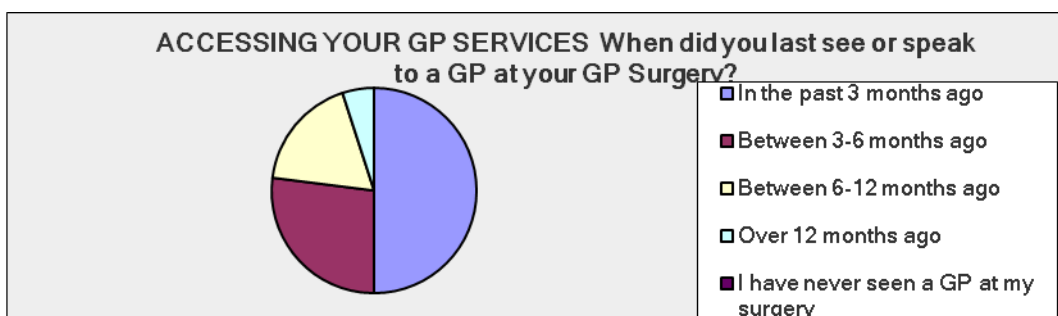


PPDES - Kirpal Medical practice 2013-14

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	50.0%	136
Between 3-6 months ago	27.0%	71
Between 6-12 months ago	18.0%	49
Over 12 months ago	5.0%	14
I have never seen a GP at my surgery	0.0%	0
<i>answered question</i>		270
<i>skipped question</i>		0



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

Answer Options	Response Percent	Response Count
Always or almost always	40.0%	108
A lot of the time	21.0%	56
Some of the time	33.0%	89
Never or almost never	5.0%	14
Not tried at this GP surgery	1.0%	3
<i>answered question</i>		270
<i>skipped question</i>		0



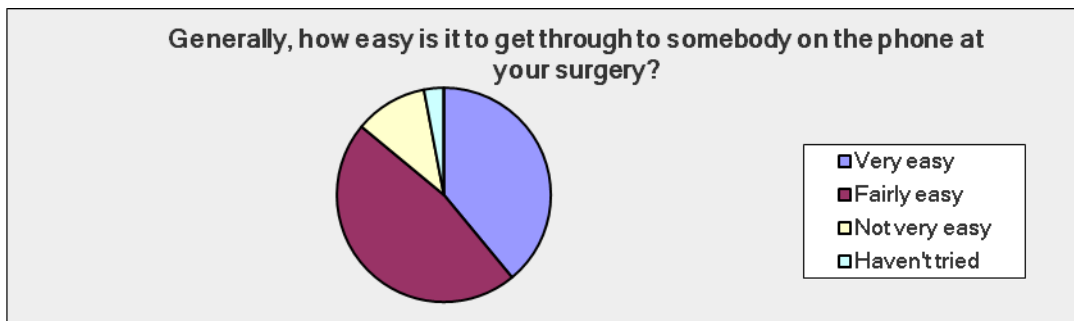
3. When did you last see or speak to a nurse at your GP surgery?

Answer Options	Response Percent	Response Count
In the past three months	45.0%	122
3-6 months ago	25.0%	68
6-12 months ago	21.0%	56
More than 12 months ago	9.0%	24
I have never seen a nurse at my GP surgery	5.8%	0
<i>answered question</i>		270
<i>skipped question</i>		0



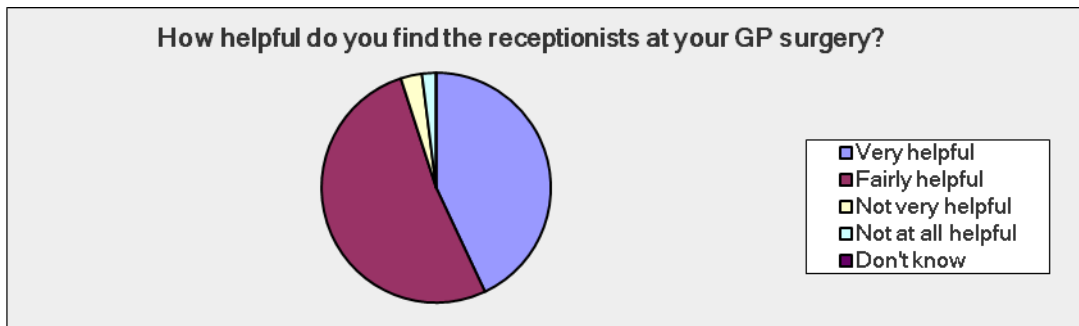
4. Generally, how easy is it to get through to somebody on the phone at your surgery?

Answer Options	Response Percent	Response Count
Very easy	39.0%	106
Fairly easy	47.0%	128
Not very easy	11.0%	28
Haven't tried	3.0%	8
<i>answered question</i>		270
<i>skipped question</i>		0



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

Answer Options	Response Percent	Response Count
Very helpful	43.0%	115
Fairly helpful	52.0%	140
Not very helpful	3.0%	9
Not at all helpful	2.0%	6
Don't know	0.0%	0
<i>answered question</i>		270
<i>skipped question</i>		0



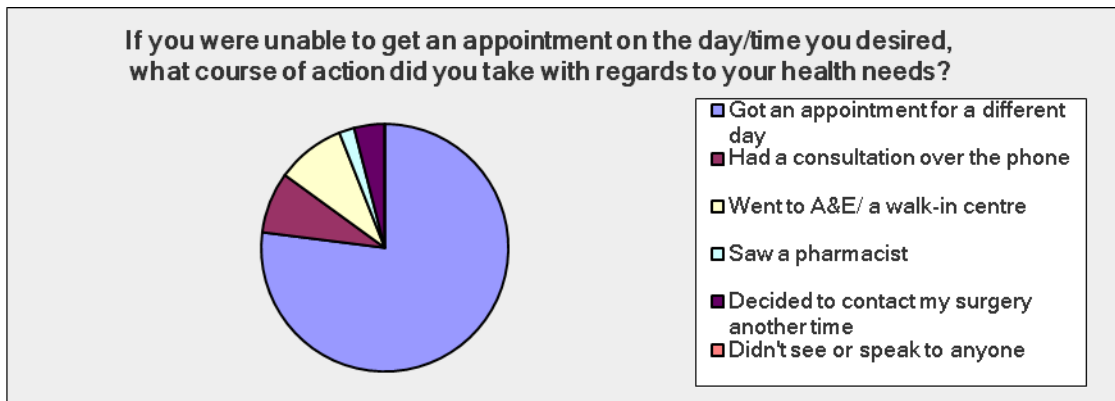
6. The last time you tired, were you able to make an appointment within your desired timescale?

Answer Options	Response Percent	Response Count
Yes	73.0%	197
No	16.0%	42
Can't remember	11.0%	31
<i>answered question</i>		270
<i>skipped question</i>		0



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	77.0%	208
Had a consultation over the phone	8.0%	22
Went to A&E/ a walk-in centre	9.0%	25
Saw a pharmacist	2.0%	6
Decided to contact my surgery another time	4.0%	9
Didn't see or speak to anyone	0.0%	0
<i>answered question</i>		270
<i>skipped question</i>		0



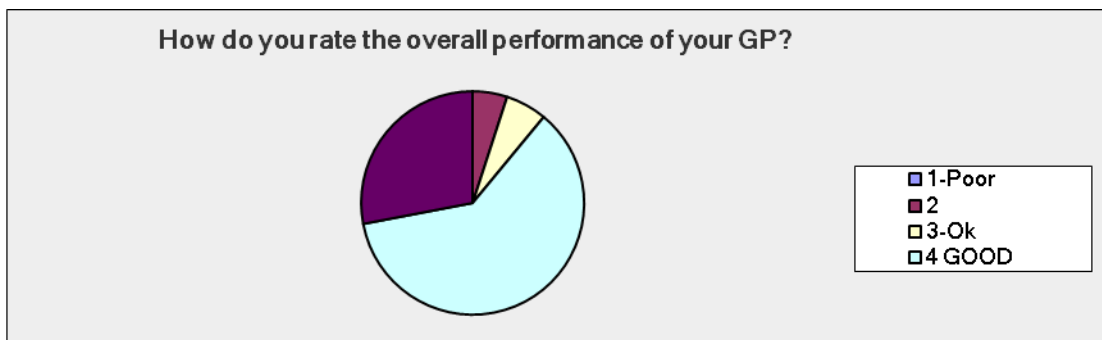
8. Do you feel to wait too long to be seen by GP/Nurse at your surgery ?

Answer Options	Response Percent	Response Count
Yes	14.0%	36
No	84.0%	217
Don't know	2.0%	6
<i>answered question</i>		259
<i>skipped question</i>		11



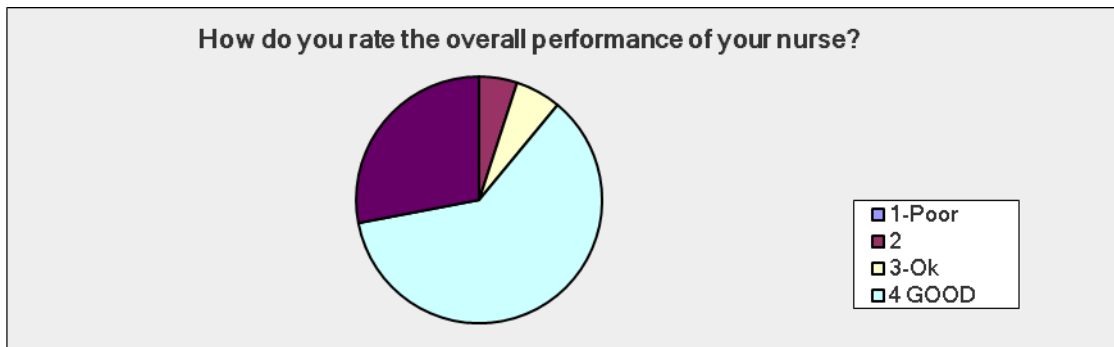
9. How do you rate the overall performance of your GP? (1=poor 5= Excellent)

Answer Options		Response Percent	Response Count
1-Poor		0.0%	0
2		0.0%	0
3-ok		13.0%	31
4 good		25.0%	59
5-Excellent		62.0%	144
<i>answered question</i>			234
<i>skipped question</i>			36



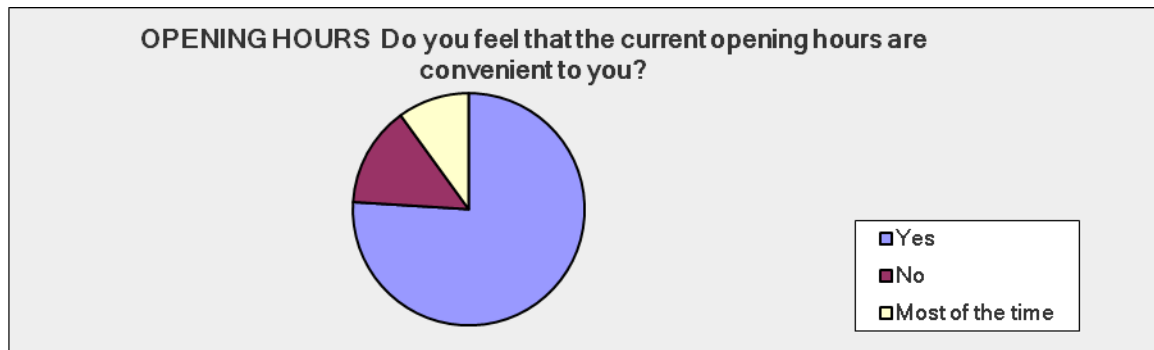
10. How do you rate the overall performance of your nurse? (1=poor 5= Excellent)

Answer Options		Response Percent	Response Count
1-Poor		0.0%	0
2		5.0%	11
3-Ok		6.0%	12
4 GOOD		61.0%	136
5-Excellent		28.0%	63
<i>answered question</i>			222
<i>skipped question</i>			48



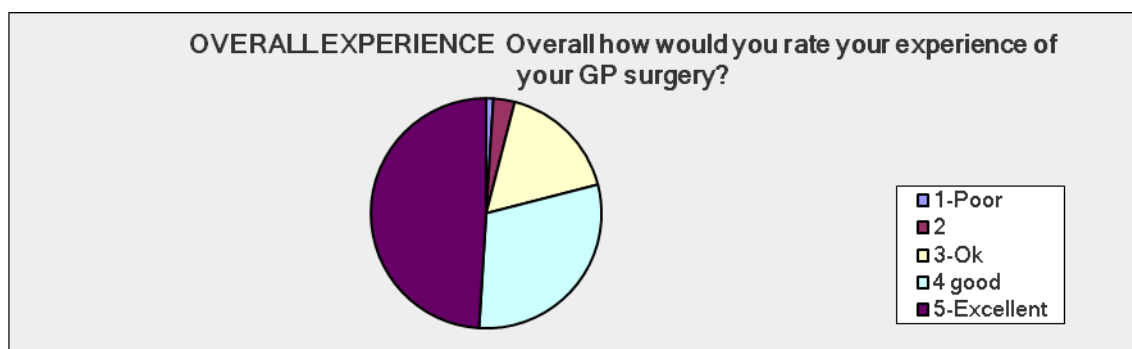
11. OPENING HOURS Do you feel that the current opening hours are convenient to you?

Answer Options	Response Percent	Response Count
Yes	76.0%	192
No	14.0%	34
Most of the time	10.0%	26
<i>answered question</i>		252
<i>skipped question</i>		18



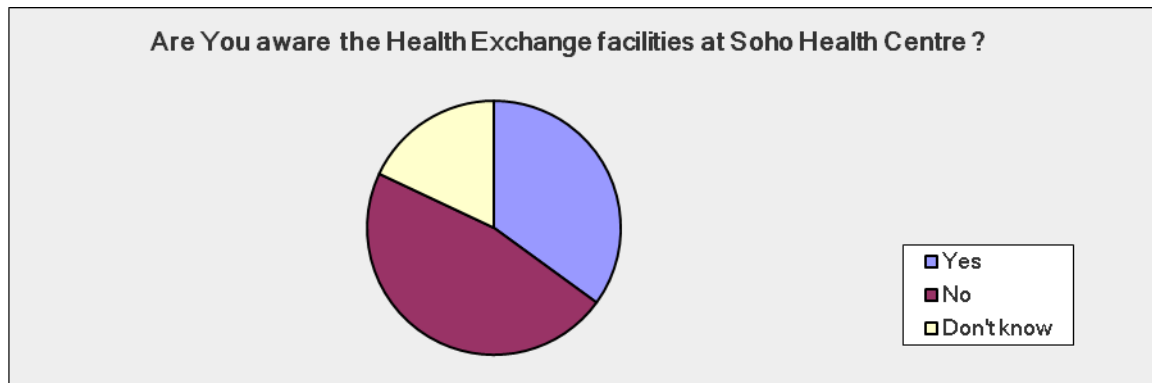
12. OVERALL EXPERIENCE Overall how would you rate your experience of your GP surgery? (1=poor 5= Excellent)

Answer Options	Response Percent	Response Count
1-Poor	1.0%	2
2	3.0%	9
3-Ok	17.0%	45
4 good	30.0%	79
5-Excellent	49.0%	128
<i>answered question</i>		263
<i>skipped question</i>		7



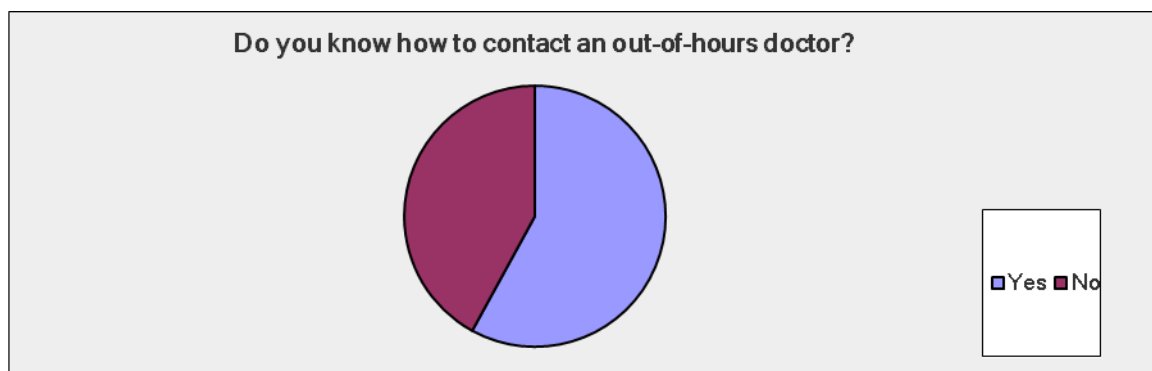
13. Are you aware the Health Exchange facilities at Soho Health Centre ?

Answer Options	Response Percent	Response Count
Yes	35.0%	86
No	47.0%	144
Don't know	18.0%	44
<i>answered question</i>		244
<i>skipped question</i>		26



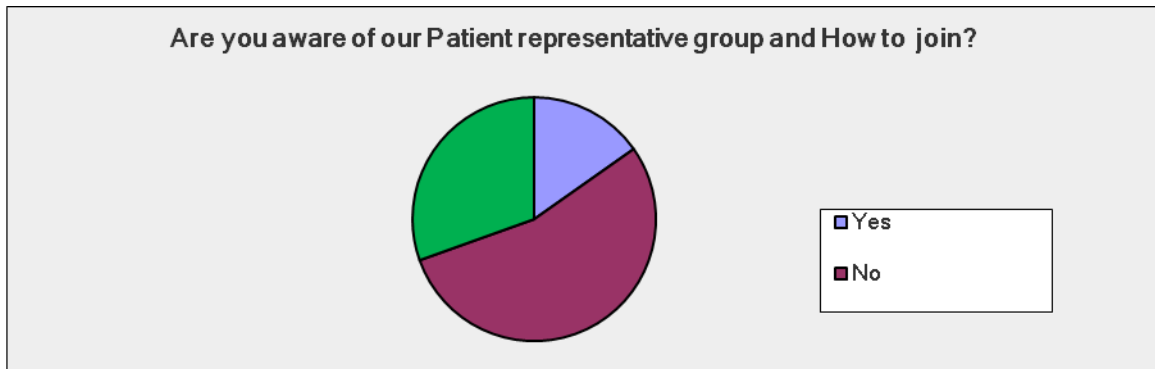
14. Do you know how to contact an out-of-hours Emergency service?

Answer Options	Response Percent	Response Count
Yes	58.0%	149
No	42.0%	108
<i>answered question</i>		257
<i>skipped question</i>		13



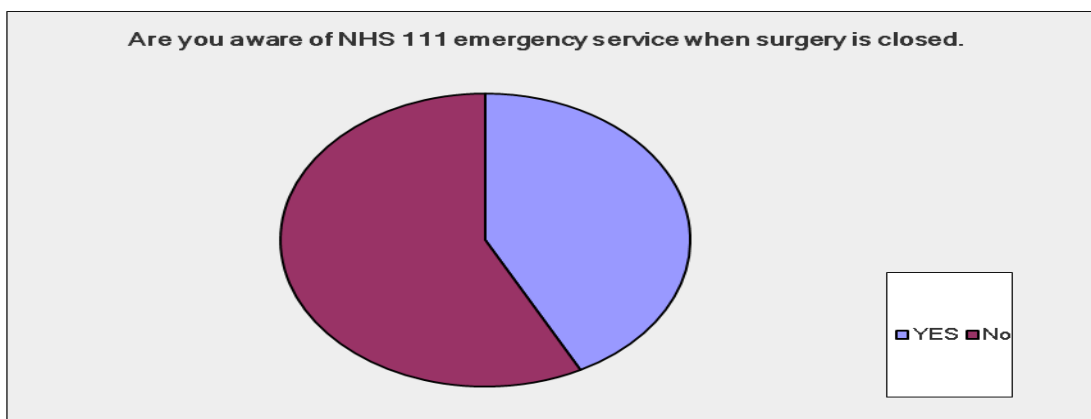
15. Are you aware of our Patient representative group and how to join? If your answer is no please ask reception?

Answer Options	Response Percent	Response Count
Yes	15.2%	39
No	54.3%	139
I wasn't aware that there was one	30.5%	78
<i>answered question</i>		256
<i>skipped question</i>		14



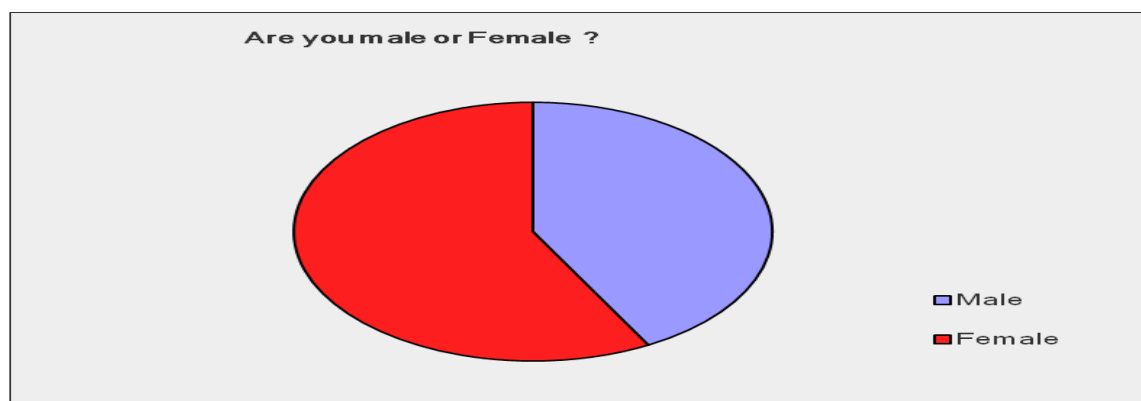
16. Are you aware of NHS 111 emergency service when surgery is closed.

Answer Options	Response Percent	Response Count
YES	42.3%	113
NO	57.7%	154
<i>answered question</i>		267
<i>skipped question</i>		3



17. Are you Male / Female

Answer Options	Response Percent	Response Count
Male	42.0%	114
Female	58.0%	156
<i>answered question</i>		270
<i>skipped question</i>		0



18. How old are you?

Answer Options	Response Percent	Response Count
Under 18	5.0%	13
18-24	15.0%	39
25-39	20.0%	56
40-54	25.0%	68
55-69	29.0%	79
70 or over	6.0%	15
<i>answered question</i>		270
<i>skipped question</i>		0

