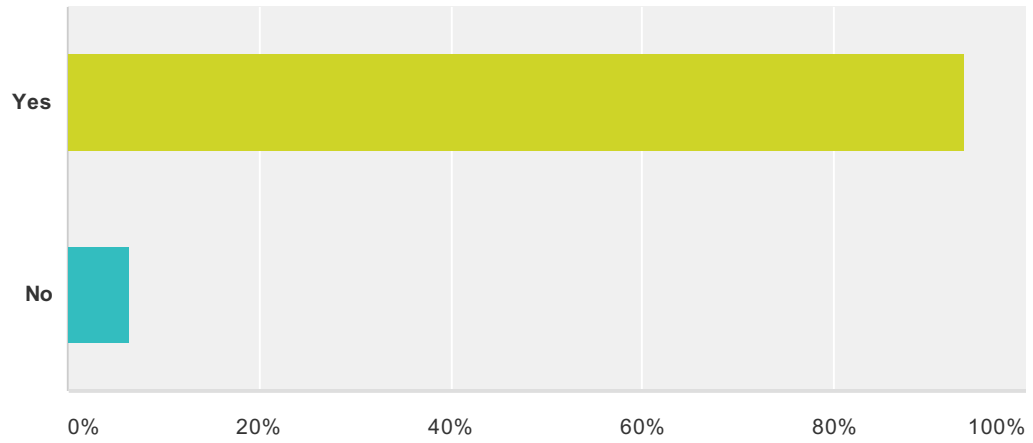
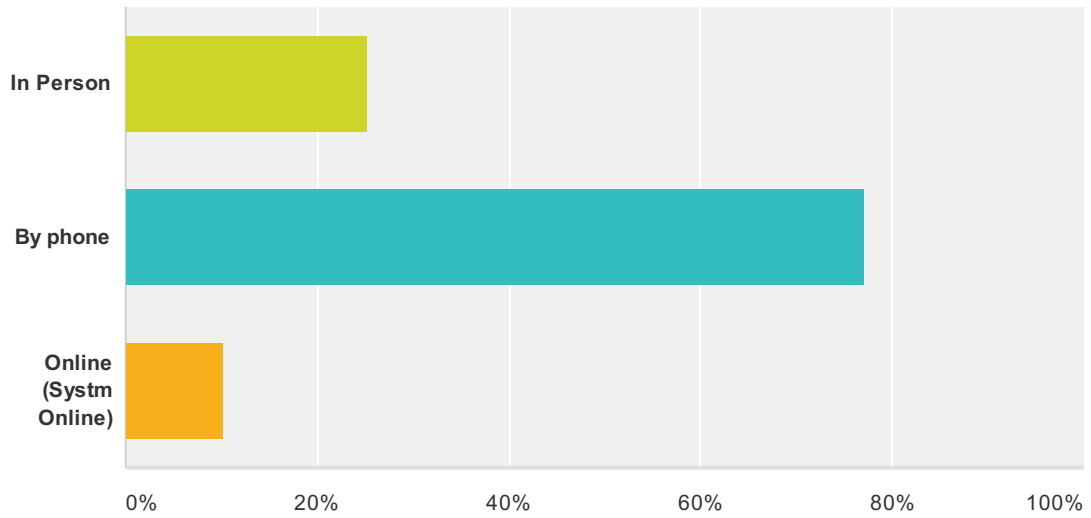


Q1 Is your GP surgery currently open at times convenient for you ?



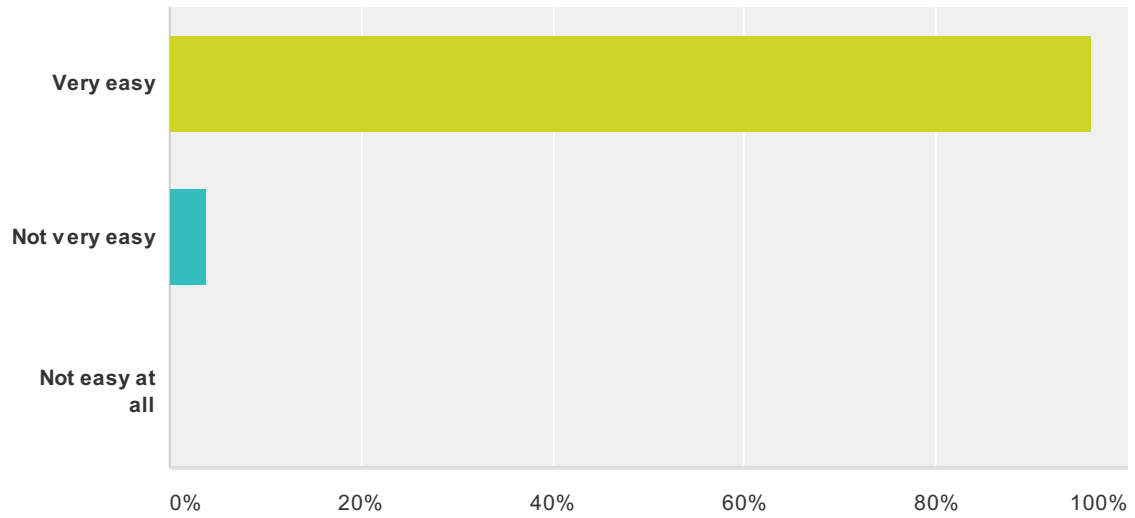
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 93.59% |
| No | 6.41% |

Q2 How do you normally make your appointments



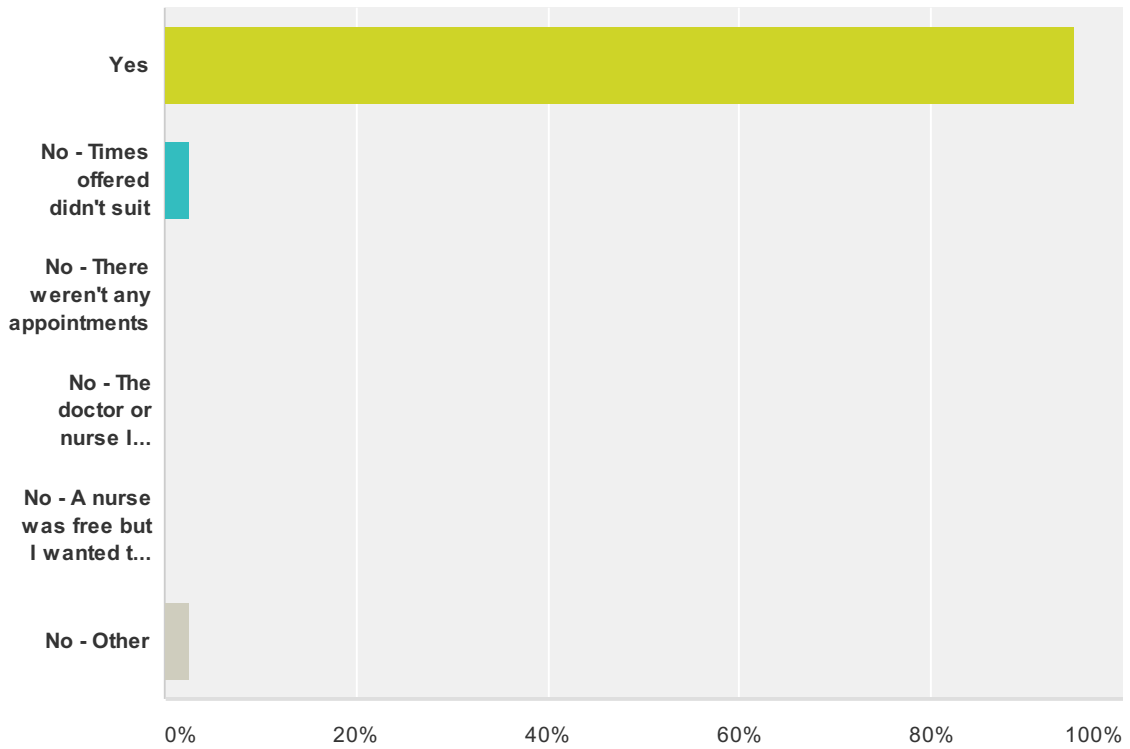
| Answer Choices | Responses |
|------------------------|-----------|
| In Person | 25.32% |
| By phone | 77.22% |
| Online (System Online) | 10.13% |

Q3 How do you rate the experience of making appointments



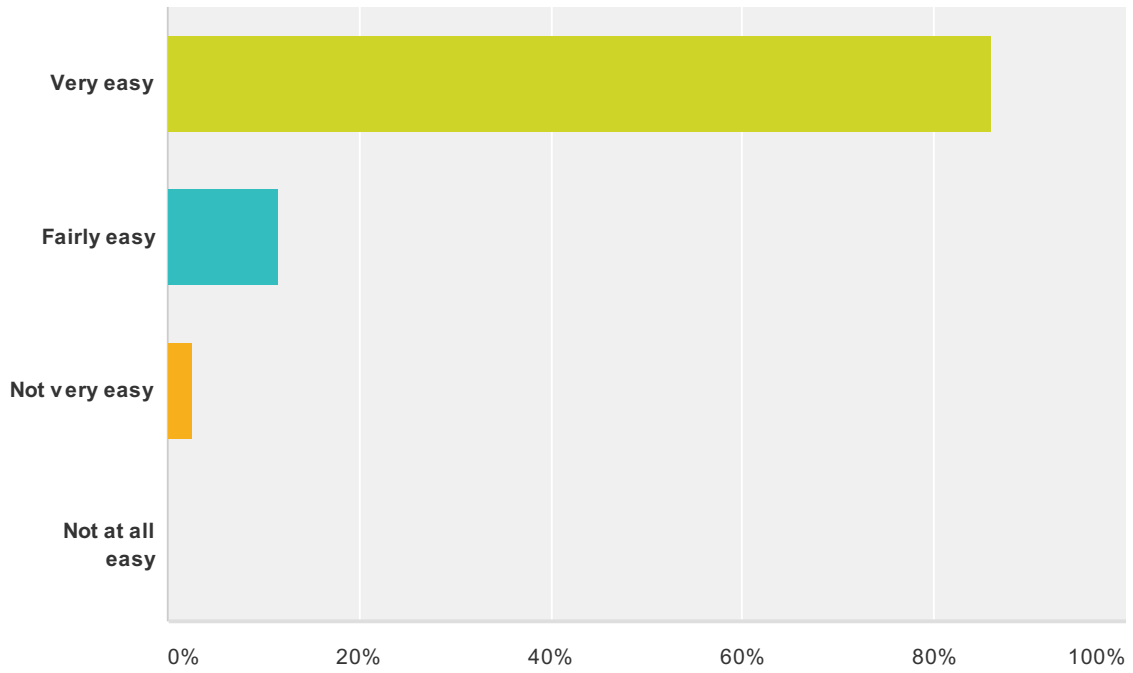
| Answer Choices | Responses |
|-----------------|-----------|
| Very easy | 96.15% |
| Not very easy | 3.85% |
| Not easy at all | 0% |

Q4 Were you able to obtain an appointment within a reasonable time period of your request



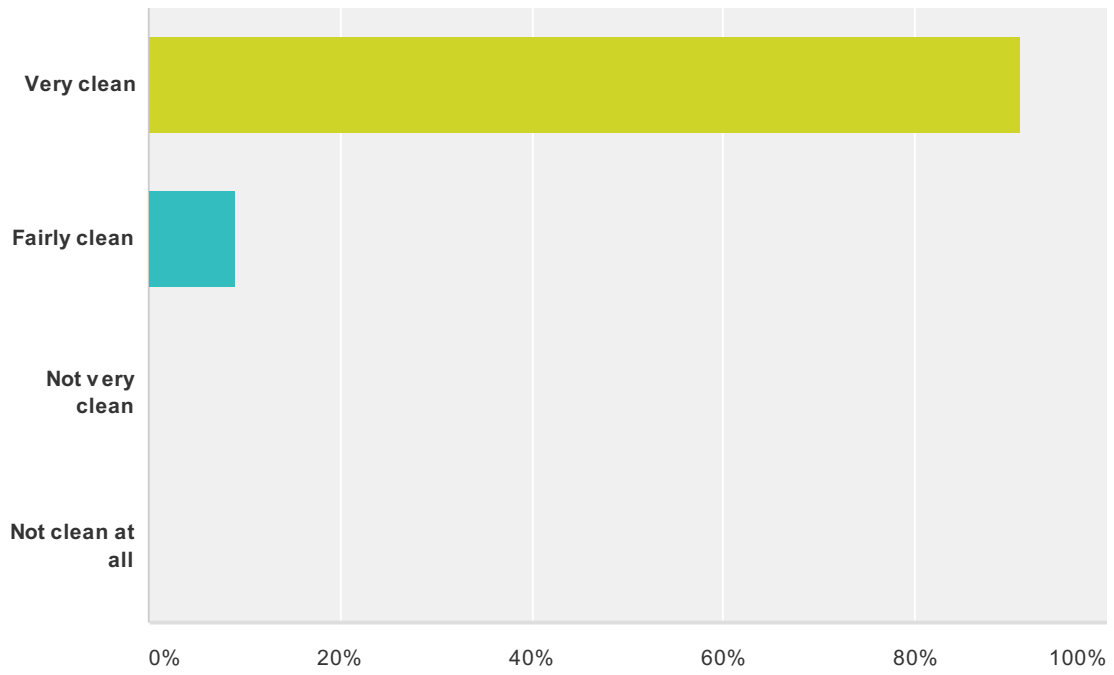
| Answer Choices | Responses |
|--|-----------|
| Yes | 94.94% |
| No - Times offered didn't suit | 2.53% |
| No - There weren't any appointments | 0% |
| No - The doctor or nurse I wanted to see was not available | 0% |
| No - A nurse was free but I wanted to see a doctor | 0% |
| No - Other | 2.53% |

Q5 How easy did you find the access into the surgery building



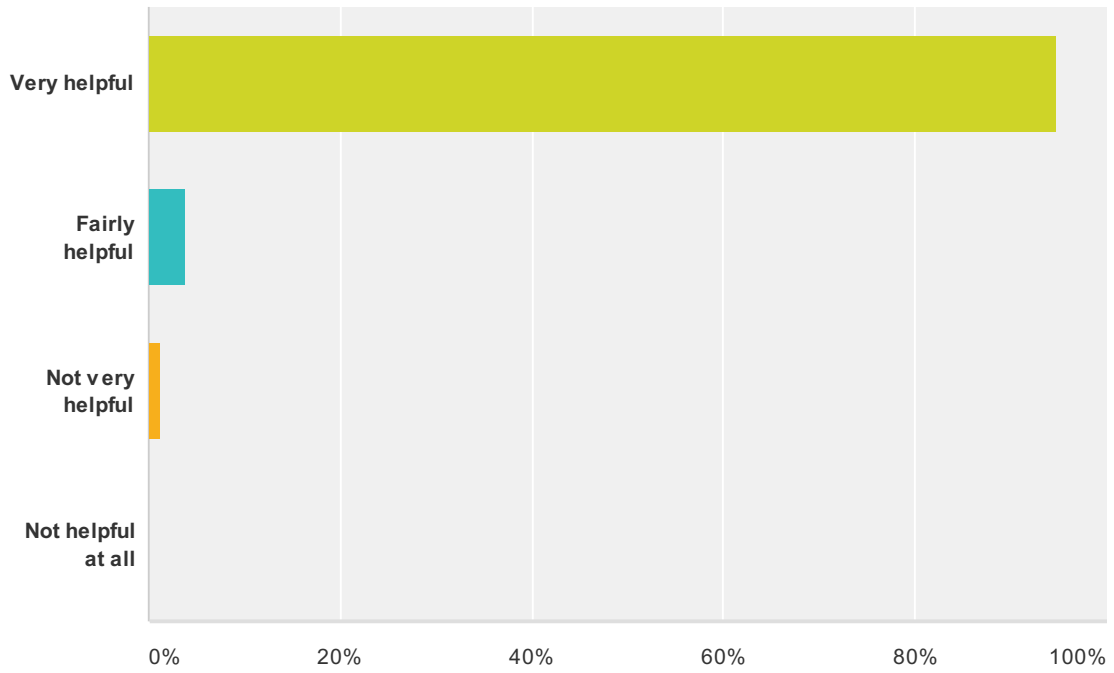
| Answer Choices | Responses |
|-----------------|-----------|
| Very easy | 85.90% |
| Fairly easy | 11.54% |
| Not very easy | 2.56% |
| Not at all easy | 0% |

Q6 How clean did you find the surgery



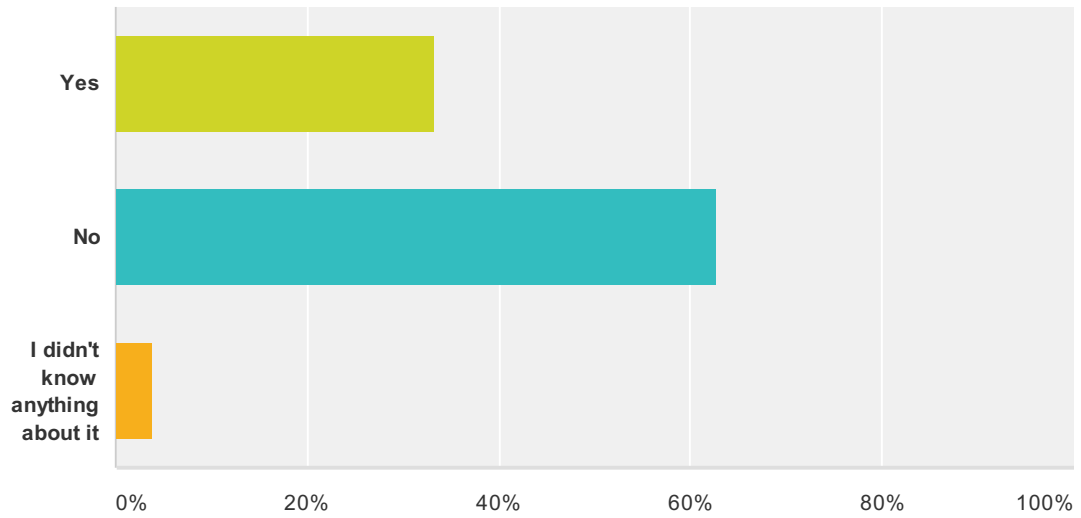
| Answer Choices | Responses |
|------------------|-----------|
| Very clean | 91.03% |
| Fairly clean | 8.97% |
| Not very clean | 0% |
| Not clean at all | 0% |

Q7 How helpful did you find the reception team



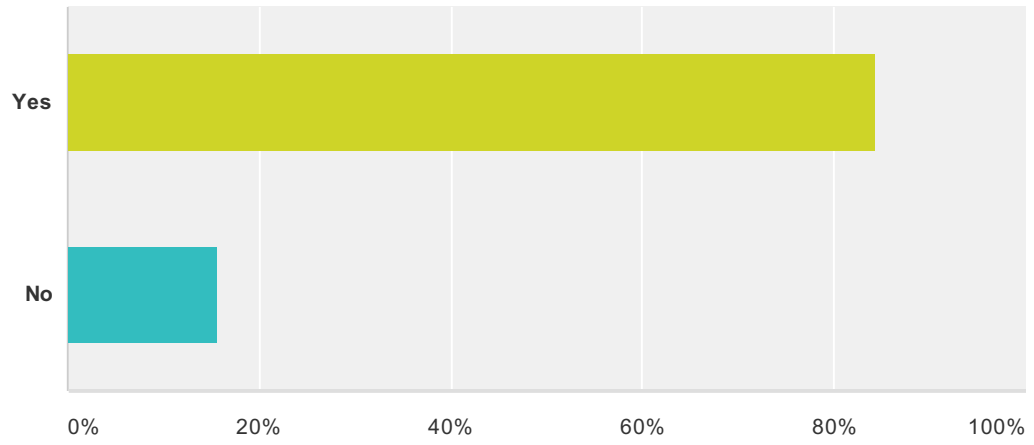
| Answer Choices | Responses |
|--------------------|-----------|
| Very helpful | 94.87% |
| Fairly helpful | 3.85% |
| Not very helpful | 1.28% |
| Not helpful at all | 0% |

Q8 Have you used our automated check-in screen



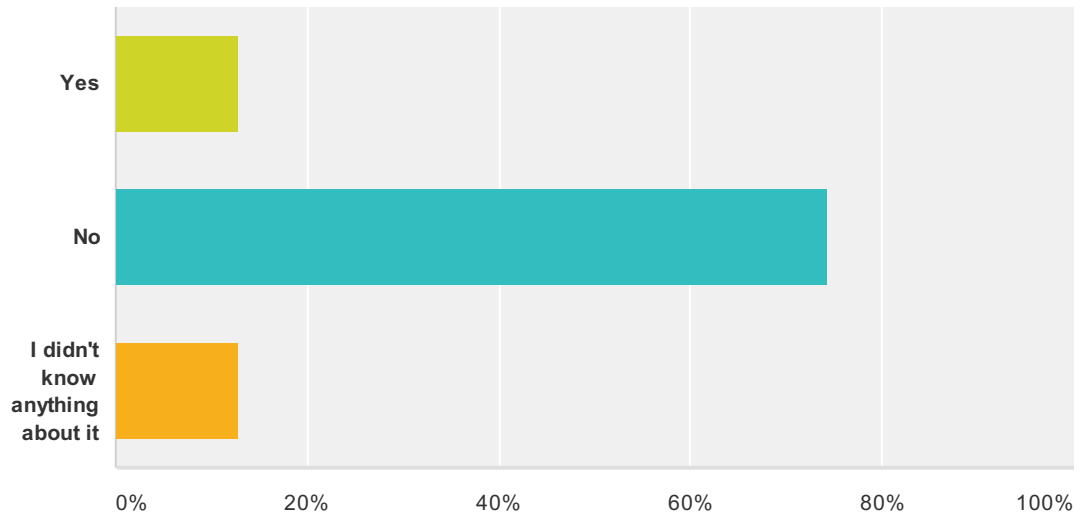
| Answer Choices | Responses |
|---------------------------------|-----------|
| Yes | 33.33% |
| No | 62.82% |
| I didn't know anything about it | 3.85% |

Q9 Did you like our automated check-in screen



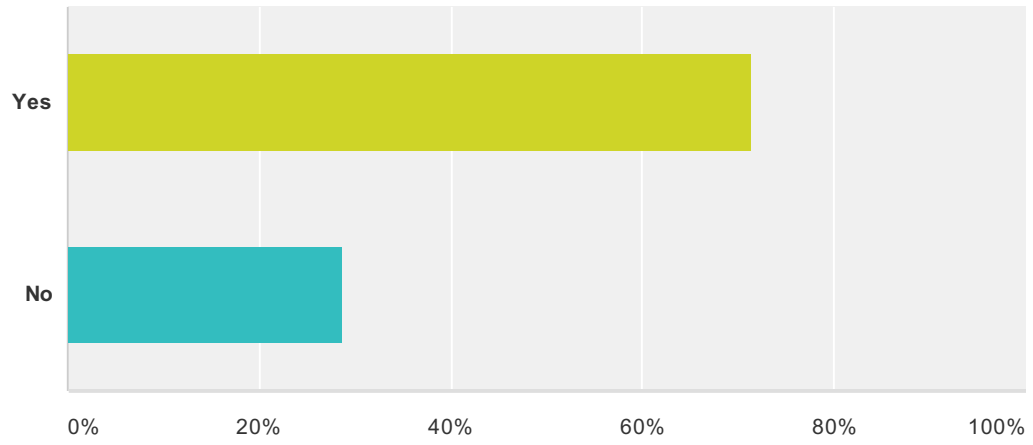
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 84.38% |
| No | 15.63% |

Q10 Have you used our online booking system (Systm Online)



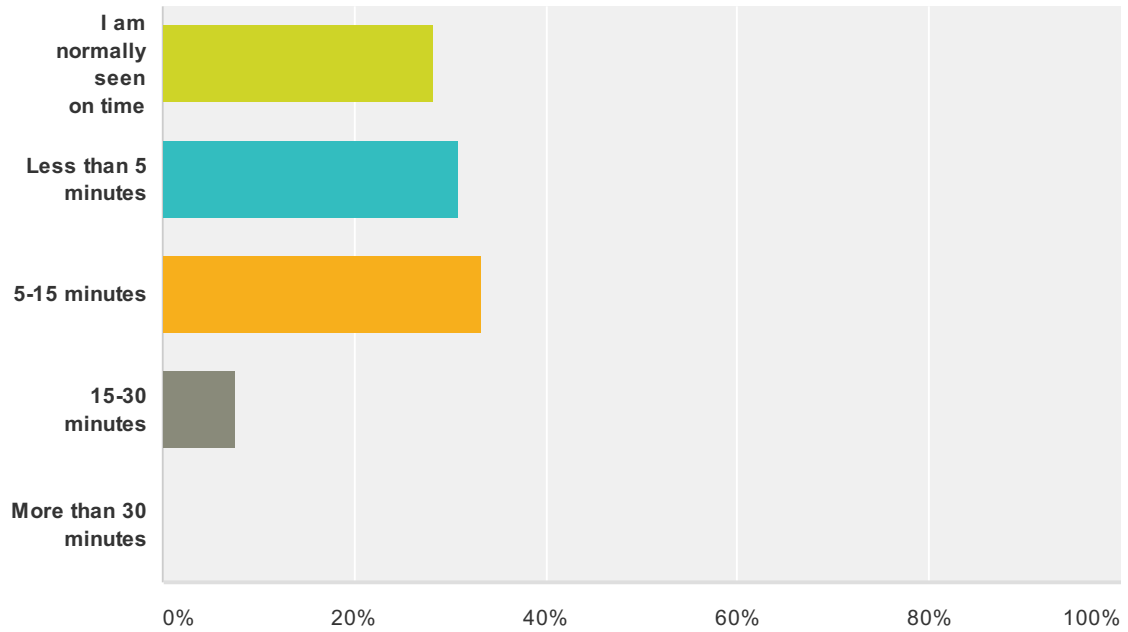
| Answer Choices | Responses |
|---------------------------------|-----------|
| Yes | 12.82% |
| No | 74.36% |
| I didn't know anything about it | 12.82% |

Q11 Did you like our online booking system (System Online)



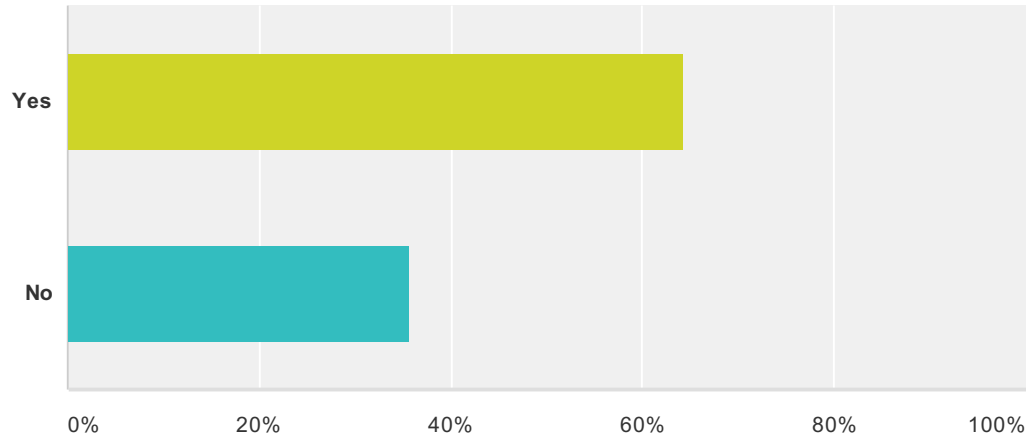
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 71.43% |
| No | 28.57% |

Q12 How long after your pre-booked appointment time do you normally wait to be seen. (Please note, this is for pre-booked appointments, not our daily walk-in clinic)



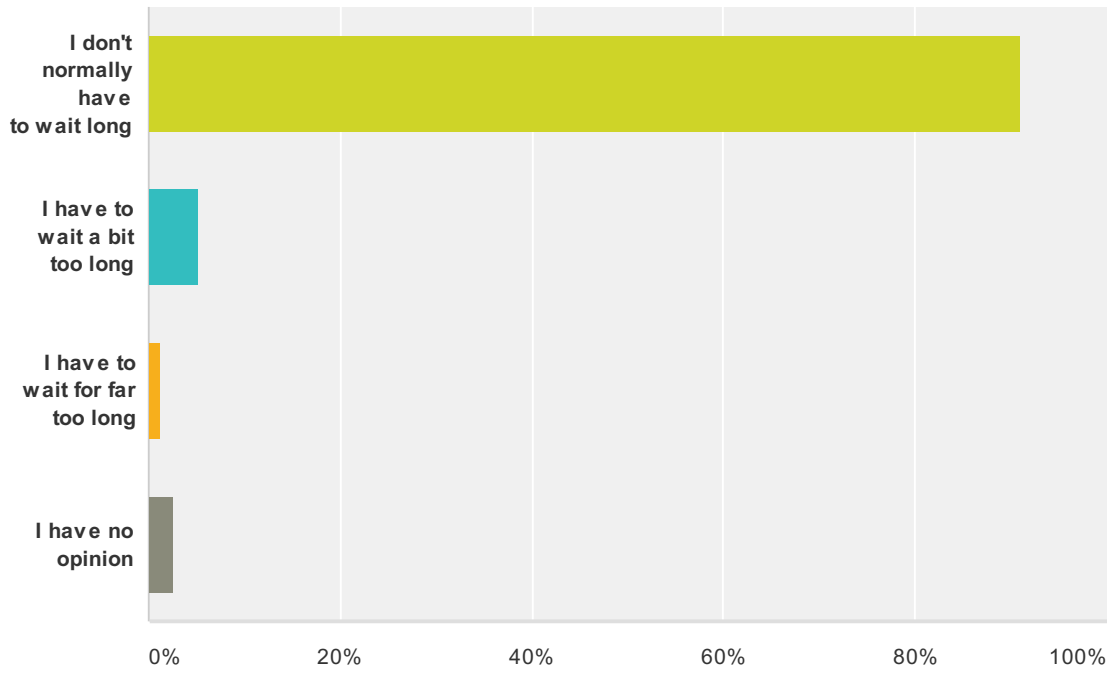
| Answer Choices | Responses |
|----------------------------|-----------|
| I am normally seen on time | 28.21% |
| Less than 5 minutes | 30.77% |
| 5-15 minutes | 33.33% |
| 15-30 minutes | 7.69% |
| More than 30 minutes | 0% |

Q13 If you had to wait over 15 minutes for your pre-booked appointment, was an explanation give for the delay in being seen



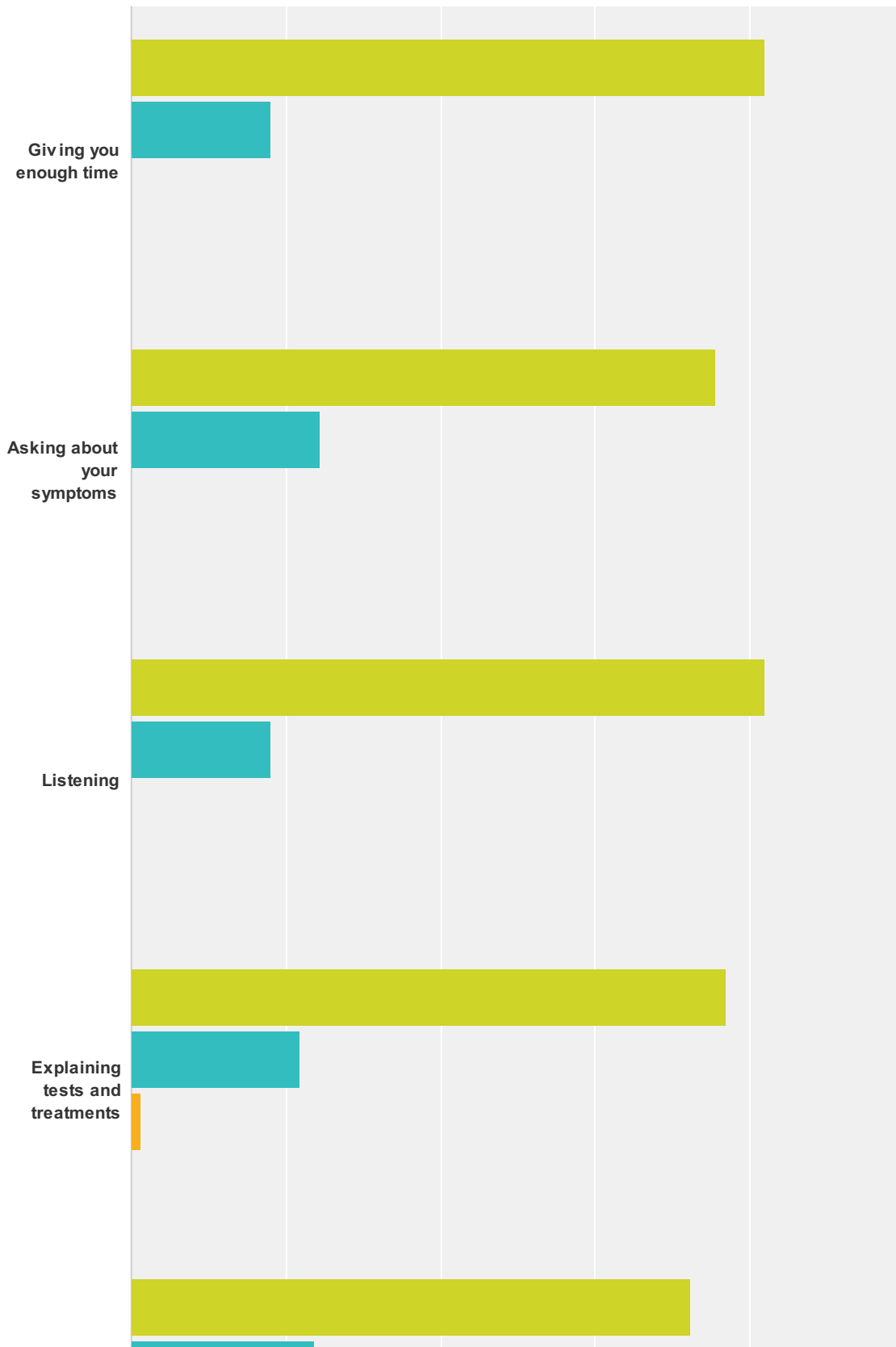
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 64.29% |
| No | 35.71% |

Q14 How do you feel about how long you normally have to wait

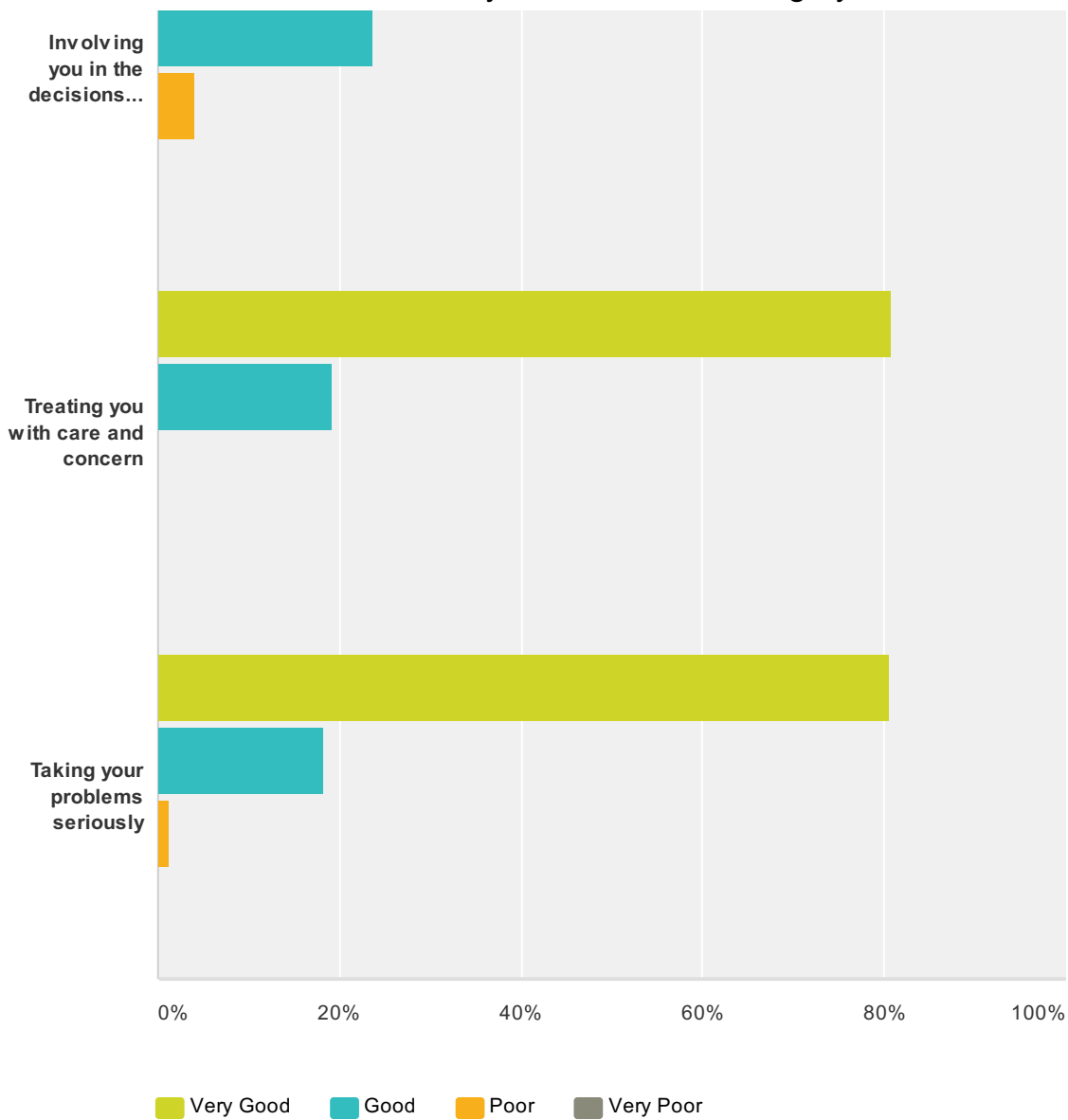


| Answer Choices | Responses |
|------------------------------------|-----------|
| I don't normally have to wait long | 91.03% |
| I have to wait a bit too long | 5.13% |
| I have to wait for far too long | 1.28% |
| I have no opinion | 2.56% |

Q15 The last time you saw a clinician (doctor / nurse / health care assistant) at the surgery, how good was the clinician at each of the following

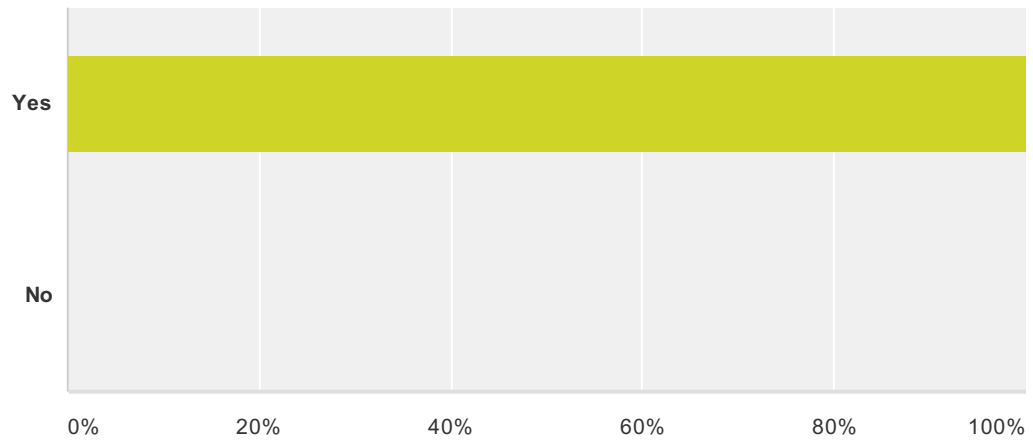


Patient Satisfaction Survey - Rockcliffe Court Surgery 2013



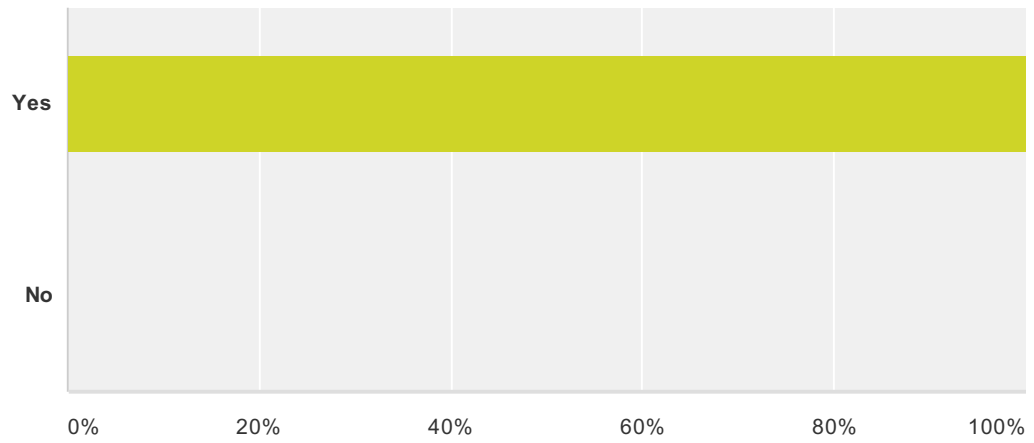
| | Very Good | Good | Poor | Very Poor |
|--|-----------|--------|-------|-----------|
| Giving you enough time | 82.05% | 17.95% | 0% | 0% |
| Asking about your symptoms | 75.64% | 24.36% | 0% | 0% |
| Listening | 82.05% | 17.95% | 0% | 0% |
| Explaining tests and treatments | 76.92% | 21.79% | 1.28% | 0% |
| Involving you in the decisions about your care | 72.37% | 23.68% | 3.95% | 0% |
| Treating you with care and concern | 80.77% | 19.23% | 0% | 0% |
| Taking your problems seriously | 80.52% | 18.18% | 1.30% | 0% |

Q16 Do you feel that you are given enough time to consider your consent to treatment or procedures



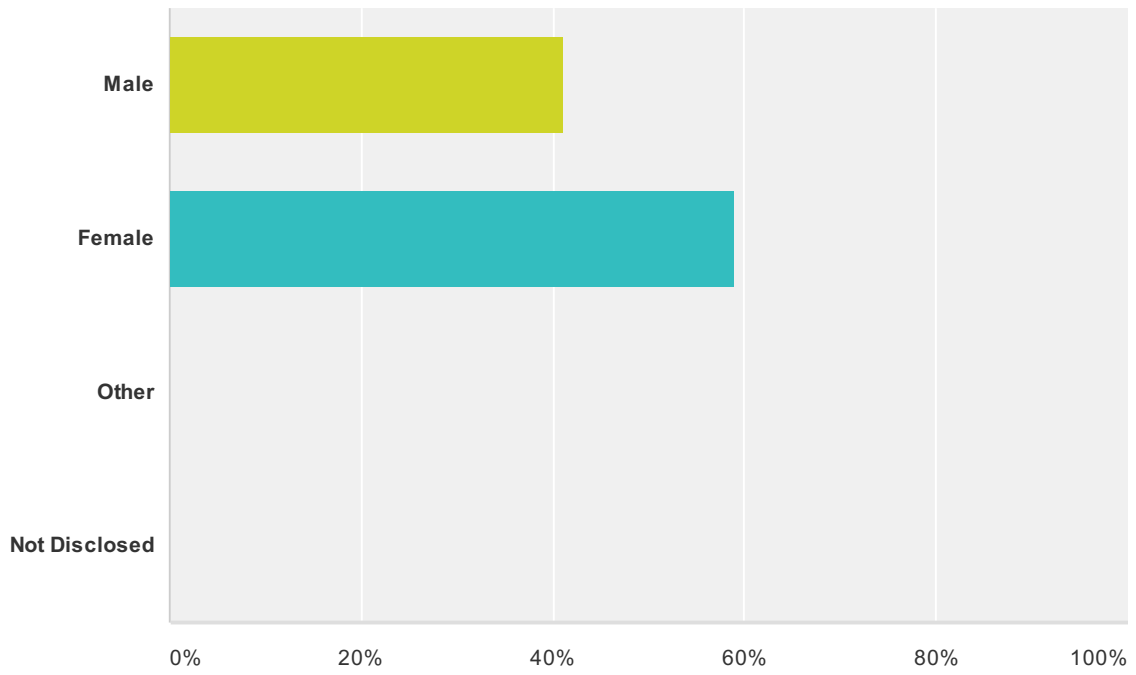
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 100% |
| No | 0% |

Q17 Do you feel that you were given enough information and assistance to make a decision on consent



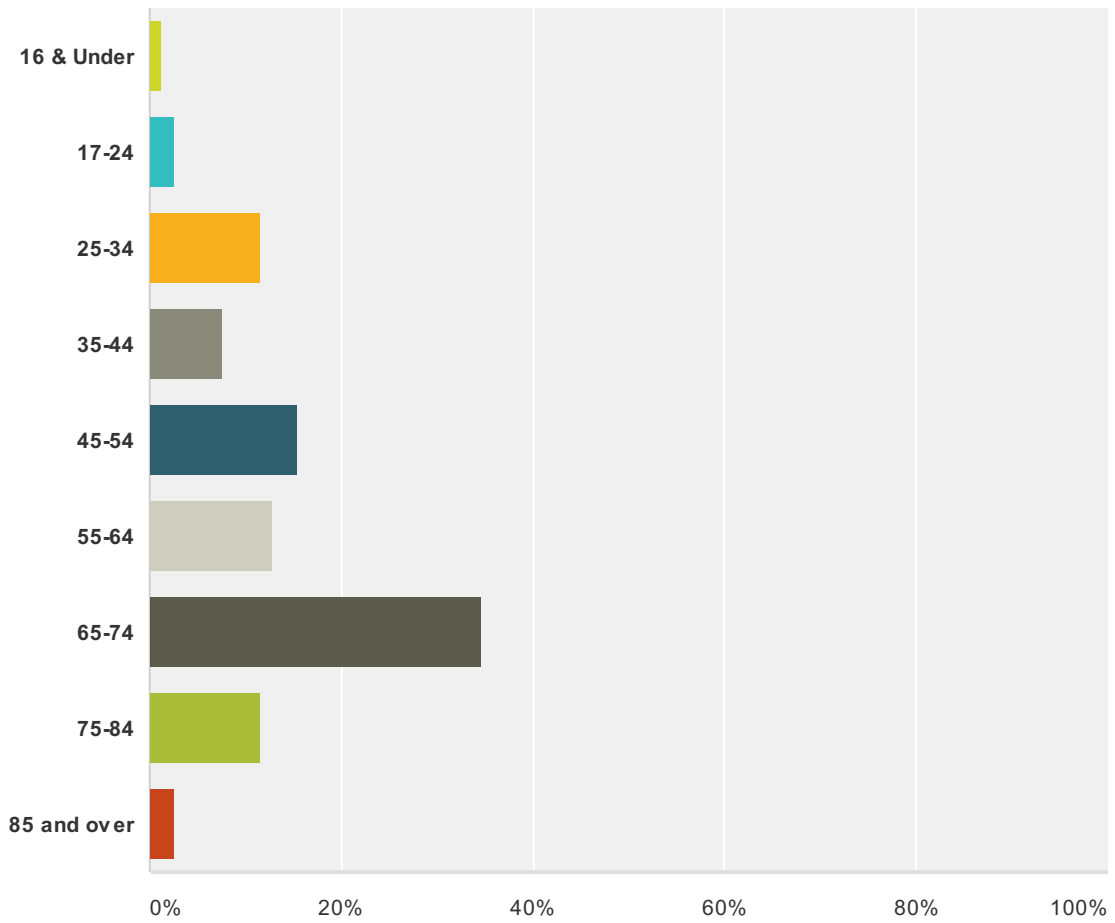
| Answer Choices | Responses |
|----------------|-----------|
| Yes | 100% |
| No | 0% |

Q18 Gender



| Answer Choices | Responses |
|----------------|-----------|
| Male | 41.03% |
| Female | 58.97% |
| Other | 0% |
| Not Disclosed | 0% |

Q19 What is your age



| Answer Choices | Responses |
|----------------|-----------|
| 16 & Under | 1.28% |
| 17-24 | 2.56% |
| 25-34 | 11.54% |
| 35-44 | 7.69% |
| 45-54 | 15.38% |
| 55-64 | 12.82% |
| 65-74 | 34.62% |
| 75-84 | 11.54% |
| 85 and over | 2.56% |

Q20 Your ethnic group

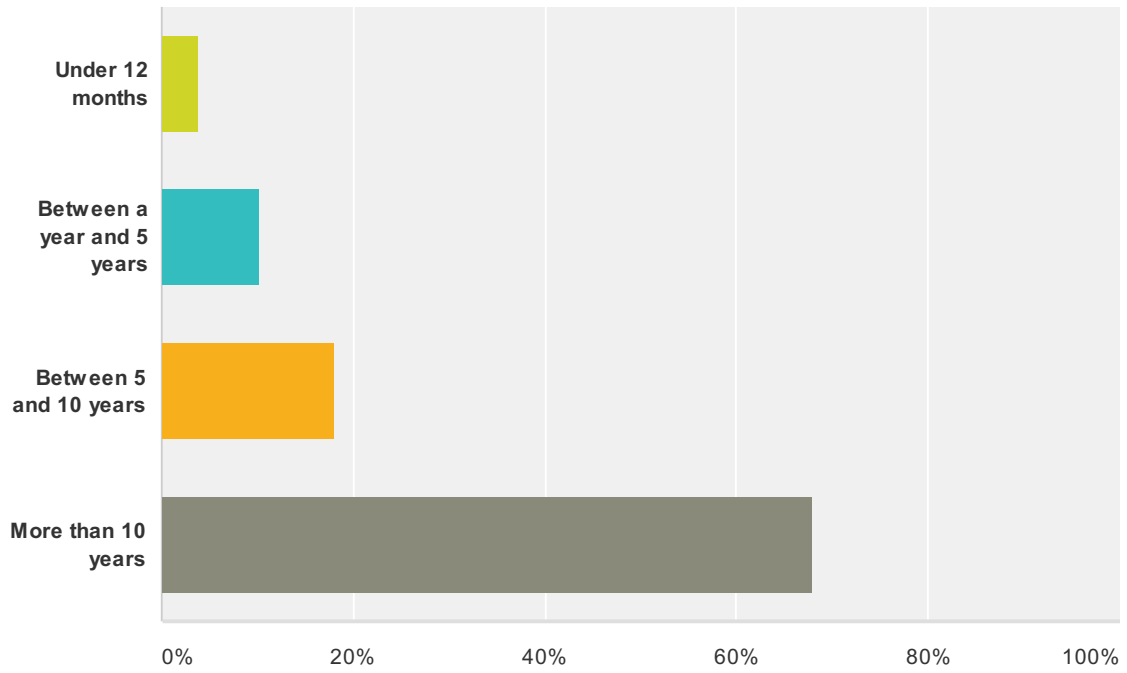


| Answer Choices | Responses |
|-------------------------------|-----------|
| White British | 100% |
| White Irish | 0% |
| White Gypsy / Traveller | 0% |
| Mixed White / Black Caribbean | 0% |
| Mixed White / Black African | 0% |
| Mixed White / Asian | 0% |

Patient Satisfaction Survey - Rockliffe Court Surgery 2013

| | |
|-----------------------------------|----|
| Asian / Asian British Indian | 0% |
| Asian / Asian British Pakistani | 0% |
| Asian / Asian British Bangladeshi | 0% |
| Black / Black British Caribbean | 0% |
| Black / Black British African | 0% |
| Chinese / British Chinese | 0% |
| Other | 0% |

Q21 How long have you been a patient at the practice



| Answer Choices | Responses |
|----------------------------|-----------|
| Under 12 months | 3.85% |
| Between a year and 5 years | 10.26% |
| Between 5 and 10 years | 17.95% |
| More than 10 years | 67.95% |