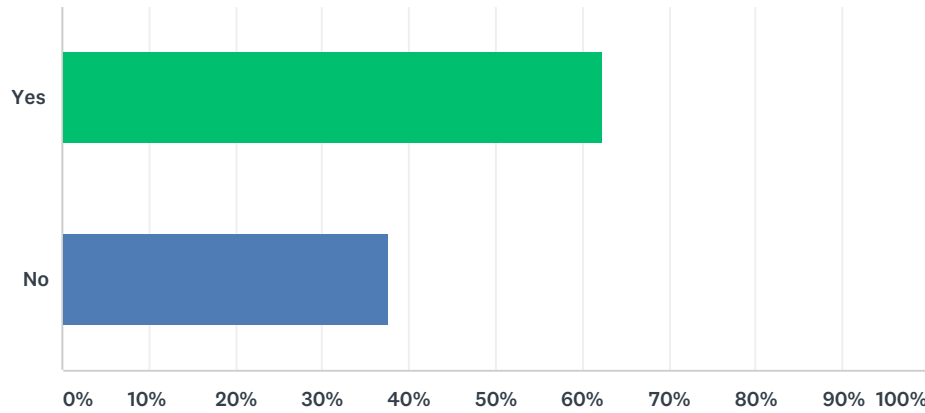


Q1 Do you know that we offer pre-bookable appointments on a Monday evening after 6:30pm and a Saturday morning?

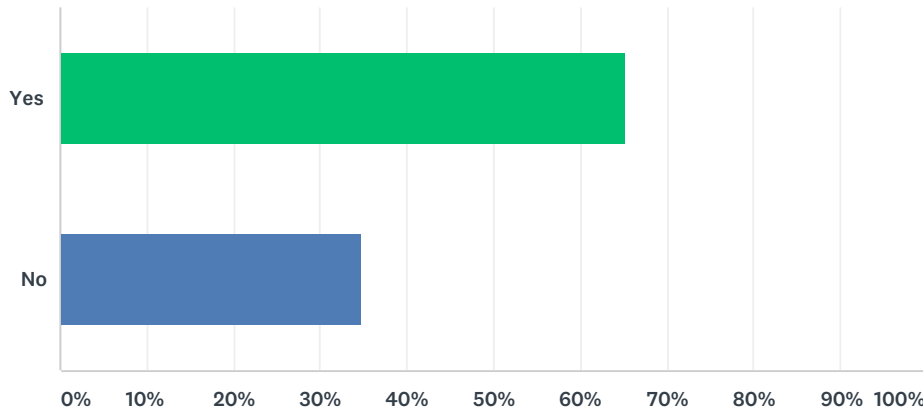
Answered: 252 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	62.30%	157
No	37.70%	95
TOTAL		252

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

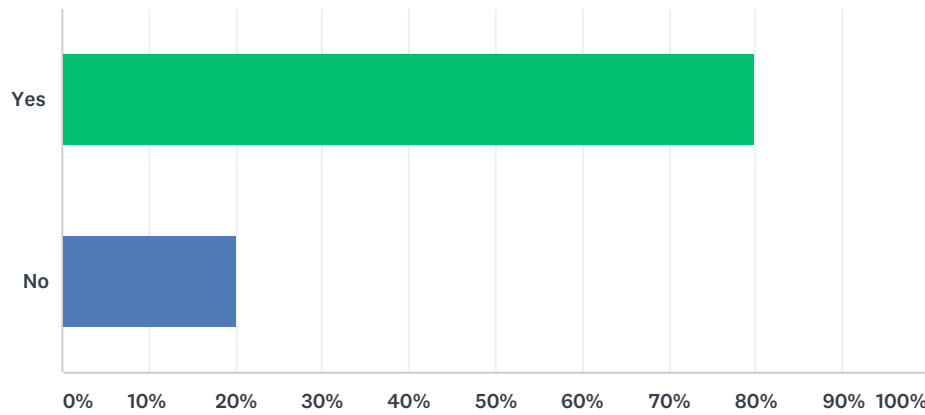
Answered: 250 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	65.20%	163
No	34.80%	87
TOTAL		250

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

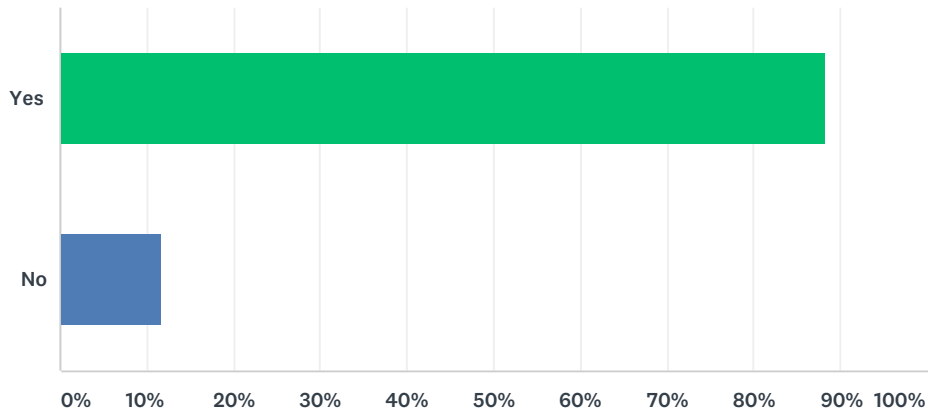
Answered: 250 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	80.00%	200
No	20.00%	50
TOTAL		250

Q4 If you have requested an urgent appointment in the last year, were you seen the same day or offered an appropriate alternative eg prescription query answered/telephone call with a GP/Pharmacist

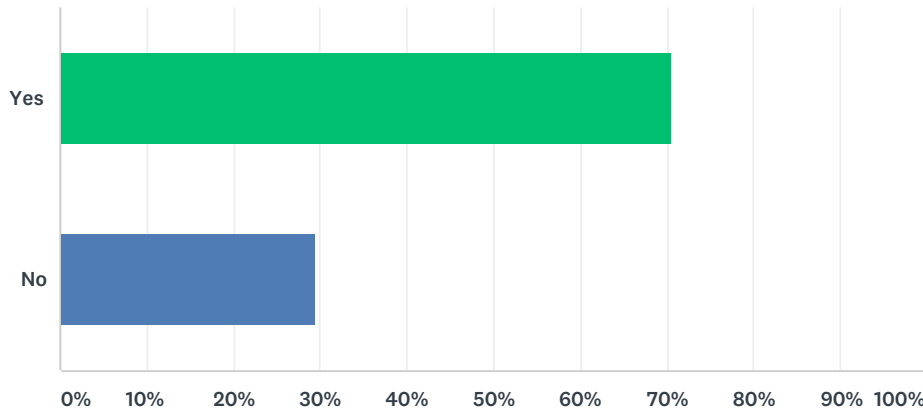
Answered: 170 Skipped: 83



ANSWER CHOICES	RESPONSES	
Yes	88.24%	150
No	11.76%	20
TOTAL		170

Q5 Are you aware we offer telephone appointments with a GP Mon-Fri?

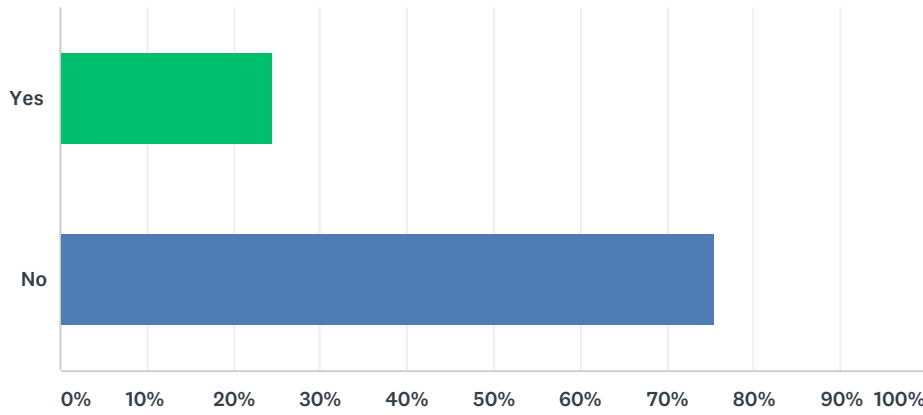
Answered: 250 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	70.40%	176
No	29.60%	74
TOTAL		250

Q6 Are you aware the Practice now employs a Pharmacist?

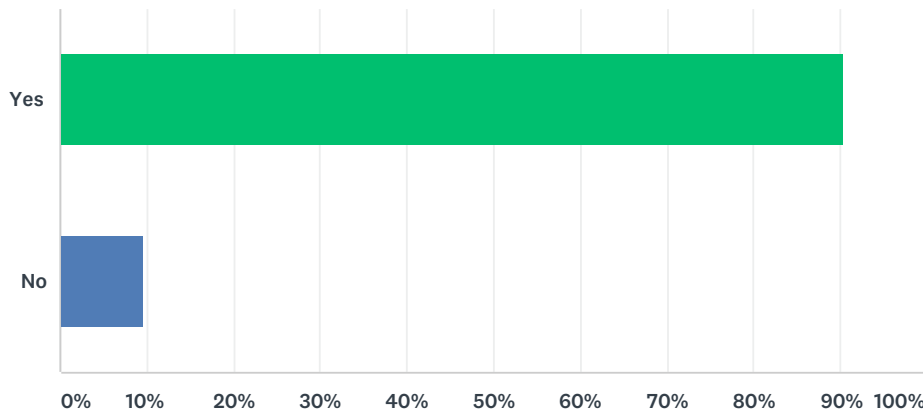
Answered: 250 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	24.40%	61
No	75.60%	189
TOTAL		250

Q7 Would you accept an appointment with the Pharmacist instead of a GP to discuss medication management/ queries?

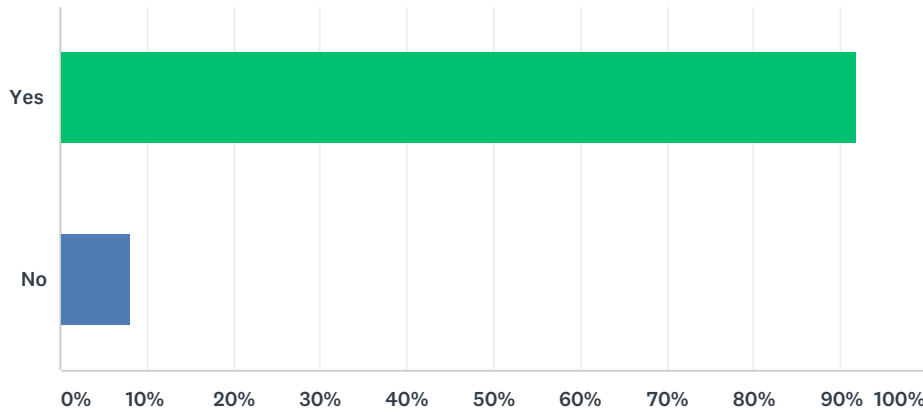
Answered: 248 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	90.32%	224
No	9.68%	24
TOTAL		248

Q8 Do you know that the practice offers online access to book/cancel GP appointments, order medication & view parts of your medical record?

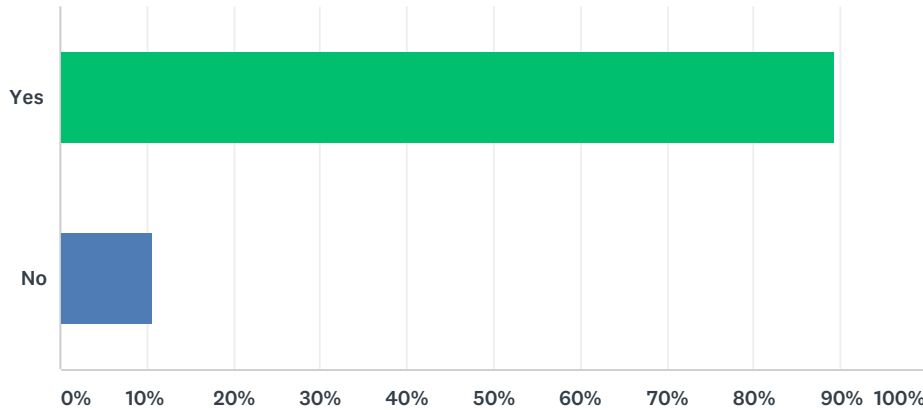
Answered: 244 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	91.80%	224
No	8.20%	20
TOTAL		244

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.

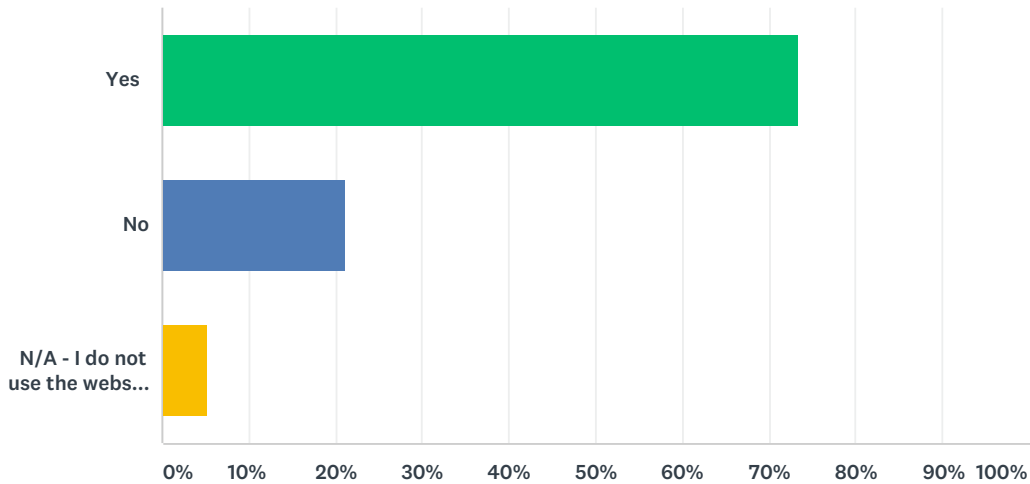
Answered: 245 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	89.39%	219
No	10.61%	26
TOTAL		245

Q10 Following results of last years survey and subsequent discussion with our PPG we changed our Practice website- have you visited the new website?

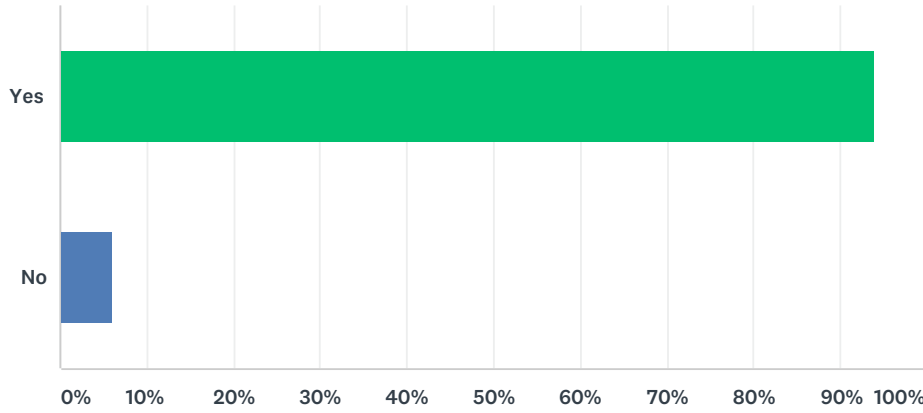
Answered: 245 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	73.47%	180
No	21.22%	52
N/A - I do not use the website	5.31%	13
TOTAL		245

Q11 If 'yes' did you find it easy to navigate?

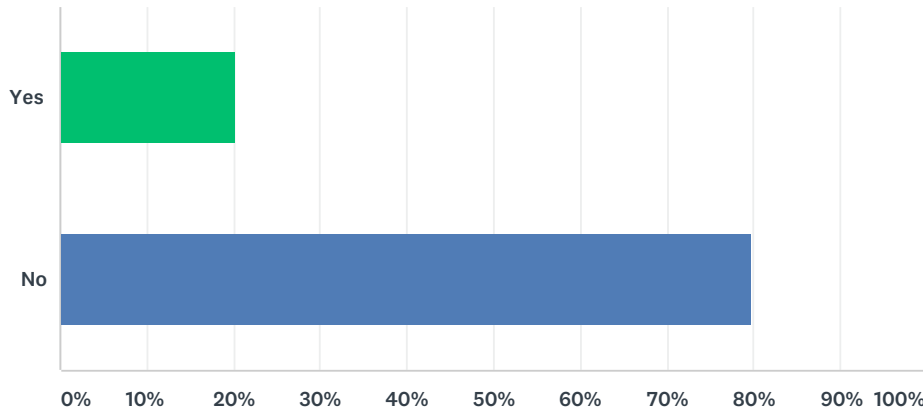
Answered: 183 Skipped: 70



ANSWER CHOICES	RESPONSES	
Yes	93.99%	172
No	6.01%	11
TOTAL		183

Q12 Would you be interested in joining our Patient Participation Group? For further information please visit our website or contact the surgery

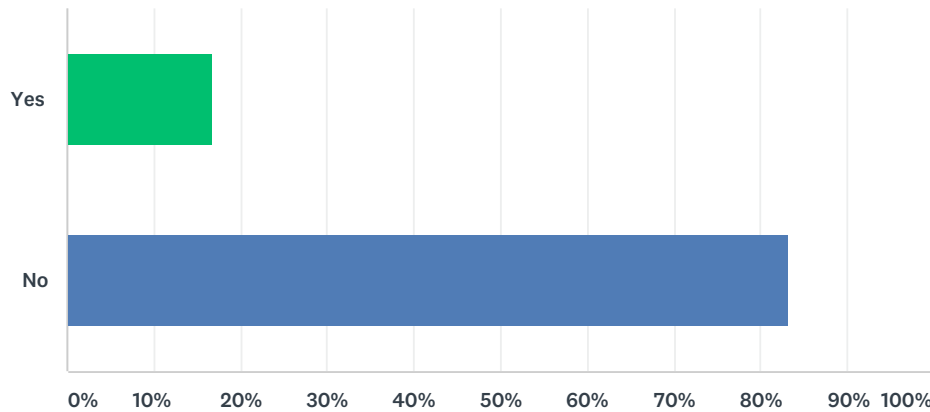
Answered: 236 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	20.34%	48
No	79.66%	188
TOTAL		236

Q13 The Practice works closely with a Community Navigator who can help you to access local groups and services, would you be interested in a referral to this service? Please also see our website for further information

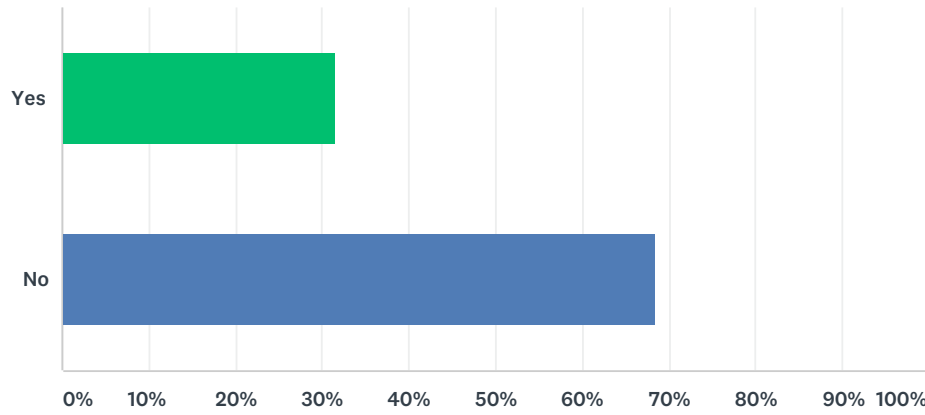
Answered: 232 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	16.81%	39
No	83.19%	193
TOTAL		232

Q14 Do you read our newsletter?

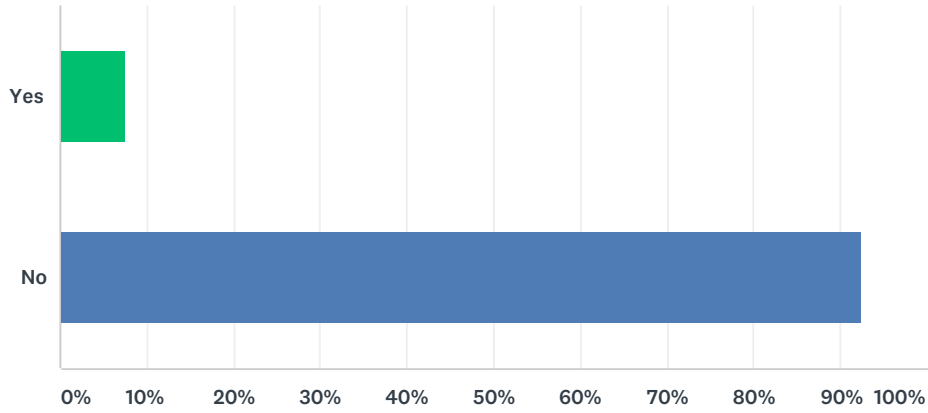
Answered: 241 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	31.54%	76
No	68.46%	165
TOTAL		241

Q15 Are you a carer?

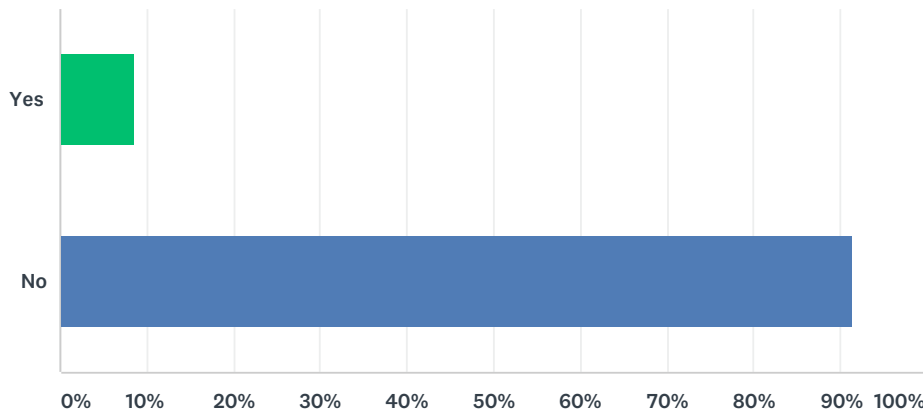
Answered: 241 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	7.47%	18
No	92.53%	223
TOTAL		241

Q16 If 'yes' have you notified us? If you haven't please see the carers section under patient info on our website

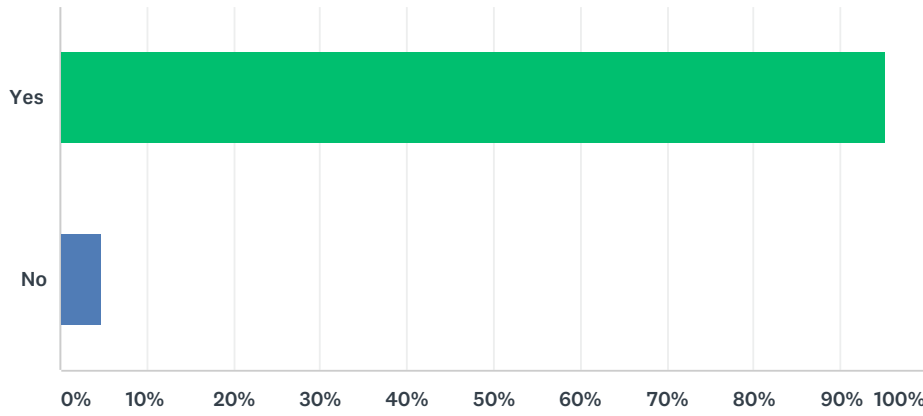
Answered: 59 Skipped: 194



ANSWER CHOICES	RESPONSES	
Yes	8.47%	5
No	91.53%	54
TOTAL		59

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

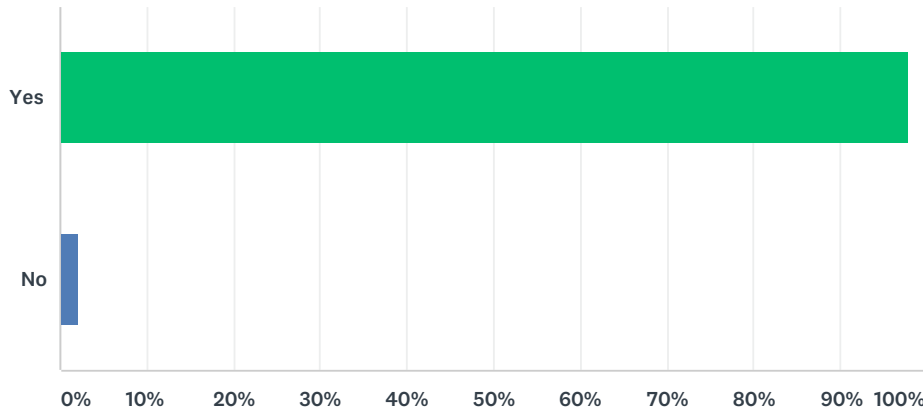
Answered: 233 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	95.28%	222
No	4.72%	11
TOTAL		233

Q18 Do you feel we treat you with respect and dignity when attending the Practice?

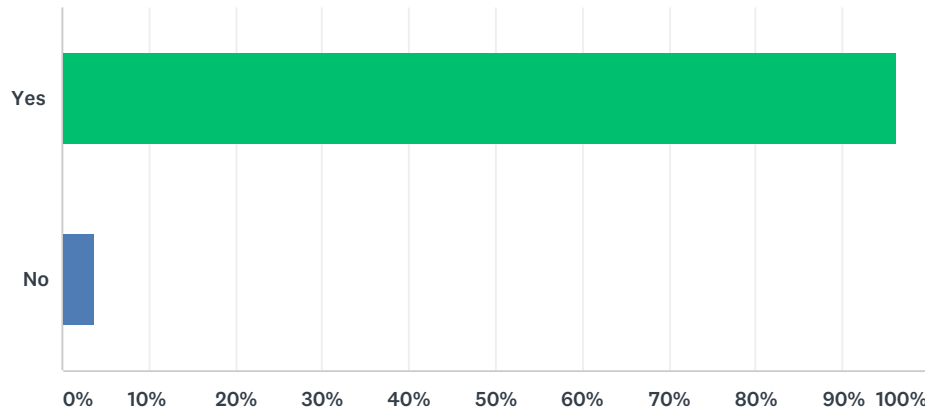
Answered: 241 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	97.93%	236
No	2.07%	5
TOTAL		241

Q19 Would you recommend our Practice to someone else?

Answered: 239 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	96.23%	230
No	3.77%	9
TOTAL		239