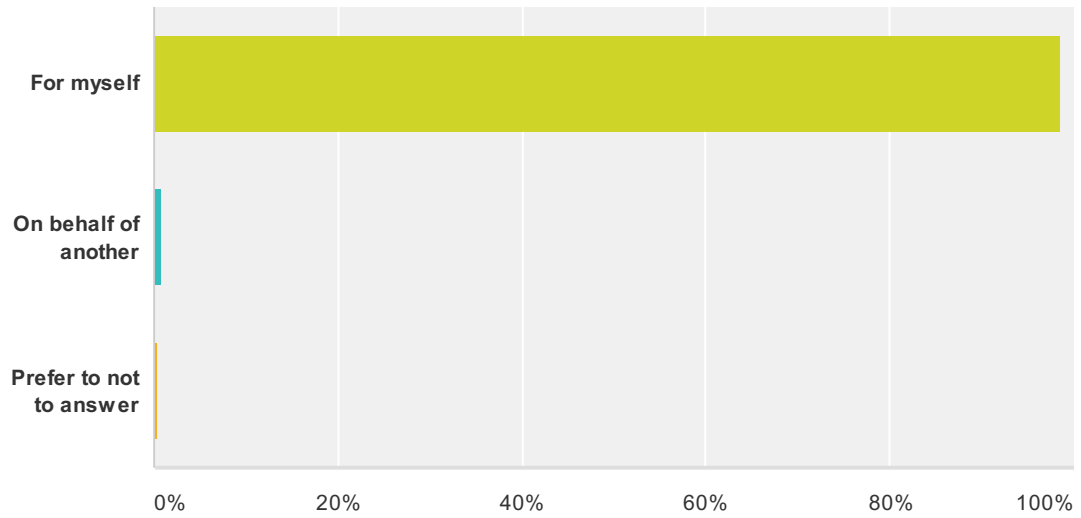


Q1 Are you answering this survey for yourself, or on behalf of another?

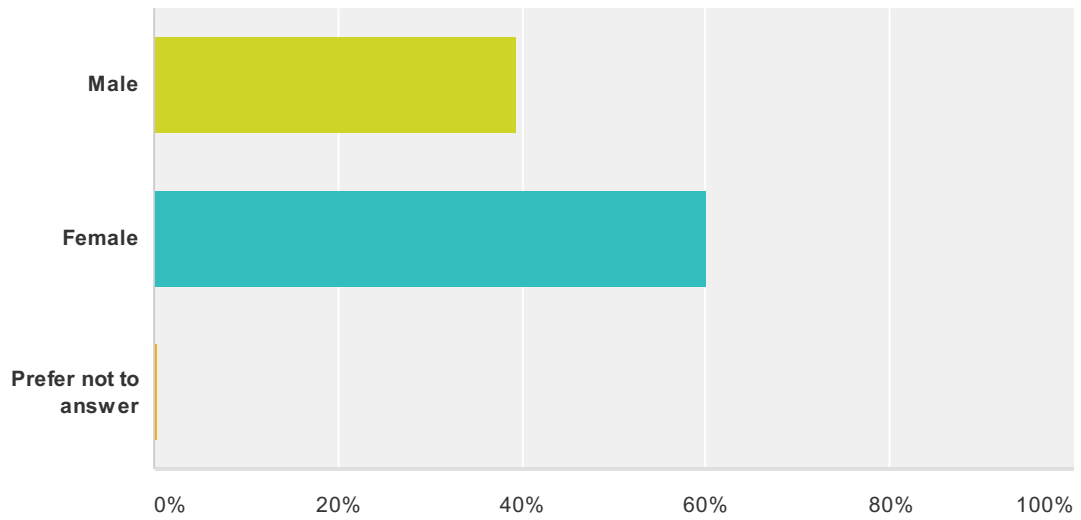
Answered: 649 Skipped: 0



Answer Choices	Responses
For myself	98.61% 640
On behalf of another	0.92% 6
Prefer to not to answer	0.46% 3
Total	649

Q2 Your gender please

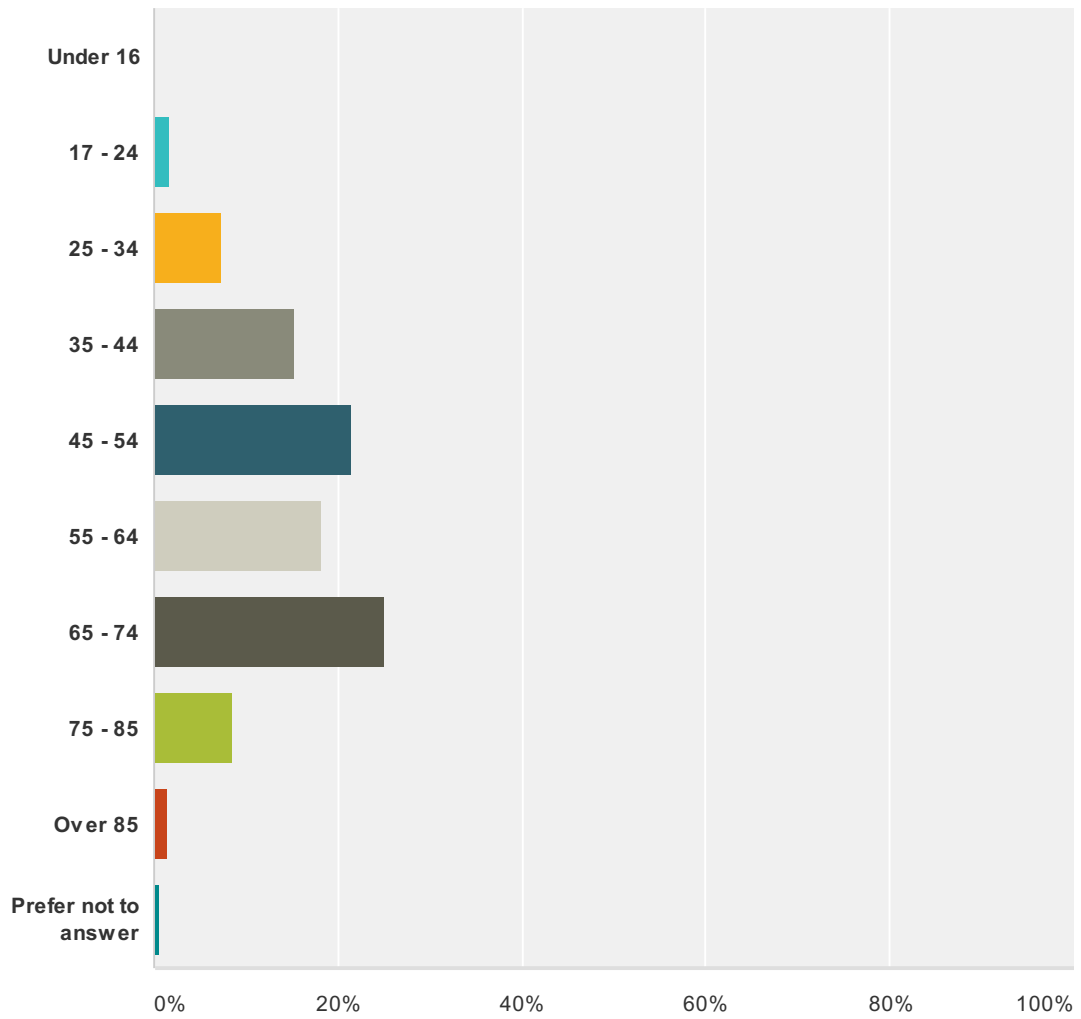
Answered: 649 Skipped: 0



Answer Choices	Responses	Count
Male	39.45%	256
Female	60.09%	390
Prefer not to answer	0.46%	3
Total		649

Q3 Your age please

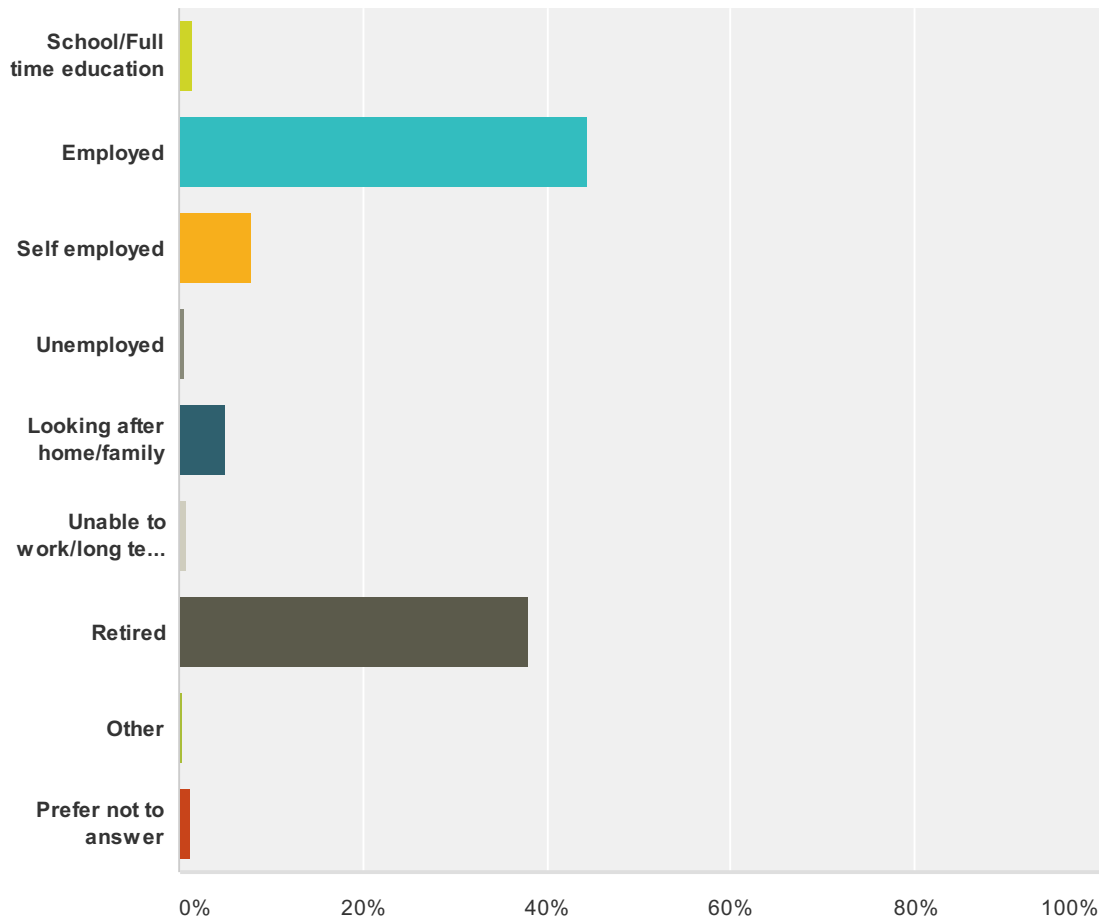
Answered: 649 Skipped: 0



Answer Choices	Responses	Count
Under 16	0.31%	2
17 - 24	1.69%	11
25 - 34	7.40%	48
35 - 44	15.25%	99
45 - 54	21.57%	140
55 - 64	18.18%	118
65 - 74	24.96%	162
75 - 85	8.63%	56
Over 85	1.39%	9
Prefer not to answer	0.62%	4
Total		649

Q4 Your employment status please

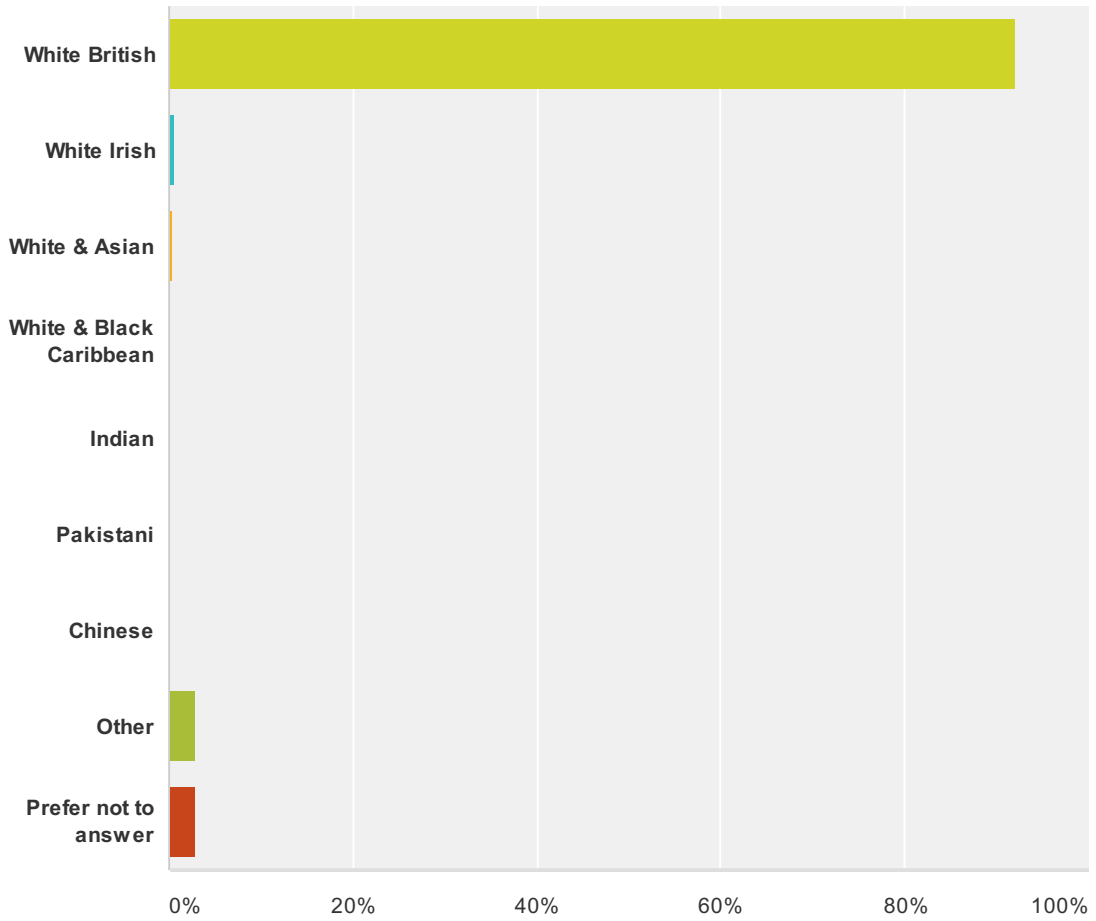
Answered: 649 Skipped: 0



Answer Choices	Responses
School/Full time education	1.39% 9
Employed	44.53% 289
Self employed	8.01% 52
Unemployed	0.62% 4
Looking after home/family	4.93% 32
Unable to work/long term ill	0.92% 6
Retired	37.90% 246
Other	0.46% 3
Prefer not to answer	1.23% 8
Total	649

Q5 Your ethnicity please

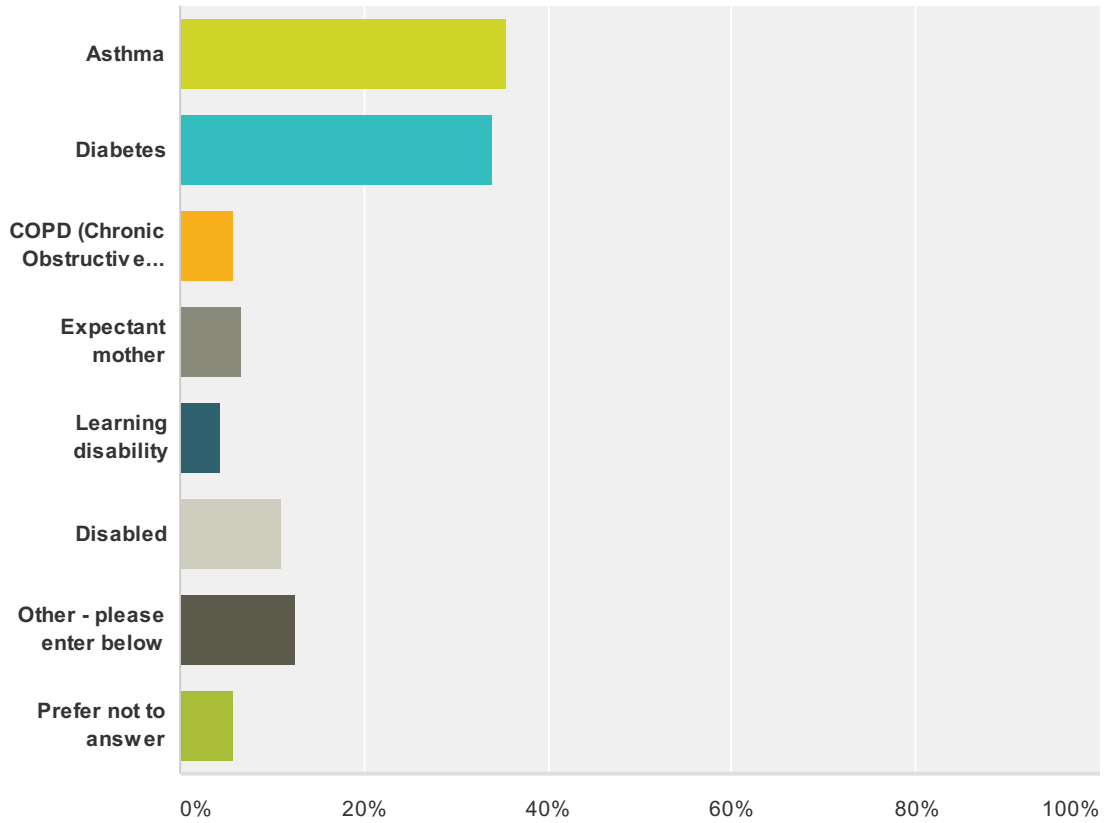
Answered: 649 Skipped: 0



Answer Choices	Responses
White British	92.14% 598
White Irish	0.62% 4
White & Asian	0.46% 3
White & Black Caribbean	0.15% 1
Indian	0.31% 2
Pakistani	0.15% 1
Chinese	0.31% 2
Other	2.93% 19
Prefer not to answer	2.93% 19
Total	649

Q6 Are you, or are you a carer within any of the following special patient categories? If not, please disregard this question.

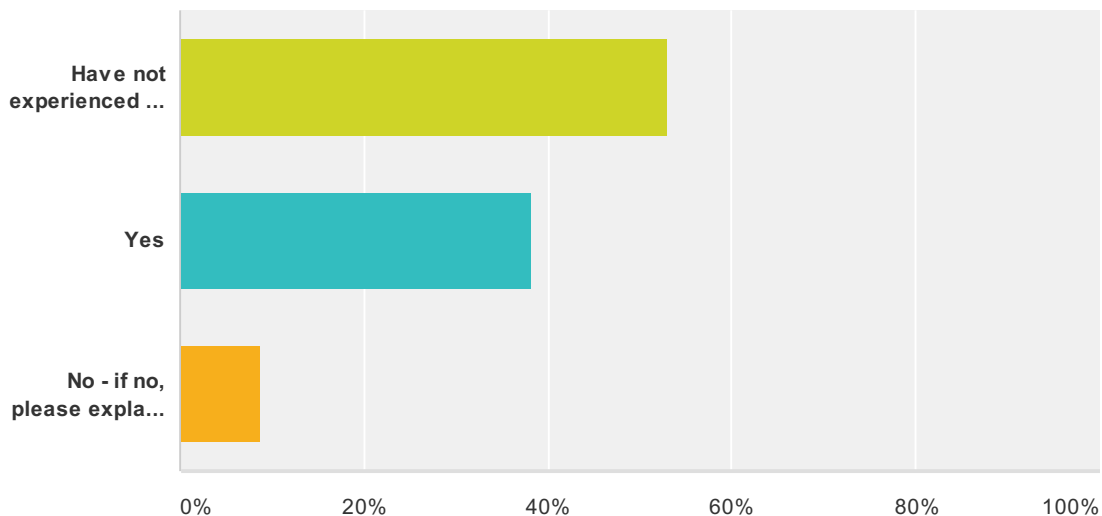
Answered: 135 Skipped: 514



Answer Choices	Responses
Asthma	35.56% 48
Diabetes	34.07% 46
COPD (Chronic Obstructive Pulmonary Disease)	5.93% 8
Expectant mother	6.67% 9
Learning disability	4.44% 6
Disabled	11.11% 15
Other - please enter below	12.59% 17
Prefer not to answer	5.93% 8
Total Respondents: 135	

Q7 In Dec 2013 we introduced a new digital telephone system with call queue and routing. Has this new system improved your experience when contacting the surgery by telephone?

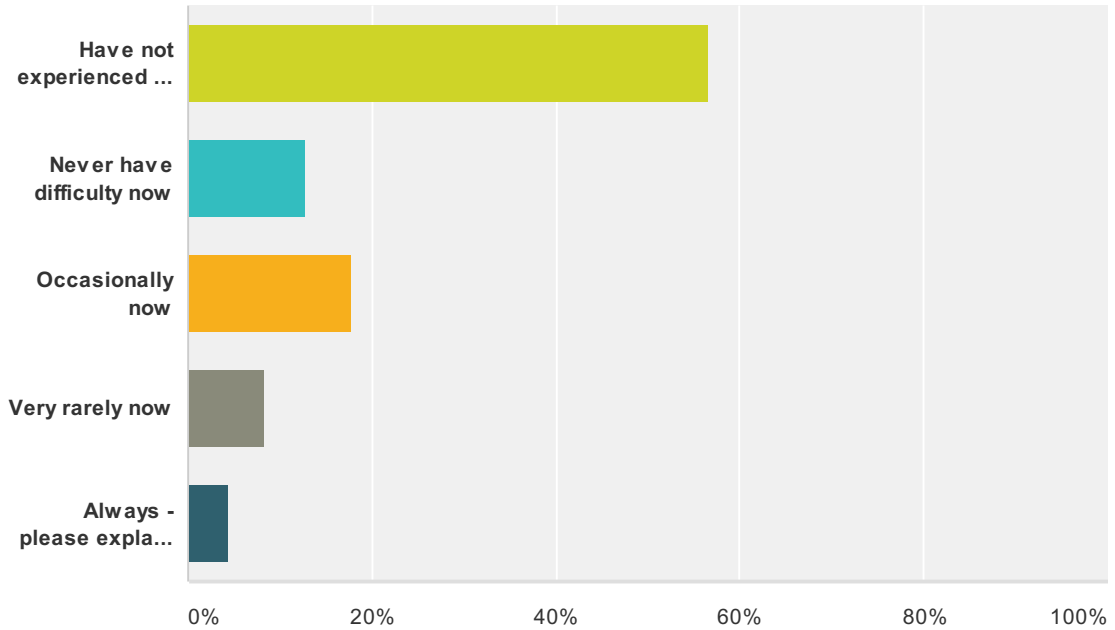
Answered: 627 Skipped: 22



Answer Choices	Responses
Have not experienced the new telephone system yet	53.11% 333
Yes	38.12% 239
No - if no, please explain why below	8.77% 55
Total	627

Q8 With this new system, how frequently do you now have difficulty getting through to the surgery by telephone during the busiest periods i.e. 0800-0930?

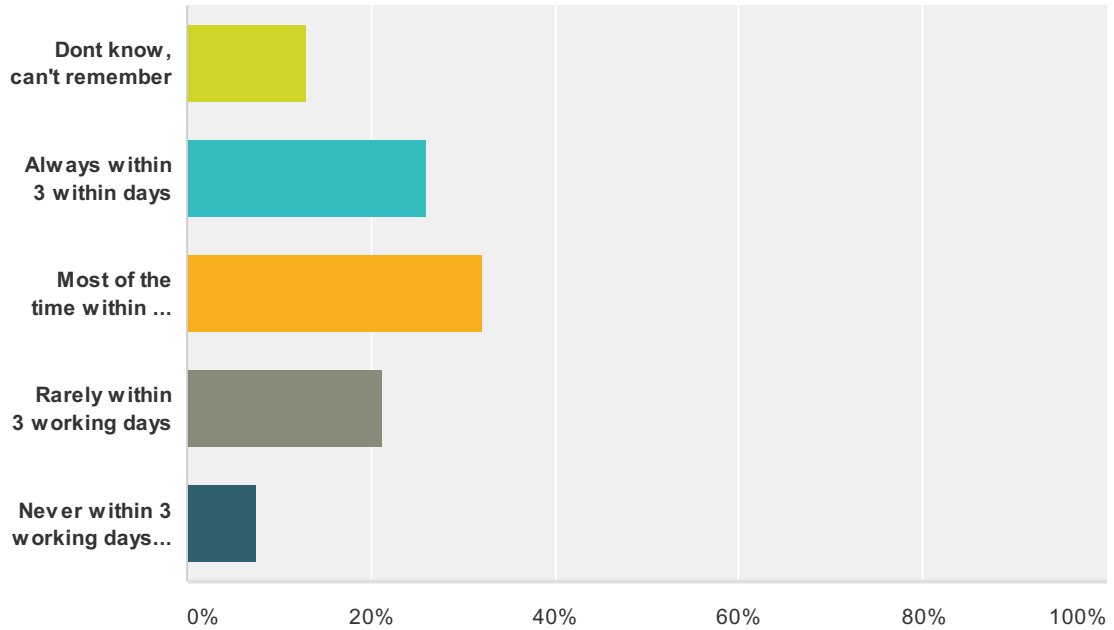
Answered: 627 Skipped: 22



Answer Choices	Responses	
Have not experienced the new telephone system yet.	56.62%	355
Never have difficulty now	12.76%	80
Occasionally now	17.70%	111
Very rarely now	8.45%	53
Always - please explain why below	4.47%	28
Total		627

Q9 How easily can you book an appointment to see a GP (registered GP or locum GP) and/or nurse within 3 working days?

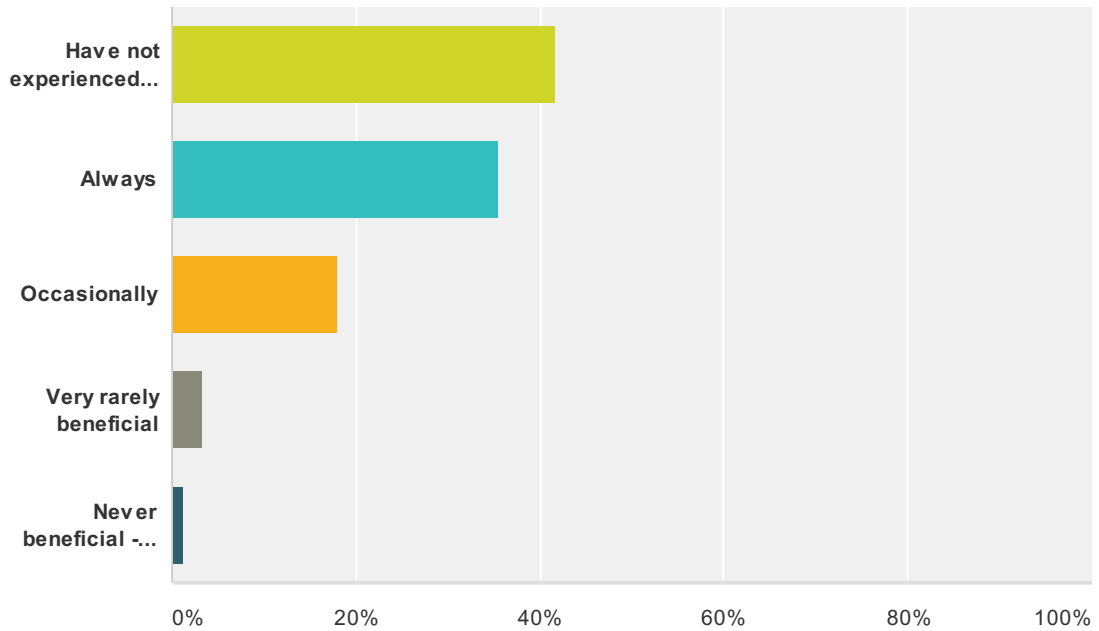
Answered: 605 Skipped: 44



Answer Choices	Responses	
Dont know, can't remember	12.89%	78
Always within 3 within days	26.12%	158
Most of the time within 3 working days	32.07%	194
Rarely within 3 working days	21.32%	129
Never within 3 working days - if so, please explain why	7.60%	46
Total		605

Q10 The Surgery also introduced telephone consultations with both GP and nurse for those patients that did not necessarily require a face to face consultation, or for when all emergency book on the day appointments were full. Have you found this additional service beneficial?

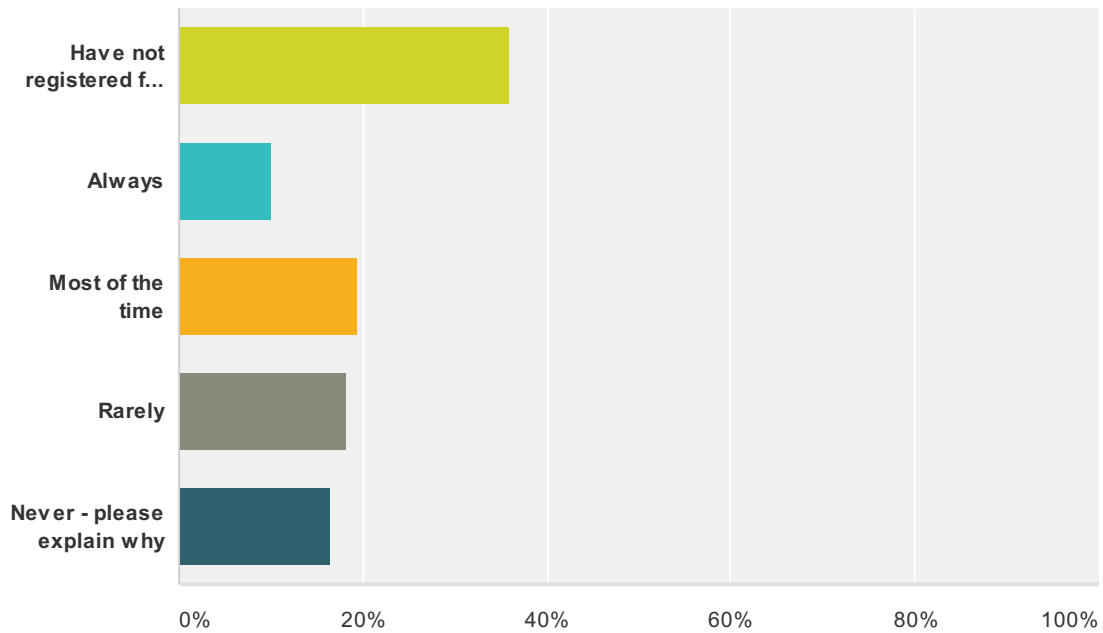
Answered: 605 Skipped: 44



Answer Choices	Responses
Have not experienced telephone consultations yet	41.82% 253
Always	35.54% 215
Occasionally	18.02% 109
Very rarely beneficial	3.31% 20
Never beneficial - please explain why	1.32% 8
Total	605

Q11 The Surgery introduced ONLINE SERVICES for booking appointments both in advance and a proportion of the available emergency book on the day appointments which are released before the surgery and telephones opened each morning. How easily can you book an appointment to see a GP (registered or locum GP) within 3 working days using ONLINE SERVICES?

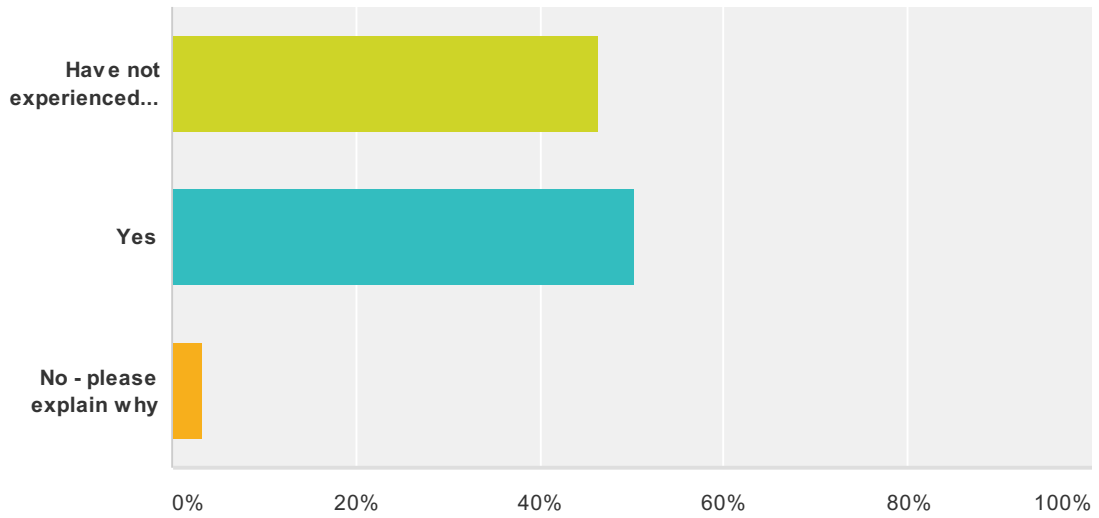
Answered: 605 Skipped: 44



Answer Choices	Responses
Have not registered for this service yet/Don't use this service	35.87% 217
Always	10.08% 61
Most of the time	19.34% 117
Rarely	18.18% 110
Never - please explain why	16.53% 100
Total	605

Q12 Do you find the Text Messaging Service useful?

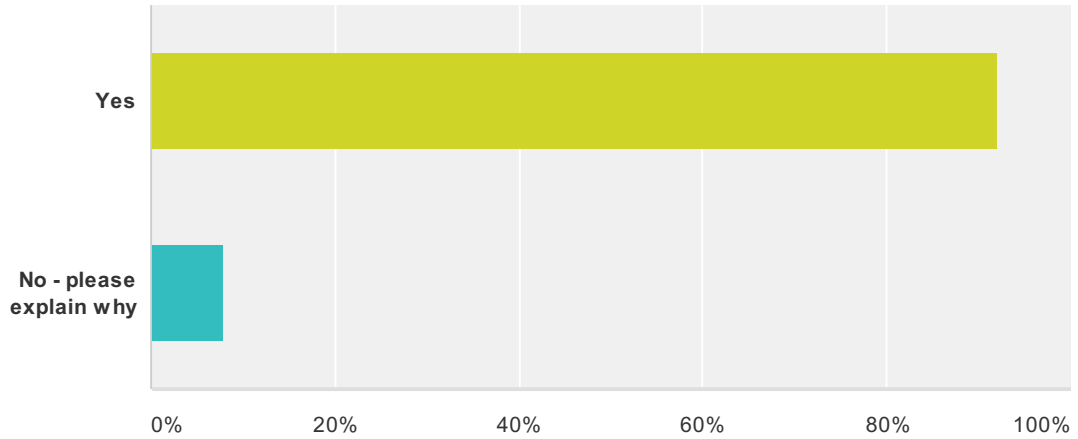
Answered: 604 Skipped: 45



Answer Choices	Responses
Have not experienced this service yet	46.36% 280
Yes	50.33% 304
No - please explain why	3.31% 20
Total	604

Q13 The Surgery is open 0800-1830 on Mon and Fri, 0800-2000 on Tues, Wed and Thurs and 0730 for early morning commuter clinics by appointment on Mon, Thurs and Fri. Do you find these opening hours acceptable and convenient?

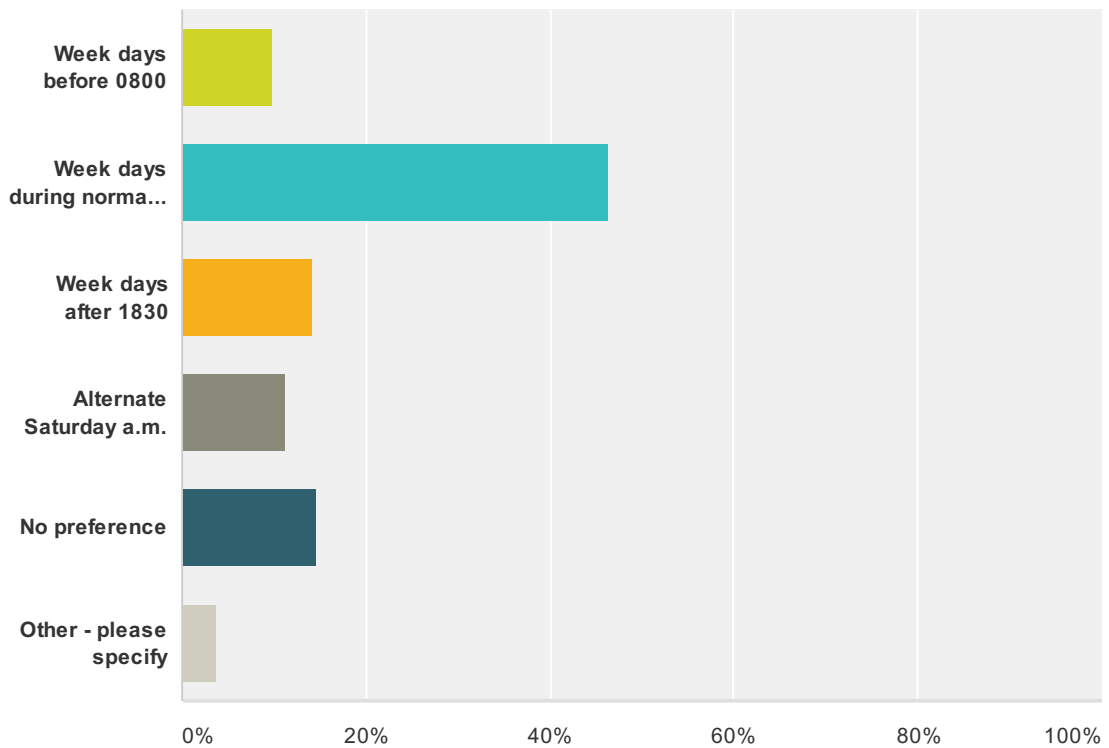
Answered: 602 Skipped: 47



Answer Choices	Responses
Yes	92.03% 554
No - please explain why	7.97% 48
Total	602

Q14 A previous survey asked patients which appointment times they would use the most of which alternate Saturday mornings was an option. Only 4.2% of survey responders said they would use a Saturday. We would like to ask this question again. Of the following available appointment times, which would you use the most?

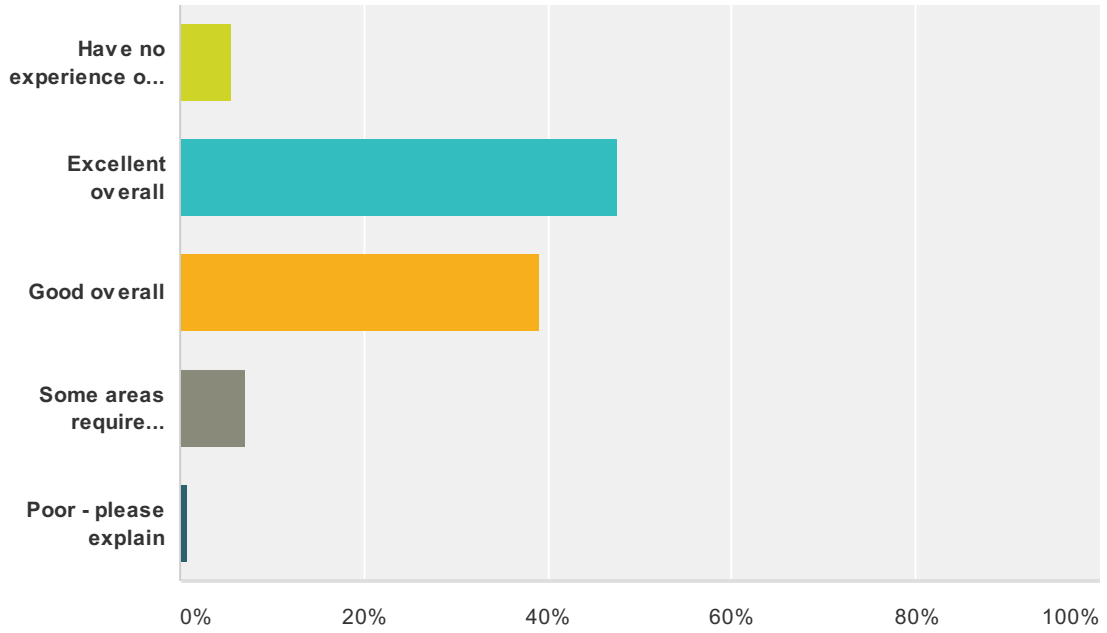
Answered: 602 Skipped: 47



Answer Choices	Responses
Week days before 0800	9.80% 59
Week days during normal working hours i.e 0830-1700	46.35% 279
Week days after 1830	14.29% 86
Alternate Saturday a.m.	11.30% 68
No preference	14.62% 88
Other - please specify	3.65% 22
Total	602

Q15 Overall, how well do you rate our GPs for clinical care, expertise and knowledge?

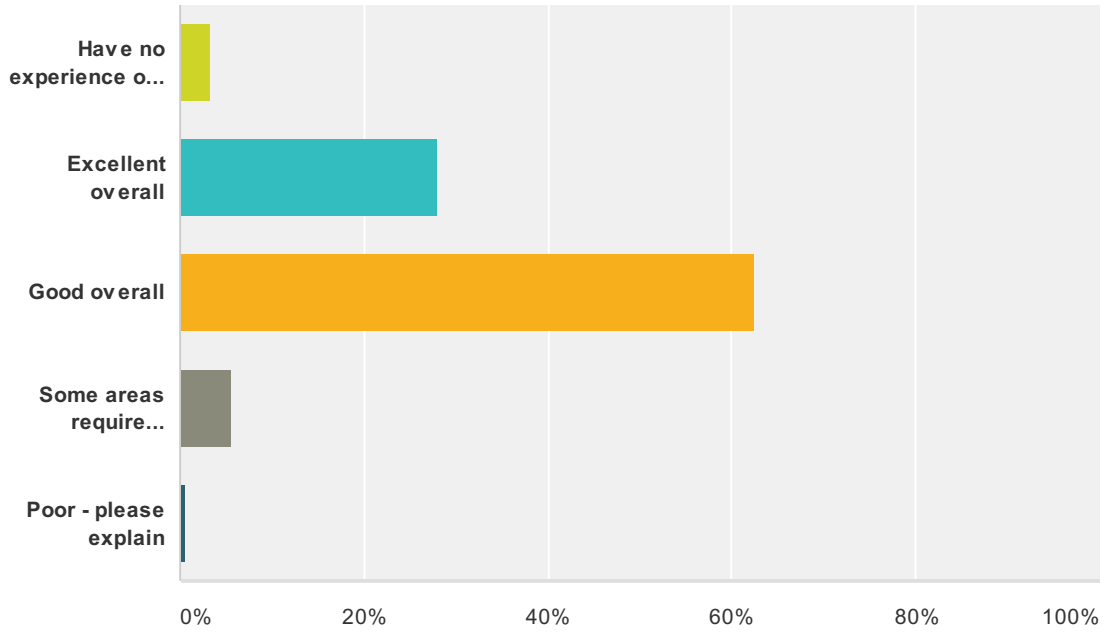
Answered: 600 Skipped: 49



Answer Choices	Responses
Have no experience of the GP clinical team	5.67% 34
Excellent overall	47.50% 285
Good overall	39% 234
Some areas require improvement - please explain	7.00% 42
Poor - please explain	0.83% 5
Total	600

Q16 Overall, how do you rate our GP timekeeping?

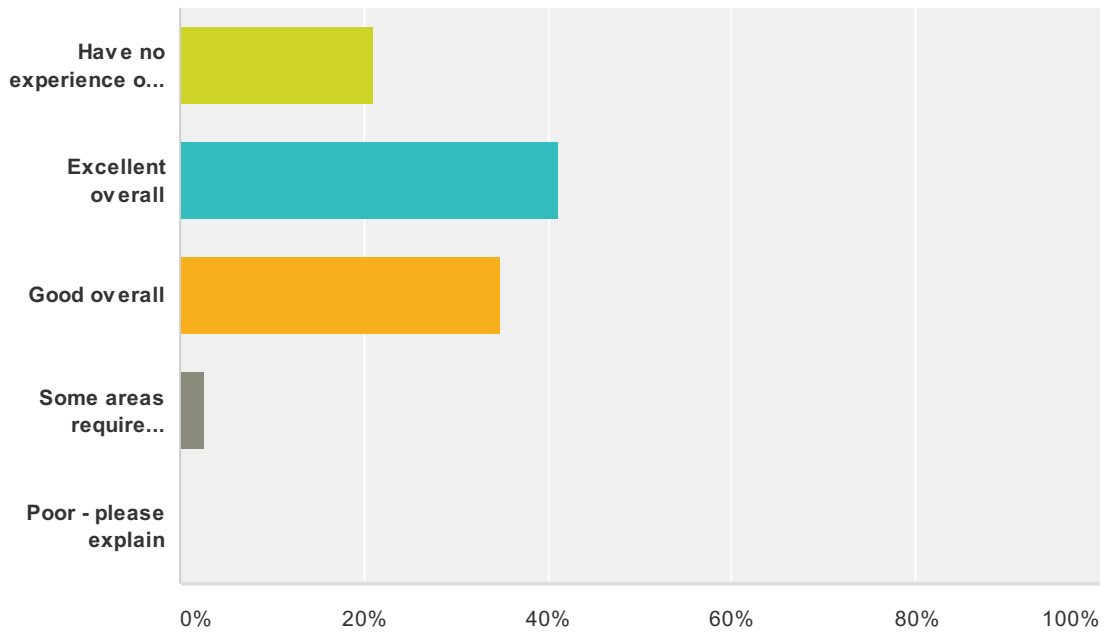
Answered: 600 Skipped: 49



Answer Choices	Responses
Have no experience of the GP clinical team	3.33% 20
Excellent overall	28.00% 168
Good overall	62.33% 374
Some areas require improvement - please explain	5.67% 34
Poor - please explain	0.67% 4
Total	600

Q17 Overall, how well do you rate our Nursing team for clinical care, expertise and knowledge?

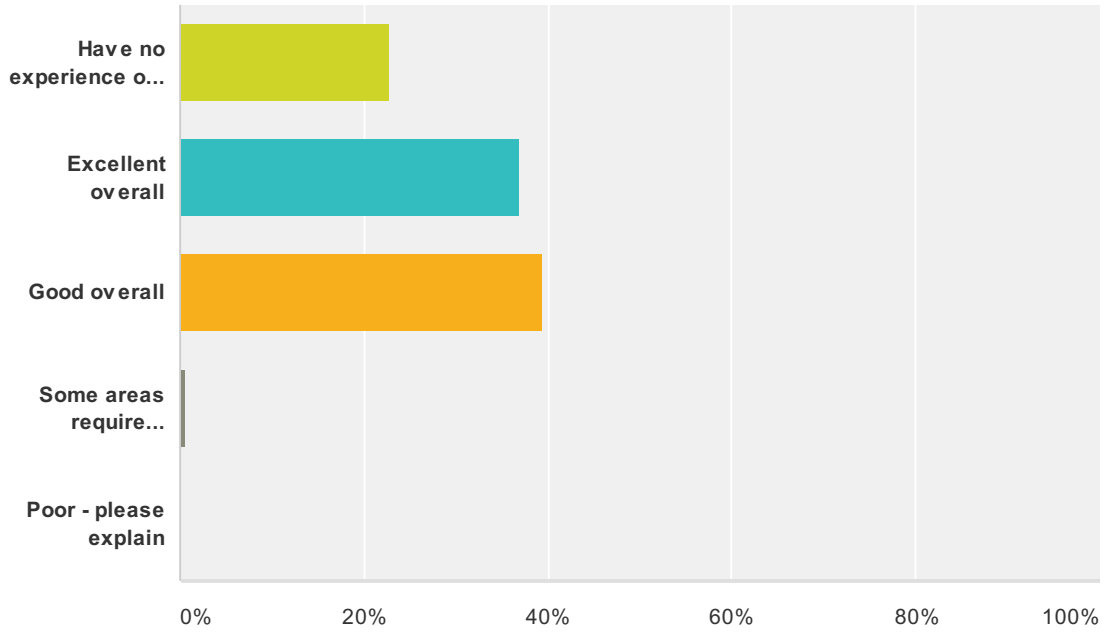
Answered: 600 Skipped: 49



Answer Choices	Responses
Have no experience of the nurse clinical team	21.17% 127
Excellent overall	41.17% 247
Good overall	34.83% 209
Some areas require improvement - please explain	2.67% 16
Poor - please explain	0.17% 1
Total	600

Q18 Overall, how do you rate our nursing team for timekeeping?

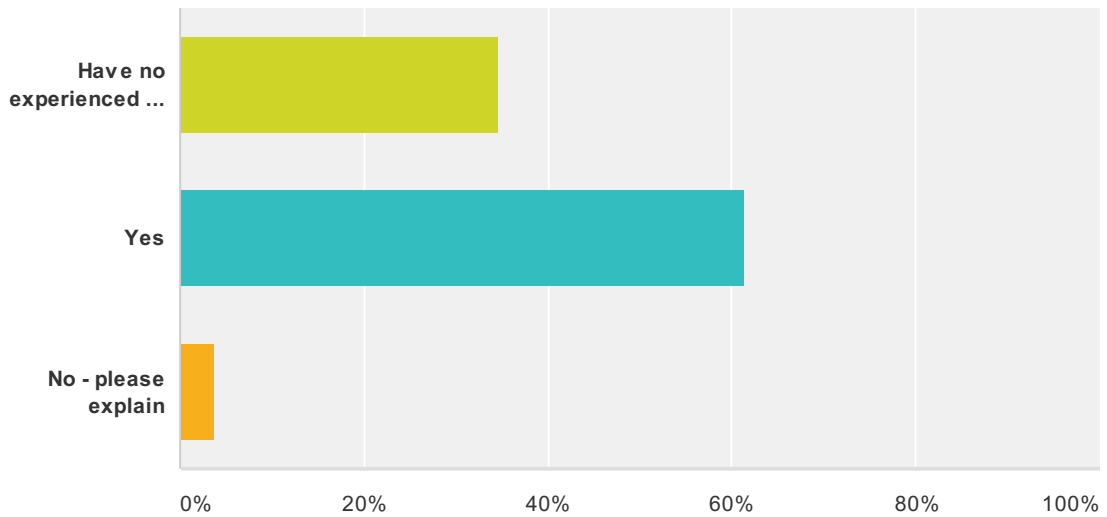
Answered: 600 Skipped: 49



Answer Choices	Responses	
Have no experience of the nurse clinical team	22.67%	136
Excellent overall	37%	222
Good overall	39.50%	237
Some areas require improvement - please explain	0.67%	4
Poor - please explain	0.17%	1
Total		600

Q19 The Surgery invested in a new Website to provide an up to date source for patient information, downloadable forms, services, latest news etc together with a 42" Digital Information Screen in our waiting area. Overall, do you find these useful and informative?

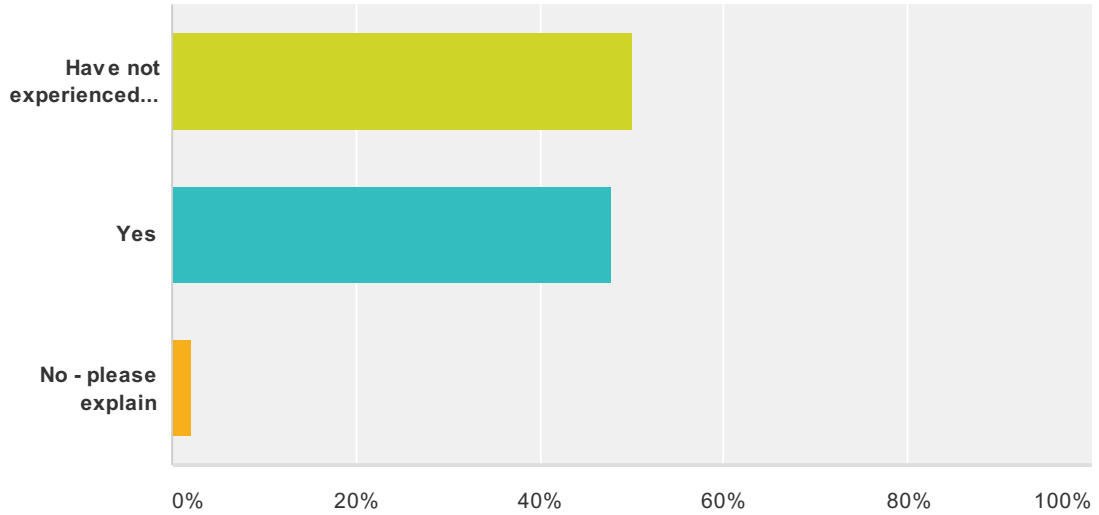
Answered: 596 Skipped: 53



Answer Choices	Responses
Have no experienced of either of these	34.73% 207
Yes	61.41% 366
No - please explain	3.86% 23
Total	596

Q20 The Text Messaging Service was expanded to facilitate other reminders i.e. flu clinics, health campaigns, surgery closure due to training etc Overall, do you find this service useful and informative?

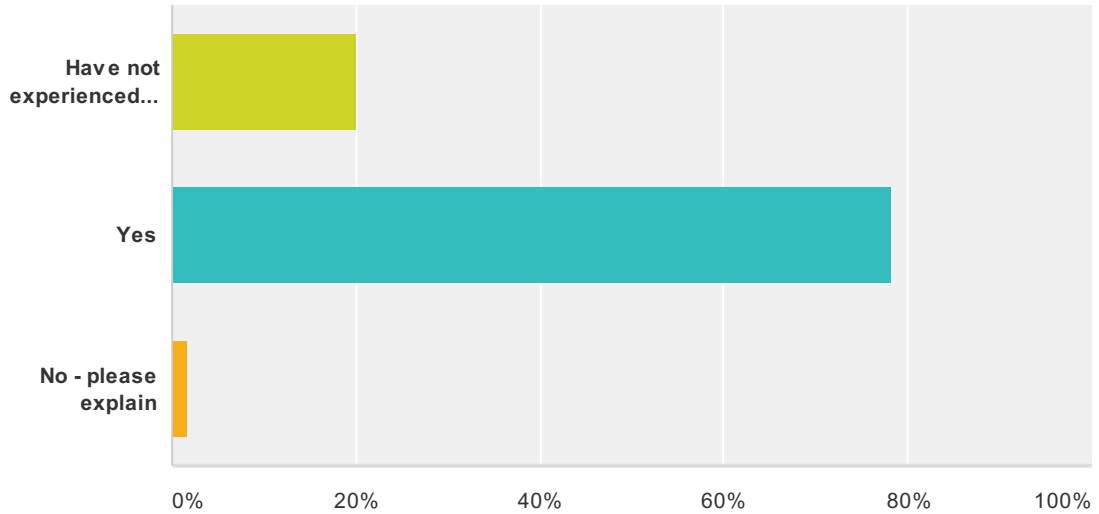
Answered: 596 Skipped: 53



Answer Choices	Responses
Have not experienced this service	50.17% 299
Yes	47.82% 285
No - please explain	2.01% 12
Total	596

Q21 The Surgery introduced Email Messaging to increase patient awareness of health campaigns, surgery updates, regular Newsletters and as a further method for reminders i.e. flu clinics etc Overall, do you find this service useful and informative?

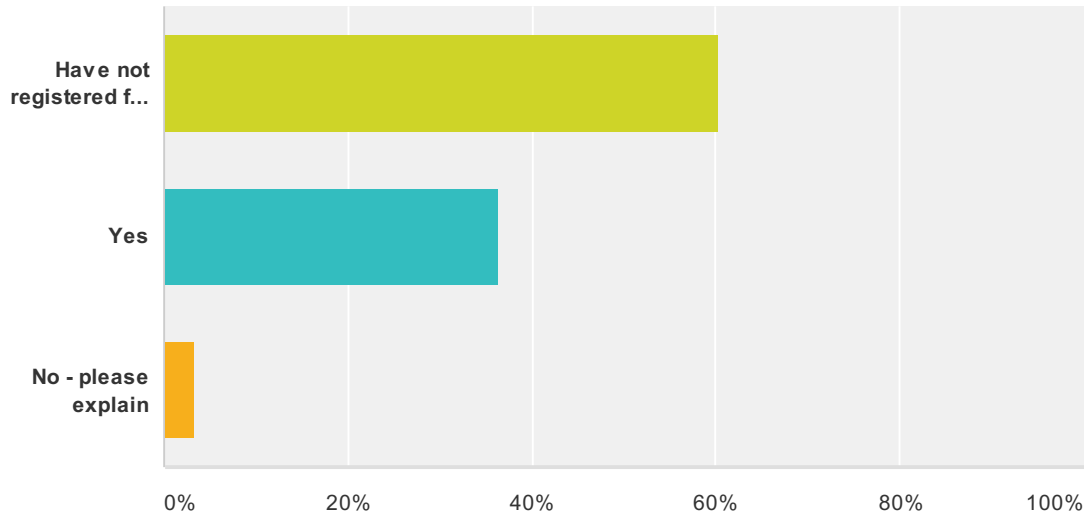
Answered: 596 Skipped: 53



Answer Choices	Responses	
Have not experienced this service yet	19.97%	119
Yes	78.36%	467
No - please explain	1.68%	10
Total		596

Q22 As part of our ONLINE SERVICES, the Surgery expanded this to include the ability to request GP approved repeat prescriptions. Do you find this service useful?

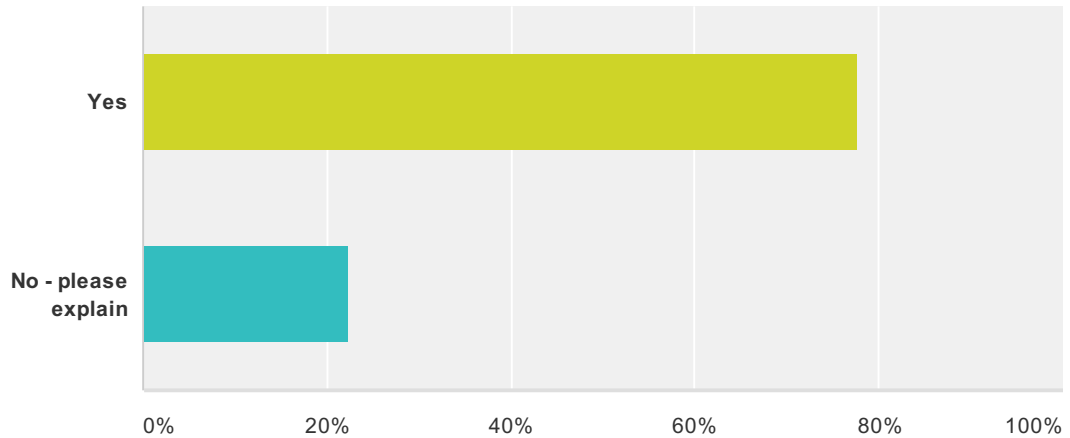
Answered: 596 Skipped: 53



Answer Choices	Responses
Have not registered for this service yet/Don't use this service	60.23% 359
Yes	36.41% 217
No - please explain	3.36% 20
Total	596

**Q23 The Surgery has an onsite pharmacy.
Wellbeing Pharmacy was opened in
October 2013 and is open 0700-2230 Mon to
Sat and 1000-1700 on Sun. Do you find
and/or will you find this service useful?**

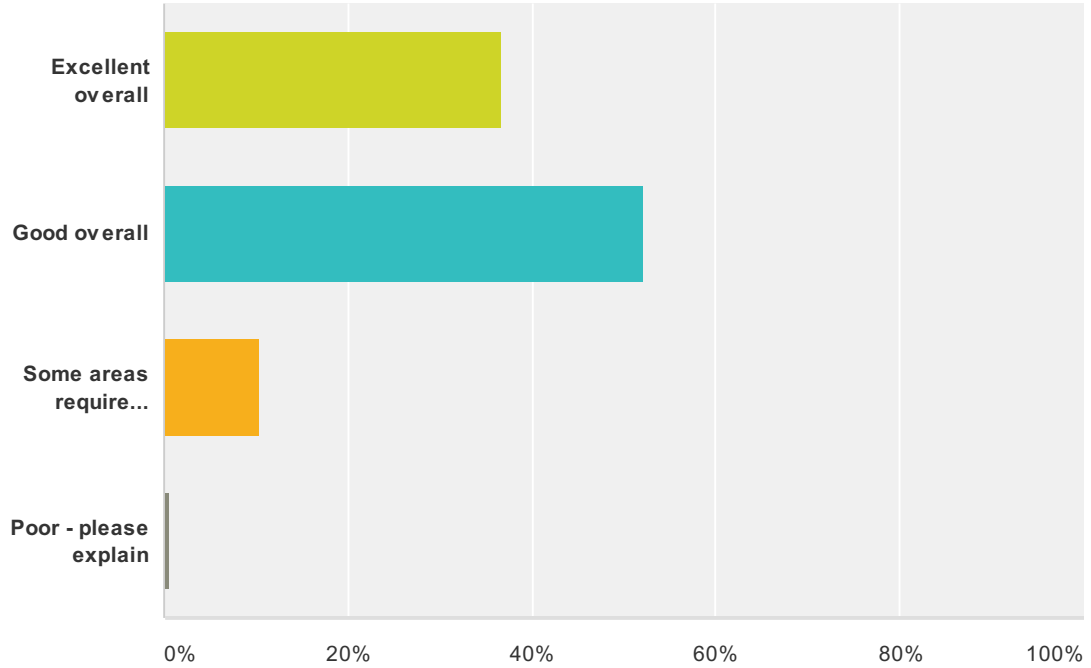
Answered: 596 Skipped: 53



Answer Choices	Responses	
Yes	77.68%	463
No - please explain	22.32%	133
Total		596

Q24 Overall, how satisfied are you with the care you receive and the services provided, both existing and recently introduced?

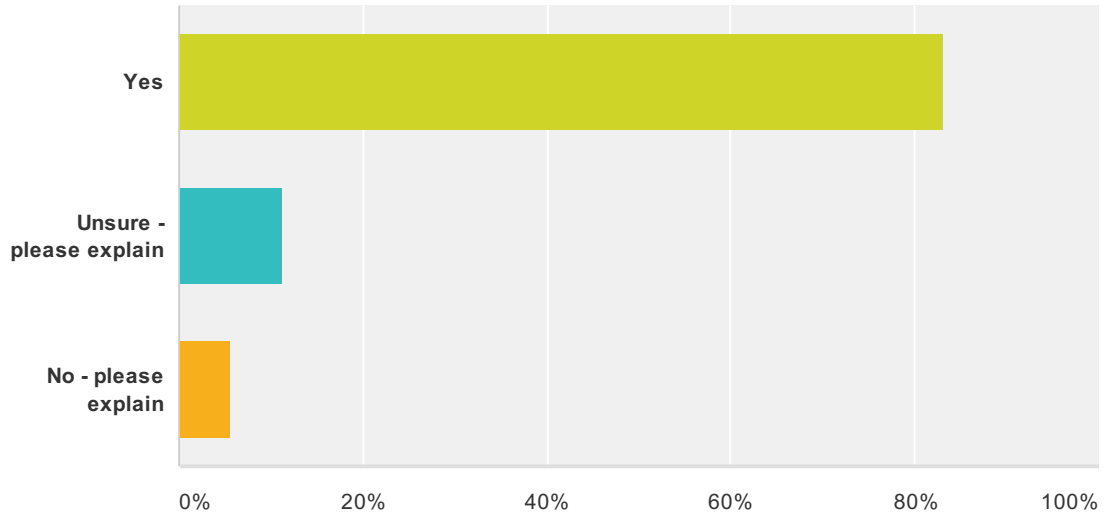
Answered: 588 Skipped: 61



Answer Choices	Responses
Excellent overall	36.73% 216
Good overall	52.21% 307
Some areas require improvement - please specify	10.37% 61
Poor - please explain	0.68% 4
Total	588

Q25 Would you recommend Richmond Surgery to someone who has moved to the local area and/or is looking for a GP Surgery?

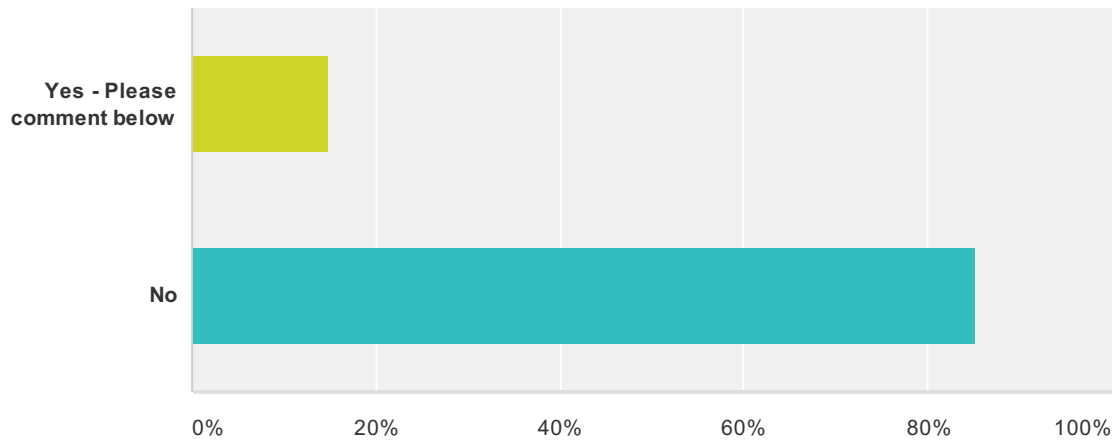
Answered: 588 Skipped: 61



Answer Choices	Responses	
Yes	83.16%	489
Unsure - please explain	11.22%	66
No - please explain	5.61%	33
Total		588

Q26 As part of our ongoing efforts to provide excellent clinical care and patient services, are there any other areas of existing care and services that have not been covered in this survey that you consider need improving and if so, where and how?

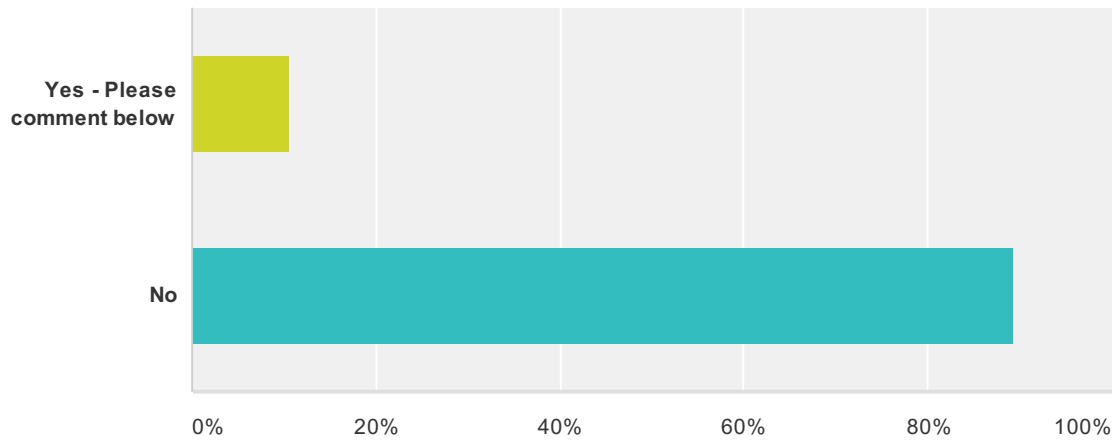
Answered: 558 Skipped: 91



Answer Choices	Responses	
Yes - Please comment below	14.87%	83
No	85.13%	475
Total		558

Q27 Are there any new areas of care and services that you would like to suggest that the Surgery considers, if feasible?

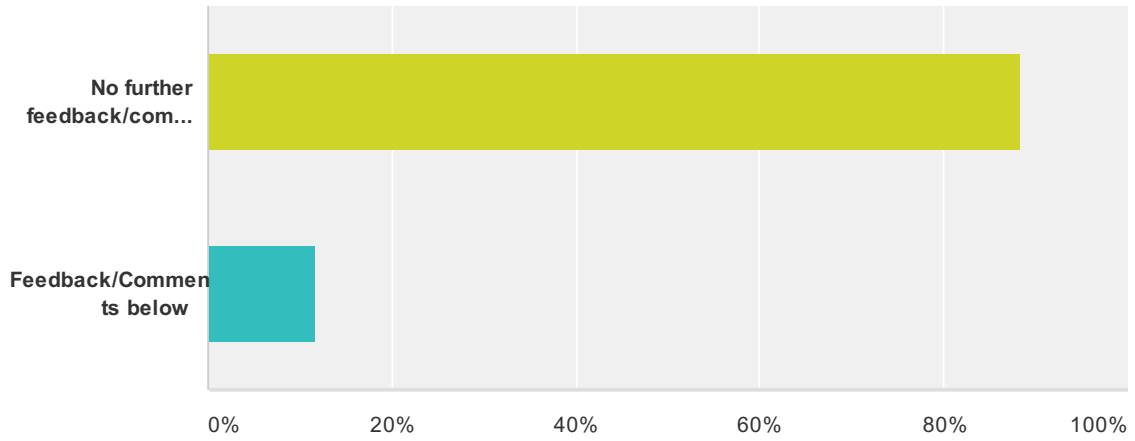
Answered: 555 Skipped: 94



Answer Choices	Responses
Yes - Please comment below	10.63% 59
No	89.37% 496
Total	555

Q28 And finally, if you would like to add any further feedback or additional comments, please do so below.

Answered: 544 Skipped: 105



Answer Choices	Responses
No further feedback/comments	88.24% 480
Feedback/Comments below	11.76% 64
Total	544