

Q1 - 1. Would you favour a greater number of appointments being available to book in advance rather than 'on the day'?

	Total	Percent
Yes	69	67.6
No	33	32.4
	102	

Q2 - Is your experience of telephone access to the practice satisfactory?

	Total	Percent
Very Satisfactory	44	39.3
Moderately Satisfactory	42	37.5
Neither Satisfactory Nor Unsatisfactory	6	5.36
Moderately Unsatisfactory	12	10.7
Very Unsatisfactory	7	6.25
Not Applicable	1	3.57
	112	

Q3 - For urgent on-the-day matters, which of these would you normally prefer?

	Total	Percent
Phone conversation with Doctor	40	35.1
Phone conversation with Nurse	2	1.75
Drop-in session at surgery between specific times	28	24.6
Booked appointment with any available doctor	44	38.6
	114	

Q4 - Using a 10 point scale where 10 IS EXCELLENT AND 1 IS VERY POOR. How would you rate your last visit to The Jenner Practice? If you can't answer a statement, please leave it blank.

		10	9	8	7	6	5	4	3	2	1	
Being able to see a doctor quickly (or within 2 days) if it was urgent	Totals	26	14	18	13	5	6	4	2	1	1	90
	Percent%	28.9	15.6	20	14.4	5.56	6.67	4.44	2.22	1.11	1.11	
Doctor helpful in explaining your medical condition(s)?	Totals	28	29	13	6	8	5	2	3	2	0	96
	Percent%	29.2	30.2	13.5	6.25	8.33	5.21	2.08	3.13	2.08	0	
Doctor answering your questions?	Totals	34	23	17	7	5	3	3	4	1	0	97
	Percent%	35.1	23.7	17.5	7.22	5.15	3.09	3.09	4.12	1.03	0	
Doctor explaining how to take your medicine(s)?	Totals	29	23	15	3	4	1	1	3	0	0	79
	Percent%	36.7	29.1	19	3.8	5.06	1.27	1.27	3.8	0	0	
The competence of the nurse who treated you, if you saw one	Totals	24	20	11	8	2	2	2	0	0	0	69
	Percent%	34.8	29	15.9	11.6	2.9	2.9	2.9	0	0	0	
Were you treated with respect?	Totals	49	23	11	2	2	5	1	3	0	0	96
	Percent%	51	24	11.5	2.08	2.08	5.21	1.04	3.13	0	0	
The treatment or advice you received	Totals	42	19	16	2	5	2	1	3	3	0	93
	Percent%	45.2	20.4	17.2	2.15	5.38	2.15	1.08	3.23	3.23	0	
The helpfulness of the receptionist who dealt with you	Totals	39	20	13	9	3	1	3	0	0	1	89
	Percent%	43.8	22.5	14.6	10.1	3.37	1.12	3.37	0	0	1.12	
Getting through on the phone quickly	Totals	10	19	19	14	7	8	2	4	4	2	89
	Percent%	11.2	21.3	21.3	15.7	7.87	8.99	2.25	4.49	4.49	2.25	

Q5 - Are you aware that you can book and cancel your appointments online using our website www.jennerpractice.co.uk?

	Total	Percent
Yes	61	64.2
No	34	35.8
	95	

Q6 - Are you aware that you can record your blood pressure, weight and other tests on our system before seeing your doctor using our NEW Surgery Pod?

	Total	Percent
Yes	51	53.7
No	44	46.3
	95	

Q7 - Using a 10 point scale where 10 IS EXCELLENT AND 1 IS VERY POOR. Please answer the below question.

	Totals	10	9	8	7	6	5	4	3	2	1	
How likely is it that you would recommend your GP practice to family and friends?	34	24	13	4	7	6	1	5	0	0		94
	Percent%	36.2	25.5	13.8	4.26	7.45	6.38	1.06	5.32	0	0	

Q8 - What has been your experience of using SELDOC - the out of hours service?

	Total	Percent
Very Satisfactory	9	10.6
Moderately Unsatisfactory	21	24.7
Neither Satisfactory Nor Unsatisfactory	14	16.5
Moderately Satisfactory	3	3.53
Very Unsatisfactory	5	5.88
Not Applicable	33	38.8
	85	

Q9 - Please provide us with any comments or suggestions that could help us improve our service to you.

	Total Comments
23 Responses	23

Q10 - The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you? Under 16 = 2 | 17 - 24 = 1 | 25 - 34 = 21 | 35 - 44 = 28 | 45 - 54 = 15 | 55 - 64 = 13 | 65 - 74 = 5 | 75 - 84 = 0 | Over 84 = 0
 Are you male or female? Total Males = 47 | Total Females = 51
 How many years have you been attending this practice? Less than 1 year = 3 | > 1 year < 5 = 34 | > 5 years < 10 years = 14 | >10 years < 15 years = 5 | > 15 years = 26