


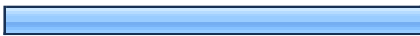






1. When did you last see a Doctor or Nurse at the GP Surgery

		Response Percent	Response Count
In the past 3 months		81.8%	45
Between 3 and 6 months ago		10.9%	6
Between 6 and 12 months ago		7.3%	4
answered question			55
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		67.3%	37
No		32.7%	18
Can't remember		0.0%	0
answered question			55
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		83.0%	44
No		9.4%	5
Can't remember		7.5%	4
answered question			53
skipped question			2




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		36.4%	4
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		0.0%	0
Can't remember		36.4%	4
Other (please specify)			2
answered question			11
skipped question			44



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		74.1%	40
No		25.9%	14
Can't remember		0.0%	0
answered question			54
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		74.0%	37
No		20.0%	10
Can't remember		6.0%	3
answered question			50
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		86.0%	43
No		14.0%	7
answered question			50
skipped question			5

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

		Response Percent	Response Count
Yes		81.5%	44
No		18.5%	10
answered question			54
skipped question			1

9. Have you used our text messaging service?

		Response Percent	Response Count
Yes		59.3%	32
No		40.7%	22
answered question			54
skipped question			1

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

	Response Count
	19
answered question	19
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		23.6%	13
1-10 minutes		41.8%	23
11-20 minutes		20.0%	11
21-30 minutes		3.6%	2
Longer than 30 minutes		3.6%	2
Cant remember		7.3%	4
answered question			55
skipped question			0






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

	Response Count
	39
answered question	39
skipped question	16

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	11
					answered question	14
					skipped question	41






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

		Response Percent	Response Count
Very satisfied		63.0%	34
Fairly satisfied		22.2%	12
Neither satisfied nor dissatisfied		9.3%	5
Quite dissatisfied		1.9%	1
Very dissatisfied		3.7%	2
Don't know the opening hours		0.0%	0
		answered question	54
		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	84.3% (43)	9.8% (5)	0.0% (0)	2.0% (1)	3.9% (2)	0.0% (0)	51
Asking about your symptoms	84.0% (42)	10.0% (5)	2.0% (1)	0.0% (0)	4.0% (2)	0.0% (0)	50
Listening	78.4% (40)	13.7% (7)	3.9% (2)	0.0% (0)	3.9% (2)	0.0% (0)	51
Explaining tests and treatments	78.0% (39)	16.0% (8)	2.0% (1)	0.0% (0)	4.0% (2)	0.0% (0)	50
Involving you in decisions about your care	70.0% (35)	20.0% (10)	4.0% (2)	0.0% (0)	4.0% (2)	2.0% (1)	50
Treating you with care and concern	81.6% (40)	12.2% (6)	0.0% (0)	2.0% (1)	4.1% (2)	0.0% (0)	49
Taking your problems seriously	81.6% (40)	12.2% (6)	0.0% (0)	2.0% (1)	4.1% (2)	0.0% (0)	49
answered question							51
skipped question							4


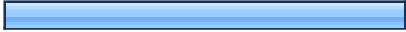
16. In general, how satisfied are you with the care you get at the surgery?

		Response Percent	Response Count
Very satisfied		80.4%	41
Fairly satisfied		13.7%	7
Neither satisfied nor dissatisfied		2.0%	1
Quite dissatisfied		2.0%	1
Very dissatisfied		2.0%	1
answered question			51
skipped question			4





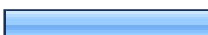


17. Would you recommend the Surgery to someone who has just moved to your local area?

		Response Percent	Response Count
Yes		90.4%	47
Might		3.8%	2
Not sure		1.9%	1
Probably not		1.9%	1
Definitely not		1.9%	1
Don't know		0.0%	0
answered question			52
skipped question			3

18. Are you male or female?

		Response Percent	Response Count
Male		35.3%	18
Female		64.7%	33
answered question			51
skipped question			4



19. How old are you?

		Response Percent	Response Count
under 18		0.0%	0
18-24		3.8%	2
25-34		5.8%	3
35-44		21.2%	11
45-54		19.2%	10
55-64		32.7%	17
65-74		9.6%	5
75-84		7.7%	4
85 and over		0.0%	0
answered question			52
skipped question			3

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

		Response Percent	Response Count
Employed, working 1-30 hours per week		32.0%	16
Employed, working 30 or more hours per week		22.0%	11
Not employed, looking for work		4.0%	2
Not employed, NOT looking for work		4.0%	2
Retired		28.0%	14
Permanently sick or disabled		8.0%	4
Looking after the home		2.0%	1
Doing something else		0.0%	0
answered question			50
skipped question			5

21. What is your ethnic group?

		Response Percent	Response Count
White British		98.1%	51
White Irish		0.0%	0
Any other white background		1.9%	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
answered question			52
skipped question			3