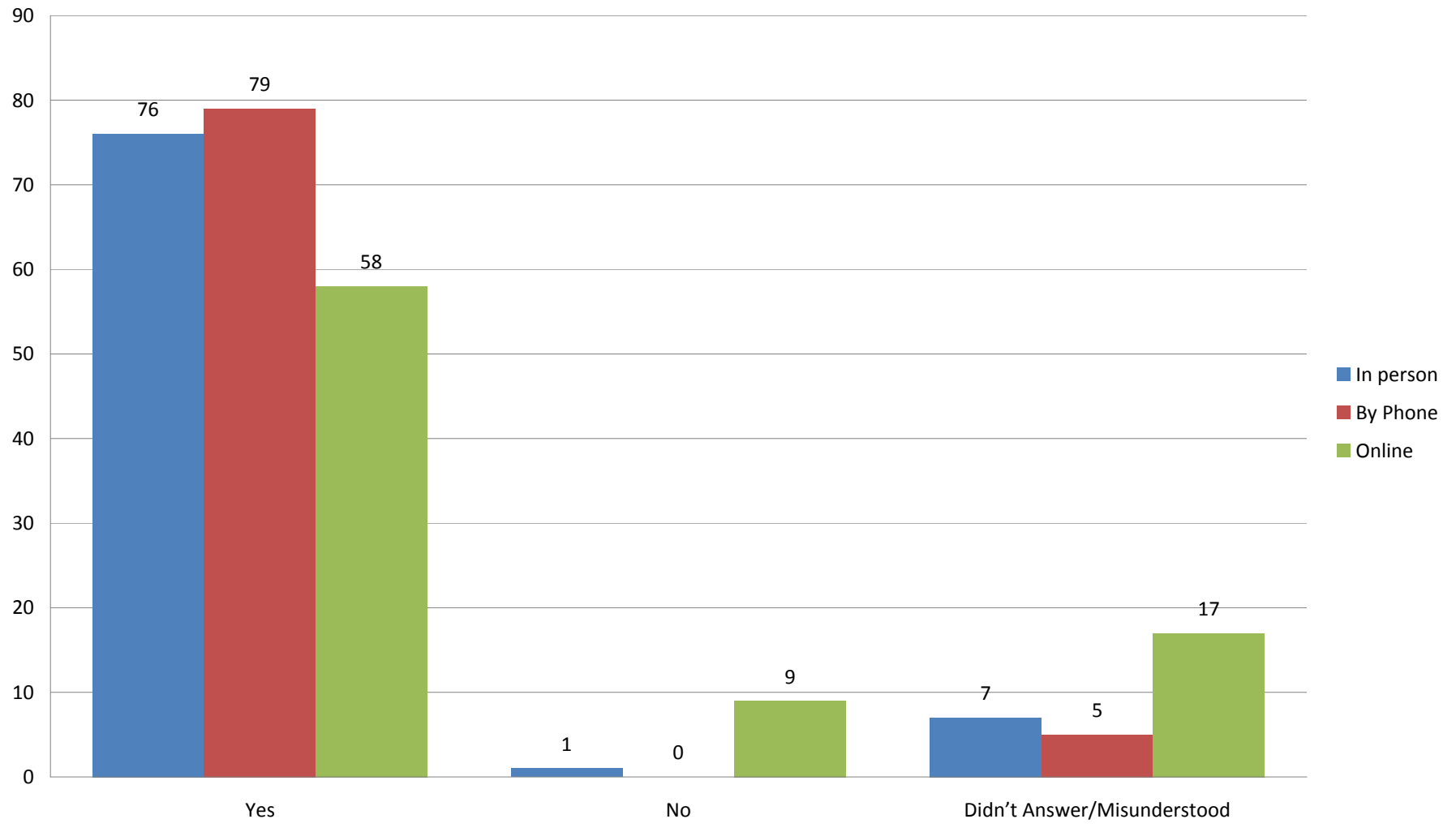
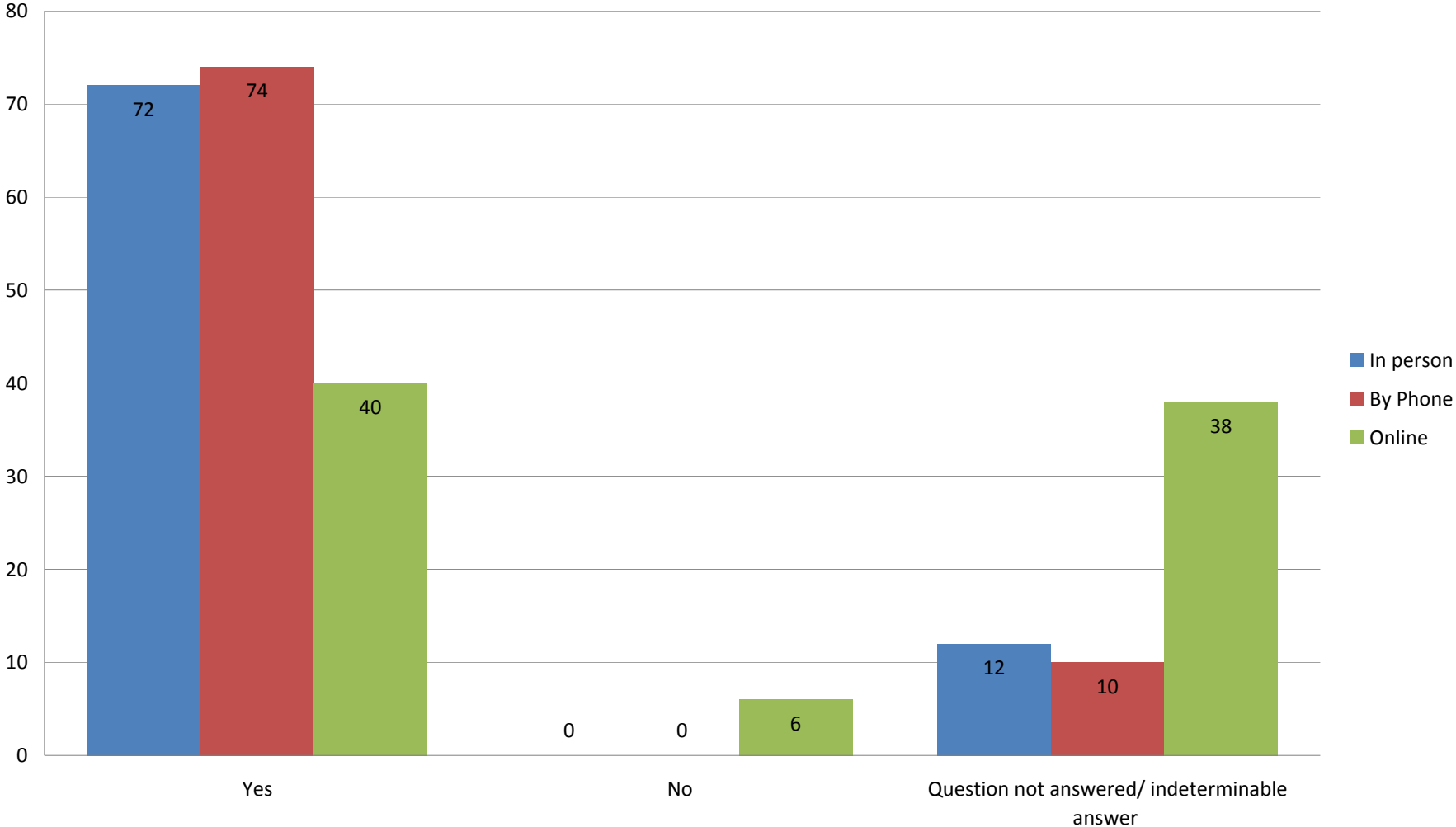


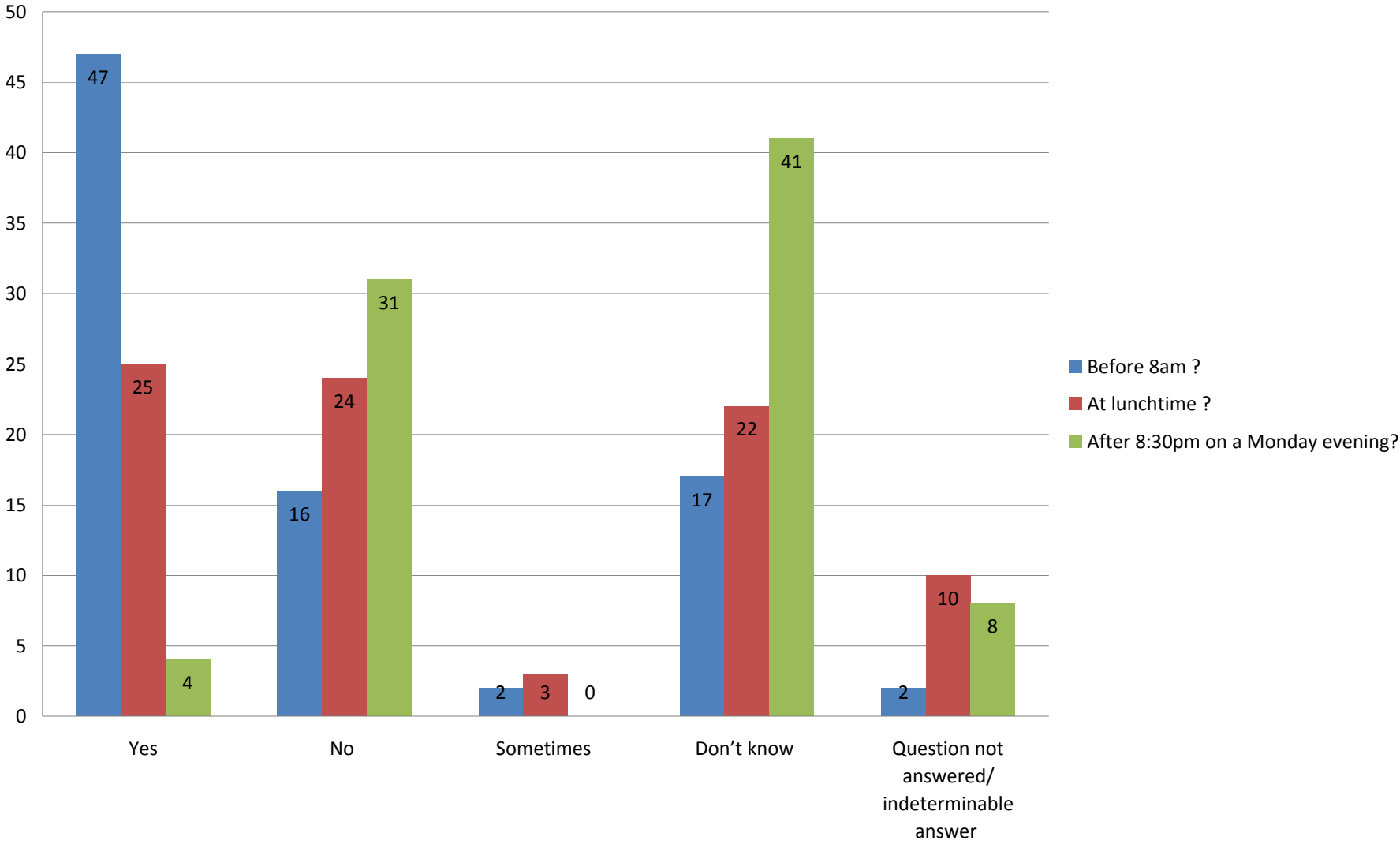
Q1 - Did you know that the practice has the facility for you to book appointments?



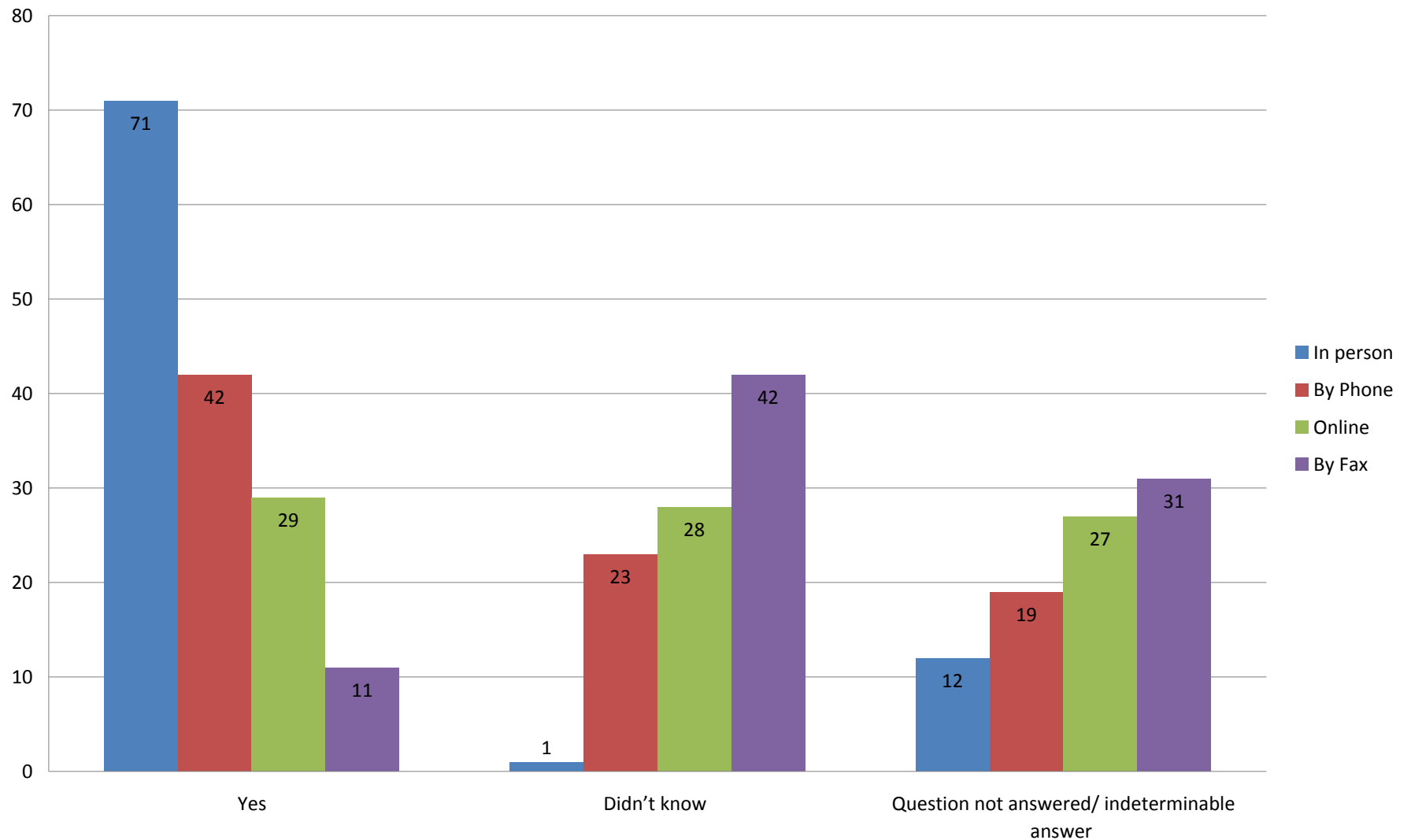
Q2 - Would you consider booking an appointment via any of these methods in the future?



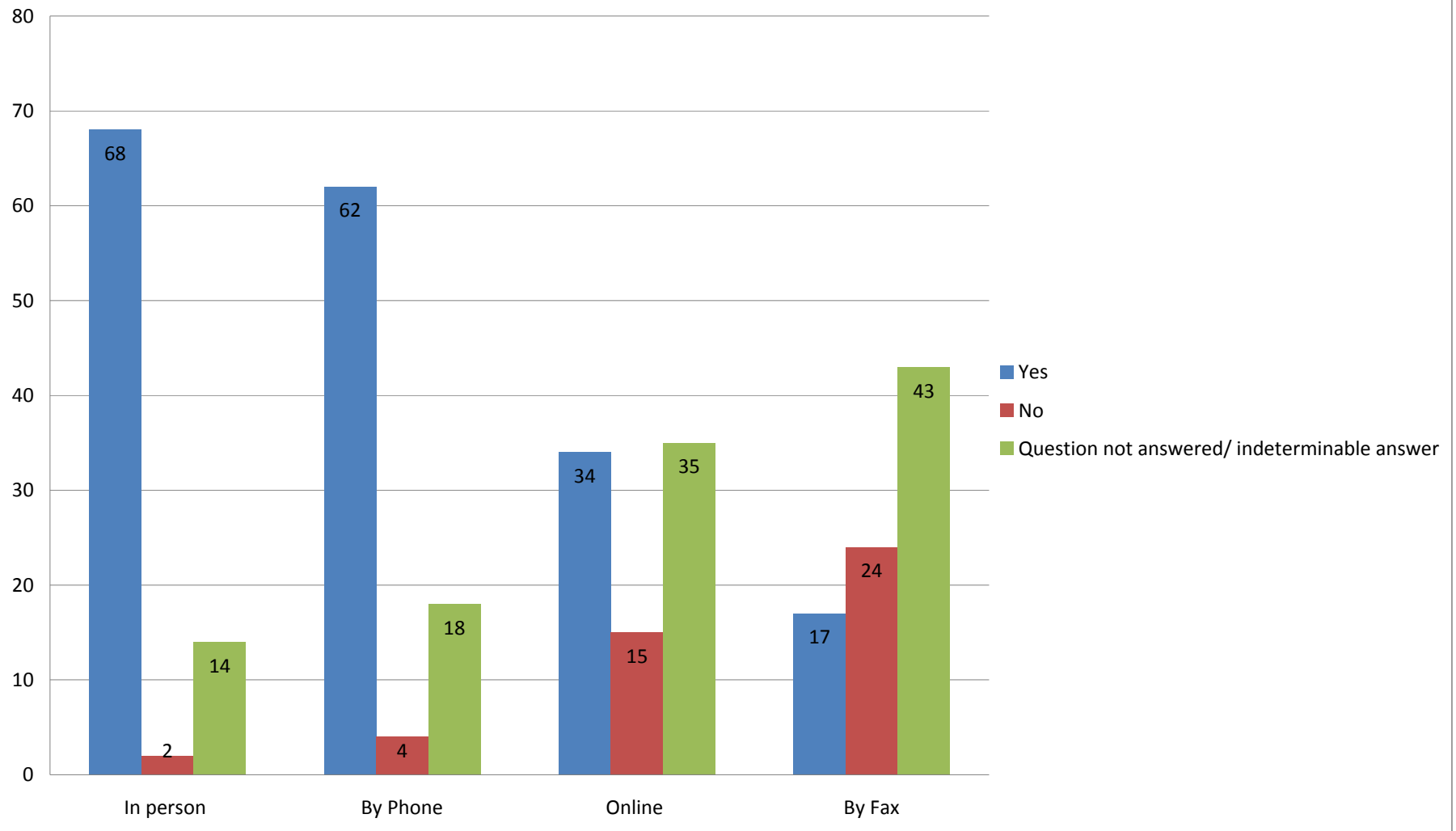
Q3-As far as you know, is the surgery open.....



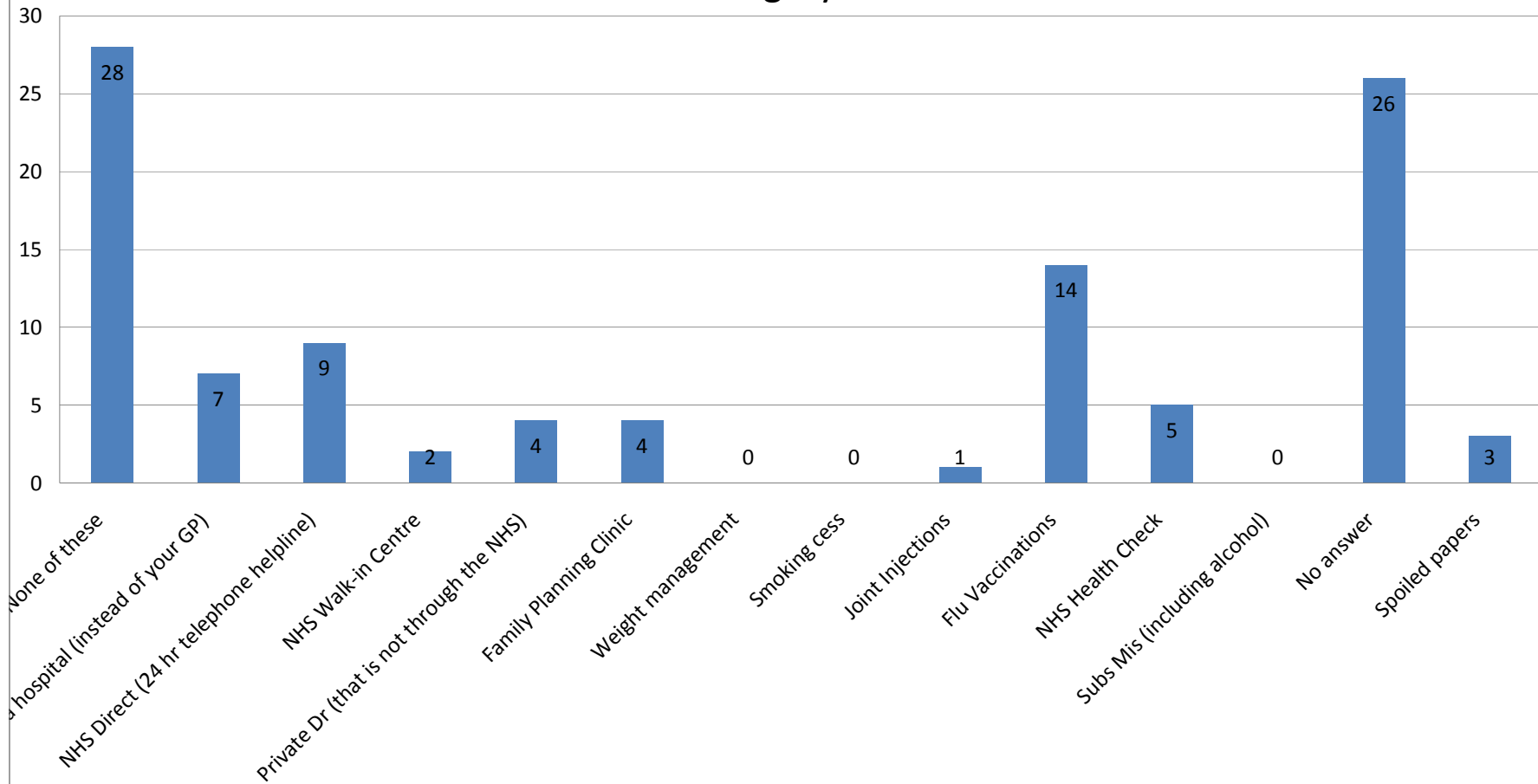
Q4 - Did you know you could order prescriptions?



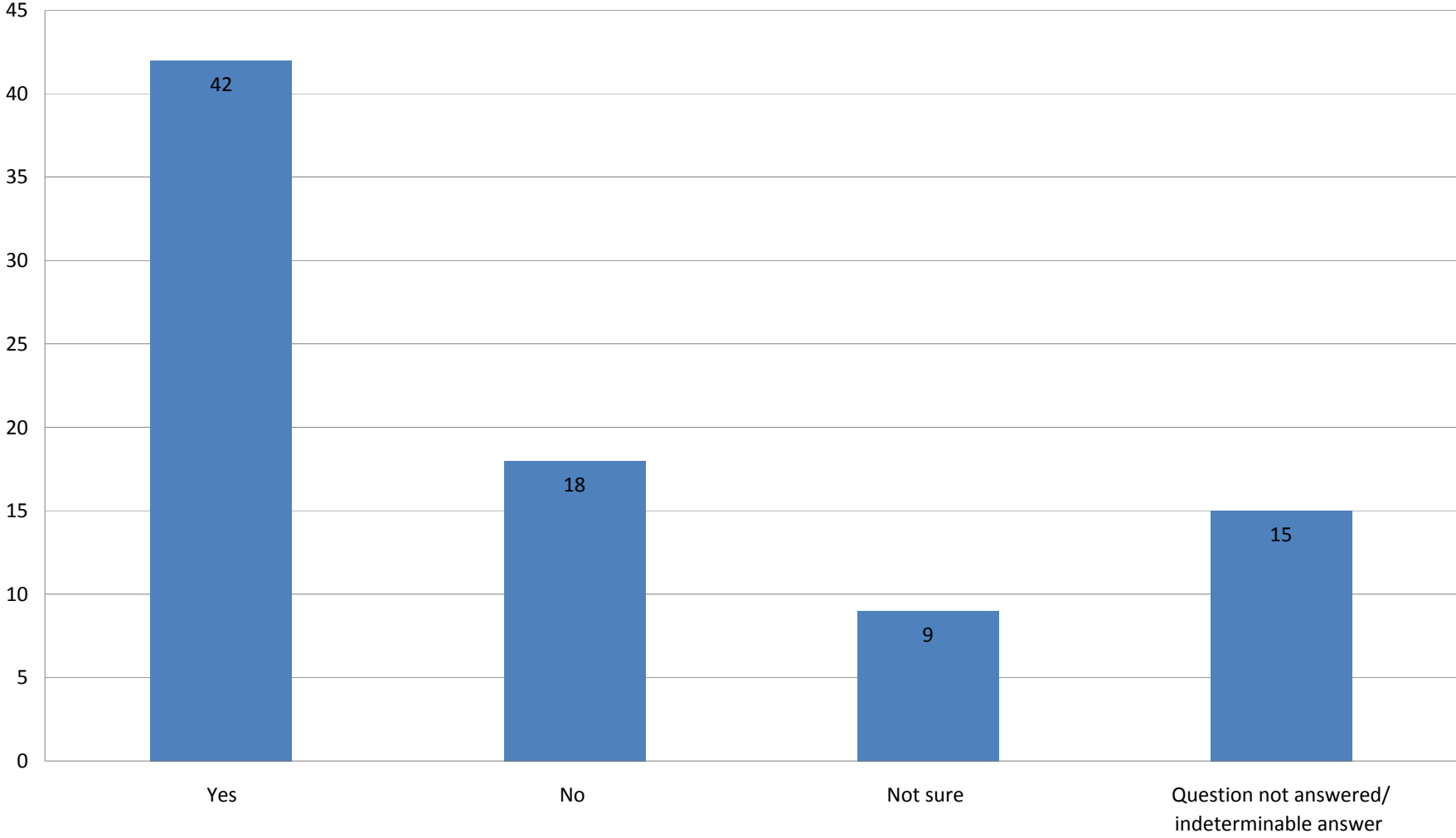
Q5 - Would you consider ordering a prescription via any of these methods in the future?



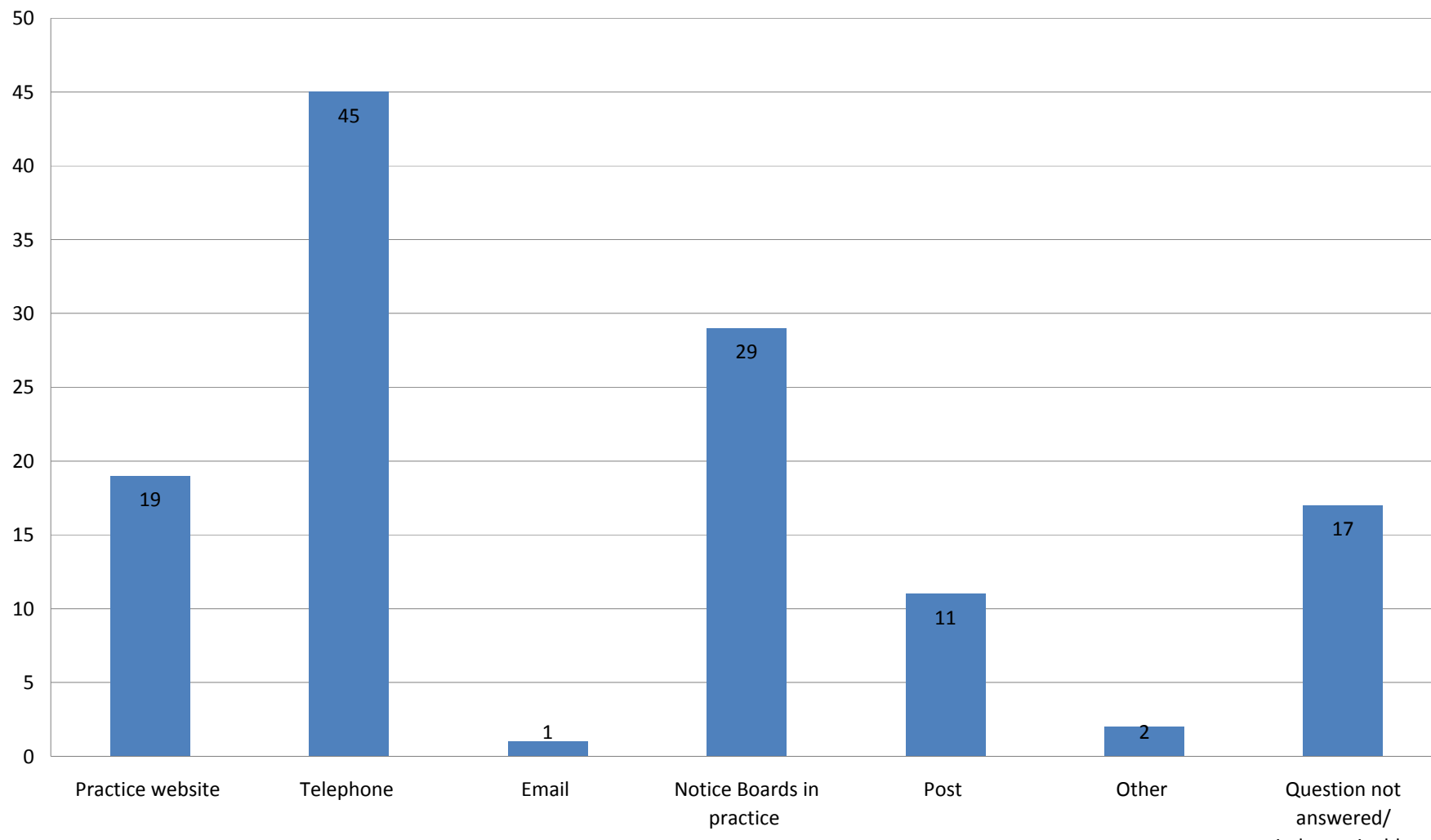
Q6 - In the last 12 months have you used any of the health services below instead of using similar services which might be available at your surgery ?



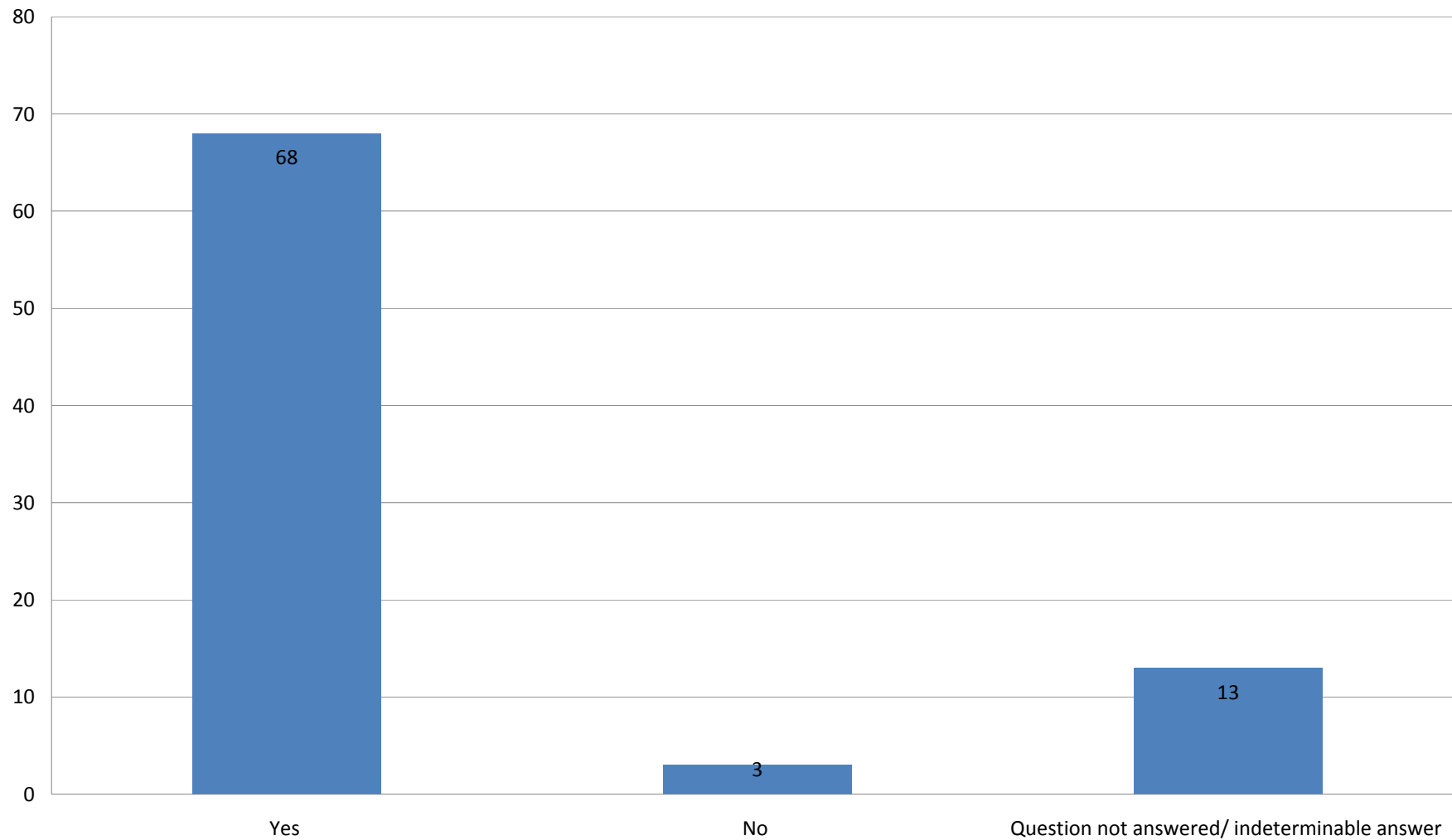
Q7 - Do you feel you have enough information about other services provided by the practice?



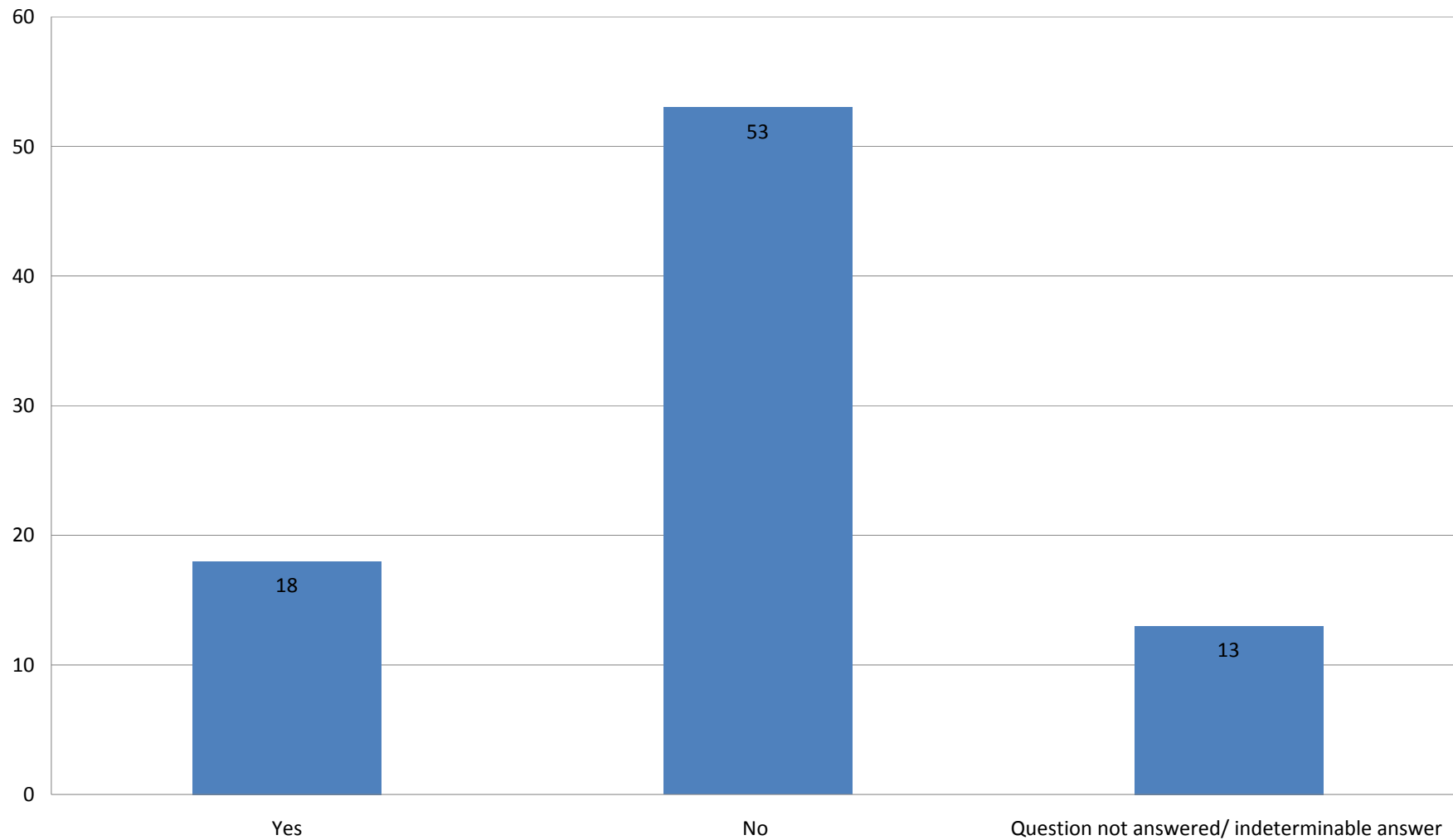
Q8 - Which of the following do you use to find out information about the practice?



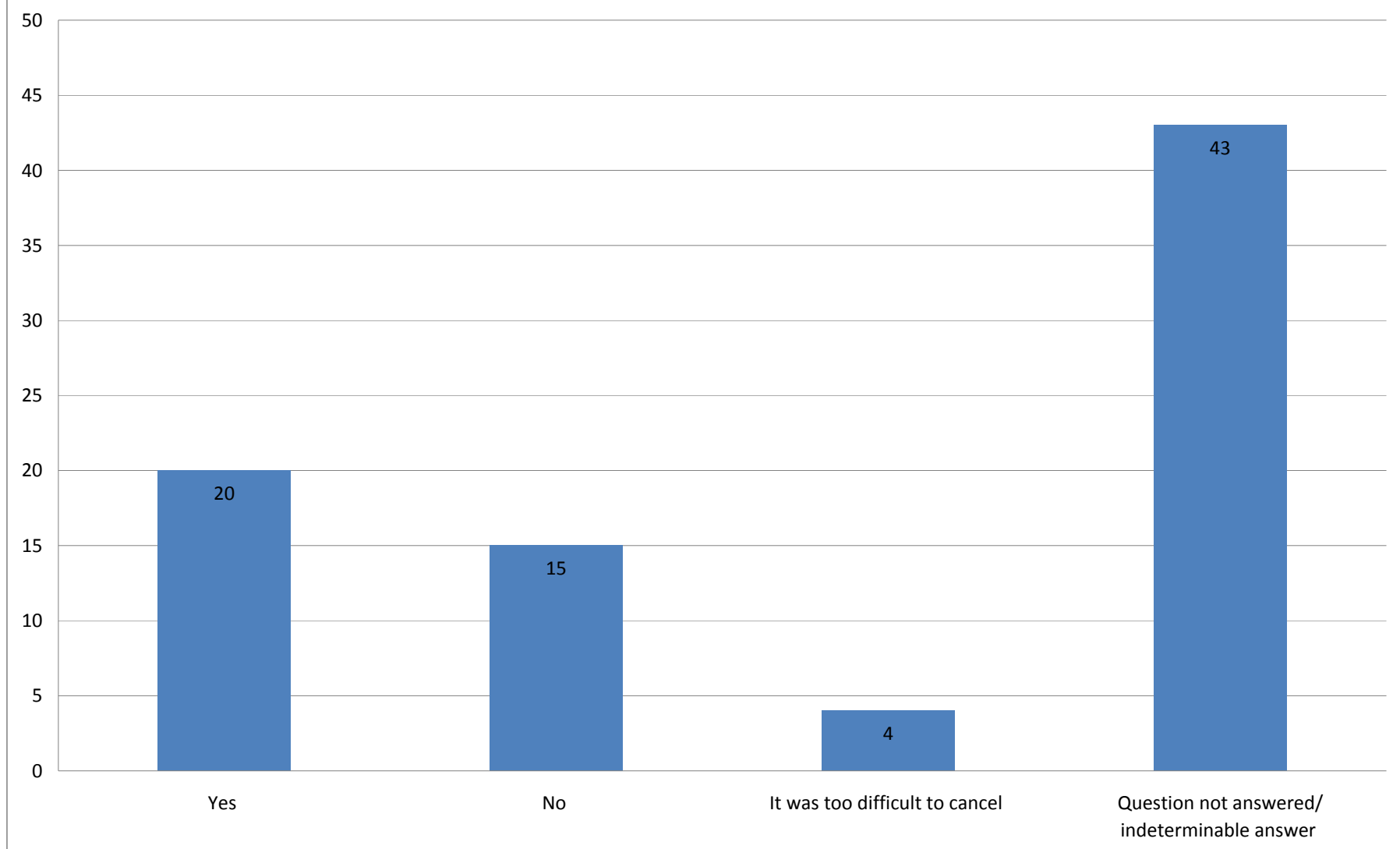
Q9 - In terms of managing your health and promoting patients wellbeing, does the surgery provide you with enough health information?



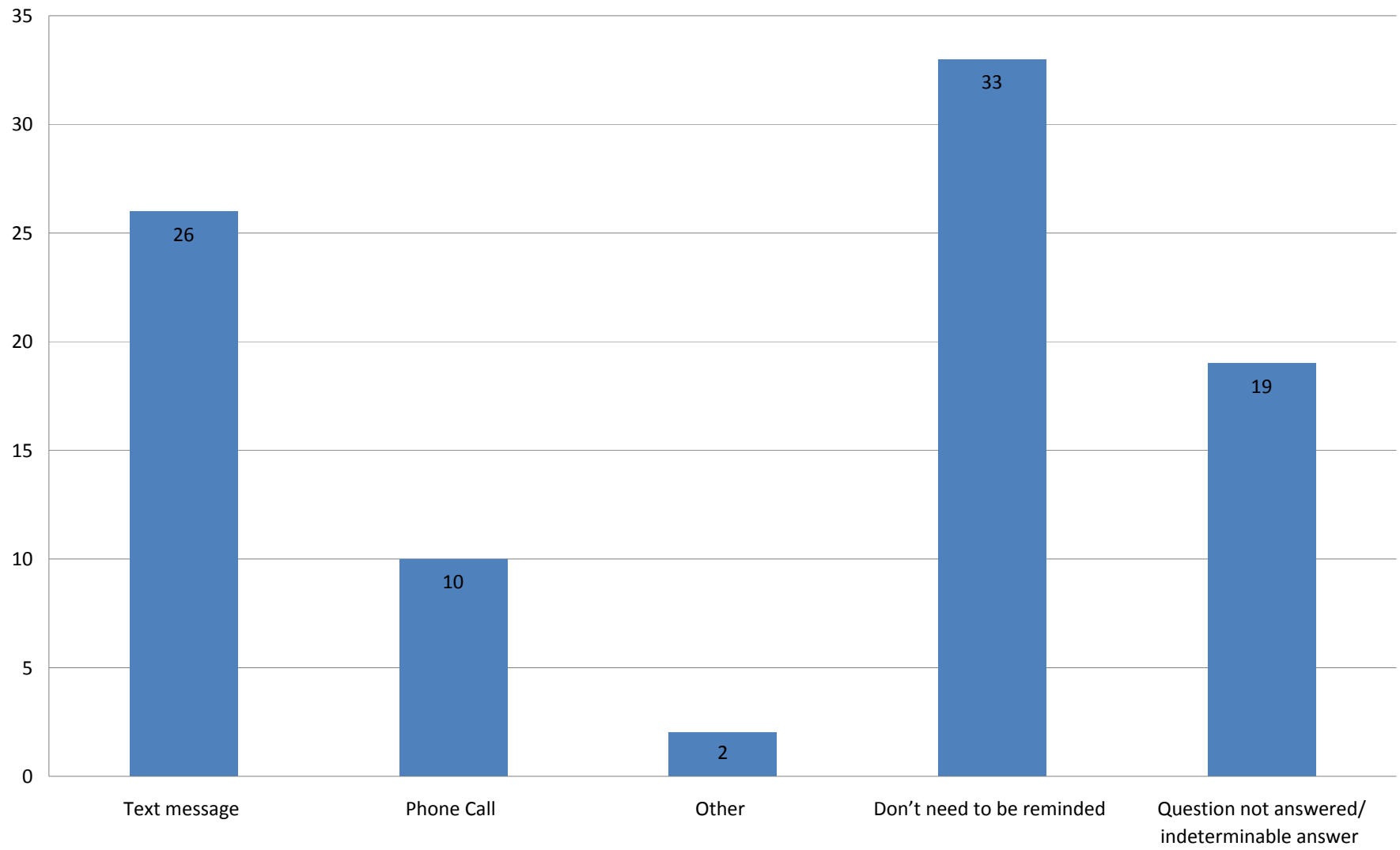
Q10 - Missed appointments are a problem for the practice. Have you ever missed an appointment?



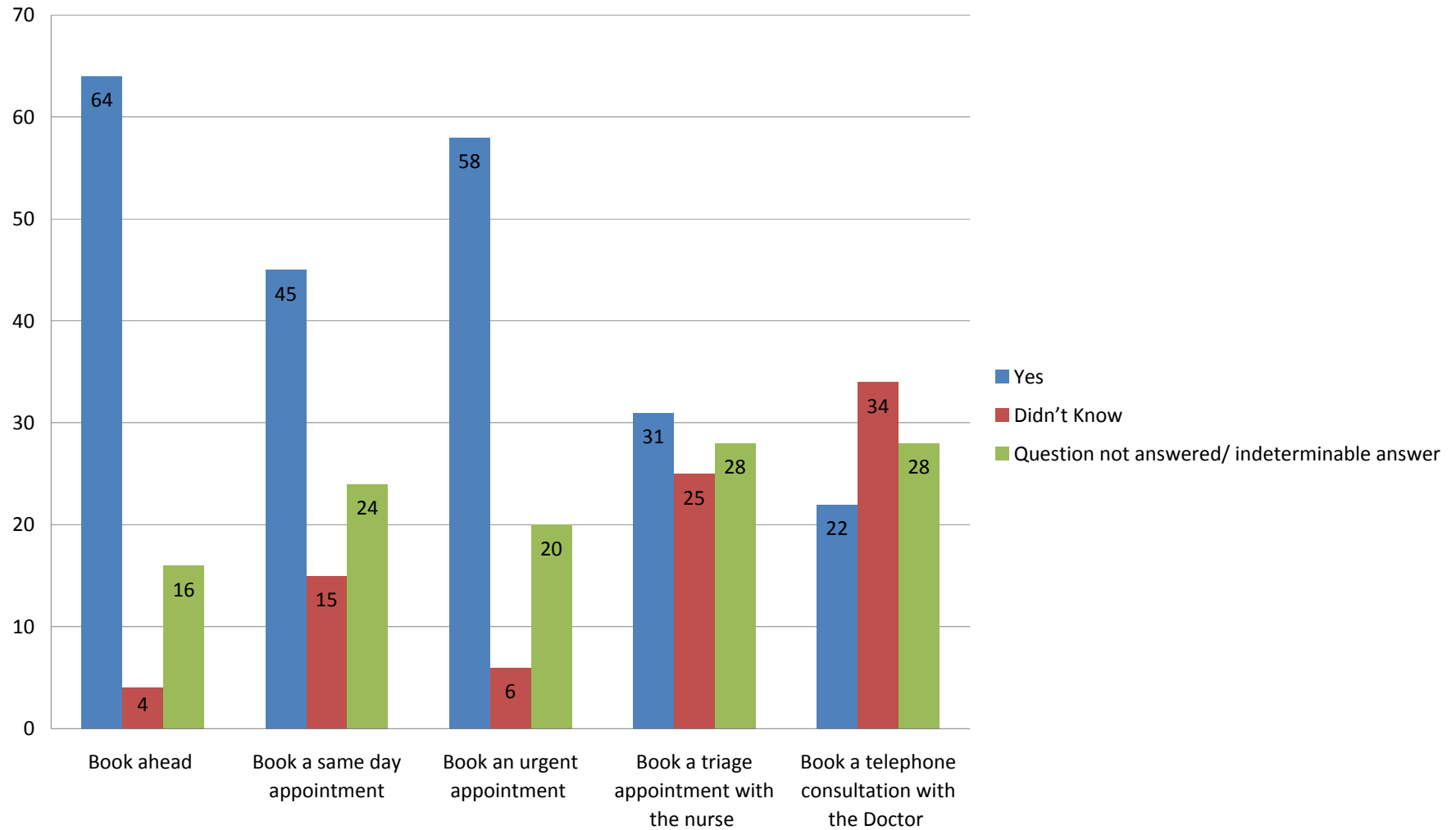
Q11 - Did you cancel the appointment?



Q12 - How would you like to be reminded of your appointment?



Q13 - In order to reduce missed appointments and ensure appointments are accessible to all our patients. Were you aware you could.....



Question 1	Did you know that the practice has the facility for you to book appointments?				Total
		Yes	No	Didn't Answer/Misunderstood	
	In person	76	1	7	84
	By Phone	79	0	5	84
	Online	58	9	17	84

Question 2	Would you consider booking an appointment via any of these methods in the future?				
		Yes	No	answered/ indeterminable	Total
	In person	72	0	12	84
	By Phone	74	0	10	84
	Online	40	6	38	84

Question 3	As far as you know, is the surgery open.....						
		Yes	No	Sometimes	Don't know	question not answered/ indeterminable	Total
	Before 8am ?	47	16	2	17	2	84
	At lunchtime ?	25	24	3	22	10	84
	After 8:30pm on a Monday ev	4	31	0	41	8	84

Question 4	Did you know you could order prescriptions?	Yes	Didn't know	Question not answered/ indeterminable answer	Total
	In person	71	1	12	84
	By Phone	42	23	19	84
	Online	29	28	27	84
	By Fax	11	42	31	84

Question 5	Would you consider ordering a prescription via any of these methods in the future?	Yes	No	Question not answered/ indeterminable answer	Total
	In person	68	2	14	84
	By Phone	62	4	18	84
	Online	34	15	35	84
	By Fax	17	24	43	84

Question 6	In the last 12 months have you used any of the health services below instead of using similar services which might be available at your surgery ?

		None of these	Going to A & E at a hospital (instead of your GP)	NHS Direct (24 hr telephone helpline)	NHS Walk-in Centre	Private Dr (that is not through the NHS)	Family Planning Clinic	Weight management	Smoking cess
		28	7	9	2	4	4	0	0
	Reasons given:								
	Flu vaccs provided at work								
	Private healthcare (inc 1 visit to Family Planning and one consultation with a private								
	Patient attended A&E, called NHS direct and saw a private Doctor due to a car accident which required an insurance medical.								
	Attended A&E due to it being a Saturday evening								
	Private healthcare								
	Time								
Question 7	Do you feel you have enough information about other services provided by the practice?								
		Yes	No	Not sure	Question not answered/ indeterminate answer				
		42	18	9	15				

Question 8	Which of the following do you use to find out information about the practice?	Practice web	Telephone	Email	Notice Boards in practice	Post	Other	Question not answered/indeterminable answer
		19	45	1	29	11	2	17
Question 9		Yes	No	Question not answered/indeterminable answer				
	In terms of managing your health and promoting patients wellbeing, does the surgery provide you with enough health information?	68	3	13				
Question 10		Yes	No	Question not answered/indeterminable answer				
	Missed appointments are a problem for the practice. Have you ever missed an appointment?	18	53	13				

Question 11		Yes	No	It was too difficult to cancel	Question not answered/ indeterminate answer	
	Did you cancel the appointment?	20	15	4	43	
Question 12		Text message	Phone Call	Other	Don't need to be reminded	Question not answered/ indeterminate answer
	Would you like to be reminded	26	10	2	33	19
	If yes, how?					
	Emis					

Email

Question 13	In order to reduce missed appointments and ensure appointments are accessible to all our patients. Were you aware you could.....	Yes	Didn't Know	Question not answered/ indeterminate
	Book ahead	64	4	16
	Book a same day appointment	45	15	24
	Book an urgent appointment	58	6	20
	Book a triage appointment with the nurse	31	25	28

	Book a telephone consultation with the Doctor	22	34	28
	Question not answered/ indeterminable answer			

Joint Injections	Flu Vaccinations	NHS Health Check	Subs Mis (including alcohol)	No answer	Spoiled papers
1	14	5	0	26	3



