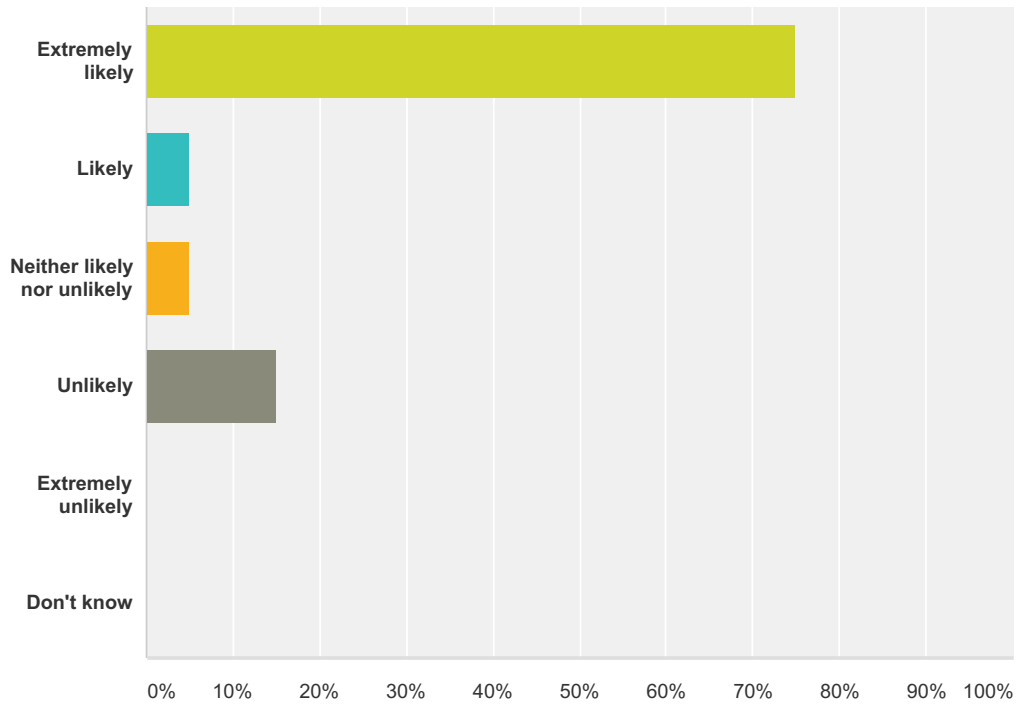


Q1 How likely are you to recommend our GP practice to friends and family if the needed similar care or treatment?

Answered: 20 Skipped: 0



Answer Choices	Responses
Extremely likely	75.00% 15
Likely	5.00% 1
Neither likely nor unlikely	5.00% 1
Unlikely	15.00% 3
Extremely unlikely	0.00% 0
Don't know	0.00% 0
Total	20

Due to the nature of our survey system we are unable to show individual comments this month, the majority of comments were good, but there were some comments regarding:

Telephone system - The surgery is currently liaising with our telephone service provider to offer our patients a better service.

Appointments - We have received some comments regarding the appointments, we are always looking at ways to improve our appointment system and this is currently ongoing.

Online Appointments - Appointments are only pre-bookable so many weeks in advance, these appointments are limited so that we can also offer appointments to patients that contact the surgery via the appointment line.

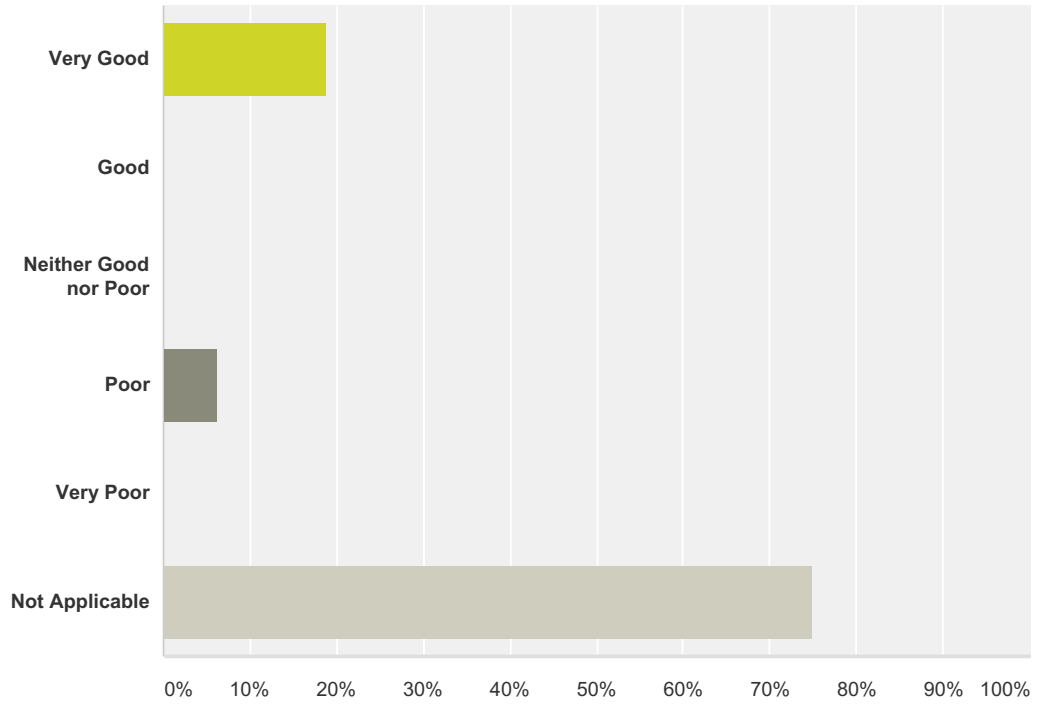
Prof A Fuat - Appointments with Prof Fuat are limited as he only works two days a week, and because he is a popular GP his clinics do get full very quickly. We apologise but due to this we are unable to offer more appointments with him.

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

Answered: 11 Skipped: 9

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?

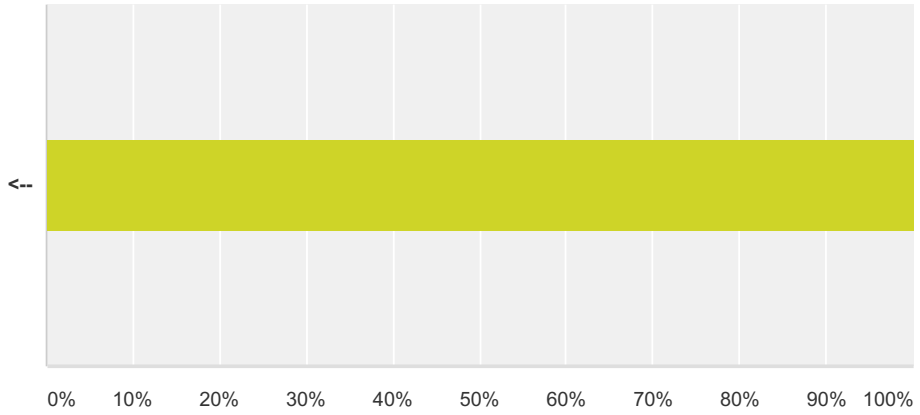
Answered: 16 Skipped: 4



Answer Choices	Responses
Very Good	18.75% 3
Good	0.00% 0
Neither Good nor Poor	0.00% 0
Poor	6.25% 1
Very Poor	0.00% 0
Not Applicable	75.00% 12
Total	16

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

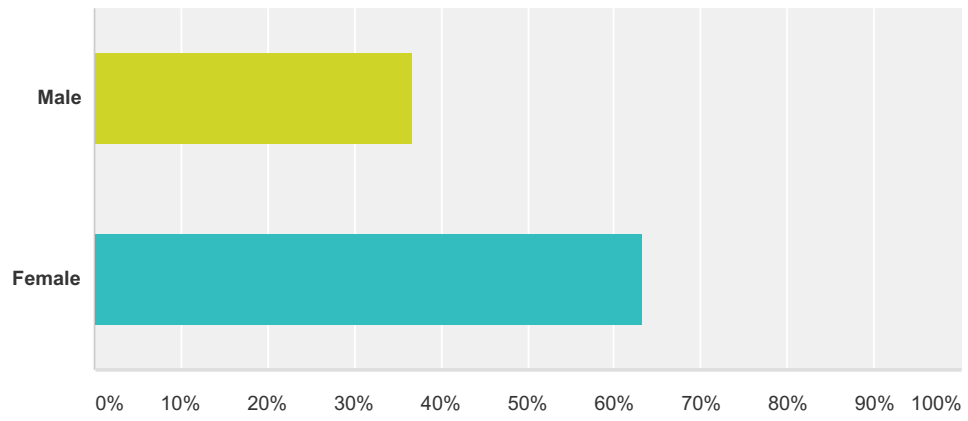
Answered: 4 Skipped: 16



Answer Choices	Responses
<--	100.00% 4
Total	4

Q5 Are you?

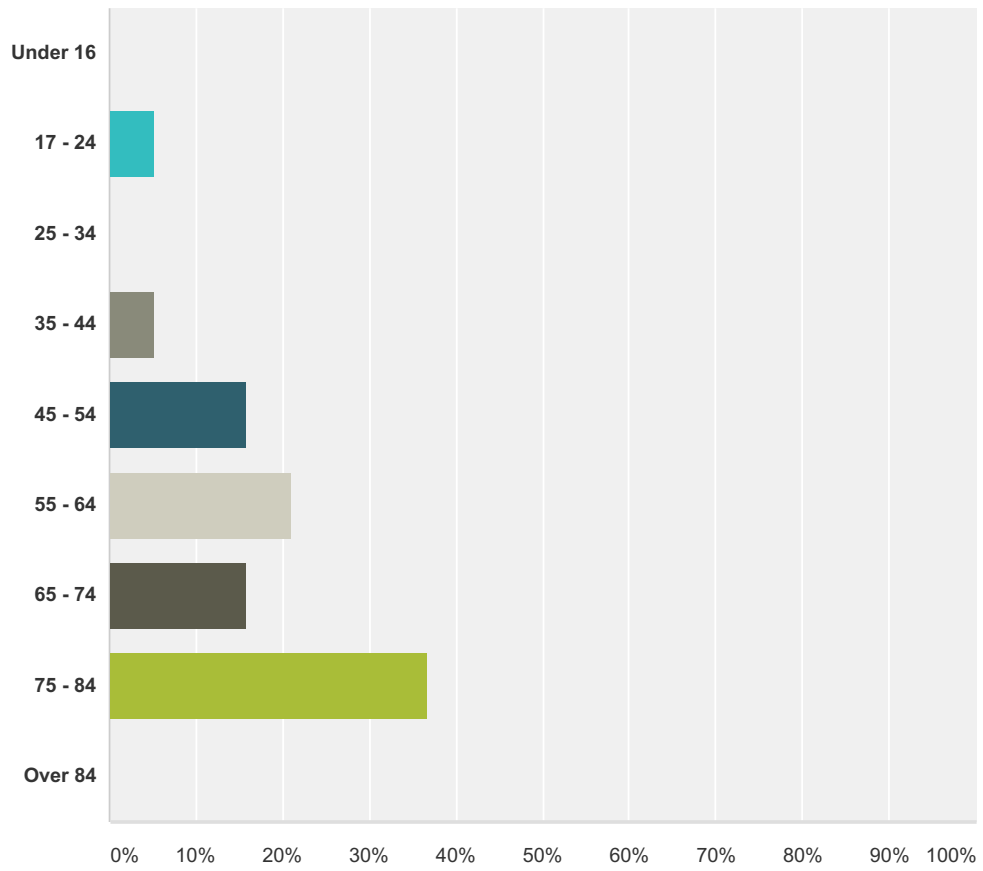
Answered: 19 Skipped: 1



Answer Choices	Responses
Male	36.84% 7
Female	63.16% 12
Total	19

Q6 Age

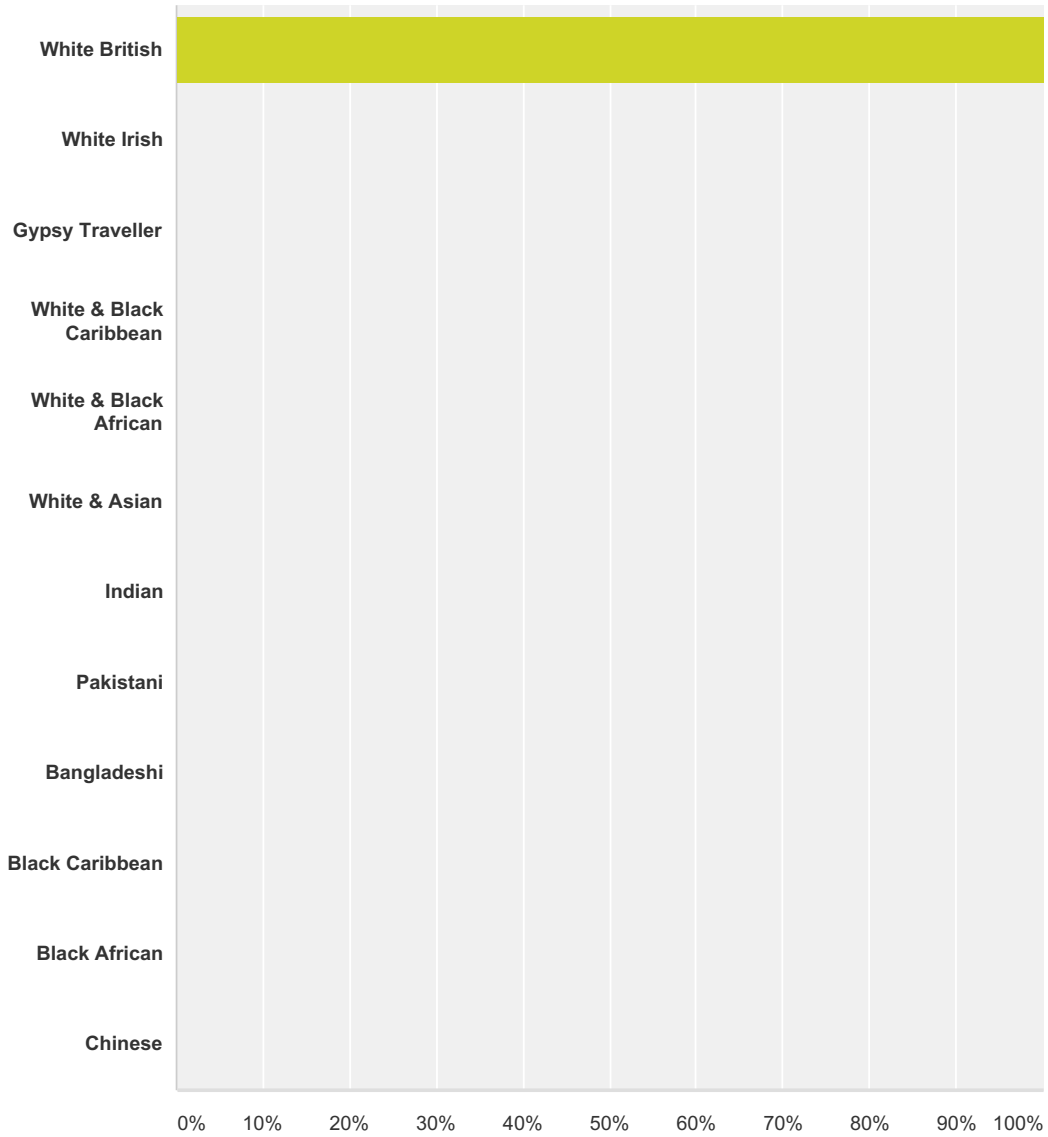
Answered: 19 Skipped: 1



Answer Choices	Responses
Under 16	0.00% 0
17 - 24	5.26% 1
25 - 34	0.00% 0
35 - 44	5.26% 1
45 - 54	15.79% 3
55 - 64	21.05% 4
65 - 74	15.79% 3
75 - 84	36.84% 7
Over 84	0.00% 0
Total	19

Q7 Ethnicity

Answered: 19 Skipped: 1



Answer Choices	Responses
White British	100.00% 19
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	0.00% 0
Pakistani	0.00% 0
Bangladeshi	0.00% 0
Black Caribbean	0.00% 0

Black African	0.00%	0
Chinese	0.00%	0
Total		19