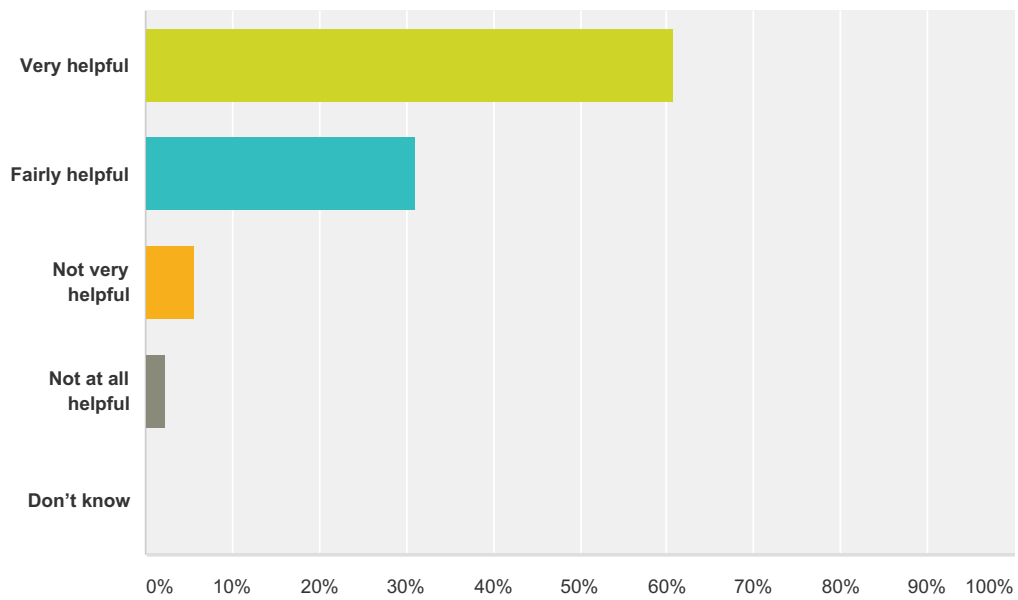


Q1 How helpful do you find the receptionists at your GP practice?

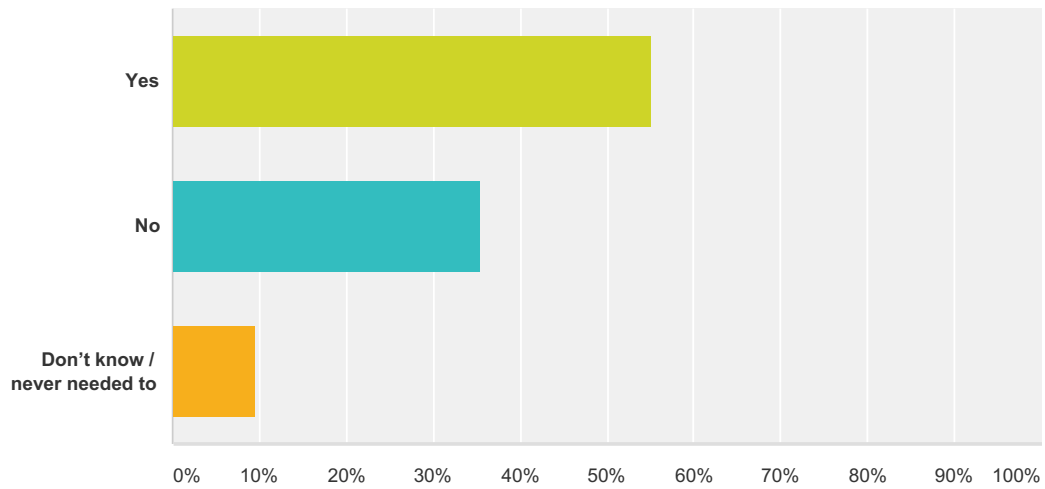
Answered: 212 Skipped: 0



Answer Choices	Responses	Count
Very helpful	60.85%	129
Fairly helpful	31.13%	66
Not very helpful	5.66%	12
Not at all helpful	2.36%	5
Don't know	0.00%	0
Total		212

Q2 If you need to see a GP urgently, can you normally get seen on the same day?

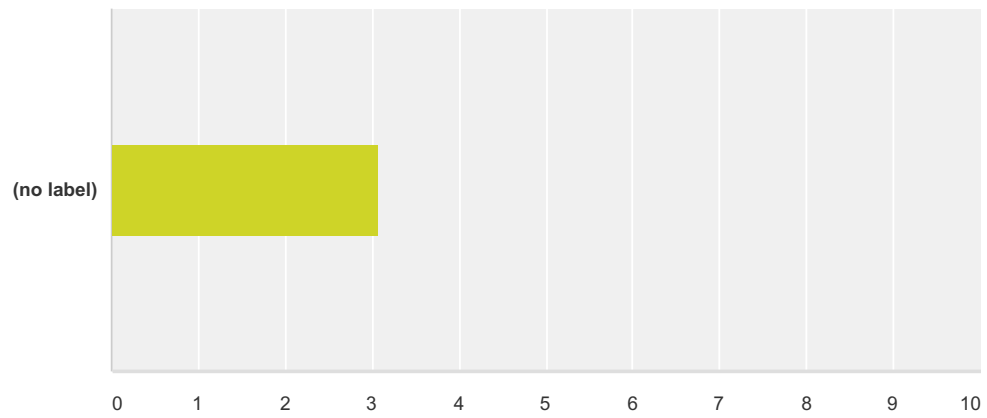
Answered: 209 Skipped: 3



Answer Choices	Responses	
Yes	55.02%	115
No	35.41%	74
Don't know / never needed to	9.57%	20
Total		209

Q3 How easy is it to get through to someone at your GP practice on the phone?

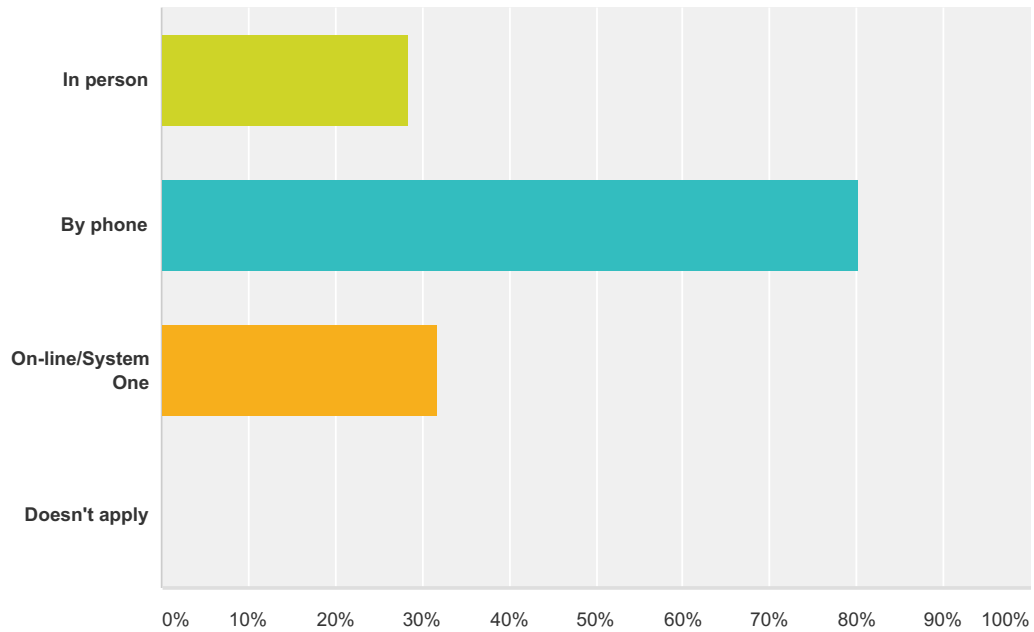
Answered: 208 Skipped: 4



	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know/Haven't tried	Total	Weighted Average
(no label)	5.29% 11	25.48% 53	27.88% 58	40.38% 84	0.96% 2	208	3.06

Q4 Which of the following methods would you prefer to use to book appointments at your practice? (can choose more than one)

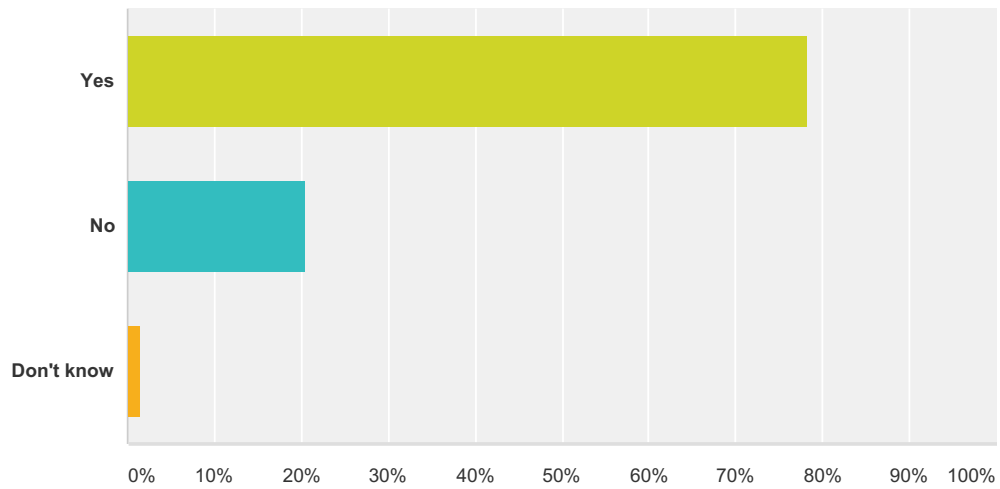
Answered: 211 Skipped: 1



Answer Choices	Responses	
In person	28.44%	60
By phone	80.09%	169
On-line/System One	31.75%	67
Doesn't apply	0.00%	0
Total Respondents: 211		

Q5 Is your GP practice currently open at times that are convenient to you?

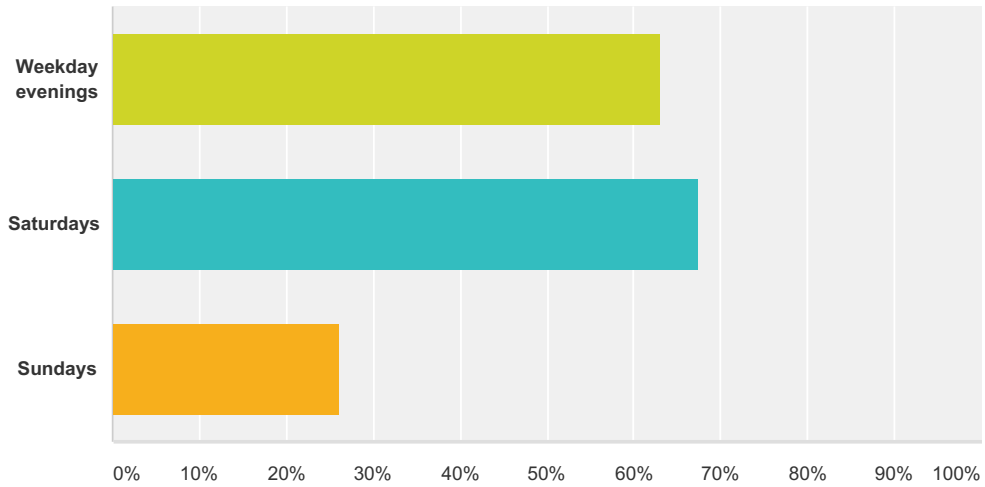
Answered: 211 Skipped: 1



Answer Choices	Responses
Yes	78.20% 165
No	20.38% 43
Don't know	1.42% 3
Total	211

Q6 Which of the following additional opening hours would make it easier for you to see or speak to someone? (can choose more than one)

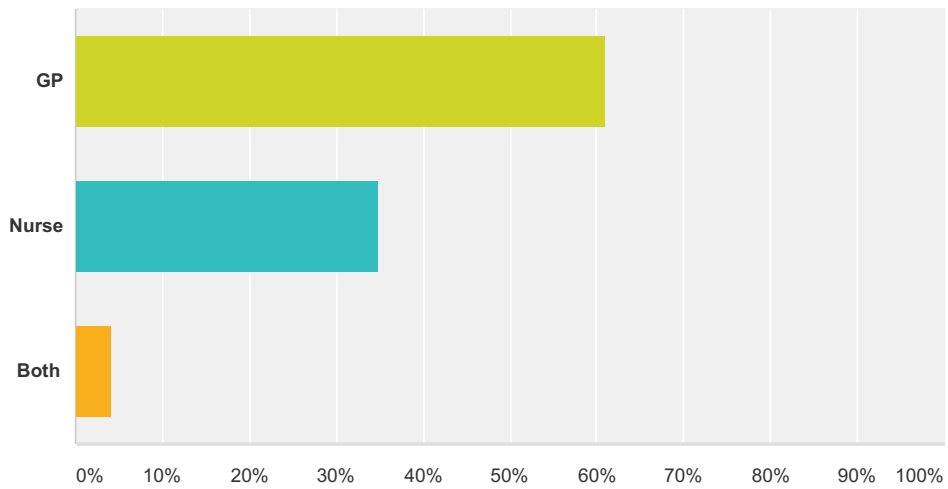
Answered: 46 Skipped: 166



Answer Choices	Responses	
Weekday evenings	63.04%	29
Saturdays	67.39%	31
Sundays	26.09%	12
Total Respondents: 46		

Q7 Did you see a GP or a Nurse today?

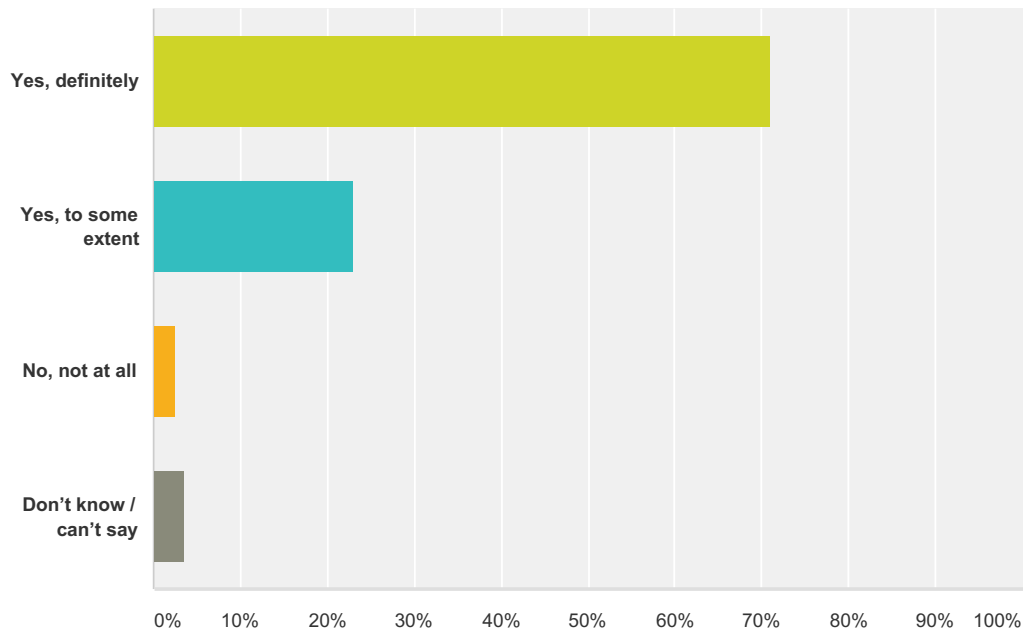
Answered: 192 Skipped: 20



Answer Choices	Responses	Count
GP	60.94%	117
Nurse	34.90%	67
Both	4.17%	8
Total		192

Q8 Did you have confidence and trust in the GP / Nurse you saw or spoke to?

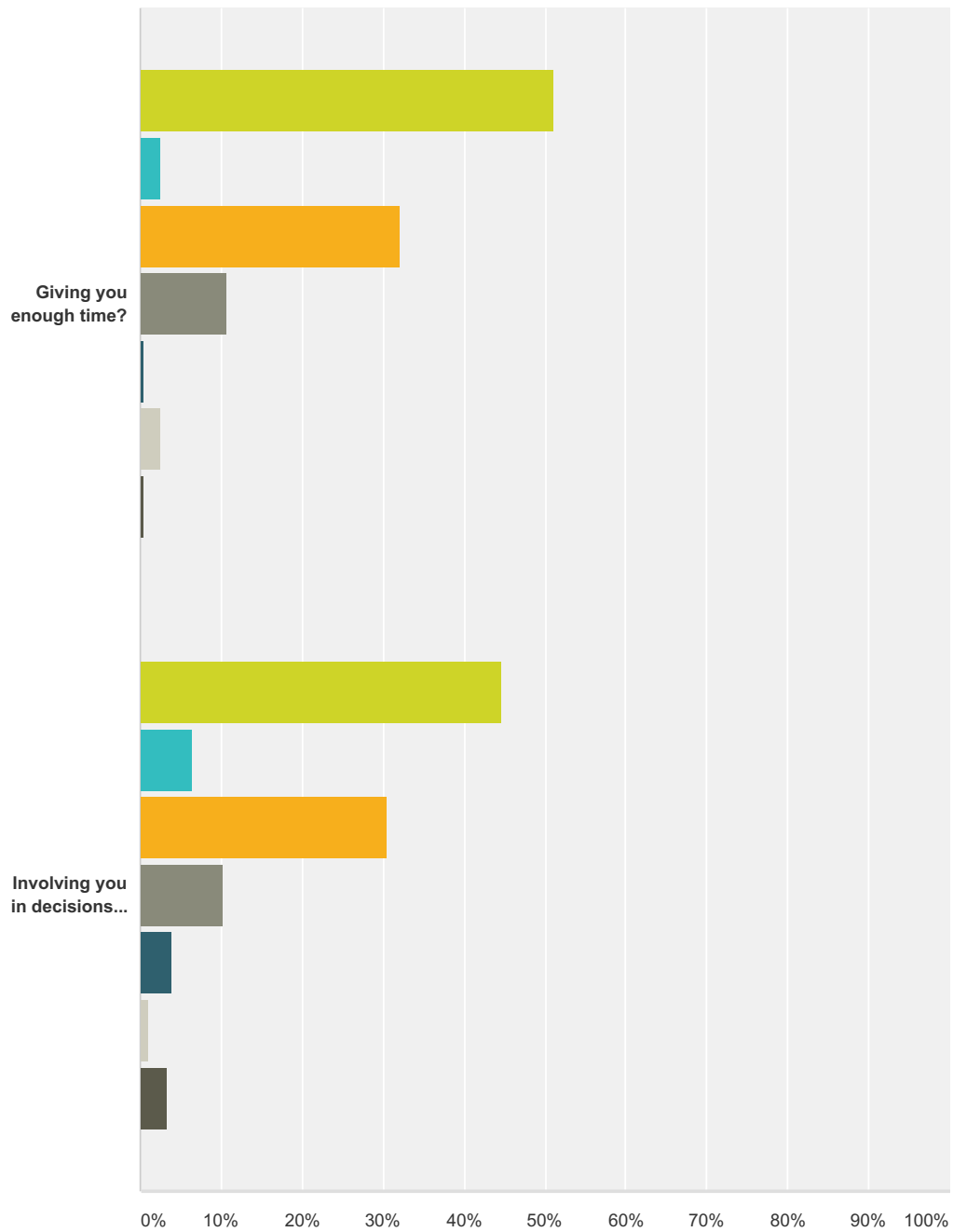
Answered: 196 Skipped: 16



Answer Choices	Responses	
Yes, definitely	70.92%	139
Yes, to some extent	22.96%	45
No, not at all	2.55%	5
Don't know / can't say	3.57%	7
Total		196

Q9 How good was the last GP / Nurse you saw at each of the following?

Answered: 208 Skipped: 4



■ Excellent
 ■ Very Good
 ■ Good
 ■ Fair
 ■ Poor
 ■ Very poor
■ Does not apply

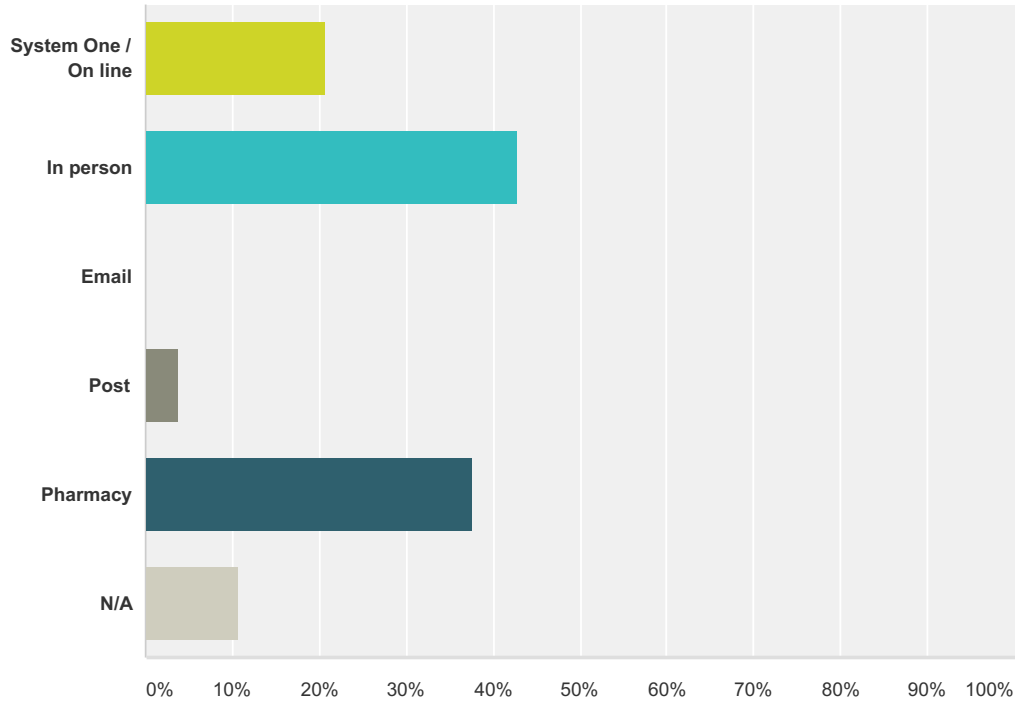
	Excellent	Very Good	Good	Fair	Poor	Very poor	Does not apply	Total
Giving you enough time?	51.22% 105	2.44% 5	32.20% 66	10.73% 22	0.49% 1	2.44% 5	0.49% 1	205
Involving you in decisions...	44.66% 10	6.67% 2	30.67% 8	10.00% 3	3.33% 1	3.33% 1	1.67% 0	22

Ashby Turn Primary Care Centre in North Lincolnshire 2016

Involving you in decisions about care?	44.61% 91	6.37% 13	30.39% 62	10.29% 21	3.92% 8	0.98% 2	3.43% 7	204
--	---------------------	--------------------	---------------------	---------------------	-------------------	-------------------	-------------------	-----

**Q10 Which methods do you find useful when ordering your repeat prescription?
(Please tick all that apply)**

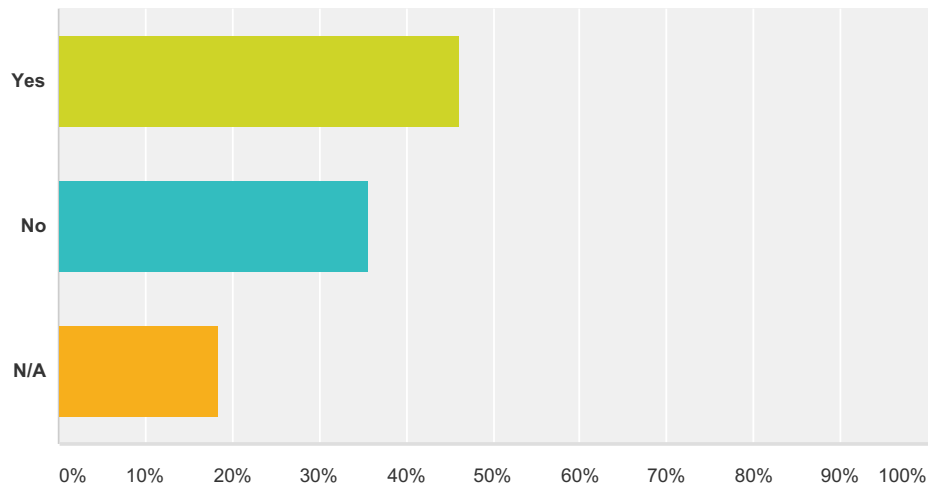
Answered: 208 Skipped: 4



Answer Choices	Responses	Count
System One / On line	20.67%	43
In person	42.79%	89
Email	0.00%	0
Post	3.85%	8
Pharmacy	37.50%	78
N/A	10.58%	22
Total Respondents: 208		

Q11 Do you have your repeat prescription sent directly to the chemist (EPS) ?

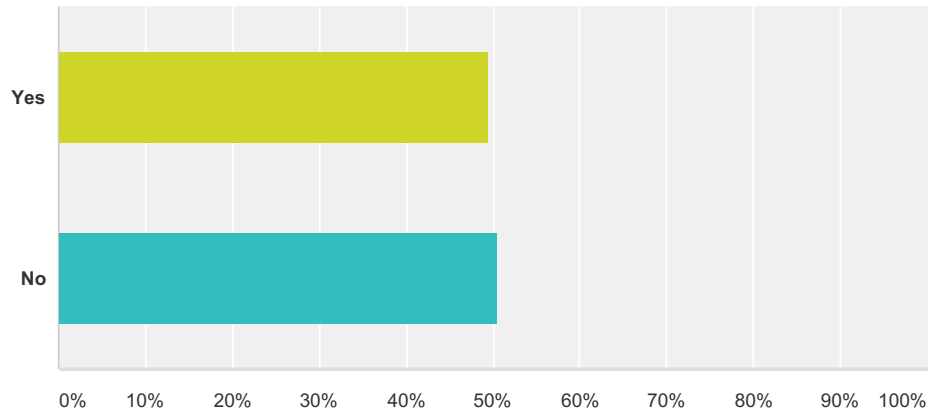
Answered: 202 Skipped: 10



Answer Choices	Responses
Yes	46.04% 93
No	35.64% 72
N/A	18.32% 37
Total	202

Q12 Have you used our emergency no appointment clinic? (please note that this clinic is not open if routine appointments are still available at 3pm)

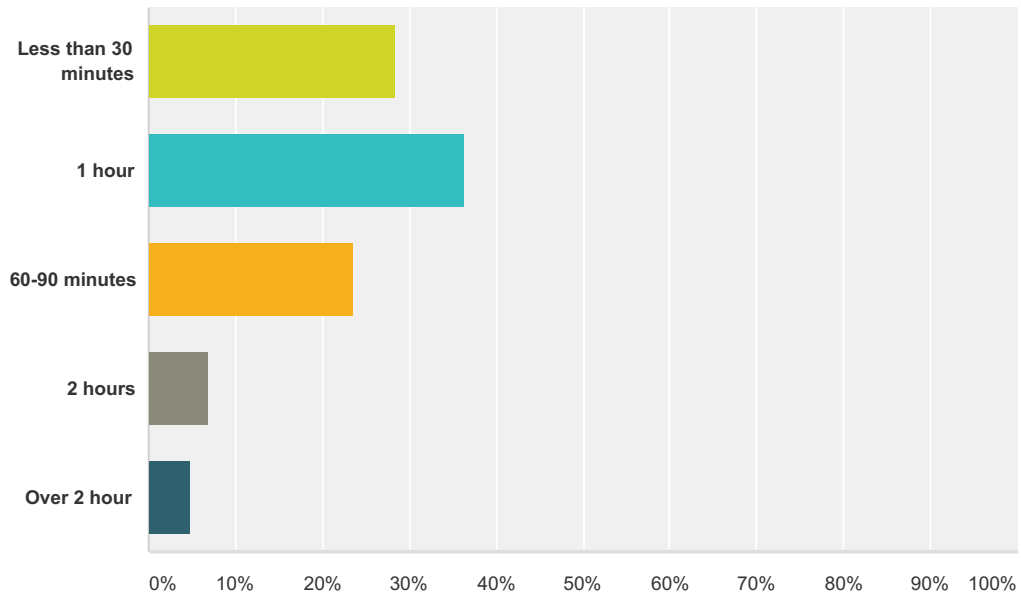
Answered: 208 Skipped: 4



Answer Choices	Responses
Yes	49.52% 103
No	50.48% 105
Total	208

Q13 Thinking about the most recent time you used our emergency no appointment clinic, how long did you wait to be seen?

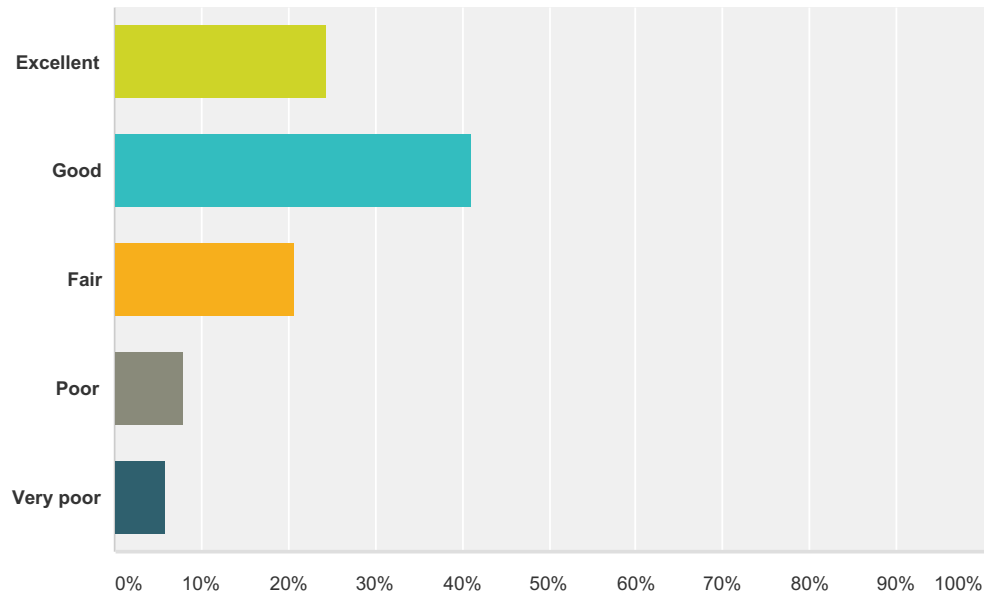
Answered: 102 Skipped: 110



Answer Choices	Responses	
Less than 30 minutes	28.43%	29
1 hour	36.27%	37
60-90 minutes	23.53%	24
2 hours	6.86%	7
Over 2 hour	4.90%	5
Total		102

Q14 Thinking about when you recently used the emergency no appointment clinic, how do rate this service?

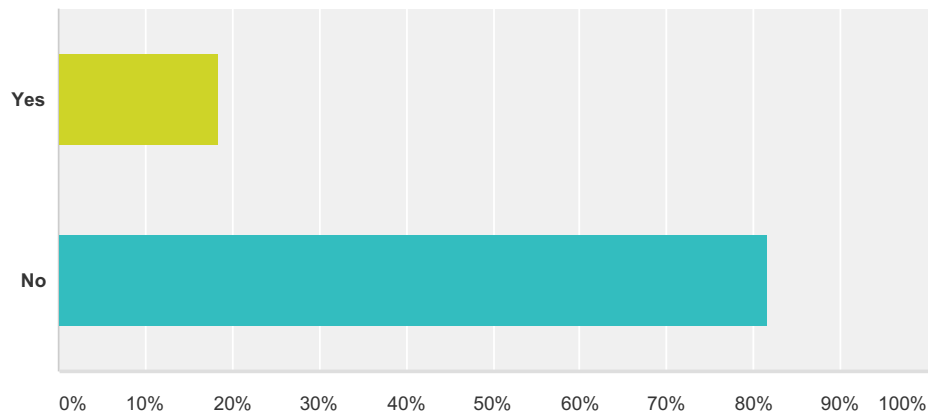
Answered: 102 Skipped: 110



Answer Choices	Responses
Excellent	24.51% 25
Good	41.18% 42
Fair	20.59% 21
Poor	7.84% 8
Very poor	5.88% 6
Total	102

Q15 Have you any further comments about the emergency no appointment clinic?

Answered: 103 Skipped: 109



Answer Choices	Responses	
Yes	18.45%	19
No	81.55%	84
Total		103

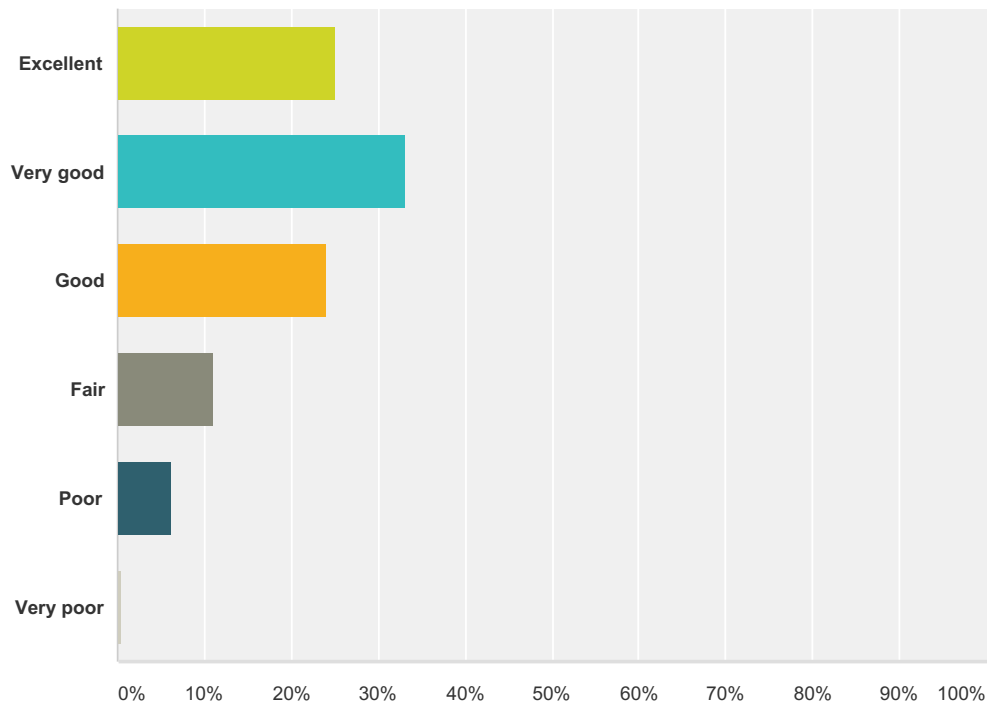
Q16 Please give your comments about your experience of using the emergency no appointment clinic.

Answered: 20 Skipped: 192

#	Responses	Date
1	Not appropriate times for any parents who have children to pick up from school.	3/25/2016 8:04 PM
2	SCRAP IT!!! Go back to the Dr ring back system which was excellent.	3/21/2016 12:57 PM
3	Get there early otherwise the queue can be significant.	3/21/2016 12:40 PM
4	Waiting times over the top	3/18/2016 1:25 PM
5	Waiting time very long	3/18/2016 12:21 PM
6	The waiting time in the emergency clinic can be extensive	3/18/2016 12:11 PM
7	Should use more doctors	3/18/2016 11:37 AM
8	Receptionstaff are friendly and professional. Doctors and nurses are thorough, efficient and take the time to listen	3/18/2016 11:04 AM
9	All worked very well. well pleased	3/17/2016 4:22 PM
10	Could be quicker especially with young unwell children that need to be in bed resting. Long waits are not good for kids.	3/17/2016 3:47 PM
11	If you work or have children to collect from school it is unsuitable as you do not get there in the allotted time	3/15/2016 5:14 PM
12	I have used the service a few times, when it has been for me personally I don't mind waiting but when it comes to children I am very pleased that when I recently attending with my poorly 6 month old I was seen very quickly. Which equalled a less stressed baby and mum. I had called ahead to say I needed an appointment but couldn't get there till 4pm however was assured I could still be seenand I (my daughter) was seen so quickly it was very much appreciated. Generally all of the staff are fantastic , from receptionist , nurse, nurse practioners and Gp's . I have only encountered one slightly rude receptionist on the phone who didn't seem to want to help at all....but apart from this I am very pleased with the service !	3/15/2016 4:58 PM
13	They say they see people in order of urgency but if things were that urgent they should be at hospital, only time I don't mind is when it's a child. I once must have been the second person waiting as there was no one else in the waiting room at the time and I still had to wait 1+ hours as people 'more urgent' came in after me.	3/15/2016 4:50 PM
14	Busy and a rush	3/15/2016 4:45 PM
15	There should be a doctor dedicated to the clinic so the wait time is reduced	3/15/2016 4:42 PM
16	We should really be able to book an appointment to see he doctor in advance. Having to wait on the phone to book an appointment is ridiculous each morning. Sometimes an appointment is needed before work starts and waiting in a que to book the appointment On the day is frustrating.	3/15/2016 4:38 PM
17	The last few times I visited I had to wait over an hour.	3/14/2016 1:53 PM
18	Very long waiting hours. Told you're seen on clinical need but seems to be first come first served.	3/14/2016 1:36 PM
19	Phone appt not poss. Time schedule, time to sin in not uniform enough different regimes would appear to be in place	3/10/2016 2:57 PM
20	I think it works well	3/10/2016 2:43 PM

Q17 Overall, how would you describe your experience of your GP surgery?

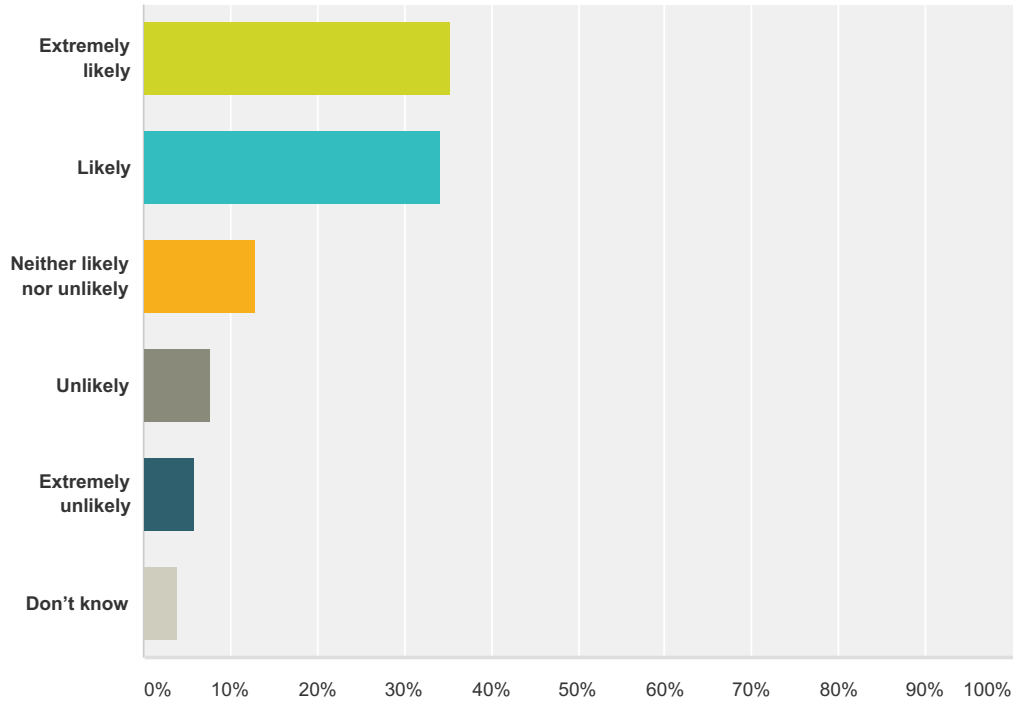
Answered: 208 Skipped: 4



Answer Choices	Responses
Excellent	25.00% 52
Very good	33.17% 69
Good	24.04% 50
Fair	11.06% 23
Poor	6.25% 13
Very poor	0.48% 1
Total	208

Q18 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

Answered: 207 Skipped: 5



Answer Choices	Responses
Extremely likely	35.27% 73
Likely	34.30% 71
Neither likely nor unlikely	13.04% 27
Unlikely	7.73% 16
Extremely unlikely	5.80% 12
Don't know	3.86% 8
Total	207

Q19 Please can you tell us the main reason for the score you have given?

Answered: 114 Skipped: 98

#	Responses	Date
1	Can never get an appointment phone lines are constantly engaged every morning.	3/25/2016 8:05 PM
2	My doctor listens to what I have to say & I don't feel like I'm being rushed out of the room.	3/24/2016 2:29 PM
3	There should be a number to ring to cancel early morning appointments	3/21/2016 1:01 PM
4	Overall I find this surgery excellent and the reception staff lovely. It is the government restrictions that are the problem.	3/21/2016 12:57 PM
5	Although not from experience, I have a general sense that all the GPs are of equal excellence and competency so that gives me, as a patient, confidence in the surgery. It's not too difficult to get an appointment and everyone seems friendly and approachable. The fact the emergency clinic exists is extremely helpful and if I was that desperate to be seen I would accept however long I had to wait to be seen.	3/21/2016 12:55 PM
6	Very happy with all aspects of this emergency appointment. First time I have used it.	3/21/2016 12:41 PM
7	I am very happy with the service I receive at this surgery	3/21/2016 12:39 PM
8	Every time you try to make an appointment on the phone at 8am it says the surgery is closed. After that its busy all the time. How can anyone make an appointment? You might as well not have a surgery at all.	3/18/2016 1:18 PM
9	Everybody at the surgery are friendly and helpful.	3/18/2016 1:16 PM
10	Always feel listened too. Seen as a whole person. Good working practice.	3/18/2016 1:06 PM
11	Difficult to get an appointment. Reception staff aren't overly helpful.	3/18/2016 1:04 PM
12	It is too hard to get appointments even when ringing constantly from oprning. It took 45 minutes to get through.	3/18/2016 1:02 PM
13	Fortunate to see a doctor who was interested. Age seems to govern (70yrs+). Why register new patients? Not enough staff to cope now.	3/18/2016 12:52 PM
14	I have been very pleased with this surgery.	3/18/2016 12:42 PM
15	Phoning for an appointment at 8am is a joke. The last time I used it, it was continually engaged and took 1 hour and 15 mins to get through. By then all the appointments were gone forcing me to use the emergency clinic with a 2 hour wait. How can this surgery be taking on new patients with this service?	3/18/2016 12:40 PM
16	Difficulty in getting an appointment. Not enough staff manning the phones.	3/18/2016 12:37 PM
17	Phones between 8am and 8am. Better to go to A&E in an emergency as you could die before someone answers the phone. Worst ever service. When the GP states one ailment per appointment, if you are elderly or disabled this makes it impossible to receive the correct diagnosis. Very poor system.	3/18/2016 12:35 PM
18	Sometimes things seem to move very slowly at reception.	3/18/2016 12:28 PM
19	Poor service, especially at reception and booking appointments via telephone.	3/18/2016 12:24 PM
20	Been with the practice 77 years. No complaints.	3/18/2016 12:22 PM
21	No problems except not being called for review and bloods until I enquired in March and it should have been previous September.	3/18/2016 12:19 PM
22	I have always been very satisfied with my treatment. Thank you.	3/18/2016 12:17 PM
23	Very good. I have had things cured that I thought I would just have to live with.	3/18/2016 12:16 PM
24	Excellent surgery	3/18/2016 12:14 PM
25	Misdiagnosed for several years,after seeing various gps and specialists so ive suffered physically and mentally stil, i find unbelievable a semi retired disability judge doctor knew by my syptoms whats eas really wrong and asked me if i had heard of it n should consult my gp, although some conditions maybe common for certain age groups amd i have just fell into that group as i got my diagnosis things shouldnt be ruled out as its uncommon i feel to much complacency at times, feel pain not managed effectively, and some key issues being ignored due to facilities not being in the area or knowledge	3/18/2016 11:44 AM

Ashby Turn Primary Care Centre in North Lincolnshire 2016

26	I have two young children and often just need to seek advice and some support when my children are unwell. Appointments are usually quick and I get seen and out again rather speedy. This is a huge convience for my family.	3/18/2016 11:07 AM
27	Been using this surgery since I was born. Lots of changes with different doctors and some of them haven't got time of day for you	3/17/2016 10:07 PM
28	Been using the surgery since birth. Been lots of changes with different doctors and some of them haven't got time of day for you.	3/17/2016 10:02 PM
29	It's impossible to get through when trying to book an appointment. I have been 5th in the queue or higher for what seems like an eternity. I don't like the receptionist asking what my problem is either as its sometimes personal. I would rather them ask if I wish to see a nurse or a doctor and let them know my issue. I'm also uneasy about discussing my personal business at the reception desk as they are not very discreet and the whole queue and waiting room knows my personal details etc. My 16 year old daughter recently went on the pill and the receptionist was discussing her prescription as it wasn't ready with no discretion, my daughter suffers with anxiety and was so embarrassed she wanted to leave. Especially as there were people in the waiting room she knew.	3/17/2016 7:49 PM
30	Would be good for a saturday morning to be open with work + children	3/17/2016 5:02 PM
31	I am happy with this practice	3/17/2016 4:55 PM
32	Because the response and treatment I have received from Ashby Turn Primary Care Centre is excellent. The only problem if I ring for an appointment from 8am I get through at about 840 to be told ALL TODAY appointments have been taken!!!	3/17/2016 4:38 PM
33	Very pleased with my surgery, but could you look at when a doctor asks you to return after a couple of weeks can they not book you an appointment rather than us having to try and get one ourselves which sometimes if very difficult/awkward	3/17/2016 4:36 PM
34	Never needed to visit thr doctor until this visit and it has been excellent - thank you	3/17/2016 4:34 PM
35	Cannot request repeat prescriptions over the phone Cannot use SystmOnline for daughter(under 10 years old) - so I had booked under mu name and they wouldn't change it to hers - they relented on this occasion but how else do i get her an appt when I can't get on appt on the day Cannot ever get through for an appointment on the day	3/17/2016 4:33 PM
36	Overall I am happy with the service at the surgery. It has improved however phoning up in the morning is usually quite traumatic	3/17/2016 4:30 PM
37	Vey helpful have the time to explain problem	3/17/2016 4:26 PM
38	staff 100% - excellent service	3/17/2016 4:25 PM
39	Nurses excellent can ring and book INR appointment	3/17/2016 4:24 PM
40	Very pleased with the running of the surgery. Nothing is too much trouble for the staff. We feel we are looked after very well	3/17/2016 4:23 PM
41	The doctor is usually lways the same and there are no bad things to say about it	3/17/2016 4:21 PM
42	The only problem is getting an appointment	3/17/2016 4:20 PM
43	always satisfied	3/17/2016 4:17 PM
44	Have answered truthfully as possible, that is the result I have given	3/17/2016 4:16 PM
45	Being told to ring 111 service for medical advice at 13:30 then been told by 11 to ring GP's as they don't have drs to call while 18:30 as per the NHS contract. How can you get away with this	3/17/2016 4:15 PM
46	I think their can be improvements	3/17/2016 4:12 PM
47	You have to come out at 7.30am to get an appointment. In the rain or whatever the weather because you can't get through on the phone.	3/17/2016 3:56 PM
48	Generally a good service	3/17/2016 3:54 PM
49	One of reasons I registered here was because of the emergency clinic option	3/17/2016 3:53 PM
50	Normally seen when I need to be seen. Try not to use 8am call chaos!	3/17/2016 3:50 PM
51	Some doctors are brilliant (Dr Lees), he reassures and explains and others just fob you off. When fobbed off, further visits are needed to get treatment. Some receptionists are helpful, some are not!	3/17/2016 3:49 PM
52	I have been taken off the system and I don't know why as I have only been here for 4 weeks so how can I have been struck off? The reception is very helpful.	3/17/2016 3:39 PM

Ashby Turn Primary Care Centre in North Lincolnshire 2016

53	Pleasant and inviting staff who were extremely helpful. highly recommend	3/17/2016 3:25 PM
54	Very Good	3/17/2016 3:21 PM
55	I see the same doctor (Dr Gabel) and she is the best doctor I have had.	3/17/2016 3:16 PM
56	Because I am 65 and from 1951 have used this practice and only in the last 10 years used alot. I have had excellent care.	3/17/2016 3:14 PM
57	Cannot get through on the phone. If successful, no appointments left. Can't get an appointment when you need one!	3/17/2016 3:08 PM
58	I have found the clinic very good and the GP very helpful.	3/17/2016 3:06 PM
59	Appointments to see GP have always gone by 8-30am, hard to get through on phone, system not very good for someone who works full time.	3/16/2016 8:17 PM
60	Doctor Trueman and doctor widders have been fantastic with me they have really helped me and all the other doctors are good to they always listen never rush you out the door I am very happy at this surgery I have been with you since you opened and would recommend friends	3/15/2016 9:02 PM
61	manage to get an appointment every time. always listened to, and given appropriate treatment	3/15/2016 5:48 PM
62	Gp are supposed to diagnose fix help health problems as iv seen almost every go there and there is only one who does this I think I will be changing my surgery I think a lot of patients here including myself feel fobbed off when visiting this surgery	3/15/2016 5:40 PM
63	Receptionist can be rude and appointment availability isn't suitable	3/15/2016 5:16 PM
64	Very impersonal service. I have never seen the same person twice. Usually when I try and may an appointment I call around 50 times before I can get through to a person.	3/15/2016 5:15 PM
65	As a patient working 8-6 I struggle to get appointments late and/or on my day off unless pre booked which if it's not urgent they don't let you pre book	3/15/2016 5:02 PM
66	I have only encountered one rude receptionist on the phone but otherwise I have not had a problem and I have been with the surgery for many many years. My children are registered and my husband is also considering moving from his current GP. Wonderful, friendly staff....keep it up!	3/15/2016 5:00 PM
67	Sometimes I find the reception staff quite short and rude, I understand what it's like to be busy at work and I still remain nice and polite to customers and patients. I haven't had many problems getting an appointment lately which I find good, but having to ring 70+ times to get through can be quite frustrating. I find most of the doctors there helpful and also the nurses.	3/15/2016 4:53 PM
68	Phone lines are always busy (engaged) when trying to call. Receptionists are nosey and always ask why you are calling. This appears to be pointless as the doctors always ask why you are here as appear to have no clue. Have previously been mis diagnosed which led to my daughter been hospitalized and she missed our wedding day. The only doctor I feel I have always been happy to see is Dr aktar.	3/15/2016 4:52 PM
69	Receptionist too noisy, What is her medical degree? Nightmare to get an appointment, phone lines engaged for ages Past experience doctors rather dismissive, misdiagnosed daughter who later ended up in hospital some of the doctors however are excellent at their practise it is just not possible to request these when making an appointment no continuity of care waiting times for an appointment can be over an hour which is too long	3/15/2016 4:47 PM
70	The whole staff are amazing you feel really looked after, they take time and listen, the care from the doctors and nurses is exceptional. This is why I always recommend others to go there. Ashby turn has been our family's doctors for generations, in fact my family were one of the first patients when it first opened. I have always thought the patient care is brilliant here. My favourite doctor being Dr Trueman who I feel goes that extra mile to make you feel welcome and relaxed	3/15/2016 4:39 PM
71	Unable to book an appointment in advance for a day o so later. Appointments can only be booked on the day you call. Absolutely horrendous procedure	3/15/2016 4:39 PM
72	Impossible to get an appointment on the day and ridiculous that you can't pre book for the next day or 2.	3/15/2016 4:36 PM
73	Friendly practice been with the surgery 30 years, no concerns	3/15/2016 4:32 PM
74	They give you an appointment time and you get in about 5 -10minutes after your actual time they tell you	3/15/2016 4:21 PM
75	So the service can be improved	3/14/2016 1:53 PM
76	Last GP I saw prescribed penicillin which I am allergic to	3/14/2016 1:48 PM
77	have been with this surgery first on Ashby Road and then here for 64 years and wouldn't change it for the world.	3/14/2016 1:46 PM
78	Unable to resolve my problem. I have been in agony 15 months.	3/14/2016 1:43 PM

Ashby Turn Primary Care Centre in North Lincolnshire 2016

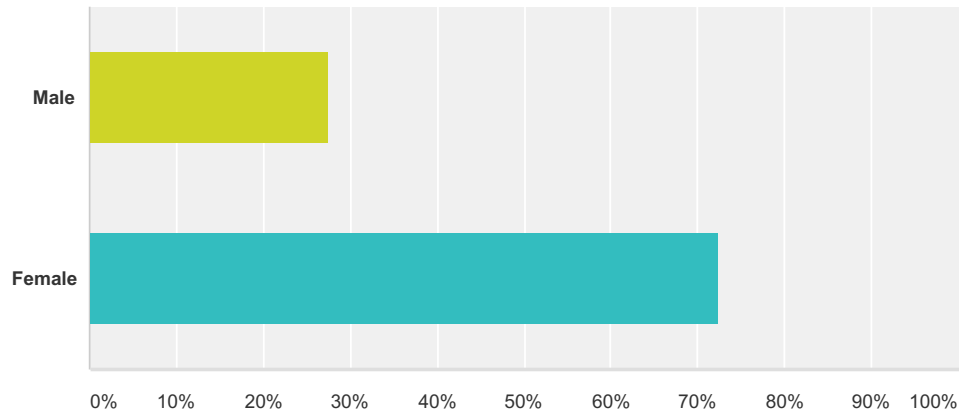
79	very friendly staff	3/14/2016 1:43 PM
80	Honesty	3/14/2016 1:41 PM
81	Appointments are never on time. Told in consultation its only 10 minutes so felt rushed. Ordering prescription on telephone would be better. Referrals gone wrong, Long waiting times. Some terrible uncaring doctors.	3/14/2016 1:38 PM
82	Better than my previous GP. Much happier here	3/14/2016 1:34 PM
83	I've ben with the practice since I was born	3/14/2016 1:32 PM
84	I have been with you for years and you have looked after me well.	3/14/2016 1:31 PM
85	satisfied with care	3/14/2016 1:20 PM
86	long experience	3/14/2016 1:17 PM
87	Never easy to get an appointment, Doctors aften don't have time to listen. Doctors nearly always running upto 40 mins late	3/14/2016 1:13 PM
88	My issues have been of a personal nature. I feel they have been dealt with in the strictest of confidence and I feel happt with the outcome of the appointments I have had	3/14/2016 1:09 PM
89	can never get an appointment can never get through on the phone	3/14/2016 1:05 PM
90	waiting times are a major issue	3/14/2016 1:02 PM
91	Difficult to get appointments Service good when seen	3/11/2016 12:38 PM
92	Eevry time I need to book an appointment I have to keep calling for over an hour to get through. Also I saw a locum GP who was fairly rude, didn't really listen to what I had to say and was dismissive when I did speak	3/11/2016 12:32 PM
93	The staff (including GP's and nurses) are great. Main problem with the surgery is booking appointment	3/11/2016 12:30 PM
94	generally find the service/doctors/nurses/staff to be excellent. no appointment clinic very poor and sometimes cant get appointment same day	3/11/2016 12:26 PM
95	i rang 241 times for an appointment on constant redial but at 8.04 it was still saying surgery closed! four minutes later than it states	3/11/2016 12:24 PM
96	No reason to complain	3/11/2016 12:22 PM
97	32 calls this morning and in the end had to come to surgery to get appointment	3/11/2016 12:21 PM
98	Dr Gabel is a brilliant doctor that listens to what your problems are. The main problem with the surgery is you can never get through on the phone and by the time you do all the appointments are gone.	3/11/2016 12:18 PM
99	Excellent treatment	3/10/2016 3:51 PM
100	Never had aa reason to complain always had my ailments treated promptly and satisfactorily	3/10/2016 3:49 PM
101	It is a fantastic GP service, however trying to make an appointment in a morning is very difficult and can take several attempts of redial	3/10/2016 3:43 PM
102	Think it is wrong to ask people what they wish to see doctor about	3/10/2016 3:37 PM
103	Problem with making appointment start phoning at 8am unable to get through for appointment, very difficult for elderly people	3/10/2016 3:31 PM
104	Unable to get through on phone in the morning when I do get through all the appointments have gne, As a carer I need to arrange back up for my daughter so things can get difficult. My own health is often put on the back burner even though I suffer a chronic condition myself. I try to explain but it falls on deaf ears - NOT GOOD ENOUGH There are not enough general appointment available - how can there be when they have all gone by 8.25am? I know that the doctors hands are tied with government box ticking - calling people in for checks they don't need to free up resources, has the wordl gone mad!	3/10/2016 3:28 PM
105	Can never get an appointment with GP of choice	3/10/2016 3:23 PM
106	only saw reception	3/10/2016 2:55 PM
107	Don't know what score you are referring to.	3/10/2016 2:54 PM
108	good service	3/10/2016 2:51 PM
109	Fair comment on treatment	3/10/2016 2:45 PM
110	I think the service is very good	3/10/2016 2:43 PM

Ashby Turn Primary Care Centre in North Lincolnshire 2016

111	I have no real complaints about the surgery at all, only a little difficult in the morning to get through on the phone. Otherwise, excellent service.	3/10/2016 2:35 PM
112	Very good service	3/10/2016 2:23 PM
113	Overall it is a good practice	3/10/2016 2:17 PM
114	<p>After being with the surgery for nearly 10 years, there has been very few occasions that a suitable appointment time is made available. In general it takes 30 minutes of sitting in a queue, then given a 11.00 o'clock appointment and when advised you work and an appointment at the start of the day or as close to the end is more desirable, this is not in general supported. I personally can come to the surgery and find mothers and toddlers and pensioners waiting. I feel that personally you do not accommodate people working and expect because you have asked for an appointment that you have no other responsibilities to take into account. As a tutor my calendar is booked a month in advance because of what I teach in adult education. There is little or no flexibility to my diary and the company require you to make appointments that consider the business needs. I am aware you can't please everyone but feel some suitable appointment should be made available to those who are in work. I did not find it easy to find out how to register to make appointment online easy. When I did face yet again with having to go out of my way to come to the surgery to collect a form and show ID and then return. Why is the form not available on your website so it can be completed and brought in to show ID. Reducing the inconvenience of coming in twice for the customer.</p>	3/10/2016 1:00 PM

Q20 Are you?

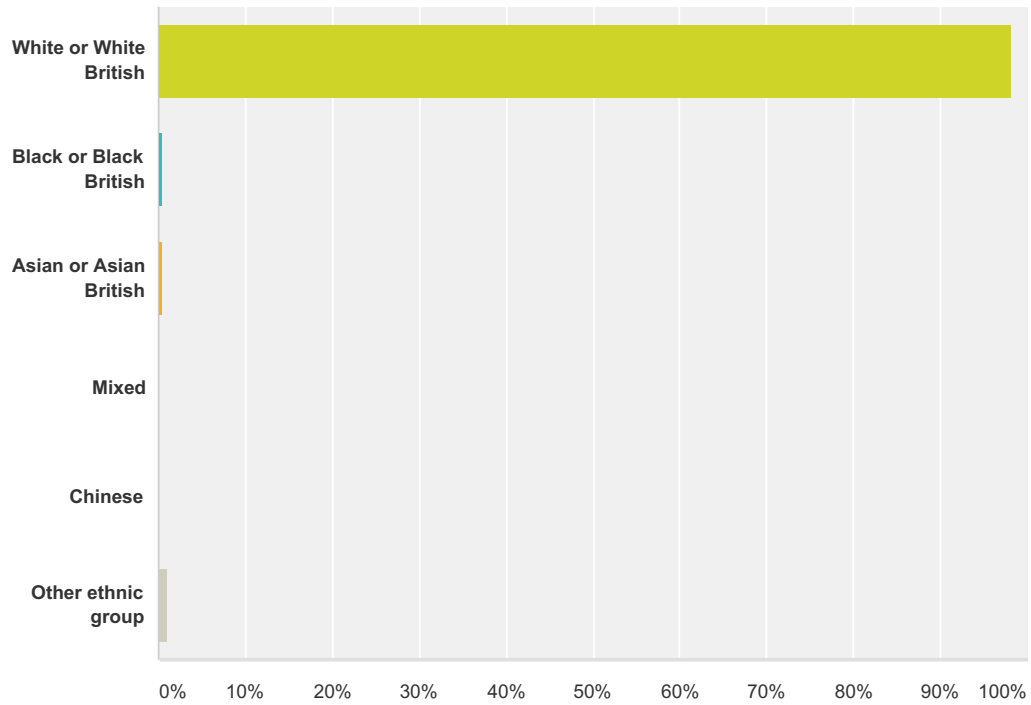
Answered: 203 Skipped: 9



Answer Choices	Responses
Male	27.59% 56
Female	72.41% 147
Total	203

Q21 What is your ethnic group?

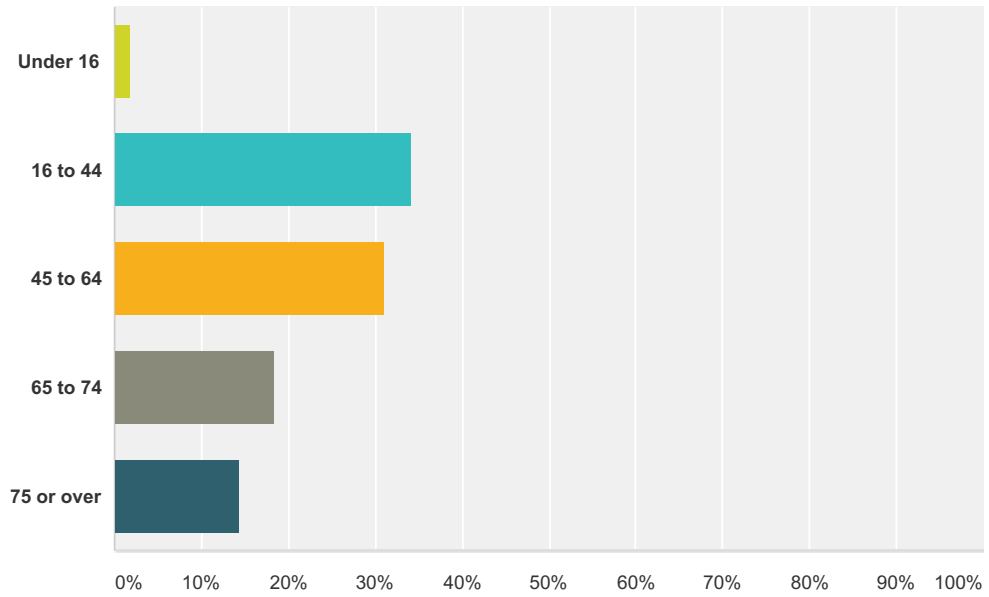
Answered: 203 Skipped: 9



Answer Choices	Responses	
White or White British	98.03%	199
Black or Black British	0.49%	1
Asian or Asian British	0.49%	1
Mixed	0.00%	0
Chinese	0.00%	0
Other ethnic group	0.99%	2
Total		203

Q22 How old are you?

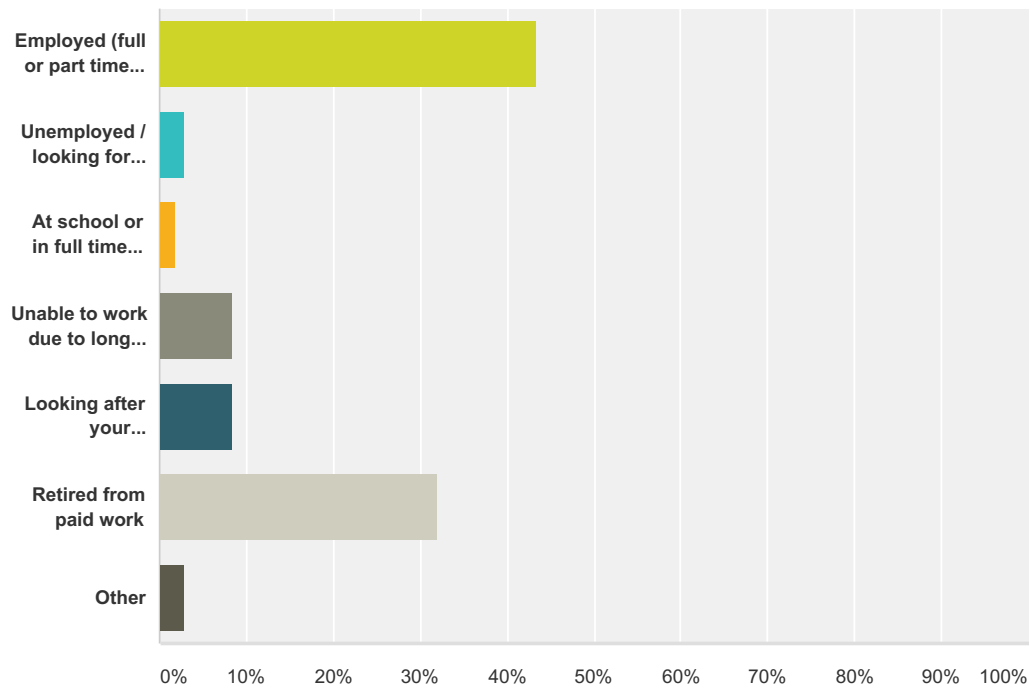
Answered: 202 Skipped: 10



Answer Choices	Responses
Under 16	1.98% 4
16 to 44	34.16% 69
45 to 64	31.19% 63
65 to 74	18.32% 37
75 or over	14.36% 29
Total	202

Q23 Which of the following best describes you?

Answered: 203 Skipped: 9



Answer Choices	Responses
Employed (full or part time, including self-employment)	43.35% 88
Unemployed / looking for work	2.96% 6
At school or in full time education	1.97% 4
Unable to work due to long term sickness	8.37% 17
Looking after your home/family	8.37% 17
Retired from paid work	32.02% 65
Other	2.96% 6
Total	203