

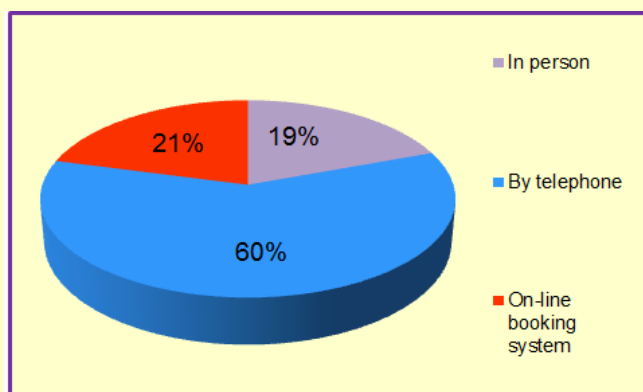
THE HEALTH CENTRE PRACTICE SURVEY RESULTS 2014

Thank you for taking part in our recent survey. We had 182 responses.

Question 1:

Which of the following methods best describes how you prefer to book your appointment?

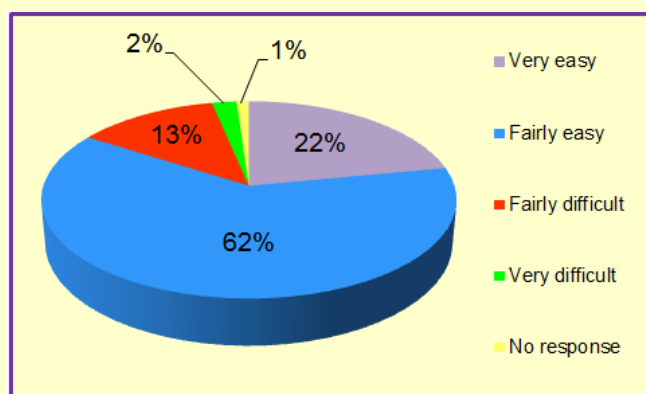
In person	39
By telephone	120
On-line booking system	42



Question 2:

In the past six months how easy have you found it to get an appointment with either a GP or nurse?

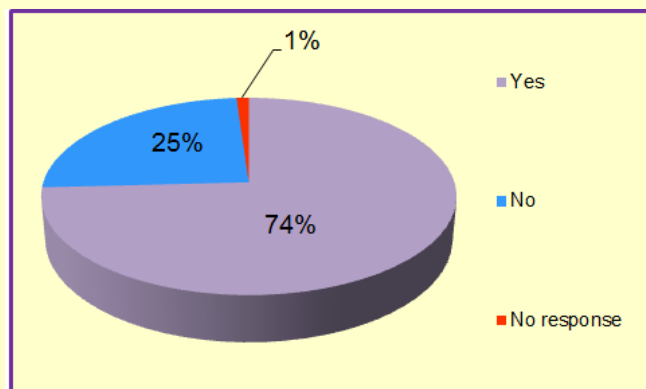
Very easy	40
Fairly easy	113
Fairly difficult	23
Very difficult	4
No response	2



Question 3:

When you contacted the surgery, were you able to see a doctor on the day you wanted?

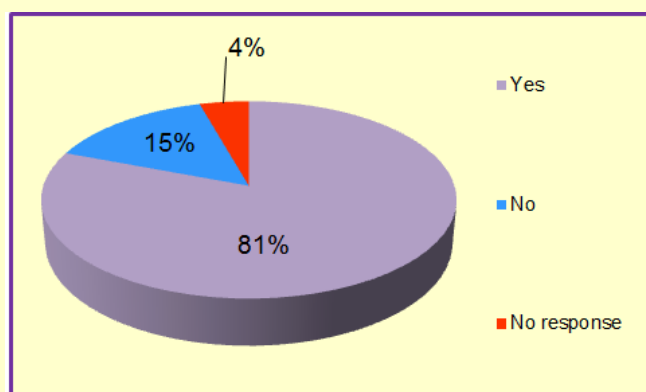
Yes	135
No	45
No response	2



Question 4:

Do you find that you are able to book an appointment with either a GP or a nurse for a future date?

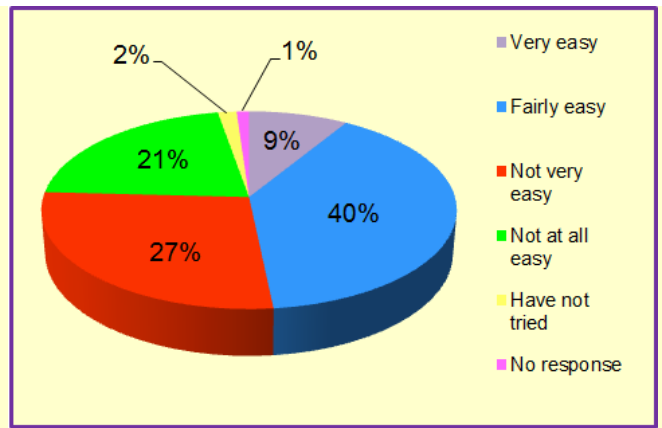
Yes	147
No	27
No response	8



Question 5:

How easy do you find it to get through to the surgery on the phone?

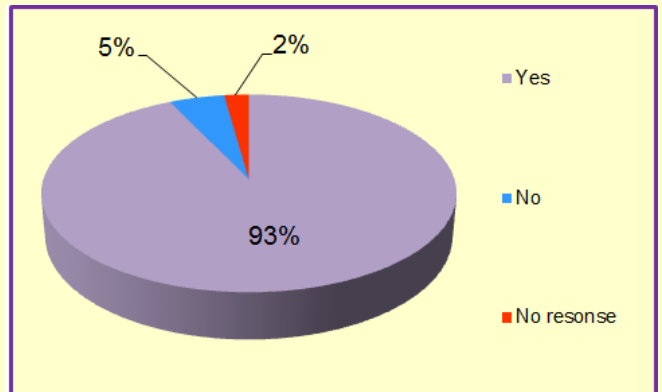
Very easy	16
Fairly easy	72
Not very easy	50
Not at all easy	39
Haven't tried	3
No response	2



Question 6:

When you phone the surgery would you like to know where you are in the queue of calls to be answered?

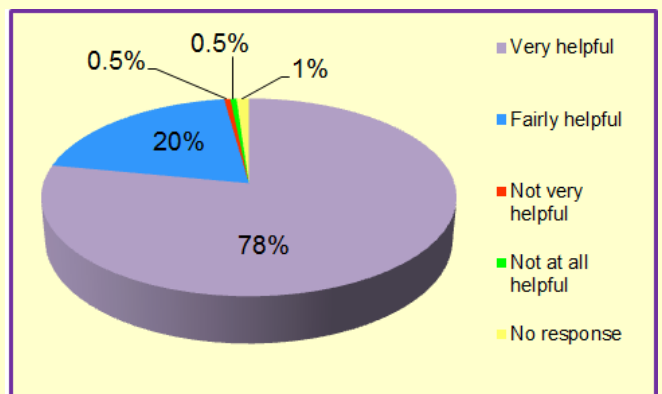
Yes	169
No	9
No response	4



Question 7:

How helpful are the staff when you get through?

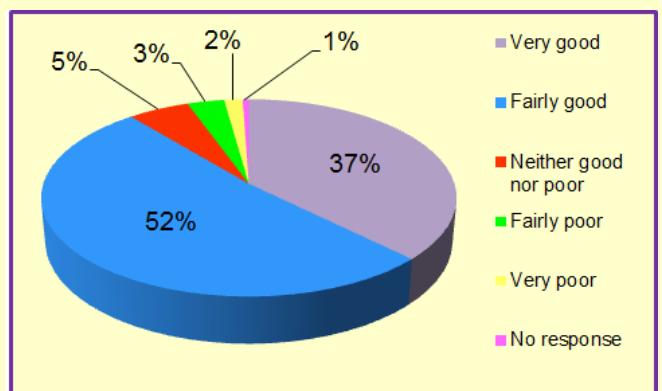
Very helpful	142
Fairly helpful	36
Not very helpful	1
Not at all helpful	1
No response	2



Question 8:

How would you rate your overall experience of making an appointment?

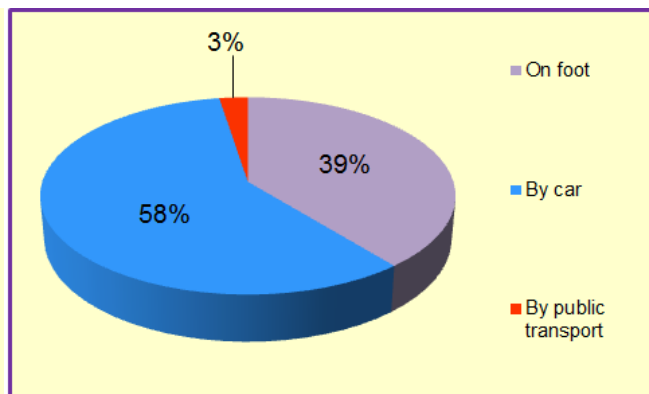
Very good	68
Fairly good	94
Neither good nor poor	10
Fairly poor	6
Very poor	3
No response	1



Question 9:

How do you make your journey to the surgery?

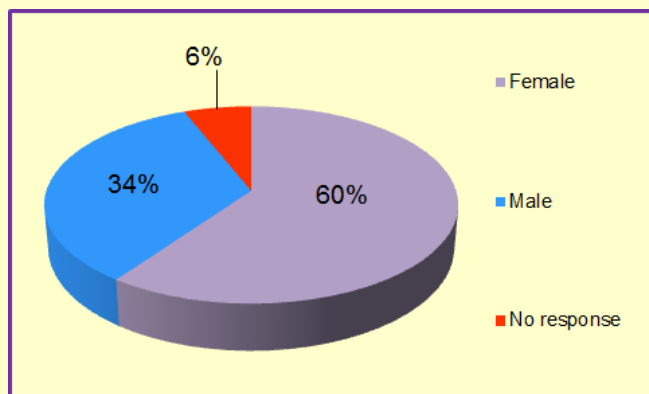
On foot	77
By car	115
By public transport	5



Question 10:

Are you male or female?

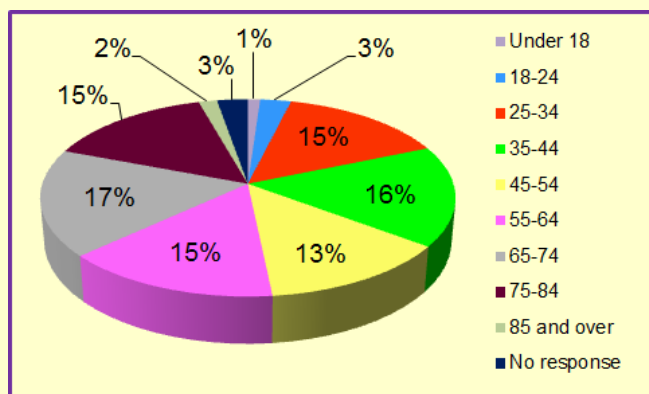
Male	62
Female	109
No response	11



Question 11:

Please indicate your age group:

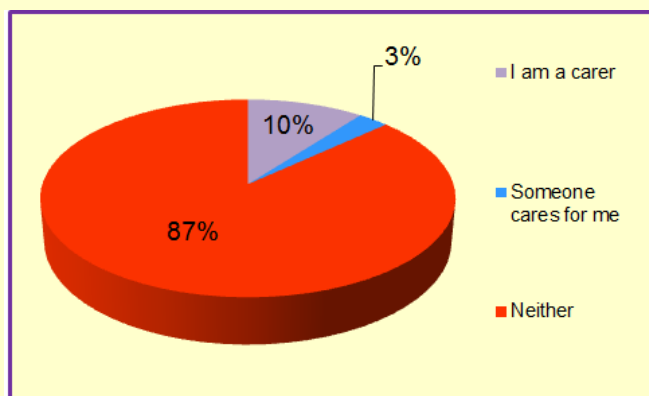
Under 18	2
18-24	5
25-34	27
35-44	30
45-54	24
55-64	27
65-74	32
75-84	27
85 and over	3
No response	5



Question 12:

Are you a carer or someone who is cared for?

I am a carer	19
Someone cares for me	5
Neither	158

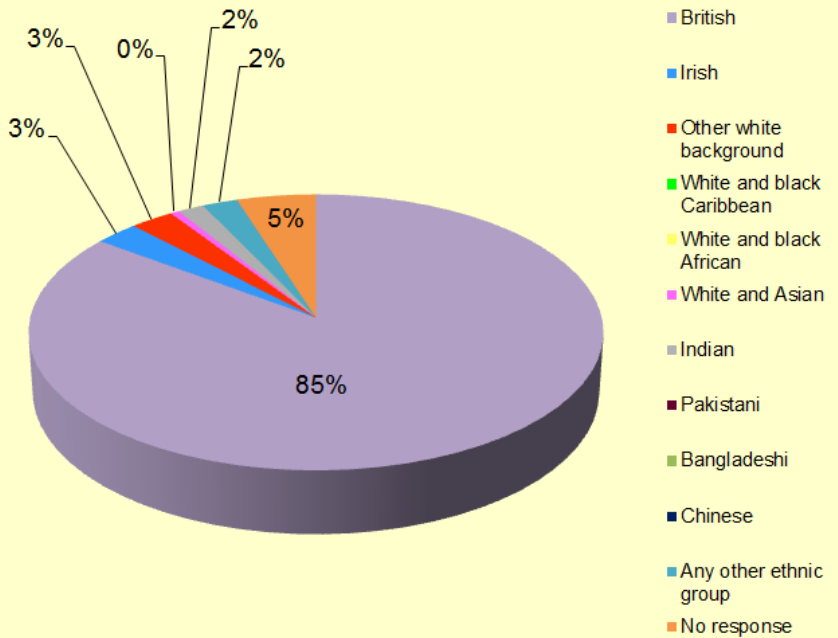


Question 13:

Please indicate your ethnic group:

British	155
Irish	5

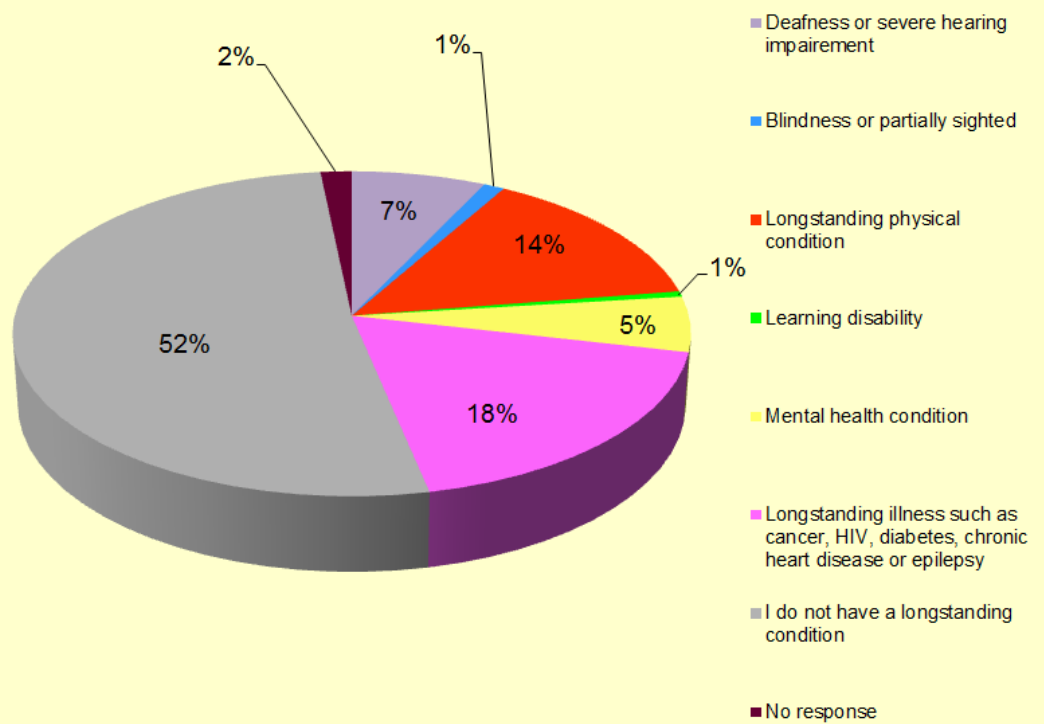
Any other white background	5
White and black Carribean	0
White and black African	0
White and Asian	1
Indian	3
Pakistani	0
Bangladeshi	0
Chinese	0
Any other ethnic group	4
No response	9



Question 14:

Do you have any of the following longstanding conditions?

Deafness or severe hearing impairment	13
Blindness or partially sighted	2
Physical condition	26
Learning disability	1
Mental health condition	10
Cancer/HIV/diabetes/chronic heart disease/epilepsy	33
No longstanding condition	94
No response	3



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