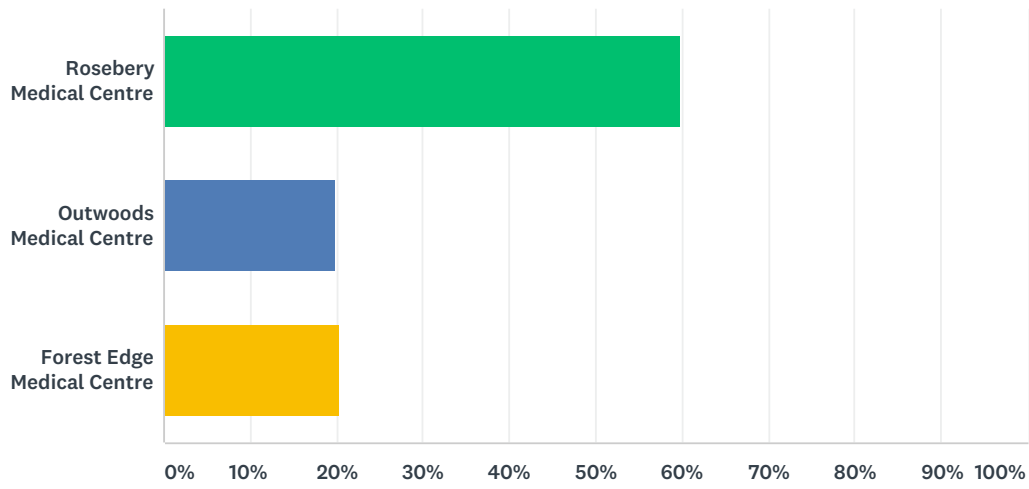


Q1 Which Medical Centre do you attend

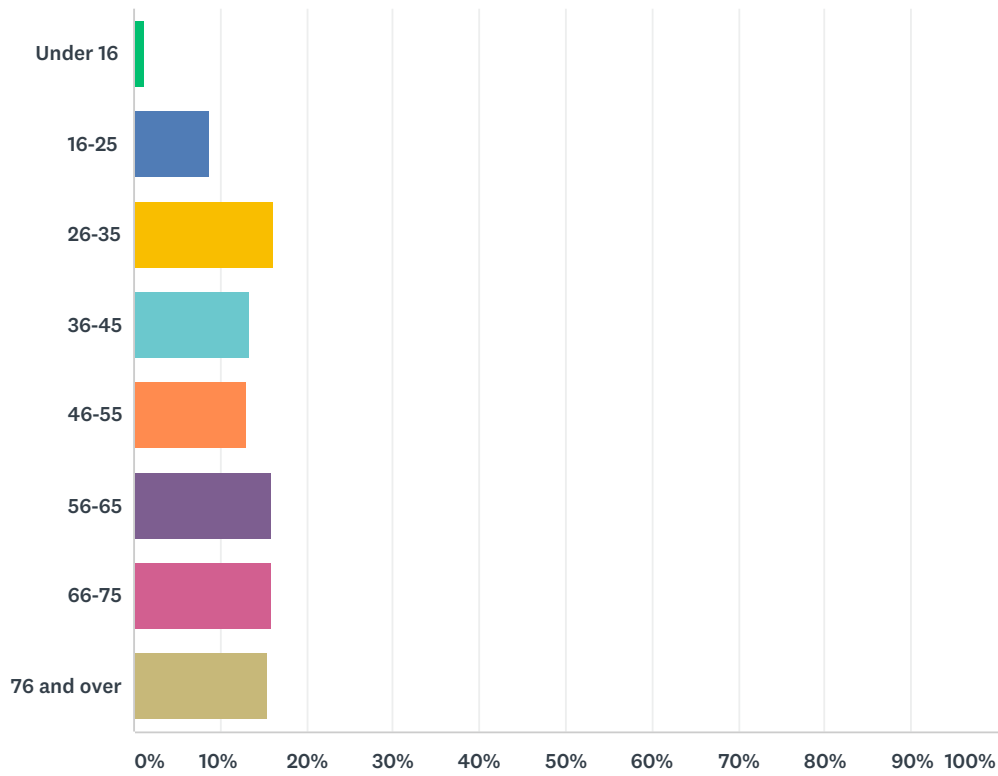
Answered: 452 Skipped: 11



ANSWER CHOICES	RESPONSES	
Rosebery Medical Centre	59.73%	270
Outwoods Medical Centre	19.91%	90
Forest Edge Medical Centre	20.35%	92
TOTAL		452

Q2 Please identify your age range

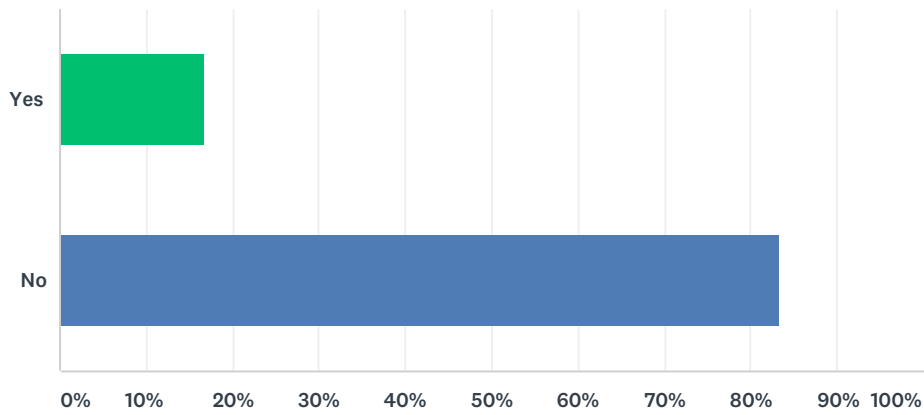
Answered: 457 Skipped: 6



ANSWER CHOICES	RESPONSES	
Under 16	1.31%	6
16-25	8.75%	40
26-35	16.19%	74
36-45	13.35%	61
46-55	12.91%	59
56-65	15.97%	73
66-75	15.97%	73
76 and over	15.54%	71
TOTAL		457

Q3 Have you ever put off going to see your doctor because of difficulty getting to the surgery

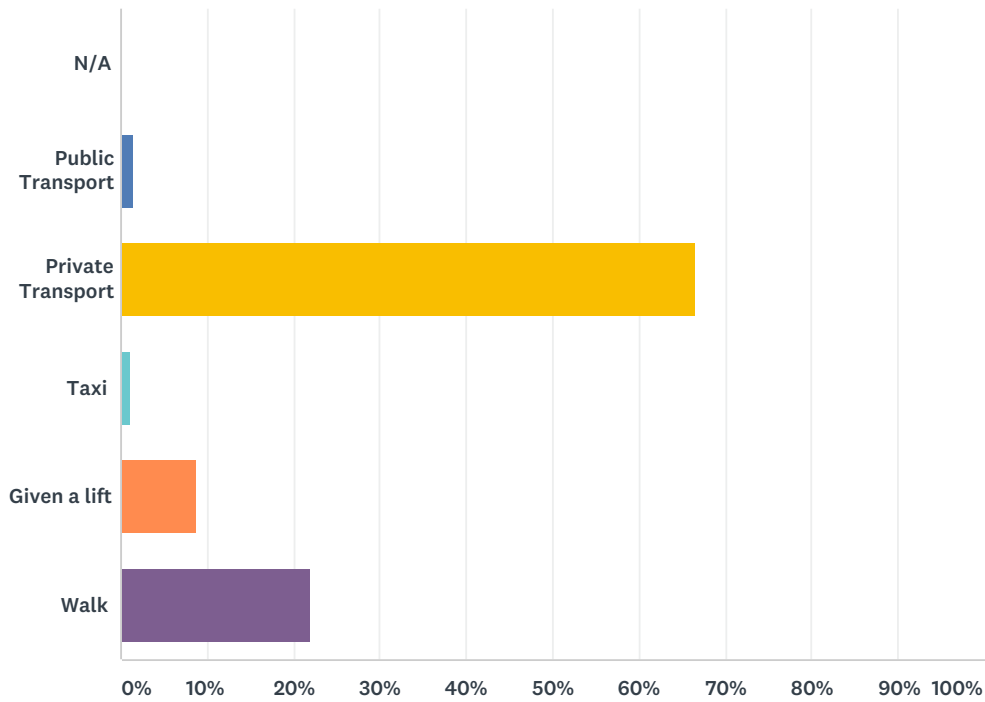
Answered: 452 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	16.81%	76
No	83.19%	376
TOTAL		452

Q4 How do you usually get to the surgery

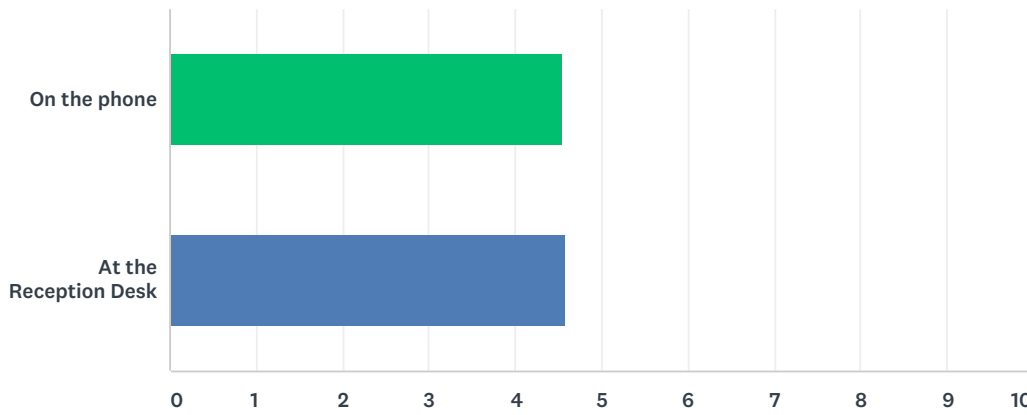
Answered: 449 Skipped: 14



ANSWER CHOICES	RESPONSES	
N/A	0.00%	0
Public Transport	1.56%	7
Private Transport	66.59%	299
Taxi	1.11%	5
Given a lift	8.69%	39
Walk	22.05%	99
TOTAL		449

Q5 How polite and courteous do you find the Reception Team? (1 being poor and 5 being excellent)

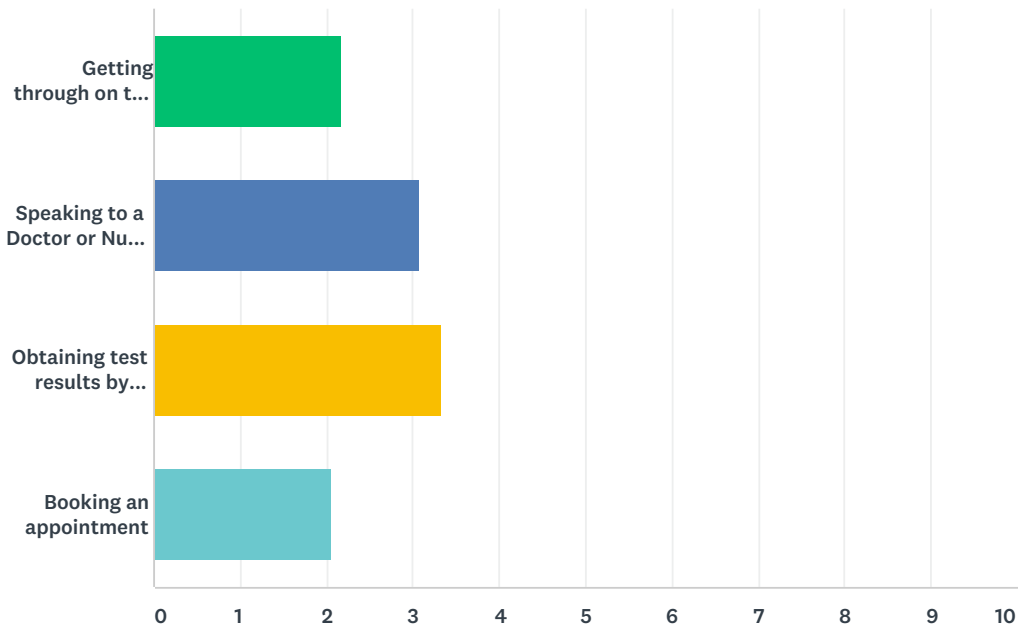
Answered: 445 Skipped: 18



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
On the phone	0.70% 3	1.63% 7	7.93% 34	21.68% 93	68.07% 292	429	4.55
At the Reception Desk	0.47% 2	1.87% 8	7.48% 32	19.39% 83	70.79% 303	428	4.58

Q6 In the past 6 months, how easy have you found the following?

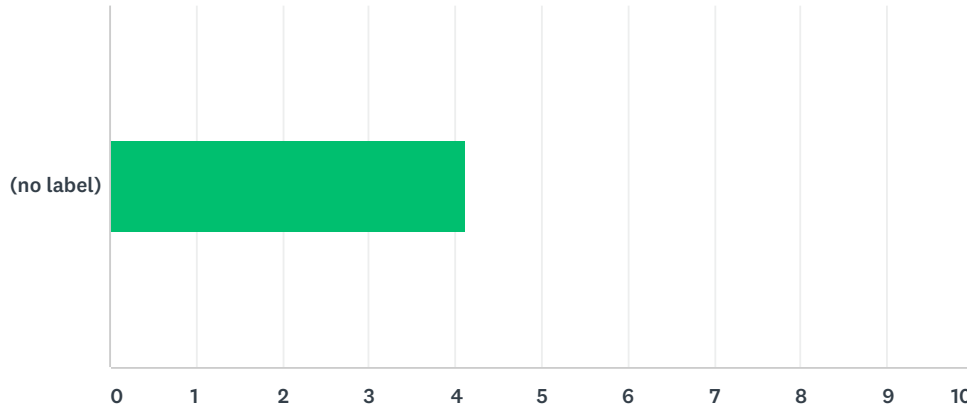
Answered: 455 Skipped: 8



	VERY EASY	QUITE EASY	QUITE DIFFICULT	VERY DIFFICULT	DON'T KNOW/NEVER TRIED	TOTAL	WEIGHTED AVERAGE
Getting through on the phone	21.02% 95	50.66% 229	21.02% 95	3.76% 17	3.54% 16	452	2.18
Speaking to a Doctor or Nurse on the phone	19.19% 85	31.15% 138	9.26% 41	3.84% 17	36.57% 162	443	3.07
Obtaining test results by phone	16.93% 74	28.60% 125	5.72% 25	3.20% 14	45.54% 199	437	3.32
Booking an appointment	30.27% 135	45.52% 203	16.37% 73	5.38% 24	2.47% 11	446	2.04

Q7 The last time you saw a Doctor at the surgery do you feel you had enough time to discuss your concerns? (1-5 below, 1 being not nearly enough time and 5 being more than enough time)

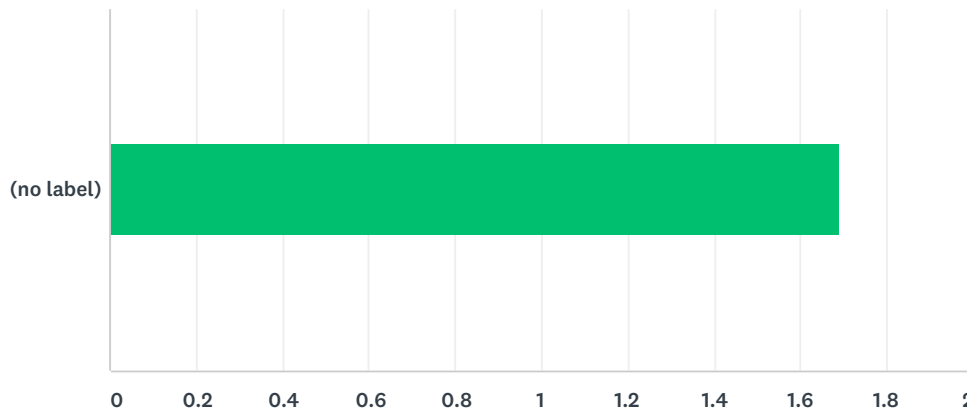
Answered: 445 Skipped: 18



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	2.25% 10	3.82% 17	17.98% 80	31.01% 138	44.94% 200	445	4.13

Q8 Thinking about the last time you saw a doctor or nurse at your surgery, did you feel confident about how they helped you?

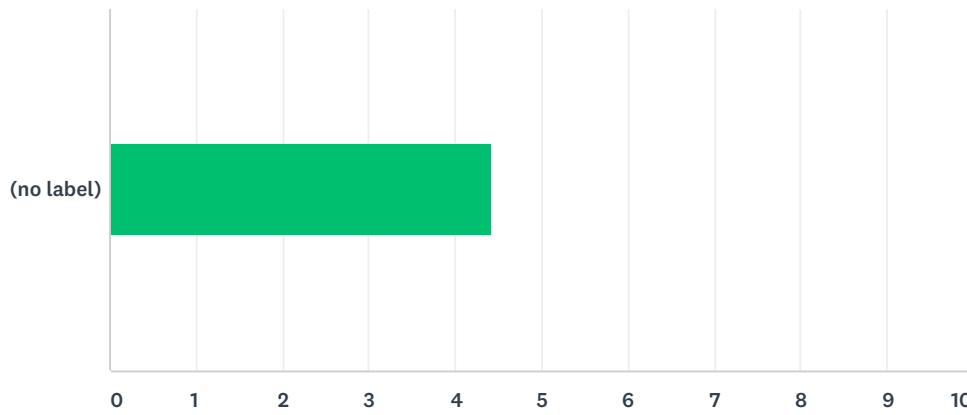
Answered: 431 Skipped: 32



	EXTREMELY	LARGELY	TO SOME EXTENT	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
(no label)	50.58% 218	32.25% 139	14.85% 64	2.32% 10	431	1.69

Q9 In general how satisfied are you with the care you receive at the surgery?(1 being unsatisfied and 5 being completely satisfied)

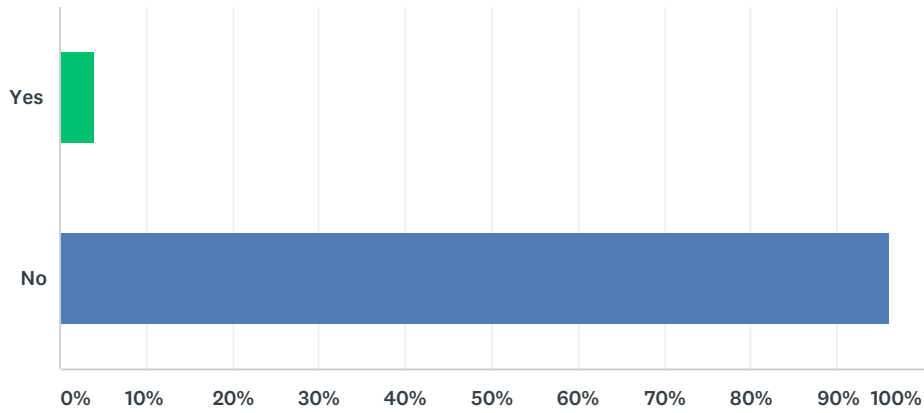
Answered: 430 Skipped: 33



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.70%	2.33%	10.23%	29.07%	57.67%		
	3	10	44	125	248	430	4.41

Q10 Would you prefer the written information in the surgery to be provided in another language?

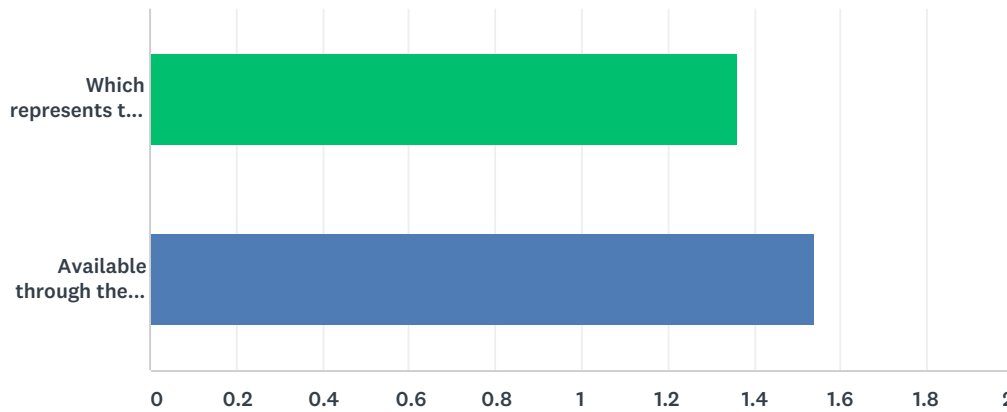
Answered: 407 Skipped: 56



ANSWER CHOICES	RESPONSES	
Yes	3.93%	16
No	96.07%	391
TOTAL		407

Q11 Are you aware that there is a Patient Participation Group:

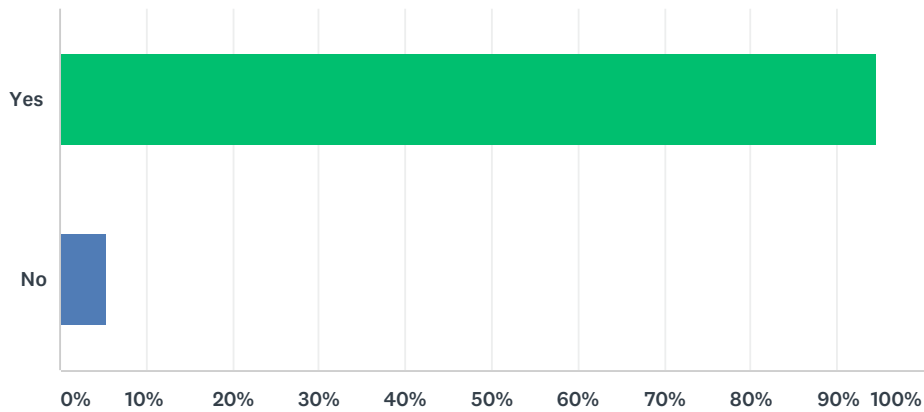
Answered: 437 Skipped: 26



	YES	NO	TOTAL	WEIGHTED AVERAGE
Which represents the views of patients?	63.97% 277	36.03% 156	433	1.36
Available through the practice website?	46.15% 192	53.85% 224	416	1.54

Q12 Would you recommend this Medical Practice to friends or family?

Answered: 425 Skipped: 38



ANSWER CHOICES	RESPONSES	
Yes	94.59%	402
No	5.41%	23
TOTAL		425

Q13 What is the Practice doing well for you and what could be improved? Please type below:

Answered: 285 Skipped: 178