

Annual Survey 2014

Have you found it easier to make an appointment by telephone?



Are you aware it is possible to book appointments online?



Do you have a password to log into our online appointments system?

Responses **Percentage**

Yes



143 45.11%

No



174 54.89%

Have you found it easier to make an appointment online?

Responses **Percentage**

Yes



107 33.75%

No



23 7.26%

Sometimes



19 5.99%

Not tried



168 53%

Are you aware we offer extended hour appointments on certain days and weekends. ie 7am - 8am, 6.30pm - 7.30pm and on one Saturday a month?

	Responses	Percentage
Yes	164	51.74%
No	153	48.26%

Overall, how pleased are you with the surgery premises?

	Responses	Percentage
Very Happy	130	42.48%
Happy	151	49.35%
Indifferent	18	5.88%
Unhappy	3	0.98%
Very Unhappy	4	1.31%

Are you aware of or have you read the latest newsletter?

	Responses	Percentage
Yes, have read	62	20.26%
Aware but not read	43	14.05%
Not aware or read	201	65.69%

If you read the newsletter, what did you think of the content and topics?

	Responses	Percentage
Very good	17	22.67%
Good	46	61.33%
Indifferent	12	16%
Poor	0	0%
Very poor	0	0%

Are you aware of the services offered at the surgery eg Minor Surgery, Joint Injection, Contraceptive Coils and Implants, Infant Welfare Clinic, Warfarin Monitoring etc?

	Responses	Percentage
Yes most services	90	29.7%
Some but not all services	147	48.51%
None	66	21.78%

Where would you look see the information about these services (tick as many boxes as applicable)

	Responses	Percentage
Website	187	35.42%
Newsletter	99	18.75%
Noticeboard	134	25.38%
Practice leaflet	108	20.45%

Would a dedicated email address to request medications be useful to you?

	Responses	Percentage
Yes	168	55.45%
No	54	17.82%
Not sure	81	26.73%

Are you are that the surgery has a patient participation group? (are = aware)

	Responses	Percentage
Yes	102	33.66%
No	201	66.34%

Are you?

	Responses	Percentage
Male	106	35.93%
Female	189	64.07%

Your age group?

	Responses	Percentage
Under 16	1	0.33%
17-24	15	4.97%
25-34	44	14.57%
35-44	48	15.89%
45-54	58	19.21%
55-64	45	14.9%
65-74	59	19.54%
75-84	30	9.93%
Above 84	2	0.66%

Your Ethnicity?

	Responses	Percentage
White British	260	86.09%
White Irish	2	0.66%
White Other	15	4.97%
Mixed - White & Black African	1	0.33%
Mixed - White & Black Caribbean	0	0%
Mixed - White & Asian	0	0%
Asian or Asian British - Indian	5	1.66%
Asian or Asian British - Pakistani	5	1.66%
Asian or Asian British - Bangladeshi	2	0.66%
Black or Black British - African	4	1.32%
Black or Black British - Caribbean	1	0.33%
Chinese	2	0.66%
Any other	5	1.66%