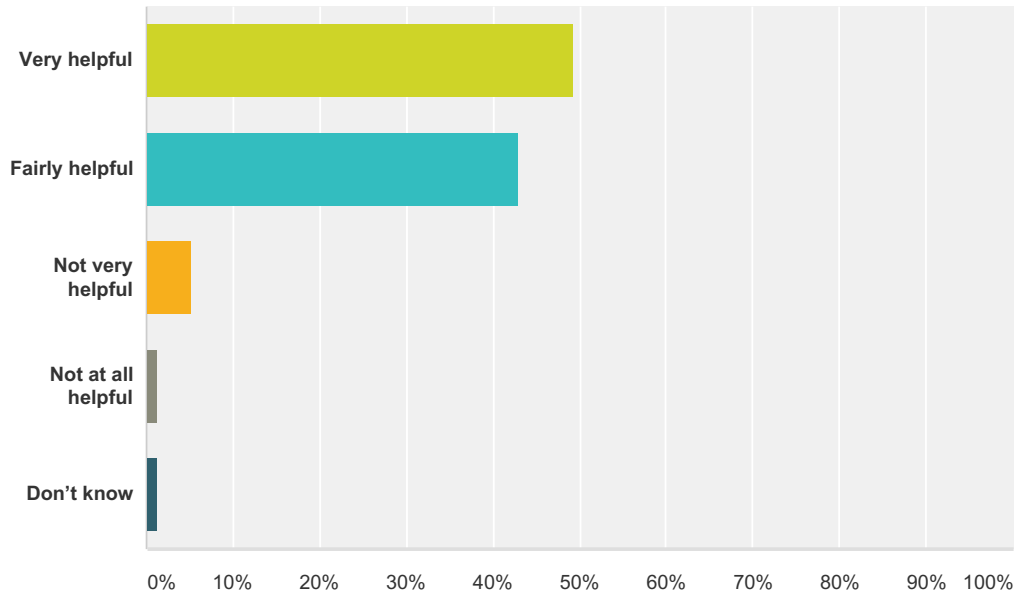


Q1 How helpful do you find the receptionists at your GP practice?

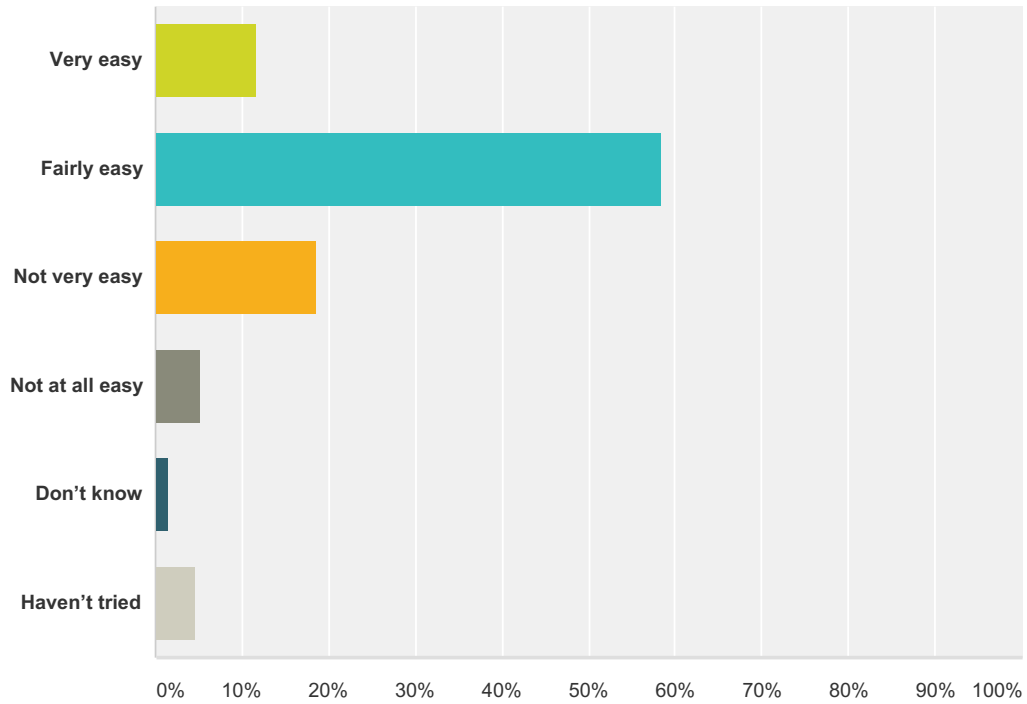
Answered: 400 Skipped: 2



Answer Choices	Responses
Very helpful	49.25% 197
Fairly helpful	43.00% 172
Not very helpful	5.25% 21
Not at all helpful	1.25% 5
Don't know	1.25% 5
Total	400

Q2 How easy is it to get through to someone at your GP practice on the phone?

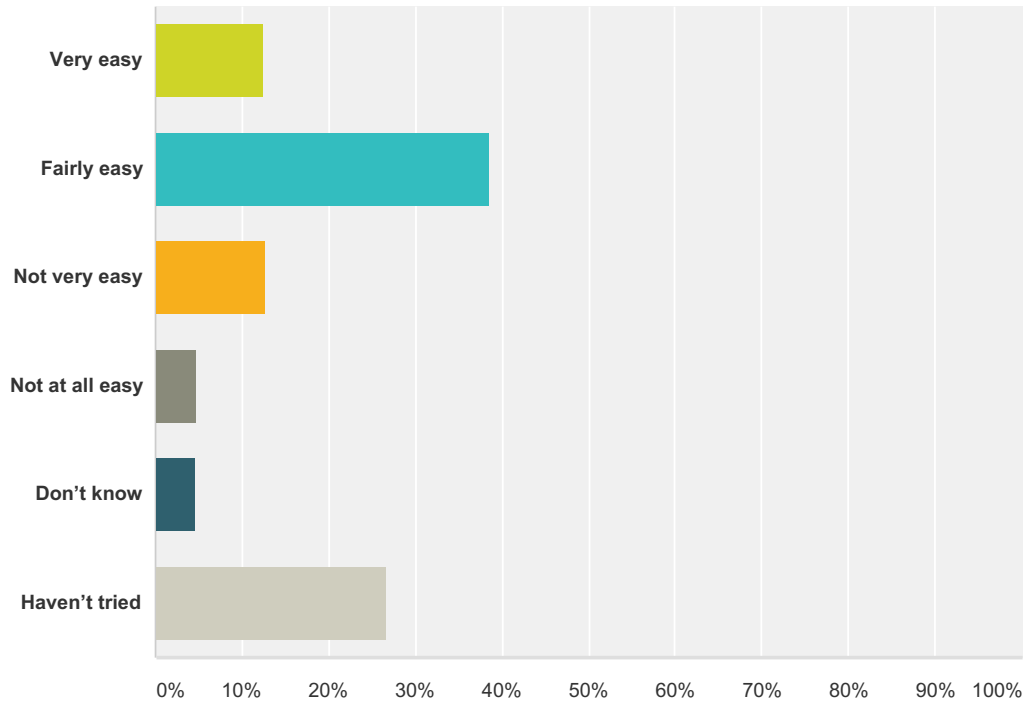
Answered: 400 Skipped: 2



Answer Choices	Responses
Very easy	11.75% 47
Fairly easy	58.50% 234
Not very easy	18.50% 74
Not at all easy	5.25% 21
Don't know	1.50% 6
Haven't tried	4.50% 18
Total	400

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

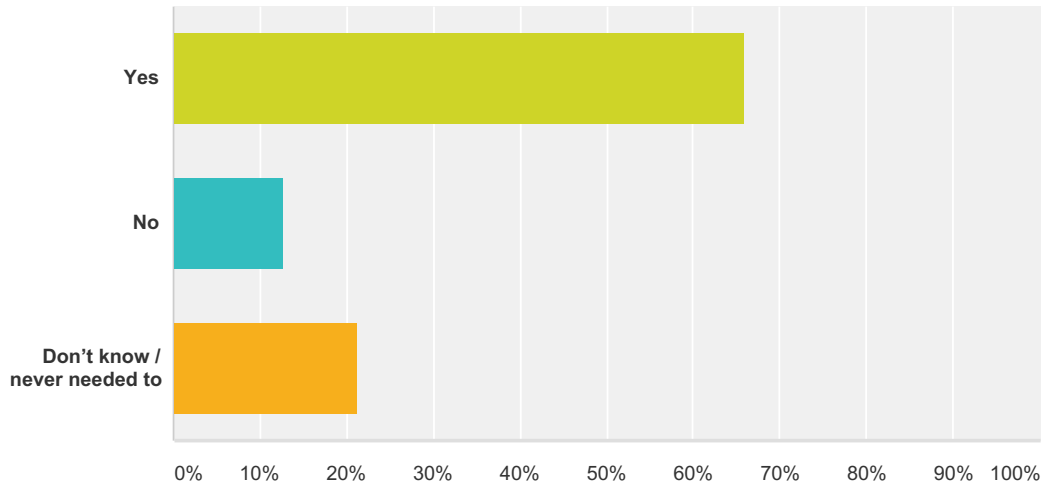
Answered: 399 Skipped: 3



Answer Choices	Responses
Very easy	12.53% 50
Fairly easy	38.60% 154
Not very easy	12.78% 51
Not at all easy	4.76% 19
Don't know	4.51% 18
Haven't tried	26.82% 107
Total	399

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

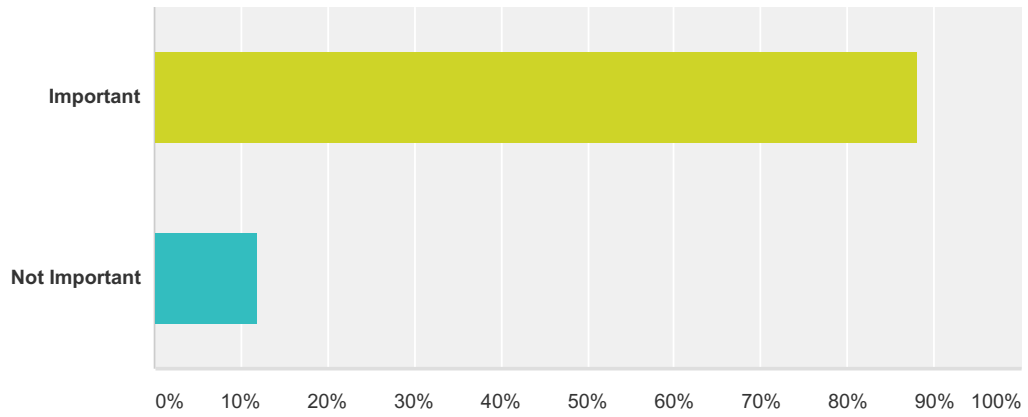
Answered: 400 Skipped: 2



Answer Choices	Responses
Yes	66.00% 264
No	12.75% 51
Don't know / never needed to	21.25% 85
Total	400

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

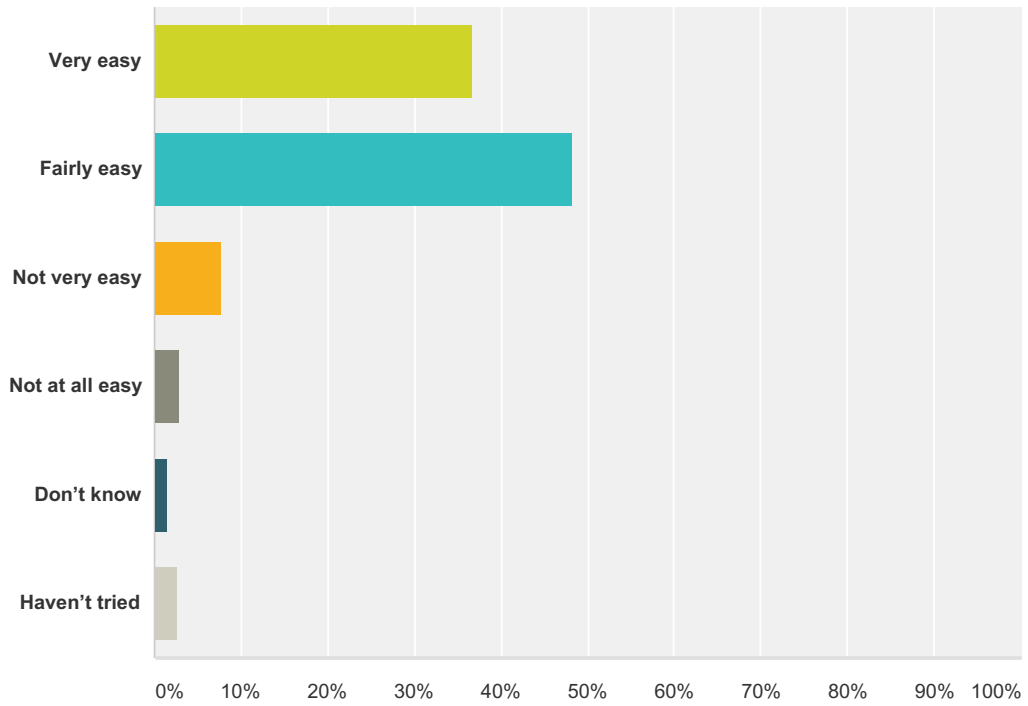
Answered: 394 Skipped: 8



Answer Choices	Responses
Important	88.07% 347
Not Important	11.93% 47
Total	394

Q6 How easy is it for you to be able to book appointments ahead of time in your practice?

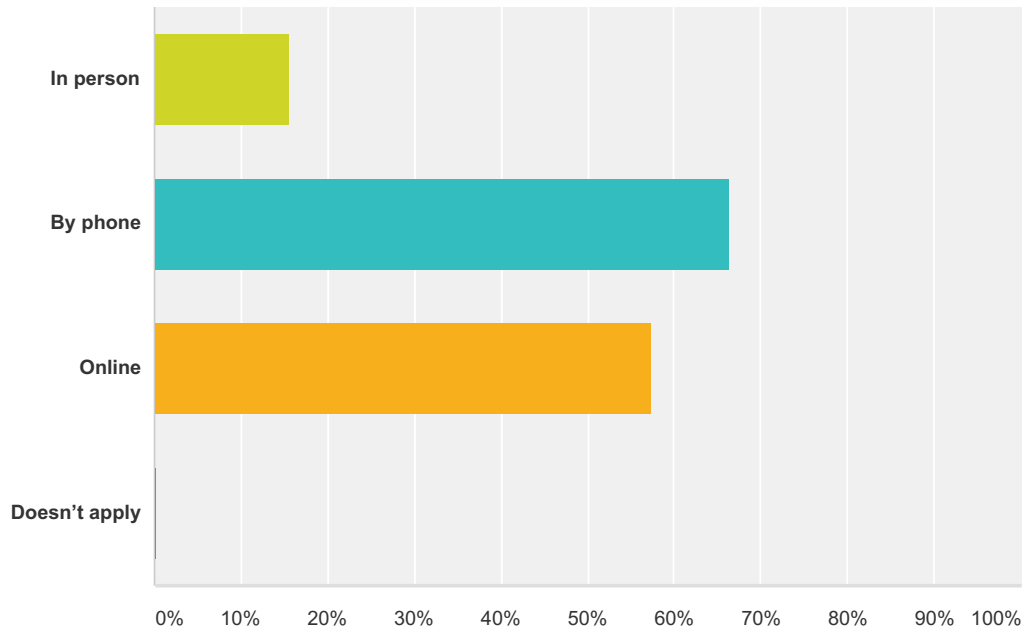
Answered: 400 Skipped: 2



Answer Choices	Responses
Very easy	36.75% 147
Fairly easy	48.25% 193
Not very easy	7.75% 31
Not at all easy	3.00% 12
Don't know	1.50% 6
Haven't tried	2.75% 11
Total	400

Q7 How do you normally book your appointments at your practice? Please tick all boxes that apply

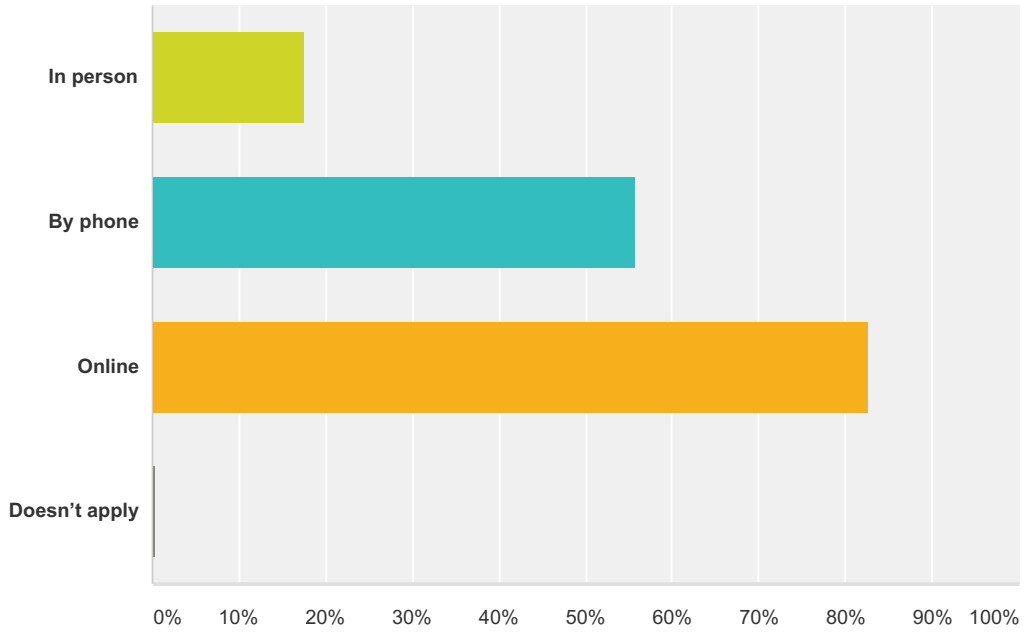
Answered: 395 Skipped: 7



Answer Choices	Responses
In person	15.70% 62
By phone	66.33% 262
Online	57.47% 227
Doesn't apply	0.25% 1
Total Respondents: 395	

Q8 Which of the following methods would you prefer to use to book appointments at your practice? Please tick all boxes that apply.

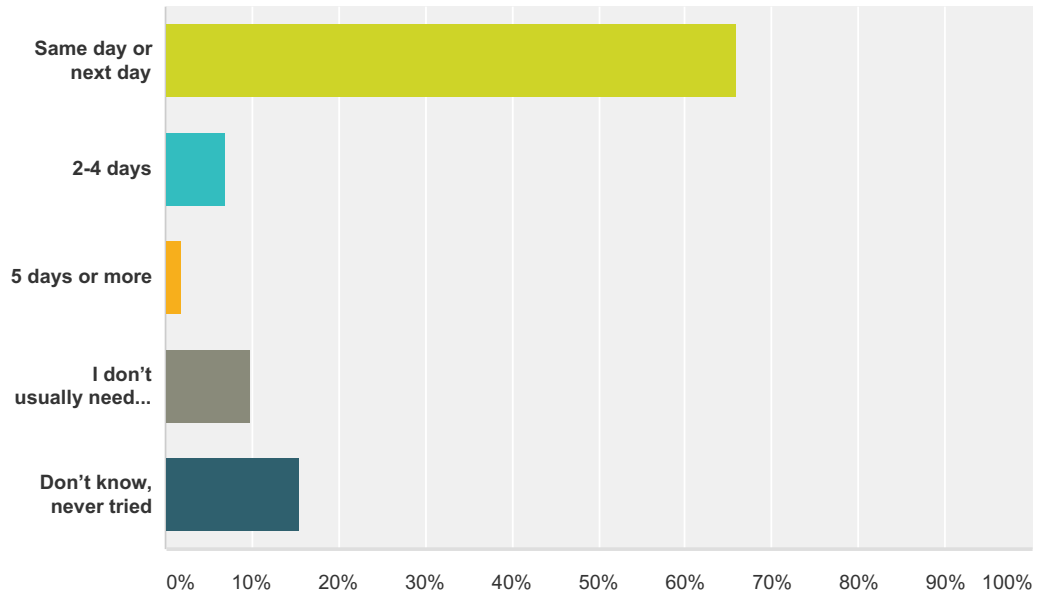
Answered: 398 Skipped: 4



Answer Choices	Responses
In person	17.59% 70
By phone	55.78% 222
Online	82.66% 329
Doesn't apply	0.50% 2
Total Respondents: 398	

Q9 Rapid Access - How quickly do you usually get seen?

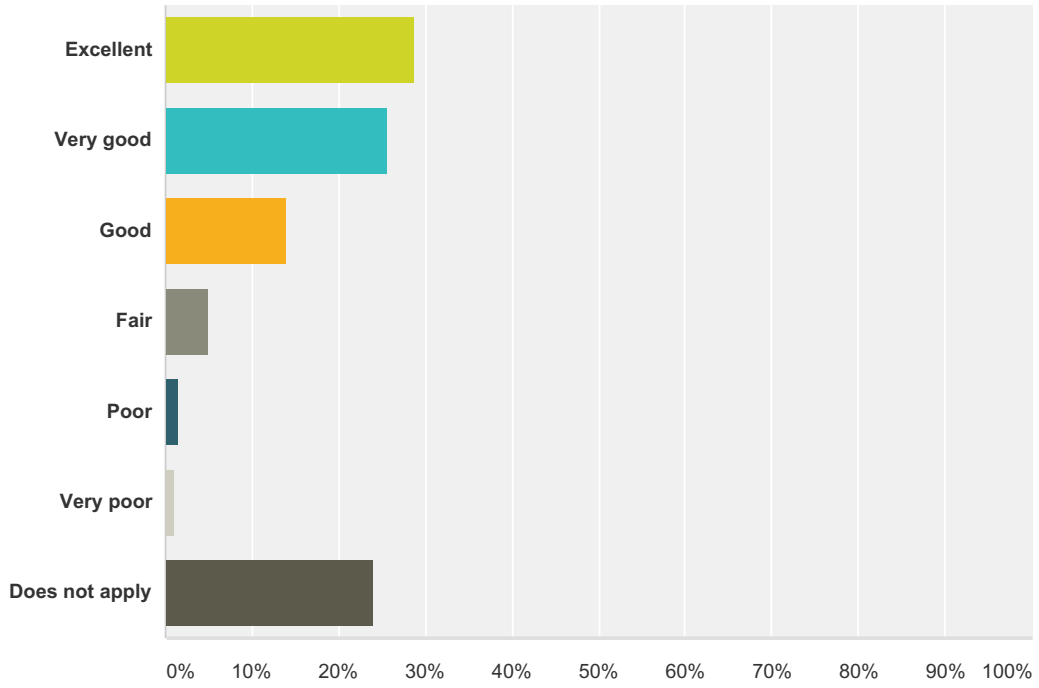
Answered: 394 Skipped: 8



Answer Choices	Responses
Same day or next day	65.99% 260
2-4 days	6.85% 27
5 days or more	1.78% 7
I don't usually need to be seen quickly	9.90% 39
Don't know, never tried	15.48% 61
Total	394

Q10 Rapid Access - How do you rate this?

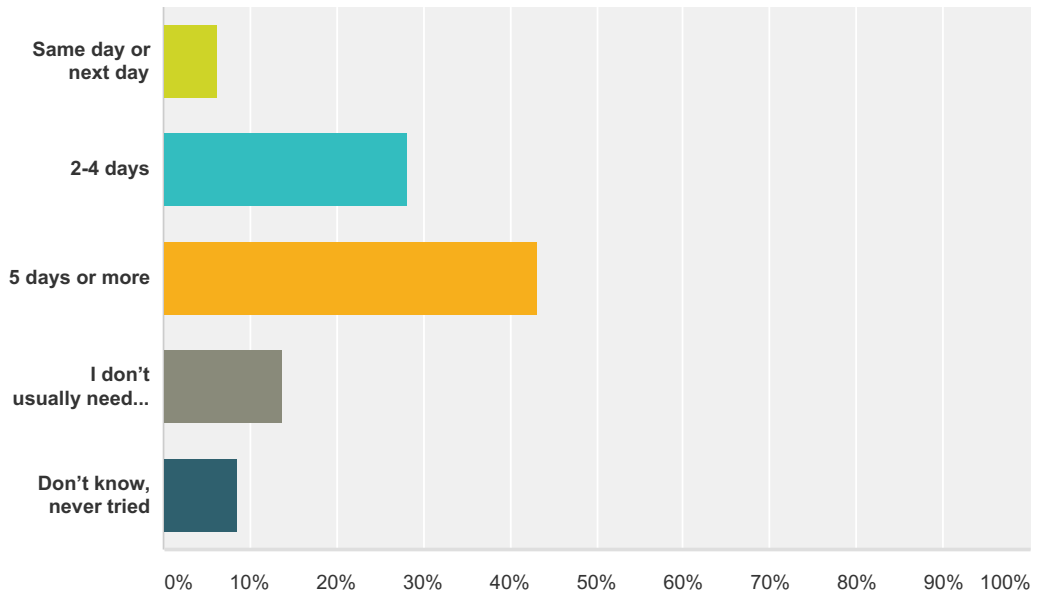
Answered: 393 Skipped: 9



Answer Choices	Responses	
Excellent	28.75%	113
Very good	25.70%	101
Good	13.99%	55
Fair	5.09%	20
Poor	1.53%	6
Very poor	1.02%	4
Does not apply	23.92%	94
Total		393

Q11 Regular Appointments - Thinking of times when you want to see a particular doctor or your registered doctor

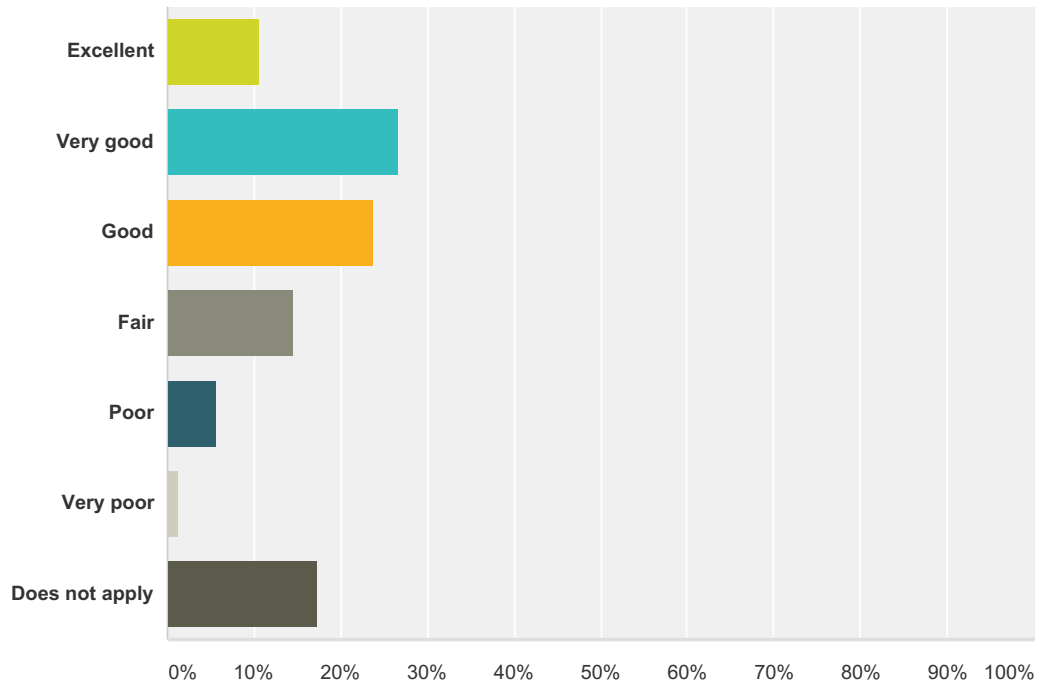
Answered: 389 Skipped: 13



Answer Choices	Responses
Same day or next day	6.17% 24
2-4 days	28.28% 110
5 days or more	43.19% 168
I don't usually need to be seen quickly	13.88% 54
Don't know, never tried	8.48% 33
Total	389

Q12 Regular Appointments - How do you rate this

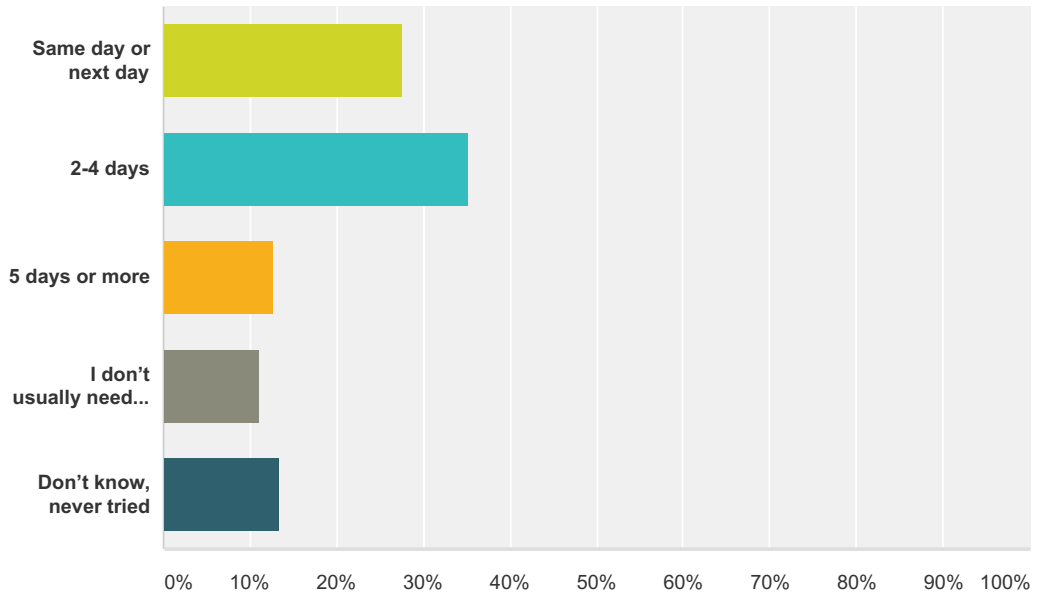
Answered: 392 Skipped: 10



Answer Choices	Responses
Excellent	10.71% 42
Very good	26.79% 105
Good	23.72% 93
Fair	14.54% 57
Poor	5.61% 22
Very poor	1.28% 5
Does not apply	17.35% 68
Total	392

Q13 Other doctor appointments - How quickly do you usually get seen

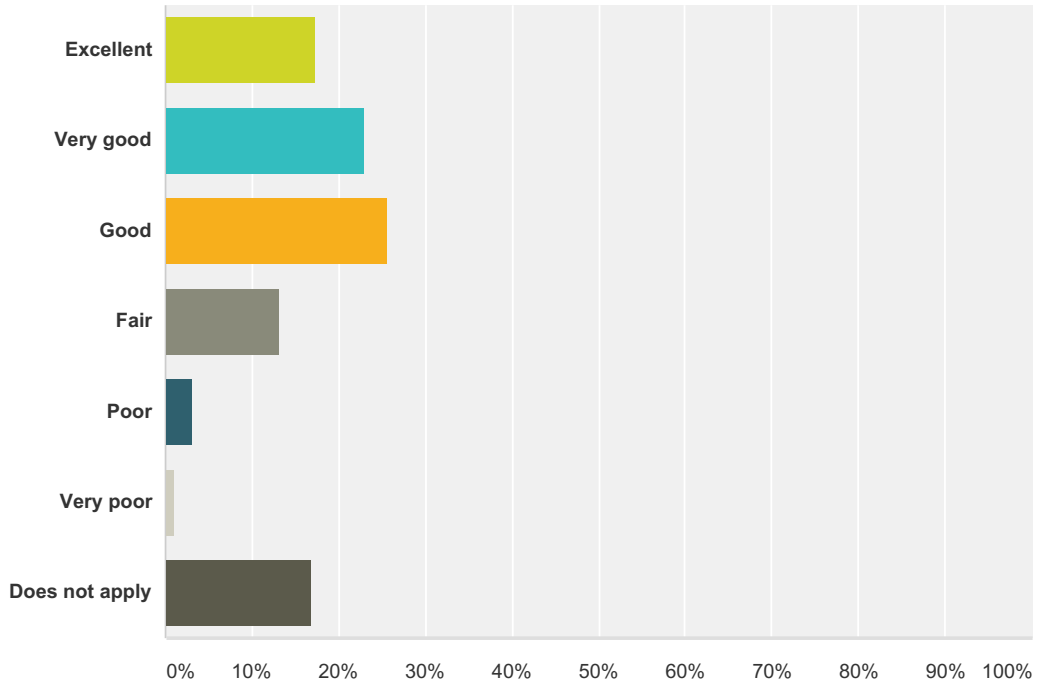
Answered: 391 Skipped: 11



Answer Choices	Responses
Same day or next day	27.62% 108
2-4 days	35.29% 138
5 days or more	12.79% 50
I don't usually need to be seen quickly	11.00% 43
Don't know, never tried	13.30% 52
Total	391

Q14 How do you rate this?

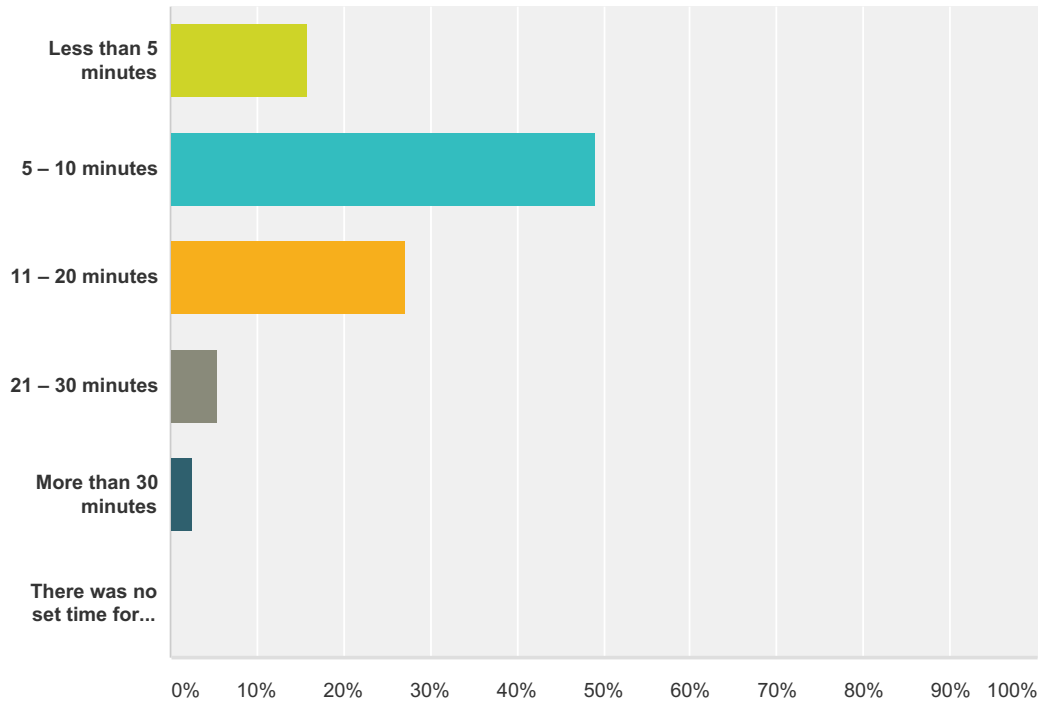
Answered: 389 Skipped: 13



Answer Choices	Responses
Excellent	17.22% 67
Very good	22.88% 89
Good	25.71% 100
Fair	13.11% 51
Poor	3.08% 12
Very poor	1.03% 4
Does not apply	16.97% 66
Total	389

Q15 How long did you wait for your consultation to start?

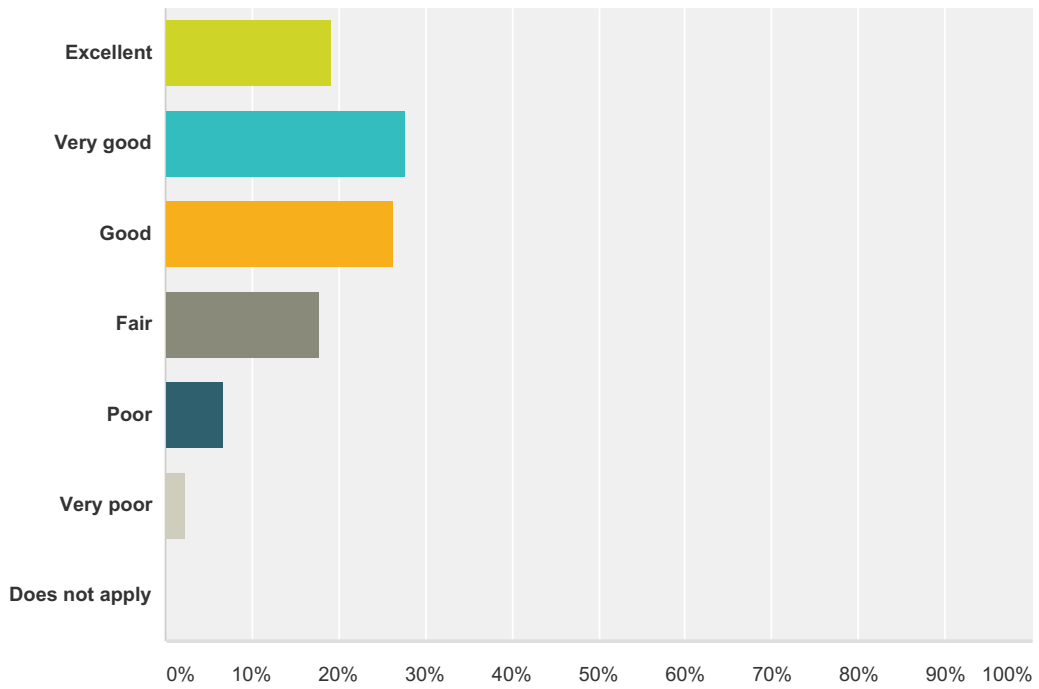
Answered: 386 Skipped: 16



Answer Choices	Responses	Count
Less than 5 minutes	15.80%	61
5 – 10 minutes	48.96%	189
11 – 20 minutes	27.20%	105
21 – 30 minutes	5.44%	21
More than 30 minutes	2.59%	10
There was no set time for my consultation	0.00%	0
Total		386

Q16 How do you rate this?

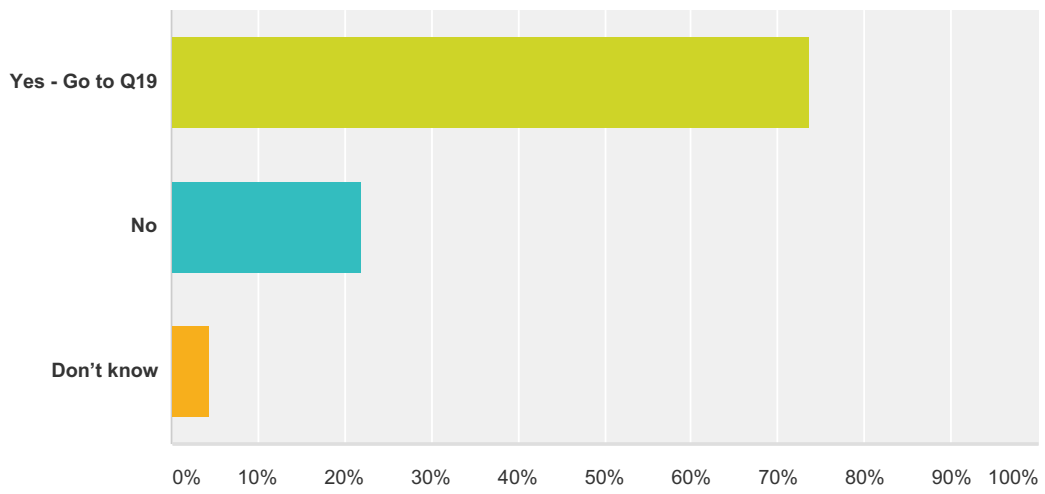
Answered: 385 Skipped: 17



Answer Choices	Responses
Excellent	19.22% 74
Very good	27.79% 107
Good	26.23% 101
Fair	17.66% 68
Poor	6.75% 26
Very poor	2.34% 9
Does not apply	0.00% 0
Total	385

Q17 Is your Crown Heights Medical Centre currently open at times that are convenient to you?

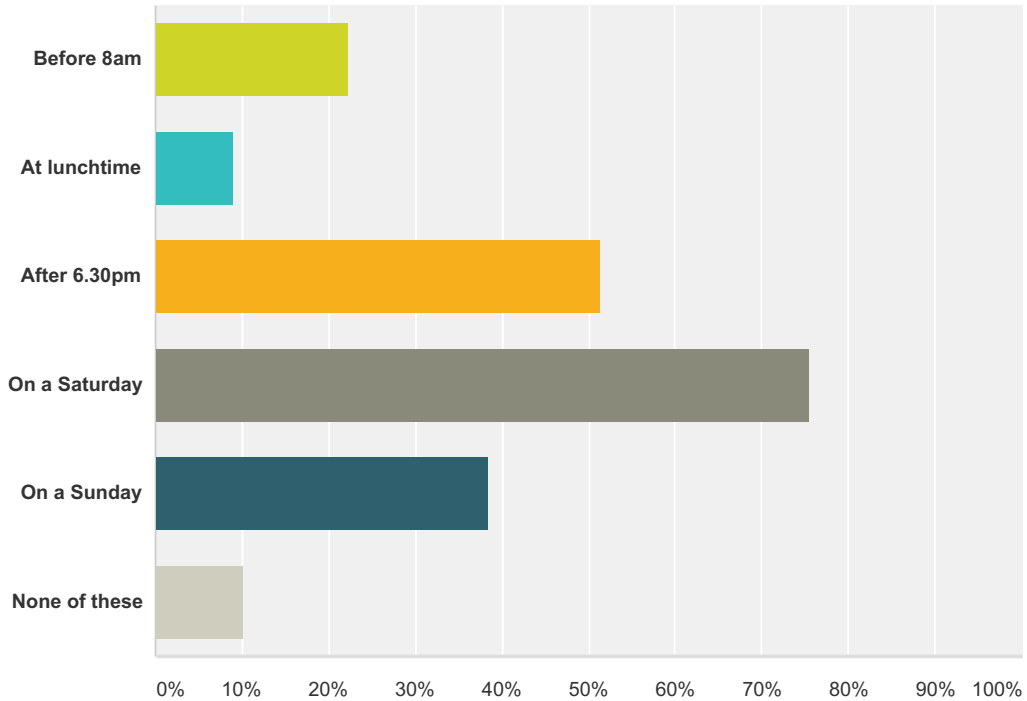
Answered: 385 Skipped: 17



Answer Choices	Responses
Yes - Go to Q19	73.77% 284
No	21.82% 84
Don't know	4.42% 17
Total	385

Q18 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.

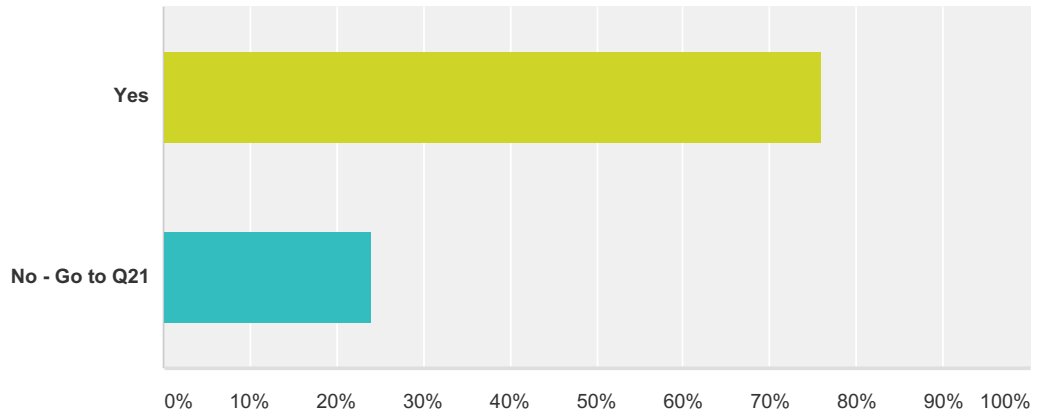
Answered: 156 Skipped: 246



Answer Choices	Responses
Before 8am	22.44% 35
At lunchtime	8.97% 14
After 6.30pm	51.28% 80
On a Saturday	75.64% 118
On a Sunday	38.46% 60
None of these	10.26% 16
Total Respondents: 156	

Q19 Is there a particular GP you usually prefer to see or speak to?

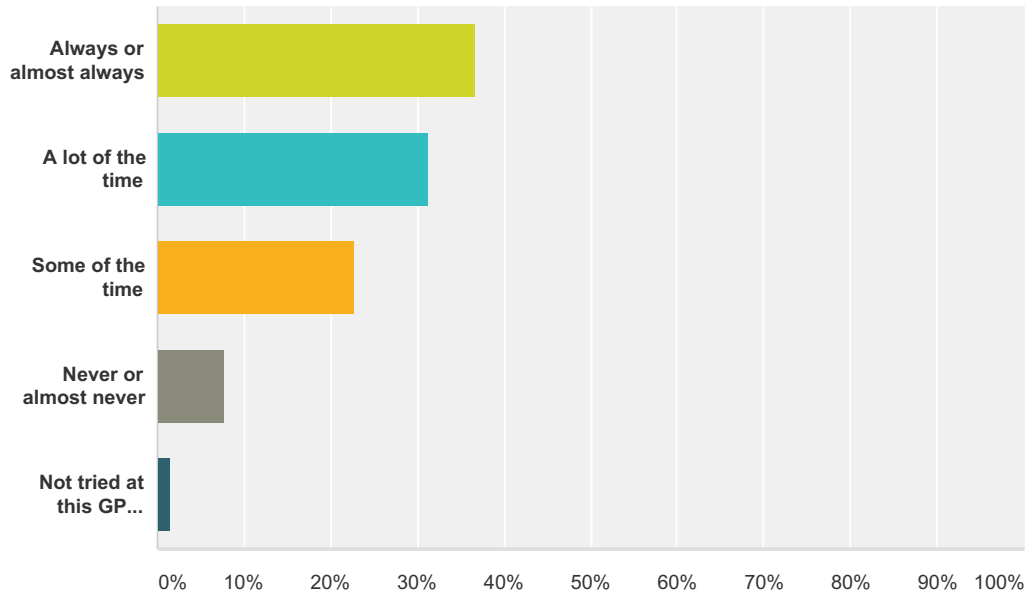
Answered: 387 Skipped: 15



Answer Choices	Responses
Yes	75.97% 294
No - Go to Q21	24.03% 93
Total	387

Q20 How often do you see or speak to the GP you prefer?

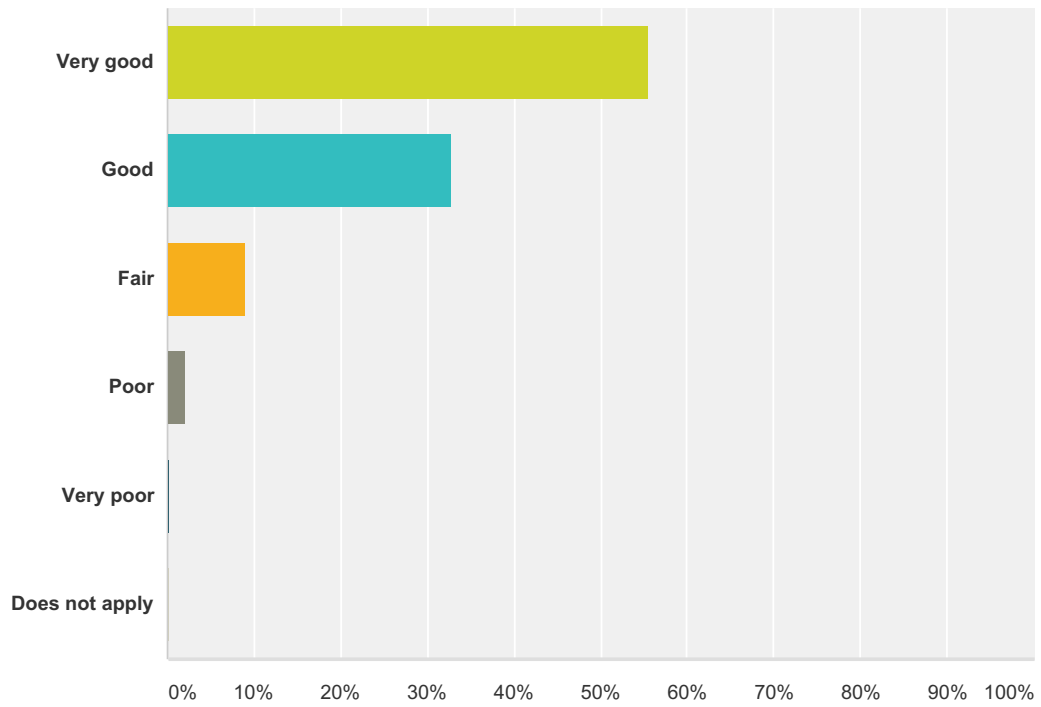
Answered: 272 Skipped: 130



Answer Choices	Responses
Always or almost always	36.76% 100
A lot of the time	31.25% 85
Some of the time	22.79% 62
Never or almost never	7.72% 21
Not tried at this GP practice	1.47% 4
Total	272

Q21 Giving you enough time

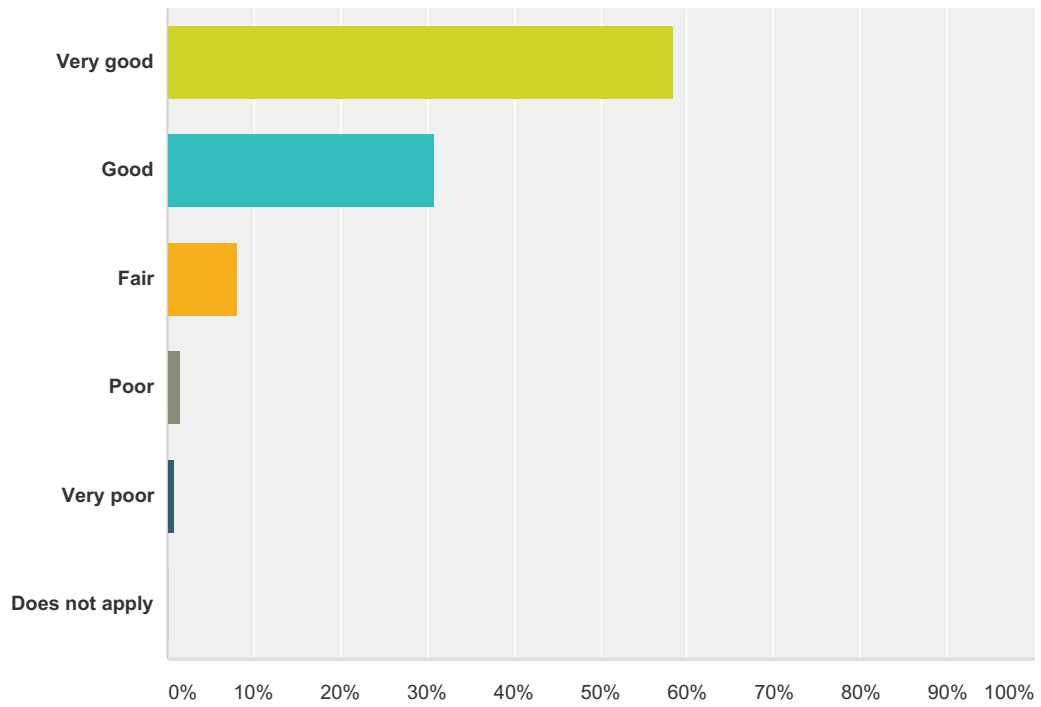
Answered: 367 Skipped: 35



Answer Choices	Responses
Very good	55.59% 204
Good	32.70% 120
Fair	8.99% 33
Poor	2.18% 8
Very poor	0.27% 1
Does not apply	0.27% 1
Total	367

Q22 Listening to you

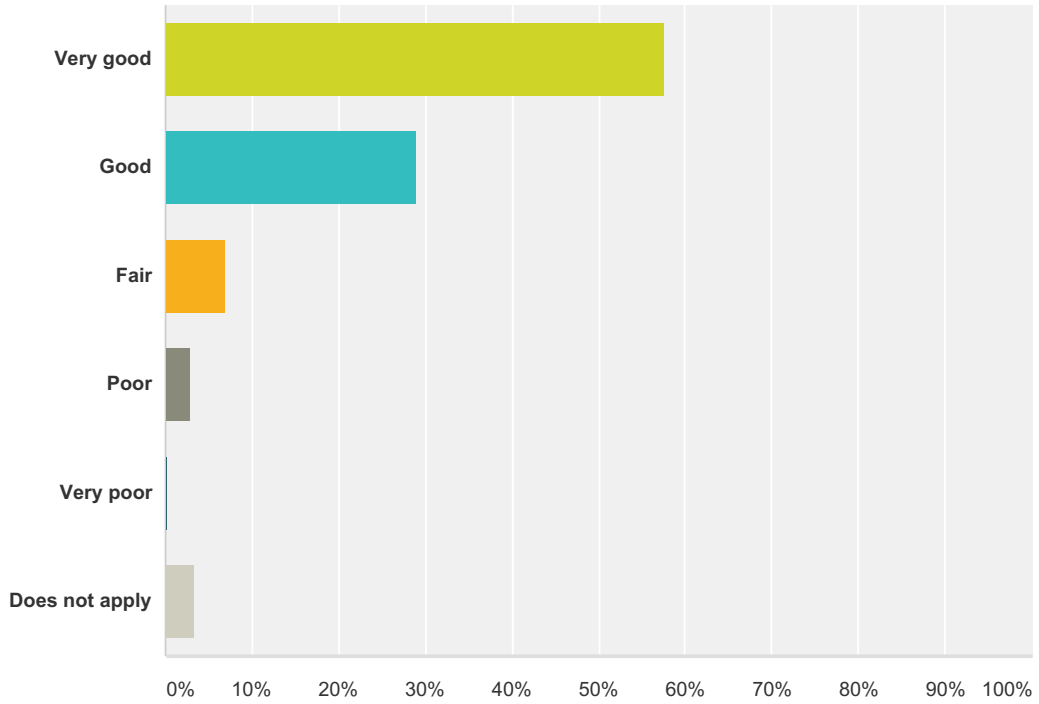
Answered: 366 Skipped: 36



Answer Choices	Responses
Very good	58.47% 214
Good	30.87% 113
Fair	8.20% 30
Poor	1.37% 5
Very poor	0.82% 3
Does not apply	0.27% 1
Total	366

Q23 Explaining tests and treatment

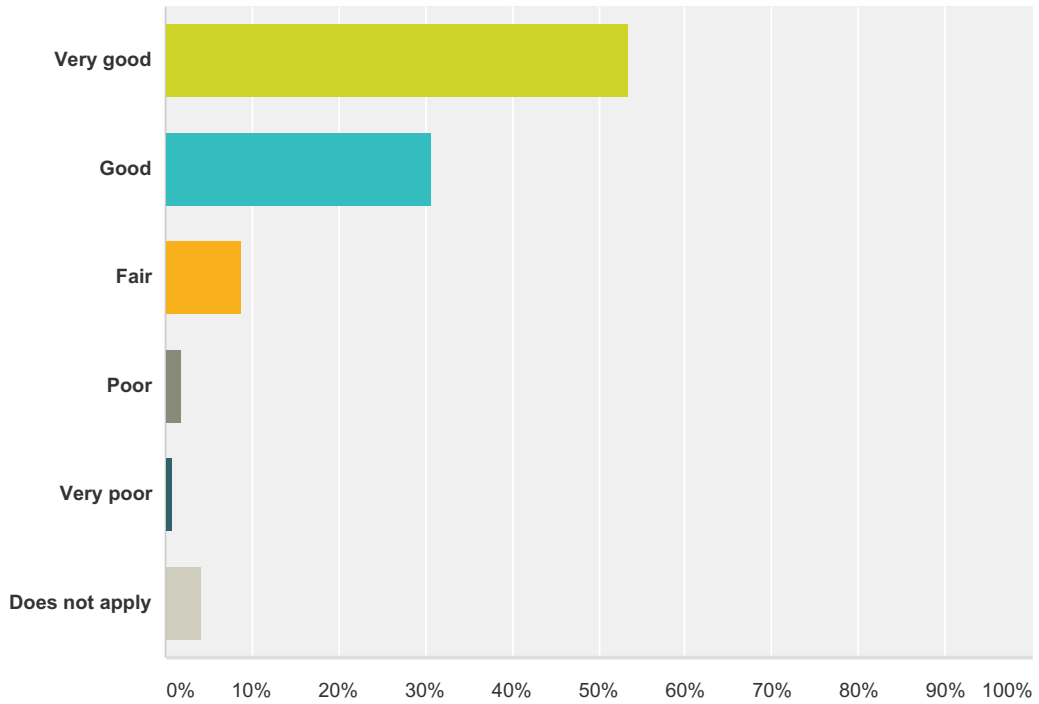
Answered: 365 Skipped: 37



Answer Choices	Responses	Count
Very good	57.53%	210
Good	29.04%	106
Fair	6.85%	25
Poor	3.01%	11
Very poor	0.27%	1
Does not apply	3.29%	12
Total		365

Q24 Involving you in decisions about your care

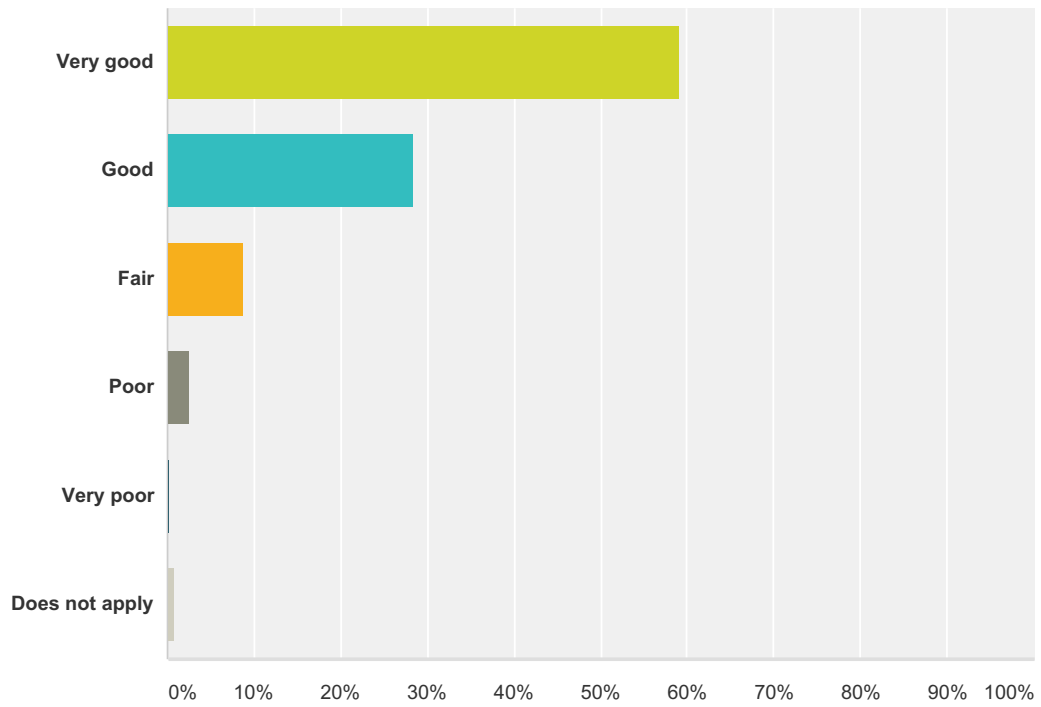
Answered: 361 Skipped: 41



Answer Choices	Responses
Very good	53.46% 193
Good	30.75% 111
Fair	8.86% 32
Poor	1.94% 7
Very poor	0.83% 3
Does not apply	4.16% 15
Total	361

Q25 Treating you with care and concern

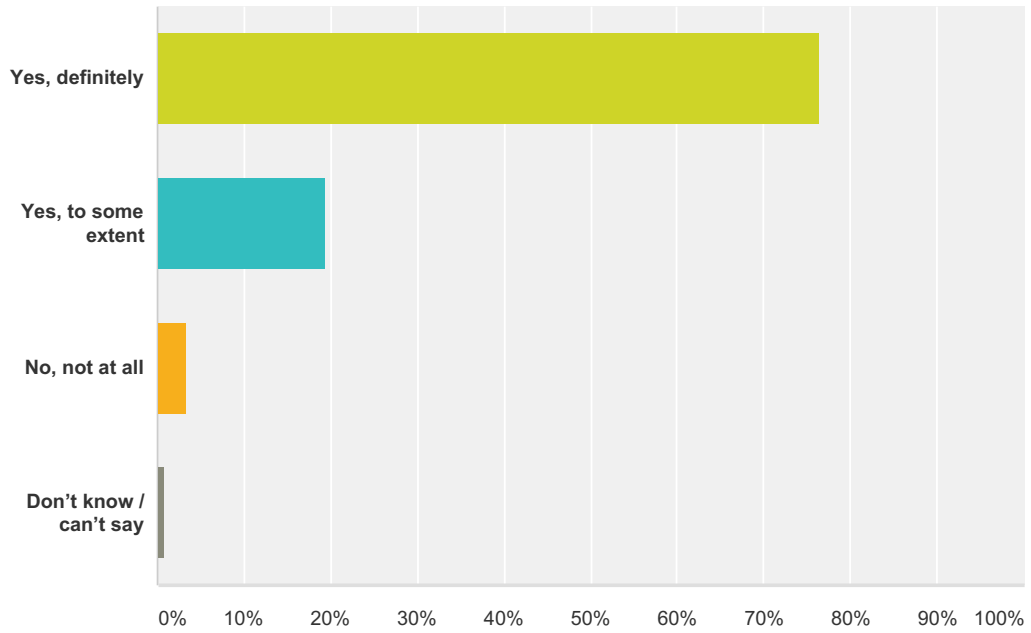
Answered: 365 Skipped: 37



Answer Choices	Responses
Very good	59.18% 216
Good	28.49% 104
Fair	8.77% 32
Poor	2.47% 9
Very poor	0.27% 1
Does not apply	0.82% 3
Total	365

Q26 Did you have confidence and trust in the last GP you saw or spoke to

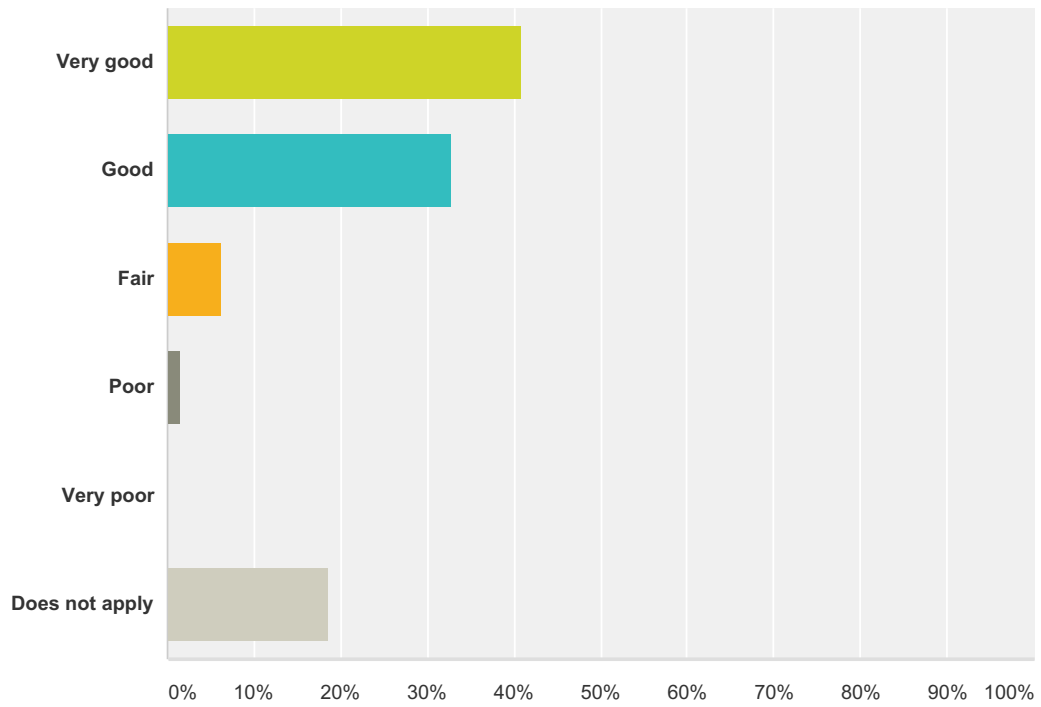
Answered: 366 Skipped: 36



Answer Choices	Responses	Count
Yes, definitely	76.50%	280
Yes, to some extent	19.40%	71
No, not at all	3.28%	12
Don't know / can't say	0.82%	3
Total		366

Q27 Giving you enough time

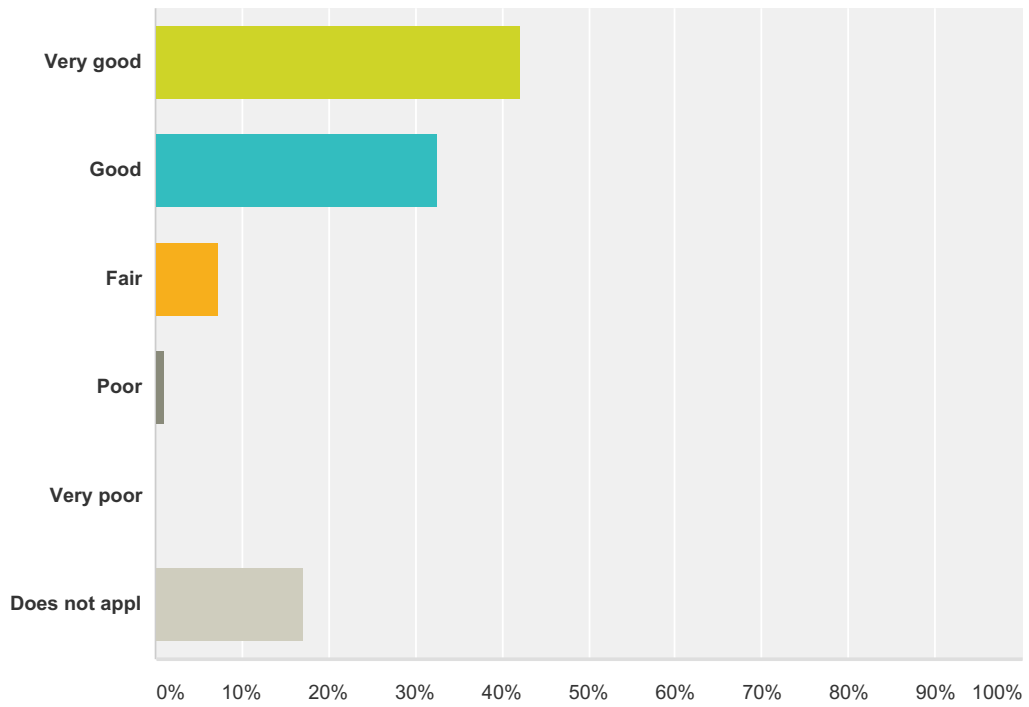
Answered: 323 Skipped: 79



Answer Choices	Responses	Count
Very good	40.87%	132
Good	32.82%	106
Fair	6.19%	20
Poor	1.55%	5
Very poor	0.00%	0
Does not apply	18.58%	60
Total		323

Q28 Listening to you

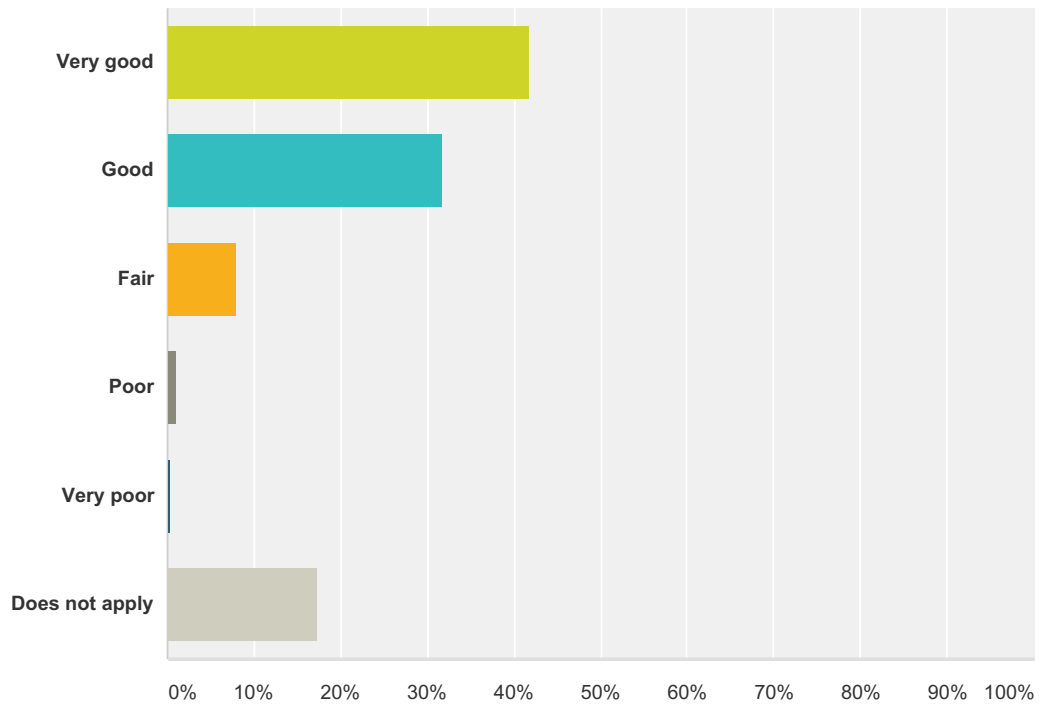
Answered: 311 Skipped: 91



Answer Choices	Responses
Very good	42.12% 131
Good	32.48% 101
Fair	7.40% 23
Poor	0.96% 3
Very poor	0.00% 0
Does not appl	17.04% 53
Total	311

Q29 Explaining tests and treatment

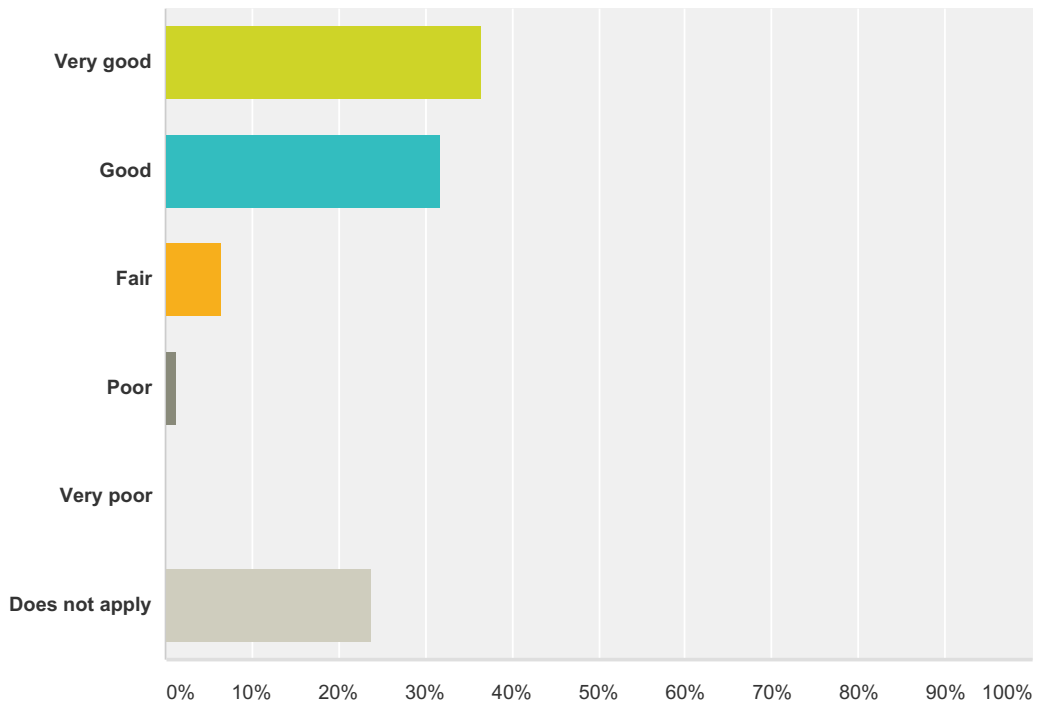
Answered: 306 Skipped: 96



Answer Choices	Responses
Very good	41.83% 128
Good	31.70% 97
Fair	7.84% 24
Poor	0.98% 3
Very poor	0.33% 1
Does not apply	17.32% 53
Total	306

Q30 Involving you in decisions about your care

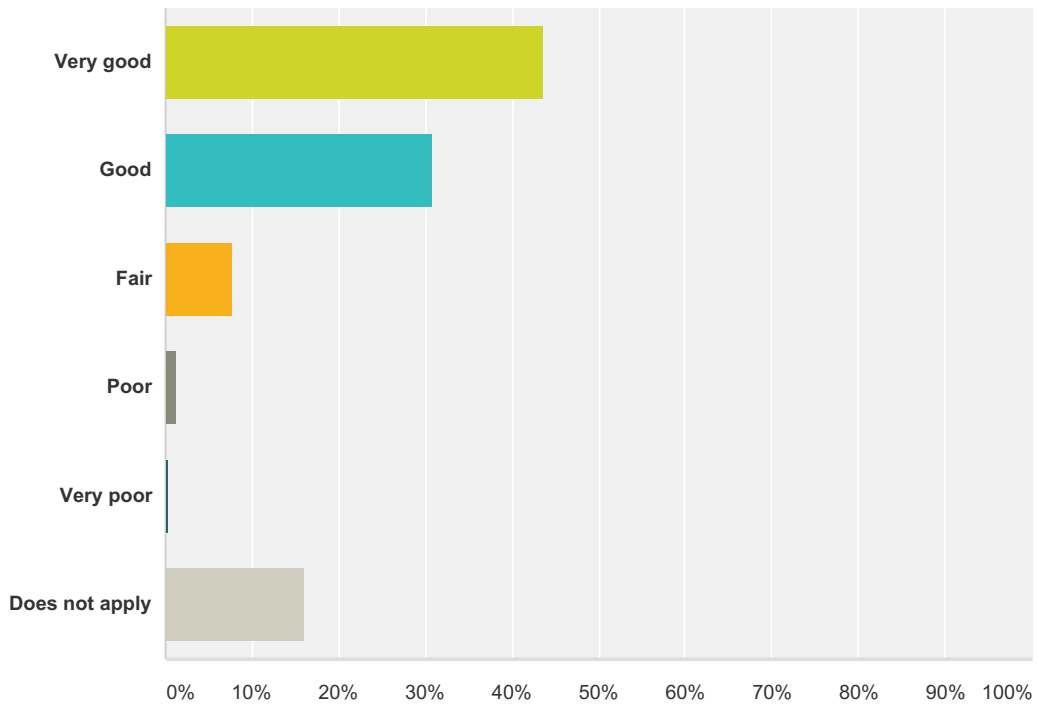
Answered: 306 Skipped: 96



Answer Choices	Responses	
Very good	36.60%	112
Good	31.70%	97
Fair	6.54%	20
Poor	1.31%	4
Very poor	0.00%	0
Does not apply	23.86%	73
Total		306

Q31 Treating you with care and concern

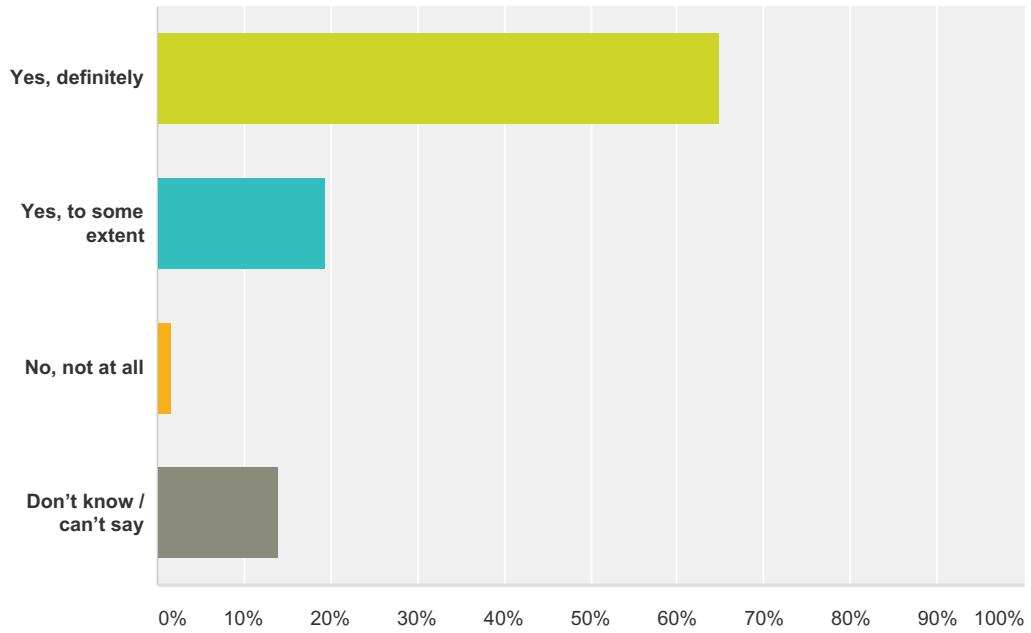
Answered: 310 Skipped: 92



Answer Choices	Responses	Count
Very good	43.55%	135
Good	30.97%	96
Fair	7.74%	24
Poor	1.29%	4
Very poor	0.32%	1
Does not apply	16.13%	50
Total		310

Q32 Did you have confidence and trust in the nurse that you last saw or spoke to?

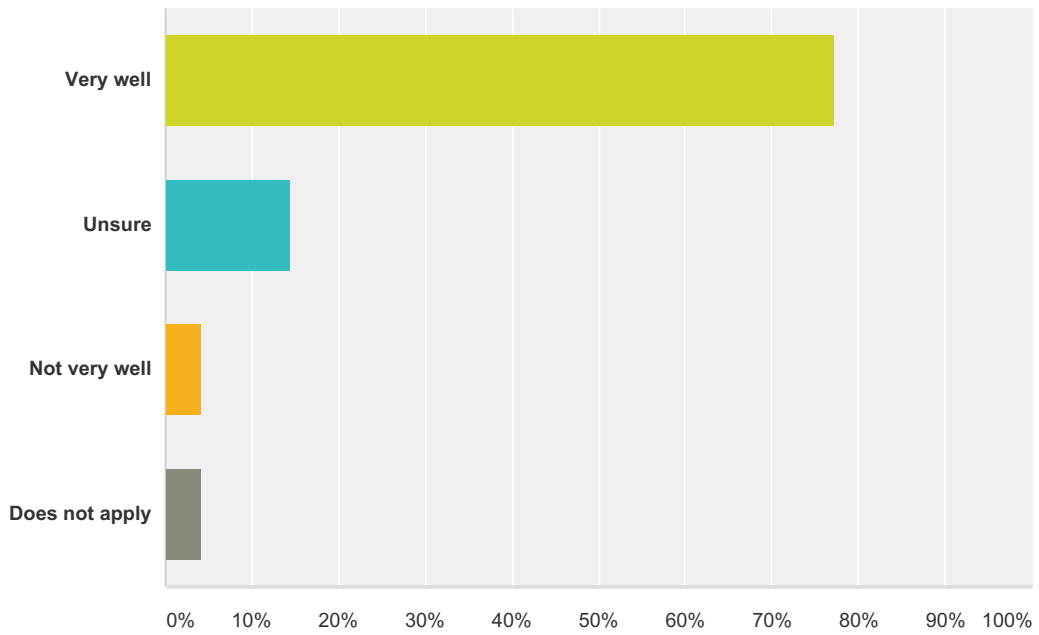
Answered: 299 Skipped: 103



Answer Choices	Responses
Yes, definitely	64.88% 194
Yes, to some extent	19.40% 58
No, not at all	1.67% 5
Don't know / can't say	14.05% 42
Total	299

Q33 Understand your health problems?

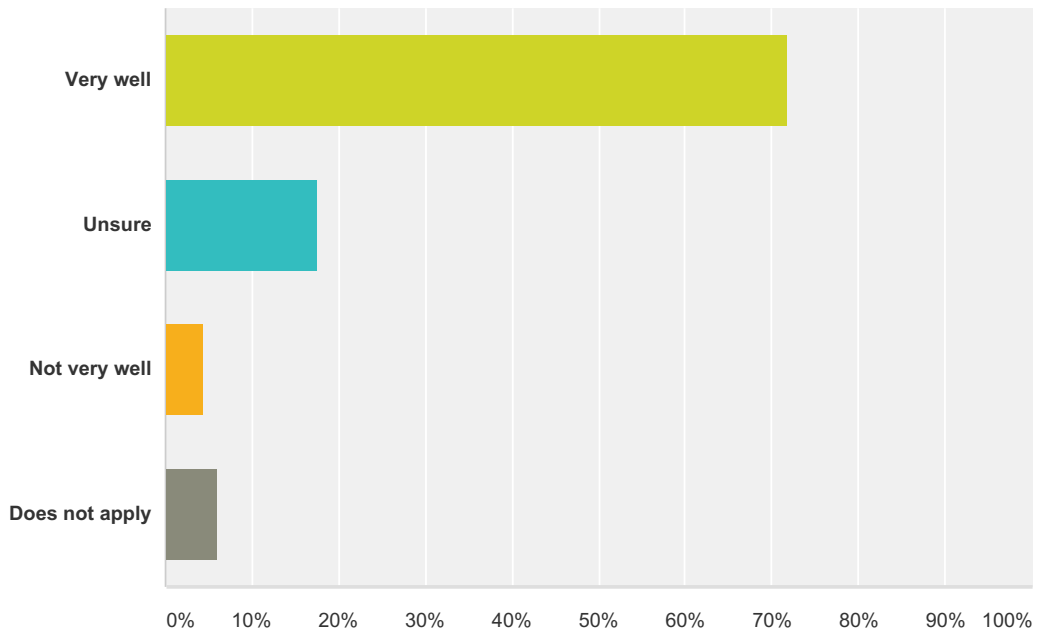
Answered: 384 Skipped: 18



Answer Choices	Responses
Very well	77.34% 297
Unsure	14.32% 55
Not very well	4.17% 16
Does not apply	4.17% 16
Total	384

Q34 Cope with your health problems?

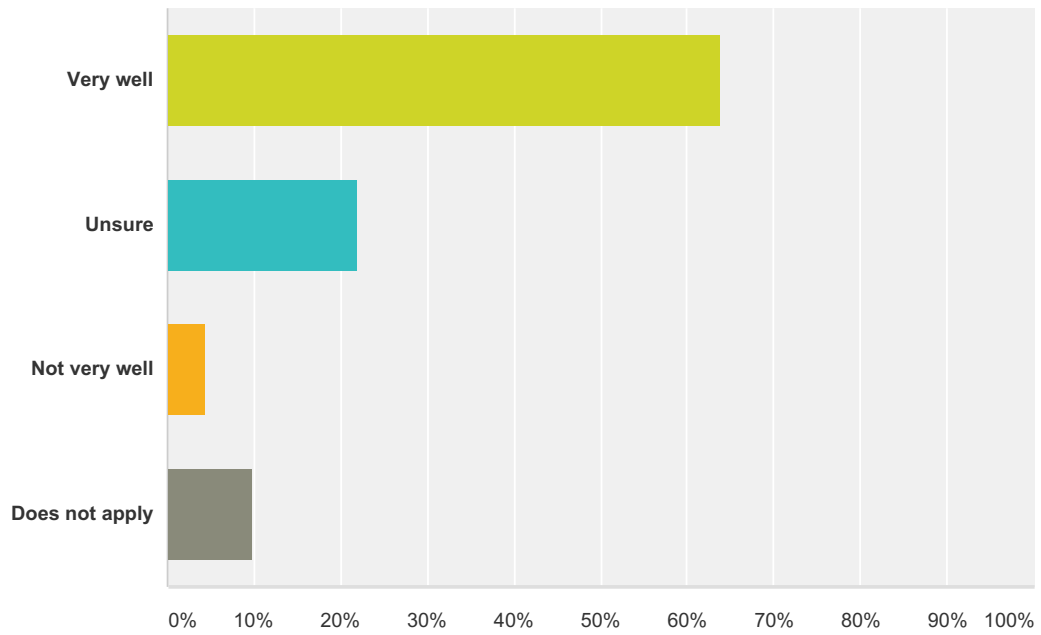
Answered: 381 Skipped: 21



Answer Choices	Responses
Very well	71.92% 274
Unsure	17.59% 67
Not very well	4.46% 17
Does not apply	6.04% 23
Total	381

Q35 Keep yourself healthy

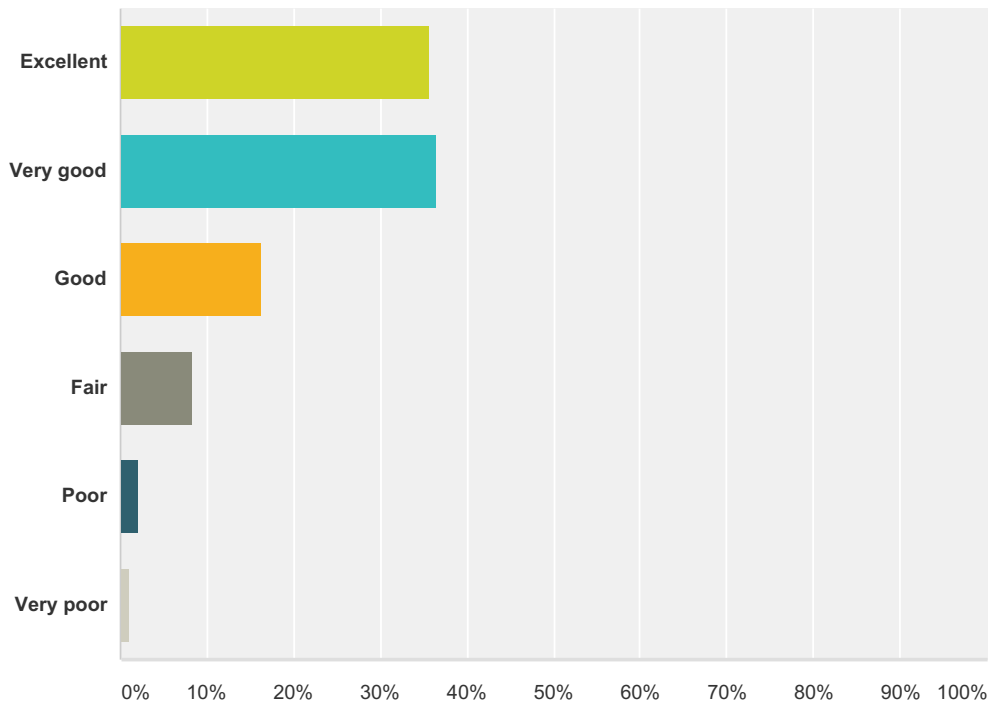
Answered: 379 Skipped: 23



Answer Choices	Responses
Very well	63.85% 242
Unsure	21.90% 83
Not very well	4.49% 17
Does not apply	9.76% 37
Total	379

Q36 Overall, how would you describe your experience of your GP surgery?

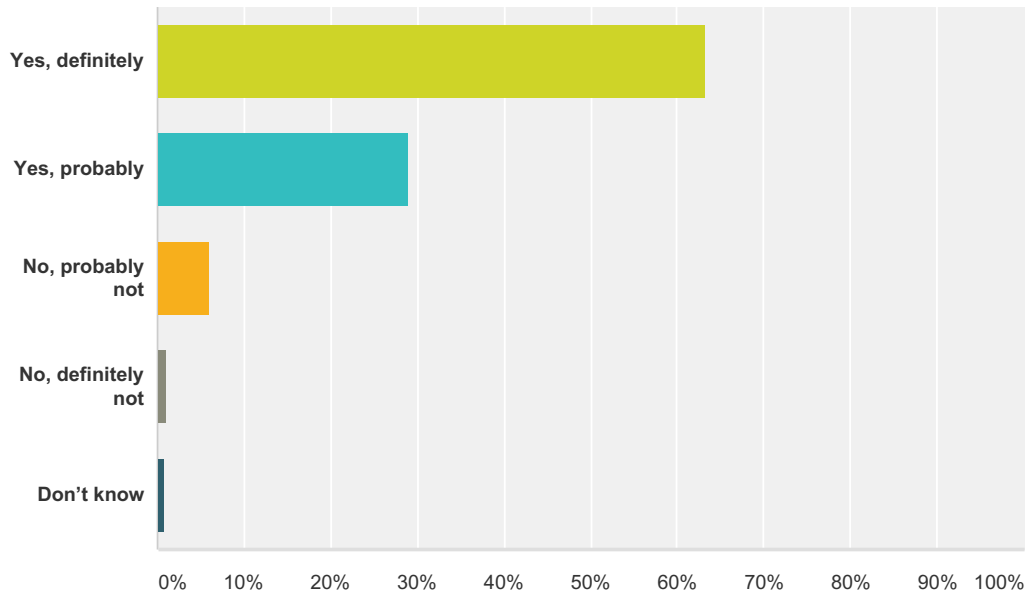
Answered: 381 Skipped: 21



Answer Choices	Responses
Excellent	35.70% 136
Very good	36.48% 139
Good	16.27% 62
Fair	8.40% 32
Poor	2.10% 8
Very poor	1.05% 4
Total	381

Q37 Would you recommend your GP surgery to someone who has just moved to your local area?

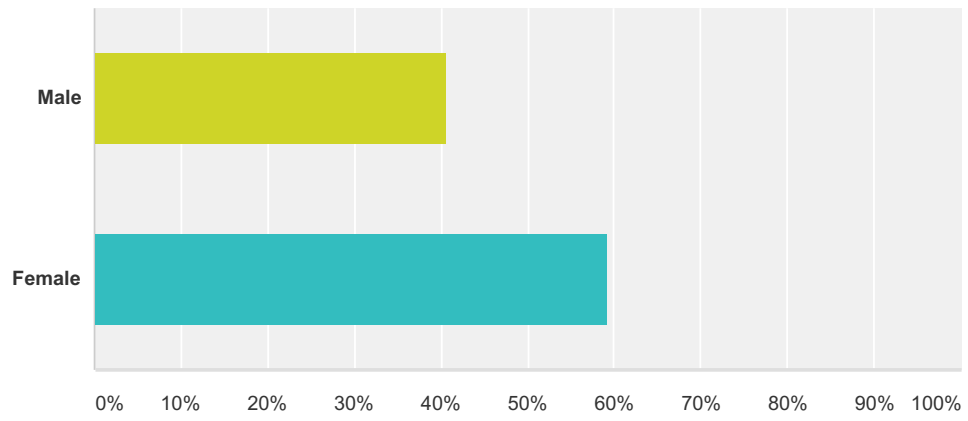
Answered: 383 Skipped: 19



Answer Choices	Responses	Count
Yes, definitely	63.19%	242
Yes, probably	28.98%	111
No, probably not	6.01%	23
No, definitely not	1.04%	4
Don't know	0.78%	3
Total		383

Q38 Are you?

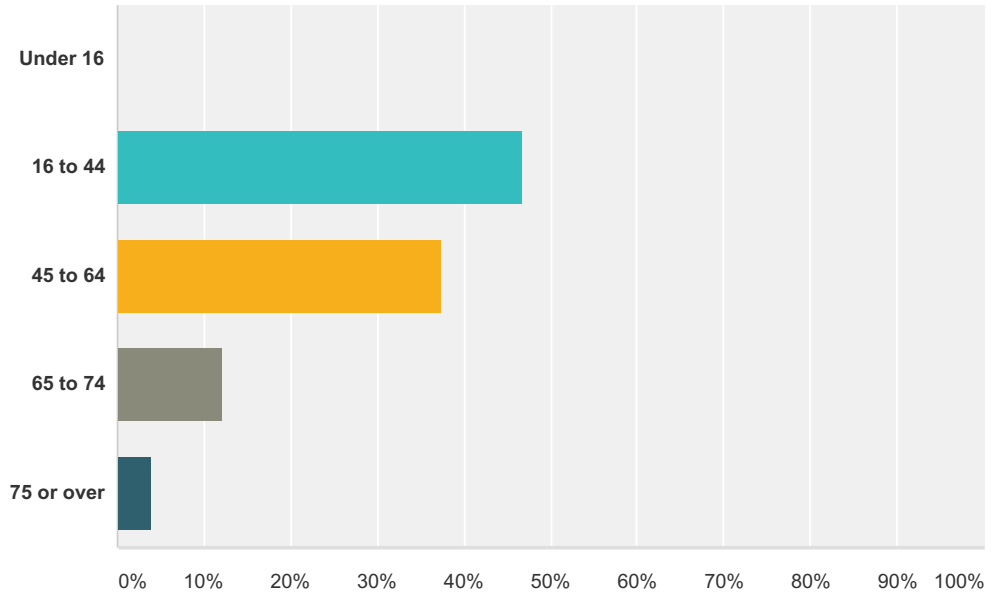
Answered: 379 Skipped: 23



Answer Choices	Responses
Male	40.63% 154
Female	59.37% 225
Total	379

Q39 How old are you?

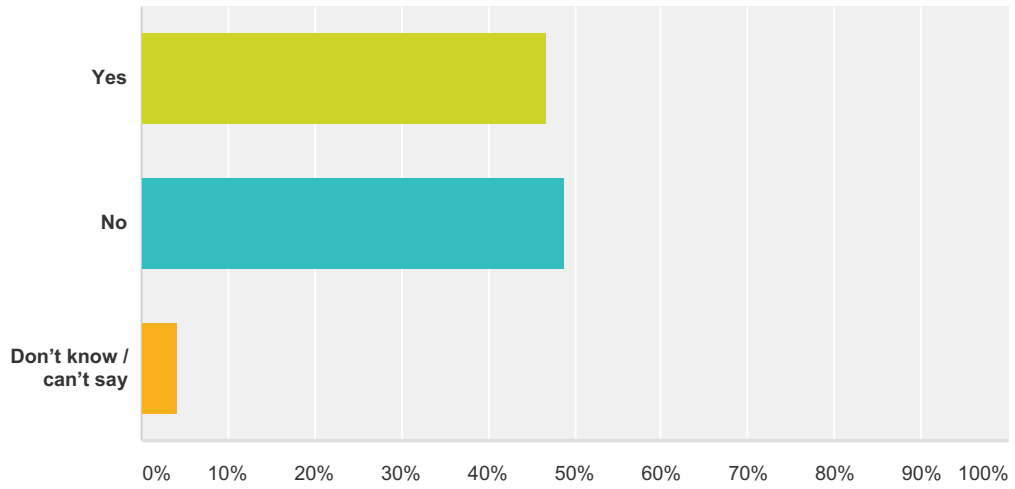
Answered: 381 Skipped: 21



Answer Choices	Responses
Under 16	0.00% 0
16 to 44	46.72% 178
45 to 64	37.27% 142
65 to 74	12.07% 46
75 or over	3.94% 15
Total	381

Q40 Do you have a long-standing health condition?

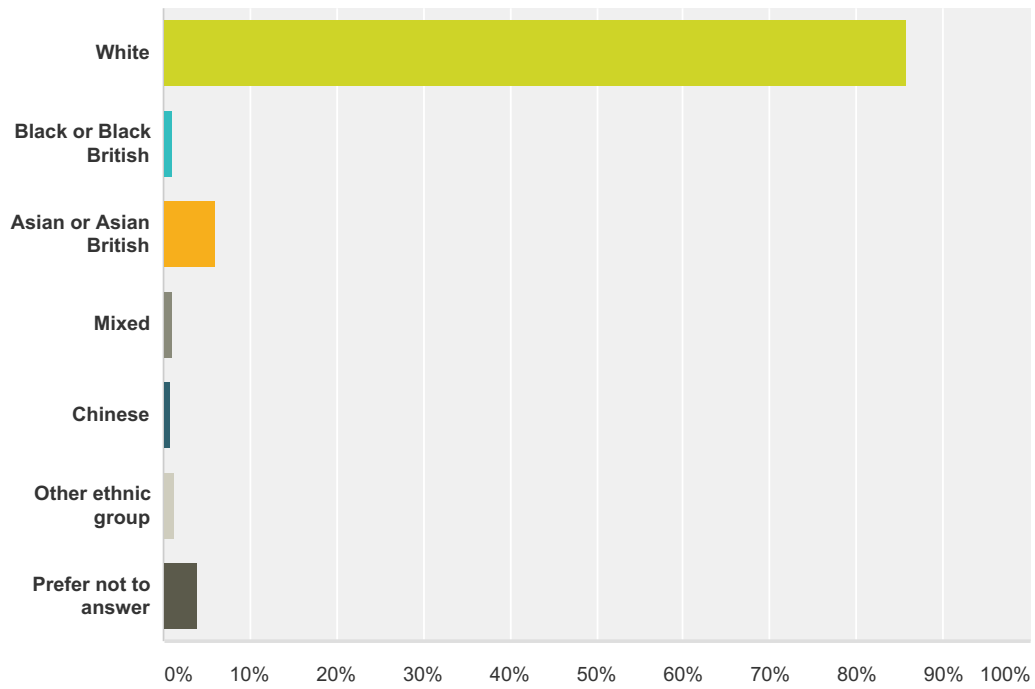
Answered: 382 Skipped: 20



Answer Choices	Responses
Yes	46.86% 179
No	48.95% 187
Don't know / can't say	4.19% 16
Total	382

Q41 What is your ethnic group?

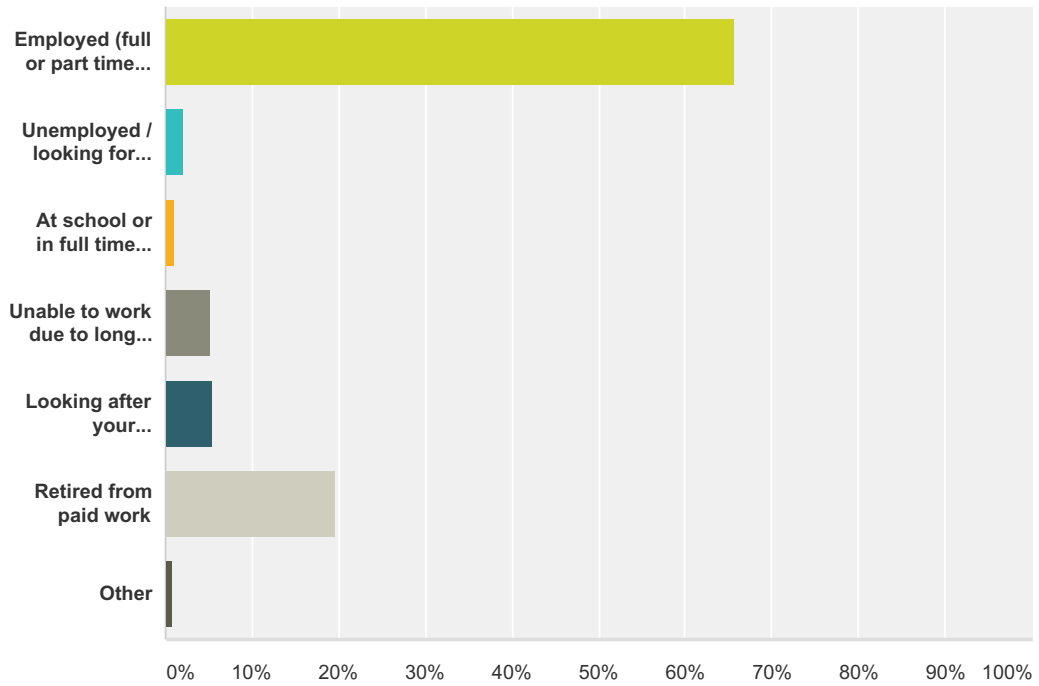
Answered: 380 Skipped: 22



Answer Choices	Responses	Count
White	85.79%	326
Black or Black British	1.05%	4
Asian or Asian British	6.05%	23
Mixed	1.05%	4
Chinese	0.79%	3
Other ethnic group	1.32%	5
Prefer not to answer	3.95%	15
Total		380

Q42 which of the following best describes you?

Answered: 382 Skipped: 20



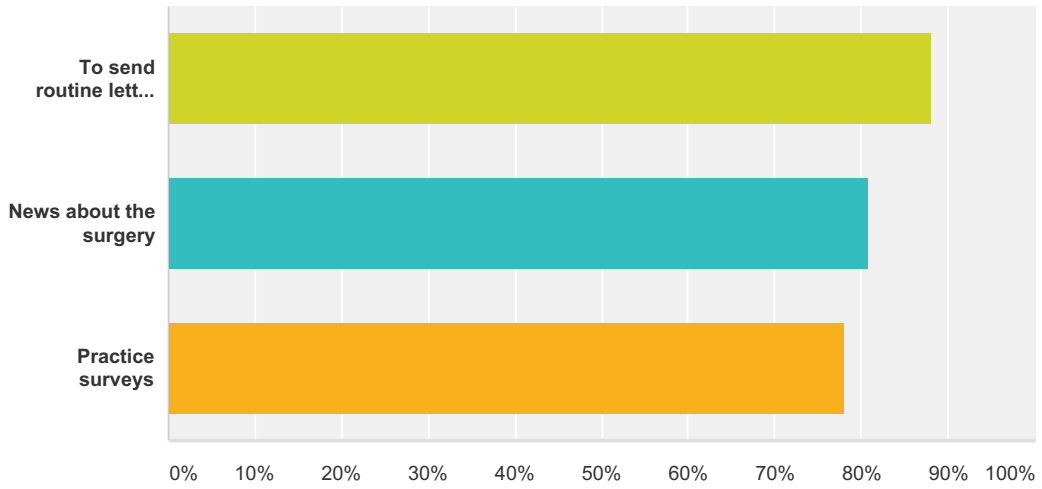
Answer Choices	Responses
Employed (full or part time, including self-employed)	65.71% 251
Unemployed / looking for work	2.09% 8
At school or in full time education	1.05% 4
Unable to work due to long term sickness	5.24% 20
Looking after your home/family	5.50% 21
Retired from paid work	19.63% 75
Other	0.79% 3
Total	382

Q43 Please finally add any other comments that you feel would benefit the practice or which you feel we should be made aware of

Answered: 143 Skipped: 259

Q44 If you provide us with your email address, might we use it to contact you for:

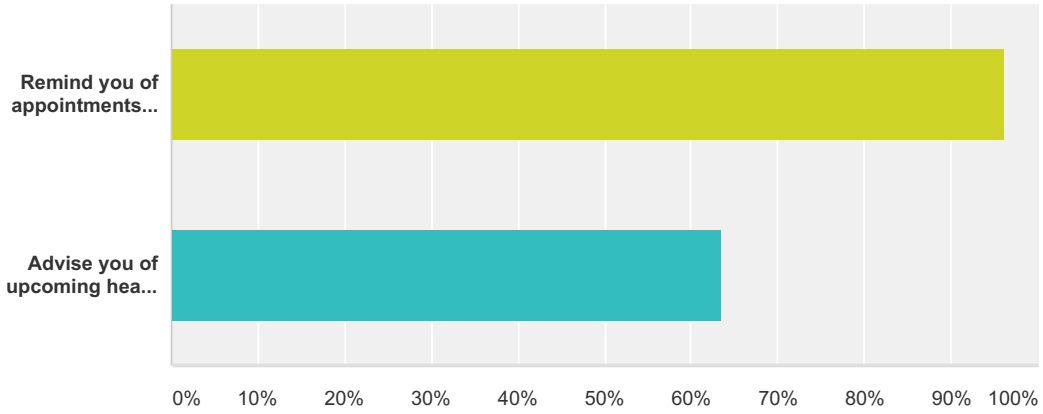
Answered: 151 Skipped: 251



Answer Choices	Responses
To send routine letters and correspondence	88.08% 133
News about the surgery	80.79% 122
Practice surveys	78.15% 118
Total Respondents: 151	

**Q45 Do you have a mobile telephone?
Might we make contact with you to (if you
are already signed up for the text
messaging service, please ignore this
question):**

Answered: 82 Skipped: 320



Answer Choices	Responses
Remind you of appointments and cancellations	96.34% 79
Advise you of upcoming health promotion projects such as influenza vaccinations	63.41% 52
Total Respondents: 82	