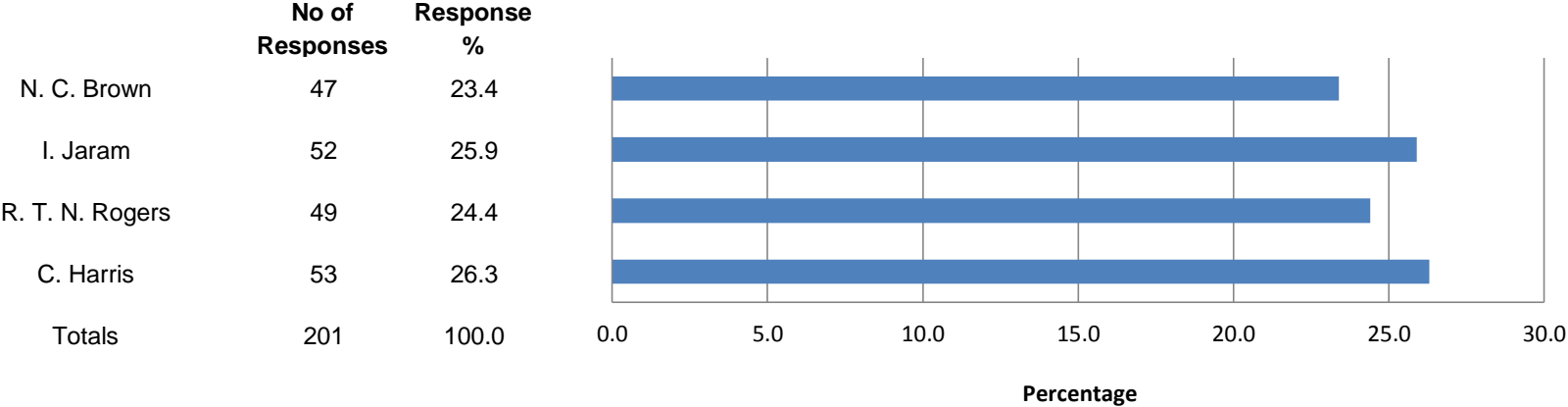


Abbey Medical Centre

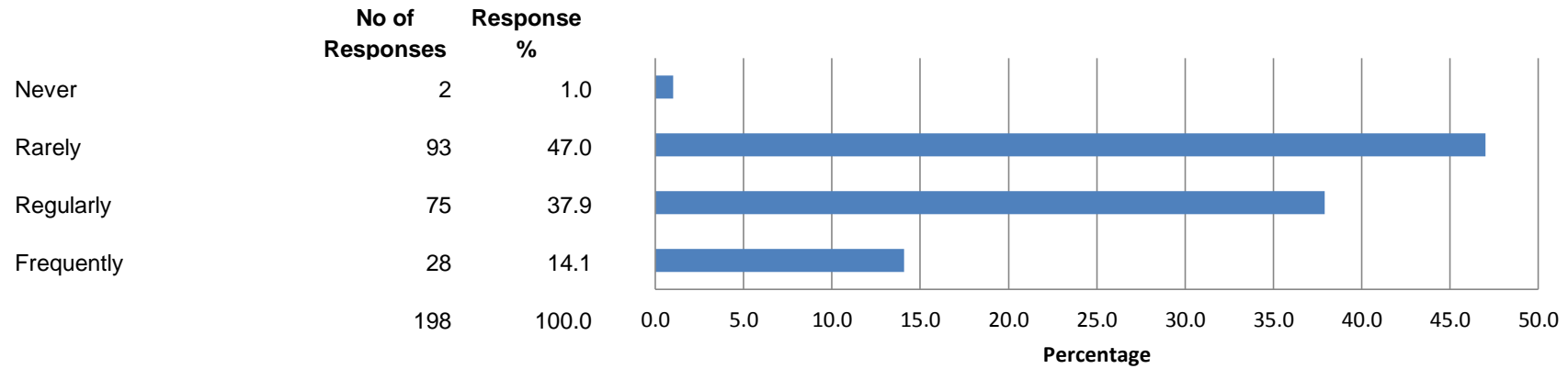
Patient Questionnaire

2012

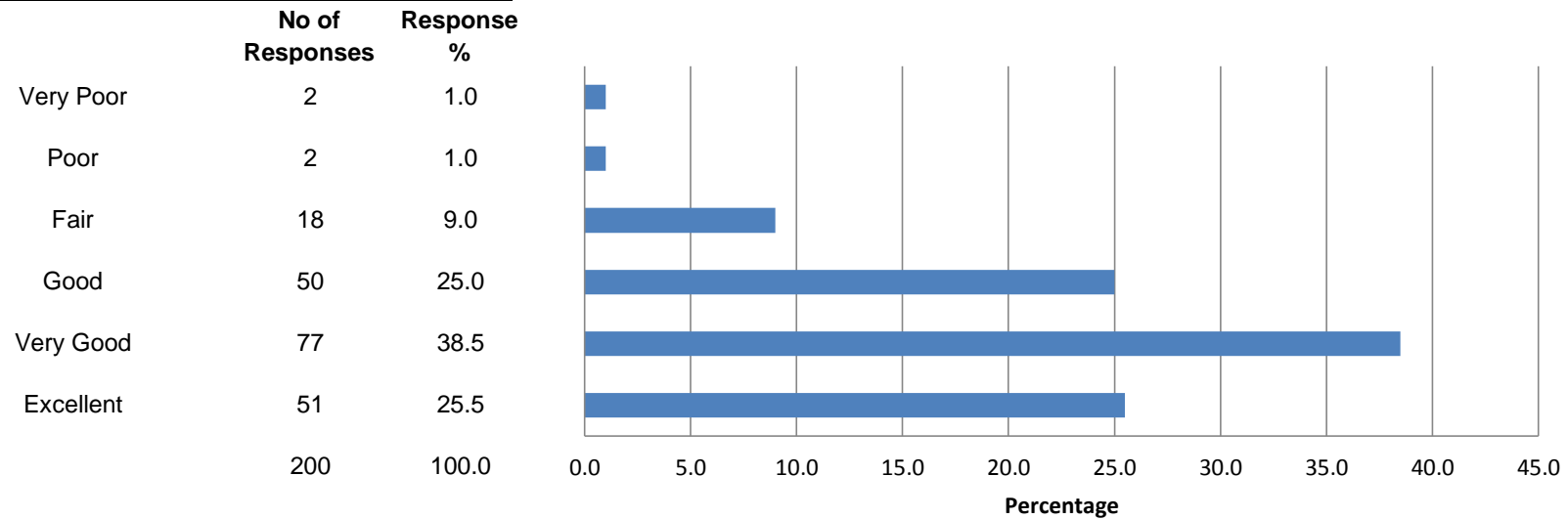
Which doctor did you see today



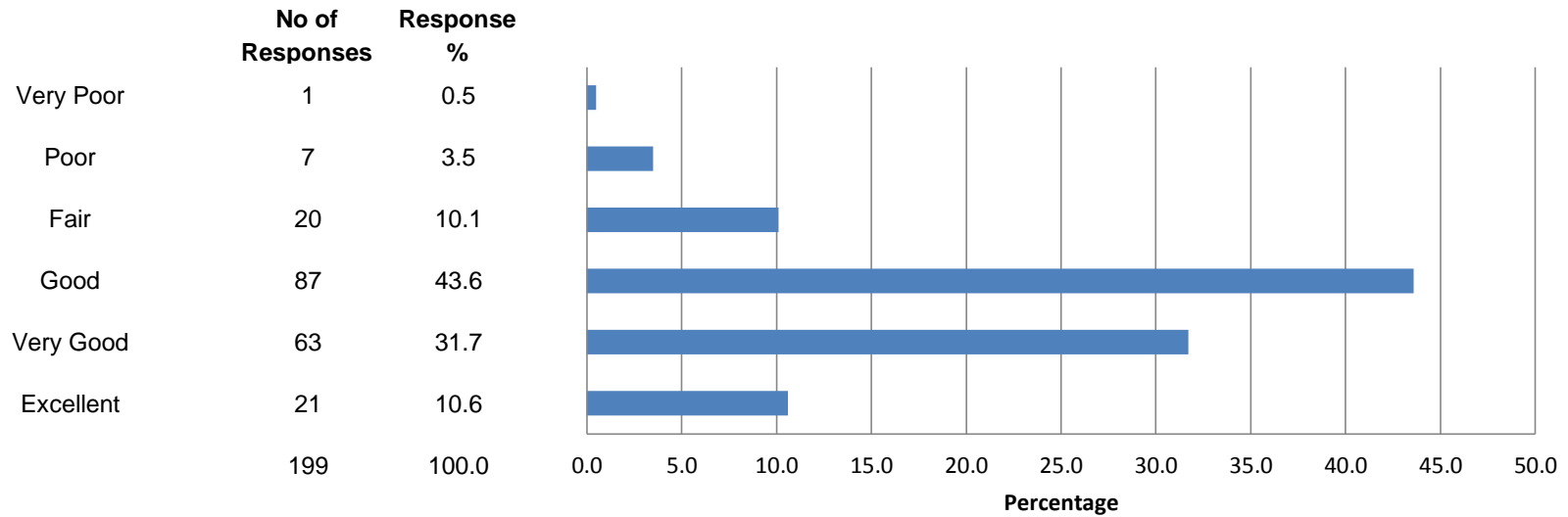
Q1 - How often do you visit the surgery?



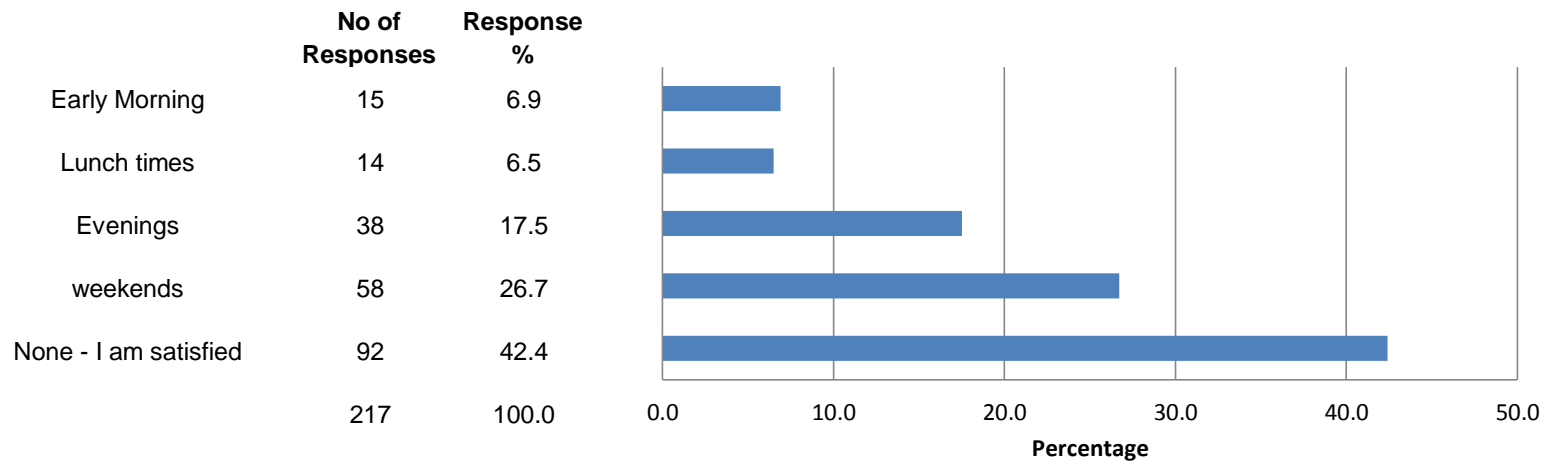
Q2 - Receptionist Ratings



Q3a - How do you rate the hours that your practice is open?

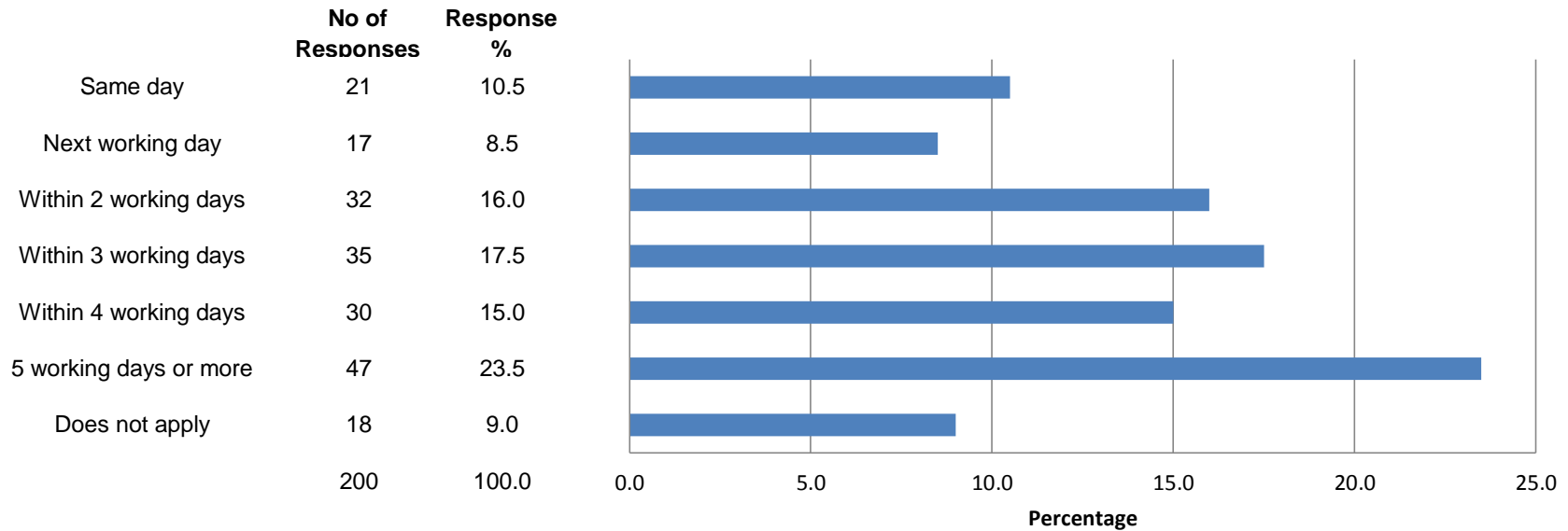


Q3b - what additional hours would you like the practise to be open?

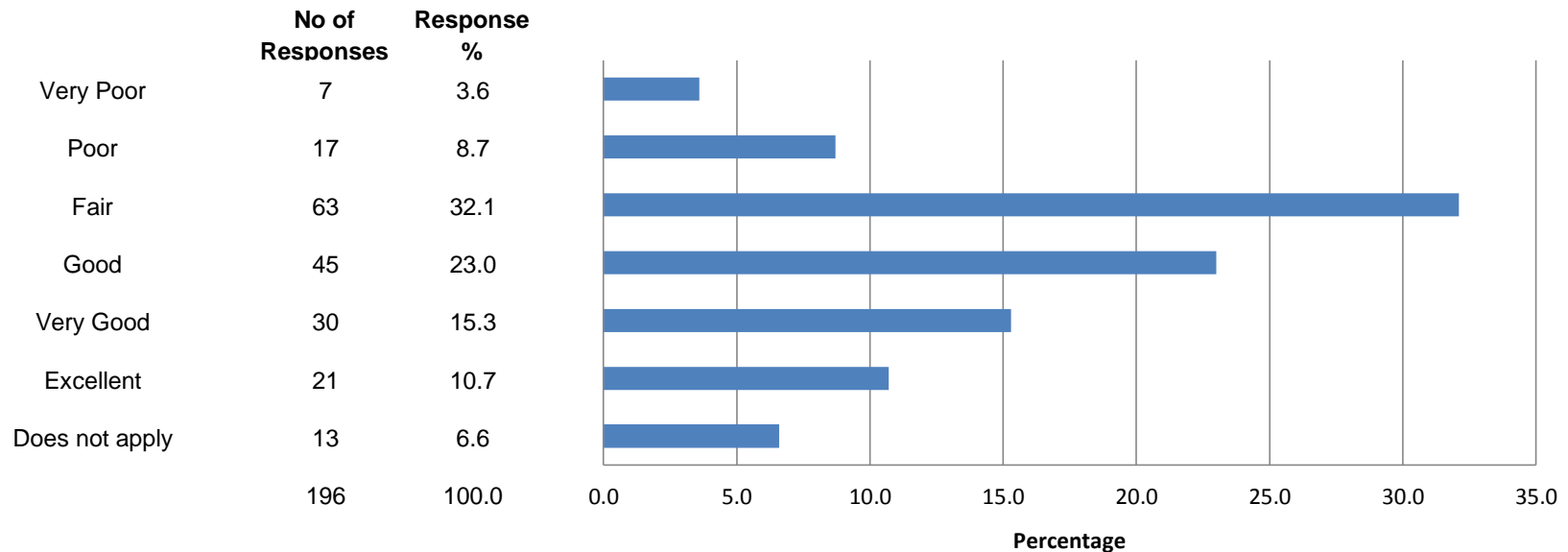


Q4 - Thinking of times when you want to see a particular doctor

Q4a - How quickly do you get to see a particular Doctor

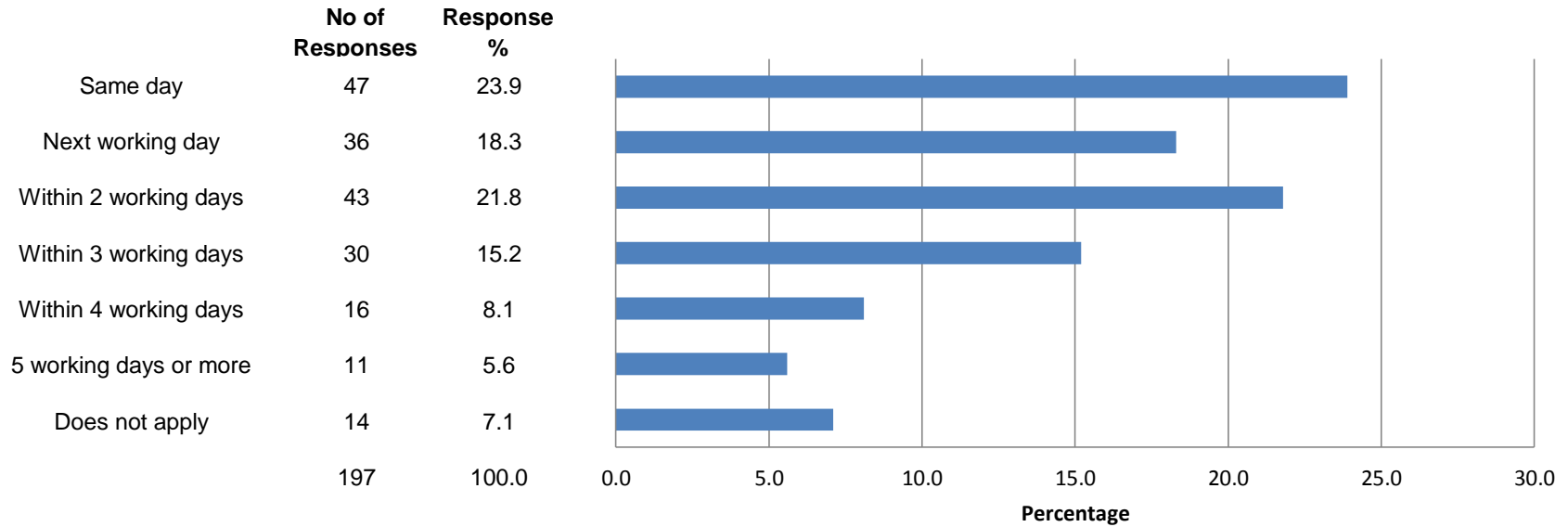


Q4b - how do you rate this

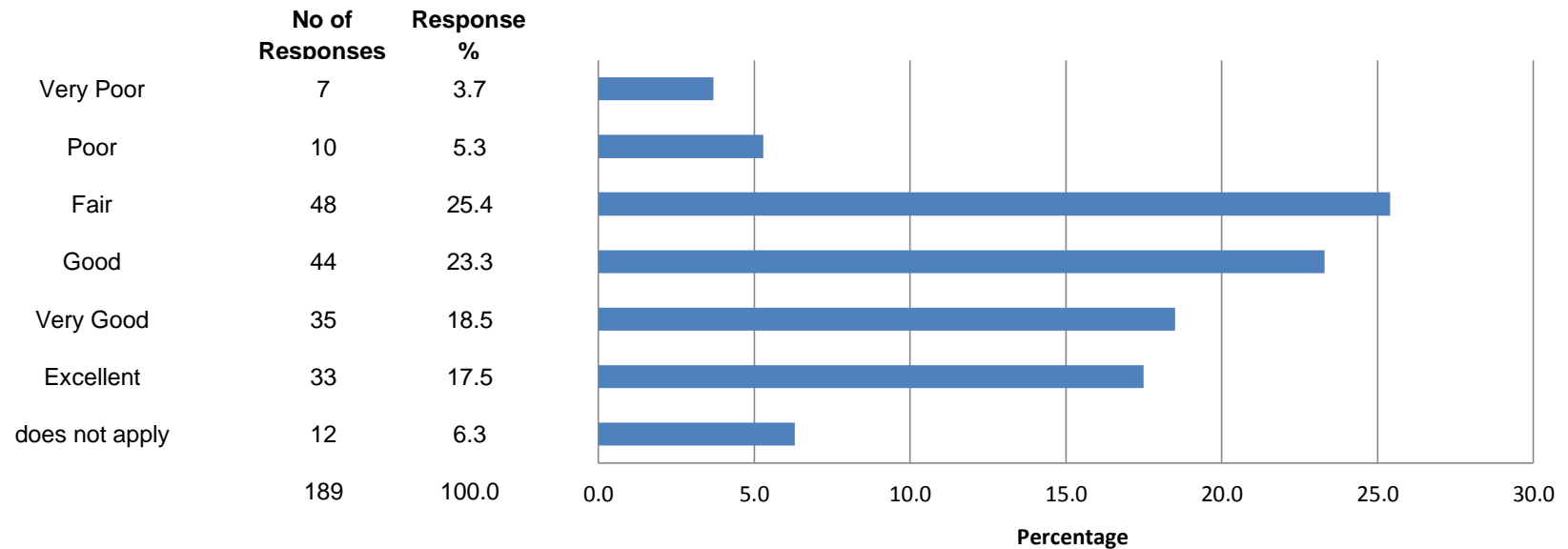


Q5 Thinking of times when you are willing to see any doctor

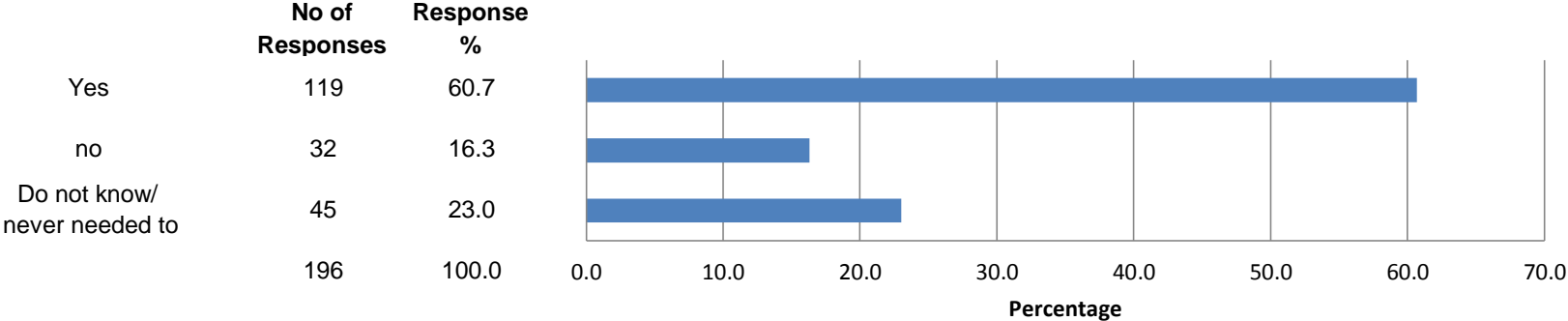
Q5a - How quickly do you get to see any Doctor



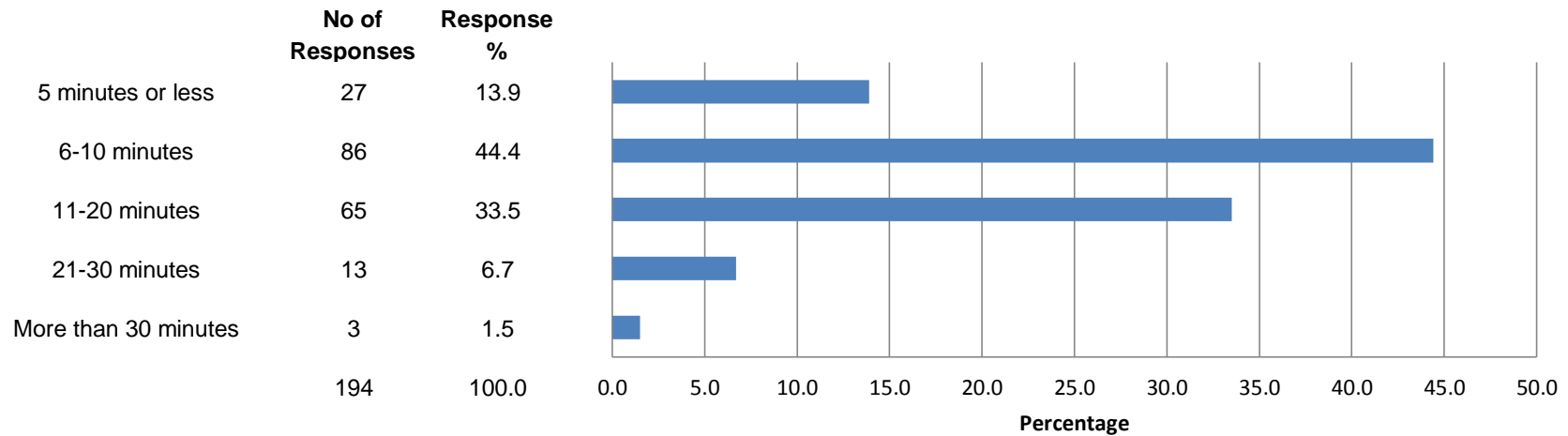
Q5b - How do you rate this?



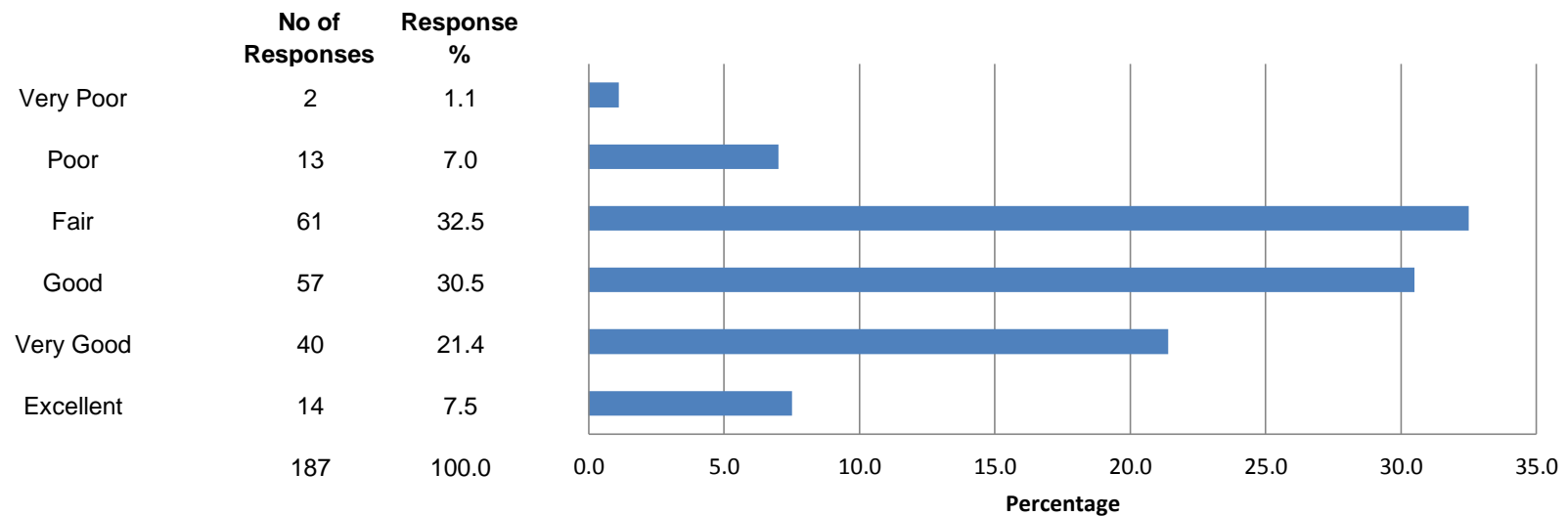
Q6 If you need a GP Urgently can you normally be seen on the same day



Q7a How long do you usually have to wait at the practice for your consultation to begin

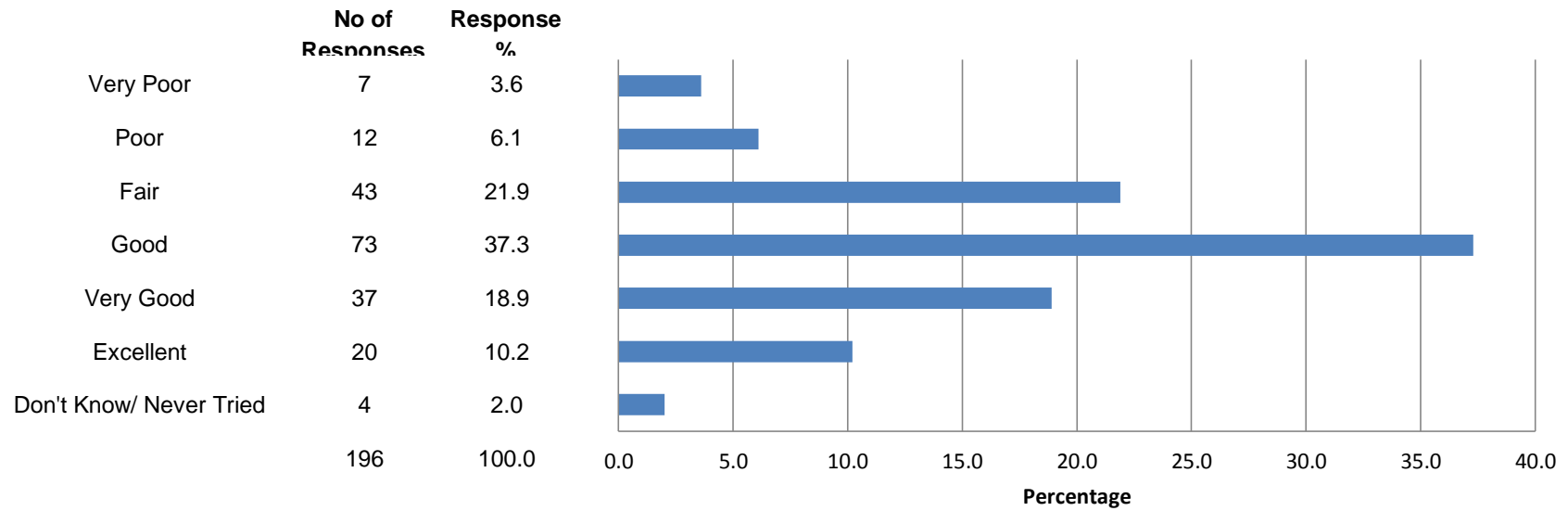


Q7b - How did you rate this?

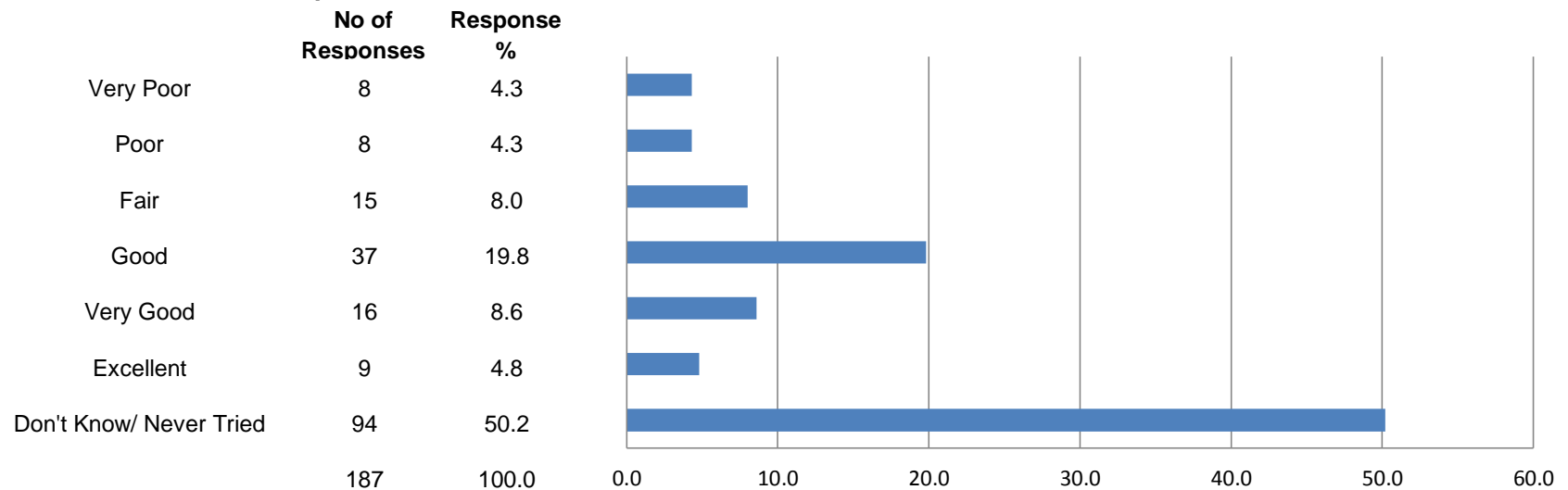


Q8 - Thinking of times you have phoned the practise, how do you rate the following.

Q8a - Ability to get through to the practice on the phone

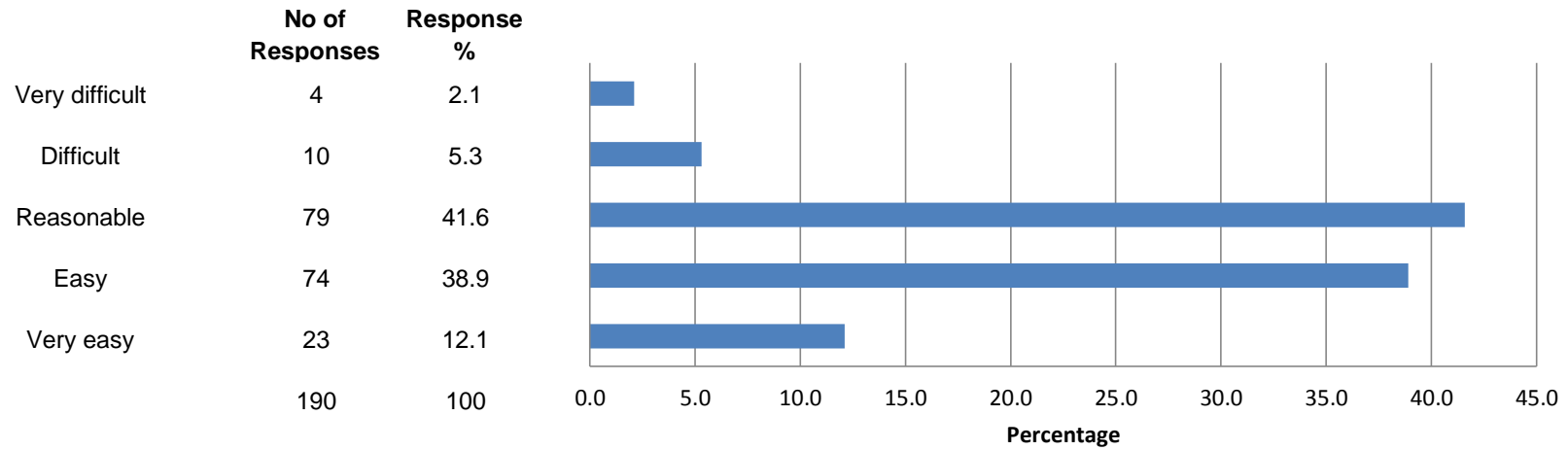


Q8b Ability to speak to a doctor on the phone when you have a question question or need medical advice

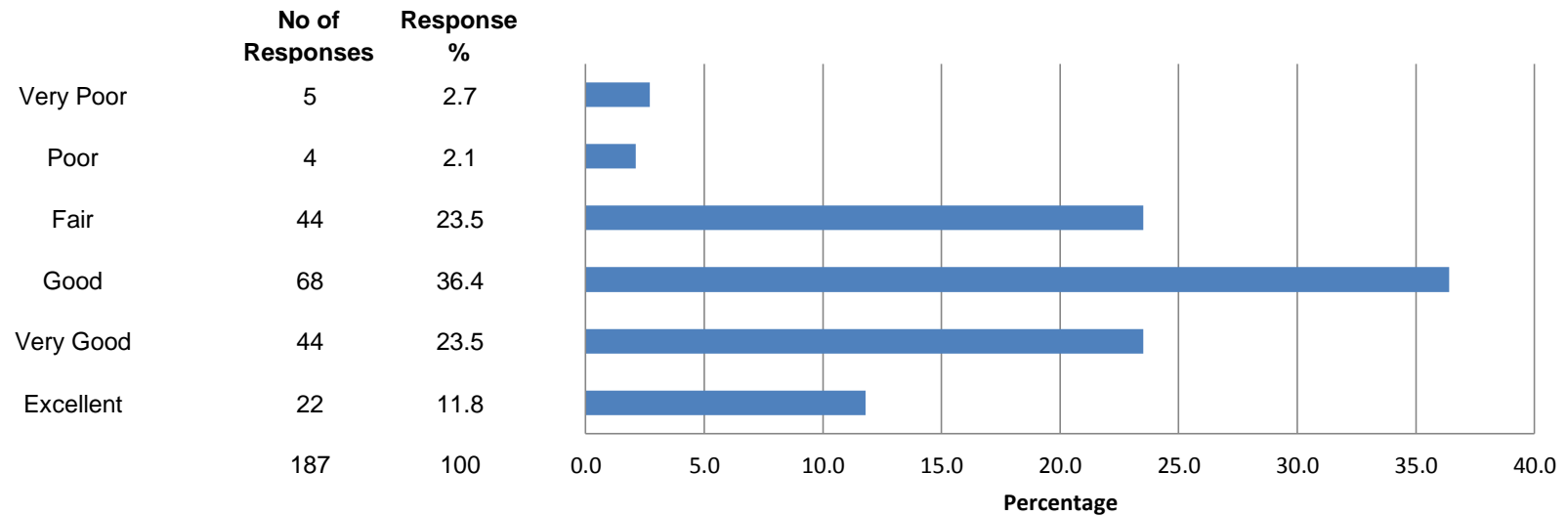


Percentage

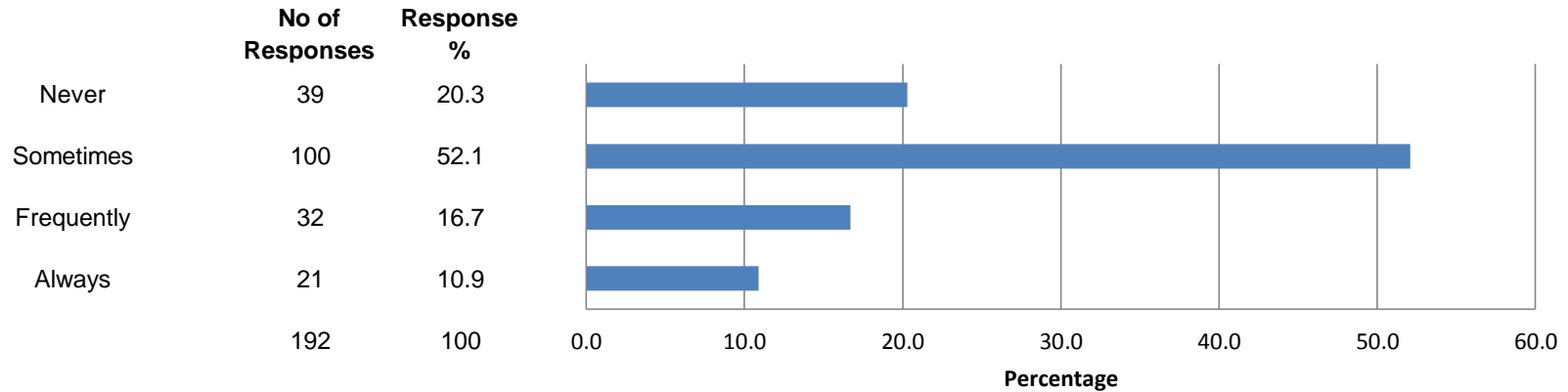
Q9a - How easy do you currently find it to arrange to see or speak to a Doctor or Nurse?



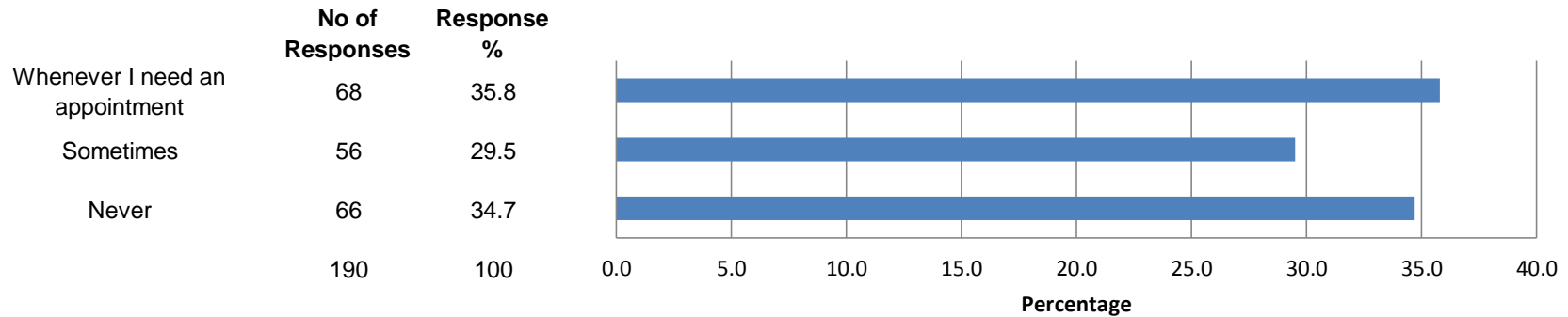
Q9b - How do you rate this



Q10 If you could book a telephone appointment at a fixed time to speak to a Doctor or Nurse, instead of coming to see them, would you use this service?

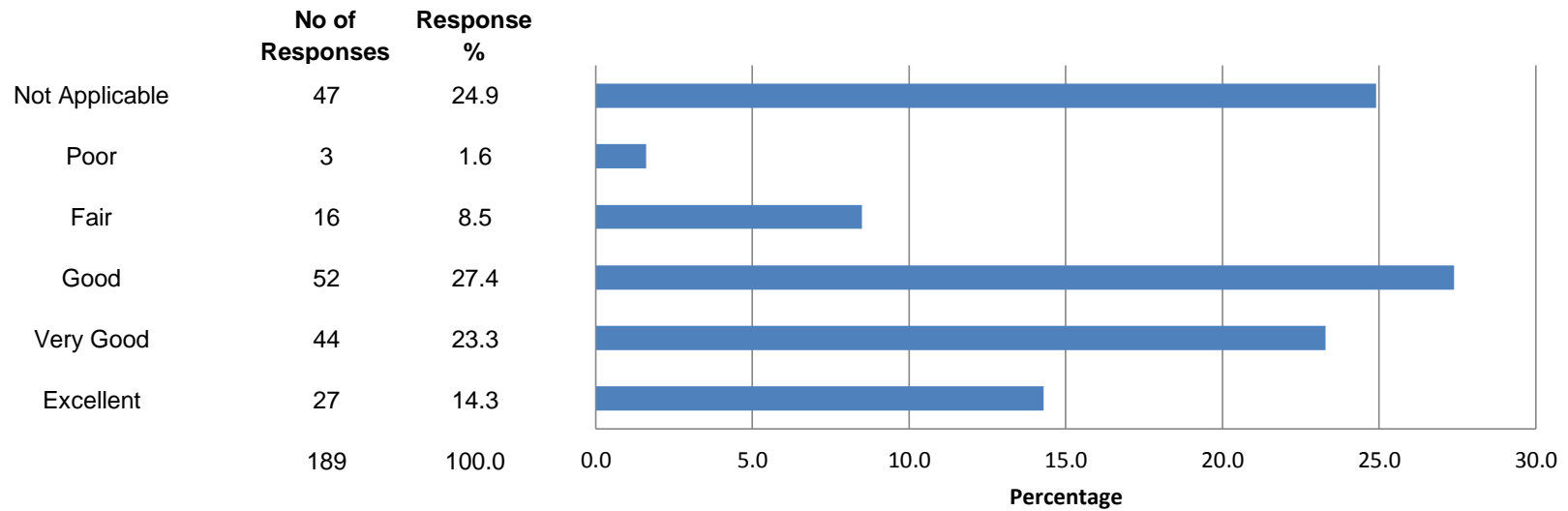


Q11 - If you could book appointments on-line, would you use this facility?

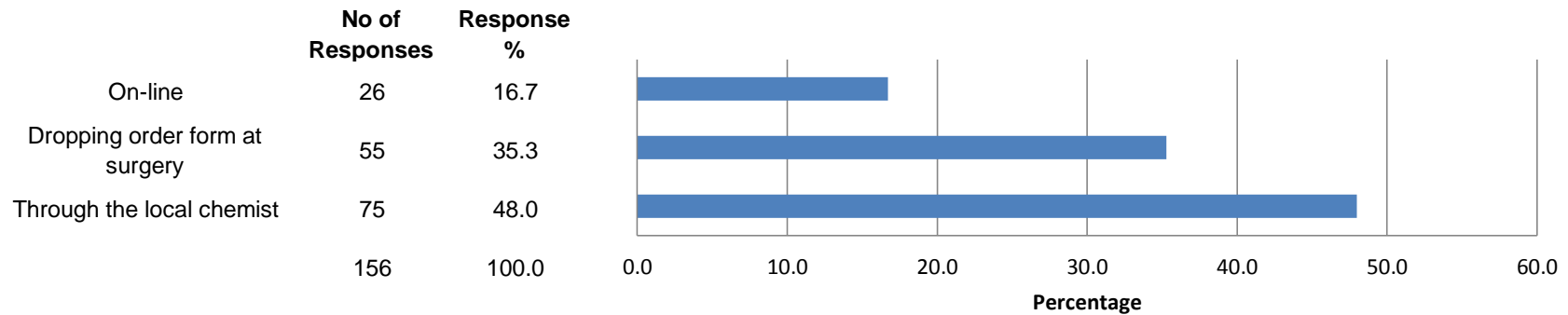


Q12 - Thinking about our Repeat prescription Service?

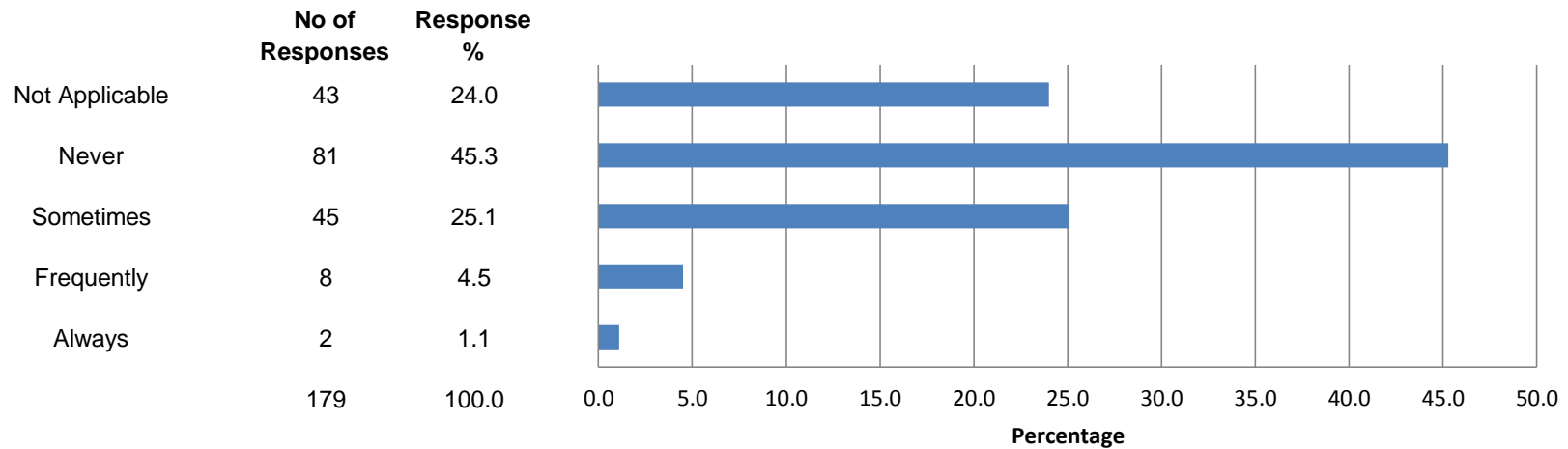
Q12a - How do you find the current repeat prescription service?



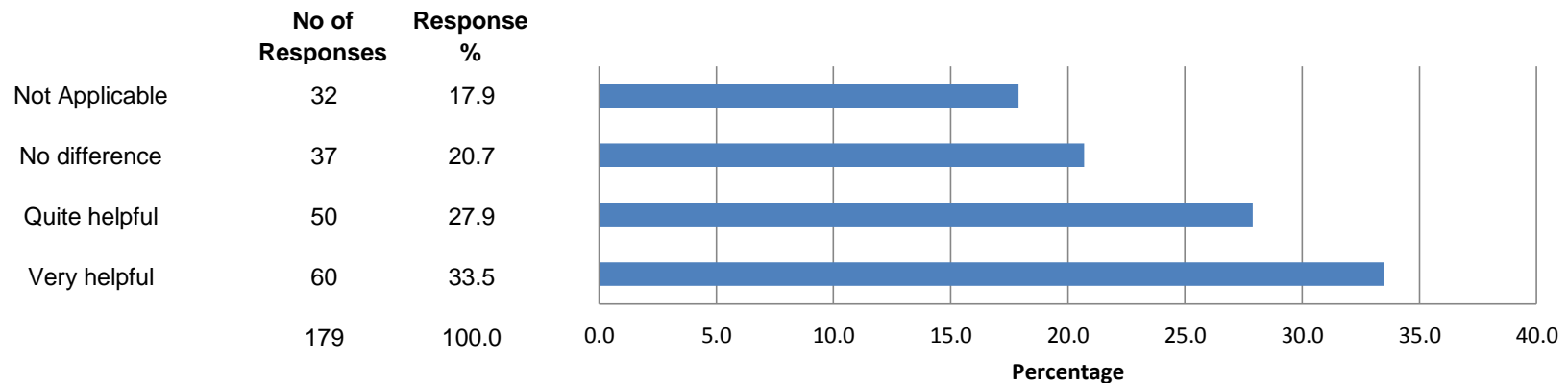
Q12b - What is your preferred method of ordering repeat prescriptions?



Q12c - How often do you run out of your medication
(because you forget to order on time) ?

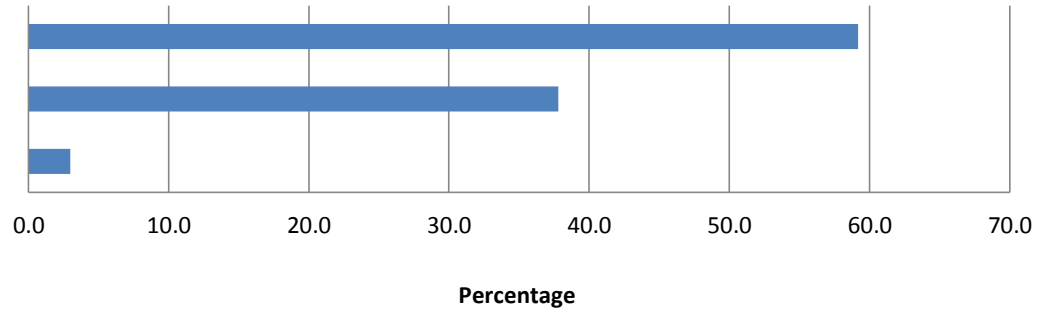


Q12d - If your prescription was ready in 24 hours instead of 48 hours,
how helpful would that be?



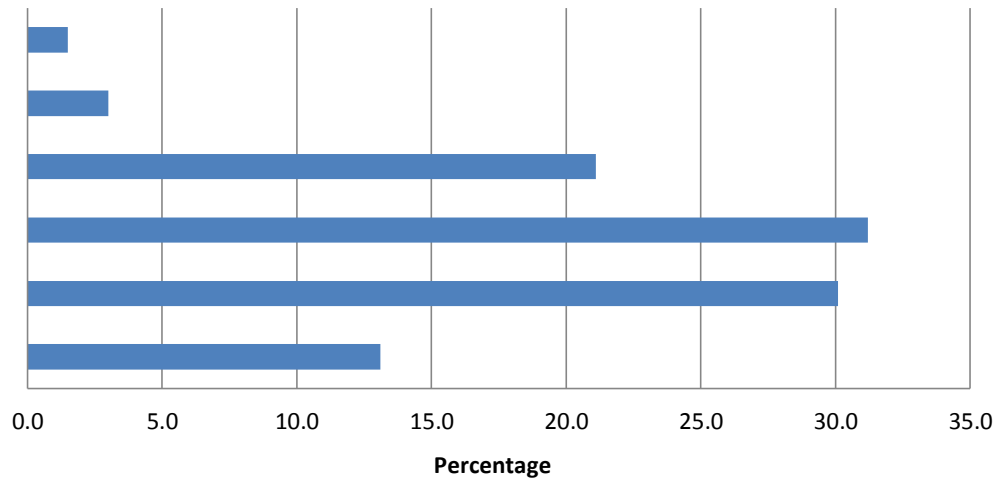
Q13 - Are you male or female

	No of Responses	Response %
Female	119	59.2
Male	76	37.8
Prefer not to say	6	3.0
	201	100.0



Q14 - How old are you

	No of Responses	Response %
0 - 17	3	1.5
18 - 35	6	3.0
36 - 55	42	21.1
56 - 75	62	31.2
76+	60	30.1
Prefer not to say	26	13.1
	199	100.0



Q15 - Which of the following best described you

