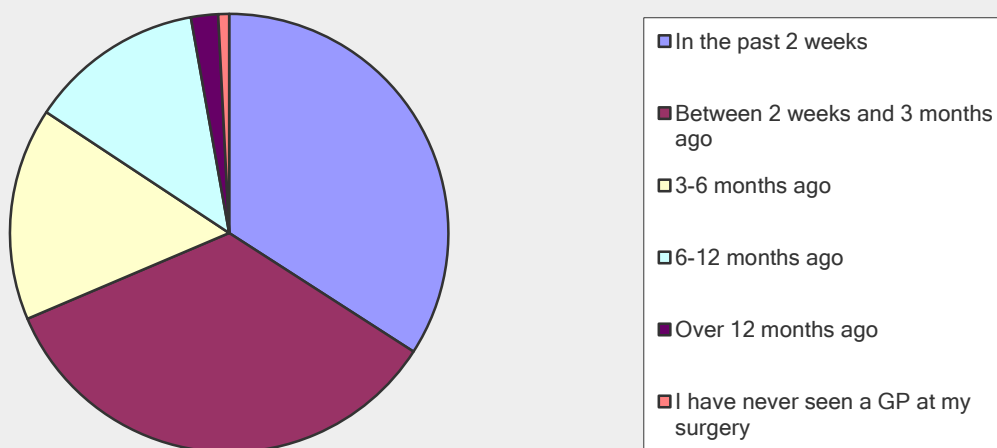


PPDES LeeconHawkwell13

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	34.1%	87
Between 2 weeks and 3 months ago	34.5%	88
3-6 months ago	15.7%	40
6-12 months ago	12.9%	33
Over 12 months ago	2.0%	5
I have never seen a GP at my surgery	0.8%	2
<i>answered question</i>		255
<i>skipped question</i>		0

ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your surgery?

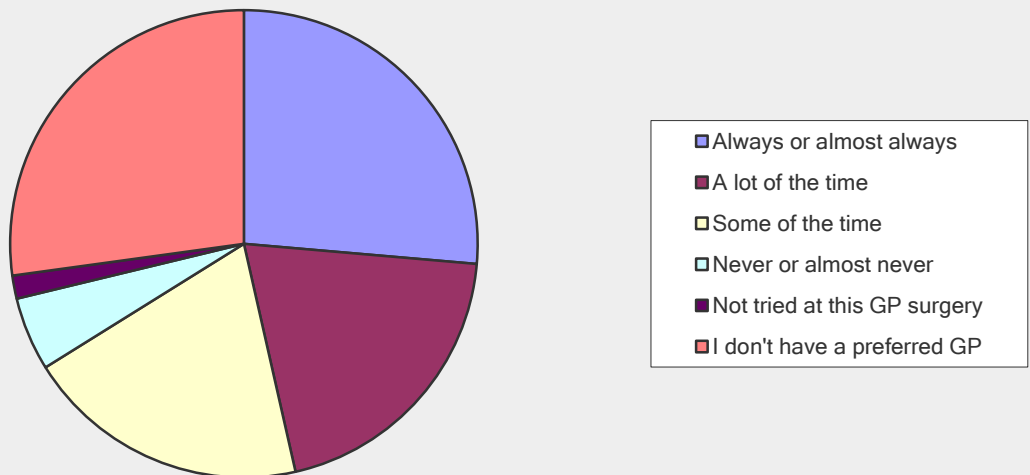


PPDES LeeconHawkwell13

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

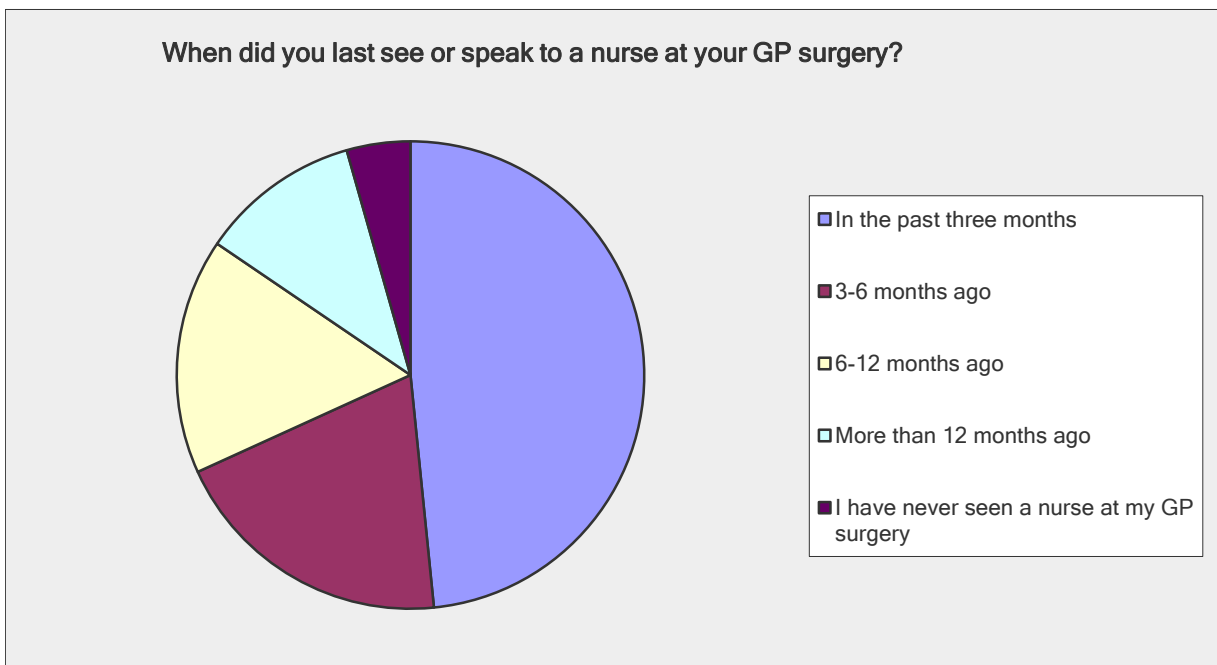
Answer Options	Response Percent	Response Count
Always or almost always	26.4%	67
A lot of the time	20.1%	51
Some of the time	19.7%	50
Never or almost never	5.1%	13
Not tried at this GP surgery	1.6%	4
I don't have a preferred GP	27.2%	69
<i>answered question</i>		254
<i>skipped question</i>		1

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



PPDES LeeconHawkwell13

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	48.4%	122
3-6 months ago	19.8%	50
6-12 months ago	16.3%	41
More than 12 months ago	11.1%	28
I have never seen a nurse at my GP surgery	4.4%	11
<i>answered question</i>		252
<i>skipped question</i>		3

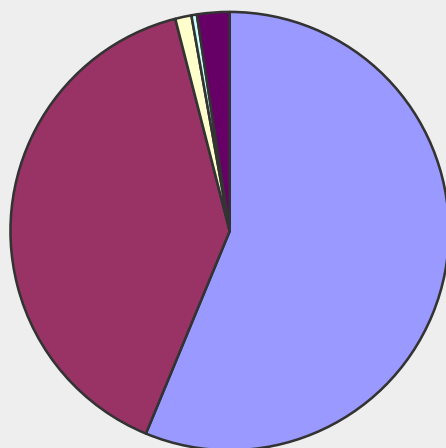


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Very easy	56.3%	143
Fairly easy	39.8%	101
Not very easy	1.2%	3
Not at all easy	0.4%	1
Haven't tried	2.4%	6
<i>answered question</i>		254
<i>skipped question</i>		1

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

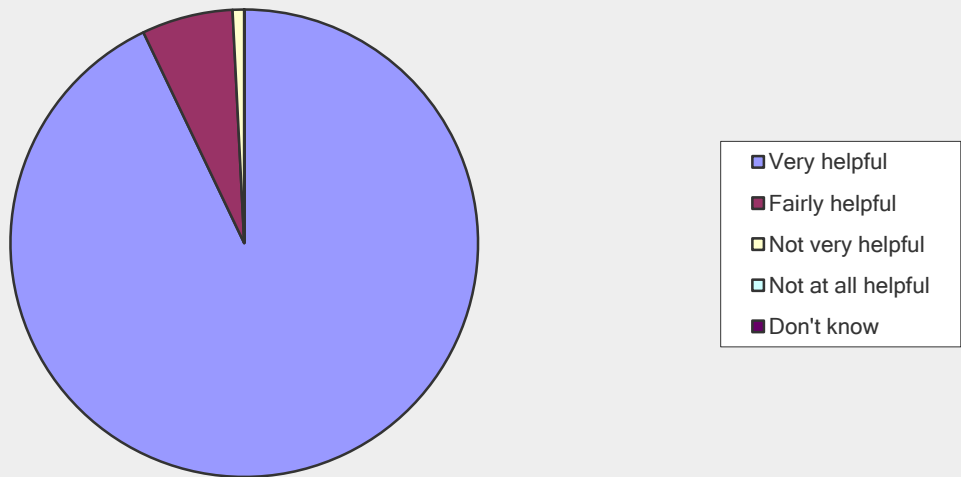


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Very helpful	92.9%	236
Fairly helpful	6.3%	16
Not very helpful	0.8%	2
Not at all helpful	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		254
<i>skipped question</i>		1

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

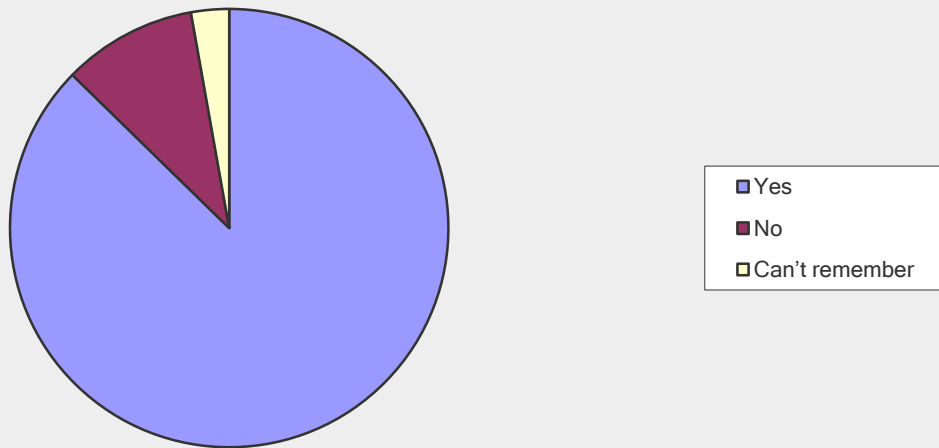


PPDES LeeconHawkwell13

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	87.4%	221
No	9.9%	25
Can't remember	2.8%	7
<i>answered question</i>		253
<i>skipped question</i>		2

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

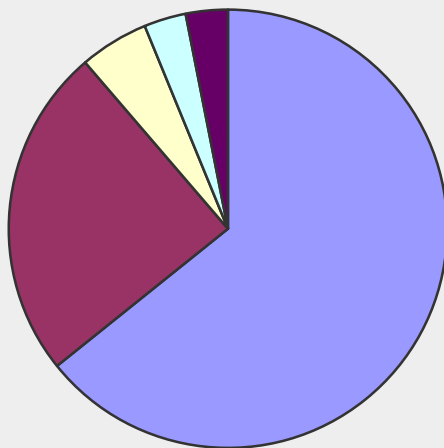


PPDES LeeconHawkwell13

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	64.3%	63
There weren't any appointments for the time I wanted	24.5%	24
I couldn't see my preferred GP	5.1%	5
I couldn't book ahead	3.1%	3
Another reason	3.1%	3
<i>answered question</i>		98
<i>skipped question</i>		157

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



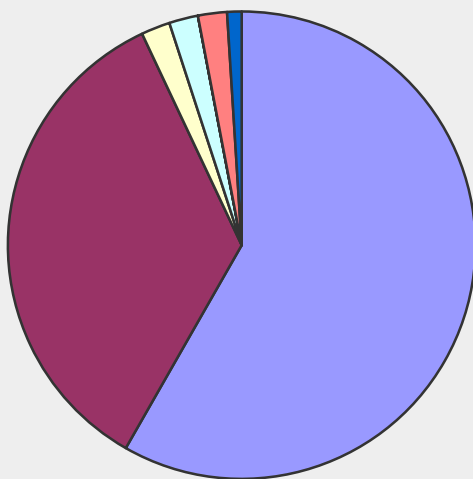
- There weren't any appointments available on the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead
- Another reason

PPDES LeeconHawkwell13

What did you do on that occasion?

Answer Options	Response Percent	Response Count
Went to the appointment I was offered	58.2%	57
Got an appointment for a different day	34.7%	34
Had a consultation over the phone	2.0%	2
Went to A&E/ a walk-in centre	2.0%	2
Saw a pharmacist	0.0%	0
Decided to contact my surgery another time	2.0%	2
Didn't see or speak to anyone	1.0%	1
<i>answered question</i>		98
<i>skipped question</i>		157

What did you do on that occasion?



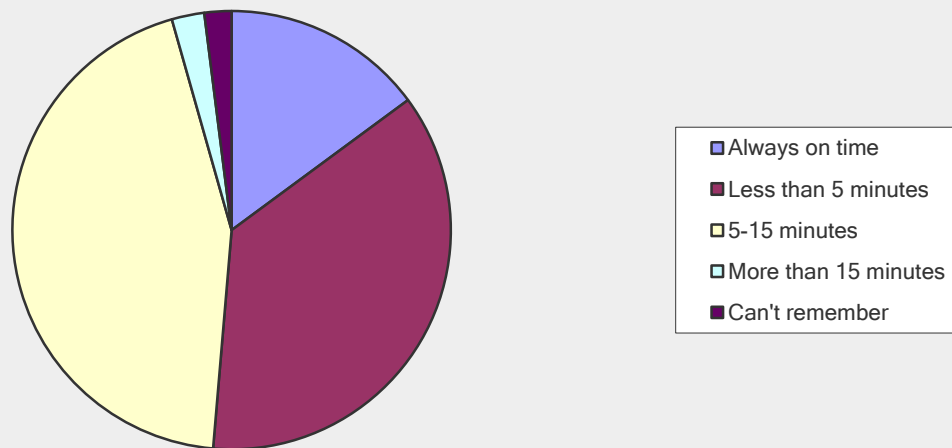
- Went to the appointment I was offered
- Got an appointment for a different day
- Had a consultation over the phone
- Went to A&E/ a walk-in centre
- Saw a pharmacist
- Decided to contact my surgery another time
- Didn't see or speak to anyone

PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Always on time	14.9%	38
Less than 5 minutes	36.5%	93
5-15 minutes	44.3%	113
More than 15 minutes	2.4%	6
Can't remember	2.0%	5
<i>answered question</i>		255
<i>skipped question</i>		0

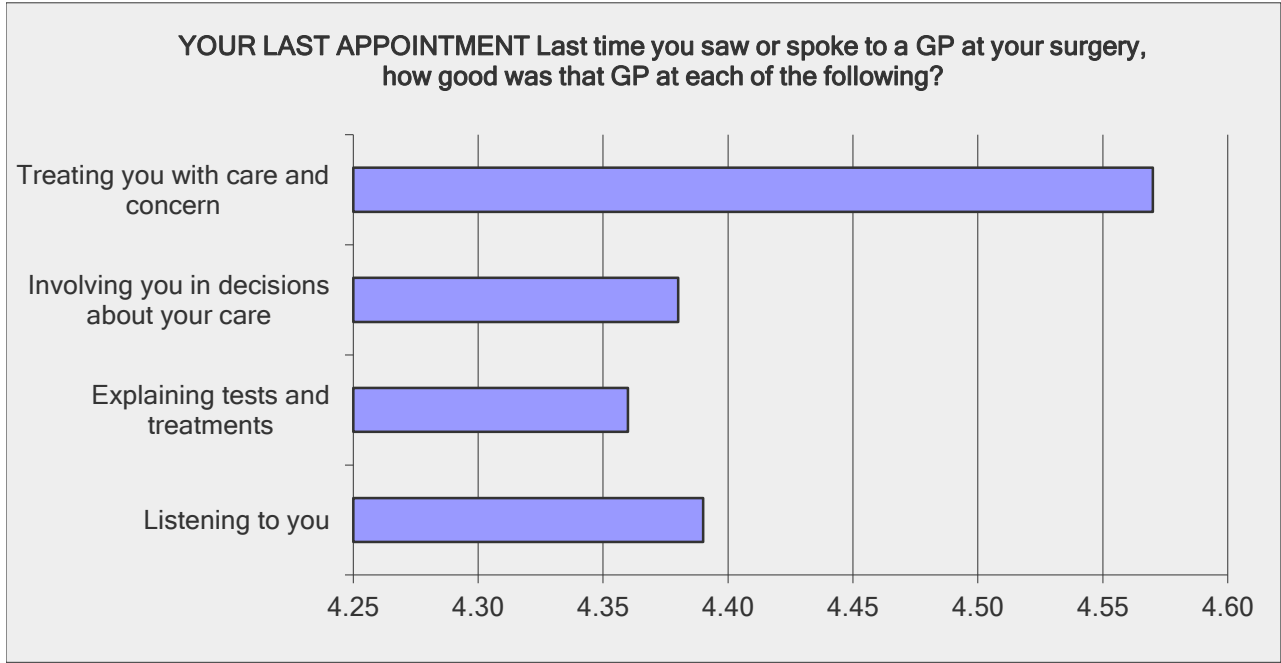
WAITING TIMES How long after your appointment time do you usually wait to be seen?



PPDES LeeconHawkwell13

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?

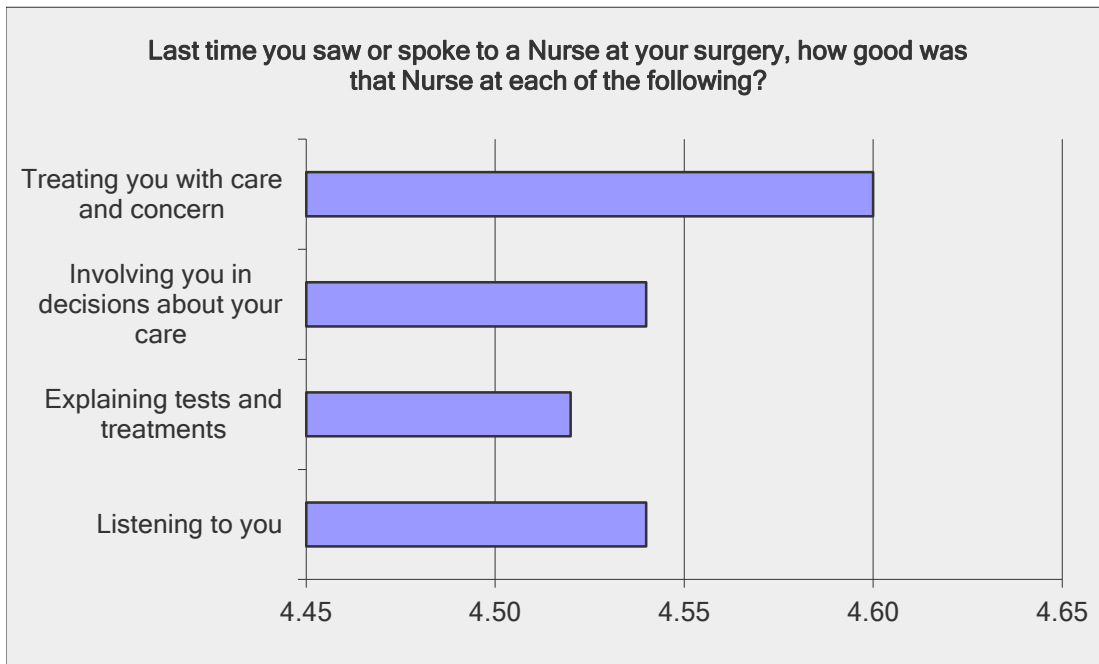
Answer Options	Poor				Excellent		Rating Average	Response Count
Listening to you	5	2	18	91	134	4.39	250	
Explaining tests and treatments	3	1	27	89	128	4.36	248	
Involving you in decisions about your care	5	0	20	92	129	4.38	246	
Treating you with care and concern	3	2	11	65	166	4.57	247	
							<i>answered question</i>	250
							<i>skipped question</i>	5



PPDES LeeconHawkwell13

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	2	1	13	75	153	4.54	244	
Explaining tests and treatments	2	1	15	75	150	4.52	243	
Involving you in decisions about your care	2	0	13	78	149	4.54	242	
Treating you with care and concern	2	2	8	67	164	4.60	243	
							<i>answered question</i>	244
							<i>skipped question</i>	11

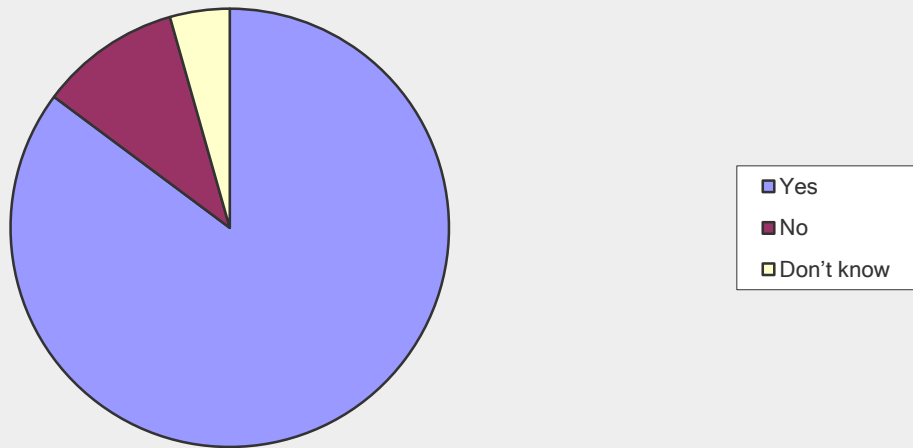


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Yes	85.2%	213
No	10.4%	26
Don't know	4.4%	11
<i>answered question</i>		250
<i>skipped question</i>		5

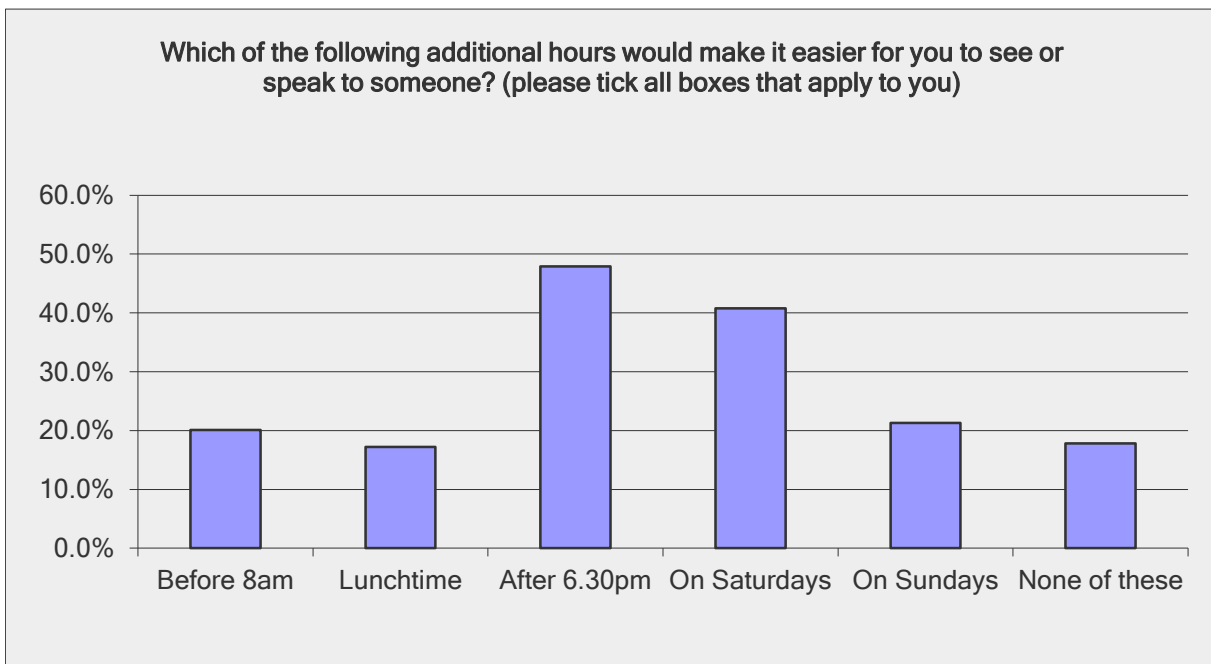
OPENING HOURS Is your GP surgery currently open at times convenient for you?



PPDES LeeconHawkwell13

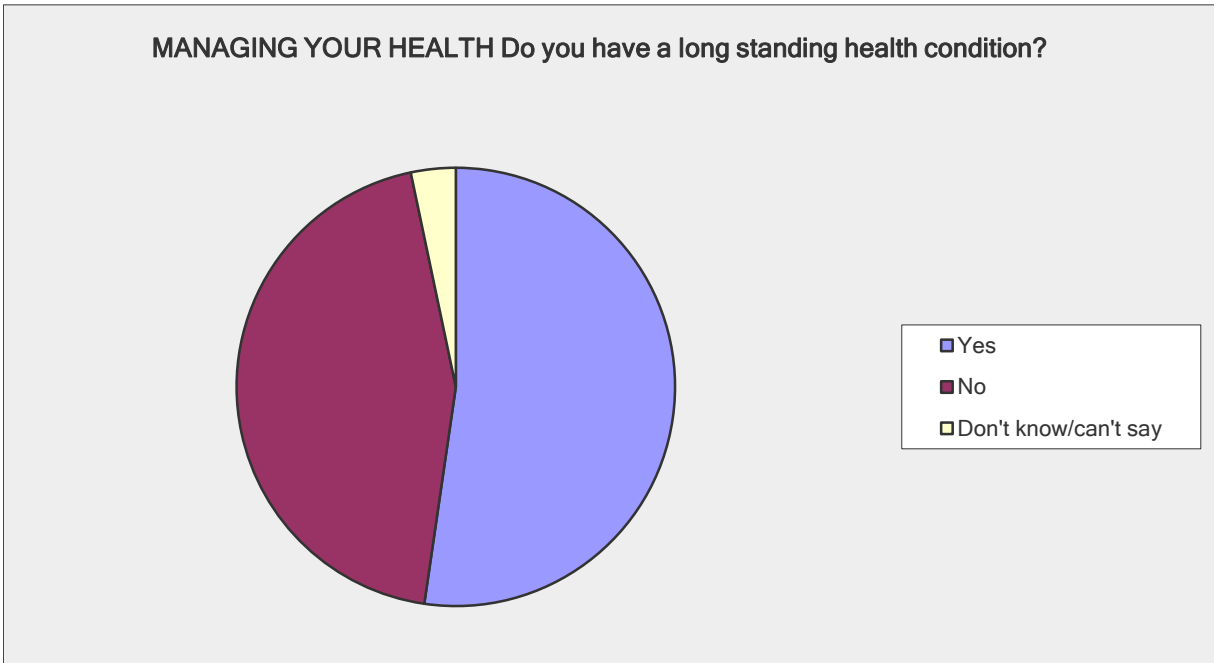
Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)

Answer Options	Response Percent	Response Count
Before 8am	20.1%	34
Lunchtime	17.2%	29
After 6.30pm	47.9%	81
On Saturdays	40.8%	69
On Sundays	21.3%	36
None of these	17.8%	30
<i>answered question</i>		169
<i>skipped question</i>		86



PPDES LeeconHawkwell13

MANAGING YOUR HEALTH Do you have a long standing health condition?		
Answer Options	Response Percent	Response Count
Yes	52.3%	127
No	44.4%	108
Don't know/can't say	3.3%	8
<i>answered question</i>		243
<i>skipped question</i>		12

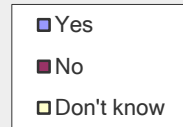
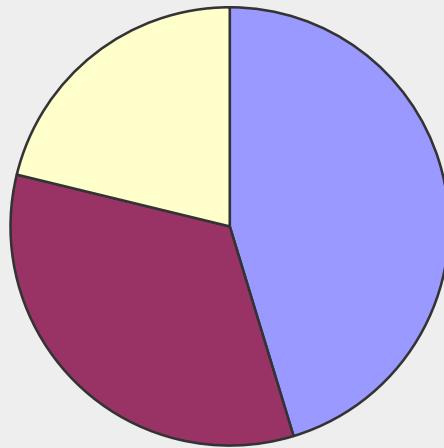


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Yes	45.3%	92
No	33.5%	68
Don't know	21.2%	43
<i>answered question</i>		203
<i>skipped question</i>		52

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

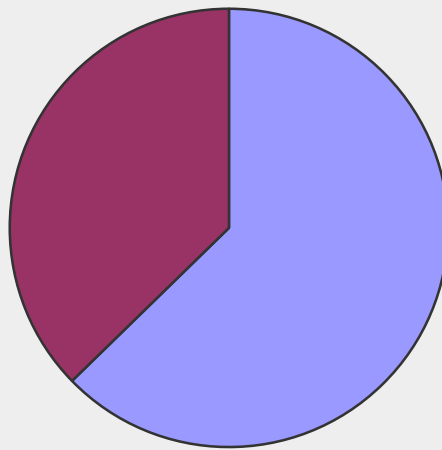


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Yes	62.7%	156
No	37.3%	93
<i>answered question</i>		249
<i>skipped question</i>		6

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

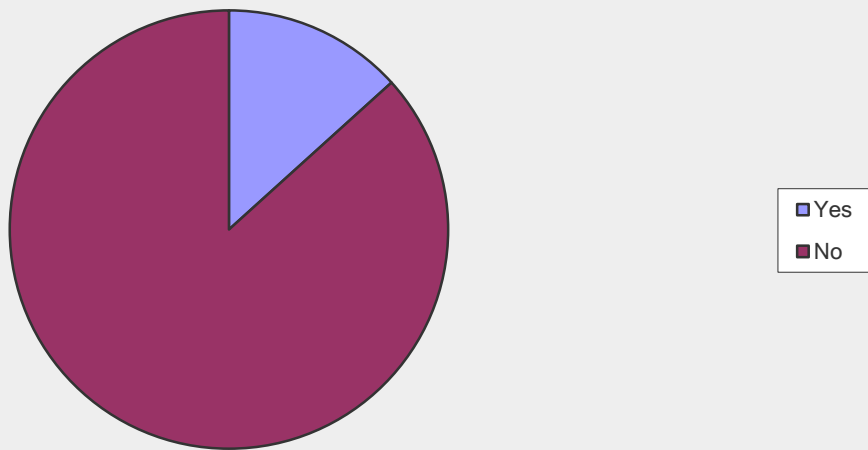


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
Yes	13.3%	33
No	86.7%	216
<i>answered question</i>		249
<i>skipped question</i>		6

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

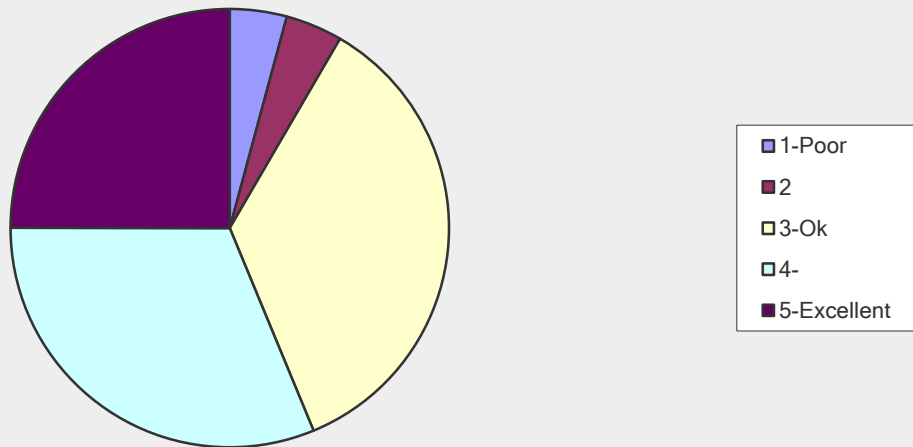


PPDES LeeconHawkwell13

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

Answer Options	Response Percent	Response Count
1-Poor	4.2%	4
2	4.2%	4
3-Ok	35.4%	34
4-	31.3%	30
5-Excellent	25.0%	24
<i>answered question</i>		96
<i>skipped question</i>		159

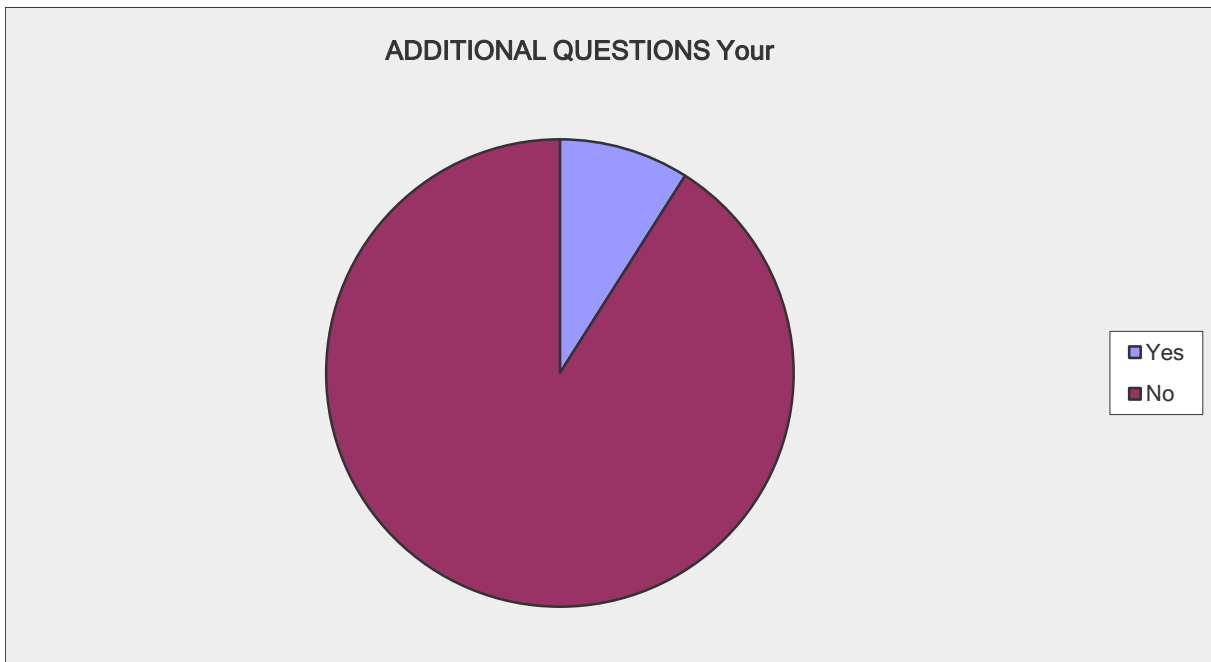
Overall how would you describe your experience of the out-of-hours service?



PPDES LeeconHawkwell13

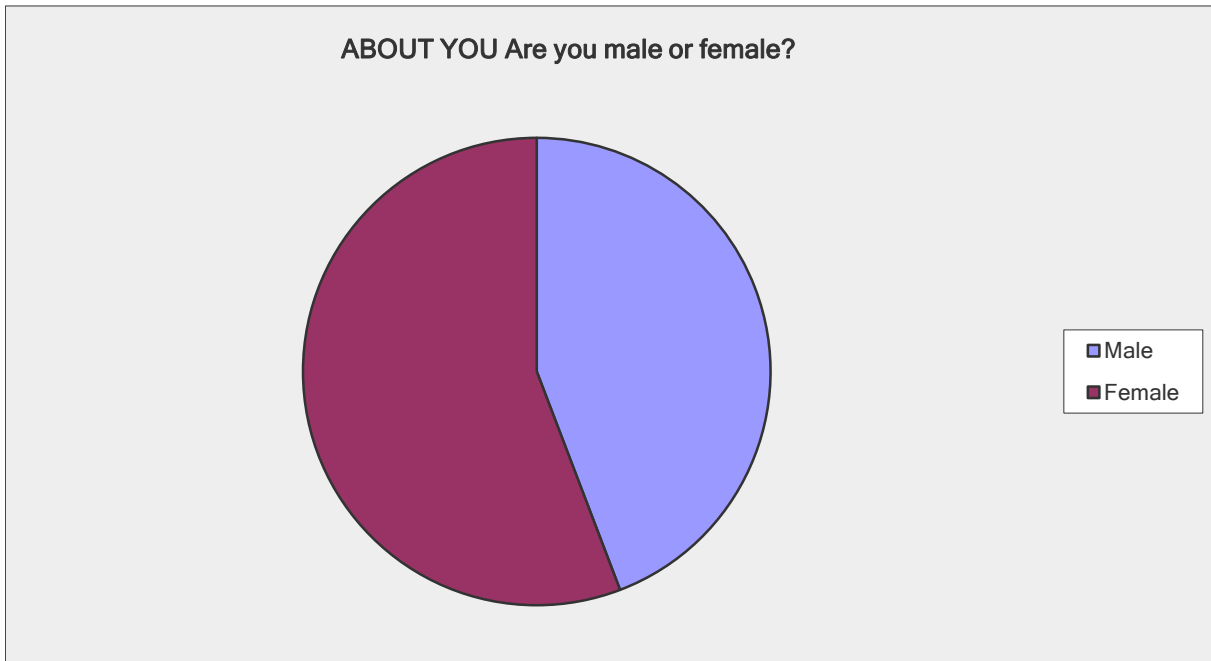
ADDITIONAL QUESTIONS Your Patient Reference Group (PRG) helped shape this questionnaire and will help the surgery to use the results to improve the service you

Answer Options	Response Percent	Response Count
Yes	9.0%	20
No	91.0%	202
<i>answered question</i>		222
<i>skipped question</i>		33



PPDES LeeconHawkwell13

ABOUT YOU Are you male or female?		
Answer Options	Response Percent	Response Count
Male	44.2%	102
Female	55.8%	129
<i>answered question</i>		231
<i>skipped question</i>		24

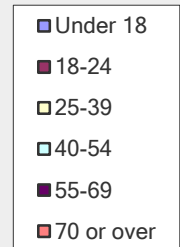
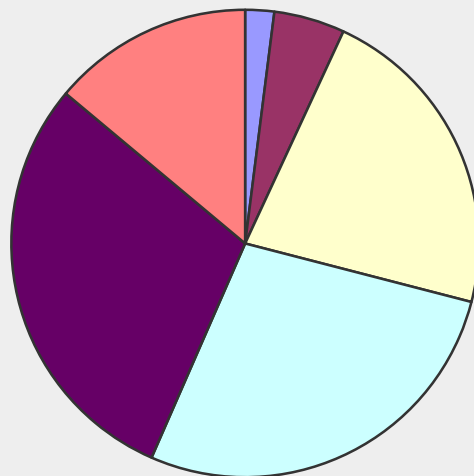


PPDES LeeconHawkwell13

How old are you?

Answer Options	Response Percent	Response Count
Under 18	2.0%	5
18-24	4.9%	12
25-39	22.1%	54
40-54	27.5%	67
55-69	29.5%	72
70 or over	13.9%	34
<i>answered question</i>		244
<i>skipped question</i>		11

How old are you?

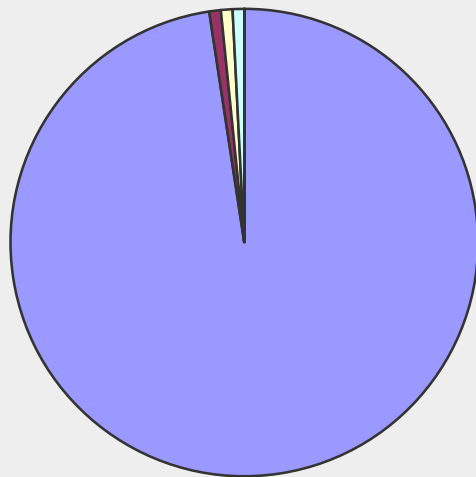


PPDES LeeconHawkwell13

What is your ethnic Group?

Answer Options	Response Percent	Response Count
White	97.6%	243
Mixed/Multiple ethnicities	0.8%	2
Asian / British Asian	0.8%	2
Black/African/Caribbean/Black British	0.8%	2
Other ethnic group	0.0%	0
Other (please specify)		0
answered question		249
skipped question		6

What is your ethnic Group?



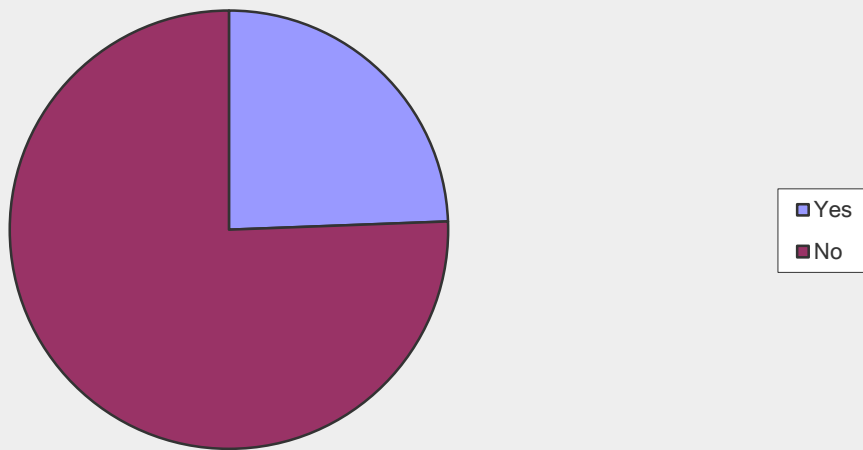
- White
- Mixed/Multiple ethnicities
- Asian / British Asian
- Black/African/Caribbean/Black British
- Other ethnic group

PPDES LeeconHawkwell13

Are you the parent or guardian of any children under 16 living in your home?

Answer Options	Response Percent	Response Count
Yes	24.4%	55
No	75.6%	170
<i>answered question</i>		225
<i>skipped question</i>		30

Are you the parent or guardian of any children under 16 living in your home?



PPDES LeeconHawkwell13

Are you a deaf person using sign language?		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	222
<i>answered question</i>		222
<i>skipped question</i>		33



PPDES LeeconHawkwell13

Which of these best describes your religion?

Answer Options	Response Percent	Response Count
No religion	32.7%	81
Buddhist	0.8%	2
Christian (all denominations)	58.5%	145
Hindu	0.0%	0
Jewish	0.4%	1
Muslim	1.2%	3
Sikh	0.0%	0
Other	1.6%	4
I prefer not to say	4.8%	12
<i>answered question</i>		248
<i>skipped question</i>		7

Which of these best describes your religion?

