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| Number of Responses: **182****PATIENT SURVEY 2014/15****Q1. How easy do you find getting into the building at the surgery?** Very easy  **87%**Fairly easy  **11%**Not very easy  **1%**Not at all easy  **0%**No response  **1%****Q2. How clean is the GP surgery?** Very clean  **89%**Fairly clean  **11%**Not very clean  **0%**Not at all clean  **0%**Don’t know  **0%**No response  **0%****Q3. In the reception area; do you think that other patients overhear what you say to the receptionist?** Yes but don’t mind  **73%**Yes and am not happy about it  **15%**No other patients, cannot overhear  **2%**Don’t know  **8%**No response  **2%****Q4. How helpful do you find the receptionists at the surgery?** Very  **70%**Fairly  **27%**Not very  **1%**Not at all  **0%**No response  **2%****Q5. How long after your appointment time do you normally wait to be seen?**I am normally seen on time  **10%**Less than 5 minutes  **18%**5 to 15 minutes  **55%**15-30 minutes  **16%**More than 30 minutes  **0%**No response  **1%****Q6. How do you feel about how long you normally have to wait?** I don’t normally have to wait long  **52%**I have to wait a bit too long  **24%**I have to wait far too long  **3%**Don't Mind  **21%**No response  **0%****Q7. Were you able to see the GP you wanted to see?**Yes  **66%**Did not want specific GP  **27%**No  **4%**No response  **3%****Q8. How easy do you find it to get an appointment with the GP you wanted to see?** Very easy  **25%**Fairly easy  **55%**Not very easy  **17%**No response  **3%****Q9. How important is it to you that you see a specific GP when coming to this practice?** Very important  **40%**Fairly important  **39%**Prefer not to say  **2%**Not at all important  **17%**No response  **2%****Q10. The surgery has now had the 01282 local number for 24 months, how do you find getting through to the surgery compared to ringing the old 0844 number**Very easy  **55%**Fairly easy  **36%**Not very easy  **3%**Not at all easy  **0%**Don’t care because you think it’s cheaper to call now  **3%**No response  **3%****Q11. When you feel you or your child are becoming ill which of these options do you choose first?**Go to Local Pharmacy for advice (self-help)  **36%**Call GP surgery for advice  **29%**Call GP surgery to book appointment  **31%**No response  **4%****Q12. How do you find the on-line patient access services for booking appointments and repeat prescriptions?** Don't Use  **71%**Very easy  **13%**Fairly easy  **2%**Fairly easy but then stops working  **0%**Difficult  **2%**No response  **4%****Q13. The surgeries opening times are Mon-Fri 0800am-0630pm, would you like the surgery open at additional times?**Yes  **34%**No  **64%**No response **2%****Q14. If you answered yes to Q13, what additional times would you like to see and why? (Collection of Answers below)** Later in day when it may be quieter  1 hour later for people who work later 7.30-7pm ,work commitments make it hard to come earlier maybe once a week  7am so people working to get appointments 7am-7pm (late working hours makes it difficult to see doctor) 7pm - work til 6pm & struggle to get there for 6pm  does not apply to me personally but would save working people having to lose earnings for non-urgent cases if you opened later  Evenings because sometimes its easier evenings later/ sat am I work and sometimes i find it hard because i have to take time off workI work in manchester and it can be difficult filling in appointments with other commitments  I work shifts its not always easy to get an appointment when I need one **To help us analyse your answers please tell us a few things about yourself: Are you male or female?** Male  **41%**Female  **54%**No response  **5%****What age are you?** Under 16  **1%**17 - 24  **6%**25 – 34  **16%**35 - 44  **15%**45 - 54  **21%**55 – 64  **17%**65 - 74  **11%**75 - 84  **5%**Over 84  **3%**No response  **5%****What is the ethnic background with which you most identify?** White British  **92%**White Irish  **0%**Mixed White & Black Caribbean  **0%**Mixed White & Black African  **0%**Mixed White & Black Asian  **0%**Indian  **0%**Pakistani  **4%**Bangladeshi  **0%**Black Caribbean  **0%**Black African  **0%**Chinese  **0%**Other  **2%**No response  **2%****How would you describe how often you come to the practice?** Regularly  **25%**Occasionally  **52%**Very Rarely  **19%**No response  **4%** |