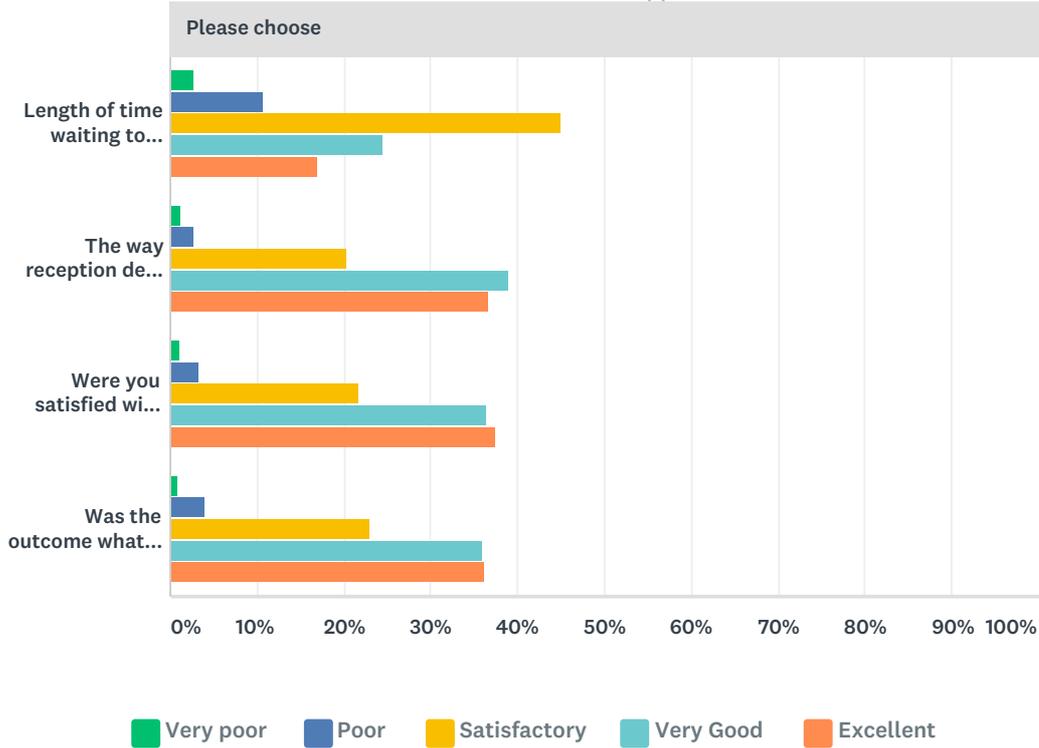


Q1 Contacting the Surgery

Answered: 397 Skipped: 5



Please choose						
	Very poor	Poor	Satisfactory	Very Good	Excellent	Total
Length of time waiting to speak to reception	2.78% 11	10.63% 42	45.06% 178	24.56% 97	16.96% 67	395
The way reception dealt with your enquiry	1.28% 5	2.82% 11	20.26% 79	38.97% 152	36.67% 143	390
Were you satisfied with the outcome of your contact?	1.04% 4	3.38% 13	21.82% 84	36.36% 140	37.40% 144	385
Was the outcome what you expected?	0.79% 3	3.97% 15	23.02% 87	35.98% 136	36.24% 137	378

Q2 Visiting The Health Centre

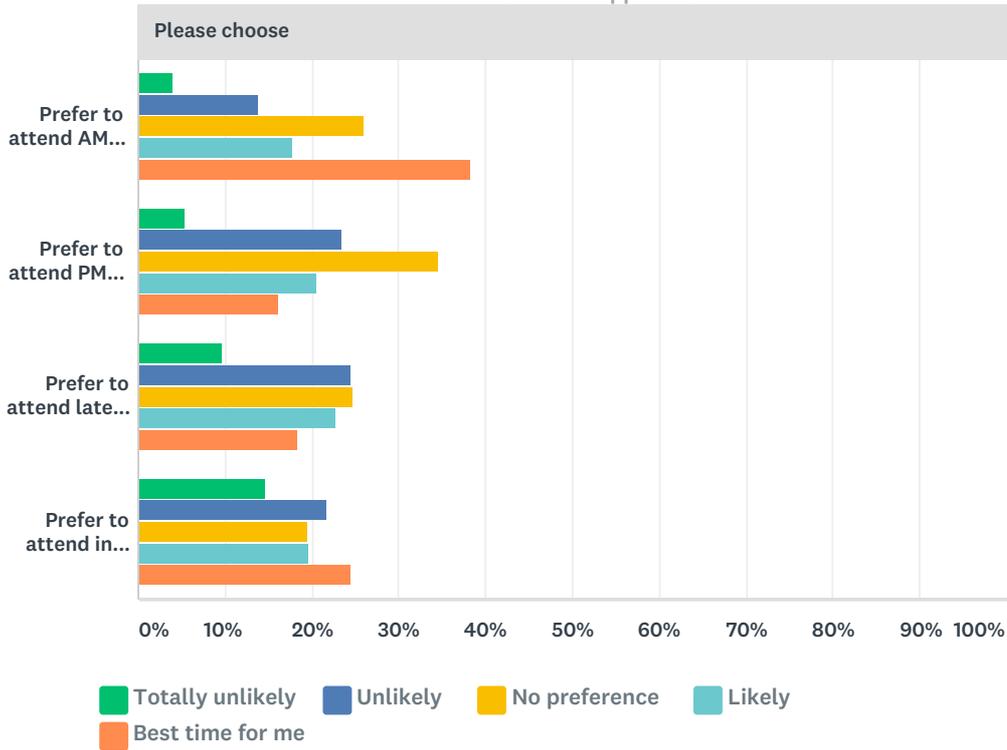
Answered: 399 Skipped: 3



Please Choose						
	Very poor	Poor	Satisfactory	Very Good	Excellent	Total
Was it easy to access the health centre?	2.52% 10	7.56% 30	27.96% 111	29.72% 118	32.24% 128	397
The way you were able to book in your arrival	0.52% 2	2.59% 10	18.65% 72	35.75% 138	42.49% 164	386
The way your enquiry was dealt with my reception	1.07% 4	1.34% 5	19.84% 74	35.39% 132	42.36% 158	373
Was the building and waiting area clean?	0.77% 3	0.77% 3	10.26% 40	35.64% 139	52.56% 205	390

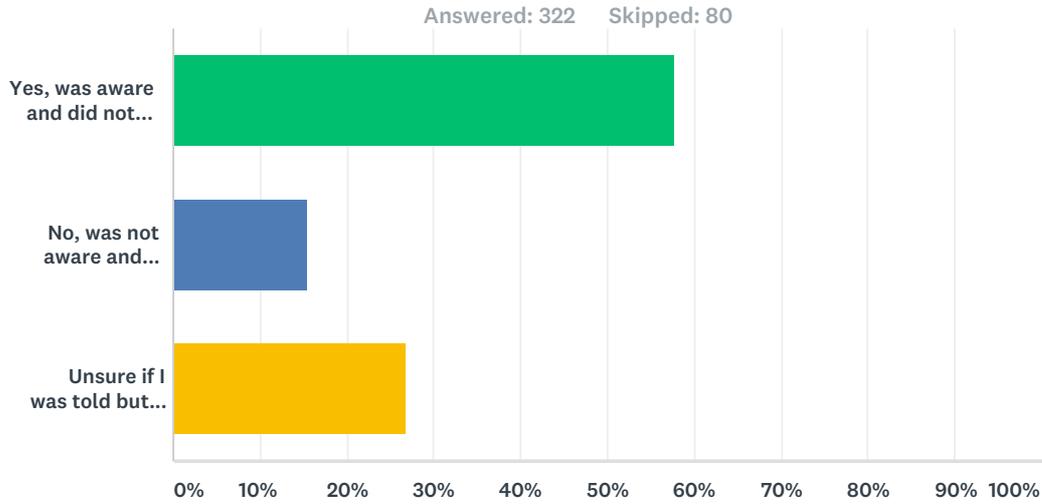
Q3 Practice Opening Hours are 08.00 am - 18.30 pm and Extended Hours on Monday 18.30 - 20.00 pm

Answered: 389 Skipped: 13



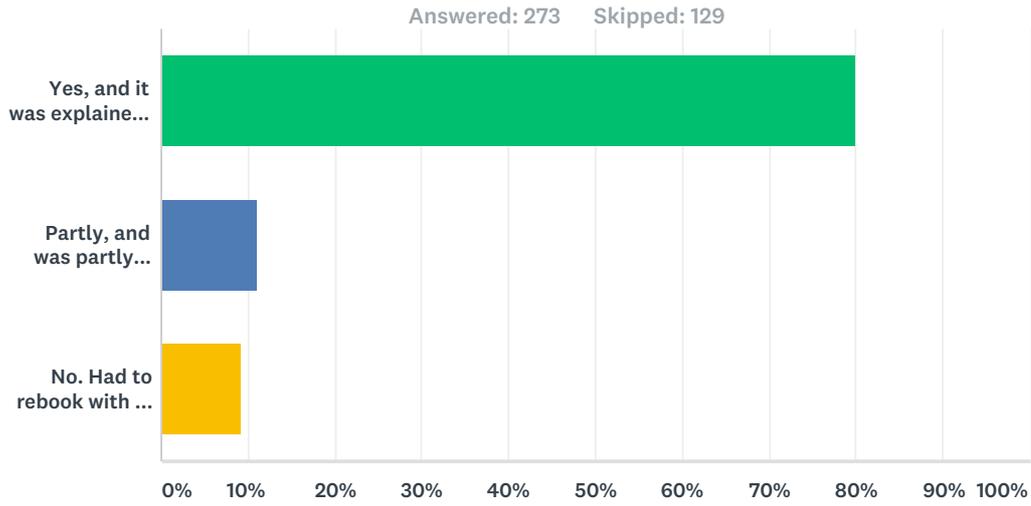
Please choose						
	Totally unlikely	Unlikely	No preference	Likely	Best time for me	Total
Prefer to attend AM surgeries 08.00 - 11.30 am	4.03% 14	13.83% 48	25.94% 90	17.87% 62	38.33% 133	347
Prefer to attend PM Surgeries 14.30 - 17.00 pm	5.38% 17	23.42% 74	34.49% 109	20.57% 65	16.14% 51	316
Prefer to attend late surgeries 17.00 - 18.30 pm	9.65% 30	24.44% 76	24.76% 77	22.83% 71	18.33% 57	311
Prefer to attend in extended hours 18.30 - 20.00 pm	14.65% 46	21.66% 68	19.43% 61	19.75% 62	24.52% 77	314

Q4 The practice has 2 Advanced Nurse Practitioners who hold daily on the day clinics for acute problems. Did you know you were seeing an ANP?



Answer Choices	Responses	
Yes, was aware and did not mind	57.76%	186
No, was not aware and preferred to see the GP	15.53%	50
Unsure if I was told but okay as long as problem sorted	26.71%	86
Total		322

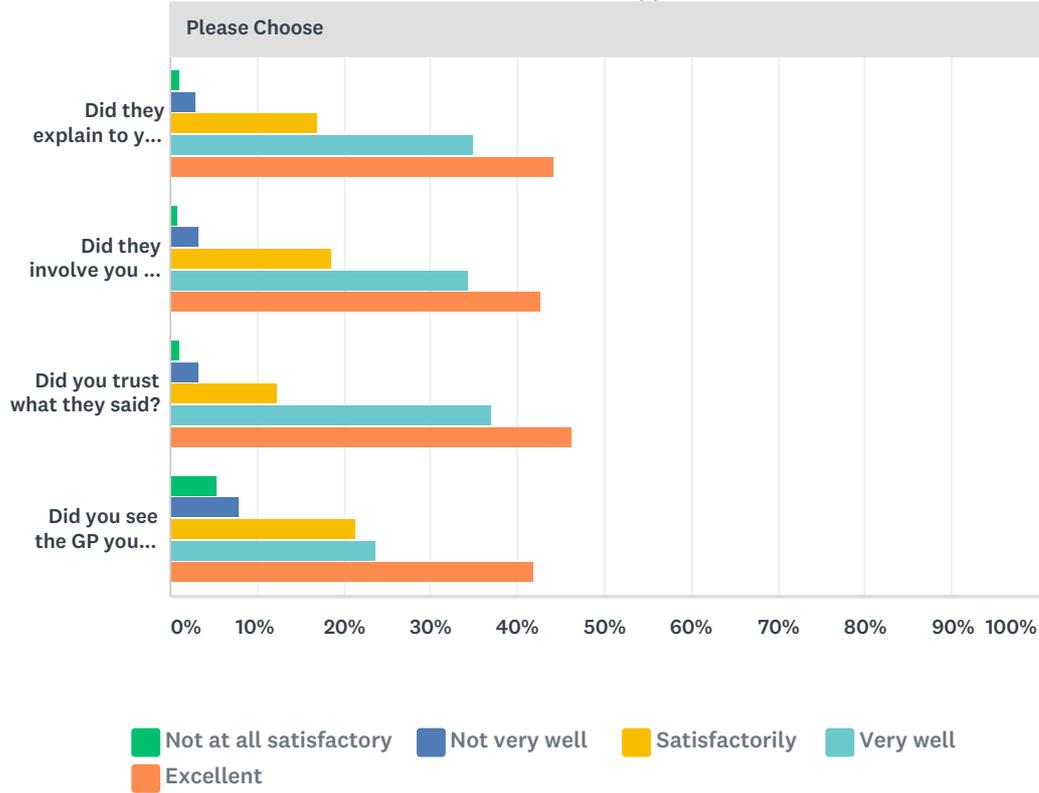
Q5 When you saw the ANP was the problem dealt with?



Answer Choices	Responses	
Yes, and it was explained thoroughly	79.85%	218
Partly, and was partly explained	10.99%	30
No. Had to rebook with a GP	9.16%	25
Total		273

Q6 When you last saw one of our GPs

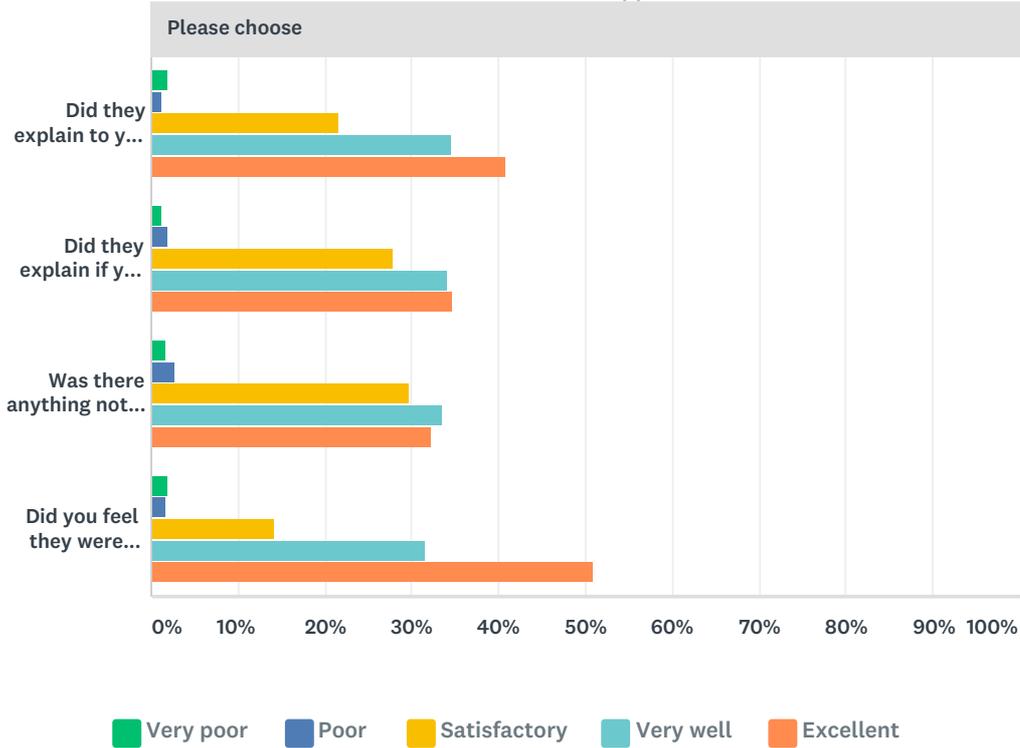
Answered: 377 Skipped: 25



Please Choose						
	Not at all satisfactory	Not very well	Satisfactorily	Very well	Excellent	Total
Did they explain to you about your condition?	1.08% 4	2.97% 11	17.03% 63	34.86% 129	44.05% 163	370
Did they involve you in your treatment plan?	0.85% 3	3.40% 12	18.70% 66	34.28% 121	42.78% 151	353
Did you trust what they said?	1.10% 4	3.31% 12	12.43% 45	37.02% 134	46.13% 167	362
Did you see the GP you wanted to see?	5.34% 19	7.87% 28	21.35% 76	23.60% 84	41.85% 149	356

Q7 When you last saw the Practice Nurse

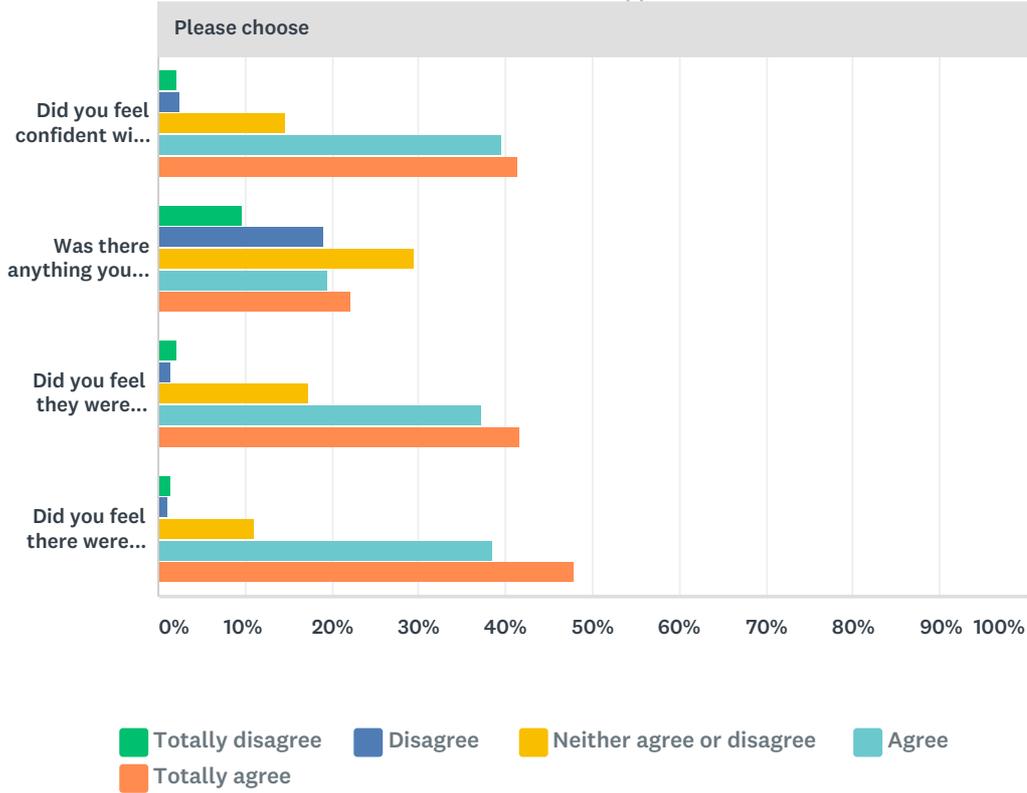
Answered: 330 Skipped: 72



Please choose						
	Very poor	Poor	Satisfactory	Very well	Excellent	Total
Did they explain to you about your condition?	1.83% 6	1.22% 4	21.65% 71	34.45% 113	40.85% 134	328
Did they explain if your condition had improved etc?	1.31% 4	1.97% 6	27.87% 85	34.10% 104	34.75% 106	305
Was there anything not checked i.e. BP/Foot check etc?	1.71% 5	2.74% 8	29.79% 87	33.56% 98	32.19% 94	292
Did you feel they were professional?	1.93% 6	1.61% 5	14.15% 44	31.51% 98	50.80% 158	311

Q8 When you last saw the Health Care Assistants

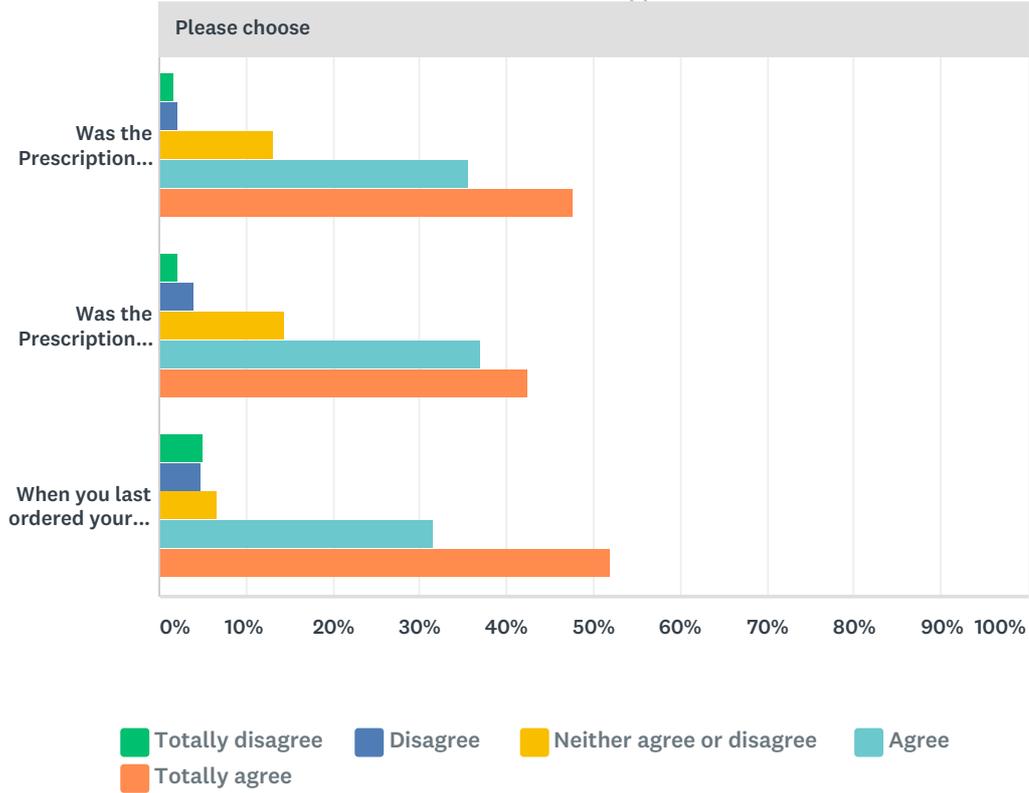
Answered: 292 Skipped: 110



Please choose						
	Totally disagree	Disagree	Neither agree or disagree	Agree	Totally agree	Total
Did you feel confident with the way they explained what they were doing i.e. blood tests or review?	2.08% 6	2.43% 7	14.58% 42	39.58% 114	41.32% 119	288
Was there anything you didn't understand?	9.73% 25	19.07% 49	29.57% 76	19.46% 50	22.18% 57	257
Did you feel they were knowledgeable and well trained?	2.17% 6	1.45% 4	17.39% 48	37.32% 103	41.67% 115	276
Did you feel there were professional?	1.44% 4	1.08% 3	11.15% 31	38.49% 107	47.84% 133	278

Q9 When you last spoke to Prescriptions

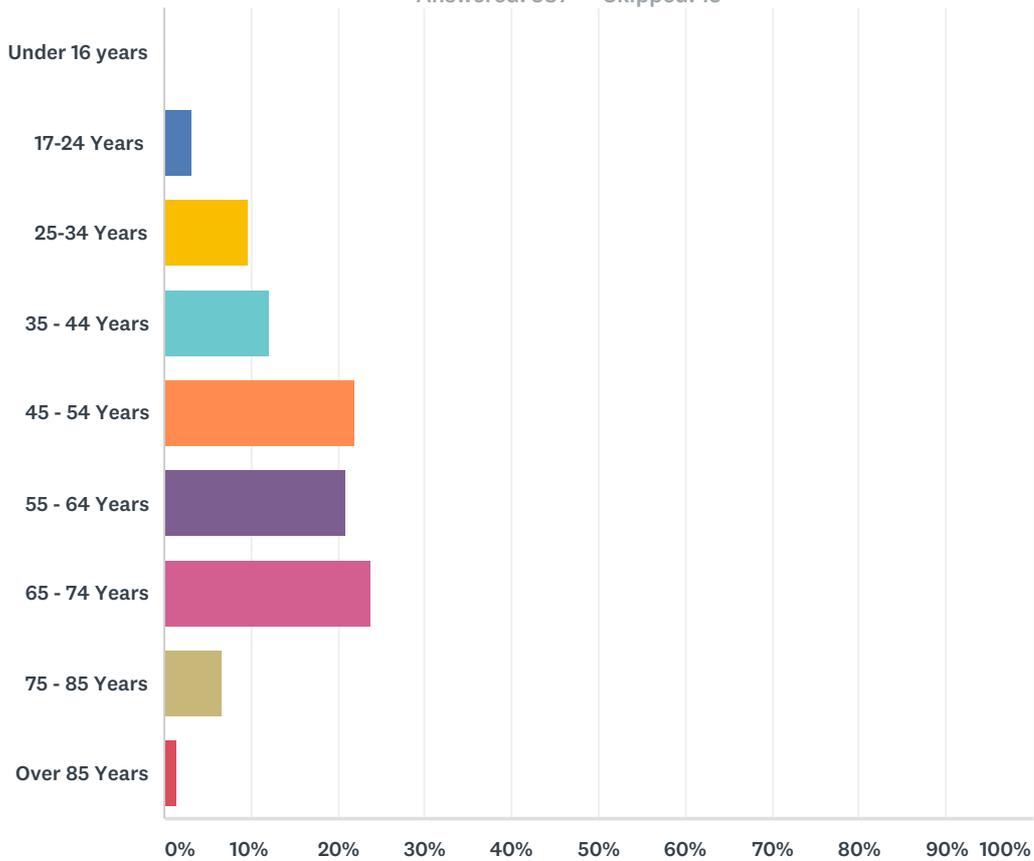
Answered: 355 Skipped: 47



Please choose						
	Totally disagree	Disagree	Neither agree or disagree	Agree	Totally agree	Total
Was the Prescription Clerk courteous & helpful?	1.74% 6	2.03% 7	13.08% 45	35.47% 122	47.67% 164	344
Was the Prescription Clerk able to deal with your query quickly?	2.10% 7	3.89% 13	14.37% 48	37.13% 124	42.51% 142	334
When you last ordered your prescription, was it ready on time?	5.01% 17	4.72% 16	6.78% 23	31.56% 107	51.92% 176	339

Q10 To help us to better understand how the answers relate to different patient groups, would you please indicate your age?

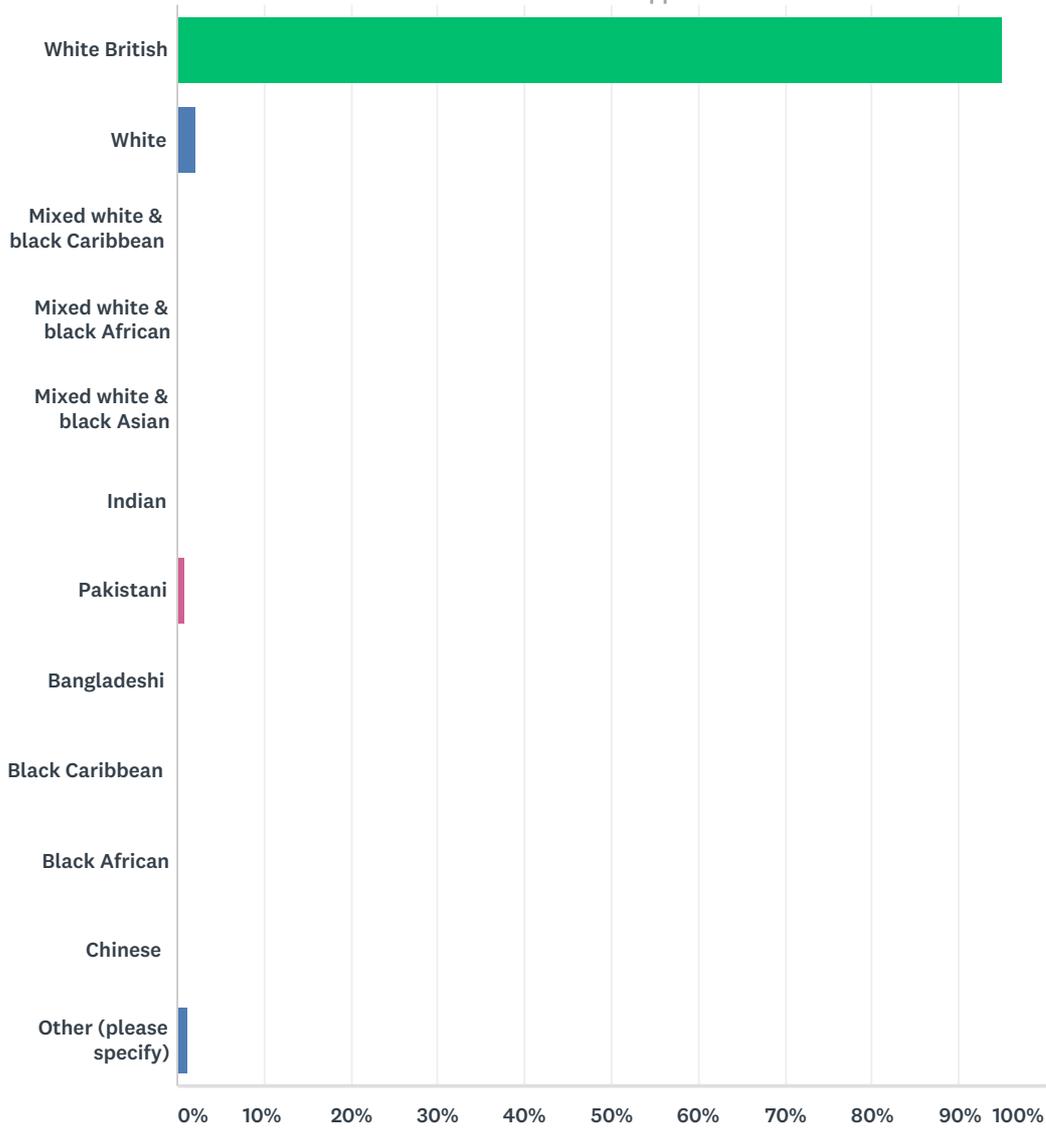
Answered: 387 Skipped: 15



Answer Choices	Responses
Under 16 years	0.26% 1
17-24 Years	3.10% 12
25-34 Years	9.56% 37
35 - 44 Years	12.14% 47
45 - 54 Years	21.96% 85
55 - 64 Years	20.93% 81
65 - 74 Years	23.77% 92
75 - 85 Years	6.72% 26
Over 85 Years	1.55% 6
Total	387

Q11 What is the ethnic background with which you most identify?

Answered: 383 Skipped: 19



Answer Choices	Responses	Count
White British	95.04%	364
White	2.09%	8
Mixed white & black Caribbean	0.26%	1
Mixed white & black African	0.00%	0
Mixed white & black Asian	0.00%	0
Indian	0.00%	0
Pakistani	0.78%	3
Bangladeshi	0.00%	0
Black Caribbean	0.26%	1
Black African	0.26%	1
Chinese	0.00%	0

Patient Reference Group

Other (please specify)	1.31%	5
Total		383