
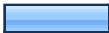







1. How do you find out information about the surgery?



		Response Percent	Response Count
Friend, family or neighbour		30.8%	4
Practice newsletter		15.4%	2
Patient group		23.1%	3
Practice noticeboard		53.8%	7
PALS		0.0%	0
Practice website		23.1%	3
Practice leaflet		15.4%	2
Other websites		0.0%	0
Email		15.4%	2

Please add any comments you have below 5

answered question 13

skipped question 4

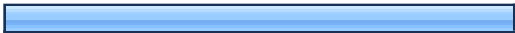

2. Does the information meet your needs?

		Response Percent	Response Count
Yes		93.3%	14
No		6.7%	1



answered question 15

skipped question 2



3. Are you aware of the surgery website: www.grangeparksurgery.co.uk?

		Response Percent	Response Count
Yes		76.5%	13
No		23.5%	4
answered question			17
skipped question			0

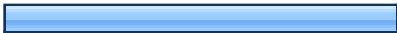

4. Do you use the website?

		Response Percent	Response Count
Yes		25.0%	4
No		75.0%	12
answered question			16
skipped question			1





5. Have you tried ordering a repeat prescription via the website?

		Response Percent	Response Count
Yes		29.4%	5
No		70.6%	12
answered question			17
skipped question			0




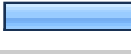
6. Are you aware that from 1 January 2013 you will be unable to telephone in repeat prescriptions?

		Response Percent	Response Count
Yes		58.8%	10
No		41.2%	7
answered question			17
skipped question			0



7. Which system of gaining repeat prescriptions will you use in future?

		Response Percent	Response Count
Friend or family deliver		0.0%	0
Post to surgery		6.7%	1
Use the website		26.7%	4
Leave request at surgery		60.0%	9
Leave request at chemist		6.7%	1
answered question			15
skipped question			2



8. When you are offered a routine appointment, how long do you feel it is acceptable to wait until one is available?

		Response Percent	Response Count
One day		0.0%	0
Two days		62.5%	10
Three days		18.8%	3
Other		18.8%	3
answered question			16
skipped question			1



9. Do you feel that the surgery offers enough routine appointments with a doctor?

		Response Percent	Response Count
Yes		68.8%	11
No		31.3%	5
answered question			16
skipped question			1

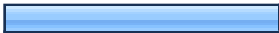

10. How long would you be prepared to sit and wait for your appointment before you would want an explanation for the delay?

		Response Percent	Response Count
10 minutes		0.0%	0
15 minutes		52.9%	9
30 minutes		47.1%	8
Longer than 30 minutes		0.0%	0
answered question			17
skipped question			0



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

		Response Percent	Response Count
Very satisfied		68.8%	11
Fairly satisfied		31.3%	5
Neither satisfied or dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			16
skipped question			1



12. When arriving at the surgery do you normally book in with the automated screen?

		Response Percent	Response Count
Yes		41.2%	7
No		58.8%	10
answered question			17
skipped question			0






13. Generally, how satisfied are you with the service you receive from the practice nurse?

		Response Percent	Response Count
Very satisfied		80.0%	12
Fairly satisfied		20.0%	3
Neither satisfied or dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			15
skipped question			2

14. Generally, how satisfied are you with the service you receive from the reception staff?

		Response Percent	Response Count
Very satisfied		86.7%	13
Fairly satisfied		13.3%	2
Neither satisfied or dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			15
skipped question			2

15. How would you like to be kept informed of changes to local health services?

		Response Percent	Response Count
Email		68.8%	11
Surgery newsletter		25.0%	4
Surgery website		25.0%	4
Text messaging		6.3%	1
Noticeboard		18.8%	3
answered question			16
skipped question			1