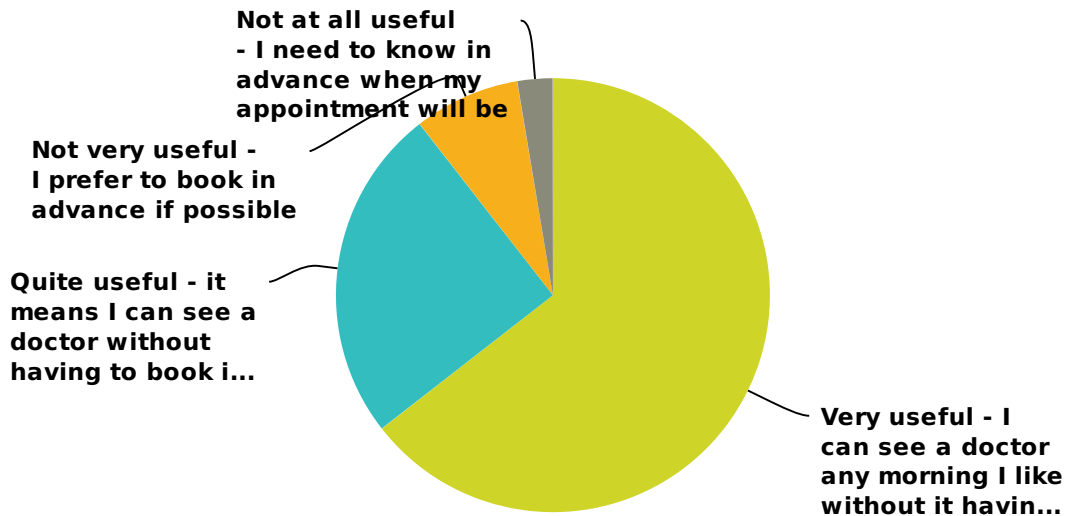


Q1 Each GP has at least 10 "on-the-day" appointments, available from 8.15am on the day in question for people who present in person, phone in or book online. How useful have you found this?

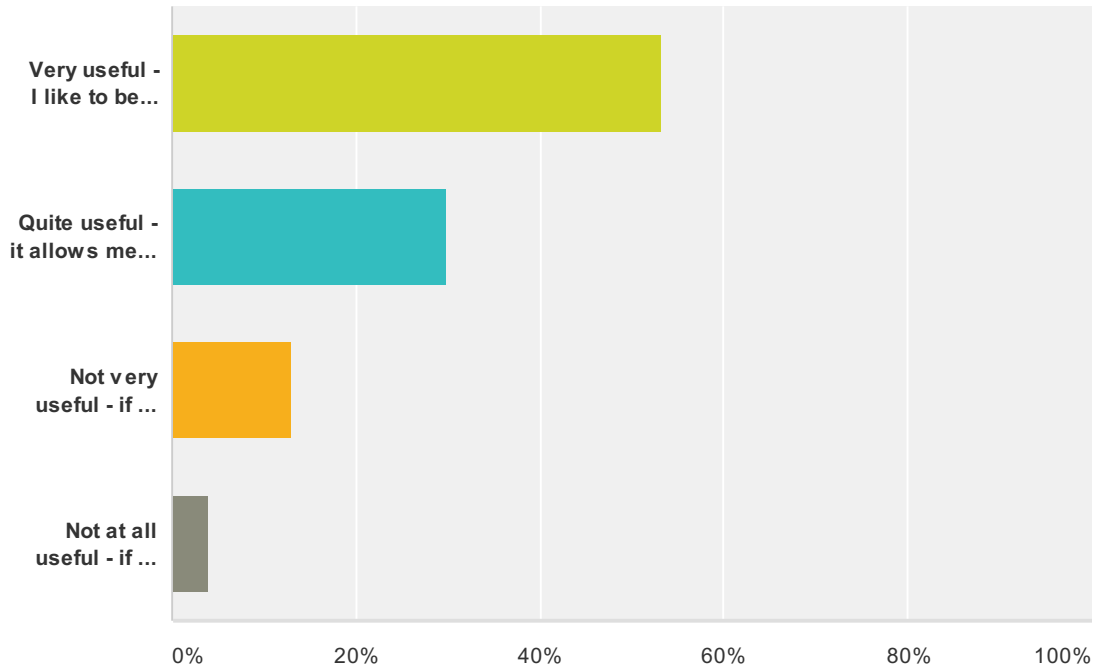
Answered: 76 Skipped: 3



Answer Choices	Responses	
Very useful - I can see a doctor any morning I like without it having to be an emergency	64.47%	49
Quite useful - it means I can see a doctor without having to book in advance	25%	19
Not very useful - I prefer to book in advance if possible	7.89%	6
Not at all useful - I need to know in advance when my appointment will be	2.63%	2
Total		76

Q2 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?

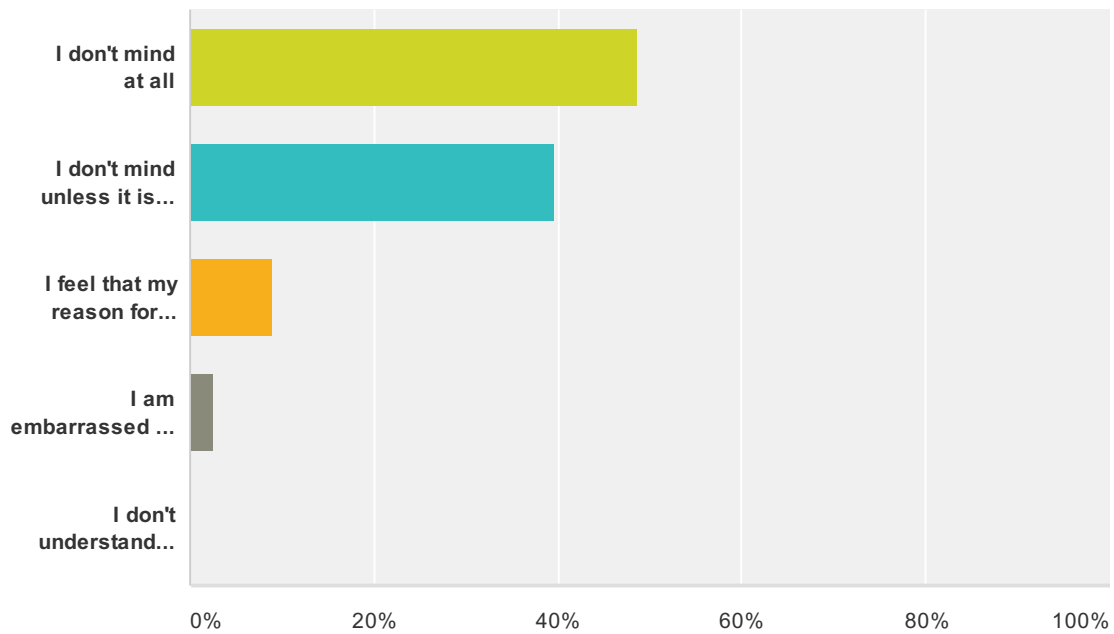
Answered: 77 Skipped: 2



Answer Choices	Responses	
Very useful - I like to be able to make arrangements well beforehand	53.25%	41
Quite useful - it allows me to book time off work/arrange childcare etc	29.87%	23
Not very useful - if I need to see a doctor I might to have to wait more than a week	12.99%	10
Not at all useful - if I need to see a doctor I want to see one immediately	3.90%	3
Total		77

Q3 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?

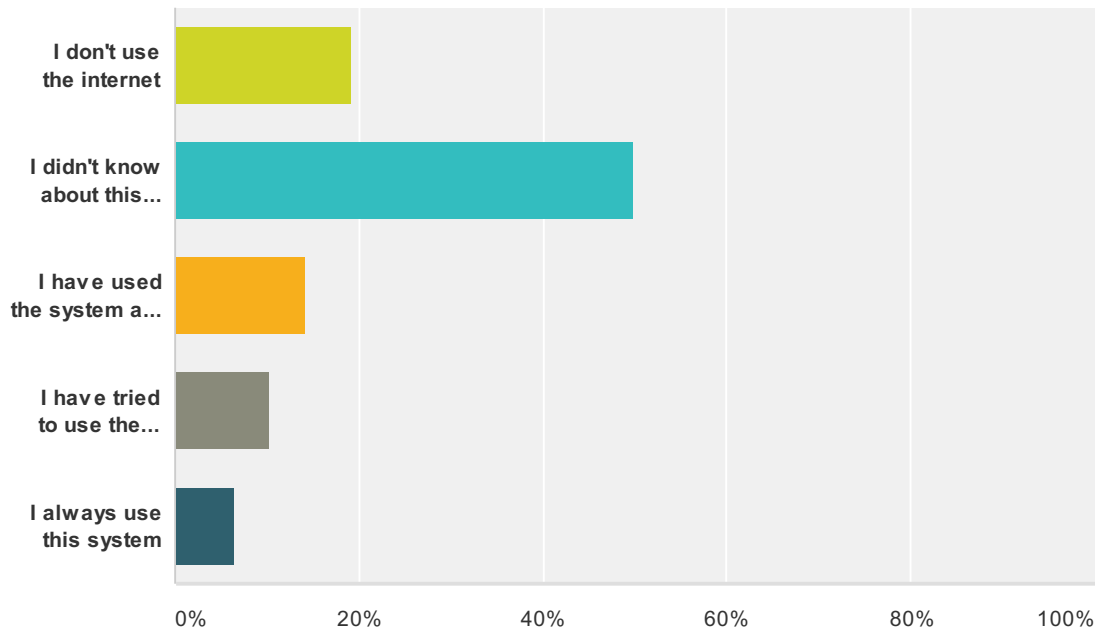
Answered: 78 Skipped: 1



Answer Choices	Responses
I don't mind at all	48.72% 38
I don't mind unless it is something particularly sensitive	39.74% 31
I feel that my reason for needing an appointment is confidential, between me and my doctor	8.97% 7
I am embarrassed at having to explain to a receptionist	2.56% 2
I don't understand their reason for asking, and nobody has ever explained	0% 0
Total	78

Q4 We have some GP appointments available to book online. Do you find this system useful?

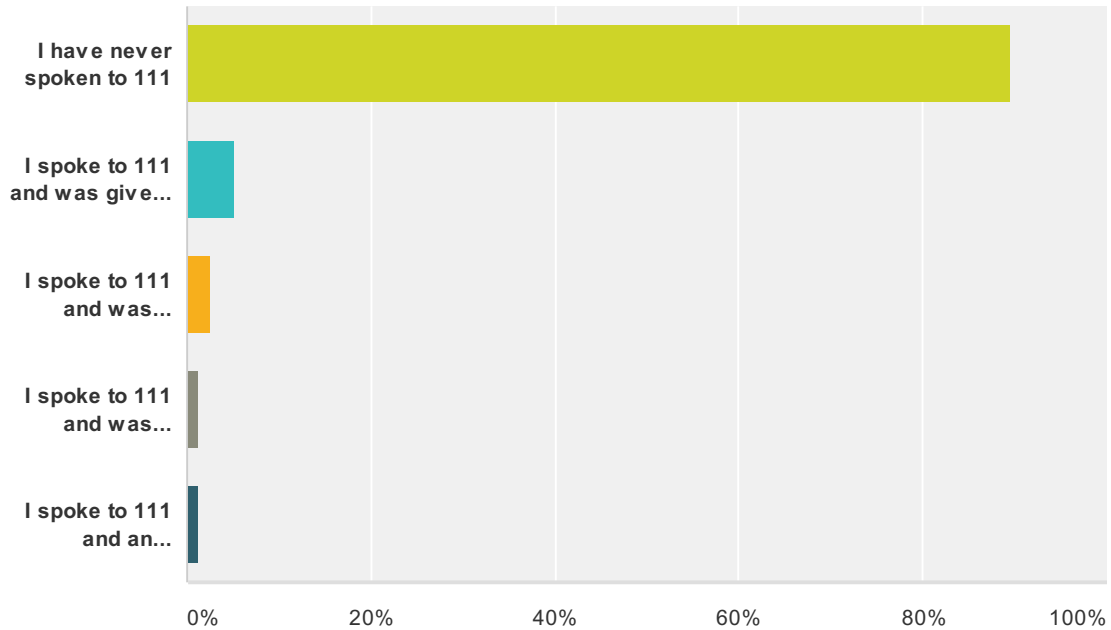
Answered: 78 Skipped: 1



Answer Choices	Responses
I don't use the internet	19.23% 15
I didn't know about this system it but would probably find it useful	50% 39
I have used the system and found it quite useful	14.10% 11
I have tried to use the system but not found a suitable appointment	10.26% 8
I always use this system	6.41% 5
Total	78

Q5 Very recently the new 111 system has been introduced in our area, which patients contact by dialling their usual GP surgery phone numbr. Please let us know your experience of this.

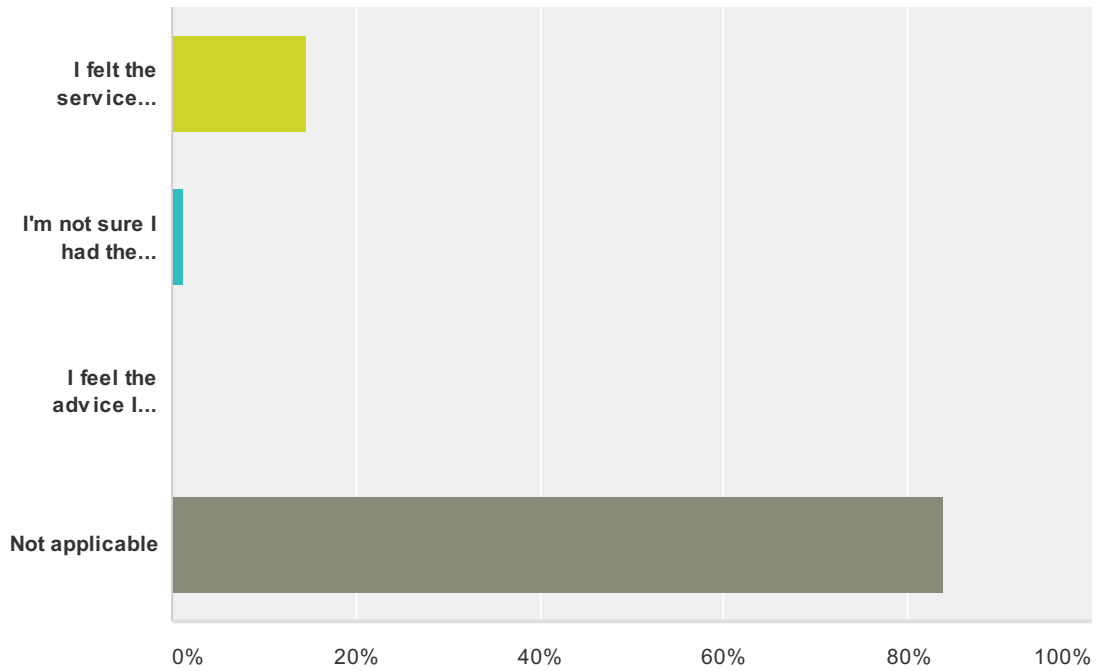
Answered: 77 Skipped: 2



Answer Choices	Responses	
I have never spoken to 111	89.61%	69
I spoke to 111 and was given helpful advice	5.19%	4
I spoke to 111 and was directed to the Out of House service - Urgent Care Cambridge	2.60%	2
I spoke to 111 and was directed to A&E	1.30%	1
I spoke to 111 and an ambulance was sent	1.30%	1
Total		77

Q6 Please answer this question based on your response to the previous question.

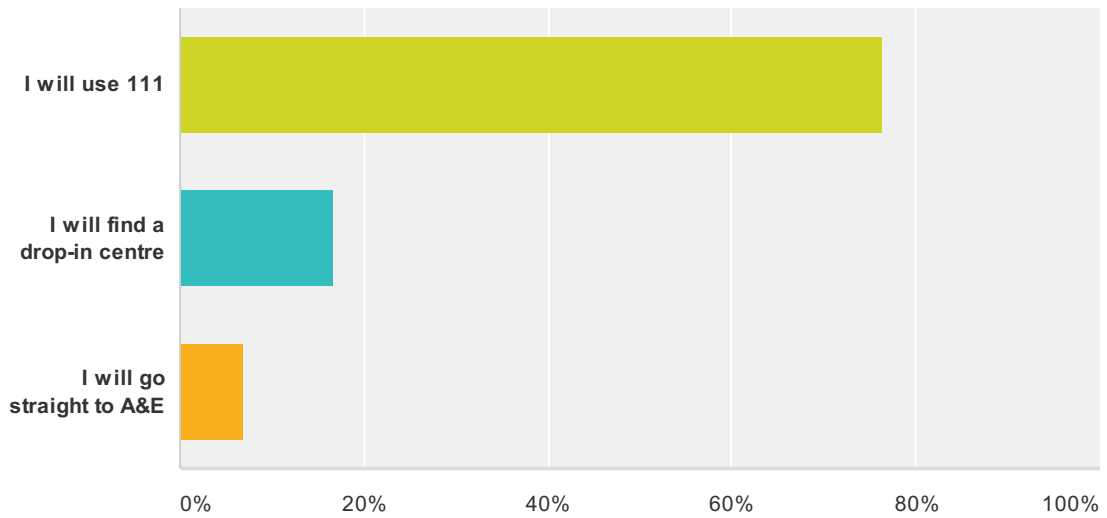
Answered: 75 Skipped: 4



Answer Choices	Responses	
I felt the service answered my needs very well	14.67%	11
I'm not sure I had the appropriate advice	1.33%	1
I feel the advice I received/action that was taken was inappropriate	0%	0
Not applicable	84%	63
Total		75

Q7 What action will you take if you have a medical problem Out of Hours in the future?

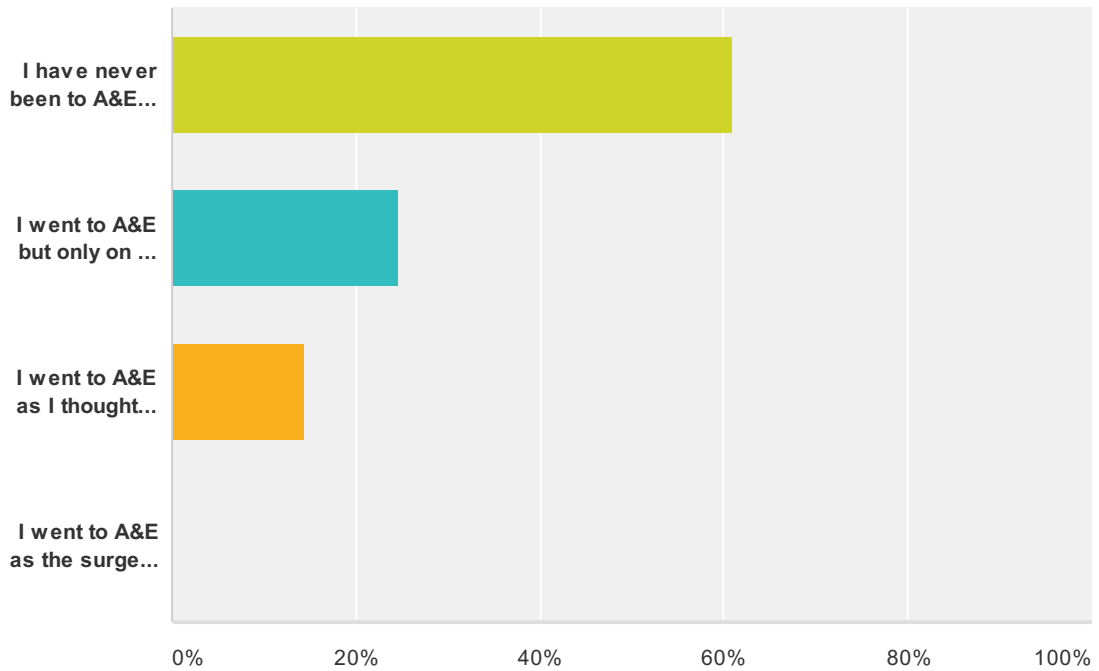
Answered: 72 Skipped: 7



Answer Choices	Responses
I will use 111	76.39% 55
I will find a drop-in centre	16.67% 12
I will go straight to A&E	6.94% 5
Total	72

Q8 The next question is about attendances at Accident and Emergency (A&E) while the surgery is OPEN

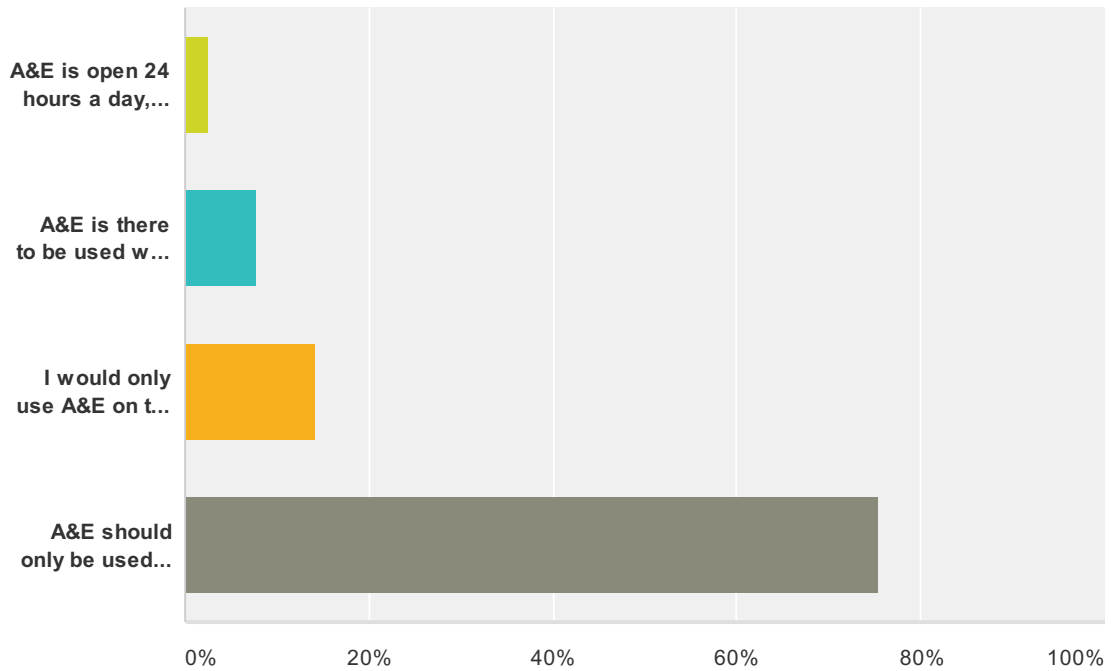
Answered: 69 Skipped: 10



Answer Choices	Responses
I have never been to A&E while the surgery is open	60.87% 42
I went to A&E but only on the advice of my doctor	24.64% 17
I went to A&E as I thought my doctor would not be able to deal with my problem	14.49% 10
I went to A&E as the surgery refused to give me an appointment	0% 0
Total	69

Q9 What do you feel is the role of a hospital Accident And Emergency (A&E) department?

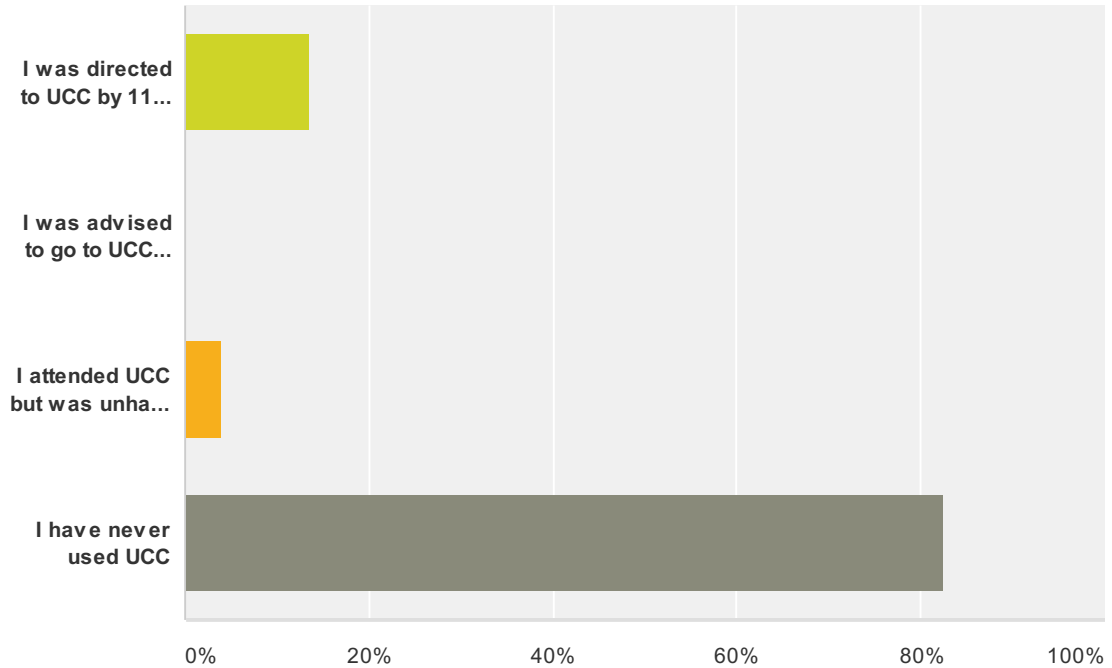
Answered: 77 Skipped: 2



Answer Choices	Responses
A&E is open 24 hours a day, so is a useful alternative to my GP	2.60% 2
A&E is there to be used when my GP practice is closed	7.79% 6
I would only use A&E on the advice of my GP or 111	14.29% 11
A&E should only be used for very serious accidents or emergencies	75.32% 58
Total	77

Q10 Urgent Care Cambridge (UCC) is an association of GPs which cares for patients when GP practices are closed. What is your experience of UCC?

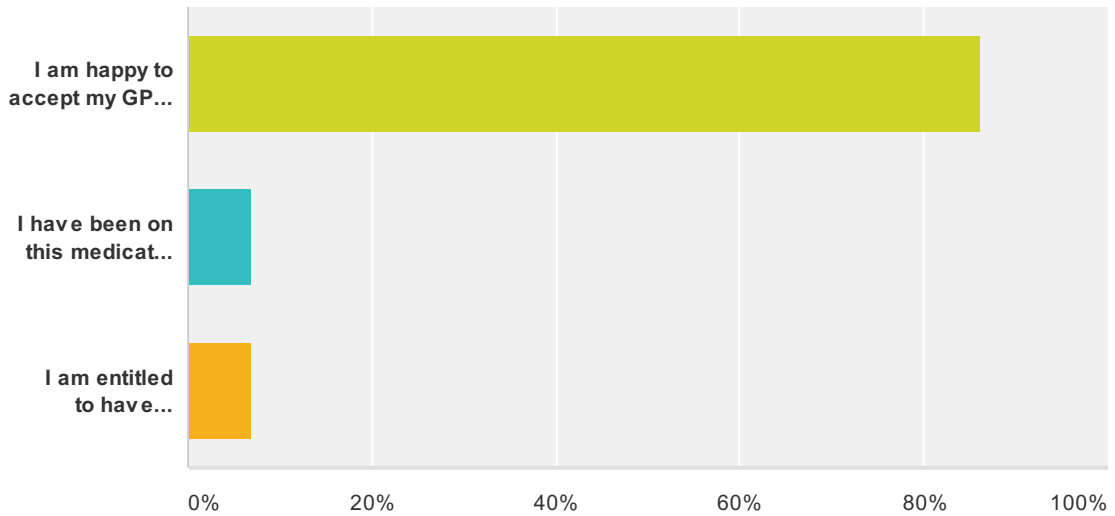
Answered: 74 Skipped: 5



Answer Choices	Responses	
I was directed to UCC by 111, and received very good care from them	13.51%	10
I was advised to go to UCC when I spoke 111 but chose to go to A&E instead	0%	0
I attended UCC but was unhappy with the care I received	4.05%	3
I have never used UCC	82.43%	61
Total		74

Q11 Most drugs prescribed under the NHS have a generic form and a branded version - eg soluble aspirin (Disprin). Although the actual drug is the same, usually the generic form is the cheapest, sometimes tablets are cheaper than capsules, sometimes one brand is cheaper than another. The difference in price can be huge. You may have been told that the version of your medication has been changed. The next question is looking for your response to that.

Answered: 73 Skipped: 6



Answer Choices	Responses	
I am happy to accept my GP's advice regarding my medication	86.30%	63
I have been on this medication for a long time and do not want to try a different version	6.85%	5
I am entitled to have whatever version of medication I prefer, regardless of cost	6.85%	5
Total		73

Q12 And finally - our strength? Please tell us one thing you think we do well....

Answered: 61 Skipped: 18

Q13 And our weakness? Tell us one thing that we don't do well, that you would like us to improve.....

Answered: 53 Skipped: 26