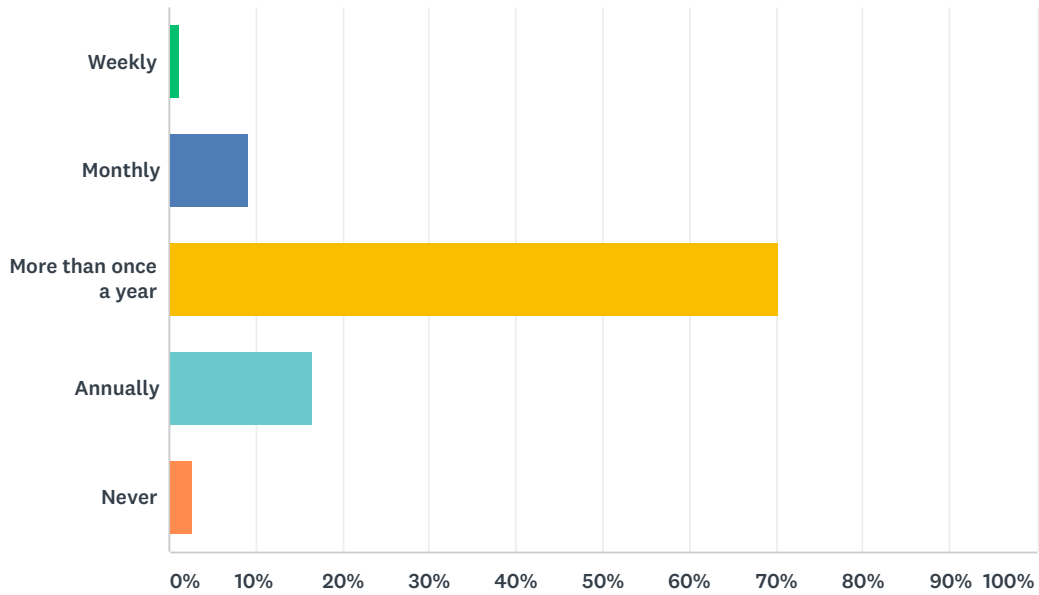


Q1 How often do you visit the practice?

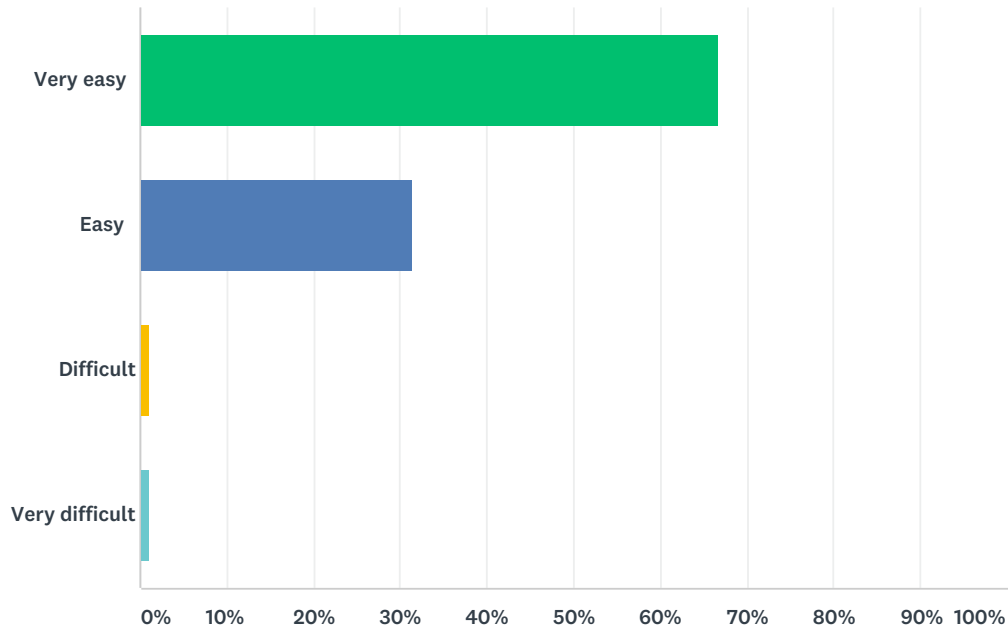
Answered: 404 Skipped: 5



ANSWER CHOICES	RESPONSES	
Weekly	1.24%	5
Monthly	9.16%	37
More than once a year	70.30%	284
Annually	16.58%	67
Never	2.72%	11
TOTAL		404

Q2 How easy did you find registering with Stanford Medical Centre?

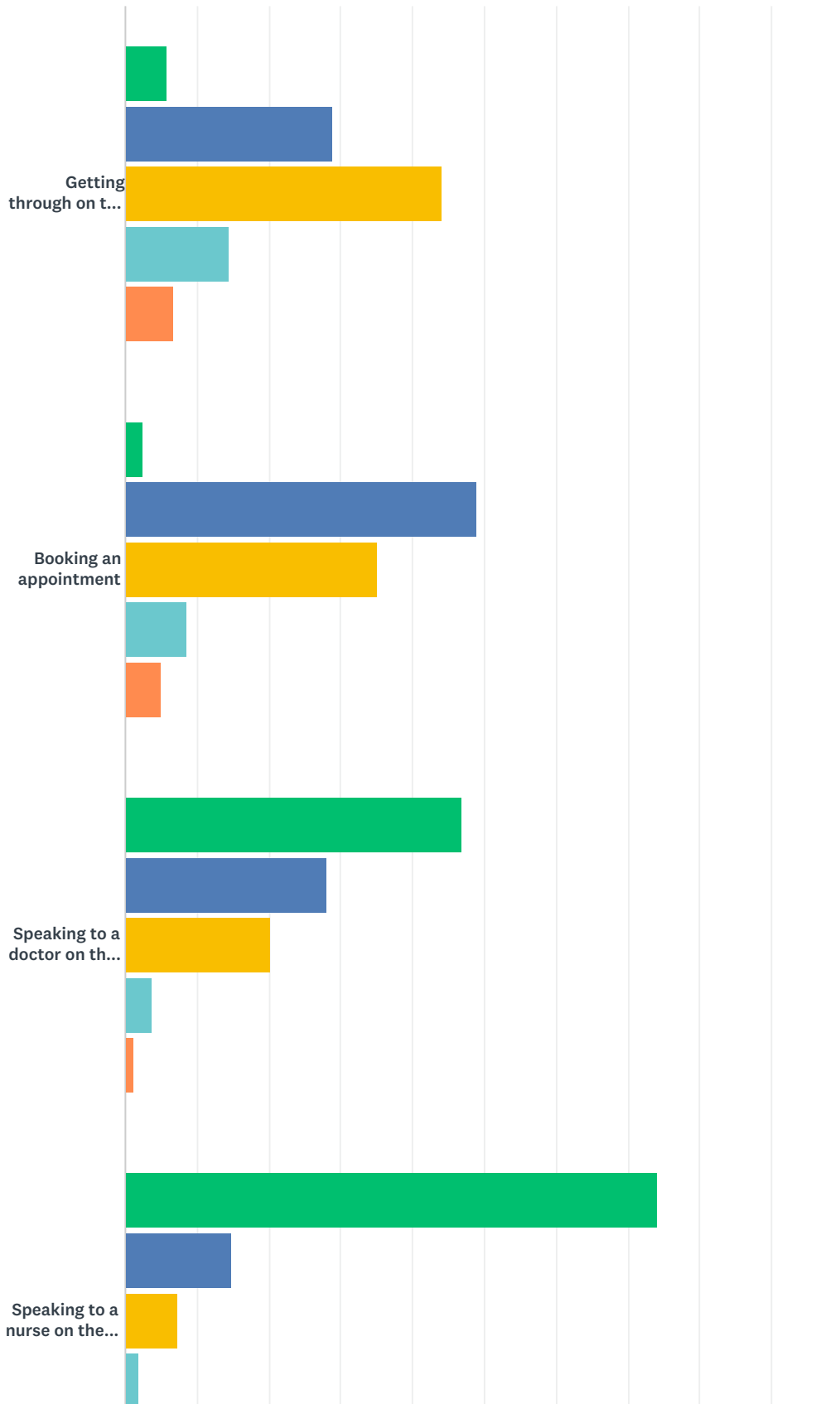
Answered: 393 Skipped: 16

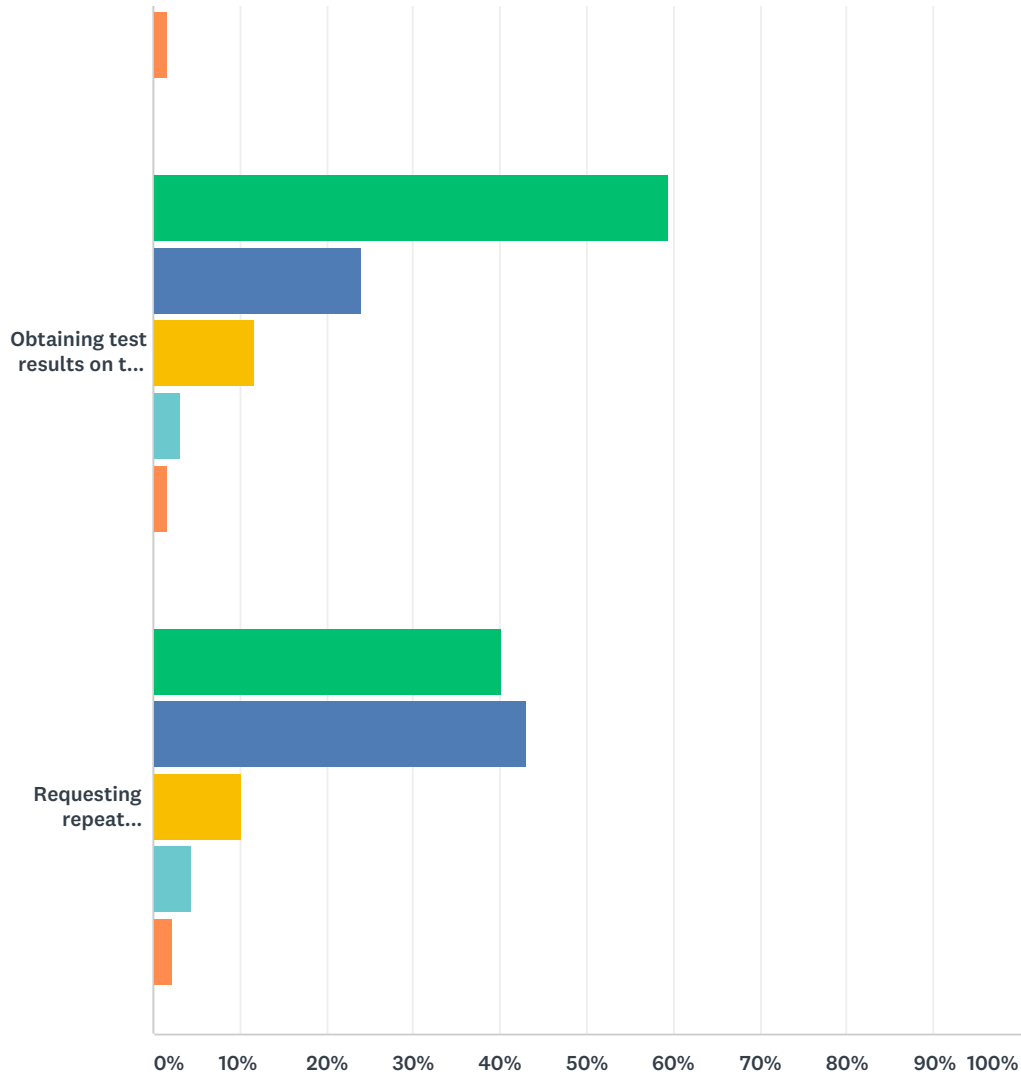


ANSWER CHOICES	RESPONSES	
Very easy	66.67%	262
Easy	31.30%	123
Difficult	1.02%	4
Very difficult	1.02%	4
TOTAL		393

Q3 In the past 12 months how easy have you found the following...

Answered: 407 Skipped: 2



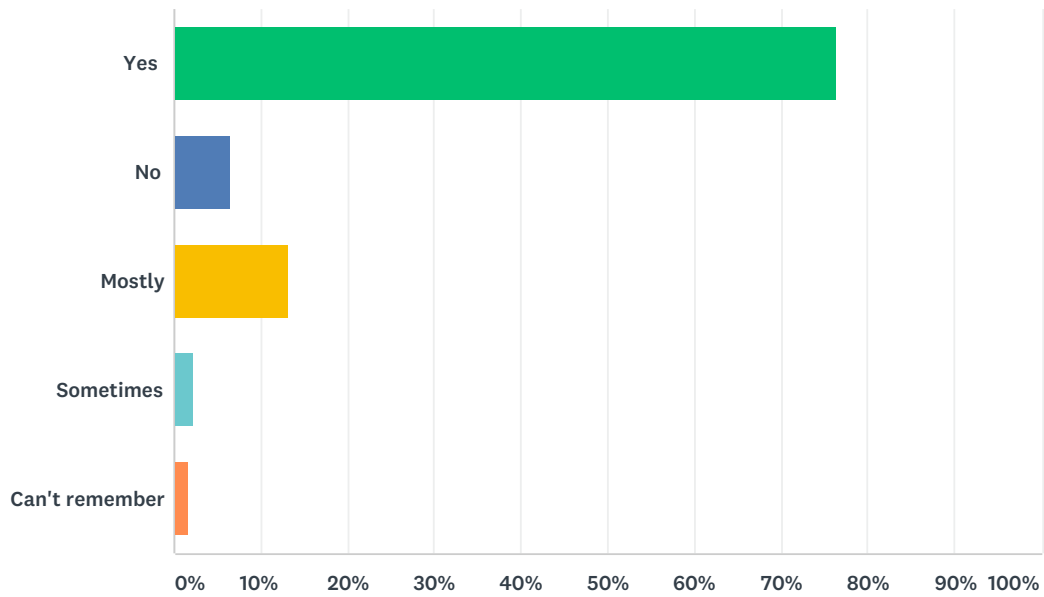


■ Haven't tried
 ■ Very easy
 ■ Fairly easy
 ■ Difficult
 ■ Very difficult

	HAVEN'T TRIED	VERY EASY	FAIRLY EASY	DIFFICULT	VERY DIFFICULT	TOTAL
Getting through on the phone	5.94% 24	28.96% 117	44.06% 178	14.36% 58	6.68% 27	404
Booking an appointment	2.47% 10	48.89% 198	35.06% 142	8.64% 35	4.94% 20	405
Speaking to a doctor on the phone	46.78% 189	27.97% 113	20.30% 82	3.71% 15	1.24% 5	404
Speaking to a nurse on the phone	74.01% 299	14.85% 60	7.43% 30	1.98% 8	1.73% 7	404
Obtaining test results on the phone	59.41% 240	24.01% 97	11.63% 47	3.22% 13	1.73% 7	404
Requesting repeat medication	40.10% 162	43.07% 174	10.15% 41	4.46% 18	2.23% 9	404

Q4 In the past 12 months have you been able to access a GP appointment in a reasonable amount of time to meet your needs?

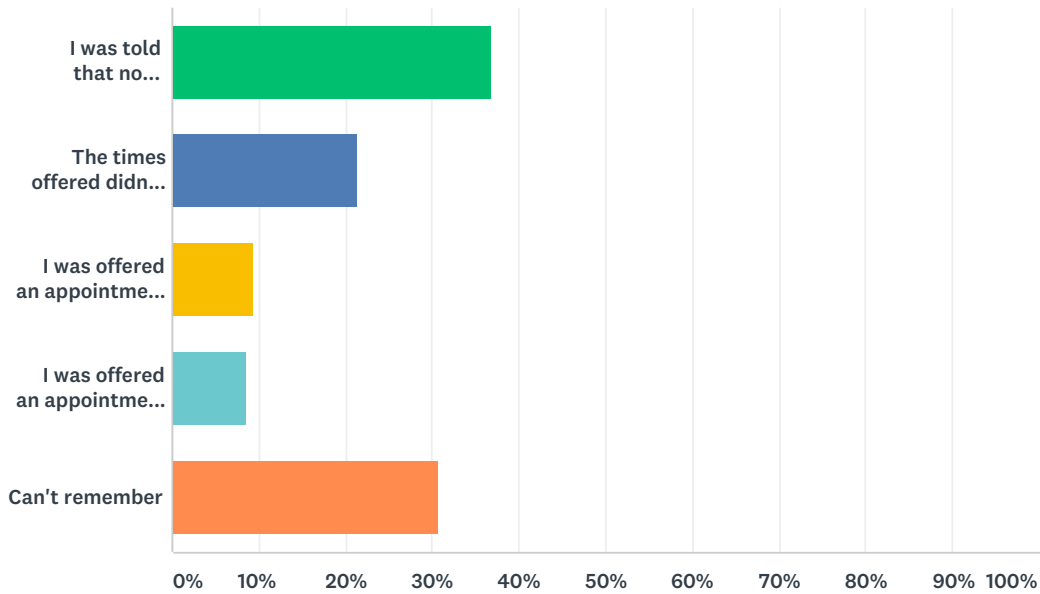
Answered: 402 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	76.37%	307
No	6.47%	26
Mostly	13.18%	53
Sometimes	2.24%	9
Can't remember	1.74%	7
TOTAL		402

Q5 Think back to the last occasion you needed to see a doctor, if you were unable to be seen during the next two working practice days, why was that? Please tick all that apply.

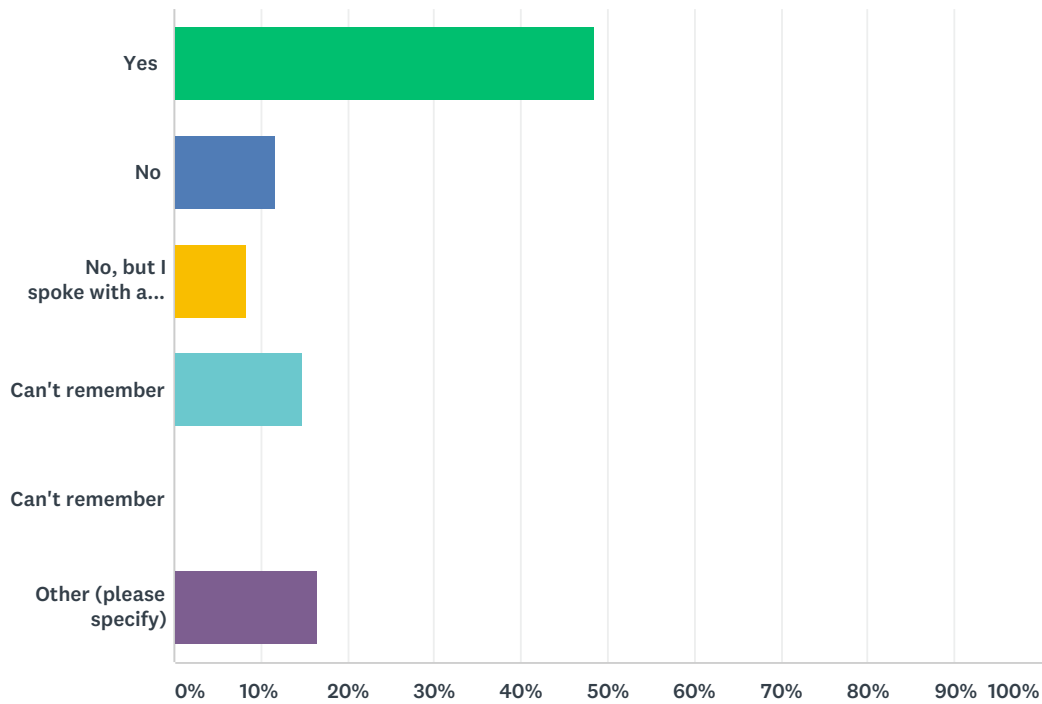
Answered: 244 Skipped: 165



ANSWER CHOICES	RESPONSES	
I was told that no appointments were available	36.89%	90
The times offered didn't suit me	21.31%	52
I was offered an appointment with a doctor who I didn't want to see	9.43%	23
I was offered an appointment at a different branch of this practice	8.61%	21
Can't remember	30.74%	75
Total Respondents: 244		

Q6 Think about the last time you tried to see a doctor urgently. Were you able to see a doctor on the same day?

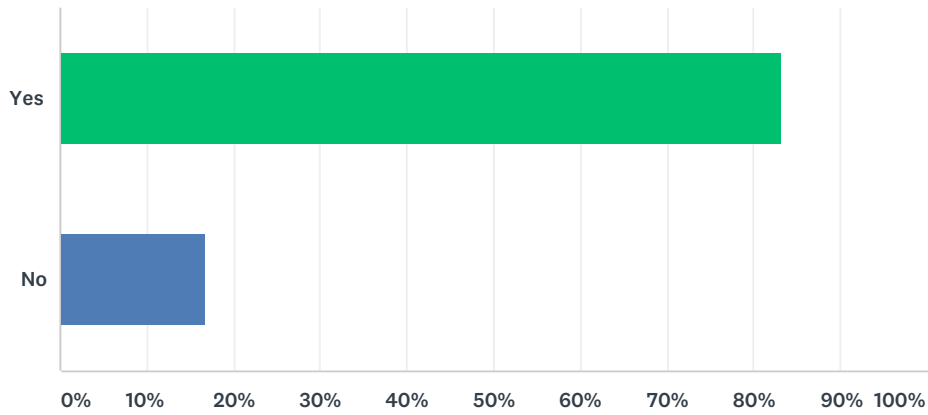
Answered: 375 Skipped: 34



ANSWER CHOICES	RESPONSES	
Yes	48.53%	182
No	11.73%	44
No, but I spoke with a clinician on the phone	8.27%	31
Can't remember	14.93%	56
Can't remember	0.00%	0
Other (please specify)	16.53%	62
TOTAL		375

Q7 We are prioritising continuity of care for patients, promoting seeing the same doctor for your care with the aim of ensuring patient safety and a high standard of patient care. Do you feel continuity is important?

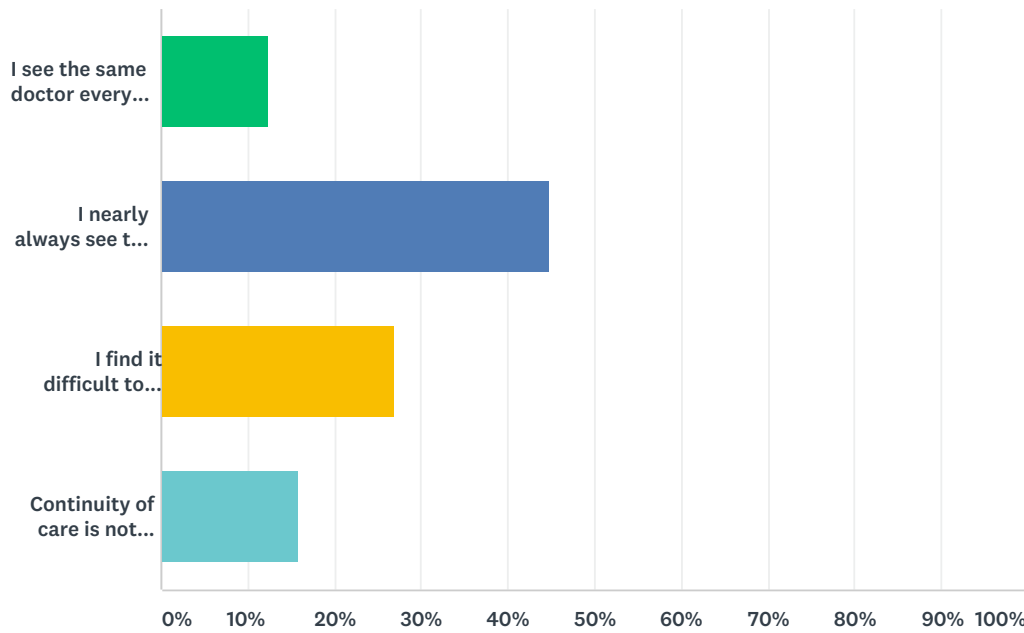
Answered: 404 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	83.17%	336
No	16.83%	68
TOTAL		404

Q8 If you feel continuity of care is important, how easy do you find it to book with the same doctor?

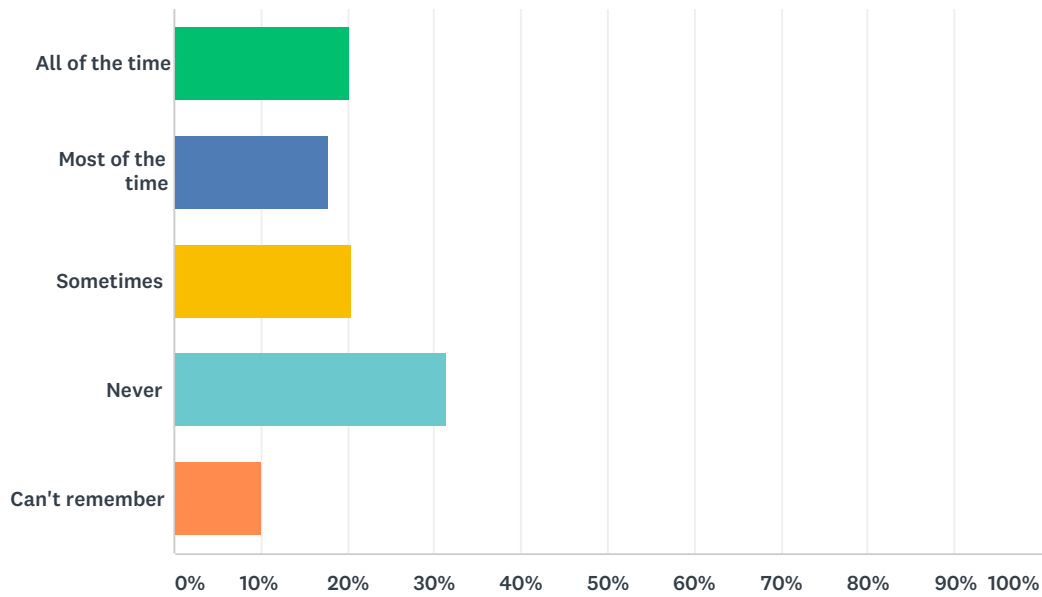
Answered: 364 Skipped: 45



ANSWER CHOICES	RESPONSES	
I see the same doctor every time I visit	12.36%	45
I nearly always see the same doctor each time I visit	44.78%	163
I find it difficult to see the same doctor	26.92%	98
Continuity of care is not important - I don't mind who I see	15.93%	58
TOTAL		364

Q9 When booking an appointment, have you been asked which doctor you would like to see?

Answered: 395 Skipped: 14



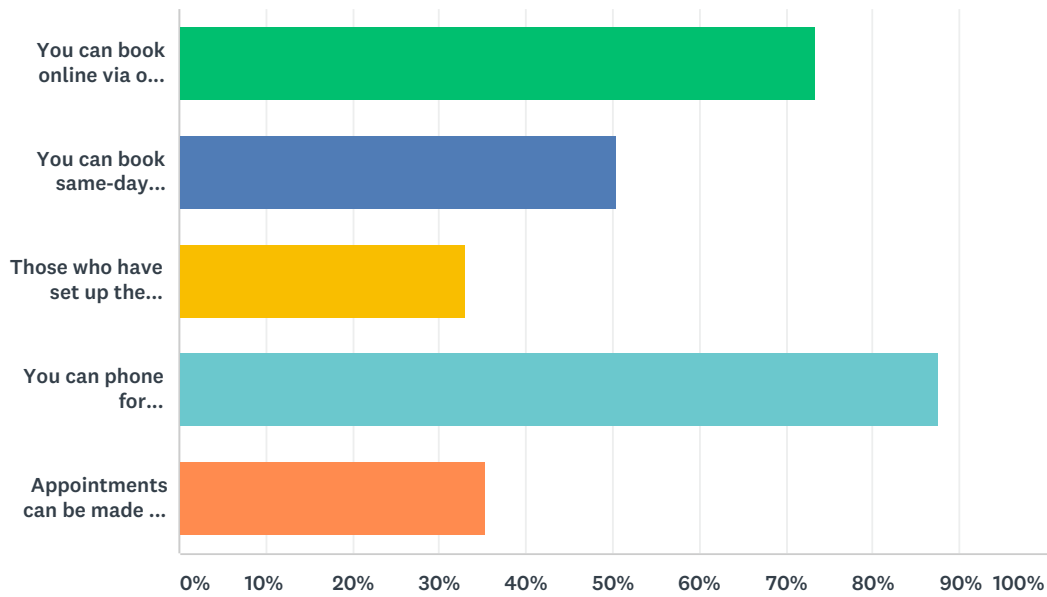
ANSWER CHOICES	RESPONSES	
All of the time	20.25%	80
Most of the time	17.72%	70
Sometimes	20.51%	81
Never	31.39%	124
Can't remember	10.13%	40
TOTAL		395

Q10 How can we help you see the same doctor for continuity of care?

Answered: 116 Skipped: 293

Q11 We have increased the ways in which you can book and cancel appointments; are you aware... (please tick all that apply)

Answered: 379 Skipped: 30



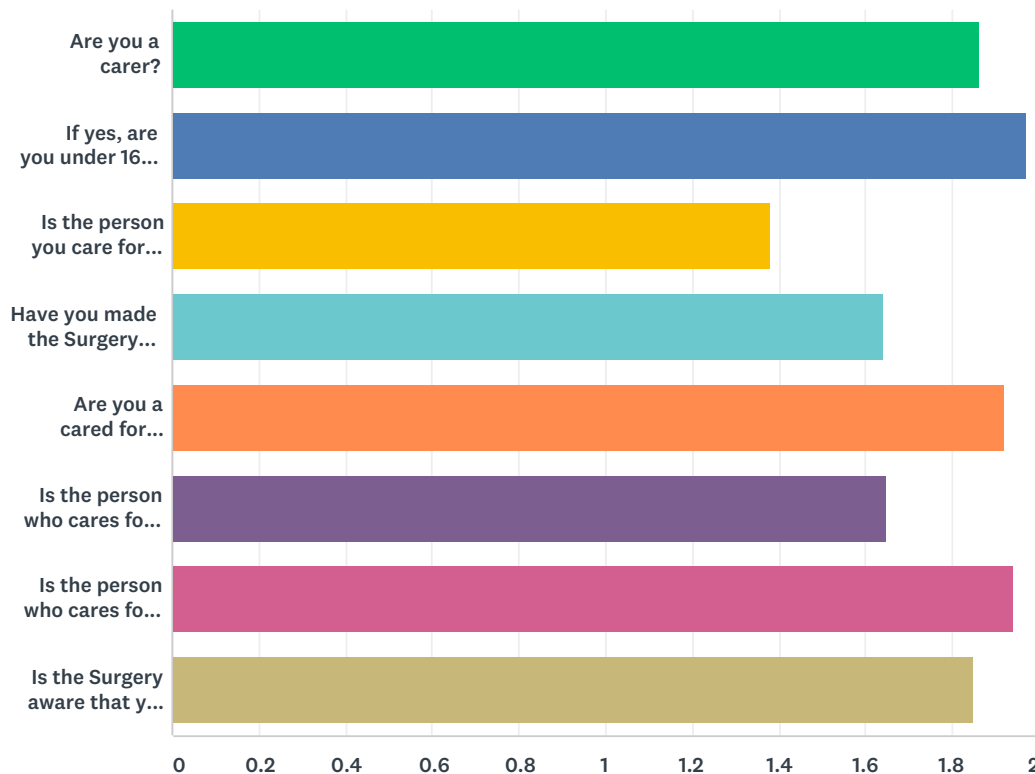
ANSWER CHOICES	RESPONSES
You can book online via our online access tool once you have set up your log-in details	73.35% 278
You can book same-day appointments on the day via our online access tool	50.40% 191
Those who have set up the online access tool get advanced access to next day appointments from 8pm the night before (appointments will still be available on the day for those who cannot or do not wish to use online access)	32.98% 125
You can phone for appointments from 08:00am to 18:00pm Monday to Friday	87.60% 332
Appointments can be made up to several months in advance	35.36% 134
Total Respondents: 379	

Q12 How can we improve our communication with you to let you know about our appointments, surgery closures, and practice updates?

Answered: 136 Skipped: 273

Q13 We have been working with the Carers Centre and would like to improve the services we offer for our patients who are cared for and for those who care for someone. Please skip this section if not applicable.

Answered: 289 Skipped: 120



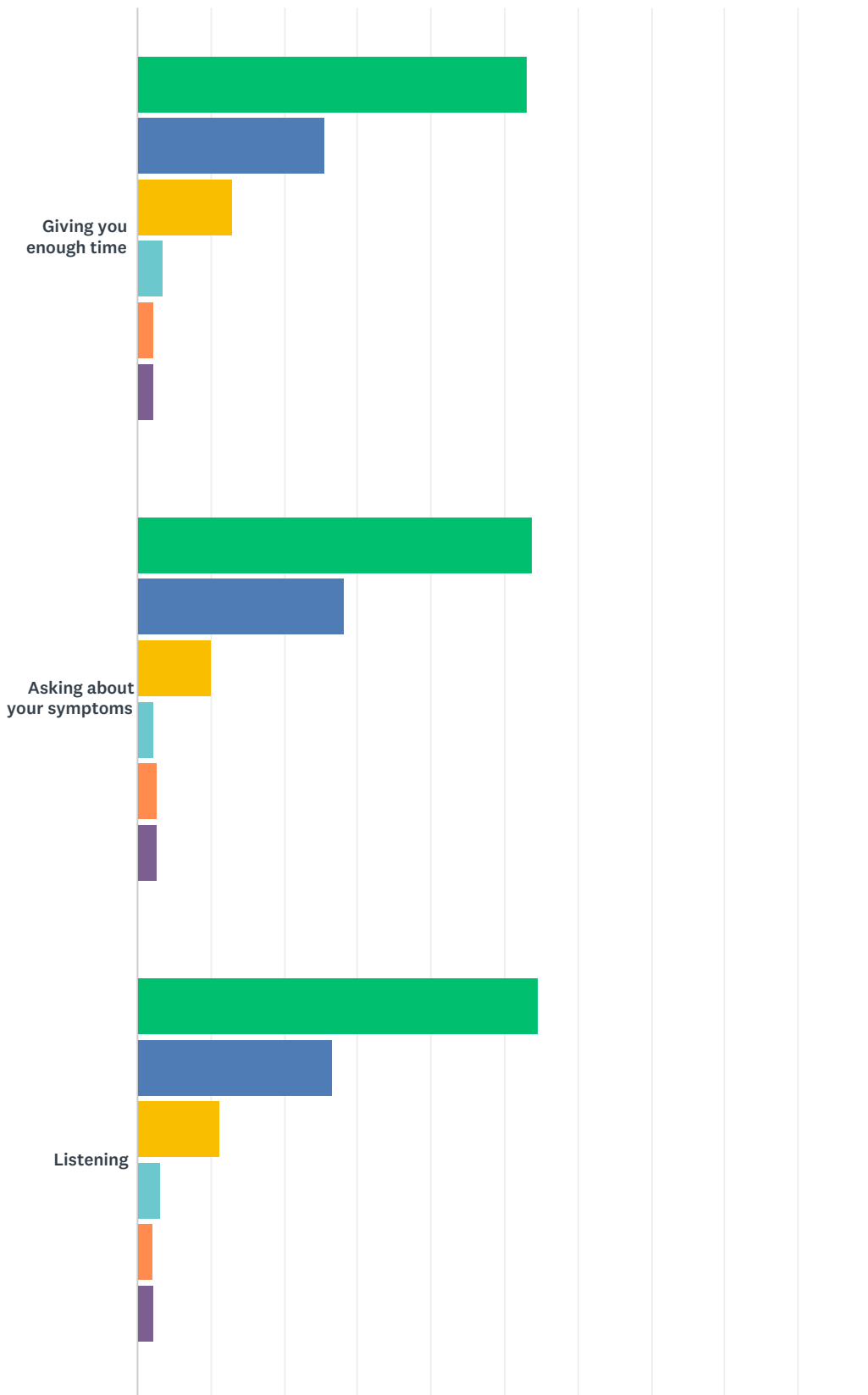
	YES	NO	N/A	TOTAL	WEIGHTED AVERAGE
Are you a carer?	9.41% 27	56.79% 163	33.80% 97	287	1.86
If yes, are you under 16 years of age?	1.08% 2	31.89% 59	67.03% 124	185	1.97
Is the person you care for registered at the practice?	12.17% 23	7.41% 14	80.42% 152	189	1.38
Have you made the Surgery aware that you are a carer, and who you care for?	6.99% 13	12.37% 23	80.65% 150	186	1.64
Are you a cared for patient?	3.06% 6	35.71% 70	61.22% 120	196	1.92
Is the person who cares for you registered at the practice?	3.28% 6	6.01% 11	90.71% 166	183	1.65
Is the person who cares for you under 16 years of age?	0.54% 1	9.24% 17	90.22% 166	184	1.94
Is the Surgery aware that you are a cared for patient, and who acts as your carer?	1.10% 2	6.08% 11	92.82% 168	181	1.85

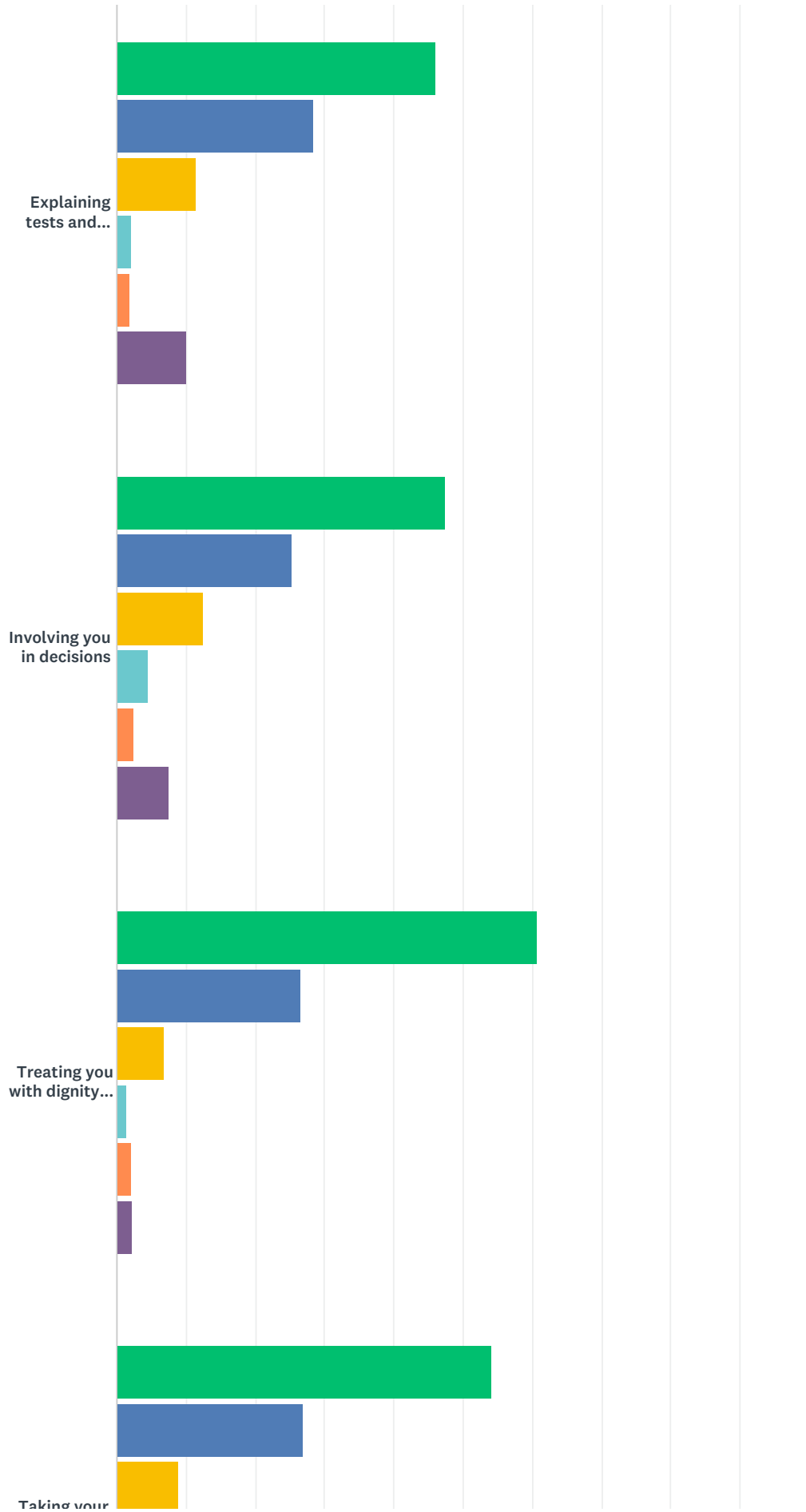
Q14 If as a cared for patient or a patient who acts as a carer, what can the Surgery do to best support you? Are there any changes/improvements you would like to see made within the Surgery?

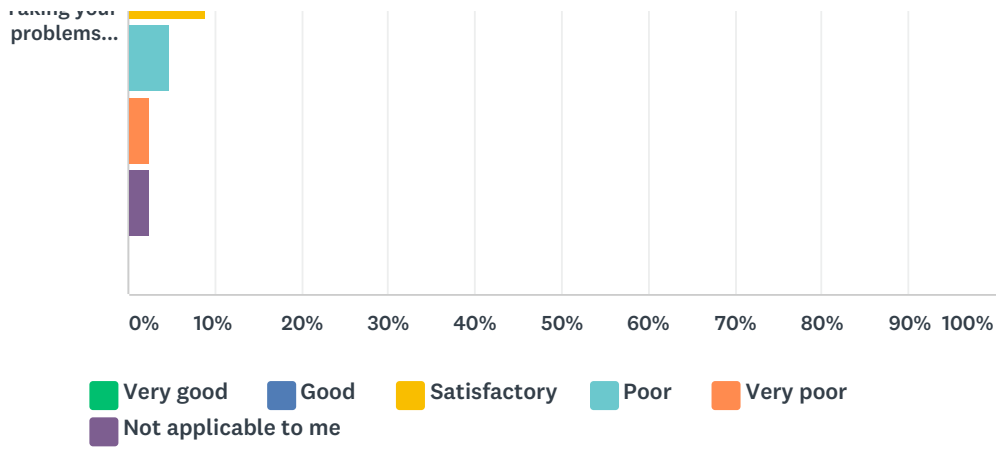
Answered: 17 Skipped: 392

Q15 The last time you saw a doctor at the practice, how good were they at each of the following? Please choose one option for each row.

Answered: 392 Skipped: 17



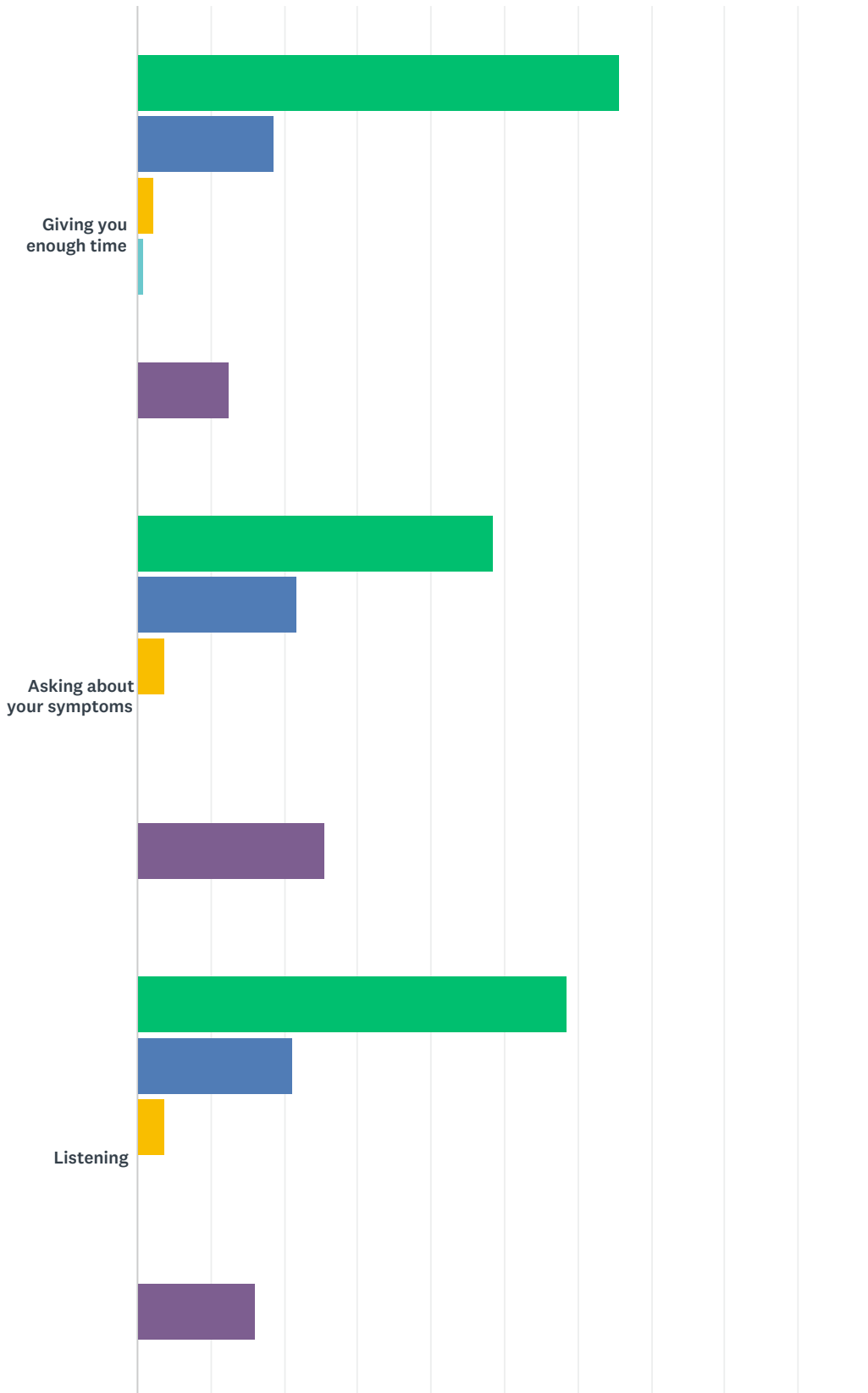


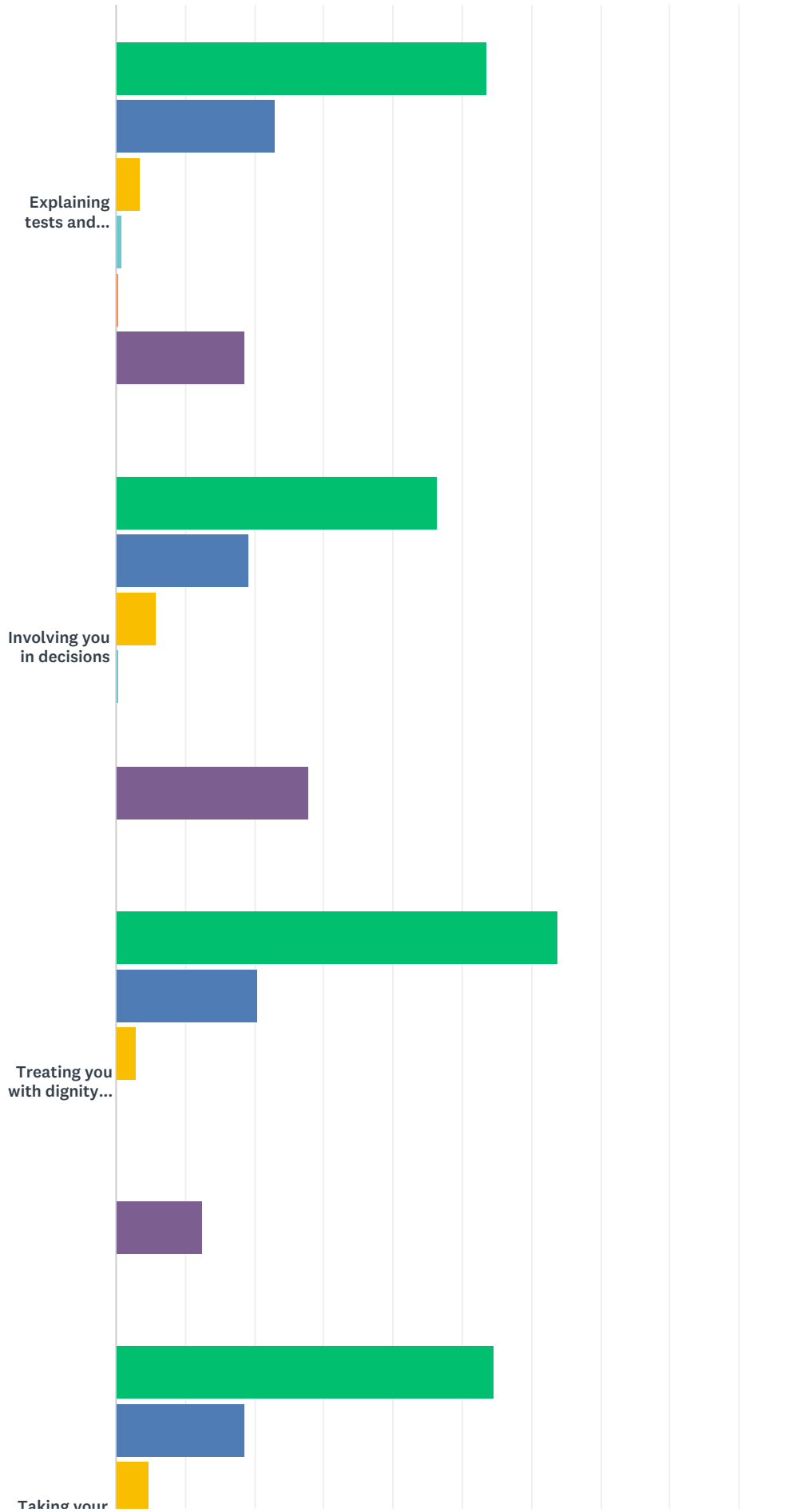


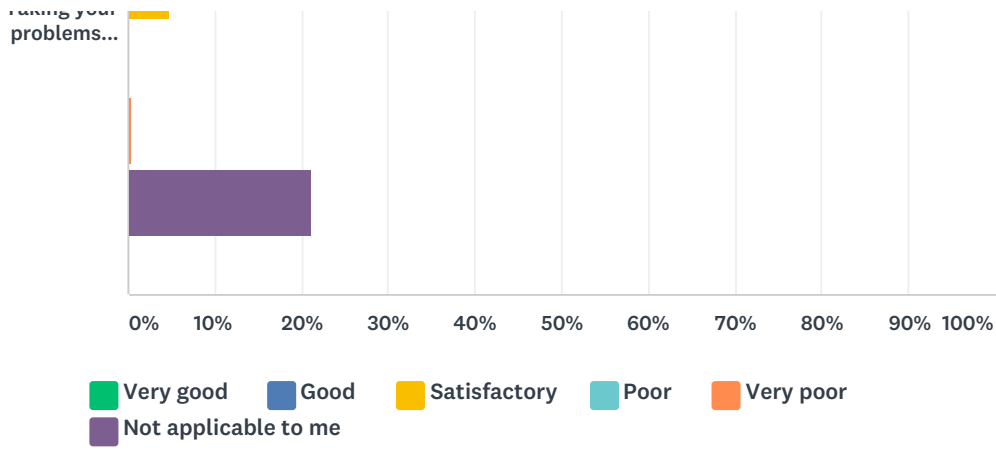
	VERY GOOD	GOOD	SATISFACTORY	POOR	VERY POOR	NOT APPLICABLE TO ME	TOTAL
Giving you enough time	53.20% 208	25.58% 100	13.04% 51	3.58% 14	2.30% 9	2.30% 9	391
Asking about your symptoms	53.85% 210	28.21% 110	10.00% 39	2.31% 9	2.82% 11	2.82% 11	390
Listening	54.62% 213	26.67% 104	11.28% 44	3.08% 12	2.05% 8	2.31% 9	390
Explaining tests and treatments	46.02% 179	28.53% 111	11.57% 45	2.06% 8	1.80% 7	10.03% 39	389
Involving you in decisions	47.42% 184	25.26% 98	12.63% 49	4.64% 18	2.58% 10	7.47% 29	388
Treating you with dignity and respect	60.61% 237	26.60% 104	6.91% 27	1.53% 6	2.05% 8	2.30% 9	391
Taking your problems seriously	54.10% 211	26.92% 105	8.97% 35	4.87% 19	2.56% 10	2.56% 10	390

Q16 The last time you saw a nurse at the practice, how good were they at each of the following? Please choose one option for each row.

Answered: 396 Skipped: 13



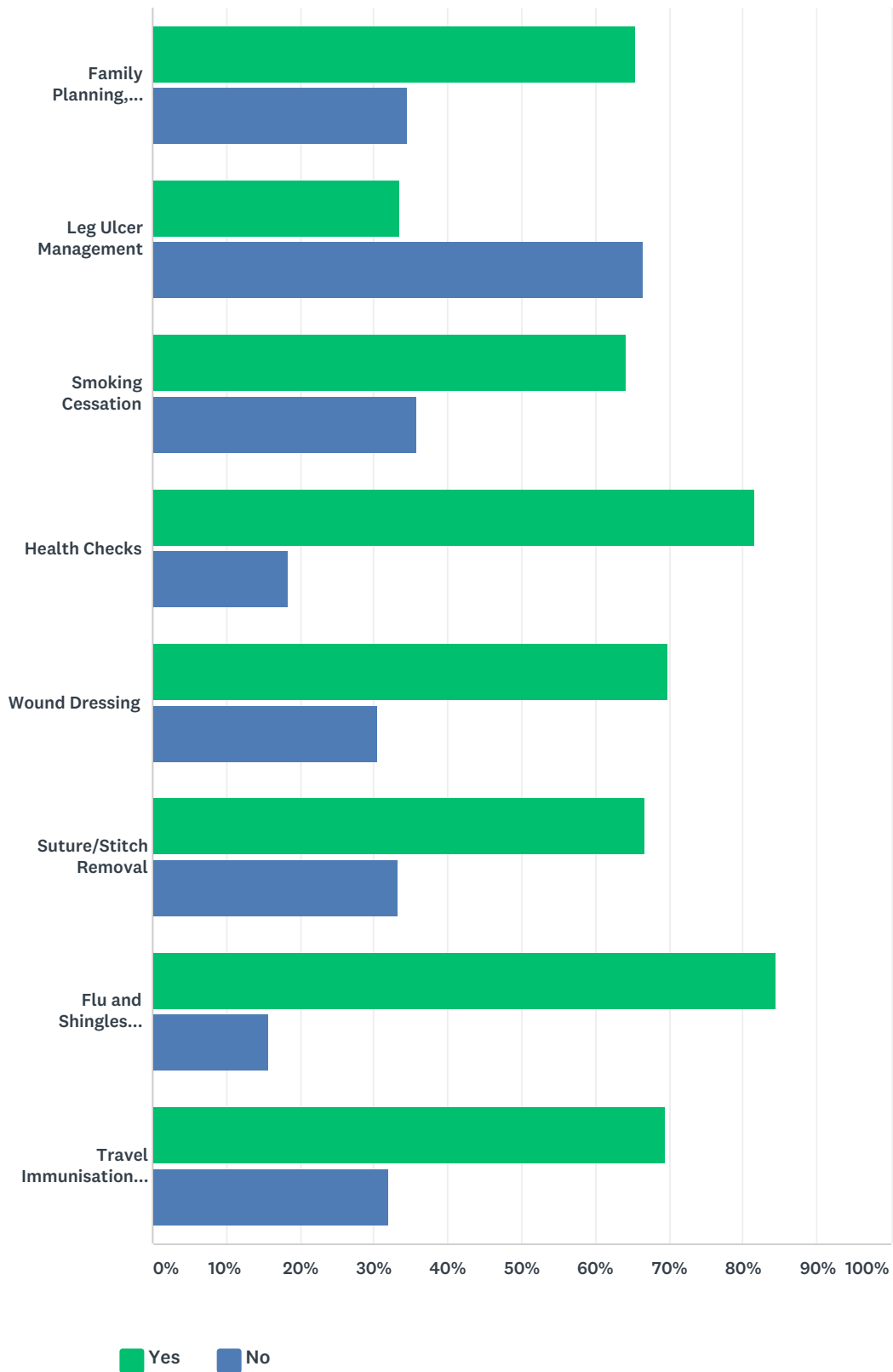




	VERY GOOD	GOOD	SATISFACTORY	POOR	VERY POOR	NOT APPLICABLE TO ME	TOTAL
Giving you enough time	65.66% 260	18.69% 74	2.27% 9	0.76% 3	0.00% 0	12.63% 50	396
Asking about your symptoms	48.59% 189	21.85% 85	3.86% 15	0.00% 0	0.26% 1	25.45% 99	389
Listening	58.61% 228	21.08% 82	3.86% 15	0.00% 0	0.26% 1	16.20% 63	389
Explaining tests and treatments	53.61% 208	22.94% 89	3.61% 14	0.77% 3	0.52% 2	18.56% 72	388
Involving you in decisions	46.39% 180	19.33% 75	5.93% 23	0.52% 2	0.00% 0	27.84% 108	388
Treating you with dignity and respect	63.80% 245	20.57% 79	2.86% 11	0.26% 1	0.00% 0	12.50% 48	384
Taking your problems seriously	54.52% 211	18.60% 72	4.91% 19	0.26% 1	0.52% 2	21.19% 82	387

Q17 Are you aware that our Practice Nursing team offer the following services (subject to availability and location):

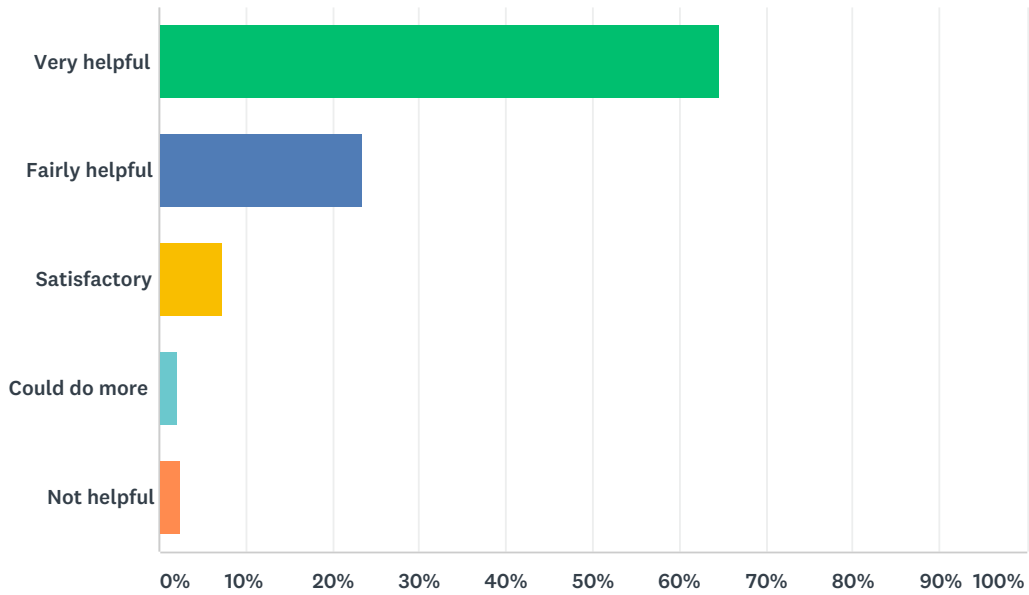
Answered: 379 Skipped: 30



	YES	NO	TOTAL RESPONDENTS
Family Planning, including coil fits and Implants	65.50% 224	34.50% 118	342
Leg Ulcer Management	33.43% 115	66.57% 229	344
Smoking Cessation	64.22% 219	35.78% 122	341
Health Checks	81.62% 302	18.38% 68	370
Wound Dressing	69.80% 245	30.48% 107	351
Suture/Stitch Removal	66.67% 234	33.33% 117	351
Flu and Shingles Immunisations	84.55% 312	15.72% 58	369
Travel Immunisation Clinic	69.47% 248	31.93% 114	357

Q18 How helpful do you find the receptionists at the practice?

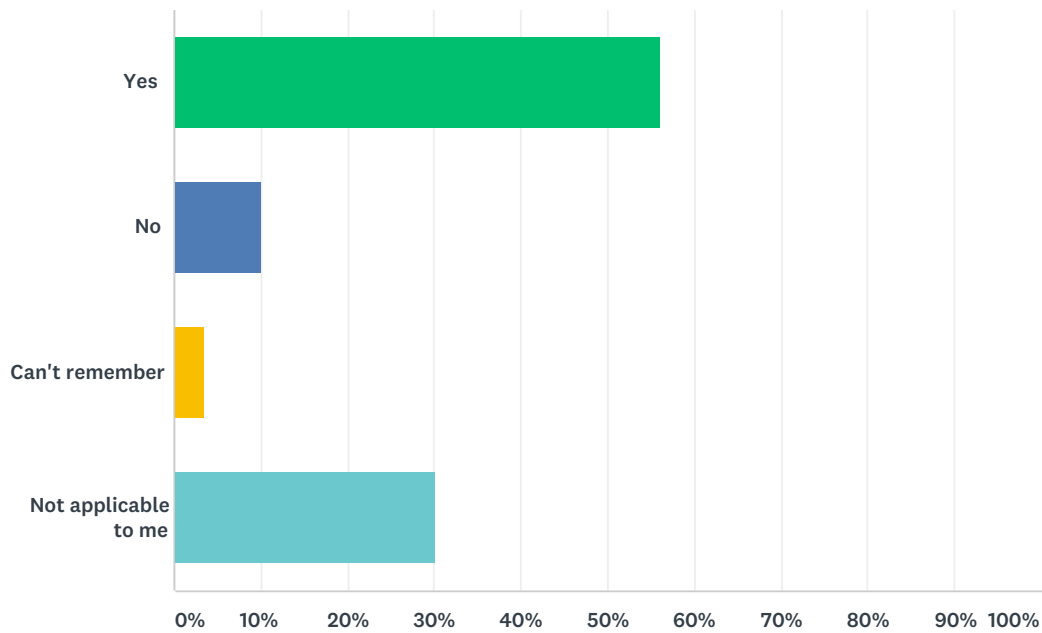
Answered: 394 Skipped: 15



ANSWER CHOICES	RESPONSES	
Very helpful	64.72%	255
Fairly helpful	23.35%	92
Satisfactory	7.36%	29
Could do more	2.03%	8
Not helpful	2.54%	10
TOTAL		394

Q19 Due to limited parking and not being able to increase parking capacity, we have an operational parking system in place at our main surgery to optimise parking for our patients. When booking in at reception are you prompted by the receptionist to enter your car registration to avoid being issued a fine?

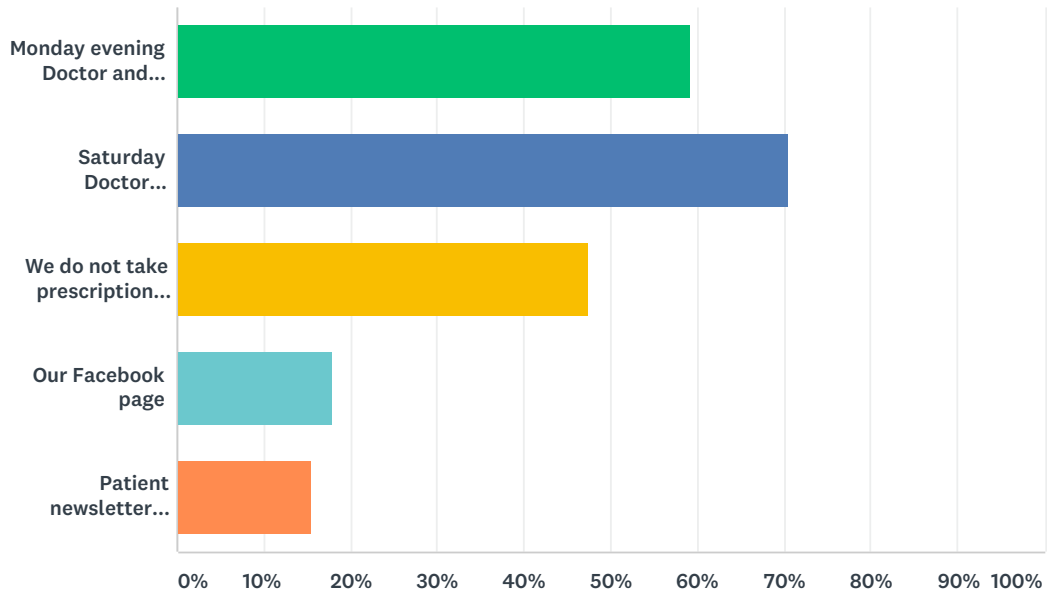
Answered: 397 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	56.17%	223
No	10.08%	40
Can't remember	3.53%	14
Not applicable to me	30.23%	120
TOTAL		397

Q20 Are you aware of the following; please tick all those applicable:

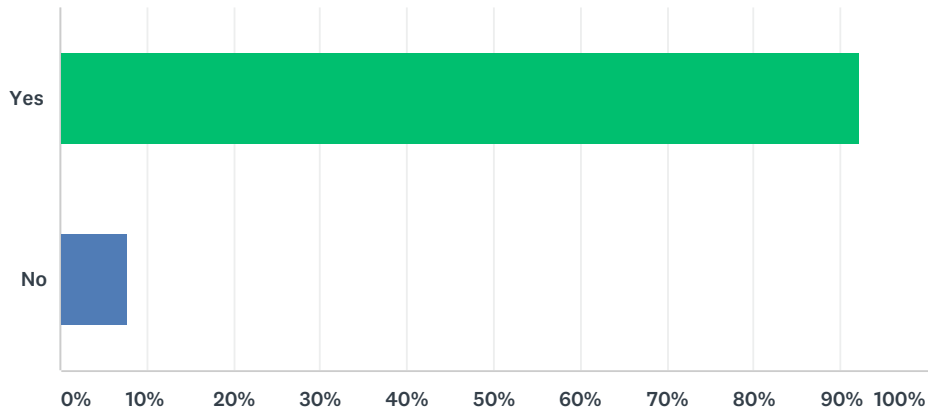
Answered: 257 Skipped: 152



ANSWER CHOICES	RESPONSES	
Monday evening Doctor and Nurse appointments at our 175 Preston Road branch	59.14%	152
Saturday Doctor appointments at our 175 Preston Road branch	70.43%	181
We do not take prescription requests over the phone	47.47%	122
Our Facebook page	17.90%	46
Patient newsletter which is available across all branch surgeries and in electronic format	15.56%	40
Total Respondents: 257		

Q21 Would you recommend Stanford Medical Centre to others?

Answered: 391 Skipped: 18



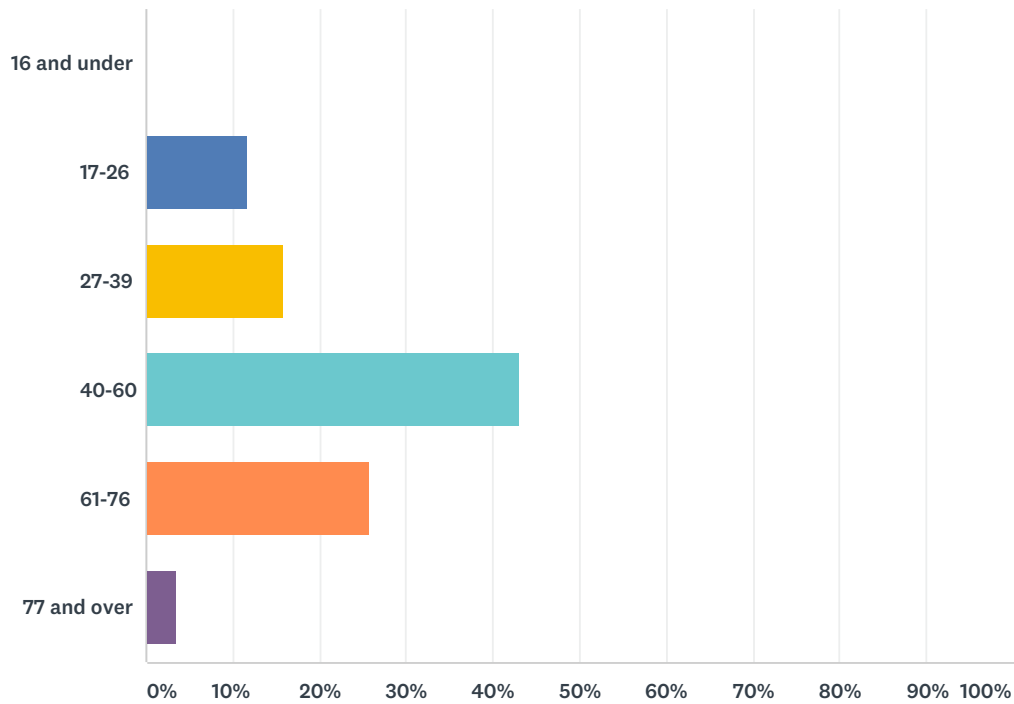
ANSWER CHOICES	RESPONSES	
Yes	92.33%	361
No	7.67%	30
TOTAL		391

Q22 Thank you for taking the time to complete this survey. Feedback and patient comments are important to us so we hope to use your answers and comments to improve the practices and the services we offer. Are there any further suggestions or comments you would like to make?

Answered: 72 Skipped: 337

Q23 So we can tailor our actions to best suit our population group please can you provide your age?

Answered: 401 Skipped: 8



ANSWER CHOICES	RESPONSES	
16 and under	0.00%	0
17-26	11.72%	47
27-39	15.96%	64
40-60	43.14%	173
61-76	25.69%	103
77 and over	3.49%	14
TOTAL		401