







1. If you tried to telephone the surgery how easy was it to get through to someone?

		Response Percent	Response Count
very easy		19.3%	100
fairly easy		51.1%	264
not very easy		22.1%	114
not at all easy		7.5%	39
answered question			517
skipped question			68





2. If you tried to use an online account (Patient Access) were you able to log in?

		Response Percent	Response Count
every time		31.6%	106
most of the time		32.2%	108
sometimes		11.0%	37
hardly ever		6.6%	22
never		18.5%	62
answered question			335
skipped question			250





3. When did you WANT to see or speak to a doctor?

		Response Percent	Response Count
the same day		22.5%	116
the next day		8.9%	46
within 48 hours		30.6%	158
3-5 days later		27.3%	141
a week or so later		9.9%	51
within the next few weeks		0.8%	4
answered question			516
skipped question			69

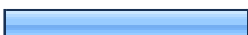
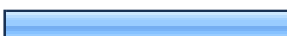


4. How URGENT did you feel it was to see or speak to a doctor?

		Response Percent	Response Count
very urgent		7.0%	36
fairly urgent		52.3%	269
not urgent		29.0%	149
routine / regular		11.7%	60
answered question			514
skipped question			71


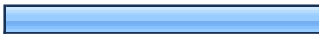


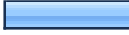

5. How important was it for you to see or speak to a PARTICULAR doctor?

		Response Percent	Response Count
very important		26.1%	135
quite important		36.4%	188
not very important		21.1%	109
I did not mind who I saw		16.4%	85
answered question			517
skipped question			68





6. How SUITABLE were the doctor's appointments that were available?

		Response Percent	Response Count
very suitable		38.9%	196
fairly suitable		45.8%	231
not very suitable		10.9%	55
not at all suitable		4.4%	22
answered question			504
skipped question			81





7. # If you had DIFFICULTY getting the doctor's appointment you wanted please tell us more. Tick any that apply.

		Response Percent	Response Count
I could not see the appointment I wanted online (Patient Access)		13.6%	22
all the appointments I wanted were fully booked		51.2%	83
the appointment I wanted could only be released after a certain date		19.8%	32
the appointment diary had not been decided yet		6.8%	11
I had to try again the next day		19.8%	32
Don't know / can't remember exactly what the problem was		14.8%	24
	Other / comment		70
		answered question	162
		skipped question	423

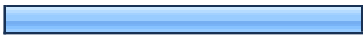



8. If you are housebound in which type of home do you live?

		Response Percent	Response Count
nursing home		4.0%	1
residential home		8.0%	2
own home		64.0%	16
other		24.0%	6
		answered question	25
		skipped question	560






9. If you asked a doctor to visit you at home in the last 9 months, how satisfied were you with the response?

		Response Percent	Response Count
very satisfied		68.4%	13
fairly satisfied		10.5%	2
not very satisfied		10.5%	2
not at all satisfied		10.5%	2
Do you have any comment			13
answered question			19
skipped question			566






10. If you spoke to a receptionist in the last 9 months how welcoming were they?

		Response Percent	Response Count
very welcoming		57.6%	300
fairly welcoming		35.3%	184
not very welcoming		5.6%	29
not at all welcoming		1.5%	8
answered question			521
skipped question			64





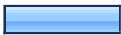
11. In general, if you saw or spoke to a doctor in the last 9 months, how good were they at giving you enough time?

		Response Percent	Response Count
very good		69.3%	359
fairly good		23.6%	122
not very good		3.3%	17
not at all good		1.2%	6
does not apply		2.7%	14
answered question			518
skipped question			67





12. If you ordered a repeat prescription in the last 9 months how efficient were we at meeting our target?

		Response Percent	Response Count
very efficient		60.2%	233
fairly efficient		26.4%	102
not very efficient		7.8%	30
not at all efficient		2.8%	11
don't know		2.8%	11
answered question			387
skipped question			198

13. If you ordered a repeat prescription in the last 9 months what method did you use?

		Response Percent	Response Count
pre-printed order slip from previous prescription		27.4%	106
written request		19.6%	76
online order (Patient Access)		41.9%	162
fax		2.3%	9
my pharmacy order for me		18.3%	71
answered question			387
skipped question			198



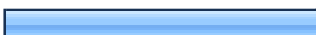
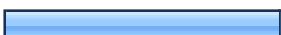
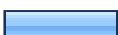
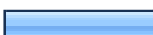


14. If doctors or nurses use the tannoy system how clearly can you hear your name and room number?

		Response Percent	Response Count
very clearly		28.2%	137
fairly clearly		39.1%	190
not very clearly		27.0%	131
not at all clearly		5.8%	28
answered question			486
skipped question			99

15. In the last 9 months tell us your impression of the following areas. Tick any that apply

	clean and fresh	not clean and fresh	needs updating / decorating	did not notice / does not apply	Rating Count
public areas	85.8% (436)	1.2% (6)	10.4% (53)	2.6% (13)	508
doctor's room	88.2% (449)	1.0% (5)	5.5% (28)	5.3% (27)	509
nurse's room	76.9% (366)	1.7% (8)	4.6% (22)	16.8% (80)	476
toilets	62.4% (291)	6.4% (30)	6.0% (28)	25.1% (117)	466
answered question					517
skipped question					68






16. In general what do you like to look at in the waiting room? Tick any that apply

		Response Percent	Response Count
health information leaflets		43.9%	221
notice boards / displays		43.3%	218
magazines		50.1%	252
surgery TV screen		44.1%	222
fish / toys		17.7%	89
my electronic device		23.9%	120
my book / newspaper		31.4%	158
nothing / does not apply		3.4%	17





What would make waiting a bit easier? Any comments / suggestions for improvements 163

answered question		503
skipped question		82





17. In the last 9 months, if you were invited to attend an annual review of your health condition with a nurse, how easy was it to get an appointment?

		Response Percent	Response Count
very easy		30.0%	94
fairly easy		29.4%	92
not very easy		5.4%	17
not at all easy		1.6%	5
I did not try		33.5%	105
answered question			313
skipped question			272














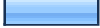


18. If your doctor or nurse referred you to a clinic or hospital in the last 9 months, how well did you understand the referral process?

		Response Percent	Response Count
very well		54.2%	181
fairly well		38.3%	128
not very well		5.1%	17
not at all well		2.4%	8
answered question			334
skipped question			251





19. We offer appointments after 6.30pm on Tuesday and Thursday evenings. Which of the following two additional evenings would be helpful to you?

		Response Percent	Response Count
Monday		7.4%	37
Wednesday		7.6%	38
either		70.2%	349
neither would be helpful to me		14.7%	73
		answered question	497
		skipped question	88

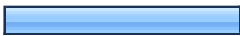








20. Which, if any, of the following medical conditions do you have? Tick all that apply

		Response Percent	Response Count
Alzheimer's disease or dementia		0.5%	2
Angina or long-term heart problem		9.0%	33
Arthritis or long-term joint problem		18.5%	68
Asthma or long-term chest problem		22.9%	84
Blindness or severe visual impairment		1.9%	7
Cancer in the last 5 years		7.6%	28
Deafness or severe hearing impairment		7.4%	27
Diabetes		12.3%	45
Epilepsy		2.5%	9
High blood pressure		26.4%	97
Kidney or liver disease		4.4%	16
Learning difficulty		0.5%	2
Long-term back problem		17.2%	63
Long-term mental health problem		14.7%	54
Long-term neurological problem		8.4%	31
Other (please specify)		30.0%	110
		answered question	367
		skipped question	218










21. How confident are you that you can manage your own and your family's health?

		Response Percent	Response Count
very confident		34.2%	176
fairly confident		57.6%	296
not very confident		6.6%	34
not at all confident		1.6%	8
answered question			514
skipped question			71

22. Where do you get information to help you manage your own and your family's health? Tick all that apply

		Response Percent	Response Count
NHS Direct symptom checker (phone/ web/ app/ facebook)		37.5%	196
trusted websites like www.nhs.net www.patient.co.uk www.diabetes.co.uk		51.3%	268
friends and family		36.2%	189
local Pharmacist		38.1%	199
public health and care services and organisations		13.0%	68
support groups, voluntary organisations and charities		10.5%	55
GP Surgery		69.7%	364
Other		11.5%	60
Don't know / Does not apply		2.9%	15
answered question			522
skipped question			63


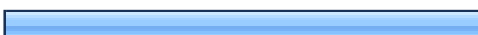
23. How would you prefer to get surgery news, information and health alerts? Tick all that apply

		Response Percent	Response Count
waiting room TV		48.3%	218
waiting room poster		28.4%	128
waiting room newsletter		24.6%	111
surgery website		35.7%	161
e-newsletter		50.8%	229
text link		10.4%	47
social networking site		3.8%	17
online forum		3.3%	15
does not apply		4.4%	20
answered question			451
skipped question			134





24. What is your state of health today? Please rate all of the following areas

	no problems	slight problems	moderate problems	severe problems	extreme problems	Rating Count
mobility	66.7% (339)	14.4% (73)	12.4% (63)	5.1% (26)	1.4% (7)	508
self care	85.3% (422)	8.7% (43)	4.8% (24)	0.6% (3)	0.6% (3)	495
your usual activities	64.9% (320)	20.5% (101)	9.9% (49)	3.2% (16)	1.4% (7)	493
pain and discomfort	49.2% (250)	26.2% (133)	14.6% (74)	6.9% (35)	3.1% (16)	508
anxiety and depression	54.0% (268)	24.4% (121)	15.3% (76)	4.2% (21)	2.0% (10)	496
answered question						532
skipped question						53




25. Are you a parent or a legal guardian for any children aged under 16 living in your home?

		Response Percent	Response Count
Yes		23.6%	119
No		76.4%	386
answered question			505
skipped question			80







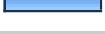


26. Are you a carer for someone who needs help because of disability/ill health/ old age ? Do NOT include paid employment.

		Response Percent	Response Count
yes a few hours per week		3.0%	15
yes part time		3.4%	17
yes full time		2.2%	11
no		91.3%	451
answered question			494
skipped question			91
















27. How would you describe your gender?

		Response Percent	Response Count
male		34.8%	183
female		65.0%	342
transgender		0.2%	1
answered question			526
skipped question			59






28. How old are you?

		Response Percent	Response Count
Under 18		0.6%	3
18 to 24		2.5%	13
25 to 34		11.9%	62
35 to 44		22.7%	118
45 to 54		19.6%	102
55 to 64		16.2%	84
65 to 74		15.2%	79
75 to 84		9.8%	51
85 or over		1.5%	8
answered question			520
skipped question			65










29. How would you describe your ethnic group?

		Response Percent	Response Count
White British		81.6%	427
White Irish		2.7%	14
White Polish or other Central / Eastern European		1.3%	7
White Southern European		3.1%	16
White Northern European		2.3%	12
White other		2.3%	12
Mixed / multiple ethnic groups		2.3%	12
Asian British		1.5%	8
South Asian		0.2%	1
Chinese or other East Asian		0.4%	2
Other Asian		0.0%	0
Black British		0.8%	4
Black East African		0.0%	0
Any other Black / African / Caribbean background		0.6%	3
Arab		0.2%	1
Persian		0.2%	1
Other ethnic group		0.6%	3
answered question			523
skipped question			62

30. Which of the following best describes how you think of yourself?

		Response Percent	Response Count
Heterosexual / straight		82.2%	433
Gay / Lesbian		11.2%	59
Bisexual		2.5%	13
Other		0.4%	2
I would prefer not to say		3.8%	20
answered question			527
skipped question			58

31. Which, if any, of the following best describes your religion?

		Response Percent	Response Count
No religion		42.3%	223
Agnostic		4.9%	26
Buddhist		2.8%	15
Christian (including Catholic)		36.8%	194
Hindu		0.8%	4
Jewish		5.3%	28
Muslim		0.8%	4
Sikh		0.0%	0
Other		1.5%	8
I would prefer not to say		4.7%	25
answered question			527
skipped question			58