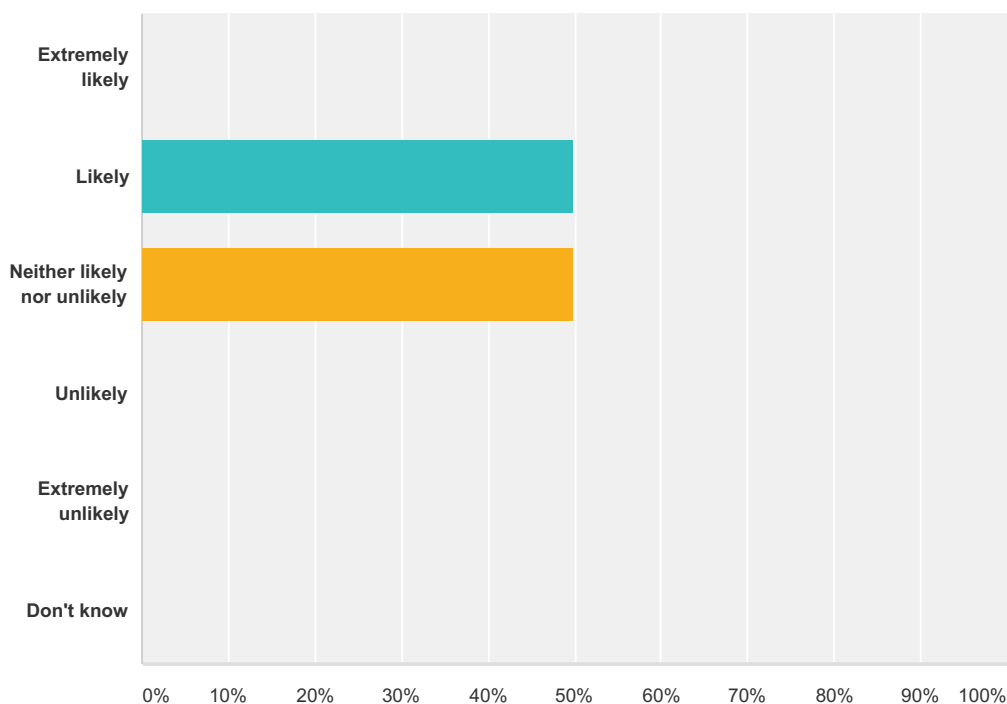


Q1 How likely are you to recommend our GP practice to friends and family if the needed similar care or treatment?

Answered: 4 Skipped: 0



Answer Choices	Responses
Extremely likely	0.00% 0
Likely	50.00% 2
Neither likely nor unlikely	50.00% 2
Unlikely	0.00% 0
Extremely unlikely	0.00% 0
Don't know	0.00% 0
Total	4

This month we can show comments.

Online Passwords - the online passwords do have a time constraint on them and we do contact patients to collect these.

Telephone Lines - Due to the nature of the line where we currently are at Hundens Lane, we are unable to offer the line system that we had previously. We do forewarn patients about this, and that the lines are going to be busy.

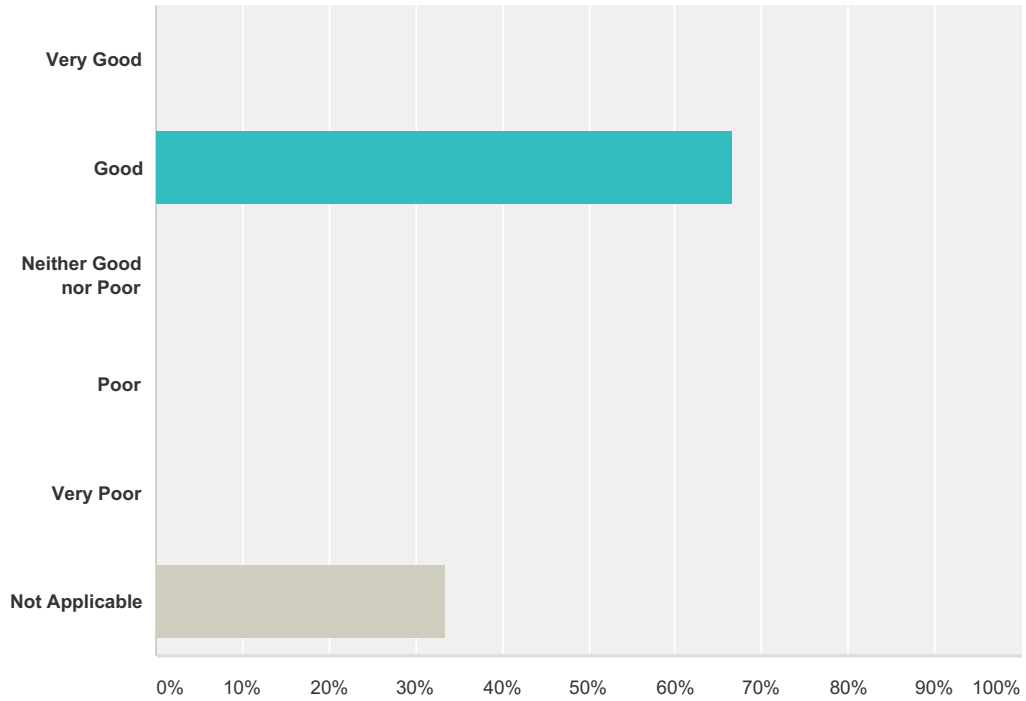
Q2 If we could change one thing about your care or treatment to improve your experience what would it be?

Answered: 2 Skipped: 2

#	Responses	Date
1	Easier to make appointment and access on line. Had password given but cannot use as think may be timescale but had to chase 3 visits to eventually get it 3 weeks after printed. Was not informed when ready to collect as never ready when asked.	12/17/2015 4:35 AM
2	To install a more efficient telephone system to cope with the volume of calls in a more effective and customer focused manner. It can take up to 20 mins currently of redialling to get a dial tone at the very least. It would also help if the number of GP's were recruited to be able to provide the service required for the current patient footfall.	12/4/2015 6:09 PM

Q3 If you have contacted the out of hours service within the last 12 months when the practice was closed, how would you rate your experience?

Answered: 3 Skipped: 1



Answer Choices	Responses
Very Good	0.00% 0
Good	66.67% 2
Neither Good nor Poor	0.00% 0
Poor	0.00% 0
Very Poor	0.00% 0
Not Applicable	33.33% 1
Total	3

Q4 Please tick this box if you do NOT wish your comments to be made public

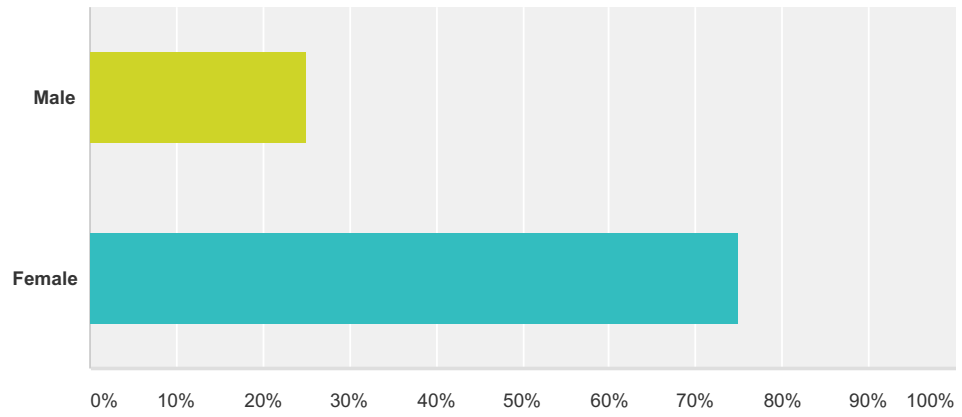
Answered: 0 Skipped: 4

! No matching responses.

Answer Choices	Responses
<--	0.00% 0
Total	0

Q5 Are you?

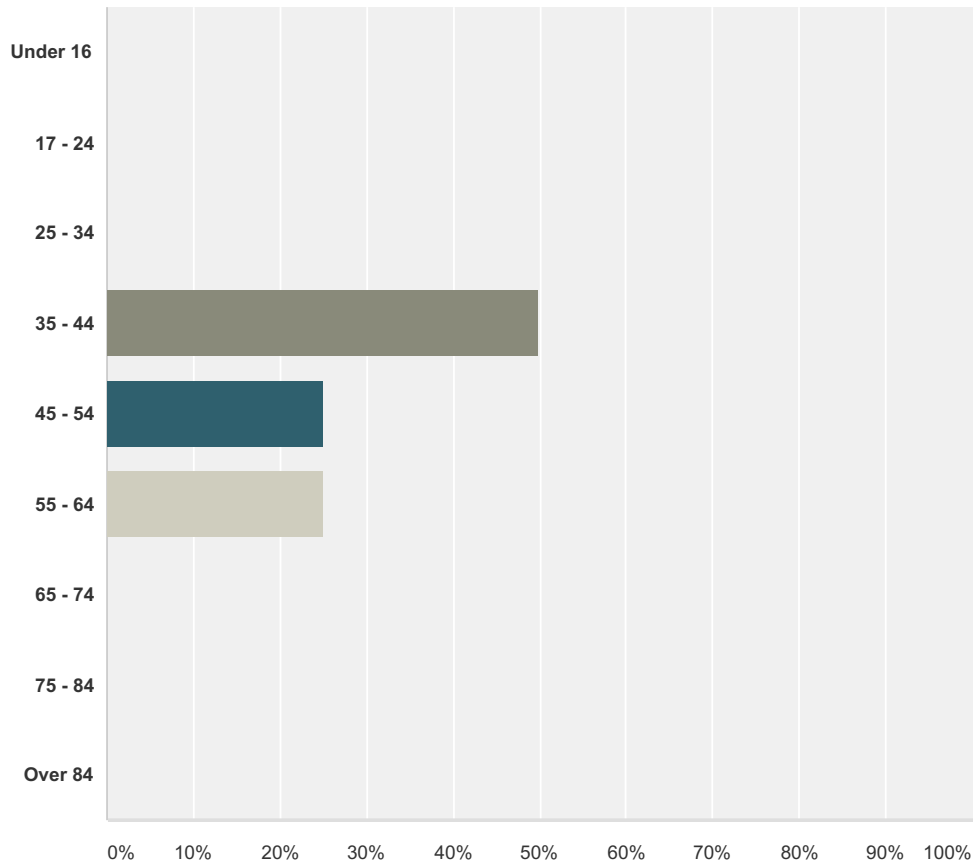
Answered: 4 Skipped: 0



Answer Choices	Responses
Male	25.00% 1
Female	75.00% 3
Total	4

Q6 Age

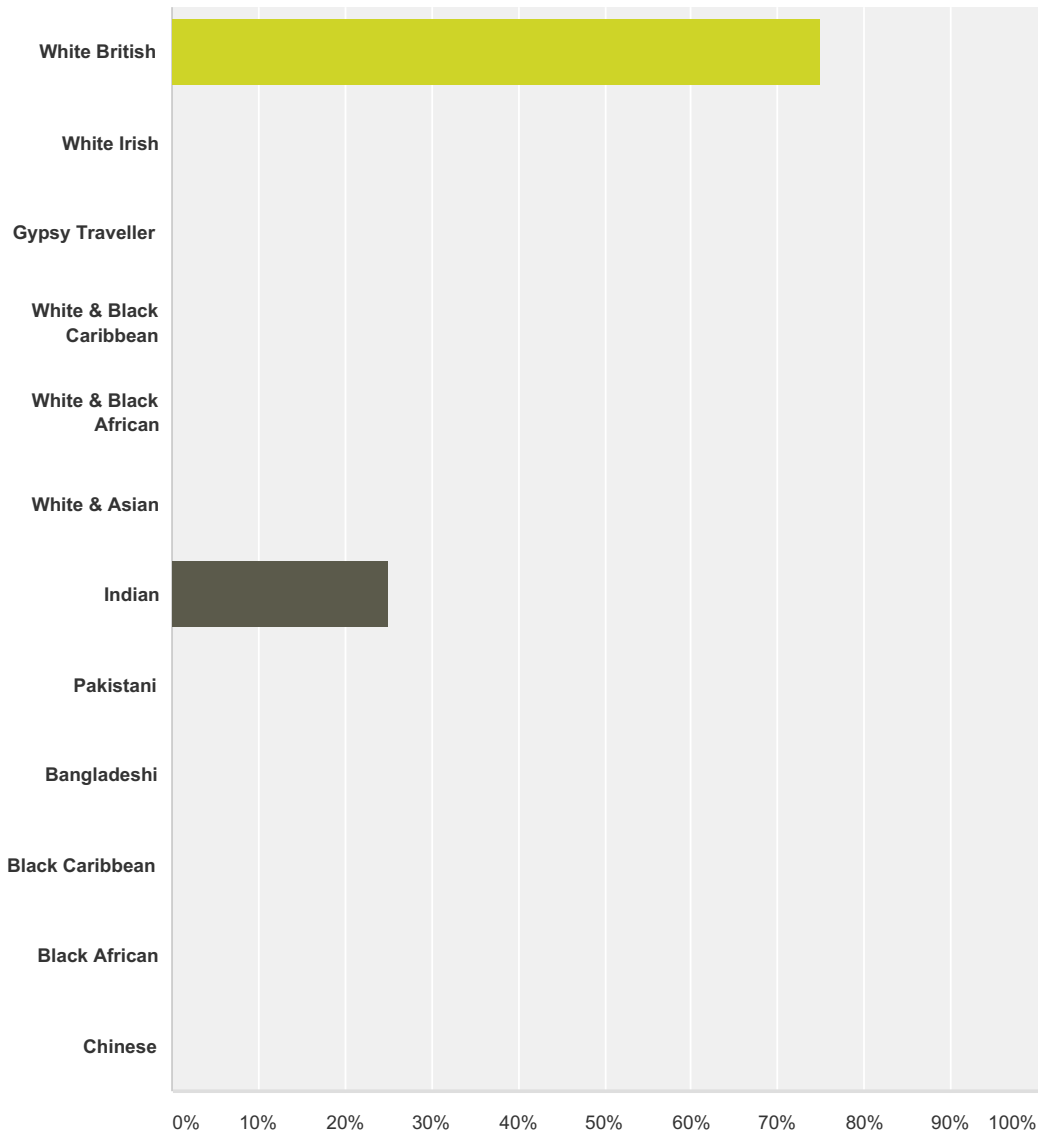
Answered: 4 Skipped: 0



Answer Choices	Responses
Under 16	0.00% 0
17 - 24	0.00% 0
25 - 34	0.00% 0
35 - 44	50.00% 2
45 - 54	25.00% 1
55 - 64	25.00% 1
65 - 74	0.00% 0
75 - 84	0.00% 0
Over 84	0.00% 0
Total	4

Q7 Ethnicity

Answered: 4 Skipped: 0



Answer Choices	Responses
White British	75.00% 3
White Irish	0.00% 0
Gypsy Traveller	0.00% 0
White & Black Caribbean	0.00% 0
White & Black African	0.00% 0
White & Asian	0.00% 0
Indian	25.00% 1
Pakistani	0.00% 0
Bangladeshi	0.00% 0
Black Caribbean	0.00% 0

Black African	0.00%	0
Chinese	0.00%	0
Total		4

#	Other (please specify)	Date
	There are no responses.	