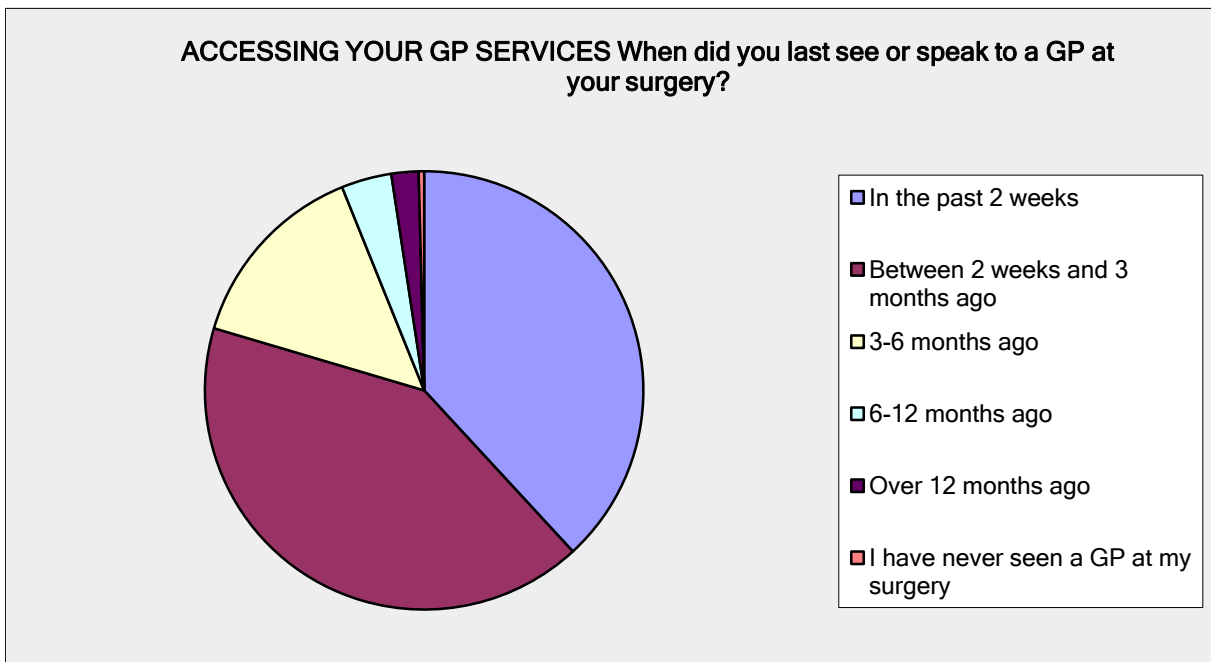


PPDES JohnSmith13

ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your surgery?		
Answer Options	Response Percent	Response Count
In the past 2 weeks	38.1%	93
Between 2 weeks and 3 months ago	41.4%	101
3-6 months ago	14.3%	35
6-12 months ago	3.7%	9
Over 12 months ago	2.0%	5
I have never seen a GP at my surgery	0.4%	1
<i>answered question</i>		244
<i>skipped question</i>		3

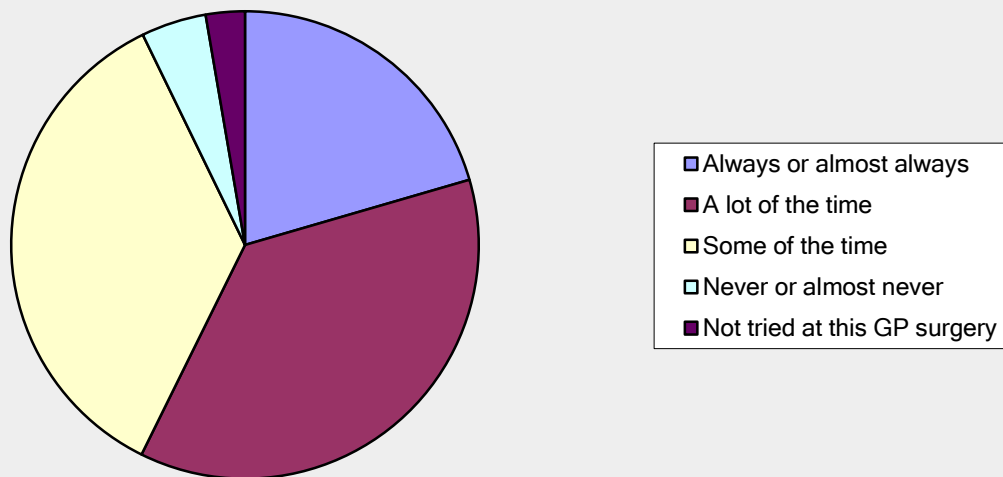


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Always or almost always	20.5%	45
A lot of the time	36.8%	81
Some of the time	35.5%	78
Never or almost never	4.5%	10
Not tried at this GP surgery	2.7%	6
<i>answered question</i>		220
<i>skipped question</i>		27

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

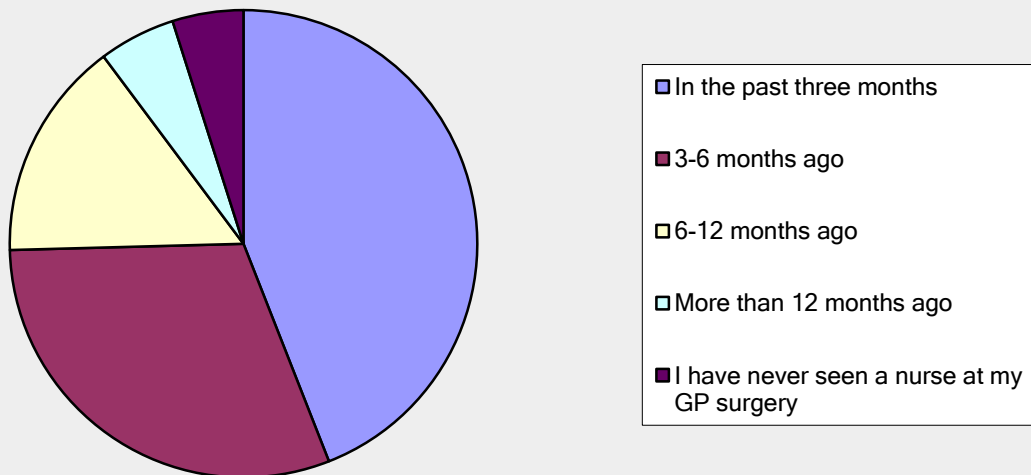


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
In the past three months	44.0%	107
3-6 months ago	30.5%	74
6-12 months ago	15.2%	37
More than 12 months ago	5.3%	13
I have never seen a nurse at my GP surgery	4.9%	12
<i>answered question</i>		243
<i>skipped question</i>		4

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

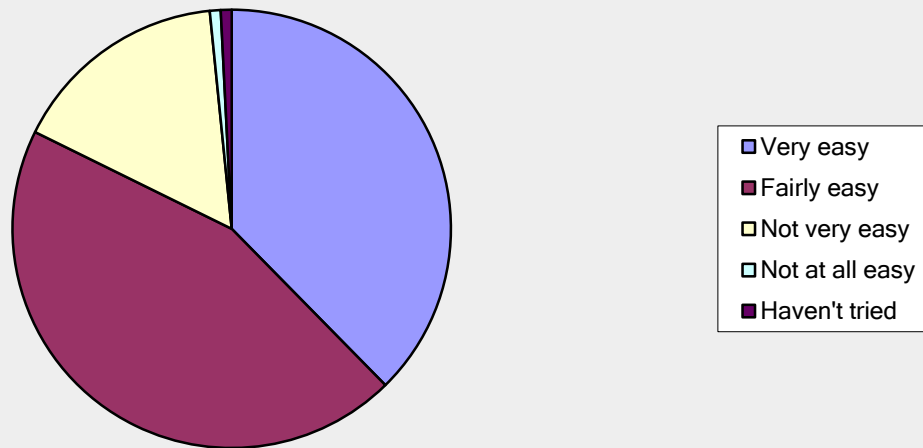


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Very easy	37.6%	91
Fairly easy	44.6%	108
Not very easy	16.1%	39
Not at all easy	0.8%	2
Haven't tried	0.8%	2
<i>answered question</i>		242
<i>skipped question</i>		5

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

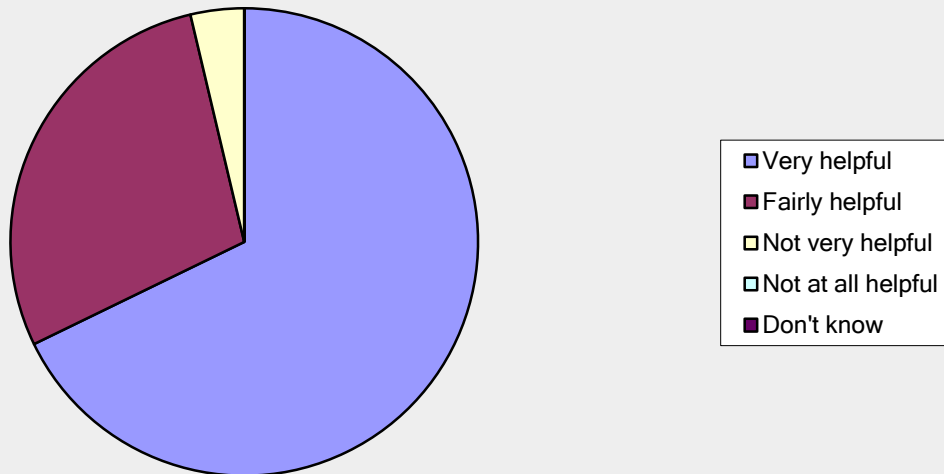


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Very helpful	67.8%	164
Fairly helpful	28.5%	69
Not very helpful	3.7%	9
Not at all helpful	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		242
<i>skipped question</i>		5

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

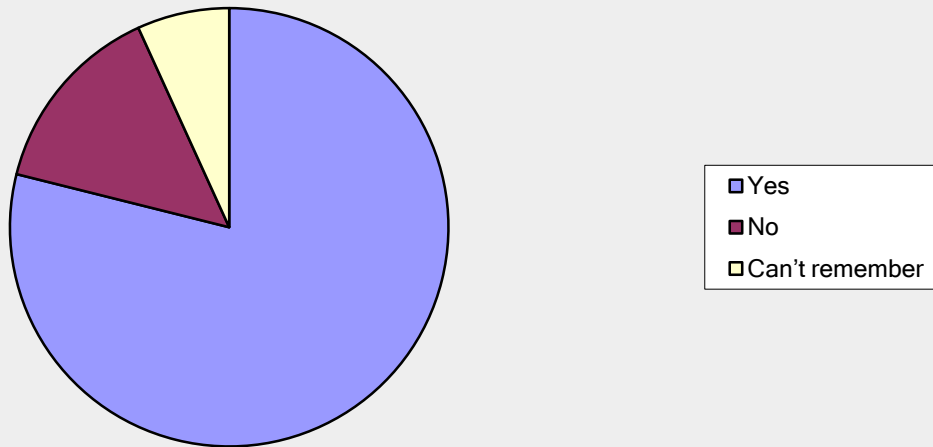


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Yes	78.9%	187
No	14.3%	34
Can't remember	6.8%	16
<i>answered question</i>		237
<i>skipped question</i>		10

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

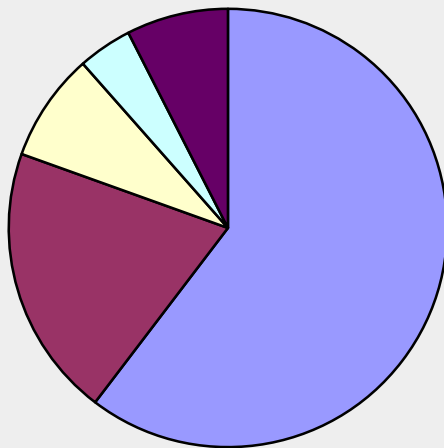


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
There weren't any appointments available on the day I	60.3%	120
There weren't any appointments for the time I wanted	20.1%	40
I couldn't see my preferred GP	8.0%	16
I couldn't book ahead	4.0%	8
Another reason	7.5%	15
<i>answered question</i>		199
<i>skipped question</i>		48

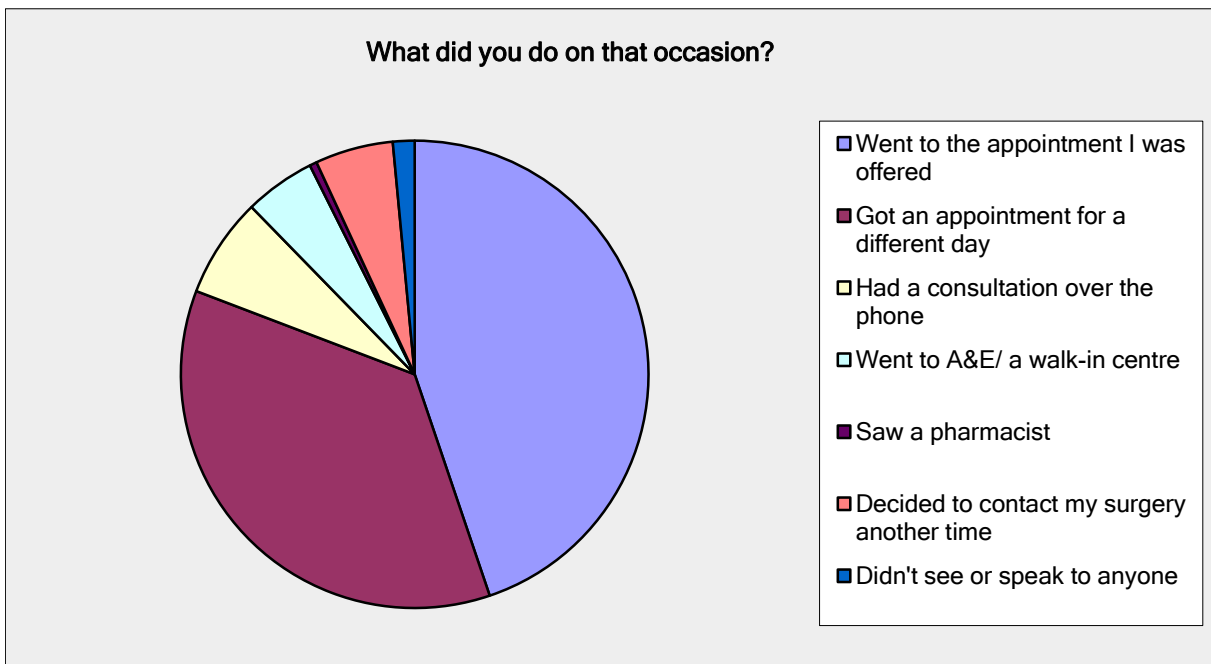
If you were unable to get an appointment or the appointment was inconvenient, why was that?



- 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 JohnSmith13

What did you do on that occasion?		
Answer Options	Response Percent	Response Count
Went to the appointment I was offered	44.8%	91
Got an appointment for a different day	36.0%	73
Had a consultation over the phone	6.9%	14
Went to A&E/ a walk-in centre	4.9%	10
Saw a pharmacist	0.5%	1
Decided to contact my surgery another time	5.4%	11
Didn't see or speak to anyone	1.5%	3
<i>answered question</i>		203
<i>skipped question</i>		44

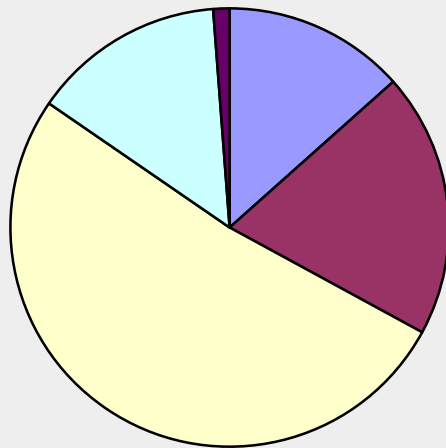


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Always on time	13.4%	33
Less than 5 minutes	19.5%	48
5-15 minutes	51.6%	127
More than 15 minutes	14.2%	35
Can't remember	1.2%	3
<i>answered question</i>		246
<i>skipped question</i>		1

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

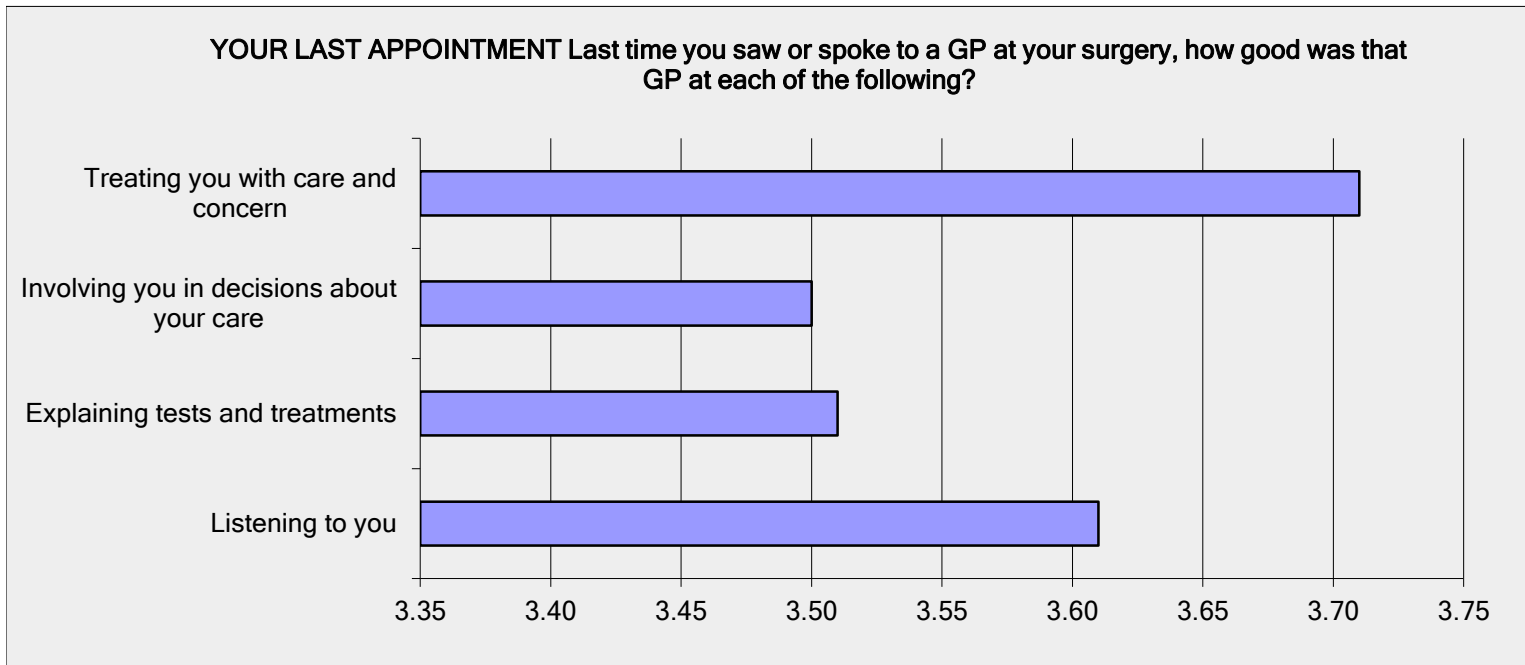


- Always on time
- Less than 5 minutes
- 5-15 minutes
- More than 15 minutes
- Can't remember

PPDES JohnSmith13

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

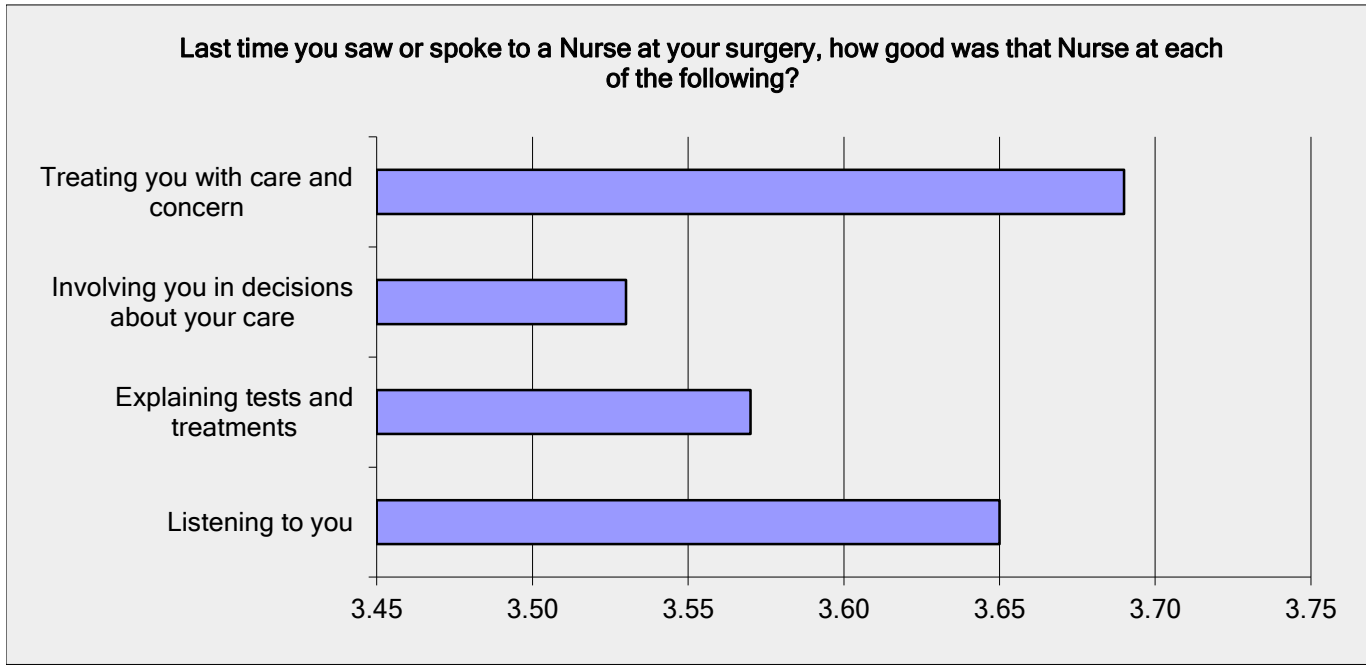
Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	7	7	99	89	39	3.61	241	
Explaining tests and treatments	8	10	100	89	28	3.51	235	
Involving you in decisions about your care	8	11	99	83	29	3.50	230	
Treating you with care and concern	4	4	84	99	37	3.71	228	
<i>answered question</i>							242	
<i>skipped question</i>							5	



PPDES JohnSmith13

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

Answer Options	Poor		Excellent		Rating Average	Response Count
Listening to you	7	3	86	94	3.65	224
Explaining tests and treatments	4	10	93	87	3.57	223
Involving you in decisions about your care	6	9	92	88	3.53	220
Treating you with care and concern	5	4	84	94	3.69	224
<i>answered question</i>						227
<i>skipped question</i>						20

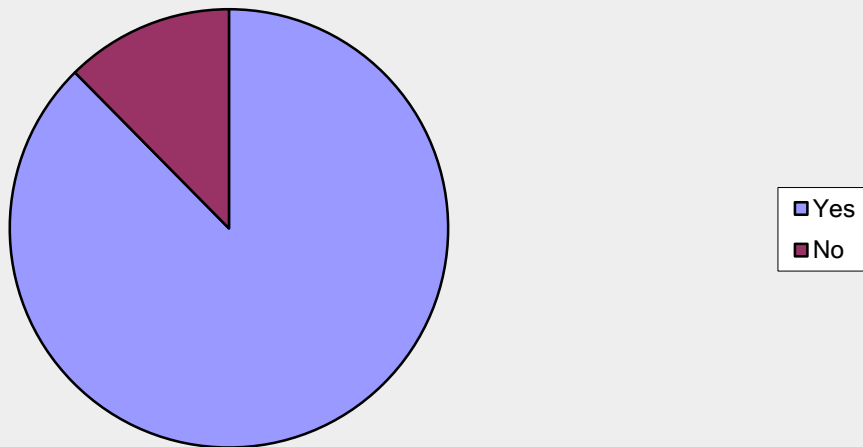


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Yes	87.6%	205
No	12.4%	29
<i>answered question</i>		234
<i>skipped question</i>		13

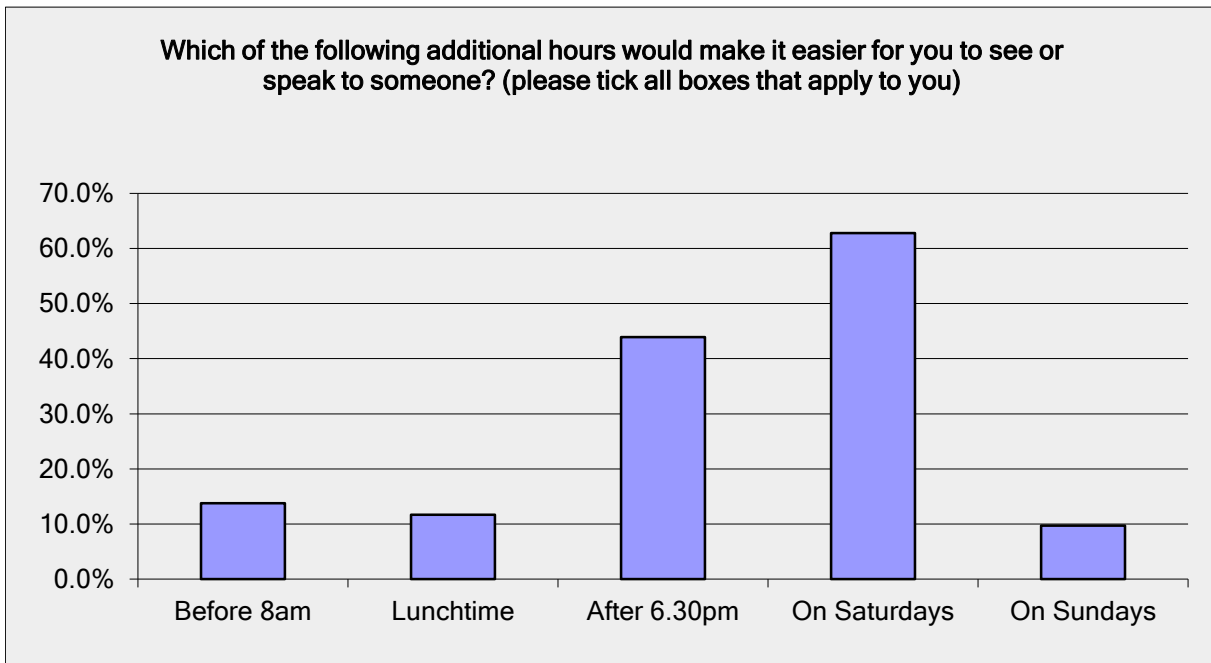
OPENING HOURS Is your GP surgery currently open at times convenient for you?



PPDES JohnSmith13

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	Response Percent	Response Count
Before 8am	13.8%	27
Lunchtime	11.7%	23
After 6.30pm	43.9%	86
On Saturdays	62.8%	123
On Sundays	9.7%	19
<i>answered question</i>		196
<i>skipped question</i>		51

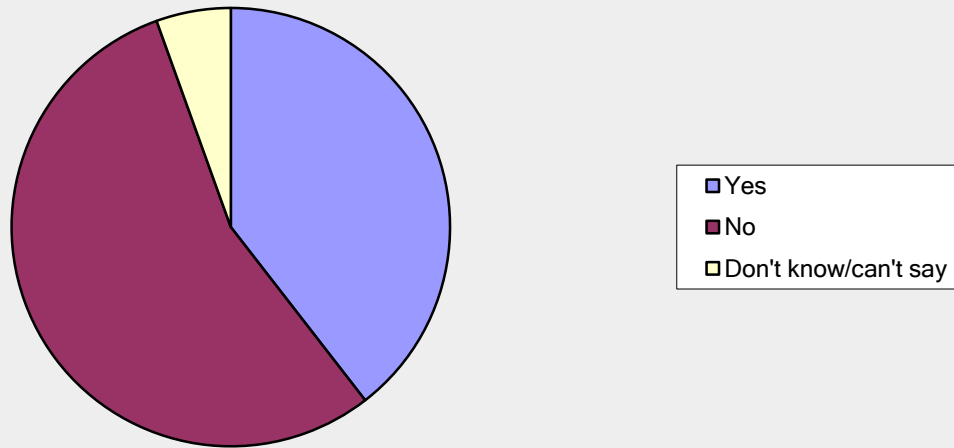


PPDES JohnSmith13

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

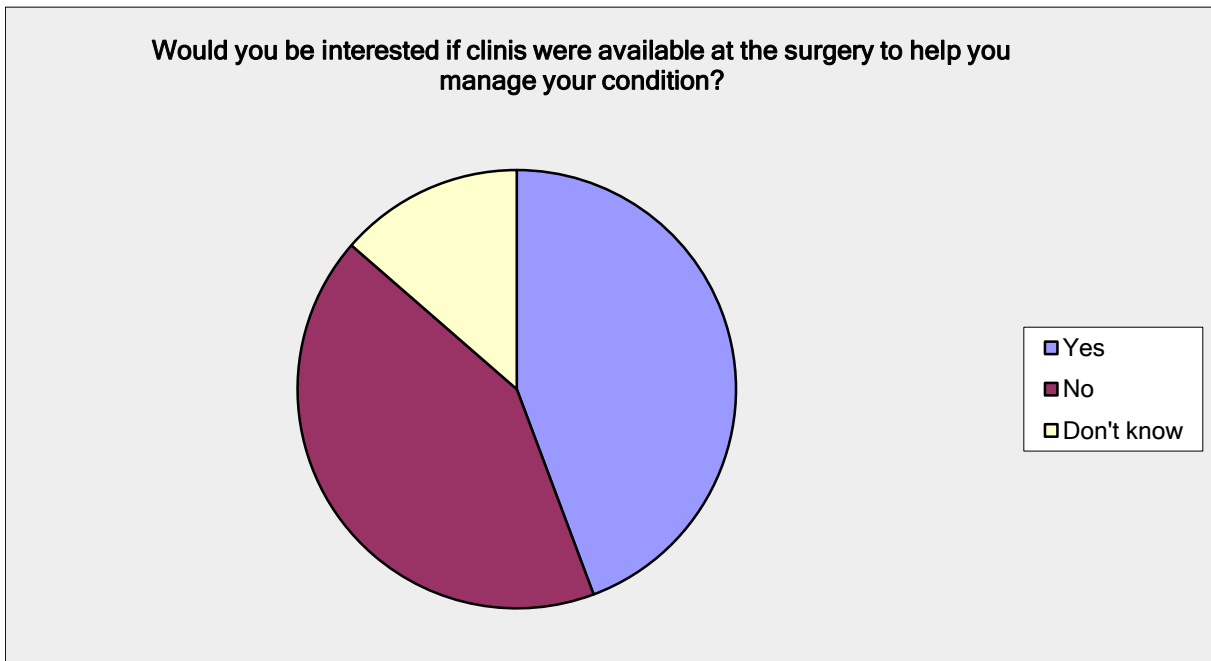
Answer Options	Response Percent	Response Count
Yes	39.5%	94
No	55.0%	131
Don't know/can't say	5.5%	13
<i>answered question</i>		238
<i>skipped question</i>		9

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



PPDES JohnSmith13

Would you be interested if clinis were available at the surgery to help you manage your condition?		
Answer Options	Response Percent	Response Count
Yes	44.3%	101
No	42.1%	96
Don't know	13.6%	31
<i>answered question</i>		228
<i>skipped question</i>		19

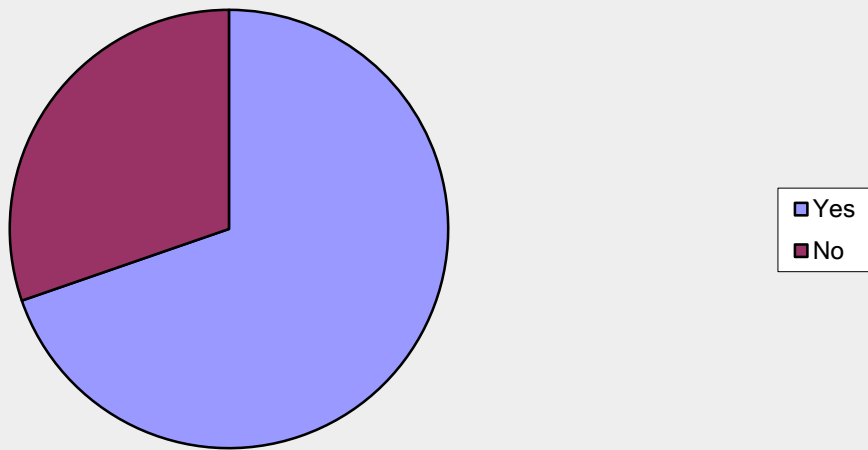


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
Yes	69.7%	166
No	30.3%	72
<i>answered question</i>		238
<i>skipped question</i>		9

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

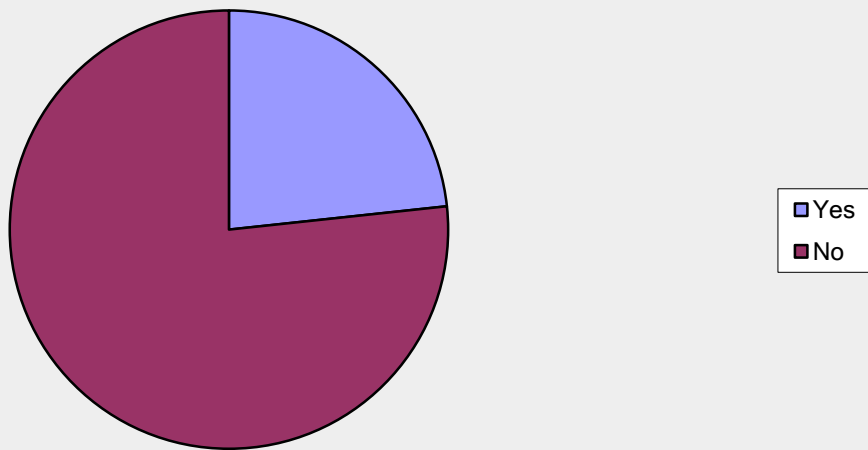


PPDES JohnSmith13

In the past 6 months, have you tried to contact the out-of-hours GP service?

Answer Options	Response Percent	Response Count
Yes	23.3%	56
No	76.7%	184
<i>answered question</i>		240
<i>skipped question</i>		7

In the past 6 months, have you tried to contact the out-of-hours GP service?

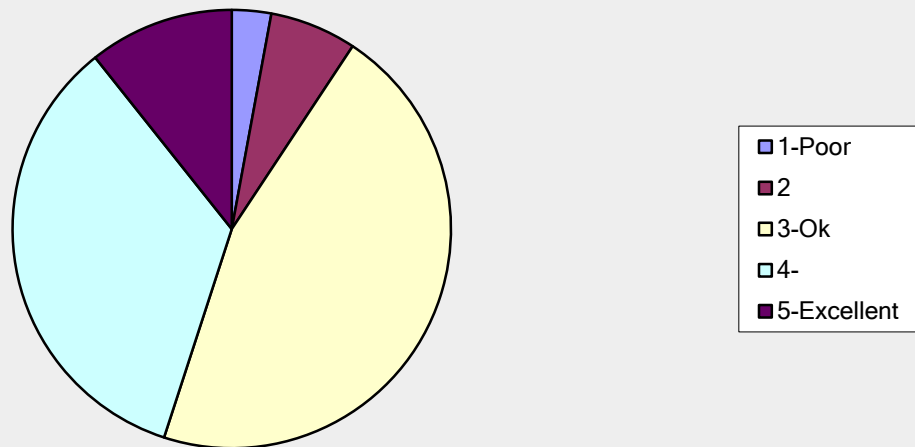


PPDES JohnSmith13

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

Answer Options	Response Percent	Response Count
1-Poor	2.9%	4
2	6.4%	9
3-Ok	45.7%	64
4-	34.3%	48
5-Excellent	10.7%	15
<i>answered question</i>		140
<i>skipped question</i>		107

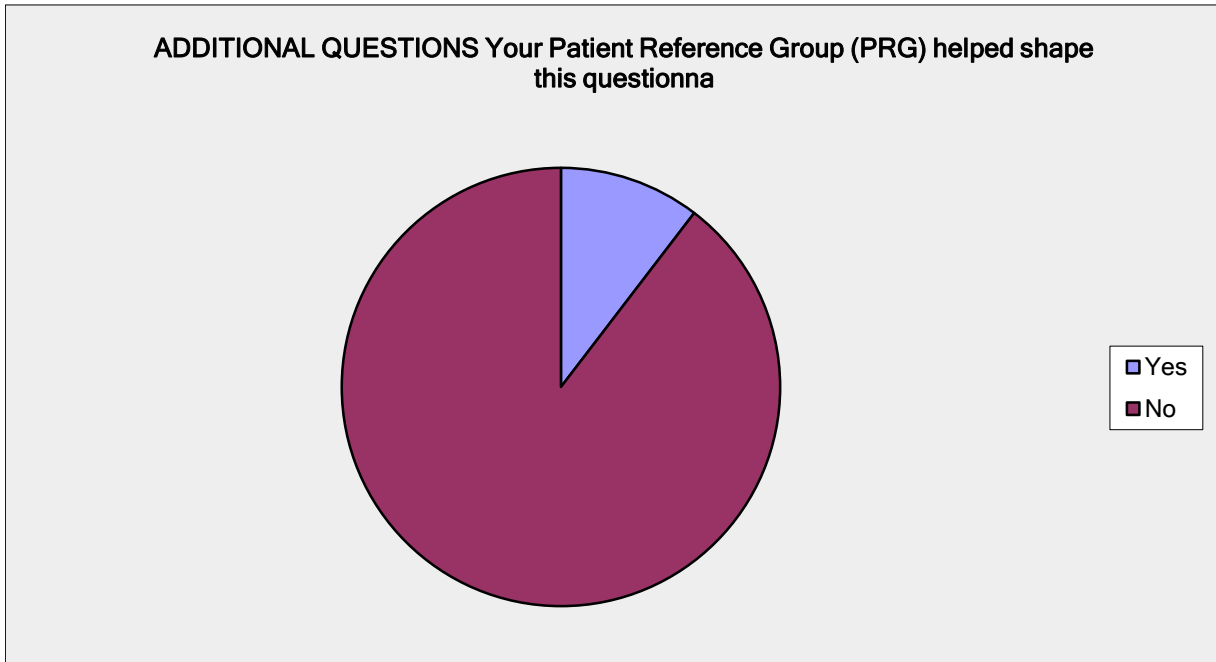
Overall how would you describe your experience of the out-of-hours service?



PPDES JohnSmith13

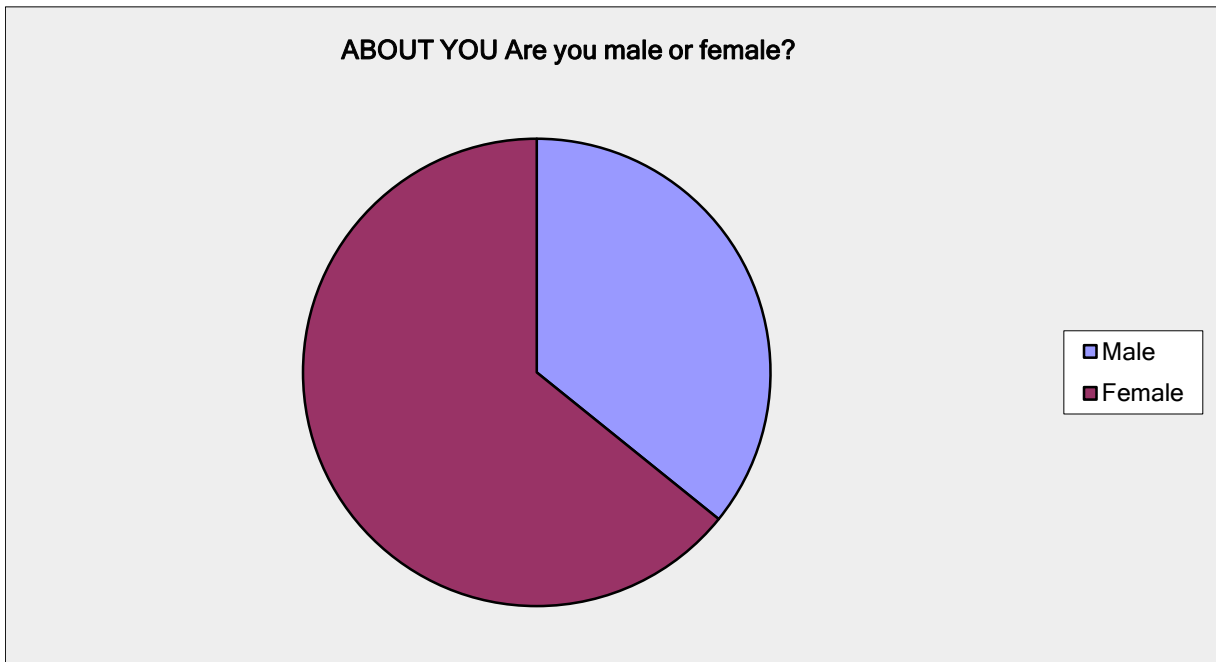
ADDITIONAL QUESTIONS Your Patient Reference Group (PRG) helped shape this questionnaire and will help the surgery to use the results to improve the service you

Answer Options	Response Percent	Response Count
Yes	10.4%	22
No	89.6%	189
<i>answered question</i>		211
<i>skipped question</i>		36



PPDES JohnSmith13

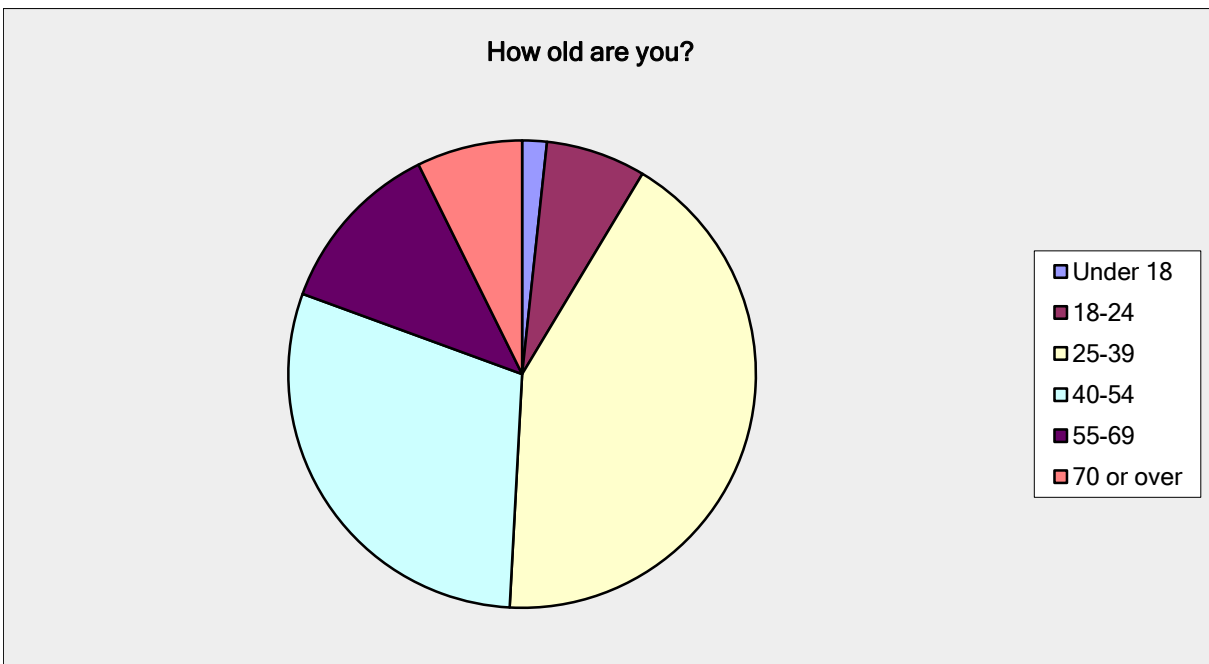
ABOUT YOU Are you male or female?		
Answer Options	Response Percent	Response Count
Male	35.8%	76
Female	64.2%	136
<i>answered question</i>		212
<i>skipped question</i>		35



PPDES JohnSmith13

How old are you?

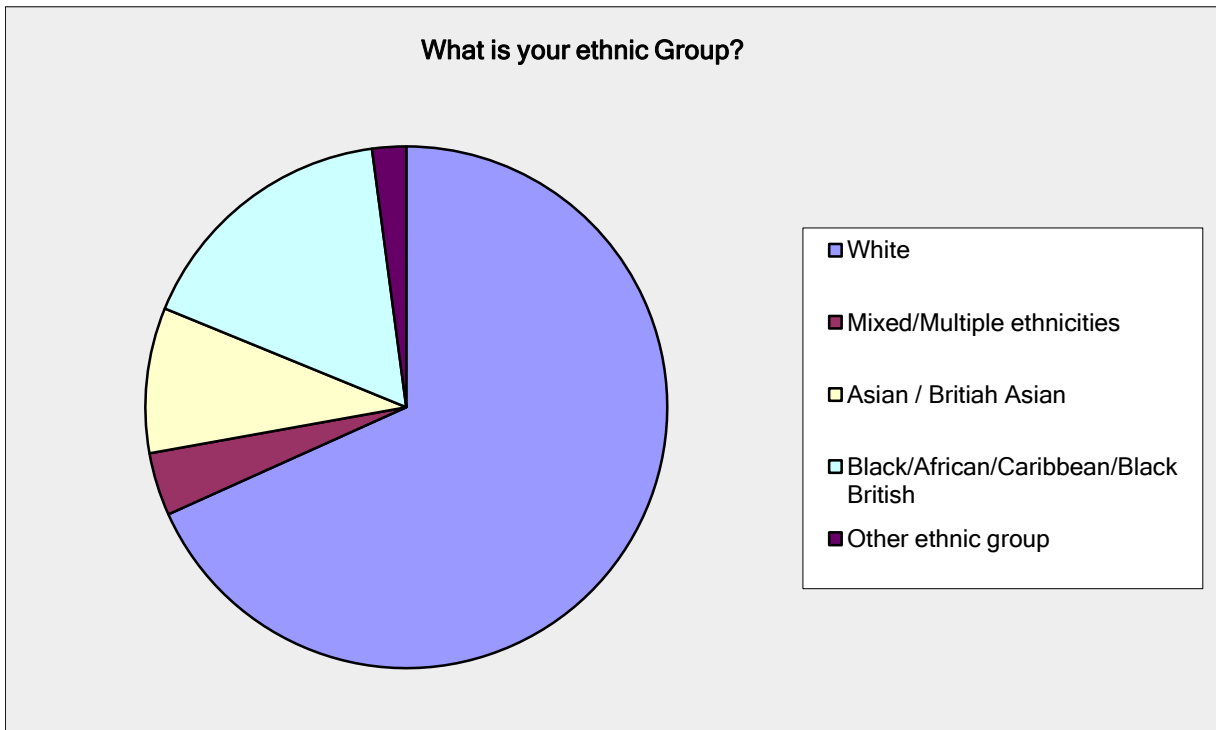
Answer Options	Response Percent	Response Count
Under 18	1.7%	4
18-24	6.9%	16
25-39	42.2%	98
40-54	29.7%	69
55-69	12.1%	28
70 or over	7.3%	17
<i>answered question</i>		232
<i>skipped question</i>		15



PPDES JohnSmith13

What is your ethnic Group?		
Answer Options	Response Percent	Response Count
White	68.2%	159
Mixed/Multiple ethnicities	3.9%	9
Asian / British Asian	9.0%	21
Black/African/Caribbean/Black British	16.7%	39
Other ethnic group	2.1%	5
Other (please specify)		4
<i>answered question</i>		233
<i>skipped question</i>		14

Number	Response Date	Other (please specify)	Categories
1	Feb 11, 2014 9:50 AM	afghan	
2	Feb 11, 2014 9:50 AM	afghan	
3	Jan 21, 2014 1:06 PM	indian	
4	Jan 7, 2014 11:36 AM	bulgarian	

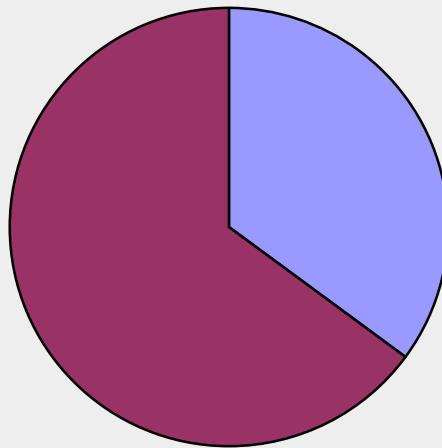


PPDES JohnSmith13

Are you the parent or guardian of any children under 16 living in your home?

Answer Options	Response Percent	Response Count
Yes	35.1%	65
No	64.9%	120
<i>answered question</i>		185
<i>skipped question</i>		62

Are you the parent or guardian of any children under 16 living in your home?



■ Yes
■ No

PPDES JohnSmith13

Are you a deaf person using sign language?		
Answer Options	Response Percent	Response Count
Yes	1.1%	2
No	98.9%	173
<i>answered question</i>		175
<i>skipped question</i>		72

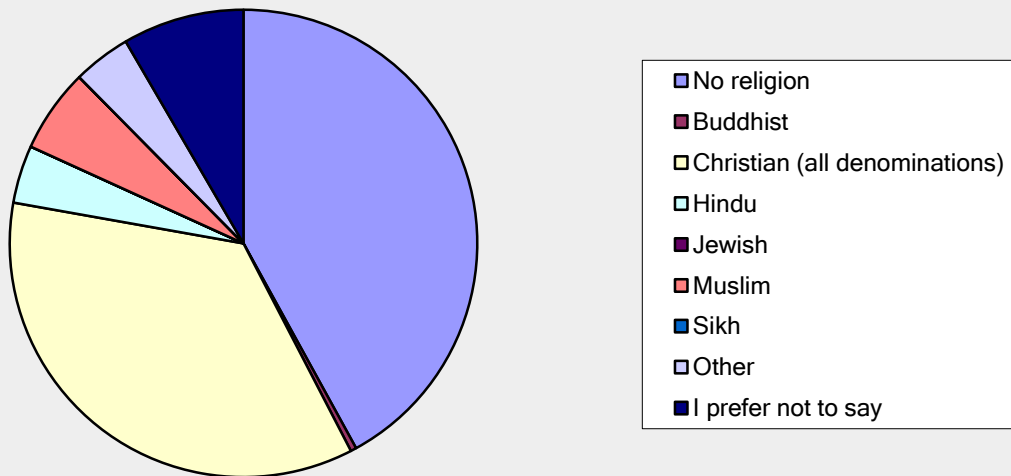


PPDES JohnSmith13

Which of these best describes your religion?

Answer Options	Response Percent	Response Count
No religion	42.0%	95
Buddhist	0.4%	1
Christian (all denominations)	35.4%	80
Hindu	4.0%	9
Jewish	0.0%	0
Muslim	5.8%	13
Sikh	0.0%	0
Other	4.0%	9
I prefer not to say	8.4%	19
<i>answered question</i>		226
<i>skipped question</i>		21

Which of these best describes your religion?



PPDES JohnSmith13

Additional Comments	
Answer Options	Response Count
	38
<i>answered question</i>	38
<i>skipped question</i>	209

No	Response Date	Response Text
1	Feb 14, 2014 7:08 PM	all good
2	Feb 14, 2014 7:01 PM	good surgery
3	Feb 14, 2014 7:00 PM	all good
4	Feb 14, 2014 6:58 PM	i find roseanne and wendy are lovely nothing is to much for them they are always willing to help they work good together as a team
5	Feb 14, 2014 6:56 PM	its very nice to see charottle back always smiling
6	Feb 14, 2014 6:27 PM	i think kashmria has a really bad attitude but the other staff are really lovely,friendly and welcoming
7	Feb 14, 2014 6:20 PM	gps should take time to listern instead of looking at the computer whilst talking to patient it is disrespectful. nurse always pay attention when dealing with you
8	Feb 14, 2014 5:49 PM	i do not find receptionist very freindy and they always seem to be in a hurry when on the phone it would be good if they could repeat date and times of bookings the present nurse is nice and helpful
9	Feb 14, 2014 5:28 PM	receptionist are allways happy to help with any questions
10	Feb 14, 2014 5:21 PM	all the staff are very good at there jobs apart from one of them she is very rude and dont care i would just like to say how brillent the staff here are ,but in particular der kendell,wendy and rosie,[] [] i suffer with many problems and wendy is never to busy to stop and speak with me and make sure i recieve the right help and support,makes you feel so welcome and understood and really couldnt ask for a better manager here,she goes beyoud the call of duty i actually think shes a super hero in disguise,also i would ,like to say dr kendell has helped me also he is soo understqanding and puts me at ease,also rosie is a god send to her smiling face behind the desk makes you feel at ease and cheers you up,always willing to help.with kashimra i feel that she could be a bit more sympathtic and understanding towards me,she makes me feel like i shouldnt be at the doctors but overall im very happy to be a patient here
11	Feb 14, 2014 4:55 PM	and never want to leave.
12	Feb 14, 2014 4:27 PM	nurses are very good when it comes to giving baby injections
13	Feb 14, 2014 4:24 PM	needs more drs answering of the phones has inproved []
14	Feb 14, 2014 4:22 PM	receptionist lisa is nice very busy and demanding surgery []
15	Feb 14, 2014 4:19 PM	should not be in a shared building with housing
16	Feb 14, 2014 4:11 PM	online prescription and booking appoinments online is good need more drs great surgery[]
17	Feb 14, 2014 4:03 PM	good bunch of staff and drs i find the surgery has inproved it nice to have regular drs but could do with more drs the nurse manisha is very nice and make you feel at ease new receptionist seen nice rosie is brilliant all nice and polite very helpful young lady also wendy the manger is very good at her job and always willing to go that extra mile to help.
18	Feb 14, 2014 3:51 PM	glad to see we can now access appointments online. kashermia can still be rude but has inproved a lot which is nice to see practice manger is brilliant and the surgery would not run with out her
19	Feb 14, 2014 3:42 PM	
20	Feb 14, 2014 3:18 PM	very good surgery
21	Feb 14, 2014 3:05 PM	receptionist are very nice and helpful dr are nice but there needs more staff and gps

22	Feb 12, 2014 10:33 AM	the surgery is always very helpful and always try to accomodate me dr rahman is not a doctor i wouldnt ask to see her as i find her very rude dose not touch when needed in and out of room very asap answers phone when you are in room i dont
23	Feb 12, 2014 10:27 AM	think she should be at this surgery.
24	Feb 12, 2014 10:05 AM	overall great surgery just difficult to book appointment with preferredgp at convenient time
25	Feb 12, 2014 10:05 AM	overall great surgery just difficult to book appointment with preferredgp at convenient time
26	Feb 11, 2014 10:42 AM	i find the staff helpful and pleasant. on arrival receptionist staff are really good and welcoming and drs are mostly understanding
27	Feb 11, 2014 10:08 AM	but seem to have a time frame ? rosie receptionist is very helpful and polite when phoning,very easy to talk to. Also the nurse needs to be available more days. Saturday mornings would be of great help to have doctors
28	Feb 11, 2014 10:02 AM	available for patients that work all week late.
29	Feb 11, 2014 9:50 AM	dr raham is the best doctor the clinic is great
30	Feb 11, 2014 9:50 AM	dr raham is the best doctor the clinic is great
31	Feb 7, 2014 6:30 PM	I am new to this surgery for now i like the surgery because a friend recommended it to me
32	Jan 29, 2014 8:56 AM	Lovely surgery helpful staff
33	Jan 15, 2014 9:50 AM	all reception staff very helpful
34	Jan 7, 2014 1:56 PM	All the staff are a;lways helpful and are all very friendly
35	Jan 7, 2014 11:36 AM	Please provide a small dressing trolley like hospital for better service
36	Jan 7, 2014 8:51 AM	Monday 22.12.2013 Doctor very rude didn't listen to me at all, dont want her again The reception staff do try and help where they can although there is one who sometimes shall we say can be dismissive and unhelpful. Overall the Team are very helpful the new healthcare assistant is lovely perhaps some of the receptionists could take a leaf out of her
37	Jan 6, 2014 2:07 PM	book to learn people skills. mOST OF THE RECEPTION STAFF ARE HELPFUL 1 OR 2 LEAVE A LOT TO BE DESIRED. i FIND SWEARING ON FRONT DESK UNPROFESIONAL. a SMIOLE WOULD BE NICE. dO SOMETHING ABOUT THE TELEPHONES IE?: ANSWER THEM
38	Dec 27, 2013 10:56 AM	