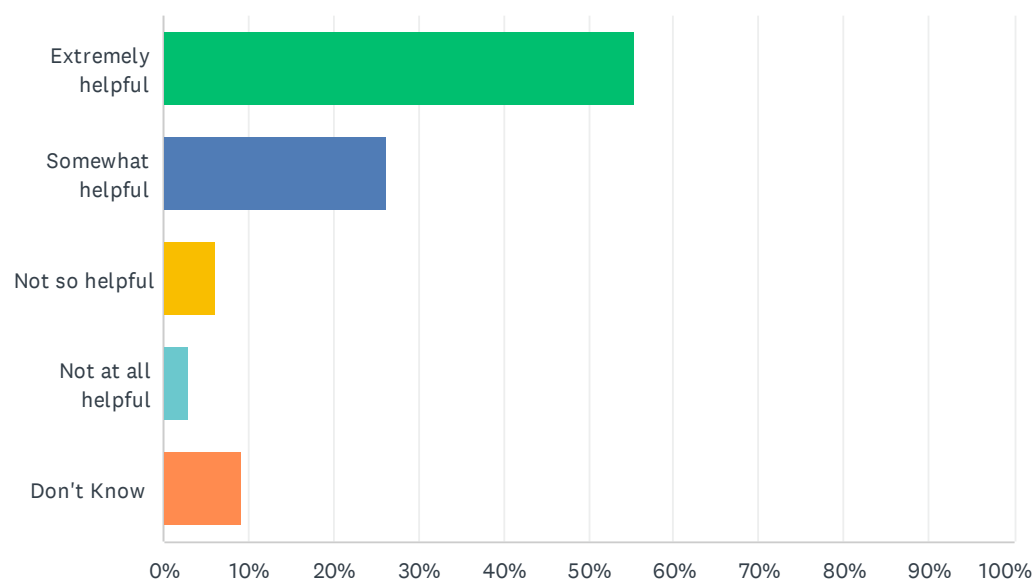


Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

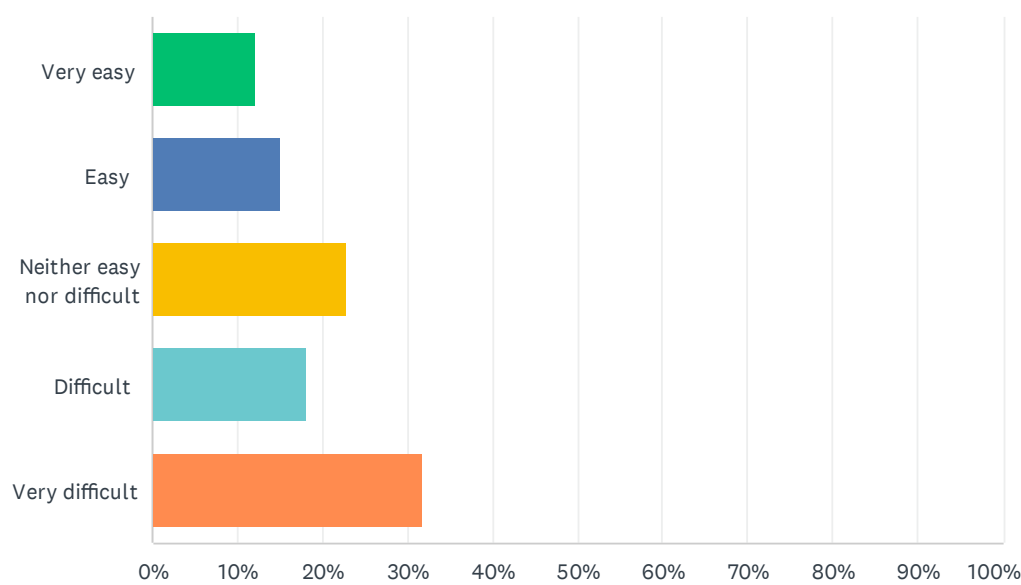
Answered: 65 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely helpful	55.38%	36
Somewhat helpful	26.15%	17
Not so helpful	6.15%	4
Not at all helpful	3.08%	2
Don't Know	9.23%	6
TOTAL		65

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

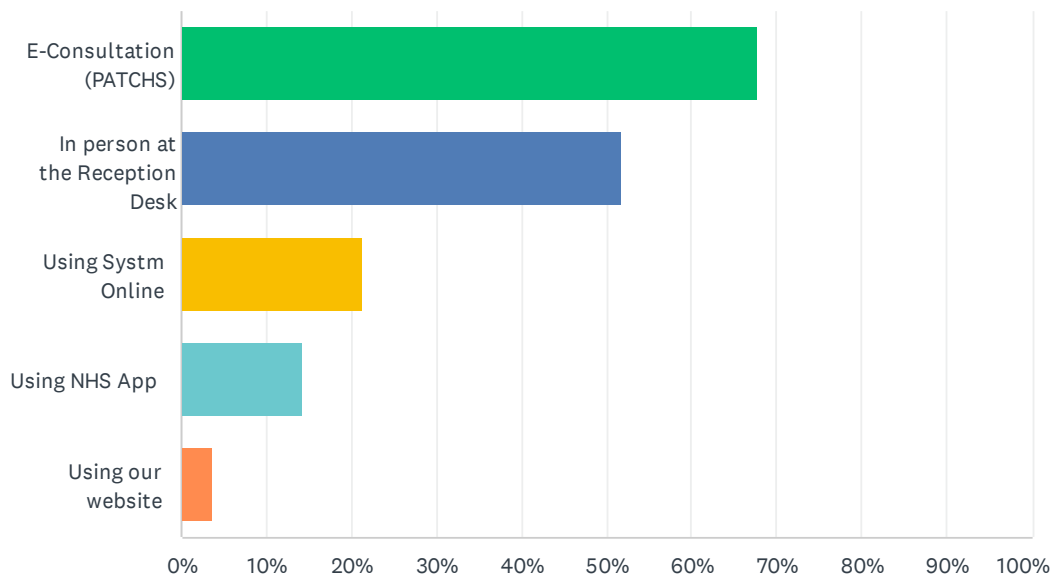
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	12.12%	8
Easy	15.15%	10
Neither easy nor difficult	22.73%	15
Difficult	18.18%	12
Very difficult	31.82%	21
TOTAL		66

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

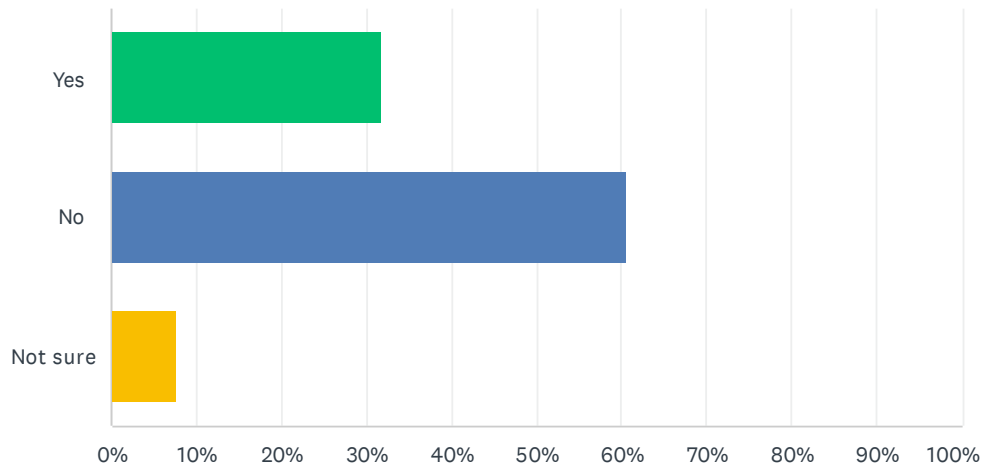
Answered: 56 Skipped: 10



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	67.86%	38
In person at the Reception Desk	51.79%	29
Using System Online	21.43%	12
Using NHS App	14.29%	8
Using our website	3.57%	2
Total Respondents: 56		

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?

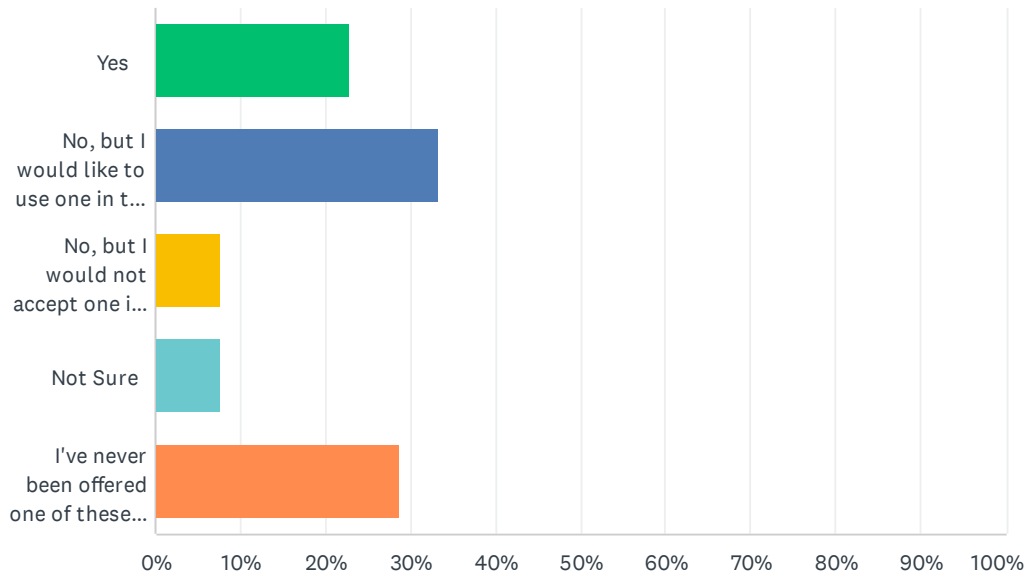
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	31.82%	21
No	60.61%	40
Not sure	7.58%	5
TOTAL		66

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

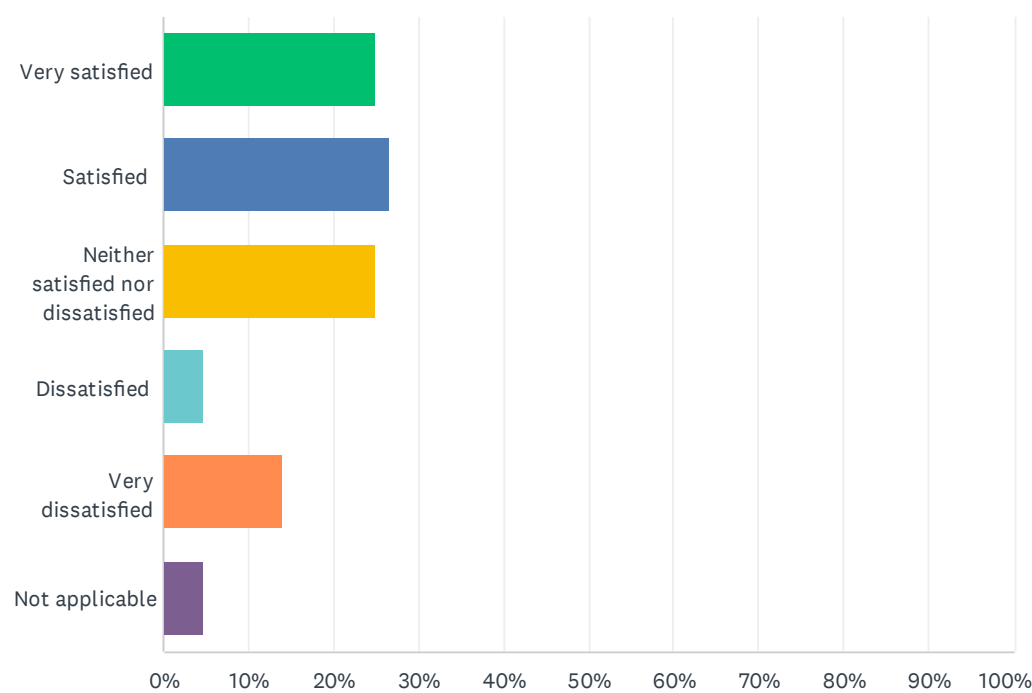
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	22.73%	15
No, but I would like to use one in the future	33.33%	22
No, but I would not accept one if it were offered	7.58%	5
Not Sure	7.58%	5
I've never been offered one of these appointments	28.79%	19
TOTAL		66

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

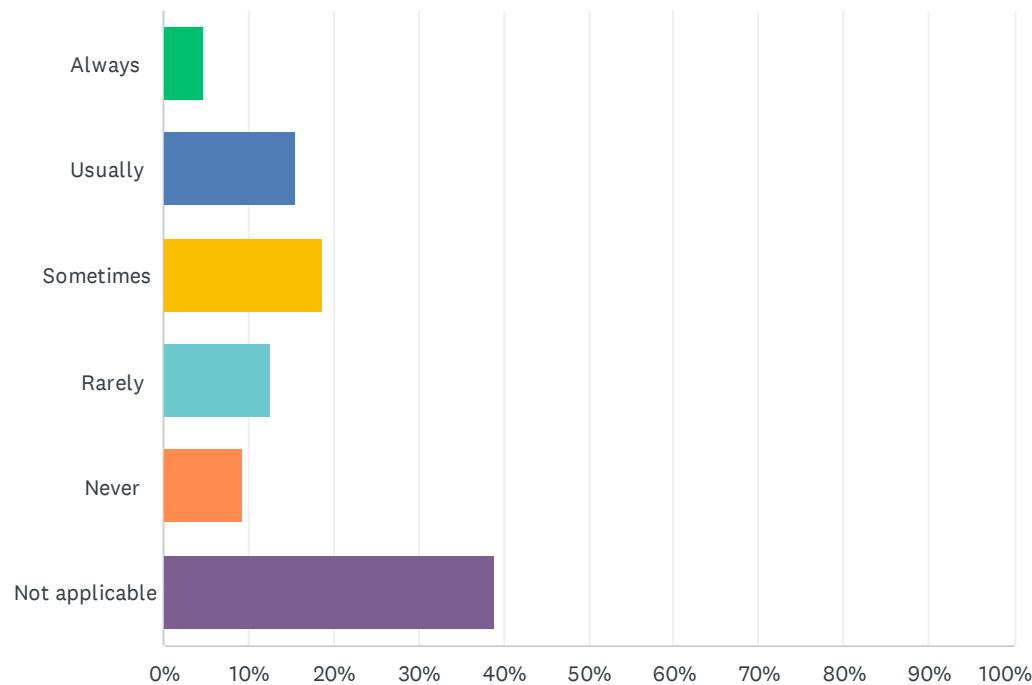
Answered: 64 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	25.00%	16
Satisfied	26.56%	17
Neither satisfied nor dissatisfied	25.00%	16
Dissatisfied	4.69%	3
Very dissatisfied	14.06%	9
Not applicable	4.69%	3
TOTAL		64

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?

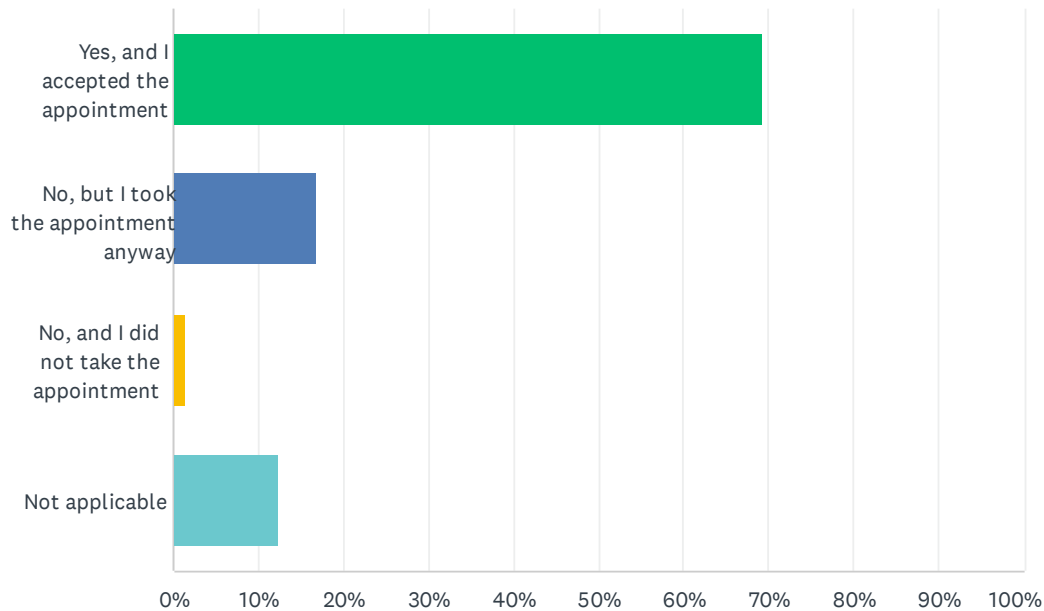
Answered: 64 Skipped: 2



ANSWER CHOICES	RESPONSES	
Always	4.69%	3
Usually	15.63%	10
Sometimes	18.75%	12
Rarely	12.50%	8
Never	9.38%	6
Not applicable	39.06%	25
TOTAL		64

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

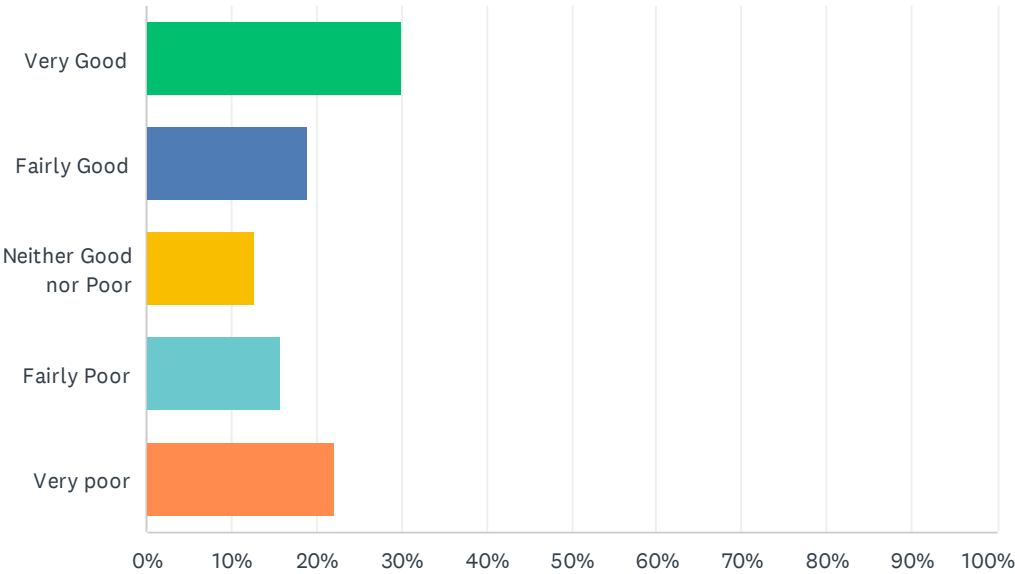
Answered: 65 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, and I accepted the appointment	69.23%	45
No, but I took the appointment anyway	16.92%	11
No, and I did not take the appointment	1.54%	1
Not applicable	12.31%	8
TOTAL		65

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

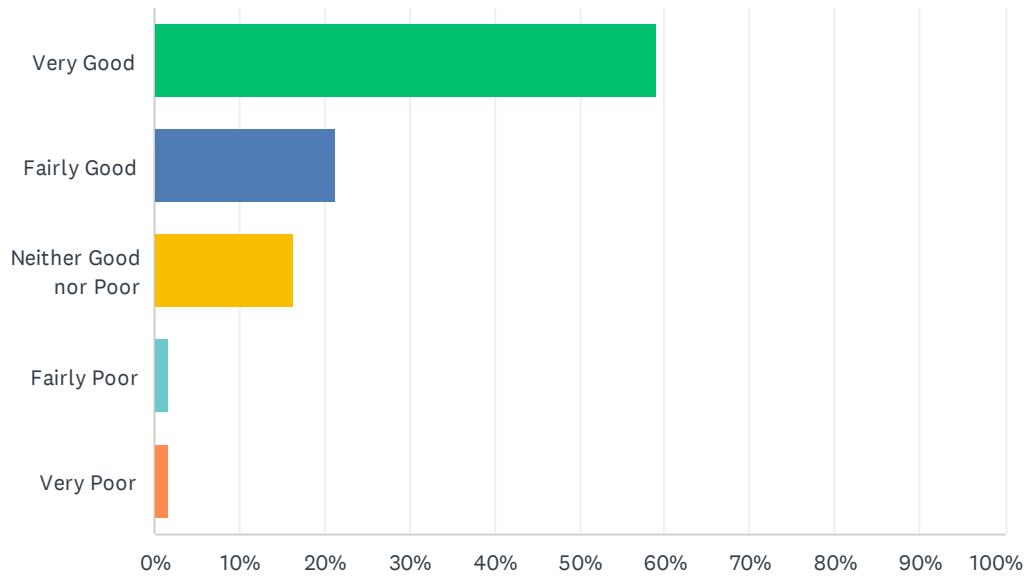
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	30.16%	19
Fairly Good	19.05%	12
Neither Good nor Poor	12.70%	8
Fairly Poor	15.87%	10
Very poor	22.22%	14
TOTAL		63

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

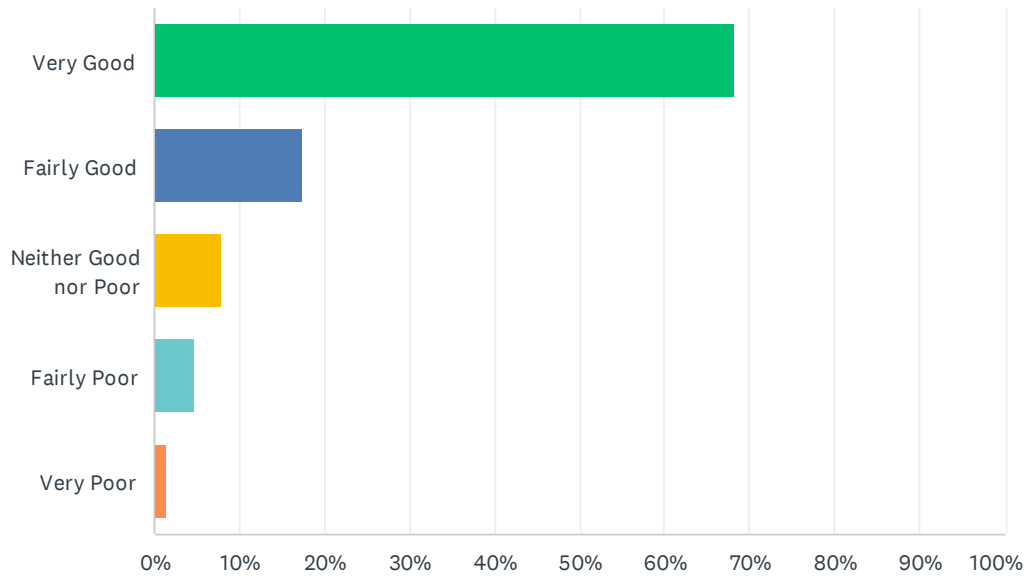
Answered: 61 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very Good	59.02%	36
Fairly Good	21.31%	13
Neither Good nor Poor	16.39%	10
Fairly Poor	1.64%	1
Very Poor	1.64%	1
TOTAL		61

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

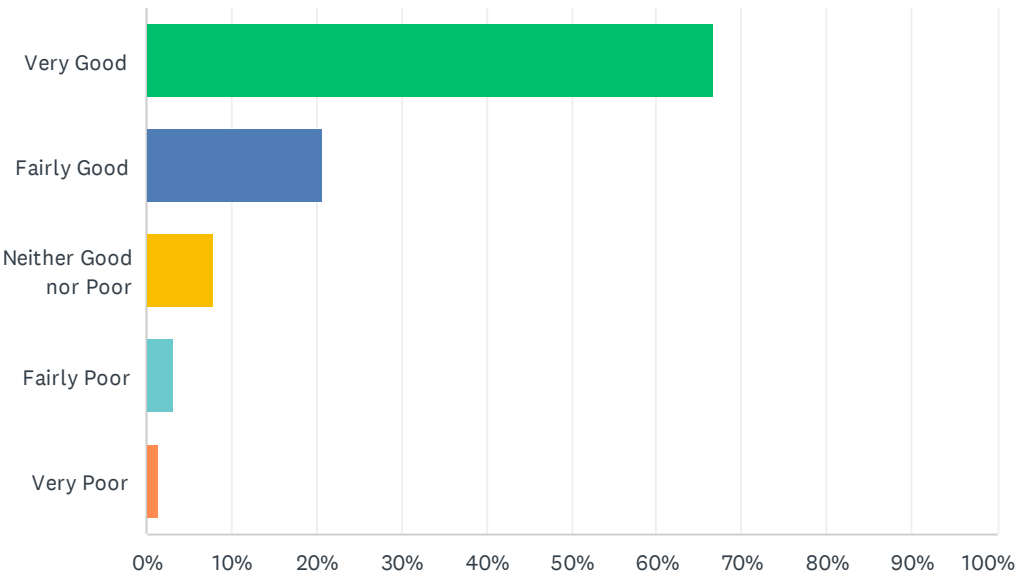
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	68.25%	43
Fairly Good	17.46%	11
Neither Good nor Poor	7.94%	5
Fairly Poor	4.76%	3
Very Poor	1.59%	1
TOTAL		63

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

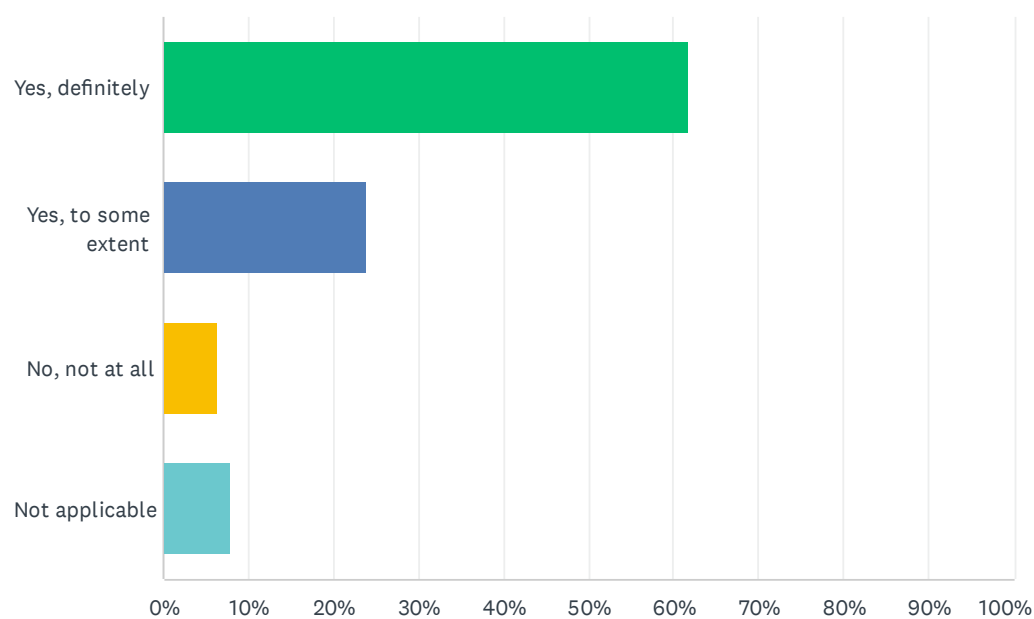
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	66.67%	42
Fairly Good	20.63%	13
Neither Good nor Poor	7.94%	5
Fairly Poor	3.17%	2
Very Poor	1.59%	1
TOTAL		63

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?

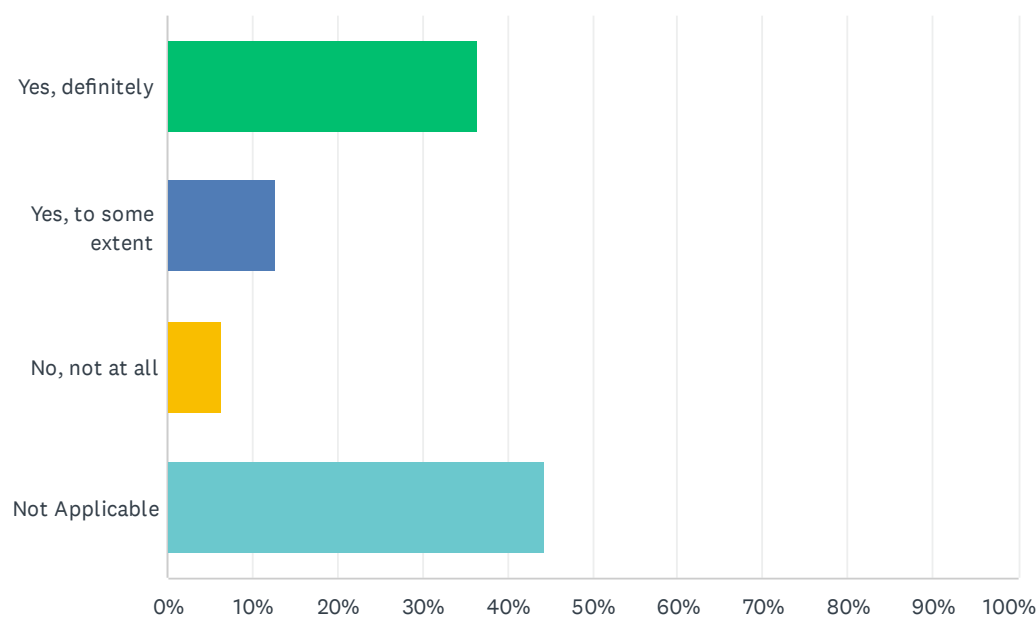
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, definitely	61.90%	39
Yes, to some extent	23.81%	15
No, not at all	6.35%	4
Not applicable	7.94%	5
TOTAL		63

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?

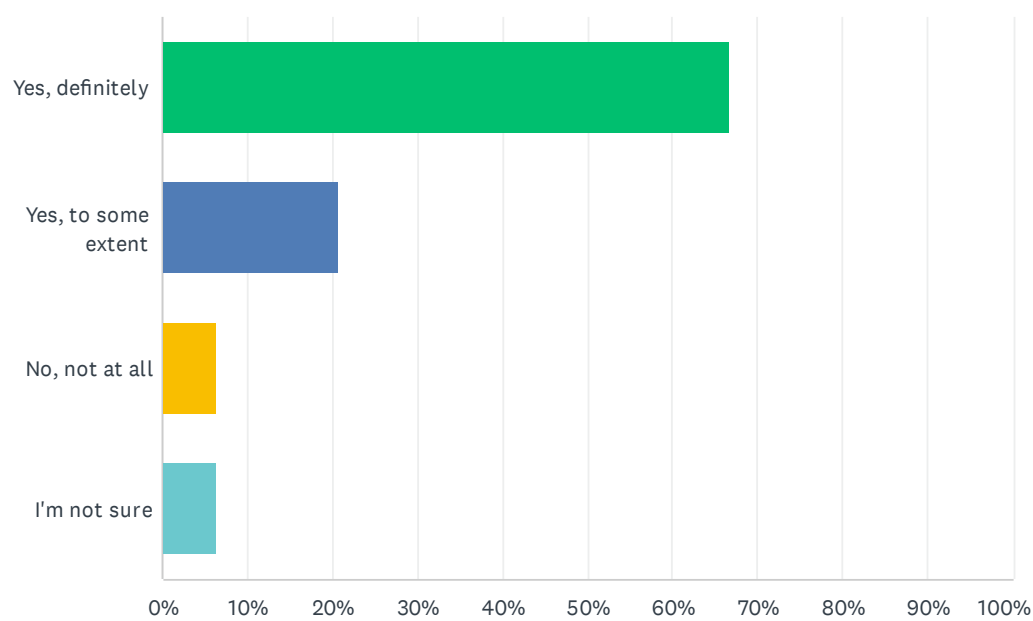
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, definitely	36.51%	23
Yes, to some extent	12.70%	8
No, not at all	6.35%	4
Not Applicable	44.44%	28
TOTAL		63

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

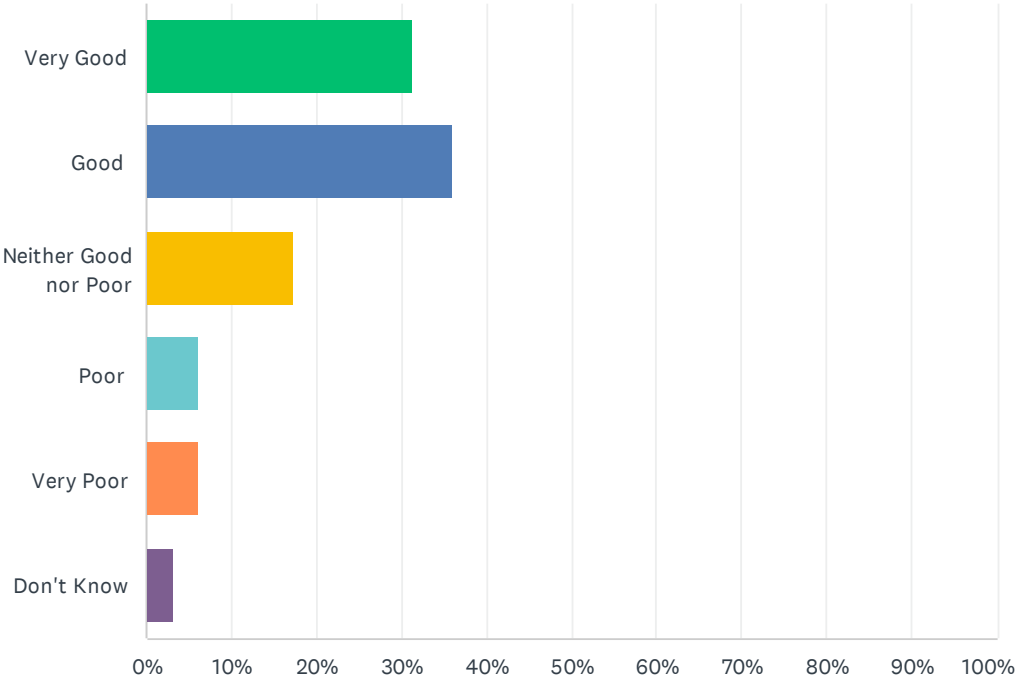
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, definitely	66.67%	42
Yes, to some extent	20.63%	13
No, not at all	6.35%	4
I'm not sure	6.35%	4
TOTAL		63

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: 64 Skipped: 2



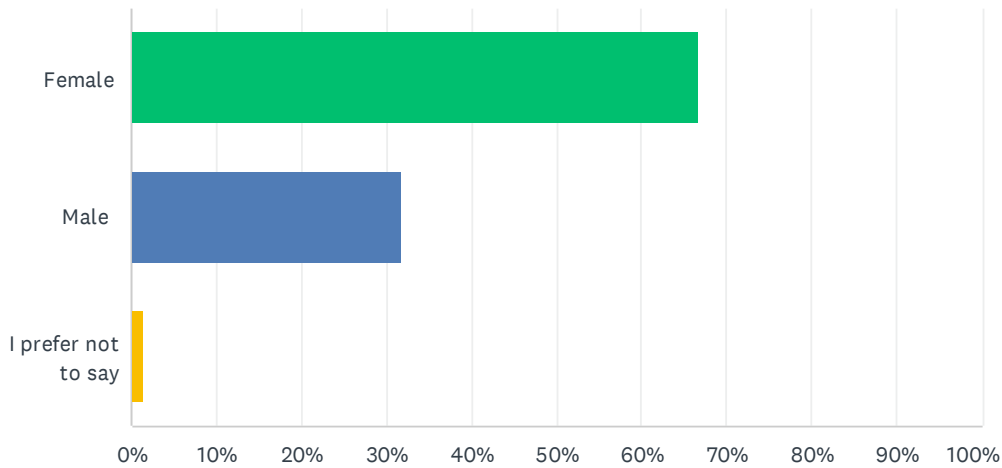
ANSWER CHOICES	RESPONSES	
Very Good	31.25%	20
Good	35.94%	23
Neither Good nor Poor	17.19%	11
Poor	6.25%	4
Very Poor	6.25%	4
Don't Know	3.13%	2
TOTAL		64

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

Answered: 33 Skipped: 33

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:

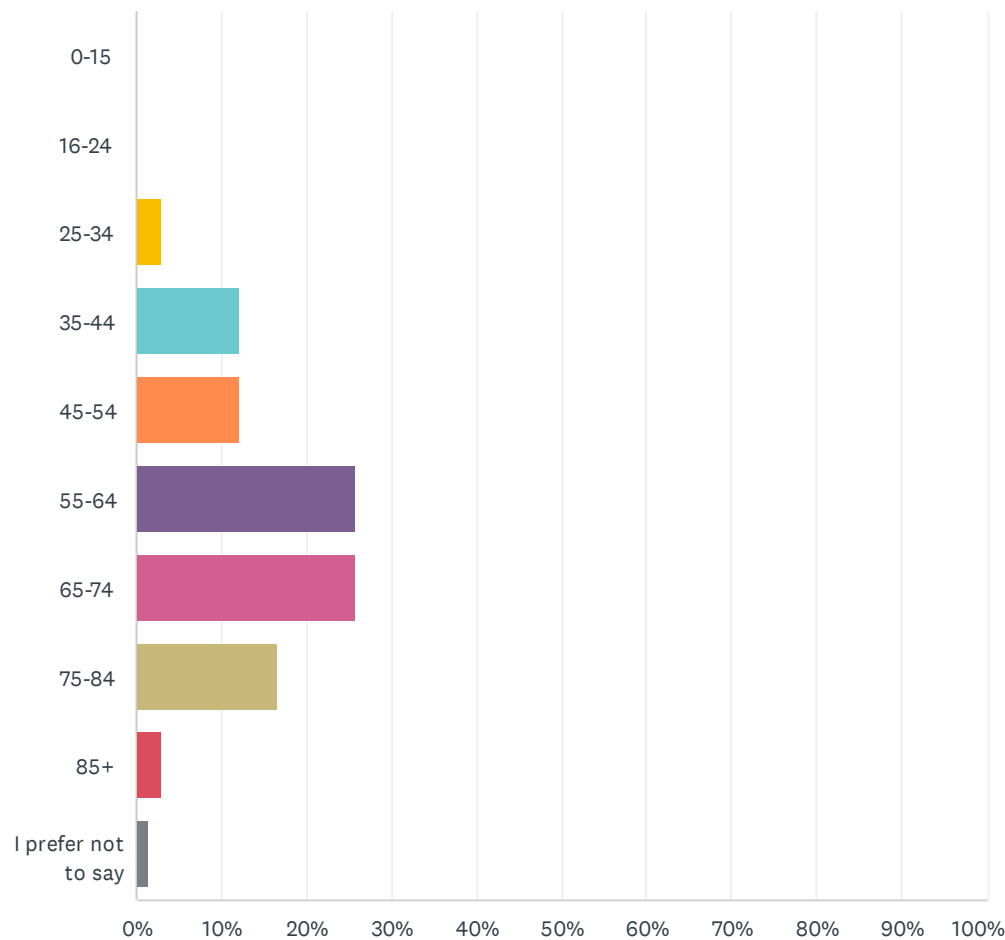
Answered: 63 Skipped: 3



ANSWER CHOICES		RESPONSES	
Female		66.67%	42
Male		31.75%	20
I prefer not to say		1.59%	1
TOTAL			63

Q19 Your age:

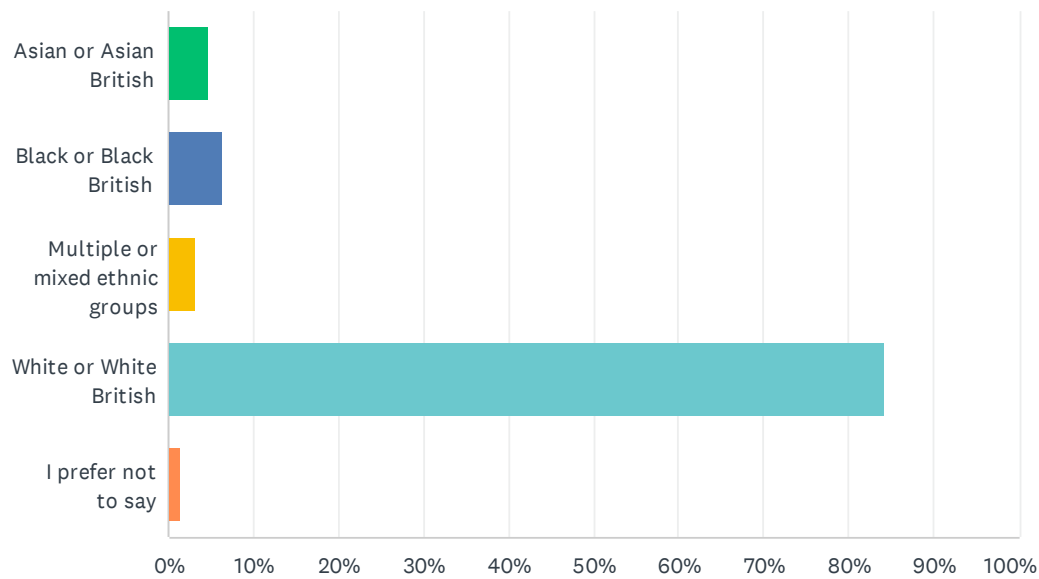
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-15	0.00%	0
16-24	0.00%	0
25-34	3.03%	2
35-44	12.12%	8
45-54	12.12%	8
55-64	25.76%	17
65-74	25.76%	17
75-84	16.67%	11
85+	3.03%	2
I prefer not to say	1.52%	1
TOTAL		66

Q20 Your ethnic group:

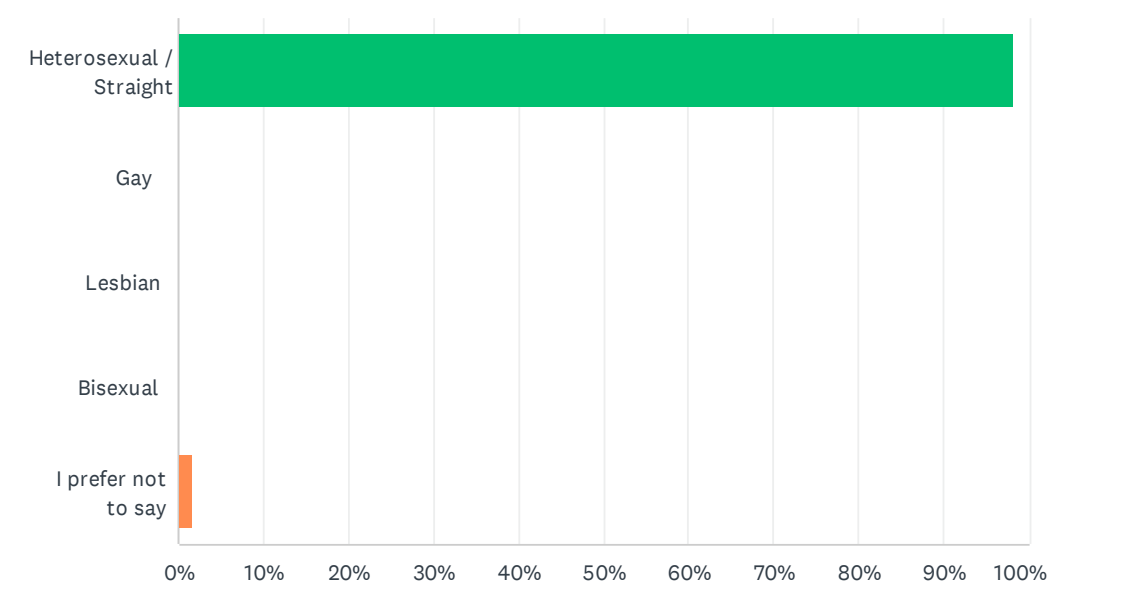
Answered: 63 Skipped: 3



ANSWER CHOICES	RESPONSES	
Asian or Asian British	4.76%	3
Black or Black British	6.35%	4
Multiple or mixed ethnic groups	3.17%	2
White or White British	84.13%	53
I prefer not to say	1.59%	1
TOTAL		63

Q21 Do you consider yourself to be:

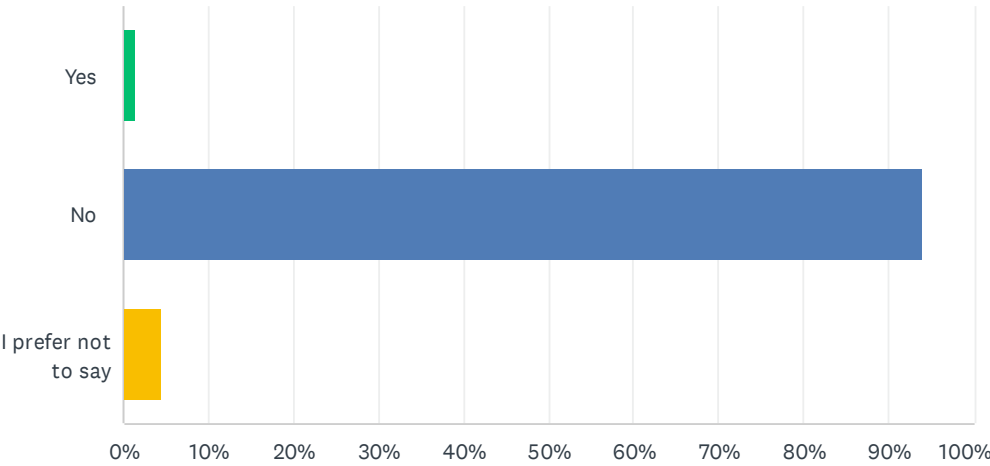
Answered: 62 Skipped: 4



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	98.39%	61
Gay	0.00%	0
Lesbian	0.00%	0
Bisexual	0.00%	0
I prefer not to say	1.61%	1
TOTAL		62

Q22 Do you have a Learning Disability or Autism?

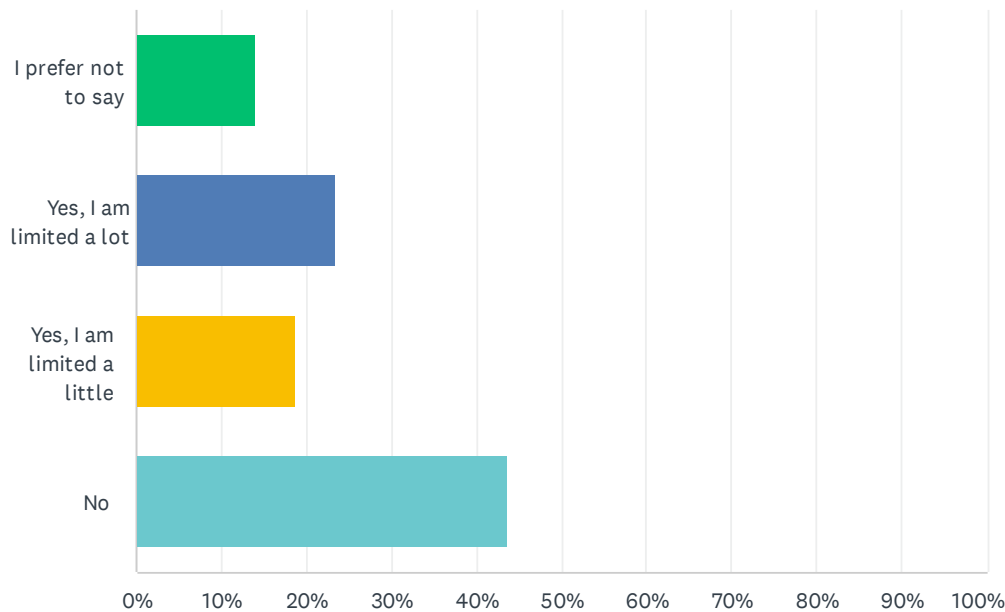
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	1.52%	1
No	93.94%	62
I prefer not to say	4.55%	3
TOTAL		66

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

Answered: 64 Skipped: 2



ANSWER CHOICES	RESPONSES	
I prefer not to say	14.06%	9
Yes, I am limited a lot	23.44%	15
Yes, I am limited a little	18.75%	12
No	43.75%	28
TOTAL		64