





**1. How easy is it to find out about the opening hours and services offered by your GP practice? (tick one box)**

		Response Percent	Response Count
Very easy		70.1%	61
Fairly easy		19.5%	17
Neither easy nor difficult		9.2%	8
Fairly difficult		1.1%	1
Very difficult		0.0%	0
<b>answered question</b>			<b>87</b>
<b>skipped question</b>			<b>0</b>

## 2. How do you find out information about your GP practice? (tick all boxes that apply)

		Response Percent	Response Count
Friend, family, neighbour		48.2%	40
Practice newsletter		4.8%	4
Local Involvement Network		1.2%	1
Practice noticeboard		42.2%	35
Patient Advice and Liaison Service (PALS)		3.6%	3
Practice website		21.7%	18
Practice leaflet		12.0%	10
Voluntary group		0.0%	0
Other website (for example, NHS Choices)		1.2%	1
Email		1.2%	1
None of the above, I look at (please tell us)			7

answered question 83

skipped question 4







## 3. Does this information meet your needs?

		Response Percent	Response Count
Yes		96.5%	82
No		3.5%	3
If you ticked "no" please tell us how this can be improved.			3



answered question 85

skipped question 2

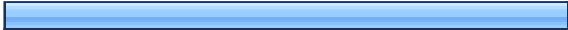

**4. In order to reduce waiting times, should we? (please tick any boxes you agree with):**

		Response Percent	Response Count
Patients be given appointments with first available doctor		51.2%	44
Be stricter with patients who arrive late		34.9%	30
Only deal with one problem for a patient at each consultation		5.8%	5
Offer patients longer, but fewer, appointments		2.3%	2
Offer appointments of different lengths		23.3%	20
Only deal with the family member for whom an appointment has been made		26.7%	23
	Other (please specify)		6
		<b>answered question</b>	<b>86</b>
		<b>skipped question</b>	<b>1</b>




**5. In order to improve access we are now offering 'book on the day' appointments. Please tell us what you think of 'book on the day' appointments**

		Response Percent	Response Count
I would prefer to pre-book my appointment		43.5%	37
I would prefer to book my appointment on the day and be seen that day		56.5%	48
	Other (please specify)		7
		<b>answered question</b>	<b>85</b>
		<b>skipped question</b>	<b>2</b>



**6. In order to improve access we are thinking of offering one or two sessions per week of 'walk-in' appointments. Please tell us what you think of 'walk-in' appointments.**

		Response Percent	Response Count
I think one or two sessions of 'walk-in' appointments is a good idea		90.8%	79
I think one or two sessions of 'walk-in' appointments is not a good idea		9.2%	8
	Other (please specify)		5
		<b>answered question</b>	<b>87</b>
		<b>skipped question</b>	<b>0</b>

**7. Thinking about access into the building at your surgery, how do you find this?**

		Response Percent	Response Count
Very easy		93.1%	81
Fairly easy		5.7%	5
Not very easy		1.1%	1
Not at all easy		0.0%	0
		<b>answered question</b>	<b>87</b>
		<b>skipped question</b>	<b>0</b>

## 8. Do you consider yourself disabled?

		Response Percent	Response Count
Yes		9.4%	8
No		90.6%	77

If you have answered yes to this question, please write any comments you wish to make about the surgery (for example, disabled toilets, height of desks, etc) in the box below:

2



answered question

85

skipped question

2

## 9. Is it easy for you to find your way around the practice (for example, does the practice have clear signposting?)

		Response Percent	Response Count
Yes		97.6%	83
No		2.4%	2


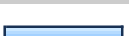
answered question

85

skipped question

2

## 10. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		81.2%	69
Fairly clean		18.8%	16
Not very clean		0.0%	0
Not at all clean		0.0%	0
Don't know		0.0%	0





answered question

85





skipped question

2




**11. How satisfied are you that your consent is sought and your wishes respected when a request is received which requires the disclosure of your confidential information? (i.e. from solicitors on your behalf)**

		Response Percent	Response Count
Very satisfied		57.6%	49
Satisfied		25.9%	22
Not satisfied at all		1.2%	1
Not applicable or not aware		15.3%	13
<b>answered question</b>			<b>85</b>
<b>skipped question</b>			<b>2</b>





**12. How satisfied are you with the way in which your practice handles your confidential information?**

		Response Percent	Response Count
Very satisfied		64.7%	55
Satisfied		24.7%	21
Not satisfied		2.4%	2
Not aware that my information is shared		8.2%	7
<b>answered question</b>			<b>85</b>
<b>skipped question</b>			<b>2</b>






**13. Generally, how satisfied are you with the service you get from your GP? (please tick one box below):**

		Response Percent	Response Count
Very satisfied		70.9%	61
Satisfied		27.9%	24
Neither satisfied nor dissatisfied		1.2%	1
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>86</b>
<b>skipped question</b>			<b>1</b>





**14. Generally, how satisfied are you with the service you get from the practice nurse? (please tick one box below)**

		Response Percent	Response Count
Very satisfied		47.1%	40
<b>Satisfied</b>		<b>49.4%</b>	<b>42</b>
Neither satisfied nor dissatisfied		2.4%	2
Dissatisfied		1.2%	1
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>85</b>
<b>skipped question</b>			<b>2</b>

**15. Generally, how satisfied are you with the service you get from reception staff?  
(please tick one box below):**

		Response Percent	Response Count
Very satisfied		65.5%	57
Satisfied		26.4%	23
Neither satisfied nor dissatisfied		4.6%	4
Dissatisfied		2.3%	2
Very dissatisfied		1.1%	1
<b>answered question</b>			<b>87</b>
<b>skipped question</b>			<b>0</b>

**16. Would you recommend your GP practice to someone who has just moved into your local area?**

		Response Percent	Response Count
Yes, would definitely recommend		80.2%	69
Yes, might recommend		14.0%	12
Not sure		3.5%	3
No, would probably not recommend		2.3%	2
No, would definitely not recommend		0.0%	0





If you would recommend your GP surgery to someone else, please tell us why. If you would not recommend your GP surgery to someone else, please tell us why not. Please write your answer in the box below:

15





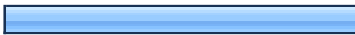
<b>answered question</b>			<b>86</b>
<b>skipped question</b>			<b>1</b>



**17. How would you prefer to be told about changes to local health services, for example, opening times of your GP practice, hospital services, treatment in the community, etc?**

		Response Percent	Response Count
Email		28.0%	23
Newsletter		23.2%	19
<b>Text messaging</b>		<b>36.6%</b>	<b>30</b>
Website		12.2%	10
	Other (please tell us)		7
<b>answered question</b>			<b>82</b>
<b>skipped question</b>			<b>5</b>

**18. How would you like to be involved in planning changes to local health services, for example, new services, hospital services (please tick all boxes that apply)**

		Response Percent	Response Count
Patient participation group at GP practice		30.3%	23
Local Involvement Network (LINK)		1.3%	1
As a member of a hospital/foundation trust		2.6%	2
Voluntary/community group		10.5%	8
<b>None, I am not interested in planning changes to local health services</b>		<b>56.6%</b>	<b>43</b>
	Other (please tell us)		5
<b>answered question</b>			<b>76</b>
<b>skipped question</b>			<b>11</b>

**19. Please use the space below to tell us about anything you feel that is important that we may have missed.**

	<b>Response Count</b>
	11
<b>answered question</b>	<b>11</b>
<b>skipped question</b>	<b>76</b>