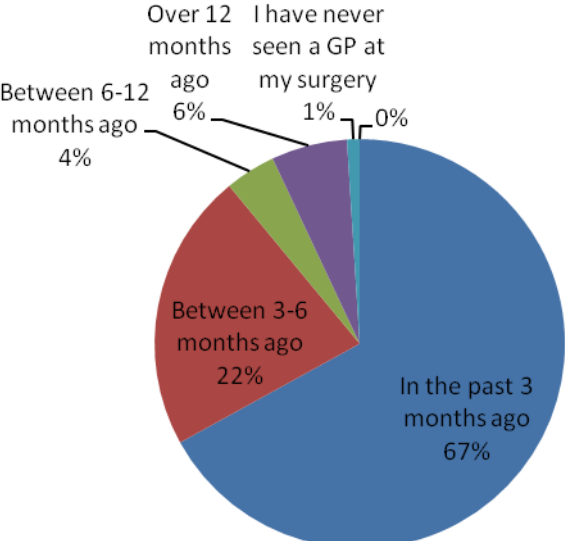


PPDES - Sarephed Medical Centre ( 2012 -13)

1. ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your GP Surgery?

Answer Options	Response Percent	Response Count
In the past 3 months ago	67.0%	124
Between 3-6 months ago	22.0%	40
Between 6-12 months ago	4.0%	7
Over 12 months ago	6.0%	11
I have never seen a GP at my surgery	1.0%	2
	<i>answered question</i>	<b>184</b>
	<i>skipped question</i>	<b>0</b>



ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your GP Surgery?

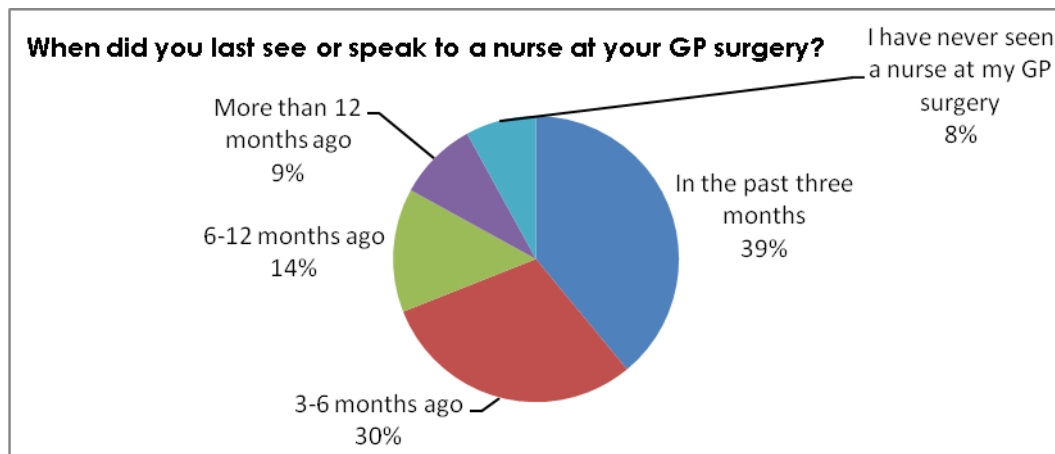
## 2. How often do you see or speak to your preferred GP?

Answer Options	Response Percent	Response Count
Always or almost always	52.7%	96
A lot of the time	29.7%	54
Some of the time	9.7%	18
Never or almost never	6.7%	12
Not tried at this GP surgery	1.2%	2
<i>answered question</i>		<b>182</b>
<i>skipped question</i>		<b>2</b>



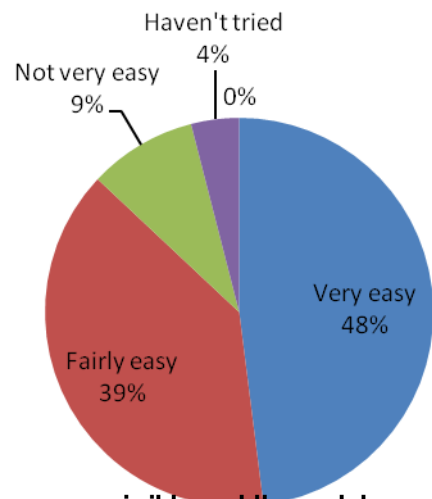
### 3. When did you last see or speak to a nurse at your GP surgery?

Answer Options	Response Percent	Response Count
In the past three months	39.0%	67
3-6 months ago	30.0%	51
6-12 months ago	14.0%	24
More than 12 months ago	9.0%	16
I have never seen a nurse at my GP surgery	8.0%	14
<b>answered question</b>		<b>172</b>
<b>skipped question</b>		<b>12</b>



4. Generally, how easy is it to get through to somebody on the phone at your surgery?

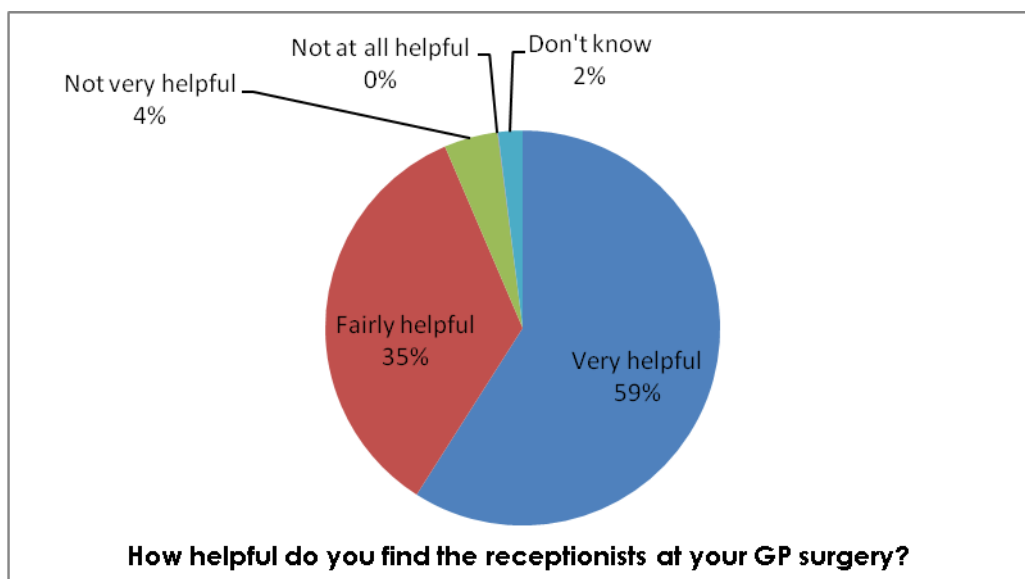
Answer Options	Response Percent	Response Count
Very easy	48.0%	87
Fairly easy	39.0%	71
Not very easy	9.0%	16
Haven't tried	4.0%	8
<i>answered question</i>		<b>182</b>
<i>skipped question</i>		<b>2</b>



Generally, how easy is it to get through to somebody on the phone at your surgery?

### 5.How helpful do you find the receptionists at your GP surgery?

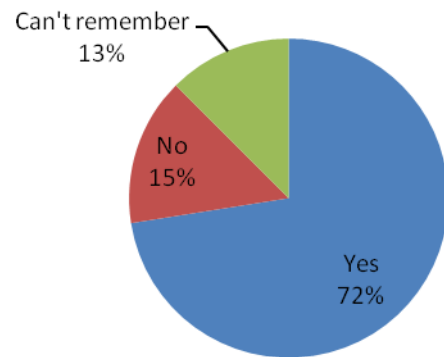
Answer Options	Response Percent	Response Count
Very helpful	59.0%	106
Fairly helpful	34.5%	62
Not very helpful	4.4%	7
Not at all helpful	0.1%	1
Don't know	2.0%	4
<i>answered question</i>		<b>180</b>
<i>skipped question</i>		<b>4</b>



6. The last time you tried, were you able to make an appointment within your desired timesacle ?

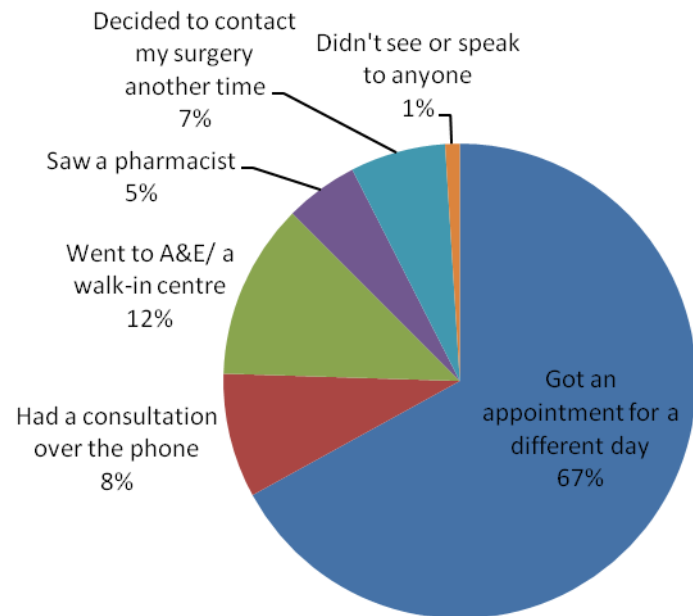
Answer Options	Response Percent	Response Count
Yes	72.5%	129
No	15.0%	27
Can't remember	12.5%	22
<i>answered question</i>		<b>178</b>
<i>skipped question</i>		<b>6</b>

The last time you tired, were able to make an appointment within your desired timescale ?



7. If you were unable to get an appointment on the day/time you desired, what course of action did you take with regards to your health needs?

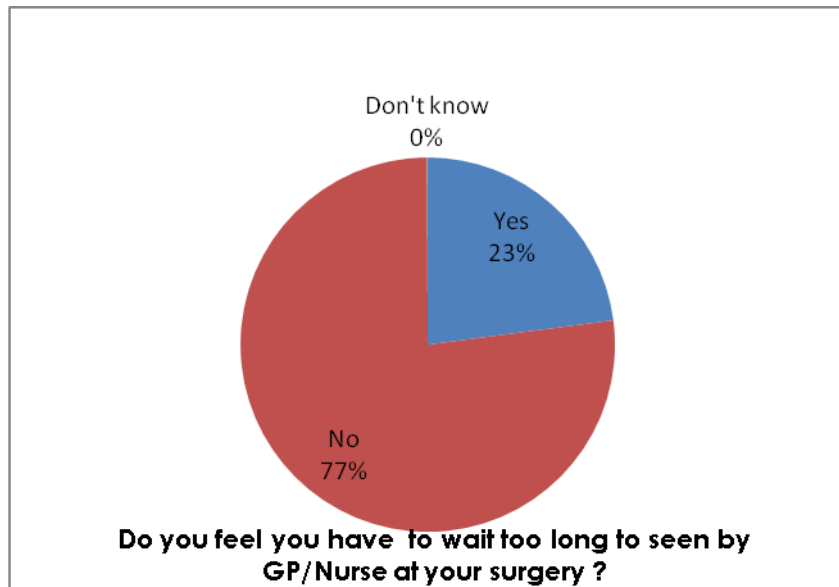
Answer Options	Response Percent	Response Count
Got an appointment for a different day	67.0%	119
Had a consultation over the phone	8.5%	15
Went to A&E/ a walk-in centre	12.0%	21
Saw a pharmacist	5.0%	8
Decided to contact my surgery another time	6.5%	12
Didn't see or speak to anyone	1.0%	2
<i>answered question</i>		<b>177</b>
<i>skipped question</i>		<b>7</b>



**If you were unable to get an appointment on the day/time you desired, what course of action did you take with regards to your health needs?**

8. Do you feel you have to wait too long to be seen by GP/Nurse at your surgery ?

Answer Options	Response Percent	Response Count
Yes	22.9%	41
No	77.0%	128
Don't know	0.1%	10
<i>answered question</i>		<b>179</b>
<i>skipped question</i>		<b>5</b>



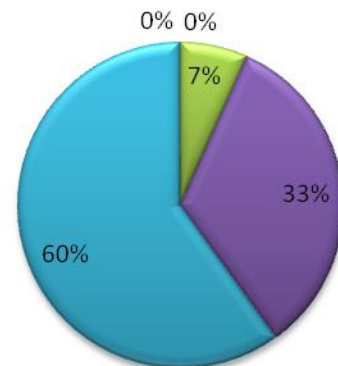


9. How do you rate the overall performance of your GP?  
(1=poor 5= Excellent)

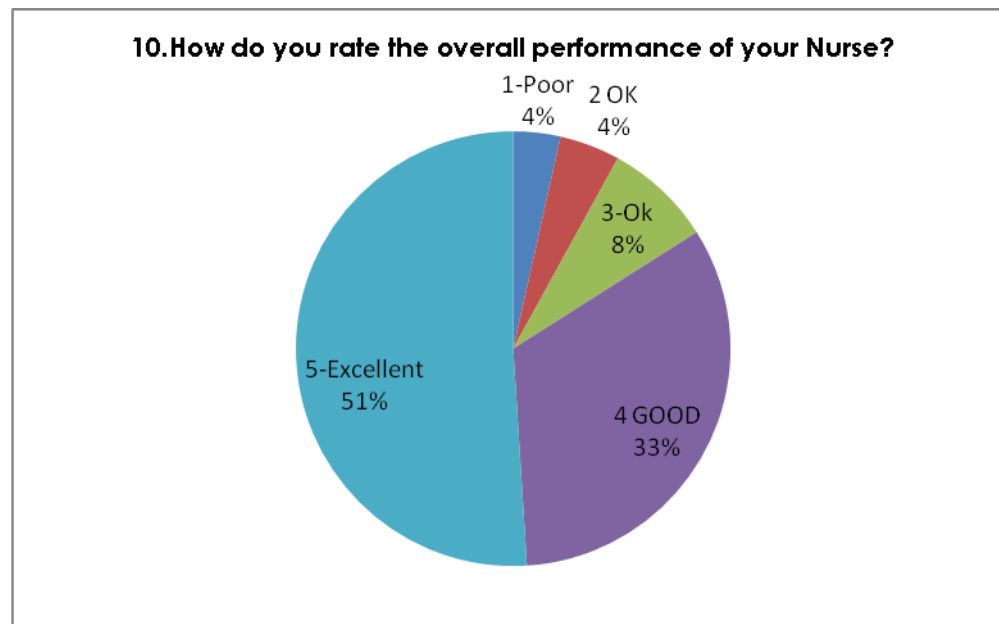
Answer Options	Response Percent	Response Count
1-Poor	0.0%	4
2 ok	0.0%	6
3-ok	6.0%	21
4 good	30.0%	54
5-Excellent	54.0%	95
<b>answered question</b>		<b>180</b>
<b>skipped question</b>		<b>4</b>

10.How do you rate the overall performance of your GP?

1-Poor 1-Poor 2 ok 2 3-ok 3-Ok 4 good 4 5-Excellent 5-Excellent



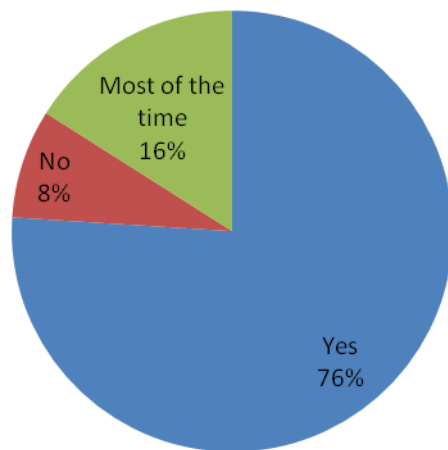
10. How do you rate the overall performance of your nurse? (1=poor 5= Excellent)		
Answer Options	Response Percent	Response Count
1-Poor	3.5%	6
2 OK	4.5%	8
3-Ok	8.0%	14
4 GOOD	33.0%	57
5-Excellent	51.0%	86
<i>answered question</i>		<b>171</b>
<i>skipped question</i>		<b>13</b>



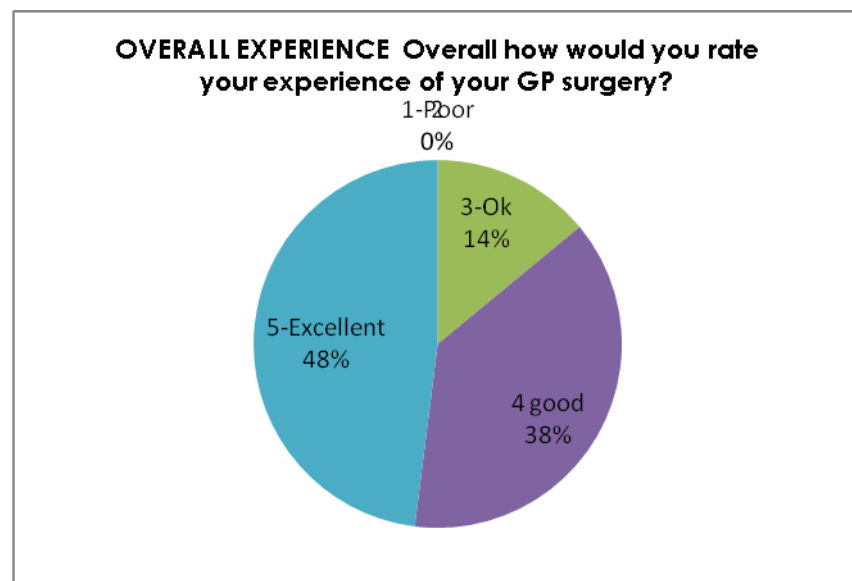
**11. OPENING HOURS** Do you feel that the current opening hours are convenient to you?

Answer Options	Response Percent	Response Count
Yes	76.0%	138
No	8.0%	14
Most of the time	16.0%	29
<i>answered question</i>		<b>181</b>
<i>skipped question</i>		<b>3</b>

**OPENING HOURS** Do you feel that the current opening hours are convenient to you?



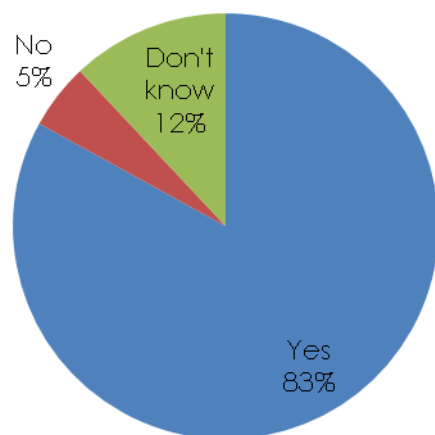
12. OVERALL EXPERIENCE Overall how would you rate your experience of your GP surgery? (1=poor 5= Excellent)		
Answer Options	Response Percent	Response Count
1-Poor	0.0%	2
2	0.0%	4
3-Ok	14.0%	18
4 good	38.0%	63
5-Excellent	48.0%	78
<i>answered question</i>		165
<i>skipped question</i>		19



13. Would you recommend your GP surgery to someone who has just moved to the local area?

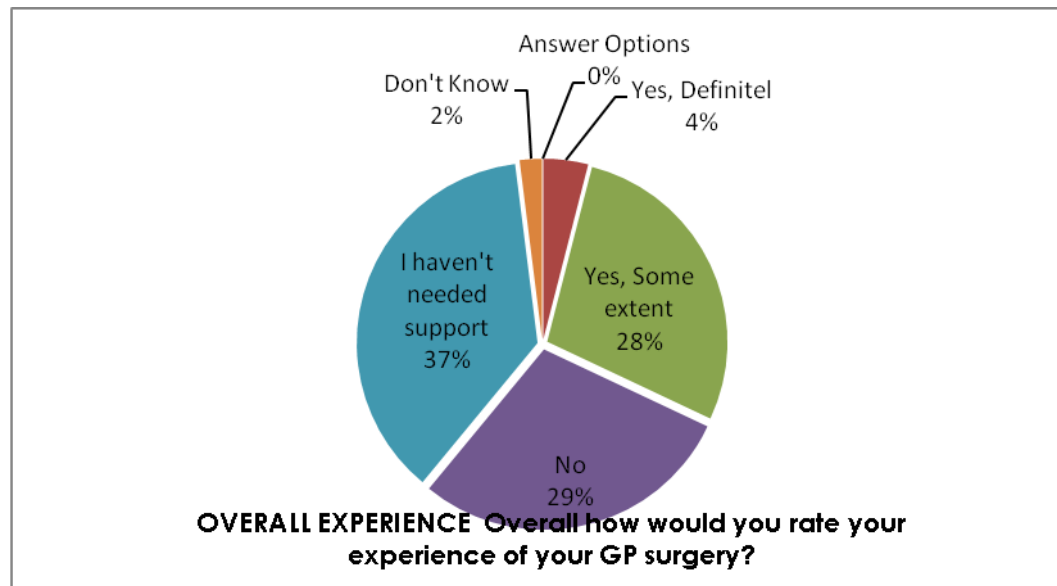
Answer Options	Response Percent	Response Count
Yes	83.0%	146
No	5.0%	9
Don't know	12.0%	21
<i>answered question</i>		176
<i>skipped question</i>		8

Would you recommend your GP surgery to someone who has just moved to the local area?



14. If you have a long standing health condition,do you feel you had enough support from local services or organisations to help you manage with your condition in last 6 months?

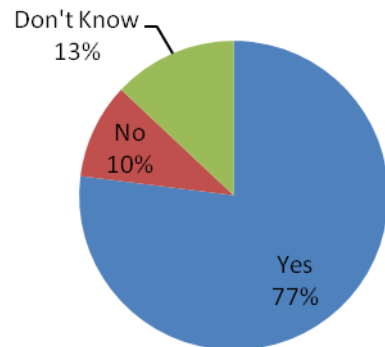
Answer Options	Response Percent	Response Count
Yes, Definitel	4.0%	6
Yes, Some extent	28.0%	44
No	29.0%	45
I haven't needed support	37.0%	55
Don't Know	2.0%	20
<b>answered question</b>		<b>160</b>
<b>skipped question</b>		<b>24</b>



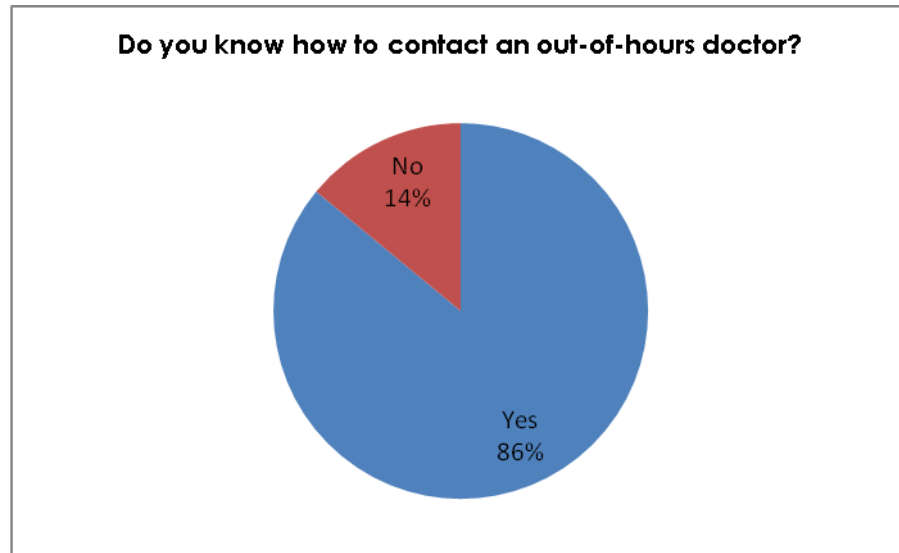
15. Do you think additional clinics would help manage your condition if they were available?

Answer Options	Response Percent	Response Count
Yes	77.0%	138
No	10.0%	18
Don't Know	13.0%	22
<i>answered question</i>		<b>178</b>
<i>skipped question</i>		<b>6</b>

You are involved in decisions about your care and treatment and appropriate information and support is provided ?



16. Do you know how to contact an out-of-hours doctor?		
Answer Options	Response Percent	Response Count
Yes	86.0%	143
No	14.0%	24
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>17</b>

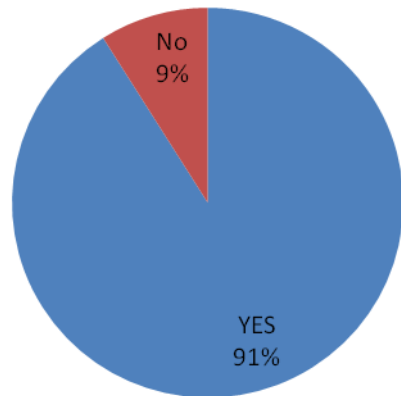




17. Are you Satisfied with car parking facilities ?

Answer Options	Response Percent	Response Count
YES	91.0%	168
No	9.0%	18
<i>answered question</i>		184
<i>skipped question</i>		0

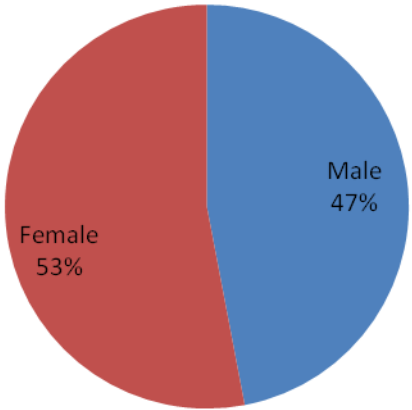
Are you aware of alternative services to avoid A&E attendance e.g., Walk in centre, Pharmacy First ?



18. ABOUT YOU Are you male or female?

Answer Options	Response Percent	Response Count
Male	47.0%	86
Female	53.0%	98
<i>answered question</i>		184
<i>skipped question</i>		0

ABOUT YOU Are you male or female?



### 19. How old are you?

Answer Options	Response Percent	Response Count
Under 18	11.0%	18
18-24	13.0%	22
25-39	9.0%	15
40-54	35.0%	60
55-69	21.0%	36
70 or over	11.0%	19
<i>answered question</i>		<b>170</b>
<i>skipped question</i>		<b>14</b>

How old are you?

