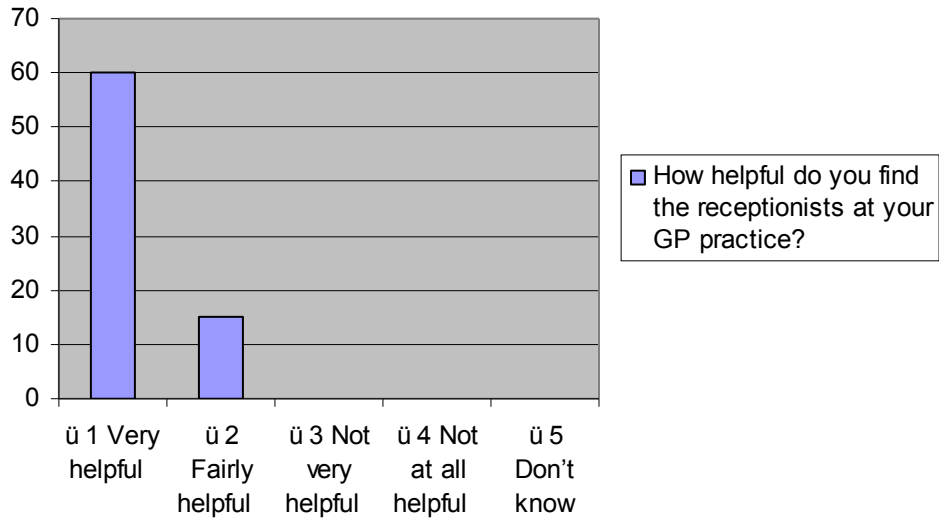
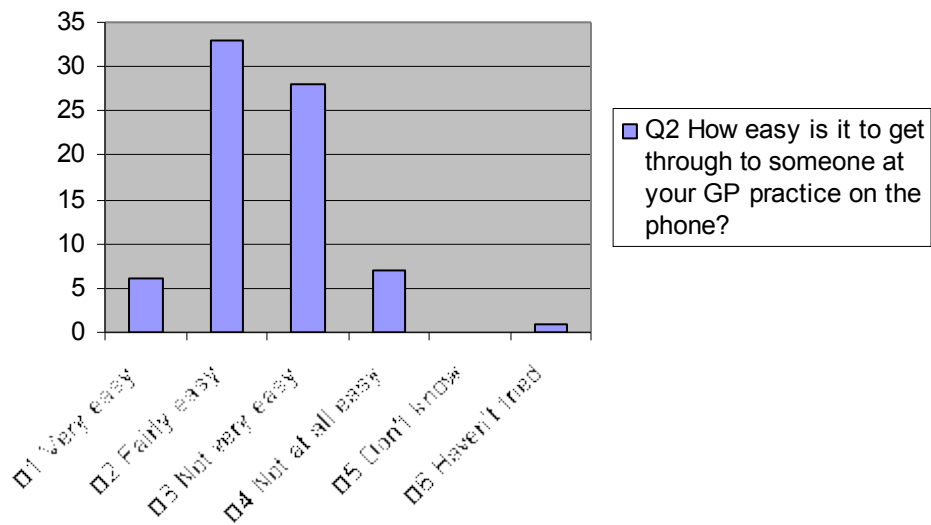


Results of Patient Survey – September 2013

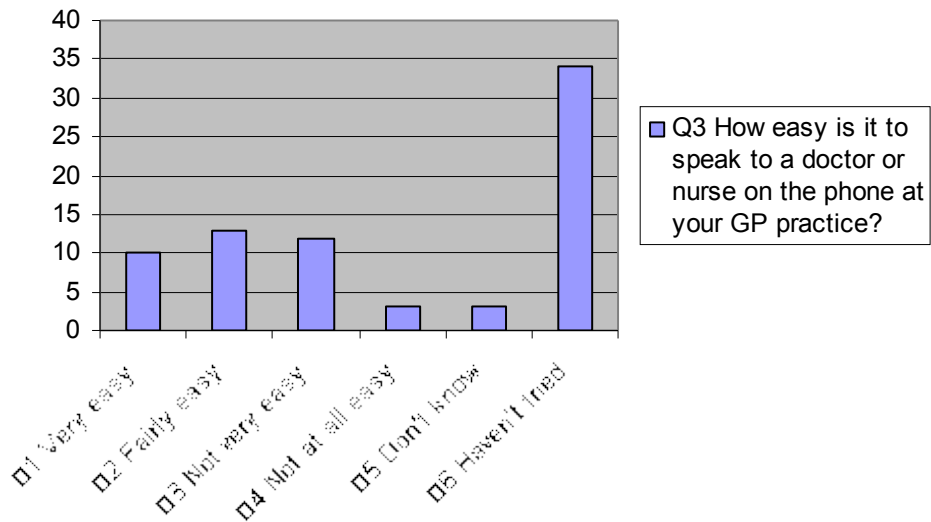
	<i>Very helpful</i>	<i>Fairly Helpful</i>	<i>Not very helpful</i>	<i>Not at all helpful</i>	<i>Don't know</i>
Q1. How helpful do you find the receptionists at your GP practice?	60	15			



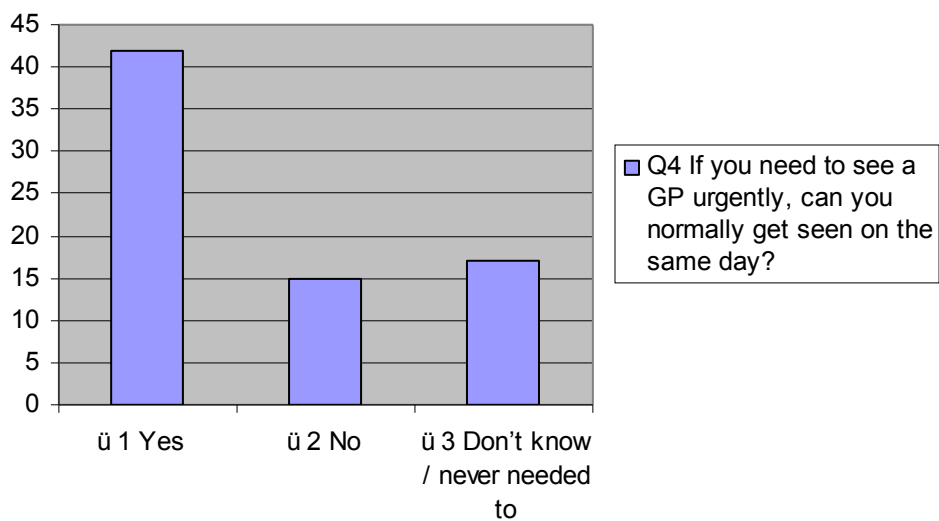
	<i>Very easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>Not at all easy</i>	<i>Don't know</i>	<i>Haven't tried</i>
Q2. How easy is it to get through to someone at your GP practice on the phone?	6	33	28	7		1



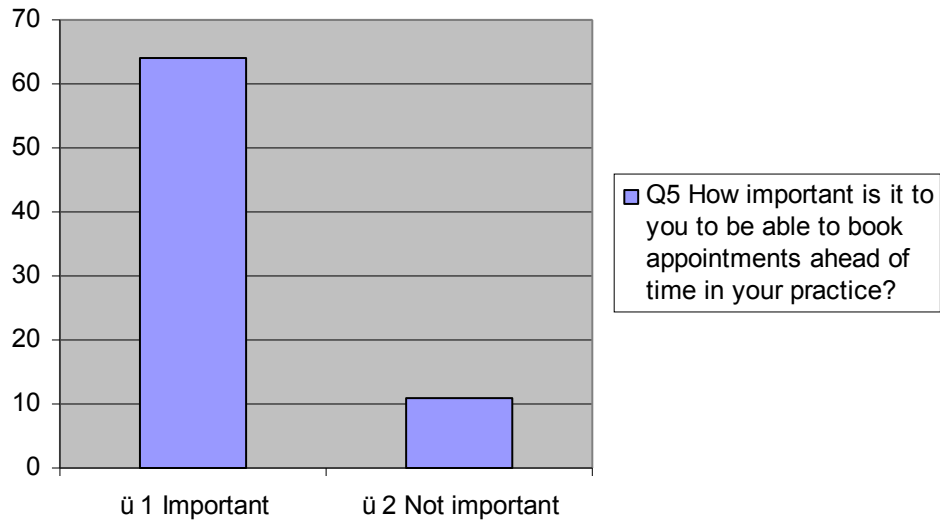
	<i>Very easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>Not at all easy</i>	<i>Don't know</i>	<i>Haven't tried</i>
Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	10	13	12	3	3	34



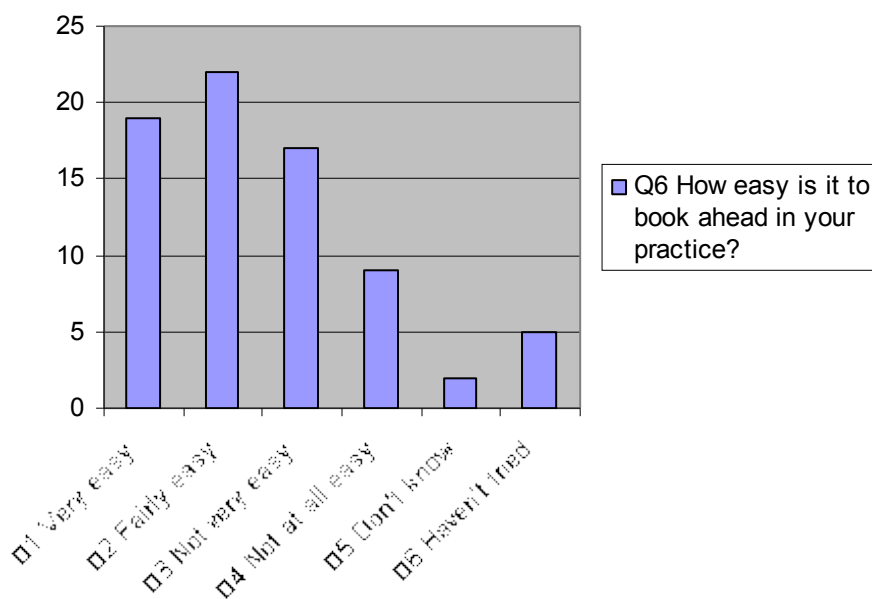
	<i>Yes</i>	<i>No</i>	<i>Don't know/ never needed to</i>
Q4. If you need to see a GP urgently, can you normally get seen on the same day?	42	15	17



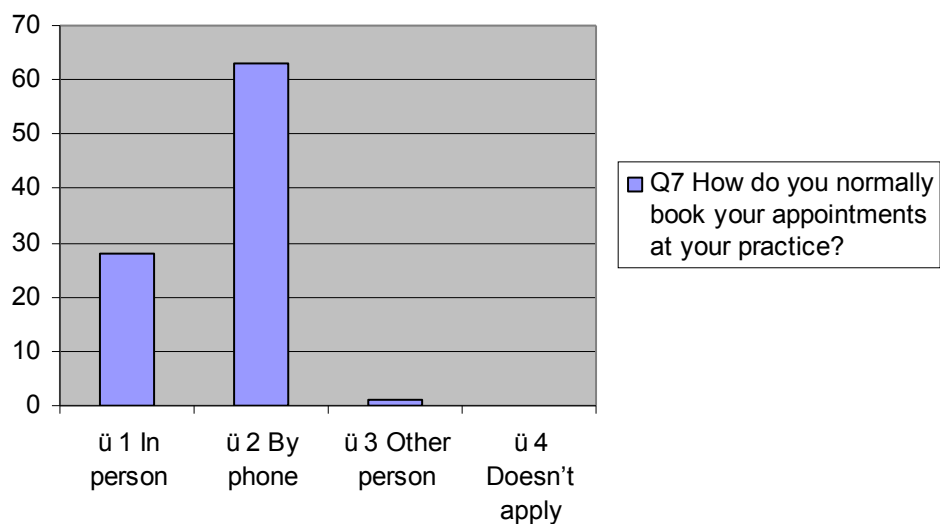
	Important	Not Important
Q5. How important is it to you to be able to book appointments ahead of time in your practice?	64	11



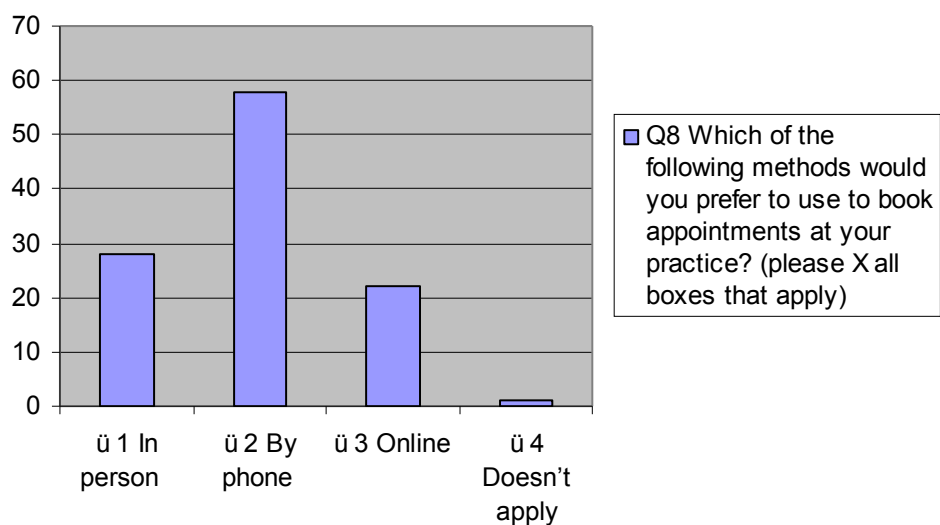
	<i>Very easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>Not at all easy</i>	<i>Don't know</i>	<i>Haven't tried</i>
Q6. How easy is it to book ahead in your practice?	19	22	17	9	2	5



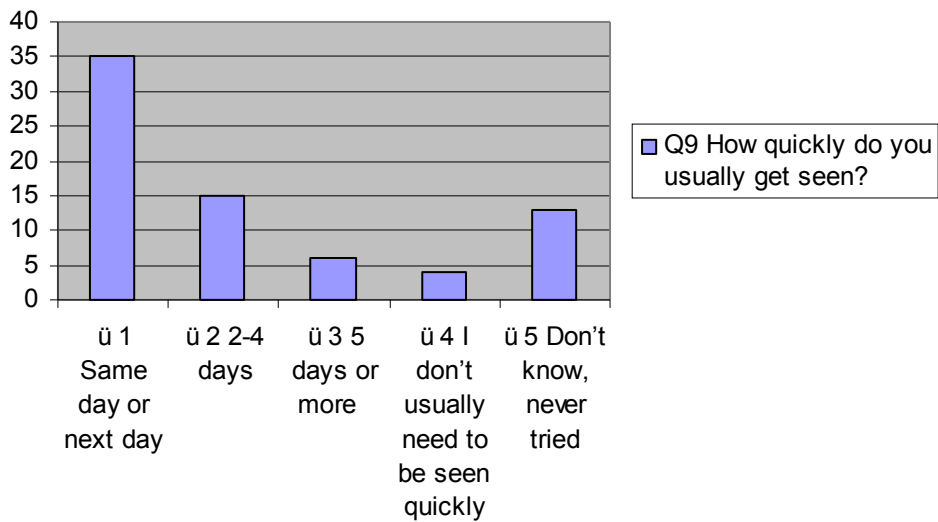
	<i>In Person</i>	<i>By phone</i>	<i>Other person</i>	<i>Doesn't apply</i>
Q7. How do you normally book your appointments at your practice?	28	63	1	



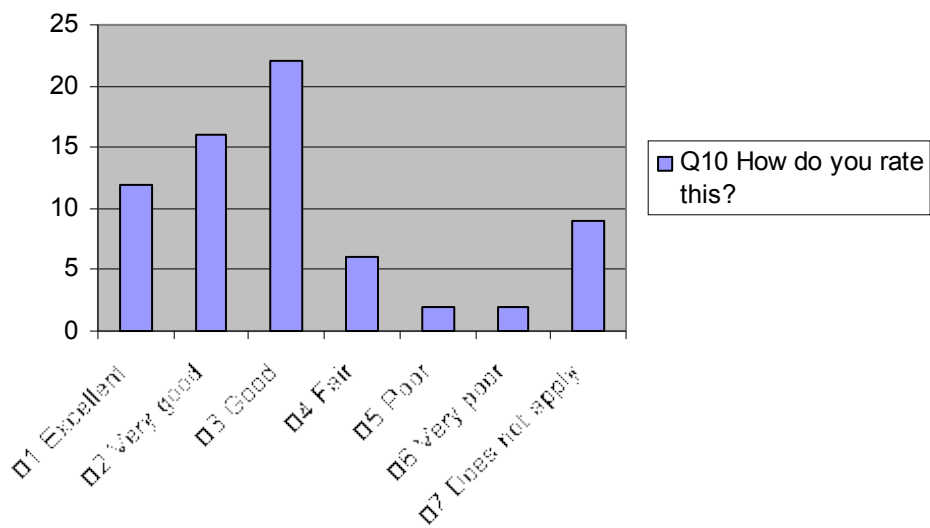
	<i>In person</i>	<i>By phone</i>	<i>Online</i>	<i>Doesn't apply</i>
Q8. Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)	28	58	22	1



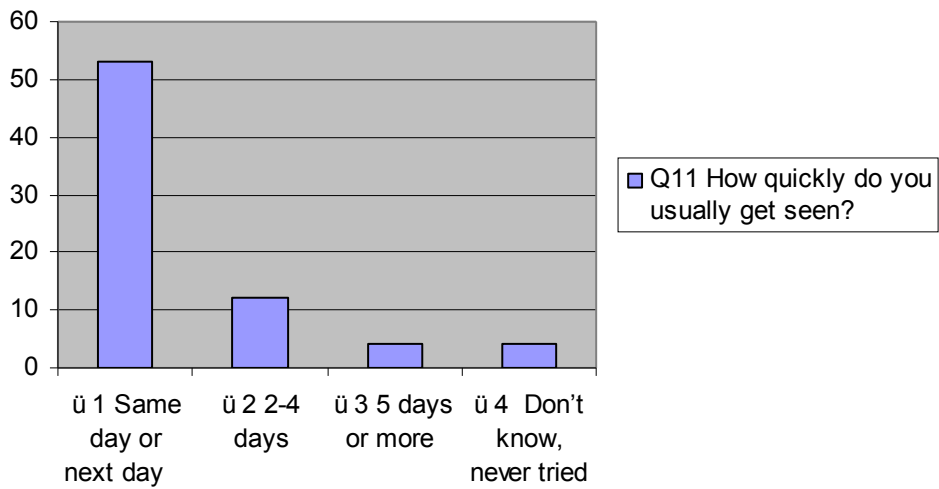
	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't know, never tried
Q9. How quickly do you usually get seen?	35	15	6	4	13



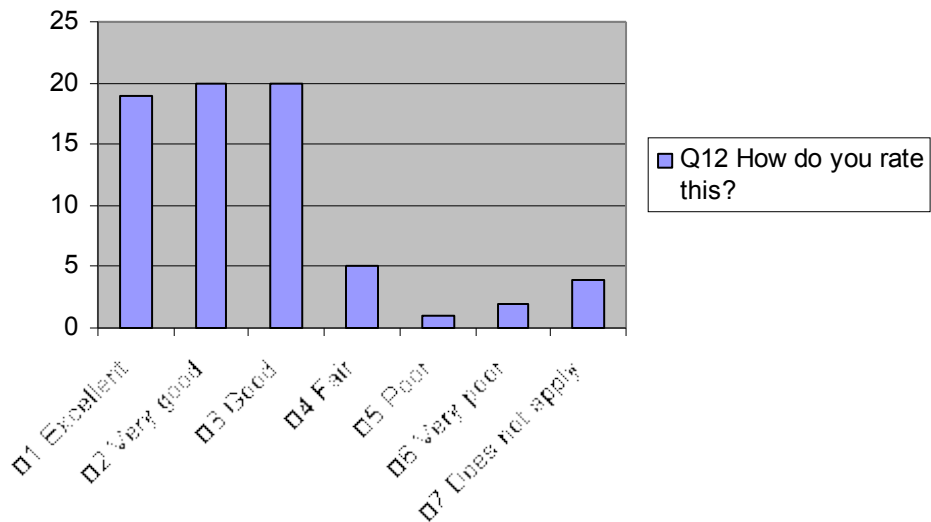
	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q10. How do you rate this?	12	16	22	6	2	2	9



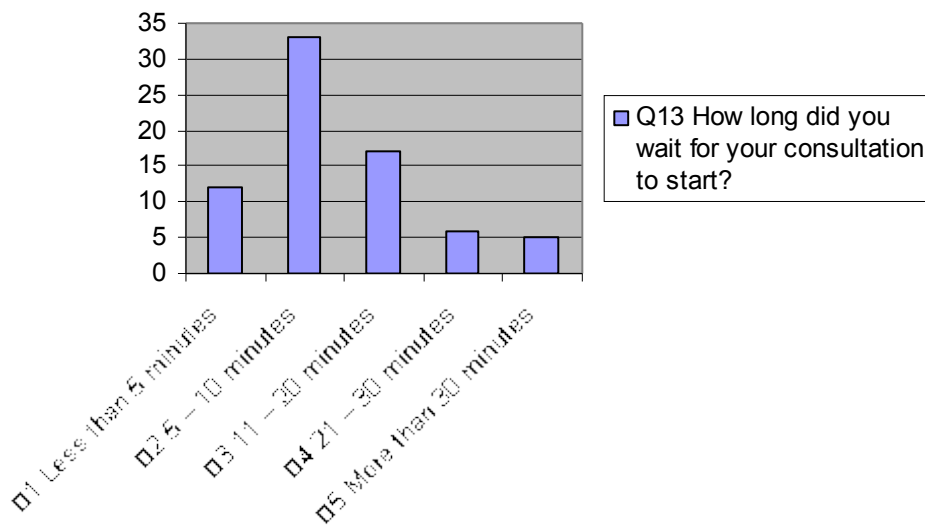
	Same day or next day	2-4 days	5 days or more	Don't know, never tried
Q11. How quickly do you usually get seen?	53	12	4	4



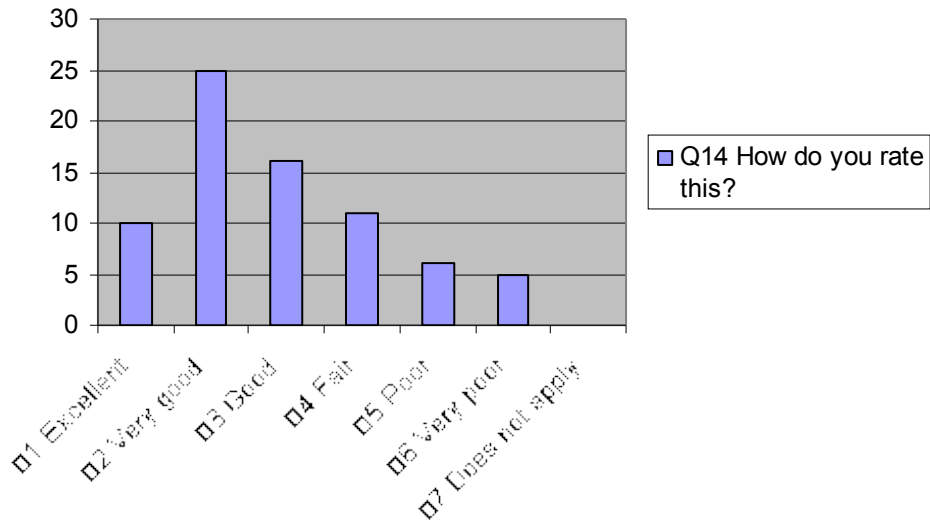
	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q12. How do you rate this?	19	20	20	5	1	2	4



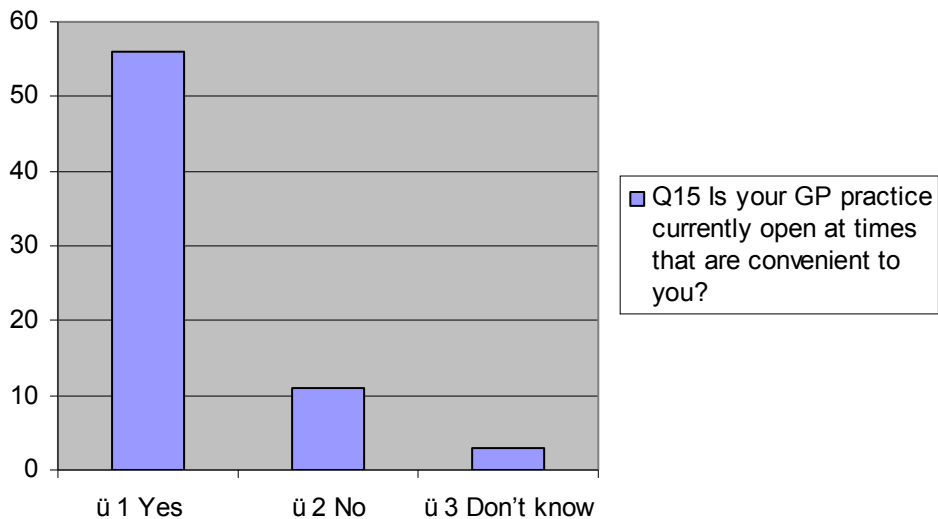
	<i>Less than 5 minutes</i>	<i>5-10 minutes</i>	<i>11-20 minutes</i>	<i>21-30 minutes</i>	<i>More than 30 minutes</i>
Q13. How long did you wait for your consultation to start?	12	33	17	6	5



	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q14. How do you rate this?	10	25	16	11	6	5	

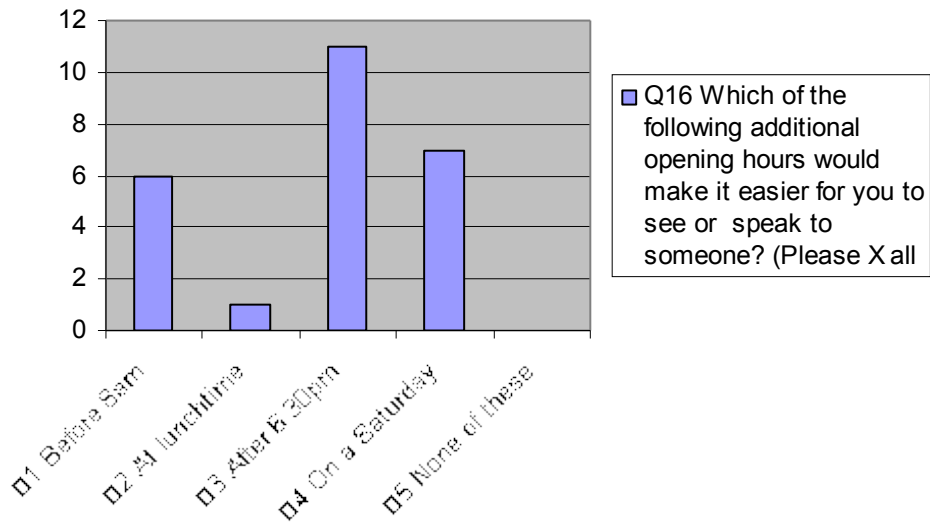


	Yes	No	Don't know
Q15. Is your GP practice currently open at times that are convenient to you?	56	11	3

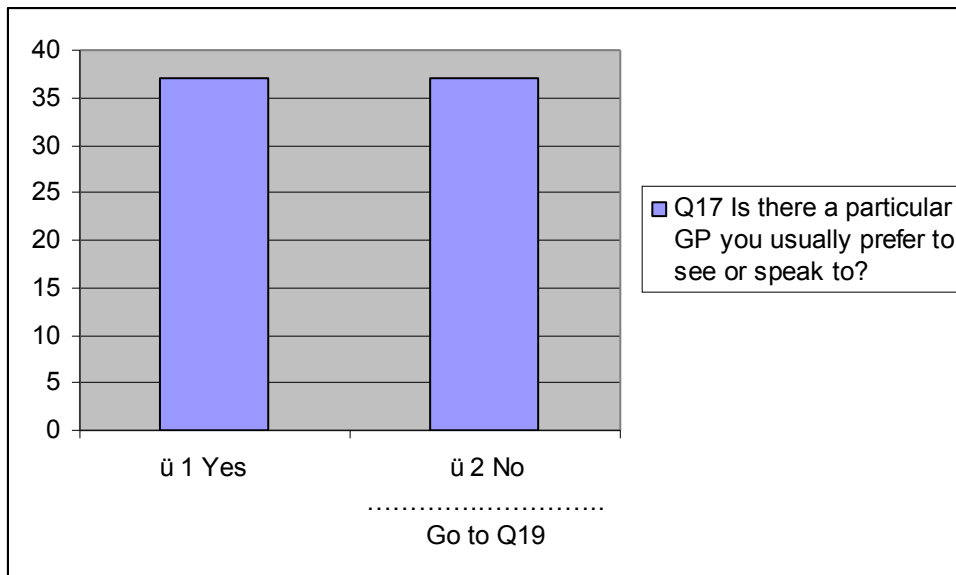


	<i>Before 8 am</i>	<i>At lunchtime</i>	<i>After 6.30 pm</i>	<i>On a Saturday</i>	<i>None of these</i>
Q16. Which of the following additional opening hours would make it easier for you to see or speak	6	1	11	7	

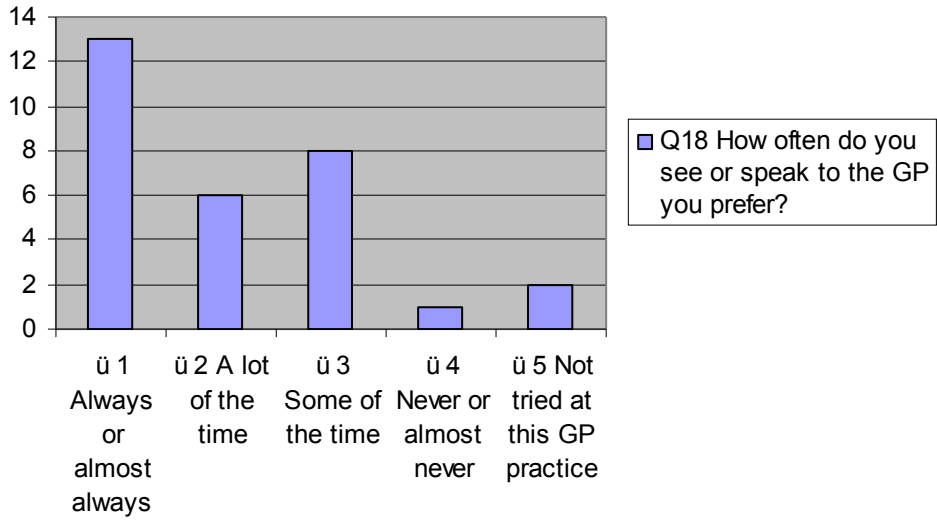
to someone? (Please X all boxes that apply)					
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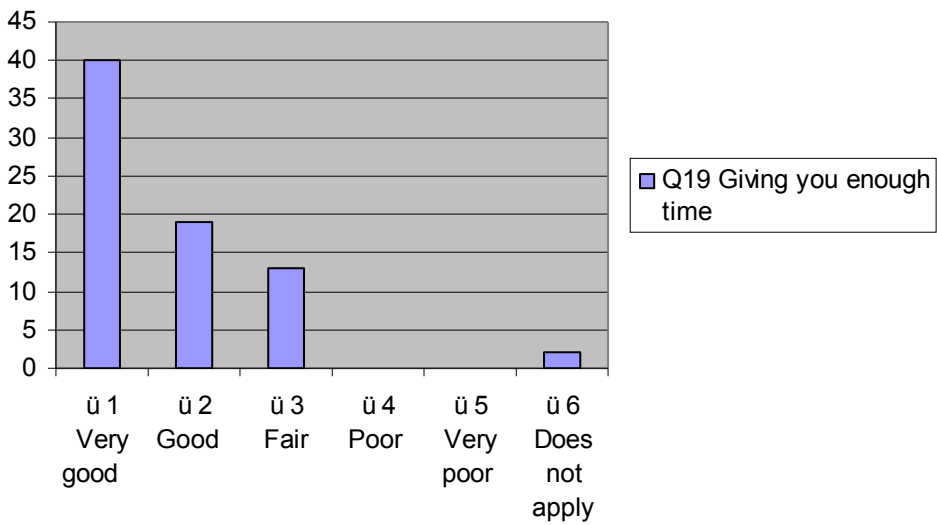
	Yes	No
Q17. Is there a particular GP you usually prefer to see or speak to?	37	37



	<i>Always or almost always</i>	<i>A lot of the time</i>	<i>Some of the time</i>	<i>Never or almost never</i>	<i>Not tried at this GP practice</i>
Q18. How often do you see or speak to the GP you prefer?	13	6	8	1	2

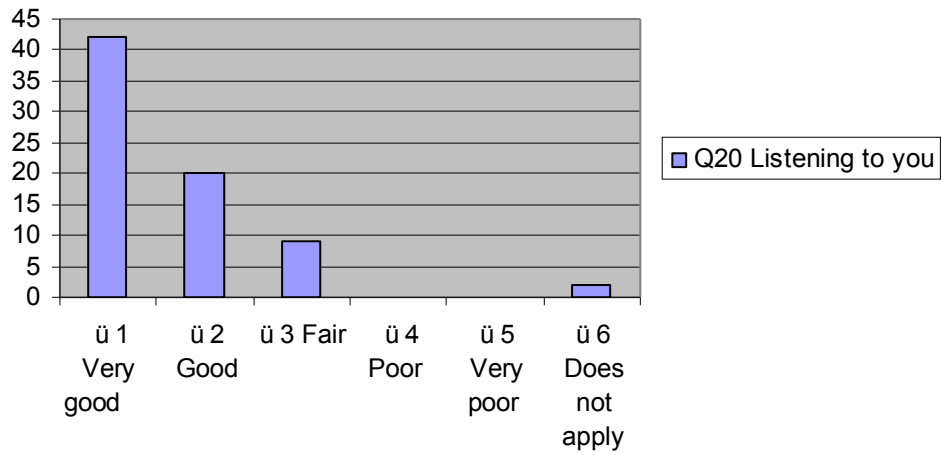


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q19. Giving you enough time	40	19	13			2

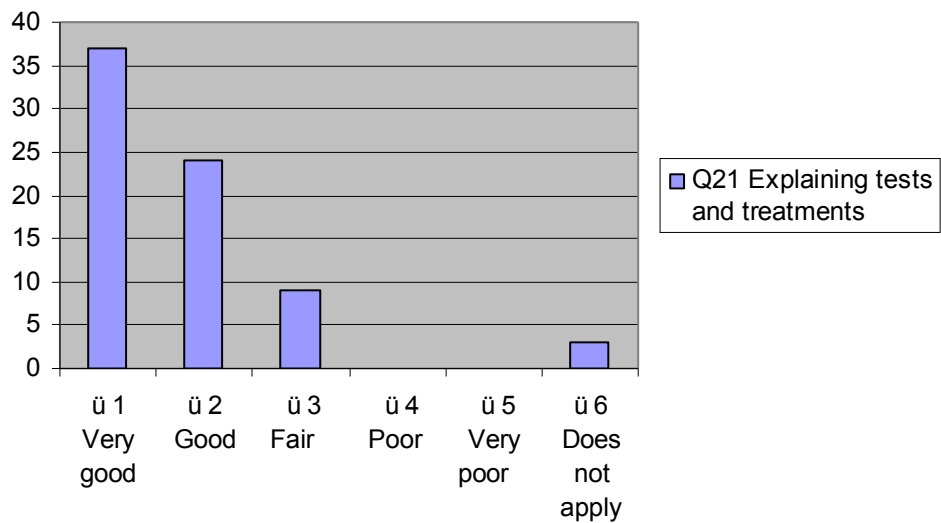


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q20.	42	20	9			2

Listening to you						
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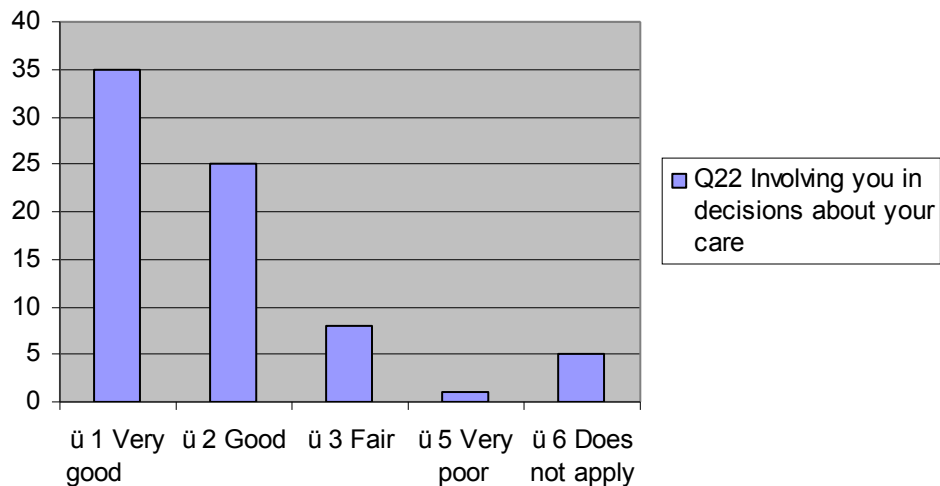


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q21. Explaining tests and treatments	37	24	9			3

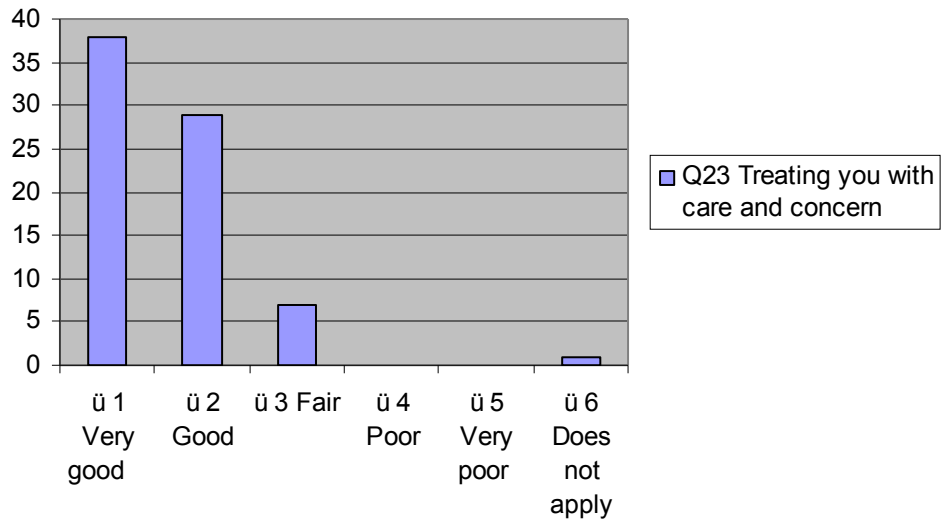


	<i>Very</i>	<i>Good</i>	<i>Fair</i>	<i>Very poor</i>	<i>Does not</i>
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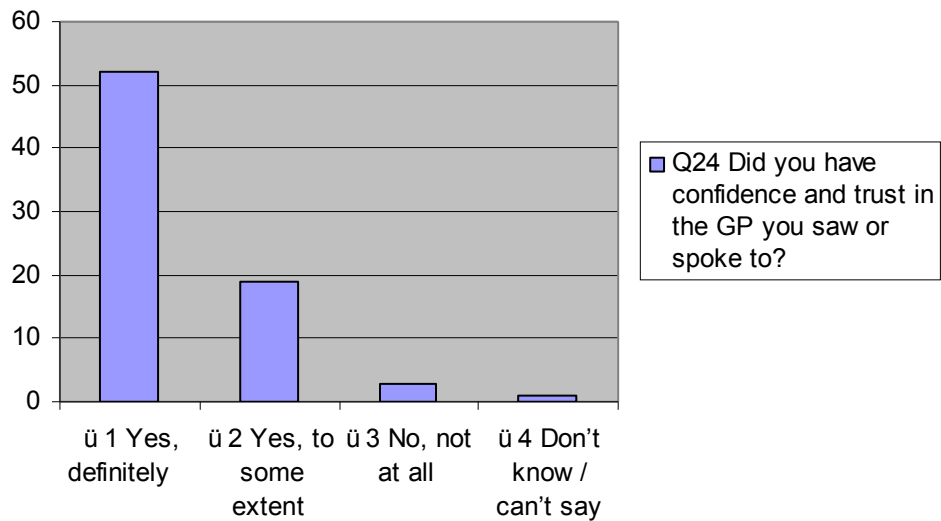
	<i>good</i>				<i>apply</i>
Q22. Involving you in decisions about your care	35	25	8	1	5



	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q23. Treating you with care and concern	38	29	7			1

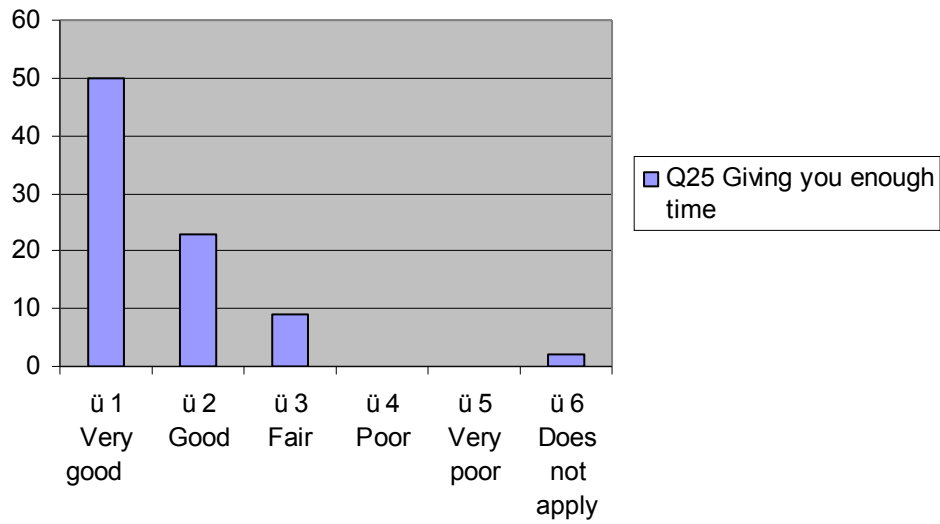


	Yes, definitely	Yes, to some extent	No, not at all	Don't know/ can't say
Q24. Did you have confidence and trust in the GP you saw or spoke to?	52	19	3	1

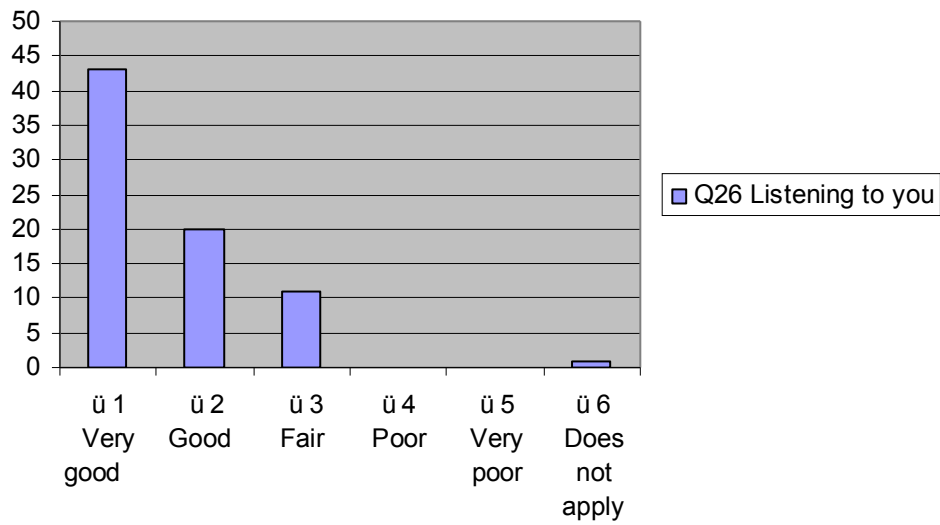


	Very good	Good	Fair	Poor	Very poor	Does not apply
Q25. Treating you with care and concern	50	23	9	0	0	2

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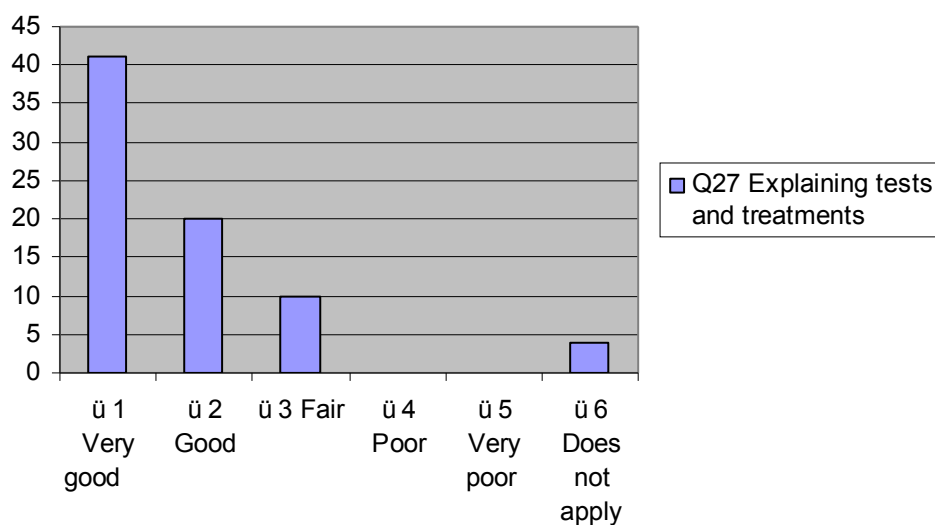


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q26. Treating you with care and concern	43	20	11			1

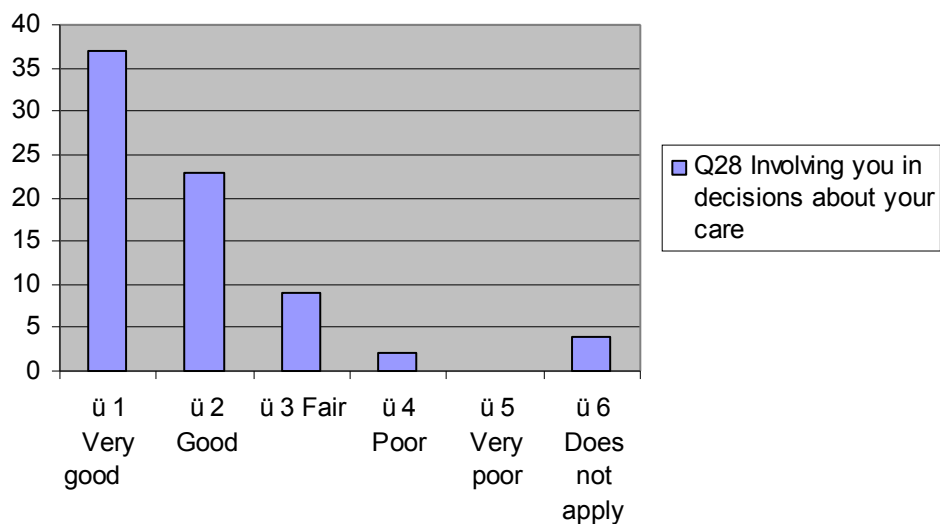


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q27. Treating you with	41	20	10			4

care and concern						
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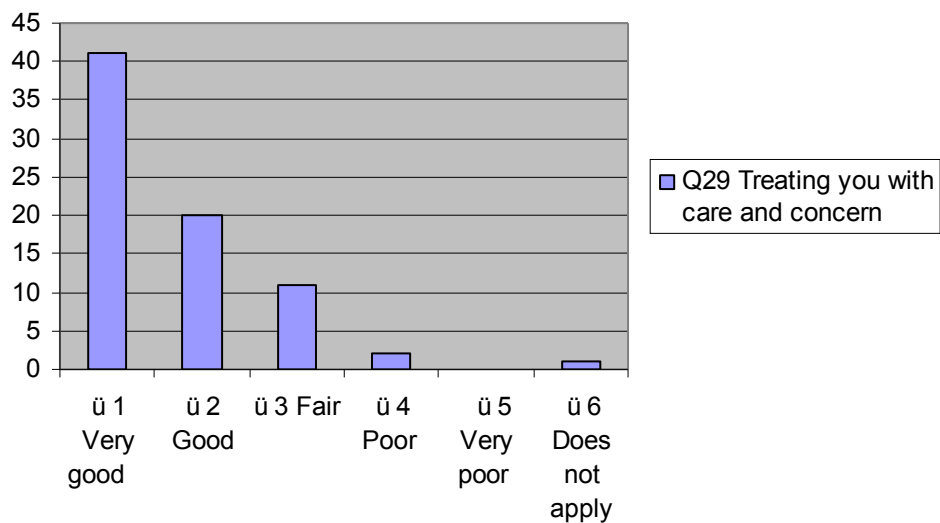


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q28. Treating you with care and concern	37	23	9	2		4

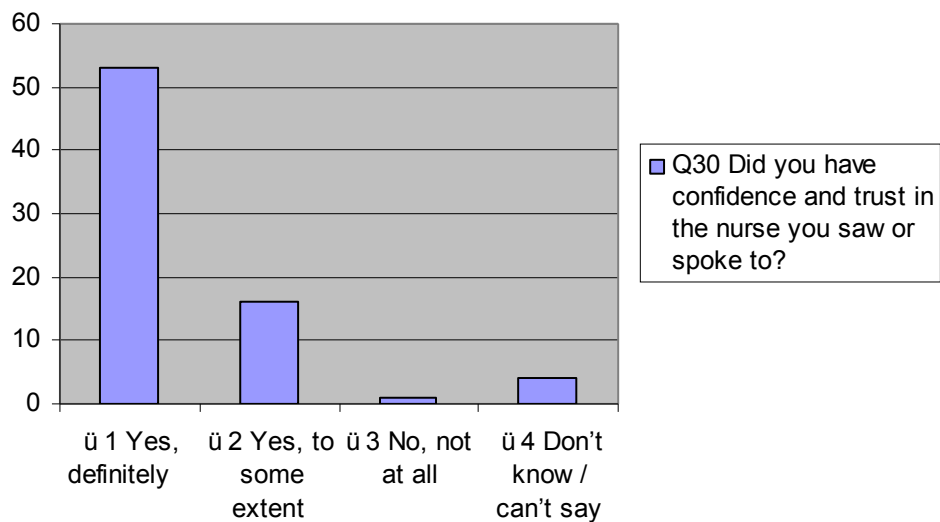


	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Does not apply</i>
Q29.	41	20	11	2		1

Treating you with care and concern						
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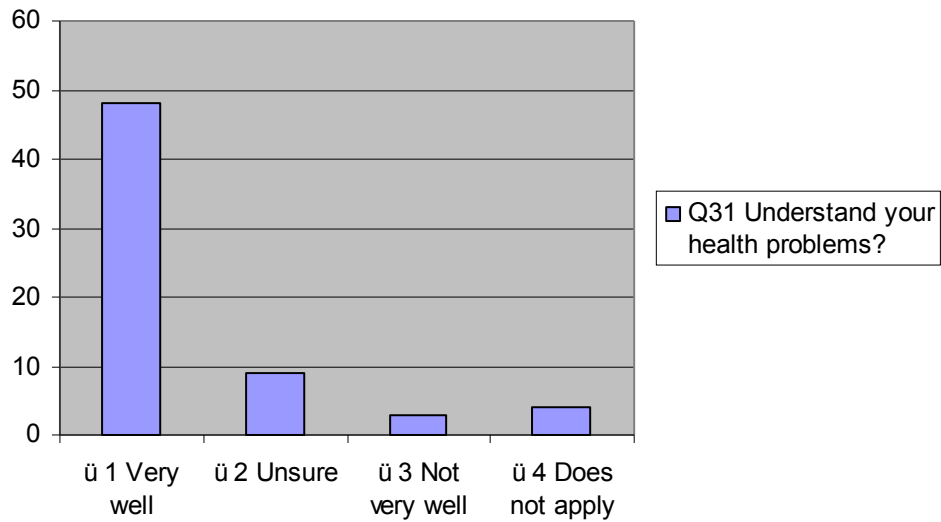


	Yes, definitely	Yes, to some extent	No, not at all	Don't know/ can't say
Q30. Did you have confidence and trust in the GP you saw or spoke to?	53	16	1	4

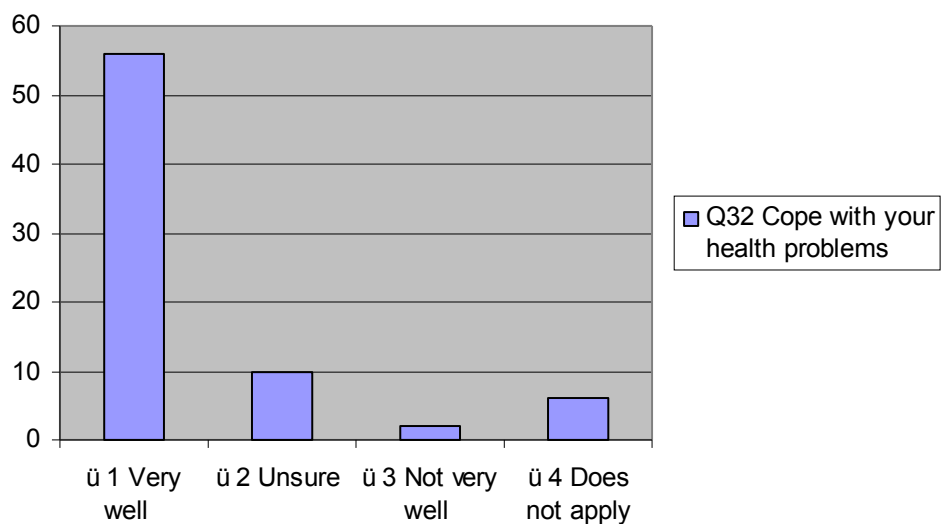


	Very well	Unsure	Not very	Does not
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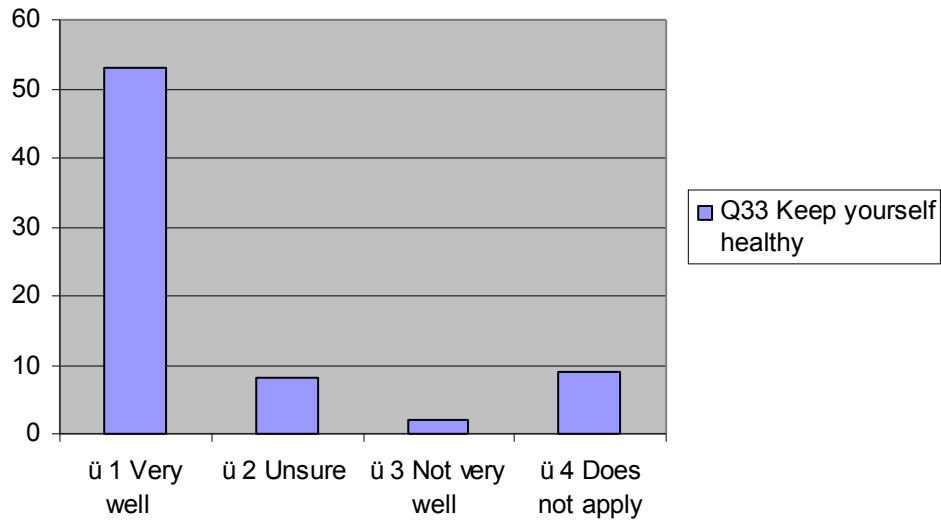
			well	apply
Q31. Understand your health problems?	48	9	3	4



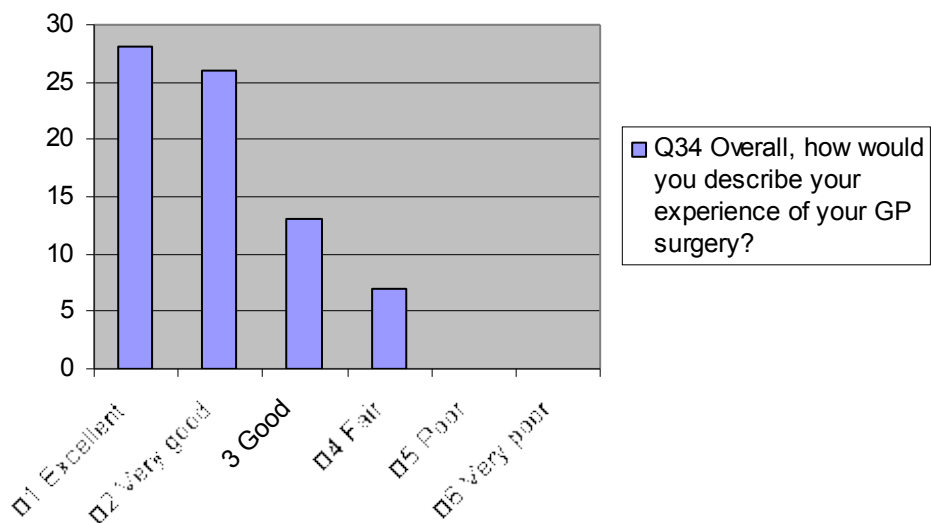
	Very well	Unsure	Not very well	Does not apply
Q32. Cope with your health problems	56	10	2	6



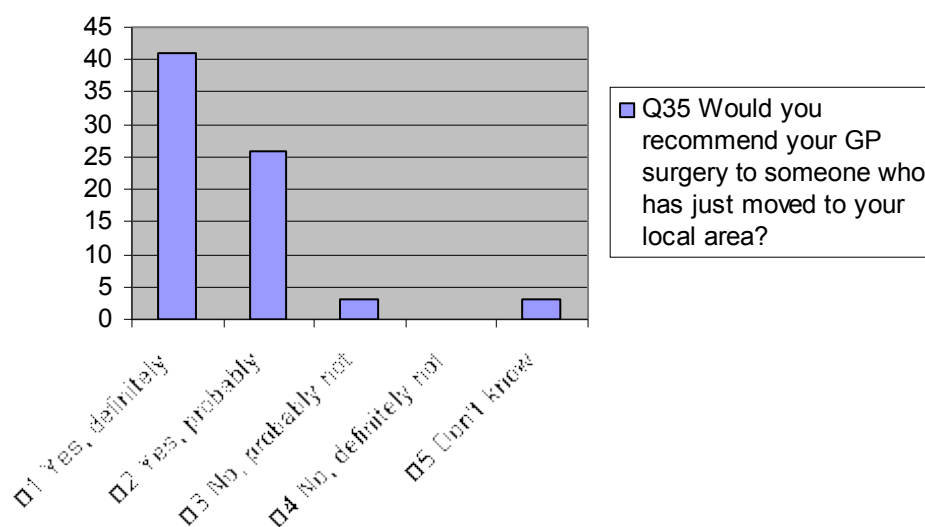
	Very well	Unsure	Not very well	Does not apply
Q33. Cope with your health problems	53	8	2	9



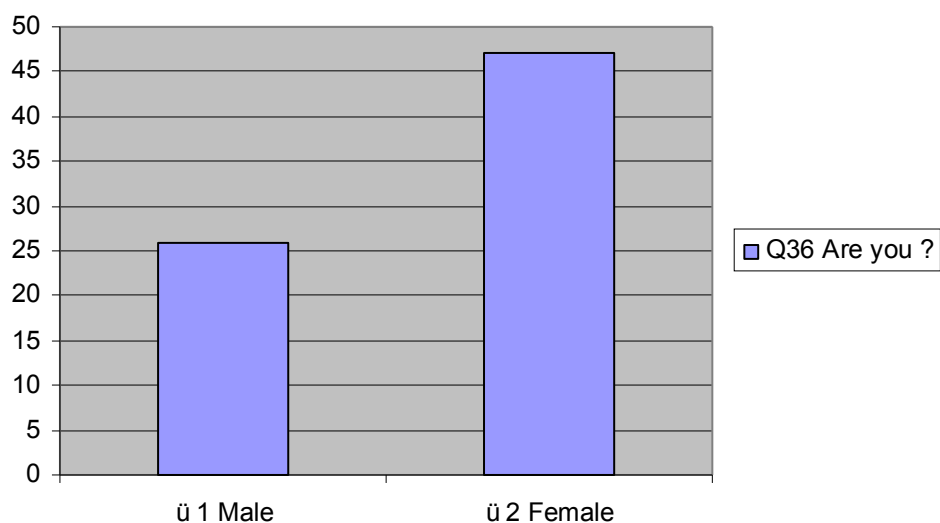
	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>
Q34. Overall, how would you describe your experience of your GP surgery?	28	26	13	7		



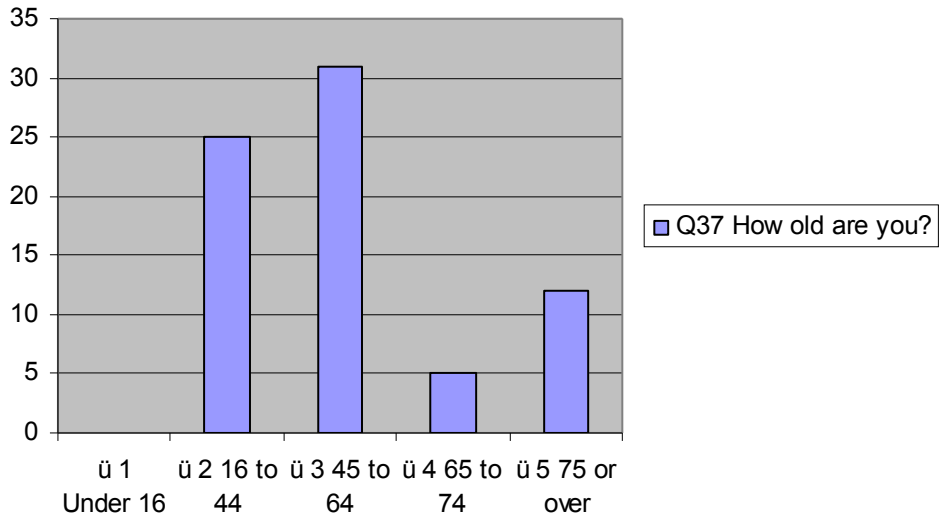
	Yes, definitely	Yes, probably	No, probably not	No, definitely not	Don't know
Q35. Would you recommend your GP surgery to someone who has just moved to your local area?	41	26	3		3



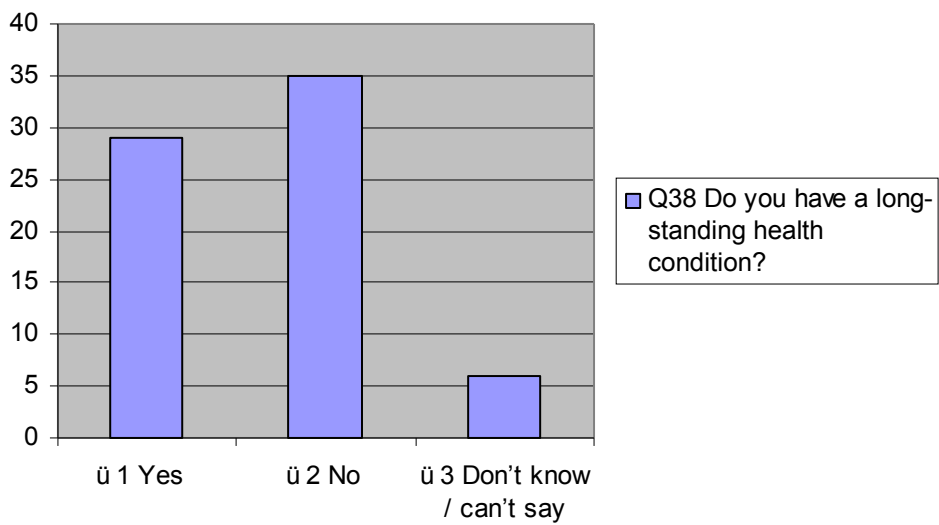
	Male	Female
Q36. Are you?	26	47



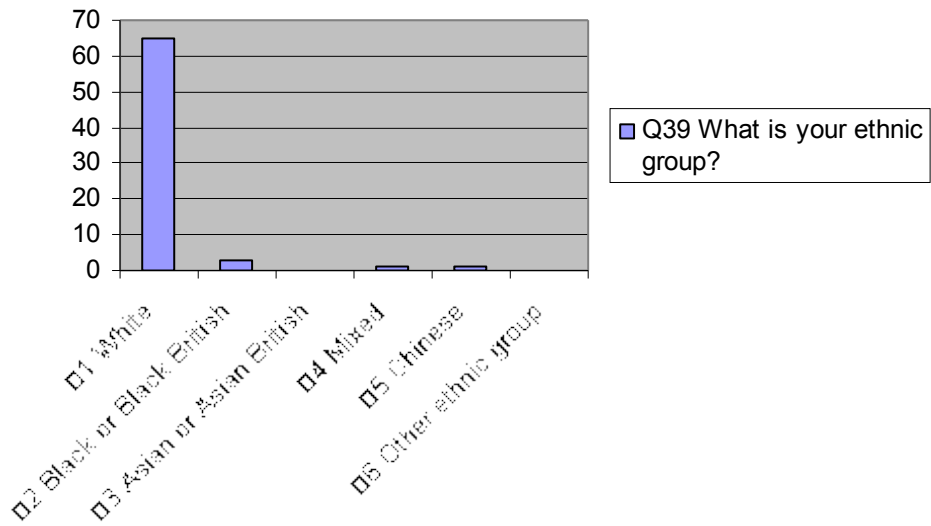
	<i>Under 16</i>	<i>16 to 44</i>	<i>45 to 64</i>	<i>65 to 74</i>	<i>75 or over</i>
Q37. How old are you?		25	31	5	12



	Yes	No	Don't know/ can't say
Q38. Do you have a long-standing health condition?	29	35	6



	<i>White</i>	<i>Black/ Black British</i>	<i>Asian/ Asian British</i>	<i>Mixed</i>	<i>Chinese</i>	<i>Other ethnic group</i>
Q39. What is your ethnic group?	65	3		1	1	



	Employed (full or part time, including self-employed)	Unemployed/ looking for work	At school or in full time education	Unable to work due to long term sickness	Looking after your home/family	Retired from paid work	Other
Q40. Which of the following best describes you?	33	2	1	8	6	20	

