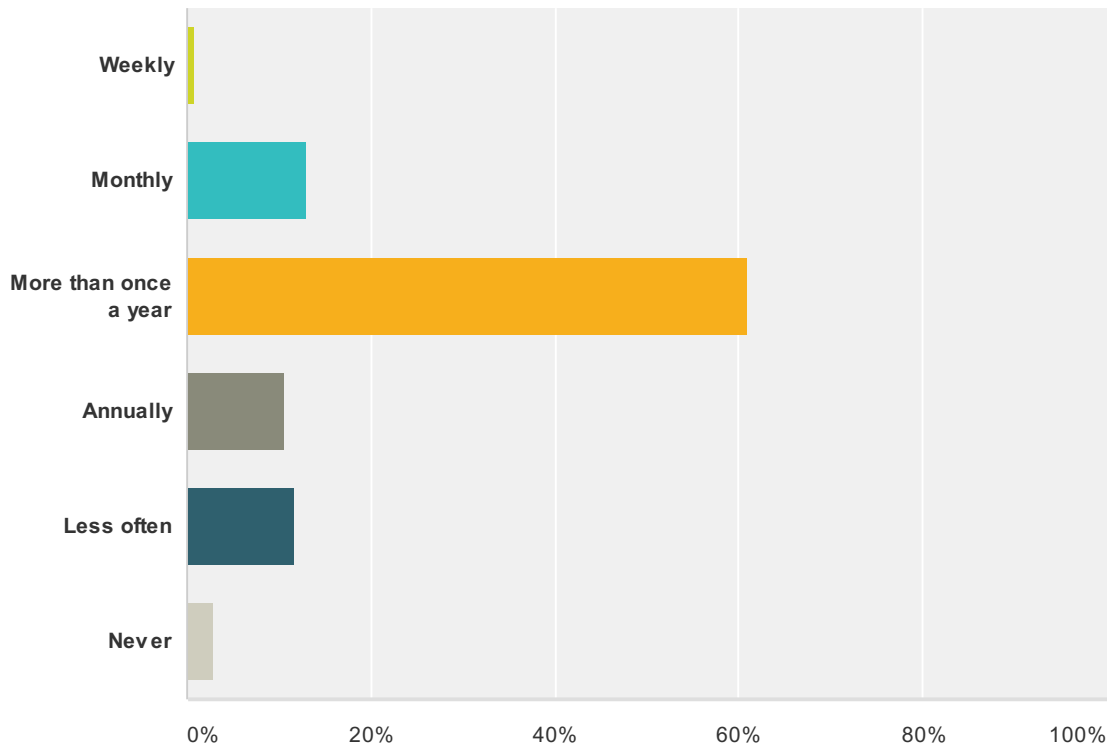


Q1 How often do you visit the practice?

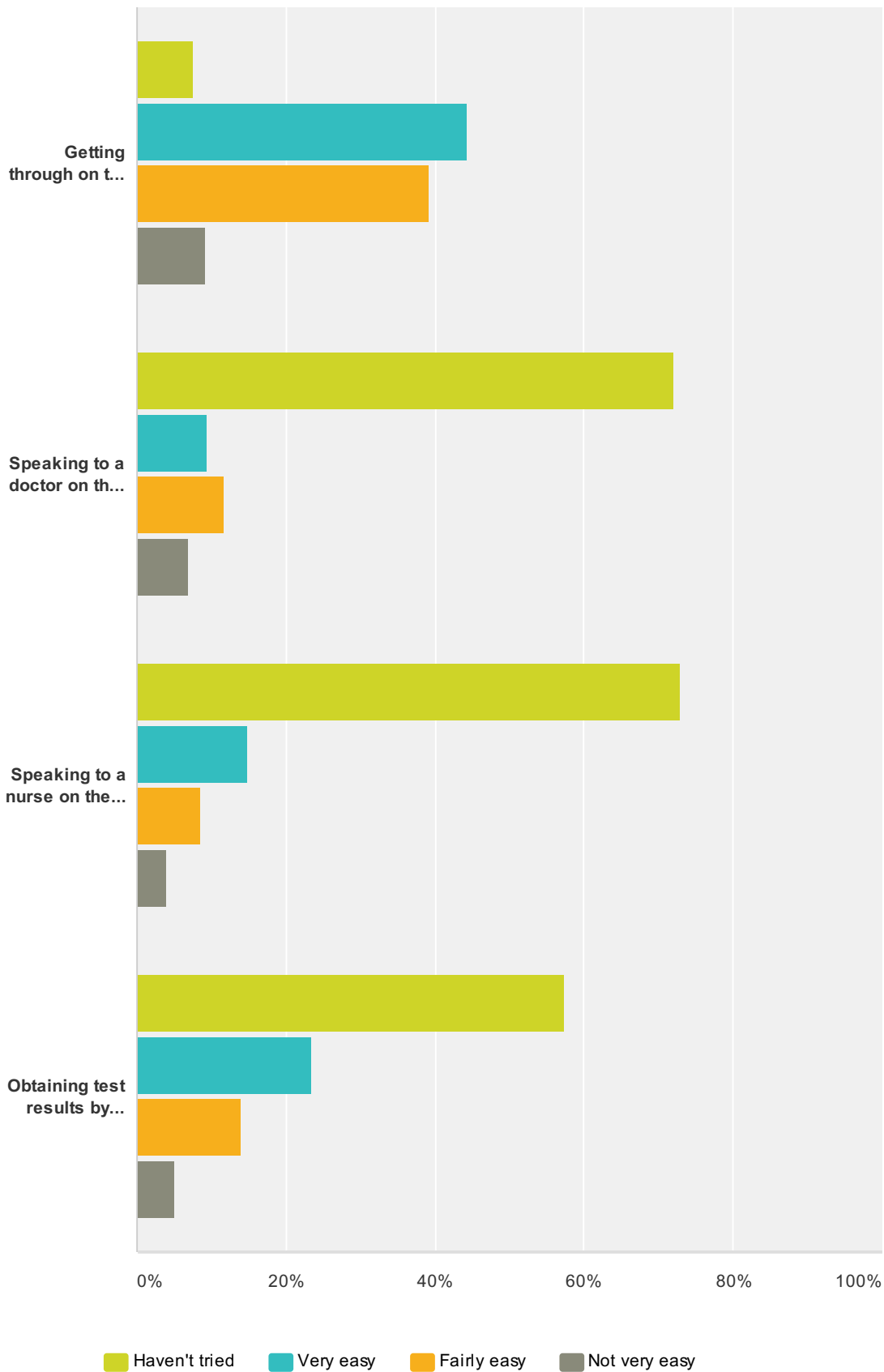
Answered: 801 Skipped: 10



Answer Choices	Responses
Weekly	0.87% 7
Monthly	12.86% 103
More than once a year	61.05% 489
Annually	10.61% 85
Less often	11.61% 93
Never	3.00% 24
Total	801

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

Answered: 805 Skipped: 6

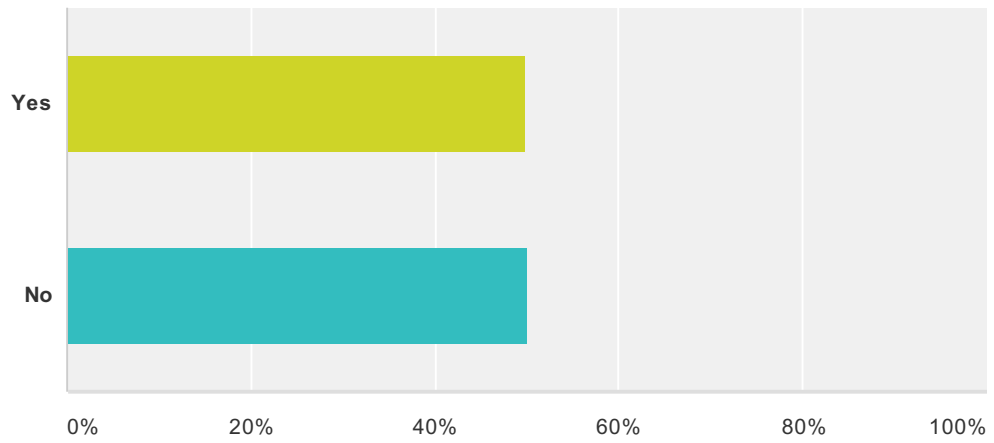


Stanford Medical Centre - Patient Survey 2014

	Haven't tried	Very easy	Fairly easy	Not very easy	Total
Getting through on the phone	7.47% 60	44.21% 355	39.23% 315	9.09% 73	803
Speaking to a doctor on the phone	71.99% 550	9.42% 72	11.65% 89	6.94% 53	764
Speaking to a nurse on the phone	72.77% 556	14.79% 113	8.51% 65	3.93% 30	764
Obtaining test results by phone	57.46% 443	23.48% 181	14.01% 108	5.06% 39	771

Q3 Are you aware of any of the following clinics we run - diabetes, babies, flu, coil fitting, dementia screening?

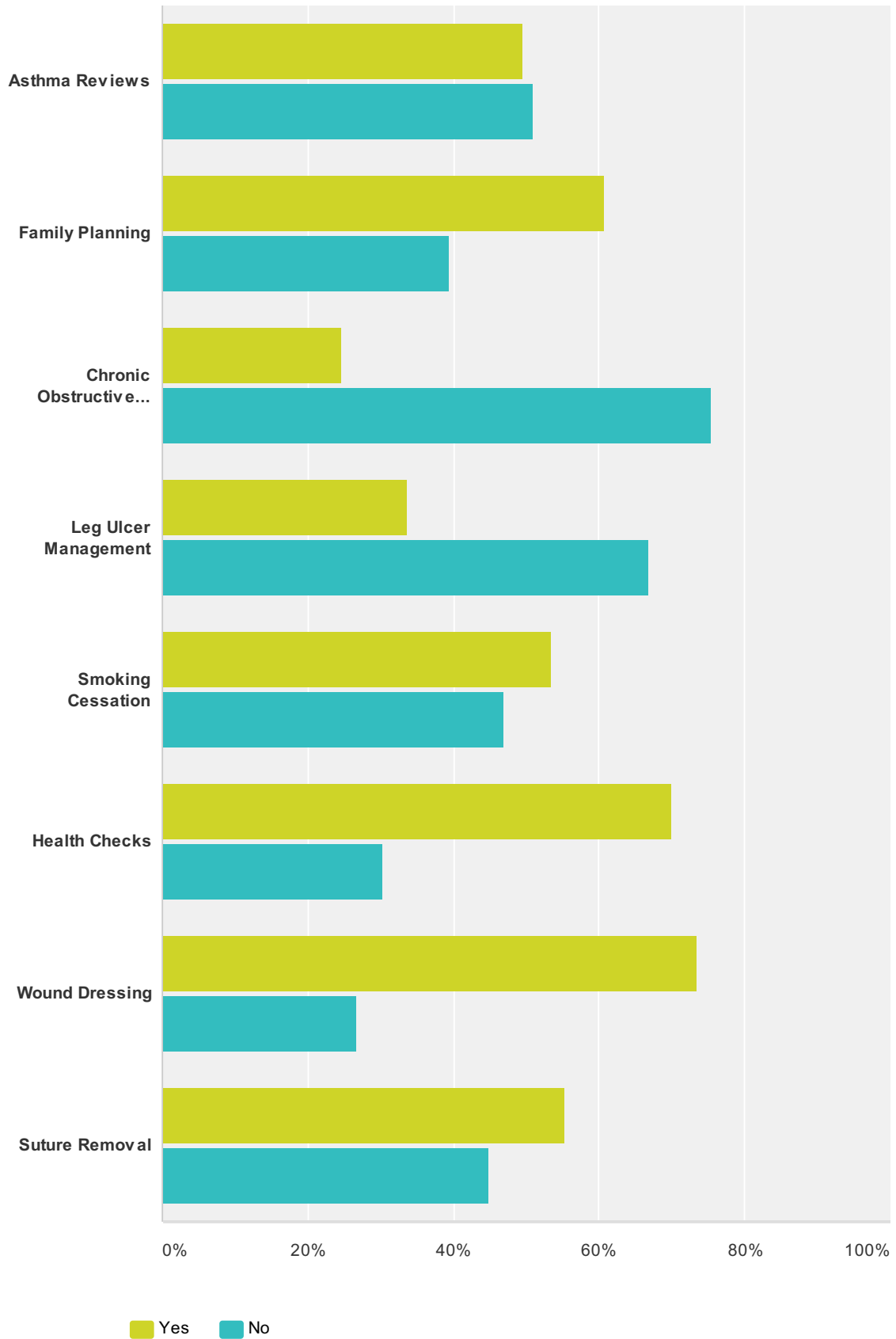
Answered: 789 Skipped: 22



Answer Choices	Responses
Yes	49.94% 394
No	50.06% 395
Total	789

Q4 Do you know that the Practice Nurse can do the following?

Answered: 798 Skipped: 13

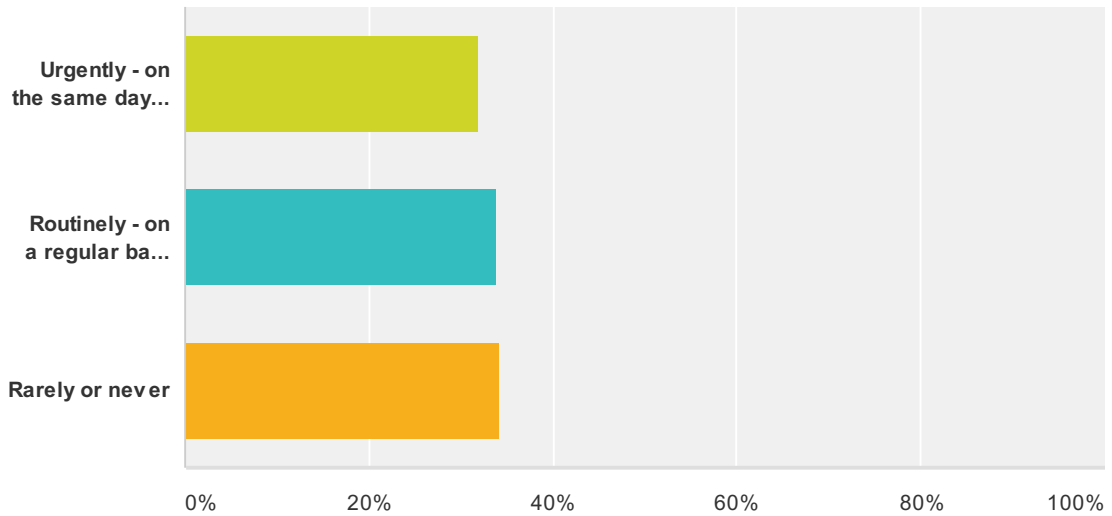


Stanford Medical Centre - Patient Survey 2014

	Yes	No	Total Respondents
Asthma Reviews	49.48% 383	50.90% 394	774
Family Planning	60.84% 466	39.56% 303	766
Chronic Obstructive Pulmonary Disease Reviews (COPD)	24.67% 189	75.46% 578	766
Leg Ulcer Management	33.55% 255	66.84% 508	760
Smoking Cessation	53.35% 406	46.91% 357	761
Health Checks	69.97% 550	30.28% 238	786
Wound Dressing	73.58% 568	26.81% 207	772
Suture Removal	55.37% 423	44.90% 343	764

Q5 In general, do you need to see a doctor...

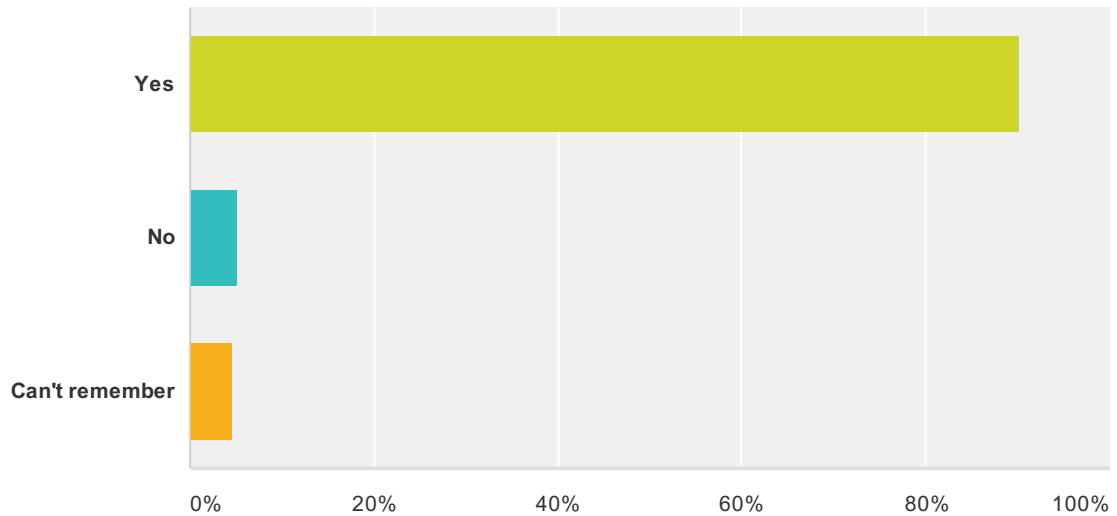
Answered: 796 Skipped: 15



Answer Choices	Responses
Urgently - on the same day or as soon as possible	31.91% 254
Routinely - on a regular basis booked in advance	33.79% 269
Rarely or never	34.30% 273
Total	796

Q6 In the past 12 months have you been able to access a GP appointment in a reasonable amount of time to meet your needs?

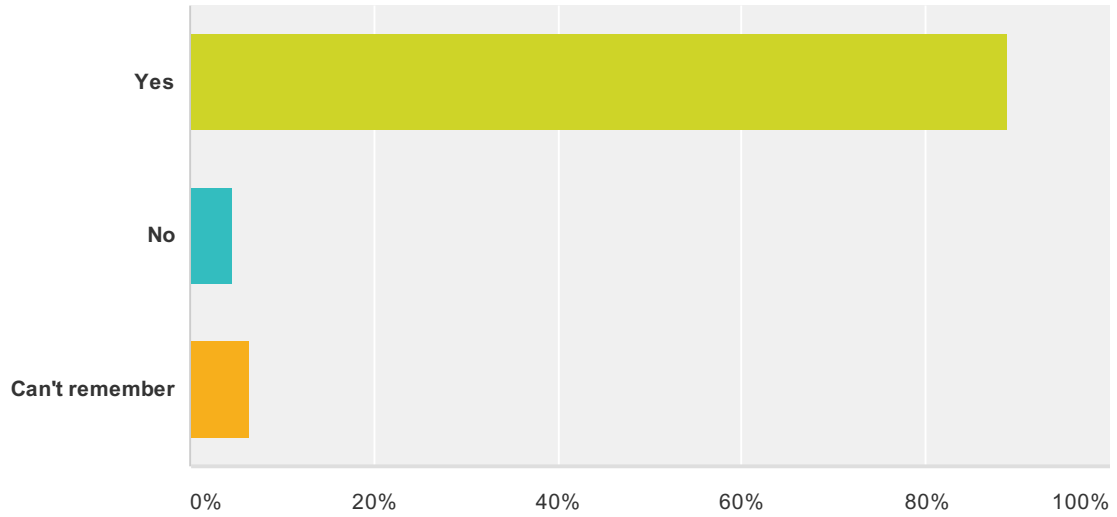
Answered: 794 Skipped: 17



Answer Choices	Responses	
Yes	90.18%	716
No	5.16%	41
Can't remember	4.66%	37
Total		794

Q7 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.

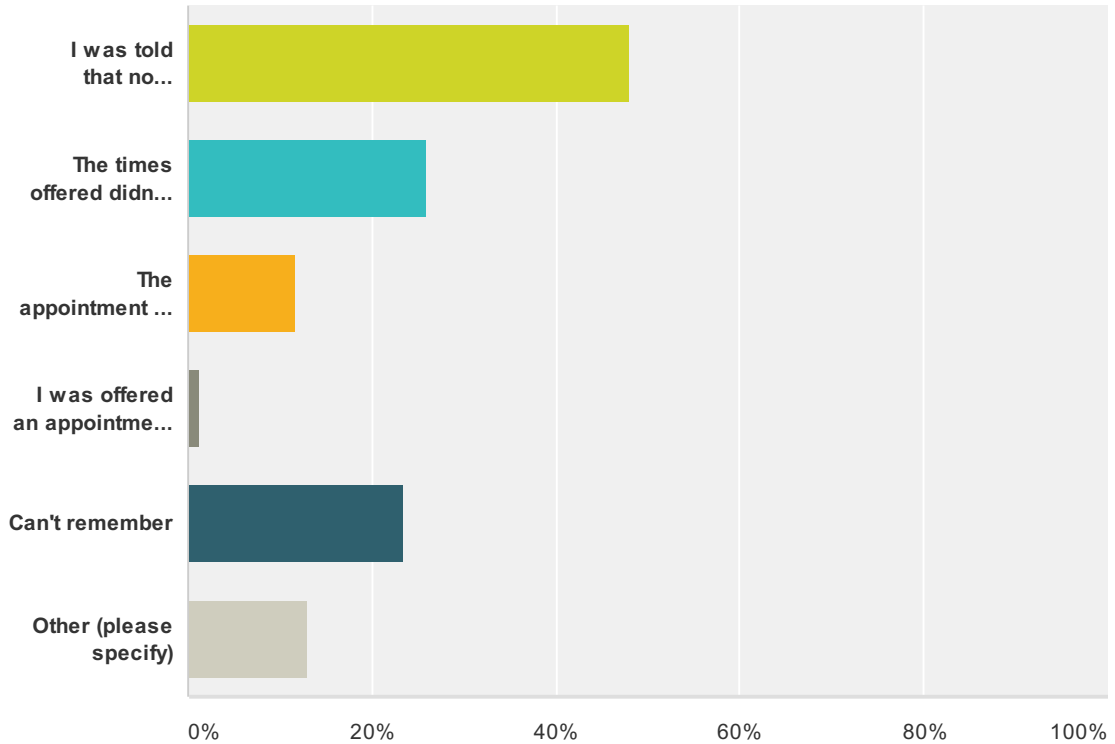
Answered: 701 Skipped: 110



Answer Choices	Responses	
Yes	89.02%	624
No	4.56%	32
Can't remember	6.42%	45
Total		701

Q8 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.

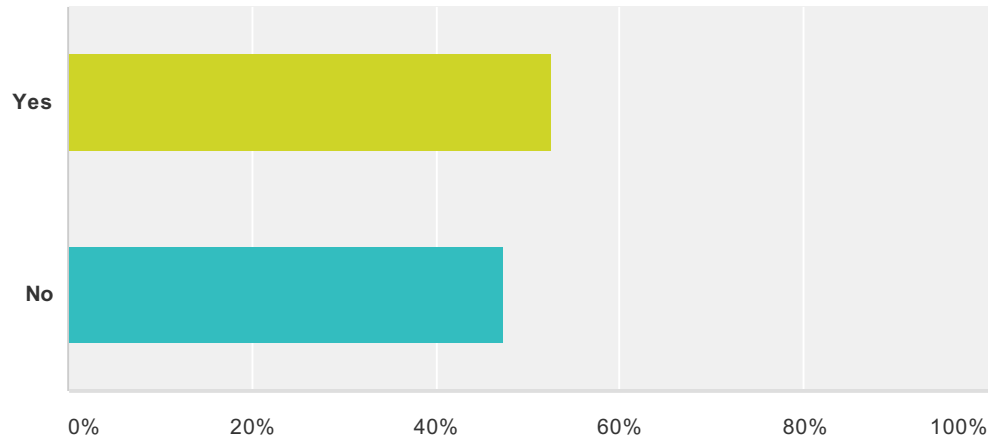
Answered: 77 Skipped: 734



Answer Choices	Responses
I was told that no appointments were available	48.05% 37
The times offered didn't suit me	25.97% 20
The appointment was with a doctor who I didn't want to see	11.69% 9
I was offered an appointment at a different branch of this practice	1.30% 1
Can't remember	23.38% 18
Other (please specify)	12.99% 10
Total Respondents: 77	

Q9 Is there a particular doctor who you prefer to see at the practice?

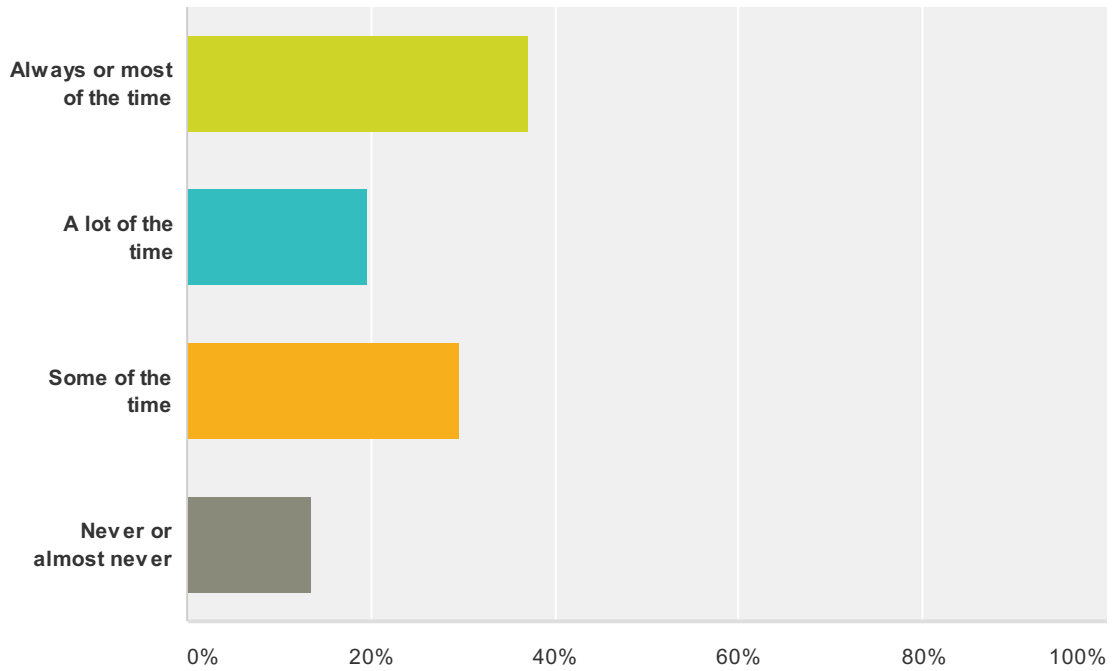
Answered: 723 Skipped: 88



Answer Choices	Responses	
Yes	52.70%	381
No	47.30%	342
Total		723

Q10 How often do you see the doctor you prefer?

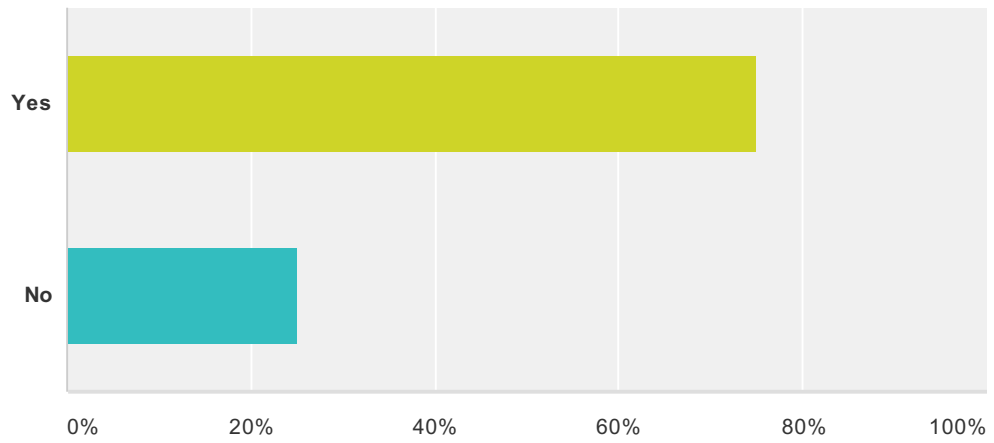
Answered: 611 Skipped: 200



Answer Choices	Responses
Always or most of the time	37.15% 227
A lot of the time	19.64% 120
Some of the time	29.62% 181
Never or almost never	13.58% 83
Total	611

Q11 For continuity of care we promote staying with one doctor for your care - is this easy for you to do?

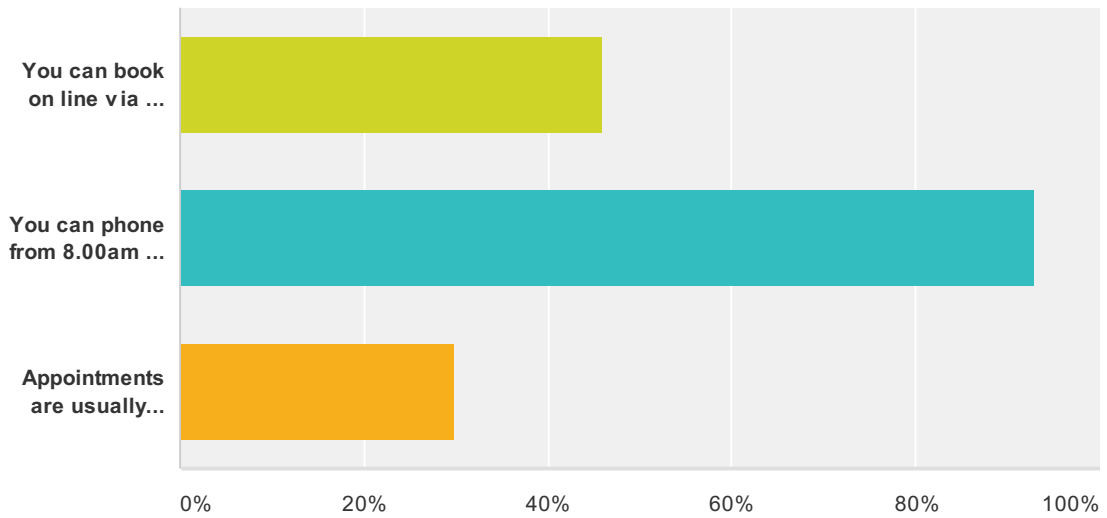
Answered: 700 Skipped: 111



Answer Choices	Responses
Yes	75% 525
No	25% 175
Total	700

Q12 We have increased the ways you can book appointments and cancel appointments; are you aware ...

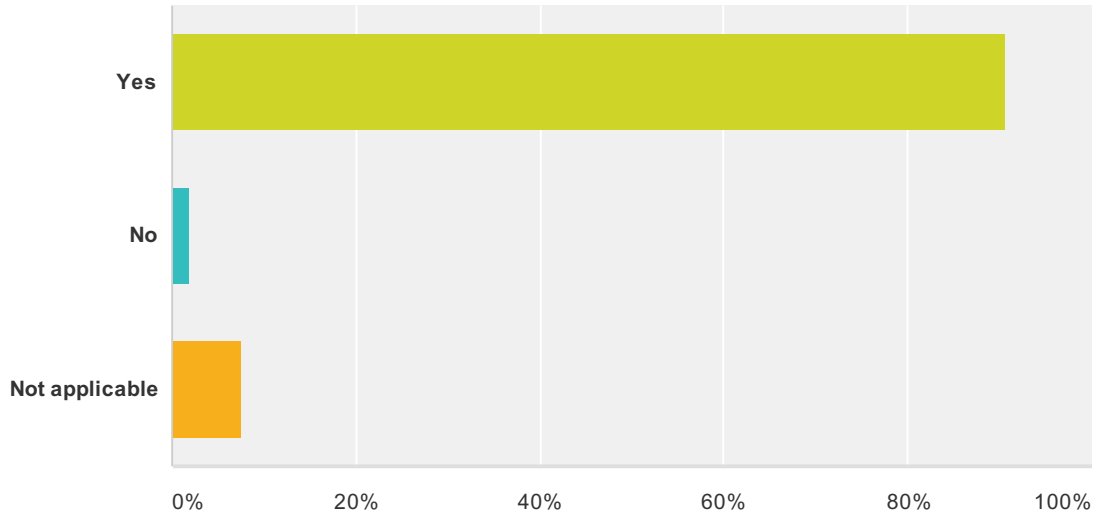
Answered: 668 Skipped: 143



Answer Choices	Responses	
You can book on line via our website once you have set up your details	45.96%	307
You can phone from 8.00am - 6.00pm Monday to Friday	92.81%	620
Appointments are usually bookable several months in advance	29.94%	200
Total Respondents: 668		

Q13 We send text reminders for appointments (to those patients who have given us their mobile numbers and consent) do you find this useful?

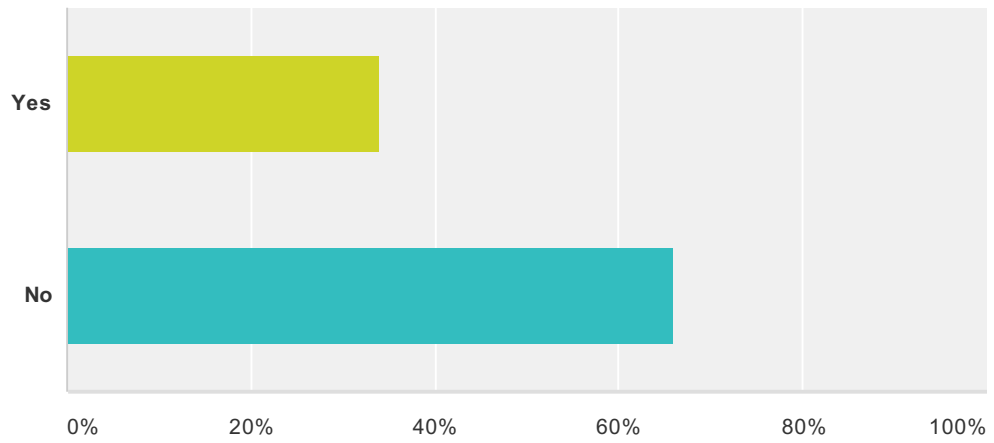
Answered: 714 Skipped: 97



Answer Choices	Responses	
Yes	90.62%	647
No	1.82%	13
Not applicable	7.56%	54
Total		714

Q14 Did you know that you can cancel your appointment via the text message you receive?

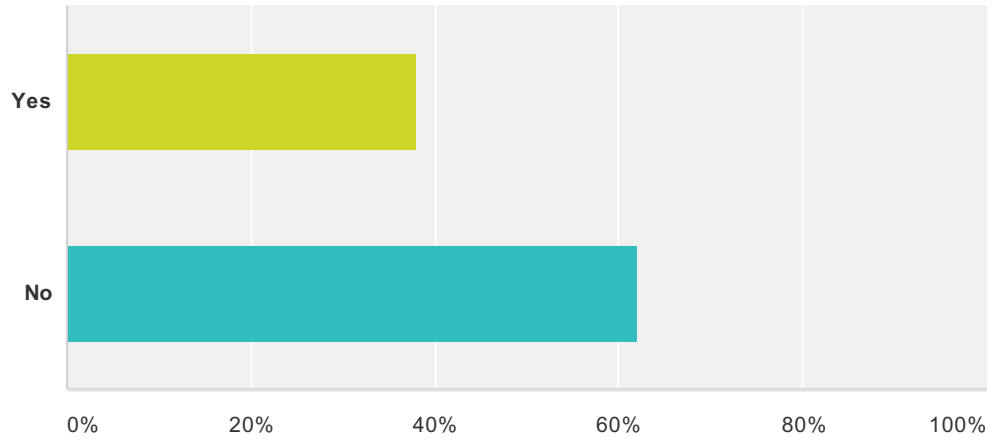
Answered: 704 Skipped: 107



Answer Choices	Responses
Yes	34.09% 240
No	65.91% 464
Total	704

Q15 Were you aware that we offer Monday evening and Saturday morning appointments bookable in advance at the main surgery?

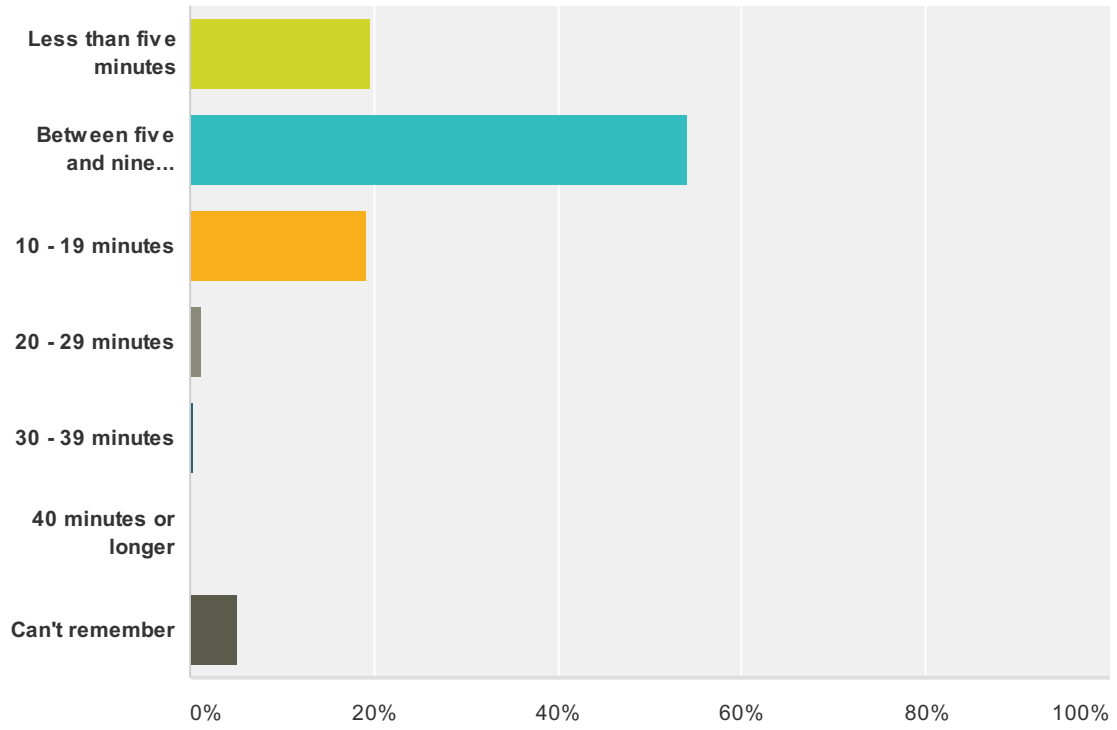
Answered: 705 Skipped: 106



Answer Choices	Responses
Yes	38.01% 268
No	61.99% 437
Total	705

Q16 When you last visited the practice, how much time did you spend with the doctor?

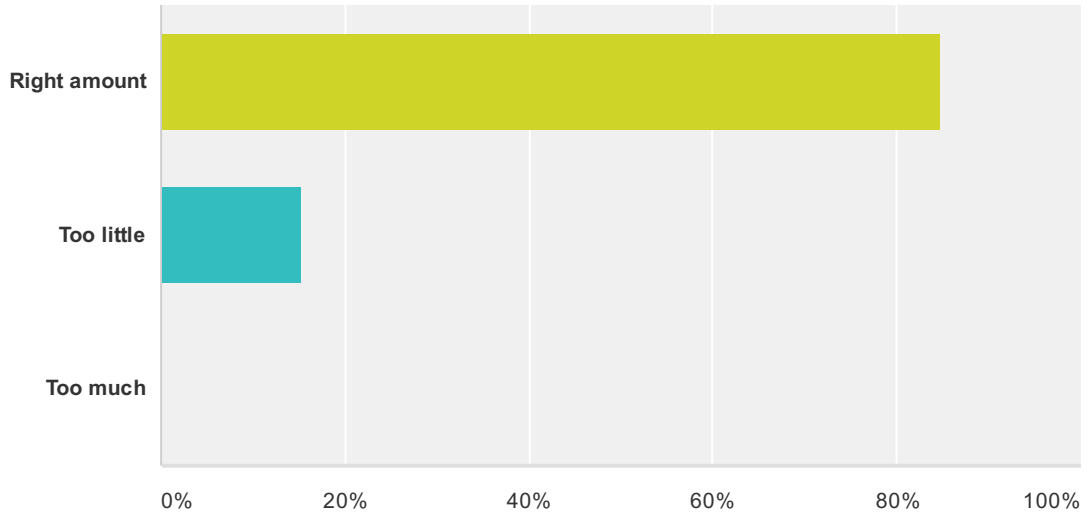
Answered: 711 Skipped: 100



Answer Choices	Responses
Less than five minutes	19.55% 139
Between five and nine minutes	54.15% 385
10 - 19 minutes	19.27% 137
20 - 29 minutes	1.27% 9
30 - 39 minutes	0.42% 3
40 minutes or longer	0.14% 1
Can't remember	5.20% 37
Total	711

Q17 In your opinion was this the right amount of time?

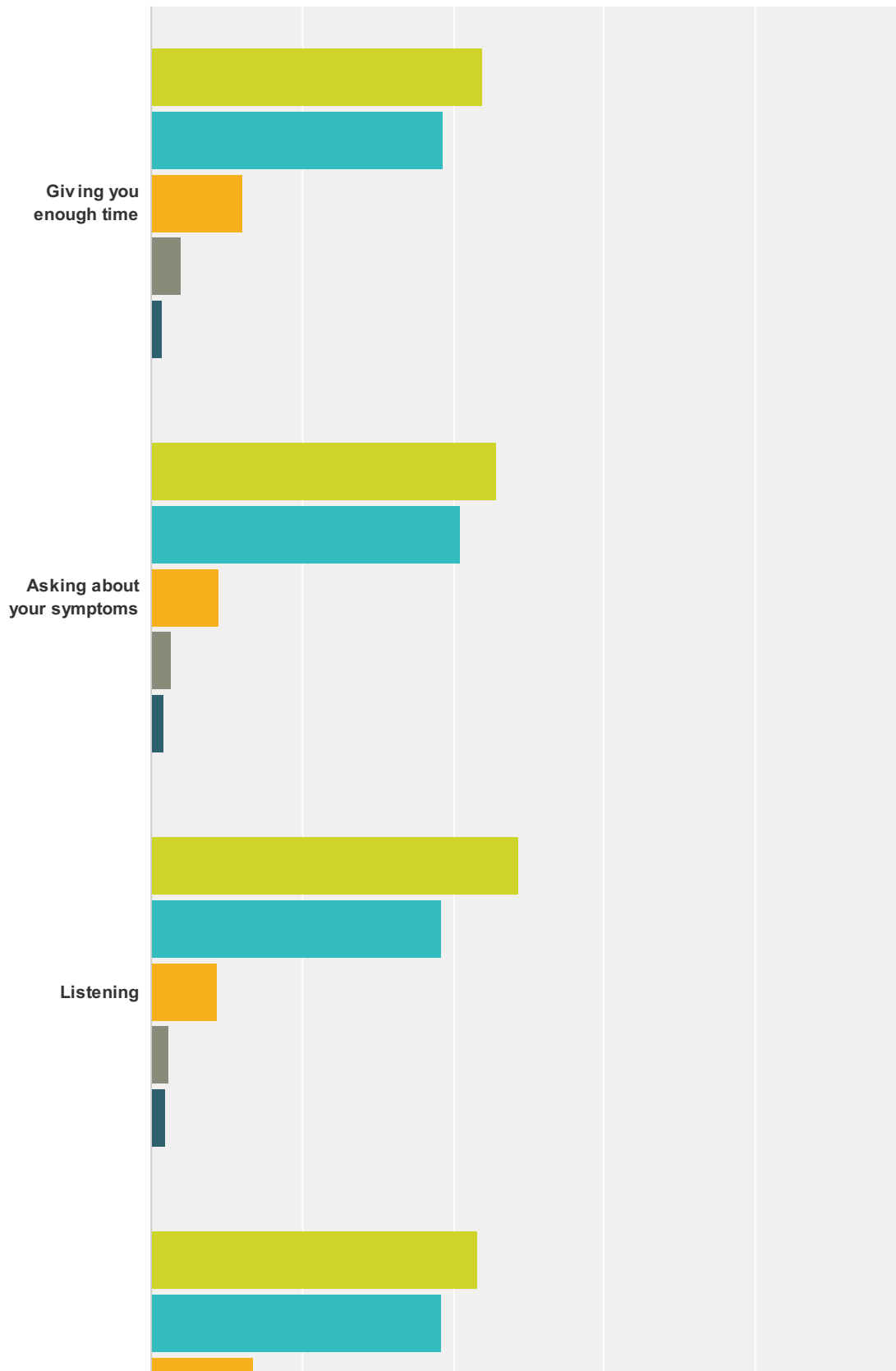
Answered: 698 Skipped: 113



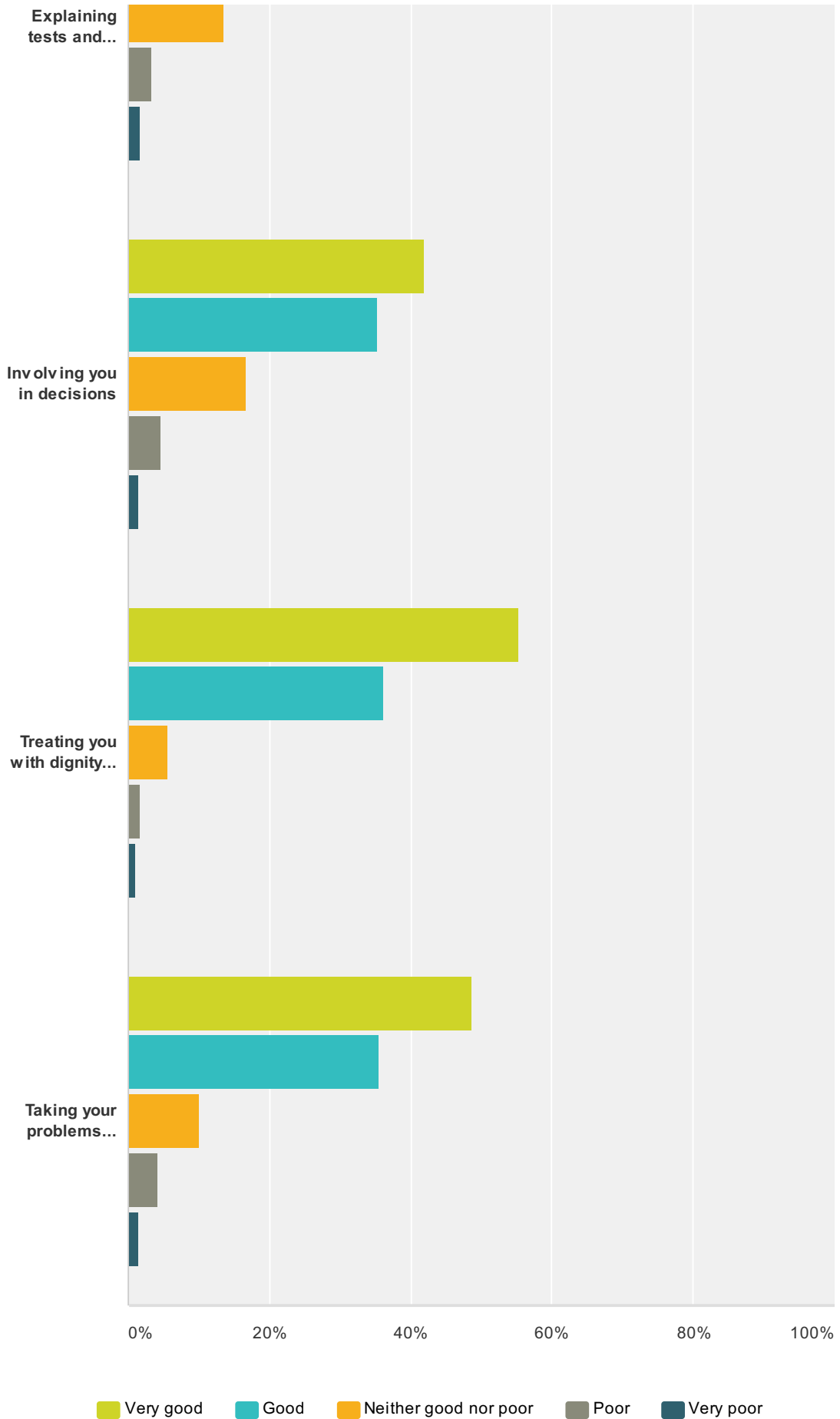
Answer Choices	Responses
Right amount	84.67% 591
Too little	15.19% 106
Too much	0.14% 1
Total	698

Q18 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: 689 Skipped: 122



Stanford Medical Centre - Patient Survey 2014



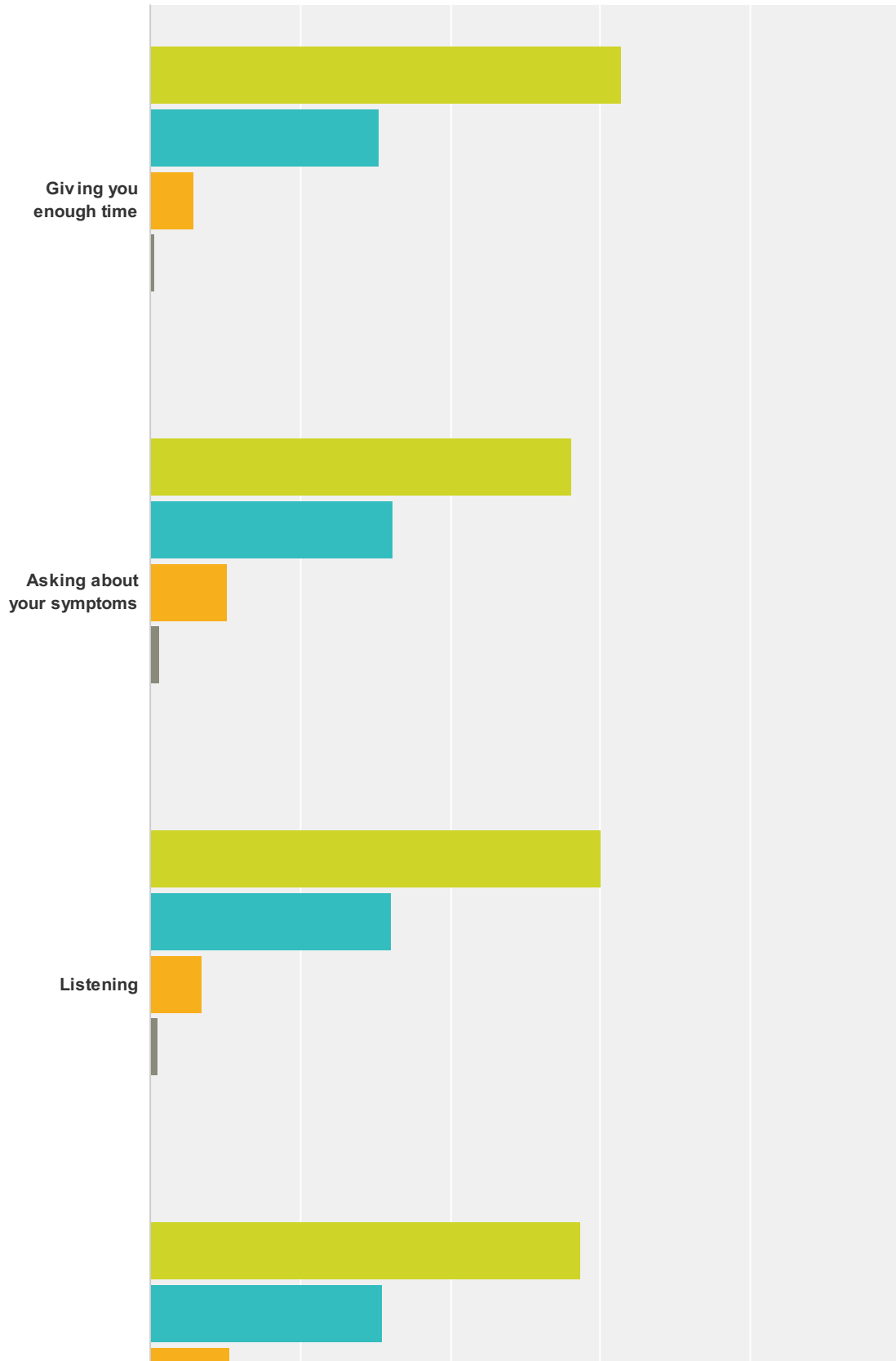
	Very good	Good	Neither good nor poor	Poor	Very poor	Total
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Stanford Medical Centre - Patient Survey 2014

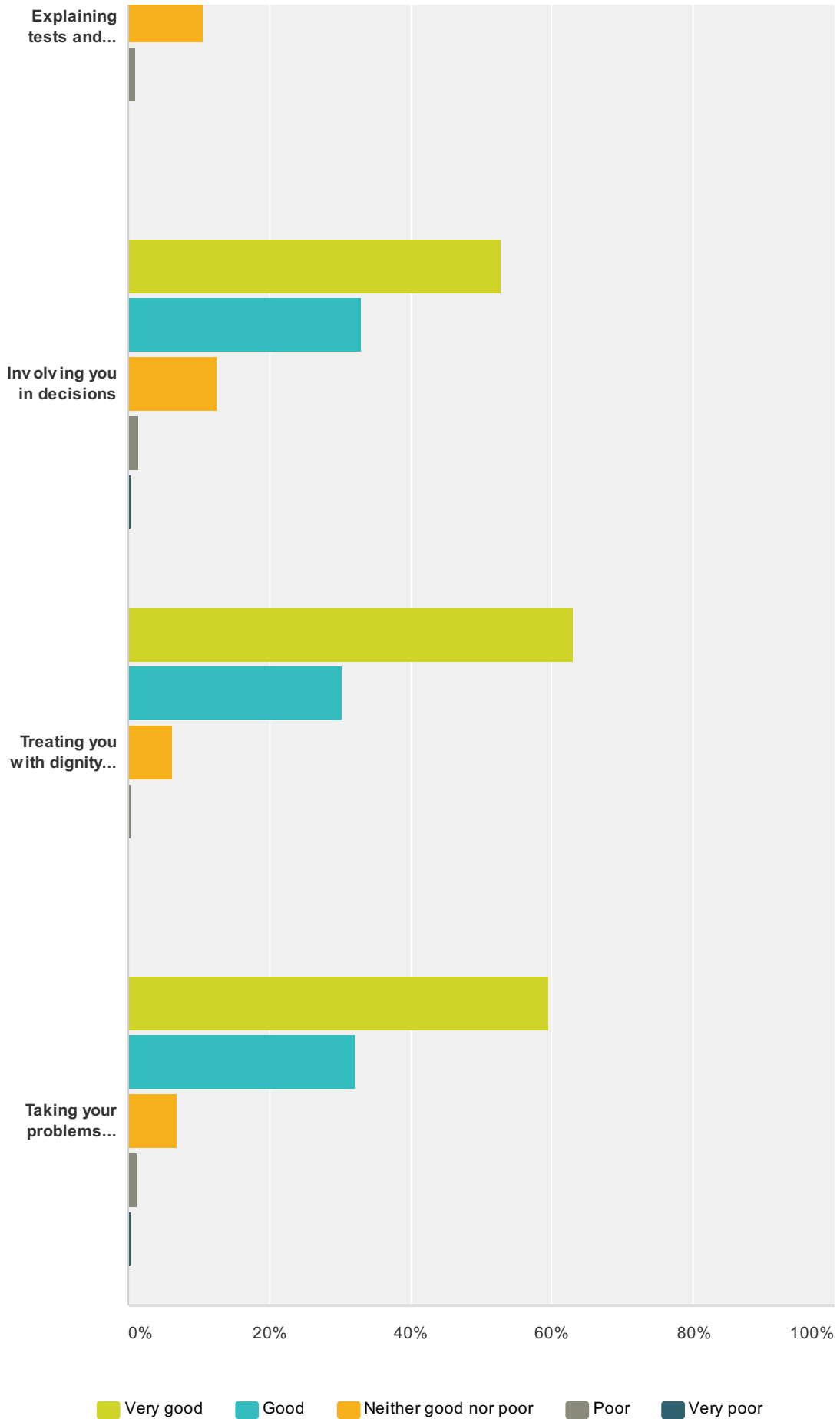
Giving you enough time	43.81% 301	38.72% 266	12.08% 83	3.93% 27	1.46% 10	687
Asking about your symptoms	45.68% 312	41.00% 280	8.93% 61	2.78% 19	1.61% 11	683
Listening	48.68% 333	38.45% 263	8.77% 60	2.19% 15	1.90% 13	684
Explaining tests and treatments	43.11% 288	38.32% 256	13.62% 91	3.29% 22	1.65% 11	668
Involving you in decisions	41.98% 280	35.23% 235	16.64% 111	4.65% 31	1.50% 10	667
Treating you with dignity and respect	55.41% 379	36.11% 247	5.70% 39	1.75% 12	1.02% 7	684
Taking your problems seriously	48.69% 334	35.57% 244	10.06% 69	4.23% 29	1.46% 10	686

Q19 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: 615 Skipped: 196



Stanford Medical Centre - Patient Survey 2014



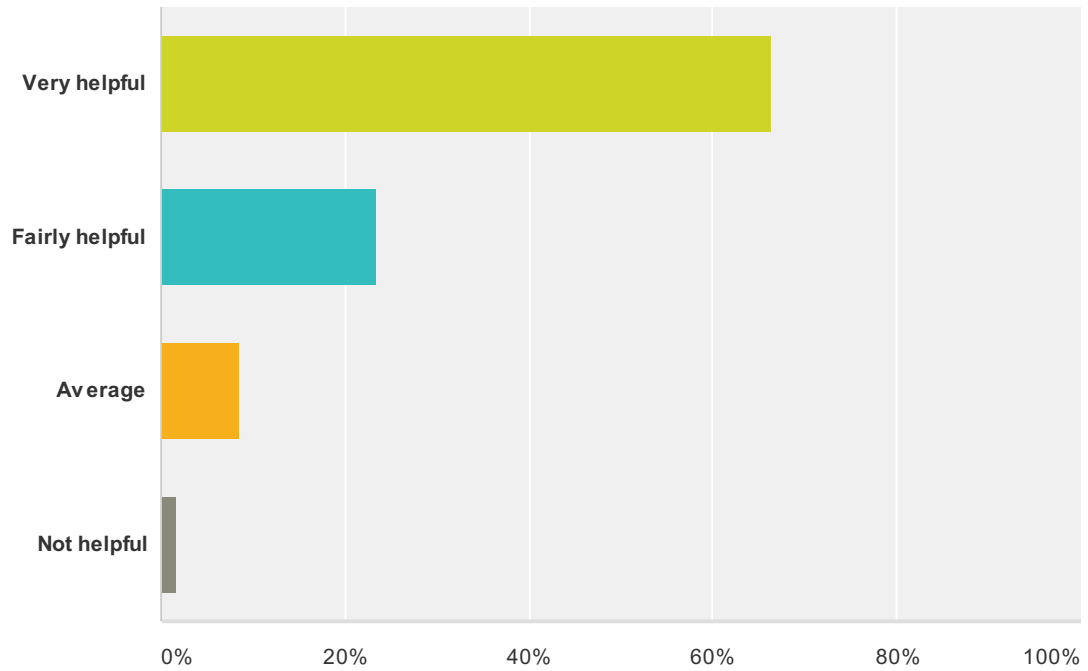
	Very good	Good	Neither good nor poor	Poor	Very poor	Total
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Stanford Medical Centre - Patient Survey 2014

Giving you enough time	62.91% 385	30.39% 186	5.88% 36	0.65% 4	0.16% 1	612
Asking about your symptoms	56.19% 336	32.44% 194	10.20% 61	1.17% 7	0% 0	598
Listening	60.07% 361	32.11% 193	6.82% 41	1.00% 6	0% 0	601
Explaining tests and treatments	57.38% 342	30.87% 184	10.57% 63	1.01% 6	0.17% 1	596
Involving you in decisions	52.73% 309	32.94% 193	12.63% 74	1.37% 8	0.34% 2	586
Treating you with dignity and respect	63.01% 385	30.28% 185	6.22% 38	0.49% 3	0% 0	611
Taking your problems seriously	59.40% 357	32.11% 193	6.99% 42	1.16% 7	0.33% 2	601

Q20 How helpful do you find the receptionists at the practice?

Answered: 689 Skipped: 122



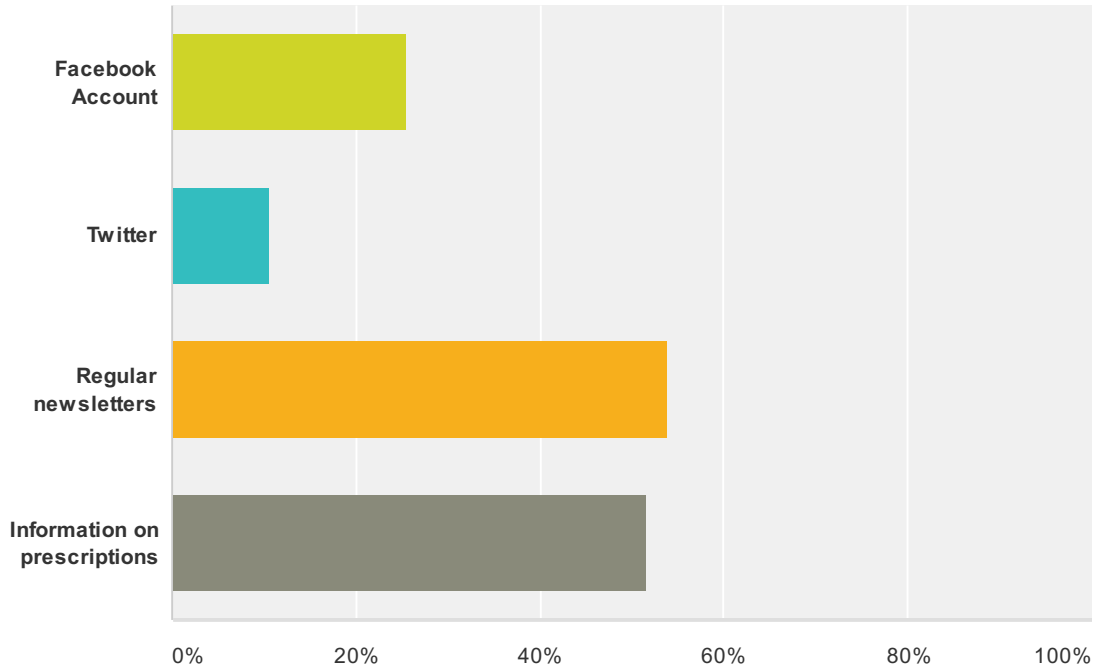
Answer Choices	Responses	
Very helpful	66.47%	458
Fairly helpful	23.37%	161
Average	8.56%	59
Not helpful	1.60%	11
Total		689

Q21 If we could improve the service you receive from our reception staff what would it be?

Answered: 205 Skipped: 606

Q22 Should the Practice have any of the following to help keep patients informed about the practice and/or health information?

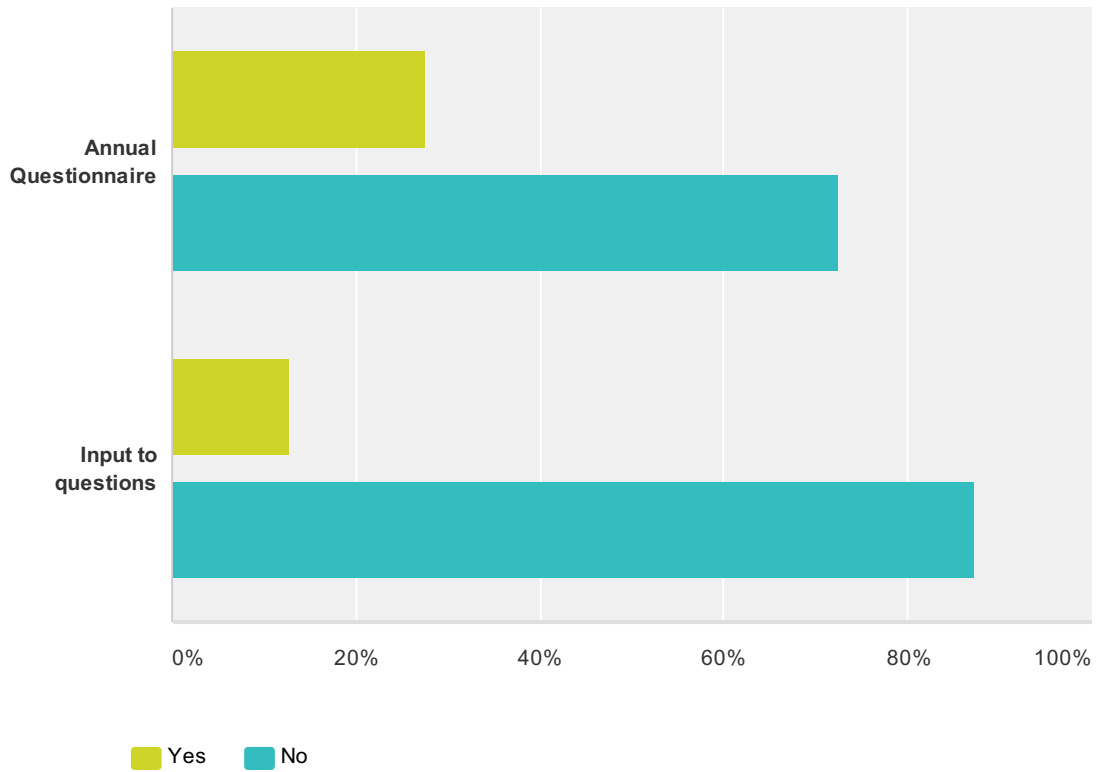
Answered: 453 Skipped: 358



Answer Choices	Responses	Count
Facebook Account	25.39%	115
Twitter	10.60%	48
Regular newsletters	53.86%	244
Information on prescriptions	51.66%	234
Total Respondents: 453		

Q23 Do you know that we do this patient questionnaire each year and that you can shape the questions we ask?

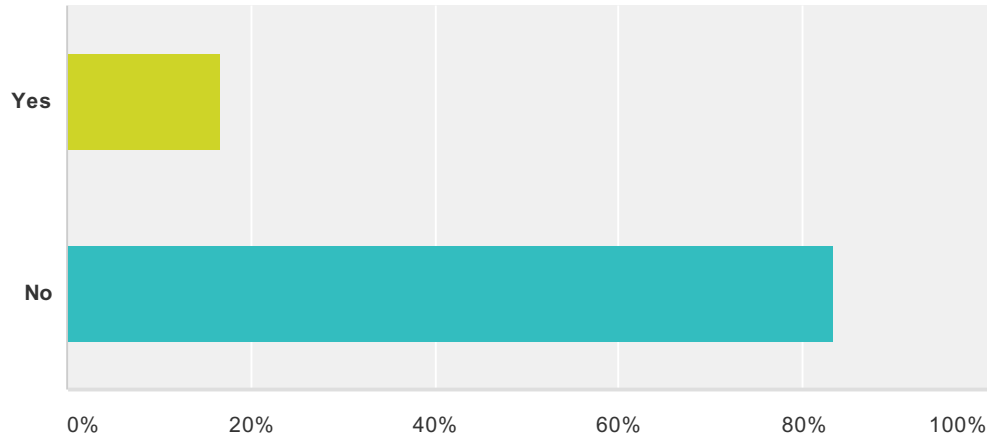
Answered: 662 Skipped: 149



	Yes	No	Total
Annual Questionnaire	27.47% 181	72.53% 478	659
Input to questions	12.72% 78	87.28% 535	613

Q24 Do you know that we have a Patient Group - Friends of Stanford Medical Centre (you can find more about this on our website) ?

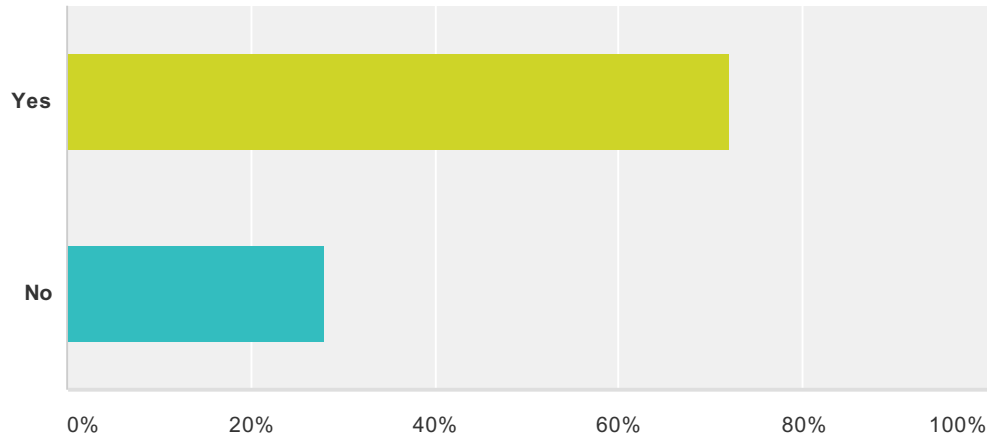
Answered: 661 Skipped: 150



Answer Choices	Responses	
Yes	16.64%	110
No	83.36%	551
Total		661

Q25 Would you like to be able to have appointments or talk to your Doctor from 8.00am - 8.00pm 7 days a week?

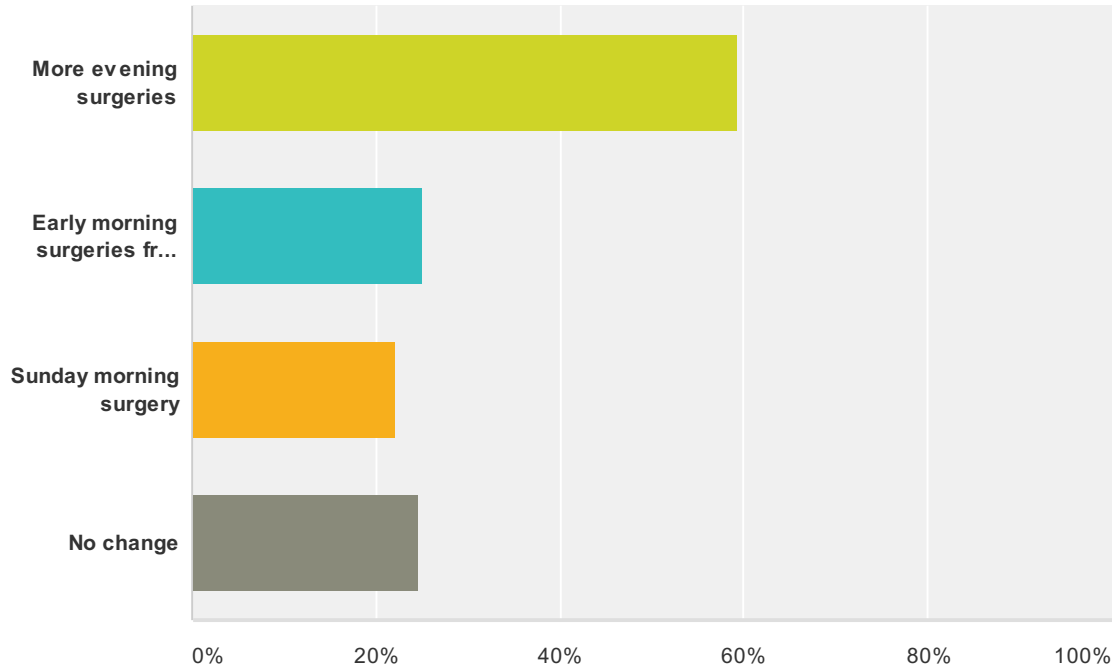
Answered: 664 Skipped: 147



Answer Choices	Responses
Yes	71.99% 478
No	28.01% 186
Total	664

Q26 If we weren't open as long as this; what could we offer to help you access your GP more easily?

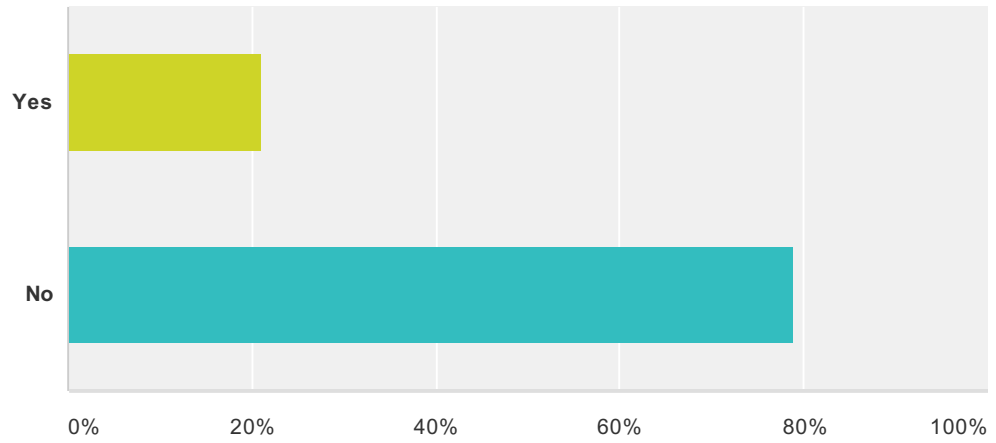
Answered: 663 Skipped: 148



Answer Choices	Responses
More evening surgeries	59.28% 393
Early morning surgeries from 7.00am	25.04% 166
Sunday morning surgery	22.17% 147
No change	24.74% 164
Total Respondents: 663	

Q27 ARE YOU A PATIENT OF ISLINGWORD ROAD BRANCH?

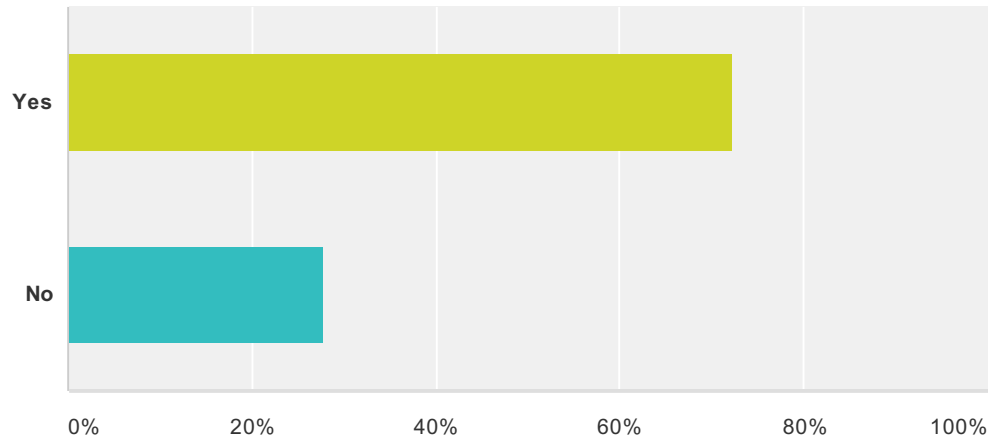
Answered: 672 Skipped: 139



Answer Choices	Responses	
Yes	21.13%	142
No	78.87%	530
Total		672

Q28 Do you know the opening hours of the branch?

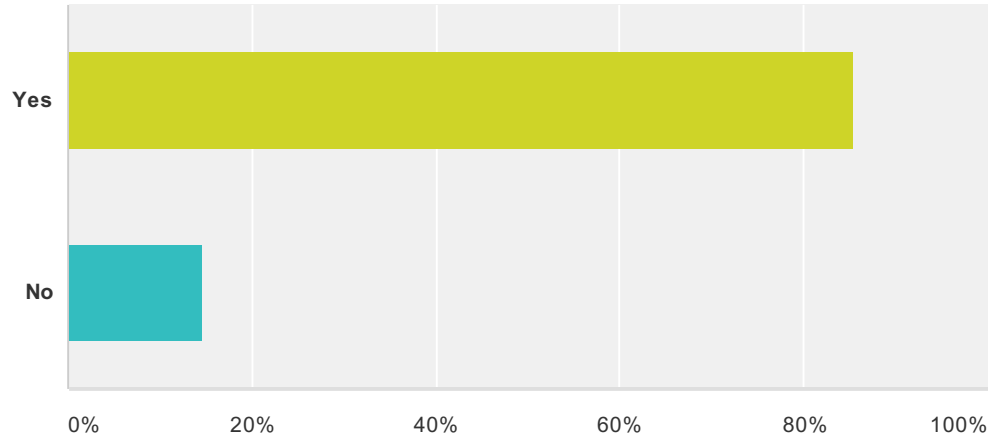
Answered: 140 Skipped: 671



Answer Choices	Responses	
Yes	72.14%	101
No	27.86%	39
Total		140

Q29 Do you know when you can call to make an appointment?

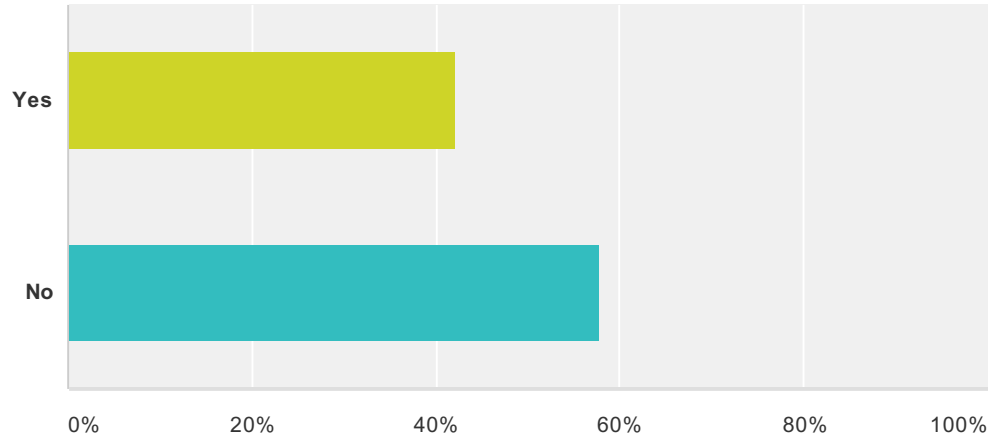
Answered: 144 Skipped: 667



Answer Choices	Responses	
Yes	85.42%	123
No	14.58%	21
Total		144

Q30 Do you know what doctors are available at the surgery?

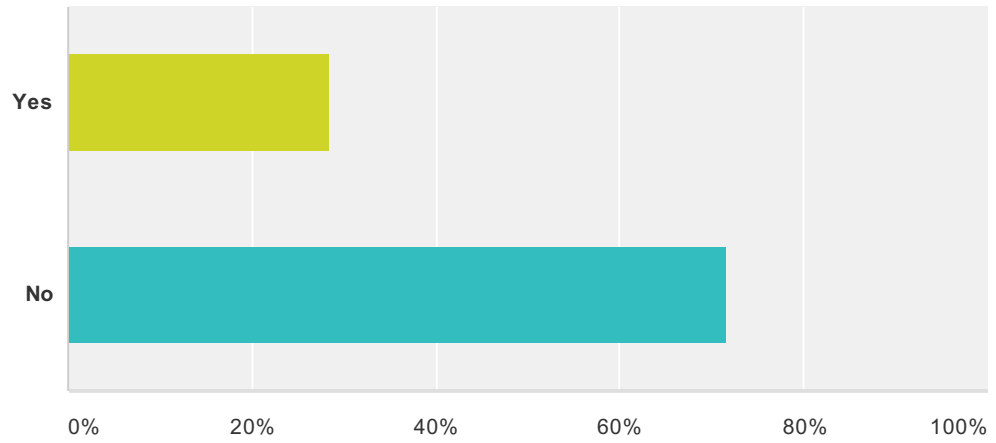
Answered: 142 Skipped: 669



Answer Choices	Responses	
Yes	42.25%	60
No	57.75%	82
Total		142

Q31 Do you know when the nurses run their clincs?

Answered: 141 Skipped: 670



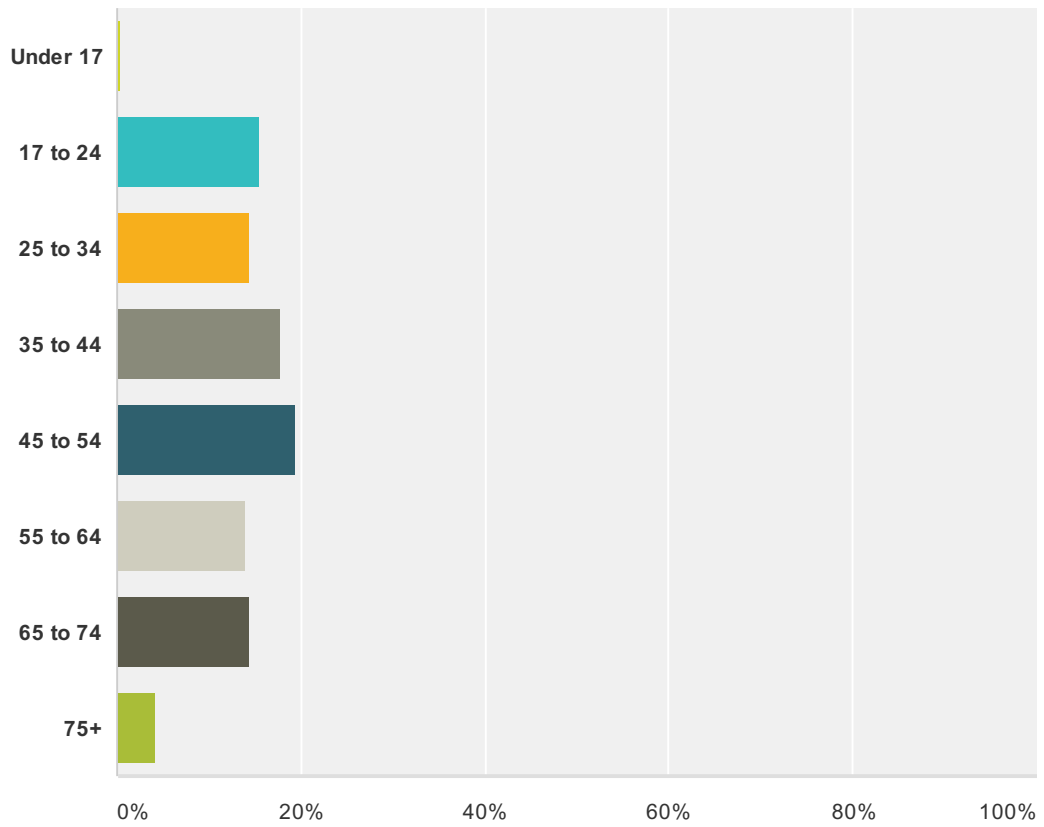
Answer Choices	Responses	
Yes	28.37%	40
No	71.63%	101
Total		141

Q32 Do you find the surgery times convenient? If not, please provide some feedback

Answered: 45 Skipped: 766

Q33 What is your age?

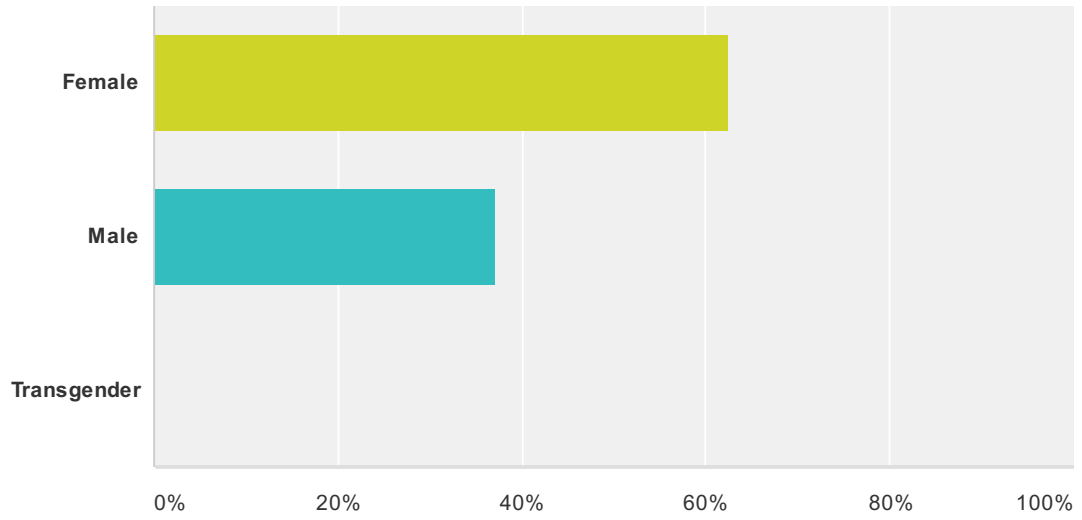
Answered: 667 Skipped: 144



Answer Choices	Responses
Under 17	0.45% 3
17 to 24	15.44% 103
25 to 34	14.39% 96
35 to 44	17.84% 119
45 to 54	19.34% 129
55 to 64	13.94% 93
65 to 74	14.39% 96
75+	4.20% 28
Total	667

Q34 What is your gender?

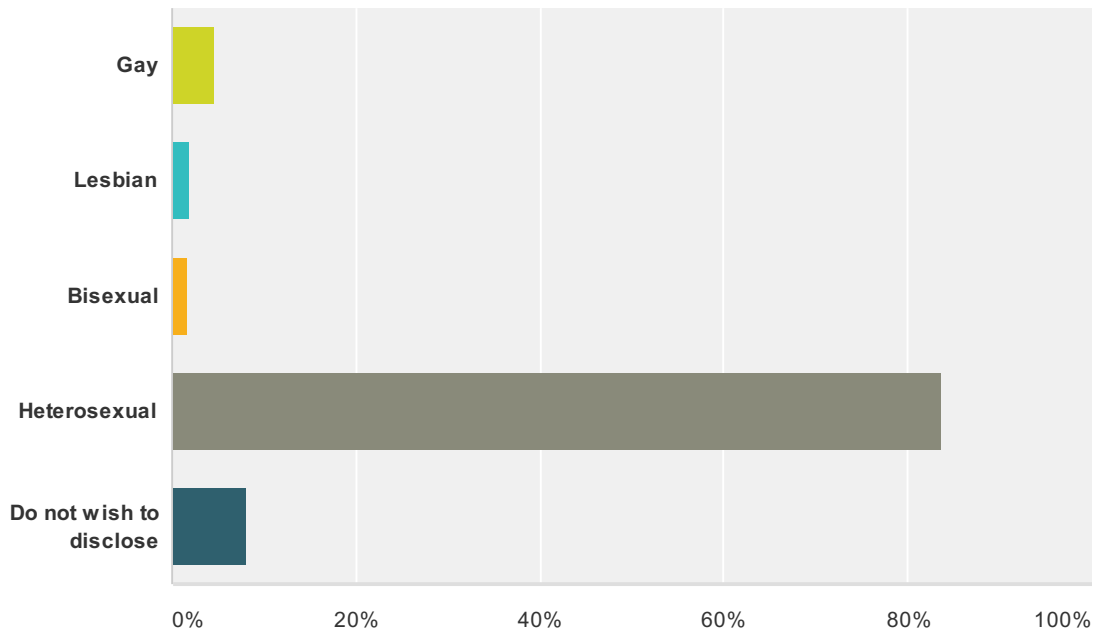
Answered: 667 Skipped: 144



Answer Choices	Responses
Female	62.52% 417
Male	37.18% 248
Transgender	0.30% 2
Total	667

Q35 Sexual Orientation?

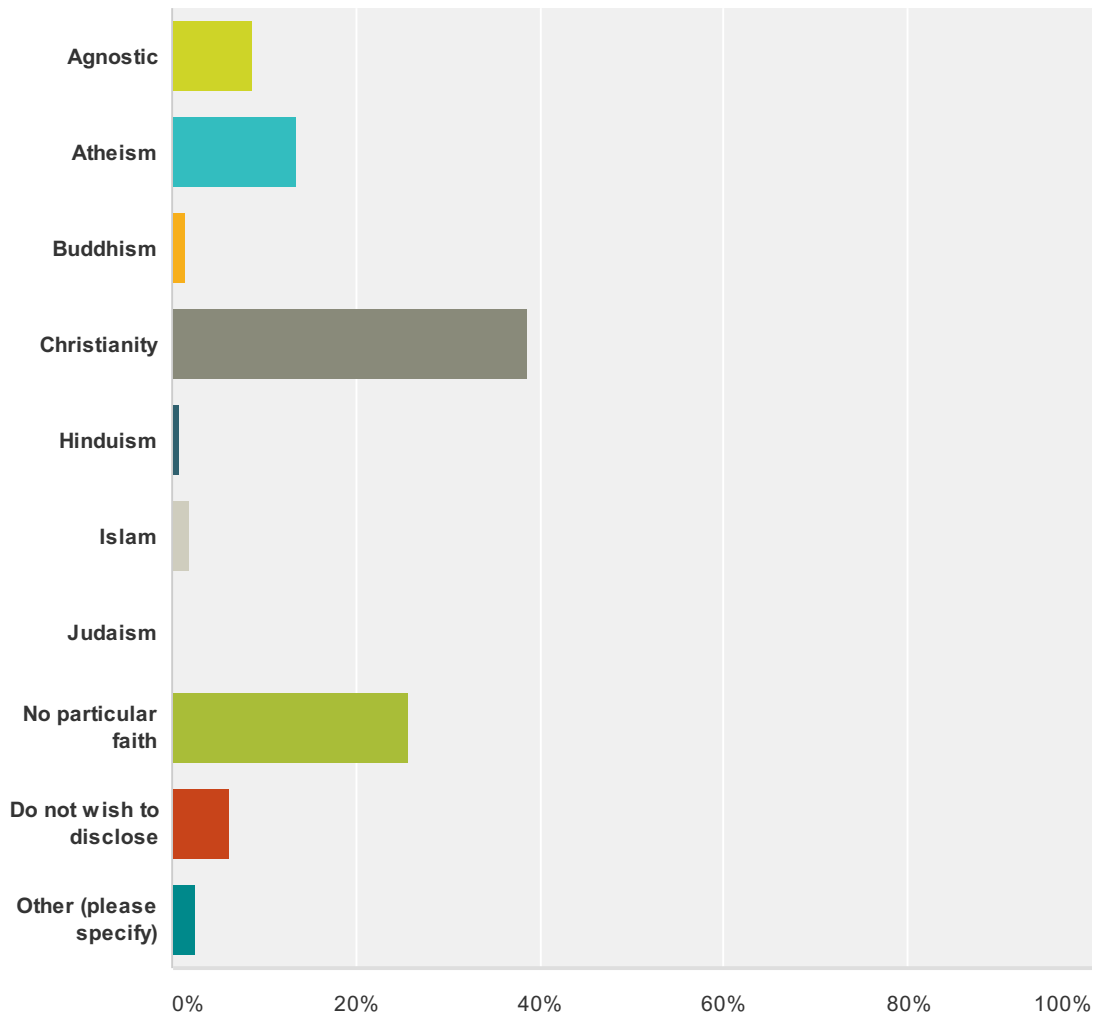
Answered: 648 Skipped: 163



Answer Choices	Responses
Gay	4.63% 30
Lesbian	1.85% 12
Bisexual	1.70% 11
Heterosexual	83.64% 542
Do not wish to disclose	8.18% 53
Total	648

Q36 Religion/Belief?

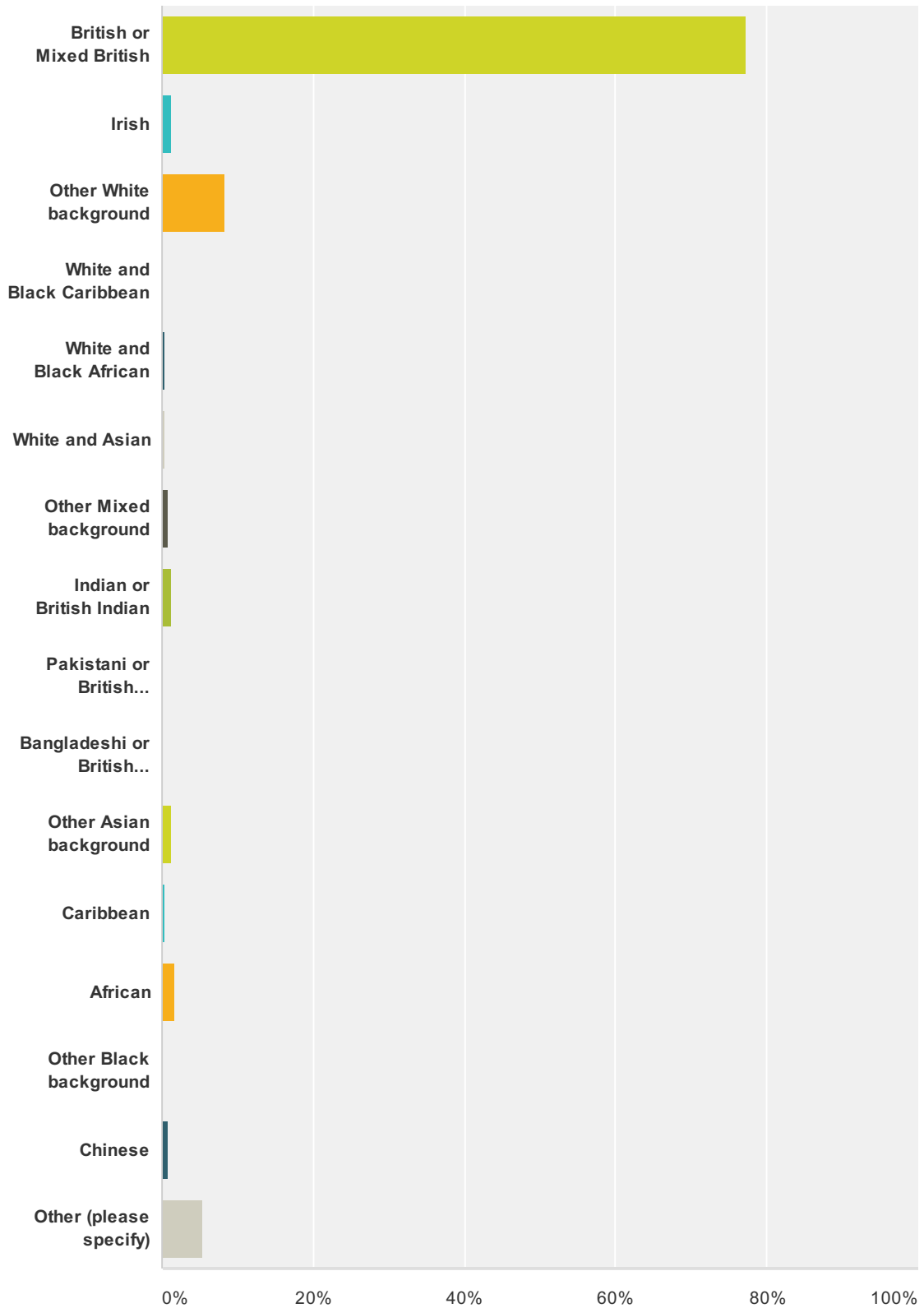
Answered: 654 Skipped: 157



Answer Choices	Responses
Agnostic	8.87% 58
Atheism	13.61% 89
Buddhism	1.38% 9
Christianity	38.69% 253
Hinduism	0.92% 6
Islam	1.83% 12
Judaism	0.31% 2
No particular faith	25.69% 168
Do not wish to disclose	6.27% 41
Other (please specify)	2.45% 16
Total	654

Q37 Which ethnic background do you represent?

Answered: 653 Skipped: 158



Answer Choices	Responses
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Stanford Medical Centre - Patient Survey 2014

British or Mixed British	77.34%	505
Irish	1.23%	8
Other White background	8.42%	55
White and Black Caribbean	0%	0
White and Black African	0.46%	3
White and Asian	0.46%	3
Other Mixed background	0.92%	6
Indian or British Indian	1.23%	8
Pakistani or British Pakistani	0.15%	1
Bangladeshi or British Bangladeshi	0%	0
Other Asian background	1.23%	8
Caribbean	0.46%	3
African	1.68%	11
Other Black background	0.15%	1
Chinese	0.92%	6
Other (please specify)	5.36%	35
Total		653