

Demographics of patient responders

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

Answer Options	Response Percent	Response Count
For myself	98.8%	1262
On behalf of another	0.9%	12
Prefer to not to answer	0.2%	3
	answered question	1277
	skipped question	0

2. Your gender please

Answer Options	Response Percent	Response Count
Male	40.0%	511
Female	59.7%	762
Prefer not to answer	0.3%	4
	answered question	1277
	skipped question	0

3. Your age please

Answer Options	Response Percent	Response Count
Under 16	0.2%	3
17 - 24	1.1%	14
25 - 34	6.9%	88
35 - 44	17.0%	217
45 - 54	20.4%	260
55 - 64	17.9%	229
65 - 74	26.2%	334
75 - 85	8.8%	113
Over 85	1.1%	14
Prefer not to answer	0.4%	5
	answered question	1277
	skipped question	0

4. Your employment status please

Answer Options	Response Percent	Response Count
School/Full time education	0.9%	11
Employed	42.3%	540
Self employed	9.5%	121
Unemployed	0.8%	10
Looking after home/family	5.9%	75
Unable to work/long term ill	1.0%	13
Retired	37.5%	479
Other	1.6%	21
Prefer not to answer	0.5%	7
Other (please specify)		21
	answered question	1277
	skipped question	0

5. Your ethnicity please

Answer Options	Response Percent	Response Count
White British	93.7%	1196
White Irish	0.5%	6
White & Asian	0.2%	3
White & Black Caribbean	0.2%	2
Indian	0.1%	1
Pakistani	0.0%	0
Chinese	0.3%	4
Other	3.8%	48
Prefer not to answer	1.3%	17
Other (please specify)		34
	answered question	1277
	skipped question	0

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

Answer Options	Response Percent	Response Count
Asthma	41.5%	118
Diabetes	28.9%	82
COPD (Chronic Obstructive Pulmonary Disease)	5.6%	16
Expectant mother	3.9%	11
Learning disability	4.2%	12
Disabled	13.4%	38
Other - please enter below	11.6%	33
Prefer not to answer	4.6%	13
Other (please specify)		58
	answered question	284
	skipped question	993

Section on Access and Appointments

7. How frequently do you have difficulty getting through to the Surgery by telephone during the busy period of 0800-0900?

Answer Options	Response Percent	Response Count
Always - ONLY if your answer is Always, please provide a	22.1%	274
Occasionally	51.1%	635
Very rarely	15.9%	198
Never	10.9%	135
Comment:		350
	answered question	1242
	skipped question	35

8. Outside of the busy period of 0800-0900, has the new digital telephone system improved your experience of contacting the Surgery by telephone?

Answer Options	Response Percent	Response Count
Yes	46.6%	579
No	11.8%	146
Have not experienced the new telephone system yet	41.6%	517
	answered question	1242
	skipped question	35

9. Do you find our Online Services for booking/cancelling appointments and ordering your approved repeat prescriptions beneficial?

Answer Options	Response Percent	Response Count
Yes	50.9%	627
No	9.2%	113
Have not experienced this service yet	39.9%	491
	answered question	1231
	skipped question	46

10. Do you find our Text Messaging Service for appointment reminders, surgery notices i.e. closure for training, flu clinics, test reminders etc beneficial?

Answer Options	Response Percent	Response Count
Yes	64.4%	794
No	2.7%	33
Have not experienced this service yet	32.9%	405
	answered question	1232
	skipped question	45

11. How often during the last 12 months have you been able to book an appointment with a GP and/or nurse within 3 working days, even if this did not match your preferred choice?

Answer Options	Response Percent	Response Count
Always	26.4%	324
Usually	49.3%	605
Never	15.0%	184
Not experienced an appointment with GP or nurse yet	9.3%	114
	answered question	1227
	skipped question	50

12. How often during the last 12 months have you been able to book a telephone consultation within 3 working days with a GP and/or nurse?

Answer Options	Response Percent	Response Count
Always	37.2%	460
Usually	24.8%	307
Never	4.0%	50
Have not experienced this service yet	33.9%	419
	answered question	1236
	skipped question	41

Section on Options for Access to Care

13. Have you found the additional service of early morning commuter clinic appointments 0700-0800 with GP and nurse beneficial?

Answer Options	Response Percent	Response Count
Yes	16.4%	202
No	2.7%	33
Have not experienced this service yet	80.9%	998
	answered question	1233
	skipped question	44

14. Have you found the additional service of our Minor Illness Clinic 4 mornings per week beneficial?

Answer Options	Response Percent	Response Count
Yes	11.7%	144
No	1.7%	21
Have not experienced this service yet	86.6%	1064
	answered question	1229
	skipped question	48

15. Have you found the additional service of Telephone Consultations/Triage for both on the day emergencies and book ahead with both GP and/or nurse beneficial?

Answer Options	Response Percent	Response Count
Yes	33.6%	412
No	2.8%	34
Have not experienced this service yet	63.7%	782
	answered question	1228
	skipped question	49

16. Have you found the additional service of Phlebotomy (blood taking) In House Clinic beneficial?

Answer Options	Response Percent	Response Count
Yes	34.7%	423
No	1.4%	17
Have not experienced this new service yet	63.9%	778
	answered question	1218
	skipped question	59

17. Have you found the additional service of INR In House Clinic (Warfarin Patients) beneficial?

Answer Options	Response Percent	Response Count
Yes	2.9%	35
No	0.6%	7
Have not experienced/do not require this service	96.5%	1162
	answered question	1204
	skipped question	73

18. Have you found the additional service of Emergency Patient Clinic - On the day emergencies 0800-0900 beneficial?

Answer Options	Response Percent	Response Count
Yes	8.4%	102
No	1.8%	22
Have not experienced this new service yet	89.8%	1097
	answered question	1221
	skipped question	56

Section on Opening Hours

19. Of the following available appointment times, which would you use the most?

Answer Options	Response Percent	Response Count
Week days before 0800	9.8%	119
Week days during normal surgery opening hours	48.2%	588
Week days after 1800	20.9%	255
Alternative Saturday a.m.	4.9%	60
No Preference	16.2%	198
	answered question	1220
	skipped question	57

20. The on site Pharmacy opened in October 2013. Opening hours are Mon to Sat 0700-2230 and Sun 1000-1700. Is this service useful, in particular outside of core working hours?

Answer Options	Response Percent	Response Count
Yes	67.0%	818
No	5.5%	67
Have not experienced this service yet	27.5%	335
	answered question	1220
	skipped question	57

Section on Clinical Care and Timekeeping

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

Answer Options	Response Percent	Response Count
Poor	2.9%	36
Excellent	47.4%	582
Good	44.4%	546
Have no experience of the GP clinical team	5.3%	65
Comment:		81
	answered question	1229
	skipped question	48

22. Overall, how do you rate our GP timekeeping?

Answer Options	Response Percent	Response Count
Poor	3.8%	47
Excellent	28.4%	349
Good	63.5%	781
Have no experience of the GP clinical team	4.2%	52
Comment:		64
	answered question	1229
	skipped question	48

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

Answer Options	Response Percent	Response Count
Poor	0.7%	9
Excellent	38.7%	476
Good	36.5%	449
Have no experience of the nursing clinical team	24.0%	295
Comment:		22
	answered question	1229
	skipped question	48

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

Answer Options	Response Percent	Response Count
Poor	1.2%	15
Excellent	33.2%	408
Good	40.8%	501
Have no experience of the nursing clinical team	24.8%	305
Comment:		18
	answered question	1229
	skipped question	48

Section on Patient Information

Please advise if you are aware of the following:

25. Email Messaging including our regular Surgery Newsletters

Answer Options	Response Percent	Response Count
Yes	97.1%	1191
No	3.2%	39
	answered question	1227
	skipped question	50

26. Website www.richmondsurgeryfleet.com

Answer Options	Response Percent	Response Count
Yes	86.3%	1048
No	13.7%	167
	answered question	1215
	skipped question	62

27. Digital Information TV Screen in patient waiting area

Answer Options	Response Percent	Response Count
Yes	92.8%	1130
No	7.2%	88
	answered question	1218
	skipped question	59

28. Patient Information Notices within Surgery

Answer Options	Response Percent	Response Count
Yes	88.2%	1076
No	11.8%	144
	<i>answered question</i>	1220
	<i>skipped question</i>	57

Section on Overall Patient Satisfaction

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

Answer Options	Response Percent	Response Count
Excellent	42.1%	513
Good	55.5%	676
Poor	2.5%	30
	<i>answered question</i>	1219
	<i>skipped question</i>	58

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

Answer Options	Response Percent	Response Count
Yes	80.2%	978
No	4.7%	57
Unsure	15.1%	184
	<i>answered question</i>	1219
	<i>skipped question</i>	58

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