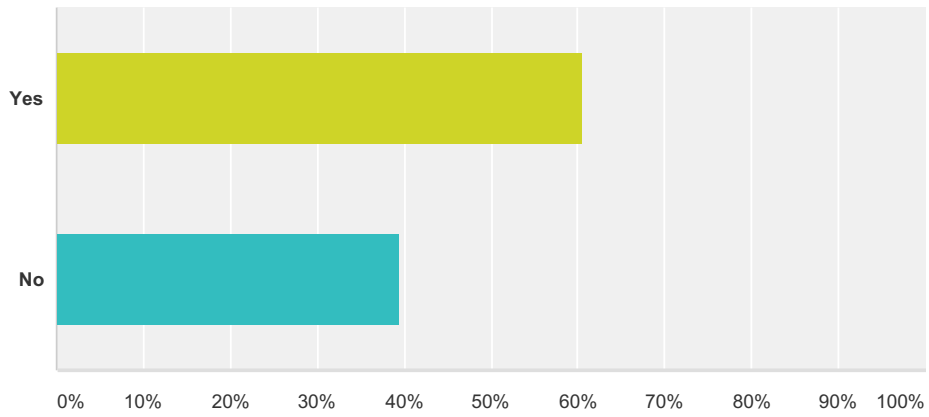


**Q1 Do you know that we offer pre-bookable appointments on a Monday evening after 6:30pm and a Saturday morning?**

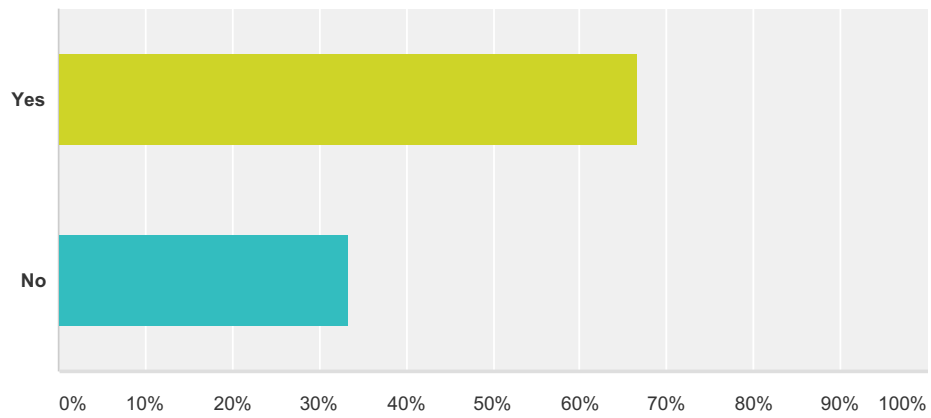
Answered: 81 Skipped: 0



Answer Choices	Responses	
Yes	60.49%	49
No	39.51%	32
<b>Total</b>		<b>81</b>

### Q2 Do you know you can book appointments four weeks in advance?

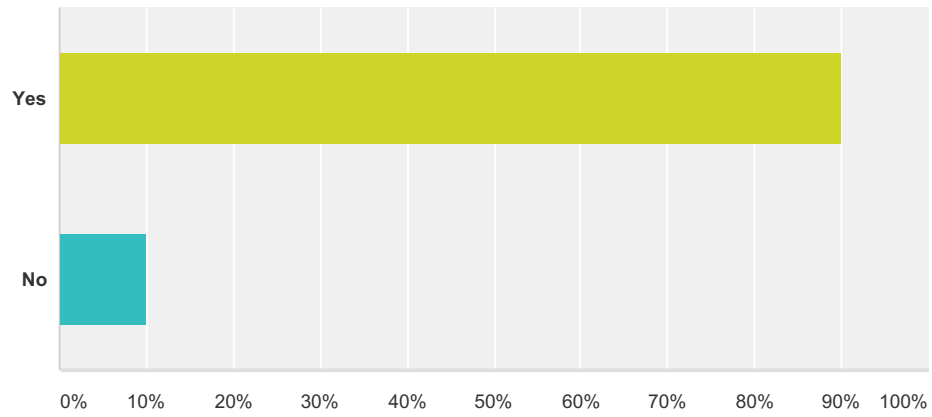
Answered: 81 Skipped: 0



Answer Choices	Responses	
Yes	66.67%	54
No	33.33%	27
<b>Total</b>		<b>81</b>

### Q3 Do 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

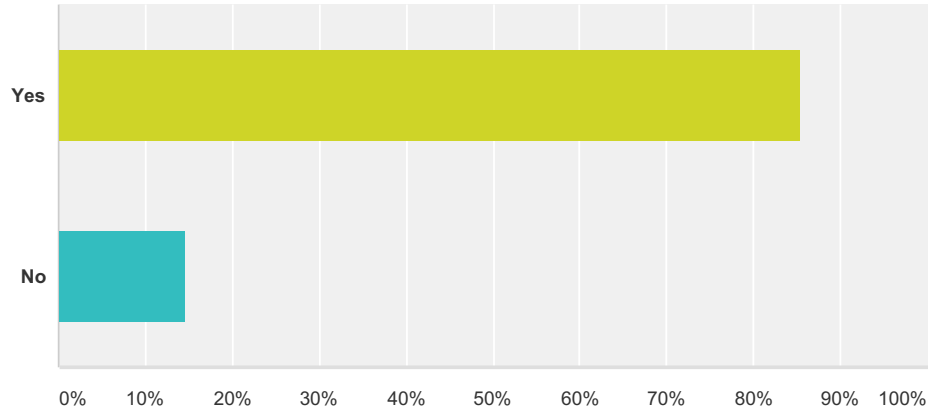
Answered: 80 Skipped: 1



Answer Choices	Responses
Yes	90.00% 72
No	10.00% 8
<b>Total</b>	<b>80</b>

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

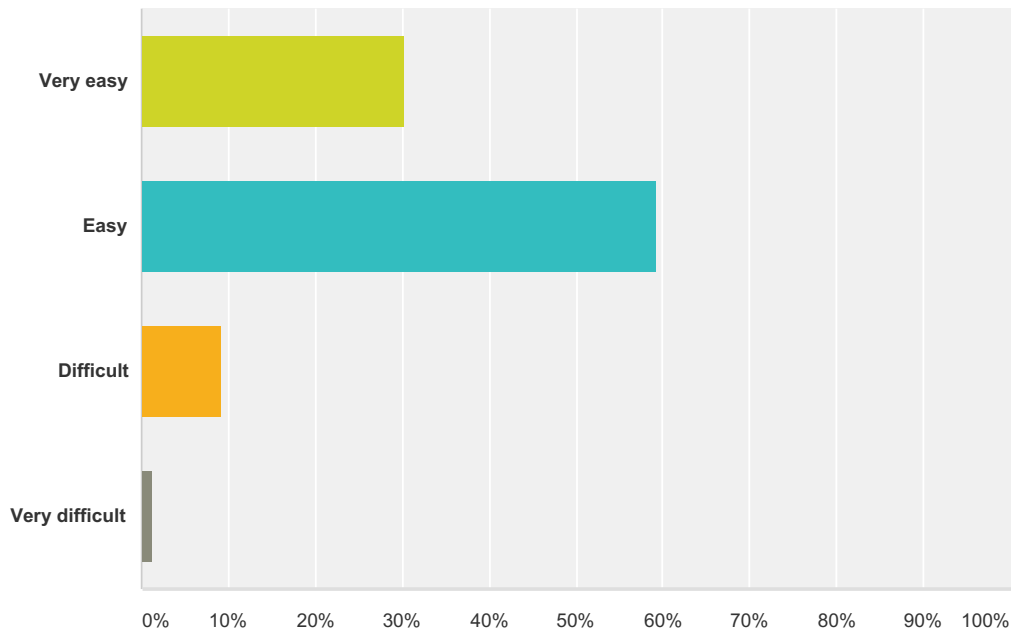
Answered: 62 Skipped: 19



Answer Choices	Responses
Yes	85.48% 53
No	14.52% 9
<b>Total</b>	<b>62</b>

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

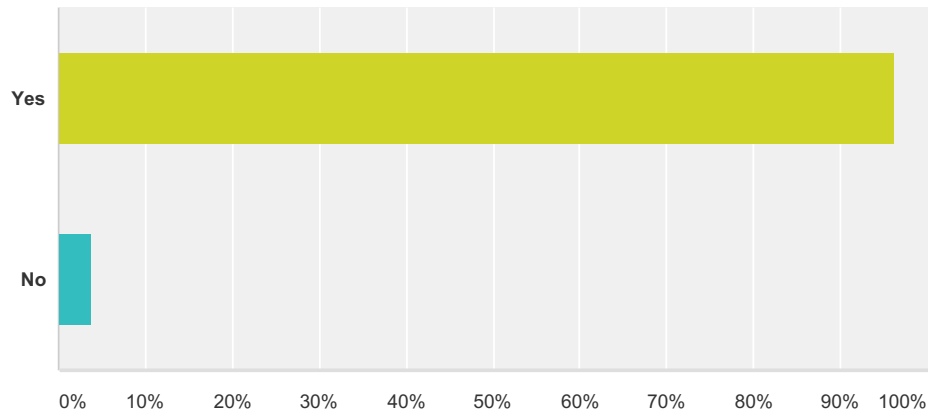
Answered: 76 Skipped: 5



Answer Choices	Responses
Very easy	30.26% 23
Easy	59.21% 45
Difficult	9.21% 7
Very difficult	1.32% 1
<b>Total Respondents: 76</b>	

### Q6 Did you know that you can call the NHS helpline (111) if you require medical advice outside of the practice opening hours?

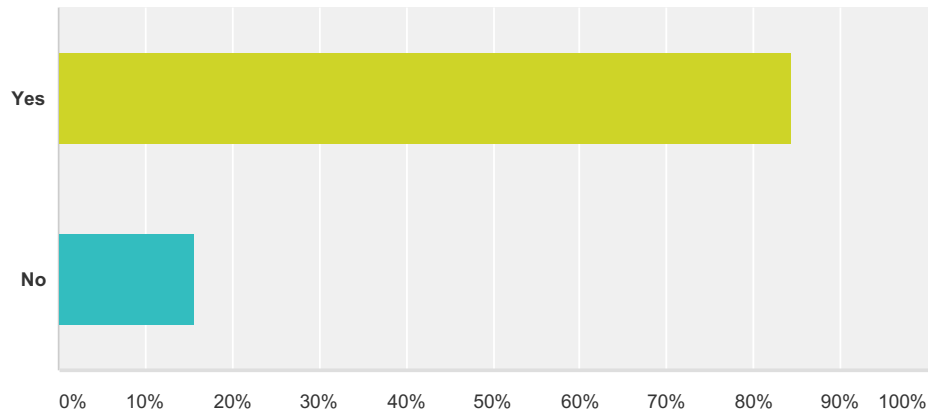
Answered: 81 Skipped: 0



Answer Choices	Responses	
Yes	96.30%	78
No	3.70%	3
<b>Total</b>		<b>81</b>

### Q7 Do you know that the practice offers online access to book/cancel GP appointments and order medication?

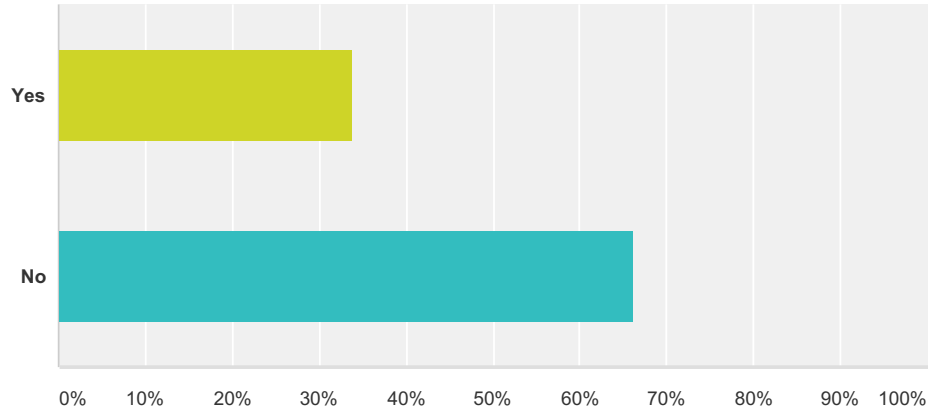
Answered: 77 Skipped: 4



Answer Choices	Responses	
Yes	84.42%	65
No	15.58%	12
<b>Total</b>		<b>77</b>

**Q8 Do you know that you can request access to your summary or detailed coded record via the online services? For further information please visit the practice website.**

Answered: 77 Skipped: 4

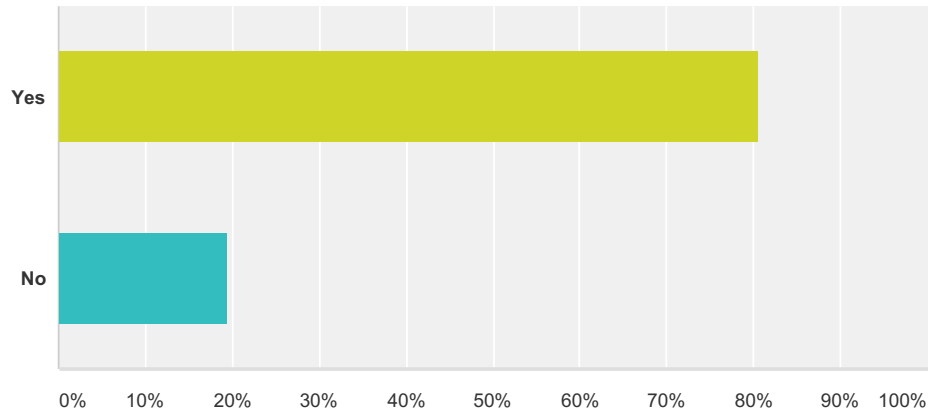


Answer Choices	Responses	
Yes	33.77%	26
No	66.23%	51
<b>Total</b>		<b>77</b>



**Q9 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 there. Contact your local pharmacy for further information.**

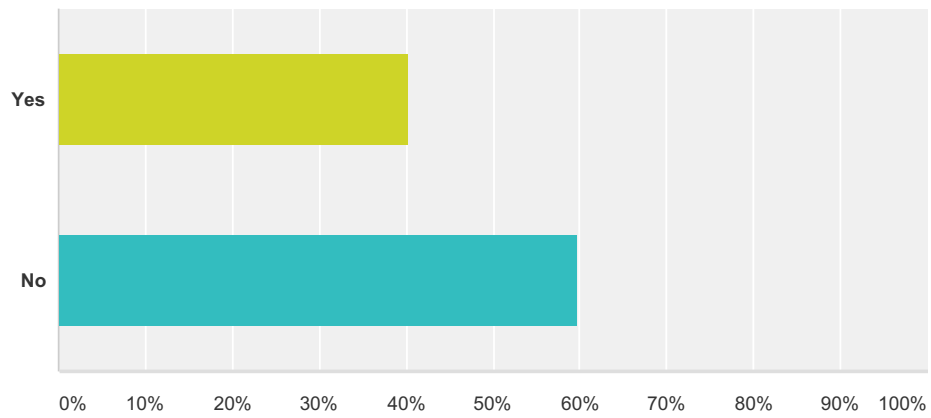
Answered: 77 Skipped: 4



Answer Choices	Responses
Yes	80.52% 62
No	19.48% 15
<b>Total</b>	<b>77</b>

### Q10 Do you realise that you can update your personal details using our website?

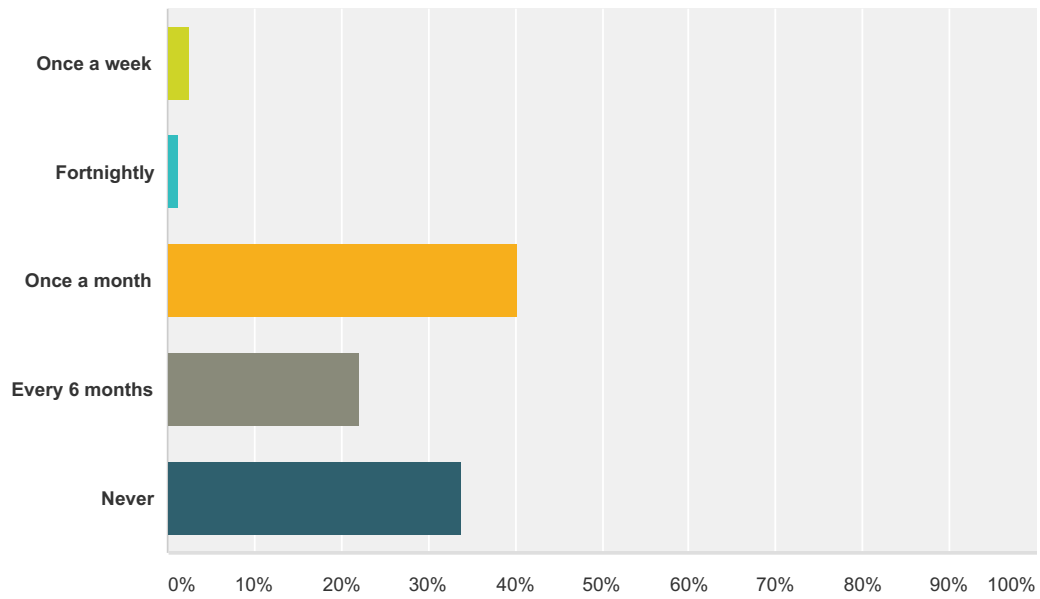
Answered: 77 Skipped: 4



Answer Choices	Responses	
Yes	40.26%	31
No	59.74%	46
<b>Total</b>		<b>77</b>

### Q11 How often do you visit our website?

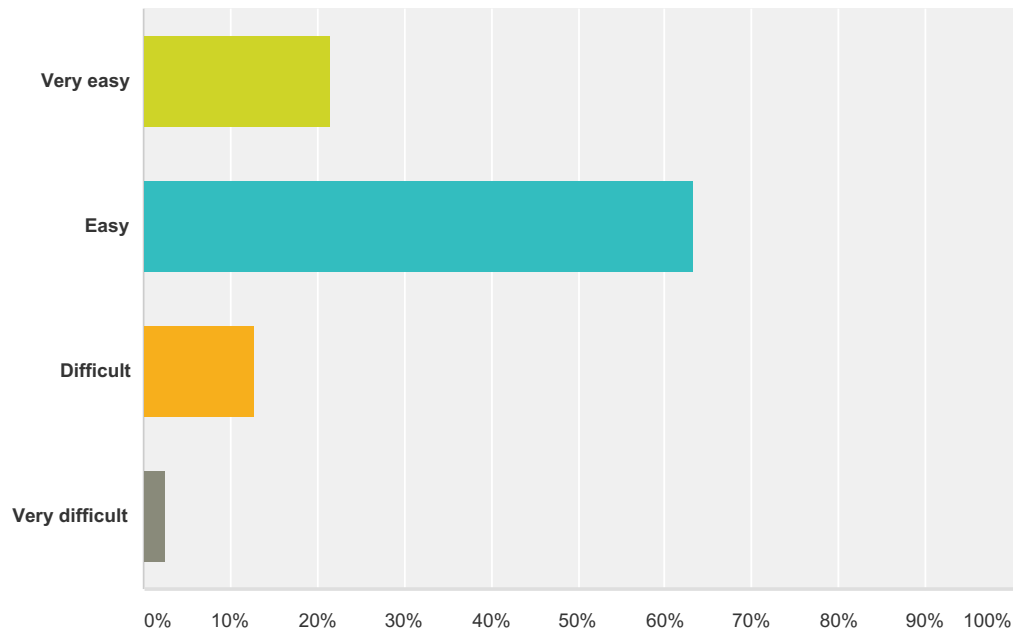
Answered: 77 Skipped: 4



Answer Choices	Responses
Once a week	2.60% 2
Fortnightly	1.30% 1
Once a month	40.26% 31
Every 6 months	22.08% 17
Never	33.77% 26
<b>Total</b>	<b>77</b>

### Q12 How easy do you find getting through to the practice by telephone?

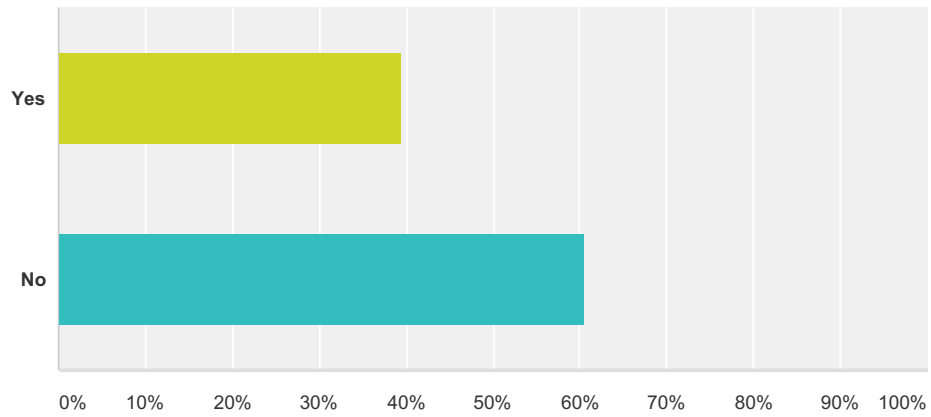
Answered: 79 Skipped: 2



Answer Choices	Responses
Very easy	21.52% 17
Easy	63.29% 50
Difficult	12.66% 10
Very difficult	2.53% 2
<b>Total</b>	<b>79</b>

**Q13 Would you be interested in joining the practice Patient Participation Group? For further information please visit our website.**

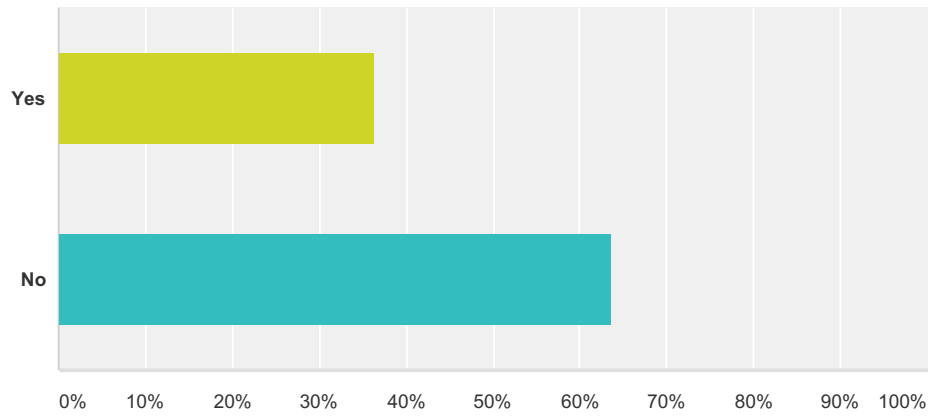
Answered: 76 Skipped: 5



Answer Choices	Responses	
Yes	39.47%	30
No	60.53%	46
<b>Total</b>		<b>76</b>

**Q14 Have you completed any of the friends and family feedback surveys? If you answer 'no' please can you state why?**

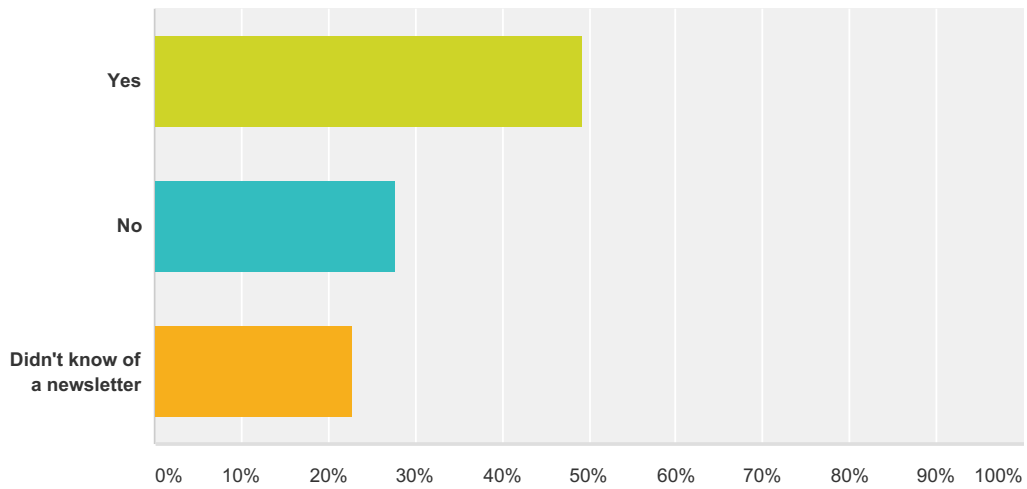
Answered: 77 Skipped: 4



Answer Choices	Responses	
Yes	36.36%	28
No	63.64%	49
<b>Total</b>		<b>77</b>

### Q15 Do you read our newsletter?

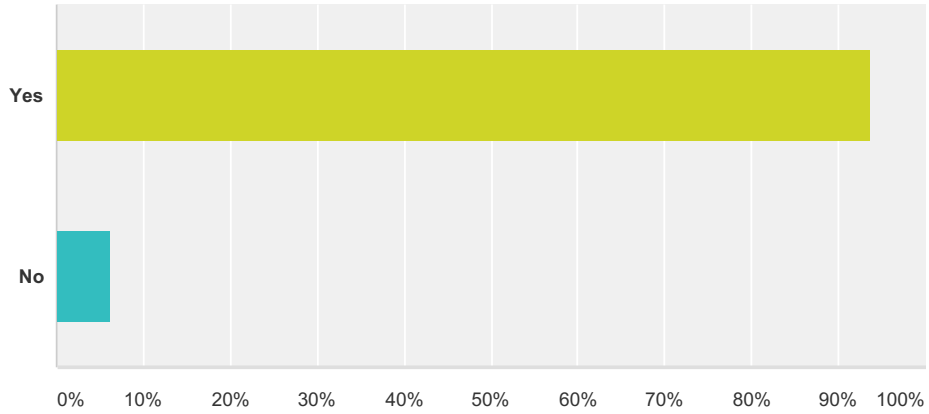
Answered: 79 Skipped: 2



Answer Choices	Responses	
Yes	49.37%	39
No	27.85%	22
Didn't know of a newsletter	22.78%	18
<b>Total</b>		<b>79</b>

### Q16 Are you aware of the advice, support and information that is available to you in our waiting areas?

Answered: 79 Skipped: 2

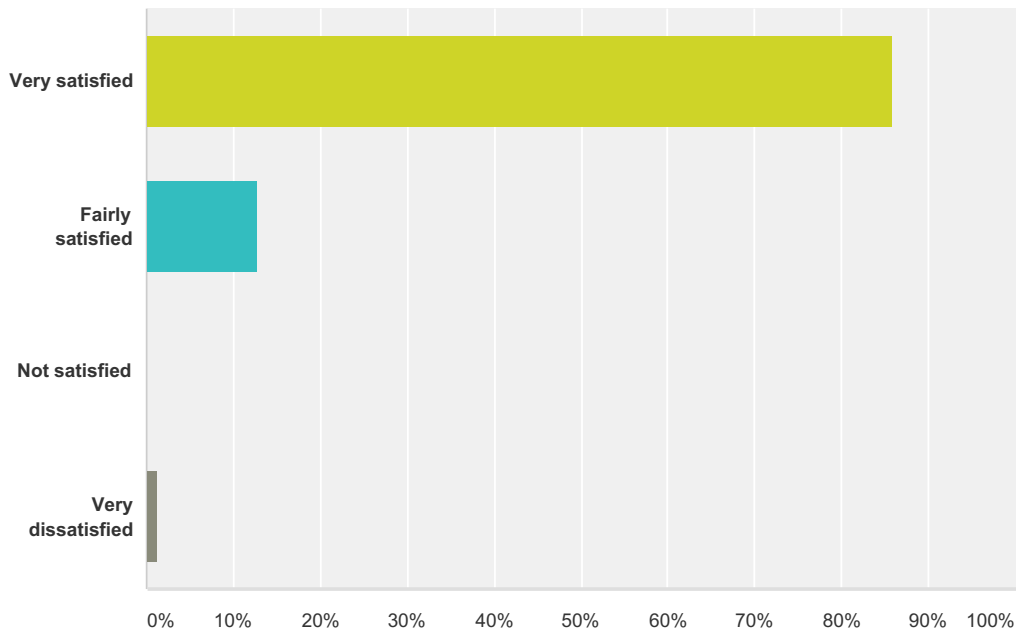


Answer Choices	Responses
Yes	93.67% 74
No	6.33% 5
<b>Total</b>	<b>79</b>



### Q17 How satisfied are you with the overall care you receive from the practice?

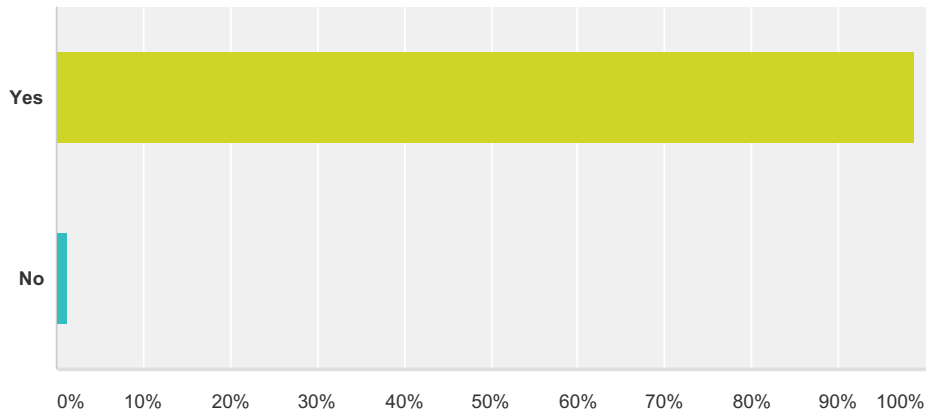
Answered: 78 Skipped: 3



Answer Choices	Responses	Count
Very satisfied	85.90%	67
Fairly satisfied	12.82%	10
Not satisfied	0.00%	0
Very dissatisfied	1.28%	1
<b>Total</b>		<b>78</b>

### Q18 Do we treat you with respect and dignity when attending the practice?

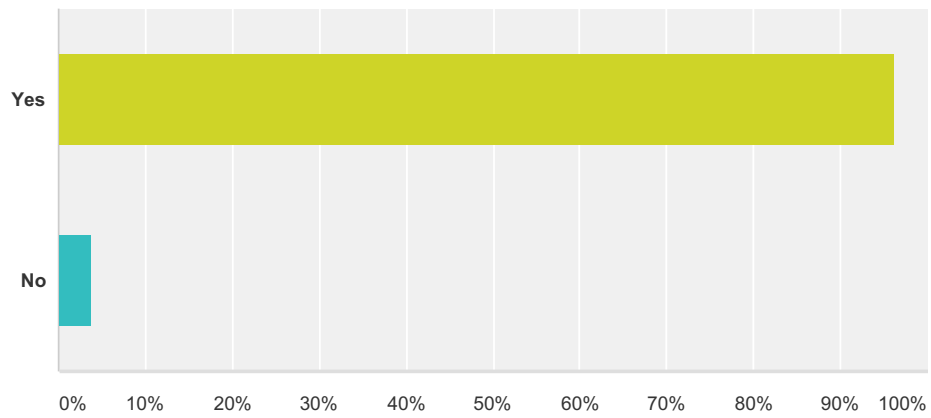
Answered: 78 Skipped: 3



Answer Choices	Responses
Yes	98.72% 77
No	1.28% 1
<b>Total</b>	<b>78</b>

### Q19 Would you recommend our practice to someone else?

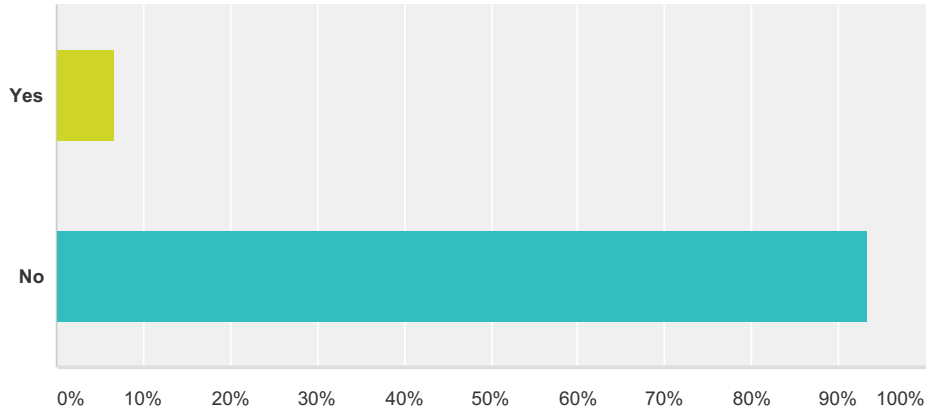
Answered: 79 Skipped: 2



Answer Choices	Responses
Yes	96.20% 76
No	3.80% 3
<b>Total</b>	<b>79</b>

### Q20 Are you a carer? If 'yes' please could you let us know so we can update your records.

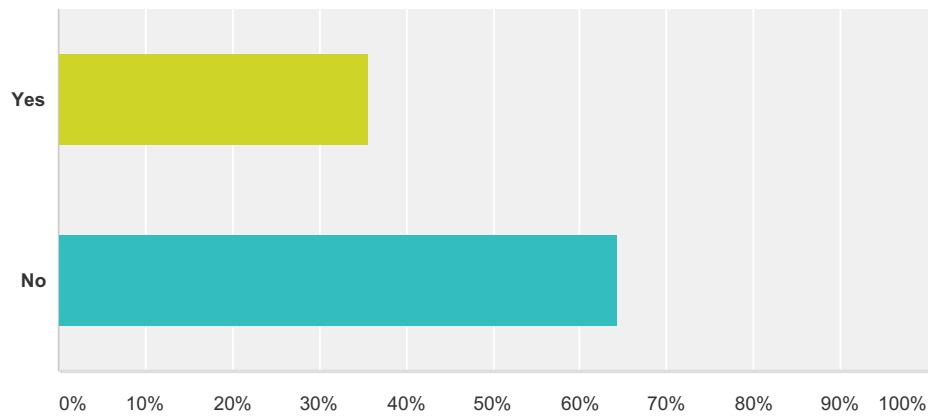
Answered: 74 Skipped: 7



Answer Choices	Responses	
Yes	6.76%	5
No	93.24%	69
<b>Total</b>		<b>74</b>

### Q21 Do you wish to leave any other comments?

Answered: 73 Skipped: 8



Answer Choices	Responses	
Yes	35.62%	26
No	64.38%	47
<b>Total</b>		<b>73</b>