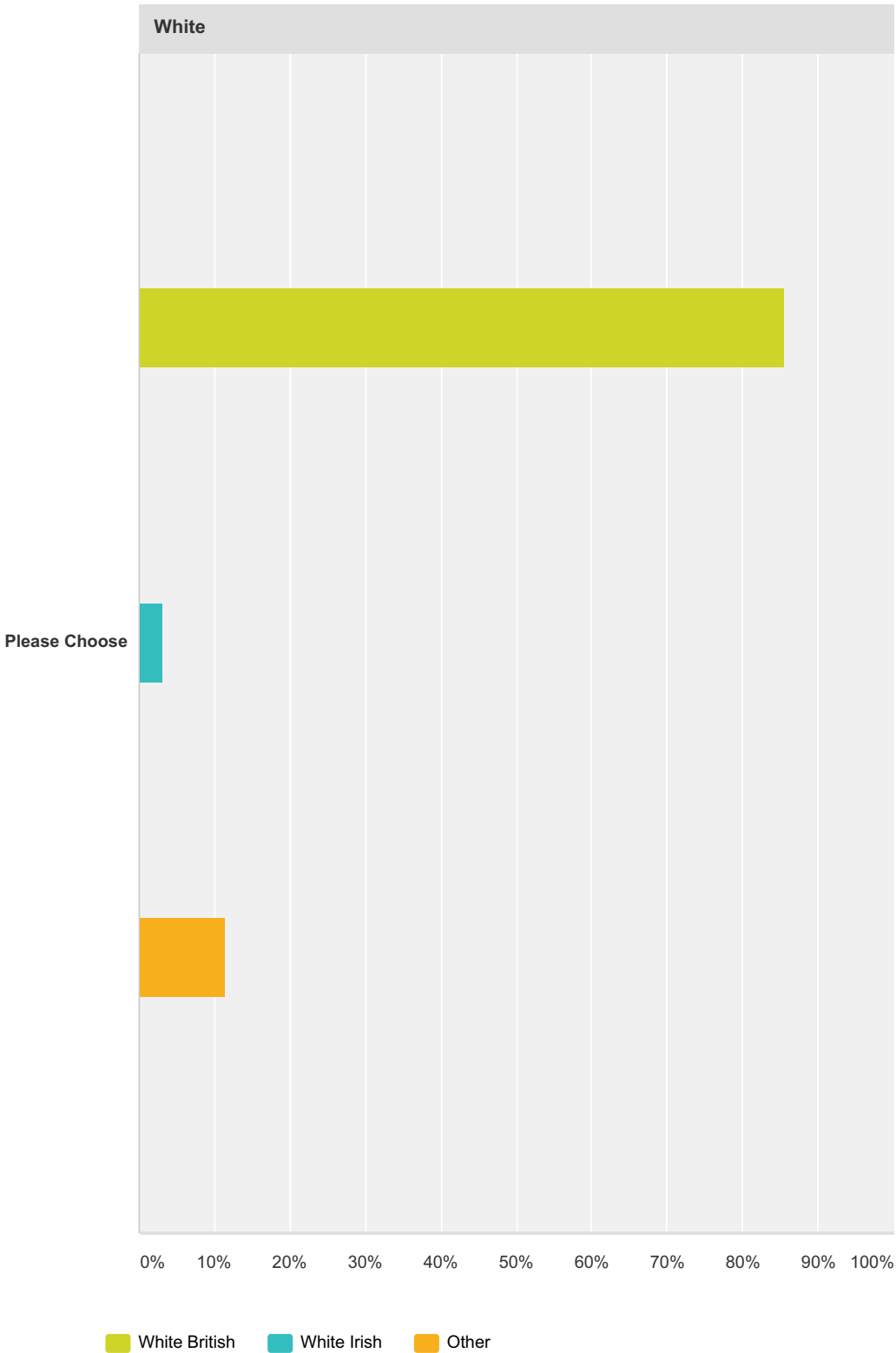
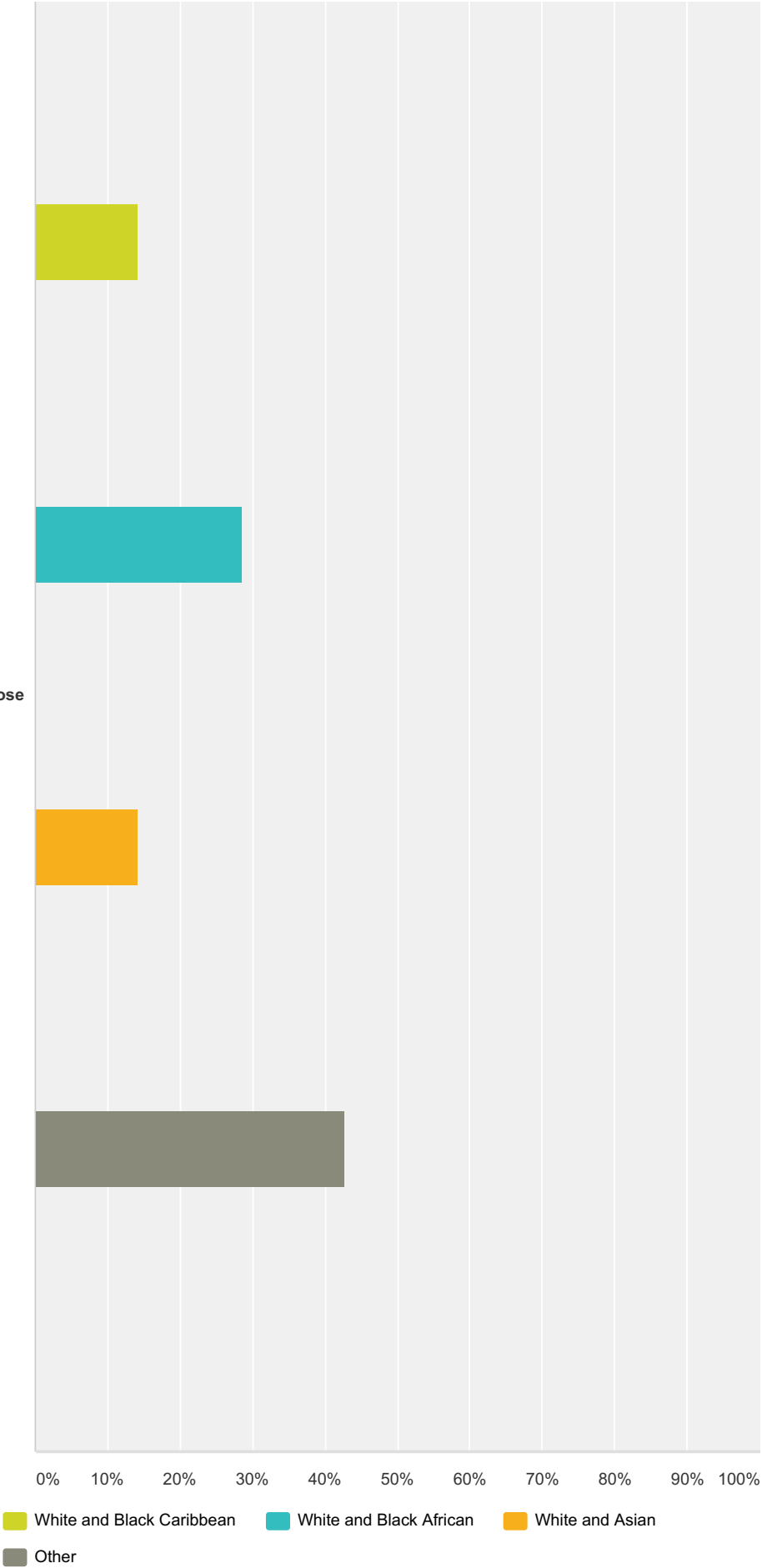


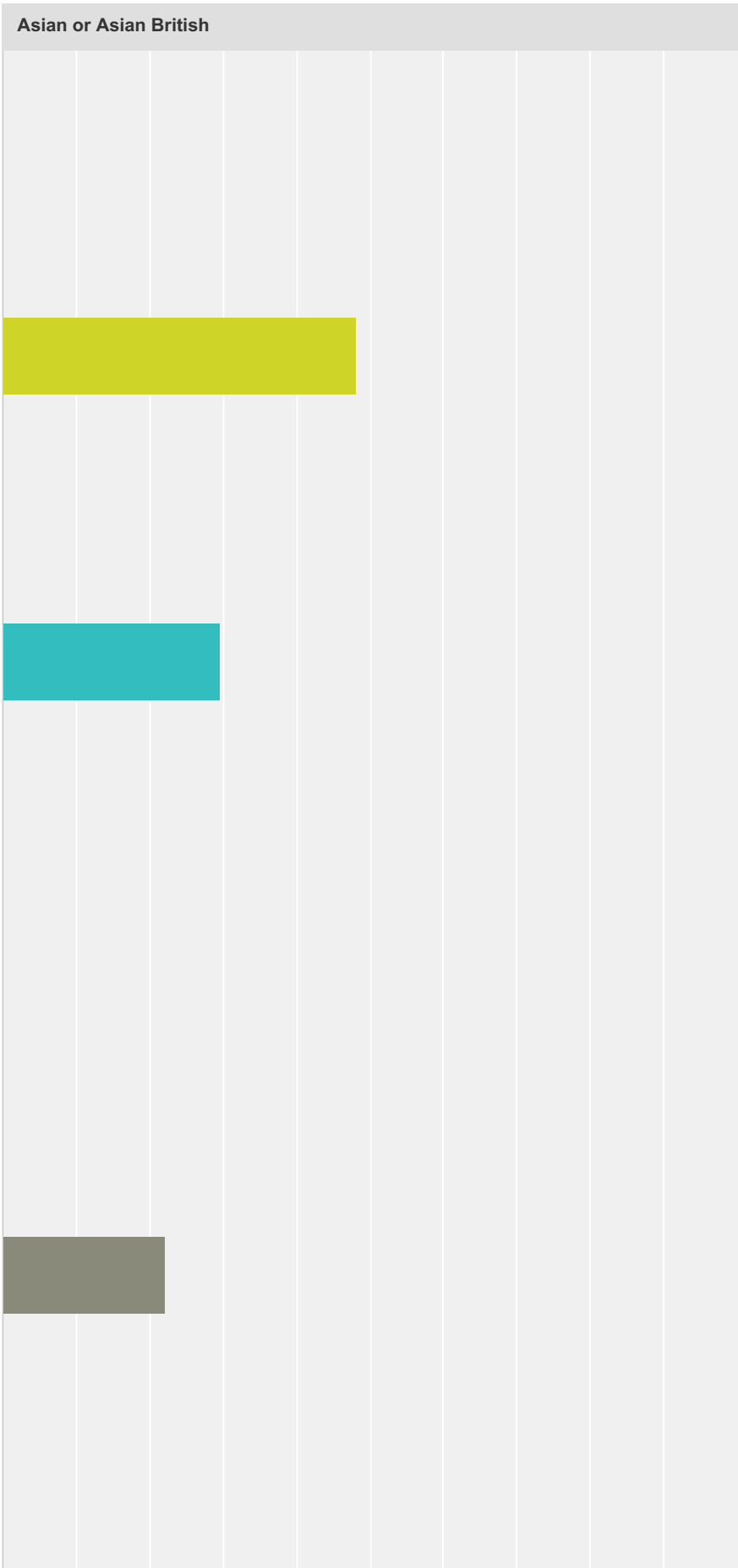
Q1 Ethnicity

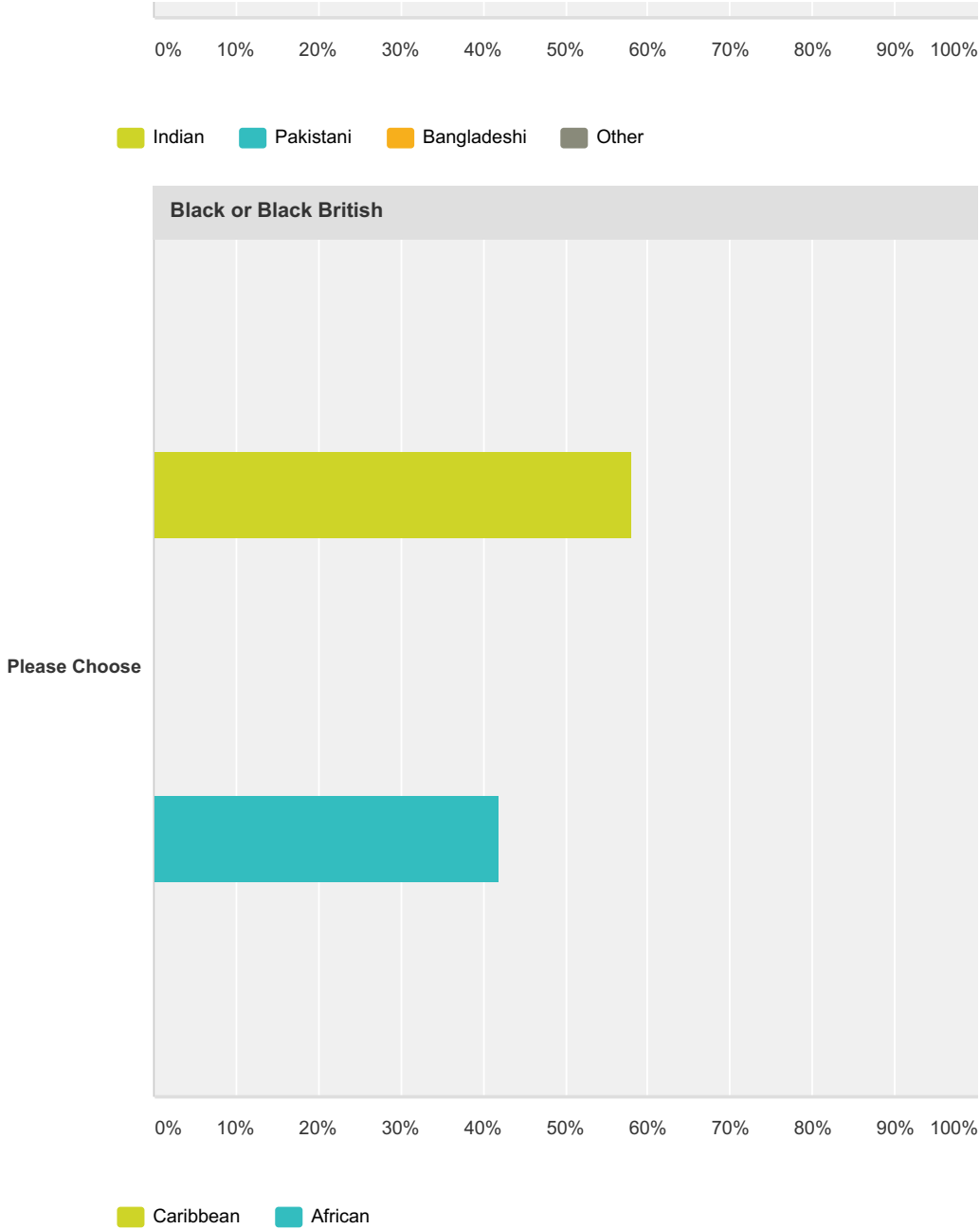
Answered: 261 Skipped: 18

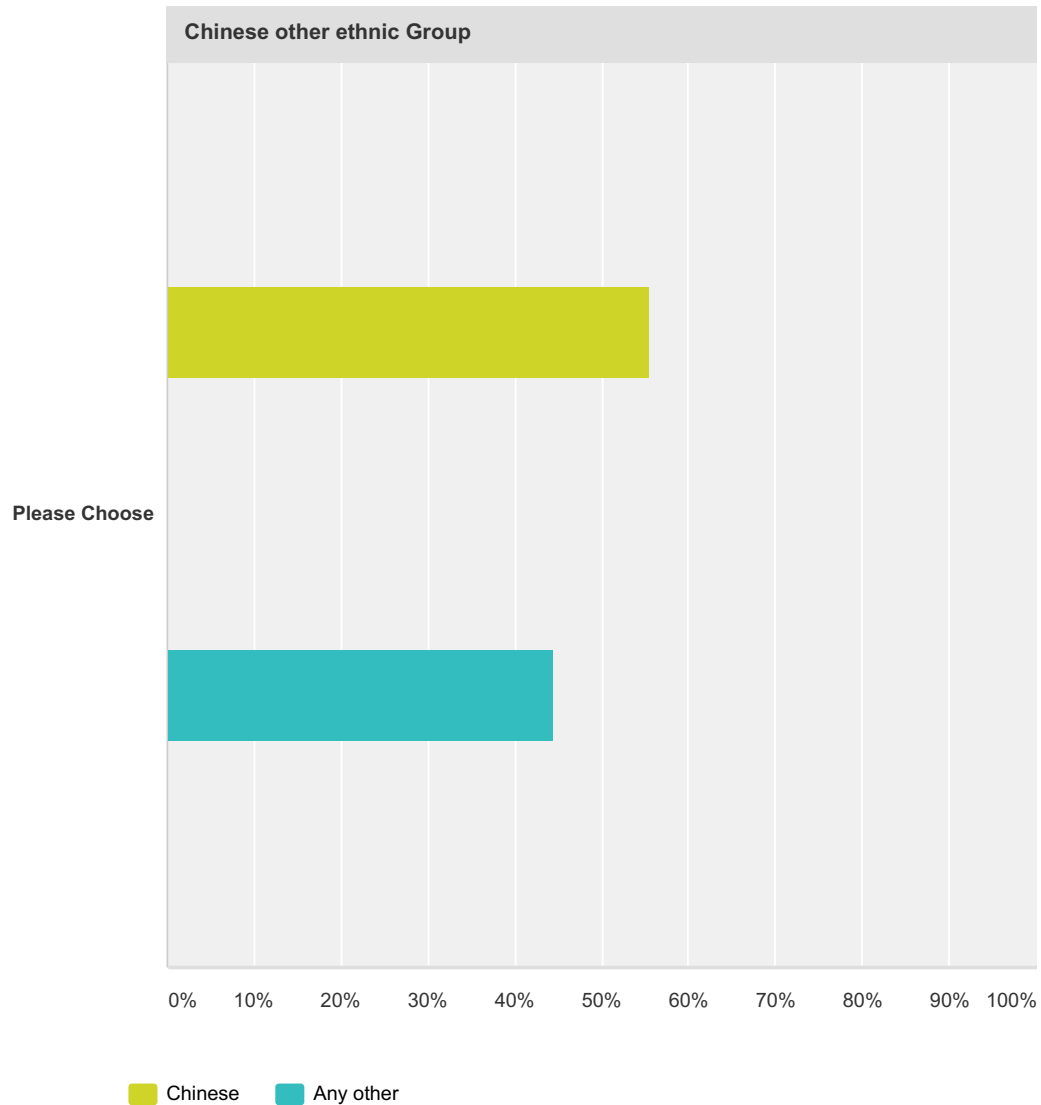


Please Choose







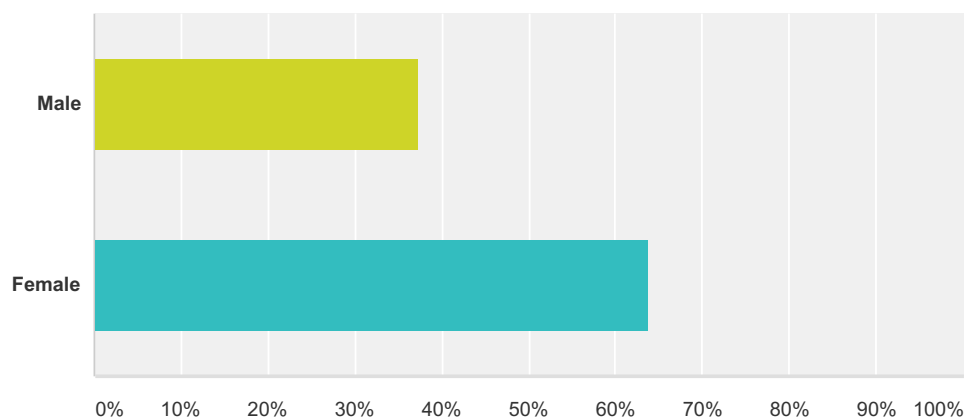


White						
	White British		White Irish	Other	Total	
Please Choose	85.49% 165		3.11% 6	11.40% 22	193	
Mixed						
	White and Black Caribbean		White and Black African	White and Asian	Other	Total
Please Choose	14.29% 1		28.57% 2	14.29% 1	42.86% 3	7
Asian or Asian British						
	Indian	Pakistani	Bangladeshi	Other	Total	
Please Choose	48.15% 13	29.63% 8	0.00% 0	22.22% 6	27	
Black or Black British						
	Caribbean		African	Total		
Please Choose	58.06% 18		41.94% 13	31		

Chinese other ethnic Group			
	Chinese	Any other	Total
Please Choose	55.56% 5	44.44% 4	9

Q2 Gender

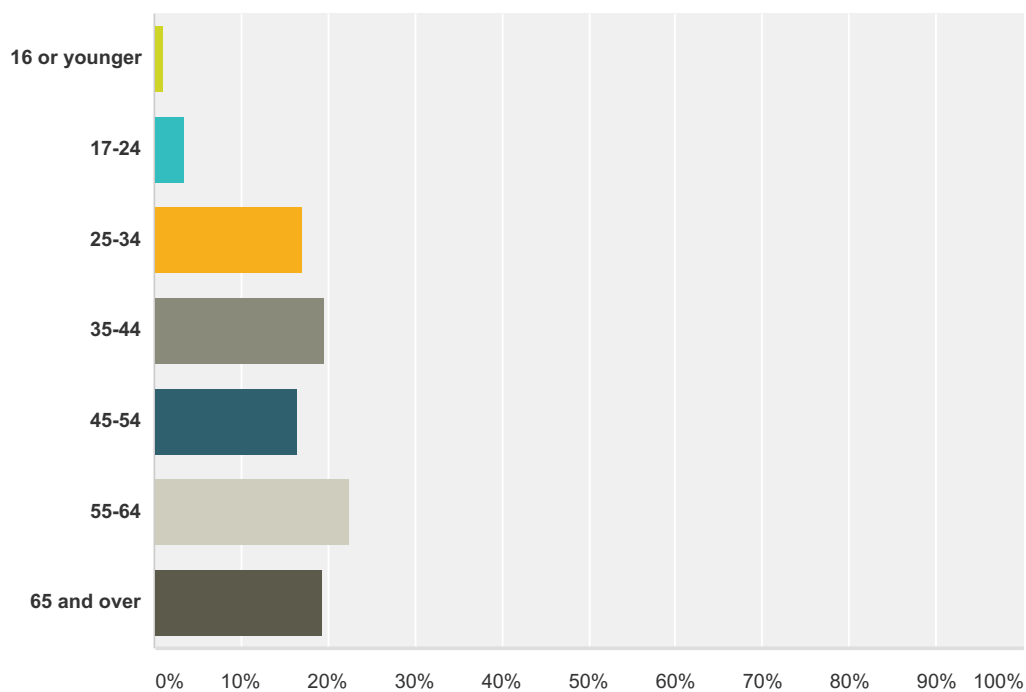
Answered: 279 Skipped: 0



Answer Choices	Responses	
Male	37.28%	104
Female	63.80%	178
Total Respondents: 279		

Q3 What is your age?

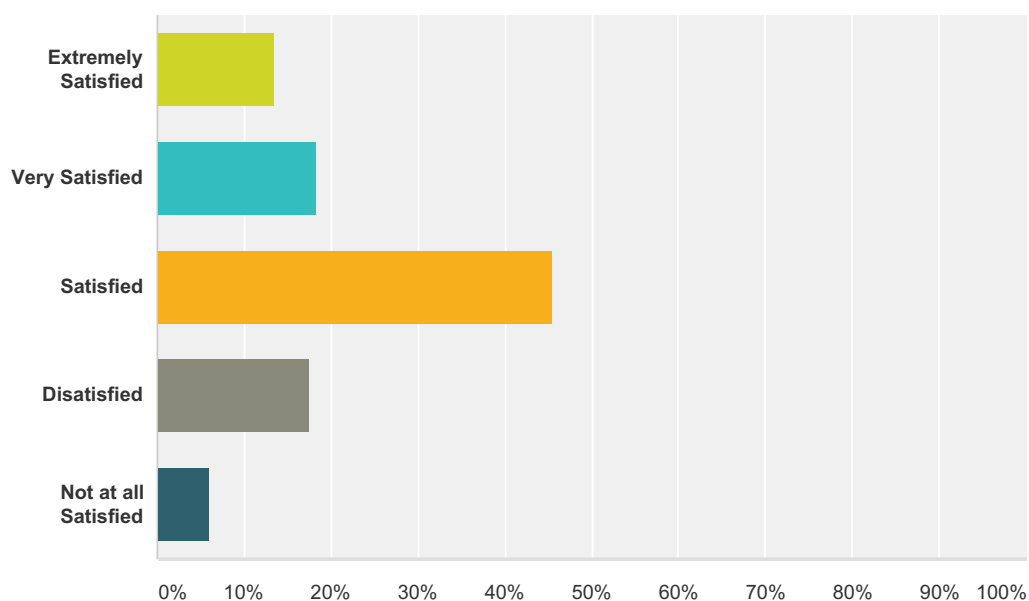
Answered: 279 Skipped: 0



Answer Choices	Responses
16 or younger	1.08% 3
17-24	3.58% 10
25-34	17.20% 48
35-44	19.71% 55
45-54	16.49% 46
55-64	22.58% 63
65 and over	19.35% 54
Total	279

Q4 How satisfied are you with being able to get an appointment with a GP.

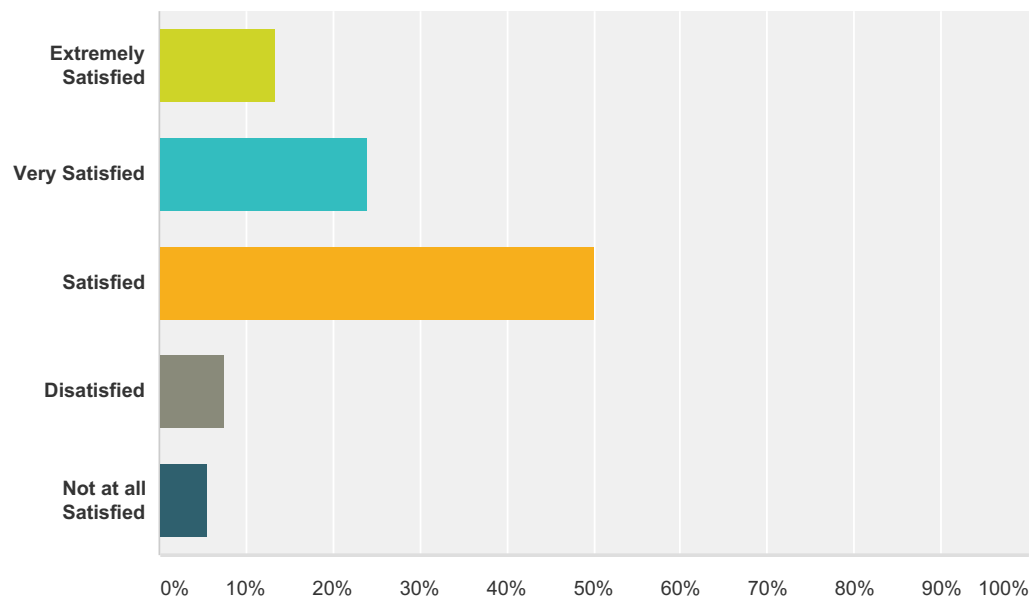
Answered: 279 Skipped: 0



Answer Choices	Responses	
Extremely Satisfied	13.62%	38
Very Satisfied	18.28%	51
Satisfied	45.52%	127
Disatisfied	17.56%	49
Not at all Satisfied	6.09%	17
Total Respondents: 279		

Q5 How satisfied are you with being able to get an appointment with the Practice Nurse.

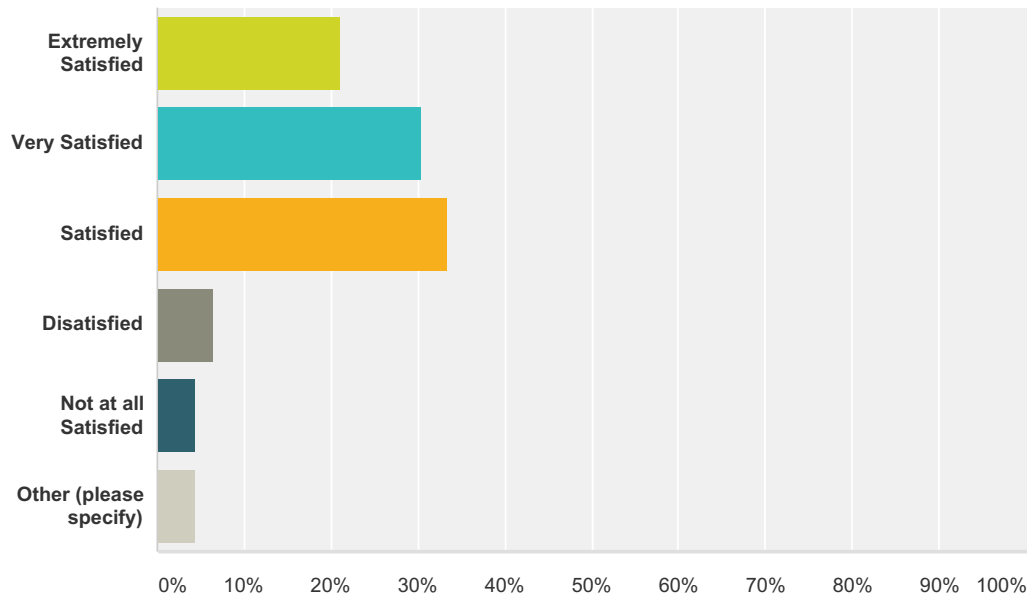
Answered: 279 Skipped: 0



Answer Choices	Responses	
Extremely Satisfied	13.26%	37
Very Satisfied	24.01%	67
Satisfied	50.18%	140
Disatisfied	7.53%	21
Not at all Satisfied	5.73%	16
Total Respondents: 279		

Q6 If you have contacted the surgery within the last 12 months, how satisfied were you with your contact with reception staff ?

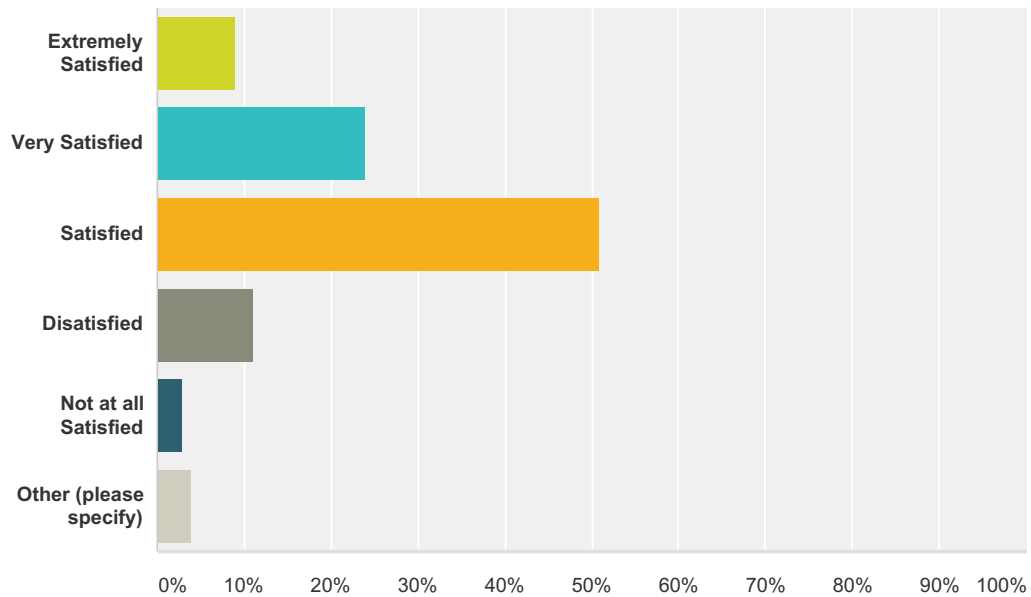
Answered: 279 Skipped: 0



Answer Choices	Responses	
Extremely Satisfied	21.15%	59
Very Satisfied	30.47%	85
Satisfied	33.33%	93
Disatisfied	6.45%	18
Not at all Satisfied	4.30%	12
Other (please specify)	4.30%	12
Total		279

**Q7 If you have visited the practice recently,
How satisfied were you with the cleanliness
and decoration of the premises?**

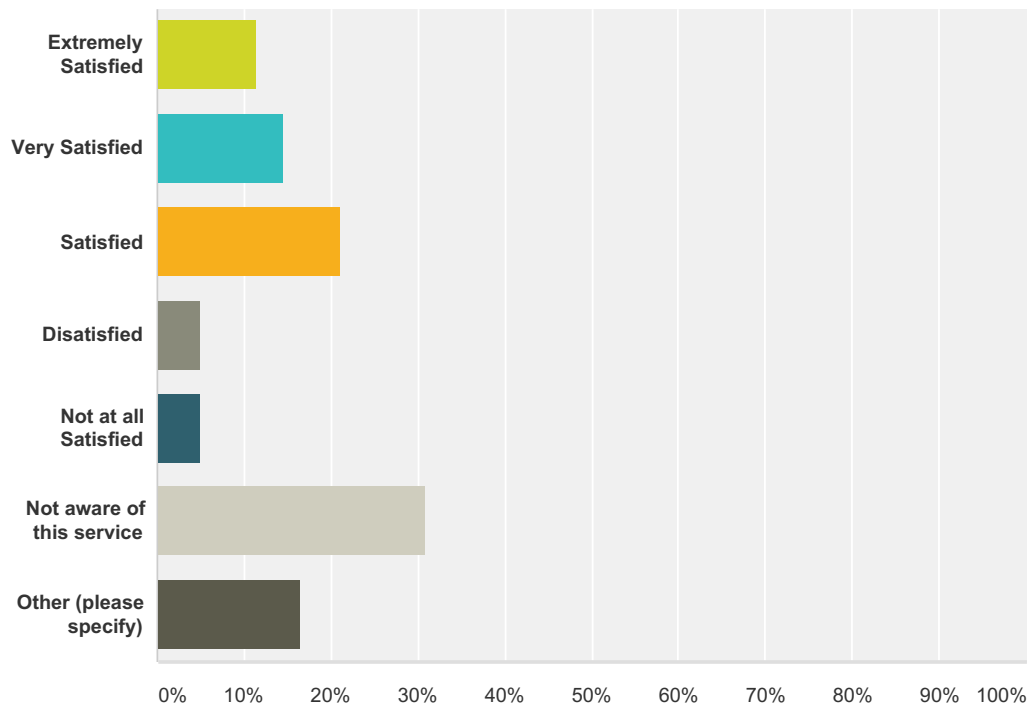
Answered: 279 Skipped: 0



Answer Choices	Responses
Extremely Satisfied	8.96% 25
Very Satisfied	24.01% 67
Satisfied	50.90% 142
Disatisfied	11.11% 31
Not at all Satisfied	2.87% 8
Other (please specify)	3.94% 11
Total Respondents: 279	

Q8 We offer an online system that allows you to request medication , book, cancel or view your appointment. If you have used the service how satisfied were you ?

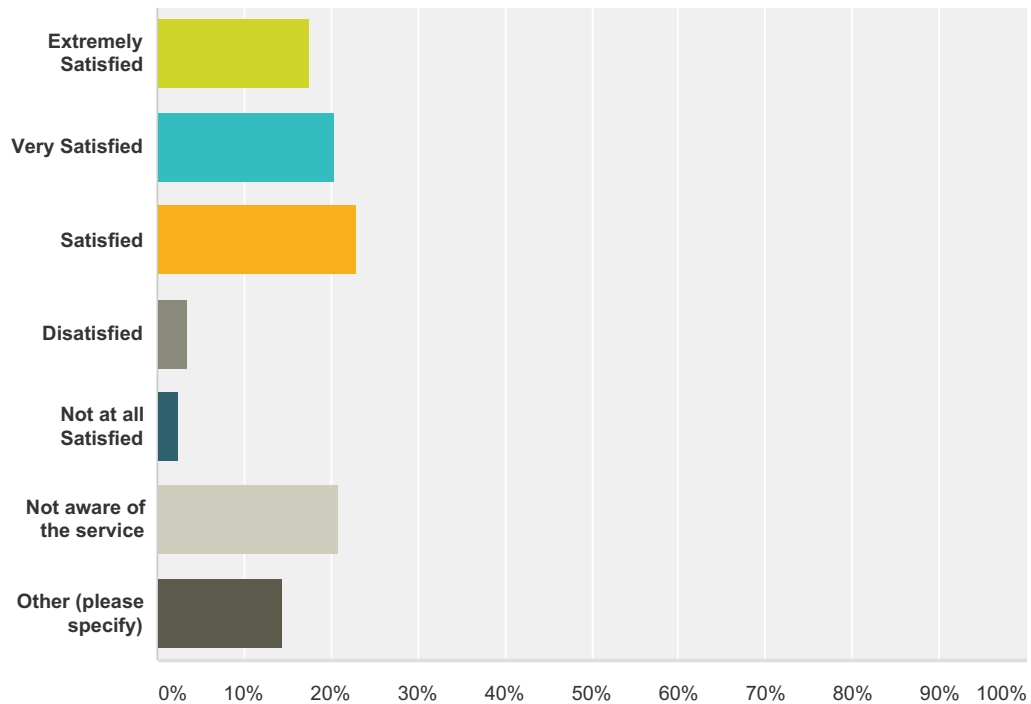
Answered: 279 Skipped: 0



Answer Choices	Responses
Extremely Satisfied	11.47% 32
Very Satisfied	14.70% 41
Satisfied	21.15% 59
Disatisfied	5.02% 14
Not at all Satisfied	5.02% 14
Not aware of this service	30.82% 86
Other (please specify)	16.49% 46
Total Respondents: 279	

Q9 The practice offers an Electronic Prescription Service , where we send your prescription to a nominated pharmacy.If you currently use this service, how satisfied are you with the way the service operates?

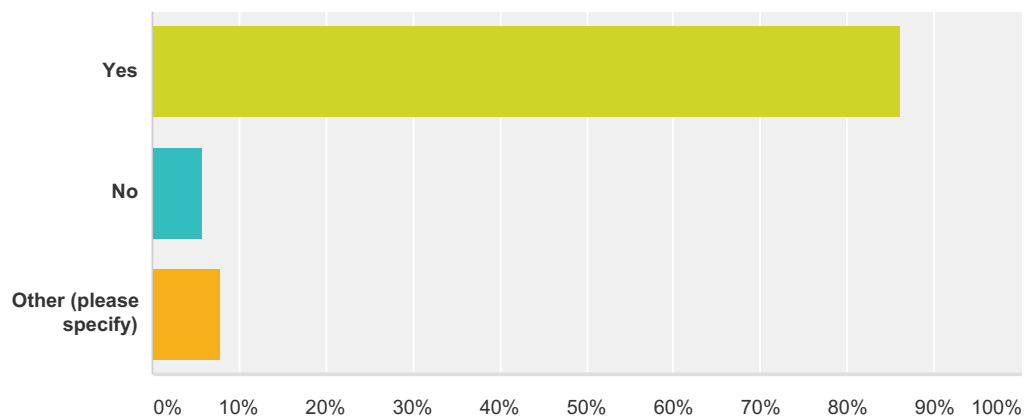
Answered: 279 Skipped: 0



Answer Choices	Responses
Extremely Satisfied	17.56% 49
Very Satisfied	20.43% 57
Satisfied	22.94% 64
Disatisfied	3.58% 10
Not at all Satisfied	2.51% 7
Not aware of the service	20.79% 58
Other (please specify)	14.34% 40
Total Respondents: 279	

Q10 Would you like the practice to operate a zero tolerance policy for patients who display aggressive behaviour?

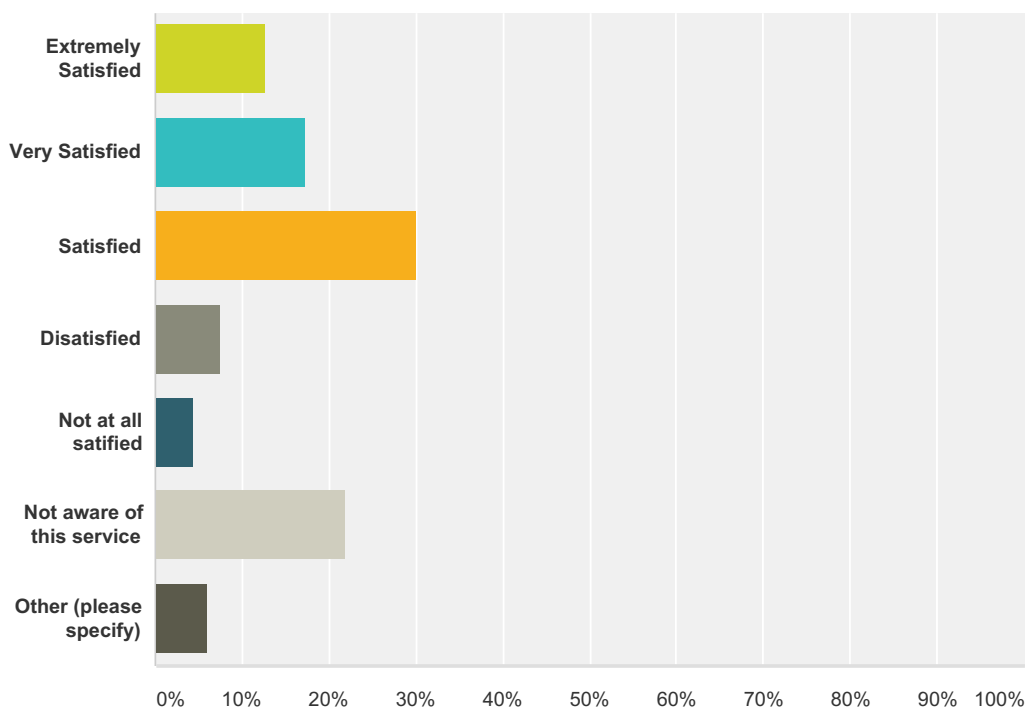
Answered: 274 Skipped: 5



Answer Choices	Responses
Yes	86.13% 236
No	5.84% 16
Other (please specify)	8.03% 22
Total	274

Q11 How statisfied are you with the current telephone triage system that allows patients who require an emergency appointment access to a GP on the same day?

Answered: 277 Skipped: 2



Answer Choices	Responses
Extremely Satisfied	12.64% 35
Very Satisfied	17.33% 48
Satisfied	29.96% 83
Disatisfied	7.58% 21
Not at all satified	4.33% 12
Not aware of this service	22.02% 61
Other (please specify)	6.14% 17
Total	277