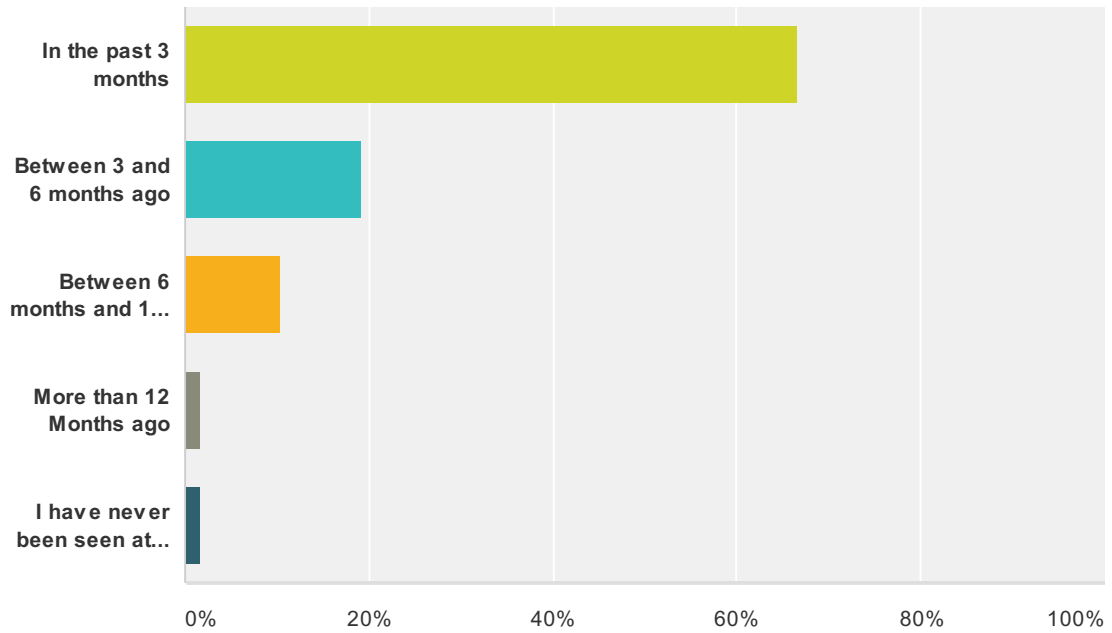


### Q1 When did you last see a doctor at the practice?

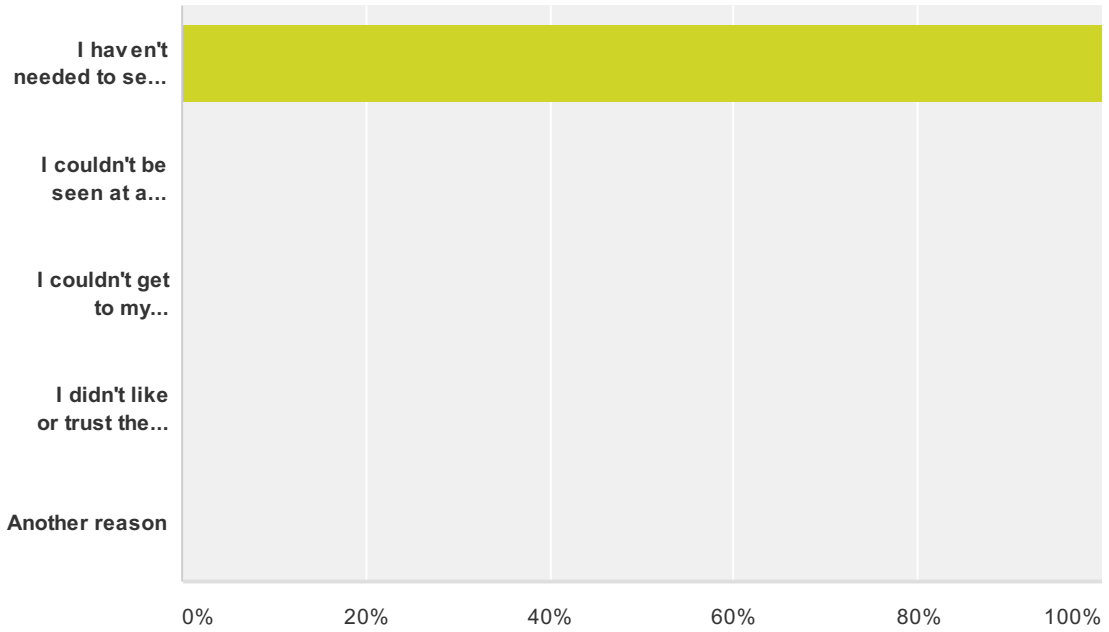
Answered: 57 Skipped: 0



Answer Choices	Responses
In the past 3 months	66.67% 38
Between 3 and 6 months ago	19.30% 11
Between 6 months and 12 months ago	10.53% 6
More than 12 Months ago	1.75% 1
I have never been seen at this practice	1.75% 1
<b>Total</b>	<b>57</b>

**Q2 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**

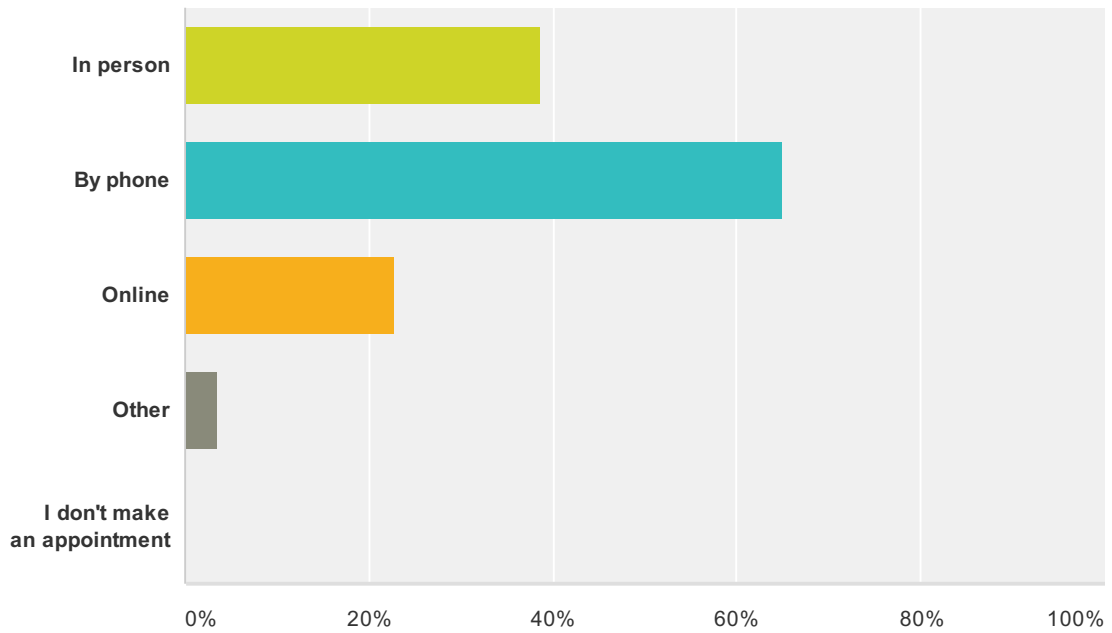
Answered: 10 Skipped: 47



Answer Choices	Responses
I haven't needed to see a doctor	100% 10
I couldn't be seen at a convenient time	0% 0
I couldn't get to my appointment easily	0% 0
I didn't like or trust the doctor	0% 0
Another reason	0% 0
<b>Total Respondents: 10</b>	

**Q3 How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply**

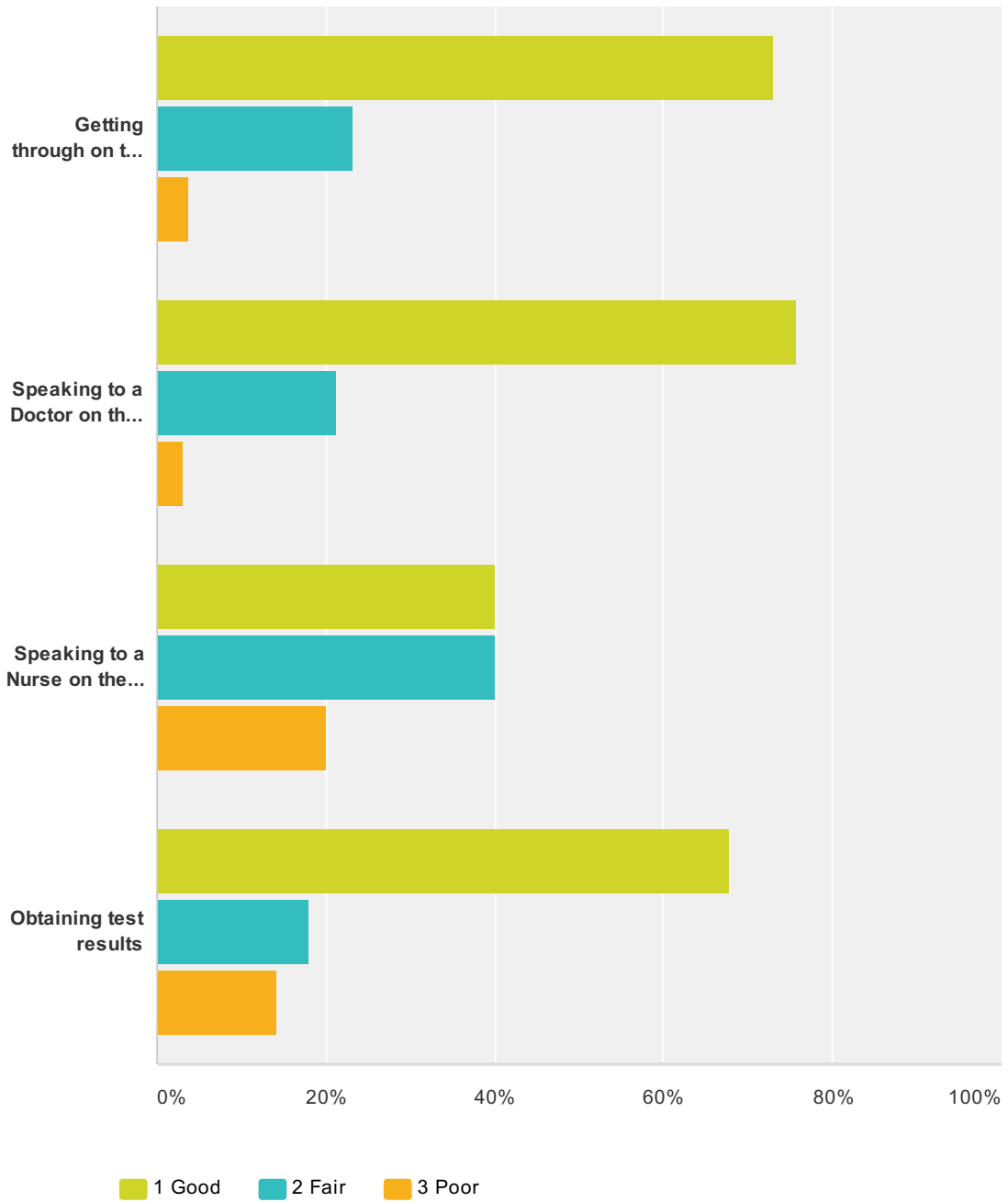
Answered: 57 Skipped: 0



Answer Choices	Responses
In person	38.60% 22
By phone	64.91% 37
Online	22.81% 13
Other	3.51% 2
I don't make an appointment	0% 0
<b>Total Respondents: 57</b>	

### Q4 In the last 6 Months how easy have you found the following

Answered: 54 Skipped: 3



	1 Good	2 Fair	3 Poor	Total
Getting through on the phone	73.08% 38	23.08% 12	3.85% 2	52
Speaking to a Doctor on the phone	75.76% 25	21.21% 7	3.03% 1	33
Speaking to a Nurse on the phone	40% 6	40% 6	20% 3	15
Obtaining test results	67.86% 19	17.86% 5	14.29% 4	28

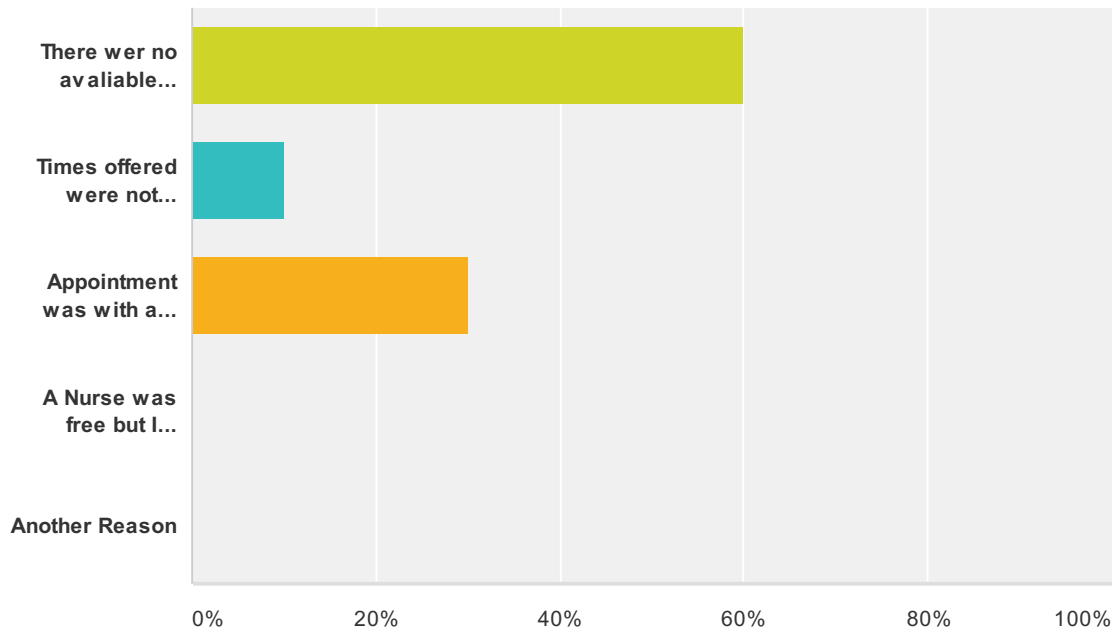
**Q5 In the past 6 months have you tried to see a doctor fairly quickly? For example for the same day or with in the next two working days**

Answered: 53 Skipped: 4

Answer Choices	Responses	
Yes	58.49%	31
No	41.51%	22

### Q6 If you weren't able to be seen during the next two working days that the surgery was open why was that?

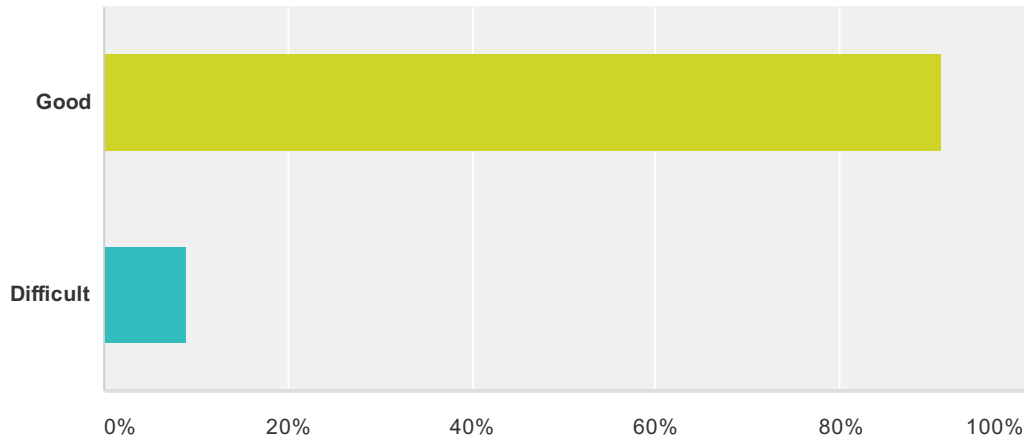
Answered: 20 Skipped: 37



Answer Choices	Responses	
There wer no avaiable appointments	60%	12
Times offered were not suitable	10%	2
Appointment was with a doctor who I didn't want to see	30%	6
A Nurse was free but I wanted a doctor	0%	0
Another Reason	0%	0
<b>Total</b>		<b>20</b>

### Q7 How easy do you find getting into the Building at the surgery

Answered: 56 Skipped: 1



Answer Choices	Responses
Good	91.07% 51
Difficult	8.93% 5
<b>Total</b>	<b>56</b>

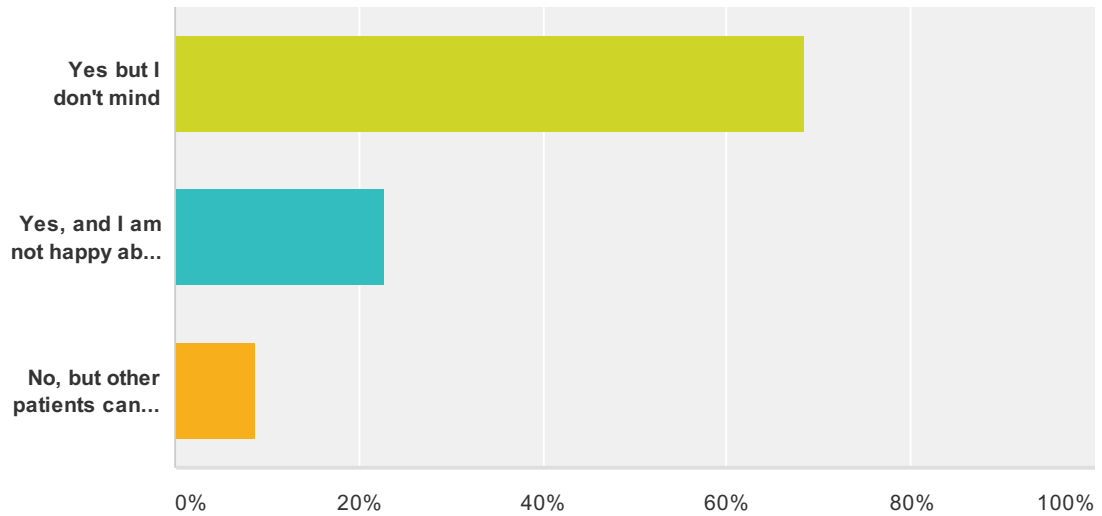
**Q8 Why did you find it difficult ?**

Answered: 6 Skipped: 51



### Q9 In the reception area, can other patients overhear what you say to the receptionist?

Answered: 57 Skipped: 0



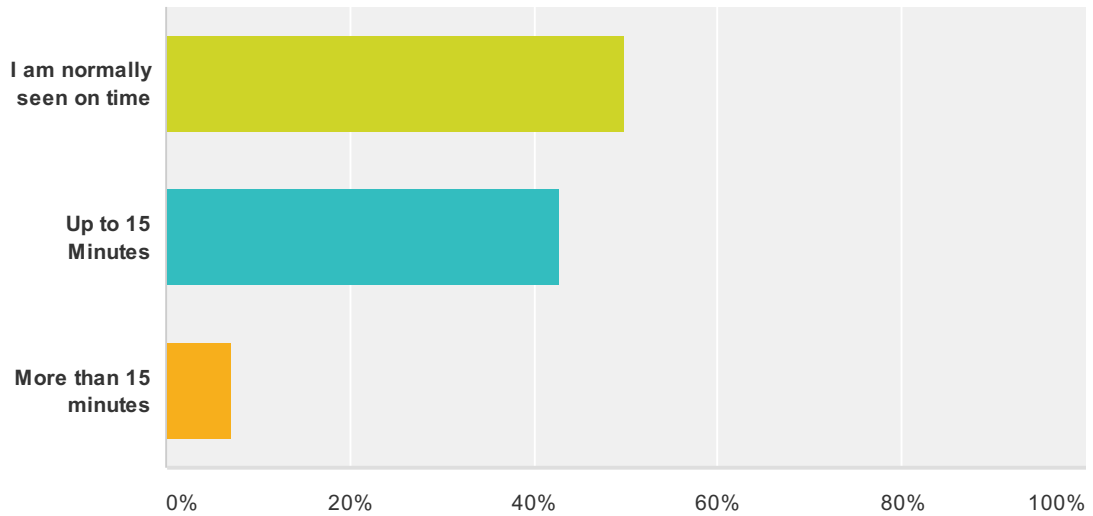
Answer Choices	Responses	
Yes but I don't mind	68.42%	39
Yes, and I am not happy about it	22.81%	13
No, but other patients can not overhear our conversation	8.77%	5
<b>Total</b>		<b>57</b>

**Q10 How helpful do you find the receptionists at the practice?**

Answered: 57 Skipped: 0

### Q11 How long after your appointment time do you normally wait to be seen?

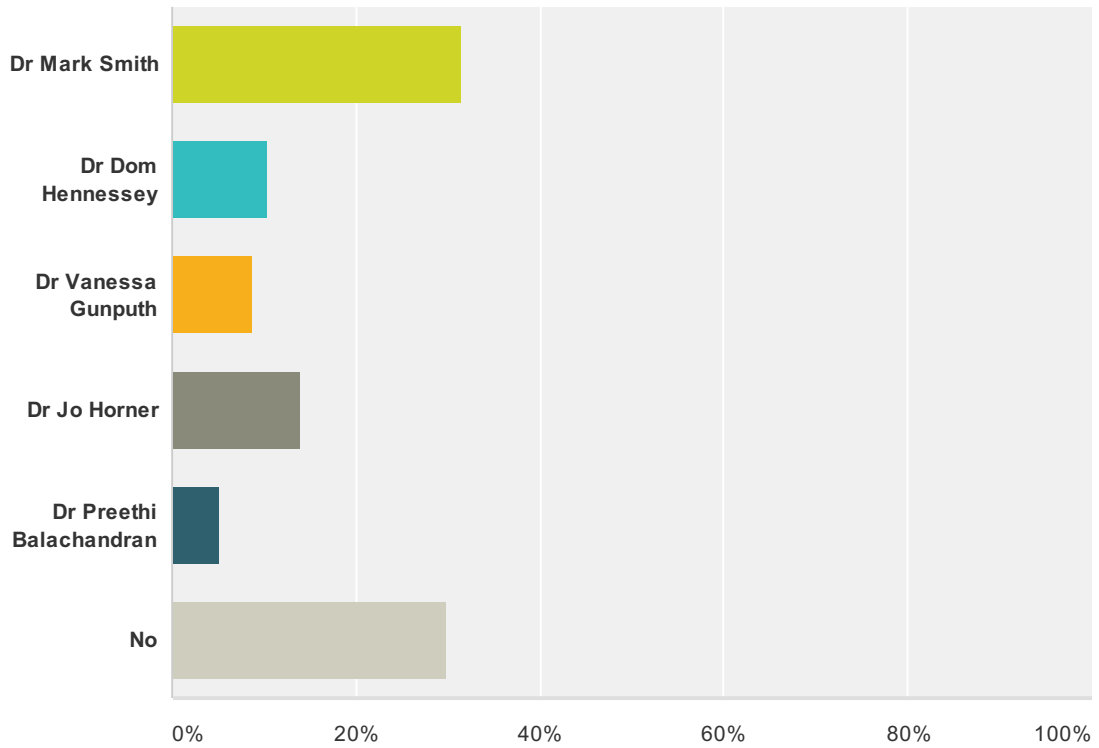
Answered: 56 Skipped: 1



Answer Choices	Responses
I am normally seen on time	50% 28
Up to 15 Minutes	42.86% 24
More than 15 minutes	7.14% 4
<b>Total</b>	<b>56</b>

### Q12 Is there a particular doctor who you prefer to see at the practice?

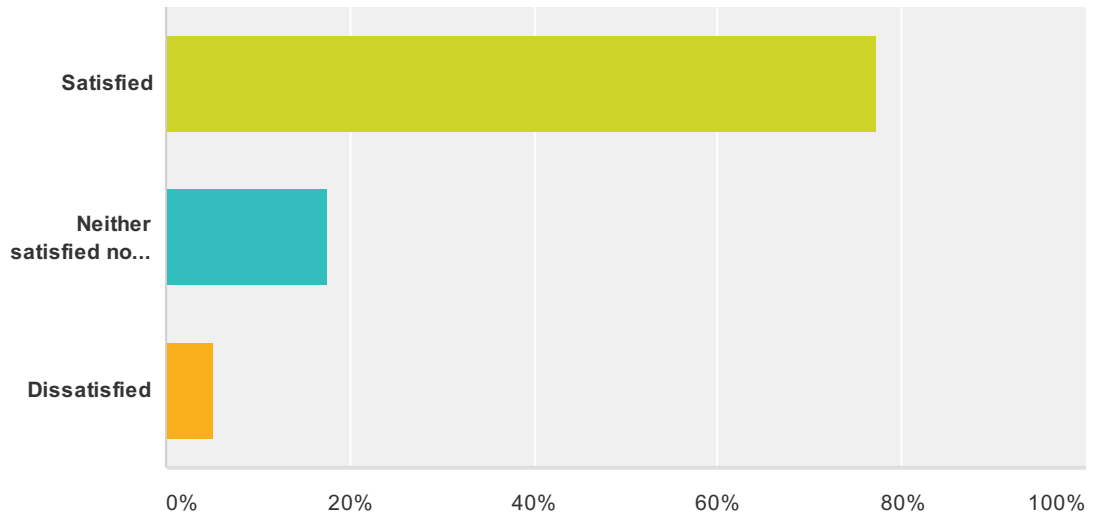
Answered: 57 Skipped: 0



Answer Choices	Responses	
Dr Mark Smith	31.58%	18
Dr Dom Hennessey	10.53%	6
Dr Vanessa Gunpath	8.77%	5
Dr Jo Homer	14.04%	8
Dr Preethi Balachandran	5.26%	3
No	29.82%	17
<b>Total</b>		<b>57</b>

### Q13 How satisfied are you with the opening hours at the practice?

Answered: 57 Skipped: 0



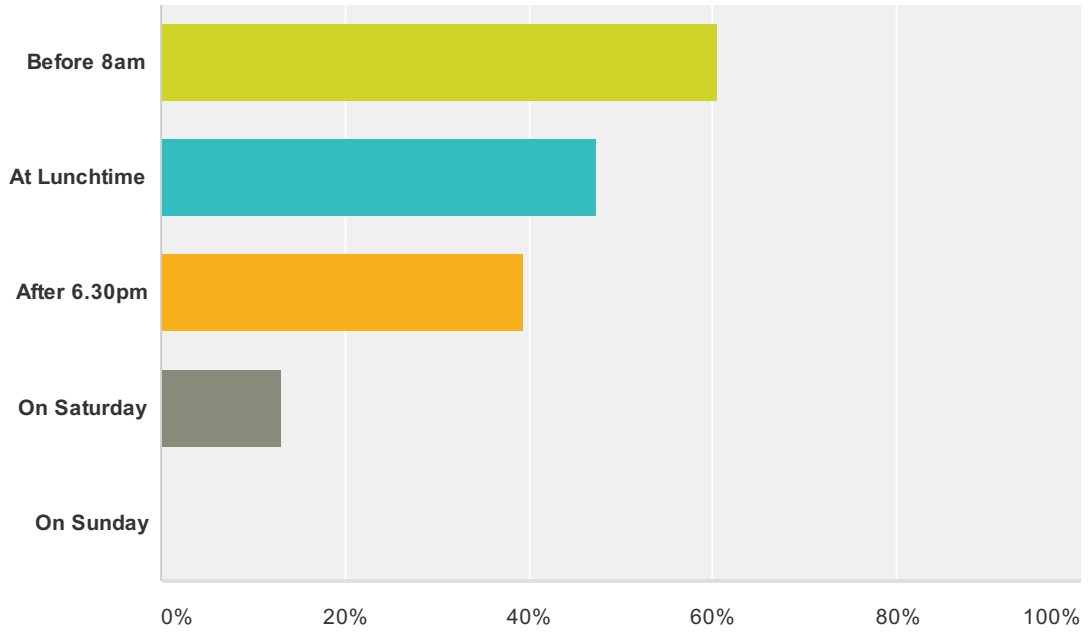
Answer Choices	Responses	
Satisfied	77.19%	44
Neither satisfied nor dissatisfied	17.54%	10
Dissatisfied	5.26%	3
<b>Total</b>		<b>57</b>

**Q14 If you answered dissatisfied please  
say why**

Answered: 3 Skipped: 54

### Q15 As far as you are aware when is the surgery open?

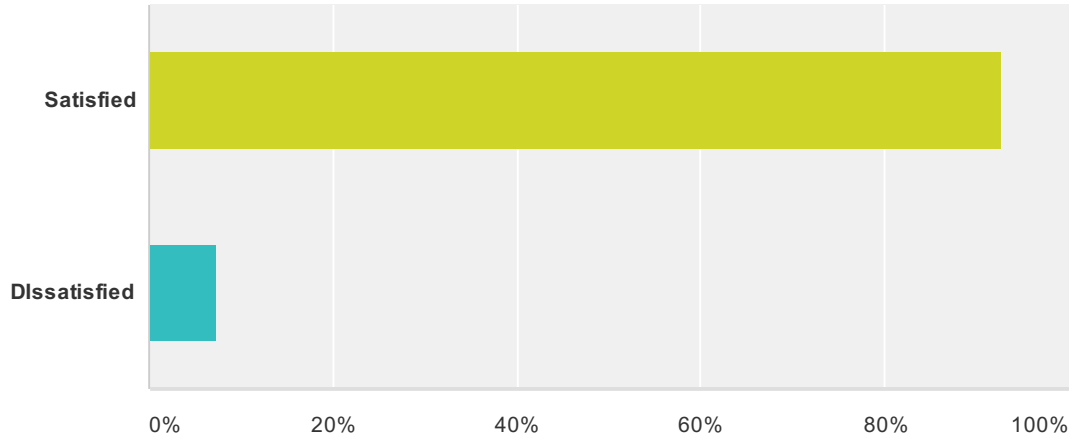
Answered: 38 Skipped: 19



Answer Choices	Responses	
Before 8am	60.53%	23
At Lunchtime	47.37%	18
After 6.30pm	39.47%	15
On Saturday	13.16%	5
On Sunday	0%	0
<b>Total Respondents: 38</b>		

### Q16 In general, how satisfied are you with the care you get at the practice?

Answered: 55 Skipped: 2

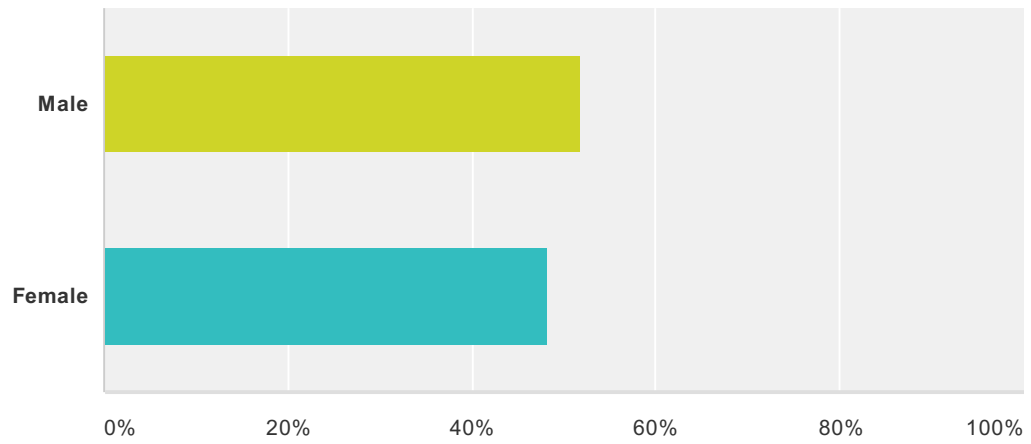


Answer Choices	Responses
Satisfied	92.73% 51
Dissatisfied	7.27% 4
<b>Total</b>	<b>55</b>



### Q17 Are you male or female?

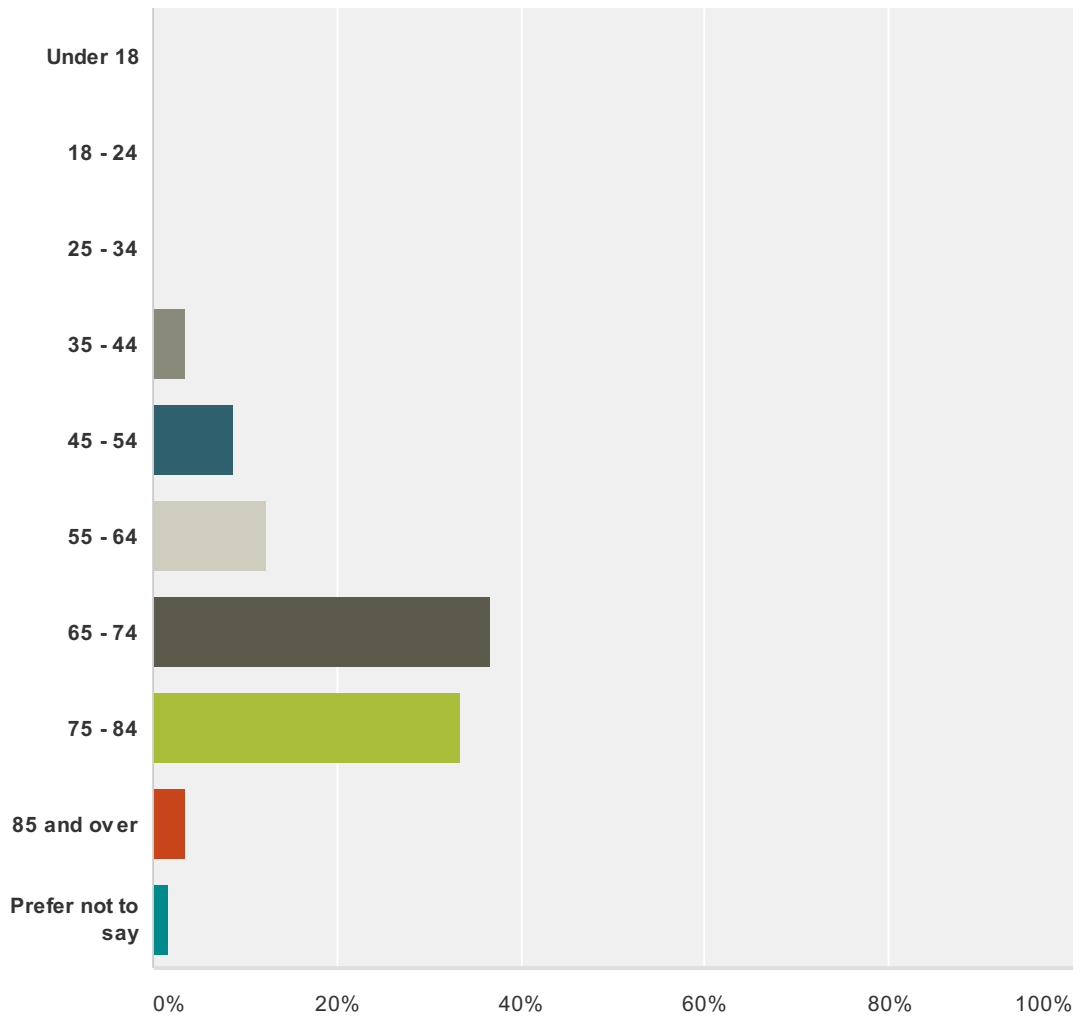
Answered: 56 Skipped: 1



Answer Choices	Responses	
Male	51.79%	29
Female	48.21%	27
<b>Total</b>		<b>56</b>

### Q18 How old are you?

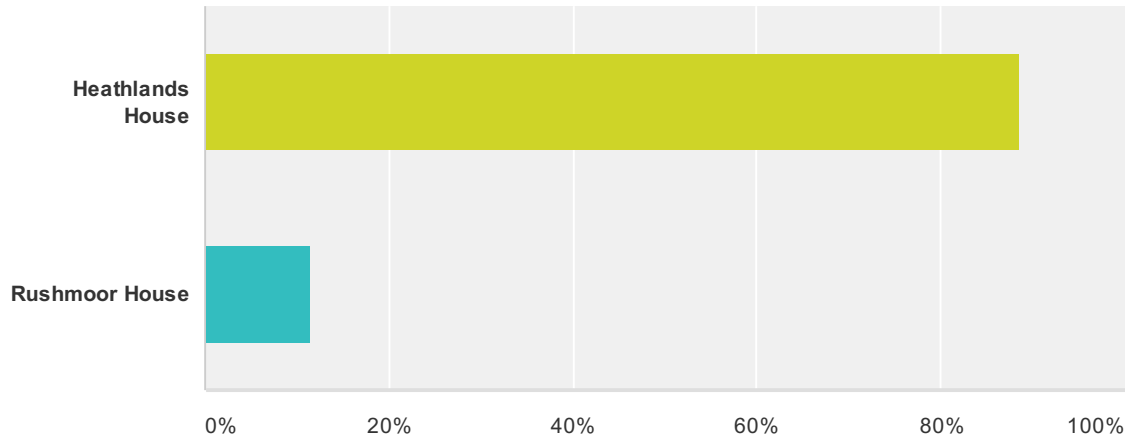
Answered: 57 Skipped: 0



Answer Choices	Responses	Count
Under 18	0%	0
18 - 24	0%	0
25 - 34	0%	0
35 - 44	3.51%	2
45 - 54	8.77%	5
55 - 64	12.28%	7
65 - 74	36.84%	21
75 - 84	33.33%	19
85 and over	3.51%	2
Prefer not to say	1.75%	1
<b>Total</b>		<b>57</b>

### Q19 Is your regular surgery

Answered: 52 Skipped: 5

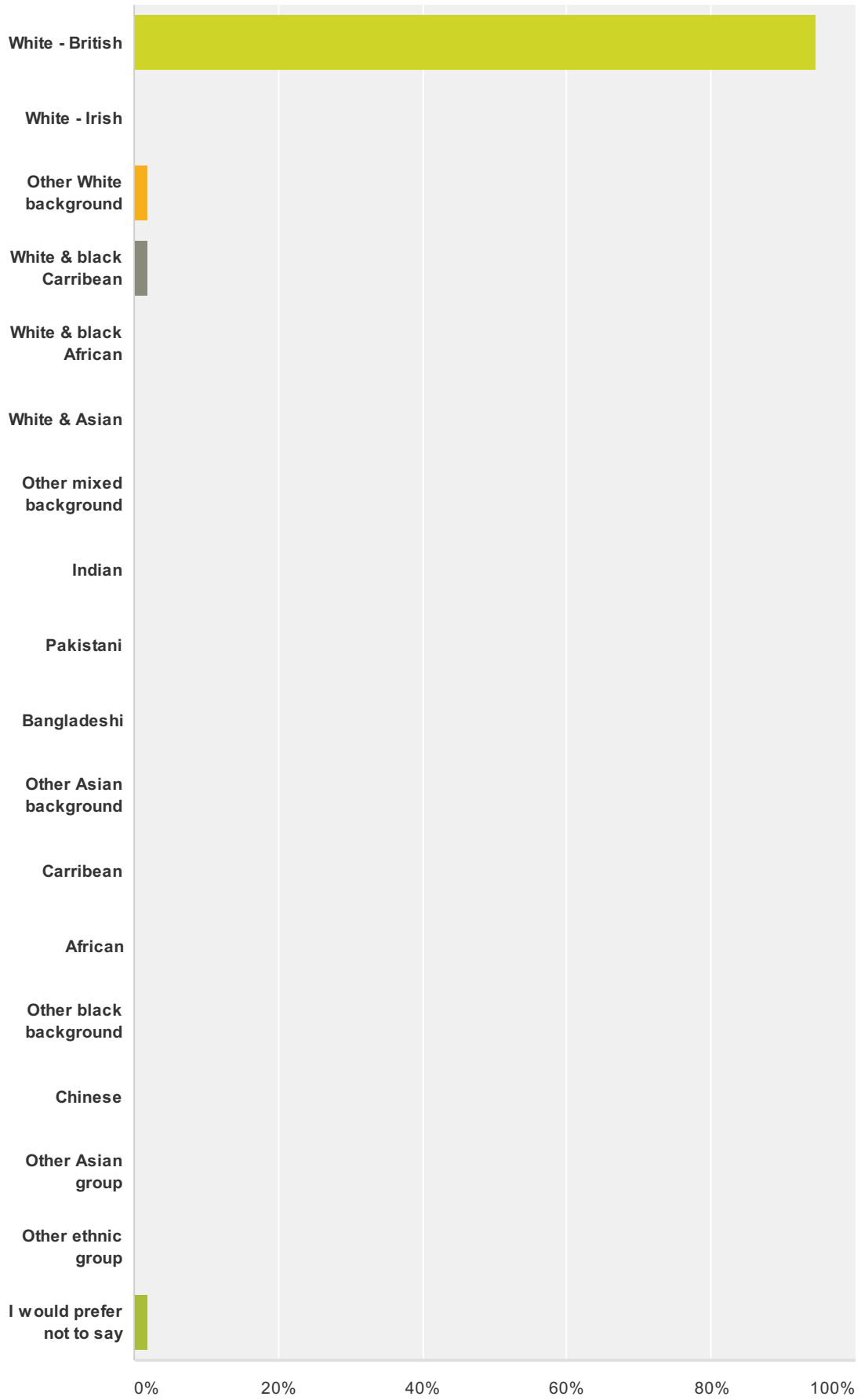


Answer Choices	Responses	
Heathlands House	88.46%	46
Rushmoor House	11.54%	6
<b>Total</b>		<b>52</b>

**Q20 What is your ethnic group?**

Answered: 56 Skipped: 1

# Patient Representative Group Survey 2014



Answer Choices	Responses
White - British	94.64% 53

## Patient Representative Group Survey 2014

White - Irish	0%	0
Other White background	1.79%	1
White & black Caribbean	1.79%	1
White & black African	0%	0
White & Asian	0%	0
Other mixed background	0%	0
Indian	0%	0
Pakistani	0%	0
Bangladeshi	0%	0
Other Asian background	0%	0
Caribbean	0%	0
African	0%	0
Other black background	0%	0
Chinese	0%	0
Other Asian group	0%	0
Other ethnic group	0%	0
I would prefer not to say	1.79%	1
<b>Total</b>		<b>56</b>