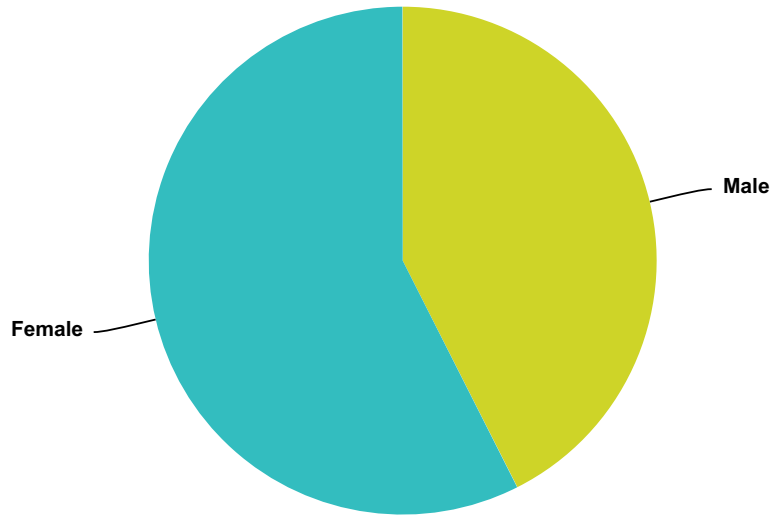


**Q1 It will help us to understand your answers if you tell us a little about yourself Are you?**

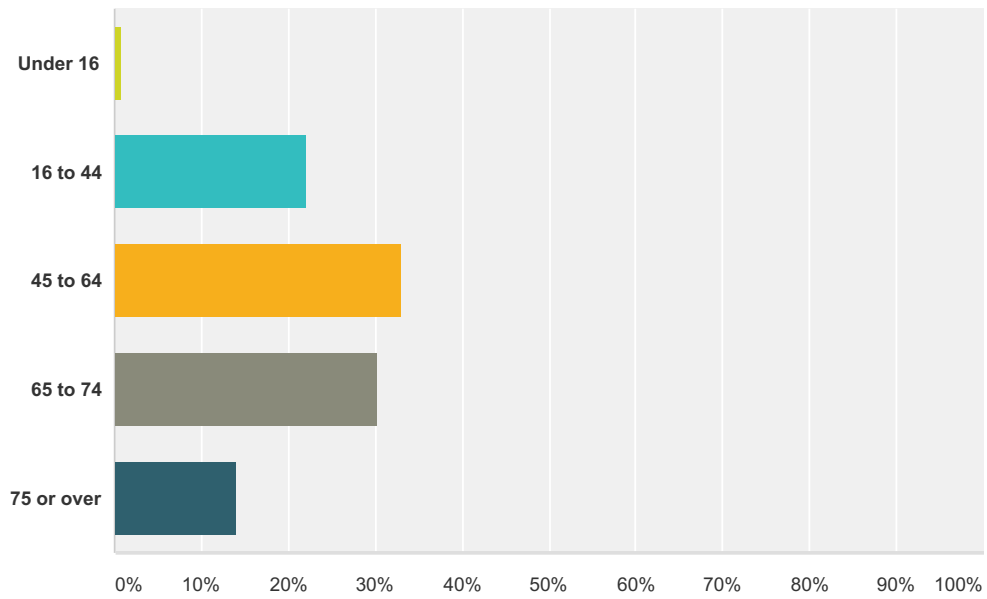
Answered: 376 Skipped: 4



Answer Choices	Responses	
Male	42.55%	160
Female	57.45%	216
<b>Total</b>		<b>376</b>

## Q2 How old are you?

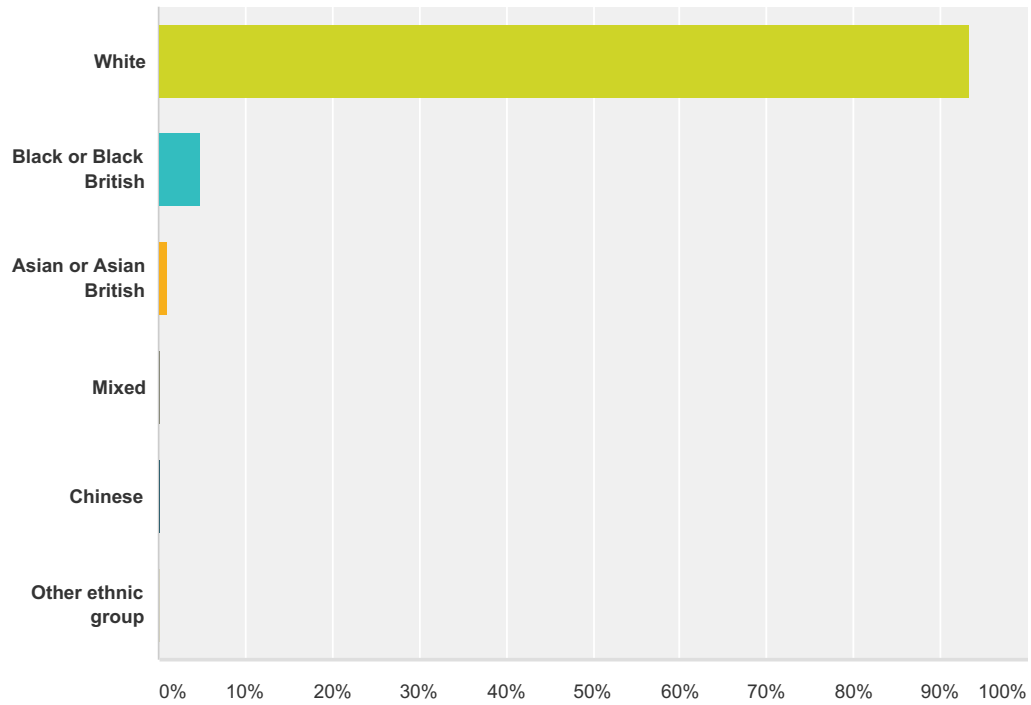
Answered: 380 Skipped: 0



Answer Choices	Responses
Under 16	0.79% 3
16 to 44	22.11% 84
45 to 64	32.89% 125
65 to 74	30.26% 115
75 or over	13.95% 53
<b>Total</b>	<b>380</b>

### Q3 What is your ethnic group?

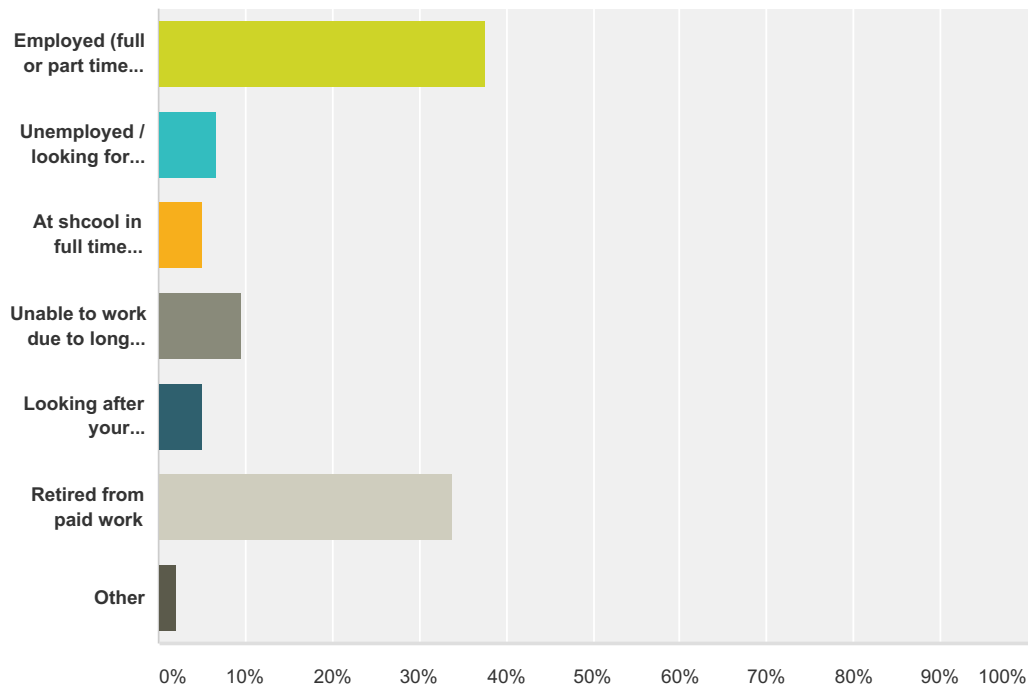
Answered: 376 Skipped: 4



Answer Choices	Responses	Count
White	93.35%	351
Black or Black British	4.79%	18
Asian or Asian British	1.06%	4
Mixed	0.27%	1
Chinese	0.27%	1
Other ethnic group	0.27%	1
<b>Total</b>		<b>376</b>

### Q4 Which of the following bests describes you?

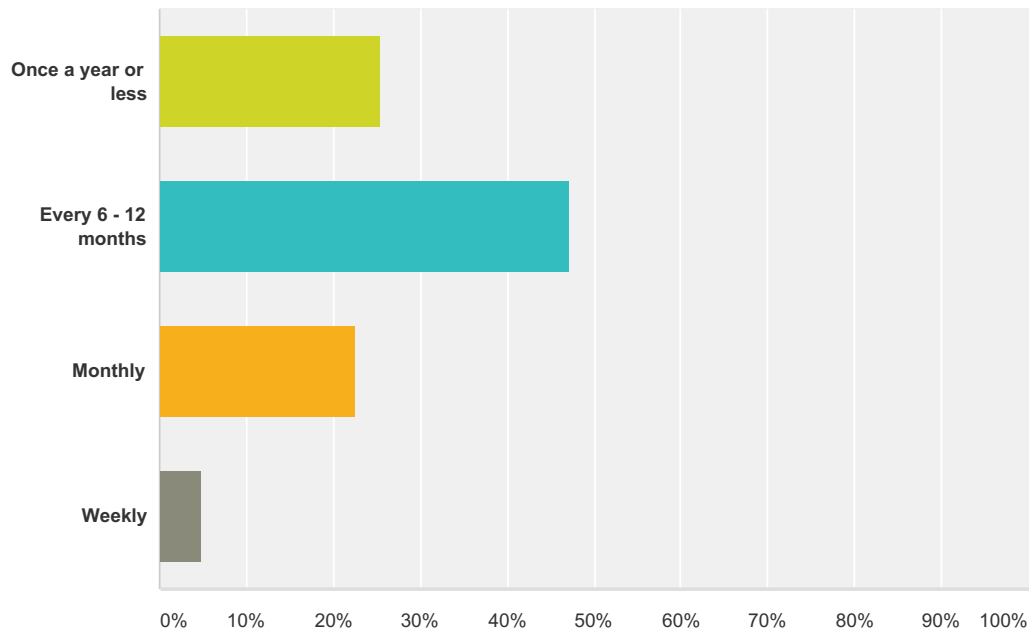
Answered: 375 Skipped: 5



Answer Choices	Responses	
Employed (full or part time, including self employed)	37.60%	141
Unemployed / looking for work	6.67%	25
At shcool in full time education	5.07%	19
Unable to work due to long term sickness	9.60%	36
Looking after your home/family	5.07%	19
Retired from paid work	33.87%	127
Other	2.13%	8
<b>Total</b>		<b>375</b>

### Q5 How often do you attend the Practice?

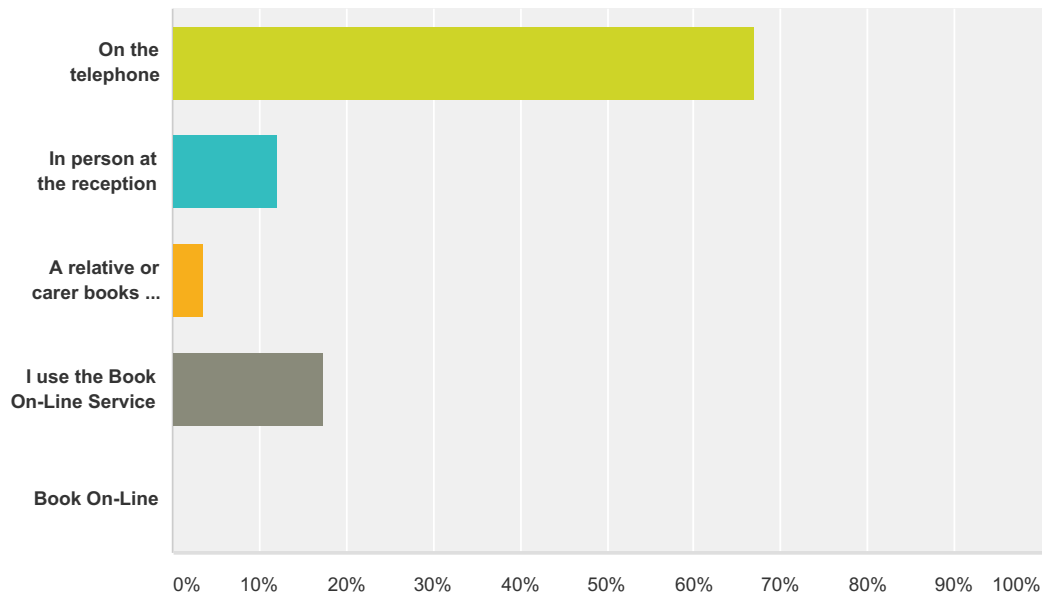
Answered: 373 Skipped: 7



Answer Choices	Responses
Once a year or less	25.47% 95
Every 6 - 12 months	47.18% 176
Monthly	22.52% 84
Weekly	4.83% 18
<b>Total</b>	<b>373</b>

### Q6 How do you book your appointments?

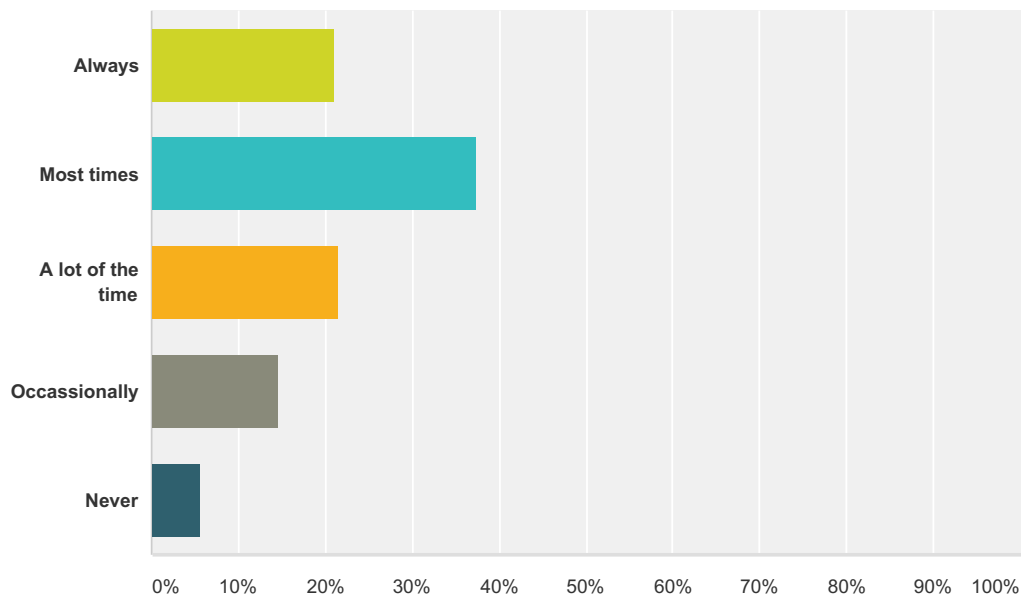
Answered: 377 Skipped: 3



Answer Choices	Responses
On the telephone	67.11% 253
In person at the reception	12.20% 46
A relative or carer books my appointments	3.45% 13
I use the Book On-Line Service	17.24% 65
Book On-Line	0.00% 0
<b>Total</b>	<b>377</b>

### Q7 Do you usually get an appointment on the day and time that you want?

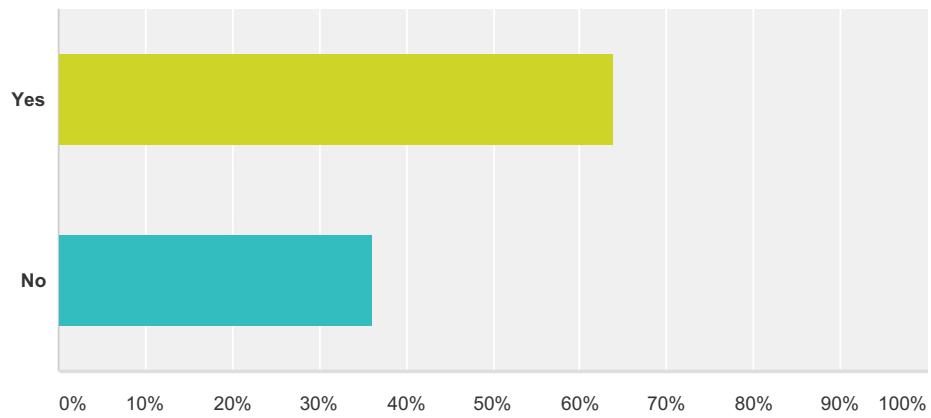
Answered: 378 Skipped: 2



Answer Choices	Responses
Always	21.16% 80
Most times	37.30% 141
A lot of the time	21.43% 81
Occassionally	14.55% 55
Never	5.56% 21
<b>Total</b>	<b>378</b>

### Q8 Are you aware that you can pre-book appointments at the practice?

Answered: 376 Skipped: 4

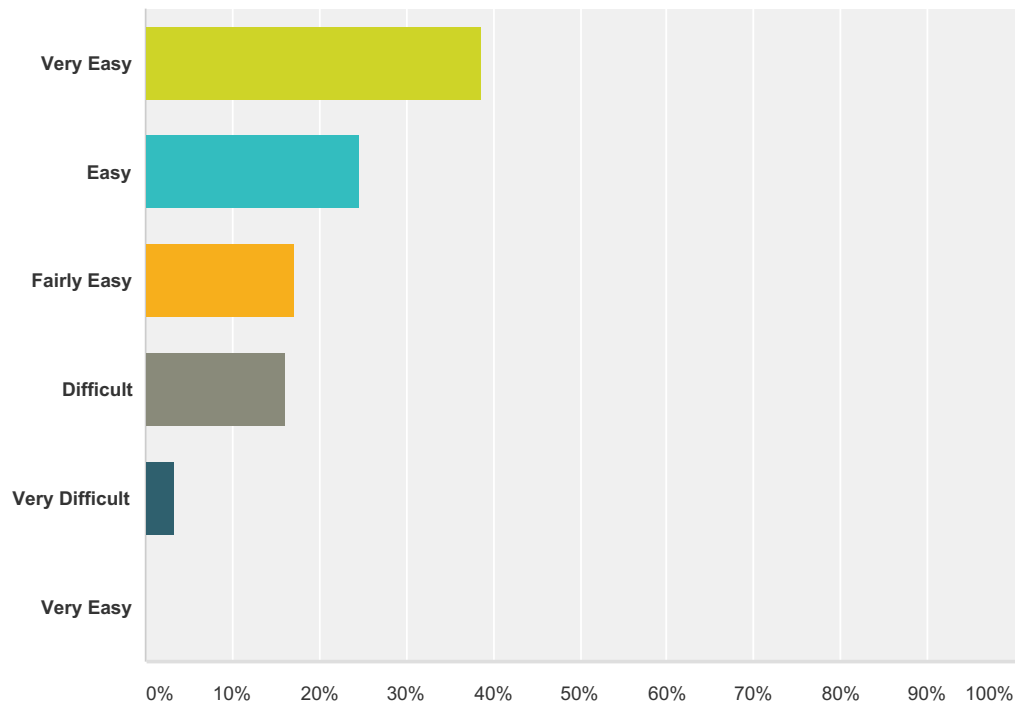


Answer Choices	Responses	Count
Yes	63.83%	240
No	36.17%	136
<b>Total</b>		<b>376</b>



### Q9 If you have pre-booked an appointment how easy did you find doing this?

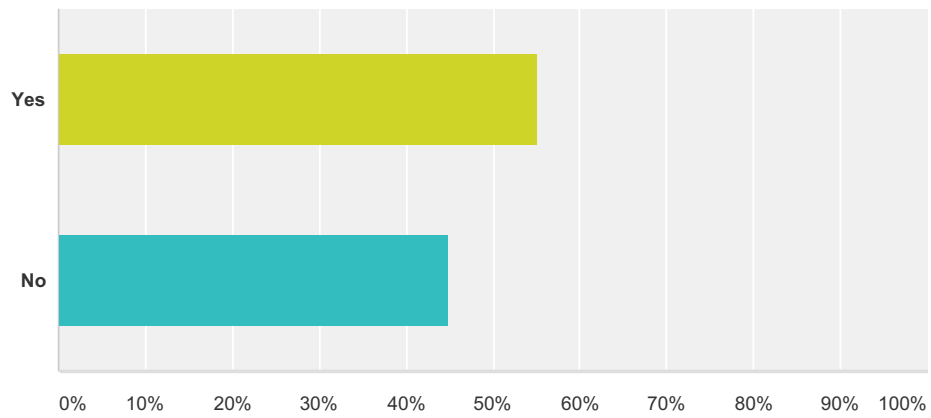
Answered: 235 Skipped: 145



Answer Choices	Responses
Very Easy	38.72% 91
Easy	24.68% 58
Fairly Easy	17.02% 40
Difficult	16.17% 38
Very Difficult	3.40% 8
Very Easy	0.00% 0
<b>Total</b>	<b>235</b>

### Q10 Are you aware you can now book appointments ON-LINE?

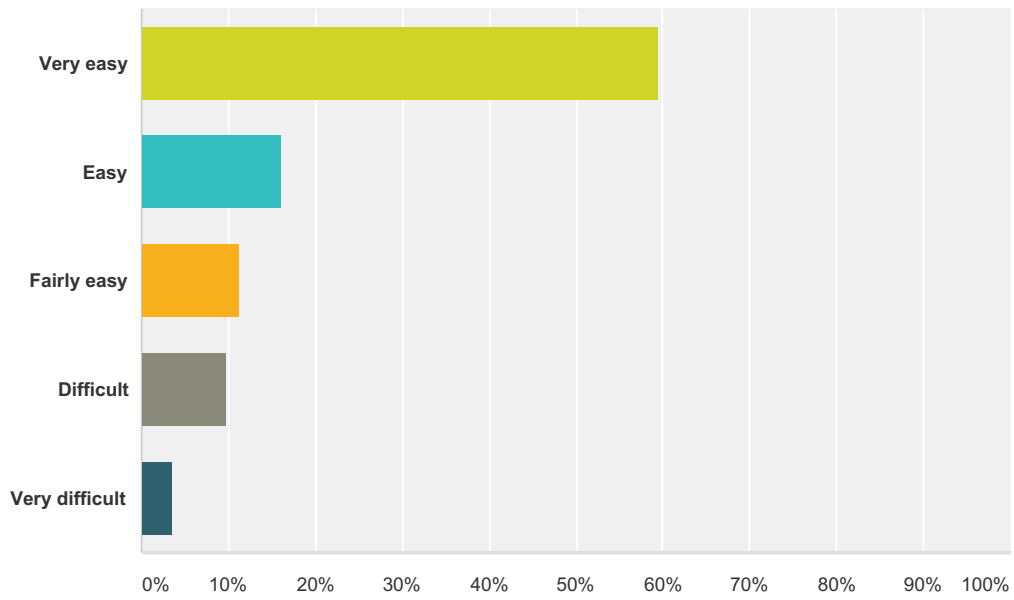
Answered: 367 Skipped: 13



Answer Choices	Responses	
Yes	55.04%	202
No	44.96%	165
<b>Total</b>		<b>367</b>

### Q11 If you have used on-line booking how easy did you find this?

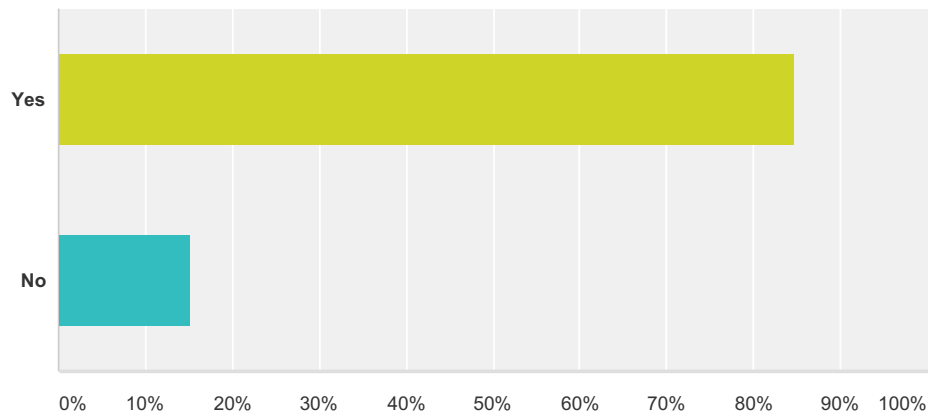
Answered: 143 Skipped: 237



Answer Choices	Responses	Count
Very easy	59.44%	85
Easy	16.08%	23
Fairly easy	11.19%	16
Difficult	9.79%	14
Very difficult	3.50%	5
<b>Total</b>		<b>143</b>

### Q12 Are you able to see or speak to a doctor or nurse within 2 days?

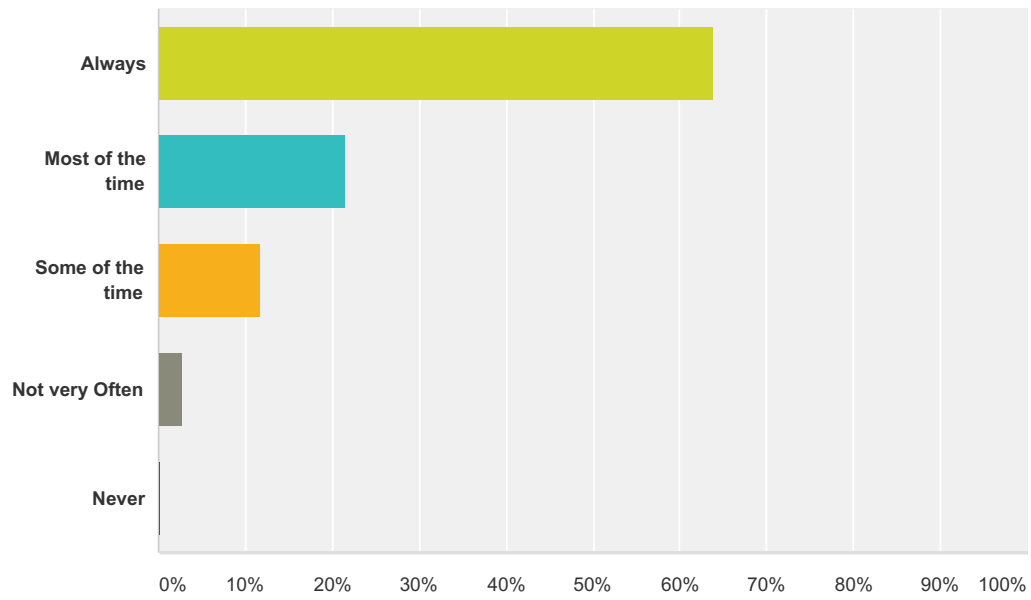
Answered: 339 Skipped: 41



Answer Choices	Responses
Yes	84.66% 287
No	15.34% 52
<b>Total</b>	<b>339</b>

### Q13 Do you find the reception staff helpful and caring?

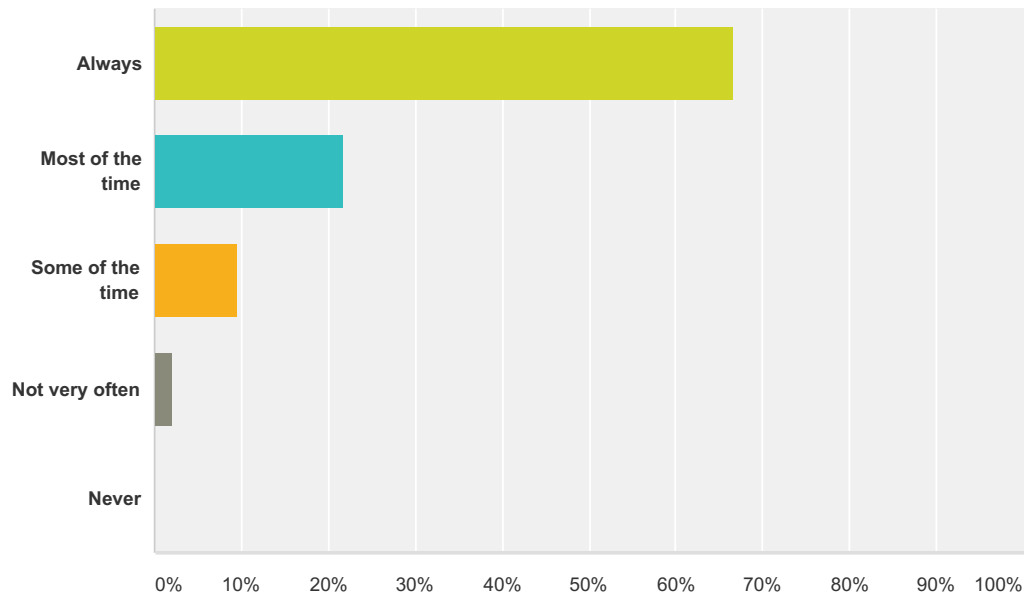
Answered: 371 Skipped: 9



Answer Choices	Responses	Count
Always	63.88%	237
Most of the time	21.56%	80
Some of the time	11.59%	43
Not very Often	2.70%	10
Never	0.27%	1
<b>Total</b>		<b>371</b>

### Q14 Do you find the reception staff friendly and polite?

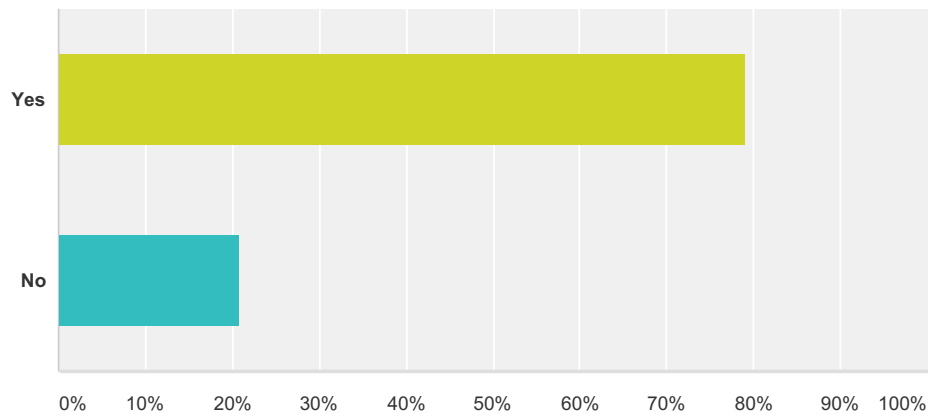
Answered: 377 Skipped: 3



Answer Choices	Responses	Count
Always	66.58%	251
Most of the time	21.75%	82
Some of the time	9.55%	36
Not very often	2.12%	8
Never	0.00%	0
<b>Total</b>		<b>377</b>

### Q15 Are you aware we have a Self Check in?

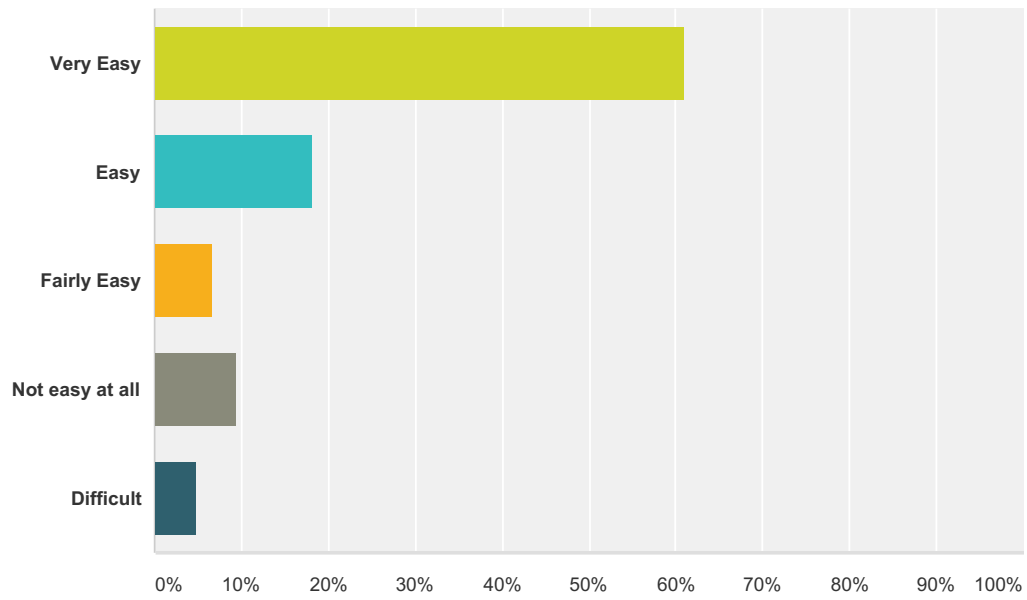
Answered: 372 Skipped: 8



Answer Choices	Responses
Yes	79.03% 294
No	20.97% 78
<b>Total</b>	<b>372</b>

### Q16 If you have used the self check in how easy did you find it to use?

Answered: 287 Skipped: 93

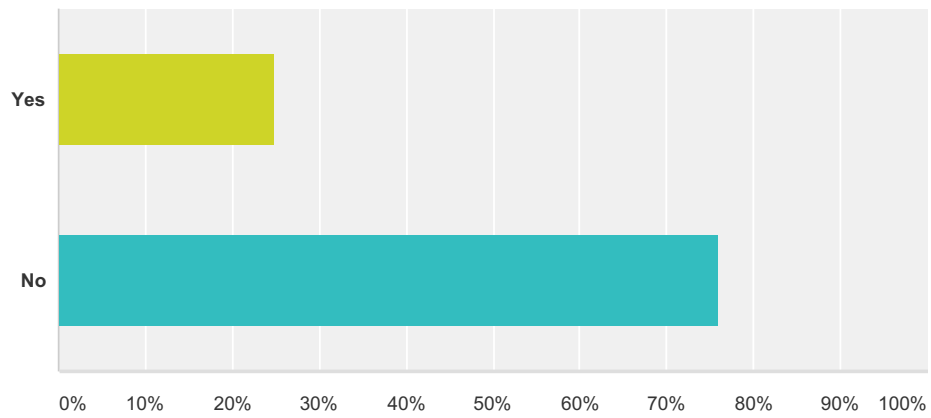


Answer Choices	Responses	Count
Very Easy	60.98%	175
Easy	18.12%	52
Fairly Easy	6.62%	19
Not easy at all	9.41%	27
Difficult	4.88%	14
<b>Total</b>		<b>287</b>



### Q17 Are you aware we have a private room to discuss any Confidential issues?

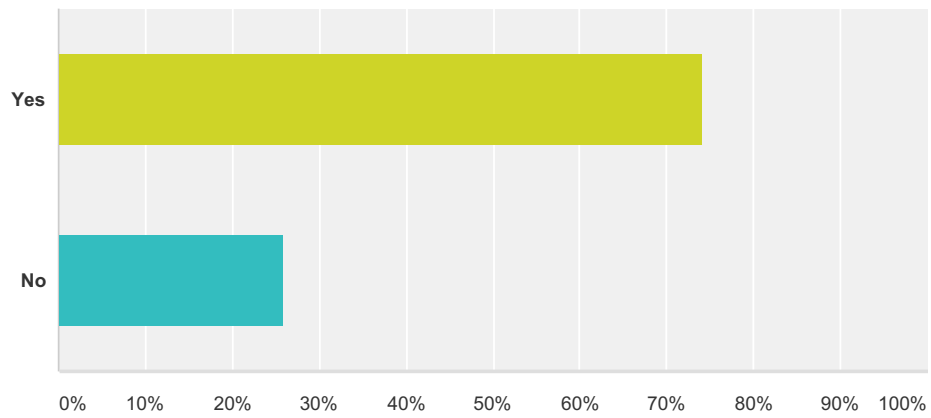
Answered: 371 Skipped: 9



Answer Choices	Responses	
Yes	24.80%	92
No	76.01%	282
<b>Total Respondents: 371</b>		

### Q18 Do you have regular repeat prescriptions?

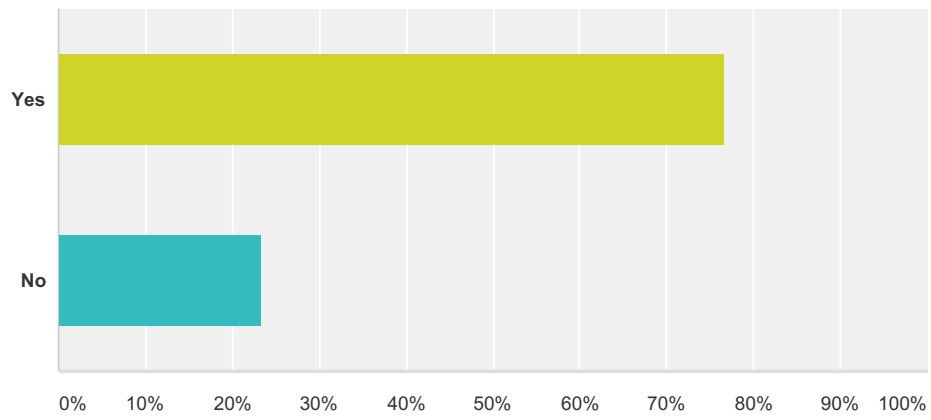
Answered: 371 Skipped: 9



Answer Choices	Responses
Yes	74.12% 275
No	25.88% 96
<b>Total</b>	<b>371</b>

### Q19 Are you aware we have a repeat prescribing system?

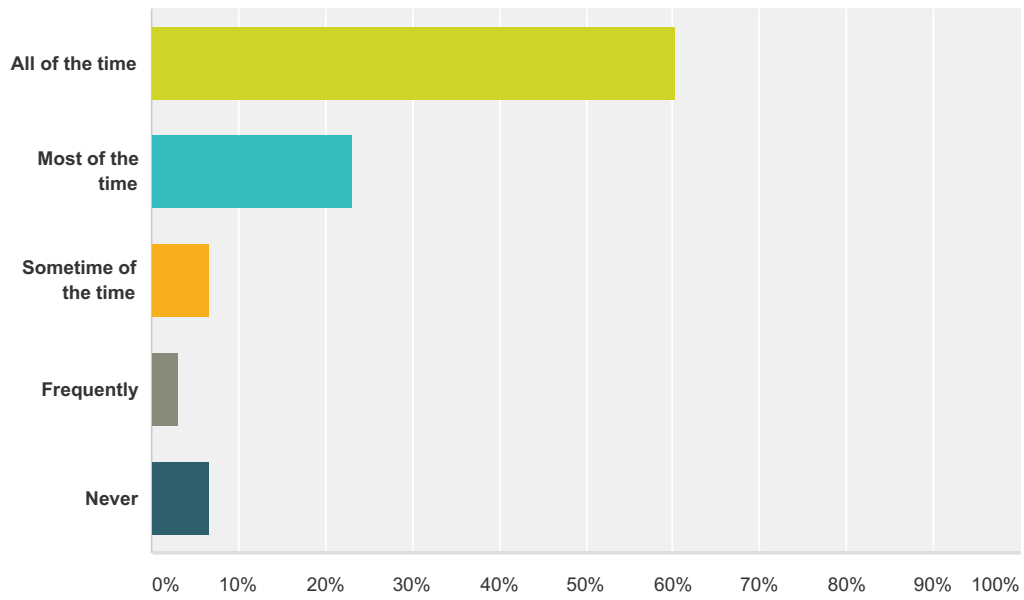
Answered: 364 Skipped: 16



Answer Choices	Responses
Yes	76.65% 279
No	23.35% 85
<b>Total</b>	<b>364</b>

### Q20 If you have used the repeat prescribing service are you happy with it?

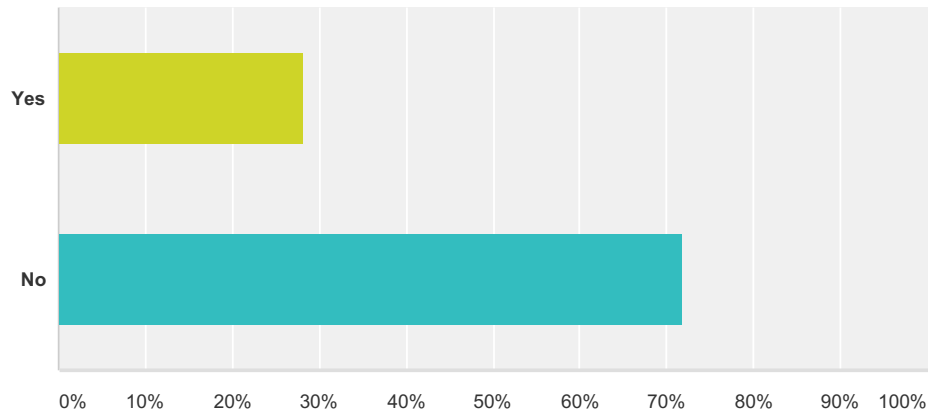
Answered: 255 Skipped: 125



Answer Choices	Responses
All of the time	60.39% 154
Most of the time	23.14% 59
Sometime of the time	6.67% 17
Frequently	3.14% 8
Never	6.67% 17
<b>Total</b>	<b>255</b>

### Q21 Are you aware we have a 'dedicated' prescription clerk Marie Owens who can help with prescription queries?

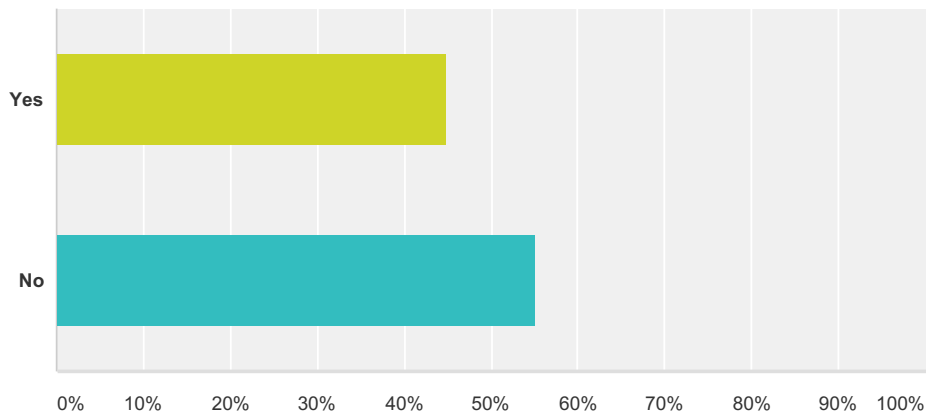
Answered: 365 Skipped: 15



Answer Choices	Responses	
Yes	28.22%	103
No	71.78%	262
<b>Total</b>		<b>365</b>

### Q22 Have you heard of 'Care in the Chemist'?

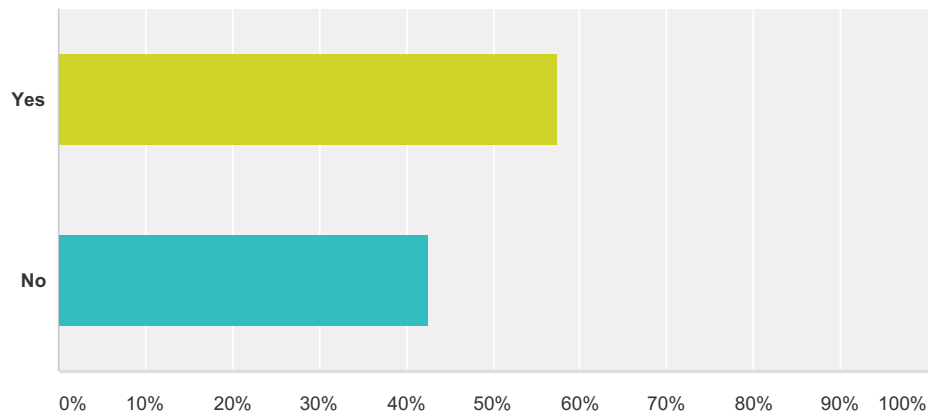
Answered: 356 Skipped: 24



Answer Choices	Responses	
Yes	44.94%	160
No	55.06%	196
<b>Total</b>		<b>356</b>

### Q23 If you have used 'Care in the Chemist' were you happy with the service?

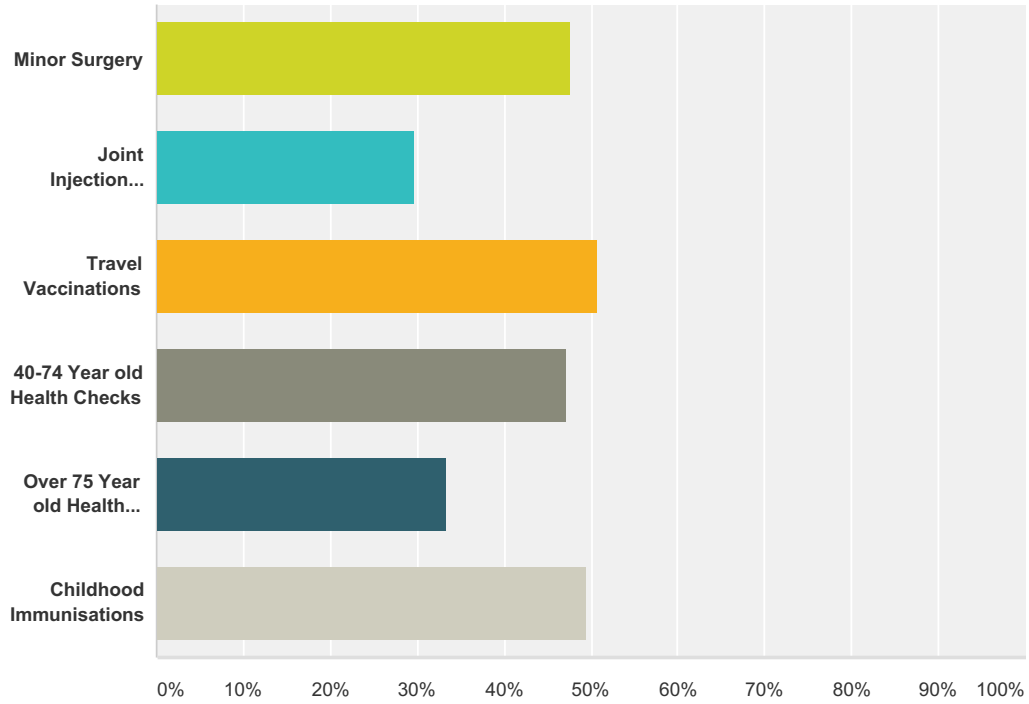
Answered: 176 Skipped: 204



Answer Choices	Responses	
Yes	57.39%	101
No	42.61%	75
<b>Total</b>		<b>176</b>

### Q24 Are you aware that the practice provides the following services? Please select the services you are aware of

Answered: 303 Skipped: 77

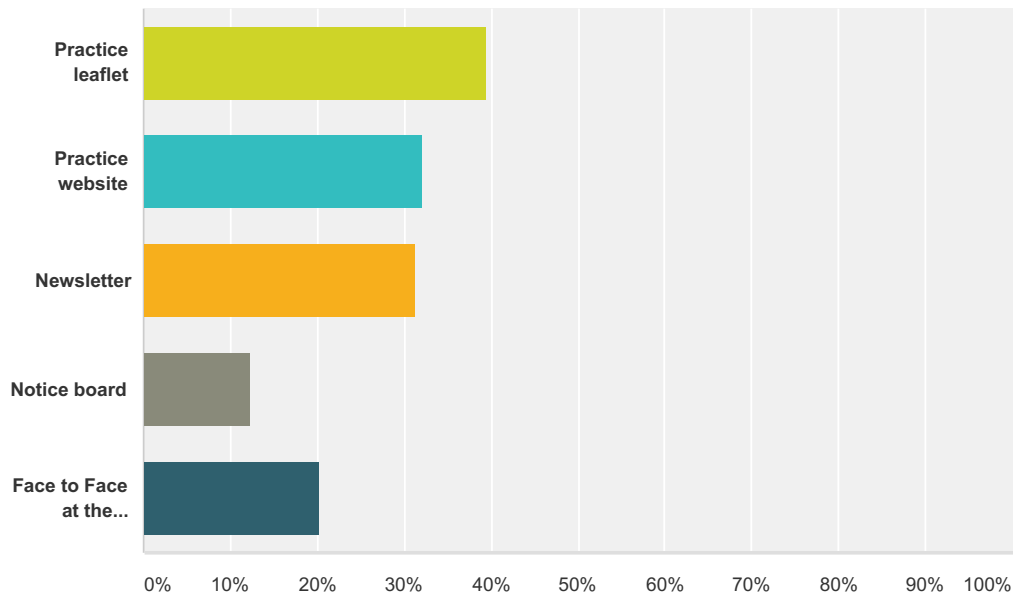


Answer Choices	Responses
Minor Surgery	47.52% 144
Joint Injection Clinic	29.70% 90
Travel Vaccinations	50.83% 154
40-74 Year old Health Checks	47.19% 143
Over 75 Year old Health Checks	33.33% 101
Childhood Immunisations	49.50% 150
<b>Total Respondents: 303</b>	



### Q25 How would you like to hear about services or changes in services?

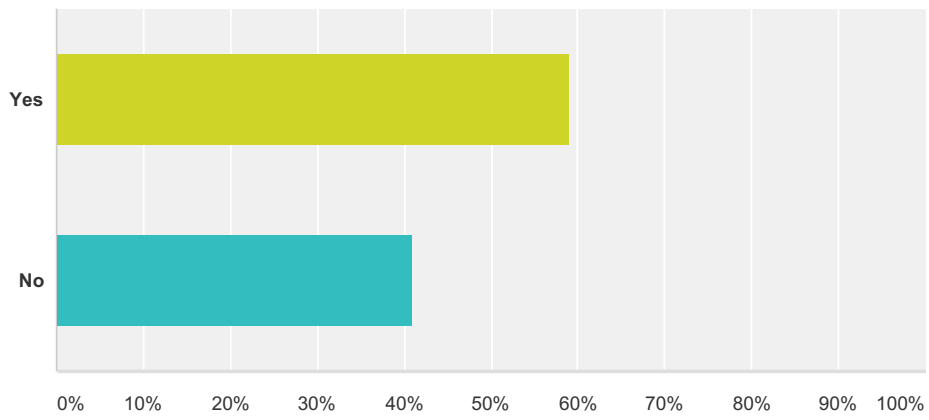
Answered: 352 Skipped: 28



Answer Choices	Responses
Practice leaflet	39.49% 139
Practice website	32.10% 113
Newsletter	31.25% 110
Notice board	12.22% 43
Face to Face at the Reception Desk	20.17% 71
<b>Total Respondents: 352</b>	

### Q26 Are you aware the practice has a website?

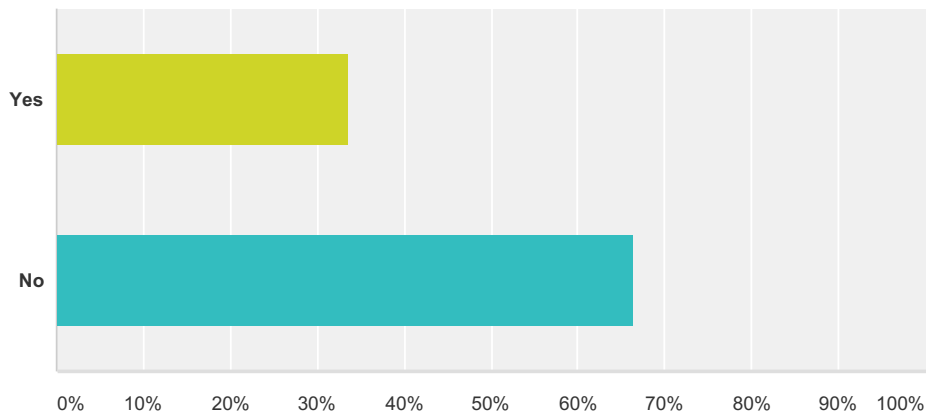
Answered: 361 Skipped: 19



Answer Choices	Responses	
Yes	59.00%	213
No	41.00%	148
<b>Total</b>		<b>361</b>

### Q27 Are you aware the practice has a Patient Participation Group?

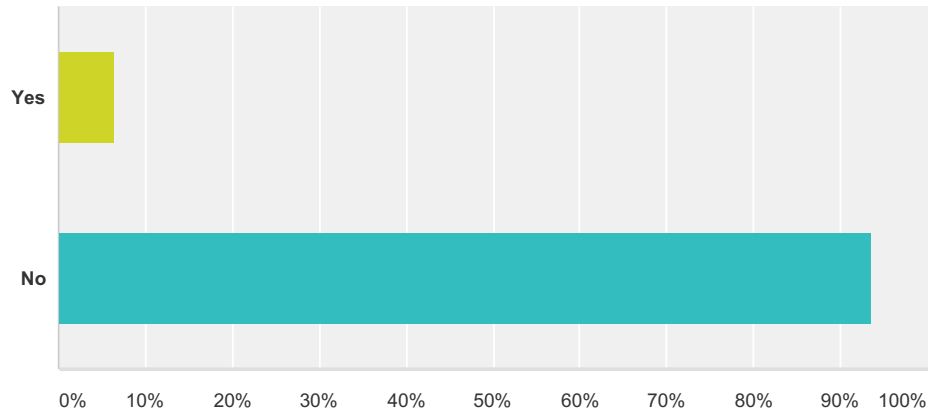
Answered: 367 Skipped: 13



Answer Choices	Responses	
Yes	33.51%	123
No	66.49%	244
<b>Total</b>		<b>367</b>

**Q28 Would you like to be involved in the Patient Participation Group? If YES please ask at reception for the date and time of the next PPG meeting**

Answered: 325 Skipped: 55



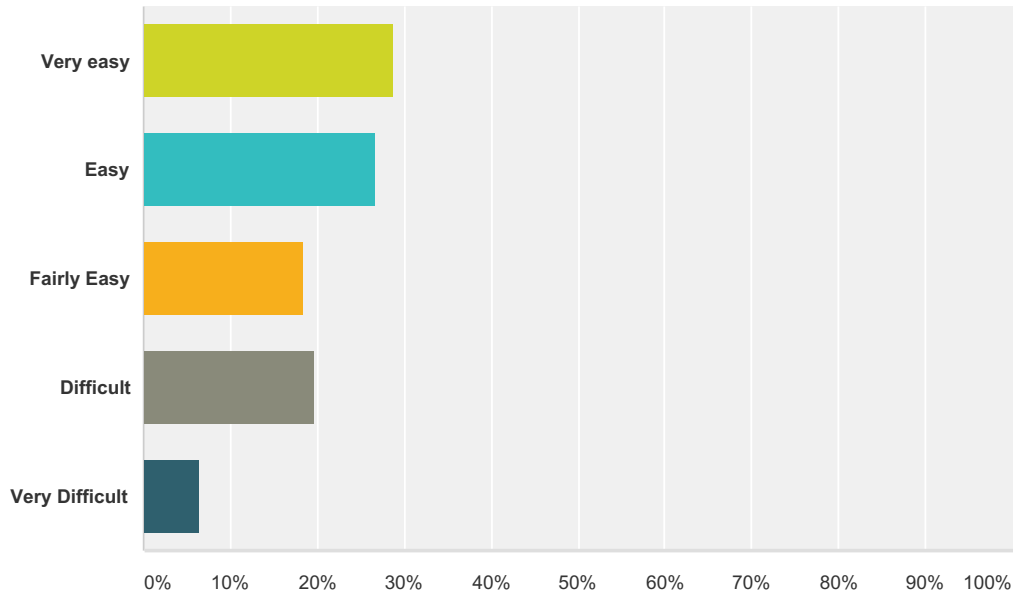
Answer Choices	Responses
Yes	6.46% 21
No	93.54% 304
<b>Total Respondents: 325</b>	

**Q29 Are there any services we don't provide that you think we should?**

Answered: 38 Skipped: 342

**Q30 Please answer these questions based on the last time you saw a doctor at the practice How easy was it to see the doctor of your choice?**

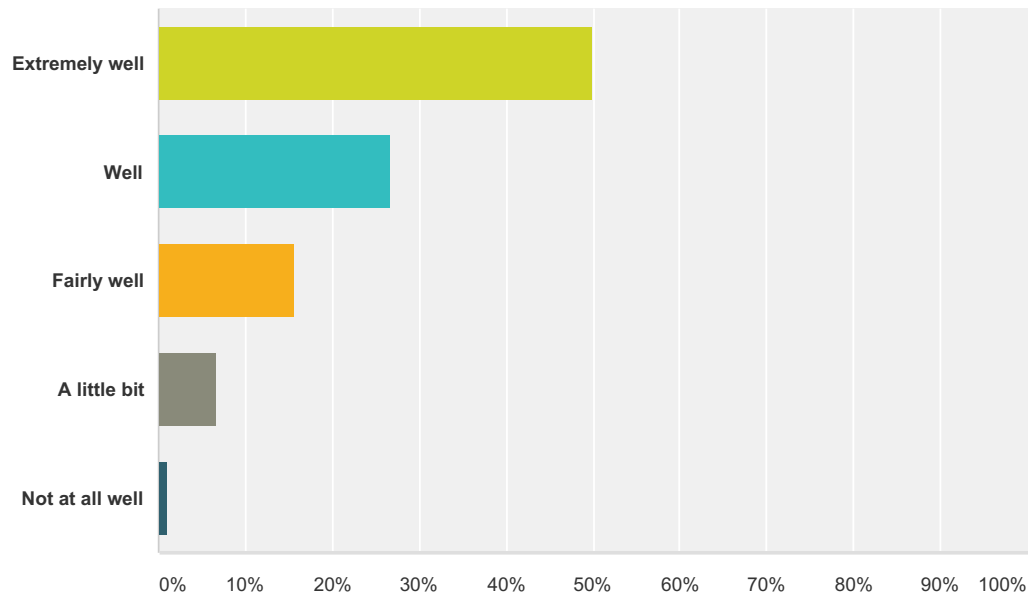
Answered: 360 Skipped: 20



Answer Choices	Responses	
Very easy	28.89%	104
Easy	26.67%	96
Fairly Easy	18.33%	66
Difficult	19.72%	71
Very Difficult	6.39%	23
<b>Total</b>		<b>360</b>

### Q31 How well do you think the doctor understood your problem?

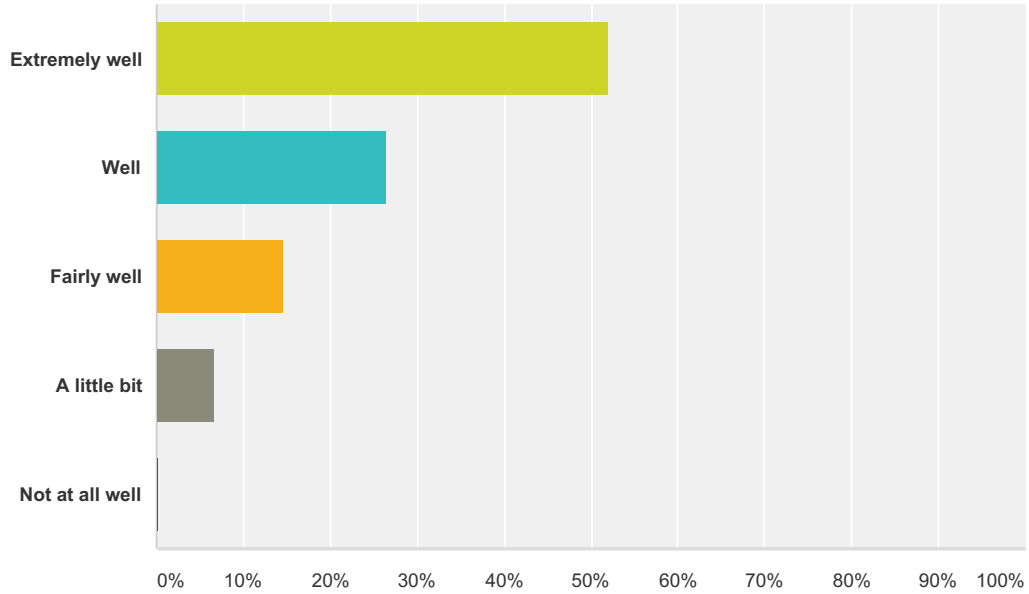
Answered: 363 Skipped: 17



Answer Choices	Responses
Extremely well	49.86% 181
Well	26.72% 97
Fairly well	15.70% 57
A little bit	6.61% 24
Not at all well	1.10% 4
<b>Total</b>	<b>363</b>

### Q32 How well do you think the doctor explained your problem and your treatment?

Answered: 363 Skipped: 17

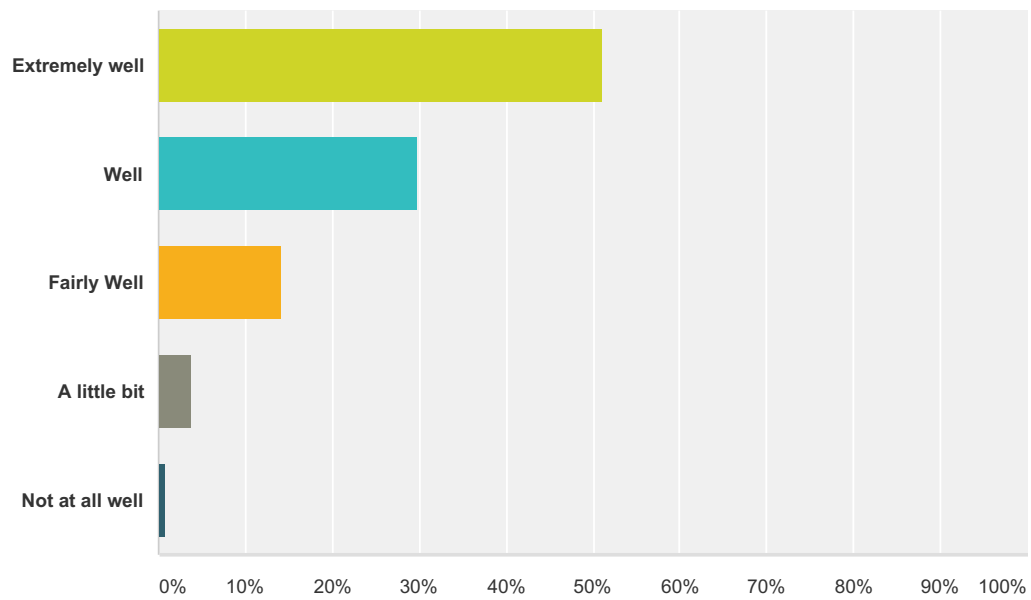


Answer Choices	Responses	Count
Extremely well	52.07%	189
Well	26.45%	96
Fairly well	14.60%	53
A little bit	6.61%	24
Not at all well	0.28%	1
<b>Total</b>		<b>363</b>



### Q33 How well do you think the doctor involved you in decisions about your care?

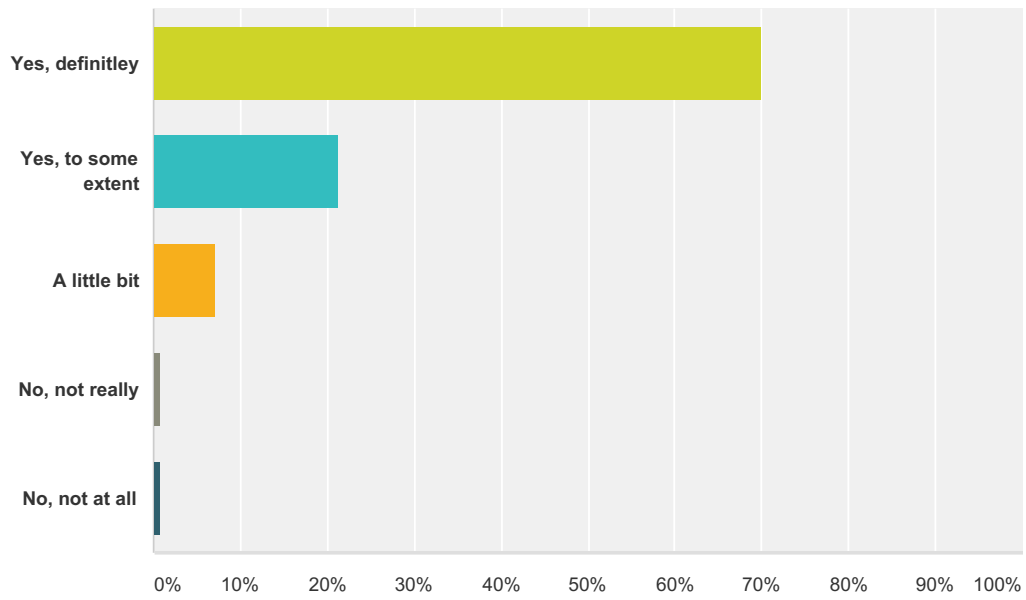
Answered: 364 Skipped: 16



Answer Choices	Responses
Extremely well	51.10% 186
Well	29.95% 109
Fairly Well	14.29% 52
A little bit	3.85% 14
Not at all well	0.82% 3
<b>Total</b>	<b>364</b>

### Q34 Did you have confidence and trust in the doctor you saw?

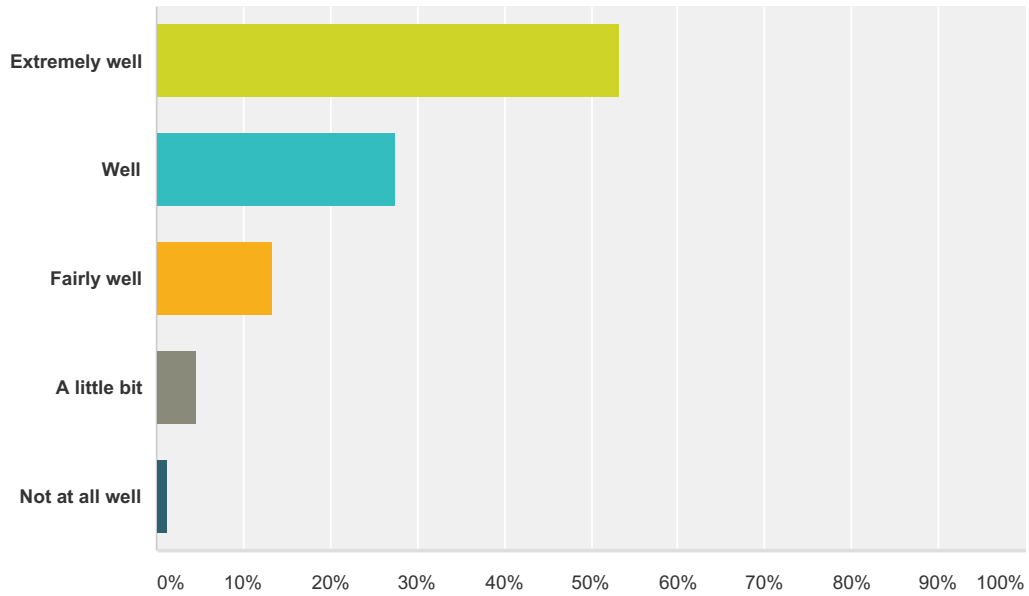
Answered: 367 Skipped: 13



Answer Choices	Responses	Count
Yes, definitely	70.03%	257
Yes, to some extent	21.25%	78
A little bit	7.08%	26
No, not really	0.82%	3
No, not at all	0.82%	3
<b>Total</b>		<b>367</b>

**Q35 Please answer these questions based on the last time you saw a nurse at the practice How well do you feel they understood your health problems?**

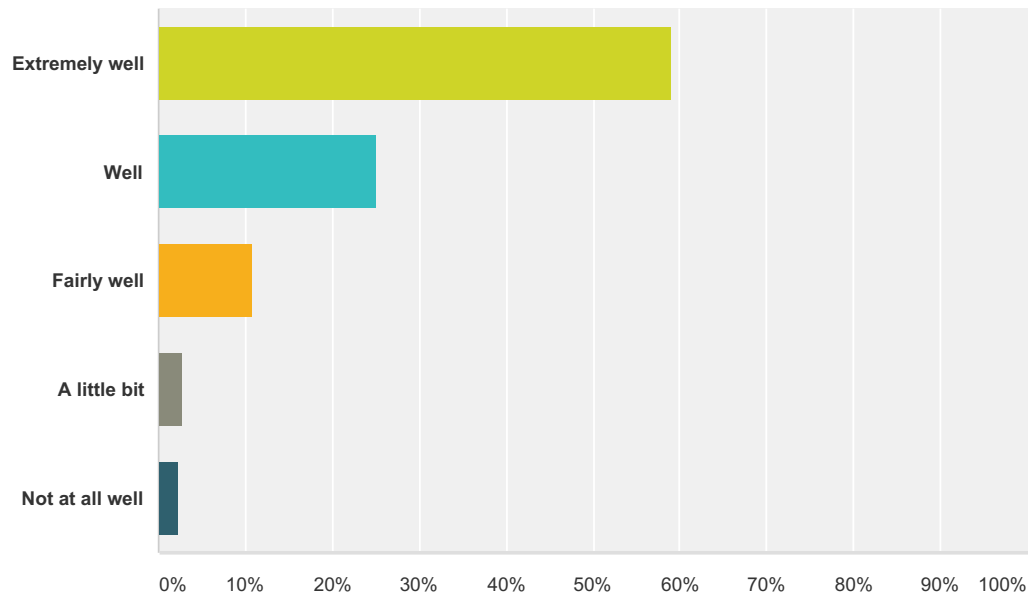
Answered: 345 Skipped: 35



Answer Choices	Responses
Extremely well	53.33% 184
Well	27.54% 95
Fairly well	13.33% 46
A little bit	4.64% 16
Not at all well	1.16% 4
<b>Total</b>	<b>345</b>

### Q36 How well did the nurse put you at your ease?

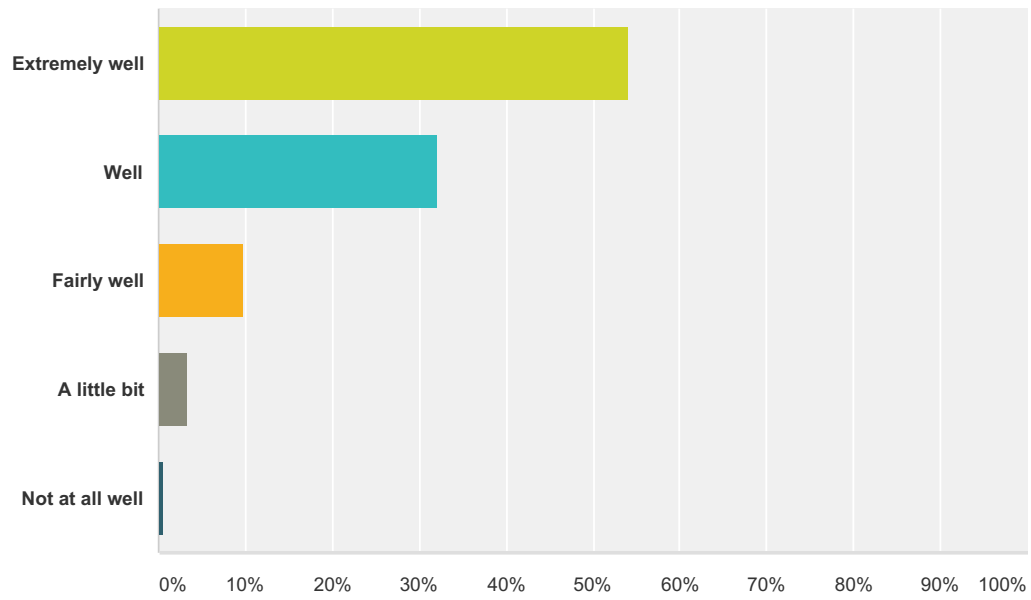
Answered: 334 Skipped: 46



Answer Choices	Responses
Extremely well	58.98% 197
Well	25.15% 84
Fairly well	10.78% 36
A little bit	2.69% 9
Not at all well	2.40% 8
<b>Total</b>	<b>334</b>

### Q37 How well did the nurse explain your treatment?

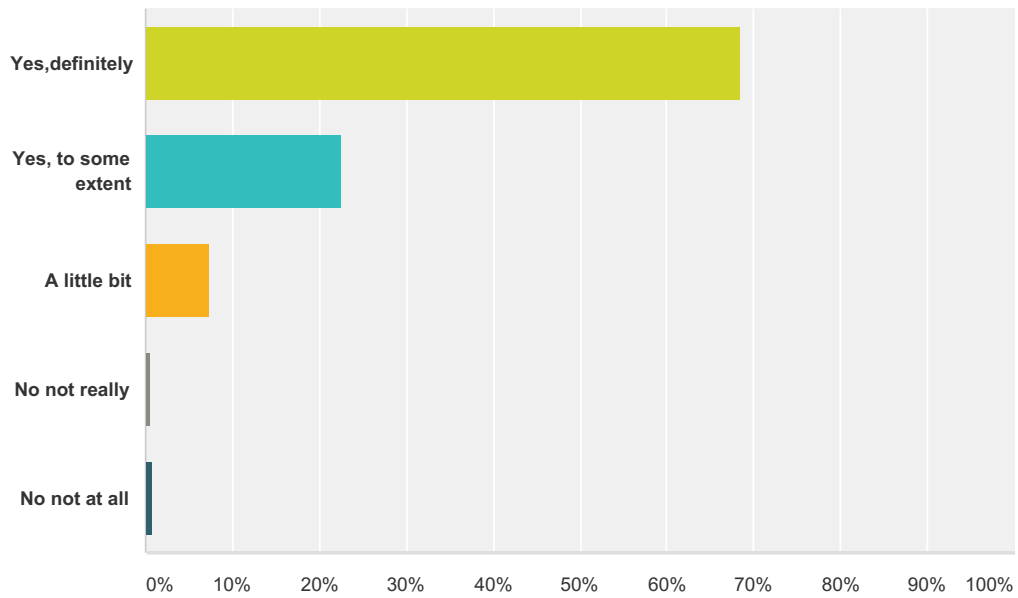
Answered: 324 Skipped: 56



Answer Choices	Responses
Extremely well	54.01% 175
Well	32.10% 104
Fairly well	9.88% 32
A little bit	3.40% 11
Not at all well	0.62% 2
<b>Total</b>	<b>324</b>

### Q38 Did you have confidence and trust in the nurse that you saw?

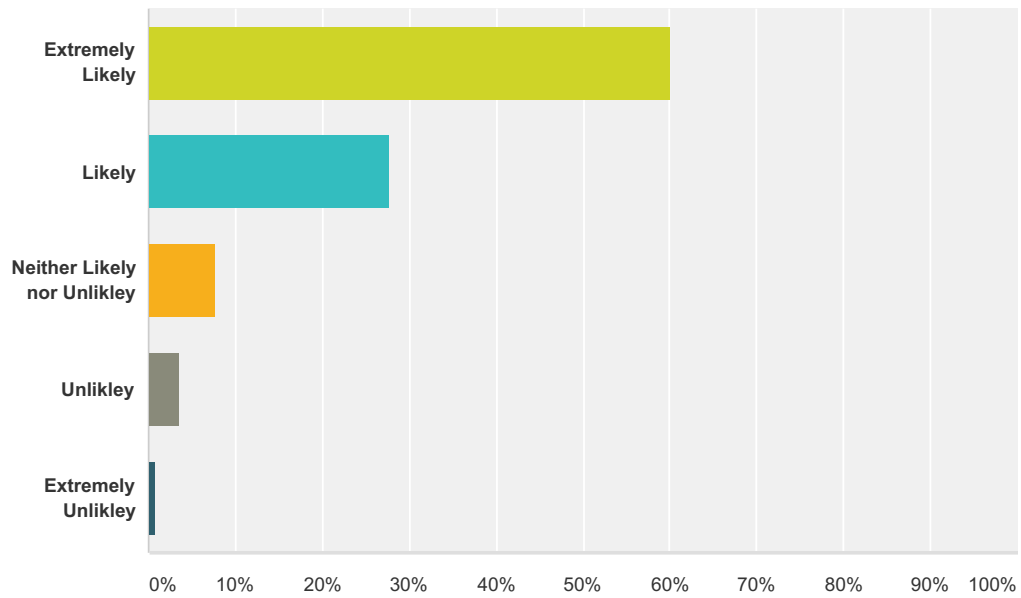
Answered: 324 Skipped: 56



Answer Choices	Responses
Yes, definitely	68.52% 222
Yes, to some extent	22.53% 73
A little bit	7.41% 24
No not really	0.62% 2
No not at all	0.93% 3
<b>Total</b>	<b>324</b>

### Q39 How likely are you to recommend our practice to your friends and family?

Answered: 341 Skipped: 39



Answer Choices	Responses	Count
Extremely Likely	60.12%	205
Likely	27.86%	95
Neither Likely nor Unlikely	7.62%	26
Unlikely	3.52%	12
Extremely Unlikely	0.88%	3
<b>Total</b>		<b>341</b>

**Q40 Finally, thank you for taking this survey and please add any other comments or suggestions you have which you feel will help to improve the services we offer at this Practice.**

Answered: 56 Skipped: 324