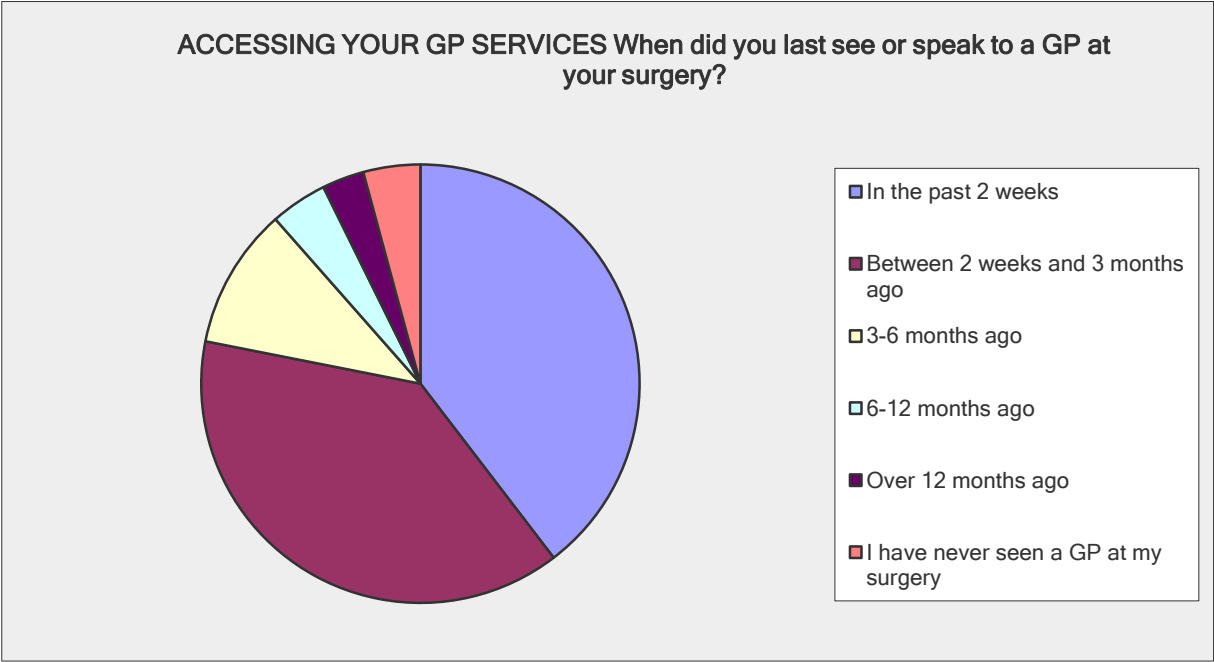


PPDES BroughtonGate12

ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your surgery?

Answer Options	Response Percent	Response Count
In the past 2 weeks	39.6%	38
Between 2 weeks and 3 months ago	38.5%	37
3-6 months ago	10.4%	10
6-12 months ago	4.2%	4
Over 12 months ago	3.1%	3
I have never seen a GP at my surgery	4.2%	4
<i>answered question</i>		96
<i>skipped question</i>		0

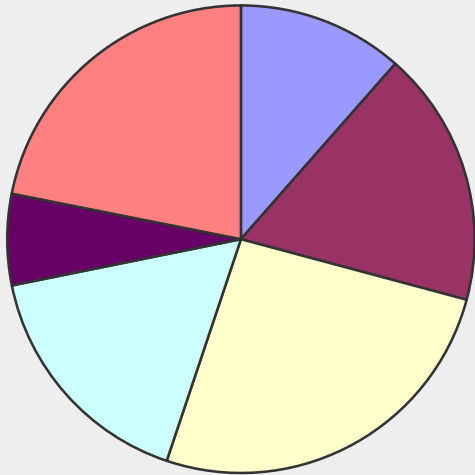


PPDES BroughtonGate12

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

Answer Options	Response Percent	Response Count
Always or almost always	11.5%	11
A lot of the time	17.7%	17
Some of the time	26.0%	25
Never or almost never	16.7%	16
Not tried at this GP surgery	6.3%	6
I don't have a preferred GP	21.9%	21
<i>answered question</i>		96
<i>skipped question</i>		0

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



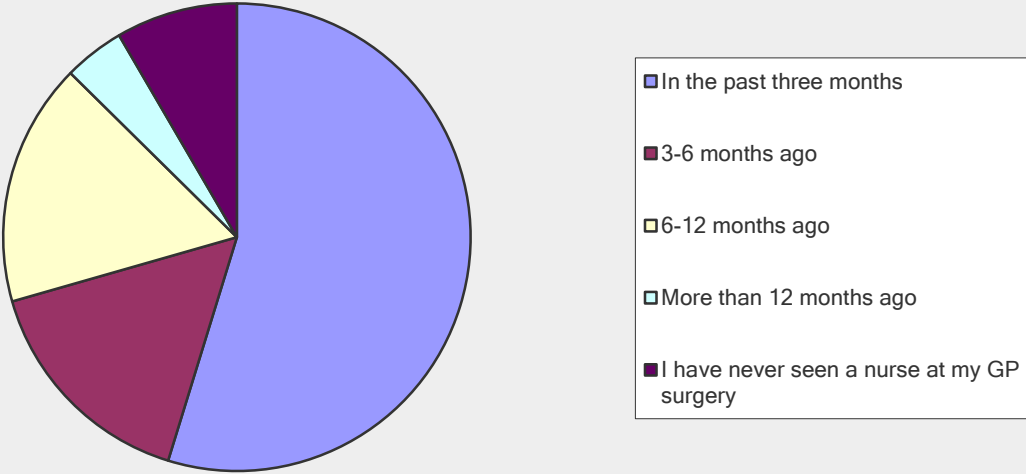
- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP surgery
- I don't have a preferred GP

PPDES BroughtonGate12

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

Answer Options	Response Percent	Response Count
In the past three months	54.7%	52
3-6 months ago	15.8%	15
6-12 months ago	16.8%	16
More than 12 months ago	4.2%	4
I have never seen a nurse at my GP surgery	8.4%	8
<i>answered question</i>		95
<i>skipped question</i>		1

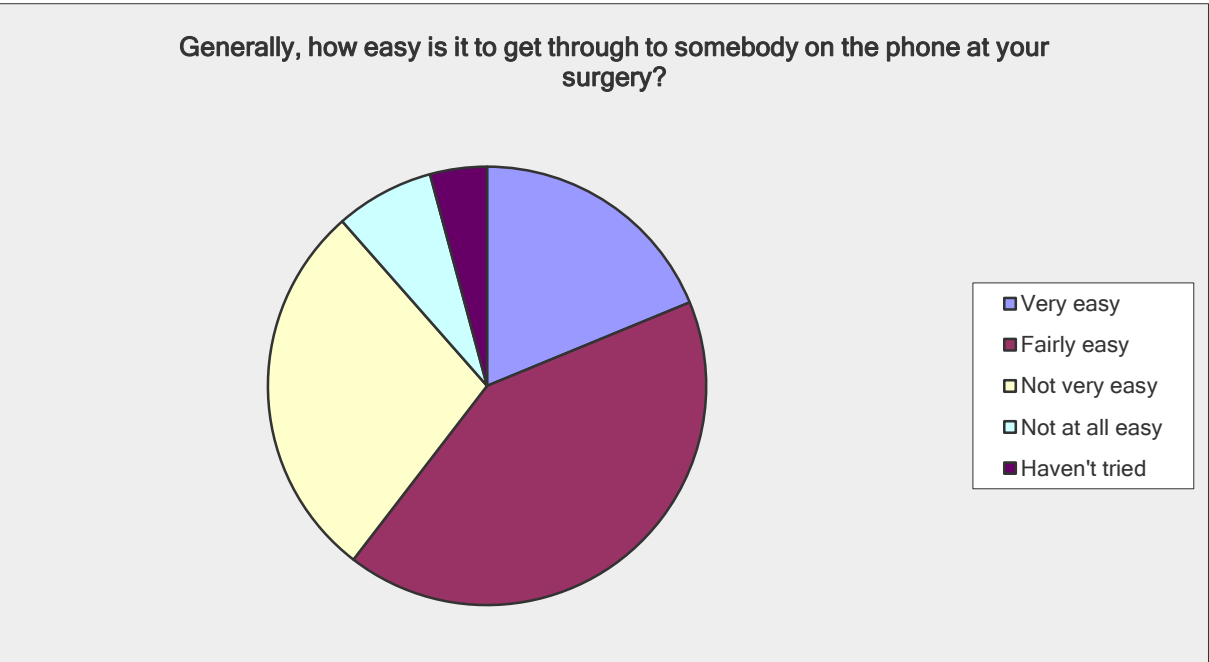
When did you last see or speak to a nurse at your GP surgery?



PPDES BroughtonGate12

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

Answer Options	Response Percent	Response Count
Very easy	18.8%	18
Fairly easy	41.7%	40
Not very easy	28.1%	27
Not at all easy	7.3%	7
Haven't tried	4.2%	4
<i>answered question</i>		96
<i>skipped question</i>		0

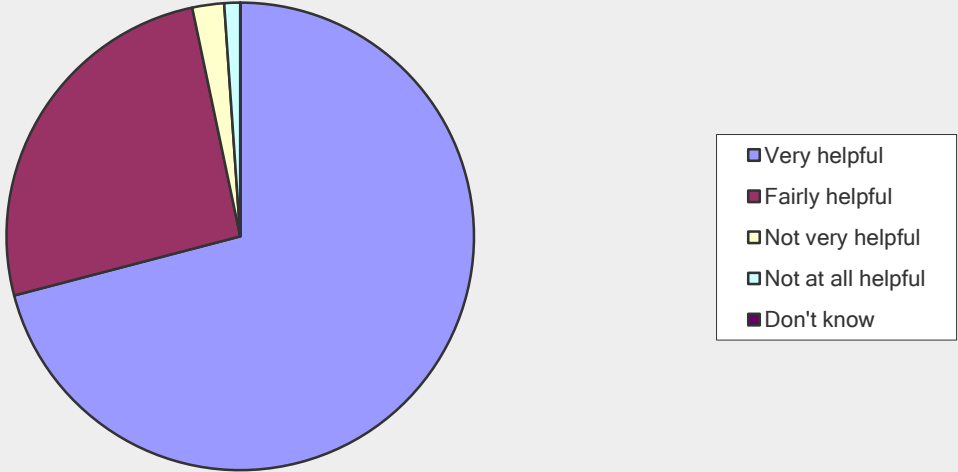


PPDES BroughtonGate12

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

Answer Options	Response Percent	Response Count
Very helpful	71.0%	66
Fairly helpful	25.8%	24
Not very helpful	2.2%	2
Not at all helpful	1.1%	1
Don't know	0.0%	0
<i>answered question</i>		93
<i>skipped question</i>		3

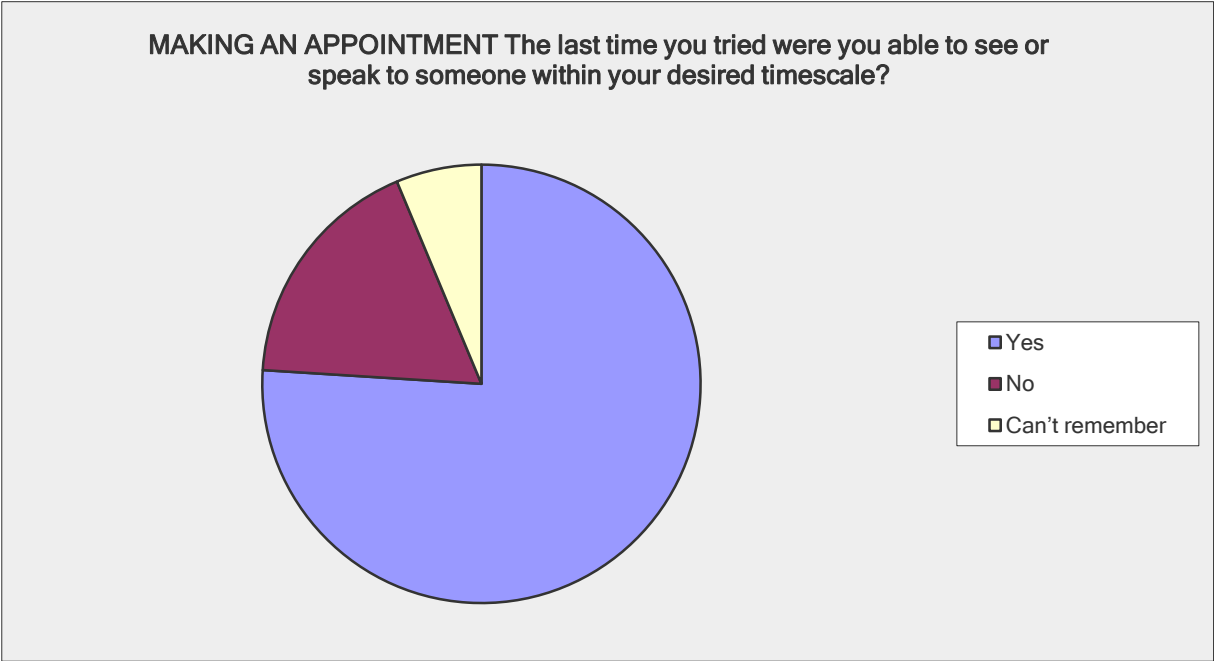
How helpful do you find the receptionists at your GP surgery?



PPDES BroughtonGate12

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

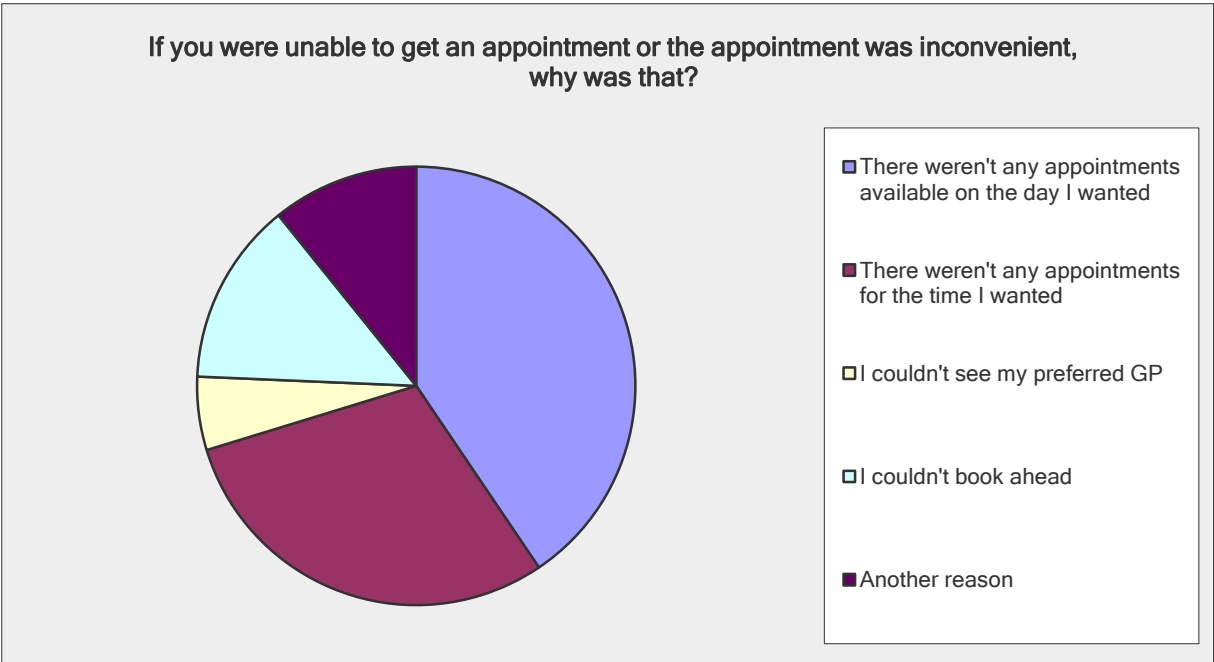
Answer Options	Response Percent	Response Count
Yes	76.0%	73
No	17.7%	17
Can't remember	6.3%	6
<i>answered question</i>		96
<i>skipped question</i>		0



PPDES BroughtonGate12

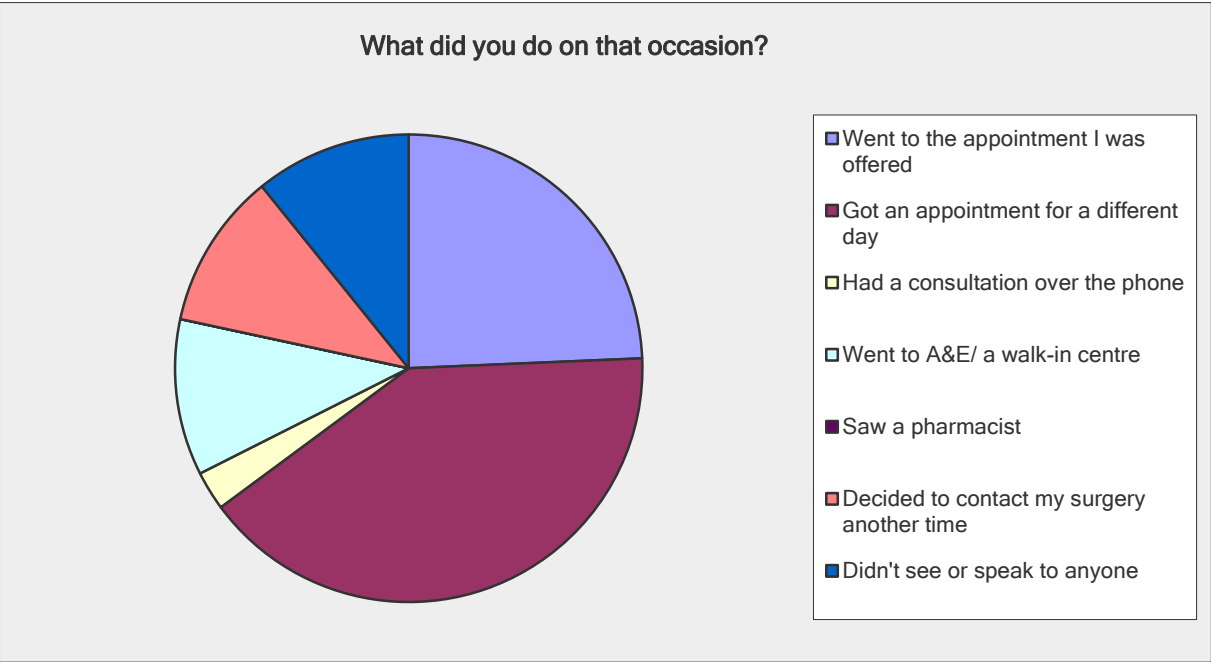
If you were unable to get an appointment or the appointment was inconvenient, why was that?

Answer Options	Response Percent	Response Count
There weren't any appointments available on the day I	40.5%	15
There weren't any appointments for the time I wanted	29.7%	11
I couldn't see my preferred GP	5.4%	2
I couldn't book ahead	13.5%	5
Another reason	10.8%	4
<i>answered question</i>		37
<i>skipped question</i>		59



PPDES BroughtonGate12

What did you do on that occasion?		
Answer Options	Response Percent	Response Count
Went to the appointment I was offered	24.3%	9
Got an appointment for a different day	40.5%	15
Had a consultation over the phone	2.7%	1
Went to A&E/ a walk-in centre	10.8%	4
Saw a pharmacist	0.0%	0
Decided to contact my surgery another time	10.8%	4
Didn't see or speak to anyone	10.8%	4
<i>answered question</i>		37
<i>skipped question</i>		59

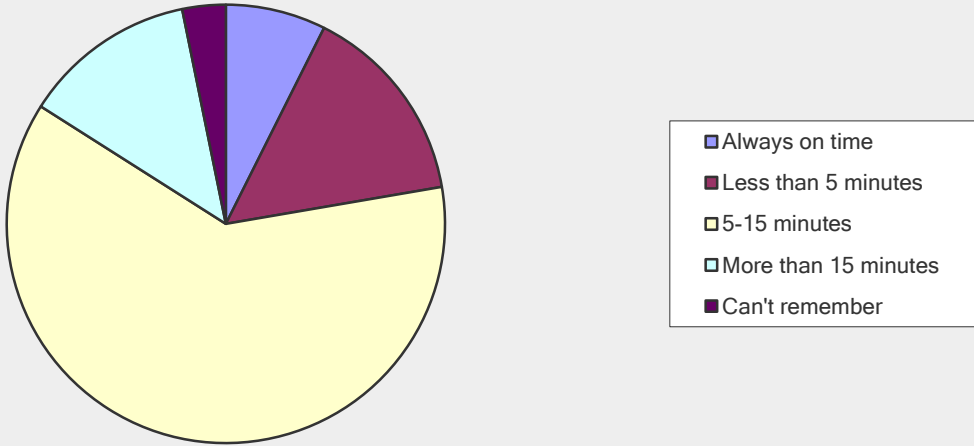


PPDES BroughtonGate12

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

Answer Options	Response Percent	Response Count
Always on time	7.4%	7
Less than 5 minutes	14.9%	14
5-15 minutes	61.7%	58
More than 15 minutes	12.8%	12
Can't remember	3.2%	3
<i>answered question</i>		94
<i>skipped question</i>		2

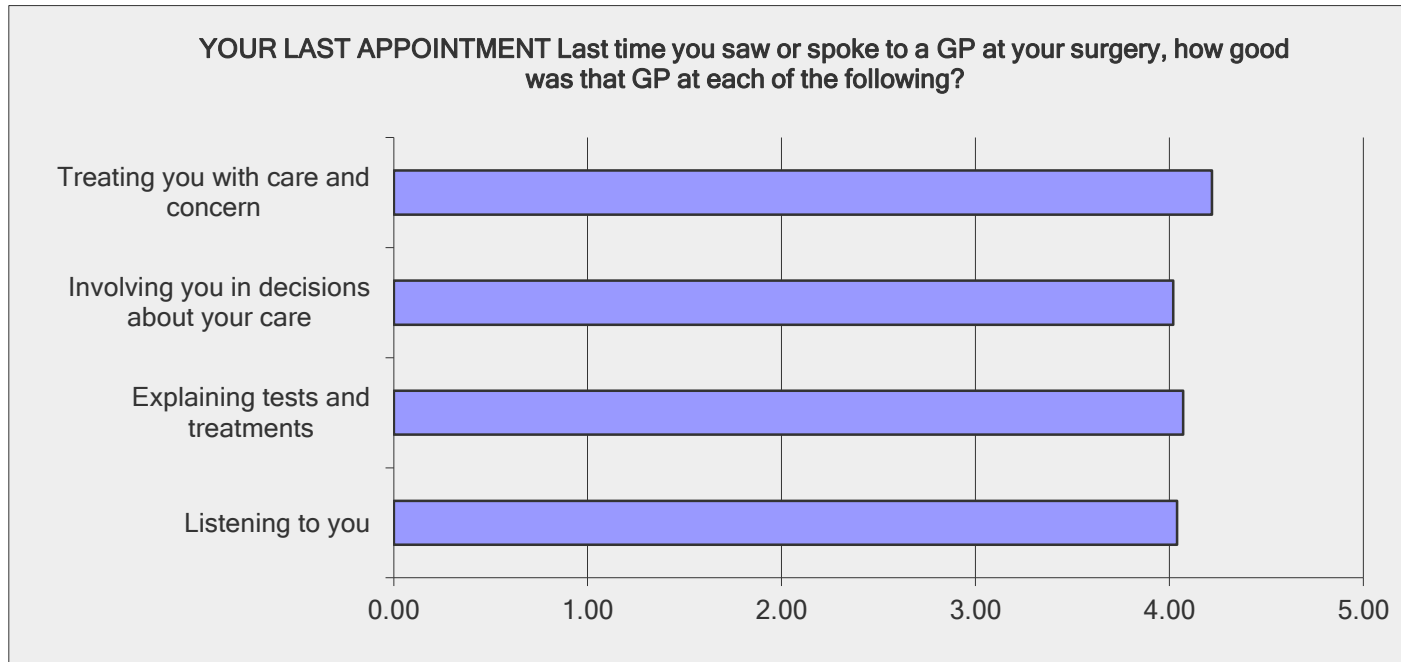
WAITING TIMES How long after your appointment time do you usually wait to be seen?



PPDES BroughtonGate12

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

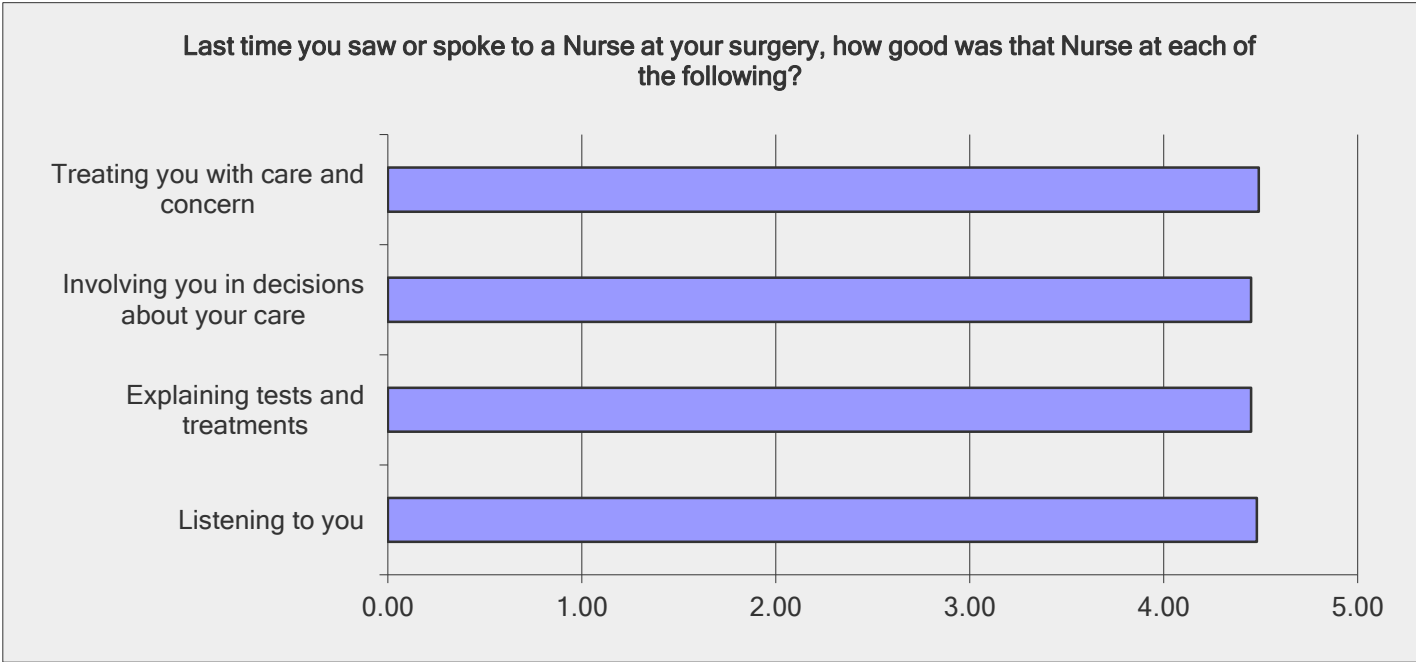
Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	2	8	9	37	35	4.04	91	
Explaining tests and treatments	3	5	12	34	37	4.07	91	
Involving you in decisions about your care	3	7	11	31	36	4.02	88	
Treating you with care and concern	2	2	13	29	43	4.22	89	
							<i>answered question</i>	91
							<i>skipped question</i>	5



PPDES BroughtonGate12

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

Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	0	1	7	28	51	4.48	87	
Explaining tests and treatments	1	1	5	31	49	4.45	87	
Involving you in decisions about your care	0	1	5	34	46	4.45	86	
Treating you with care and concern	0	3	4	27	53	4.49	87	
							<i>answered question</i>	87
							<i>skipped question</i>	9



PPDES BroughtonGate12

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

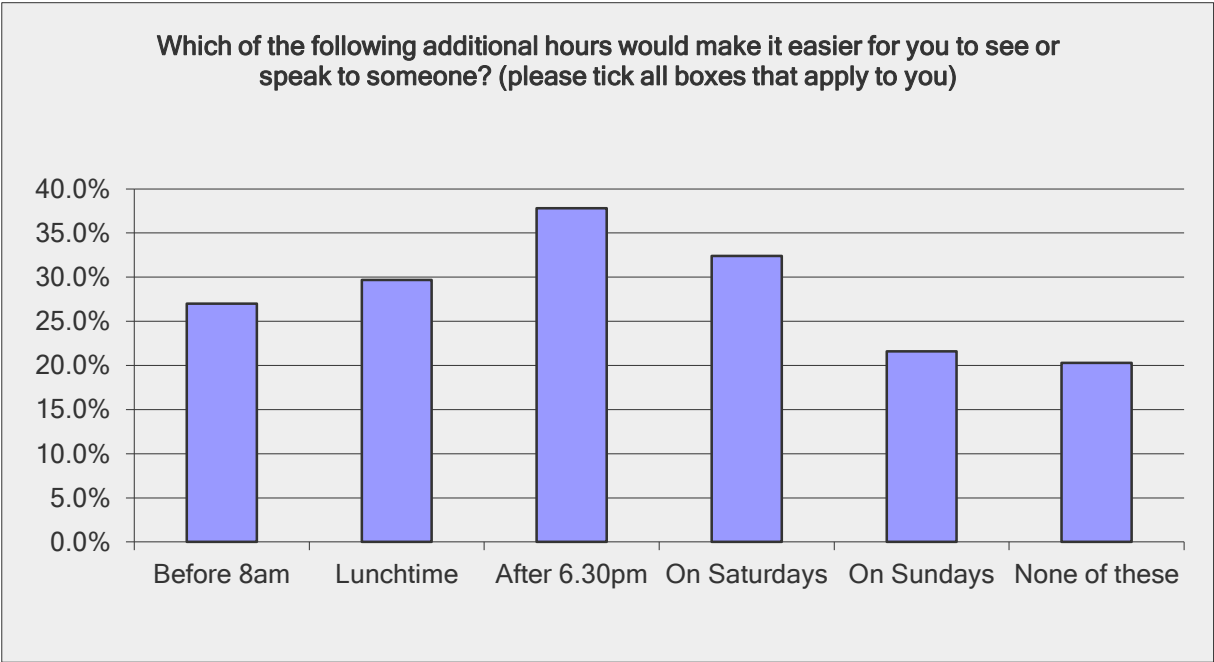
Answer Options	Response Percent	Response Count
Yes	92.5%	86
No	2.2%	2
Don't know	5.4%	5
<i>answered question</i>		93
<i>skipped question</i>		3



PPDES BroughtonGate12

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)

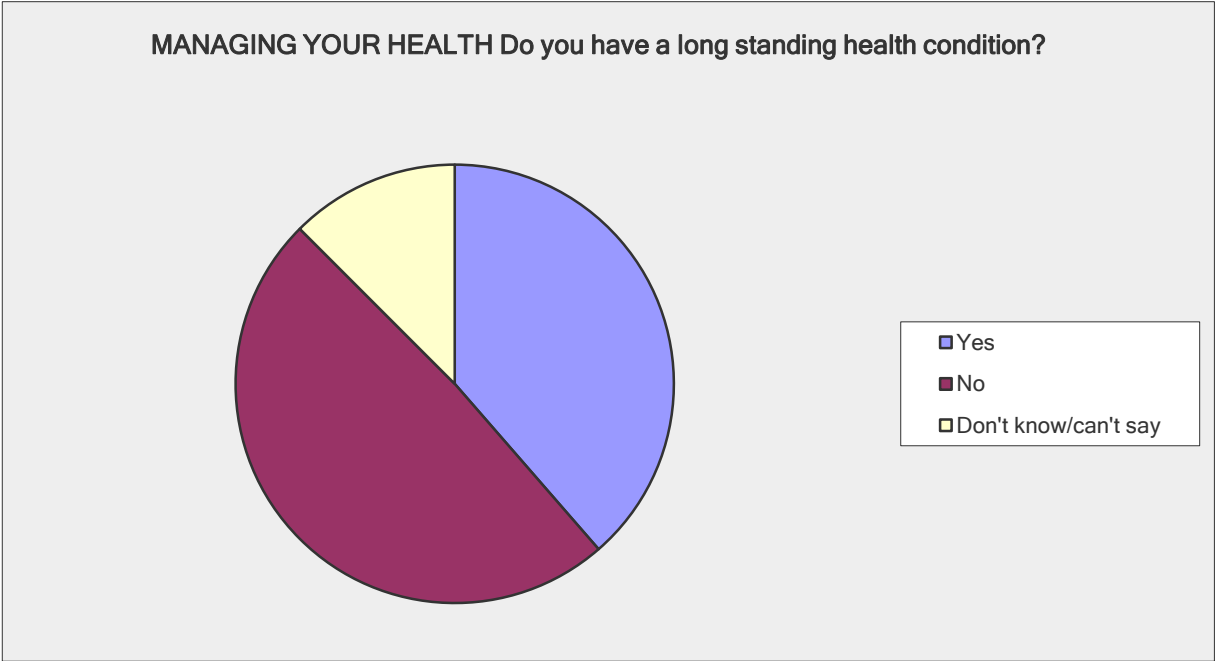
Answer Options	Response Percent	Response Count
Before 8am	27.0%	20
Lunchtime	29.7%	22
After 6.30pm	37.8%	28
On Saturdays	32.4%	24
On Sundays	21.6%	16
None of these	20.3%	15
<i>answered question</i>		74
<i>skipped question</i>		22



PPDES BroughtonGate12

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

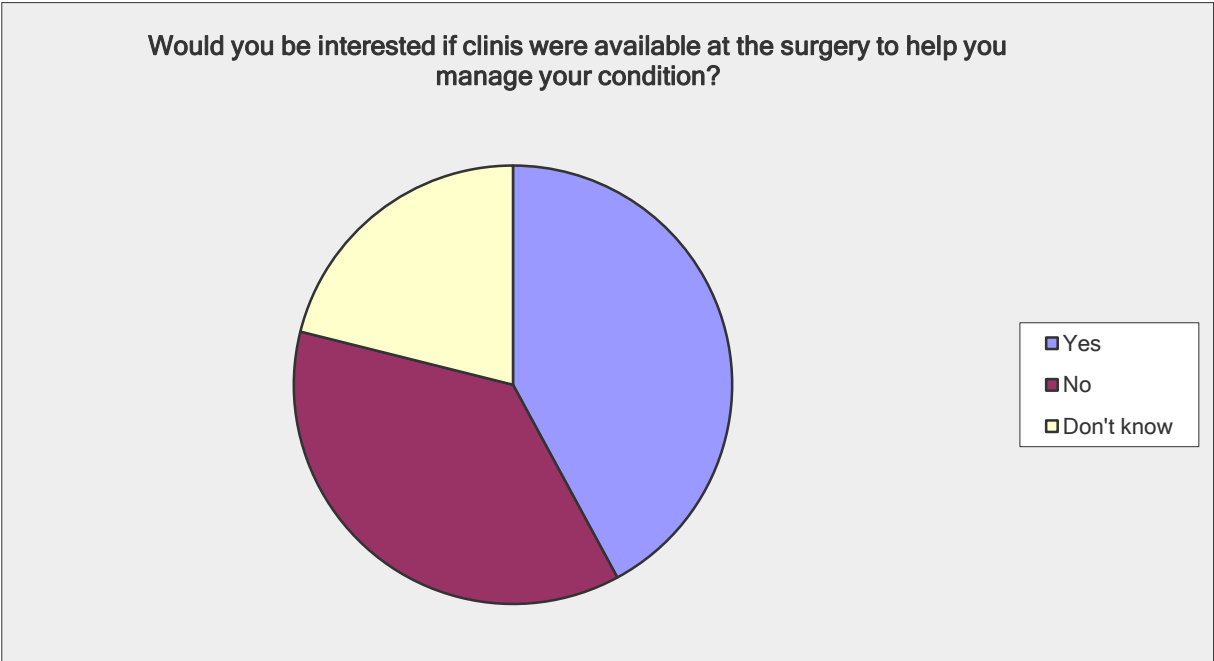
Answer Options	Response Percent	Response Count
Yes	38.6%	34
No	48.9%	43
Don't know/can't say	12.5%	11
<i>answered question</i>		88
<i>skipped question</i>		8



PPDES BroughtonGate12

Would you be interested if clinis were available at the surgery to help you manage your condition?

Answer Options	Response Percent	Response Count
Yes	42.1%	32
No	36.8%	28
Don't know	21.1%	16
<i>answered question</i>		76
<i>skipped question</i>		20



PPDES BroughtonGate12

OUT OF HOURS Do you know how to contact an out-of-hours doctor?		
Answer Options	Response Percent	Response Count
Yes	56.0%	51
No	44.0%	40
<i>answered question</i>		91
<i>skipped question</i>		5



PPDES BroughtonGate12

In the past 6 months, have you tried to contact the out-of-hours GP service?

Answer Options	Response Percent	Response Count
Yes	23.1%	21
No	76.9%	70
<i>answered question</i>		91
<i>skipped question</i>		5

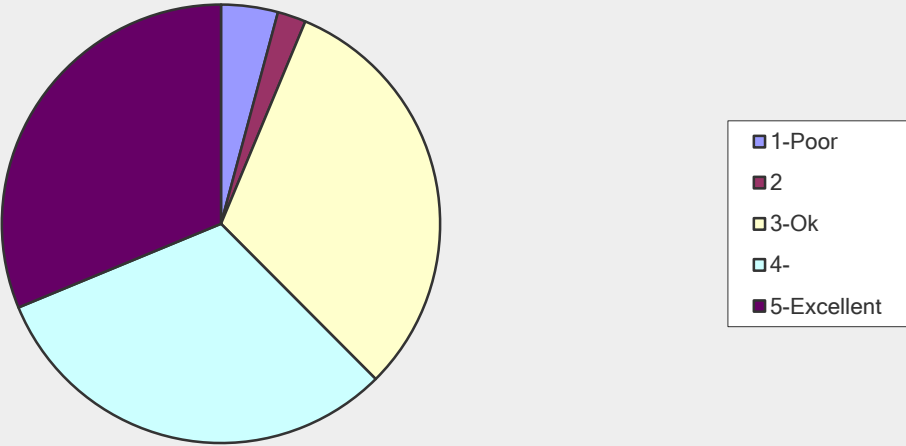


PPDES BroughtonGate12

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

Answer Options	Response Percent	Response Count
1-Poor	4.2%	2
2	2.1%	1
3-Ok	31.3%	15
4-	31.3%	15
5-Excellent	31.3%	15
<i>answered question</i>		48
<i>skipped question</i>		48

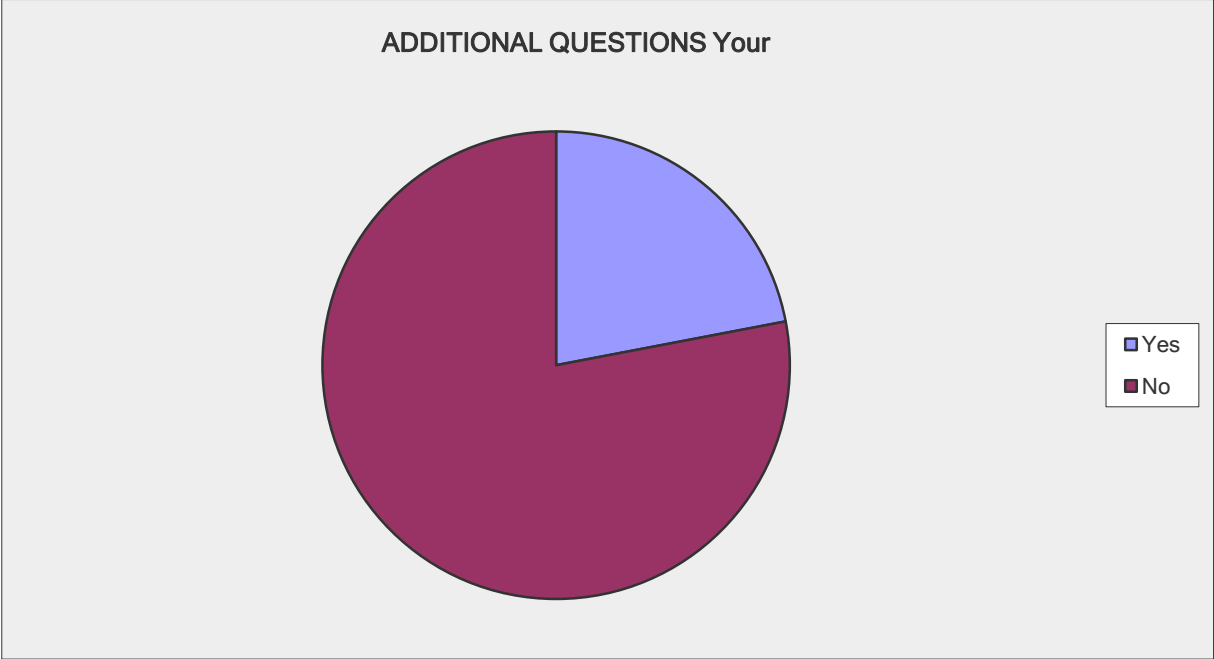
Overall how would you describe your experience of the out-of-hours service?



PPDES BroughtonGate12

ADDITIONAL QUESTIONS Your Patient Reference Group (PRG) helped shape this questionnaire and will help the surgery to use the results to improve the service you

Answer Options	Response Percent	Response Count
Yes	22.0%	18
No	78.0%	64
<i>answered question</i>		82
<i>skipped question</i>		14



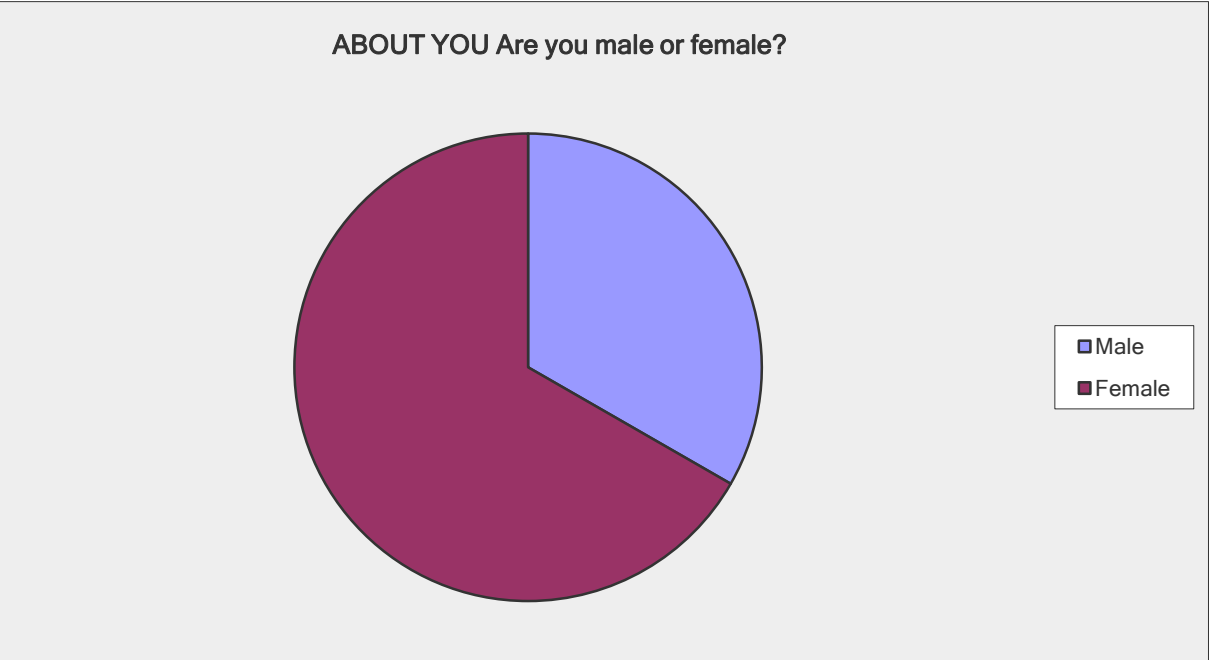
PPDES BroughtonGate12

Would you like to see a named GP when you visit?		
Answer Options	Response Percent	Response Count
Yes	75.0%	60
No	25.0%	20
<i>answered question</i>		80
<i>skipped question</i>		16



PPDES BroughtonGate12

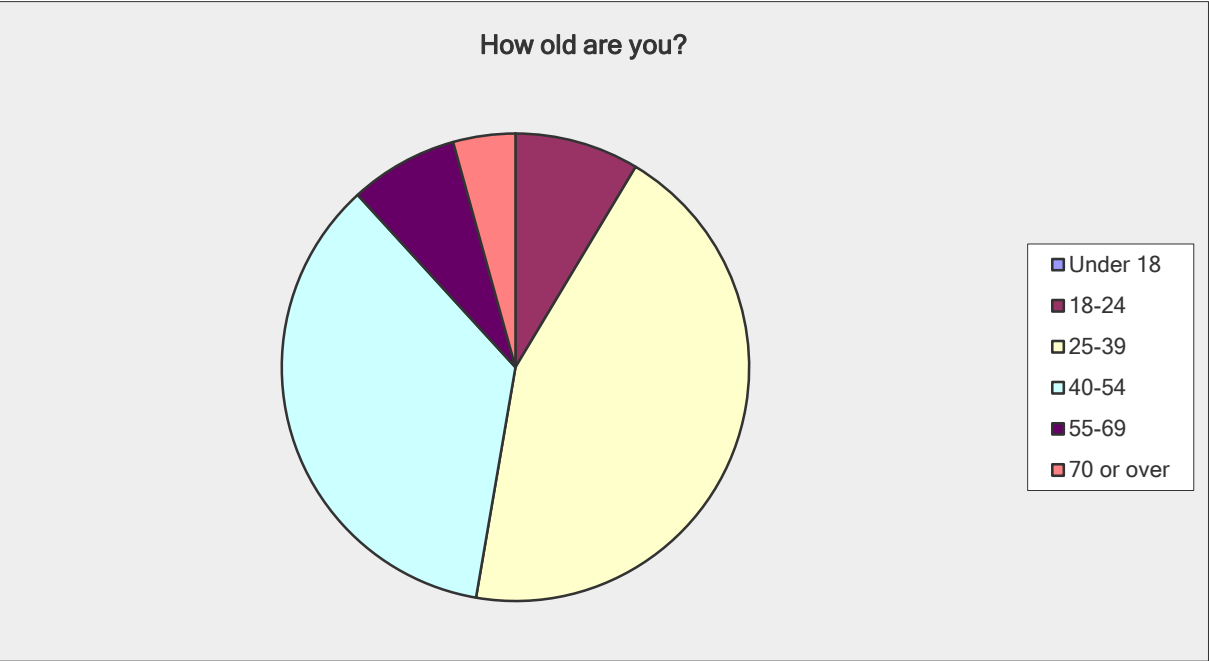
ABOUT YOU Are you male or female?		
Answer Options	Response Percent	Response Count
Male	33.3%	30
Female	66.7%	60
<i>answered question</i>		90
<i>skipped question</i>		6



PPDES BroughtonGate12

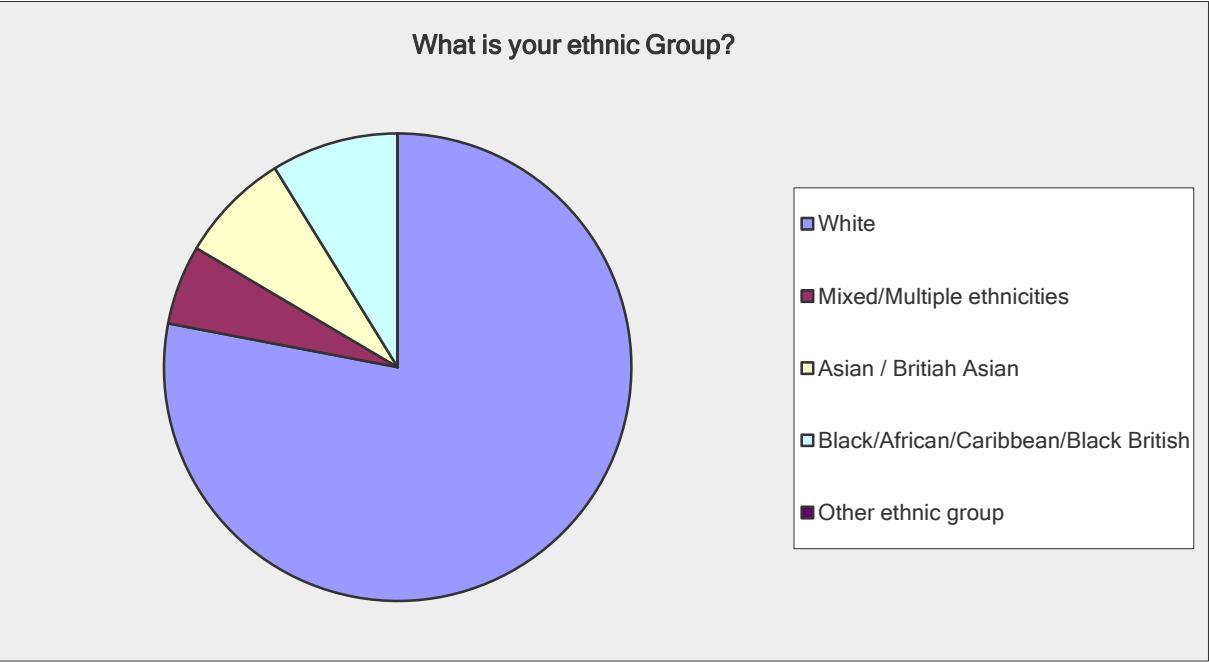
How old are you?

Answer Options	Response Percent	Response Count
Under 18	0.0%	0
18-24	8.6%	8
25-39	44.1%	41
40-54	35.5%	33
55-69	7.5%	7
70 or over	4.3%	4
<i>answered question</i>		93
<i>skipped question</i>		3



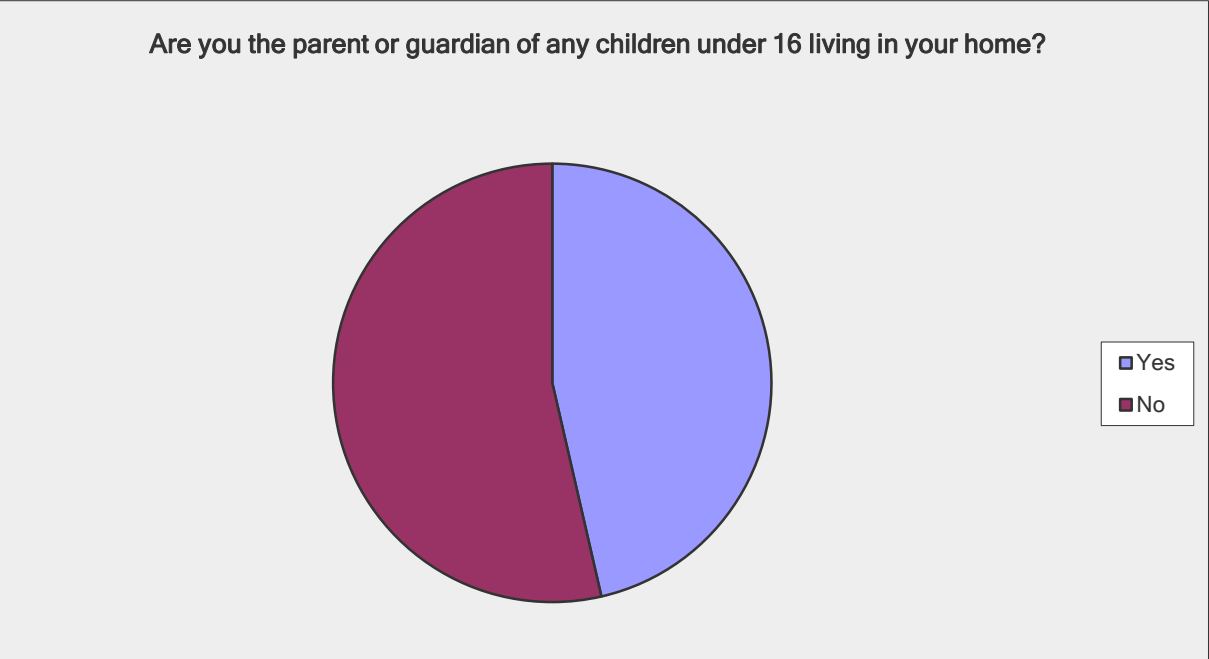
PPDES BroughtonGate12

What is your ethnic Group?		
Answer Options	Response Percent	Response Count
White	78.0%	71
Mixed/Multiple ethnicities	5.5%	5
Asian / Britiah Asian	7.7%	7
Black/African/Caribbean/Black British	8.8%	8
Other ethnic group	0.0%	0
Other (please specify)		1
<i>answered question</i>		91
<i>skipped question</i>		5



PPDES BroughtonGate12

Are you the parent or guardian of any children under 16 living in your home?		
Answer Options	Response Percent	Response Count
Yes	46.4%	39
No	53.6%	45
<i>answered question</i>		84
<i>skipped question</i>		12



PPDES BroughtonGate12

Are you a deaf person using sign language?		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	87
<i>answered question</i>		87
<i>skipped question</i>		9



PPDES BroughtonGate12

Which of these best describes your religion?		
Answer Options	Response Percent	Response Count
No religion	25.3%	22
Buddhist	2.3%	2
Christian (all denominations)	56.3%	49
Hindu	4.6%	4
Jewish	0.0%	0
Muslim	0.0%	0
Sikh	0.0%	0
Other	3.4%	3
I prefer not to say	8.0%	7
<i>answered question</i>		87
<i>skipped question</i>		9

