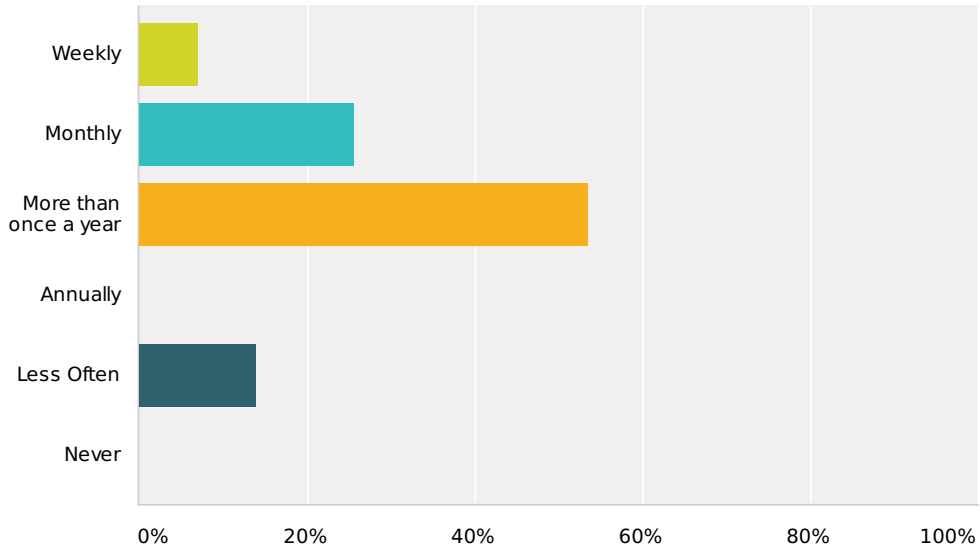


## Q1 How often do you visit the practice?

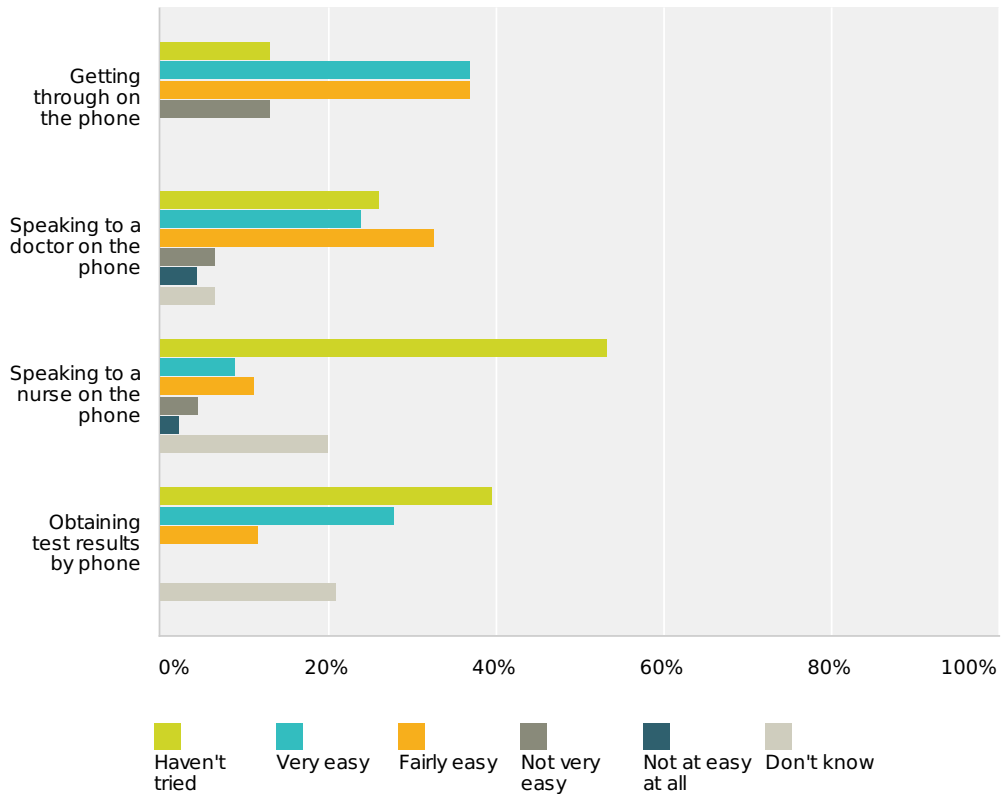
Answered: 43 Skipped: 4



| Answer Choices               | Responses        |
|------------------------------|------------------|
| <b>Weekly</b>                | <b>6.98%</b> 3   |
| <b>Monthly</b>               | <b>25.58%</b> 11 |
| <b>More than once a year</b> | <b>53.49%</b> 23 |
| <b>Annually</b>              | <b>0%</b> 0      |
| <b>Less Often</b>            | <b>13.95%</b> 6  |
| <b>Never</b>                 | <b>0%</b> 0      |
| Total                        | 43               |

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

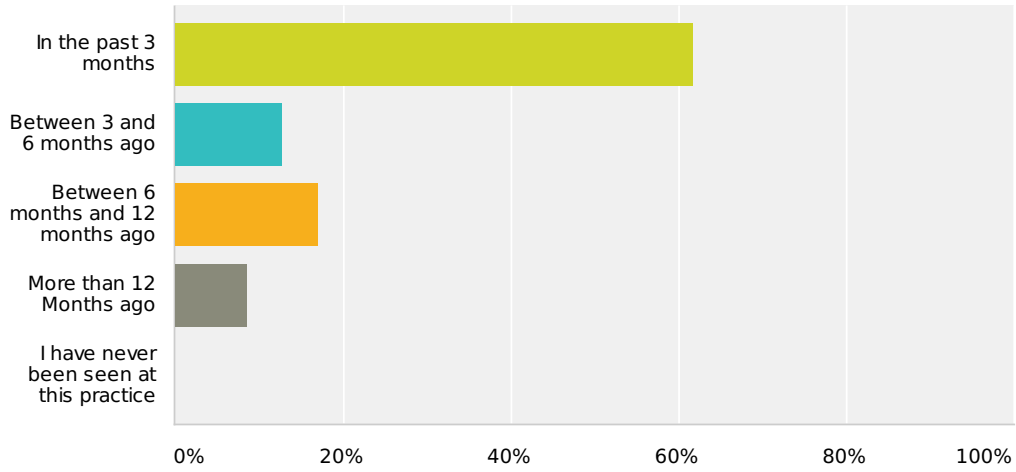
Answered: 47 Skipped: 0



|  | Haven't tried       | Very easy           | Fairly easy         | Not very easy      | Not at easy at all | Don't know         | Total |
|--|---------------------|---------------------|---------------------|--------------------|--------------------|--------------------|-------|
| <b>Getting through on the phone</b>      | <b>13.04%</b><br>6  | <b>36.96%</b><br>17 | <b>36.96%</b><br>17 | <b>13.04%</b><br>6 | <b>0%</b><br>0     | <b>0%</b><br>0     | 46    |
| <b>Speaking to a doctor on the phone</b> | <b>26.09%</b><br>12 | <b>23.91%</b><br>11 | <b>32.61%</b><br>15 | <b>6.52%</b><br>3  | <b>4.35%</b><br>2  | <b>6.52%</b><br>3  | 46    |
| <b>Speaking to a nurse on the phone</b>  | <b>53.33%</b><br>24 | <b>8.89%</b><br>4   | <b>11.11%</b><br>5  | <b>4.44%</b><br>2  | <b>2.22%</b><br>1  | <b>20%</b><br>9    | 45    |
| <b>Obtaining test results by phone</b>   | <b>39.53%</b><br>17 | <b>27.91%</b><br>12 | <b>11.63%</b><br>5  | <b>0%</b><br>0     | <b>0%</b><br>0     | <b>20.93%</b><br>9 | 43    |

### Q3 When did you last see a doctor at the practice?

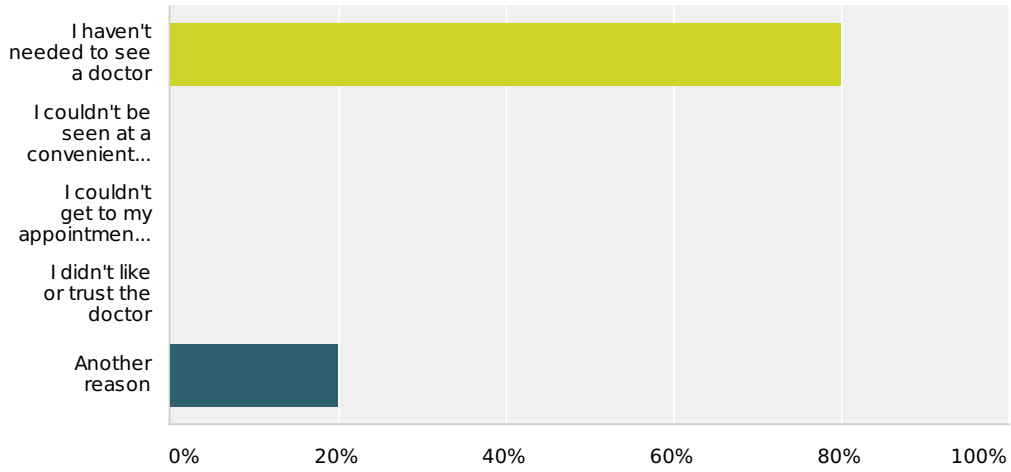
Answered: 47 Skipped: 0



| Answer Choices                                 | Responses        |
|--|------------------|
| <b>In the past 3 months</b>                    | <b>61.70%</b> 29 |
| <b>Between 3 and 6 months ago</b>              | <b>12.77%</b> 6  |
| <b>Between 6 months and 12 months ago</b>      | <b>17.02%</b> 8  |
| <b>More than 12 Months ago</b>                 | <b>8.51%</b> 4   |
| <b>I have never been seen at this practice</b> | <b>0%</b> 0      |
| Total  | 47               |

### Q4 If you indicated you haven't seen a doctor at the practice in the past 12 months, why is that? Please tick all that apply

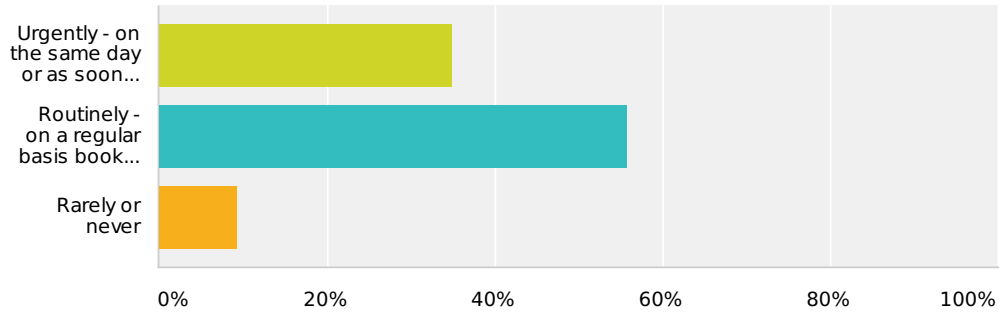
Answered: 5 Skipped: 42



| Answer Choices                                 | Responses    |
|--|--------------|
| <b>I haven't needed to see a doctor</b>        | <b>80%</b> 4 |
| <b>I couldn't be seen at a convenient time</b> | <b>0%</b> 0  |
| <b>I couldn't get to my appointment easily</b> | <b>0%</b> 0  |
| <b>I didn't like or trust the doctor</b>       | <b>0%</b> 0  |
| <b>Another reason</b>                          | <b>20%</b> 1 |
| Total Respondents: 5                           |              |

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

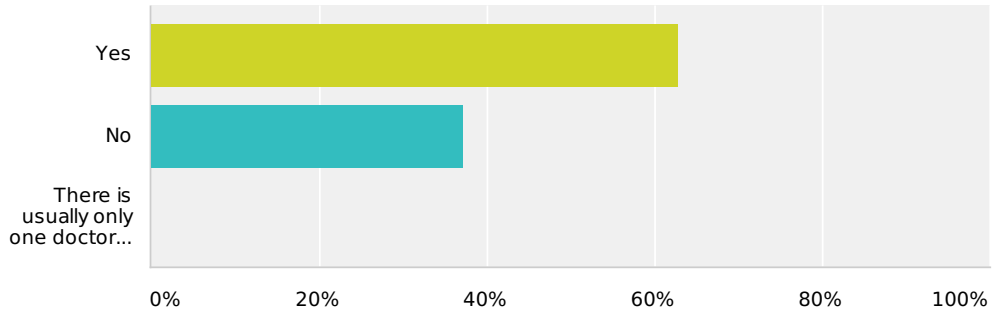
Answered: 43 Skipped: 4



| Answer Choices   | Responses     |    |
|--|---------------|----|
| <b>Urgently - on the same day or as soon as possible</b> | <b>34.88%</b> | 15 |
| <b>Routinely - on a regular basis booked in advance</b>  | <b>55.81%</b> | 24 |
| <b>Rarely or never</b>                                   | <b>9.30%</b>  | 4  |
| Total  |               | 43 |

### Q6 Is there a particular doctor who you prefer to see at the practice?

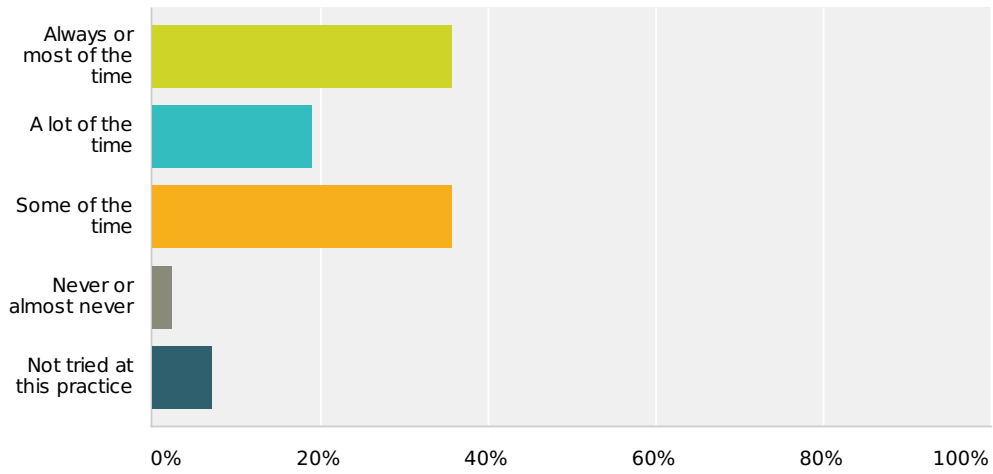
Answered: 43 Skipped: 4



| Answer Choices  | Responses        |
|---|------------------|
| <b>Yes</b>  | <b>62.79%</b> 27 |
| <b>No</b>   | <b>37.21%</b> 16 |
| <b>There is usually only one doctor at the practice</b> | <b>0%</b> 0      |
| Total   | 43               |

## Q7 How often do you see the doctor you prefer?

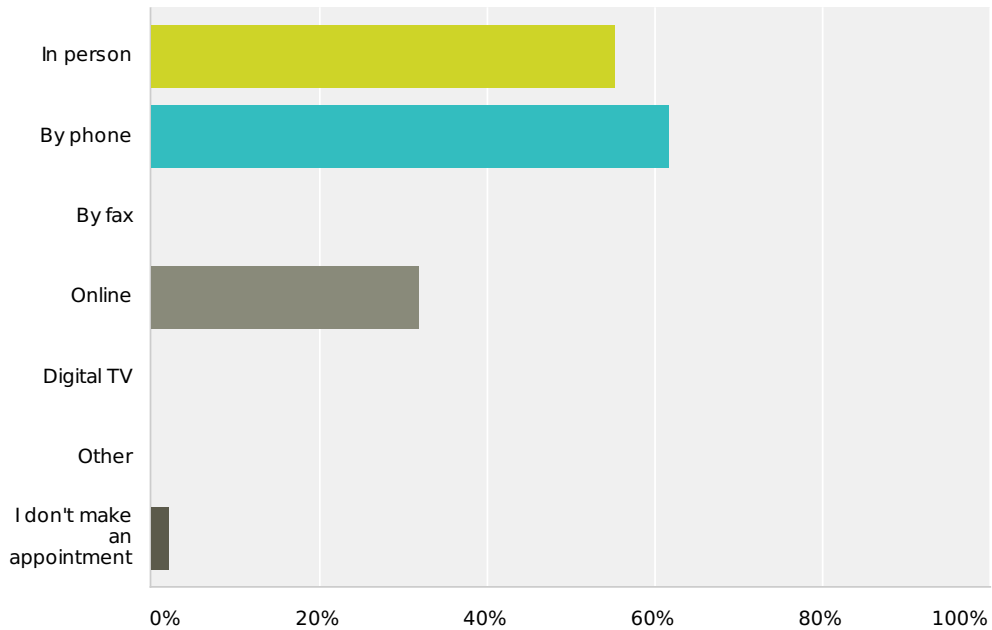
Answered: 42 Skipped: 5



| Answer Choices                    | Responses        |
|-----------------------------------|------------------|
| <b>Always or most of the time</b> | <b>35.71%</b> 15 |
| <b>A lot of the time</b>          | <b>19.05%</b> 8  |
| <b>Some of the time</b>           | <b>35.71%</b> 15 |
| <b>Never or almost never</b>      | <b>2.38%</b> 1   |
| <b>Not tried at this practice</b> | <b>7.14%</b> 3   |
| Total                             | 42               |

### Q8 How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply

Answered: 47 Skipped: 0

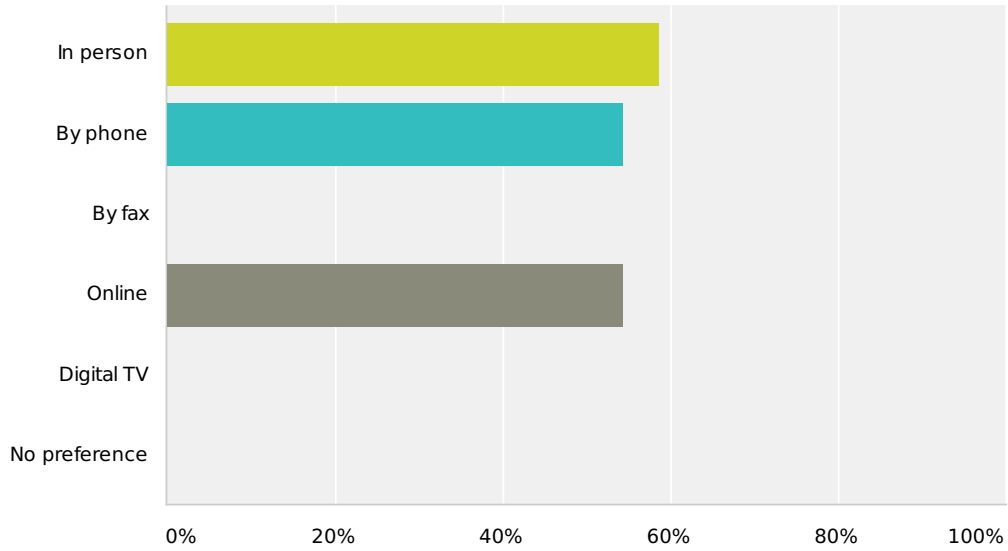


| Answer Choices                     | Responses     |    |
|------------------------------------|---------------|----|
| <b>In person</b>                   | <b>55.32%</b> | 26 |
| <b>By phone</b>                    | <b>61.70%</b> | 29 |
| <b>By fax</b>                      | <b>0%</b>     | 0  |
| <b>Online</b>                      | <b>31.91%</b> | 15 |
| <b>Digital TV</b>                  | <b>0%</b>     | 0  |
| <b>Other</b>                       | <b>0%</b>     | 0  |
| <b>I don't make an appointment</b> | <b>2.13%</b>  | 1  |
| Total Respondents: 47              |               |    |



### Q9 Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply

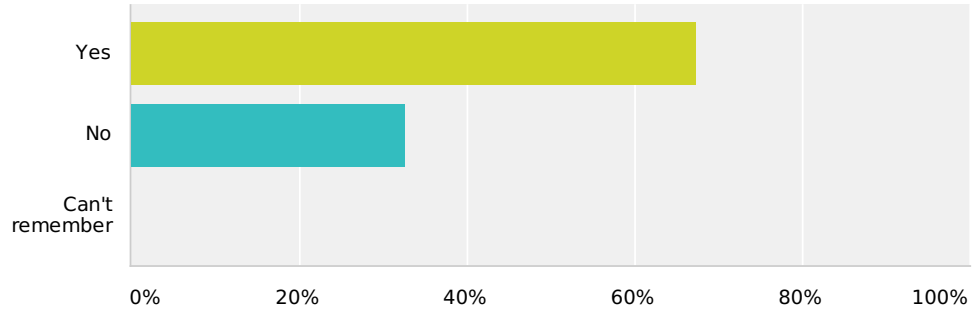
Answered: 46 Skipped: 1



| Answer Choices        | Responses     |    |
|-----------------------|---------------|----|
| <b>In person</b>      | <b>58.70%</b> | 27 |
| <b>By phone</b>       | <b>54.35%</b> | 25 |
| <b>By fax</b>         | <b>0%</b>     | 0  |
| <b>Online</b>         | <b>54.35%</b> | 25 |
| <b>Digital TV</b>     | <b>0%</b>     | 0  |
| <b>No preference</b>  | <b>0%</b>     | 0  |
| Total Respondents: 46 |               |    |

**Q10 In the past 6 months, have you tried to book ahead for an appointment with a doctor? That is, an appointment more than 2 weekdays in advance**

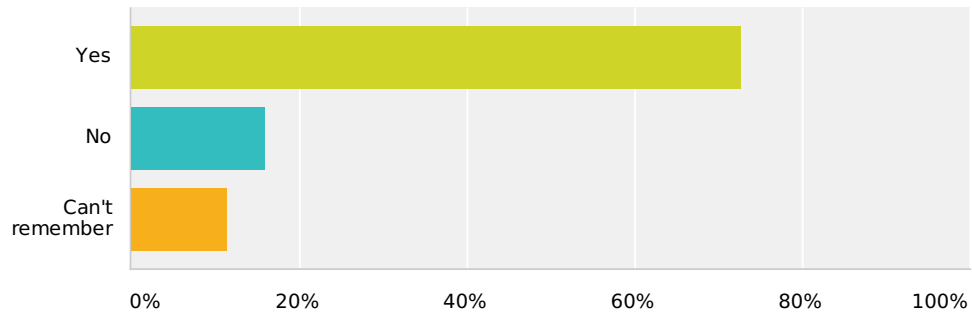
Answered: 46 Skipped: 1



| Answer Choices        | Responses     |    |
|-----------------------|---------------|----|
| <b>Yes</b>            | <b>67.39%</b> | 31 |
| <b>No</b>             | <b>32.61%</b> | 15 |
| <b>Can't remember</b> | <b>0%</b>     | 0  |
| Total                 |               | 46 |

### Q11 Last time you tried, were you able to get an appointment with a doctor more than 2 weekdays in advance?

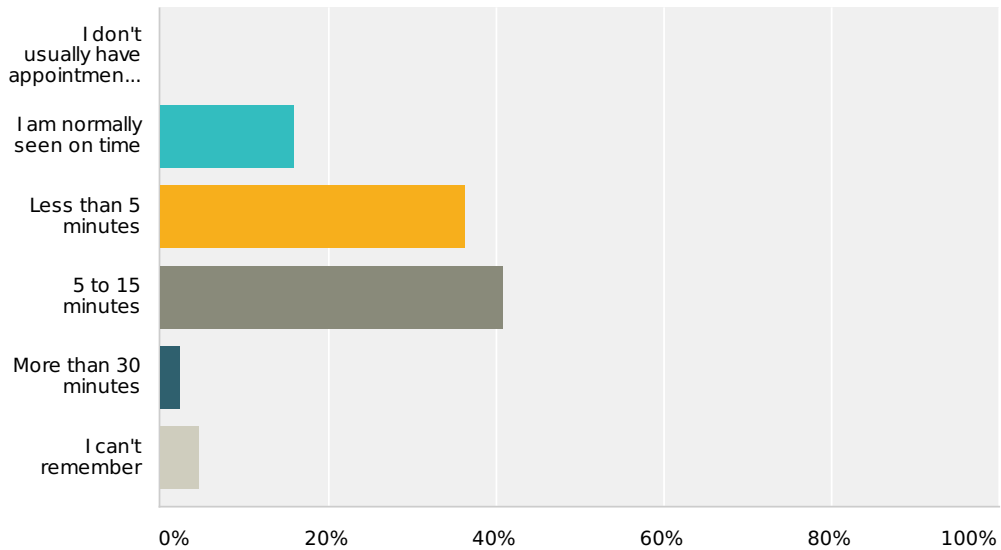
Answered: 44 Skipped: 3



| Answer Choices        | Responses        |
|-----------------------|------------------|
| <b>Yes</b>            | <b>72.73%</b> 32 |
| <b>No</b>             | <b>15.91%</b> 7  |
| <b>Can't remember</b> | <b>11.36%</b> 5  |
| Total                 | 44               |

## Q12 How long after your appointment time do you normally wait to be seen?

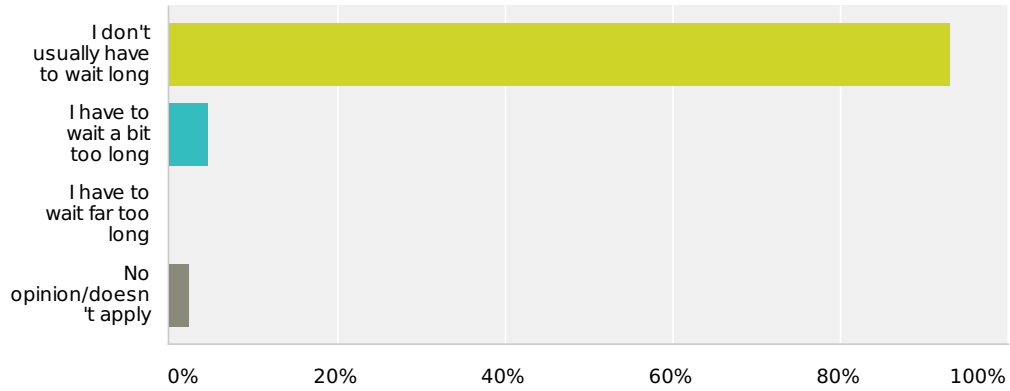
Answered: 44 Skipped: 3



| Answer Choices  | Responses        |
|---|------------------|
| <b>I don't usually have appointments at a specific time</b> | <b>0%</b> 0      |
| <b>I am normally seen on time</b>                           | <b>15.91%</b> 7  |
| <b>Less than 5 minutes</b>                                  | <b>36.36%</b> 16 |
| <b>5 to 15 minutes</b>                                      | <b>40.91%</b> 18 |
| <b>More than 30 minutes</b>                                 | <b>2.27%</b> 1   |
| <b>I can't remember</b>                                     | <b>4.55%</b> 2   |
| Total   | 44               |

### Q13 How do you feel about how long you normally have to wait?

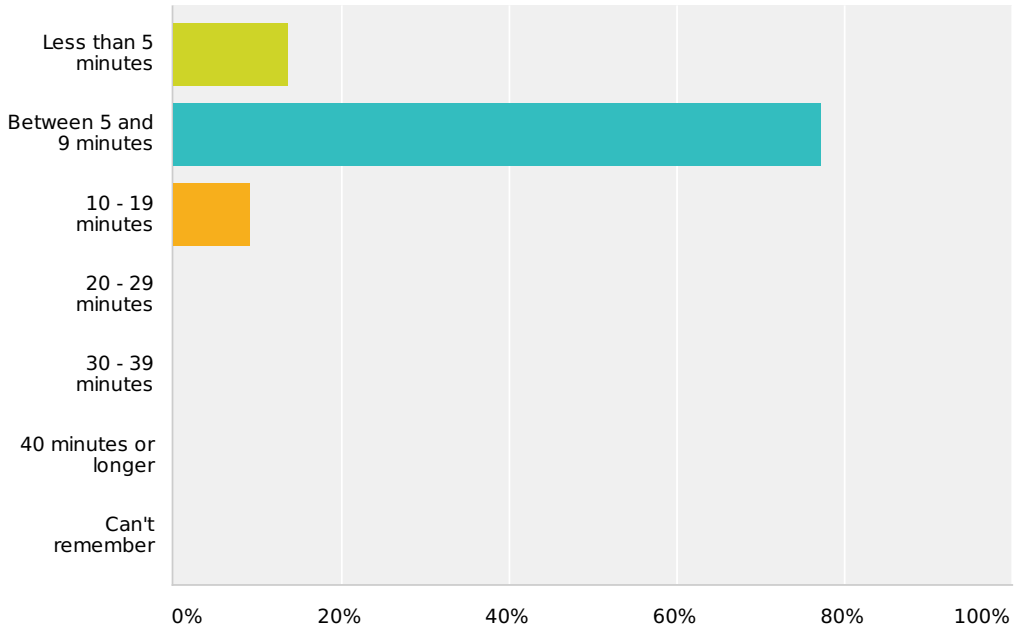
Answered: 44 Skipped: 3



| Answer Choices                           | Responses        |
|--|------------------|
| <b>I don't usually have to wait long</b> | <b>93.18%</b> 41 |
| <b>I have to wait a bit too long</b>     | <b>4.55%</b> 2   |
| <b>I have to wait far too long</b>       | <b>0%</b> 0      |
| <b>No opinion/doesn't apply</b>          | <b>2.27%</b> 1   |
| Total                                    | 44               |

### Q14 When you last visited the practice, how much time did you spend with the doctor?

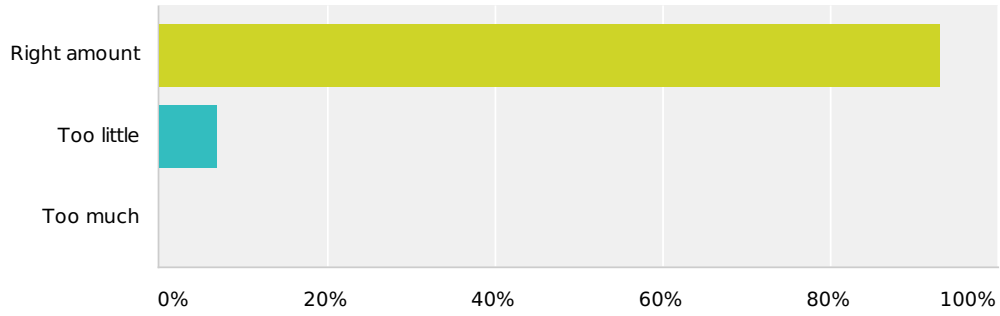
Answered: 44 Skipped: 3



| Answer Choices                 | Responses        |
|--------------------------------|------------------|
| <b>Less than 5 minutes</b>     | <b>13.64%</b> 6  |
| <b>Between 5 and 9 minutes</b> | <b>77.27%</b> 34 |
| <b>10 - 19 minutes</b>         | <b>9.09%</b> 4   |
| <b>20 - 29 minutes</b>         | <b>0%</b> 0      |
| <b>30 - 39 minutes</b>         | <b>0%</b> 0      |
| <b>40 minutes or longer</b>    | <b>0%</b> 0      |
| <b>Can't remember</b>          | <b>0%</b> 0      |
| Total                          | 44               |

### Q15 In your opinion was this the right amount of time?

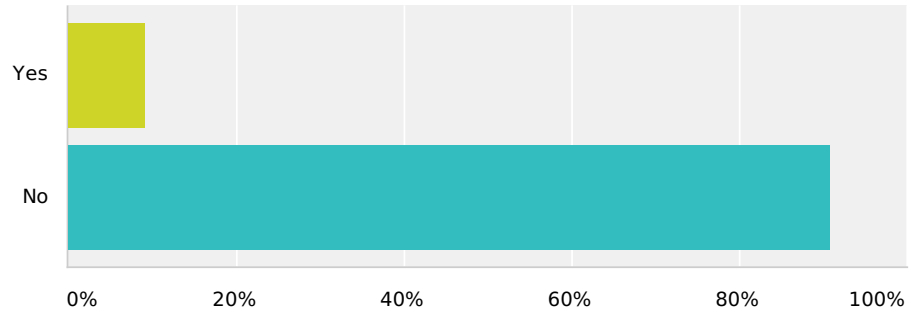
Answered: 44 Skipped: 3



| Answer Choices      | Responses     |    |
|---------------------|---------------|----|
| <b>Right amount</b> | <b>93.18%</b> | 41 |
| <b>Too little</b>   | <b>6.82%</b>  | 3  |
| <b>Too much</b>     | <b>0%</b>     | 0  |
| Total               |               | 44 |

### Q16 Could a phone call from the doctor have saved you having to visit the practice?

Answered: 44 Skipped: 3

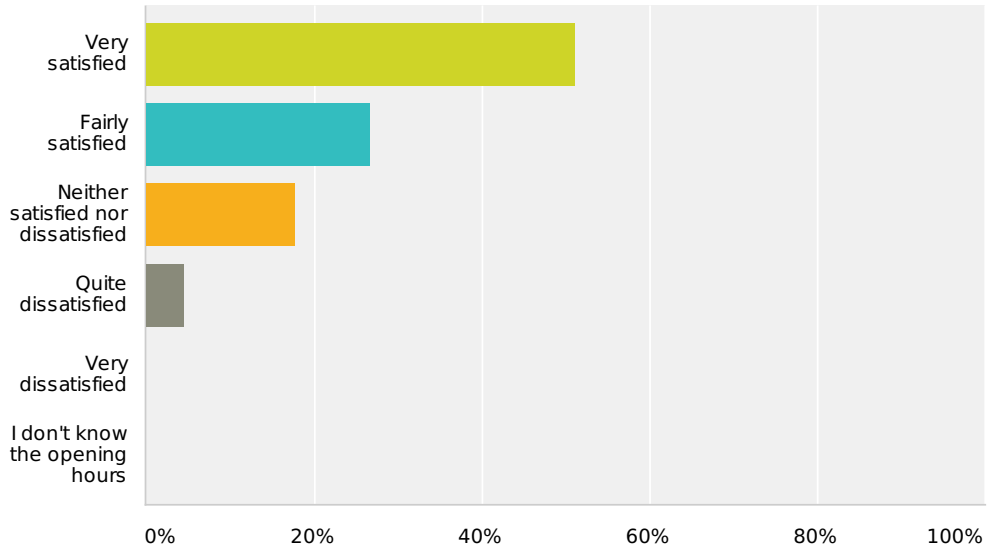


| Answer Choices | Responses        |
|----------------|------------------|
| <b>Yes</b>     | <b>9.09%</b> 4   |
| <b>No</b>      | <b>90.91%</b> 40 |
| Total          | 44               |



## Q17 How satisfied are you with the opening hours at the practice?

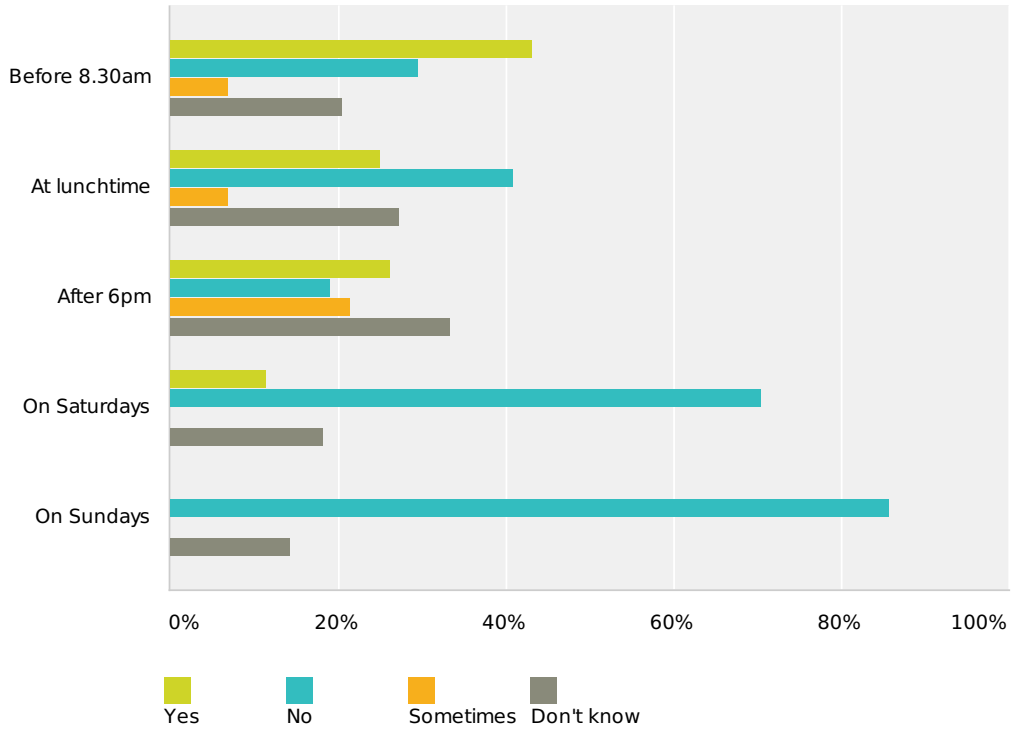
Answered: 45 Skipped: 2



| Answer Choices                            | Responses        |
|---|------------------|
| <b>Very satisfied</b>                     | <b>51.11%</b> 23 |
| <b>Fairly satisfied</b>                   | <b>26.67%</b> 12 |
| <b>Neither satisfied nor dissatisfied</b> | <b>17.78%</b> 8  |
| <b>Quite dissatisfied</b>                 | <b>4.44%</b> 2   |
| <b>Very dissatisfied</b>                  | <b>0%</b> 0      |
| <b>I don't know the opening hours</b>     | <b>0%</b> 0      |
| Total                                     | 45               |

### Q18 As far as you know, is the practice open.....please select one option for each row

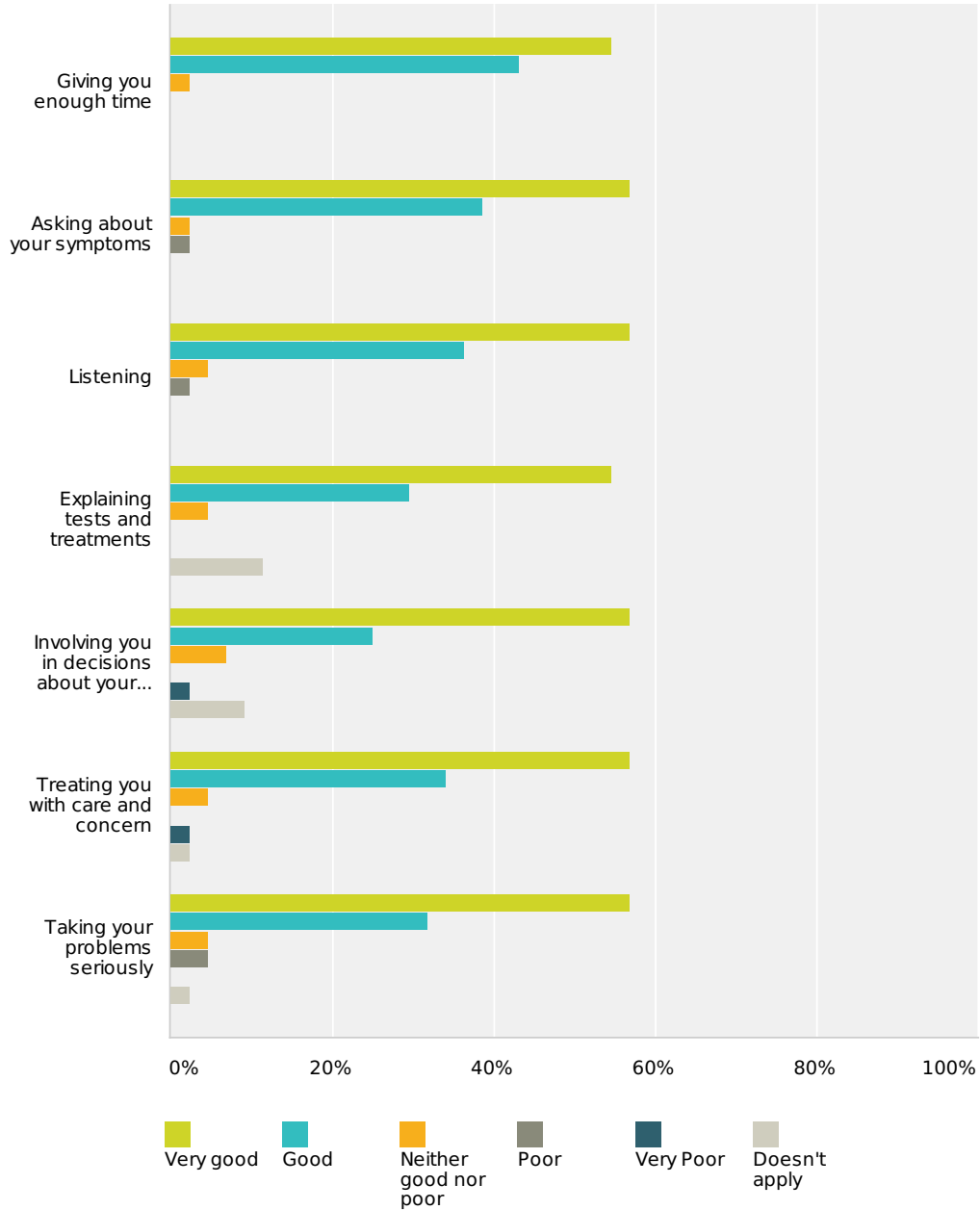
Answered: 44 Skipped: 3



|                      | Yes                 | No                  | Sometimes          | Don't know          | Total |
|----------------------|---------------------|---------------------|--------------------|---------------------|-------|
| <b>Before 8.30am</b> | <b>43.18%</b><br>19 | <b>29.55%</b><br>13 | <b>6.82%</b><br>3  | <b>20.45%</b><br>9  | 44    |
| <b>At lunchtime</b>  | <b>25%</b><br>11    | <b>40.91%</b><br>18 | <b>6.82%</b><br>3  | <b>27.27%</b><br>12 | 44    |
| <b>After 6pm</b>     | <b>26.19%</b><br>11 | <b>19.05%</b><br>8  | <b>21.43%</b><br>9 | <b>33.33%</b><br>14 | 42    |
| <b>On Saturdays</b>  | <b>11.36%</b><br>5  | <b>70.45%</b><br>31 | <b>0%</b><br>0     | <b>18.18%</b><br>8  | 44    |
| <b>On Sundays</b>    | <b>0%</b><br>0      | <b>85.71%</b><br>36 | <b>0%</b><br>0     | <b>14.29%</b><br>6  | 42    |

### Q19 The last time you saw a doctor or nurse at the practice, how good were they at each of the following? Please choose one option for each row

Answered: 44 Skipped: 3



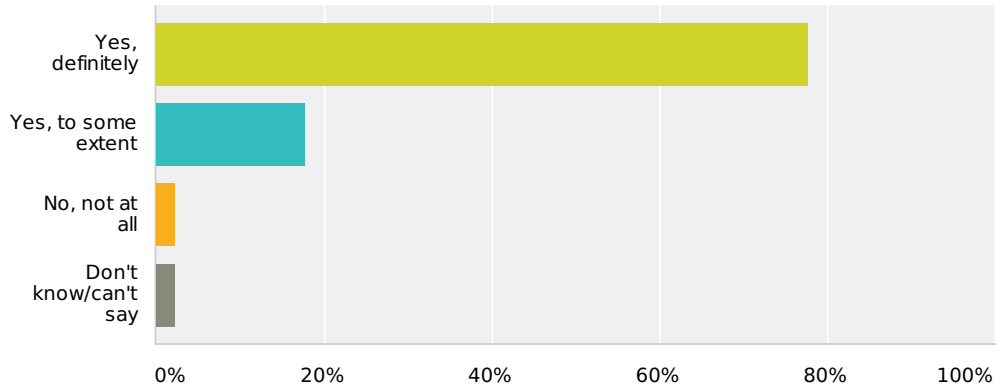
|                                   | Very good    | Good         | Neither good nor poor | Poor       | Very Poor | Doesn't apply | Total |
|-----------------------------------|--------------|--------------|-----------------------|------------|-----------|---------------|-------|
| <b>Giving you enough time</b>     | 54.55%<br>24 | 43.18%<br>19 | 2.27%<br>1            | 0%<br>0    | 0%<br>0   | 0%<br>0       | 44    |
| <b>Asking about your symptoms</b> | 56.82%<br>25 | 38.64%<br>17 | 2.27%<br>1            | 2.27%<br>1 | 0%<br>0   | 0%<br>0       | 44    |

West Moors Group Practice - Patient Feedback Survey

|   |                     |                     |                   |                   |                   |                    |    |
|---|---------------------|---------------------|-------------------|-------------------|-------------------|--------------------|----|
|   |                     |                     |                   |                   |                   |                    |    |
| <b>Listening</b>                                  | <b>56.82%</b><br>25 | <b>36.36%</b><br>16 | <b>4.55%</b><br>2 | <b>2.27%</b><br>1 | <b>0%</b><br>0    | <b>0%</b><br>0     | 44 |
| <b>Explaining tests and treatments</b>            | <b>54.55%</b><br>24 | <b>29.55%</b><br>13 | <b>4.55%</b><br>2 | <b>0%</b><br>0    | <b>0%</b><br>0    | <b>11.36%</b><br>5 | 44 |
| <b>Involving you in decisions about your care</b> | <b>56.82%</b><br>25 | <b>25%</b><br>11    | <b>6.82%</b><br>3 | <b>0%</b><br>0    | <b>2.27%</b><br>1 | <b>9.09%</b><br>4  | 44 |
| <b>Treating you with care and concern</b>         | <b>56.82%</b><br>25 | <b>34.09%</b><br>15 | <b>4.55%</b><br>2 | <b>0%</b><br>0    | <b>2.27%</b><br>1 | <b>2.27%</b><br>1  | 44 |
| <b>Taking your problems seriously</b>             | <b>56.82%</b><br>25 | <b>31.82%</b><br>14 | <b>4.55%</b><br>2 | <b>4.55%</b><br>2 | <b>0%</b><br>0    | <b>2.27%</b><br>1  | 44 |

## Q20 Did you have confidence and trust in the doctor or nurse you saw?

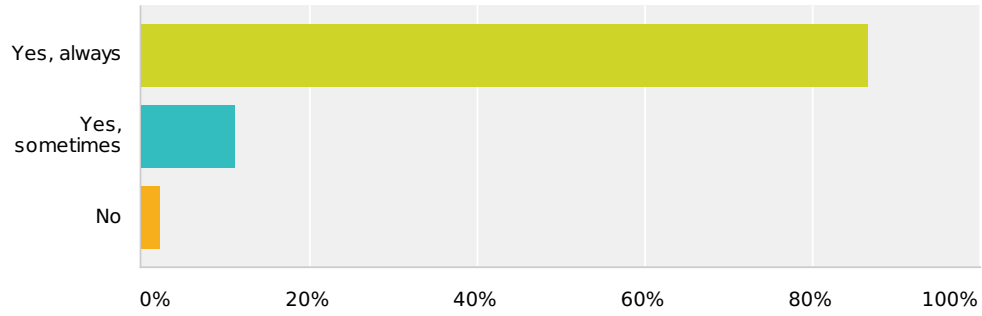
Answered: 45 Skipped: 2



| Answer Choices              | Responses        |
|-----------------------------|------------------|
| <b>Yes, definitely</b>      | <b>77.78%</b> 35 |
| <b>Yes, to some extent</b>  | <b>17.78%</b> 8  |
| <b>No, not at all</b>       | <b>2.22%</b> 1   |
| <b>Don't know/can't say</b> | <b>2.22%</b> 1   |
| Total                       | 45               |

## Q21 Did you feel you were treated with respect and dignity while you were in the practice?

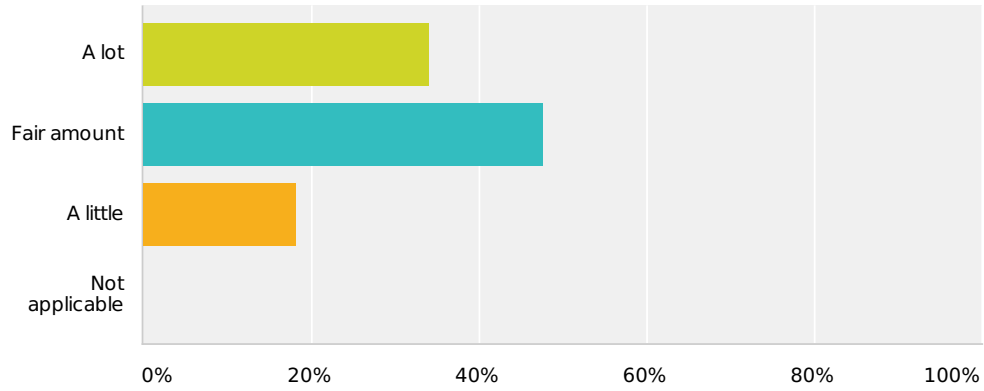
Answered: 45 Skipped: 2



| Answer Choices        | Responses        |
|-----------------------|------------------|
| <b>Yes, always</b>    | <b>86.67%</b> 39 |
| <b>Yes, sometimes</b> | <b>11.11%</b> 5  |
| <b>No</b>             | <b>2.22%</b> 1   |
| Total                 | 45               |

## Q22 In your opinion how much does your doctor or nurse know about your medical history?

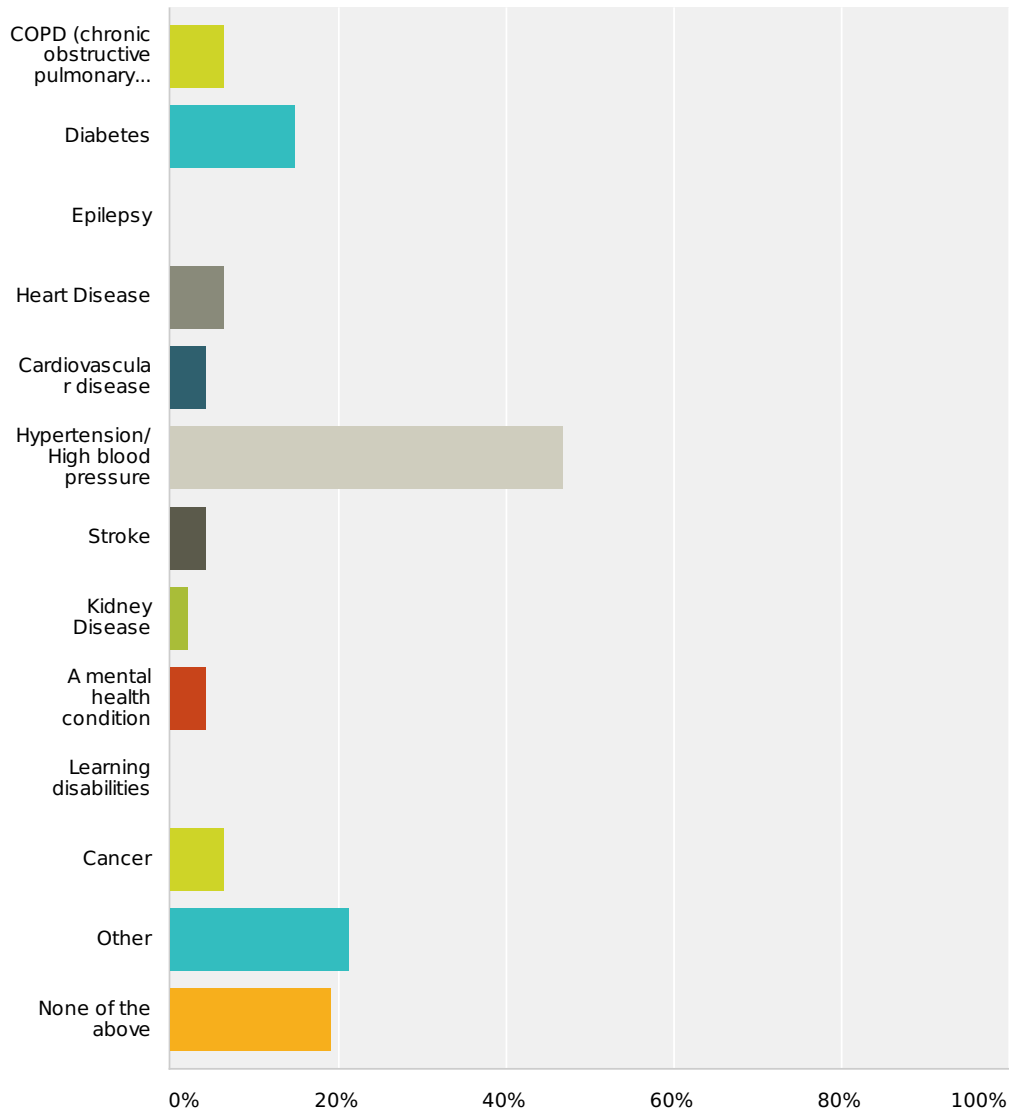
Answered: 44 Skipped: 3



| Answer Choices        | Responses        |
|-----------------------|------------------|
| <b>A lot</b>          | <b>34.09%</b> 15 |
| <b>Fair amount</b>    | <b>47.73%</b> 21 |
| <b>A little</b>       | <b>18.18%</b> 8  |
| <b>Not applicable</b> | <b>0%</b> 0      |
| Total                 | 44               |

## Q23 Have you been diagnosed with any of the following conditions? Please tick all that apply

Answered: 47 Skipped: 0



| Answer Choices                                      | Responses        |
|---|------------------|
| <b>COPD (chronic obstructive pulmonary disease)</b> | <b>6.38%</b> 3   |
| <b>Diabetes</b>                                     | <b>14.89%</b> 7  |
| <b>Epilepsy</b>                                     | <b>0%</b> 0      |
| <b>Heart Disease</b>                                | <b>6.38%</b> 3   |
| <b>Cardiovascular disease</b>                       | <b>4.26%</b> 2   |
| <b>Hypertension/High blood pressure</b>             | <b>46.81%</b> 22 |
| <b>Stroke</b>                                       | <b>4.26%</b> 2   |
| <b>Kidney Disease</b>                               | <b>2.13%</b> 1   |
| <b>A mental health condition</b>                    | <b>4.26%</b> 2   |
| <b>Learning disabilities</b>                        | <b>0%</b> 0      |
| Total Respondents: 47                               |                  |

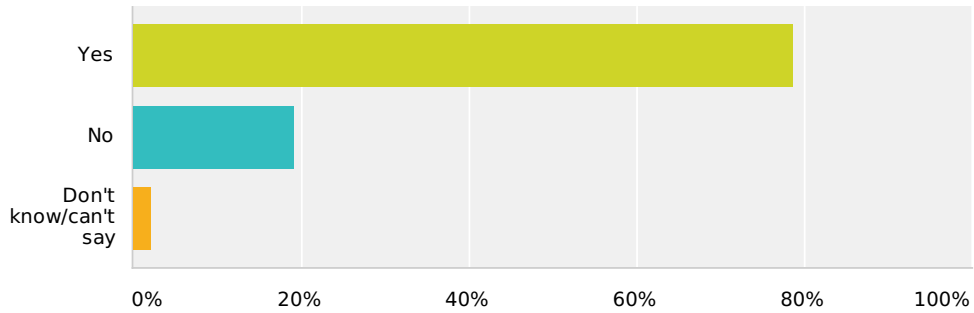


West Moors Group Practice - Patient Feedback Survey

|                          |               |    |
|--------------------------|---------------|----|
|                          |               |    |
| <b>Cancer</b>            | <b>6.38%</b>  | 3  |
| <b>Other</b>             | <b>21.28%</b> | 10 |
| <b>None of the above</b> | <b>19.15%</b> | 9  |
| Total Respondents: 47    |               |    |

**Q24 Do you have any long-standing condition, disability or infirmity?  
Please include anything that has troubled you over a period of time or that is likely to affect you over a period**

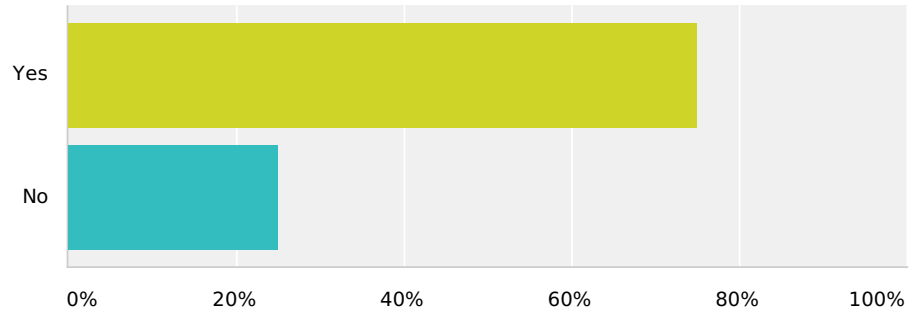
Answered: 47 Skipped: 0



| Answer Choices              | Responses        |
|-----------------------------|------------------|
| <b>Yes</b>                  | <b>78.72%</b> 37 |
| <b>No</b>                   | <b>19.15%</b> 9  |
| <b>Don't know/can't say</b> | <b>2.13%</b> 1   |
| Total                       | 47               |

### Q25 Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with any long-standing health issues?

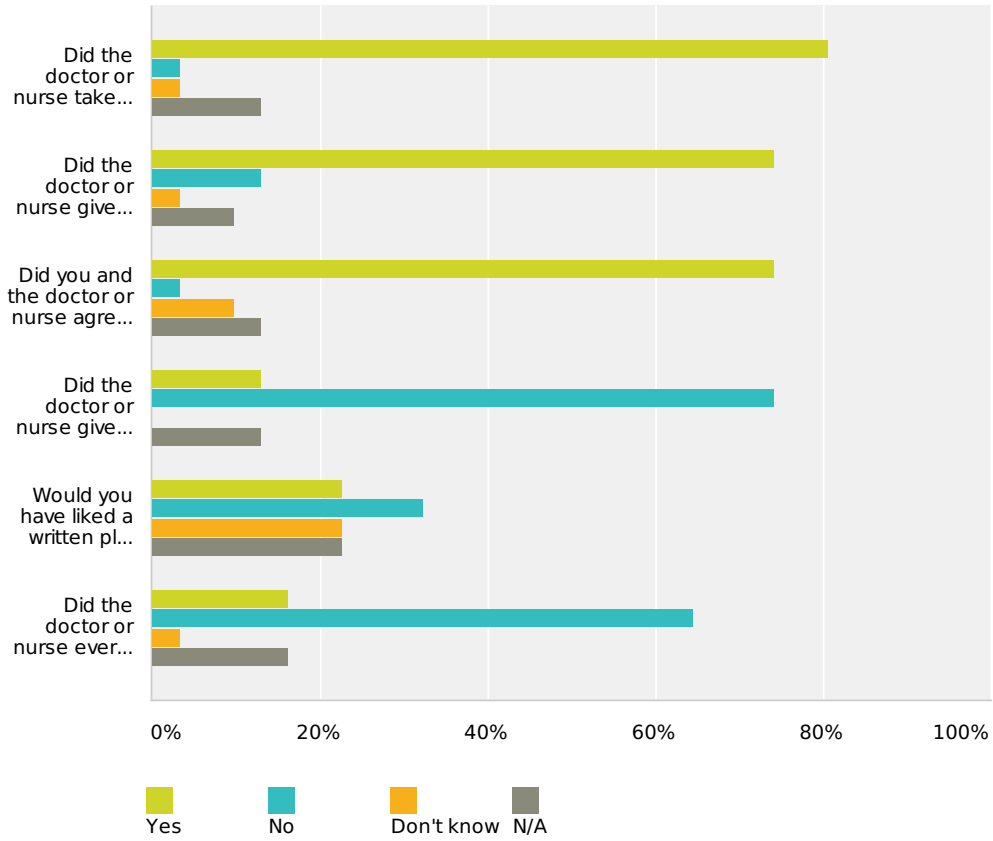
Answered: 36 Skipped: 11



| Answer Choices | Responses     |
|----------------|---------------|
| <b>Yes</b>     | <b>75%</b> 27 |
| <b>No</b>      | <b>25%</b> 9  |
| Total          | 36            |

### Q26 In these discussions:

Answered: 31 Skipped: 16



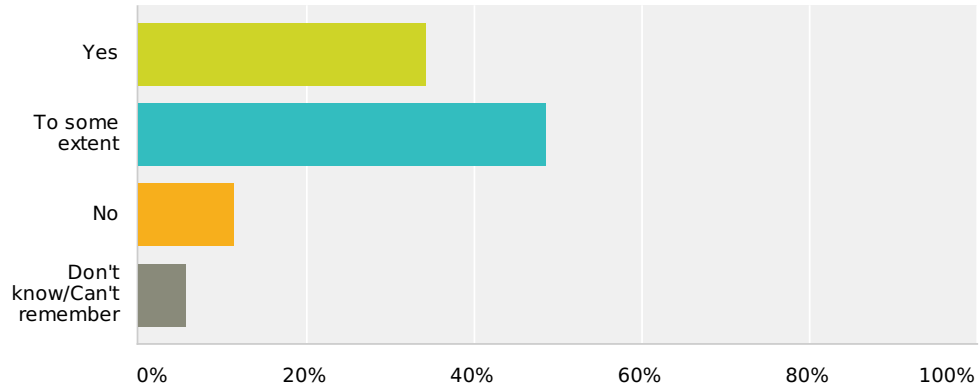
|   | Yes                 | No                  | Don't know        | N/A                | Total |
|---|---------------------|---------------------|-------------------|--------------------|-------|
| <b>Did the doctor or nurse take notice of your views about how to deal with your condition?</b>                         | <b>80.65%</b><br>25 | <b>3.23%</b><br>1   | <b>3.23%</b><br>1 | <b>12.90%</b><br>4 | 31    |
| <b>Did the doctor or nurse give you information about the things you might do to deal with your condition?</b>          | <b>74.19%</b><br>23 | <b>12.90%</b><br>4  | <b>3.23%</b><br>1 | <b>9.68%</b><br>3  | 31    |
| <b>Did you and the doctor or nurse agree how best to manage your condition?</b>   | <b>74.19%</b><br>23 | <b>3.23%</b><br>1   | <b>9.68%</b><br>3 | <b>12.90%</b><br>4 | 31    |
| <b>Did the doctor or nurse give you a written document about the discussions you had about managing your condition?</b> | <b>12.90%</b><br>4  | <b>74.19%</b><br>23 | <b>0%</b><br>0    | <b>12.90%</b><br>4 | 31    |

West Moors Group Practice - Patient Feedback Survey

| <b>Would you have liked a written plan summarising your discussion with the doctor or nurse?</b> | <b>22.58%</b><br>7 | <b>32.26%</b><br>10 | <b>22.58%</b><br>7 | <b>22.58%</b><br>7 | 31 |
|--|--------------------|---------------------|--------------------|--------------------|----|
| <b>Did the doctor or nurse ever mention that you had something called a care plan?</b>           | <b>16.13%</b><br>5 | <b>64.52%</b><br>20 | <b>3.23%</b><br>1  | <b>16.13%</b><br>5 | 31 |

### Q27 Do you think that having these discussions with your doctor or nurse has helped improve how you manage your condition?

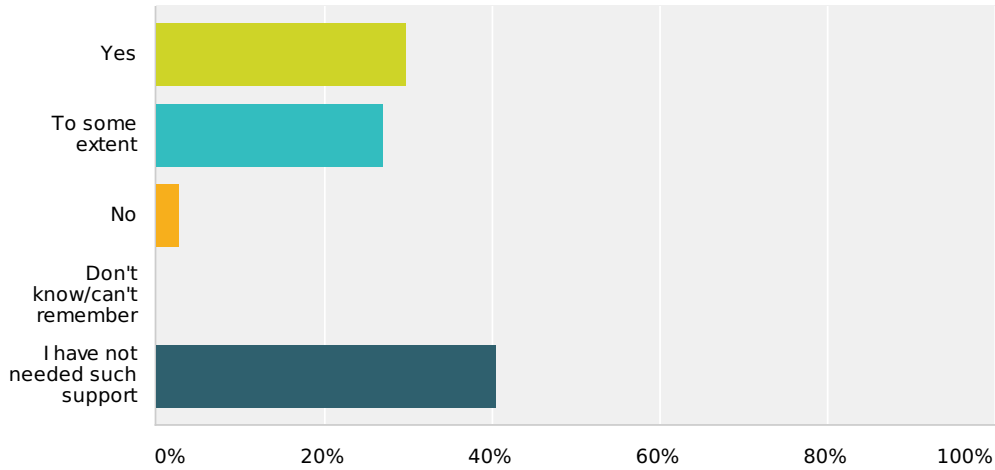
Answered: 35 Skipped: 12



| Answer Choices                   | Responses     |    |
|----------------------------------|---------------|----|
| <b>Yes</b>                       | <b>34.29%</b> | 12 |
| <b>To some extent</b>            | <b>48.57%</b> | 17 |
| <b>No</b>                        | <b>11.43%</b> | 4  |
| <b>Don't know/Can't remember</b> | <b>5.71%</b>  | 2  |
| Total                            |               | 35 |

**Q28 In the past 12 months have you had enough support from local services or organisations to help you manage your long-term health condition (s)? Please think about all services and organisations, not just health services**

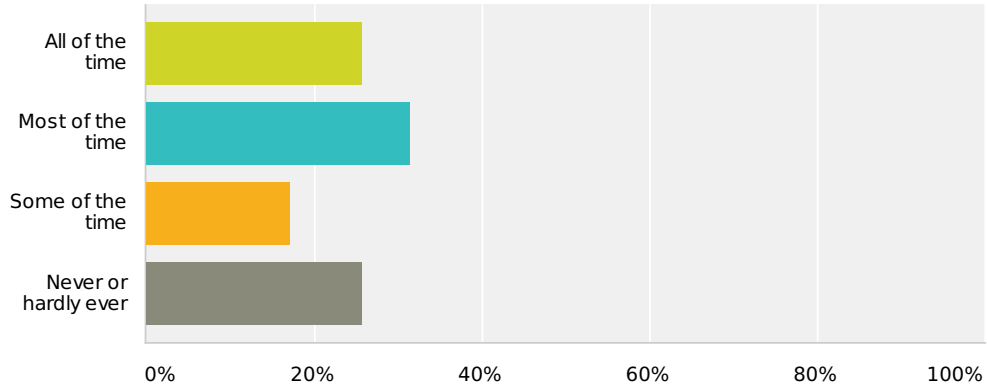
Answered: 37 Skipped: 10



| Answer Choices                        | Responses        |
|---------------------------------------|------------------|
| <b>Yes</b>                            | <b>29.73%</b> 11 |
| <b>To some extent</b>                 | <b>27.03%</b> 10 |
| <b>No</b>                             | <b>2.70%</b> 1   |
| <b>Don't know/can't remember</b>      | <b>0%</b> 0      |
| <b>I have not needed such support</b> | <b>40.54%</b> 15 |
| Total                                 | 37               |

### Q29 Over the last 12 months when you visited the practice, how often has the doctor given you enough information about your long term health condition or treatment?

Answered: 35 Skipped: 12

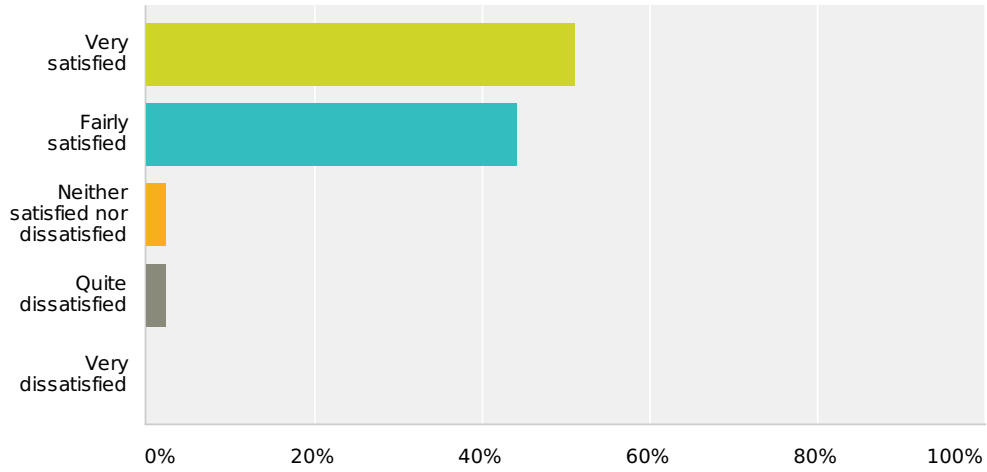


| Answer Choices              | Responses        |
|-----------------------------|------------------|
| <b>All of the time</b>      | <b>25.71%</b> 9  |
| <b>Most of the time</b>     | <b>31.43%</b> 11 |
| <b>Some of the time</b>     | <b>17.14%</b> 6  |
| <b>Never or hardly ever</b> | <b>25.71%</b> 9  |
| Total                       | 35               |



### Q30 In general, how satisfied are you with the care you get at the practice?

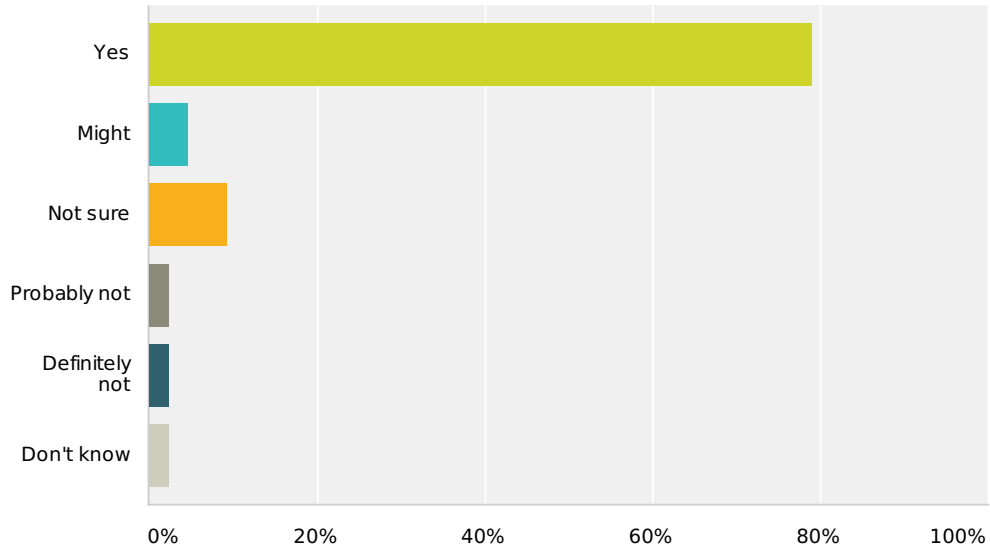
Answered: 43 Skipped: 4



| Answer Choices                            | Responses        |
|---|------------------|
| <b>Very satisfied</b>                     | <b>51.16%</b> 22 |
| <b>Fairly satisfied</b>                   | <b>44.19%</b> 19 |
| <b>Neither satisfied nor dissatisfied</b> | <b>2.33%</b> 1   |
| <b>Quite dissatisfied</b>                 | <b>2.33%</b> 1   |
| <b>Very dissatisfied</b>                  | <b>0%</b> 0      |
| Total                                     | 43               |

### Q31 Would you recommend the practice to someone who has just moved to your local area?

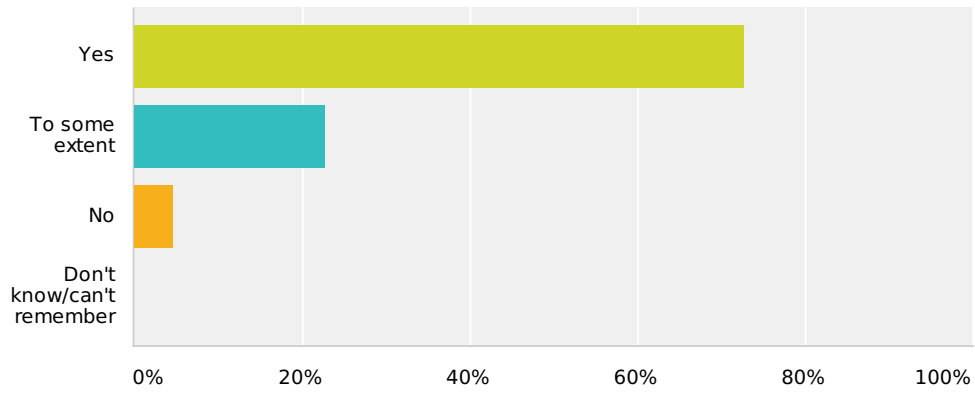
Answered: 43 Skipped: 4



| Answer Choices        | Responses        |
|-----------------------|------------------|
| <b>Yes</b>            | <b>79.07%</b> 34 |
| <b>Might</b>          | <b>4.65%</b> 2   |
| <b>Not sure</b>       | <b>9.30%</b> 4   |
| <b>Probably not</b>   | <b>2.33%</b> 1   |
| <b>Definitely not</b> | <b>2.33%</b> 1   |
| <b>Don't know</b>     | <b>2.33%</b> 1   |
| Total                 | 43               |

### Q32 Does your doctor give you enough information about any diagnosis or treatments?

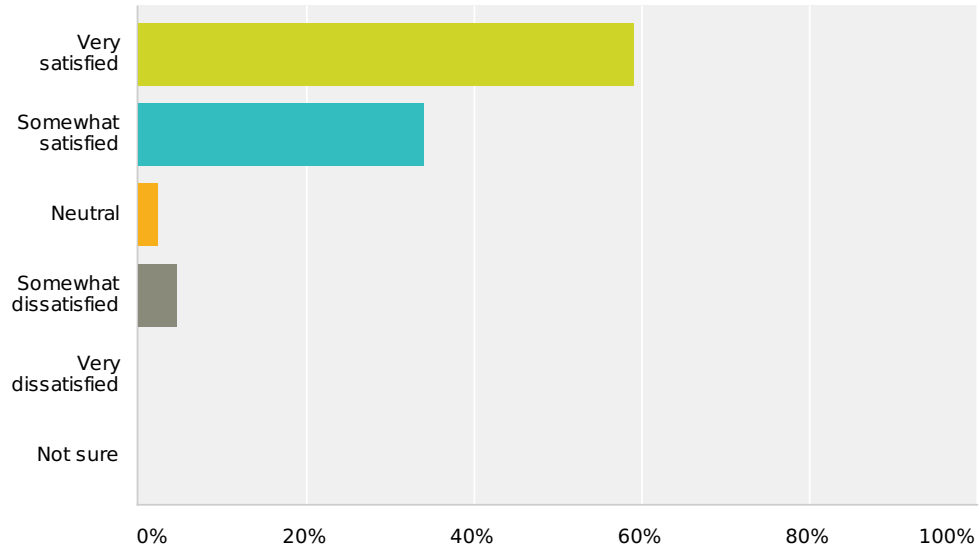
Answered: 44 Skipped: 3



| Answer Choices                   | Responses        |
|----------------------------------|------------------|
| <b>Yes</b>                       | <b>72.73%</b> 32 |
| <b>To some extent</b>            | <b>22.73%</b> 10 |
| <b>No</b>                        | <b>4.55%</b> 2   |
| <b>Don't know/can't remember</b> | <b>0%</b> 0      |
| Total                            | 44               |

### Q33 How satisfied are you with the skill and competency of the staff?

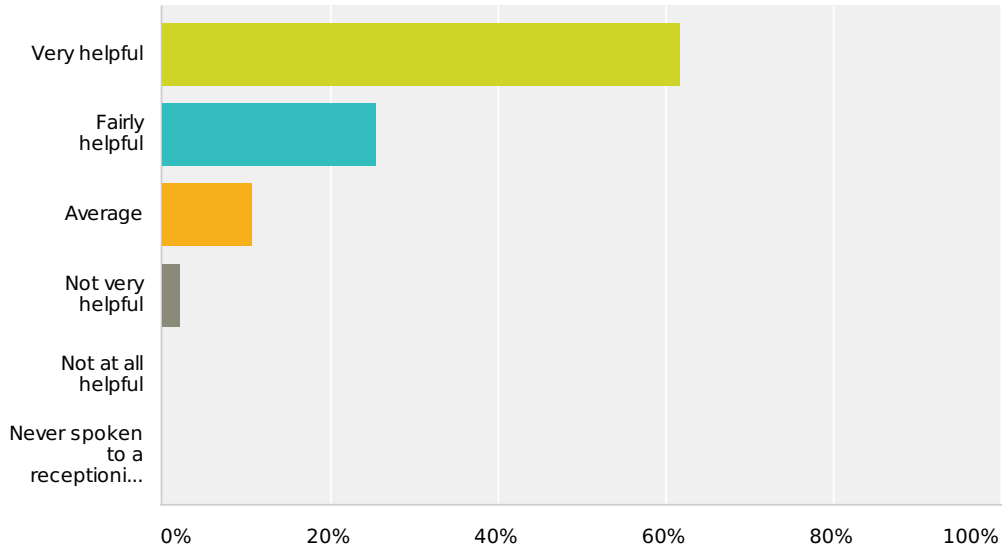
Answered: 44 Skipped: 3



| Answer Choices               | Responses        |
|------------------------------|------------------|
| <b>Very satisfied</b>        | <b>59.09%</b> 26 |
| <b>Somewhat satisfied</b>    | <b>34.09%</b> 15 |
| <b>Neutral</b>               | <b>2.27%</b> 1   |
| <b>Somewhat dissatisfied</b> | <b>4.55%</b> 2   |
| <b>Very dissatisfied</b>     | <b>0%</b> 0      |
| <b>Not sure</b>              | <b>0%</b> 0      |
| Total                        | 44               |

### Q34 How helpful do you find the receptionists at the practice?

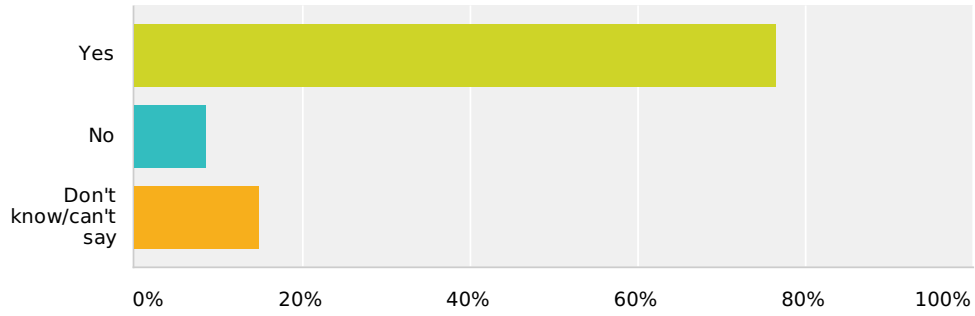
Answered: 47 Skipped: 0



| Answer Choices  | Responses        |
|---|------------------|
| <b>Very helpful</b>                                   | <b>61.70%</b> 29 |
| <b>Fairly helpful</b>                                 | <b>25.53%</b> 12 |
| <b>Average</b>  | <b>10.64%</b> 5  |
| <b>Not very helpful</b>                               | <b>2.13%</b> 1   |
| <b>Not at all helpful</b>                             | <b>0%</b> 0      |
| <b>Never spoken to a receptionist at the practice</b> | <b>0%</b> 0      |
| Total   | 47               |

### Q35 Did the receptionist address you by your correct name?

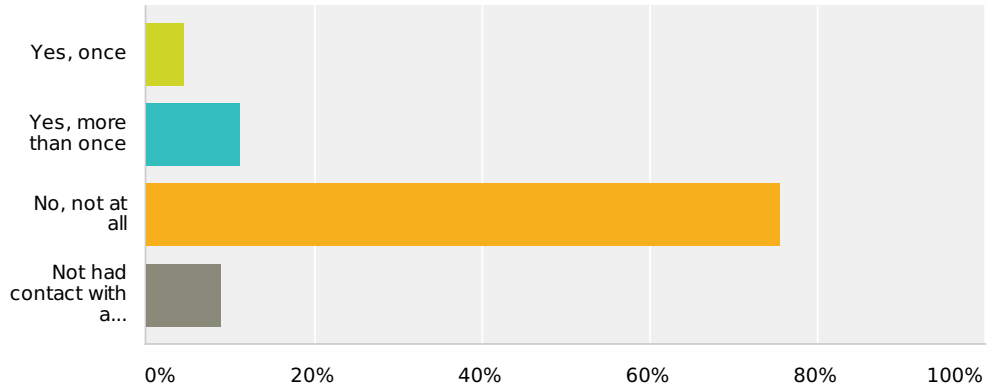
Answered: 47 Skipped: 0



| Answer Choices              | Responses     |    |
|-----------------------------|---------------|----|
| <b>Yes</b>                  | <b>76.60%</b> | 36 |
| <b>No</b>                   | <b>8.51%</b>  | 4  |
| <b>Don't know/can't say</b> | <b>14.89%</b> | 7  |
| Total                       |               | 47 |

### Q36 In the last 12 months have the receptionists ever made it difficult for you to see or talk to a GP and/or nurse?

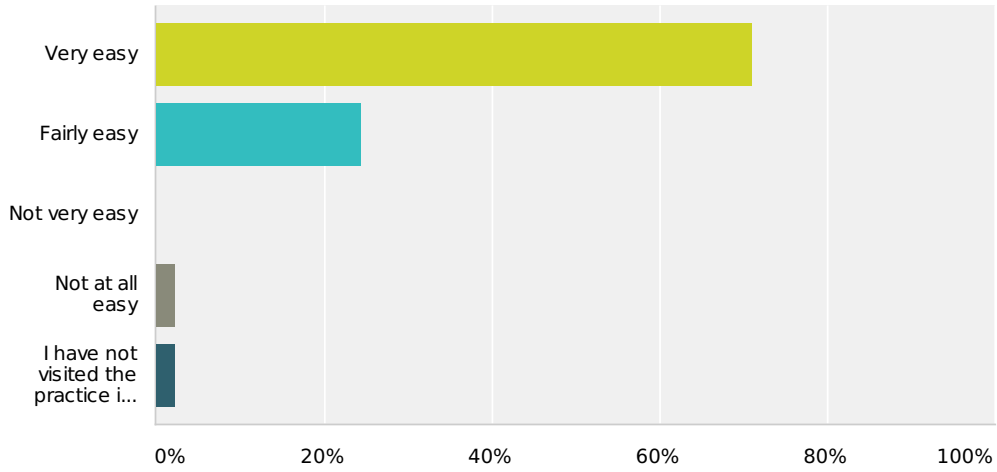
Answered: 45 Skipped: 2



| Answer Choices                             | Responses        |
|--|------------------|
| <b>Yes, once</b>                           | <b>4.44%</b> 2   |
| <b>Yes, more than once</b>                 | <b>11.11%</b> 5  |
| <b>No, not at all</b>                      | <b>75.56%</b> 34 |
| <b>Not had contact with a receptionist</b> | <b>8.89%</b> 4   |
| Total                                      | 45               |

### Q37 How easy do you find getting into the building at the practice?

Answered: 45 Skipped: 2

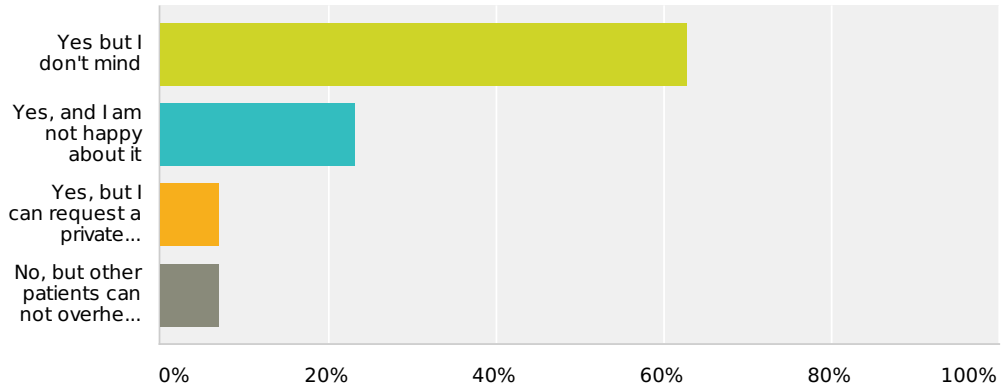


| Answer Choices   | Responses     |    |
|--|---------------|----|
| <b>Very easy</b>   | <b>71.11%</b> | 32 |
| <b>Fairly easy</b>   | <b>24.44%</b> | 11 |
| <b>Not very easy</b>   | <b>0%</b>     | 0  |
| <b>Not at all easy</b>                                       | <b>2.22%</b>  | 1  |
| <b>I have not visited the practice in the past 12 months</b> | <b>2.22%</b>  | 1  |
| Total  |               | 45 |



### Q38 In the reception area, can other patients overhear what you say to the receptionist?

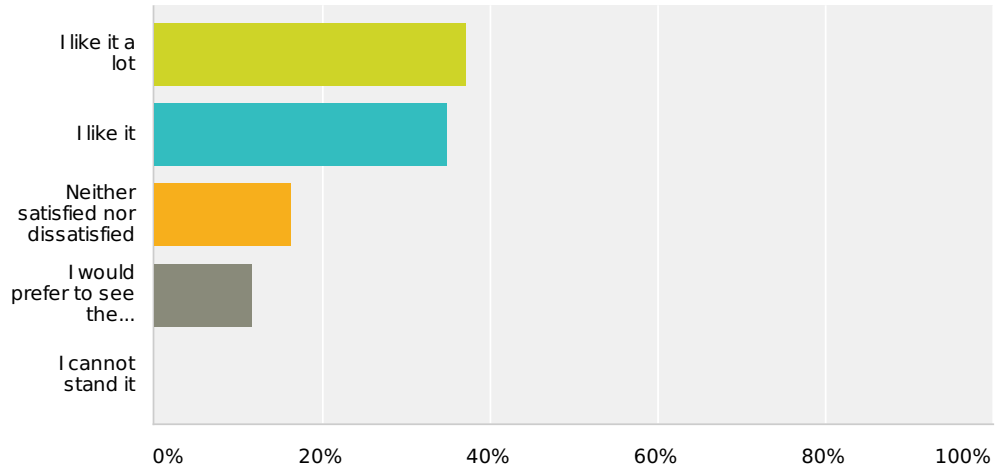
Answered: 43 Skipped: 4



| Answer Choices  | Responses        |
|---|------------------|
| <b>Yes but I don't mind</b>                                     | <b>62.79%</b> 27 |
| <b>Yes, and I am not happy about it</b>                         | <b>23.26%</b> 10 |
| <b>Yes, but I can request a private discussion</b>              | <b>6.98%</b> 3   |
| <b>No, but other patients can not overhear our conversation</b> | <b>6.98%</b> 3   |
| Total   | 43               |

### Q39 Do you like our automatic check-in service? This service is a computer screen that lets you register your arrival at the practice

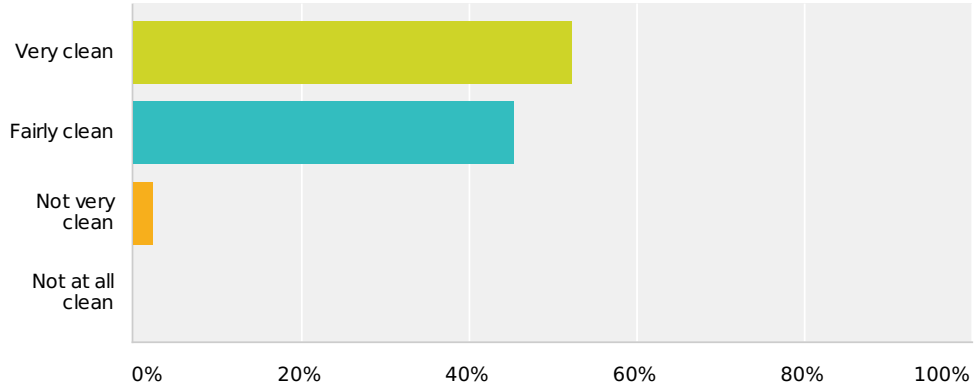
Answered: 43 Skipped: 4



| Answer Choices                                | Responses     |    |
|---|---------------|----|
| <b>I like it a lot</b>                        | <b>37.21%</b> | 16 |
| <b>I like it</b>                              | <b>34.88%</b> | 15 |
| <b>Neither satisfied nor dissatisfied</b>     | <b>16.28%</b> | 7  |
| <b>I would prefer to see the receptionist</b> | <b>11.63%</b> | 5  |
| <b>I cannot stand it</b>                      | <b>0%</b>     | 0  |
| Total   |               | 43 |

### Q40 How clean is the building?

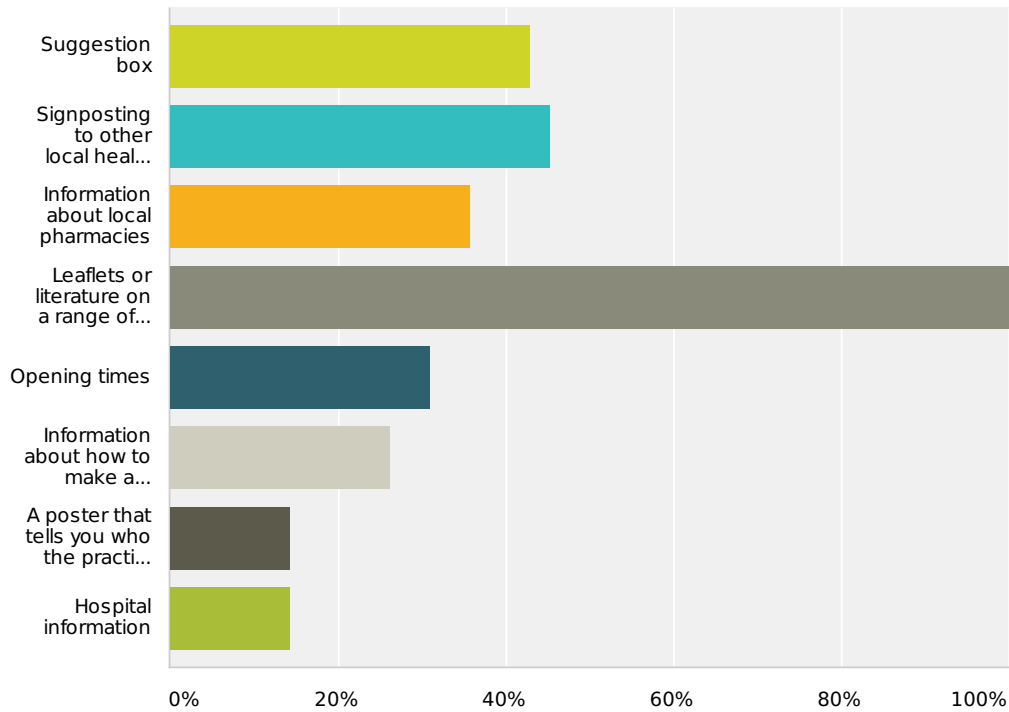
Answered: 44 Skipped: 3



| Answer Choices          | Responses     |    |
|-------------------------|---------------|----|
| <b>Very clean</b>       | <b>52.27%</b> | 23 |
| <b>Fairly clean</b>     | <b>45.45%</b> | 20 |
| <b>Not very clean</b>   | <b>2.27%</b>  | 1  |
| <b>Not at all clean</b> | <b>0%</b>     | 0  |
| Total                   |               | 44 |

## Q41 Are any of the following available in your practice building?

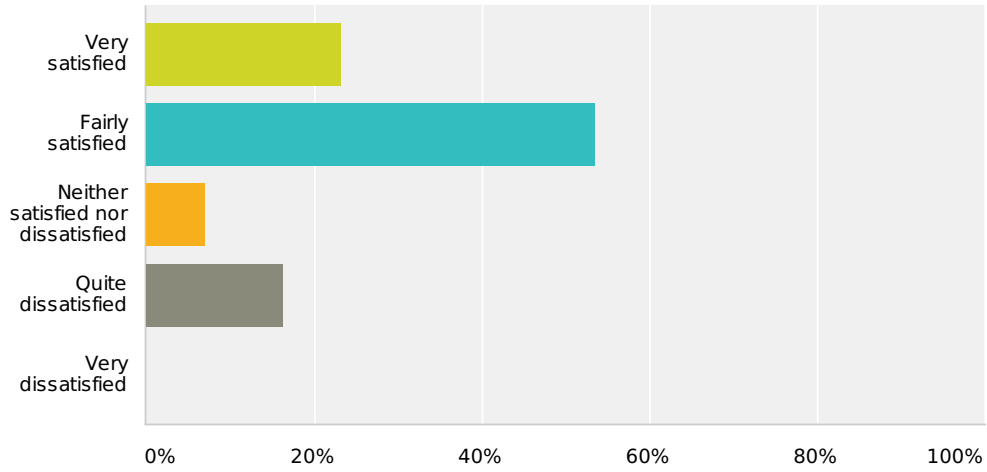
Answered: 42 Skipped: 5



| Answer Choices  | Responses        |
|---|------------------|
| <b>Suggestion box</b>   | <b>42.86%</b> 18 |
| <b>Signposting to other local health services</b>             | <b>45.24%</b> 19 |
| <b>Information about local pharmacies</b>                     | <b>35.71%</b> 15 |
| <b>Leaflets or literature on a range of health conditions</b> | <b>100%</b> 42   |
| <b>Opening times</b>  | <b>30.95%</b> 13 |
| <b>Information about how to make a complaint</b>              | <b>26.19%</b> 11 |
| <b>A poster that tells you who the practice staff are</b>     | <b>14.29%</b> 6  |
| <b>Hospital information</b>                                   | <b>14.29%</b> 6  |
| Total Respondents: 42   |                  |

## Q42 How satisfied are you with the condition of the waiting rooms?

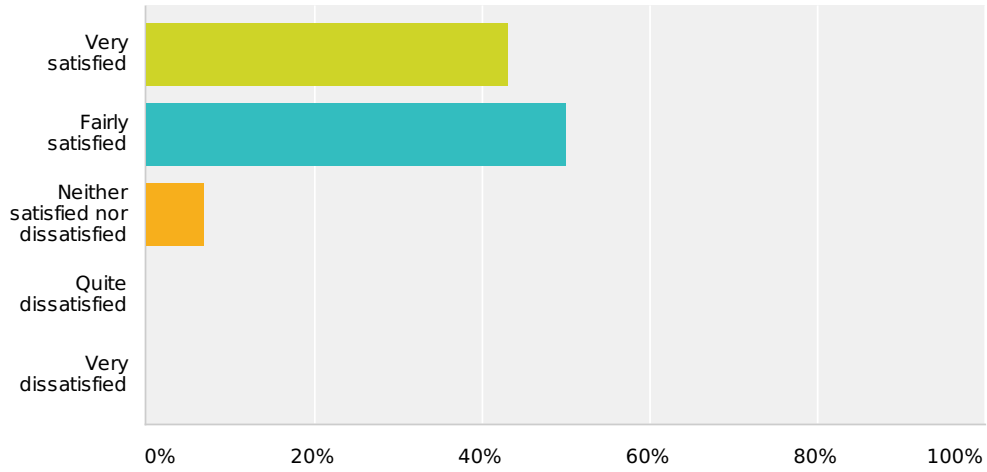
Answered: 43 Skipped: 4



| Answer Choices                            | Responses     |    |
|---|---------------|----|
| <b>Very satisfied</b>                     | <b>23.26%</b> | 10 |
| <b>Fairly satisfied</b>                   | <b>53.49%</b> | 23 |
| <b>Neither satisfied nor dissatisfied</b> | <b>6.98%</b>  | 3  |
| <b>Quite dissatisfied</b>                 | <b>16.28%</b> | 7  |
| <b>Very dissatisfied</b>                  | <b>0%</b>     | 0  |
| Total                                     |               | 43 |

### Q43 How satisfied are you with the condition of the treatment rooms?

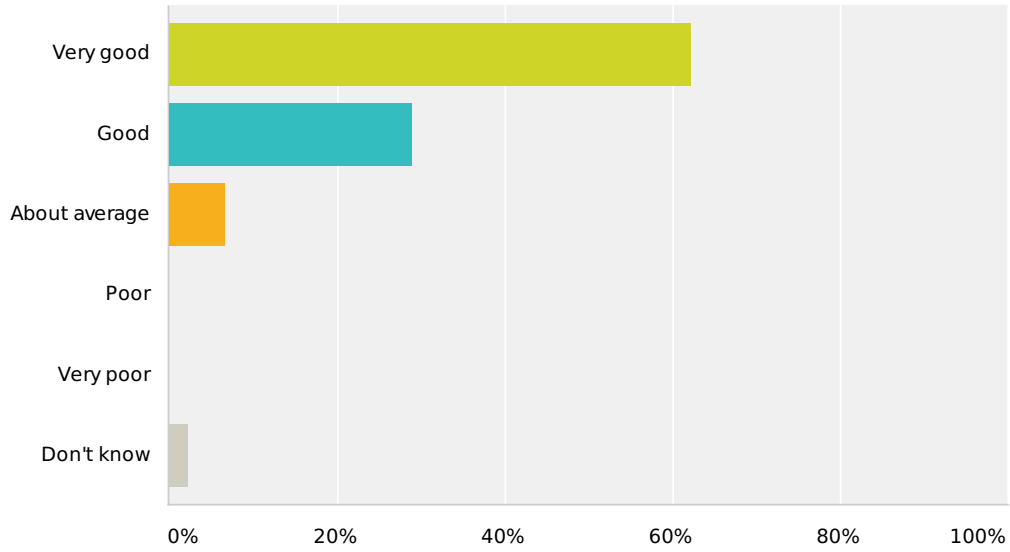
Answered: 44 Skipped: 3



| Answer Choices                            | Responses     |    |
|---|---------------|----|
| <b>Very satisfied</b>                     | <b>43.18%</b> | 19 |
| <b>Fairly satisfied</b>                   | <b>50%</b>    | 22 |
| <b>Neither satisfied nor dissatisfied</b> | <b>6.82%</b>  | 3  |
| <b>Quite dissatisfied</b>                 | <b>0%</b>     | 0  |
| <b>Very dissatisfied</b>                  | <b>0%</b>     | 0  |
| Total                                     |               | 44 |

### Q44 In evaluating your most recent experience at the practice, was the quality of service you received:

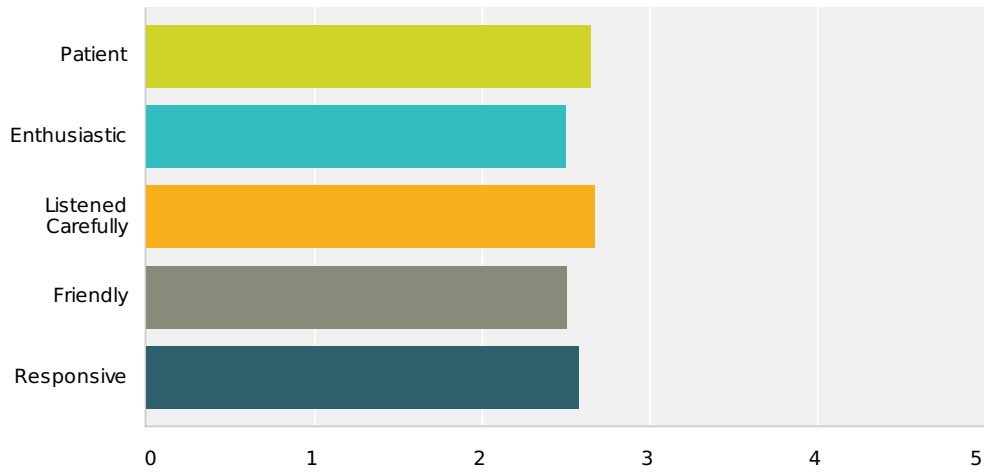
Answered: 45 Skipped: 2



| Answer Choices       | Responses        |
|----------------------|------------------|
| <b>Very good</b>     | <b>62.22%</b> 28 |
| <b>Good</b>          | <b>28.89%</b> 13 |
| <b>About average</b> | <b>6.67%</b> 3   |
| <b>Poor</b>          | <b>0%</b> 0      |
| <b>Very poor</b>     | <b>0%</b> 0      |
| <b>Don't know</b>    | <b>2.22%</b> 1   |
| Total                | 45               |

### Q45 Please rate our practice staff on the following qualities based on your experiences.

Answered: 43 Skipped: 4

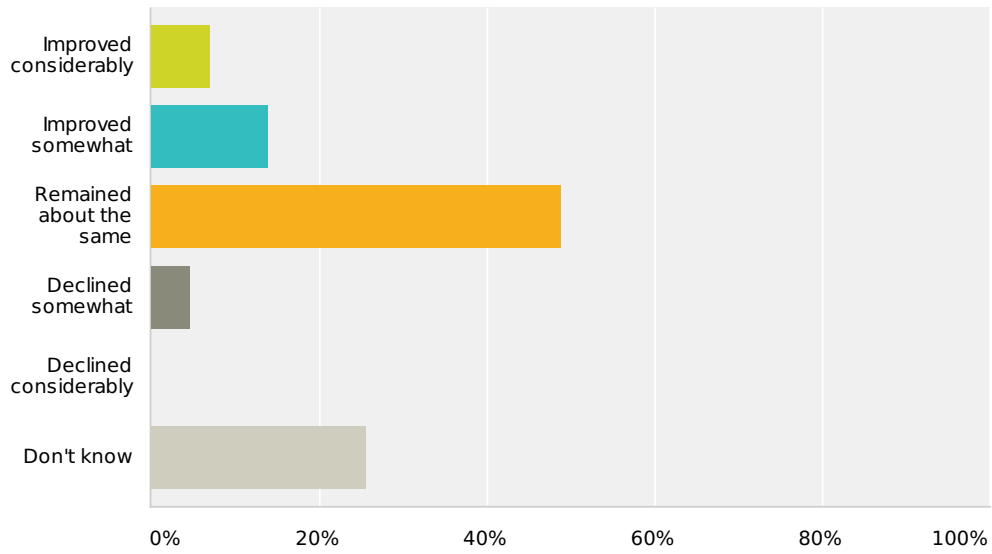


|                           | Very                | (no label)          | (no label)         | (no label)         | (no label)         | (no label)        | (no label)        | (no label)     | Not at all     | N/A               | Total | Average Rating |
|---------------------------|---------------------|---------------------|--------------------|--------------------|--------------------|-------------------|-------------------|----------------|----------------|-------------------|-------|----------------|
| <b>Patient</b>            | <b>34.88%</b><br>15 | <b>30.23%</b><br>13 | <b>13.95%</b><br>6 | <b>9.30%</b><br>4  | <b>9.30%</b><br>4  | <b>2.33%</b><br>1 | <b>0%</b><br>0    | <b>0%</b><br>0 | <b>0%</b><br>0 | <b>0%</b><br>0    | 43    | 2.65           |
| <b>Enthusiastic</b>       | <b>29.27%</b><br>12 | <b>29.27%</b><br>12 | <b>17.07%</b><br>7 | <b>9.76%</b><br>4  | <b>7.32%</b><br>3  | <b>4.88%</b><br>2 | <b>0%</b><br>0    | <b>0%</b><br>0 | <b>0%</b><br>0 | <b>2.44%</b><br>1 | 41    | 2.50           |
| <b>Listened Carefully</b> | <b>37.21%</b><br>16 | <b>32.56%</b><br>14 | <b>11.63%</b><br>5 | <b>4.65%</b><br>2  | <b>6.98%</b><br>3  | <b>6.98%</b><br>3 | <b>0%</b><br>0    | <b>0%</b><br>0 | <b>0%</b><br>0 | <b>0%</b><br>0    | 43    | 2.67           |
| <b>Friendly</b>           | <b>32.56%</b><br>14 | <b>30.23%</b><br>13 | <b>13.95%</b><br>6 | <b>6.98%</b><br>3  | <b>13.95%</b><br>6 | <b>0%</b><br>0    | <b>2.33%</b><br>1 | <b>0%</b><br>0 | <b>0%</b><br>0 | <b>0%</b><br>0    | 43    | 2.51           |
| <b>Responsive</b>         | <b>34.88%</b><br>15 | <b>27.91%</b><br>12 | <b>13.95%</b><br>6 | <b>13.95%</b><br>6 | <b>4.65%</b><br>2  | <b>2.33%</b><br>1 | <b>2.33%</b><br>1 | <b>0%</b><br>0 | <b>0%</b><br>0 | <b>0%</b><br>0    | 43    | 2.58           |



### Q46 In the past year has the way we treat patients:

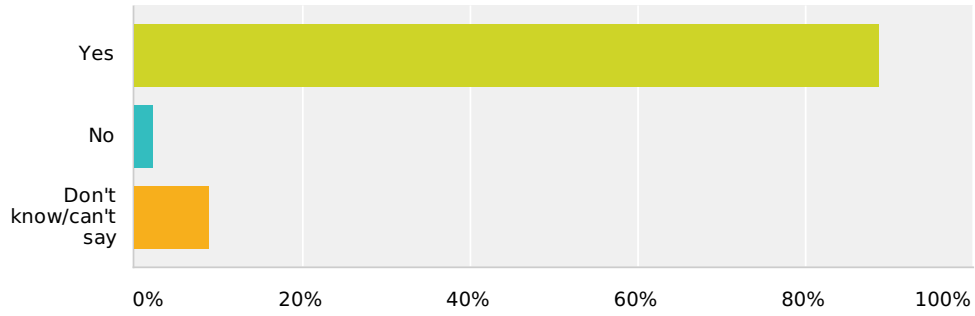
Answered: 43 Skipped: 4



| Answer Choices                 | Responses        |
|--------------------------------|------------------|
| <b>Improved considerably</b>   | <b>6.98%</b> 3   |
| <b>Improved somewhat</b>       | <b>13.95%</b> 6  |
| <b>Remained about the same</b> | <b>48.84%</b> 21 |
| <b>Declined somewhat</b>       | <b>4.65%</b> 2   |
| <b>Declined considerably</b>   | <b>0%</b> 0      |
| <b>Don't know</b>              | <b>25.58%</b> 11 |
| Total                          | 43               |

### Q47 Were the practice staff efficient and responsive to your needs?

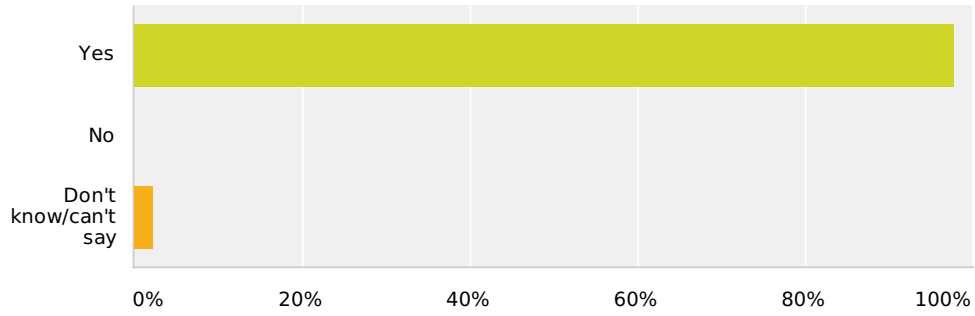
Answered: 45 Skipped: 2



| Answer Choices              | Responses     |    |
|-----------------------------|---------------|----|
| <b>Yes</b>                  | <b>88.89%</b> | 40 |
| <b>No</b>                   | <b>2.22%</b>  | 1  |
| <b>Don't know/can't say</b> | <b>8.89%</b>  | 4  |
| Total                       |               | 45 |

### Q48 Were the practice staff pleasant?

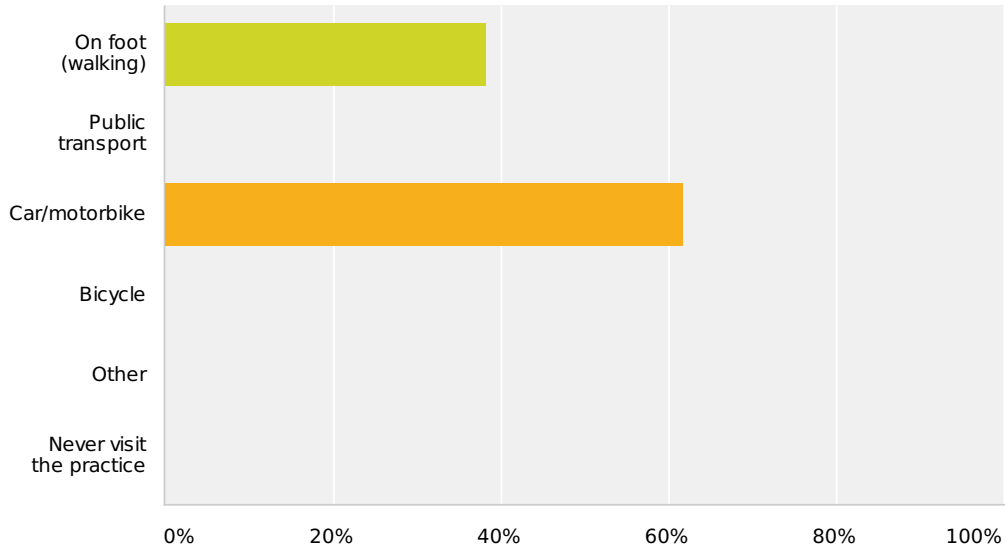
Answered: 45 Skipped: 2



| Answer Choices              | Responses     |    |
|-----------------------------|---------------|----|
| <b>Yes</b>                  | <b>97.78%</b> | 44 |
| <b>No</b>                   | <b>0%</b>     | 0  |
| <b>Don't know/can't say</b> | <b>2.22%</b>  | 1  |
| Total                       |               | 45 |

### Q49 How do you normally travel to the practice?

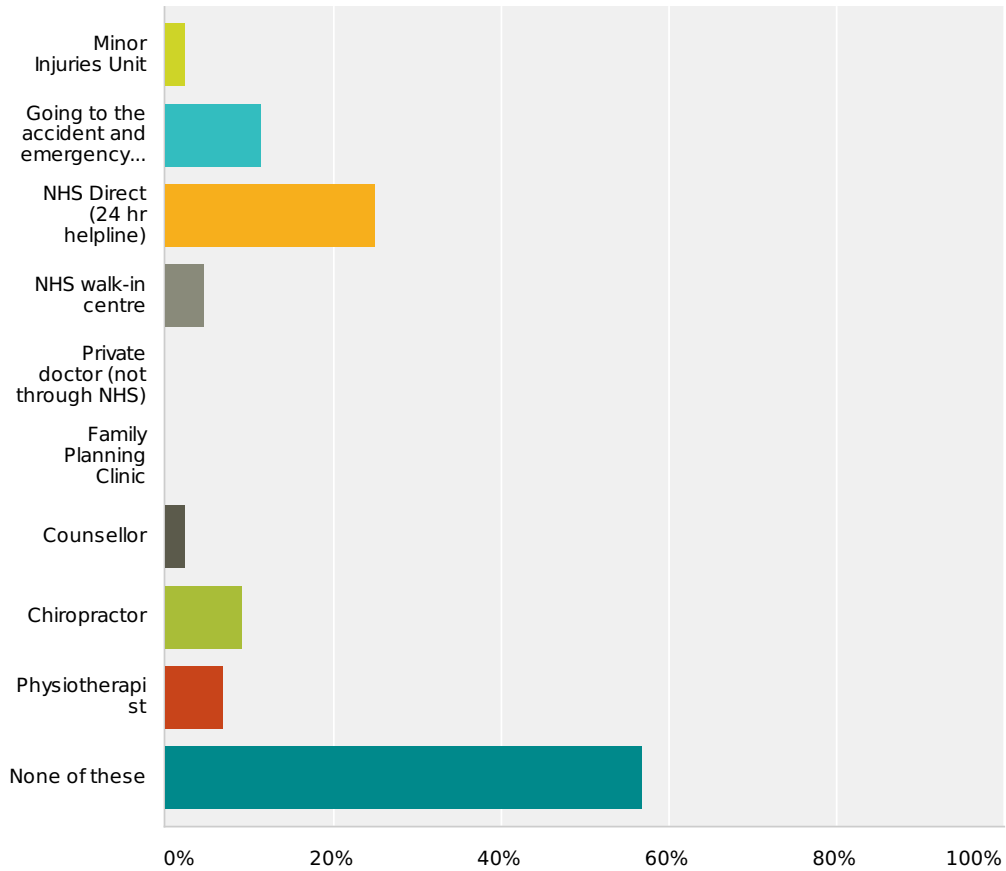
Answered: 47 Skipped: 0



| Answer Choices                  | Responses        |
|---------------------------------|------------------|
| <b>On foot (walking)</b>        | <b>38.30%</b> 18 |
| <b>Public transport</b>         | <b>0%</b> 0      |
| <b>Car/motorbike</b>            | <b>61.70%</b> 29 |
| <b>Bicycle</b>                  | <b>0%</b> 0      |
| <b>Other</b>                    | <b>0%</b> 0      |
| <b>Never visit the practice</b> | <b>0%</b> 0      |
| Total                           | 47               |

### Q50 In the last 12 months have you used any of the health services below instead of using similar services that might be available at the practice? Please tick all that apply

Answered: 44 Skipped: 3

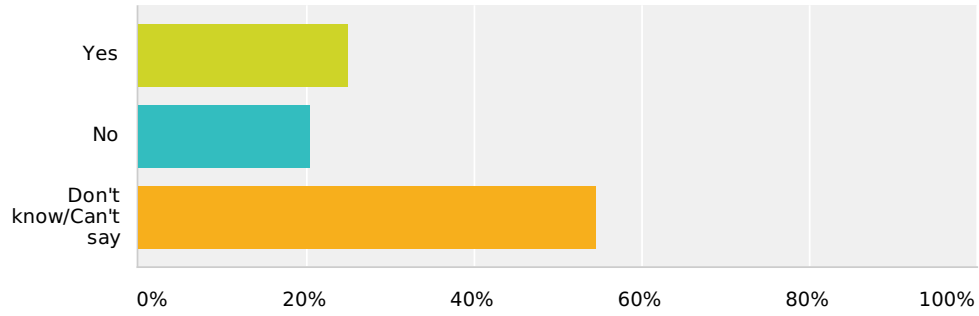


| Answer Choices   | Responses        |
|--|------------------|
| <b>Minor Injuries Unit</b>   | <b>2.27%</b> 1   |
| <b>Going to the accident and emergency department at a hospital (instead of your GP)</b> | <b>11.36%</b> 5  |
| <b>NHS Direct (24 hr helpline)</b>   | <b>25%</b> 11    |
| <b>NHS walk-in centre</b>  | <b>4.55%</b> 2   |
| <b>Private doctor (not through NHS)</b>  | <b>0%</b> 0      |
| <b>Family Planning Clinic</b>  | <b>0%</b> 0      |
| <b>Counsellor</b>  | <b>2.27%</b> 1   |
| <b>Chiropractor</b>  | <b>9.09%</b> 4   |
| <b>Physiotherapist</b>   | <b>6.82%</b> 3   |
| <b>None of these</b>   | <b>56.82%</b> 25 |

Total Respondents: 44

### Q51 Are there additional services that could be offered at the practice that would save you going to the hospital?

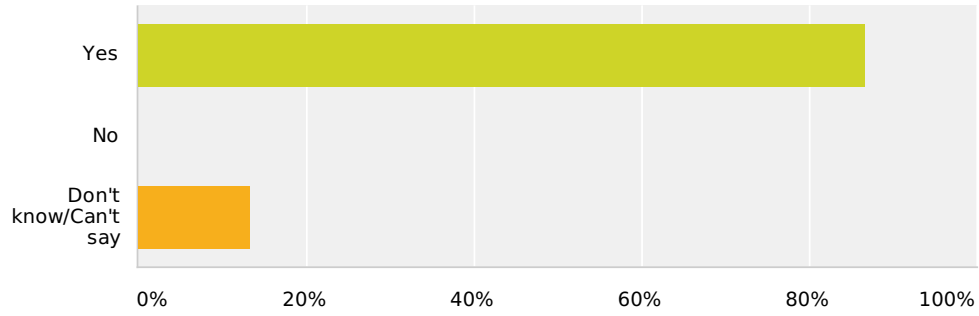
Answered: 44 Skipped: 3



| Answer Choices              | Responses     |    |
|-----------------------------|---------------|----|
| <b>Yes</b>                  | <b>25%</b>    | 11 |
| <b>No</b>                   | <b>20.45%</b> | 9  |
| <b>Don't know/Can't say</b> | <b>54.55%</b> | 24 |
| Total                       |               | 44 |

### Q52 Would you prefer to be seen at the practice rather than the hospital if the services are appropriate?

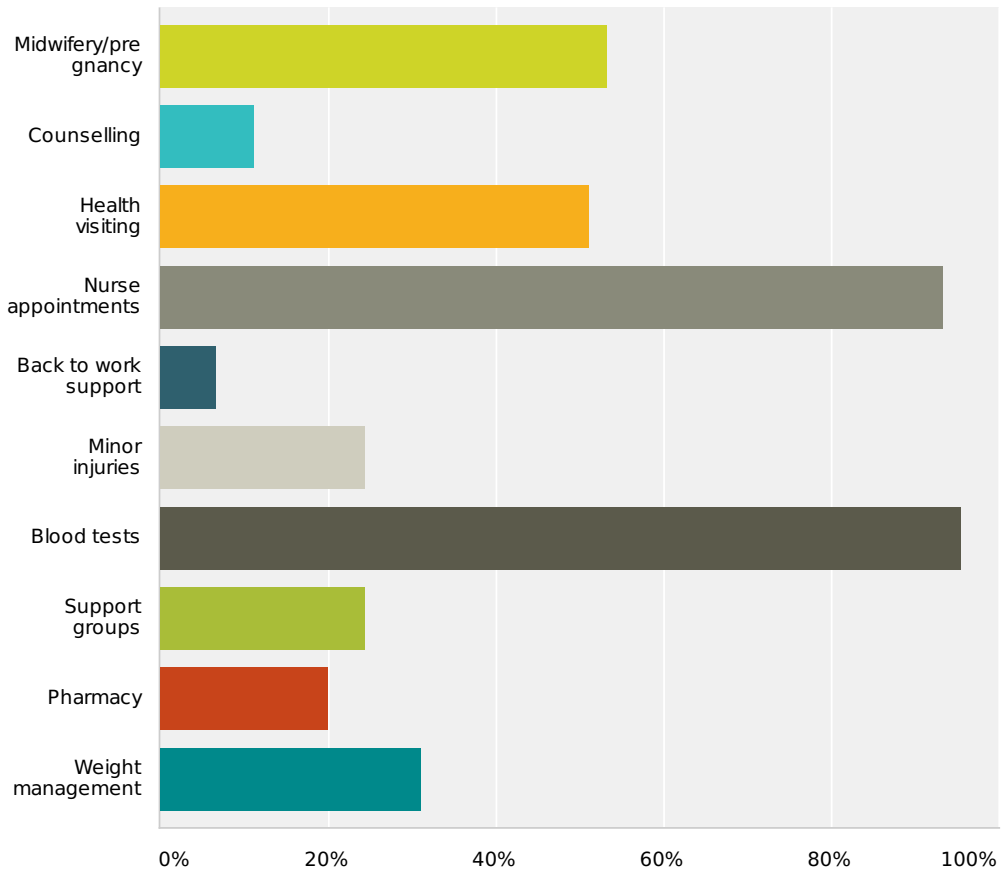
Answered: 45 Skipped: 2



| Answer Choices              | Responses        |
|-----------------------------|------------------|
| <b>Yes</b>                  | <b>86.67%</b> 39 |
| <b>No</b>                   | <b>0%</b> 0      |
| <b>Don't know/Can't say</b> | <b>13.33%</b> 6  |
| Total                       | 45               |

### Q53 Which of these services do you think that we currently offer at the practice? Tick all that apply

Answered: 45 Skipped: 2

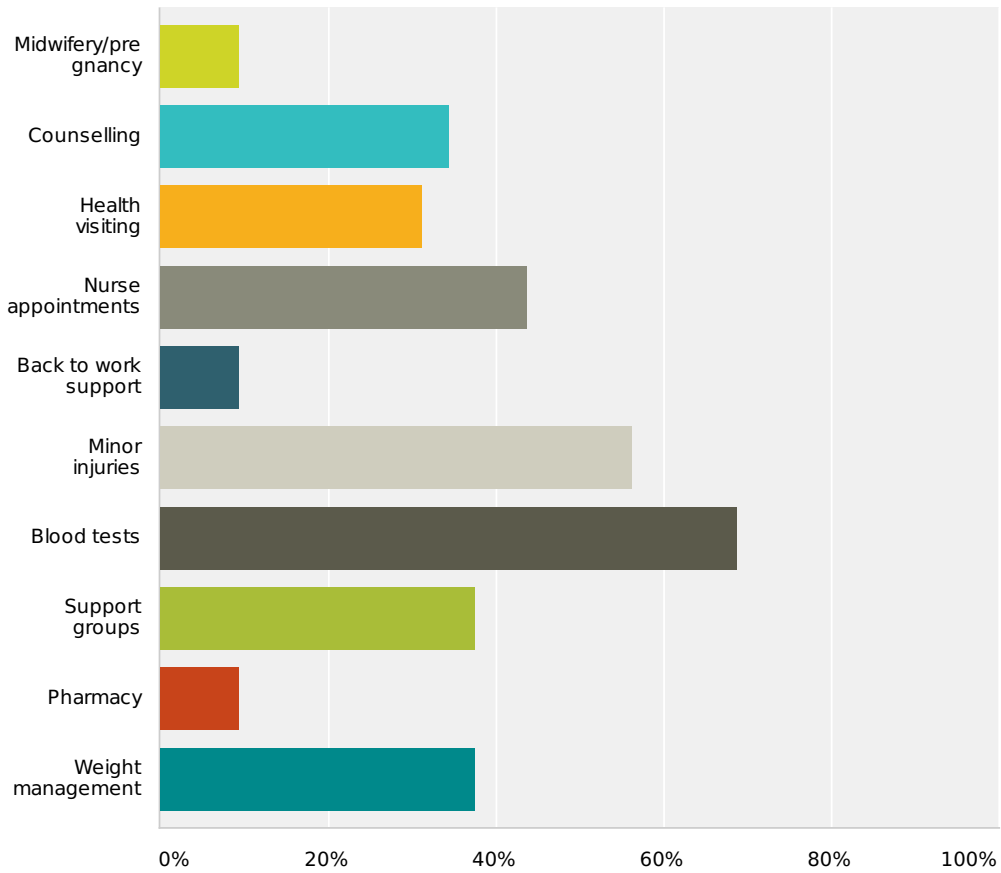


| Answer Choices              | Responses        |
|-----------------------------|------------------|
| <b>Midwifery/pregnancy</b>  | <b>53.33%</b> 24 |
| <b>Counselling</b>          | <b>11.11%</b> 5  |
| <b>Health visiting</b>      | <b>51.11%</b> 23 |
| <b>Nurse appointments</b>   | <b>93.33%</b> 42 |
| <b>Back to work support</b> | <b>6.67%</b> 3   |
| <b>Minor injuries</b>       | <b>24.44%</b> 11 |
| <b>Blood tests</b>          | <b>95.56%</b> 43 |
| <b>Support groups</b>       | <b>24.44%</b> 11 |
| <b>Pharmacy</b>             | <b>20%</b> 9     |
| <b>Weight management</b>    | <b>31.11%</b> 14 |
| Total Respondents: 45       |                  |



## Q54 Which of these services would you like us to offer at the practice? Tick all that apply

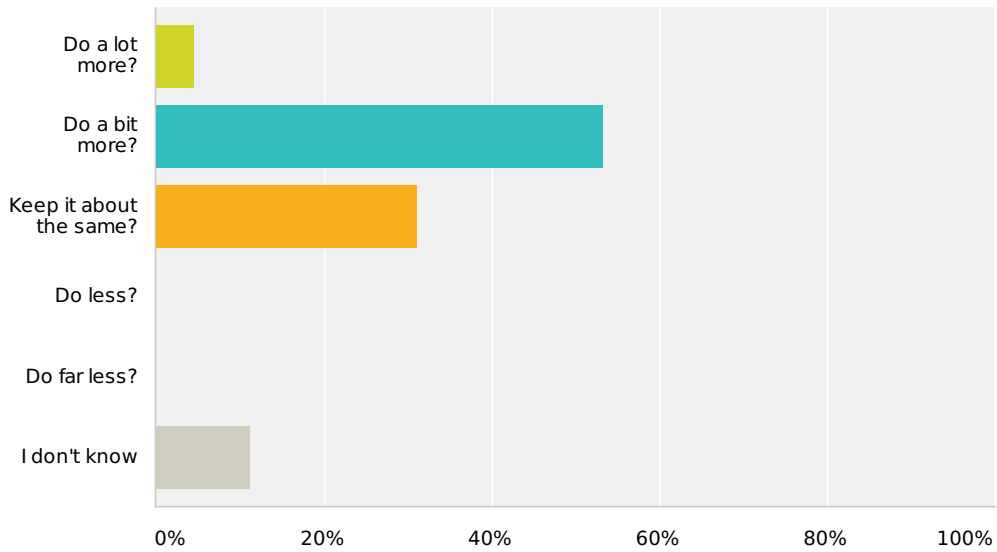
Answered: 32 Skipped: 15



| Answer Choices              | Responses        |
|-----------------------------|------------------|
| <b>Midwifery/pregnancy</b>  | <b>9.38%</b> 3   |
| <b>Counselling</b>          | <b>34.38%</b> 11 |
| <b>Health visiting</b>      | <b>31.25%</b> 10 |
| <b>Nurse appointments</b>   | <b>43.75%</b> 14 |
| <b>Back to work support</b> | <b>9.38%</b> 3   |
| <b>Minor injuries</b>       | <b>56.25%</b> 18 |
| <b>Blood tests</b>          | <b>68.75%</b> 22 |
| <b>Support groups</b>       | <b>37.50%</b> 12 |
| <b>Pharmacy</b>             | <b>9.38%</b> 3   |
| <b>Weight management</b>    | <b>37.50%</b> 12 |
| Total Respondents: 32       |                  |

### Q55 When considering the range of services we offer for our patients could we:

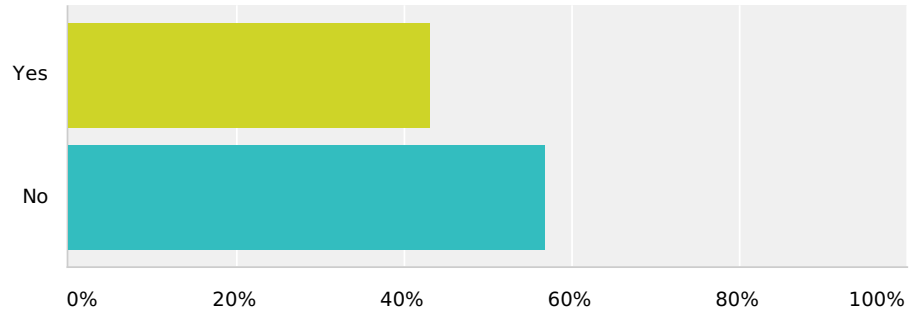
Answered: 45 Skipped: 2



| Answer Choices                 | Responses        |
|--------------------------------|------------------|
| <b>Do a lot more?</b>          | <b>4.44%</b> 2   |
| <b>Do a bit more?</b>          | <b>53.33%</b> 24 |
| <b>Keep it about the same?</b> | <b>31.11%</b> 14 |
| <b>Do less?</b>                | <b>0%</b> 0      |
| <b>Do far less?</b>            | <b>0%</b> 0      |
| <b>I don't know</b>            | <b>11.11%</b> 5  |
| Total                          | 45               |

### Q56 Are there any services that you would have to go to hospital for that you would rather go to the practice for?

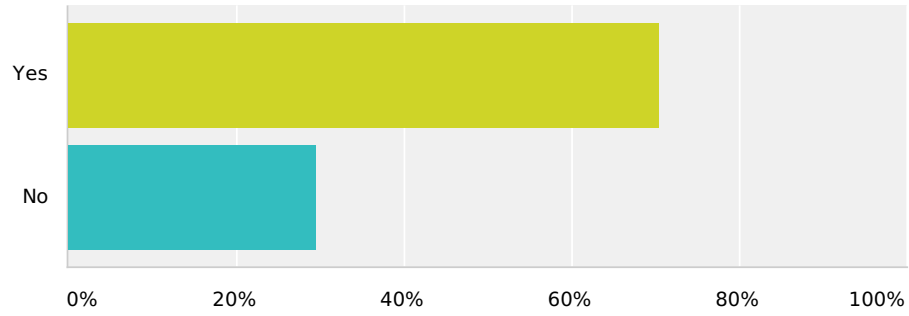
Answered: 44 Skipped: 3



| Answer Choices | Responses     |    |
|----------------|---------------|----|
| <b>Yes</b>     | <b>43.18%</b> | 19 |
| <b>No</b>      | <b>56.82%</b> | 25 |
| Total          |               | 44 |

### Q57 Do you get enough information about the practice and the services we offer?

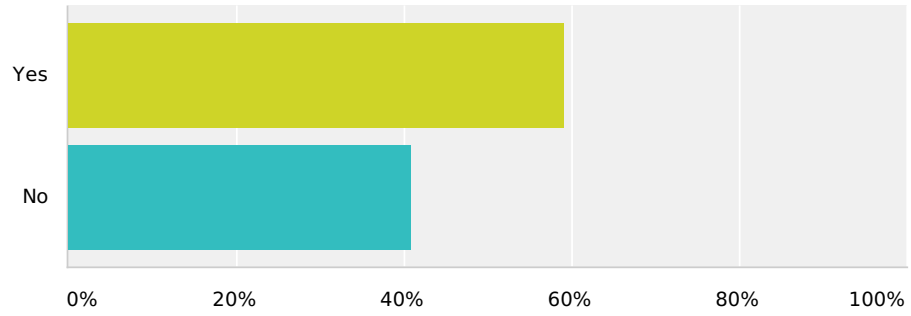
Answered: 44 Skipped: 3



| Answer Choices | Responses     |    |
|----------------|---------------|----|
| <b>Yes</b>     | <b>70.45%</b> | 31 |
| <b>No</b>      | <b>29.55%</b> | 13 |
| Total          |               | 44 |

## Q58 Are you aware of our practice leaflet?

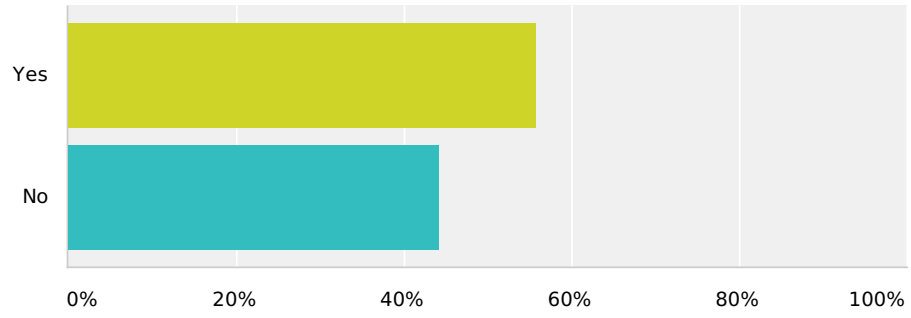
Answered: 44 Skipped: 3



| Answer Choices | Responses     |    |
|----------------|---------------|----|
| <b>Yes</b>     | <b>59.09%</b> | 26 |
| <b>No</b>      | <b>40.91%</b> | 18 |
| Total          |               | 44 |

### Q59 Have you read our practice leaflet?

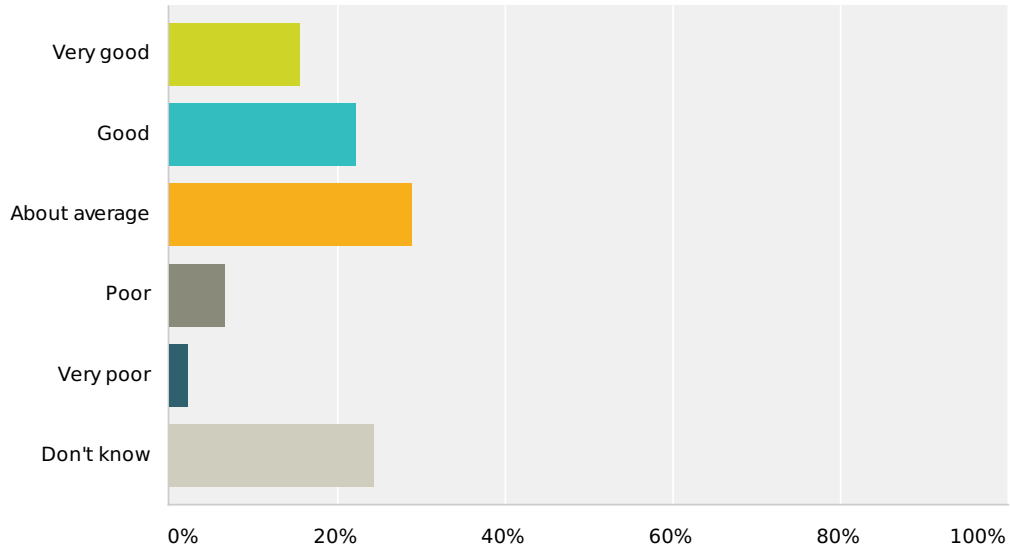
Answered: 43 Skipped: 4



| Answer Choices | Responses     |    |
|----------------|---------------|----|
| <b>Yes</b>     | <b>55.81%</b> | 24 |
| <b>No</b>      | <b>44.19%</b> | 19 |
| Total          |               | 43 |

### Q60 How would you rate the information we give you about the practice and the services we offer?

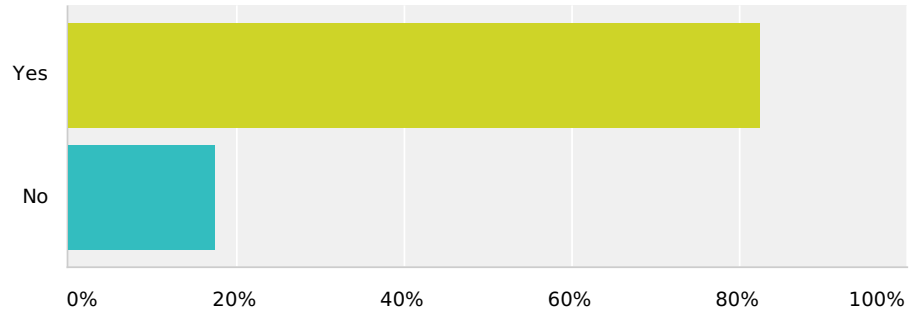
Answered: 45 Skipped: 2



| Answer Choices       | Responses     |    |
|----------------------|---------------|----|
| <b>Very good</b>     | <b>15.56%</b> | 7  |
| <b>Good</b>          | <b>22.22%</b> | 10 |
| <b>About average</b> | <b>28.89%</b> | 13 |
| <b>Poor</b>          | <b>6.67%</b>  | 3  |
| <b>Very poor</b>     | <b>2.22%</b>  | 1  |
| <b>Don't know</b>    | <b>24.44%</b> | 11 |
| Total                |               | 45 |

### Q61 Do you understand the information that you receive about our practice?

Answered: 40 Skipped: 7

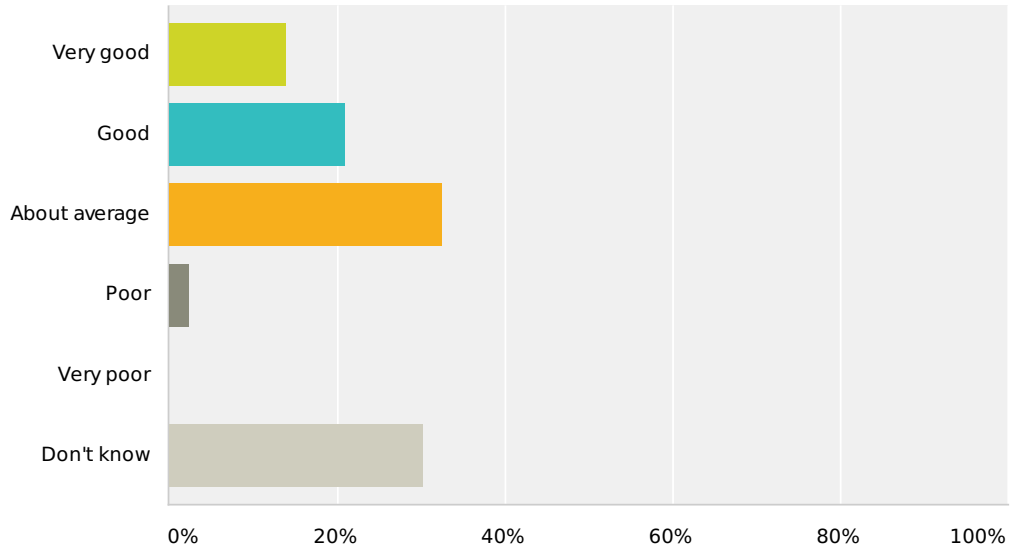


| Answer Choices | Responses     |    |
|----------------|---------------|----|
| <b>Yes</b>     | <b>82.50%</b> | 33 |
| <b>No</b>      | <b>17.50%</b> | 7  |
| Total          |               | 40 |



## Q62 How would you rate the information we give you about other services we refer you to?

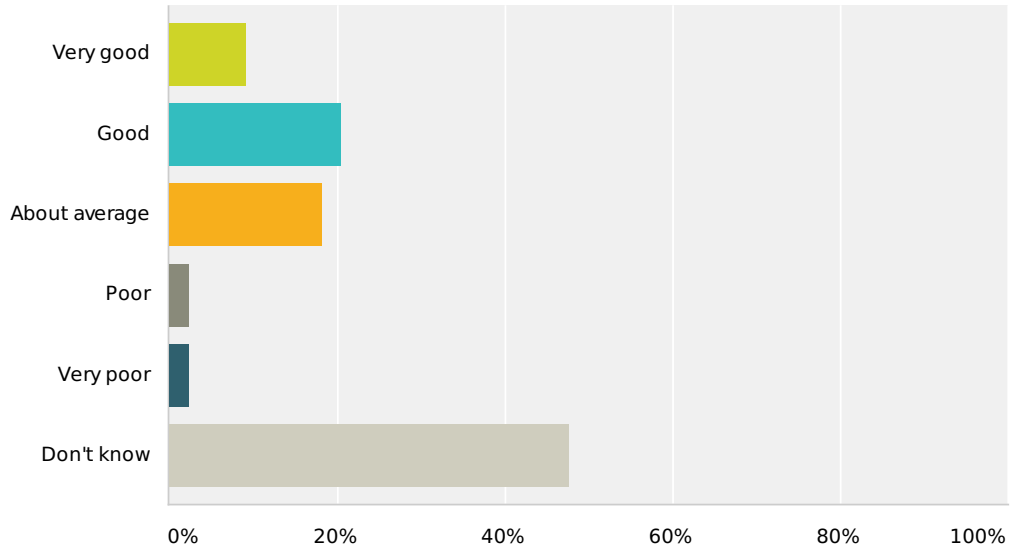
Answered: 43 Skipped: 4



| Answer Choices       | Responses     |    |
|----------------------|---------------|----|
| <b>Very good</b>     | <b>13.95%</b> | 6  |
| <b>Good</b>          | <b>20.93%</b> | 9  |
| <b>About average</b> | <b>32.56%</b> | 14 |
| <b>Poor</b>          | <b>2.33%</b>  | 1  |
| <b>Very poor</b>     | <b>0%</b>     | 0  |
| <b>Don't know</b>    | <b>30.23%</b> | 13 |
| Total                |               | 43 |

### Q63 How would you rate the information we give you about community support groups and other local services?

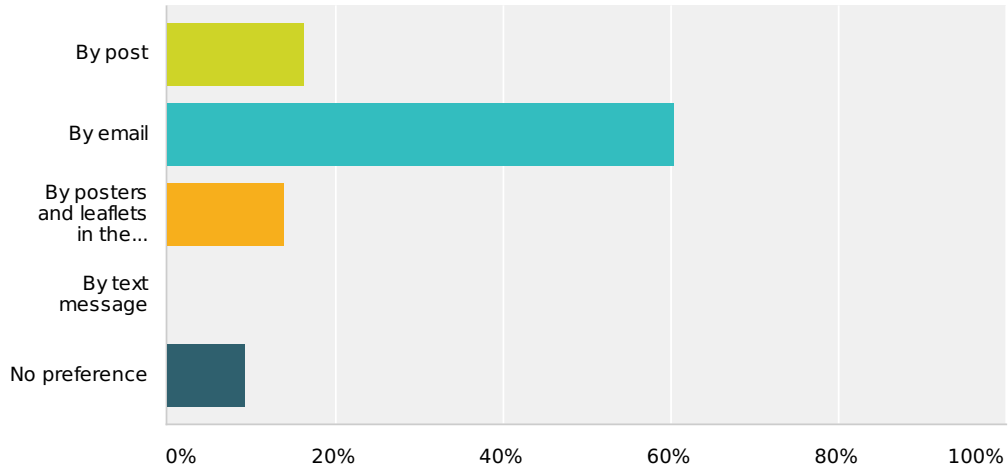
Answered: 44 Skipped: 3



| Answer Choices       | Responses     |    |
|----------------------|---------------|----|
| <b>Very good</b>     | <b>9.09%</b>  | 4  |
| <b>Good</b>          | <b>20.45%</b> | 9  |
| <b>About average</b> | <b>18.18%</b> | 8  |
| <b>Poor</b>          | <b>2.27%</b>  | 1  |
| <b>Very poor</b>     | <b>2.27%</b>  | 1  |
| <b>Don't know</b>    | <b>47.73%</b> | 21 |
| Total                |               | 44 |

### Q64 How would you most like to receive information about the practice?

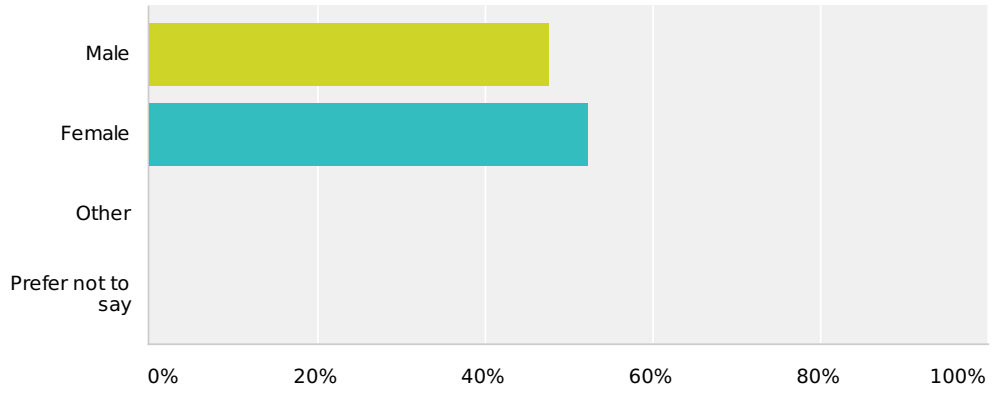
Answered: 43 Skipped: 4



| Answer Choices                                 | Responses        |
|--|------------------|
| <b>By post</b>                                 | <b>16.28%</b> 7  |
| <b>By email</b>                                | <b>60.47%</b> 26 |
| <b>By posters and leaflets in the practice</b> | <b>13.95%</b> 6  |
| <b>By text message</b>                         | <b>0%</b> 0      |
| <b>No preference</b>                           | <b>9.30%</b> 4   |
| Total  | 43               |

### Q65 Are you male or female?

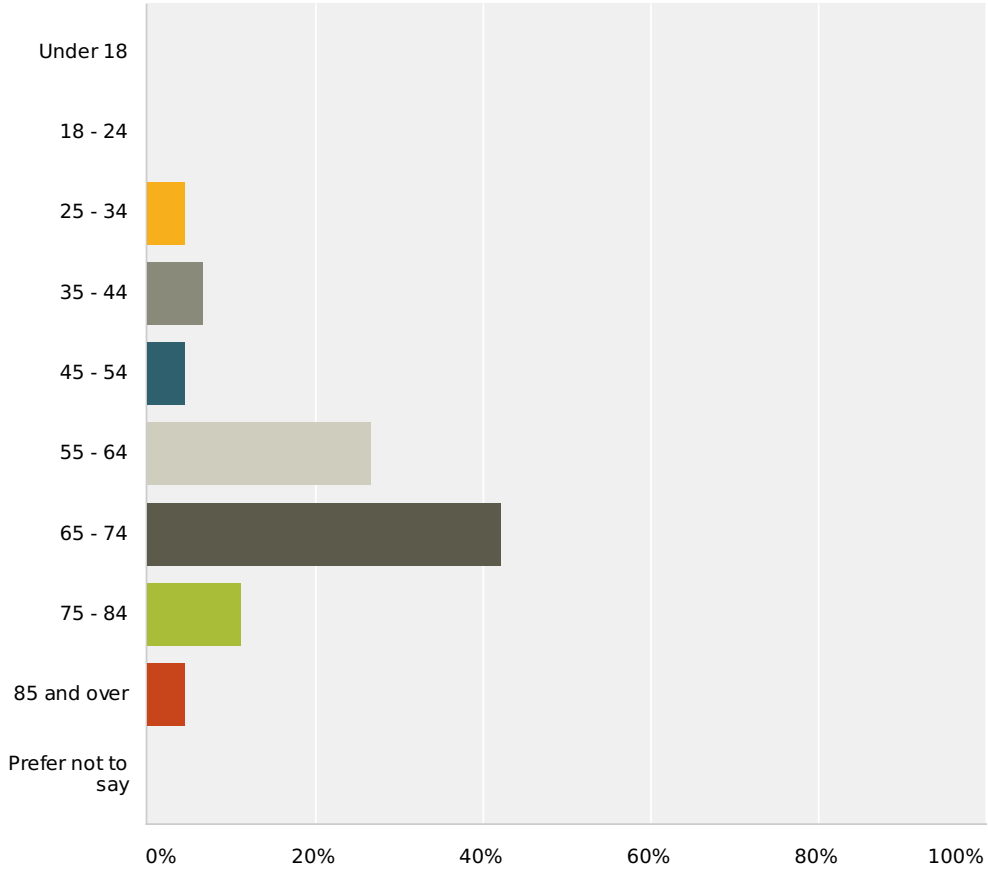
Answered: 44 Skipped: 3



| Answer Choices           | Responses        |
|--------------------------|------------------|
| <b>Male</b>              | <b>47.73%</b> 21 |
| <b>Female</b>            | <b>52.27%</b> 23 |
| <b>Other</b>             | <b>0%</b> 0      |
| <b>Prefer not to say</b> | <b>0%</b> 0      |
| <b>Total</b>             | <b>44</b>        |

### Q66 How old are you?

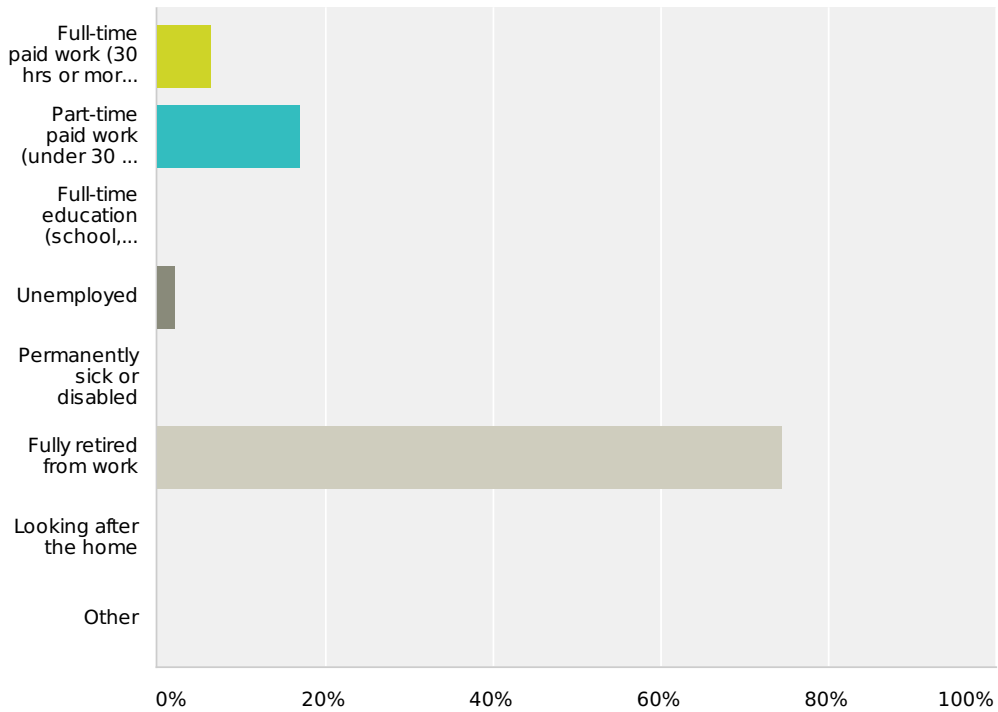
Answered: 45 Skipped: 2



| Answer Choices           | Responses        |
|--------------------------|------------------|
| <b>Under 18</b>          | <b>0%</b> 0      |
| <b>18 - 24</b>           | <b>0%</b> 0      |
| <b>25 - 34</b>           | <b>4.44%</b> 2   |
| <b>35 - 44</b>           | <b>6.67%</b> 3   |
| <b>45 - 54</b>           | <b>4.44%</b> 2   |
| <b>55 - 64</b>           | <b>26.67%</b> 12 |
| <b>65 - 74</b>           | <b>42.22%</b> 19 |
| <b>75 - 84</b>           | <b>11.11%</b> 5  |
| <b>85 and over</b>       | <b>4.44%</b> 2   |
| <b>Prefer not to say</b> | <b>0%</b> 0      |
| <b>Total</b>             | <b>45</b>        |

### Q67 Which of these best describes your employment status? If more than one applies to you, please select the main one

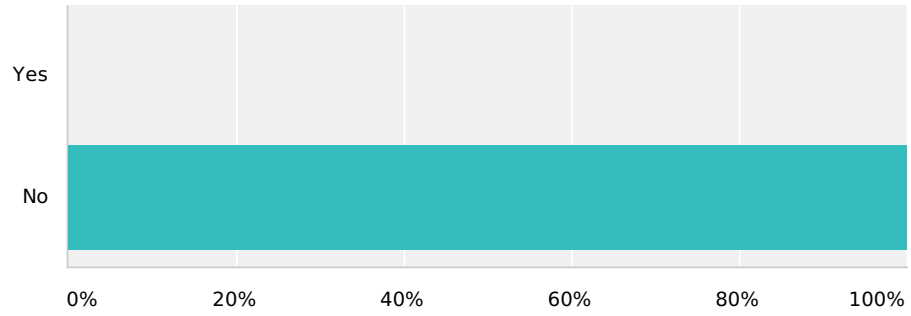
Answered: 47 Skipped: 0



| Answer Choices   | Responses        |
|--|------------------|
| <b>Full-time paid work (30 hrs or more a week)</b>       | <b>6.38%</b> 3   |
| <b>Part-time paid work (under 30 hrs a week)</b>         | <b>17.02%</b> 8  |
| <b>Full-time education (school, college, university)</b> | <b>0%</b> 0      |
| <b>Unemployed</b>  | <b>2.13%</b> 1   |
| <b>Permanently sick or disabled</b>                      | <b>0%</b> 0      |
| <b>Fully retired from work</b>                           | <b>74.47%</b> 35 |
| <b>Looking after the home</b>                            | <b>0%</b> 0      |
| <b>Other</b>   | <b>0%</b> 0      |
| Total  | 47               |

### Q68 Are you a deaf person who uses sign language?

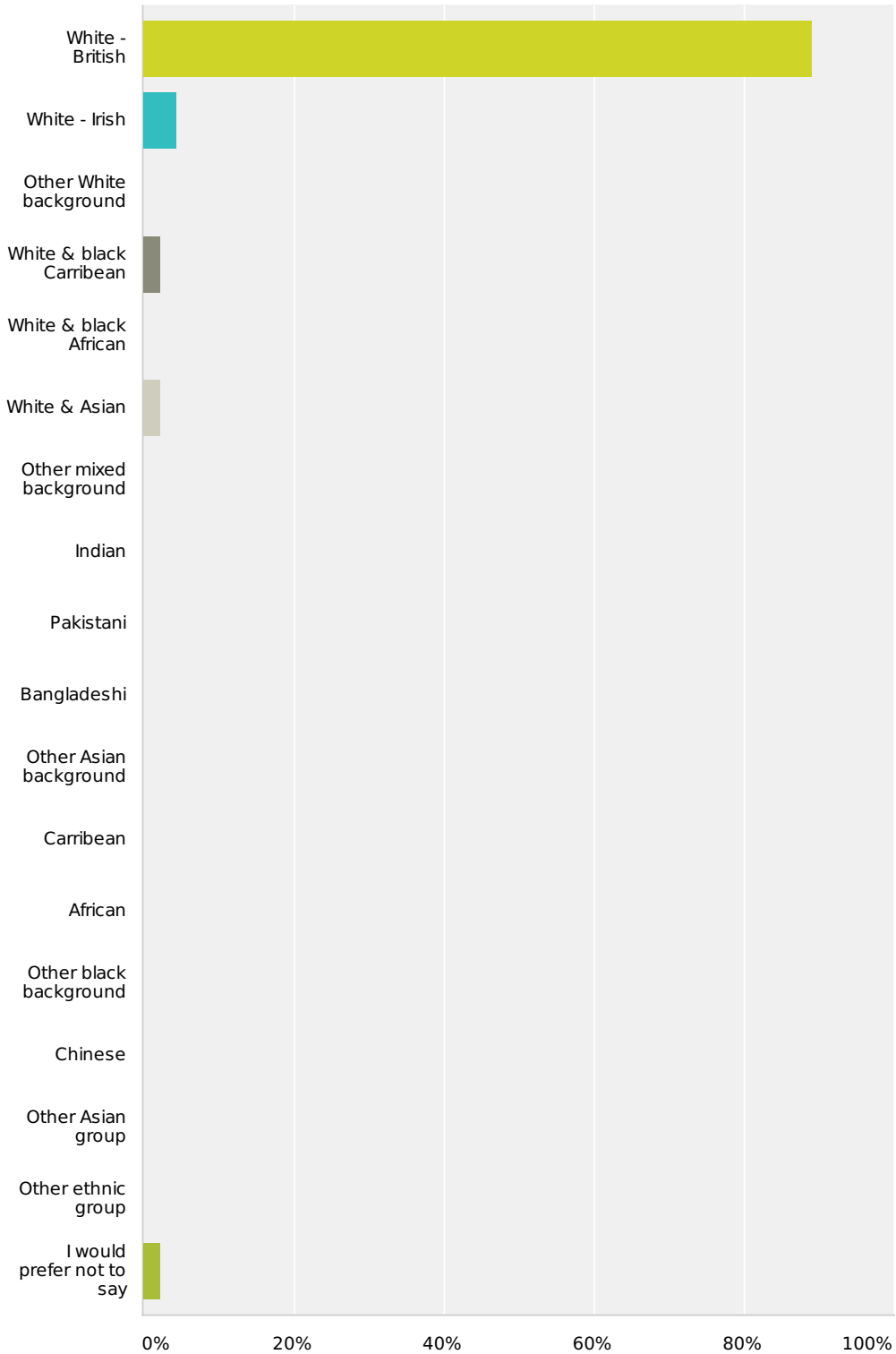
Answered: 40 Skipped: 7



| Answer Choices | Responses   |    |
|----------------|-------------|----|
| <b>Yes</b>     | <b>0%</b>   | 0  |
| <b>No</b>      | <b>100%</b> | 40 |
| Total          |             | 40 |

### Q69 What is your ethnic group?

Answered: 46 Skipped: 1



| Answer Choices                | Responses        |
|-------------------------------|------------------|
| <b>White - British</b>        | <b>89.13%</b> 41 |
| <b>White - Irish</b>          | <b>4.35%</b> 2   |
| <b>Other White background</b> | <b>0%</b> 0      |
| Total                         | 46               |

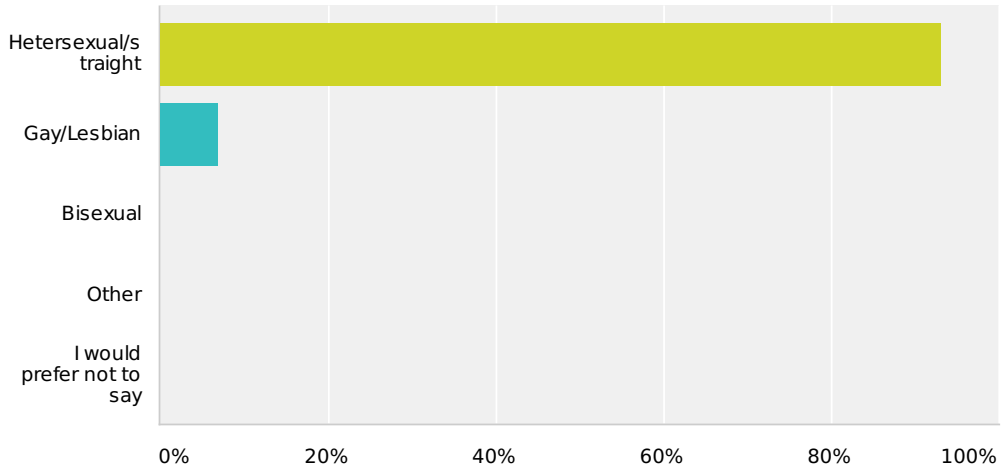


West Moors Group Practice - Patient Feedback Survey

|                                     |              |          |
|-------------------------------------|--------------|----------|
| <b>White &amp; black Carribbean</b> | <b>2.17%</b> | <b>1</b> |
| <b>White &amp; black African</b>    | <b>0%</b>    | <b>0</b> |
| <b>White &amp; Asian</b>            | <b>2.17%</b> | <b>1</b> |
| <b>Other mixed background</b>       | <b>0%</b>    | <b>0</b> |
| <b>Indian</b>                       | <b>0%</b>    | <b>0</b> |
| <b>Pakistani</b>                    | <b>0%</b>    | <b>0</b> |
| <b>Bangladeshi</b>                  | <b>0%</b>    | <b>0</b> |
| <b>Other Asian background</b>       | <b>0%</b>    | <b>0</b> |
| <b>Carribbean</b>                   | <b>0%</b>    | <b>0</b> |
| <b>African</b>                      | <b>0%</b>    | <b>0</b> |
| <b>Other black background</b>       | <b>0%</b>    | <b>0</b> |
| <b>Chinese</b>                      | <b>0%</b>    | <b>0</b> |
| <b>Other Asian group</b>            | <b>0%</b>    | <b>0</b> |
| <b>Other ethnic group</b>           | <b>0%</b>    | <b>0</b> |
| <b>I would prefer not to say</b>    | <b>2.17%</b> | <b>1</b> |
| Total                               |              | 46       |

## Q70 Which of the following best describes how you think of yourself?

Answered: 44 Skipped: 3



| Answer Choices                   | Responses     |    |
|----------------------------------|---------------|----|
| <b>Hetersexual/straight</b>      | <b>93.18%</b> | 41 |
| <b>Gay/Lesbian</b>               | <b>6.82%</b>  | 3  |
| <b>Bisexual</b>                  | <b>0%</b>     | 0  |
| <b>Other</b>                     | <b>0%</b>     | 0  |
| <b>I would prefer not to say</b> | <b>0%</b>     | 0  |
| Total                            |               | 44 |