

**PATIENT**  
**DYNAMICS™**

*Listening to patients' views*

## DES Patient Survey Report 2012

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## Introduction and methodology

### Introduction

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. The 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
  - Appointments
  - Booking
  - Length of consultation
- Professional care
  - GPs
  - Nurses
- Practice matters
  - On-line services
  - Waiting room

In this report you will find:

- Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be to time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually acceptable.
- Sample information produced by age and gender- *where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.*
- Your scores out of 100 for the rated questionnaires *enable you to look at the strong and weak areas of each topic area.*
- Frequency tables for each question- *where you can see exactly how your patients responded to each question.*
- Patient comments- *where you can see comments patients made about their consultations.*

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

## Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

## Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

	Positive Question Score
Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

## Rating Scores

The tables below show your scores on each of the questions in the survey compared with the benchmark scores.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: *if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest*

## Frequency Tables

### How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
<b>BASE</b>	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

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Questions about the appointment system

**Q1 Appointments on the day of choice**

<b>Counts Analysis % Responses</b>	
<b>Base</b>	<b>181 100.0%</b>
<b>Did you receive your appointment on the day of your choice?</b>	
<b>Yes</b>	154 85.1%
<b>No</b>	27 14.9%

**Q2 Appointments within 48 hours**

<b>Counts Analysis % Responses</b>	
<b>Base</b>	<b>177 100.0%</b>
<b>Mean</b>	89.27
<b>Standard Error</b>	2.33
<b>Are you usually able to get an appointment within 48 hour...</b>	
<b>Yes</b>	158 89.3%
<b>No</b>	19 10.7%
<b>Never needed to</b>	- -

5 Patients didn't need get an appointment within 48 hours

**Q3 Patients rating the ability to get an appointment within 48 hours**

<b>Counts Analysis % Responses</b>	
<b>Base</b>	<b>181 100.0%</b>
<b>Mean</b>	78.67
<b>Standard Error</b>	1.58
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	2 1.1%
<b>2</b>	3 1.7%
<b>3</b>	2 1.1%
<b>4</b>	7 3.9%
<b>5</b>	17 9.4%
<b>6</b>	8 4.4%
<b>7</b>	22 12.2%
<b>8</b>	41 22.7%
<b>9</b>	23 12.7%
<b>10 Great</b>	56 30.9%

Patients rating the ability to get an appointment within 48 hours. 100 is the best score that can be achieved. 0 the worst.

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**Q4 Advanced appointments to see a GP or nurse**

Counts Analysis % Responses	
<b>Base</b>	<b>118 100.0%</b>
<b>Mean</b>	91.53
<b>Standard Error</b>	2.56
<b>Are you usually able to get an appointment up to 4 weeks ...</b>	
<b>Yes</b>	108 91.5%
<b>Never needed to</b>	- -
<b>No</b>	10 8.5%

34% of patients never needed to make an appointment up to 4 weeks in advance. They have been excluded from the mean score analysis.

**Q5 Patients rating the ability to get an appointment 4 weeks in advance**

Counts Analysis % Responses	
<b>Base</b>	<b>116 100.0%</b>
<b>Mean</b>	81.98
<b>Standard Error</b>	1.86
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	2 1.7%
<b>2</b>	- -
<b>3</b>	2 1.7%
<b>4</b>	2 1.7%
<b>5</b>	7 6.0%
<b>6</b>	7 6.0%
<b>7</b>	14 12.1%
<b>8</b>	19 16.4%
<b>9</b>	22 19.0%
<b>10 Great</b>	41 35.3%

Patients rating the ability to get an appointment within 4 weeks. 100 is the best score you could have achieved. 0 the worst. 30% of patients haven't needed to so the rating score is only using those that did.

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**Q6 The ease of getting through to the practice by telephone**

Counts Analysis % Responses	
<b>Base</b>	<b>182 100.0%</b>
<b>Mean</b>	68.19
<b>Standard Error</b>	1.91
<b>How easy do you find it to get through to the Practice by...</b>	
<b>1 Very difficult</b>	8 4.4%
<b>2</b>	6 3.3%
<b>3</b>	13 7.1%
<b>4</b>	9 4.9%
<b>5</b>	14 7.7%
<b>6</b>	21 11.5%
<b>7</b>	24 13.2%
<b>8</b>	35 19.2%
<b>9</b>	18 9.9%
<b>10 Very easy</b>	34 18.7%

**Q7 Asking for a telephone consultation**

Counts Analysis % Responses	
<b>Base</b>	<b>183 100.0%</b>
<b>Mean</b>	13.11
<b>Standard Error</b>	0.40
<b>Have you ever considered asking for a Telephone consultat...</b>	
<b>Yes</b>	133 72.7%
<b>No</b>	43 23.5%
<b>Didn't know we could</b>	7 3.8%

**Q8 Asking for a telephone consultation in the future**

Counts Analysis % Responses	
<b>Base</b>	<b>42 100.0%</b>
<b>Mean</b>	12.86
<b>Standard Error</b>	0.70
<b>If your answer is no is it something you would consider i...</b>	
<b>Yes</b>	30 71.4%
<b>No</b>	12 28.6%

This table suggests that 75% of patients who didn't know they could ask or hadn't previously asked for a telephone consultation, may well consider doing so in the future.

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Awareness questions

**Q9 Awareness of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>183 100.0%</b>
<b>Mean</b>	15.36
<b>Standard Error</b>	0.37
<b>Are you aware of the local Extended Hours Service 6.30pm ...</b>	
<b>Yes</b>	85 46.4%
<b>No</b>	98 53.6%

**Q10 Future use of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>96 100.0%</b>
<b>Mean</b>	10.63
<b>Standard Error</b>	0.25
<b>If your answer is no will you consider using such a servi...</b>	
<b>Yes</b>	90 93.8%
<b>No</b>	6 6.3%

**Q11 Awareness of the local out of hour service**

Counts Analysis % Responses	
<b>Base</b>	<b>183 100.0%</b>
<b>Mean</b>	11.31
<b>Standard Error</b>	0.25
<b>When we are closed are you aware of the local Out of Hour...</b>	
<b>Yes</b>	159 86.9%
<b>No</b>	24 13.1%

**Q12 Access to the Internet**

Counts Analysis % Responses	
<b>Base</b>	<b>182 100.0%</b>
<b>Mean</b>	11.92
<b>Standard Error</b>	0.29
<b>Do you have regular access to the internet?</b>	
<b>Yes</b>	147 80.8%
<b>No</b>	35 19.2%



**Dr Stringer and partners****Q13 Awareness of the practice web site**

Patient feedback

Counts Analysis % Responses	
<b>Base</b>	<b>179</b> <b>100.0%</b>
<b>Mean</b>	17.43
<b>Standard Error</b>	0.33
<b>We have a web site which has lots of information, and als...</b>	
<b>Yes</b>	46 25.7%
<b>No</b>	133 74.3%

**Q14 Ever visited the web site**

Counts Analysis % Responses	
<b>Base</b>	<b>45</b> <b>100.0%</b>
<b>Mean</b>	14.00
<b>Standard Error</b>	0.73
<b>If the answer is yes have you ever visited it?</b>	
<b>Yes</b>	27 60.0%
<b>No</b>	18 40.0%

These people are aware of the web site and have visited it

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**Q15 Patients' ideas regarding advertising to patients about the latest information and services**

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How do you feel we could improve advertising to make our ...

Notice boards  
 y posters on w walls, just target specific areas. sometimes to much information is a bad thing dont really take notice of what is there.

Via Internet.  
 Leaflets/ flyers. Text messages.  
 Notice boards w ebsite.  
 Posters w ith this information (i.e. website for repeat prescriptions) outside doctors room.  
 Cleaner notices on the notice board.  
 On line.  
 Dont think you can improve unless you tell each patient each time they have an appointment.  
 Television screens, bigger adverts, adverts in toilets.

Possible mail shot to patients.  
 Information the w ebsite- now that i am aware you have one. posters in surgery entrance.  
 Leaflets by reception posters.  
 I am very pleased w ith the service here, there is nothing to improve.  
 Leaflet information posted to all patients.  
 Advertising by post.  
 Local free paper.  
 Local press/ radio.  
 Possibly using the call w aiting time to advertise services available.  
 Info on back of prescription and leaflet w hen attending practice.  
 Local adverts.  
 More internet use.  
 Local paper.  
 Website.  
 In the local paper. Information leaflets/ cards sent to patients.  
 When attending the practice be given a up to date information leaflet.  
 Information cards issued at a visit.  
 Each patients to receive leaflet information.  
 More information in doctors w aiting area.  
 Information leaflets at reception.  
 Wasnt aware of the extended hours but have found staff very helpful around my w orking hours.  
 Email, letters for information.  
 n the surgery walls and most of it becomes lost. Remove out of date and irrelevant leaflets and make notice board more organised.

Provide leaflets at appointment. Use email.  
 Advertise the internet site more because it w ould be very useful, posters in the local paper.  
 If information could be printed on prescription forms.  
 More leaflets.  
 Send a letter out.  
 TV, Radio, local papers.  
 Information leaflet to all patients.  
 Possibly provide a basic new sletter.  
 I think that the poster in the w aiting area w ould be enough.  
 Email notification, monthly new sletter.  
 National advertisement.  
 Leaflets more visable in seating areas.  
 Mail, appointment card information instead of normal adverts/ calanders.  
 I w as not aware of the website. Think this is a good idea.  
 x all patients in the practice which w ould result in freeing up the doctors time and make life easier for the patients at the same time.

Display on appointment cards w hen given and display in w aiting areas.  
 Put the w ebsite address in bold lettering near reception.  
 Notice in surgery on a board.  
 Information leaflet given out on visits.  
 Eye catching posters.  
 Very well advertised.  
 Visable posters placed in each practice informing patients of extended hours and being able to reorder repeat prescriptions online.

Make advertising more visable.  
 Leaflets, posters.  
 Take patients emails than email them w ith updates.  
 Additional information in local press- maybe flyers.  
 In local new spapers.  
 They do their best. The surgery gets very busy.  
 Advertise w ebsite in surgery. Online appointments or by email w ould be great for us w orking mums.  
 Notice boards in w aiting areas.  
 More phone lines.  
 Twitter and/ or facebook page providing regular updates.  
 Face book page.  
 Make it easier to see a doctor.  
 Your doing all you can.  
 Leaflet and posters around the surgery and not to much information on each poster.  
 ust have leaflets printed and pass them to patients w hen they attend surgery. Helpful for those w ho dont have access on internet.

Leaflet in the post or available at reception.  
 Fridge magnets. Tell numbers for services and email details.  
 Posters and leaflets.  
 Pass out cards to inform people about the services w ith the w ebsite address on them.  
 Leaflets maybe.  
 Simple information signs around the surgery.  
 Email. More posters in practice.

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**Q16 Changing 3 things to make access to healthcare better**

Can you think of three things that you would change to ma...
More doctors. No i am perfectly satisfied.
More car parking available. Being able to book an appointment a few days in advance.
Car parking spaces.
Online appointment booking.
I am diabetic and i am looked after extremely well.
None really. Have always found all staff extremely accomodating and helpful.
Happy.
Appointment when you want cant get through 8 and 8.30 parking very difficult.
Fully accessible facilities (wheel chair user)
Being able to make appointments in advance. Being able to make appointments in advance.
sion taken an emergency appointment as 1 of my children have been very poorly and couldnt wait but i couldnt get an appointment.
Better telephone appointments system maybe more lines to get an appointment.
Quicker on the phone.
le people. Too often have heard receptionists talking about patients. Feel not appropriate to disclose gave problem to a receptionist.
Be able to come in when needed without an appointment.
Easier to contact surgery- always engaged.
Pre book appointments.
Extended hours for working patients.
More female health clinics with longer opening times.
Longer hours for radiology to suit people who have to work longer hours or a saturday opening.
More availability, quicker call back, information on local events for people with mental health problems.
No, never had any problems.
No they are very good.
More appointment times available.
More use of telephone appointments communications via internet.
d access to health care easy, the only thing i would change would be the waiting time on the phone when booking an appointment.
Appointment system.
Easier waiting times, more GPs to see more patients.
No none. I am very happy with the health care I and my family have received.
Internet appointment bookings.
Order prescription by phone.
I am pleased with the surgery and cannot think of any changes.
Service is great.
No not really. I have only seen the doctor 3 times in a year and have had good service at all times.
Difficult to think of anything. The service provided is already of a very high standard.
hen booking in advance. Cant complain to much as the practice is run pretty well and i have not really encountered many problems.
Sometimes cannot get an appointment but today i got one straight away.
Repeat prescriptions less than 48 hours.
Update appointment system, better parking
Improve parking. Better phones.
Nothing, very happy.
Nothing comes to mind.
Reduce queuing in pharmacy. Waiting times are good but can they improve further.
Unable to think of any changes. Always pleased with the support i receive when attending surgery.
Parking outside is not always simple. Not always a space.
Well woman/well man available to all.
s a lot of times every appointment for that day has gone. Parking at surgery as the parking is an issue sometimes it makes you late.
A get well clinic. 6 months/ 1 year, blood test, urine test, cholesterol check diabetes test etc.
Have a new letter available for patients to take away with them with useful information.
Unable to comment as i am very fortunate i dont need to see the doctor very often.
Happy as it is.
phone triage. Be able to book more appointments in advance instead of having to call at 8am. Easier access to repeat prescriptions.
Better parking. Longer appointments if needed.
More staff, bigger pharmacy.

**Demographics**

Demographics of the people responding to the questionnaire

**Q17 - gender of the patient**

Counts Analysis % Responses	
<b>Base</b>	<b>182 100.0%</b>
<b>Are you male or female?</b>	
<b>Male</b>	61 33.5%
<b>Female</b>	121 66.5%

**Q18 Patients age**

Counts Analysis % Responses	
<b>Base</b>	<b>180 100.0%</b>
<b>How old are you?</b>	
<b>Under 18</b>	4 2.2%
<b>18 - 24</b>	13 7.2%
<b>25 - 34</b>	28 15.6%
<b>35 - 44</b>	34 18.9%
<b>45 - 54</b>	33 18.3%
<b>55 - 64</b>	39 21.7%
<b>65 - 74</b>	23 12.8%
<b>75 - 84</b>	5 2.8%
<b>85 and over</b>	1 0.6%

**Dr Stringer and partners****Q19 Ethnicity of patients responding to the questionnaire**

Counts Analysis % Responses	
<b>Base</b>	<b>180 100.0%</b>
<b>What best describes your ethnic group? (e.g. White Britis...</b>	
<b>White British</b>	175 97.2%
<b>White Irish</b>	2 1.1%
<b>Any other white background</b>	1 0.6%
<b>White &amp; Black African</b>	1 0.6%
<b>C. Asian or Asian British</b>	1 0.6%

**Q20 Patients with a disability**

Counts Analysis % Responses	
<b>Base</b>	<b>181 100.0%</b>
<b>Do you consider yourself to have a disability?</b>	
<b>Yes</b>	30 16.6%
<b>No</b>	151 83.4%

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Questions about the appointment system

**Q1 Appointments on the day of choice**

Counts Analysis % Responses	
<b>Base</b>	<b>184</b> 100.0%
<b>Did you receive your appointment on the day of your choice?</b>	
<b>Yes</b>	160 87.0%
<b>No</b>	24 13.0%

**Q2 Appointments within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>178</b> 100.0%
<b>Mean</b>	92.13
<b>Standard Error</b>	2.02
<b>Are you usually able to get an appointment within 48 hour...</b>	
<b>Yes</b>	164 92.1%
<b>No</b>	14 7.9%
<b>Never needed to</b>	- -

**Q3 Patients rating the ability to get an appointment within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>182</b> 100.0%
<b>Mean</b>	79.95
<b>Standard Error</b>	1.66
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	5 2.7%
<b>2</b>	3 1.6%
<b>3</b>	1 0.5%
<b>4</b>	4 2.2%
<b>5</b>	12 6.6%
<b>6</b>	11 6.0%
<b>7</b>	27 14.8%
<b>8</b>	29 15.9%
<b>9</b>	22 12.1%
<b>10 Great</b>	68 37.4%

Patients rating the ability to get an appointment within 48 hours. 100 is the best score that can be achieved. 0 the worst.

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**Q4 Advanced appointments to see a GP or nurse**

Counts Analysis % Responses	
<b>Base</b>	<b>118</b> 100.0%
<b>Mean</b>	80.51
<b>Standard Error</b>	3.65
<b>Are you usually able to get an appointment up to 4 weeks ...</b>	
<b>Yes</b>	95 80.5%
<b>Never needed to</b>	- -
<b>No</b>	23 19.5%

Patients never needed to make an appointment up to 4 weeks in advance have been excluded from the mean score analysis.

**Q5 Patients rating the ability to get an appointment 4 weeks in advance**

Counts Analysis % Responses	
<b>Base</b>	<b>110</b> 100.0%
<b>Mean</b>	77.64
<b>Standard Error</b>	2.46
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	5 4.5%
<b>2</b>	2 1.8%
<b>3</b>	4 3.6%
<b>4</b>	1 0.9%
<b>5</b>	10 9.1%
<b>6</b>	6 5.5%
<b>7</b>	11 10.0%
<b>8</b>	14 12.7%
<b>9</b>	16 14.5%
<b>10 Great</b>	41 37.3%

Patients rating the ability to get an appointment within 4 weeks. 100 is the best score you could have achieved. 0 the worst.

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**Q6 The ease of getting through to the practice by telephone**

Counts Analysis % Responses	
<b>Base</b>	<b>184 100.0%</b>
<b>Mean</b>	68.64
<b>Standard Error</b>	2.11
<b>How easy do you find it to get through to the Practice by...</b>	
<b>1 Very difficult</b>	10 5.4%
<b>2</b>	11 6.0%
<b>3</b>	9 4.9%
<b>4</b>	13 7.1%
<b>5</b>	18 9.8%
<b>6</b>	9 4.9%
<b>7</b>	20 10.9%
<b>8</b>	26 14.1%
<b>9</b>	20 10.9%
<b>10 Very easy</b>	48 26.1%

**Q7 Asking for a telephone consultation**

Counts Analysis % Responses	
<b>Base</b>	<b>179 100.0%</b>
<b>Mean</b>	18.32
<b>Standard Error</b>	0.54
<b>Have you ever considered asking for a Telephone consultat...</b>	
<b>Yes</b>	64 35.8%
<b>No</b>	81 45.3%
<b>Didn't know we could</b>	34 19.0%

**Q8 Asking for a telephone consultation in the future**

Counts Analysis % Responses	
<b>Base</b>	<b>97 100.0%</b>
<b>Mean</b>	13.40
<b>Standard Error</b>	0.48
<b>If your answer is no is it something you would consider i...</b>	
<b>Yes</b>	64 66.0%
<b>No</b>	33 34.0%

This table suggests that patients who didn't know they could ask or hadn't previously asked for a telephone consultation, may well consider doing so in the future.



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Awareness questions

**Q9 Awareness of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>182 100.0%</b>
<b>Mean</b>	16.21
<b>Standard Error</b>	0.36
<b>Are you aware of the local Extended Hours Service 6.30pm ...</b>	
<b>Yes</b>	69 37.9%
<b>No</b>	113 62.1%

**Q10 Future use of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>110 100.0%</b>
<b>Mean</b>	11.00
<b>Standard Error</b>	0.29
<b>If your answer is no will you consider using such a servi...</b>	
<b>Yes</b>	99 90.0%
<b>No</b>	11 10.0%

**Q11 Awareness of the local out of hour service**

Counts Analysis % Responses	
<b>Base</b>	<b>182 100.0%</b>
<b>Mean</b>	12.14
<b>Standard Error</b>	0.30
<b>When we are closed are you aware of the local Out of Hour...</b>	
<b>Yes</b>	143 78.6%
<b>No</b>	39 21.4%

**Q12 Access to the Internet**

Counts Analysis % Responses	
<b>Base</b>	<b>181 100.0%</b>
<b>Mean</b>	12.93
<b>Standard Error</b>	0.34
<b>Do you have regular access to the internet?</b>	
<b>Yes</b>	128 70.7%
<b>No</b>	53 29.3%

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**Q13 Awareness of the practice web site**

Patient feedback

Counts Analysis % Responses	
<b>Base</b>	<b>180</b> <b>100.0%</b>
<b>Mean</b>	17.78
<b>Standard Error</b>	0.31
<b>We have a web site which has lots of information, and als...</b>	
<b>Yes</b>	40 22.2%
<b>No</b>	140 77.8%

**Q14 Ever visited the web site**

Counts Analysis % Responses	
<b>Base</b>	<b>36</b> <b>100.0%</b>
<b>Mean</b>	14.44
<b>Standard Error</b>	0.83
<b>If the answer is yes have you ever visited it?</b>	
<b>Yes</b>	20 55.6%
<b>No</b>	16 44.4%

These people are aware of the web site and have visited it

**Dr Wall and partners**

**Q15 Patients' ideas regarding advertising to patients about the latest information and services**

**Q15 Patients' ideas regarding advertising to patients about the latest information and services**

How do you feel we could improve advertising to make our ...

If you are regular all information should be given.  
Posters in surgery in more prominent places outside.  
By advertising on local cabs.  
A regular new s letter.  
Advertise in local paper.  
A advert in w aiting room about the w ebsite.  
It is already good enough.  
Paper, Around the surgery, on the phone.  
Posters in the room. Information on the holding line instead of a beep. Adverts in the local. Notices in chemists etc.  
Perhaps more posters.  
Its flyer  
Through email or post.  
Via emails  
Obtain mobile numbers and email addresses so you can send tests and emails about the service.  
Good enough.  
Leaflet given when attending GP or sent out.  
Leaflets through door.  
Web address is displayed on all literature, appointments, repeat prescriptions and maybe notice in papers of services out of hours.  
Ether advertise in surgery or post/ give information to patients.  
Possibly supply leaflets when patients arrive- to explain new information.  
Posters on the walls in the surgery or on advert TV's.  
Posters at the surgery/ leaflets.  
Posters in the surgery. Local new paper.  
Because there is not much information within waiting room that actually shoots out at you also same goes with extended hours service.  
Send information to your home.  
Me as a patient I consider that I am well informed, so dont think that the advertising could be improved.  
Advertise the services in the surgery. Leaflets.  
Leaflets or flyers attached to prescriptions.  
Website, email.  
New sletters, Emails.  
I always come personally and ask at reception.  
More information rather than advertising on the TV screens installed in the surgery.  
All ok.  
Leaflets/ key ring with information.  
Information booklet at reception to pick up what is available.  
For people without internet, a small booklet explaining services available.  
Maybe patients could be handed a leaflet with all the above information on.  
Free phone line. Local paper.  
Extended hours although I can do nothing but praise you for your support, helpfulness and professionalism of receptionists. Staff of late.  
Possibly send out information booklets to all patients or make them available at reception.  
Maybe a letter or email informing public of all the services available.  
Leaflets when checking in for an appointment or on the telephone message when waiting to get through to the surgery.  
Maybe write to all patients to let people know what is going on.  
Out of hours.  
Contact information via appointments.  
Leaflets. Posters.  
Not sure.  
Local media  
Have had problems with the practice manager- should avoid being on reception.  
By royal mail or new sletter from our own surgery.  
I am very happy with all the services my surgery has to offer.  
Maybe give more leaflets out with more information.  
Possible a leaflet with any doctors letter or a note in my child's red book perhaps.  
Ask patients to register emails and send out new sletters.  
A new sletter.  
Advertise the services on the notice boards.  
Poster in waiting room.  
Feel its already adequate.  
Leaflets on arrival.  
More information leaflets in waiting area on walls where there are visible or given out at reception when booking in.  
Make them aware of the situation.  
I dont generally take notice of signs but internet would be useful.  
Leaflets, telephone when making an appointment.  
Letters to residence.  
Quarterly new s note/letters.  
Information leaflets to be sent to patients. Doctors could inform patients by giving a leaflet.  
Messages on notice boards.  
Information on the book of appointment slip e.g. out of hours of website.  
Print a leaflet about it then I would have a note to hand about it all at home.  
Happy with the way things are.  
Text managing to remind of appointments.  
Satisfied as it is.  
More info at surgery.  
Waiting room.  
By advertising better and letting people know if they dont visit that often.  
New s papers.  
Information through post. If you dont visit surgery to often things can change without you knowing.  
Leaflets.

**Dr Wall and partners**

**Q16 Changing 3 things to make access to healthcare better**

Can you think of three things that you would change to ma...
None.
More telephone lines available when you call. More consideration for patients who need appointments at the end of the day.
More appointments available even with different people. Offer nurse appointments.
A bigger car park.
I am more than satisfied with the service I receive and cannot think of any improvements.
Same day appointments.
Very happy with the service.
Better parking.
Extended hours.
Better phone lines. Improve parking. Free parking at all hospitals.
Out area. regular updates. Annual health checks when a regular medication at present I contact surgery re. blood, bp and cholesterol.
Without sometimes having to re-dial maybe 20 plus times then by the time you have got through there are no appointments available.
More appointments available.
Out of hours service needs improving- some difficulty in understanding speech of GPs. Able to speak to my GP on the phone.
Says so busy. There have been times when I have been unwell and wanted to see my own doctor and not been able to get through.
More appointments that could be made in advance cannot think of anything else.
That the access to health care is good enough. I wouldn't say the same thing about hospitals, the time we have to wait is just too much.
No-Happy with the service being received.
Car parking.
Not really, generally satisfied with the service provided.
Not having to call at 8am to get an appointment more consideration for working people who are giving up appointment times.
All ok.
More parking spaces.
Book in advance. Seeing a doctor which you would like to see.
Open surgeries. Stop the 8am ringing system of appointments. polite receptionists.
No I have never had any problems.
I have never really had a problem with the practice.
No change, very happy.
Quicker response to referrals.
More advanced booking.
Car park.
I am happy and haven't had any problems with my health care so far.
Can't think of any at the moment.
Another phone line or a nurse to assist with an overall check.
I work full time, it is sometimes difficult to get early morning appointments.
Receptionists not too nosy. Be able to speak to doctor. Able to get a doctor of your own choice.
No.
It's a very good service overall, a few weeks on communication possibly.
Telephone system and appointments.
Better car parking. Well women clinic. More consultant clinics at hospital.
Stay fit.
Just need to be more informed as I didn't know about extended hours which is hard for me with having children.
Sometimes it could be difficult to get doctors appointment because you need to phone before 8am.
Easier access to gp. Easier to make future appointments.
Making an appointment. More learning disabled aware. Sensitisation clinics.
Often if you don't ring at 8am on the dot it can be difficult to get an appointment.
Being able to book appointment day or two before.
More flexibility in appointments.
Advance appointments. More information on services available.
Able to pre-book doctors 1-2 days in advance.
Not at the moment.
No, I am very happy with my health care service.
Getting a pre-bookable appointment with 2 weeks so you don't have to have time off work.
Have a text service for the patients. Overall the service is good. Doctors are very helpful and understanding, thank you.
I like what I get. It's a very good service.

**Demographics**

Demographics of the people responding to the questionnaire

**Q17 - gender of the patient**

Counts Analysis % Responses	
<b>Base</b>	<b>181 100.0%</b>
<b>Are you male or female?</b>	
<b>Male</b>	61 33.7%
<b>Female</b>	120 66.3%

**Q18 Patients age**

Counts Analysis % Responses	
<b>Base</b>	<b>179 100.0%</b>
<b>How old are you?</b>	
<b>Under 18</b>	- -
<b>18 - 24</b>	9 5.0%
<b>25 - 34</b>	28 15.6%
<b>35 - 44</b>	30 16.8%
<b>45 - 54</b>	40 22.3%
<b>55 - 64</b>	40 22.3%
<b>65 - 74</b>	17 9.5%
<b>75 - 84</b>	14 7.8%
<b>85 and over</b>	1 0.6%

**Dr Wall and partners****Q19 Ethnicity of patients responding to the questionnaire**

Counts Analysis % Responses	
<b>Base</b>	<b>179</b> <b>100.0%</b>
<b>What best describes your ethnic group? (e.g. White Britis...</b>	
<b>White British</b>	173 96.6%
<b>White Irish</b>	2 1.1%
<b>Any other white background</b>	2 1.1%
<b>Indian</b>	1 0.6%
<b>Chinese</b>	1 0.6%

**Q20 Patients with a disability**

Counts Analysis % Responses	
<b>Base</b>	<b>178</b> <b>100.0%</b>
<b>Do you consider yourself to have a disability?</b>	
<b>Yes</b>	48 27.0%
<b>No</b>	130 73.0%

Dr Warren and partners

**Dr Warren and partners**

**Dr Warren and Partners**

Questions about the appointment system

**Q1 Appointments on the day of choice**

Counts Analysis % Responses	
<b>Base</b>	<b>191 100.0%</b>
<b>Did you receive your appointment on the day of your choice?</b>	
<b>Yes</b>	179 93.7%
<b>No</b>	12 6.3%

**Q2 Appointments within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>187 100.0%</b>
<b>Mean</b>	93.05
<b>Standard Error</b>	1.86
<b>Are you usually able to get an appointment within 48 hour...</b>	
<b>Yes</b>	174 93.0%
<b>No</b>	13 7.0%
<b>Never needed to</b>	- -

Some patients didn't need get an appointment within 48 hours

**Q3 Patients rating the ability to get an appointment within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>188 100.0%</b>
<b>Mean</b>	82.34
<b>Standard Error</b>	1.52
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	2 1.1%
<b>2</b>	5 2.7%
<b>3</b>	1 0.5%
<b>4</b>	2 1.1%
<b>5</b>	10 5.3%
<b>6</b>	13 6.9%
<b>7</b>	20 10.6%
<b>8</b>	32 17.0%
<b>9</b>	29 15.4%
<b>10 Great</b>	74 39.4%

Patients rating the ability to get an appointment within 48 hours. 100 is the best score that can be achieved. 0 the worst.

**Dr Warren and partners**

**Q4 Advanced appointments to see a GP or nurse**

Counts Analysis % Responses	
<b>Base</b>	<b>113 100.0%</b>
<b>Mean</b>	82.30
<b>Standard Error</b>	3.59
<b>Are you usually able to get an appointment up to 4 weeks ...</b>	
<b>Yes</b>	93 82.3%
<b>Never needed to</b>	- -
<b>No</b>	20 17.7%

Some patients never needed to make an appointment up to 4 weeks in advance. They have been excluded from the mean score analysis.

**Q5 Patients rating the ability to get an appointment 4 weeks in advance**

Counts Analysis % Responses	
<b>Base</b>	<b>107 100.0%</b>
<b>Mean</b>	78.97
<b>Standard Error</b>	2.45
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	4 3.7%
<b>2</b>	3 2.8%
<b>3</b>	3 2.8%
<b>4</b>	2 1.9%
<b>5</b>	7 6.5%
<b>6</b>	5 4.7%
<b>7</b>	10 9.3%
<b>8</b>	18 16.8%
<b>9</b>	11 10.3%
<b>10 Great</b>	44 41.1%

Patients rating the ability to get an appointment within 4 weeks. 100 is the best score you could have achieved. 0 the worst. Some patients haven't needed to so the rating score is only using those that did.



**Dr Warren and partners**

**Q6 The ease of getting through to the practice by telephone**

Counts Analysis % Responses	
<b>Base</b>	<b>192 100.0%</b>
<b>Mean</b>	71.67
<b>Standard Error</b>	1.80
<b>How easy do you find it to get through to the Practice by...</b>	
<b>1 Very difficult</b>	6 3.1%
<b>2</b>	4 2.1%
<b>3</b>	10 5.2%
<b>4</b>	13 6.8%
<b>5</b>	16 8.3%
<b>6</b>	16 8.3%
<b>7</b>	24 12.5%
<b>8</b>	35 18.2%
<b>9</b>	24 12.5%
<b>10 Very easy</b>	44 22.9%

**Q7 Asking for a telephone consultation**

Counts Analysis % Responses	
<b>Base</b>	<b>191 100.0%</b>
<b>Mean</b>	17.23
<b>Standard Error</b>	0.49
<b>Have you ever considered asking for a Telephone consultat...</b>	
<b>Yes</b>	78 40.8%
<b>No</b>	88 46.1%
<b>Didn't know we could</b>	25 13.1%

**Q8 Asking for a telephone consultation in the future**

Counts Analysis % Responses	
<b>Base</b>	<b>92 100.0%</b>
<b>Mean</b>	12.28
<b>Standard Error</b>	0.44
<b>If your answer is no is it something you would consider i...</b>	
<b>Yes</b>	71 77.2%
<b>No</b>	21 22.8%

Patients who didn't know they could ask or hadn't previously asked for a telephone consultation, may well consider doing so in the future.

**Dr Warren and partners**

Awareness questions

**Q9 Awareness of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>192</b> <b>100.0%</b>
<b>Mean</b>	15.89
<b>Standard Error</b>	0.36
<b>Are you aware of the local Extended Hours Service 6.30pm ...</b>	
<b>Yes</b>	79 41.1%
<b>No</b>	113 58.9%

**Q10 Future use of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>110</b> <b>100.0%</b>
<b>Mean</b>	10.36
<b>Standard Error</b>	0.18
<b>If your answer is no will you consider using such a servi...</b>	
<b>Yes</b>	106 96.4%
<b>No</b>	4 3.6%

**Q11 Awareness of the local out of hour service**

Counts Analysis % Responses	
<b>Base</b>	<b>191</b> <b>100.0%</b>
<b>Mean</b>	11.88
<b>Standard Error</b>	0.28
<b>When we are closed are you aware of the local Out of Hour...</b>	
<b>Yes</b>	155 81.2%
<b>No</b>	36 18.8%

**Q12 Access to the Internet**

Counts Analysis % Responses	
<b>Base</b>	<b>193</b> <b>100.0%</b>
<b>Mean</b>	11.71
<b>Standard Error</b>	0.27
<b>Do you have regular access to the internet?</b>	
<b>Yes</b>	160 82.9%
<b>No</b>	33 17.1%

**Dr Warren and partners**

**Q13 Awareness of the practice web site**

Patient feedback

Counts Analysis % Responses	
<b>Base</b>	<b>189</b> <b>100.0%</b>
<b>Mean</b>	17.83
<b>Standard Error</b>	0.30
<b>We have a web site which has lots of information, and als...</b>	
<b>Yes</b>	41 21.7%
<b>No</b>	148 78.3%

**Q14 Ever visited the web site**

Counts Analysis % Responses	
<b>Base</b>	<b>40</b> <b>100.0%</b>
<b>Mean</b>	13.00
<b>Standard Error</b>	0.72
<b>If the answer is yes have you ever visited it?</b>	
<b>Yes</b>	28 70.0%
<b>No</b>	12 30.0%

These people are aware of the web site and have visited it

**Dr Warren and partners**

**Q15 Patients' ideas regarding advertising to patients about the latest information and services**

**Q15 Patients' ideas regarding advertising to patients about the latest information and services**

How do you feel we could improve advertising to make our ...

A surgery of IT service available.  
 Leaflets.  
 Maybe some TV adverts, or in local papers.  
 Give them a leaflet when they come in.  
 There is plenty of information out there.  
 Bigger signs, at the moment there are too many on walls so don't see them.  
 Younger would be useful to be able to leave suggestions via internet to high light failures in the system and give positive feedback.

Notices in waiting rooms etc showing hours open etc.  
 Very little to change.  
 More leaflets.  
 Email or sms messaging.  
 Hand out flyers at reception, advertise it on your notice boards.  
 Signage or post local press.

More leaflets, drops, advice from GP reception.  
 New s letter in the practice or general informations sheet.  
 Leaflets in the surgery. text message information.  
 A leaflet about website and web access.  
 Letter home to patients say quarterly to update on services available  
 New s letter.  
 Improve the telephone appointment service.  
 Poster schemes or may be small business cards.  
 Hand in a leaflet when have an appointment.  
 Monthly flyer at appointment desk.  
 Post, literature on reception and at door.  
 Those most needy patients and for those who use practice less an annual new sletter to provide up to date information and changes.

Letter or email  
 Maybe to advise on TV screens in surgery instead of same adverts all the time.  
 Use the screens to make aware of extra services available.  
 Email.  
 Notices with large writing to make it easier to read. Colourful to make people read them.  
 Take away notes.  
 New s letter maybe.  
 Text message service.  
 Send a new sletter.  
 Local/new spaper.  
 Promote the website.  
 Advertise the website in the practice.  
 Displays around surgery and pharmacy.  
 More posters and leaflets.  
 Local paper.  
 Email or advertise in surgery.  
 Difficult to say as I go to the doctors and only read the notices where present near my seat  
 By giving out a leaflet about services when they come in for an appointment.  
 Letter to patients.  
 Send a regular new sletter.  
 Letters. Sign in practice.  
 Leaflet campaign  
 Email information to patients.  
 Posters in the surgery.  
 Notice on boards.  
 Posters and leaflets.  
 Letter notice.  
 Certain doctor makes people feel they shouldn't be there which is very wrong bedside manner.  
 Promote the website in the surgery. Promote the out of hours/ service on the website extended hours.  
 By handing out information when a patient reports at reception for their appointment.  
 Post  
 A quality new sletter to inform the public of any new services that are available.  
 Emailing list.  
 Paper on a permanent basis outside the practice staff, with a phone number to tell patients whom to ring to find out where and when.

I don't feel that any improvements need to be made.  
 Mobile phone texts/ Patients emails.  
 Yearly email.  
 Website information over the phone.  
 More radio advertising.  
 You do very well.  
 Advertisements through health practitioners. When patient rings to book an appointment the receptionist could suggest alternatives.

Hand them a leaflet.  
 Nothing. I am aware of everything you asked about.  
 Notices provided on the phone option list to equip people with information instead of reception staff having to repeatedly inform everyone.

Posters in waiting room. Information over the phone while waiting for a call to be put through.  
 Print website address on prescriptions.  
 Posters, mail drop, local paper.  
 More leaflets of internet website.  
 Sorry, I happened to find it when looking online for opening hours. I think more people would use the repeat prescription online service.

Advertise website more.  
 Email or by post.

**Dr Warren and partners**

**Q16 Changing 3 things to make access to healthcare better**

Can you think of three things that you would change to make access to healthcare better? Please write your answers in about you in your notes for non-confusion and agreement. Give out cards with all relevant numbers to keep by our house phones.

More advanced appointments to be available.  
 More help from government. Less private health care.  
 Better phone service when booking always busy and appointments are long.  
 Already big improvement in longer hours.  
 No, for me at this time in my life I am satisfied with the current system, thank you.  
 Change seats in waiting room (no good for bad backs).  
 Ability to prebook GP's appointments, instead of having to phone on the day.  
 No, generally I feel the service provided is very good.  
 Communication, more NHS staff, less prescription charges.  
 More appointments that could be booked in advance. More appointment at 8am-5pm  
 Appointments online. More information on benefits e.g. medical prepaid certificates.  
 Time of appointments. More personal when you arrive. More options available with health care.  
 Better parking.  
 More availability for prebook appointments.  
 Drop in centres. More advice from locum doctors.  
 Rude and abrupt and make you feel an inconvenience for coming. Appointments on time, sometimes you can be an hour late going in.  
 More parking.  
 Early morning surgery. More sign ups for pharmacy diagnosis- remove pressure from GP  
 If a patient has a consistent health issue being able to get prescription without seeing the doctor as this will save an appointment.  
 Increase the number of pre-bookable appointments.  
 Repeat prescriptions sent to home.  
 Answering calls quicker. Doctors have limited time with each patient.  
 The facilities highlighted in this document will help otherwise not really.  
 Family appointments.  
 None seem necessary.  
 Better access to car parking for disabled.  
 Rude, rather than seeing someone different everytime. A little bit more patience from one or two of the doctors. One can mainly be rude.  
 Internet, check ups, leaflets.  
 See the GPs of choice.  
 Appointments on the day of illness and not only if you ring before 9am.  
 More information about services on offer.  
 Don't they never answer the phone, just leave the phone to ring. Getting in touch with a doctor is trying to get in touch with the pope.  
 Easier to make appointments for the same day you have called. More people on the phones as I struggle to get through.  
 Happy with it.  
 Giving patients more options.  
 Transport.  
 Facility to pre-book appointments.  
 Treat each patient as a patient and not a number.  
 Enlarge the chemist, seats, inform everyone of the out of hours service.  
 The extended hours service is very helpful if you can't attend during normal hours with work commitments etc.  
 Current arrangements quite satisfactory.  
 Quite happy with the present set up.  
 Not really.  
 Emailing list, text service.  
 As is great value for money.  
 Staff to ring patients when reviews or diagnosis is due.  
 Texts by letter or email. When ringing for an appointment make it easier to get through or leave a message. Perhaps emailing reception.  
 Not at the moment.  
 Pharmacy open longer. Waiting times.  
 Be aware of doctors days of work. Put more practice information on notice boards in waiting area, at present they appear cluttered.  
 Clearer information on services available i.e. who does smears etc.  
 Booking appointments online more flexibility with telephone in advance appointments.  
 Childs play corner. Other than that everything is really good.  
 Stress levels are high when there is never a place to park your car.  
 Easier access of phone for same day appointment access to ask about medication without bothering the GP.  
 Doctor of your choice. Longer opening hours.  
 Maybe to ring the day before to book an appointment, rather than at 8am the day required.  
 Hours for early morning.  
 More blood appointments.  
 Sometimes have difficulty in booking appointments in advance.  
 Cut waiting times as often appointments are 1 hour late.  
 Use internet more.

**Demographics**

Demographics of the people responding to the questionnaire

**Q17 - gender of the patient**

Counts Analysis % Responses	
<b>Base</b>	<b>191 100.0%</b>
<b>Are you male or female?</b>	
<b>Male</b>	71 37.2%
<b>Female</b>	120 62.8%

**Q18 Patients age**

Counts Analysis % Responses	
<b>Base</b>	<b>186 100.0%</b>
<b>How old are you?</b>	
<b>Under 18</b>	3 1.6%
<b>18 - 24</b>	18 9.7%
<b>25 - 34</b>	23 12.4%
<b>35 - 44</b>	37 19.9%
<b>45 - 54</b>	41 22.0%
<b>55 - 64</b>	29 15.6%
<b>65 - 74</b>	17 9.1%
<b>75 - 84</b>	14 7.5%
<b>85 and over</b>	4 2.2%

**Dr Warren and partners****Q19 Ethnicity of patients responding to the questionnaire**

Counts Analysis % Responses	
<b>Base</b>	<b>183</b> <b>100.0%</b>
<b>What best describes your ethnic group? (e.g. White Britis...</b>	
<b>White British</b>	177 96.7%
<b>White Irish</b>	2 1.1%
<b>White &amp; Asian</b>	1 0.5%
<b>C. Asian or Asian British</b>	1 0.5%
<b>Pakistani</b>	2 1.1%

**Q20 Patients with a disability**

Counts Analysis % Responses	
<b>Base</b>	<b>182</b> <b>100.0%</b>
<b>Do you consider yourself to have a disability?</b>	
<b>Yes</b>	34 18.7%
<b>No</b>	148 81.3%

# Whitby Group Practice

**This Practice is currently looking at Patients understanding of the services that are available to them together with ideas of how we can improve patient's awareness of how to access these services. In order to help with this we would like you to answer the questions below:-**

**Completing the survey is entirely voluntary, anonymous and confidential**

## **Some questions about the appointment system**

**Q1 Did you receive your appointment on the day of your choice?**

Yes.....  1  
No .....  2

**Q2 Are you usually able to get an appointment within 48 hours to see a GP or Nurse?**

Yes.....  1  
No .....  2  
Never needed to .....  3

**Q3 How do you rate this? (Where 1 is poor and 10 is great)**

1 *Very poor* .....  01  
2.....  02  
3.....  03  
4.....  04  
5.....  05  
6.....  06  
7.....  07  
8.....  08  
9.....  09  
10 *Great*.....  10

**Q4 Are you usually able to get an appointment up to 14 days in advance to see a GP or Nurse?**

Yes.....  1  
Never needed to .....  2  
No .....  3

**Q5 How do you rate this? (Where 1 is poor and 10 is great)**

1 *Very poor* .....  01

2.....  02

3.....  03

4.....  04

5.....  05

6.....  06

7.....  07

8.....  08

9.....  09

10 *Great*.....  10

**Q6 How easy do you find it to get through to the Practice by telephone?  
Please rate on a scale of 1 to 10 (1=Very Difficult and 10 =Very Easy)**

1 *Very difficult* .....  01

2.....  02

3.....  03

4.....  04

5.....  05

6.....  06

7.....  07

8.....  08

9.....  09

10 *Very easy*.....  10

**Q7 Have you ever considered asking for a Telephone consultation?**

Yes.....  1

No.....  2

*Didn't know we could* .....  3

**Q8 If your answer is no is it something you would consider in the future?**

Yes.....  1

No.....  2

**Q9 Are you aware of the local Extended Hours Service 6.30pm and 8pm Monday to Friday, for patients who are unable to attend the practice during normal working hours for a routine appointment?**

Yes.....  1

No.....  2

**Q10 If your answer is no will you consider using such a service in the future?**

Yes.....  1

No.....  2



**Q11** When we are closed are you aware of the local Out of Hours Service (not A&E) for patients who feel they have an urgent problem, which cannot wait until the practice is open on the next working day?

Yes.....  1  
No.....  2

**Q12** Do you have regular access to the internet

Yes.....  1  
No.....  2

**Q13** We have a web site which has lots of information, and also allows you to order repeat prescriptions. Were you aware of this web site?

Yes.....  1  
No.....  2

**Q14** If the answer is yes have you ever visited it?

Yes.....  1  
No.....  2

**Q15** How do you feel we could improve advertising to make our patients better informed of the services and information that is available to them

**Q16** Can you think of three things that you would change to make access to healthcare better for you?

### Some questions about you

**Q17** Are you male or female?

Male.....   
Female.....

**Q18 How old are you?**

- Under 18.....
- 18 - 24 .....
- 25 - 34 .....
- 35 - 44 .....
- 45 - 54 .....
- 55 - 64 .....
- 65 - 74 .....
- 75 - 84 .....
- 85 and over.....

**Q19 What best describes your ethnic group? (e.g. White British or Black African)**

- White British.....
- White Irish.....
- Any other white background .....
- White & Black Caribbean.....
- White & Black African .....
- White & Asian .....
- Any other Mixed background .....
- C. Asian or Asia British .....
- Indian .....
- Pakistani .....
- Bangladeshi .....
- Any other Asian background.....
- Caribbean .....
- African .....
- Any other Black background.....
- Chinese .....
- Any other ethnic group .....

**Q20 Do you consider yourself to have a disability?**

- Yes.....
- No.....

**Thank you for taking the time to complete this questionnaire. Please hand this form in at reception after you had had your appointment with our GP/ Nurse.**