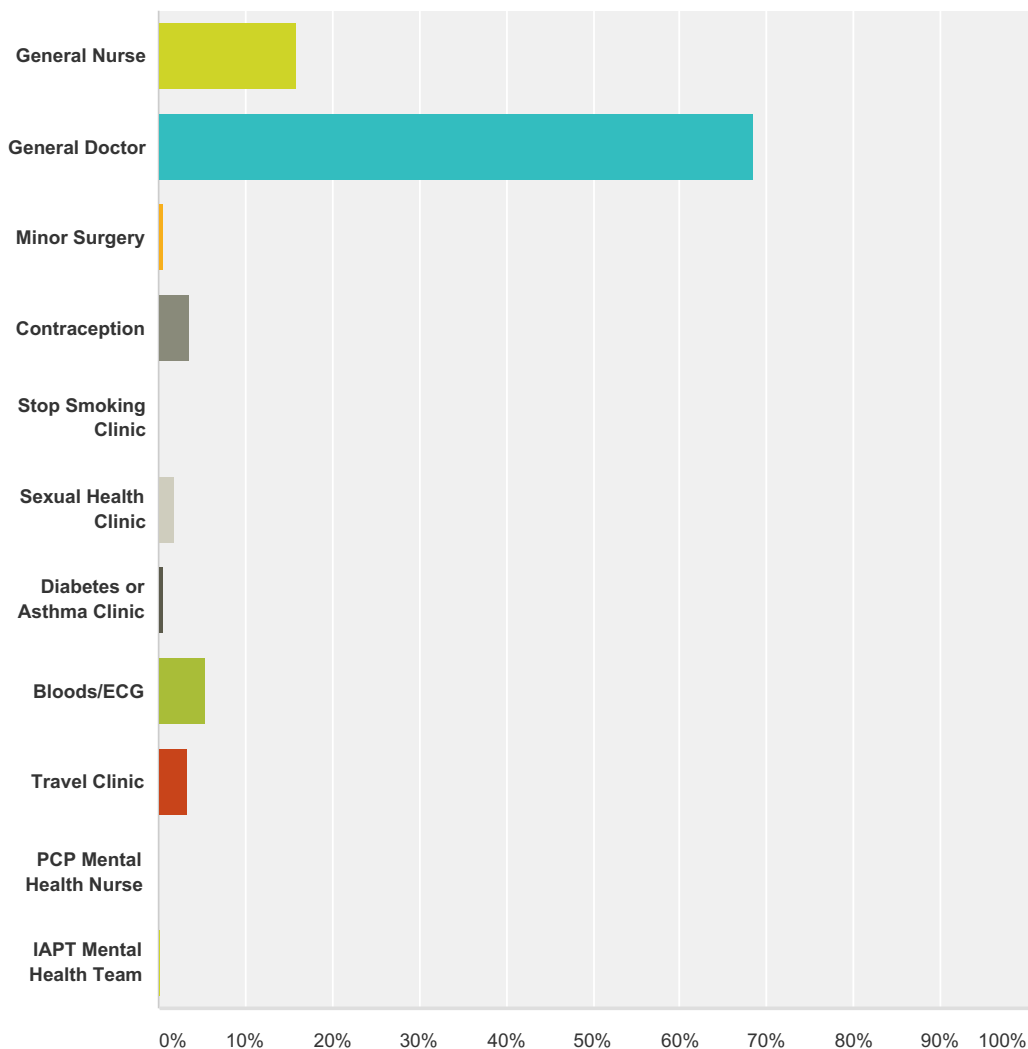


Q1 Which clinic did you attend today?

Answered: 364 Skipped: 0

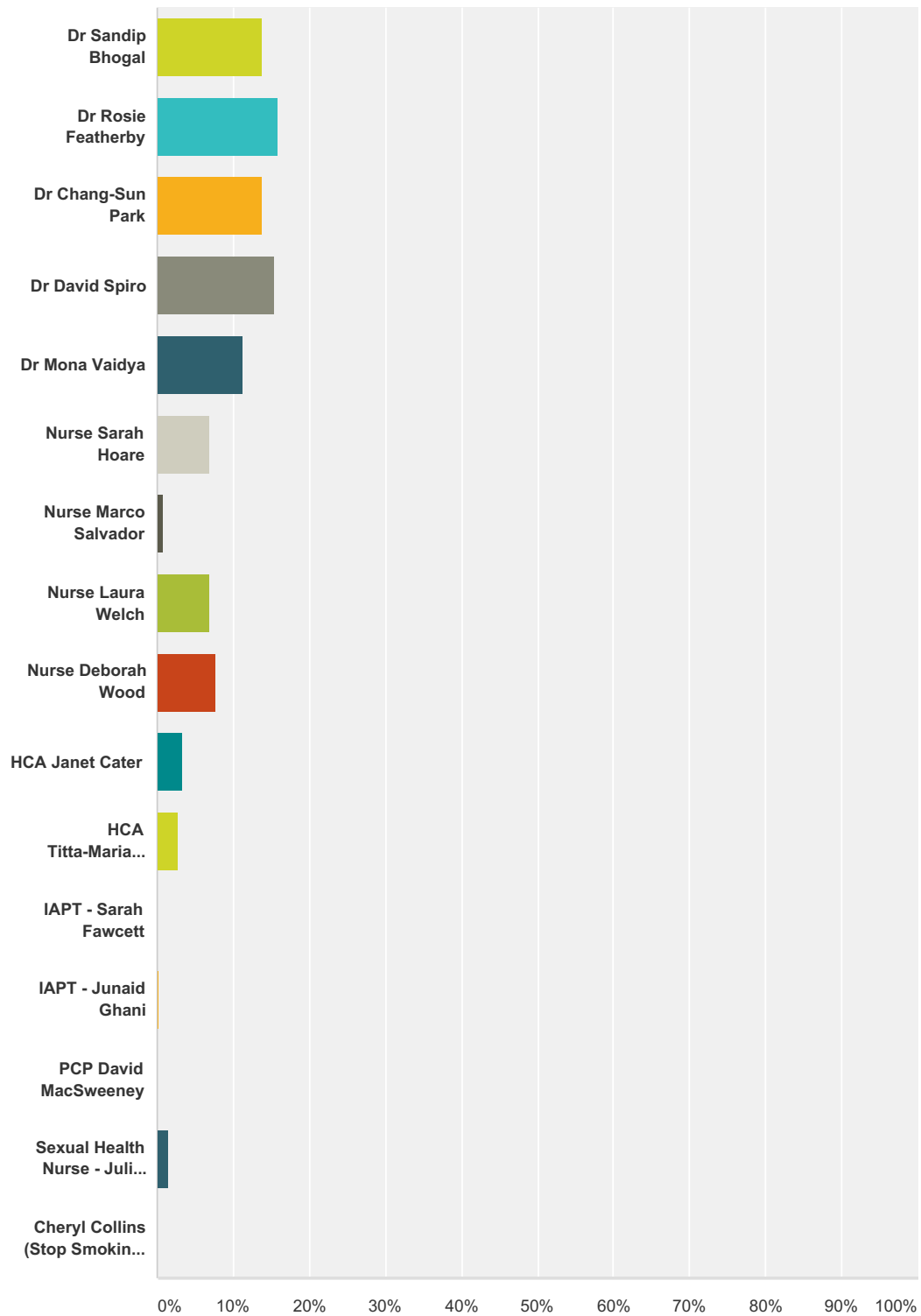


Answer Choices	Responses
General Nurse	15.93% 58
General Doctor	68.41% 249
Minor Surgery	0.55% 2
Contraception	3.57% 13
Stop Smoking Clinic	0.00% 0
Sexual Health Clinic	1.92% 7
Diabetes or Asthma Clinic	0.55% 2
Bloods/ECG	5.49% 20
Travel Clinic	3.30% 12
PCP Mental Health Nurse	0.00% 0

IAPT Mental Health Team	0.27%	1
Total		364

Q2 The clinician you saw today was...

Answered: 364 Skipped: 0

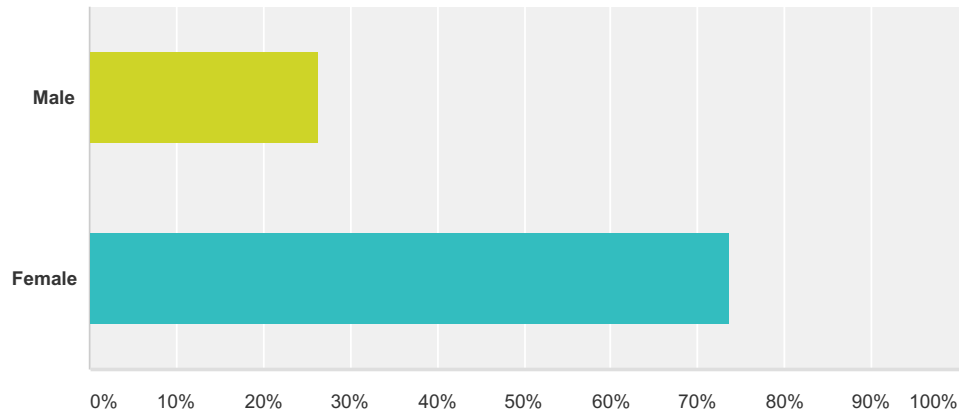


Answer Choices	Responses
Dr Sandip Bhogal	13.74% 50

Dr Rosie Featherby	15.93%	58
Dr Chang-Sun Park	13.74%	50
Dr David Spiro	15.38%	56
Dr Mona Vaidya	11.26%	41
Nurse Sarah Hoare	6.87%	25
Nurse Marco Salvador	0.82%	3
Nurse Laura Welch	6.87%	25
Nurse Deborah Wood	7.69%	28
HCA Janet Cater	3.30%	12
HCA Titta-Maria Laattala	2.75%	10
IAPT - Sarah Fawcett	0.00%	0
IAPT - Junaid Ghani	0.27%	1
PCP David MacSweeney	0.00%	0
Sexual Health Nurse - Julie Ross	1.37%	5
Cheryl Collins (Stop Smoking Advisor)	0.00%	0
Total		364

Q3 Are you

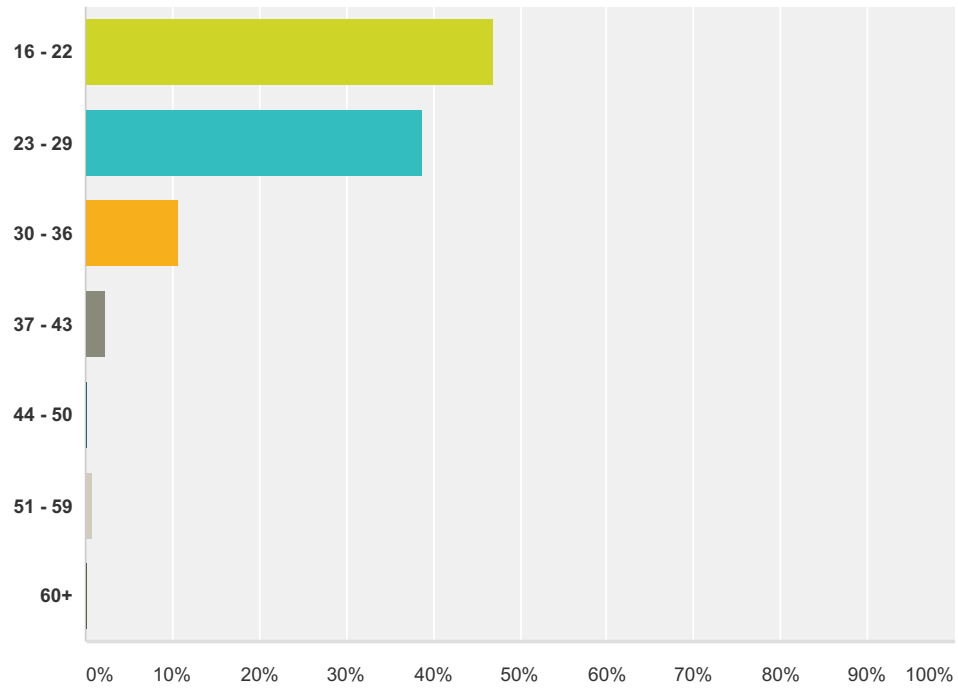
Answered: 364 Skipped: 0



Answer Choices	Responses
Male	26.37% 96
Female	73.63% 268
Total	364

Q4 How old are you?

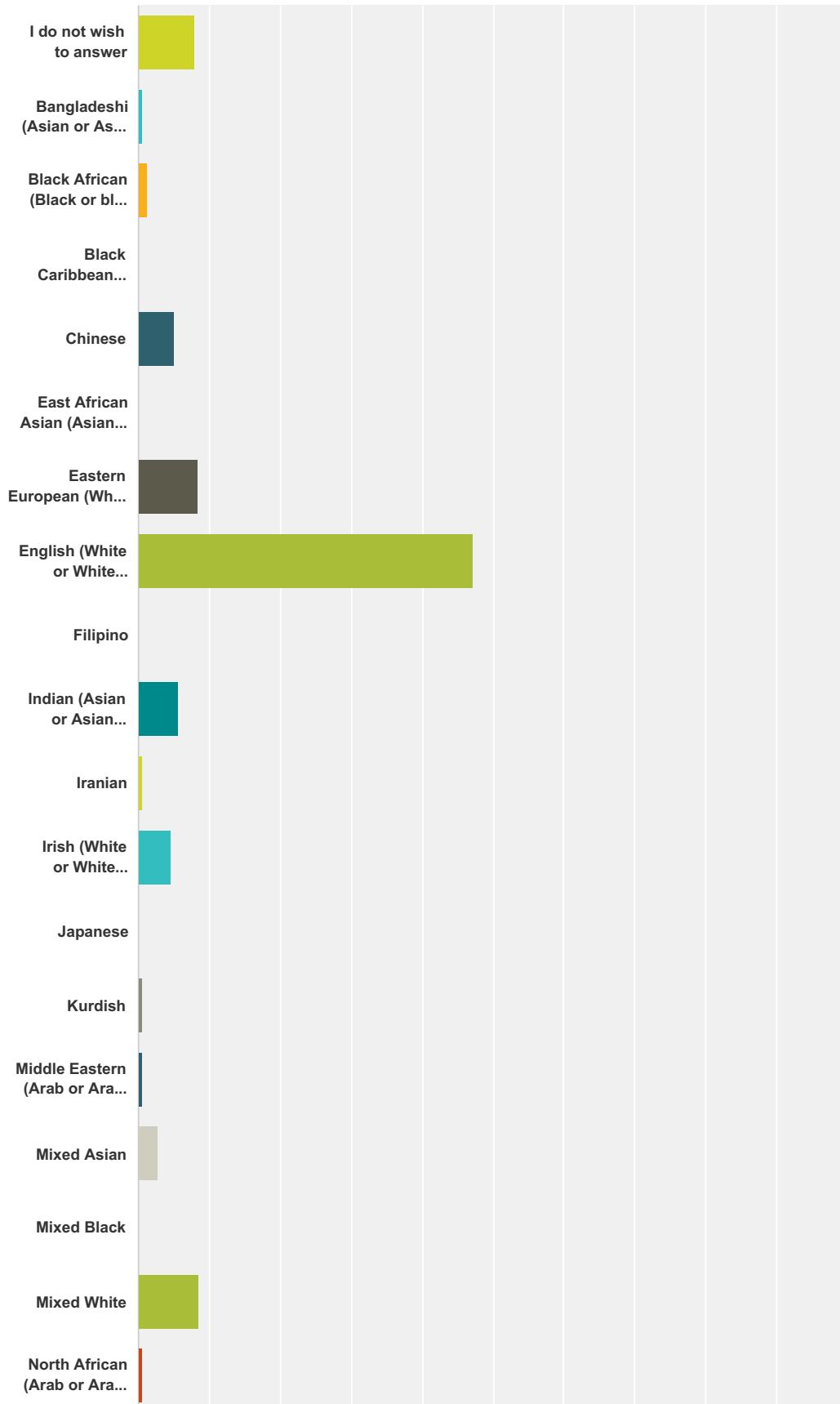
Answered: 360 Skipped: 4

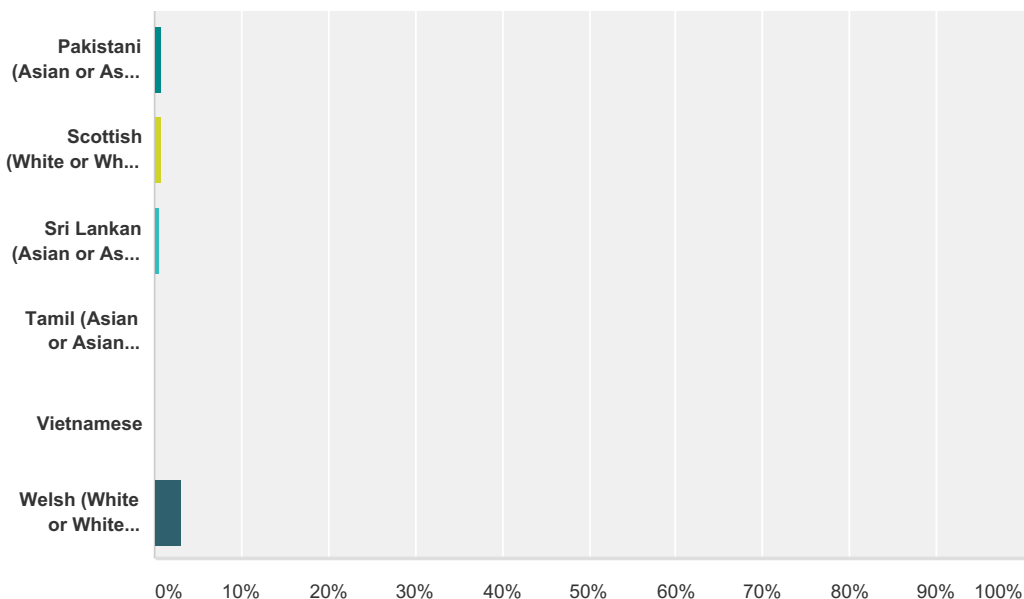


Answer Choices	Responses
16 - 22	46.94% 169
23 - 29	38.89% 140
30 - 36	10.56% 38
37 - 43	2.22% 8
44 - 50	0.28% 1
51 - 59	0.83% 3
60+	0.28% 1
Total	360

Q5 Which ethnic group do you belong to?

Answered: 324 Skipped: 40





Answer Choices	Responses	Count
I do not wish to answer	8.02%	26
Bangladeshi (Asian or Asian British)	0.62%	2
Black African (Black or black British)	1.23%	4
Black Caribbean (Black or black British)	0.00%	0
Chinese	4.94%	16
East African Asian (Asian or Asian British)	0.00%	0
Eastern European (White or White British)	8.33%	27
English (White or White British)	47.22%	153
Filipino	0.00%	0
Indian (Asian or Asian British)	5.56%	18
Iranian	0.62%	2
Irish (White or White British)	4.63%	15
Japanese	0.00%	0
Kurdish	0.62%	2
Middle Eastern (Arab or Arab British)	0.62%	2
Mixed Asian	2.78%	9
Mixed Black	0.00%	0
Mixed White	8.64%	28
North African (Arab or Arab British)	0.62%	2
Pakistani (Asian or Asian British)	0.93%	3
Scottish (White or White British)	0.93%	3

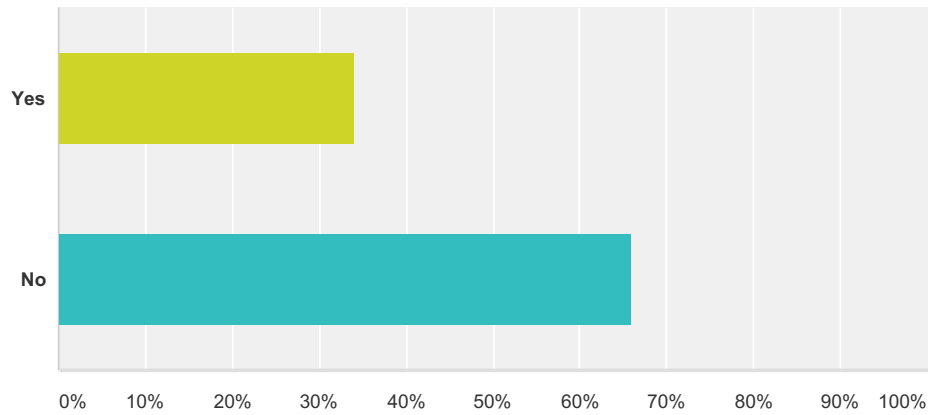
Sri Lankan (Asian or Asian British)	0.62%	2
Tamil (Asian or Asian British)	0.00%	0
Vietnamese	0.00%	0
Welsh (White or White British)	3.09%	10
Total		324

#	Other (please specify)	Date
1	Latin American	8/27/2015 10:19 AM
2	Mixed white and Asian	8/27/2015 10:02 AM
3	korean	7/23/2015 4:04 PM
4	Nepalese	7/10/2015 2:18 PM
5	Brazilian	7/10/2015 2:15 PM
6	northern europe	7/2/2015 1:41 PM
7	Turkish	6/23/2015 1:34 PM
8	White European	6/11/2015 10:32 AM
9	White European	6/11/2015 10:22 AM
10	Latino	6/10/2015 5:23 PM
11	Finnish	6/10/2015 11:07 AM
12	Turkish	6/10/2015 11:05 AM
13	Mauritian	6/4/2015 3:20 PM
14	Other white (French/American)	6/1/2015 7:42 PM
15	thai	5/29/2015 4:45 PM
16	Mestiza	5/29/2015 4:40 PM
17	European	5/24/2015 7:23 PM
18	White European	5/19/2015 8:29 PM
19	Northern European	5/19/2015 11:41 AM
20	Hispanic	5/18/2015 12:11 PM
21	American	5/15/2015 12:10 PM
22	latina	5/14/2015 2:31 PM
23	Western European (White)	5/13/2015 4:31 PM
24	White American	5/13/2015 9:47 AM
25	Native American	5/11/2015 10:06 AM
26	mixed Dutch/Vietnamese	5/8/2015 10:46 AM
27	European (white)	5/7/2015 2:21 PM
28	Nothern European	5/7/2015 1:38 PM
29	White Oceanic	5/7/2015 10:16 AM
30	indonesian	5/6/2015 6:15 PM
31	Mixed	5/6/2015 3:09 PM
32	northern european (white)	5/6/2015 2:10 PM
33	Canadian	5/6/2015 1:41 PM

34	white (Central America)	5/5/2015 11:34 PM
35	White european	5/5/2015 10:40 PM
36	american	5/5/2015 3:53 PM

Q6 Do you have a physical or mental health condition that has lasted at least 12 months or is likely to last at least 12 months?

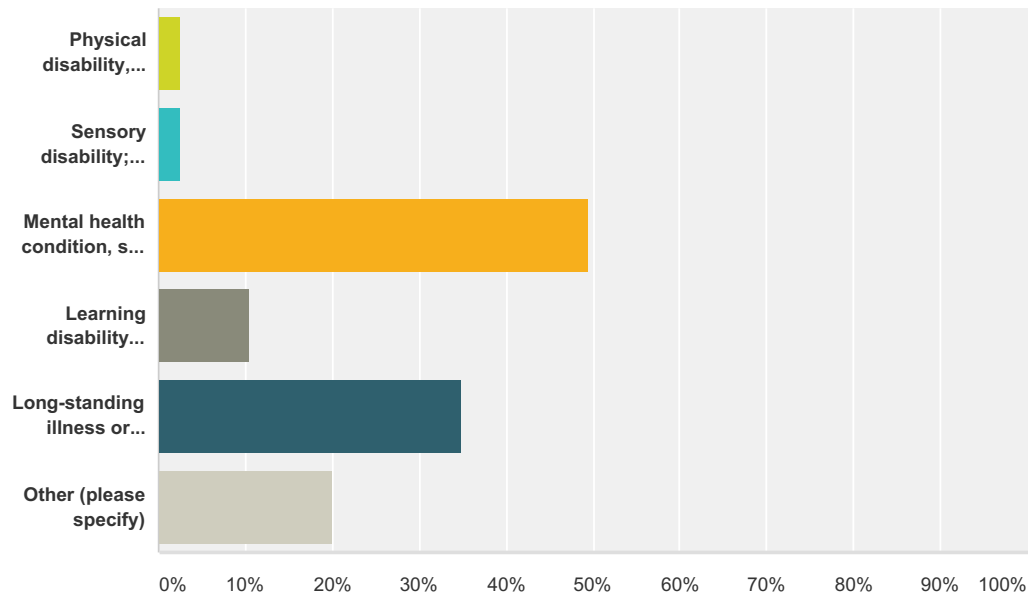
Answered: 359 Skipped: 5



Answer Choices	Responses
Yes	33.98% 122
No	66.02% 237
Total	359

Q7 If you answered no to question 6 please skip to question 9, if you answered yes to question 6, please state the type of physical disability or condition which applies to you. You may indicate more than one if necessary.

Answered: 115 Skipped: 249

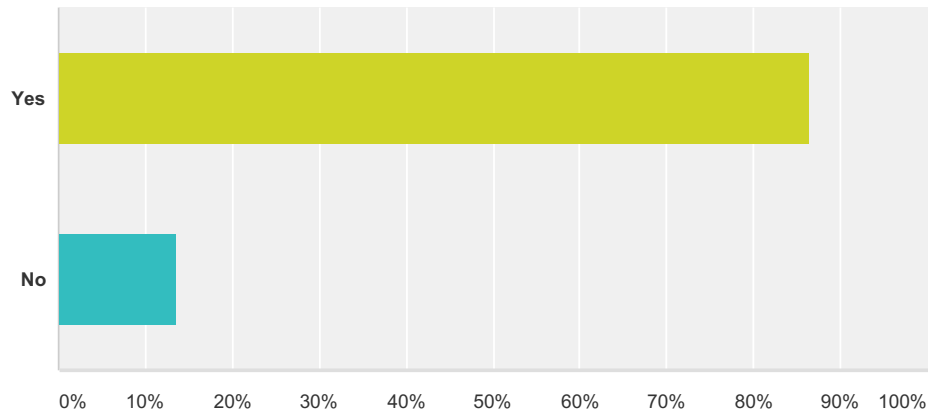


Answer Choices	Responses
Physical disability, such as using a wheelchair to get around and/or difficulty using their arms.	2.61% 3
Sensory disability; such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment.	2.61% 3
Mental health condition, such as depression or schizophrenia.	49.57% 57
Learning disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)	10.43% 12
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy.	34.78% 40
Other (please specify)	20.00% 23
Total Respondents: 115	

#	Other (please specify)	Date
1	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]
4	[Redacted]	[Redacted]
5	[Redacted]	[Redacted]
6	[Redacted]	[Redacted]
7	[Redacted]	[Redacted]
8	[Redacted]	[Redacted]

Q8 Do you think that the Health Centre facilities and design are easily accessible for patients with a disability?

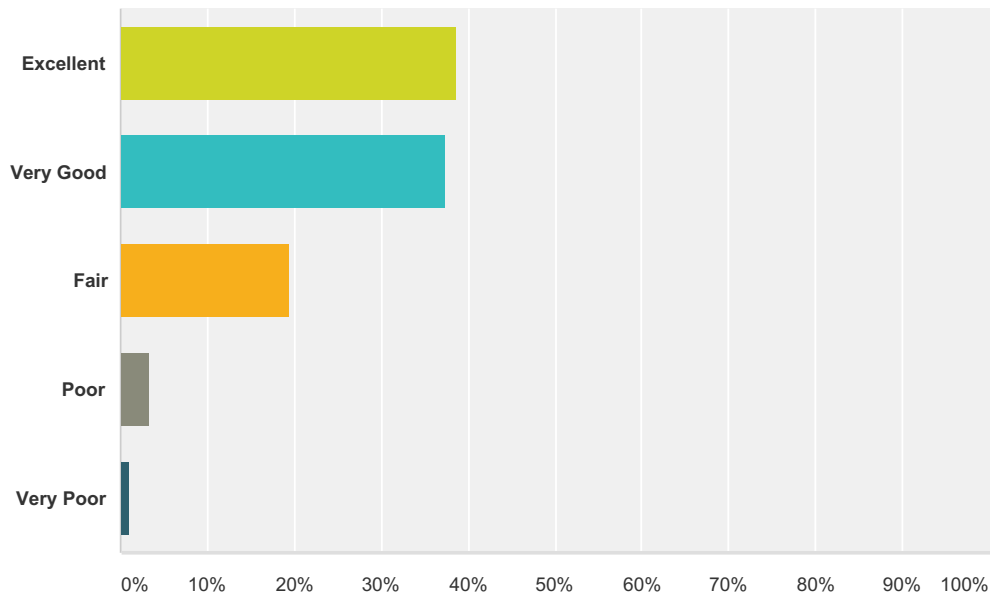
Answered: 154 Skipped: 210



Answer Choices	Responses	
Yes	86.36%	133
No	13.64%	21
Total		154

Q9 How do you rate the way you are treated by Receptionists at your practice?

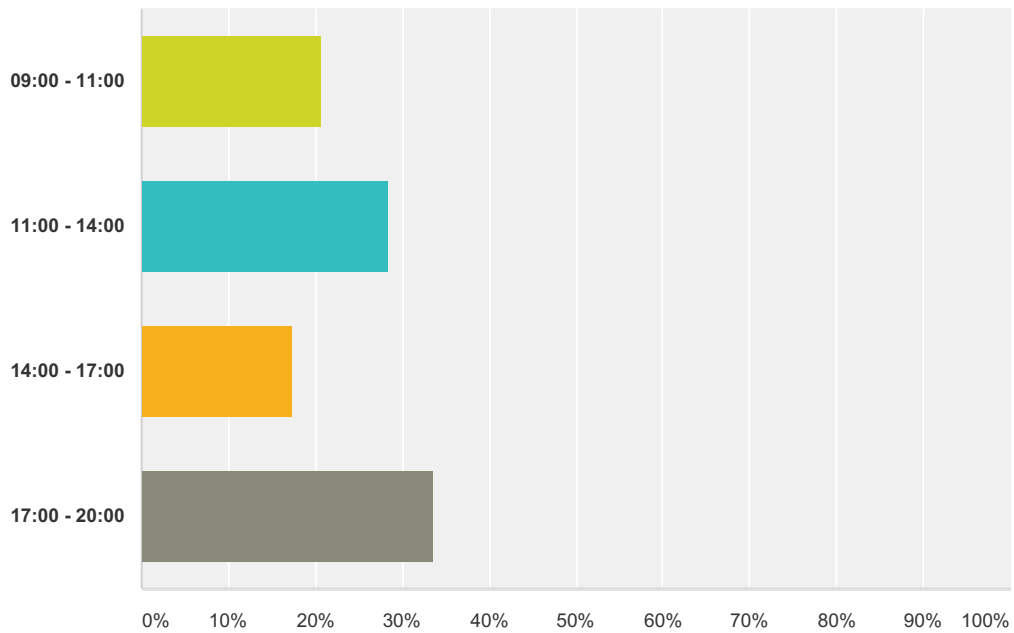
Answered: 350 Skipped: 14



Answer Choices	Responses
Excellent	38.57% 135
Very Good	37.43% 131
Fair	19.43% 68
Poor	3.43% 12
Very Poor	1.14% 4
Total	350

Q10 What is the best time of day for you to come to the Health Centre?

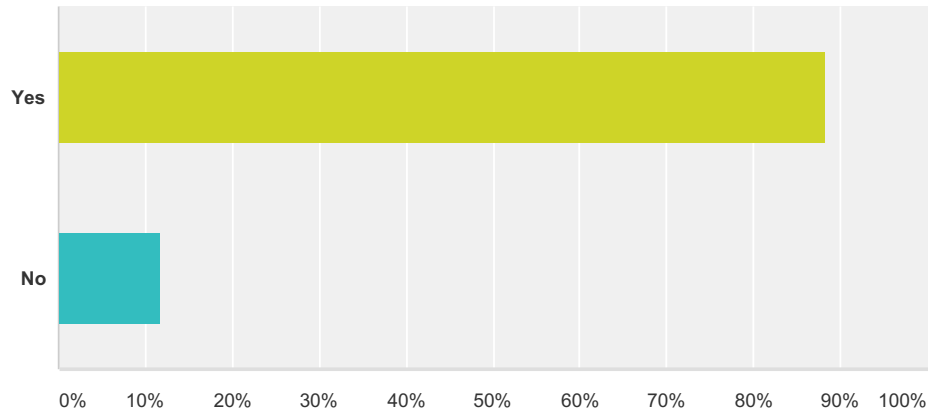
Answered: 352 Skipped: 12



Answer Choices	Responses	
09:00 - 11:00	20.74%	73
11:00 - 14:00	28.41%	100
14:00 - 17:00	17.33%	61
17:00 - 20:00	33.52%	118
Total		352

Q11 Are you satisfied with the Health Centre open times? (Mon, Wed, Fri - 09:00 - 18:30 / Tues, Thurs - 09:00 - 20:30 / Sat, Sun - Closed)

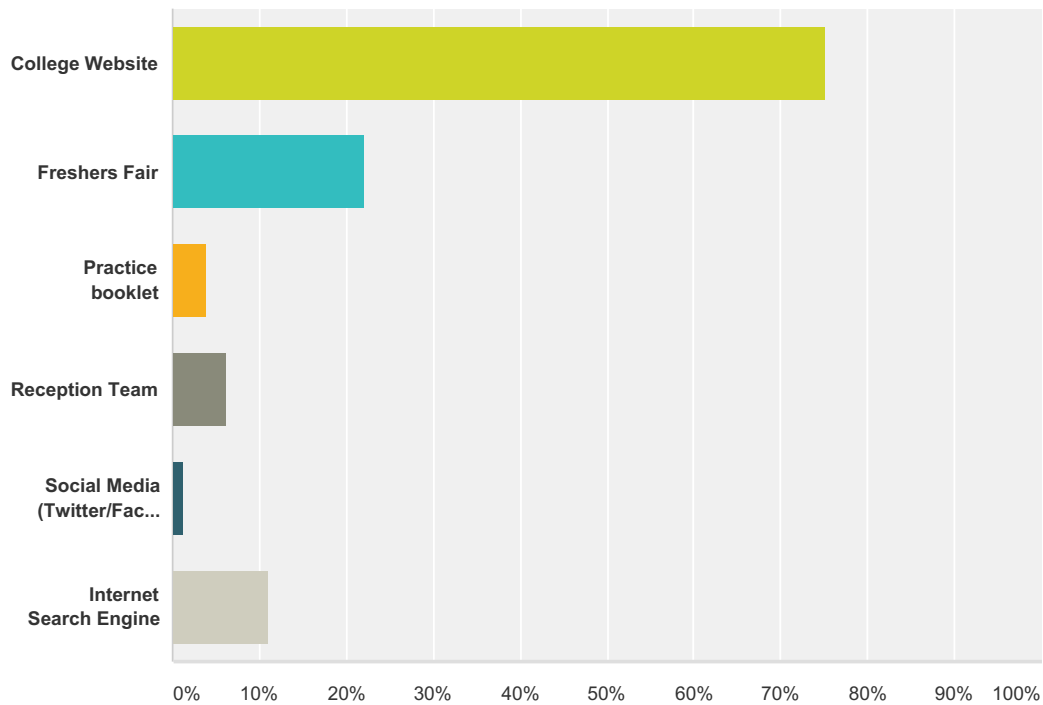
Answered: 317 Skipped: 47



Answer Choices	Responses
Yes	88.33% 280
No	11.67% 37
Total	317

Q12 How were you informed about the practice and our services?

Answered: 335 Skipped: 29

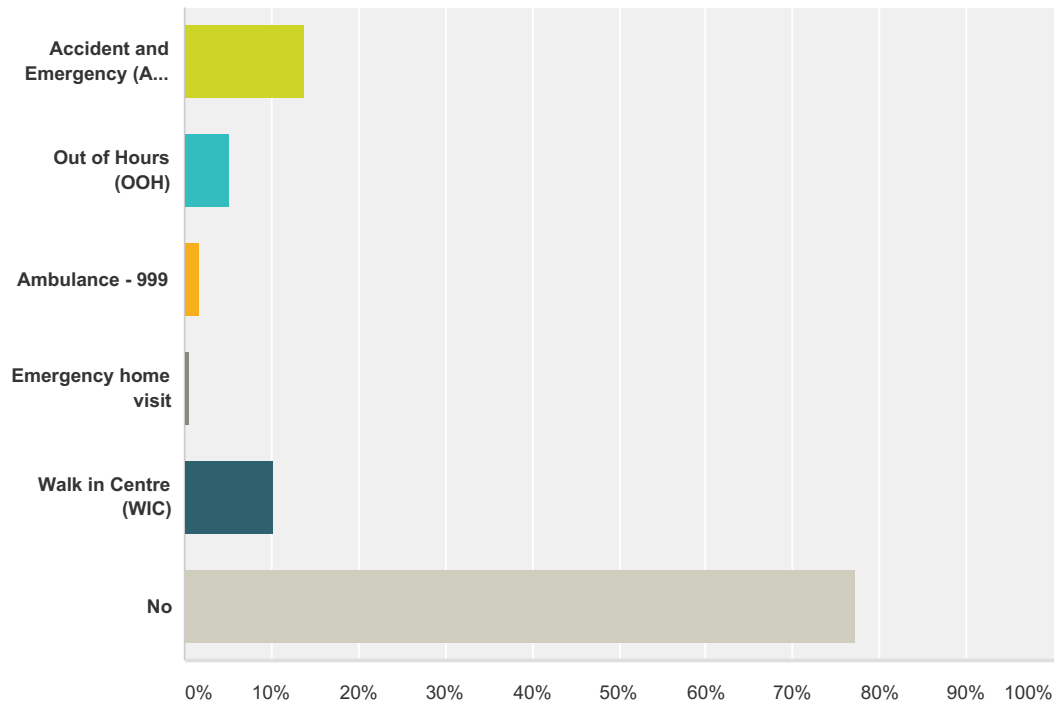


Answer Choices	Responses
College Website	75.22% 252
Freshers Fair	22.09% 74
Practice booklet	3.88% 13
Reception Team	6.27% 21
Social Media (Twitter/Facebook)	1.19% 4
Internet Search Engine	11.04% 37
Total Respondents: 335	

#	Other (please specify)	Date
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]
●	[Redacted]	[Redacted]

Q13 Have you needed to access emergency service in relation to your condition in the past 6 months?

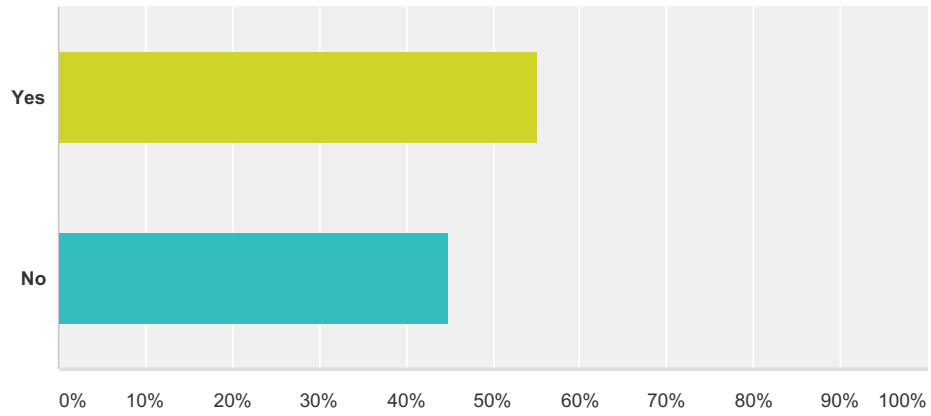
Answered: 342 Skipped: 22



Answer Choices	Responses
Accident and Emergency (A&E / Casualty)	13.74% 47
Out of Hours (OOH)	5.26% 18
Ambulance - 999	1.75% 6
Emergency home visit	0.58% 2
Walk in Centre (WIC)	10.23% 35
No	77.19% 264
Total Respondents: 342	

**Q15 Are you aware that when the practice is closed our phone line is open 24 hours?
(when practice is closed the phones are switched to the Out of Hours services)**

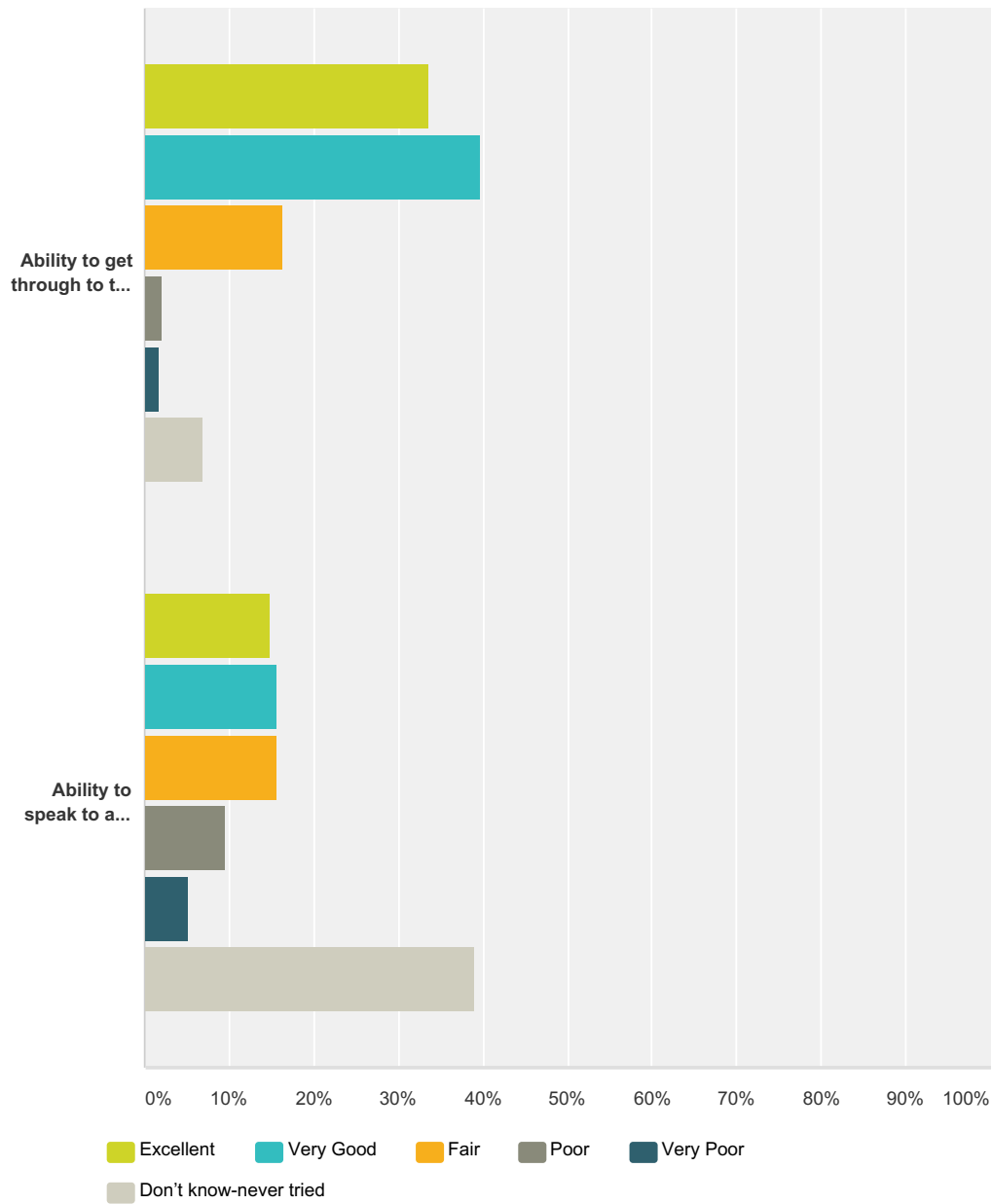
Answered: 316 Skipped: 48



Answer Choices	Responses
Yes	55.06% 174
No	44.94% 142
Total	316

Q16 Thinking of times you have phoned the practice, how do you rate the following:

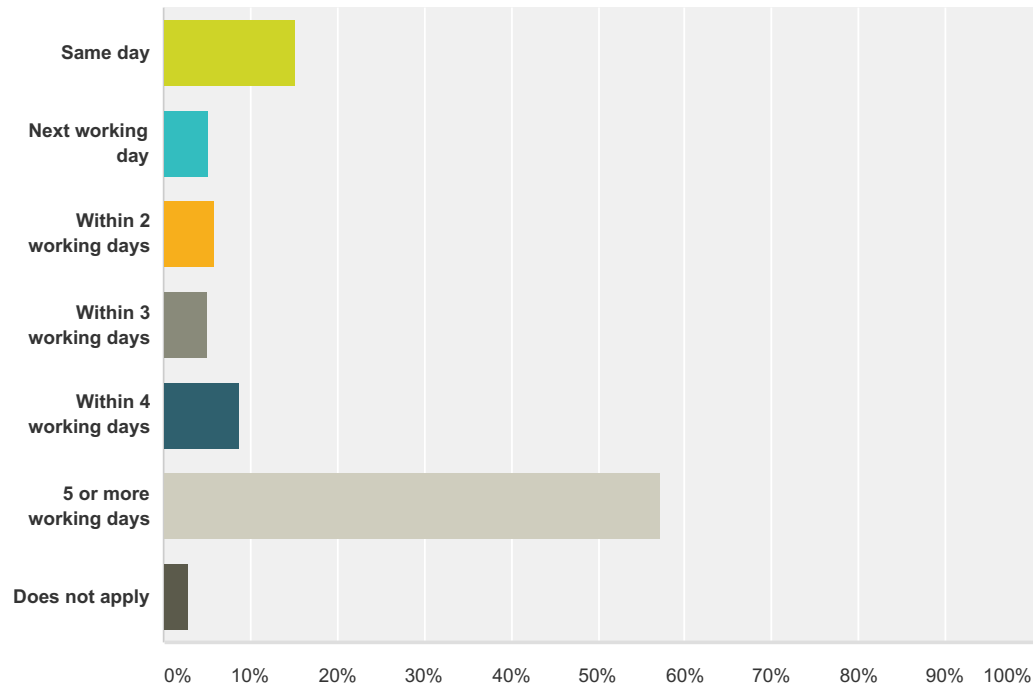
Answered: 347 Skipped: 17



	Excellent	Very Good	Fair	Poor	Very Poor	Don't know-never tried	Total
Ability to get through to the practice on the phone	33.53% 116	39.60% 137	16.18% 56	2.02% 7	1.73% 6	6.94% 24	346
Ability to speak to a clinician on the phone when you have a question or need medical advice?	14.78% 51	15.65% 54	15.65% 54	9.57% 33	5.22% 18	39.13% 135	345

Q17 When you want to see a GP or nurse how quickly do you usually get to see them?

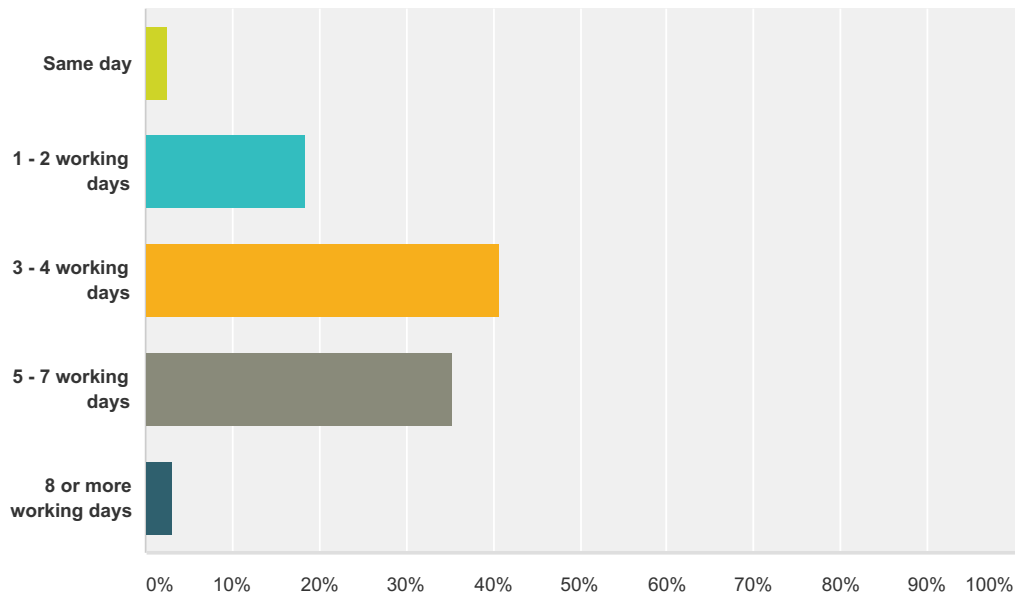
Answered: 346 Skipped: 18



Answer Choices	Responses
Same day	15.32% 53
Next working day	5.20% 18
Within 2 working days	5.78% 20
Within 3 working days	4.91% 17
Within 4 working days	8.67% 30
5 or more working days	57.23% 198
Does not apply	2.89% 10
Total	346

Q18 How long do you think it is reasonable to wait for a ROUTINE appointment?

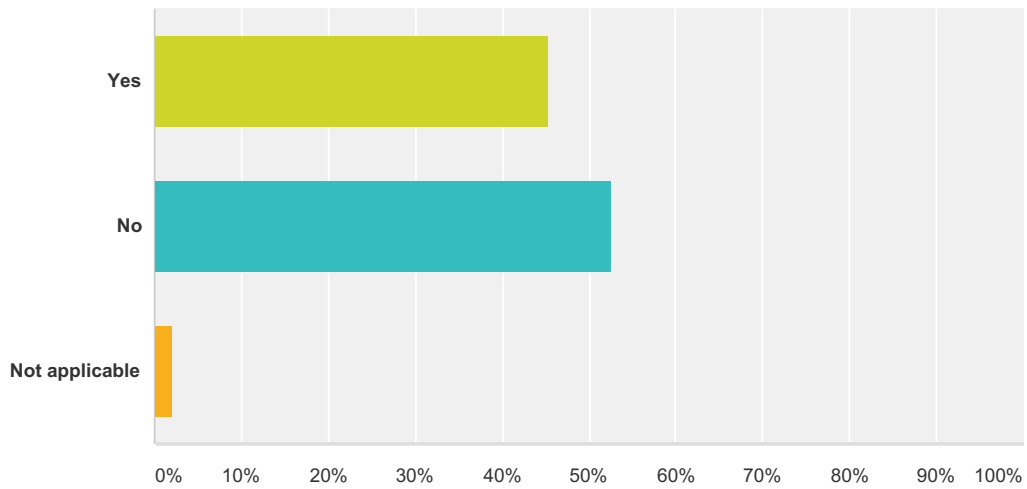
Answered: 352 Skipped: 12



Answer Choices	Responses
Same day	2.56% 9
1 - 2 working days	18.47% 65
3 - 4 working days	40.63% 143
5 - 7 working days	35.23% 124
8 or more working days	3.13% 11
Total	352

Q19 Were you seen on time at your most recent appointment?

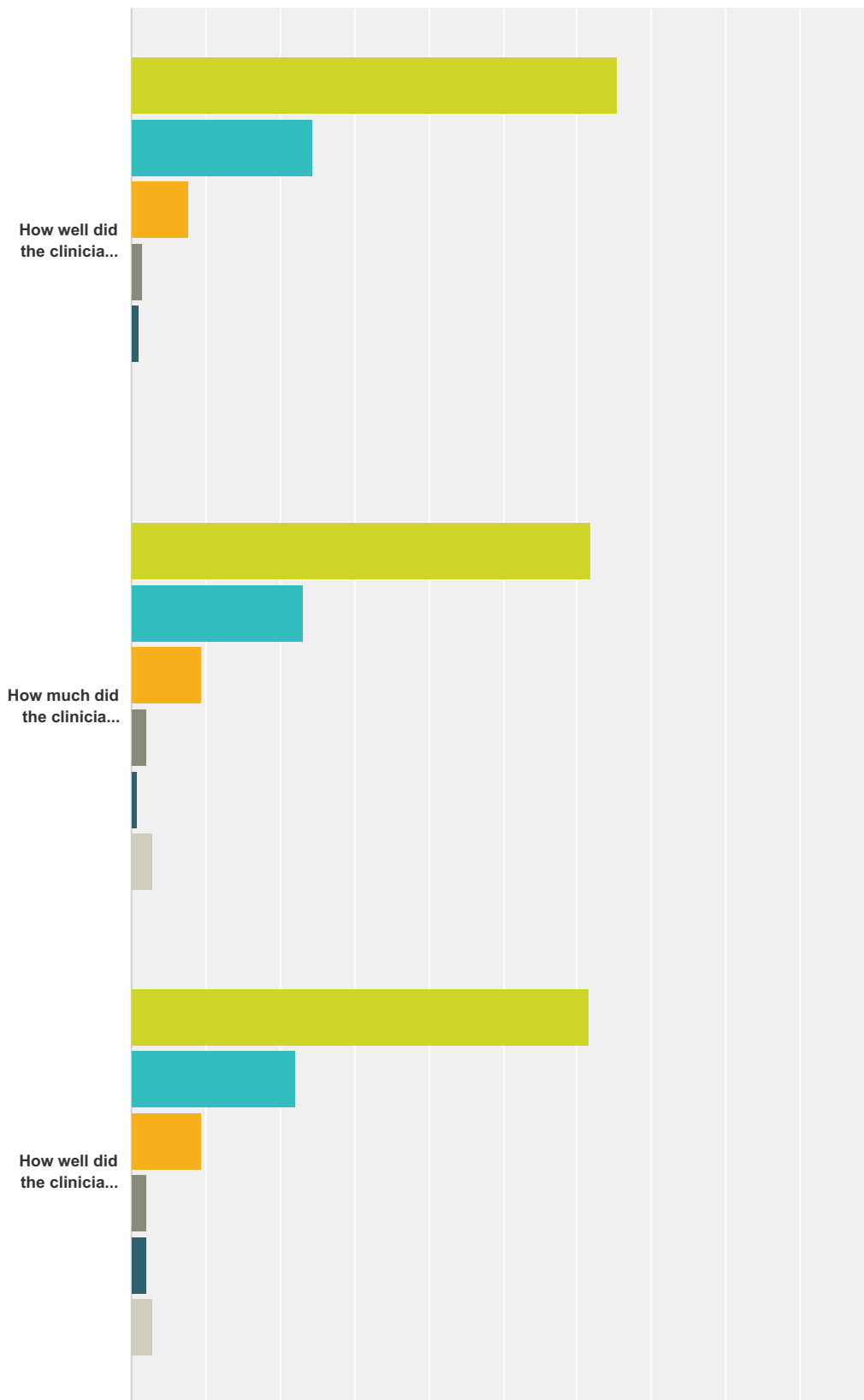
Answered: 346 Skipped: 18

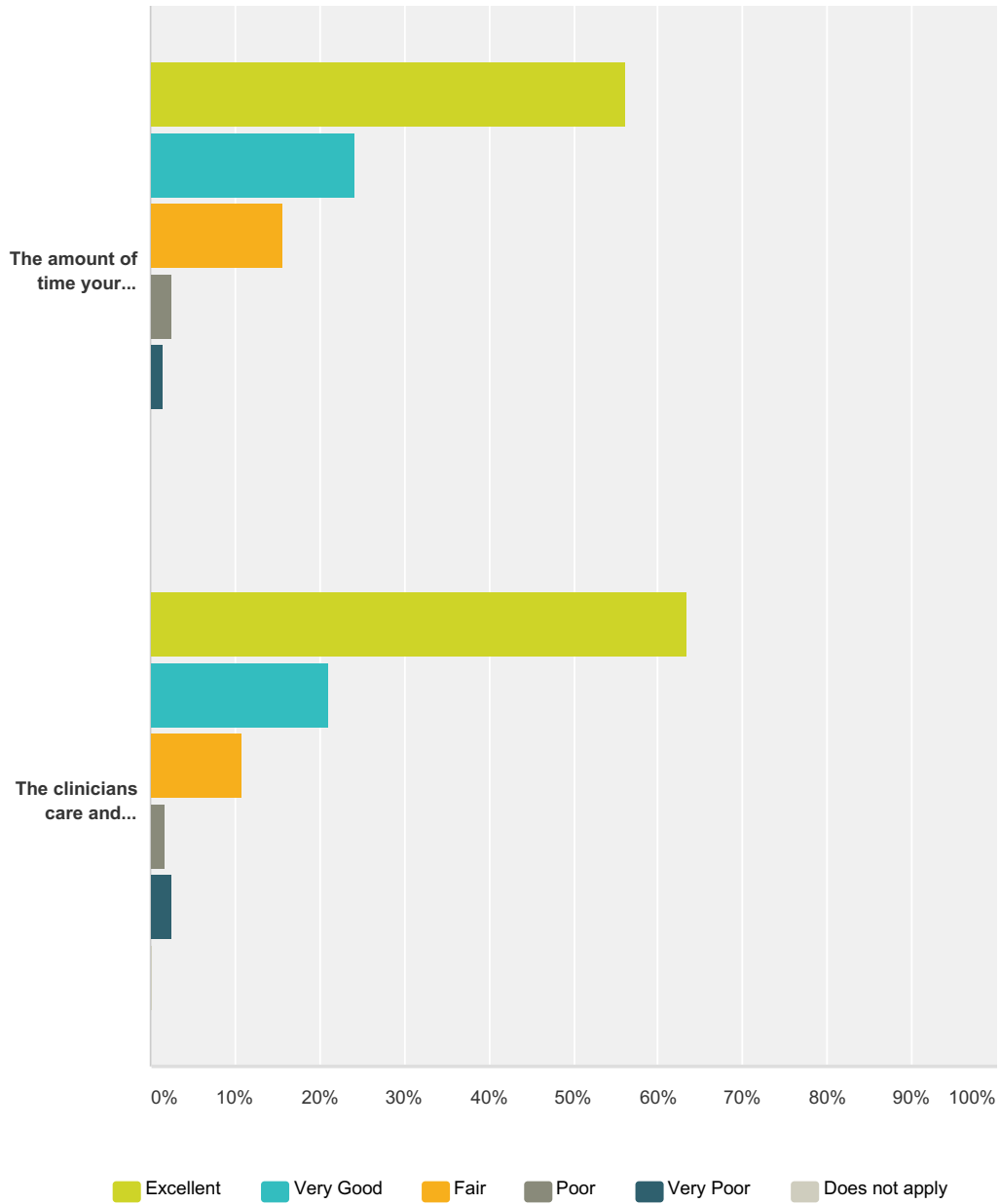


Answer Choices	Responses
Yes	45.38% 157
No	52.60% 182
Not applicable	2.02% 7
Total	346

Q20 Thinking about your consultation with the GP or nurse today, how do you rate the following?

Answered: 351 Skipped: 13

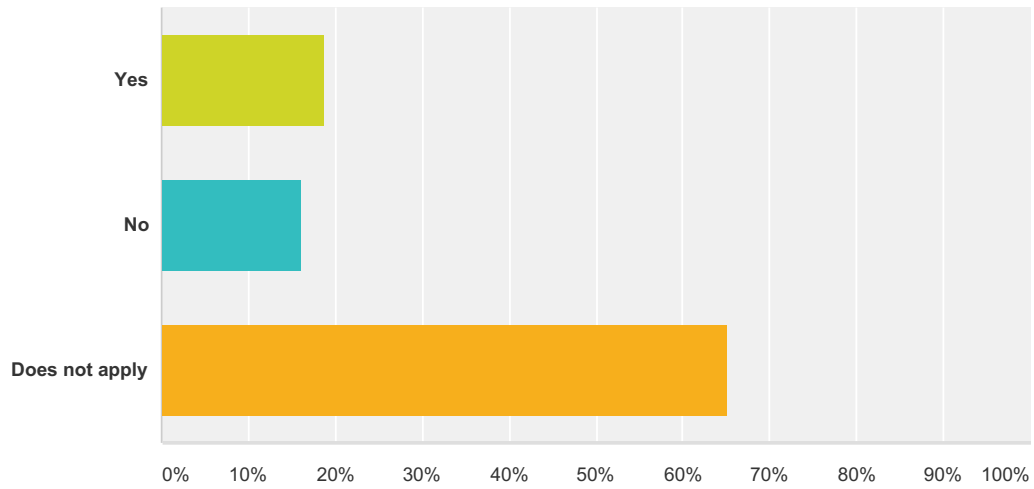




	Excellent	Very Good	Fair	Poor	Very Poor	Does not apply	Total
How well did the clinician listen to what you had to say?	65.24% 229	24.50% 86	7.69% 27	1.42% 5	1.14% 4	0.00% 0	351
How much did the clinician involve you in decisions about your care?	61.82% 217	23.08% 81	9.40% 33	1.99% 7	0.85% 3	2.85% 10	351
How well did the clinician explain your problems or any treatment that you need?	61.54% 216	22.22% 78	9.40% 33	1.99% 7	1.99% 7	2.85% 10	351
The amount of time your clinician spent with you today?	56.13% 197	24.22% 85	15.67% 55	2.56% 9	1.42% 5	0.00% 0	351
The clinicians care and concern for you?	63.53% 223	21.08% 74	10.83% 38	1.71% 6	2.56% 9	0.28% 1	351

Q21 If you required a referral to a specialist were you given a choice of community clinic or hospital?

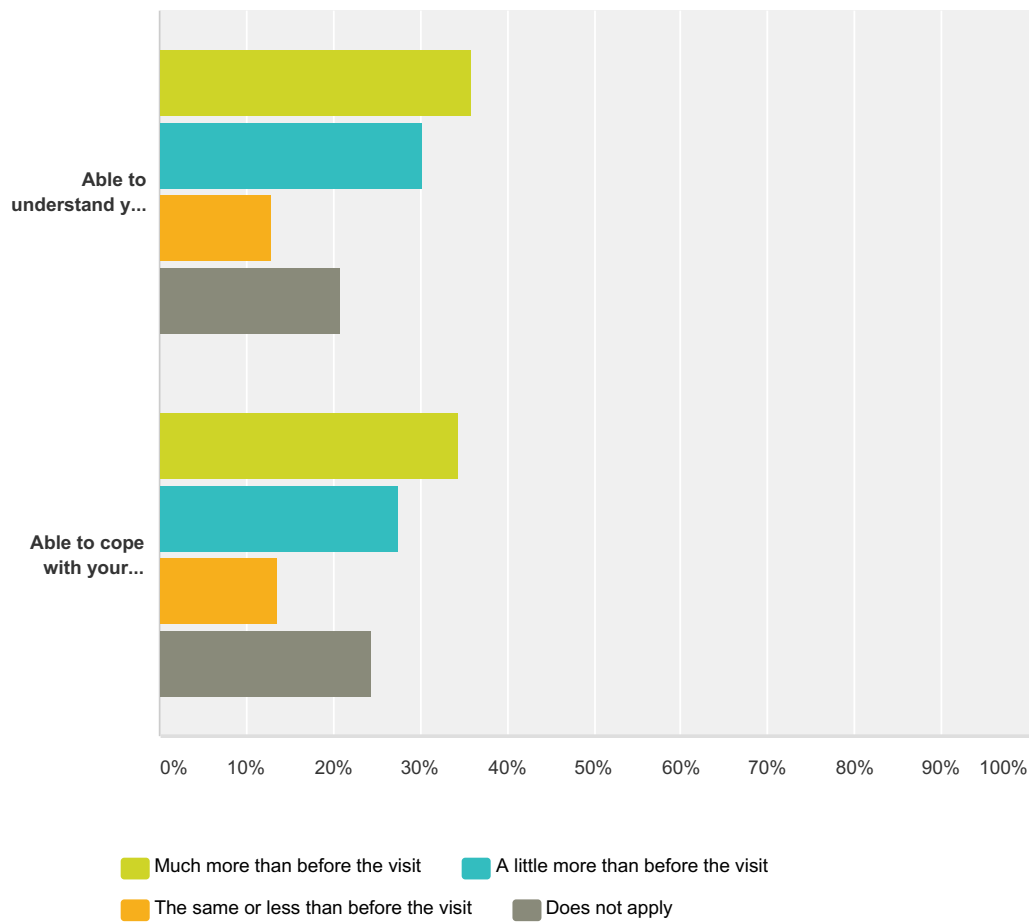
Answered: 341 Skipped: 23



Answer Choices	Responses
Yes	18.77% 64
No	16.13% 55
Does not apply	65.10% 222
Total	341

Q22 After seeing the GP or nurse today are you?

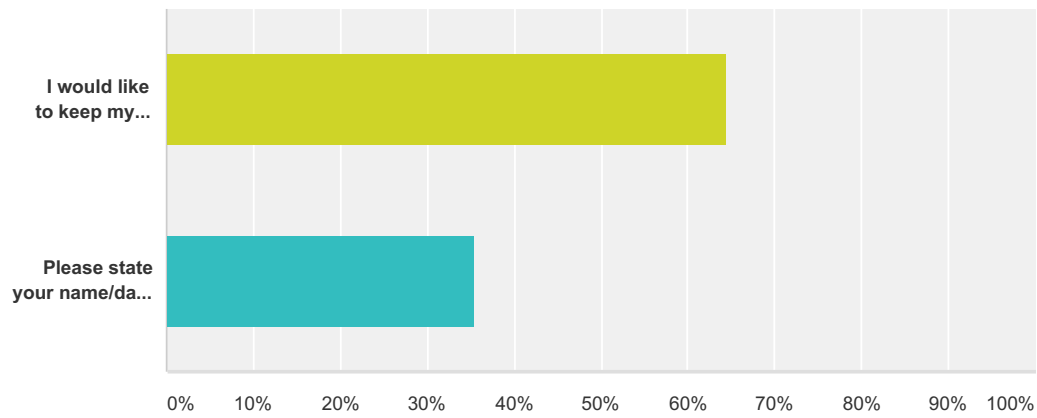
Answered: 349 Skipped: 15



	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply	Total
Able to understand your problem(s) or illness?	35.82% 125	30.37% 106	12.89% 45	20.92% 73	349
Able to cope with your problem(s) or illness?	34.48% 120	27.59% 96	13.51% 47	24.43% 85	348

Q23 For the next set of questions it would be beneficial if you gave your details so that if you are unaware of any of the services or topics mentioned we can ensure the right information gets to you, your information would be strictly for practice use and of course you can keep this questionnaire anonymous also. If you do chose to keep your answers anonymous please do still continue to answer the questions.

Answered: 327 Skipped: 37

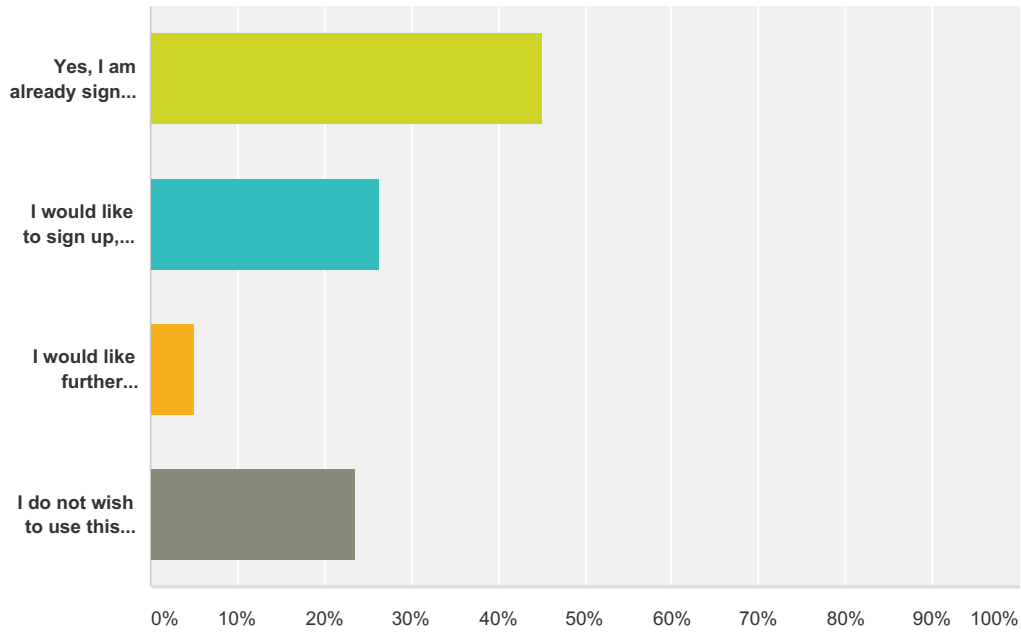


Answer Choices	Responses
I would like to keep my answers anonymous	64.53% 211
Please state your name/date of birth and email address...	35.47% 116
Total	327

#		
1	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]
4	[Redacted]	[Redacted]
5	[Redacted]	[Redacted]
6	[Redacted]	[Redacted]
7	[Redacted]	[Redacted]
8	[Redacted]	[Redacted]
9	[Redacted]	[Redacted]
10	[Redacted]	[Redacted]
11	[Redacted]	[Redacted]
12	[Redacted]	[Redacted]
13	[Redacted]	[Redacted]
14	[Redacted]	[Redacted]
15	[Redacted]	[Redacted]
16	[Redacted]	[Redacted]
17	[Redacted]	[Redacted]
18	[Redacted]	[Redacted]
19	[Redacted]	[Redacted]
20	[Redacted]	[Redacted]

Q24 Are you aware of the SystmOnline function which allows patients to book routine GP appointments/request repeat medications & view a summary of their medical records online or via an app?

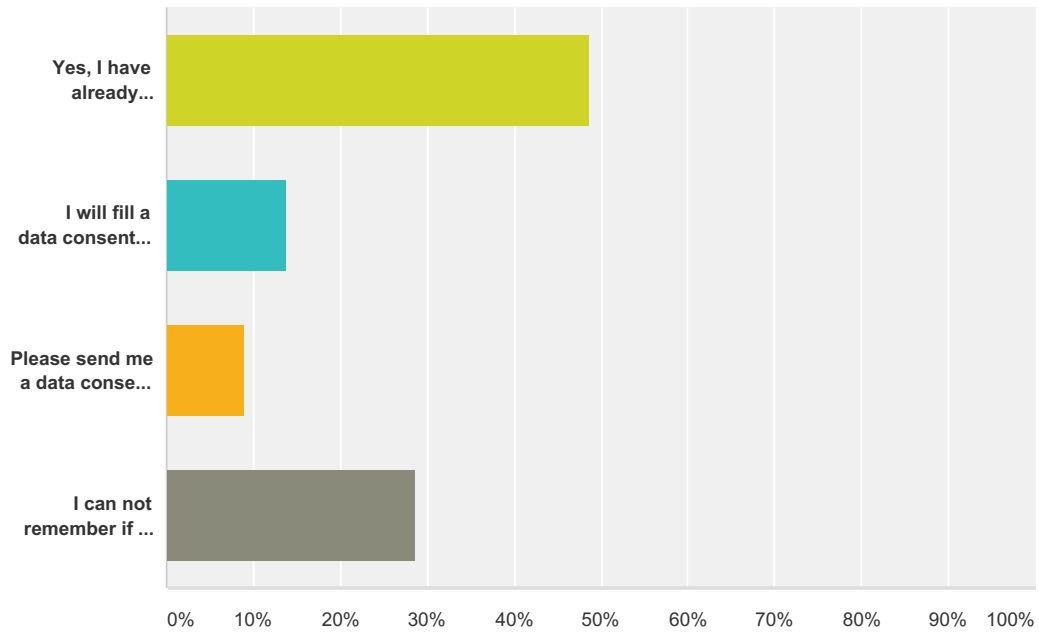
Answered: 322 Skipped: 42



Answer Choices	Responses	
Yes, I am already signed up	45.03%	145
I would like to sign up, please send me my unique log in details to my email address	26.40%	85
I would like further information before I sign up, please email me this	4.97%	16
I do not wish to use this function	23.60%	76
Total		322

Q25 Are you aware of your electronic patient record and deciding on your consent to sharing information?

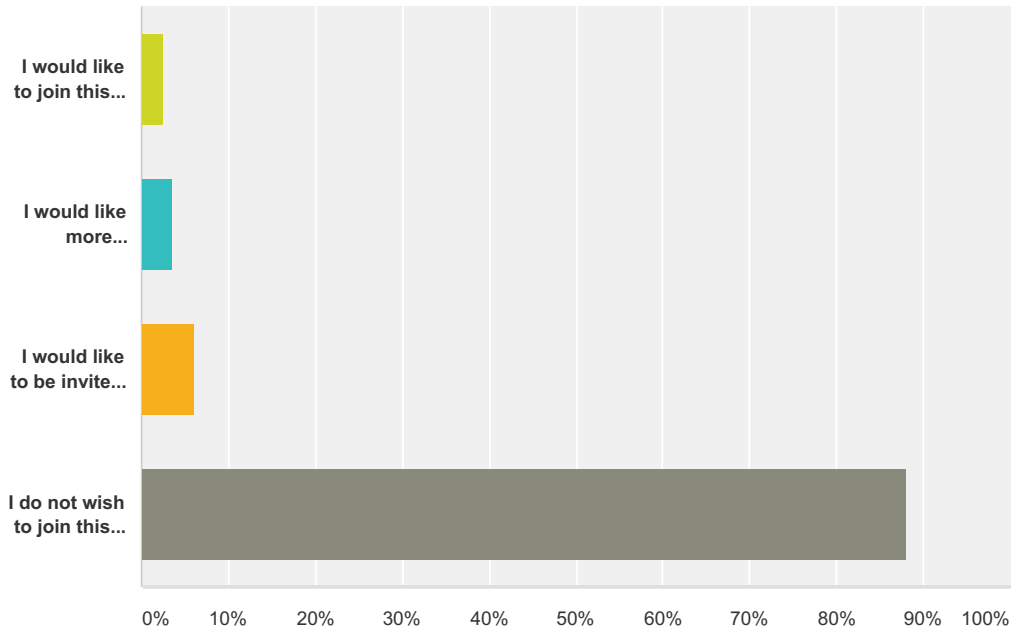
Answered: 314 Skipped: 50



Answer Choices	Responses	Count
Yes, I have already completed the data consent sheet	48.73%	153
I will fill a data consent sheet in on my next visit to the Health Centre	13.69%	43
Please send me a data consent sheet	8.92%	28
I can not remember if I have, please check my record and let me know	28.66%	90
Total		314

Q26 Are you aware of our 'Patient Participation Group' which meets every 3 months to feedback to the practice and discuss patient issues?

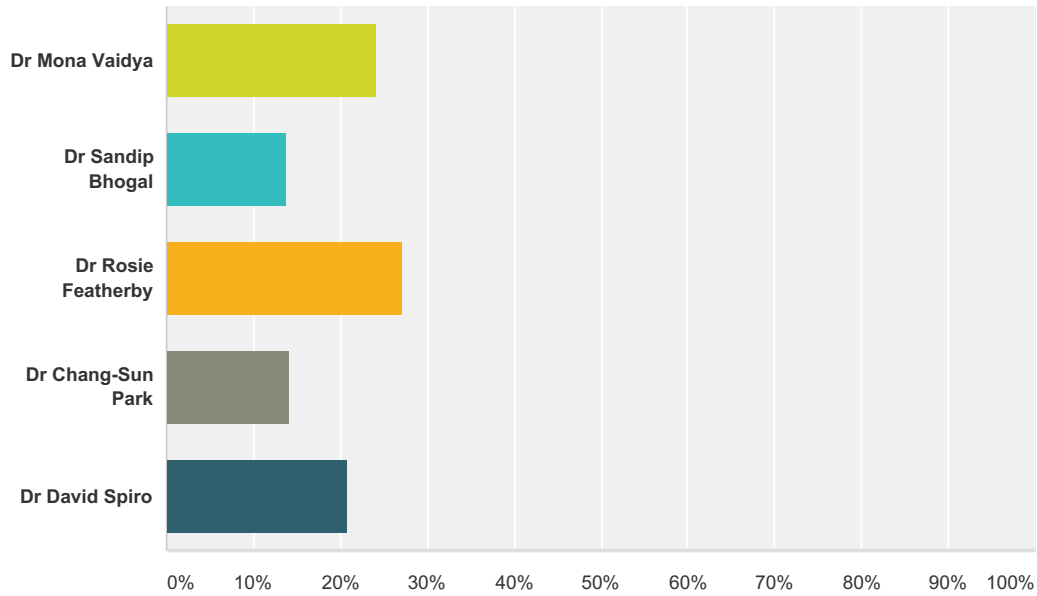
Answered: 319 Skipped: 45



Answer Choices	Responses
I would like to join this group	2.51% 8
I would like more information regarding the PPG to be sent to me so I can decide	3.45% 11
I would like to be invited to the meetings but do not want to commit to being part of the group	5.96% 19
I do not wish to join this group	88.09% 281
Total	319

Q27 All patients are to have a named GP who you should try to see when booking a routine appointment to enable a stronger continuity of care. Are you a regular patient of...

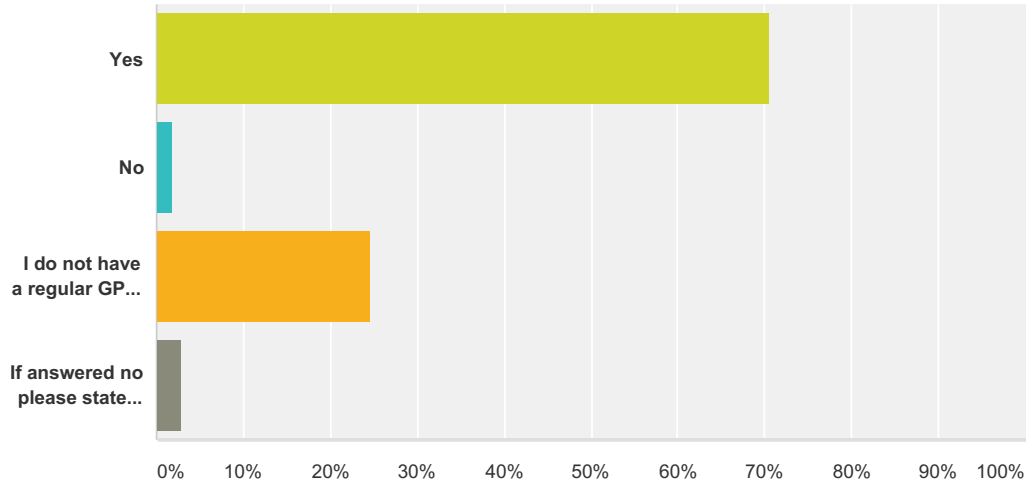
Answered: 240 Skipped: 124



Answer Choices	Responses
Dr Mona Vaidya	24.17% 58
Dr Sandip Bhogal	13.75% 33
Dr Rosie Featherby	27.08% 65
Dr Chang-Sun Park	14.17% 34
Dr David Spiro	20.83% 50
Total	240

Q28 Are you happy for the GP you have said you see regularly to be your named GP?

Answered: 305 Skipped: 59

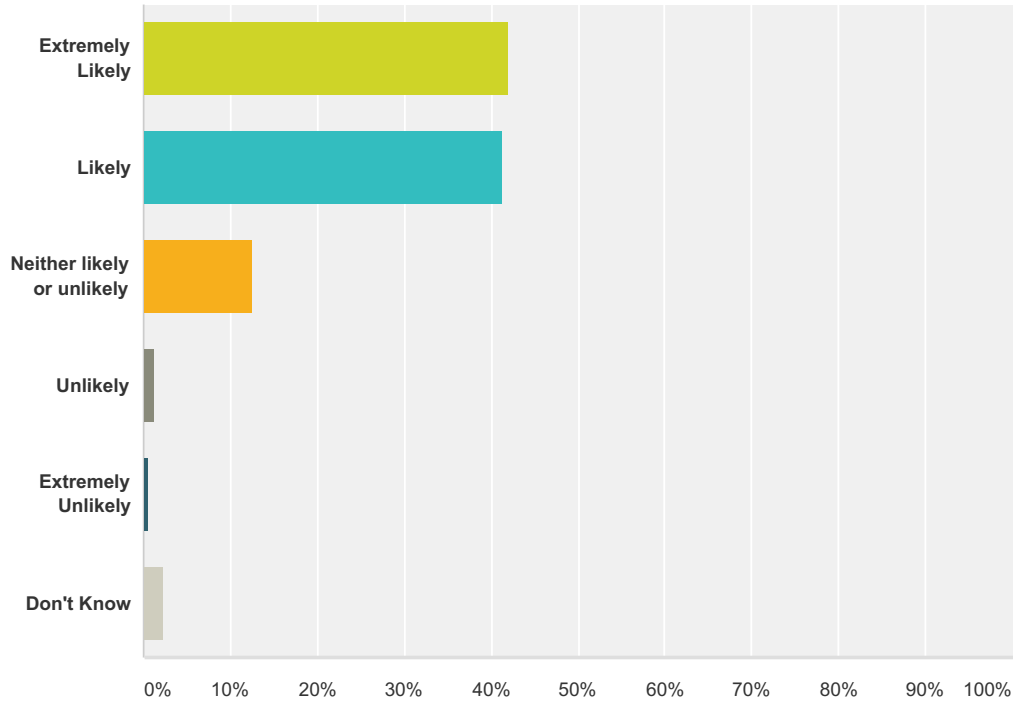


Answer Choices	Responses
Yes	70.49% 215
No	1.97% 6
I do not have a regular GP and I am happy for the practice to assign me one	24.59% 75
If answered no please state which GP you would like to be your named GP?	2.95% 9
Total	305

#	If answered no please state which GP you would like to be your named GP?	Date
1	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]
4	[Redacted]	[Redacted]
5	[Redacted]	[Redacted]
6	[Redacted]	[Redacted]
7	[Redacted]	[Redacted]
8	[Redacted]	[Redacted]
9	[Redacted]	[Redacted]
10	[Redacted]	[Redacted]

Q29 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Answered: 312 Skipped: 52



Answer Choices	Responses
Extremely Likely	41.99% 131
Likely	41.35% 129
Neither likely or unlikely	12.50% 39
Unlikely	1.28% 4
Extremely Unlikely	0.64% 2
Don't Know	2.24% 7
Total	312