

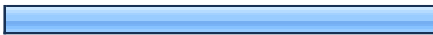









1. Have you had blood or urine tests in the last 12 months?

		Response Percent	Response Count
YES		59.2%	45
NO		40.8%	31
		answered question	76
		skipped question	0


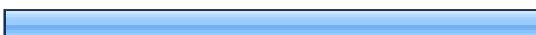
2. Do you know what the results were?

		Response Percent	Response Count
YES		69.2%	36
NO		30.8%	16
		answered question	52
		skipped question	24



3. If you did receive your results how did you receive your results?

		Response Percent	Response Count
From the Doctor		66.7%	24
From the Nurse		19.4%	7
From the receptionist in person		5.6%	2
Phone call from the practice		2.8%	1
Phone call to the practice		13.9%	5
By post		0.0%	0
Other (please specify)		8.3%	3
answered question			36
skipped question			40

4. Have you had an x ray in the last 12 months?

		Response Percent	Response Count
YES		13.7%	10
NO		86.3%	63
answered question			73
skipped question			3

5. Did you receive the results of your x ray?

		Response Percent	Response Count
YES		69.2%	9
NO		30.8%	4
answered question			13
skipped question			63





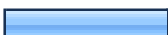

6. If you did receive a result how did you receive your result?

		Response Percent	Response Count
From the doctor		54.5%	6
From the nurse		0.0%	0
From the receptionist in person		18.2%	2
Phone call from the practice		9.1%	1
Phone call to the practice		0.0%	0
By letter		9.1%	1
Other (please specify)		18.2%	2
answered question			11
skipped question			65

7. Which of these methods would be acceptable to you for receiving results?

		Response Percent	Response Count
From the doctor/nurse		78.6%	55
From the receptionist in person		20.0%	14
By phone		50.0%	35
By letter		57.1%	40
By text		28.6%	20
Other (please specify)		11.4%	8
answered question			70
skipped question			6

8. Where do you find out information regarding services at the surgery?

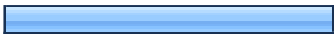

		Response Percent	Response Count
From the doctor/nurse		40.6%	28
From the receptionist		63.8%	44
From the district nurses		1.4%	1
From the practice leaflet		21.7%	15
From the practice website		26.1%	18
From NHS choices		0.0%	0
From other patients		8.7%	6

Local resource centre e.g. library (please state where) 1

answered question 69

skipped question 7

9. Are you aware of the practice website?

		Response Percent	Response Count
YES		52.8%	38
NO		47.2%	34







answered question 72

skipped question 4






10. What would you like to see on the practice website?

	Response Count
	14
answered question	14
skipped question	62



11. Would you find information from any of these sources useful?

		Response Percent	Response Count
None		8.1%	5
Regular practice newsletter		19.4%	12
Television screen within the waiting room		27.4%	17
Text messaging		24.2%	15
Email		19.4%	12
Facebook/twitter/social network		1.6%	1
	Other (please specify)		13
answered question			62
skipped question			14





12. In the past 6 months have you had enough support from local services or organisations that help you manage your long term conditions? (please think about all services and organisations, not just health services)

		Response Percent	Response Count
Yes		42.9%	30
To some extent		11.4%	8
No		10.0%	7
Dont know/Can't remember		1.4%	1
I have not needed such support		34.3%	24
answered question			70
skipped question			6



13. If you do not feel you had enough support do you feel this was due to a lack of information regarding services?

		Response Percent	Response Count
Yes		33.3%	6
No		66.7%	12
		answered question	18
		skipped question	58


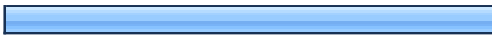


14. When did you last see a doctor or nurse at the surgery?

		Response Percent	Response Count
In the past 3 months		67.1%	51
Between 3 and 6 months ago		18.4%	14
More than 6 months ago		13.2%	10
I have never been seen at the surgery		1.3%	1
		answered question	76
		skipped question	0





15. How do you normally book your appointments to see a doctor or nurse at the surgery?

		Response Percent	Response Count
In person		12.0%	9
By phone		88.0%	66
By fax		0.0%	0
	Other (please specify)		5
answered question			75
skipped question			1




16. Which of the following methods would you prefer to use to book an appointment at the surgery?

		Response Percent	Response Count
In person		20.0%	15
By phone		78.7%	59
By fax		0.0%	0
Online		40.0%	30
No preference		9.3%	7
	Other (please specify)		1
answered question			75
skipped question			1



17. In general, how satisfied are you with the care you get at the surgery?

		Response Percent	Response Count
Very		67.1%	51
Fairly		26.3%	20
Neither satisfied nor dissatisfied		5.3%	4
Quite dissatisfied		1.3%	1
Very dissatisfied		0.0%	0
answered question			76
skipped question			0



18. Would you recommend the Surgery to someone who has just moved to your local area?

		Response Percent	Response Count
Yes		90.8%	69
Might		6.6%	5
Not sure		2.6%	2
Probably not		0.0%	0
Definitely not		0.0%	0
Don't know		0.0%	0
answered question			76
skipped question			0

19. Are you aware if any of the doctors/nurses have areas of specialist interest?

		Response Percent	Response Count
Yes		40.3%	29
No		59.7%	43
answered question			72
skipped question			4


20. Are you male or female?

		Response Percent	Response Count
Male		35.6%	26
Female		64.4%	47
answered question			73
skipped question			3

21. How old are you?

		Response Percent	Response Count
under 18		4.1%	3
18-24		4.1%	3
25-34		13.5%	10
35-44		20.3%	15
45-54		23.0%	17
55-64		24.3%	18
65-74		6.8%	5
75-84		4.1%	3
85 and over		0.0%	0
answered question			74
skipped question			2

22. What is your ethnic group?

		Response Percent	Response Count
White British		100.0%	74
White Irish		0.0%	0
Any other white background		0.0%	0
White and Black Caribbean		0.0%	0
White and Black African		0.0%	0
White and Asian		0.0%	0
Any other Mixed background		0.0%	0
Indian		0.0%	0
Pakistani		0.0%	0
Bangladeshi		0.0%	0
Any other Asian background		0.0%	0
Caribbean		0.0%	0
African		0.0%	0
Any other Black background		0.0%	0
Chinese		0.0%	0
Any other ethnic group		0.0%	0
answered question			74
skipped question			2