




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

		Response Percent	Response Count
Very easy		38.6%	27
<b>Fairly easy</b>		<b>47.1%</b>	<b>33</b>
Neither easy or hard		14.3%	10
Fairly difficult		0.0%	0
Very difficult		0.0%	0
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>0</b>

## 2. How do you find out information about the surgery?

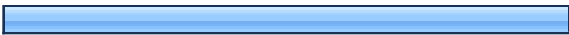






		Response Percent	Response Count
Friend, family or neighbour		22.1%	15
Practice newsletter		10.3%	7
Patient group		8.8%	6
<b>Practice noticeboard</b>		<b>39.7%</b>	<b>27</b>
Patient advice and liaison service (PALS)		0.0%	0
Practice website		7.4%	5
Practice leaflet		14.7%	10
Other websites		1.5%	1
Email		0.0%	0
Other (please tell us)		25.0%	17
<b>answered question</b>			<b>68</b>
<b>skipped question</b>			<b>2</b>

## 3. Does this information meet your needs?

		Response Percent	Response Count
Yes		98.5%	65
No		1.5%	1
<b>answered question</b>			<b>66</b>
<b>skipped question</b>			<b>4</b>

#### 4. In order to reduce waiting times, should we?

Please place in numerical order: 1 being the highest priority and 7 being the lowest.

		Response Percent	Response Count
See patients in the order they arrive		85.0%	51
<b>Give patients an appointment with the first available GP</b>		95.0%	57
Be stricter with late arrivals		93.3%	56
Offer longer, but fewer, appointments		90.0%	54
<b>Offer appointments of different lengths</b>		95.0%	57
Only deal with the family member who has the named appointment		91.7%	55
Only deal with one problem per consultation		91.7%	55
		<b>answered question</b>	<b>60</b>
		<b>skipped question</b>	<b>10</b>

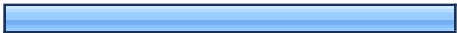



**5. How long would you be prepared to wait for your appointment before you would want an explanation for the delay?**

	Response Count
	64
answered question	64
skipped question	6



**6. What should we do that could make more appointments available?**

	Response Count
	38
answered question	38
skipped question	32

**7. Access to the building, how do you find it?**

		Response Percent	Response Count
Very easy		67.6%	46
Fairly easy		23.5%	16
Neither easy or hard		1.5%	1
Fairly difficult		7.4%	5
Very difficult		0.0%	0
	answered question		68
	skipped question		2

## 8. Do you consider yourself disabled?

		Response Percent	Response Count
Yes		7.7%	5
No		92.3%	60

If yes, please write any comments you may have about facilities (e.g. height of counters etc)

7



answered question

65

skipped question

5

## 9. Is it easy for you to find your way around the surgery? Is there clear signposting?

		Response Percent	Response Count
Yes		94.0%	63
No		6.0%	4





answered question

67





skipped question

3




## 10. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		73.9%	51
Fairly clean		23.2%	16
Not very clean		1.4%	1
Not at all clean		0.0%	0
Don't know		1.4%	1
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>1</b>





## 11. Generally, how satisfied are you with the service you receive from your GP?

		Response Percent	Response Count
Very satisfied		73.9%	51
Fairly satisfied		21.7%	15
Neither satisfied or dissatisfied		2.9%	2
Dissatisfied		1.4%	1
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>1</b>



## 12. Generally, how satisfied are you with the service received from the practice nurse?

		Response Percent	Response Count
Very satisfied		75.4%	52
Fairly satisfied		18.8%	13
Neither satisfied or dissatisfied		5.8%	4
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>1</b>







## 13. Generally, how satisfied are you with the service received from the reception staff?

		Response Percent	Response Count
Very satisfied		66.2%	45
Fairly satisfied		25.0%	17
Neither satisfied or dissatisfied		2.9%	2
Dissatisfied		5.9%	4
Very dissatisfied		0.0%	0
<b>answered question</b>			<b>68</b>
<b>skipped question</b>			<b>2</b>

#### 14. Would you recommend the surgery to someone who has just moved into the area?






		Response Percent	Response Count
Yes		88.1%	59
Yes, I might		11.9%	8
No, would not		0.0%	0
No, would definitely not		0.0%	0
<b>answered question</b>			<b>67</b>
<b>skipped question</b>			<b>3</b>

#### 15. How would you like to be informed of changes to local health services? (please tick all that apply)

		Response Percent	Response Count
Email		53.0%	35
Surgery newsletter		50.0%	33
Surgery website		28.8%	19
Text messaging		7.6%	5
Noticeboard		37.9%	25
Other (please tell us)		4.5%	3
<b>answered question</b>			<b>66</b>
<b>skipped question</b>			<b>4</b>



## 16. Would you like to be involved in planning changes and via which route?

		Response Percent	Response Count
Patient group		19.4%	12
Local Involvement Network (LINK)		3.2%	2
As a Trust member		6.5%	4
Community group volunteer		3.2%	2
<b>None</b>		<b>77.4%</b>	<b>48</b>
<b>answered question</b>			<b>62</b>
<b>skipped question</b>			<b>8</b>

## 17. Is there anything important that we have missed?

	Response Count
	18
<b>answered question</b>	<b>18</b>
<b>skipped question</b>	<b>52</b>

## 18. Thank you for your feedback.

Please add any further comments you may have below.

	Response Count
	12
<b>answered question</b>	<b>12</b>
<b>skipped question</b>	<b>58</b>