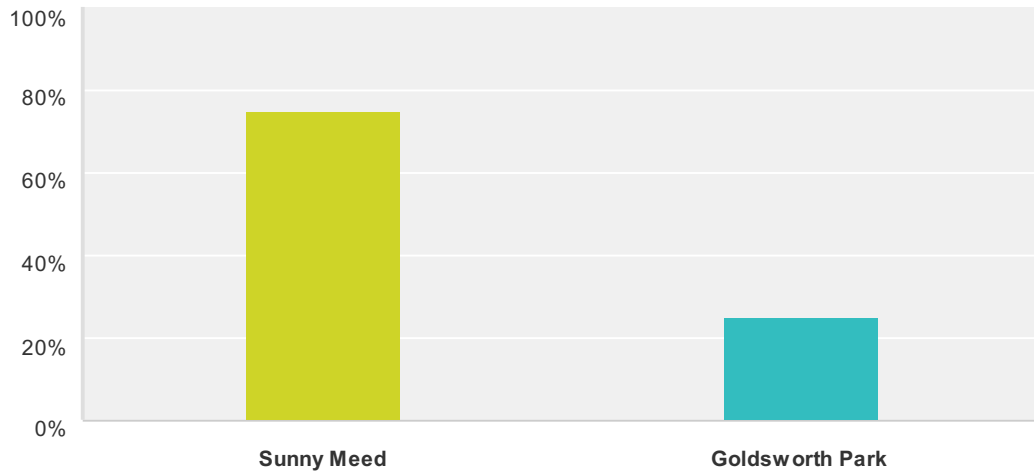


Q1 Which of our surgeries do you normally visit?

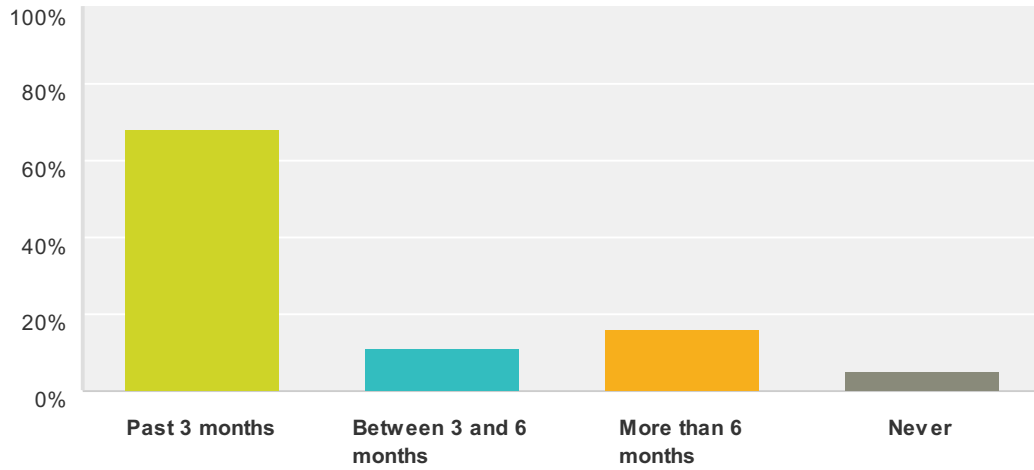
Answered: 119 Skipped: 0



Answer Choices	Responses	
Sunny Meed	74.79%	89
Goldsworth Park	25.21%	30
Total		119

Q2 When did you last see the doctor?

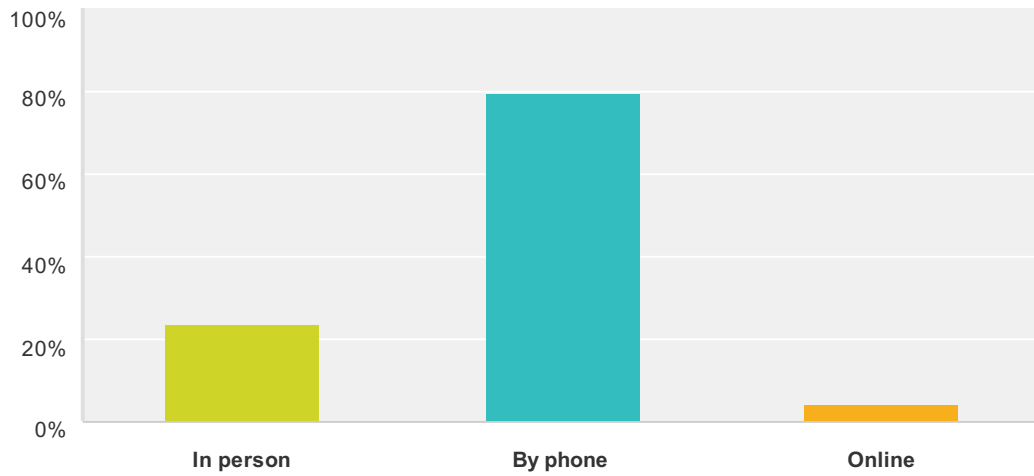
Answered: 119 Skipped: 0



Answer Choices	Responses	
Past 3 months	68.07%	81
Between 3 and 6 months	10.92%	13
More than 6 months	15.97%	19
Never	5.04%	6
Total		119

Q3 How did you book your appointment?

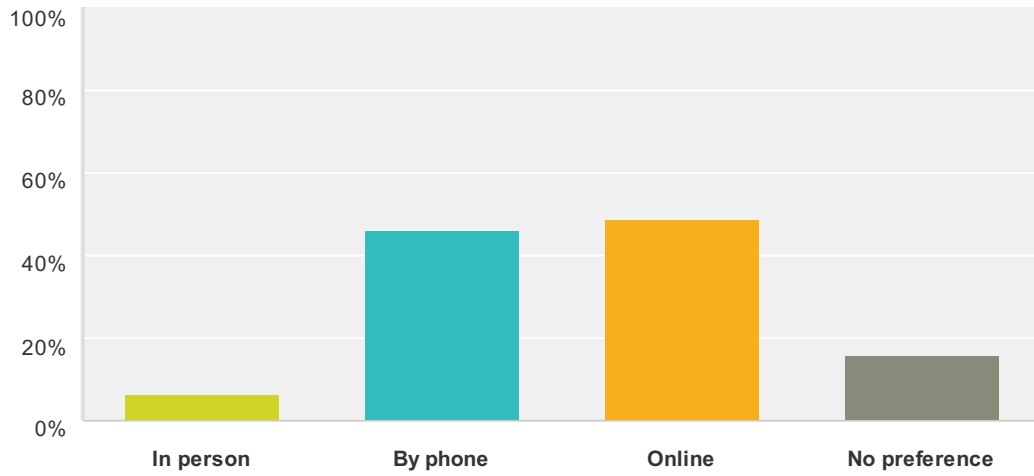
Answered: 117 Skipped: 2



Answer Choices	Responses
In person	23.93% 28
By phone	79.49% 93
Online	4.27% 5
Total Respondents: 117	

Q4 Which method would you prefer to use when booking your appointment?

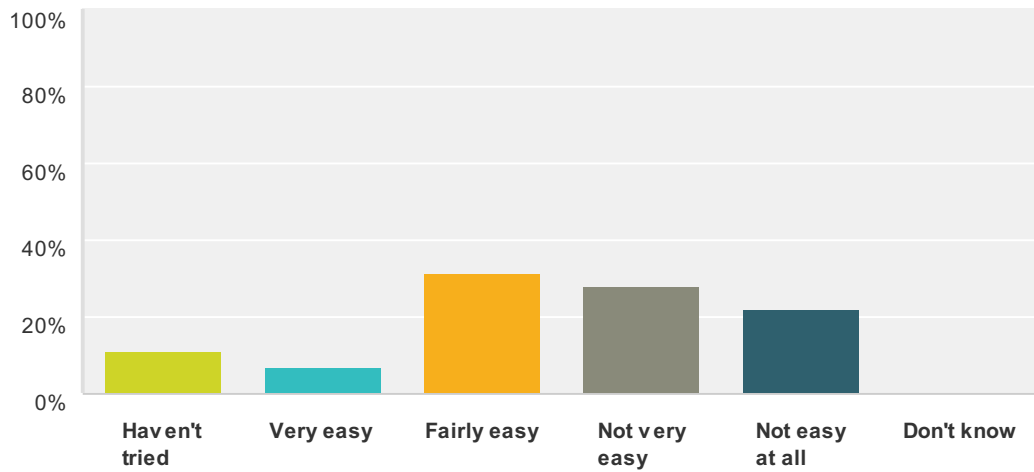
Answered: 119 Skipped: 0



Answer Choices	Responses
In person	6.72% 8
By phone	46.22% 55
Online	48.74% 58
No preference	15.97% 19
Total Respondents: 119	

Q5 In the past six months how easy have you found getting through on the phone?

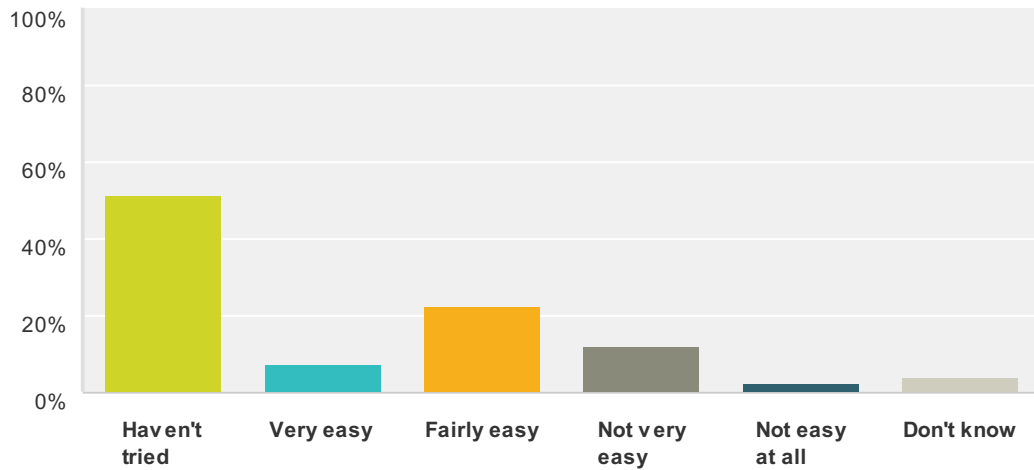
Answered: 117 Skipped: 2



Answer Choices	Responses	
Haven't tried	11.11%	13
Very easy	6.84%	8
Fairly easy	31.62%	37
Not very easy	28.21%	33
Not easy at all	22.22%	26
Don't know	0%	0
Total		117

Q6 In the past six months how easy has it been for you to speak to a doctor on the telephone?

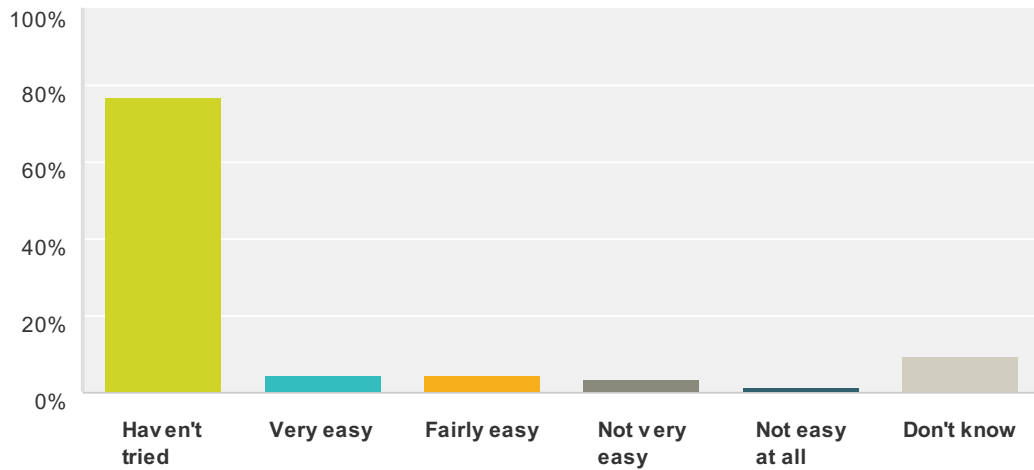
Answered: 119 Skipped: 0



Answer Choices	Responses
Haven't tried	51.26% 61
Very easy	7.56% 9
Fairly easy	22.69% 27
Not very easy	11.76% 14
Not easy at all	2.52% 3
Don't know	4.20% 5
Total	119

Q7 In the past six months how easy has it been for you to speak to a nurse on the telephone?

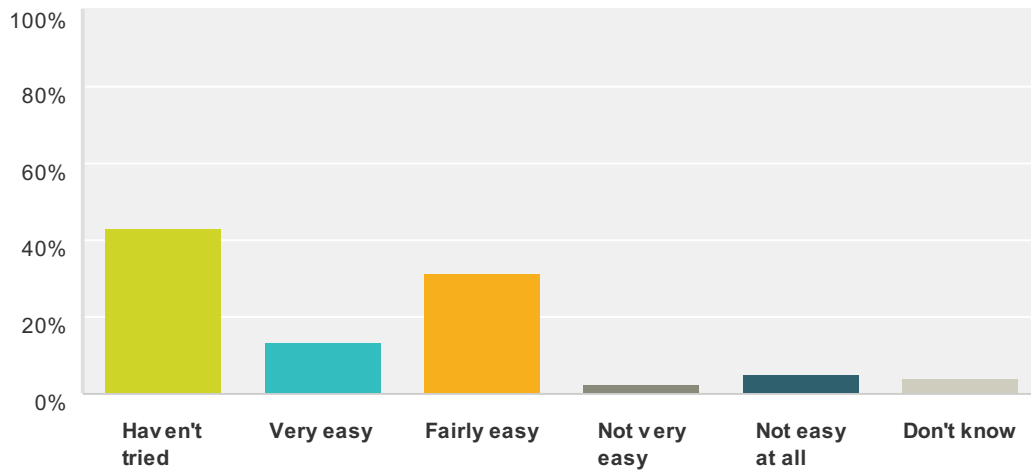
Answered: 117 Skipped: 2



Answer Choices	Responses
Haven't tried	76.92% 90
Very easy	4.27% 5
Fairly easy	4.27% 5
Not very easy	3.42% 4
Not easy at all	1.71% 2
Don't know	9.40% 11
Total	117

Q8 In the past six months how easy has it been for you to obtain a test result?

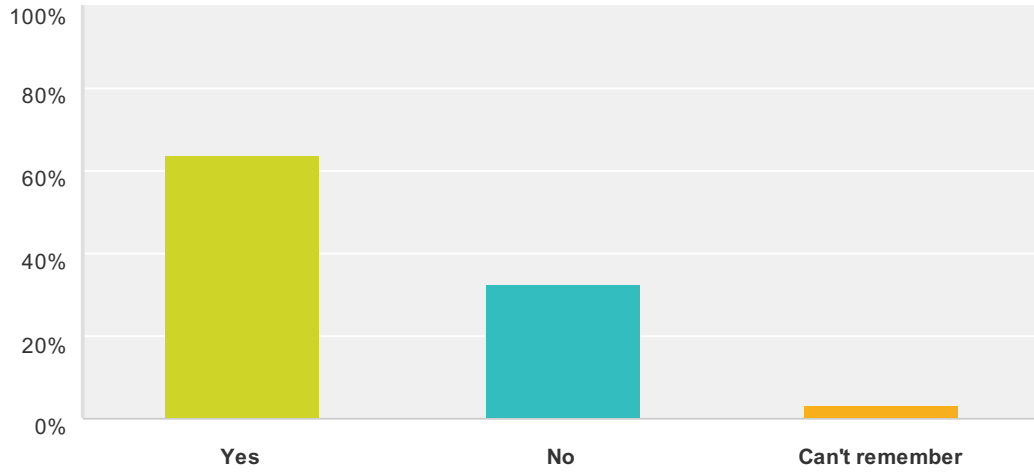
Answered: 118 Skipped: 1



Answer Choices	Responses	
Haven't tried	43.22%	51
Very easy	13.56%	16
Fairly easy	31.36%	37
Not very easy	2.54%	3
Not easy at all	5.08%	6
Don't know	4.24%	5
Total		118

Q9 In the past 6 months have you tried to see a doctor fairly quickly?

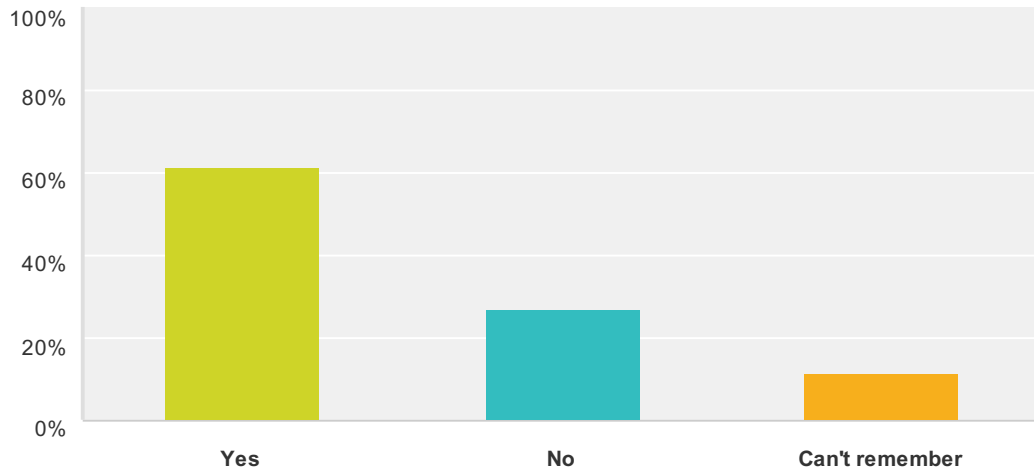
Answered: 119 Skipped: 0



Answer Choices	Responses	
Yes	63.87%	76
No	32.77%	39
Can't remember	3.36%	4
Total		119

Q10 Were you able to see a doctor on the same day or within two working days?

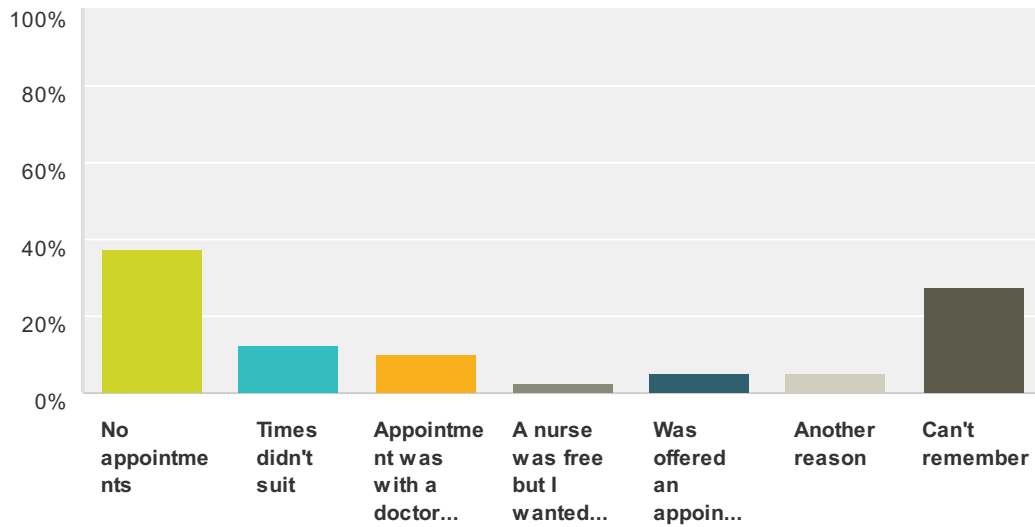
Answered: 111 Skipped: 8



Answer Choices	Responses	Count
Yes	61.26%	68
No	27.03%	30
Can't remember	11.71%	13
Total		111

Q11 If not, why?

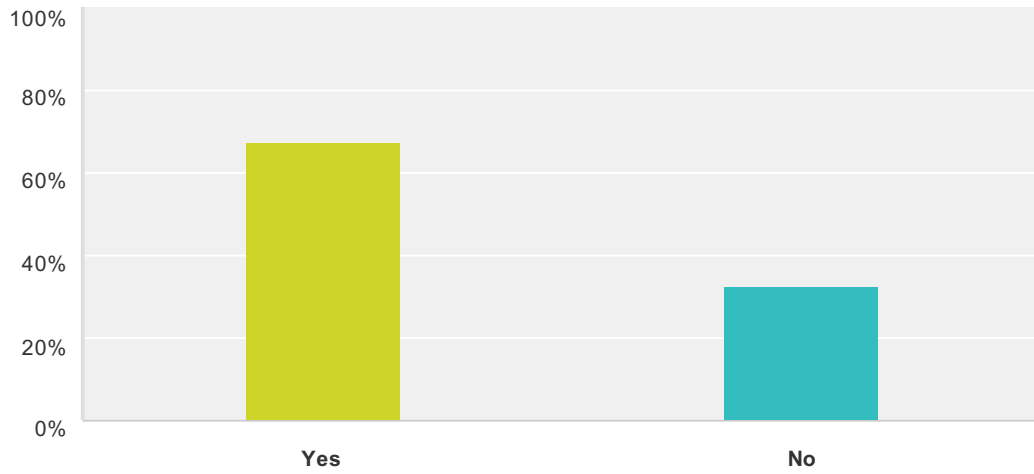
Answered: 40 Skipped: 79



Answer Choices	Responses
No appointments	37.50% 15
Times didn't suit	12.50% 5
Appointment was with a doctor I didn't want to see	10% 4
A nurse was free but I wanted to see a doctor	2.50% 1
Was offered an appointment at another surgery	5% 2
Another reason	5% 2
Can't remember	27.50% 11
Total	40

Q12 Are you aware that you can book a telephone appointment with a doctor?

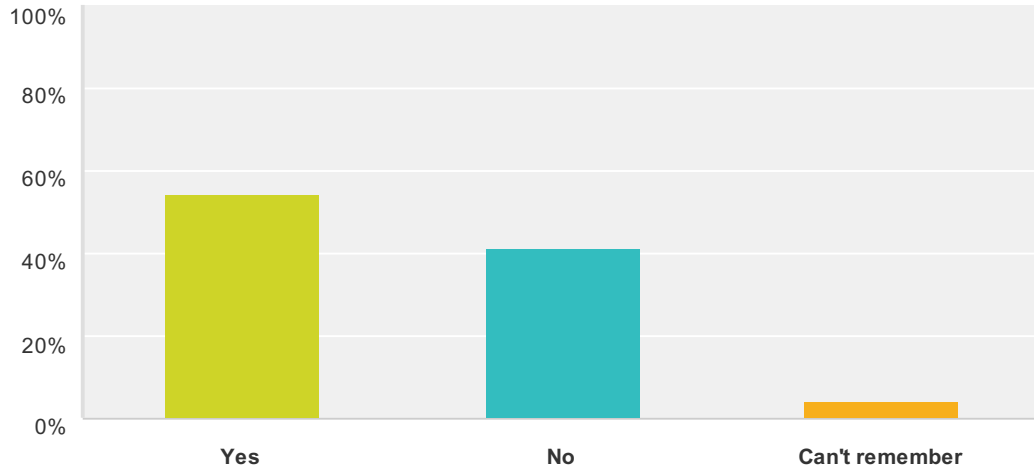
Answered: 119 Skipped: 0



Answer Choices	Responses	
Yes	67.23%	80
No	32.77%	39
Total		119

Q13 In the past 6 months have you tried to book ahead for an appointment?

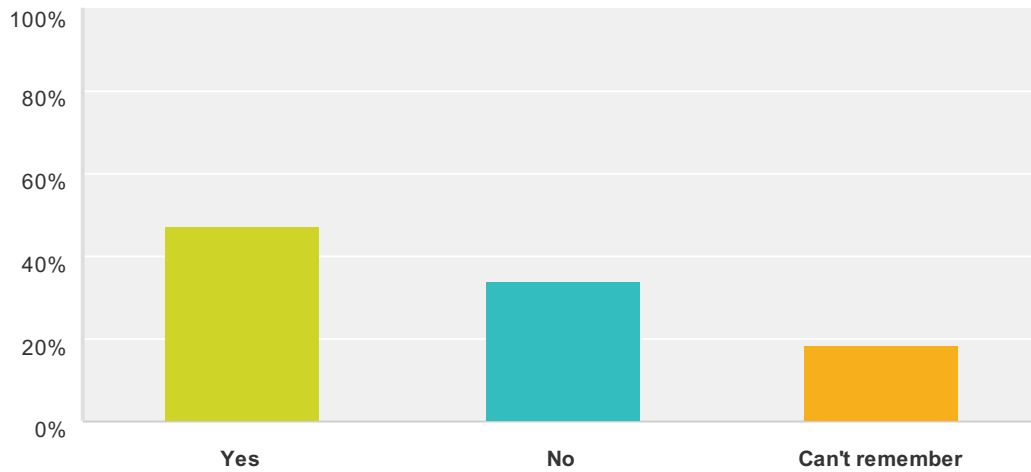
Answered: 118 Skipped: 1



Answer Choices	Responses	
Yes	54.24%	64
No	41.53%	49
Can't remember	4.24%	5
Total		118

Q14 Last time you tried were you able to get an appointment with a doctor more than 10 days in advance?

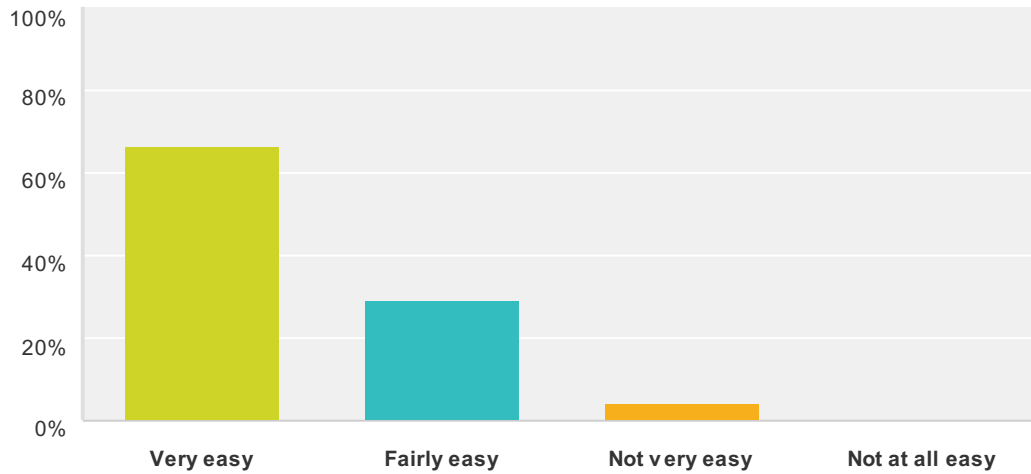
Answered: 97 Skipped: 22



Answer Choices	Responses	
Yes	47.42%	46
No	34.02%	33
Can't remember	18.56%	18
Total		97

Q15 How easy did you find getting into the surgery?

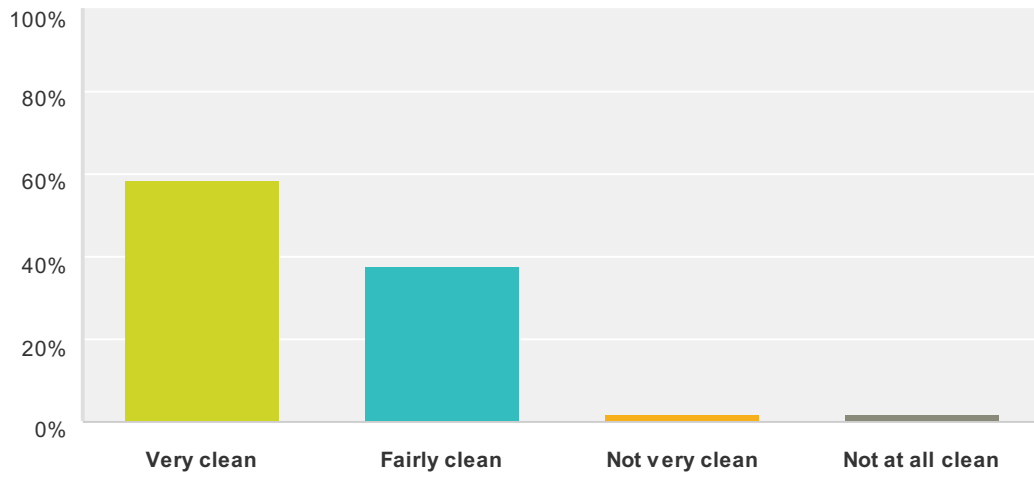
Answered: 119 Skipped: 0



Answer Choices	Responses	
Very easy	66.39%	79
Fairly easy	29.41%	35
Not very easy	4.20%	5
Not at all easy	0%	0
Total		119

Q16 How clean is the GP Surgery?

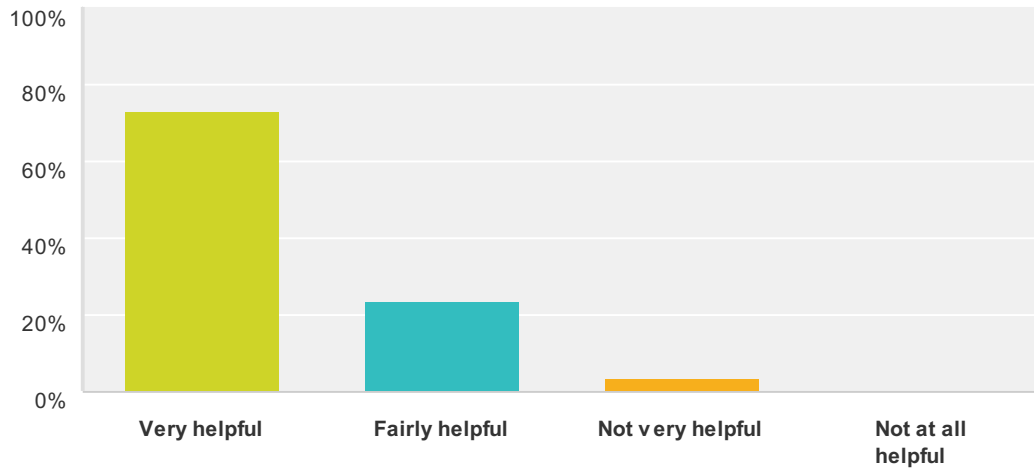
Answered: 119 Skipped: 0



Answer Choices	Responses	
Very clean	58.82%	70
Fairly clean	37.82%	45
Not very clean	1.68%	2
Not at all clean	1.68%	2
Total		119

Q17 How helpful do you find the receptionists?

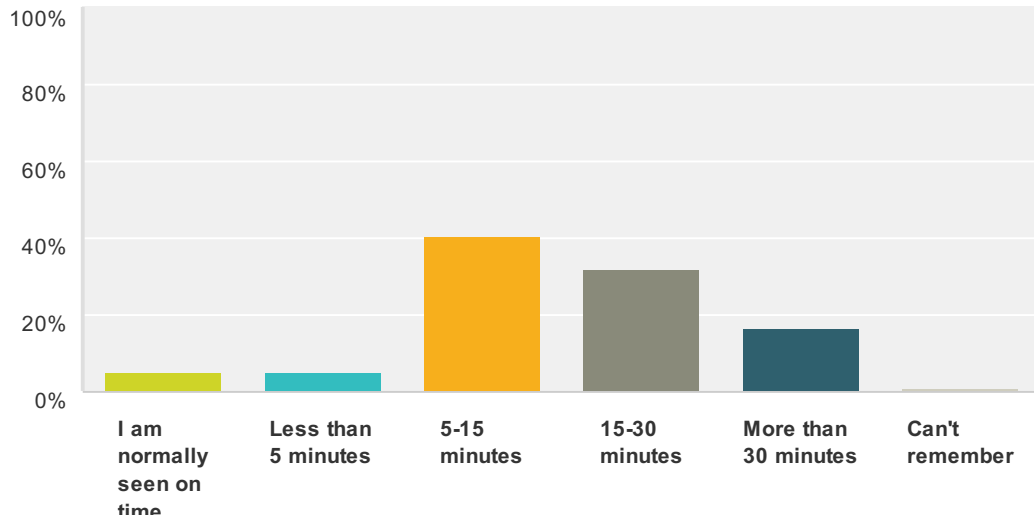
Answered: 118 Skipped: 1



Answer Choices	Responses	
Very helpful	72.88%	86
Fairly helpful	23.73%	28
Not very helpful	3.39%	4
Not at all helpful	0%	0
Total		118

Q18 How long after your appointment time do you normally wait to be seen?

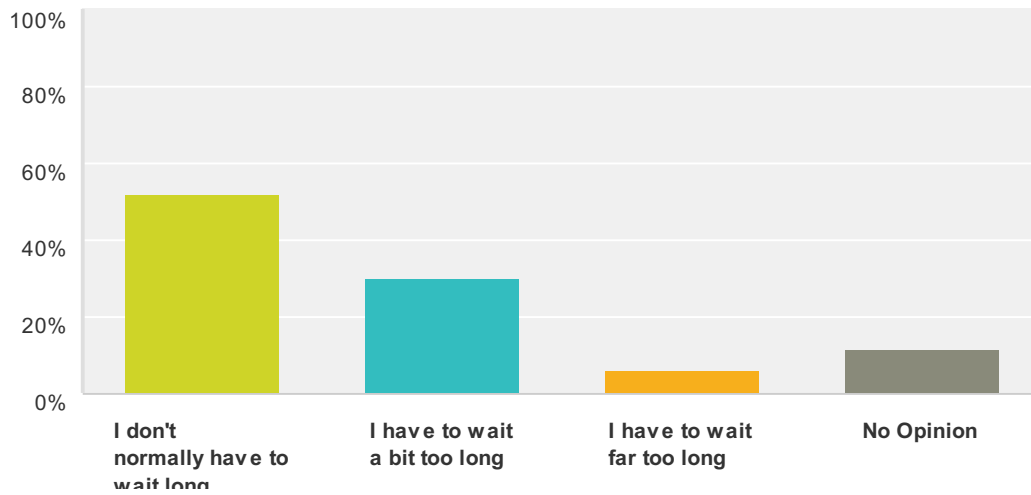
Answered: 116 Skipped: 3



Answer Choices	Responses
I am normally seen on time	5.17% 6
Less than 5 minutes	5.17% 6
5-15 minutes	40.52% 47
15-30 minutes	31.90% 37
More than 30 minutes	16.38% 19
Can't remember	0.86% 1
Total	116

Q19 How do you feel about how long you normally have to wait?

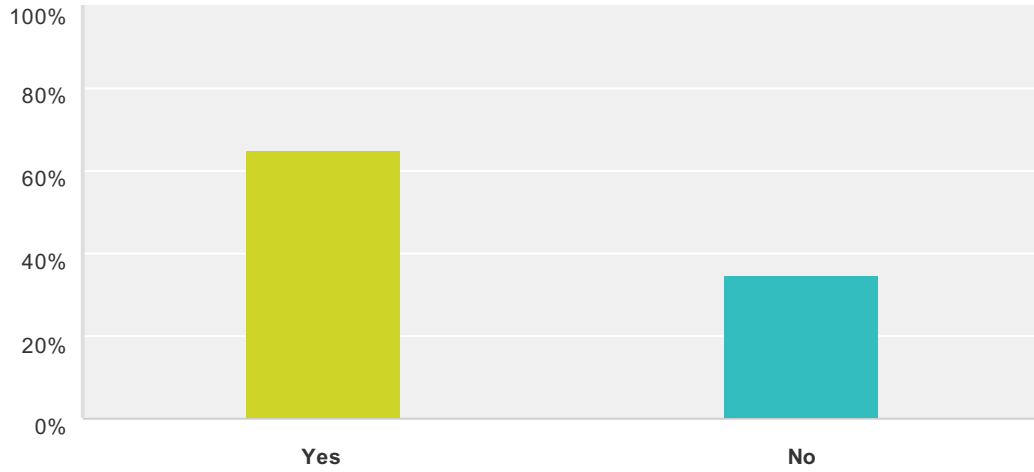
Answered: 113 Skipped: 6



Answer Choices	Responses	
I don't normally have to wait long	52.21%	59
I have to wait a bit too long	30.09%	34
I have to wait far too long	6.19%	7
No Opinion	11.50%	13
Total		113

Q20 Is there a particular doctor you prefer to see?

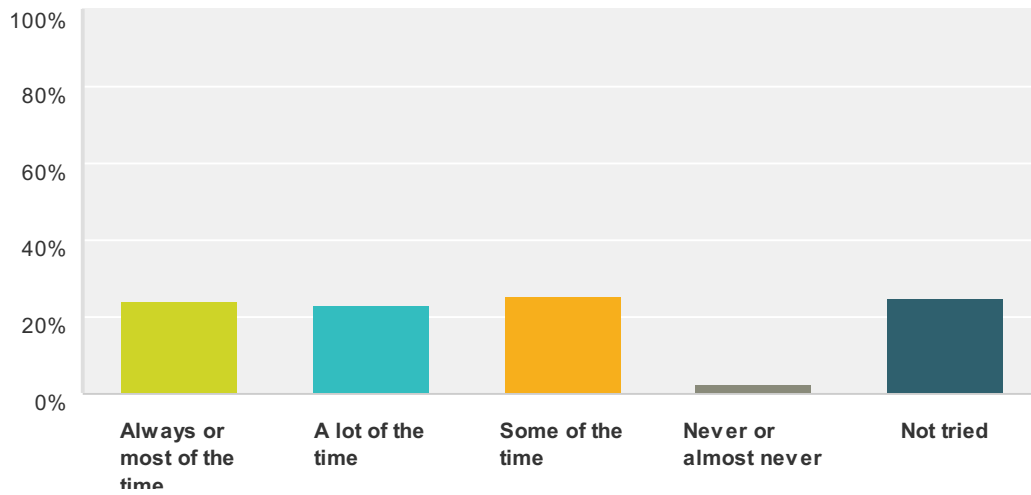
Answered: 118 Skipped: 1



Answer Choices	Responses	
Yes	65.25%	77
No	34.75%	41
Total		118

Q21 How often do you get to see your preferred doctor?

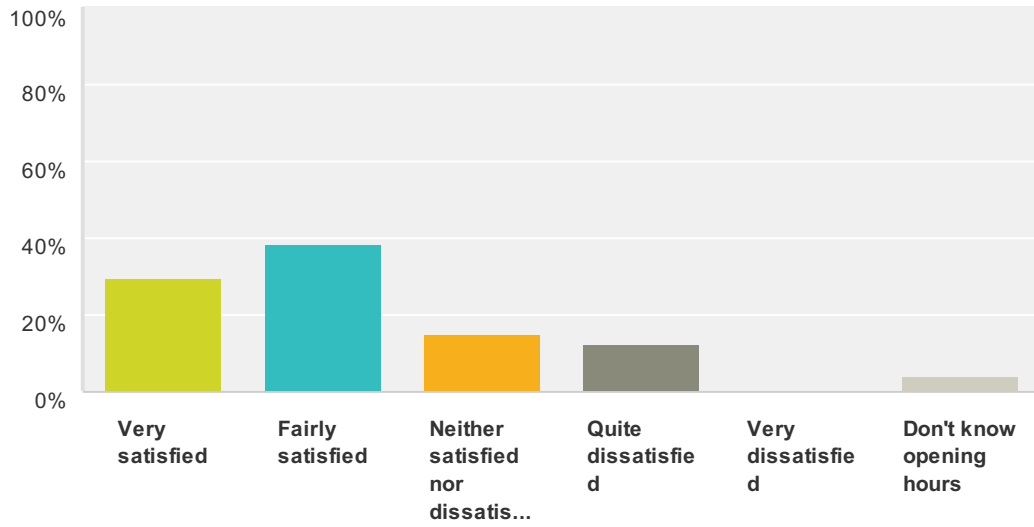
Answered: 113 Skipped: 6



Answer Choices	Responses	
Always or most of the time	23.89%	27
A lot of the time	23.01%	26
Some of the time	25.66%	29
Never or almost never	2.65%	3
Not tried	24.78%	28
Total		113

Q22 How satisfied are you with the opening hours of the surgery?

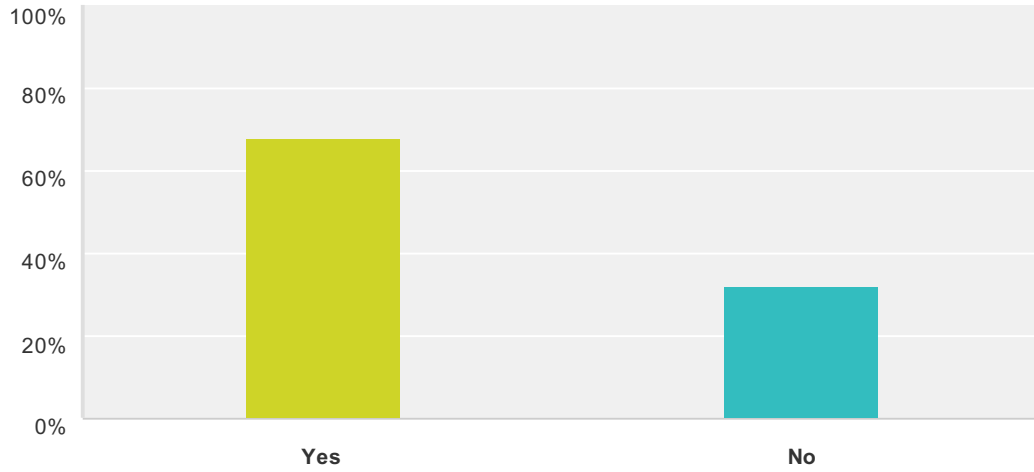
Answered: 119 Skipped: 0



Answer Choices	Responses	
Very satisfied	29.41%	35
Fairly satisfied	38.66%	46
Neither satisfied nor dissatisfied	15.13%	18
Quite dissatisfied	12.61%	15
Very dissatisfied	0%	0
Don't know opening hours	4.20%	5
Total		119

Q23 Would you like the surgery to open at additional times?

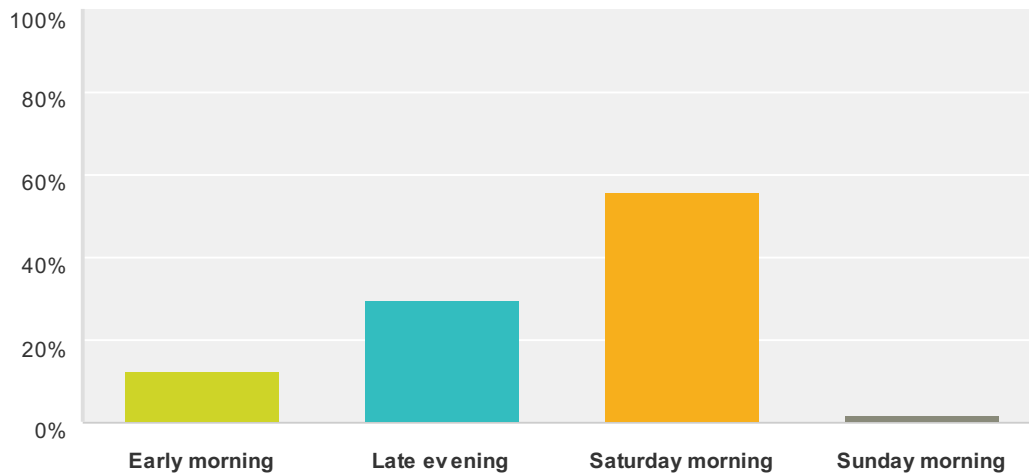
Answered: 116 Skipped: 3



Answer Choices	Responses	
Yes	68.10%	79
No	31.90%	37
Total		116

Q24 When would you like the surgery to open?

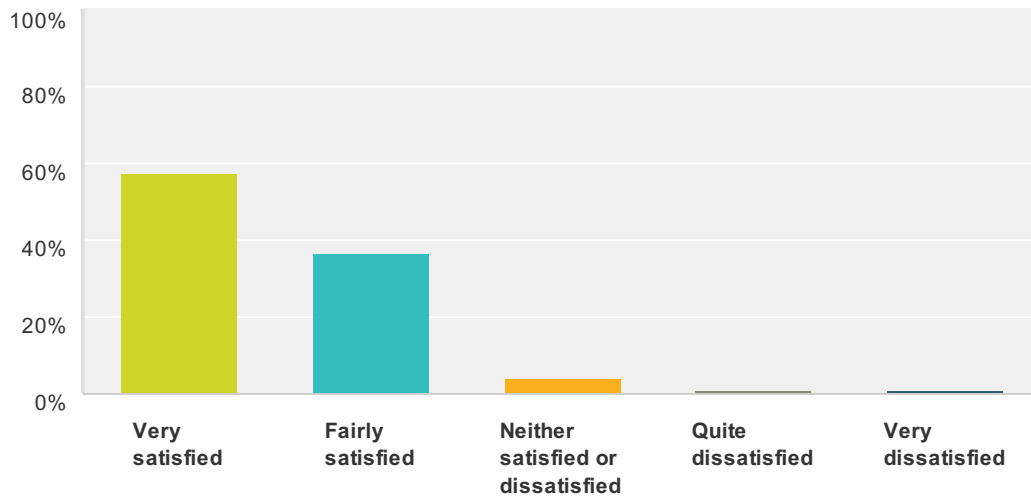
Answered: 97 Skipped: 22



Answer Choices	Responses	
Early morning	12.37%	12
Late evening	29.90%	29
Saturday morning	55.67%	54
Sunday morning	2.06%	2
Total		97

Q25 In general how satisfied are you with the care you receive at the surgery?

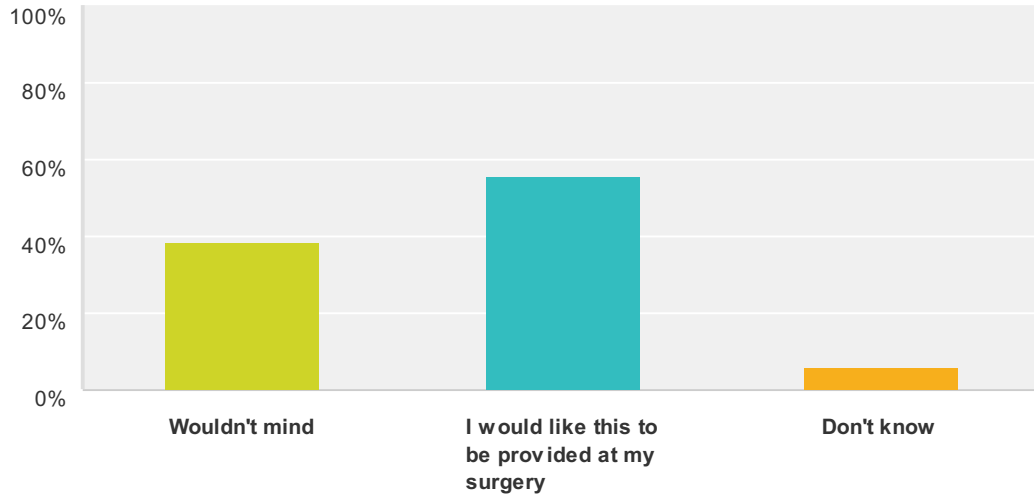
Answered: 118 Skipped: 1



Answer Choices	Responses	
Very satisfied	57.63%	68
Fairly satisfied	36.44%	43
Neither satisfied or dissatisfied	4.24%	5
Quite dissatisfied	0.85%	1
Very dissatisfied	0.85%	1
Total		118

Q26 We provide services such as blood testing, 24 hour blood pressure monitoring, minor surgery and INR testing. How would you feel about attending another site to have this done. For example, another GP practice or the community hospital?

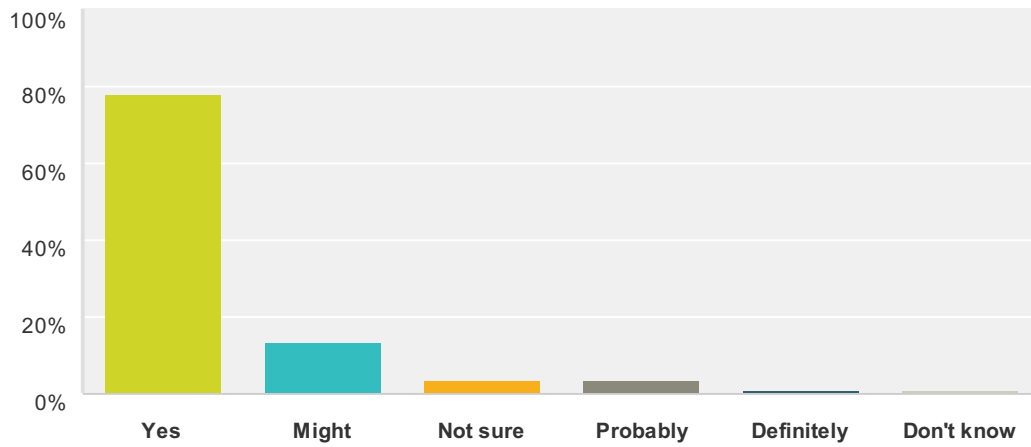
Answered: 119 Skipped: 0



Answer Choices	Responses	
Wouldn't mind	38.66%	46
I would like this to be provided at my surgery	55.46%	66
Don't know	5.88%	7
Total		119

Q27 Would you recommend the surgery to your friends and family?

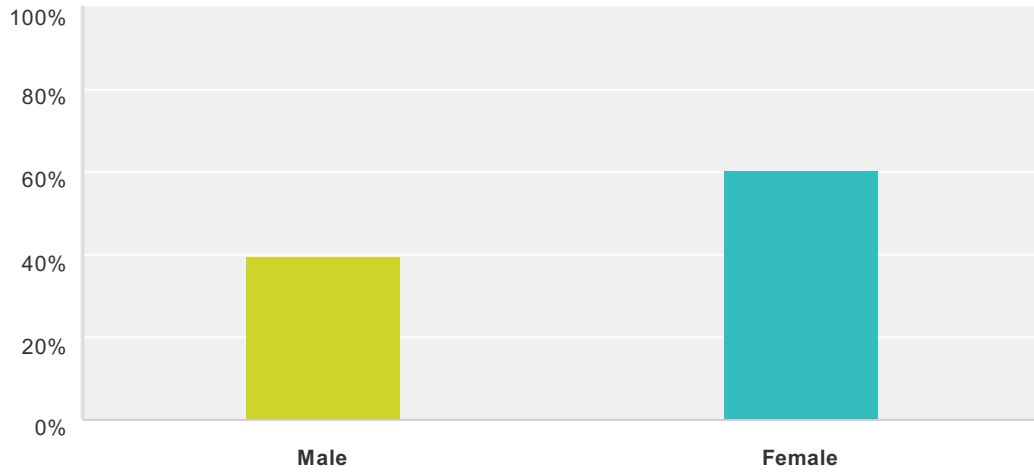
Answered: 119 Skipped: 0



Answer Choices	Responses	
Yes	78.15%	93
Might	13.45%	16
Not sure	3.36%	4
Probably not	3.36%	4
Definitely not	0.84%	1
Don't know	0.84%	1
Total		119

Q28 Are you male or female?

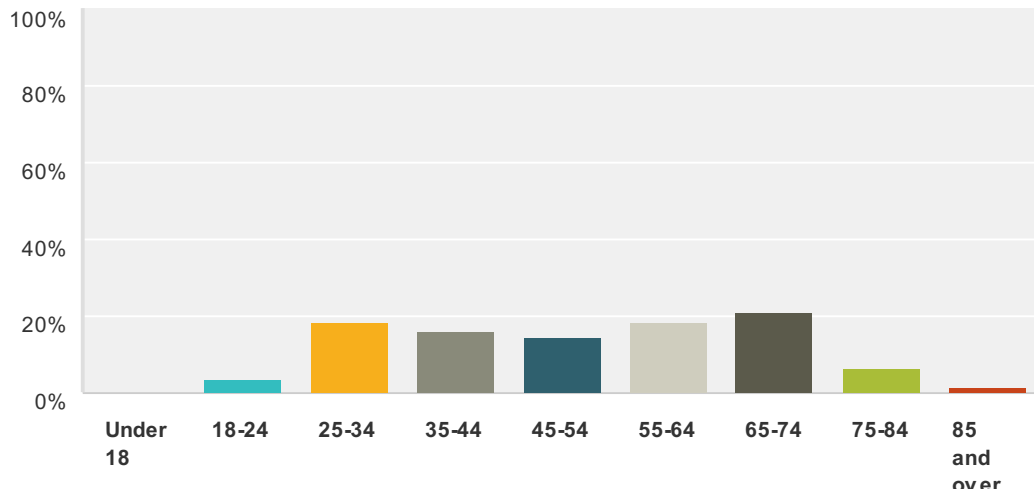
Answered: 116 Skipped: 3



Answer Choices	Responses	
Male	39.66%	46
Female	60.34%	70
Total		116

Q29 How old are you?

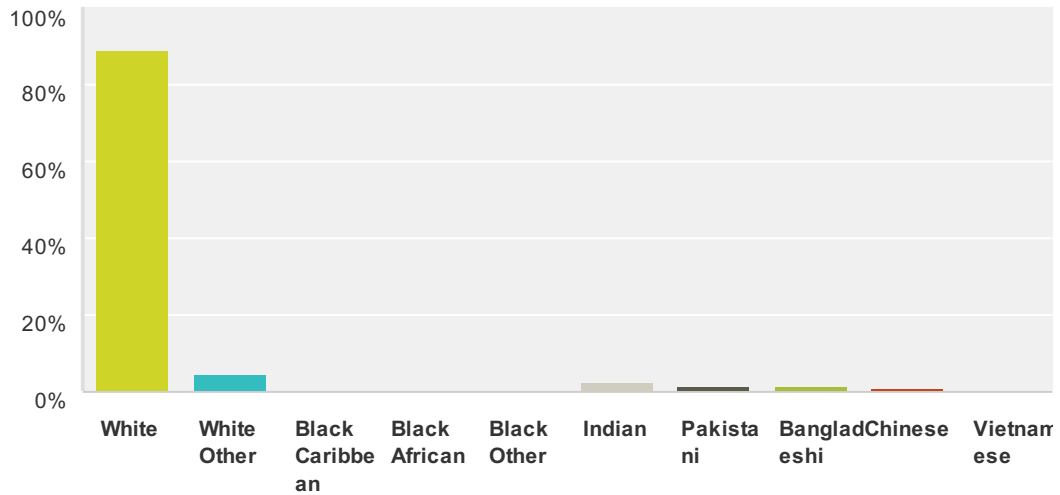
Answered: 119 Skipped: 0



Answer Choices	Responses	Count
Under 18	0%	0
18-24	3.36%	4
25-34	18.49%	22
35-44	15.97%	19
45-54	14.29%	17
55-64	18.49%	22
65-74	21.01%	25
75-84	6.72%	8
85 and over	1.68%	2
Total		119

Q30 Which of the following best describes your ethnic background?

Answered: 116 Skipped: 3



Answer Choices	Responses	Count
White	88.79%	103
White Other	4.31%	5
Black Caribbean	0%	0
Black African	0%	0
Black Other	0%	0
Indian	2.59%	3
Pakistani	1.72%	2
Bangladeshi	1.72%	2
Chinese	0.86%	1
Vietnamese	0%	0
Total		116