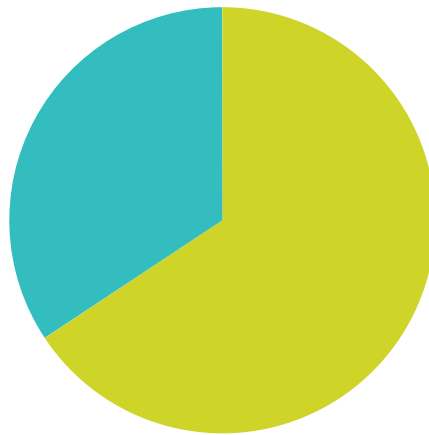


Q1 Do you know you can book appointments four weeks in advance?

Answered: 172 Skipped: 1

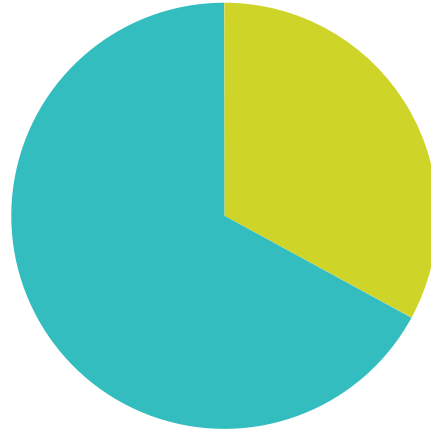


Yes No

Answer Choices	Responses	
Yes	65.70%	113
No	34.30%	59
Total		172

Q2 Did you realise we offer pre-bookable GP and nurse appointments on a Monday evening after 6.30pm?

Answered: 170 Skipped: 3

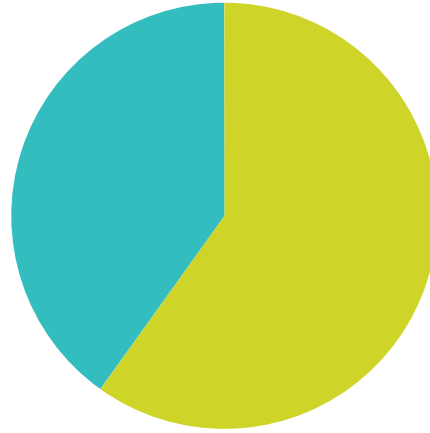


Yes No

Answer Choices	Responses	
Yes	32.94%	56
No	67.06%	114
Total		170

Q3 Did you know we have pre-bookable appointments available on Saturday mornings?

Answered: 172 Skipped: 1

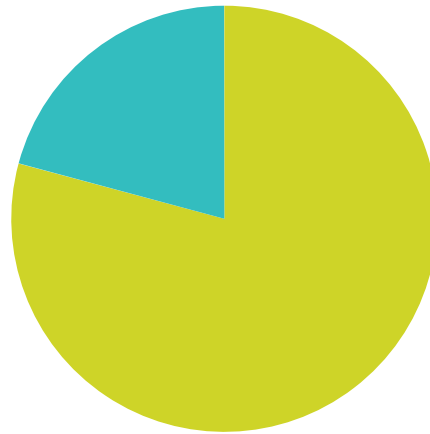


■ Yes ■ No

Answer Choices	Responses	
Yes	59.88%	103
No	40.12%	69
Total		172

Q4 Do you know you can register to use our online services to book/cancel GP appointments?

Answered: 173 Skipped: 0

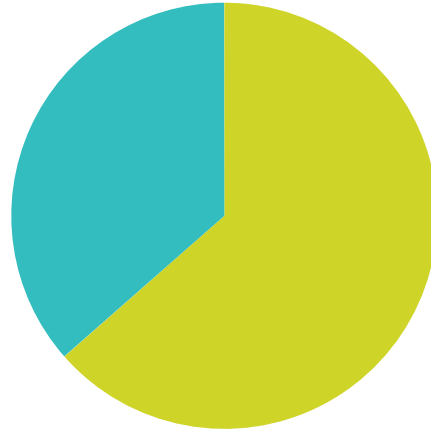


■ Yes ■ No

Answer Choices	Responses	
Yes	79.19%	137
No	20.81%	36
Total		173

Q5 Once registered for the online service were you aware you can also order repeat medication?

Answered: 170 Skipped: 3

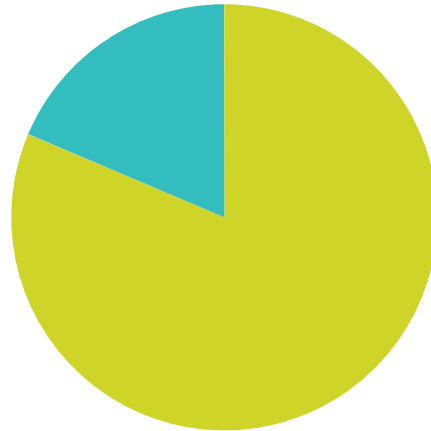


■ Yes ■ No

Answer Choices	Responses	
Yes	63.53%	108
No	36.47%	62
Total		170

Q6 Did you know that if you need to be seen urgently you will be offered an appointment the same day? Monday - Friday 8am - 6.30pm

Answered: 172 Skipped: 1

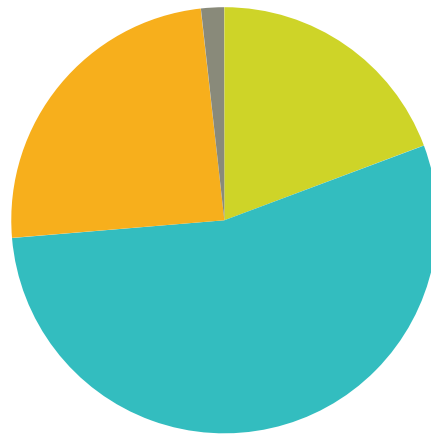


Yes No

Answer Choices	Responses	
Yes	81.40%	140
No	18.60%	32
Total		172

Q7 How often do you manage to see your preferred GP?

Answered: 171 Skipped: 2

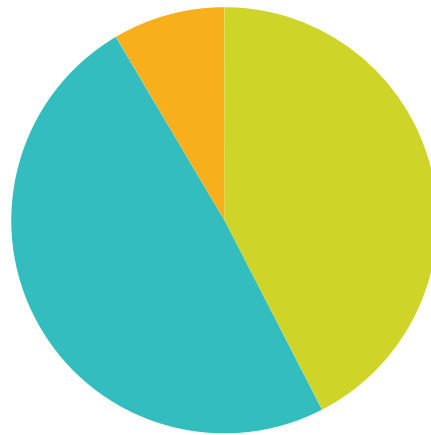


Always Most of the time Not very often Never

Answer Choices	Responses	
Always	19.30%	33
Most of the time	54.39%	93
Not very often	24.56%	42
Never	1.75%	3
Total		171

Q8 How easy is it generally to get an appointment with the nurses?

Answered: 165 Skipped: 8

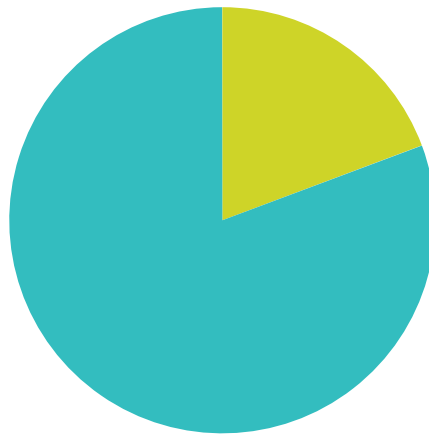


Very easy Fairly easy Not very easy

Answer Choices	Responses	
Very easy	42.42%	70
Fairly easy	49.09%	81
Not very easy	8.48%	14
Total		165

Q9 Are you aware that Beaconsfield is part of the EPiC extended hours project?

Answered: 171 Skipped: 2

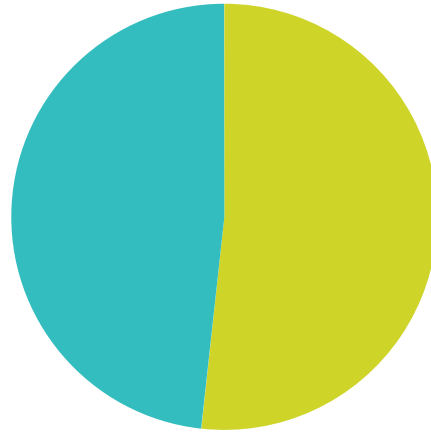


Yes No

Answer Choices	Responses	
Yes	19.30%	33
No	80.70%	138
Total		171

**Q10 If you were offered an appointment
18.30 - 20.00 Monday to Friday or 8.00 -
14.00 on a Saturday/Sunday to see a locum
GP at St Peters Medical Centre in Oxford
Street would you accept it?**

Answered: 172 Skipped: 1

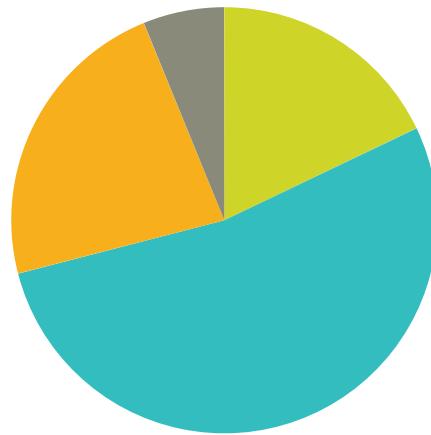


Yes No

Answer Choices	Responses	
Yes	51.74%	89
No	48.26%	83
Total		172

Q11 How easy do you find getting through to the practice by telephone?

Answered: 162 Skipped: 11

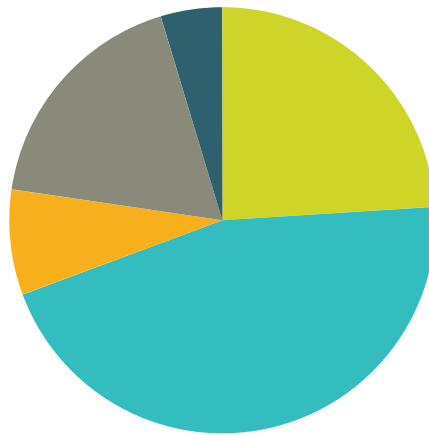


■ Very easy
 ■ Fairly easy
 ■ Not very easy
 ■ Extremely hard

Answer Choices	Responses	
Very easy	17.90%	29
Fairly easy	53.09%	86
Not very easy	22.84%	37
Extremely hard	6.17%	10
Total		162

Q12 When do you find it easiest to contact the practice by telephone?

Answered: 150 Skipped: 23

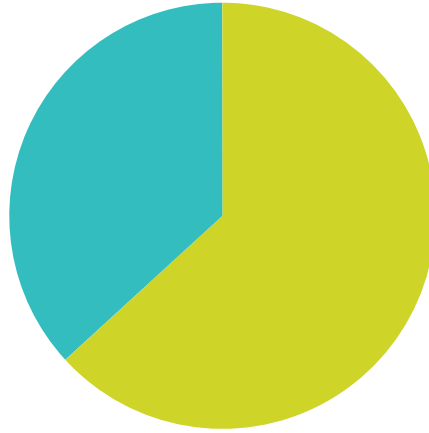


■ Early morning
 ■ Late morning
 ■ Lunchtime
 ■ Early afternoon
 ■ Late afternoon

Answer Choices	Responses	
Early morning	24.00%	36
Late morning	45.33%	68
Lunchtime	8.00%	12
Early afternoon	18.00%	27
Late afternoon	4.67%	7
Total		150

Q13 Did you know our phone lines are now manned 8am-6pm, Monday to Friday for general enquiries /appointments?

Answered: 163 Skipped: 10

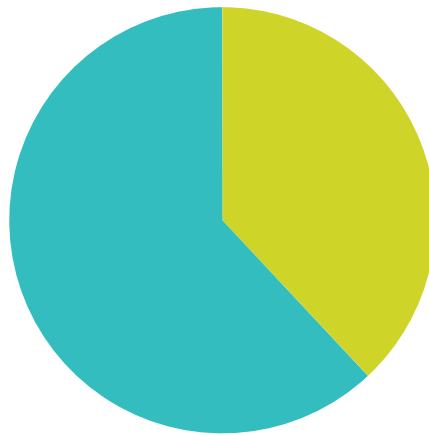


Yes No

Answer Choices	Responses	
Yes	63.19%	103
No	36.81%	60
Total		163

Q14 Do you know you can contact the practice up until 6.30pm for emergencies?

Answered: 163 Skipped: 10

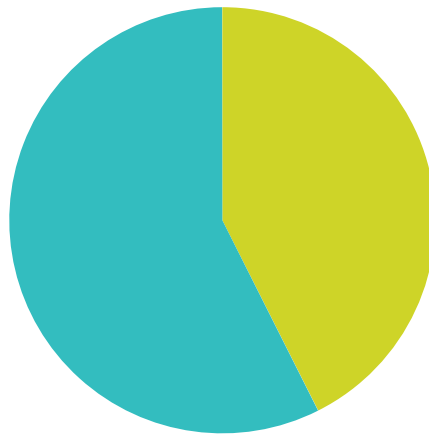


Yes No

Answer Choices	Responses	
Yes	38.04%	62
No	61.96%	101
Total		163

Q15 Did you know we have a patient participation group?

Answered: 162 Skipped: 11

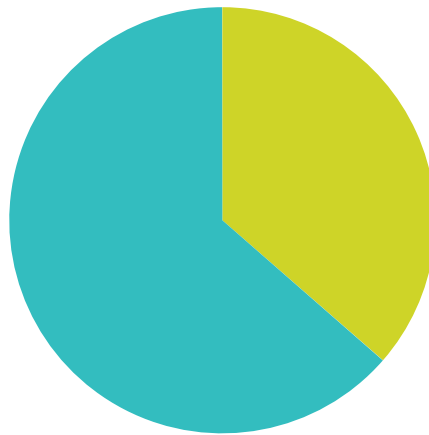


■ Yes
 ■ No

Answer Choices	Responses	
Yes	42.59%	69
No	57.41%	93
Total		162

Q16 Were you aware we have an online forum?

Answered: 162 Skipped: 11

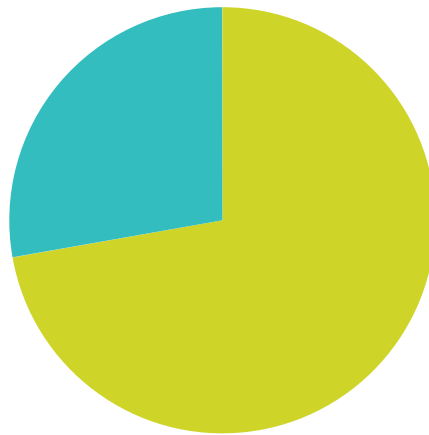


Yes No

Answer Choices	Responses	
Yes	36.42%	59
No	63.58%	103
Total		162

Q17 Have you seen our suggestion box in the waiting room?

Answered: 162 Skipped: 11

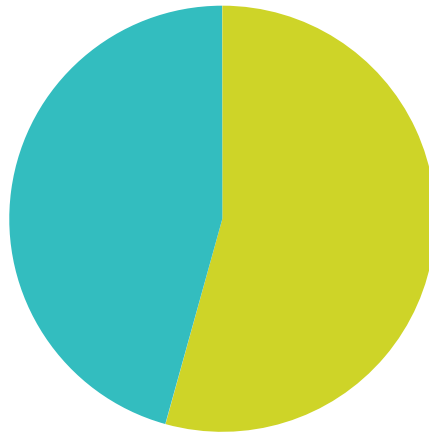


Yes No

Answer Choices	Responses	
Yes	72.22%	117
No	27.78%	45
Total		162

Q18 Have you seen our new website?

Answered: 162 Skipped: 11

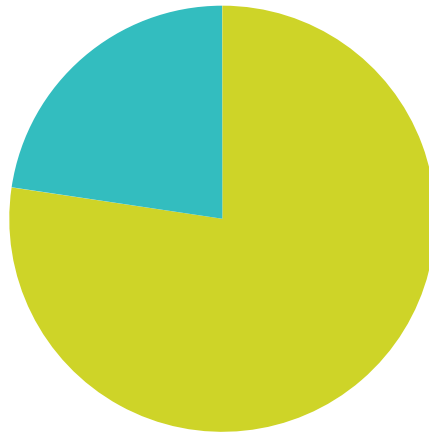


■ Yes ■ No

Answer Choices	Responses	
Yes	54.32%	88
No	45.68%	74
Total		162

Q19 Do you like the new website?

Answered: 106 Skipped: 67

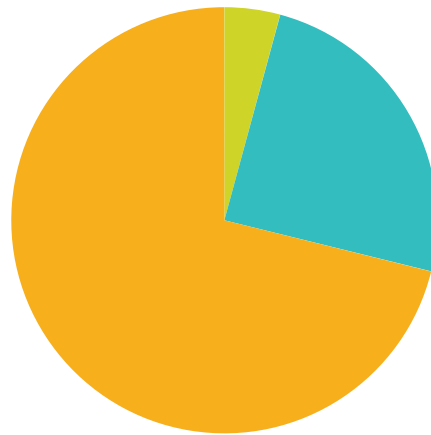


Yes No

Answer Choices	Responses	
Yes	77.36%	82
No	22.64%	24
Total		106

Q20 How often do you visit the practice website?

Answered: 142 Skipped: 31

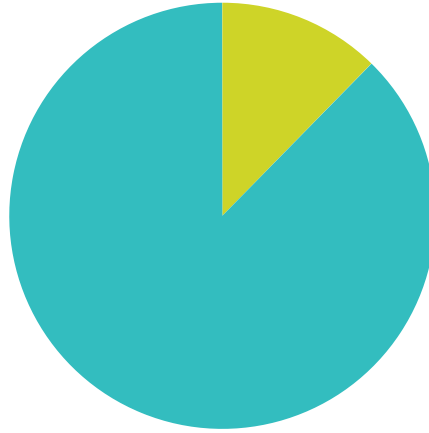


Weekly Monthly Less

Answer Choices	Responses
Weekly	4.23% 6
Monthly	24.65% 35
Less	71.13% 101
Total	142

Q21 Are you aware of the new Friends & Family Test? For more information visit iwantgreatcare.org

Answered: 162 Skipped: 11

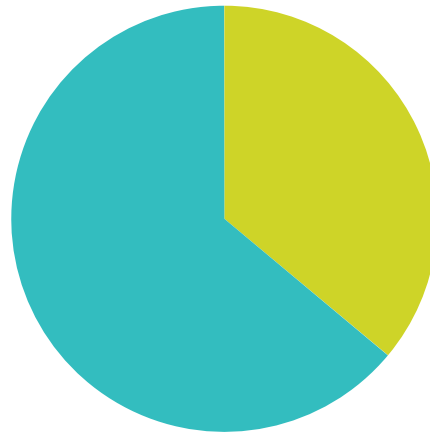


Yes No

Answer Choices	Responses	
Yes	12.35%	20
No	87.65%	142
Total		162

Q22 Are you aware that information on how to access your clinical records is included within our practice leaflet?

Answered: 158 Skipped: 15

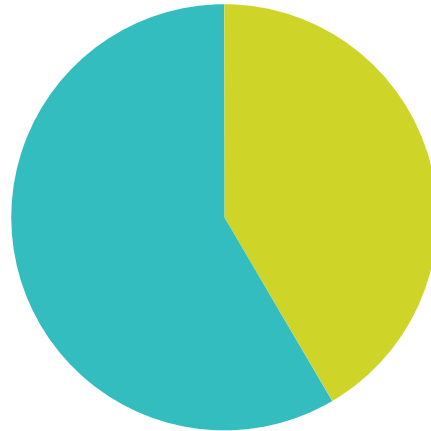


■ Yes ■ No

Answer Choices	Responses
Yes	36.08% 57
No	63.92% 101
Total	158

Q23 If you have visited the practice after 1st December, when the new parking arrangements commenced, have you found it easier to park?

Answered: 77 Skipped: 96

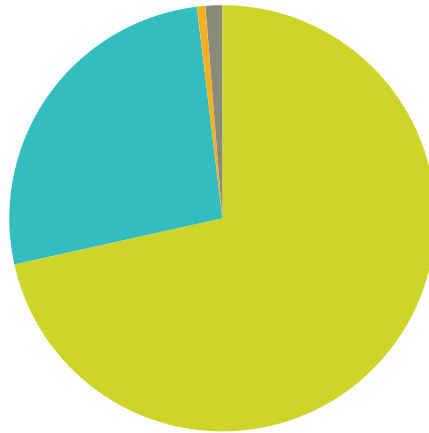


Yes No

Answer Choices	Responses	
Yes	41.56%	32
No	58.44%	45
Total		77

Q24 How satisfied are you with the overall care you receive from the practice?

Answered: 158 Skipped: 15

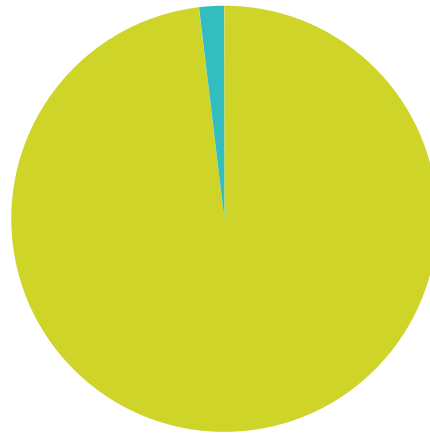


■ Very satisfied
 ■ Fairly satisfied
 ■ Not satisfied
 ■ Very dissatisfied

Answer Choices	Responses	
Very satisfied	71.52%	113
Fairly satisfied	26.58%	42
Not satisfied	0.63%	1
Very dissatisfied	1.27%	2
Total		158

Q25 Do you feel you are treated with respect and dignity when attending the practice?

Answered: 158 Skipped: 15

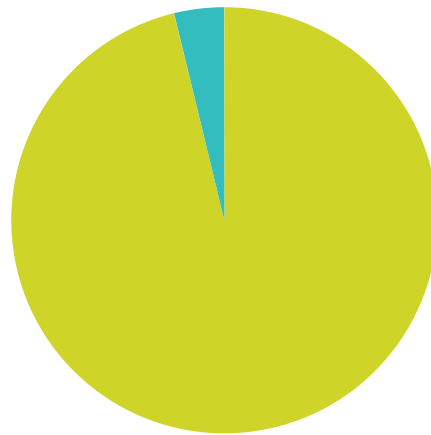


■ Yes ■ No

Answer Choices	Responses	
Yes	98.10%	155
No	1.90%	3
Total		158

Q26 Would you recommend our practice to someone else?

Answered: 158 Skipped: 15



■ Yes ■ No

Answer Choices	Responses	
Yes	96.20%	152
No	3.80%	6
Total		158

Q27 Do you wish to leave any other comments?

Answered: 67 Skipped: 106