

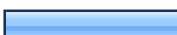






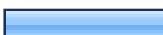
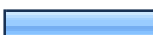


1. How do you find out the things you need to know about our practice? (tick all boxes that apply) (e.g. opening times, flu vaccinations etc.)



		Response Percent	Response Count
Friend, family, neighbour		22.3%	63
Practice newsletter		12.7%	36
Practice noticeboard		27.9%	79
Patient Advice and Liaison Service (PALS)		0.7%	2
Practice website		29.0%	82
Practice leaflet		15.5%	44
Voluntary group		0.4%	1
Other website (e.g. NHS Choices)		1.8%	5
Post		15.2%	43
Waiting room monitors		25.4%	72
Telephone		24.0%	68

None of the above, I would prefer to find out information by (please list below): 35

answered question 283

skipped question 6

2. Does the information we provide meet your needs?

		Response Percent	Response Count
Yes		98.3%	282
No		1.7%	5

If you ticked "No" please tell us how this can be improved.

6




answered question

287

skipped question

2

3. How do you book your appointment?

		Response Percent	Response Count
At the reception desk		23.9%	68
The Practice website		24.6%	70
Telephone		51.6%	147

Other, please specify

66





answered question

285

skipped question

4

4. How easy is it to get an appointment?





		Response Percent	Response Count
Very easy		50.0%	141
Fairly easy		41.8%	118
Neither easy nor difficult		7.4%	21
Fairly difficult		0.7%	2
Very difficult		0.0%	0

Comment: 32

answered question 282

skipped question 7

5. Once you have arrived in the practice for your appointment, have you been kept waiting beyond your appointment time?

		Response Percent	Response Count
Never		9.5%	27
Occasionally		65.0%	184
Sometimes		18.7%	53
Frequently		6.7%	19

Comment: 32





answered question 283

skipped question 6

6. Please tell us how long you would be prepared to wait for your appointment before you would want an explanation for the delay?

	Response Count
	262
answered question	262
skipped question	27



7. Are there aspects of the premises that you would like to see improved? (tick all that apply)

		Response Percent	Response Count
Parking		87.7%	207
Waiting area		5.5%	13
Consulting rooms		1.3%	3
Reception desk privacy		18.2%	43

Comment: Which single improvement would make the most difference to you? 72

answered question	236
skipped question	53





8. Do you consider yourself disabled?

		Response Percent	Response Count
Yes		7.4%	21
No		92.6%	263


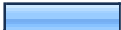


If you answered 'Yes' to this question, please write any comments you wish to make about the Practice (e.g. disabled toilets, height of desks, etc) in the box below: 5

answered question	284
skipped question	5

9. Thinking about access into the Practice building, how do you find this?

		Response Percent	Response Count
Very easy		83.6%	239
Fairly easy		15.4%	44
Not very easy		0.7%	2
Not at all easy		0.3%	1
Comment:			9
answered question			286
skipped question			3






10. How clean is the Doctors Practice?

		Response Percent	Response Count
Very clean		81.3%	234
Fairly clean		18.1%	52
Not very clean		0.3%	1
Not at all clean		0.0%	0
Don't know		0.3%	1
Comment:			8
answered question			288
skipped question			1

11. Generally, how satisfied are you with the service you get from your Doctor? (please tick one box below):

		Response Percent	Response Count
Very satisfied		70.4%	197
Satisfied		26.8%	75
Neither satisfied nor dissatisfied		2.9%	8
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
	Please explain your choice		41
answered question			280
skipped question			9

12. Generally, how satisfied are you with the service you get from the nurse? (please tick one box below)

		Response Percent	Response Count
Very satisfied		70.0%	198
Satisfied		22.6%	64
Neither satisfied nor dissatisfied		2.1%	6
Dissatisfied		0.4%	1
Very dissatisfied		0.0%	0
I have not seen a nurse		4.9%	14
	Please explain your choice		31
answered question			283
skipped question			6




**13. Generally, how satisfied are you with the service you get from reception staff?
(please tick one box below):**

		Response Percent	Response Count
Very satisfied		68.4%	193
Satisfied		28.4%	80
Neither satisfied nor dissatisfied		3.2%	9
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
	Please explain your choice		38
	answered question		282
	skipped question		7

14. Generally, how satisfied are you with the service you get from the phlebotomist (who takes your blood) (please tick one box below)

		Response Percent	Response Count
Very satisfied		67.7%	170
Satisfied		23.1%	58
Neither satisfied nor dissatisfied		8.8%	22
Dissatisfied		0.4%	1
Very dissatisfied		0.0%	0
	Please explain your choice		49
	answered question		251
	skipped question		38

15. When you see your Doctor/nurse do you feel you have time to talk about your problems and concerns?




		Response Percent	Response Count
All of the time		75.8%	213
Some of the time		22.4%	63
Never		1.8%	5

Comments: 19

answered question 281

skipped question 8

16. When you see your Doctor/nurse do you feel able to ask questions about the information given to you regarding your treatment?




		Response Percent	Response Count
All of the time		88.3%	248
Some of the time		11.0%	31
Never		0.7%	2

Comments: 12

answered question 281

skipped question 8

17. When you see your Doctor/nurse do you feel you that you are able to have some input into decisions about your treatment?



		Response Percent	Response Count
All of the time		60.6%	166
Some of the time		37.6%	103
Never		1.8%	5

Comments: 12

answered question 274

skipped question 15

18. Do you know how to complain if you have been dissatisfied or had a problem?





		Response Percent	Response Count
Yes		52.7%	144
No		47.3%	129

Comments: 35

answered question 273

skipped question 16

19. How satisfied are you with the way in which your Practice handles your confidential information?

		Response Percent	Response Count
Very satisfied		78.4%	210
Fairly satisfied		11.6%	31
Neither satisfied nor dissatisfied		8.2%	22
Not satisfied		0.0%	0
Not applicable		1.9%	5

Comments: 22

answered question 268

skipped question 21

**20. What extra/different services would you like to see being offered at your Practice?
Please explain below.**

	Response Count
	69
answered question	69
skipped question	220

21. Would you recommend Newton Way Medical Practice to someone who has just moved into your local area?

		Response Percent	Response Count
Yes, would definitely recommend		92.1%	258
Yes, might recommend		6.8%	19
Not sure		1.1%	3
No, would probably not recommend		0.0%	0
No, would definitely not recommend		0.0%	0

If you would recommend Newton Way Medical Practice to someone else, please tell us why. If you would not recommend Newton Way Medical Practice to someone else, please tell us why not. Please write your answer in the box below:

60

answered question 280

skipped question 9

22. Please use the space below to tell us about anything you feel is important that we may have missed.

Response Count

32

answered question 32

skipped question 257