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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 work  I 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%** |