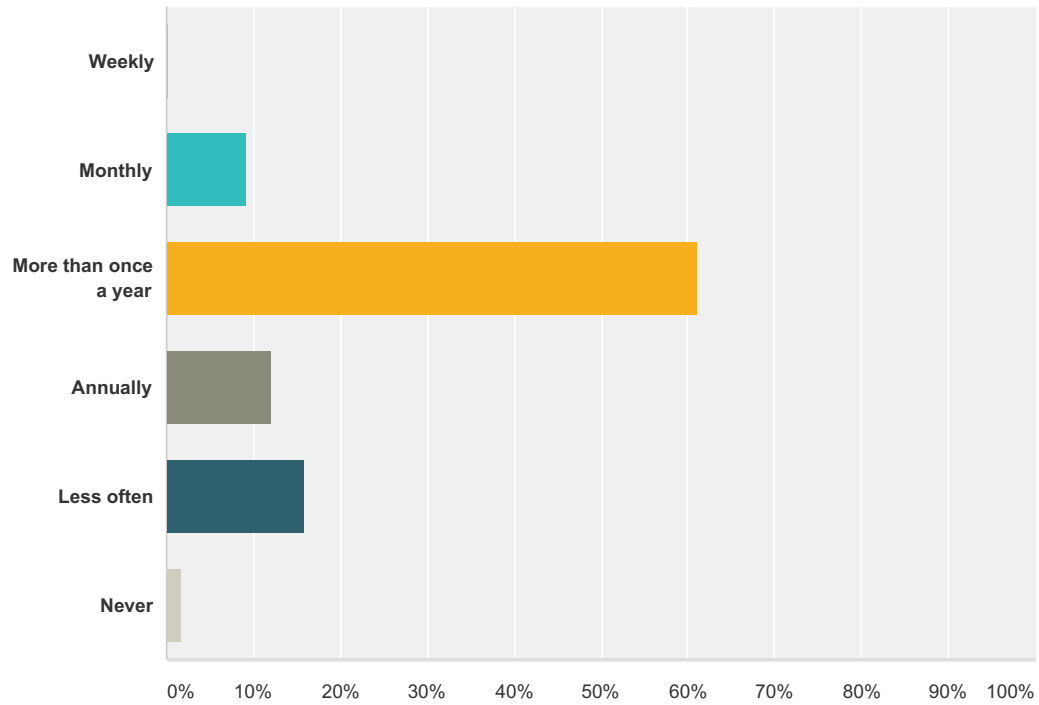


### Q1 How often do you visit the practice?

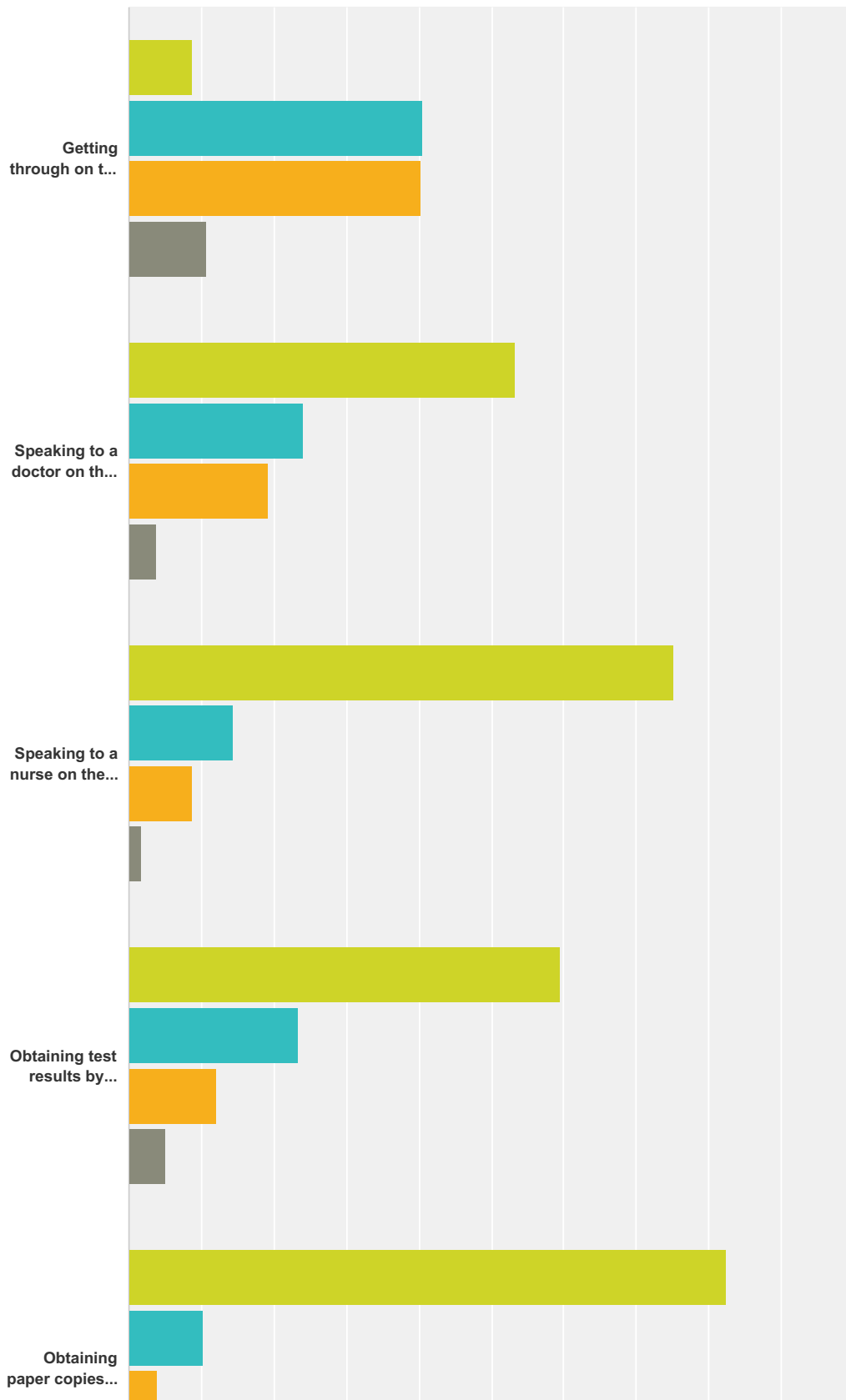
Answered: 488 Skipped: 2

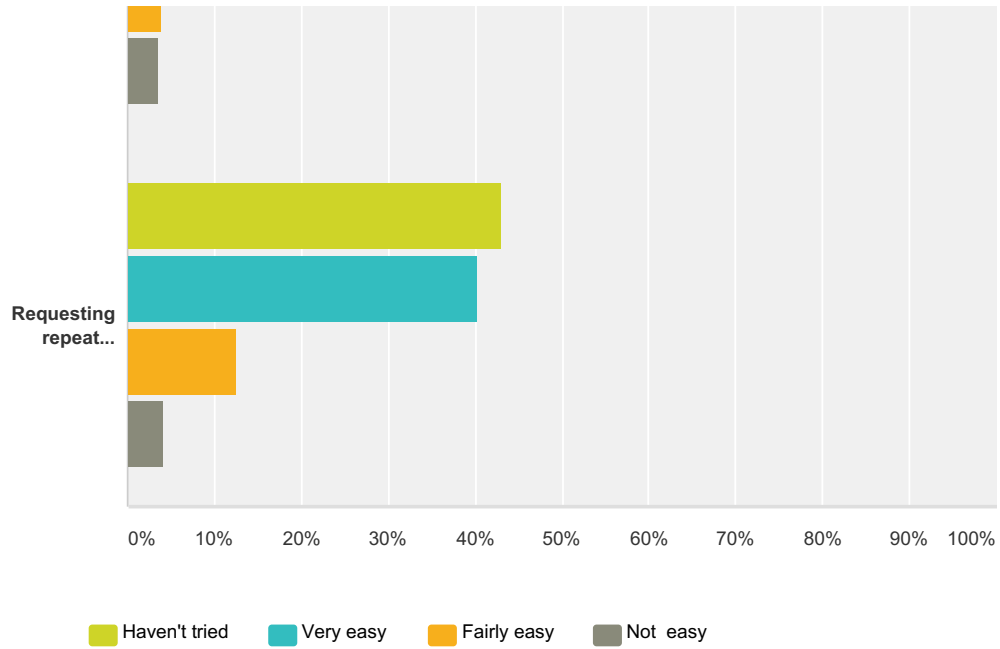


Answer Choices	Responses	Count
Weekly	0.20%	1
Monthly	9.22%	45
More than once a year	61.07%	298
Annually	12.09%	59
Less often	15.78%	77
Never	1.64%	8
<b>Total</b>		<b>488</b>

### Q2 In the past 12 months how easy have you found the following...

Answered: 490 Skipped: 0

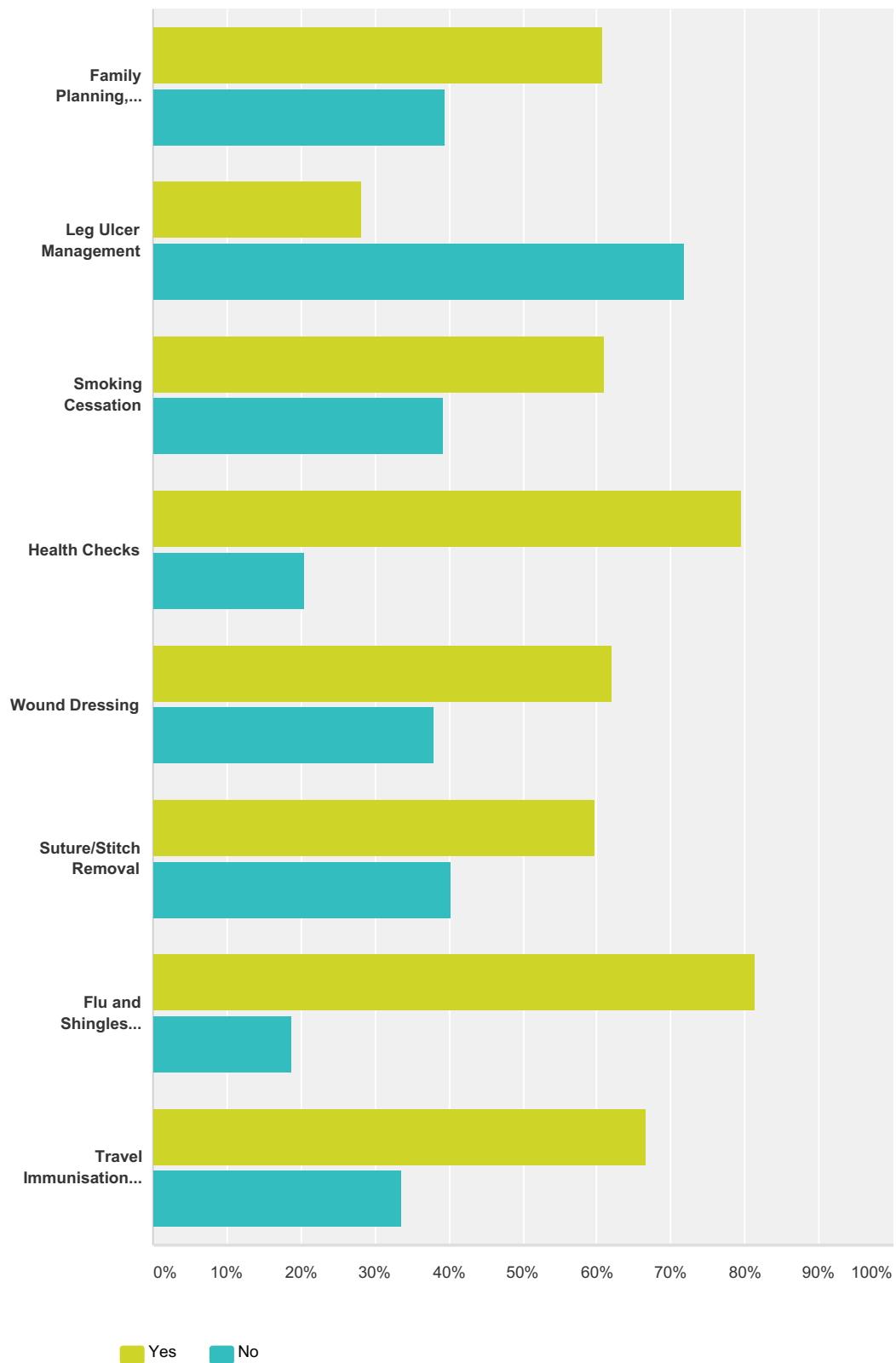




	Haven't tried	Very easy	Fairly easy	Not easy	Total
Getting through on the phone	8.78% 43	40.41% 198	40.20% 197	10.61% 52	490
Speaking to a doctor on the phone	53.17% 260	23.93% 117	19.22% 94	3.68% 18	489
Speaking to a nurse on the phone	75.26% 368	14.31% 70	8.79% 43	1.64% 8	489
Obtaining test results by phone	59.55% 290	23.41% 114	12.11% 59	4.93% 24	487
Obtaining paper copies of test results	82.38% 402	10.25% 50	3.89% 19	3.48% 17	488
Requesting repeat medication	43.03% 210	40.37% 197	12.50% 61	4.10% 20	488

### Q3 Are you aware that our Practice Nursing team offer the following services?

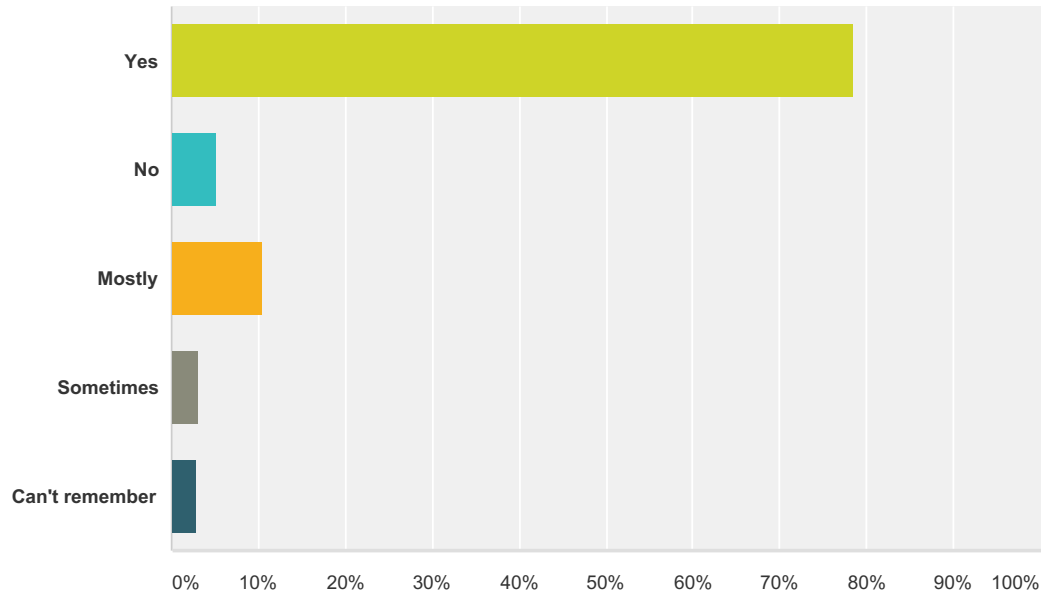
Answered: 481 Skipped: 9



	Yes	No	Total Respondents
Family Planning, including Coil fits and Implants	<b>60.78%</b> 282	<b>39.44%</b> 183	464
Leg Ulcer Management	<b>28.14%</b> 130	<b>71.86%</b> 332	462
Smoking Cessation	<b>60.91%</b> 282	<b>39.31%</b> 182	463
Health Checks	<b>79.54%</b> 377	<b>20.46%</b> 97	474
Wound Dressing	<b>61.94%</b> 288	<b>38.06%</b> 177	465
Suture/Stitch Removal	<b>59.61%</b> 276	<b>40.39%</b> 187	463
Flu and Shingles Immunisations	<b>81.40%</b> 385	<b>18.82%</b> 89	473
Travel Immunisation Clinic	<b>66.60%</b> 311	<b>33.62%</b> 157	467

### 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?

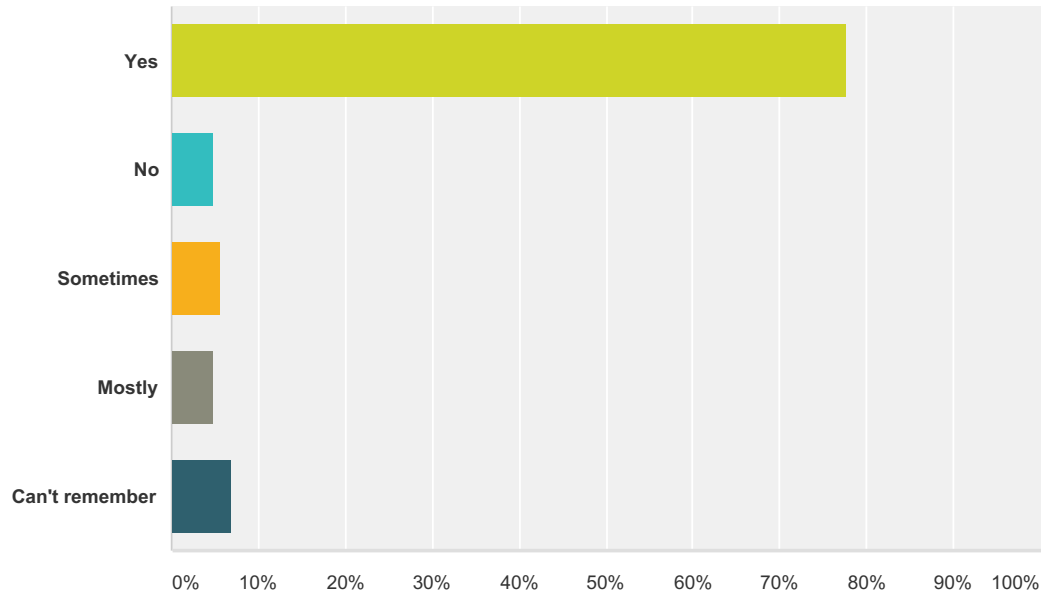
Answered: 482 Skipped: 8



Answer Choices	Responses
Yes	78.42% 378
No	5.19% 25
Mostly	10.37% 50
Sometimes	3.11% 15
Can't remember	2.90% 14
<b>Total</b>	<b>482</b>

**Q5 Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open.**

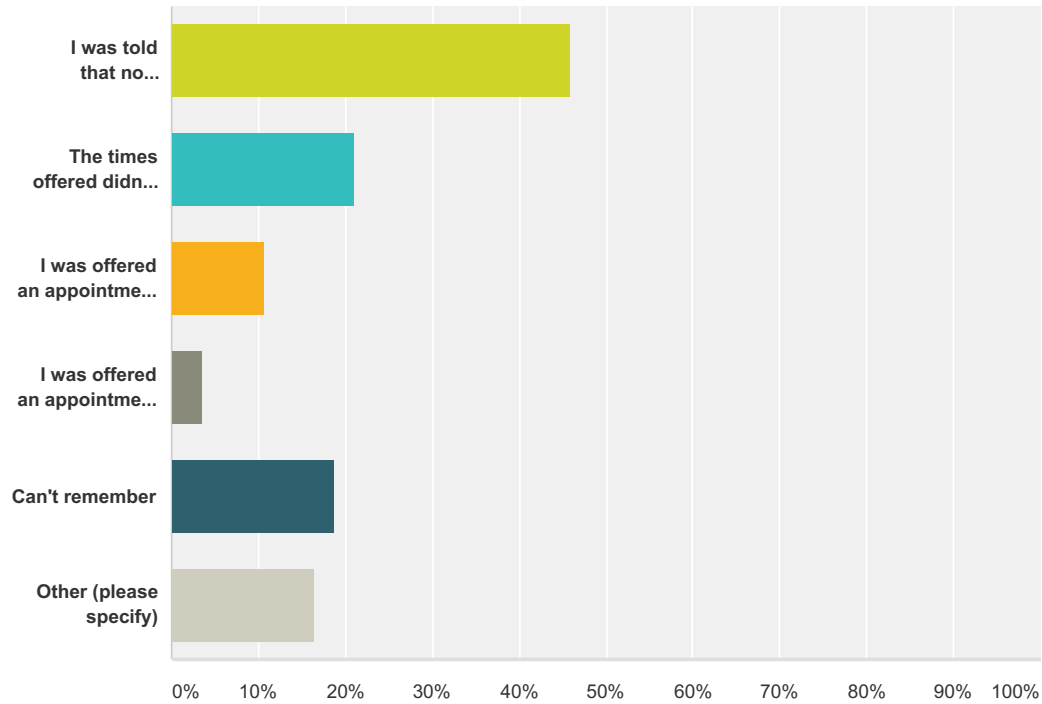
Answered: 449 Skipped: 41



Answer Choices	Responses
Yes	77.73% 349
No	4.90% 22
Sometimes	5.57% 25
Mostly	4.90% 22
Can't remember	6.90% 31
<b>Total</b>	<b>449</b>

**Q6 If you were unable to be seen during the next two weekdays that the practice was open, why was that? Please tick all that apply.**

Answered: 85 Skipped: 405

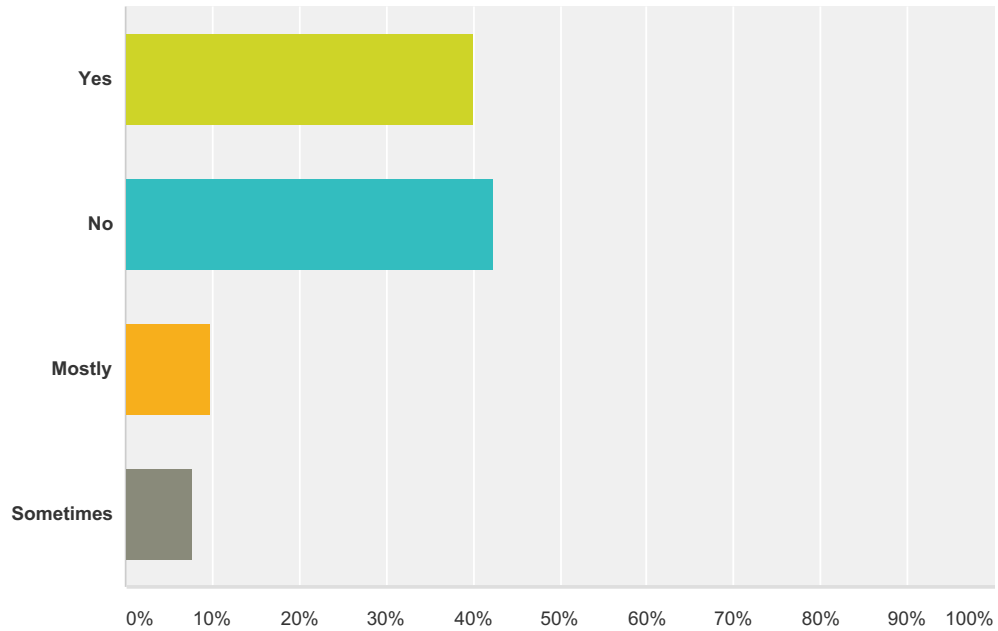


Answer Choices	Responses
I was told that no appointments were available	45.88% 39
The times offered didn't suit me	21.18% 18
I was offered an appointment with a doctor who I didn't want to see	10.59% 9
I was offered an appointment at a different branch of this practice	3.53% 3
Can't remember	18.82% 16
Other (please specify)	16.47% 14
<b>Total Respondents: 85</b>	



**Q7 For continuity of care we promote staying with one doctor for your care - were you asked when booking which doctor you would like to see?**

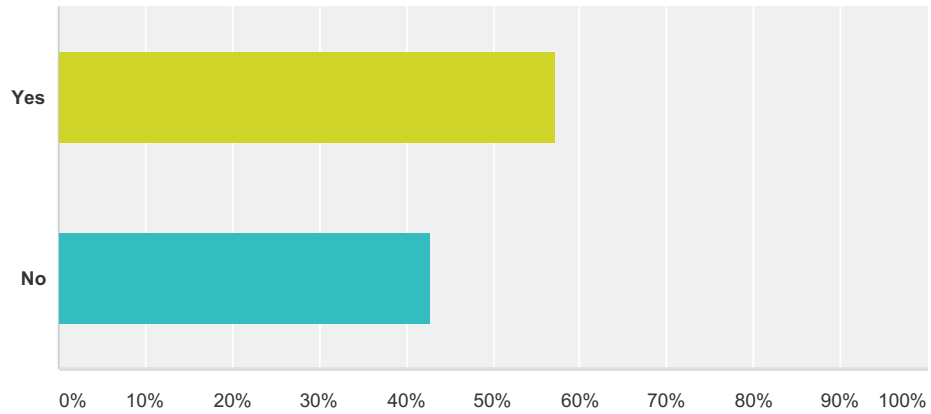
Answered: 460 Skipped: 30



Answer Choices	Responses
Yes	40.00% 184
No	42.39% 195
Mostly	9.78% 45
Sometimes	7.83% 36
<b>Total</b>	<b>460</b>

**Q8 Were you aware that we offer Monday evening and Saturday morning appointments bookable in advance at Stanford Medical Centre, 175 Preston Road?**

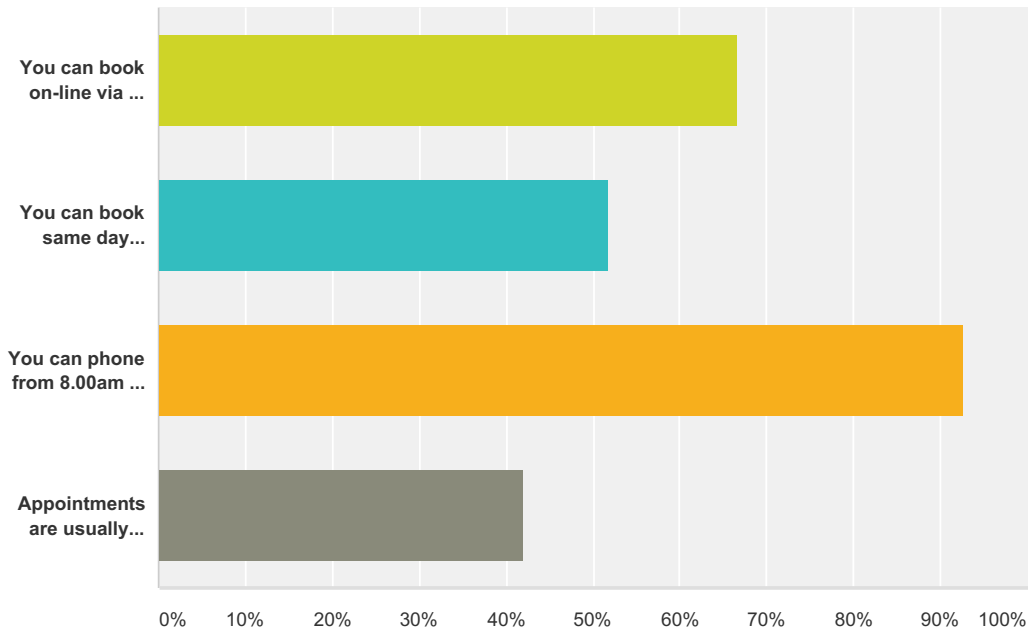
Answered: 453 Skipped: 37



Answer Choices	Responses
Yes	57.17% 259
No	42.83% 194
<b>Total</b>	<b>453</b>

### Q9 We have increased the ways in which you can book and cancel appointments; are you aware ...

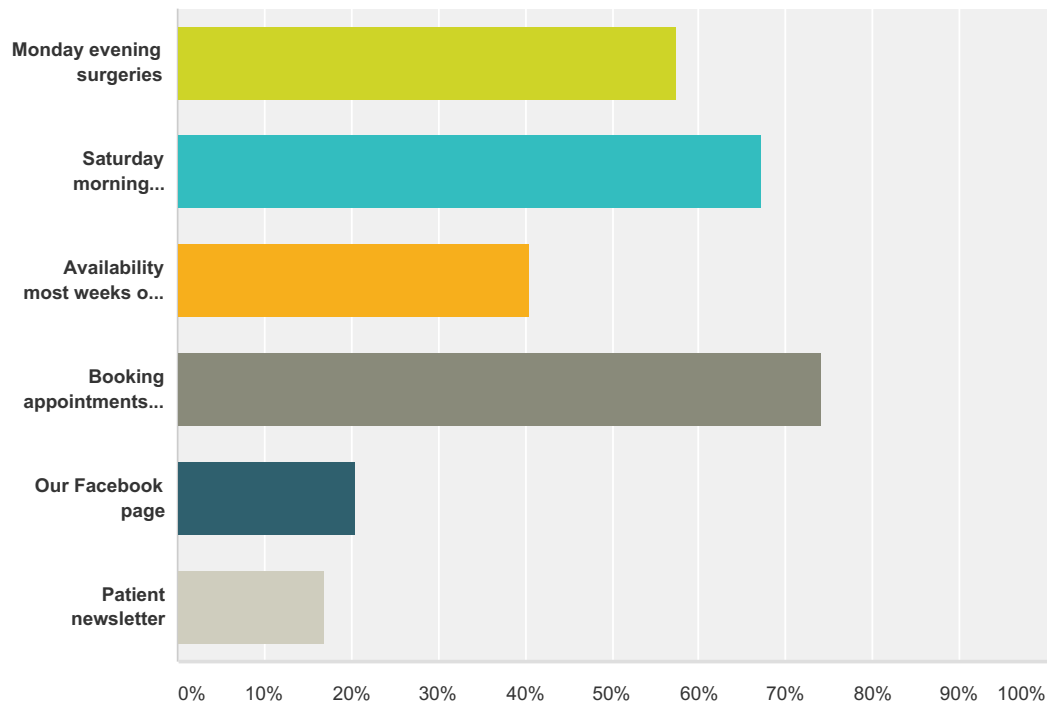
Answered: 400 Skipped: 90



Answer Choices	Responses
You can book on-line via our website once you have set up your log-in details	66.50% 266
You can book same day appointments on the day via our on-line access	51.75% 207
You can phone from 8.00am - 6.00pm Monday to Friday	92.75% 371
Appointments are usually bookable several months in advance	42.00% 168
<b>Total Respondents: 400</b>	

### Q10 Are you aware of the following - please tick all those applicable:

Answered: 355 Skipped: 135



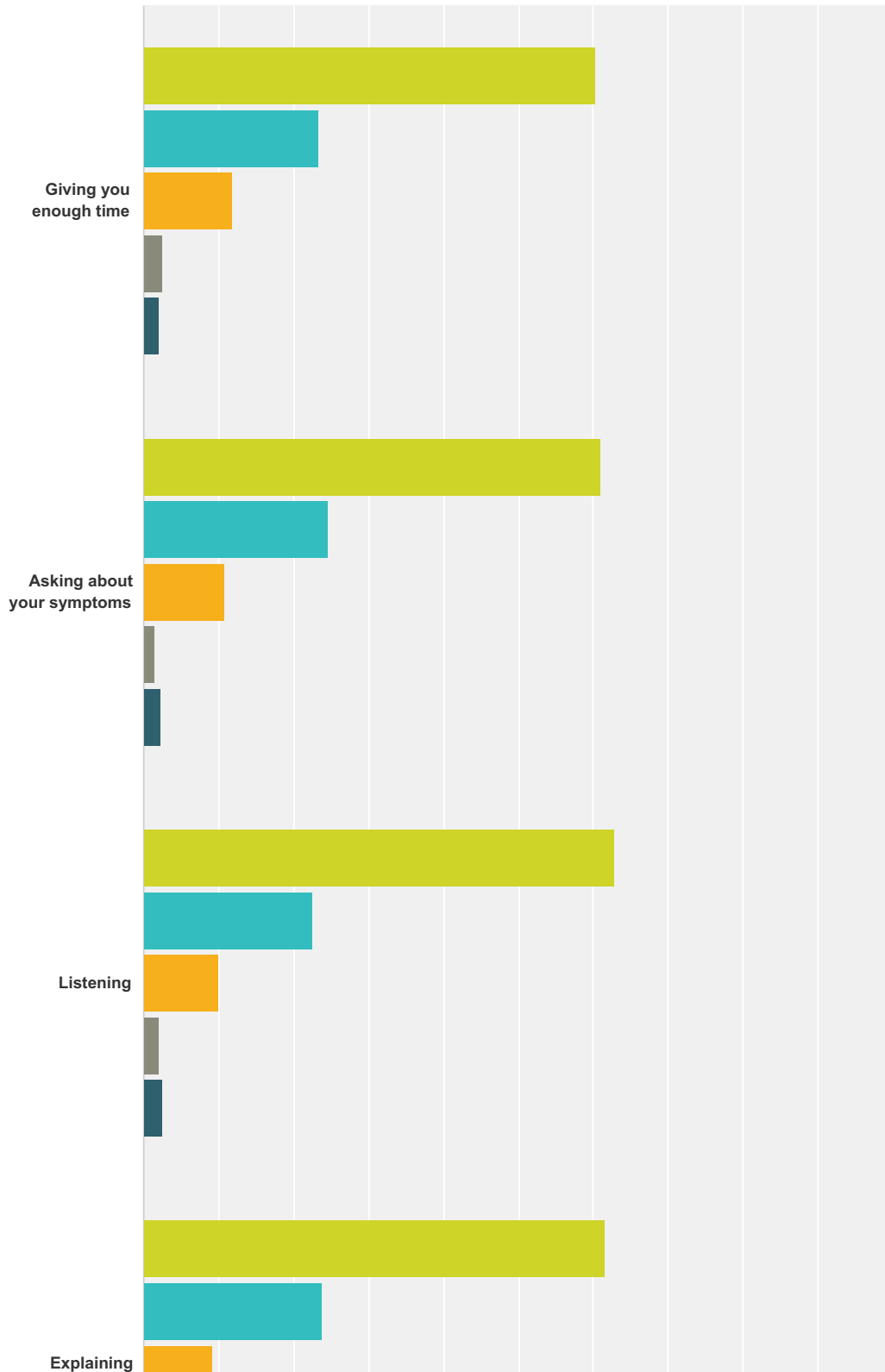
Answer Choices	Responses
Monday evening surgeries	57.46% 204
Saturday morning surgeries	67.32% 239
Availability most weeks of evening appointments everynight	40.56% 144
Booking appointments on- line	74.08% 263
Our Facebook page	20.56% 73
Patient newsletter	16.90% 60
<b>Total Respondents: 355</b>	

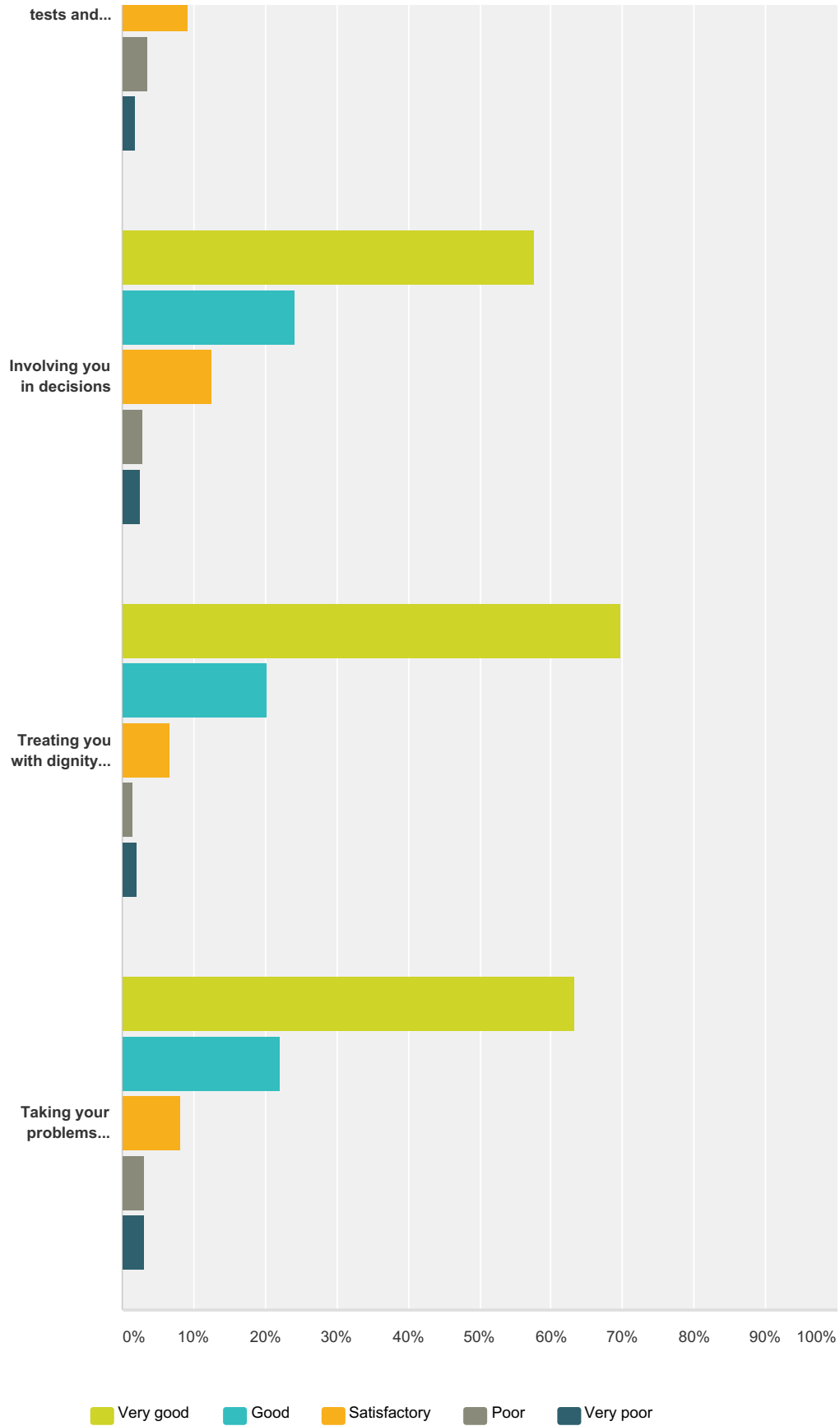
**Q11 How can we improve our communication with you to let you know about our surgery times and important health messages?**

Answered: 188 Skipped: 302

**Q12 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: 439 Skipped: 51





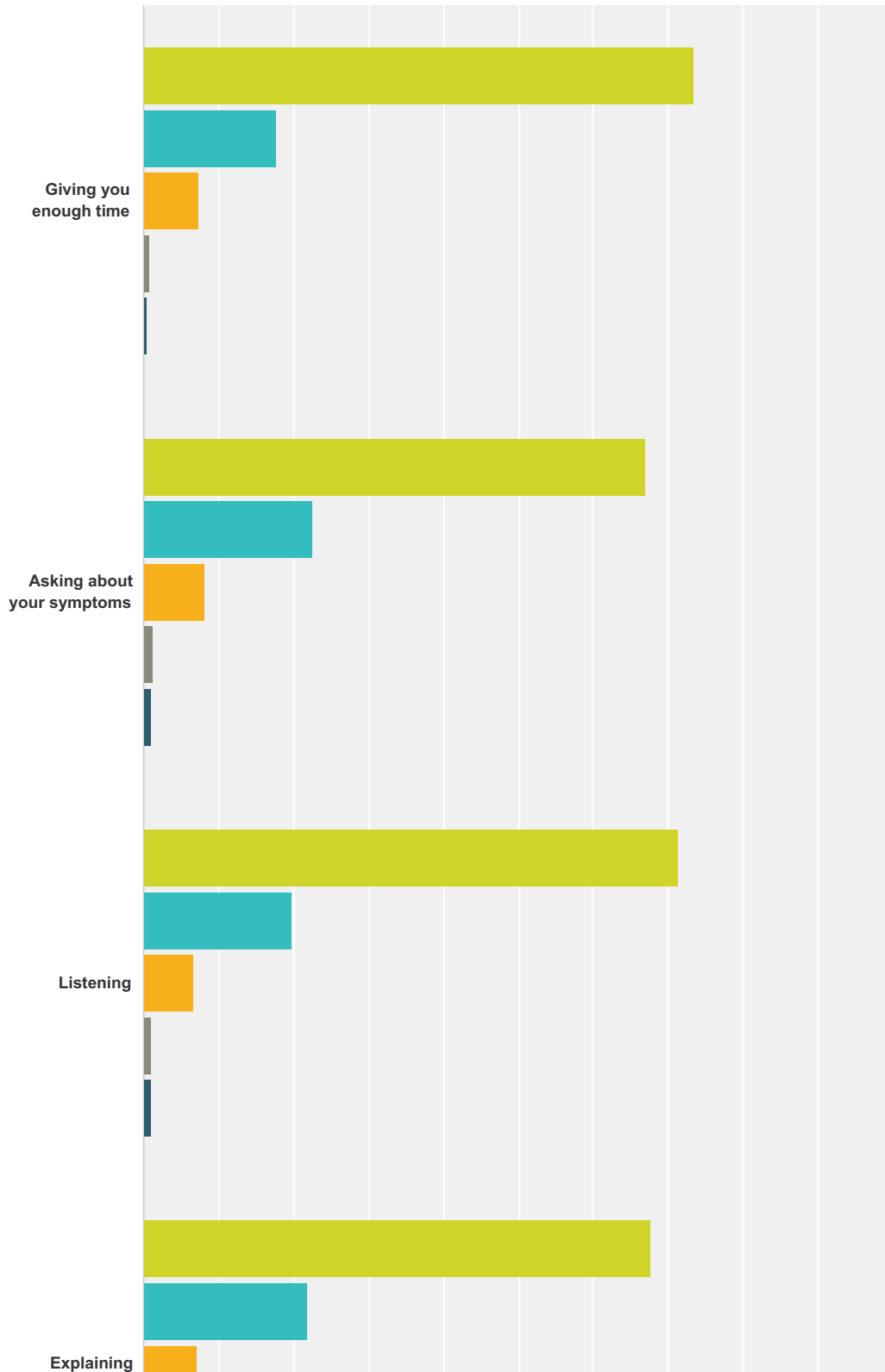
	Very good	Good	Satisfactory	Poor	Very poor	Total
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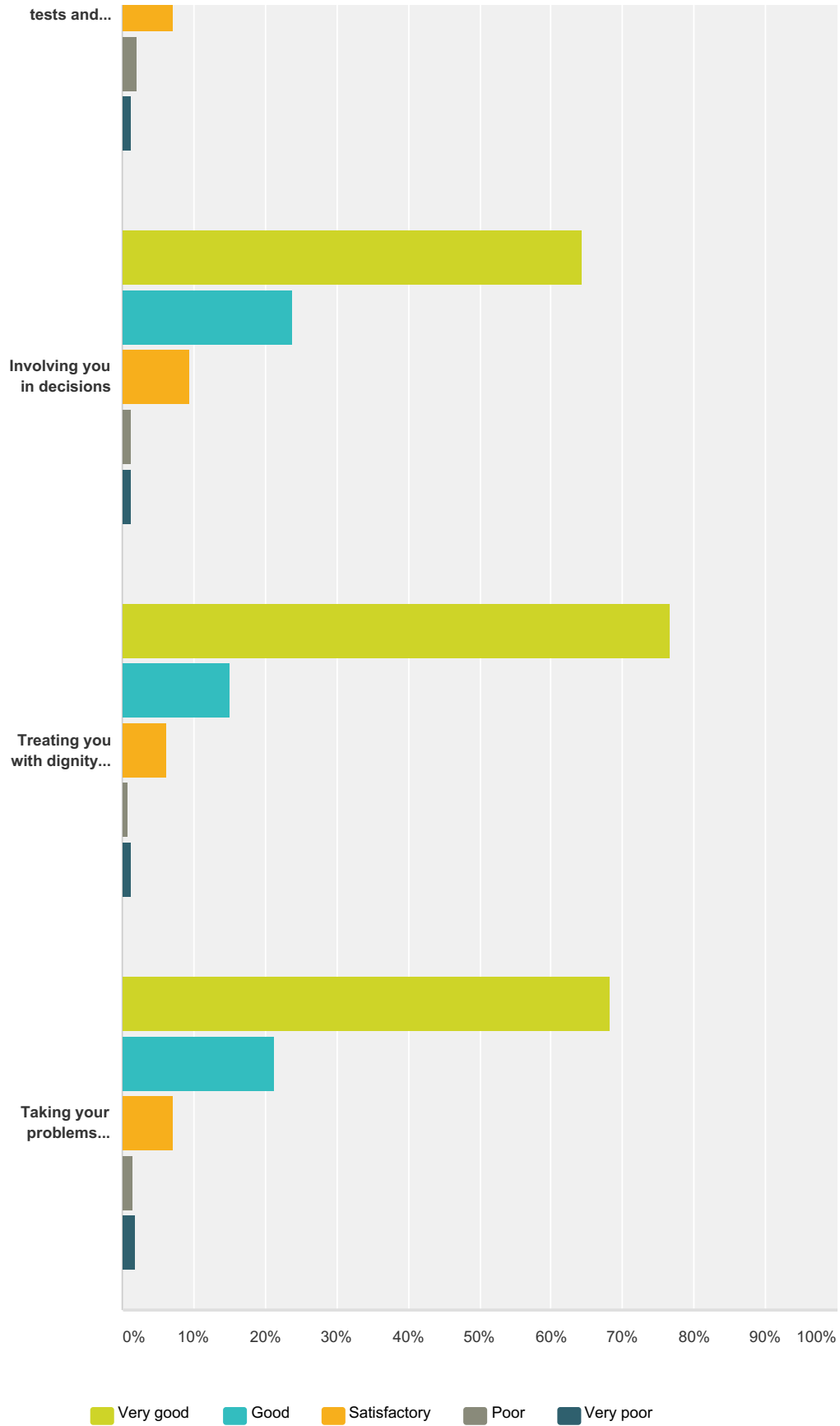
Giving you enough time	<b>60.27%</b> 264	<b>23.29%</b> 102	<b>11.87%</b> 52	<b>2.51%</b> 11	<b>2.05%</b> 9	438
Asking about your symptoms	<b>60.87%</b> 266	<b>24.71%</b> 108	<b>10.76%</b> 47	<b>1.37%</b> 6	<b>2.29%</b> 10	437
Listening	<b>62.79%</b> 275	<b>22.60%</b> 99	<b>10.05%</b> 44	<b>2.05%</b> 9	<b>2.51%</b> 11	438
Explaining tests and treatments	<b>61.66%</b> 267	<b>23.79%</b> 103	<b>9.24%</b> 40	<b>3.46%</b> 15	<b>1.85%</b> 8	433
Involving you in decisions	<b>57.67%</b> 248	<b>24.19%</b> 104	<b>12.56%</b> 54	<b>3.02%</b> 13	<b>2.56%</b> 11	430
Treating you with dignity and respect	<b>69.63%</b> 305	<b>20.32%</b> 89	<b>6.62%</b> 29	<b>1.37%</b> 6	<b>2.05%</b> 9	438
Taking your problems seriously	<b>63.33%</b> 278	<b>22.10%</b> 97	<b>8.20%</b> 36	<b>3.19%</b> 14	<b>3.19%</b> 14	439



**Q13 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: 395 Skipped: 95



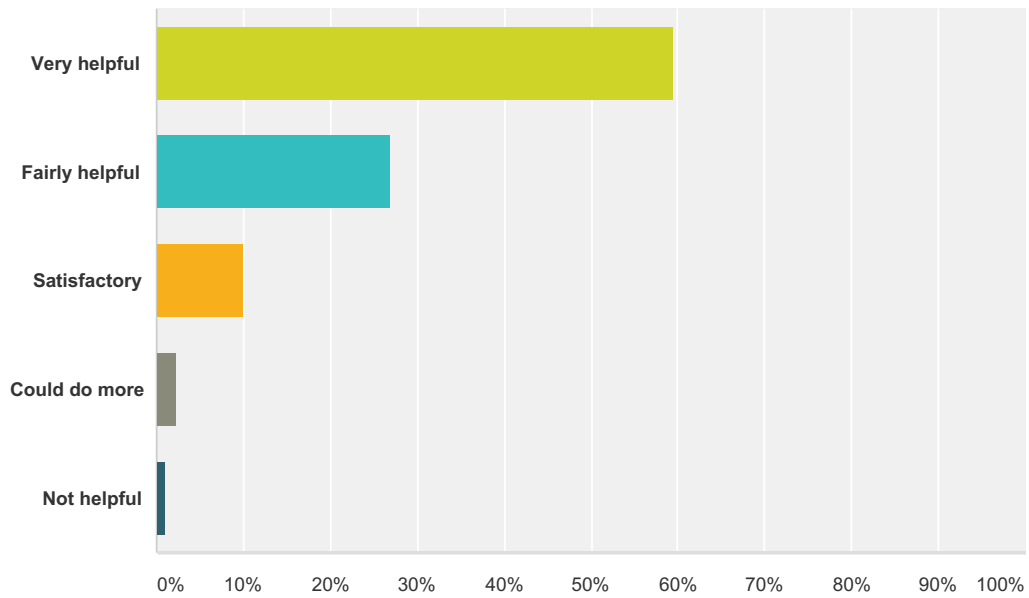


	Very good	Good	Satisfactory	Poor	Very poor	Total
--	-----------	------	--------------	------	-----------	-------

Giving you enough time	<b>73.54%</b> 289	<b>17.81%</b> 70	<b>7.38%</b> 29	<b>0.76%</b> 3	<b>0.51%</b> 2	393
Asking about your symptoms	<b>66.92%</b> 261	<b>22.56%</b> 88	<b>8.21%</b> 32	<b>1.28%</b> 5	<b>1.03%</b> 4	390
Listening	<b>71.43%</b> 280	<b>19.90%</b> 78	<b>6.63%</b> 26	<b>1.02%</b> 4	<b>1.02%</b> 4	392
Explaining tests and treatments	<b>67.61%</b> 263	<b>21.85%</b> 85	<b>7.20%</b> 28	<b>2.06%</b> 8	<b>1.29%</b> 5	389
Involving you in decisions	<b>64.23%</b> 246	<b>23.76%</b> 91	<b>9.40%</b> 36	<b>1.31%</b> 5	<b>1.31%</b> 5	383
Treating you with dignity and respect	<b>76.59%</b> 301	<b>15.01%</b> 59	<b>6.36%</b> 25	<b>0.76%</b> 3	<b>1.27%</b> 5	393
Taking your problems seriously	<b>68.21%</b> 266	<b>21.28%</b> 83	<b>7.18%</b> 28	<b>1.54%</b> 6	<b>1.79%</b> 7	390

### Q14 How helpful do you find the receptionists at the practice?

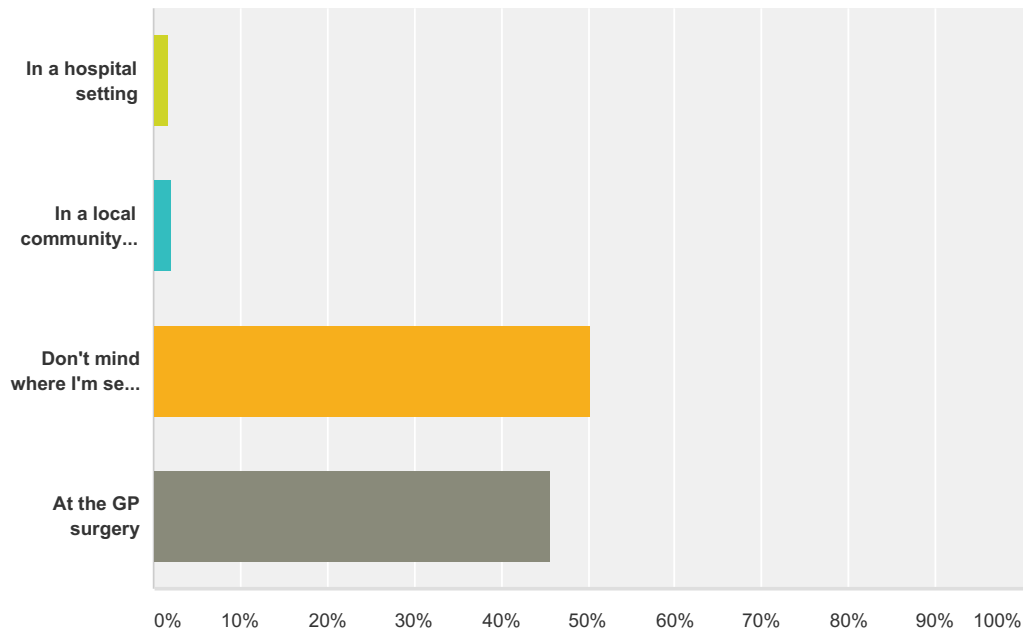
Answered: 437 Skipped: 53



Answer Choices	Responses	Count
Very helpful	59.50%	260
Fairly helpful	27.00%	118
Satisfactory	10.07%	44
Could do more	2.29%	10
Not helpful	1.14%	5
<b>Total</b>		<b>437</b>

**Q15 We would like to get the views of our patients on where they would like to receive consultations or treatment for minor conditions such as skin conditions, blocked ears as we are often asked where would our patients prefer to be treated.**

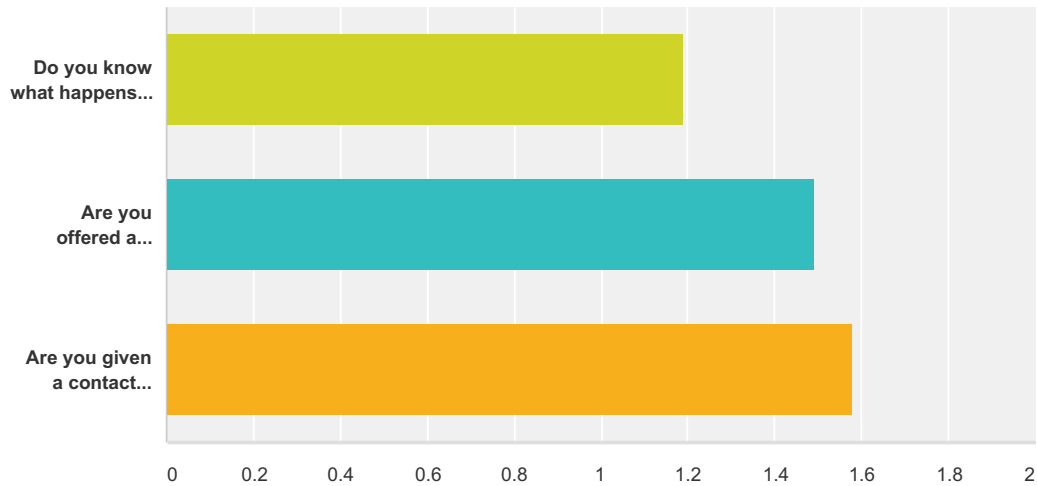
Answered: 419 Skipped: 71



Answer Choices	Responses
In a hospital setting	1.67% 7
In a local community setting	2.15% 9
Don't mind where I'm seen long as I see the right people	50.36% 211
At the GP surgery	45.82% 192
<b>Total</b>	<b>419</b>

**Q16 The Friends of Stanford Medical Centre would like to get feedback from patients about referrals on to specialty services at the Hospital when the GP feels you need to have more investigations by a specialist- if you have not had a referral in the last 12 months please go to the next question.**

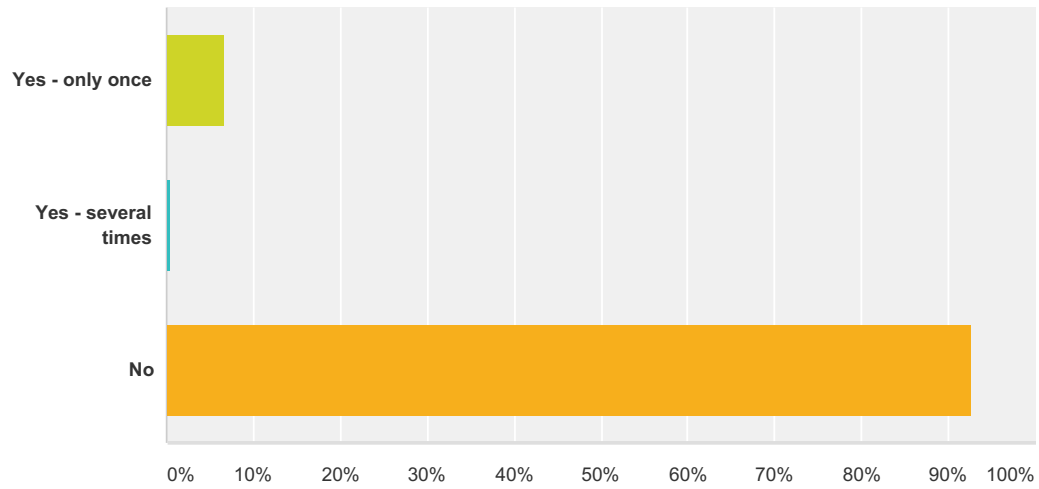
Answered: 253 Skipped: 237



	Yes	No	Total	Weighted Average
Do you know what happens when your GP says they are going to refer you to the hospital?	80.63% 204	19.37% 49	253	1.19
Are you offered a choice of hospital or clinic when you are contacted by the organisation arranging your appointment?	51.29% 119	48.71% 113	232	1.49
Are you given a contact number by the GP so you can check on the status of your appointment?	42.24% 98	57.76% 134	232	1.58

### Q17 Have you had to attend A&E in the last 12 months due to not being able to see a GP within an appropriate time frame?

Answered: 402 Skipped: 88



Answer Choices	Responses
Yes - only once	6.72% 27
Yes - several times	0.50% 2
No	92.79% 373
<b>Total</b>	<b>402</b>

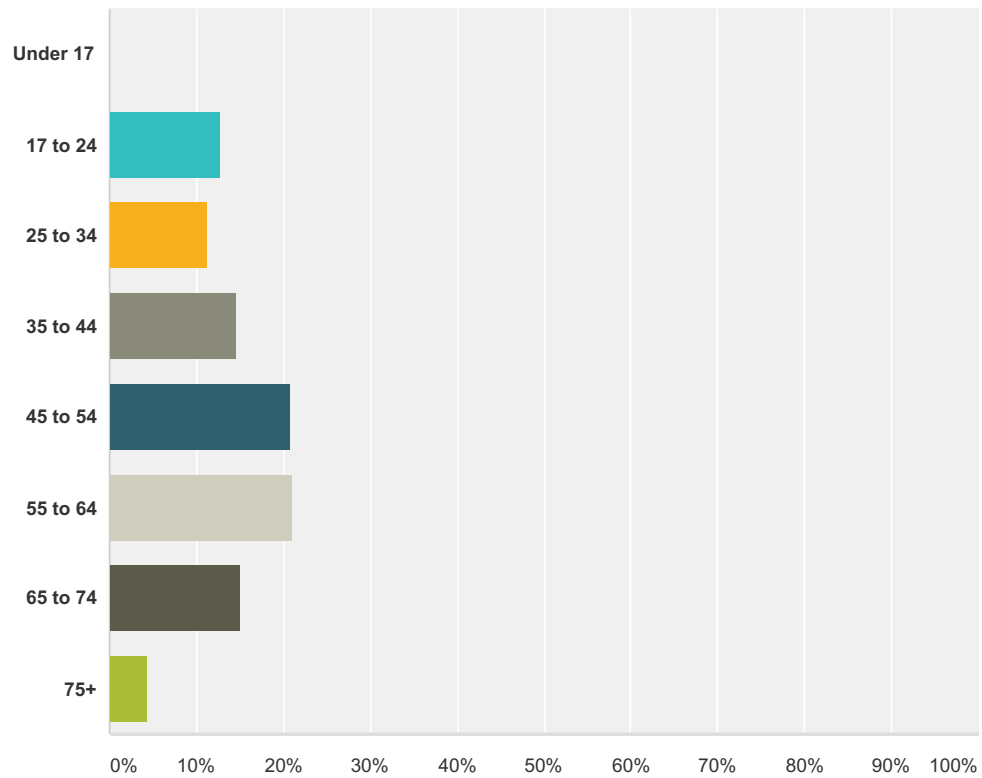
**Q18 Thank you for completing the survey for us - the results of the survey are discussed with our patient group - Friends of Stanford Medical Centre in March. If you would like to give any additional feedback or comments as part the survey please do this in the space below**

Answered: 62 Skipped: 428



### Q19 What is your age?

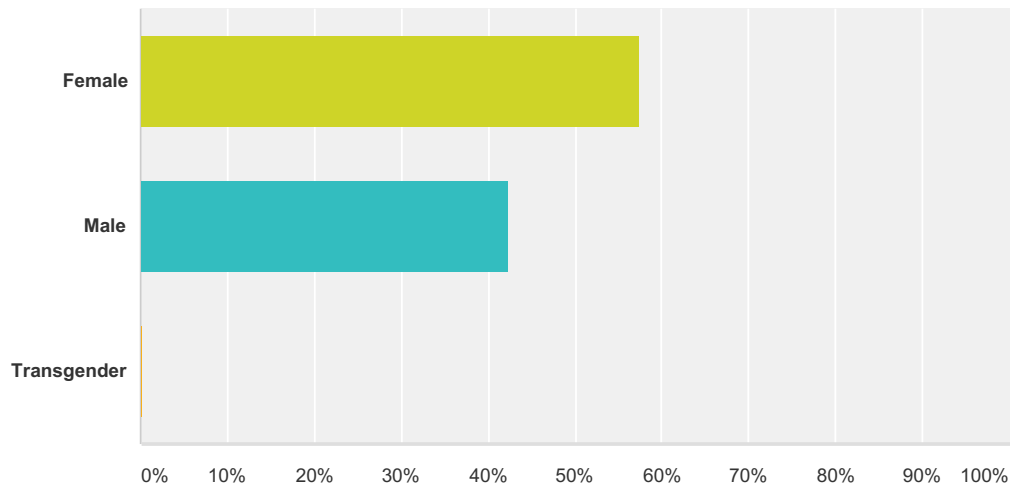
Answered: 426 Skipped: 64



Answer Choices	Responses
Under 17	0.00% 0
17 to 24	12.68% 54
25 to 34	11.27% 48
35 to 44	14.55% 62
45 to 54	20.89% 89
55 to 64	21.13% 90
65 to 74	15.02% 64
75+	4.46% 19
<b>Total</b>	<b>426</b>

### Q20 What is your gender?

Answered: 425 Skipped: 65



Answer Choices	Responses
Female	57.41% 244
Male	42.35% 180
Transgender	0.24% 1
<b>Total</b>	<b>425</b>