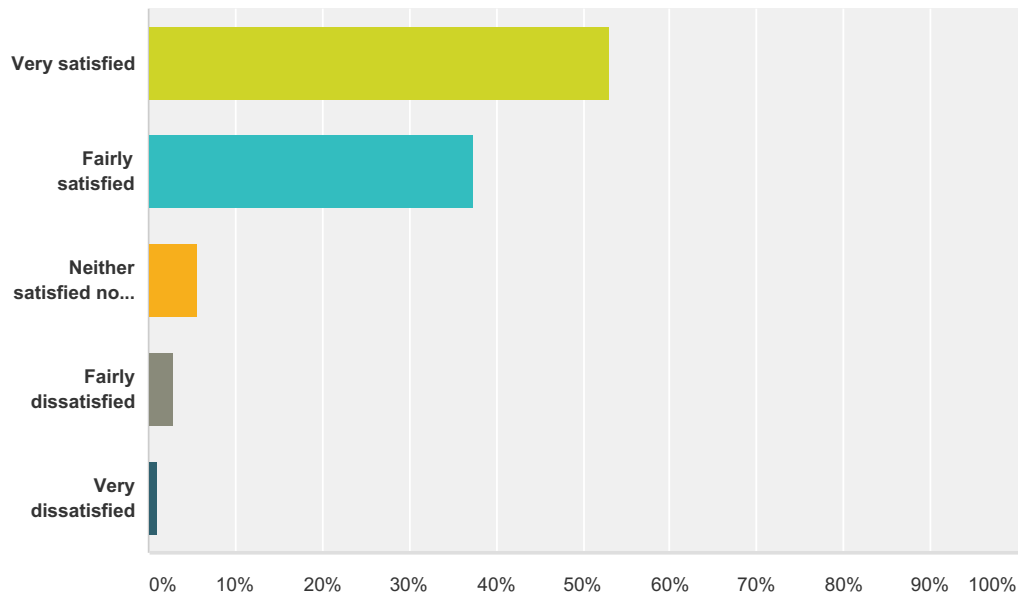


Q1 How satisfied are you with the surgery opening hours?

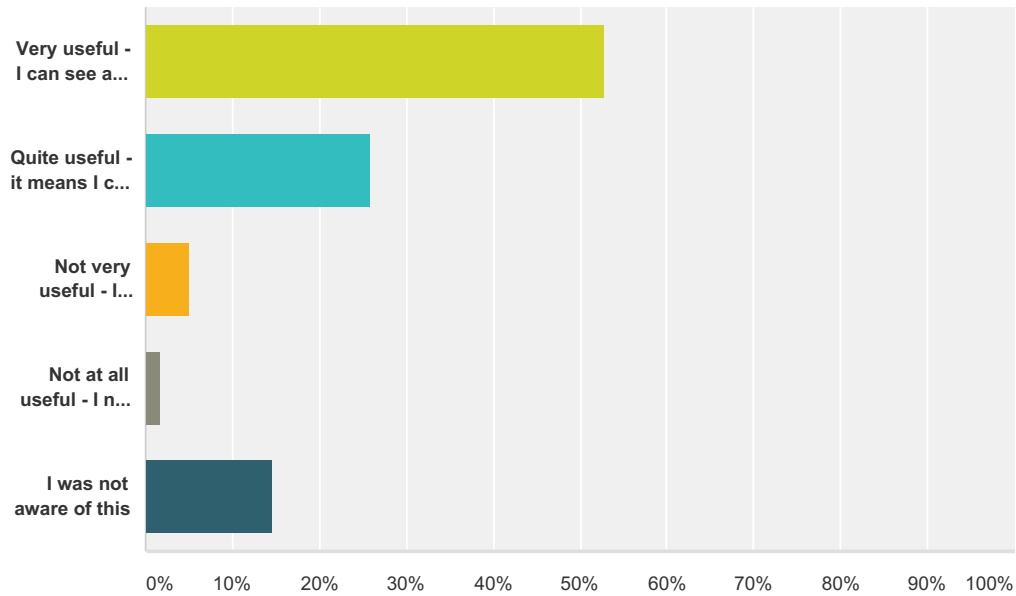
Answered: 616 Skipped: 13



Answer Choices	Responses
Very satisfied	53.08% 327
Fairly satisfied	37.34% 230
Neither satisfied nor dissatisfied	5.68% 35
Fairly dissatisfied	2.92% 18
Very dissatisfied	0.97% 6
Total	616

Q2 Each GP has at least 10 "on-the-day" appointments, available from 8.15am on the day in question for people who present in person, phone in or book online (the appointments are released online from 6pm the night before). How useful have you found this?

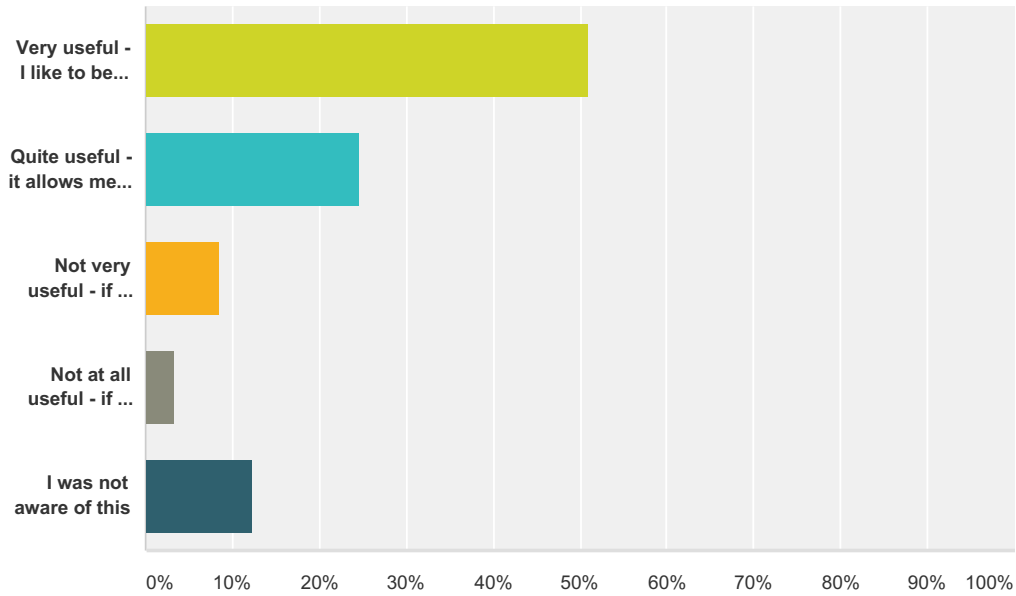
Answered: 615 Skipped: 14



Answer Choices	Responses
Very useful - I can see a doctor any morning I like without it having to be an emergency	52.85% 325
Quite useful - it means I can see a doctor without having to book in advance	25.85% 159
Not very useful - I prefer to book in advance if possible	5.04% 31
Not at all useful - I need to know in advance when my appointment will be	1.63% 10
I was not aware of this	14.63% 90
Total	615

Q3 Our pre-bookable appointments can be booked up to a month in advance, to enable patients to plan follow-up and routine appointments. How useful do you find the advance booking?

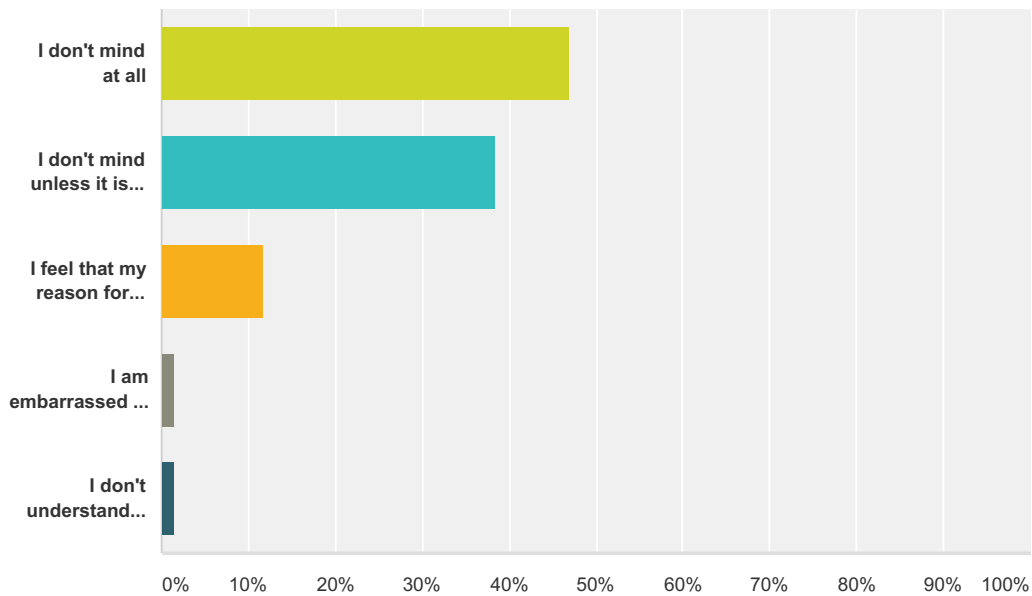
Answered: 612 Skipped: 17



Answer Choices	Responses
Very useful - I like to be able to make arrangements well beforehand	50.98% 312
Quite useful - it allows me to book time off work/arrange childcare etc	24.67% 151
Not very useful - if I need to see a doctor I might to have to wait more than a week	8.50% 52
Not at all useful - if I need to see a doctor I want to see one immediately	3.43% 21
I was not aware of this	12.42% 76
Total	612

Q4 When booking appointments our staff are instructed to ask patients if they are willing to give an outline of the reason for their appointment. This is to ensure we give enough time and that the appointment is with the appropriate person. Some patients are not happy to be asked this question. Can you tell us your main objection please?

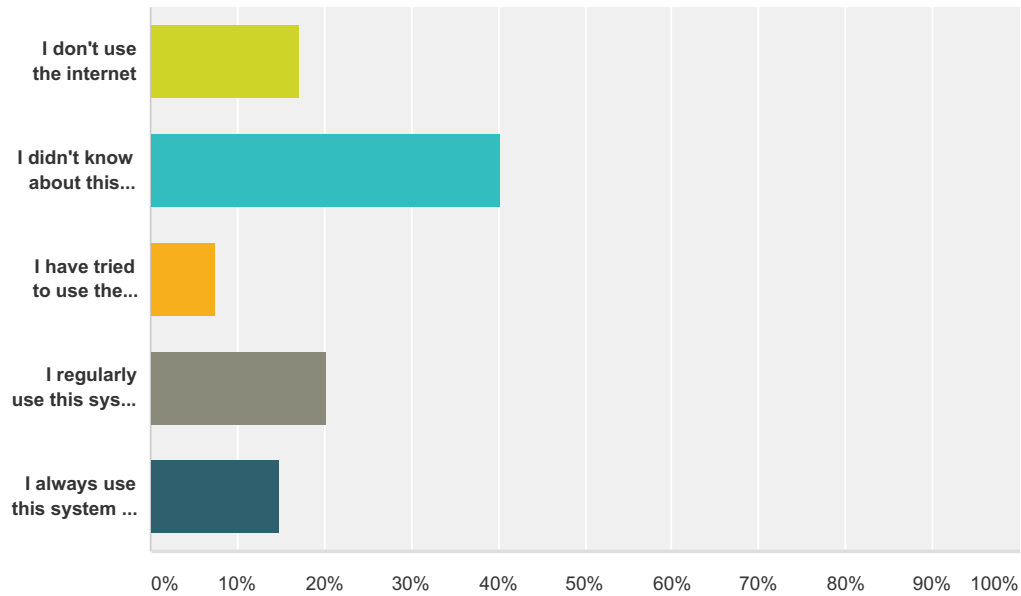
Answered: 617 Skipped: 12



Answer Choices	Responses
I don't mind at all	47.00% 290
I don't mind unless it is something particularly sensitive	38.41% 237
I feel that my reason for needing an appointment is confidential, between me and my doctor	11.67% 72
I am embarrassed at having to explain to a receptionist	1.46% 9
I don't understand their reason for asking, and nobody has ever explained	1.46% 9
Total	617

Q5 Are you aware of the online service where you can book appointments, order repeat prescriptions and view your coded medical record? (Please note, to use this service you will need to complete an application form at reception and provide two forms of ID including photo ID)

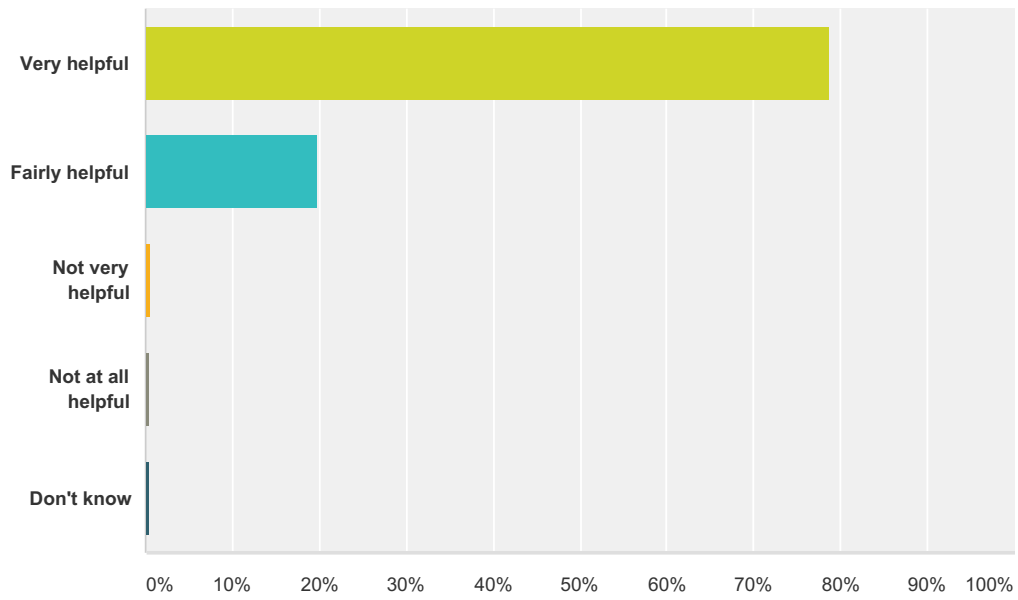
Answered: 606 Skipped: 23



Answer Choices	Responses	Count
I don't use the internet	17.16%	104
I didn't know about this system it but would probably find it useful	40.26%	244
I have tried to use the system but do not find it useful	7.43%	45
I regularly use this system and find it quite useful	20.30%	123
I always use this system and find it very useful	14.85%	90
Total		606

Q6 How helpful do you find the receptionists at Queen Edith's?

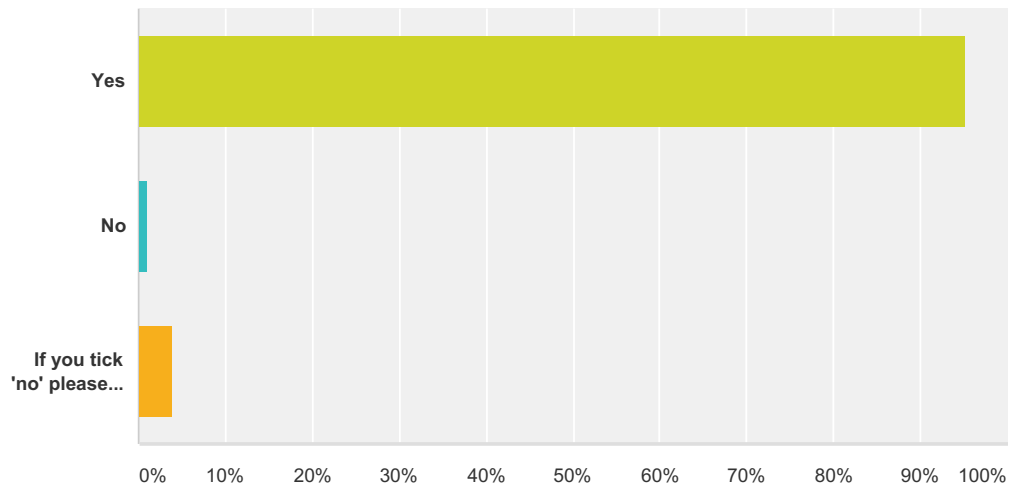
Answered: 621 Skipped: 8



Answer Choices	Responses
Very helpful	78.74% 489
Fairly helpful	19.81% 123
Not very helpful	0.64% 4
Not at all helpful	0.32% 2
Don't know	0.48% 3
Total	621

Q7 Do you feel you are treated with respect and dignity at all times?

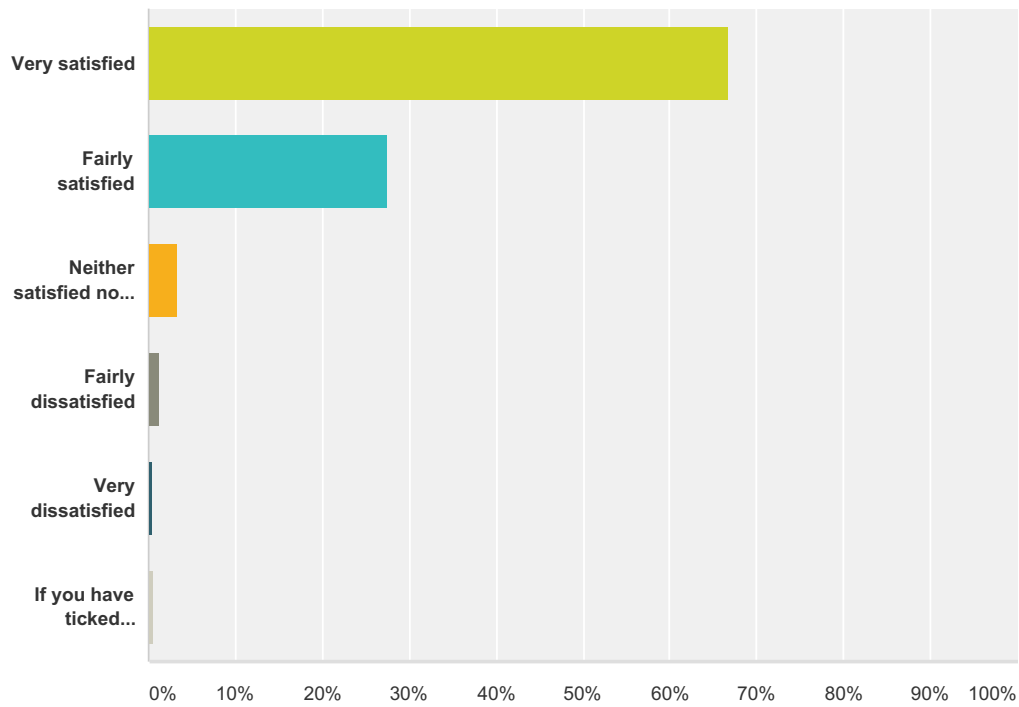
Answered: 615 Skipped: 14



Answer Choices	Responses	
Yes	95.12%	585
No	0.98%	6
If you tick 'no' please tell us why in the comment box below:	3.90%	24
Total		615

Q8 Overall, how satisfied are you with the care you receive at the surgery?

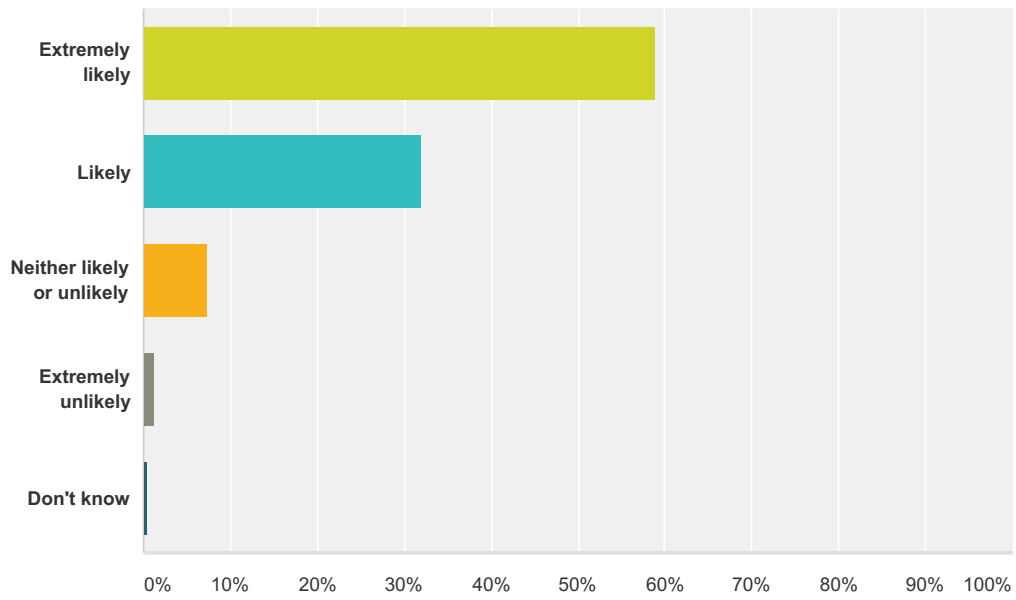
Answered: 616 Skipped: 13



Answer Choices	Responses	
Very satisfied	66.72%	411
Fairly satisfied	27.60%	170
Neither satisfied nor dissatisfied	3.41%	21
Fairly dissatisfied	1.30%	8
Very dissatisfied	0.32%	2
If you have ticked 'dissatisfied', can you please tell us why in the comment box below:	0.65%	4
Total		616

Q9 How likely would you be to recommend this surgery to newcomers in the area?

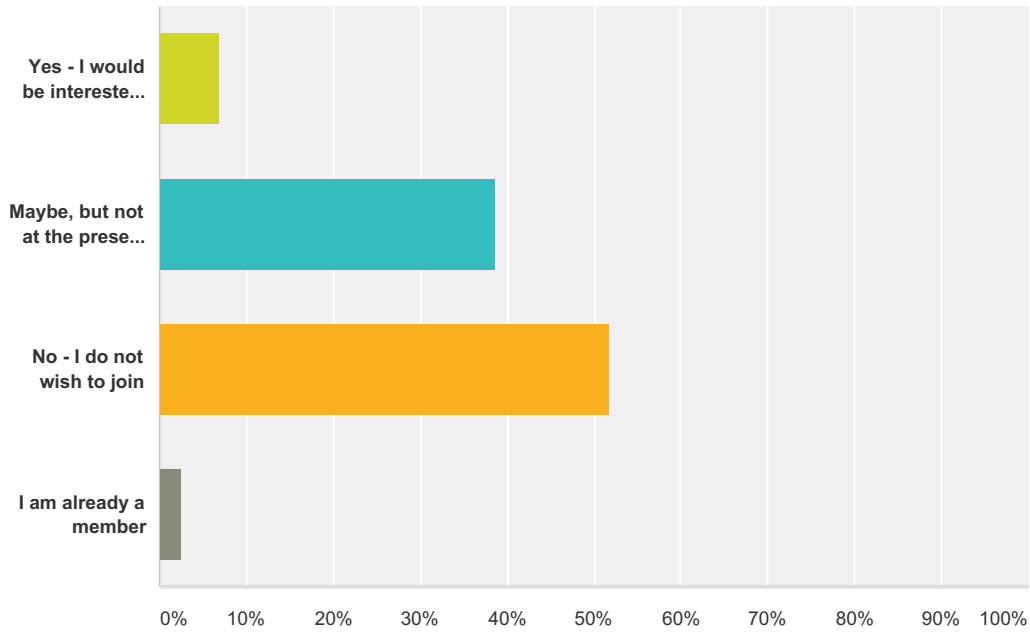
Answered: 609 Skipped: 20



Answer Choices	Responses	Count
Extremely likely	58.95%	359
Likely	32.02%	195
Neither likely or unlikely	7.39%	45
Extremely unlikely	1.15%	7
Don't know	0.49%	3
Total		609

Q10 There is an active Patient Participation Group (PPG) at Queen Edith Medical Practice. The group is involved in helping to shape the services we provide. Would you be interested in joining our PPG?

Answered: 589 Skipped: 40



Answer Choices	Responses	
Yes - I would be interested in joining the PPG and I am happy for my contact details below to be passed on to the group	6.96%	41
Maybe, but not at the present time	38.71%	228
No - I do not wish to join	51.78%	305
I am already a member	2.55%	15
Total		589

Q11 And finally - our strength? Please tell us one thing we do well?

Answered: 464 Skipped: 165

**Q12 And our weakness? Tell us one thing
that we do not do well, that you would like
us to improve...**

Answered: 377 Skipped: 252