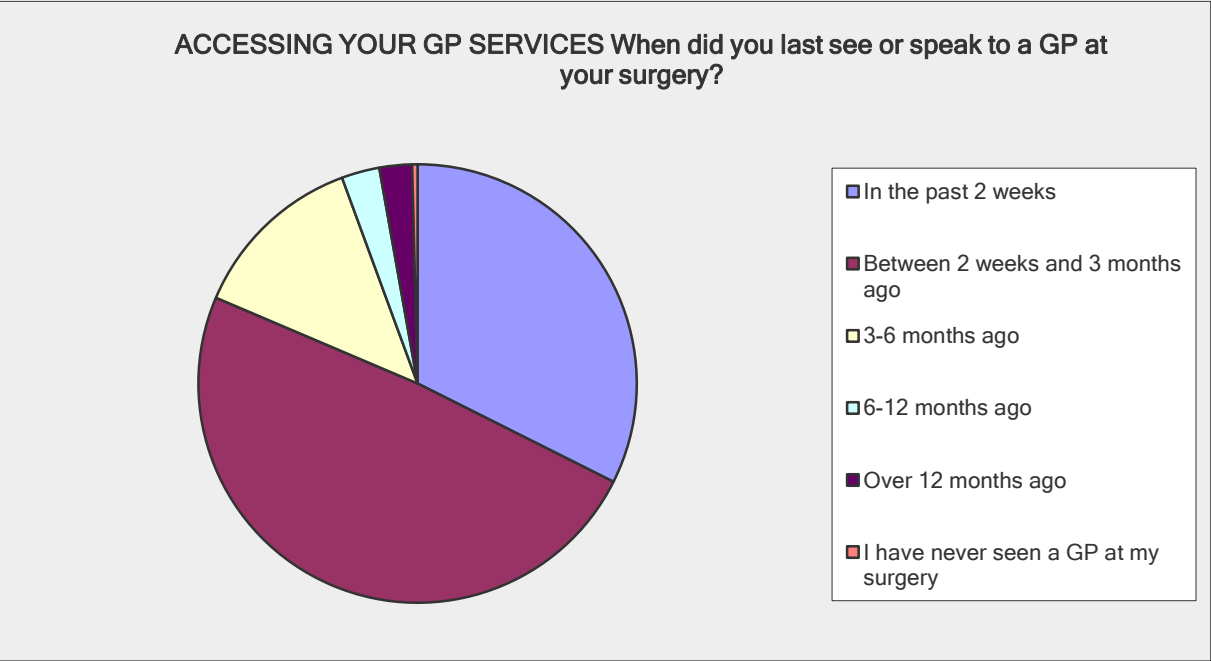


PPDES JohnSmith12

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	32.4%	80
Between 2 weeks and 3 months ago	49.0%	121
3-6 months ago	13.0%	32
6-12 months ago	2.8%	7
Over 12 months ago	2.4%	6
I have never seen a GP at my surgery	0.4%	1
<i>answered question</i>		247
<i>skipped question</i>		1

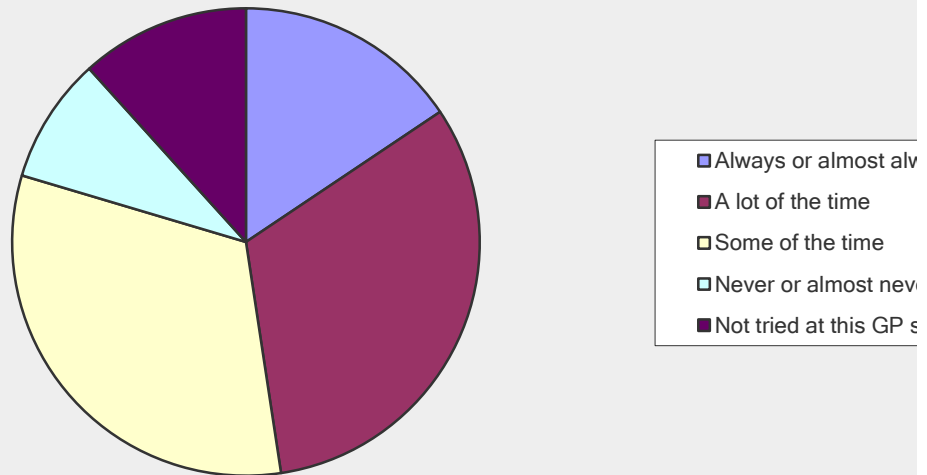


PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Always or almost always	15.6%	36
A lot of the time	32.0%	74
Some of the time	32.0%	74
Never or almost never	8.7%	20
Not tried at this GP surgery	11.7%	27
<i>answered question</i>		231
<i>skipped question</i>		17

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





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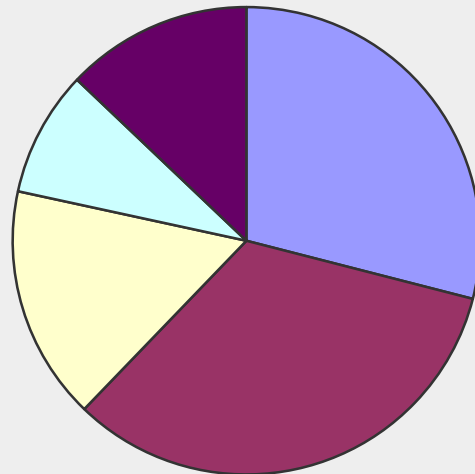
surgery

PPDES JohnSmith12

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	29.0%	70
3-6 months ago	33.2%	80
6-12 months ago	16.2%	39
More than 12 months ago	8.7%	21
I have never seen a nurse at my GP surgery	12.9%	31
<i>answered question</i>		241
<i>skipped question</i>		7

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



- In the past three months
- 3-6 months ago
- 6-12 months ago
- More than 12 months ago
- I have never seen a nurse surgery



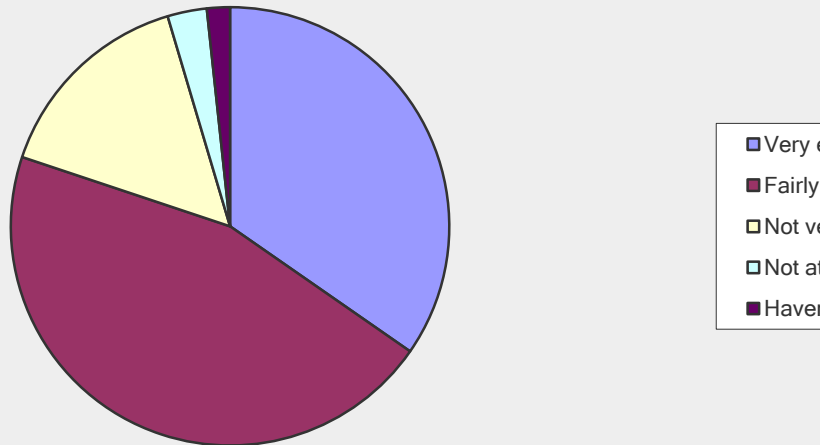
: at my GP

PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Very easy	34.7%	84
Fairly easy	45.5%	110
Not very easy	15.3%	37
Not at all easy	2.9%	7
Haven't tried	1.7%	4
<i>answered question</i>		242
<i>skipped question</i>		6

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



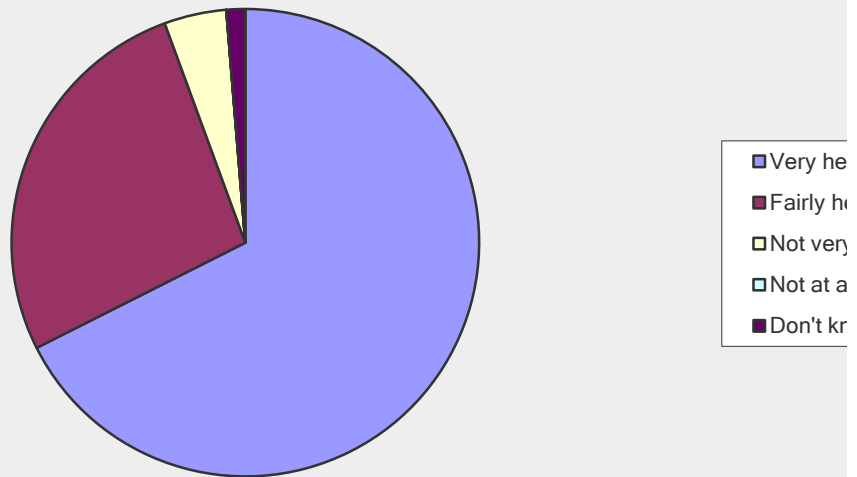
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PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Very helpful	67.5%	156
Fairly helpful	26.8%	62
Not very helpful	4.3%	10
Not at all helpful	0.0%	0
Don't know	1.3%	3
<i>answered question</i>		231
<i>skipped question</i>		17

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



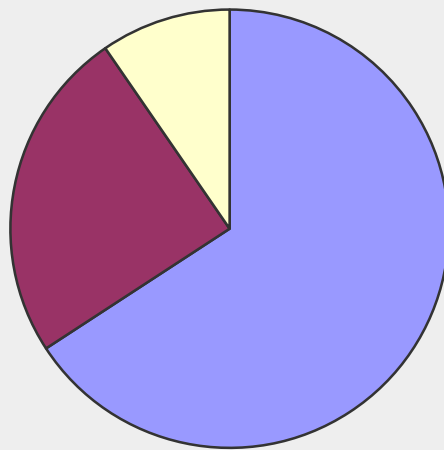
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PPDES JohnSmith12

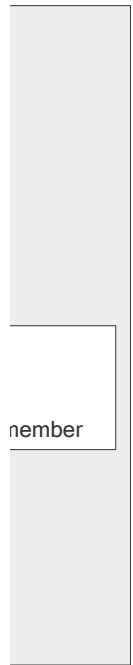
MAKING AN APPOINTMENT The last time you tried were you able to see or speak to someone within your desired timescale?

Answer Options	Response Percent	Response Count
Yes	65.8%	158
No	24.6%	59
Can't remember	9.6%	23
<i>answered question</i>		240
<i>skipped question</i>		8

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



- Yes
- No
- Can't remember

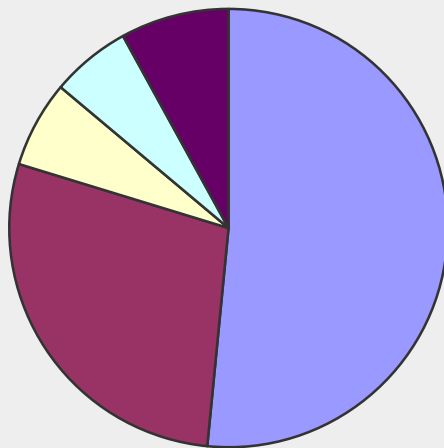


PPDES JohnSmith12

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	51.6%	97
There weren't any appointments for the time I wanted	28.2%	53
I couldn't see my preferred GP	6.4%	12
I couldn't book ahead	5.9%	11
Another reason	8.0%	15
<i>answered question</i>		188
<i>skipped question</i>		60

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

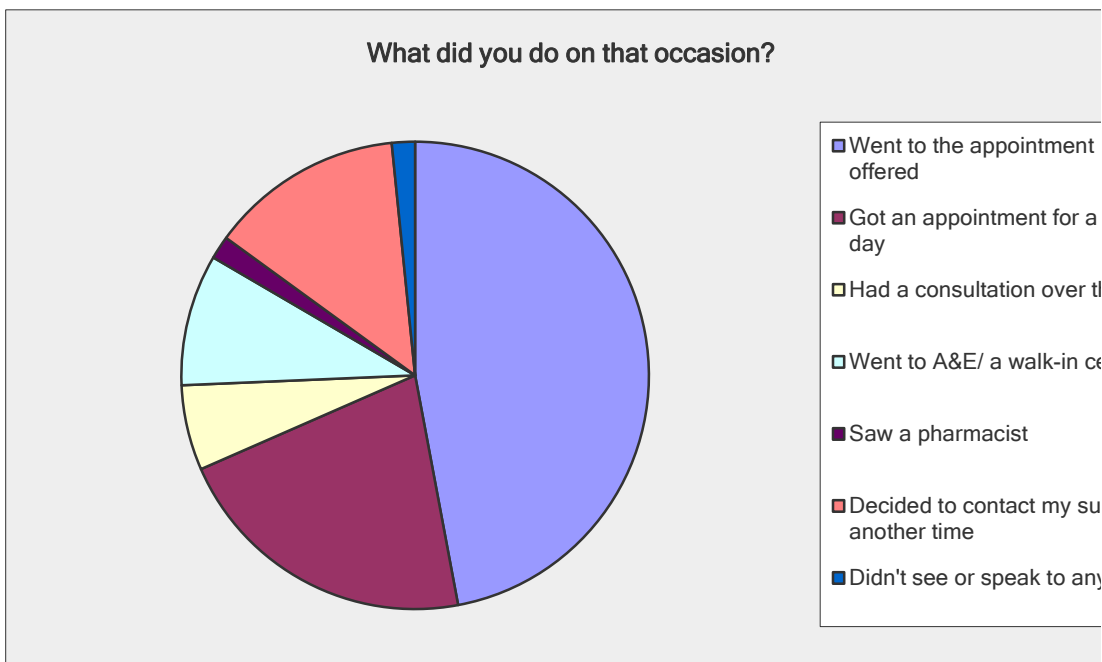


- There weren't any appointments available on the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead
- Another reason

PPDES JohnSmith12

What did you do on that occasion?

Answer Options	Response Percent	Response Count
Went to the appointment I was offered	47.1%	88
Got an appointment for a different day	21.4%	40
Had a consultation over the phone	5.9%	11
Went to A&E/ a walk-in centre	9.1%	17
Saw a pharmacist	1.6%	3
Decided to contact my surgery another time	13.4%	25
Didn't see or speak to anyone	1.6%	3
answered question		187
skipped question		61



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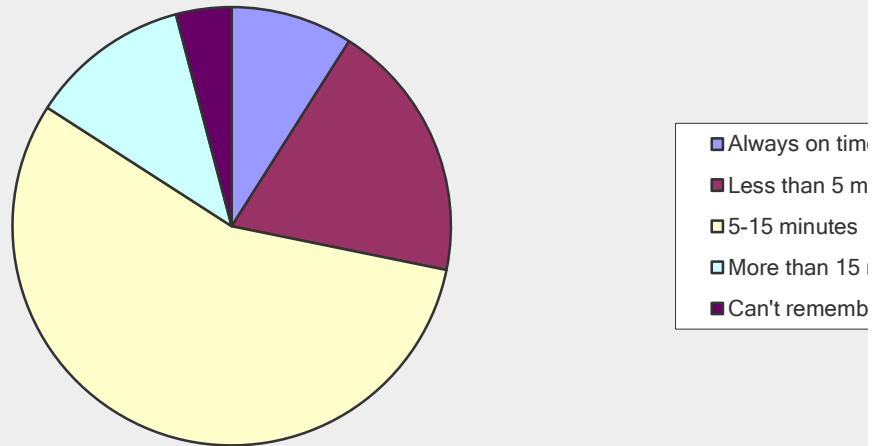
yone

PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Always on time	9.0%	22
Less than 5 minutes	19.2%	47
5-15 minutes	55.9%	137
More than 15 minutes	11.8%	29
Can't remember	4.1%	10
<i>answered question</i>		245
<i>skipped question</i>		3

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



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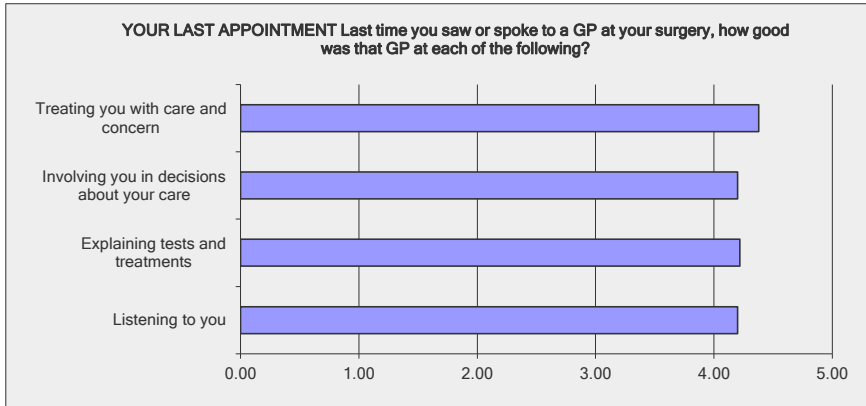
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PPDES JohnSmith12

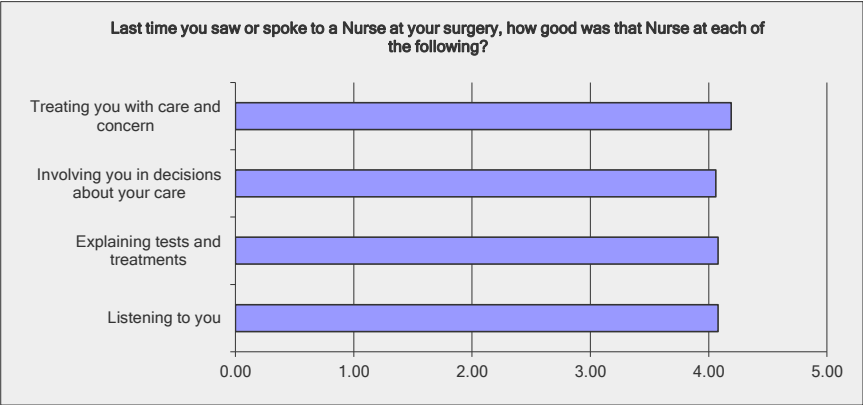
YOUR LAST APPOINTMENT Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?

Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	8	7	38	61	123	4.20	237	
Explaining tests and treatments	3	11	32	66	111	4.22	223	
Involving you in decisions about your care	2	13	34	62	111	4.20	222	
Treating you with care and concern	3	3	30	57	129	4.38	222	
							<i>answered question</i>	237
							<i>skipped question</i>	11



PPDES JohnSmith12

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	1	9	41	73	79	4.08	203
Explaining tests and treatments	1	10	37	70	76	4.08	194
Involving you in decisions about your care	2	10	39	67	76	4.06	194
Treating you with care and concern	1	7	34	68	88	4.19	198
<i>answered question</i>							205
<i>skipped question</i>							43

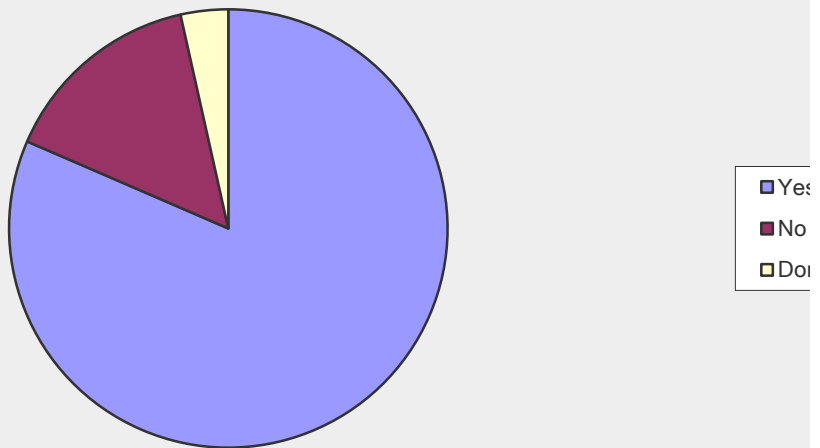


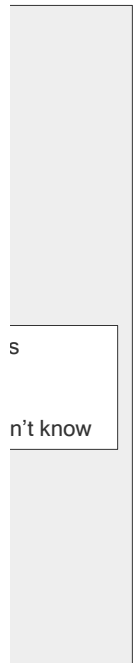
PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Yes	81.5%	185
No	15.0%	34
Don't know	3.5%	8
<i>answered question</i>		227
<i>skipped question</i>		21

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





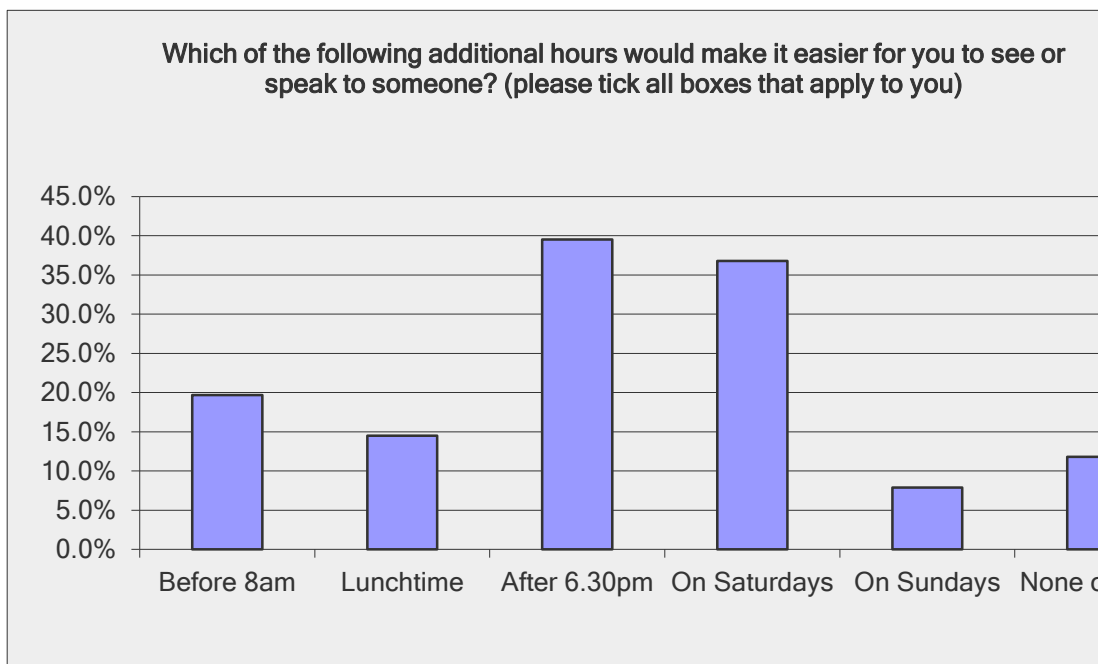
s

n't know

PPDES JohnSmith12

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	19.7%	30
Lunchtime	14.5%	22
After 6.30pm	39.5%	60
On Saturdays	36.8%	56
On Sundays	7.9%	12
None of these	11.8%	18
<i>answered question</i>		152
<i>skipped question</i>		96

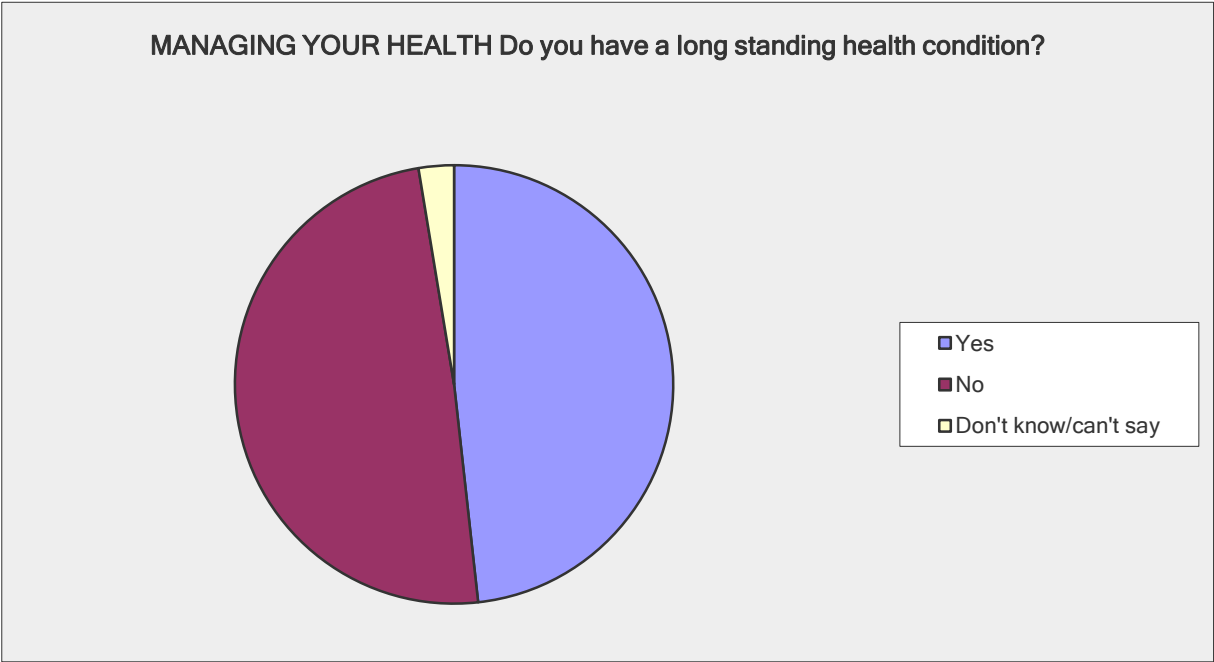




PPDES JohnSmith12

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

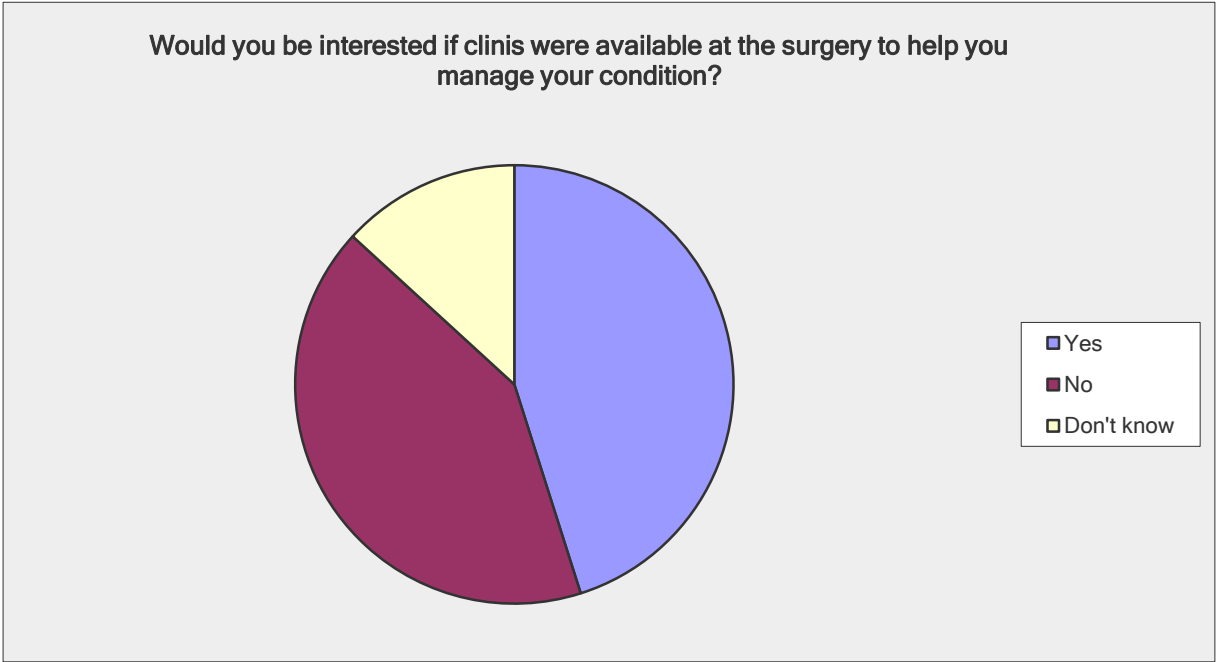
Answer Options	Response Percent	Response Count
Yes	48.2%	110
No	49.1%	112
Don't know/can't say	2.6%	6
<i>answered question</i>		228
<i>skipped question</i>		20



PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Yes	45.1%	92
No	41.7%	85
Don't know	13.2%	27
<i>answered question</i>		204
<i>skipped question</i>		44

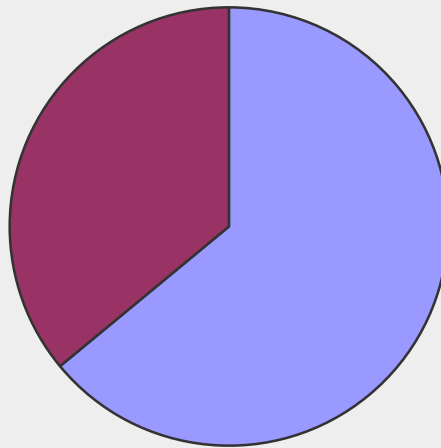


PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Yes	64.0%	146
No	36.0%	82
<i>answered question</i>		228
<i>skipped question</i>		20

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



Yes

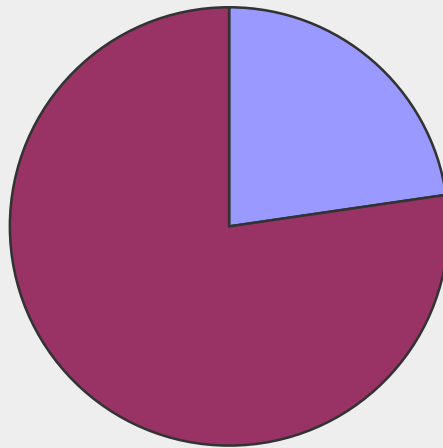
No

PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
Yes	22.7%	52
No	77.3%	177
<i>answered question</i>		229
<i>skipped question</i>		19

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



Yes

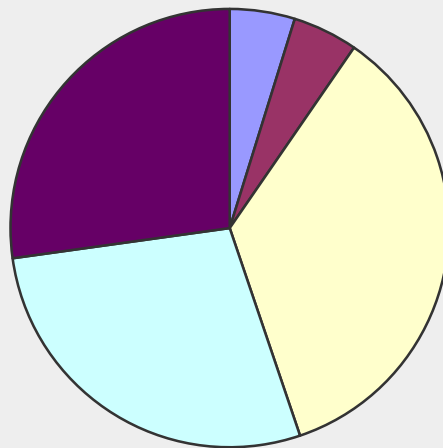
No

PPDES JohnSmith12

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

Answer Options	Response Percent	Response Count
1-Poor	4.8%	6
2	4.8%	6
3-Ok	35.2%	44
4-	28.0%	35
5-Excellent	27.2%	34
<i>answered question</i>		125
<i>skipped question</i>		123

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

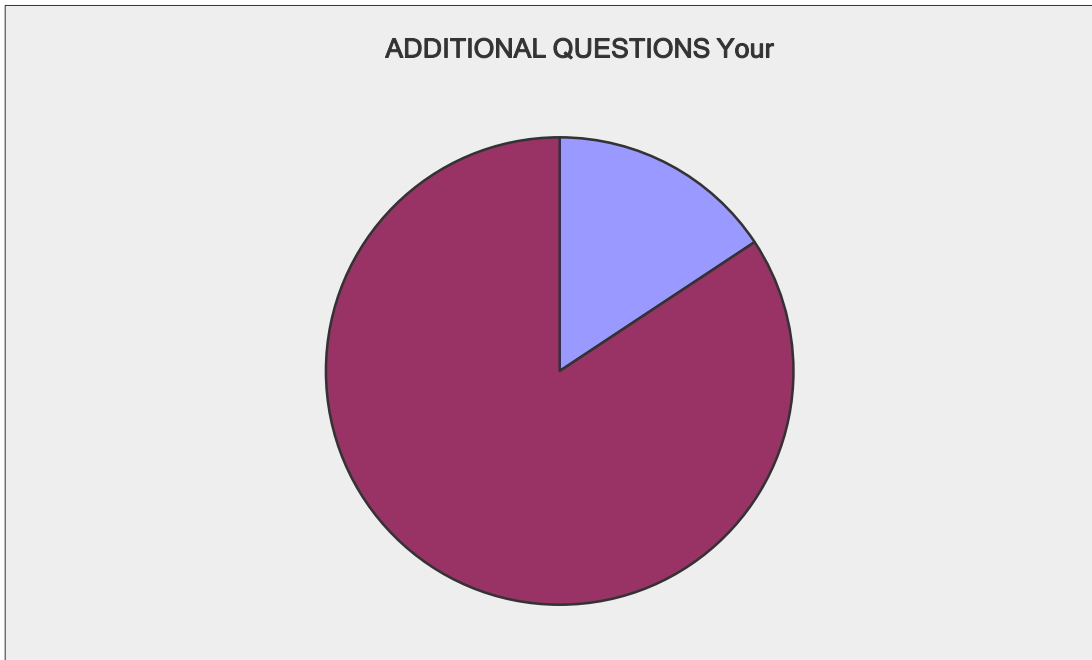


- 1-P
- 2
- 3-O
- 4-
- 5-E

Poor
Ok
Excellent

PPDES JohnSmith12

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	15.7%	29
No	84.3%	156
<i>answered question</i>		185
<i>skipped question</i>		63



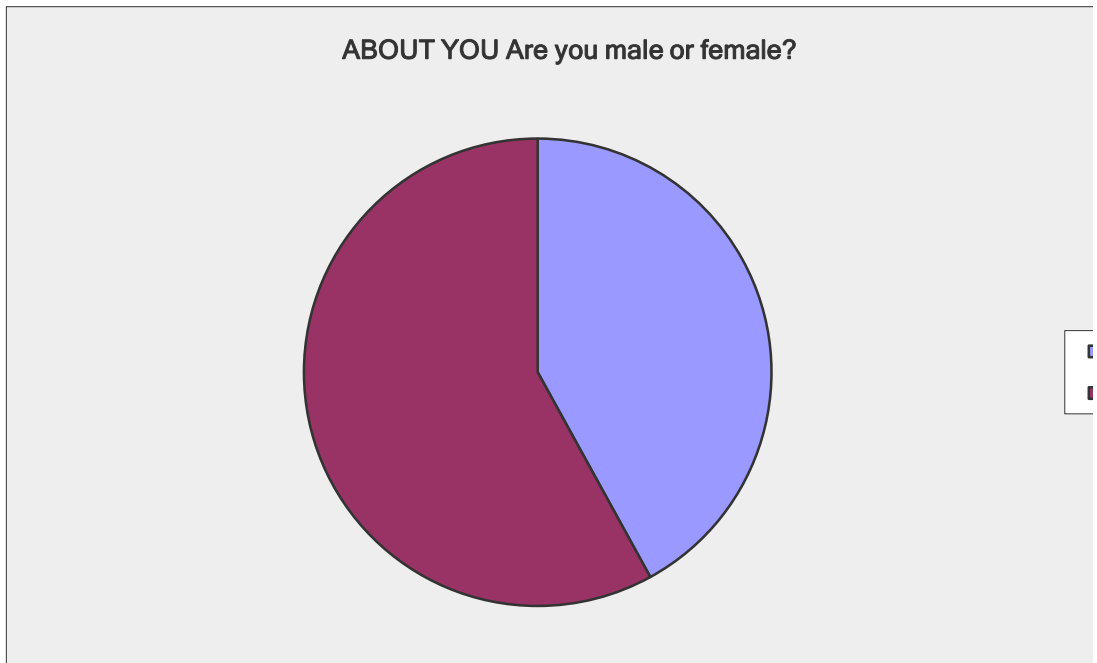
Yes

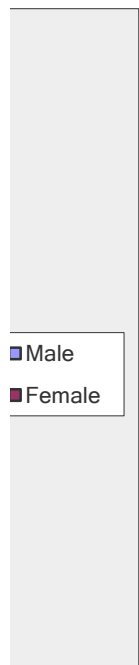
No

PPDES JohnSmith12

ABOUT YOU Are you male or female?

Answer Options	Response Percent	Response Count
Male	42.0%	60
Female	58.0%	83
<i>answered question</i>		143
<i>skipped question</i>		105

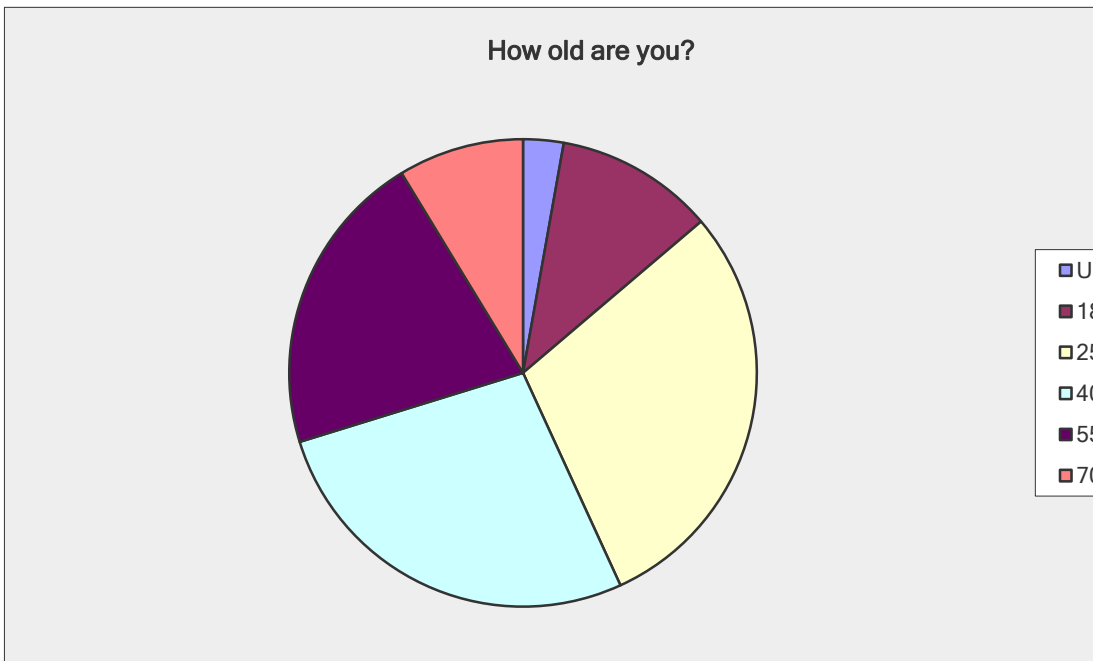




PPDES JohnSmith12

How old are you?

Answer Options	Response Percent	Response Count
Under 18	2.8%	6
18-24	11.0%	24
25-39	29.4%	64
40-54	27.1%	59
55-69	21.1%	46
70 or over	8.7%	19
<i>answered question</i>		218
<i>skipped question</i>		30

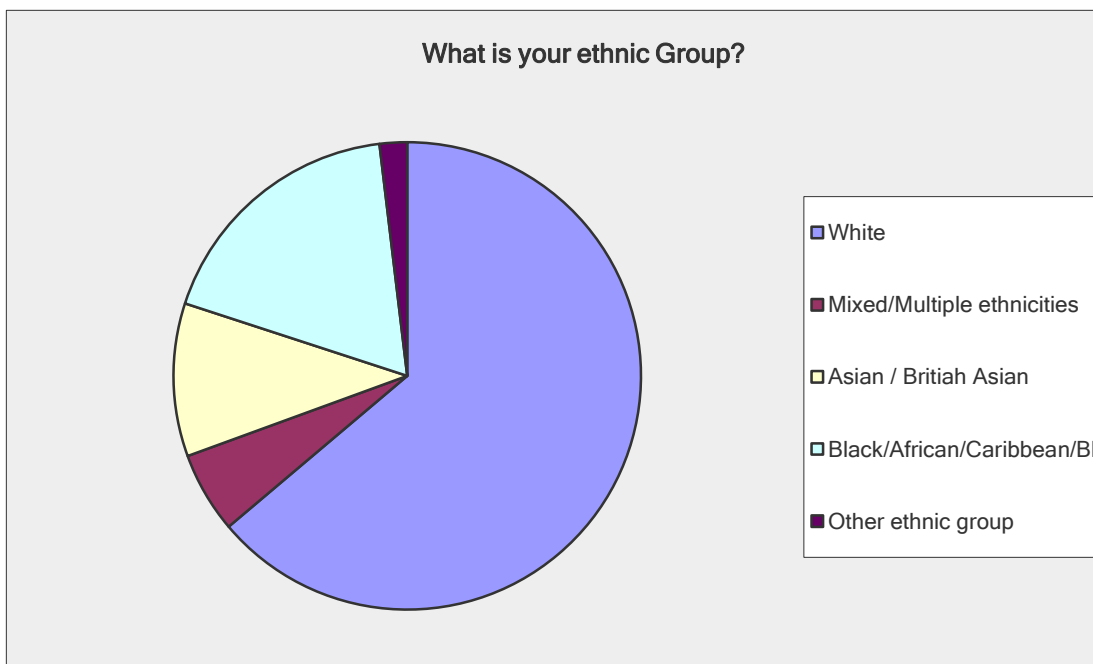


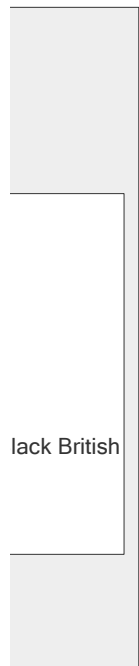
Under 18
8-24
5-39
0-54
5-69
0 or over

PPDES JohnSmith12

What is your ethnic Group?

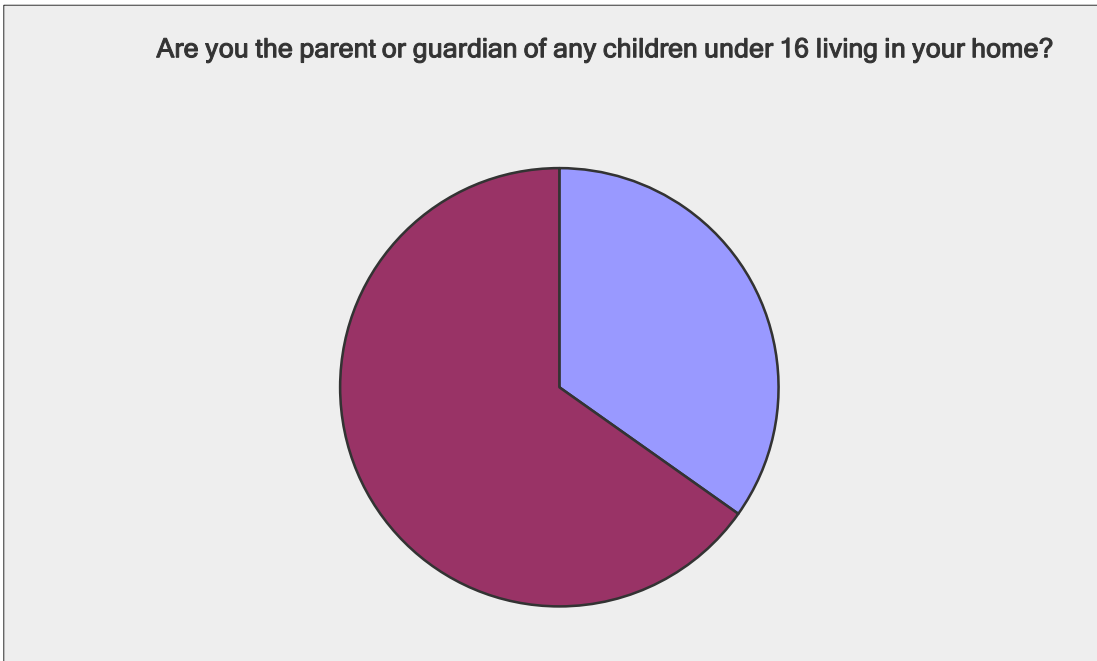
Answer Options	Response Percent	Response Count
White	63.9%	138
Mixed/Multiple ethnicities	5.6%	12
Asian / British Asian	10.6%	23
Black/African/Caribbean/Black British	18.1%	39
Other ethnic group	1.9%	4
Other (please specify)		3
	answered question	216
	skipped question	32





PPDES JohnSmith12

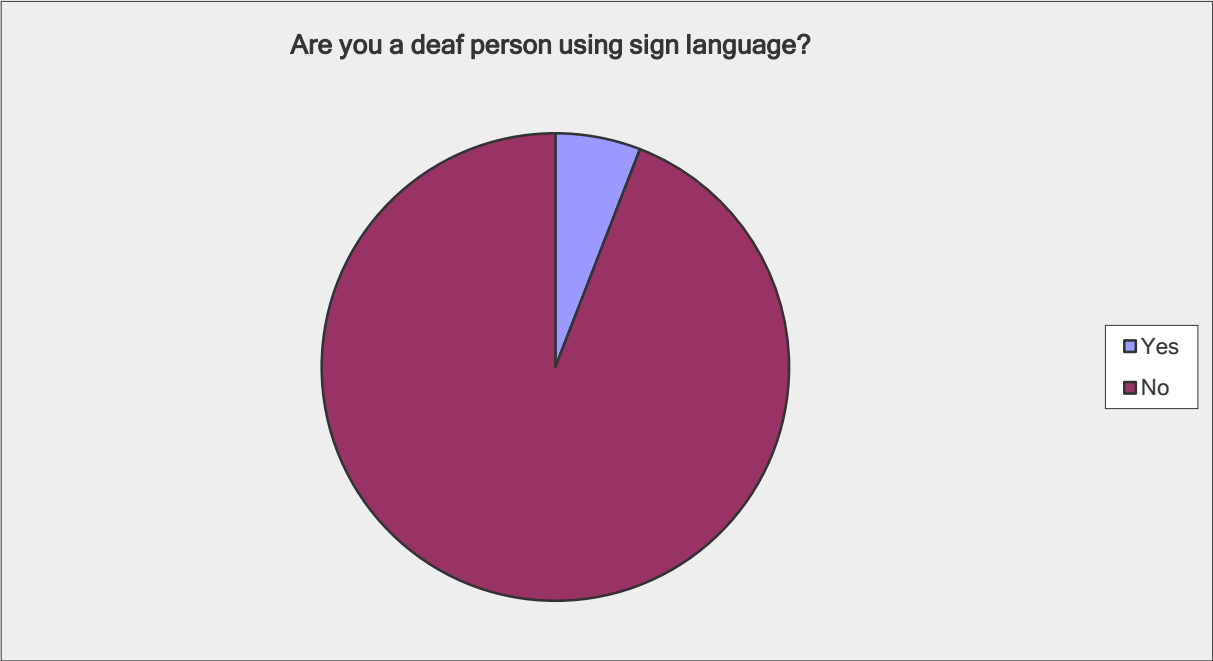
Are you the parent or guardian of any children under 16 living in your home?		
Answer Options	Response Percent	Response Count
Yes	34.8%	62
No	65.2%	116
<i>answered question</i>		178
<i>skipped question</i>		70



<input type="checkbox"/> Yes
<input type="checkbox"/> No

PPDES JohnSmith12

Are you a deaf person using sign language?		
Answer Options	Response Percent	Response Count
Yes	5.9%	10
No	94.1%	160
<i>answered question</i>		170
<i>skipped question</i>		78



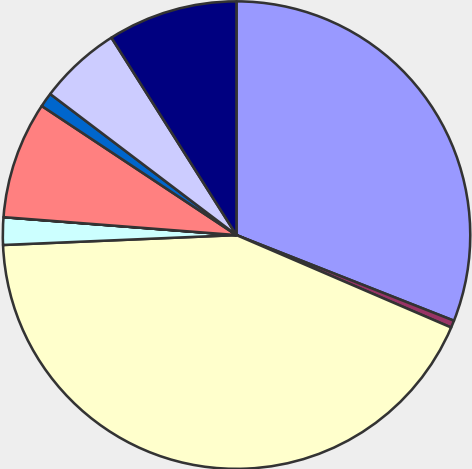
PPDES JohnSmith12

Which of these best describes your religion?

Answer Options	Response Percent	Response Count
No religion	31.0%	65
Buddhist	0.5%	1
Christian (all denominations)	42.9%	90
Hindu	1.9%	4
Jewish	0.0%	0
Muslim	8.1%	17
Sikh	1.0%	2
Other	5.7%	12
I prefer not to say	9.0%	19

answered question 210
skipped question 38

Which of these best describes your religion?



- No religion
- Buddhist
- Christian (all denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- I prefer not to say

