












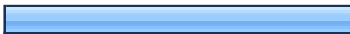


1. How do you rate the hours that your GP surgery is open for appointments?

		Response Percent	Response Count
Very poor		1.9%	1
Poor		1.9%	1
Fair		14.8%	8
Good		55.6%	30
Very good		20.4%	11
Excellent		5.6%	3
answered question			54
skipped question			0



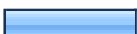
2. If appropriate, what additional hours would you like the surgery to be open?

		Response Percent	Response Count
Early morning		3.8%	2
Lunch times		3.8%	2
Evenings		18.9%	10
Weekends		41.5%	22
None, I'm satisfied		32.1%	17
answered question			53
skipped question			1

3. In the past six months, have you tried to book ahead for an appointment with a doctor? ('Booking ahead' means trying to book an appointment more than two full working days ahead.)

		Response Percent	Response Count
Yes (go to question four)		55.8%	29
No		21.2%	11
Can't remember		23.1%	12
answered question			52
skipped question			2

4. Last time you tried, were you able to get an appointment with a doctor more than two full weekdays in advance?

		Response Percent	Response Count
Yes		43.4%	23
No		35.8%	19
Can't remember		20.8%	11
answered question			53
skipped question			1

5. How long do you usually have to wait at the surgery after your appointment time for your consultation to begin?

		Response Percent	Response Count
Five minutes or less		9.3%	5
6-10 minutes		35.2%	19
11-20 minutes		35.2%	19
21-30 minutes		7.4%	4
More than 30 minutes		13.0%	7
answered question			54
skipped question			0






6. How do you feel about how long you normally have to wait?

		Response Percent	Response Count
I don't normally have to wait too long		53.7%	29
I have to wait a bit too long		27.8%	15
I have to wait far too long		16.7%	9
No opinion / doesn't apply		1.9%	1
answered question			54
skipped question			0






7. Thinking of the times you have phoned the surgery, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know / never tried	Rating Count
Ability to get through to the surgery on the phone	3.7% (2)	7.4% (4)	14.8% (8)	33.3% (18)	25.9% (14)	14.8% (8)	0.0% (0)	54
Ability to speak to a doctor on the phone when you have a question or need medical advice	13.5% (7)	7.7% (4)	15.4% (8)	28.8% (15)	17.3% (9)	11.5% (6)	5.8% (3)	52
Ability to speak to a nurse on the phone	7.5% (4)	9.4% (5)	17.0% (9)	34.0% (18)	11.3% (6)	13.2% (7)	7.5% (4)	53
Ability to get test results on the phone	9.8% (5)	7.8% (4)	7.8% (4)	35.3% (18)	13.7% (7)	11.8% (6)	13.7% (7)	51
answered question								54
skipped question								0

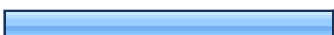




8. In general, how satisfied are you with the service you get from your GP?

		Response Percent	Response Count
Very satisfied		44.4%	24
Fairly satisfied		40.7%	22
Neither satisfied or dissatisfied		7.4%	4
Fairly dissatisfied		1.9%	1
Very dissatisfied		5.6%	3
answered question			54
skipped question			0

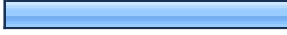




9. In general, how satisfied are you with the service you get from your nurse?

		Response Percent	Response Count
Very satisfied		48.1%	26
Fairly satisfied		37.0%	20
Neither satisfied or dissatisfied		7.4%	4
Fairly dissatisfied		1.9%	1
Very dissatisfied		5.6%	3
answered question			54
skipped question			0

10. In general, how satisfied are you with the service you get from your receptionist?

		Response Percent	Response Count
Very satisfied		52.8%	28
Fairly satisfied		35.8%	19
Neither satisfied or dissatisfied		1.9%	1
Fairly dissatisfied		5.7%	3
Very dissatisfied		3.8%	2
answered question			53
skipped question			1

11. In general, how satisfied are you with the range of services we offer?

		Response Percent	Response Count
Very satisfied		45.3%	24
Fairly satisfied		45.3%	24
Neither satisfied or dissatisfied		1.9%	1
Fairly dissatisfied		3.8%	2
Very dissatisfied		3.8%	2

Please use the space below to add any more information you would like us to know about the types of services you would like to see available from your GP surgery.

2







answered question

53

skipped question

1

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

		Response Percent	Response Count
Yes, would definitely recommend		53.7%	29
Yes, might recommend		25.9%	14
Not sure		11.1%	6
No, would probably not recommend		3.7%	2
No, would definitely not recommend		3.7%	2
Don't know		1.9%	1



answered question

54



skipped question

0







13. Thinking about access into the building at your surgery, how do you find this?

		Response Percent	Response Count
Very easy		73.6%	39
Fairly easy		26.4%	14
Not very easy		0.0%	0
Not at all easy		0.0%	0
answered question			53
skipped question			1



14. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		57.4%	31
Fairly clean		42.6%	23
Not very clean		0.0%	0
Not at all clean		0.0%	0
Don't know		0.0%	0
answered question			54
skipped question			0




15. What do you think of the surgery's telephone triage system?

		Response Percent	Response Count
Very poor		0.0%	0
Poor		5.7%	3
Fair		18.9%	10
Good		34.0%	18
Very good		28.3%	15
Excellent		5.7%	3
Not used the service		7.5%	4
answered question			53
skipped question			1



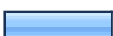
16. Would you like to be provided with results of blood tests, scans etc at the time of the consultation?

		Response Percent	Response Count
Yes		86.5%	45
No		13.5%	7
answered question			52
skipped question			2





17. Do you understand the changes being put into place for the National Health Service?

		Response Percent	Response Count
Yes		34.0%	18
No		9.4%	5
Not aware of any change		56.6%	30
answered question			53
skipped question			1

18. Last time you tried, were you able to get an appointment with a doctor of your choice?

		Response Percent	Response Count
Yes		64.2%	34
No		18.9%	10
Don't mind which doctor I see		17.0%	9
answered question			53
skipped question			1




19. What do you think about being able to book your appointments at the surgery via the internet?

		Response Percent	Response Count
Good idea		63.0%	34
Bad idea		3.7%	2
I don't have access to the internet		13.0%	7
Would prefer to book over the phone like I do now		20.4%	11
answered question			54
skipped question			0

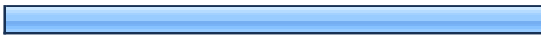


20. If you could change one thing about your GP surgery, what would that be?

	Response Count
	6
answered question	6
skipped question	48



21. Is the written information you receive at your GP surgery easy to understand?

		Response Percent	Response Count
Yes		75.9%	41
No		3.7%	2
Don't know		20.4%	11
		answered question	54
		skipped question	0

22. Is the verbal information you receive at your GP surgery easy to understand?

		Response Percent	Response Count
Yes		87.0%	47
No		1.9%	1
Don't know		11.1%	6
		answered question	54
		skipped question	0



23. Are you:

		Response Percent	Response Count
Male		46.3%	25
Female		53.7%	29
		answered question	54
		skipped question	0

24. How old are you?

		Response Count
		49
		answered question
		49
		skipped question
		5

25. Do you have a long-standing illness, disability or infirmity? (By 'longstanding' we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.)

		Response Percent	Response Count
Yes		55.8%	29
No		44.2%	23
		answered question	52
		skipped question	2

26. We are interested in any other comments you may have. Please write them here:

	Response Count
	9
answered question	9
skipped question	45

Page 6, Q11. In general, how satisfied are you with the range of services we offer?

1	better screening services	Mar 26, 2013 2:52 PM
2	A customer focus care service need to be reviewed and focus should be friendly and helpful	Mar 26, 2013 1:45 PM

Page 8, Q20. If you could change one thing about your GP surgery, what would that be?

1	Waiting times Automatic doors for the less able	Mar 26, 2013 4:24 PM
2	More time with Doctor at appointments	Mar 26, 2013 2:50 PM
3	i'd rather not say you will be offended	Mar 26, 2013 2:36 PM
4	I would get more qualified receptionists.	Mar 26, 2013 2:21 PM
5	Appointment timings	Mar 26, 2013 1:55 PM
6	Time given to appointments and more care to patients. Doctors rushing rather than paying attentions to patients.	Mar 26, 2013 1:49 PM

Page 9, Q24. How old are you?

1	28	Mar 26, 2013 4:54 PM
2	52	Mar 26, 2013 4:53 PM
3	52	Mar 26, 2013 4:38 PM
4	39	Mar 26, 2013 4:28 PM
5	24	Mar 26, 2013 4:26 PM
6	35	Mar 26, 2013 4:24 PM
7	86	Mar 26, 2013 4:19 PM
8	53	Mar 26, 2013 4:18 PM
9	31	Mar 26, 2013 4:17 PM
10	38	Mar 26, 2013 4:16 PM
11	48	Mar 26, 2013 4:11 PM
12	37	Mar 26, 2013 4:09 PM
13	29	Mar 26, 2013 4:07 PM
14	32	Mar 26, 2013 4:06 PM
15	36	Mar 26, 2013 4:05 PM
16	30	Mar 26, 2013 4:03 PM
17	62	Mar 26, 2013 4:00 PM
18	37	Mar 26, 2013 2:59 PM
19	18	Mar 26, 2013 2:59 PM
20	38	Mar 26, 2013 2:57 PM
21	20	Mar 26, 2013 2:56 PM
22	61	Mar 26, 2013 2:54 PM
23	31	Mar 26, 2013 2:53 PM
24	32	Mar 26, 2013 2:52 PM
25	32	Mar 26, 2013 2:51 PM
26	29	Mar 26, 2013 2:51 PM
27	27	Mar 26, 2013 2:49 PM
28	40	Mar 26, 2013 2:47 PM
29	32	Mar 26, 2013 2:46 PM
30	28	Mar 26, 2013 2:45 PM

Page 9, Q24. How old are you?

31	56	Mar 26, 2013 2:44 PM
32	25	Mar 26, 2013 2:43 PM
33	91	Mar 26, 2013 2:42 PM
34	17	Mar 26, 2013 2:42 PM
35	38	Mar 26, 2013 2:39 PM
36	37	Mar 26, 2013 2:37 PM
37	42	Mar 26, 2013 2:31 PM
38	21	Mar 26, 2013 2:29 PM
39	23	Mar 26, 2013 2:27 PM
40	55	Mar 26, 2013 2:25 PM
41	41	Mar 26, 2013 2:23 PM
42	56	Mar 26, 2013 2:22 PM
43	21	Mar 26, 2013 2:19 PM
44	51	Mar 26, 2013 2:18 PM
45	49	Mar 26, 2013 2:16 PM
46	62	Mar 26, 2013 2:13 PM
47	45	Mar 26, 2013 2:11 PM
48	41	Mar 26, 2013 2:07 PM
49	44	Mar 26, 2013 2:00 PM

Page 9, Q26. We are interested in any other comments you may have. Please write them here:

1	To make us good medical reports and not charge extortionate charges	Mar 26, 2013 4:28 PM
2	The reception is very pleasant and helpful at all times and deserve the praise. I have no adverse comments.	Mar 26, 2013 4:00 PM
3	Brilliant staff and practice	Mar 26, 2013 2:49 PM
4	Brilliant surgery, very understanding receptionist and nurses. They do more you than the job applies I think.	Mar 26, 2013 2:47 PM
5	Txt msg's for appointments	Mar 26, 2013 2:42 PM
6	no	Mar 26, 2013 2:25 PM
7	no comments	Mar 26, 2013 2:23 PM
8	Build up of people at reception.	Mar 26, 2013 2:13 PM
9	This surgery is the best and have been seen by the nurse and assistants who are very helpful and understanding and do more what there job allows. Doctors are great and their job bang on. Very welcoming and ladies talk to you in a caring and warmth way. WELL DONE!!!	Mar 26, 2013 1:42 PM