










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

|                          |  | Response<br>Percent | Response<br>Count |
|--------------------------|--|---------------------|-------------------|
| Yes                      |  | 92.7%               | 241               |
| No                       |   | 7.3%                | 19                |
|                          | If No, Please give an indication of when would be a suitable day/ time             |                     | 23                |
| <b>answered question</b> |  |                     | <b>260</b>        |
| <b>skipped question</b>  |  |                     | <b>0</b>          |


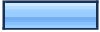


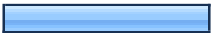
## 2. How do you make your appointments?

|  |  | Response Percent | Response Count |
|--|--|------------------|----------------|
| In Person  |   | 28.1%            | 73             |
| <b>By Phone</b>  |  | <b>88.1%</b>     | <b>229</b>     |
| Online (if available at your surgery)                                |   | 0.8%             | 2              |
| Do you have any suggestions for other methods you would like to use: |  |                  | 48             |
| <b>answered question</b>   |  |                  | <b>260</b>     |
| <b>skipped question</b>  |  |                  | <b>0</b>       |





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

|                    |  | Response Percent         | Response Count |
|--------------------|--|--------------------------|----------------|
| Very easy          |   | 34.2%                    | 88             |
| <b>Fairly easy</b> |  | <b>37.0%</b>             | <b>95</b>      |
| Not very easy      |   | 19.1%                    | 49             |
| Not at all easy    |   | 9.7%                     | 25             |
|                    | If not very or not at all responses given, please explain why:                     |                          | 72             |
|                    |  | <b>answered question</b> | <b>257</b>     |
|                    |  | <b>skipped question</b>  | <b>3</b>       |




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

|  |  | Response<br>Percent      | Response<br>Count |
|--|--|--------------------------|-------------------|
| Yes  |  | 75.1%                    | 190               |
| No, Times offered didn't suit                                    |   | 7.1%                     | 18                |
| No, Appointment was with a doctor/<br>nurse I didn't want to see |   | 13.4%                    | 34                |
| No, A nurse was free but I wanted<br>to see a doctor             |   | 0.8%                     | 2                 |
| No, There weren't any<br>appointments                            |   | 15.8%                    | 40                |
|  | Other reason (please specify)  |                          | 26                |
|  |  | <b>answered question</b> | <b>253</b>        |
|  |  | <b>skipped question</b>  | <b>7</b>          |

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

|  |  | Response Percent | Response Count |
|--|--|------------------|----------------|
| Very easy  |  | 81.6%            | 208            |
| Fairly easy  |   | 15.3%            | 39             |
| Not very easy  |   | 2.7%             | 7              |
| Not at all easy  |   | 0.4%             | 1              |
| If not very or not at all responses given, please explain why: |  |                  | 17             |
| <b>answered question</b>                                       |  |                  | <b>255</b>     |
| <b>skipped question</b>  |  |                  | <b>5</b>       |





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

|                  |  | Response Percent | Response Count |
|------------------|--|------------------|----------------|
| Very clean       |  | 76.7%            | 198            |
| Fairly clean     |   | 22.5%            | 58             |
| Not very clean   |   | 0.8%             | 2              |
| Not at all clean |  | 0.0%             | 0              |

If not at all clean chosen, please state areas of concern) 4

|                          |            |
|--------------------------|------------|
| <b>answered question</b> | <b>258</b> |
| <b>skipped question</b>  | <b>2</b>   |







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

|                    |  | Response Percent | Response Count |
|--------------------|--|------------------|----------------|
| Very helpful       |  | 70.8%            | 182            |
| Fairly helpful     |   | 25.7%            | 66             |
| Not very helpful   |   | 2.3%             | 6              |
| Not at all helpful |   | 1.2%             | 3              |



If not very or not at all helpful chosen, please explain why: 18

|                          |            |
|--------------------------|------------|
| <b>answered question</b> | <b>257</b> |
| <b>skipped question</b>  | <b>3</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 |   | 20.5%                    | 53             |
| Less than 5 minutes        |   | 19.0%                    | 49             |
| <b>5-15 minutes</b>        |  | <b>45.0%</b>             | <b>116</b>     |
| 15-30 minutes              |   | 17.8%                    | 46             |
| More than 30 minutes       |   | 2.7%                     | 7              |
| Can't remember             |   | 0.8%                     | 2              |
|                            |  | <b>answered question</b> | <b>258</b>     |
|                            |  | <b>skipped question</b>  | <b>2</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       |  | 47.3%                    | 70             |
| <b>No</b> |  | <b>52.7%</b>             | <b>78</b>      |
|           |  | <b>answered question</b> | <b>148</b>     |
|           |  | <b>skipped question</b>  | <b>112</b>     |





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

|                                    |  | Response<br>Percent      | Response<br>Count |
|------------------------------------|--|--------------------------|-------------------|
| I don't normally have to wait long |  | 71.9%                    | 184               |
| I have to wait a bit too long      |   | 19.9%                    | 51                |
| I have to wait far too long        |   | 2.7%                     | 7                 |
| No opinion                         |   | 5.5%                     | 14                |
|                                    |  | <b>answered question</b> | <b>256</b>        |
|                                    |  | <b>skipped question</b>  | <b>4</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 | Rating Count             |            |
|---|--------------------|------------|-----------|-----------|--------------------------|------------|
| Giving you enough time                                    | <b>72.3% (183)</b> | 25.3% (64) | 2.4% (6)  | 0.0% (0)  | 253                      |            |
| Asking about your symptoms                                | <b>73.7% (179)</b> | 23.9% (58) | 2.5% (6)  | 0.0% (0)  | 243                      |            |
| Listening   | <b>73.8% (177)</b> | 22.5% (54) | 3.8% (9)  | 0.0% (0)  | 240                      |            |
| Explaining tests and treatments                           | <b>70.6% (168)</b> | 25.6% (61) | 4.2% (10) | 0.0% (0)  | 238                      |            |
| Involving you in decisions about your care                | <b>67.5% (156)</b> | 29.0% (67) | 3.9% (9)  | 0.0% (0)  | 231                      |            |
| Treating you with care and concern                        | <b>74.7% (180)</b> | 22.8% (55) | 2.1% (5)  | 0.4% (1)  | 241                      |            |
| Taking you problems seriously                             | <b>73.4% (177)</b> | 22.0% (53) | 4.1% (10) | 0.4% (1)  | 241                      |            |
| If poor or very poor responses given, please explain why: |                    |            |           |           | 16                       |            |
|   |                    |            |           |           | <b>answered question</b> | <b>256</b> |
|   |                    |            |           |           | <b>skipped question</b>  | <b>4</b>   |

**12. Do you use the surgery website (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 |   | 32.0%            | 80             |
| No  |  | 68.0%            | 170            |
|     | Further suggestions  |                  | 27             |
|     | answered question  |                  | 250            |
|     | skipped question   |                  | 10             |



**13. If it was possible to book a GP appointment by the internet via our clinical system (this facility is called "system online".) Would you use this facility?**

|     |  | Response Percent | Response Count |
|-----|--|------------------|----------------|
| Yes |  | 63.8%            | 155            |
| No  |  | 36.2%            | 88             |
|     | answered question  |                  | 243            |
|     | skipped question   |                  | 17             |










## 14. Any Other Comments

|                   | Response Count |
|-------------------|----------------|
|                   | 16             |
| answered question | 16             |
| skipped question  | 244            |






## 15. Are you:

|        |  | Response Percent  | Response Count |
|--------|--|-------------------|----------------|
| Male   |  | 49.8%             | 104            |
| Female |  | 50.2%             | 105            |
|        |  | answered question | 209            |
|        |  | skipped question  | 51             |





## 16. Age

|                |   | Response<br>Percent      | Response<br>Count |
|----------------|---|--------------------------|-------------------|
| Under 16       |  | 1.7%                     | 4                 |
| 17 - 24        |  | 2.1%                     | 5                 |
| 25 - 34        |  | 5.0%                     | 12                |
| 35 - 44        |  | 12.9%                    | 31                |
| 45 - 54        |  | 19.2%                    | 46                |
| 55 - 64        |  | 15.8%                    | 38                |
| <b>65 - 74</b> |  | <b>22.5%</b>             | <b>54</b>         |
| 75 - 84        |  | 17.1%                    | 41                |
| Over 84        |  | 3.8%                     | 9                 |
|                |   | <b>answered question</b> | <b>240</b>        |
|                |   | <b>skipped question</b>  | <b>20</b>         |

## 17. Ethnicity

|                          |  | Response<br>Percent | Response<br>Count |
|--------------------------|--|---------------------|-------------------|
| White British            |  | 97.1%               | 232               |
| White Irish              |   | 1.3%                | 3                 |
| Gypsy Traveller          |  | 0.0%                | 0                 |
| White & Black Caribbean  |   | 0.8%                | 2                 |
| White & Black African    |  | 0.0%                | 0                 |
| White & Asian            |  | 0.0%                | 0                 |
| Indian                   |   | 0.4%                | 1                 |
| Pakistani                |  | 0.0%                | 0                 |
| Bangladeshi              |   | 0.4%                | 1                 |
| Chinese                  |  | 0.0%                | 0                 |
|                          | Other (please specify)   |                     | 2                 |
| <b>answered question</b> |  |                     | <b>239</b>        |
| <b>skipped question</b>  |  |                     | <b>21</b>         |

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

|                        |  | Response<br>Percent      | Response<br>Count |
|------------------------|--|--------------------------|-------------------|
| Under 12 months        |   | 2.9%                     | 7                 |
| Between 1 and 5 years  |   | 14.8%                    | 36                |
| Between 5 and 10 years |   | 10.7%                    | 26                |
| <b>Over 10 years</b>   |  | <b>71.6%</b>             | <b>174</b>        |
|                        |  | <b>answered question</b> | <b>243</b>        |
|                        |  | <b>skipped question</b>  | <b>17</b>         |