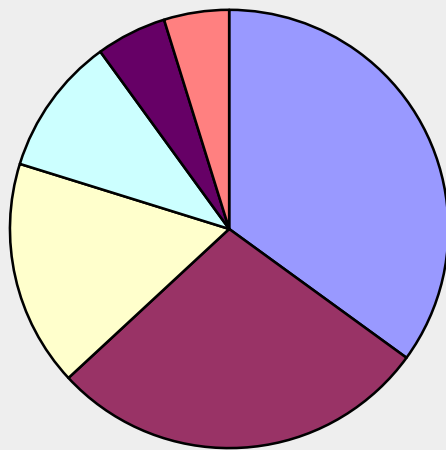


PPDES BroughtonGate13

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	35.0%	147
Between 2 weeks and 3 months ago	28.1%	118
3-6 months ago	16.7%	70
6-12 months ago	10.2%	43
Over 12 months ago	5.2%	22
I have never seen a GP at my surgery	4.8%	20
<i>answered question</i>		420
<i>skipped question</i>		2

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



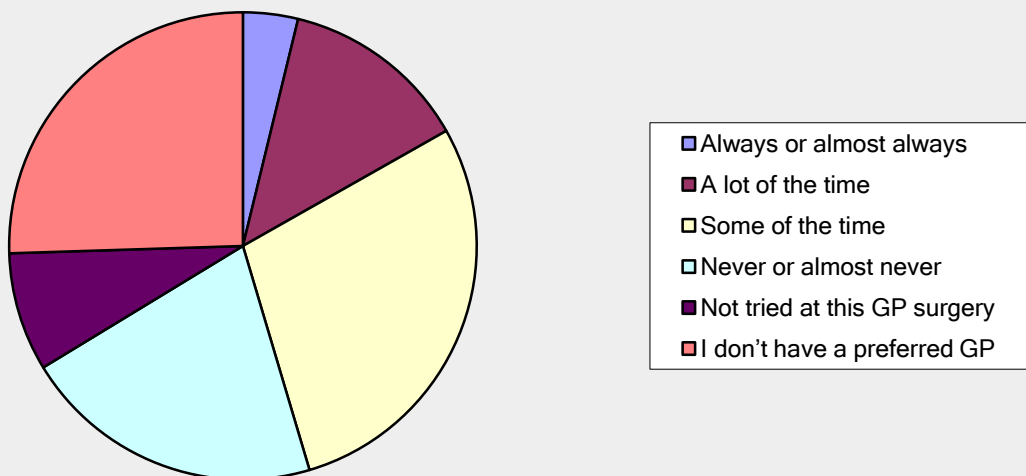
- In the past 2 weeks
- Between 2 weeks and 3 months ago
- 3-6 months ago
- 6-12 months ago
- Over 12 months ago
- I have never seen a GP at my surgery

PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Always or almost always	3.8%	16
A lot of the time	13.0%	54
Some of the time	28.6%	119
Never or almost never	20.9%	87
Not tried at this GP surgery	8.2%	34
I don't have a preferred GP	25.5%	106
<i>answered question</i>		416
<i>skipped question</i>		6

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

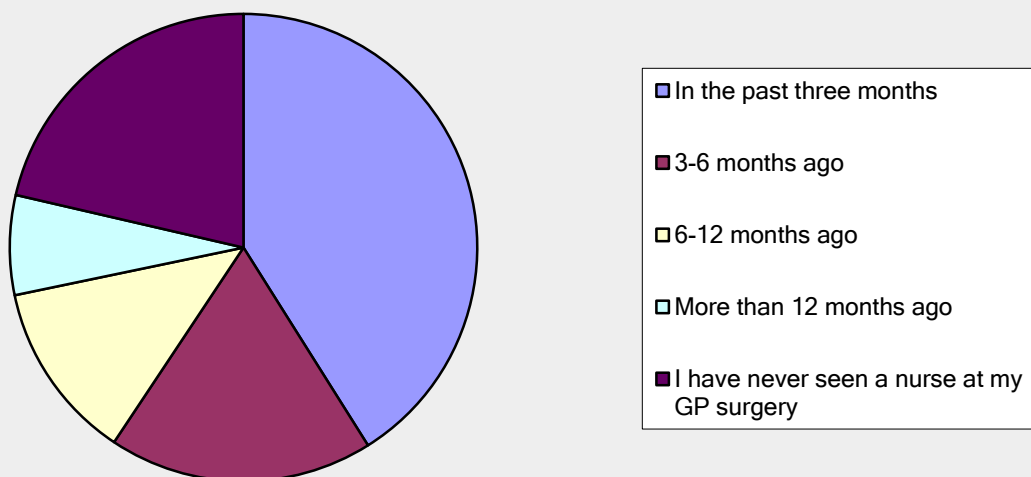


PPDES BroughtonGate13

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	41.1%	173
3-6 months ago	18.3%	77
6-12 months ago	12.4%	52
More than 12 months ago	6.9%	29
I have never seen a nurse at my GP surgery	21.4%	90
<i>answered question</i>		421
<i>skipped question</i>		1

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

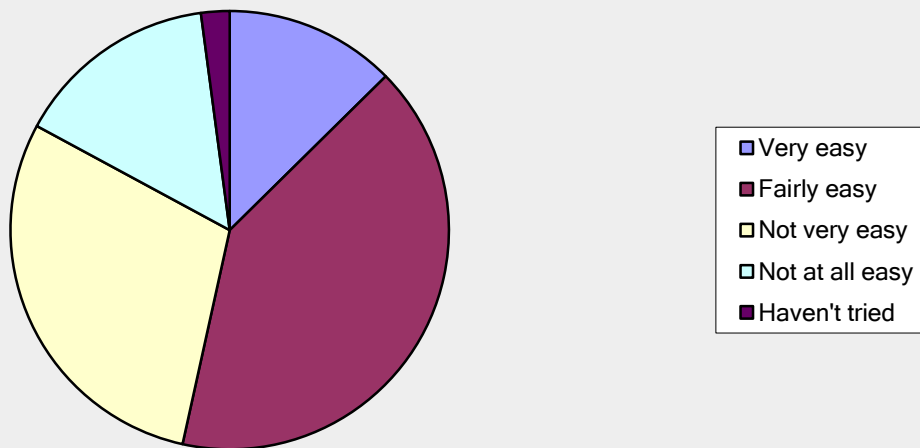


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Very easy	12.6%	53
Fairly easy	40.8%	171
Not very easy	29.4%	123
Not at all easy	15.0%	63
Haven't tried	2.1%	9
<i>answered question</i>		419
<i>skipped question</i>		3

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

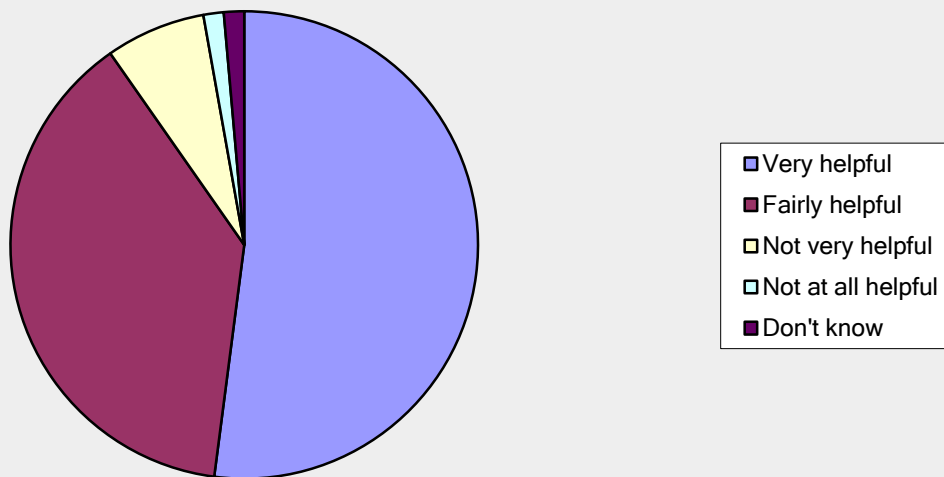


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Very helpful	52.0%	218
Fairly helpful	38.2%	160
Not very helpful	6.9%	29
Not at all helpful	1.4%	6
Don't know	1.4%	6
<i>answered question</i>		419
<i>skipped question</i>		3

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

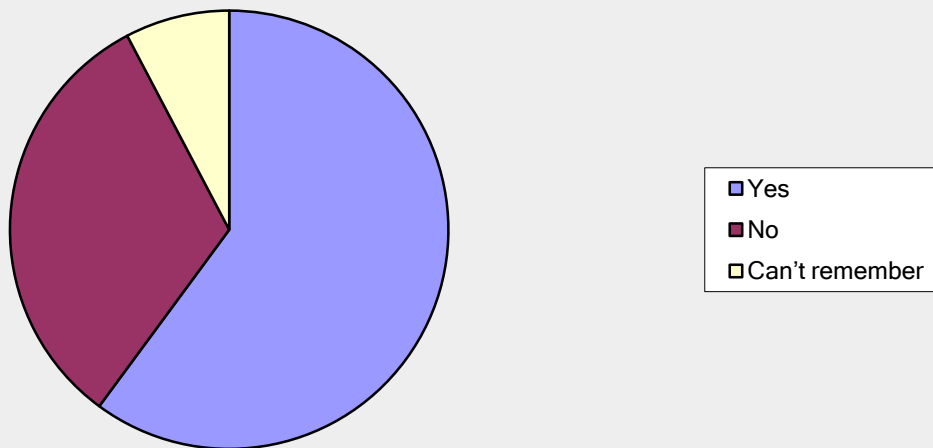


PPDES BroughtonGate13

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	60.1%	250
No	32.2%	134
Can't remember	7.7%	32
<i>answered question</i>		416
<i>skipped question</i>		6

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

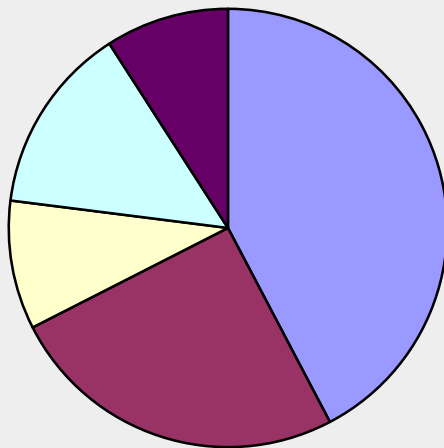


PPDES BroughtonGate13

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	42.3%	116
There weren't any appointments for the time I wanted	25.2%	69
I couldn't see my preferred GP	9.5%	26
I couldn't book ahead	13.9%	38
Another reason	9.1%	25
<i>answered question</i>		274
<i>skipped question</i>		148

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



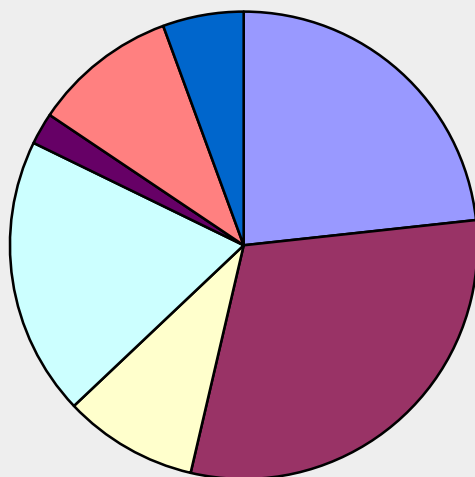
- There weren't any appointments available on the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead
- Another reason

PPDES BroughtonGate13

What did you do on that occasion?

Answer Options	Response Percent	Response Count
Went to the appointment I was offered	23.3%	63
Got an appointment for a different day	30.4%	82
Had a consultation over the phone	9.3%	25
Went to A&E/ a walk-in centre	19.3%	52
Saw a pharmacist	2.2%	6
Decided to contact my surgery another time	10.0%	27
Didn't see or speak to anyone	5.6%	15
<i>answered question</i>		270
<i>skipped question</i>		152

What did you do on that occasion?



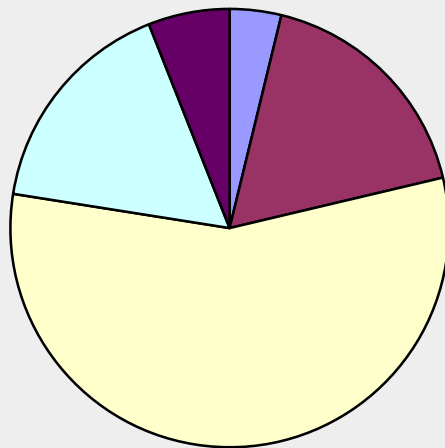
- Went to the appointment I was offered
- Got an appointment for a different day
- Had a consultation over the phone
- Went to A&E/ a walk-in centre
- Saw a pharmacist
- Decided to contact my surgery another time
- Didn't see or speak to anyone

PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Always on time	3.8%	16
Less than 5 minutes	17.5%	73
5-15 minutes	56.2%	235
More than 15 minutes	16.5%	69
Can't remember	6.0%	25
<i>answered question</i>		418
<i>skipped question</i>		4

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

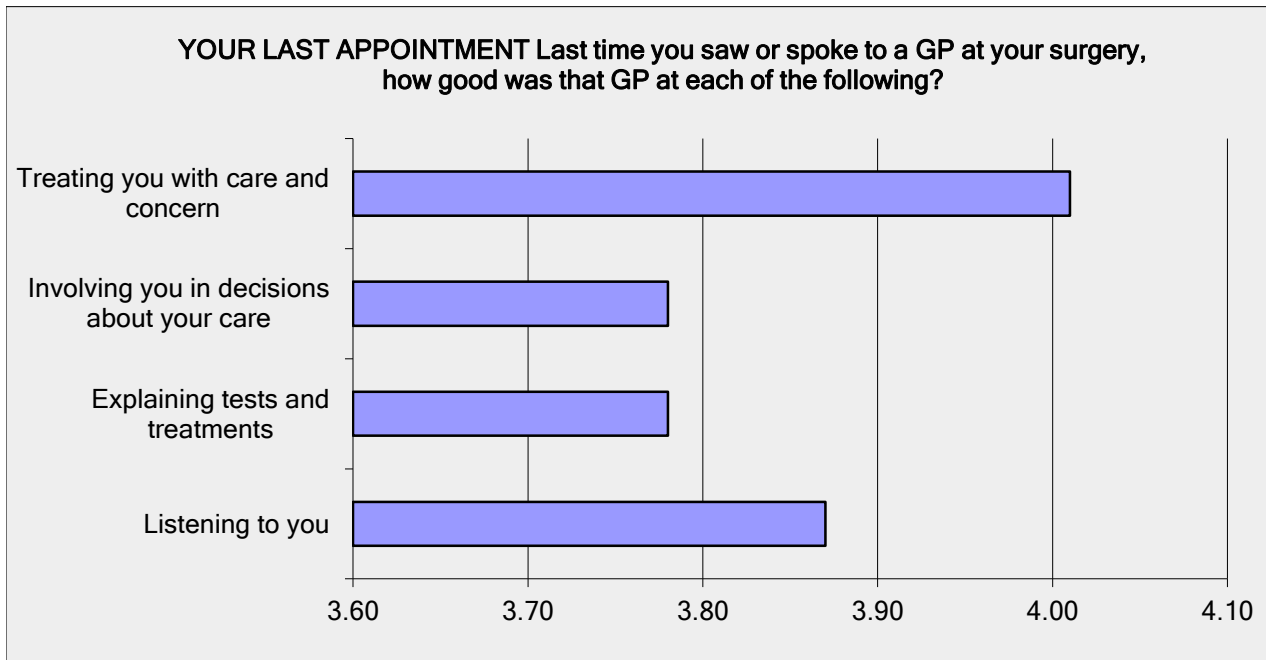


- Always on time
- Less than 5 minutes
- 5-15 minutes
- More than 15 minutes
- Can't remember

PPDES BroughtonGate13

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?

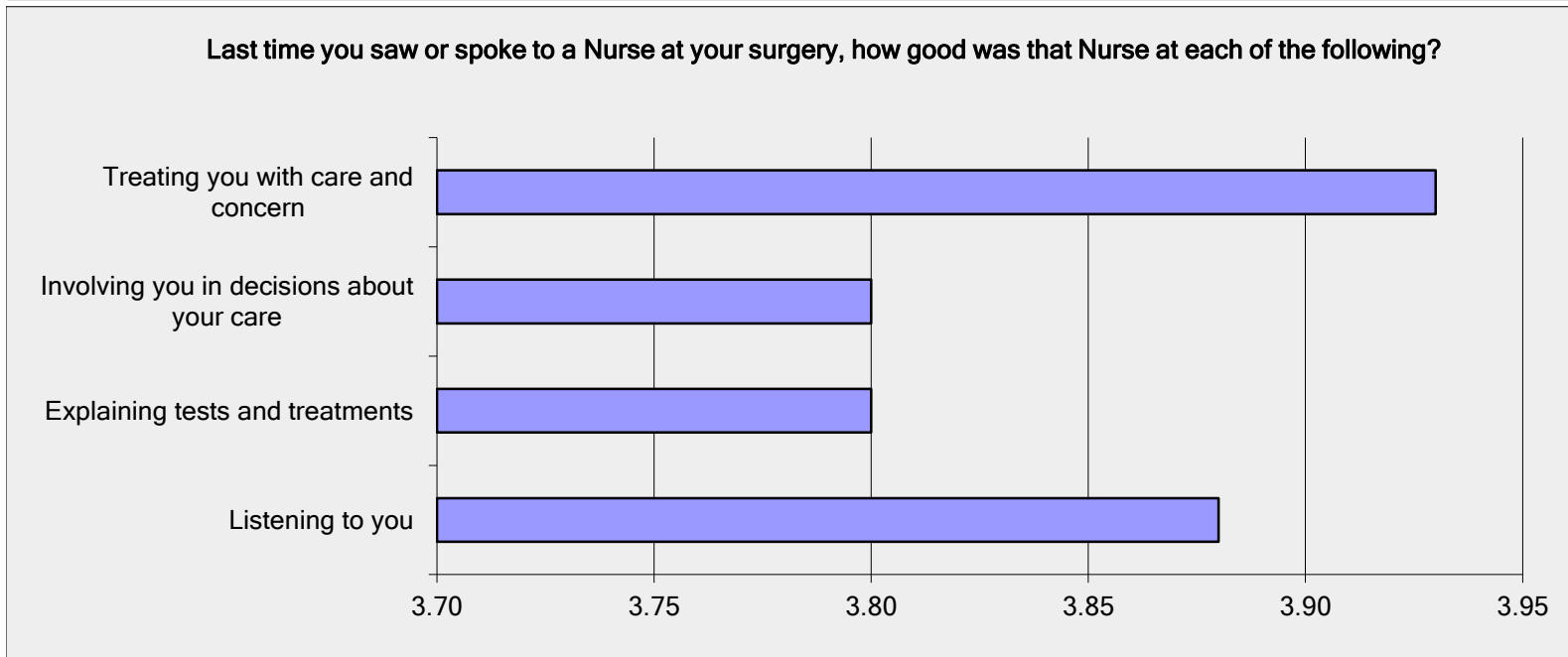
Answer Options	Poor					Excellent	Rating Average	Response Count
Listening to you	15	22	85	156	121	3.87	399	
Explaining tests and treatments	11	38	83	150	108	3.78	390	
Involving you in decisions about your care	13	38	87	137	116	3.78	391	
Treating you with care and concern	11	23	59	162	141	4.01	396	
							<i>answered question</i>	399
							<i>skipped question</i>	23



PPDES BroughtonGate13

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	19	24	52	126	115	3.88	336	
Explaining tests and treatments	19	30	62	111	111	3.80	333	
Involving you in decisions about your care	17	28	65	115	107	3.80	332	
Treating you with care and concern	19	25	45	115	128	3.93	332	
<i>answered question</i>							337	
<i>skipped question</i>							85	

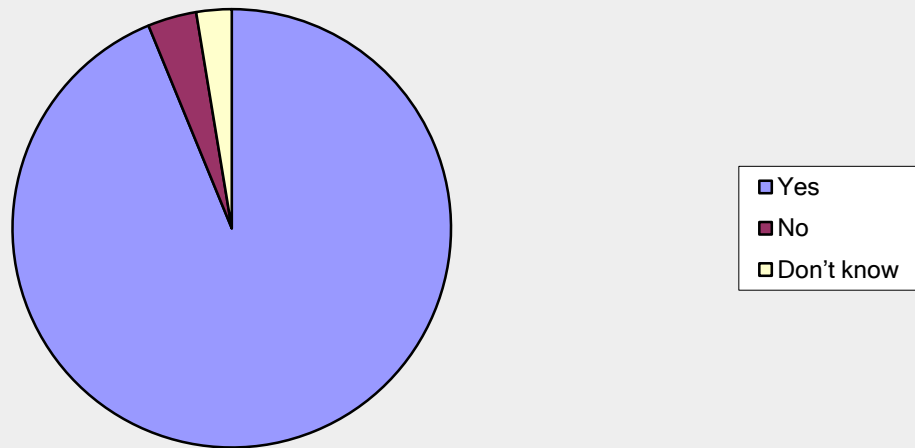


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Yes	93.8%	390
No	3.6%	15
Don't know	2.6%	11
<i>answered question</i>		416
<i>skipped question</i>		6

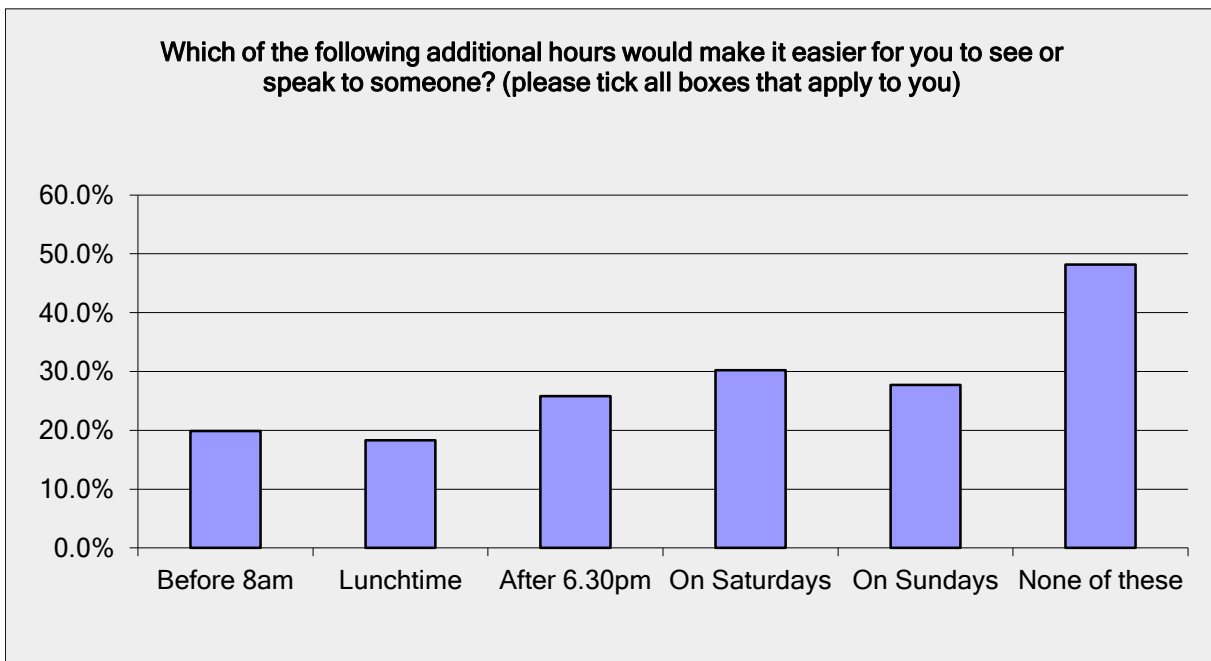
OPENING HOURS Is your GP surgery currently open at times convenient for you?



PPDES BroughtonGate13

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	19.9%	72
Lunchtime	18.3%	66
After 6.30pm	25.8%	93
On Saturdays	30.2%	109
On Sundays	27.7%	100
None of these	48.2%	174
<i>answered question</i>		361
<i>skipped question</i>		61

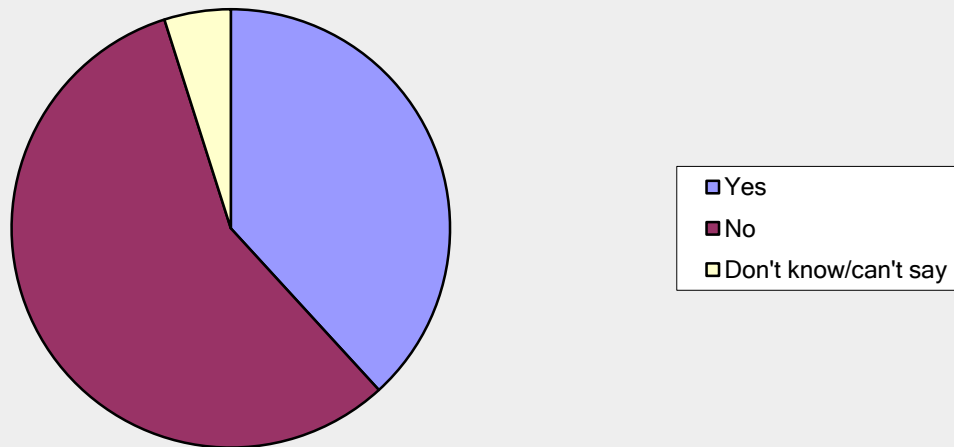


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Yes	38.2%	155
No	56.9%	231
Don't know/can't say	4.9%	20
<i>answered question</i>		406
<i>skipped question</i>		16

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

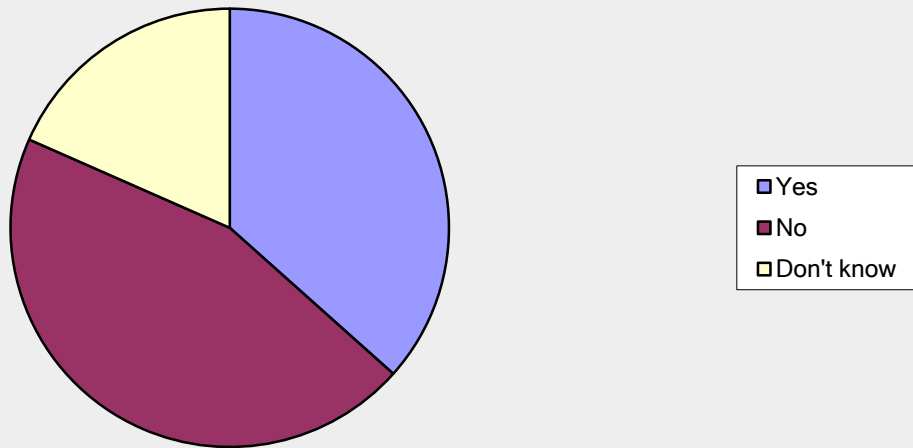


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Yes	36.6%	139
No	45.0%	171
Don't know	18.4%	70
<i>answered question</i>		380
<i>skipped question</i>		42

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

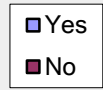
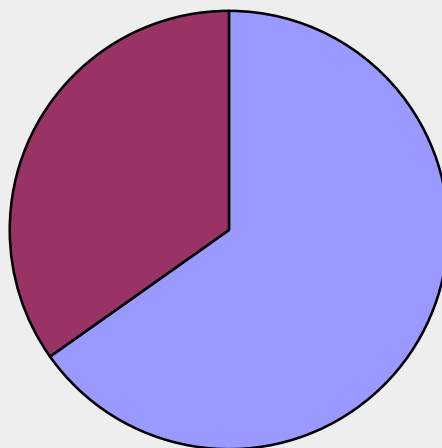


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Yes	65.2%	266
No	34.8%	142
<i>answered question</i>		408
<i>skipped question</i>		14

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

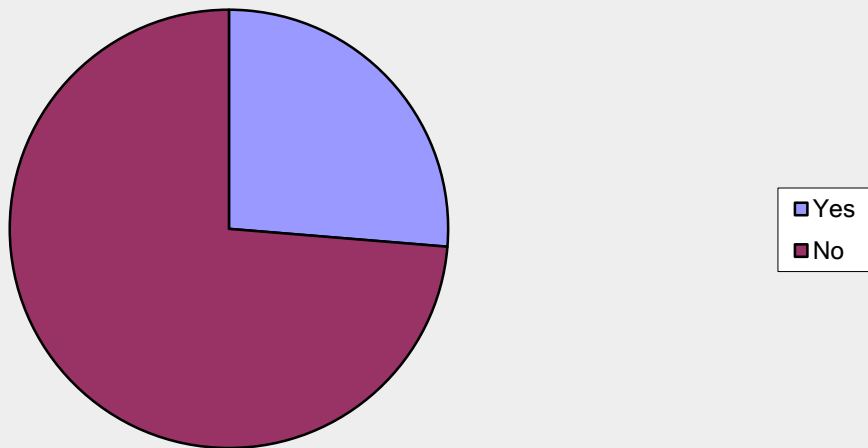


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
Yes	26.3%	105
No	73.7%	294
<i>answered question</i>		399
<i>skipped question</i>		23

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

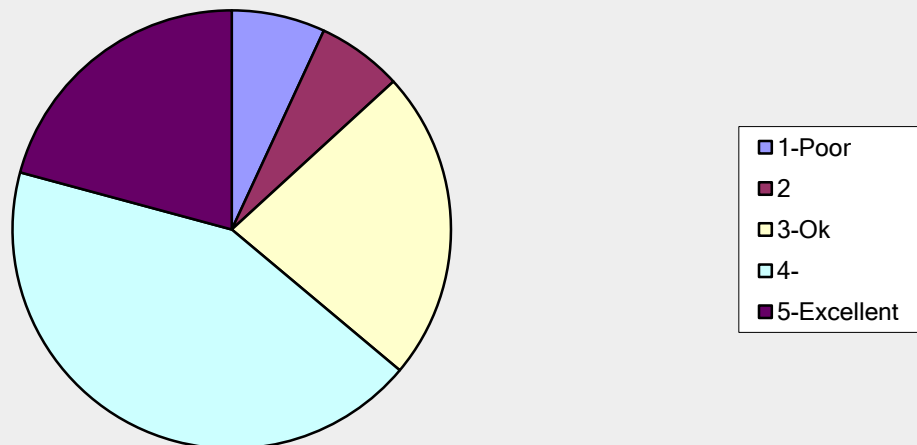


PPDES BroughtonGate13

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

Answer Options	Response Percent	Response Count
1-Poor	6.9%	10
2	6.3%	9
3-Ok	22.9%	33
4-	43.1%	62
5-Excellent	20.8%	30
<i>answered question</i>		144
<i>skipped question</i>		278

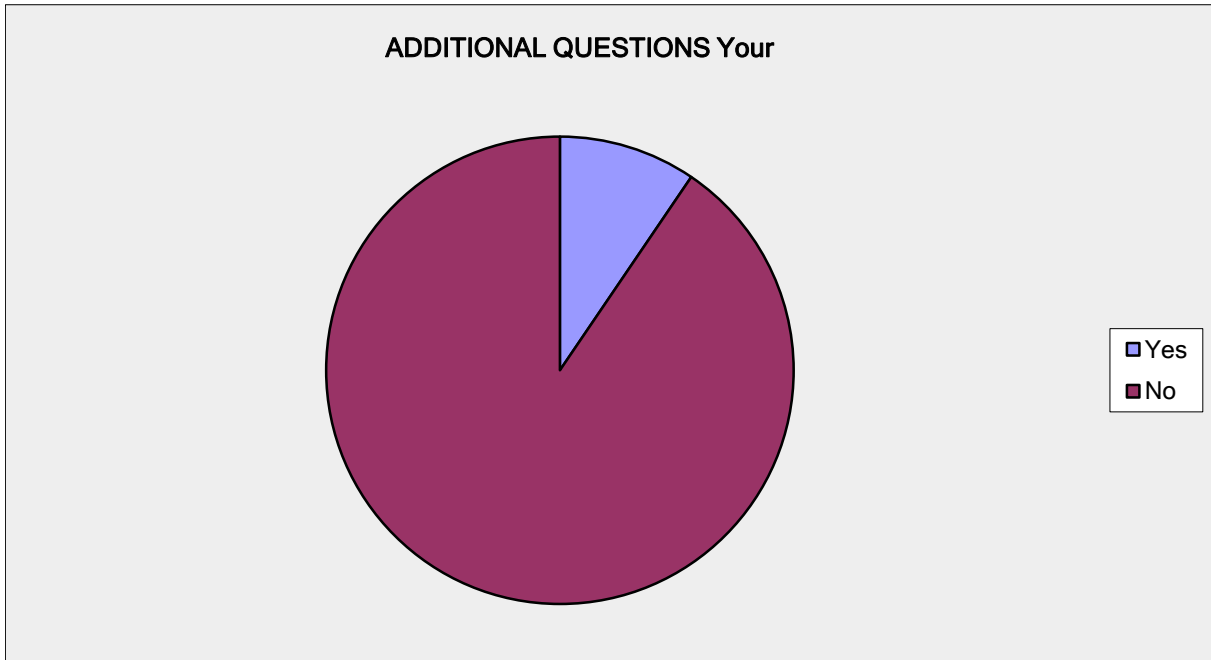
Overall how would you describe your experience of the out-of-hours service?



PPDES BroughtonGate13

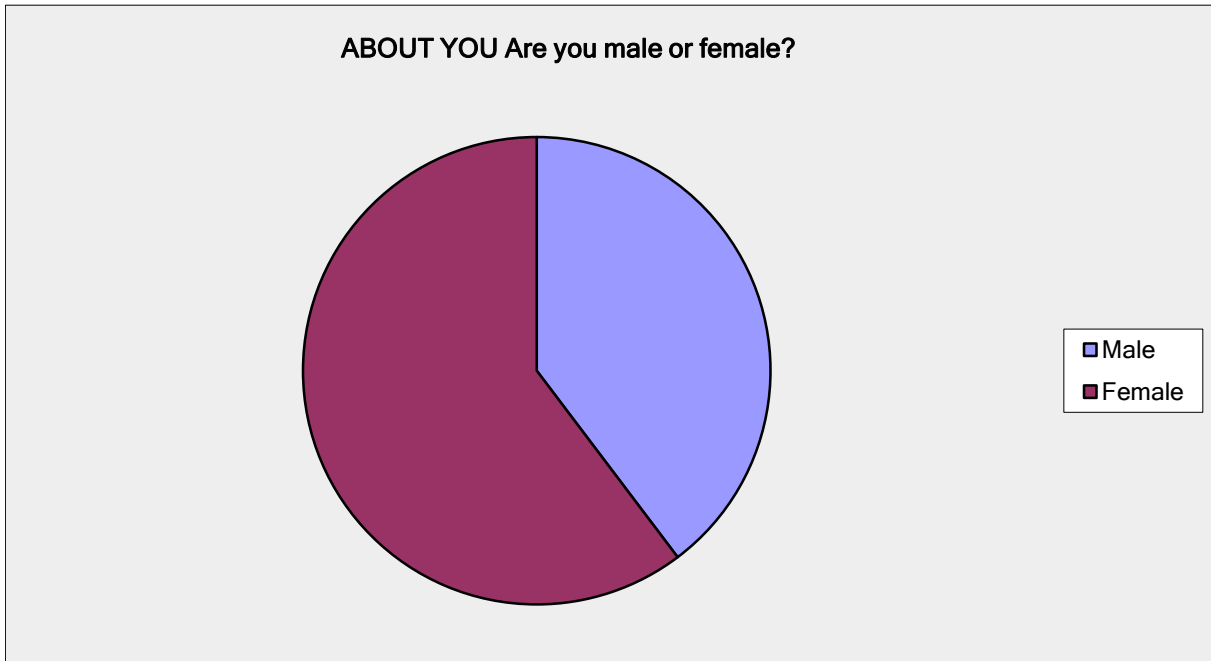
ADDITIONAL QUESTIONS Your Patient Reference Group (PRG) helped shape this questionnaire and will help the surgery to use the results to improve the service you

Answer Options	Response Percent	Response Count
Yes	9.5%	37
No	90.5%	351
<i>answered question</i>		388
<i>skipped question</i>		34



PPDES BroughtonGate13

ABOUT YOU Are you male or female?		
Answer Options	Response Percent	Response Count
Male	39.7%	151
Female	60.3%	229
<i>answered question</i>		380
<i>skipped question</i>		42

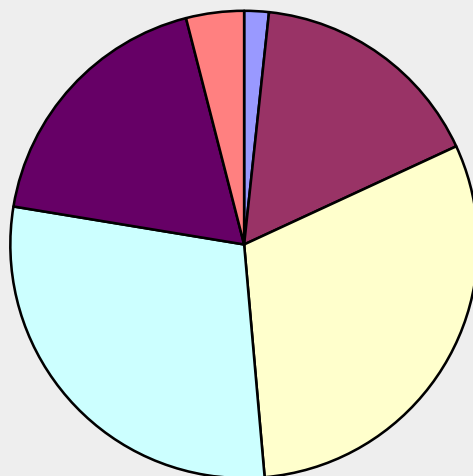


PPDES BroughtonGate13

How old are you?

Answer Options	Response Percent	Response Count
Under 18	1.7%	7
18-24	16.4%	66
25-39	30.5%	123
40-54	29.0%	117
55-69	18.4%	74
70 or over	4.0%	16
<i>answered question</i>		403
<i>skipped question</i>		19

How old are you?



- Under 18
- 18-24
- 25-39
- 40-54
- 55-69
- 70 or over

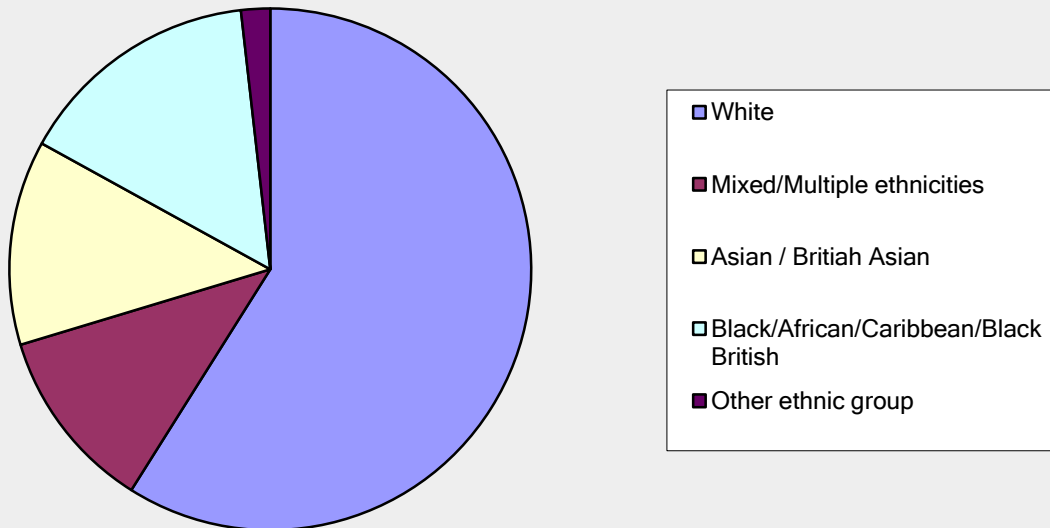
PPDES BroughtonGate13

What is your ethnic group?

Answer Options	Response Percent	Response Count
White	59.0%	233
Mixed/Multiple ethnicities	11.4%	45
Asian / British Asian	12.7%	50
Black/African/Caribbean/Black British	15.2%	60
Other ethnic group	1.8%	7
Other (please specify)		3
answered question		395
skipped question		27

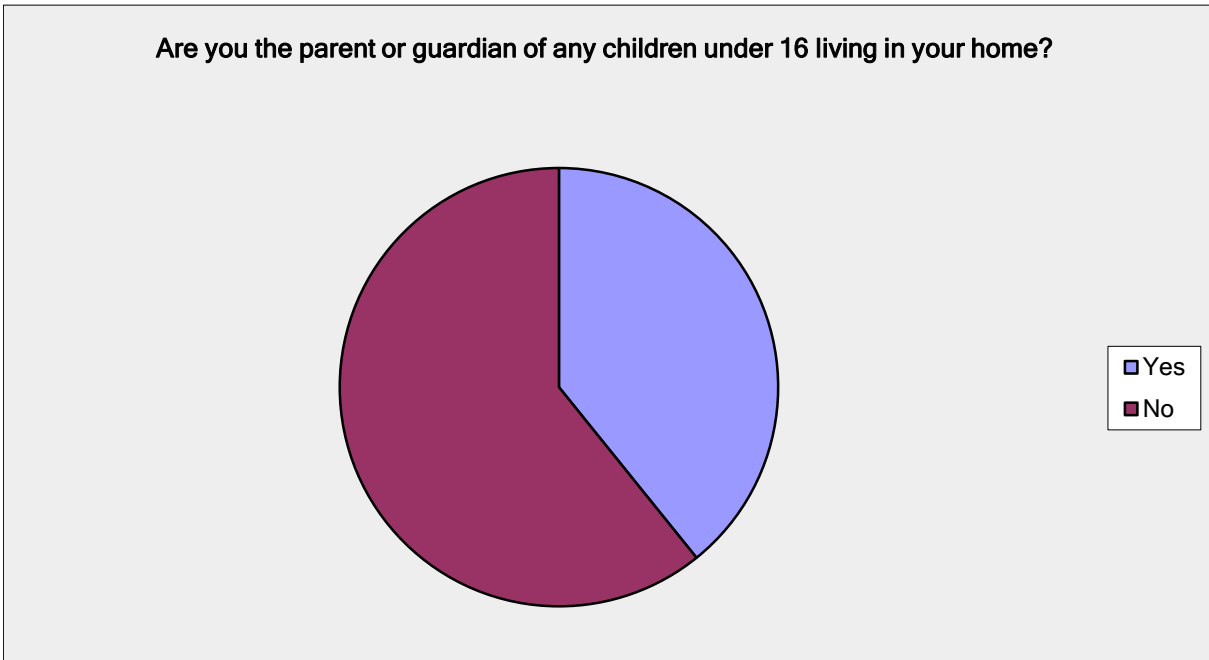
Number	Response Date	Other (please specify)	Categories
1	Jan 3, 2014 7:56 PM	british	
2	Dec 27, 2013 11:56 AM	chinese	
3	Dec 27, 2013 11:22 AM	chinese	

What is your ethnic group?



PPDES BroughtonGate13

Are you the parent or guardian of any children under 16 living in your home?		
Answer Options	Response Percent	Response Count
Yes	39.2%	149
No	60.8%	231
<i>answered question</i>		380
<i>skipped question</i>		42



PPDES BroughtonGate13

Are you a deaf person using sign language?		
Answer Options	Response Percent	Response Count
Yes	0.8%	3
No	99.2%	374
<i>answered question</i>		377
<i>skipped question</i>		45



PPDES BroughtonGate13

Which of these best describes your religion?

Answer Options	Response Percent	Response Count
No religion	20.6%	82
Buddhist	0.8%	3
Christian (all denominations)	42.2%	168
Hindu	4.0%	16
Jewish	0.8%	3
Muslim	6.0%	24
Sikh	0.5%	2
Other	3.3%	13
I prefer not to say	21.9%	87
<i>answered question</i>		398
<i>skipped question</i>		24

Which of these best describes your religion?

