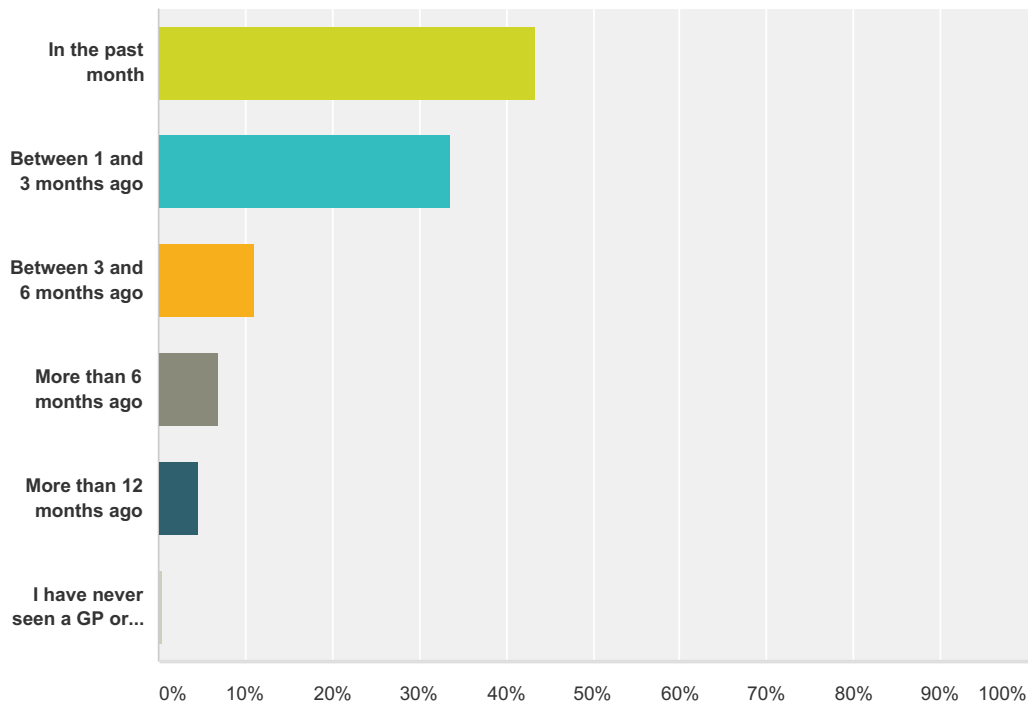


Q1 When did you last see or speak to a doctor or nurse at the surgery?

Answered: 288 Skipped: 3

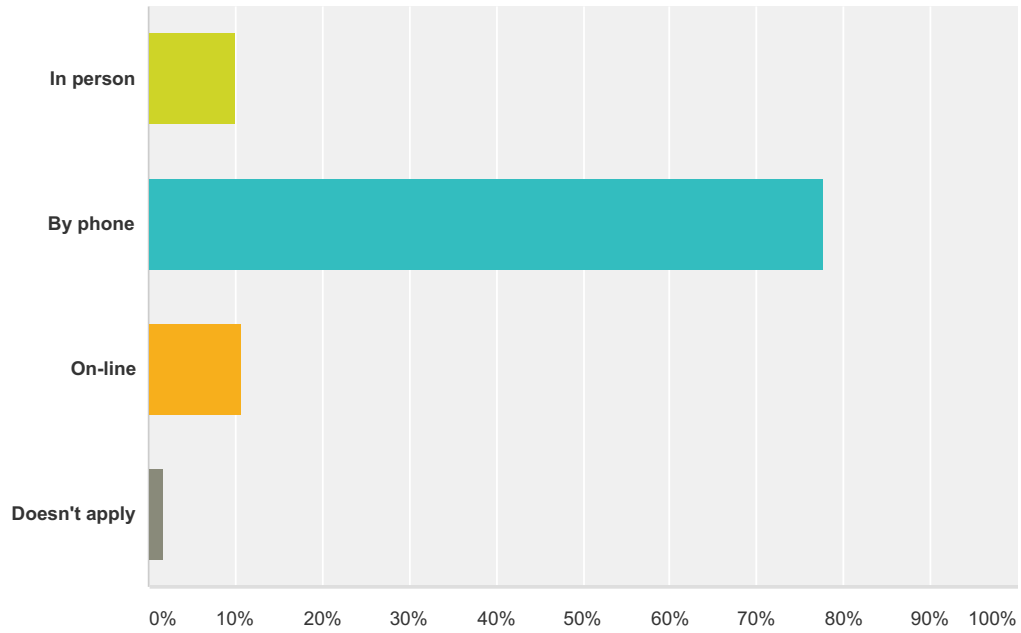


Answer Choices	Responses	
In the past month	43.40%	125
Between 1 and 3 months ago	33.68%	97
Between 3 and 6 months ago	11.11%	32
More than 6 months ago	6.94%	20
More than 12 months ago	4.51%	13
I have never seen a GP or Nurse at the surgery	0.35%	1
Total		288

Q2 How do you normally book your appointment to see a doctor, nurse or healthcare assistant at the surgery?

Answered: 290 Skipped: 1

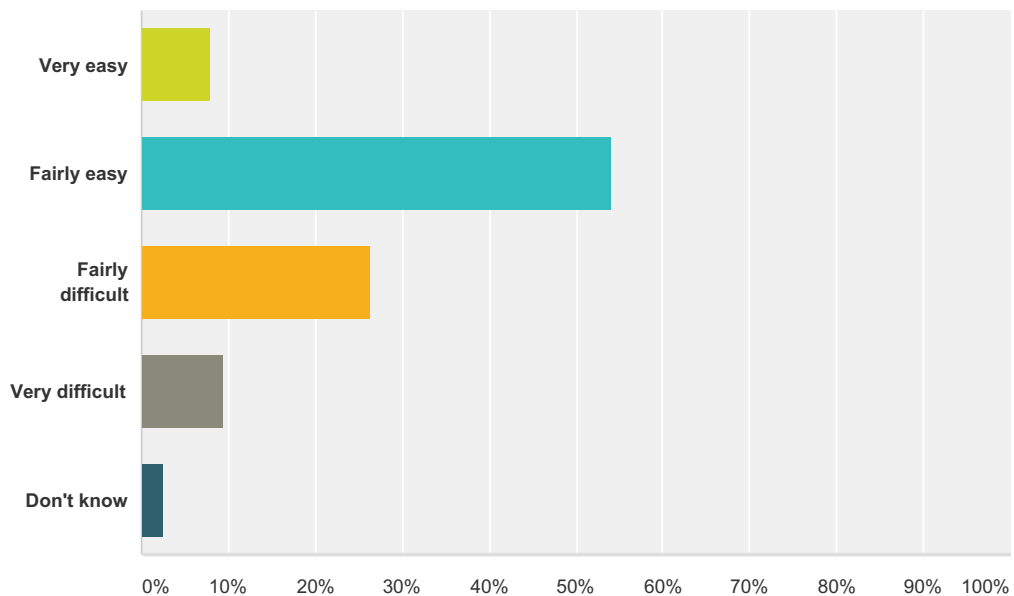
Chadsfield Medical Practice Patient Survey Autumn 2015



Answer Choices	Responses
In person	10.00% 29
By phone	77.59% 225
On-line	10.69% 31
Doesn't apply	1.72% 5
Total	290

Q3 How easy is it to get through to the surgery by phone?

Answered: 290 Skipped: 1

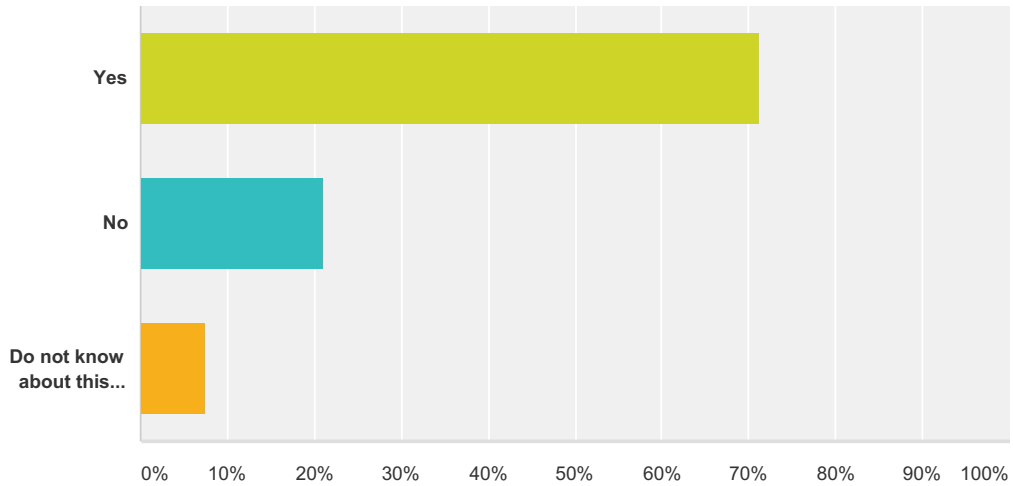


Chadsfield Medical Practice Patient Survey Autumn 2015

Answer Choices	Responses	
Very easy	7.93%	23
Fairly easy	54.14%	157
Fairly difficult	26.21%	76
Very difficult	9.31%	27
Don't know	2.41%	7
Total		290

Q4 Have you registered to use the on-line appointment booking and repeat prescription ordering service?

Answered: 289 Skipped: 2

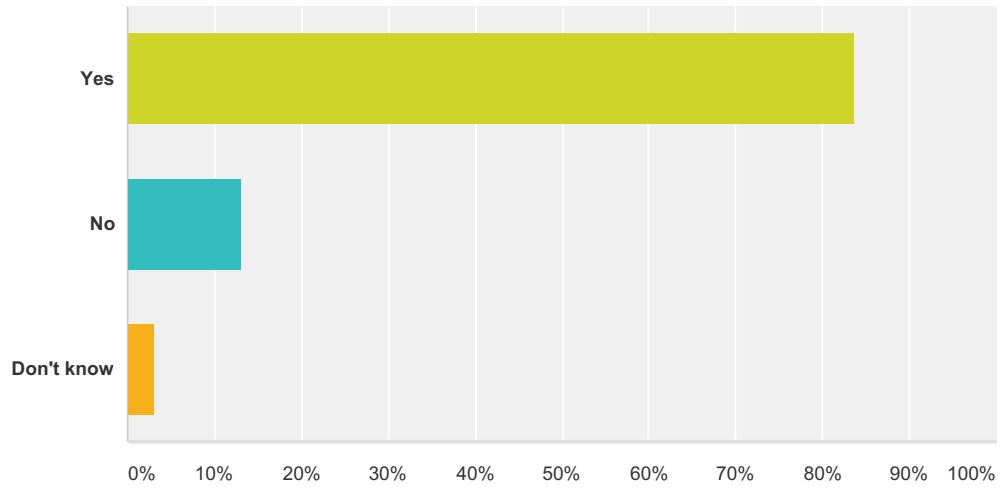


Answer Choices	Responses	
Yes	71.28%	206
No	21.11%	61
Do not know about this service	7.61%	22
Total		289

Q5 Does the practice offer appointment times that are convenient to you?

Answered: 288 Skipped: 3

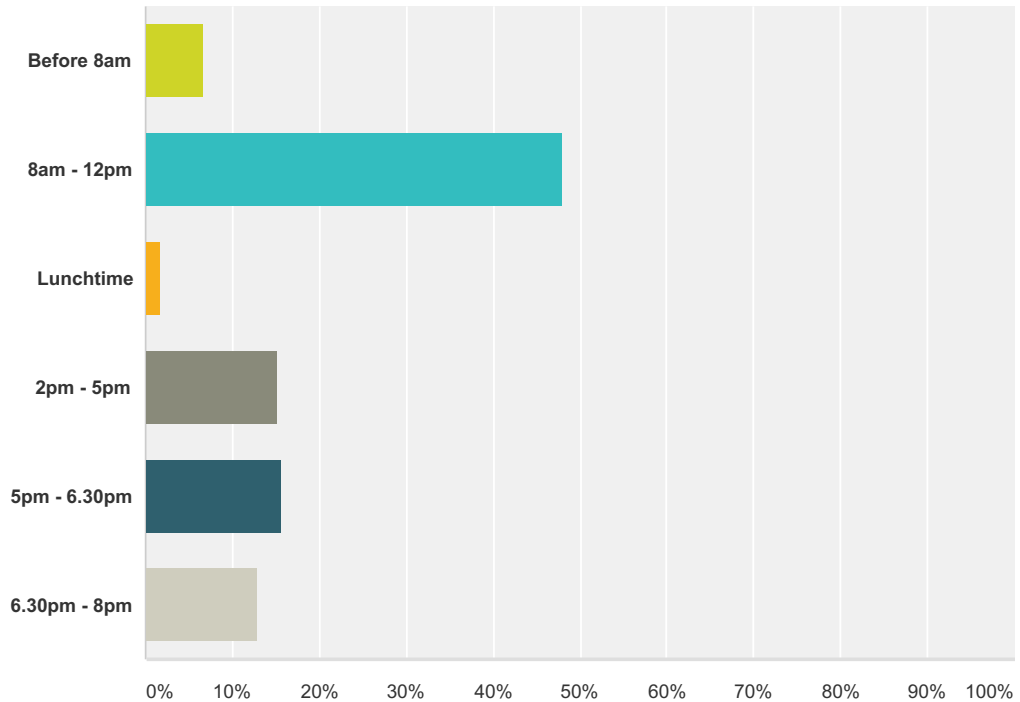
Chadsfield Medical Practice Patient Survey Autumn 2015



Answer Choices	Responses
Yes	83.68% 241
No	13.19% 38
Don't know	3.13% 9
Total	288

Q6 Which times are most convenient for you to attend appointments with a doctor/nurse?

Answered: 288 Skipped: 3

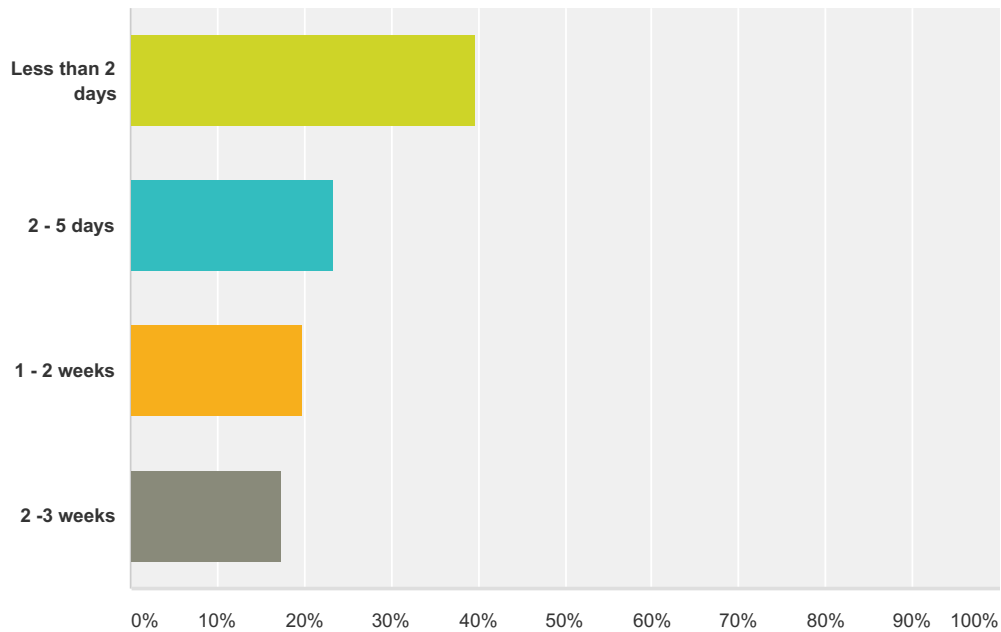


Chadsfield Medical Practice Patient Survey Autumn 2015

Answer Choices	Responses	
Before 8am	6.60%	19
8am - 12pm	47.92%	138
Lunchtime	1.74%	5
2pm - 5pm	15.28%	44
5pm - 6.30pm	15.63%	45
6.30pm - 8pm	12.85%	37
Total		288

Q7 Last time you needed to see a doctor, how quickly were you able to get an appointment?

Answered: 283 Skipped: 8

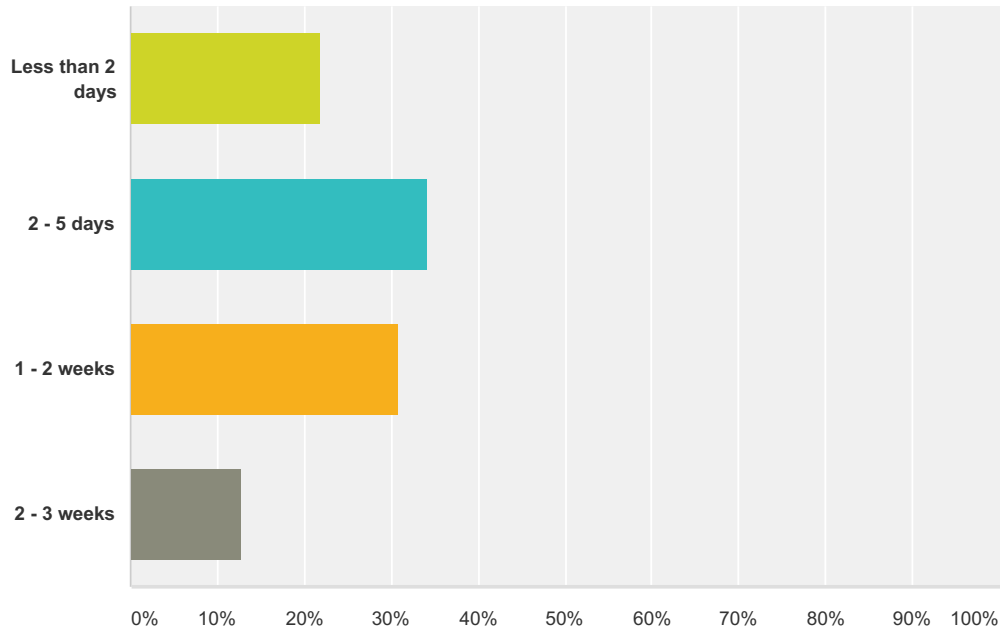


Answer Choices	Responses	
Less than 2 days	39.58%	112
2 - 5 days	23.32%	66
1 - 2 weeks	19.79%	56
2 - 3 weeks	17.31%	49
Total		283

Q8 Last time you needed to see a nurse, how quickly were you able to get an appointment?

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Answered: 265 Skipped: 26

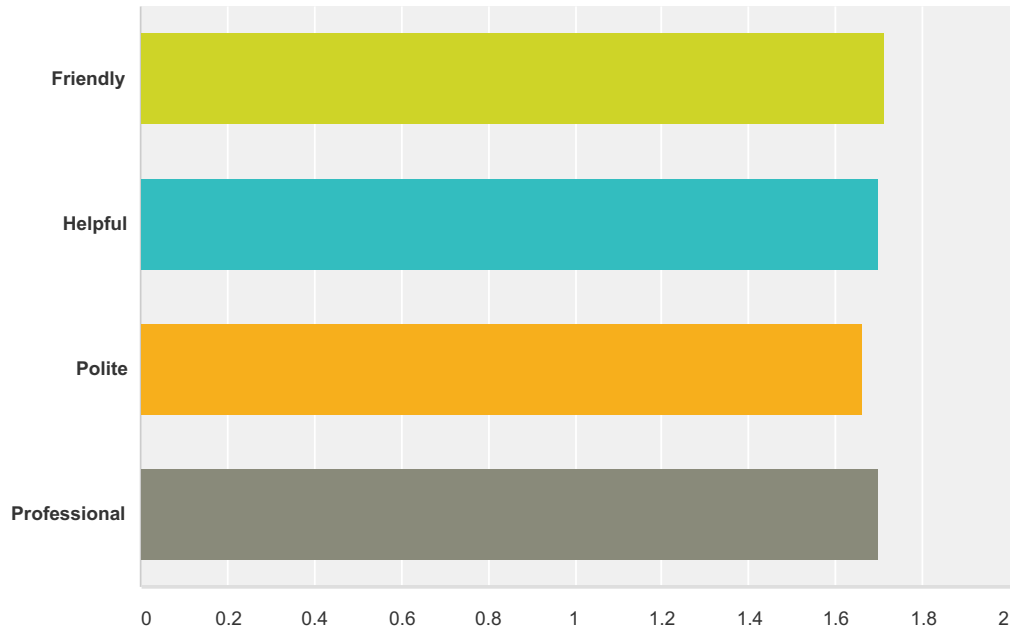


Answer Choices	Responses
Less than 2 days	21.89% 58
2 - 5 days	34.34% 91
1 - 2 weeks	30.94% 82
2 - 3 weeks	12.83% 34
Total	265

Q9 Remembering the last time you telephoned the practice, please rate how the person answering dealt with your query:

Answered: 286 Skipped: 5

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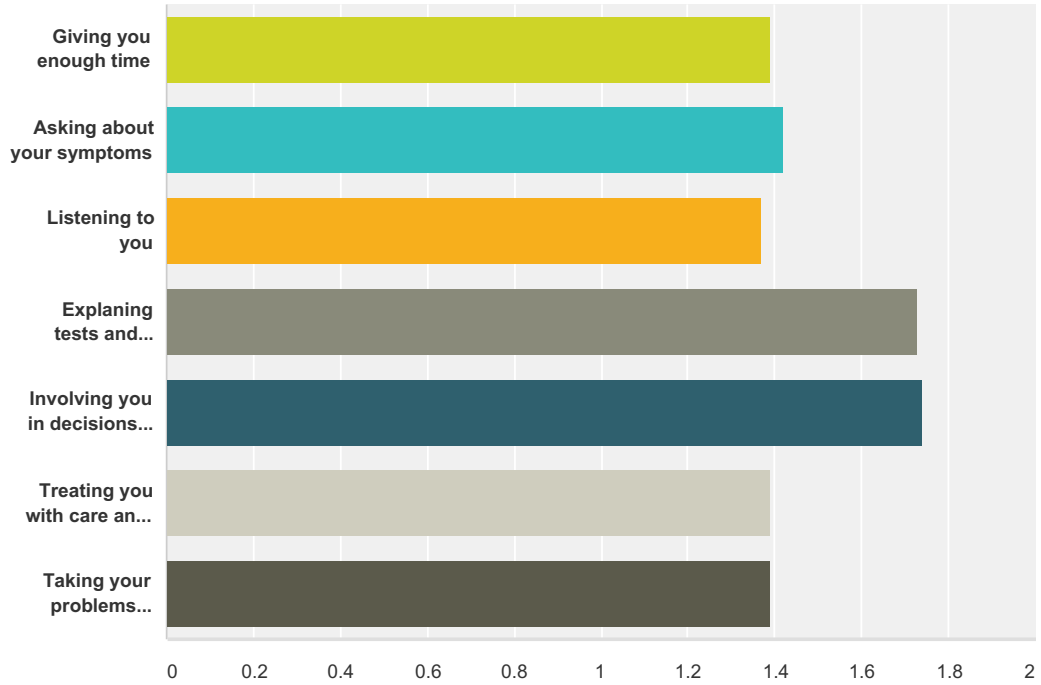


	Excellent	Good	Average	Poor	Very Poor	Total	Weighted Average
Friendly	47.54% 135	36.97% 105	12.68% 36	2.46% 7	0.35% 1	284	1.71
Helpful	47.48% 132	38.49% 107	10.79% 30	2.88% 8	0.36% 1	278	1.70
Polite	49.28% 136	37.32% 103	11.96% 33	0.72% 2	0.72% 2	276	1.66
Professional	48.36% 133	36.00% 99	13.09% 36	2.18% 6	0.36% 1	275	1.70

Q10 Last time you saw a doctor at the practice, how good was the doctor at:

Answered: 287 Skipped: 4

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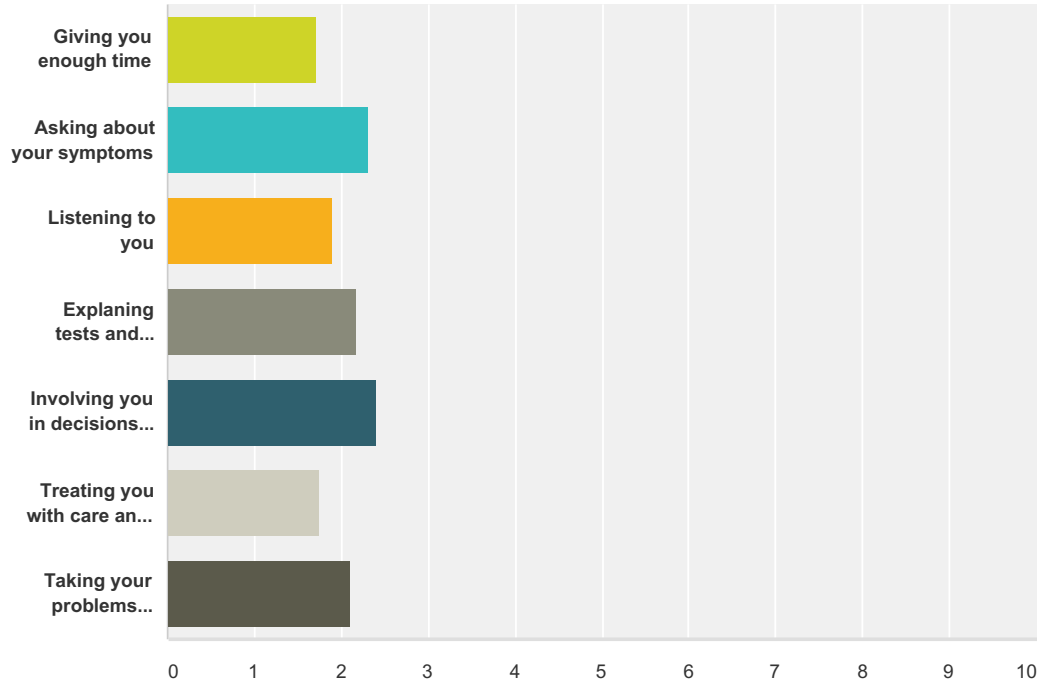


	Very good	Good	Average	Poor	Very poor	Doesn't apply	Total	Weighted Average
Giving you enough time	69.69% 200	23.69% 68	5.23% 15	1.05% 3	0.00% 0	0.35% 1	287	1.39
Asking about your symptoms	66.43% 190	27.97% 80	4.55% 13	0.35% 1	0.00% 0	0.70% 2	286	1.42
Listening to you	68.77% 196	25.61% 73	5.26% 15	0.35% 1	0.00% 0	0.00% 0	285	1.37
Explaining tests and treatments	59.01% 167	27.56% 78	6.36% 18	1.06% 3	0.35% 1	5.65% 16	283	1.73
Involving you in decisions about your care	59.51% 169	26.06% 74	7.75% 22	0.35% 1	0.00% 0	6.34% 18	284	1.74
Treating you with care and concern	67.94% 195	26.13% 75	5.57% 16	0.00% 0	0.00% 0	0.35% 1	287	1.39
Taking your problems seriously	69.37% 197	24.30% 69	4.58% 13	1.41% 4	0.00% 0	0.35% 1	284	1.39

Q11 Last time you saw a nurse at the practice, how good was the nurse at:

Answered: 279 Skipped: 12

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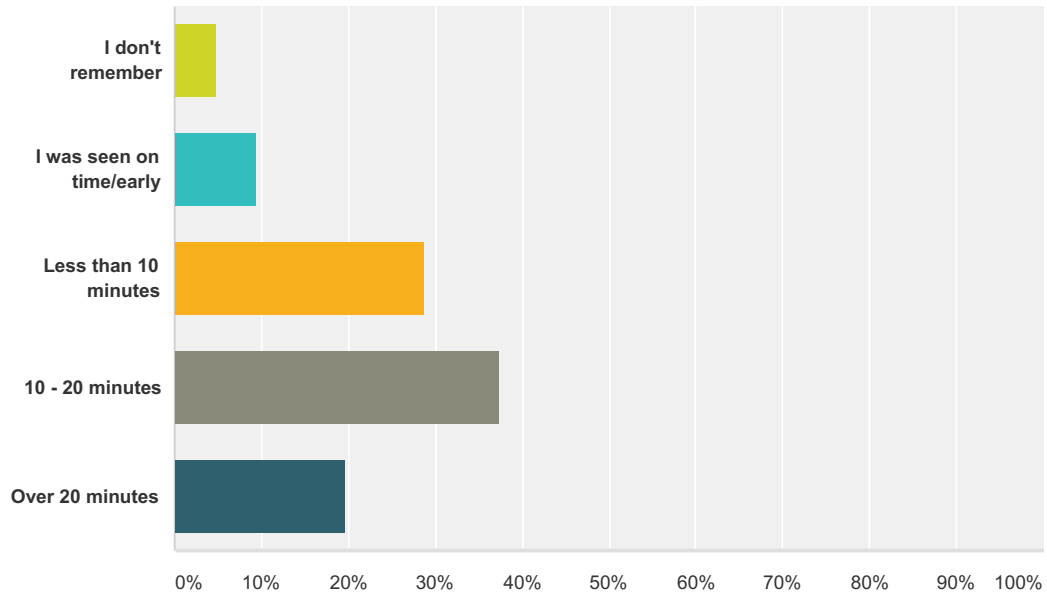


	Very good	Good	Average	Poor	Very poor	Doesn't apply	Total	Weighted Average
Giving you enough time	61.29% 171	26.88% 75	3.94% 11	1.08% 3	0.36% 1	6.45% 18	279	1.72
Asking about your symptoms	49.45% 135	26.37% 72	4.40% 12	0.73% 2	0.37% 1	18.68% 51	273	2.32
Listening to you	56.93% 156	28.47% 78	3.28% 9	0.36% 1	0.36% 1	10.58% 29	274	1.91
Explaining tests and treatments	52.21% 142	25.00% 68	6.25% 17	1.47% 4	0.37% 1	14.71% 40	272	2.17
Involving you in decisions about your care	48.89% 132	22.96% 62	6.67% 18	0.74% 2	0.74% 2	20.00% 54	270	2.41
Treating you with care and concern	57.97% 160	31.88% 88	2.17% 6	0.36% 1	0.36% 1	7.25% 20	276	1.75
Taking your problems seriously	53.90% 145	27.14% 73	3.72% 10	0.37% 1	0.37% 1	14.50% 39	269	2.10

Q12 At your last appointment, how long did you have to wait to be seen by the doctor/nurse/healthcare assistant

Answered: 289 Skipped: 2

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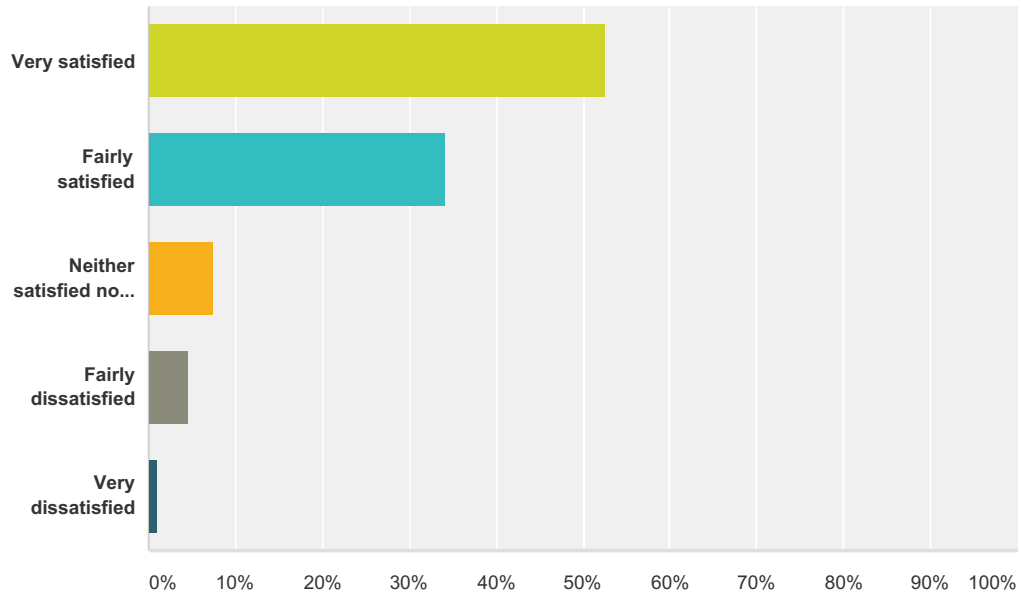


Answer Choices	Responses
I don't remember	4.84% 14
I was seen on time/early	9.34% 27
Less than 10 minutes	28.72% 83
10 - 20 minutes	37.37% 108
Over 20 minutes	19.72% 57
Total	289

Q13 How satisfied are you with the service you receive from Chadsfield Medical Practice?

Answered: 289 Skipped: 2

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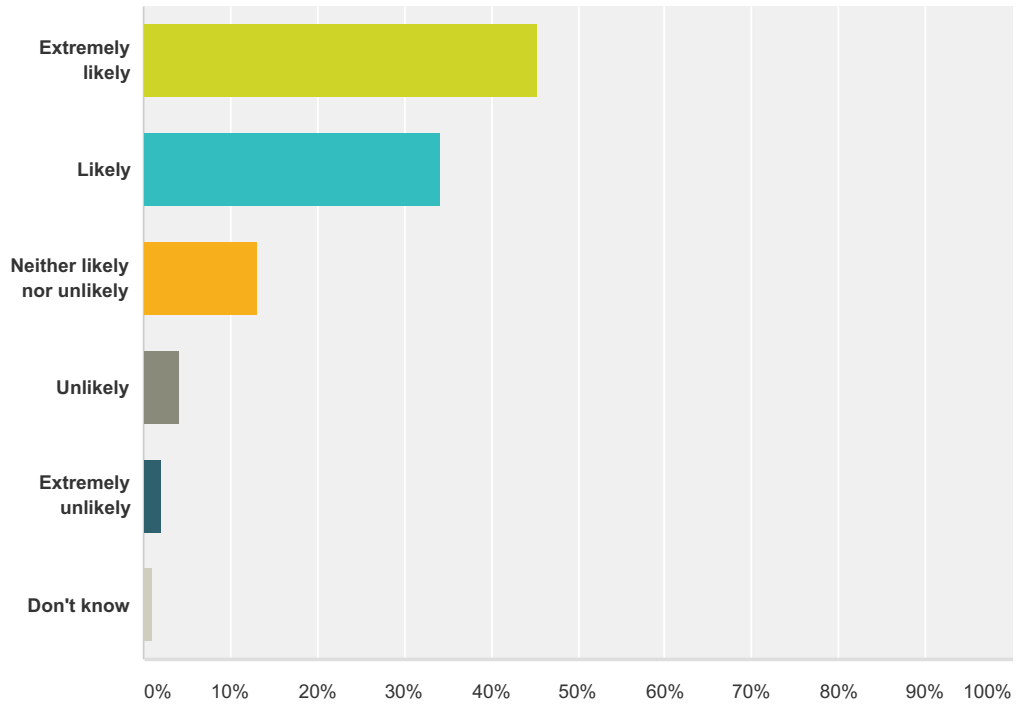


Answer Choices	Responses
Very satisfied	52.60% 152
Fairly satisfied	34.26% 99
Neither satisfied nor dissatisfied	7.61% 22
Fairly dissatisfied	4.50% 13
Very dissatisfied	1.04% 3
Total	289

Q14 How likely are you to recommend Chadsfield to friends and family if they needed similar care or treatment?

Answered: 289 Skipped: 2

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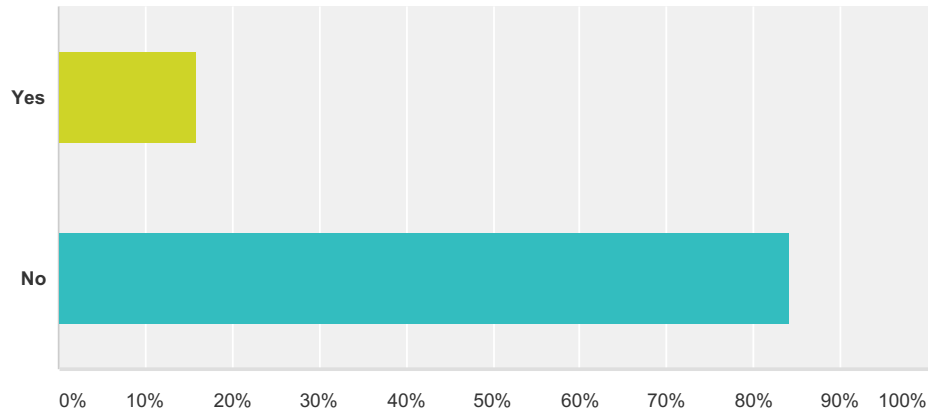


Answer Choices	Responses	Count
Extremely likely	45.33%	131
Likely	34.26%	99
Neither likely nor unlikely	13.15%	38
Unlikely	4.15%	12
Extremely unlikely	2.08%	6
Don't know	1.04%	3
Total		289

Q15 Do you know about the Virtual Patient Participation Group at the surgery and how to get involved?

Answered: 285 Skipped: 6

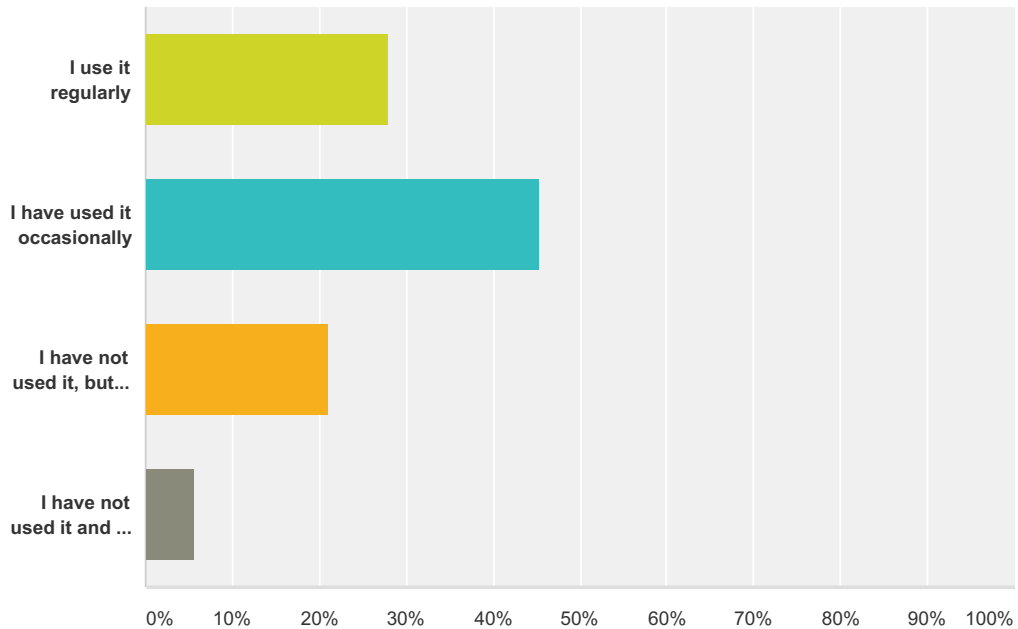
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Answer Choices	Responses
Yes	15.79% 45
No	84.21% 240
Total	285

Q16 How often do you use our website? - www.chadsfieldmedicalpractice.co.uk

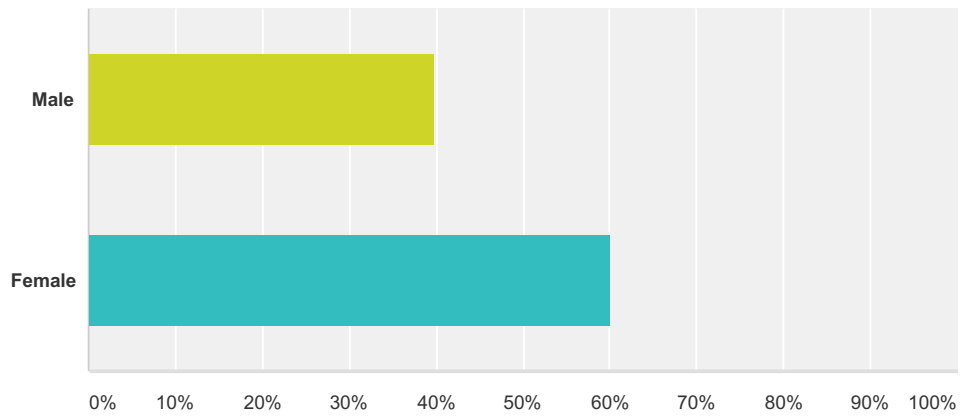
Answered: 289 Skipped: 2



Answer Choices	Responses
I use it regularly	28.03% 81
I have used it occasionally	45.33% 131
I have not used it, but intend to	21.11% 61
I have not used it and do not intend to	5.54% 16

Q17 Are you?

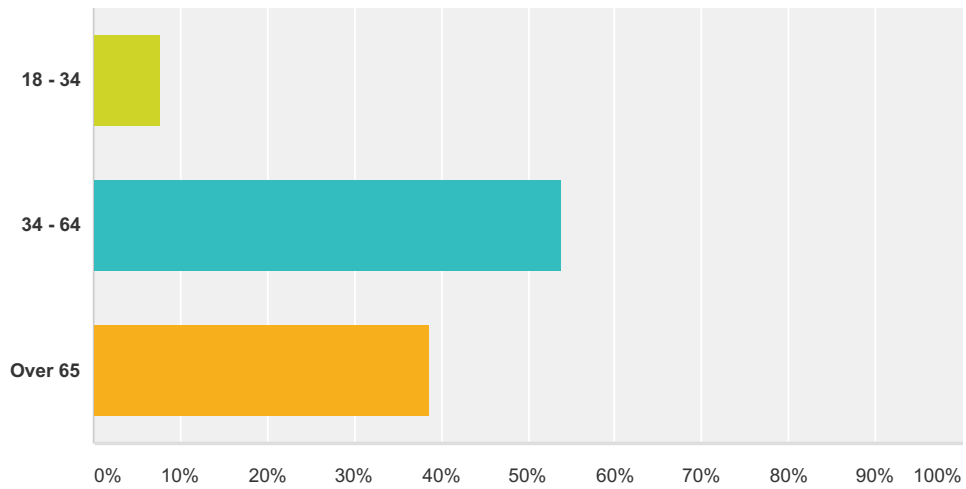
Answered: 289 Skipped: 2



Answer Choices	Responses	
Male	39.79%	115
Female	60.21%	174
Total		289

Q18 Which age group are you in?

Answered: 288 Skipped: 3



Answer Choices	Responses	
18 - 34	7.64%	22
34 - 64	53.82%	155
Over 65	38.54%	111
Total		288

Q19 Please let us know any other suggestions you have to help us improve the service we provide

Answered: 108 Skipped: 183