

PPDES

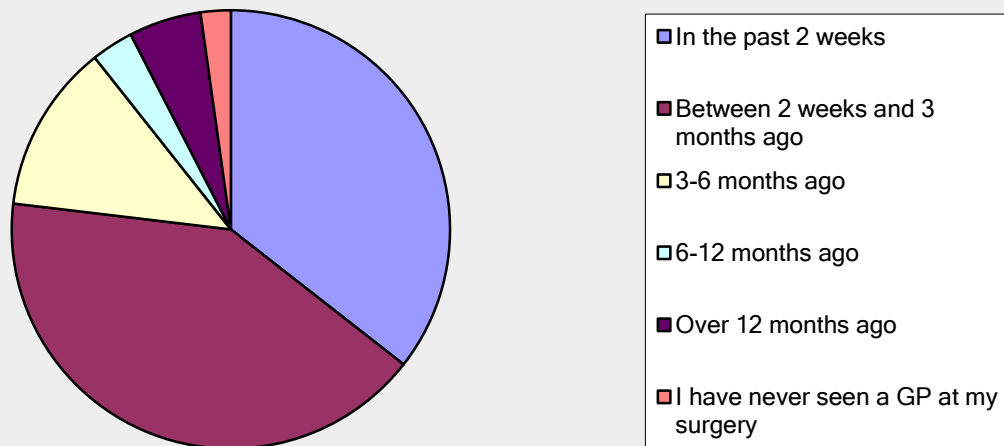
ACCESSING YOUR GP SERVICES

When did you last see or speak to a GP at your GP Surgery?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
In the past 2 weeks	63	17	80	35.6
Between 2 weeks and 3 months ago	74	19	93	41.3
3-6 months ago	23	5	28	12.4
6-12 months ago	6	1	7	3.1
Over 12 months ago	12	0	12	5.3
I have never seen a GP at my surgery	5	0	5	2.2
<i>answered question</i>	183	42	225	
<i>skipped question</i>	1	1	2	

100.0

ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your GP Surgery?

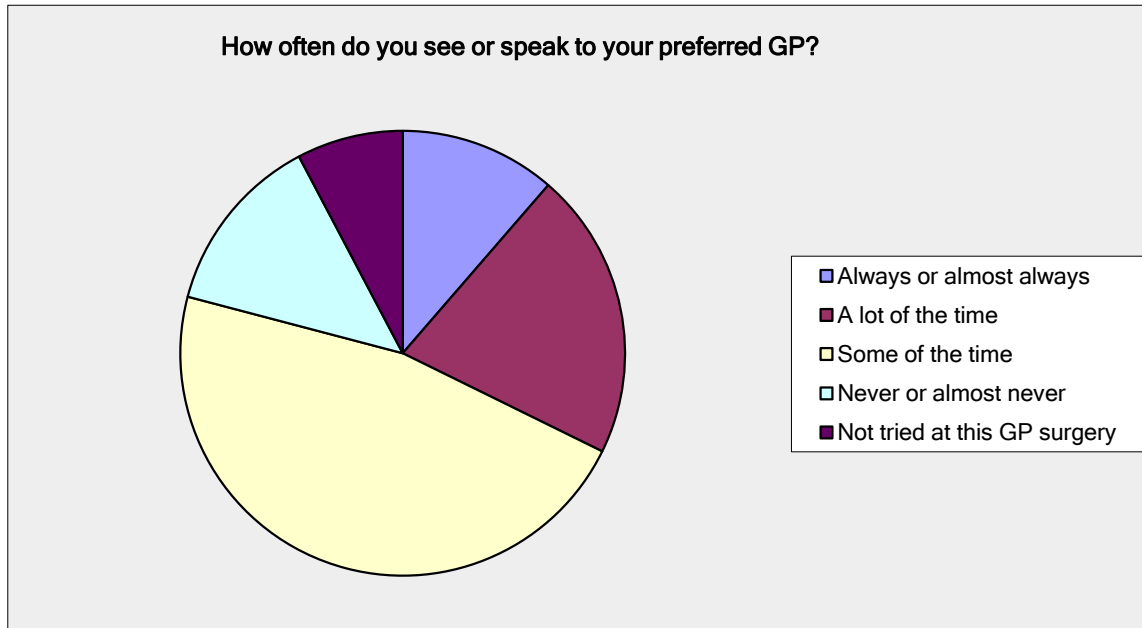


PPDES

How often do you see or speak to your preferred GP?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Always or almost always	19	6	25	11.4
A lot of the time	38	8	46	20.9
Some of the time	84	19	103	46.8
Never or almost never	25	4	29	13.2
Not tried at this GP surgery	12	5	17	7.7
<i>answered question</i>	178	42	220	
<i>skipped question</i>	6	1	7	

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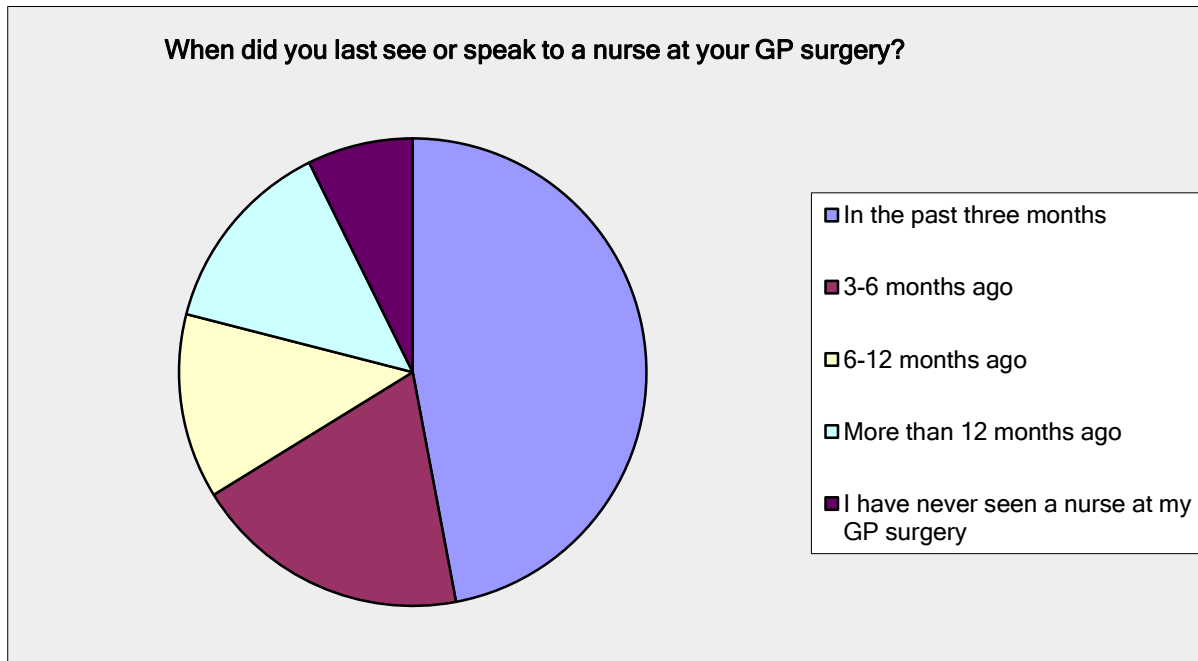


PPDES

When did you last see or speak to a nurse at your GP surgery?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
In the past three months	84	19	103	47.0
3-6 months ago	31	11	42	19.2
6-12 months ago	27	1	28	12.8
More than 12 months ago	23	7	30	13.7
I have never seen a nurse at my GP surgery	12	4	16	7.3
<i>answered question</i>	177	42	219	
<i>skipped question</i>	7	1	8	

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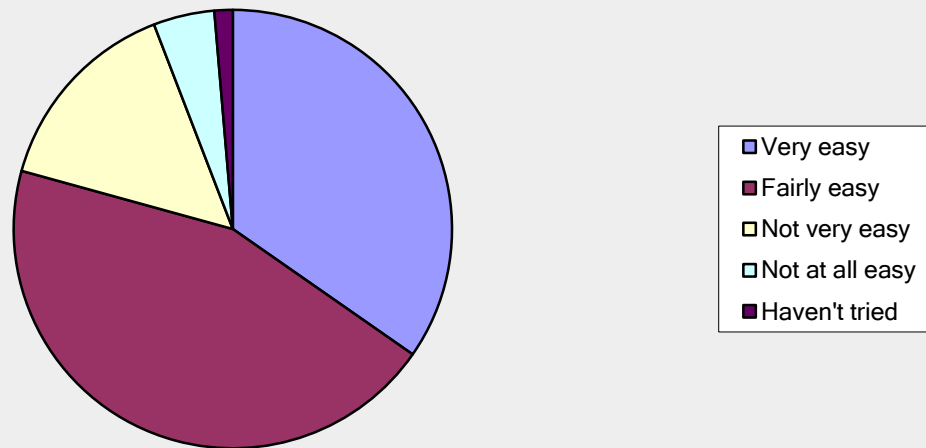
PPDES

Generally, how easy is it to get through to somebody on the phone at your surgery?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Very easy	64	13	77	34.7
Fairly easy	78	21	99	44.6
Not very easy	27	6	33	14.9
Not at all easy	9	1	10	4.5
Haven't tried	3	0	3	1.4
<i>answered question</i>	181	41	222	
<i>skipped question</i>	3	2	5	

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Generally, how easy is it to get through to somebody on the phone at your surgery?

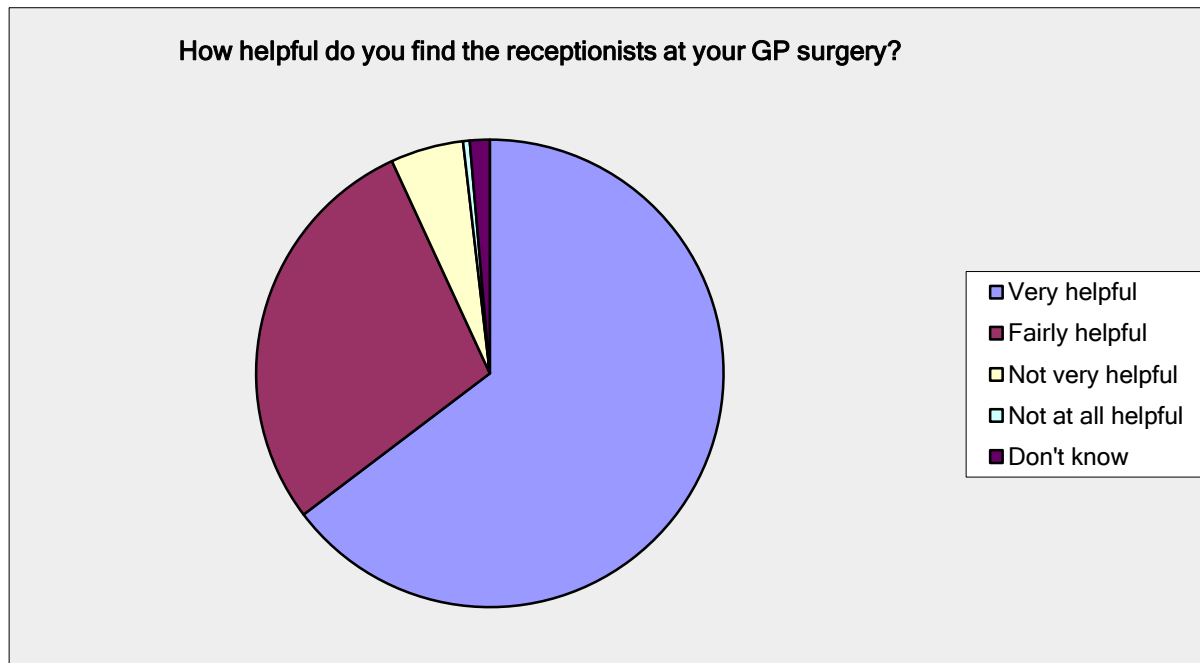


PPDES

How helpful do you find the receptionists at your GP surgery?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Very helpful	120	21	141	64.7
Fairly helpful	46	16	62	28.4
Not very helpful	9	2	11	5.0
Not at all helpful	1	0	1	0.5
Don't know	3	0	3	1.4
<i>answered question</i>	179	39	218	
<i>skipped question</i>	5	4	9	

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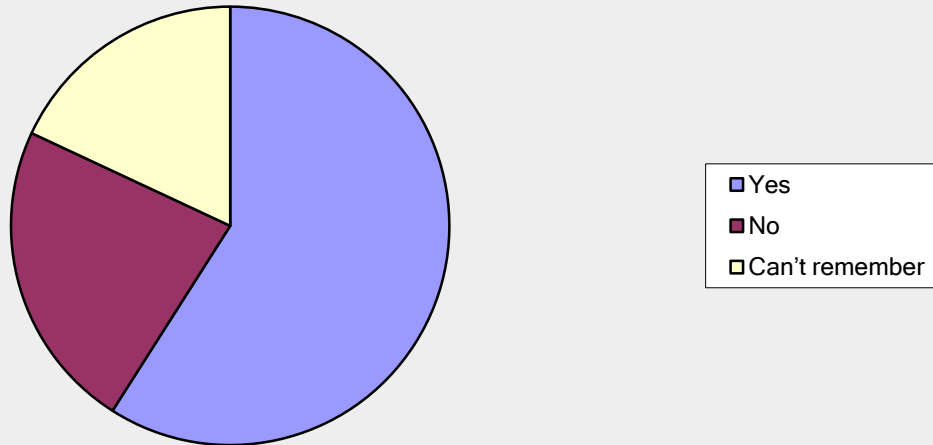
PPDES

MAKING AN APPOINTMENT The last time you tried were you able to see or speak to someone within your desired timescale?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes	98	23	121	59.0
No	40	7	47	22.9
Can't remember	33	4	37	18.0
<i>answered question</i>	171	34	205	
<i>skipped question</i>	13	9	22	

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MAKING AN APPOINTMENT The last time you tried were you able to see or speak to someone within your desired timescale?



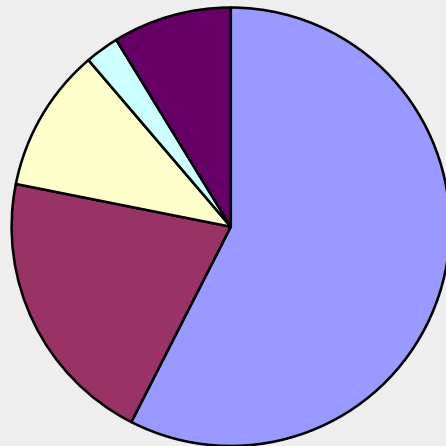
PPDES

If you were unable to get an appointment or the appointment was inconvenient, why was that?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
There weren't any appointments available on the day I	76	16	92	57.5
There weren't any appointments for the time I wanted	26	7	33	20.6
I couldn't see my preferred GP	14	3	17	10.6
I couldn't book ahead	4	0	4	2.5
Another reason	14	0	14	8.8
<i>answered question</i>	134	26	160	
<i>skipped question</i>	50	17	67	

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If you were unable to get an appointment or the appointment was inconvenient, why was that?



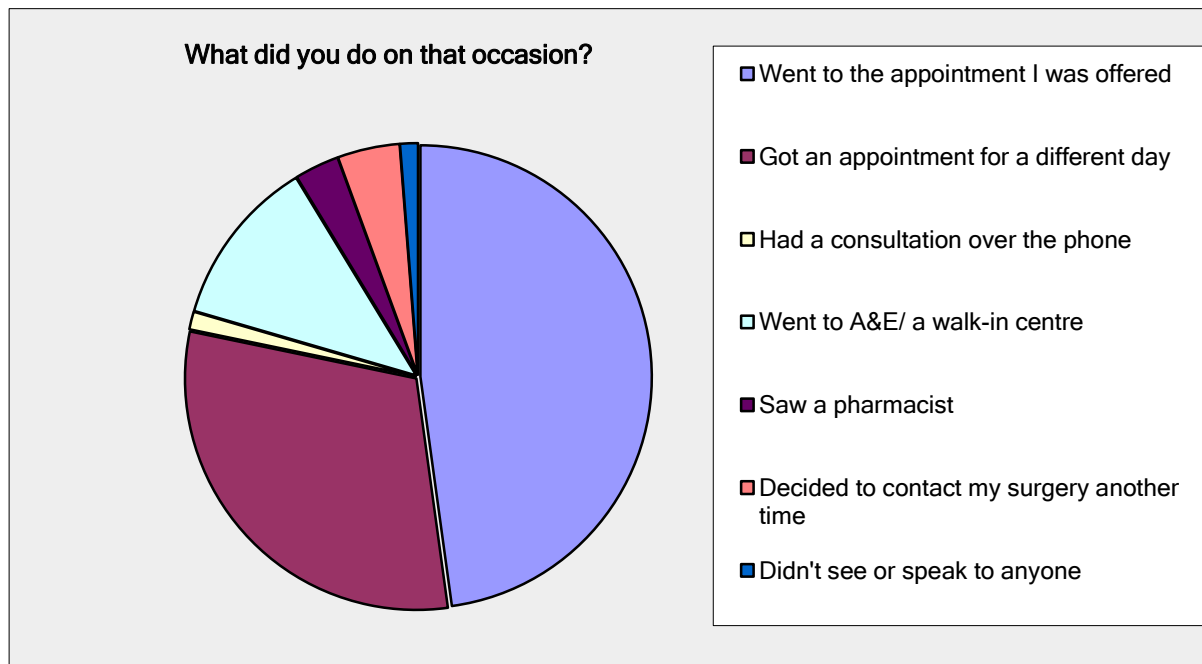
- There weren't any appointments available on the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead
- Another reason

PPDES

What did you do on that occasion?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Went to the appointment I was offered	64	13	77	47.8
Got an appointment for a different day	44	5	49	30.4
Had a consultation over the phone	2	0	2	1.2
Went to A&E/ a walk-in centre	15	4	19	11.8
Saw a pharmacist	3	2	5	3.1
Decided to contact my surgery another time	4	3	7	4.3
Didn't see or speak to anyone	1	1	2	1.2
<i>answered question</i>	133	28	161	
<i>skipped question</i>	51	15	66	

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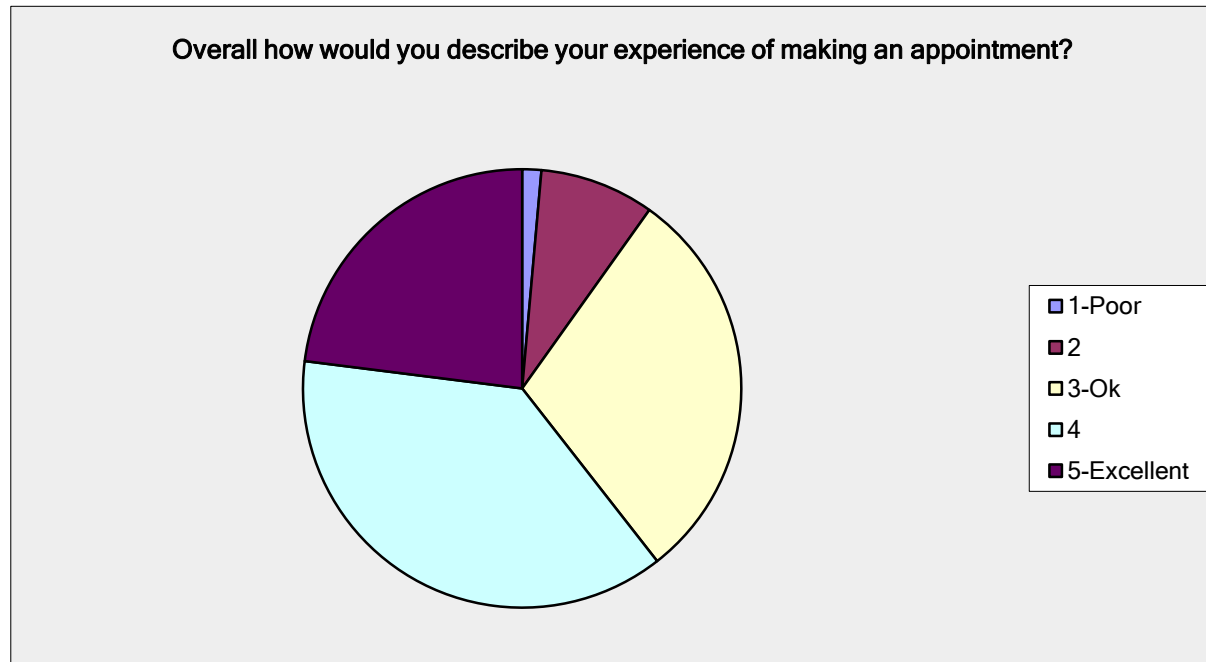


PPDES

Overall how would you describe your experience of making an appointment?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
1-Poor	3	0	3	1.4
2	15	3	18	8.5
3-Ok	46	17	63	29.6
4	67	13	80	37.6
5-Excellent	41	8	49	23.0
<i>answered question</i>	172	41	213	
<i>skipped question</i>	12	2	14	

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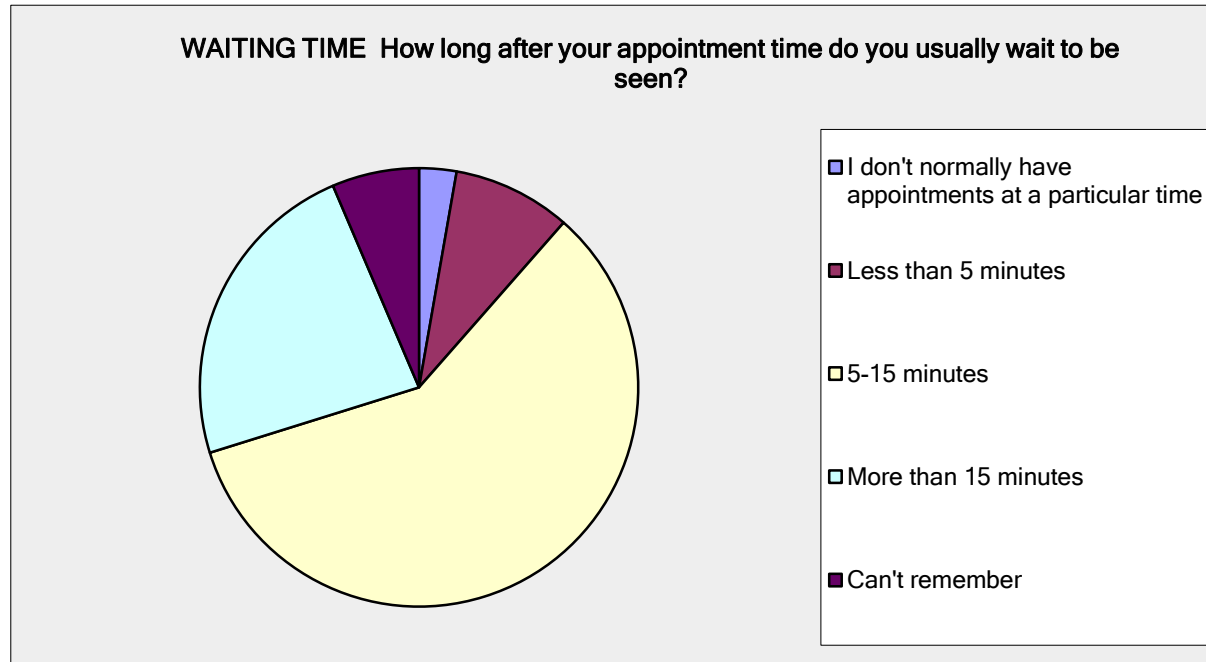


PPDES

WAITING TIME How long after your appointment time do you usually wait to be seen?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
I don't normally have appointments at a particular time	5	1	6	2.8
Less than 5 minutes	15	4	19	8.7
5-15 minutes	99	29	128	58.7
More than 15 minutes	44	7	51	23.4
Can't remember	12	2	14	6.4
<i>answered question</i>	175	43	218	
<i>skipped question</i>	9	0	9	

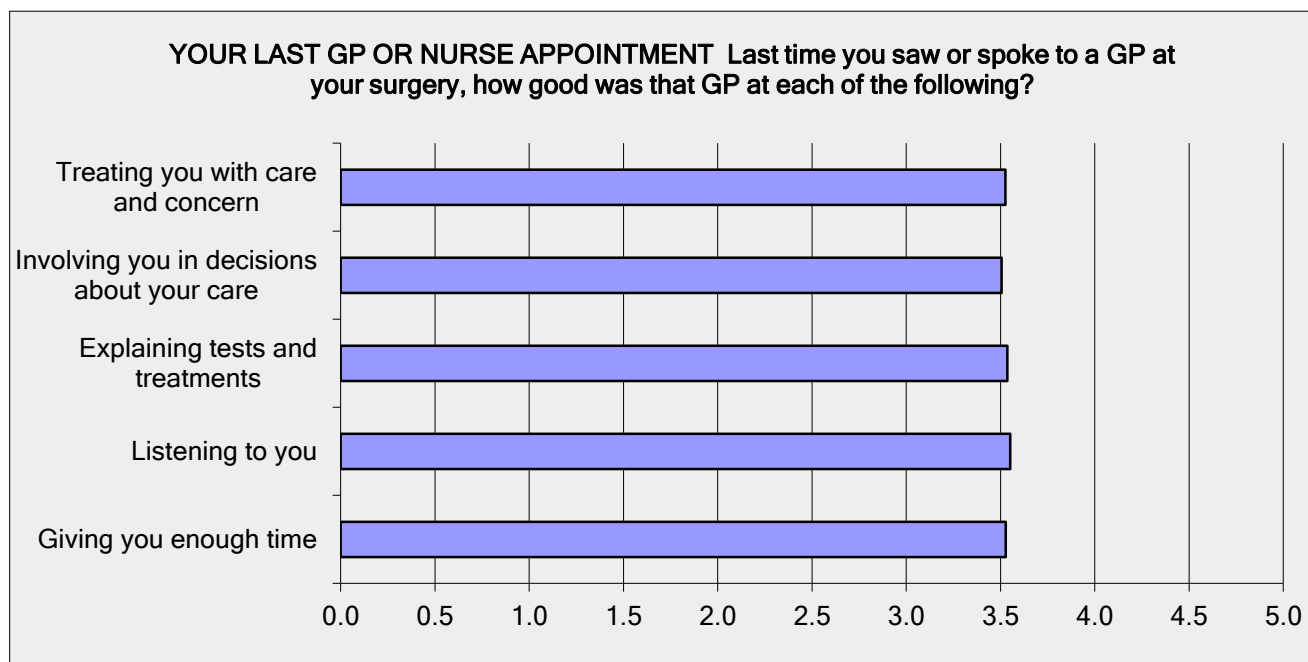
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PPDES

YOUR LAST GP OR NURSE APPOINTMENT Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?

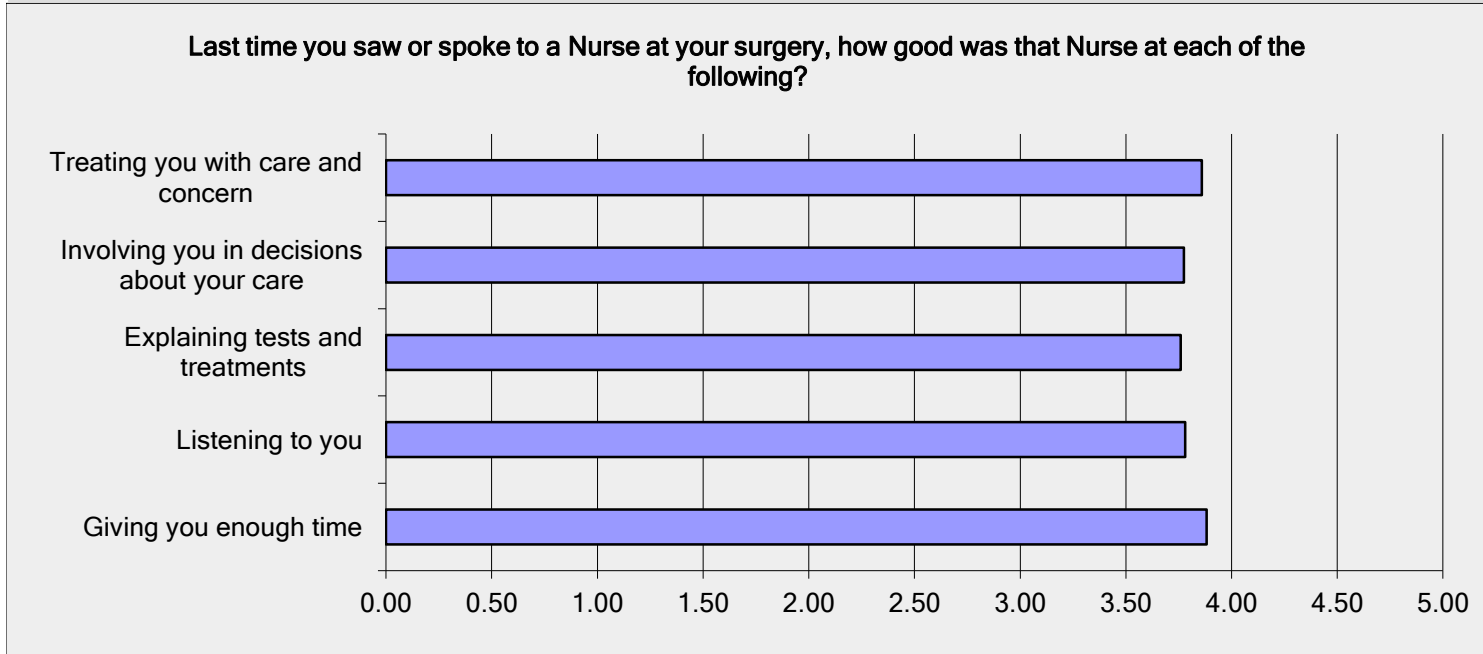
Answer Options	1-Poor	2	3-Ok	4	5-Excellent	Skipped Q	Rating Average	Survey Monkey Count	Kass & Wendy tallies
Giving you enough time	15	25	55	74	50	0	3.5	43	177
Listening to you	14	27	43	83	49	0	3.6	43	175
Explaining tests and treatments	16	24	48	70	53	0	3.5	43	170
Involving you in decisions about your care	14	25	53	67	49	0	3.5	43	167
Treating you with care and concern	17	19	55	67	54	0	3.5	43	172
<i>answered question</i>								43	177
<i>skipped question</i>								0	7



PPDES

Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?

Answer Options	1-Poor	2	3-Ok	4	5-Excellent	Skipped Q	Rating Average	Survey Monkey Count	Kass & Wendy tallies
Giving you enough time	5	8	43	68	74	0	3.88	43	161
Listening to you	5	12	35	64	74	0	3.78	43	158
Explaining tests and treatments	6	12	46	55	69	0	3.76	43	152
Involving you in decisions about your care	6	10	45	55	71	0	3.77	43	152
Treating you with care and concern	5	11	40	59	77	0	3.86	43	156
<i>answered question</i>								43	162
<i>skipped question</i>								0	22

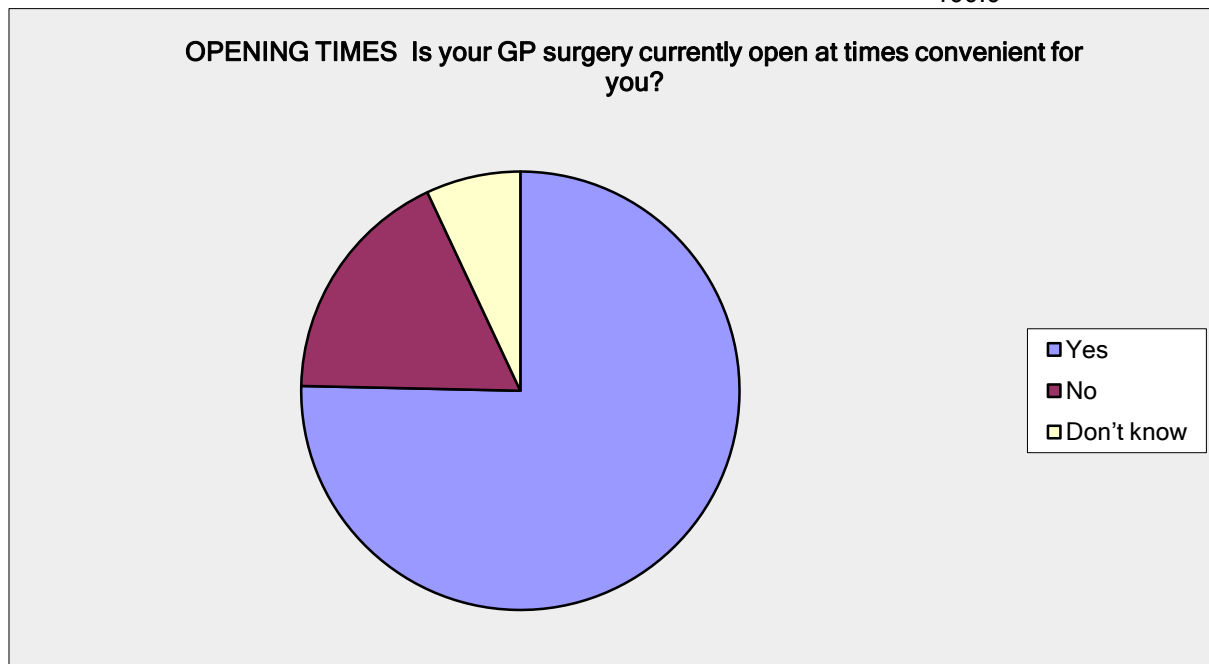


PPDES

OPENING TIMES Is your GP surgery currently open at times convenient for you?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes	133	29	162	75.3
No	30	8	38	17.7
Don't know	12	3	15	7.0
<i>answered question</i>	175	40	215	
<i>skipped question</i>	9	3	12	

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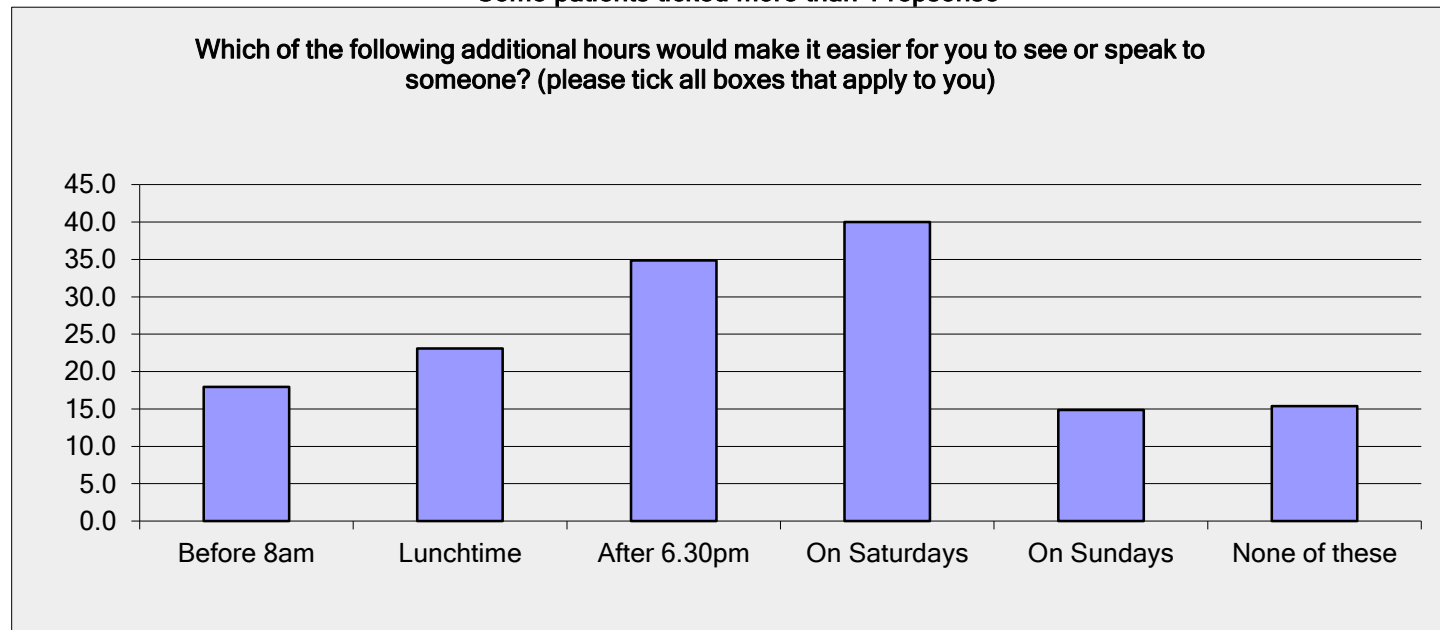


PPDES

Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Before 8am	27	8	35	17.9
Lunchtime	37	8	45	23.1
After 6.30pm	53	15	68	34.9
On Saturdays	60	18	78	40.0
On Sundays	24	5	29	14.9
None of these	27	3	30	15.4
<i>answered question</i>	152	43	195	
<i>skipped question</i>	32	0	32	

Some patients ticked more than 1 response



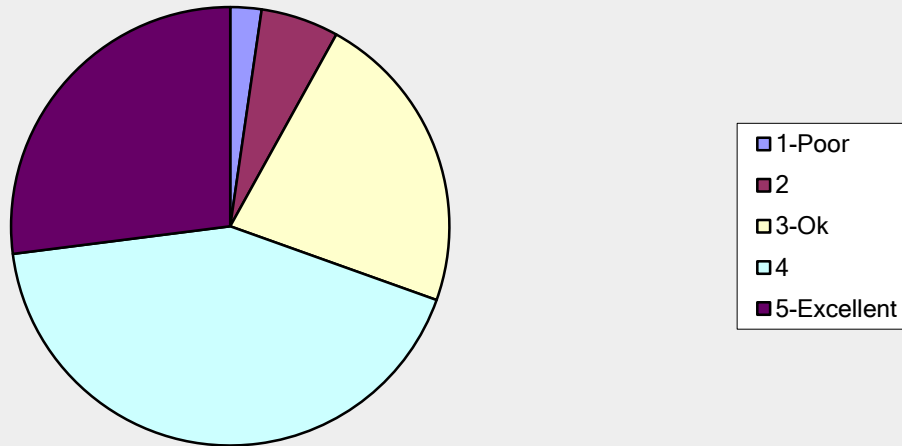
PPDES

OVERALL EXPERIENCE Overall how would you rate your experience of your GP surgery?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
1-Poor	4	0	4	1.9
2	10	2	12	5.6
3-Ok	39	15	54	25.1
4	74	17	91	42.3
5-Excellent	47	7	54	25.1
<i>answered question</i>	174	41	215	
<i>skipped question</i>	10	2	12	

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OVERALL EXPERIENCE Overall how would you rate your experience of your GP surgery?

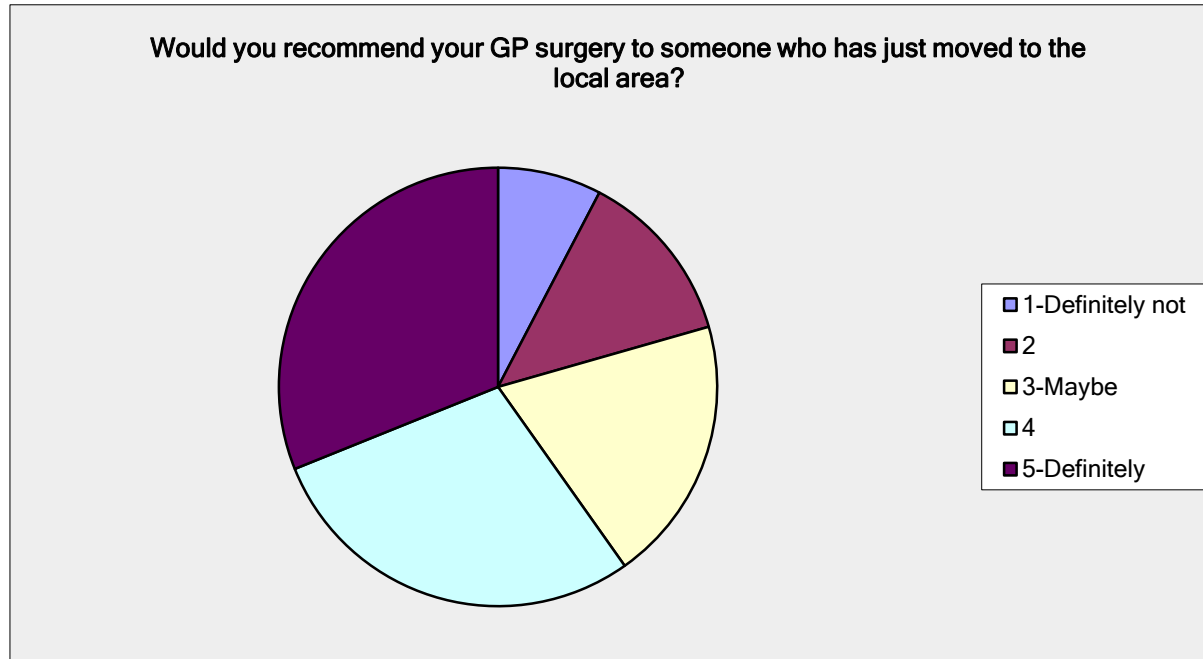


PPDES

Would you recommend your GP surgery to someone who has just moved to the local area?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
1-Definitely not	15	1	16	7.7
2	21	6	27	12.9
3-Maybe	30	11	41	19.6
4	47	13	60	28.7
5-Definitely	56	9	65	31.1
<i>answered question</i>	169	40	209	
<i>skipped question</i>	15	3	18	

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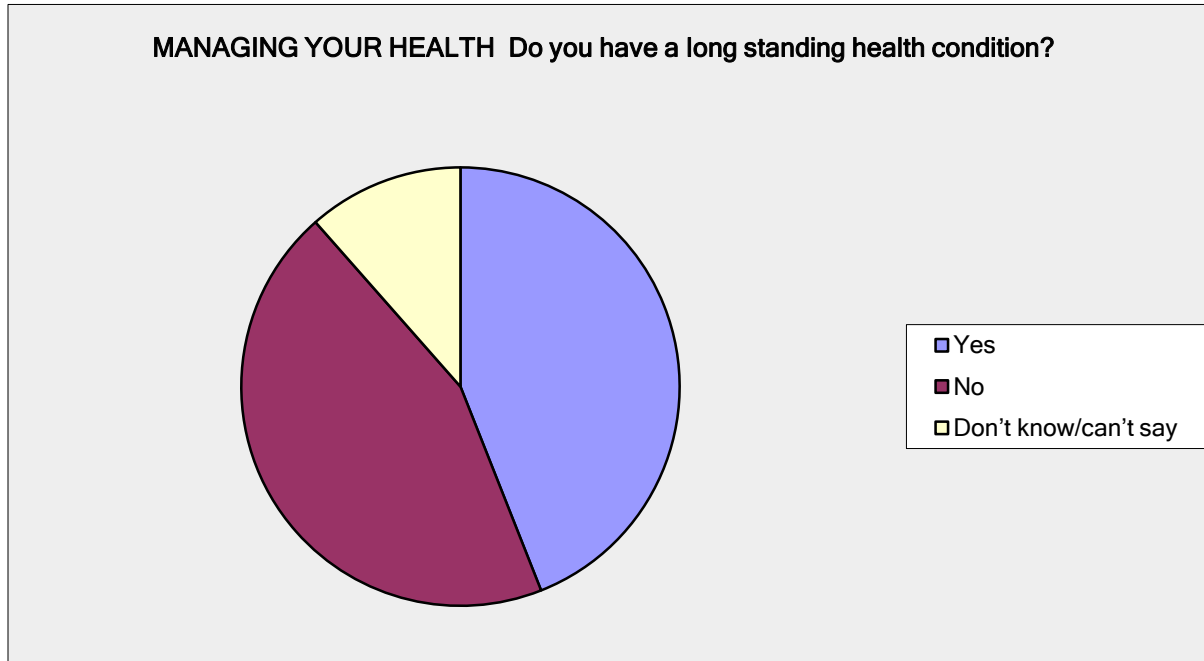


PPDES

MANAGING YOUR HEALTH Do you have a long standing health condition?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes	72	16	88	44.0
No	67	22	89	44.5
Don't know/can't say	20	3	23	11.5
<i>answered question</i>	159	41	200	
<i>skipped question</i>	25	2	27	

100.0



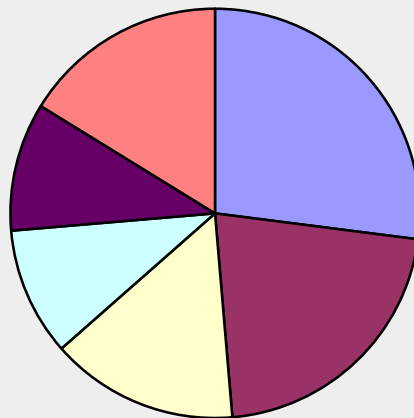
PPDES

If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes, definitely	32	8	40	27.0
Yes, to some extent	23	9	32	21.6
No	21	1	22	14.9
I haven't needed support	15	0	15	10.1
Don't know/can't say	12	3	15	10.1
N/A	18	6	24	16.2
<i>answered question</i>	121	27	148	
<i>skipped question</i>	63	16	79	

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If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?



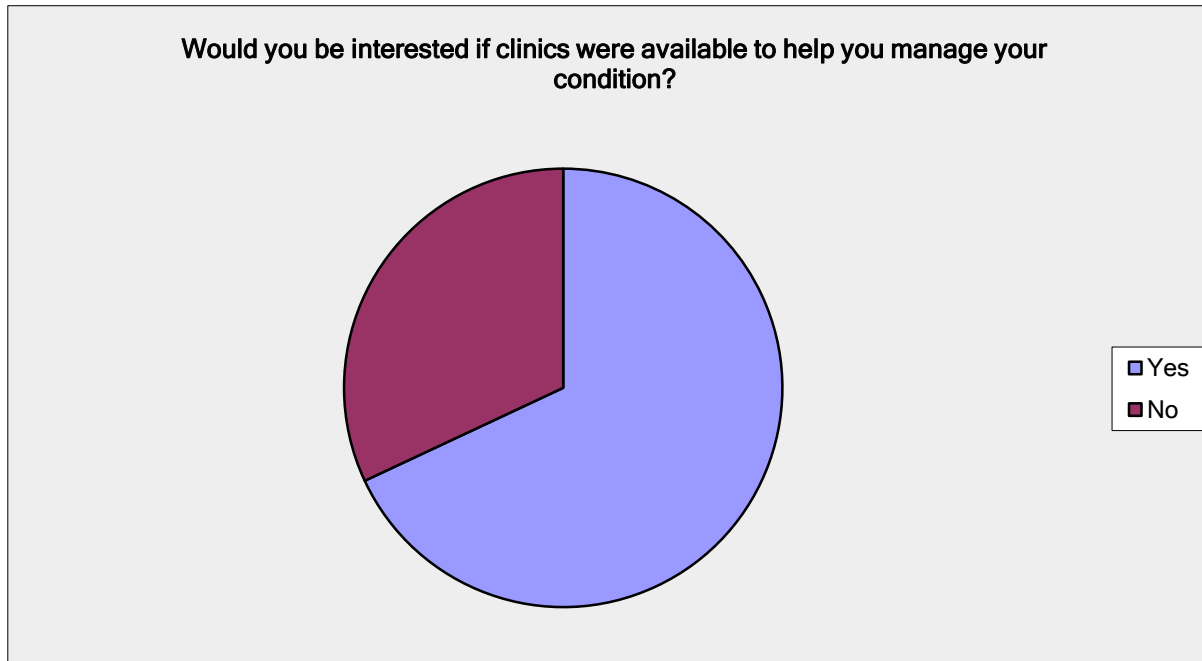
- Yes, definitely
- Yes, to some extent
- No
- I haven't needed support
- Don't know/can't say
- N/A

PPDES

Would you be interested if clinics were available to help you manage your condition?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes	70	13	83	68.0
No	32	7	39	32.0
<i>answered question</i>	102	20	122	
<i>skipped question</i>	82	23	105	

100.0

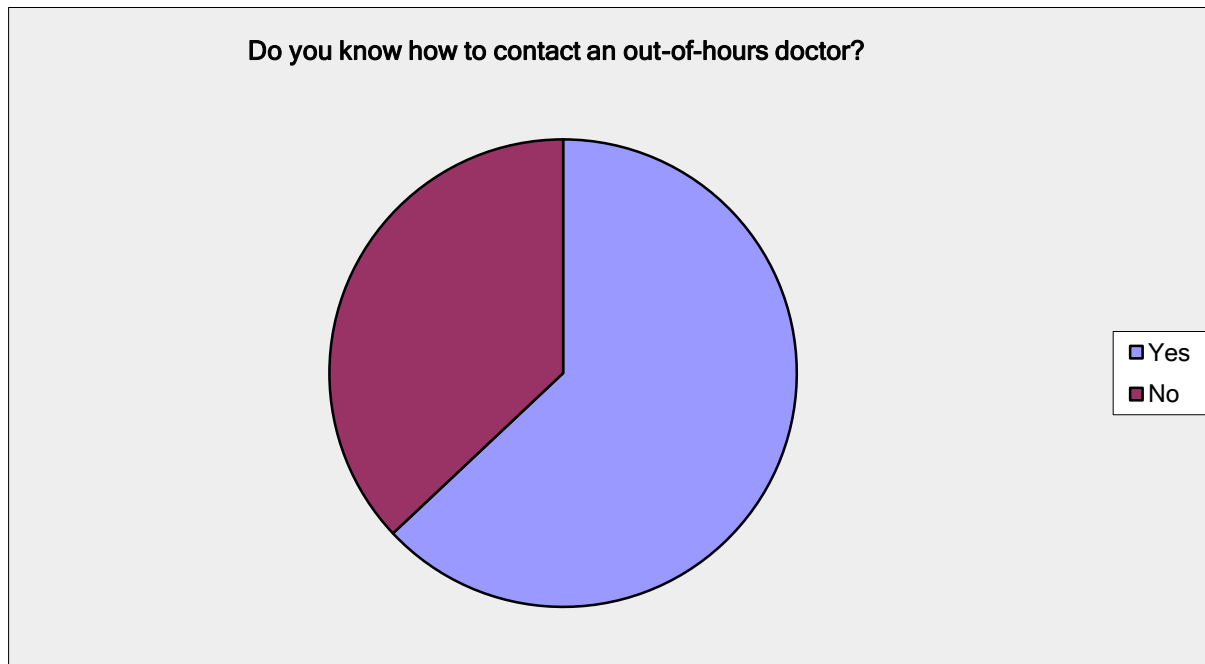


PPDES

Do you know how to contact an out-of-hours doctor?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Response s %
Yes	107	24	131	63.0
No	61	16	77	37.0
<i>answered question</i>	168	40	208	
<i>skipped question</i>	16	3	19	

100.0



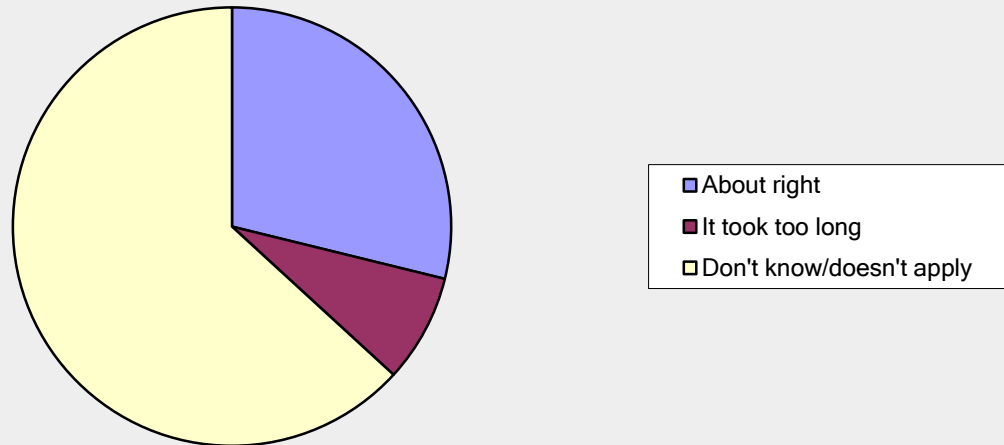
PPDES

How do you feel about how quickly you received care from the out-of-hours GP service?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
About right	35	12	47	28.8
It took too long	10	3	13	8.0
Don't know/doesn't apply	85	18	103	63.2
<i>answered question</i>	130	33	163	
<i>skipped question</i>	54	10	64	

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How do you feel about how quickly you received care from the out-of-hours GP service?

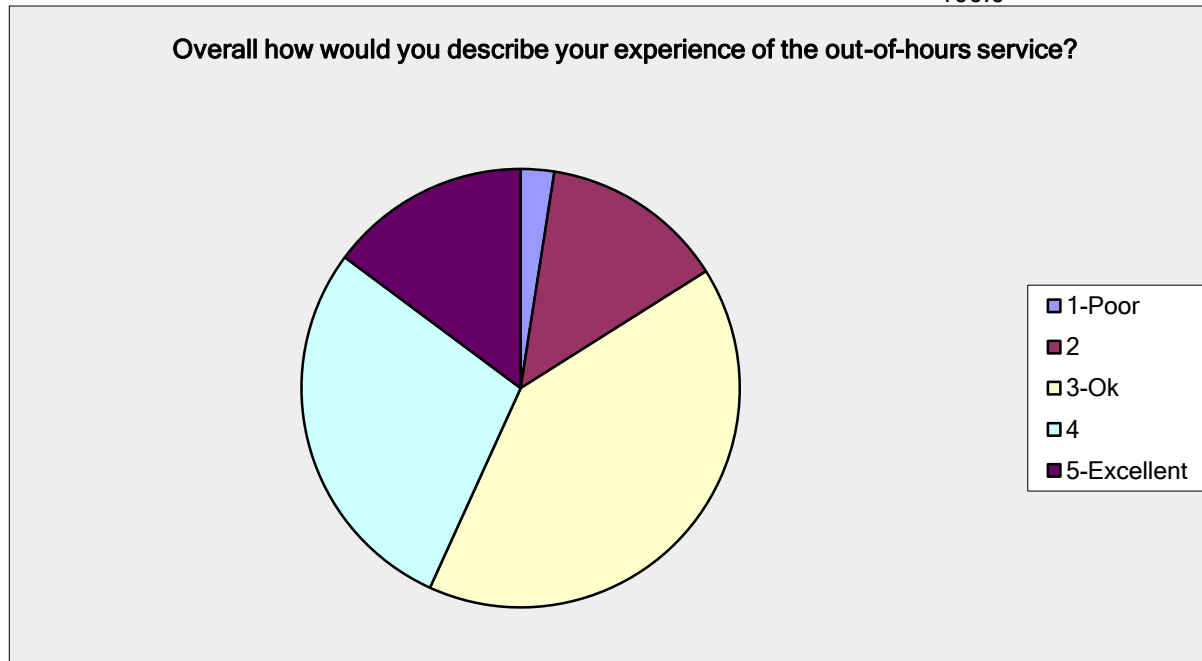


PPDES

Overall how would you describe your experience of the out-of-hours service?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Response s %
1-Poor	2	0	2	2.5
2	10	1	11	13.6
3-Ok	26	7	33	40.7
4	14	9	23	28.4
5-Excellent	10	2	12	14.8
<i>answered question</i>	62	19	81	
<i>skipped question</i>	122	24	146	

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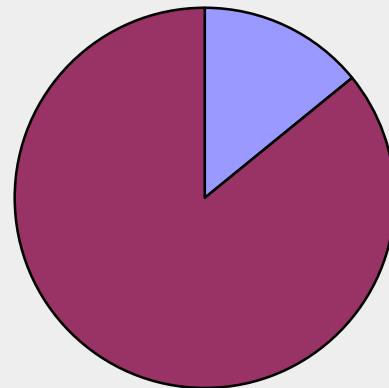
PPDES

ADDITIONAL QUESTIONS Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Response s %
YES	22	3	25	14.1
NO	120	32	152	85.9
<i>answered question</i>	142	35	177	
<i>skipped question</i>	42	8	50	

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ADDITIONAL QUESTIONS Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)



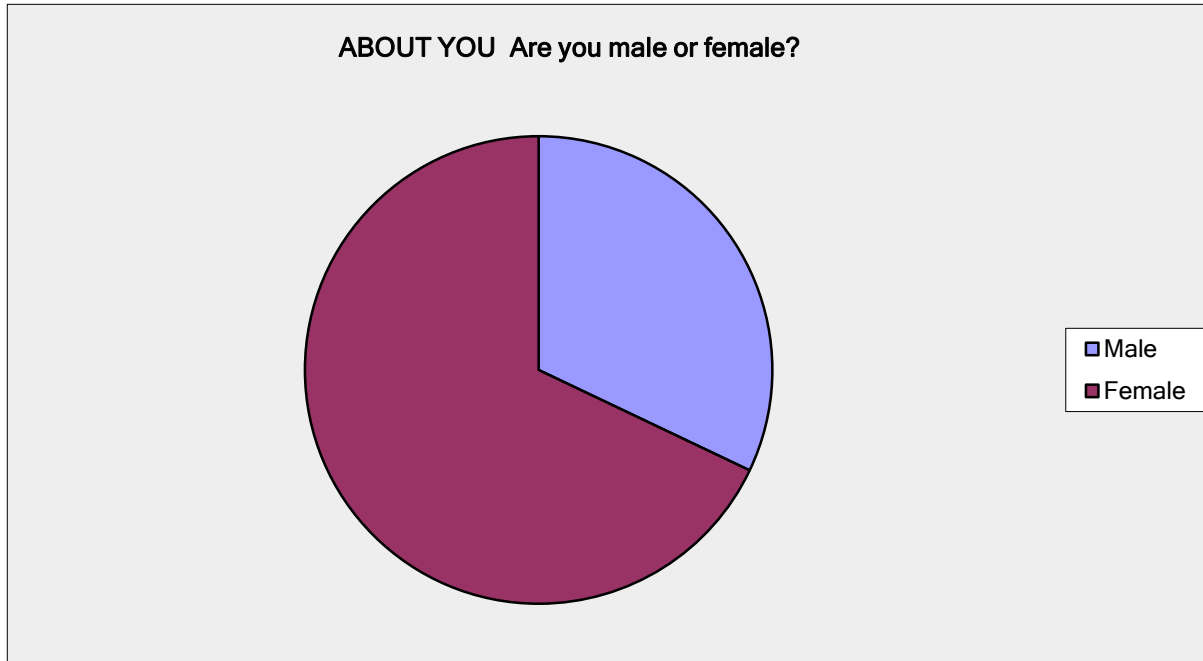
■ YES
■ NO

PPDES

ABOUT YOU Are you male or female?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Male	48	11	59	32.1
Female	99	26	125	67.9
<i>answered question</i>	147	37	184	
<i>skipped question</i>	37	6	43	

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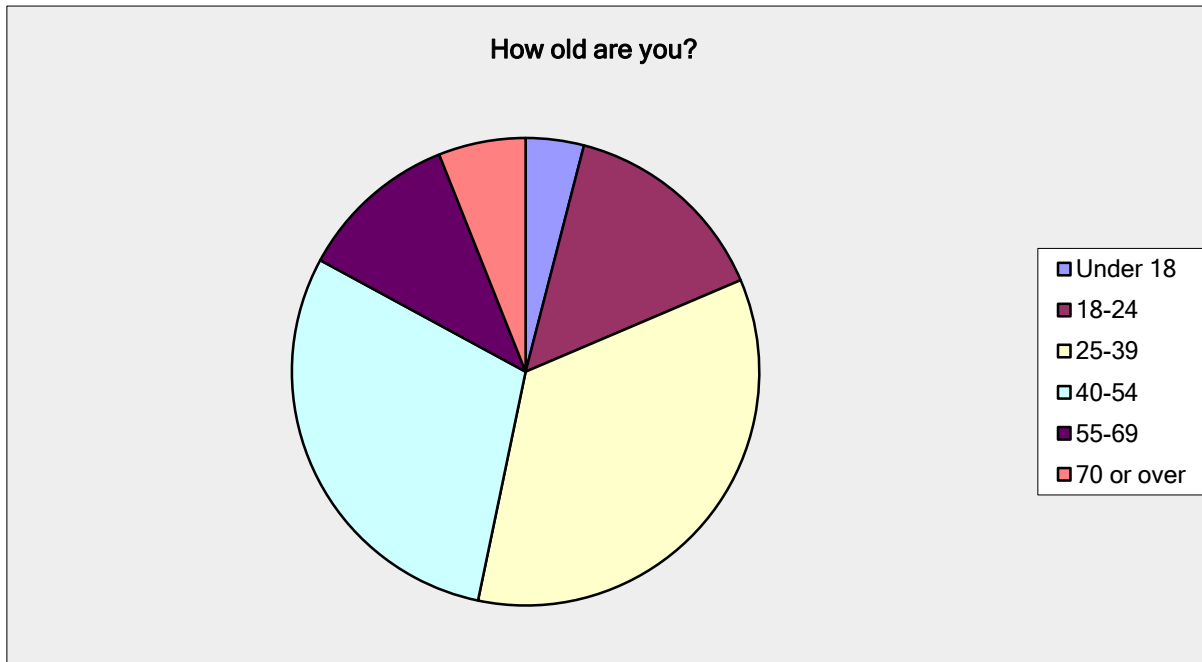


PPDES

How old are you?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Under 18	6	2	8	4.0
18-24	21	8	29	14.6
25-39	56	13	69	34.7
40-54	49	10	59	29.6
55-69	18	4	22	11.1
70 or over	10	2	12	6.0
<i>answered question</i>	160	39	199	
<i>skipped question</i>	24	4	28	

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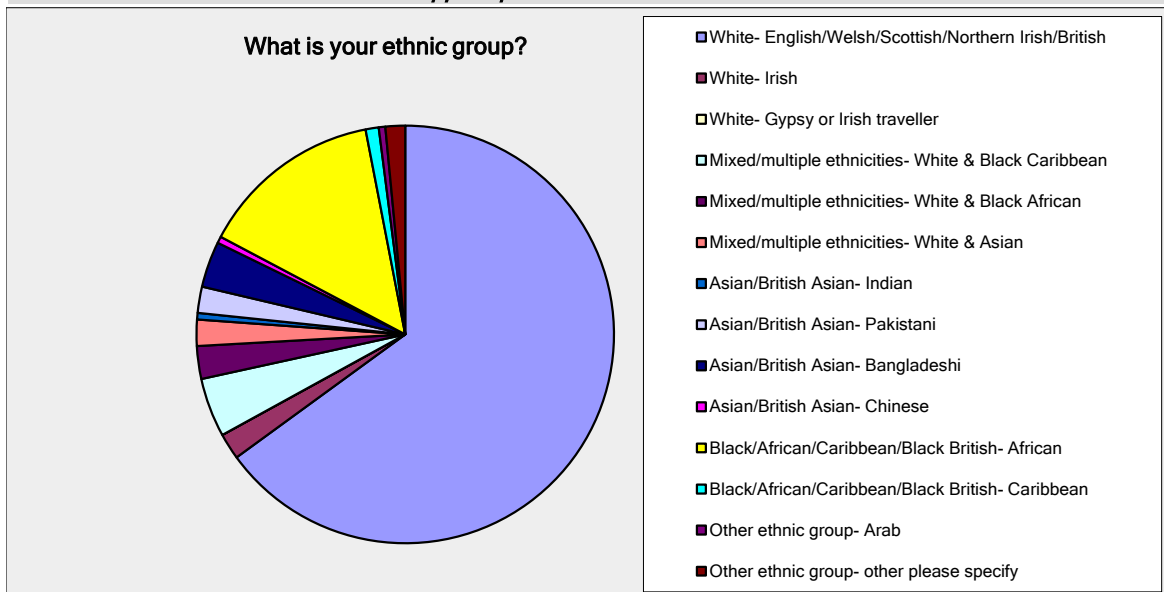


PPDES

What is your ethnic group?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
White- English/Welsh/Scottish/Northern Irish/British	101	27	128	64.97
White- Irish	4	0	4	2.03
White- Gypsy or Irish traveller	0	0	0	0.00
Mixed/multiple ethnicities- White & Black Caribbean	9	0	9	4.57
Mixed/multiple ethnicities- White & Black African	5	0	5	2.54
Mixed/multiple ethnicities- White & Asian	2	2	4	2.03
Asian/British Asian- Indian	1	0	1	0.51
Asian/British Asian- Pakistani	4	0	4	2.03
Asian/British Asian- Bangladeshi	7	0	7	3.55
Asian/British Asian- Chinese	1	0	1	0.51
Black/African/Caribbean/Black British- African	25	3	28	14.21
Black/African/Caribbean/Black British- Caribbean	2	0	2	1.02
Other ethnic group- Arab	1	0	1	0.51
Other ethnic group- other please specify	3	0	3	1.52
Other Other (please specify)	0	0	0	0.00
answered question	165	32	197	
skipped question	19	11	30	

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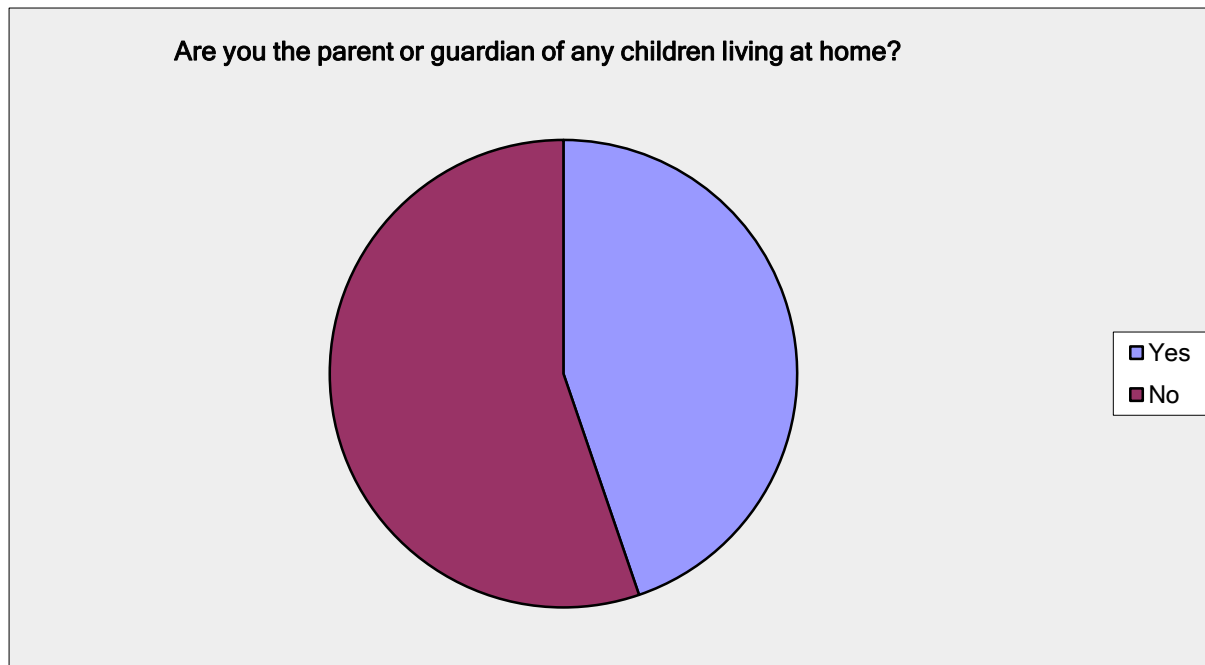


PPDES

Are you the parent or guardian of any children living at home?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes	51	13	64	44.8
No	63	16	79	55.2
<i>answered question</i>	114	29	143	
<i>skipped question</i>	70	14	84	

100.0



PPDES

Are you a deaf person using sign language?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Yes	0	0	0	0.0
No	112	24	136	100.0
<i>answered question</i>	112	24	136	
<i>skipped question</i>	70	19	89	

100.0

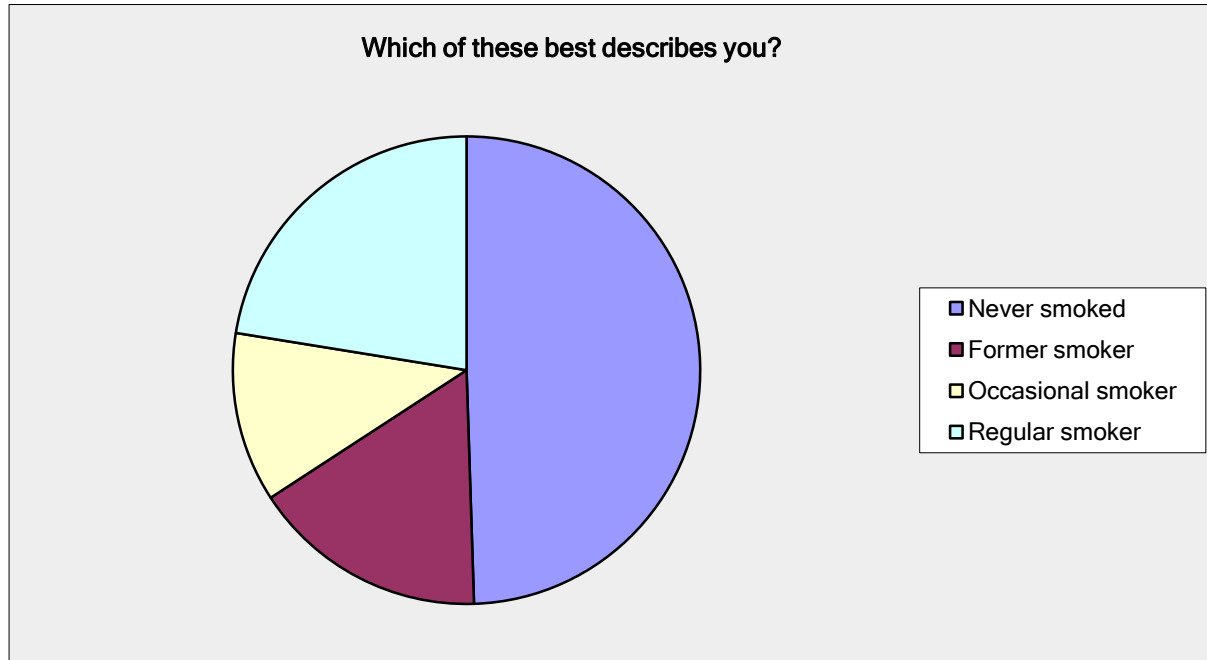


PPDES

Which of these best describes you?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Never smoked	77	20	97	49.5
Former smoker	25	7	32	16.3
Occasional smoker	22	1	23	11.7
Regular smoker	35	9	44	22.4
<i>answered question</i>	159	37	196	
<i>skipped question</i>	25	6	31	

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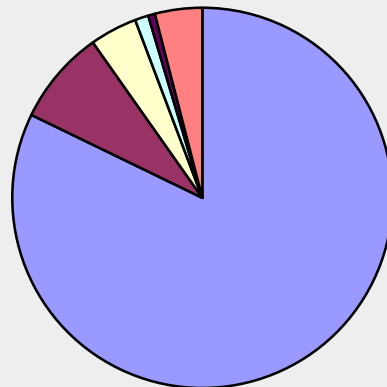
PPDES

Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old age?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
No	112	31	143	82.2
1-9 hours a week	11	3	14	8.0
10-19 hours a week	6	1	7	4.0
20-34 hours a week	2	0	2	1.1
35-49 hours a week	1	0	1	0.6
more than 50 hours a week	7	0	7	4.0
<i>answered question</i>	139	35	174	
<i>skipped question</i>	45	8	53	

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Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old age?



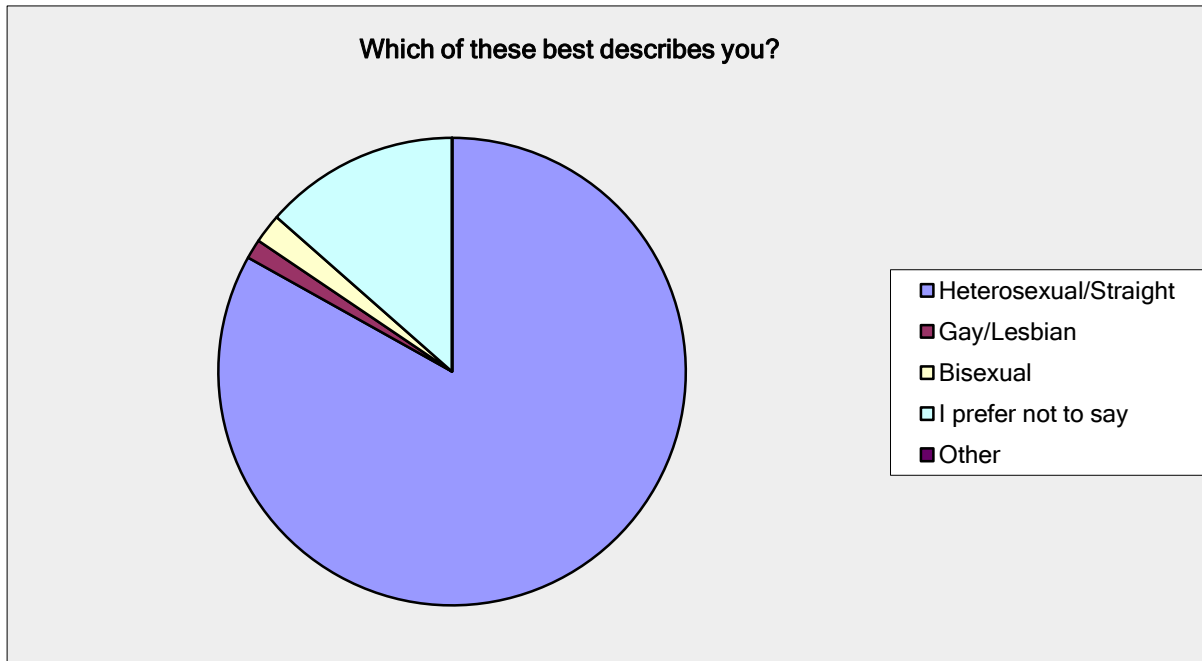
- No
- 1-9 hours a week
- 10-19 hours a week
- 20-34 hours a week
- 35-49 hours a week
- more than 50 hours a week

PPDES

Which of these best describes you?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
Heterosexual/Straight	101	22	123	83.1
Gay/Lesbian	1	1	2	1.4
Bisexual	3	0	3	2.0
I prefer not to say	15	5	20	13.5
Other	0	0	0	0.0
<i>answered question</i>	120	28	148	
<i>skipped question</i>	64	15	79	

100.0



PPDES

Which of these best describes your religion?

Answer Options	Survey Monkey Count	Kass & Wendy tallies	TOTAL	Responses %
No religion	46	14	60	32.6
Buddhist	1	0	1	0.5
Christian (all denominations)	69	16	85	46.2
Hindu	1	1	2	1.1
Jewish	0	0	0	0.0
Muslim	13	0	13	7.1
Sikh	1	0	1	0.5
Other	3	0	3	1.6
I prefer not to say	16	3	19	10.3
<i>answered question</i>	150	34	184	
<i>skipped question</i>	34	9	43	

100.0

