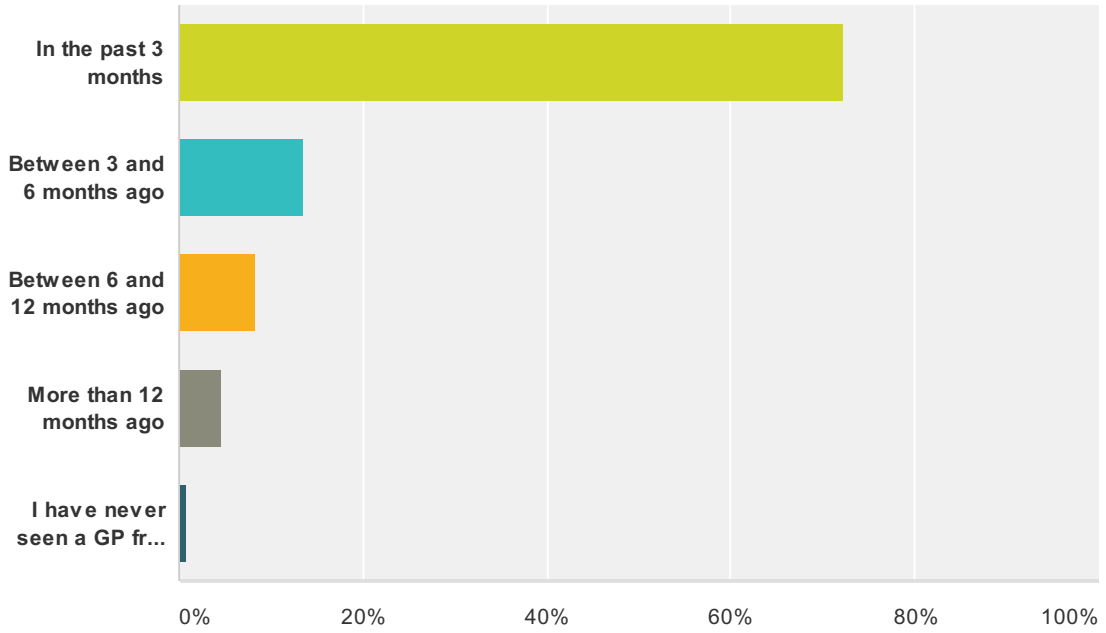


### Q1 When did you last see or speak to a GP from the surgery?

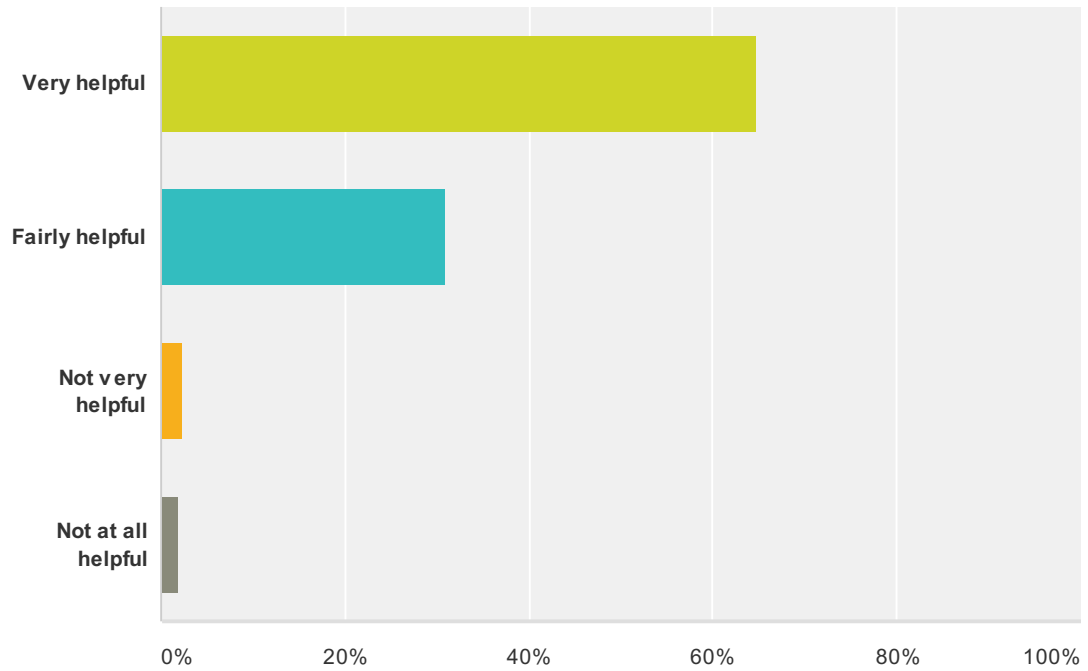
Answered: 213 Skipped: 0



Answer Choices	Responses
In the past 3 months	72.30% 154
Between 3 and 6 months ago	13.62% 29
Between 6 and 12 months ago	8.45% 18
More than 12 months ago	4.69% 10
I have never seen a GP from my GP surgery	0.94% 2
<b>Total</b>	<b>213</b>

## Q2 How helpful do you find the receptionists at the surgery?

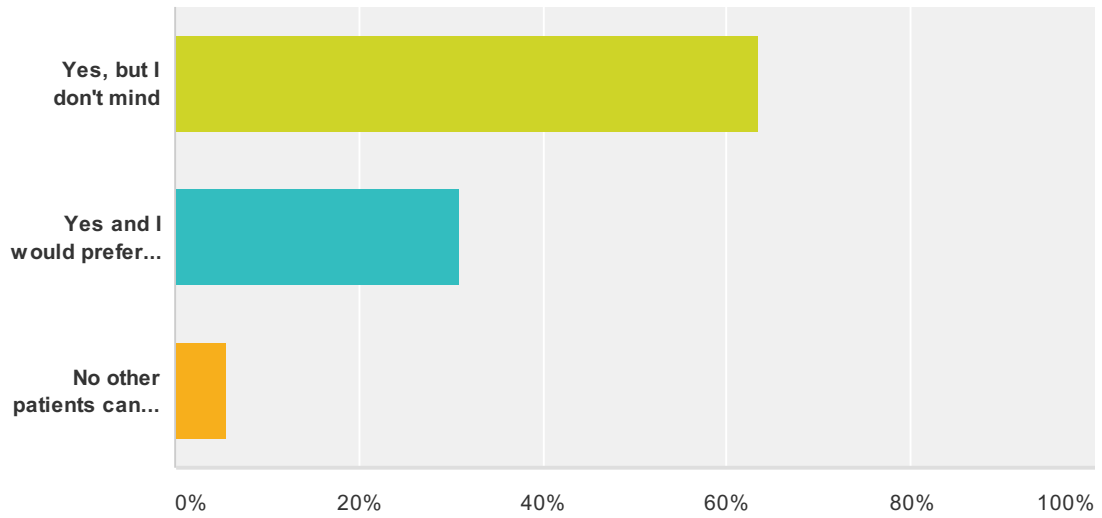
Answered: 213 Skipped: 0



Answer Choices	Responses
Very helpful	64.79% 138
Fairly helpful	30.99% 66
Not very helpful	2.35% 5
Not at all helpful	1.88% 4
<b>Total Respondents: 213</b>	

### Q3 In the reception area, can other patients overhear what you say to the receptionist?

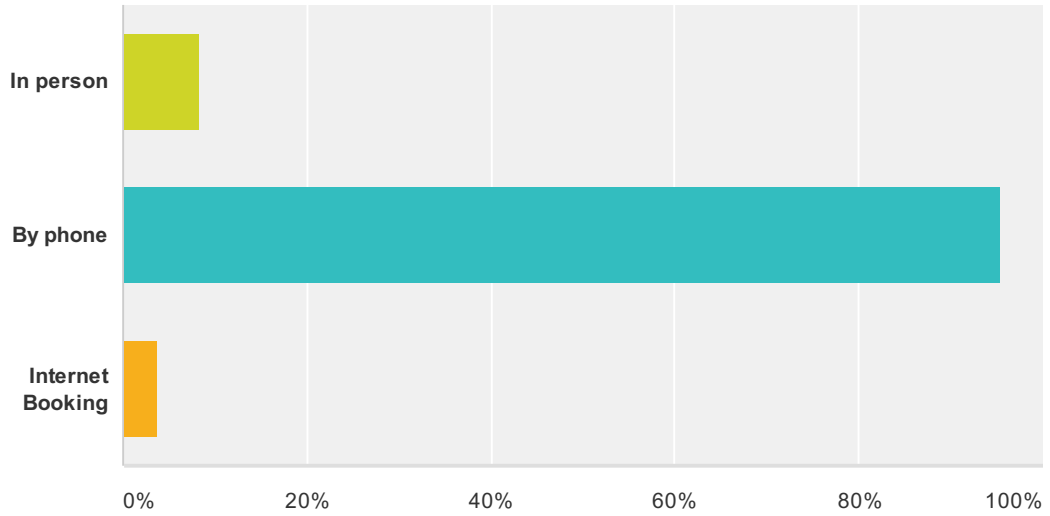
Answered: 213 Skipped: 0



Answer Choices	Responses
Yes, but I don't mind	63.38% 135
Yes and I would prefer to talk with more privacy	30.99% 66
No other patients can't overhear	5.63% 12
<b>Total</b>	<b>213</b>

### Q4 How do you normally book your appointments to see the doctor?

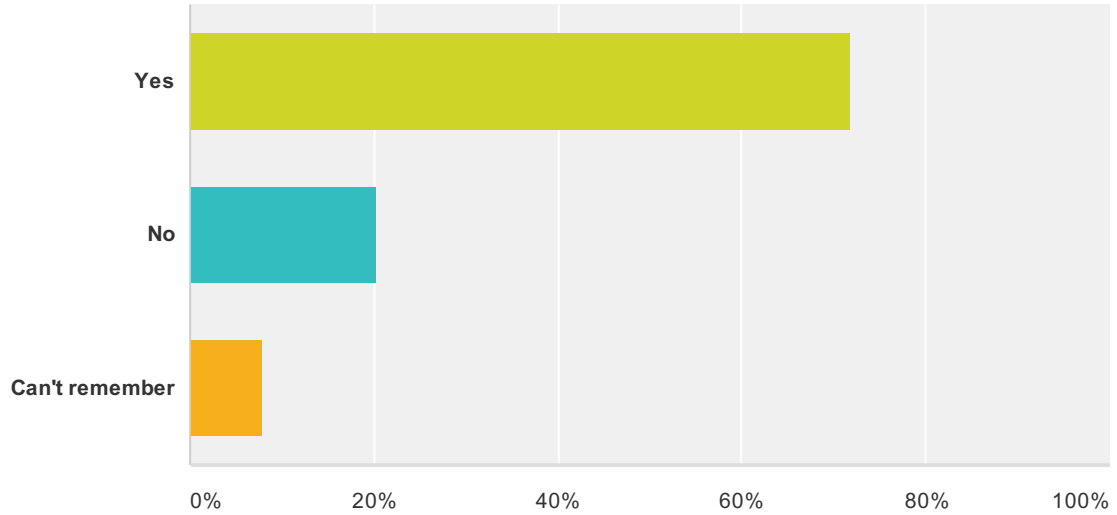
Answered: 213 Skipped: 0



Answer Choices	Responses
In person	8.45% 18
By phone	95.31% 203
Internet Booking	3.76% 8
<b>Total Respondents: 213</b>	

**Q5 Think about the last time you tried to see the doctor fairly quickly. Were you able to see the doctor on the same day or within the next 2 weekdays that the surgery was open?**

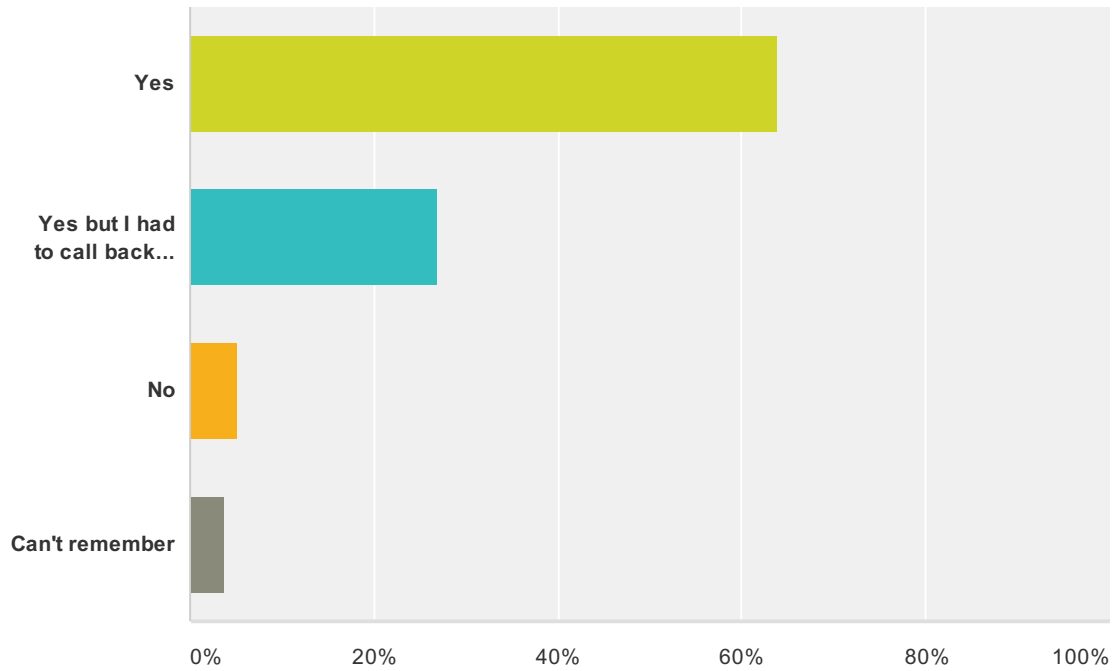
Answered: 213 Skipped: 0



Answer Choices	Responses	
Yes	71.83%	153
No	20.19%	43
Can't remember	7.98%	17
<b>Total Respondents: 213</b>		

### Q6 Were you able to get an appointment either to see or speak to someone?

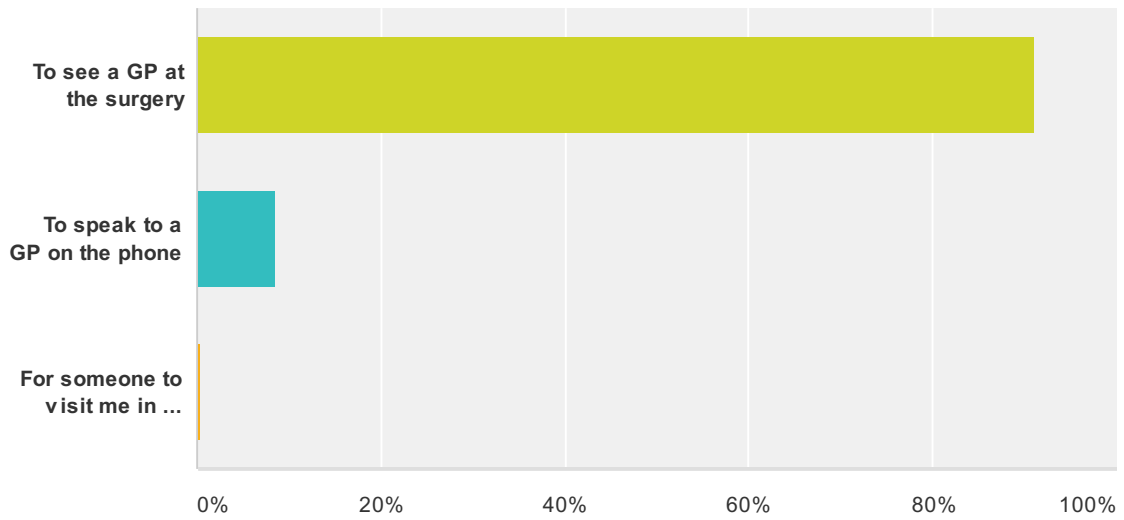
Answered: 211 Skipped: 2



Answer Choices	Responses	
Yes	63.98%	135
Yes but I had to call back close to or on the day I wanted the appointment	27.01%	57
No	5.21%	11
Can't remember	3.79%	8
<b>Total</b>		<b>211</b>

### Q7 What type of appointment did you get?

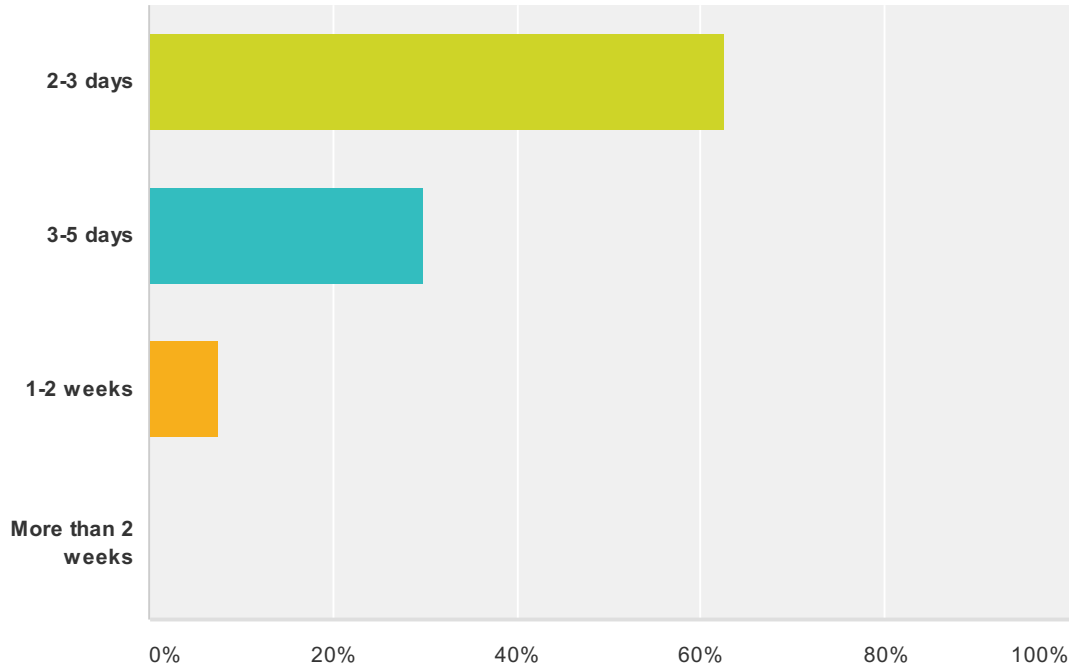
Answered: 211 Skipped: 2



Answer Choices	Responses
To see a GP at the surgery	91.00% 192
To speak to a GP on the phone	8.53% 18
For someone to visit me in my home	0.47% 1
<b>Total</b>	<b>211</b>

**Q8 If you are ringing to book an appointment for something which doesn't need to be seen today, how many days ahead do you think is a reasonable maximum before you are able to get an appointment?**

Answered: 211 Skipped: 2

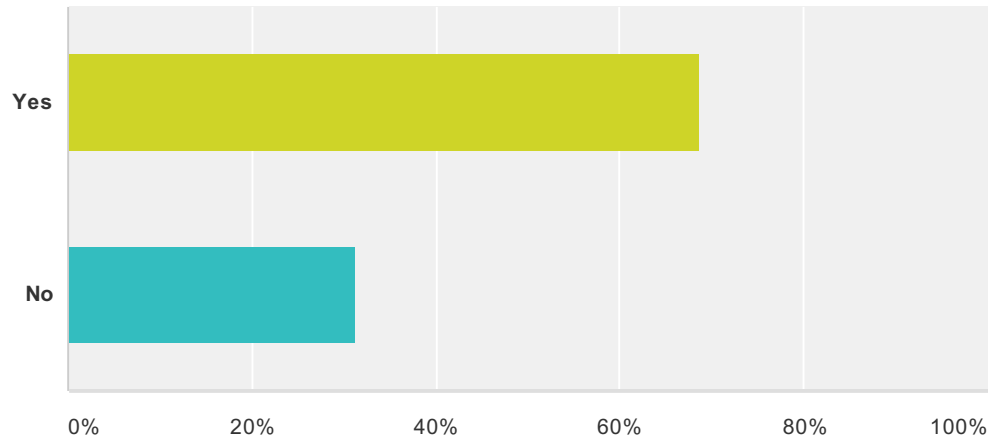


Answer Choices	Responses
2-3 days	62.56% 132
3-5 days	29.86% 63
1-2 weeks	7.58% 16
More than 2 weeks	0% 0
<b>Total</b>	<b>211</b>



### Q9 Is there a particular doctor that you prefer to see at the surgery?

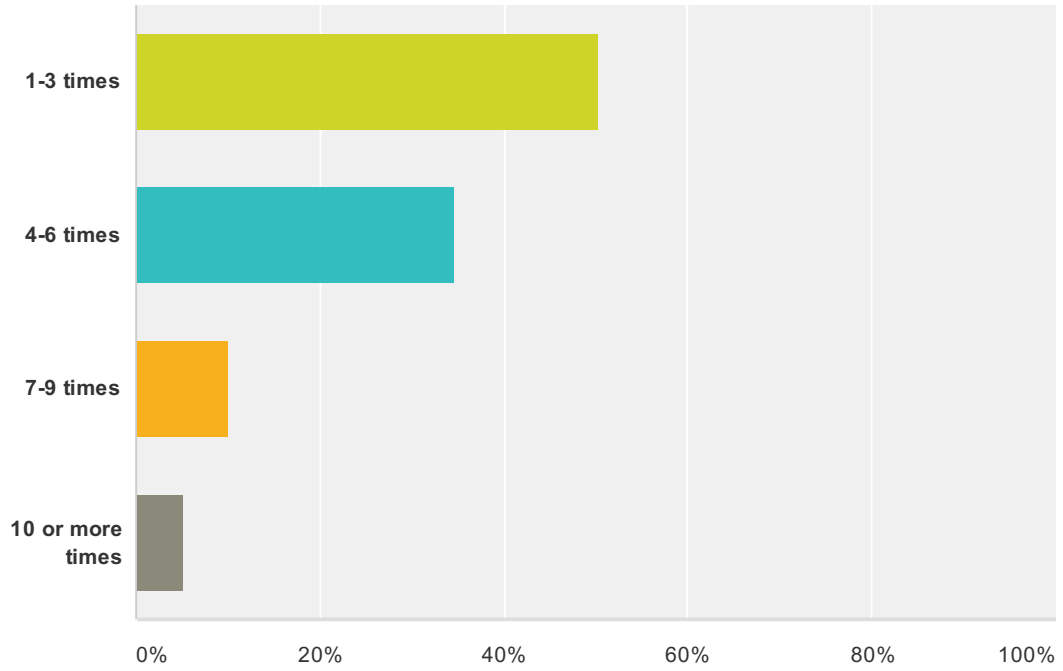
Answered: 211 Skipped: 2



Answer Choices	Responses
Yes	68.72% 145
No	31.28% 66
<b>Total Respondents: 211</b>	

### Q10 How many times would you say you visit your GP per year?

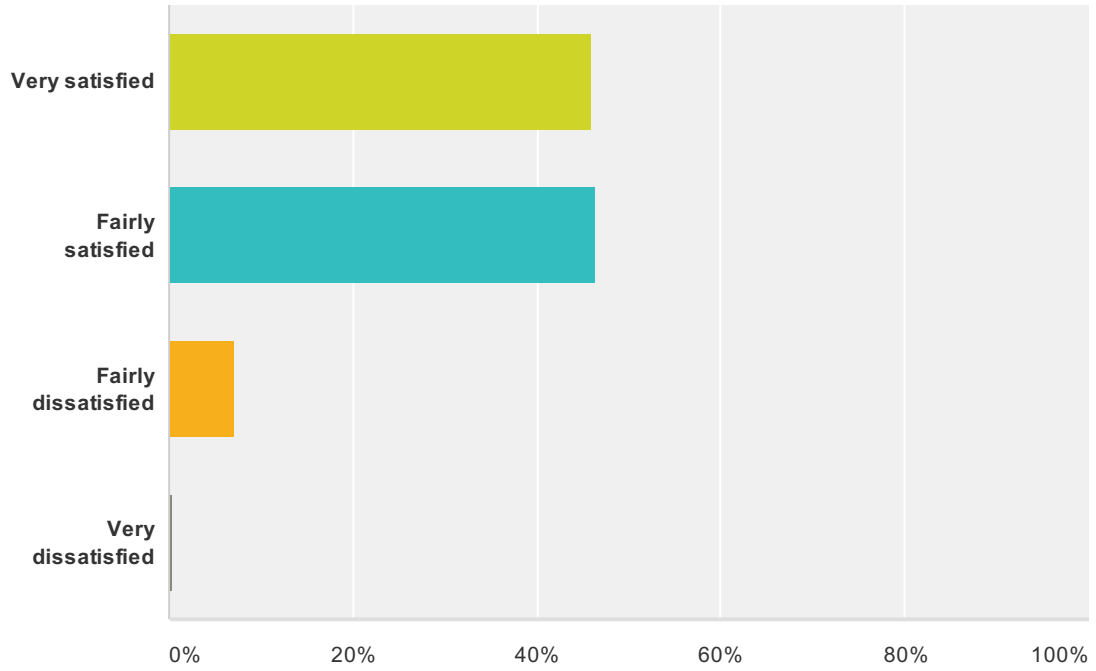
Answered: 211 Skipped: 2



Answer Choices	Responses
1-3 times	50.24% 106
4-6 times	34.60% 73
7-9 times	9.95% 21
10 or more times	5.21% 11
<b>Total</b>	<b>211</b>

### Q11 How satisfied are you with the hours that the surgery is open?

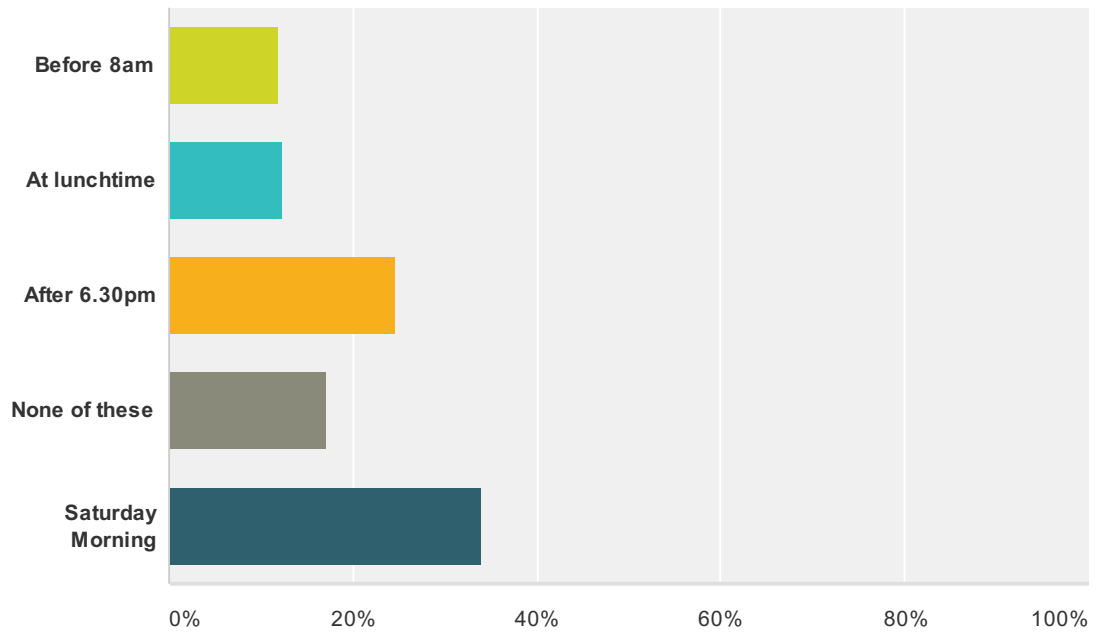
Answered: 211 Skipped: 2



Answer Choices	Responses	
Very satisfied	45.97%	97
Fairly satisfied	46.45%	98
Fairly dissatisfied	7.11%	15
Very dissatisfied	0.47%	1
<b>Total</b>		<b>211</b>

### Q12 Which of the following additional opening times would make it easier for you to see or speak to someone?

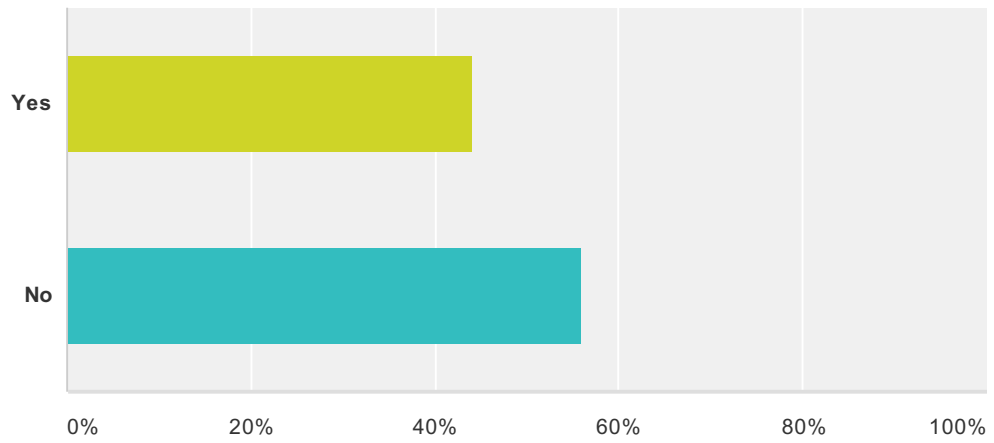
Answered: 211 Skipped: 2



Answer Choices	Responses
Before 8am	11.85% 25
At lunchtime	12.32% 26
After 6.30pm	24.64% 52
None of these	17.06% 36
Saturday Morning	34.12% 72
<b>Total</b>	<b>211</b>

### Q13 Did you know we offer workers appointments on a Monday evening after 6.30pm

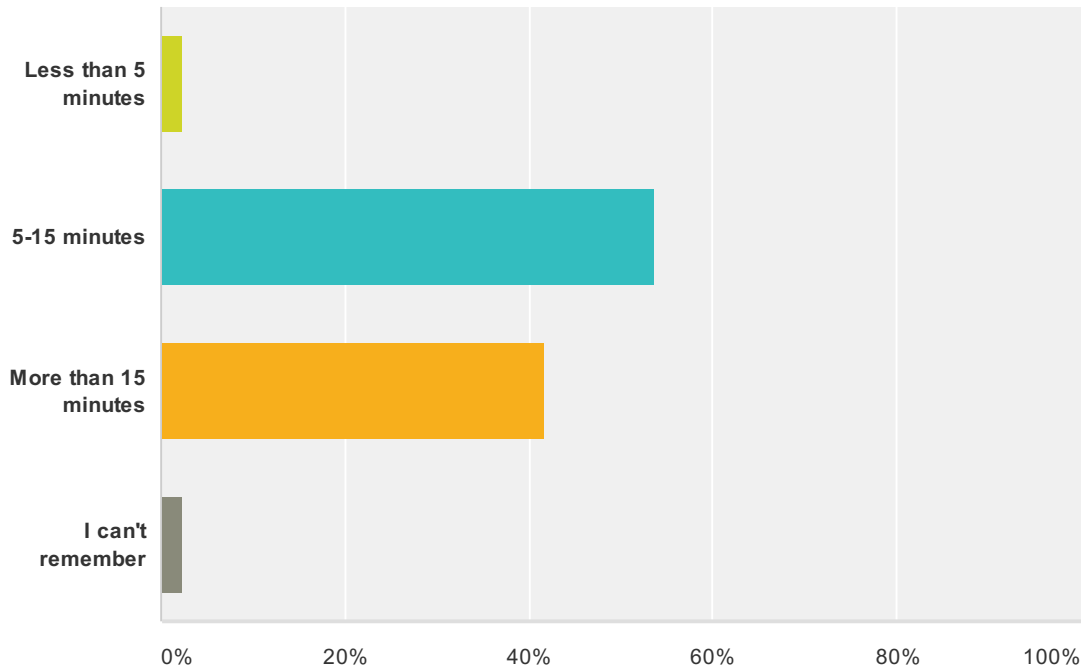
Answered: 211 Skipped: 2



Answer Choices	Responses	
Yes	44.08%	93
No	55.92%	118
<b>Total</b>		<b>211</b>

### Q14 How long after your appointment time do you normally wait to be seen?

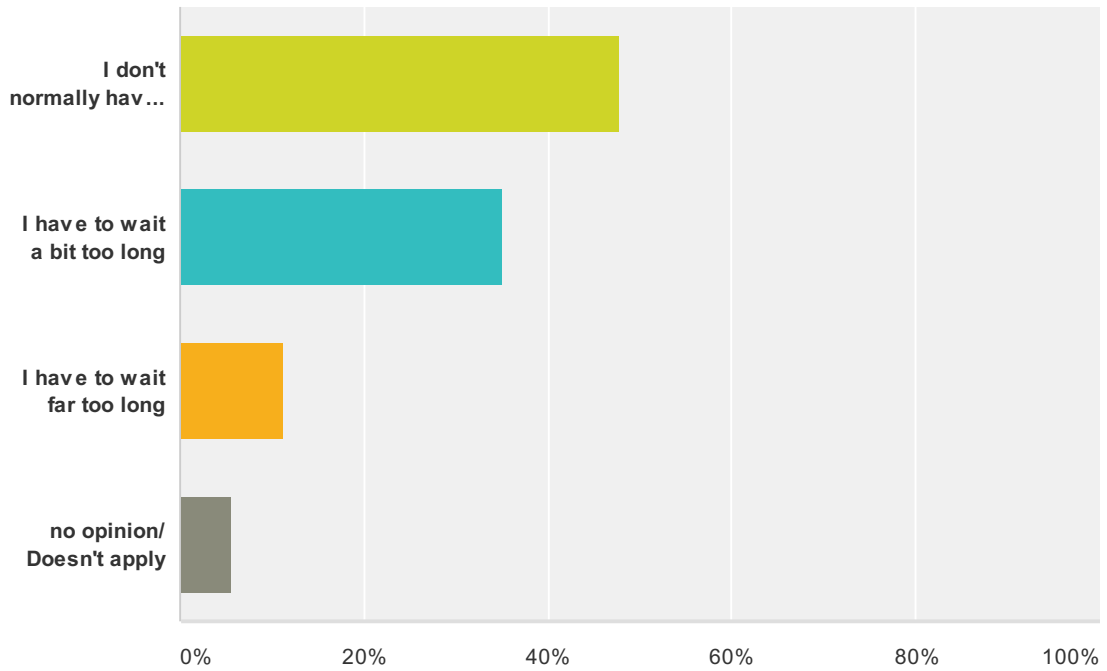
Answered: 211 Skipped: 2



Answer Choices	Responses
Less than 5 minutes	2.37% 5
5-15 minutes	53.55% 113
More than 15 minutes	41.71% 88
I can't remember	2.37% 5
<b>Total</b>	<b>211</b>

### Q15 How do you feel about how long you normally have to wait to be seen?

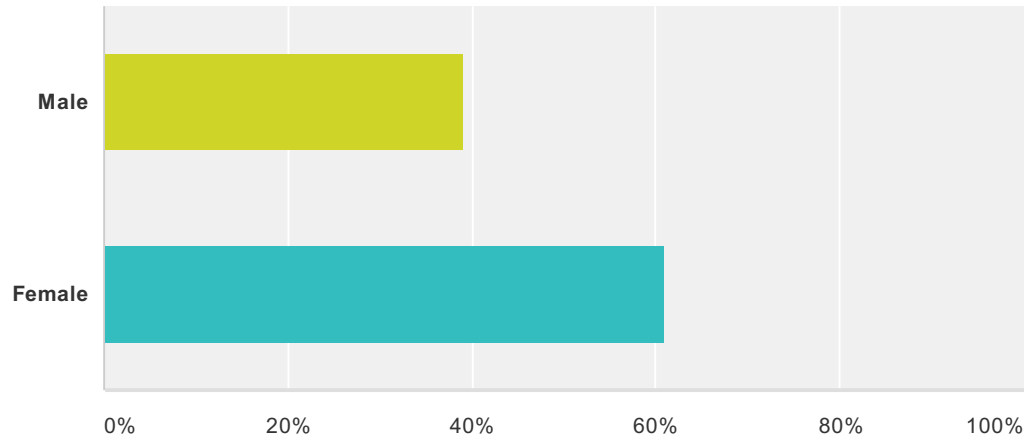
Answered: 211 Skipped: 2



Answer Choices	Responses
I don't normally have to wait too long	47.87% 101
I have to wait a bit too long	35.07% 74
I have to wait far too long	11.37% 24
no opinion/ Doesn't apply	5.69% 12
<b>Total</b>	<b>211</b>

### Q16 Are you male or female?

Answered: 208 Skipped: 5

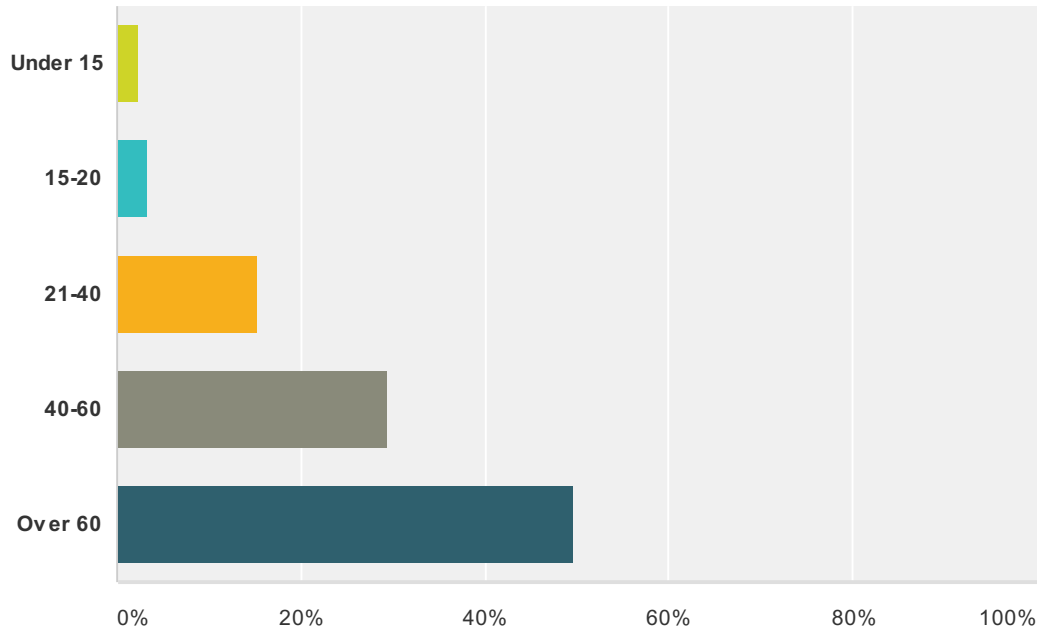


Answer Choices	Responses
Male	38.94% 81
Female	61.06% 127
<b>Total</b>	<b>208</b>



### Q17 How old are you?

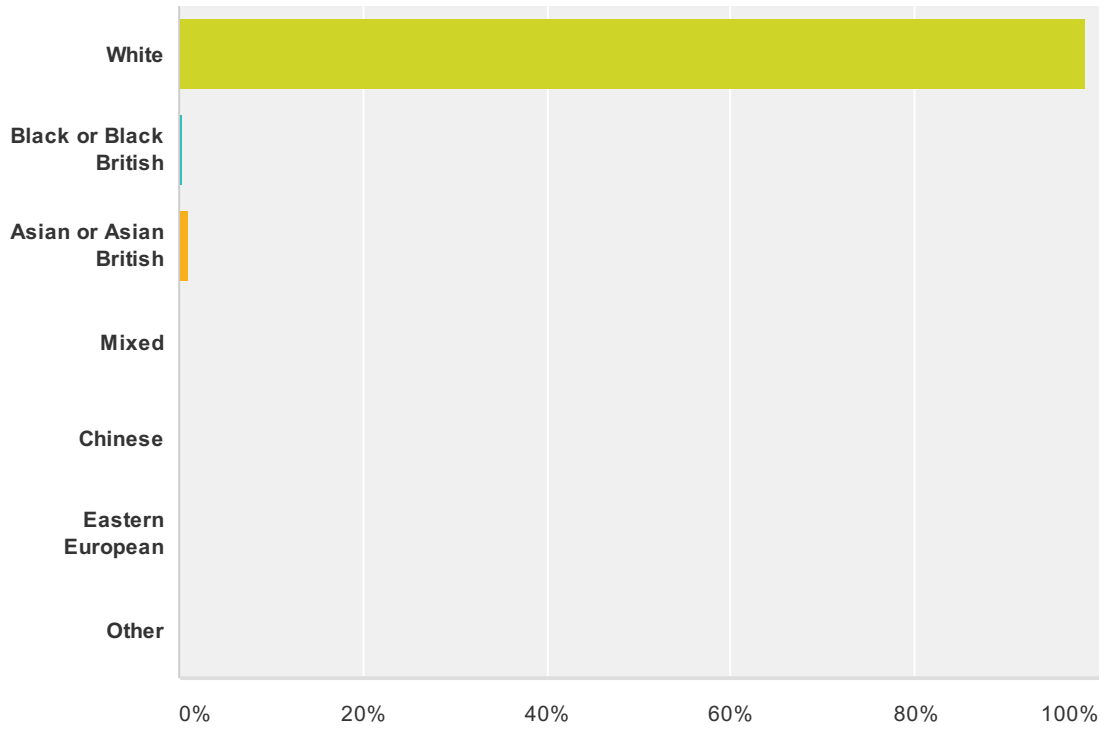
Answered: 211 Skipped: 2



Answer Choices	Responses	
Under 15	2.37%	5
15-20	3.32%	7
21-40	15.17%	32
40-60	29.38%	62
Over 60	49.76%	105
<b>Total</b>		<b>211</b>

### Q18 What ethnic group do you belong to?

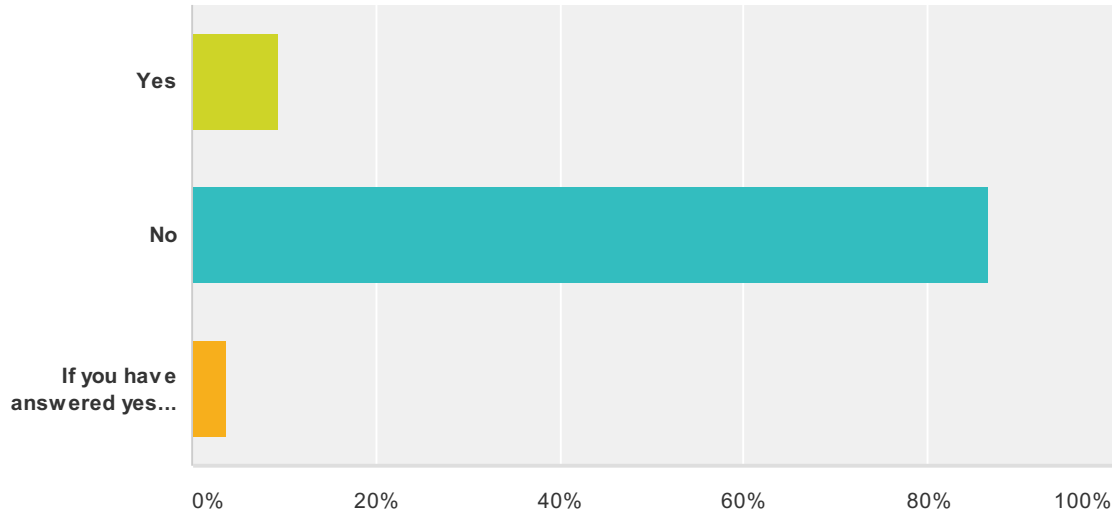
Answered: 211 Skipped: 2



Answer Choices	Responses
White	98.58% 208
Black or Black British	0.47% 1
Asian or Asian British	0.95% 2
Mixed	0% 0
Chinese	0% 0
Eastern European	0% 0
Other	0% 0
<b>Total</b>	<b>211</b>

### Q19 Would you consider becoming a member of our patient participation group?

Answered: 211 Skipped: 2



Answer Choices	Responses	
Yes	9.48%	20
No	86.73%	183
If you have answered yes to this question, please give your name and contact details below	3.79%	8
<b>Total</b>		<b>211</b>