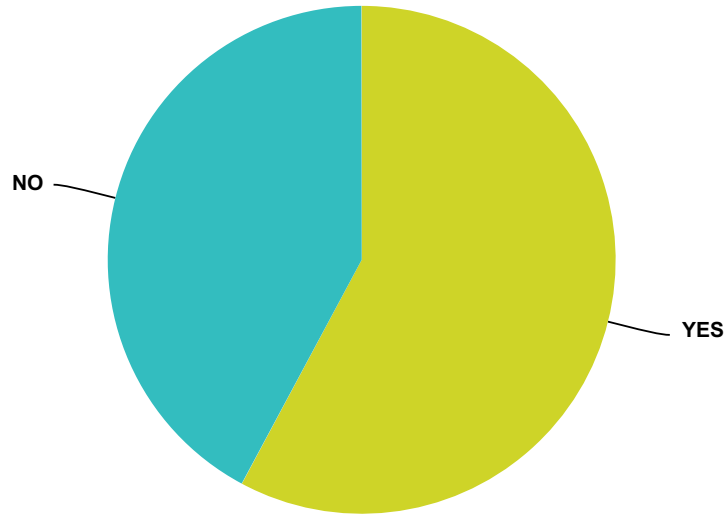


### Q1 Are you aware of our online services ?

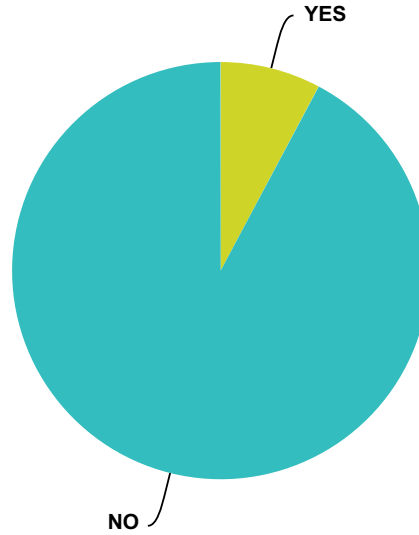
Answered: 83 Skipped: 0



Answer Choices	Responses	
YES	57.83%	48
NO	42.17%	35
<b>Total</b>		<b>83</b>

## Q2 Have you used our online services to book an appointment with a GP or Prescibing Nurse ?

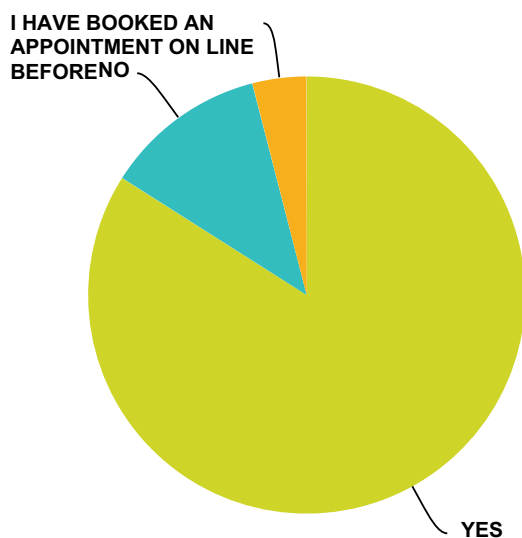
Answered: 77 Skipped: 6



Answer Choices	Responses
YES	7.79% 6
NO	92.21% 71
<b>Total</b>	<b>77</b>

### Q3 if Q2 answer is NO - would you book an appointment on line ?

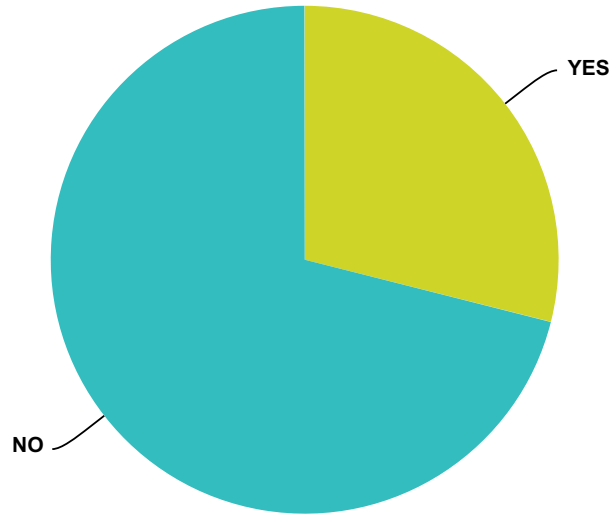
Answered: 75 Skipped: 8



Answer Choices	Responses	
YES	84.00%	63
NO	12.00%	9
I HAVE BOOKED AN APPOINTMENT ON LINE BEFORE	4.00%	3
<b>Total</b>		<b>75</b>

### Q4 Are you aware that our appointment books are open 4 weeks in advance?

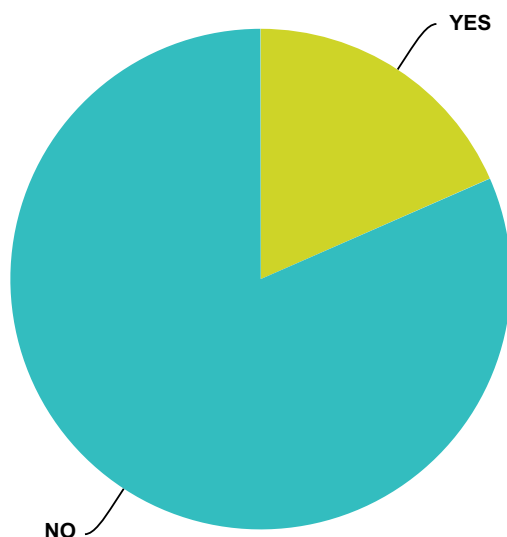
Answered: 76 Skipped: 7



Answer Choices	Responses	
YES	28.95%	22
NO	71.05%	54
<b>Total</b>		<b>76</b>

**Q5 Are you aware of the GP Access Weekend Hub which offer ACUTE only GP appointments on Saturday and Sundays ?**  
These are pre bookable appointments which are bookable via our surgery from Thursday lunchtimes till Friday pm. These are for any patient who is unwell and would like to be seen over the weekend, currently it is not a full GP service.

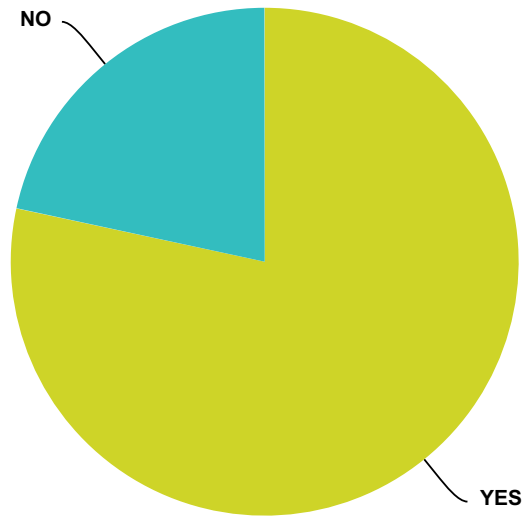
Answered: 76 Skipped: 7



Answer Choices	Responses	
YES	18.42%	14
NO	81.58%	62
<b>Total</b>		<b>76</b>

### Q6 Would you like the GP Access Hubs to offer a full GP service ?

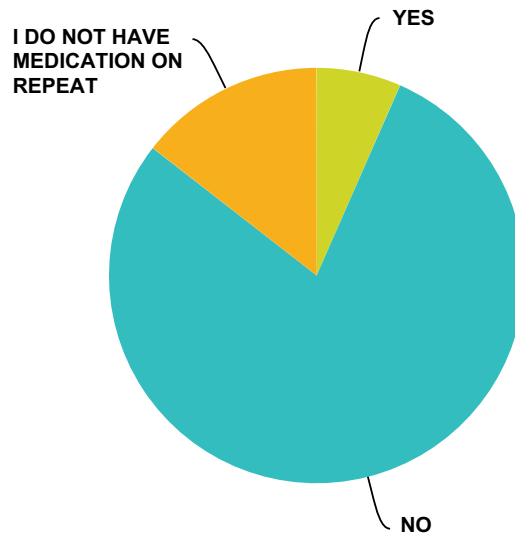
Answered: 74 Skipped: 9



Answer Choices	Responses	
YES	78.38%	58
NO	21.62%	16
<b>Total</b>		<b>74</b>

### Q7 Have you requested a repeat prescription via online services ?

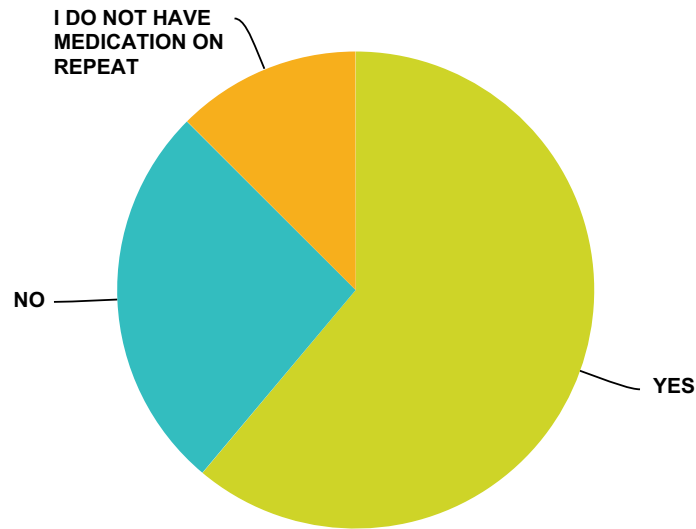
Answered: 76 Skipped: 7



Answer Choices	Responses	
YES	6.58%	5
NO	78.95%	60
I DO NOT HAVE MEDICATION ON REPEAT	14.47%	11
<b>Total</b>		<b>76</b>

### Q8 If not - would you order your repeat script on line ?

Answered: 72 Skipped: 11

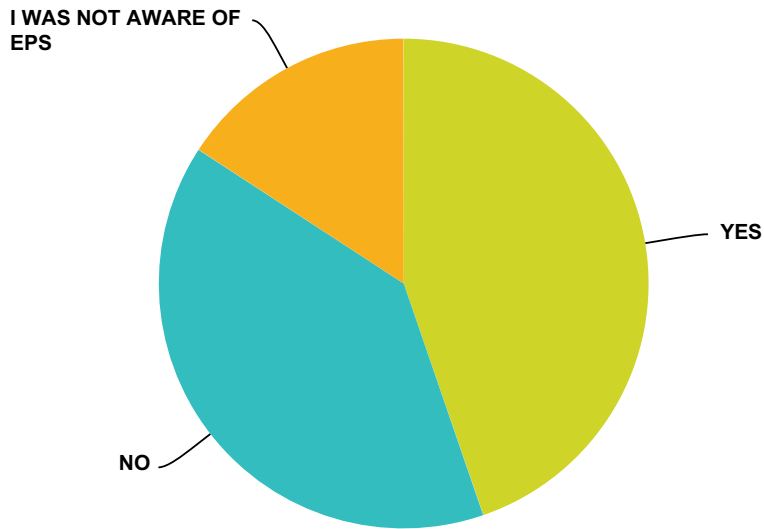


Answer Choices	Responses	
YES	61.11%	44
NO	26.39%	19
I DO NOT HAVE MEDICATION ON REPEAT	12.50%	9
<b>Total</b>		<b>72</b>



**Q9 Do you use EPS (Electronic Prescribing Services) - This is when we send your prescription electronically to the chemist of your choice, this would save you a trip to the surgery to collect it ?**

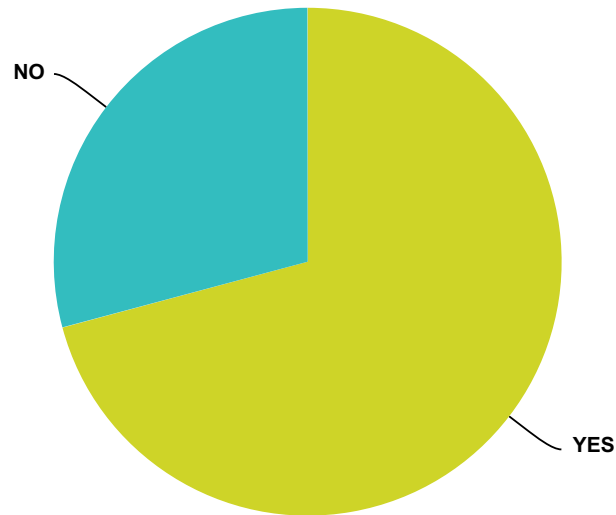
Answered: 76 Skipped: 7



Answer Choices	Responses	
YES	44.74%	34
NO	39.47%	30
I WAS NOT AWARE OF EPS	15.79%	12
<b>Total</b>		<b>76</b>

### Q10 If you do not or have not used EPS, would you consider using EPS ?

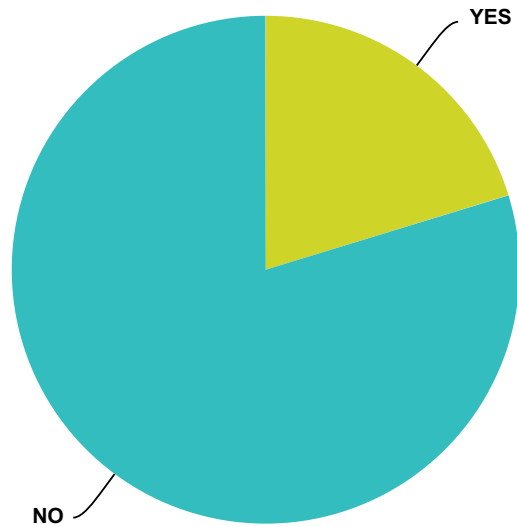
Answered: 48 Skipped: 35



Answer Choices	Responses	
YES	70.83%	34
NO	29.17%	14
<b>Total</b>		<b>48</b>

### Q11 Are you aware we intend to develop the premises ?

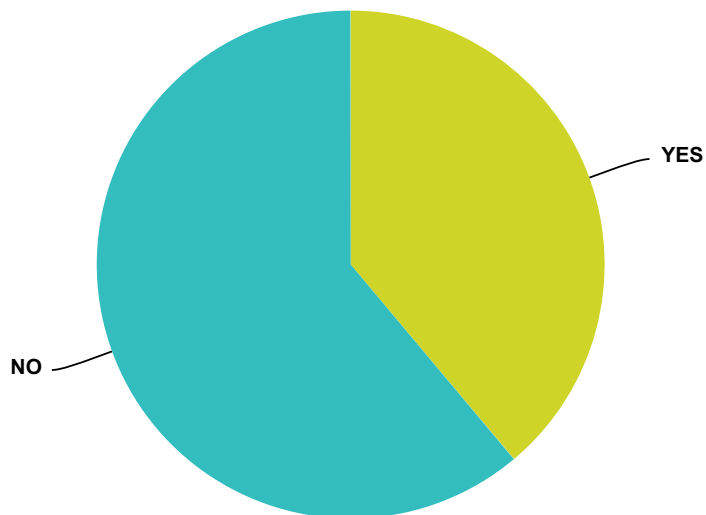
Answered: 74 Skipped: 9



Answer Choices	Responses	
YES	20.27%	15
NO	79.73%	59
<b>Total</b>		<b>74</b>

**Q12 In considering our main and branch site are so close to each other, do you feel it would be better to operate from one site only?**

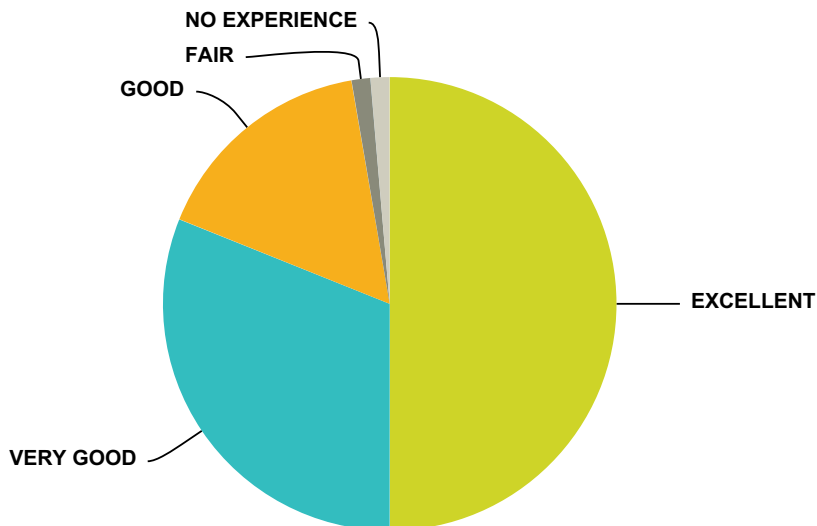
Answered: 72 Skipped: 11



Answer Choices	Responses	
YES	38.89%	28
NO	61.11%	44
<b>Total</b>		<b>72</b>

### Q13 How satisfied are you with our clinical team (Drs, Nurse Practitioners, Nurses and Health Care assistants) ?

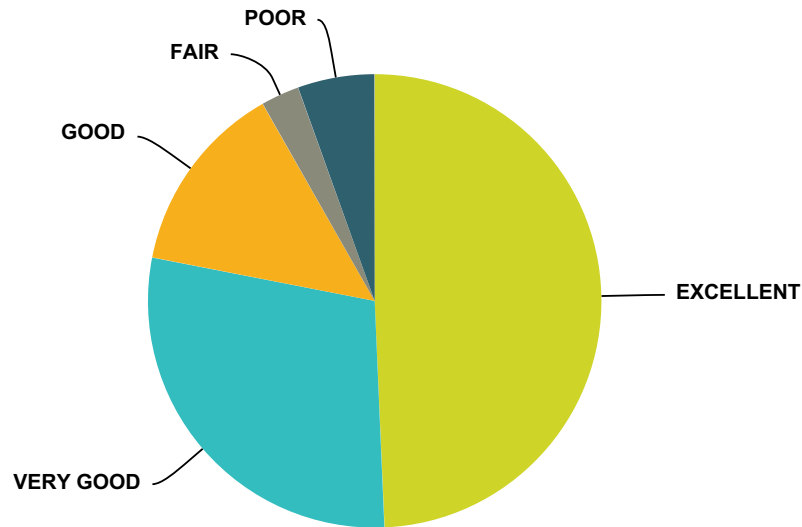
Answered: 74 Skipped: 9



Answer Choices	Responses	
EXCELLENT	50.00%	37
VERY GOOD	31.08%	23
GOOD	16.22%	12
FAIR	1.35%	1
POOR	0.00%	0
NO EXPERIENCE	1.35%	1
<b>Total</b>		<b>74</b>

### Q14 How satisfied are you with our Front office (reception) and admin team?

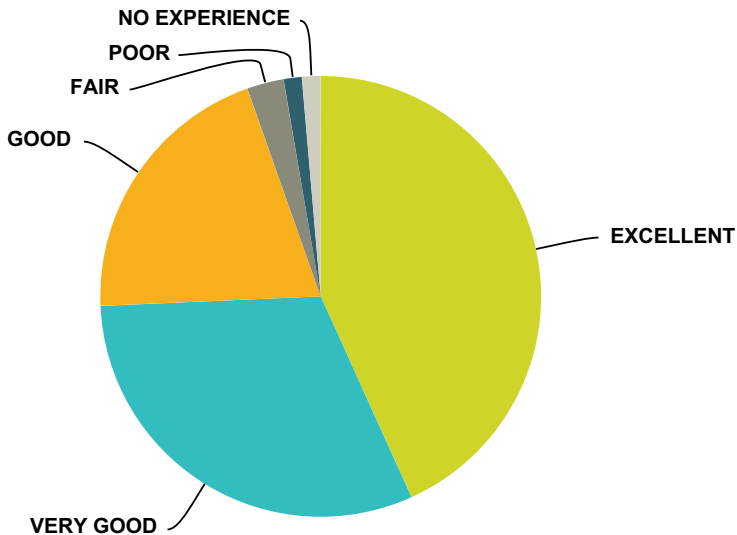
Answered: 73 Skipped: 10



Answer Choices	Responses	
EXCELLENT	49.32%	36
VERY GOOD	28.77%	21
GOOD	13.70%	10
FAIR	2.74%	2
POOR	5.48%	4
NO EXPERIENCE	0.00%	0
<b>Total</b>		<b>73</b>

### Q15 My overall satisfaction with the Coldharbour & Hill Surgery (Dr M Baksh's practice) is :

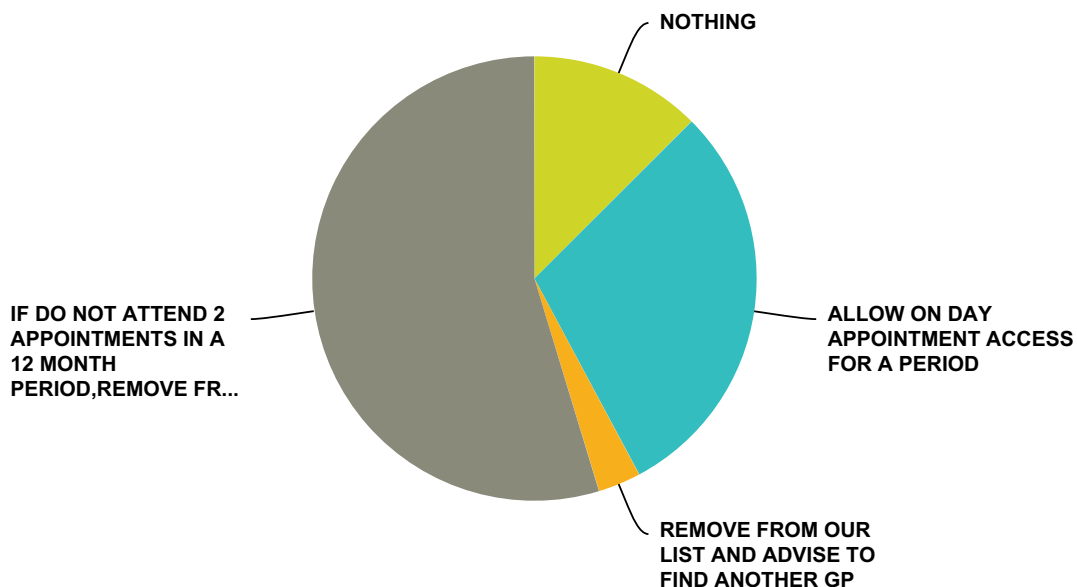
Answered: 74 Skipped: 9



Answer Choices	Responses	
EXCELLENT	43.24%	32
VERY GOOD	31.08%	23
GOOD	20.27%	15
FAIR	2.70%	2
POOR	1.35%	1
NO EXPERIENCE	1.35%	1
<b>Total</b>		<b>74</b>

**Q16 What do you think we should do with people who do not attend appointments (LEGISLATURE DOES NOT CURRENTLY ALLOW US TO FINE/CHARGE PATIENTS).?**

Answered: 64 Skipped: 19

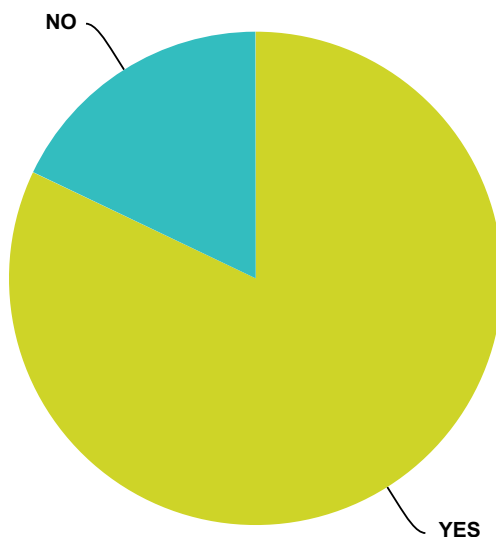


Answer Choices	Responses
NOTHING	12.50% 8
ALLOW ON DAY APPOINTMENT ACCESS FOR A PERIOD	29.69% 19
REMOVE FROM OUR LIST AND ADVISE TO FIND ANOTHER GP	3.13% 2
IF DO NOT ATTEND 2 APPOINTMENTS IN A 12 MONTH PERIOD, REMOVE FROM OUR LIST AND ADVISE TO FIND ANOTHER GP	54.69% 35
<b>Total</b>	<b>64</b>



**Q17 Letter requests - Should these be in writing by completing a form as this would free up appointments - once the form has been assessed if one of our GPs needs to see you we would then book an appointment?**

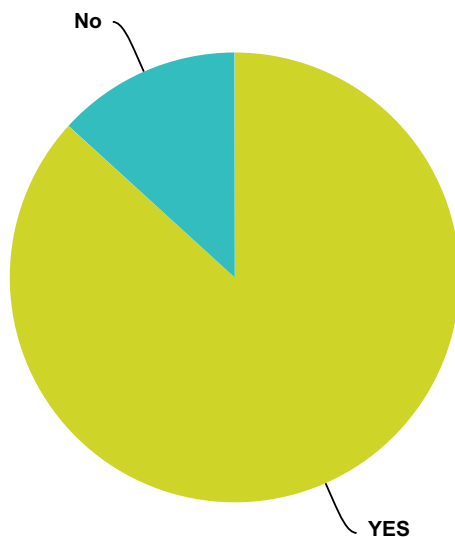
Answered: 67 Skipped: 16



Answer Choices	Responses	
YES	82.09%	55
NO	17.91%	12
<b>Total</b>		<b>67</b>

**Q18 On day appointments are for acute episodes, many patients are booking on day appointments for reasons that could and should be dealt with in pre bookable appointments such as Med3 certificates. This reduces the number of appointments available to those who require to be seen on the day. We would like to audit this in order to be able to have the right balance of on day and pre bookable appointments for our patients, the need would be more in winter months than other times of year for example. The practice and our GPs feel this will enable our patients to be able to be seen more appropriately; so should patients give the reason to be seen when booking an on day appointment ?**

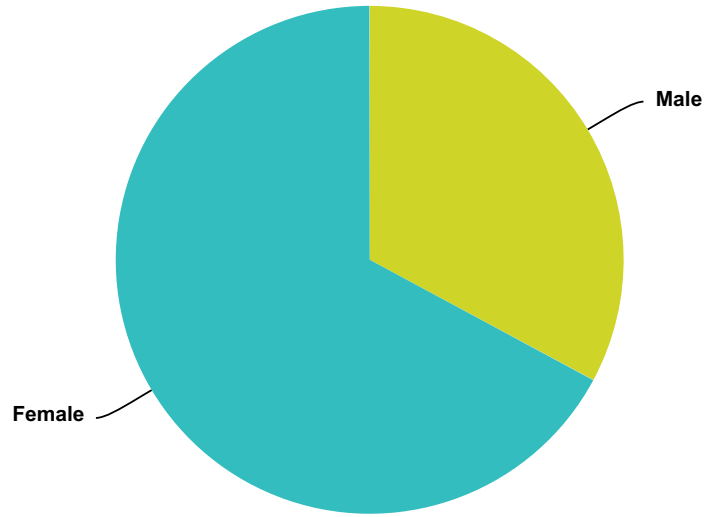
Answered: 68 Skipped: 15



Answer Choices	Responses
YES	86.76% 59
No	13.24% 9
Total	68

### Q19 Are you:

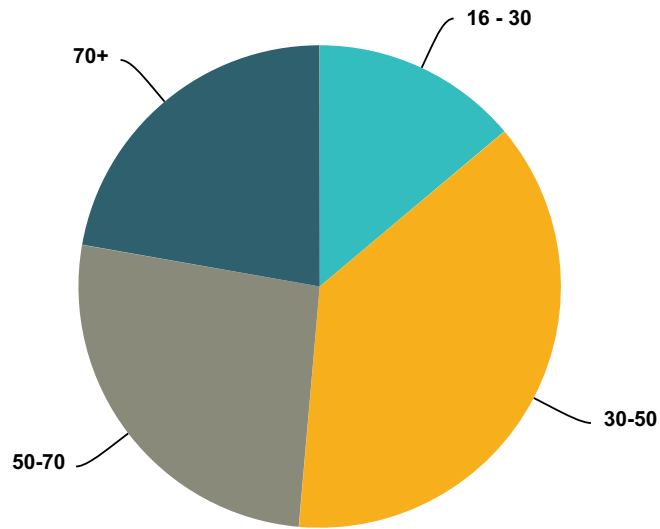
Answered: 70 Skipped: 13



Answer Choices	Responses	
Male	32.86%	23
Female	67.14%	47
<b>Total</b>		<b>70</b>

### Q20 What is your age group:

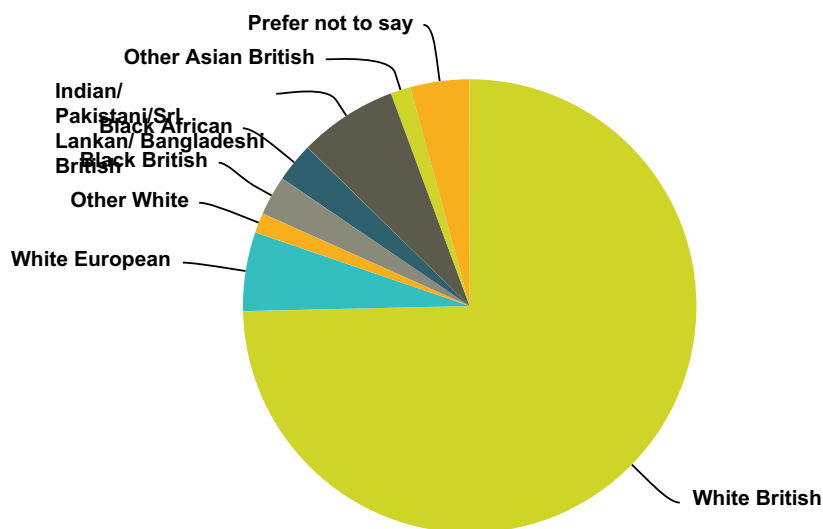
Answered: 72 Skipped: 11



Answer Choices	Responses	
Under 16	0.00%	0
16 - 30	13.89%	10
30-50	37.50%	27
50-70	26.39%	19
70+	22.22%	16
<b>Total</b>		<b>72</b>

## Q21 What is your ethnicity?

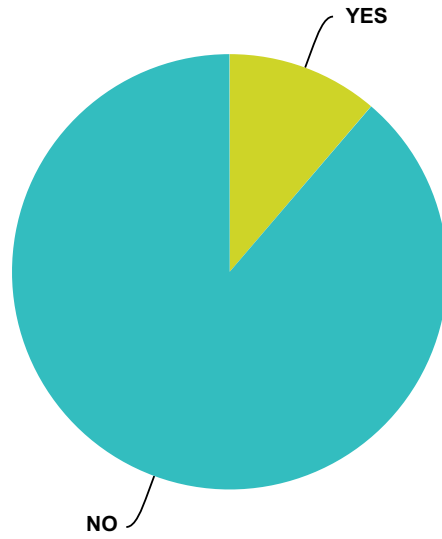
Answered: 71 Skipped: 12



Answer Choices	Responses	
White British	74.65%	53
White European	5.63%	4
Other White	1.41%	1
Black British	2.82%	2
Black African	2.82%	2
Black Caribbean	0.00%	0
Indian/ Pakistani/Sri Lankan/ Bangladeshi British	7.04%	5
Indian/Pakistani/Sri Lankan/ Bangladeshi	0.00%	0
Chinese British	0.00%	0
Chinese	0.00%	0
Other Asian British	1.41%	1
Other Asian	0.00%	0
Prefer not to say	4.23%	3
<b>Total</b>		<b>71</b>

### Q22 Are you registered disabled?

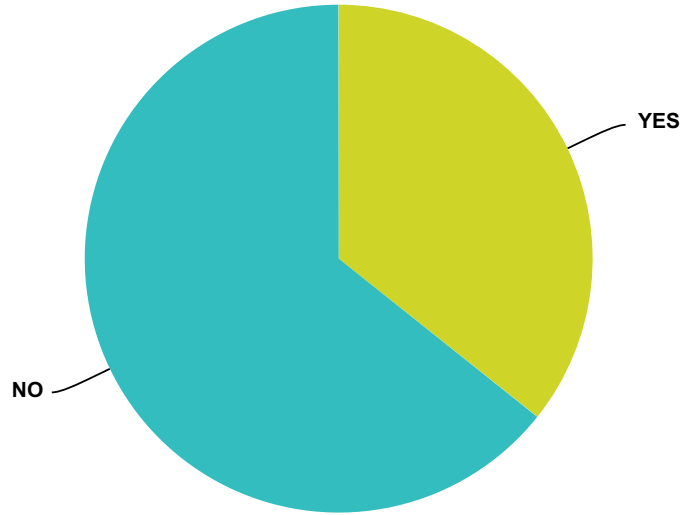
Answered: 71 Skipped: 12



Answer Choices	Responses	
YES	11.27%	8
NO	88.73%	63
<b>Total</b>		<b>71</b>

**Q23 Do you have a (or more than one) long term condition such as ASTHMA, DIABETES, COPD, CKD, AF, CHD?**

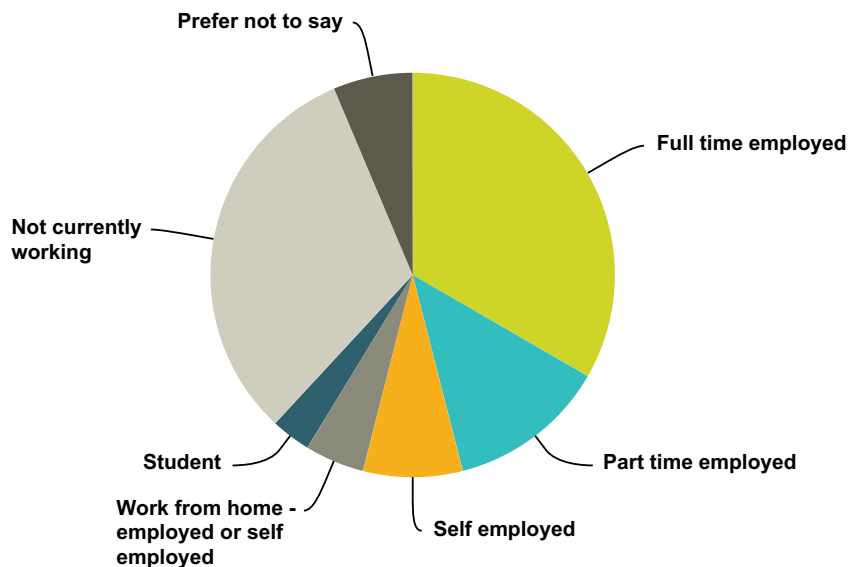
Answered: 70 Skipped: 13



Answer Choices	Responses	
YES	35.71%	25
NO	64.29%	45
<b>Total</b>		<b>70</b>

### Q24 Are You?

Answered: 63 Skipped: 20



Answer Choices	Responses	
Full time employed	33.33%	21
Part time employed	12.70%	8
Self employed	7.94%	5
Work from home - employed or self employed	4.76%	3
Student	3.17%	2
Not currently working	31.75%	20
Prefer not to say	6.35%	4
<b>Total</b>		<b>63</b>



**Q25 Is there anything else you would like to add about the practice ?**

Answered: 29 Skipped: 54