

Was your appointment with		
answered question		240
skipped question		4
	Response Percent	Response Count
A Doctor	68.8%	165
A Nurse	26.3%	63
Another Healthcare Professional	5.0%	12
If you selected another healthcare professional what was their job? Show Responses		14
How long after your appointment time did you have to wait?		
answered question		240
skipped question		4
	Response Percent	Response Count
I did not have to wait	31.7%	76
Less than 10 minutes	42.5%	102

Was your appointment with

10-20 minutes	19.6%	47
20-30 minutes	5.0%	12
More than 30 minutes	1.3%	3

How did you feel about the wait?

answered question	227
skipped question	17

Response  
Percent      Response  
Count

Happy	55.1%	125
Neither happy or unhappy	39.2%	89
Unhappy	5.7%	13

How long do you think a GP appointment slot is?

answered question	244
skipped question	0

Response  
Percent      Response  
Count

How did you feel about the wait?

5 minutes	16.4%	40
7 minutes	11.9%	29
10 minutes	60.7%	148
12 minutes	1.2%	3
15 minutes	4.5%	11
As long as you need	5.3%	13

Have you ever booked a double appointment?

answered question		242
skipped question		2
	Response Percent	Response Count
Yes	20.2%	49
No	79.8%	193

Have you ever booked a telephone appointment?

answered question		243
skipped question		1

Have you ever booked a double appointment?

	Response Percent	Response Count
Yes	72.0%	175
No	28.0%	68

If yes - Did you find the telephone appointment...

	answered question					177
	skipped question					67
	Neither yes or no	No	Yes	Rating Average		Rating Count
Convenient	14.9% (24)	5.0% (8)	80.1% (129)	2.65		161
Appropriate	15.6% (23)	2.7% (4)	81.6% (120)	2.66		147
Suitable for your needs	13.2% (21)	3.8% (6)	83.0% (132)	2.70		159

Which of the following do you think would be the best way to reduce waiting times?

	answered question		228
	skipped question		16

If yes - Did you find the telephone appointment...

	Response Percent	Response Count
Request double appointments yourself in case you need more than 10 minutes	20.6%	47
Let the Receptionist know if you have more than one problem	28.9%	66
Be prepared to come back for another appointment if your appointment is over-running	2.6%	6
Give the Receptionist more information so they can book an appropriate appointment slot	47.8%	109
Other (please specify)		21

How would you like to be informed of waiting times?

answered question		239
skipped question		5
	Response Percent	Response Count
Notice on waiting room information boards	20.5%	49

How would you like to be informed of waiting times?

Told by Reception	8.8%	21
Up to the minute information on the touch screen when checking in for your appointment	70.7%	169
Other - please elaborate		14

Page: Part B: Access to Other Services on the NHS

Which of these services were you aware are available free or on the NHS (Please tick all that apply)

	answered question		230
	skipped question		14
		Response Percent	Response Count
	Physiotherapy	77.8%	179
	Hospital Transport (for eligible patients)	46.5%	107
	Podiatry	29.1%	67
	Citizens Advice	30.0%	69
	Counselling	60.9%	140
	Exercise on Referral (referral for free or low price gym sessions)	37.4%	86

Which of these services were you aware are available free or on the NHS (Please tick all that apply)

Carers Support	28.3%	65
NHS Direct	84.8%	195
Dementia Advice	44.8%	103
Red Cross	23.5%	54

Most of the services above are self-refer - have you ever heard of this concept and would you know how to do it?

answered question	235
skipped question	9

	Response Percent	Response Count
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I have heard of this concept and have done it	11.1%	26
I have heard of this concept but don't know how to do it	23.8%	56
I have not heard of this concept	65.1%	153

How could we best advertise these services to you?

answered question	237
skipped question	7

How could we best advertise these services to you?

	Response Percent	Response Count
Posters in the waiting room	35.4%	84
Newsletters	27.4%	65
Information on Prescriptions	10.1%	24
Website	25.7%	61
Twitter/Facebook	1.3%	3
If other please elaborate		19

Page: Part C:Access to the surgery for particular groups e.g. vulnerable, young,d...

When did you last see a doctor or nurse?

answered question		235
skipped question		9
	Response Percent	Response Count
Less than three months ago	80.9%	190
Three to six months ago	11.5%	27



When did you last see a doctor or nurse?

More than six months ago	6.0%	14
I have never seen a doctor or nurse at Southwood Practice	1.7%	4

How do you normally book your appointments?

answered question		234
skipped question		10
	Response Percent	Response Count
Phone	68.8%	161
In Person	9.8%	23
Via EMIS online booking	21.4%	50

Have you had any problems getting through on the phone?

answered question		229
skipped question		15
	Response Percent	Response Count
Yes always	19.7%	45

Have you had any problems getting through on the phone?

Yes occasionally	48.5%	111
No I can always get through	31.9%	73

Have you booked a routine appointment in the last 6 months?

answered question		229
skipped question		15
	Response Percent	Response Count
Yes	66.4%	152
No	33.6%	77

If yes, were you hoping to see a particular GP?

answered question		168
skipped question		76
	Response Percent	Response Count
Yes	66.1%	111
No	33.9%	57

Were you able to book with your preferred GP?

answered question		175
skipped question		69
	Response Percent	Response Count
Yes	62.9%	110
Yes I did get an appointment but not with my preferred GP	21.7%	38
No	15.4%	27

Was the time of the appointment suitable?

answered question		201
skipped question		43
	Response Percent	Response Count
Yes	90.5%	182
No	9.5%	19

If the time of your appointment was not suitable why was this?

answered question		33
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Was the time of the appointment suitable?

skipped question			211
	Response Percent	Response Count	
Work commitments	75.8%	25	
Carer commitments	12.1%	4	
Lack of transport	6.1%	2	
Did not want to go out after dark	6.1%	2	
Other (please specify)		9	

You can currently book appointments between 8:30am and 5:50pm and up to 7:50pm every Wednesday. Are you satisfied with these times?

answered question			233
skipped question			11
	Response Percent	Response Count	
Yes	88.8%	207	
No	11.2%	26	

Do you think there are any other factors which might discourage you from seeking medical care at Southwood Surgery? Tick all that apply.

	Response Percent	Response Count
answered question		85
skipped question		159
Lack of familiarity with how the surgery operates (e.g. how to book an appointment, how much information to give to the receptionist etc)	8.2%	7
Lack of option to speak to a health professional on the phone	10.6%	9
Difficulties with communication (e.g.hearing or language difficulties)	3.5%	3
Embarassment about coming to the surgery	8.2%	7
Insufficient information about how to access self-help	10.6%	9
Mobility or transport issues	10.6%	9
Lack of appointments available during evenings	42.4%	36
Other	30.6%	26

If you had a medical problem that is not critical, life threatening or a serious injury where would you seek advice?

answered question

235

skipped question

9

	Response Percent	Response Count
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GP Surgery

51.9%

122

Out of Hours

2.1%

5

NHS Direct

19.1%

45

Pharmacist

11.9%

28

A&E

0.9%

2

Self care

14.0%

33

Page: About you

Are you a carer?

answered question

239

skipped question

5

	Response Percent	Response Count
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Are you a carer?		
Yes	6.3%	15
No	93.7%	224
What is your gender?		
answered question		239
skipped question		5
	Response Percent	Response Count
Male	45.6%	109
Female	54.4%	130

What is your ethnicity?		
answered question		238
skipped question		6
	Response Percent	Response Count
British/Mixed British	9.2%	22
White British	81.1%	193

## What is your ethnicity?

Irish	1.3%	3
White Irish	0.0%	0
Other white	2.9%	7
White & Black Caribbean	0.4%	1
White & Black African	0.0%	0
White & Asian	0.0%	0
Other Mixed	0.8%	2
Indian/British	1.7%	4
Pakistani/British	0.0%	0
Bangladesh/British	0.0%	0
Nepali	0.0%	0
Other Asian	1.3%	3
Caribbean	0.4%	1
African	0.0%	0
Other Black	0.0%	0
Chinese	0.0%	0



What is your ethnicity?

Other	0.4%	1
Ethnic Category not stated	0.4%	1

What is your age group?

answered question		239
skipped question		5
	Response Percent	Response Count
16-25	4.6%	11
26-35	13.8%	33
36-45	15.5%	37
46-55	23.0%	55
56-65	20.5%	49
66-75	16.7%	40
76-85	5.9%	14
86+	0.0%	0

Are you....

Are you....		
answered question		239
skipped question		5
	Response Percent	Response Count
Employed	61.5%	147
Retired	27.2%	65
Homeworker	4.6%	11
Unemployed	4.2%	10
Unable to work due to medical condition	2.5%	6