



Results

Survey 42399

Number of records in this query:	277
Total records in survey:	277
Percentage of total:	100.00%





Field summary for 001a

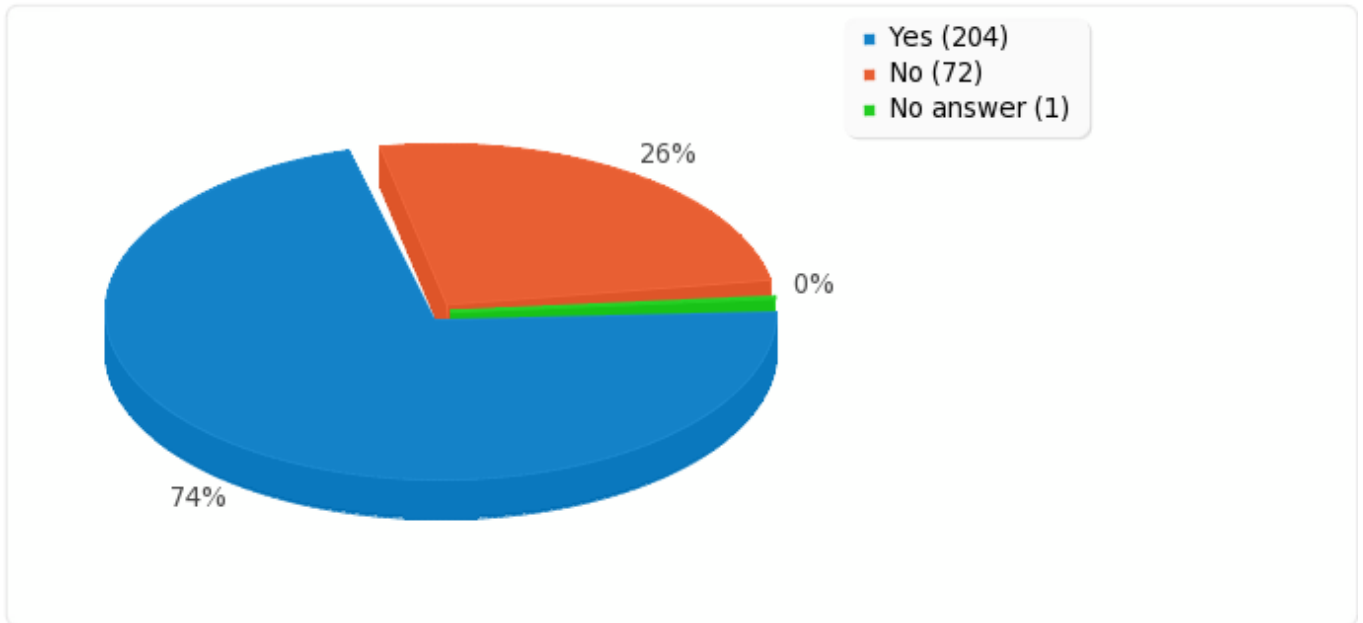
1a. Did you know you can speak to a GP over the telephone (telephone consultation)?

Answer	Count	Percentage
Yes (Y)	204	73.65%
No (N)	72	25.99%
No answer	1	0.36%



Field summary for 001a

1a. Did you know you can speak to a GP over the telephone (telephone consultation)?





Field summary for 001b

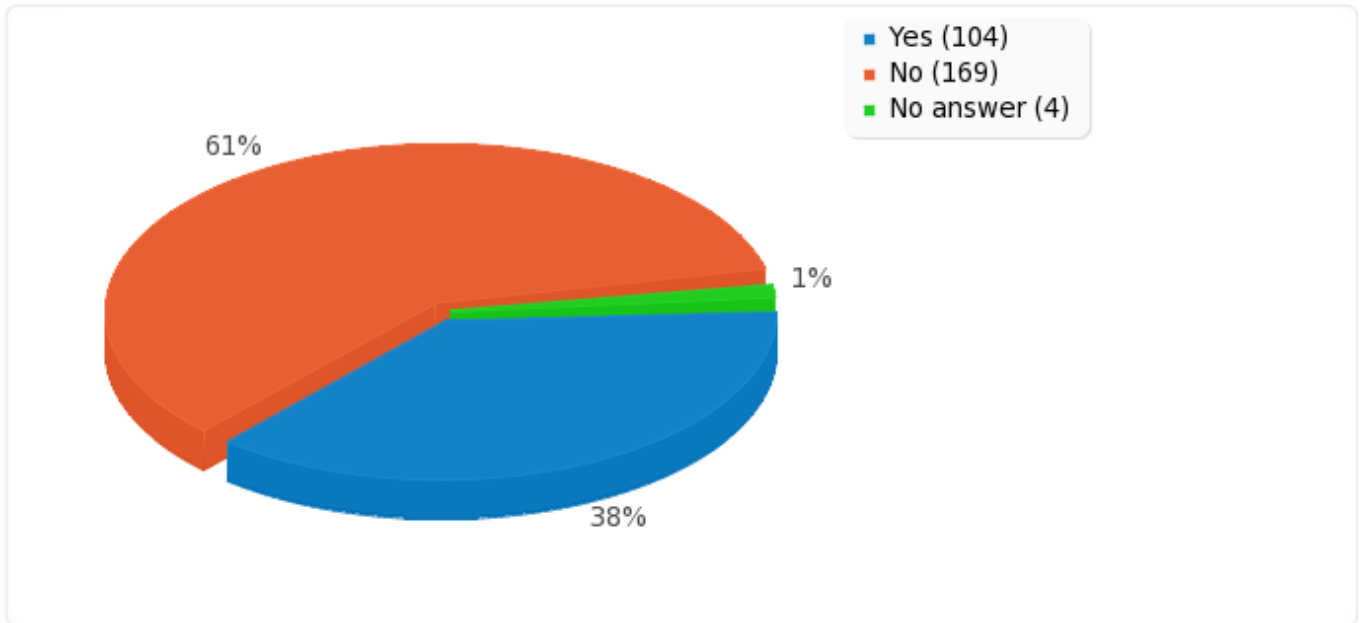
1b. Have you ever been offered a telephone consultation?

Answer	Count	Percentage
Yes (Y)	104	37.55%
No (N)	169	61.01%
No answer	4	1.44%



Field summary for 001b

1b. Have you ever been offered a telephone consultation?





Field summary for 002a

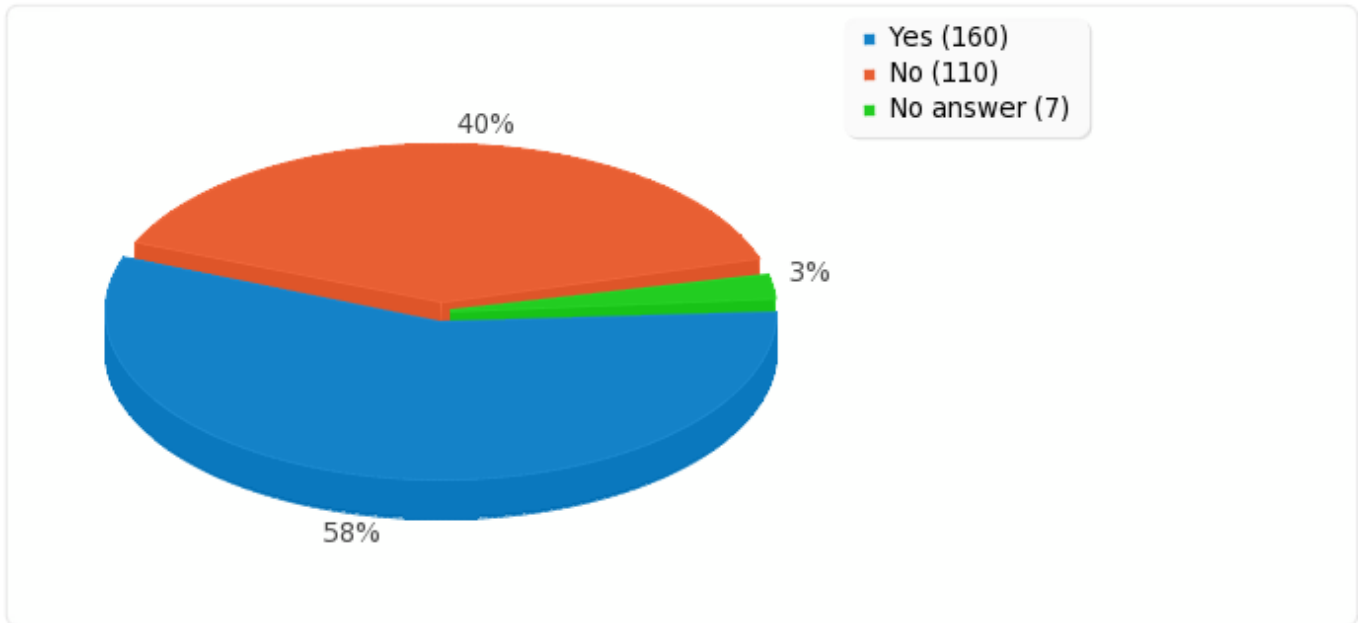
2a. Were you aware you can ring for your test results after 2pm?

Answer	Count	Percentage
Yes (Y)	160	57.76%
No (N)	110	39.71%
No answer	7	2.53%



Field summary for 002a

2a. Were you aware you can ring for your test results after 2pm?





Field summary for 002b

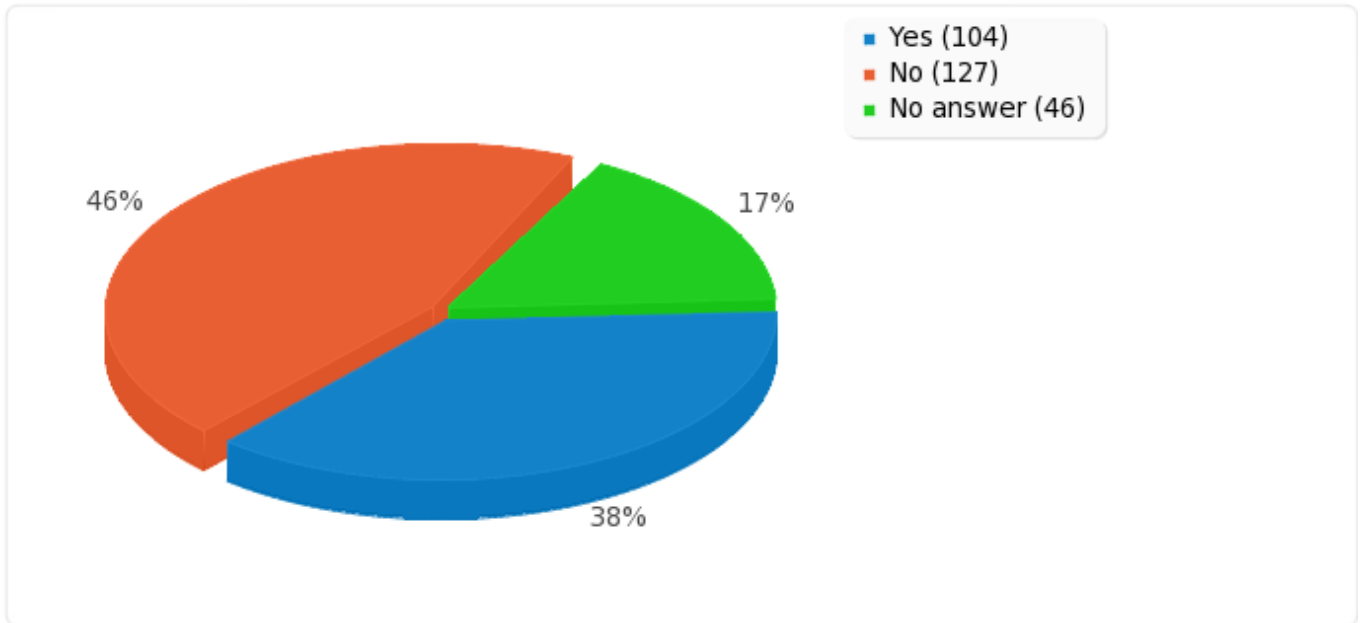
2b. Have you rung for results this way?

Answer	Count	Percentage
Yes (Y)	104	37.55%
No (N)	127	45.85%
No answer	46	16.61%



Field summary for 002b

2b. Have you rung for results this way?





Field summary for 002c

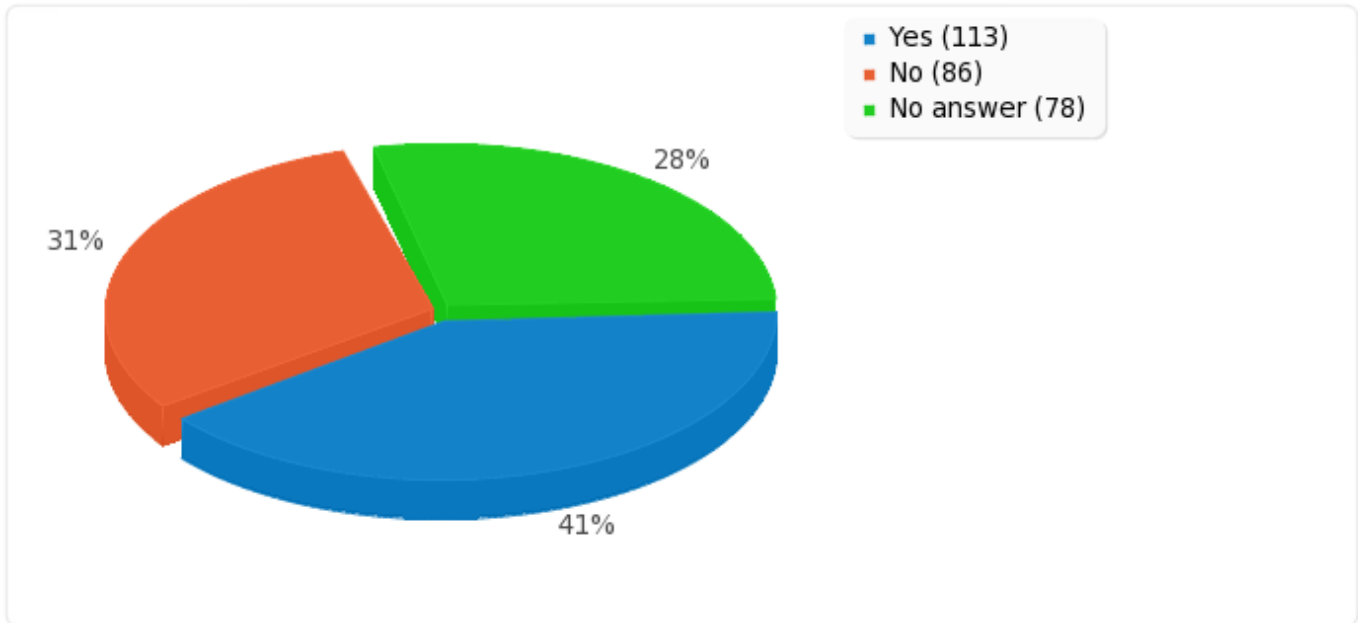
2c. Did you receive the results?

Answer	Count	Percentage
Yes (Y)	113	40.79%
No (N)	86	31.05%
No answer	78	28.16%



Field summary for 002c

2c. Did you receive the results?





Field summary for 003a

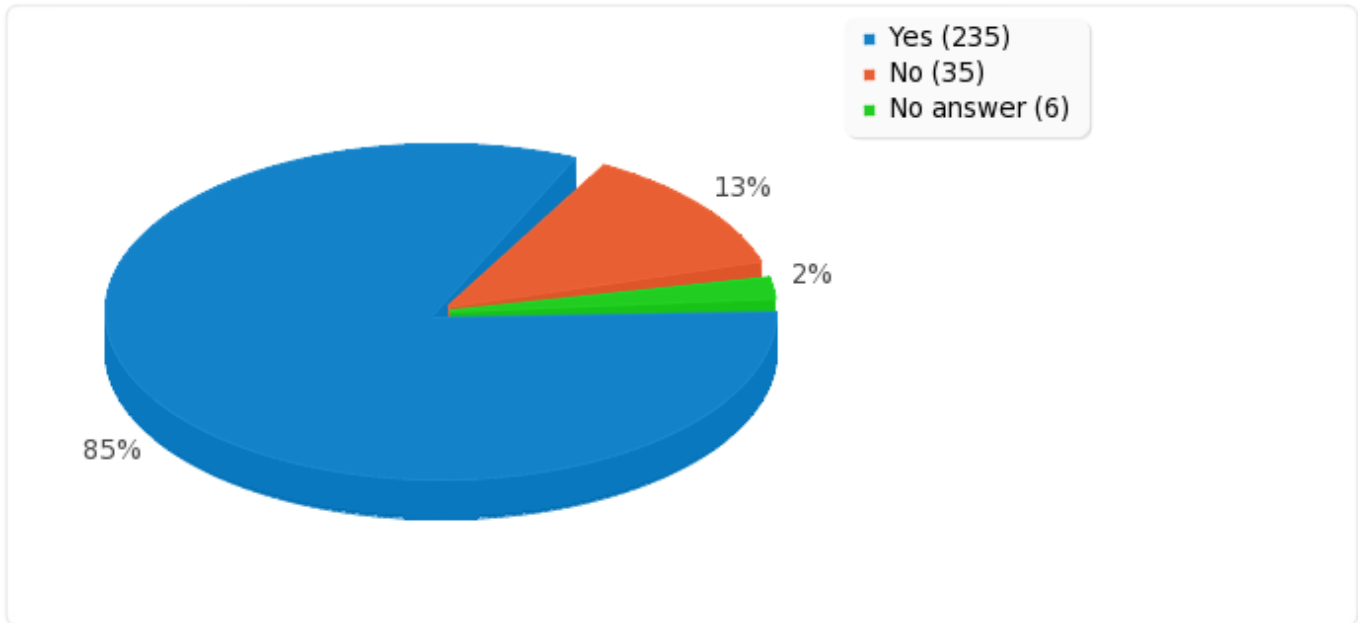
3a. Have you tried to book an appointment with a GP fairly quickly?

Answer	Count	Percentage
Yes (Y)	235	85.14%
No (N)	35	12.68%
No answer	6	2.17%



Field summary for 003a

3a. Have you tried to book an appointment with a GP fairly quickly?





Field summary for 003b

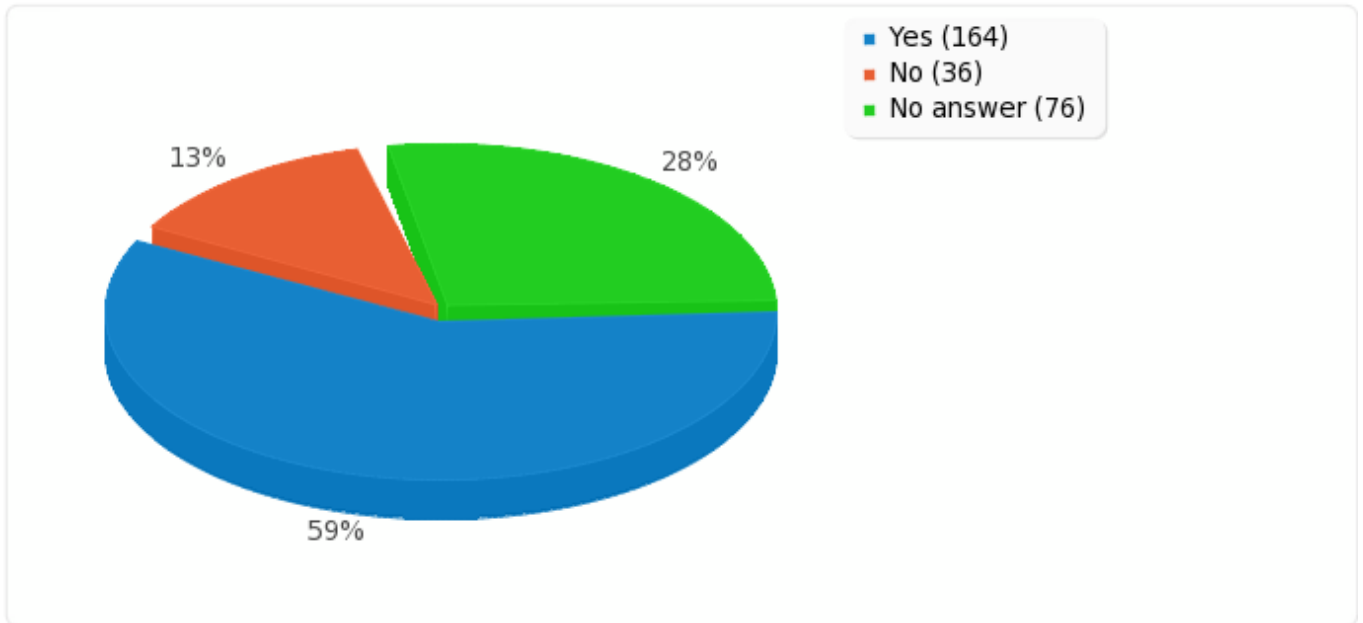
3b Were you seen on the day?

Answer	Count	Percentage
Yes (Y)	164	59.42%
No (N)	36	13.04%
No answer	76	27.54%



Field summary for 003b

3b Were you seen on the day?





Field summary for 003c

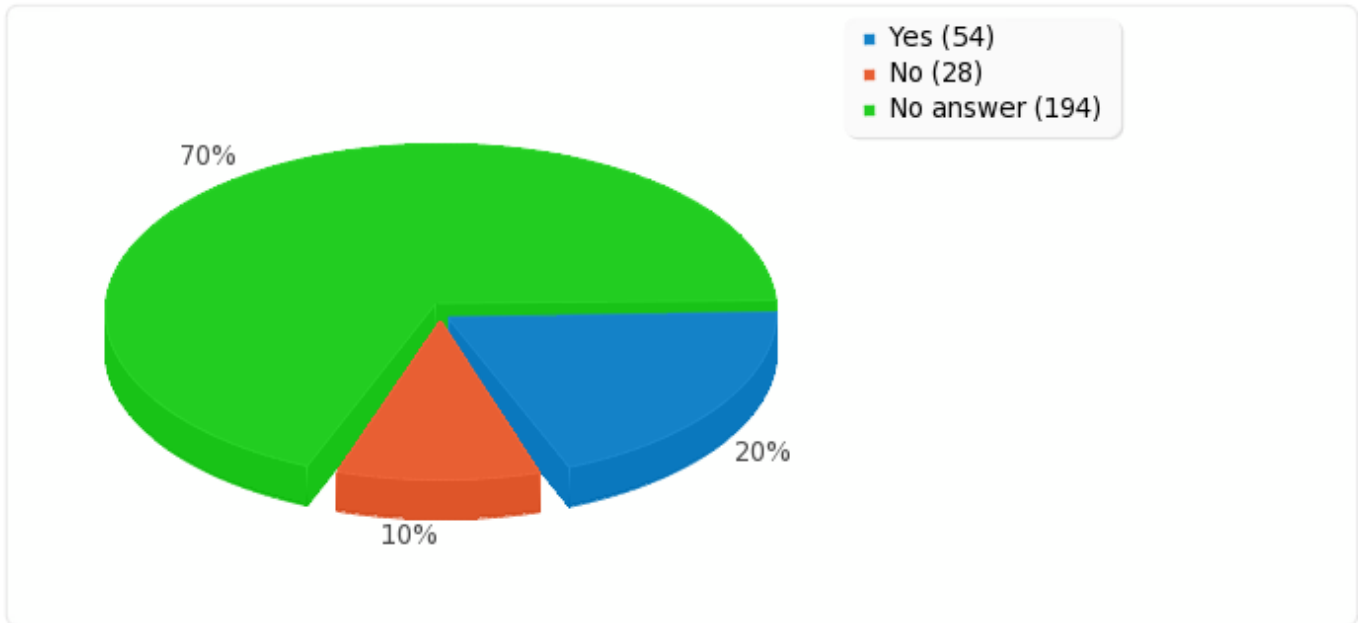
3c. Within 2 days?

Answer	Count	Percentage
Yes (Y)	54	19.57%
No (N)	28	10.14%
No answer	194	70.29%



Field summary for 003c

3c. Within 2 days?





Field summary for 003d

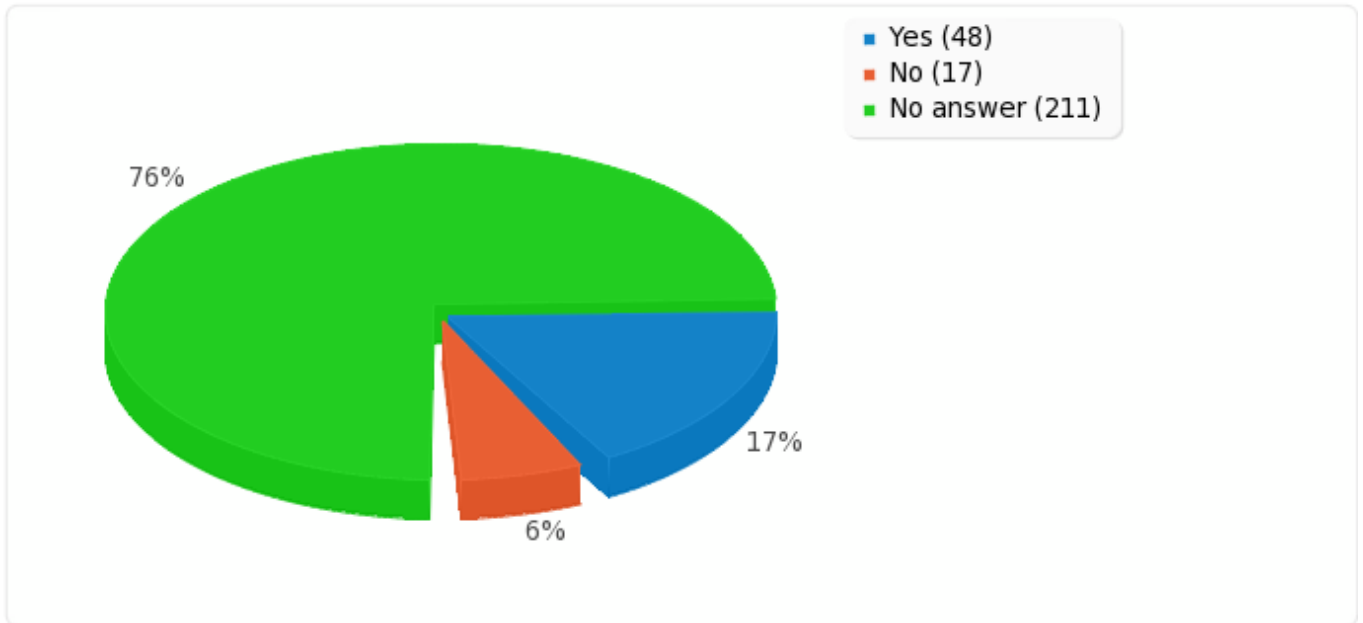
3d. Within 3-5 days?

Answer	Count	Percentage
Yes (Y)	48	17.39%
No (N)	17	6.16%
No answer	211	76.45%



Field summary for 003d

3d. Within 3-5 days?





Field summary for 003e

3e. Other?

Answer	Count	Percentage
Answer	8	2.90%
No answer	268	97.10%

Responses

yes

3-5 days sometimes

often drs are booked up and you have to wait

Depends upon the problem

seen 1 week and 1 day

sometimes 5 days plus

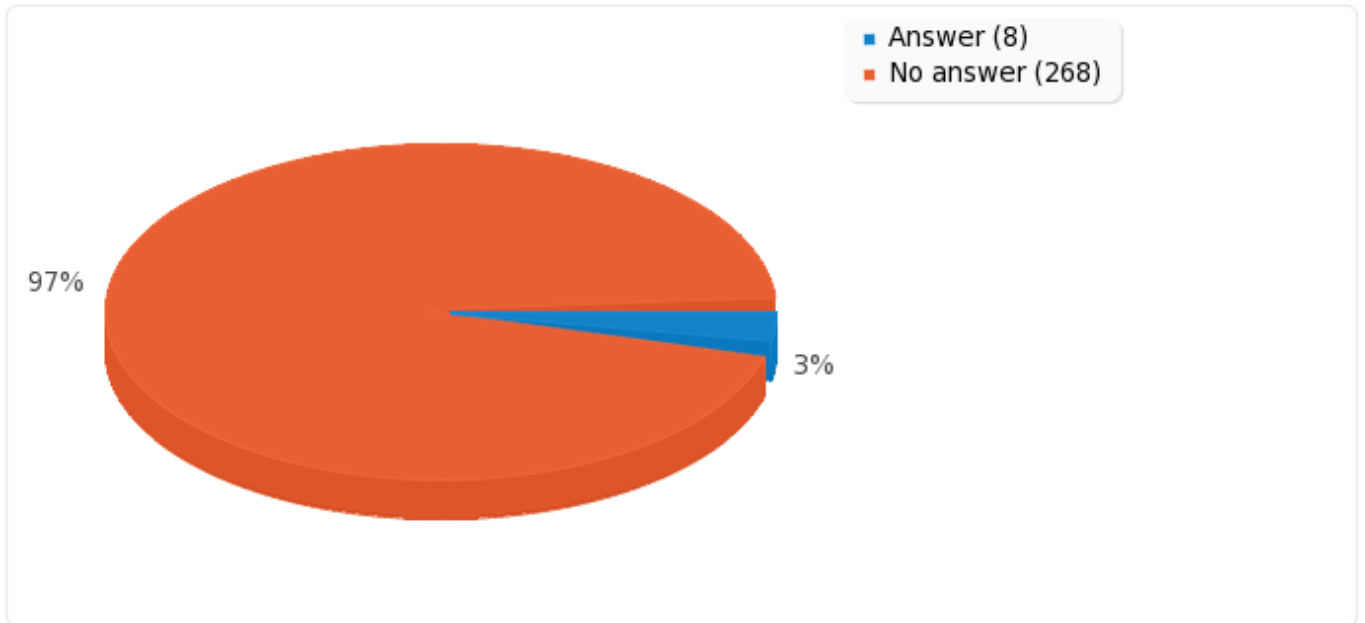
Have not seen a doctor yet i am new to the surgery

Seen on the day sometimes if possible



Field summary for 003e

3e. Other?





Field summary for 004a

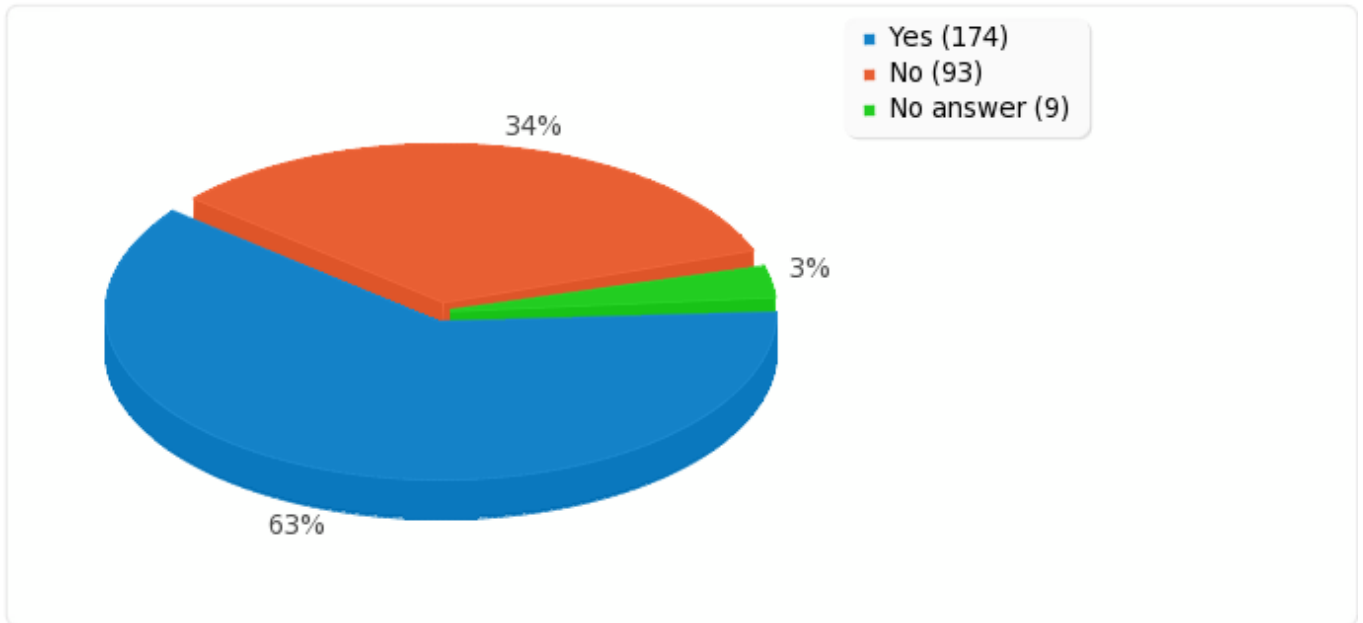
4a. Have you tried to book an appointment in advance ie a few weeks in advance?

Answer	Count	Percentage
Yes (Y)	174	63.04%
No (N)	93	33.70%
No answer	9	3.26%



Field summary for 004a

4a. Have you tried to book an appointment in advance ie a few weeks in advance?





Field summary for 004b

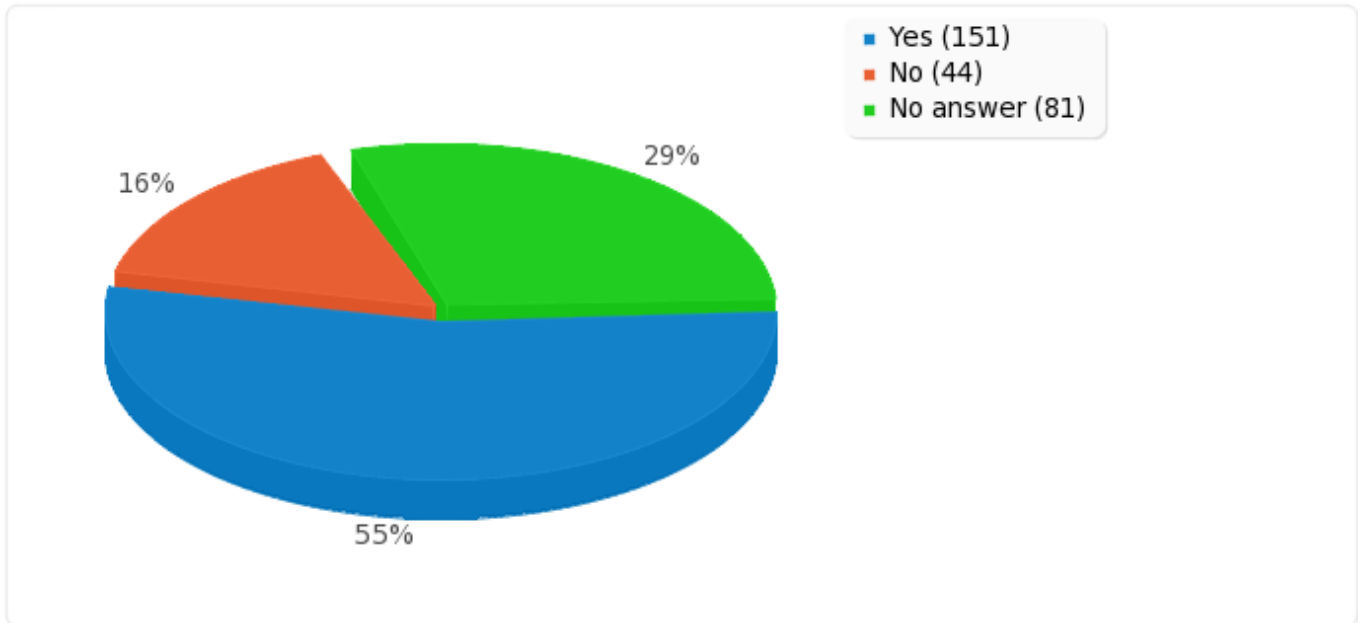
4b. Were you able to book an appointment in advance?

Answer	Count	Percentage
Yes (Y)	151	54.71%
No (N)	44	15.94%
No answer	81	29.35%



Field summary for 004b

4b. Were you able to book an appointment in advance?





Field summary for 004c

4c. If you were not able to book an appointment in advance were you given a reason why?

Answer	Count	Percentage
Yes (A1)	28	10.14%
No (A2)	10	3.62%
If Yes please tell us the reason you gave in the box opposite (A3)	0	0.00%
Comments	27	9.78%
No answer	238	86.23%

Other Responses

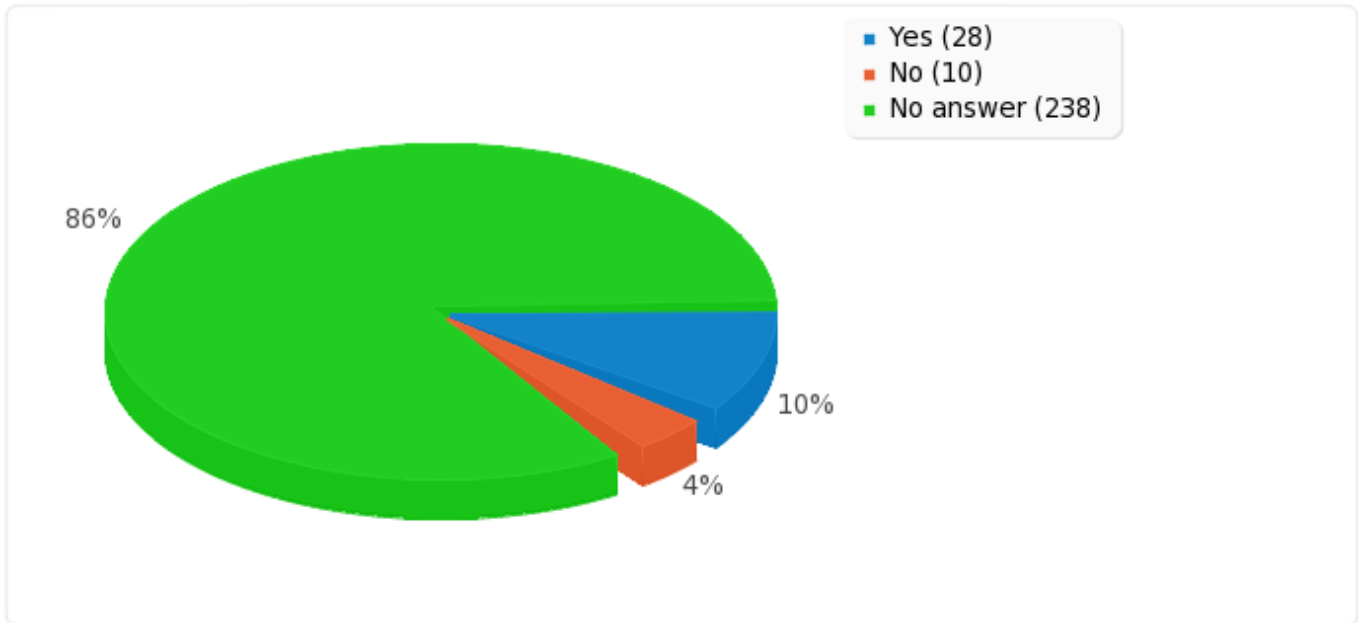
- Ring 2 or 3 days before
- no appointments available
- only book on the day appointments
- Told could not book 3 months in advance
- sometimes yes and sometimes no
- told to come to clinic time
- n/a
- do not go so far in advance
- all the time very busy
- Few weeks in advance is ok but few days in advance is problem
- told to ring at 8.30
- if not able to book doctor was off
- told to book on the day
- could book in advance to see nurse but not the doctor
- not available
- not allowed to book until 8.30 the following day
- not able to book until the following day
- doctor on holiday could not see doctor of choice
- Doctor away on holiday
- i was told you can only book on the day
- just was not able to
- don't do advance bookings
- need to call in on the day
- date not set yet
- i had to ring every day to see what's available, not able to book in advance
- 8.30am in the morning
- you have to ring on the day at 08.30 which is not always possible





Field summary for 004c

4c. If you were not able to book an appointment in advance were you given a reason why?





Field summary for 004d

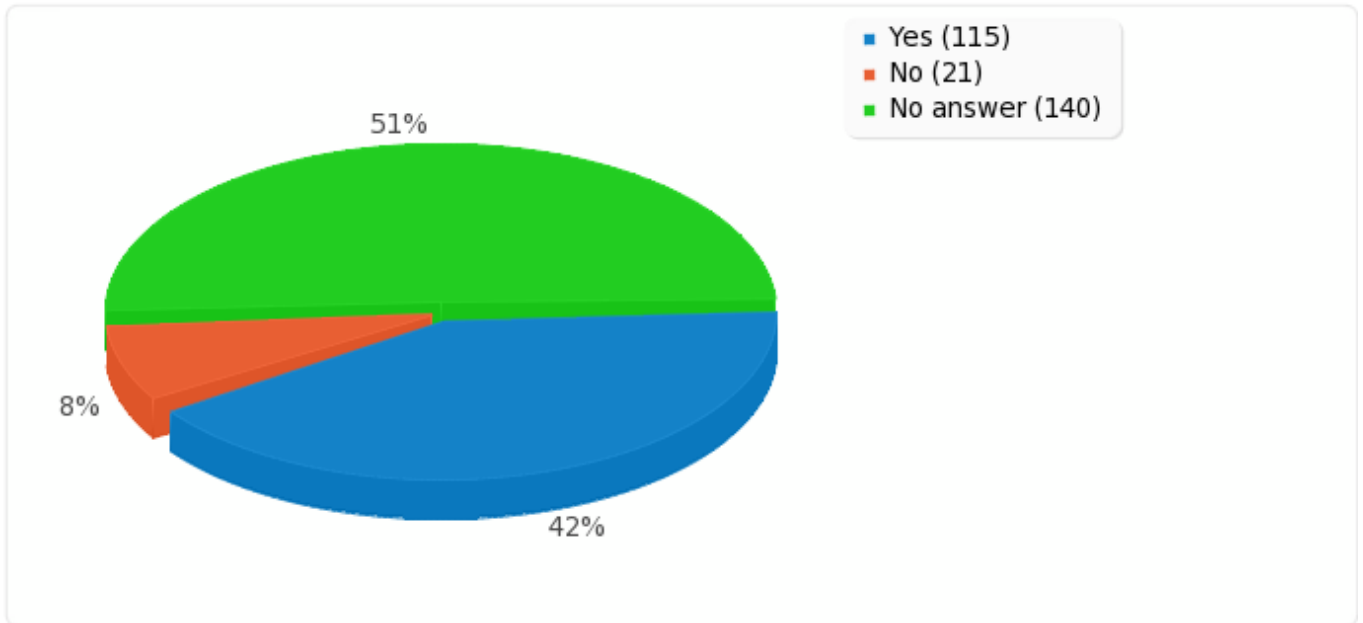
4d. By booking in advance did you see the GP of your choice?

Answer	Count	Percentage
Yes (Y)	115	41.67%
No (N)	21	7.61%
No answer	140	50.72%



Field summary for 004d

4d. By booking in advance did you see the GP of your choice?





Field summary for 005a

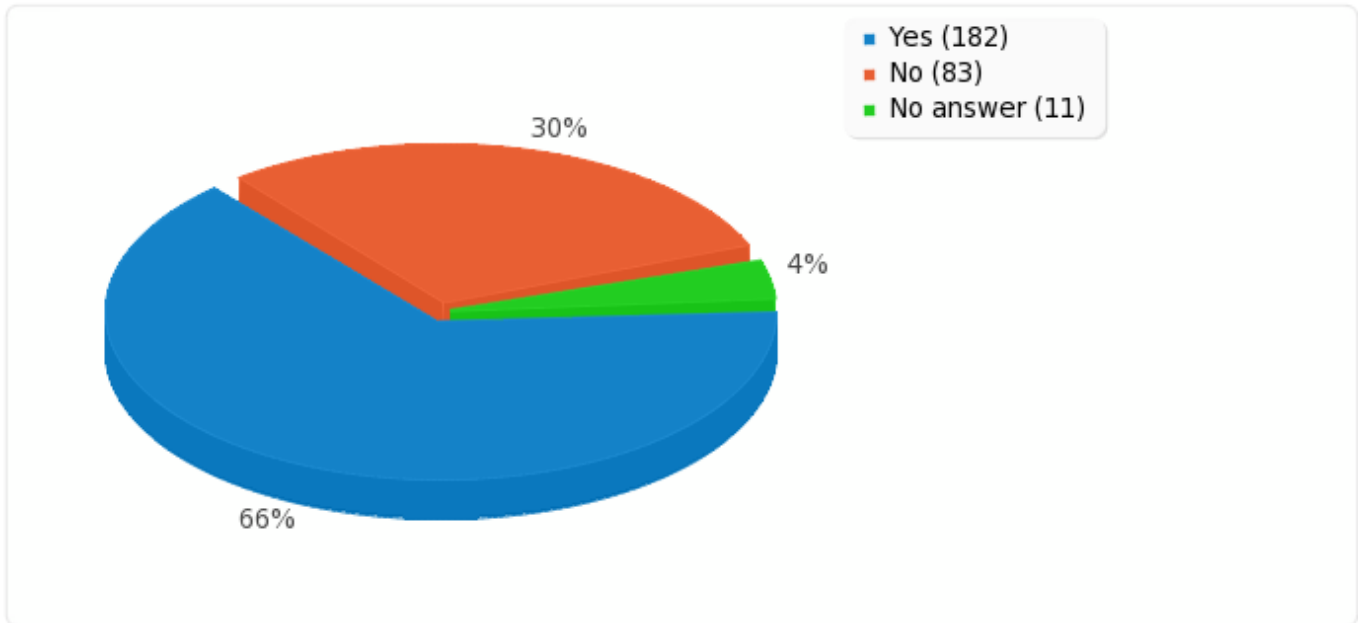
5a. Are you taking regular medication?

Answer	Count	Percentage
Yes (Y)	182	65.94%
No (N)	83	30.07%
No answer	11	3.99%



Field summary for 005a

5a. Are you taking regular medication?





Field summary for 005b

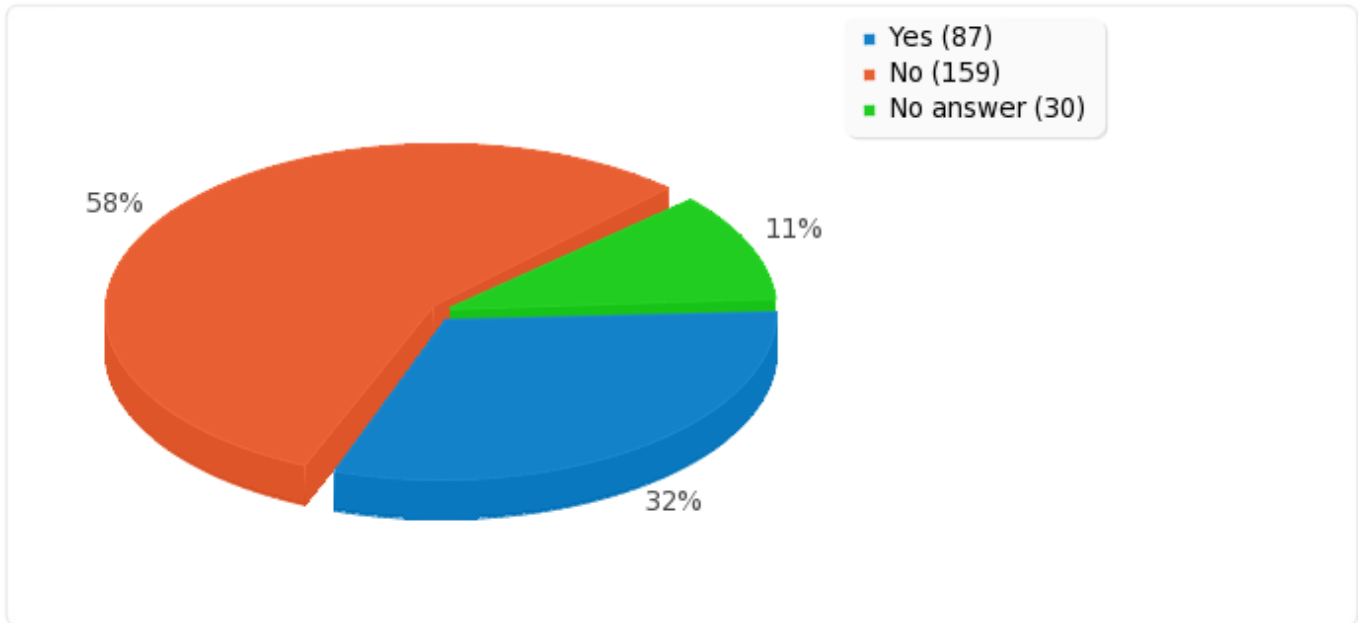
5b. Do you have to order your medication more than once a month (items running out at various times)?

Answer	Count	Percentage
Yes (Y)	87	31.52%
No (N)	159	57.61%
No answer	30	10.87%



Field summary for 005b

5b. Do you have to order your medication more than once a month (items running out at various times)?





Field summary for 006

6. Would you like to see presentations from other agencies attending the surgery on health matters etc?

□ PLEASE FEEL FREE TO ADD ANY COMMENTS/SUGGESTIONS

Answer	Count	Percentage
Answer	273	98.91%
No answer	3	1.09%

Responses
No presentations from other agencies
no health presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations.
marvellous staff
no presentations
no presentations.
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations thank you
NO PRESENTATIONS
NO PRESENTATIONS
no presentations
no presentations



no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

yes i would like to see health presentations

no presentations

no presentations

no presentation

no presentation

no presentation

no presentation

no presentation

no presentation

no presentation

no presentation

no presentation

no presentations

no presentations

no presentations

no presentation

no presentation

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

overall find staff reception very friendly and always helpful
extremely difficult to get through on a morning. when do get
through all appointments have gone and have to call back the next
day.

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations



no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
not interested in presentations
no presentations
no presentations
no presentations
would like health presentations
no health presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
no presentations
not bothered about presentations
no presentations
i would like to see health presentations
yes i would like to see health presentations
no i don't want presentations
no presentations
no health presentations
no health presentations
no health presentations
no presentations
no presentations
no presentations
no presentations
no health presentations
no presentations
no presentations
no presentations
no health presentations
no presentations
no presentations
yes i would like health presentations in surgery
no presentations



no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

Don't know yet if i have to order more than once a month.

Presentations - such as?

no presentations

no presentations

no presentation

no presentations

no presentations

no presentations

no questionnaire

no presentations

no presentations

not really wanting to see health presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations

no presentations



would not particularly like to see health presentations
no presentations
no presentations
no presentations
no answer for presentations
no answer for presentations
no answer for presentations
no answer for health presentations
no answer for health presentations
no answer for health presentations
no answer to health promotions
no health presentations
no health presentations
not worried either way about health presentations
no answer to health presentations
no answer to health presentations
no answer for health presentations
no answer for health presentations
no answer for health presentations
no answer to health presentations
no answer to health presentations
no answer to health presentaitons
no answer to health presentations
no answer to health presentations
no answer to health presentations
no answer to health promotions
no health presentations
no answer to health promotions
no answer to health promotions
no health presentations
no answer to health presentations
no answer to health presentations
no answer to health presentations
no answer to health presentations
no answer to health presentations
no answer to health presentations
no answer to health presentations.

i've spoke to the manager about my complaints with the surgery ,
i've told her i think the way her staff speak to patients is
disgusting also i'm not happy.
no answer to health presentations
no health presentations
no answer to health presentations
no health presentations



no answer to health presentations

no answer to health presentations

no answer to health presentations

no answer to health presentations

no health presentations

no answer to health presentations

no answer to health presentations

no answer to health presentations

no answer to health presentations



Field summary for 006

6. Would you like to see presentations from other agencies attending the surgery on health matters etc?

□ PLEASE FEEL FREE TO ADD ANY COMMENTS/SUGGESTIONS

