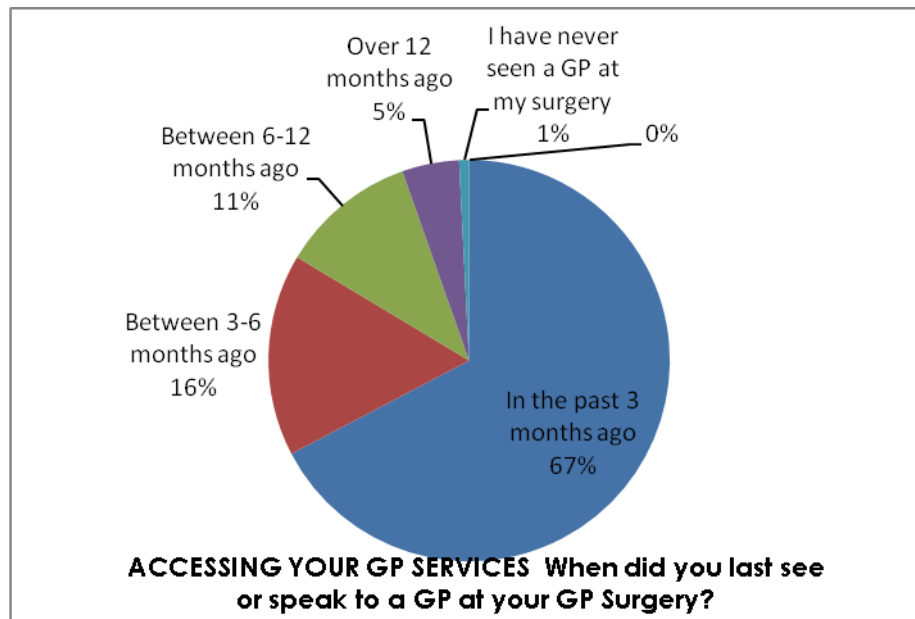


PPDES - Kirpal Medical practice (2012 -13)

1. ACCESSING YOUR GP SERVICES When did you last see or speak to a GP at your GP Surgery?

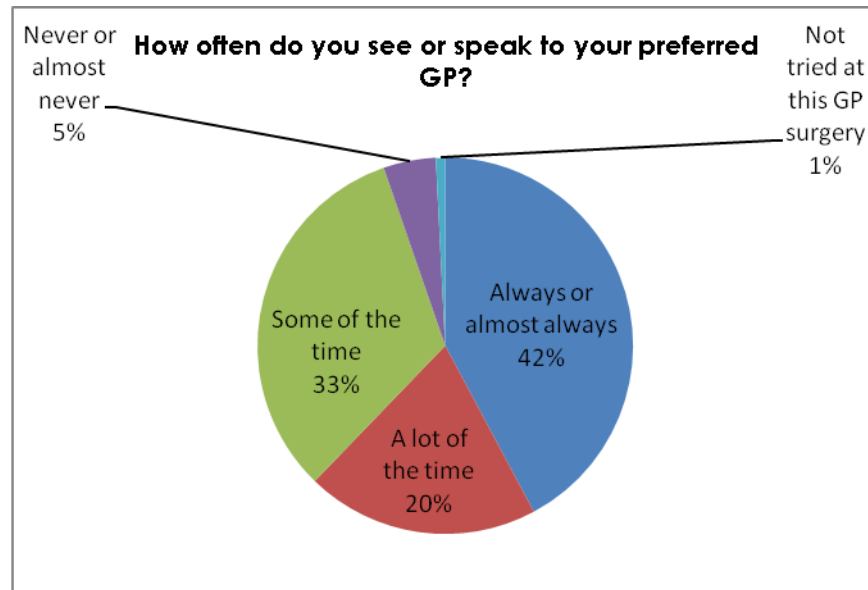
Answer Options	Response Percent	Response Count
In the past 3 months ago	67.3%	165
Between 3-6 months ago	16.3%	40
Between 6-12 months ago	11.0%	27
Over 12 months ago	4.6%	11
I have never seen a GP at my surgery	0.8%	2

answered question 245
skipped question 0



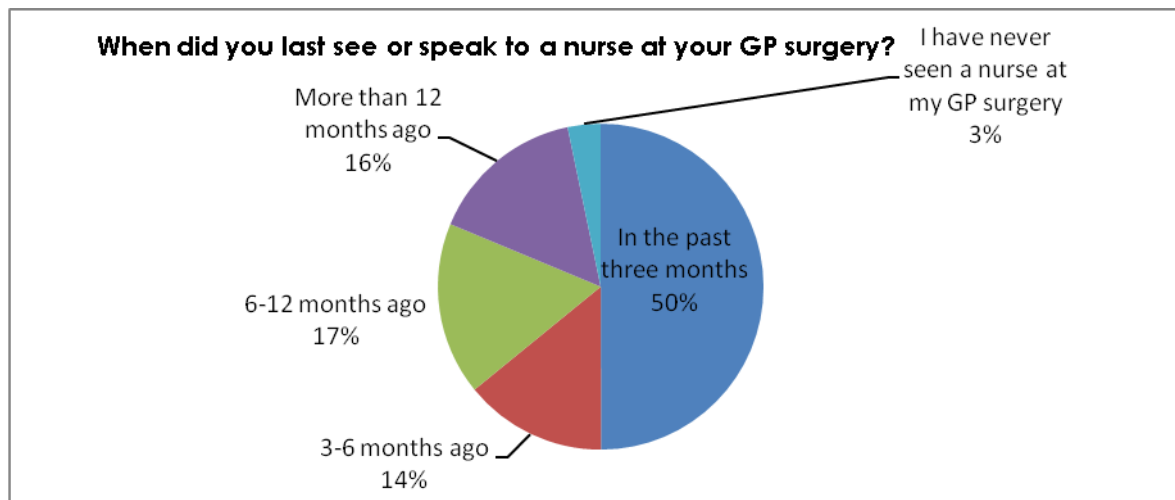
2. How often do you see or speak to your preferred GP?

Answer Options	Response Percent	Response Count
Always or almost always	42.2%	103
A lot of the time	20.0%	50
Some of the time	32.5%	80
Never or almost never	4.5%	10
Not tried at this GP surgery	0.8%	2
	<i>answered question</i>	245
	<i>skipped question</i>	0



3. When did you last see or speak to a nurse at your GP surgery?

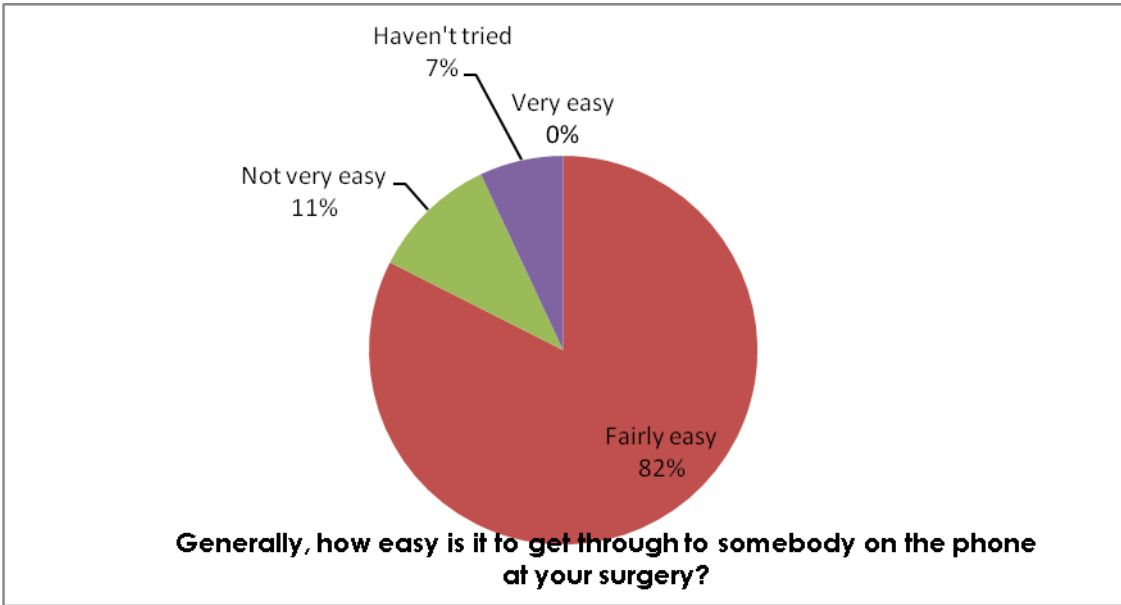
Answer Options	Response Percent	Response Count
In the past three months	49.8%	120
3-6 months ago	14.1%	34
6-12 months ago	17.1%	42
More than 12 months ago	15.4%	37
I have never seen a nurse at my GP surgery	3.3%	8
<i>answered question</i>		241
<i>skipped question</i>		4



4. Generally, how easy is it to get through to somebody on the phone at your surgery?

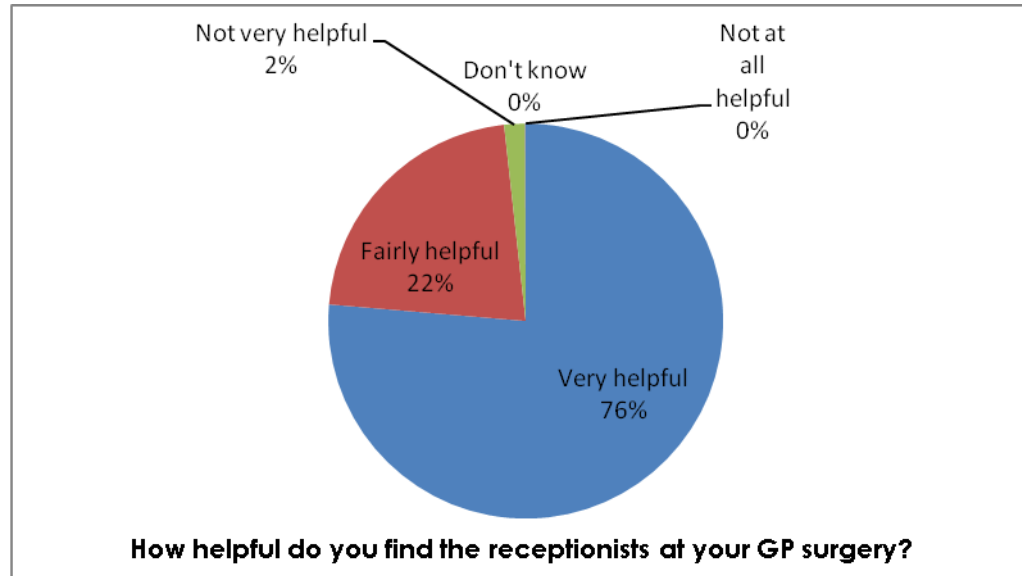
Answer Options	Response Percent	Response Count
Very easy	52.7%	128
Fairly easy	39.0%	95

Not very easy	5.0%	12
Haven't tried	3.3%	8
<i>answered question</i>		243
<i>skipped question</i>		2



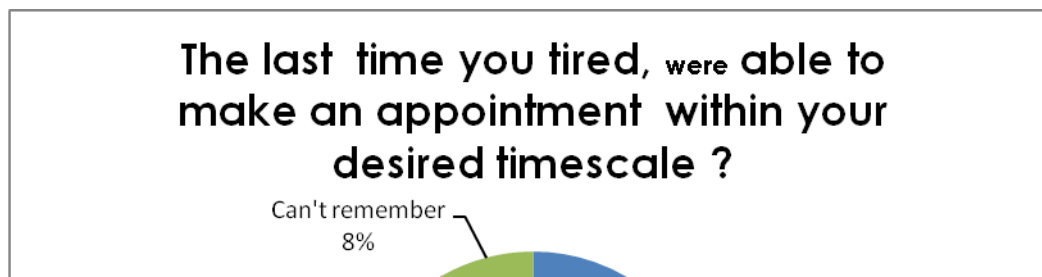
5.How helpful do you find the receptionists at your GP surgery?

Answer Options	Response Percent	Response Count
Very helpful	76.0%	181
Fairly helpful	21.8%	52
Not very helpful	1.7%	4
Not at all helpful	0.1%	1
Don't know	0.0%	0
<i>answered question</i>		238



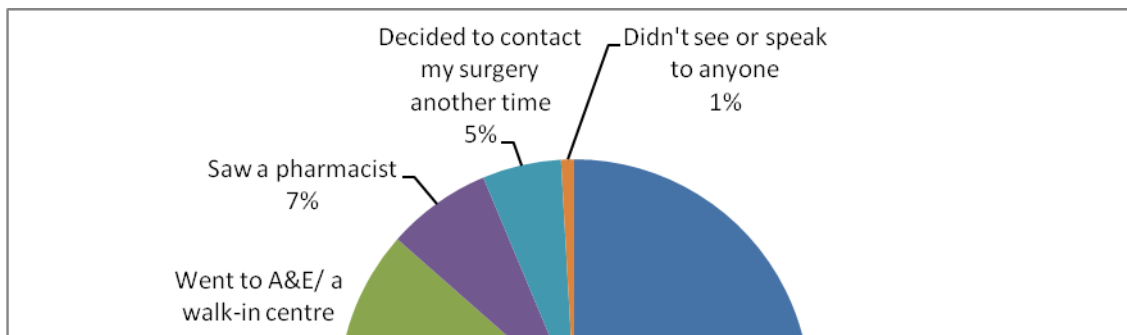
6. The last time you tried, were you able to make an appointment within your desired timesacle ?

Answer Options	Response Percent	Response Count
Yes	80.3%	196
No	11.5%	28
Can't remember	8.2%	20
<i>answered question</i>		244
<i>skipped question</i>		1



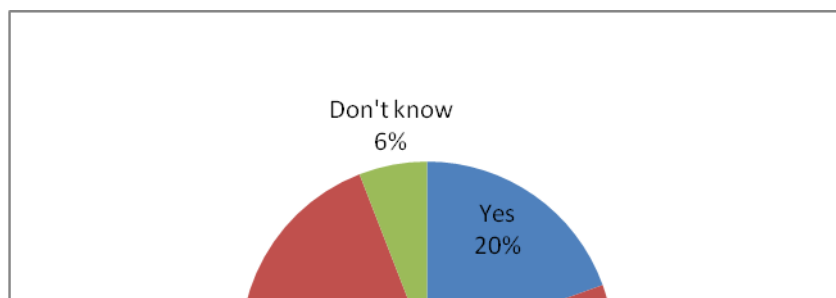
7. If you were unable to get an appointment on the day/time you desired, what course of action did you take with regards to your health needs?

Answer Options	Response Percent	Response Count
Got an appointment for a different day	67.7%	151
Had a consultation over the phone	6.7%	15
Went to A&E/ a walk-in centre	12.1%	27
Saw a pharmacist	7.2%	16
Decided to contact my surgery another time	5.4%	12
Didn't see or speak to anyone	0.9%	2
<i>answered question</i>		223
<i>skipped question</i>		22



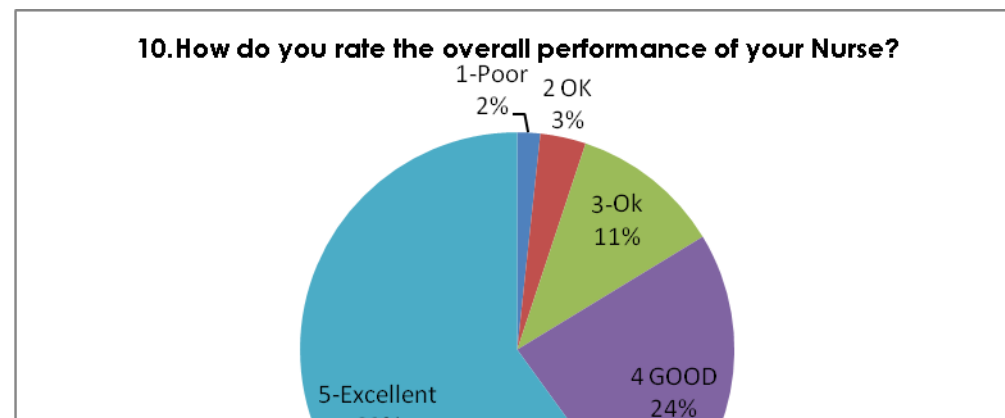
8. Do you feel you have to wait too long to be seen by GP/Nurse at your surgery ?

Answer Options	Response Percent	Response Count
Yes	19.5%	46
No	74.6%	176
Don't know	5.9%	14
<i>answered question</i>		236
<i>skipped question</i>		9



9. How do you rate the overall performance of your GP? (1=poor 5=Excellent)		
Answer Options	Response Percent	Response Count
1-Poor	1.2%	3
2 ok	1.6%	4
3-ok	11.0%	27
4 good	17.6%	43
5-Excellent	68.6%	168
<i>answered question</i>		245
<i>skipped question</i>		0

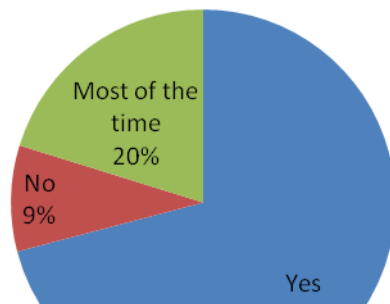
10. How do you rate the overall performance of your nurse? (1=poor 5= Excellent)		
Answer Options	Response Percent	Response Count
1-Poor	1.7%	4
2 OK	3.4%	8
3-Ok	11.2%	26
4 GOOD	23.7%	55
5-Excellent	60.0%	139
<i>answered question</i>		232
<i>skipped question</i>		13



11. OPENING HOURS Do you feel that the current opening hours are convenient to you?

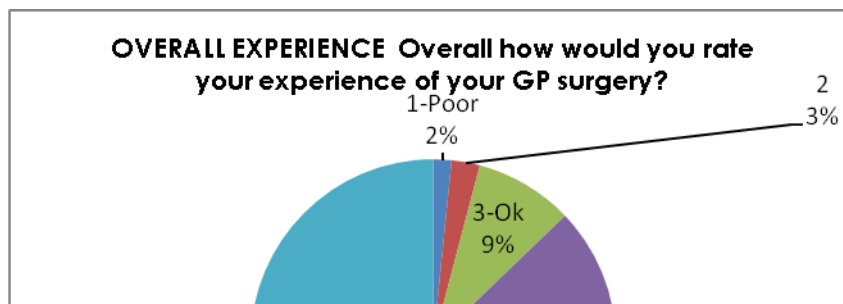
Answer Options	Response Percent	Response Count
Yes	70.9%	168
No	8.9%	21
Most of the time	20.2%	48
<i>answered question</i>		237
<i>skipped question</i>		8

OPENING HOURS Do you feel that the current opening hours are convenient to you?



12. OVERALL EXPERIENCE Overall how would you rate your experience of your GP surgery? (1=poor 5= Excellent)

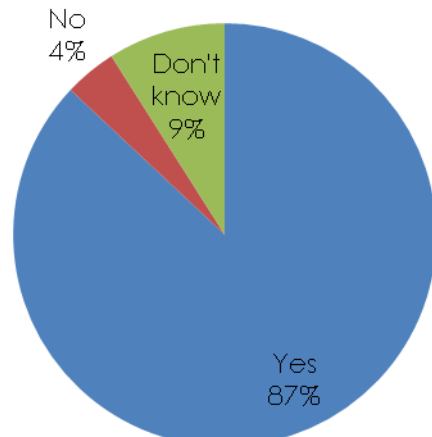
Answer Options	Response Percent	Response Count
1-Poor	1.6%	4
2	2.5%	6
3-Ok	8.7%	21
4 good	26.2%	63
5-Excellent	61.0%	147
<i>answered question</i>		241
<i>skipped question</i>		4



13. Would you recommend your GP surgery to someone who has just moved to the local area?

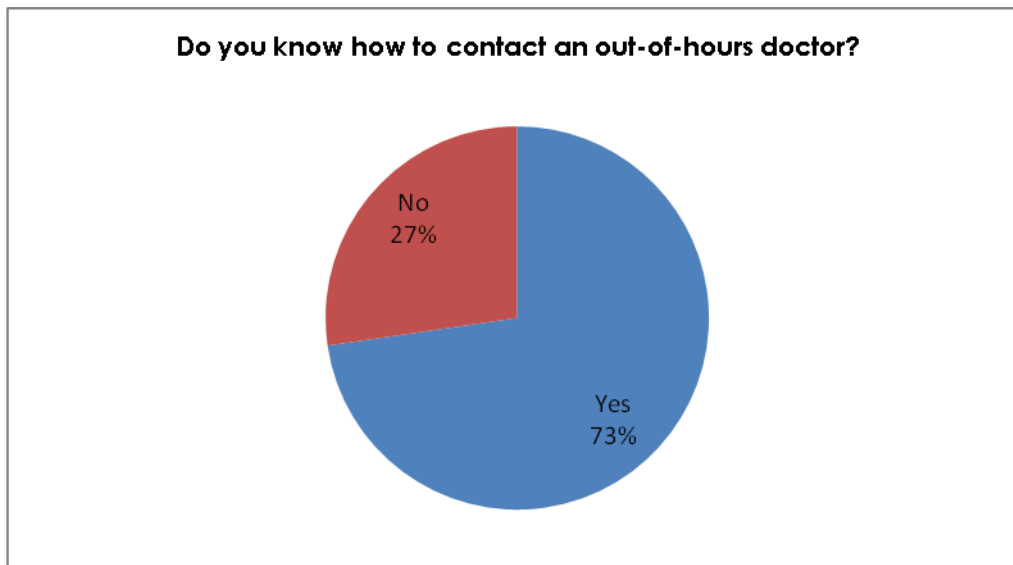
Answer Options	Response Percent	Response Count	
Yes	87.0%	195	
No	4.0%	9	
Don't know	9.0%	20	
		<i>answered question</i>	224
		<i>skipped question</i>	21

Would you recommend your GP surgery to someone who has just moved to the local area?



14. Do you know how to contact an out-of-hours doctor?

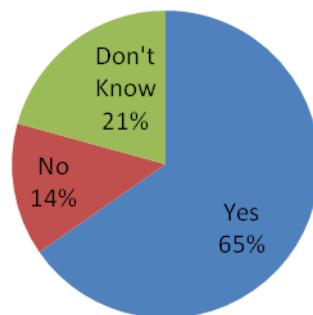
Answer Options	Response Percent	Response Count
Yes	72.7%	168
No	27.3%	63
		<i>answered question</i> 231
		<i>skipped question</i> 14



15. You are involved in decisions about your care and treatment and appropriate information and support is provided ?

Answer Options	Response Percent	Response Count
Yes	65.6%	141
No	14.0%	30
Don't Know	20.8%	44
<i>answered question</i>		215
<i>skipped question</i>		30

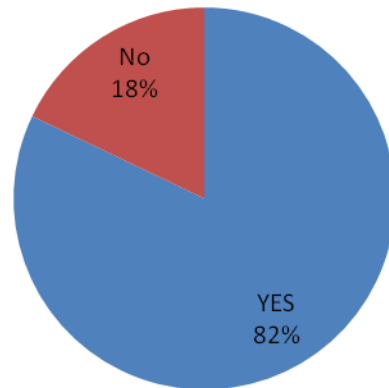
You are involved in decisions about your care and treatment and appropriate information and support is provided ?



16. Are you aware of alternative services to avoid A&E attendance e.g., Walk in Centre, Pharmacy First ?

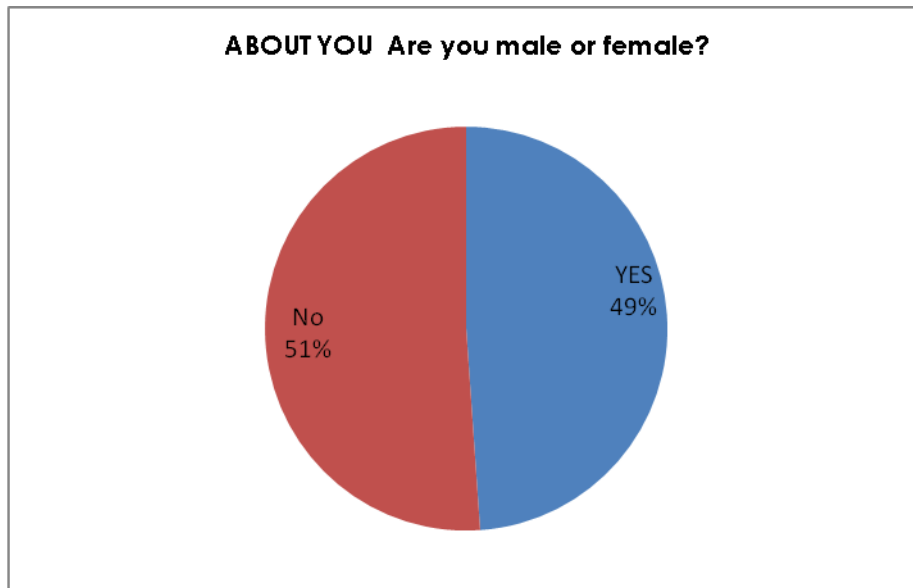
Answer Options	Response Percent	Response Count
YES	82.1%	188
No	17.9%	41
<i>answered question</i>		229
<i>skipped question</i>		16

Are you aware of alternative services to avoid A&E attendance e.g., Walk in centre, Pharmacy First ?



17. ABOUT YOU Are you male or female?

Answer Options	Response Percent	Response Count
Male	48.9%	111
Female	51.1%	116
<i>answered question</i>		227
<i>skipped question</i>		18



18. How old are you?

Answer Options	Response Percent	Response Count
----------------	------------------	----------------

Under 18	3.8%	20
18-24	10.9%	20
25-39	32.7%	83
40-54	37.6%	67
55-69	9.8%	30
70 or over	5.3%	11
answered question		231
skipped question		14

