









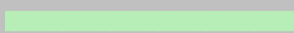




Dr Miles and Partner Patient Survey 2013-2014



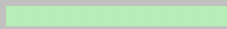

Appointments		Response Percent	Response Total
When did you last see a doctor at the health centre?			
In the past 3 months		58.42%	59
Between 3 and 6 months ago		24.75%	25
More than 6 months ago		16.83%	17
I have never been seen by present GP		0%	0
Total # of respondents 101. Statistics based on 101 respondents; 0 filtered; 0 skipped.			



If you haven't seen the doctor in the past 6 months, why is that?		Response Percent	Response Total
I haven't needed to see a doctor		96.55%	28
I couldn't be seen at a convenient time		0%	0
Another reason		3.45%	1
Total # of respondents 101. Statistics based on 29 respondents; 0 filtered; 72 skipped.			



How do you normally book your appointments to see a doctor or nurse?		Response Percent	Response Total
In person		11.88%	12
By phone		86.14%	87
Online		1.98%	2
Total # of respondents 101. Statistics based on 101 respondents; 0 filtered; 0 skipped.			





If you do not use the online service why is this?		Response Percent	Response Total
You were not aware of this service		26.8%	26
You do not have access to a computer		35.05%	34
You choose not to use this service		38.14%	37
Total # of respondents 101. Statistics based on 97 respondents; 0 filtered; 4 skipped.			



In the past 6 months have you tried to see a doctor fairly quickly?		Response Percent	Response Total
Yes		55.1%	54
No		44.9%	44
Total # of respondents 101. Statistics based on 98 respondents; 0 filtered; 3 skipped.			



If you weren't able to make an appointment in the next 2 days, why was that?		Response Percent	Response Total
There weren't any appointments		28.57%	8
Times didn't suit		28.57%	8
No appointments with the doctor of my choice		28.57%	8
Another reason		14.29%	4
Total # of respondents 101. Statistics based on 28 respondents; 0 filtered; 73 skipped.			



In the past 6 months have you tried to book ahead for an appointment with the Doctor?		Response Percent	Response Total
Yes		45.92%	45
No		54.08%	53
Total # of respondents 101. Statistics based on 98 respondents; 0 filtered; 3 skipped.			



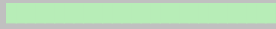

Last time you tried were you able to get an appointment mor than 2 workdays in advance?		Response Percent	Response Total
Yes		81.18%	69
No		18.82%	16
Total # of respondents 101. Statistics based on 85 respondents; 0 filtered; 16 skipped.			



Reception In the reception area, can other people overhear what you say to the receptionist?		Response Percent	Response Total
Yes but i don't mind		44.44%	44
Yes and i'm not happy about it		16.16%	16
No		19.19%	19
Don't know		20.2%	20
Total # of respondents 101. Statistics based on 99 respondents; 0 filtered; 2 skipped.			

How helpful do you find the receptionists?		Response Percent	Response Total
Very		99.01%	100
Fairly		0.99%	1
Not very		0%	0
Not at all		0%	0
Total # of respondents 101. Statistics based on 101 respondents; 0 filtered; 0 skipped.			

Opening Hours		Response Percent	Response Total
How satisfied are you with the opening hours at the surgery?			
Very		71.72%	71
Fairly		28.28%	28
Quite dissatisfied		0%	0
Very dissatisfied		0%	0
			Total # of respondents 101. Statistics based on 99 respondents; 0 filtered; 2 skipped.

Would you like the surgery to be open at additional times?		Response Percent	Response Total
Yes		38.14%	37
No		61.86%	60
			Total # of respondents 101. Statistics based on 97 respondents; 0 filtered; 4 skipped.

If yes, when?		Response Percent	Response Total
Earlier than 08:00am		12.5%	5
Later than 7:00pm		10%	4
Thursday afternoon		35%	14
Weekend		42.5%	17
			Total # of respondents 101. Statistics based on 40 respondents; 0 filtered; 61 skipped.

In general how satisfied are you with the care you get at the surgery?		Response Percent	Response Total
Very		89.11%	90
Fairly		10.89%	11
Neither satisfied nor dissatisfied		0%	0
Quite dissatisfied		0%	0
Very dissatisfied		0%	0
			Total # of respondents 101. Statistics based on 101 respondents; 0 filtered; 0 skipped.