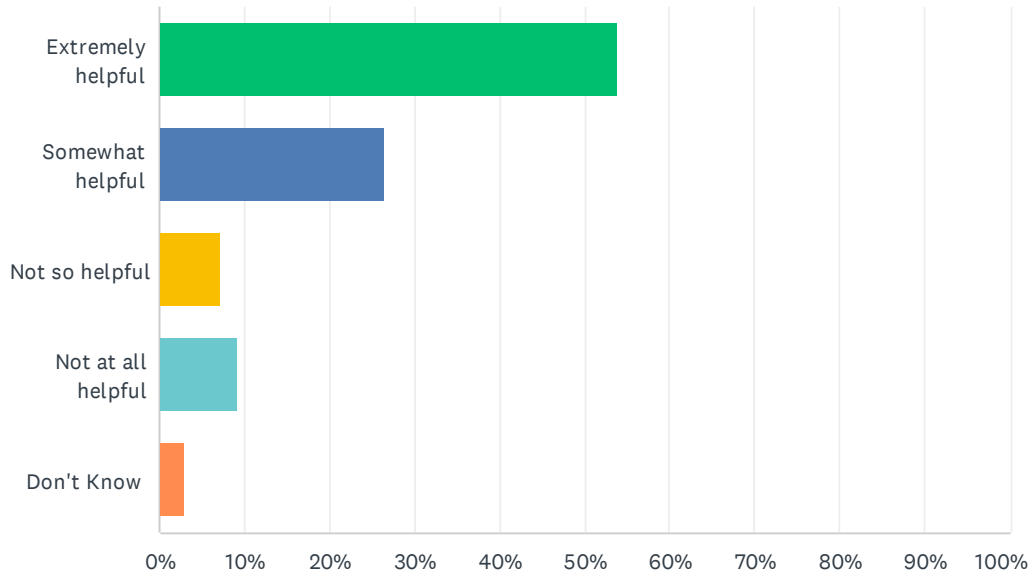


Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

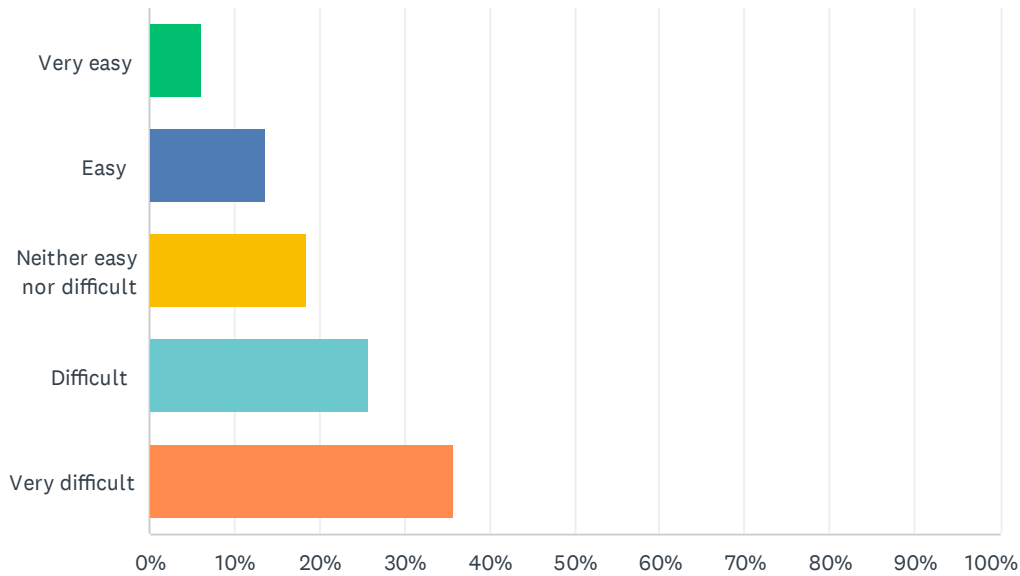
Answered: 261 Skipped: 5



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| Extremely helpful | 54.02% | 141 |
| Somewhat helpful | 26.44% | 69 |
| Not so helpful | 7.28% | 19 |
| Not at all helpful | 9.20% | 24 |
| Don't Know | 3.07% | 8 |
| TOTAL | | 261 |

Q2 Thinking about when you need to get in touch with us, how easy is it to get through to us on the phone?

Answered: 263 Skipped: 3

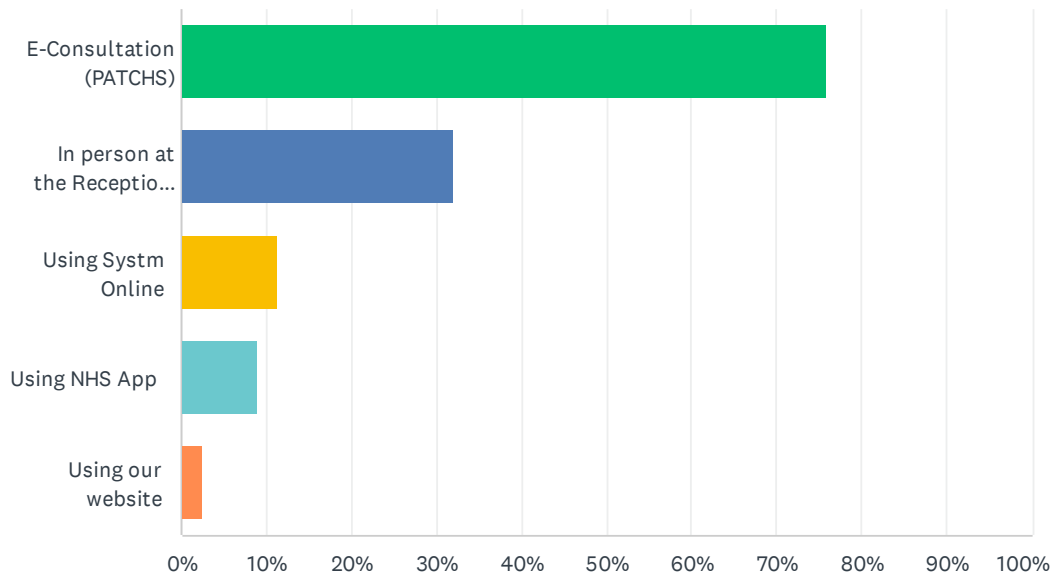


| ANSWER CHOICES | RESPONSES | |
|--------------------------------|-----------|------------|
| Very easy (1) | 6.08% | 16 |
| Easy (2) | 13.69% | 36 |
| Neither easy nor difficult (3) | 18.63% | 49 |
| Difficult (4) | 25.86% | 68 |
| Very difficult (5) | 35.74% | 94 |
| TOTAL | | 263 |

| BASIC STATISTICS | | | | |
|------------------|---------|--------|------|--------------------|
| Minimum | Maximum | Median | Mean | Standard Deviation |
| 1.00 | 5.00 | 4.00 | 3.71 | 1.25 |

Q3 Which other ways have you used to arrange appointments with us:

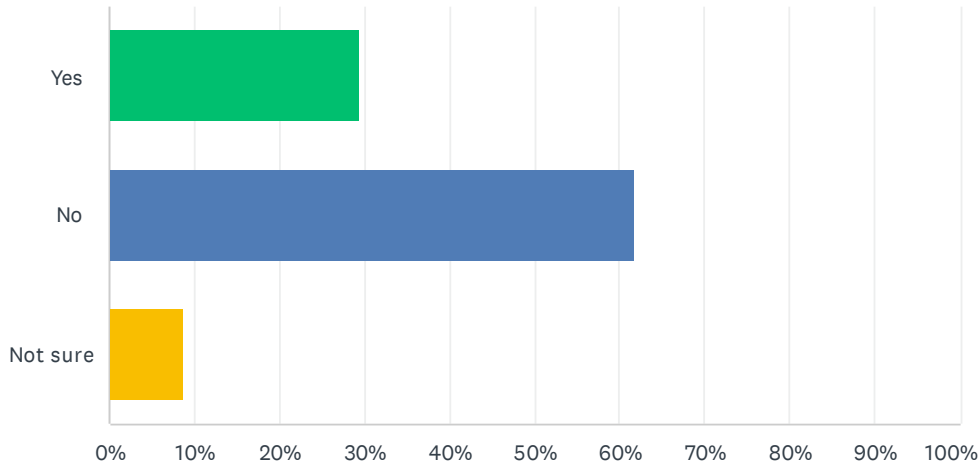
Answered: 232 Skipped: 34



| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|-----|
| E-Consultation (PATCHS) | 75.86% | 176 |
| In person at the Reception Desk | 31.90% | 74 |
| Using System Online | 11.21% | 26 |
| Using NHS App | 9.05% | 21 |
| Using our website | 2.59% | 6 |
| Total Respondents: 232 | | |

Q4 As well as the core appointments during the daytime we also offer GP, Nurse and HCA appointments in the evenings and at weekends.
Have you been made aware of these appointments?

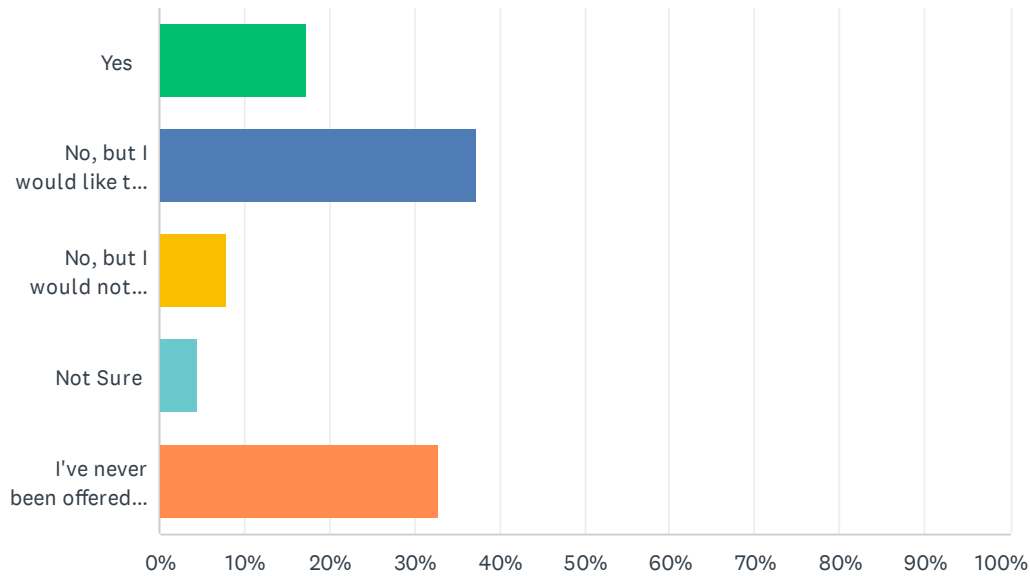
Answered: 265 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 29.43% | 78 |
| No | 61.89% | 164 |
| Not sure | 8.68% | 23 |
| TOTAL | | 265 |

Q5 Have you ever used an evening or weekend appointment arranged for you by us?

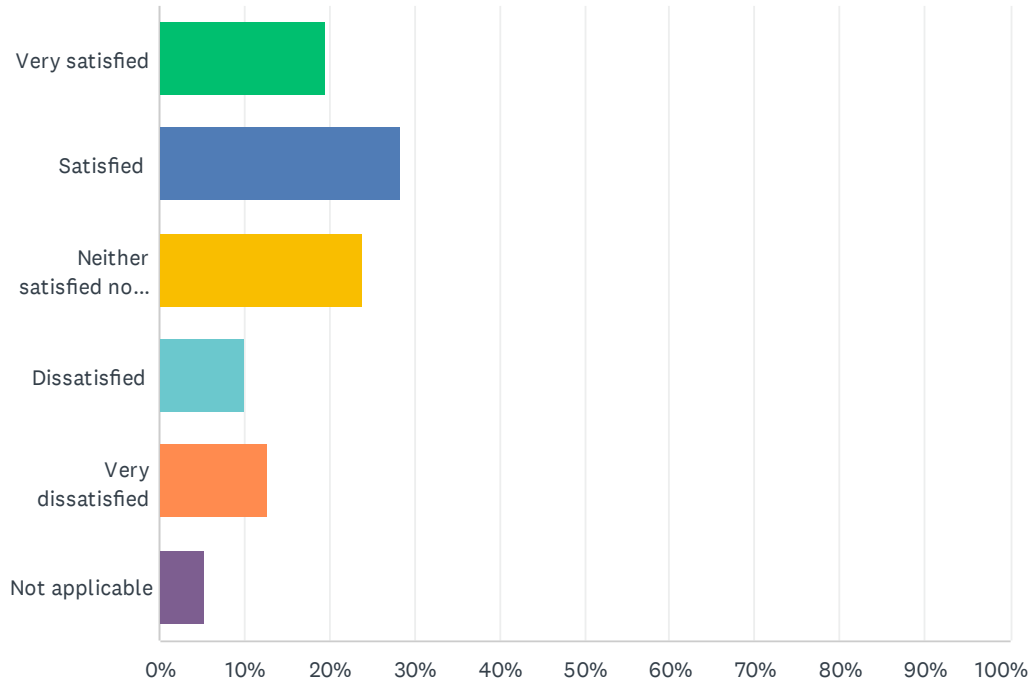
Answered: 265 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---|-----------|------------|
| Yes | 17.36% | 46 |
| No, but I would like to use one in the future | 37.36% | 99 |
| No, but I would not accept one if it were offered | 7.92% | 21 |
| Not Sure | 4.53% | 12 |
| I've never been offered one of these appointments | 32.83% | 87 |
| TOTAL | | 265 |

Q6 Overall, how satisfied are you with the appointment times that are available to you?

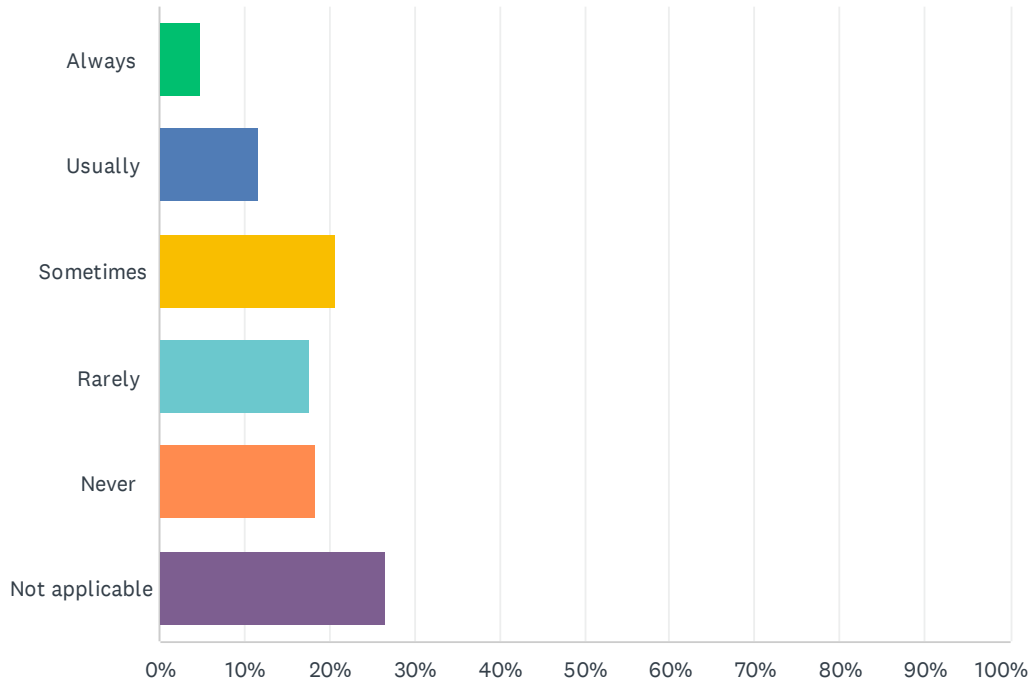
Answered: 260 Skipped: 6



| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|------------|
| Very satisfied | 19.62% | 51 |
| Satisfied | 28.46% | 74 |
| Neither satisfied nor dissatisfied | 23.85% | 62 |
| Dissatisfied | 10.00% | 26 |
| Very dissatisfied | 12.69% | 33 |
| Not applicable | 5.38% | 14 |
| TOTAL | | 260 |

Q7 When you make an appointment to speak to a clinician at Parklands Medical Practice, would you say you usually get to speak to your preferred clinician?

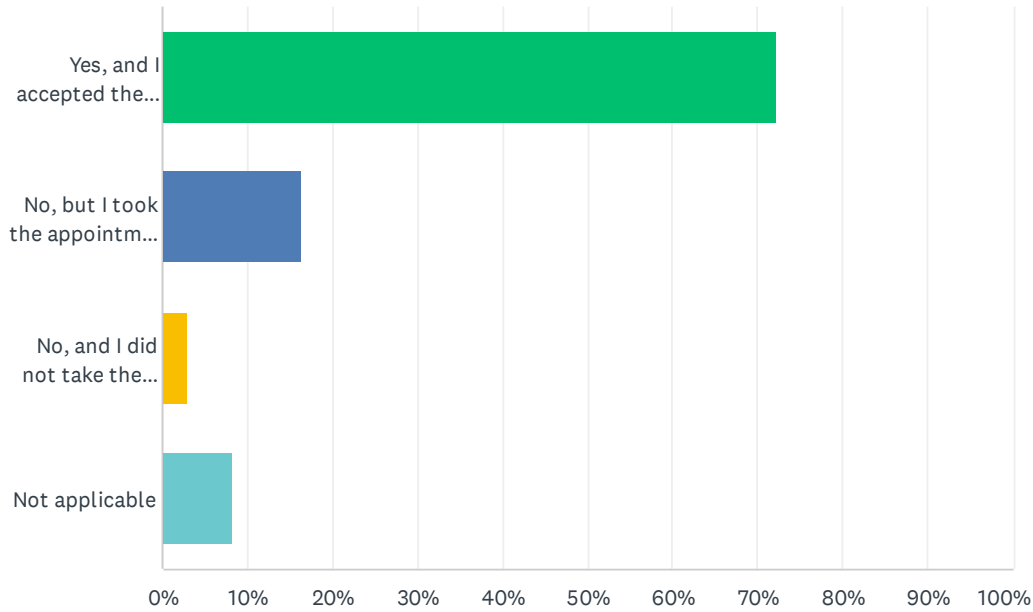
Answered: 266 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Always | 4.89% 13 |
| Usually | 11.65% 31 |
| Sometimes | 20.68% 55 |
| Rarely | 17.67% 47 |
| Never | 18.42% 49 |
| Not applicable | 26.69% 71 |
| TOTAL | 266 |

Q8 When you last arranged an appointment at Parklands Medical Practice were you satisfied with the type of appointment that you were offered?

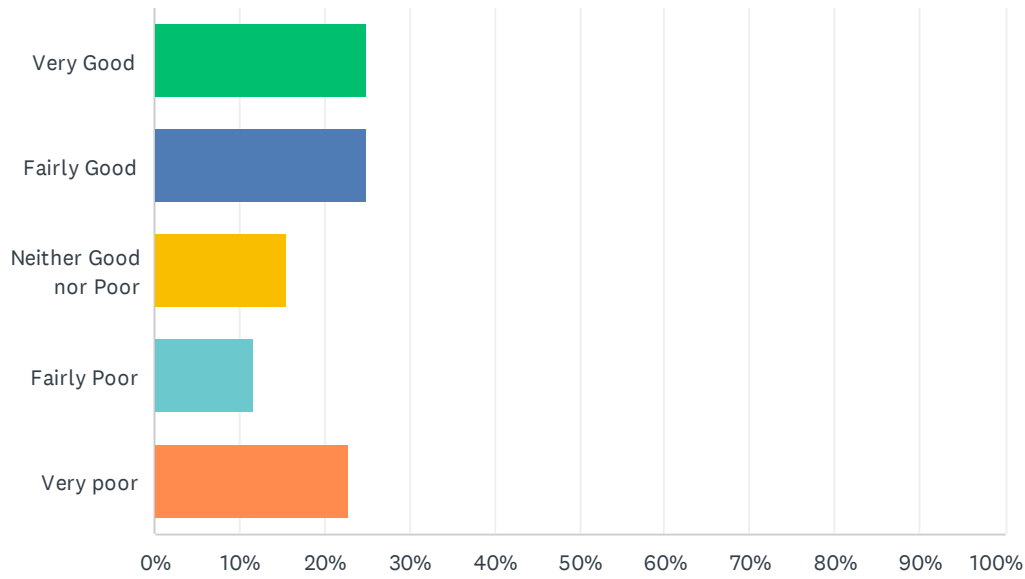
Answered: 263 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| Yes, and I accepted the appointment | 72.24% | 190 |
| No, but I took the appointment anyway | 16.35% | 43 |
| No, and I did not take the appointment | 3.04% | 8 |
| Not applicable | 8.37% | 22 |
| TOTAL | | 263 |

Q9 Overall, how would you describe your experience of making an appointment with us?

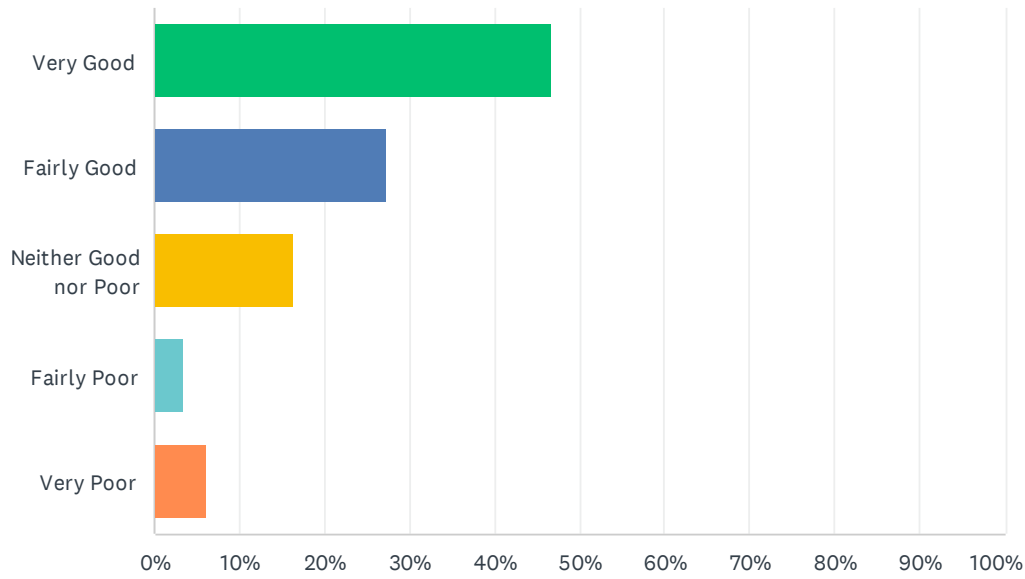
Answered: 264 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Good | 25.00% | 66 |
| Fairly Good | 25.00% | 66 |
| Neither Good nor Poor | 15.53% | 41 |
| Fairly Poor | 11.74% | 31 |
| Very poor | 22.73% | 60 |
| TOTAL | | 264 |

Q10 Thinking about the last time you spoke to a clinician at Parklands Medical Practice, were they good at giving you enough time?

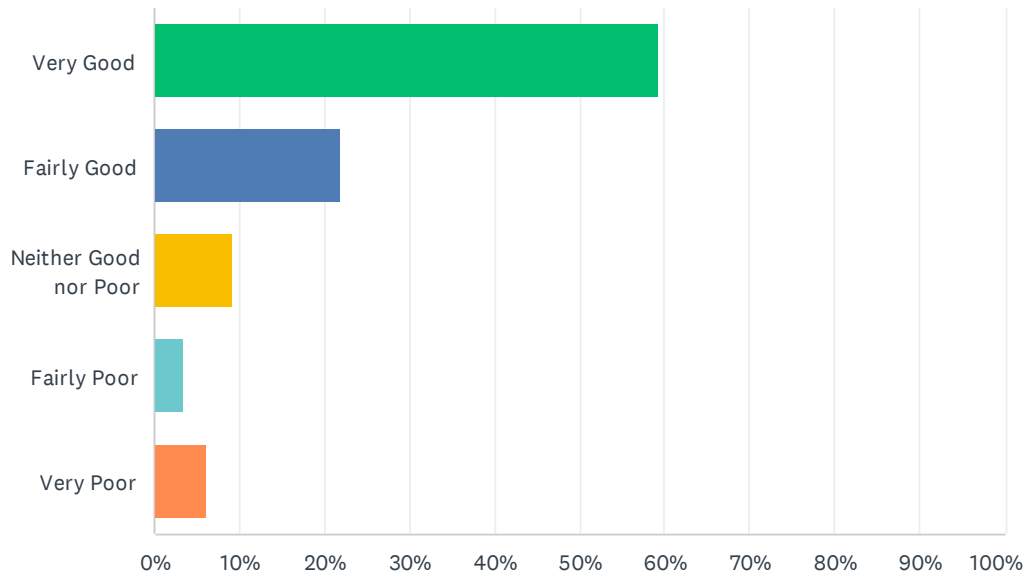
Answered: 261 Skipped: 5



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Good | 46.74% | 122 |
| Fairly Good | 27.20% | 71 |
| Neither Good nor Poor | 16.48% | 43 |
| Fairly Poor | 3.45% | 9 |
| Very Poor | 6.13% | 16 |
| TOTAL | | 261 |

Q11 During your last consultation with one of our clinical staff, how good was the clinician at listening to you?

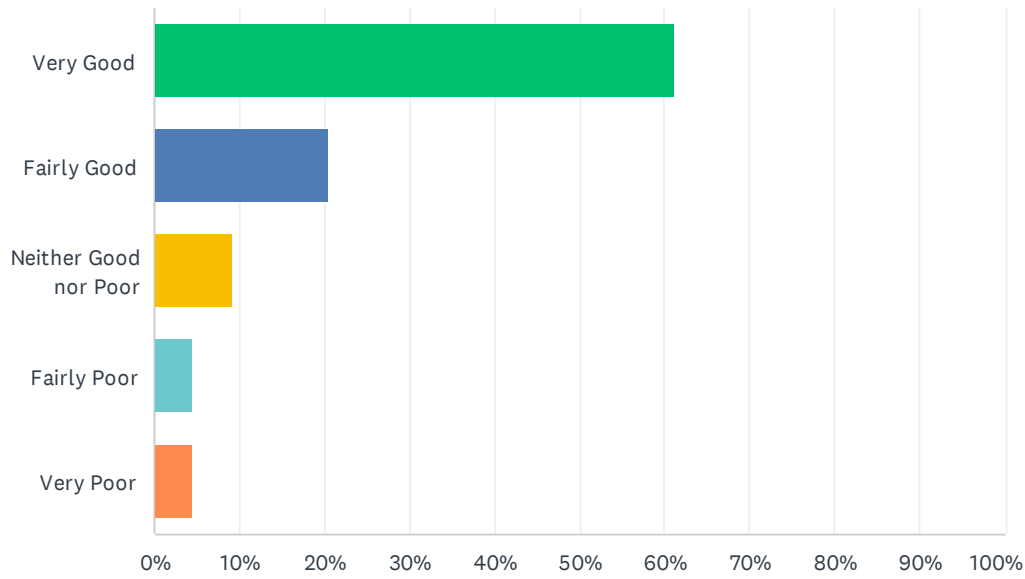
Answered: 263 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Good | 59.32% | 156 |
| Fairly Good | 22.05% | 58 |
| Neither Good nor Poor | 9.13% | 24 |
| Fairly Poor | 3.42% | 9 |
| Very Poor | 6.08% | 16 |
| TOTAL | | 263 |

Q12 During your last consultation with a clinician, how good was the clinician at treating you with care and concern?

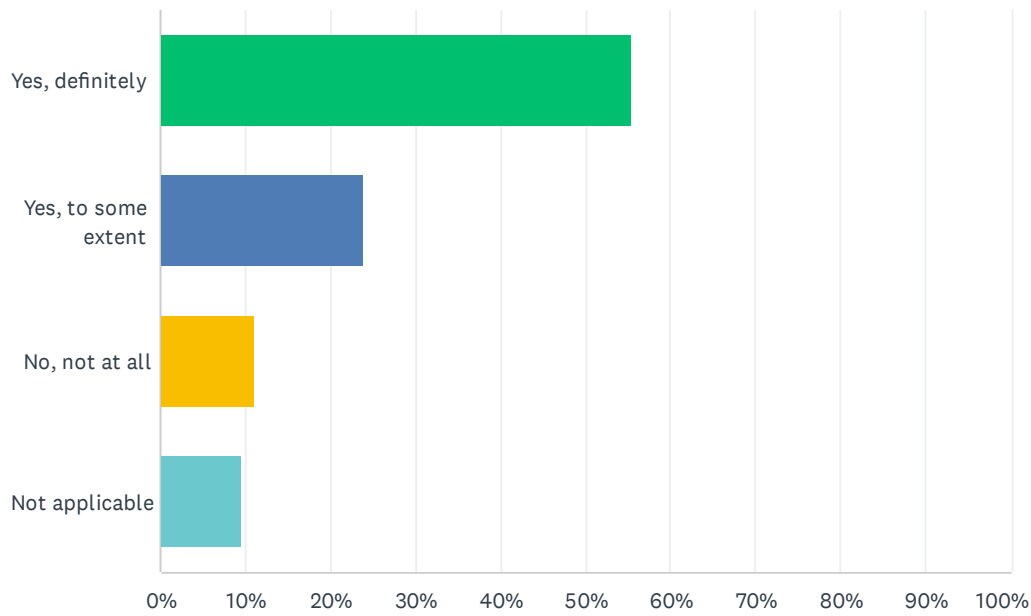
Answered: 263 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Good | 61.22% | 161 |
| Fairly Good | 20.53% | 54 |
| Neither Good nor Poor | 9.13% | 24 |
| Fairly Poor | 4.56% | 12 |
| Very Poor | 4.56% | 12 |
| TOTAL | | 263 |

Q13 During your last consultation with a clinician, were you involved as much as you wanted to be in decisions about your care and treatment?

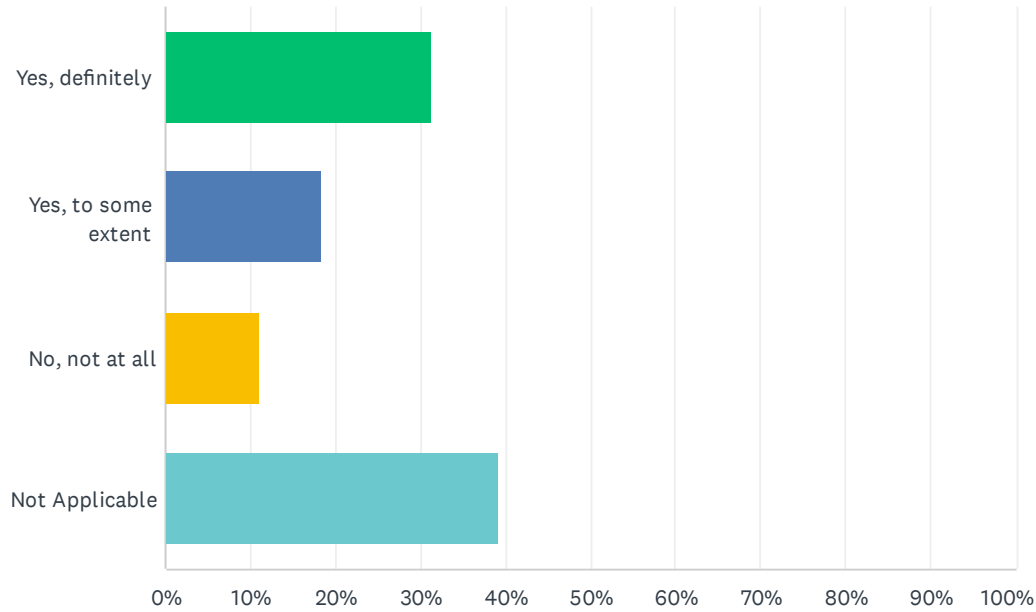
Answered: 263 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Yes, definitely | 55.51% | 146 |
| Yes, to some extent | 23.95% | 63 |
| No, not at all | 11.03% | 29 |
| Not applicable | 9.51% | 25 |
| TOTAL | | 263 |

Q14 During your last consultation with a clinician at Parklands Medical Practice, did you feel that the clinician recognised and/or understood any mental health needs?

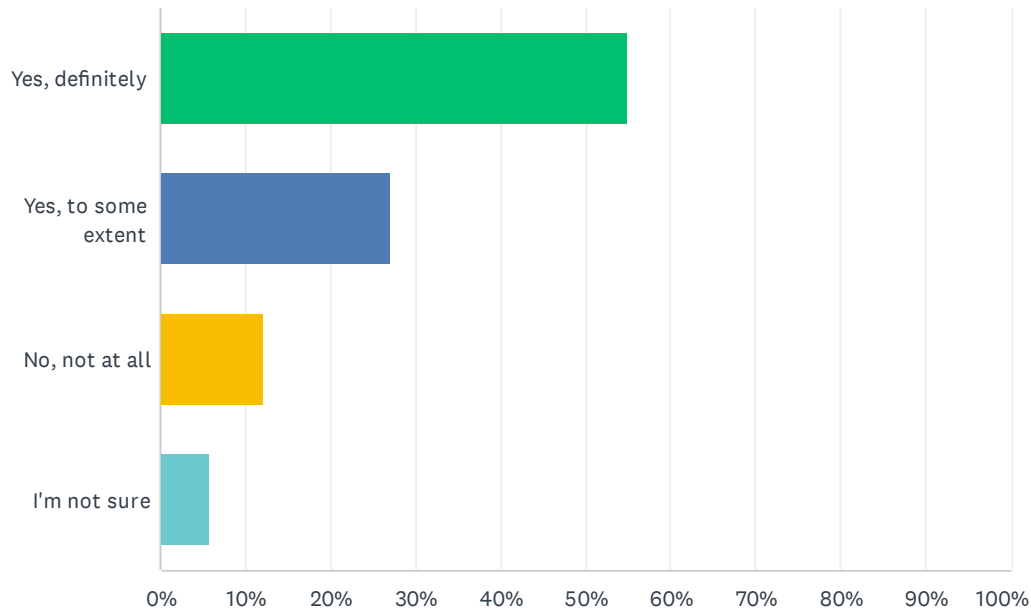
Answered: 262 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Yes, definitely | 31.30% | 82 |
| Yes, to some extent | 18.32% | 48 |
| No, not at all | 11.07% | 29 |
| Not Applicable | 39.31% | 103 |
| TOTAL | | 262 |

Q15 Thinking about the reason for your last consultation with a clinician, were your needs met?

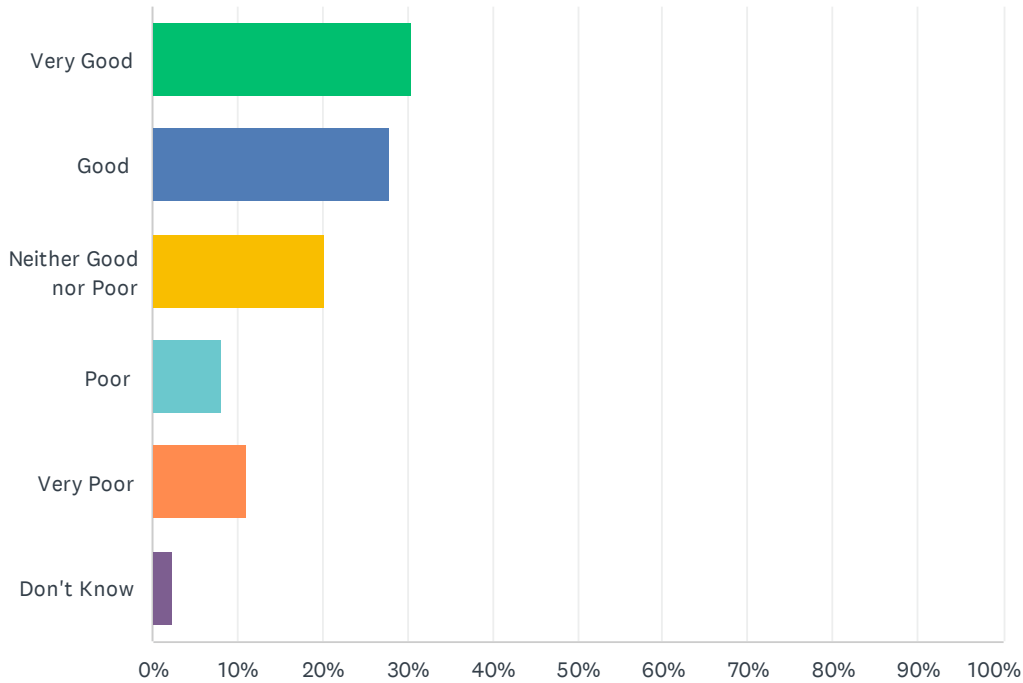
Answered: 262 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Yes, definitely | 54.96% | 144 |
| Yes, to some extent | 27.10% | 71 |
| No, not at all | 12.21% | 32 |
| I'm not sure | 5.73% | 15 |
| TOTAL | | 262 |

Q16 Thinking about all of your use and interactions with our services and team members. Overall, how would you describe your experience at Parklands Medical Practice?

Answered: 262 Skipped: 4



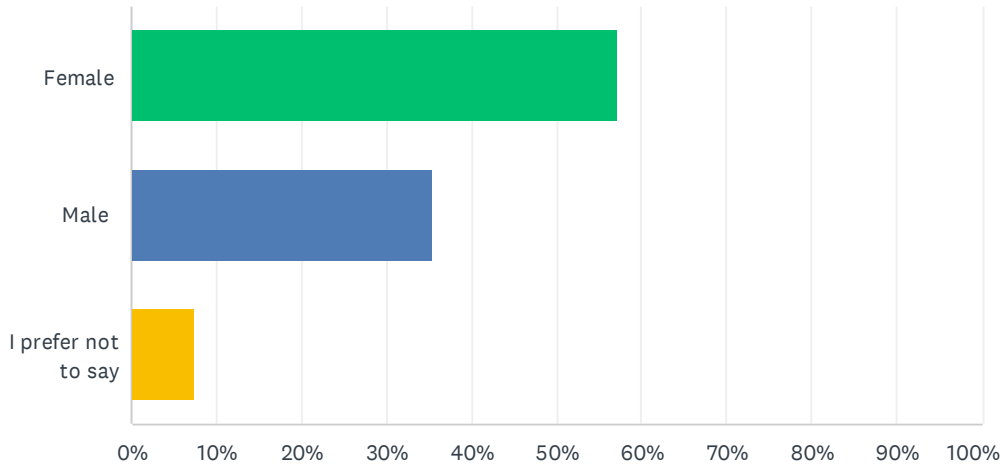
| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Good | 30.53% | 80 |
| Good | 27.86% | 73 |
| Neither Good nor Poor | 20.23% | 53 |
| Poor | 8.02% | 21 |
| Very Poor | 11.07% | 29 |
| Don't Know | 2.29% | 6 |
| TOTAL | | 262 |

Q17 Would you like to give us any other feedback or comments:

Answered: 152 Skipped: 114

Q18 We are not being nosey! Asking the following questions tells us if we are listening to a diverse community or if anyone's voice is being left out....You are:

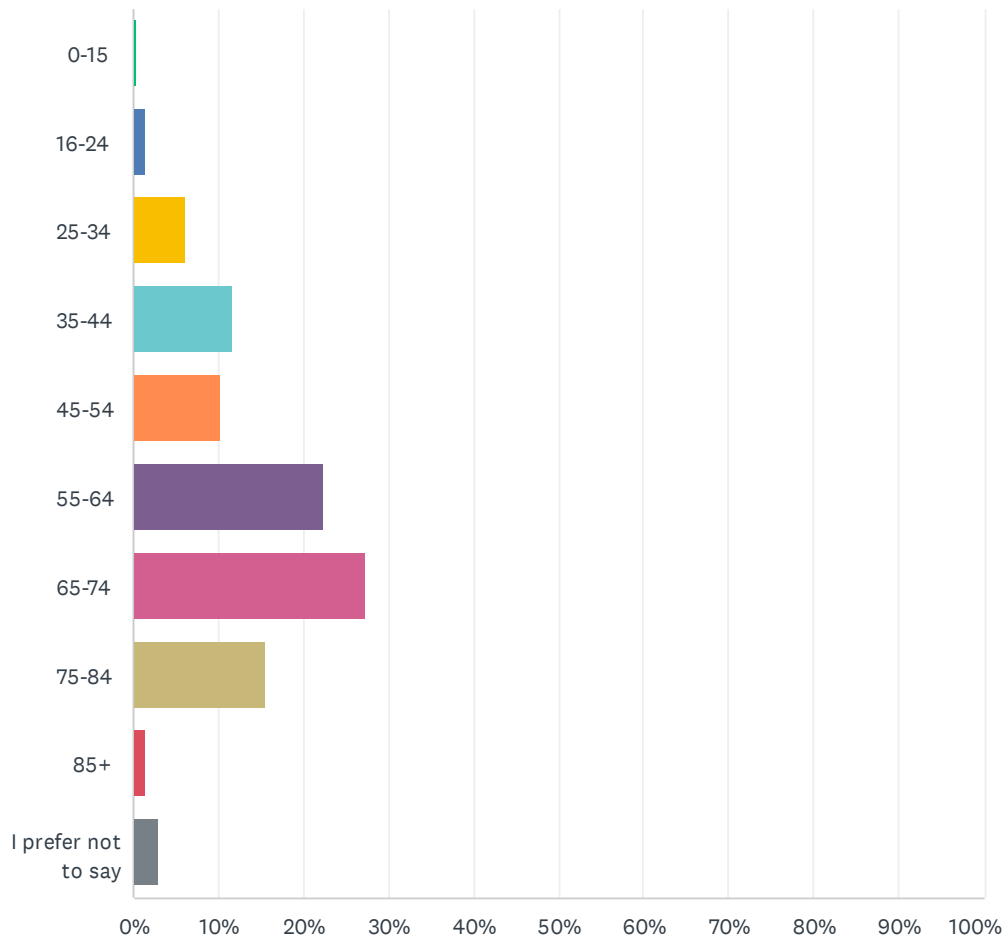
Answered: 257 Skipped: 9



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Female | 57.20% | 147 |
| Male | 35.41% | 91 |
| I prefer not to say | 7.39% | 19 |
| TOTAL | | 257 |

Q19 Your age:

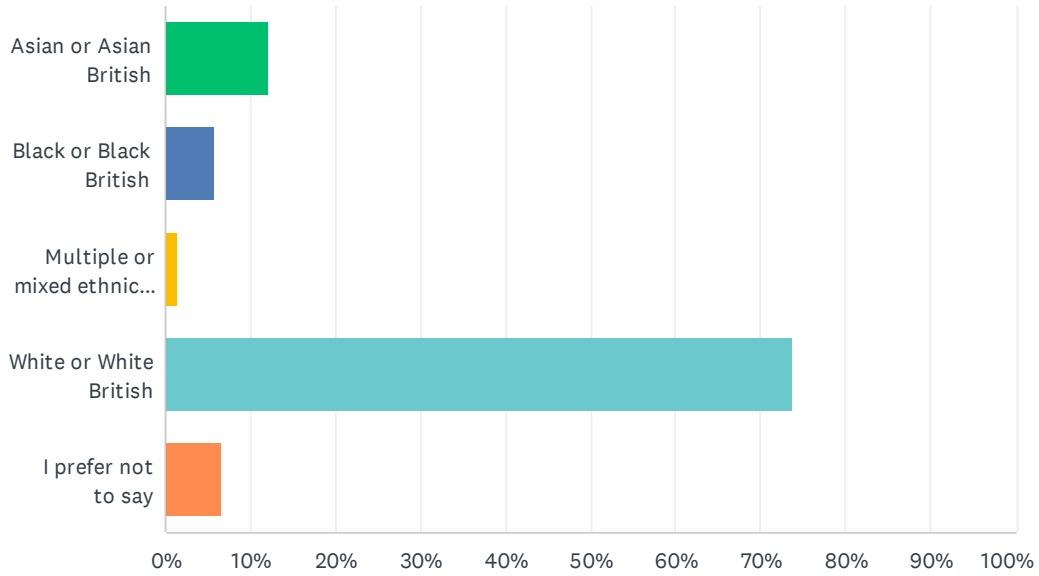
Answered: 263 Skipped: 3



| ANSWER CHOICES | RESPONSES |
|---------------------|------------|
| 0-15 | 0.38% 1 |
| 16-24 | 1.52% 4 |
| 25-34 | 6.08% 16 |
| 35-44 | 11.79% 31 |
| 45-54 | 10.27% 27 |
| 55-64 | 22.43% 59 |
| 65-74 | 27.38% 72 |
| 75-84 | 15.59% 41 |
| 85+ | 1.52% 4 |
| I prefer not to say | 3.04% 8 |
| TOTAL | 263 |

Q20 Your ethnic group:

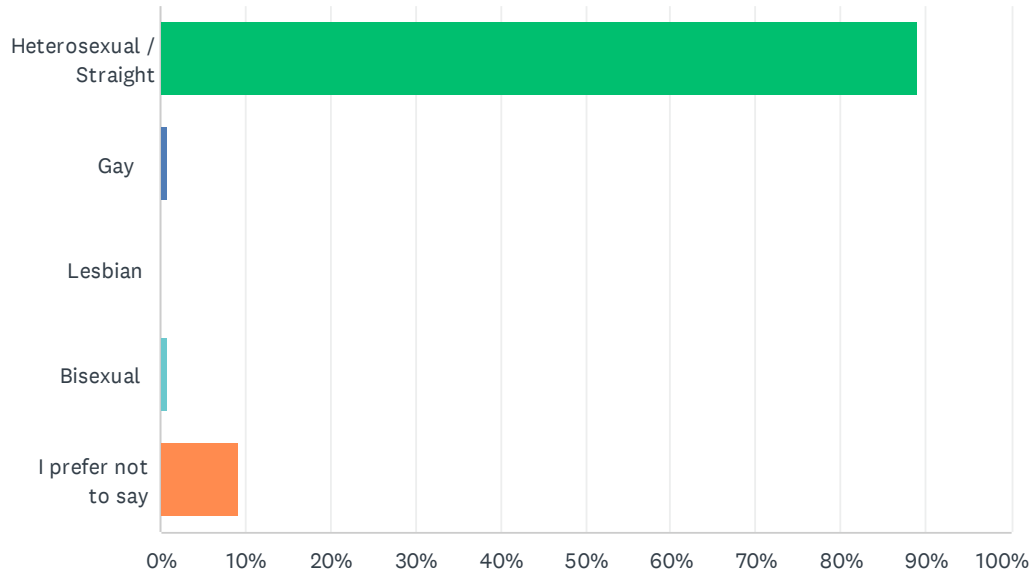
Answered: 256 Skipped: 10



| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|------------|
| Asian or Asian British | 12.11% | 31 |
| Black or Black British | 5.86% | 15 |
| Multiple or mixed ethnic groups | 1.56% | 4 |
| White or White British | 73.83% | 189 |
| I prefer not to say | 6.64% | 17 |
| TOTAL | | 256 |

Q21 Do you consider yourself to be:

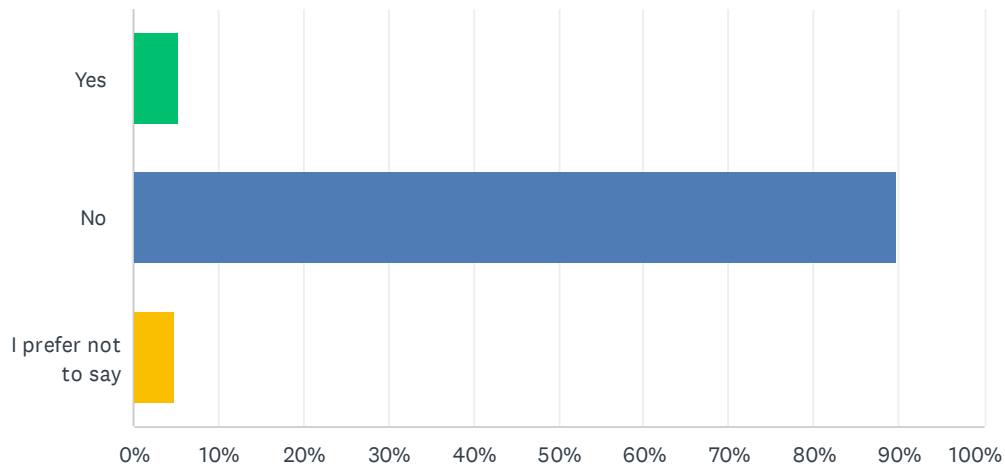
Answered: 259 Skipped: 7



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Heterosexual / Straight | 89.19% | 231 |
| Gay | 0.77% | 2 |
| Lesbian | 0.00% | 0 |
| Bisexual | 0.77% | 2 |
| I prefer not to say | 9.27% | 24 |
| TOTAL | | 259 |

Q22 Do you have a Learning Disability or Autism?

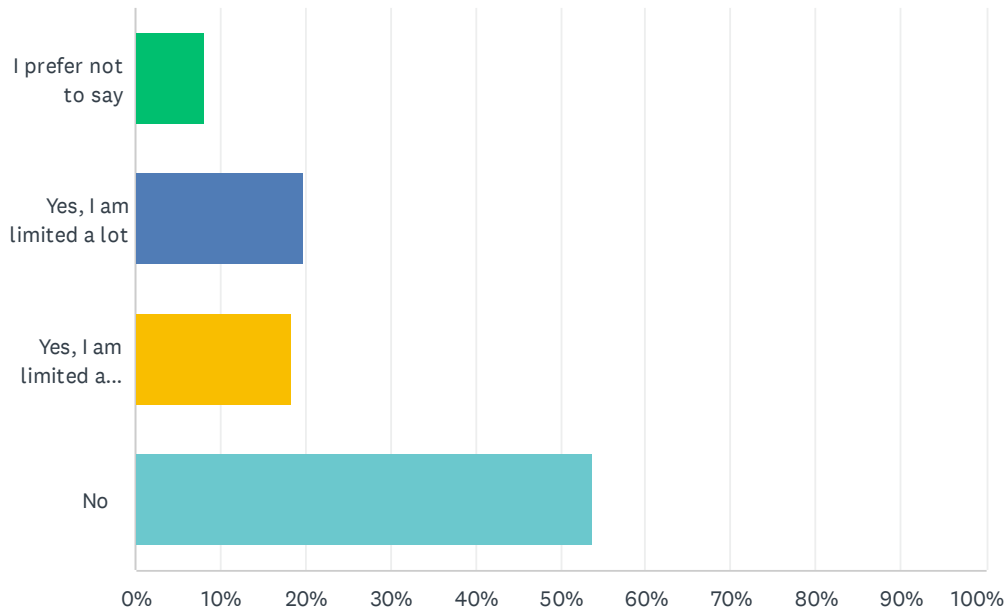
Answered: 263 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Yes | 5.32% | 14 |
| No | 89.73% | 236 |
| I prefer not to say | 4.94% | 13 |
| TOTAL | | 263 |

Q23 Do you have a health need or a disability that limits your everyday activities?

Answered: 261 Skipped: 5



| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|------------|
| I prefer not to say | 8.05% | 21 |
| Yes, I am limited a lot | 19.92% | 52 |
| Yes, I am limited a little | 18.39% | 48 |
| No | 53.64% | 140 |
| TOTAL | | 261 |