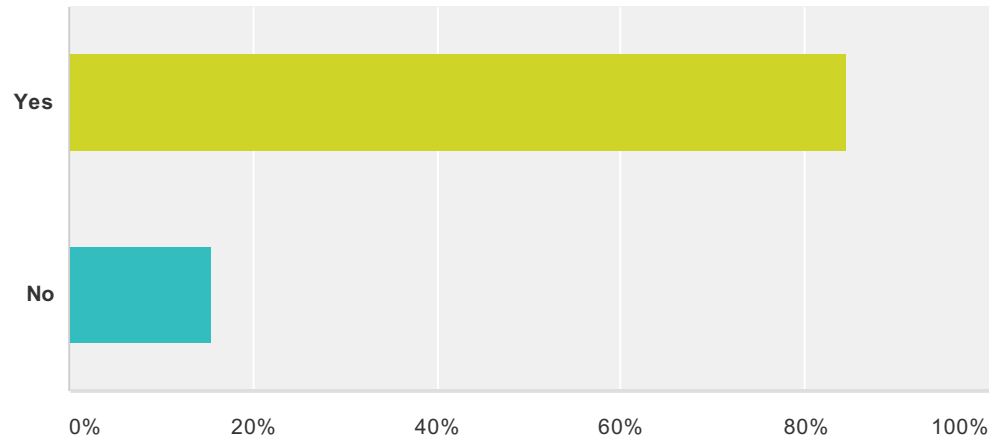


**Q1 Is your GP surgery currently open at times convenient for you?**

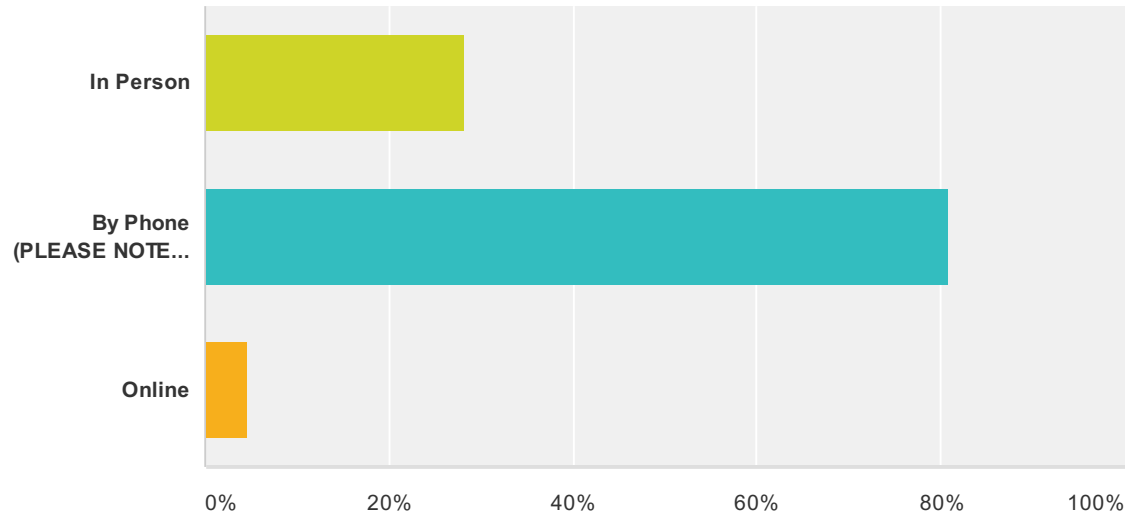
Answered: 259 Skipped: 0



Answer Choices	Responses	
Yes	84.56%	219
No	15.44%	40
<b>Total</b>		<b>259</b>

## Q2 How do you make your appointments?

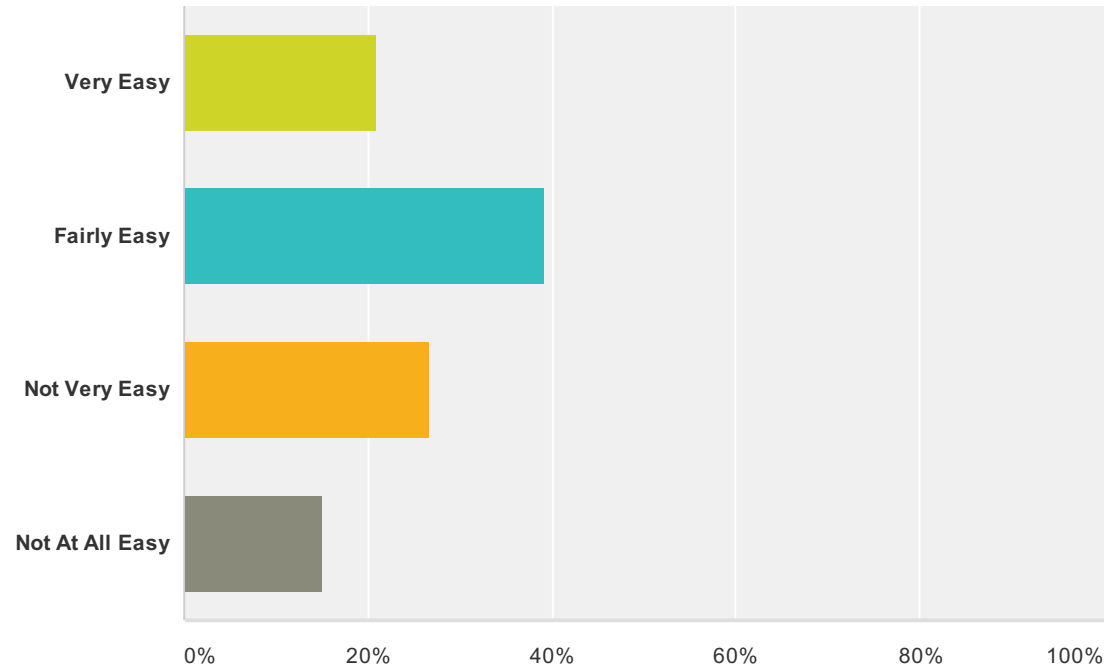
Answered: 256 Skipped: 3



Answer Choices	Responses
In Person	28.13% 72
By Phone (PLEASE NOTE THAT WE ARE AWARE OF THE PROBLEMS PATIENTS ARE HAVING WITH THE TELEPHONE SYSTEM AND WE ARE LOOKING AT OPTIONS AVAILABLE TO EASE THIS PROBLEM. HOWEVER WE HAVE NO CONTROL OVER CHARGES BY OTHER PROVIDERS ONLY OUR OWN)	80.86% 207
Online	4.69% 12
<b>Total Respondents: 256</b>	

### Q3 How do you rate the experience of making appointments?

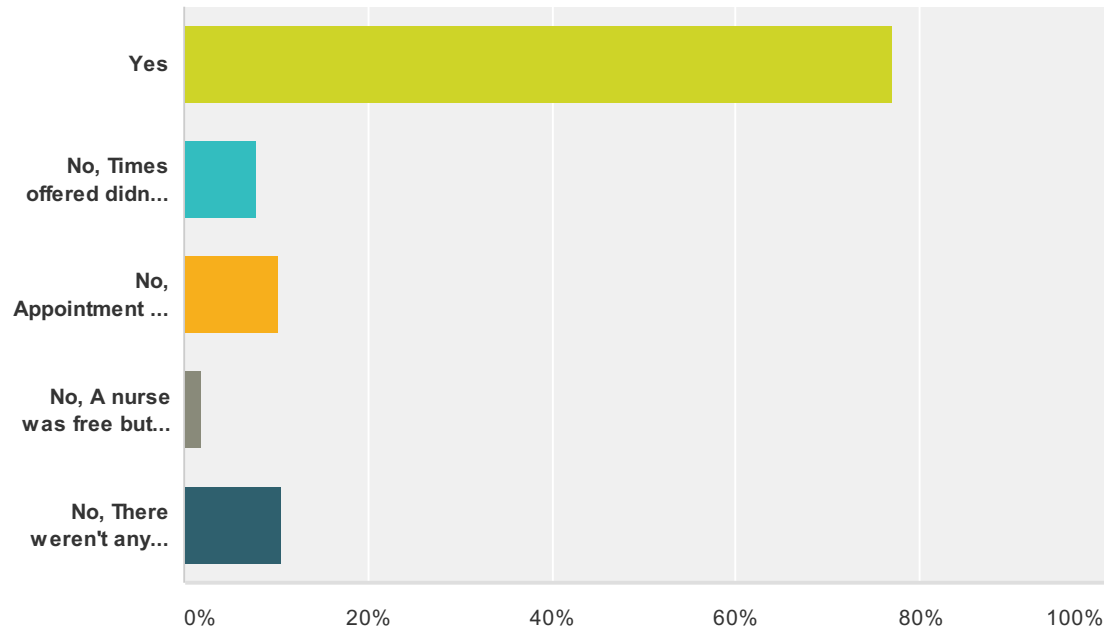
Answered: 258 Skipped: 1



Answer Choices	Responses
Very Easy	20.93% 54
Fairly Easy	39.15% 101
Not Very Easy	26.74% 69
Not At All Easy	15.12% 39
<b>Total Respondents: 258</b>	

### Q4 Were you able to obtain an appointment within a reasonable time period of your request?

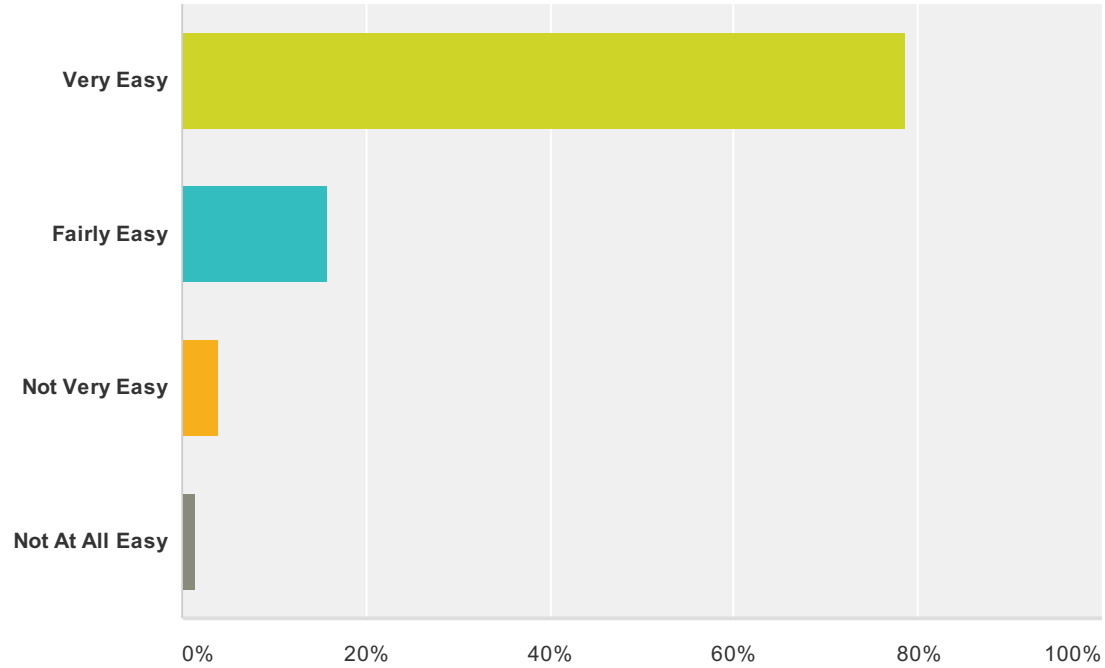
Answered: 253 Skipped: 6



Answer Choices	Responses
Yes	77.08% 195
No, Times offered didn't suit.	7.91% 20
No, Appointment was with a doctor/ nurse I didn't want to see.	10.28% 26
No, A nurse was free but I wanted to see a doctor.	1.98% 5
No, There weren't any appointments	10.67% 27
<b>Total Respondents: 253</b>	

### Q5 How easy did you find the access into the surgery building?

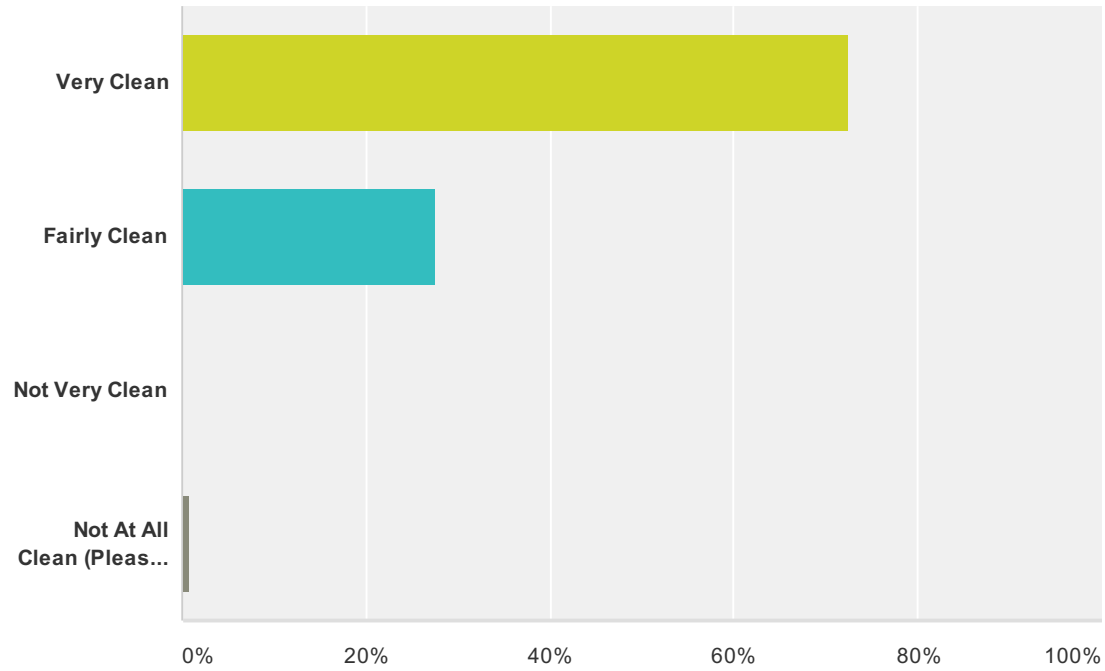
Answered: 258 Skipped: 1



Answer Choices	Responses
Very Easy	78.68% 203
Fairly Easy	15.89% 41
Not Very Easy	3.88% 10
Not At All Easy	1.55% 4
<b>Total Respondents: 258</b>	

### Q6 How Clean Did you find your surgery?

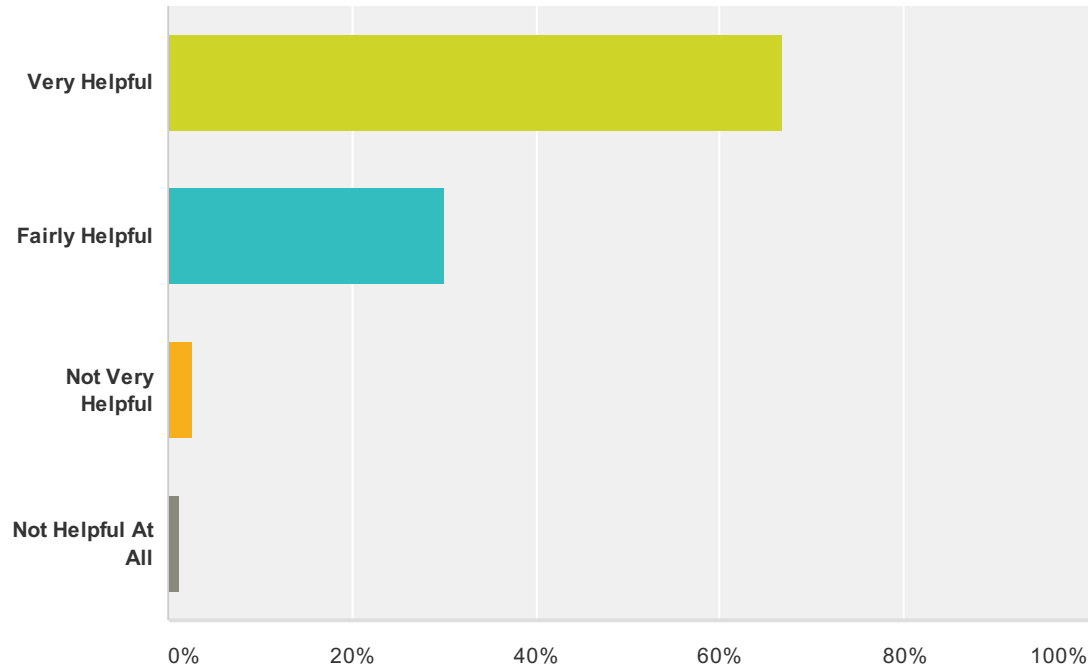
Answered: 258 Skipped: 1



Answer Choices	Responses	
Very Clean	72.48%	187
Fairly Clean	27.52%	71
Not Very Clean	0%	0
Not At All Clean (Please state areas of concern)	0.78%	2
<b>Total Respondents: 258</b>		

### Q7 How helpful did you find the reception team?

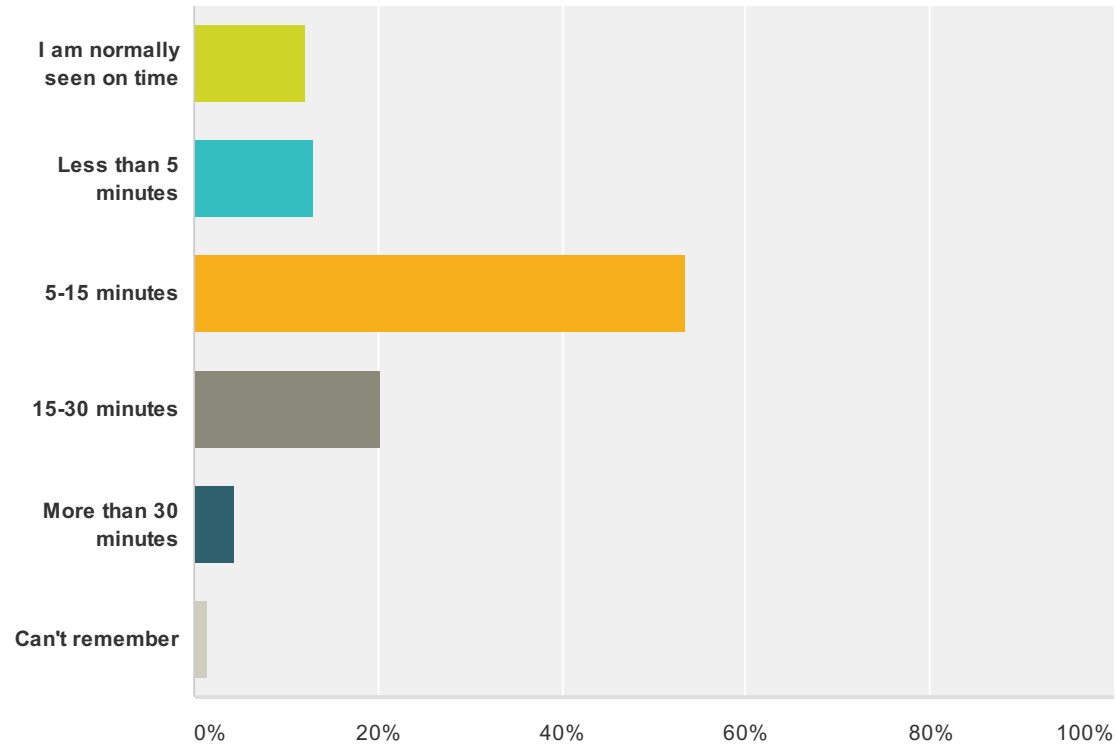
Answered: 256 Skipped: 3



Answer Choices	Responses
Very Helpful	66.80% 171
Fairly Helpful	30.08% 77
Not Very Helpful	2.73% 7
Not Helpful At All	1.17% 3
<b>Total Respondents: 256</b>	

### Q8 How long after your appointment time do you normally wait to be seen?

Answered: 256 Skipped: 3

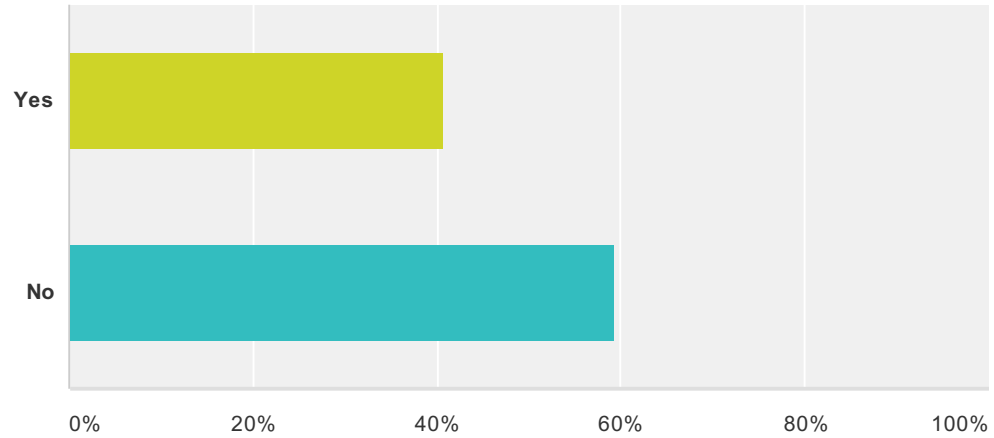


Answer Choices	Responses
I am normally seen on time	12.11% 31
Less than 5 minutes	12.89% 33
5-15 minutes	53.52% 137
15-30 minutes	20.31% 52
More than 30 minutes	4.30% 11
Can't remember	1.56% 4
<b>Total Respondents: 256</b>	



**Q9 If you had to wait over 15 minutes, was an explanation given for the delay in being seen?**

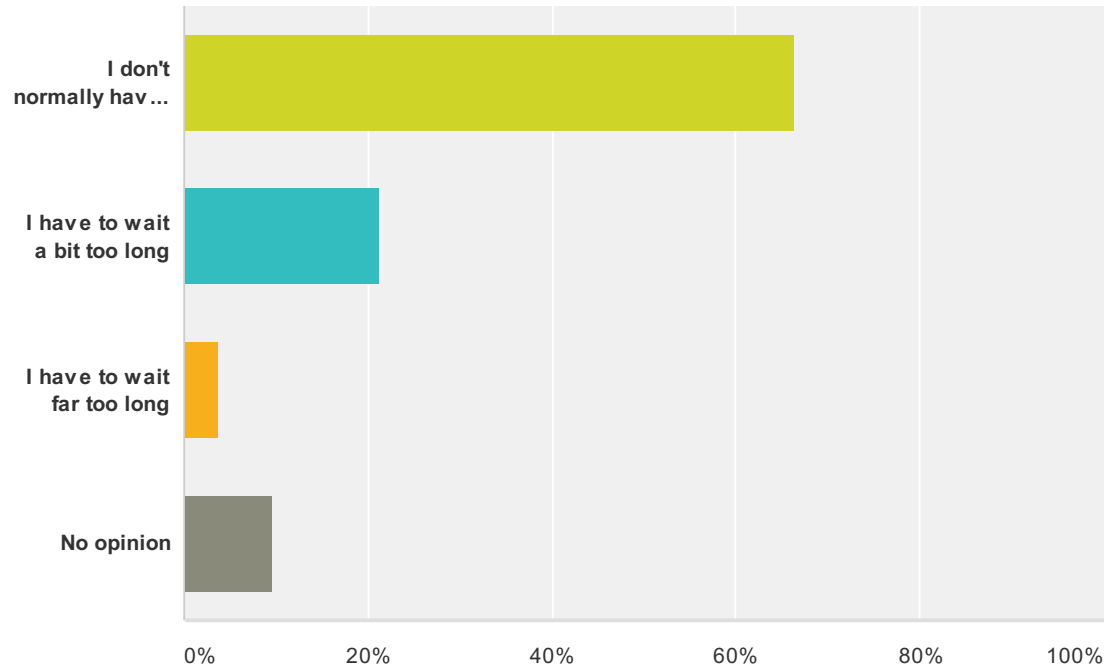
Answered: 152 Skipped: 107



Answer Choices	Responses	
Yes	40.79%	62
No	59.21%	90
<b>Total</b>		<b>152</b>

### Q10 How do you feel about how long you normally have to wait?

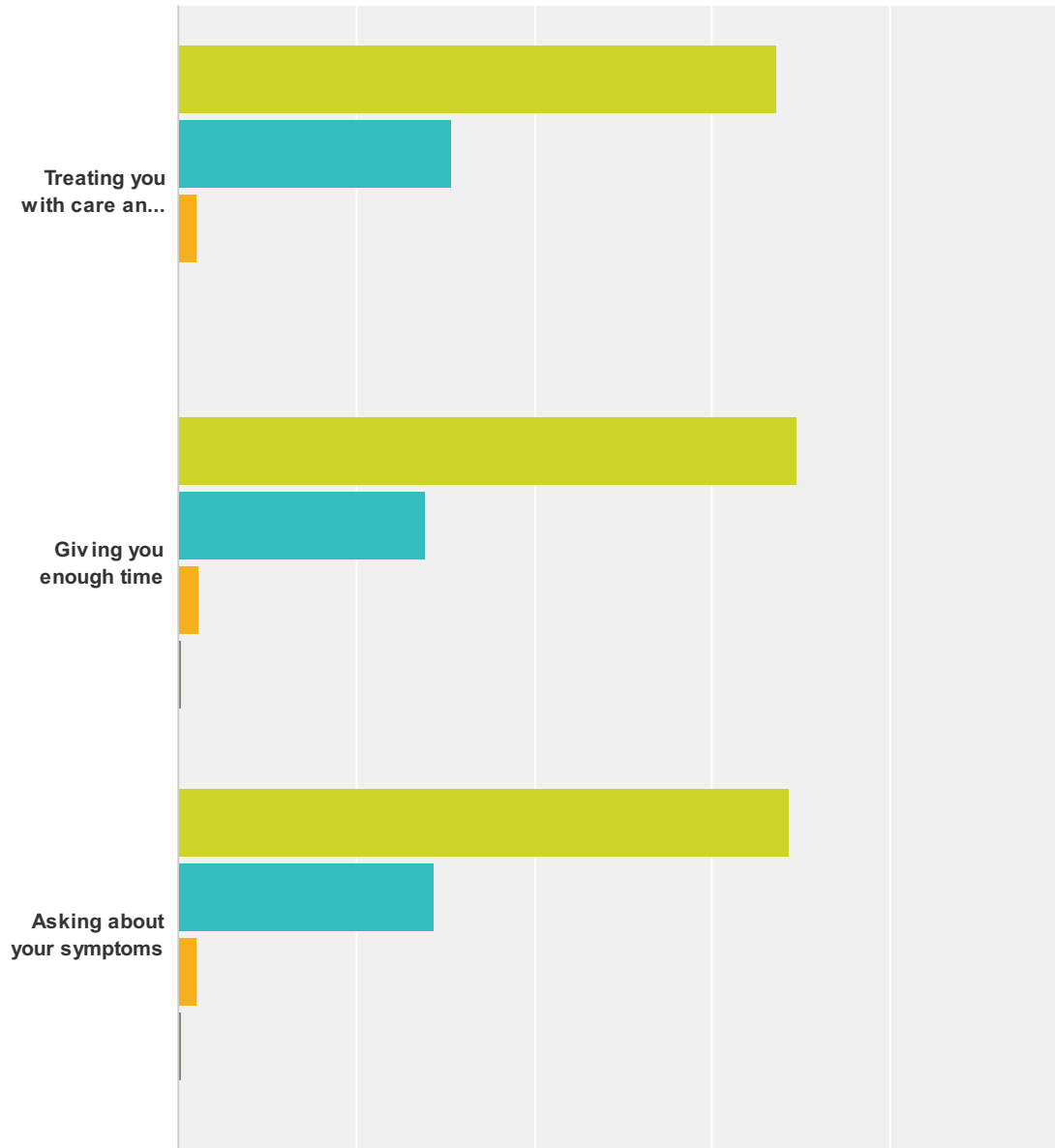
Answered: 259 Skipped: 0



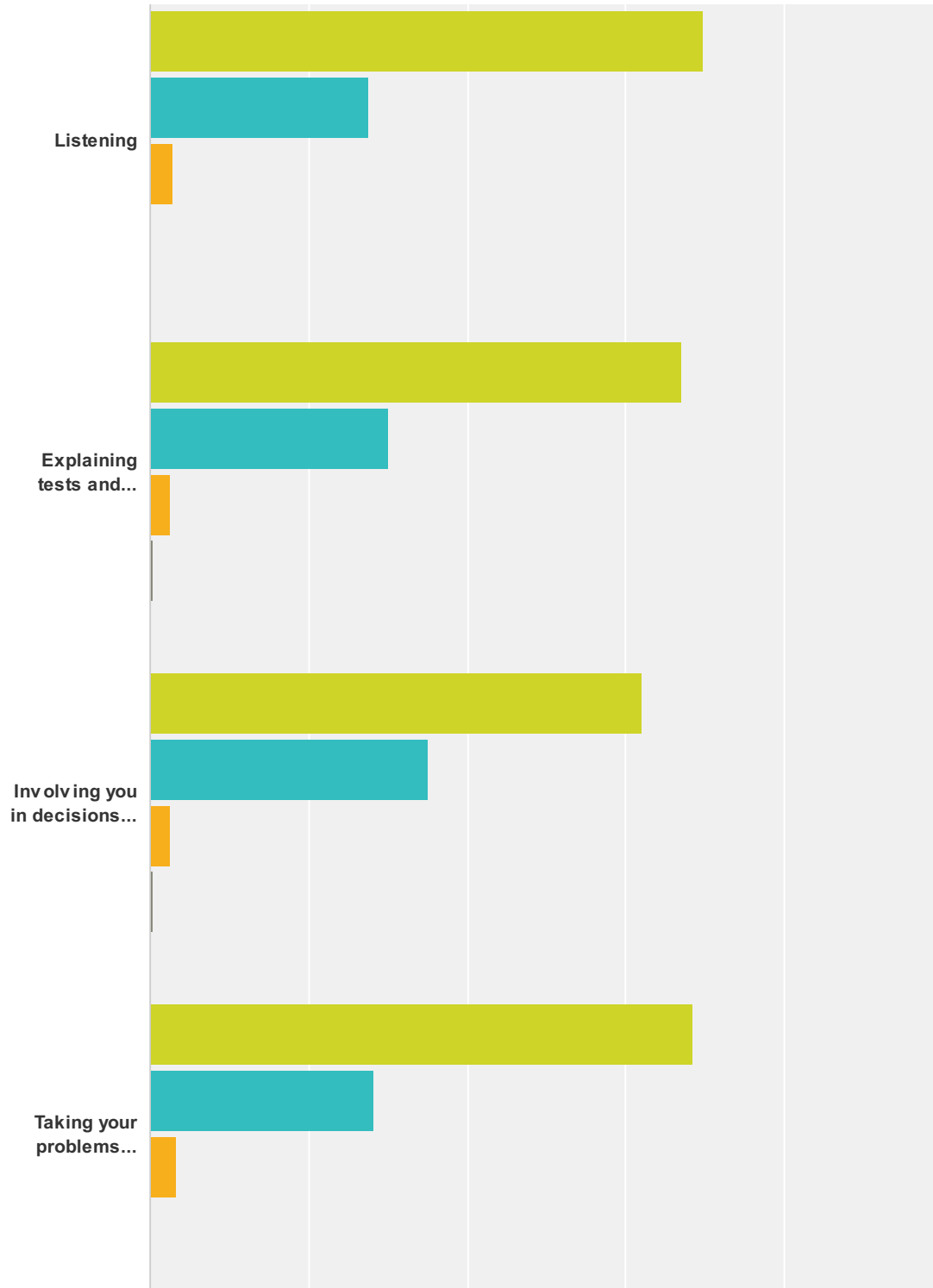
Answer Choices	Responses
I don't normally have to wait long	66.41% 172
I have to wait a bit too long	21.24% 55
I have to wait far too long	3.86% 10
No opinion	9.65% 25
<b>Total Respondents: 259</b>	

**Q11 The last time you saw a clinician (doctor/nurse/HCA) at the surgery, how good was the clinician at each of the following?**

Answered: 255 Skipped: 4



# Carmel Medical Practice Patient Survey - 2013



# Carmel Medical Practice Patient Survey - 2013

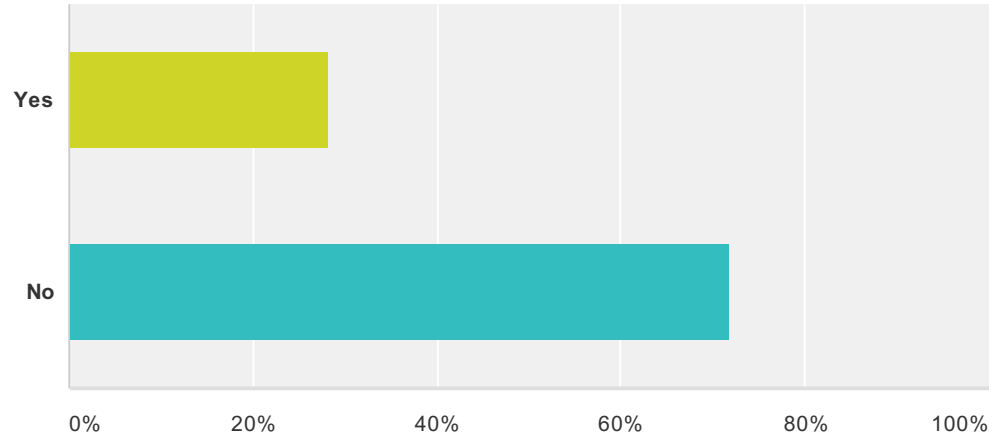
0% 20% 40% 60% 80% 100%

■ Very Good 
 ■ Good 
 ■ Poor 
 ■ Very Poor

	Very Good	Good	Poor	Very Poor	Total
Treating you with care and concern	67.22% 162	30.71% 74	2.07% 5	0% 0	241
Giving you enough time	69.57% 176	27.67% 70	2.37% 6	0.40% 1	253
Asking about your symptoms	68.72% 167	28.81% 70	2.06% 5	0.41% 1	243
Listening	69.64% 172	27.53% 68	2.83% 7	0% 0	247
Explaining tests and treatments	67.08% 161	30% 72	2.50% 6	0.42% 1	240
Involving you in decisions about your care	62.03% 147	35.02% 83	2.53% 6	0.42% 1	237
Taking your problems seriously	68.44% 167	28.28% 69	3.28% 8	0% 0	244

**Q12 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?**

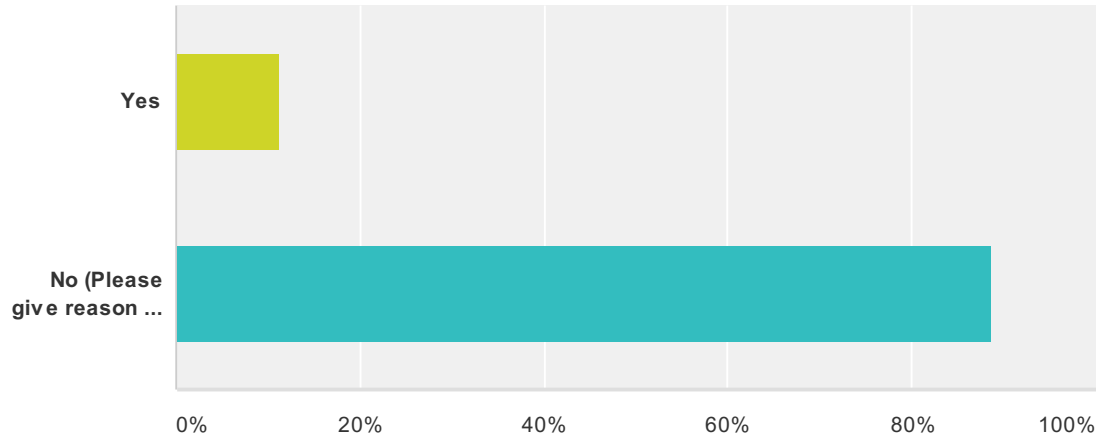
Answered: 244 Skipped: 15



Answer Choices	Responses	
Yes	28.28%	69
No	71.72%	175
<b>Total</b>		<b>244</b>

**Q13 It is now possible to book a GP appointment but the internet via our clinical system (this facility is called "system online",) do you use this facility?**

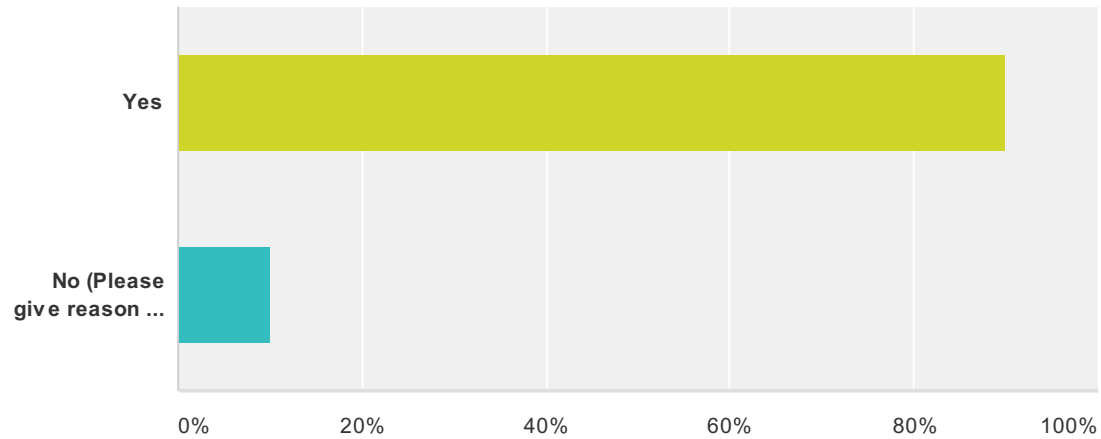
Answered: 241 Skipped: 18



Answer Choices	Responses
Yes	11.20% 27
No (Please give reason why not)	88.80% 214
<b>Total</b>	<b>241</b>

**Q14 We have a self check in screen in the waiting room for your appointments with the GP/Nurses, do you use this?**

Answered: 248 Skipped: 11

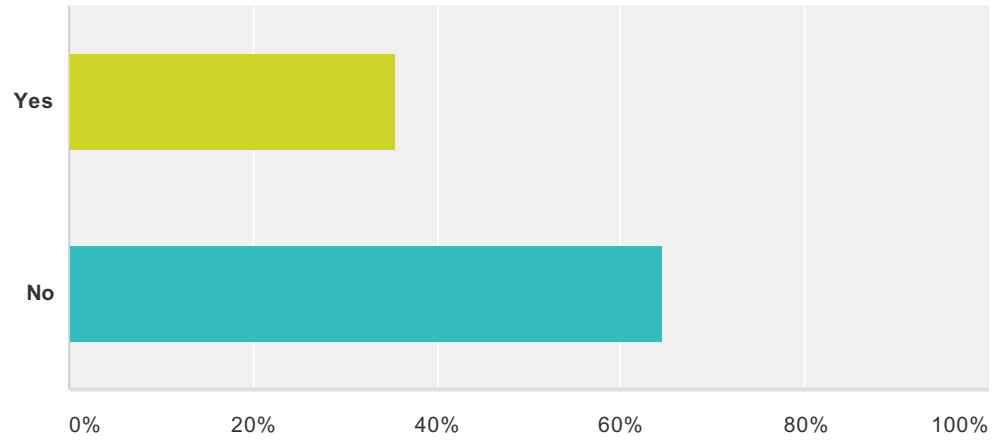


Answer Choices	Responses
Yes	89.92% 223
No (Please give reason why not)	10.08% 25
<b>Total</b>	<b>248</b>



**Q15 We would like to learn from other practices. Is there anything that you are aware of that another practice does which would be beneficial to our practice?**

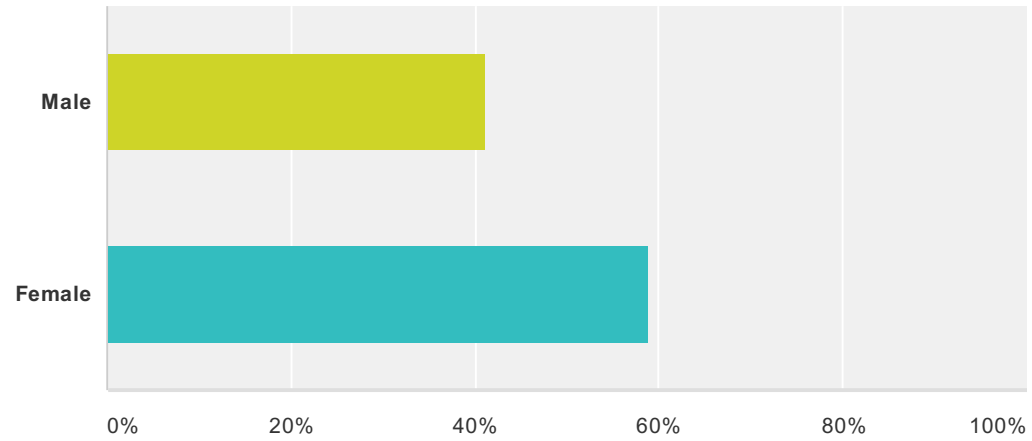
Answered: 186 Skipped: 73



Answer Choices	Responses	
Yes	35.48%	66
No	64.52%	120
<b>Total Respondents: 186</b>		

### Q16 Are you?

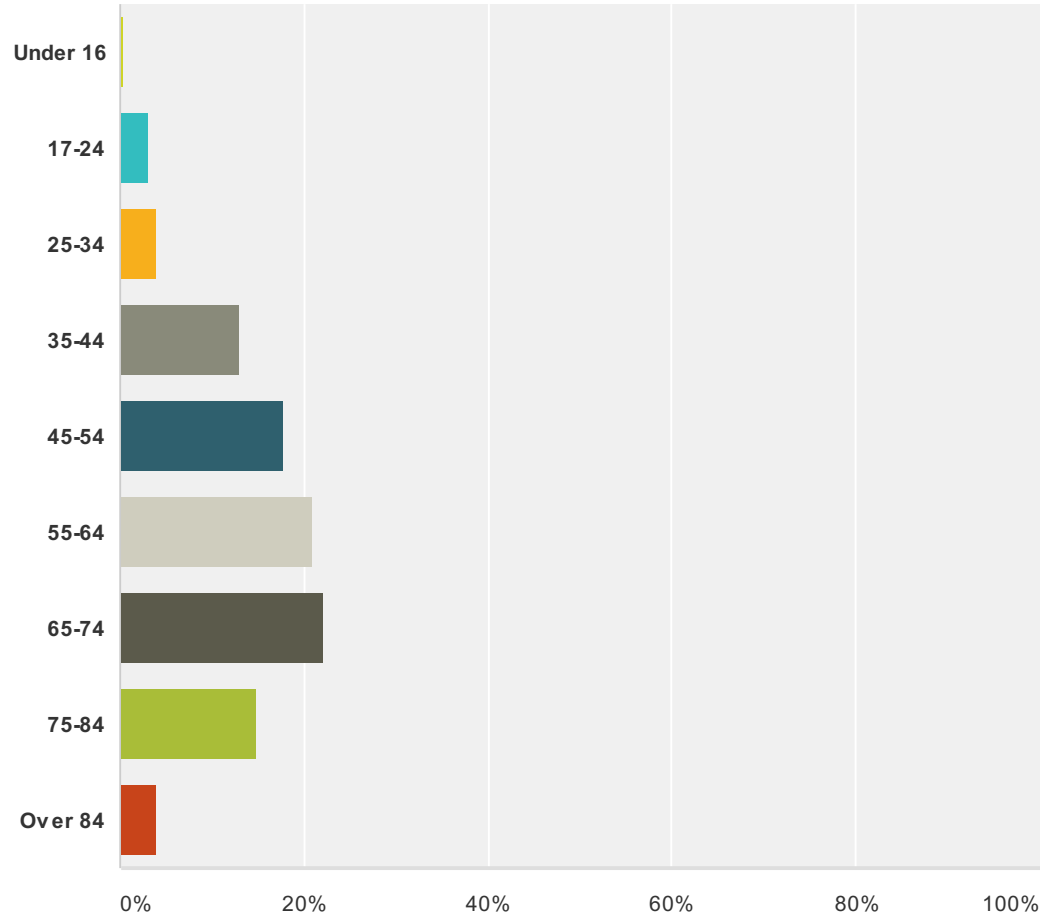
Answered: 212 Skipped: 47



Answer Choices	Responses	
Male	41.04%	87
Female	58.96%	125
<b>Total</b>		<b>212</b>

### Q17 Age Range

Answered: 249 Skipped: 10



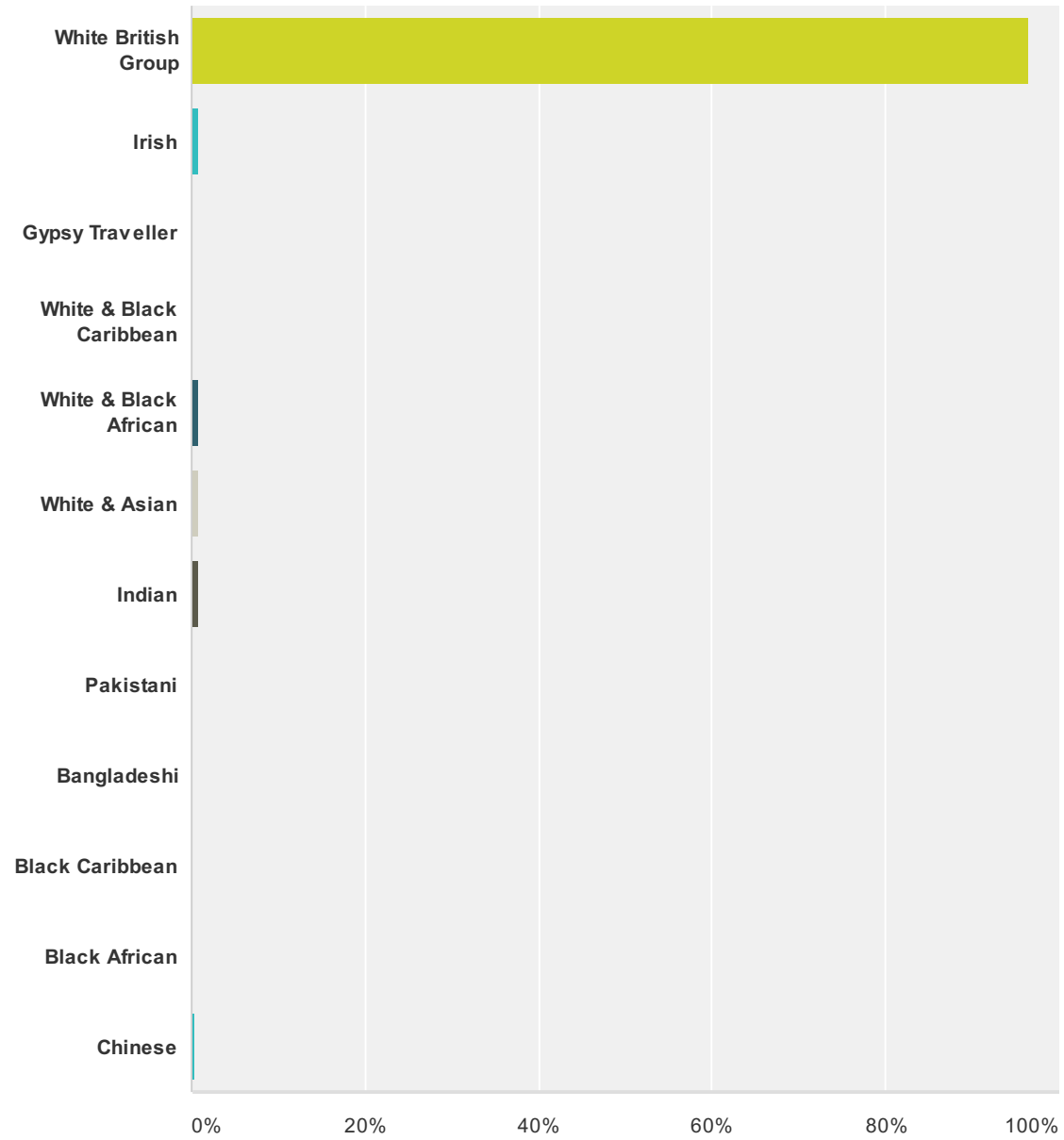
Answer Choices	Responses	Count
Under 16	0.40%	1
17-24	3.21%	8
25-34	4.02%	10
35-44	12.85%	32

Carmel Medical Practice Patient Survey - 2013

45-54	17.67%	44
55-64	20.88%	52
65-74	22.09%	55
75-84	14.86%	37
Over 84	4.02%	10
<b>Total</b>		<b>249</b>

### Q18 Ethnicity

Answered: 250 Skipped: 9

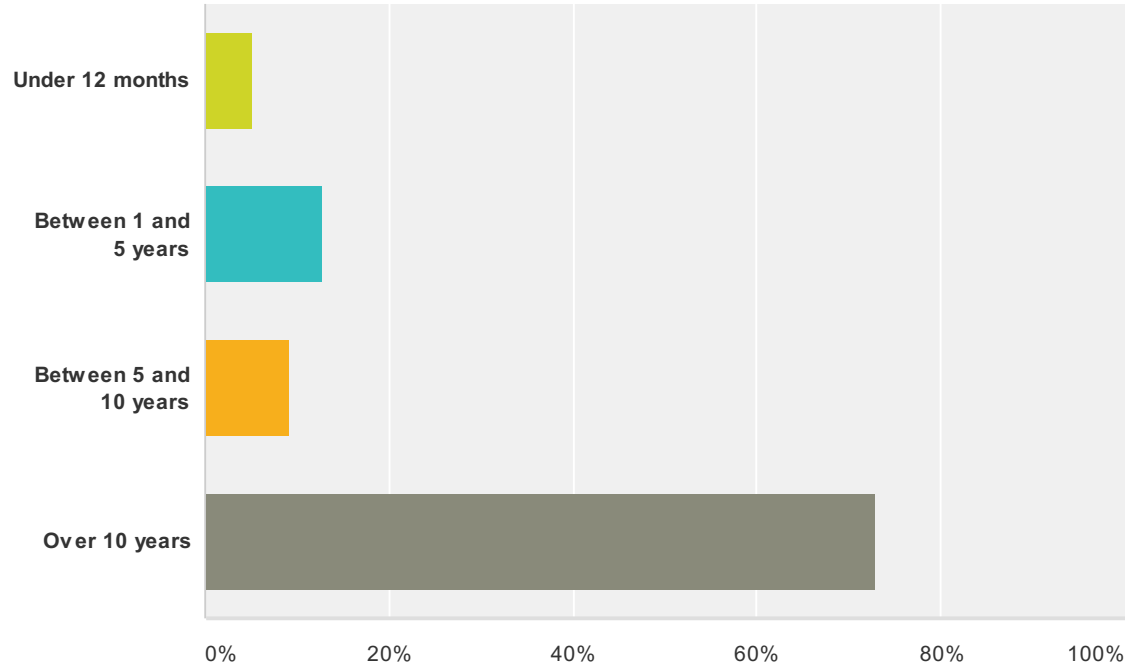


## Carmel Medical Practice Patient Survey - 2013

Answer Choices	Responses	
White British Group	96.40%	241
Irish	0.80%	2
Gypsy Traveller	0%	0
White & Black Caribbean	0%	0
White & Black African	0.80%	2
White & Asian	0.80%	2
Indian	0.80%	2
Pakistani	0%	0
Bangladeshi	0%	0
Black Caribbean	0%	0
Black African	0%	0
Chinese	0.40%	1
<b>Total</b>		<b>250</b>

### Q19 How long have you been a patient at the practice?

Answered: 251 Skipped: 8



Answer Choices	Responses
Under 12 months	5.18% 13
Between 1 and 5 years	12.75% 32
Between 5 and 10 years	9.16% 23
Over 10 years	72.91% 183
<b>Total</b>	<b>251</b>

**Q20 Other Comments**

Answered: 13 Skipped: 246