









1. Is your GP Surgery currently open at times convenient for you?

		Response Percent	Response Count
Yes		97.3%	256
No		3.0%	8
	If No, please give an indication of when would be a suitable day/ time		11
<b>answered question</b>			<b>263</b>
<b>skipped question</b>			<b>2</b>

## 2. How do you normally make your appointments?

		Response Percent	Response Count
In person		25.0%	66
<b>By phone</b>		<b>86.4%</b>	<b>228</b>
online (if available at your surgery)		0.0%	0
Do you have any suggestions for other methods you would like to use			26
<b>answered question</b>			<b>264</b>
<b>skipped question</b>			<b>1</b>

### 3. How do you rate the experience of making appointments?

		Response Percent	Response Count
Very easy		42.0%	111
<b>Fairly easy</b>		<b>42.8%</b>	<b>113</b>
Not very easy		11.7%	31
Not at all easy		4.5%	12
	If not very or not at all responses given, please explain why		36
		<b>answered question</b>	<b>264</b>
		<b>skipped question</b>	<b>1</b>

#### 4. Were you able to obtain an appointment within a reasonable time period of your request?

Yes

	Yes	Response Count
Answer	100.0% (225)	225





No

	Times offered didn't suit	Appointment was with a doctor/nurse i didn't want to see	A nurse was free but I wanted to see a doctor	There weren't any appointments	Response Count
Answer	34.4% (11)	34.4% (11)	0.0% (0)	31.3% (10)	32




Other Reason (please specify) 21

	<b>answered question</b>	<b>256</b>
	<b>skipped question</b>	<b>9</b>



## 5. How did you find the access into the surgery building?

		Response Percent	Response Count
Very easy		82.8%	217
Fairly easy		15.6%	41
Not very easy		1.1%	3
Not at all easy		0.4%	1
	If not very or not at all responses given please explain why		14
<b>answered question</b>			<b>262</b>
<b>skipped question</b>			<b>3</b>

## 6. How clean did you find your surgery?

		Response Percent	Response Count
Very clean		77.9%	205
Fairly clean		21.7%	57
Not very clean		0.4%	1
Not at all clean		0.0%	0
	If not at all clean (please state areas of concern)		4
		<b>answered question</b>	<b>263</b>
		<b>skipped question</b>	<b>2</b>

## 7. How helpful did you find the reception team?

		Response Percent	Response Count
Very helpful		82.9%	218
Fairly helpful		17.1%	45
Not very helpful		0.0%	0
Not helpful at all		0.0%	0
If not very or not at all responses given, please explain why			12
<b>answered question</b>			<b>263</b>
<b>skipped question</b>			<b>2</b>

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

		Response Percent	Response Count
I am normally seen on time		21.0%	55
Less than 5 minutes		19.5%	51
<b>5-15 minutes</b>		<b>53.4%</b>	<b>140</b>
15-30 minutes		9.2%	24
More than 30 minutes		3.1%	8
Can't remember		1.1%	3
		<b>answered question</b>	<b>262</b>
		<b>skipped question</b>	<b>3</b>

### 9. If you had to wait over 15 minutes, was an explanation given for the delay in being seen?

		Response Percent	Response Count
Yes		59.4%	82
No		40.6%	56
		<b>answered question</b>	<b>138</b>
		<b>skipped question</b>	<b>127</b>



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

		Response Percent	Response Count
I don't normally have to wait long		85.1%	217
I have to wait a bit too long		9.8%	25
I have to wait far too long		0.8%	2
No Opinion		5.1%	13
		<b>answered question</b>	<b>255</b>
		<b>skipped question</b>	<b>10</b>



## 11. The last time you saw a clinician (doctor/nurse/HCA) at the surgery, how good was the clinician at each of the following?

	Very Good	Good	Poor	Very Poor	Response Count
Giving you enough time	68.4% (173)	30.8% (78)	0.8% (2)	0.0% (0)	253
Asking about your symptoms	68.1% (169)	30.6% (76)	1.2% (3)	0.0% (0)	248
Listening	71.3% (176)	27.5% (68)	1.2% (3)	0.0% (0)	247
Explaining tests and treatments	64.2% (149)	32.3% (75)	3.4% (8)	0.0% (0)	232
Involving you in decisions about your care	63.2% (148)	34.6% (81)	2.1% (5)	0.0% (0)	234
Treating you with care and concern	68.3% (166)	29.6% (72)	2.1% (5)	0.0% (0)	243
Taking your problems seriously	69.3% (167)	29.0% (70)	1.7% (4)	0.0% (0)	241
If poor or very poor responses given, please explain why					17
<b>answered question</b>					<b>257</b>
<b>skipped question</b>					<b>8</b>










**12. Do you use the Surgery website - [www.carmelmedicalcentre.co.uk](http://www.carmelmedicalcentre.co.uk) and if so do you have any suggestions on further information you would like to see on there?**

		Response Percent	Response Count
Yes		14.6%	36
No		85.4%	211
Further suggestions:			26
answered question			247
skipped question			18




**13. Gender**

		Response Percent	Response Count
Male		44.1%	89
Female		55.9%	113
answered question			202
skipped question			63





## 14. Age

		Response Percent	Response Count
Under 16		0.4%	1
17 - 24		2.9%	7
25 - 34		5.8%	14
35 - 44		13.8%	33
45 - 54		14.2%	34
55 - 64		22.1%	53
<b>65 - 74</b>		<b>22.9%</b>	<b>55</b>
75 - 84		16.3%	39
85 and over		1.7%	4
		<b>answered question</b>	<b>240</b>
		<b>skipped question</b>	<b>25</b>

## 15. Ethnicity

		Response Percent	Response Count
White British		98.8%	240
White Irish		0.8%	2
Gypsy Traveller		0.4%	1
White & Black Caribbean		0.0%	0
White & Black African		0.0%	0
White & Asian		0.0%	0
Black/ Black British Caribbean		0.0%	0
Black/ Black British African		0.0%	0
Chinese		0.0%	0
		Any Other	1
		<b>answered question</b>	<b>243</b>
		<b>skipped question</b>	<b>22</b>

## 16. How long have you been a patient at the practice?

		Response Percent	Response Count
Under 12 Months		2.9%	7
Between 1 and 5 years		14.7%	36
Between 5 and 10 years		11.0%	27
<b>Over 10 years</b>		<b>71.4%</b>	<b>175</b>
		<b>answered question</b>	<b>245</b>
		<b>skipped question</b>	<b>20</b>