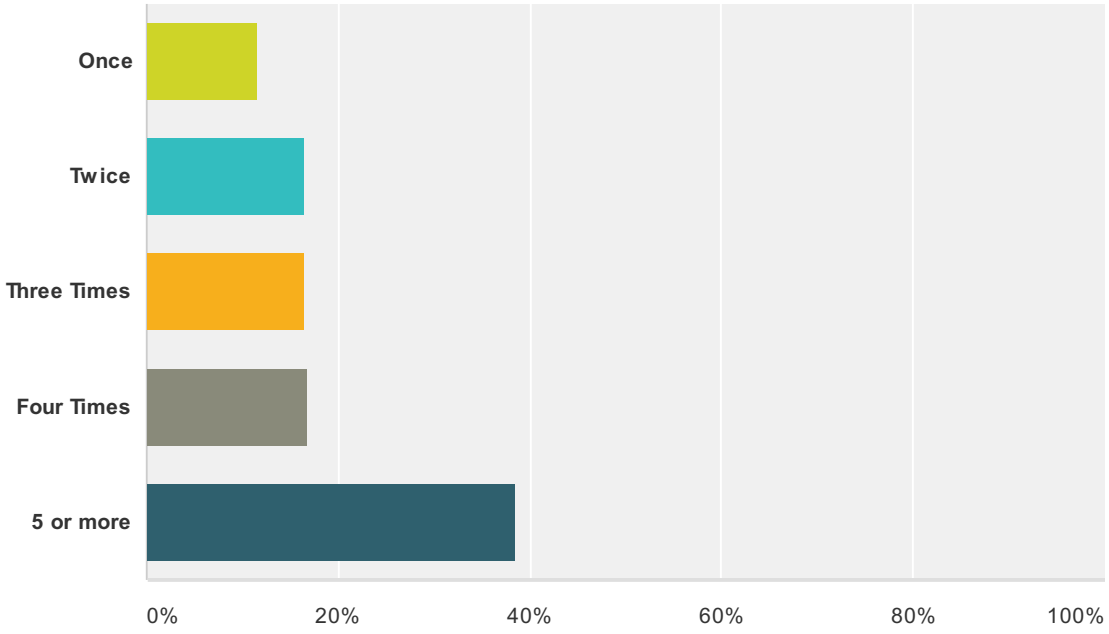
Q1 How many times have you been to the surgery in the last 12 months?

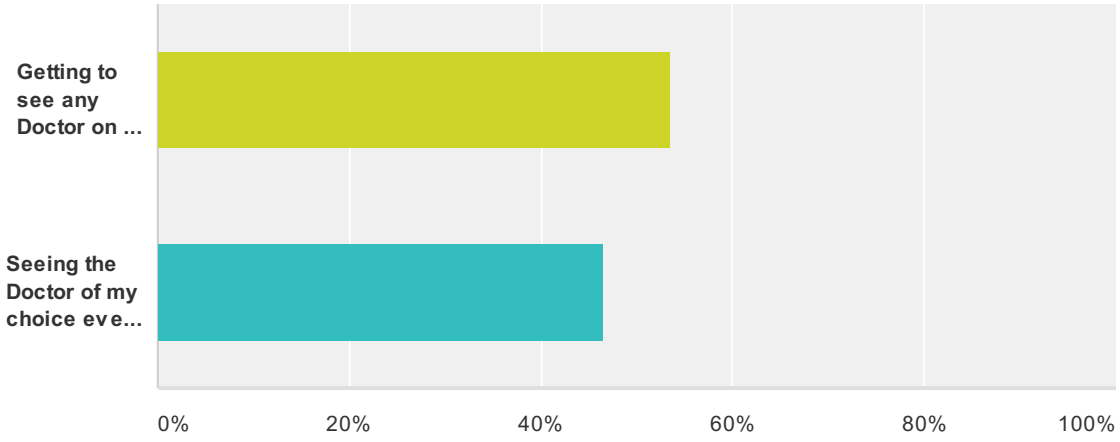
Answered: 231 Skipped: 3



Answer Choices	Responses	
Once	**11.69%**	27
Twice	**16.45%**	38
Three Times	**16.45%**	38
Four Times	**16.88%**	39
5 or more	**38.53%**	89
Total		**231**

Q2 What is more important to you?

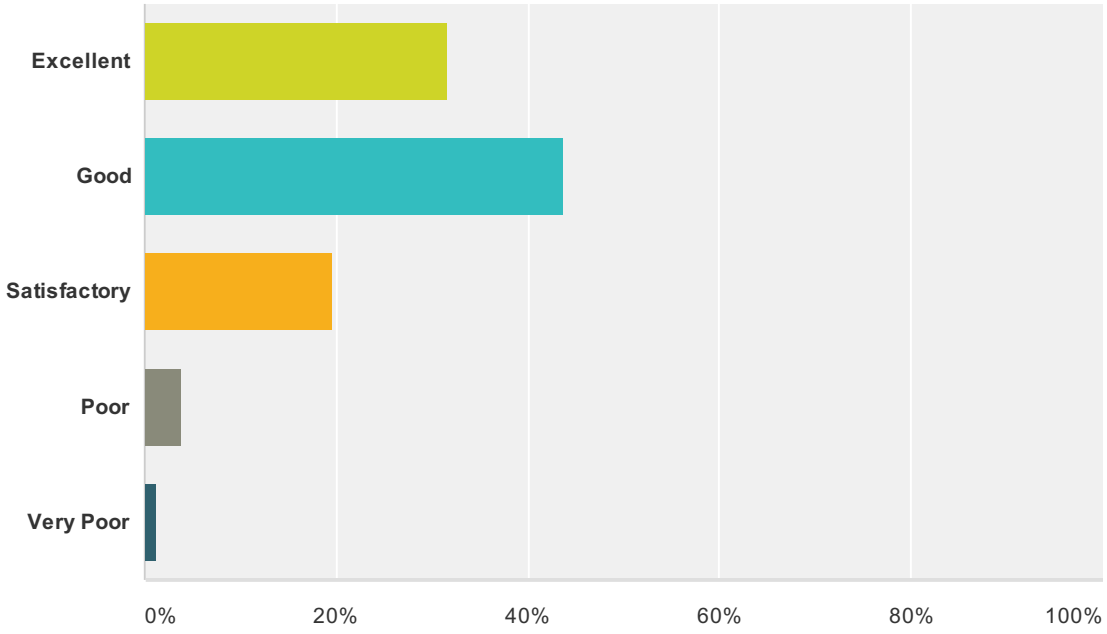
Answered: 234 Skipped: 0



Answer Choices	Responses	
Getting to see any Doctor on the day I phone	**53.42%**	125
Seeing the Doctor of my choice even if I have to wait a few days	**46.58%**	109
Total		**234**

Q3 How do you rate the service provided by your surgery?

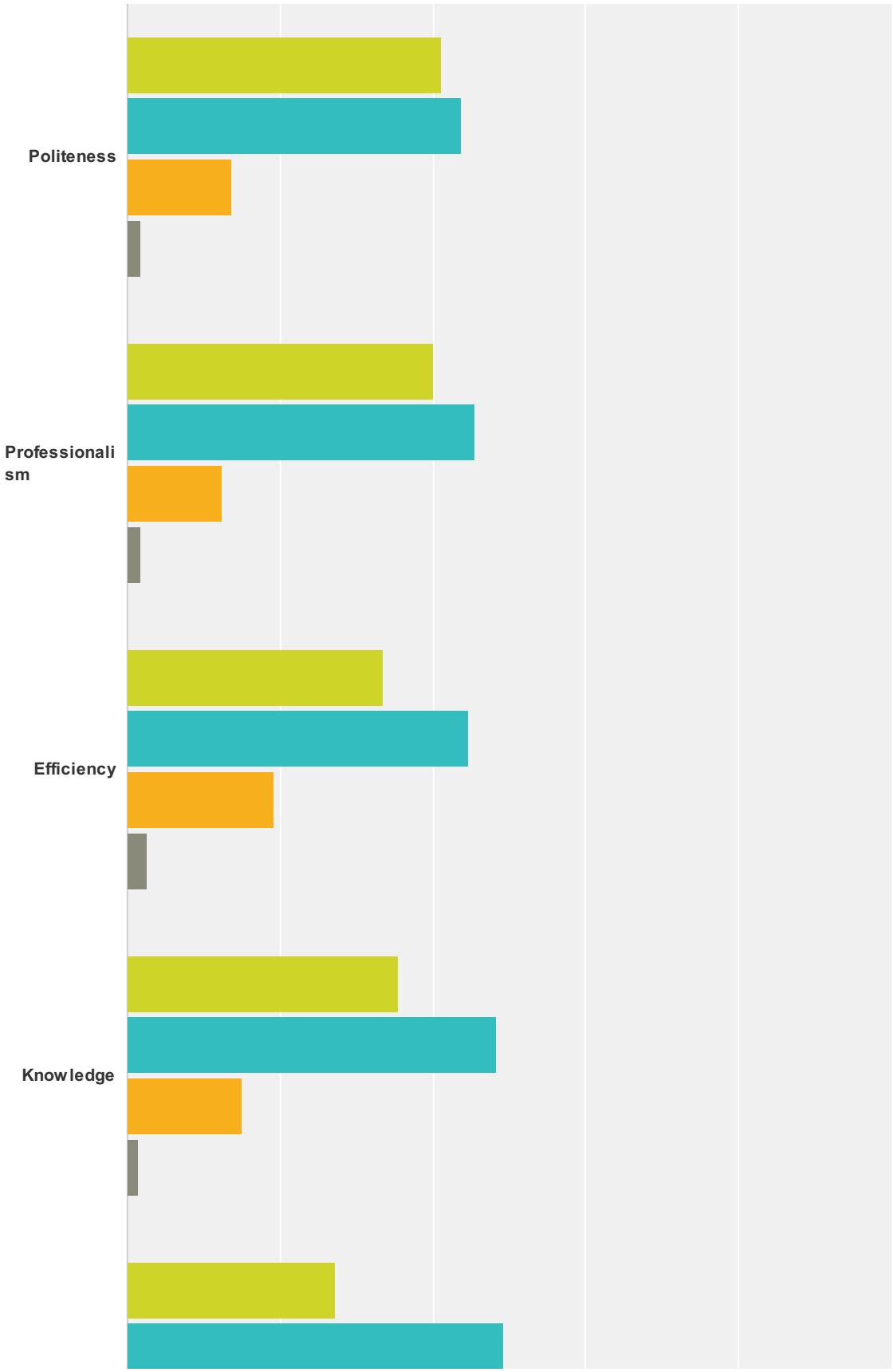
Answered: 234 Skipped: 0

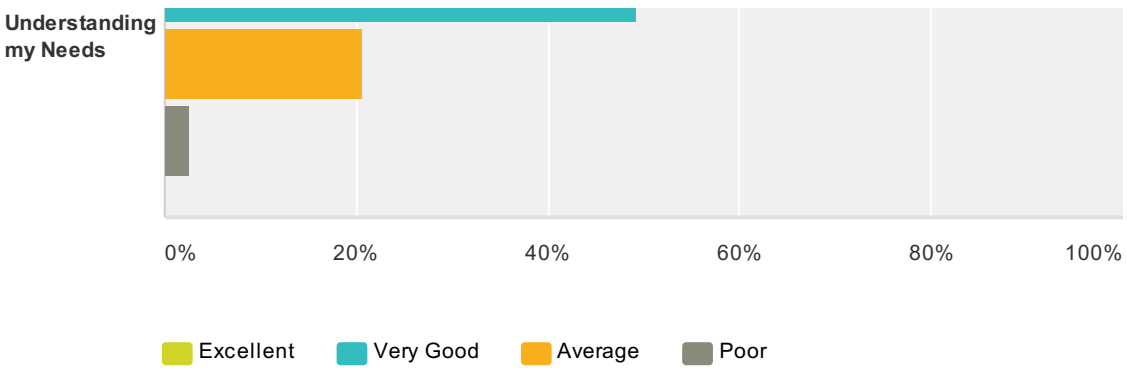


Answer Choices	Responses	
Excellent	**31.62%**	74
Good	**43.59%**	102
Satisfactory	**19.66%**	46
Poor	**3.85%**	9
Very Poor	**1.28%**	3
Total		**234**

Q4 How would you rate our clinical team (Doctors/Nurses) in relation to the following

Answered: 233 Skipped: 1

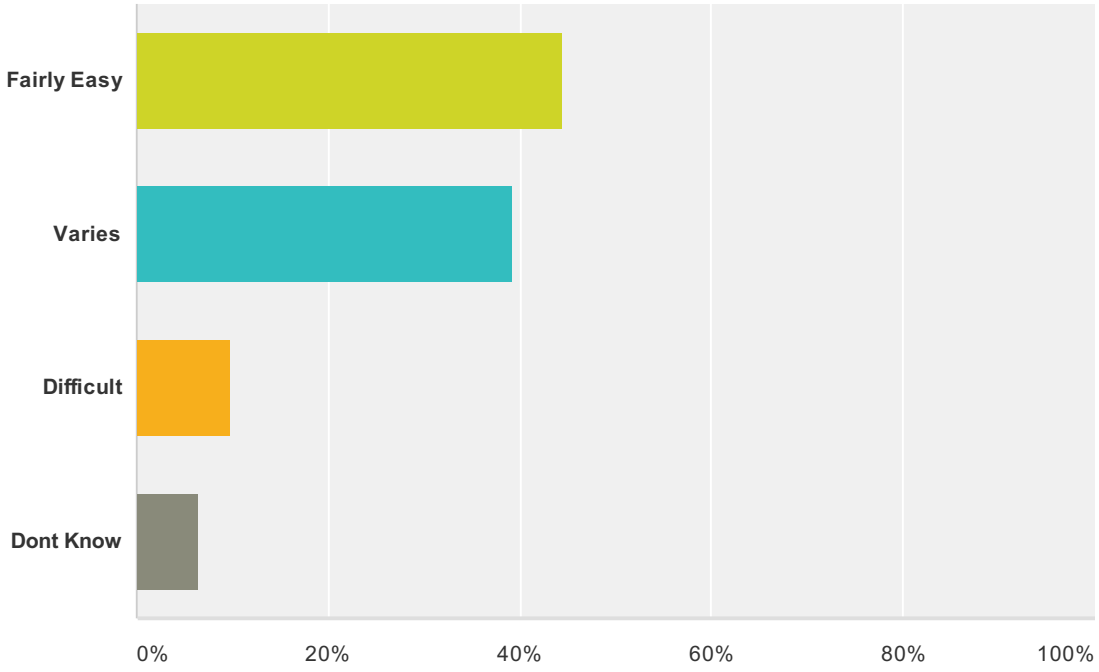




	Excellent	Very Good	Average	Poor	Total
Politeness	**41.05%** 94	**43.67%** 100	**13.54%** 31	**1.75%** 4	229
Professionalism	**40.18%** 90	**45.54%** 102	**12.50%** 28	**1.79%** 4	224
Efficiency	**33.48%** 75	**44.64%** 100	**19.20%** 43	**2.68%** 6	224
Knowledge	**35.40%** 80	**48.23%** 109	**15.04%** 34	**1.33%** 3	226
Understanding my Needs	**27.31%** 62	**49.34%** 112	**20.70%** 47	**2.64%** 6	227

Q5 How easy is it for you to get through to us on telephone?

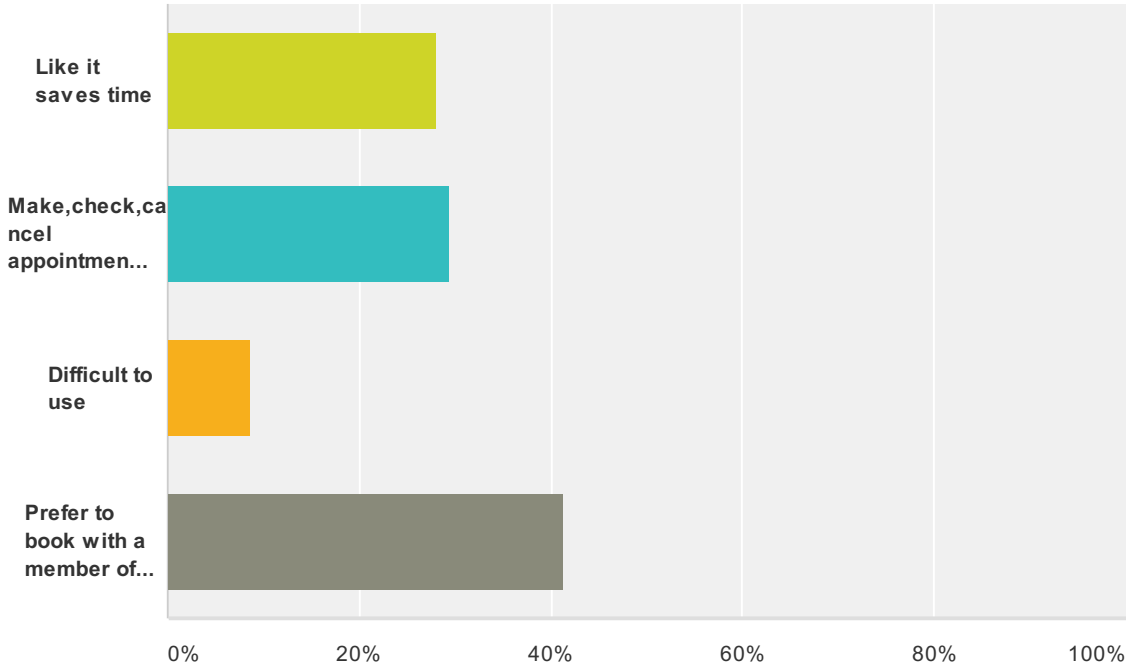
Answered: 232 Skipped: 2



Answer Choices	Responses	
Fairly Easy	**44.40%**	103
Varies	**39.22%**	91
Difficult	**9.91%**	23
Dont Know	**6.47%**	15
Total		**232**

Q6 How do you find 24 hours telephone booking system at the surgery?

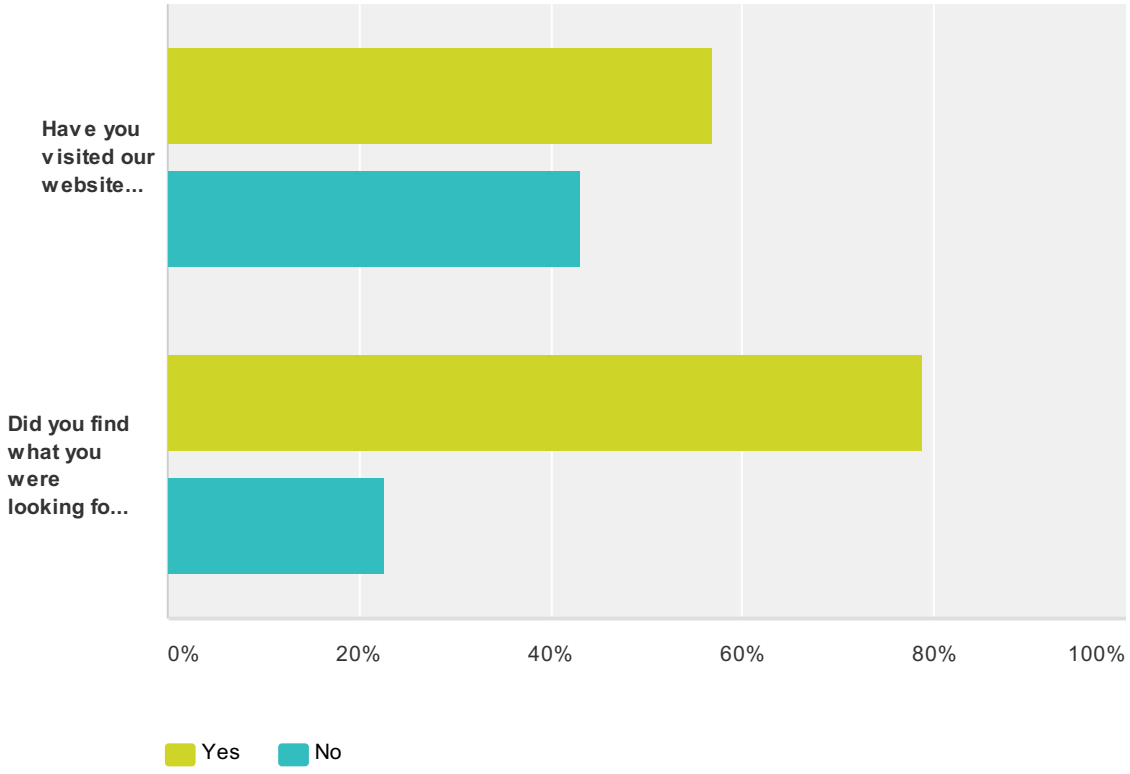
Answered: 211 Skipped: 23



Answer Choices	Responses	
Like it saves time	**27.96%**	59
Make,check,cancel appointment any time	**29.38%**	62
Difficult to use	**8.53%**	18
Prefer to book with a member of staff	**41.23%**	87
Total Respondents: 211		

Q7 Practice Website

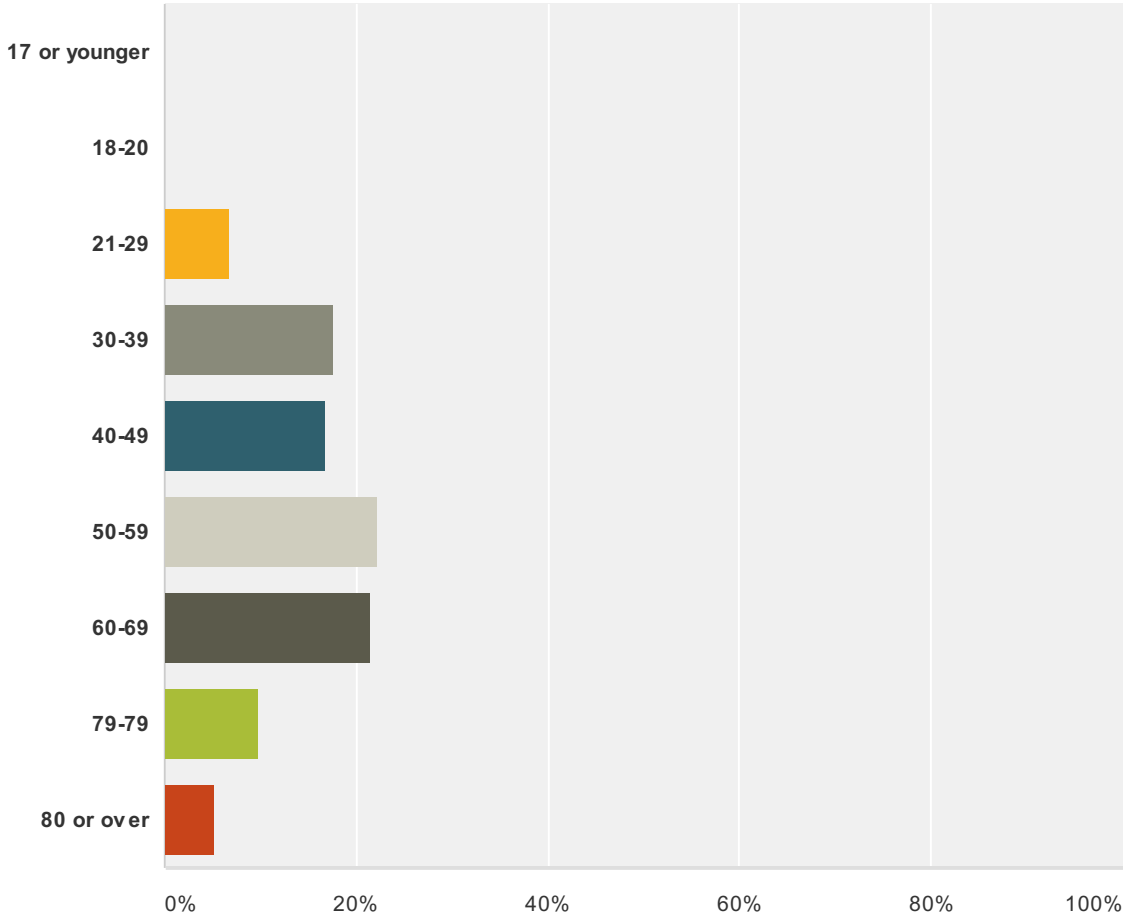
Answered: 232 Skipped: 2



	Yes	No	Total Respondents
Have you visited our website recently	**56.90%** 132	**43.10%** 100	232
Did you find what you were looking for on the website	**78.67%** 118	**22.67%** 34	152

Q8 Which category below includes your age?

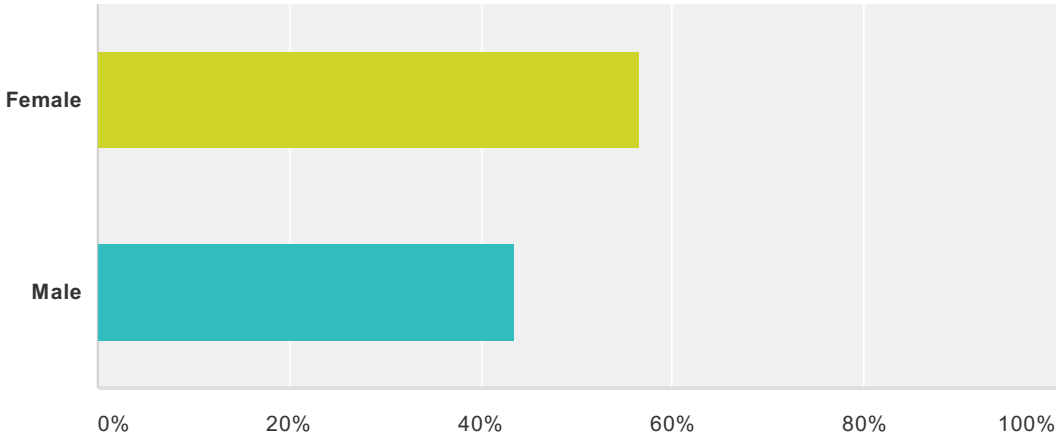
Answered: 233 Skipped: 1



Answer Choices	Responses	
17 or younger	**0%**	0
18-20	**0%**	0
21-29	**6.87%**	16
30-39	**17.60%**	41
40-49	**16.74%**	39
50-59	**22.32%**	52
60-69	**21.46%**	50
79-79	**9.87%**	23
80 or over	**5.15%**	12
Total		**233**

Q9 What is your gender?

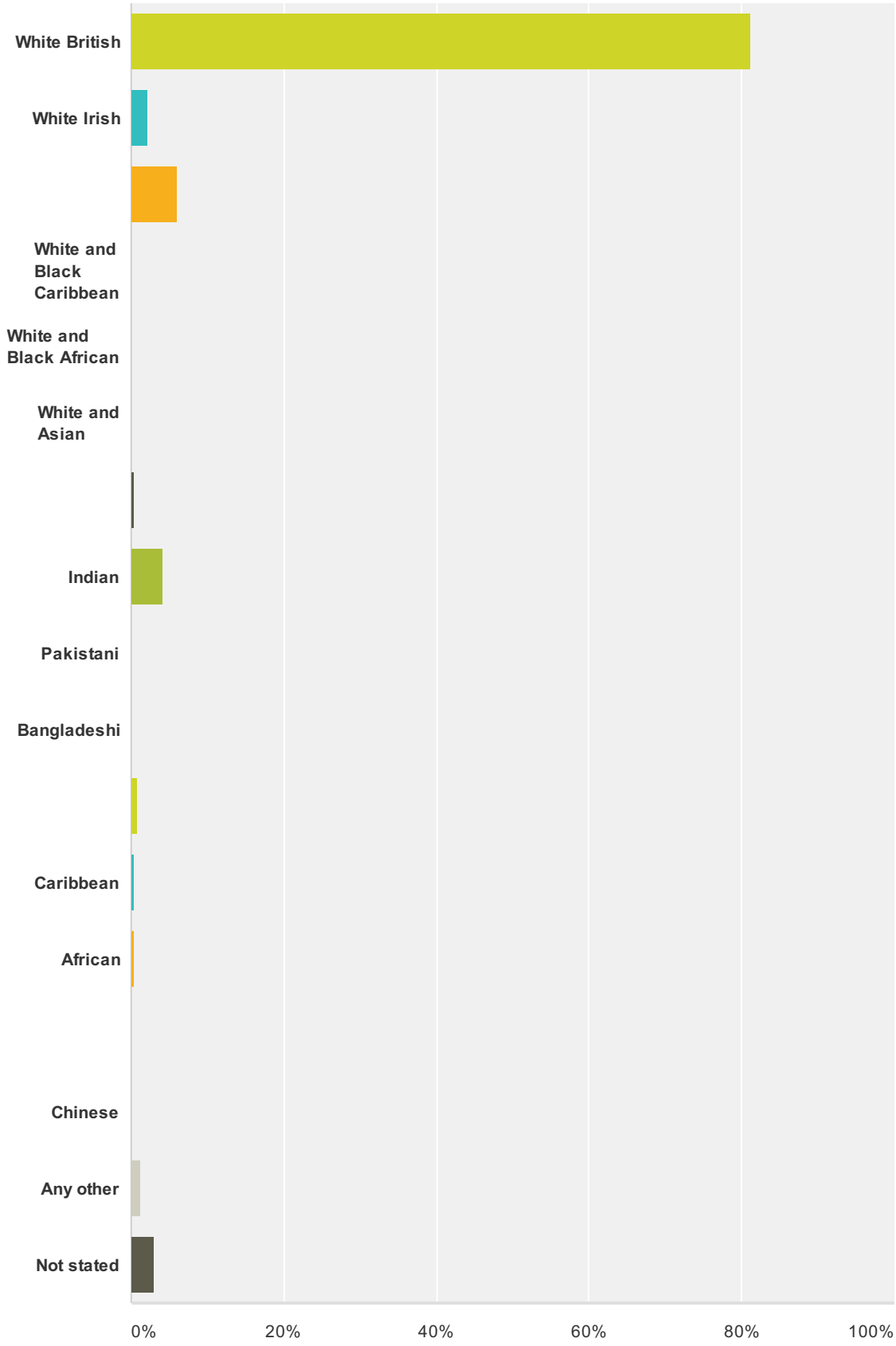
Answered: 232 Skipped: 2



Answer Choices	Responses	
Female	**56.47%**	131
Male	**43.53%**	101
Total		**232**

Q10 Ethinicity

Answered: 233 Skipped: 1



Answer Choices	Responses	
White British	**81.12%**	189
White Irish	**2.15%**	5
Any other White background	**6.01%**	14
White and Black Caribbean	**0%**	0
White and Black African	**0%**	0
White and Asian	**0%**	0
Any other mixed background	**0.43%**	1
Indian	**4.29%**	10
Pakistani	**0%**	0
Bangladeshi	**0%**	0
Any other Asian background	**0.86%**	2
Caribbean	**0.43%**	1
African	**0.43%**	1
Any other Black background	**0%**	0
Chinese	**0%**	0
Any other	**1.29%**	3
Not stated	**3.00%**	7
Total		**233**

Q11 Do you have any other comments or suggestion?

Answered: 92 Skipped: 142