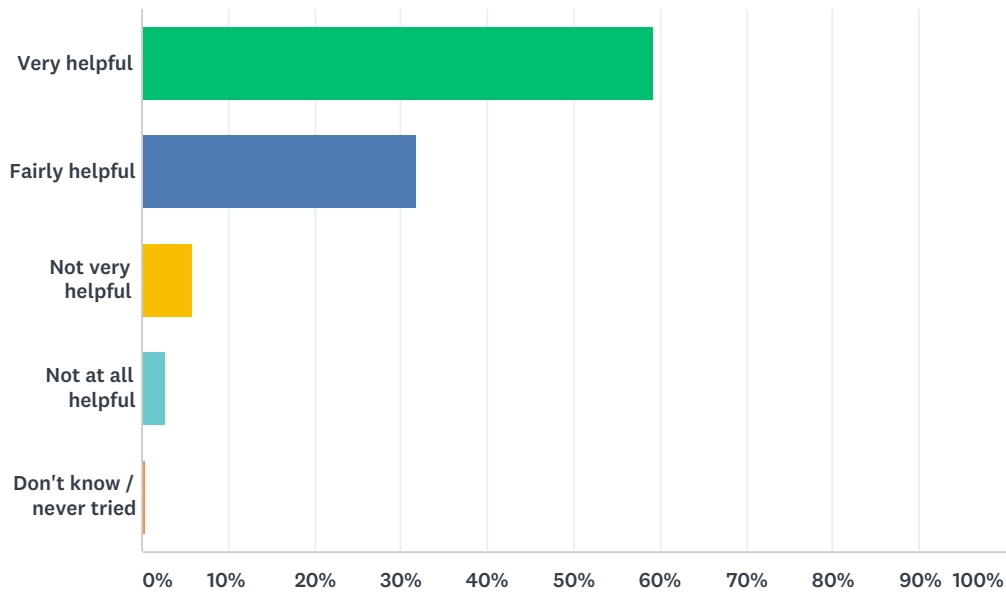


# Q1 When you contact your GP practice, how helpful do you find the reception staff?

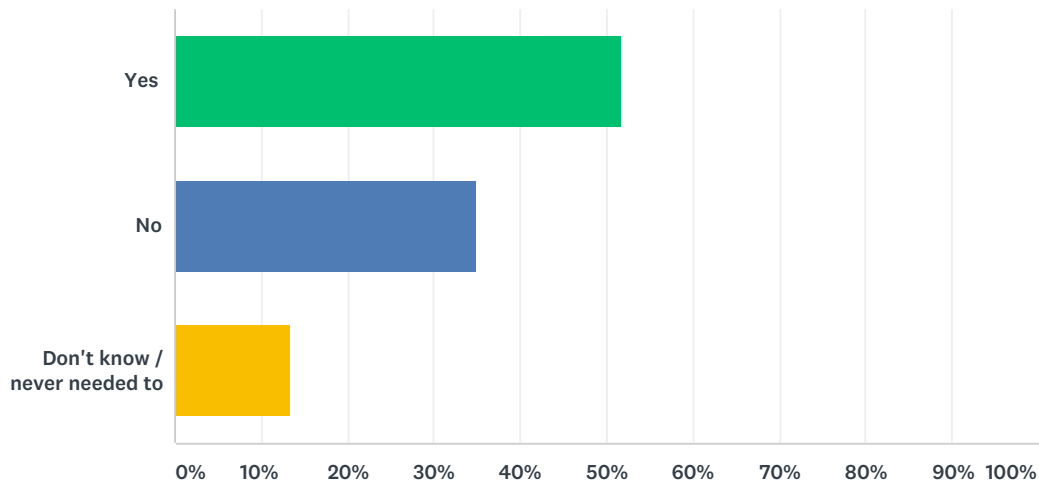
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very helpful	59.19%	132
Fairly helpful	31.84%	71
Not very helpful	5.83%	13
Not at all helpful	2.69%	6
Don't know / never tried	0.45%	1
<b>TOTAL</b>		<b>223</b>

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

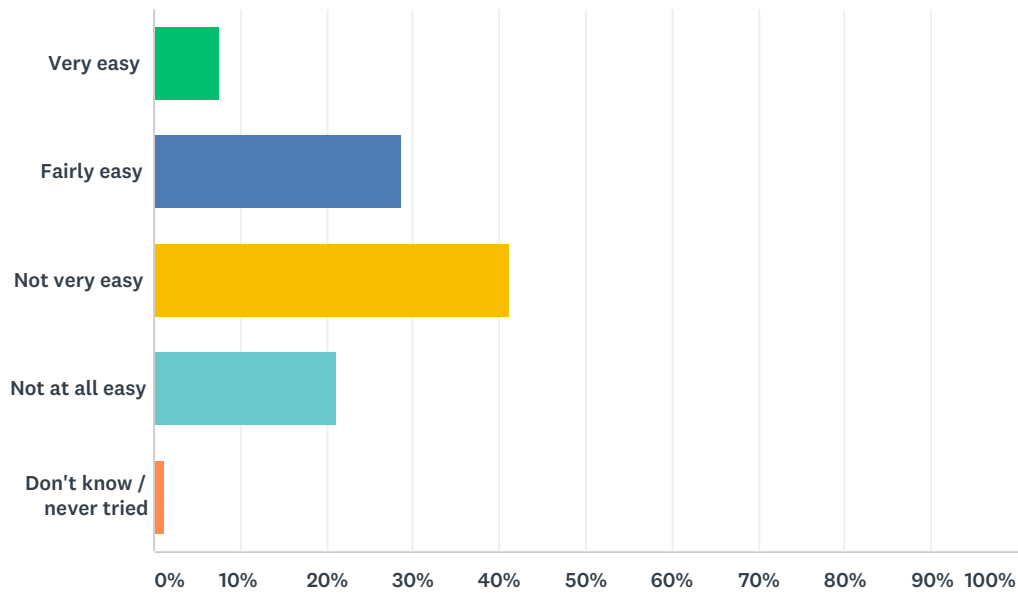
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	51.57%	115
No	34.98%	78
Don't know / never needed to	13.45%	30
TOTAL		223

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

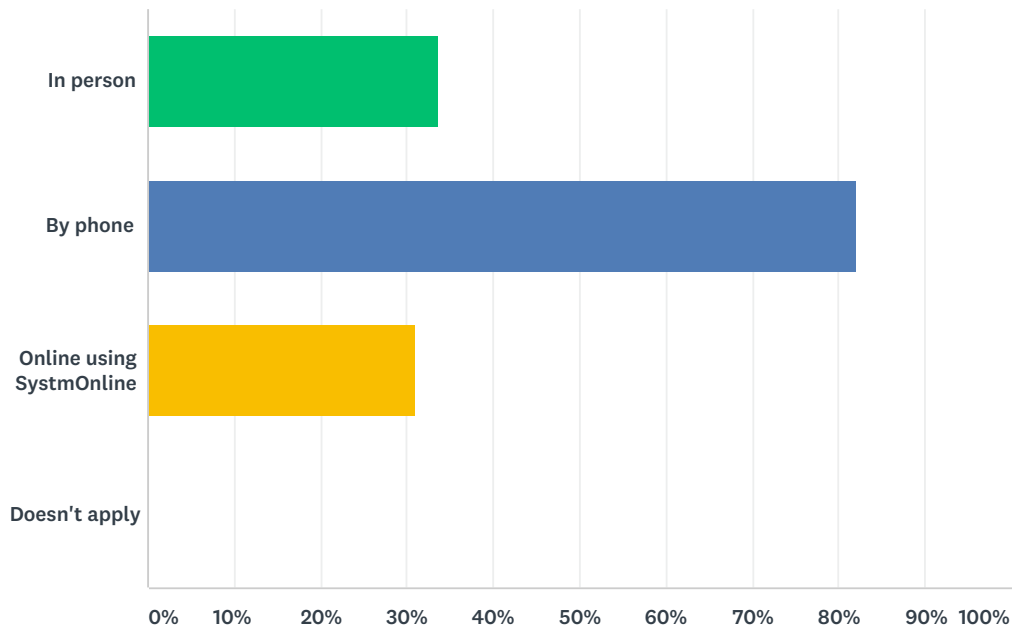
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	7.62%	17
Fairly easy	28.70%	64
Not very easy	41.26%	92
Not at all easy	21.08%	47
Don't know / never tried	1.35%	3
<b>TOTAL</b>		<b>223</b>

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

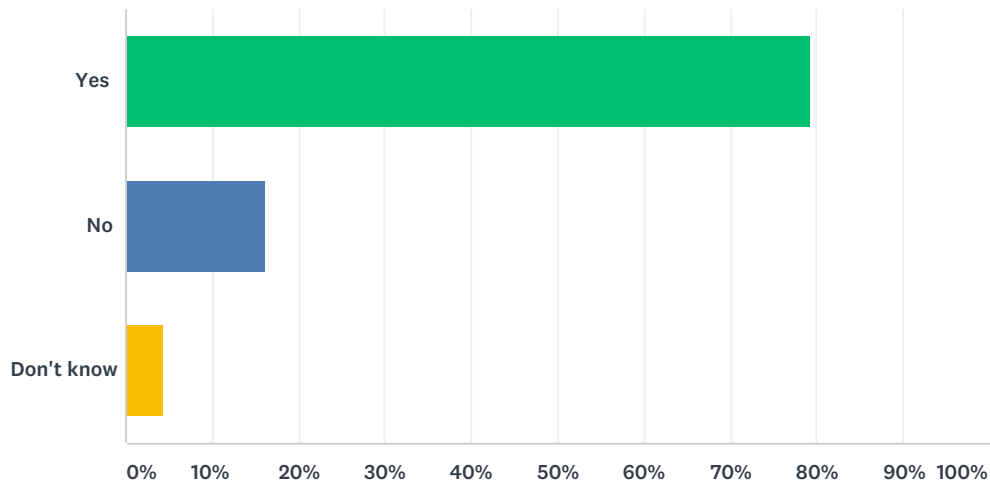
Answered: 223 Skipped: 0



In person	33.63%	75
By phone	82.06%	183
Online using SystemOnline	30.94%	69
Doesn't apply	0.00%	0
Total Respondents: 223		

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

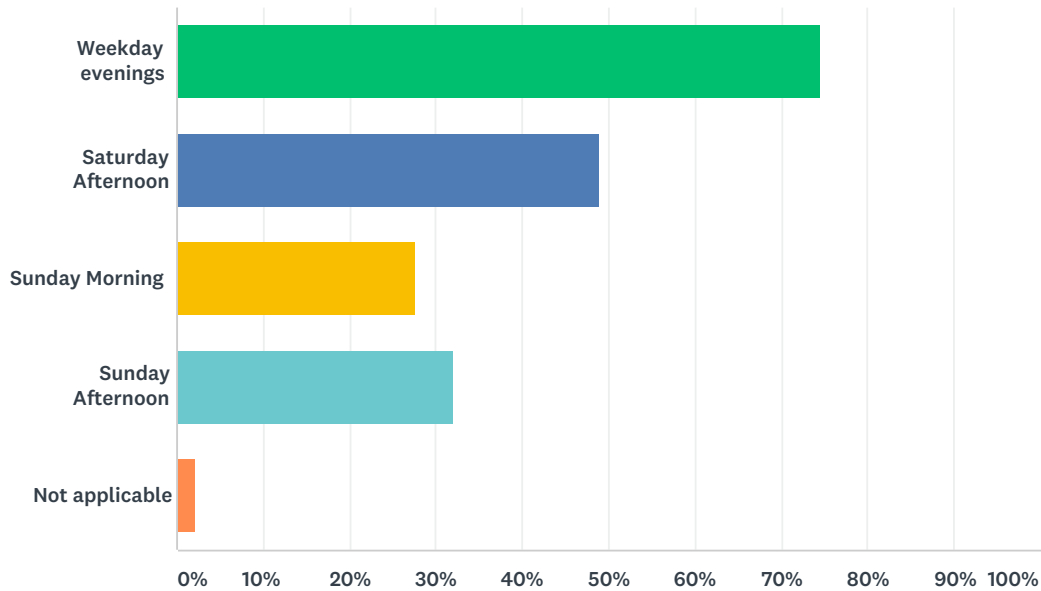
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.37%	177
No	16.14%	36
Don't know	4.48%	10
TOTAL		223

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

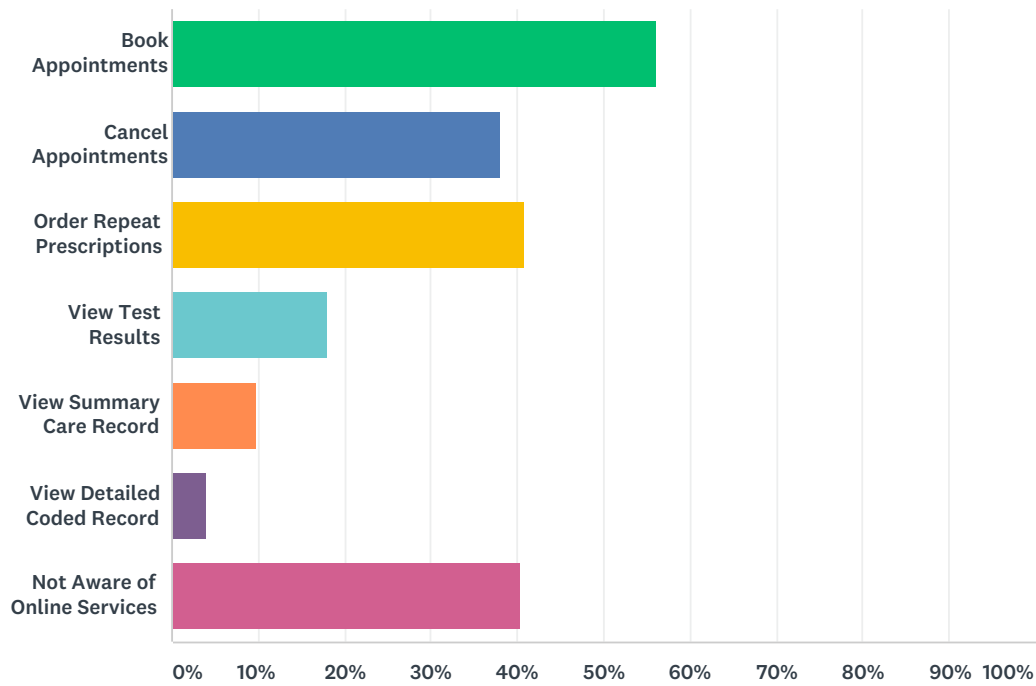
Answered: 47 Skipped: 176



Weekday evenings	74.47%	35
Saturday Afternoon	48.94%	23
Sunday Morning	27.66%	13
Sunday Afternoon	31.91%	15
Not applicable	2.13%	1
Total Respondents: 47		

## Q7 Which of the following Online services are you aware Ashby Turn Surgery offer?

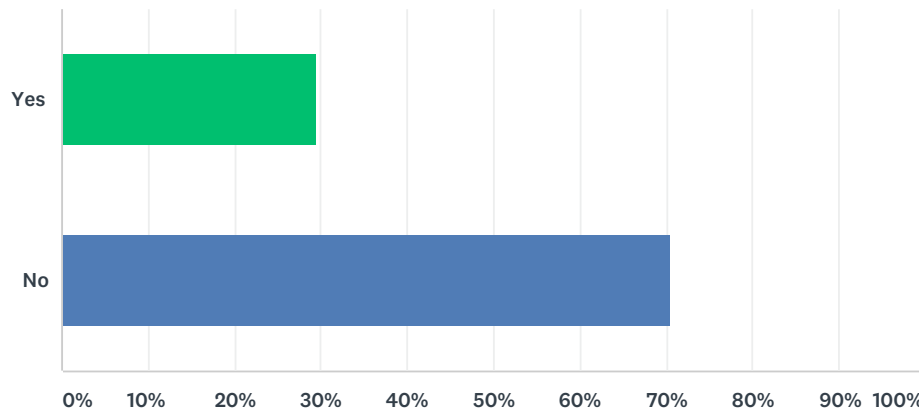
Answered: 223 Skipped: 0



Book Appointments	56.05%	125
Cancel Appointments	38.12%	85
Order Repeat Prescriptions	40.81%	91
View Test Results	17.94%	40
View Summary Care Record	9.87%	22
View Detailed Coded Record	4.04%	9
Not Aware of Online Services	40.36%	90
Total Respondents: 223		

## Q8 Are you currently registered for Online Services at Ashby Turn Surgery?

Answered: 223 Skipped: 0

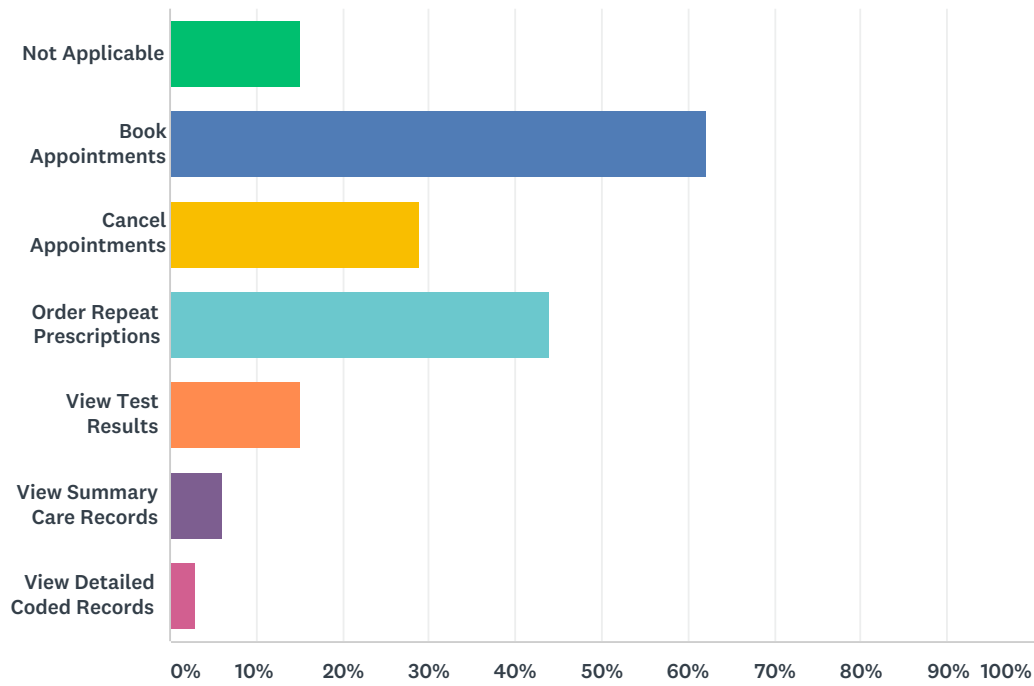


ANSWER CHOICES	RESPONSES	
Yes	29.60%	66
No	70.40%	157
TOTAL		223



### Q9 Which Online Services do you find most useful?

Answered: 66 Skipped: 157



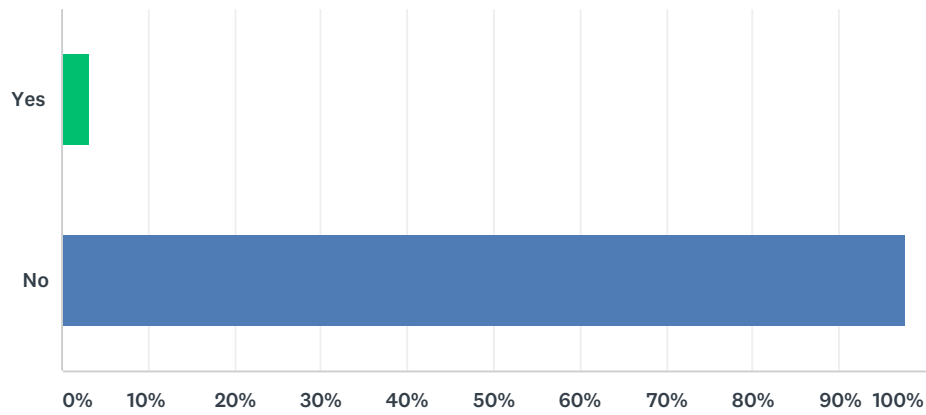
Not Applicable	15.15%	10
Book Appointments	62.12%	41
Cancel Appointments	28.79%	19
Order Repeat Prescriptions	43.94%	29
View Test Results	15.15%	10
View Summary Care Records	6.06%	4
View Detailed Coded Records	3.03%	2
Total Respondents: 66		

## Q10 How can we improve your online experience further?

Answered: 23 Skipped: 200

### Q11 Are you a current member of the practice's Patient Participation group?

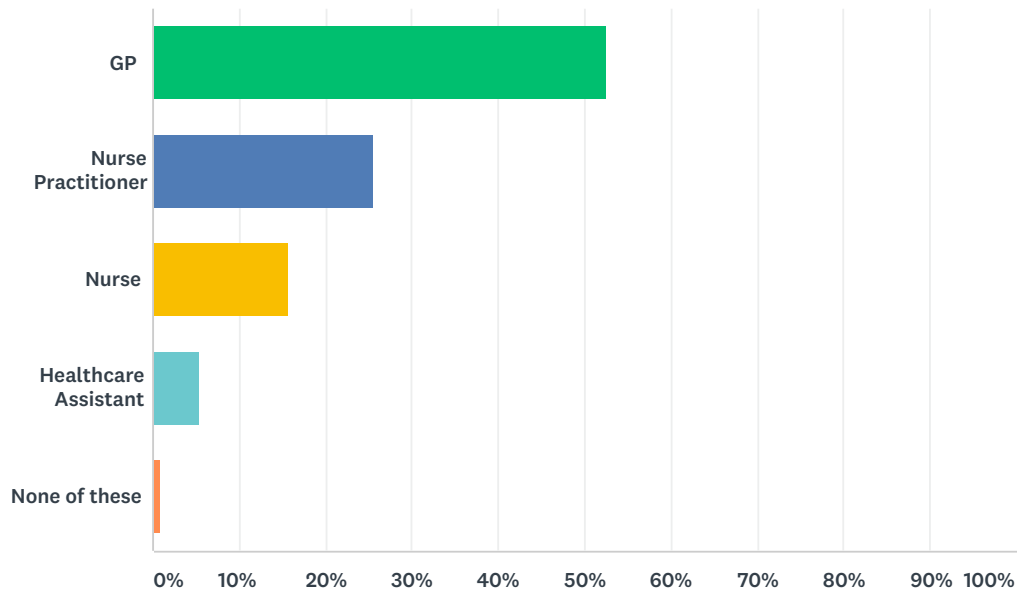
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	3.14%	7
No	97.76%	218
Total Respondents: 223		

### Q12 Which clinician did you last see?

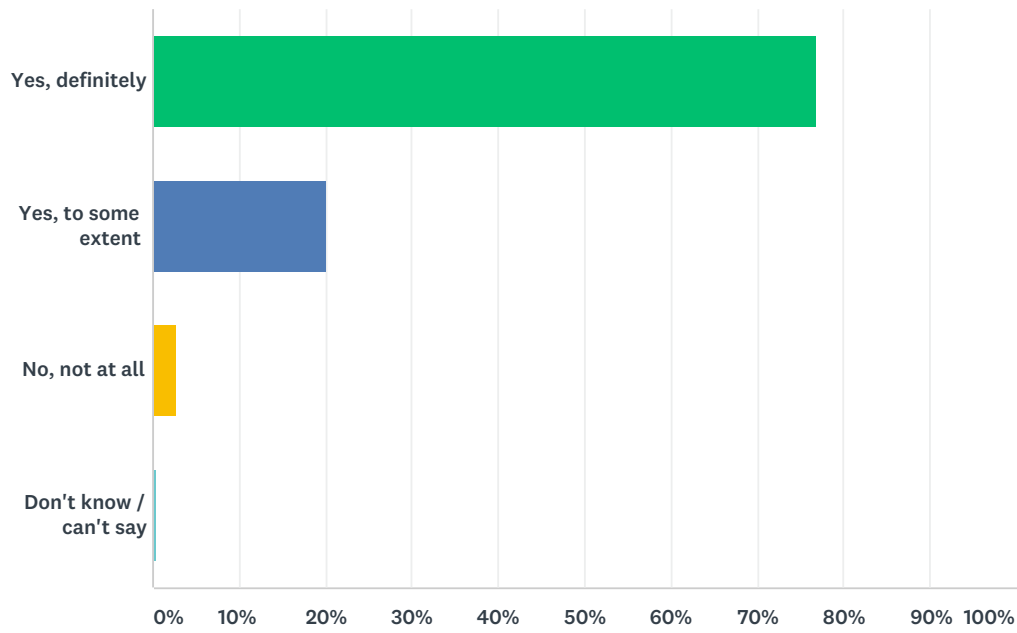
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
GP	52.47%	117
Nurse Practitioner	25.56%	57
Nurse	15.70%	35
Healthcare Assistant	5.38%	12
None of these	0.90%	2
<b>TOTAL</b>		<b>223</b>

### Q13 Did you have confidence and trust in the clinician you saw or spoke to?

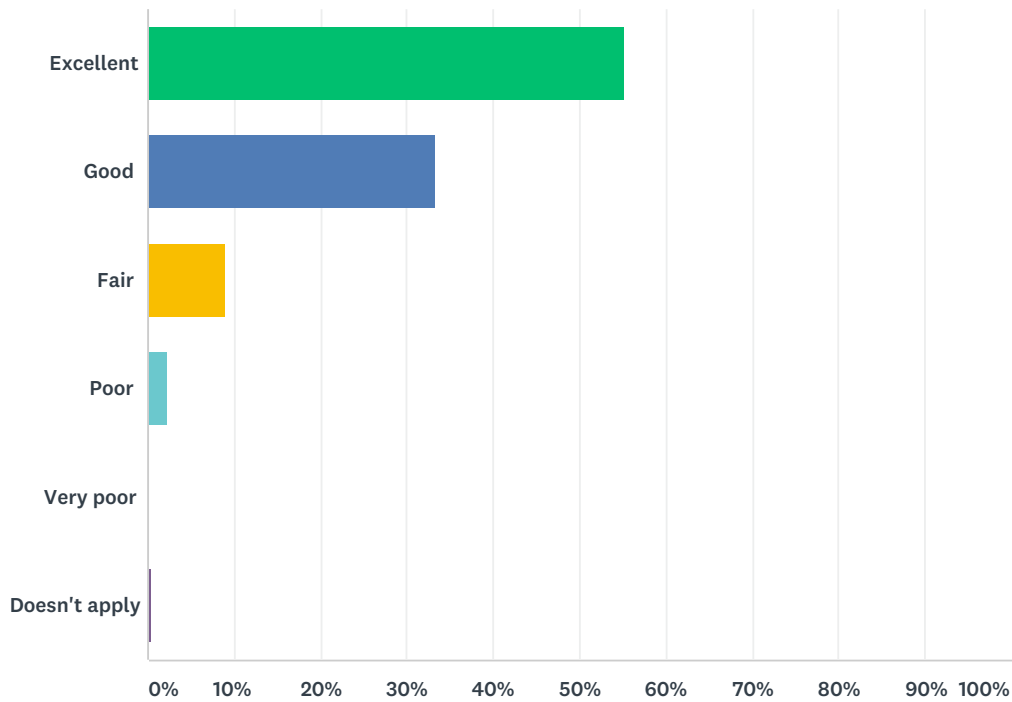
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	76.68%	171
Yes, to some extent	20.18%	45
No, not at all	2.69%	6
Don't know / can't say	0.45%	1
<b>TOTAL</b>		<b>223</b>

### Q14 How good was the last clinician you saw at giving you enough time?

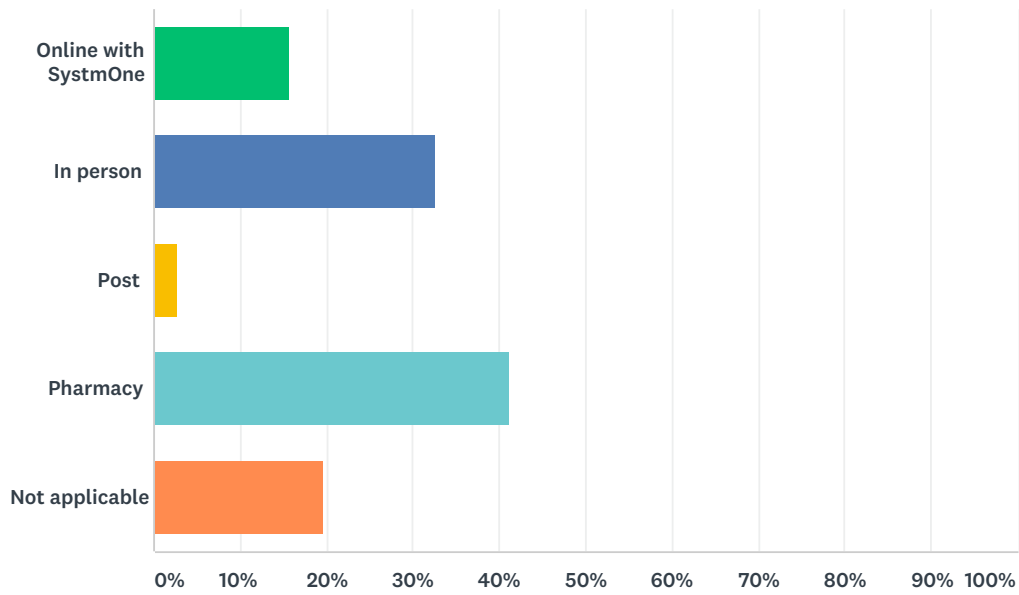
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	55.16%	123
Good	33.18%	74
Fair	8.97%	20
Poor	2.24%	5
Very poor	0.00%	0
Doesn't apply	0.45%	1
<b>TOTAL</b>		<b>223</b>

### Q15 Which methods do you find useful when ordering your repeat prescription? (Please tick all that apply)

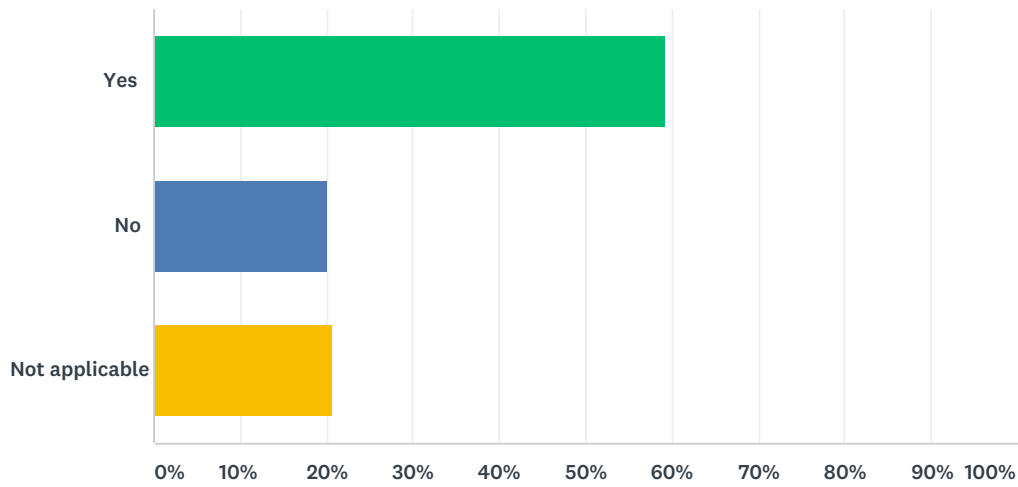
Answered: 223 Skipped: 0



Online with SystemOne	15.70%	35
In person	32.74%	73
Post	2.69%	6
Pharmacy	41.26%	92
Not applicable	19.73%	44
Total Respondents: 223		

### Q16 Do you have your repeat prescription sent to directly to the chemist (EPS) ?

Answered: 223 Skipped: 0

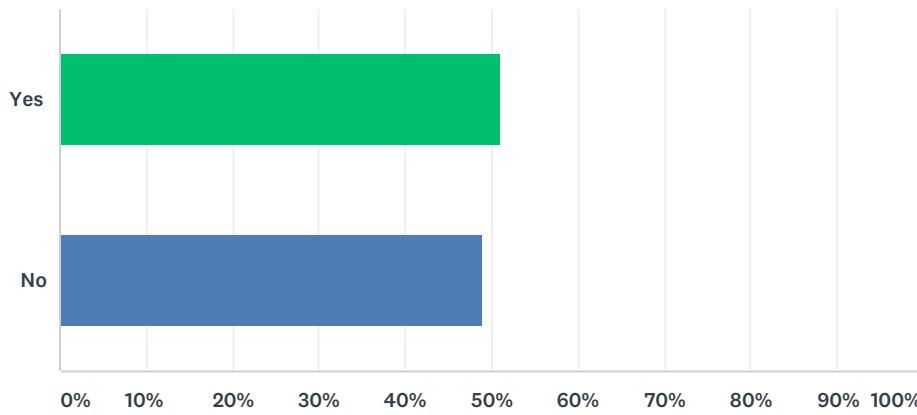


ANSWER CHOICES	RESPONSES	
Yes	59.19%	132
No	20.18%	45
Not applicable	20.63%	46
<b>TOTAL</b>		<b>223</b>



**Q17 Have you used our emergency drop in clinic? (please note that this clinic is not available if routine appointments are still available at 3pm)**

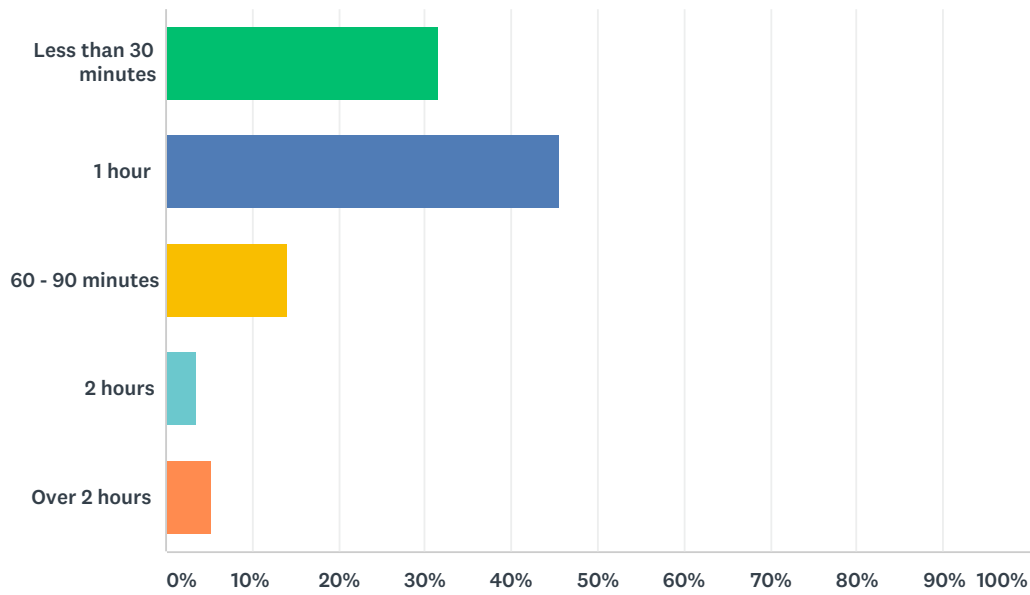
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	51.12%	114
No	48.88%	109
TOTAL		223

### Q18 Thinking about the most recent time you used our emergency drop in clinic, how long did you wait to be seen?

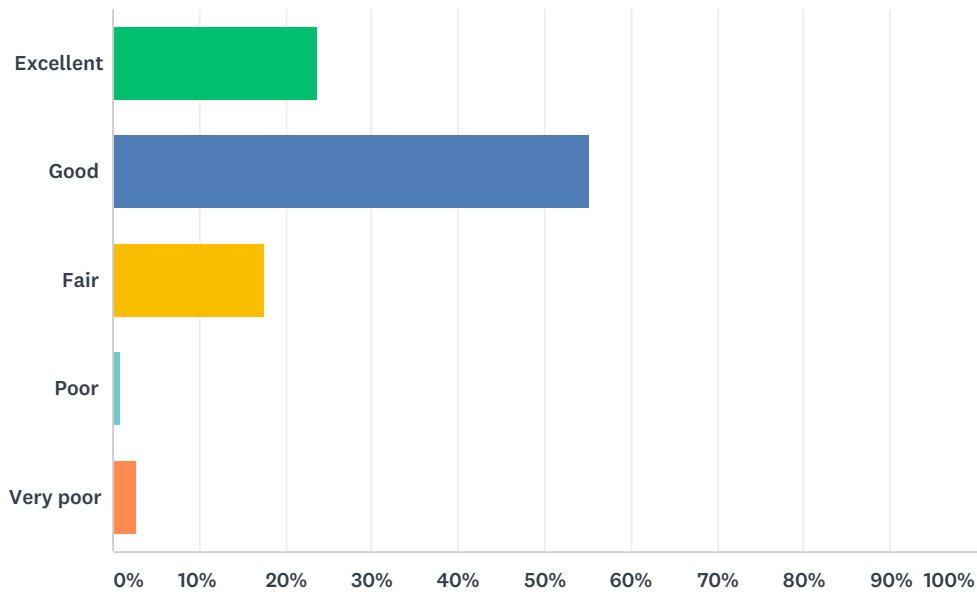
Answered: 114 Skipped: 109



ANSWER CHOICES	RESPONSES	
Less than 30 minutes	31.58%	36
1 hour	45.61%	52
60 - 90 minutes	14.04%	16
2 hours	3.51%	4
Over 2 hours	5.26%	6
<b>TOTAL</b>		<b>114</b>

### Q19 Thinking about when you recently used the emergency drop in clinic, how do rate this service?

Answered: 114 Skipped: 109



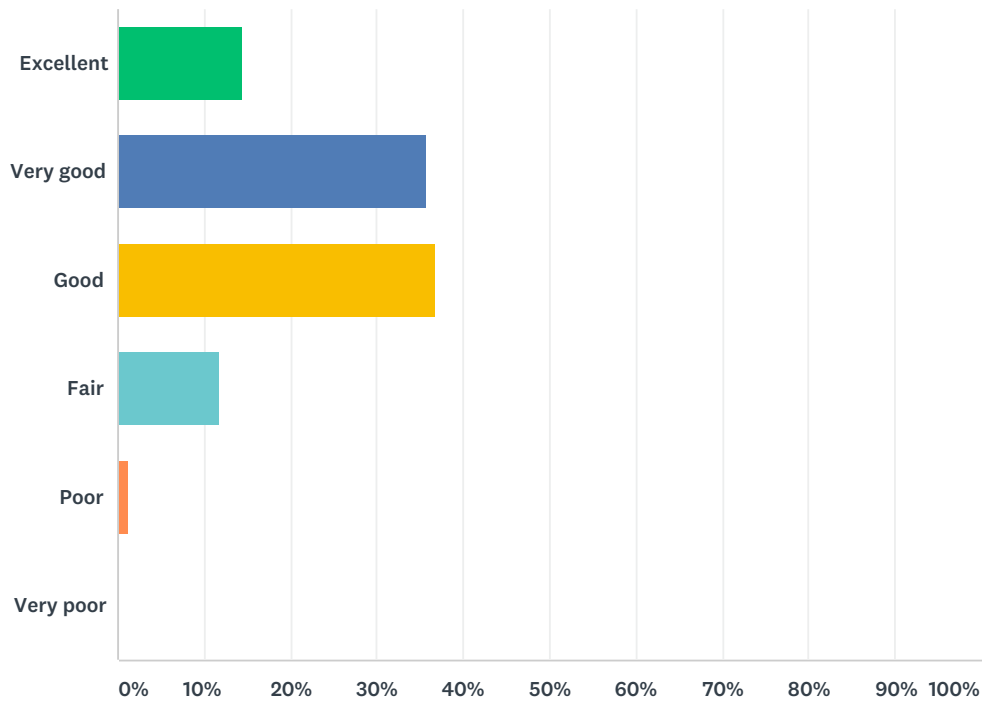
ANSWER CHOICES	RESPONSES
Excellent	23.68% 27
Good	55.26% 63
Fair	17.54% 20
Poor	0.88% 1
Very poor	2.63% 3
<b>TOTAL</b>	<b>114</b>

## Q20 Have you any further comments about the emergency drop in clinic?

Answered: 15 Skipped: 208

## Q21 Overall, how would you describe your experience of your GP surgery?

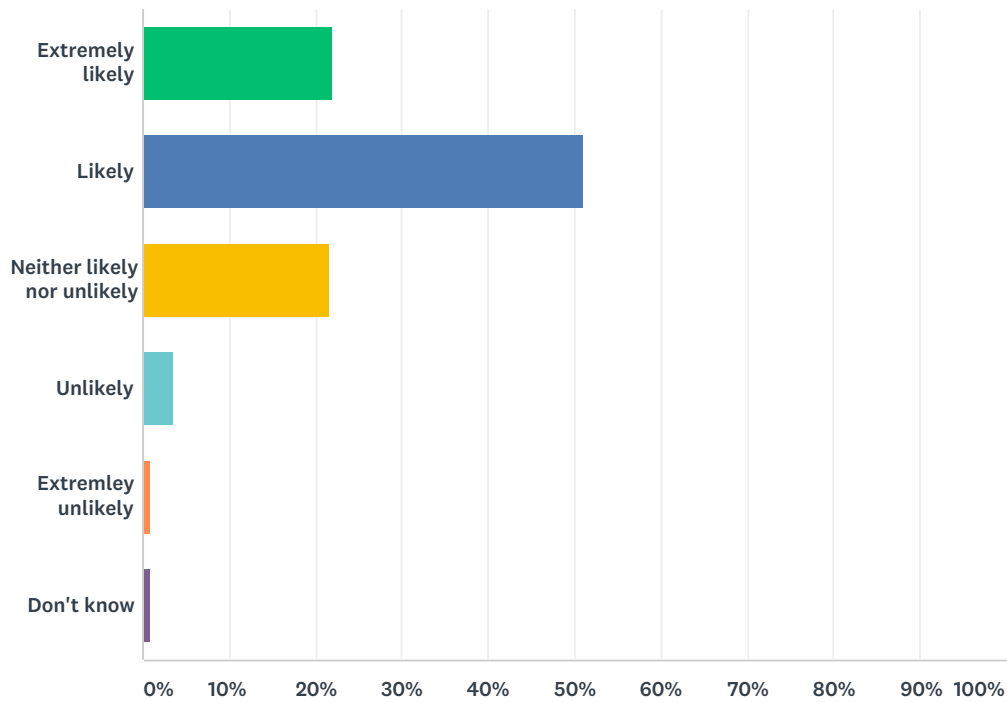
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	14.35%	32
Very good	35.87%	80
Good	36.77%	82
Fair	11.66%	26
Poor	1.35%	3
Very poor	0.00%	0
<b>TOTAL</b>		<b>223</b>

## Q22 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

Answered: 223 Skipped: 0



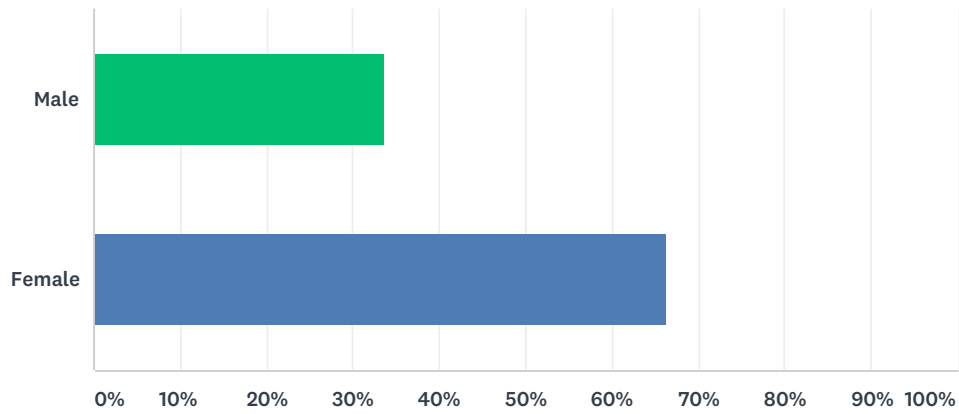
ANSWER CHOICES	RESPONSES	
Extremely likely	21.97%	49
Likely	51.12%	114
Neither likely nor unlikely	21.52%	48
Unlikely	3.59%	8
Extremely unlikely	0.90%	2
Don't know	0.90%	2
<b>TOTAL</b>		<b>223</b>

## Q23 Please can you tell us below the main reason for the score you have given?

Answered: 13 Skipped: 210

### Q24 Are you...

Answered: 223 Skipped: 0

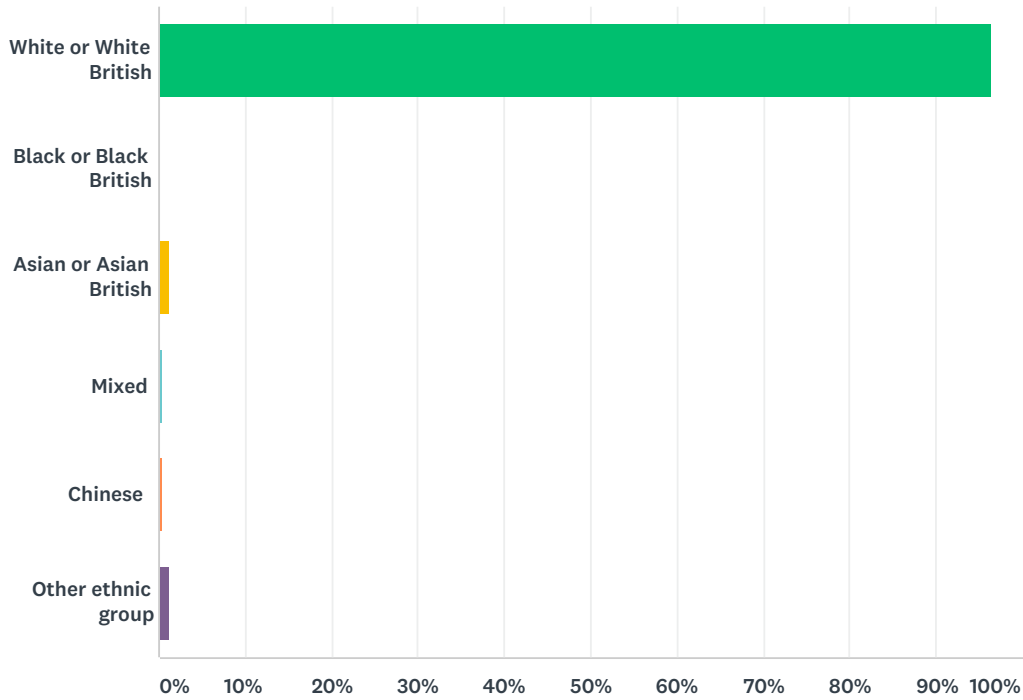


ANSWER CHOICES	RESPONSES
Male	33.63% 75
Female	66.37% 148
TOTAL	223



### Q25 What is your ethnic group?

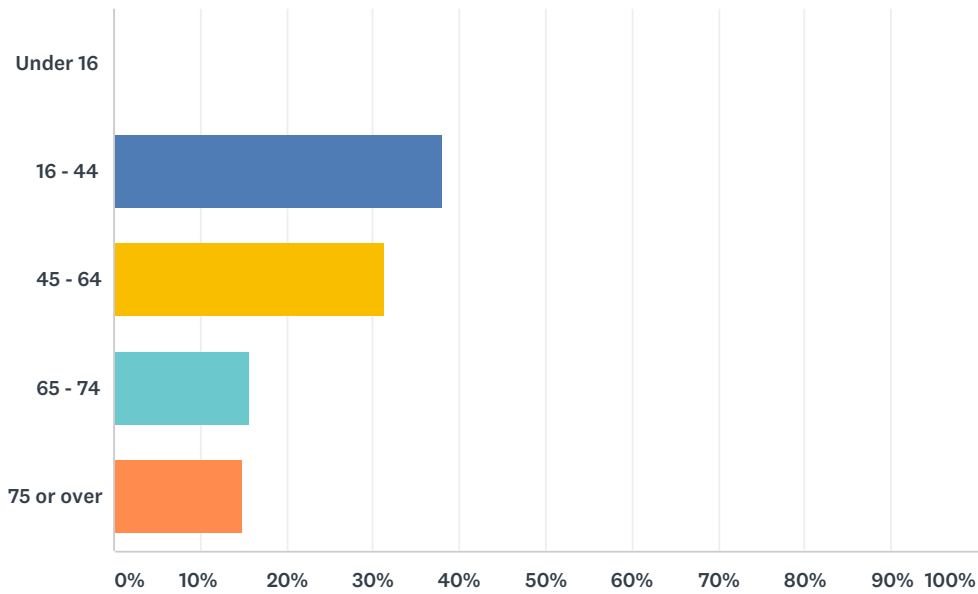
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
White or White British	96.41%	215
Black or Black British	0.00%	0
Asian or Asian British	1.35%	3
Mixed	0.45%	1
Chinese	0.45%	1
Other ethnic group	1.35%	3
<b>TOTAL</b>		<b>223</b>

### Q26 How old are you?

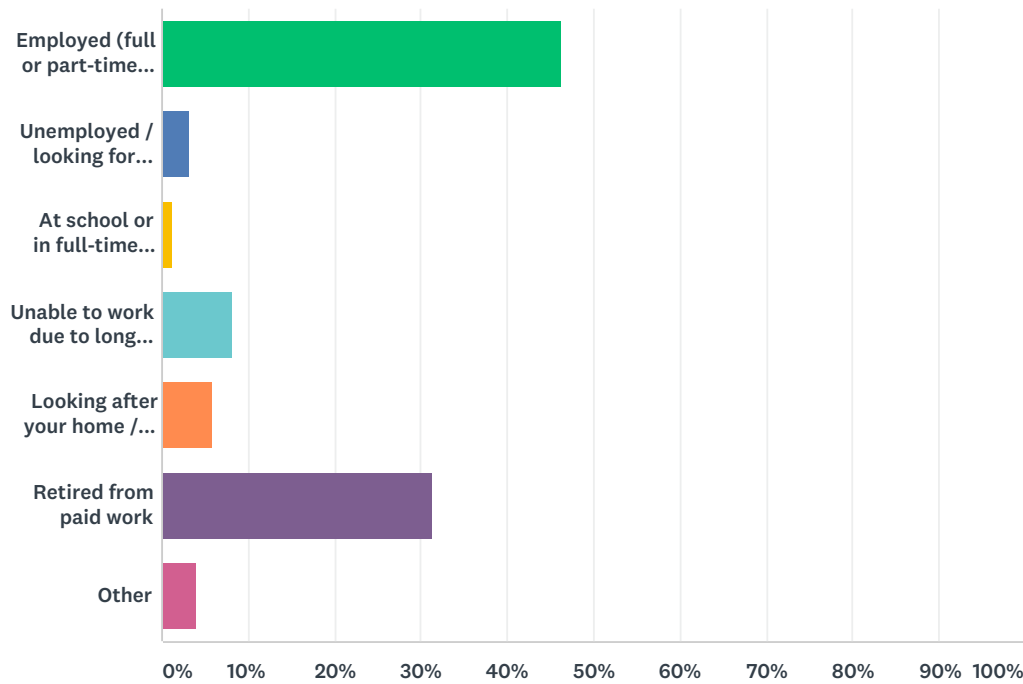
Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16 - 44	38.12%	85
45 - 64	31.39%	70
65 - 74	15.70%	35
75 or over	14.80%	33
<b>TOTAL</b>		<b>223</b>

## Q27 Which of the following describes you best?

Answered: 223 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employed (full or part-time, including self employment)	46.19%	103
Unemployed / looking for work	3.14%	7
At school or in full-time education	1.35%	3
Unable to work due to long term sickness	8.07%	18
Looking after your home / family	5.83%	13
Retired from paid work	31.39%	70
Other	4.04%	9
<b>TOTAL</b>		<b>223</b>