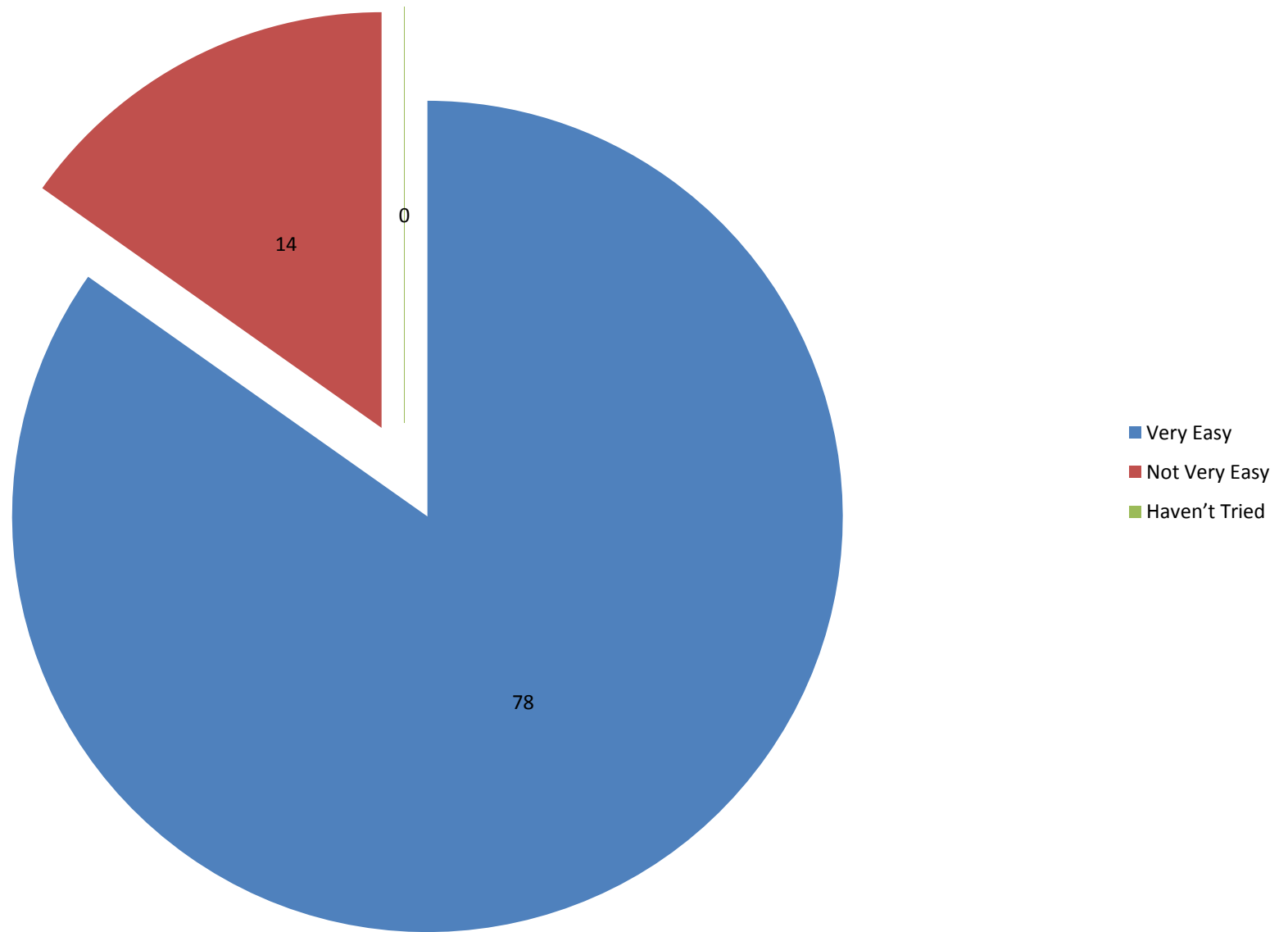
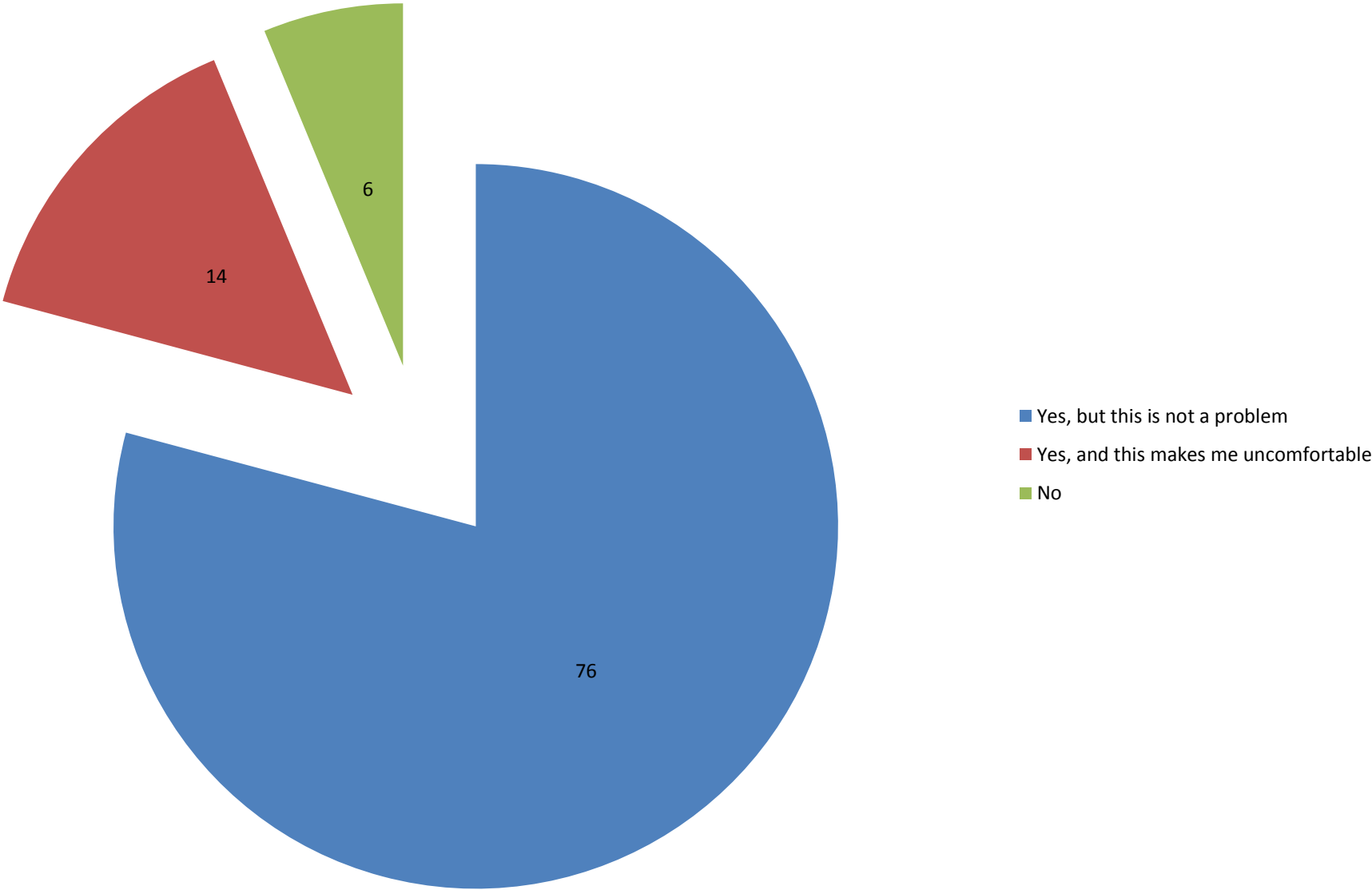


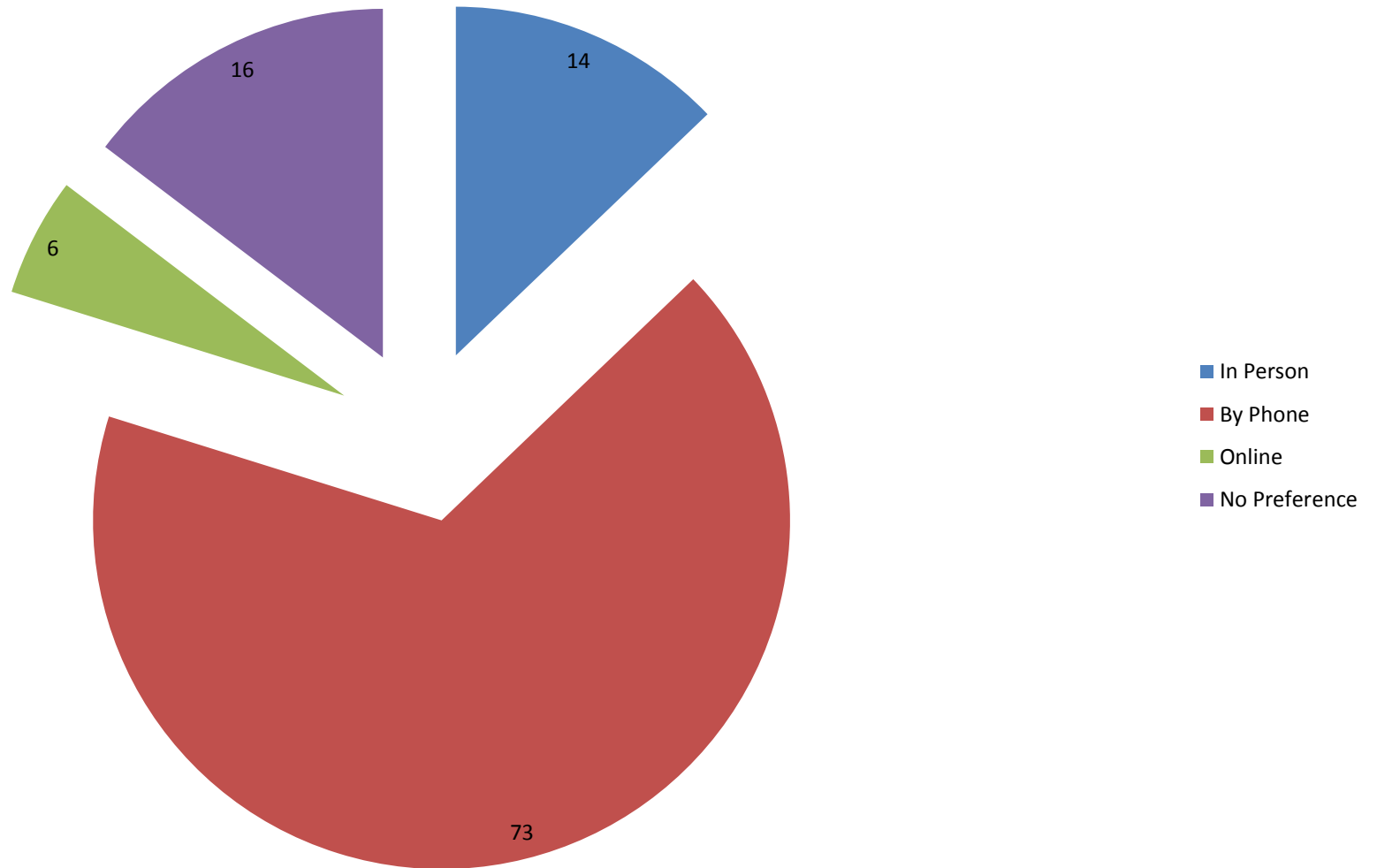
How easy is it to get through on the phone?



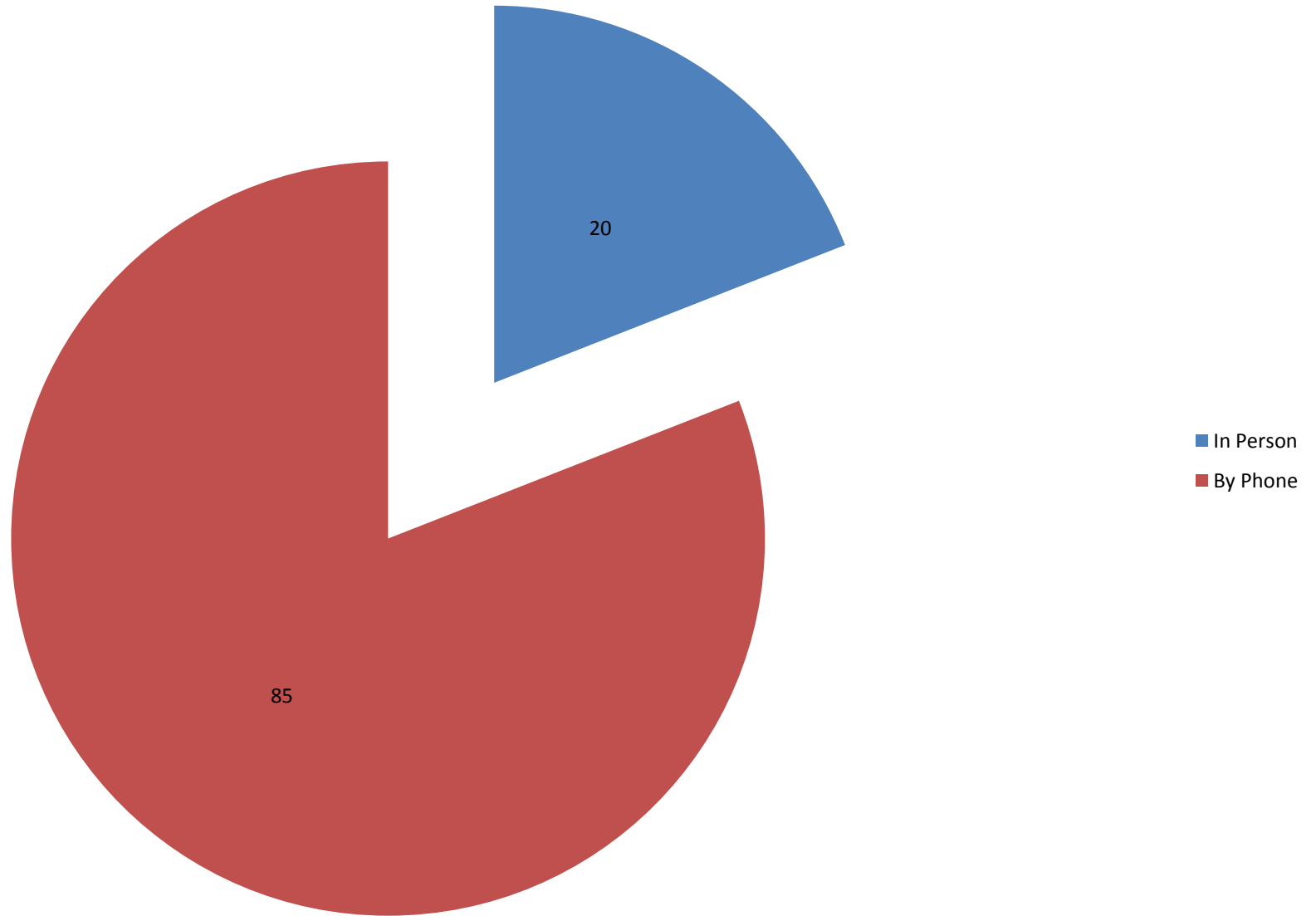
Can you be overheard at Reception?



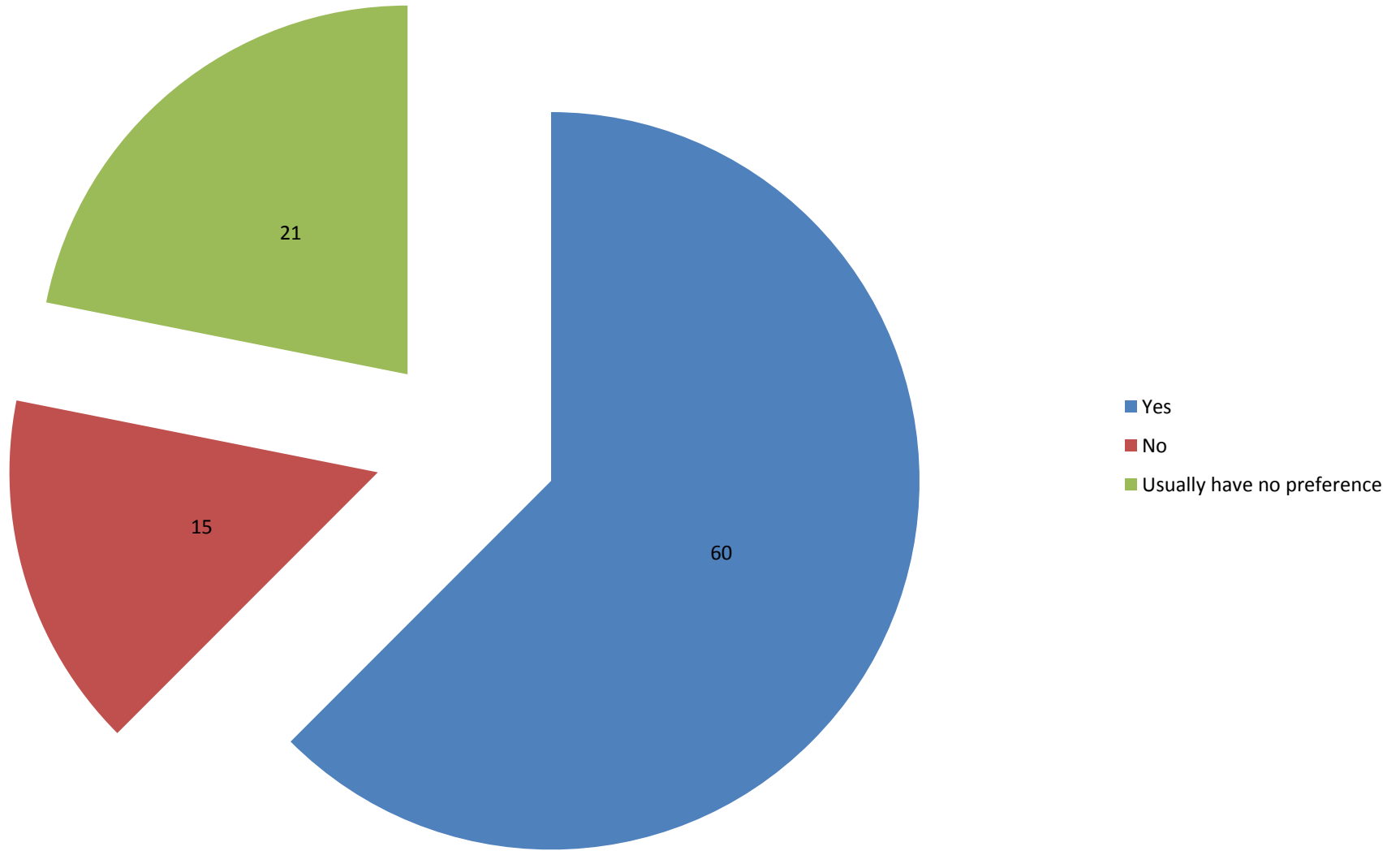
By what method would you prefer to book appointments?



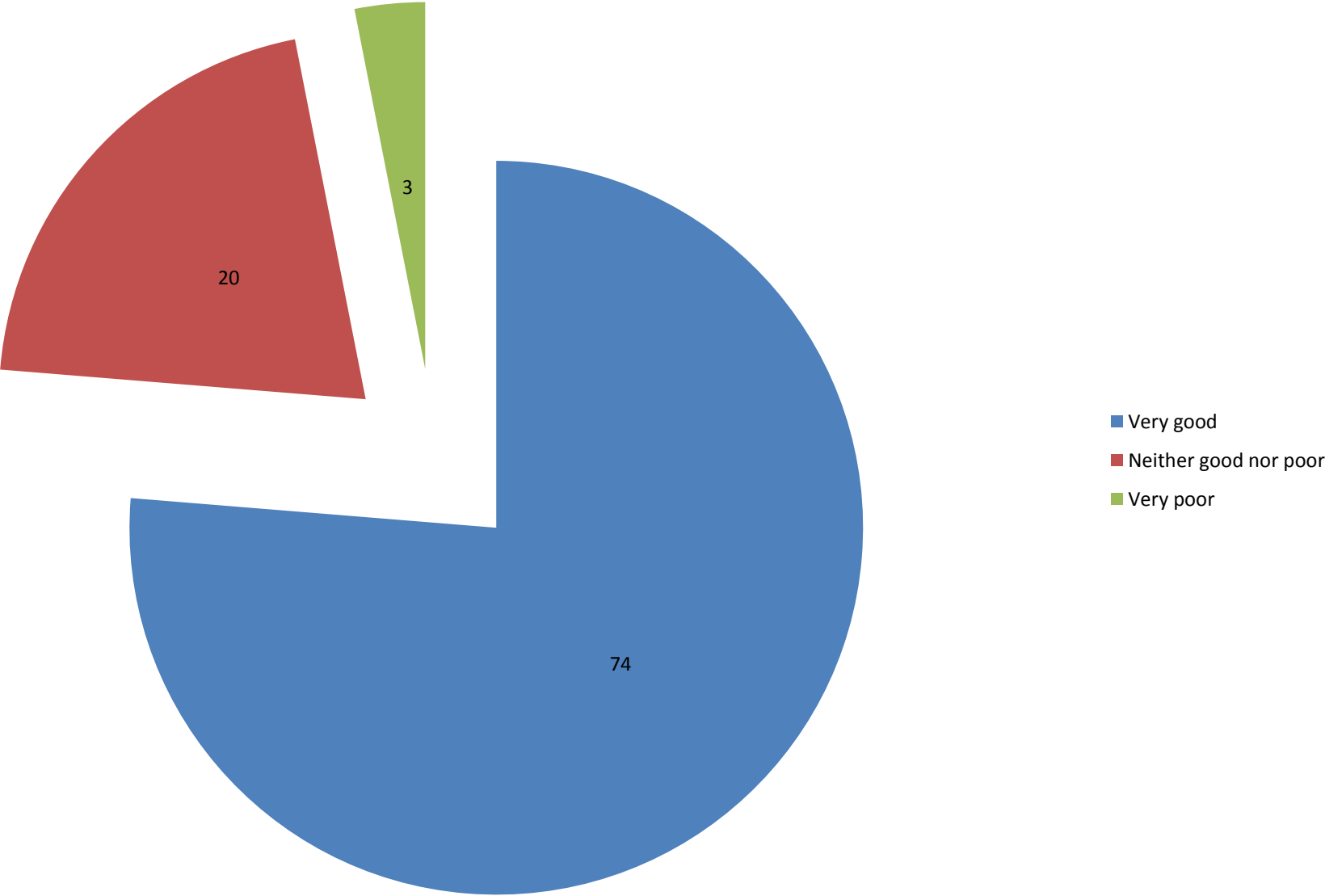
How do you usually book your appointments?



Are you usually able to see the doctor or nurse of your choice?



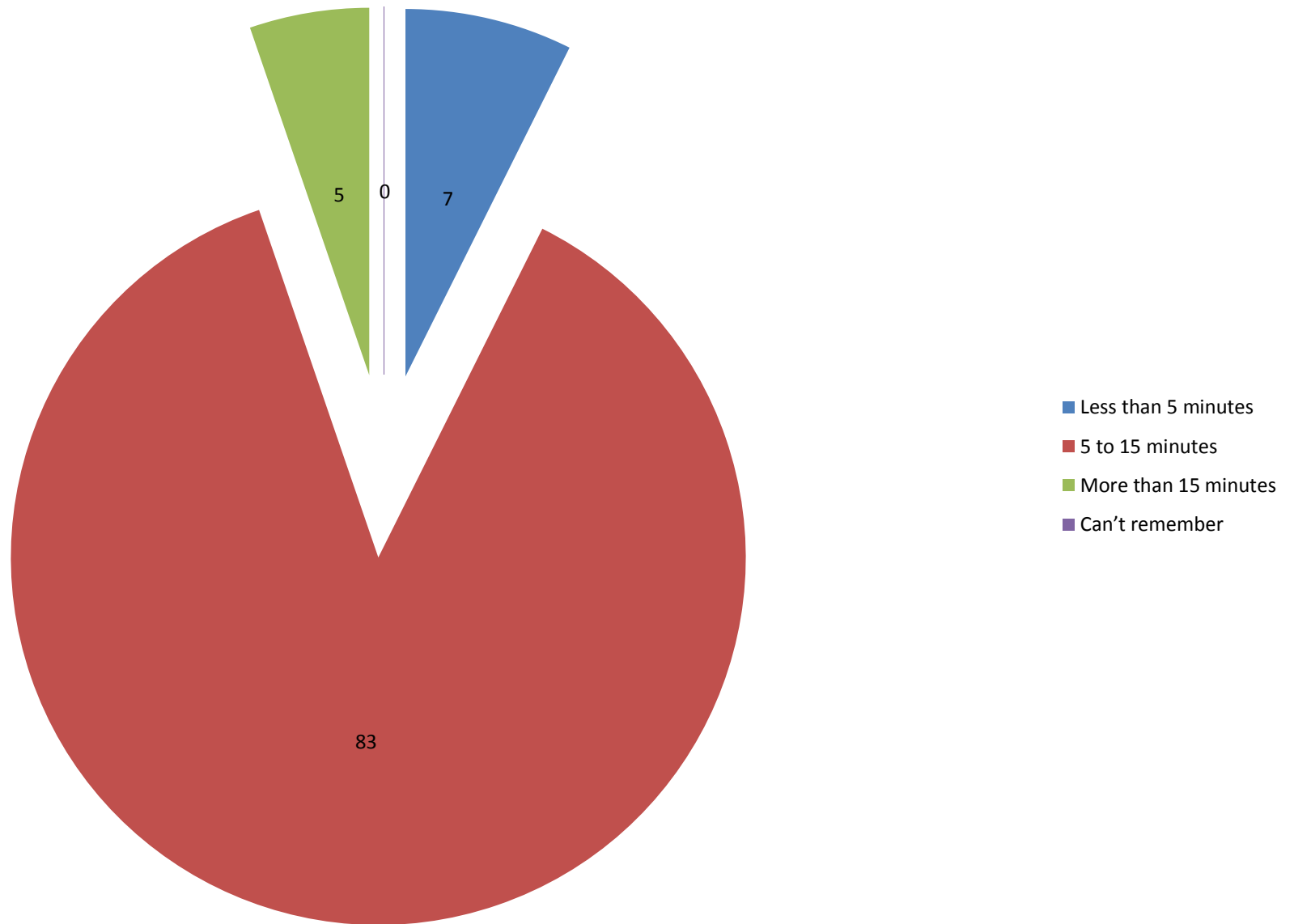
Overall how would you describe your experience of making an appointment?



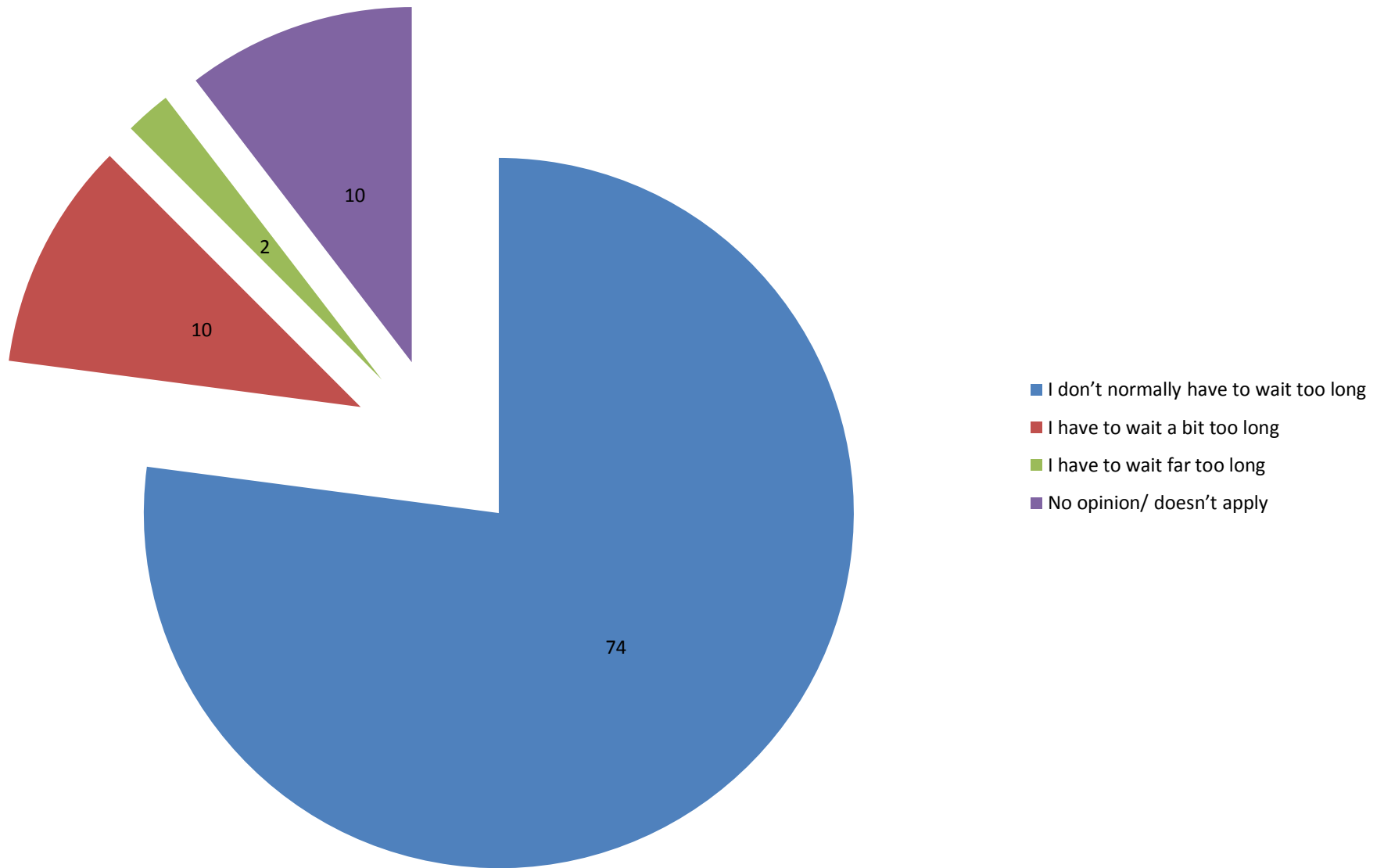
Accessing the Surgery

		%
Q1. Generally, how easy is it to get through to someone at Whittington Moor Surgery on the phone?		<i>92</i>
	Very Easy	78 85
	Not Very Easy	14 15
	Haven't Tried	0
Q2. In the reception area, can other patients overhear what you say to the receptionist?		<i>96</i>
	Yes, but this is not a problem	76 79
	Yes, and this makes me uncomfortable	14 15
	No	6 6
Q3. Which of the following methods would you prefer to use to book appointments at Whittington Moor Surgery?		<i>109</i>
	In Person	14 13
	By Phone	73 67
	Online	6 6
	No Preference	16 15
Q4. How do you usually book your appointments to see a doctor or nurse at the surgery?		<i>105</i>
	In Person	20 19
	By Phone	85 81
Q5. Are you usually able to see the doctor or nurse of your choice?		<i>96</i>
	Yes	60 63
	No	15 16
	Usually have no preference	21 22
Q6. Overall how would you describe your experience of making an appointment?		<i>97</i>
	Very good	74 76
	Neither good nor poor	20 21
	Very poor	3 3

How long do you have to wait to be seen?



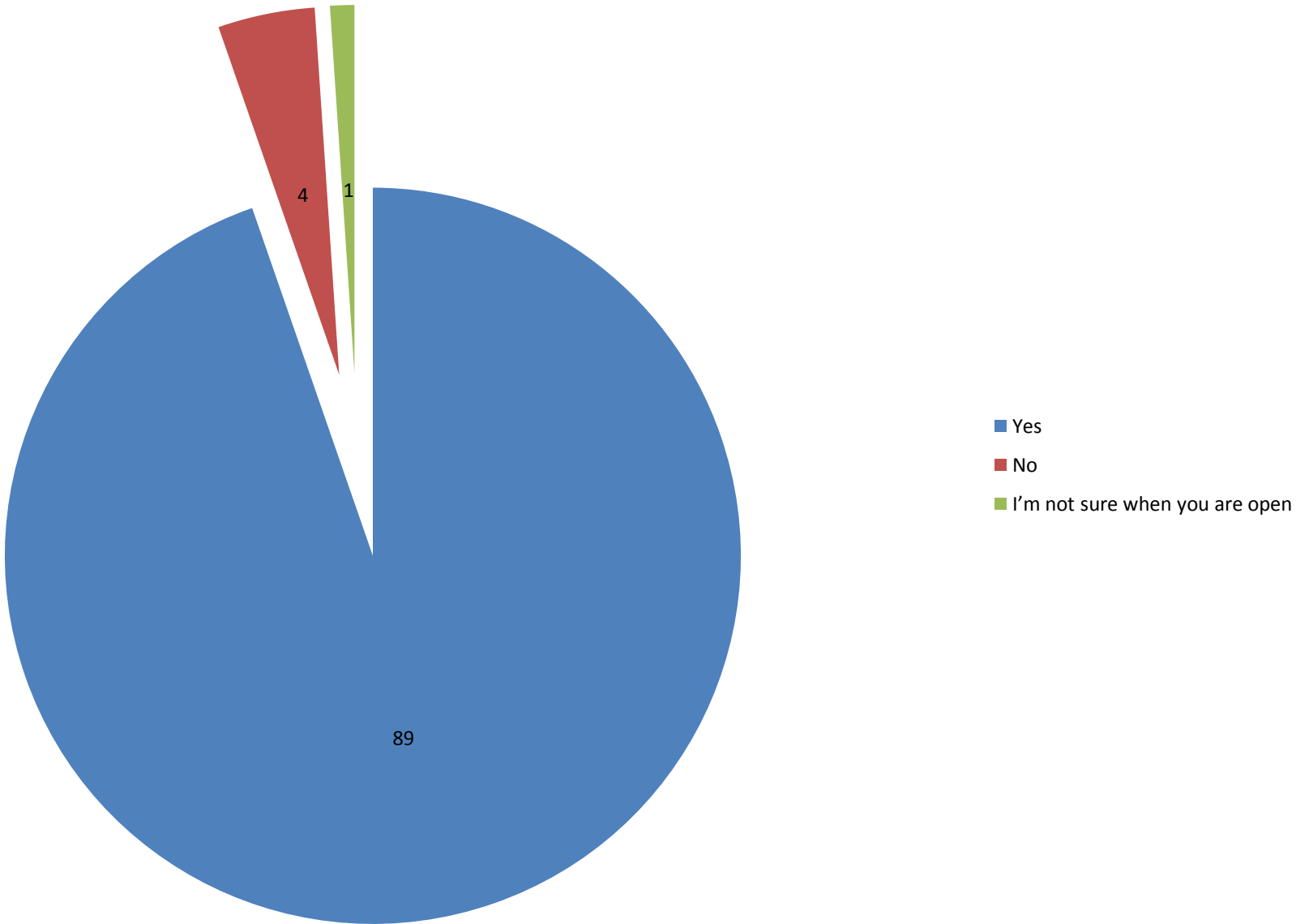
How do you feel about how long you normally have to wait?



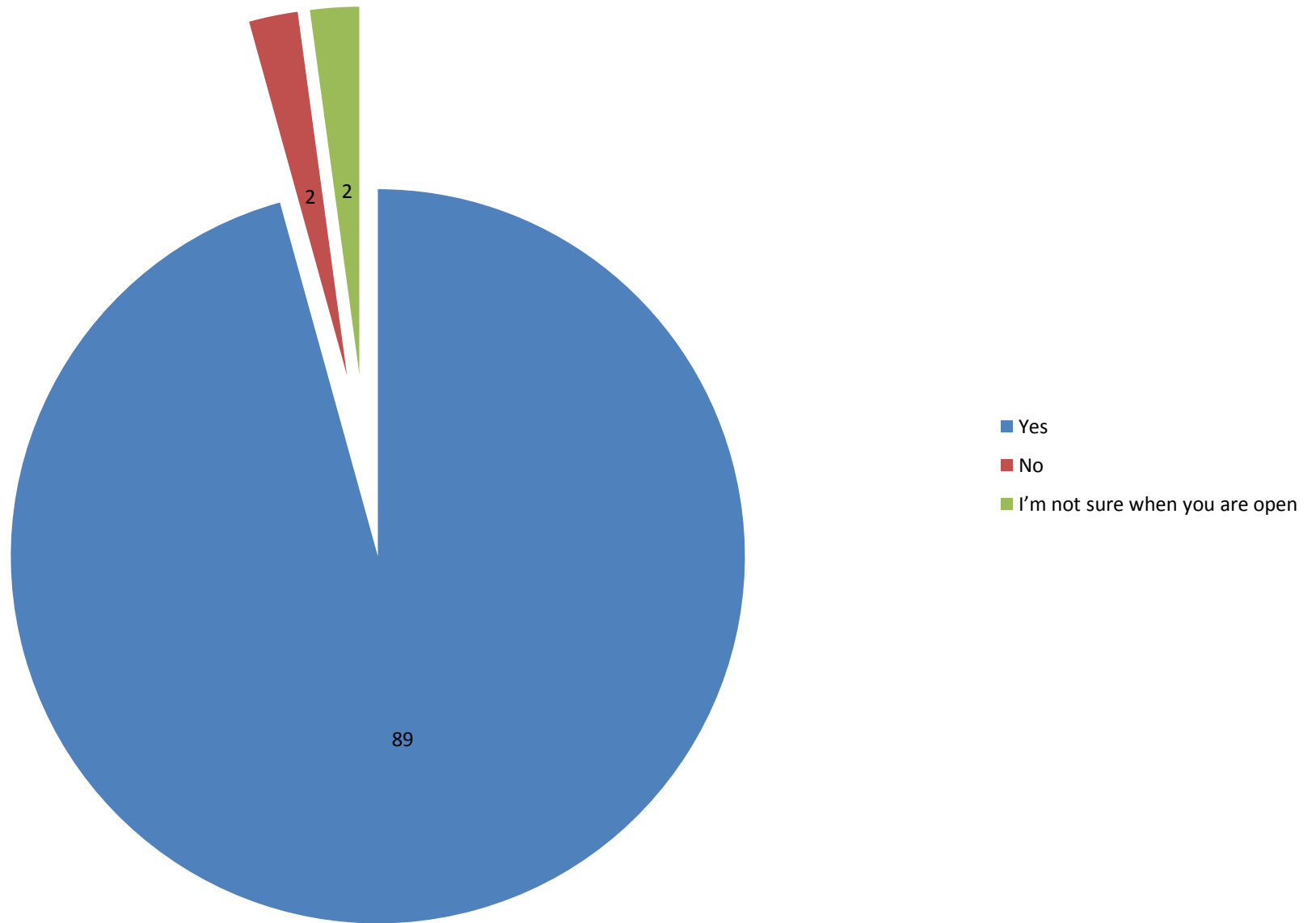
Waiting Times

	%	
Q7. How long after your appointment time do you normally wait to be seen?	95	
Less than 5 minutes	7	7
5 to 15 minutes	83	87
More than 15 minutes	5	5
Can't remember	0	
Q8. How do you feel about how long you normally have to wait to be seen?	96	
I don't normally have to wait too long	74	77
I have to wait a bit too long	10	10
I have to wait far too long	2	2
No opinion/ doesn't apply	10	10

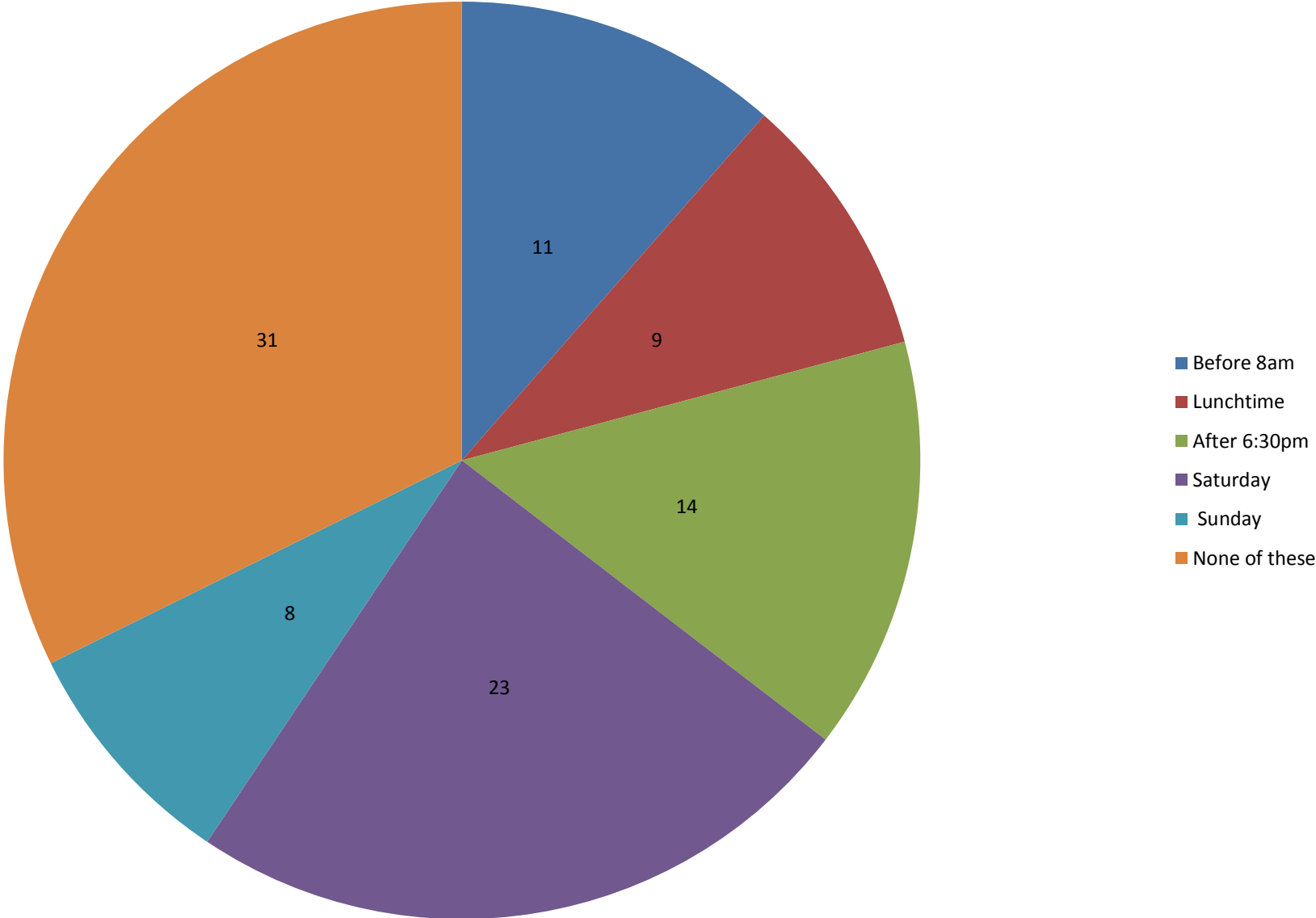
Are you satisfied with our opening hours?



Are we open at times that are convenient for you?



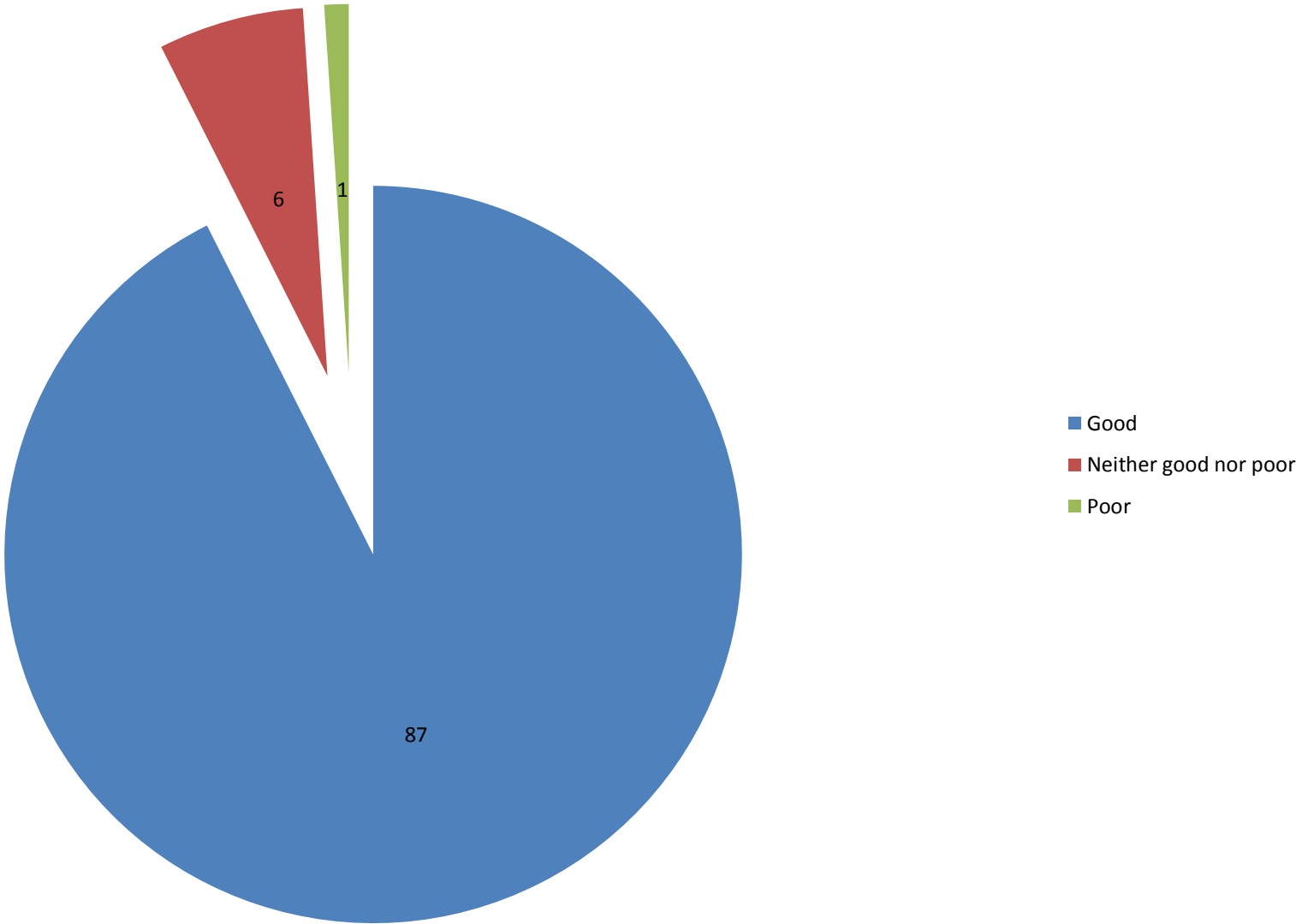
Additional Opening Times?



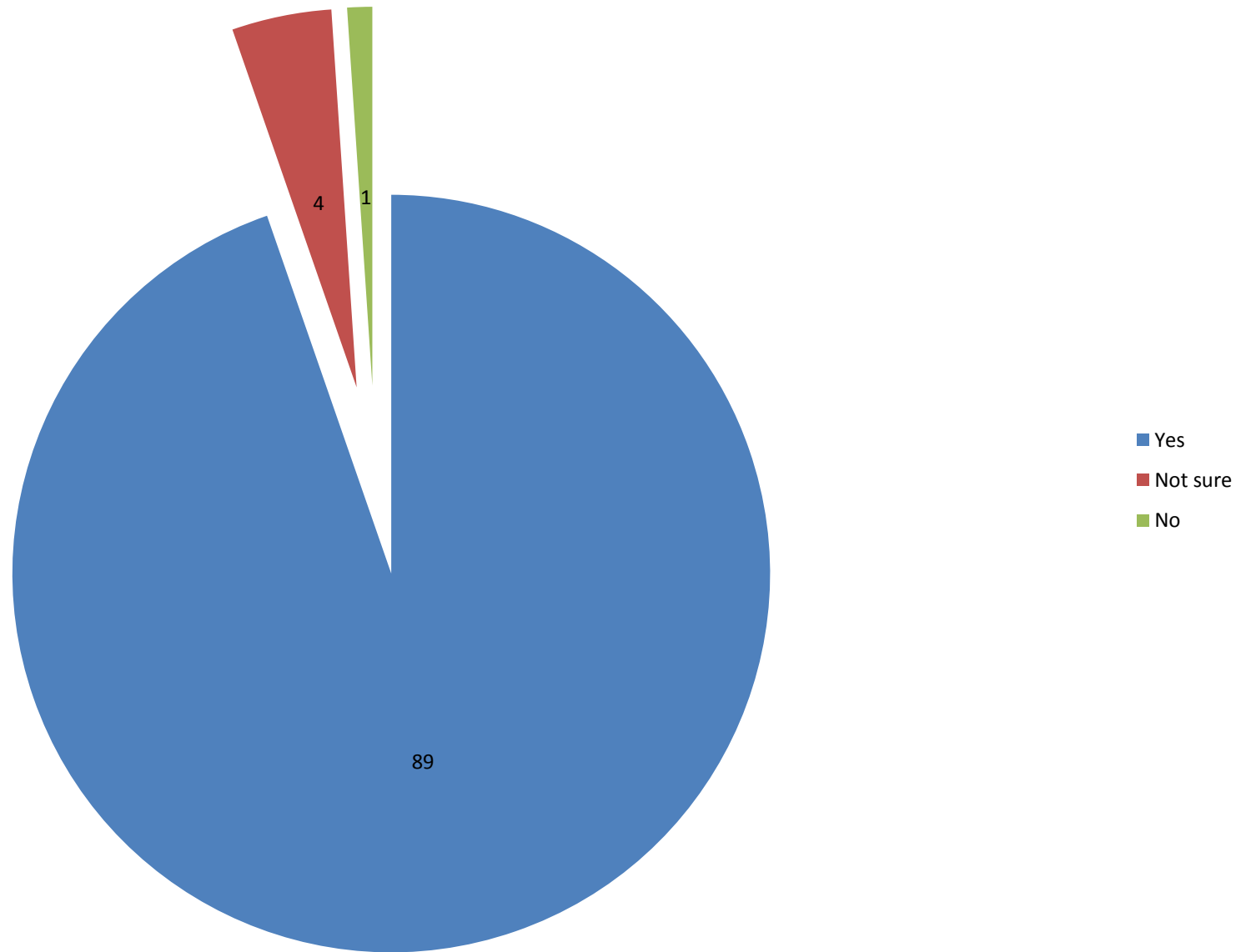
Opening Hours

	%	
Q13. Are you satisfied with our opening hours?	94	
Yes	89	95
No	4	4
I'm not sure when you are open	1	1
Q14. Are we open at times that are convenient for you?	93	
Yes	89	96
No	2	2
I'm not sure when you are open	2	2
Q15. Which of the following additional opening times would make it easier for you to see or speak to someone? (Please x all that apply)	96	
Before 8am	11	11
Lunchtime	9	9
After 6:30pm	14	15
Saturday	23	24
Sunday	8	8
None of these	31	32

Overall, how would you describe your experience of Whittington Moor surgery?



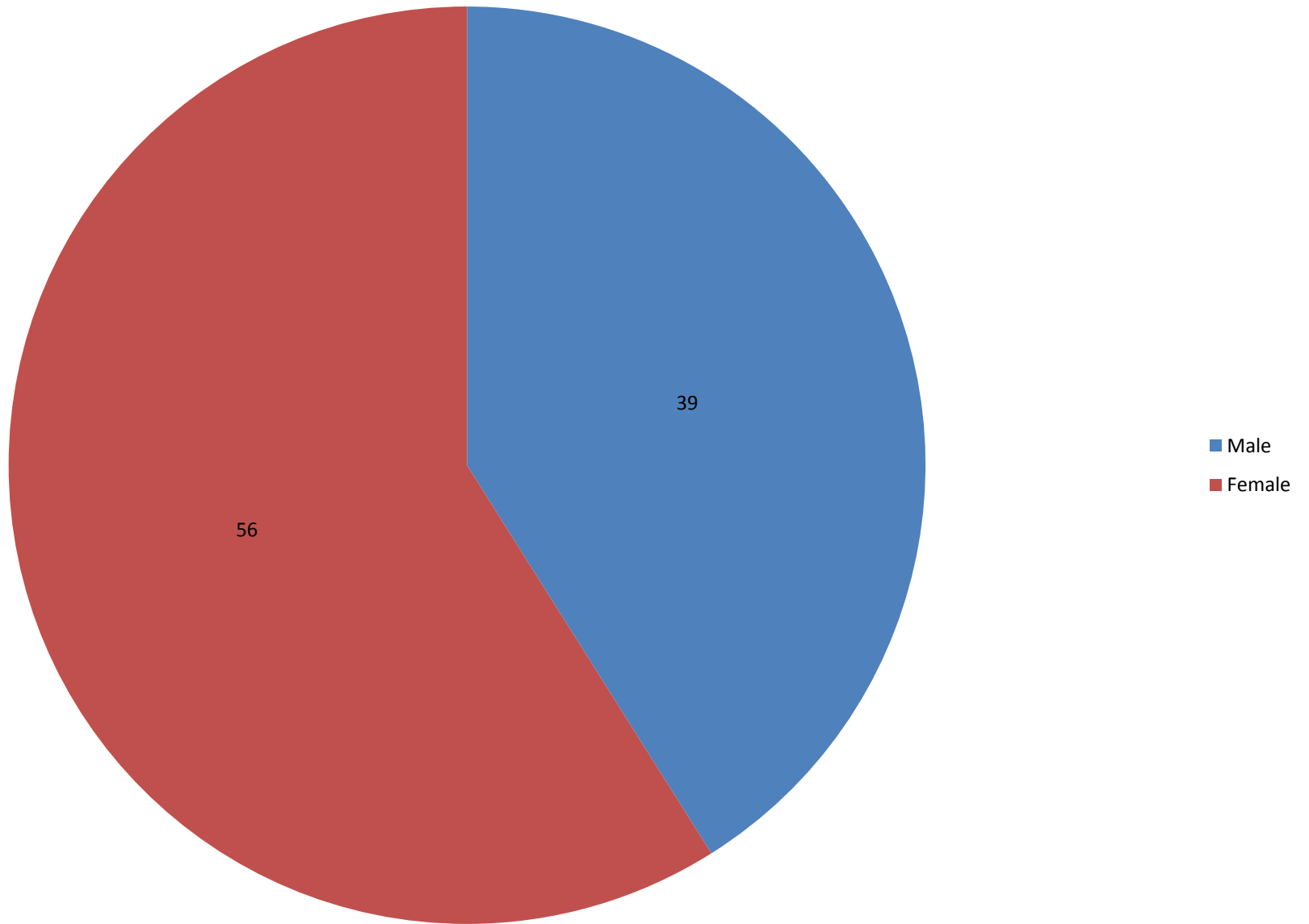
Would you recommend us to someone who has just moved into the area?



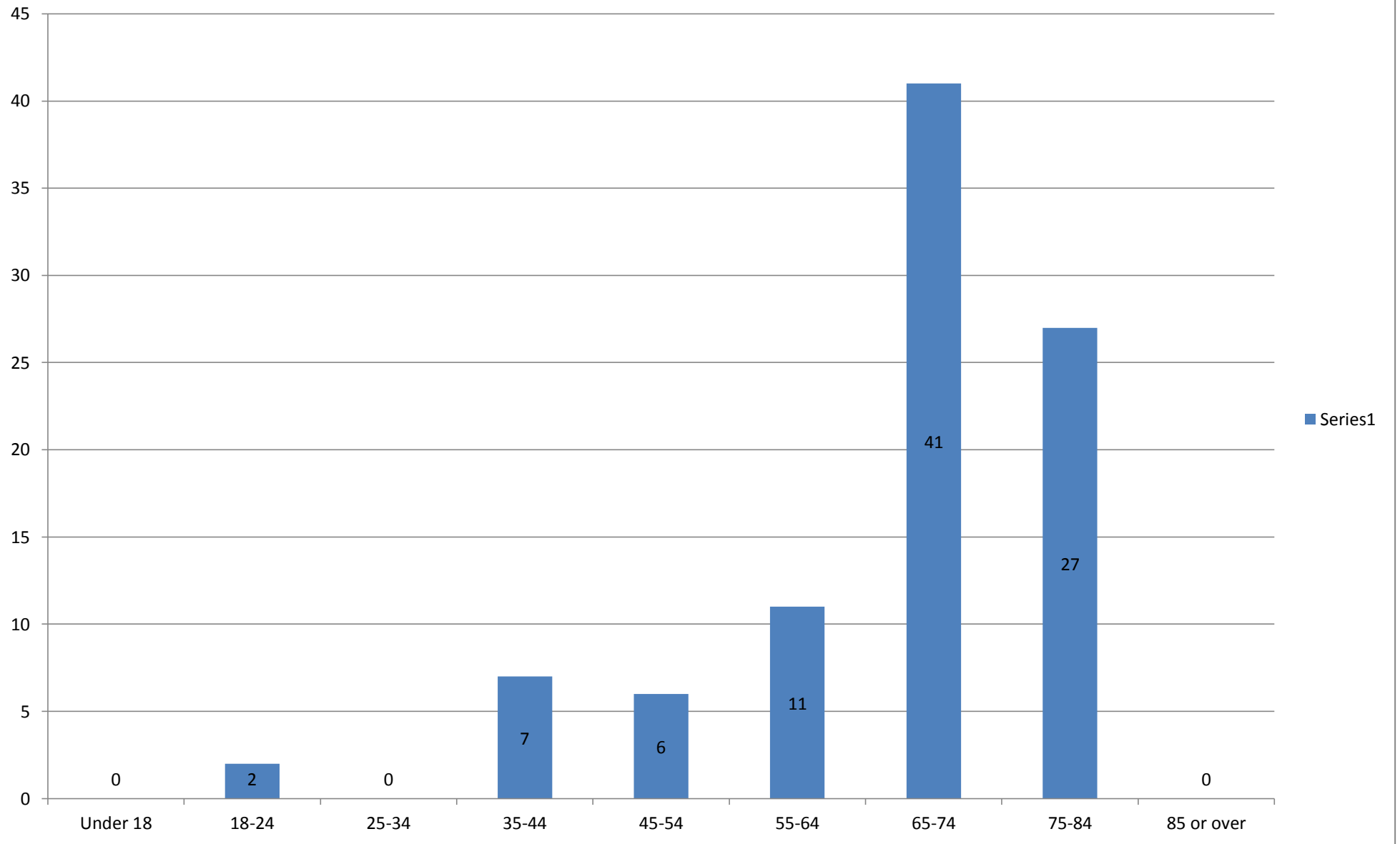
Overall experience

	%		
Q16. Overall, how would you describe your experience of Whittington Moor surgery?			94
Good	87	93	
Neither good nor poor	6	6	
Poor	1	1	
Q17. Would you recommend us to someone who has just moved into the area?			94
Yes	89	95	
Not sure	4	4	
No	1	1	

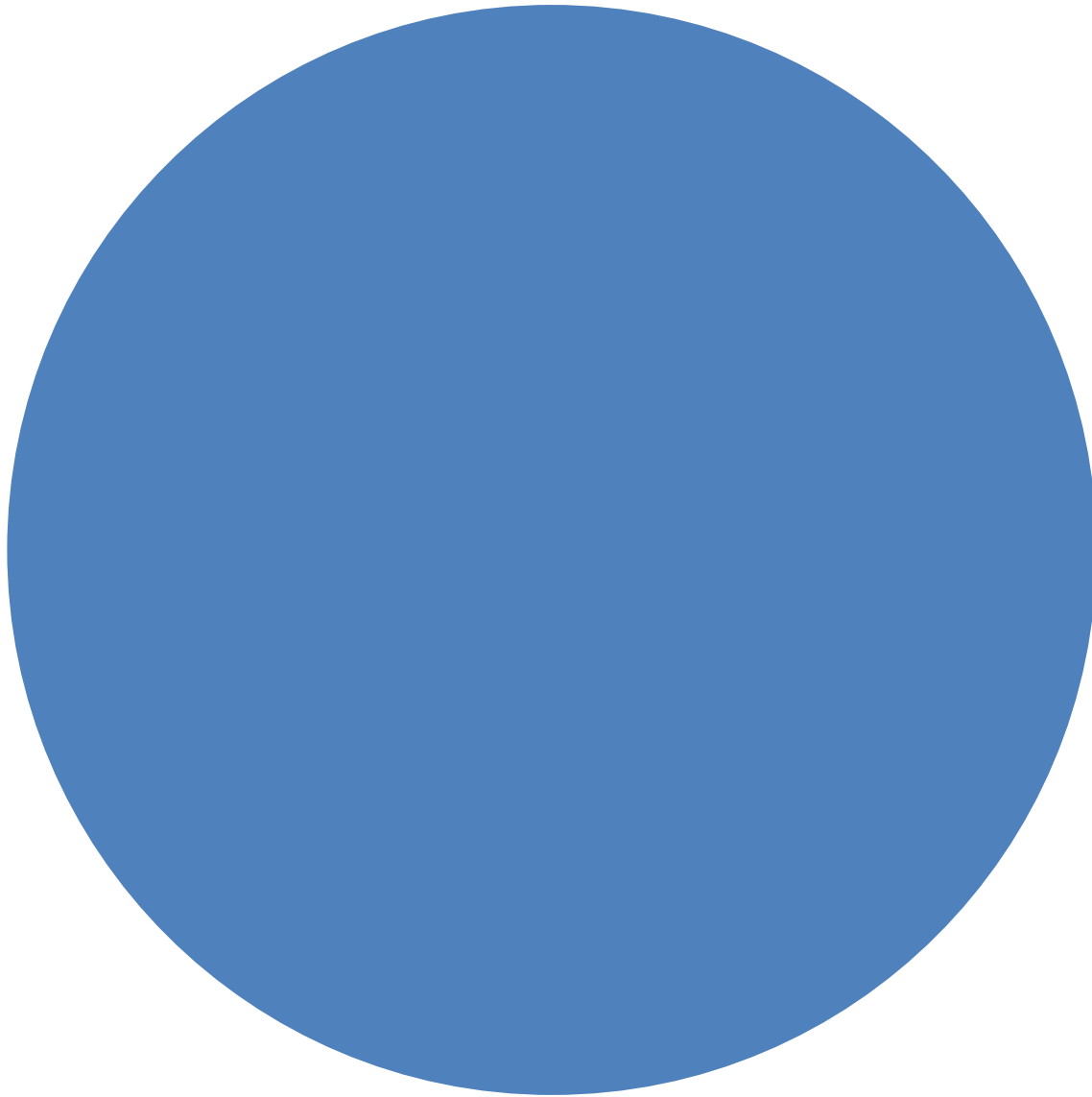
Are you male or female?



How old are you?



White British/English



■ 1

Some questions about you to help us target our services

Q18. Are you male or female?	%	
Male	39	41
Female	56	59

Q19. How old are you?			94
Under 18	0	0	
18-24	2	2	
25-34	0	0	
35-44	7	7	
45-54	6	6	
55-64	11	12	
65-74	41	44	
75-84	27	29	
85 or over	0	0	

Q20. What is your ethnic group?

Please describe:

White British/English	80
-----------------------	----