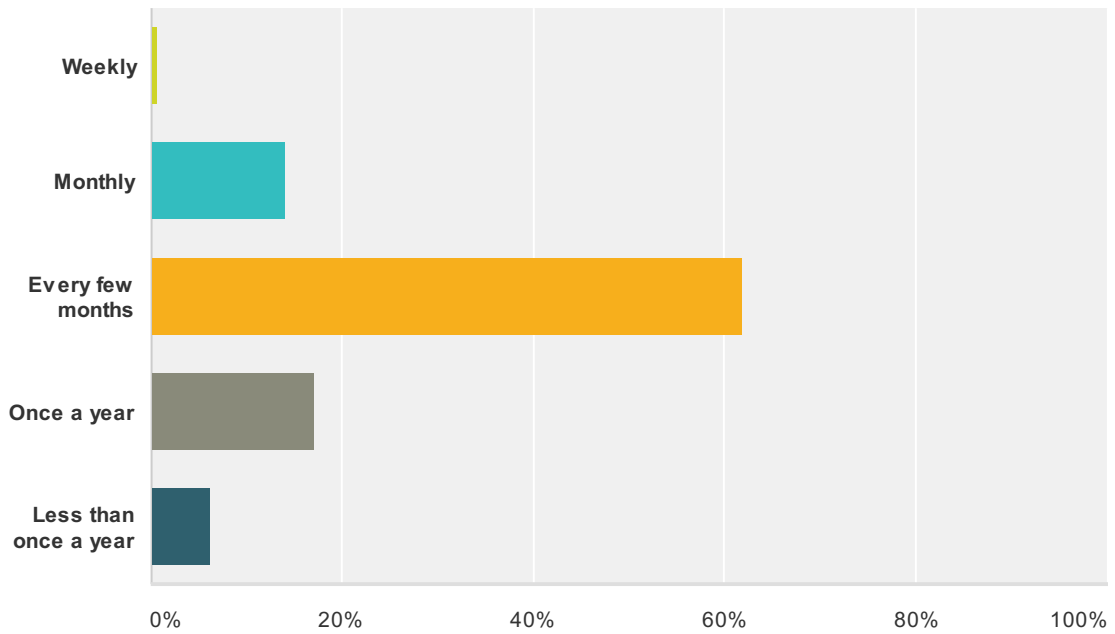


Q1 How Often do you use the practice?

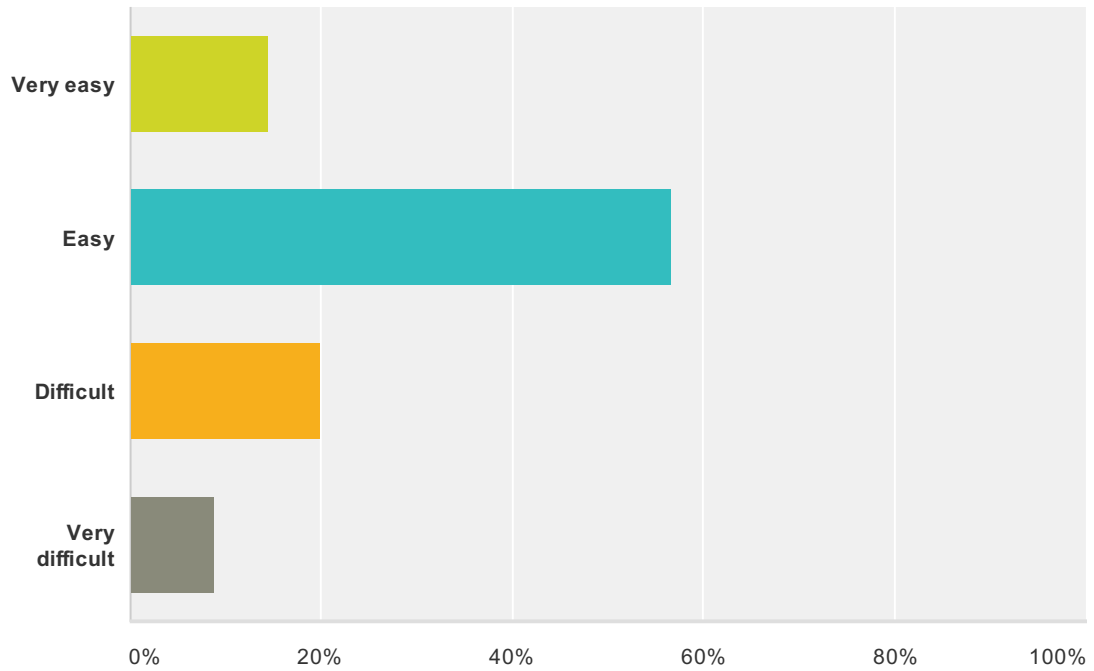
Answered: 270 Skipped: 16



| Answer Choices | Responses |
|-----------------------|------------|
| Weekly | 0.74% 2 |
| Monthly | 14.07% 38 |
| Every few months | 61.85% 167 |
| Once a year | 17.04% 46 |
| Less than once a year | 6.30% 17 |
| Total | 270 |

Q2 How easy do you find it to book a routine appointment with a doctor

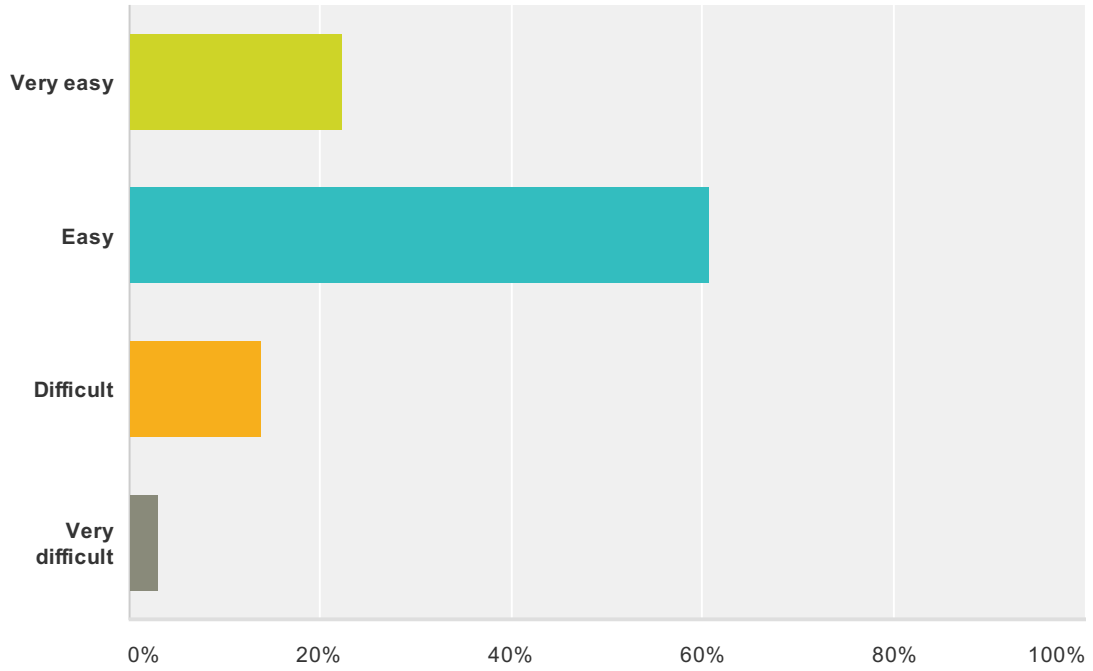
Answered: 267 Skipped: 19



| Answer Choices | Responses |
|----------------|------------|
| Very easy | 14.61% 39 |
| Easy | 56.55% 151 |
| Difficult | 19.85% 53 |
| Very difficult | 8.99% 24 |
| Total | 267 |

Q3 How easy do you find it to book a routine appointment with a nurse?

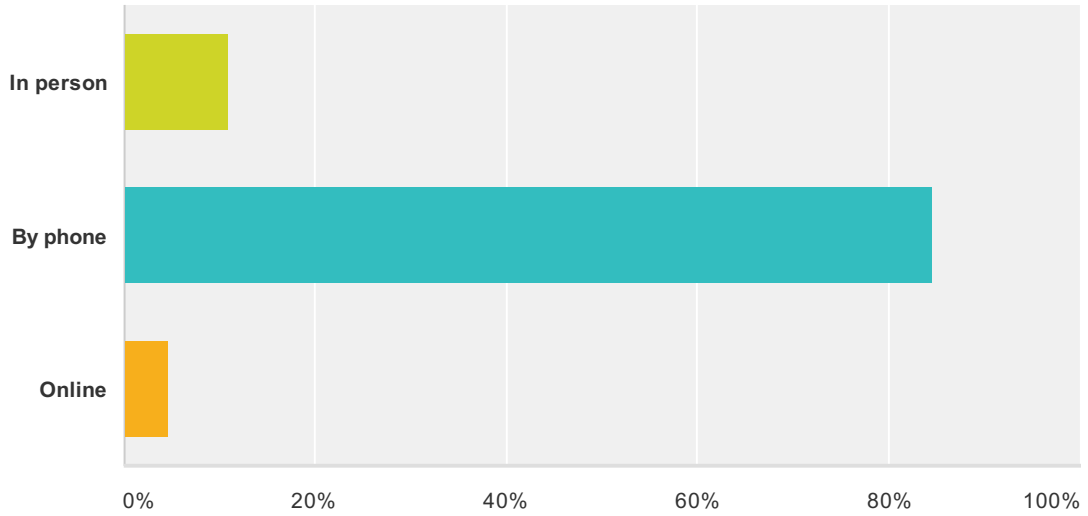
Answered: 259 Skipped: 27



| Answer Choices | Responses |
|----------------|------------|
| Very easy | 22.39% 58 |
| Easy | 60.62% 157 |
| Difficult | 13.90% 36 |
| Very difficult | 3.09% 8 |
| Total | 259 |

Q4 How do you normally book your appointments?

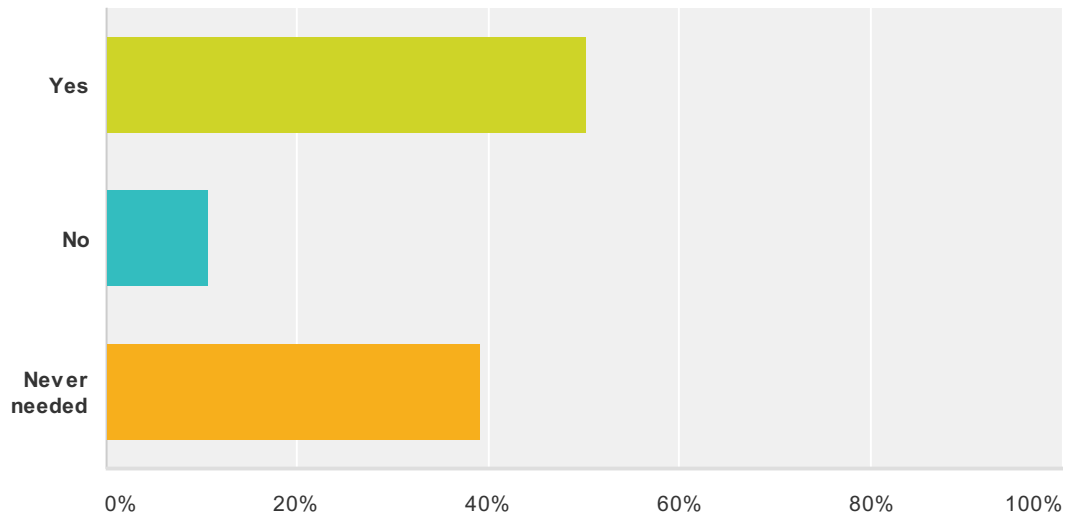
Answered: 282 Skipped: 4



| Answer Choices | Responses |
|----------------|------------|
| In person | 10.99% 31 |
| By phone | 84.40% 238 |
| Online | 4.61% 13 |
| Total | 282 |

Q5 When needed have you been able to get an urgent medical assessment by a doctor?

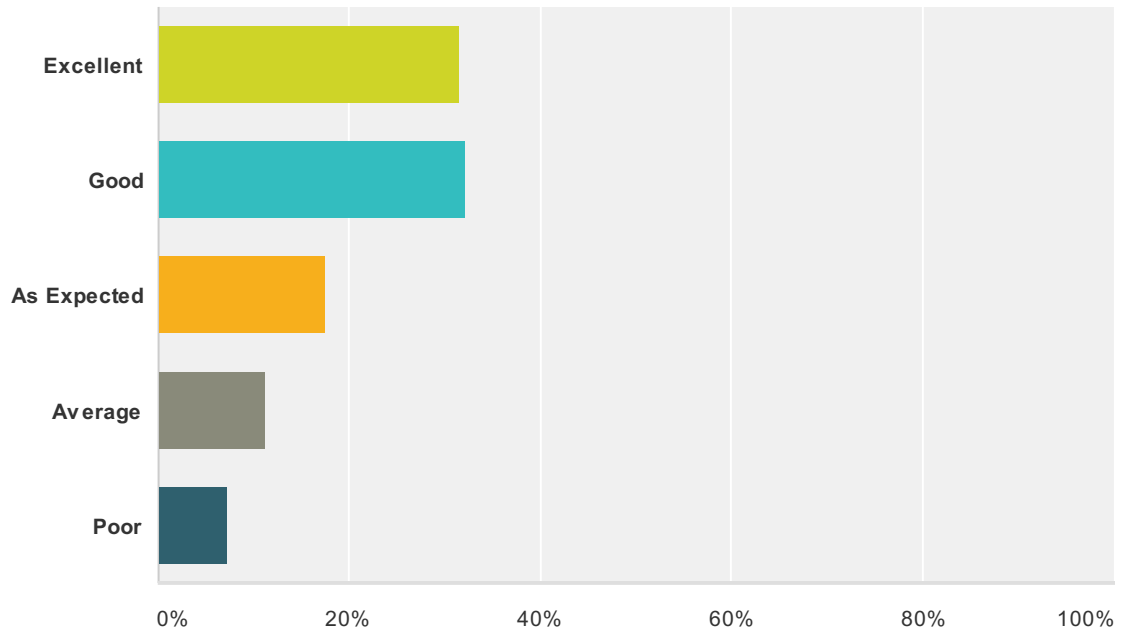
Answered: 281 Skipped: 5



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 50.18% | 141 |
| No | 10.68% | 30 |
| Never needed | 39.15% | 110 |
| Total | | 281 |

Q6 If you did seek urgent treatment how did you rate that service?

Answered: 177 Skipped: 109



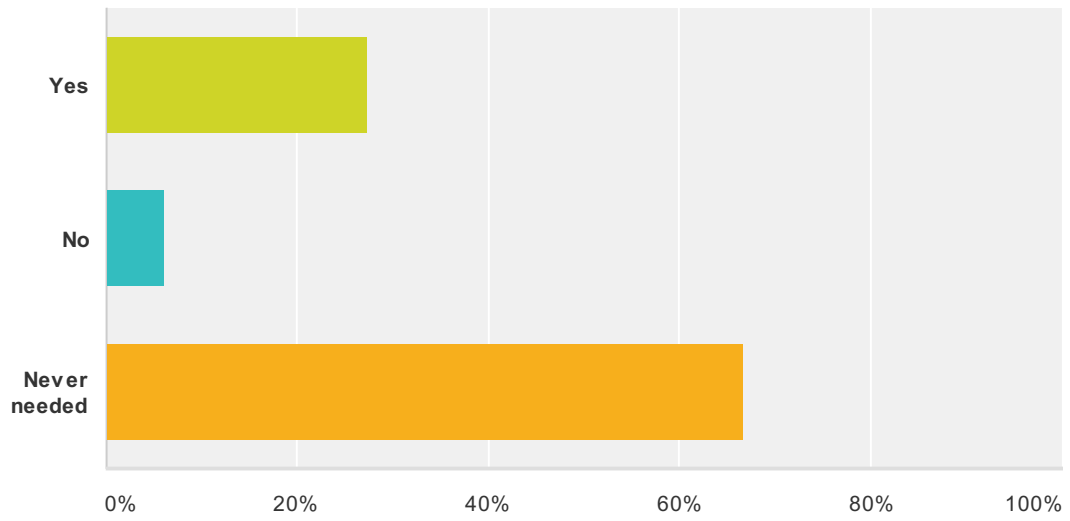
| Answer Choices | Responses | |
|----------------|-----------|------------|
| Excellent | 31.64% | 56 |
| Good | 32.20% | 57 |
| As Expected | 17.51% | 31 |
| Average | 11.30% | 20 |
| Poor | 7.34% | 13 |
| Total | | 177 |

**Q7 If you rated the urgent service as poor
please let us know why**

Answered: 16 Skipped: 270

Q8 When needed have you been able to get an urgent medical assessment by a nurse?

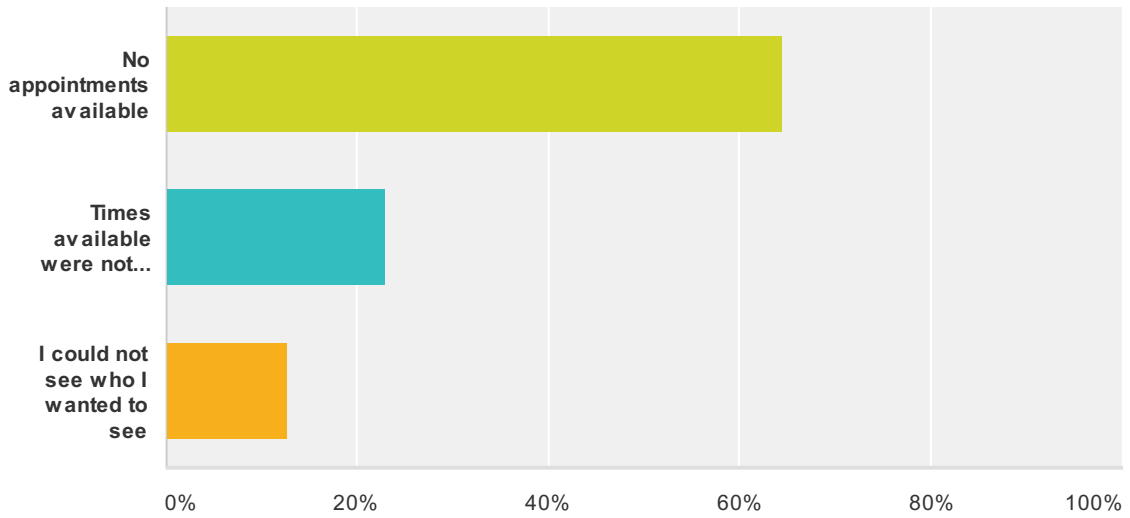
Answered: 278 Skipped: 8



| Answer Choices | Responses |
|----------------|------------|
| Yes | 27.34% 76 |
| No | 6.12% 17 |
| Never needed | 66.55% 185 |
| Total | 278 |

Q9 If you have had difficulty getting an appointment why do you think this was?

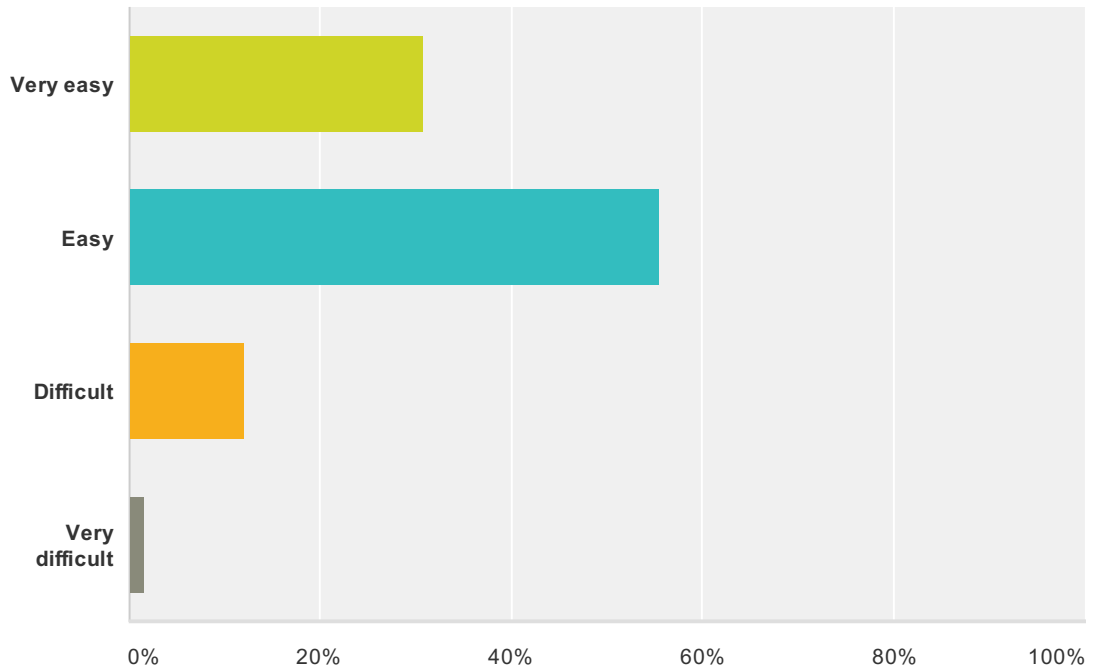
Answered: 166 Skipped: 120



| Answer Choices | Responses |
|-------------------------------------|------------|
| No appointments available | 64.46% 107 |
| Times available were not suitable | 22.89% 38 |
| I could not see who I wanted to see | 12.65% 21 |
| Total | 166 |

Q10 Do you find it easy to cancel or rearrange an appointment?

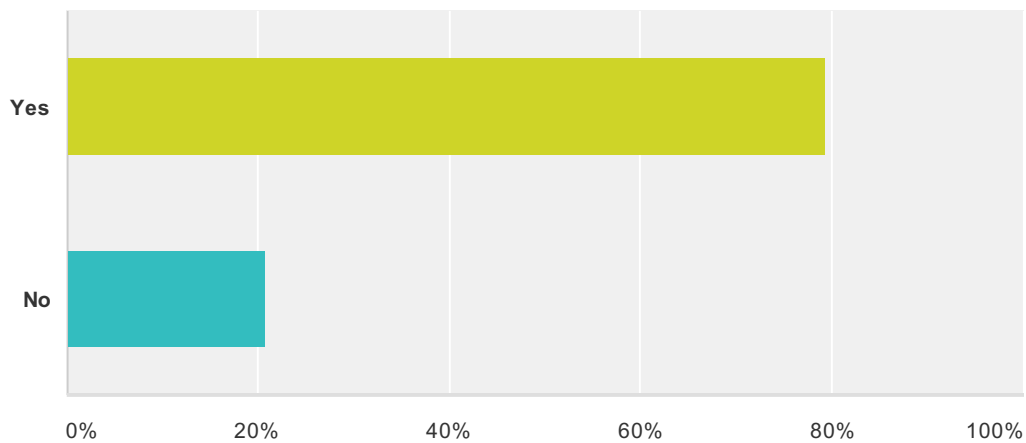
Answered: 247 Skipped: 39



| Answer Choices | Responses |
|----------------|------------|
| Very easy | 30.77% 76 |
| Easy | 55.47% 137 |
| Difficult | 12.15% 30 |
| Very difficult | 1.62% 4 |
| Total | 247 |

Q11 Would you like to view appointments you have booked on line over the internet?

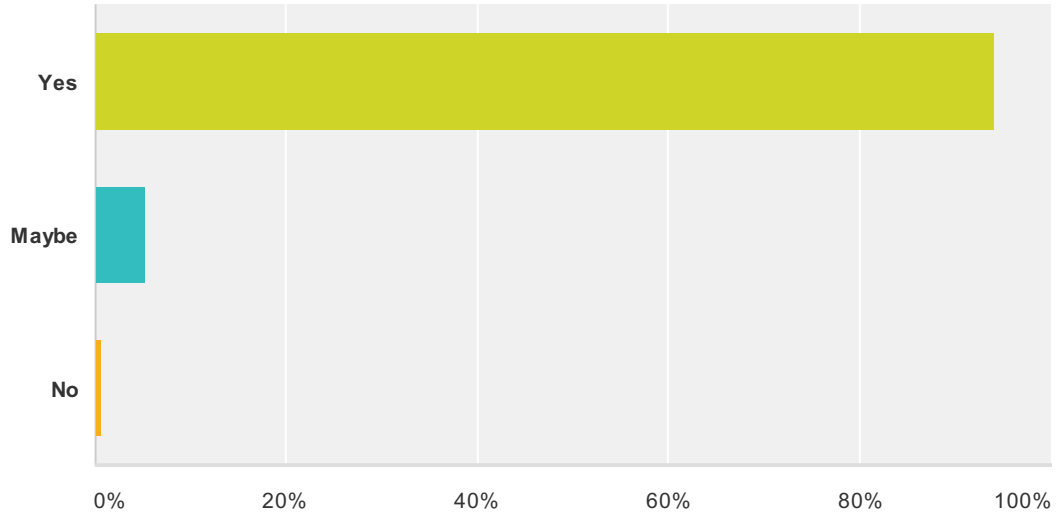
Answered: 276 Skipped: 10



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 79.35% | 219 |
| No | 20.65% | 57 |
| Total | | 276 |

Q12 If we have your mobile we now send an appointment reminder text. Do you think this is a good idea to help reduce the number of patients that forget to attend a booked appointment

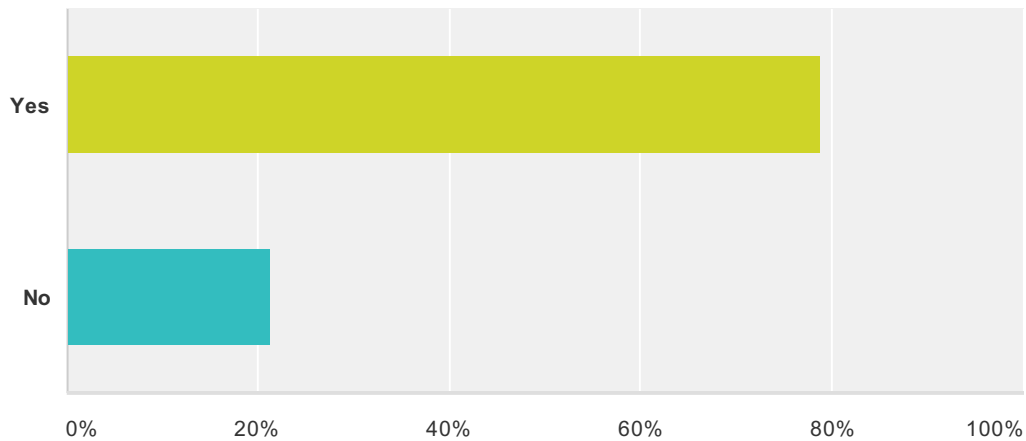
Answered: 278 Skipped: 8



| Answer Choices | Responses |
|----------------|------------|
| Yes | 93.88% 261 |
| Maybe | 5.40% 15 |
| No | 0.72% 2 |
| Total | 278 |

Q13 In relation to question 12 do we have your up to date mobile number?

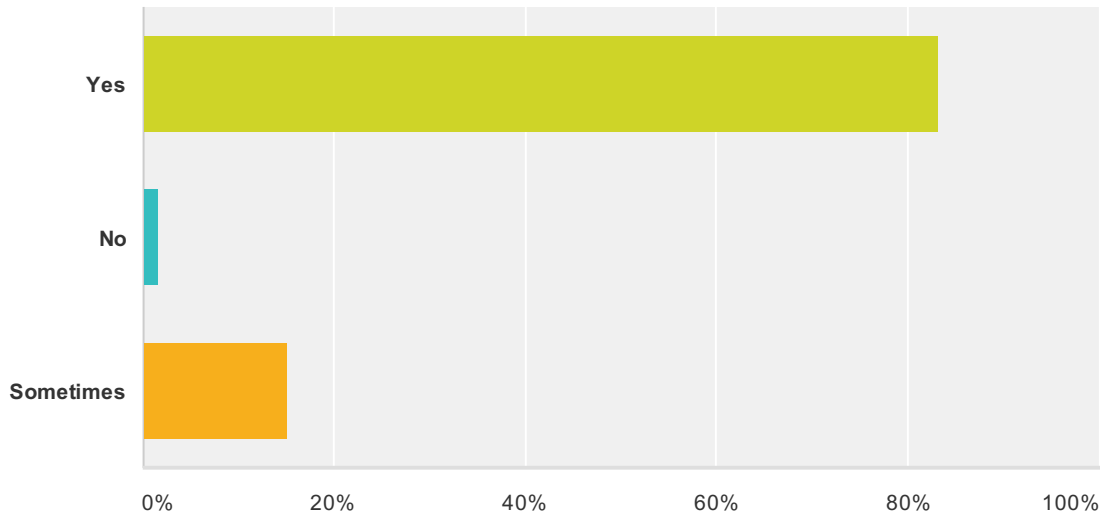
Answered: 272 Skipped: 14



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 78.68% | 214 |
| No | 21.32% | 58 |
| Total | | 272 |

Q14 Do you find that the reception staff are happy to help you?

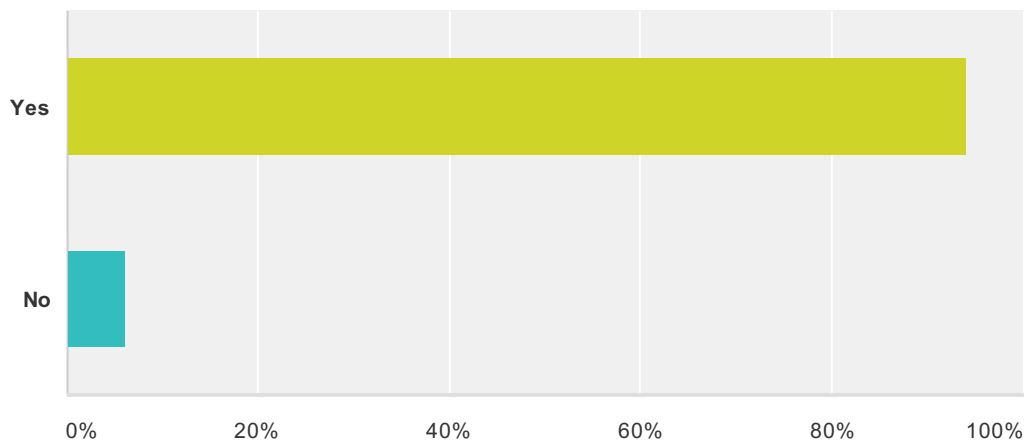
Answered: 279 Skipped: 7



| Answer Choices | Responses |
|----------------|------------|
| Yes | 83.15% 232 |
| No | 1.79% 5 |
| Sometimes | 15.05% 42 |
| Total | 279 |

Q15 Do you find the reception area and the waiting room meets you needs?

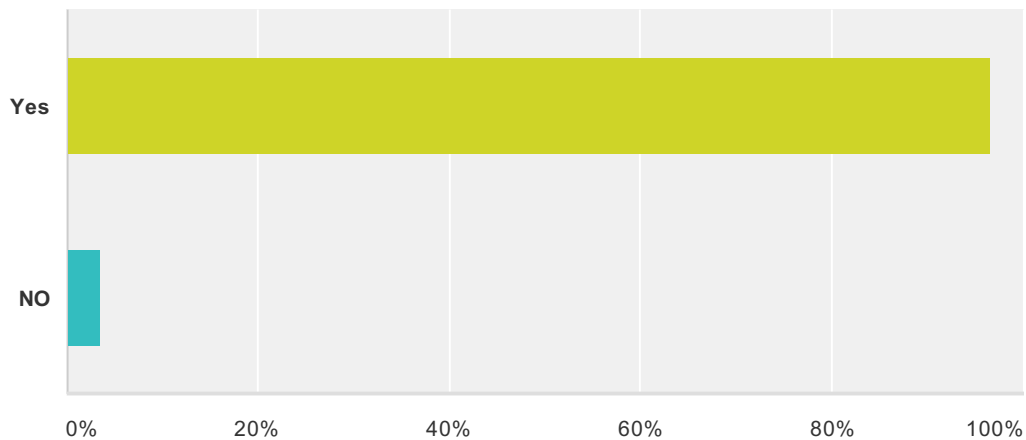
Answered: 276 Skipped: 10



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 93.84% | 259 |
| No | 6.16% | 17 |
| Total | | 276 |

Q16 Are you happy with the information that we provide in the reception area and the waiting room, posters, notice boards, screens, leaflets etc?

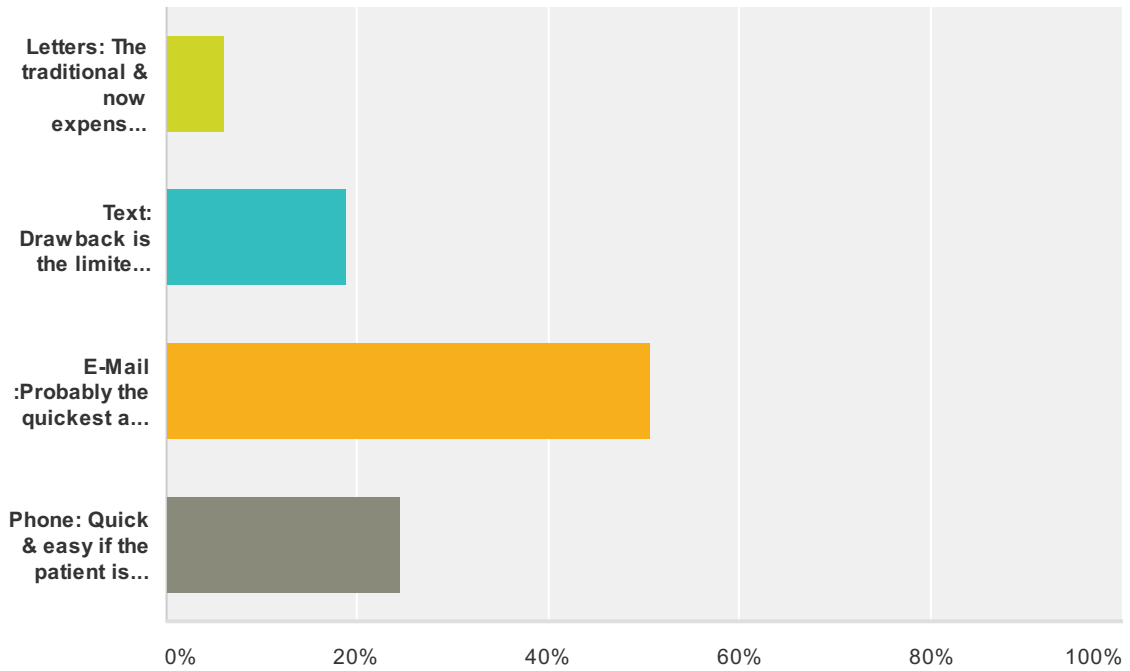
Answered: 263 Skipped: 23



| Answer Choices | Responses |
|----------------|------------|
| Yes | 96.58% 254 |
| NO | 3.42% 9 |
| Total | 263 |

Q17 Which of these choices do you feel is the best way to contact patients?

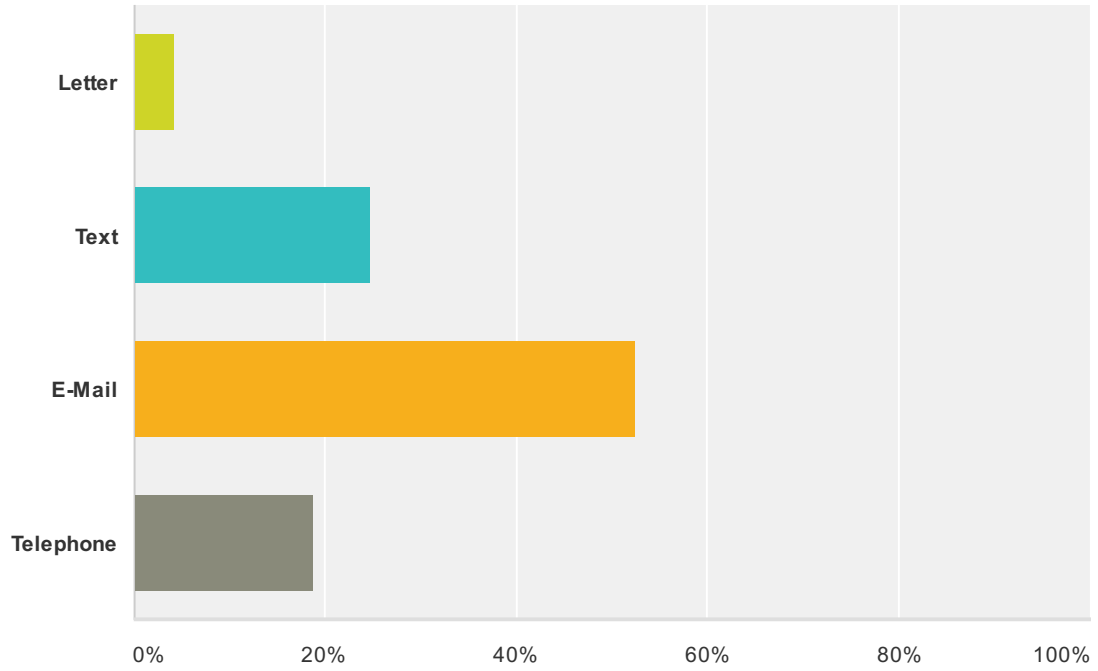
Answered: 281 Skipped: 5



| Answer Choices | Responses | |
|---|-----------|------------|
| Letters: The traditional & now expensive way. | 6.05% | 17 |
| Text: Drawback is the limited size of the message | 18.86% | 53 |
| E-Mail :Probably the quickest and the best but not everyone keeps their address up to date with us. | 50.53% | 142 |
| Phone: Quick & easy if the patient is at home and again if we have the right number | 24.56% | 69 |
| Total | | 281 |

Q18 Which of these is the best way to contact you

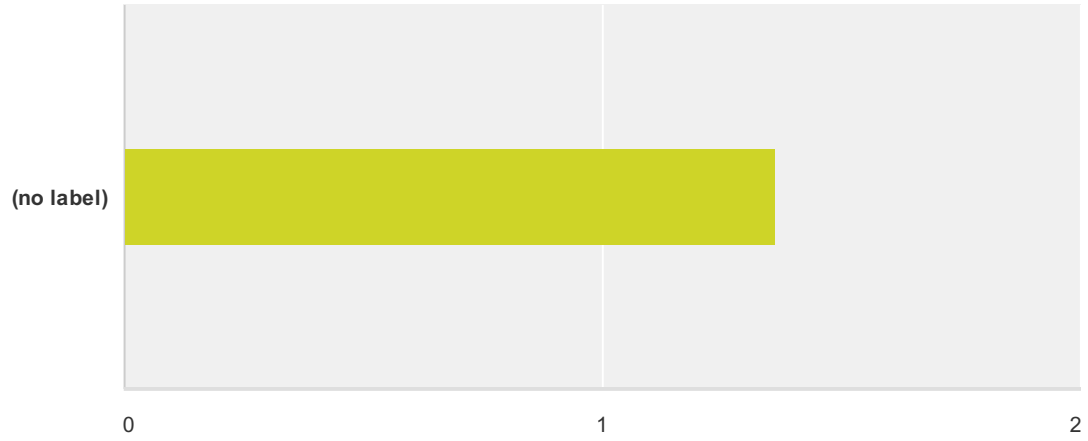
Answered: 283 Skipped: 3



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Letter | 4.24% | 12 |
| Text | 24.73% | 70 |
| E-Mail | 52.30% | 148 |
| Telephone | 18.73% | 53 |
| Total | | 283 |

Q19 You are treated with respect and dignity at the practice

Answered: 274 Skipped: 12



| | Always | Most of the time | Sometimes | Rarely | Never | Total | Average Rating |
|------------|---------------|------------------|-------------|------------|---------|-------|----------------|
| (no label) | 70.07% 192 | 24.45% 67 | 4.74% 13 | 0.73% 2 | 0% 0 | 274 | 1.36 |

Q20 The information I receive from my doctor is in plain english and easy to understand.

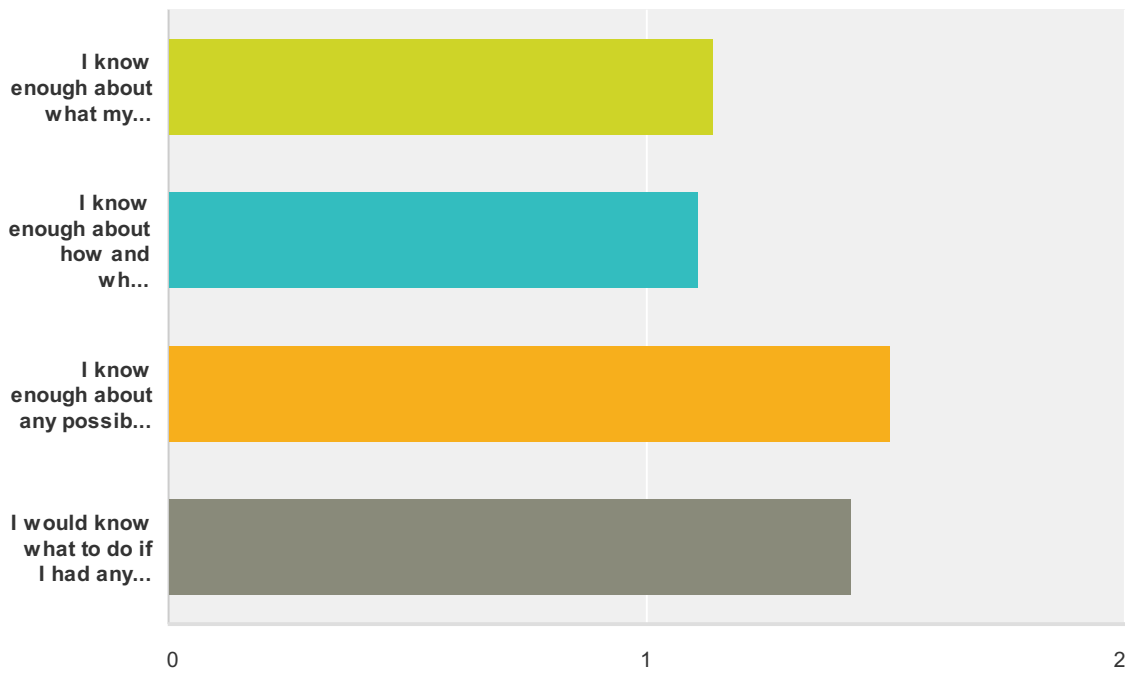
Answered: 264 Skipped: 22



| | Yes I strongly Agree | Yes I Agree | Disagree | No I strongly disagree | Total | Average Rating |
|------------|----------------------|---------------|------------|------------------------|-------|----------------|
| (no label) | 50.38% 133 | 48.48% 128 | 1.14% 3 | 0% 0 | 264 | 1.51 |

Q21 If you have been prescribed any medication in the last 12 months please select one answer to each question below

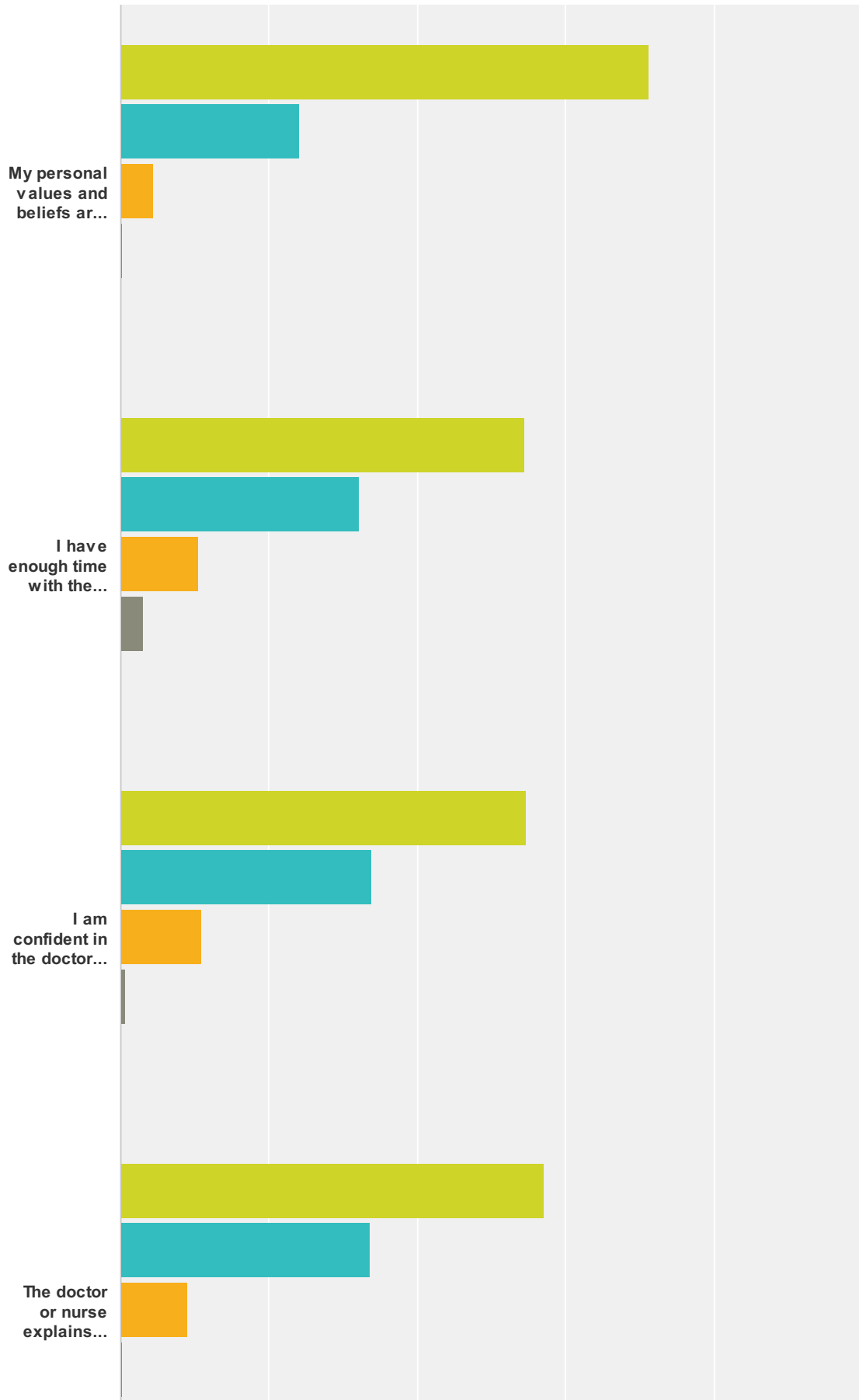
Answered: 251 Skipped: 35



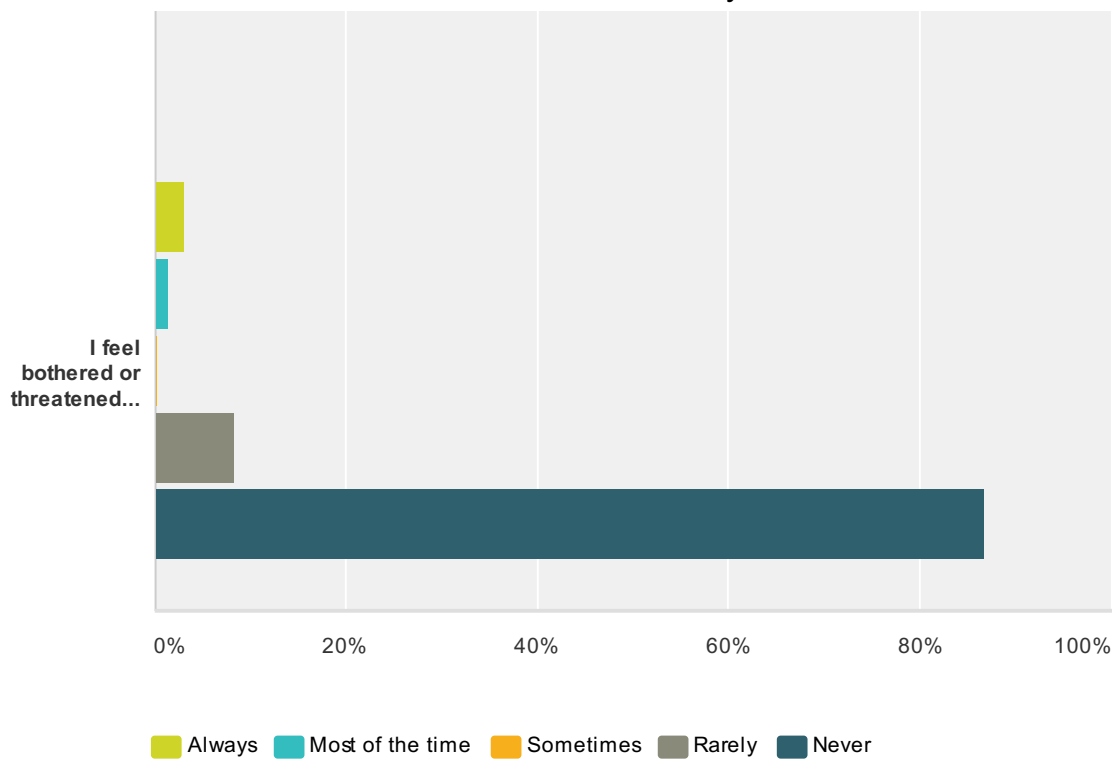
| | I agree | Most of the time | Sometimes | Rarely | Never | Total | Average Rating |
|---|---------------|------------------|-------------|------------|------------|-------|----------------|
| I know enough about what my medicines are for. | 88.35% 220 | 9.64% 24 | 1.61% 4 | 0.40% 1 | 0% 0 | 249 | 1.14 |
| I know enough about how and when to take my medicines. | 89.88% 222 | 8.91% 22 | 1.21% 3 | 0% 0 | 0% 0 | 247 | 1.11 |
| I know enough about any possible side effects of my medicines. | 68.42% 169 | 18.62% 46 | 7.69% 19 | 3.64% 9 | 1.62% 4 | 247 | 1.51 |
| I would know what to do if I had any problem with my medicines. | 73.17% 180 | 14.63% 36 | 8.94% 22 | 2.85% 7 | 0.41% 1 | 246 | 1.43 |

Q22 The doctor or nurse listens to me

Answered: 271 Skipped: 15



Street Lane Practice Patient Survey 2013/14

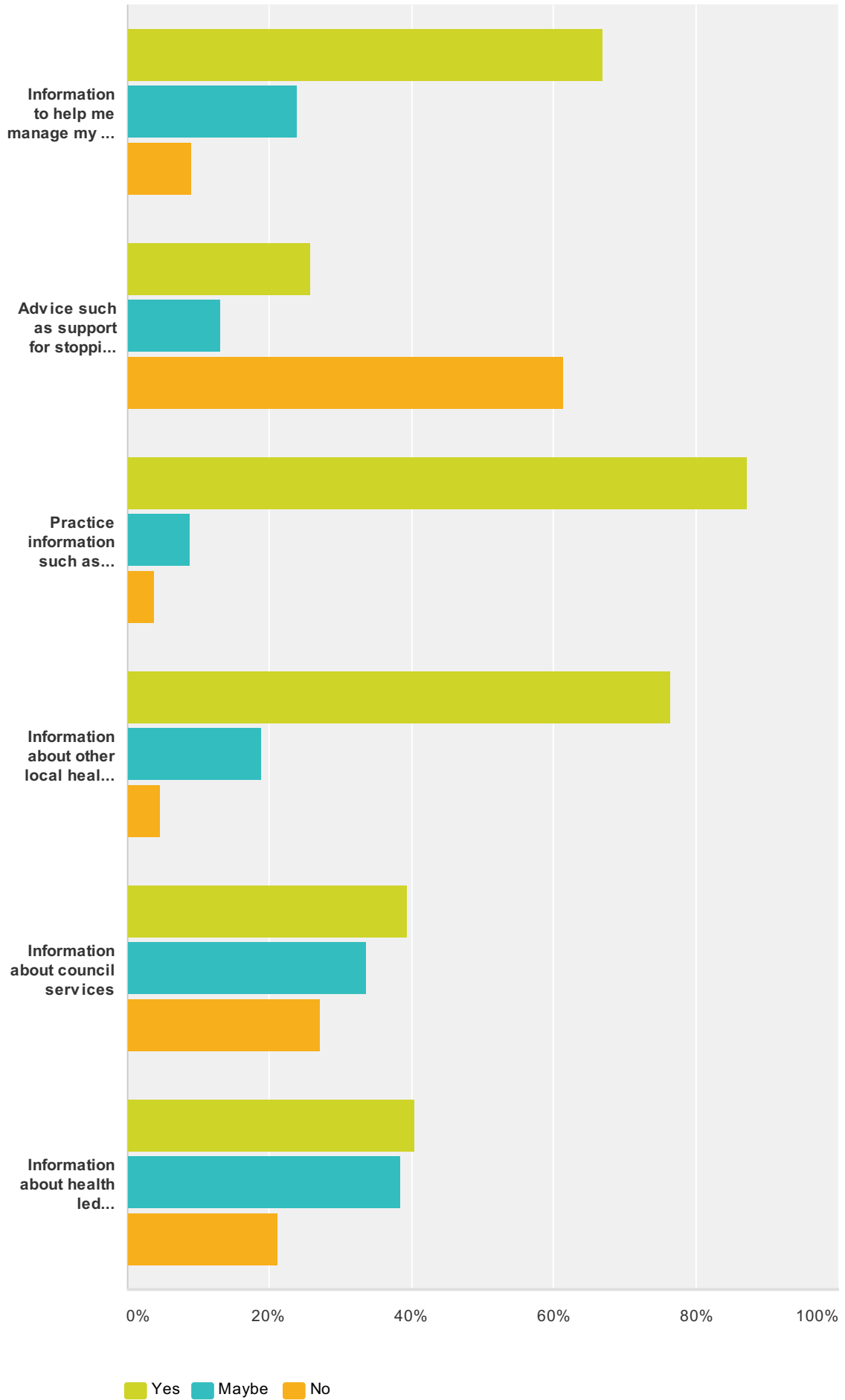


| | Always | Most of the time | Sometimes | Rarely | Never | Total |
|---|---------------|------------------|--------------|-------------|---------------|-------|
| My personal values and beliefs are respected | 71.00% 191 | 24.16% 65 | 4.46% 12 | 0.37% 1 | 0% 0 | 269 |
| I have enough time with the doctor or nurse | 54.31% 145 | 32.21% 86 | 10.49% 28 | 3.00% 8 | 0% 0 | 267 |
| I am confident in the doctor or nurses ability to treat me | 54.68% 146 | 33.71% 90 | 10.86% 29 | 0.75% 2 | 0% 0 | 267 |
| The doctor or nurse explains things that helps me understand my condition | 56.98% 151 | 33.58% 89 | 9.06% 24 | 0.38% 1 | 0% 0 | 265 |
| I feel bothered or threatened by other patients. | 3.04% 8 | 1.52% 4 | 0.38% 1 | 8.37% 22 | 86.69% 228 | 263 |

**Q23 What kind of information and advice
would you like to be able to access in the
practice?**

Answered: 269 Skipped: 17

Street Lane Practice Patient Survey 2013/14

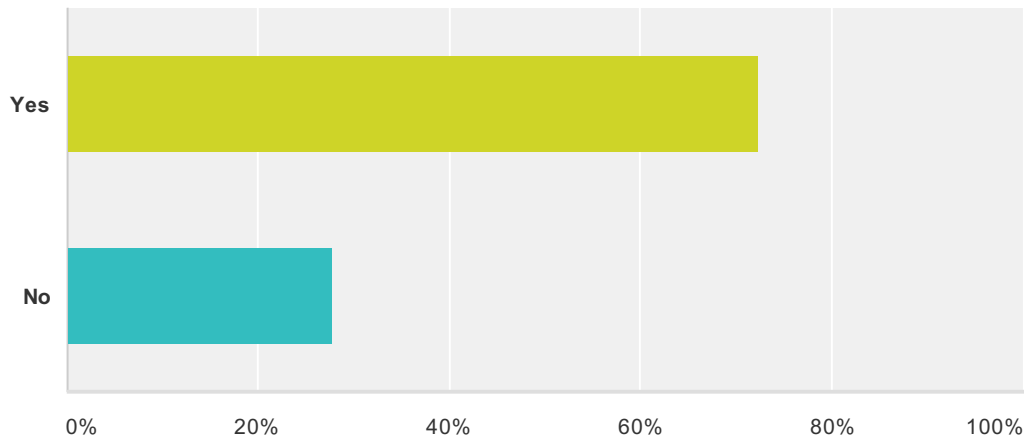


Street Lane Practice Patient Survey 2013/14

| | Yes | Maybe | No | Total |
|--|----------------------|---------------------|----------------------|-------|
| Information to help me manage my own condition. | 66.92% 176 | 23.95% 63 | 9.13% 24 | 263 |
| Advice such as support for stopping smoking | 25.76% 59 | 13.10% 30 | 61.14% 140 | 229 |
| Practice information such as services and opening times. | 87.16% 224 | 8.95% 23 | 3.89% 10 | 257 |
| Information about other local health services | 76.28% 193 | 18.97% 48 | 4.74% 12 | 253 |
| Information about council services | 39.27% 97 | 33.60% 83 | 27.13% 67 | 247 |
| Information about health led charitable organisations | 40.40% 101 | 38.40% 96 | 21.20% 53 | 250 |

Q24 Do you feel that you are given enough opportunity to give feedback, raise concerns or make suggestions?

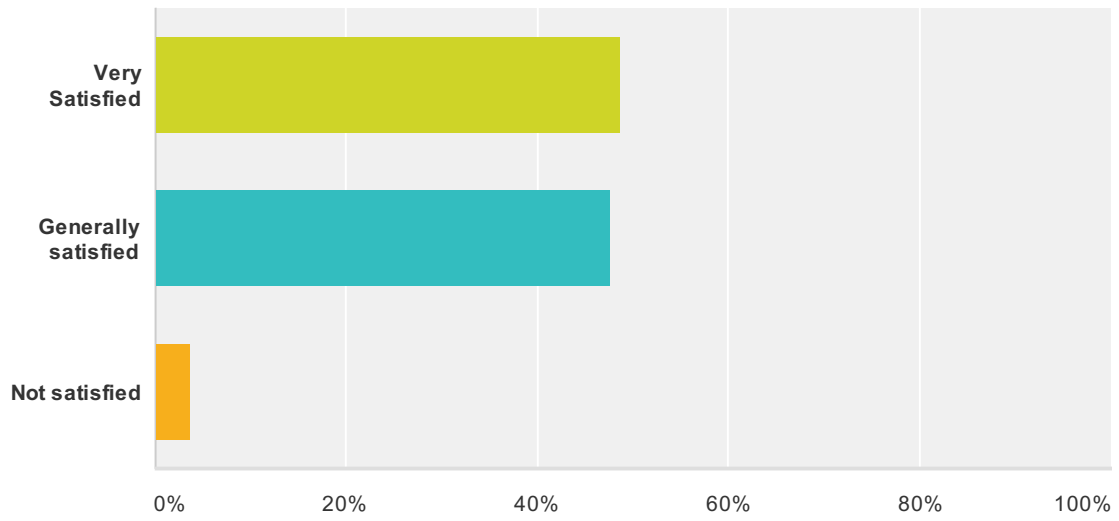
Answered: 263 Skipped: 23



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 72.24% | 190 |
| No | 27.76% | 73 |
| Total | | 263 |

Q25 Overall how satisfied are you with the information and advice that we provide for you?

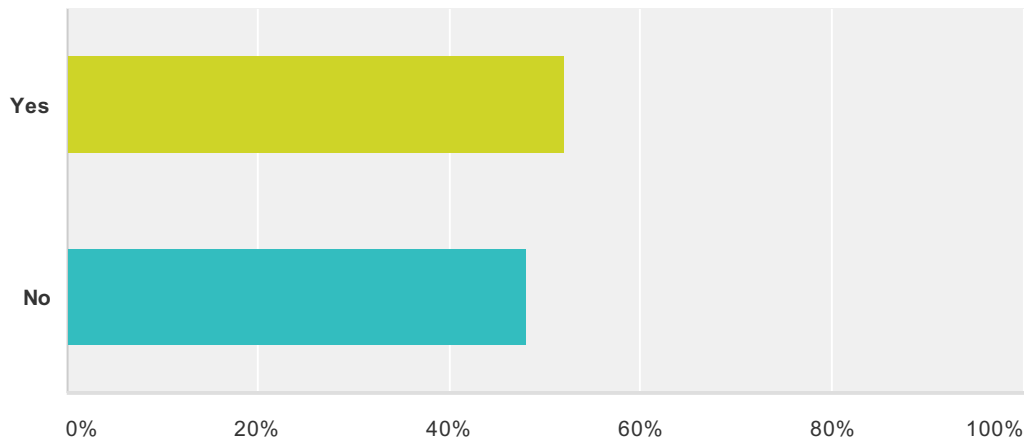
Answered: 265 Skipped: 21



| Answer Choices | Responses |
|---------------------|------------|
| Very Satisfied | 48.68% 129 |
| Generally satisfied | 47.55% 126 |
| Not satisfied | 3.77% 10 |
| Total | 265 |

**Q26 Have you visited our new web site
www.streetlanepractice.com?**

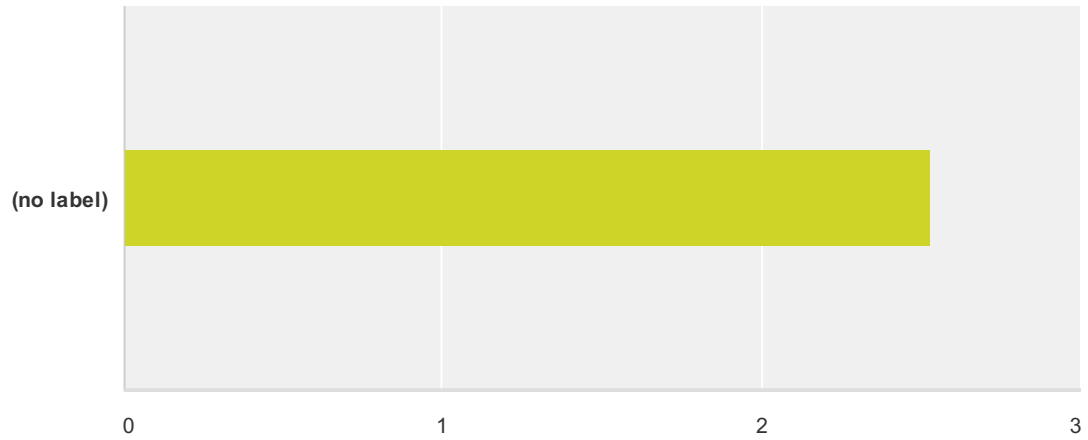
Answered: 265 Skipped: 21



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 52.08% | 138 |
| No | 47.92% | 127 |
| Total | | 265 |

Q27 If Yes did you find it

Answered: 145 Skipped: 141



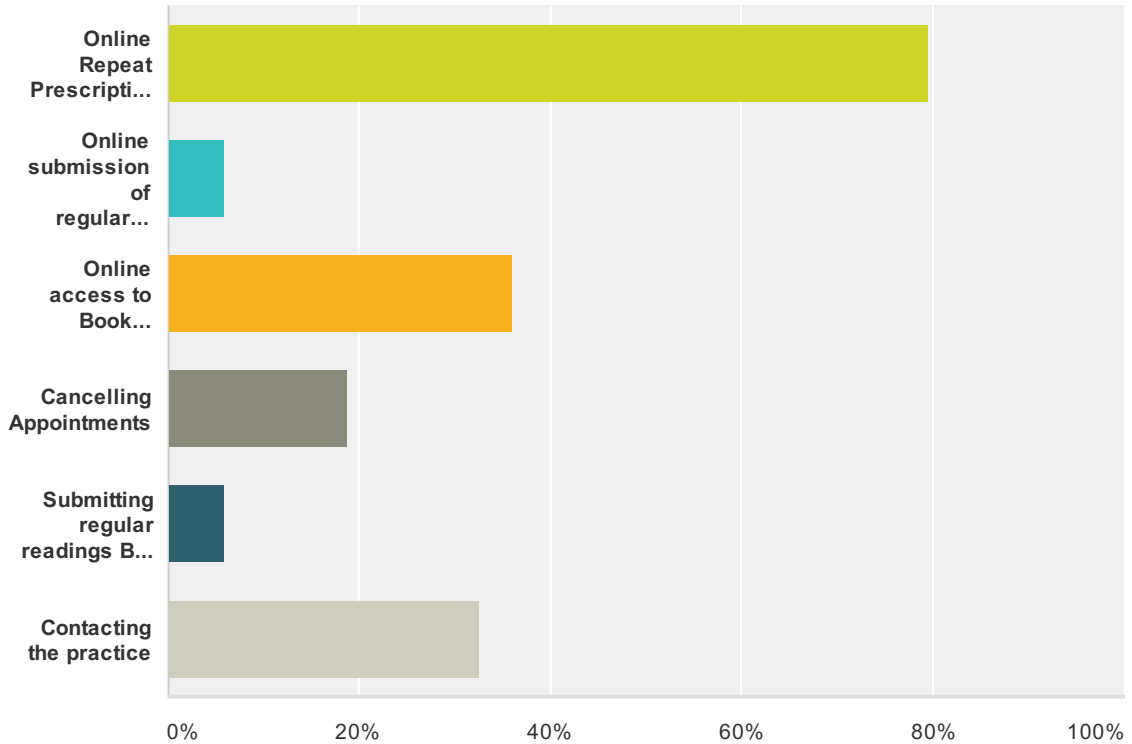
| | Worse than expected | As you expected | Better than you expected | Impressed | Total | Average Rating |
|------------|---------------------|-----------------|--------------------------|--------------|-------|----------------|
| (no label) | 2.76% 4 | 57.93% 84 | 22.76% 33 | 16.55% 24 | 145 | 2.53 |

Q28 Many of the patient suggestions from our last survey have been included in the new web site. Is there anything that you would like to see on the site that is not on there at the moment?

Answered: 34 Skipped: 252

Q29 There are now a selection of ways that patients can interact directly with the practice through the site please indicate which of these that you use.

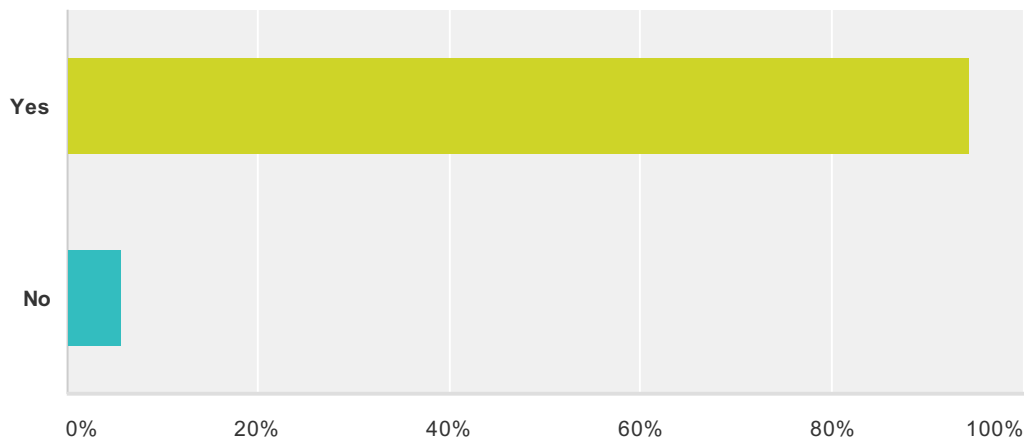
Answered: 117 Skipped: 169



| Answer Choices | Responses |
|--|-----------|
| Online Repeat Prescription ordering | 79.49% 93 |
| Online submission of regular readings BP etc | 5.98% 7 |
| Online access to Book Appointments | 35.90% 42 |
| Cancelling Appointments | 18.80% 22 |
| Submitting regular readings BP etc | 5.98% 7 |
| Contacting the practice | 32.48% 38 |
| Total Respondents: 117 | |

Q30 If you have not used any of the items in Q29 will you be likely to use one or more in the future?

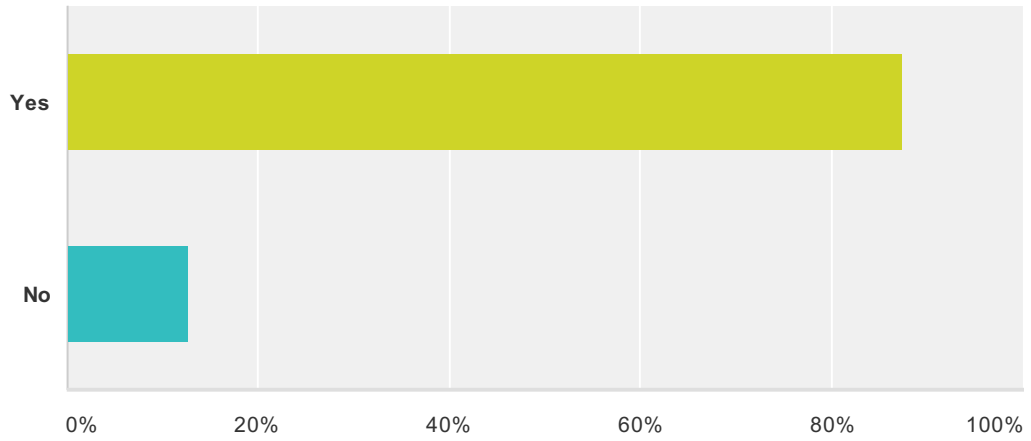
Answered: 213 Skipped: 73



| Answer Choices | Responses |
|----------------|------------|
| Yes | 94.37% 201 |
| No | 5.63% 12 |
| Total | 213 |

Q31 If you do not already have Online Access will you be applying for a log on and password at reception in the future?

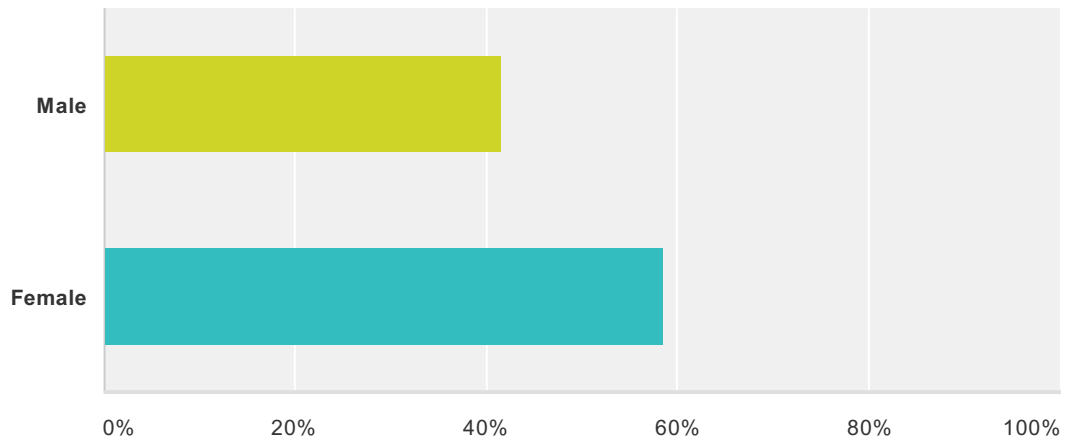
Answered: 213 Skipped: 73



| Answer Choices | Responses |
|----------------|------------|
| Yes | 87.32% 186 |
| No | 12.68% 27 |
| Total | 213 |

Q32 Are you male or female?

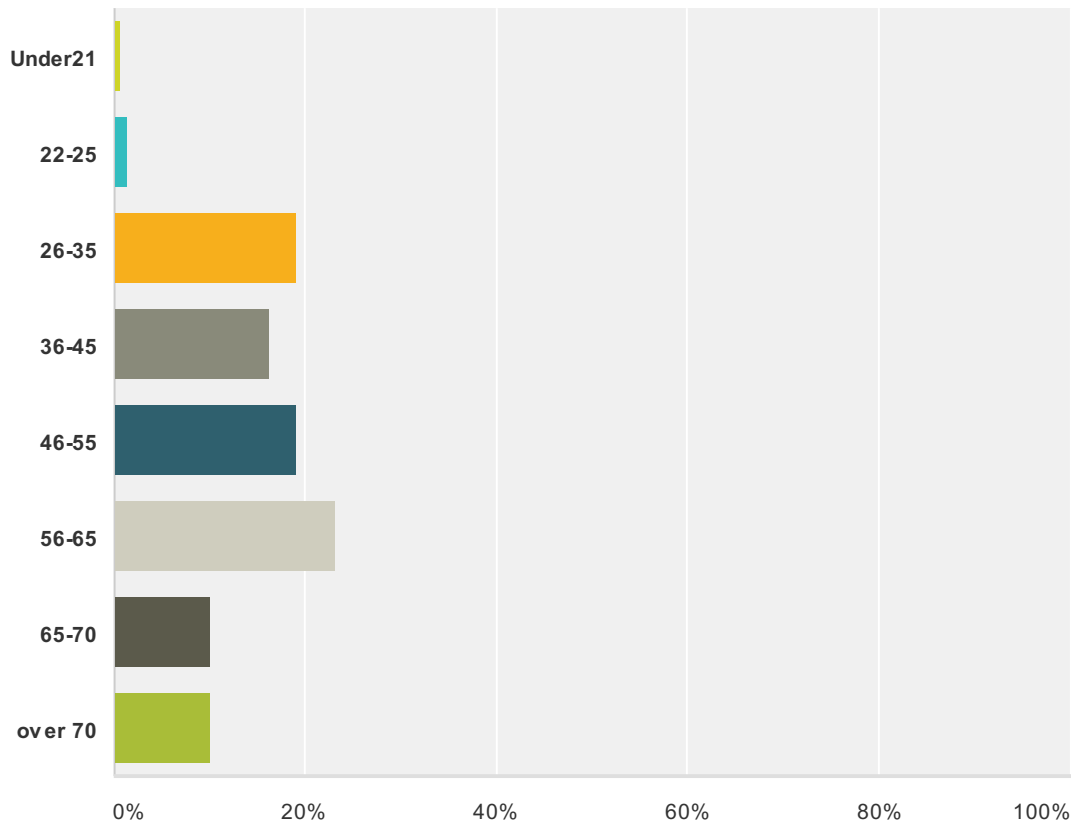
Answered: 265 Skipped: 21



| Answer Choices | Responses |
|----------------|------------|
| Male | 41.51% 110 |
| Female | 58.49% 155 |
| Total | 265 |

Q33 What age group are you?

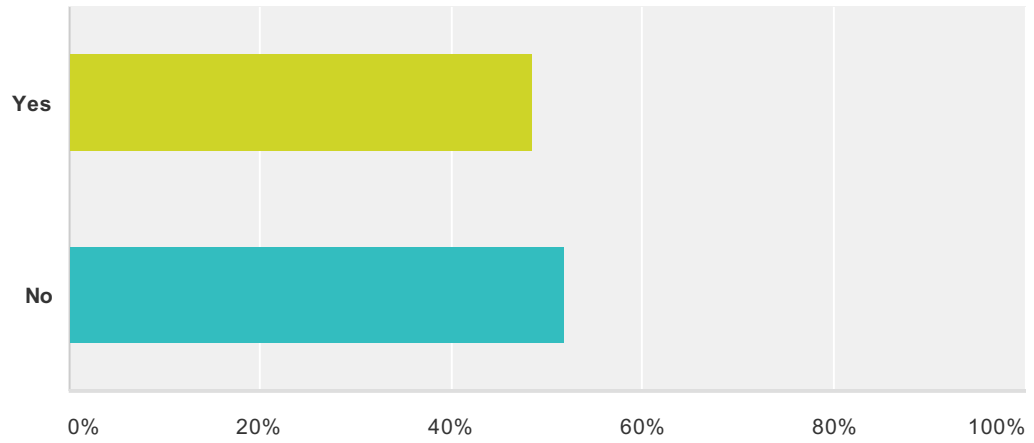
Answered: 268 Skipped: 18



| Answer Choices | Responses | Count |
|----------------|-----------|------------|
| Under21 | 0.75% | 2 |
| 22-25 | 1.49% | 4 |
| 26-35 | 19.03% | 51 |
| 36-45 | 16.42% | 44 |
| 46-55 | 19.03% | 51 |
| 56-65 | 23.13% | 62 |
| 65-70 | 10.07% | 27 |
| over 70 | 10.07% | 27 |
| Total | | 268 |

Q34 Do you have any long term health conditions?

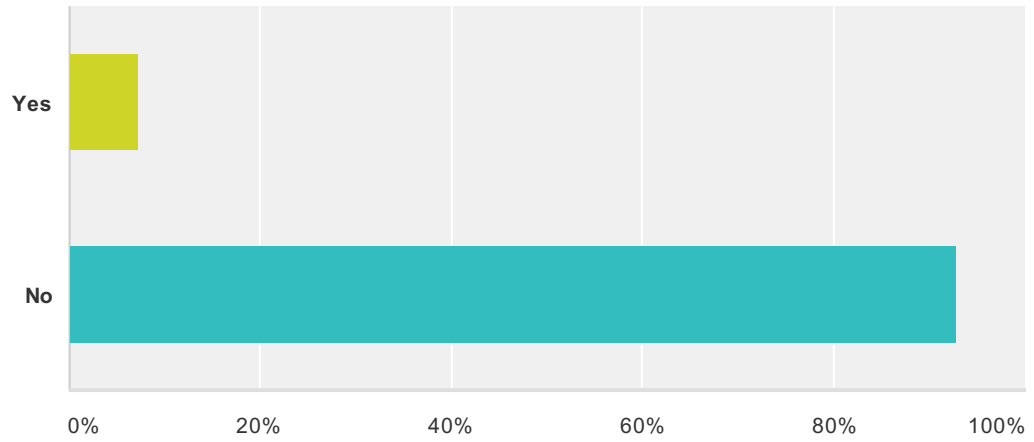
Answered: 263 Skipped: 23



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 48.29% | 127 |
| No | 51.71% | 136 |
| Total | | 263 |

Q35 Do you consider yourself disabled?

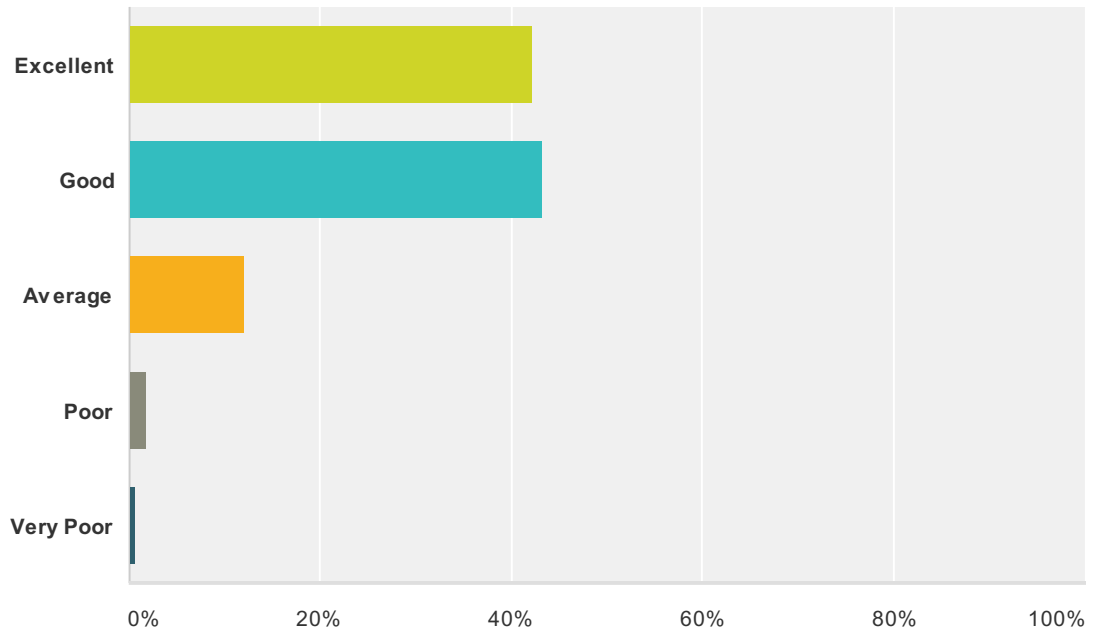
Answered: 262 Skipped: 24



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 7.25% | 19 |
| No | 92.75% | 243 |
| Total | | 262 |

Q36 Overall how would you rate the practice?

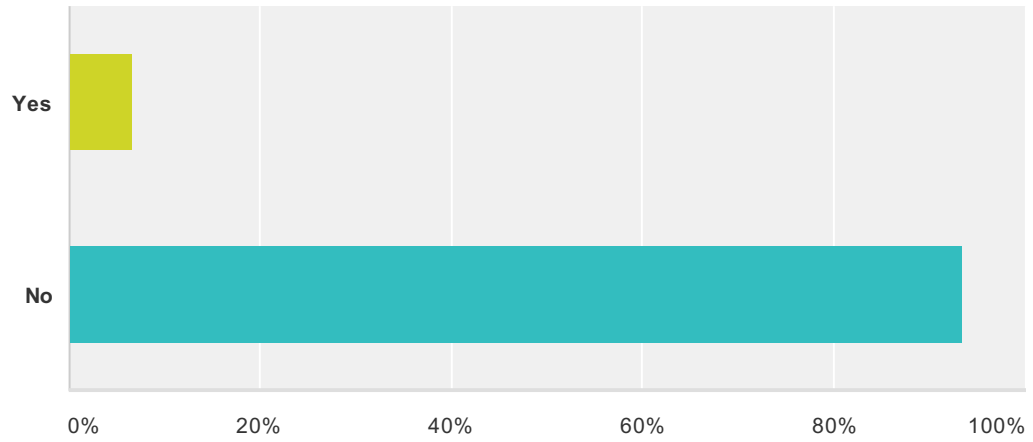
Answered: 266 Skipped: 20



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Excellent | 42.11% | 112 |
| Good | 43.23% | 115 |
| Average | 12.03% | 32 |
| Poor | 1.88% | 5 |
| Very Poor | 0.75% | 2 |
| Total | | 266 |

Q37 Are you a Carer for another person?

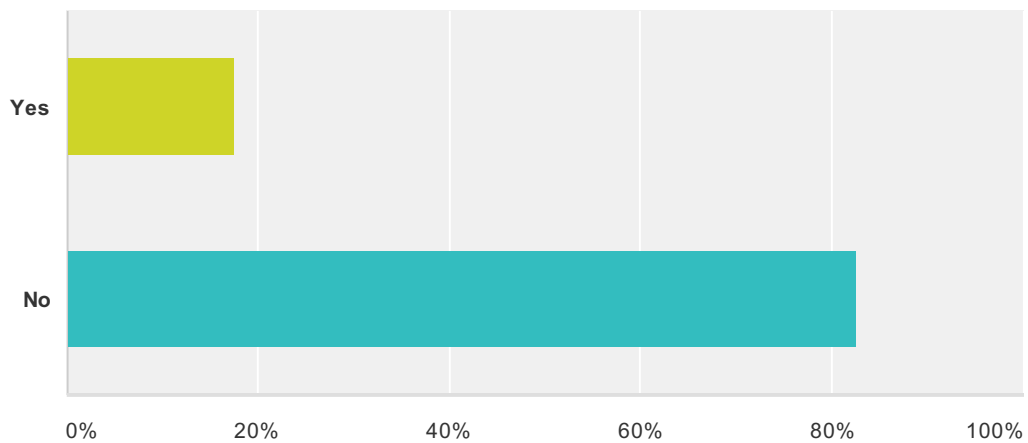
Answered: 265 Skipped: 21



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 6.79% | 18 |
| No | 93.21% | 247 |
| Total | | 265 |

Q38 If you are a carer have you told us that you are a carer for someone.

Answered: 74 Skipped: 212



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 17.57% | 13 |
| No | 82.43% | 61 |
| Total | | 74 |

Q39 Thank you very much for taking the time to complete this survey. Your views do count. If you have any suggestions that may help us improve our service please put them here.. We will publish the results of this survey in the New Year.

Answered: 57 Skipped: 229