

Total took survey = 128

Response count **Percentage**

1. a) How easy do you find it to get an on the day appointment?

Easy	52	40.6%
Sometimes easy	34	26.6%
Sometimes difficult	26	20.3%
Very difficult	7	5.5%
Never used service	8	6.3%
Didn't know this was possible	0	0.0%
Abstain	1	0.8%

1. b) How easy do you find it to get advance appointments?

Easy	52	40.6%
Sometimes easy	34	26.6%
Sometimes difficult	16	12.5%
Very difficult	13	10.2%
Never used service	7	5.5%
Didn't know this was possible	2	1.6%
Abstain	2	1.6%

2. Are you aware of the EMIS Access online system used at the surgery?

Yes	53	41.4%
No	73	57.0%
Abstain	2	1.6%

If Yes;

2. a) Have you ever booked an appointment using EMIS Access?

Yes	13	24.5%
No	40	75.5%

2. b) Have you ever looked at your medical history using EMIS Access?

Yes	6	11.3%
No	47	88.7%

2. c) Have you ever requested a repeat prescription using EMIS Access?

Yes	8	15.1%
No	45	84.9%

3. a) Do you receive text messages from the practice?

Yes	111	86.7%
No	15	11.7%
Do not have a mobile phone	0	0.0%
Abstain	2	1.6%

3. b) Do you find text appointment reminders useful?

Yes	108	84.4%
No	4	3.1%
No opinion	5	3.9%
Never had text	9	7.0%
Abstain	2	1.6%

3. c) Do you like receiving general practice information by text?

Yes	65	50.8%
No	32	25.0%
No opinion	18	14.1%
Never had text	11	8.6%
Abstain	2	1.6%

4. How do you find information about the practice / services on offer? (tick all that apply)

Practice website	50	39.1%
In practice / notice boards	51	39.8%
By phone	49	38.3%
Other	12	9.4%

5. How do you find the practice staff? (tick all that apply)

(percentages relate to number of patients who answered that question)

a) Reception staff?

Friendly	85	66.9%
Professional	81	63.8%
Helpful	67	52.8%
Distant	13	10.2%
Other	3	2.4%
Abstain	1	
Total Number of ticks	249	

b) Doctors?

Friendly	87	69.0%
Professional	98	77.8%
Helpful	66	52.4%
Distant	5	4.0%
Other	3	2.4%
Abstain	2	
Total Number of ticks	259	

c) Practice Nurse?

Friendly	74	69.2%
Professional	62	57.9%
Helpful	50	46.7%
Distant	2	1.9%
Other	8	7.5%
Abstain	21	
Total Number of ticks	196	

d) Health care assistant?

Friendly	46	54.1%
Professional	40	47.1%
Helpful	35	41.2%
Distant	1	1.2%
Other	8	9.4%
Abstain	43	
Total Number of ticks	130	

6. Do you feel that you are listened to and given sufficient time by the medical staff?

Yes	111	86.7%
No	11	8.6%
Abstain	6	4.7%

7. What is your overall feeling about the practice building?**(including waiting areas/consulting rooms) (tick all that apply)**

Clinical / impersonal	24	18.8%
Relaxed / welcoming	40	31.3%
Modern / Functional	71	55.5%
Untidy / Tired	6	4.7%
Other	2	1.6%
Abstain	3	2.3%
Total Number of ticks	143	

8. How often do you use the surgery?

1 visit a month	26	20.3%
1 visit every 2-3 months	45	35.2%
2 - 4 visits per year	47	36.7%
1 visit per year	4	3.1%
less than 1 visit per year	4	3.1%
Abstain	2	1.6%

How old are you?

16-24	25	19.5%
25-40	53	41.4%
41-64	39	30.5%
65 & over	5	3.9%
Abstain	6	4.7%

Gender?

Male	42	32.8%
Female	81	63.3%
Abstain	5	3.9%

Ethnic origin?

White British	56	43.8%
White Irish	3	2.3%
Other white ethnic group	24	18.8%
Black Caribbean & white	2	1.6%
Black African & white	3	2.3%
Other ethnic Asian/white origin	3	2.3%
Other ethnic / mixed origin	4	3.1%
Indian	0	0.0%
Pakistani	0	0.0%
Bangladeshi	1	0.8%
Other Asian ethnic group	2	1.6%
Black Caribbean	4	3.1%
Black African	11	8.6%
Black other non mixed origin	1	0.8%

Chinese	2	1.6%
Other ethnic	1	0.8%
Unknown	1	0.8%
Abstain	10	7.8%

