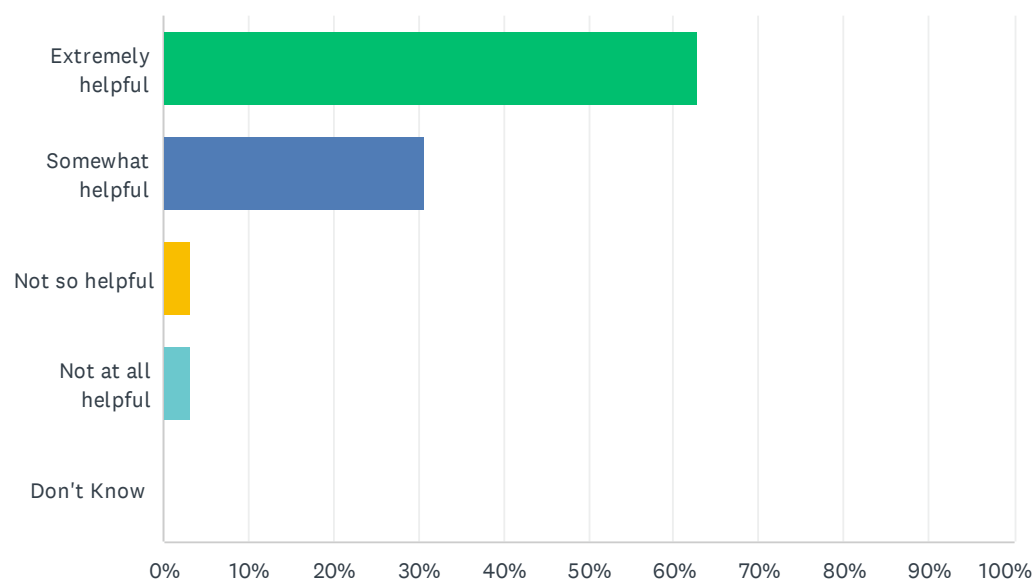


Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

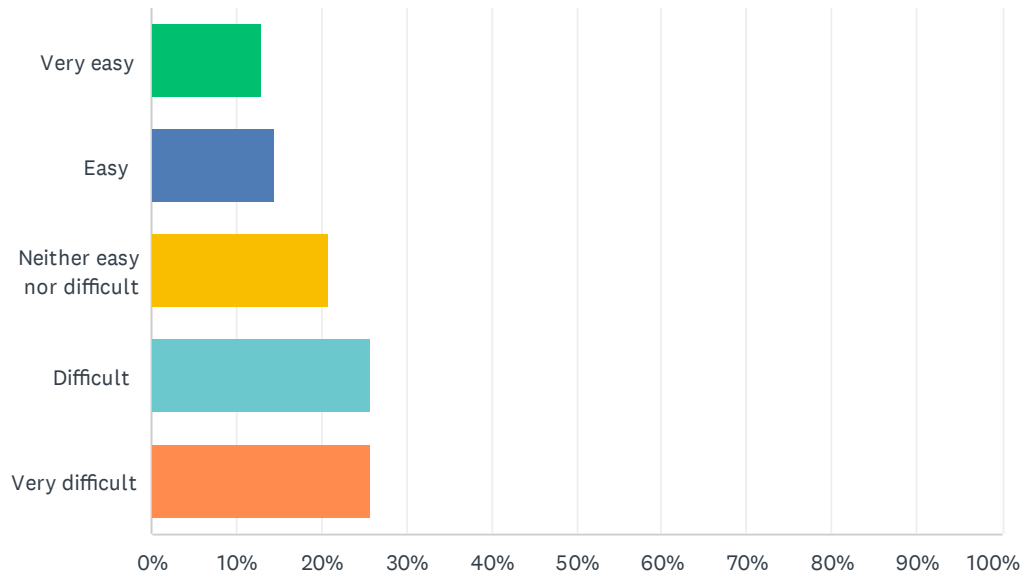
Answered: 62 Skipped: 0



ANSWER CHOICES		RESPONSES	
Extremely helpful		62.90%	39
Somewhat helpful		30.65%	19
Not so helpful		3.23%	2
Not at all helpful		3.23%	2
Don't Know		0.00%	0
TOTAL			62

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

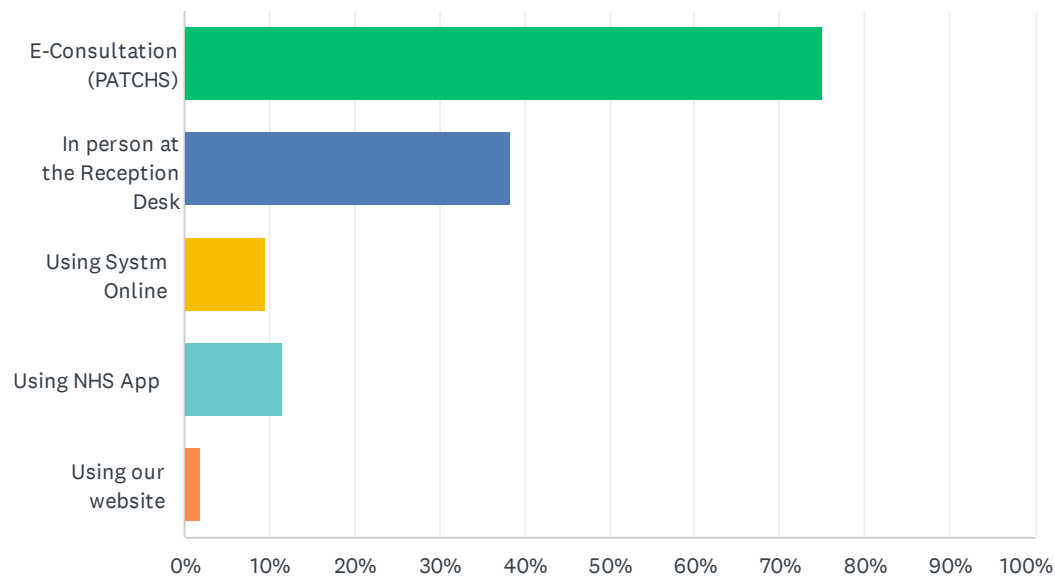
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	12.90%	8
Easy	14.52%	9
Neither easy nor difficult	20.97%	13
Difficult	25.81%	16
Very difficult	25.81%	16
TOTAL		62

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

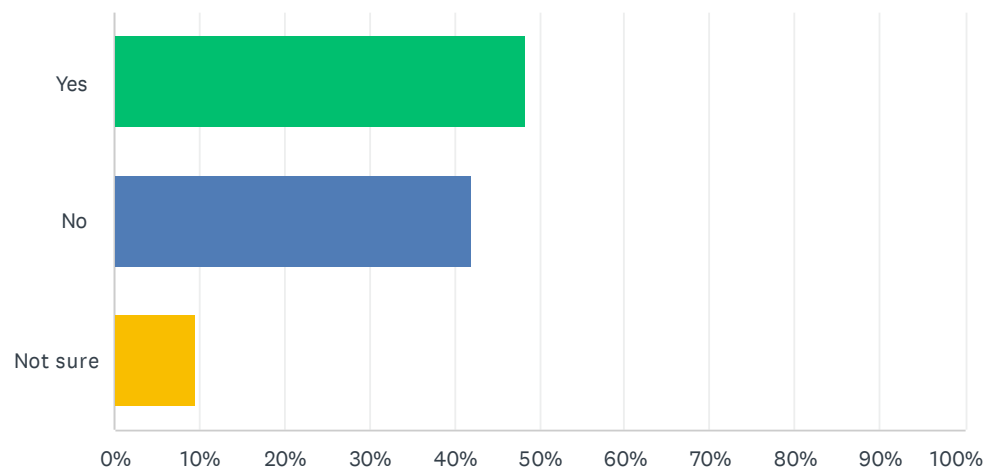
Answered: 52    Skipped: 10



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	75.00%	39
In person at the Reception Desk	38.46%	20
Using System Online	9.62%	5
Using NHS App	11.54%	6
Using our website	1.92%	1
Total Respondents: 52		

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?

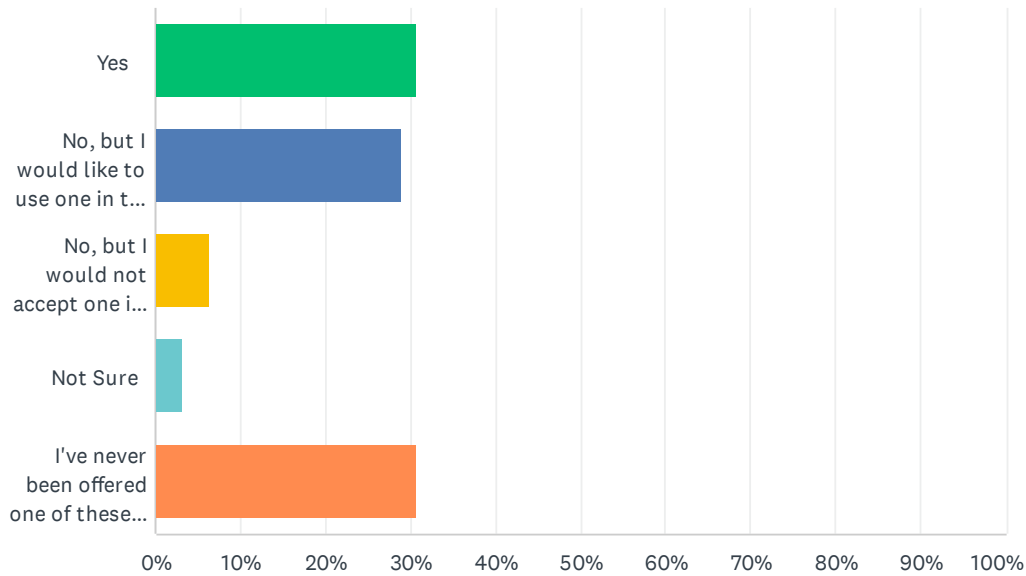
Answered: 62    Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		48.39%	30
No		41.94%	26
Not sure		9.68%	6
TOTAL			62

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

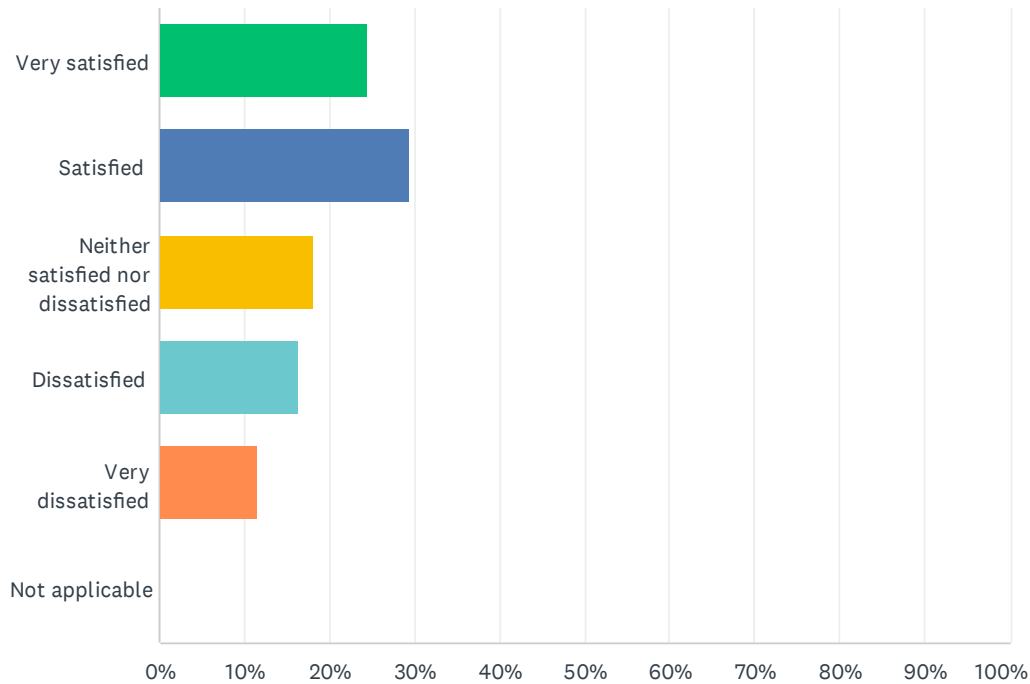
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	30.65%	19
No, but I would like to use one in the future	29.03%	18
No, but I would not accept one if it were offered	6.45%	4
Not Sure	3.23%	2
I've never been offered one of these appointments	30.65%	19
TOTAL		62

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

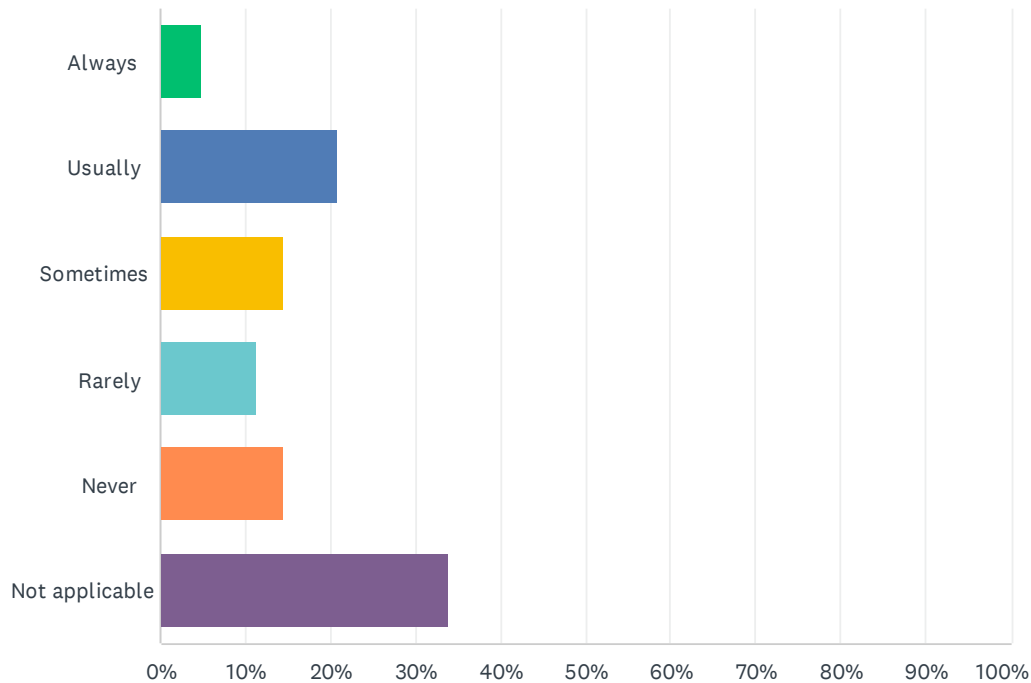
Answered: 61   Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	24.59%	15
Satisfied	29.51%	18
Neither satisfied nor dissatisfied	18.03%	11
Dissatisfied	16.39%	10
Very dissatisfied	11.48%	7
Not applicable	0.00%	0
TOTAL		61

## 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?

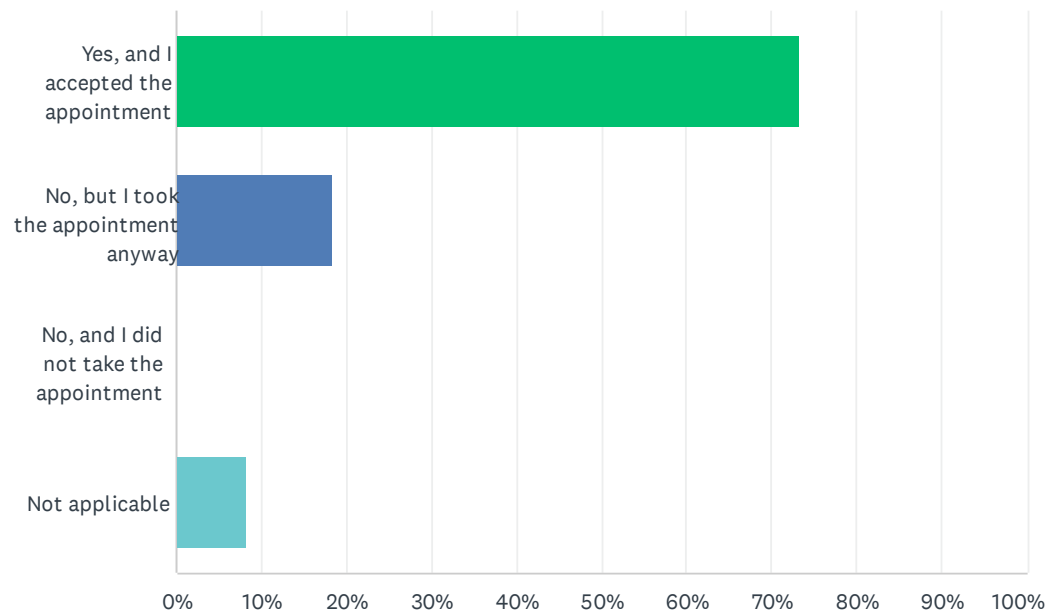
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	4.84%	3
Usually	20.97%	13
Sometimes	14.52%	9
Rarely	11.29%	7
Never	14.52%	9
Not applicable	33.87%	21
TOTAL		62

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

Answered: 60 Skipped: 2

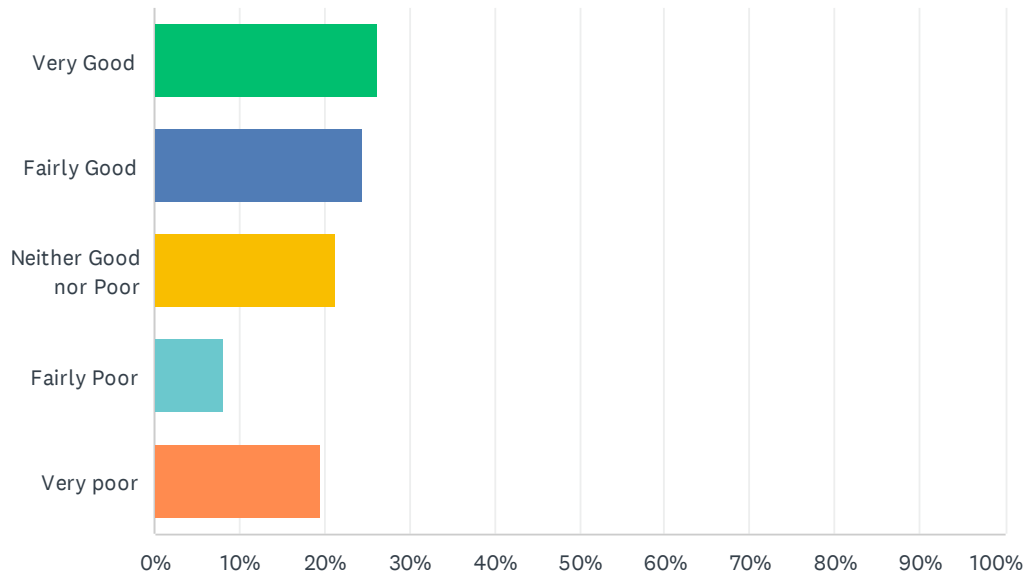


ANSWER CHOICES		RESPONSES	
Yes, and I accepted the appointment		73.33%	44
No, but I took the appointment anyway		18.33%	11
No, and I did not take the appointment		0.00%	0
Not applicable		8.33%	5
TOTAL			60



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

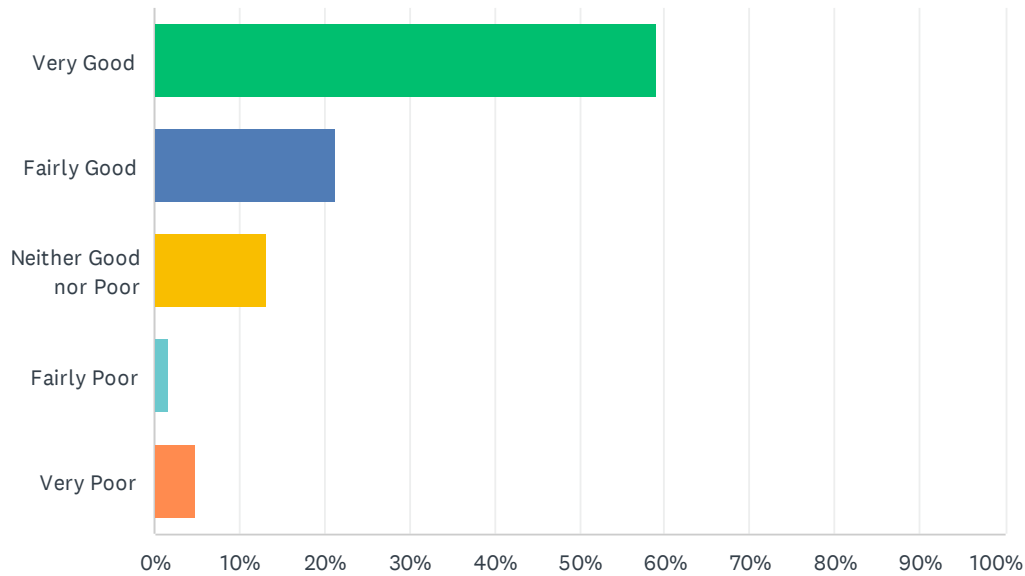
Answered: 61   Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	26.23%	16
Fairly Good	24.59%	15
Neither Good nor Poor	21.31%	13
Fairly Poor	8.20%	5
Very poor	19.67%	12
TOTAL		61

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

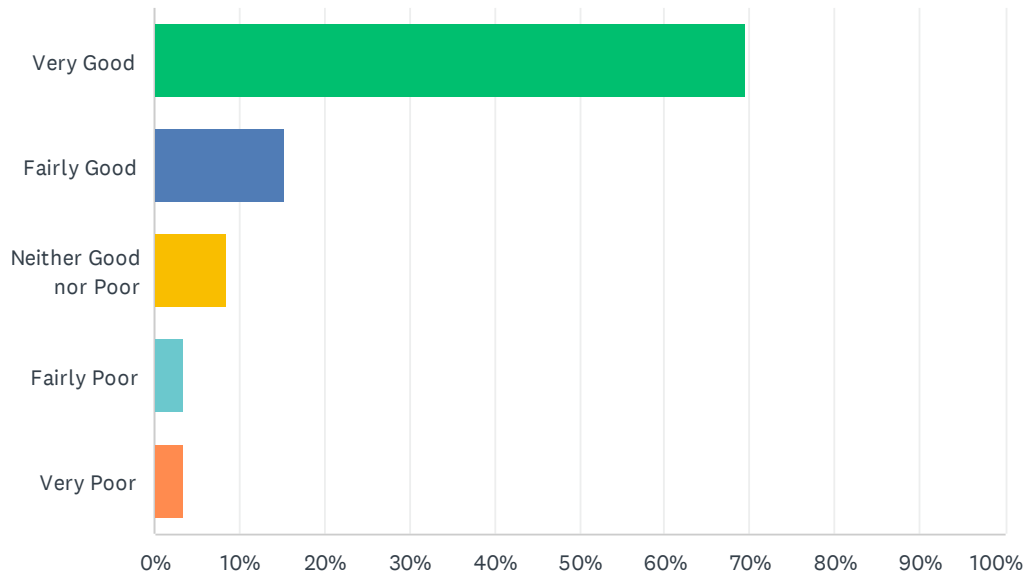
Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	59.02%	36
Fairly Good	21.31%	13
Neither Good nor Poor	13.11%	8
Fairly Poor	1.64%	1
Very Poor	4.92%	3
TOTAL		61

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

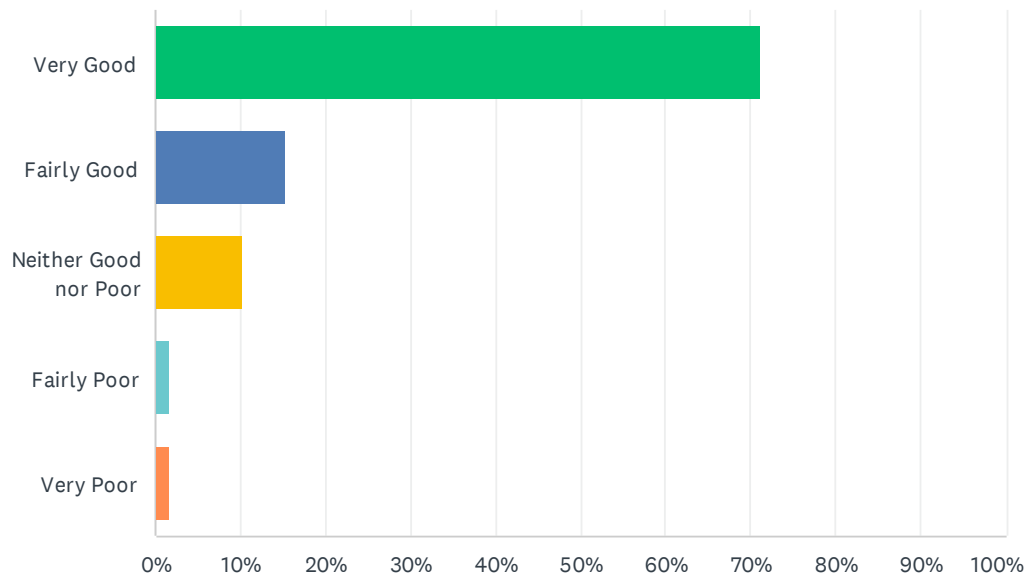
Answered: 59   Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	69.49%	41
Fairly Good	15.25%	9
Neither Good nor Poor	8.47%	5
Fairly Poor	3.39%	2
Very Poor	3.39%	2
TOTAL		59

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

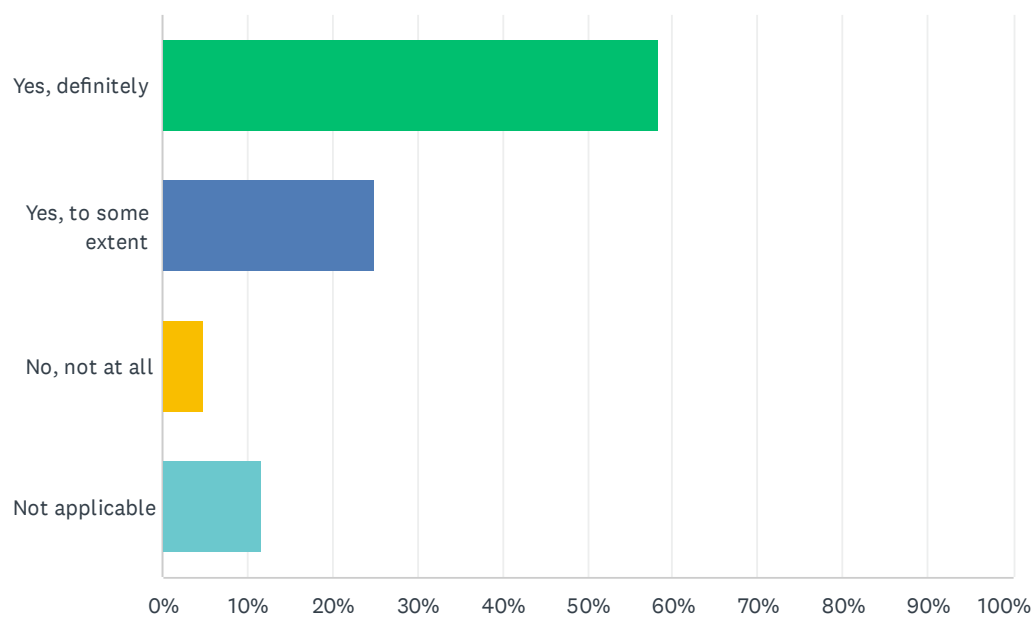
Answered: 59   Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	71.19%	42
Fairly Good	15.25%	9
Neither Good nor Poor	10.17%	6
Fairly Poor	1.69%	1
Very Poor	1.69%	1
TOTAL		59

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?

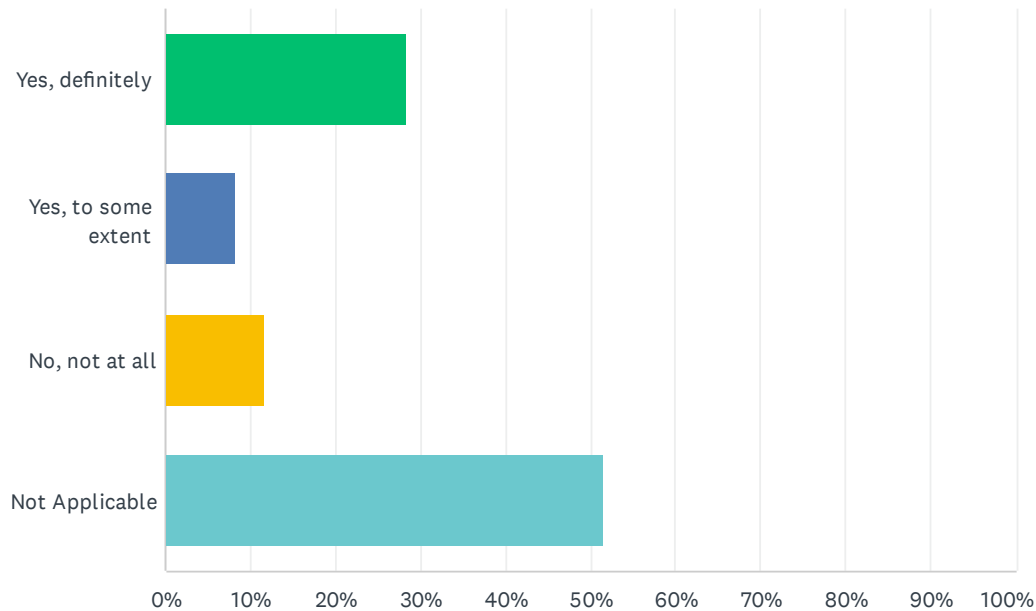
Answered: 60    Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, definitely	58.33%	35
Yes, to some extent	25.00%	15
No, not at all	5.00%	3
Not applicable	11.67%	7
TOTAL		60

## 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?

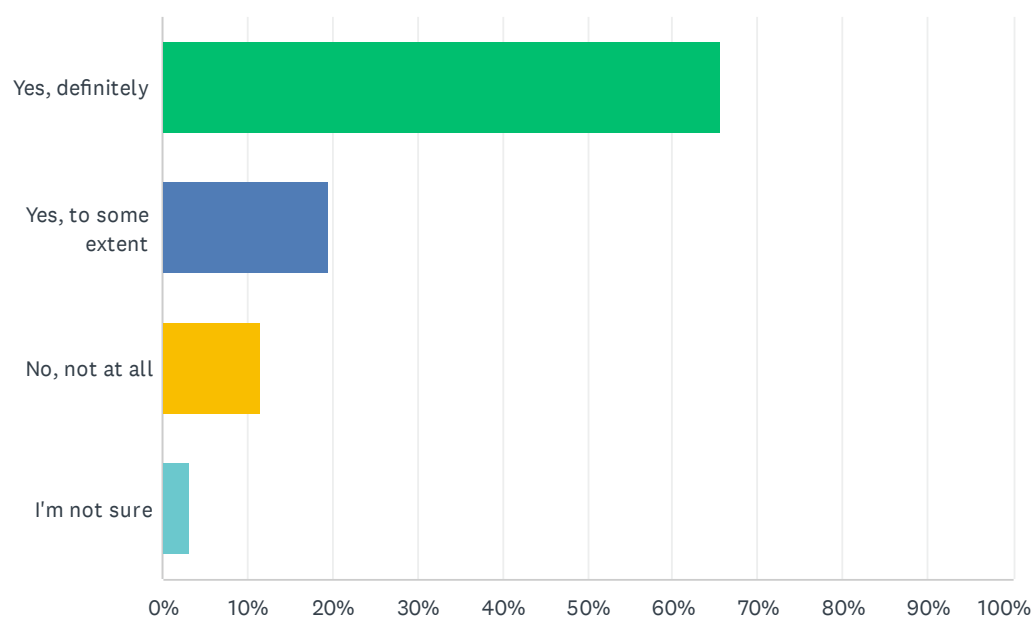
Answered: 60 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, definitely	28.33%	17
Yes, to some extent	8.33%	5
No, not at all	11.67%	7
Not Applicable	51.67%	31
TOTAL		60

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

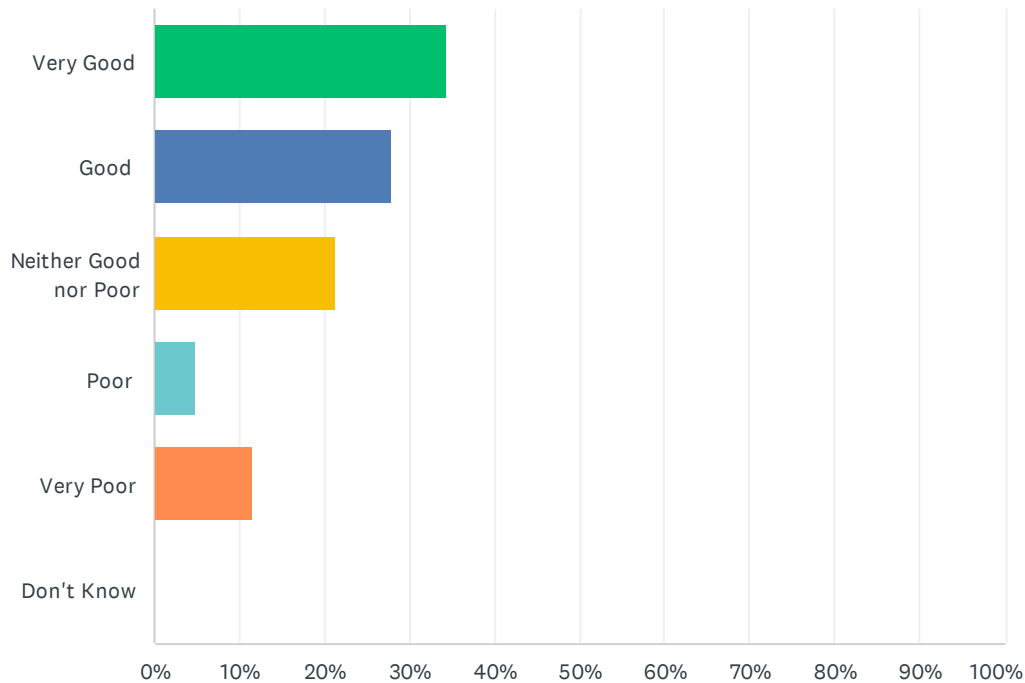
Answered: 61    Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	65.57%	40
Yes, to some extent	19.67%	12
No, not at all	11.48%	7
I'm not sure	3.28%	2
TOTAL		61

## 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: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	34.43%	21
Good	27.87%	17
Neither Good nor Poor	21.31%	13
Poor	4.92%	3
Very Poor	11.48%	7
Don't Know	0.00%	0
TOTAL		61

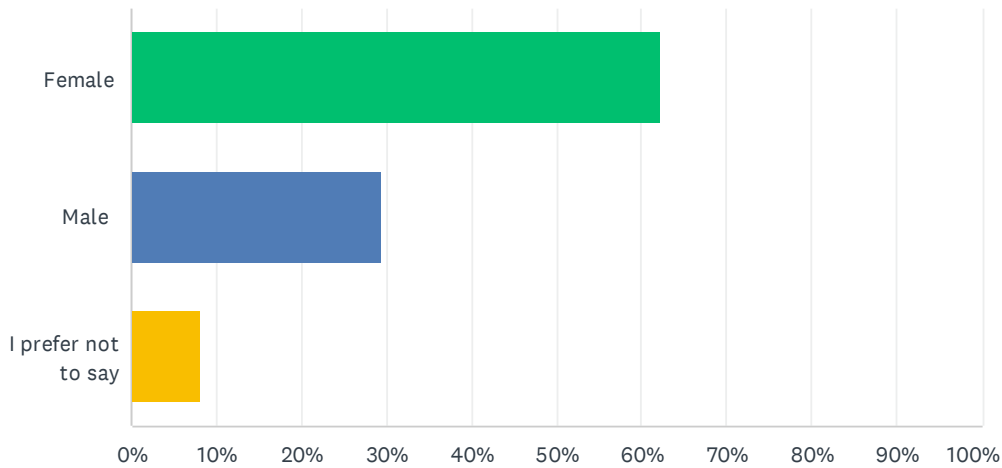


Q17 Would you like to give us any other feedback or comments:

Answered: 28   Skipped: 34

**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:**

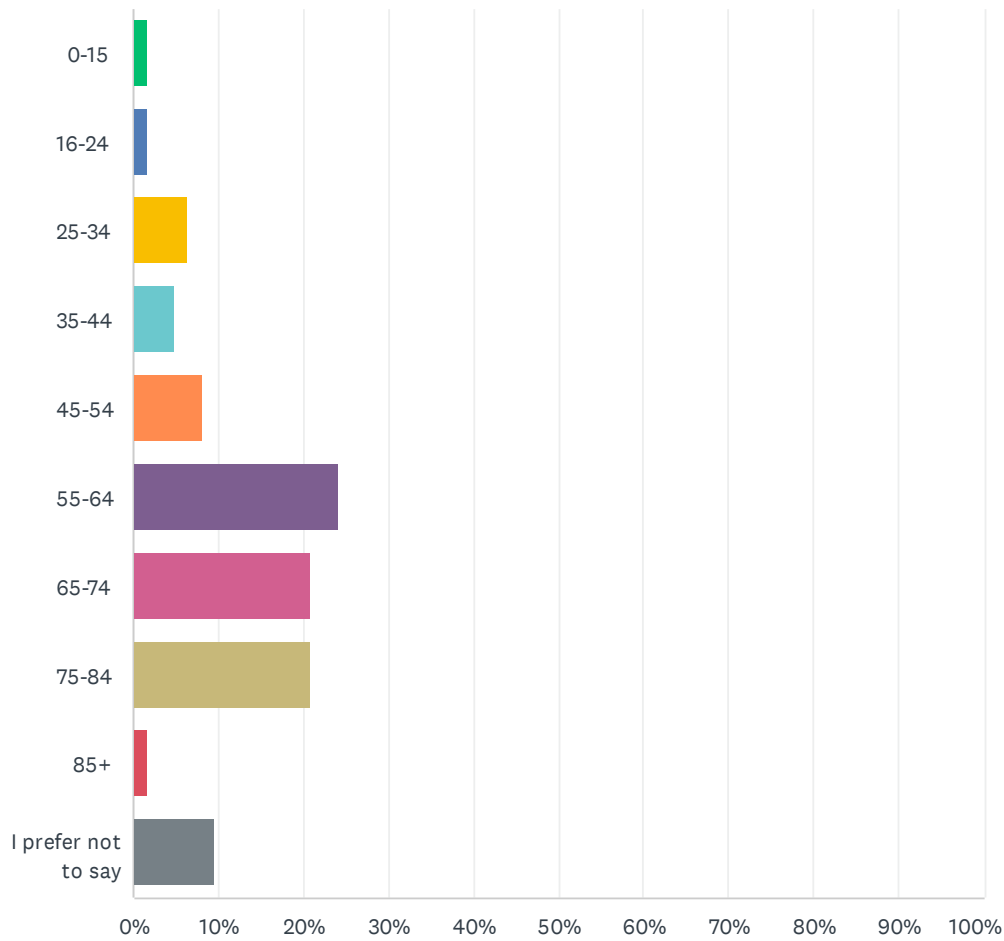
Answered: 61   Skipped: 1



ANSWER CHOICES	RESPONSES	
Female	62.30%	38
Male	29.51%	18
I prefer not to say	8.20%	5
TOTAL		61

## Q19 Your age:

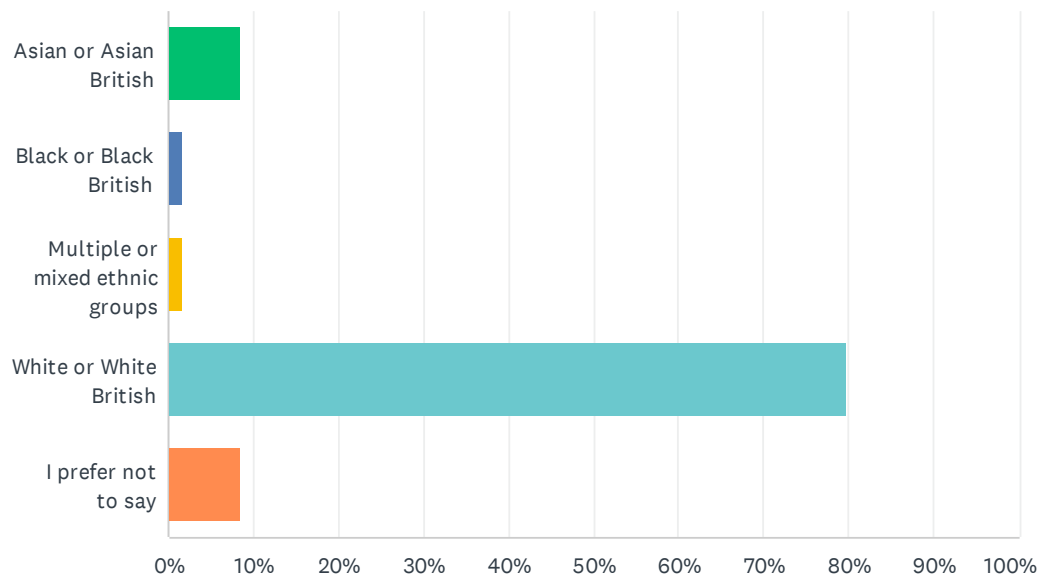
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-15	1.61%	1
16-24	1.61%	1
25-34	6.45%	4
35-44	4.84%	3
45-54	8.06%	5
55-64	24.19%	15
65-74	20.97%	13
75-84	20.97%	13
85+	1.61%	1
I prefer not to say	9.68%	6
TOTAL		62

Q20 Your ethnic group:

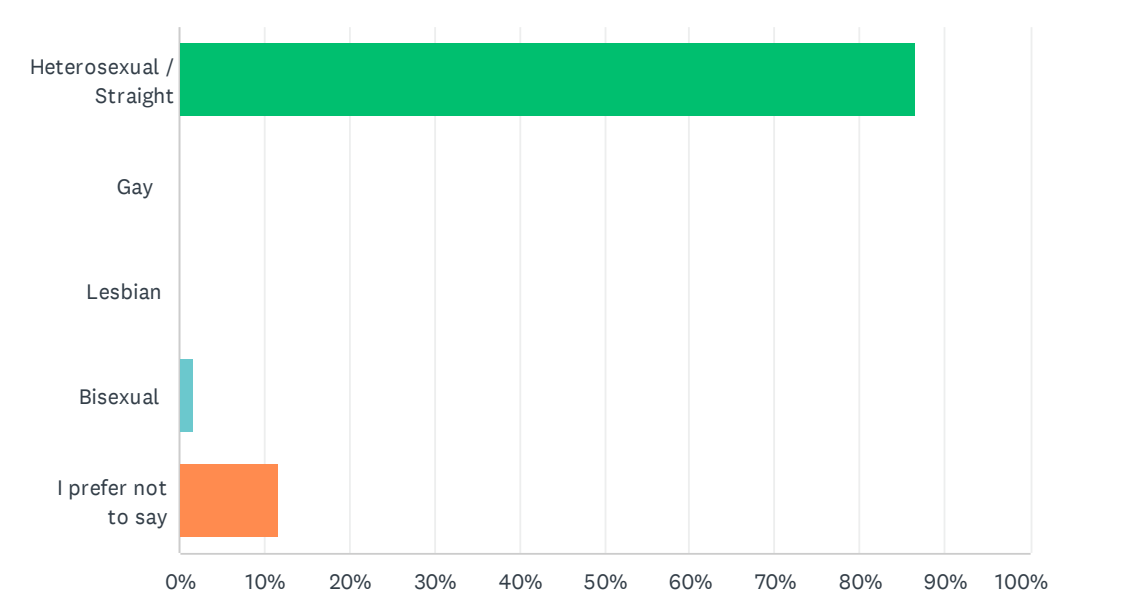
Answered: 59    Skipped: 3



ANSWER CHOICES	RESPONSES	
Asian or Asian British	8.47%	5
Black or Black British	1.69%	1
Multiple or mixed ethnic groups	1.69%	1
White or White British	79.66%	47
I prefer not to say	8.47%	5
TOTAL		59

Q21 Do you consider yourself to be:

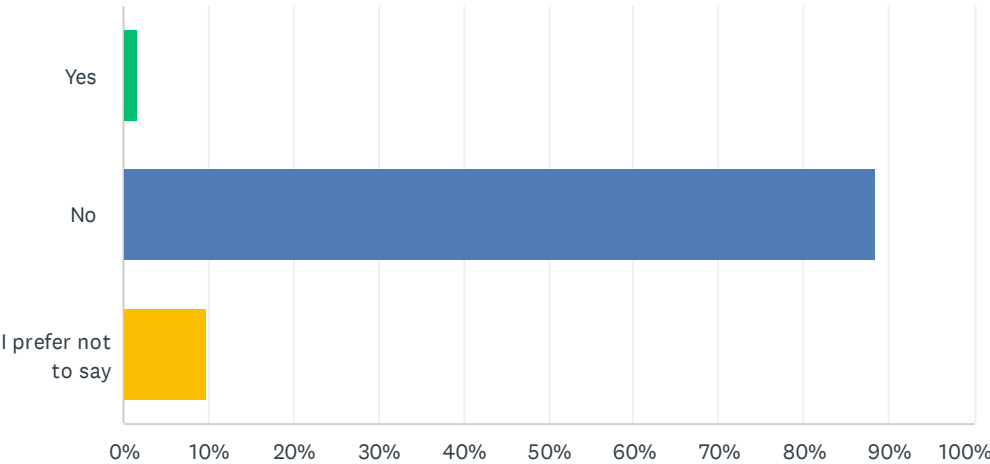
Answered: 60    Skipped: 2



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	86.67%	52
Gay	0.00%	0
Lesbian	0.00%	0
Bisexual	1.67%	1
I prefer not to say	11.67%	7
TOTAL		60

Q22 Do you have a Learning Disability or Autism?

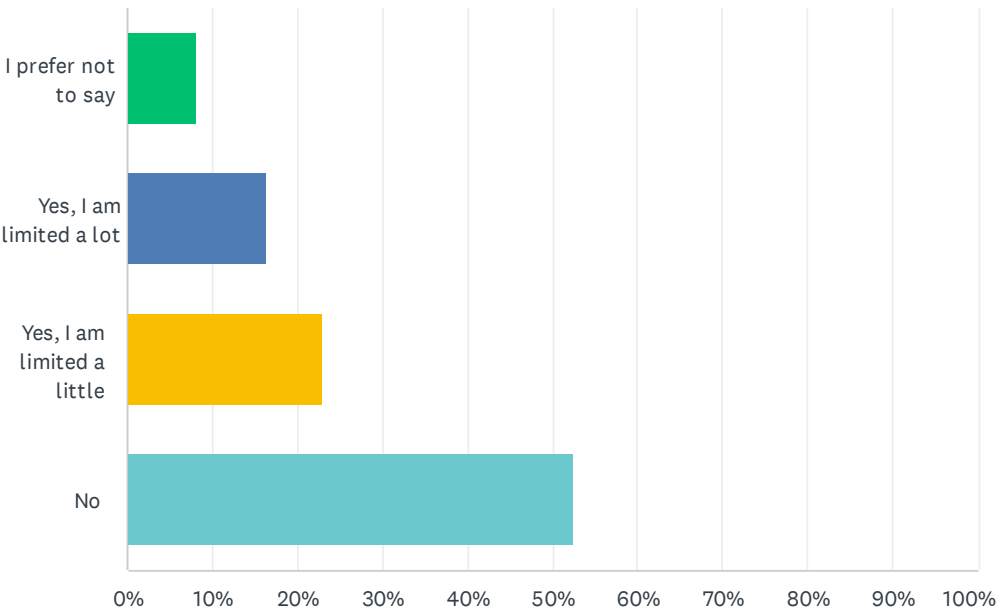
Answered: 61    Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	1.64%	1
No	88.52%	54
I prefer not to say	9.84%	6
TOTAL		61

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

Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES	
I prefer not to say	8.20%	5
Yes, I am limited a lot	16.39%	10
Yes, I am limited a little	22.95%	14
No	52.46%	32
TOTAL		61