











1. How easy is it to find out about the opening hours and services offered by your GP practice?

		Response Percent	Response Count
Very easy		36.8%	7
Fairly easy		42.1%	8
Neither easy nor difficult		5.3%	1
Fairly difficult		15.8%	3
Very difficult		0.0%	0
answered question			19
skipped question			0


2. How do you find out information about your GP practice?

		Response Percent	Response Count
Friend, family, neighbour		16.7%	3
Practice newsletter		22.2%	4
Local Involvement Network		0.0%	0
Practice noticeboard		38.9%	7
Patient advice and liaison service (PALS)		0.0%	0
Practice website		11.1%	2
Practice leaflet		5.6%	1
Voluntary group		0.0%	0
Other website (for example, NHS Choices)		5.6%	1
Email		0.0%	0
None of the above, I look at (please tell us)			1

answered question 18

skipped question 1

3. Does this information meet your needs?

		Response Percent	Response Count
Yes		100.0%	18
No		0.0%	0
If you ticked 'no', please tell us how this can be improved.			0








answered question 18

skipped question 1

4. Are there any other services you think we could offer?

	Response Count
	4
answered question	4
skipped question	15

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

		Response Percent	Response Count
See patients in the order they arrive		36.8%	7
Give patients appointments with the first available doctor		10.5%	2
Be stricter with patients who arrive late		47.4%	9
Only deal with one problem for a patient at each consultation		10.5%	2
Offer patients longer, but fewer, appointments		5.3%	1
Offer appointments of different lengths		47.4%	9
Only deal with the family member for whom an appointment has been made		63.2%	12
	Other (please specify)		1
	answered question		19
	skipped question		0


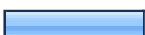

6. Please tell us how long you would be prepared to wait for your appointment before you would want an explanation for the delay.

	Response Count
	17
answered question	17
skipped question	2



7. Please tell us what you think we could do other than offer more appointments to make it easier for patients to get an appointment.

	Response Count
	8
answered question	8
skipped question	11



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

		Response Percent	Response Count
Very easy		66.7%	12
Fairly easy		22.2%	4
Not very easy		11.1%	2
Not at all easy		0.0%	0
answered question			18
skipped question			1


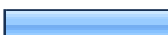


9. Do you consider yourself disabled?

		Response Percent	Response Count
Yes		23.5%	4
No		76.5%	13
If you have answered 'yes' to this question, please write any comments you wish to make about the surgery (for example, disabled toilets, heights of desks etc) in the box below.			0
answered question			17
skipped question			2





10. 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		78.9%	15
No		21.1%	4
answered question			19
skipped question			0



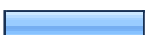
11. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		63.2%	12
Fairly clean		26.3%	5
Not very clean		5.3%	1
Not at all clean		0.0%	0
Don't know		5.3%	1
answered question			19
skipped question			0

12. 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		38.9%	7
Not satisfied at all		5.6%	1
Satisfied		5.6%	1
Not applicable or not aware		50.0%	9
answered question			18
skipped question			1



13. 12. How satisfied are you that the practice shares your information appropriately with other healthcare professionals involved in your care?

		Response Percent	Response Count
Very satisfied		38.9%	7
Not satisfied at all		0.0%	0
Satisfied		38.9%	7
Not applicable or not aware		22.2%	4
answered question			18
skipped question			1




14. Is there anything about your GP practice premises that could be improved?

	Response Count
	9
answered question	9
skipped question	10




15. Generally, how satisfied are you with the service you get from your GP?

		Response Percent	Response Count
Very satisfied		72.2%	13
Satisfied		27.8%	5
Neither satisfied nor dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			18
skipped question			1

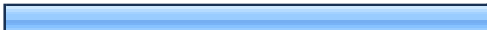

16. Generally, how satisfied are you with the service you get from the practice nurse?

		Response Percent	Response Count
Very satisfied		58.8%	10
Satisfied		35.3%	6
Neither satisfied nor dissatisfied		5.9%	1
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			17
skipped question			2

17. Generally, how satisfied are you with the service you get from reception staff?

		Response Percent	Response Count
Very satisfied		52.9%	9
Satisfied		29.4%	5
Neither satisfied nor dissatisfied		17.6%	3
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			17
skipped question			2

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

		Response Percent	Response Count
Yes, would definitely recommend		77.8%	14
Yes, might recommend		22.2%	4
Not sure		0.0%	0
No, would probably not recommend		0.0%	0
No, would definitely not recommend		0.0%	0

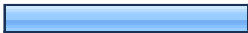



If you would recommend your GP to someone else, please tell us why. If you would not recommend your GP surgery to someone else, please tell us why not. 11

answered question			18
skipped question			1

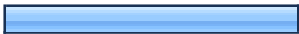




19. Is there any way your general experience of your GP practice could be improved?

	Response Count
	9
answered question	9
skipped question	10

20. 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		38.9%	7
Newsletter		44.4%	8
Text messaging		11.1%	2
Website		5.6%	1
	Other (please tell us)		1
	answered question		18
	skipped question		1

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

		Response Percent	Response Count
Patient participation group at GP practice		47.4%	9
Local Involvement Network (LINK)		5.3%	1
As a member of a hospital/foundation trust		21.1%	4
Voluntary/community group		21.1%	4
None, I am not interested in planning changes to local health services		42.1%	8
	Other (please tell us)		1
answered question			19
skipped question			0

22. Which of the following areas do you the patient group want to focus on this year? (1-5 ranking with 1 being the highest priority and 5 being the lowest)

	1	2	3	4	5	Rating Average	Response Count
Appointments	73.7% (14)	15.8% (3)	10.5% (2)	0.0% (0)	0.0% (0)	1.37	19
Prescriptions	21.1% (4)	47.4% (9)	21.1% (4)	0.0% (0)	10.5% (2)	2.32	19
Surgery decor/layout	0.0% (0)	0.0% (0)	15.8% (3)	36.8% (7)	47.4% (9)	4.32	19
Services offered by the surgery	5.3% (1)	31.6% (6)	47.4% (9)	15.8% (3)	0.0% (0)	2.74	19
Structure of the patient group.	0.0% (0)	5.3% (1)	5.3% (1)	47.4% (9)	42.1% (8)	4.26	19
answered question							19
skipped question							0

23. Please let us know if there is a reason for the choices you have made above

	Response Count
	7
answered question	7
skipped question	12

24. Are there any other areas that you think the patient group should look at this year?

	Response Count
	5
answered question	5
skipped question	14

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

	Response Count
	4
answered question	4
skipped question	15