

1. When did you last see a Doctor or Nurse at the GP Surgery

		Response Percent	Response Count
In the past 3 months		82.4%	28
Between 3 and 6 months ago		14.7%	5
Between 6 and 12 months ago		2.9%	1
answered question			34
skipped question			0

2. In the past 6 months have you needed an appointment to see a Doctor or Nurse fairly quickly? (by fairly quickly we mean on the same day or in the next two weekdays that the surgery was open)

		Response Percent	Response Count
Yes		64.7%	22
No		29.4%	10
Can't remember		5.9%	2
answered question			34
skipped question			0

3. Think about the last time you needed to see the Doctor or Nurse fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open?

		Response Percent	Response Count
Yes		81.8%	27
No		12.1%	4
Can't remember		6.1%	2
answered question			33
skipped question			1

4. If you weren't able to be seen by a Doctor or Nurse during the next 2 weekdays that the surgery was open, why was that?

		Response Percent	Response Count
There weren't any appointments		36.4%	4
Times offered didn't suit		18.2%	2
Appointment was with a Dr who I didn't want to see		18.2%	2
A nurse was free but I wanted to see a Dr		9.1%	1
Can't remember		18.2%	2
Other (please specify)			1
answered question			11
skipped question			23

5. In the past 6 months have you tried book ahead for an appointment with a Doctor or Nurse? (by booking ahead we mean booking an appointment more than 2 weekdays in advance)

		Response Percent	Response Count
Yes		73.5%	25
No		26.5%	9
Can't remember		0.0%	0
answered question			34
skipped question			0

6. Think about the last time you tried to get an appointment with a Doctor or Nurse more than 2 weekdays in advance were you able to get an appointment more than 2 days in advance?

		Response Percent	Response Count
Yes		87.5%	28
No		9.4%	3
Can't remember		3.1%	1
answered question			32
skipped question			2

7. When asking for an appointment are you happy to see a nurse practitioner who can diagnose conditions and prescribe medications?

		Response Percent	Response Count
Yes		79.4%	27
No		20.6%	7
answered question			34
skipped question			0

8. Have you used Accident and Emergency services at a hospital in the last 12 months

		Response Percent	Response Count
Yes		32.4%	11
No		67.6%	23
answered question			34
skipped question			0

9. If you have used accident and emergency services why was this?

		Response Percent	Response Count
Accident and Emergency seemed the most appropriate place to go		87.5%	7
The surgery was closed		12.5%	1
I was unable to get an appointment at the surgery		0.0%	0
Other (please specify)			3
answered question			8
skipped question			26

10. Have you used the out of hours service (Local Care Direct) in the last 12 months?

		Response Percent	Response Count
Yes		2.9%	1
No		97.1%	33
answered question			34
skipped question			0

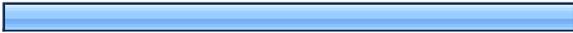
11. If you have used accident and emergency services or the out of hours service in the last 12 months is there anything the surgery could have done to prevent this?

		Response Percent	Response Count
No, accident and emergency/out of hours service was the most appropriate service for my problem		83.3%	10
Yes by providing better minor injuries services		16.7%	2
Yes by increasing opening hours		0.0%	0
Yes by improving access to appointments		0.0%	0
Yes by other means (please enter into free text box below)		0.0%	0
	Other (please specify)		0
answered question			12
skipped question			22

12. Have you, a relative or a friend been admitted to hospital in the last 12 months?

		Response Percent	Response Count
Yes		36.4%	12
No		63.6%	21
answered question			33
skipped question			1

13. If so were there any needs not met in the community that you feel could have prevented hospital admission?

		Response Percent	Response Count
Yes		8.3%	1
No		91.7%	11
	Needs that could have been met		0
answered question			12
skipped question			22

14. We are considering running some evening events on health related issues. Is this something you would be interested in and if so what areas would be of interest to you?

		Response Percent	Response Count
Yes		43.8%	14
No		56.3%	18
	Areas that would be of interest		12
answered question			32
skipped question			2

15. How satisfied are you with the opening hours at the surgery?

		Response Percent	Response Count
Very satisfied		66.7%	20
Fairly satisfied		30.0%	9
Neither satisfied nor dissatisfied		3.3%	1
Quite dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
Don't know the opening hours		0.0%	0
answered question			30
skipped question			4

16. Last time you saw a Doctor or Nurse at the surgery how good did you find the Doctor or Nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Rating Count
Giving you enough time	74.2% (23)	16.1% (5)	0.0% (0)	9.7% (3)	0.0% (0)	0.0% (0)	31
Asking about your symptoms	74.2% (23)	19.4% (6)	3.2% (1)	3.2% (1)	0.0% (0)	0.0% (0)	31
Listening	77.4% (24)	19.4% (6)	0.0% (0)	3.2% (1)	0.0% (0)	0.0% (0)	31
Explaining tests and treatments	71.0% (22)	19.4% (6)	9.7% (3)	0.0% (0)	0.0% (0)	0.0% (0)	31
Involving you in decisions about your care	61.3% (19)	22.6% (7)	9.7% (3)	0.0% (0)	0.0% (0)	6.5% (2)	31
Treating you with care and concern	77.4% (24)	16.1% (5)	3.2% (1)	3.2% (1)	0.0% (0)	0.0% (0)	31
Taking your problems seriously	77.4% (24)	19.4% (6)	0.0% (0)	3.2% (1)	0.0% (0)	0.0% (0)	31
answered question							31
skipped question							3

17. In general, how satisfied are you with the care you get at the surgery?

		Response Percent	Response Count
Very satisfied		80.6%	25
Fairly satisfied		12.9%	4
Neither satisfied nor dissatisfied		3.2%	1
Quite dissatisfied		3.2%	1
Very dissatisfied		0.0%	0
answered question			31
skipped question			3

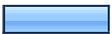
18. Would you recommend the Surgery to someone who has just moved to your local area?

		Response Percent	Response Count
Yes		96.7%	29
Might		0.0%	0
Not sure		0.0%	0
Probably not		3.3%	1
Definitely not		0.0%	0
Don't know		0.0%	0
answered question			30
skipped question			4

19. Are you male or female?

		Response Percent	Response Count
Male		37.9%	11
Female		62.1%	18
answered question			29
skipped question			5

20. How old are you?

		Response Percent	Response Count
under 18		0.0%	0
18-24		3.3%	1
25-34		6.7%	2
35-44		10.0%	3
45-54		26.7%	8
55-64		33.3%	10
65-74		16.7%	5
75-84		3.3%	1
85 and over		0.0%	0
answered question			30
skipped question			4

21. Which of the following categories best describes your employment status?

		Response Percent	Response Count
Employed, working 1-30 hours per week		30.0%	9
Employed, working 30 or more hours per week		33.3%	10
Not employed, looking for work		0.0%	0
Not employed, NOT looking for work		0.0%	0
Retired		23.3%	7
Permanently sick or disabled		6.7%	2
Looking after the home		6.7%	2
Doing something else		0.0%	0
		answered question	30
		skipped question	4

22. What is your ethnic group?

		Response Percent	Response Count
White British		90.0%	27
White Irish		3.3%	1
Any other white background		6.7%	2
White and Black Caribbean		0.0%	0
White and Black African		0.0%	0
White and Asian		0.0%	0
Any other Mixed background		0.0%	0
Indian		0.0%	0
Pakistani		0.0%	0
Bangladeshi		0.0%	0
Any other Asian background		0.0%	0
Caribbean		0.0%	0
African		0.0%	0
Any other Black background		0.0%	0
Chinese		0.0%	0
Any other ethnic group		0.0%	0
answered question			30
skipped question			4

Page 1, Q4. If you weren't able to be seen by a Doctor or Nurse during the next 2 weekdays that the surgery was open, why was that?

1	evening appointments should be especially for those working full time	Feb 24, 2014 11:16 AM
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Page 1, Q9. If you have used accident and emergency services why was this?

1	Referred there by Nurse Practitioner	Feb 24, 2014 11:19 AM
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2	Was seen by gp advised that if symptoms didn't go away go to a&e	Feb 22, 2014 1:47 AM
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3	I was referred by the doctor	Jan 4, 2014 6:58 AM
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Page 1, Q14. We are considering running some evening events on health related issues. Is this something you would be interested in and if so what areas would be of interest to you?

1	First aid qualification, CPR training, Mental health issues	Feb 24, 2014 12:15 PM
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2	skin problems	Feb 24, 2014 11:43 AM
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3	managing good health	Feb 24, 2014 11:36 AM
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4	Exercise	Feb 24, 2014 11:34 AM
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5	health for older people	Feb 24, 2014 11:25 AM
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6	post-menopausal issues	Feb 24, 2014 11:23 AM
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7	Diabetes and Strokes	Feb 24, 2014 11:19 AM
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8	weight control	Feb 12, 2014 4:58 AM
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9	Diet and diabetes	Feb 9, 2014 3:36 PM
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10	nutrition, diabetes prevention	Jan 21, 2014 3:06 AM
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11	How can I help to control my blood pressure and cholesterol	Jan 4, 2014 6:58 AM
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12	Health tips for the over 65's	Dec 31, 2013 1:57 AM
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