question			39



12. Have you, a relative or a friend been admitted to hospital in the last 12 months?

		Response Percent	Response Count
Yes		45.2%	28
No		54.8%	34
answered question			62
skipped question			0






13. If so were there any needs not met in the community that you feel could have prevented hospital admission?

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	31
Needs that could have been met			0
answered question			31
skipped question			31

14. We are considering running some evening events on health related issues. Is this something you would be interested in and if so what areas would be of interest to you?

		Response Percent	Response Count
Yes		33.9%	19
No		66.1%	37
Areas that would be of interest			10
answered question			56
skipped question			6





15. How satisfied are you with the opening hours at the surgery?

		Response Percent	Response Count
Very satisfied		65.5%	38
Fairly satisfied		27.6%	16
Neither satisfied nor dissatisfied		3.4%	2
Quite dissatisfied		1.7%	1
Very dissatisfied		0.0%	0
Don't know the opening hours		1.7%	1
answered question			58
skipped question			4





16. Last time you saw a Doctor or Nurse at the surgery how good did you find the Doctor or Nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Rating Count
Giving you enough time	65.5% (38)	29.3% (17)	1.7% (1)	1.7% (1)	0.0% (0)	1.7% (1)	58
Asking about your symptoms	65.5% (38)	25.9% (15)	5.2% (3)	1.7% (1)	0.0% (0)	1.7% (1)	58
Listening	63.8% (37)	29.3% (17)	3.4% (2)	1.7% (1)	0.0% (0)	1.7% (1)	58
Explaining tests and treatments	56.9% (33)	29.3% (17)	8.6% (5)	1.7% (1)	0.0% (0)	3.4% (2)	58
Involving you in decisions about your care	58.9% (33)	26.8% (15)	8.9% (5)	3.6% (2)	0.0% (0)	1.8% (1)	56
Treating you with care and concern	65.5% (38)	25.9% (15)	3.4% (2)	3.4% (2)	1.7% (1)	0.0% (0)	58
Taking your problems seriously	63.2% (36)	24.6% (14)	5.3% (3)	3.5% (2)	0.0% (0)	3.5% (2)	57
answered question							58
skipped question							4



17. In general, how satisfied are you with the care you get at the surgery?

		Response Percent	Response Count
Very satisfied		79.7%	47
Fairly satisfied		13.6%	8
Neither satisfied nor dissatisfied		5.1%	3
Quite dissatisfied		1.7%	1
Very dissatisfied		0.0%	0
answered question			59
skipped question			3

18. Would you recommend the Surgery to someone who has just moved to your local area?

		Response Percent	Response Count
Yes		89.8%	53
Might		3.4%	2
Not sure		5.1%	3
Probably not		1.7%	1
Definitely not		0.0%	0
Don't know		0.0%	0
answered question			59
skipped question			3








19. Are you male or female?

		Response Percent	Response Count
Male		30.5%	18
Female		69.5%	41
answered question			59
skipped question			3






20. How old are you?

		Response Percent	Response Count
under 18		1.7%	1
18-24		10.2%	6
25-34		13.6%	8
35-44		20.3%	12
45-54		22.0%	13
55-64		13.6%	8
65-74		13.6%	8
75-84		5.1%	3
85 and over		0.0%	0
answered question			59
skipped question			3

21. Which of the following categories best describes your employment status?

		Response Percent	Response Count
Employed, working 1-30 hours per week		20.3%	12
Employed, working 30 or more hours per week		40.7%	24
Not employed, looking for work		0.0%	0
Not employed, NOT looking for work		3.4%	2
Retired		22.0%	13
Permanently sick or disabled		1.7%	1
Looking after the home		8.5%	5
Doing something else		3.4%	2
		answered question	59
		skipped question	3

22. What is your ethnic group?

		Response Percent	Response Count
White British		89.8%	53
White Irish		1.7%	1
Any other white background		5.1%	3
White and Black Caribbean		1.7%	1
White and Black African		0.0%	0
White and Asian		0.0%	0
Any other Mixed background		0.0%	0
Indian		0.0%	0
Pakistani		0.0%	0
Bangladeshi		0.0%	0
Any other Asian background		0.0%	0
Caribbean		0.0%	0
African		0.0%	0
Any other Black background		0.0%	0
Chinese		1.7%	1
Any other ethnic group		0.0%	0
answered question			59
skipped question			3

Page 1, Q9. If you have used accident and emergency services why was this?

1	requested to go by GP	Mar 9, 2014 3:44 AM
2	advised to go as possible broken foot	Mar 9, 2014 3:34 AM
3	GP sent me up	Mar 8, 2014 9:05 AM

Page 1, Q14. We are considering running some evening events on health related issues. Is this something you would be interested in and if so what areas would be of interest to you?

1	blood and blood transfusions	Mar 9, 2014 3:10 AM
2	Men's Health	Mar 9, 2014 3:05 AM
3	to be able to assist people in emergencies and have an all round awareness	Mar 9, 2014 2:56 AM
4	general health, weight related	Mar 9, 2014 2:52 AM
5	diabetes, mental health, dementia	Mar 8, 2014 10:29 AM
6	chronic pain	Mar 8, 2014 9:53 AM
7	depression	Mar 8, 2014 9:04 AM
8	baby/child first aid	Mar 8, 2014 8:57 AM
9	COPD	Jan 7, 2014 8:22 AM
10	Diet and nutrition	Jan 7, 2014 2:22 AM