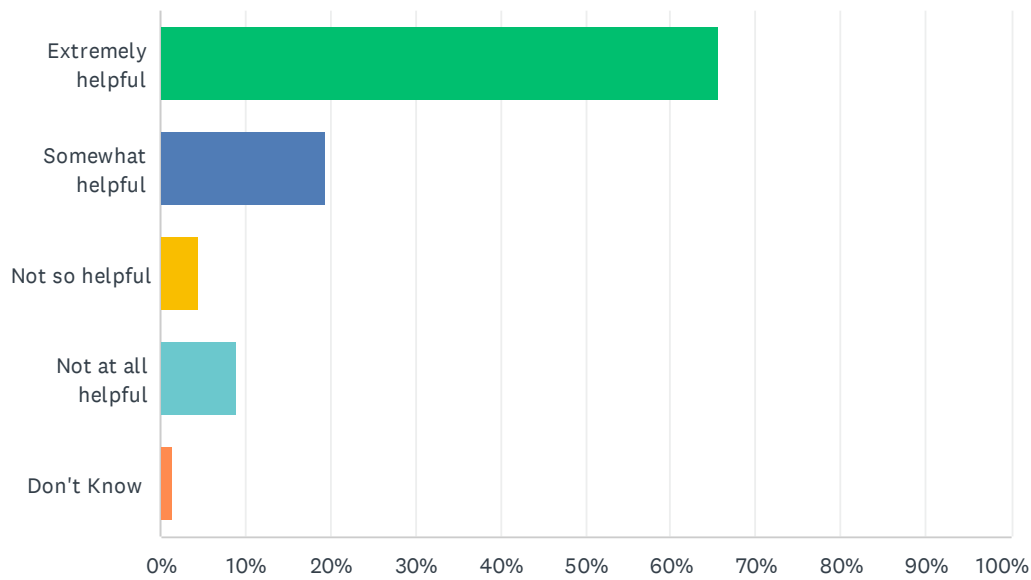


Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

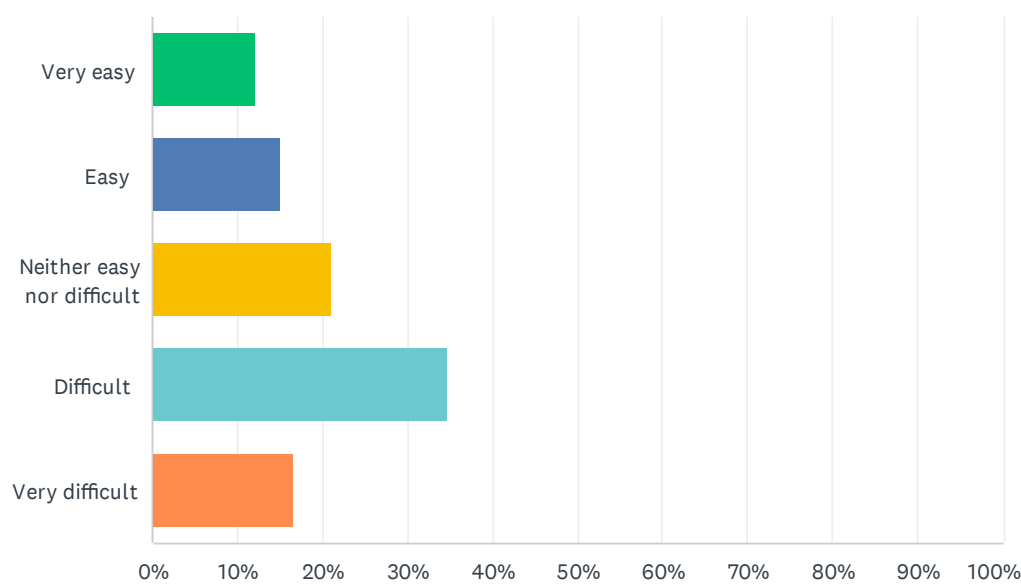
Answered: 67 Skipped: 0



ANSWER CHOICES		RESPONSES	
Extremely helpful		65.67%	44
Somewhat helpful		19.40%	13
Not so helpful		4.48%	3
Not at all helpful		8.96%	6
Don't Know		1.49%	1
TOTAL			67

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

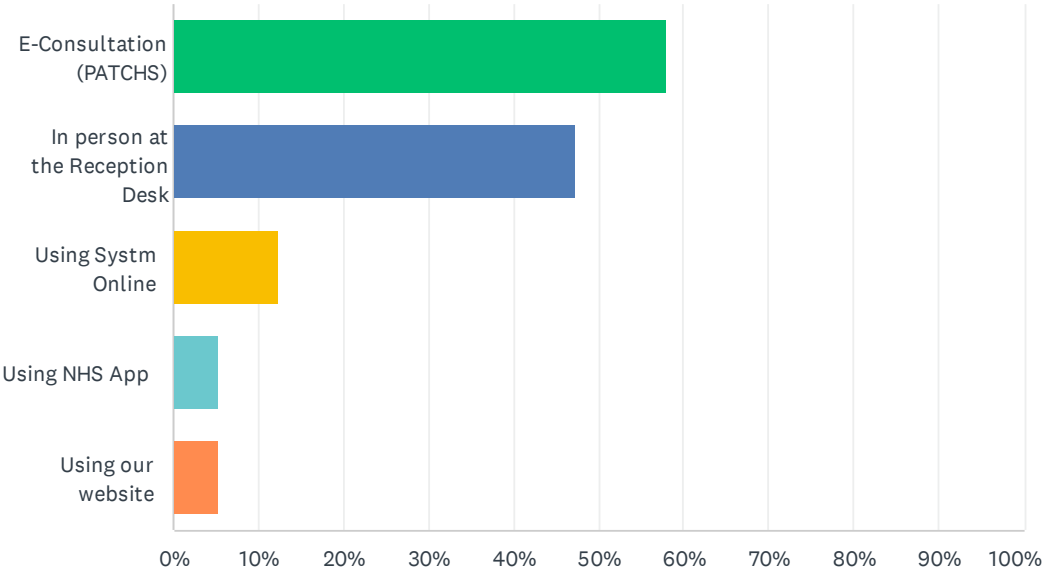
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	12.12%	8
Easy	15.15%	10
Neither easy nor difficult	21.21%	14
Difficult	34.85%	23
Very difficult	16.67%	11
TOTAL		66

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

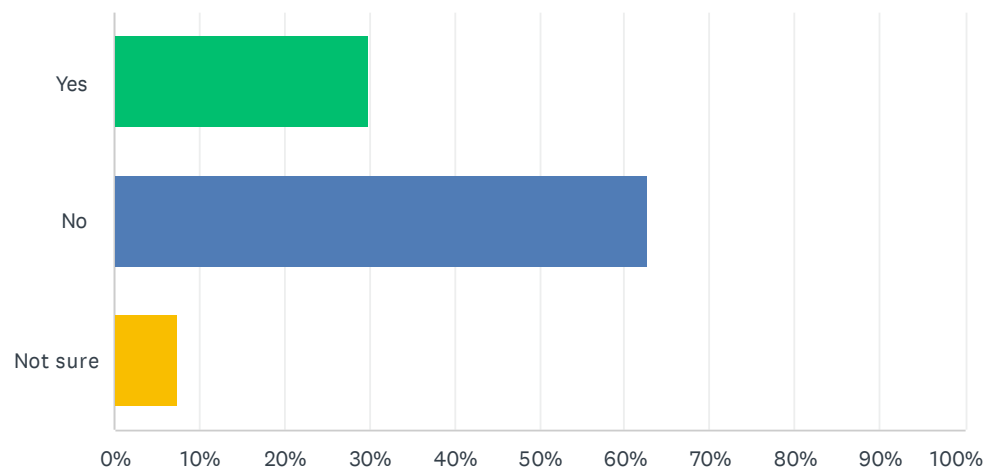
Answered: 57 Skipped: 10



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	57.89%	33
In person at the Reception Desk	47.37%	27
Using System Online	12.28%	7
Using NHS App	5.26%	3
Using our website	5.26%	3
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?

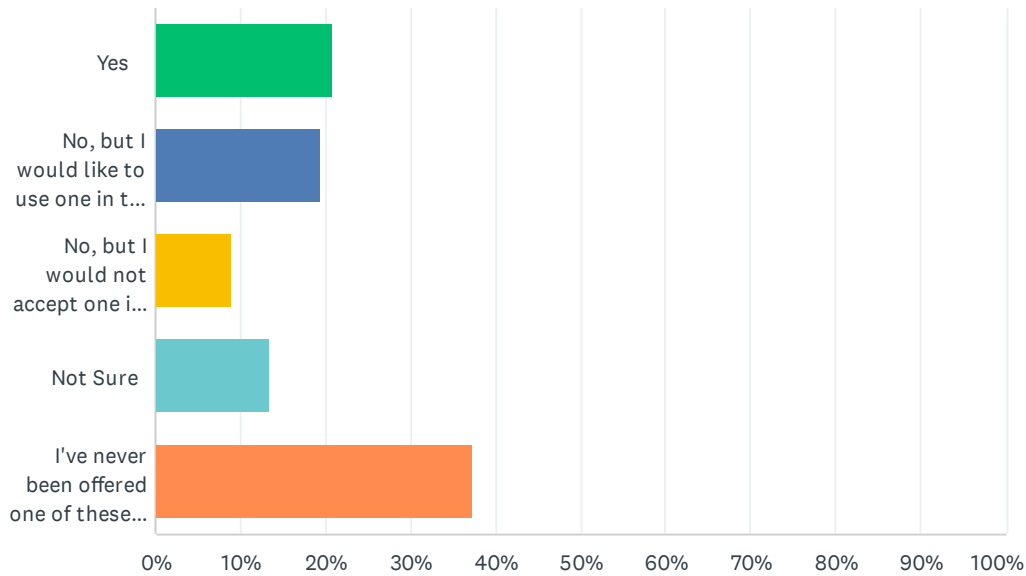
Answered: 67 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		29.85%	20
No		62.69%	42
Not sure		7.46%	5
TOTAL			67

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

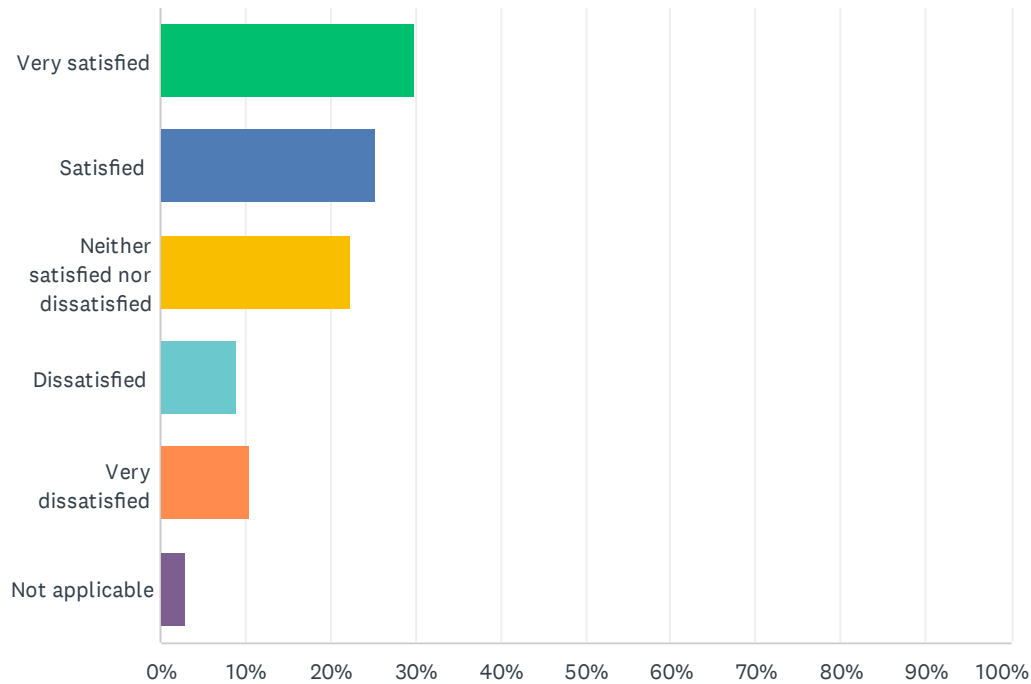
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	20.90%	14
No, but I would like to use one in the future	19.40%	13
No, but I would not accept one if it were offered	8.96%	6
Not Sure	13.43%	9
I've never been offered one of these appointments	37.31%	25
TOTAL		67

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

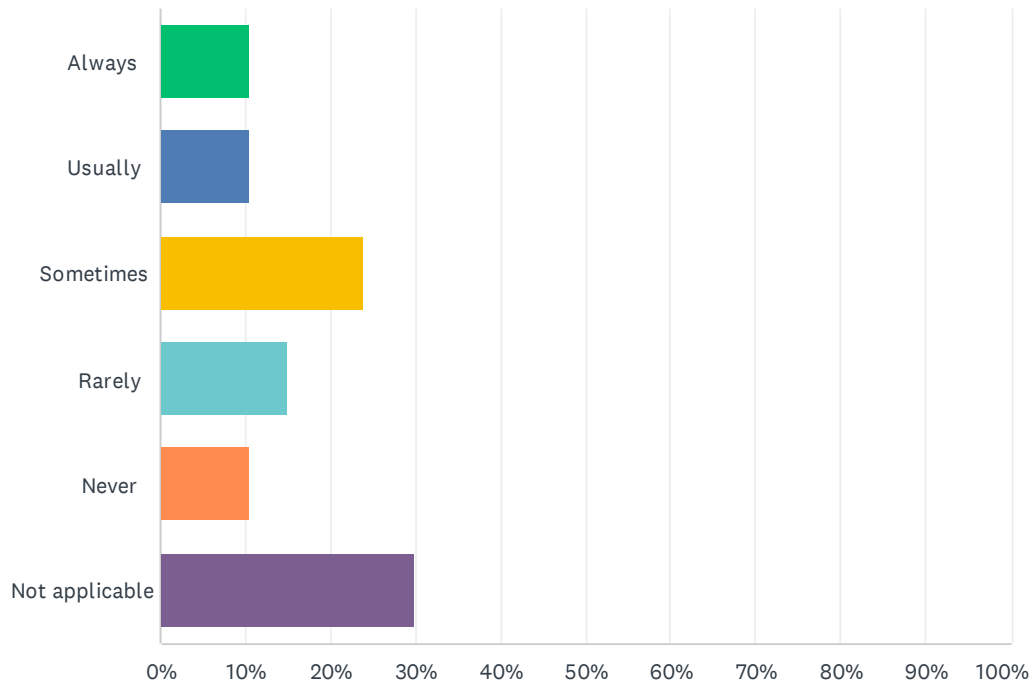
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	29.85%	20
Satisfied	25.37%	17
Neither satisfied nor dissatisfied	22.39%	15
Dissatisfied	8.96%	6
Very dissatisfied	10.45%	7
Not applicable	2.99%	2
TOTAL		67

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?

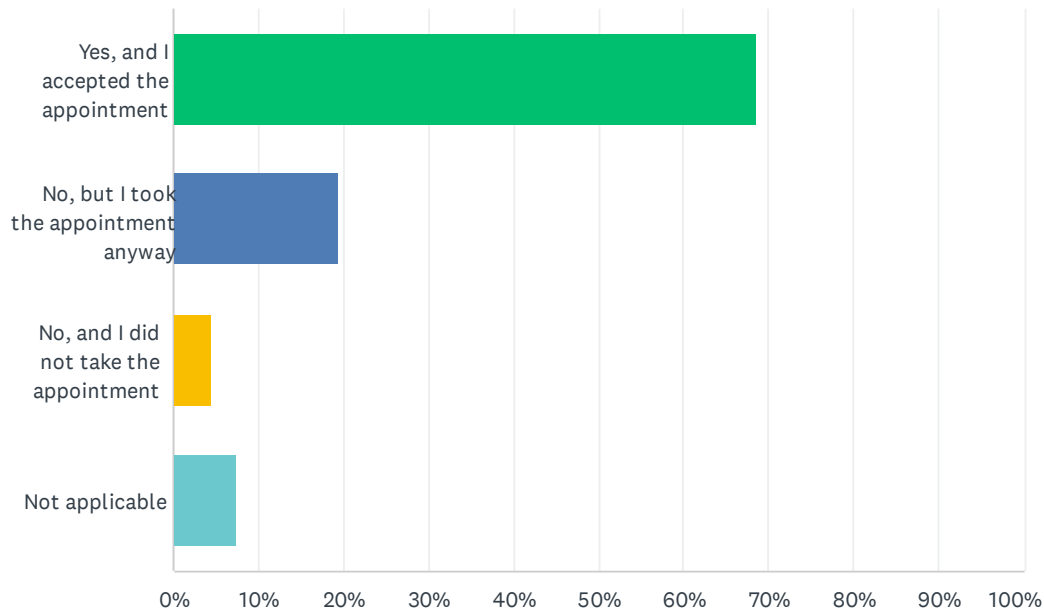
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	10.45%	7
Usually	10.45%	7
Sometimes	23.88%	16
Rarely	14.93%	10
Never	10.45%	7
Not applicable	29.85%	20
TOTAL		67

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

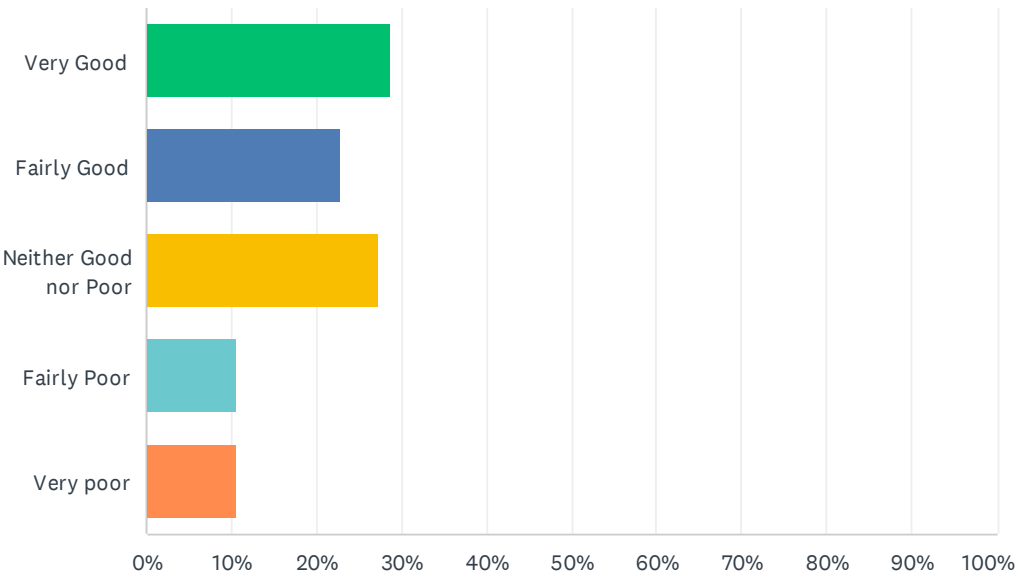
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, and I accepted the appointment	68.66%	46
No, but I took the appointment anyway	19.40%	13
No, and I did not take the appointment	4.48%	3
Not applicable	7.46%	5
TOTAL		67

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

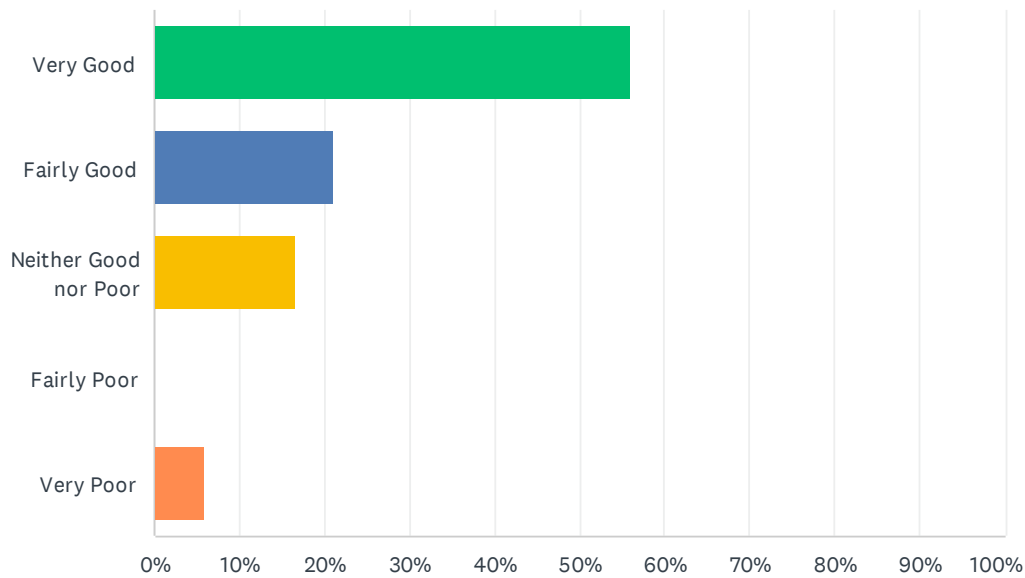
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	28.79%	19
Fairly Good	22.73%	15
Neither Good nor Poor	27.27%	18
Fairly Poor	10.61%	7
Very poor	10.61%	7
TOTAL		66

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

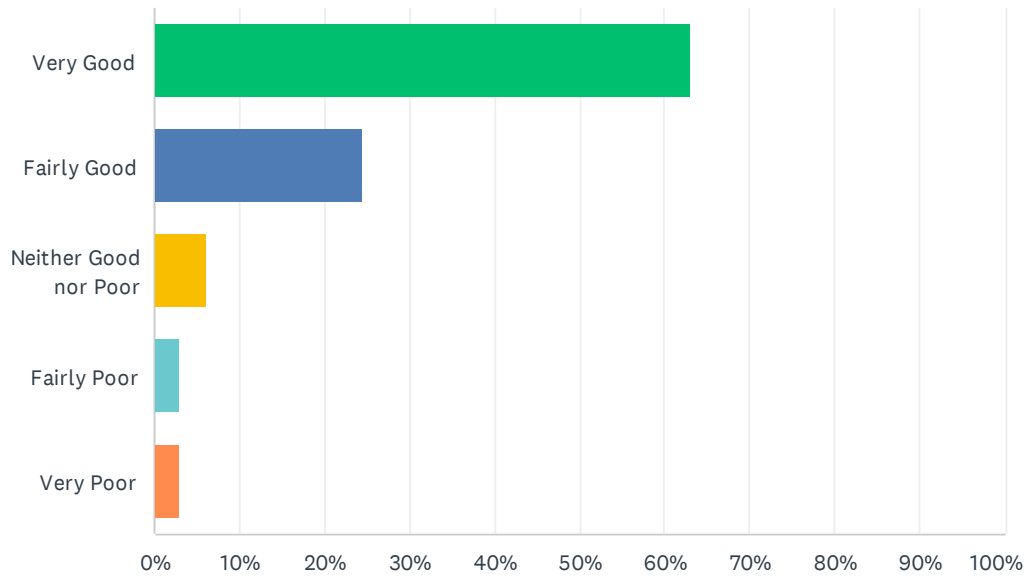
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	56.06%	37
Fairly Good	21.21%	14
Neither Good nor Poor	16.67%	11
Fairly Poor	0.00%	0
Very Poor	6.06%	4
TOTAL		66

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

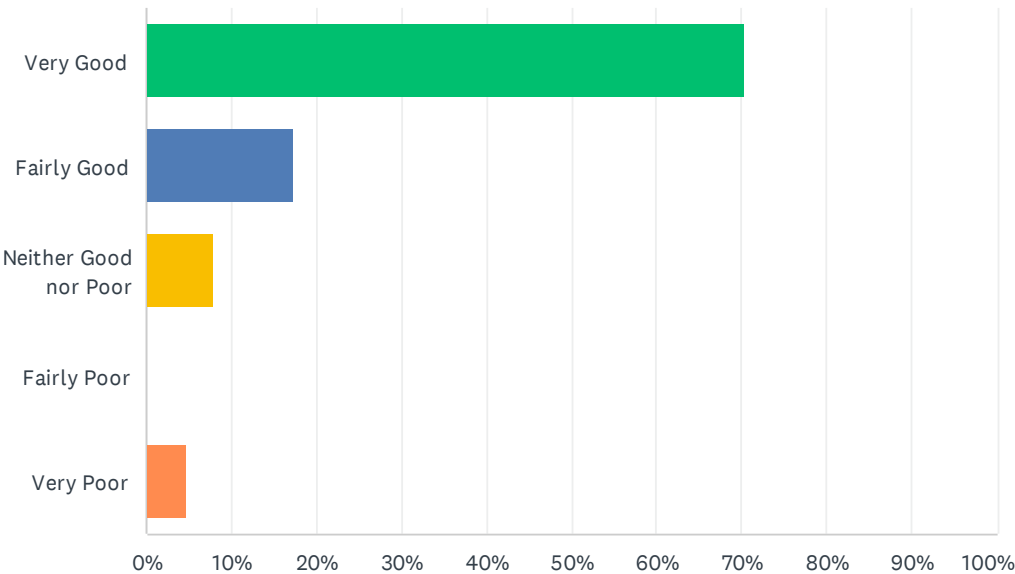
Answered: 65 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Good	63.08%	41
Fairly Good	24.62%	16
Neither Good nor Poor	6.15%	4
Fairly Poor	3.08%	2
Very Poor	3.08%	2
TOTAL		65

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

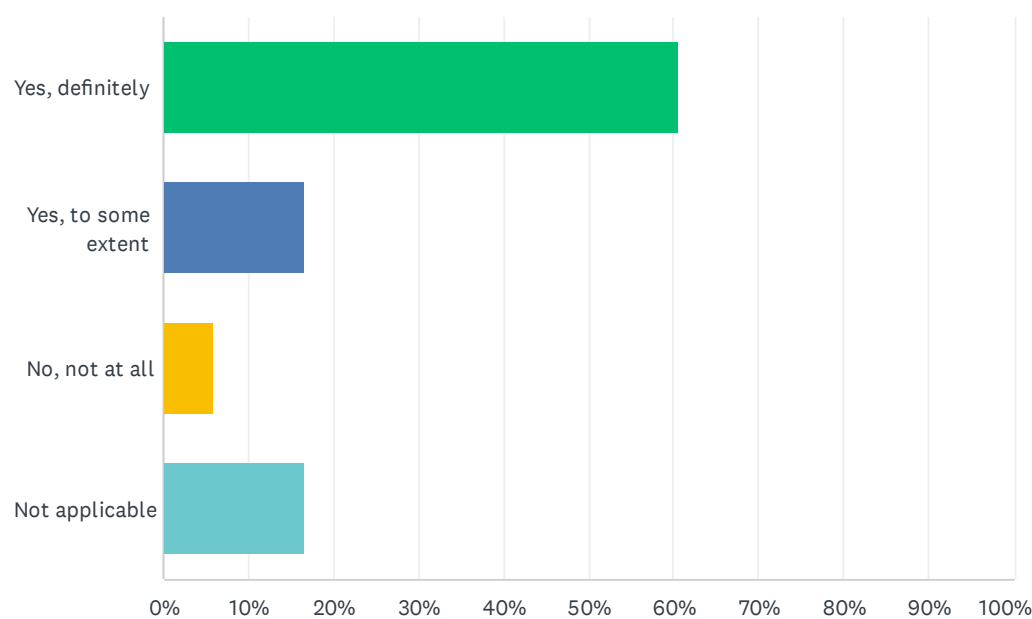
Answered: 64 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	70.31%	45
Fairly Good	17.19%	11
Neither Good nor Poor	7.81%	5
Fairly Poor	0.00%	0
Very Poor	4.69%	3
TOTAL		64

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?

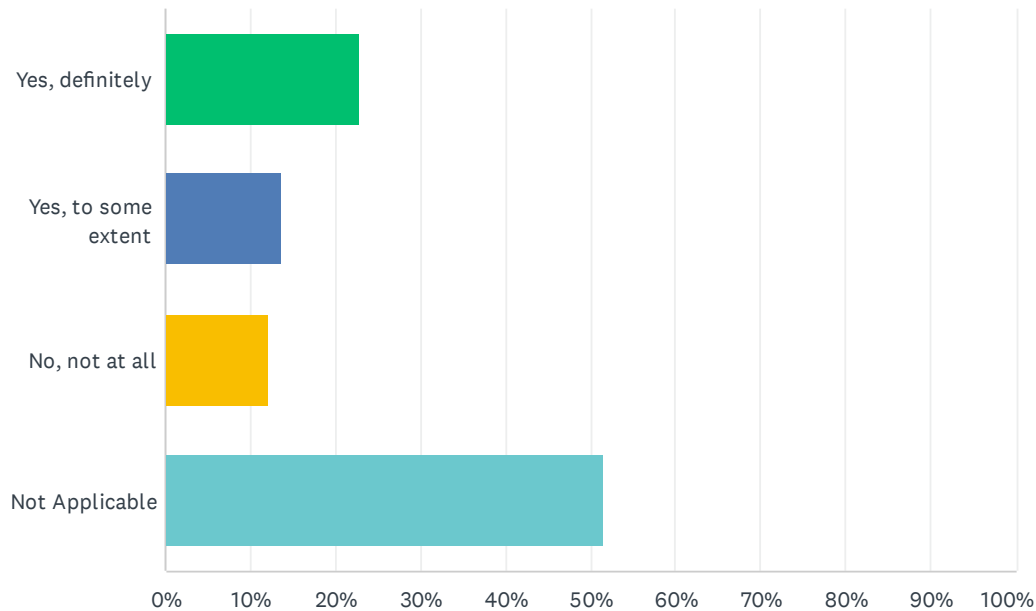
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	60.61%	40
Yes, to some extent	16.67%	11
No, not at all	6.06%	4
Not applicable	16.67%	11
TOTAL		66

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?

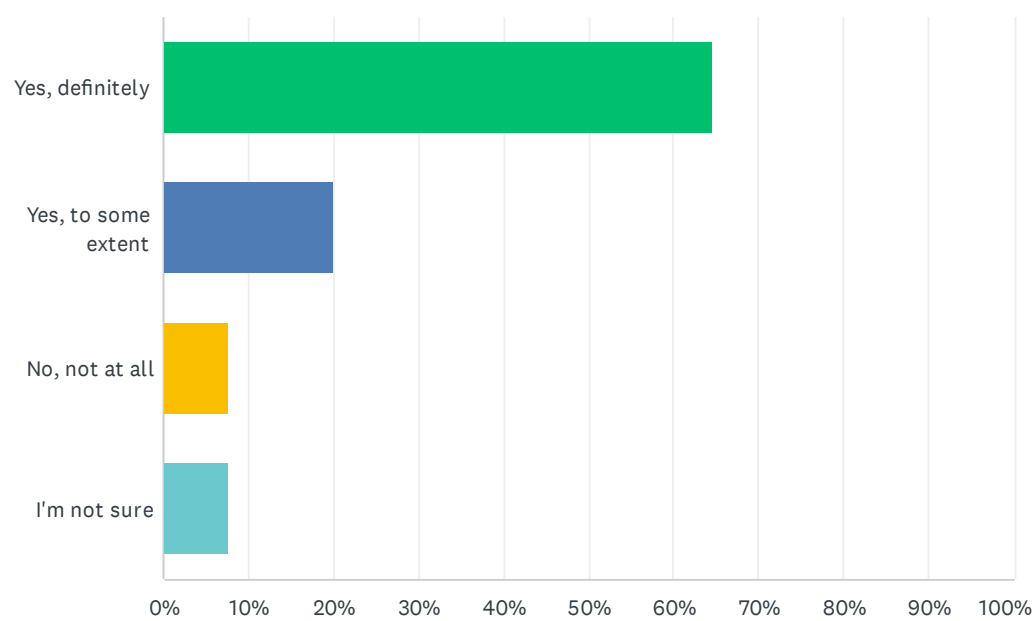
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	22.73%	15
Yes, to some extent	13.64%	9
No, not at all	12.12%	8
Not Applicable	51.52%	34
TOTAL		66

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

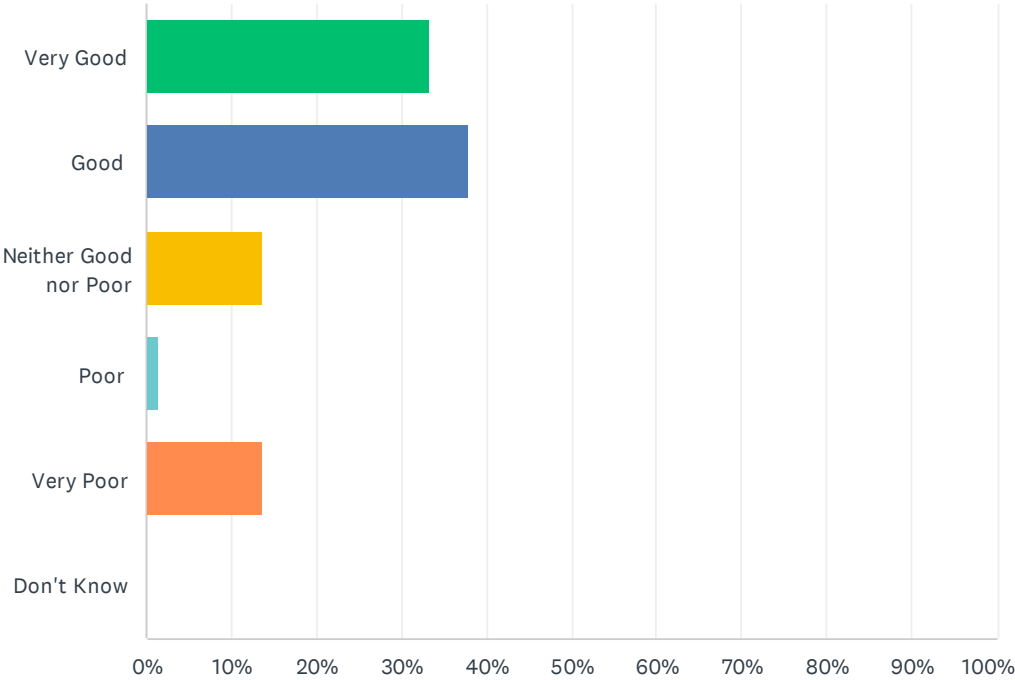
Answered: 65 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, definitely	64.62%	42
Yes, to some extent	20.00%	13
No, not at all	7.69%	5
I'm not sure	7.69%	5
TOTAL		65

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: 66 Skipped: 1



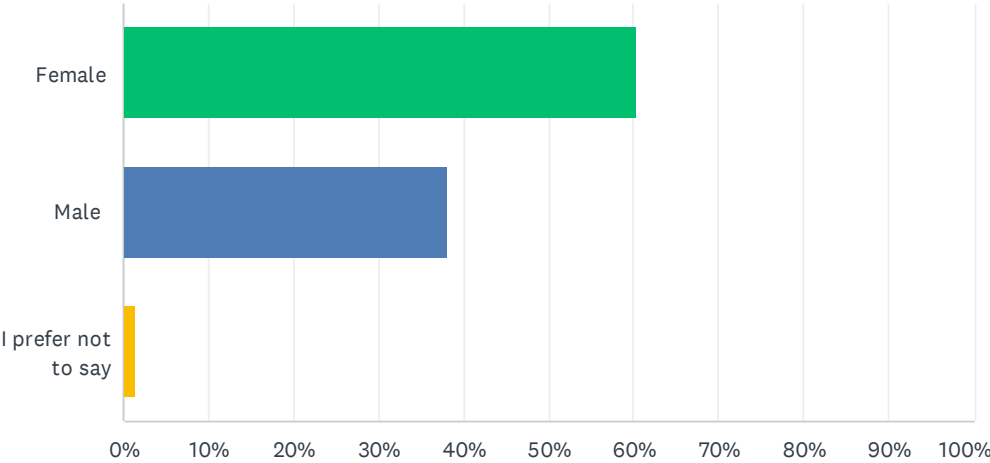
ANSWER CHOICES	RESPONSES	
Very Good	33.33%	22
Good	37.88%	25
Neither Good nor Poor	13.64%	9
Poor	1.52%	1
Very Poor	13.64%	9
Don't Know	0.00%	0
TOTAL		66

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

Answered: 32 Skipped: 35

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:

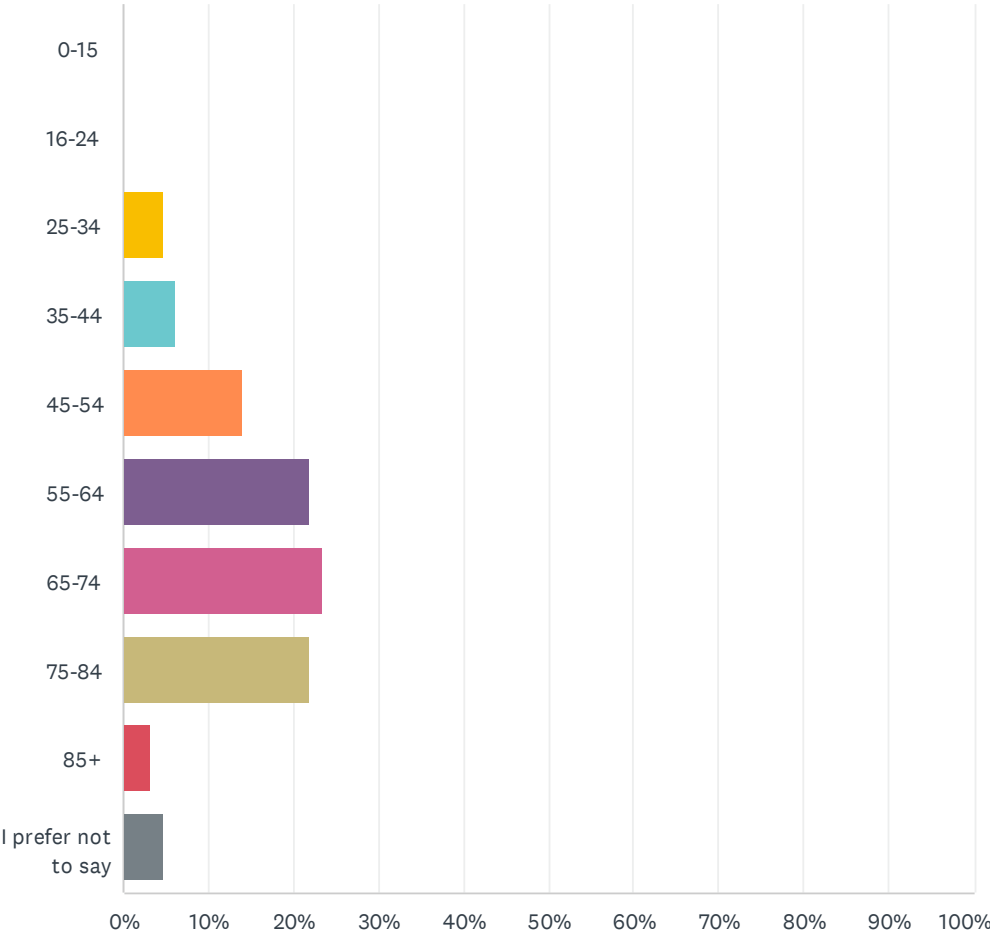
Answered: 63 Skipped: 4



ANSWER CHOICES		RESPONSES	
Female		60.32%	38
Male		38.10%	24
I prefer not to say		1.59%	1
TOTAL			63

Q19 Your age:

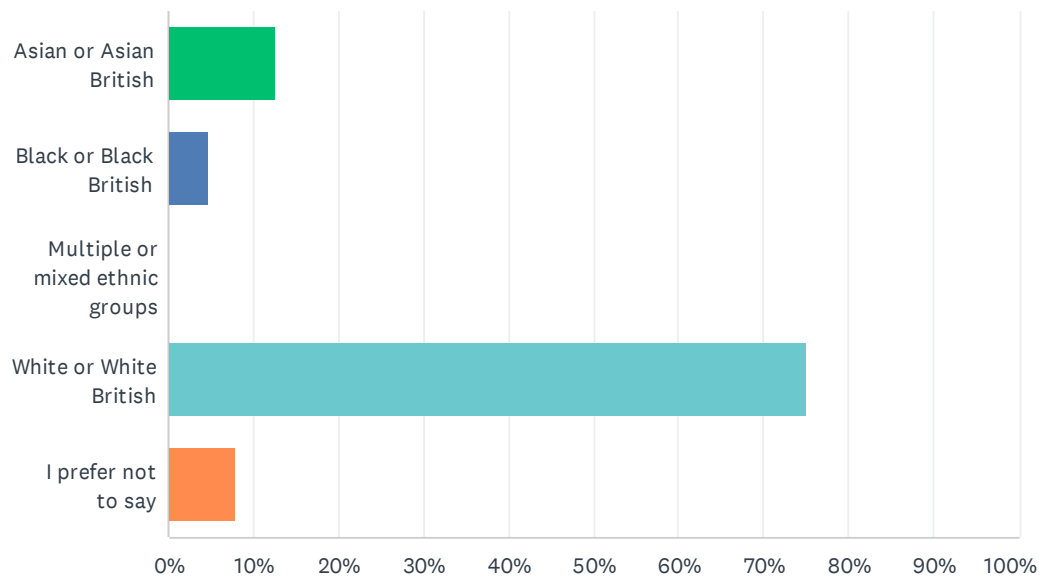
Answered: 64 Skipped: 3



ANSWER CHOICES	RESPONSES	
0-15	0.00%	0
16-24	0.00%	0
25-34	4.69%	3
35-44	6.25%	4
45-54	14.06%	9
55-64	21.88%	14
65-74	23.44%	15
75-84	21.88%	14
85+	3.13%	2
I prefer not to say	4.69%	3
TOTAL		64

Q20 Your ethnic group:

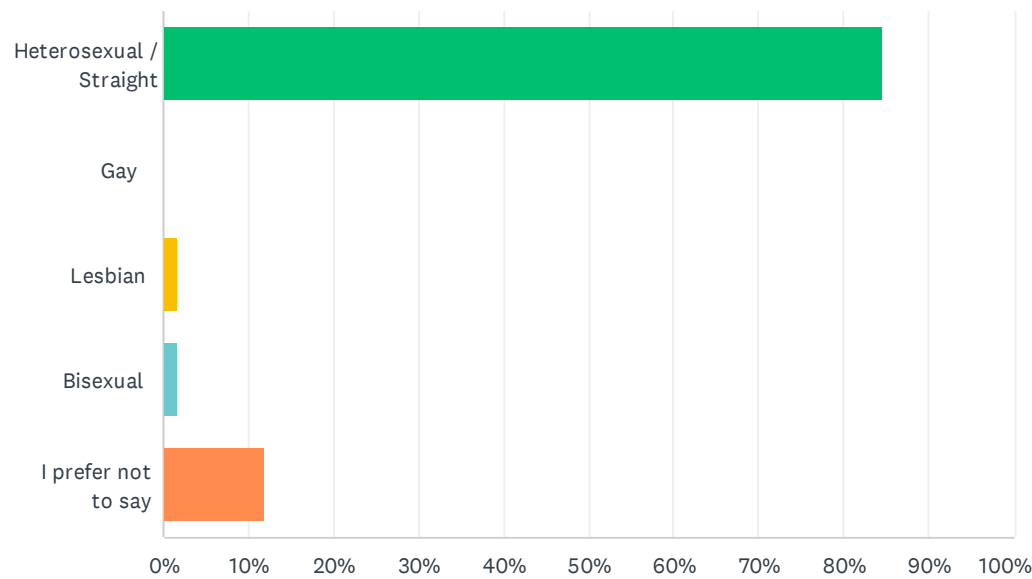
Answered: 64 Skipped: 3



ANSWER CHOICES	RESPONSES	
Asian or Asian British	12.50%	8
Black or Black British	4.69%	3
Multiple or mixed ethnic groups	0.00%	0
White or White British	75.00%	48
I prefer not to say	7.81%	5
TOTAL		64

Q21 Do you consider yourself to be:

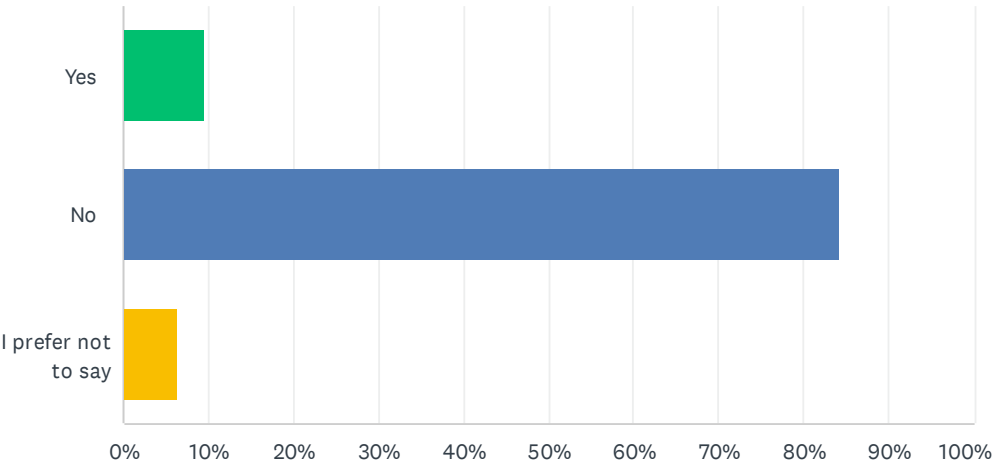
Answered: 59 Skipped: 8



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	84.75%	50
Gay	0.00%	0
Lesbian	1.69%	1
Bisexual	1.69%	1
I prefer not to say	11.86%	7
TOTAL		59

Q22 Do you have a Learning Disability or Autism?

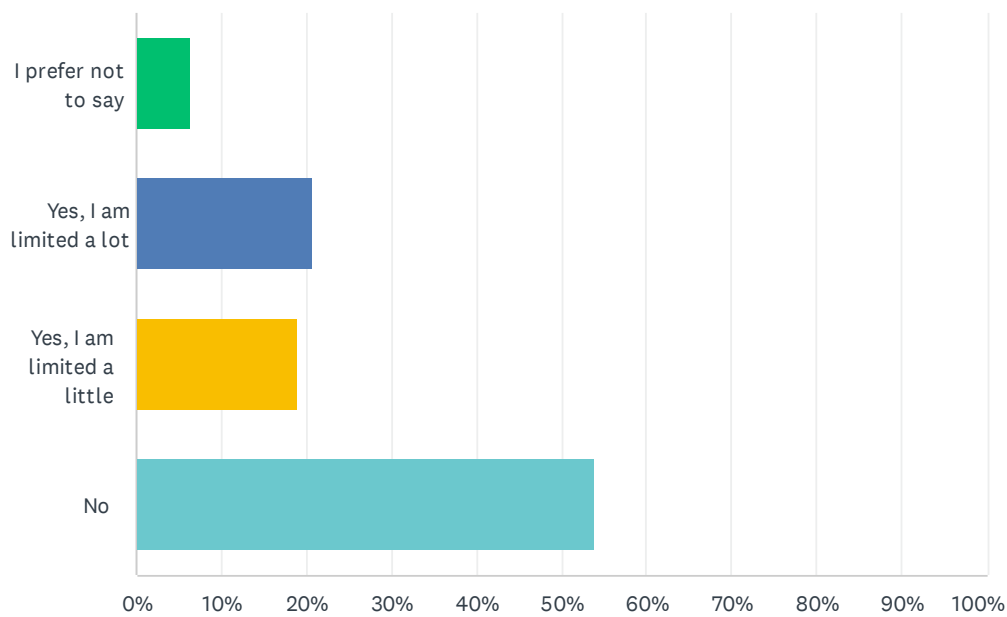
Answered: 63 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	9.52%	6
No	84.13%	53
I prefer not to say	6.35%	4
TOTAL		63

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

Answered: 63 Skipped: 4



ANSWER CHOICES	RESPONSES	
I prefer not to say	6.35%	4
Yes, I am limited a lot	20.63%	13
Yes, I am limited a little	19.05%	12
No	53.97%	34
TOTAL		63