



Results

Survey 66928

Number of records in this query:	167
Total records in survey:	167
Percentage of total:	100.00%





Field summary for 001

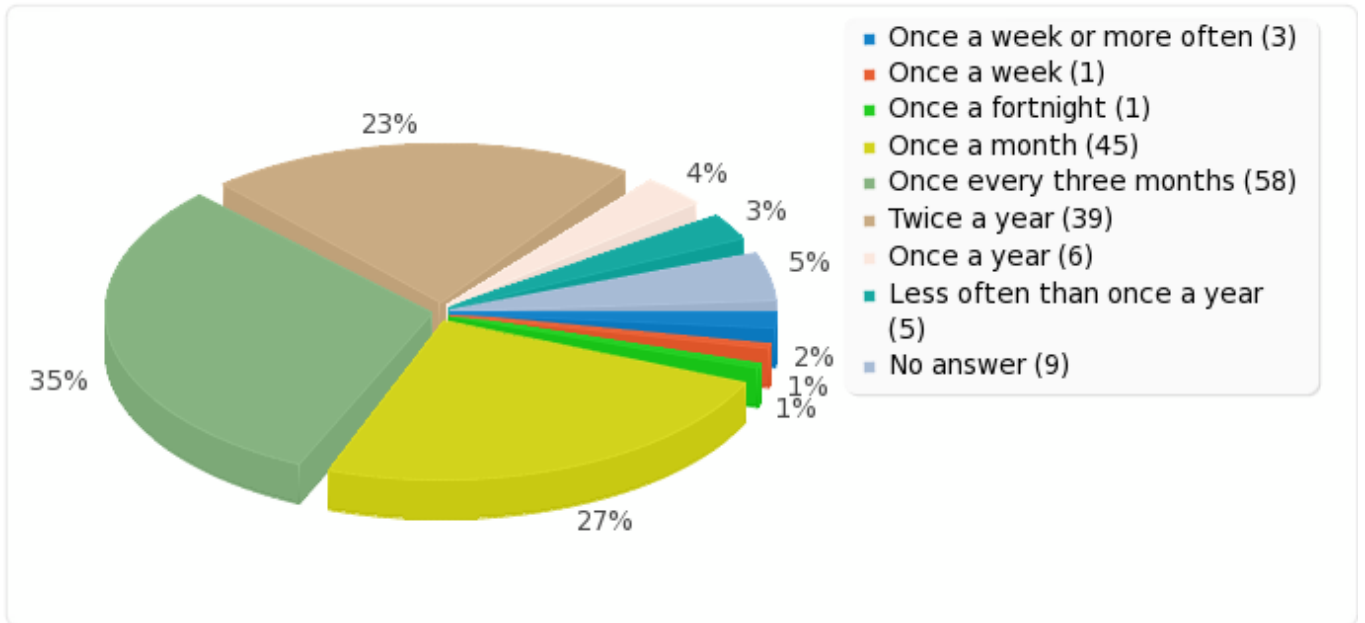
How often do you visit the surgery?

Answer	Count	Percentage
Once a week or more often (A1)	3	1.80%
Once a week (A2)	1	0.60%
Once a fortnight (A3)	1	0.60%
Once a month (A4)	45	26.95%
Once every three months (A5)	58	34.73%
Twice a year (A6)	39	23.35%
Once a year (A7)	6	3.59%
Less often than once a year (A8)	5	2.99%
No answer	9	5.39%



Field summary for 001

How often do you visit the surgery?





Field summary for 002

The Practice has changed the way we book urgent medical need appointments. In the last six months, have you been able to get an 'urgent' appointment on the day you phoned? (This is to see the duty doctor):

Reason given for there being no urgent appointments:

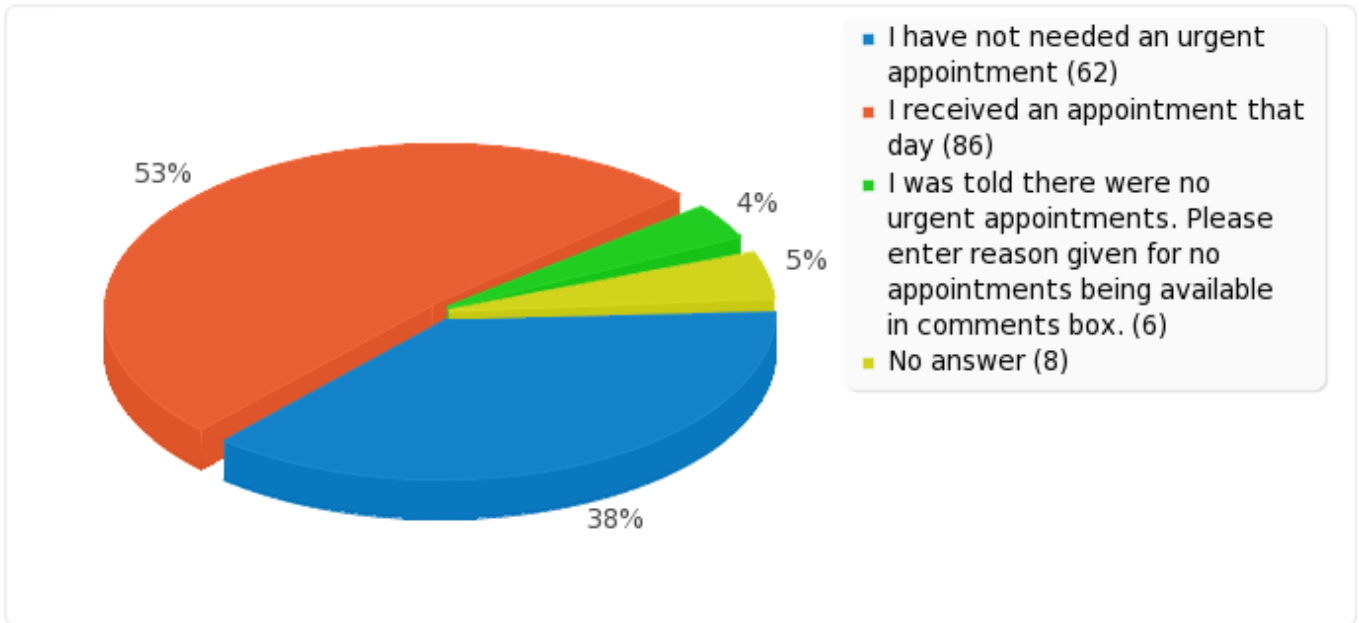
Answer	Count	Percentage
I have not needed an urgent appointment (A1)	62	38.27%
I received an appointment that day (A2)	86	53.09%
I was told there were no urgent appointments. Please enter reason given for no appointments being available in comments box. (A3)	6	3.70%
Comments	18	11.11%
No answer	8	4.94%



Field summary for 002

The Practice has changed the way we book urgent medical need appointments. In the last six months, have you been able to get an 'urgent' appointment on the day you phoned? (This is to see the duty doctor):

Reason given for there being no urgent appointments:





Field summary for 003

Have you ever forgotten a GP or Nurse's appointment? The Surgery still has a significant number of patients who do not turn up for their appointments.

☐ Can you recall why you missed the appointment?

☐ Is there anything the Surgery could have done to ensure you remembered?

☐ Please let us have your comments below.

Answer	Count	Percentage
Answer	110	68.32%
No answer	51	31.68%

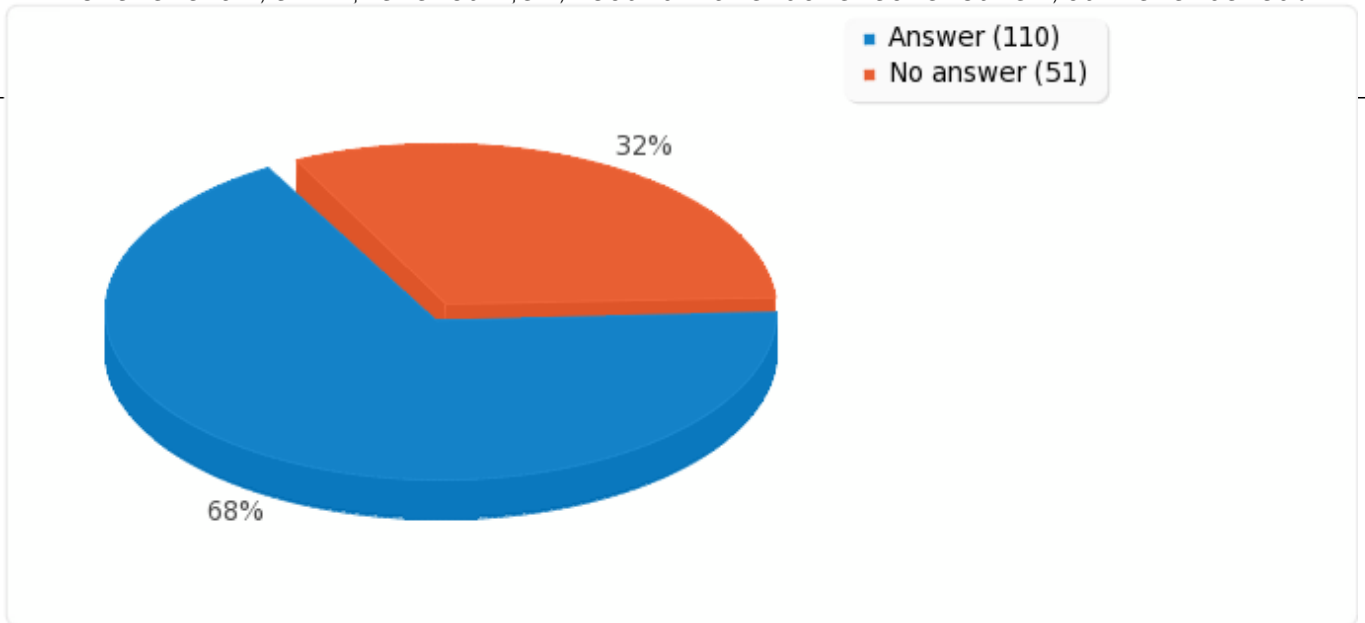


Field summary for 003

Have you ever forgotten a GP or Nurse's appointment? The Surgery still has a significant number of patients who do not turn up for their appointments.

Can you recall why you missed the appointment?

Is there anything the Surgery could have done to ensure you remembered?





Field summary for 004

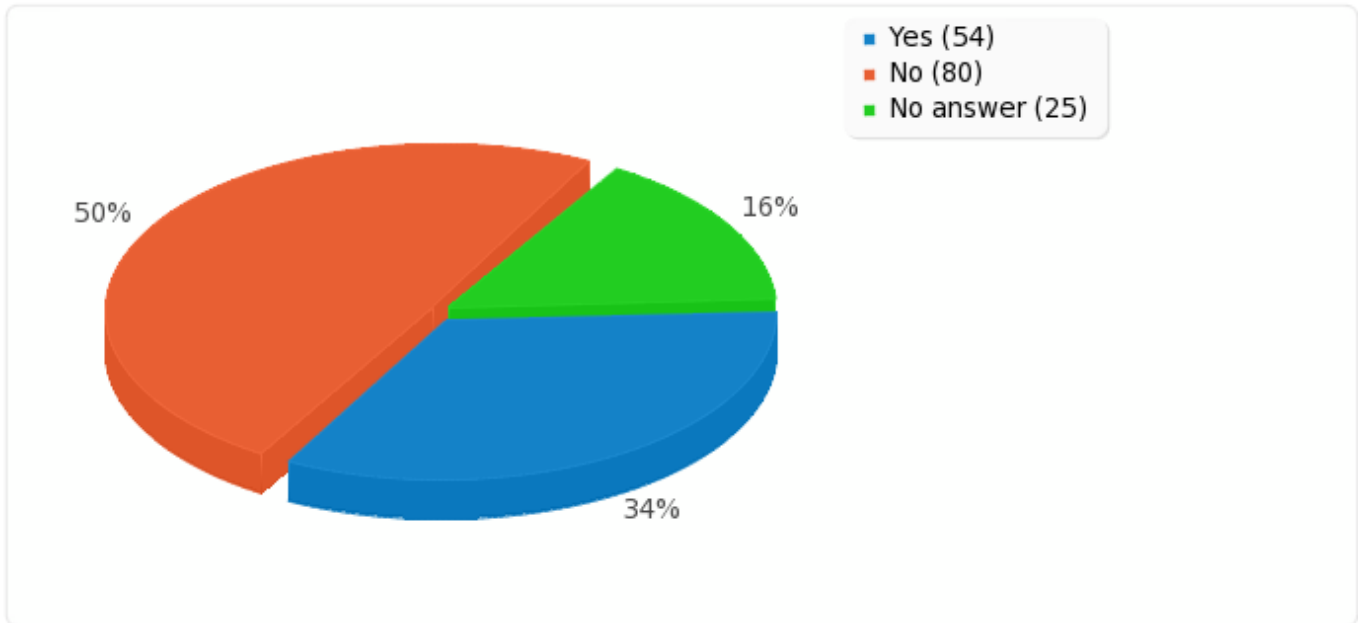
Have you attended Buckland Minor Injuries or any other Accident and
Emergency unit this year?

Answer	Count	Percentage
Yes (Y)	54	33.96%
No (N)	80	50.31%
No answer	25	15.72%



Field summary for 004

Have you attended Buckland Minor Injuries or any other Accident and Emergency unit this year?





Field summary for 004b

Have you attended Buckland Minor Injuries or any other Accident and
Emergency unit this year?

□ What was the reason you went there?

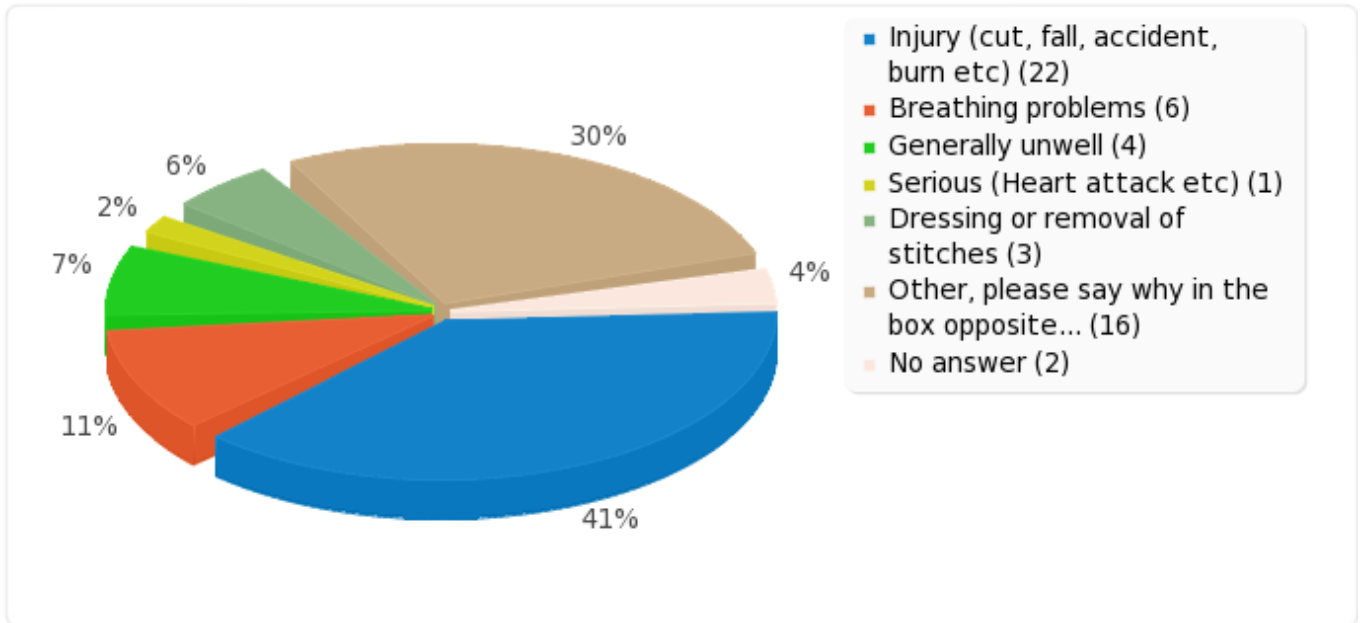
Answer	Count	Percentage
Injury (cut, fall, accident, burn etc) (A1)	22	40.74%
Breathing problems (A2)	6	11.11%
Generally unwell (A3)	4	7.41%
Serious (Heart attack etc) (A4)	1	1.85%
Dressing or removal of stitches (A5)	3	5.56%
Other, please say why in the box opposite... (A6)	16	29.63%
Comments	30	55.56%
No answer	2	3.70%



Field summary for 004b

Have you attended Buckland Minor Injuries or any other Accident and Emergency unit this year?

What was the reason you went there?





Field summary for 005

When did you attend MIU/A&E?

Please tick for any time period you attended

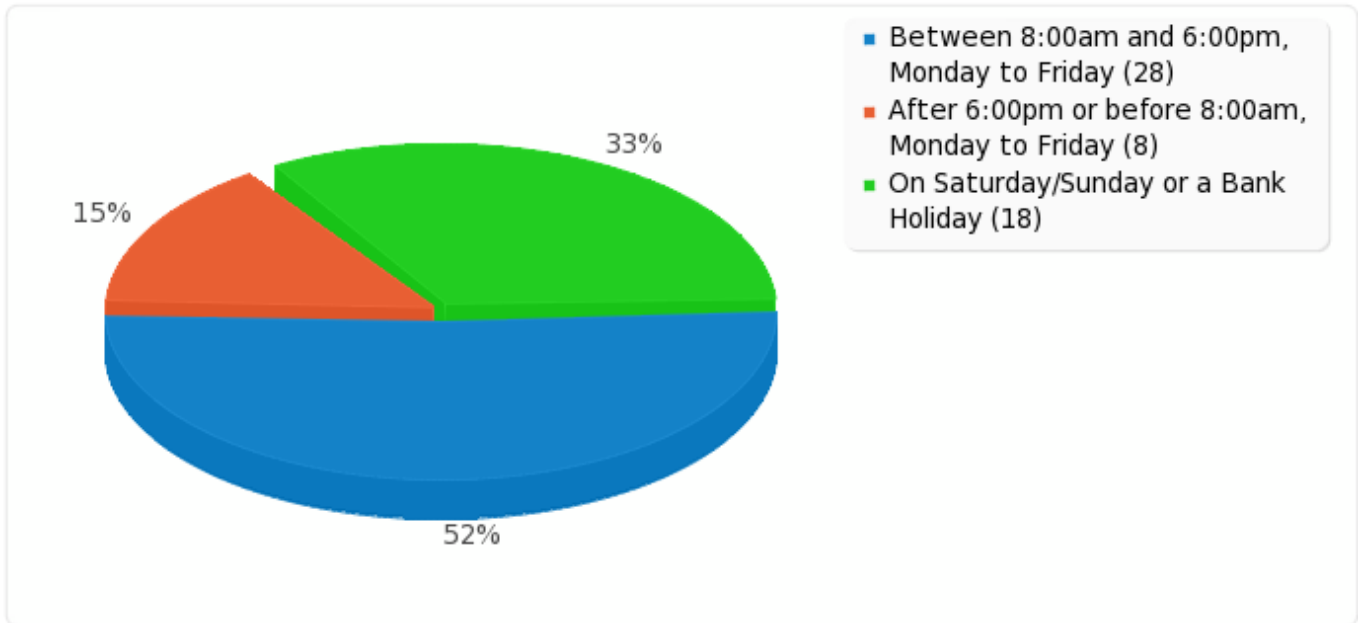
Answer	Count	Percentage
Between 8:00am and 6:00pm, Monday to Friday (A1)	28	51.85%
After 6:00pm or before 8:00am, Monday to Friday (A2)	8	14.81%
On Saturday/Sunday or a Bank Holiday (A3)	18	33.33%
No answer	0	0.00%



Field summary for 005

When did you attend MIU/A&E?

□ Please tick for any time period you attended





Field summary for 006

If you decided to go to MIU/A&E rather than coming to the Surgery, why was that?

□ Please say why:

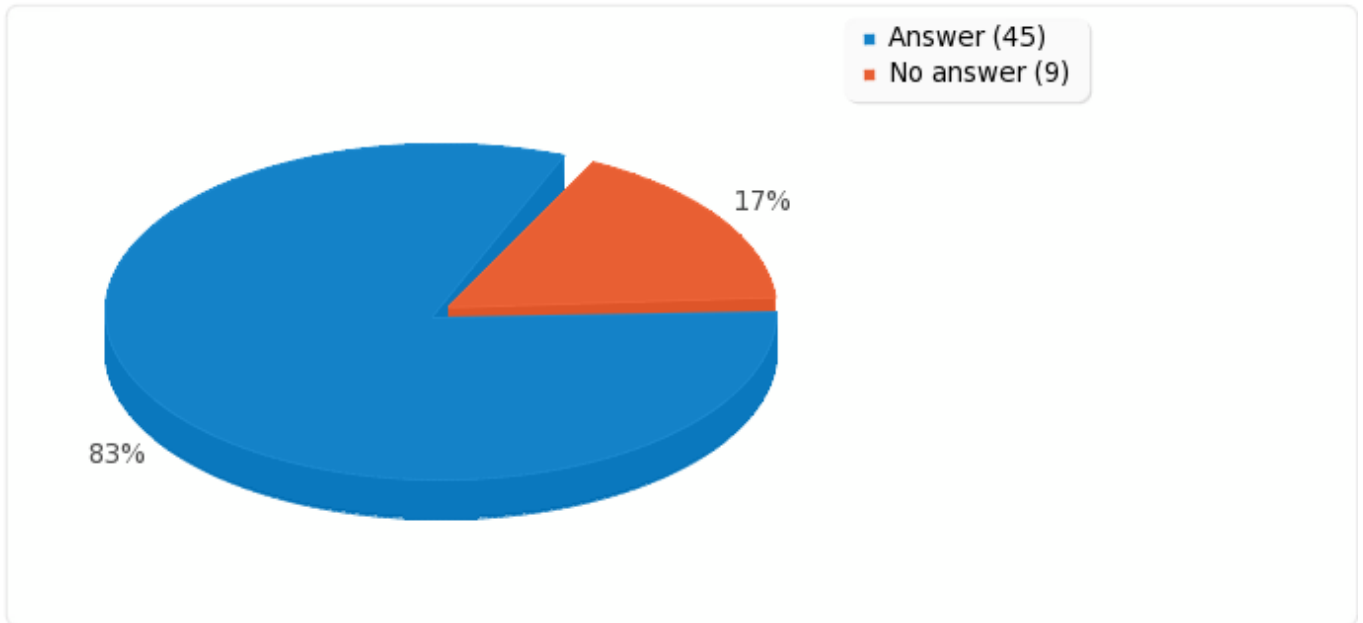
Answer	Count	Percentage
Answer	45	83.33%
No answer	9	16.67%



Field summary for 006

If you decided to go to MIU/A&E rather than coming to the Surgery, why was that?

□ Please say why:





Field summary for 007

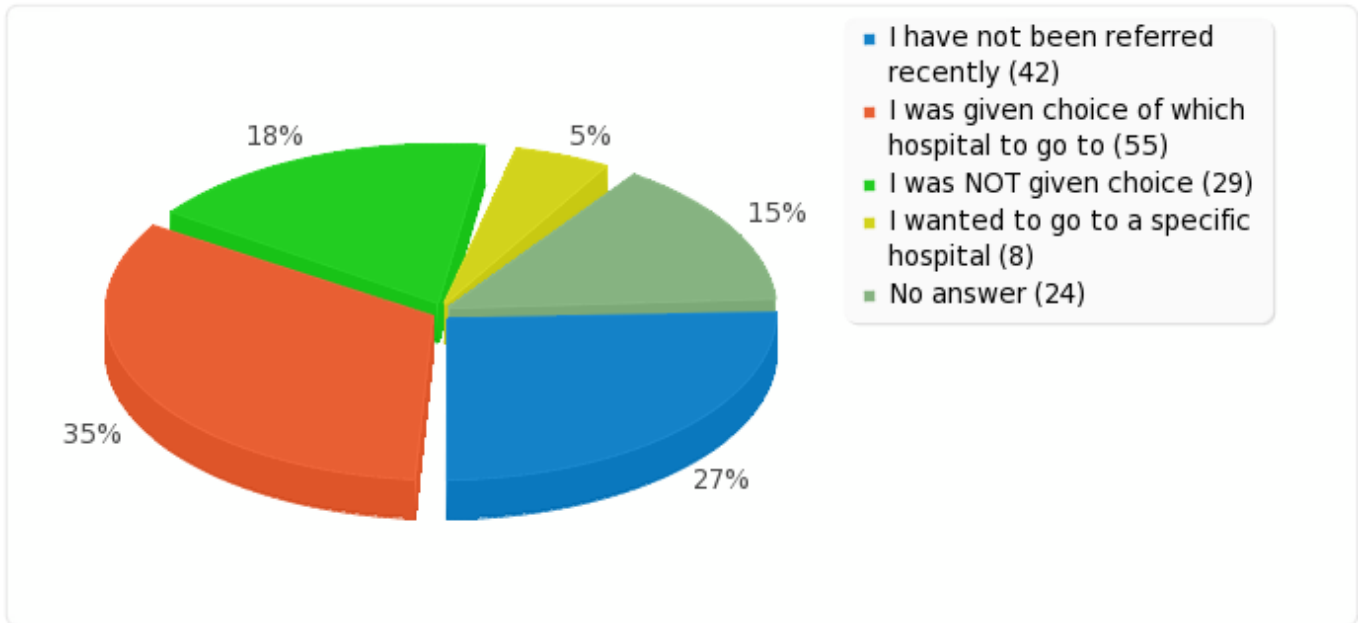
When you were last referred to see a Consultant at the Hospital, were you given choice of which hospital to go to?

Answer	Count	Percentage
I have not been referred recently (A1)	42	26.58%
I was given choice of which hospital to go to (A2)	55	34.81%
I was NOT given choice (A3)	29	18.35%
I wanted to go to a specific hospital (A4)	8	5.06%
No answer	24	15.19%



Field summary for 007

When you were last referred to see a Consultant at the Hospital, were you given choice of which hospital to go to?





Field summary for 008(SQ001)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[1) St James overall service]

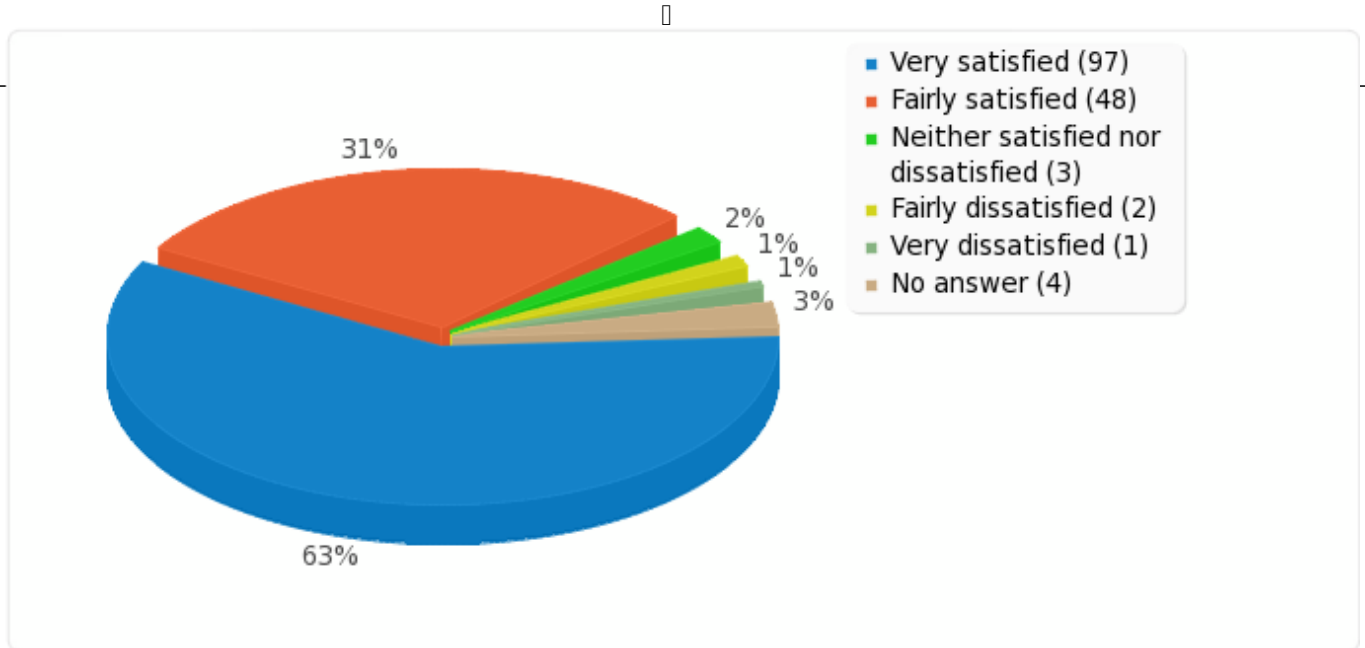
Answer	Count	Percentage
Very satisfied (A1)	97	62.58%
Fairly satisfied (A2)	48	30.97%
Neither satisfied nor dissatisfied (A3)	3	1.94%
Fairly dissatisfied (A4)	2	1.29%
Very dissatisfied (A5)	1	0.65%
Not applicable (A6)	0	0.00%
No answer	4	2.58%



Field summary for 008(SQ001)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 008(SQ002)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[2) St James opening times]

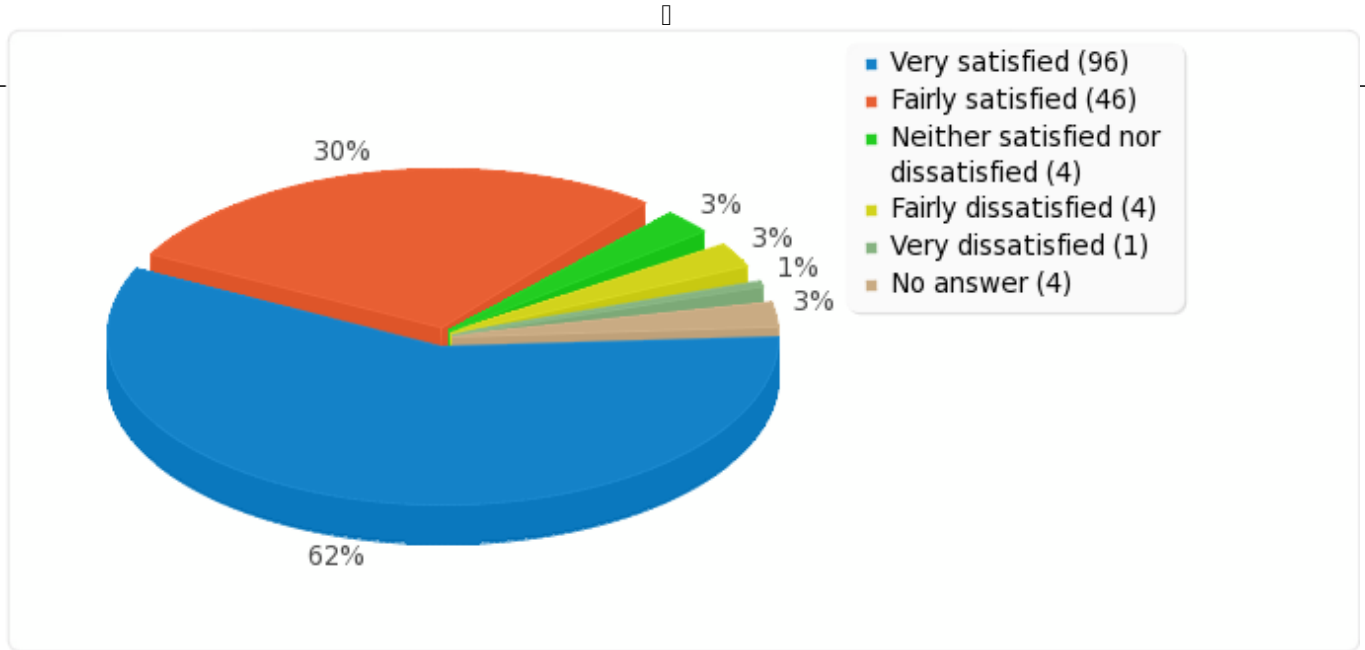
Answer	Count	Percentage
Very satisfied (A1)	96	61.94%
Fairly satisfied (A2)	46	29.68%
Neither satisfied nor dissatisfied (A3)	4	2.58%
Fairly dissatisfied (A4)	4	2.58%
Very dissatisfied (A5)	1	0.65%
Not applicable (A6)	0	0.00%
No answer	4	2.58%



Field summary for 008(SQ002)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 008(SQ003)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[3) Time it takes to answer your telephone call]

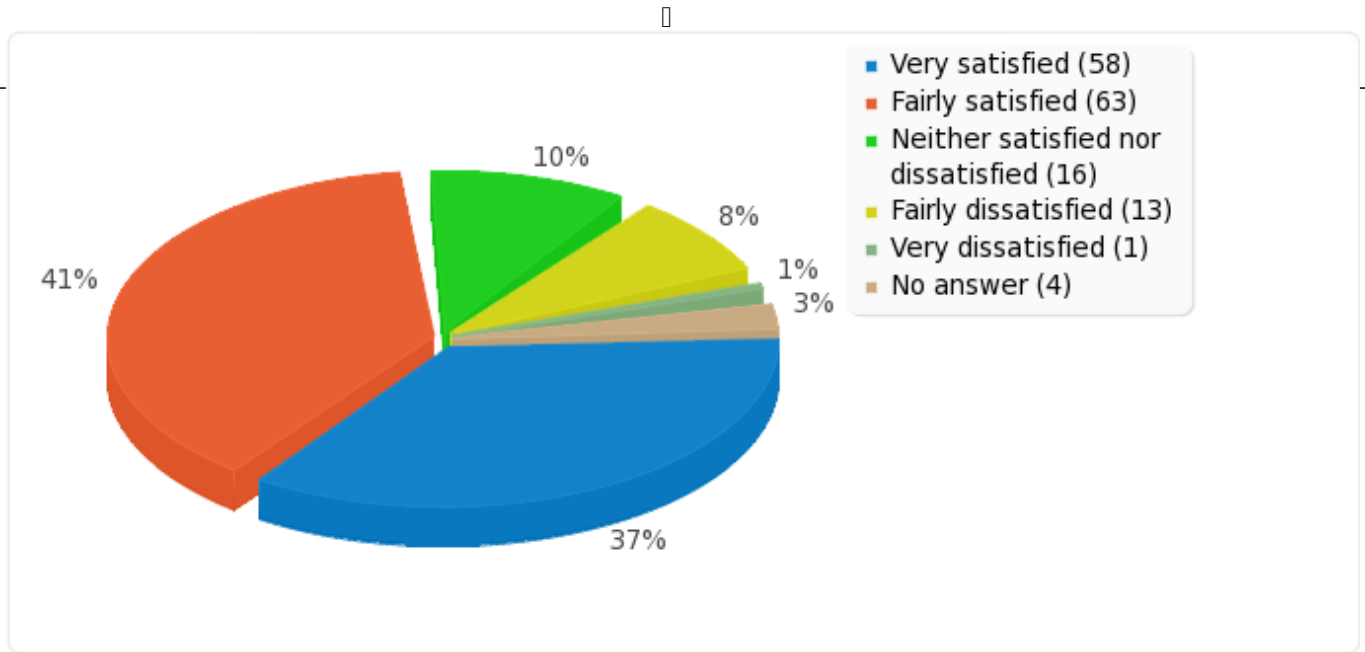
Answer	Count	Percentage
Very satisfied (A1)	58	37.42%
Fairly satisfied (A2)	63	40.65%
Neither satisfied nor dissatisfied (A3)	16	10.32%
Fairly dissatisfied (A4)	13	8.39%
Very dissatisfied (A5)	1	0.65%
Not applicable (A6)	0	0.00%
No answer	4	2.58%



Field summary for 008(SQ003)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 008(SQ004)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[4) The friendliness of the reception staff]

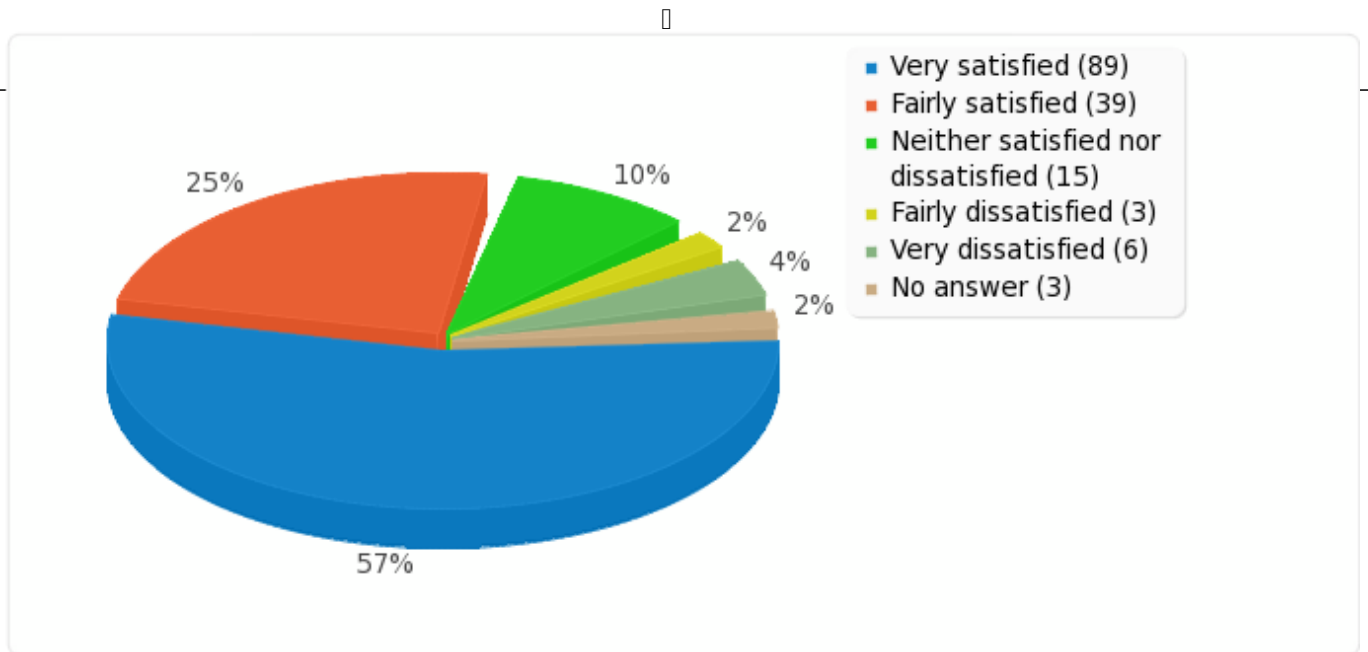
Answer	Count	Percentage
Very satisfied (A1)	89	57.42%
Fairly satisfied (A2)	39	25.16%
Neither satisfied nor dissatisfied (A3)	15	9.68%
Fairly dissatisfied (A4)	3	1.94%
Very dissatisfied (A5)	6	3.87%
Not applicable (A6)	0	0.00%
No answer	3	1.94%



Field summary for 008(SQ004)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 008(SQ005)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[5] The helpfulness of reception staff

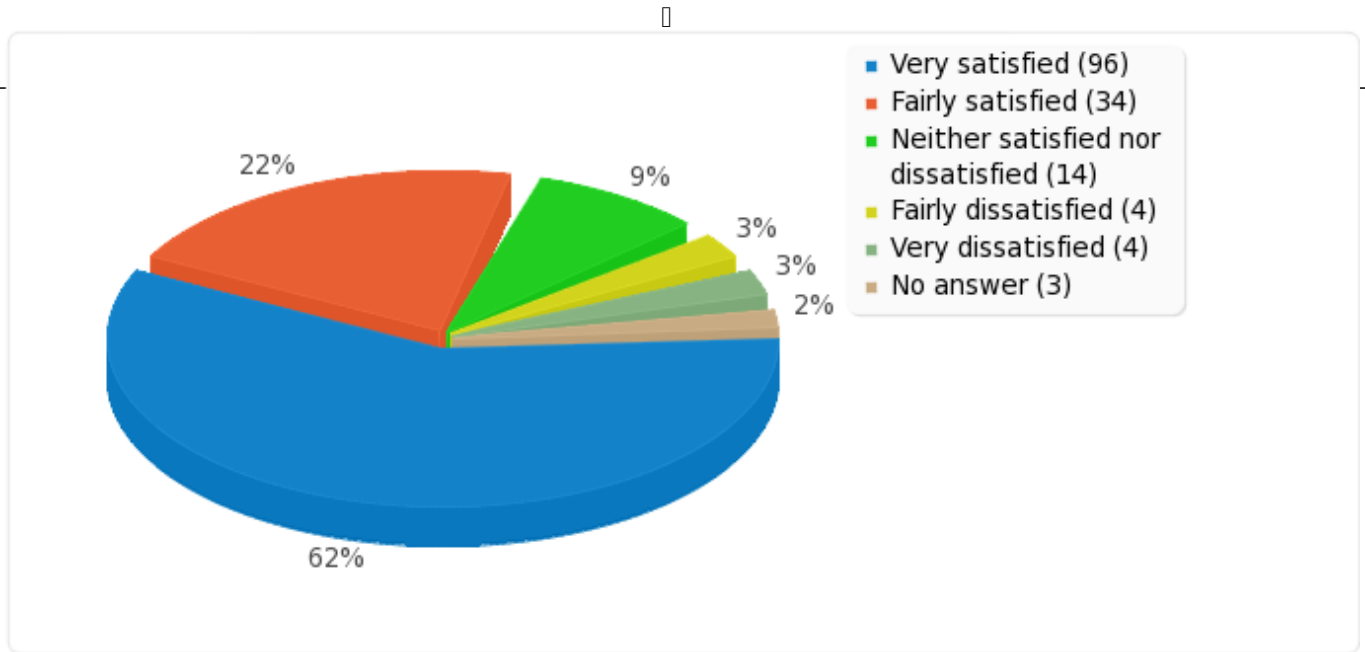
Answer	Count	Percentage
Very satisfied (A1)	96	61.94%
Fairly satisfied (A2)	34	21.94%
Neither satisfied nor dissatisfied (A3)	14	9.03%
Fairly dissatisfied (A4)	4	2.58%
Very dissatisfied (A5)	4	2.58%
Not applicable (A6)	0	0.00%
No answer	3	1.94%



Field summary for 008(SQ005)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 008(SQ006)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[6) The amount of time you wait to be seen]

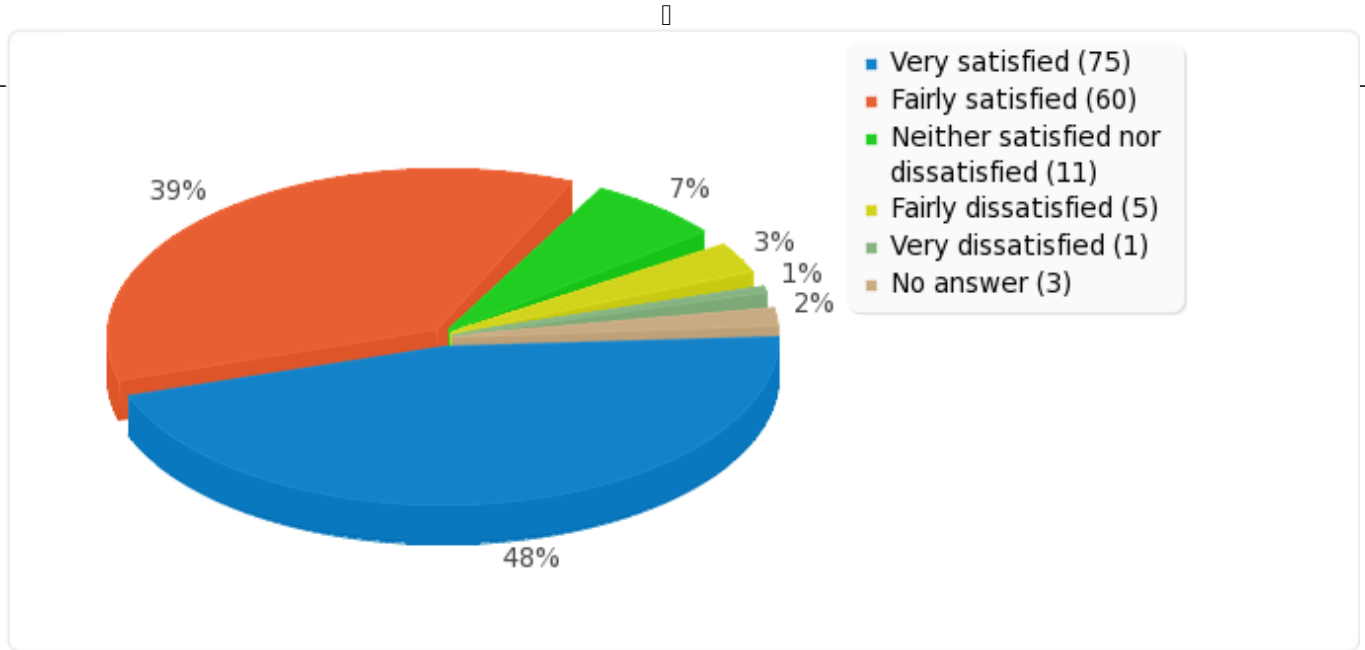
Answer	Count	Percentage
Very satisfied (A1)	75	48.39%
Fairly satisfied (A2)	60	38.71%
Neither satisfied nor dissatisfied (A3)	11	7.10%
Fairly dissatisfied (A4)	5	3.23%
Very dissatisfied (A5)	1	0.65%
Not applicable (A6)	0	0.00%
No answer	3	1.94%



Field summary for 008(SQ006)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 008(SQ007)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?

□

[7) Cleanliness of the surgery]

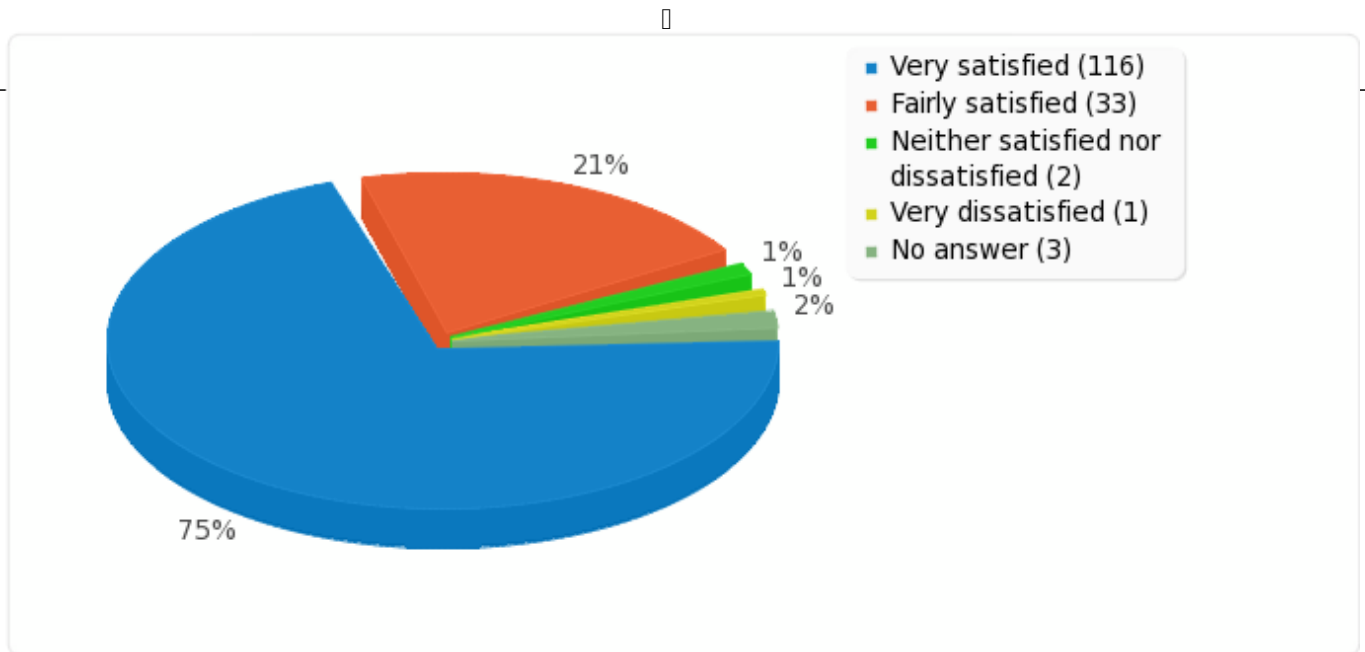
Answer	Count	Percentage
Very satisfied (A1)	116	74.84%
Fairly satisfied (A2)	33	21.29%
Neither satisfied nor dissatisfied (A3)	2	1.29%
Fairly dissatisfied (A4)	0	0.00%
Very dissatisfied (A5)	1	0.65%
Not applicable (A6)	0	0.00%
No answer	3	1.94%



Field summary for 008(SQ007)

SATISFACTION

Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?





Field summary for 009

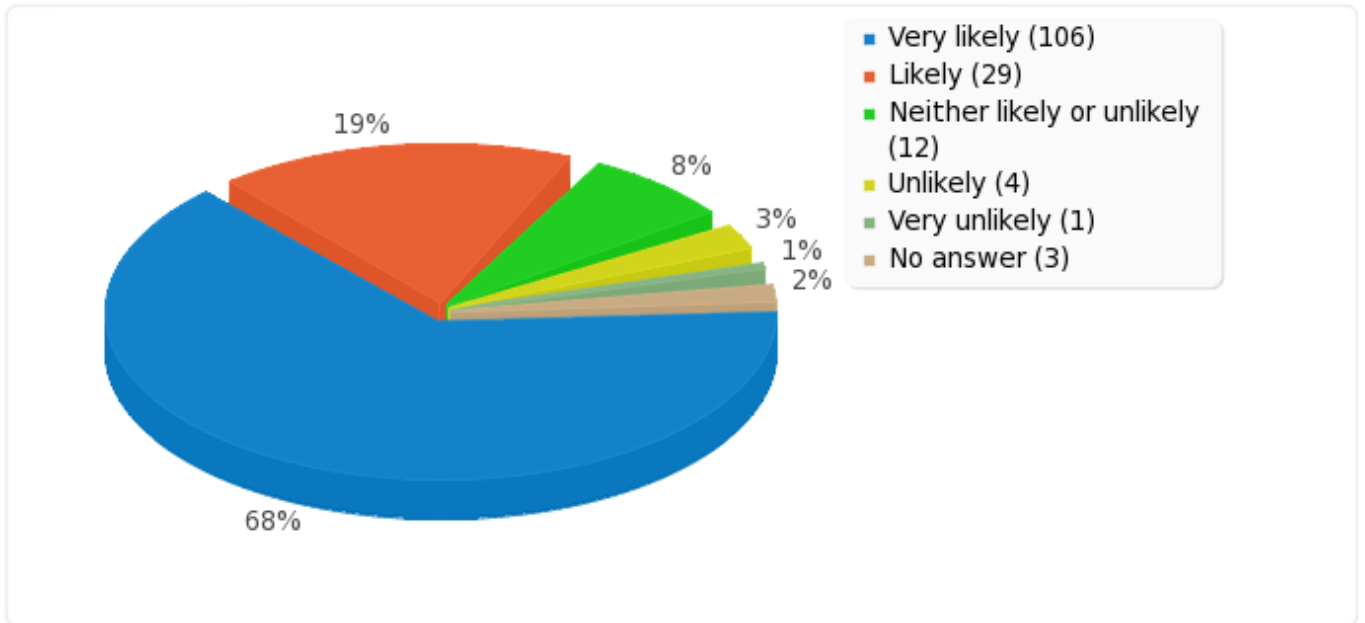
Would you recommend the surgery to someone who has just moved into the area?

Answer	Count	Percentage
Very likely (A1)	106	68.39%
Likely (A2)	29	18.71%
Neither likely or unlikely (A3)	12	7.74%
Unlikely (A4)	4	2.58%
Very unlikely (A5)	1	0.65%
No answer	3	1.94%



Field summary for 009

Would you recommend the surgery to someone who has just moved into the area?





Field summary for 010

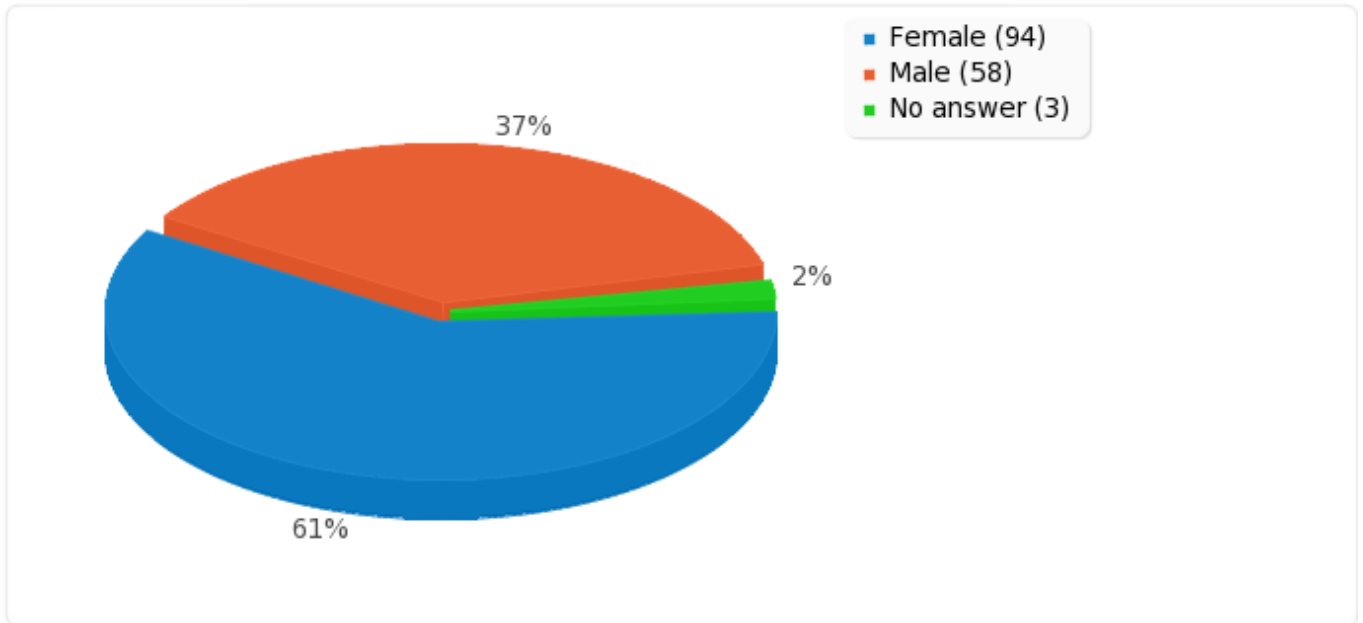
Which of the following best describes yourself?

Answer	Count	Percentage
Female (F)	94	60.65%
Male (M)	58	37.42%
No answer	3	1.94%



Field summary for 010

Which of the following best describes yourself?





Field summary for 011

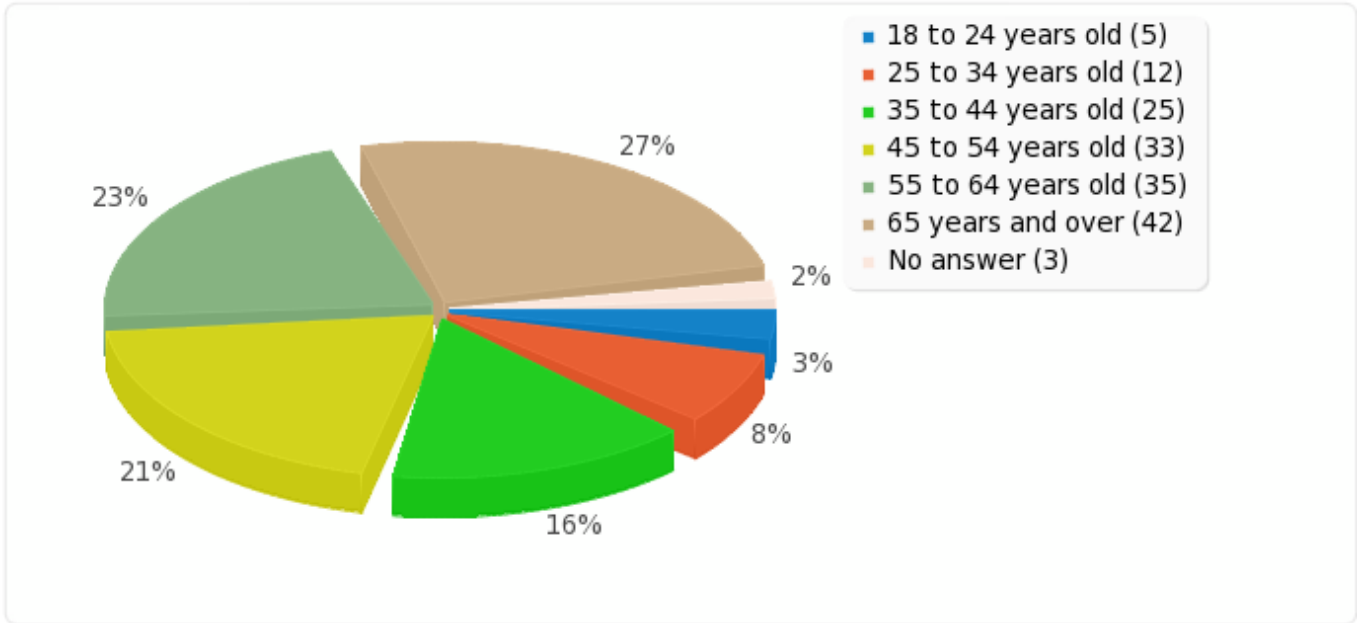
To which age group do you belong?

Answer	Count	Percentage
Under 18 years old (A1)	0	0.00%
18 to 24 years old (A2)	5	3.23%
25 to 34 years old (A3)	12	7.74%
35 to 44 years old (A4)	25	16.13%
45 to 54 years old (A5)	33	21.29%
55 to 64 years old (A6)	35	22.58%
65 years and over (A7)	42	27.10%
No answer	3	1.94%



Field summary for 011

To which age group do you belong?





Field summary for 012

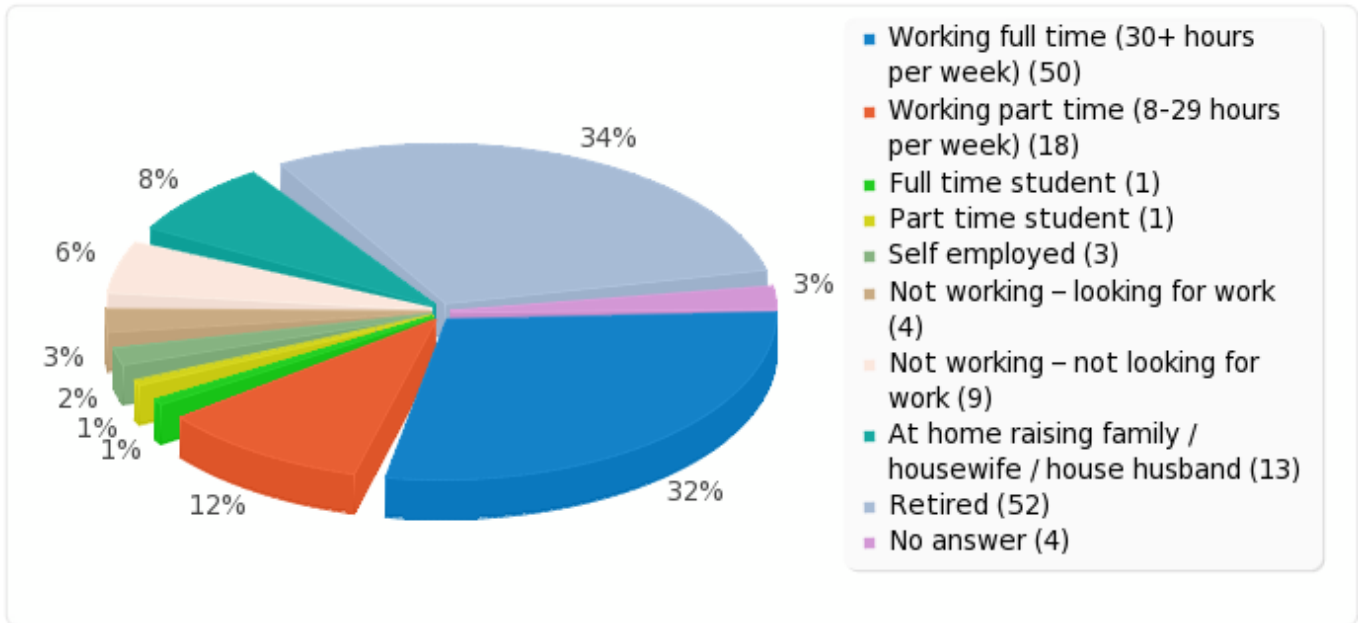
What is your current working status?

Answer	Count	Percentage
Working full time (30+ hours per week) (A1)	50	32.26%
Working part time (8-29 hours per week) (A2)	18	11.61%
Full time student (A3)	1	0.65%
Part time student (A4)	1	0.65%
Self employed (A5)	3	1.94%
Not working - looking for work (A6)	4	2.58%
Not working - not looking for work (A7)	9	5.81%
At home raising family / housewife / house husband (A8)	13	8.39%
Retired (A9)	52	33.55%
No answer	4	2.58%



Field summary for 012

What is your current working status?





Field summary for 013

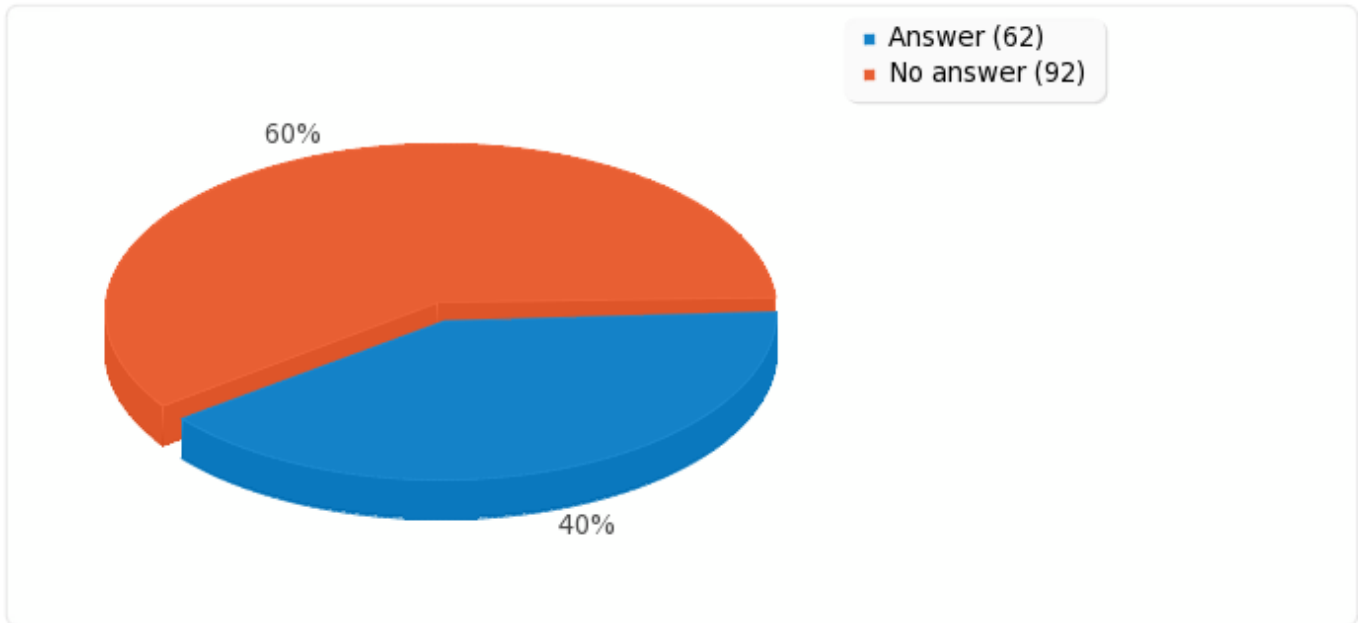
Was there anything particularly good?

Answer	Count	Percentage
Answer	62	40.26%
No answer	92	59.74%



Field summary for 013

Was there anything particularly good?





Field summary for 014

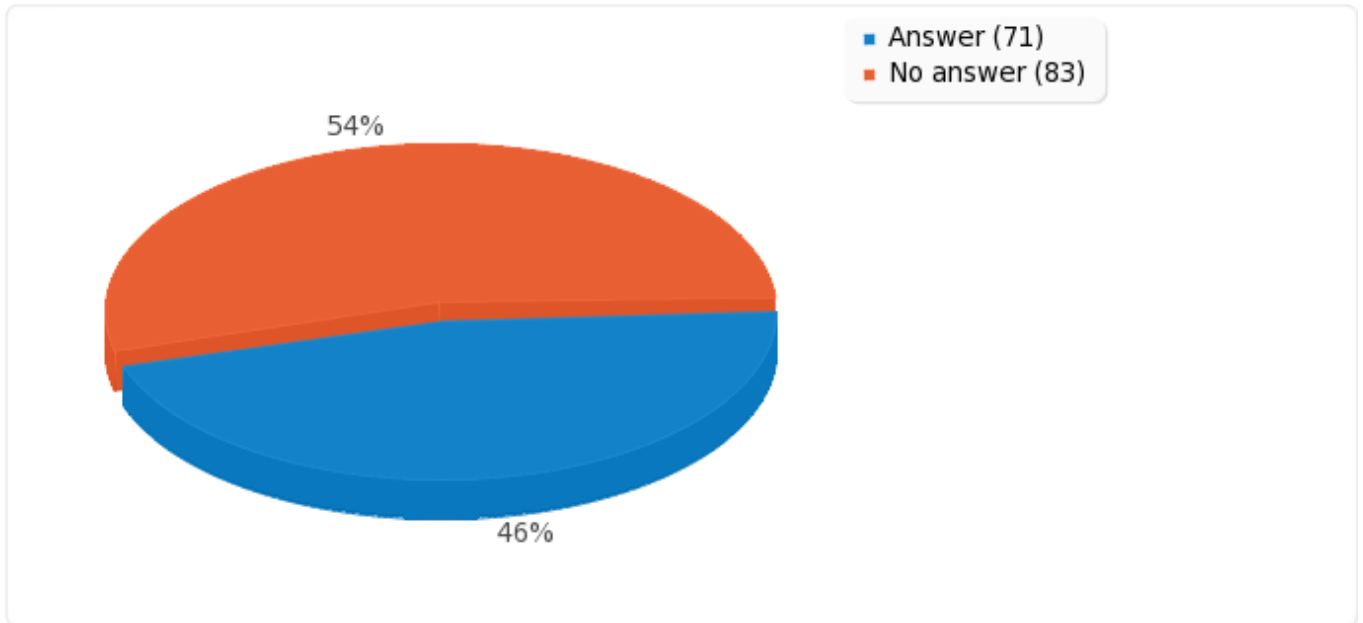
Was there anything that could be improved?

Answer	Count	Percentage
Answer	71	46.10%
No answer	83	53.90%



Field summary for 014

Was there anything that could be improved?





Field summary for 015

Any other comments?

Answer	Count	Percentage
Answer	71	46.71%
No answer	81	53.29%



Field summary for 015

Any other comments?

