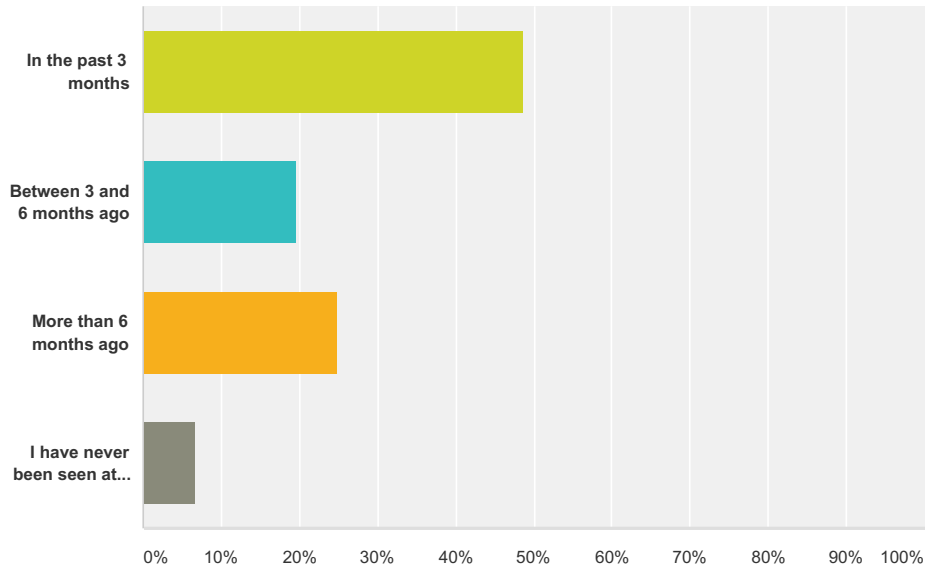


### Q1 When did you last see a Doctor at the GP Surgery ?

Answered: 345 Skipped: 0

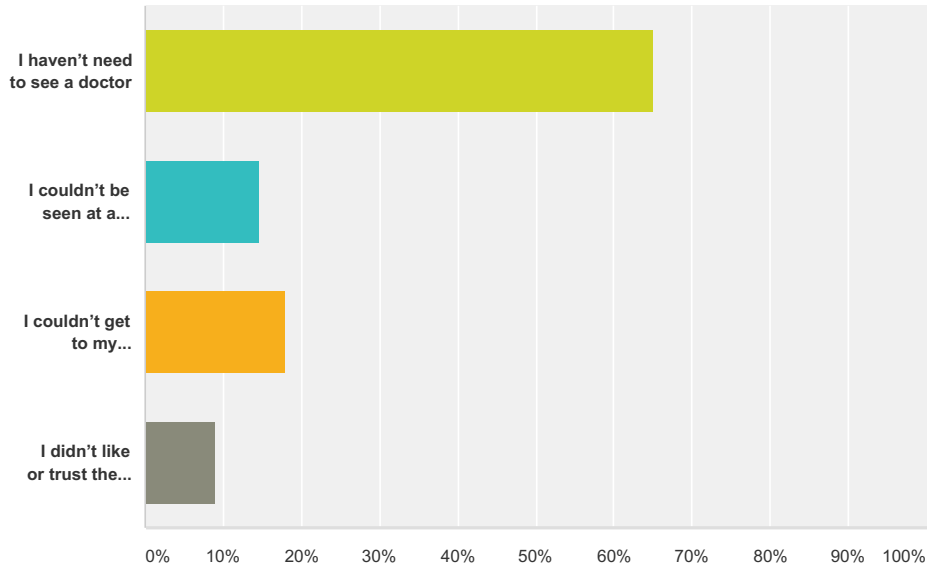


Answer Choices	Responses
In the past 3 months	48.70% 168
Between 3 and 6 months ago	19.71% 68
More than 6 months ago	24.93% 86
I have never been seen at my present GP or Health Centre	6.67% 23
<b>Total</b>	<b>345</b>

Your Practice, Your Voice

**Q2 If you haven't seen a doctor in the past 6 months, why is that ? Please tick all the circles that apply**

Answered: 89 Skipped: 256

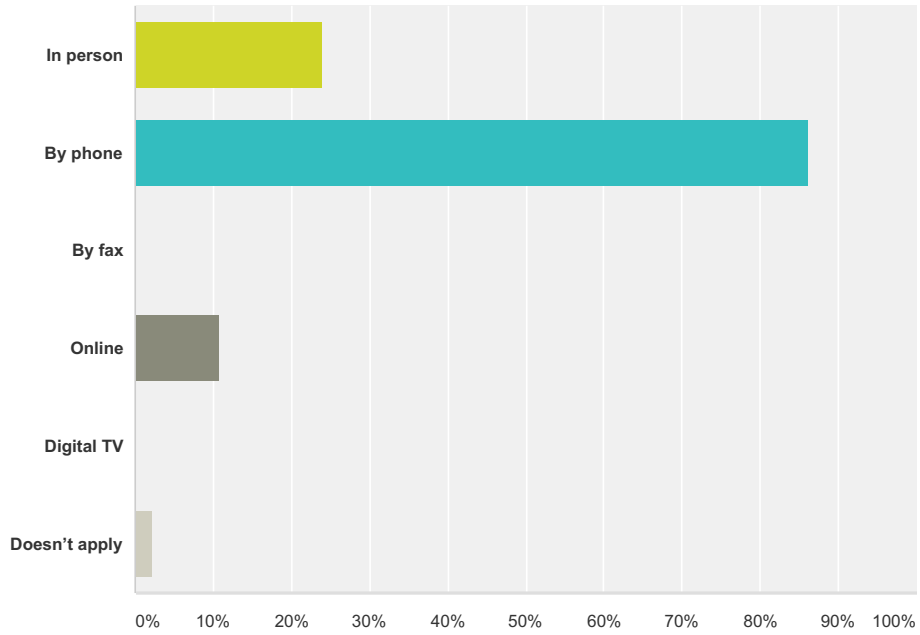


Answer Choices	Responses
I haven't need to see a doctor	65.17% 58
I couldn't be seen at a convenient time	14.61% 13
I couldn't get to my appointment easily	17.98% 16
I didn't like or trust the doctors	8.99% 8
<b>Total Respondents: 89</b>	

Your Practice, Your Voice

**Q3 How do you normally book your appointments to see a doctor or nurse at the Surgery ? Please tick all that apply**

Answered: 334 Skipped: 11

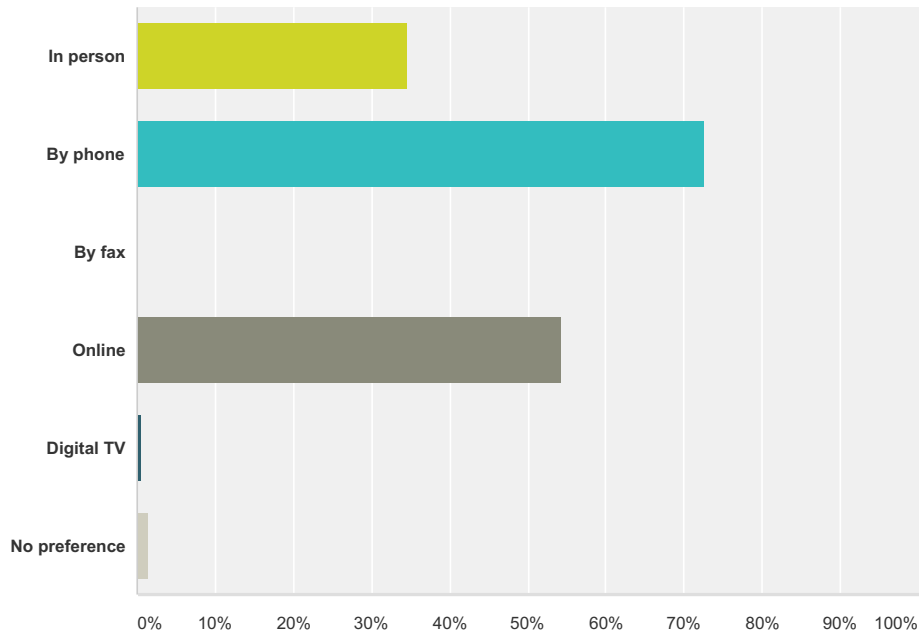


Answer Choices	Responses
In person	23.95% 80
By phone	86.23% 288
By fax	0.00% 0
Online	10.78% 36
Digital TV	0.30% 1
Doesn't apply	2.40% 8
<b>Total Respondents: 334</b>	

Your Practice, Your Voice

**Q4 Which of the following methods would you prefer to use to book an appointment at the Surgery ? Please tick all the options that apply**

Answered: 334 Skipped: 11

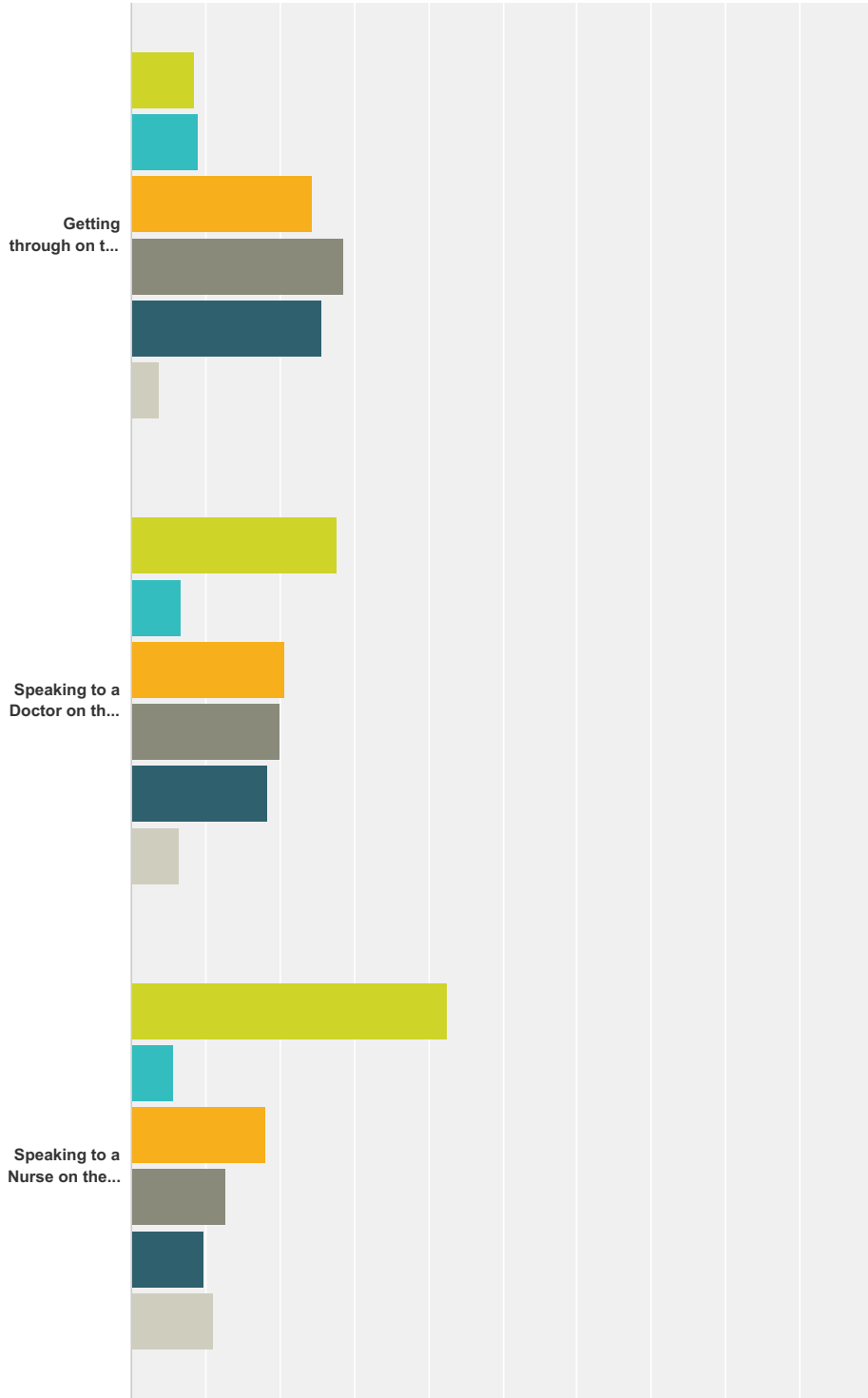


Answer Choices	Responses
In person	34.73% 116
By phone	72.75% 243
By fax	0.00% 0
Online	54.19% 181
Digital TV	0.60% 2
No preference	1.50% 5
<b>Total Respondents: 334</b>	

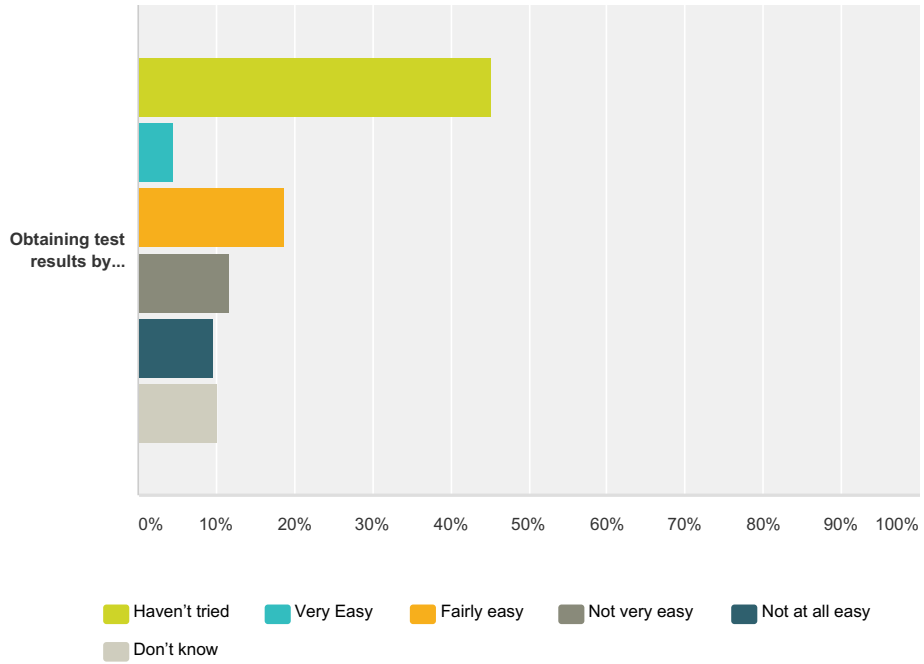
Your Practice, Your Voice

**Q5 In the past 6 months how easy have you found the following ? Please put a tick in one circle for each row**

Answered: 325 Skipped: 20



### Your Practice, Your Voice

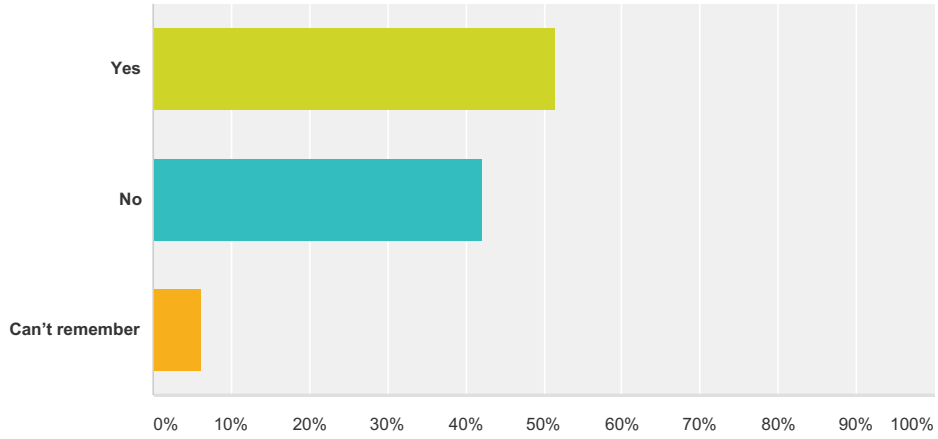


	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total
Getting through on the phone	8.64% 28	8.95% 29	24.38% 79	28.70% 93	25.62% 83	3.70% 12	324
Speaking to a Doctor on the phone	27.69% 90	6.77% 22	20.62% 67	20.00% 65	18.46% 60	6.46% 21	325
Speaking to a Nurse on the phone	42.59% 138	5.56% 18	18.21% 59	12.65% 41	9.88% 32	11.11% 36	324
Obtaining test results by phone	45.23% 147	4.62% 15	18.77% 61	11.69% 38	9.54% 31	10.15% 33	325

Your Practice, Your Voice

**Q6 In the past 6 months have you tried to see a Doctor fairly quickly ? By fairly quickly we mean on the same day or in the next two weekdays that the GP or Health Centre was open**

Answered: 306 Skipped: 39

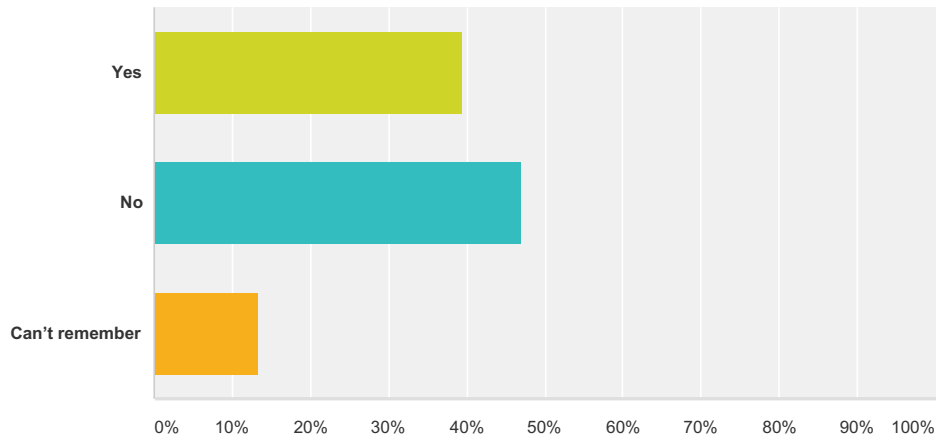


Answer Choices	Responses	
Yes	51.63%	158
No	42.16%	129
Can't remember	6.21%	19
<b>Total</b>		<b>306</b>

Your Practice, Your Voice

**Q7 Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP Survery was open.**

Answered: 306 Skipped: 39



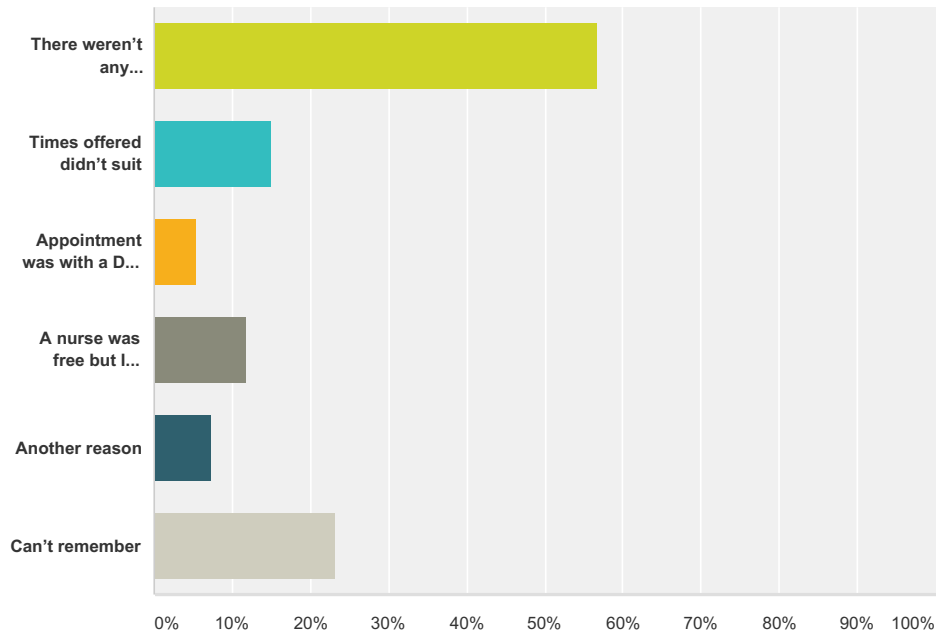
Answer Choices	Responses	
Yes	39.54%	121
No	47.06%	144
Can't remember	13.40%	41
<b>Total</b>		<b>306</b>



Your Practice, Your Voice

**Q8 If you weren't able to be seen during the next 2 weekdays that the GP or Health Centre was open, why was that? Please tick all circles that apply**

Answered: 259 Skipped: 86

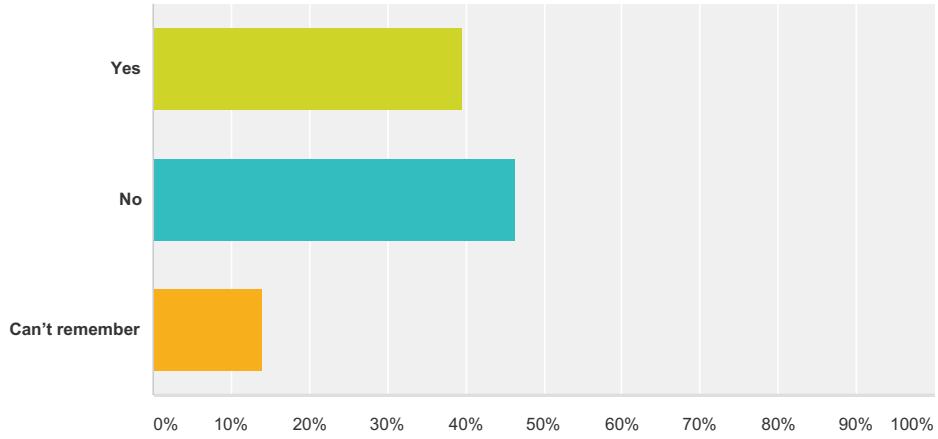


Answer Choices	Responses	
There weren't any appointments	56.76%	147
Times offered didn't suit	15.06%	39
Appointment was with a Dr who I didn't want to see	5.41%	14
A nurse was free but I wanted to see a Dr	11.97%	31
Another reason	7.34%	19
Can't remember	23.17%	60
<b>Total Respondents: 259</b>		

Your Practice, Your Voice

**Q9 In the past 6 months, have you tried to book ahead for an appointment with a Dr?  
By 'booking ahead' we mean booking an appointment more than two weekdays in advance.**

Answered: 302 Skipped: 43

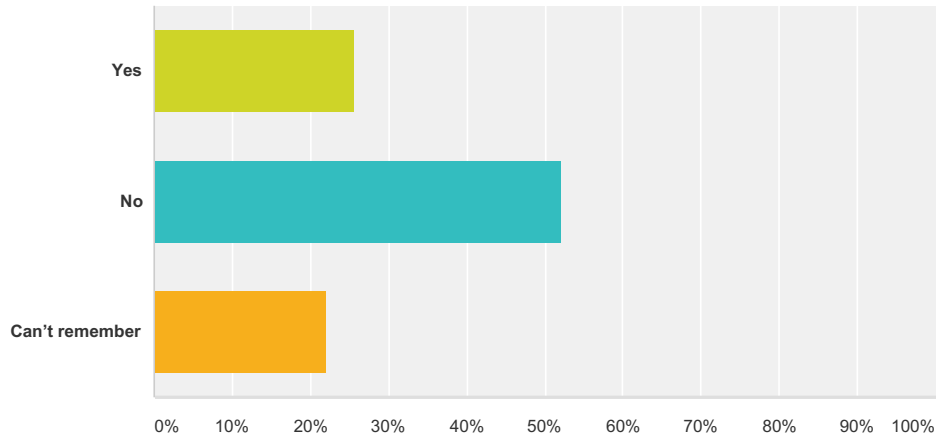


Answer Choices	Responses	
Yes	39.74%	120
No	46.36%	140
Can't remember	13.91%	42
<b>Total</b>		<b>302</b>

Your Practice, Your Voice

**Q10 Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance ?**

Answered: 295 Skipped: 50

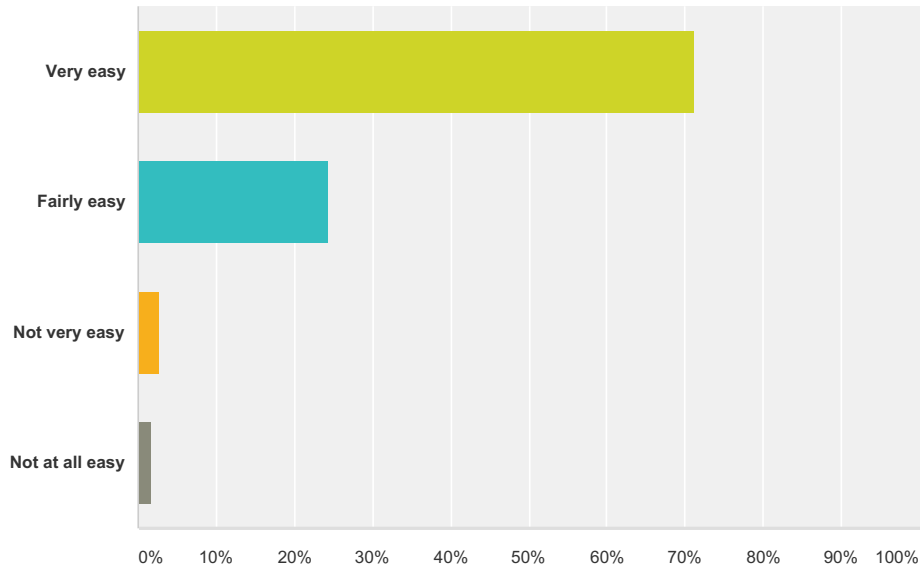


Answer Choices	Responses
Yes	25.76% 76
No	52.20% 154
Can't remember	22.03% 65
<b>Total</b>	<b>295</b>

Your Practice, Your Voice

**Q11 How easy do you find getting into the building at the surgery ?**

Answered: 291 Skipped: 54

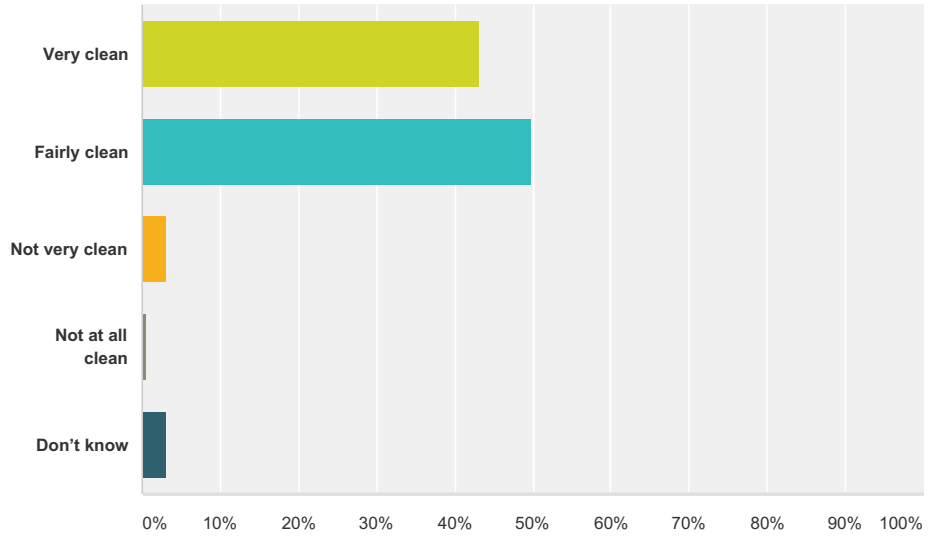


Answer Choices	Responses
Very easy	71.13% 207
Fairly easy	24.40% 71
Not very easy	2.75% 8
Not at all easy	1.72% 5
<b>Total</b>	<b>291</b>

Your Practice, Your Voice

Q12 How clean is the GP surgery ?

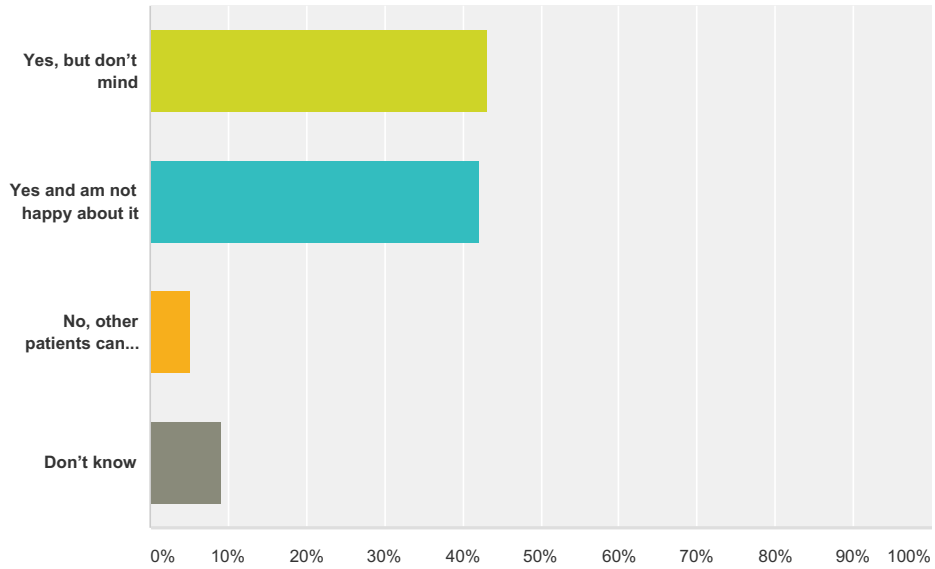
Answered: 291 Skipped: 54



Answer Choices	Responses
Very clean	43.30% 126
Fairly clean	49.83% 145
Not very clean	3.09% 9
Not at all clean	0.69% 2
Don't know	3.09% 9
<b>Total</b>	<b>291</b>

### Q13 In the Reception Area, can other patients overhear what you say to the Receptionist?

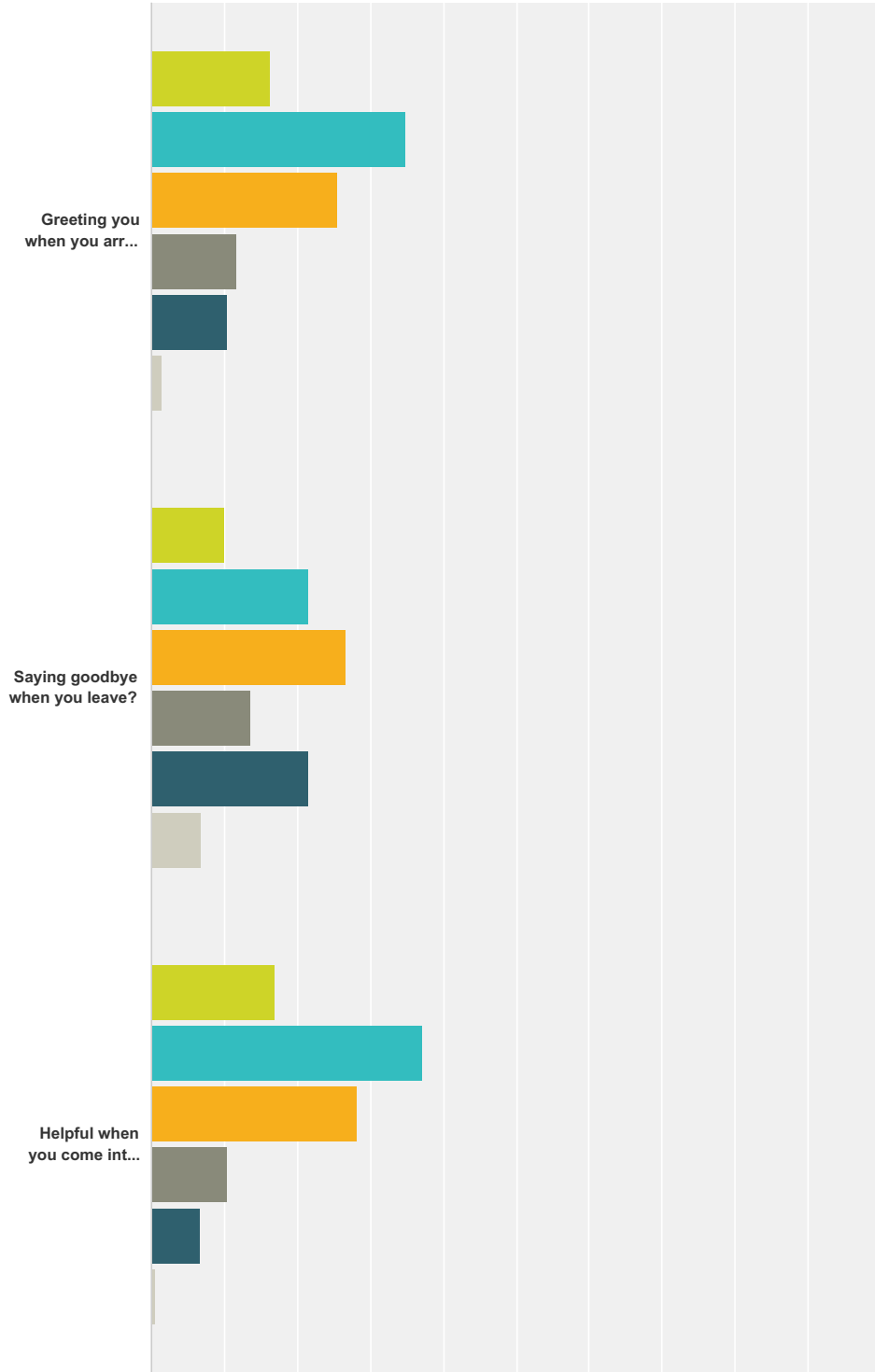
Answered: 291 Skipped: 54



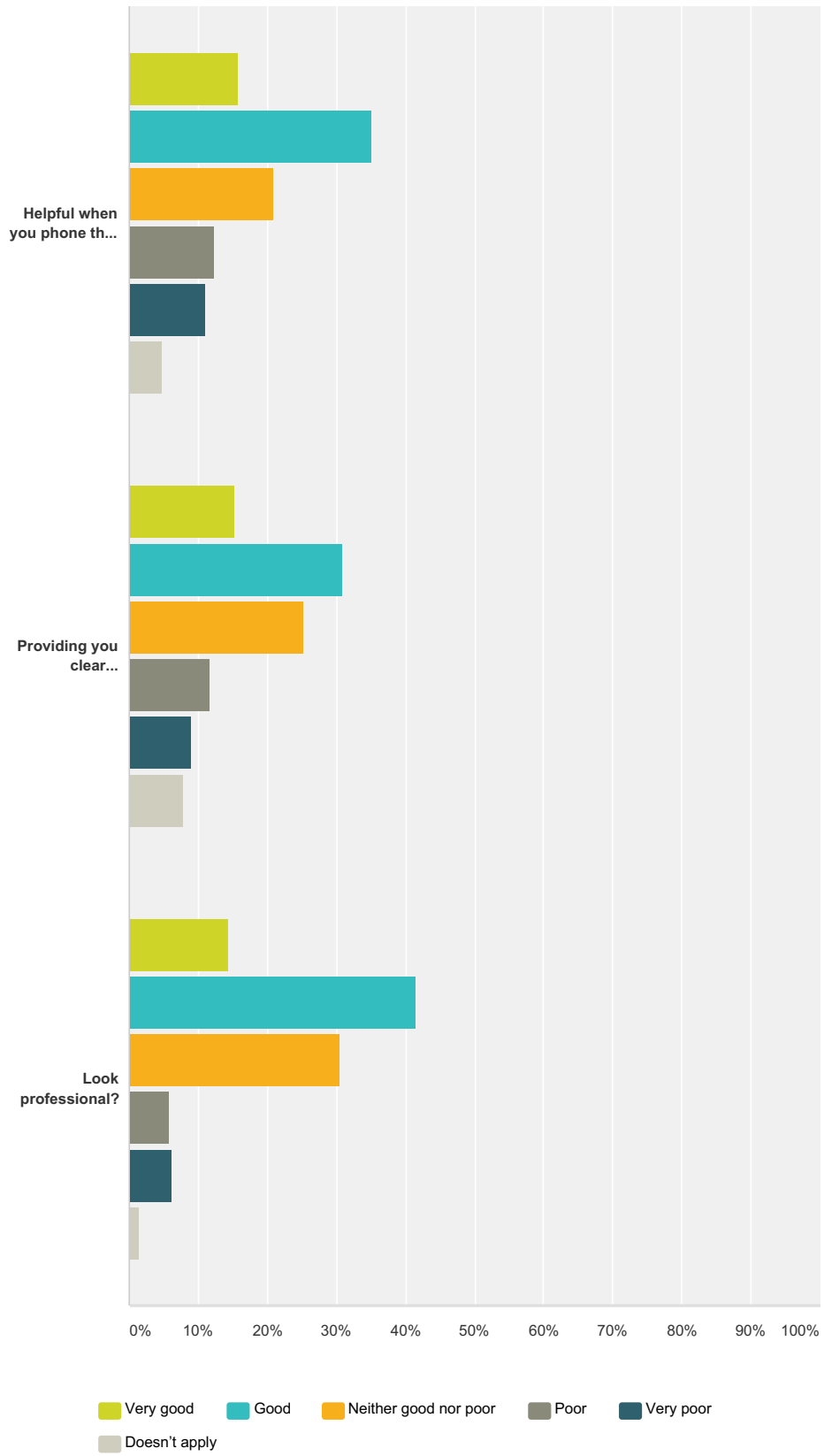
Answer Choices	Responses	Count
Yes, but don't mind	43.30%	126
Yes and am not happy about it	42.27%	123
No, other patients can't overhear	5.15%	15
Don't know	9.28%	27
<b>Total</b>		<b>291</b>

**Q14 Generally, how good do you feel reception staff are at each the following?  
Please put a tick in one box for each row**

Answered: 291 Skipped: 54



### Your Practice, Your Voice



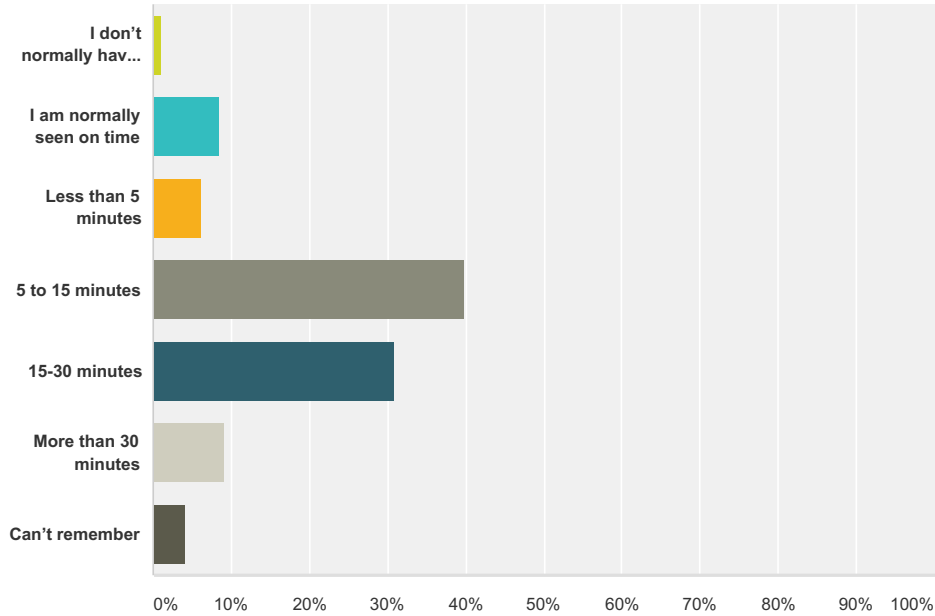


## Your Practice, Your Voice

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Greeting you when you arrive in the practice?	<b>16.21%</b> 47	<b>34.83%</b> 101	<b>25.52%</b> 74	<b>11.72%</b> 34	<b>10.34%</b> 30	<b>1.38%</b> 4	290
Saying goodbye when you leave?	<b>10.03%</b> 29	<b>21.45%</b> 62	<b>26.64%</b> 77	<b>13.49%</b> 39	<b>21.45%</b> 62	<b>6.92%</b> 20	289
Helpful when you come into the practice?	<b>17.01%</b> 49	<b>37.15%</b> 107	<b>28.13%</b> 81	<b>10.42%</b> 30	<b>6.60%</b> 19	<b>0.69%</b> 2	288
Helpful when you phone the practice?	<b>15.81%</b> 46	<b>35.05%</b> 102	<b>20.96%</b> 61	<b>12.37%</b> 36	<b>11.00%</b> 32	<b>4.81%</b> 14	291
Providing you clear information on practice policies.	<b>15.22%</b> 44	<b>30.80%</b> 89	<b>25.26%</b> 73	<b>11.76%</b> 34	<b>9.00%</b> 26	<b>7.96%</b> 23	289
Look professional?	<b>14.43%</b> 42	<b>41.58%</b> 121	<b>30.58%</b> 89	<b>5.84%</b> 17	<b>6.19%</b> 18	<b>1.37%</b> 4	291

### Q15 How long after your appointment time do you normally wait to be seen?

Answered: 291 Skipped: 54

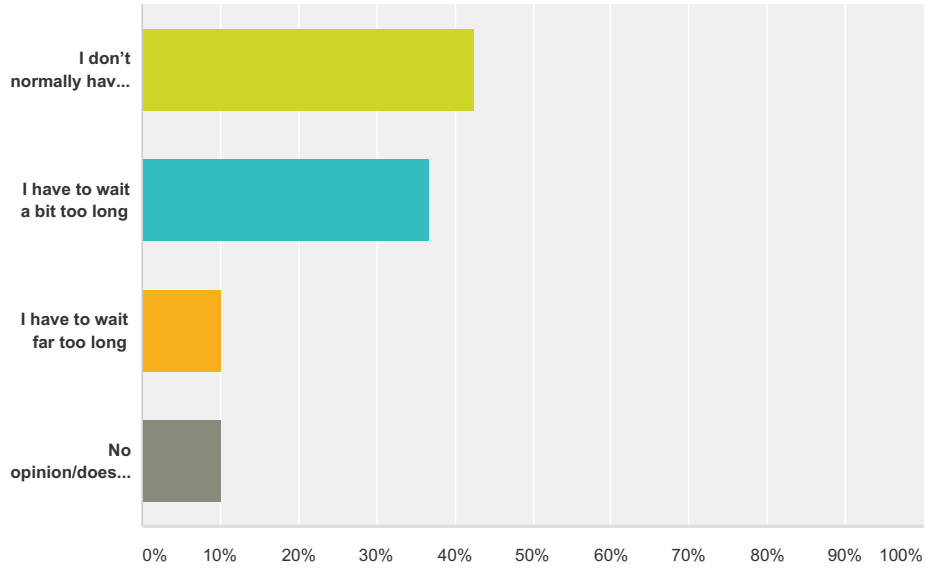


Answer Choices	Responses
I don't normally have appts at a specific time	1.03% 3
I am normally seen on time	8.59% 25
Less than 5 minutes	6.19% 18
5 to 15 minutes	39.86% 116
15-30 minutes	30.93% 90
More than 30 minutes	9.28% 27
Can't remember	4.12% 12
<b>Total</b>	<b>291</b>

Your Practice, Your Voice

**Q16 How do you feel about how long you normally have to wait ?**

Answered: 291 Skipped: 54

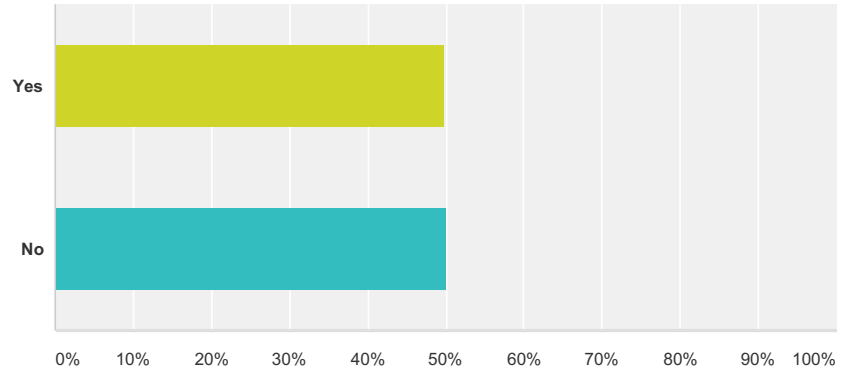


Answer Choices	Responses
I don't normally have to wait long	42.61% 124
I have to wait a bit too long	36.77% 107
I have to wait far too long	10.31% 30
No opinion/doesn't apply	10.31% 30
<b>Total</b>	<b>291</b>

Your Practice, Your Voice

**Q17 Is there a particular Dr you prefer to see at the GP Surgery or Health Centre ?**

Answered: 287 Skipped: 58

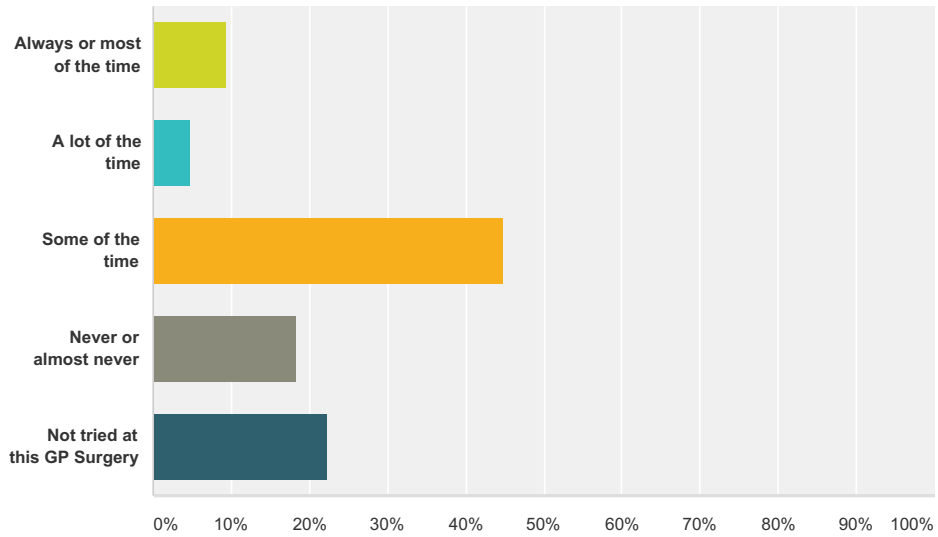


Answer Choices	Responses	
Yes	49.83%	143
No	50.17%	144
<b>Total</b>		<b>287</b>

Your Practice, Your Voice

**Q18 How often do you see the Dr you prefer ?**

Answered: 287 Skipped: 58

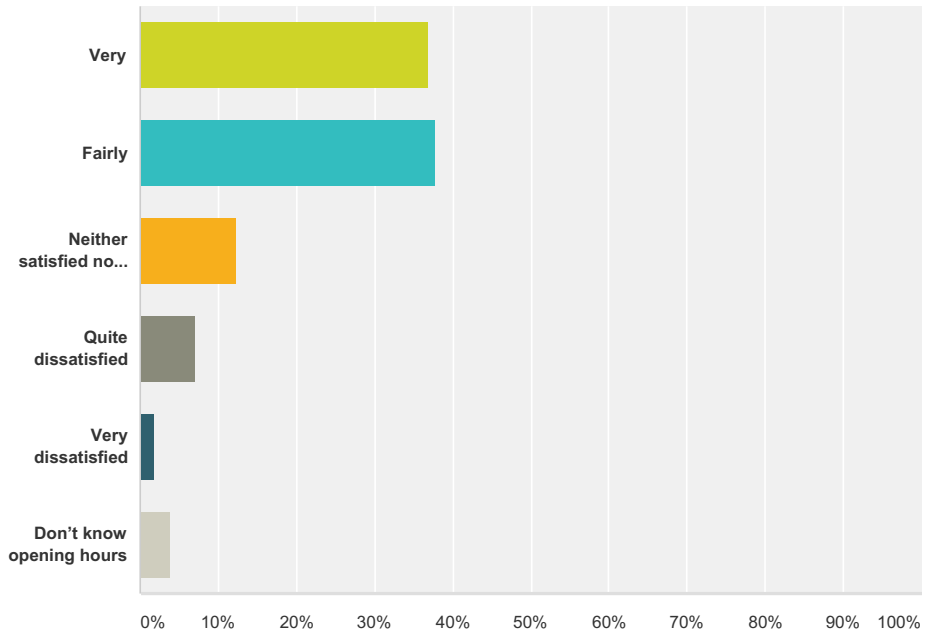


Answer Choices	Responses
Always or most of the time	9.41% 27
A lot of the time	4.88% 14
Some of the time	44.95% 129
Never or almost never	18.47% 53
Not tried at this GP Surgery	22.30% 64
<b>Total</b>	<b>287</b>

Your Practice, Your Voice

**Q19 How satisfied are you with the opening hours at the surgery ?**

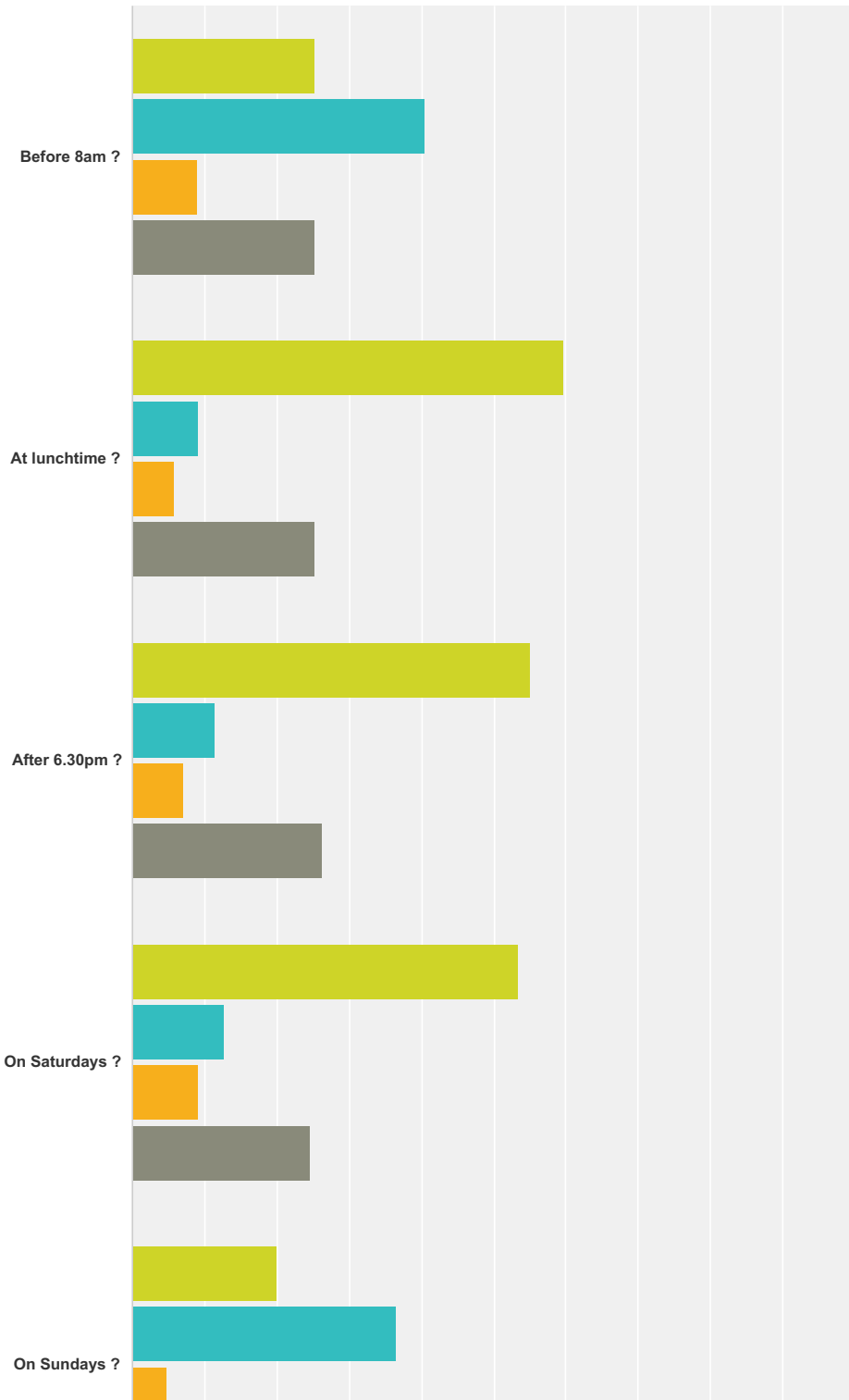
Answered: 278 Skipped: 67



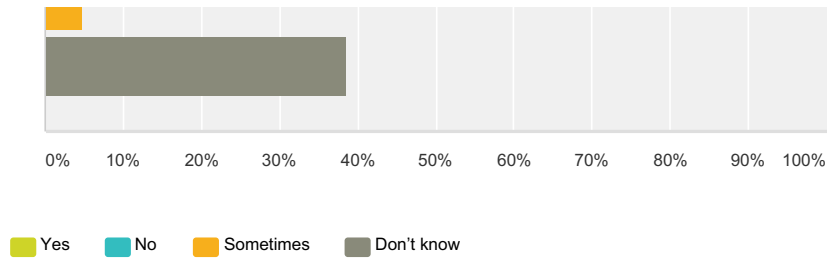
Answer Choices	Responses	Count
Very	37.05%	103
Fairly	37.77%	105
Neither satisfied nor dissatisfied	12.23%	34
Quite dissatisfied	7.19%	20
Very dissatisfied	1.80%	5
Don't know opening hours	3.96%	11
<b>Total</b>		<b>278</b>

**Q20 As far as know is the surgery open ...  
Please put a tick in each row**

Answered: 278 Skipped: 67



### Your Practice, Your Voice

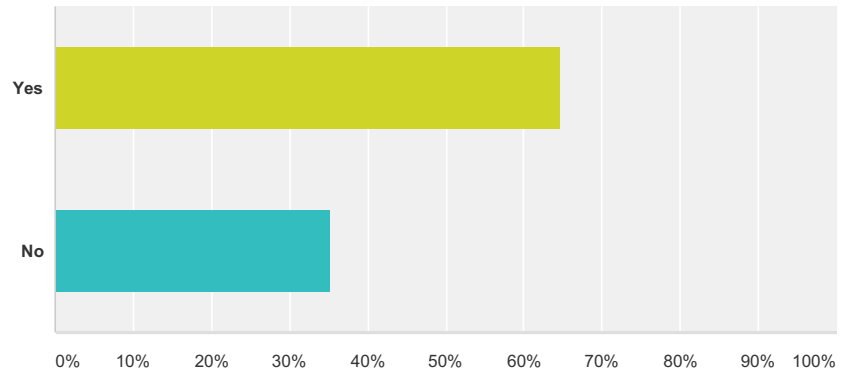


	Yes	No	Sometimes	Don't know	Total
Before 8am ?	25.27% 70	40.43% 112	9.03% 25	25.27% 70	277
At lunchtime ?	59.63% 161	9.26% 25	5.93% 16	25.19% 68	270
After 6.30pm ?	55.19% 149	11.48% 31	7.04% 19	26.30% 71	270
On Saturdays ?	53.48% 146	12.82% 35	9.16% 25	24.54% 67	273
On Sundays ?	20.07% 54	36.43% 98	4.83% 13	38.66% 104	269



### Q21 Would you like the surgery open at additional times?

Answered: 278 Skipped: 67

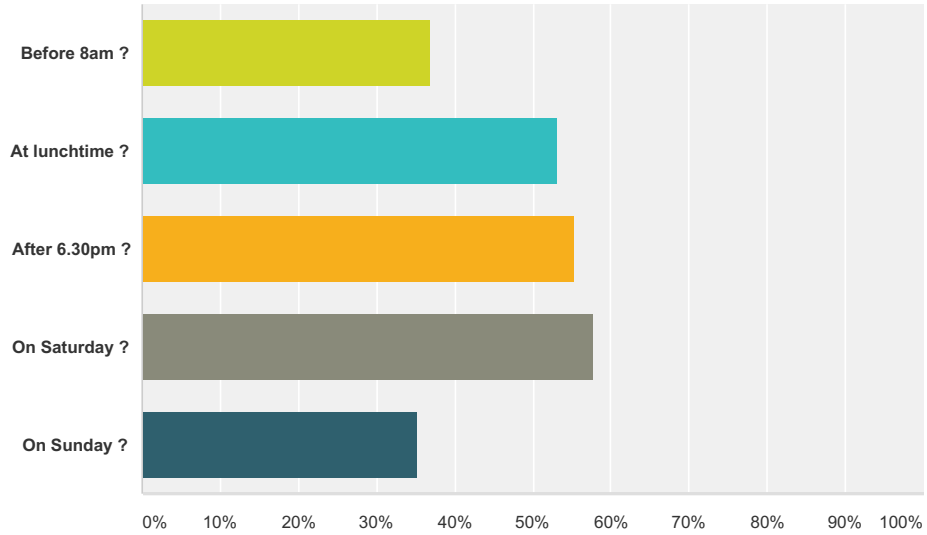


Answer Choices	Responses
Yes	64.75% 180
No	35.25% 98
<b>Total</b>	<b>278</b>

Your Practice, Your Voice

**Q22 As far as know is the surgery open.Please put a tick in each row**

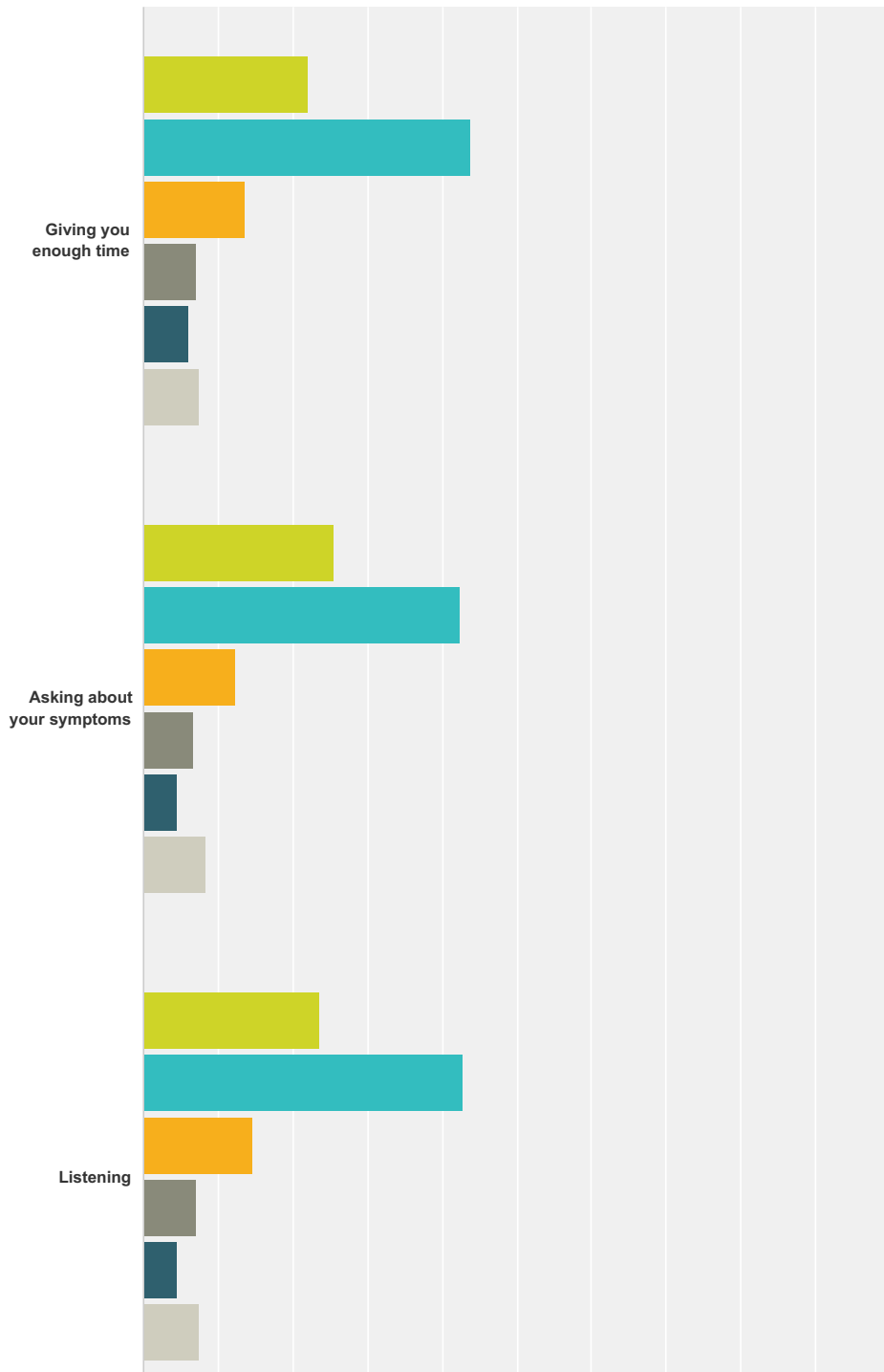
Answered: 278 Skipped: 67



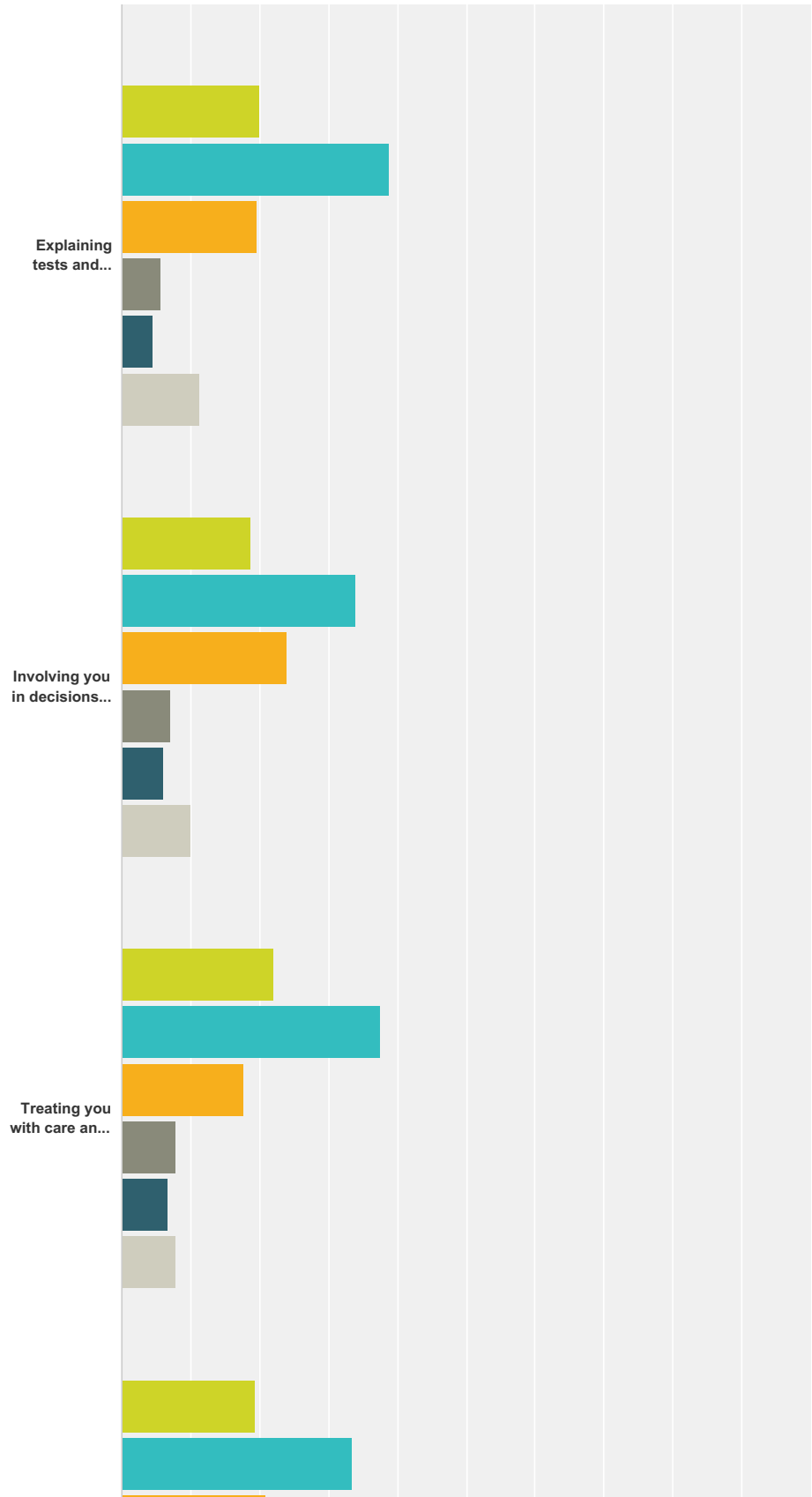
Answer Choices	Responses	
Before 8am ?	37.05%	103
At lunchtime ?	53.24%	148
After 6.30pm ?	55.40%	154
On Saturday ?	57.91%	161
On Sunday ?	35.25%	98
<b>Total Respondents: 278</b>		

**Q23 The last time you saw a Dr at the surgery how good was the Dr at each of the following ? Please put a tick in one box for each row**

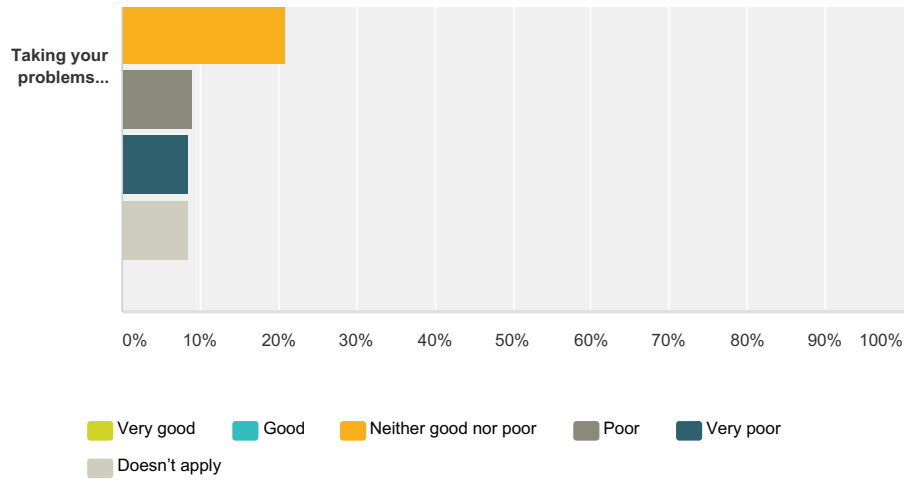
Answered: 268 Skipped: 77



# Your Practice, Your Voice



## Your Practice, Your Voice

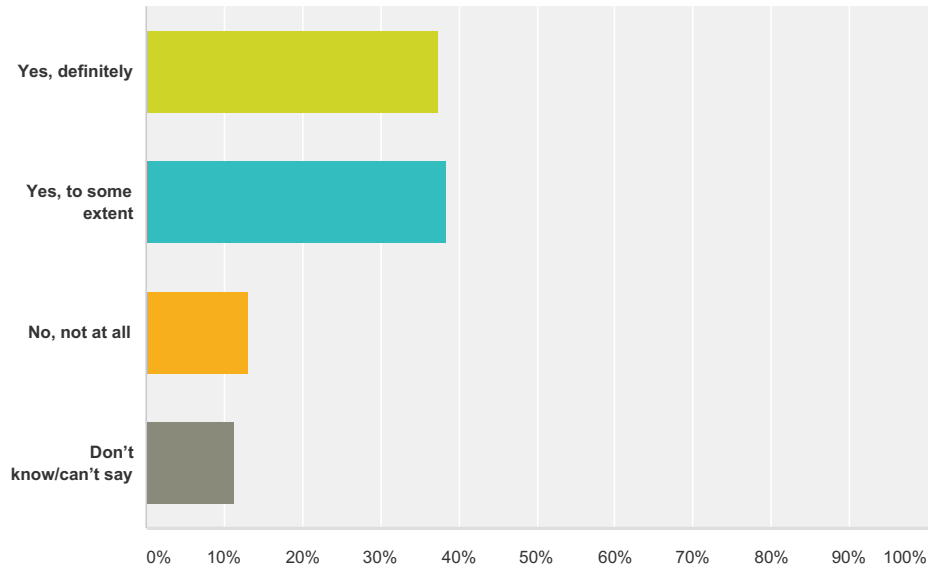


	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	22.10% 59	43.82% 117	13.48% 36	7.12% 19	5.99% 16	7.49% 20	267
Asking about your symptoms	25.56% 68	42.48% 113	12.41% 33	6.77% 18	4.51% 12	8.27% 22	266
Listening	23.60% 63	42.70% 114	14.61% 39	7.12% 19	4.49% 12	7.49% 20	267
Explaining tests and treatments	20.00% 53	38.87% 103	19.62% 52	5.66% 15	4.53% 12	11.32% 30	265
Involving you in decisions about your care	18.73% 50	34.08% 91	23.97% 64	7.12% 19	5.99% 16	10.11% 27	267
Treating you with care and concern	22.18% 59	37.59% 100	17.67% 47	7.89% 21	6.77% 18	7.89% 21	266
Taking your problems seriously	19.48% 52	33.33% 89	20.97% 56	8.99% 24	8.61% 23	8.61% 23	267

Your Practice, Your Voice

**Q24 Did you have confidence and trust in the doctor you saw ?**

Answered: 268 Skipped: 77

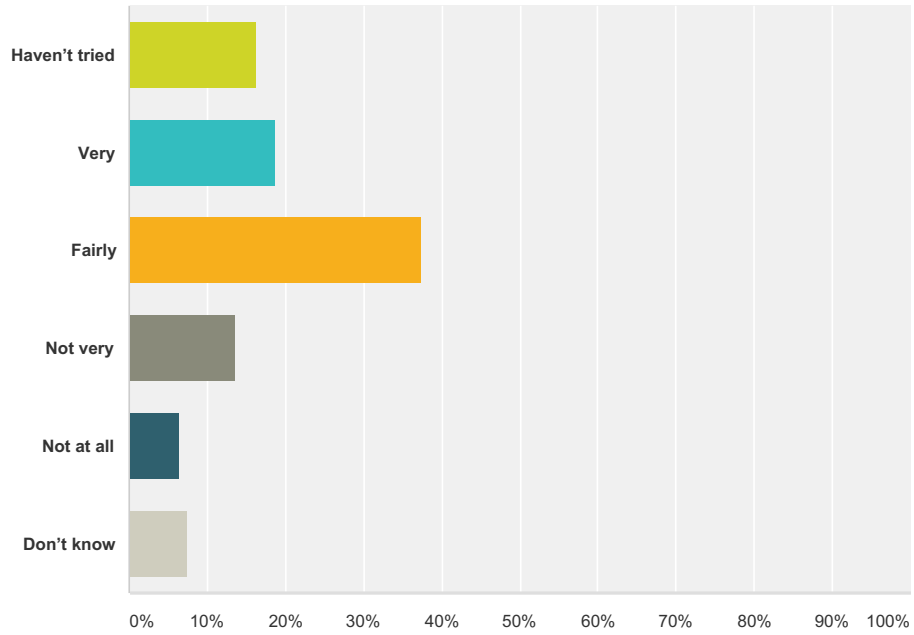


Answer Choices	Responses	
Yes, definitely	37.31%	100
Yes, to some extent	38.43%	103
No, not at all	13.06%	35
Don't know/can't say	11.19%	30
<b>Total</b>		<b>268</b>

Your Practice, Your Voice

**Q25 How easy is it for you get an appointment with a Practice Nurse at the surgery ?**

Answered: 265 Skipped: 80

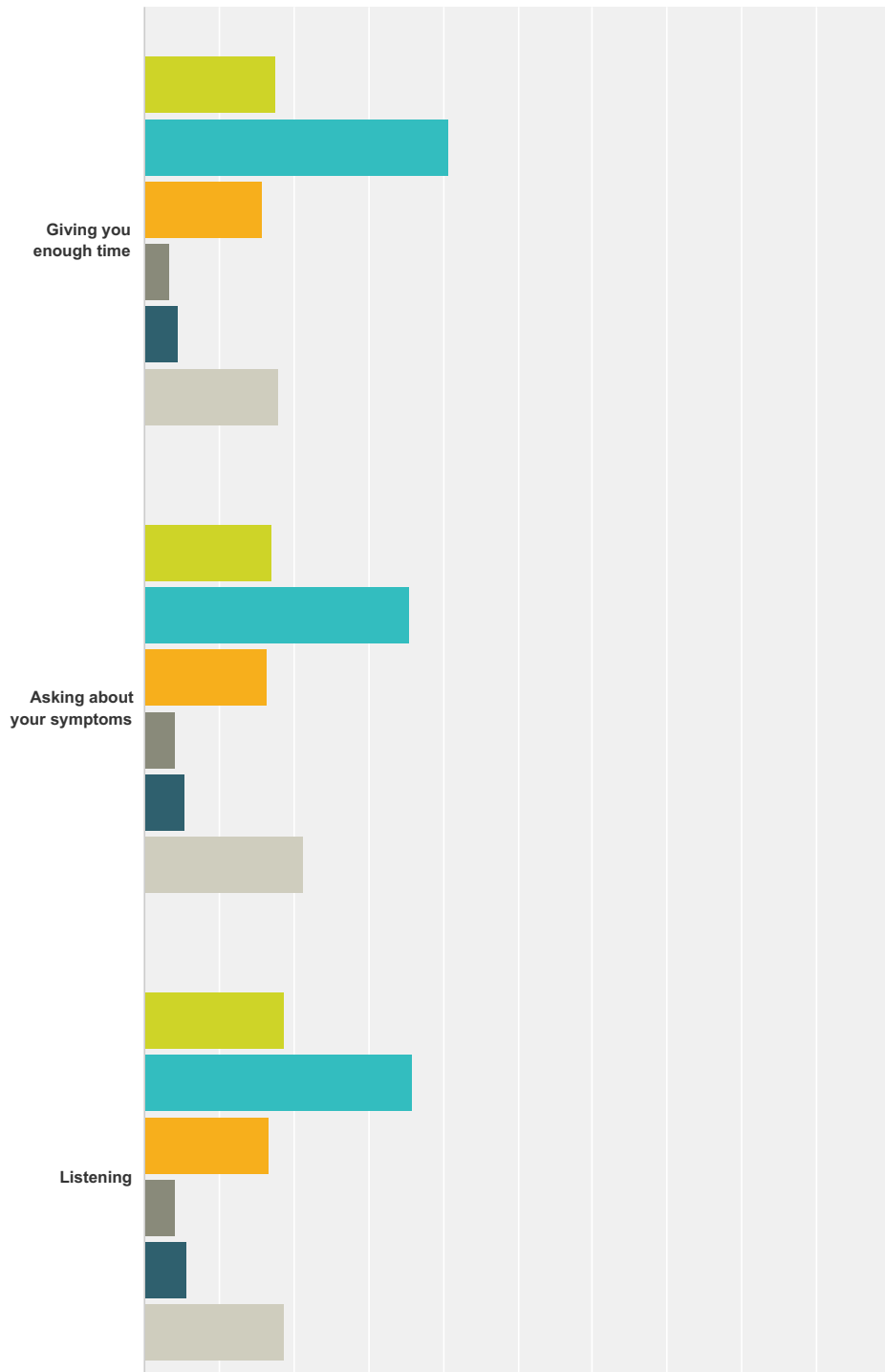


Answer Choices	Responses
Haven't tried	16.23% 43
Very	18.87% 50
Fairly	37.36% 99
Not very	13.58% 36
Not at all	6.42% 17
Don't know	7.55% 20
<b>Total</b>	<b>265</b>

Your Practice, Your Voice

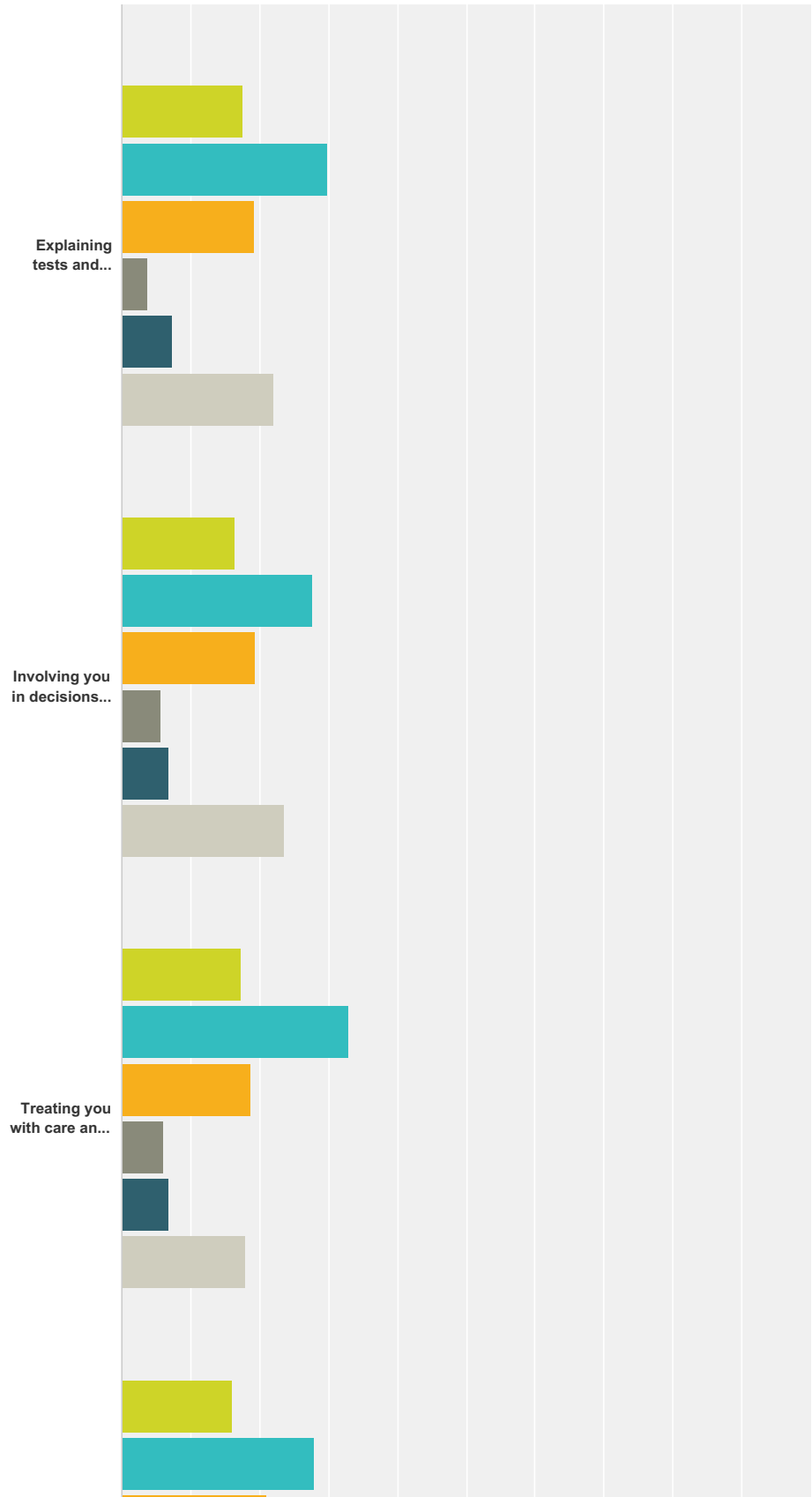
**Q26 Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following?  
Please put a tick in one box for each row**

Answered: 265 Skipped: 80

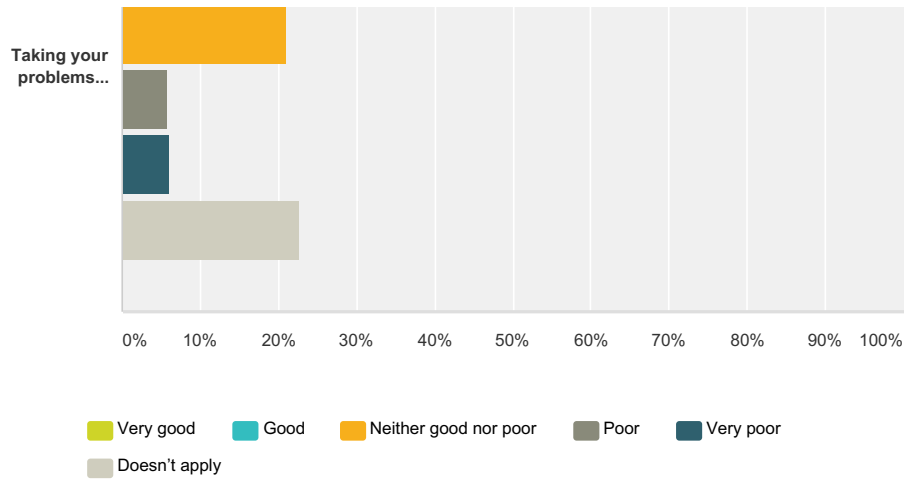




# Your Practice, Your Voice



## Your Practice, Your Voice

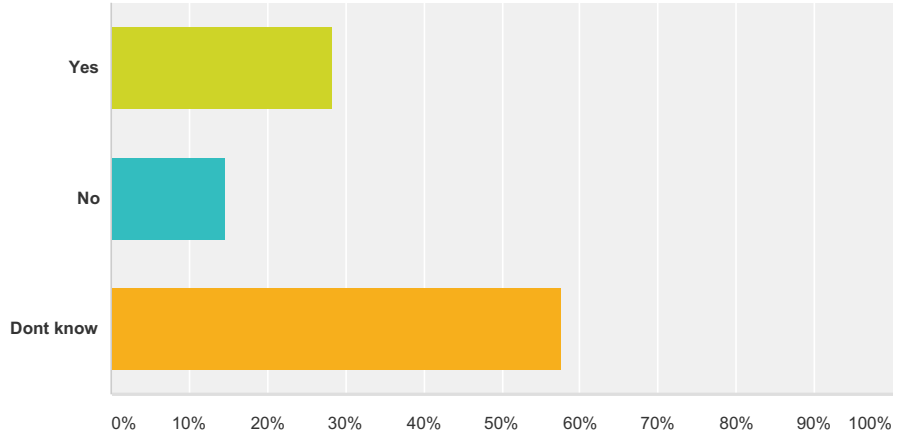


	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	17.49% 46	40.68% 107	15.97% 42	3.42% 9	4.56% 12	17.87% 47	263
Asking about your symptoms	17.18% 45	35.50% 93	16.41% 43	4.20% 11	5.34% 14	21.37% 56	262
Listening	18.70% 49	35.88% 94	16.79% 44	4.20% 11	5.73% 15	18.70% 49	262
Explaining tests and treatments	17.62% 46	29.89% 78	19.16% 50	3.83% 10	7.28% 19	22.22% 58	261
Involving you in decisions about your care	16.41% 43	27.86% 73	19.47% 51	5.73% 15	6.87% 18	23.66% 62	262
Treating you with care and concern	17.24% 45	32.95% 86	18.77% 49	6.13% 16	6.90% 18	18.01% 47	261
Taking your problems seriously	16.15% 42	28.08% 73	21.15% 55	5.77% 15	6.15% 16	22.69% 59	260

Your Practice, Your Voice

**Q27 Are you satisfied with Out Of Hours Care**  
**Please feel free to add comments in 'other' box, below**

Answered: 260 Skipped: 85

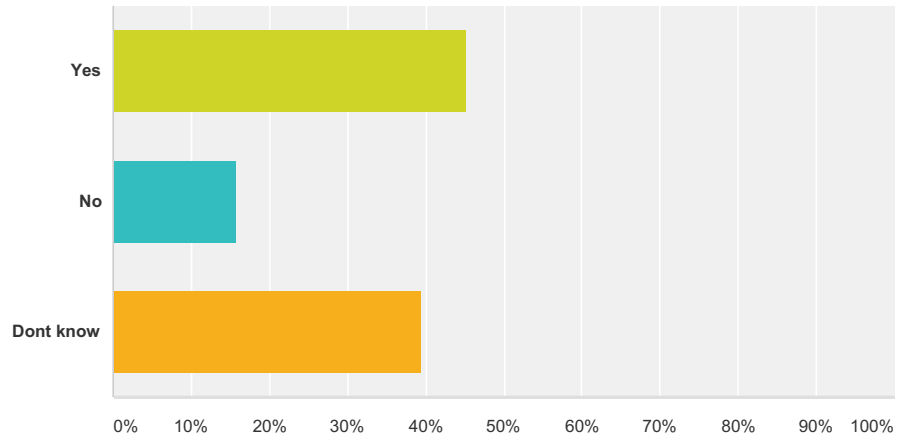


Answer Choices	Responses
Yes	28.46% 74
No	14.62% 38
Dont know	57.69% 150
<b>Total Respondents: 260</b>	

Your Practice, Your Voice

**Q28 Are you satisfied with the collection of repeat prescriptions? Please feel free to add comments in 'other' box, below**

Answered: 263 Skipped: 82

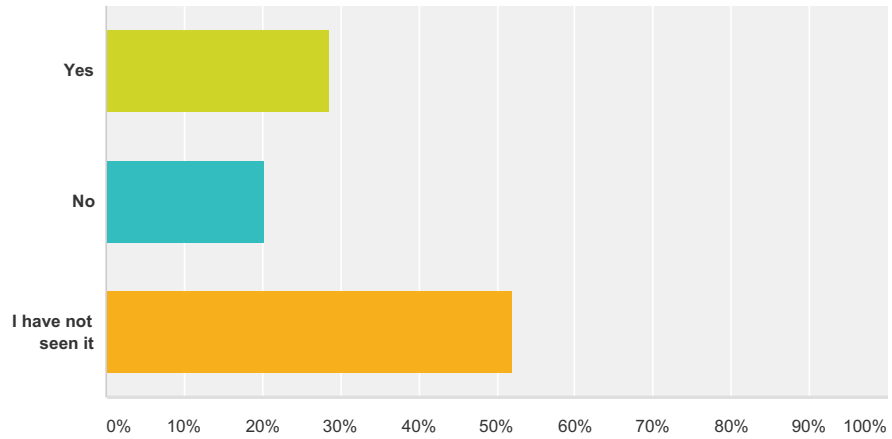


Answer Choices	Responses
Yes	45.25% 119
No	15.97% 42
Dont know	39.54% 104
<b>Total Respondents: 263</b>	

Your Practice, Your Voice

**Q29 Have you looked at our website, if so, how could it be improved? Please feel free to add comments in 'other' box, below**

Answered: 256 Skipped: 89

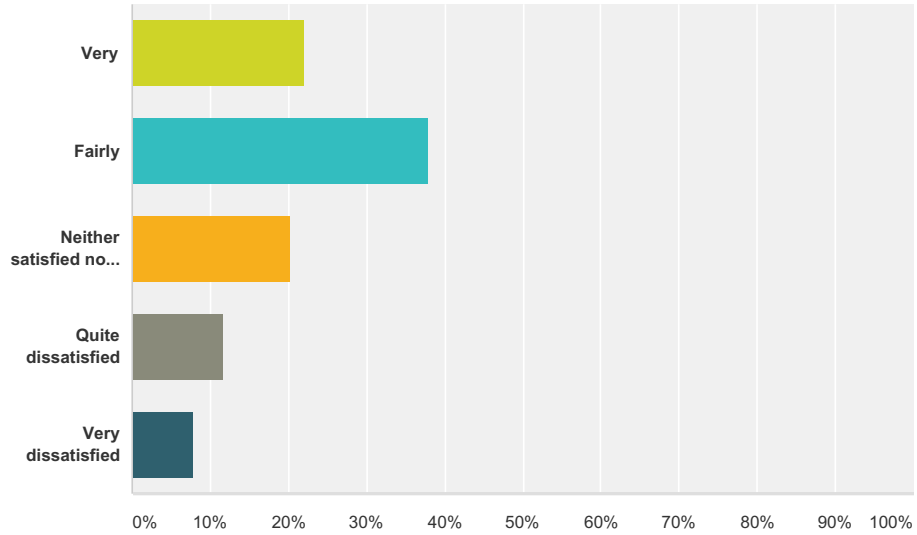


Answer Choices	Responses
Yes	28.52% 73
No	20.31% 52
I have not seen it	51.95% 133
<b>Total Respondents: 256</b>	

Your Practice, Your Voice

**Q30 In general, how satisfied are you with the care you get at the Surgery ?**

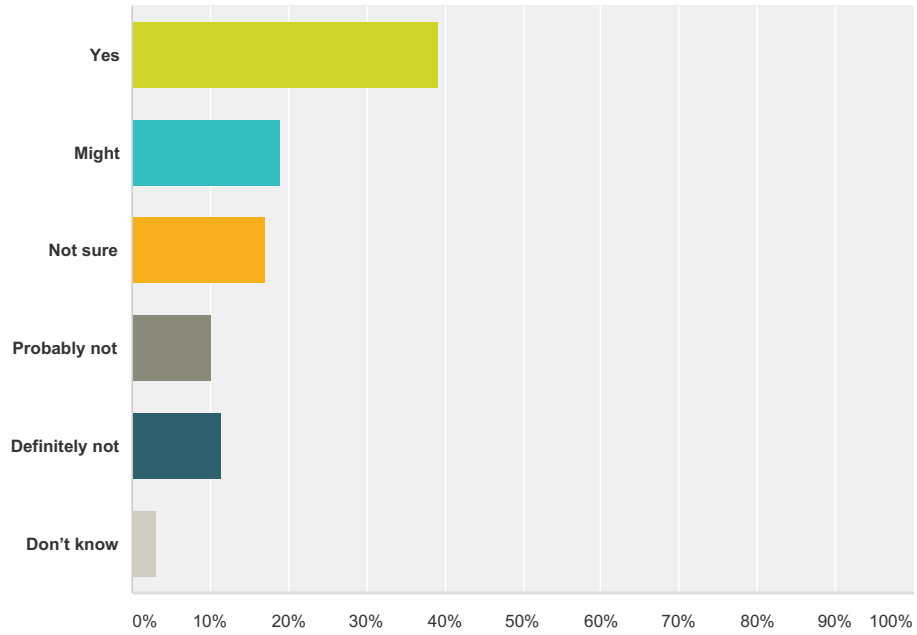
Answered: 263 Skipped: 82



Answer Choices	Responses
Very	22.05% 58
Fairly	38.02% 100
Neither satisfied nor dissatisfied	20.15% 53
Quite dissatisfied	11.79% 31
Very dissatisfied	7.98% 21
<b>Total</b>	<b>263</b>

**Q31 Would you recommend the Surgery to someone who has just moved to your local area.?**

Answered: 263 Skipped: 82

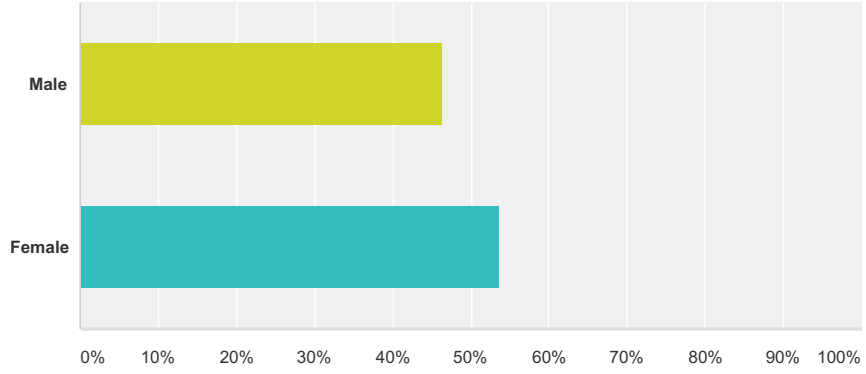


Answer Choices	Responses
Yes	39.16% 103
Might	19.01% 50
Not sure	17.11% 45
Probably not	10.27% 27
Definitely not	11.41% 30
Don't know	3.04% 8
<b>Total</b>	<b>263</b>

Your Practice, Your Voice

**Q32 Are you male or female ?**

Answered: 263 Skipped: 82



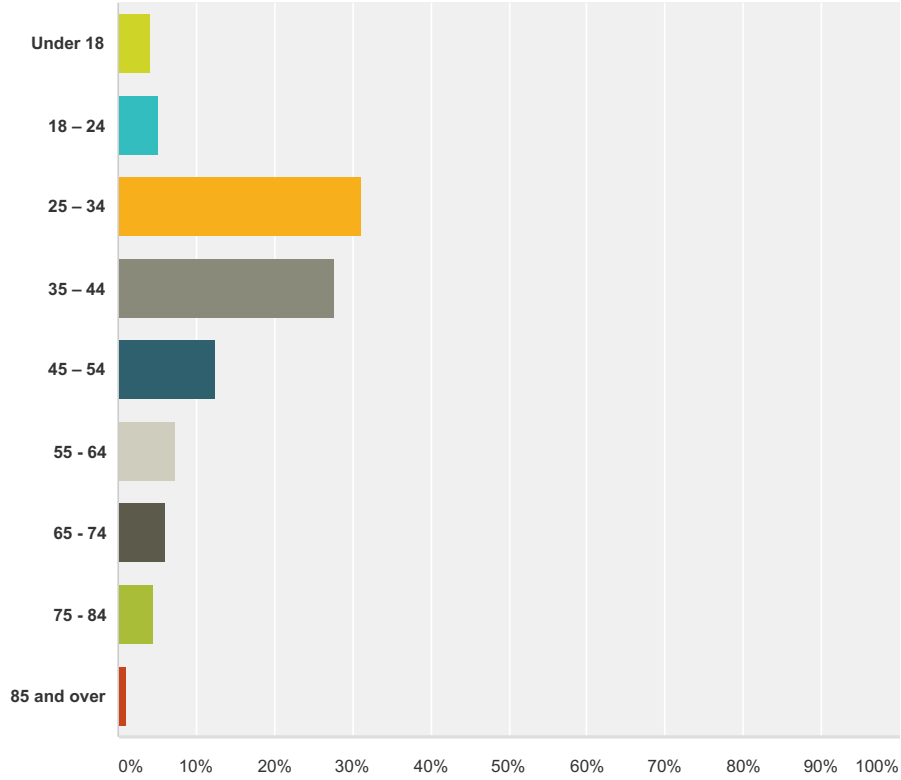
Answer Choices	Responses
Male	46.39% 122
Female	53.61% 141
<b>Total</b>	<b>263</b>



Your Practice, Your Voice

**Q33 How old are you ?**

Answered: 263 Skipped: 82

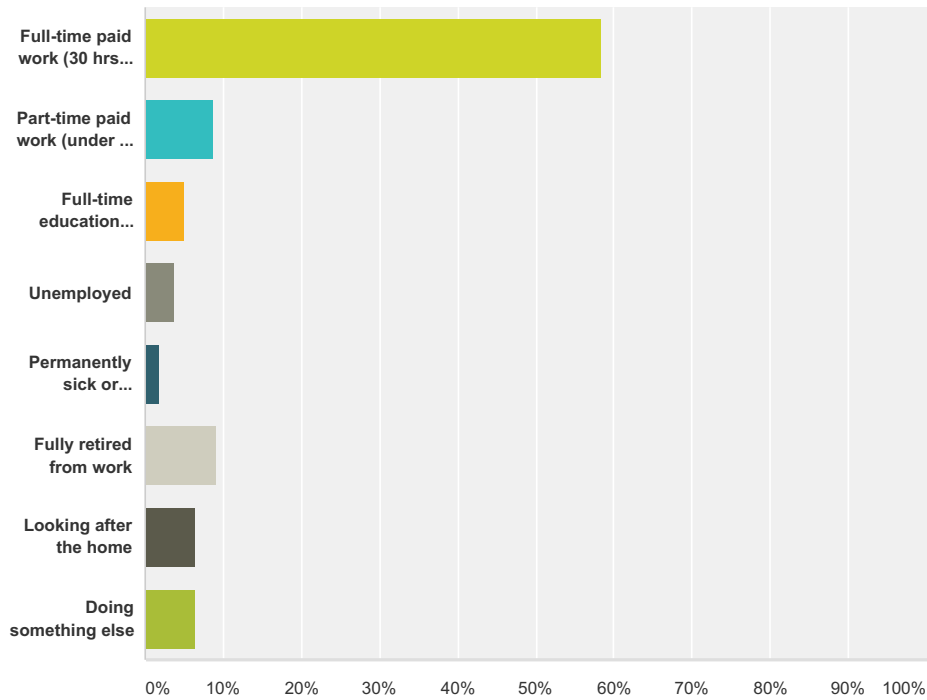


Answer Choices	Responses
Under 18	4.18% 11
18 - 24	5.32% 14
25 - 34	31.18% 82
35 - 44	27.76% 73
45 - 54	12.55% 33
55 - 64	7.22% 19
65 - 74	6.08% 16
75 - 84	4.56% 12
85 and over	1.14% 3
<b>Total</b>	<b>263</b>

Your Practice, Your Voice

**Q34 Which of these best describes what you are doing at present ? If more than one of these applies to you, please tick the main one ONLY**

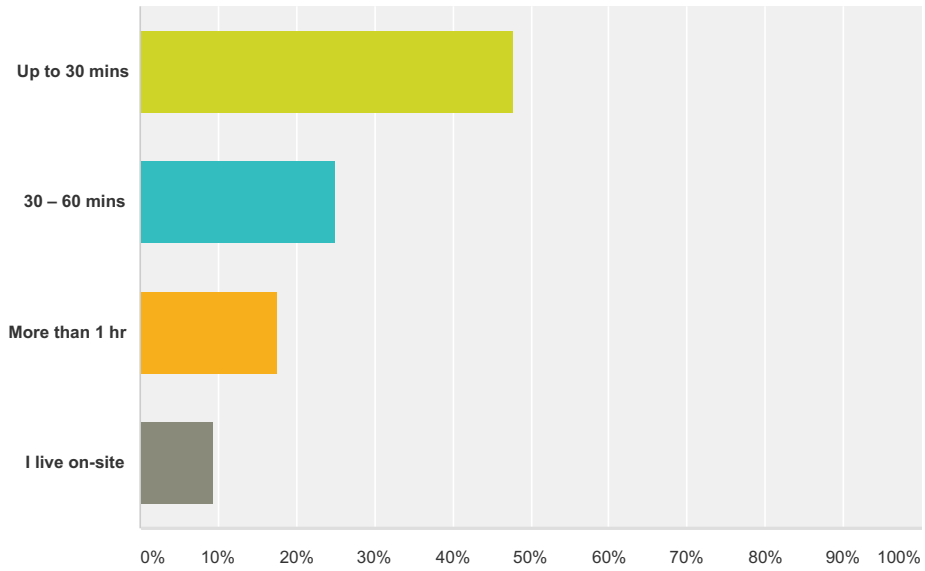
Answered: 262 Skipped: 83



Answer Choices	Responses
Full-time paid work (30 hrs or more per week)	58.40% 153
Part-time paid work (under 30 hrs per week)	8.78% 23
Full-time education (school, college, university)	4.96% 13
Unemployed	3.82% 10
Permanently sick or disabled	1.91% 5
Fully retired from work	9.16% 24
Looking after the home	6.49% 17
Doing something else	6.49% 17
<b>Total</b>	<b>262</b>

**Q35 In general, how long does your journey take from home to work (door to door) ?**

Answered: 211 Skipped: 134

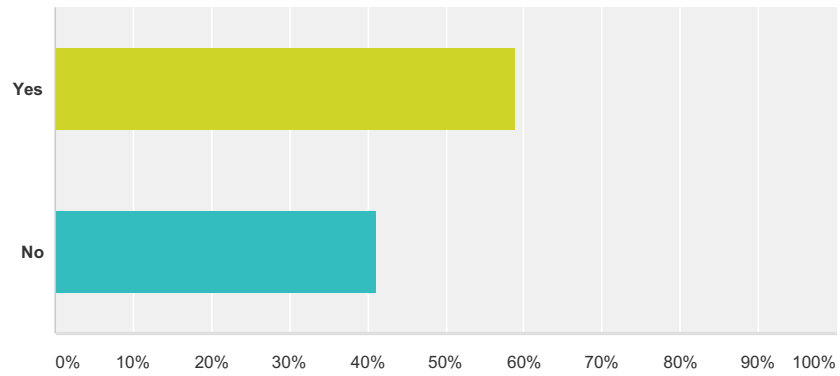


Answer Choices	Responses
Up to 30 mins	47.87% 101
30 - 60 mins	25.12% 53
More than 1 hr	17.54% 37
I live on-site	9.48% 20
<b>Total</b>	<b>211</b>

Your Practice, Your Voice

**Q36 If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this ?**

Answered: 214 Skipped: 131

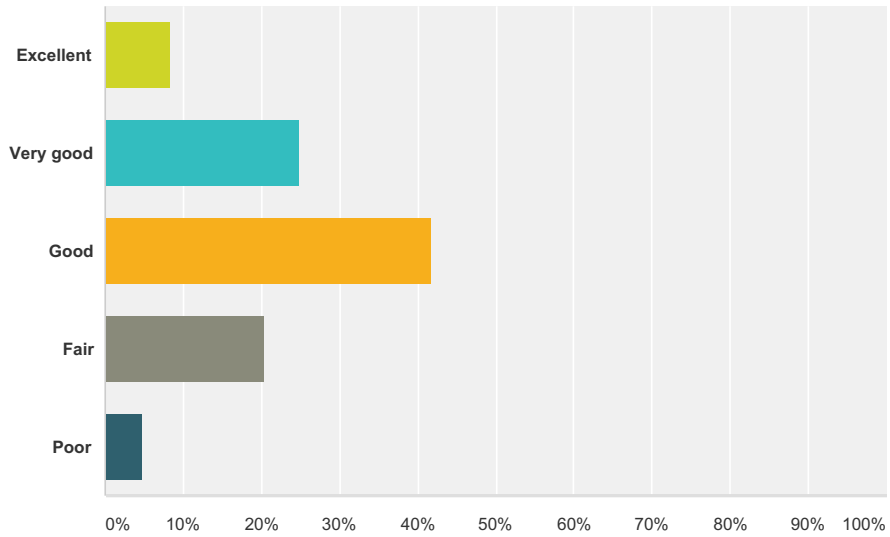


Answer Choices	Responses	
Yes	58.88%	126
No	41.12%	88
<b>Total</b>		<b>214</b>

Your Practice, Your Voice

**Q37 In general, would you say that your health is ...**

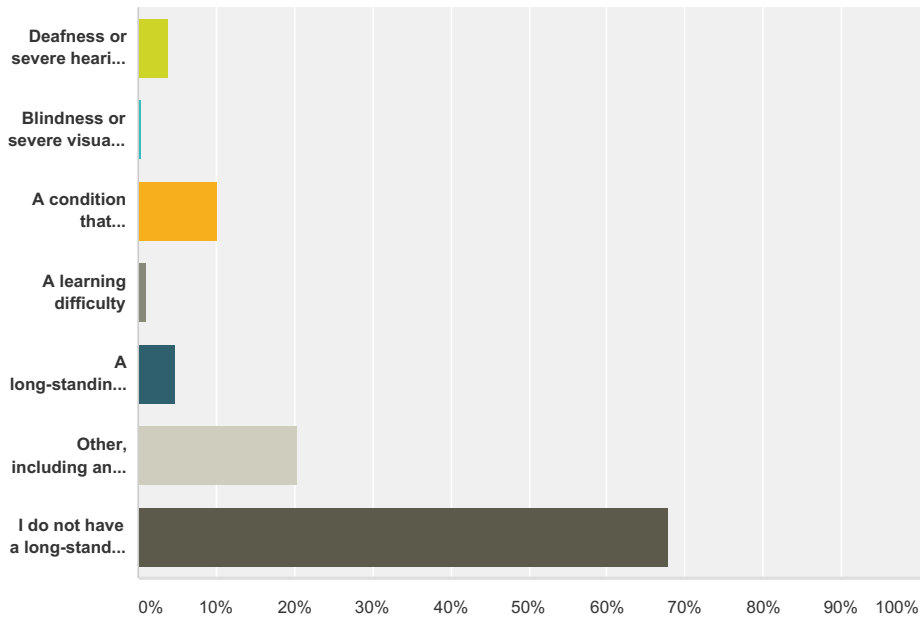
Answered: 254 Skipped: 91



Answer Choices	Responses
Excellent	8.27% 21
Very good	24.80% 63
Good	41.73% 106
Fair	20.47% 52
Poor	4.72% 12
<b>Total</b>	<b>254</b>

**Q38 Do you have any of the following conditions? Please include problems due to old age. Please tick all the boxes that apply to you**

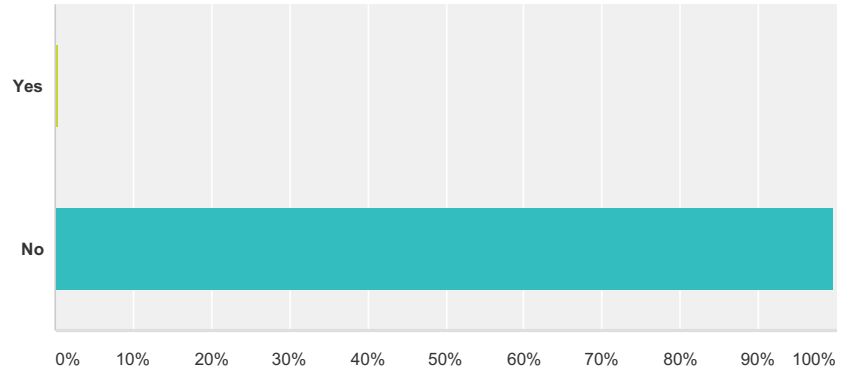
Answered: 205 Skipped: 140



Answer Choices	Responses
Deafness or severe hearing impairment	3.90% 8
Blindness or severe visual impairment	0.49% 1
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	10.24% 21
A learning difficulty	0.98% 2
A long-standing psychological or emotional condition	4.88% 10
Other, including any long-standing illness	20.49% 42
I do not have a long-standing condition	67.80% 139
<b>Total Respondents: 205</b>	

### Q39 Are you a deaf person who uses sign language ?

Answered: 254 Skipped: 91

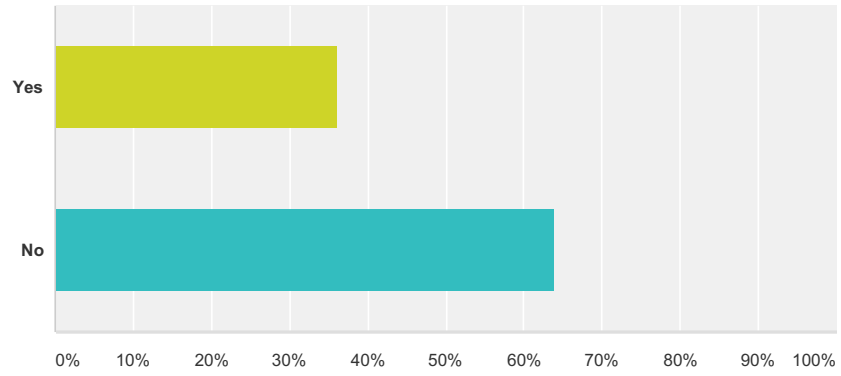


Answer Choices	Responses	
Yes	0.39%	1
No	99.61%	253
<b>Total</b>		<b>254</b>

Your Practice, Your Voice

**Q40 Are you a parent or a legal guardian of any children aged under 16 years currently living in your home ?**

Answered: 254 Skipped: 91

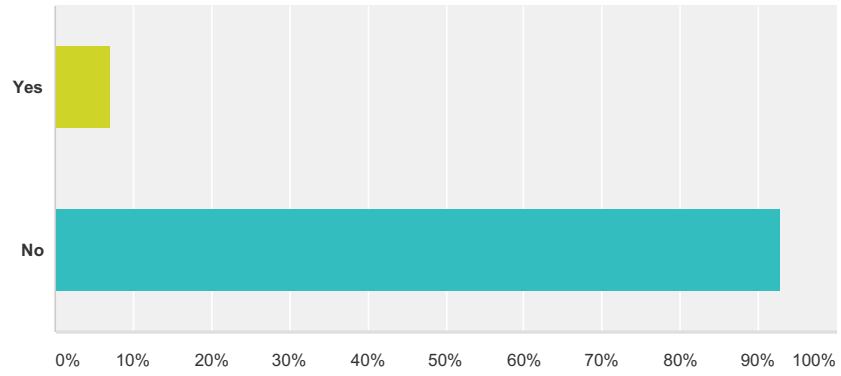


Answer Choices	Responses
Yes	36.22% 92
No	63.78% 162
<b>Total</b>	<b>254</b>



**Q41 Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability ?**

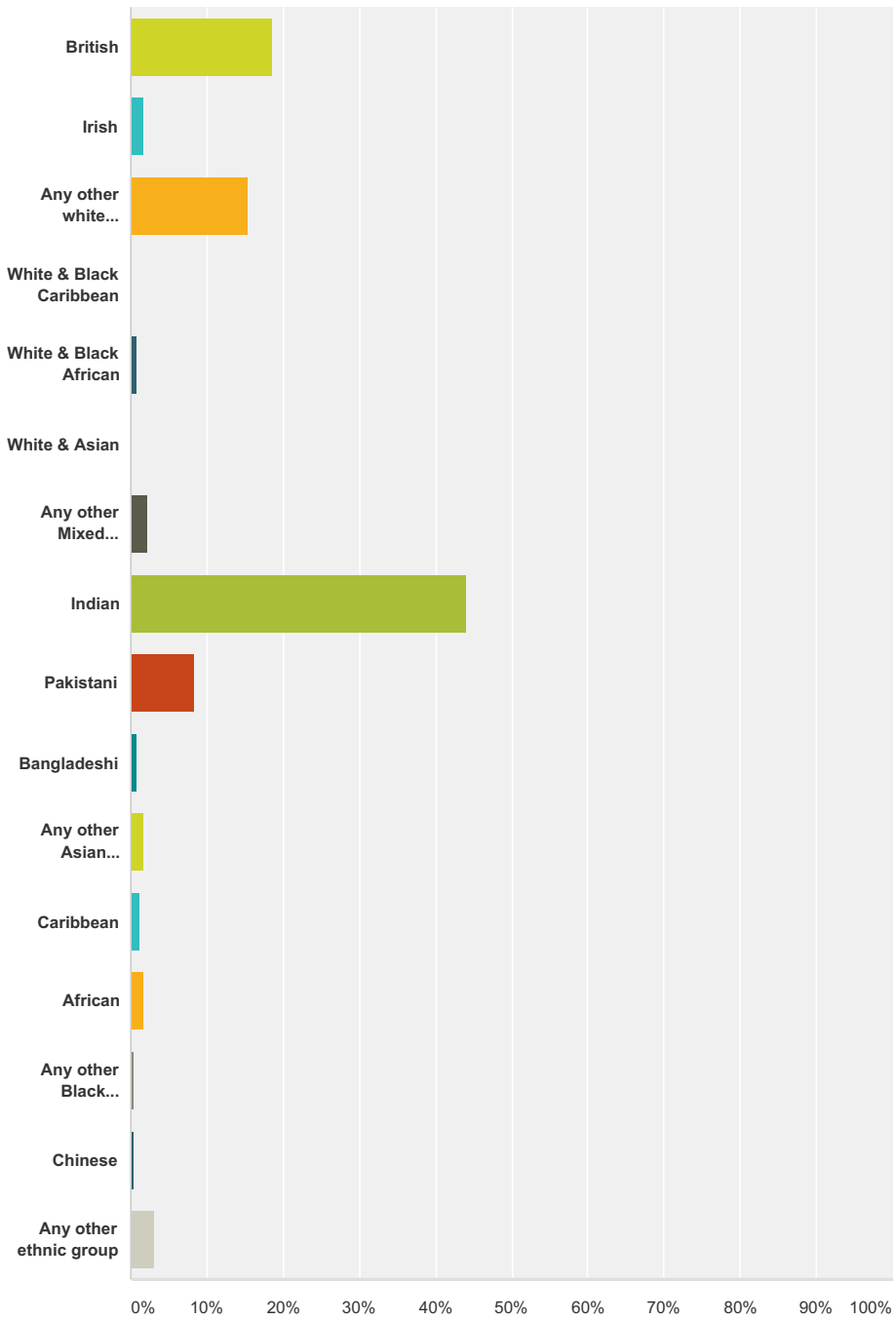
Answered: 254 Skipped: 91



Answer Choices	Responses
Yes	7.09% 18
No	92.91% 236
<b>Total</b>	<b>254</b>

**Q42 What is your ethnic group? (Chose one section from A to E below, then select the appropriate option to indicate your ethnic group)**

Answered: 254 Skipped: 91

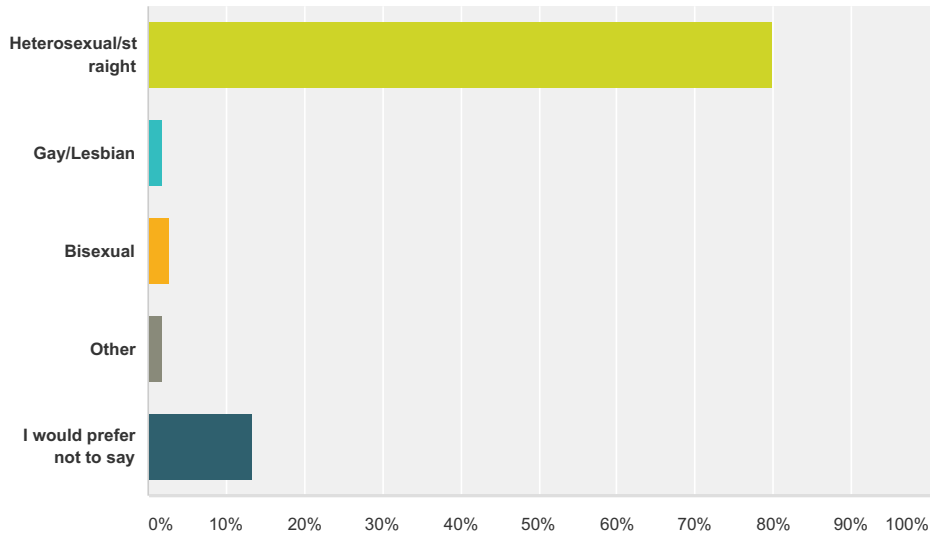


## Your Practice, Your Voice

Answer Choices	Responses	
British	18.50%	47
Irish	1.57%	4
Any other white background	15.35%	39
White & Black Caribbean	0.00%	0
White & Black African	0.79%	2
White & Asian	0.00%	0
Any other Mixed background	2.36%	6
Indian	44.09%	112
Pakistani	8.27%	21
Bangladeshi	0.79%	2
Any other Asian background	1.57%	4
Caribbean	1.18%	3
African	1.57%	4
Any other Black background	0.39%	1
Chinese	0.39%	1
Any other ethnic group	3.15%	8
<b>Total</b>		<b>254</b>

### Q43 Which of the following best describes how you think of yourself ?

Answered: 254 Skipped: 91

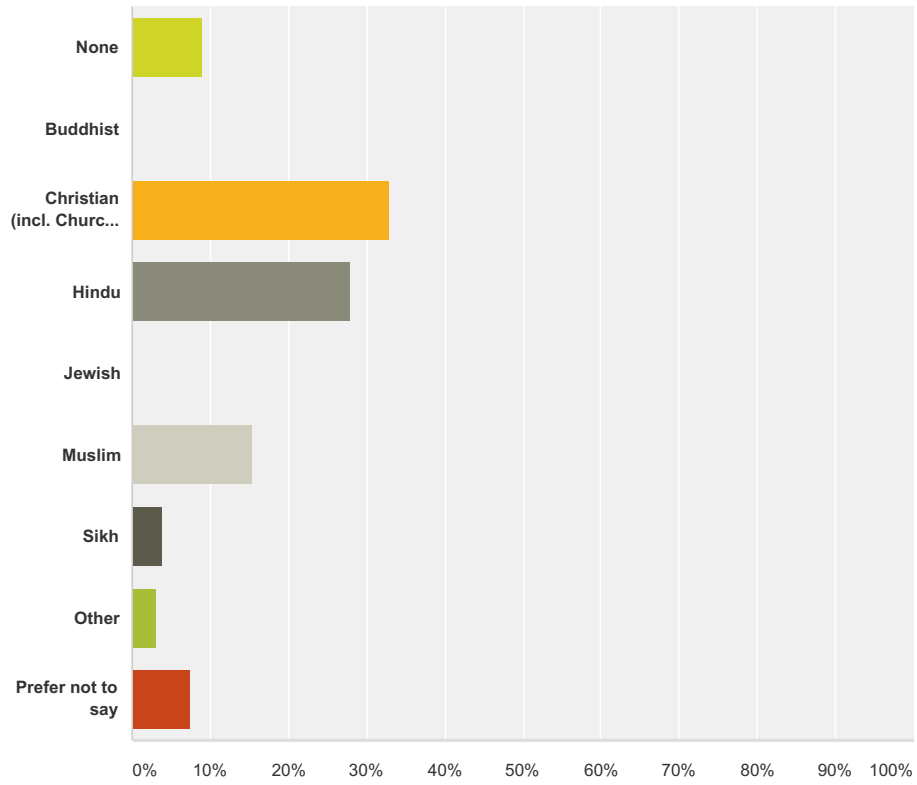


Answer Choices	Responses	Count
Heterosexual/straight	79.92%	203
Gay/Lesbian	1.97%	5
Bisexual	2.76%	7
Other	1.97%	5
I would prefer not to say	13.39%	34
<b>Total</b>		<b>254</b>

Your Practice, Your Voice

**Q44 Which of the following best describes your religion ?**

Answered: 254 Skipped: 91



Answer Choices	Responses
None	9.06% 23
Buddhist	0.00% 0
Christian (incl. Church of England, Catholic, Protestant & other Christian denominations)	33.07% 84
Hindu	27.95% 71
Jewish	0.00% 0
Muslim	15.35% 39
Sikh	3.94% 10
Other	3.15% 8
Prefer not to say	7.48% 19
<b>Total</b>	<b>254</b>