



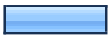











1. How helpful do you find the receptionists at the Practice ?

		Response Percent	Response Count
Very helpful		56.8%	21
Fairly helpful		24.3%	9
Not very helpful		16.2%	6
Not at all helpful		2.7%	1
Dont know		0.0%	0
answered question			37
skipped question			0




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

		Response Percent	Response Count
Very easy		16.2%	6
Fairly easy		43.2%	16
Not very easy		32.4%	12
Not at all easy		8.1%	3
Dont know		0.0%	0
answered question			37
skipped question			0



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		22.2%	8
Fairly easy		41.7%	15
Not very easy		25.0%	9
Not at all easy		2.8%	1
Dont know		2.8%	1
Havent tried		5.6%	2
answered question			36
skipped question			1






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

		Response Percent	Response Count
Yes		54.1%	20
No		21.6%	8
Dont know / never needed to		24.3%	9
answered question			37
skipped question			0



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

		Response Percent	Response Count
Important		83.8%	31
Not important		16.2%	6
answered question			37
skipped question			0




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

		Response Percent	Response Count
Very easy		27.0%	10
Fairly easy		54.1%	20
Not very easy		10.8%	4
Not easy		5.4%	2
Dont know		0.0%	0
Havent tried		2.7%	1
answered question			37
skipped question			0






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

		Response Percent	Response Count
In person		27.0%	10
By phone		94.6%	35
Online		0.0%	0
Doesnt apply		0.0%	0
answered question			37
skipped question			0





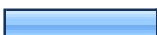


**8. Which of these following methods would you prefer to use to book appointments ?
(please tick all boxes that apply)**

		Response Percent	Response Count
In person		18.9%	7
By phone		89.2%	33
Online		37.8%	14
Doesn't apply		0.0%	0
answered question			37
skipped question			0





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		8.3%	3
2 - 4 days		30.6%	11
5 days or more		52.8%	19
I dont usually need to be seen quickly		2.8%	1
Dont know, never tried.		5.6%	2
answered question			36
skipped question			1







10. How do you rate this ?

		Response Percent	Response Count
Excellent		10.8%	4
Very good		18.9%	7
Good		16.2%	6
Fair		18.9%	7
Poor		24.3%	9
Very poor		2.7%	1
Does not apply		8.1%	3
answered question			37
skipped question			0





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		44.4%	16
2- 4 days		41.7%	15
5 days or more		8.3%	3
I dont usually need to be seen quickly		5.6%	2
Dont know never tried.		0.0%	0
answered question			36
skipped question			1

12. How do you rate this ?

		Response Percent	Response Count
Excellent		27.8%	10
Very good		16.7%	6
Good		19.4%	7
Fair		16.7%	6
Poor		13.9%	5
Very poor		0.0%	0
Does not apply		5.6%	2
answered question			36
skipped question			1

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

		Response Percent	Response Count
Less than 5 minutes		0.0%	0
5 - 10 minutes		33.3%	12
11 - 20 minutes		38.9%	14
21 - 30 minutes		22.2%	8
More than 30 minutes		5.6%	2
There was no set time for my consultation		0.0%	0
answered question			36
skipped question			1

14. How do you rate this ?

		Response Percent	Response Count
Excellent		2.8%	1
Very good		27.8%	10
Good		16.7%	6
Fair		33.3%	12
Poor		13.9%	5
Very poor		5.6%	2
Does not apply		0.0%	0
answered question			36
skipped question			1

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

		Response Percent	Response Count
Yes Go to Q17		70.3%	26
No		18.9%	7
Dont know		10.8%	4
answered question			37
skipped question			0

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"/>	21.4%	3
At lunchtime	<input type="checkbox"/>	0.0%	0
After 6.30 p.m	<input checked="" type="checkbox"/>	35.7%	5
On a Saturday	<input checked="" type="checkbox"/>	35.7%	5
On a Sunday	<input type="checkbox"/>	0.0%	0
None of these	<input type="checkbox"/>	7.1%	1
answered question			14
skipped question			23

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

		Response Percent	Response Count
Yes	<input checked="" type="checkbox"/>	75.0%	27
No go to Q19	<input type="checkbox"/>	25.0%	9
answered question			36
skipped question			1




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

		Response Percent	Response Count
Always or almost always		29.6%	8
A lot of the time		37.0%	10
Some of the time		25.9%	7
Never or almost never		7.4%	2
answered question			27
skipped question			10




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		5.6%	2
Very good		58.3%	21
Good		25.0%	9
Fair		11.1%	4
Poor		0.0%	0
Very poor		0.0%	0
answered question			36
skipped question			1




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

		Response Percent	Response Count
Very good		55.9%	19
Good		32.4%	11
Fair		11.8%	4
Poor		0.0%	0
Very poor		0.0%	0
answered question			34
skipped question			3





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

		Response Percent	Response Count
Very good		50.0%	18
Good		36.1%	13
Fair		13.9%	5
Poor		0.0%	0
Very poor		0.0%	0
answered question			36
skipped question			1

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

		Response Percent	Response Count
Very good		52.8%	19
Good		36.1%	13
Fair		11.1%	4
Poor		0.0%	0
Very poor		0.0%	0
answered question			36
skipped question			1

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

		Response Percent	Response Count
Very good		57.1%	20
Good		34.3%	12
Fair		5.7%	2
Poor		2.9%	1
Very Poor		0.0%	0
answered question			35
skipped question			2




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

		Response Percent	Response Count
Yes , definitely		75.0%	27
Yes to some extent		25.0%	9
No, not at all		0.0%	0
Dont know / cant say		0.0%	0
answered question			36
skipped question			1





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 Q31		29.4%	10
Good		61.8%	21
Fair		8.8%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			34
skipped question			3




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

		Response Percent	Response Count
Very good		32.0%	8
Good		56.0%	14
Fair		12.0%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			25
skipped question			12



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

		Response Percent	Response Count
Very good		48.0%	12
Good		36.0%	9
Fair		12.0%	3
Poor		4.0%	1
Very Poor		0.0%	0
answered question			25
skipped question			12


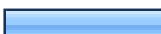

28. Did the nurse treat you with care and concern ?

		Response Percent	Response Count
Very good		46.2%	12
Good		50.0%	13
Fair		3.8%	1
Poor		0.0%	0
Very poor		0.0%	0
answered question			26
skipped question			11


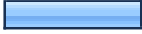


29. Did you have confidence and trust in the last nurse you saw or spoke to ?

		Response Percent	Response Count
Yes definitely		65.4%	17
Yes to some extent		34.6%	9
No, not at all		0.0%	0
Dont know / can't say		0.0%	0
answered question			26
skipped question			11

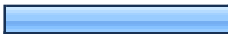



30. How well does the Practice help you understand your health problems ?

		Response Percent	Response Count
Very well		70.8%	17
Unsure		25.0%	6
Not very well		4.2%	1
answered question			24
skipped question			13







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

		Response Percent	Response Count
Very well		64.9%	24
Unsure		21.6%	8
Not very well		8.1%	3
Does not apply		5.4%	2
answered question			37
skipped question			0






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

		Response Percent	Response Count
Very well		36.1%	13
Unsure		50.0%	18
Not very well		8.3%	3
Does not apply		5.6%	2
answered question			36
skipped question			1



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

		Response Percent	Response Count
Excellent		25.0%	9
Very good		41.7%	15
Good		19.4%	7
Fair		8.3%	3
Poor		2.8%	1
Very poor		2.8%	1
answered question			36
skipped question			1





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

		Response Percent	Response Count
Yes, definitely		45.9%	17
Yes, probably		43.2%	16
No, probably not		5.4%	2
No, definitely not		2.7%	1
Dont know		2.7%	1
answered question			37
skipped question			0


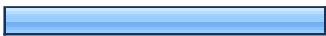

35. Are you ?

		Response Percent	Response Count
Male		21.6%	8
Female		78.4%	29
answered question			37
skipped question			0

36. How old are you ?

		Response Percent	Response Count
Under 16		0.0%	0
16 to 44		56.8%	21
45 to 64		32.4%	12
65 to 74		8.1%	3
75 or over		2.7%	1
answered question			37
skipped question			0

37. Do you have a long standing health condition ?

		Response Percent	Response Count
Yes		43.2%	16
No		51.4%	19
Dont know / can't say		5.4%	2
answered question			37
skipped question			0

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

	Response Count
	17
answered question	17
skipped question	20

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

	Response Count
	19
answered question	19
skipped question	18