


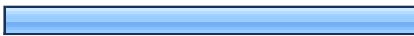






**1. When did you last see a Doctor or Nurse at the GP Surgery**

		Response Percent	Response Count
In the past 3 months		81.1%	43
Between 3 and 6 months ago		11.3%	6
Between 6 and 12 months ago		7.5%	4
<b>answered question</b>			<b>53</b>
<b>skipped question</b>			<b>0</b>

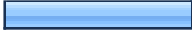



**2. In the past 6 months have you needed an appointment to see a Doctor or Nurse fairly quickly? (by fairly quickly we mean on the same day or in the next two weekdays that the surgery was open)**

		Response Percent	Response Count
Yes		66.0%	35
No		34.0%	18
Can't remember		0.0%	0
<b>answered question</b>			<b>53</b>
<b>skipped question</b>			<b>0</b>


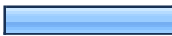
**3. Think about the last time you needed to see the Doctor or Nurse fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open?**

		Response Percent	Response Count
Yes		84.3%	43
No		7.8%	4
Can't remember		7.8%	4
<b>answered question</b>			<b>51</b>
<b>skipped question</b>			<b>2</b>




**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		30.0%	3
Times offered didn't suit		20.0%	2
Appointment was with a Dr who I didn't want to see		10.0%	1
A nurse was free but I wanted to see a Dr		0.0%	0
<b>Can't remember</b>		<b>40.0%</b>	<b>4</b>
Other (please specify)			1
<b>answered question</b>			<b>10</b>
<b>skipped question</b>			<b>43</b>



**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		73.1%	38
No		26.9%	14
Can't remember		0.0%	0
answered question			52
skipped question			1



**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		72.9%	35
No		20.8%	10
Can't remember		6.3%	3
answered question			48
skipped question			5



**7. When asking for an appointment are you happy to see a nurse practitioner who can diagnose conditions and prescribe medications if a Doctor is not available?**

		Response Percent	Response Count
Yes		87.5%	42
No		12.5%	6
answered question			48
skipped question			5

### 8. Are you aware of our text messaging service for reminders for appointments?

		Response Percent	Response Count
Yes		80.8%	42
No		19.2%	10
answered question			52
skipped question			1







### 9. Have you used our text messaging service?

		Response Percent	Response Count
Yes		59.6%	31
No		40.4%	21
answered question			52
skipped question			1

### 10. Do you have any comments regarding the text messaging service?

	Response Count
	17
answered question	17
skipped question	36

**11. Thinking of the last time you saw a Doctor or Nurse how long after your given appointment time did you have to wait to be seen?**

		Response Percent	Response Count
The Doctor/Nurse was on time		24.5%	13
<b>1-10 minutes</b>		<b>41.5%</b>	<b>22</b>
11-20 minutes		20.8%	11
21-30 minutes		3.8%	2
Longer than 30 minutes		3.8%	2
Cant remember		5.7%	3
<b>answered question</b>			<b>53</b>
<b>skipped question</b>			<b>0</b>






**12. Given the unpredictable nature of consultations how long do you think it is reasonable to wait?**

	Response Count
	37
<b>answered question</b>	<b>37</b>
<b>skipped question</b>	<b>16</b>

### 13. If you require home visits how much do you agree with the following comments?

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Rating Count
I am happy with the process of booking a home visit	42.9% (6)	28.6% (4)	14.3% (2)	14.3% (2)	0.0% (0)	14
I am happy with the time my visit occurs	46.2% (6)	23.1% (3)	15.4% (2)	7.7% (1)	7.7% (1)	13
I feel my problems are listened to	50.0% (7)	21.4% (3)	14.3% (2)	7.1% (1)	7.1% (1)	14
I feel that any treatment changes and investigations are arranged appropriately	46.2% (6)	23.1% (3)	15.4% (2)	7.7% (1)	7.7% (1)	13
					comments	9
					answered question	14
					skipped question	39






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

		Response Percent	Response Count
Very satisfied		63.5%	33
Fairly satisfied		21.2%	11
Neither satisfied nor dissatisfied		9.6%	5
Quite dissatisfied		1.9%	1
Very dissatisfied		3.8%	2
Don't know the opening hours		0.0%	0
		answered question	52
		skipped question	1

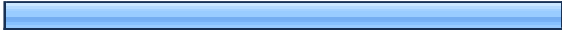




### 15. Last time you saw a Doctor or Nurse at the surgery how good did you find the Doctor or Nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Rating Count
Giving you enough time	84.0% (42)	10.0% (5)	0.0% (0)	2.0% (1)	4.0% (2)	0.0% (0)	50
Asking about your symptoms	83.7% (41)	10.2% (5)	2.0% (1)	0.0% (0)	4.1% (2)	0.0% (0)	49
Listening	78.0% (39)	14.0% (7)	4.0% (2)	0.0% (0)	4.0% (2)	0.0% (0)	50
Explaining tests and treatments	77.6% (38)	16.3% (8)	2.0% (1)	0.0% (0)	4.1% (2)	0.0% (0)	49
Involving you in decisions about your care	69.4% (34)	20.4% (10)	4.1% (2)	0.0% (0)	4.1% (2)	2.0% (1)	49
Treating you with care and concern	81.3% (39)	12.5% (6)	0.0% (0)	2.1% (1)	4.2% (2)	0.0% (0)	48
Taking your problems seriously	81.3% (39)	12.5% (6)	0.0% (0)	2.1% (1)	4.2% (2)	0.0% (0)	48
<b>answered question</b>							<b>50</b>
<b>skipped question</b>							<b>3</b>



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

		Response Percent	Response Count
Very satisfied		80.0%	40
Fairly satisfied		14.0%	7
Neither satisfied nor dissatisfied		2.0%	1
Quite dissatisfied		2.0%	1
Very dissatisfied		2.0%	1
<b>answered question</b>			<b>50</b>
<b>skipped question</b>			<b>3</b>

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




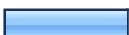
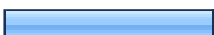


		Response Percent	Response Count
Yes		90.2%	46
Might		3.9%	2
Not sure		2.0%	1
Probably not		2.0%	1
Definitely not		2.0%	1
Don't know		0.0%	0
<b>answered question</b>			<b>51</b>
<b>skipped question</b>			<b>2</b>

### 18. Are you male or female?








		Response Percent	Response Count
Male		36.0%	18
Female		64.0%	32
<b>answered question</b>			<b>50</b>
<b>skipped question</b>			<b>3</b>





## 19. How old are you?

		Response Percent	Response Count
under 18		0.0%	0
18-24		3.9%	2
25-34		5.9%	3
35-44		19.6%	10
45-54		19.6%	10
<b>55-64</b>		<b>33.3%</b>	<b>17</b>
65-74		9.8%	5
75-84		7.8%	4
85 and over		0.0%	0
<b>answered question</b>			<b>51</b>
<b>skipped question</b>			<b>2</b>

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

		Response Percent	Response Count
Employed, working 1-30 hours per week		32.7%	16
Employed, working 30 or more hours per week		22.4%	11
Not employed, looking for work		4.1%	2
Not employed, NOT looking for work		2.0%	1
Retired		28.6%	14
Permanently sick or disabled		8.2%	4
Looking after the home		2.0%	1
Doing something else		0.0%	0
<b>answered question</b>			<b>49</b>
<b>skipped question</b>			<b>4</b>

## 21. What is your ethnic group?

		Response Percent	Response Count
White British		98.0%	50
White Irish		0.0%	0
Any other white background		2.0%	1
White and Black Caribbean		0.0%	0
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		0.0%	0
Any other ethnic group		0.0%	0
<b>answered question</b>			<b>51</b>
<b>skipped question</b>			<b>2</b>

**Page 1, Q4. 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?**

1 Always seen

Mar 8, 2013 7:39 AM

**Page 1, Q10. Do you have any comments regarding the text messaging service?**

1	If the appointment is for more than a week away, a reminder would be more appropriate nearer the time .	Mar 8, 2013 7:56 AM
2	Very helpful, a reminder an hour beforehand would be very useful.	Mar 8, 2013 7:54 AM
3	It really helps me as I suffer with depression and panic disorder. Before the texts I forgot my appointments ans missed them	Mar 8, 2013 7:50 AM
4	Excellent	Mar 8, 2013 7:43 AM
5	No mobile phone	Mar 8, 2013 7:39 AM
6	Great service	Mar 8, 2013 7:36 AM
7	It's good	Mar 8, 2013 7:34 AM
8	Very good idea	Mar 8, 2013 7:20 AM
9	It's a good service	Mar 8, 2013 7:19 AM
10	Never text	Mar 8, 2013 7:17 AM
11	Very efficient	Mar 8, 2013 7:12 AM
12	It is good.	Mar 8, 2013 7:11 AM
13	Don't use text - only e-mail.	Mar 8, 2013 7:07 AM
14	Sounds like a good idea	Mar 8, 2013 7:05 AM
15	Fabulous.	Mar 8, 2013 7:03 AM
16	would like to receive reminder about appointment 1 day before so I won't forget about it	Mar 5, 2013 6:11 AM
17	very useful to remind me of my appointments	Jan 18, 2013 8:53 AM



**Page 1, Q12. Given the unpredictable nature of consultations how long do you think it is reasonable to wait?**

1	20 minutes	Mar 8, 2013 8:07 AM
2	10 minutes	Mar 8, 2013 7:56 AM
3	10-20 minutes	Mar 8, 2013 7:54 AM
4	30 minutes	Mar 8, 2013 7:52 AM
5	Up to half a hour if busy, we all like to take our time with the doctor so we need to appreciate that we're not the only patient.	Mar 8, 2013 7:50 AM
6	As long as necessary, all appointments are different	Mar 8, 2013 7:43 AM
7	Up to 30-40 minutes	Mar 8, 2013 7:41 AM
8	A half hour	Mar 8, 2013 7:39 AM
9	20 minutes	Mar 8, 2013 7:38 AM
10	As there is an appointment system running it should be up to 15 minutes	Mar 8, 2013 7:36 AM
11	10 - 15 minutes	Mar 8, 2013 7:34 AM
12	10 minutes	Mar 8, 2013 7:33 AM
13	Not really bothered, every patient is different	Mar 8, 2013 7:29 AM
14	Depends how urgent the medical need. Normally as long as it takes.	Mar 8, 2013 7:26 AM
15	30 minutes	Mar 8, 2013 7:23 AM
16	15 minutes	Mar 8, 2013 7:20 AM
17	10 minutes	Mar 8, 2013 7:19 AM
18	10-15 minutes	Mar 8, 2013 7:17 AM
19	30 minutes	Mar 8, 2013 7:16 AM
20	10/15 minutes.	Mar 8, 2013 7:15 AM
21	15 minutes	Mar 8, 2013 7:14 AM
22	20-30 minutes maximum	Mar 8, 2013 7:11 AM
23	20 minutes	Mar 8, 2013 7:08 AM
24	30 minutes	Mar 8, 2013 7:07 AM
25	20 minutes - hard to say.	Mar 8, 2013 7:05 AM
26	15 minutes	Mar 8, 2013 7:03 AM
27	20-30 minutes	Mar 8, 2013 7:00 AM
28	20 minutes	Mar 4, 2013 4:59 AM
29	as long as I am waiting because another patient needs more time I am	Mar 1, 2013 4:10 AM

**Page 1, Q12. Given the unpredictable nature of consultations how long do you think it is reasonable to wait?**

	unconcerned	
30	15 minutes	Feb 24, 2013 4:20 AM
31	whatever is necessary	Feb 20, 2013 1:37 AM
32	15 to 20 minutes	Feb 18, 2013 12:43 PM
33	20 minutes	Feb 11, 2013 2:46 AM
34	30 minutes	Feb 8, 2013 7:31 AM
35	OK	Jan 23, 2013 1:52 AM
36	20 minutes or so	Jan 18, 2013 8:53 AM
37	15 mins	Jan 10, 2013 8:30 AM

**Page 1, Q13. If you require home visits how much do you agree with the following comments?**

1	Never needed a home visit.	Mar 8, 2013 7:56 AM
2	The doctors and staff are amazing with home visits and arranging them.	Mar 8, 2013 7:50 AM
3	I don't live within the visiting area	Mar 8, 2013 7:36 AM
4	Don't know the process of Home Visits	Mar 8, 2013 7:19 AM
5	Never had a home visit	Mar 8, 2013 7:16 AM
6	Not had a home visit	Mar 8, 2013 7:14 AM
7	Not aware	Mar 8, 2013 7:07 AM
8	I have not used this service	Mar 1, 2013 4:10 AM
9	na	Feb 20, 2013 1:37 AM