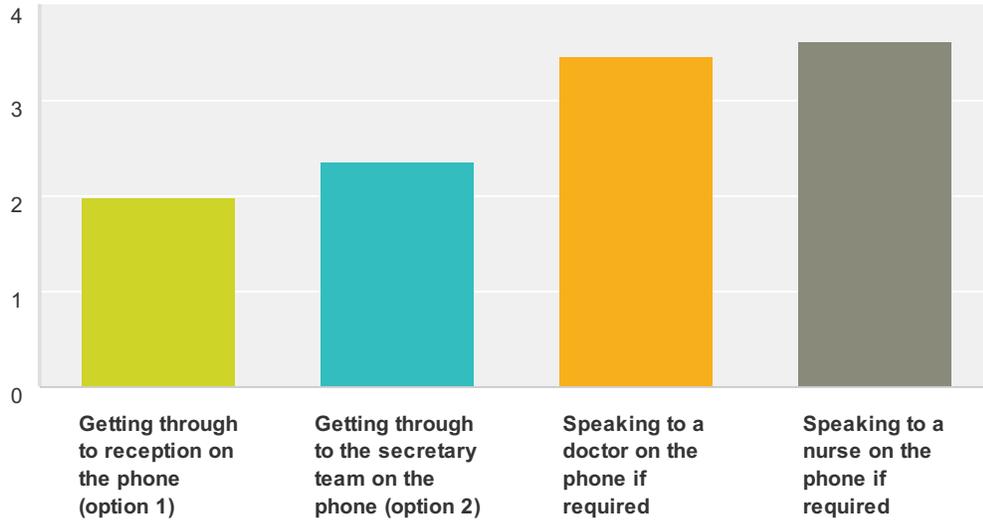


### Q1 In the past 12 months how easy have you found the following?

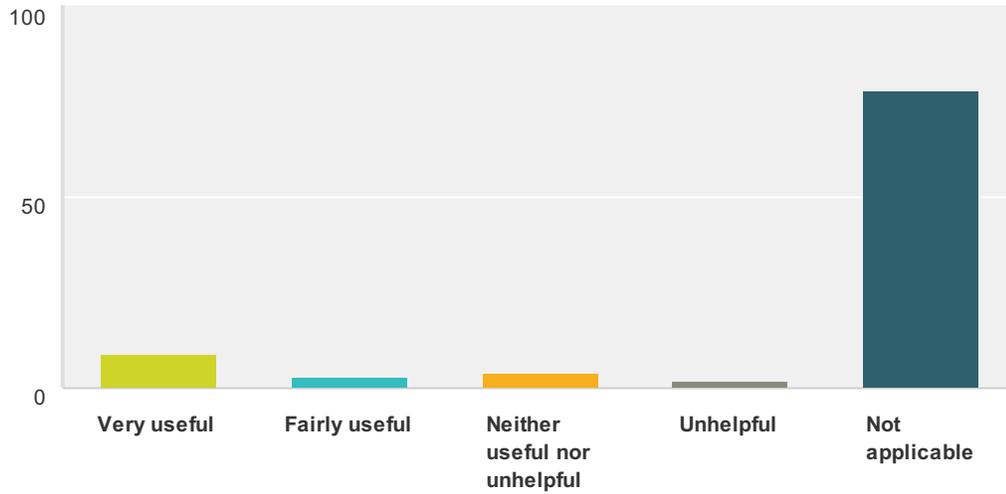
Answered: 96 Skipped: 0



|   | Very easy    | Fairly easy  | Difficult    | Don't know - haven't tried | Total | Average Rating |
|---|--------------|--------------|--------------|----------------------------|-------|----------------|
| Getting through to reception on the phone (option 1)          | 23.96%<br>23 | 58.33%<br>56 | 12.50%<br>12 | 5.21%<br>5                 | 96    | 1.99           |
| Getting through to the secretary team on the phone (option 2) | 19.15%<br>18 | 47.87%<br>45 | 9.57%<br>9   | 23.40%<br>22               | 94    | 2.37           |
| Speaking to a doctor on the phone if required                 | 5.32%<br>5   | 14.89%<br>14 | 8.51%<br>8   | 71.28%<br>67               | 94    | 3.46           |
| Speaking to a nurse on the phone if required                  | 3.19%<br>3   | 11.70%<br>11 | 4.26%<br>4   | 80.85%<br>76               | 94    | 3.63           |

**Q2 If you have used our newly introduced telephone triage service with the Physician's Associate how did you find the consultation?**

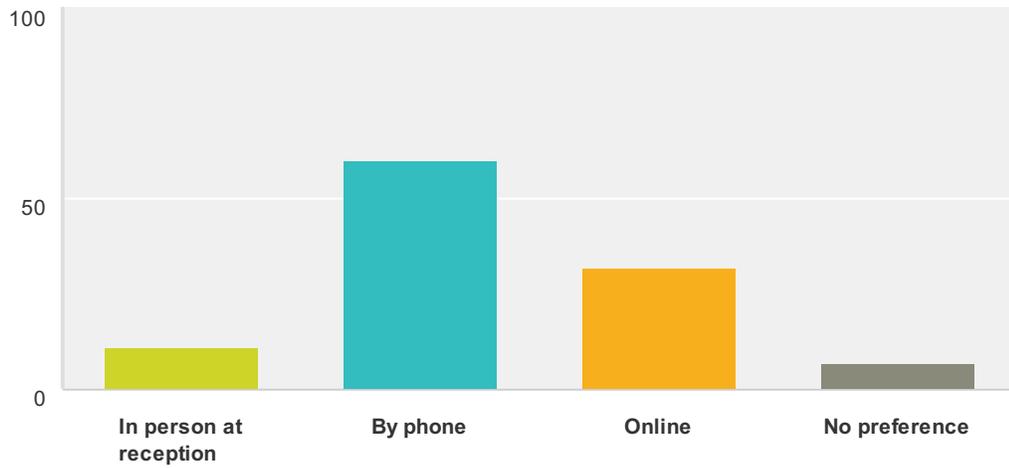
Answered: 96 Skipped: 0



| Answer Choices               | Responses |
|------------------------------|-----------|
| Very useful                  | 9.38% 9   |
| Fairly useful                | 3.13% 3   |
| Neither useful nor unhelpful | 4.17% 4   |
| Unhelpful                    | 2.08% 2   |
| Not applicable               | 81.25% 78 |
| <b>Total Respondents: 96</b> |           |

### Q3 Which of the following methods do you prefer to use to book a routine appointment?

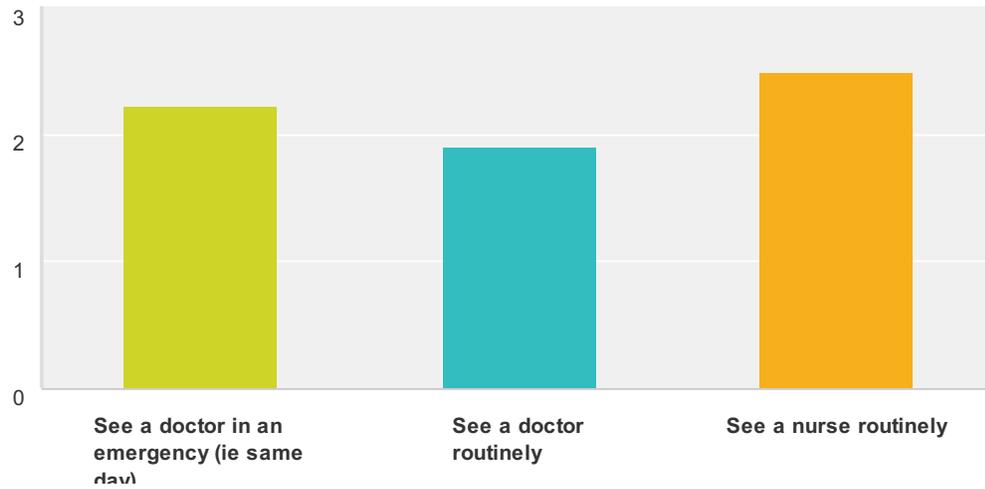
Answered: 96 Skipped: 0



| Answer Choices               | Responses |    |
|------------------------------|-----------|----|
| In person at reception       | 11.46%    | 11 |
| By phone                     | 62.50%    | 60 |
| Online                       | 33.33%    | 32 |
| No preference                | 7.29%     | 7  |
| <b>Total Respondents: 96</b> |           |    |

### Q4 In the past 12 months, how easy have you found it to:

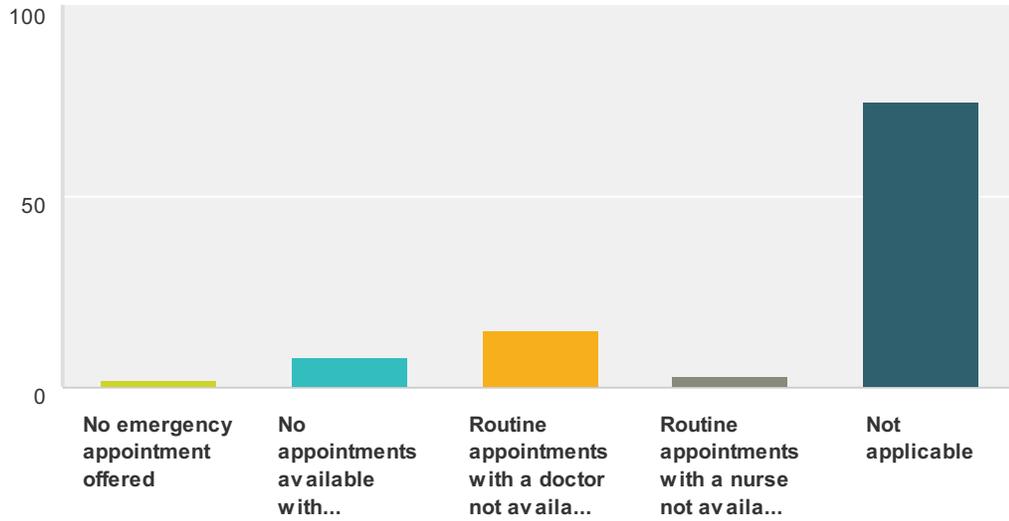
Answered: 96 Skipped: 0



|  | Very easy    | Fairly easy  | Difficult    | Don't know - haven't tried | Total | Average Rating |
|--|--------------|--------------|--------------|----------------------------|-------|----------------|
| See a doctor in an emergency (ie same day) | 35.48%<br>33 | 31.18%<br>29 | 9.68%<br>9   | 23.66%<br>22               | 93    | 2.22           |
| See a doctor routinely                     | 39.78%<br>37 | 37.63%<br>35 | 13.98%<br>13 | 8.60%<br>8                 | 93    | 1.91           |
| See a nurse routinely                      | 25.84%<br>23 | 34.83%<br>31 | 3.37%<br>3   | 35.96%<br>32               | 89    | 2.49           |

**Q5 If you have found it difficult to see a doctor or nurse as an emergency or routinely what were the issues for this?**

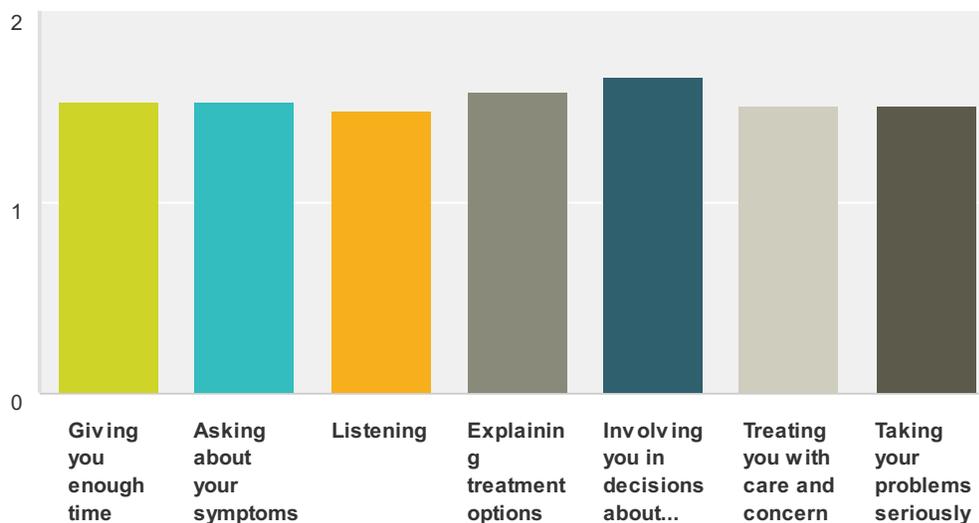
Answered: 96 Skipped: 0



| Answer Choices  | Responses |    |
|---|-----------|----|
| No emergency appointment offered  | 2.08%     | 2  |
| No appointments available with preferred clinician                                      | 8.33%     | 8  |
| Routine appointments with a doctor not available on a day or at a time to suit my needs | 15.63%    | 15 |
| Routine appointments with a nurse not available on a day or at a time to suit my needs  | 3.13%     | 3  |
| Not applicable  | 78.13%    | 75 |
| <b>Total Respondents: 96</b>  |           |    |

### Q6 The last time you saw a doctor or nurse at the practice how good were they at each of the following?

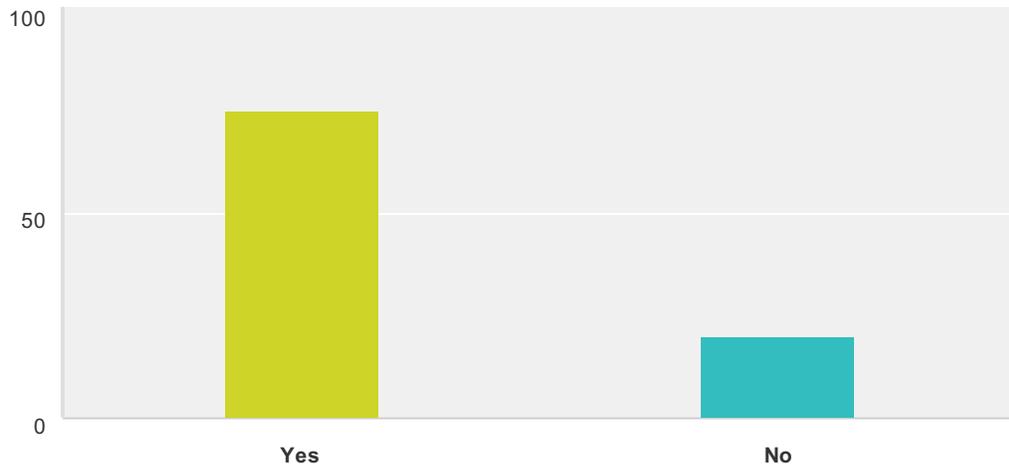
Answered: 95 Skipped: 1



|  | Very Good    | Good         | Neither Good Nor Poor | Poor       | Very Poor  | N/A        | Total | Average Rating |
|--|--------------|--------------|-----------------------|------------|------------|------------|-------|----------------|
| Giving you enough time                     | 60.22%<br>56 | 27.96%<br>26 | 8.60%<br>8            | 1.08%<br>1 | 1.08%<br>1 | 1.08%<br>1 | 93    | 1.53           |
| Asking about your symptoms                 | 58.51%<br>55 | 30.85%<br>29 | 5.32%<br>5            | 2.13%<br>2 | 1.06%<br>1 | 2.13%<br>2 | 94    | 1.53           |
| Listening                                  | 63.16%<br>60 | 28.42%<br>27 | 4.21%<br>4            | 2.11%<br>2 | 1.05%<br>1 | 1.05%<br>1 | 95    | 1.48           |
| Explaining treatment options               | 55.91%<br>52 | 31.18%<br>29 | 5.38%<br>5            | 3.23%<br>3 | 1.08%<br>1 | 3.23%<br>3 | 93    | 1.58           |
| Involving you in decisions about your care | 53.76%<br>50 | 22.58%<br>21 | 15.05%<br>14          | 0%<br>0    | 2.15%<br>2 | 6.45%<br>6 | 93    | 1.66           |
| Treating you with care and concern         | 61.29%<br>57 | 25.81%<br>24 | 7.53%<br>7            | 0%<br>0    | 2.15%<br>2 | 3.23%<br>3 | 93    | 1.51           |
| Taking your problems seriously             | 60.22%<br>56 | 29.03%<br>27 | 8.60%<br>8            | 0%<br>0    | 1.08%<br>1 | 1.08%<br>1 | 93    | 1.51           |

**Q7 Do you feel you get enough information about the practice and the services we offer?**

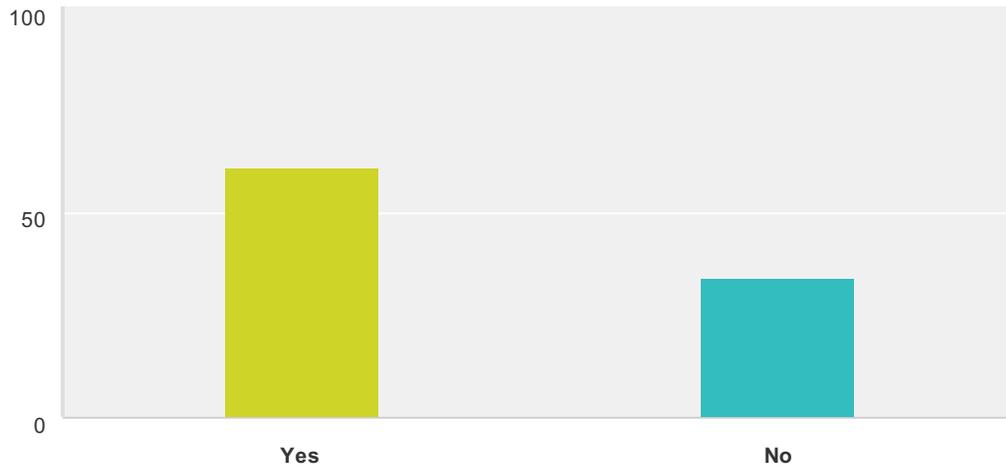
Answered: 95 Skipped: 1



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 78.95%    | 75        |
| No             | 21.05%    | 20        |
| <b>Total</b>   |           | <b>95</b> |

### Q8 Are you aware of our practice leaflet available at reception or from our website?

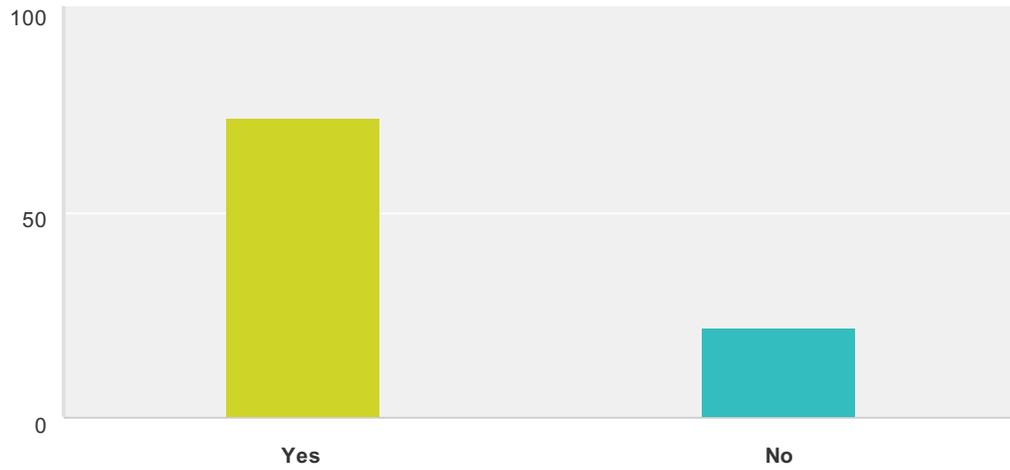
Answered: 95 Skipped: 1



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 64.21%    | 61        |
| No             | 35.79%    | 34        |
| <b>Total</b>   |           | <b>95</b> |

### Q9 Are You Aware of Our Practice Website?

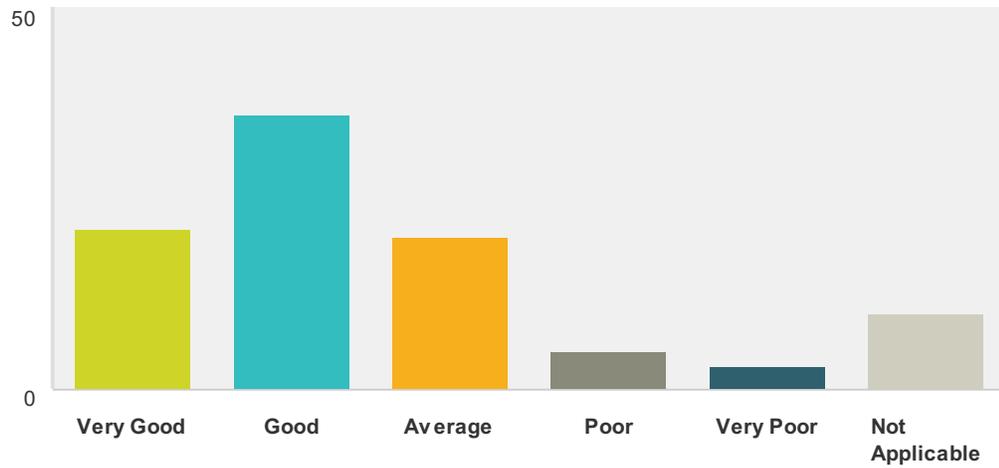
Answered: 95 Skipped: 1



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 76.84%    | 73        |
| No             | 23.16%    | 22        |
| <b>Total</b>   |           | <b>95</b> |

### Q10 How would you rate the information we give you about other services available to you?

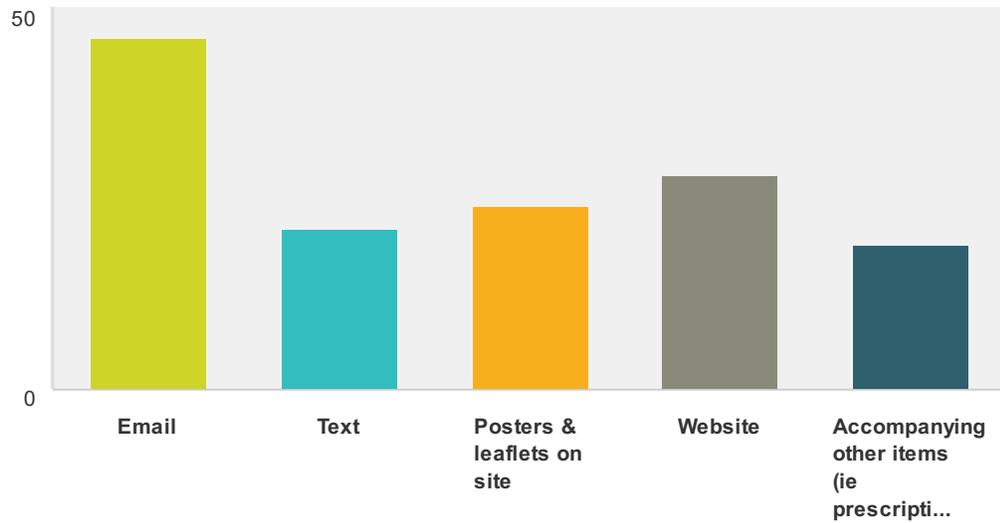
Answered: 95 Skipped: 1



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Very Good      | 22.11%    | 21        |
| Good           | 37.89%    | 36        |
| Average        | 21.05%    | 20        |
| Poor           | 5.26%     | 5         |
| Very Poor      | 3.16%     | 3         |
| Not Applicable | 10.53%    | 10        |
| <b>Total</b>   |           | <b>95</b> |

### Q11 How would you prefer to receive information about the practice or other services?

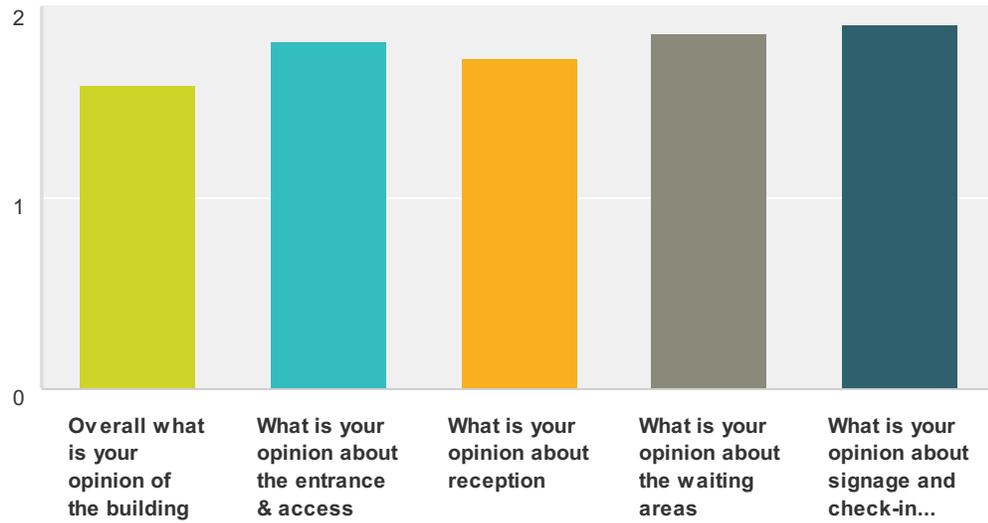
Answered: 95 Skipped: 1



| Answer Choices                                      | Responses |    |
|---|-----------|----|
| Email   | 48.42%    | 46 |
| Text  | 22.11%    | 21 |
| Posters & leaflets on site                          | 25.26%    | 24 |
| Website   | 29.47%    | 28 |
| Accompanying other items (ie prescriptions/letters) | 20%       | 19 |
| <b>Total Respondents: 95</b>                        |           |    |

## Q12 We are interested to hear what you have to say about our premises

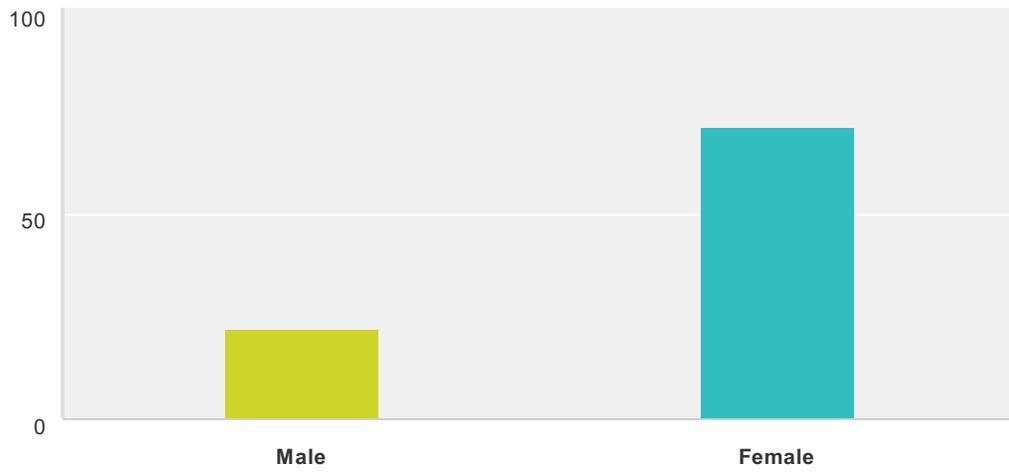
Answered: 95 Skipped: 1



|  | Very Good    | Good         | Neither Good nor Poor | Poor       | Very Poor  | N/A        | Total | Average Rating |
|--|--------------|--------------|-----------------------|------------|------------|------------|-------|----------------|
| Overall what is your opinion of the building               | 52.63%<br>50 | 38.95%<br>37 | 6.32%<br>6            | 1.05%<br>1 | 1.05%<br>1 | 0%<br>0    | 95    | 1.59           |
| What is your opinion about the entrance & access           | 42.55%<br>40 | 40.43%<br>38 | 9.57%<br>9            | 7.45%<br>7 | 0%<br>0    | 0%<br>0    | 94    | 1.82           |
| What is your opinion about reception                       | 45.26%<br>43 | 40%<br>38    | 11.58%<br>11          | 3.16%<br>3 | 0%<br>0    | 0%<br>0    | 95    | 1.73           |
| What is your opinion about the waiting areas               | 42.55%<br>40 | 36.17%<br>34 | 14.89%<br>14          | 5.32%<br>5 | 1.06%<br>1 | 0%<br>0    | 94    | 1.86           |
| What is your opinion about signage and check-in facilities | 41.05%<br>39 | 33.68%<br>32 | 16.84%<br>16          | 6.32%<br>6 | 1.05%<br>1 | 1.05%<br>1 | 95    | 1.91           |

### Q13 Are you male or female?

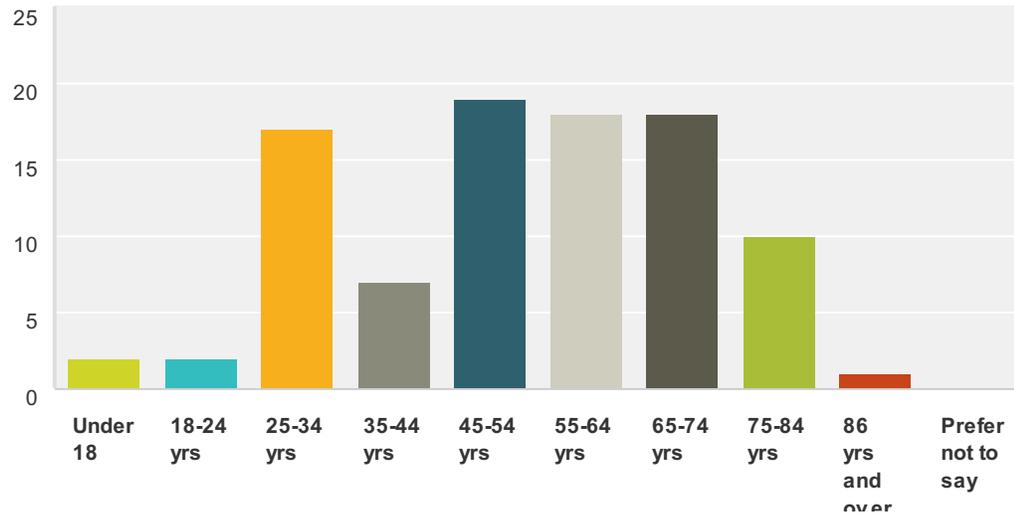
Answered: 93 Skipped: 3



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Male           | 23.66%    | 22        |
| Female         | 76.34%    | 71        |
| <b>Total</b>   |           | <b>93</b> |

### Q14 How Old Are You? Please select an answer below

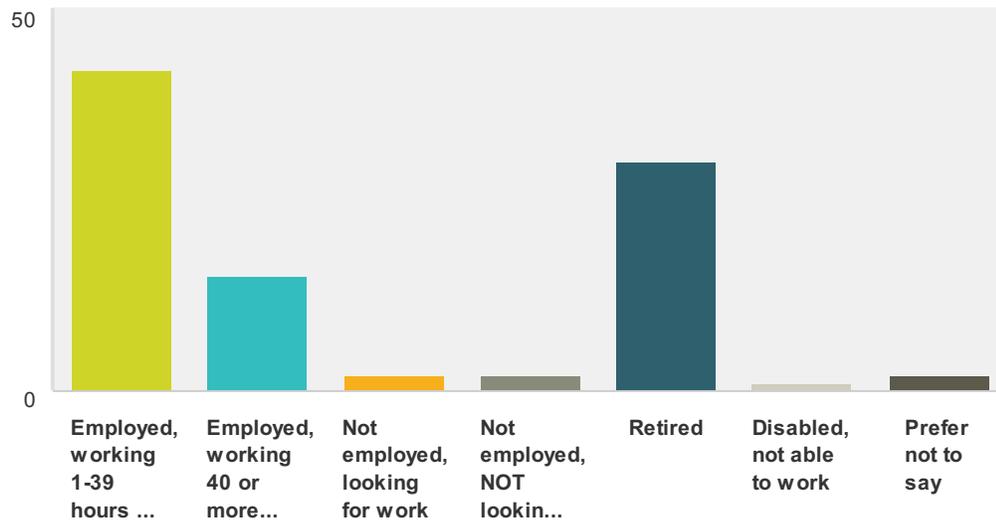
Answered: 94 Skipped: 2



| Answer Choices    | Responses |
|-------------------|-----------|
| Under 18          | 2.13% 2   |
| 18-24 yrs         | 2.13% 2   |
| 25-34 yrs         | 18.09% 17 |
| 35-44 yrs         | 7.45% 7   |
| 45-54 yrs         | 20.21% 19 |
| 55-64 yrs         | 19.15% 18 |
| 65-74 yrs         | 19.15% 18 |
| 75-84 yrs         | 10.64% 10 |
| 86 yrs and over   | 1.06% 1   |
| Prefer not to say | 0% 0      |
| <b>Total</b>      | <b>94</b> |

### Q15 Which of the following categories best describes your employment status?

Answered: 94 Skipped: 2



| Answer Choices                              | Responses |
|---|-----------|
| Employed, working 1-39 hours per week       | 44.68% 42 |
| Employed, working 40 or more hours per week | 15.96% 15 |
| Not employed, looking for work              | 2.13% 2   |
| Not employed, NOT looking for work          | 2.13% 2   |
| Retired                                     | 31.91% 30 |
| Disabled, not able to work                  | 1.06% 1   |
| Prefer not to say                           | 2.13% 2   |
| <b>Total</b>                                | <b>94</b> |