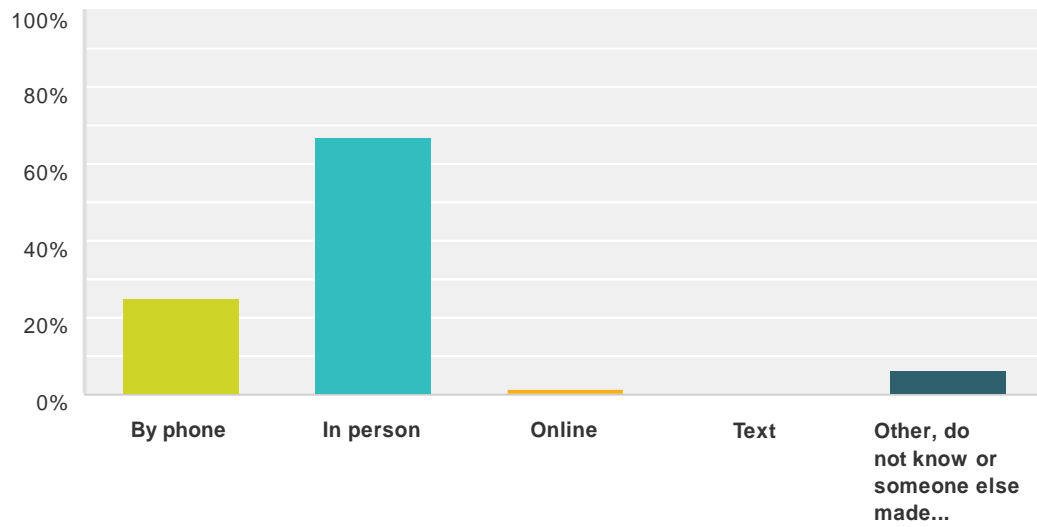


### Q4 How did you make your appointment for today?

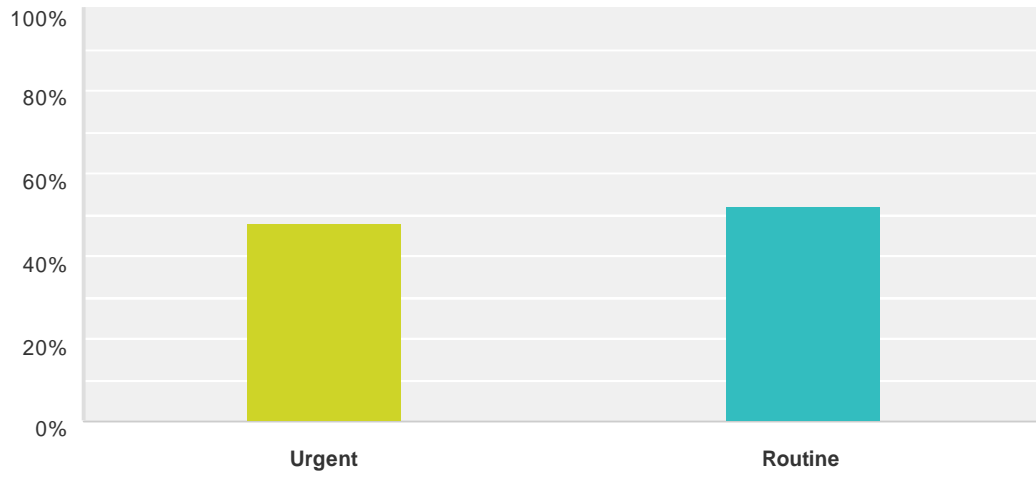
Answered: 76 Skipped: 3



Answer Choices	Responses
By phone	25.00% 19
In person	67.11% 51
Online	1.32% 1
Text	0.00% 0
Other, do not know or someone else made appointment	6.58% 5
<b>Total</b>	<b>76</b>

### Q5 How urgent was your appointment for today?

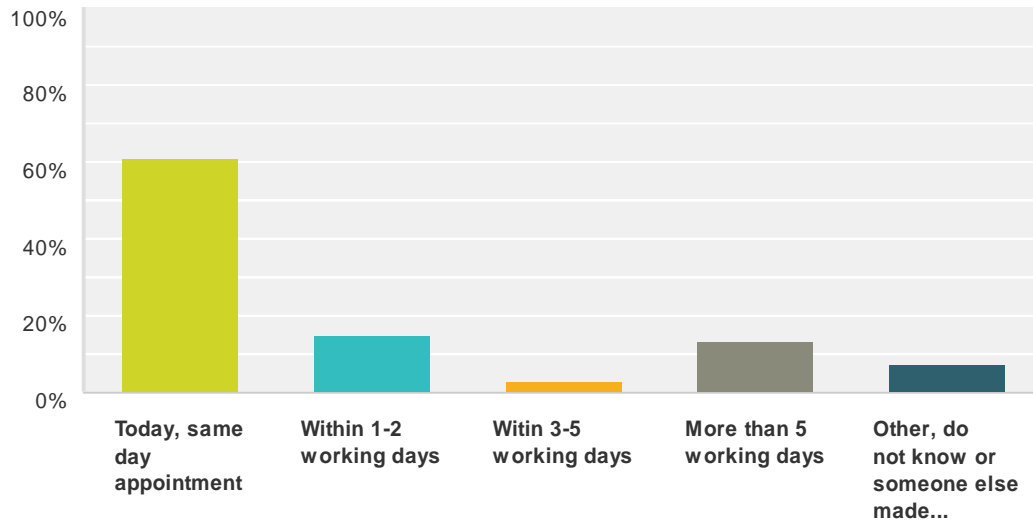
Answered: 73 Skipped: 6



Answer Choices	Responses	
Urgent	47.95%	35
Routine	52.05%	38
<b>Total</b>		<b>73</b>

### Q6 How long did you have to wait for todays appointment?

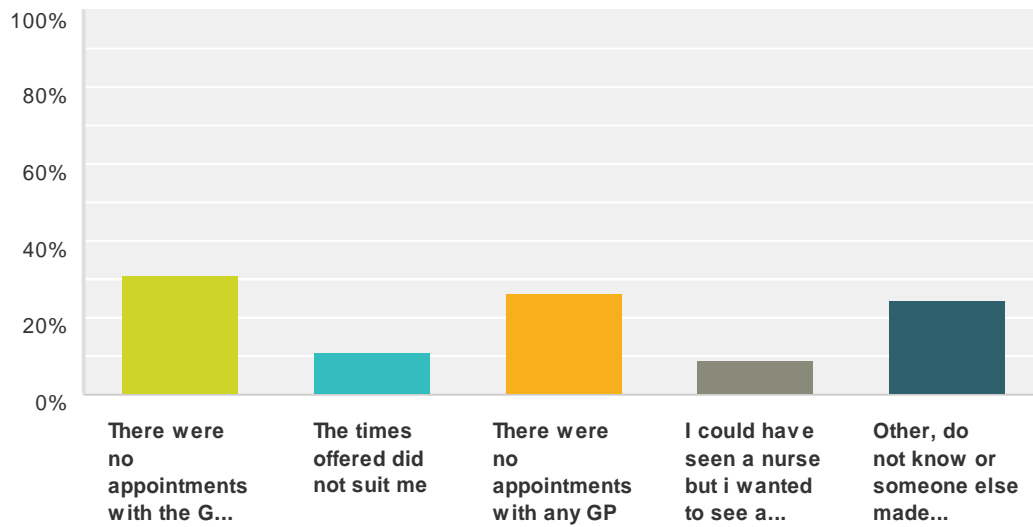
Answered: 67 Skipped: 12



Answer Choices	Responses	
Today, same day appointment	61.19%	41
Within 1-2 working days	14.93%	10
Witin 3-5 working days	2.99%	2
More than 5 working days	13.43%	9
Other, do not know or someone else made appointment.	7.46%	5
<b>Total Respondents: 67</b>		

### Q7 If you could not get an appointment within 5 working days, why was that?

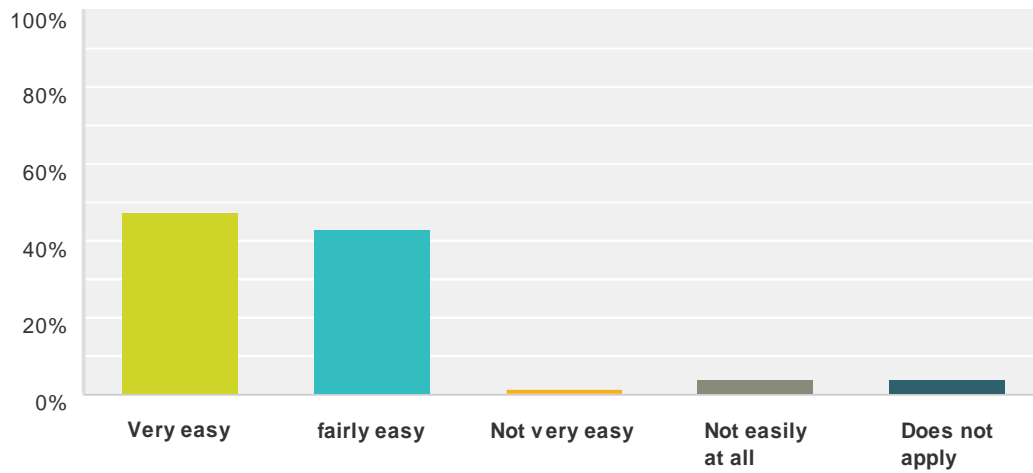
Answered: 45 Skipped: 34



Answer Choices	Responses	
There were no appointments with the GP i wanted to see	31.11%	14
The times offered did not suit me	11.11%	5
There were no appointments with any GP	26.67%	12
I could have seen a nurse but i wanted to see a doctor	8.89%	4
Other, do not know or someone else made appointment	24.44%	11
<b>Total Respondents: 45</b>		

### Q8 How easy do you find getting through to the practice on the telephone

Answered: 74 Skipped: 5



Answer Choices	Responses	
Very easy	47.30%	35
fairly easy	43.24%	32
Not very easy	1.35%	1
Not easily at all	4.05%	3
Does not apply	4.05%	3
<b>Total Respondents: 74</b>		

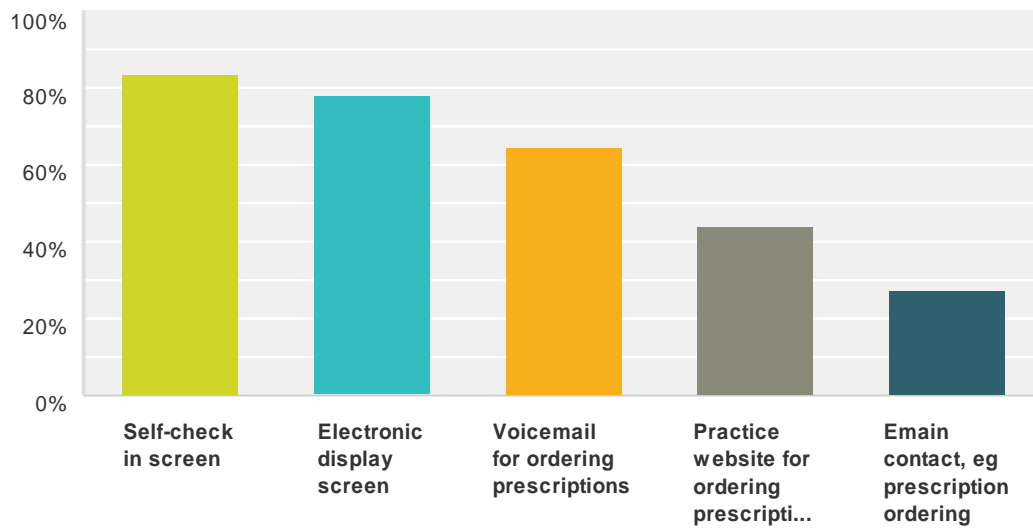
**Q9 If you were able to change ONE thing that would improve your appointment for today, what would it be?**

Answered: 12 Skipped: 67

#	Responses	Date
1	Earlier appointment times	3/25/2014 8:33 AM
2	Unable to get through on the telephone, it is constantly engaged	3/25/2014 8:25 AM
3	Open surgery is very helpful	3/24/2014 10:29 AM
4	More availability	3/24/2014 10:18 AM
5	More GP's available for Open surgery	3/24/2014 9:54 AM
6	Difficulty getting through on the telephone	3/24/2014 8:56 AM
7	I appreciate the walk ing service Do not like having to queue out in the cold to get access	3/24/2014 3:50 AM
8	Waiting time	3/24/2014 3:45 AM
9	More GP's	3/24/2014 3:26 AM
10	To be seen on time	3/24/2014 2:34 AM
11	Prompt appointment times Easy to access for general queries but difficult when trying to speak to a GP by telephone	3/24/2014 2:30 AM
12	Waiting Time	3/24/2014 2:27 AM

### Q16 Are you aware that the practice makes use of some of the following Information Technologies

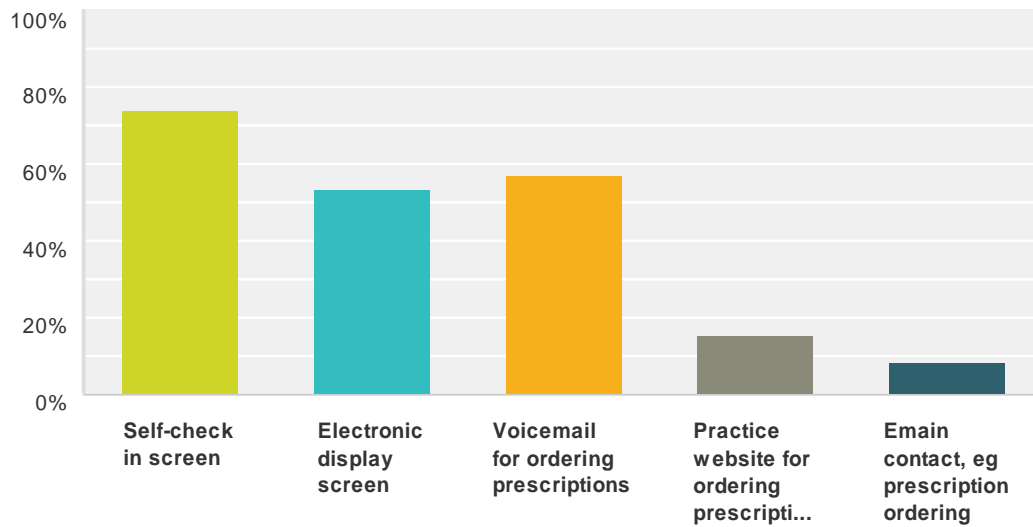
Answered: 73 Skipped: 6



Answer Choices	Responses
Self-check in screen	83.56% 61
Electronic display screen	78.08% 57
Voicemail for ordering prescriptions	64.38% 47
Practice website for ordering prescriptions, or booking or cancelling appointments	43.84% 32
Email contact, eg prescription ordering	27.40% 20
<b>Total Respondents: 73</b>	

### Q17 Have you ever used the following Information Technologies

Answered: 58 Skipped: 21

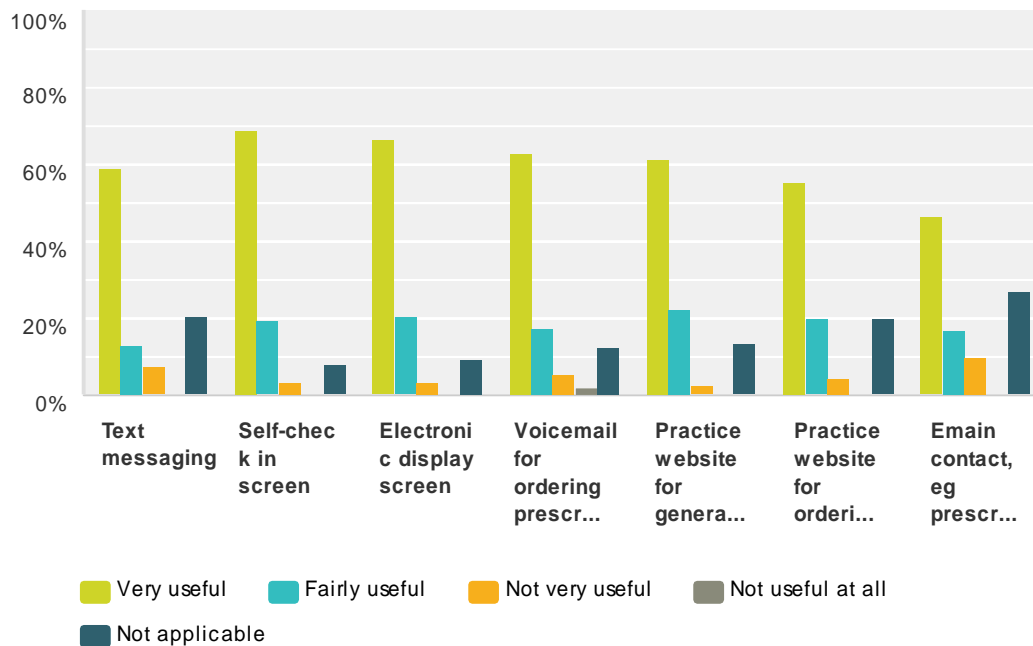


Answer Choices	Responses	
Self-check in screen	74.14%	43
Electronic display screen	53.45%	31
Voicemail for ordering prescriptions	56.90%	33
Practice website for ordering prescriptions, or booking or cancelling appointments	15.52%	9
Email contact, eg prescription ordering	8.62%	5
<b>Total Respondents: 58</b>		



### Q18 Usefulness, please indicate how useful you find each of the Information Technology systems used by the practice by ticking the appropriate box.

Answered: 71 Skipped: 8



	Very useful	Fairly useful	Not very useful	Not useful at all	Not applicable	Total
Text messaging	58.97% 23	12.82% 5	7.69% 3	0.00% 0	20.51% 8	39
Self-check in screen	68.85% 42	19.67% 12	3.28% 2	0.00% 0	8.20% 5	61
Electronic display screen	66.67% 36	20.37% 11	3.70% 2	0.00% 0	9.26% 5	54
Voicemail for ordering prescriptions	63.16% 36	17.54% 10	5.26% 3	1.75% 1	12.28% 7	57
Practice website for general information	61.36% 27	22.73% 10	2.27% 1	0.00% 0	13.64% 6	44
Practice website for ordering prescriptions, or booking or cancelling appointments	55.56% 25	20.00% 9	4.44% 2	0.00% 0	20.00% 9	45
Email contact, eg prescription ordering	46.34% 19	17.07% 7	9.76% 4	0.00% 0	26.83% 11	41

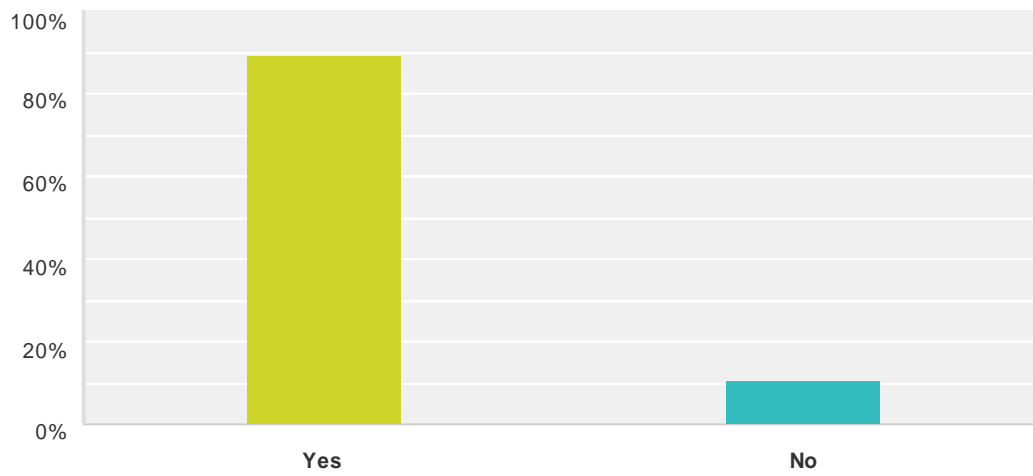
**Q19 If you could change ONE thing that would improve Information Technology, what would it be?**

Answered: 5 Skipped: 74

#	Responses	Date
1	Not aware of IT	3/24/2014 3:26 AM
2	More info on website and email. Was not aware of the website	3/24/2014 3:11 AM
3	Possibly use text messages to remind patients of upcoming appointments	3/24/2014 2:34 AM
4	People should be made aware of technology by email as not everyone visits teh surgery	3/21/2014 9:25 AM
5	Provide patients with a ticket number so they can visually see where they are in the queue.	3/21/2014 9:21 AM

### Q21 Are you aware that many minor ailments can be managed without the needing to see a GP?

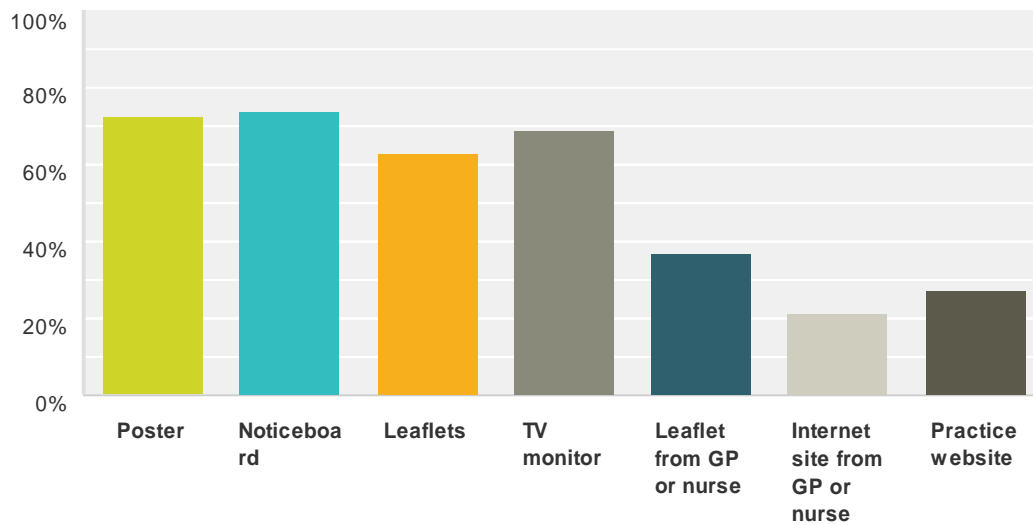
Answered: 75 Skipped: 4



Answer Choices	Responses	
Yes	89.33%	67
No	10.67%	8
<b>Total</b>		<b>75</b>

### Q22 Are you aware that the practice publishes information sources on minor ailments in some or all of the following ways?

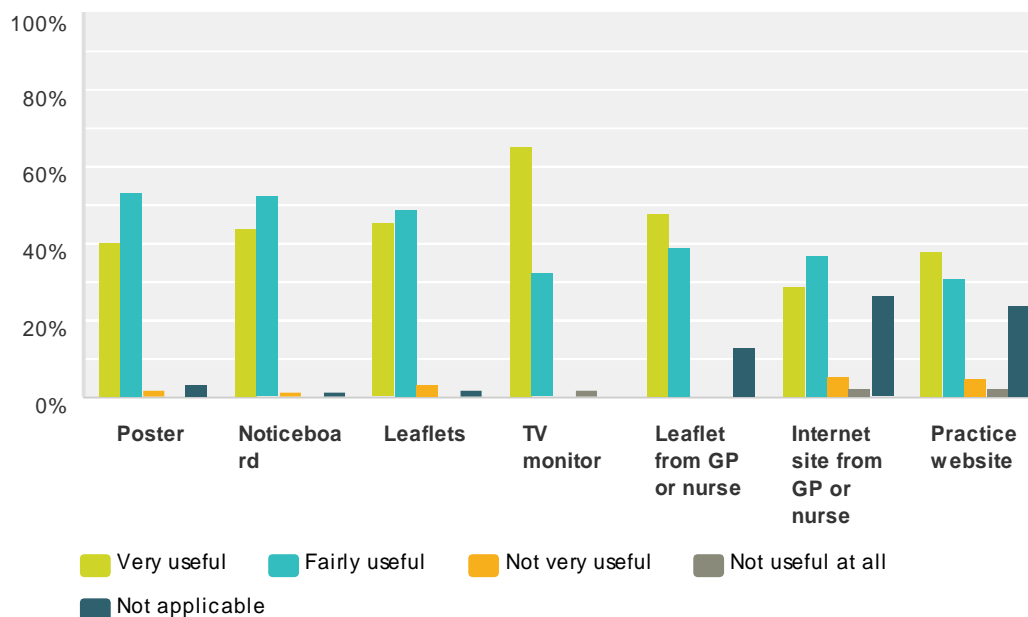
Answered: 65 Skipped: 14



Answer Choices	Responses	
Poster	72.31%	47
Noticeboard	73.85%	48
Leaflets	63.08%	41
TV monitor	69.23%	45
Leaflet from GP or nurse	36.92%	24
Internet site from GP or nurse	21.54%	14
Practice website	27.69%	18
<b>Total Respondents: 65</b>		

### Q23 Usefulness, please indicate how useful you find the following information sources used by the practice.

Answered: 70 Skipped: 9



	Very useful	Fairly useful	Not very useful	Not useful at all	Not applicable	Total
Poster	40.74% 22	53.70% 29	1.85% 1	0.00% 0	3.70% 2	54
Noticeboard	44.07% 26	52.54% 31	1.69% 1	0.00% 0	1.69% 1	59
Leaflets	45.61% 26	49.12% 28	3.51% 2	0.00% 0	1.75% 1	57
TV monitor	65.45% 36	32.73% 18	0.00% 0	1.82% 1	0.00% 0	55
Leaflet from GP or nurse	47.83% 22	39.13% 18	0.00% 0	0.00% 0	13.04% 6	46
Internet site from GP or nurse	28.95% 11	36.84% 14	5.26% 2	2.63% 1	26.32% 10	38
Practice website	38.10% 16	30.95% 13	4.76% 2	2.38% 1	23.81% 10	42

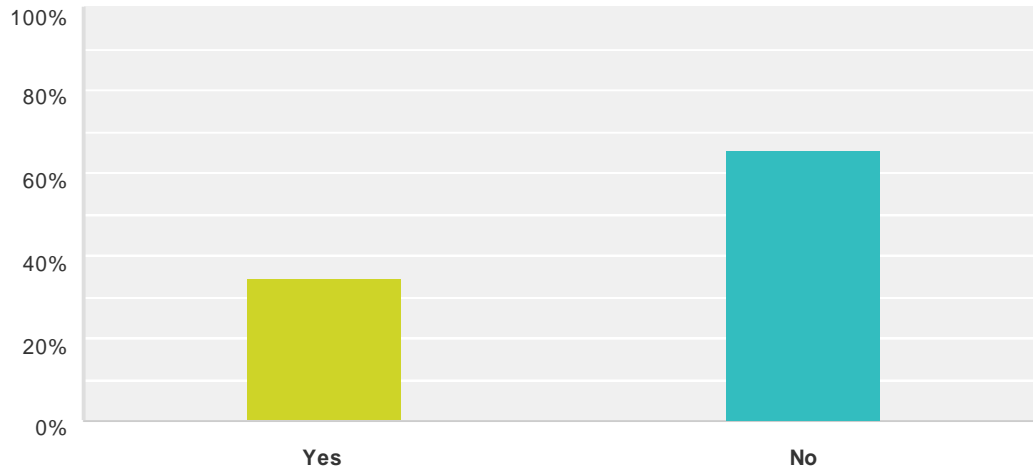
**Q24 If you could change ONE thing that would improve the management of minor conditions, what would it be?**

Answered: 6 Skipped: 73

#	Responses	Date
1	Easier telephone consultation for minor ailments Triage type service	3/24/2014 10:30 AM
2	Should be a separate list for the nurse practitioner	3/24/2014 10:19 AM
3	Need to make more people aware that they can go to the pharmacy	3/24/2014 8:58 AM
4	Longer opening hours	3/24/2014 3:19 AM
5	Triage to assess patient problem and direct to appropriate care	3/24/2014 3:14 AM
6	Access within reasonable time to see nurse/gp	3/21/2014 9:23 AM

**Q37 Are you aware that the practice operates a Did Not Attend (DNA) policy for patients who fail to turn up for appointments without cancelling them beforehand?**

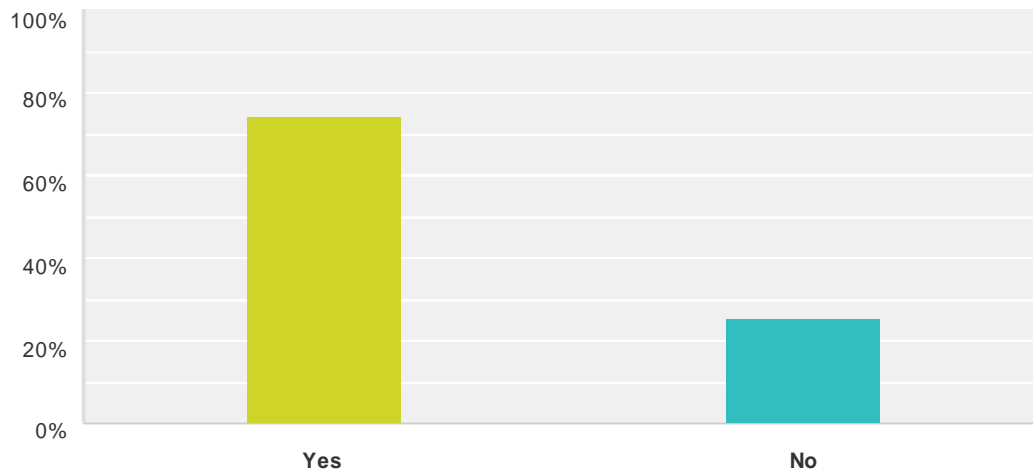
Answered: 73 Skipped: 6



Answer Choices	Responses	
Yes	34.25%	25
No	65.75%	48
<b>Total</b>		<b>73</b>

### Q39 Would you like the facility to cancel appointment by text or on the internet

Answered: 62 Skipped: 17



Answer Choices	Responses	
Yes	74.19%	46
No	25.81%	16
<b>Total</b>		<b>62</b>

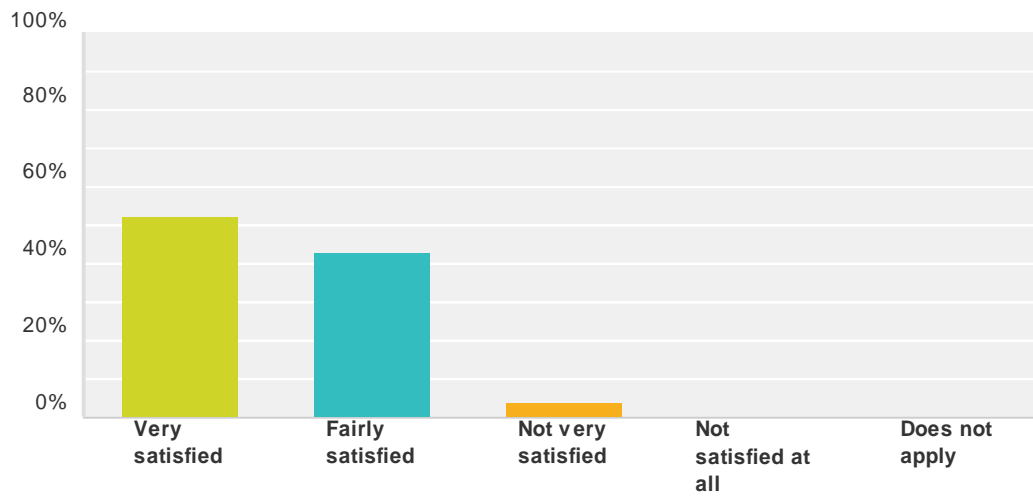


**Q40 If you could change ONE thing that would reduce missed appointments, what would it be?**

Answered: 8 Skipped: 71

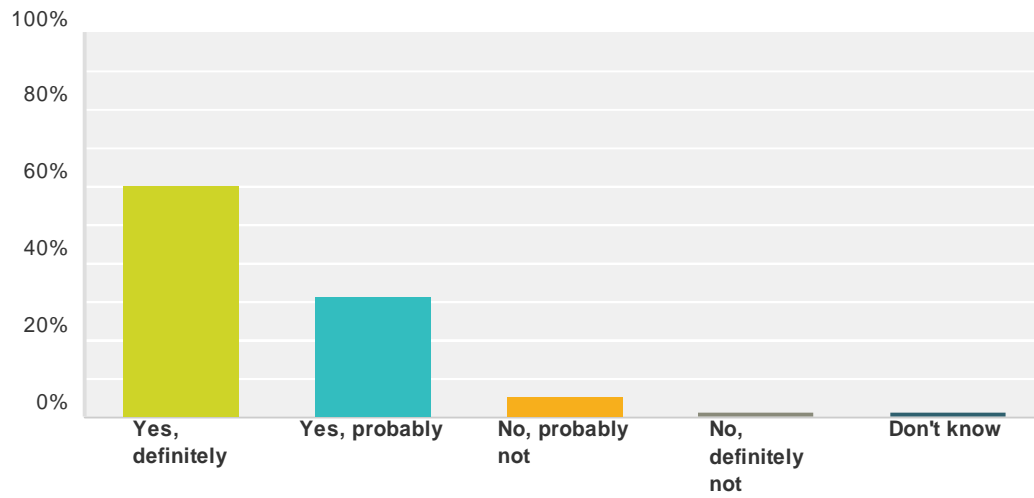
#	Responses	Date
1	Dedicated telephone line	3/25/2014 8:34 AM
2	Impose fines for people who miss appointments Not attending shows a total lack of courtesy and respect for other patients and GP's	3/24/2014 10:22 AM
3	I assumed that a booked appointment would be cancelled automatically if i attended open surgery	3/24/2014 9:55 AM
4	Phone patients in advance of their appointment	3/24/2014 8:58 AM
5	Charge patients	3/24/2014 3:20 AM
6	Charge a fee for people who miss appointments	3/24/2014 2:35 AM
7	Automatic text message reminder	3/24/2014 2:31 AM
8	Texting - like the dentist does	3/21/2014 9:24 AM

### How satisfied are you with the care you get from the practice?



Answer Choices	Responses	
Very satisfied	52.70%	39
Fairly satisfied	43.24%	32
Not very satisfied	4.05%	3
Not satisfied at all	0.00%	0
Does not apply	0.00%	0
<b>Total</b>		<b>74</b>

## Would you recommend your GP practice to someone who has just moved into the local area?



Answer Choices	Responses	
Yes, definitely	60.27%	44
Yes, probably	31.51%	23
No, probably not	5.48%	4
No, definitely not	1.37%	1
Don't know	1.37%	1
<b>Total</b>		<b>73</b>

**Please add any comments you would like  
to make about the practice?**

#	Responses	Date
1	Clean and friendly but extremely busy	3/25/2014 8:34 AM
2	Very busy but efficient and friendly	3/25/2014 8:28 AM
3	Friendly staff Clean and tidy Warm and welcoming	3/25/2014 8:27 AM
4	Unable to have a consistant GP, always someone different	3/24/2014 10:32 AM
5	Good practice Helpful and friendly staff	3/24/2014 10:25 AM
6	Queues are too long for open surgery and you cannot get an appointment within a reasonable timeframe (3 days)	3/24/2014 10:20 AM
7	Have to wait 2 or 3 weeks to see a specific doctor	3/24/2014 10:13 AM
8	The girls on reception are always friendly and helpful	3/24/2014 10:11 AM
9	A REception closed notice when Open Surgery closes	3/24/2014 10:09 AM
10	Would like to be able to book an appointment for bloods	3/24/2014 10:05 AM
11	There is nothing i would change The receptionists are kind and caring	3/24/2014 9:59 AM
12	Surgery staff are helpful and friendly Nurse practitioner is excellent	3/24/2014 9:56 AM
13	I recently moved to this practice from another	3/24/2014 9:43 AM
14	Recommended to other family members	3/24/2014 3:46 AM
15	Always too busy, needs more staff	3/24/2014 3:27 AM
16	Dr's and staff are very helpful	3/24/2014 3:23 AM
17	Great service, friendly staff	3/24/2014 3:17 AM
18	Too many locums Long waiting times	3/24/2014 3:14 AM
19	Very satisfied with the practice	3/24/2014 2:40 AM
20	People do mind waiting to be seen but most of the time it can be 30-60 minutes.	3/24/2014 2:31 AM
21	Friendly helpful staff	3/24/2014 2:27 AM
22	I find the staff very efficient and friendly. It is a well run Practice	3/21/2014 9:04 AM