





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		47.1%	8
Fairly easy		23.5%	4
Neither easy nor difficult		23.5%	4
Fairly difficult		5.9%	1
Very difficult		0.0%	0
answered question			17
skipped question			0

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

		Response Percent	Response Count
Friend, family, neighbour		14.3%	2
Practice newsletter		35.7%	5
Local Involvement Network		0.0%	0
Practice noticeboard		35.7%	5
Patient advice and liaison service (PALS)		0.0%	0
Practice Website		35.7%	5
Practice leaflet		0.0%	0
Voluntary group		0.0%	0
Other website (for example, NHS Choices)		0.0%	0
Email		14.3%	2
None of the above, I look at (please tell us)			3

answered question 14

skipped question 3

3. Does this information meet your needs?

		Response Percent	Response Count
Yes		88.2%	15
No		11.8%	2
If you ticked 'no', please tell us how this can be improved.			1








answered question 17

skipped question 0

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

	Response Count
	6
answered question	6
skipped question	11

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		35.3%	6
Give patients appointments with the first available doctor		29.4%	5
Be stricter with patients who arrive late		58.8%	10
Only deal with one problem for a patient at each consultation		11.8%	2
Offer patients longer, but fewer appointments		5.9%	1
Offer appointments of different lengths		47.1%	8
Only deal with the family member for whom an appointment has been made		47.1%	8
	Other (please specify)		4
	answered question		17
	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
	13
answered question	13
skipped question	4



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
	11
answered question	11
skipped question	6

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

		Response Percent	Response Count
Very easy		47.1%	8
Fairly easy		29.4%	5
Not very easy		17.6%	3
Not at all easy		5.9%	1
	answered question		17
	skipped question		0

9. Do you consider yourself disabled?

		Response Percent	Response Count
Yes		35.3%	6
No		64.7%	11

If you 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.

4



answered question

17

skipped question

0

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		66.7%	10
No		33.3%	5


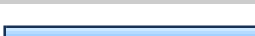


answered question

15

skipped question

2

11. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		47.1%	8
Fairly clean		41.2%	7
Not very clean		5.9%	1
Not at all clean		0.0%	0
Don't know		5.9%	1




answered question

17

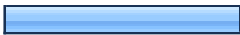



skipped question

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		56.3%	9
Satisfied		18.8%	3
Not satisfied at all		0.0%	0
Not applicable or not aware		25.0%	4
answered question			16
skipped question			1






13. 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		37.5%	6
Satisfied		43.8%	7
Not satisfied at all		6.3%	1
Not applicable or not aware		12.5%	2
answered question			16
skipped question			1




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

	Response Count
	6
answered question	6
skipped question	11





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

		Response Percent	Response Count
Very satisfied		62.5%	10
Satisfied		12.5%	2
Neither satisfied nor dissatisfied		12.5%	2
Dissatisfied		6.3%	1
Very dissatisfied		6.3%	1
answered question			16
skipped question			1

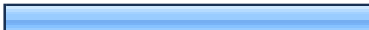



16. Generally, how satisfied are you with the service you get from the practice nurse?

		Response Percent	Response Count
Very satisfied		62.5%	10
Satisfied		31.3%	5
Neither satisfied nor dissatisfied		6.3%	1
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			16
skipped question			1

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

		Response Percent	Response Count
Very satisfied		37.5%	6
Satisfied		50.0%	8
Neither satisfied nor dissatisfied		6.3%	1
Dissatisfied		0.0%	0
Very dissatisfied		6.3%	1
answered question			16
skipped question			1

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		58.8%	10
Yes, might recommend		23.5%	4
Not sure		5.9%	1
No, would probably not recommend		0.0%	0
No, would definitely not recommend		11.8%	2

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

8

answered question

17

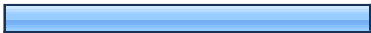



skipped question

0





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

	Response Count
	7
answered question	7
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		58.8%	10
Newsletter		35.3%	6
Text messaging		35.3%	6
Website		11.8%	2
	Other (please specify)		1
	answered question		17
	skipped question		0

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		50.0%	8
Local Involvement Network (LINK)		6.3%	1
As a member of a hospital/foundation trust		12.5%	2
Voluntary/community group		0.0%	0
None, I am not interested in planning changes to local health services		31.3%	5
Other (please specify)			3
answered question			16
skipped question			1

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	Rating Count
Appointments	76.5% (13)	17.6% (3)	5.9% (1)	0.0% (0)	0.0% (0)	1.29	17
Prescriptions	5.9% (1)	58.8% (10)	23.5% (4)	0.0% (0)	11.8% (2)	2.53	17
Surgery decor/layout	0.0% (0)	0.0% (0)	11.8% (2)	35.3% (6)	52.9% (9)	4.41	17
Services offered by the surgery	17.6% (3)	23.5% (4)	47.1% (8)	11.8% (2)	0.0% (0)	2.53	17
Structure of the patient group	0.0% (0)	0.0% (0)	11.8% (2)	52.9% (9)	35.3% (6)	4.24	17
answered question							17
skipped question							0

23. Apart from the above, are there any other areas you would like us to look at? Please write your ideas here.

**Response
Count**

4

answered question

4

skipped question

13

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

**Response
Count**

3

answered question

3

skipped question

14

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

**Response
Count**

1

answered question

1

skipped question

16

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

**Response
Count**

0

answered question

0

skipped question

17