




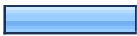











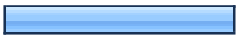
1. How helpful do you find the receptionists at the Practice ?

		Response Percent	Response Count
Very helpful		29.9%	72
Fairly helpful		38.6%	93
Not very helpful		14.9%	36
Not at all helpful		10.0%	24
Dont know		6.6%	16
answered question			241
skipped question			3




2. How easy is it to get through on the telephone to St Bartholomews ?

		Response Percent	Response Count
Very easy		21.0%	51
Fairly easy		44.4%	108
Not very easy		12.3%	30
Not at all easy		1.2%	3
Dont know		21.0%	51
answered question			243
skipped question			1



3. How easy is it to speak to a doctor or nurse on the phone at either St Bartholomews or Brookes ?

		Response Percent	Response Count
Very easy		14.5%	35
Fairly easy		24.1%	58
Not very easy		16.2%	39
Not at all easy		5.4%	13
Dont know		2.9%	7
Havent tried		36.9%	89
answered question			241
skipped question			3







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

		Response Percent	Response Count
Yes		28.6%	69
No		37.3%	90
Dont know / never needed to		34.0%	82
answered question			241
skipped question			3


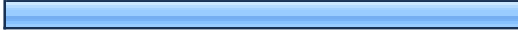


5. How important is it to you to be able to book appointments ahead of time ?

		Response Percent	Response Count
Important		90.5%	218
Not important		9.5%	23
answered question			241
skipped question			3





6. How easy is it to book ahead for appointments ?

		Response Percent	Response Count
Very easy		17.8%	43
Fairly easy		47.9%	116
Not very easy		12.4%	30
Not easy		7.0%	17
Dont know		3.3%	8
Havent tried		11.6%	28
answered question			242
skipped question			2






7. How do you normally book your appointments at your Practice ? (please tick all boxes that apply)

		Response Percent	Response Count
In person		29.2%	71
By phone		83.1%	202
Online		1.6%	4
Doesnt apply		5.8%	14
answered question			243
skipped question			1

**8. Which of these following methods would you prefer to use to book appointments ?
(please tick all boxes that apply)**

		Response Percent	Response Count
In person		29.3%	71
By phone		69.8%	169
Online		50.8%	123
Doesn't apply		1.7%	4
answered question			242
skipped question			2

9. Thinking of times when you want to see a particular doctor - How quickly do you get seen ?

		Response Percent	Response Count
Same day or next day		7.5%	18
2 - 4 days		22.2%	53
5 days or more		36.8%	88
I dont usually need to be seen quickly		4.2%	10
Dont know, never tried.		29.3%	70
answered question			239
skipped question			5

10. How do you rate this ?

		Response Percent	Response Count
Excellent		5.4%	13
Very good		11.3%	27
Good		12.6%	30
Fair		21.8%	52
Poor		13.8%	33
Very poor		6.3%	15
Does not apply		28.9%	69
answered question			239
skipped question			5

11. Thinking of times when you are willing to see any doctor - How quickly do you get seen ?

		Response Percent	Response Count
Same day or next day		17.4%	42
2- 4 days		45.0%	109
5 days or more		18.2%	44
I dont usually need to be seen quickly		5.4%	13
Dont know never tried.		14.0%	34
answered question			242
skipped question			2

12. How do you rate this ?

		Response Percent	Response Count
Excellent		7.9%	19
Very good		15.4%	37
Good		17.1%	41
Fair		21.3%	51
Poor		12.9%	31
Very poor		8.3%	20
Does not apply		17.1%	41
answered question			240
skipped question			4

13. How long did you wait for your consultation to start after your appointment time ?

		Response Percent	Response Count
Less than 5 minutes		13.3%	31
5 - 10 minutes		35.6%	83
11 - 20 minutes		33.0%	77
21 - 30 minutes		9.0%	21
More than 30 minutes		3.0%	7
There was no set time for my consultation		11.6%	27
answered question			233
skipped question			11

14. How do you rate this ?

		Response Percent	Response Count
Excellent		5.1%	12
Very good		14.1%	33
Good		21.8%	51
Fair		28.2%	66
Poor		14.1%	33
Very poor		5.6%	13
Does not apply		11.1%	26
answered question			234
skipped question			10

15. Is your GP Practice currently open at times that are convenient to you ?

		Response Percent	Response Count
Yes Go to Q17		62.0%	147
No		21.9%	52
Dont know		16.0%	38
answered question			237
skipped question			7





16. Which of the additional opening hours would make it easier for you to see or speak to someone ? (please put an X in all boxes that apply)

		Response Percent	Response Count
Before 8 a.m	<input type="checkbox"/>	4.6%	5
At lunchtime	<input type="checkbox"/>	10.1%	11
After 6.30 p.m	<input checked="" type="checkbox"/>	33.9%	37
On a Saturday	<input checked="" type="checkbox"/>	32.1%	35
On a Sunday	<input type="checkbox"/>	13.8%	15
None of these	<input type="checkbox"/>	5.5%	6
answered question			109
skipped question			135







17. Is there a particular G.P you prefer to see or speak to ?

		Response Percent	Response Count
Yes	<input checked="" type="checkbox"/>	32.5%	77
No go to Q19	<input checked="" type="checkbox"/>	67.5%	160
answered question			237
skipped question			7






18. How often do you see or speak to the G.P you prefer ?

		Response Percent	Response Count
Always or almost always		26.4%	23
A lot of the time		28.7%	25
Some of the time		27.6%	24
Never or almost never		17.2%	15
answered question			87
skipped question			157






19. In the last six months how good was your GP in giving you enough time ?

		Response Percent	Response Count
Didnt see a GP in the last 6 months ... Go to Q25		21.6%	51
Very good		34.3%	81
Good		25.8%	61
Fair		14.0%	33
Poor		3.0%	7
Very poor		1.3%	3
answered question			236
skipped question			8






20. How good was the G.P in listening to you ?

		Response Percent	Response Count
Very good		39.6%	74
Good		41.2%	77
Fair		12.3%	23
Poor		4.8%	9
Very poor		2.1%	4
answered question			187
skipped question			57






21. How good was the G.P in explaining tests and treatments ?

		Response Percent	Response Count
Very good		36.6%	68
Good		40.9%	76
Fair		15.6%	29
Poor		4.8%	9
Very poor		2.2%	4
answered question			186
skipped question			58

22. How good was the G.P in involving you in decisions about your care ?

		Response Percent	Response Count
Very good		32.1%	59
Good		37.5%	69
Fair		22.3%	41
Poor		5.4%	10
Very poor		2.7%	5
answered question			184
skipped question			60

23. How good was the GP in treating you with care and concern ?

		Response Percent	Response Count
Very good		33.5%	62
Good		43.2%	80
Fair		15.7%	29
Poor		5.4%	10
Very Poor		2.2%	4
answered question			185
skipped question			59

24. Do you have confidence and trust in the GP you saw or spoke to ?

		Response Percent	Response Count
Yes , definitely		48.1%	89
Yes to some extent		43.2%	80
No, not at all		5.9%	11
Dont know / cant say		2.7%	5
answered question			185
skipped question			59

25. If you have seen a nurse in the last 6 months how good was she at giving you enough time ?

		Response Percent	Response Count
Have not seen a nurse in the last 6 months Go to Q30		35.9%	85
Good		46.0%	109
Fair		14.3%	34
Poor		3.4%	8
Very poor		0.4%	1
answered question			237
skipped question			7






26. How good was the nurse in listening to you ?

		Response Percent	Response Count
Very good		32.9%	50
Good		40.8%	62
Fair		20.4%	31
Poor		5.3%	8
Very poor		0.7%	1
answered question			152
skipped question			92





27. How good was the nurse in explaining tests and treatments

		Response Percent	Response Count
Very good		34.9%	53
Good		38.2%	58
Fair		21.7%	33
Poor		5.3%	8
Very Poor		0.0%	0
answered question			152
skipped question			92




28. Did the nurse treat you with care and concern ?

		Response Percent	Response Count
Very good		38.3%	57
Good		37.6%	56
Fair		16.8%	25
Poor		6.7%	10
Very poor		0.7%	1
answered question			149
skipped question			95


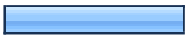


29. Did you have confidence and trust in the last nurse you saw or spoke to ?

		Response Percent	Response Count
Yes definitely		49.0%	75
Yes to some extent		41.8%	64
No, not at all		5.9%	9
Dont know / can't say		3.3%	5
answered question			153
skipped question			91

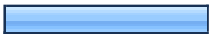



30. How well does the Practice help you understand your health problems ?

		Response Percent	Response Count
Very well		50.2%	116
Unsure		41.6%	96
Not very well		8.2%	19
answered question			231
skipped question			13

31. How well does the Practice help you cope with your health problems ?

		Response Percent	Response Count
Very well		41.9%	99
Unsure		28.4%	67
Not very well		11.4%	27
Does not apply		18.2%	43
answered question			236
skipped question			8

32. How well does the Practice help you to keep yourself healthy ?

		Response Percent	Response Count
Very well		32.3%	76
Unsure		32.3%	76
Not very well		15.3%	36
Does not apply		20.0%	47
answered question			235
skipped question			9



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

		Response Percent	Response Count
Excellent		12.4%	29
Very good		25.3%	59
Good		34.8%	81
Fair		13.3%	31
Poor		11.2%	26
Very poor		3.0%	7
answered question			233
skipped question			11





34. Would you recommend St Bartholomews and Brookes surgeries to anyone else ?

		Response Percent	Response Count
Yes, definitely		27.9%	67
Yes, probably		37.1%	89
No, probably not		16.7%	40
No, definitely not		7.9%	19
Dont know		10.4%	25
answered question			240
skipped question			4


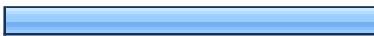

35. Are you ?

		Response Percent	Response Count
Male		24.3%	58
Female		75.7%	181
answered question			239
skipped question			5

36. How old are you ?

		Response Percent	Response Count
Under 16		0.0%	0
16 to 44		86.5%	211
45 to 64		7.8%	19
65 to 74		4.5%	11
75 or over		1.2%	3
answered question			244
skipped question			0

37. Do you have a long standing health condition ?

		Response Percent	Response Count
Yes		28.4%	69
No		59.7%	145
Dont know / can't say		11.9%	29
answered question			243
skipped question			1

38. Do you have any other comments about your GP Practice ?

	Response Count
	77
answered question	77
skipped question	167

39. Is there anything that you would like the Practice to change ?

	Response Count
	48
answered question	48
skipped question	196