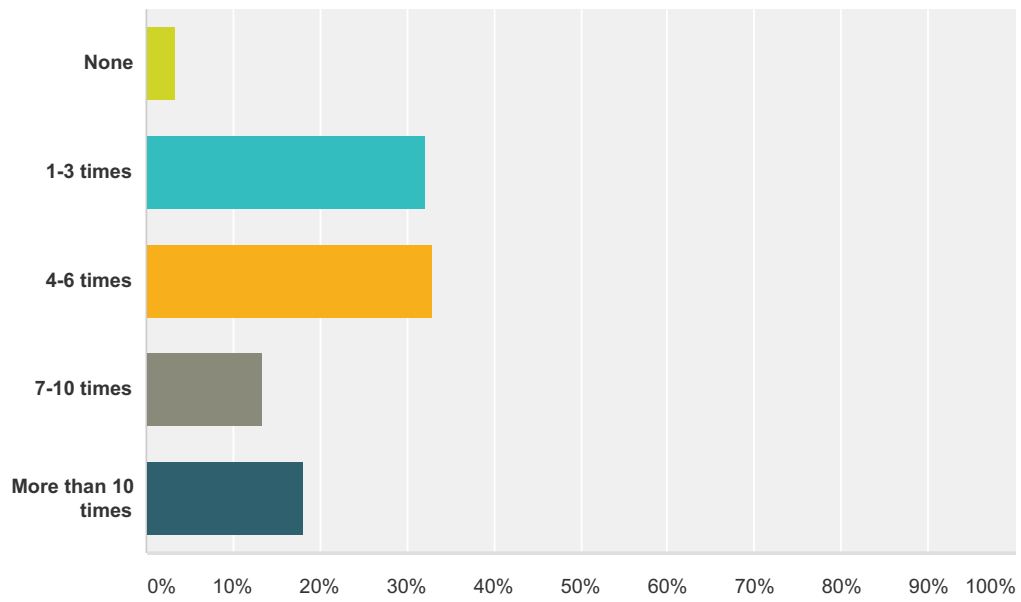


### Q1 How often have you visited this surgery in the past year?

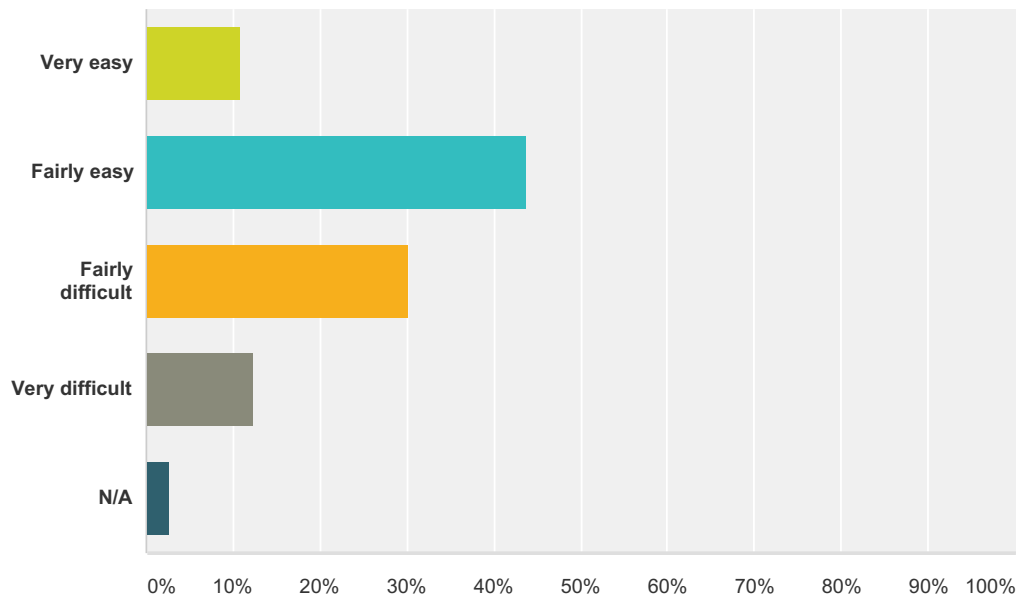
Answered: 324 Skipped: 0



Answer Choices	Responses
None	3.40% 11
1-3 times	32.10% 104
4-6 times	33.02% 107
7-10 times	13.27% 43
More than 10 times	18.21% 59
<b>Total</b>	<b>324</b>

### Q2 How easy was it for you to get through on the surgery telephone?

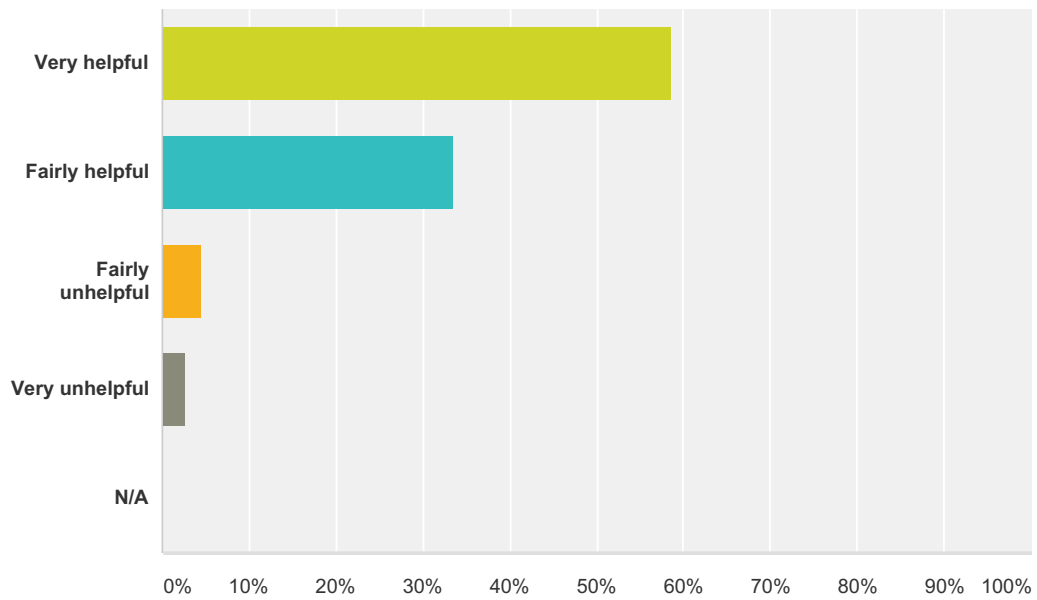
Answered: 324 Skipped: 0



Answer Choices	Responses	
Very easy	10.80%	35
Fairly easy	43.83%	142
Fairly difficult	30.25%	98
Very difficult	12.35%	40
N/A	2.78%	9
<b>Total</b>		<b>324</b>

### Q3 How helpful were the Receptionists at the surgery?

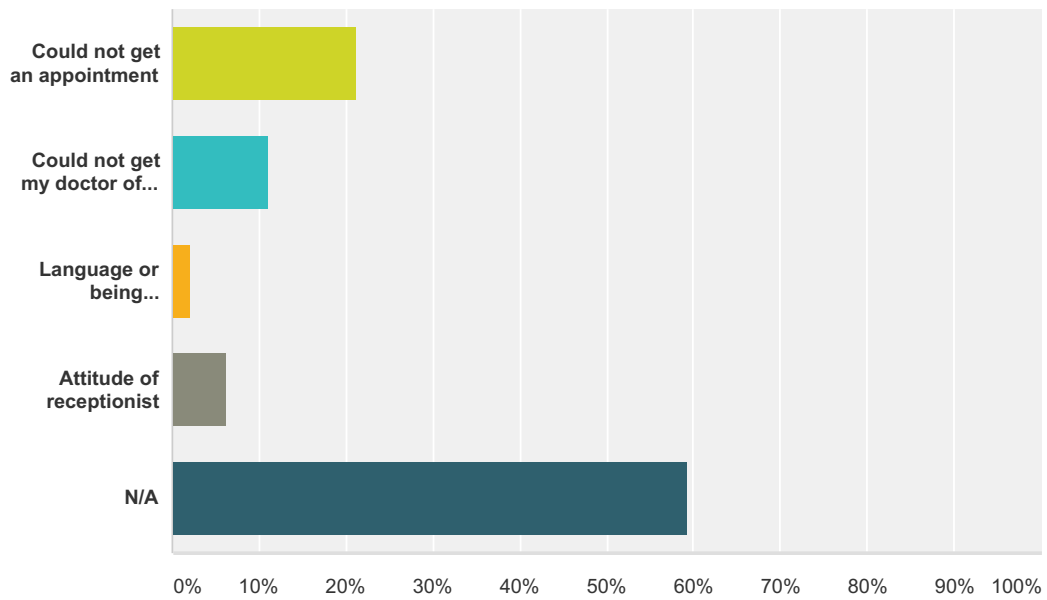
Answered: 324 Skipped: 0



Answer Choices	Responses
Very helpful	58.64% 190
Fairly helpful	33.64% 109
Fairly unhelpful	4.63% 15
Very unhelpful	2.78% 9
N/A	0.31% 1
<b>Total</b>	<b>324</b>

### Q4 If you had an unsatisfactory experience with reception, what was the reason?

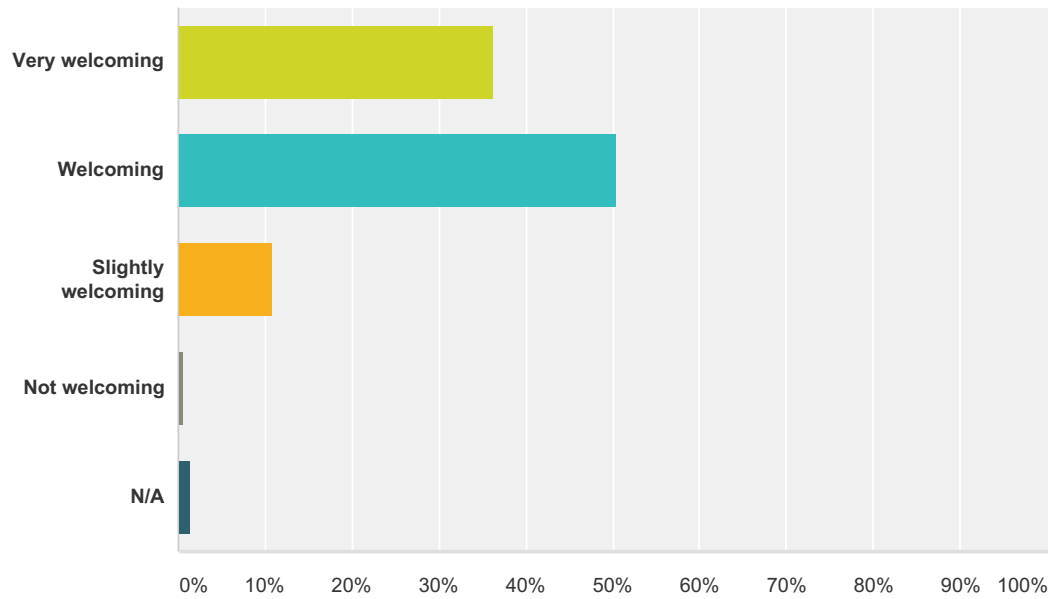
Answered: 324 Skipped: 0



Answer Choices	Responses	Count
Could not get an appointment	21.30%	69
Could not get my doctor of choice	11.11%	36
Language or being understood	2.16%	7
Attitude of receptionist	6.17%	20
N/A	59.26%	192
<b>Total</b>		<b>324</b>

### Q5 How welcoming is the surgery?

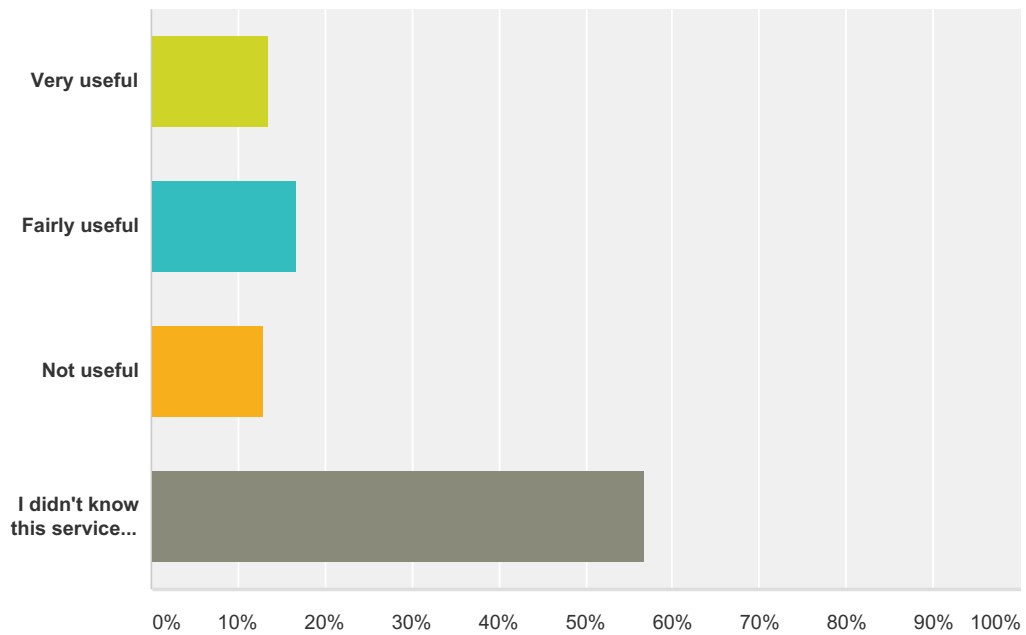
Answered: 324 Skipped: 0



Answer Choices	Responses	Count
Very welcoming	36.42%	118
Welcoming	50.62%	164
Slightly welcoming	10.80%	35
Not welcoming	0.62%	2
N/A	1.54%	5
<b>Total</b>		<b>324</b>

### Q6 What is your experience of using the online appointments booking service?

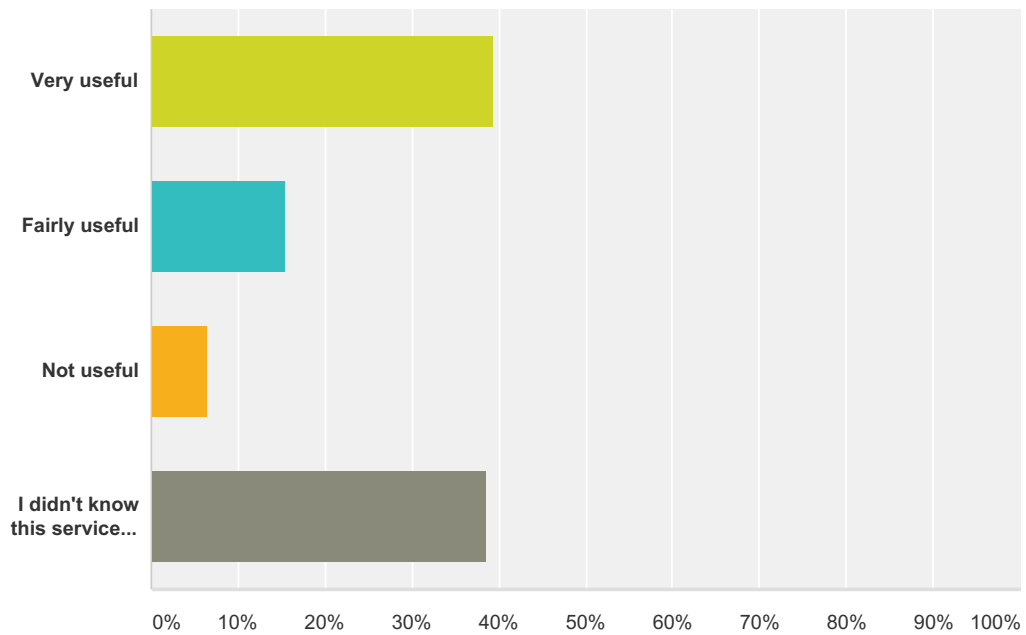
Answered: 324 Skipped: 0



Answer Choices	Responses	Count
Very useful	13.58%	44
Fairly useful	16.67%	54
Not useful	12.96%	42
I didn't know this service was available	56.79%	184
<b>Total</b>		<b>324</b>

### Q7 How would you rate our early morning GP appointments (7am to 8am)?

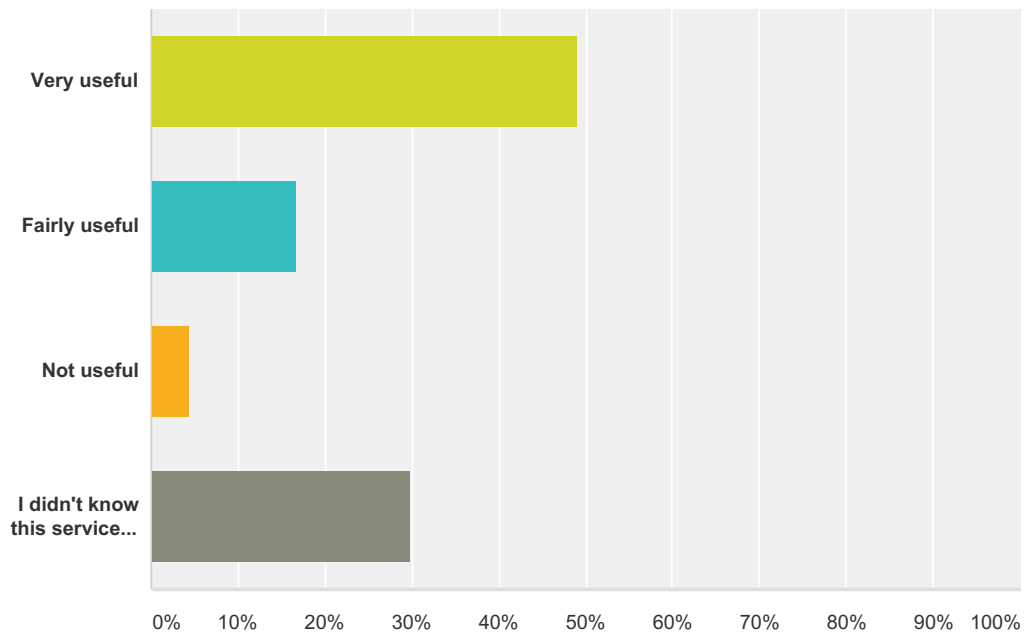
Answered: 324 Skipped: 0



Answer Choices	Responses	Count
Very useful	39.51%	128
Fairly useful	15.43%	50
Not useful	6.48%	21
I didn't know this service was available	38.58%	125
<b>Total</b>		<b>324</b>

### Q8 How would you rate our late evening GP appointments (6.30pm to 7.30pm)?

Answered: 324 Skipped: 0

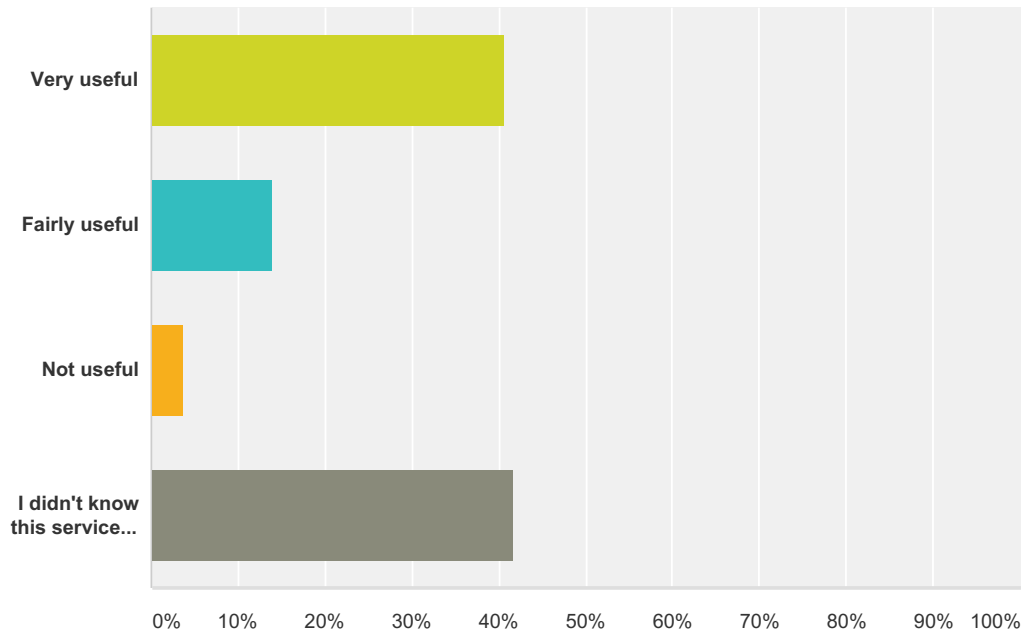


Answer Choices	Responses	Count
Very useful	49.07%	159
Fairly useful	16.67%	54
Not useful	4.32%	14
I didn't know this service was available	29.94%	97
<b>Total</b>		<b>324</b>



### Q9 How would you rate our alternate Saturday morning appointments for GP, Practice Nurse and Respiratory Nurse?

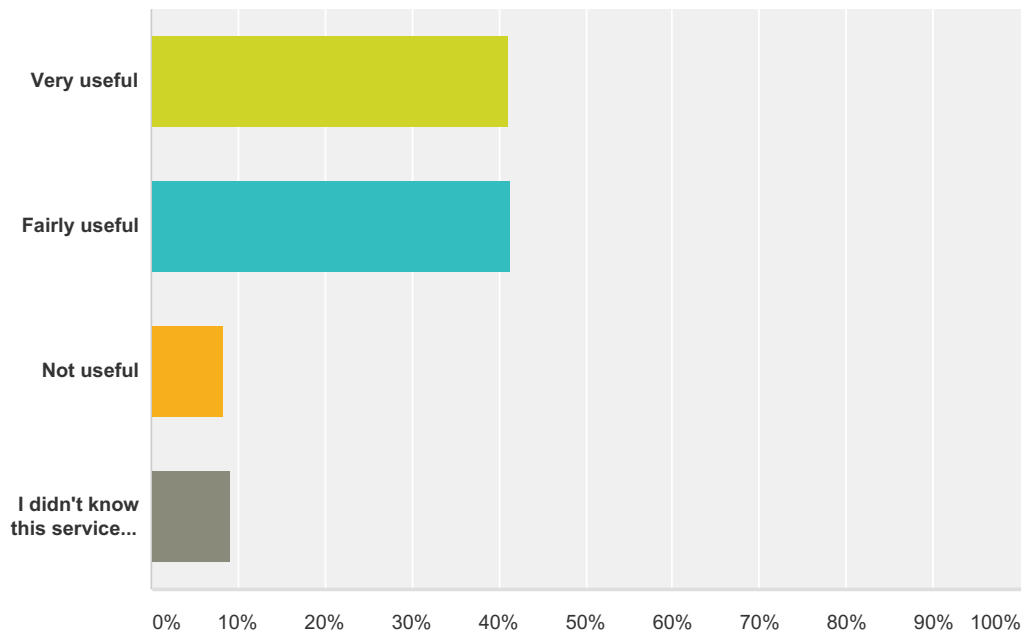
Answered: 324 Skipped: 0



Answer Choices	Responses	
Very useful	40.74%	132
Fairly useful	13.89%	45
Not useful	3.70%	12
I didn't know this service was available	41.67%	135
<b>Total</b>		<b>324</b>

### Q10 How would you rate our telephone appointment service?

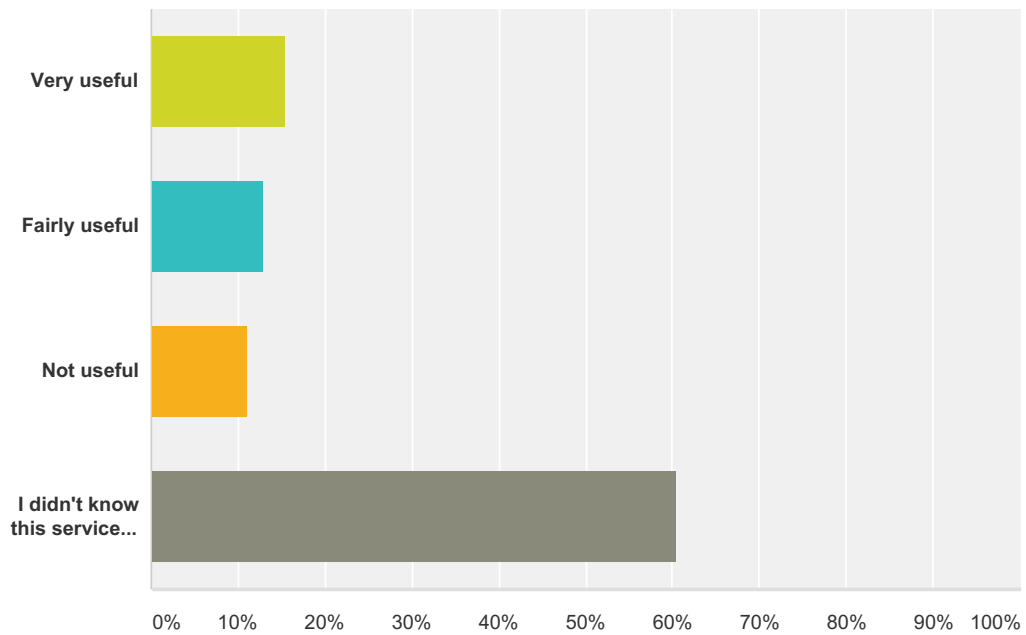
Answered: 324 Skipped: 0



Answer Choices	Responses	Count
Very useful	41.05%	133
Fairly useful	41.36%	134
Not useful	8.33%	27
I didn't know this service was available	9.26%	30
<b>Total</b>		<b>324</b>

### Q11 What is your experience of using our online prescription service?

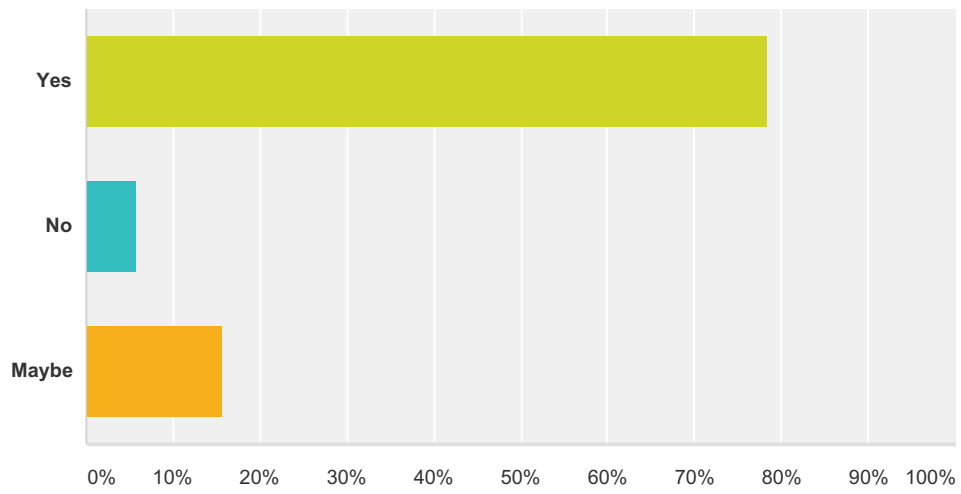
Answered: 324 Skipped: 0



Answer Choices	Responses	Count
Very useful	15.43%	50
Fairly useful	12.96%	42
Not useful	11.11%	36
I didn't know this service was available	60.49%	196
<b>Total</b>		<b>324</b>

### Q12 Would you recommend this surgery to friends and family?

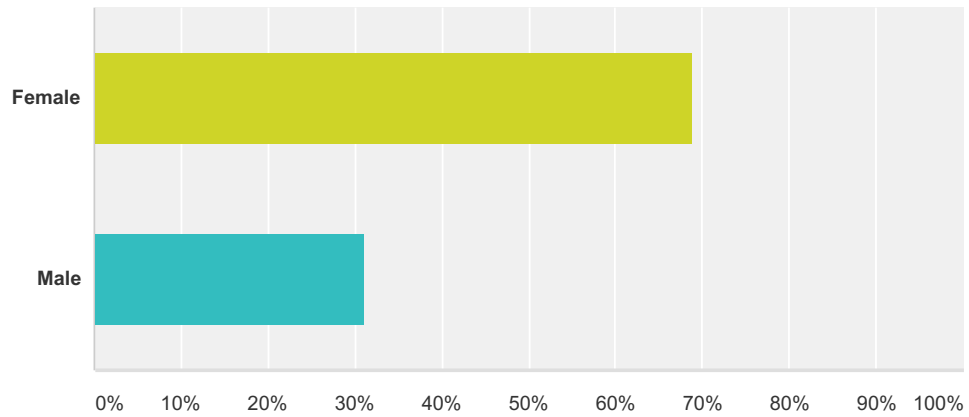
Answered: 324 Skipped: 0



Answer Choices	Responses
Yes	78.40% 254
No	5.86% 19
Maybe	15.74% 51
<b>Total</b>	<b>324</b>

### Q13 Are you female or male?

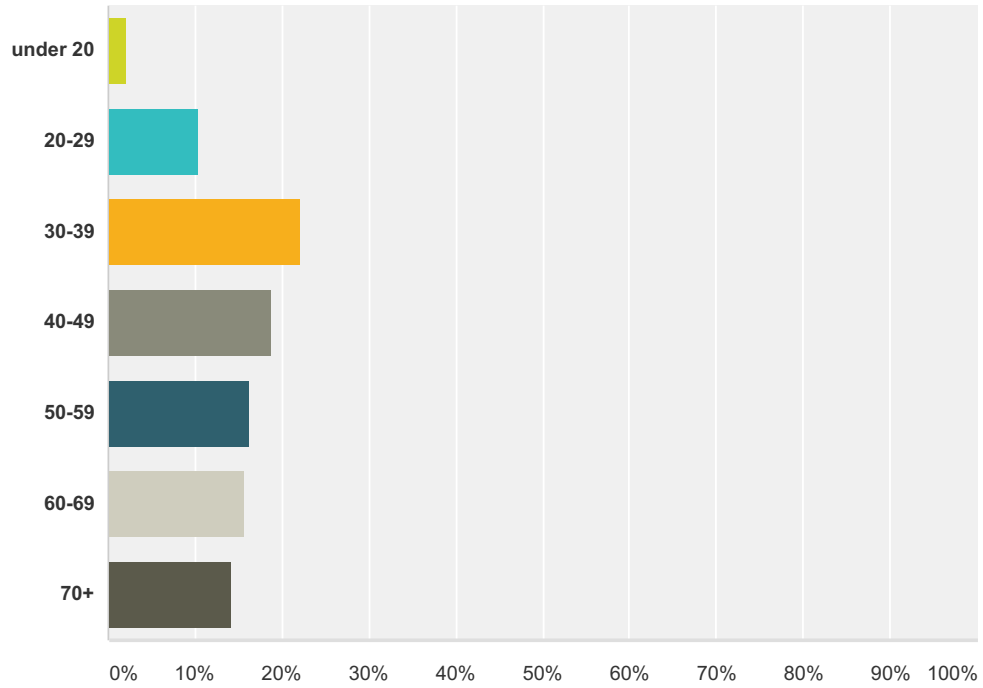
Answered: 324 Skipped: 0



Answer Choices	Responses
Female	68.83% 223
Male	31.17% 101
<b>Total</b>	<b>324</b>

### Q14 What age range do you fall into?

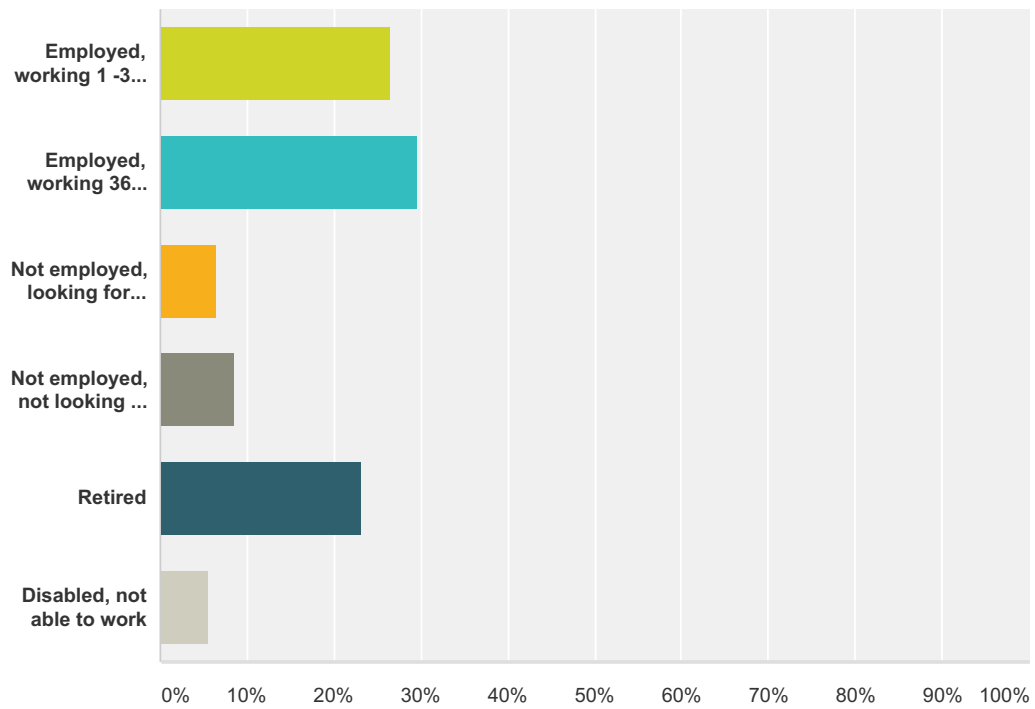
Answered: 324 Skipped: 0



Answer Choices	Responses
under 20	2.16% 7
20-29	10.49% 34
30-39	22.22% 72
40-49	18.83% 61
50-59	16.36% 53
60-69	15.74% 51
70+	14.20% 46
<b>Total</b>	<b>324</b>

### Q15 Please tell us which of the following groups you fall into:

Answered: 324 Skipped: 0



Answer Choices	Responses	
Employed, working 1 -35 hours per week	26.54%	86
Employed, working 36 hours or more per week	29.63%	96
Not employed, looking for work	6.48%	21
Not employed, not looking for work	8.64%	28
Retired	23.15%	75
Disabled, not able to work	5.56%	18
<b>Total</b>		<b>324</b>