

O/S L/E

Question 1

Regularly	144
Occasionally	189
Very rarely	82

Question 2

In person	82
By phone	342
Online via the surgery website	16

some people ticked more than 1 box for this question

Question 3

Yes	341
No	73

Question 4

Yes	346
No	68

Question 5

Yes	62
No	357

Question 6

I had recovered	0
I forgot	23
I was delayed	13
Other	26

Question 7

Yes	184
No	200

Question 8

Yes	84
No	333

Question 9

Yes	191
No	210

Question 10

Yes	8
No	392

Question 11

Yes	342
No	61

Question 12

Yes	370
No	34

Question 13	
Yes, but don't mind	284
Yes and am not happy about it	73
No, other patients can't overhear	29
Don't know	15

Question 14	
Yes	351
No	42

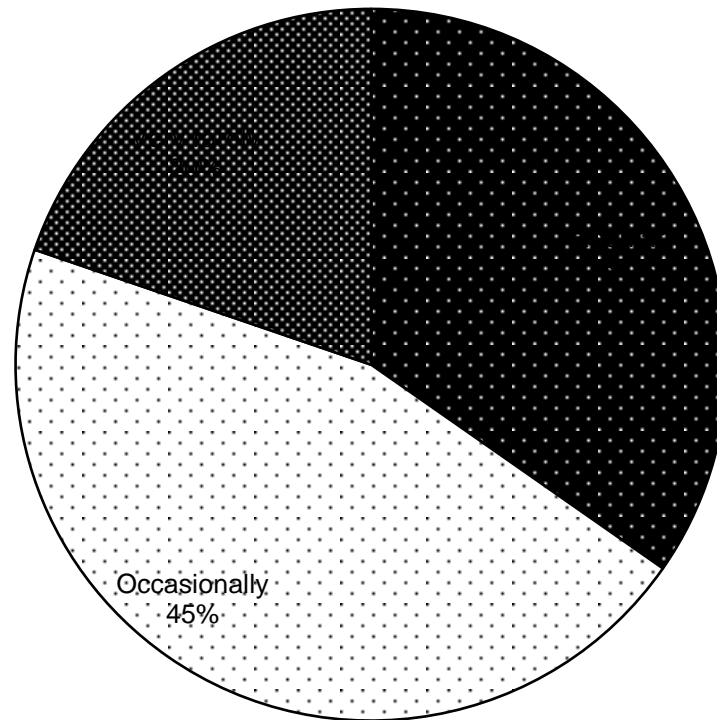
Male	145
Female	257

Under 16	4
17 - 24	21
25 - 44	96
45 - 60	68
61 - 70	88
70 - 83	109
Over 84	19

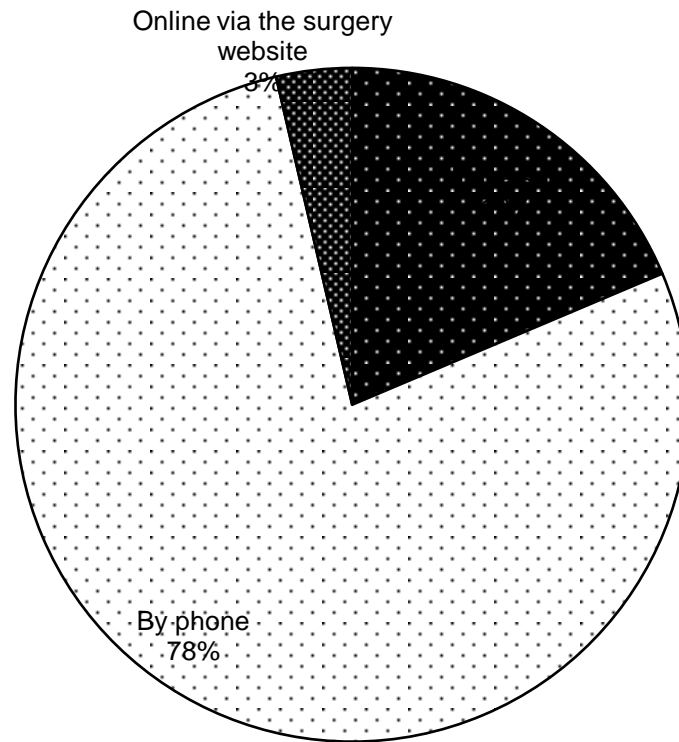
White British	391
White Irish	1
Mixed White & Black Caribbean	
Mixed White & Black African	2
Indian	1
Pakistani	
Black Caribbean	
Other	5
Black African	7
Mixed White & Black Asian	1
Bangladeshi	
Chinese	1

Old School site	312
Lowedges site	107

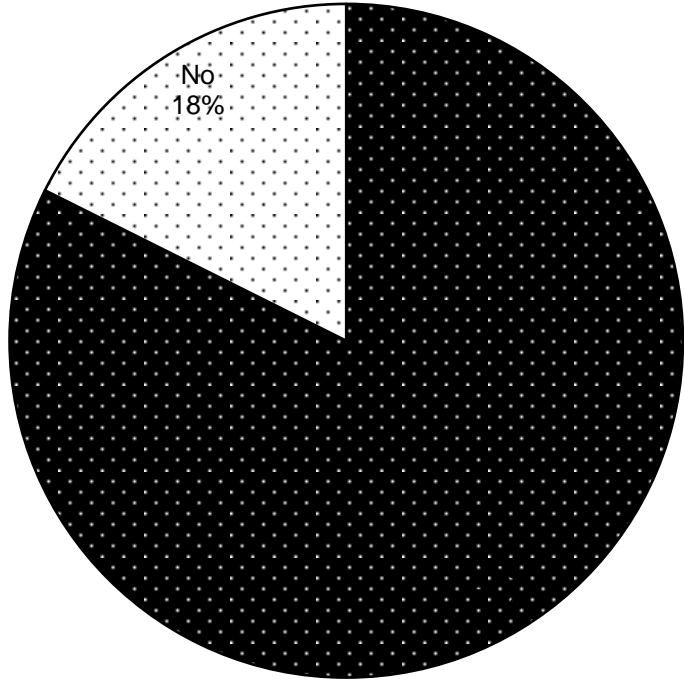
**Question 1: How often do you come to the practice?
2013**



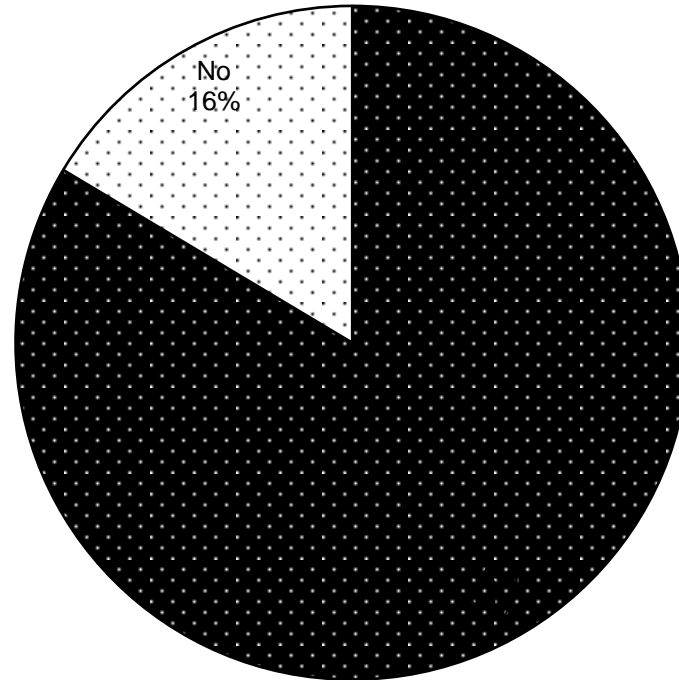
**Question 2: How do you normally book your appointments to see a doctor or nurse at the surgery?
2013**



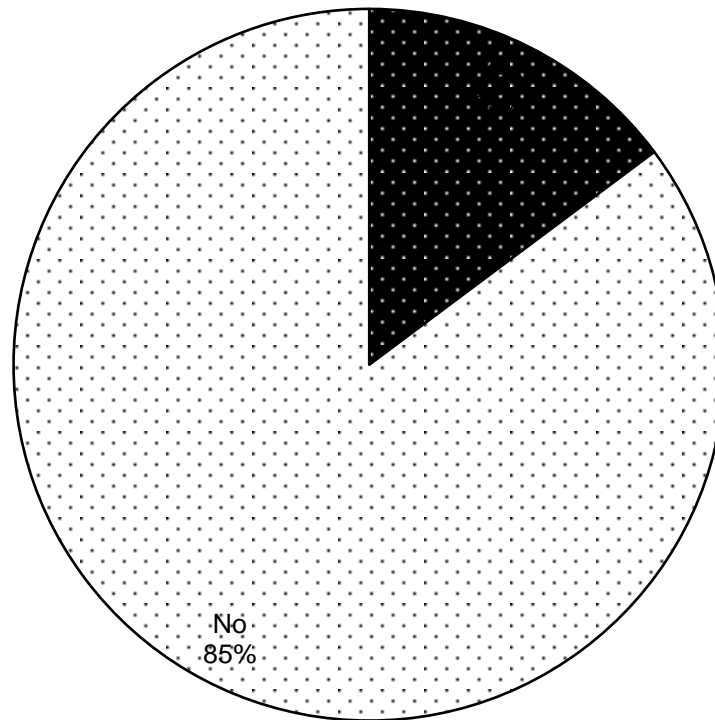
**Question 3: Are you aware that you can pre book an appointment with a Doctor of your choice up to 6 weeks in advance?
2013**



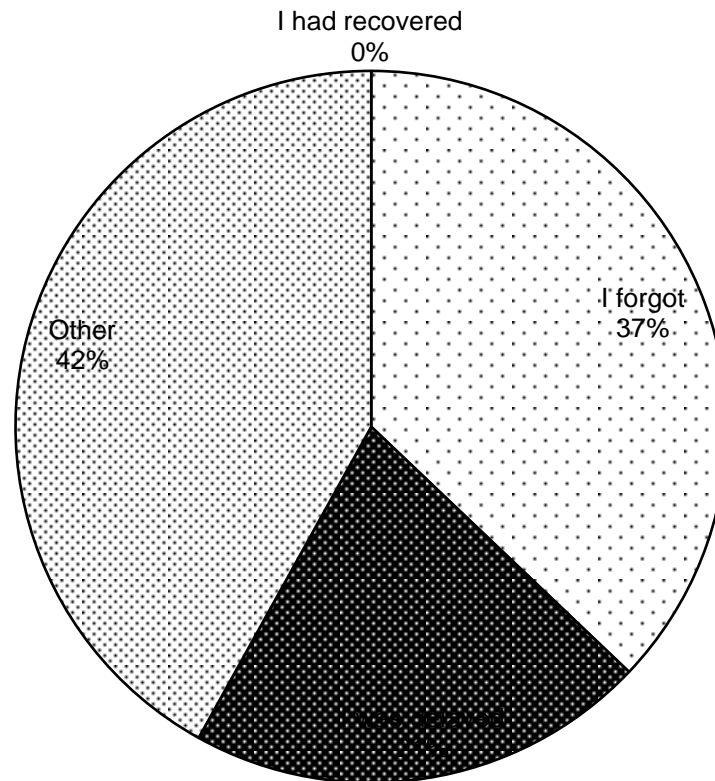
**Question 4: Do you like the telephone triage system, whereby you can speak to a Doctor if you feel you need an urgent appointment on the day?
2013**



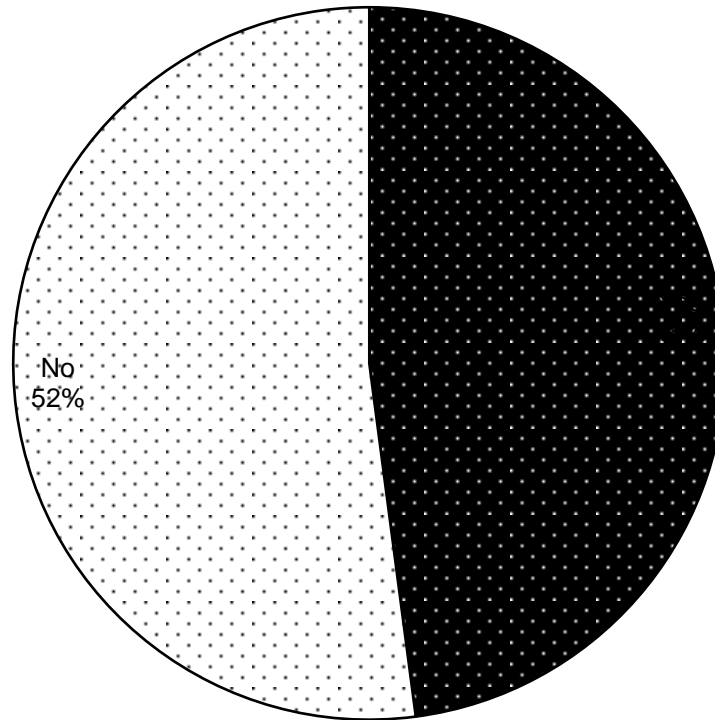
**Question 5: Have you ever missed an appointment?
2013**



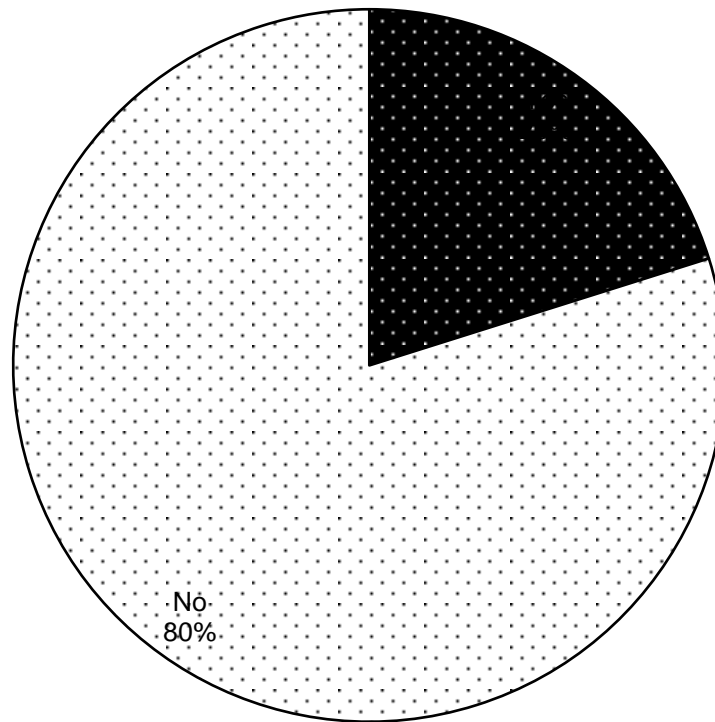
**Question 6: If yes, why did you miss the appointment?
2013**



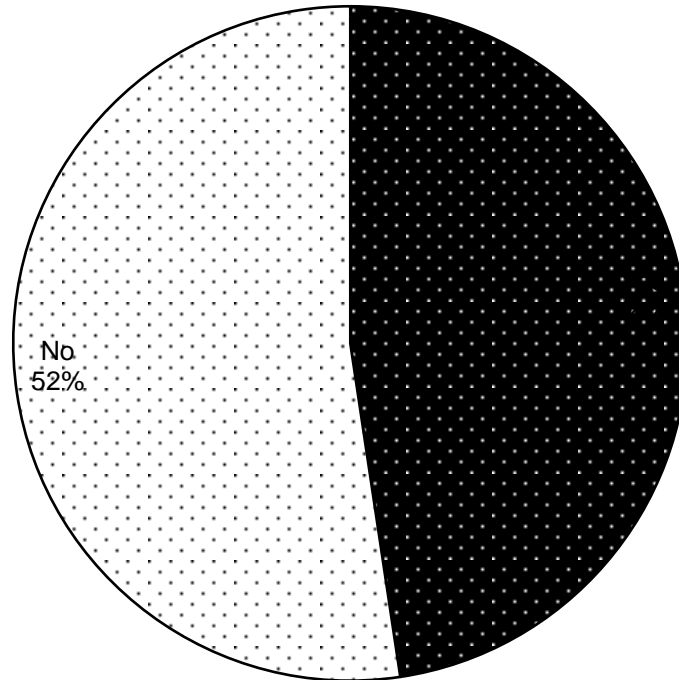
**Question 7: Would you like to be reminded of your appointment by text?
2013**



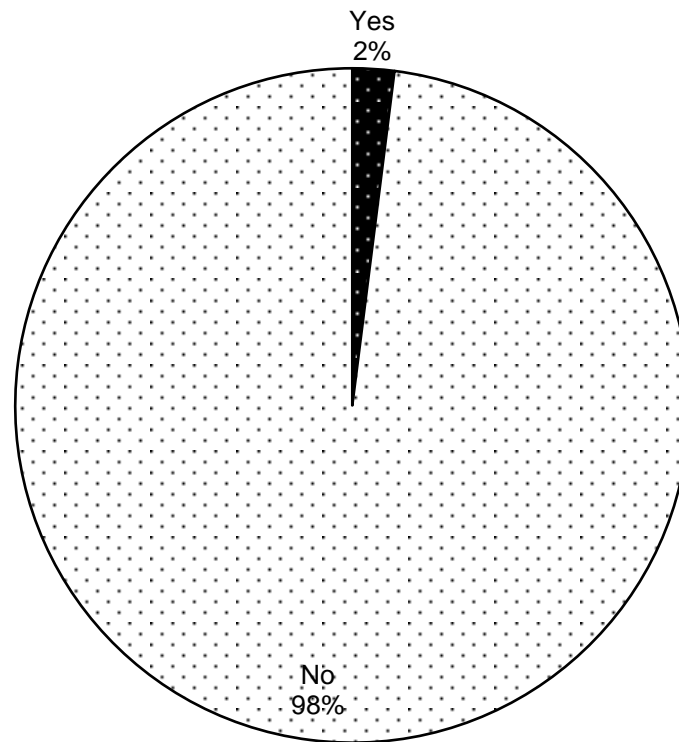
**Question 8: Do you use the Surgery website?
2013**



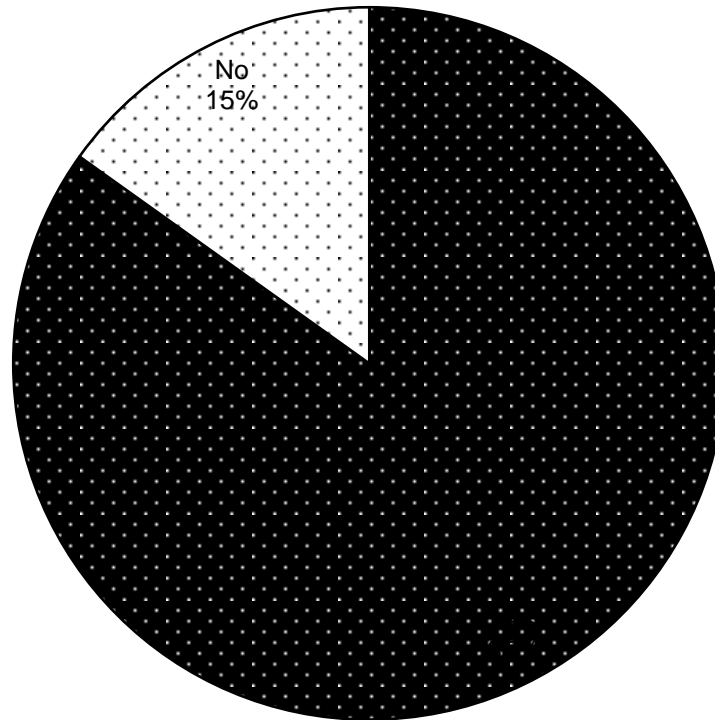
**Question 9: Are you aware of our service such as the Surgery Website, email prescription
and Online Booking?
2013**



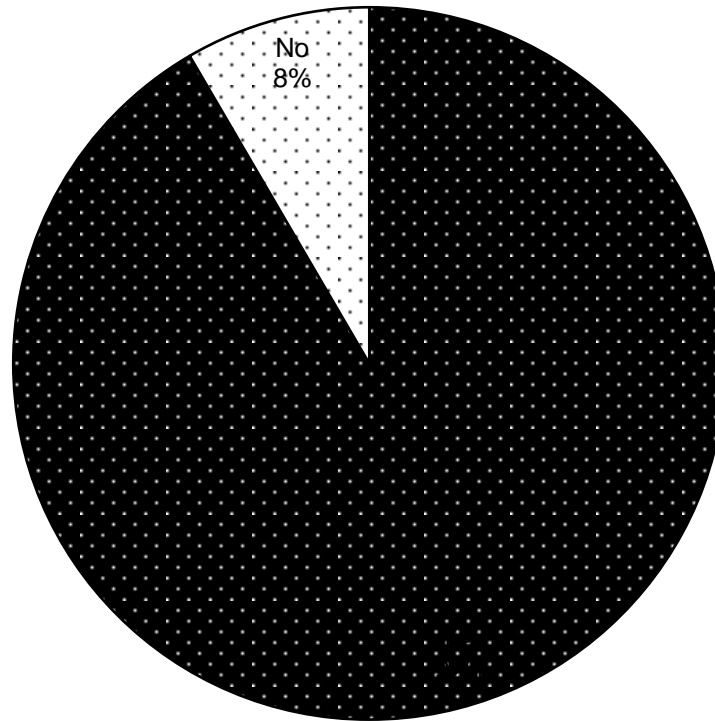
**Question 10: Have you ever used the NHS Choices Website to feedback to the practice
(positive or negative)?
2013**



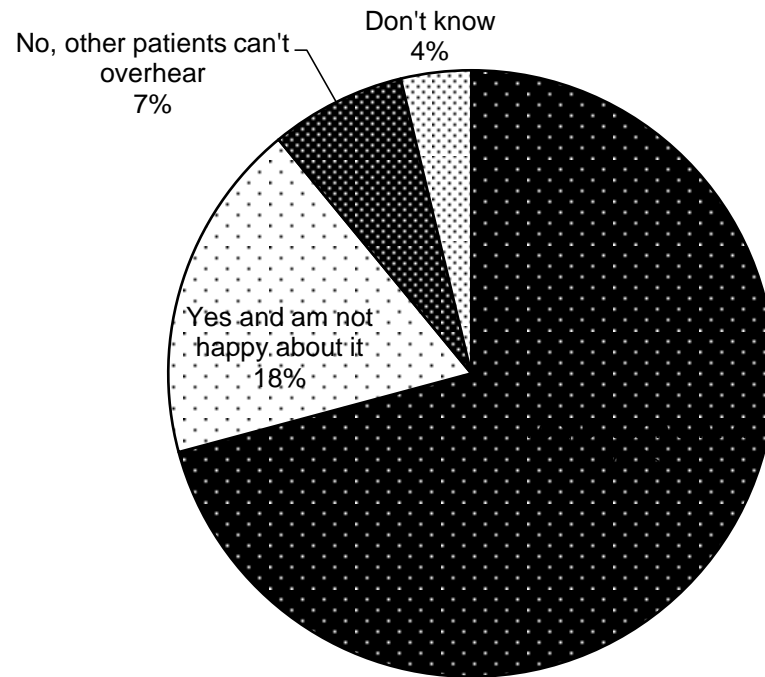
**Question 11: Do you use our automated arrival system when booking in?
2013**



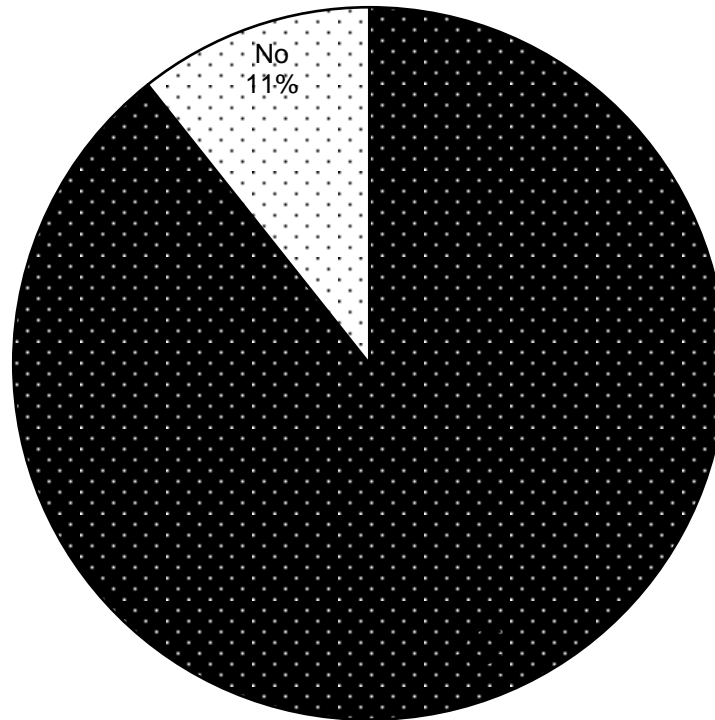
**Question 12: Do you find the seating in the waiting area adequate?
2013**



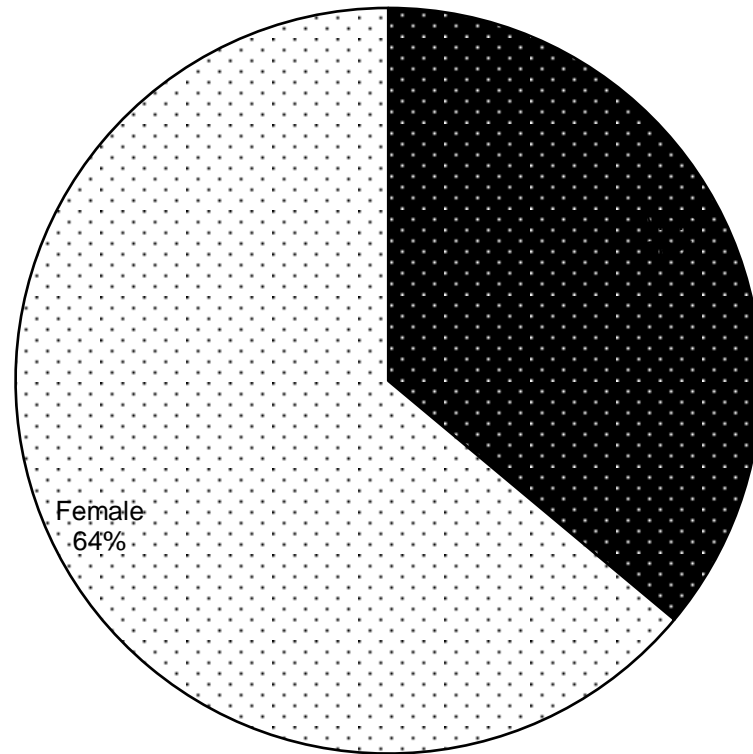
**Question 13: In the Reception Area, can other patients overhear what you say to the receptionist?
2013**



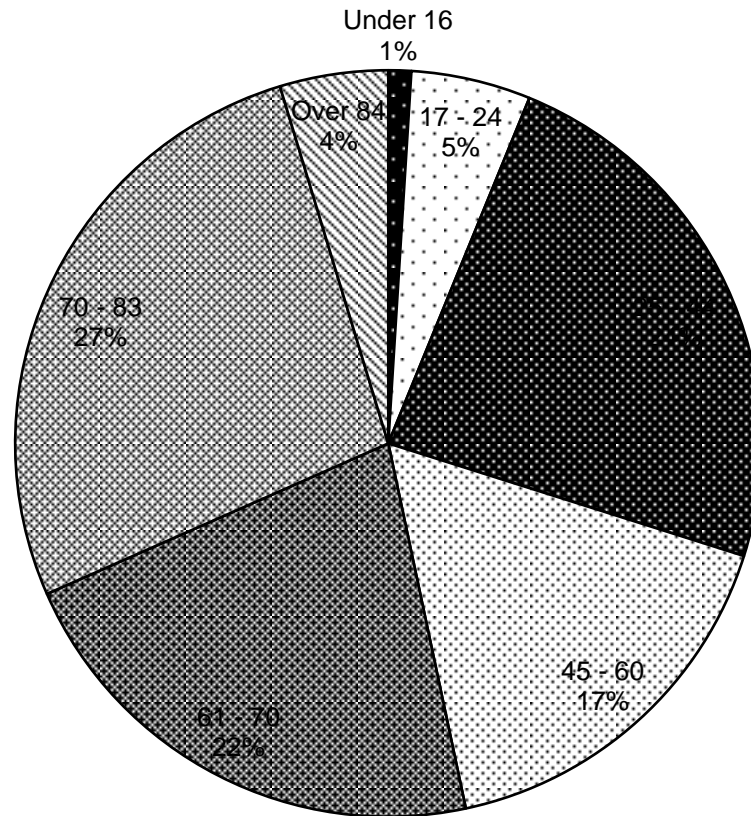
**Question 14: Do you consider the Practice to be well sign-posted?
2013**



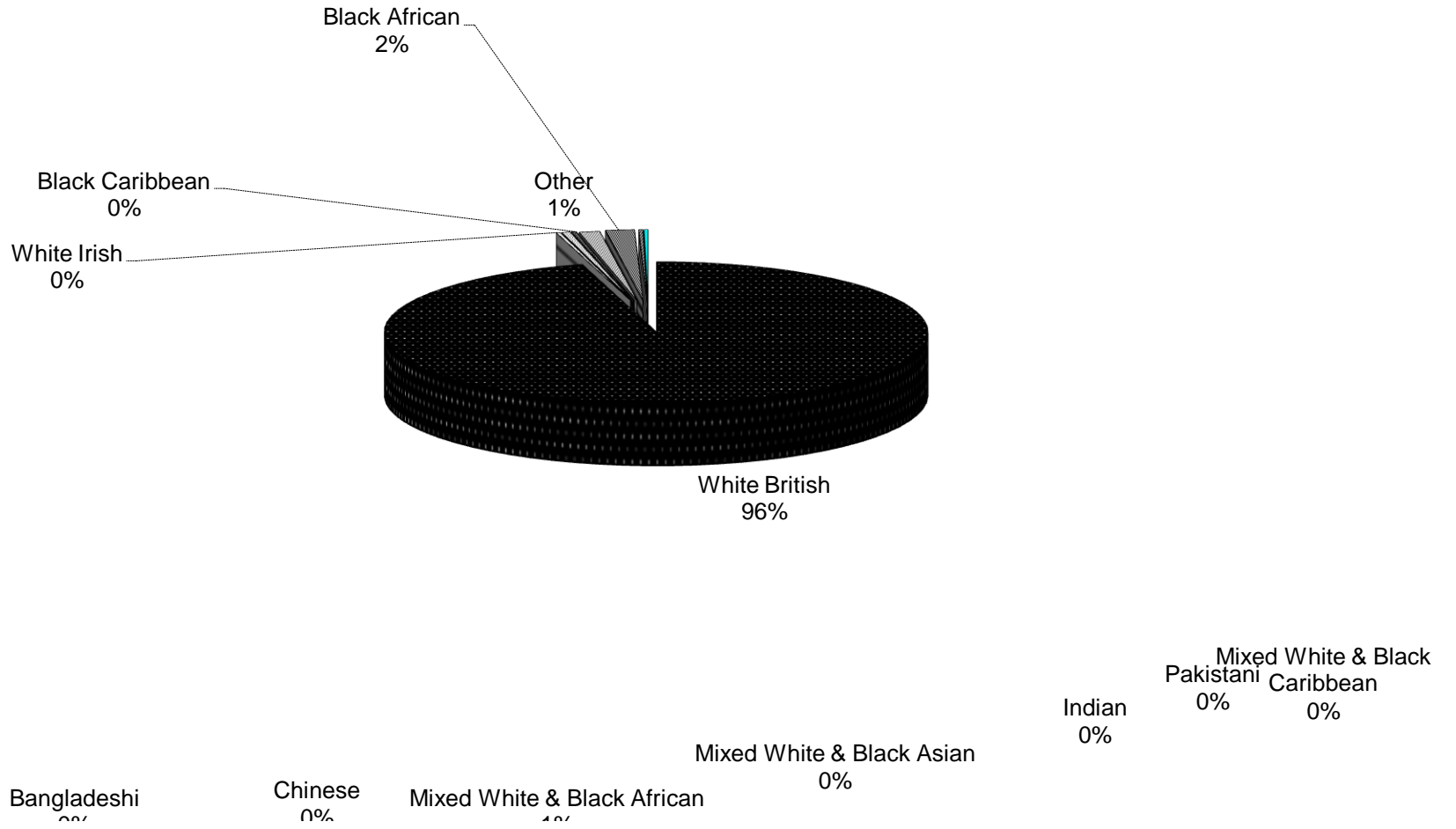
Gender



Age



Ethnicity



Site

Overlapped site
0%

