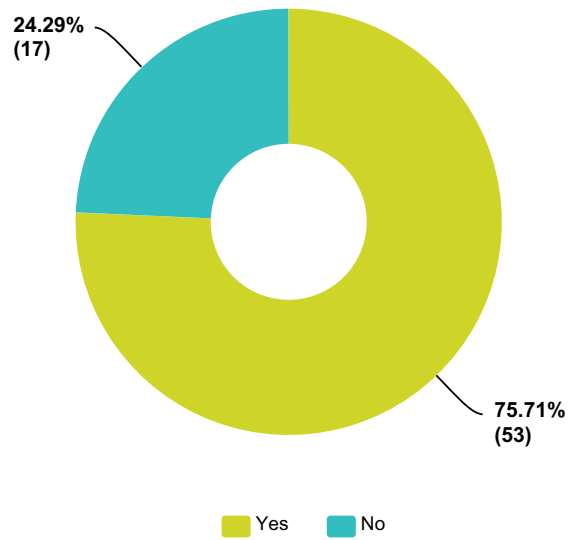


### Q1 Do you know you can book appointments four weeks in advance?

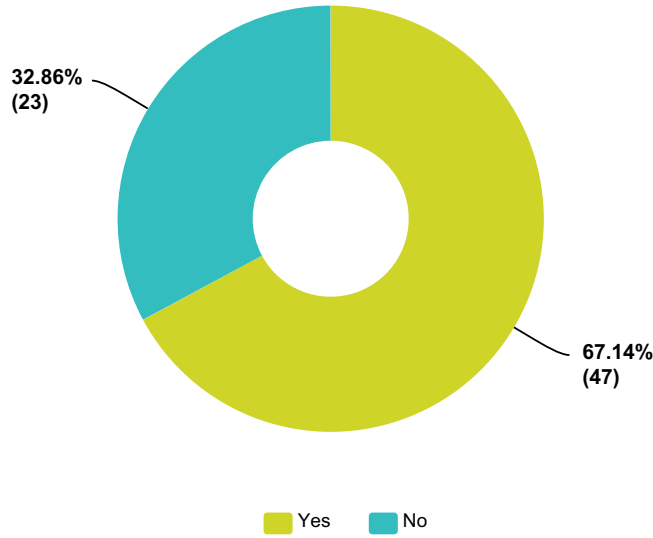
Answered: 70 Skipped: 2



Answer Choices	Responses	
Yes	75.71%	53
No	24.29%	17
<b>Total</b>		<b>70</b>

### Q2 Do you know that we offer pre-bookable appointments on a Monday evening after 6:30pm and a Saturday morning?

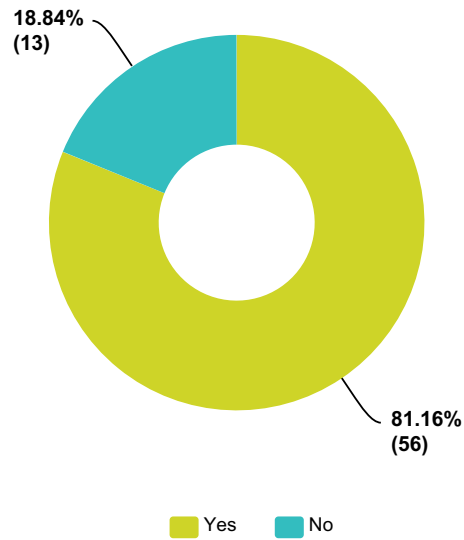
Answered: 70 Skipped: 2



Answer Choices	Responses	
Yes	67.14%	47
No	32.86%	23
<b>Total</b>		<b>70</b>

### Q3 Did you know that if you need to be seen urgently you will be offered an appointment the same day, Monday - Friday up to 6:30pm?

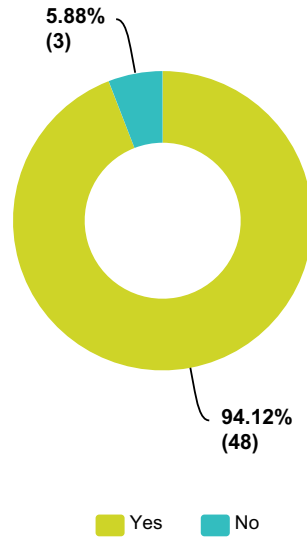
Answered: 69 Skipped: 3



Answer Choices	Responses	
Yes	81.16%	56
No	18.84%	13
<b>Total</b>		<b>69</b>

### Q4 If you have requested an urgent appointment in the last year, were you seen the same day?

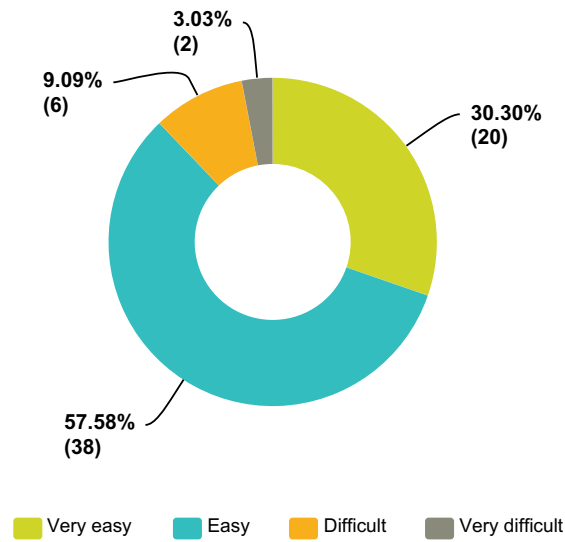
Answered: 51 Skipped: 21



Answer Choices	Responses	
Yes	94.12%	48
No	5.88%	3
<b>Total</b>		<b>51</b>

### Q5 How easy is it to get an appointment with the nurses?

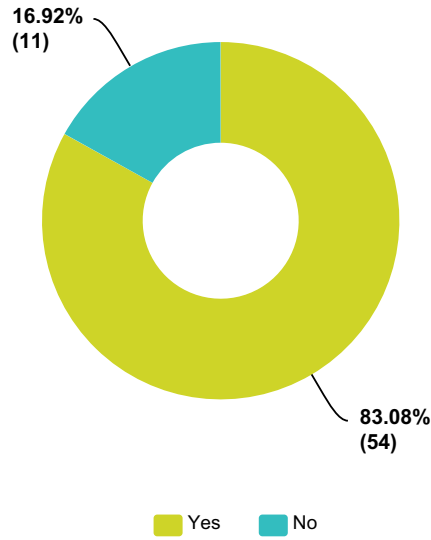
Answered: 66 Skipped: 6



Answer Choices	Responses	Count
Very easy	30.30%	20
Easy	57.58%	38
Difficult	9.09%	6
Very difficult	3.03%	2
<b>Total</b>		<b>66</b>

### Q6 Do you know that the practice offers online access to book/cancel GP appointments and order medication?

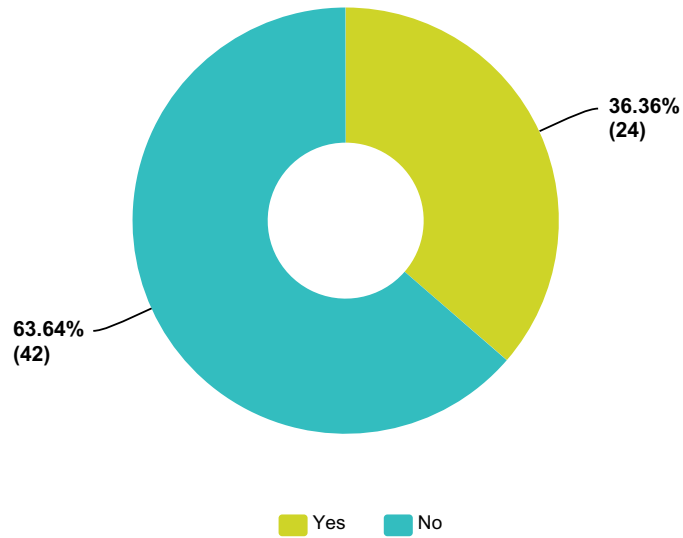
Answered: 65 Skipped: 7



Answer Choices	Responses	
Yes	83.08%	54
No	16.92%	11
<b>Total</b>		<b>65</b>

**Q7 Do you know that you can also have access to a summary of your record via the online services? For further information please visit the practice website.**

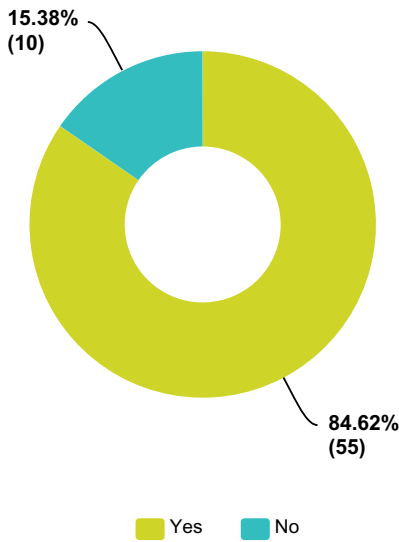
Answered: 66 Skipped: 6



Answer Choices	Responses	
Yes	36.36%	24
No	63.64%	42
<b>Total</b>		<b>66</b>

**Q8 Are you aware that the practice uses EPS (Electronic Prescribing Service) - you can nominate a pharmacy of your choice and have your prescription automatically sent to them? For further information contact your local pharmacy.**

Answered: 65 Skipped: 7

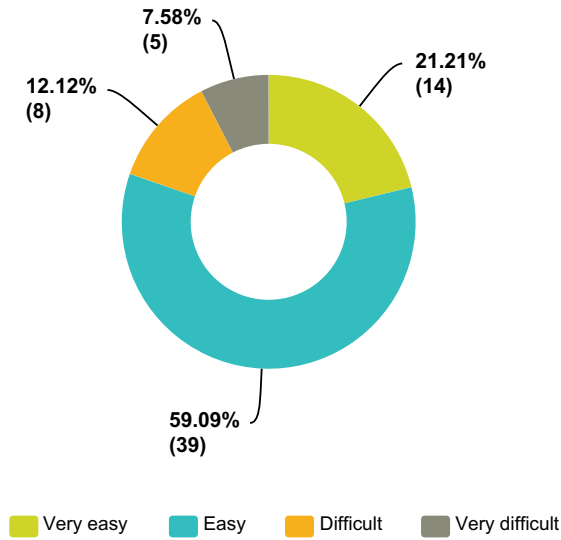


Answer Choices	Responses	
Yes	84.62%	55
No	15.38%	10
<b>Total</b>		<b>65</b>



### Q9 How easy do you find getting through to the practice by telephone?

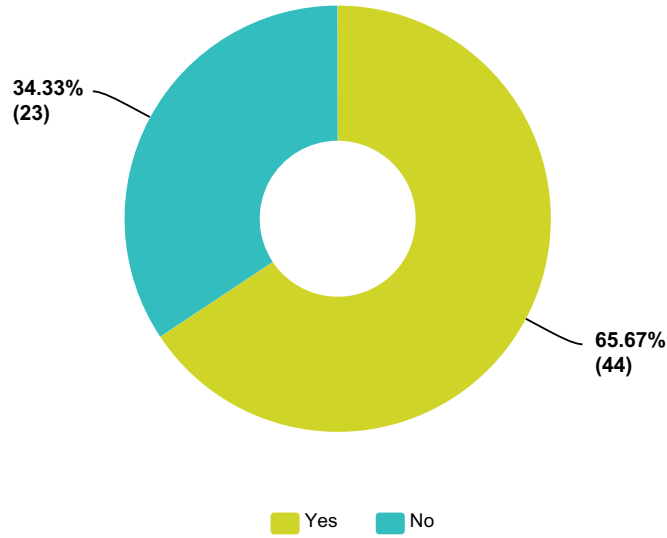
Answered: 66 Skipped: 6



Answer Choices	Responses	
Very easy	21.21%	14
Easy	59.09%	39
Difficult	12.12%	8
Very difficult	7.58%	5
<b>Total</b>		<b>66</b>

### Q10 Do you know that you can contact the practice up until 6:30pm, Monday to Friday for emergencies?

Answered: 67 Skipped: 5

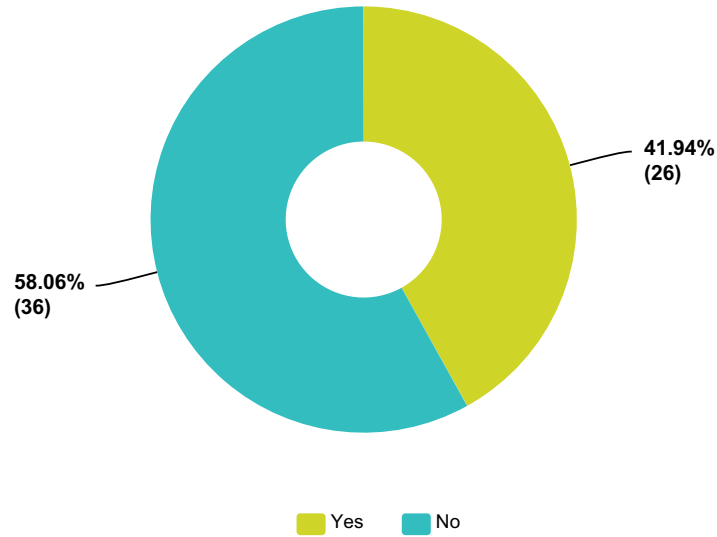


Answer Choices	Responses	
Yes	65.67%	44
No	34.33%	23
<b>Total</b>		<b>67</b>

**Q11 Would you be interested in joining the practice patient participation group? For further information please visit the practice website**

**[www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk)**

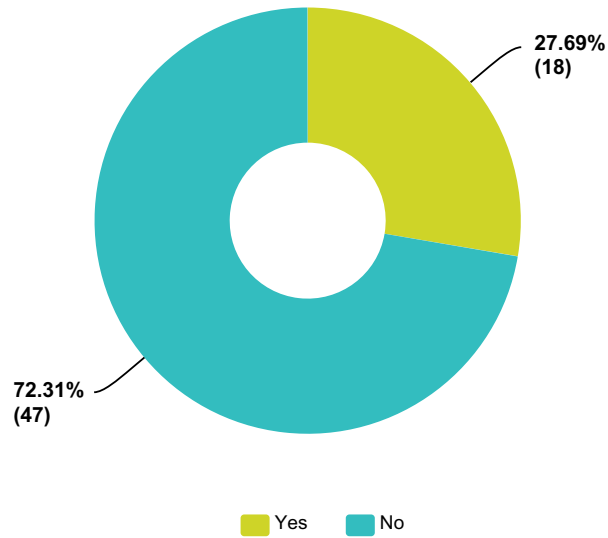
Answered: 62 Skipped: 10



Answer Choices	Responses	
Yes	41.94%	26
No	58.06%	36
<b>Total</b>		<b>62</b>

**Q12 Have you completed any of the Friends and Family feedback surveys? We are keen to increase the take up so if you answer 'No' please can you tell us why?**

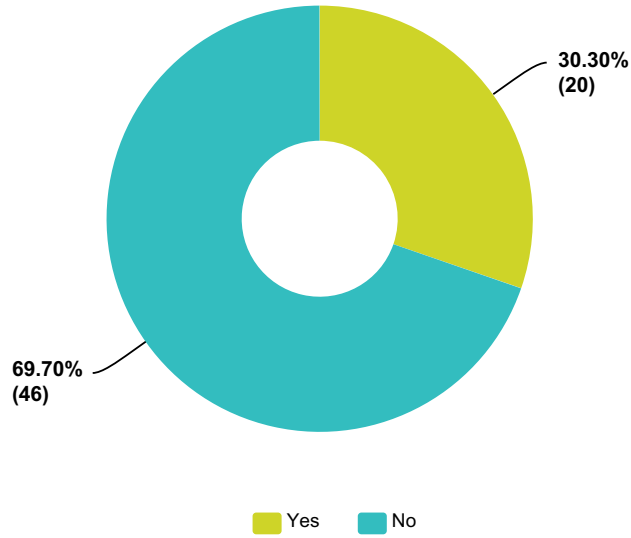
Answered: 65 Skipped: 7



Answer Choices	Responses	
Yes	27.69%	18
No	72.31%	47
<b>Total</b>		<b>65</b>

### Q13 Are you aware that information on how to access your clinical records is included within our practice leaflet?

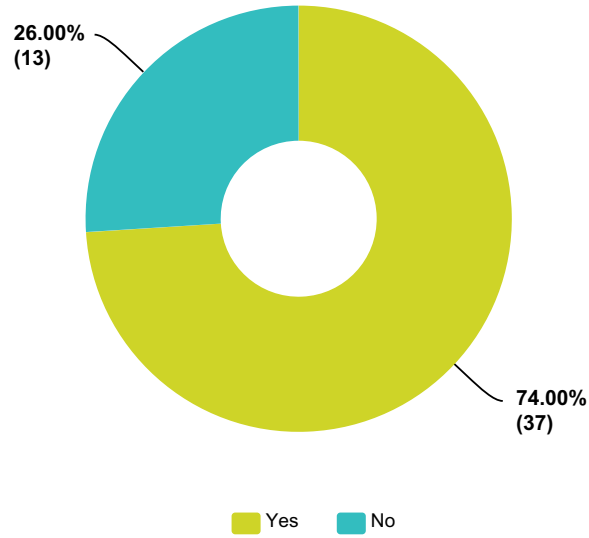
Answered: 66 Skipped: 6



Answer Choices	Responses	
Yes	30.30%	20
No	69.70%	46
<b>Total</b>		<b>66</b>

### Q14 If you travel to the practice by car, have you noticed an improvement in parking now that the new parking system is in place?

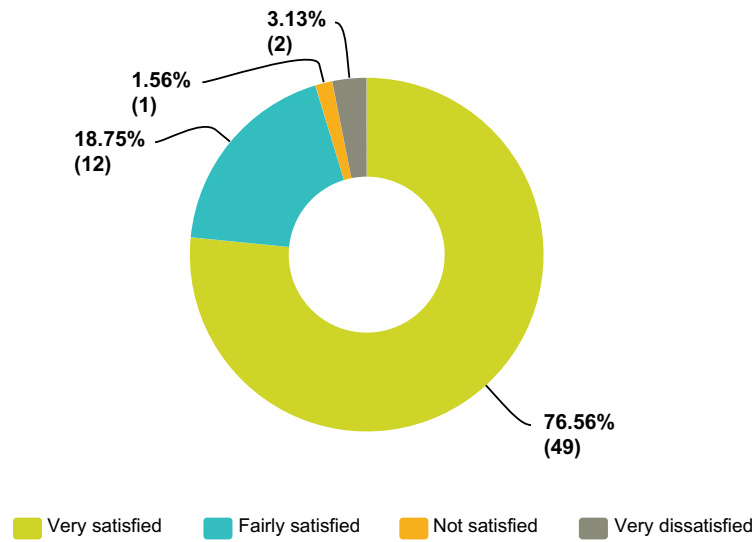
Answered: 50 Skipped: 22



Answer Choices	Responses	
Yes	74.00%	37
No	26.00%	13
<b>Total</b>		<b>50</b>

### Q15 How satisfied are you with the overall care you receive from the practice?

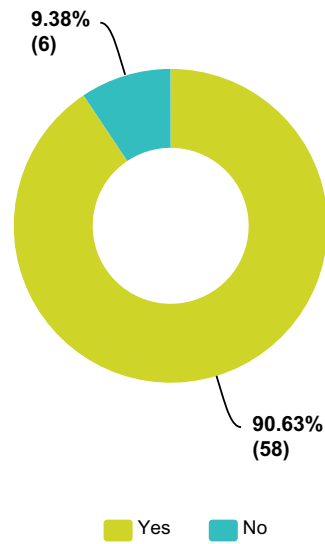
Answered: 64 Skipped: 8



Answer Choices	Responses	
Very satisfied	76.56%	49
Fairly satisfied	18.75%	12
Not satisfied	1.56%	1
Very dissatisfied	3.13%	2
<b>Total</b>		<b>64</b>

### Q16 Do we treat you with respect and dignity when attending the practice?

Answered: 64 Skipped: 8

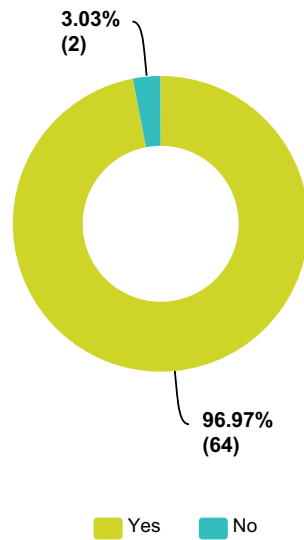


Answer Choices	Responses
Yes	90.63% 58
No	9.38% 6
<b>Total</b>	<b>64</b>



### Q17 Would you recommend our practice to someone else?

Answered: 66 Skipped: 6



Answer Choices	Responses
Yes	96.97% 64
No	3.03% 2
<b>Total</b>	<b>66</b>

**Q18 Do you wish to leave any other comments?**

Answered: 27 Skipped: 45