




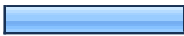











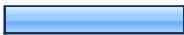
1. How helpful do you find the receptionists at the Practice ?

		Response Percent	Response Count
Very helpful		29.6%	8
Fairly helpful		55.6%	15
Not very helpful		3.7%	1
Not at all helpful		7.4%	2
Dont know		3.7%	1
answered question			27
skipped question			1




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

		Response Percent	Response Count
Very easy		28.6%	8
Fairly easy		50.0%	14
Not very easy		14.3%	4
Not at all easy		3.6%	1
Dont know		3.6%	1
answered question			28
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		21.4%	6
Fairly easy		25.0%	7
Not very easy		17.9%	5
Not at all easy		3.6%	1
Dont know		3.6%	1
Havent tried		28.6%	8
answered question			28
skipped question			0






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

		Response Percent	Response Count
Yes		32.1%	9
No		14.3%	4
Dont know / never needed to		53.6%	15
answered question			28
skipped question			0


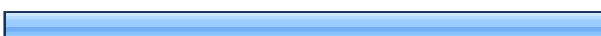
5. How important is it to you to be able to book appointments ahead of time ?

		Response Percent	Response Count
Important		89.3%	25
Not important		10.7%	3
answered question			28
skipped question			0





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

		Response Percent	Response Count
Very easy		25.9%	7
Fairly easy		51.9%	14
Not very easy		7.4%	2
Not easy		3.7%	1
Dont know		0.0%	0
Havent tried		11.1%	3
answered question			27
skipped question			1





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

		Response Percent	Response Count
In person		21.4%	6
By phone		96.4%	27
Online		0.0%	0
Doesnt apply		0.0%	0
answered question			28
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		21.4%	6
By phone		71.4%	20
Online		60.7%	17
Doesn't apply		3.6%	1
answered question			28
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		14.3%	4
2 - 4 days		25.0%	7
5 days or more		42.9%	12
I dont usually need to be seen quickly		0.0%	0
Dont know, never tried.		17.9%	5
answered question			28
skipped question			0








10. How do you rate this ?

		Response Percent	Response Count
Excellent		7.1%	2
Very good		25.0%	7
Good		10.7%	3
Fair		17.9%	5
Poor		14.3%	4
Very poor		7.1%	2
Does not apply		17.9%	5
answered question			28
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		35.7%	10
2- 4 days		42.9%	12
5 days or more		10.7%	3
I dont usually need to be seen quickly		0.0%	0
Dont know never tried.		10.7%	3
answered question			28
skipped question			0


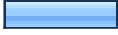
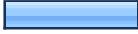



12. How do you rate this ?

		Response Percent	Response Count
Excellent		14.3%	4
Very good		28.6%	8
Good		28.6%	8
Fair		7.1%	2
Poor		3.6%	1
Very poor		7.1%	2
Does not apply		10.7%	3
answered question			28
skipped question			0




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

		Response Percent	Response Count
Less than 5 minutes		7.1%	2
5 - 10 minutes		32.1%	9
11 - 20 minutes		46.4%	13
21 - 30 minutes		10.7%	3
More than 30 minutes		7.1%	2
There was no set time for my consultation		0.0%	0
answered question			28
skipped question			0

14. How do you rate this ?

		Response Percent	Response Count
Excellent		3.6%	1
Very good		17.9%	5
Good		21.4%	6
Fair		32.1%	9
Poor		17.9%	5
Very poor		7.1%	2
Does not apply		0.0%	0
answered question			28
skipped question			0

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

		Response Percent	Response Count
Yes Go to Q17		65.4%	17
No		23.1%	6
Dont know		11.5%	3
answered question			26
skipped question			2

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"/>	23.1%	3
At lunchtime	<input type="checkbox"/>	0.0%	0
After 6.30 p.m	<input checked="" type="checkbox"/>	46.2%	6
On a Saturday	<input type="checkbox"/>	7.7%	1
On a Sunday	<input type="checkbox"/>	0.0%	0
None of these	<input type="checkbox"/>	23.1%	3
answered question			13
skipped question			15

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

		Response Percent	Response Count
Yes	<input checked="" type="checkbox"/>	50.0%	14
No go to Q19	<input checked="" type="checkbox"/>	50.0%	14
answered question			28
skipped question			0




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

		Response Percent	Response Count
Always or almost always		62.5%	10
A lot of the time		18.8%	3
Some of the time		12.5%	2
Never or almost never		6.3%	1
answered question			16
skipped question			12

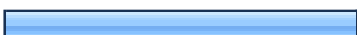



19. In the last six months how good was your GP in giving you enough time ?

		Response Percent	Response Count
Didnt see a GP in the last 6 months ... Go to Q25		22.2%	6
Very good		37.0%	10
Good		29.6%	8
Fair		3.7%	1
Poor		7.4%	2
Very poor		0.0%	0
answered question			27
skipped question			1




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

		Response Percent	Response Count
Very good		52.2%	12
Good		34.8%	8
Fair		13.0%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			23
skipped question			5




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

		Response Percent	Response Count
Very good		56.5%	13
Good		26.1%	6
Fair		8.7%	2
Poor		8.7%	2
Very poor		0.0%	0
answered question			23
skipped question			5

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

		Response Percent	Response Count
Very good		34.8%	8
Good		52.2%	12
Fair		13.0%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			23
skipped question			5

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

		Response Percent	Response Count
Very good		52.2%	12
Good		26.1%	6
Fair		21.7%	5
Poor		0.0%	0
Very Poor		0.0%	0
answered question			23
skipped question			5




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

		Response Percent	Response Count
Yes , definitely		69.6%	16
Yes to some extent		21.7%	5
No, not at all		8.7%	2
Dont know / cant say		0.0%	0
answered question			23
skipped question			5




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		39.3%	11
Good		50.0%	14
Fair		10.7%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			28
skipped question			0




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

		Response Percent	Response Count
Very good		29.4%	5
Good		52.9%	9
Fair		17.6%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			17
skipped question			11




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

		Response Percent	Response Count
Very good		29.4%	5
Good		52.9%	9
Fair		17.6%	3
Poor		0.0%	0
Very Poor		0.0%	0
answered question			17
skipped question			11


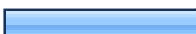

28. Did the nurse treat you with care and concern ?

		Response Percent	Response Count
Very good		41.2%	7
Good		41.2%	7
Fair		17.6%	3
Poor		0.0%	0
Very poor		0.0%	0
answered question			17
skipped question			11


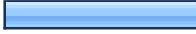


29. Did you have confidence and trust in the last nurse you saw or spoke to ?

		Response Percent	Response Count
Yes definitely		62.5%	10
Yes to some extent		25.0%	4
No, not at all		12.5%	2
Dont know / can't say		0.0%	0
answered question			16
skipped question			12

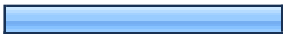



30. How well does the Practice help you understand your health problems ?

		Response Percent	Response Count
Very well		57.7%	15
Unsure		30.8%	8
Not very well		11.5%	3
answered question			26
skipped question			2



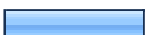


31. How well does the Practice help you cope with your health problems ?

		Response Percent	Response Count
Very well		53.8%	14
Unsure		30.8%	8
Not very well		7.7%	2
Does not apply		7.7%	2
answered question			26
skipped question			2





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

		Response Percent	Response Count
Very well		44.4%	12
Unsure		37.0%	10
Not very well		3.7%	1
Does not apply		14.8%	4
answered question			27
skipped question			1



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

		Response Percent	Response Count
Excellent		14.8%	4
Very good		44.4%	12
Good		22.2%	6
Fair		11.1%	3
Poor		7.4%	2
Very poor		0.0%	0
answered question			27
skipped question			1





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

		Response Percent	Response Count
Yes, definitely		48.1%	13
Yes, probably		33.3%	9
No, probably not		14.8%	4
No, definitely not		3.7%	1
Dont know		0.0%	0
answered question			27
skipped question			1


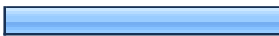

35. Are you ?

		Response Percent	Response Count
Male		40.7%	11
Female		59.3%	16
answered question			27
skipped question			1

36. How old are you ?

		Response Percent	Response Count
Under 16		0.0%	0
16 to 44		65.4%	17
45 to 64		19.2%	5
65 to 74		11.5%	3
75 or over		3.8%	1
answered question			26
skipped question			2

37. Do you have a long standing health condition ?

		Response Percent	Response Count
Yes		51.9%	14
No		44.4%	12
Dont know / can't say		3.7%	1
answered question			27
skipped question			1

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

	Response Count
	8
answered question	8
skipped question	20

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

	Response Count
	6
answered question	6
skipped question	22