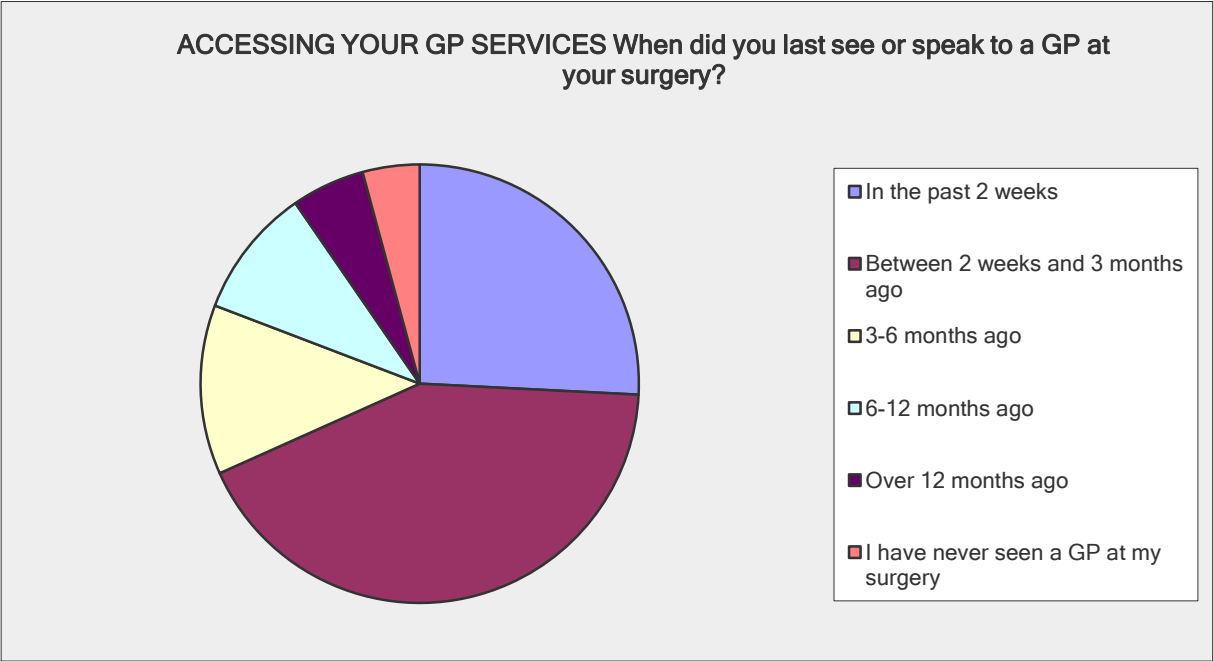


PPDES LeeconHawkwell12

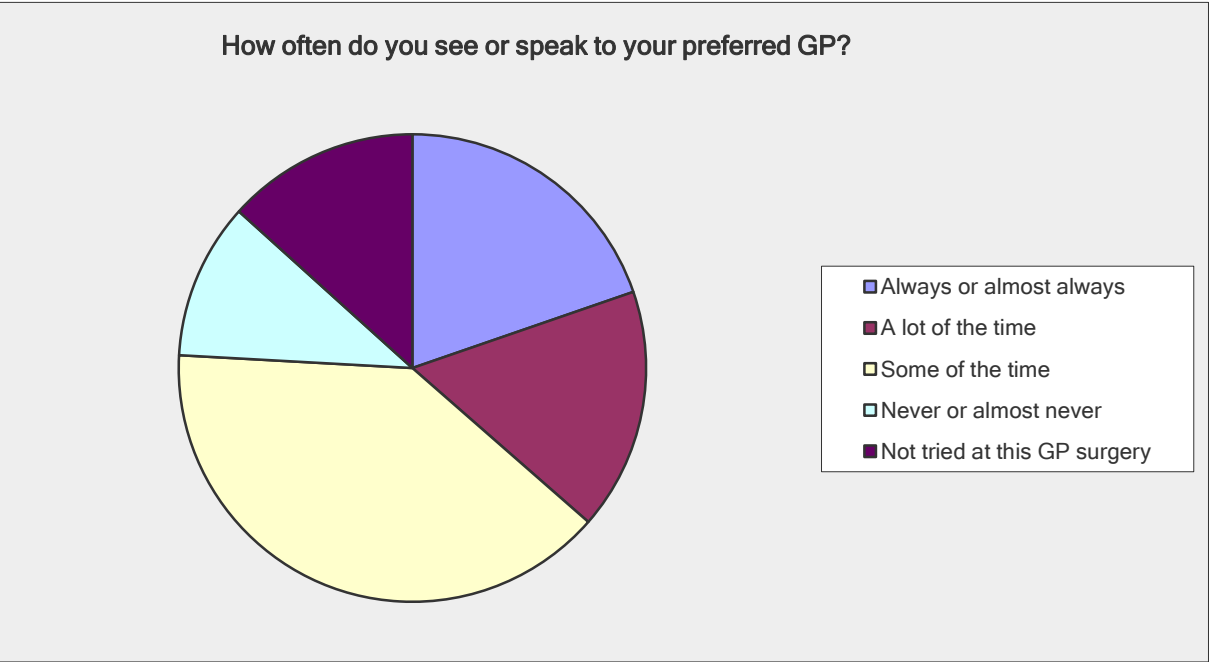
ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your surgery?

Answer Options	Response Percent	Response Count
In the past 2 weeks	25.8%	62
Between 2 weeks and 3 months ago	42.5%	102
3-6 months ago	12.5%	30
6-12 months ago	9.6%	23
Over 12 months ago	5.4%	13
I have never seen a GP at my surgery	4.2%	10
<i>answered question</i>		240
<i>skipped question</i>		1



PPDES LeeconHawkwell12

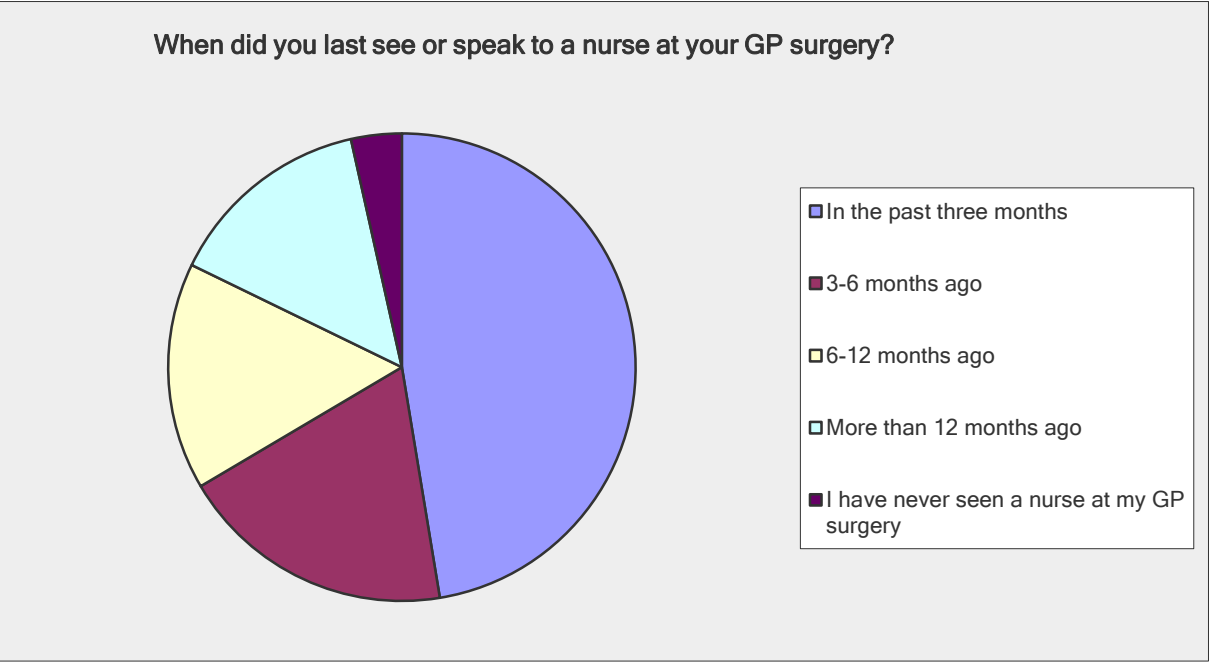
How often do you see or speak to your preferred GP?		
Answer Options	Response Percent	Response Count
Always or almost always	19.7%	40
A lot of the time	16.7%	34
Some of the time	39.4%	80
Never or almost never	10.8%	22
Not tried at this GP surgery	13.3%	27
<i>answered question</i>		203
<i>skipped question</i>		38



PPDES LeeconHawkwell12

When did you last see or speak to a nurse at your GP surgery?

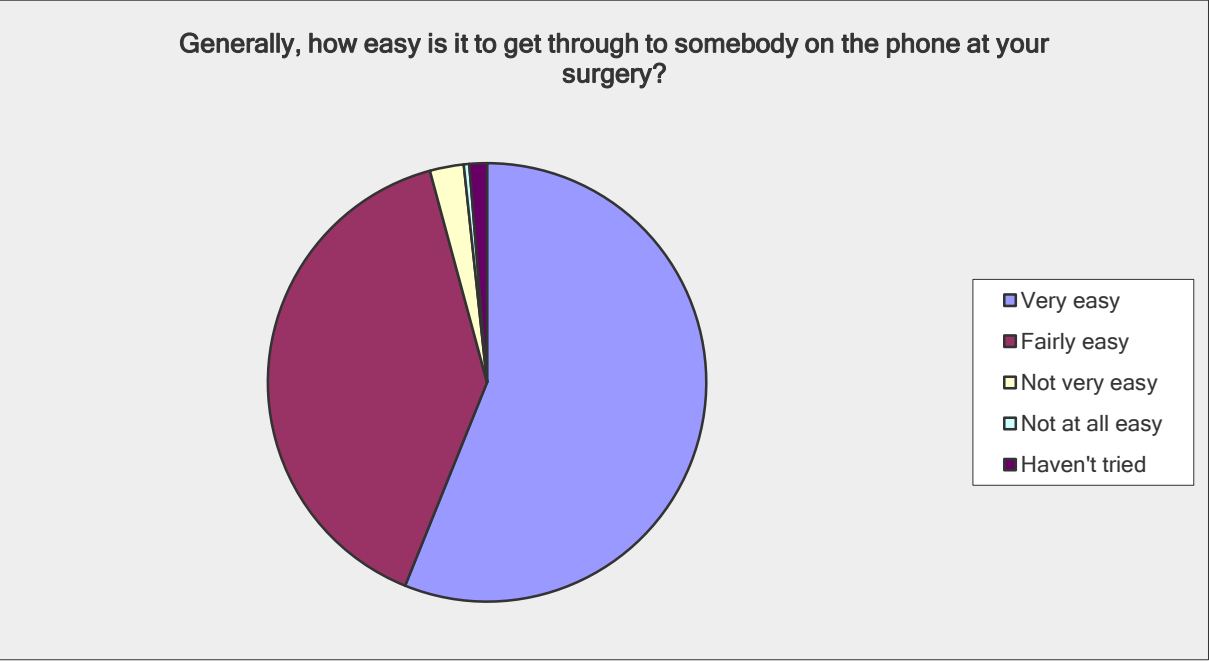
Answer Options	Response Percent	Response Count
In the past three months	47.4%	109
3-6 months ago	19.1%	44
6-12 months ago	15.7%	36
More than 12 months ago	14.3%	33
I have never seen a nurse at my GP surgery	3.5%	8
<i>answered question</i>		230
<i>skipped question</i>		11



PPDES LeeconHawkwell12

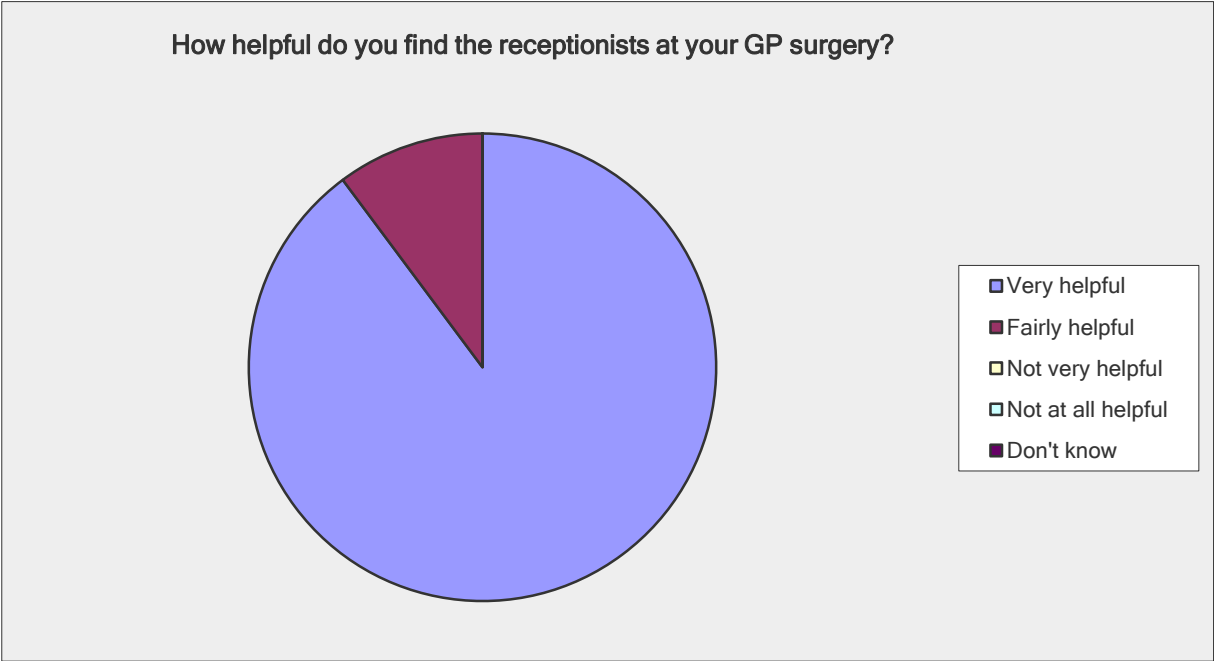
Generally, how easy is it to get through to somebody on the phone at your surgery?

Answer Options	Response Percent	Response Count
Very easy	56.1%	133
Fairly easy	39.7%	94
Not very easy	2.5%	6
Not at all easy	0.4%	1
Haven't tried	1.3%	3
<i>answered question</i>		237
<i>skipped question</i>		4



PPDES LeeconHawkwell12

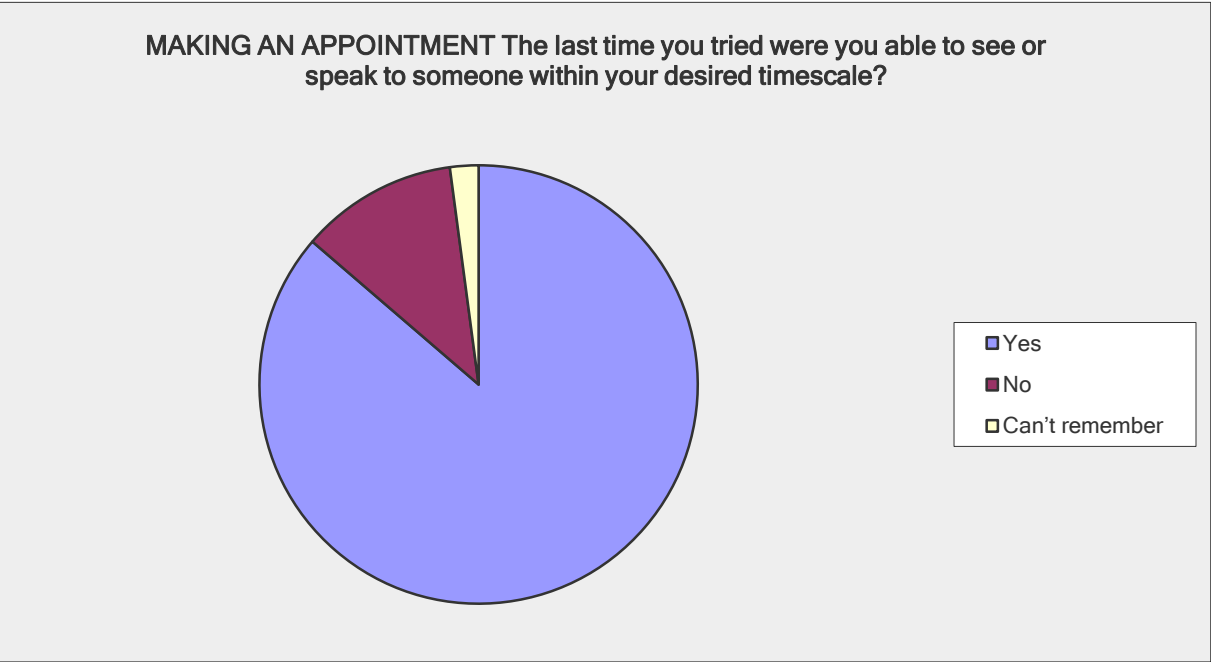
How helpful do you find the receptionists at your GP surgery?		
Answer Options	Response Percent	Response Count
Very helpful	89.8%	211
Fairly helpful	10.2%	24
Not very helpful	0.0%	0
Not at all helpful	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		235
<i>skipped question</i>		6



PPDES LeeconHawkwell12

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

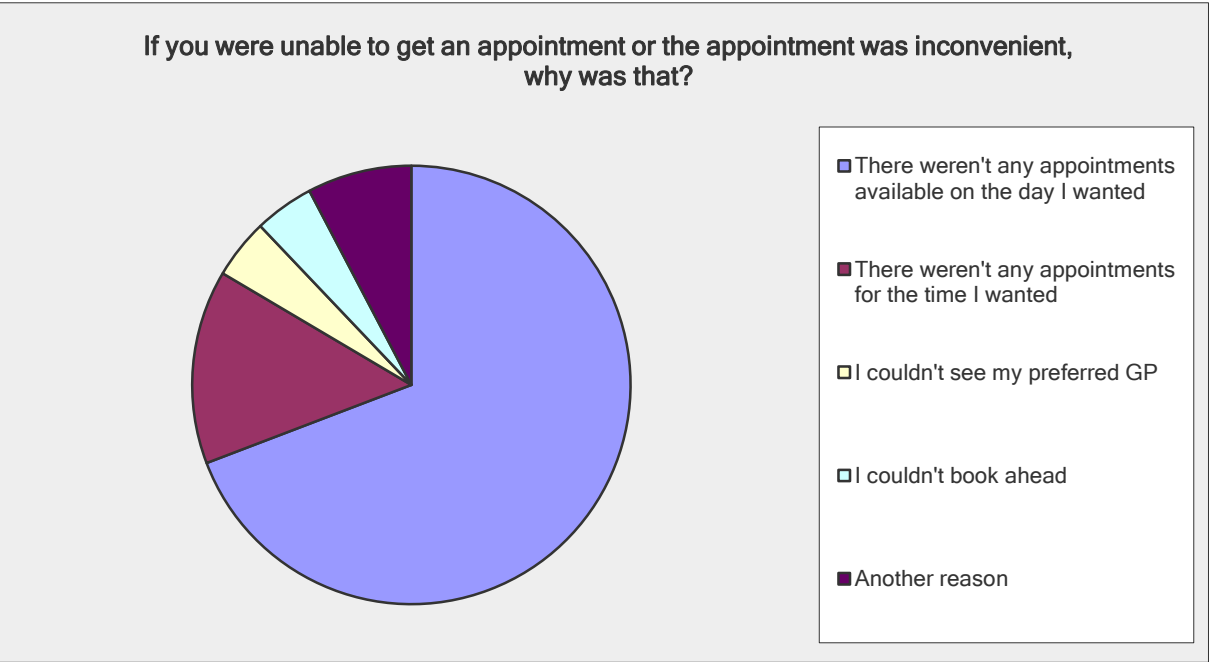
Answer Options	Response Percent	Response Count
Yes	86.3%	201
No	11.6%	27
Can't remember	2.1%	5
<i>answered question</i>		233
<i>skipped question</i>		8



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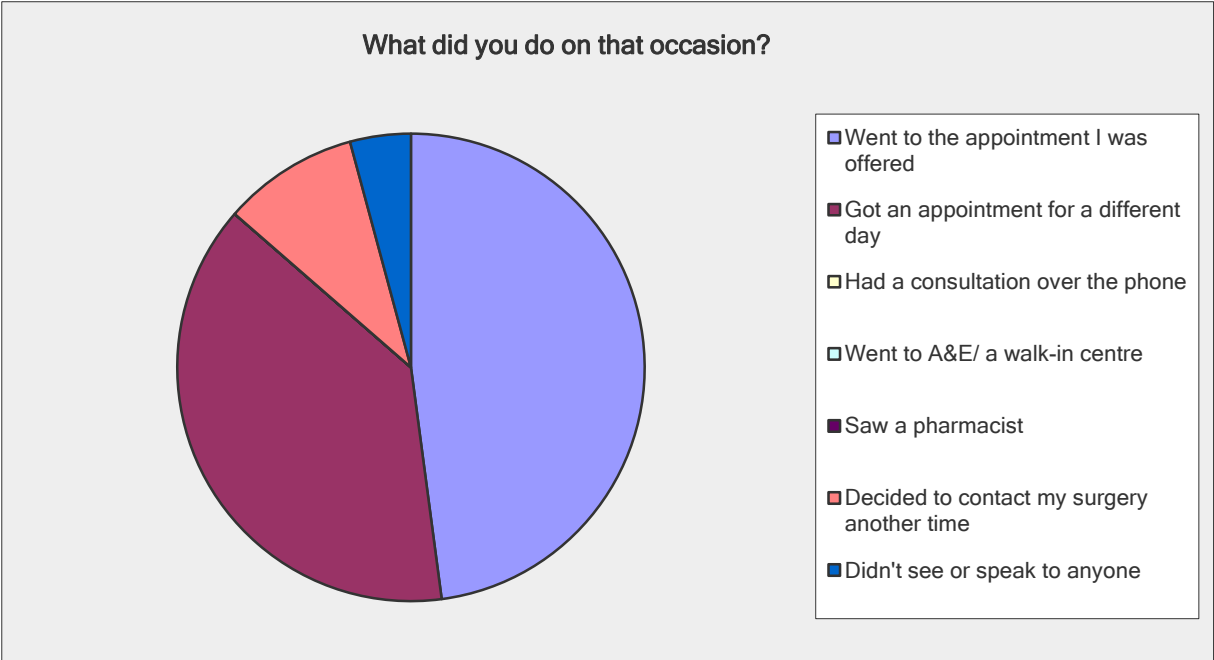
If you were unable to get an appointment or the appointment was inconvenient, why was that?

Answer Options	Response Percent	Response Count
There weren't any appointments available on the day I	69.2%	63
There weren't any appointments for the time I wanted	14.3%	13
I couldn't see my preferred GP	4.4%	4
I couldn't book ahead	4.4%	4
Another reason	7.7%	7
<i>answered question</i>		91
<i>skipped question</i>		150



PPDES LeeconHawkwell12

What did you do on that occasion?		
Answer Options	Response Percent	Response Count
Went to the appointment I was offered	47.9%	46
Got an appointment for a different day	38.5%	37
Had a consultation over the phone	0.0%	0
Went to A&E/ a walk-in centre	0.0%	0
Saw a pharmacist	0.0%	0
Decided to contact my surgery another time	9.4%	9
Didn't see or speak to anyone	4.2%	4
answered question		96
skipped question		145

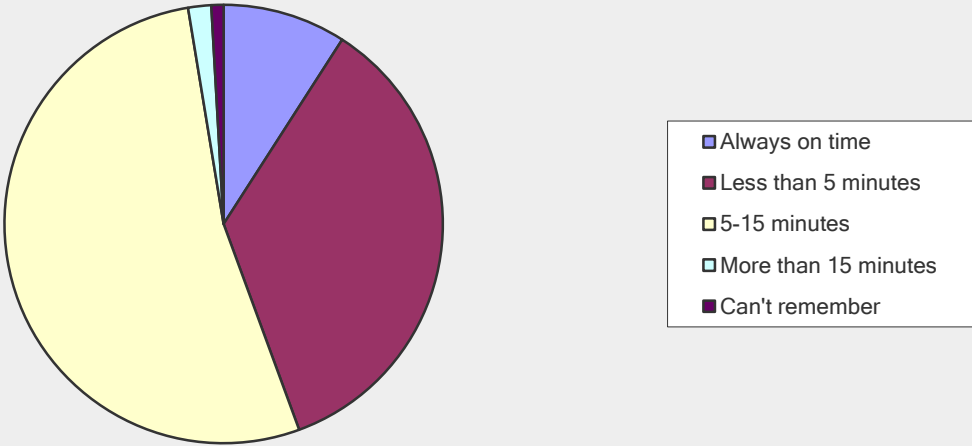


PPDES LeeconHawkwell12

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

Answer Options	Response Percent	Response Count
Always on time	9.1%	21
Less than 5 minutes	35.3%	82
5-15 minutes	53.0%	123
More than 15 minutes	1.7%	4
Can't remember	0.9%	2
<i>answered question</i>		232
<i>skipped question</i>		9

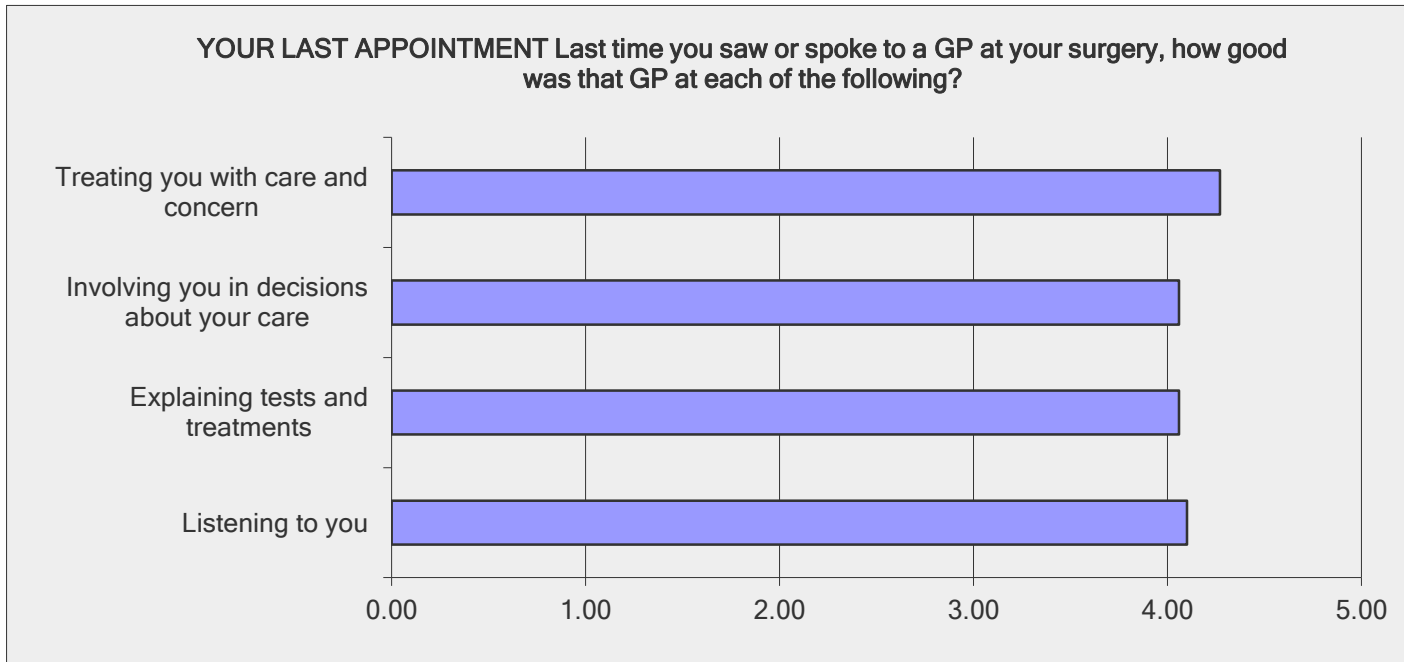
WAITING TIMES How long after your appointment time do you usually wait to be seen?



PPDES LeeconHawkwell12

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?

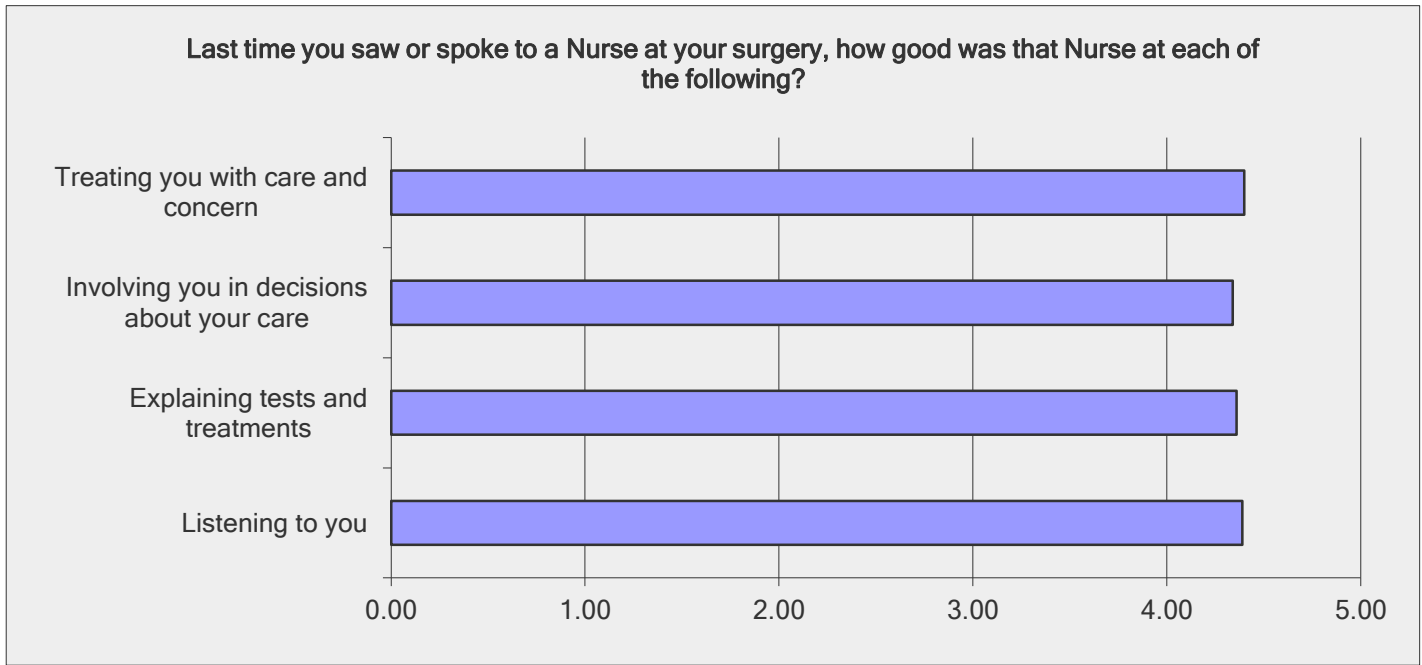
Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	4	10	39	81	95	4.10	229	
Explaining tests and treatments	4	8	46	80	87	4.06	225	
Involving you in decisions about your care	4	9	45	71	89	4.06	218	
Treating you with care and concern	3	4	34	72	113	4.27	226	
							<i>answered question</i>	229
							<i>skipped question</i>	12



PPDES LeeconHawkwell12

Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?

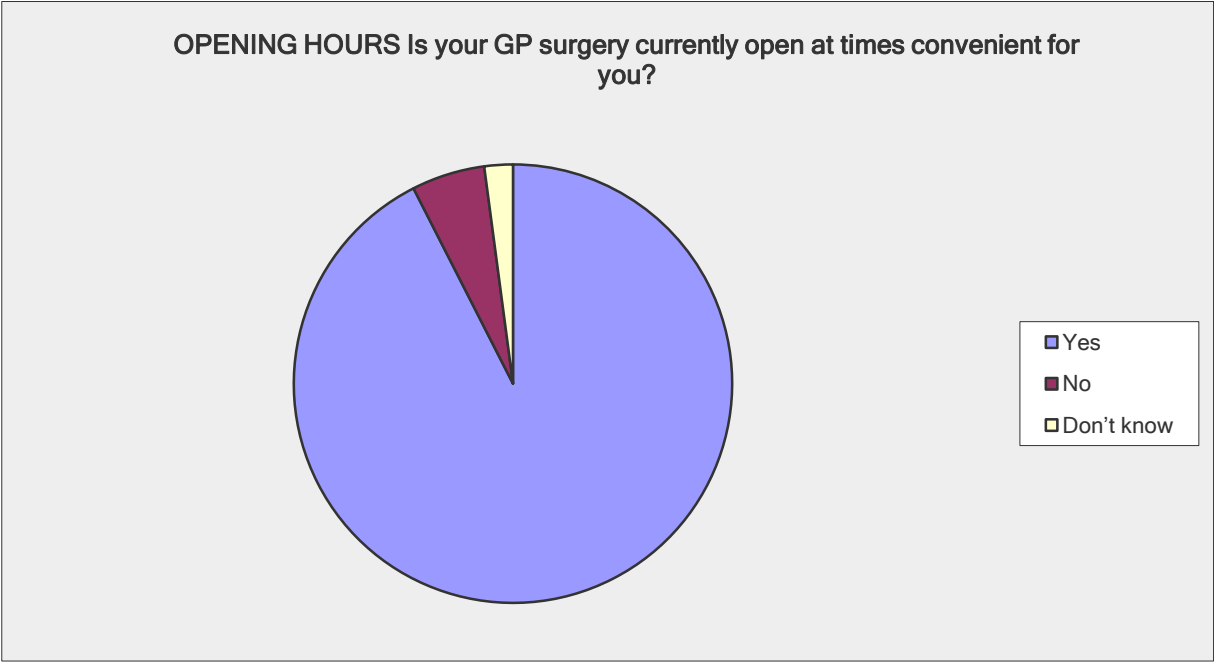
Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	3	4	19	76	123	4.39	225	
Explaining tests and treatments	2	4	24	75	120	4.36	225	
Involving you in decisions about your care	2	5	25	74	117	4.34	223	
Treating you with care and concern	4	4	20	67	131	4.40	226	
							<i>answered question</i>	228
							<i>skipped question</i>	13



PPDES LeeconHawkwell12

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

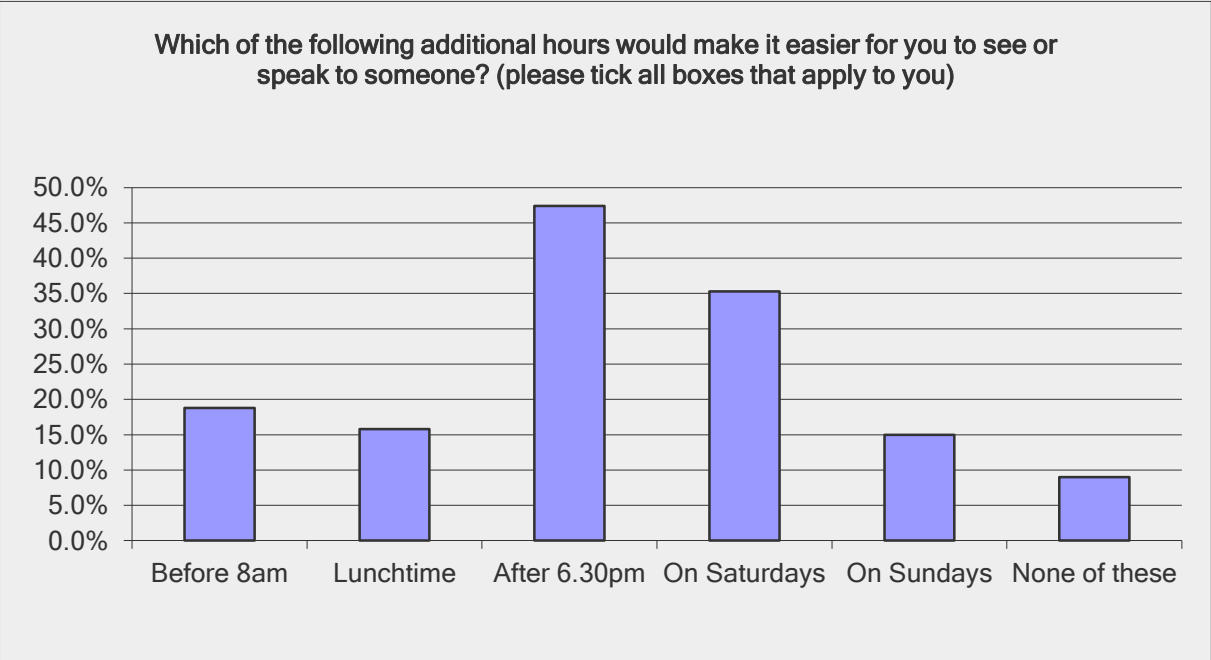
Answer Options	Response Percent	Response Count
Yes	92.5%	222
No	5.4%	13
Don't know	2.1%	5
<i>answered question</i>		240
<i>skipped question</i>		1



PPDES LeeconHawkwell12

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)

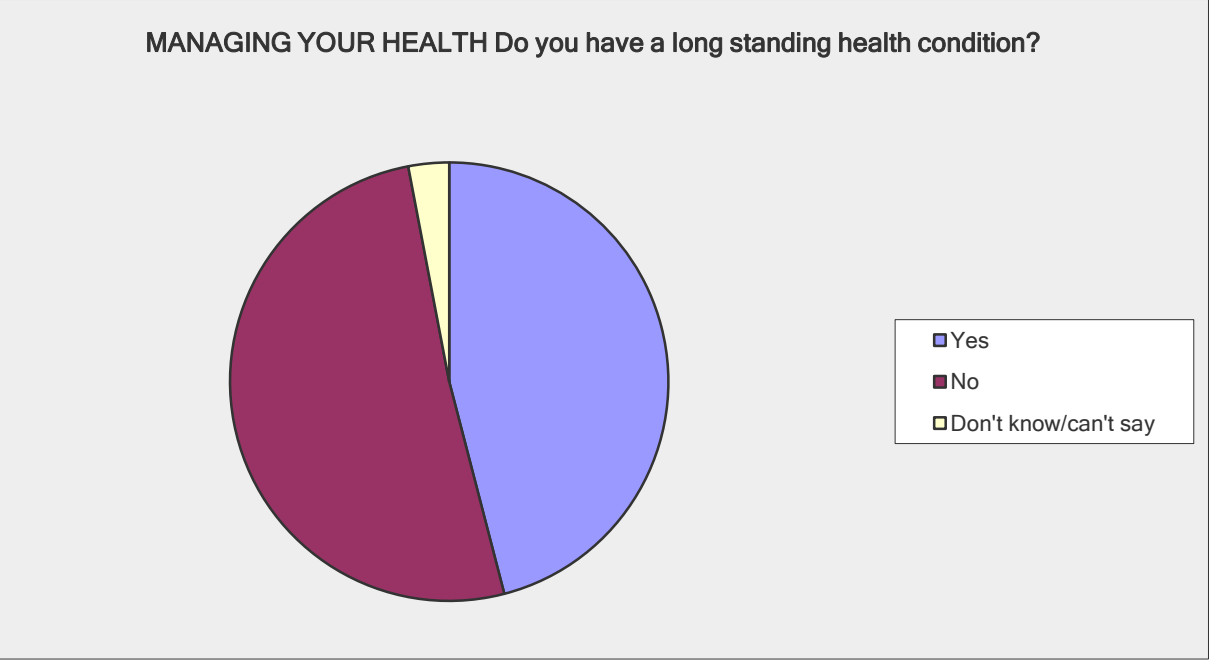
Answer Options	Response Percent	Response Count
Before 8am	18.8%	25
Lunchtime	15.8%	21
After 6.30pm	47.4%	63
On Saturdays	35.3%	47
On Sundays	15.0%	20
None of these	9.0%	12
<i>answered question</i>		133
<i>skipped question</i>		108



PPDES LeeconHawkwell12

MANAGING YOUR HEALTH Do you have a long standing health condition?

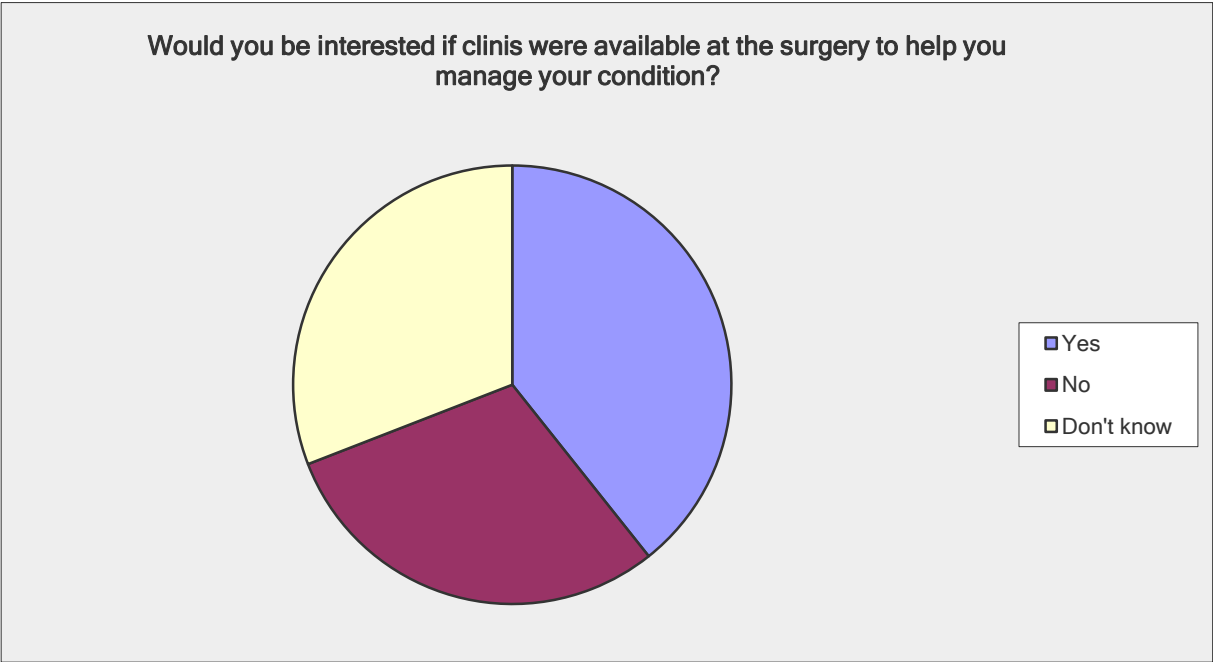
Answer Options	Response Percent	Response Count
Yes	46.0%	108
No	51.1%	120
Don't know/can't say	3.0%	7
<i>answered question</i>		235
<i>skipped question</i>		6



PPDES LeeconHawkwell12

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

Answer Options	Response Percent	Response Count
Yes	39.3%	75
No	29.8%	57
Don't know	30.9%	59
<i>answered question</i>		191
<i>skipped question</i>		50



PPDES LeeconHawkwell12

OUT OF HOURS Do you know how to contact an out-of-hours doctor?		
Answer Options	Response Percent	Response Count
Yes	61.0%	144
No	39.0%	92
<i>answered question</i>		236
<i>skipped question</i>		5



PPDES LeeconHawkwell12

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

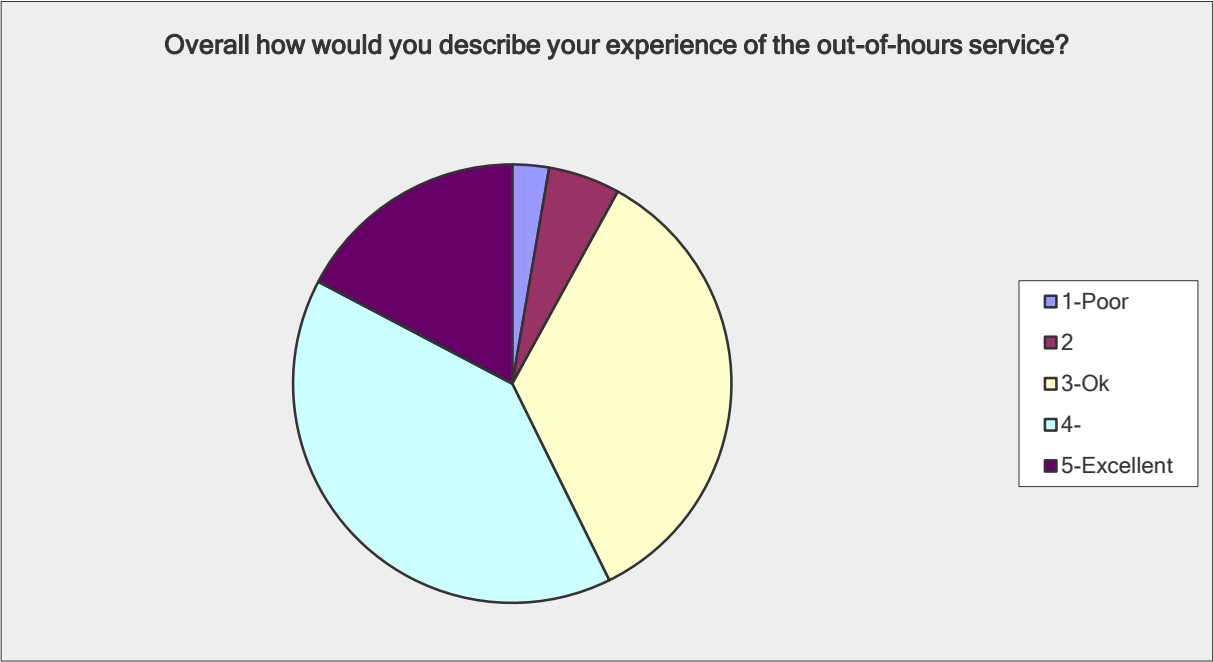
Answer Options	Response Percent	Response Count
Yes	7.7%	18
No	92.3%	215
<i>answered question</i>		233
<i>skipped question</i>		8



PPDES LeeconHawkwell12

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

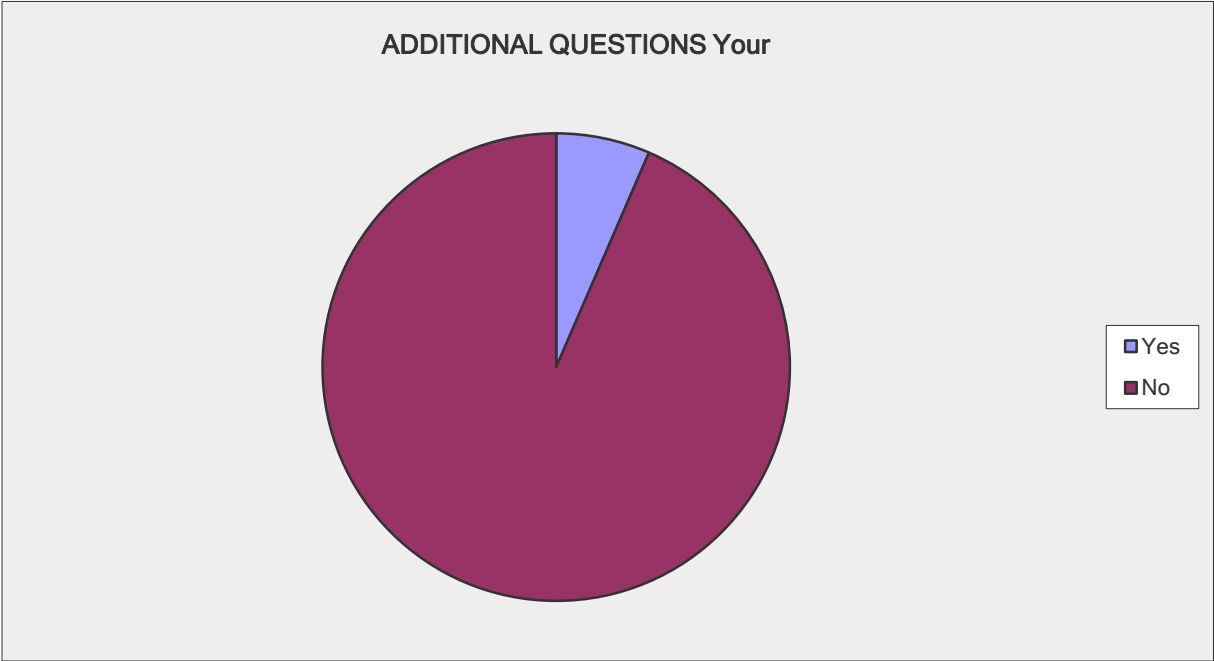
Answer Options	Response Percent	Response Count
1-Poor	2.7%	2
2	5.3%	4
3-Ok	34.7%	26
4-	40.0%	30
5-Excellent	17.3%	13
<i>answered question</i>		75
<i>skipped question</i>		166



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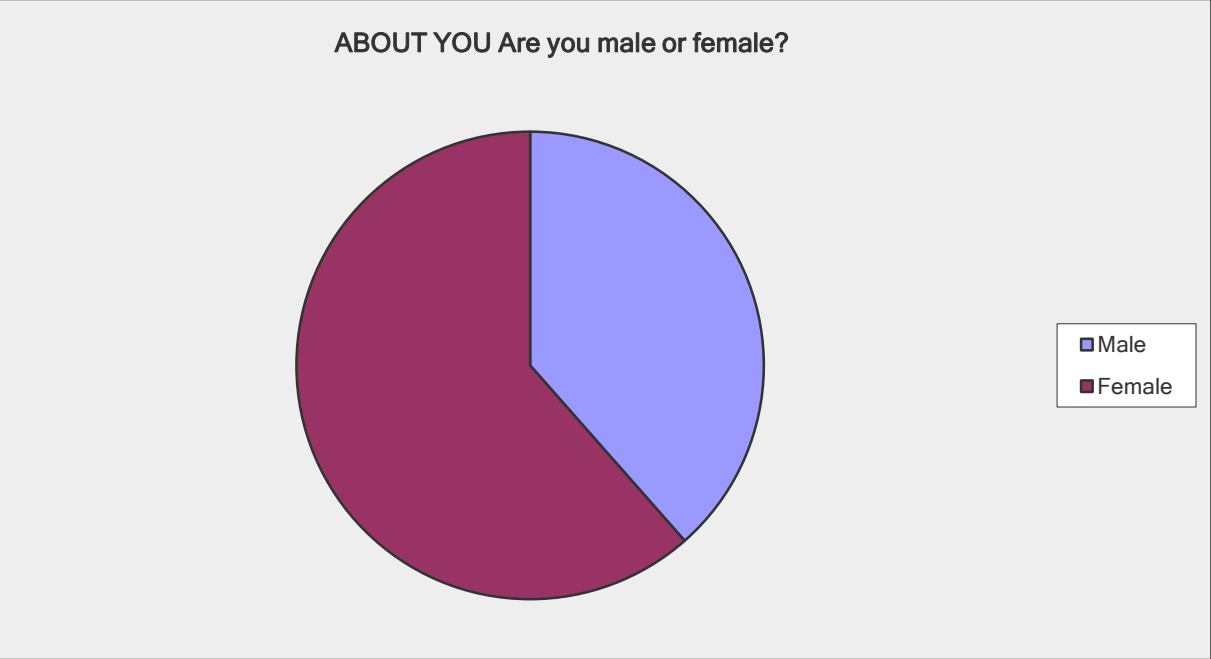
ADDITIONAL QUESTIONS Your Patient Reference Group (PRG) helped shape this questionnaire and will help the surgery to use the results to improve the service you

Answer Options	Response Percent	Response Count
Yes	6.5%	14
No	93.5%	201
<i>answered question</i>		215
<i>skipped question</i>		26



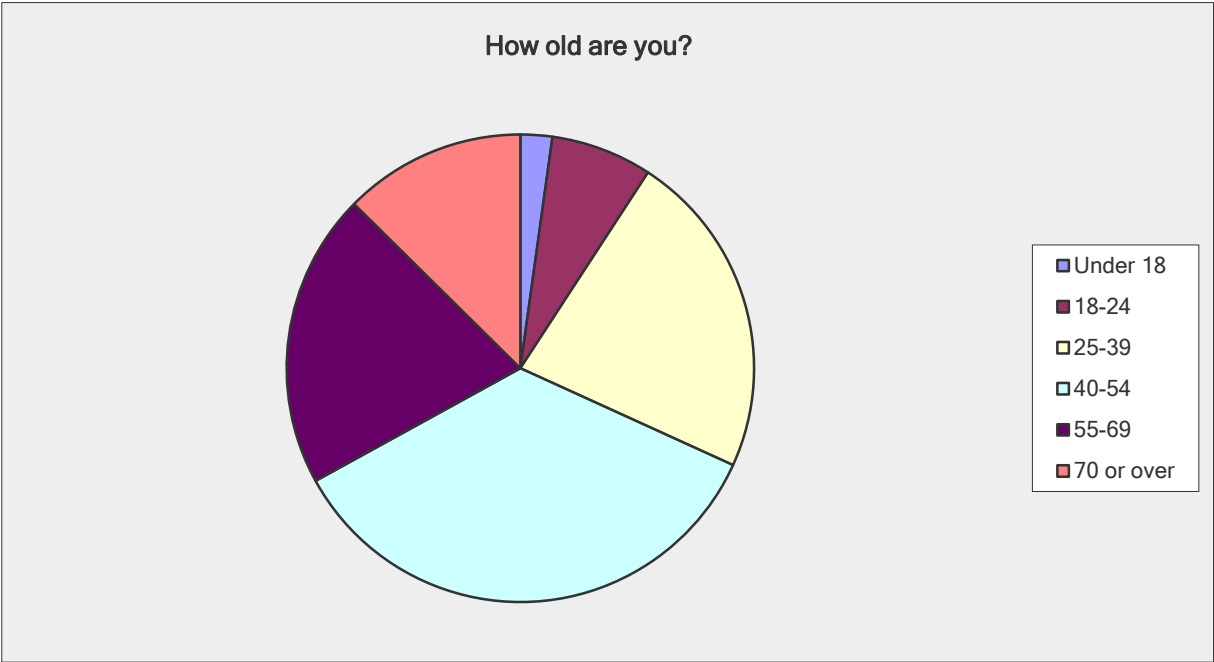
PPDES LeeconHawkwell12

ABOUT YOU Are you male or female?		
Answer Options	Response Percent	Response Count
Male	38.5%	84
Female	61.5%	134
	<i>answered question</i>	218
	<i>skipped question</i>	23



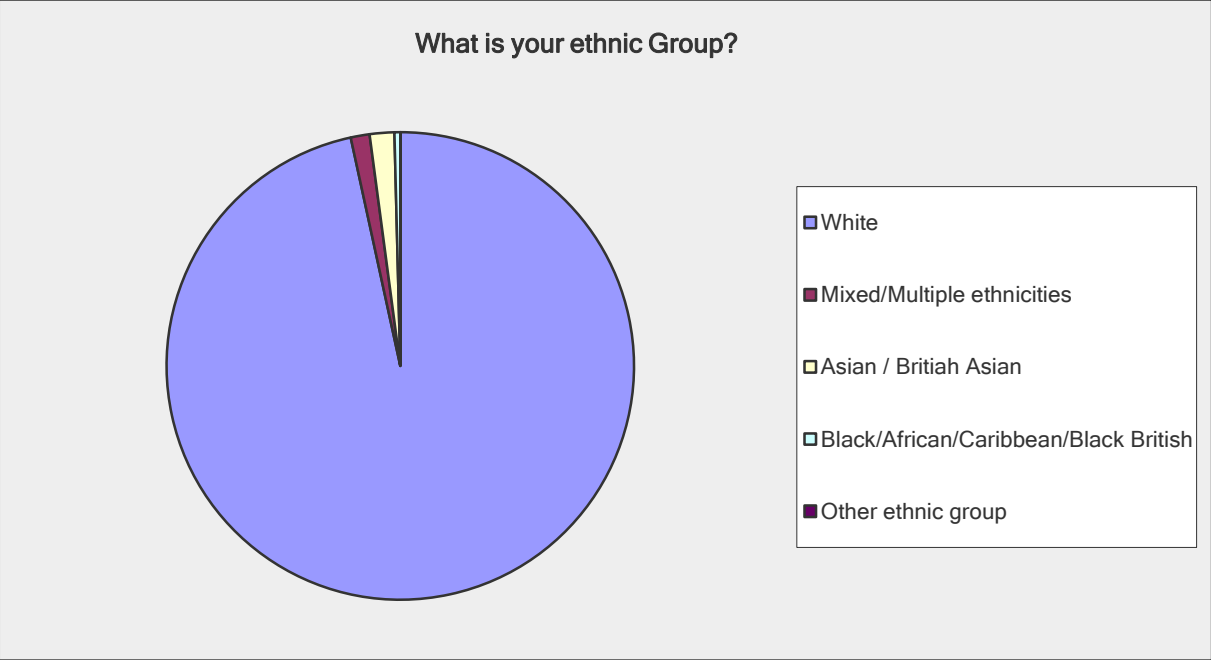
PPDES LeeconHawkwell12

How old are you?		
Answer Options	Response Percent	Response Count
Under 18	2.2%	5
18-24	7.0%	16
25-39	22.6%	52
40-54	35.2%	81
55-69	20.4%	47
70 or over	12.6%	29
<i>answered question</i>		230
<i>skipped question</i>		11



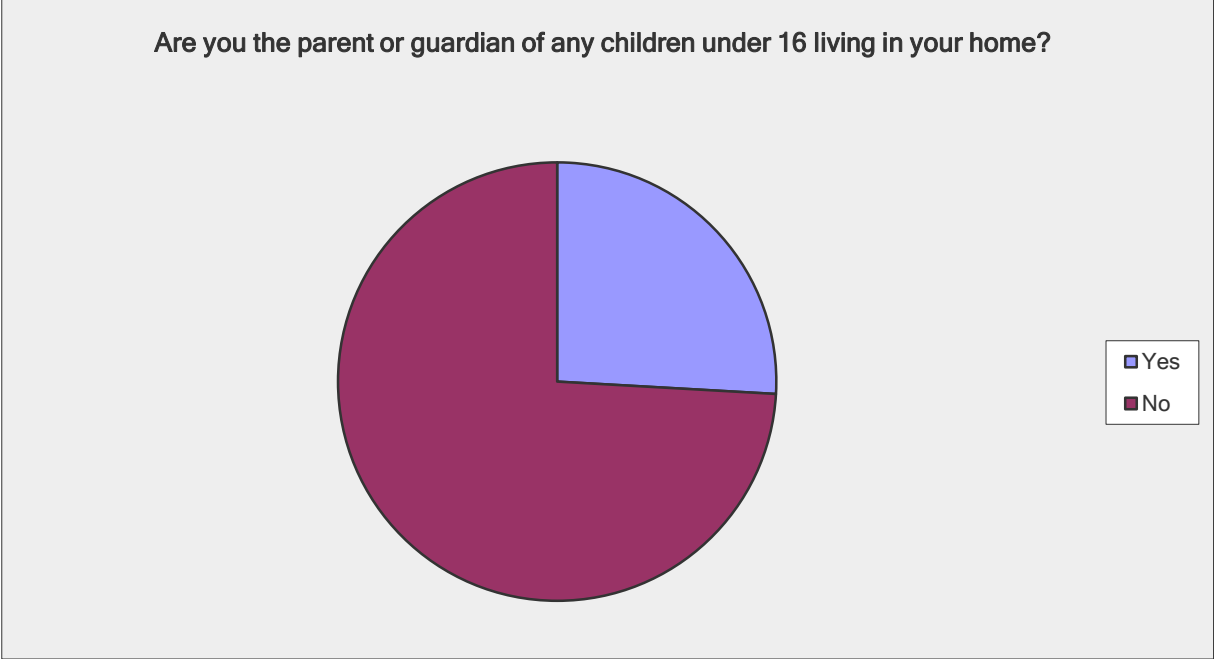
PPDES LeeconHawkwell12

What is your ethnic Group?		
Answer Options	Response Percent	Response Count
White	96.5%	222
Mixed/Multiple ethnicities	1.3%	3
Asian / Britiah Asian	1.7%	4
Black/African/Caribbean/Black British	0.4%	1
Other ethnic group	0.0%	0
Other (please specify)		5
<i>answered question</i>		230
<i>skipped question</i>		11



PPDES LeeconHawkwell12

Are you the parent or guardian of any children under 16 living in your home?		
Answer Options	Response Percent	Response Count
Yes	25.9%	53
No	74.1%	152
	<i>answered question</i>	205
	<i>skipped question</i>	36



PPDES LeeconHawkwell12

Are you a deaf person using sign language?		
Answer Options	Response Percent	Response Count
Yes	0.5%	1
No	99.5%	192
<i>answered question</i>		193
<i>skipped question</i>		48



PPDES LeeconHawkwell12

Which of these best describes your religion?

Answer Options	Response Percent	Response Count
No religion	40.6%	93
Buddhist	0.0%	0
Christian (all denominations)	50.7%	116
Hindu	0.0%	0
Jewish	0.4%	1
Muslim	0.9%	2
Sikh	0.0%	0
Other	2.6%	6
I prefer not to say	4.8%	11
<i>answered question</i>		229
<i>skipped question</i>		12

