

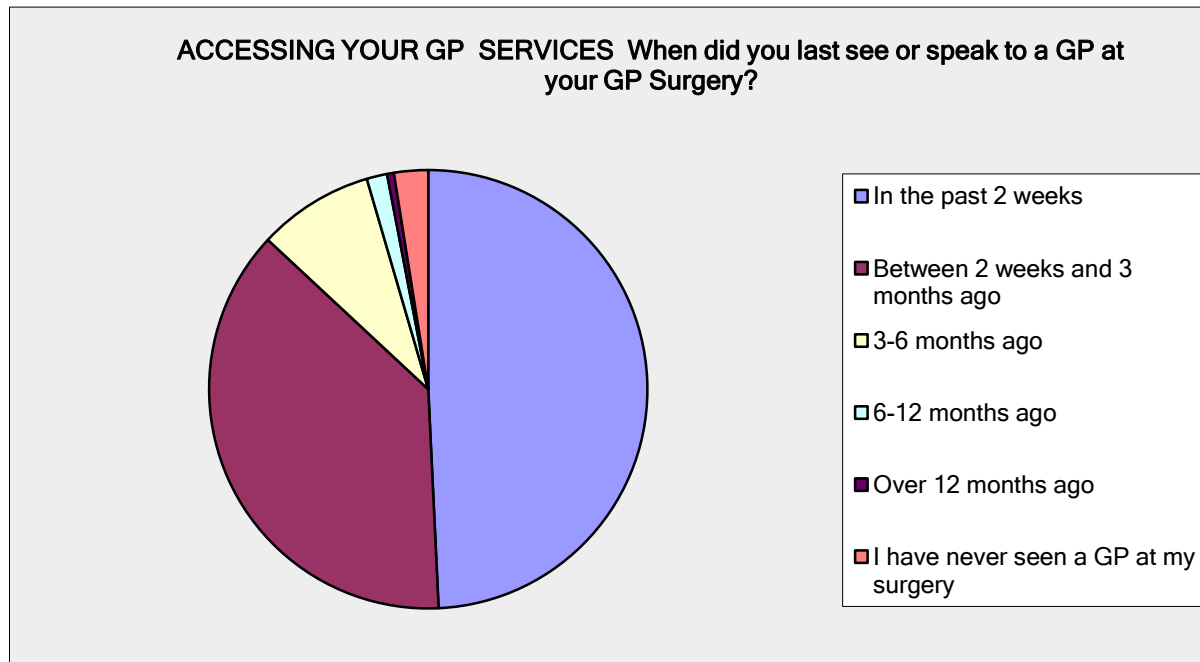
**PPDES**

**ACCESSING YOUR GP SERVICES**

**When did you last see or speak to a GP at your GP Surgery?**

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
In the past 2 weeks	0	98	98	49.2
Between 2 weeks and 3 months ago	1	74	75	37.7
3-6 months ago	0	17	17	8.5
6-12 months ago	0	3	3	1.5
Over 12 months ago	0	1	1	0.5
I have never seen a GP at my surgery	0	5	5	2.5
<i>answered question</i>	<b>1</b>	<b>198</b>	<b>199</b>	
<i>skipped question</i>	0	1	1	

100.0

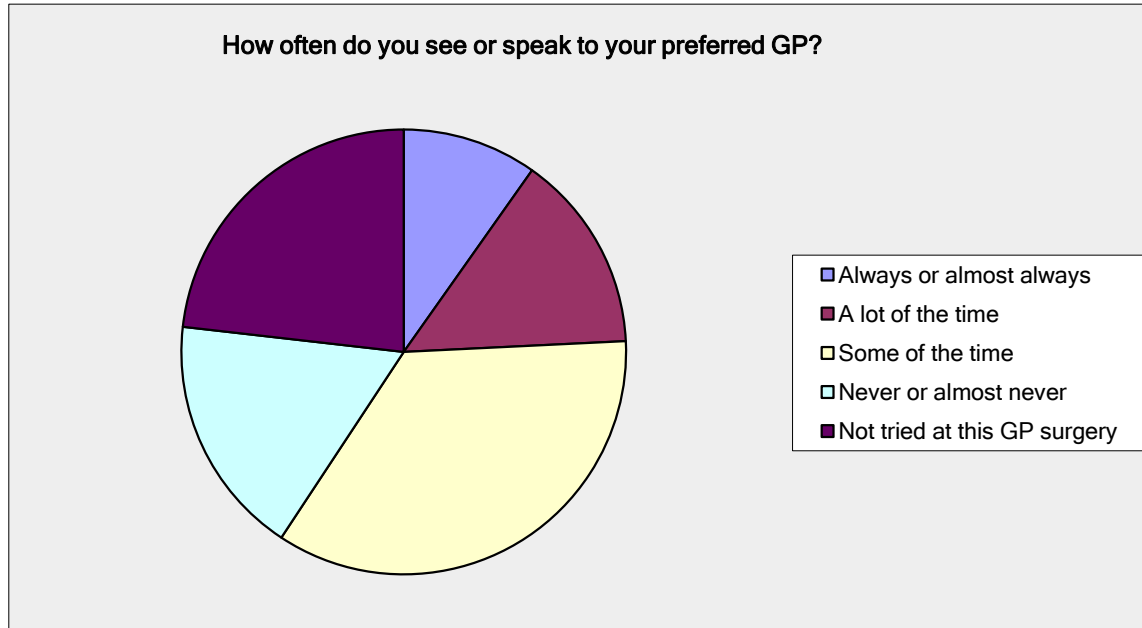


## PPDES

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

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Always or almost always	0	19	19	9.8
A lot of the time	0	28	28	14.4
Some of the time	1	67	68	35.1
Never or almost never	0	34	34	17.5
Not tried at this GP surgery	0	45	45	23.2
<i>answered question</i>	<b>1</b>	<b>193</b>	<b>194</b>	
<i>skipped question</i>	<b>0</b>	<b>6</b>	<b>6</b>	

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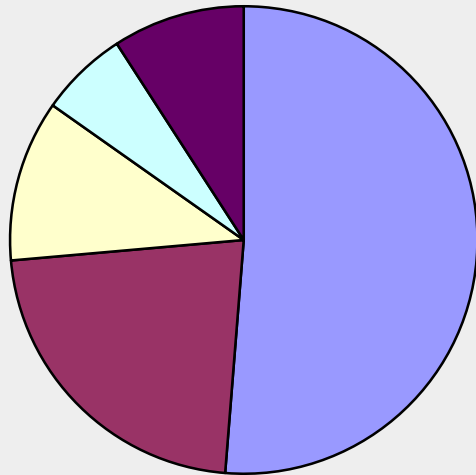
## PPDES

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

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
In the past three months	0	101	101	51.3
3-6 months ago	0	44	44	22.3
6-12 months ago	1	21	22	11.2
More than 12 months ago	0	12	12	6.1
I have never seen a nurse at my GP surgery	0	18	18	9.1
<i>answered question</i>	<b>1</b>	<b>196</b>	<b>197</b>	
<i>skipped question</i>	<b>0</b>	<b>3</b>	<b>3</b>	

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



- In the past three months
- 3-6 months ago
- 6-12 months ago
- More than 12 months ago
- I have never seen a nurse at my GP surgery

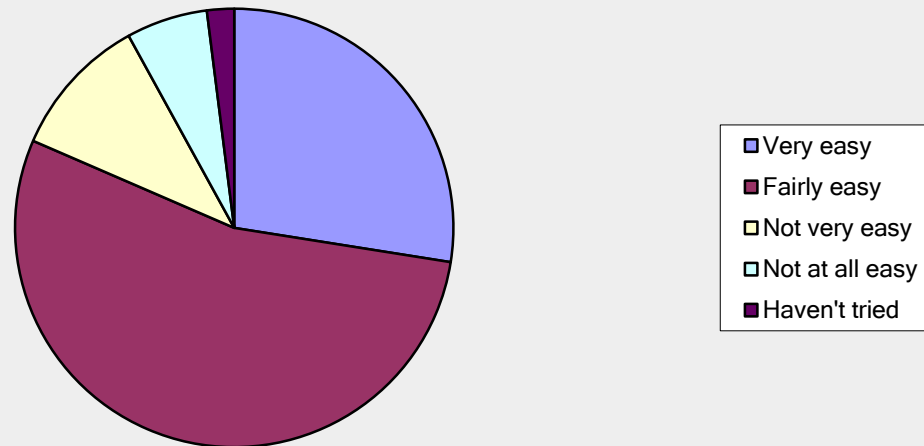
## PPDES

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

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Very easy	0	55	55	27.5
Fairly easy	1	107	108	54.0
Not very easy	0	21	21	10.5
Not at all easy	0	12	12	6.0
Haven't tried	0	4	4	2.0
<i>answered question</i>	<b>1</b>	<b>199</b>	<b>200</b>	
<i>skipped question</i>	0	0	0	

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

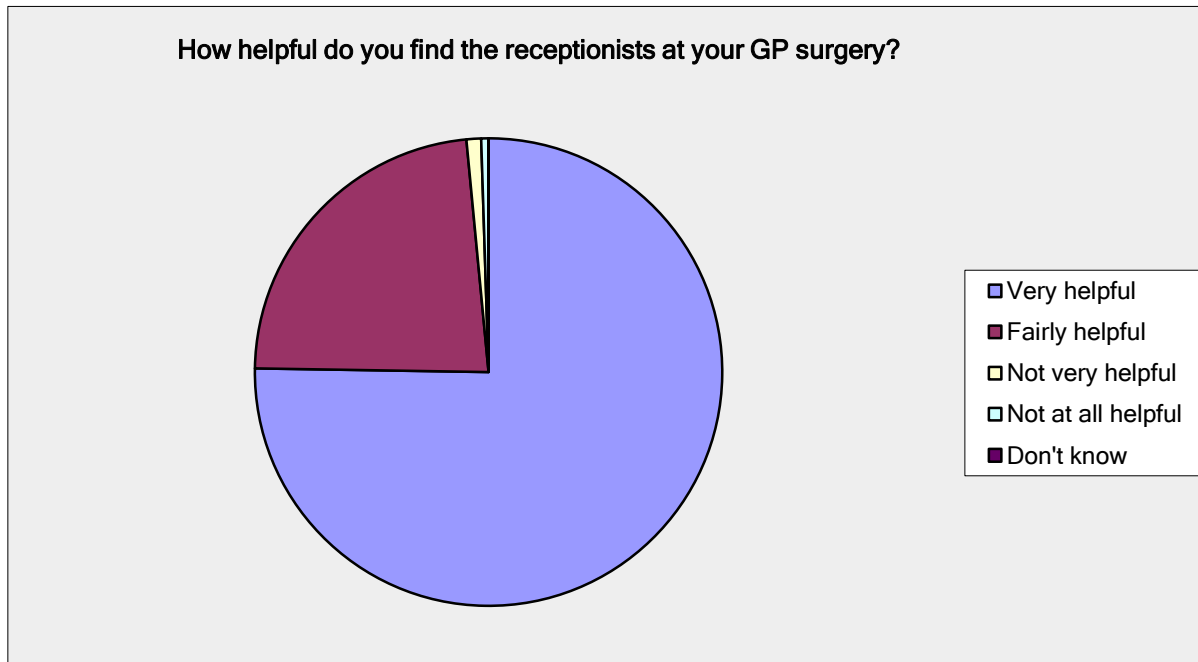


## PPDES

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

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Very helpful	0	149	149	75.3
Fairly helpful	1	45	46	23.2
Not very helpful	0	2	2	1.0
Not at all helpful	0	1	1	0.5
Don't know	0	0	0	0.0
<i>answered question</i>	<b>1</b>	<b>197</b>	<b>198</b>	
<i>skipped question</i>	0	2	2	

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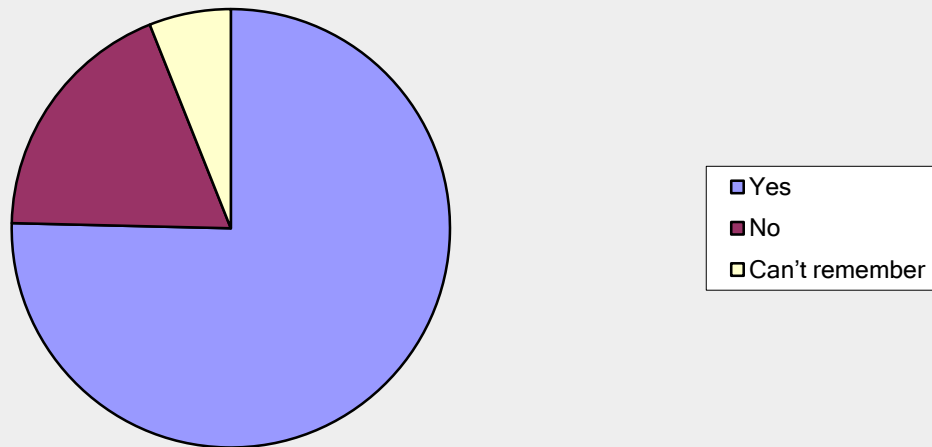
## PPDES

**MAKING AN APPOINTMENT** The last time you tried were you able to see or speak to someone within your desired timescale?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes	1	149	150	75.4
No	0	37	37	18.6
Can't remember	0	12	12	6.0
<i>answered question</i>	<b>1</b>	<b>198</b>	<b>199</b>	
<i>skipped question</i>	0	1	1	

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**MAKING AN APPOINTMENT** The last time you tried were you able to see or speak to someone within your desired timescale?



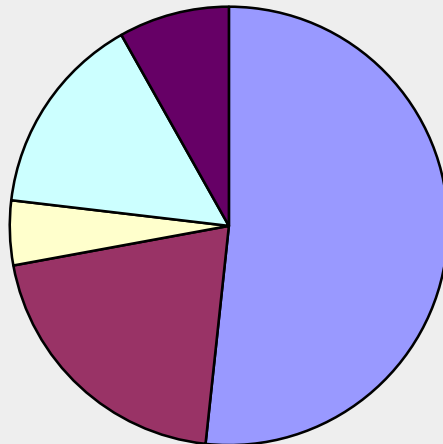
## PPDES

If you were unable to get an appointment or the appointment was inconvenient, why was that?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
There weren't any appointments available on the day I	0	76	76	51.7
There weren't any appointments for the time I wanted	0	30	30	20.4
I couldn't see my preferred GP	0	7	7	4.8
I couldn't book ahead	0	22	22	15.0
Another reason	0	12	12	8.2
<i>answered question</i>	0	147	147	
<i>skipped question</i>	1	52	53	

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If you were unable to get an appointment or the appointment was inconvenient, why was that?



- There weren't any appointments available on the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead
- Another reason

42	48	3	17	4	17	7	717	7	20	123	42
						1	5				
						2	11				
						3	49				
						4	77				
						5	47				
					blank		10				
					total		199				



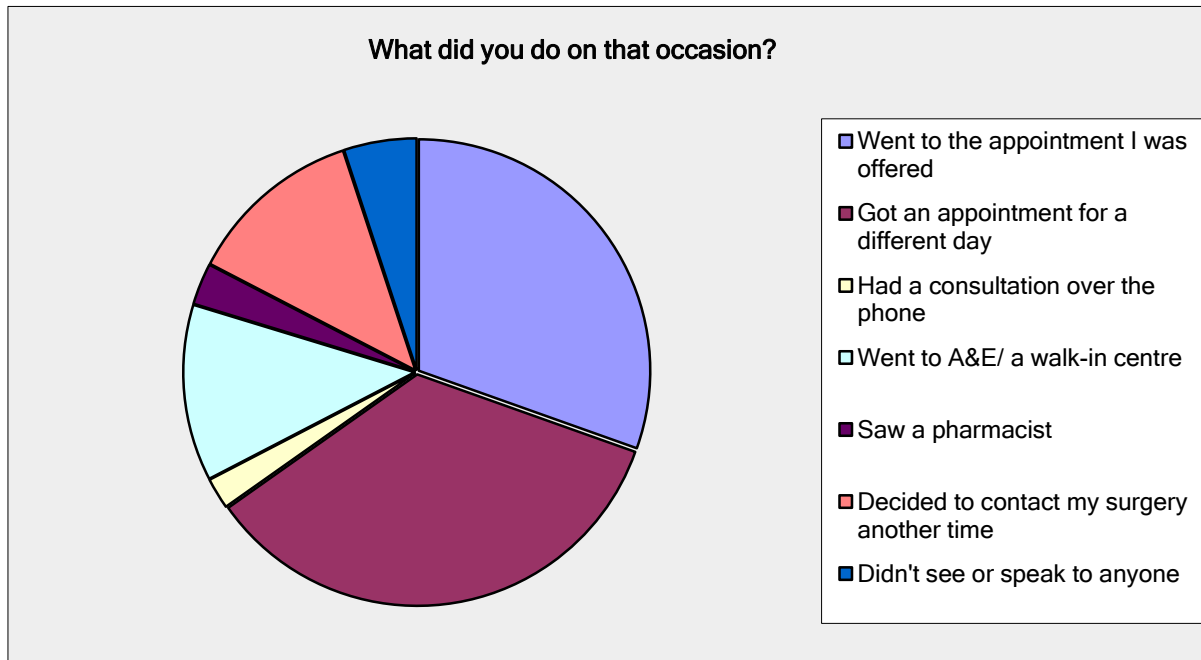


## PPDES

What did you do on that occasion?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Went to the appointment I was offered	0	42	42	30.4
Got an appointment for a different day	0	48	48	34.8
Had a consultation over the phone	0	3	3	2.2
Went to A&E/ a walk-in centre	0	17	17	12.3
Saw a pharmacist	0	4	4	2.9
Decided to contact my surgery another time	0	17	17	12.3
Didn't see or speak to anyone	0	7	7	5.1
<b><i>answered question</i></b>	<b>0</b>	<b>138</b>	<b>138</b>	
<b><i>skipped question</i></b>	<b>1</b>	<b>61</b>	<b>62</b>	

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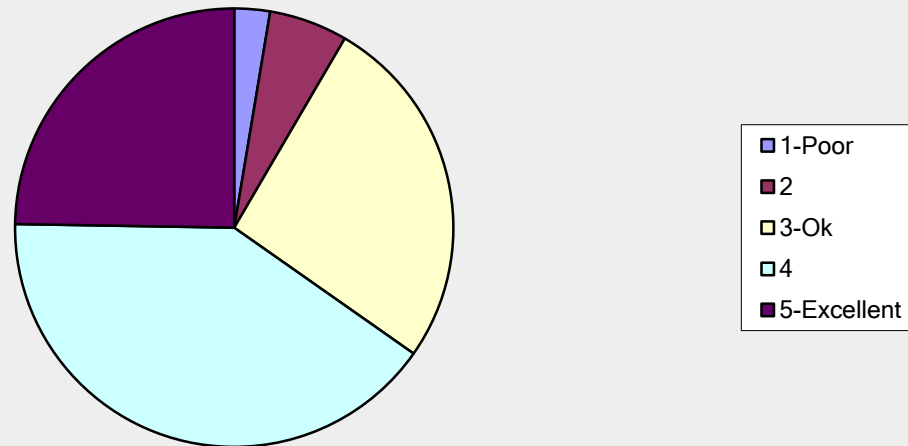
## PPDES

Overall how would you describe your experience of making an appointment?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
1-Poor	0	5	5	2.6
2	0	11	11	5.8
3-Ok	1	49	50	26.3
4	0	77	77	40.5
5-Excellent	0	47	47	24.7
<i>answered question</i>	<b>1</b>	<b>189</b>	<b>190</b>	
<i>skipped question</i>	0	10	10	

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Overall how would you describe your experience of making an appointment?

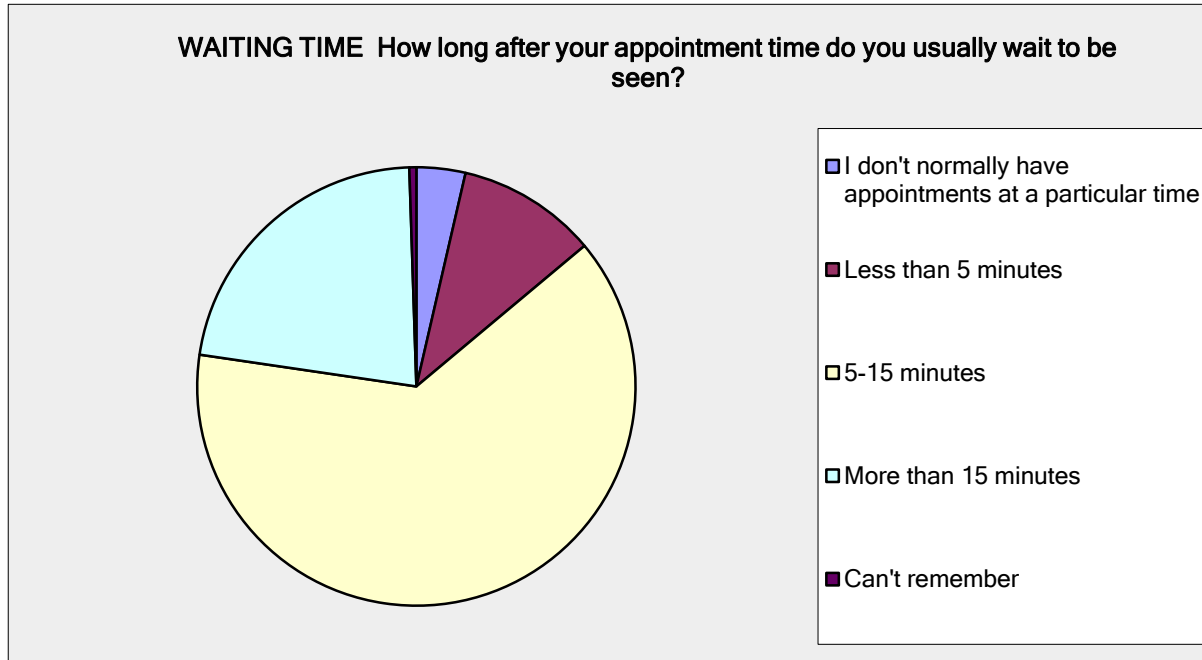


**PPDES**

**WAITING TIME** How long after your appointment time do you usually wait to be seen?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
I don't normally have appointments at a particular time	0	7	7	3.6
Less than 5 minutes	0	20	20	10.3
5-15 minutes	0	123	123	63.4
More than 15 minutes	1	42	43	22.2
Can't remember	0	1	1	0.5
<i>answered question</i>	<b>1</b>	<b>193</b>	<b>194</b>	
<i>skipped question</i>	0	6	6	

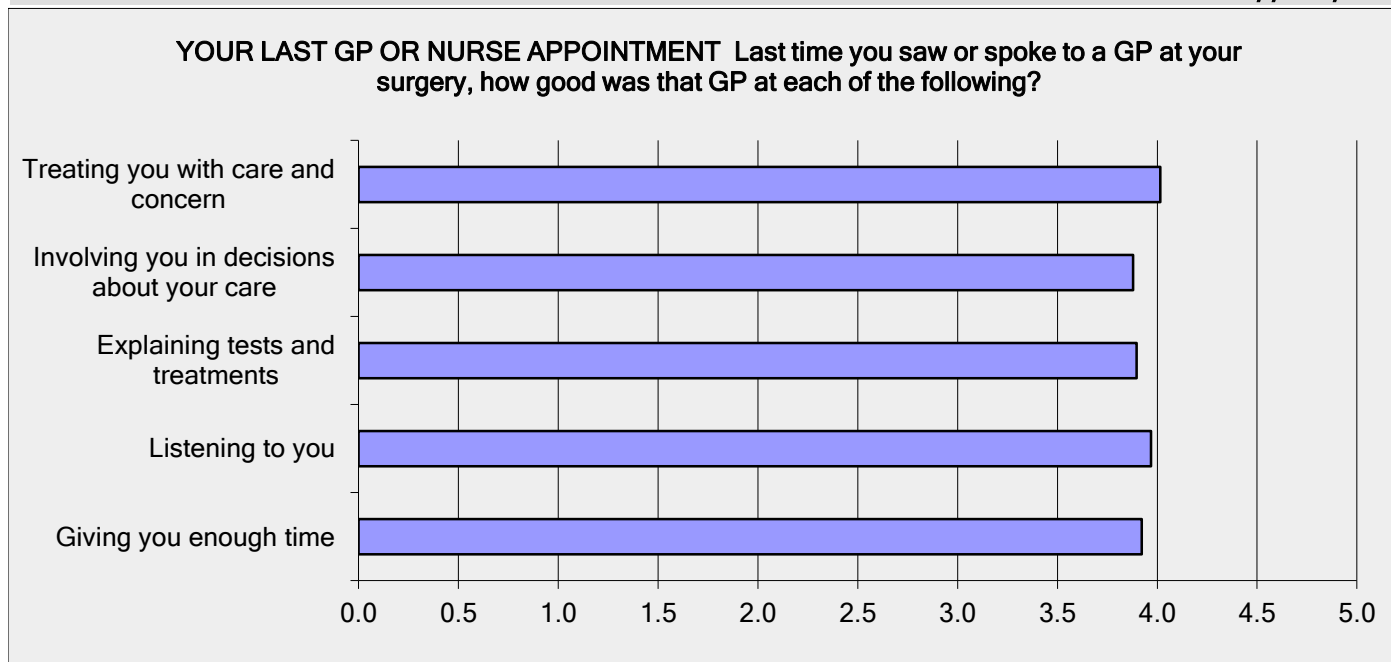
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## PPDES

**YOUR LAST GP OR NURSE APPOINTMENT** Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?

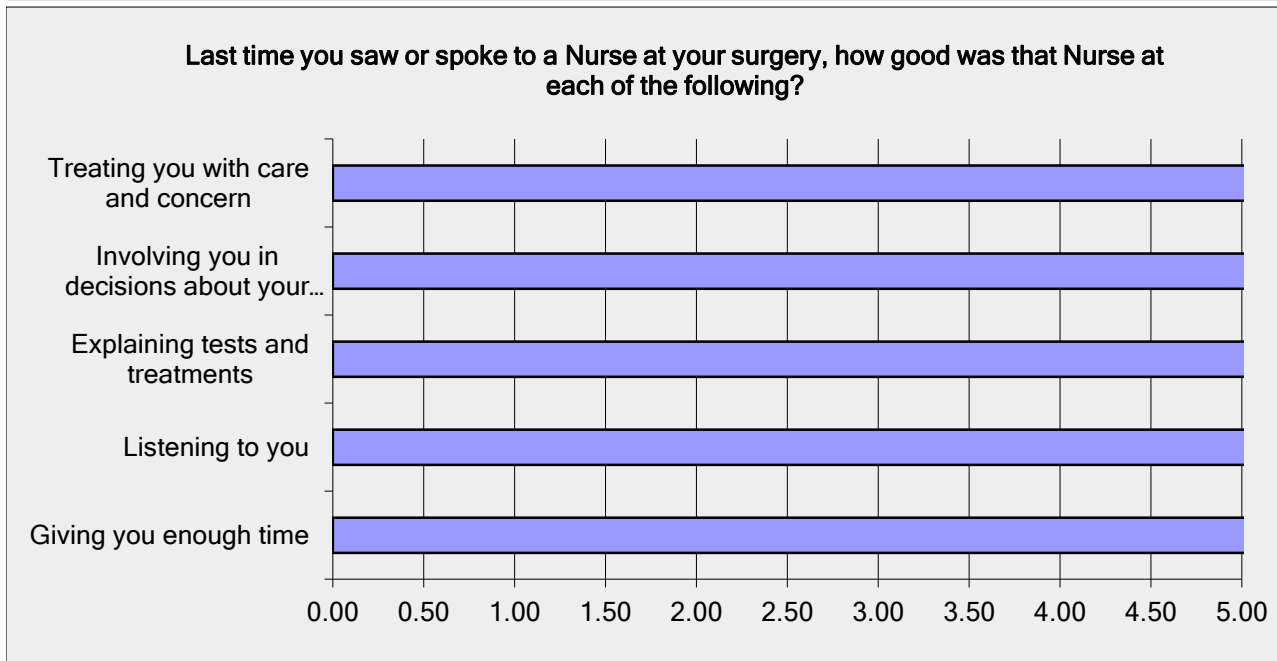
Answer Options	1-Poor	2	3-Ok	4	5-Excellent	Skipped Q	Rating Average	Survey Monkey Count	Dia Sols Count
Giving you enough time	4	11	43	71	62	9	3.9	1	190
Listening to you	7	10	31	75	66	11	4.0	1	188
Explaining tests and treatments	7	12	33	73	59	16	3.9	1	183
Involving you in decisions about your care	7	9	40	69	57	18	3.9	1	181
Treating you with care and concern	8	8	34	63	77	10	4.0	1	189
<i>answered question</i>								1	931
<i>skipped question</i>								0	0



## PPDES

Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?

Answer Options	1-Poor	2	3-Ok	4	5-Excellent	Skipped Q	Rating Average	Survey Monkey Count	Dia Sols Count
Giving you enough time	4	9	25	64	74	24	723.00	1	0
Listening to you	4	5	31	62	72	26	715.00	1	0
Explaining tests and treatments	3	7	29	67	68	25	712.00	1	0
Involving you in decisions about your care	3	8	33	59	67	30	689.00	1	0
Treating you with care and concern	4	6	28	59	77	26	721.00	1	0
<i>answered question</i>								1	0
<i>skipped question</i>								0	0

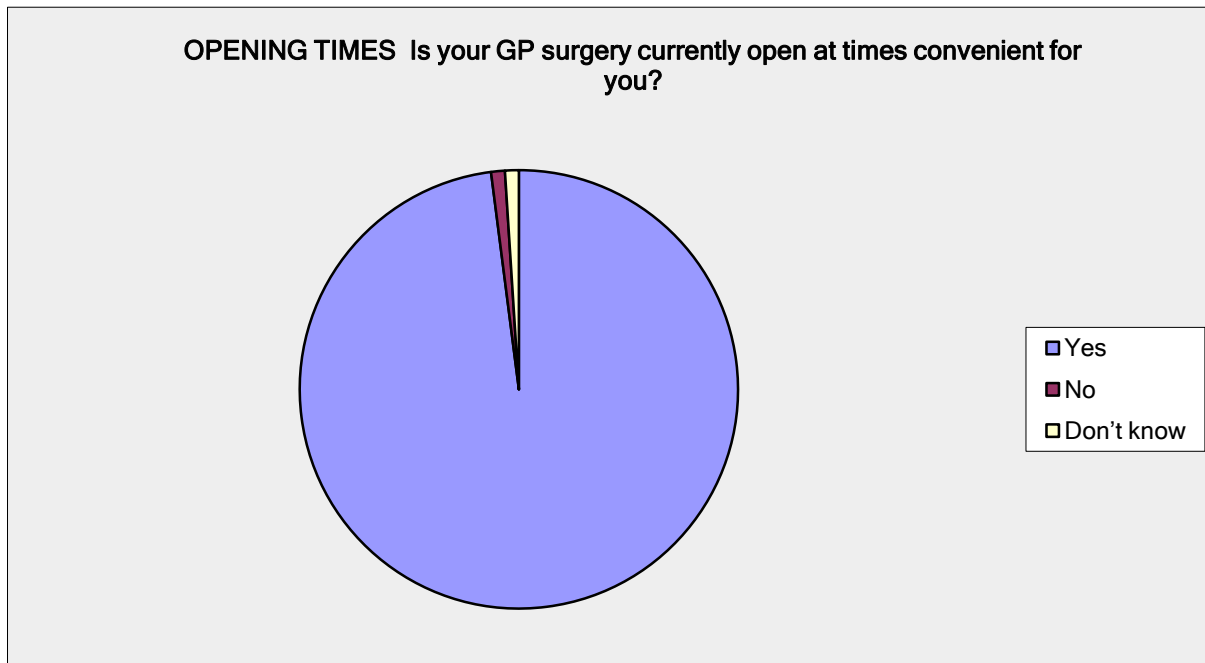


PPDES

OPENING TIMES Is your GP surgery currently open at times convenient for you?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes	1	192	193	98.0
No	0	2	2	1.0
Don't know	0	2	2	1.0
<i>answered question</i>	<b>1</b>	<b>196</b>	<b>197</b>	
<i>skipped question</i>	<b>0</b>	<b>3</b>	<b>3</b>	

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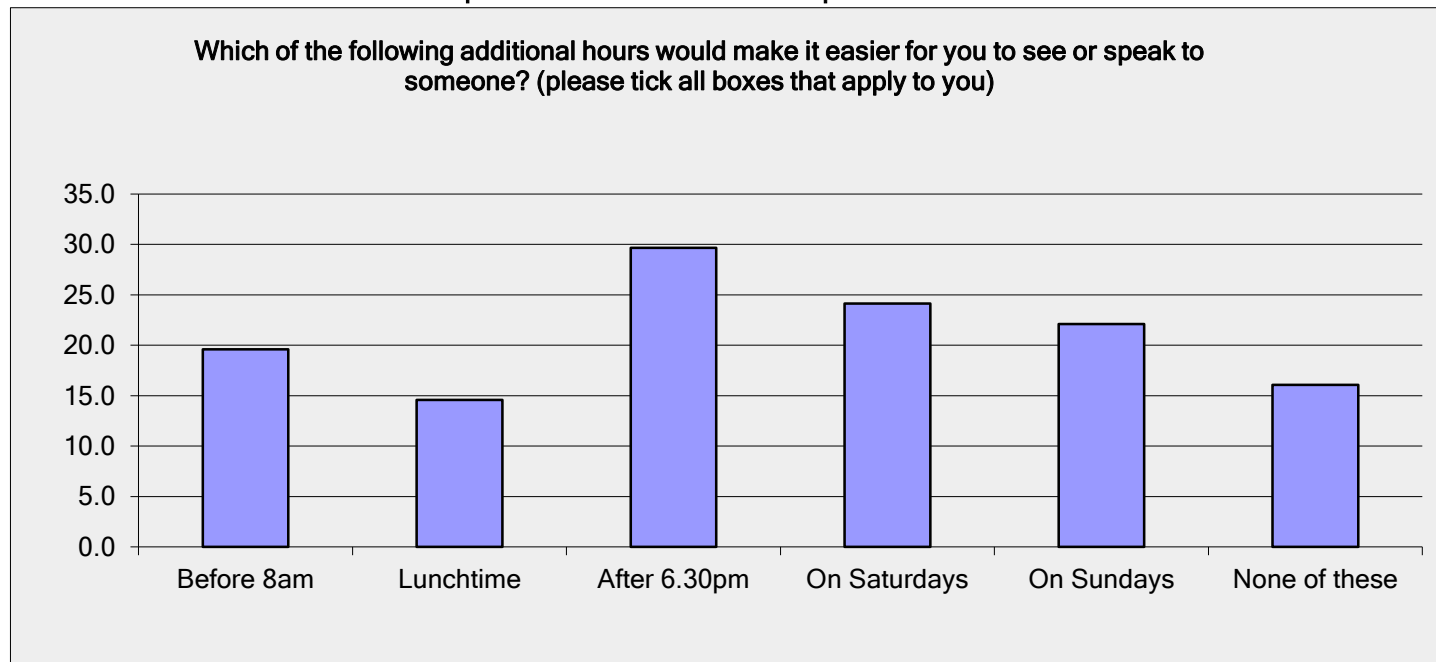


## PPDES

Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Before 8am	0	39	39	19.6
Lunchtime	0	29	29	14.6
After 6.30pm	0	59	59	29.6
On Saturdays	0	48	48	24.1
On Sundays	0	44	44	22.1
None of these	0	32	32	16.1
<i>answered question</i>	0	199	199	
<i>skipped question</i>	1	0	1	

Some patients ticked more than 1 response



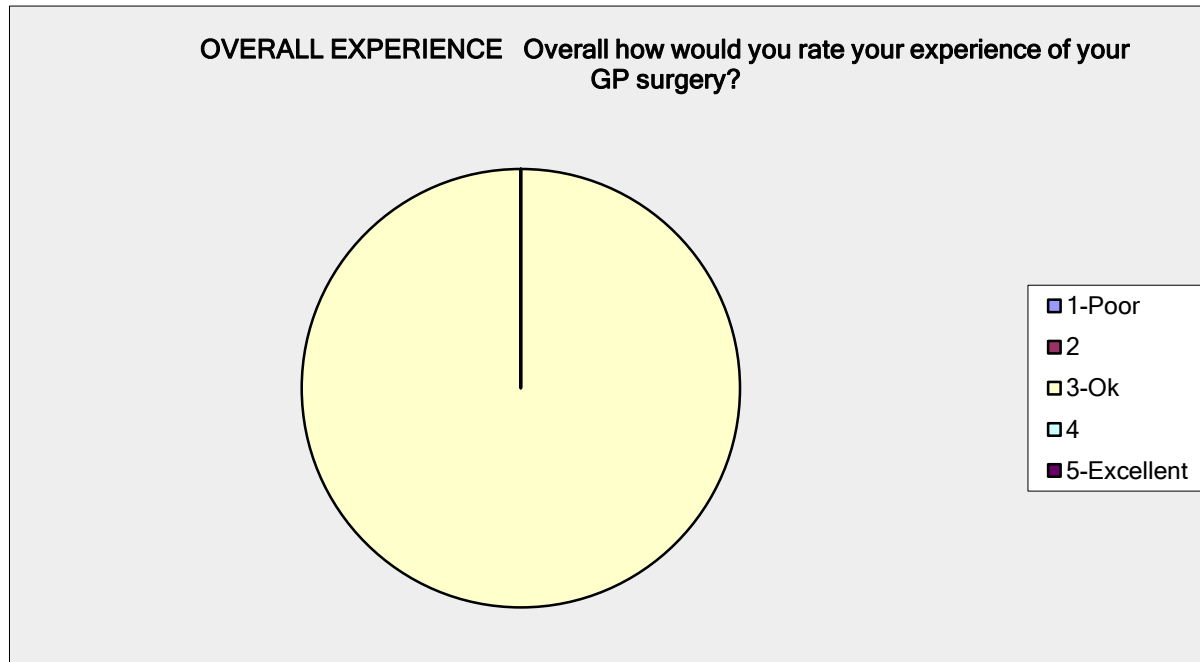


# PPDES

OVERALL EXPERIENCE Overall how would you rate your experience of your GP surgery?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
1-Poor	0	3	3	1.5
2	0	7	7	3.6
3-Ok	1	53	54	27.4
4	0	80	80	40.6
5-Excellent	0	53	53	26.9
<i>answered question</i>	1	196	197	
<i>skipped question</i>	0	3	3	

100.0

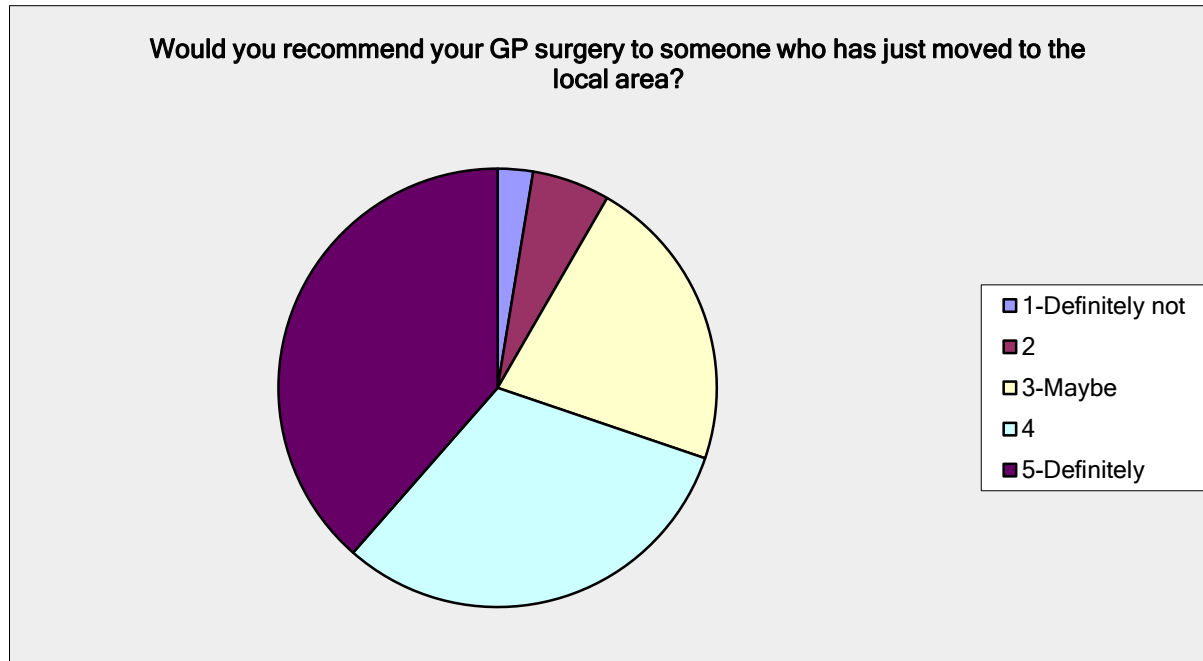


## PPDES

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

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
1-Definitely not	0	5	5	2.6
2	1	10	11	5.7
3-Maybe	0	42	42	21.9
4	0	60	60	31.3
5-Definitely	0	74	74	38.5
<i>answered question</i>	<b>1</b>	<b>191</b>	<b>192</b>	
<i>skipped question</i>	<b>0</b>	<b>8</b>	<b>8</b>	

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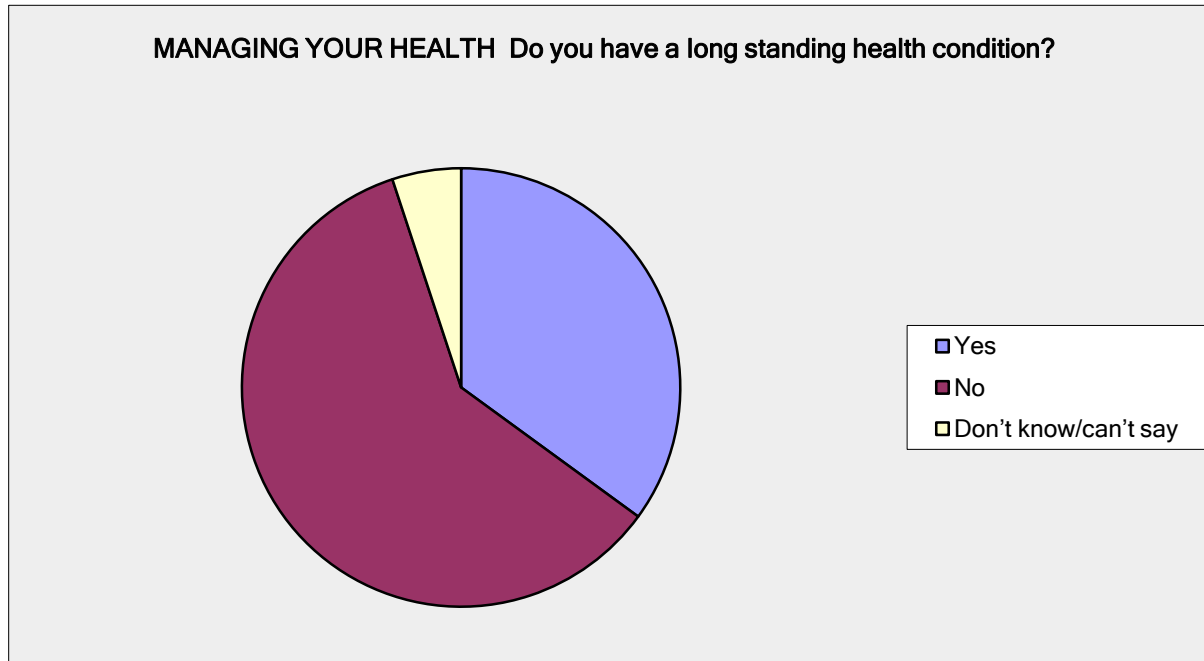


PPDES

MANAGING YOUR HEALTH Do you have a long standing health condition?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes	1	68	69	35.0
No	0	118	118	59.9
Don't know/can't say	0	10	10	5.1
<i>answered question</i>	<b>1</b>	<b>196</b>	<b>197</b>	
<i>skipped question</i>	<b>0</b>	<b>3</b>	<b>3</b>	

100.0



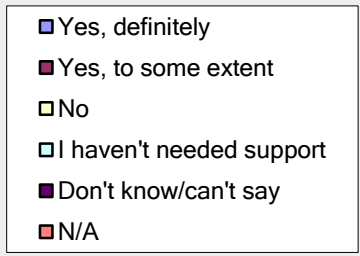
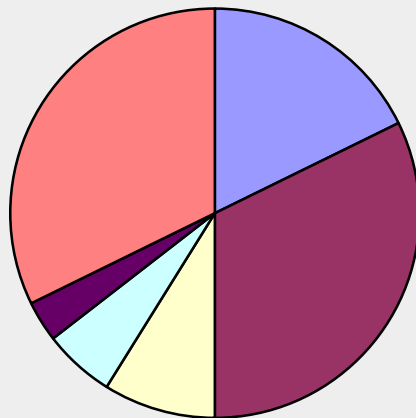
## PPDES

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

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes, definitely	0	22	22	17.7
Yes, to some extent	1	39	40	32.3
No	0	11	11	8.9
I haven't needed support	0	7	7	5.6
Don't know/can't say	0	4	4	3.2
N/A	0	40	40	32.3
<i>answered question</i>	<b>1</b>	<b>123</b>	<b>124</b>	
<i>skipped question</i>	0	76	76	

100.0

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

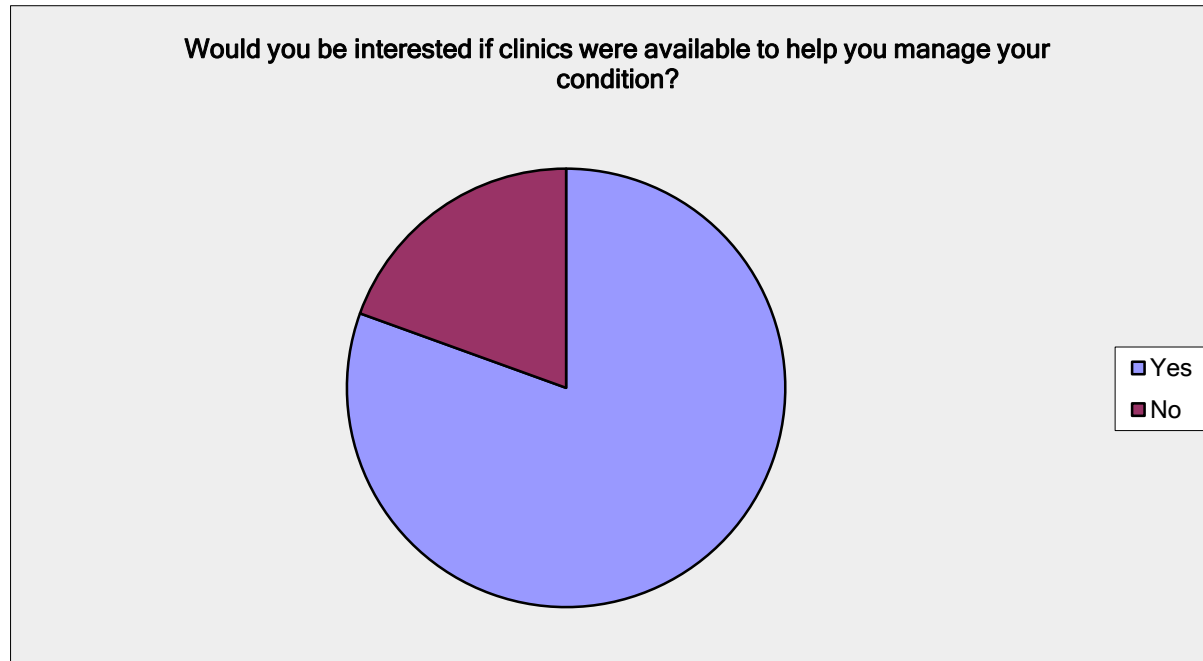


## PPDES

Would you be interested if clinics were available to help you manage your condition?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes	0	62	62	80.5
No	1	14	15	19.5
<i>answered question</i>	<b>1</b>	<b>76</b>	<b>77</b>	
<i>skipped question</i>	0	123	123	

100.0

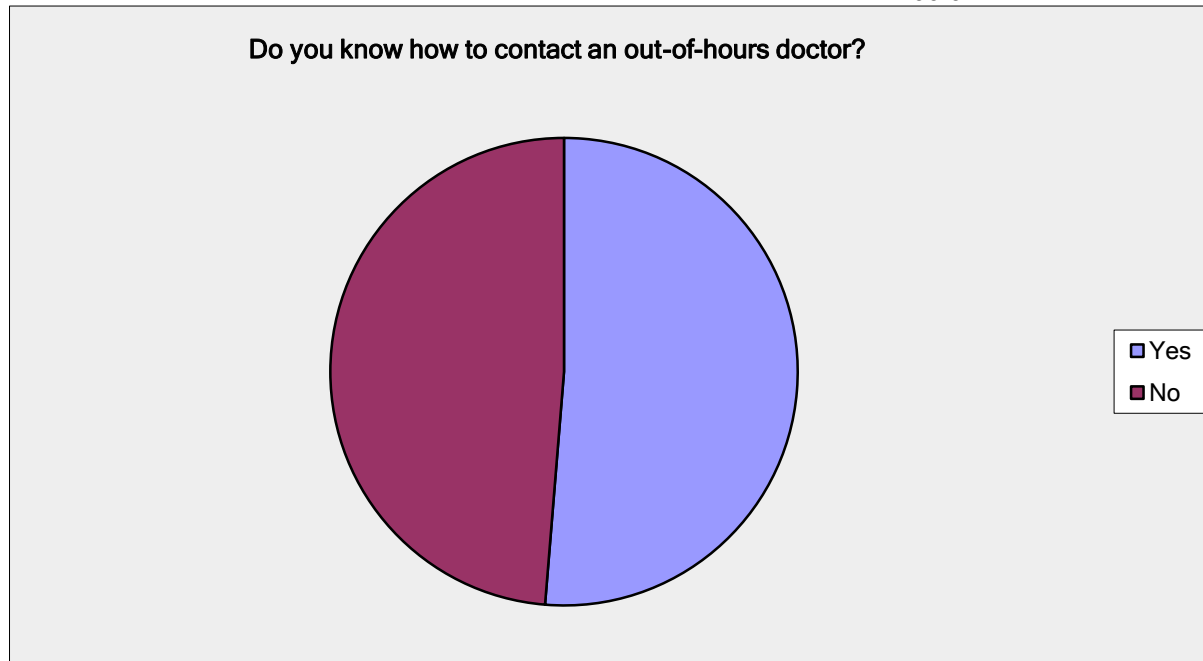


## PPDES

Do you know how to contact an out-of-hours doctor?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Response s %
Yes	0	99	99	51.3
No	1	93	94	48.7
<i>answered question</i>	1	192	193	
<i>skipped question</i>	0	7	7	

100.0

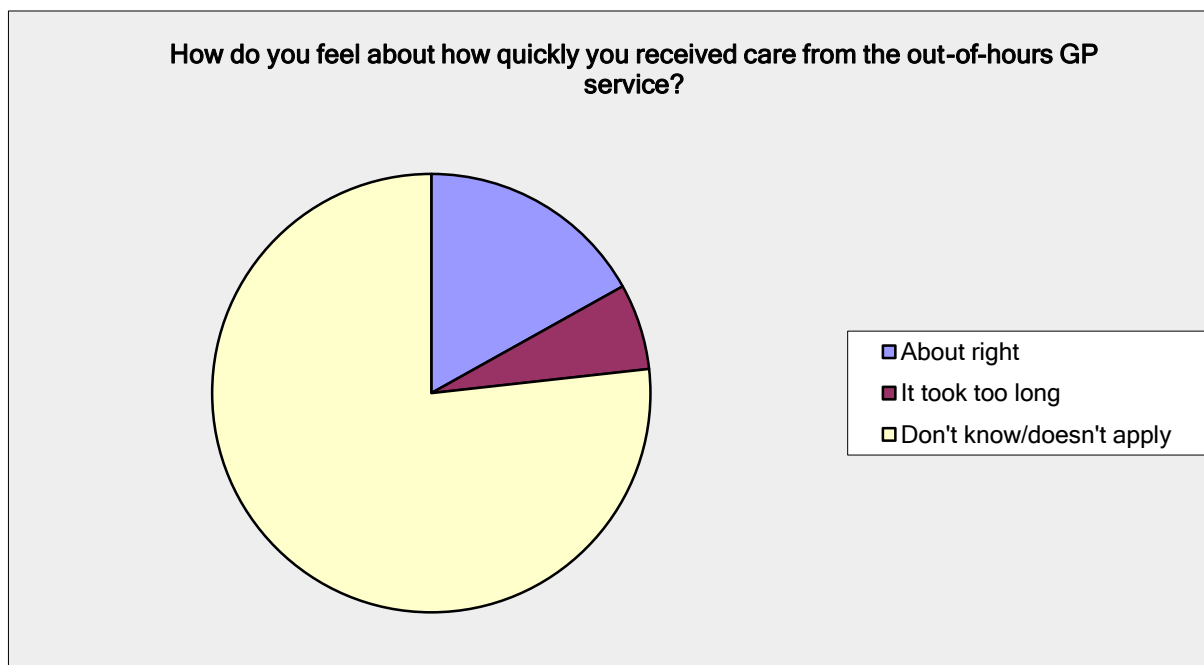


## PPDES

How do you feel about how quickly you received care from the out-of-hours GP service?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
About right	0	24	24	16.9
It took too long	0	9	9	6.3
Don't know/doesn't apply	1	108	109	76.8
<i>answered question</i>	1	141	142	
<i>skipped question</i>	0	58	58	

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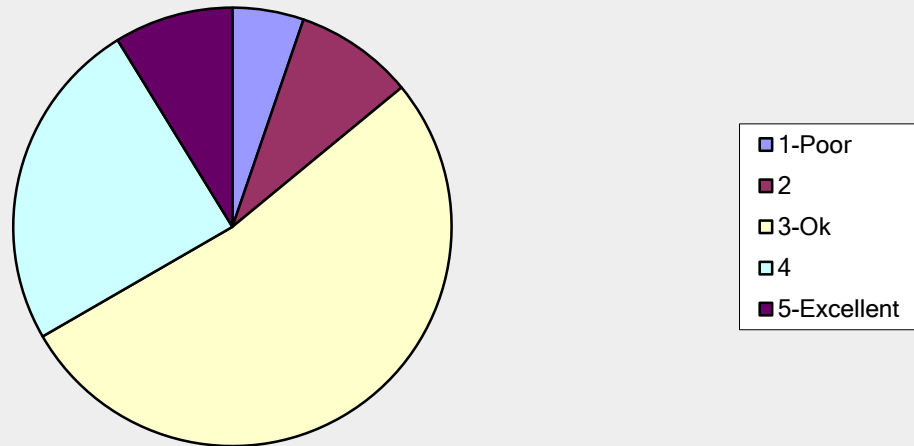
## PPDES

Overall how would you describe your experience of the out-of-hours service?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Response s %
1-Poor	0	3	3	5.3
2	0	5	5	8.8
3-Ok	1	29	30	52.6
4	0	14	14	24.6
5-Excellent	0	5	5	8.8
<i>answered question</i>	<b>1</b>	<b>56</b>	<b>57</b>	
<i>skipped question</i>	<b>0</b>	<b>143</b>	<b>143</b>	

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Overall how would you describe your experience of the out-of-hours service?





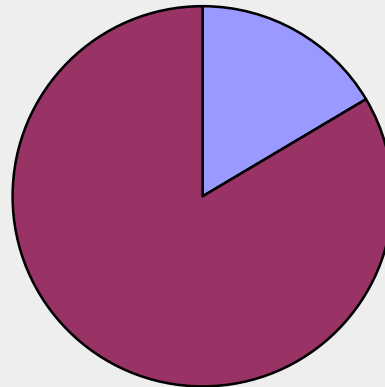
## PPDES

**ADDITIONAL QUESTIONS** Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Response s %
YES	0	28	28	16.5
NO	1	141	142	83.5
<i>answered question</i>	1	169	170	
<i>skipped question</i>	0	30	30	

100.0

**ADDITIONAL QUESTIONS** Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)



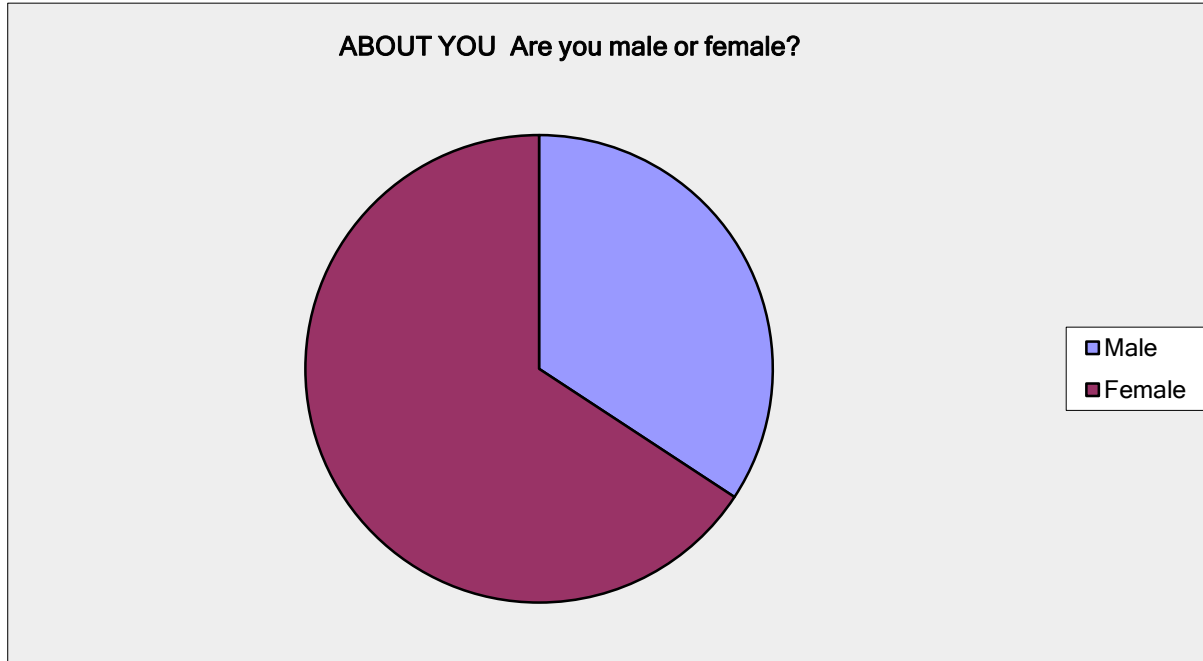
■ YES  
■ NO

PPDES

ABOUT YOU Are you male or female?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Male	1	62	63	34.2
Female	0	121	121	65.8
<i>answered question</i>	1	183	184	
<i>skipped question</i>	0	16	16	

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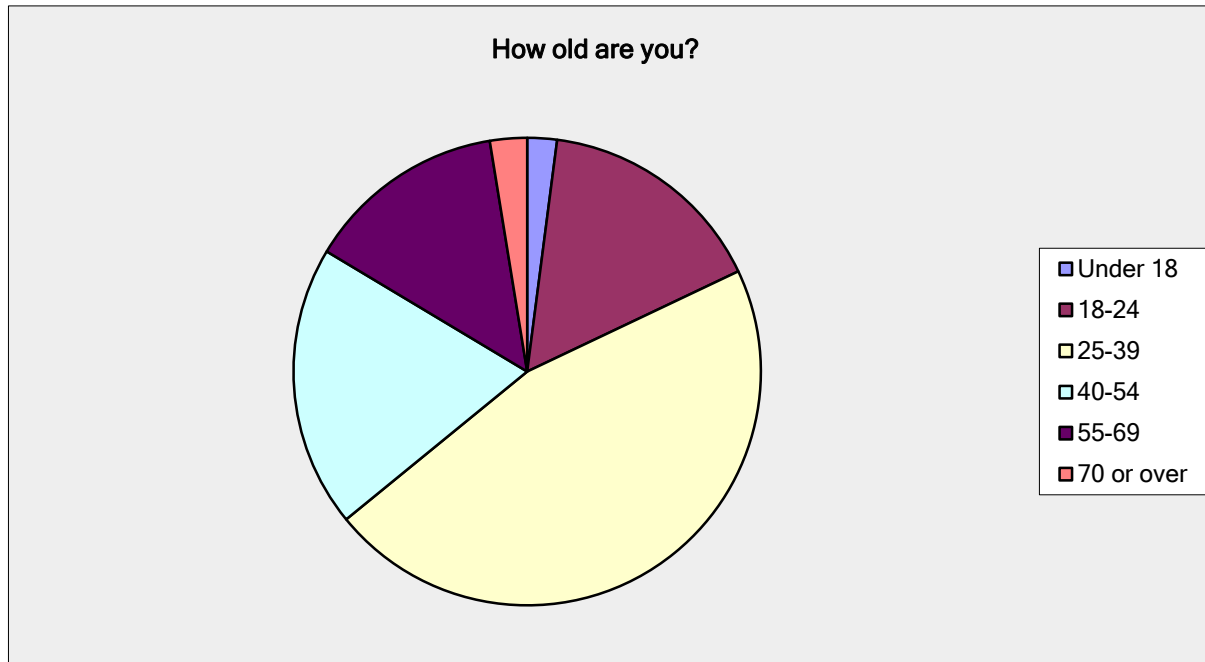


# PPDES

How old are you?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Under 18	0	4	4	2.1
18-24	0	31	31	15.9
25-39	0	90	90	46.2
40-54	0	38	38	19.5
55-69	1	26	27	13.8
70 or over	0	5	5	2.6
<i>answered question</i>	<b>1</b>	<b>194</b>	<b>195</b>	
<i>skipped question</i>	<b>0</b>	<b>5</b>	<b>5</b>	

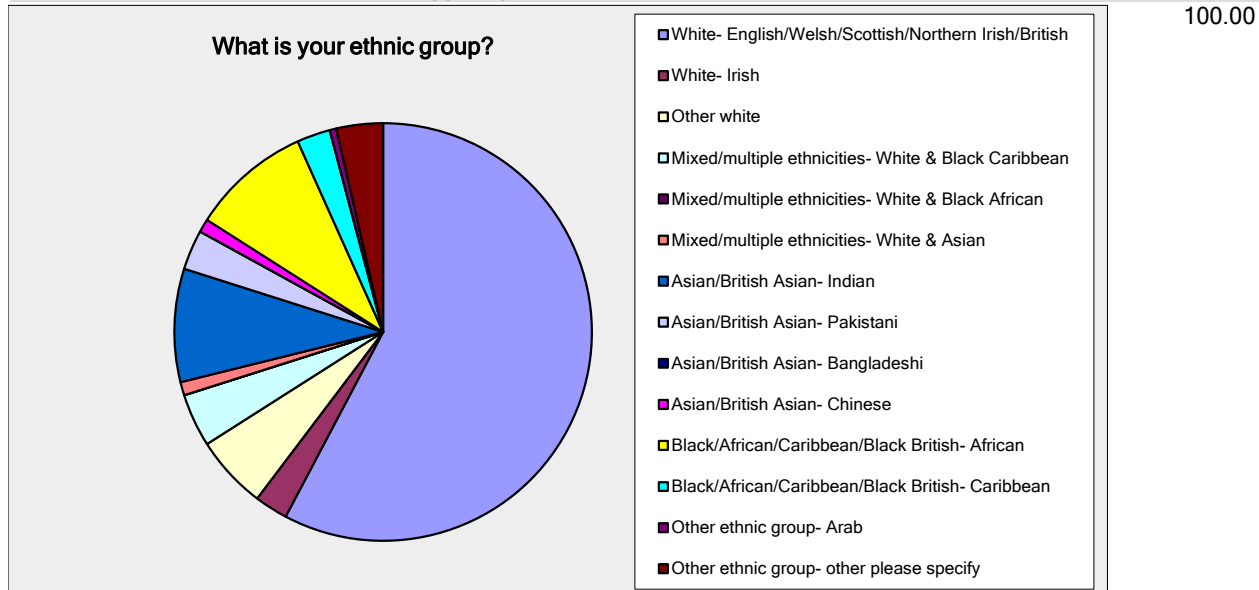
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**PPDES**

**What is your ethnic group?**

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
White- English/Welsh/Scottish/Northern Irish/British	1	111	112	57.14
White- Irish	0	5	5	2.55
Other white	0	11	11	5.61
Mixed/multiple ethnicities- White & Black Caribbean	0	8	8	4.08
Mixed/multiple ethnicities- White & Black African	0	0	0	0.00
Mixed/multiple ethnicities- White & Asian	0	2	2	1.02
Asian/British Asian- Indian	0	17	17	8.67
Asian/British Asian- Pakistani	0	6	6	3.06
Asian/British Asian- Bangladeshi	0	0	0	0.00
Asian/British Asian- Chinese	0	2	2	1.02
Black/African/Caribbean/Black British- African	0	18	18	9.18
Black/African/Caribbean/Black British- Caribbean	0	5	5	2.55
Other ethnic group- Arab	0	1	1	0.51
Other ethnic group- other please specify	0	7	7	3.57
Other mixed	0	2	2	1.02
<b>answered question</b>	<b>1</b>	<b>195</b>	<b>196</b>	
<b>skipped question</b>	<b>0</b>	<b>4</b>	<b>4</b>	

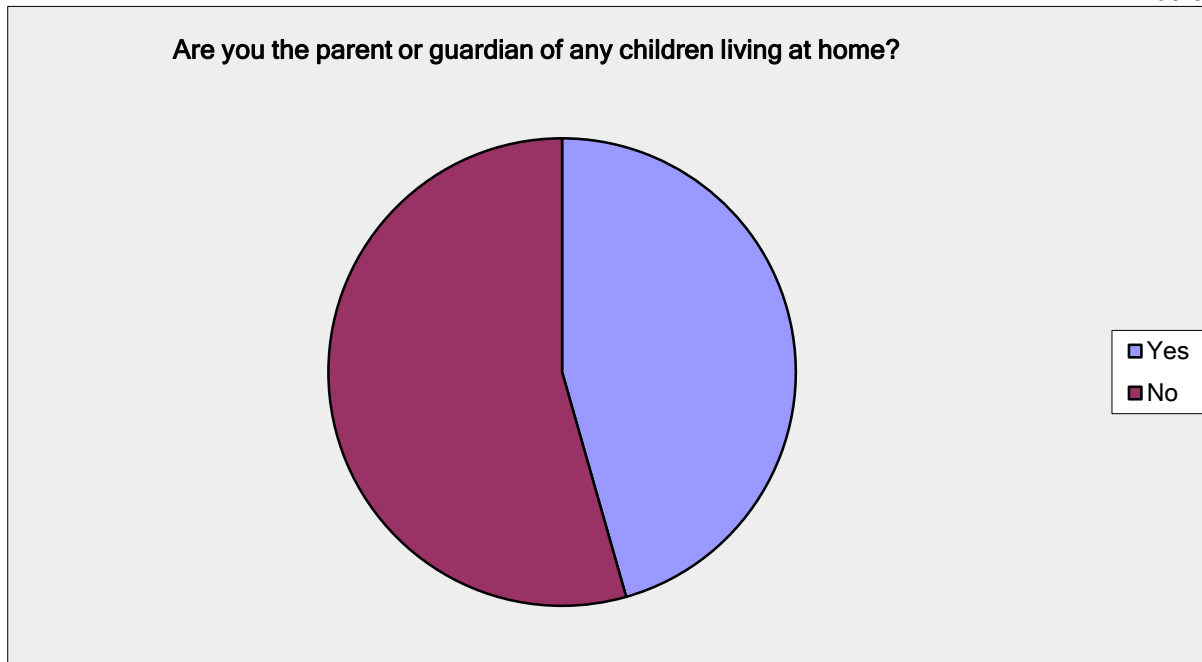


## PPDES

Are you the parent or guardian of any children living at home?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes	0	67	67	45.6
No	1	79	80	54.4
<i>answered question</i>	<b>1</b>	<b>146</b>	<b>147</b>	
<i>skipped question</i>	0	53	53	

100.0

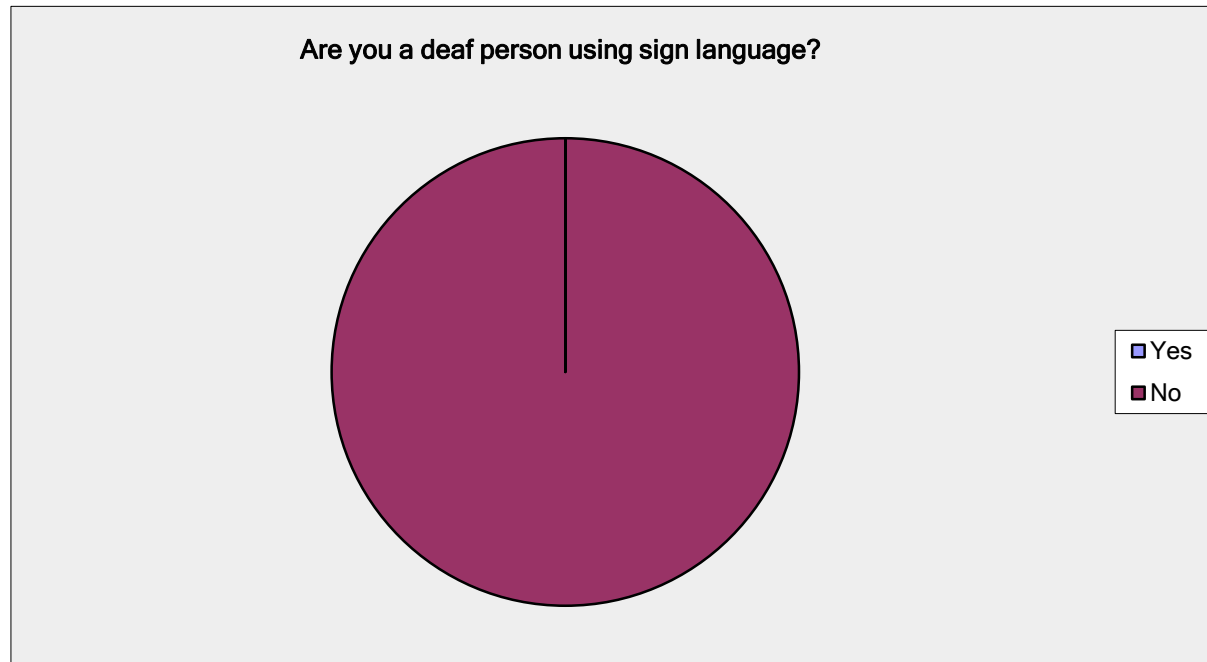


## PPDES

Are you a deaf person using sign language?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Yes	0	0	0	0.0
No	1	88	89	100.0
<i>answered question</i>	1	88	89	
<i>skipped question</i>	0	111	111	

100.0

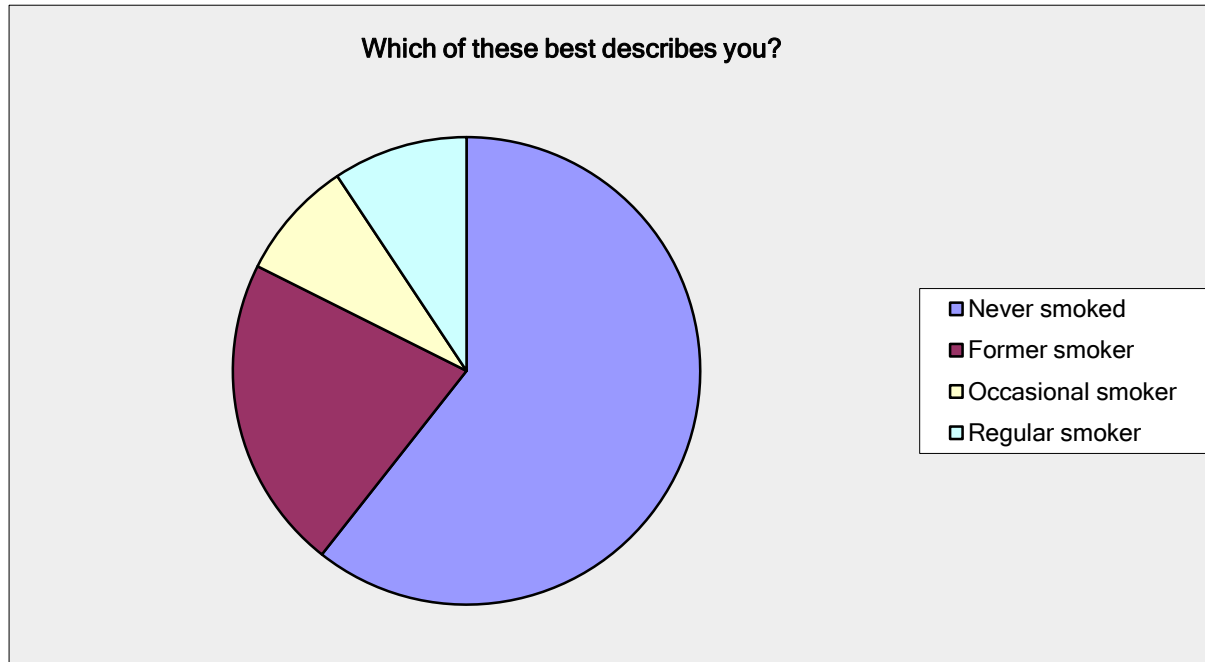


# PPDES

Which of these best describes you?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Never smoked	1	116	117	60.6
Former smoker	0	42	42	21.8
Occasional smoker	0	16	16	8.3
Regular smoker	0	18	18	9.3
<i>answered question</i>	<b>1</b>	<b>192</b>	<b>193</b>	
<i>skipped question</i>	0	7	7	

100.0



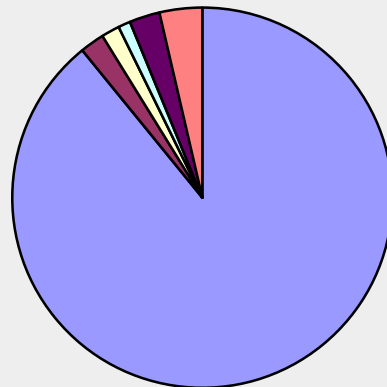
## PPDES

Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old age?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
No	1	171	172	89.1
1-9 hours a week	0	4	4	2.1
10-19 hours a week	0	3	3	1.6
20-34 hours a week	0	2	2	1.0
35-49 hours a week	0	5	5	2.6
more than 50 hours a week	0	7	7	3.6
<i>answered question</i>	<b>1</b>	<b>192</b>	<b>193</b>	
<i>skipped question</i>	0	7	7	

100.0

Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old age?



- No
- 1-9 hours a week
- 10-19 hours a week
- 20-34 hours a week
- 35-49 hours a week
- more than 50 hours a week

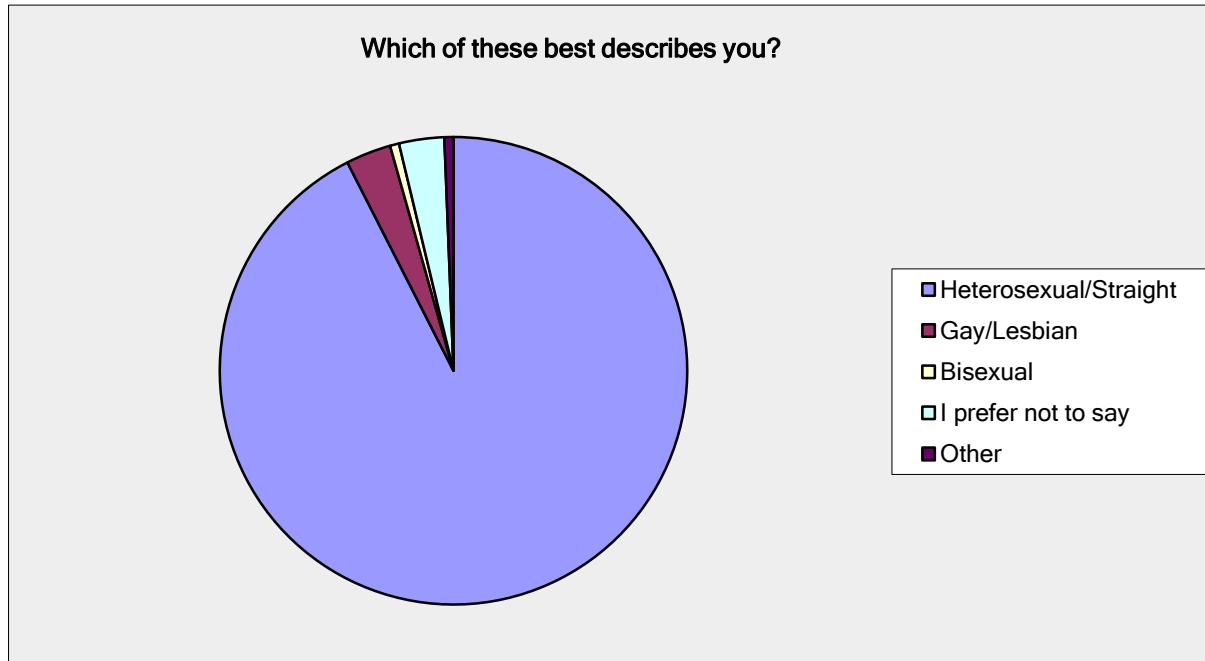


# PPDES

Which of these best describes you?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
Heterosexual/Straight	1	147	148	92.5
Gay/Lesbian	0	5	5	3.1
Bisexual	0	1	1	0.6
I prefer not to say	0	5	5	3.1
Other	0	1	1	0.6
<i>answered question</i>	1	159	160	
<i>skipped question</i>	0	40	40	

100.0



## PPDES

Which of these best describes your religion?

Answer Options	Survey Monkey Count	Dia Sols Count	TOTAL	Responses %
No religion	0	68	68	35.1
Buddhist	0	1	1	0.5
Christian (all denominations)	1	85	86	44.3
Hindu	0	14	14	7.2
Jewish	0	1	1	0.5
Muslim	0	9	9	4.6
Sikh	0	1	1	0.5
Other	0	8	8	4.1
I prefer not to say	0	6	6	3.1
<i>answered question</i>	<b>1</b>	<b>193</b>	<b>194</b>	
<i>skipped question</i>	0	6	6	

100.0

