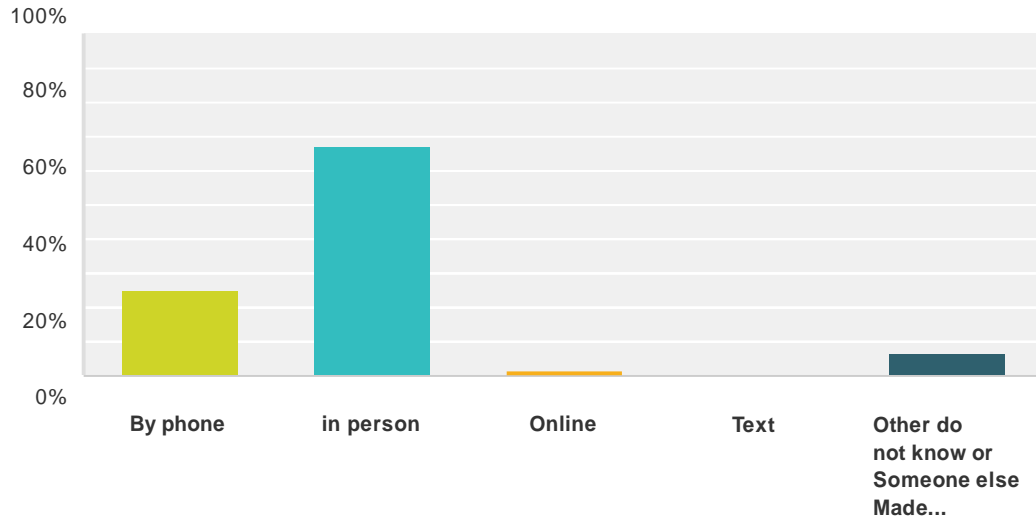
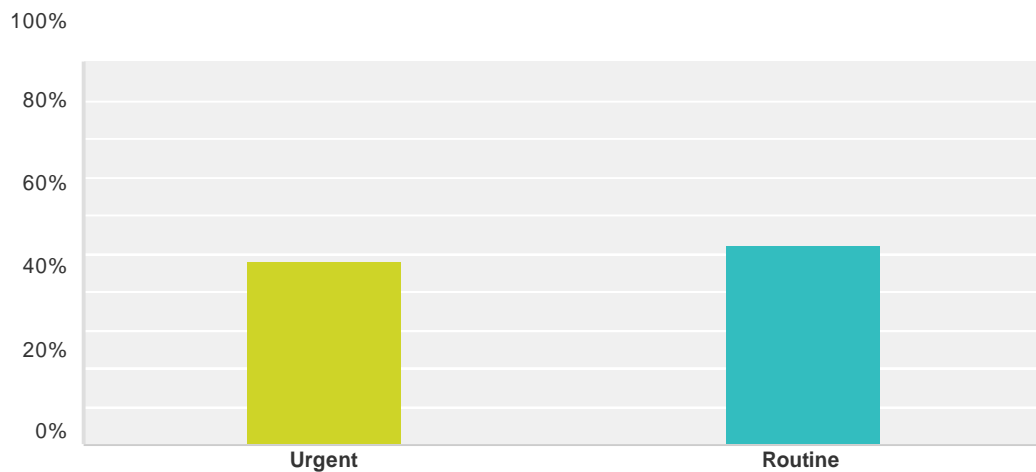


How did you make your appointment for today?



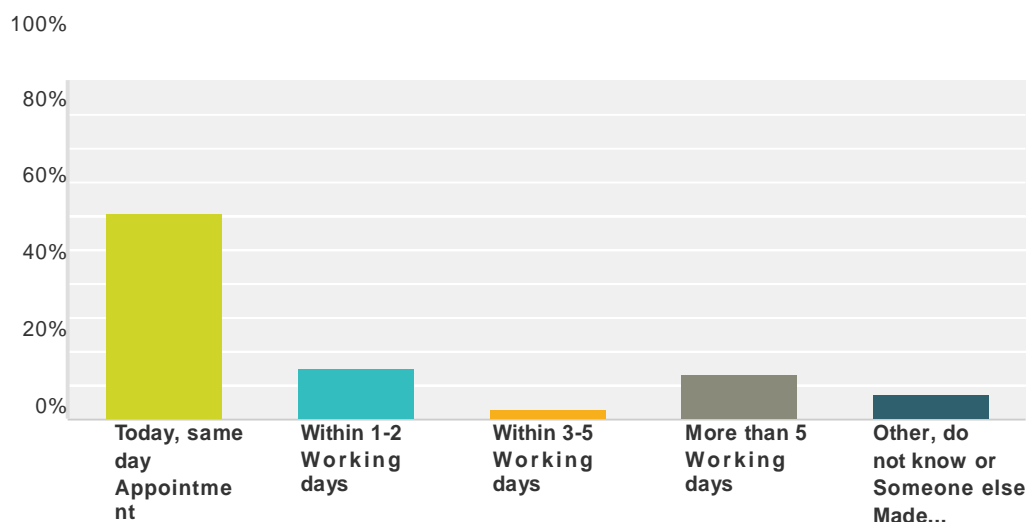
Answer Choices	Responses
By phone	25.00%
In person	67.11%
Online	1.32%
Text	0.00%
Other, do not know or someone else made appointment	6.58%

How urgent was your appointment for today?



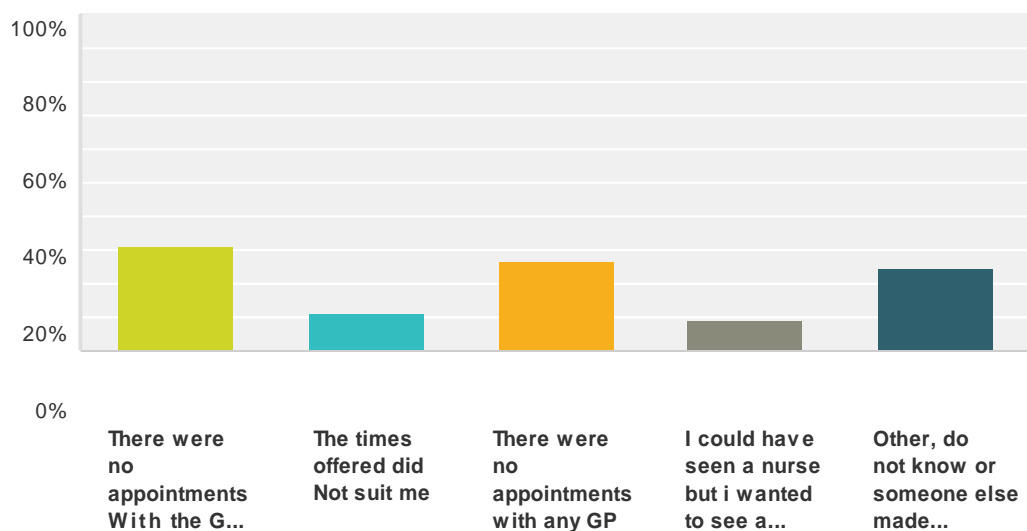
Answer Choices	Responses
Urgent	47.95%
Routine	52.05%

How long did you have to wait for today's appointment?



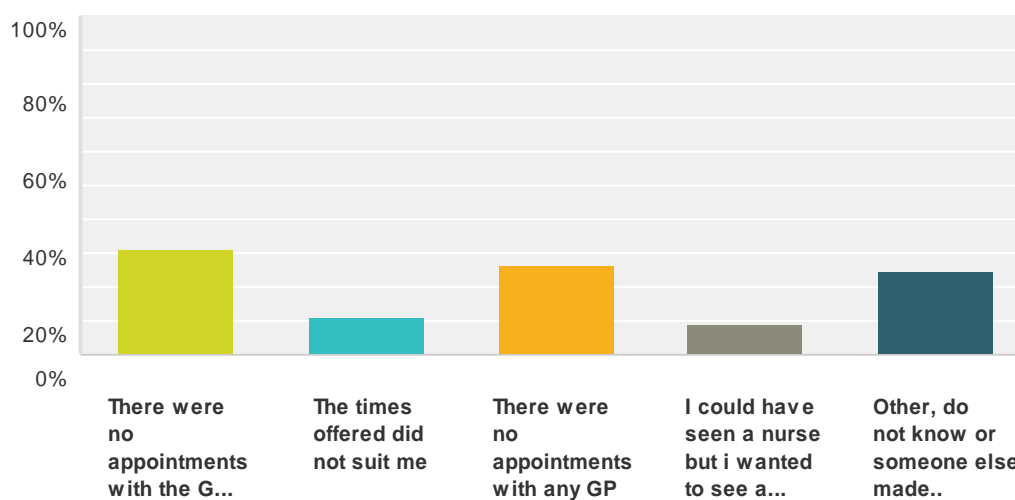
Answer Choices	Responses
Today, same day appointment	61.19%
Within 1-2 working days	14.93%
Within 3-5 working days	2.99%
More than 5 working days	13.43%
Other, do not know or someone else made appointment.	7.46%

If you could not get an appointment within 5 working days, why was that?



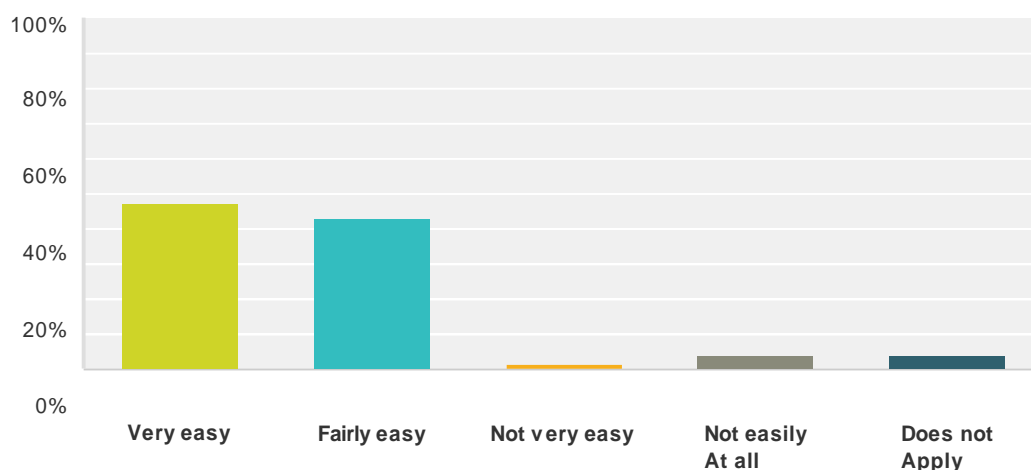
Answer Choices	Responses
There were no appointments with the GP i wanted to see	31.11%
The times offered did not suit me	11.11%
There were no appointments with any GP	26.67%
I could have seen a nurse but i wanted to see a doctor	8.89%
Other, do not know or someone else made appointment	24.44%

If you could not get an appointment within 5 working days, why was that?



Answer Choices	Responses
There were no appointments with the GP I wanted to see	31.11%
The times offered did not suit me	11.11%
There were no appointments with any GP	26.67%
I could have seen a nurse but i wanted to see a doctor	8.89%
Other, do not know or someone else made appointment	24.44%

How easy do you find getting through to the practice on the telephone

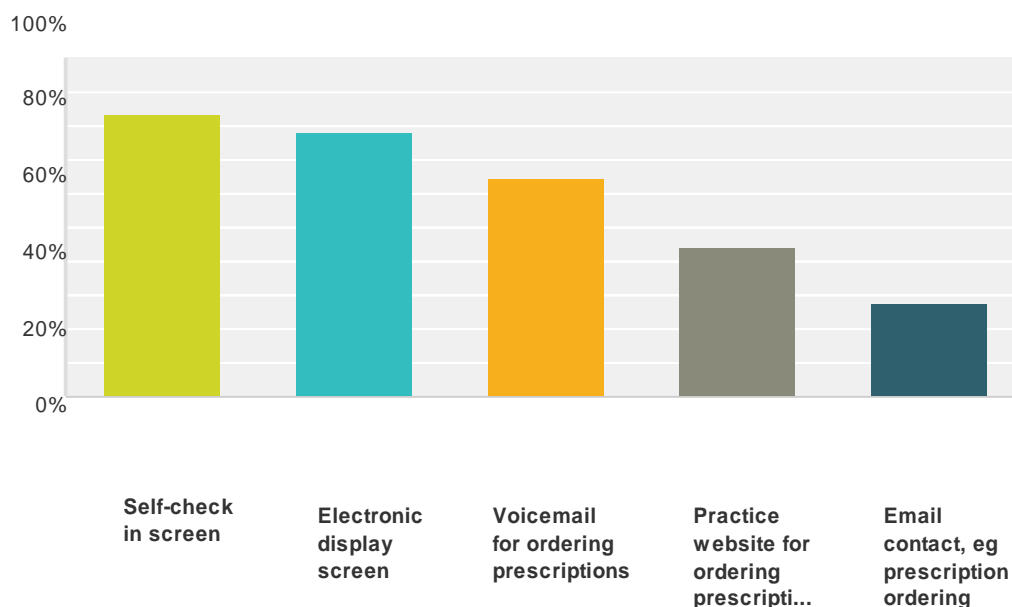


Answer Choices	Responses
Very easy	47.30%
fairly easy	43.24%
Not very easy	1.35%
Not easily at all	4.05%
Does not apply	4.05%

If you were able to change ONE thing that would improve your appointment for today, what would it be?

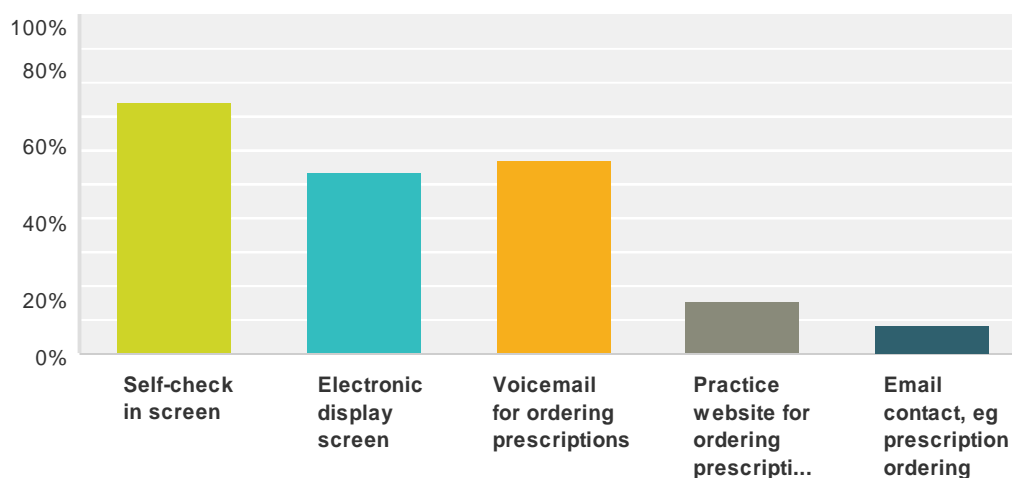
#	Responses	Date
1	Earlier appointment times	3/25/2014 8:33 AM
2	Unable to get through on the telephone, it is constantly engaged	3/25/2014 8:25 AM
3	Open surgery is very helpful	3/24/2014 10:29 AM
4	More availability	3/24/2014 10:18 AM
5	More GP's available for Open surgery	3/24/2014 9:54 AM
6	Difficulty getting through on the telephone	3/24/2014 8:56 AM
7	I appreciate the walk in service Do not like having to queue out in the cold to get access	3/24/2014 3:50 AM
8	Waiting time	3/24/2014 3:45 AM
9	More GP's	3/24/2014 3:26 AM
10	Prompt appointment times Easy to access for general queries but difficult when trying to speak to a GP by telephone	3/24/2014 2:34 AM

Are you aware that the practice makes use of some of the following Information Technologies



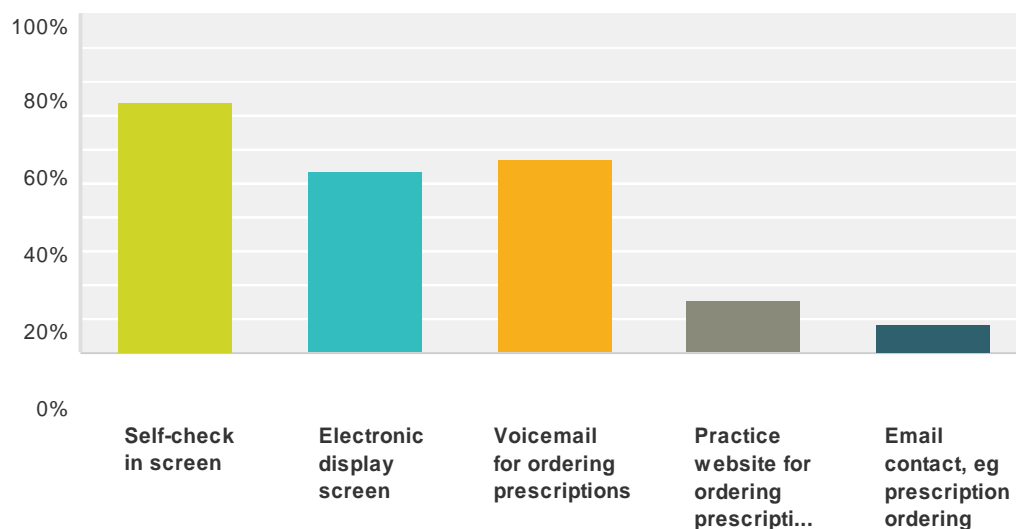
Answer Choices	Responses
Self-check in screen	83.56%
Electronic display screen	78.08%
Voicemail for ordering prescriptions	64.38%
Practice website for ordering prescriptions, or booking or cancelling appointments	43.84%
Email contact, eg prescription ordering	27.40%

Have you ever used the following Information Technologies



Answer Choices	Responses
Self-check in screen	74.14%
Electronic display screen	53.45%
Voicemail for ordering prescriptions	56.90%
Practice website for ordering prescriptions, or booking or cancelling appointments	15.52%
Email contact, eg prescription ordering	8.62%

Have you ever used the following Information Technologies

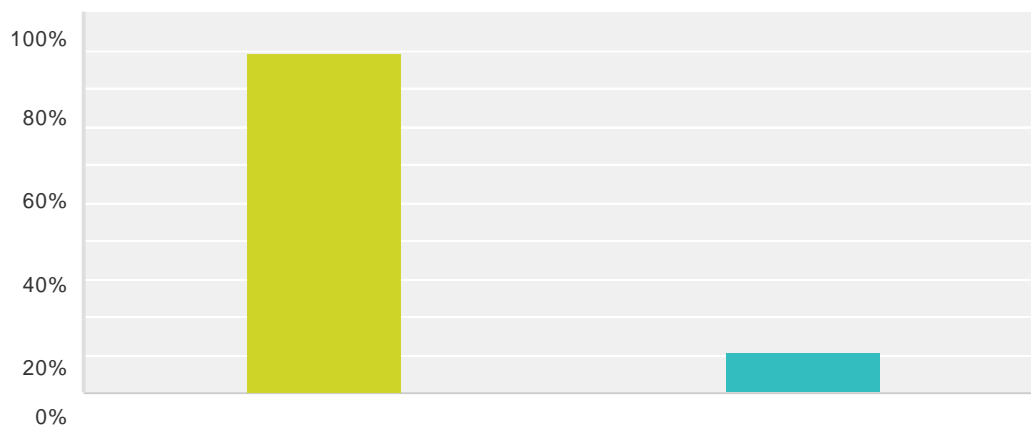


Answer Choices	Responses
Self-check in screen	74.14%
Electronic display screen	53.45%
Voicemail for ordering prescriptions	56.90%
Practice website for ordering prescriptions, or booking or cancelling appointments	15.52%
Email contact, eg prescription ordering	8.62%

If you could change ONE thing that would improve Information Technology, what would it be?

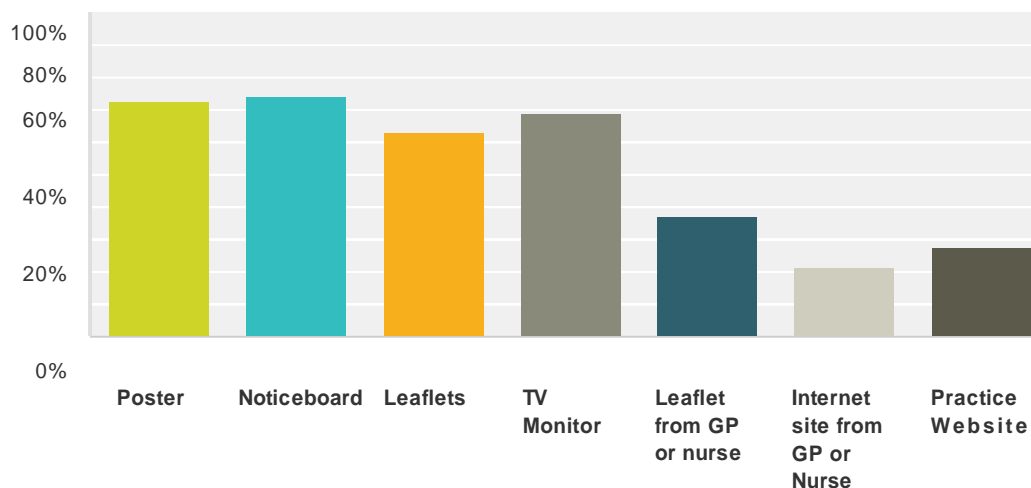
#	Responses	Date
1	Not aware of IT	3/24/2014 3:26 AM
2	More info on website and email. Was not aware of the website	3/24/2014 3:11 AM
3	Possibly use text messages to remind patients of upcoming appointments	3/24/2014 2:34 AM
4	People should be made aware of technology by email as not everyone visits the surgery	3/21/2014 9:25 AM
5	Provide patients with a ticket number so they can visually see where they are in the queue.	3/21/2014 9:21 AM

Are you aware that many minor ailments can be managed without the needing to see a GP?



Answer Choices	Responses
Yes	89.33%
No	10.67%

Are you aware that the practice publishes information sources on minor ailments in some or all of the following ways?

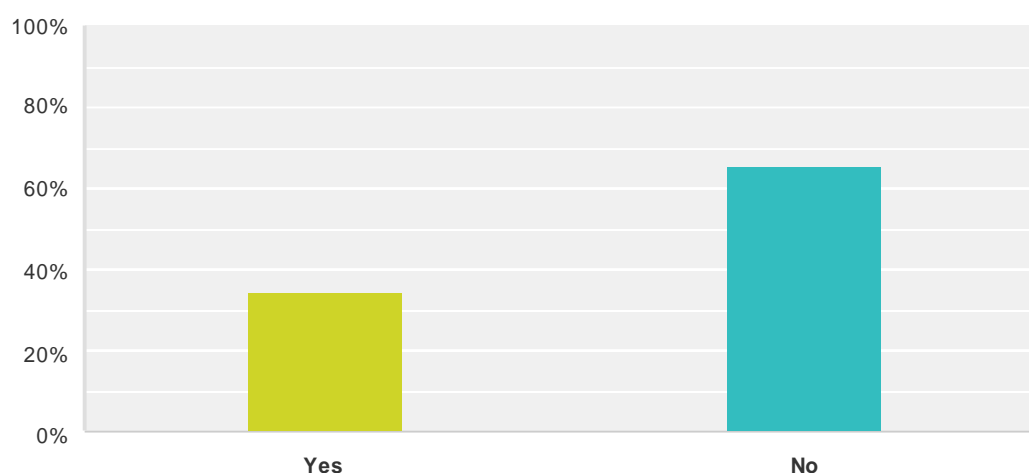


Answer Choices	Responses
Poster	72.31%
Noticeboard	73.85%
Leaflets	63.08%
TV monitor	69.23%
Leaflet from GP or nurse	36.92%
Internet site from GP or nurse	21.54%
Practice website	27.69%

If you could change ONE thing that would improve the management of minor conditions, what would it be?

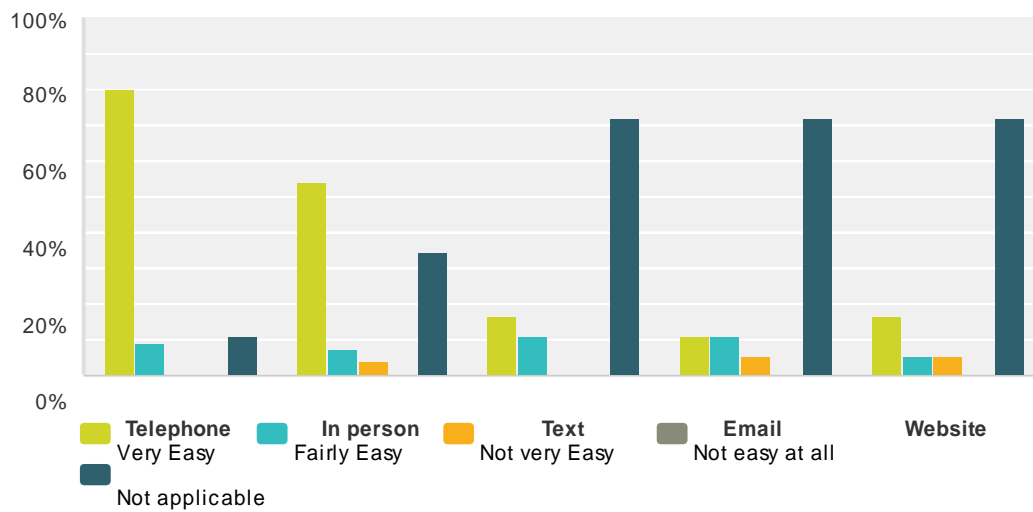
#	Responses	Date
1	Easier telephone consultation for minor ailments Triage type service	3/24/2014 10:30 AM
2	Should be a separate list for the nurse practitioner	3/24/2014 10:19 AM
3	Need to make more people aware that they can go to the pharmacy	3/24/2014 8:58 AM
4	Longer opening hours	3/24/2014 3:19 AM
5	Triage to assess patient problem and direct to appropriate care	3/24/2014 3:14 AM

Are you aware that the practice operates a Did Not Attend (DNA) policy for patients who fail to turn up for appointments without cancelling them beforehand?



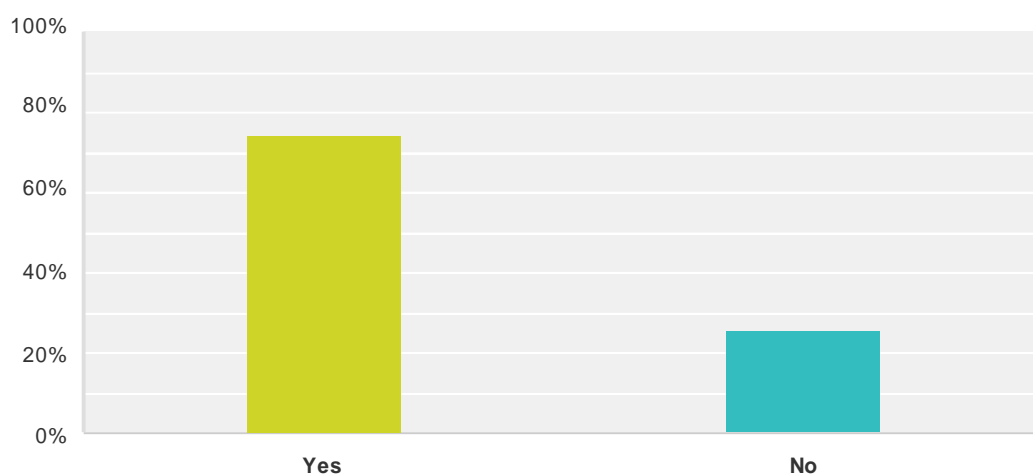
Answer Choices	Responses
Yes	34.25%
No	65.75%

If you have ever had to cancel an appointment, how easy was it to do so?



	Very Easy	Fairly Easy	Not very Easy	Not easy at all	Not applicable	Total
Telephone	80.00%	9.09%	0.00%	0.00%	10.91%	
In person	53.85%	7.69%	3.85%	0.00%	34.62%	
Text	16.67%	11.11%	0.00%	0.00%	72.22%	
Email	11.11%	11.11%	5.56%	0.00%	72.22%	
Website	16.67%	5.56%	5.56%	0.00%	72.22%	

Would you like the facility to cancel appointment by text or on the internet?

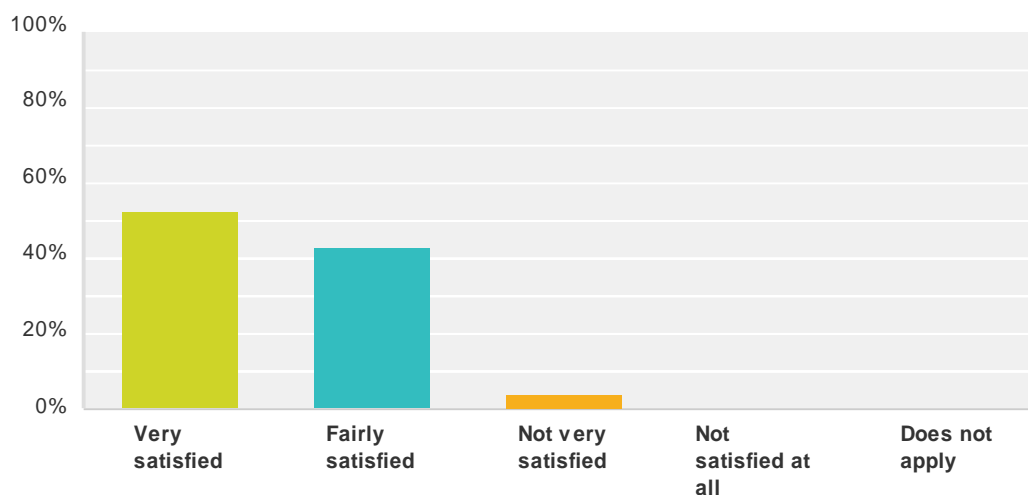


Answer Choices	Responses
Yes	74.19%
No	25.81%

If you could change ONE thing that would reduce missed appointments, what would it be?

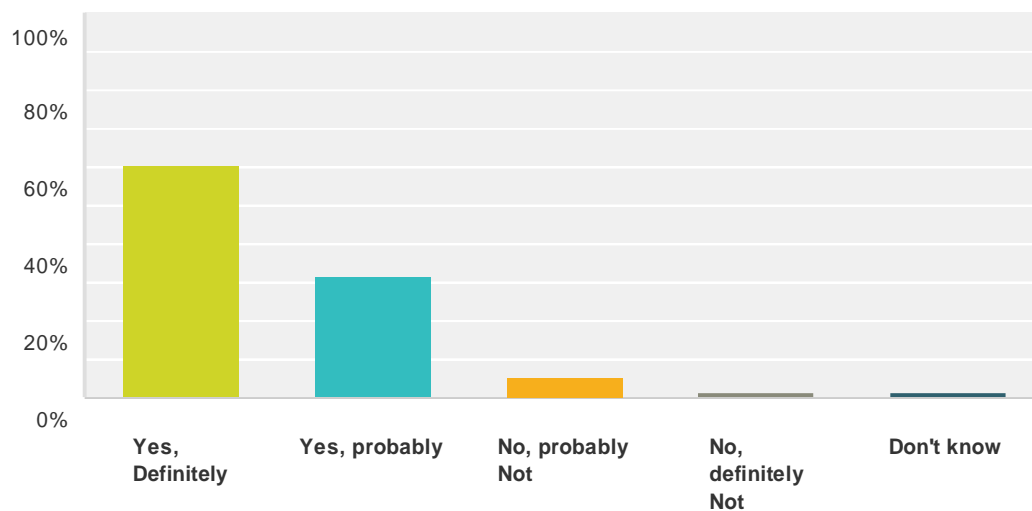
#	Responses	Date
1	Dedicated telephone line	3/25/2014 8:34 AM
2	Impose fines for people who miss appointments Not attending shows a total lack of courtesy and respect for other patients and GP's	3/24/2014 10:22 AM
3	I assumed that a booked appointment would be cancelled automatically if i attended open surgery	3/24/2014 9:55 AM
4	Phone patients in advance of their appointment	3/24/2014 8:58 AM
5	Charge patients	3/24/2014 3:20 AM
6	Charge a fee for people who miss appointments	3/24/2014 2:35 AM
7	Automatic text message reminder	3/24/2014 2:31 AM
8	Texting - like the dentist does	3/21/2014 9:24 AM

How satisfied are you with the care you get from the practice?



Answer Choices	Responses
Very satisfied	52.70%
Fairly satisfied	43.24%
Not very satisfied	4.05%
Not satisfied at all	0.00%
Does not apply	0.00%

Would you recommend your GP practice to someone who has just moved into the local area?



Answer Choices	Responses
Yes, definitely	60.27%
Yes, probably	31.51%
No, probably not	5.48%
No, definitely not	1.37%
Don't know	1.37%

Please add any comments you would like to make about the practice?

#	Responses	Date
1	Clean and friendly but extremely busy	3/25/2014 8:34 AM
2	Very busy but efficient and friendly	3/25/2014 8:28 AM
3	Friendly staff Clean and tidy Warm and welcoming	3/25/2014 8:27 AM
4	I find the staff very efficient and friendly. It is a well-run Practice	3/24/2014 10:32 AM
5	Good practice Helpful and friendly staff	3/24/2014 10:25 AM
6	Queues are too long for open surgery and you cannot get an appointment within a reasonable timeframe (3 days)	3/24/2014 10:20 AM
7	Have to wait 2 or 3 weeks to see a specific doctor	3/24/2014 10:13 AM
8	The girls on reception are always friendly and helpful	3/24/2014 10:11 AM
9	A Reception closed notice when Open Surgery closes	3/24/2014 10:09 AM
10	Would like to be able to book an appointment for bloods	3/24/2014 10:05 AM
11	There is nothing i would change The receptionists are kind and caring	3/24/2014 9:59 AM
12	Surgery staff are helpful and friendly Nurse practitioner is excellent	3/24/2014 9:56 AM
13	I recently moved to this practice from another	3/24/2014 9:43 AM
14	Recommended to other family members	3/24/2014 3:46 AM
15	Friendly helpful staff	3/24/2014 3:27 AM
16	Dr's and staff are very helpful	3/24/2014 3:23 AM
17	Great service, friendly staff	3/24/2014 3:17 AM
18	People don't mind waiting to be seen but most of the time it can be 30-60 minutes.	3/24/2014 3:14 AM
19	Very satisfied with the practice	3/24/2014 2:40 AM