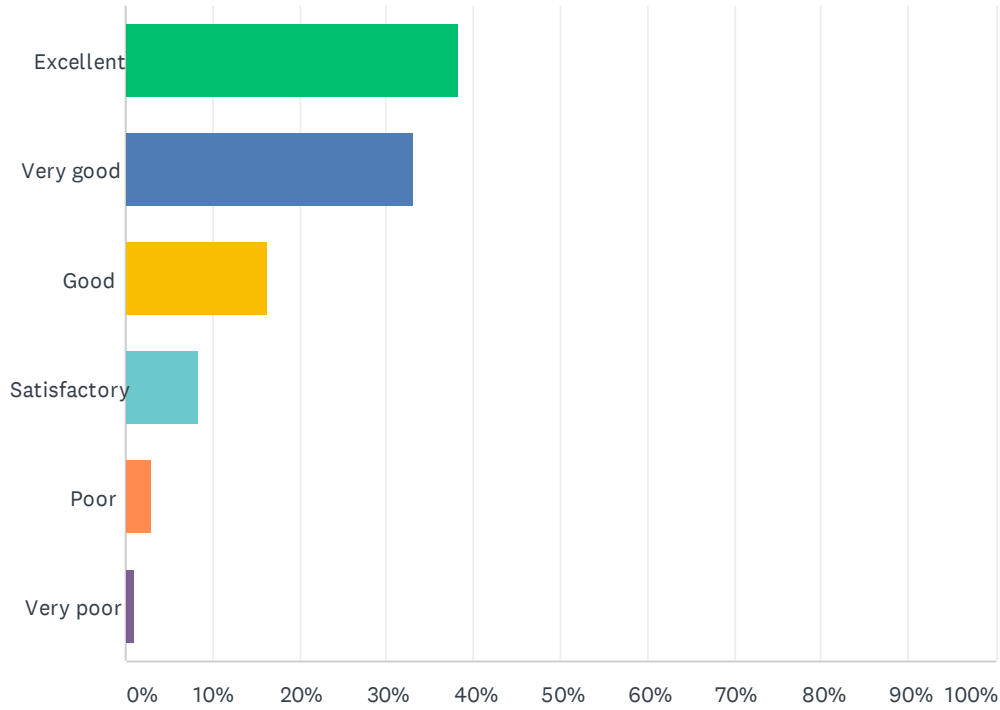


Q1 Overall how do you rate your surgery?

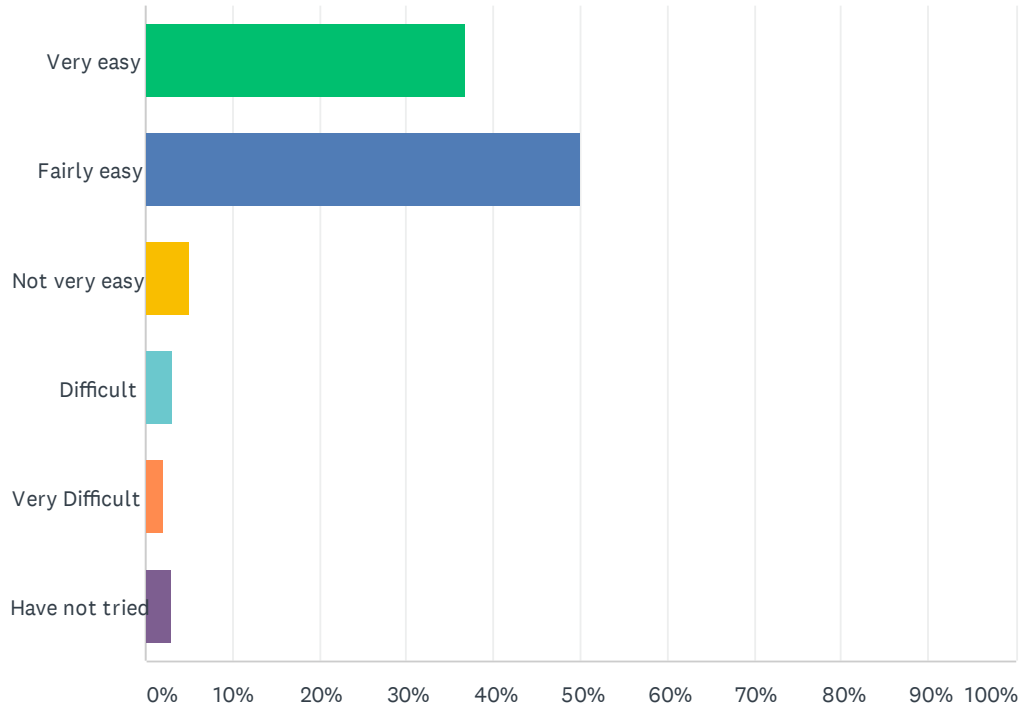
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	38.26%	202
Very good	32.95%	174
Good	16.29%	86
Satisfactory	8.33%	44
Poor	3.03%	16
Very poor	1.14%	6
TOTAL		528

Q2 How easy is it to get through to the practice on the telephone?

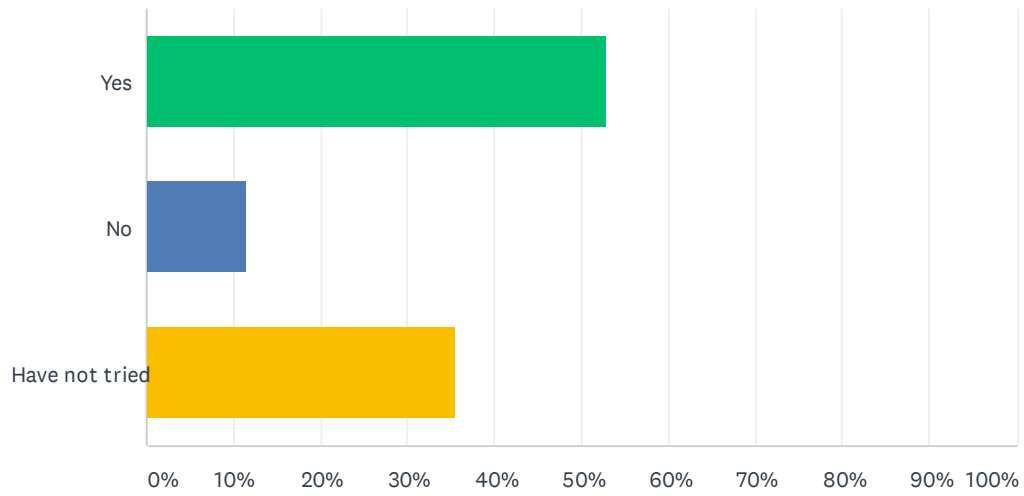
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	36.74%	194
Fairly easy	50.00%	264
Not very easy	5.11%	27
Difficult	3.22%	17
Very Difficult	2.08%	11
Have not tried	2.84%	15
TOTAL		528

Q3 Overall, when needed, have you been able to get an urgent appointment within 48 hours?

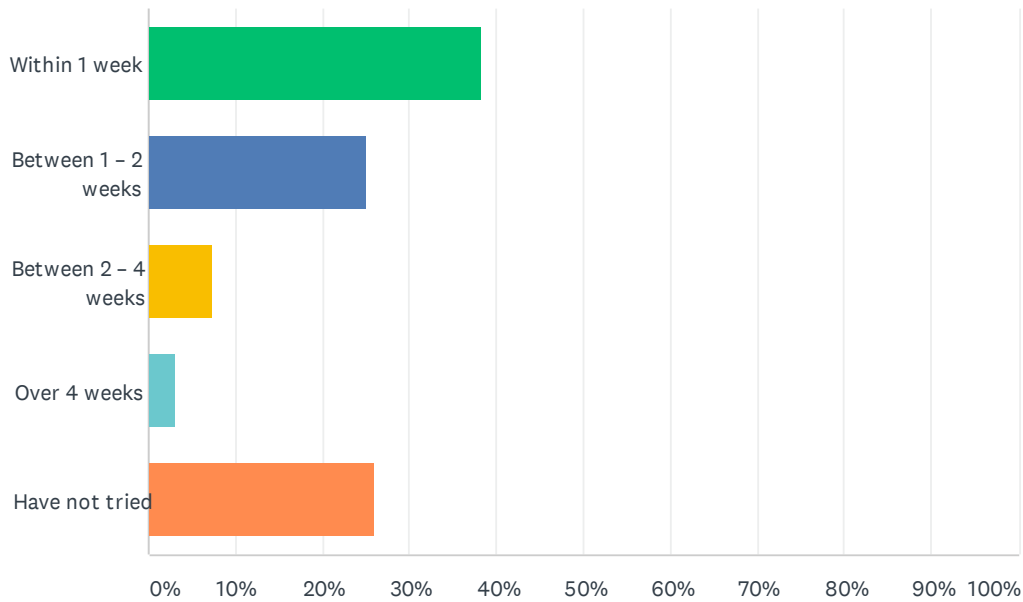
Answered: 528 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		52.84%	279
No		11.55%	61
Have not tried		35.61%	188
TOTAL			528

Q4 Overall, how quickly have you been able to get a routine or non-urgent appointment for any Doctor?

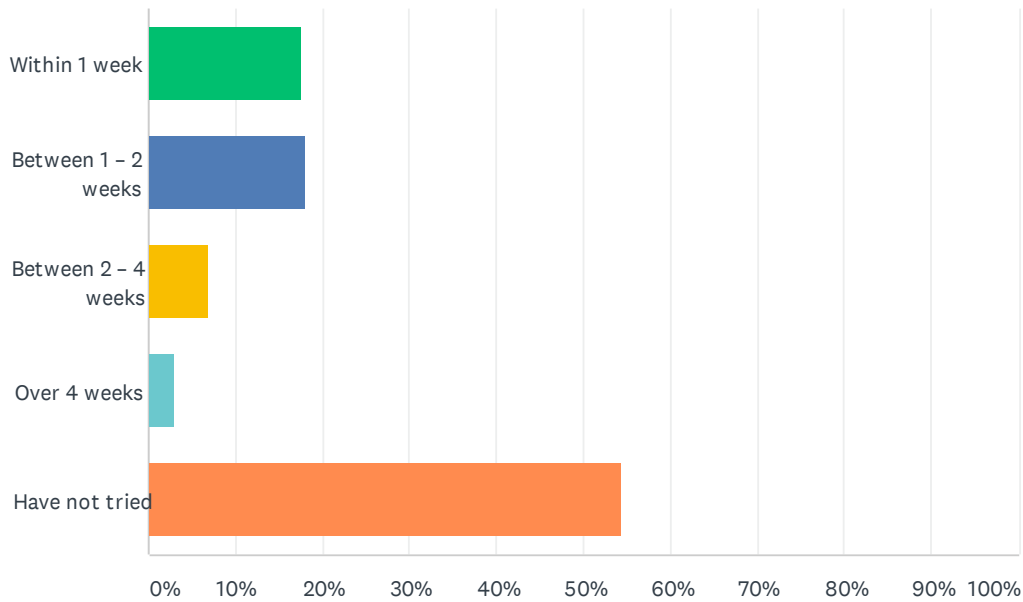
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Within 1 week	38.26%	202
Between 1 – 2 weeks	25.19%	133
Between 2 – 4 weeks	7.39%	39
Over 4 weeks	3.22%	17
Have not tried	25.95%	137
TOTAL		528

Q5 Overall, how quickly have you been able to get an appointment to see a particular doctor?

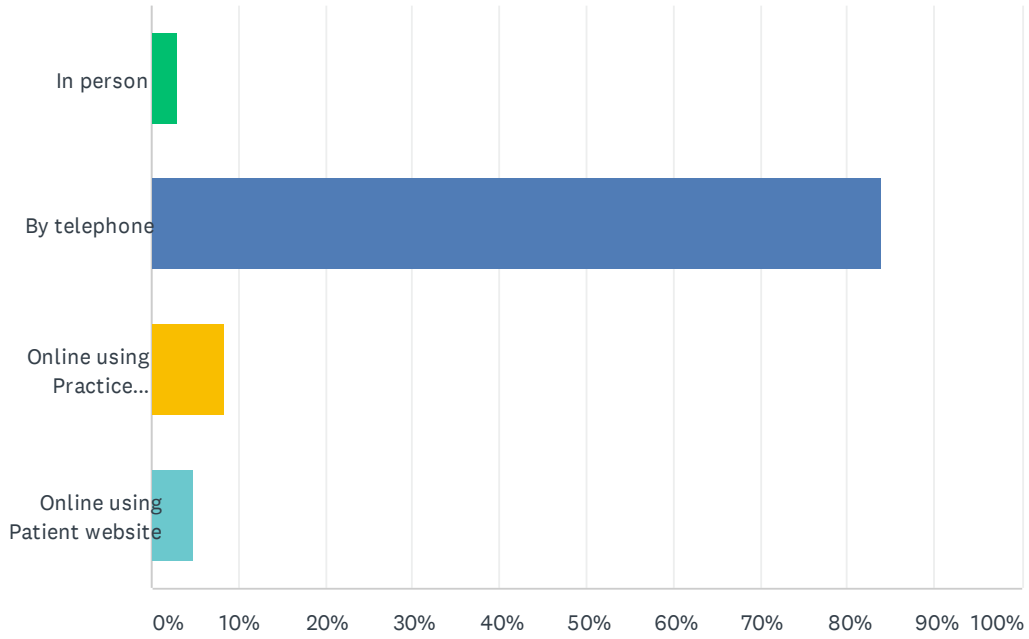
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Within 1 week	17.61%	93
Between 1 - 2 weeks	17.99%	95
Between 2 - 4 weeks	7.01%	37
Over 4 weeks	3.03%	16
Have not tried	54.36%	287
TOTAL		528

Q6 How do you normally book your appointments?

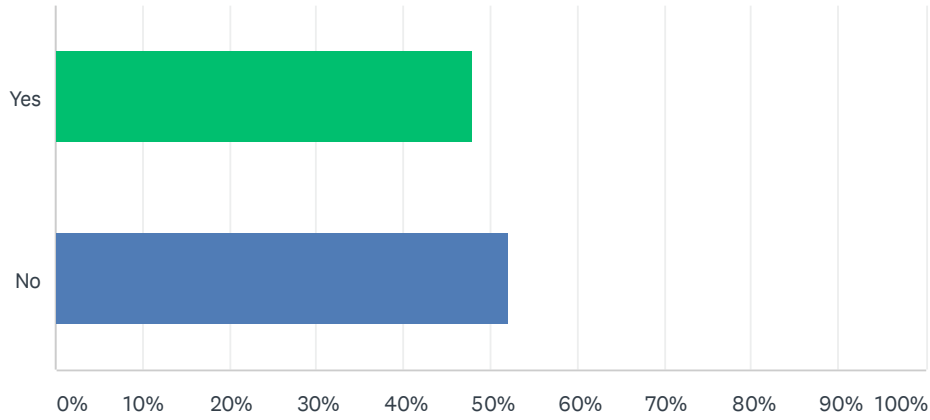
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
In person	3.03%	16
By telephone	83.90%	443
Online using Practice website	8.33%	44
Online using Patient website	4.73%	25
TOTAL		528

Q7 Have you accessed services via the NHS App?

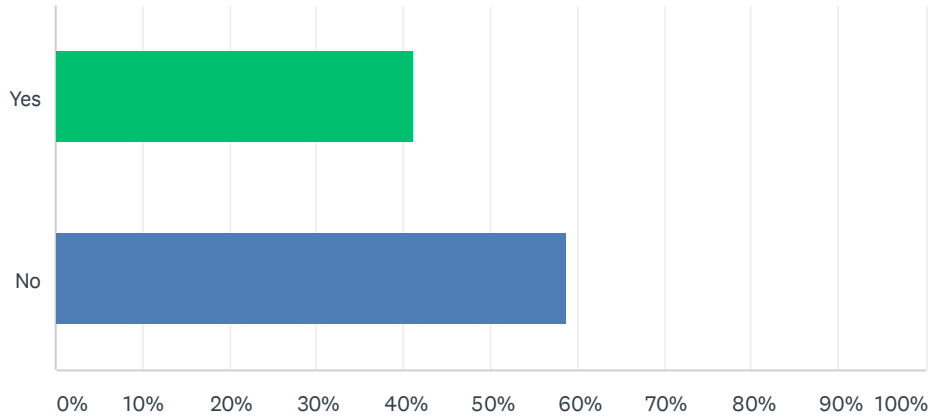
Answered: 528 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		47.92%	253
No		52.08%	275
TOTAL			528

Q8 Do you use Patient Access for appointments or information?

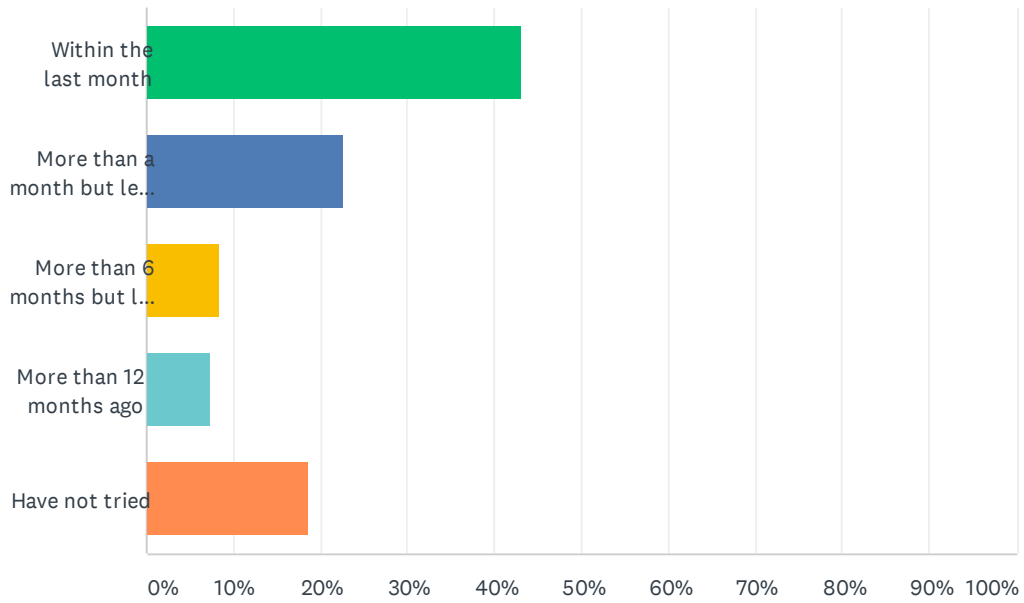
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	41.29%	218
No	58.71%	310
TOTAL		528

Q9 When was the last time you visited the practice website?

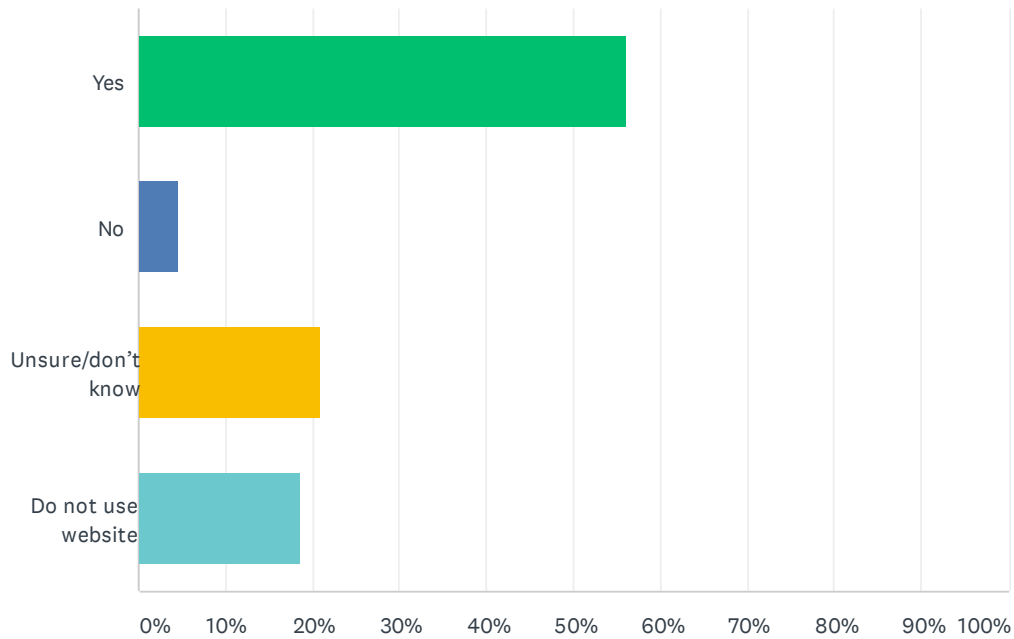
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Within the last month	43.18%	228
More than a month but less than 6 months ago	22.54%	119
More than 6 months but less than 12 months ago	8.33%	44
More than 12 months ago	7.39%	39
Have not tried	18.56%	98
TOTAL		528

Q10 Is adequate information provided about the practice and services on our website?

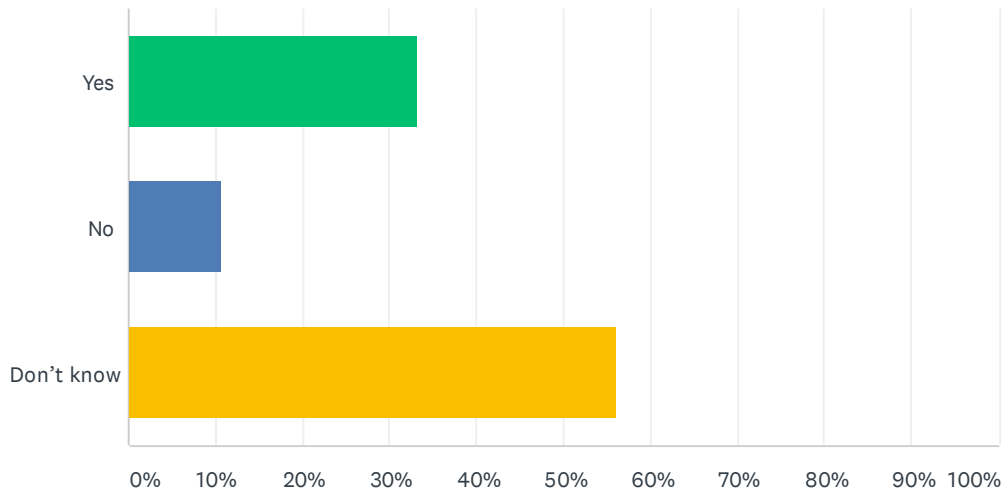
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.06%	296
No	4.55%	24
Unsure/don't know	20.83%	110
Do not use website	18.56%	98
TOTAL		528

Q11 Is adequate information provided about the practice and our services on the waiting room TV screens or noticeboards?

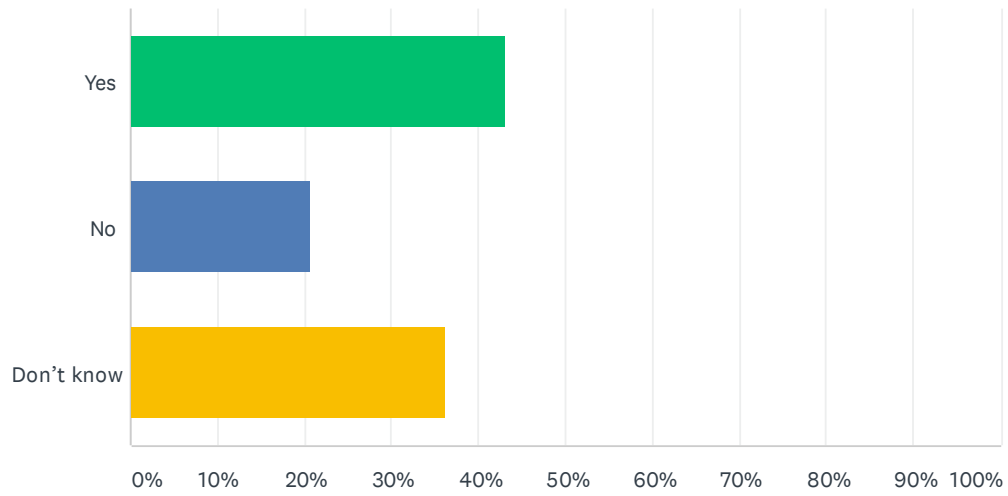
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	176
No	10.61%	56
Don't know	56.06%	296
TOTAL		528

Q12 Are you given enough opportunity to give feedback about the practice and our services?

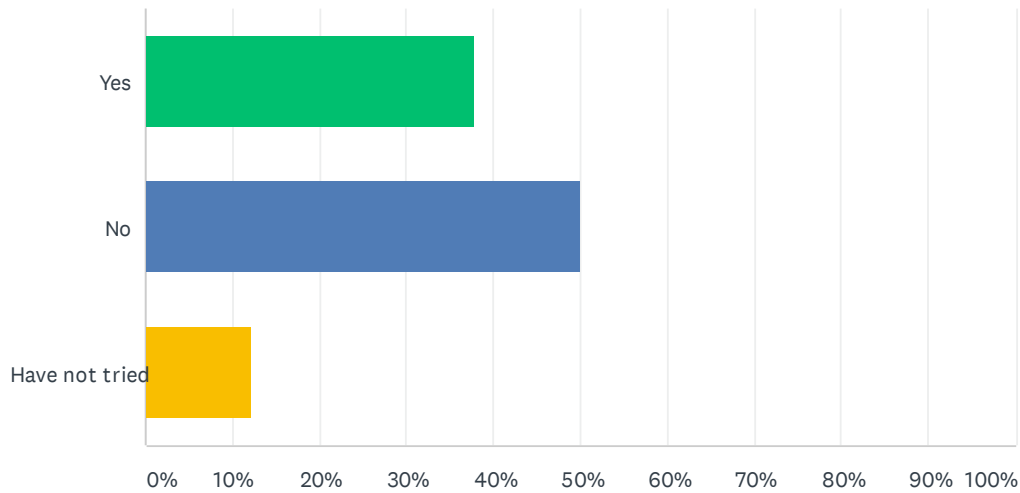
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	43.18%	228
No	20.64%	109
Don't know	36.17%	191
TOTAL		528

Q13 Are you aware that the practice now offers Extended Access appointments outside normal hours in the evenings and weekends?

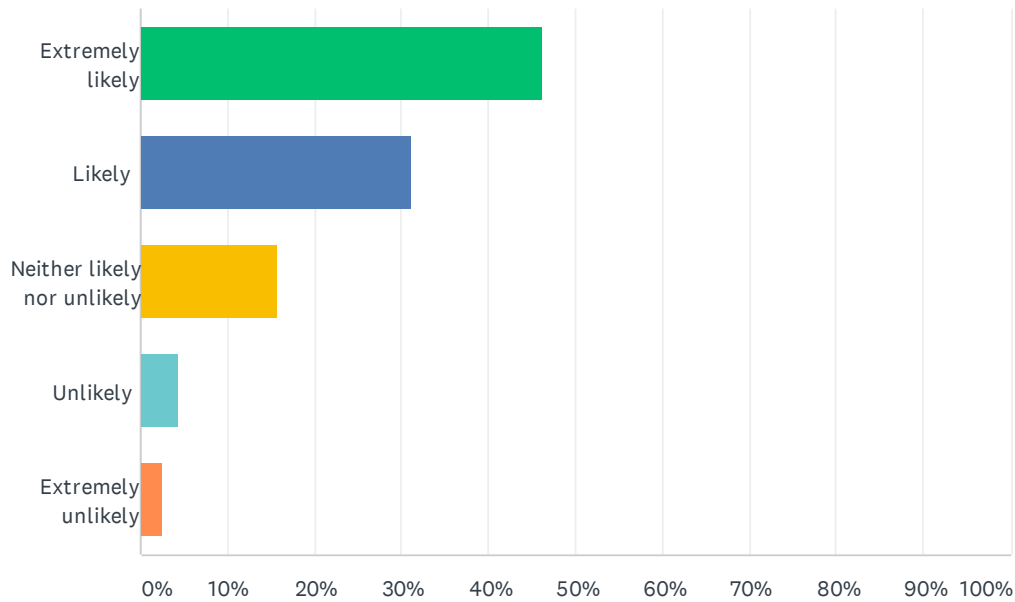
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	37.88% 200
No	50.00% 264
Have not tried	12.12% 64
TOTAL	528

Q14 How likely are you to recommend the practice to your family and friends?

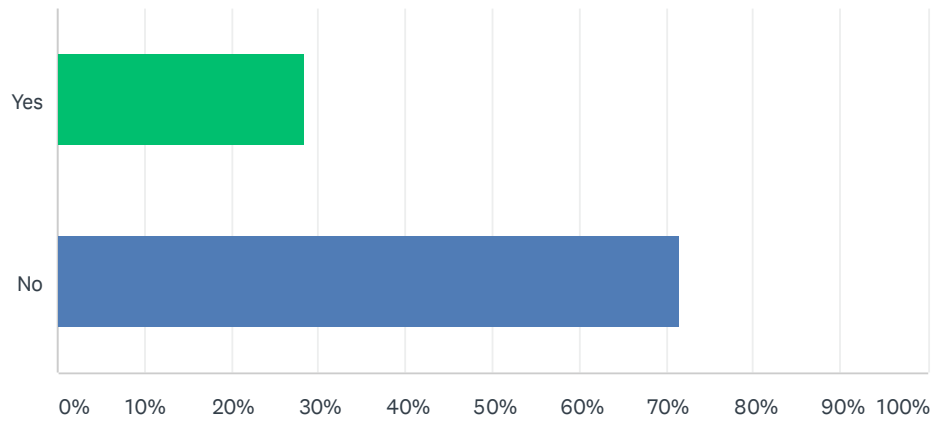
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	46.21%	244
Likely	31.25%	165
Neither likely nor unlikely	15.72%	83
Unlikely	4.36%	23
Extremely unlikely	2.46%	13
TOTAL		528

Q15 Are you aware of the Patient Participation Group which works with the practice to represent your views as a patient?

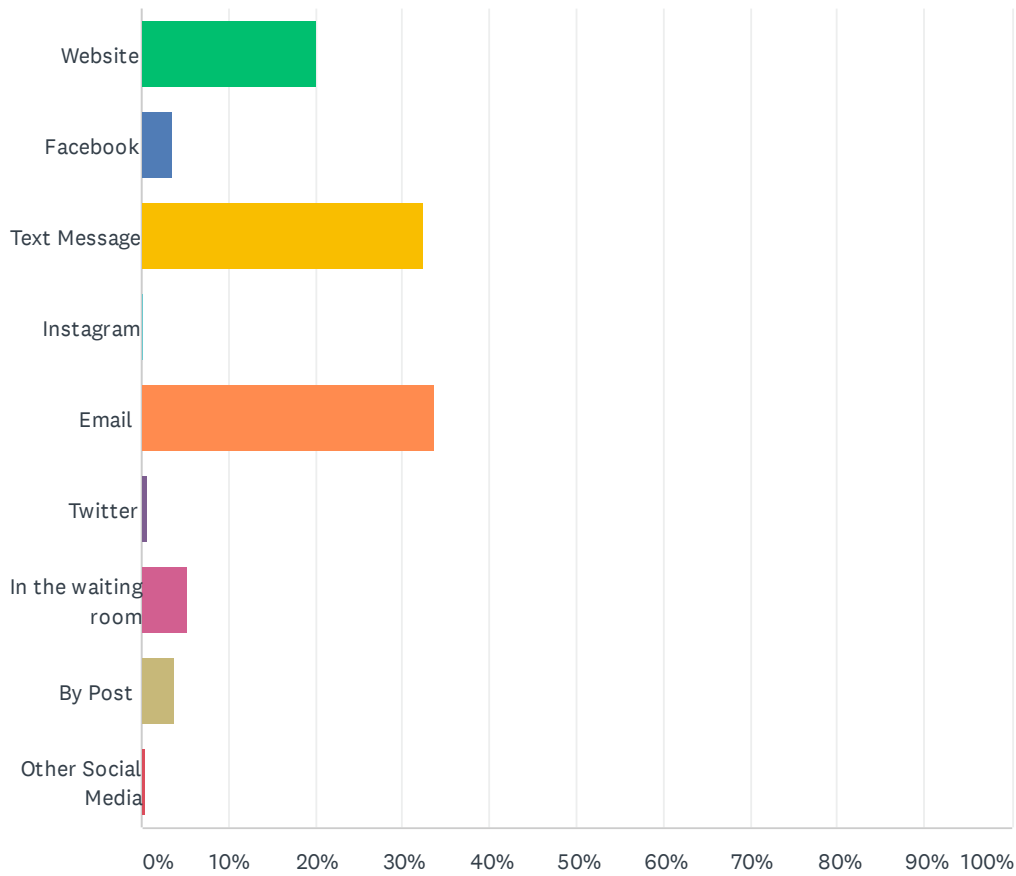
Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	28.41%	150
No	71.59%	378
TOTAL		528

Q16 How would you like to be kept informed about practice news and services offered?

Answered: 528 Skipped: 0



ANSWER CHOICES	RESPONSES	
Website	20.08%	106
Facebook	3.60%	19
Text Message	32.39%	171
Instagram	0.19%	1
Email	33.71%	178
Twitter	0.57%	3
In the waiting room	5.30%	28
By Post	3.79%	20
Other Social Media	0.38%	2
TOTAL		528