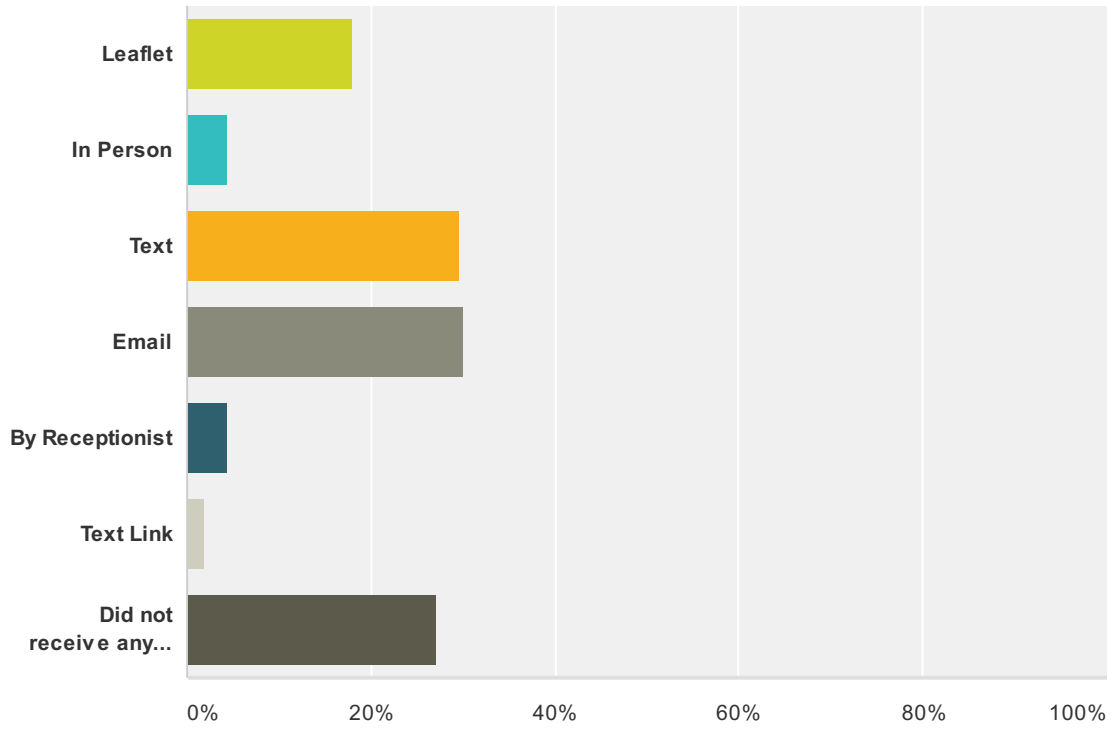


### Q1 How did you receive the recent messages about the changes in the surgery? Tick all that apply

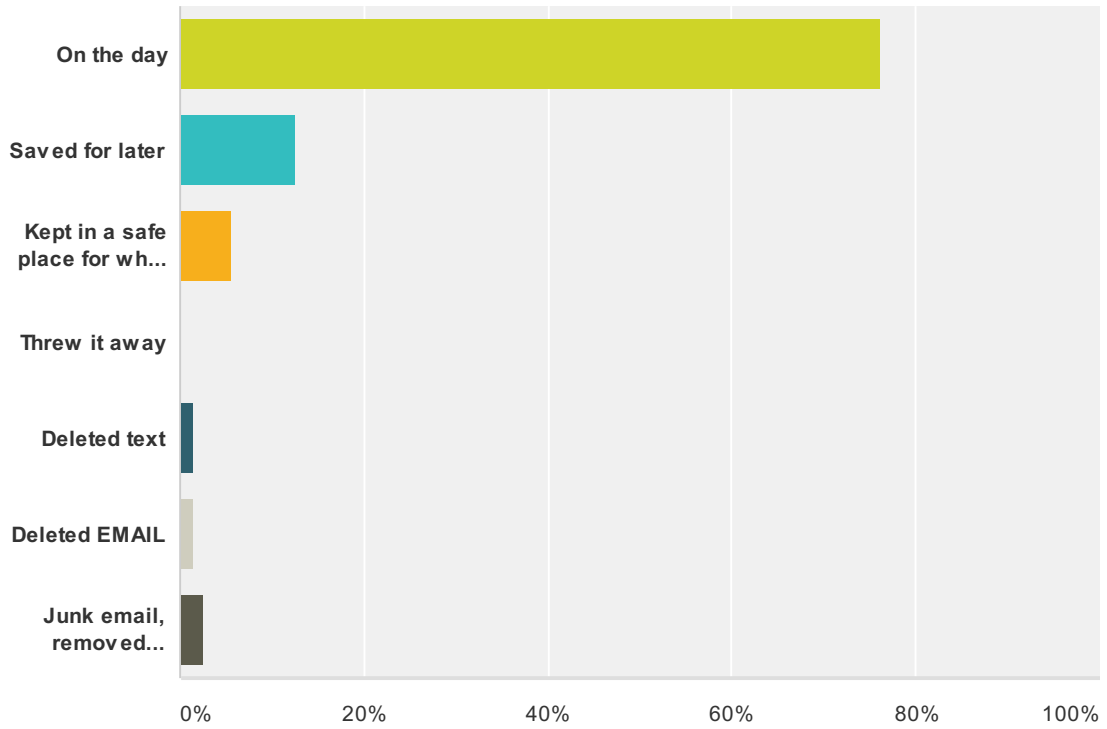
Answered: 257 Skipped: 3



Answer Choices	Responses
Leaflet	17.90% 46
In Person	4.28% 11
Text	29.57% 76
Email	29.96% 77
By Receptionist	4.28% 11
Text Link	1.95% 5
Did not receive any messages about changes	27.24% 70
<b>Total Respondents: 257</b>	

## Q2 Did you read the information supplied?

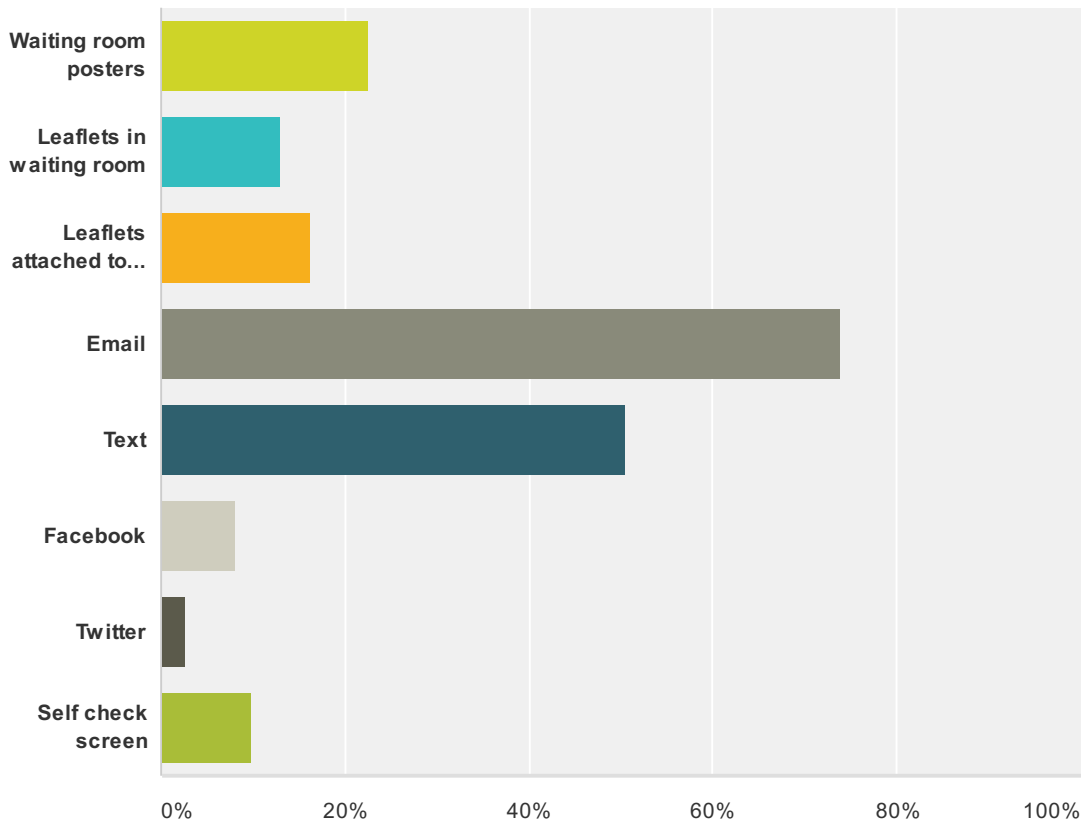
Answered: 198 Skipped: 62



Answer Choices	Responses
On the day	76.26% 151
Saved for later	12.63% 25
Kept in a safe place for when I need it	5.56% 11
Threw it away	0% 0
Deleted text	1.52% 3
Deleted EMAIL	1.52% 3
Junk email, removed automatically	2.53% 5
<b>Total</b>	<b>198</b>

### Q3 How would you like to be informed of future changes to our services? Tick all that apply

Answered: 257 Skipped: 3

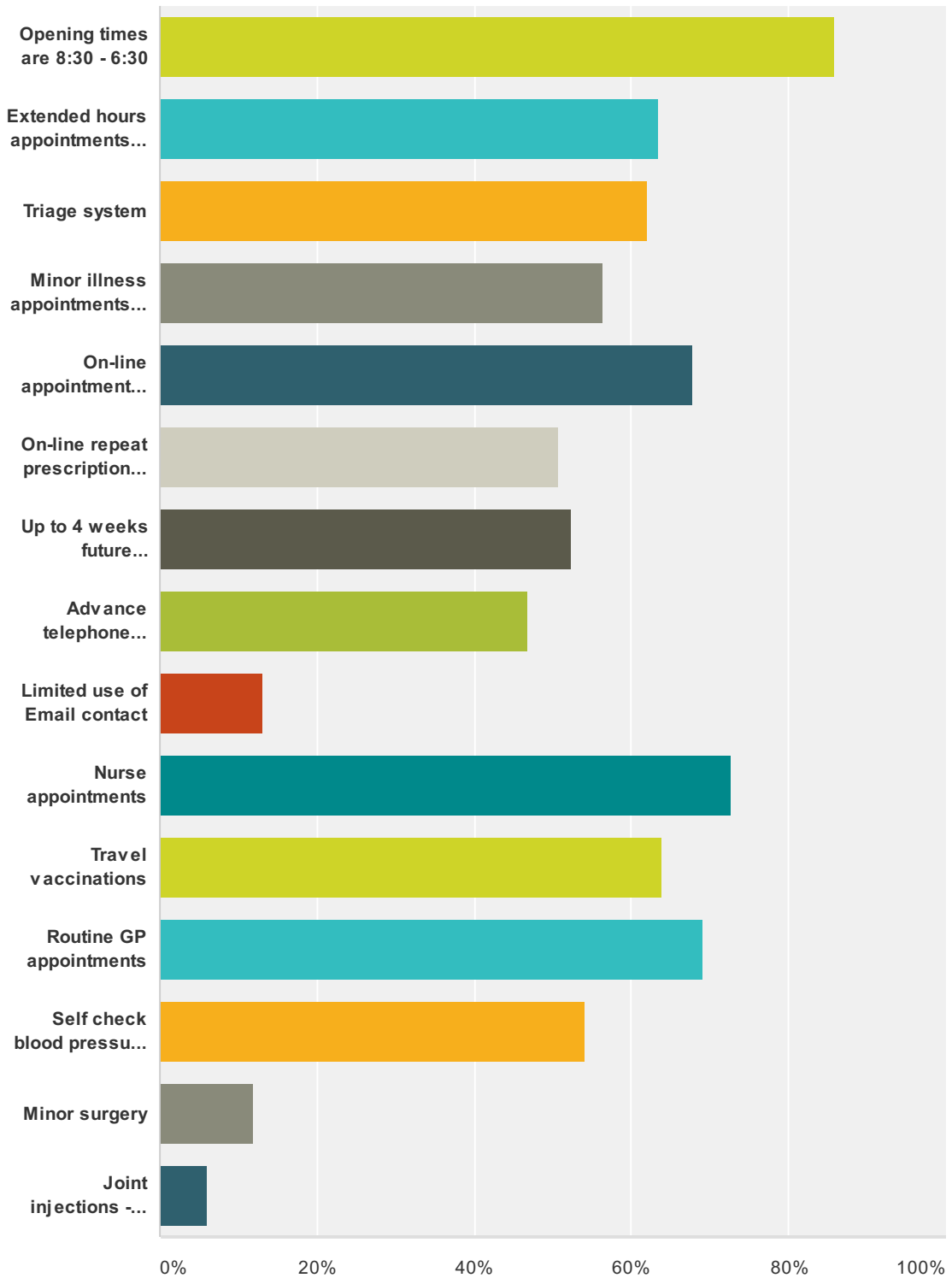


Answer Choices	Responses
Waiting room posters	22.57% 58
Leaflets in waiting room	12.84% 33
Leaflets attached to prescriptions	16.34% 42
Email	73.93% 190
Text	50.58% 130
Facebook	8.17% 21
Twitter	2.72% 7
Self check screen	9.73% 25
<b>Total Respondents: 257</b>	

# Effective Communication

## Q4 Are you aware of the following Practice services? Tick all that apply

Answered: 252 Skipped: 8



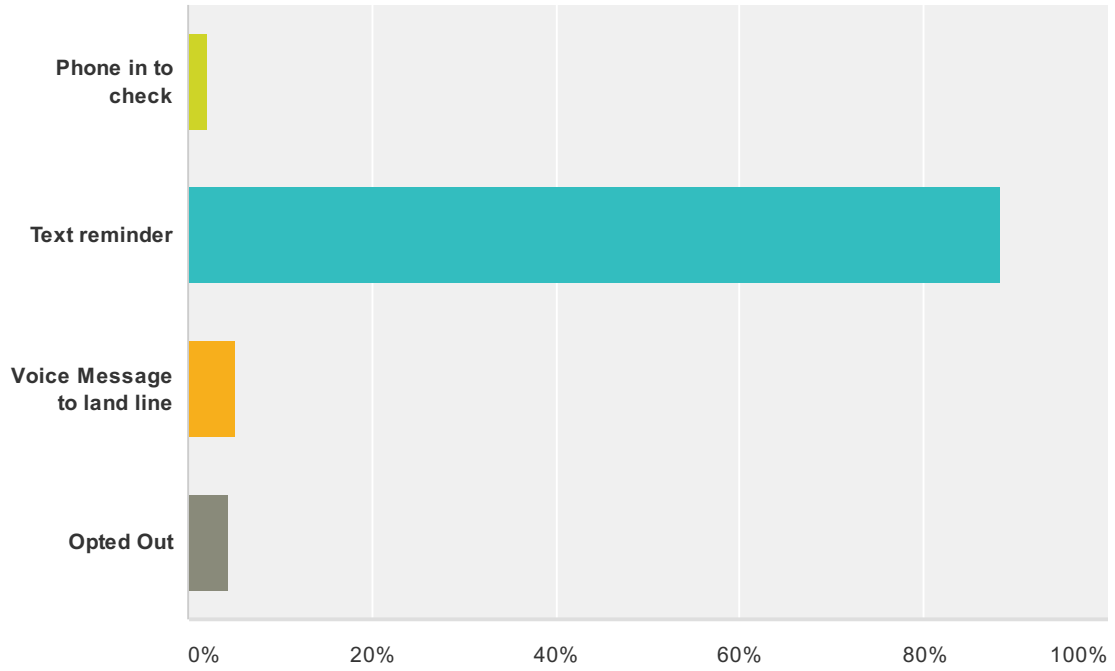
Answer Choices	Responses	
Opening times are 8:30 - 6:30	85.71%	216
Extended hours appointments on a Wednesday and Thursday evening	63.49%	160

## Effective Communication

Triage system	61.90%	156
Minor illness appointments with the prescribing nurse	56.35%	142
On-line appointment booking	67.86%	171
On-line repeat prescription ordering	50.79%	128
Up to 4 weeks future appointment booking	52.38%	132
Advance telephone appointment booking	46.83%	118
Limited use of Email contact	13.10%	33
Nurse appointments	72.62%	183
Travel vaccinations	63.89%	161
Routine GP appointments	69.05%	174
Self check blood pressure machine	53.97%	136
Minor surgery	11.90%	30
Joint injections - for knees and elbows	5.95%	15
<b>Total Respondents: 252</b>		

### Q5 How do you receive reminders about your booked appointments?

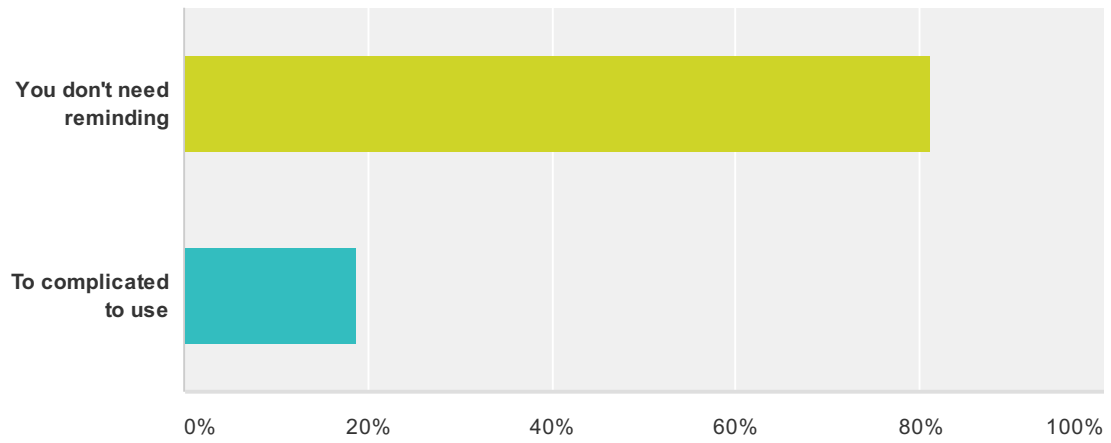
Answered: 246 Skipped: 14



Answer Choices	Responses
Phone in to check	2.03% 5
Text reminder	88.21% 217
Voice Message to land line	5.28% 13
Opted Out	4.47% 11
<b>Total</b>	<b>246</b>

**Q6 If you have opted out of the text and voice appointment reminder service, was this because:**

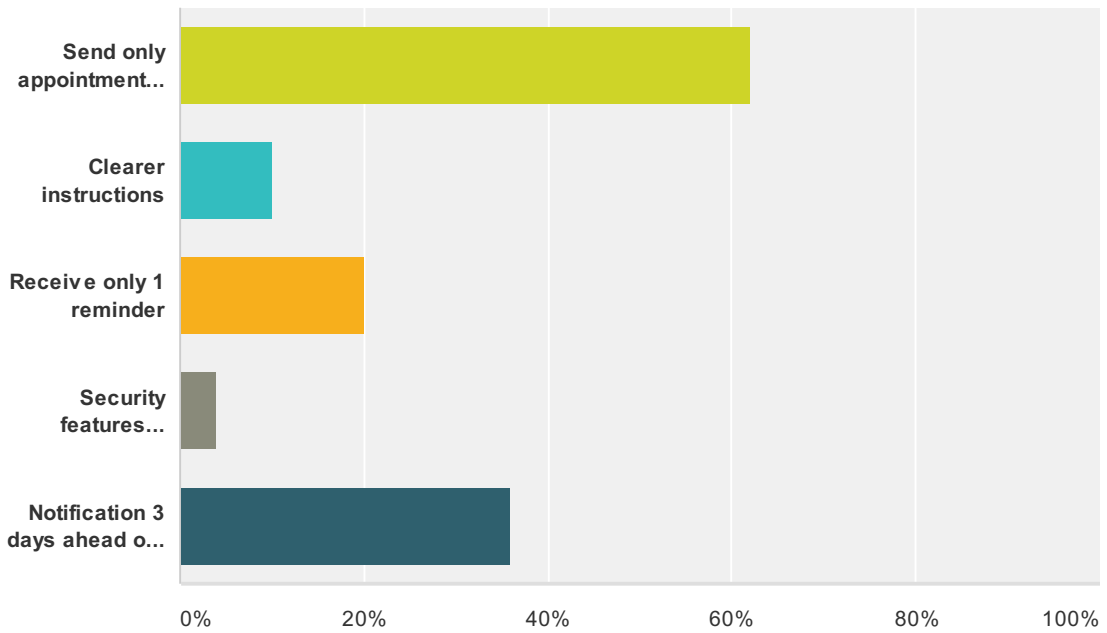
Answered: 16 Skipped: 244



Answer Choices	Responses	
You don't need reminding	81.25%	13
To complicated to use	18.75%	3
<b>Total</b>		<b>16</b>

### Q7 What changes could we make to the system that would encourage you to opt back in

Answered: 50 Skipped: 210

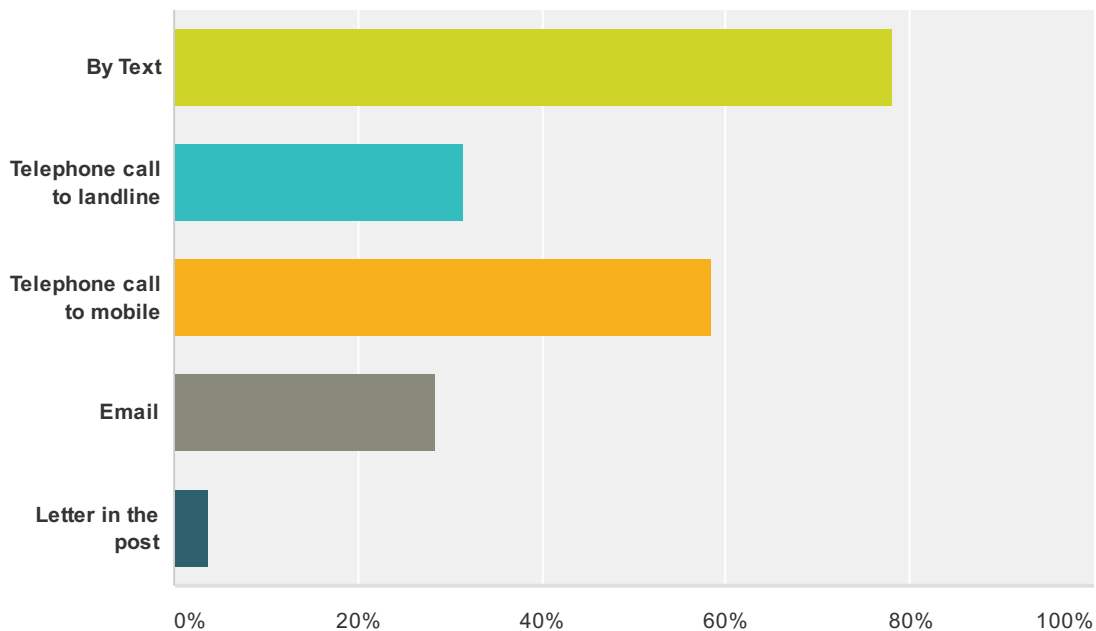


Answer Choices	Responses
Send only appointment reminder text messages	62% 31
Clearer instructions	10% 5
Receive only 1 reminder	20% 10
Security features removed	4% 2
Notification 3 days ahead or more	36% 18
<b>Total Respondents: 50</b>	



**Q8 How would you like us to contact you urgently for example if we had to change your appointment? Tick all that apply.**

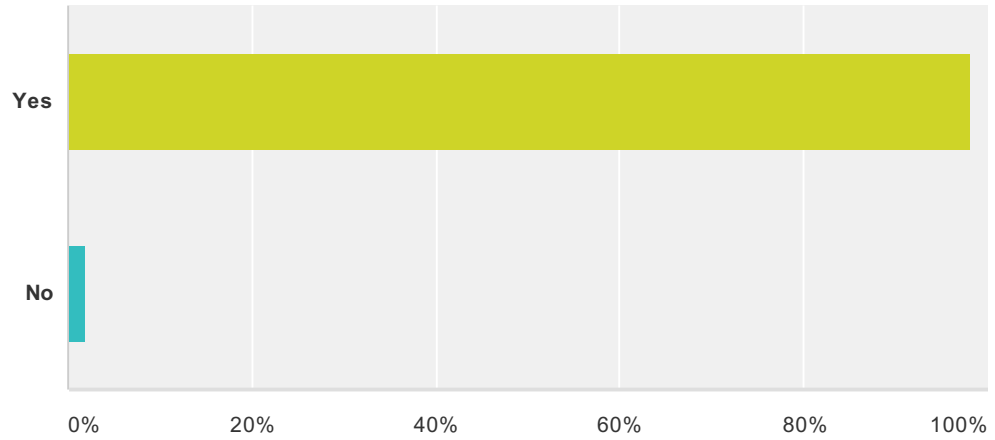
Answered: 260 Skipped: 0



Answer Choices	Responses
By Text	78.08% 203
Telephone call to landline	31.54% 82
Telephone call to mobile	58.46% 152
Email	28.46% 74
Letter in the post	3.85% 10
<b>Total Respondents: 260</b>	

### Q9 Would you notify the Practice of changes in contact details including changes to your email address or mobile telephone number?

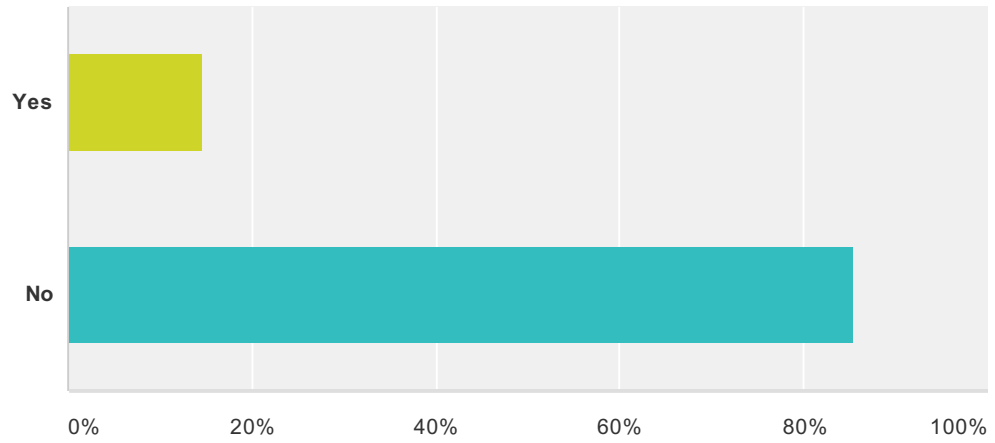
Answered: 256 Skipped: 4



Answer Choices	Responses
Yes	98.05% 251
No	1.95% 5
<b>Total</b>	<b>256</b>

**Q10 Do you regularly look at our website -  
www.southwoodpractice.co.uk**

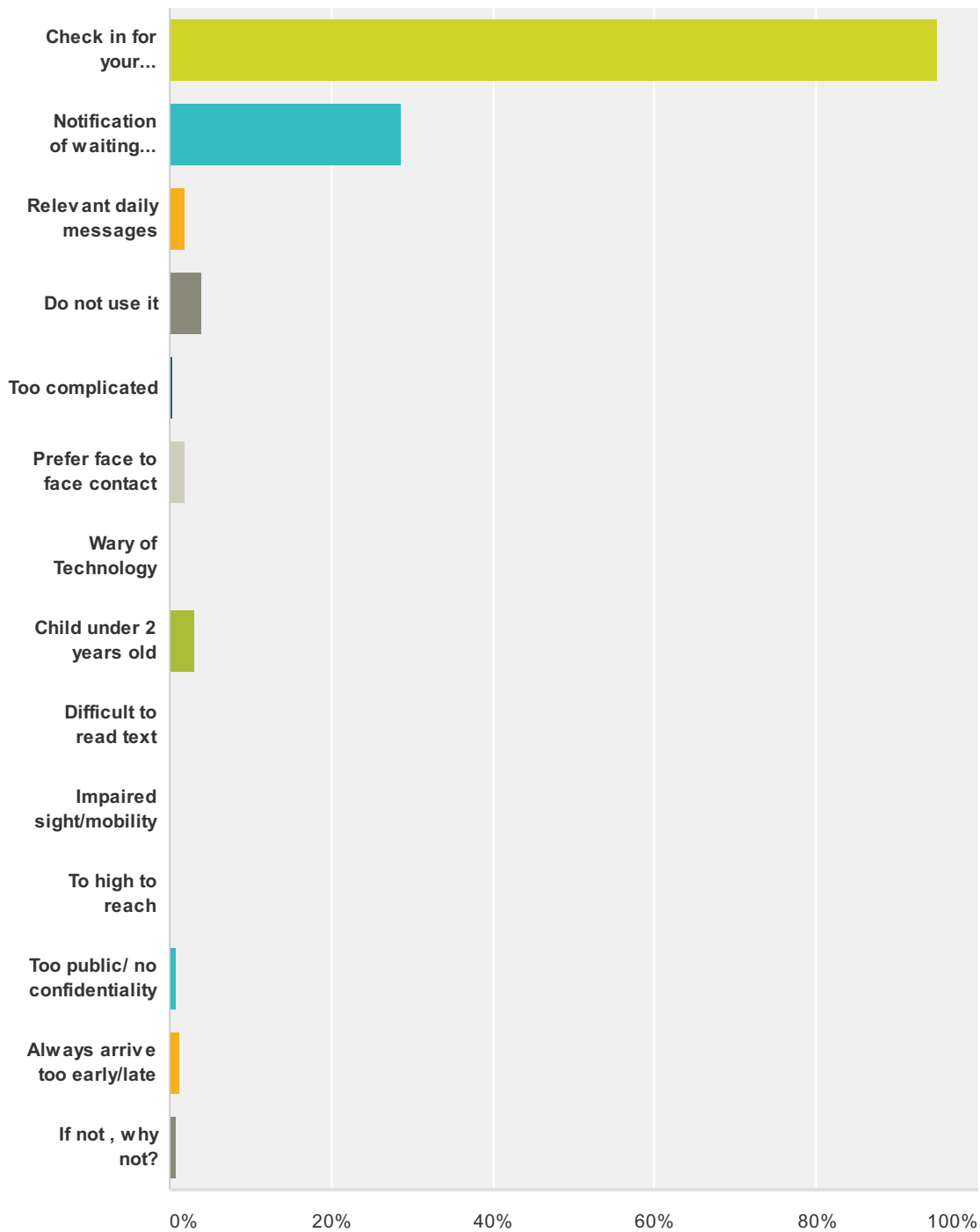
Answered: 255 Skipped: 5



Answer Choices	Responses	
Yes	14.51%	37
No	85.49%	218
<b>Total</b>		<b>255</b>

### Q11 Do you use the self check in system to:-

Answered: 258 Skipped: 2



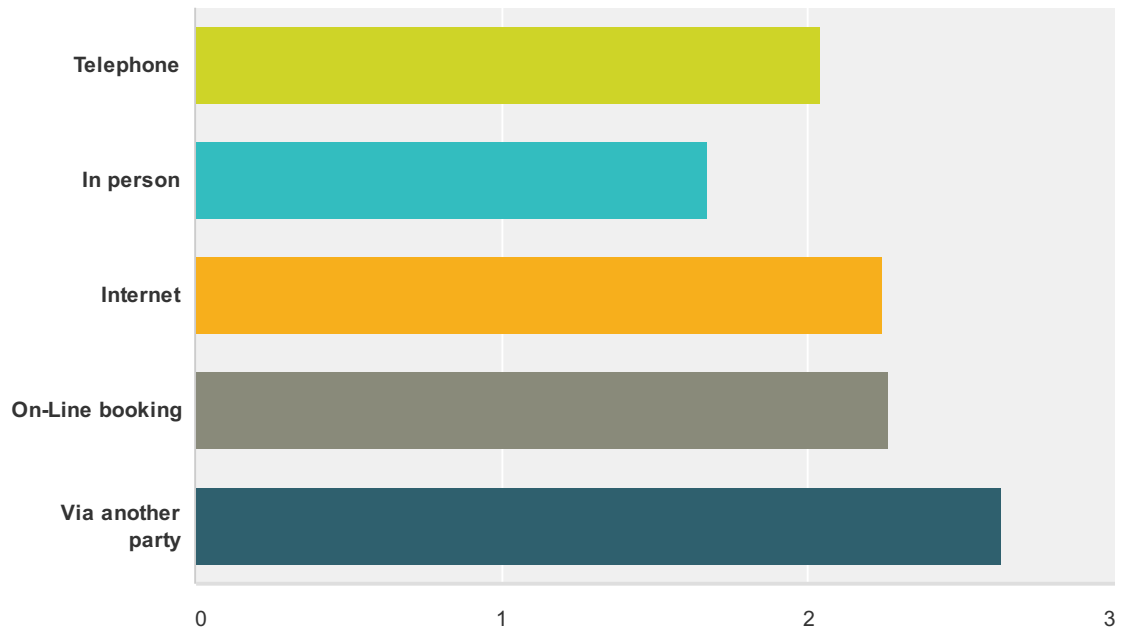
Answer Choices	Responses
Check in for your appointment	94.96% 245
Notification of waiting times	28.68% 74
Relevant daily messages	1.94% 5
Do not use it	3.88% 10

## Effective Communication

Too complicated	0.39%	1
Prefer face to face contact	1.94%	5
Wary of Technology	0%	0
Child under 2 years old	3.10%	8
Difficult to read text	0%	0
Impaired sight/mobility	0%	0
To high to reach	0%	0
Too public/ no confidentiality	0.78%	2
Always arrive too early/late	1.16%	3
If not , why not?	0.78%	2
<b>Total Respondents: 258</b>		

**Q12 Thinking of times when you have to contact the Practice, please indicate your satisfaction to each answer**

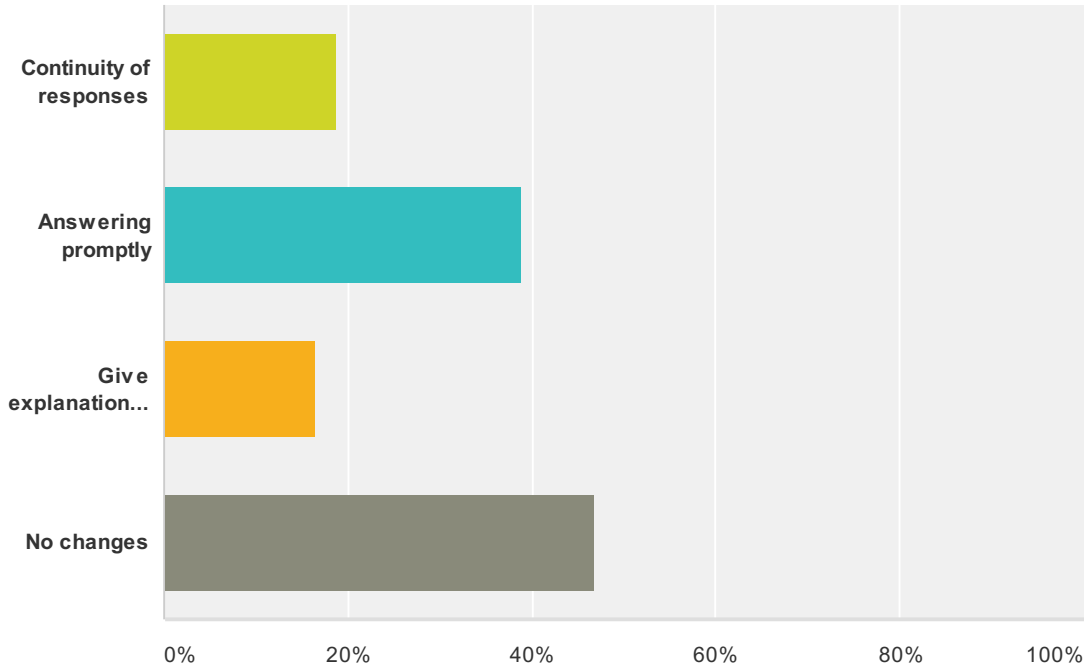
Answered: 259 Skipped: 1



	Very good	Good	Satisfactory	Bad	Very Bad	Total	Average Rating
Telephone	36.05% 93	35.66% 92	18.22% 47	8.14% 21	1.94% 5	258	2.04
In person	49.60% 125	36.11% 91	11.90% 30	1.98% 5	0.40% 1	252	1.67
Internet	26.67% 36	33.33% 45	31.11% 42	7.41% 10	1.48% 2	135	2.24
On-Line booking	31.34% 42	27.61% 37	28.36% 38	8.96% 12	3.73% 5	134	2.26
Via another party	14.29% 10	24.29% 17	51.43% 36	4.29% 3	5.71% 4	70	2.63

### Q13 What improvements could we make to telephone contact?

Answered: 244 Skipped: 16

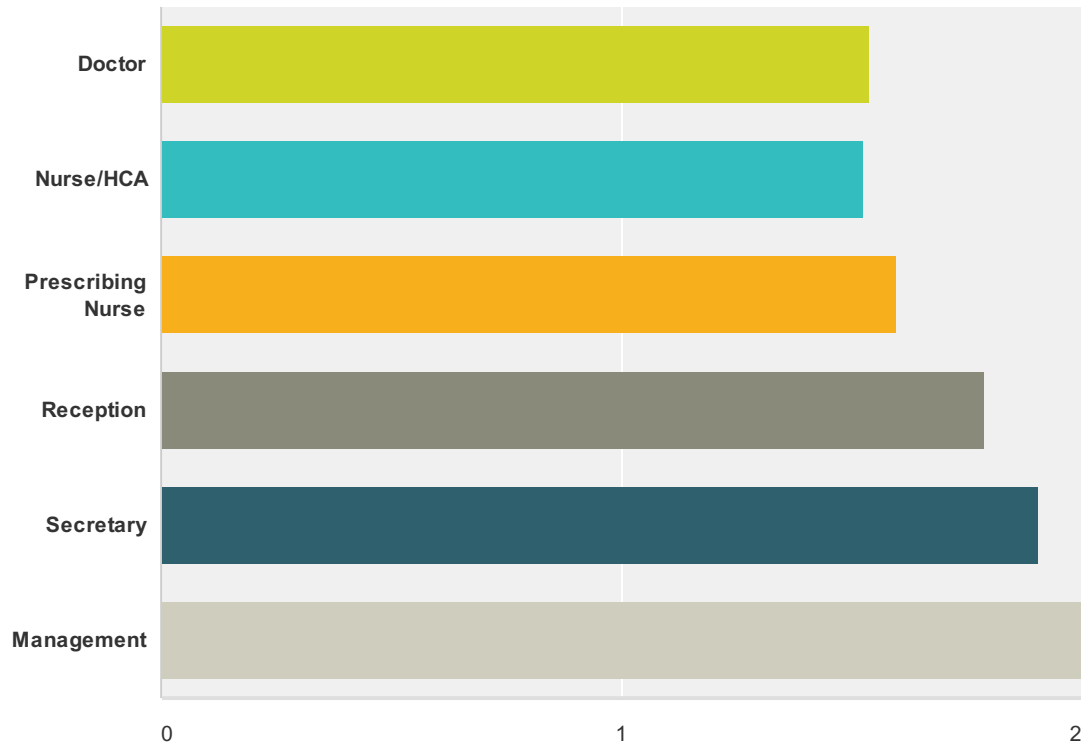


Answer Choices	Responses	Count
Continuity of responses	18.85%	46
Answering promptly	38.93%	95
Give explanation when putting on hold	16.39%	40
No changes	46.72%	114
<b>Total Respondents: 244</b>		

# Effective Communication

## Q14 Please indicate the satisfaction you have with our service

Answered: 258 Skipped: 2

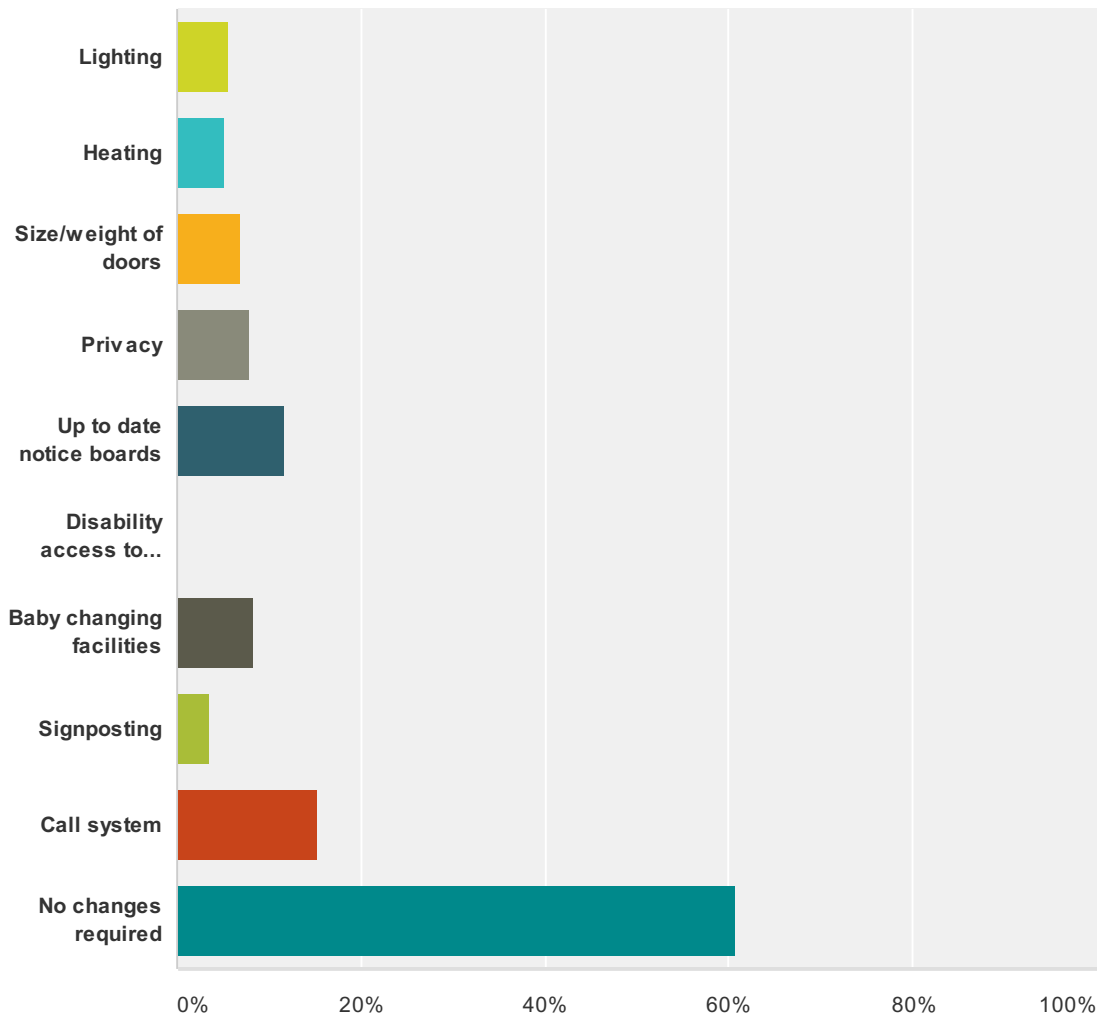


	Very Good	Good	Satisfactory	Bad	Very Bad	Total	Average Rating
Doctor	61.81% 157	25.59% 65	9.84% 25	1.97% 5	0.79% 2	254	1.54
Nurse/HCA	59.07% 140	31.22% 74	8.44% 20	0.42% 1	0.84% 2	237	1.53
Prescribing Nurse	56.25% 108	31.25% 60	9.90% 19	1.04% 2	1.56% 3	192	1.60
Reception	48.61% 122	31.87% 80	13.55% 34	3.98% 10	1.99% 5	251	1.79
Secretary	39.07% 59	36.42% 55	20.53% 31	2.65% 4	1.32% 2	151	1.91
Management	36.18% 55	34.87% 53	23.68% 36	3.29% 5	1.97% 3	152	2.00



### Q15 What changes if any, would you like to see in the Practice?

Answered: 229 Skipped: 31

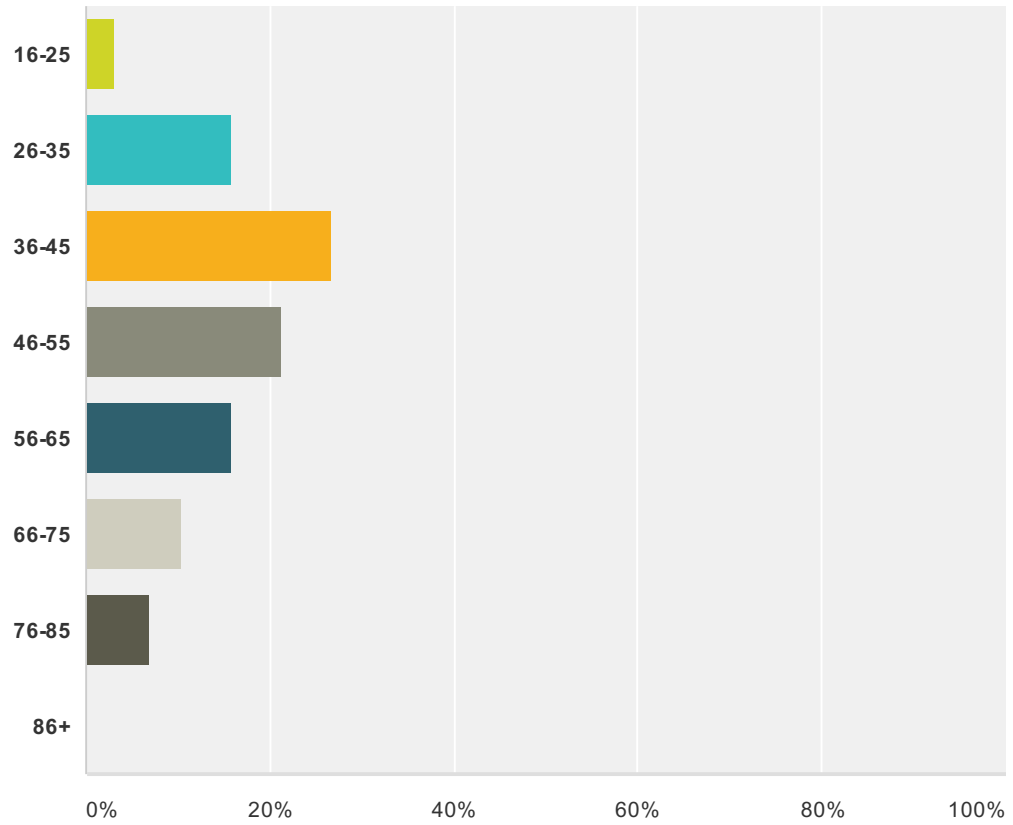


Answer Choices	Responses
Lighting	5.68% 13
Heating	5.24% 12
Size/weight of doors	6.99% 16
Privacy	7.86% 18
Up to date notice boards	11.79% 27
Disability access to toilets	0% 0
Baby changing facilities	8.30% 19
Signposting	3.49% 8
Call system	15.28% 35
No changes required	60.70% 139

Total Respondents: 229

### Q16 What is your age group?

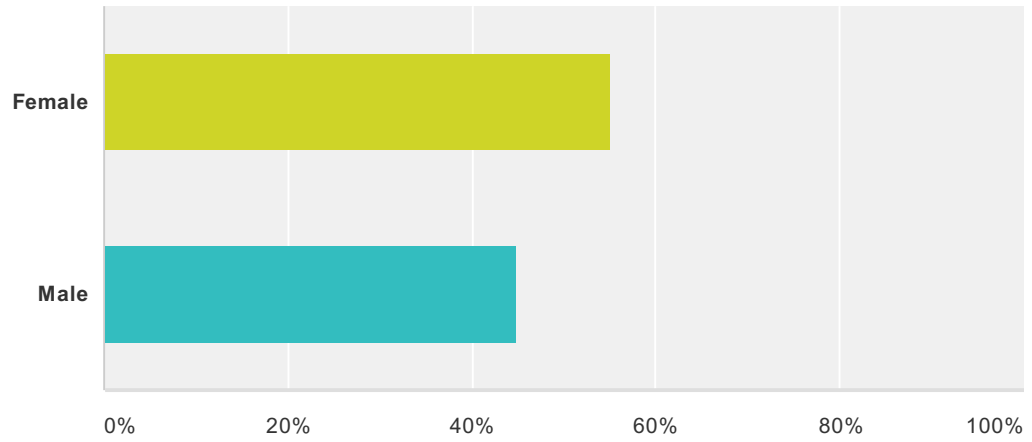
Answered: 259 Skipped: 1



Answer Choices	Responses
16-25	3.09% 8
26-35	15.83% 41
36-45	26.64% 69
46-55	21.24% 55
56-65	15.83% 41
66-75	10.42% 27
76-85	6.95% 18
86+	0% 0
<b>Total</b>	<b>259</b>

### Q17 What is your gender?

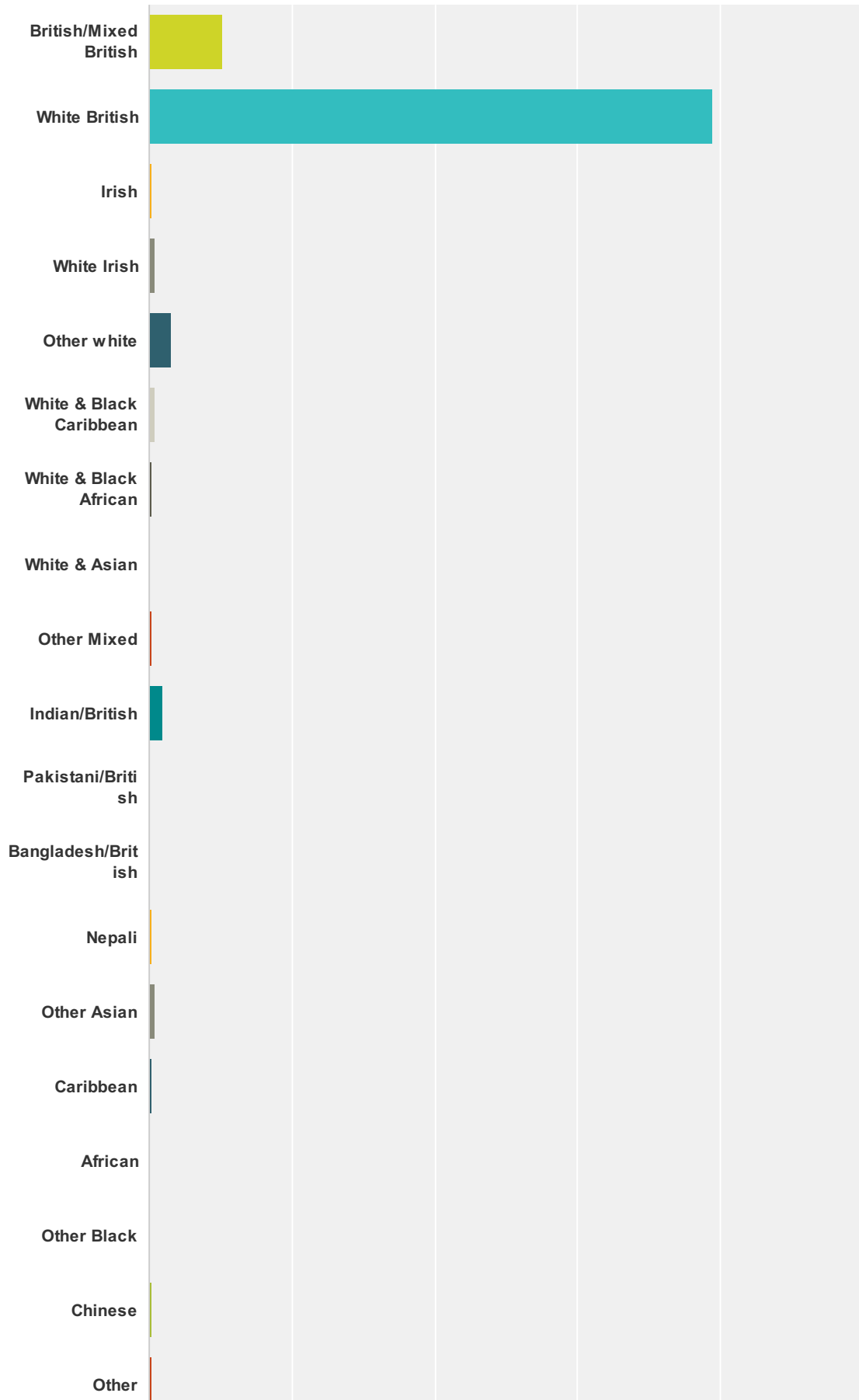
Answered: 259 Skipped: 1



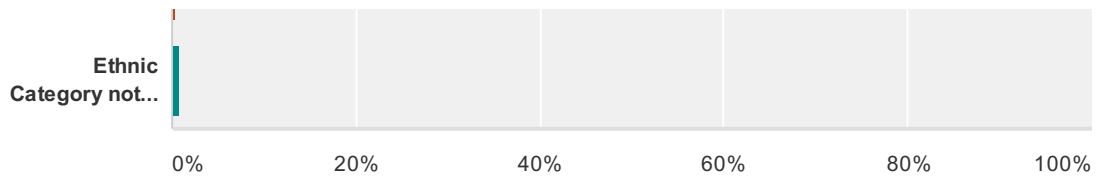
Answer Choices	Responses
Female	55.21% 143
Male	44.79% 116
<b>Total</b>	<b>259</b>

### Q18 What is your ethnicity?

Answered: 256 Skipped: 4



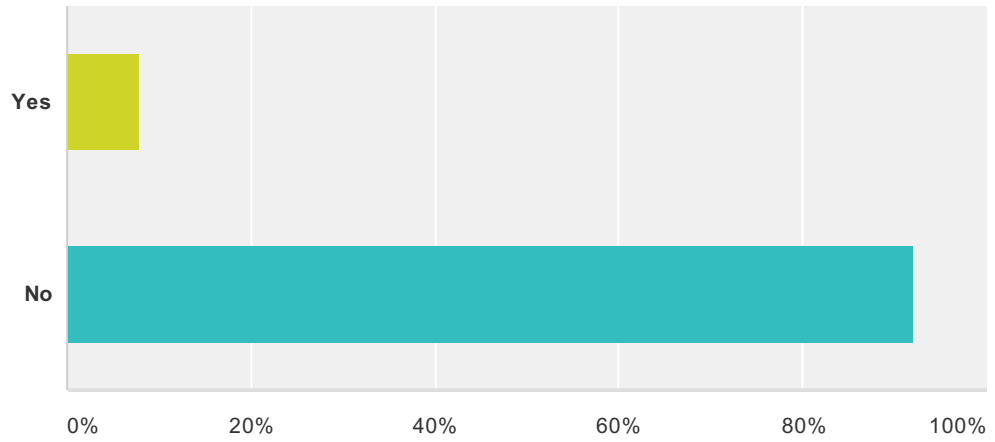
## Effective Communication



Answer Choices	Responses	
British/Mixed British	10.16%	26
White British	78.91%	202
Irish	0.39%	1
White Irish	0.78%	2
Other white	3.13%	8
White & Black Caribbean	0.78%	2
White & Black African	0.39%	1
White & Asian	0%	0
Other Mixed	0.39%	1
Indian/British	1.95%	5
Pakistani/British	0%	0
Bangladesh/British	0%	0
Nepali	0.39%	1
Other Asian	0.78%	2
Caribbean	0.39%	1
African	0%	0
Other Black	0%	0
Chinese	0.39%	1
Other	0.39%	1
Ethnic Category not stated	0.78%	2
<b>Total</b>		<b>256</b>

### Q19 Are you a carer?

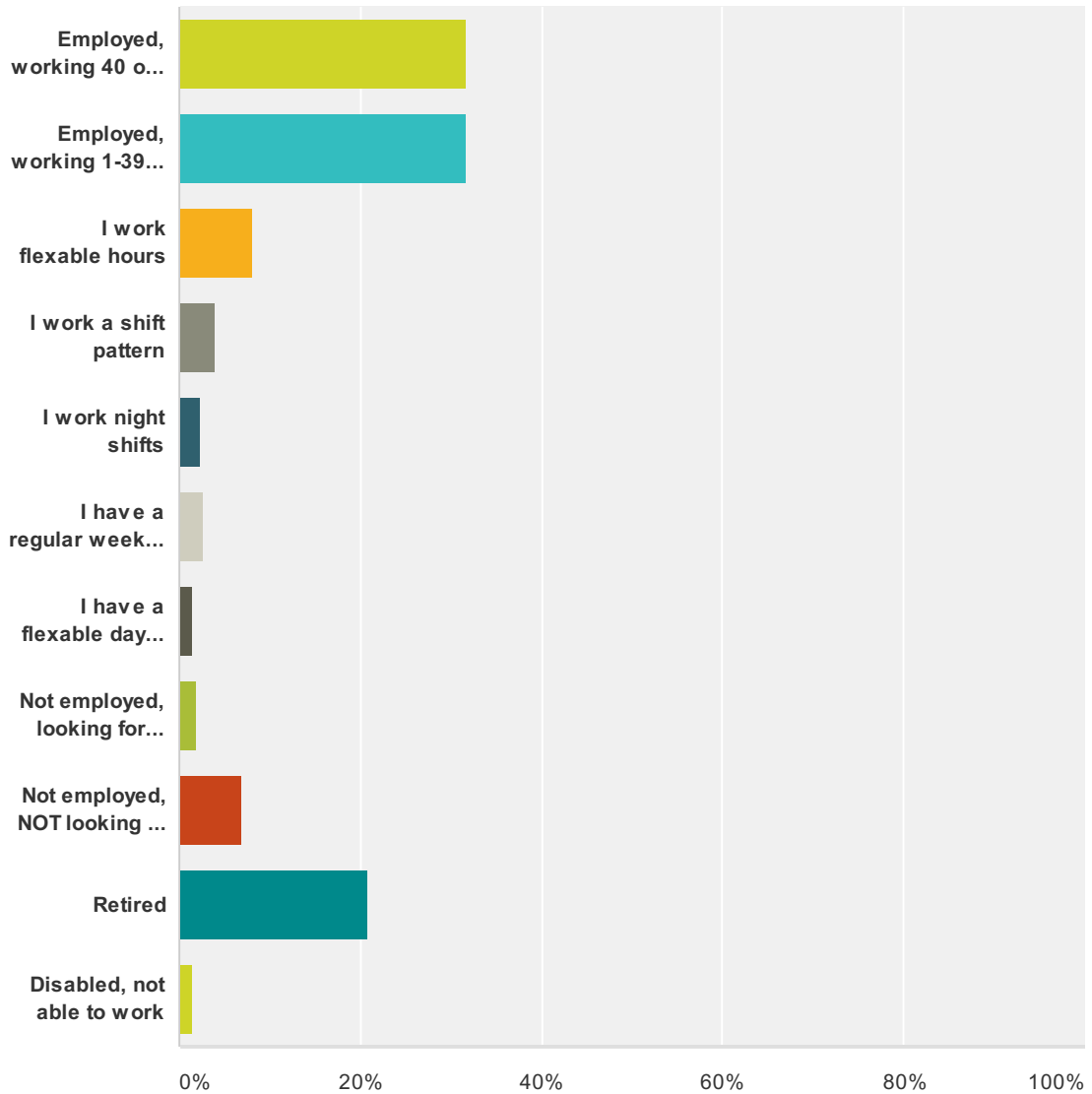
Answered: 252 Skipped: 8



Answer Choices	Responses	
Yes	7.94%	20
No	92.06%	232
<b>Total</b>		<b>252</b>

### Q20 Which of the following categories best describes your employment status?

Answered: 258 Skipped: 2



Answer Choices	Responses
Employed, working 40 or more hours per week	31.78% 82
Employed, working 1-39 hours per week	31.78% 82
I work flexible hours	8.14% 21
I work a shift pattern	3.88% 10
I work night shifts	2.33% 6
I have a regular week day off	2.71% 7
I have a flexible day off	1.55% 4
Not employed, looking for work	1.94% 5
Not employed, NOT looking for work	6.98% 18



## Effective Communication

Retired	20.93%	54
Disabled, not able to work	1.55%	4
<b>Total Respondents: 258</b>		