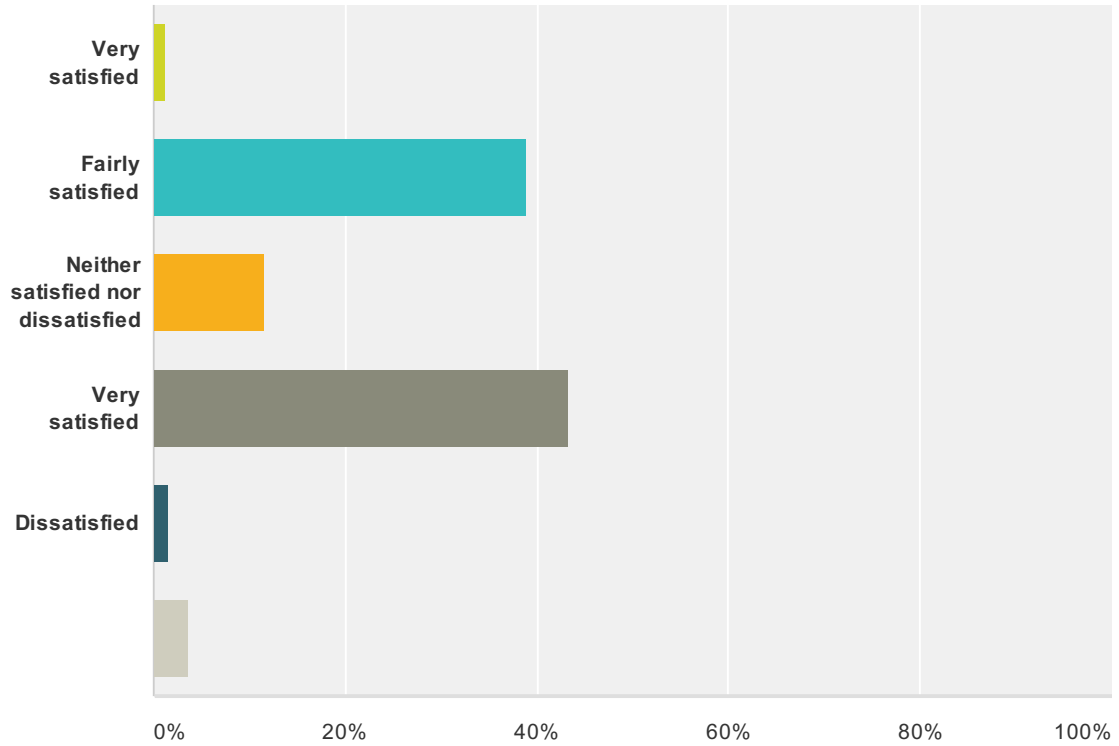


Q1 How satisfied are you with the hours that the Foxhayes Practice is open?

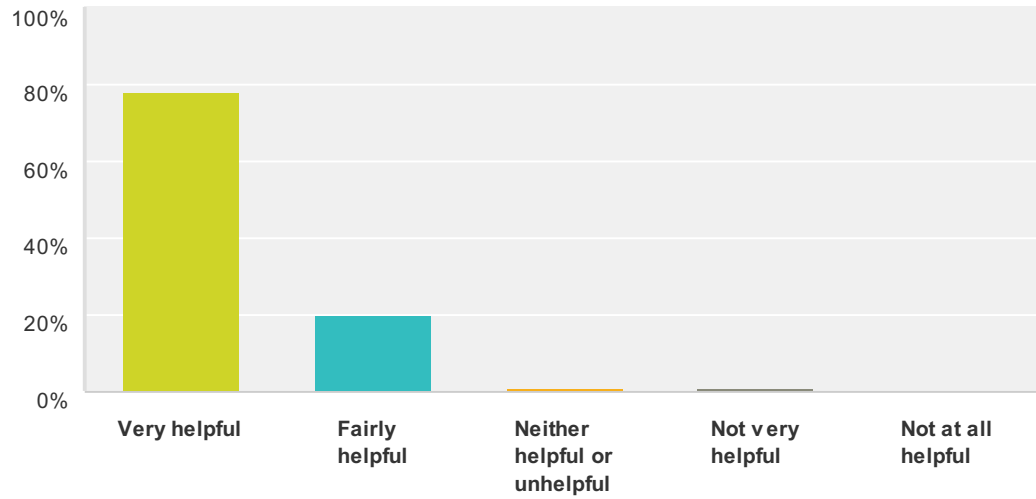
Answered: 250 Skipped: 0



Answer Choices	Responses	Count
Very satisfied	1.20%	3
Fairly satisfied	38.80%	97
Neither satisfied nor dissatisfied	11.60%	29
Very satisfied	43.20%	108
Dissatisfied	1.60%	4
I am not sure when the practice is open	3.60%	9
Total Respondents: 250		

Q2 How helpful do you find the receptionists at the Foxhayes Practice?

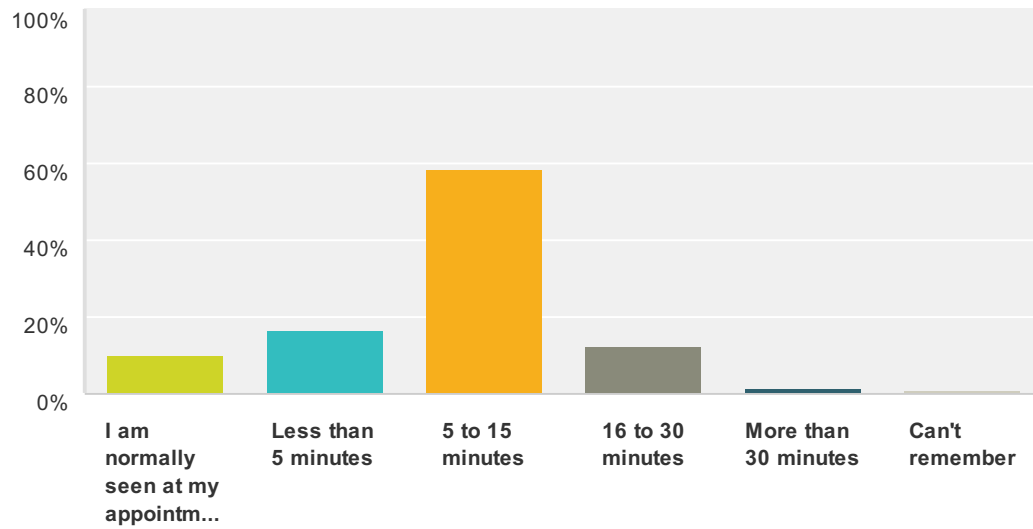
Answered: 250 Skipped: 0



Answer Choices	Responses
Very helpful	78% 195
Fairly helpful	20% 50
Neither helpful or unhelpful	1.20% 3
Not very helpful	0.80% 2
Not at all helpful	0% 0
Total Respondents: 250	

Q3 How long after your appointment time do you normally wait to be seen?

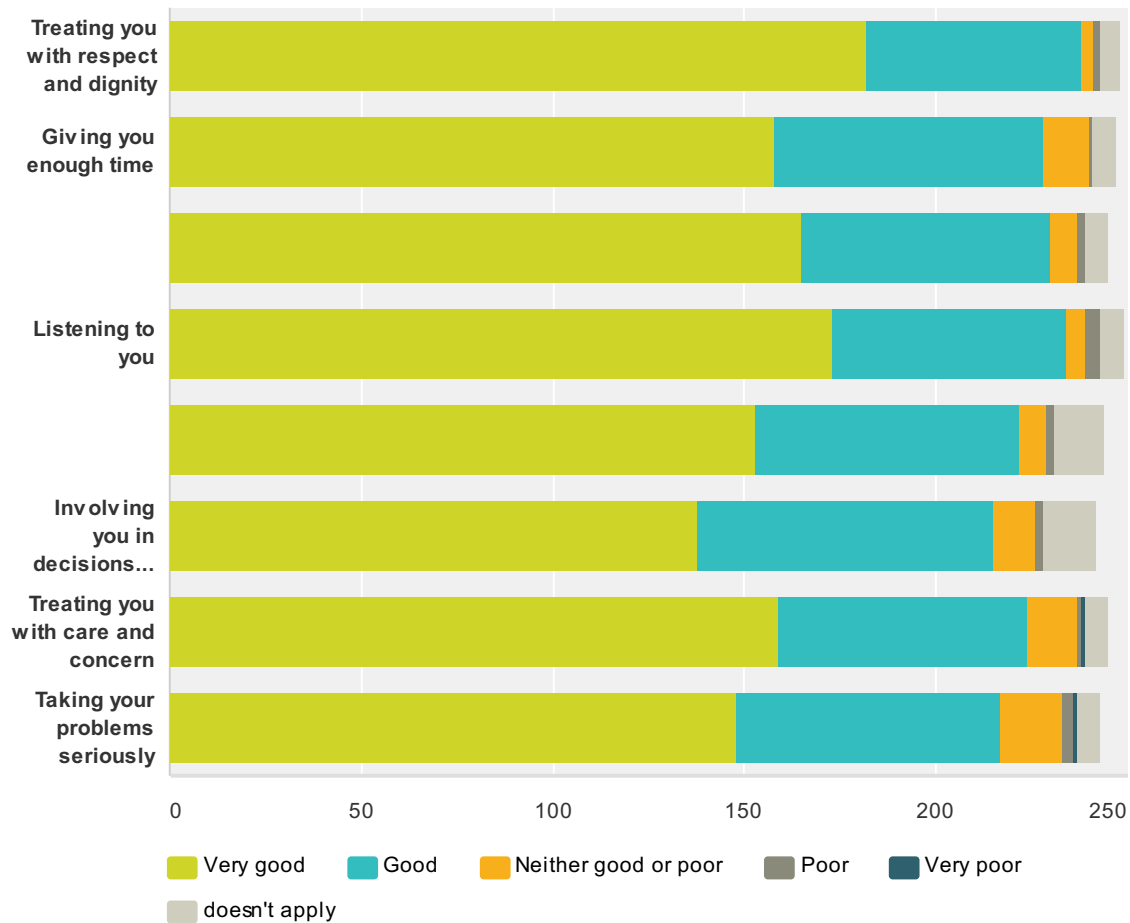
Answered: 247 Skipped: 3



Answer Choices	Responses	
I am normally seen at my appointment time	10.12%	25
Less than 5 minutes	16.60%	41
5 to 15 minutes	58.70%	145
16 to 30 minutes	12.55%	31
More than 30 minutes	1.62%	4
Can't remember	1.21%	3
Total Respondents: 247		

Q4 Last time you saw a doctor at the Practice, how good was the doctor at each of the following?

Answered: 249 Skipped: 1



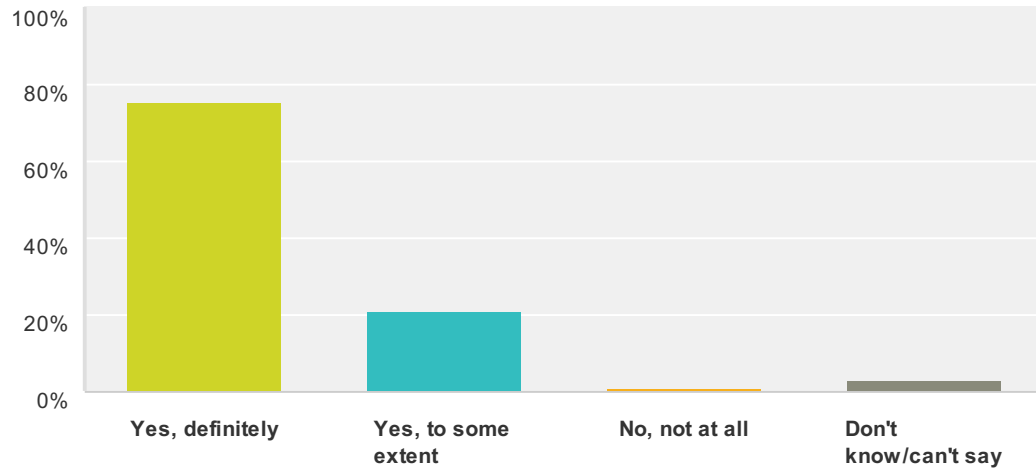
	Very good	Good	Neither good or poor	Poor	Very poor	doesn't apply	Total Respondents
Treating you with respect and dignity	73.39% 182	22.58% 56	1.21% 3	0.81% 2	0% 0	2.02% 5	248
Giving you enough time	63.97% 158	28.34% 70	4.86% 12	0.40% 1	0% 0	2.43% 6	247
Asking about your symptoms	67.35% 165	26.53% 65	2.86% 7	0.82% 2	0% 0	2.45% 6	245
Listening to you	69.48% 173	24.50% 61	2.01% 5	1.61% 4	0% 0	2.41% 6	249
Explaining tests and treatments	62.70% 153	28.28% 69	2.87% 7	0.82% 2	0% 0	5.33% 13	244
Involving you in decisions about your care	57.02% 138	31.82% 77	4.55% 11	0.83% 2	0% 0	5.79% 14	242
Treating you with care and concern	64.90% 159	26.53% 65	5.31% 13	0.41% 1	0.41% 1	2.45% 6	245
Taking your problems seriously	60.91% 150	28.40% 70	6.58% 16	1.23% 3	0.41% 1	2.47% 6	245

Foxhayes Patient Survey 2013

rating your problems overall	50.01%	28.75%	9.99%	1.25%	9.71%	4.71%	243
	148	69	16	3	1	6	

Q5 Did you have confidence and trust in the doctor you saw?

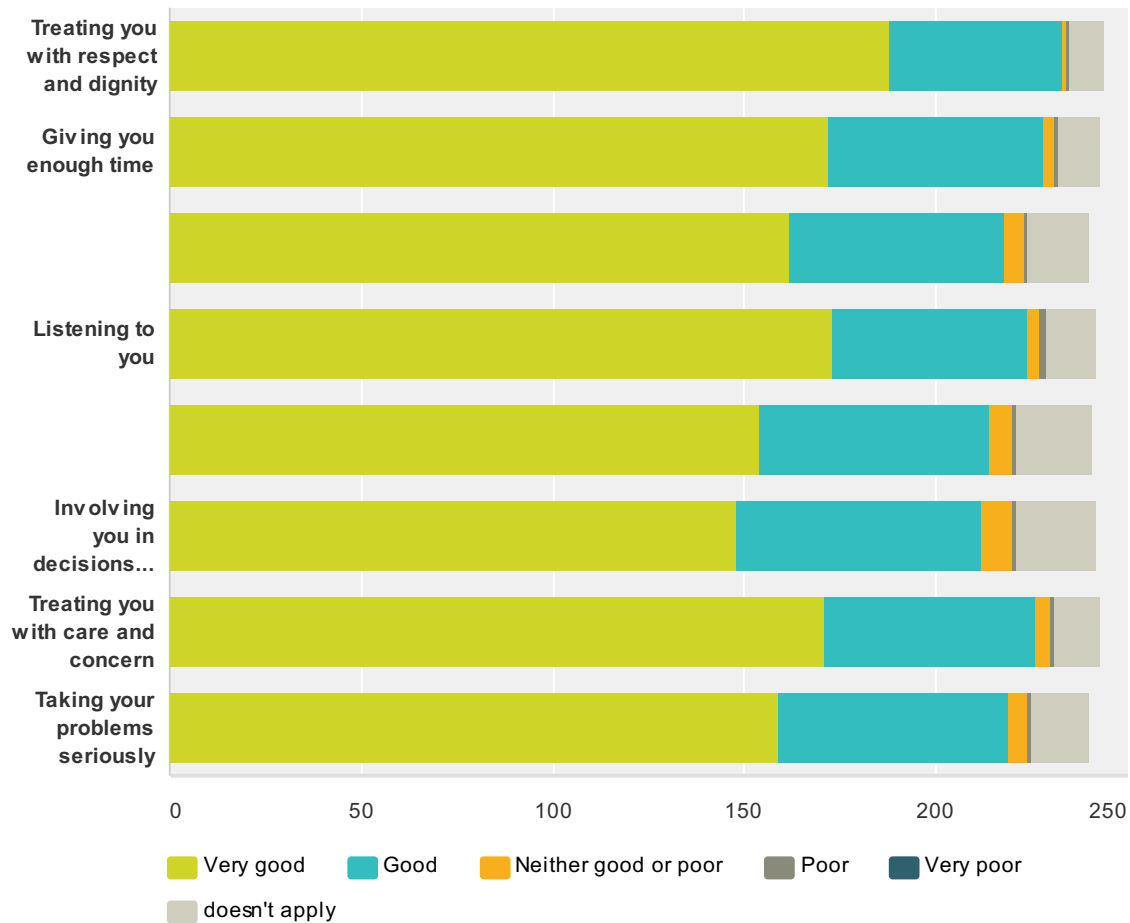
Answered: 250 Skipped: 0



Answer Choices	Responses	
Yes, definitely	75.60%	189
Yes, to some extent	20.80%	52
No, not at all	0.80%	2
Don't know/can't say	2.80%	7
Total Respondents: 250		

Q6 Last time you saw a practice nurse at Foxhayes, how good was the nurse at each of the following?

Answered: 245 Skipped: 5



	Very good	Good	Neither good or poor	Poor	Very poor	doesn't apply	Total Respondents
Treating you with respect and dignity	77.05% 188	18.44% 45	0.41% 1	0.41% 1	0% 0	3.69% 9	244
Giving you enough time	70.78% 172	23.05% 56	1.23% 3	0.41% 1	0% 0	4.53% 11	243
Asking about your symptoms	67.50% 162	23.33% 56	2.08% 5	0.42% 1	0% 0	6.67% 16	240
Listening to you	71.49% 173	21.07% 51	1.24% 3	0.83% 2	0% 0	5.37% 13	242
Explaining tests and treatments	63.90% 154	24.90% 60	2.49% 6	0.41% 1	0% 0	8.30% 20	241
Involving you in decisions about your care	61.16% 148	26.45% 64	3.31% 8	0.41% 1	0% 0	8.68% 21	242
Treating you with care and concern	70.37% 171	22.63% 55	1.65% 4	0.41% 1	0% 0	4.94% 12	243

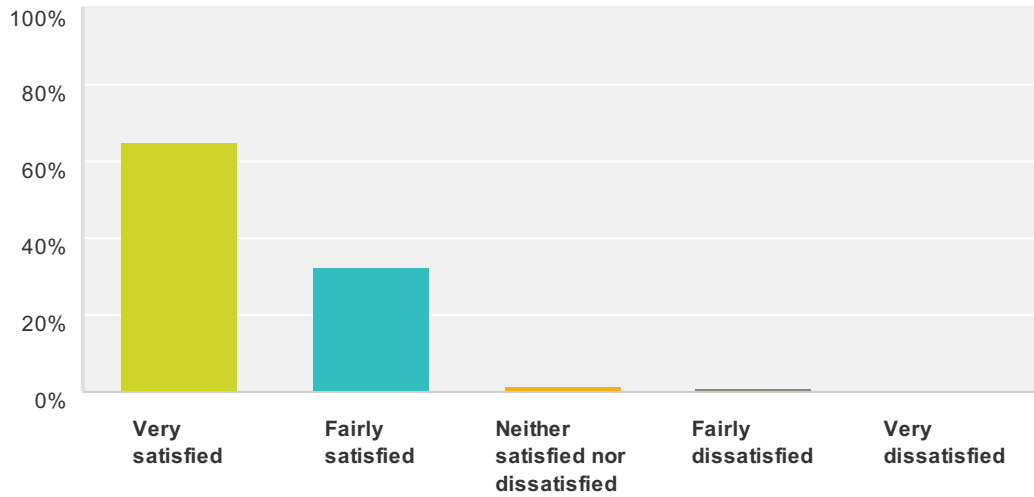
Taking your problems seriously	66.25%	25%	2.08%	0.42%	0%	6.25%	
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Foxhayes Patient Survey 2013

Rating your problems overall	Very good	Good	Fair	Poor	Very poor	Total	
	159	60	5	1	0	15	240

Q7 In general, how satisfied are you with the care you get at the Foxhayes Practice?

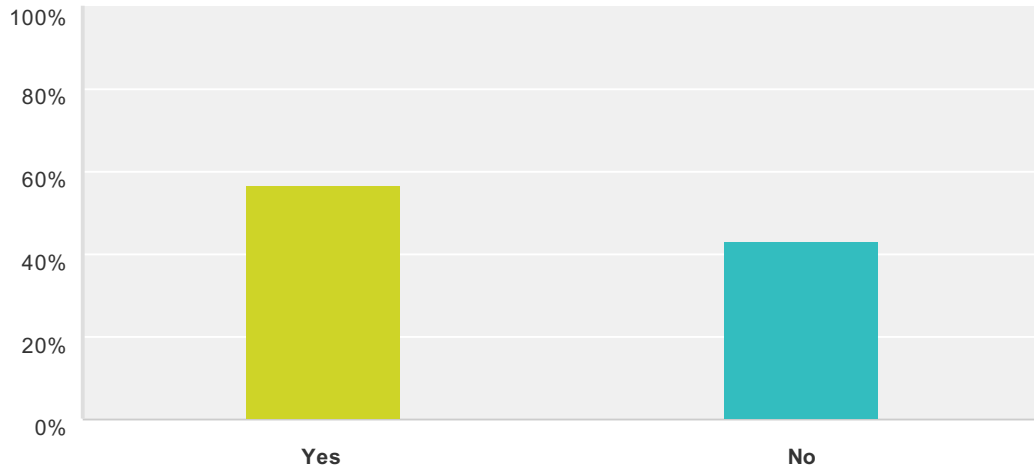
Answered: 250 Skipped: 0



Answer Choices	Responses	
Very satisfied	64.80%	162
Fairly satisfied	32.40%	81
Neither satisfied nor dissatisfied	1.60%	4
Fairly dissatisfied	1.20%	3
Very dissatisfied	0%	0
Total Respondents: 250		

Q8 Are you currently taking any long-term medication prescribed by your doctor or nurse? If NO, please go to question 11

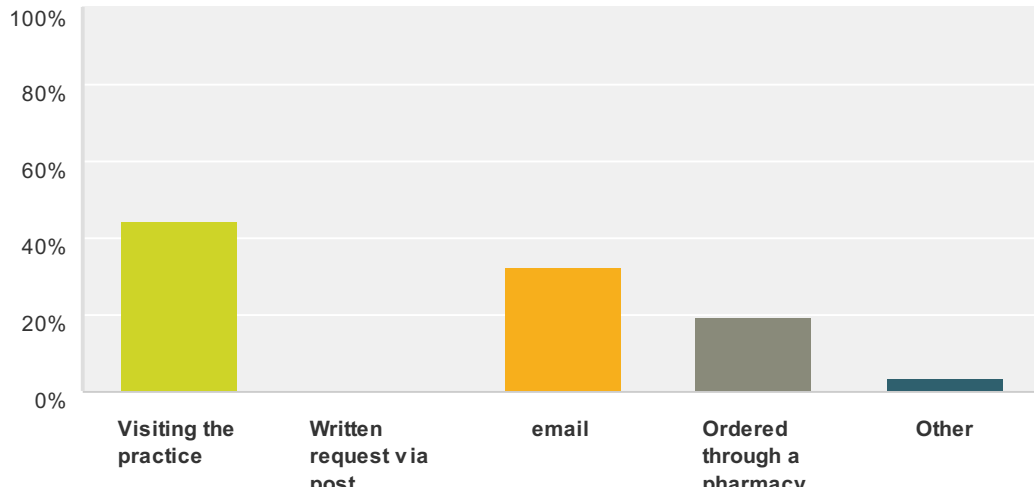
Answered: 247 Skipped: 3



Answer Choices	Responses	
Yes	56.68%	140
No	43.32%	107
Total Respondents: 247		

Q9 How do you order a new supply of your medication?

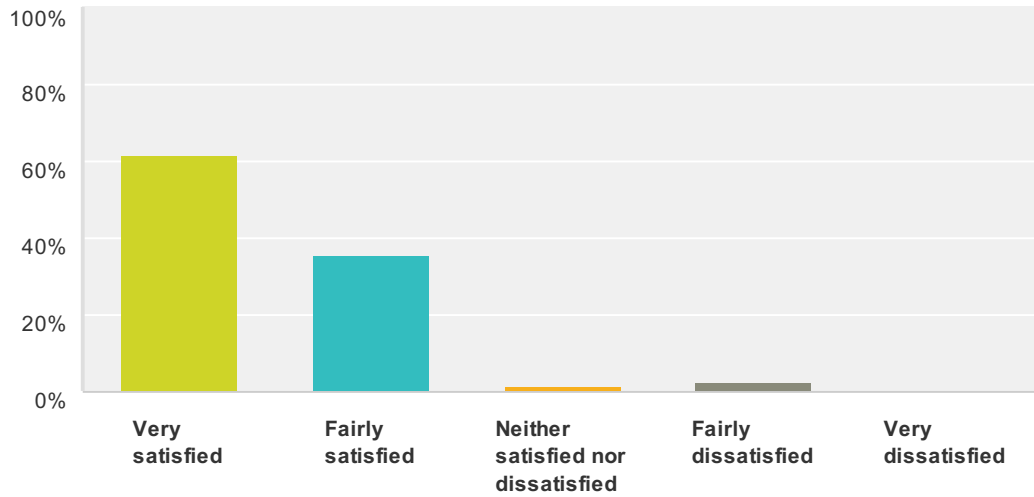
Answered: 148 Skipped: 102



Answer Choices	Responses	
Visiting the practice	44.59%	66
Written request via post	0.68%	1
email	32.43%	48
Ordered through a pharmacy	19.59%	29
Other	3.38%	5
Total Respondents: 148		

Q10 Are you satisfied with the service provided to you?

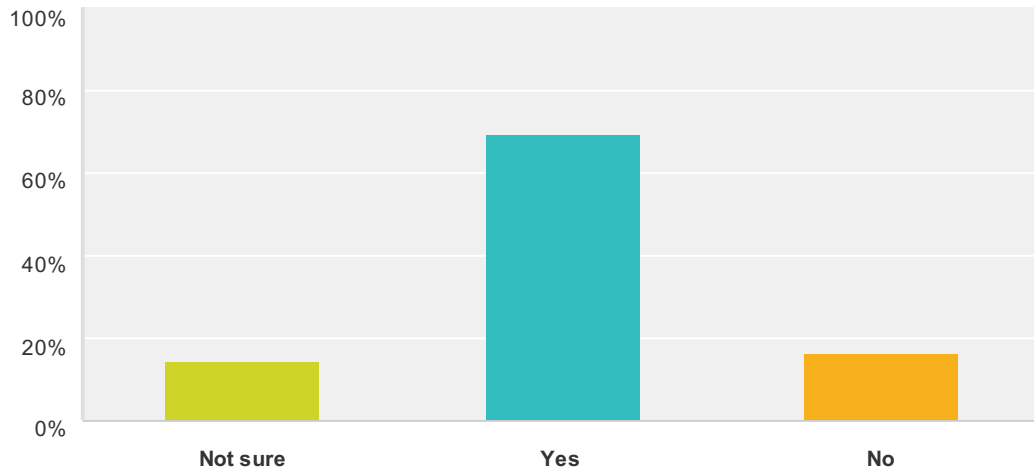
Answered: 150 Skipped: 100



Answer Choices	Responses
Very satisfied	61.33% 92
Fairly satisfied	35.33% 53
Neither satisfied nor dissatisfied	1.33% 2
Fairly dissatisfied	2.67% 4
Very dissatisfied	0% 0
Total Respondents: 150	

Q11 We are aware that on occasions it is difficult to telephone the Surgery. Consequently we are exploring ways of reducing the demand on the telephone service we provide. Would you like to be able to book your appointments online?

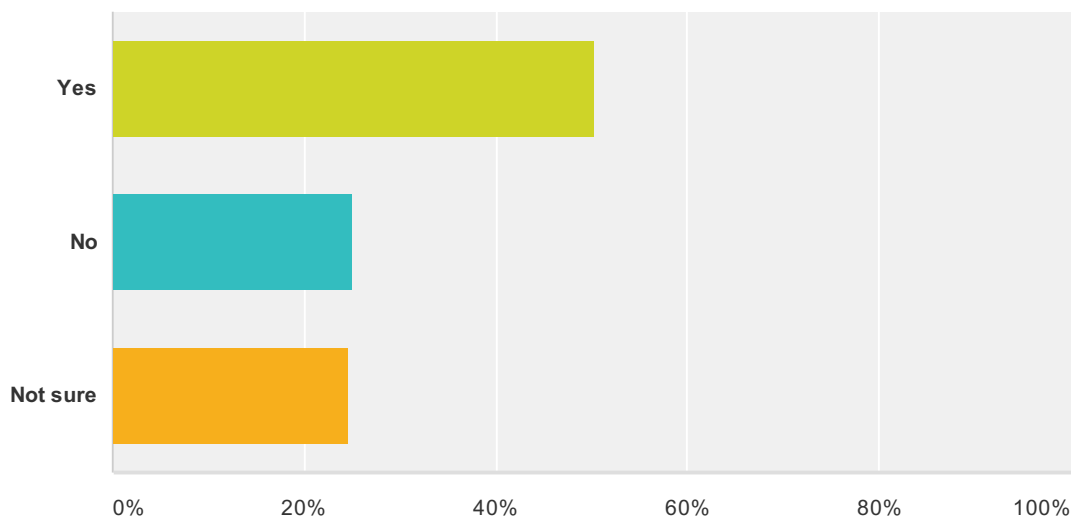
Answered: 250 Skipped: 0



Answer Choices	Responses	
Not sure	14.40%	36
Yes	69.20%	173
No	16.40%	41
Total Respondents: 250		

Q12 Would you like us to have a telephone queuing system to manage your telephone calls?

Answered: 247 Skipped: 3



Answer Choices	Responses
Yes	50.20% 124
No	25.10% 62
Not sure	24.70% 61
Total Respondents: 247	

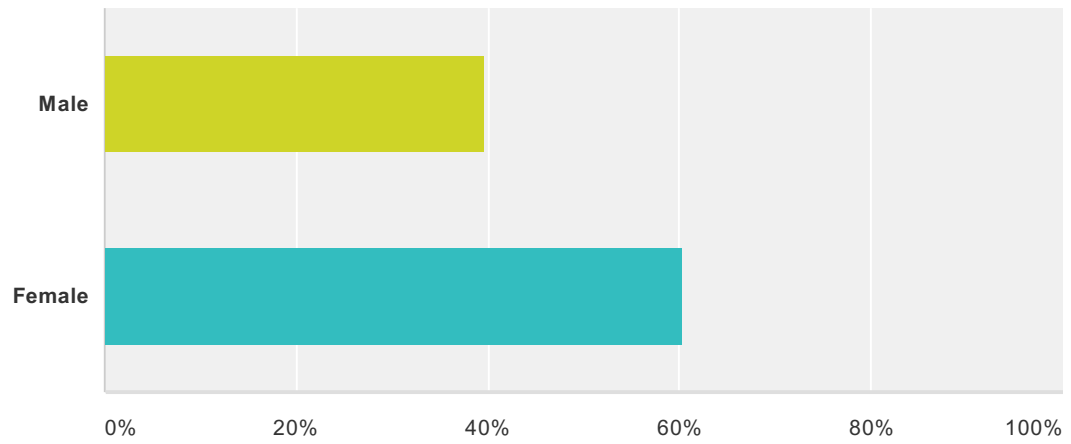
#	We welcome any comments you may have on how we could improve telephone access to the Surgery	Date
1	Yes, but only if the queuing system does not involve a not a premium rate call.	1/27/2014 2:13 AM
2	The queuing system will help with the engaged tone and having to redial continually	1/22/2014 10:49 PM
3	I have no real problem with telephone access, if it's engaged it's not engaged for too long & you can get through properly at some stage & you're attended to efficiently.	1/9/2014 4:31 PM
4	You could possibly benefit from some sort of IVR system, so having options to guide calls (example: press one for opening hours, press two to book and appointment etc). I definitely agree that there are issues trying to get through, have you explored the option of hiring a part timer? Even if it was someone from 08:30 to 10:00 each morning, just to help relieve the stress on people calling for same day appointments? Other than that, an online booking system would be awesome!	1/7/2014 2:11 AM
5	Hi. The survey questions aren't relevant to my particular dissatisfaction. I appreciate your DNs are stretched. However insisting I have my heparin injection at the surgery tomorrow I find fairly unsympathetic to the fact I have had ops on both feet and am supposed to keep them elevated for two weeks. Tiverton Hospital have been brilliant but so disappointed once again with this blip.	1/6/2014 11:22 AM
6	That is just as frustrating as an engaged tone	12/13/2013 6:16 AM
7	Just wish there was some short term parking so one could call in	12/13/2013 5:38 AM
8	It is very frustrating to just hear an engaged tone - a queuing system would be much better	12/12/2013 9:07 AM
9	It would be easier for people that work saving time keep calling back	12/11/2013 8:47 AM

Foxhayes Patient Survey 2013

10	Online booking would be helpful if it could be integrated in some way with telephone booking so as not to disadvantage those who are not online	12/11/2013 8:33 AM
11	Personally I would prefer an engaged tone and call back rather than being left on a queue for an unknown period of time	12/10/2013 11:31 AM
12	Would rather wait in a queue than repeatedly pressing redial and potentially missing an appointment	12/10/2013 11:29 AM
13	Depends on the type of appointment you want at the time	12/10/2013 11:09 AM
14	On line booking is best way	12/10/2013 11:03 AM
15	Call back system through an on-line form	12/10/2013 10:49 AM
16	I think if you are worried this is frustrating	12/6/2013 1:55 AM
17	Might just increase the cost!	12/6/2013 1:23 AM
18	only if it tells you where you are in the queue.	12/6/2013 1:21 AM
19	Good idea.	12/6/2013 1:09 AM
20	will be better to do it online, it will ease phone queue.	12/4/2013 9:35 AM
21	works until 6 pm difficult to get in	12/4/2013 9:22 AM
22	System which allows numbered options depending on what you are calling for.	12/2/2013 9:36 AM
23	Have a dedicated second person available to take calls in rush periods.	12/2/2013 9:32 AM
24	I do find it unusual that all appointments for a single day can be taken by 08.32 when I was led to believe that they could not be booked in advance	12/2/2013 4:08 AM
25	I am newly registered so have limited experiences	12/2/2013 4:03 AM
26	The only problems I have had has been at 8.30 when trying to book an appointment on the day	12/2/2013 3:26 AM
27	other than getting patients to phone at a later time for non urgent queries then its a difficult one to solve!	11/29/2013 8:43 AM
28	Reduce the need for it.	11/24/2013 2:02 PM
29	When connected it would be useful to know how long you likely to have to wait or be given the option of a call back. Texting to you from your patients is also a viable option.	11/24/2013 7:39 AM
30	Two incoming telephone lines available to booking appointments during the first hour to hour and a half after the practice opens.	11/19/2013 9:21 AM
31	call back service or booking online. Always have huge issues getting through to the surgery. maybe more than one phone line?	11/19/2013 8:07 AM

Q13 Are you male or female?

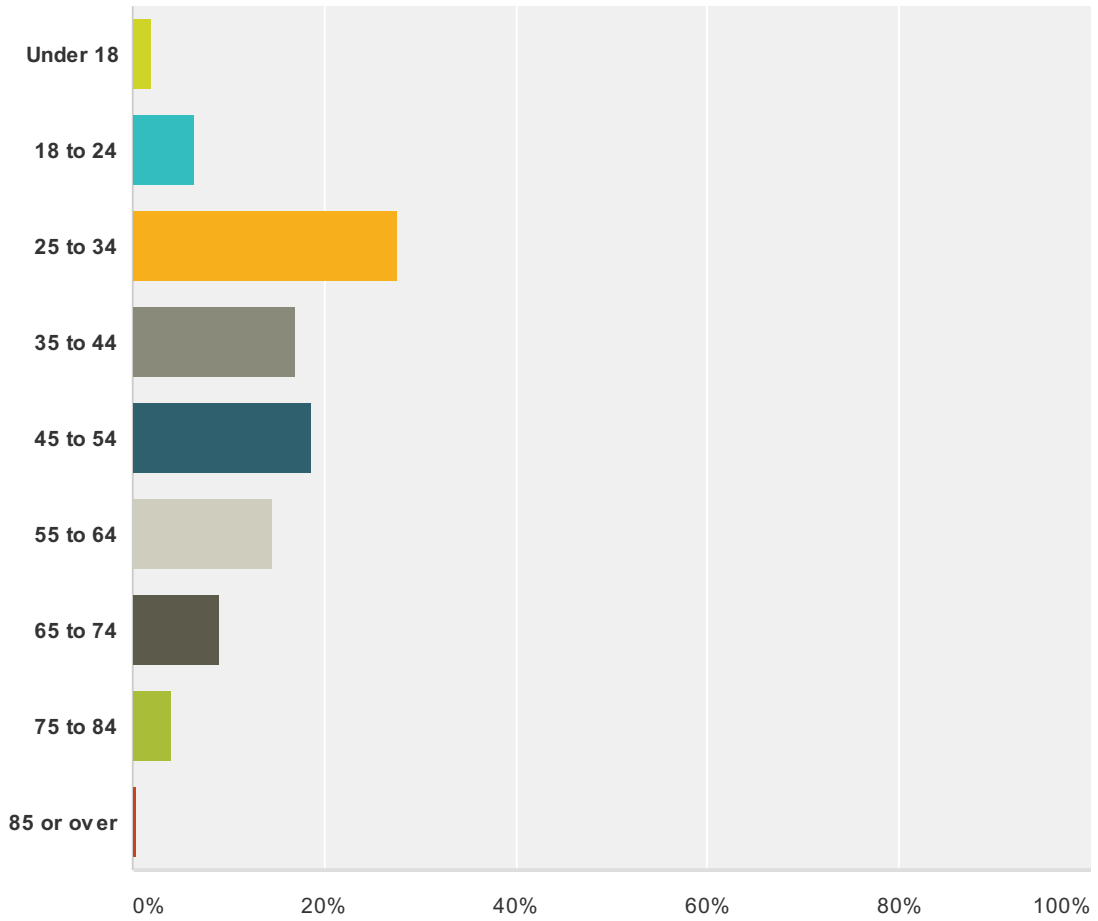
Answered: 245 Skipped: 5



Answer Choices	Responses
Male	39.59% 97
Female	60.41% 148
Total Respondents: 245	

Q14 How old are you?

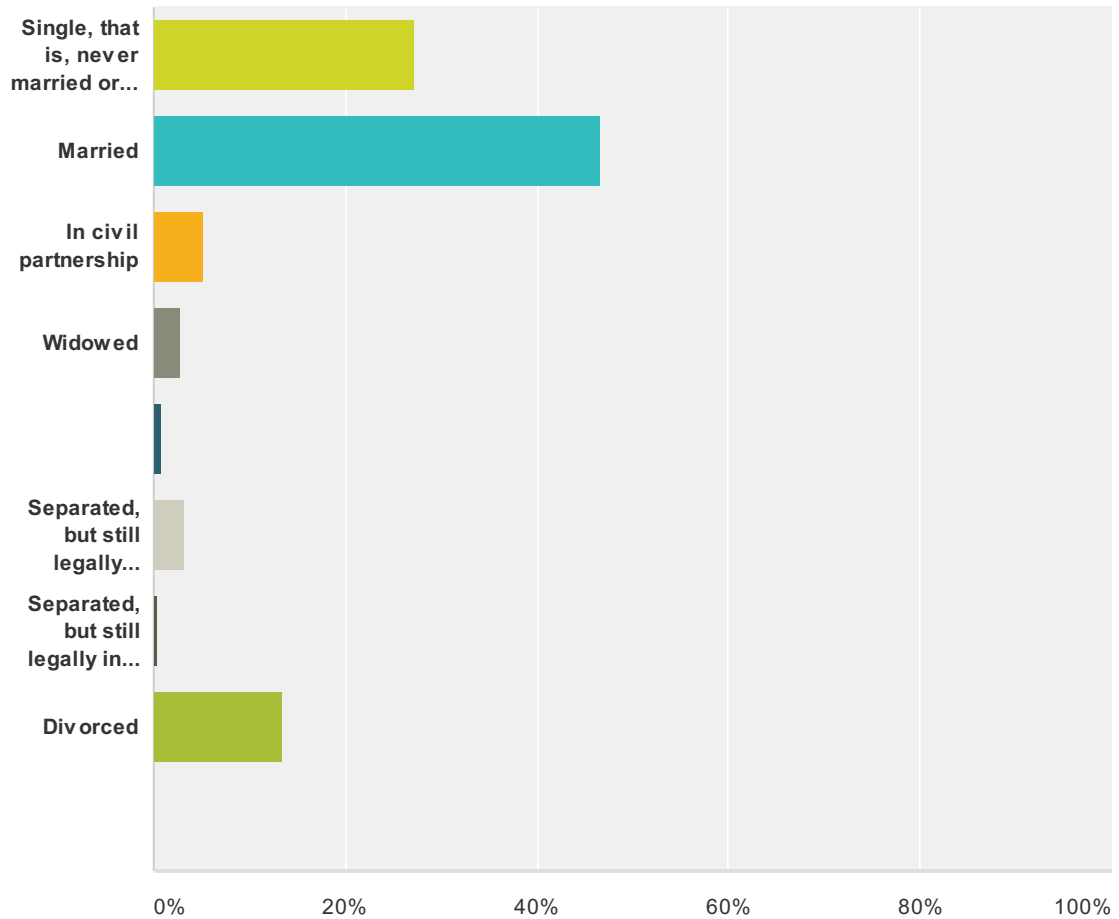
Answered: 246 Skipped: 4



Answer Choices	Responses
Under 18	2.03% 5
18 to 24	6.50% 16
25 to 34	27.64% 68
35 to 44	17.07% 42
45 to 54	18.70% 46
55 to 64	14.63% 36
65 to 74	8.94% 22
75 to 84	4.07% 10
85 or over	0.41% 1
Total Respondents: 246	

Q15 What is your current marital or civil partnership status?

Answered: 246 Skipped: 4



Answer Choices	Responses	Count
Single, that is, never married or in a civil partnership	27.24%	67
Married	46.75%	115
In civil partnership	5.28%	13
Widowed	2.85%	7
Surviving partner of a civil partnership	0.81%	2
Separated, but still legally married	3.25%	8
Separated, but still legally in civil partnership	0.41%	1
Divorced	13.41%	33
Formerly in a civil partnership which is now legally dissolved.	0%	0
Total Respondents: 246		

Q16 To which of these ethnic groups do you consider you belong?

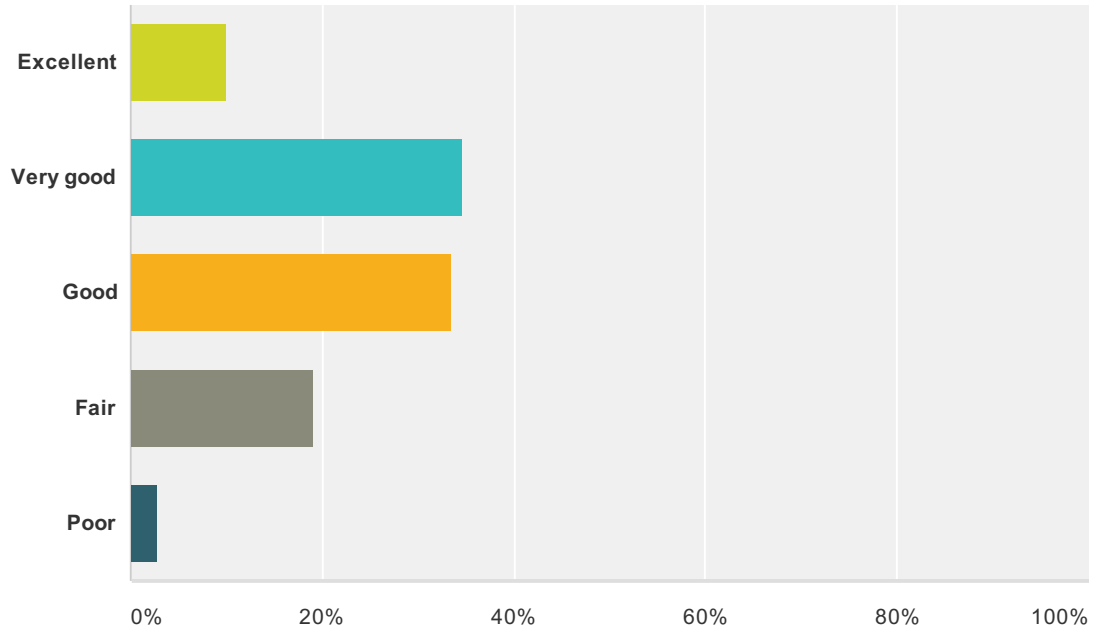
Answered: 247 Skipped: 3



Answer Choices	Responses
White	95.95% 237
Chinese	0.81% 2
Irish traveler	0% 0
Indian	0% 0
Pakistani	0% 0
Bangladeshi	0% 0
Black Caribbean	0% 0
Black African	0.40% 1
Black Other	0.40% 1
Mixed ethnic group	1.62% 4
Other ethnic group	0.81% 2
Total Respondents: 247	

Q17 In general, would you say your health is

Answered: 248 Skipped: 2



Answer Choices	Responses	
Excellent	10.08%	25
Very good	34.68%	86
Good	33.47%	83
Fair	18.95%	47
Poor	2.82%	7
Total Respondents: 248		