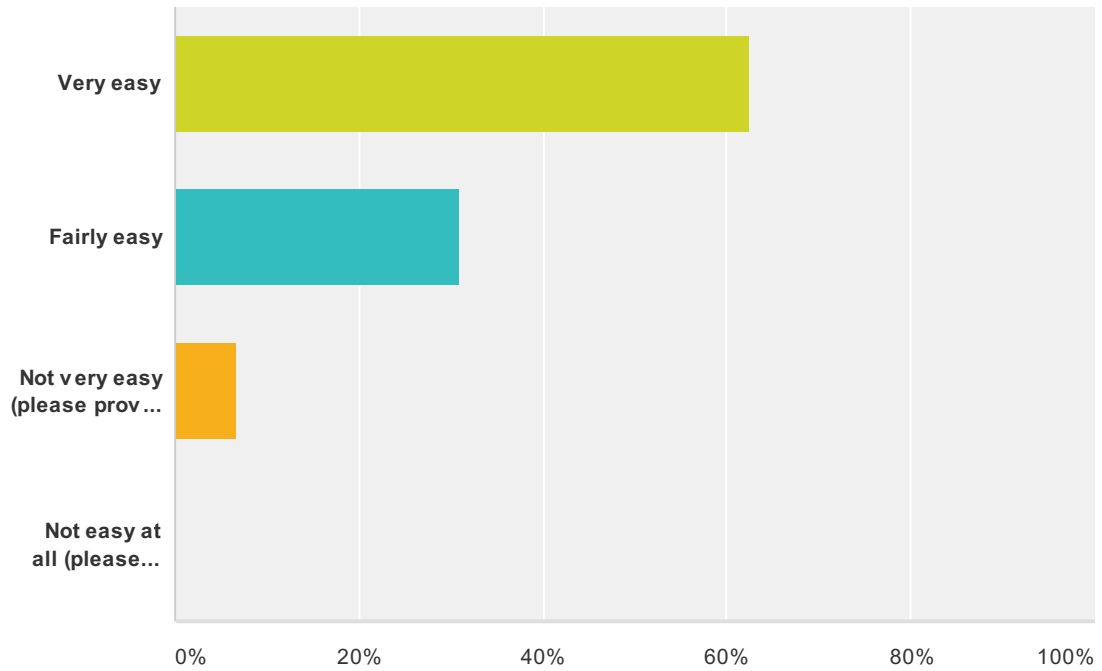


Patient feedback

Q1 How easy do you find accessing the building?

Answered: 120 Skipped: 0

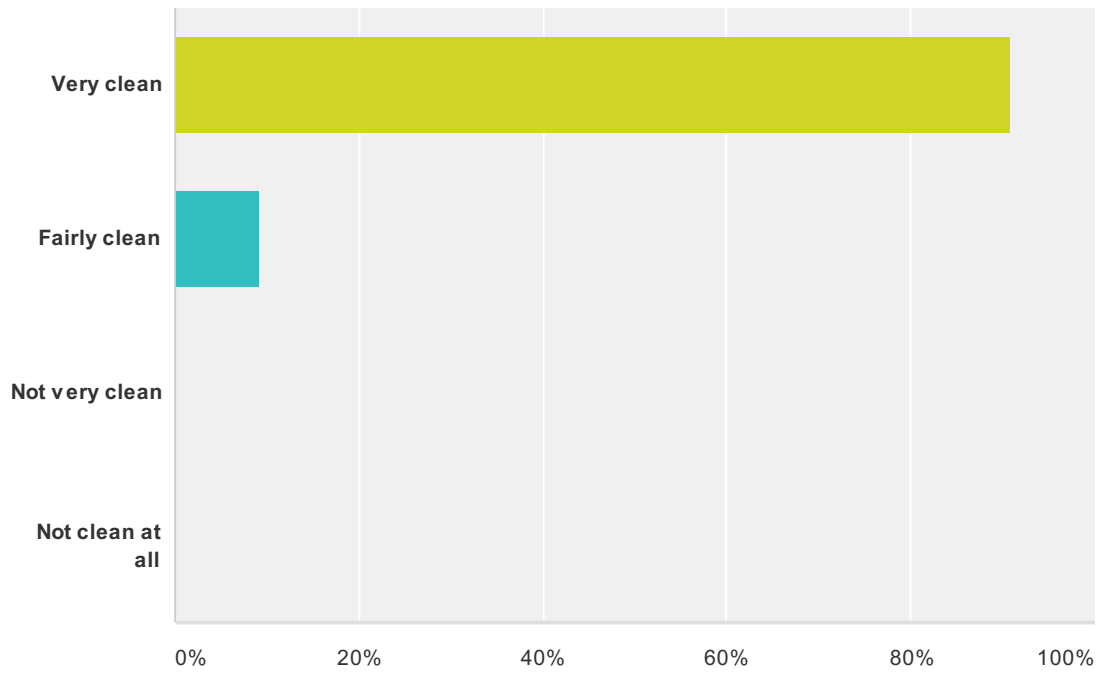


Answer Choices	Responses	
Very easy	62.50%	75
Fairly easy	30.83%	37
Not very easy (please provide details)	6.67%	8
Not easy at all (please provide details)	0%	0
Total		120

Patient feedback

Q2 How clean do you find the surgery?

Answered: 119 Skipped: 1

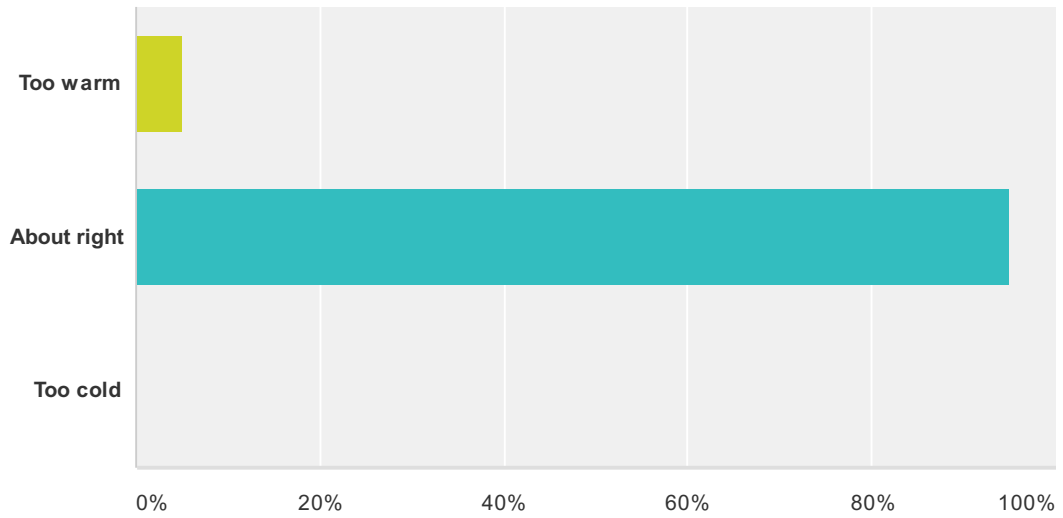


Answer Choices	Responses	
Very clean	90.76%	108
Fairly clean	9.24%	11
Not very clean	0%	0
Not clean at all	0%	0
Total		119

Patient feedback

Q3 How do you find the temperature in the building?

Answered: 119 Skipped: 1

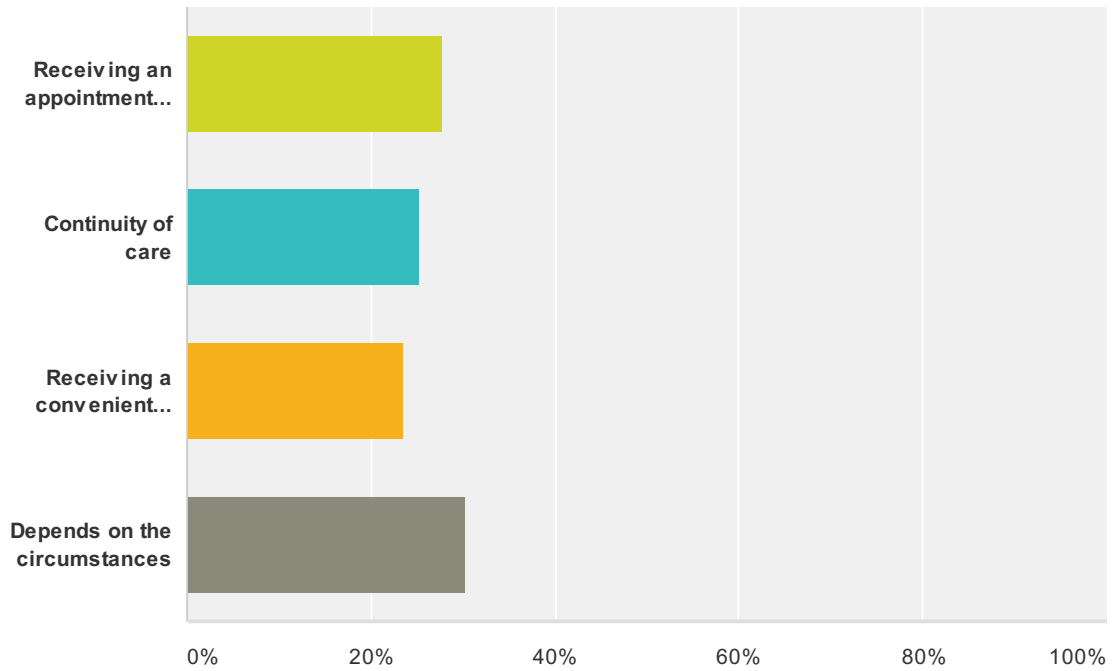


Answer Choices	Responses
Too warm	5.04% 6
About right	94.96% 113
Too cold	0% 0
Total	119

Patient feedback

Q4 When receiving an appointment, what is the most important thing to you?

Answered: 119 Skipped: 1

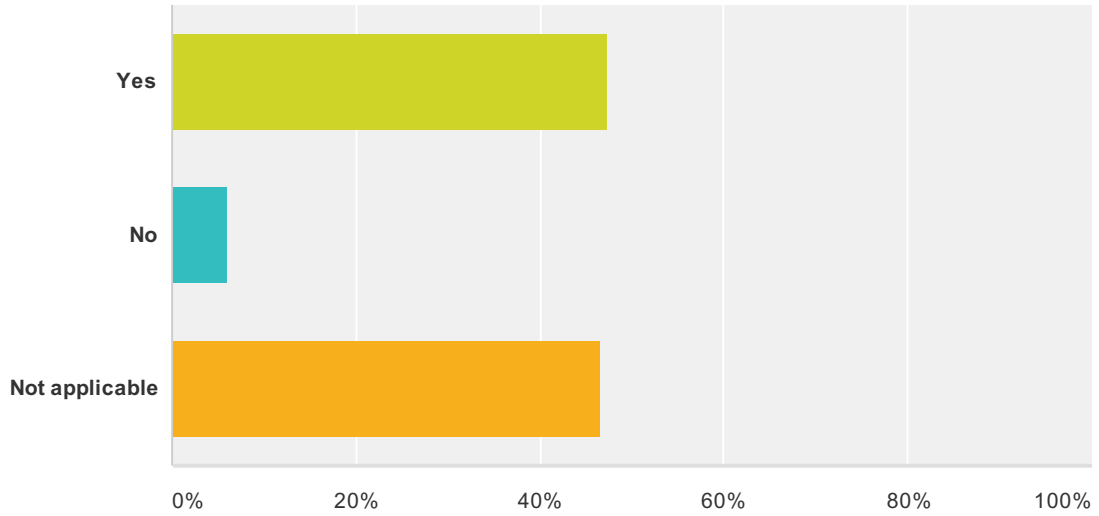


Answer Choices	Responses
Receiving an appointment quickly	27.73% 33
Continuity of care	25.21% 30
Receiving a convenient appointment time	23.53% 28
Depends on the circumstances	30.25% 36
Total Respondents: 119	

Patient feedback

Q5 Do you find our current early morning surgeries useful?

Answered: 116 Skipped: 4

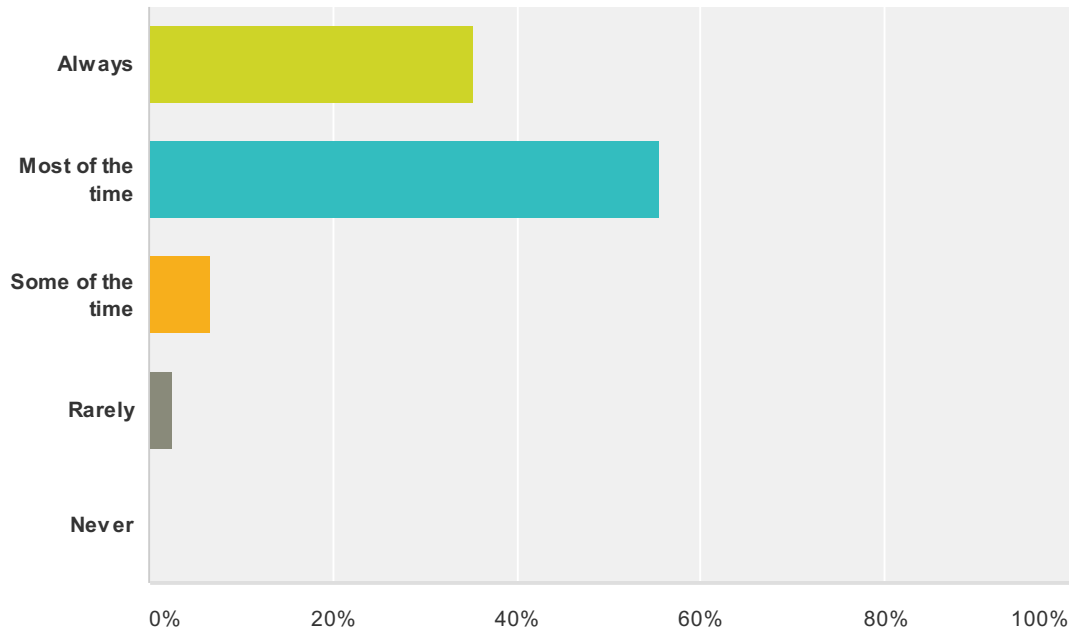


Answer Choices	Responses
Yes	47.41% 55
No	6.03% 7
Not applicable	46.55% 54
Total	116

Patient feedback

Q6 Do the current opening hours at the practice suit your needs?

Answered: 119 Skipped: 1

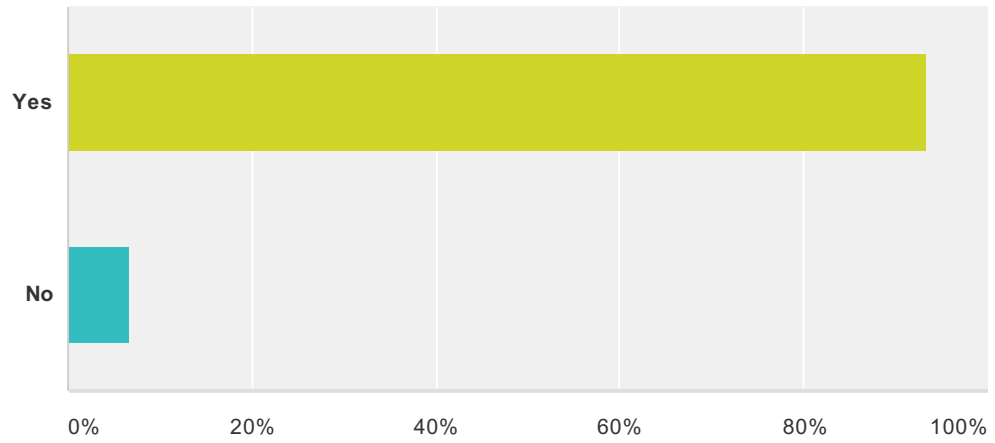


Answer Choices	Responses	
Always	35.29%	42
Most of the time	55.46%	66
Some of the time	6.72%	8
Rarely	2.52%	3
Never	0%	0
Total		119

Patient feedback

Q7 Would you recommend the surgery to your friends and family if new to the area?

Answered: 120 Skipped: 0

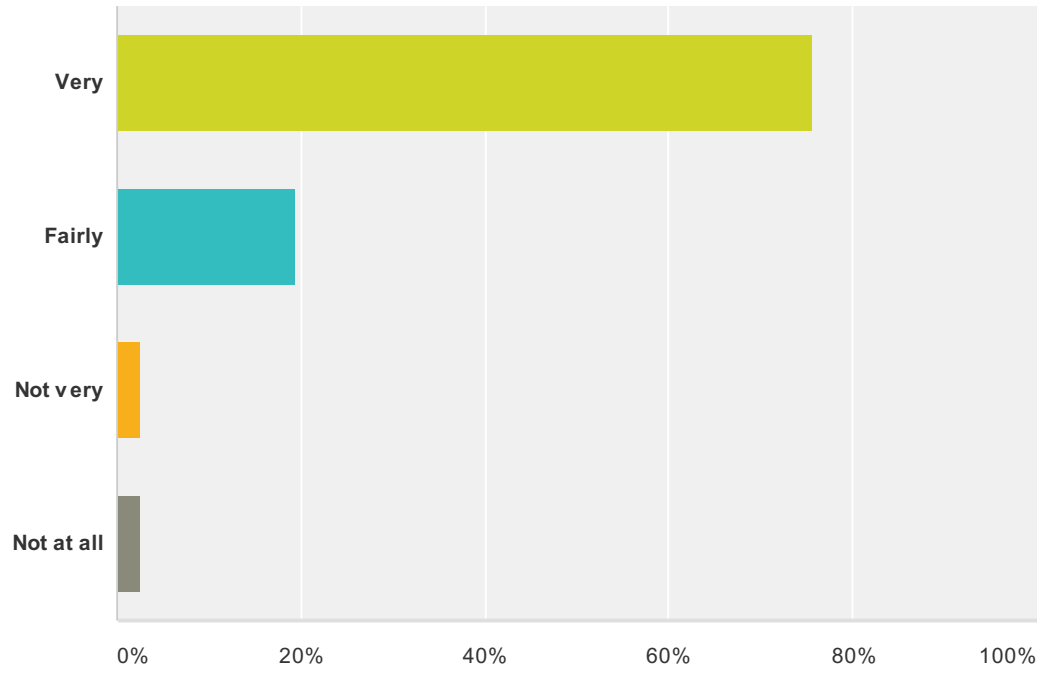


Answer Choices	Responses	
Yes	93.33%	112
No	6.67%	8
Total		120

Patient feedback

Q8 How helpful do you find the doctors?

Answered: 119 Skipped: 1

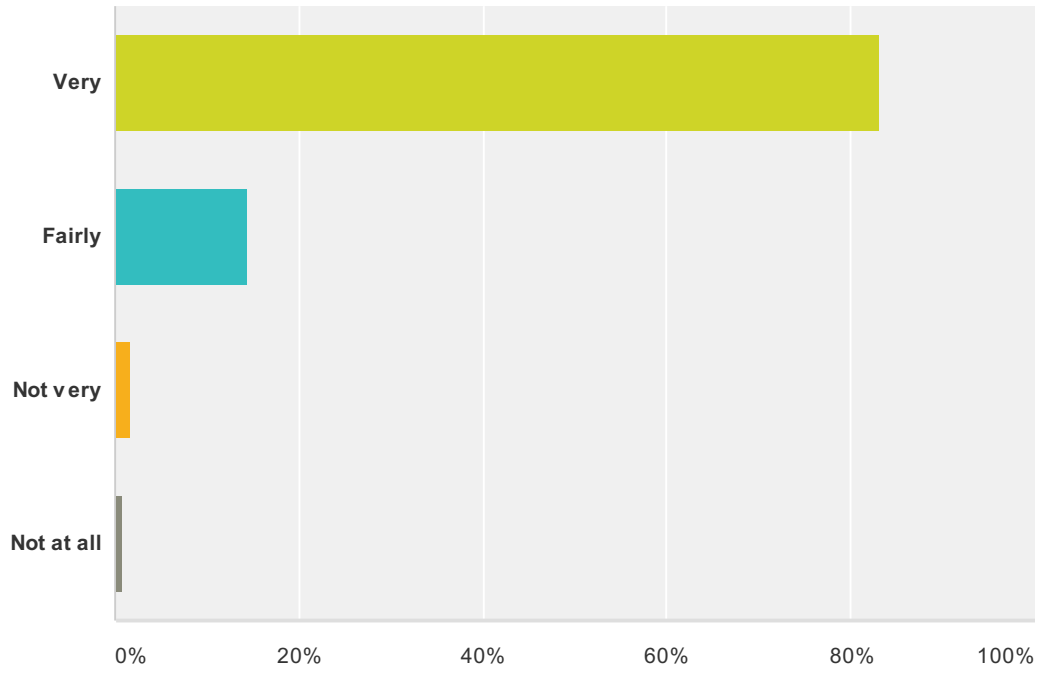


Answer Choices	Responses
Very	75.63% 90
Fairly	19.33% 23
Not very	2.52% 3
Not at all	2.52% 3
Total	119

Patient feedback

Q9 How helpful do you find the nurses?

Answered: 118 Skipped: 2

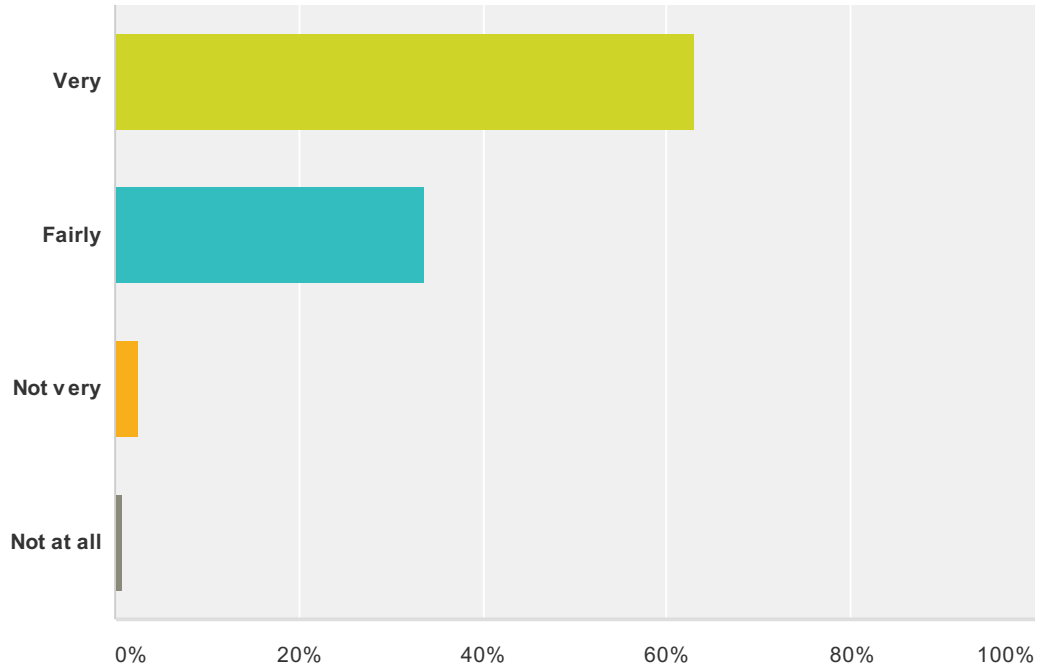


Answer Choices	Responses	
Very	83.05%	98
Fairly	14.41%	17
Not very	1.69%	2
Not at all	0.85%	1
Total		118

Patient feedback

Q10 How helpful do you find the receptionists?

Answered: 119 Skipped: 1

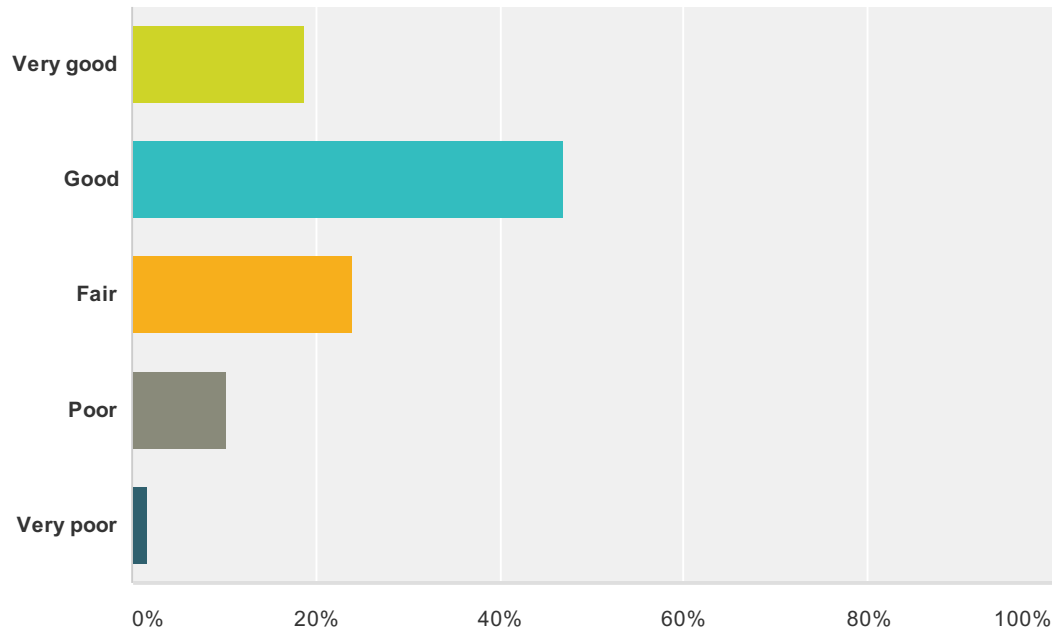


Answer Choices	Responses
Very	63.03% 75
Fairly	33.61% 40
Not very	2.52% 3
Not at all	0.84% 1
Total	119

Patient feedback

Q11 How do you rate your ability to get through to the practice on the phone?

Answered: 117 Skipped: 3

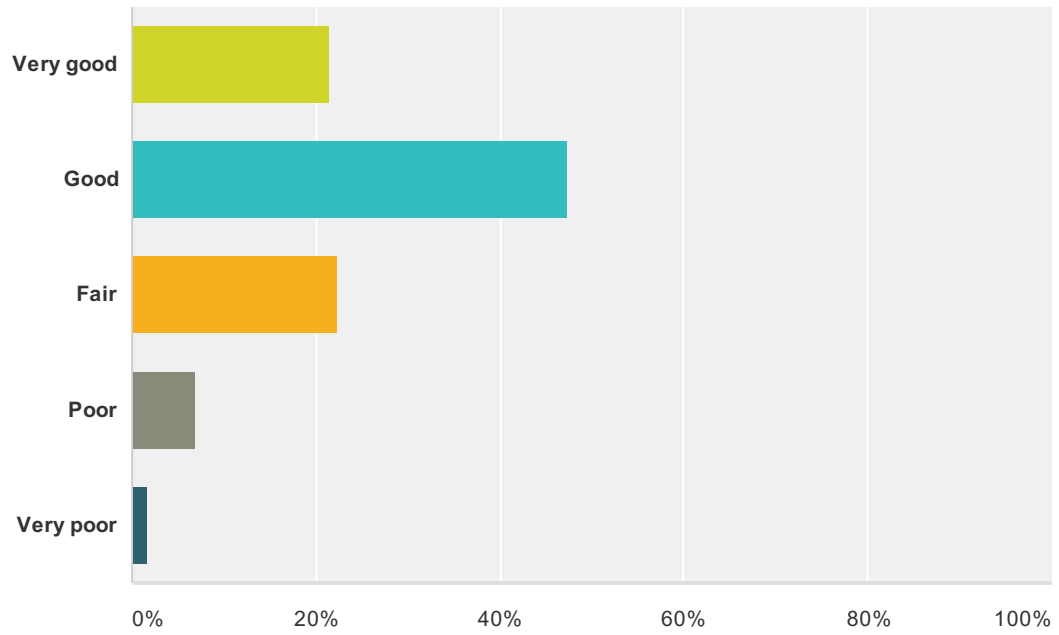


Answer Choices	Responses
Very good	18.80% 22
Good	47.01% 55
Fair	23.93% 28
Poor	10.26% 12
Very poor	1.71% 2
Total Respondents: 117	

Patient feedback

Q12 How do you rate the time it takes for you to see any doctor?

Answered: 116 Skipped: 4

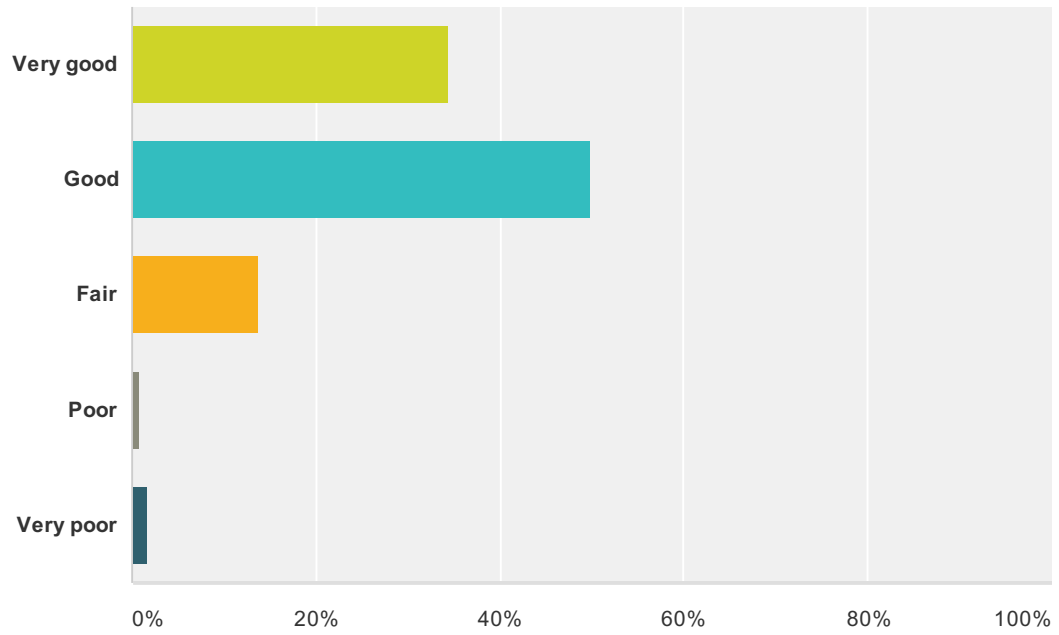


Answer Choices	Responses
Very good	21.55% 25
Good	47.41% 55
Fair	22.41% 26
Poor	6.90% 8
Very poor	1.72% 2
Total Respondents: 116	

Patient feedback

Q13 How do you rate the time it takes for you to see any nurse?

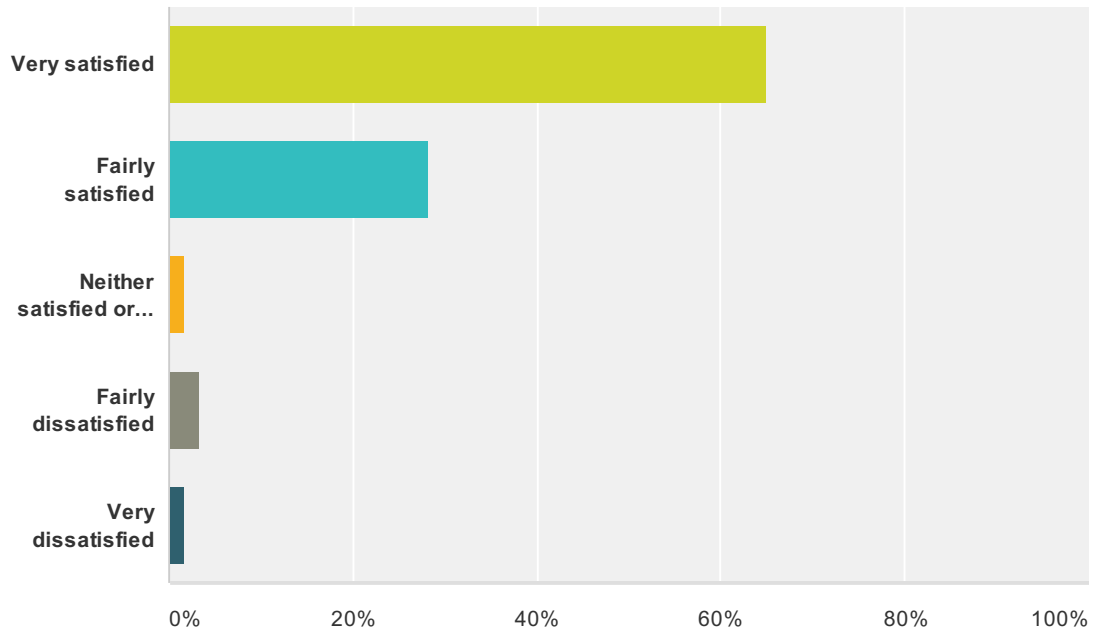
Answered: 116 Skipped: 4



Answer Choices	Responses	
Very good	34.48%	40
Good	50%	58
Fair	13.79%	16
Poor	0.86%	1
Very poor	1.72%	2
Total Respondents: 116		

Q14 Please rate your overall satisfaction with the surgery

Answered: 117 Skipped: 3



Answer Choices	Responses	
Very satisfied	64.96%	76
Fairly satisfied	28.21%	33
Neither satisfied or dissatisfied	1.71%	2
Fairly dissatisfied	3.42%	4
Very dissatisfied	1.71%	2
Total		117

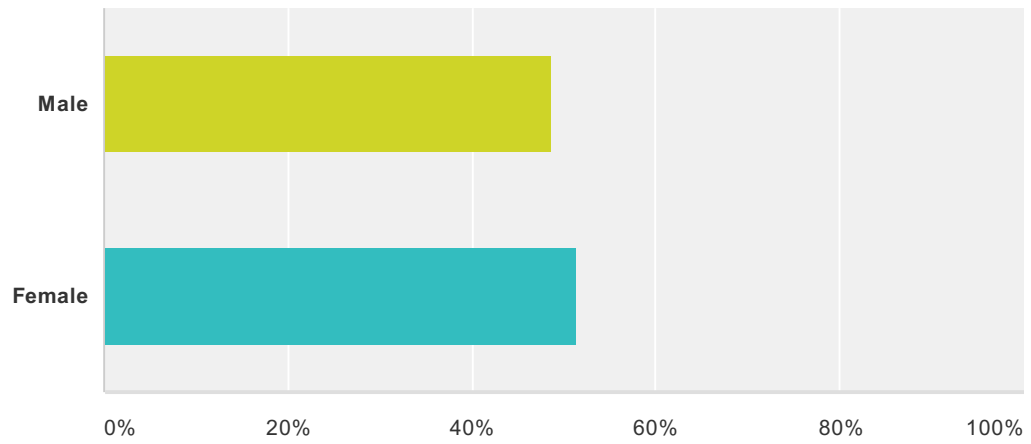
**Q15 Do you have any further comments
about your surgery?**

Answered: 56 Skipped: 64

Patient feedback

Q16 Please tell us your gender?

Answered: 119 Skipped: 1

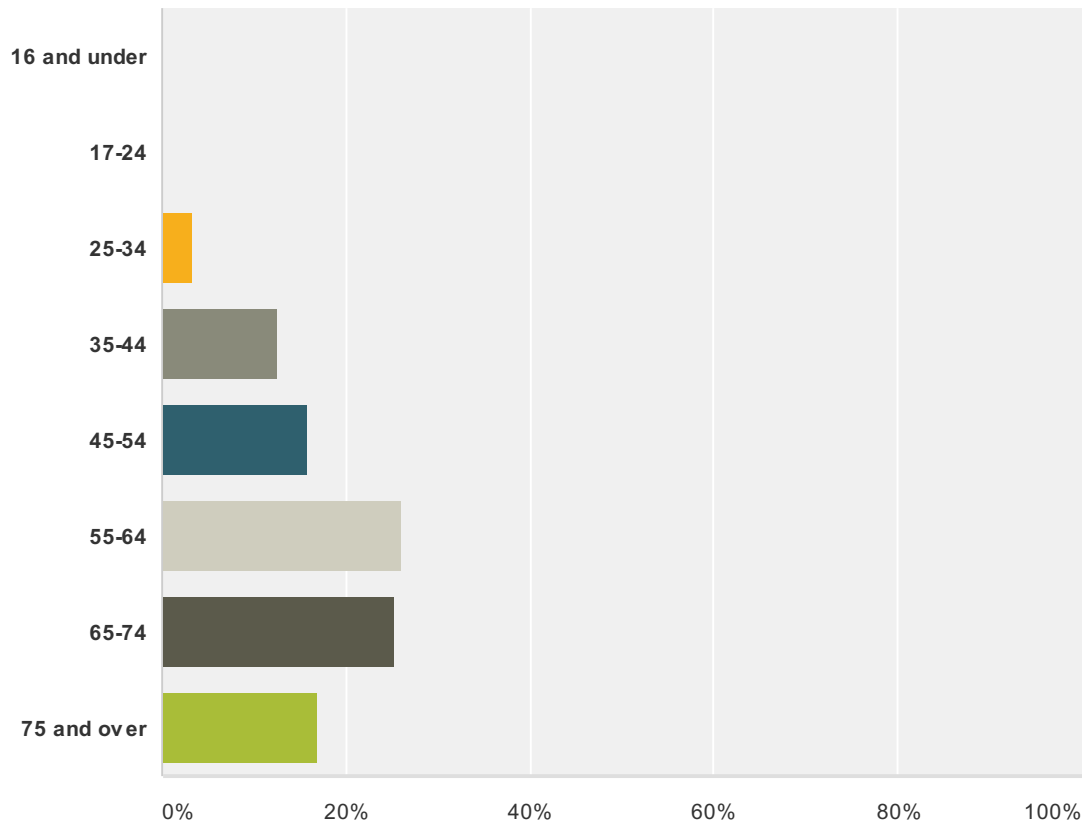


Answer Choices	Responses
Male	48.74% 58
Female	51.26% 61
Total	119

Patient feedback

Q17 Please tell us your age?

Answered: 119 Skipped: 1

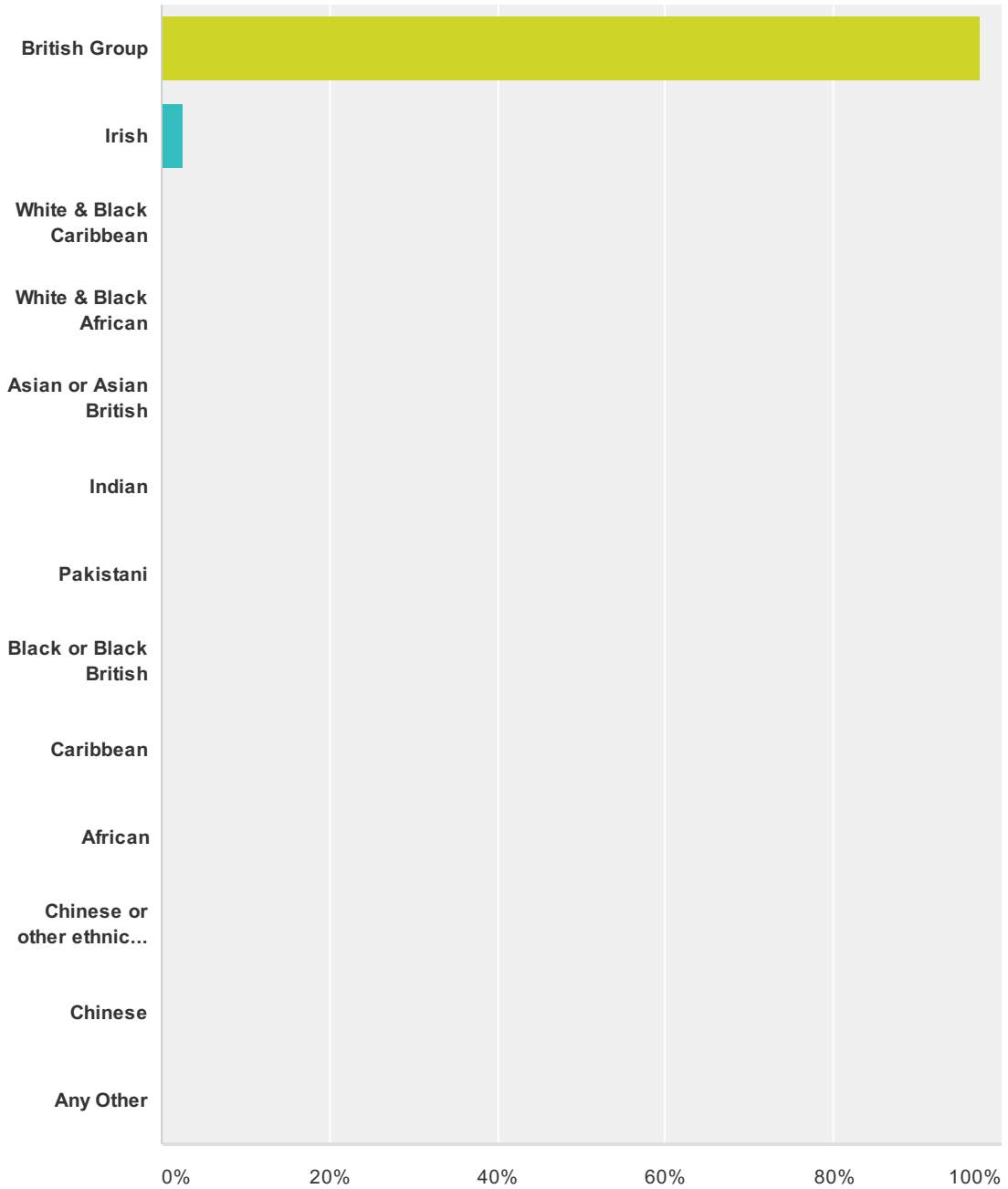


Answer Choices	Responses
16 and under	0% 0
17-24	0% 0
25-34	3.36% 4
35-44	12.61% 15
45-54	15.97% 19
55-64	26.05% 31
65-74	25.21% 30
75 and over	16.81% 20
Total	119

Patient feedback

Q18 Which ethnic background do you most closely identify with?

Answered: 115 Skipped: 5



Answer Choices	Responses
British Group	97.39% 112
Irish	2.61% 3
White & Black Caribbean	0% 0
White & Black African	0% 0
Asian or Asian British	0% 0

Patient feedback

Indian	0%	0
Pakistani	0%	0
Black or Black British	0%	0
Caribbean	0%	0
African	0%	0
Chinese or other ethnic Group	0%	0
Chinese	0%	0
Any Other	0%	0
Total		115