

Total paper surveys received 180
Total online surveys completed 40
TOTAL SURVEYS 220

Q1 How easy is it to get through to the practice on the phone?

Very easy	25.0%
Fairly easy	56.8%
Not very easy	12.6%
Not at all easy	2.2%
Don't know	0.0%
Haven't tried	1.8%
No response	1.4%

Q2 If you need to see a GP, can you normally get seen on the same day?

Yes	68.6%
No	18.1%
Don't know/never needed to	11.8%
No response	1.5%

Q3 How important is it to you to book GP appointments in advance?

Important	69.0%
Not important	29.1%
No response	2.0%

Q4 How easy is it to book GP appointments ahead?

Very easy	18.1%
Fairly easy	37.6%
Not very easy	25.4%
Not at all easy	6.8%
Don't know	1.3%
Haven't tried	9.0%
No response	1.4%

Q5 How quickly do you usually get seen?

Same day or next day	44.1%
2-4 days	24.1%
5 days or more	10.4%
I don't usually need to be seen quickly	7.2%
Don't know, never tried	13.1%
No response	1.1%

Q6 How do you rate this?

Excellent	22.6%
Very good	27.3%
Good	21.8%
Fair	12.7%
Poor	4.1%
Very poor	0.5%
Does not apply	9.1%
No response	2.0%

Thinking of times when you are willing to see a particular doctor:

Q7 How quickly do you usually get seen?

Same day or next day	75.3%
2-4 days	10.3%
5 days or more	0.5%
I don't usually need to be seen quickly	3.5%
Don't know, never tried	7.6%
No response	2.3%

Q8 How do you rate this?

Excellent	34.5%
Very good	30.0%
Good	18.5%
Fair	9.0%
Poor	0.9%
Very poor	0.5%
Does not apply	4.9%
No response	1.4%

Q9 How long did you wait for your consultation to start?

Less than 5 minutes	9.5%
5 – 10 minutes	46.2%
11 – 20 minutes	23.1%
21 – 30 minutes	9.5%
More than 30 minutes	4.5%
No response	6.8%

Q10 How do you rate this?

Excellent	16.3%
Very good	23.1%
Good	25.0%
Fair	19.5%
Poor	5.9%
Very poor	1.8%
Does not apply	0.5%
No response	7.7%

Q11 How would you prefer to contact the practice?

In person	19.0%
By phone	48.0%
By letter	2.5%
Email	19.8%
Website	10.5%
Doesn't apply	0.3%

Q12 How would you prefer the practice to contact you?

In person	7.0%
By phone	45.9%
By letter	16.3%
Email	28.5%
Website	2.3%
Doesn't apply	0.0%

About opening times

Q13 Is the practice currently open at times that are convenient to you?

Yes	61.6%
No	27.7%
Don't know	5.3%
No response	5.0%

Q14 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.

Before 8am	24.6%
After 6.30pm	35.1%
On a Saturday	37.6%
None of these	2.6%

Q15 What is the ideal time to have a GP appointment on a week day?

7 to 8 am	19.0%
8 to 9.30 a.m	15.2%
9.30 a.m to 1 p.m.	19.6%
1 to 4 p.m.	3.5%
4 p.m. to 6 p.m	5.7%
6 to 8 p.m	26.9%
none of these	0.0%
don't mind	10.1%
No response	37.3%

**Apologies! There was an error with this question on the paper questionnaires.
Respondents were incorrectly directed to question 16 if they answered "yes" to Q13
Hence high no response figure**

How good was the last GP you saw at each of the following?

(no response & does not apply not included in percentages as wanting to measure quality of encounter)

Q16 Giving you enough time

Very good	62.9%
Good	31.4%
Fair	4.3%
Poor	0.5%
Very poor	0.9%

How good was the last GP you saw at each of the following (cont'd)?

Q17 Listening to you

Very good	62.4%
Good	30.7%
Fair	5.9%
Poor	0.5%
Very poor	0.5%

Q18 Explaining tests and treatments

Very good	59.4%
Good	32.4%
Fair	7.1%
Poor	0.0%
Very poor	1.0%

Q19 Involving you in decisions about your care

Very good	57.9%
Good	34.3%
Fair	6.3%
Poor	1.0%
Very poor	0.5%

Q20 Treating you with care and concern

Very good	63.3%
Good	27.8%
Fair	6.9%
Poor	0.5%
Very poor	1.4%

Q21 Did you have confidence and trust in the GP you saw?

Yes, definitely	83.7%
Yes, to some extent	12.4%
No, not at all	1.5%
Don't know / can't say	2.4%

How good was the last nurse you saw at each of the following?

(no response & does not apply not included in percentages as wanting to measure quality of encounter)

Q22 Giving you enough time

Very good	76.6%
Good	21.3%
Fair	2.1%
Poor	0.0%
Very poor	0.0%

How good was the last nurse you saw at each of the following (cont'd)?

Q23 Listening to you

Very good	75.9%
Good	20.2%
Fair	3.9%
Poor	0.0%
Very poor	0.0%

Q24 Explaining tests and treatments

Very good	77.5%
Good	20.5%
Fair	2.0%
Poor	0.0%
Very poor	0.0%

Q25 Involving you in decisions about your care

Very good	68.2%
Good	30.3%
Fair	1.5%
Poor	0.0%
Very poor	0.0%

Q26 Treating you with care and concern

Very good	72.9%
Good	24.9%
Fair	2.2%
Poor	0.0%
Very poor	0.0%

Q27 Did you have confidence and trust in the nurse you saw?

Yes, definitely	90.8%
Yes, to some extent	6.0%
No, not at all	0.0%
Don't know / can't say	3.2%

Q28 Overall, how would you describe your experience of the surgery?

Excellent	36.7%
Very good	36.8%
Good	15.8%
Fair	2.3%
Poor	0.5%
Very poor	0.5%
No response	7.3%

Q29 Are you?

Male	34.9%
Female	58.5%
No response	6.4%

Q30 How old are you?

Under 16	0.9%
16 to 44	30.8%
45 to 64	31.3%
65 to 74	13.1%
75 or over	17.7%
No response	5.9%

Q31 Do you have a long-standing health condition?

Yes	44.4%
No	42.6%
Don't know / can't say	5.8%
No response	6.8%

Q32 What is your ethnic group?

White	81.2%
Black or Black British	4.1%
Asian or Asian British	2.7%
Mixed	2.7%
Chinese	0.9%
Other ethnic group	2.7%
No response	5.5%

Q33 Which of the following best describes you?

Employed (full or part time, including self-employed)	44.9%
Unemployed / looking for work	2.3%
At school or in full time education	3.2%
Unable to work due to long term sickness	3.1%
Looking after your home/family	7.7%
Retired from paid work	31.7%
Other	2.3%
No response	4.5%