










1. When you booked your last appointment, how easy was it to get a suitable day/time?

		Response Percent	Response Count
Very easy		61.4%	188
Not too difficult		33.0%	101
Quite difficult		5.2%	16
Very difficult		0.3%	1
answered question			306
skipped question			1

2. Was the Receptionist courteous and helpful?

		Response Percent	Response Count
Very courteous and helpful		78.8%	242
Quite courteous and helpful		17.9%	55
Not very courteous and helpful		1.0%	3
Rude		0.3%	1
Not applicable - booked online		2.0%	6
answered question			307
skipped question			0

3. If you had to wait beyond your appointment time before being seen, what was your view about the length of the wait?

		Response Percent	Response Count
Excellent		13.5%	37
Good		32.0%	88
Satisfactory/Acceptable		45.8%	126
Needs improvement		8.7%	24
answered question			275
skipped question			32

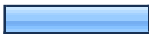


4. A great deal of written information is available to our patients. Have you ever needed important information from us in a language other than English?

		Response Percent	Response Count
Yes		2.6%	8
No		77.8%	235
Not applicable		19.5%	59
answered question			302
skipped question			5

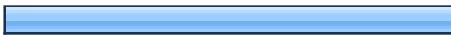

5. If you are hard of hearing, are you aware that we have a Hearing Loop for patients with hearing difficulties (this is an electronic system for use by patients with hearing aids)?

		Response Percent	Response Count
Yes		47.1%	73
No		52.9%	82
answered question			155
skipped question			152




6. We use an upstairs room for some nurse clinics. If you have been seen upstairs, were you warned that this would be the case for your appointment, and asked if it was OK for you?

		Response Percent	Response Count
Yes		22.8%	67
No		20.4%	60
Not applicable		56.8%	167
answered question			294
skipped question			13





7. Are you aware that you can book doctor appointments and request repeat medication via our practice website on the internet? www.queenedithmedicalpractice.co.uk

		Response Percent	Response Count
Yes		72.1%	212
No		27.9%	82
answered question			294
skipped question			13



8. Have you used our practice website to find information?

		Response Percent	Response Count
Yes		43.9%	130
No		51.7%	153
No access to internet		4.4%	13
answered question			296
skipped question			11

9. If you have seen our practice newsletter, did you find it informative? Please include any suggestions for the newsletter on the last page of this questionnaire.

		Response Percent	Response Count
Very informative		18.7%	55
Quite informative		26.9%	79
Not very informative		0.3%	1
Not at all informative		0.0%	0
Never seen a newsletter		54.1%	159
answered question			294
skipped question			13

10. If you care for a friend or relative who is elderly, unwell or disabled, have you registered as a Carer with the practice in order to access help and support?

		Response Percent	Response Count
Yes		4.2%	12
No		17.3%	49
Not applicable		78.5%	223
answered question			284
skipped question			23

11. Please tell us - is there anything we do really well?

	Response Count
	183
answered question	183
skipped question	124

12. Is there anything you think we could do better?

	Response Count
	129
answered question	129
skipped question	178

13. Do you have any other comments or suggestions?

	Response Count
	83
answered question	83
skipped question	224

14. Thank you very much for your help with our survey. Would you like to talk to our Practice Manager about any of the above? If so please let us have your name, address and telephone number.

	Response Count
	25
answered question	25
skipped question	282