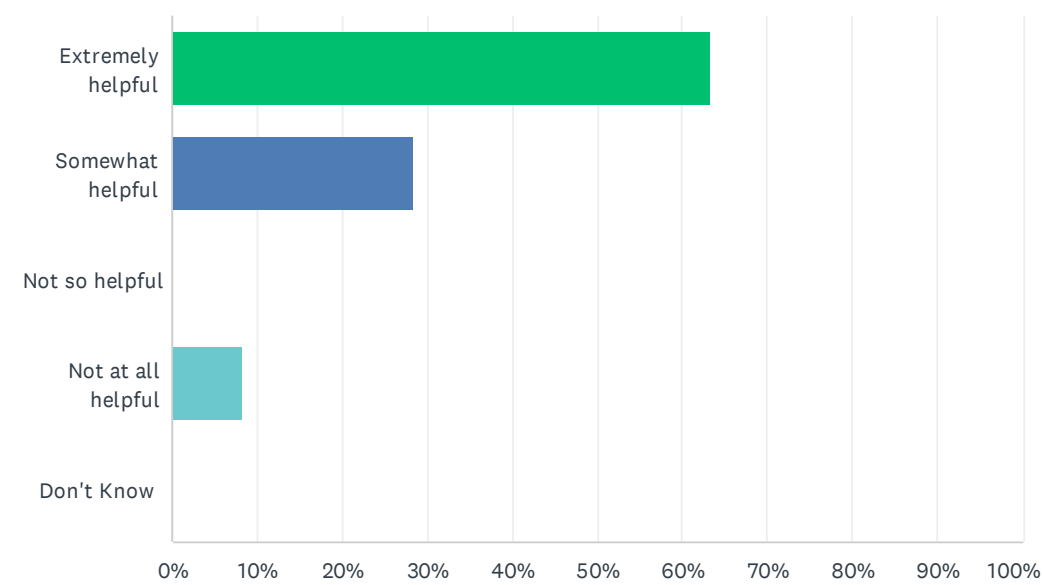


Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

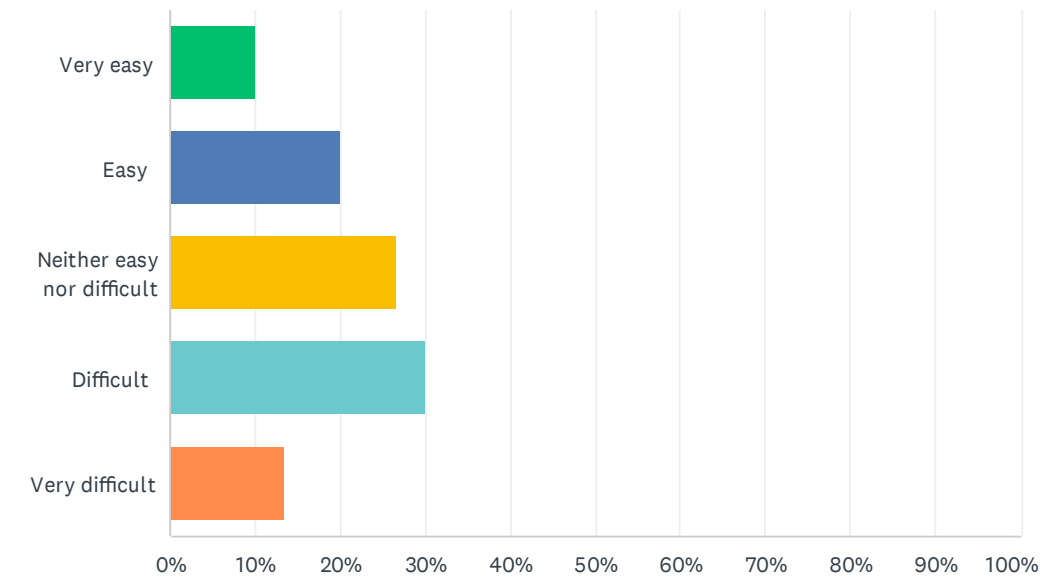
Answered: 60 Skipped: 1



ANSWER CHOICES		RESPONSES	
Extremely helpful		63.33%	38
Somewhat helpful		28.33%	17
Not so helpful		0.00%	0
Not at all helpful		8.33%	5
Don't Know		0.00%	0
TOTAL			60

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

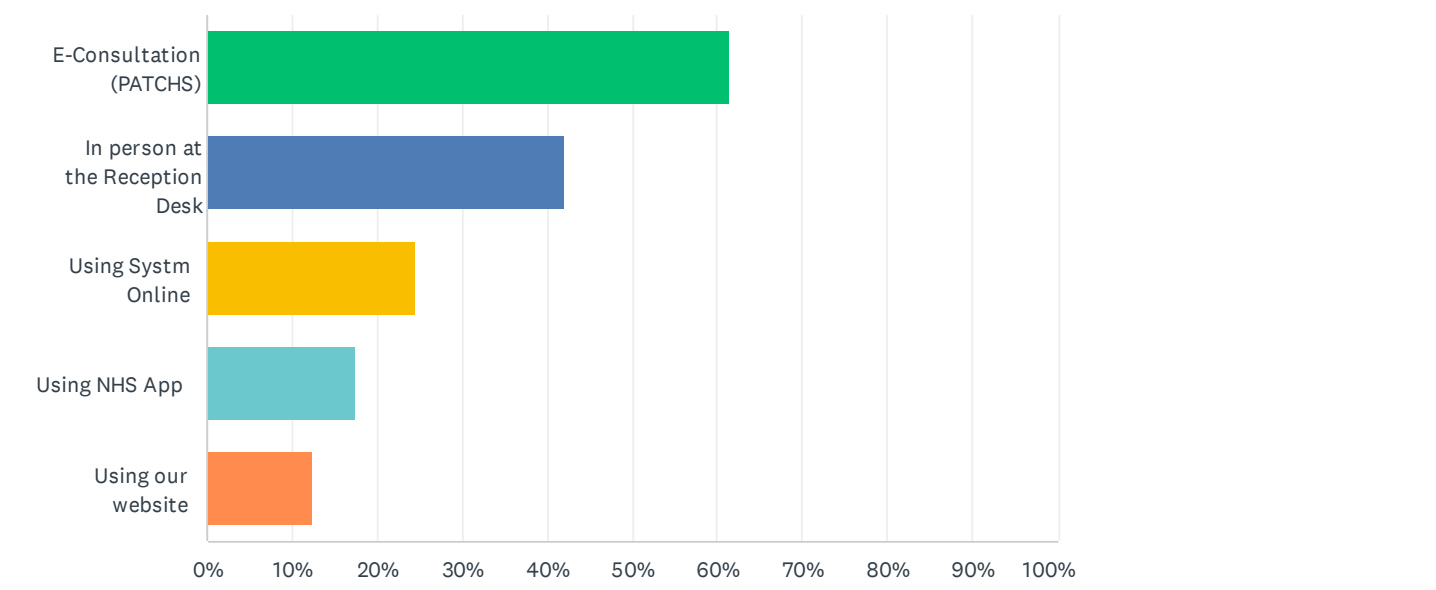
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	10.00%	6
Easy	20.00%	12
Neither easy nor difficult	26.67%	16
Difficult	30.00%	18
Very difficult	13.33%	8
TOTAL		60

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

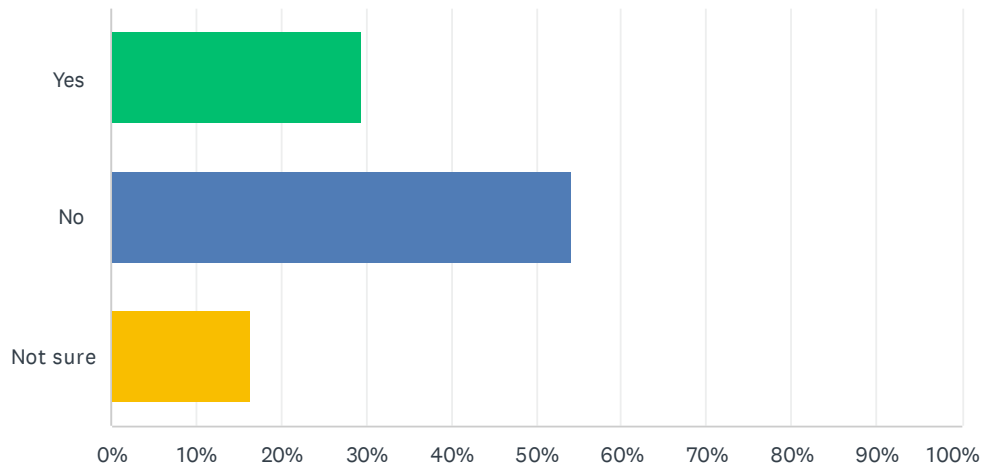
Answered: 57 Skipped: 4



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	61.40%	35
In person at the Reception Desk	42.11%	24
Using System Online	24.56%	14
Using NHS App	17.54%	10
Using our website	12.28%	7
Total Respondents: 57		

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?

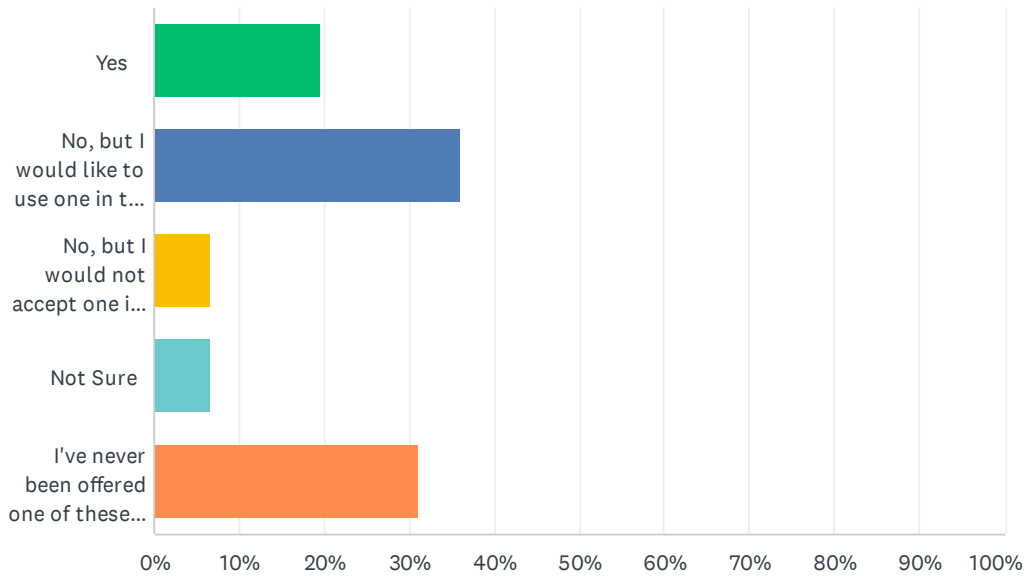
Answered: 61 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		29.51%	18
No		54.10%	33
Not sure		16.39%	10
TOTAL			61

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

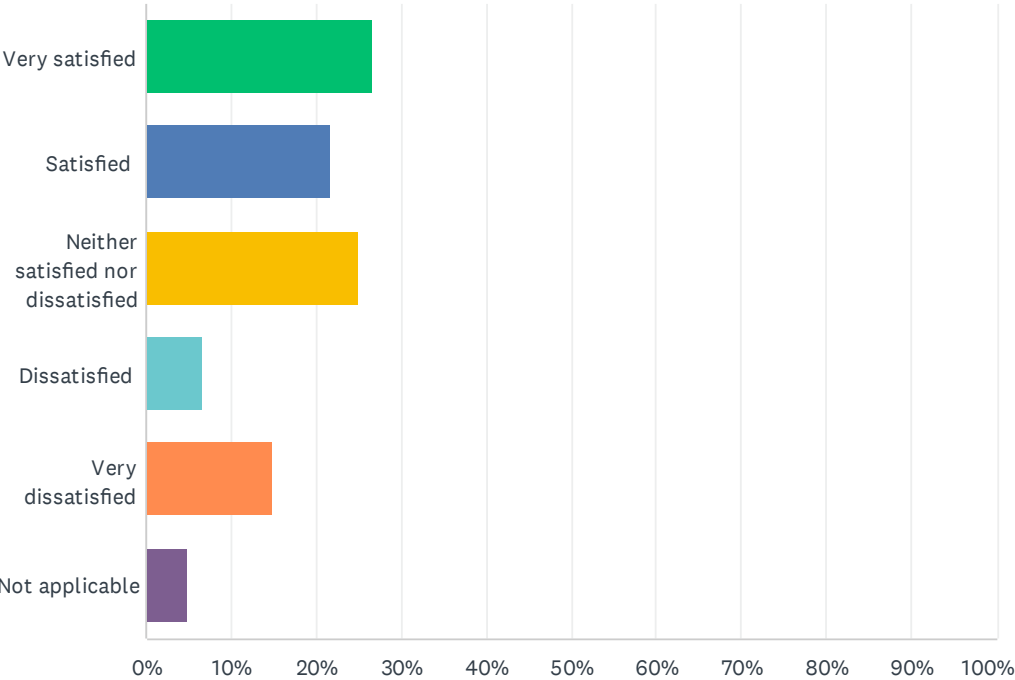
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	19.67%	12
No, but I would like to use one in the future	36.07%	22
No, but I would not accept one if it were offered	6.56%	4
Not Sure	6.56%	4
I've never been offered one of these appointments	31.15%	19
TOTAL		61

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

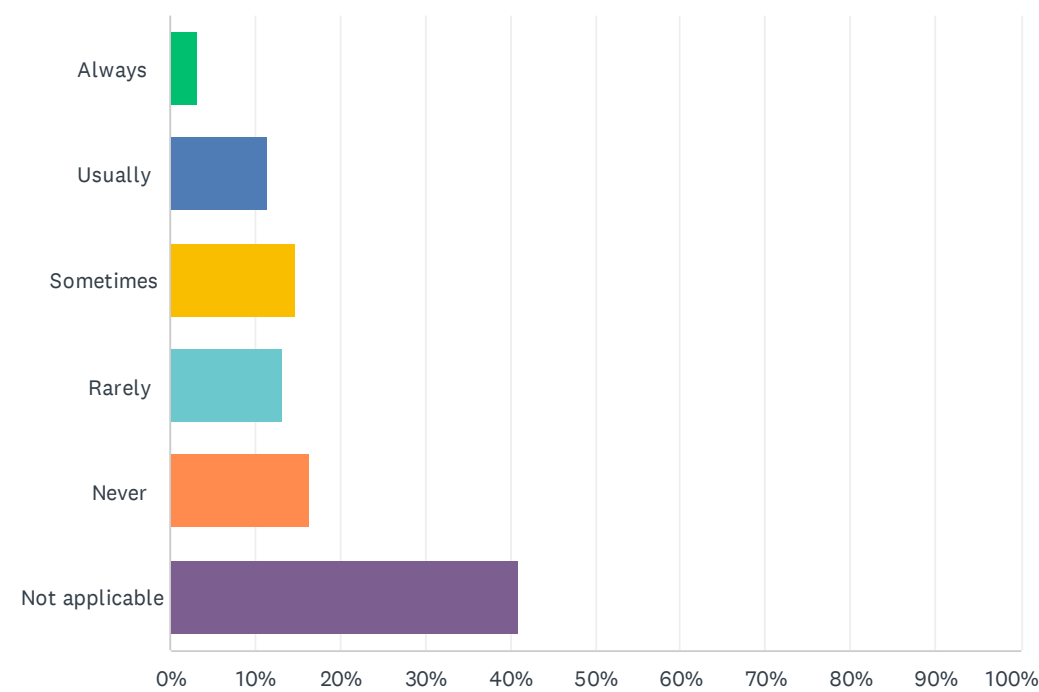
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	26.67%	16
Satisfied	21.67%	13
Neither satisfied nor dissatisfied	25.00%	15
Dissatisfied	6.67%	4
Very dissatisfied	15.00%	9
Not applicable	5.00%	3
TOTAL		60

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?

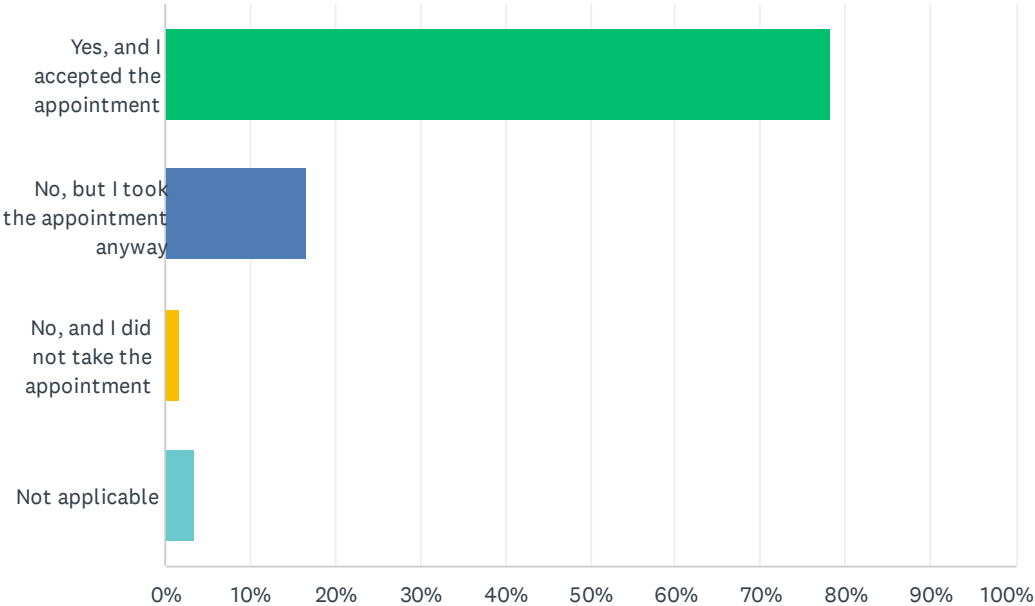
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	3.28%	2
Usually	11.48%	7
Sometimes	14.75%	9
Rarely	13.11%	8
Never	16.39%	10
Not applicable	40.98%	25
TOTAL		61

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

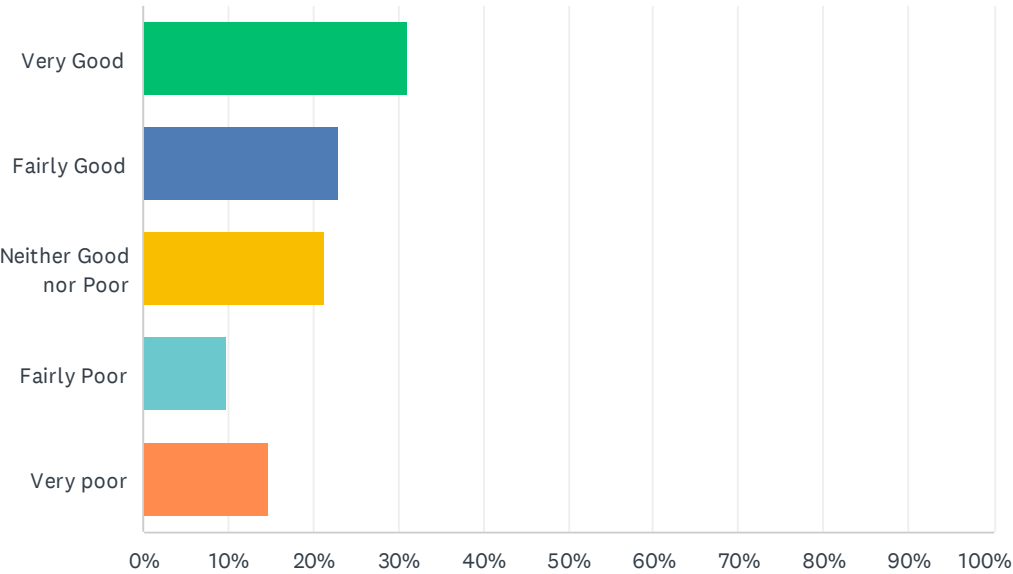
Answered: 60 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes, and I accepted the appointment		78.33%	47
No, but I took the appointment anyway		16.67%	10
No, and I did not take the appointment		1.67%	1
Not applicable		3.33%	2
TOTAL			60

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

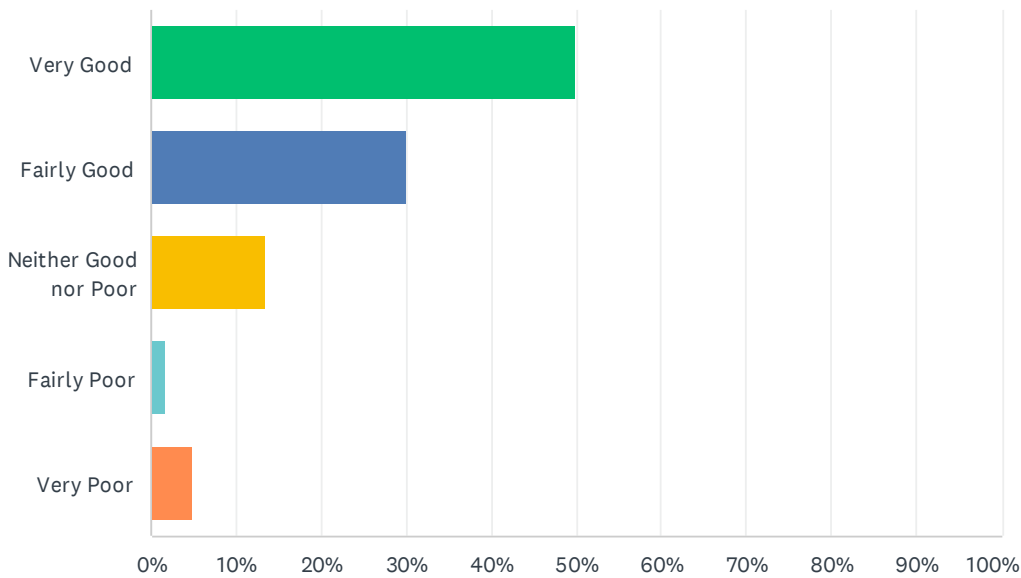
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	31.15%	19
Fairly Good	22.95%	14
Neither Good nor Poor	21.31%	13
Fairly Poor	9.84%	6
Very poor	14.75%	9
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?

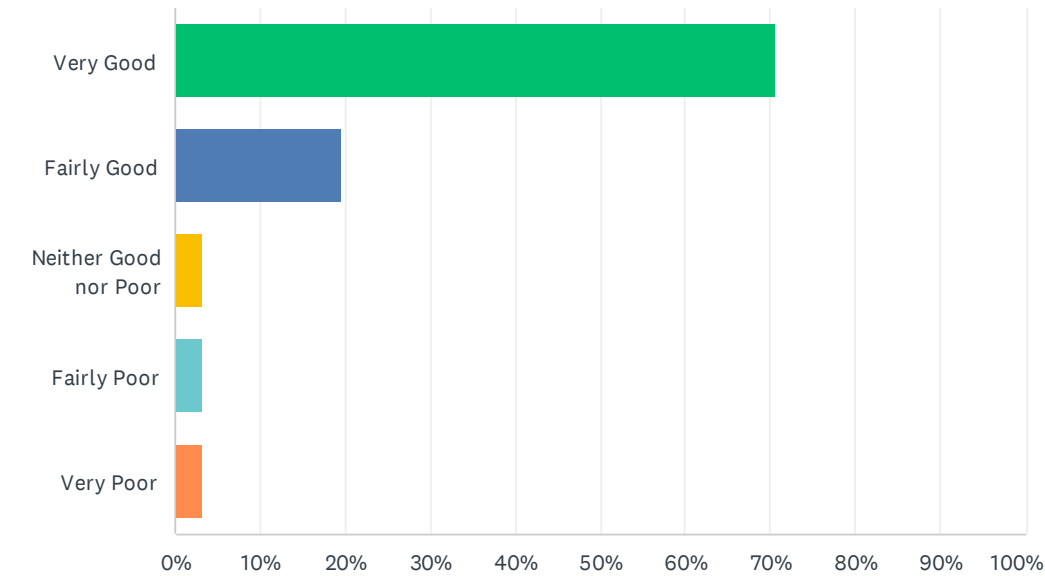
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	50.00%	30
Fairly Good	30.00%	18
Neither Good nor Poor	13.33%	8
Fairly Poor	1.67%	1
Very Poor	5.00%	3
TOTAL		60

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

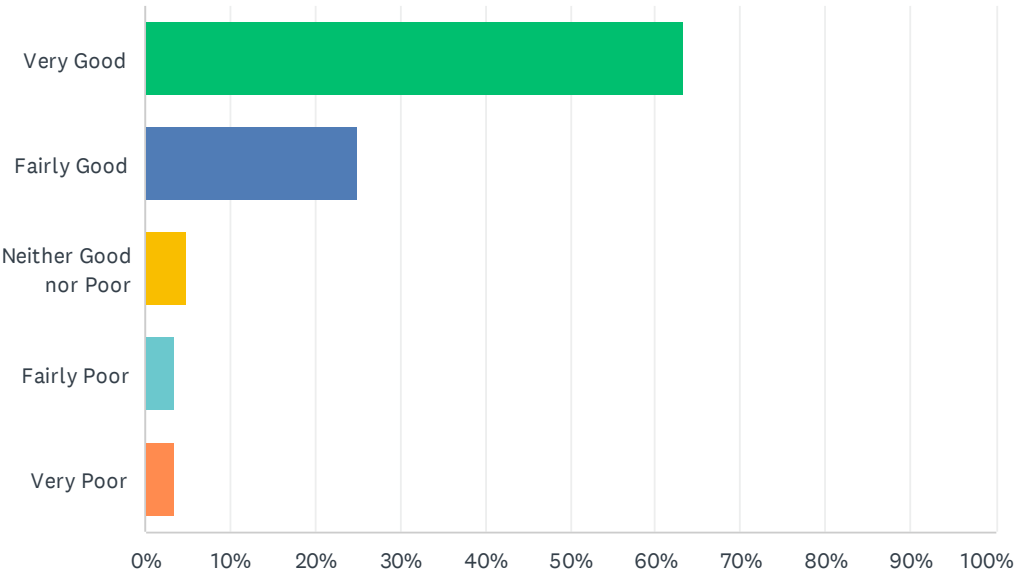
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	70.49%	43
Fairly Good	19.67%	12
Neither Good nor Poor	3.28%	2
Fairly Poor	3.28%	2
Very Poor	3.28%	2
TOTAL		61

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

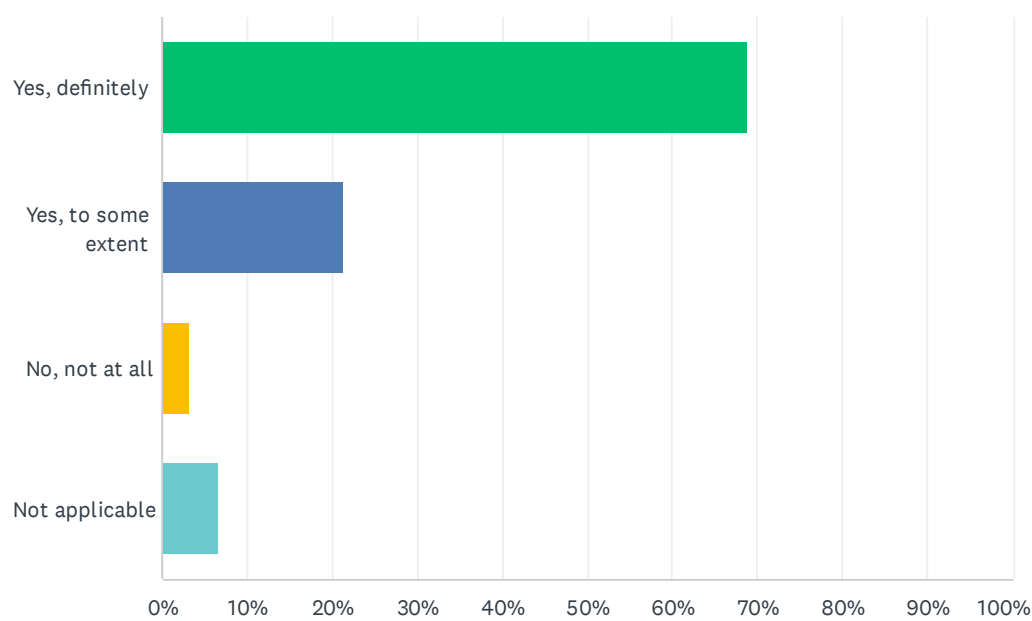
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	63.33%	38
Fairly Good	25.00%	15
Neither Good nor Poor	5.00%	3
Fairly Poor	3.33%	2
Very Poor	3.33%	2
TOTAL		60

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?

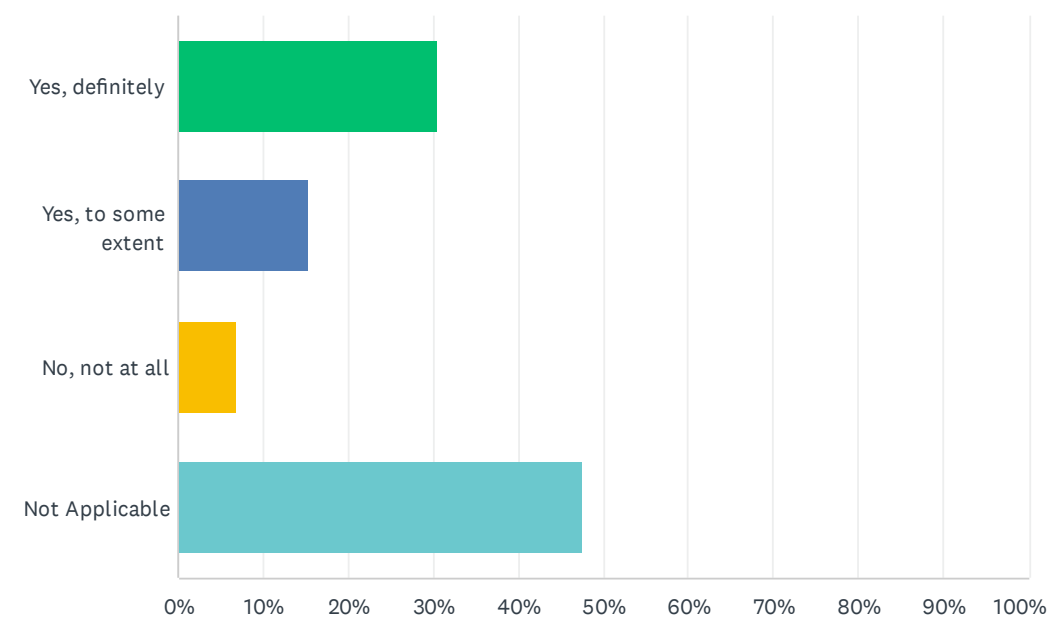
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	68.85%	42
Yes, to some extent	21.31%	13
No, not at all	3.28%	2
Not applicable	6.56%	4
TOTAL		61

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?

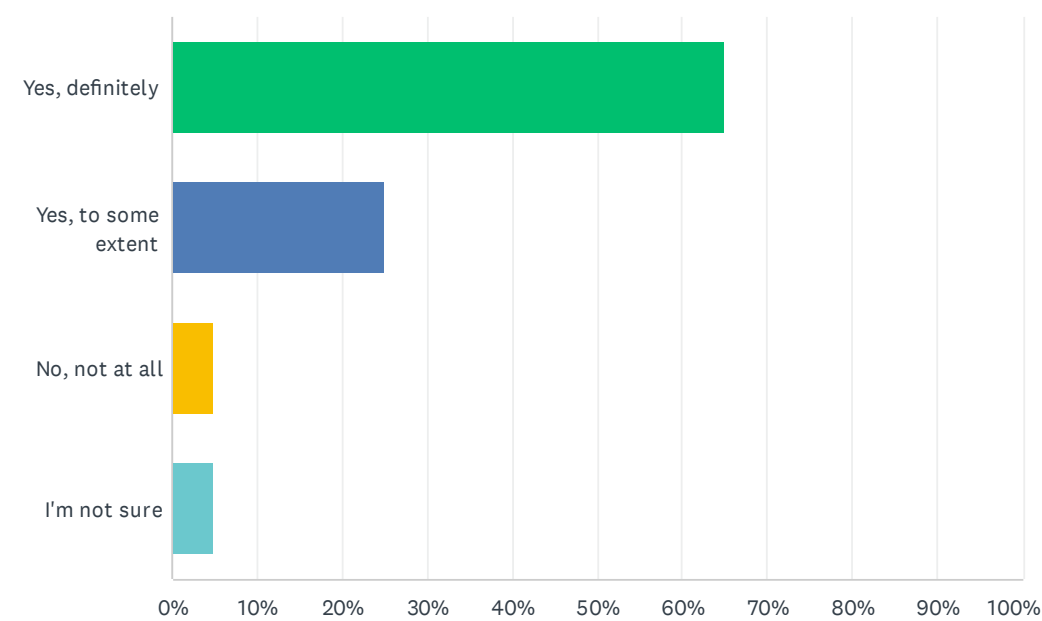
Answered: 59 Skipped: 2



ANSWER CHOICES		RESPONSES	
Yes, definitely		30.51%	18
Yes, to some extent		15.25%	9
No, not at all		6.78%	4
Not Applicable		47.46%	28
TOTAL			59

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

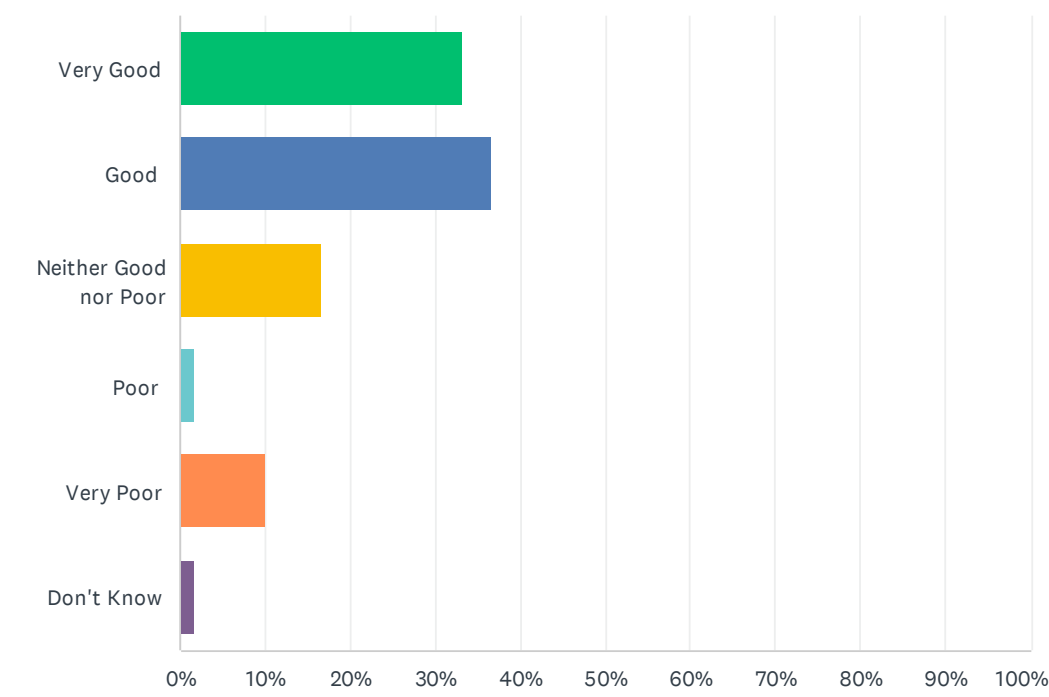
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	65.00%	39
Yes, to some extent	25.00%	15
No, not at all	5.00%	3
I'm not sure	5.00%	3
TOTAL		60

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: 60 Skipped: 1



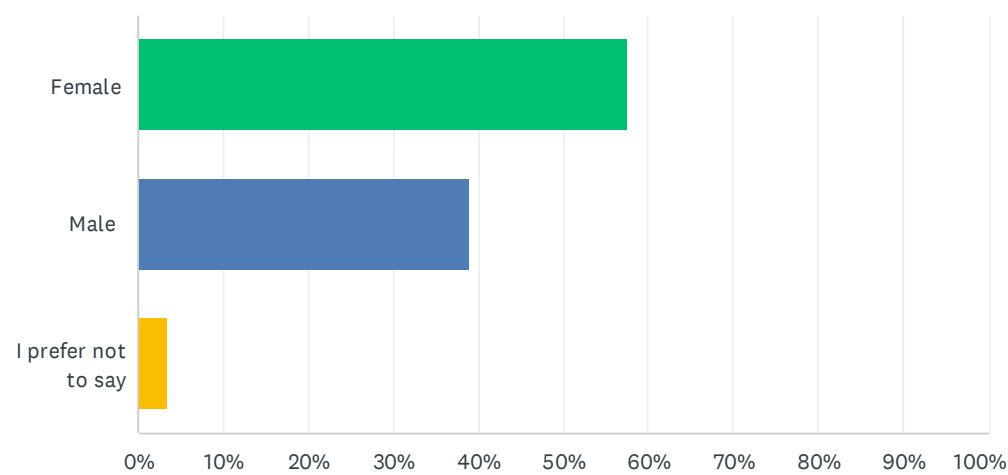
ANSWER CHOICES	RESPONSES	
Very Good	33.33%	20
Good	36.67%	22
Neither Good nor Poor	16.67%	10
Poor	1.67%	1
Very Poor	10.00%	6
Don't Know	1.67%	1
TOTAL		60

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

Answered: 33 Skipped: 28

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:

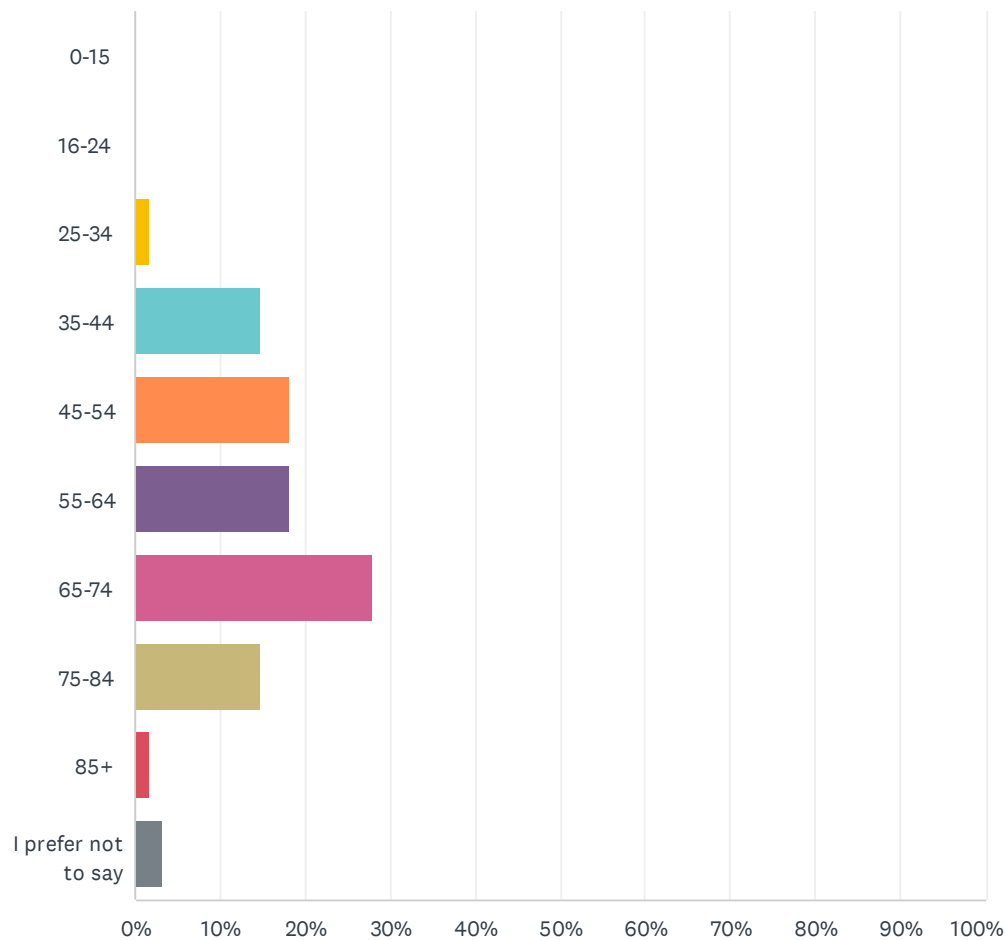
Answered: 59 Skipped: 2



ANSWER CHOICES		RESPONSES	
Female		57.63%	34
Male		38.98%	23
I prefer not to say		3.39%	2
TOTAL			59

Q19 Your age:

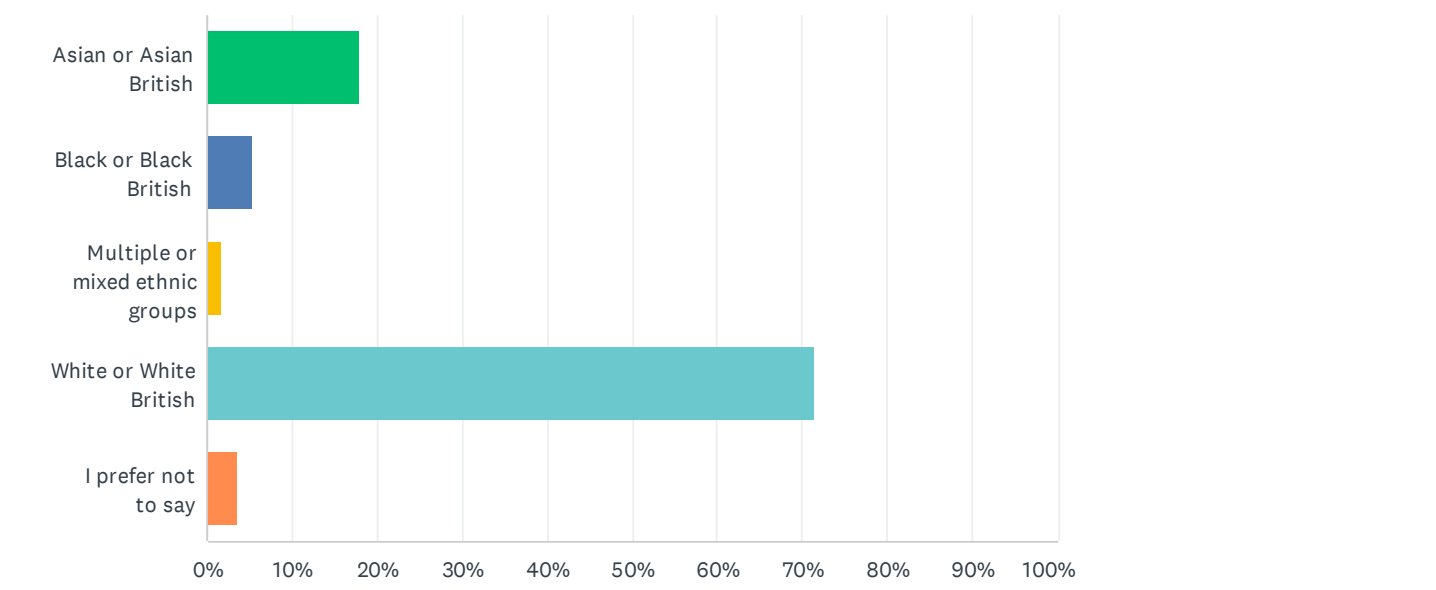
Answered: 61 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-15	0.00%	0
16-24	0.00%	0
25-34	1.64%	1
35-44	14.75%	9
45-54	18.03%	11
55-64	18.03%	11
65-74	27.87%	17
75-84	14.75%	9
85+	1.64%	1
I prefer not to say	3.28%	2
TOTAL		61

Q20 Your ethnic group:

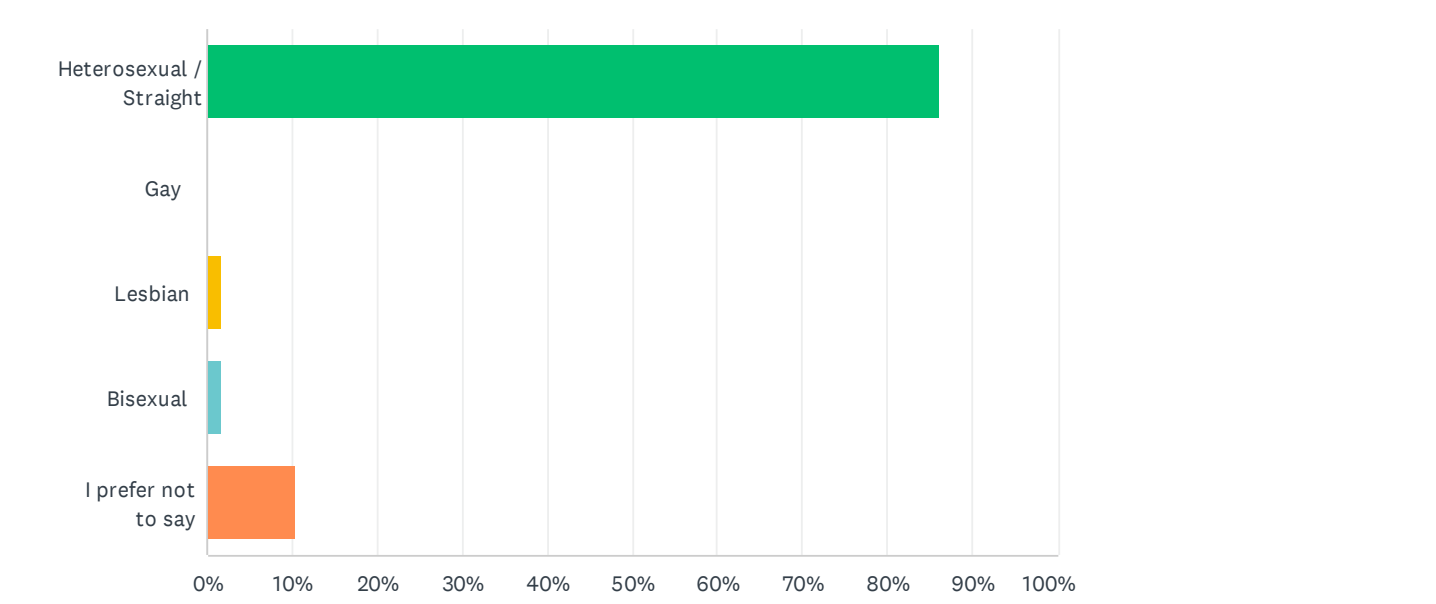
Answered: 56 Skipped: 5



ANSWER CHOICES	RESPONSES	
Asian or Asian British	17.86%	10
Black or Black British	5.36%	3
Multiple or mixed ethnic groups	1.79%	1
White or White British	71.43%	40
I prefer not to say	3.57%	2
TOTAL		56

Q21 Do you consider yourself to be:

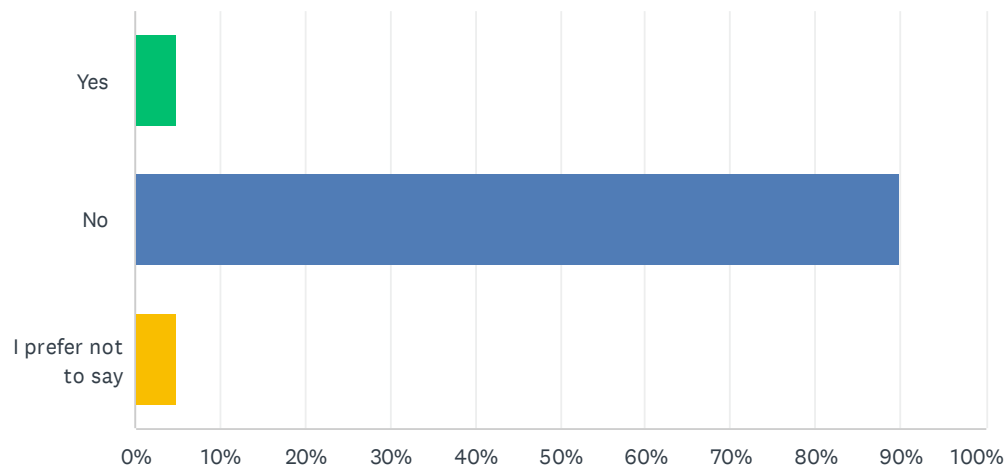
Answered: 58 Skipped: 3



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	86.21%	50
Gay	0.00%	0
Lesbian	1.72%	1
Bisexual	1.72%	1
I prefer not to say	10.34%	6
TOTAL		58

Q22 Do you have a Learning Disability or Autism?

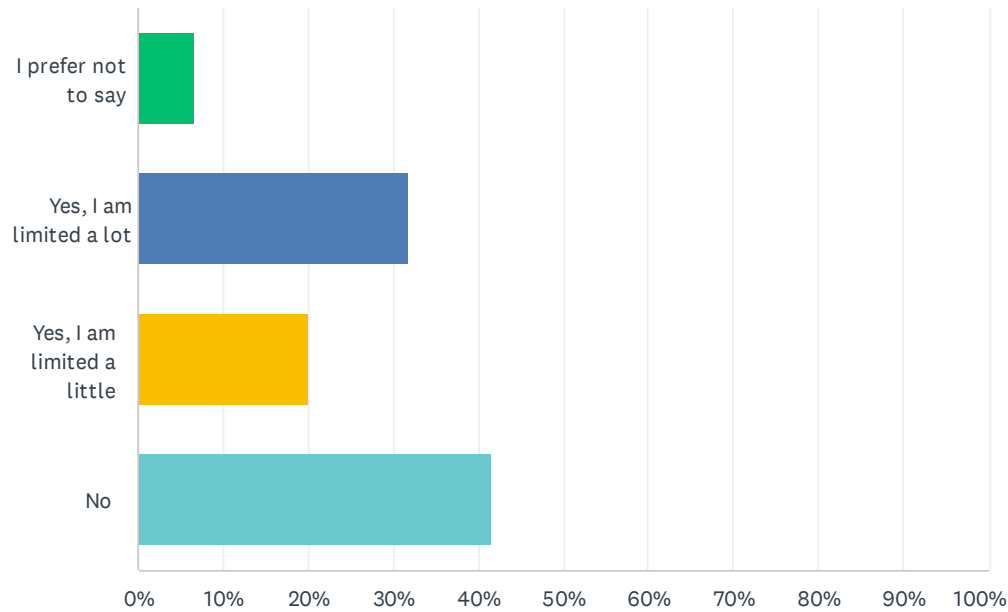
Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	5.00%	3
No	90.00%	54
I prefer not to say	5.00%	3
TOTAL		60

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

Answered: 60 Skipped: 1



ANSWER CHOICES	RESPONSES	
I prefer not to say	6.67%	4
Yes, I am limited a lot	31.67%	19
Yes, I am limited a little	20.00%	12
No	41.67%	25
TOTAL		60