







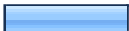



1. How easy is it to find out about the opening hours and services offered by your GP practice? (tick one box)

		Response Percent	Response Count
Very easy		57.1%	44
Fairly easy		36.4%	28
Neither easy nor difficult		3.9%	3
Fairly difficult		2.6%	2
Very difficult		0.0%	0
answered question			77
skipped question			1



2. How do you find out information about your GP practice? (tick all boxes that apply)

		Response Percent	Response Count
Friend, family, neighbour		48.1%	37
Practice newsletter		13.0%	10
Local Involvement Network		0.0%	0
Practice noticeboard		37.7%	29
Patient Advice and Liaison Service (PALS)		0.0%	0
Practice website		10.4%	8
Practice leaflet		19.5%	15
Voluntary group		0.0%	0
Other website (for example, NHS Choices)		2.6%	2
Email		0.0%	0
None of the above, I look at (please tell us)			1

answered question 77

skipped question 1





3. 3. Does this information meet your needs?

		Response Percent	Response Count
Yes		94.8%	73
No		5.2%	4
If you ticked "no" please tell us how this can be improved.			2




answered question 77

skipped question 1





4. In order to reduce waiting times, should we? (please tick any boxes you agree with):

		Response Percent	Response Count
See patients in the order they arrive		39.7%	31
Be stricter with patients who arrive late (at present patients are seen who arrive no later than 20 minutes late)		53.8%	42
Offer patients longer, but fewer, appointments		6.4%	5
Only deal with the family member for whom an appointment has been made		26.9%	21
	Have you any other ideas?		5
answered question			78
skipped question			0



5. Please tell us how long you would be prepared to wait for your appointment before you would want an explanation for the delay.

		Response Percent	Response Count
15 minutes		42.9%	33
20 minutes		41.6%	32
30 minutes		15.6%	12
answered question			77
skipped question			1




6. Thinking about access into the building on foot/in a car/via disabled access, how do you find this?

		Response Percent	Response Count
Very easy		64.9%	48
Fairly easy		29.7%	22
Not very easy		4.1%	3
Not at all easy		1.4%	1
answered question			74
skipped question			4


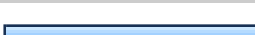


7. Is it easy for you to find your way around the practice (for example, does the practice have clear signposting?)

		Response Percent	Response Count
Yes		95.7%	67
No		4.3%	3
answered question			70
skipped question			8




8. How clean is the surgery?

		Response Percent	Response Count
Very clean		73.7%	56
Fairly clean		25.0%	19
Not very clean		1.3%	1
Not at all clean		0.0%	0
Don't know		0.0%	0
answered question			76
skipped question			2





9. Generally, how satisfied are you with the service you get from your GP? (please tick one box below):

		Response Percent	Response Count
Very satisfied		52.6%	40
Satisfied		40.8%	31
Neither satisfied nor dissatisfied		5.3%	4
Dissatisfied		1.3%	1
Very dissatisfied		0.0%	0
answered question			76
skipped question			2

**10. Generally, how satisfied are you with the service you get from the practice nurse?
(please tick one box below)**

		Response Percent	Response Count
Very satisfied		54.5%	42
Satisfied		40.3%	31
Neither satisfied nor dissatisfied		5.2%	4
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			77
skipped question			1

**11. Generally, how satisfied are you with the service you get from reception staff?
(please tick one box below):**

		Response Percent	Response Count
Very satisfied		56.6%	43
Satisfied		34.2%	26
Neither satisfied nor dissatisfied		7.9%	6
Dissatisfied		0.0%	0
Very dissatisfied		1.3%	1
answered question			76
skipped question			2

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

		Response Percent	Response Count
Yes, would definitely recommend		62.8%	49
Yes, might recommend		26.9%	21
Not sure		10.3%	8
No, would probably not recommend		0.0%	0
No, would definitely not recommend		0.0%	0
If you would not recommend your GP surgery to someone else, please tell us why not.			0
answered question			78
skipped question			0

13. How would you prefer to be told about changes to services at the surgery, for example, opening times?

		Response Percent	Response Count
Email		30.5%	18
Newsletter		55.9%	33
Website		13.6%	8
Other (please tell us)			20
answered question			59
skipped question			19

14. Please use the space below to tell us about anything you feel that is important that we may have missed.

	Response Count
	8
answered question	8
skipped question	70