

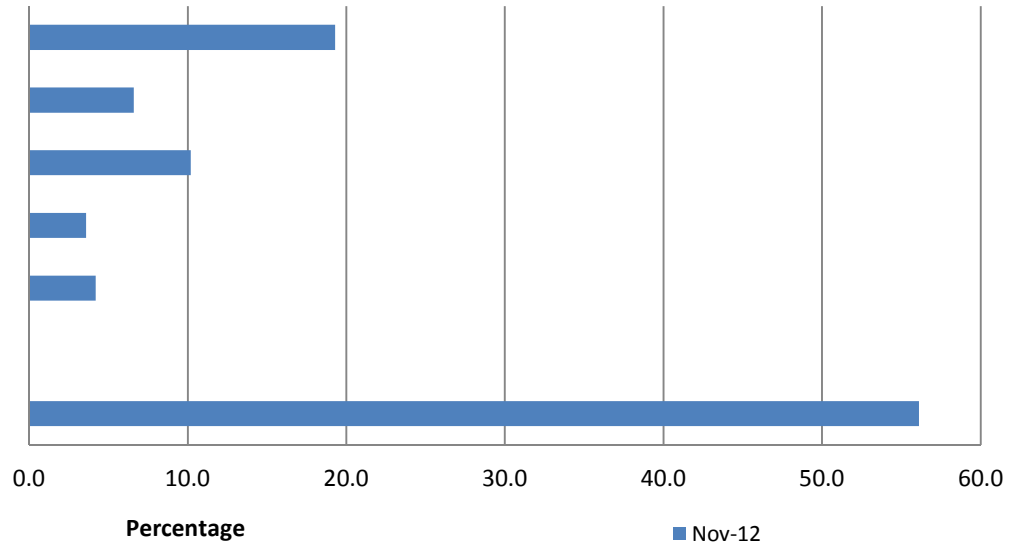
Abbey Medical Centre

Patient Questionnaire

November 2012

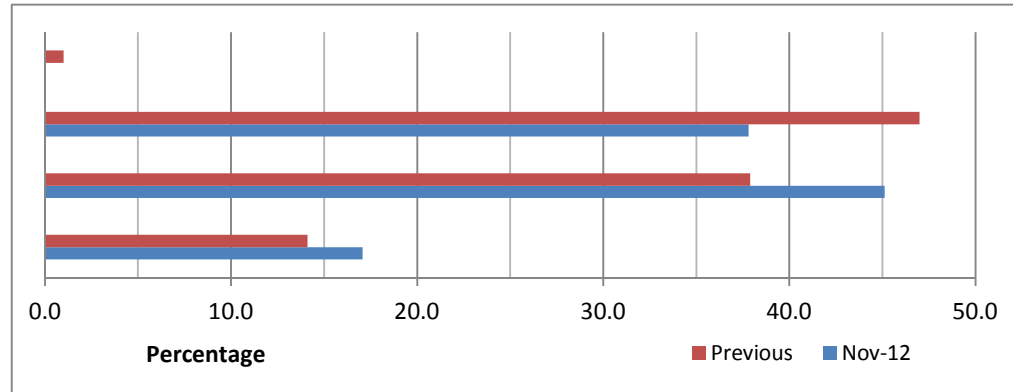
Which Doctor/Nurse did you see today?

	No of Responses	Response %
N. C. Brown	32	19.3
I. Jaram	11	6.6
R. T. N. Rogers	17	10.2
Rebecca Chellaswamy	6	3.6
Lesia Jeffries	7	4.2
Brooke Bristow	0	0.0
Not Stated	93	56.1
Totals	166	100.0



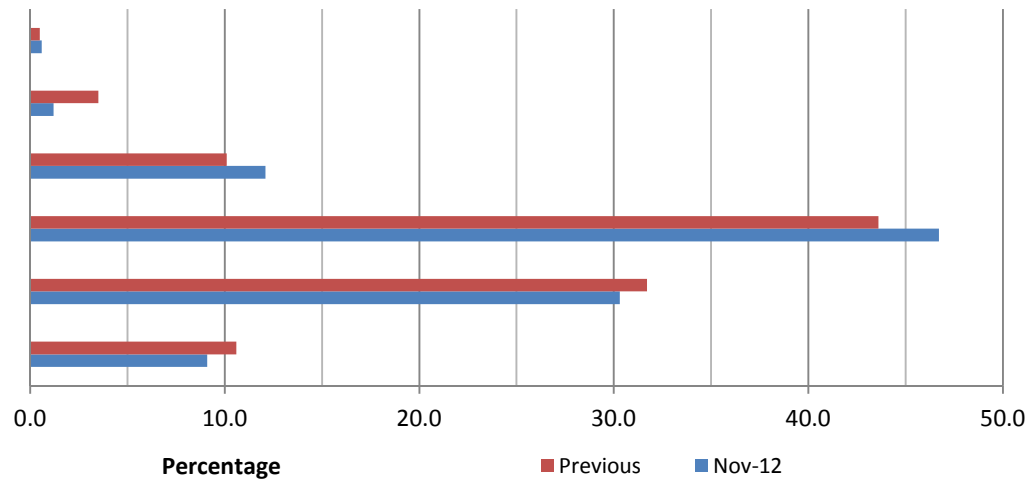
Q1 - How often do you come to the surgery?

	No of Responses	Response %	Previous %
Never	0	0.0	1.0
Rarely	62	37.8	47.0
Regularly	74	45.1	37.9
Frequently	28	17.1	14.1
	164	100.0	100.0

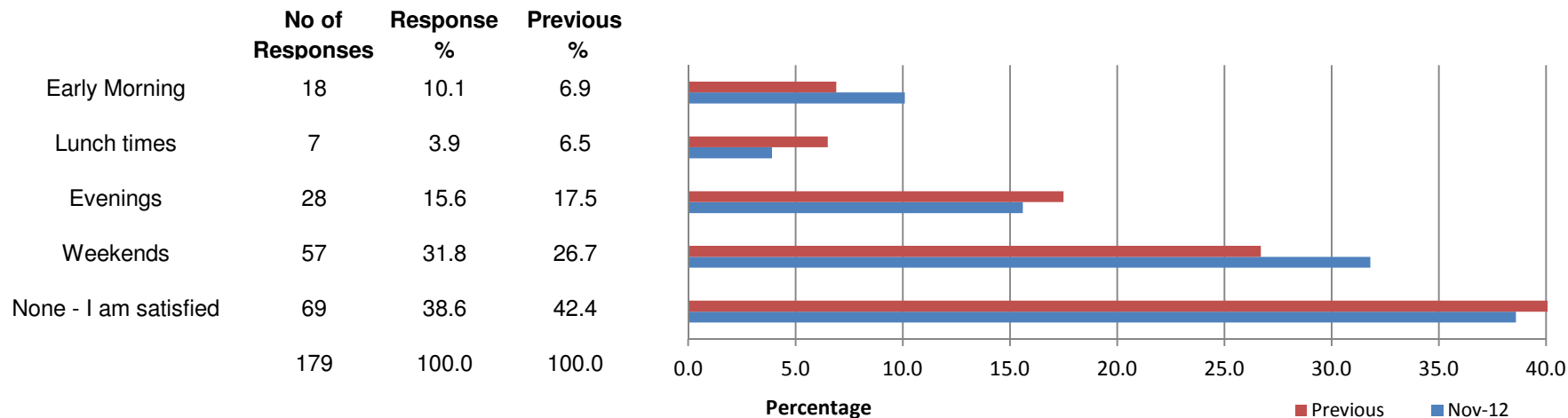


Q2a - How do you rate the hours that your practice is open?

	No of Responses	Response %	Previous %
Very Poor	1	0.6	0.5
Poor	2	1.2	3.5
Fair	20	12.1	10.1
Good	77	46.7	43.6
Very Good	50	30.3	31.7
Excellent	15	9.1	10.6
	165	100.0	100.0

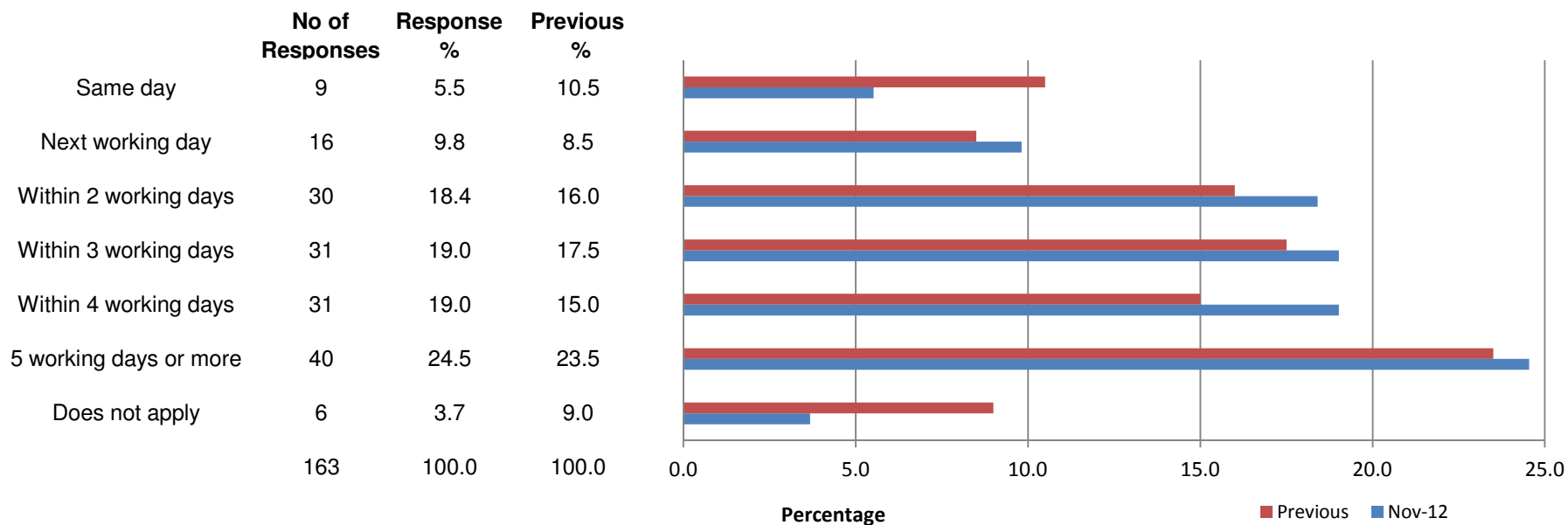


Q2b - What additional hours would you like the practice to be open?



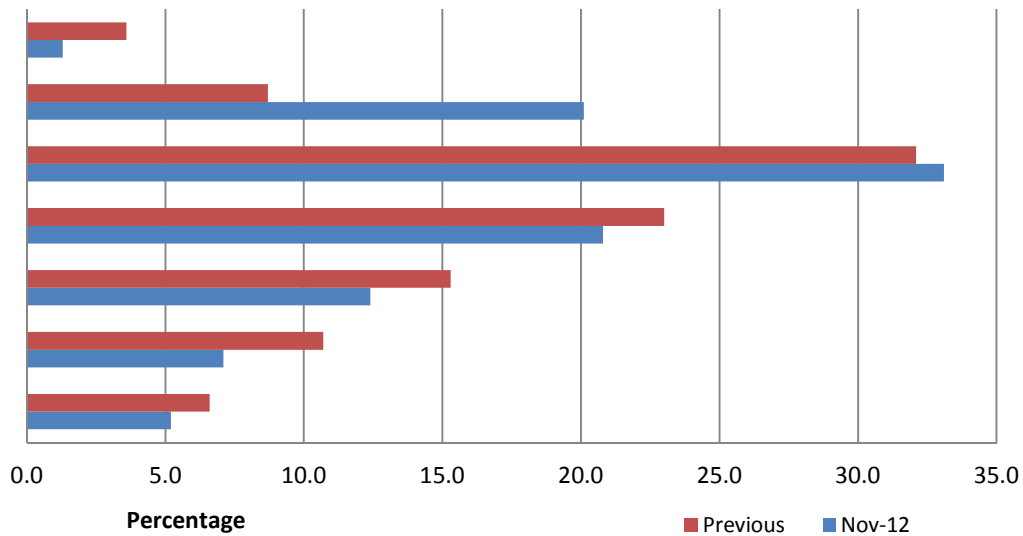
Q3 - Thinking of times when you want to see a particular doctor:

Q3a - How quickly do you usually get to see that Doctor?



Q3b - How do you rate this?

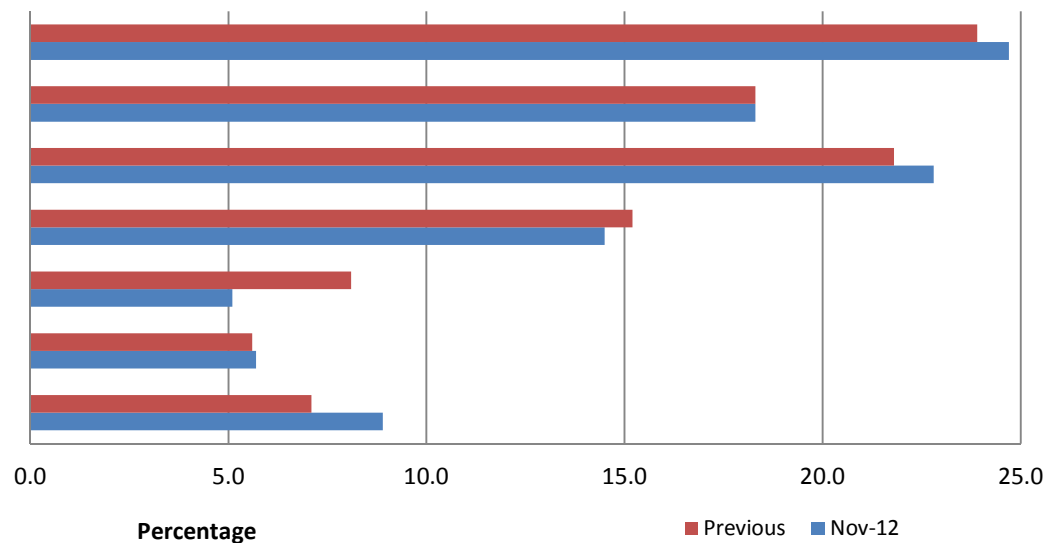
	No of Responses	Response %	Previous %
Very Poor	2	1.3	3.6
Poor	31	20.1	8.7
Fair	51	33.1	32.1
Good	32	20.8	23.0
Very Good	19	12.4	15.3
Excellent	11	7.1	10.7
Does not apply	8	5.2	6.6
	154	100.0	100.0



Q4 Thinking of times when you are willing to see any doctor

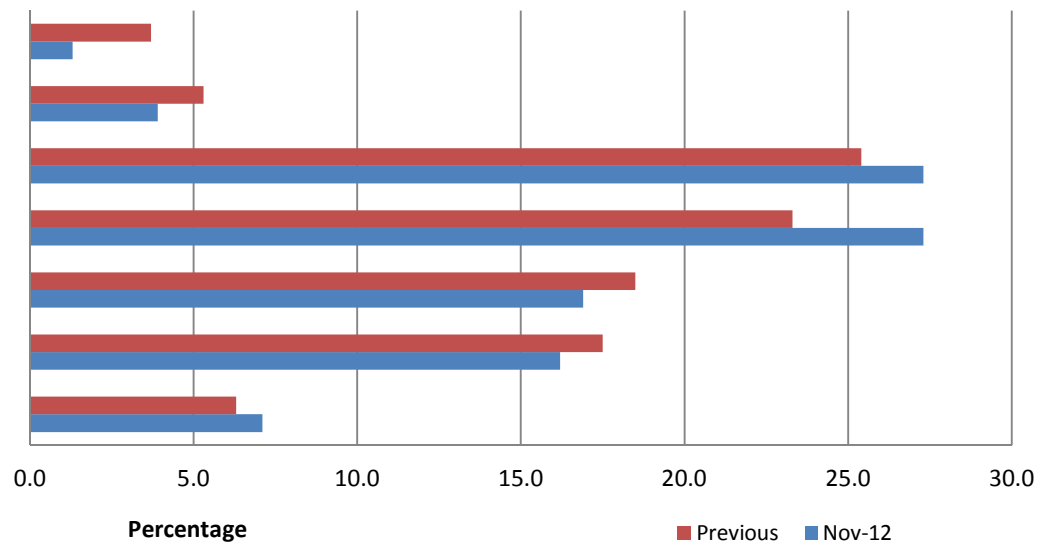
Q4a - How quickly do you usually get seen?

	No of Responses	Response %	Previous %
Same day	39	24.7	23.9
Next working day	29	18.3	18.3
Within 2 working days	36	22.8	21.8
Within 3 working days	23	14.5	15.2
Within 4 working days	8	5.1	8.1
5 working days or more	9	5.7	5.6
Does not apply	14	8.9	7.1
	158	100.0	100.0



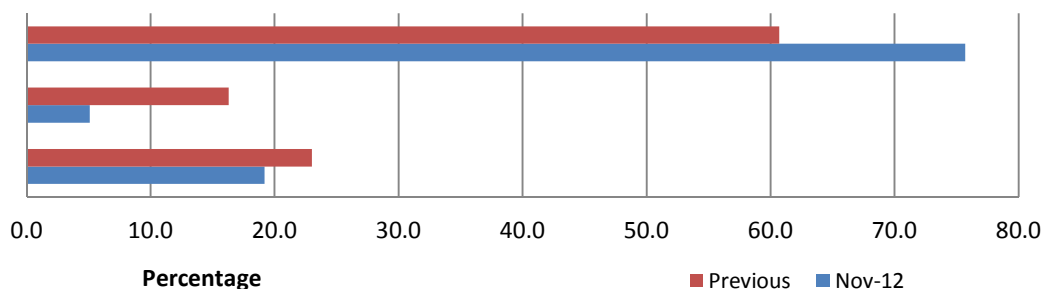
Q4b - How do you rate this?

	No of Responses	Response %	Previous %
Very Poor	2	1.3	3.7
Poor	6	3.9	5.3
Fair	42	27.3	25.4
Good	42	27.3	23.3
Very Good	26	16.9	18.5
Excellent	25	16.2	17.5
does not apply	11	7.1	6.3
	154	100.0	100.0

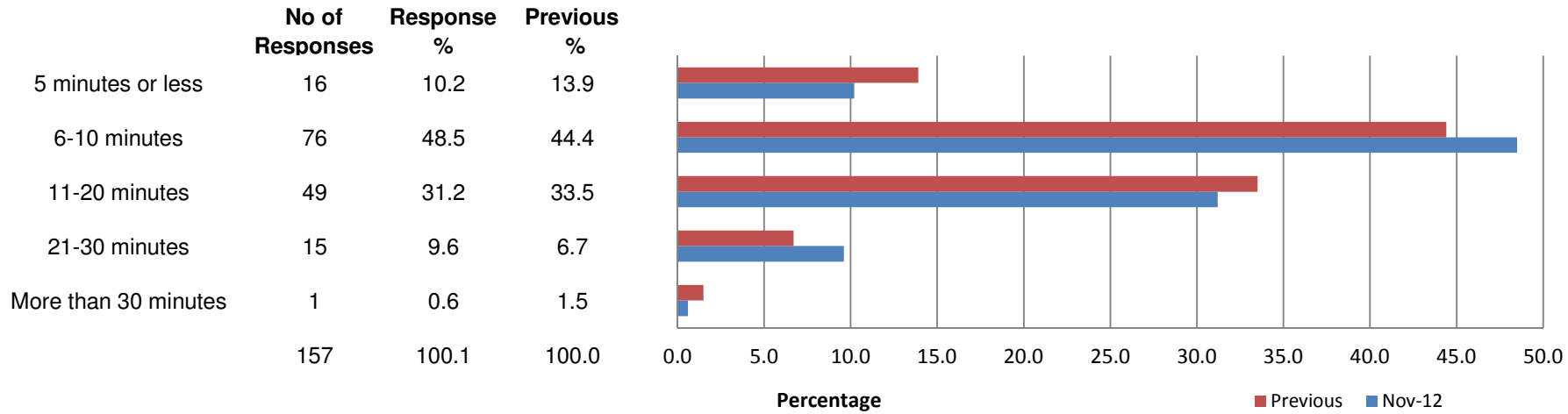


Q5 - If you need a GP Urgently can you normally get seen on the same day?

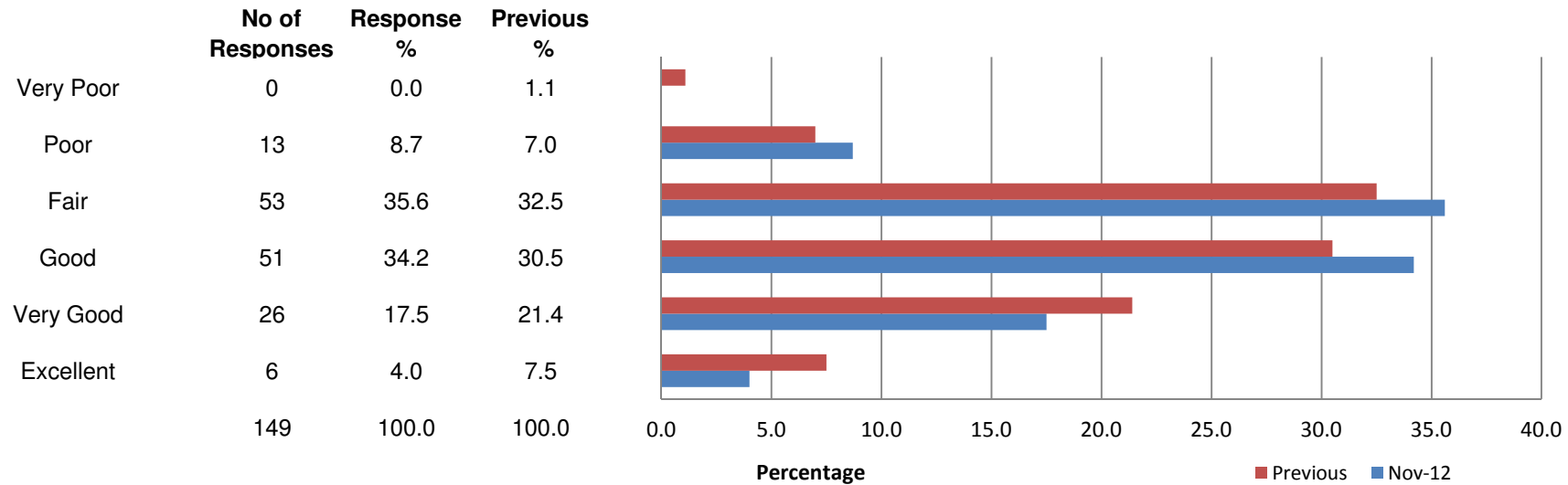
	No of Responses	Response %	Previous %
Yes	118	75.7	60.7
No	8	5.1	16.3
Do not know/ never needed to	30	19.2	23.0
	156	100.0	100.0



Q6a - How long do you usually have to wait at the practice for your consultation to begin?

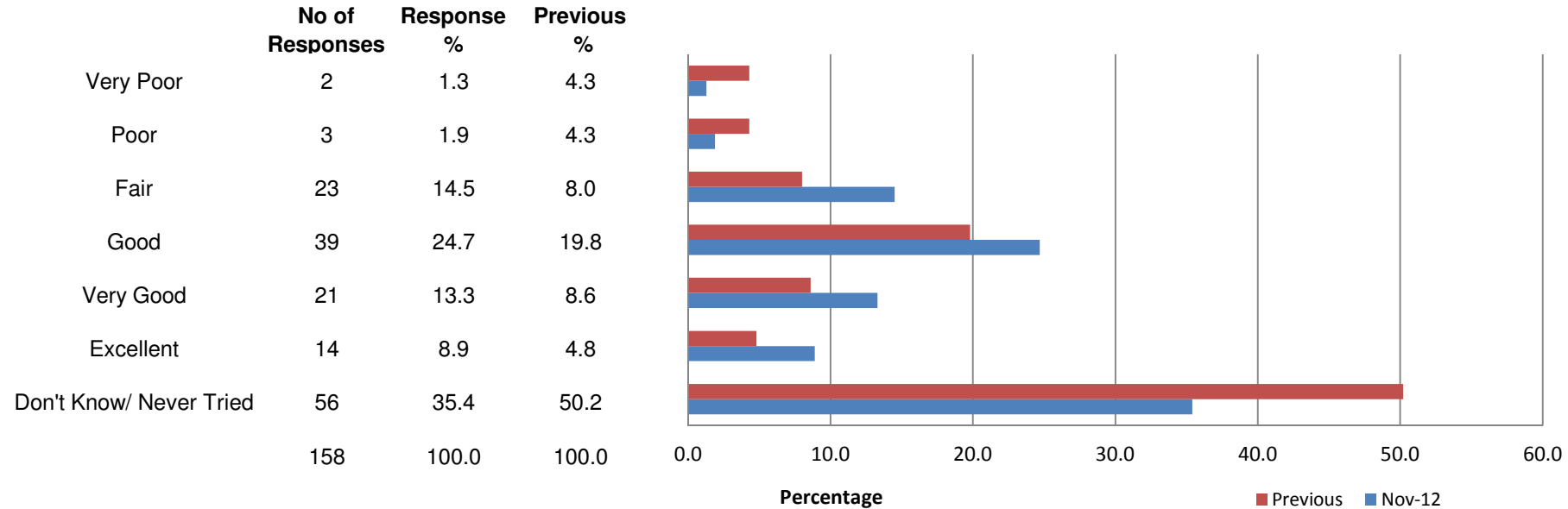


Q6b - How do you rate this?



**Q7 - Thinking of times you have phoned the practice,
how do you rate the following:**

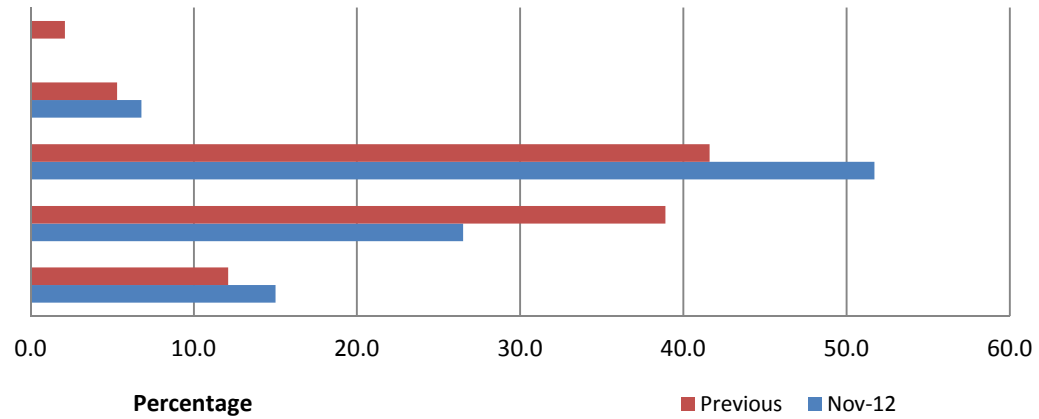
**The ability to speak to a doctor on the phone when you have a question
or need medical advice?**



Q8 Access to Doctors and Nurses

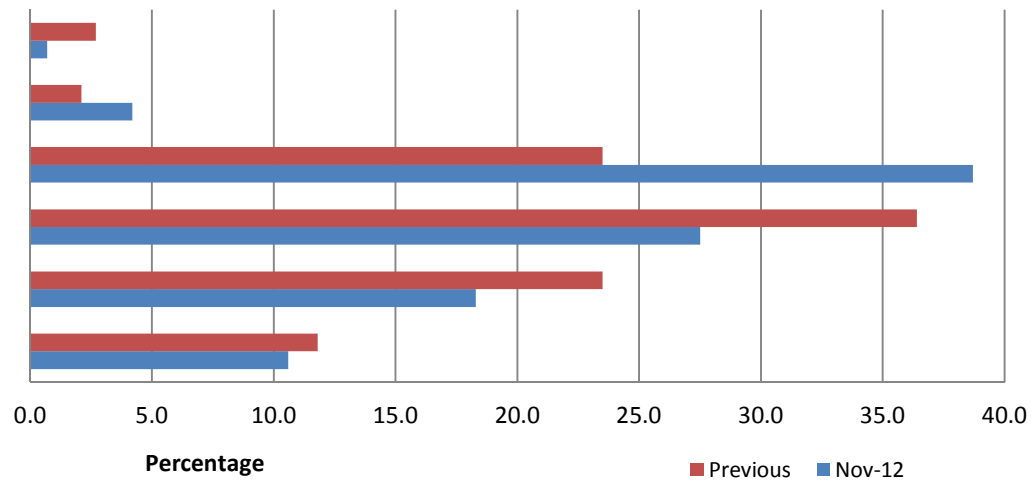
Q8a - How easy do you currently find it to arrange to see or speak to a Doctor or Nurse?

	No of Responses	Response %	Previous %
Very difficult	0	0.0	2.1
Difficult	10	6.8	5.3
Reasonable	76	51.7	41.6
Easy	39	26.5	38.9
Very Easy	22	15.0	12.1
	147	100.0	100.0



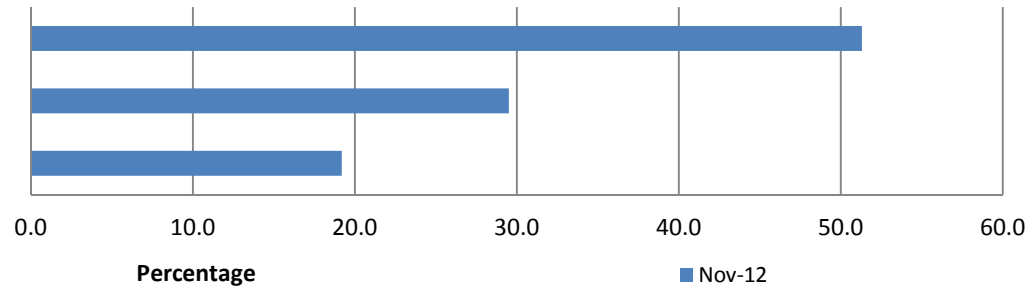
Q8b - How do you rate this?

	No of Responses	Response %	Previous %
Very Poor	1	0.7	2.7
Poor	6	4.2	2.1
Fair	55	38.7	23.5
Good	39	27.5	36.4
Very Good	26	18.3	23.5
Excellent	15	10.6	11.8
	142	100.0	100.0



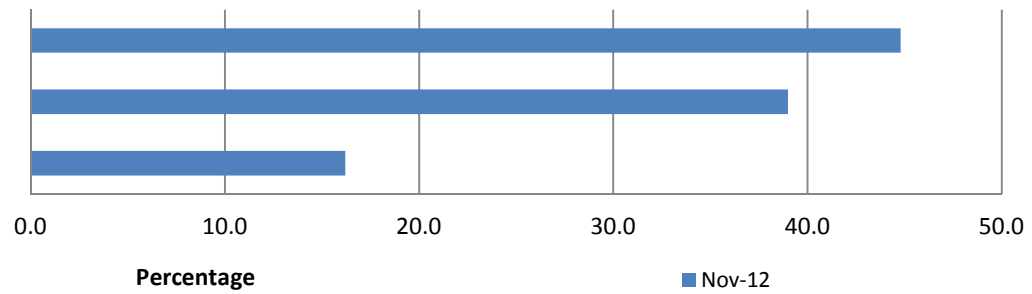
**Q9a - If you could request a repeat prescription on-line,
would you use this service?**

	No of Responses	Response %
Yes	80	51.3
No	46	29.5
Don't Know	30	19.2
	156	100.0



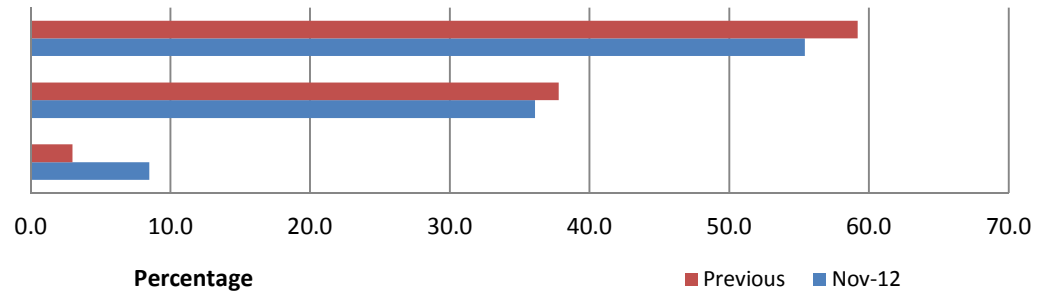
Q9b - If you complete Patient questionnaires on-line, would you use this service?

	No of Responses	Response %
Yes	69	44.8
No	60	39.0
Don't Know	25	16.2
	154	100.0



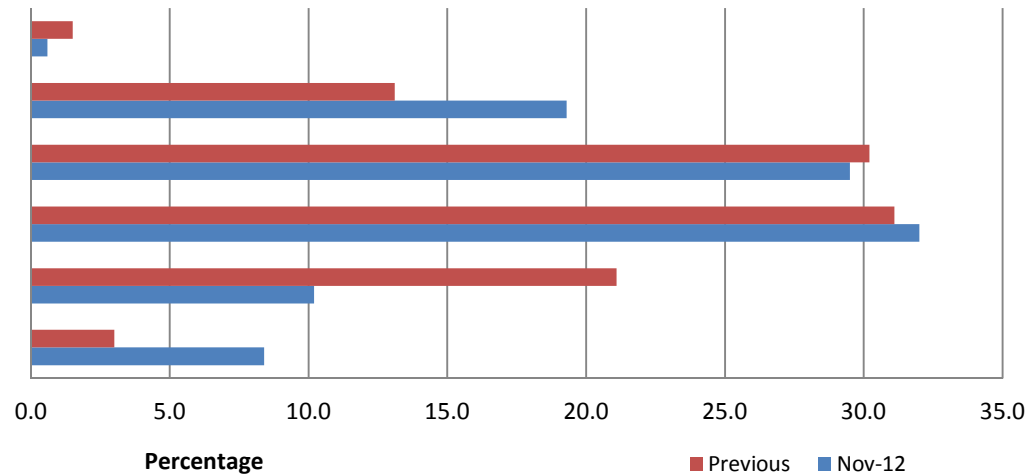
Q10 - Are you male or female?

	No of Responses	Response %	Previous %
Female	92	55.4	59.2
Male	60	36.1	37.8
Prefer not to say	14	8.5	3.0
	166	100	100.0



Q11 - How old are you?

	No of Responses	Response %	Previous %
0 - 17	1	0.6	1.5
18 - 35	32	19.3	13.1
36 - 55	49	29.5	30.2
56 - 75	53	32.0	31.1
76+	17	10.2	21.1
Prefer not to say	14	8.4	3.0
	166	100.0	100.0



Q12 - Which of the following best describes you?

