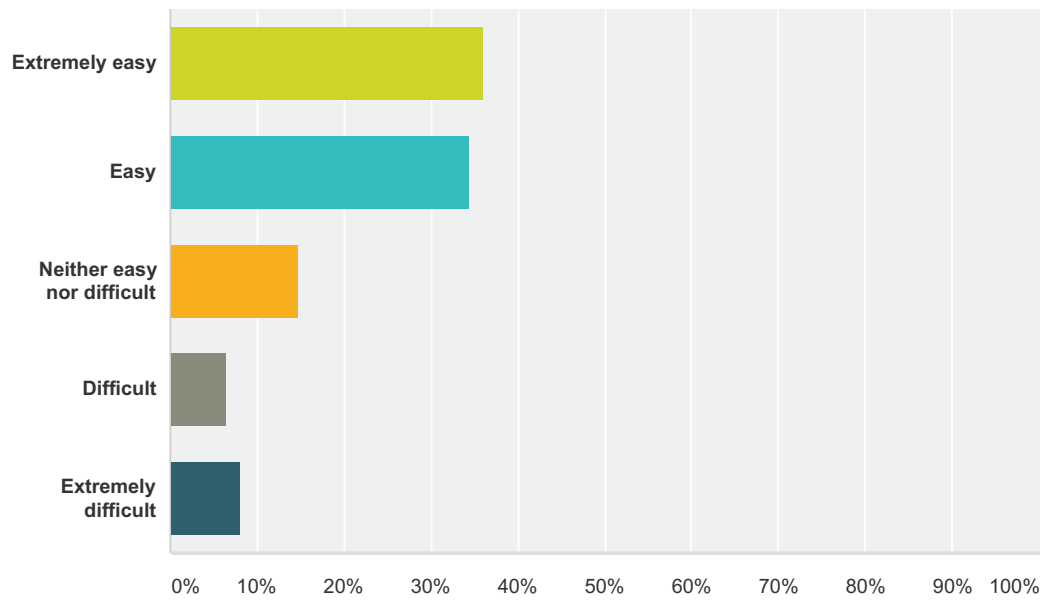


Q1 How easy was it for you to get an appointment today?

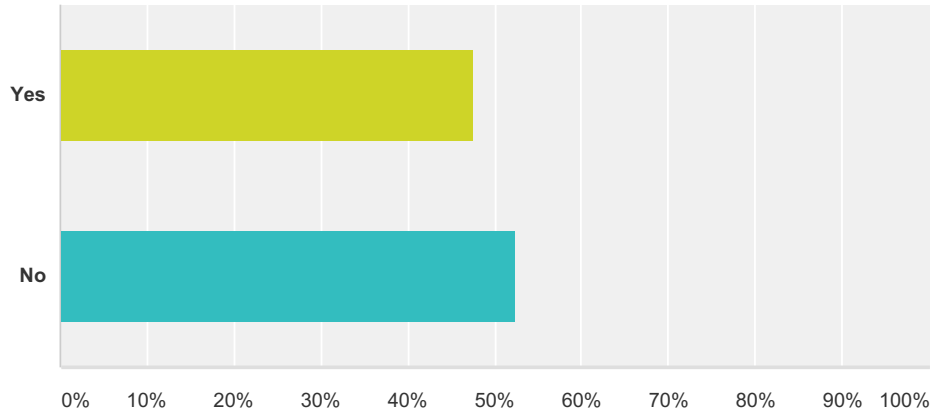
Answered: 61 Skipped: 0



Answer Choices	Responses
Extremely easy	36.07% 22
Easy	34.43% 21
Neither easy nor difficult	14.75% 9
Difficult	6.56% 4
Extremely difficult	8.20% 5
Total	61

Q2 Are you aware you are able to book an appointment online and order prescriptions online?

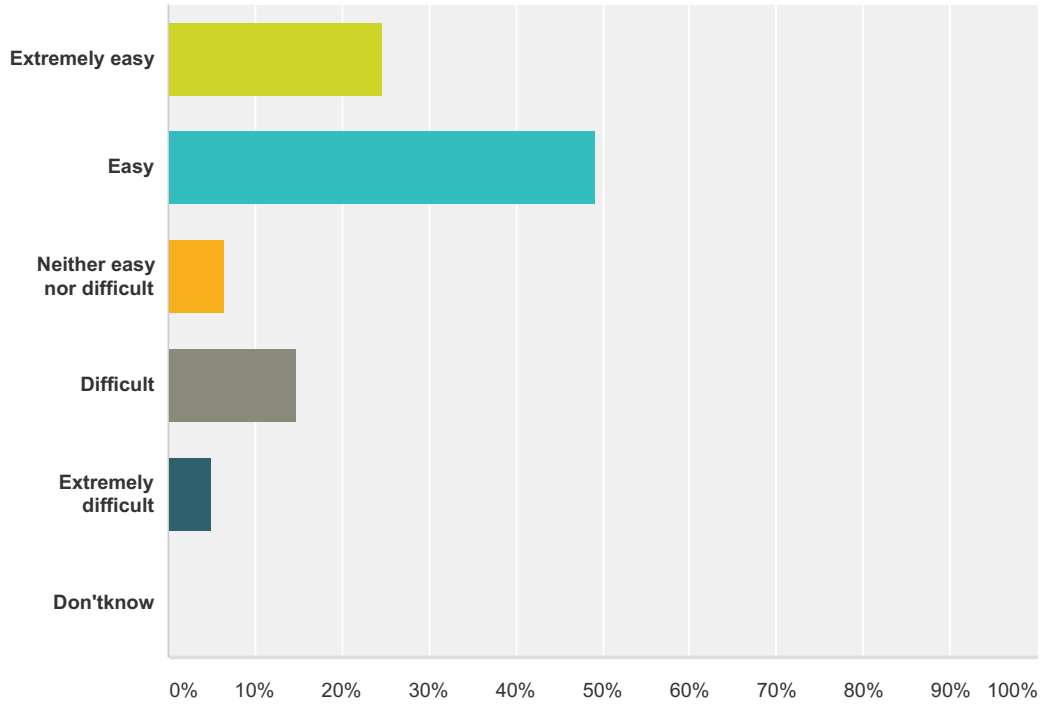
Answered: 61 Skipped: 0



Answer Choices	Responses
Yes	47.54% 29
No	52.46% 32
Total	61

Q3 We have invested in a new telephone system. How do you find the new telephone system?

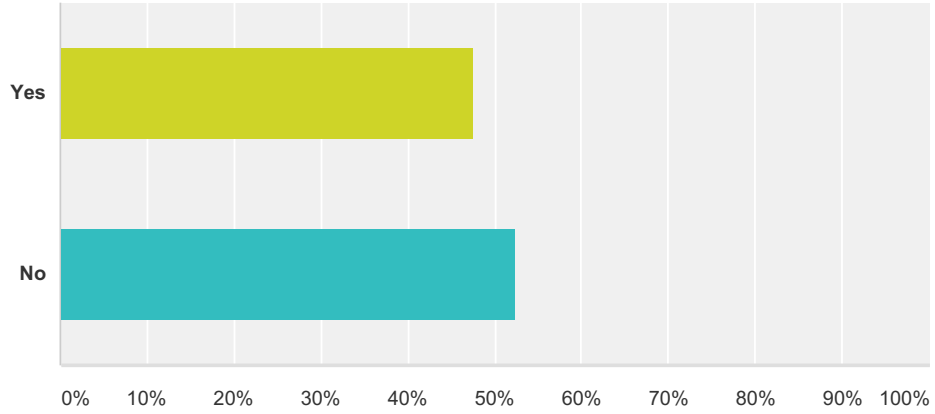
Answered: 61 Skipped: 0



Answer Choices	Responses
Extremely easy	24.59% 15
Easy	49.18% 30
Neither easy nor difficult	6.56% 4
Difficult	14.75% 9
Extremely difficult	4.92% 3
Don't know	0.00% 0
Total	61

Q4 Are you aware that we provide an extended hours service on a Wednesday evening?

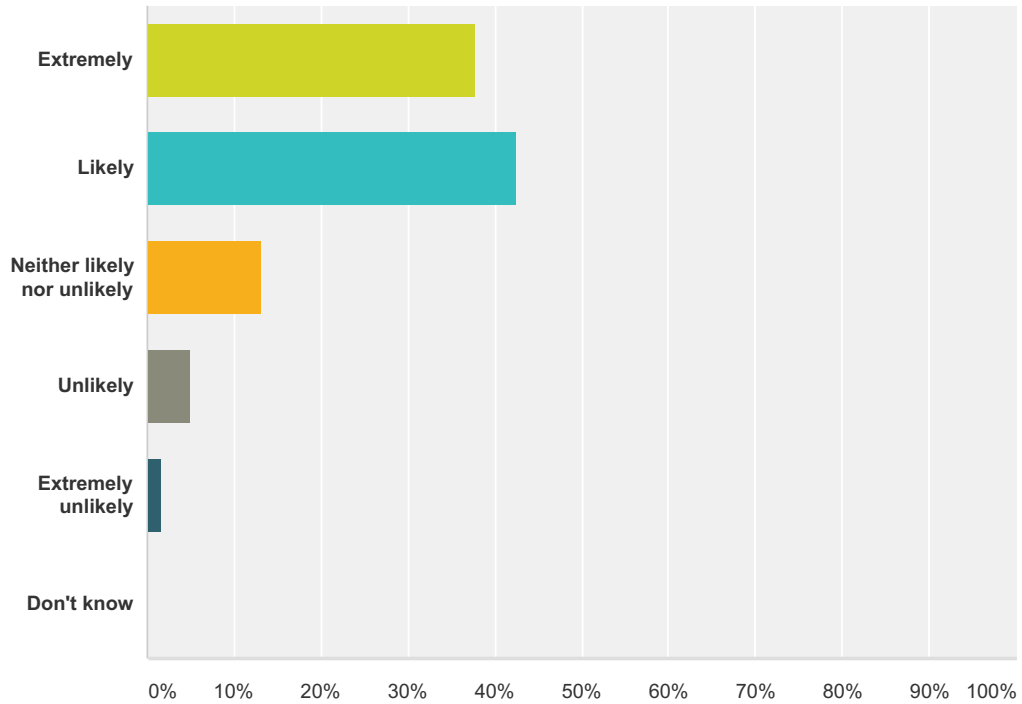
Answered: 61 Skipped: 0



Answer Choices	Responses
Yes	47.54% 29
No	52.46% 32
Total	61

Q5 We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to family and friends if they needed similar care or treatment?

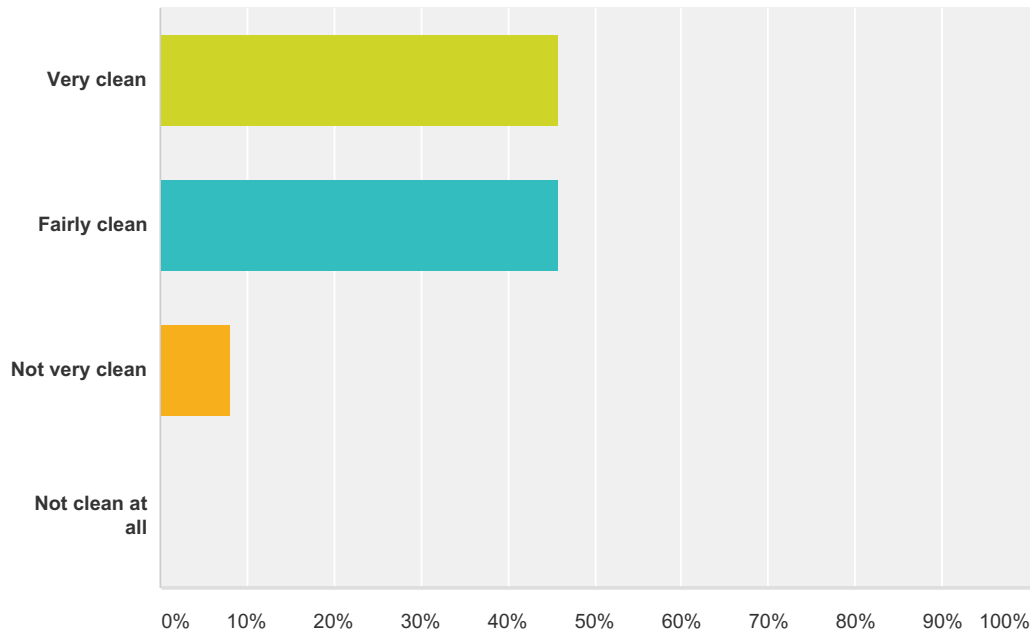
Answered: 61 Skipped: 0



Answer Choices	Responses
Extremely	37.70% 23
Likely	42.62% 26
Neither likely nor unlikely	13.11% 8
Unlikely	4.92% 3
Extremely unlikely	1.64% 1
Don't know	0.00% 0
Total	61

Q6 How clean is your surgery?

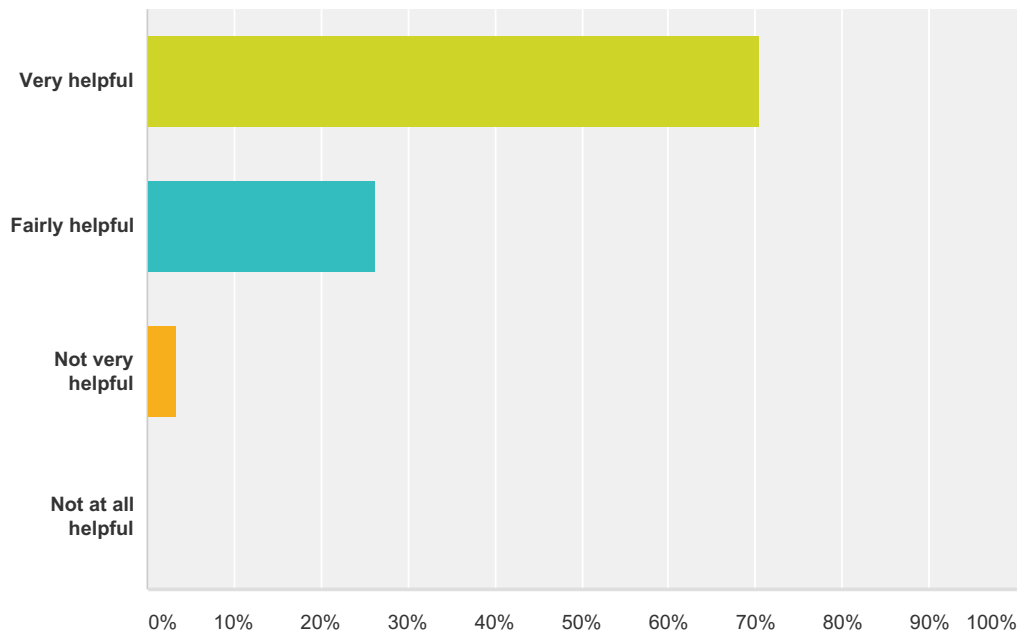
Answered: 61 Skipped: 0



Answer Choices	Responses
Very clean	45.90% 28
Fairly clean	45.90% 28
Not very clean	8.20% 5
Not clean at all	0.00% 0
Total	61

Q7 How helpful do you find the receptionists at your GP surgery?

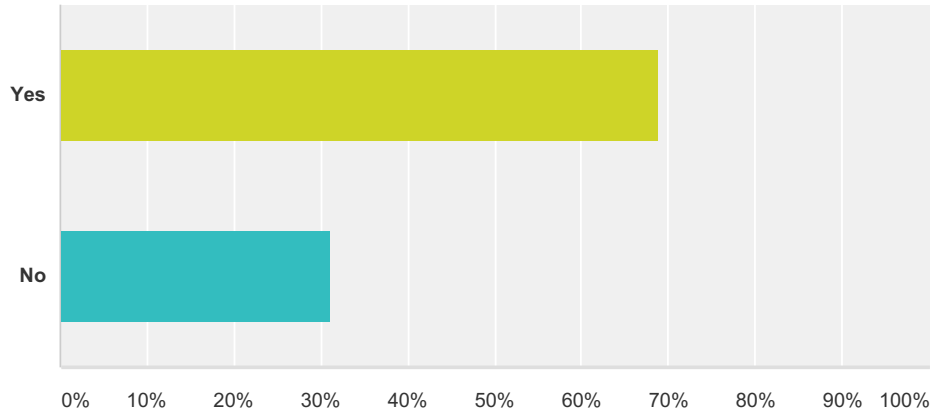
Answered: 61 Skipped: 0



Answer Choices	Responses	
Very helpful	70.49%	43
Fairly helpful	26.23%	16
Not very helpful	3.28%	2
Not at all helpful	0.00%	0
Total		61

Q8 Did you know that if you wish to speak to someone confidentially we will provide you with an area to do that?

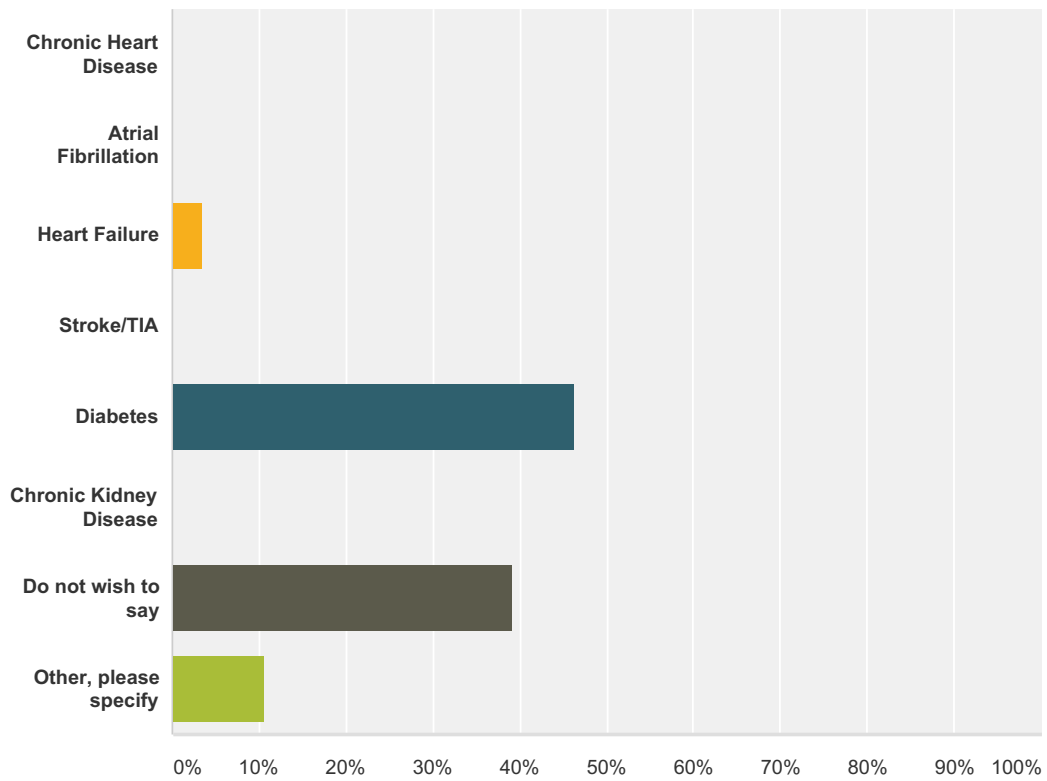
Answered: 61 Skipped: 0



Answer Choices	Responses	
Yes	68.85%	42
No	31.15%	19
Total Respondents: 61		

Q9 Do you have any of the following conditions?

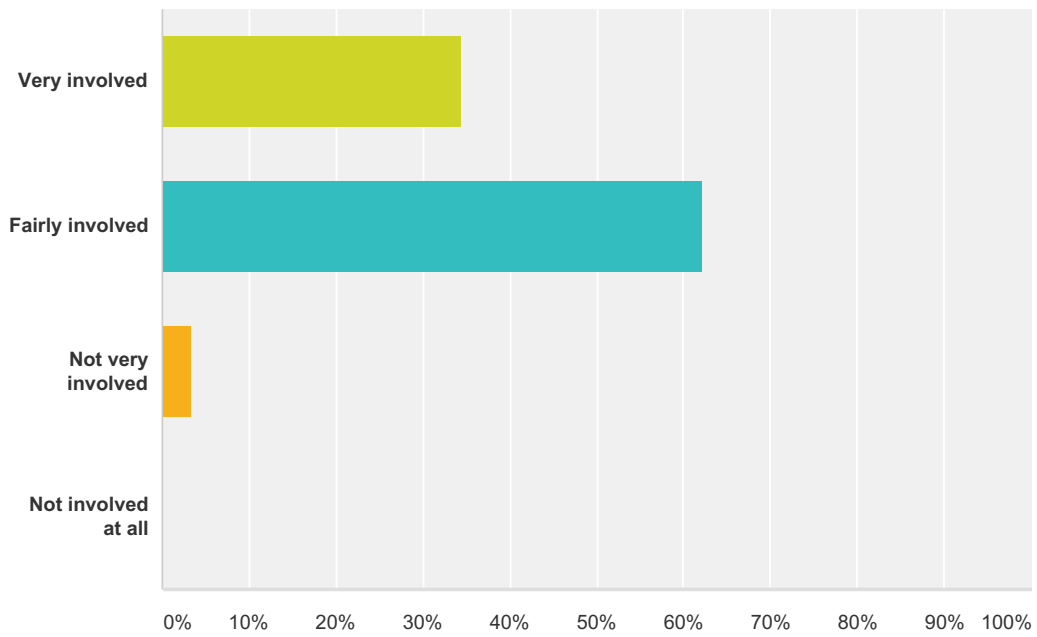
Answered: 28 Skipped: 33



Answer Choices	Responses
Chronic Heart Disease	0.00% 0
Atrial Fibrillation	0.00% 0
Heart Failure	3.57% 1
Stroke/TIA	0.00% 0
Diabetes	46.43% 13
Chronic Kidney Disease	0.00% 0
Do not wish to say	39.29% 11
Other, please specify	10.71% 3
Total Respondents: 28	

Q10 How involved do you feel in decisions made about your care and treatment?

Answered: 61 Skipped: 0



Answer Choices	Responses	Count
Very involved	34.43%	21
Fairly involved	62.30%	38
Not very involved	3.28%	2
Not involved at all	0.00%	0
Total		61

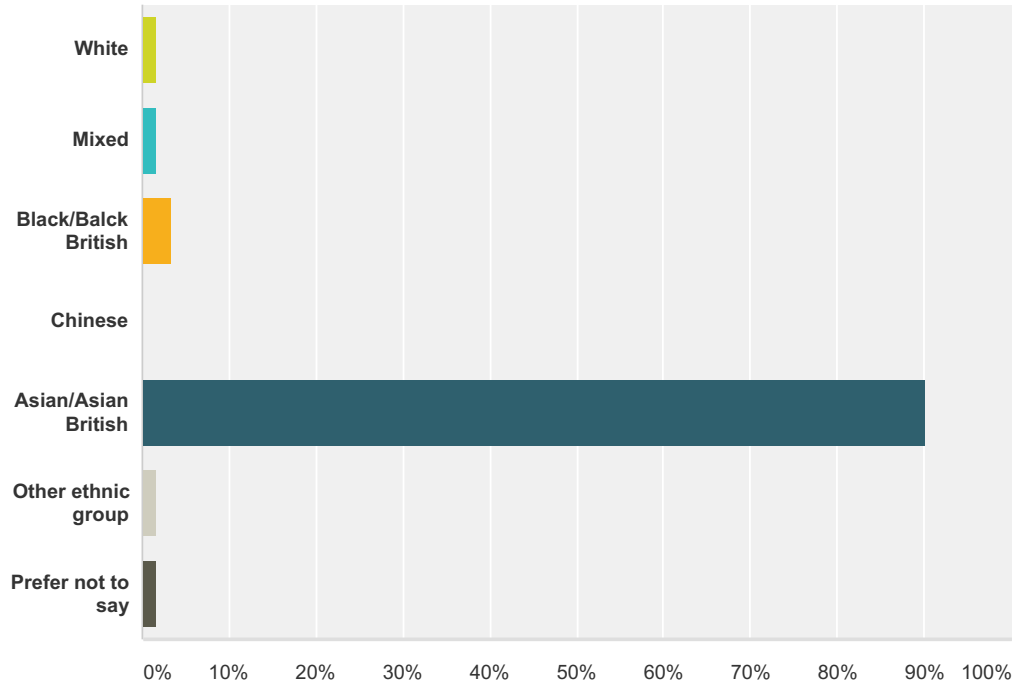
Q11 What was good about your care and what could be improved?

Answered: 15 Skipped: 46

#	Responses	Date
1	you can improve on alot of things; -it is impossible to get through in the mornings to book an appointment it said i was 2nd in the Que buti had to wait 45mins and when i did get through i didnt get an appointment. -there is a receptionist who never does her job she has said she will get my letter ready but when i come to pick it up it is never ready and noone else knows about the letter. -the surgery is dirty, tissues on the floor and leaflets all over the place. -reception staff are helpful but sometimes do take long getting back to u about certain things.	3/3/2015 10:58 AM
2	the fact that i recovered pretty much straight away	3/3/2015 10:32 AM
3	good care	3/3/2015 10:08 AM
4	-availability of appointments -choice of gp	3/3/2015 10:06 AM
5	the receptionists should have more manners on about the young receptionist	3/3/2015 9:59 AM
6	a hands-on approach from the doctor.	3/3/2015 9:53 AM
7	get appointment easily.	3/3/2015 9:48 AM
8	it was very good i dont think it can be improved any further	3/3/2015 9:44 AM
9	whenever i needed medical attention i got it straight away. all is well.	3/3/2015 9:35 AM
10	everything is excellent. Dr iram is the best.	3/3/2015 9:20 AM
11	took over a week to be seen after several attempts to make an appointment on the day.	3/3/2015 9:17 AM
12	very good	3/3/2015 9:14 AM
13	They asked if we wanted to take the treatment /medication. They could improve	3/3/2015 8:21 AM
14	its all fine as it is.	3/3/2015 7:43 AM
15	Good diagnosis and helpful information	3/2/2015 11:53 AM

Q12 Finally, it will help us to understand your answers if you could tell us a little about yourself:What is your ethnic group?

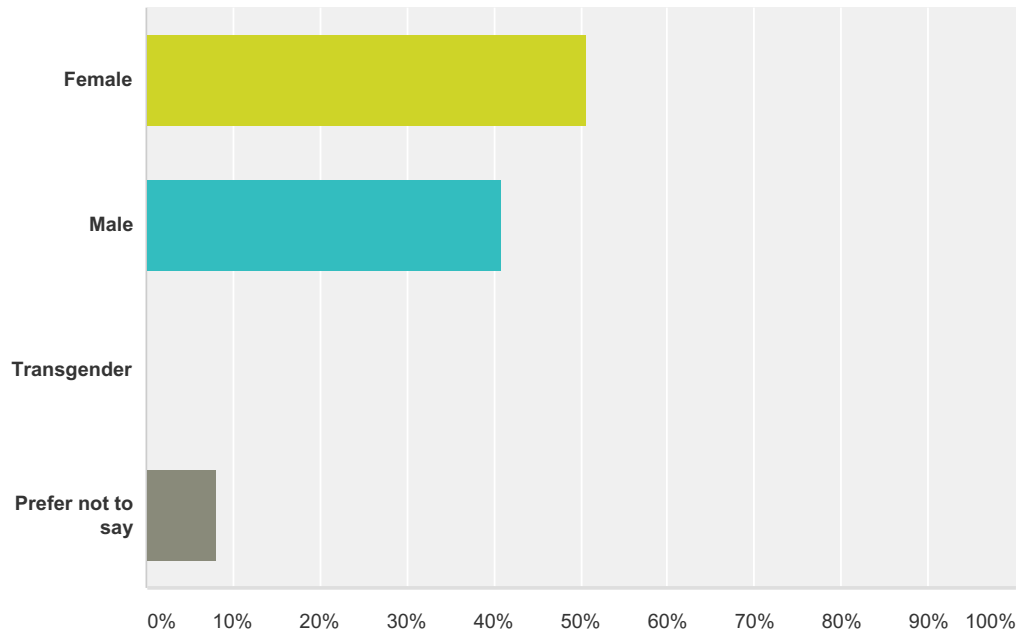
Answered: 61 Skipped: 0



Answer Choices	Responses
White	1.64% 1
Mixed	1.64% 1
Black/Balck British	3.28% 2
Chinese	0.00% 0
Asian/Asian British	90.16% 55
Other ethnic group	1.64% 1
Prefer not to say	1.64% 1
Total	61

Q13 What is your gender?

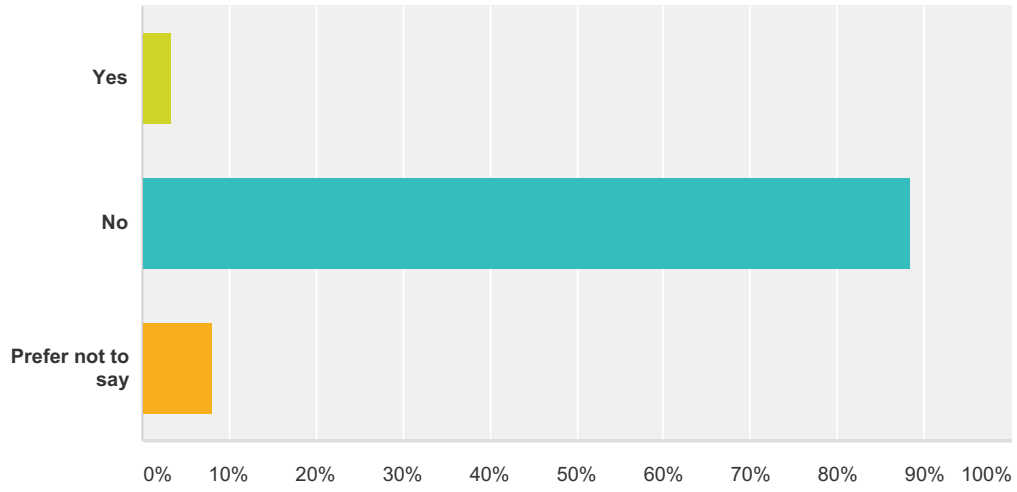
Answered: 61 Skipped: 0



Answer Choices	Responses
Female	50.82% 31
Male	40.98% 25
Transgender	0.00% 0
Prefer not to say	8.20% 5
Total	61

Q14 Are you registered disabled?

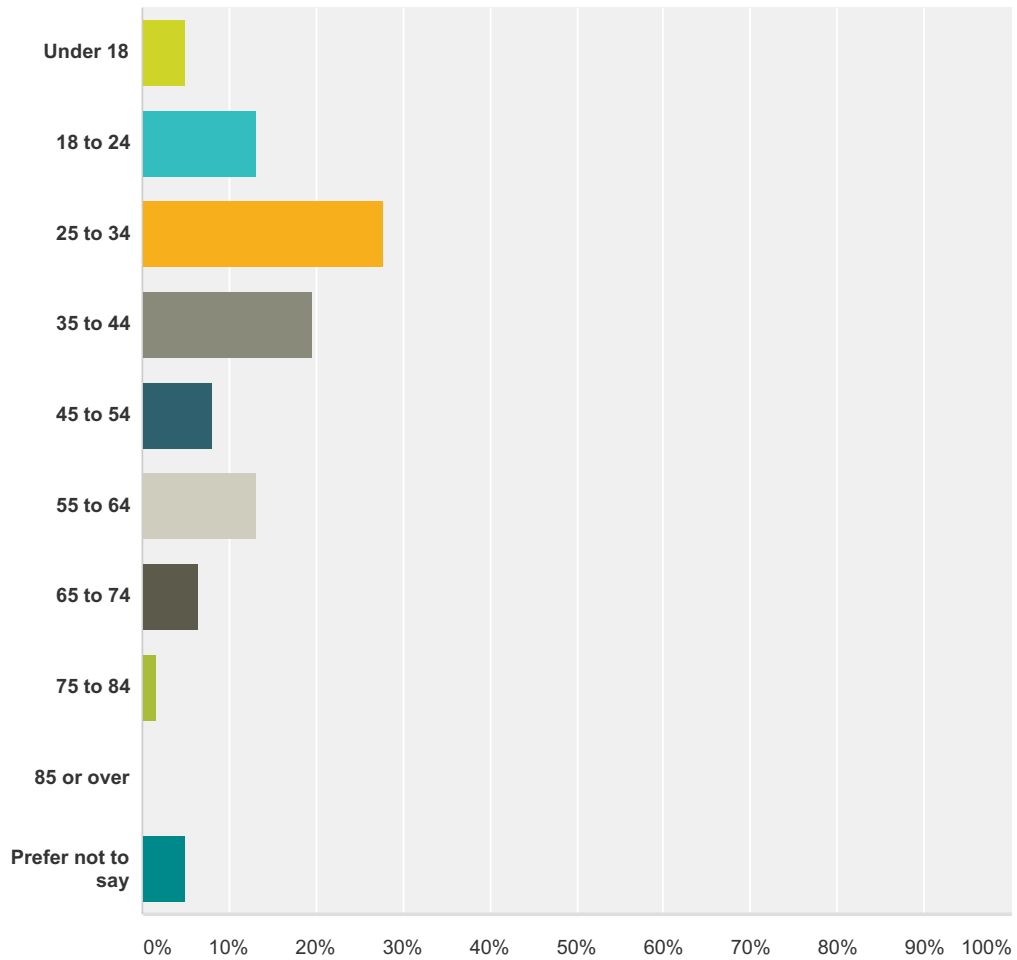
Answered: 61 Skipped: 0



Answer Choices	Responses
Yes	3.28% 2
No	88.52% 54
Prefer not to say	8.20% 5
Total	61

Q15 How old are you?

Answered: 61 Skipped: 0



Answer Choices	Responses	Count
Under 18	4.92%	3
18 to 24	13.11%	8
25 to 34	27.87%	17
35 to 44	19.67%	12
45 to 54	8.20%	5
55 to 64	13.11%	8
65 to 74	6.56%	4
75 to 84	1.64%	1
85 or over	0.00%	0
Prefer not to say	4.92%	3
Total		61

#	Thank you for taking time to complete this survey	Date
	There are no responses.	