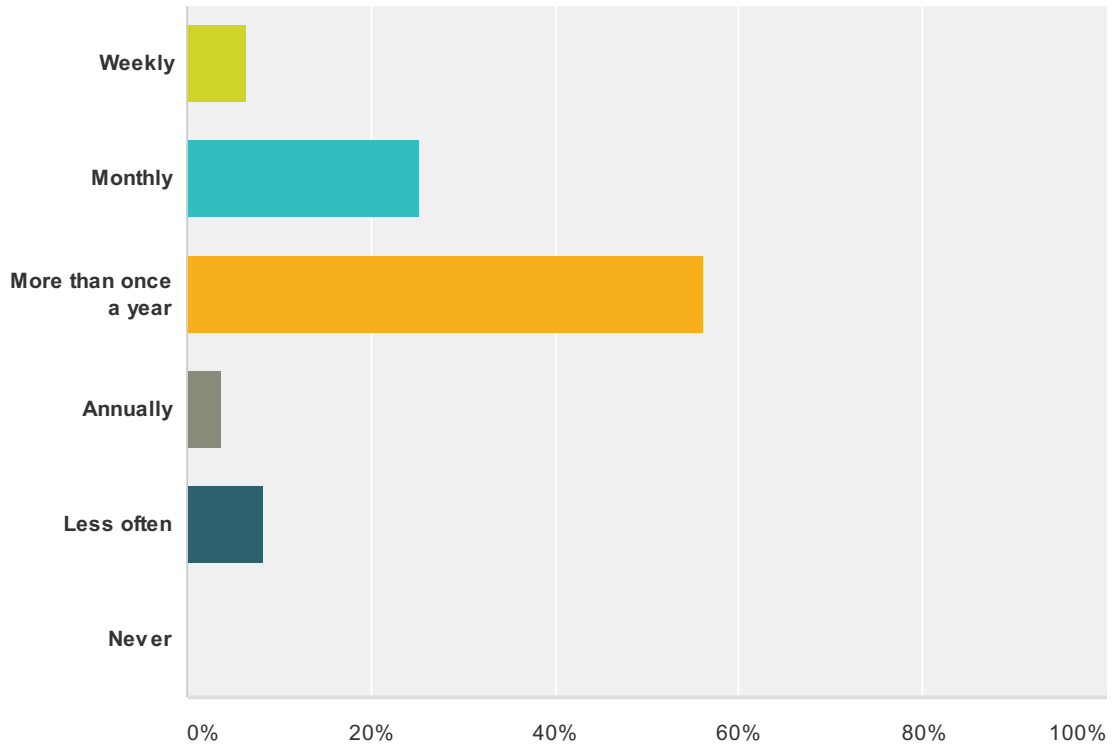


### Q1 How often do you visit the practice?

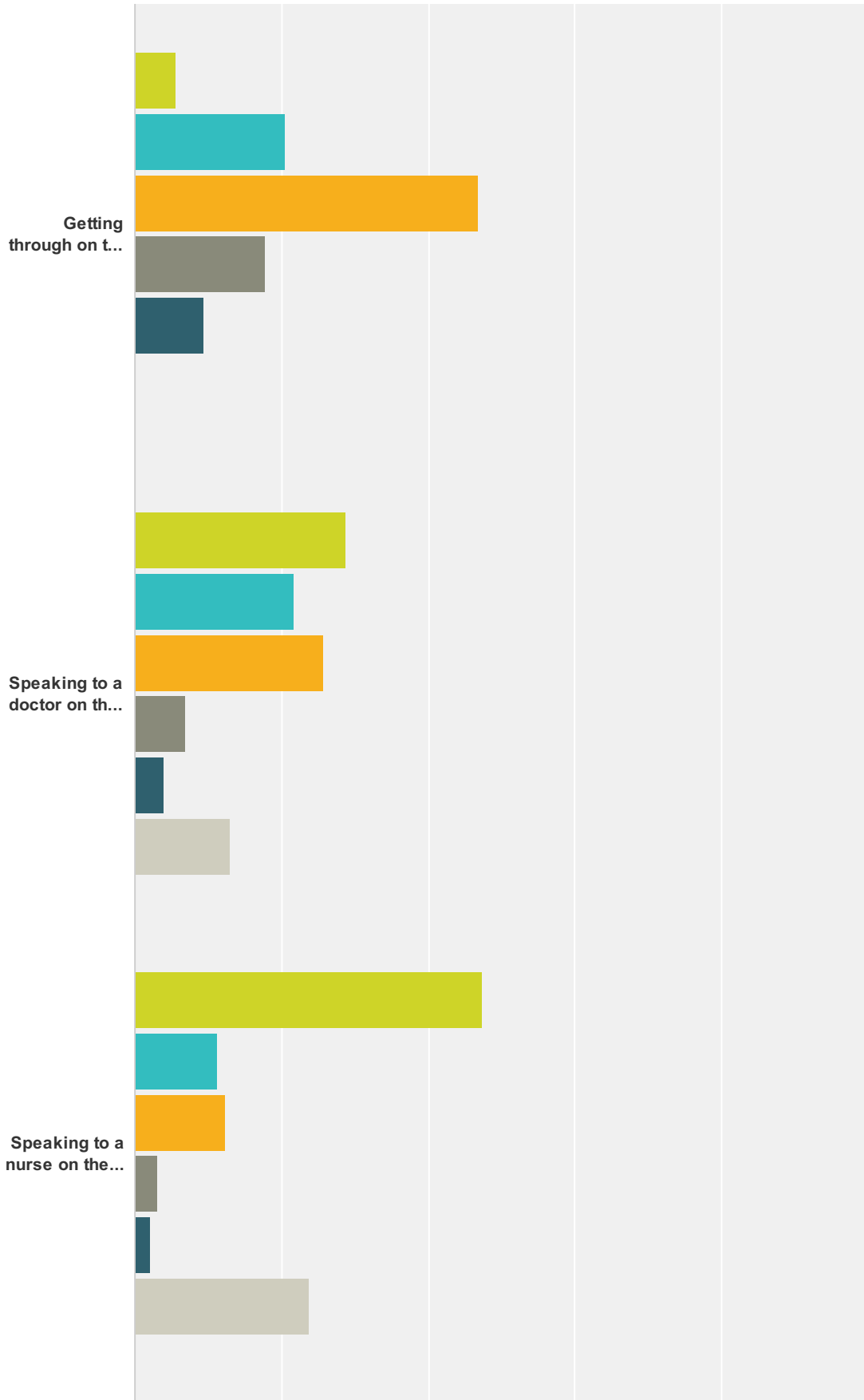
Answered: 107 Skipped: 2



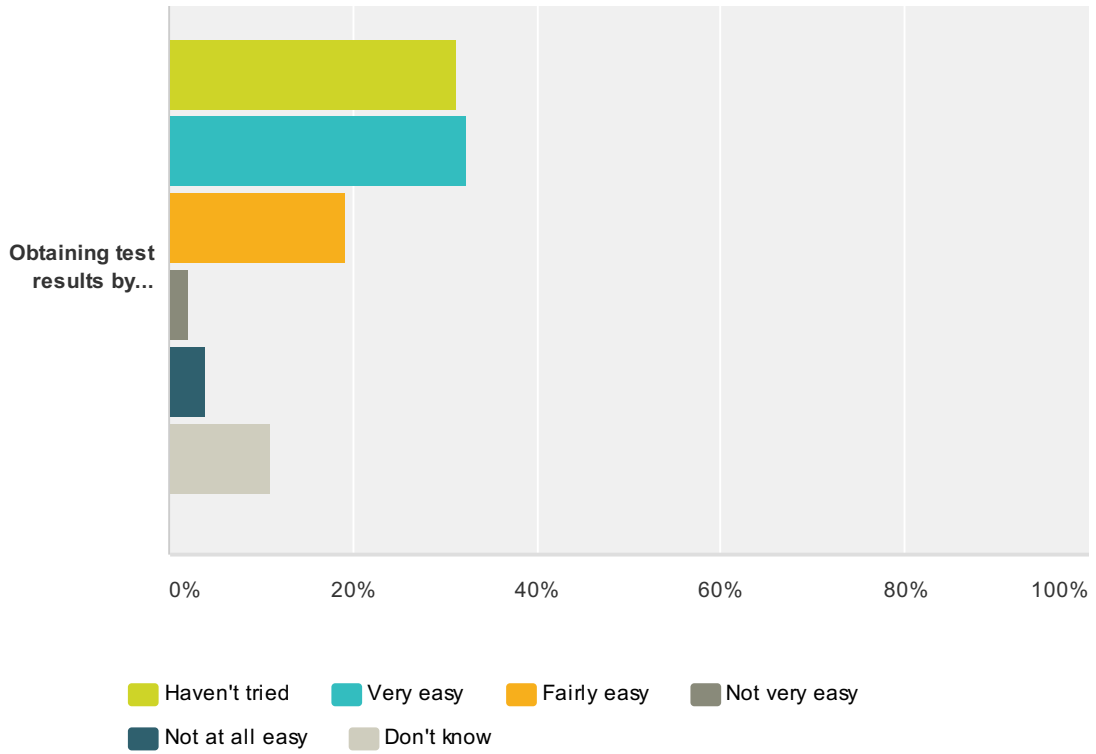
Answer Choices	Responses	
Weekly	6.54%	7
Monthly	25.23%	27
More than once a year	56.07%	60
Annually	3.74%	4
Less often	8.41%	9
Never	0%	0
<b>Total</b>		<b>107</b>

## Q2 In the past 12 months how easy have you found the following...

Answered: 108 Skipped: 1



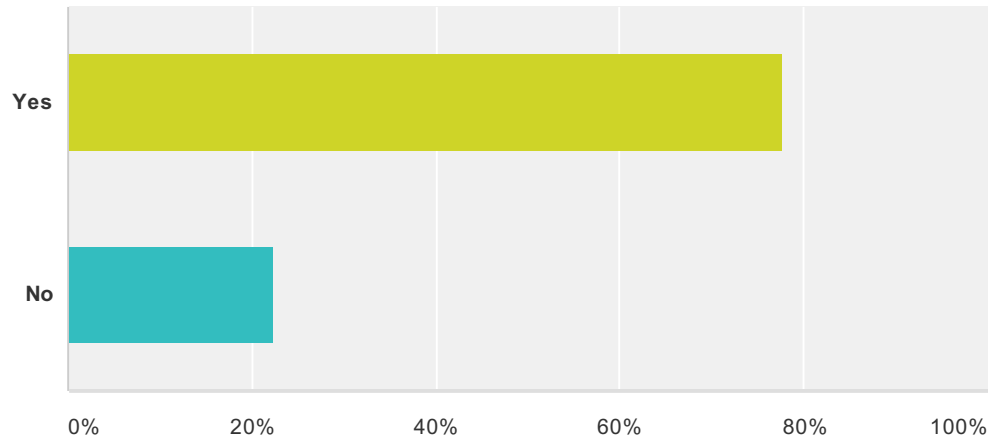
# Ardingly Court Surgery - Patient Survey 2014



	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total
Getting through on the phone	5.61% 6	20.56% 22	46.73% 50	17.76% 19	9.35% 10	0% 0	107
Speaking to a doctor on the phone	28.71% 29	21.78% 22	25.74% 26	6.93% 7	3.96% 4	12.87% 13	101
Speaking to a nurse on the phone	47.42% 46	11.34% 11	12.37% 12	3.09% 3	2.06% 2	23.71% 23	97
Obtaining test results by phone	31.31% 31	32.32% 32	19.19% 19	2.02% 2	4.04% 4	11.11% 11	99

### Q3 Have you seen a practice nurse, at the practice, in the last 12 months?

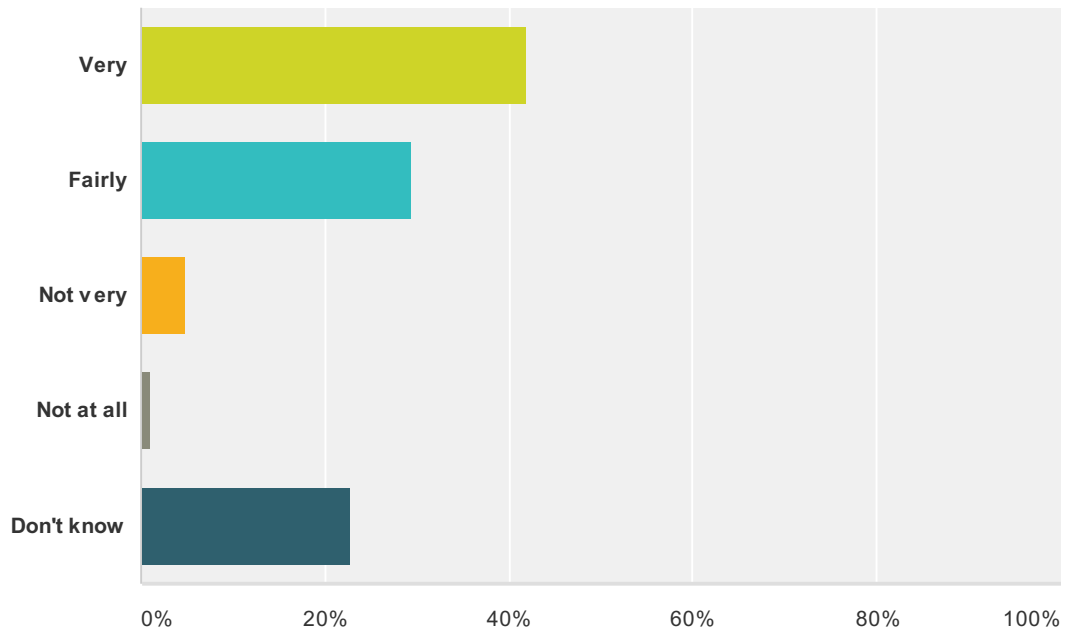
Answered: 107 Skipped: 2



Answer Choices	Responses	
Yes	77.57%	83
No	22.43%	24
<b>Total</b>		<b>107</b>

### Q4 How easy is it for you to book an appointment with a practice nurse at the practice?

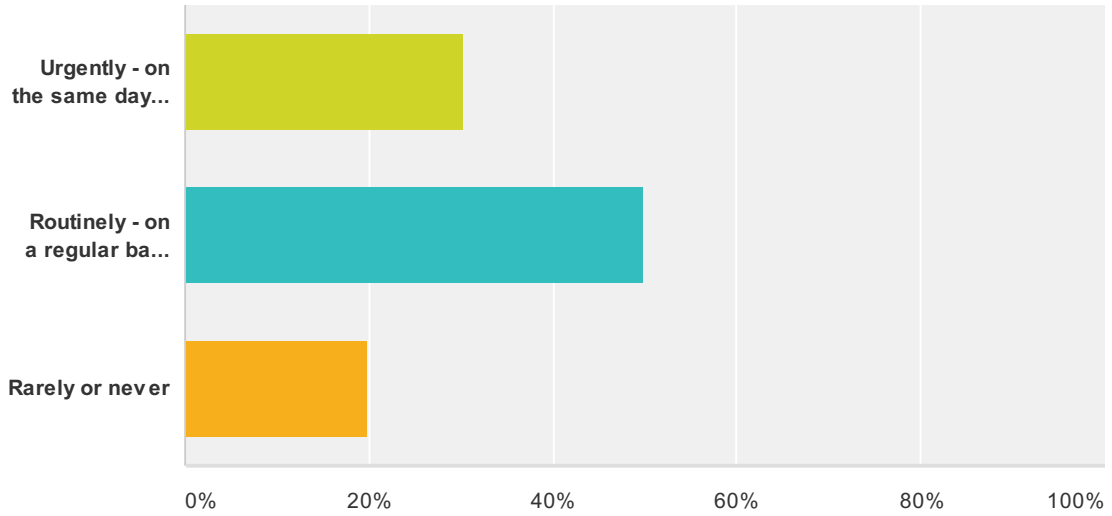
Answered: 105 Skipped: 4



Answer Choices	Responses	
Very	41.90%	44
Fairly	29.52%	31
Not very	4.76%	5
Not at all	0.95%	1
Don't know	22.86%	24
<b>Total</b>		<b>105</b>

### Q5 In general, do you need to see a doctor...

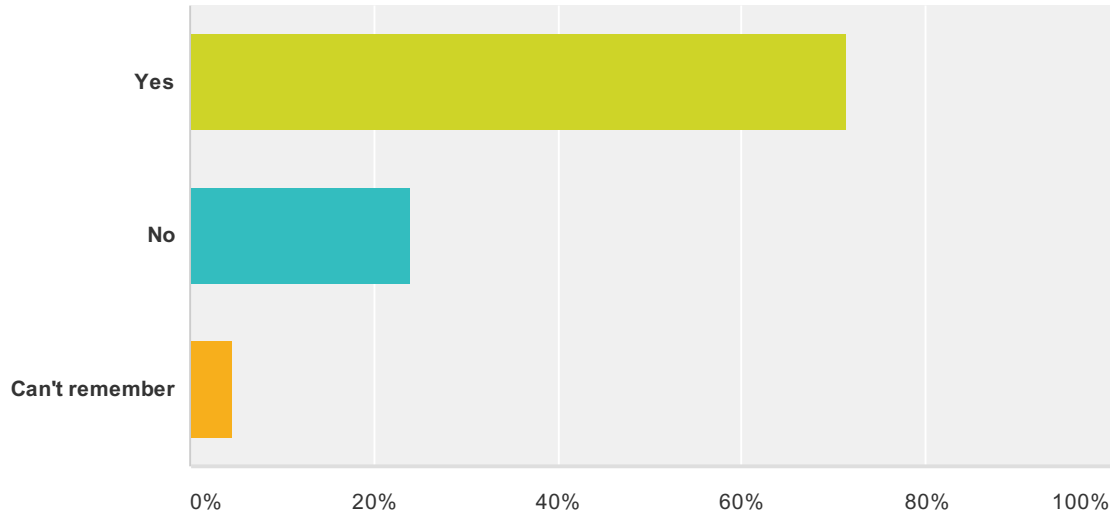
Answered: 106 Skipped: 3



Answer Choices	Responses
Urgently - on the same day or as soon as possible	30.19% 32
Routinely - on a regular basis booked in advance	50% 53
Rarely or never	19.81% 21
<b>Total</b>	<b>106</b>

**Q6 In the past 12 months have you tried to see a doctor quickly? That is, on the same day or in the next two weekdays that the practice is open.**

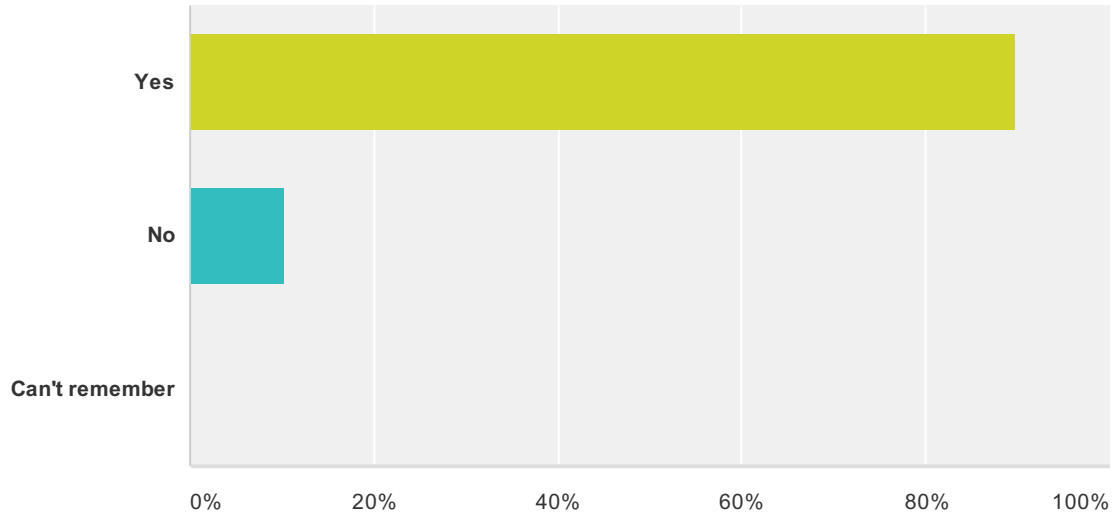
Answered: 108 Skipped: 1



Answer Choices	Responses
Yes	71.30% 77
No	24.07% 26
Can't remember	4.63% 5
<b>Total</b>	<b>108</b>

**Q7 In the past 12 months if you have you tried to see a doctor quickly, were you able to? That is, on the same day or in the next two weekdays that the practice is open.**

Answered: 79 Skipped: 30

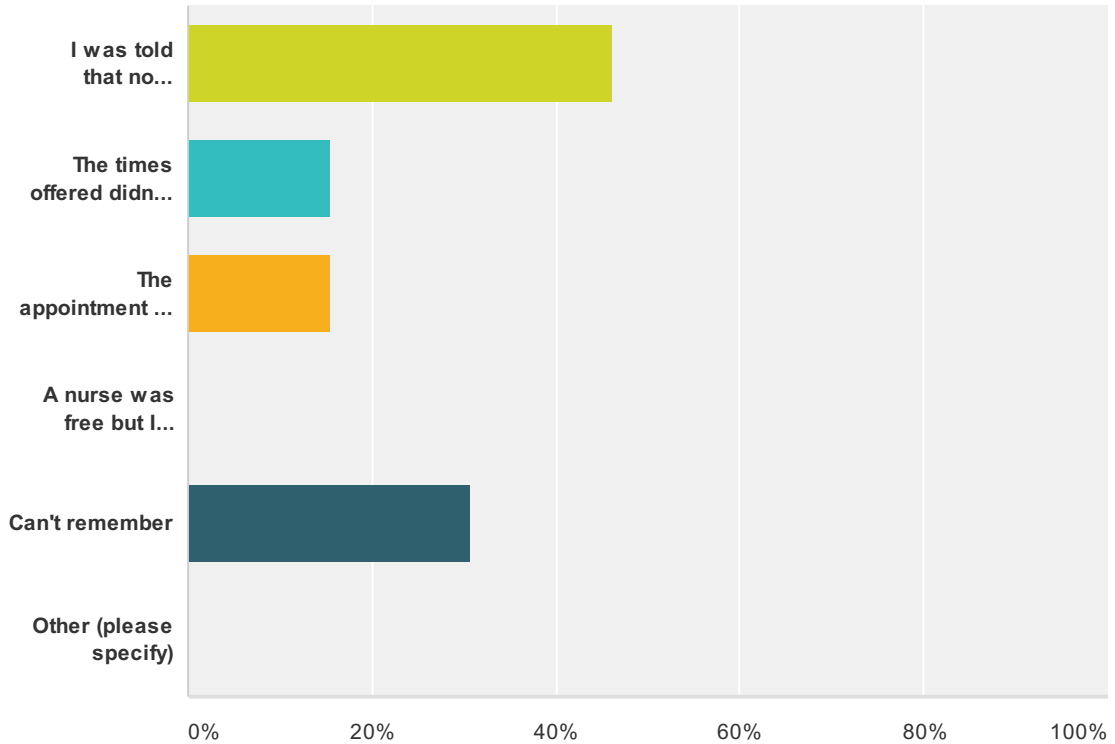


Answer Choices	Responses
Yes	89.87% 71
No	10.13% 8
Can't remember	0% 0
<b>Total Respondents: 79</b>	



**Q8 If you were unable to be seen during the next two weekdays that the practice was open, why was that? Please tick all that apply.**

Answered: 13 Skipped: 96

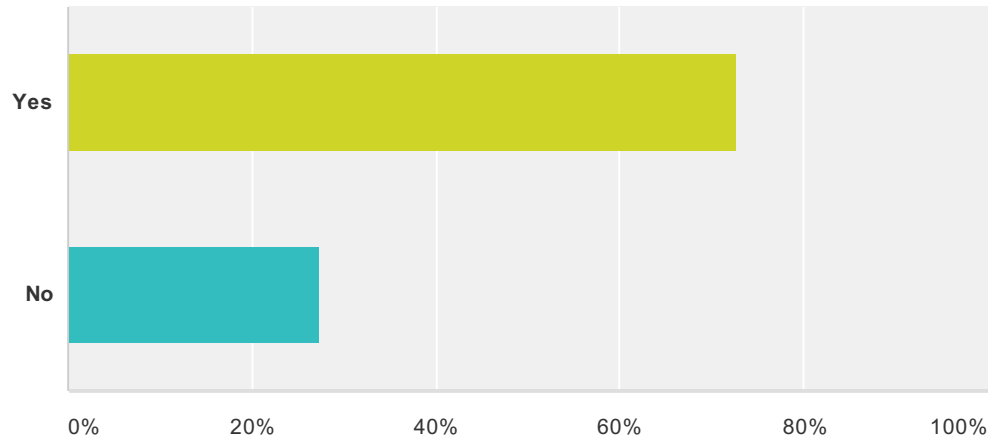


Answer Choices	Responses
I was told that no appointments were available	46.15% 6
The times offered didn't suit me	15.38% 2
The appointment was with a doctor who I didn't want to see	15.38% 2
A nurse was free but I wanted to see a doctor	0% 0
Can't remember	30.77% 4
Other (please specify)	0% 0
<b>Total Respondents: 13</b>	

#	Other (please specify)	Date
	There are no responses.	

### Q9 Is there a particular doctor who you prefer to see at the practice?

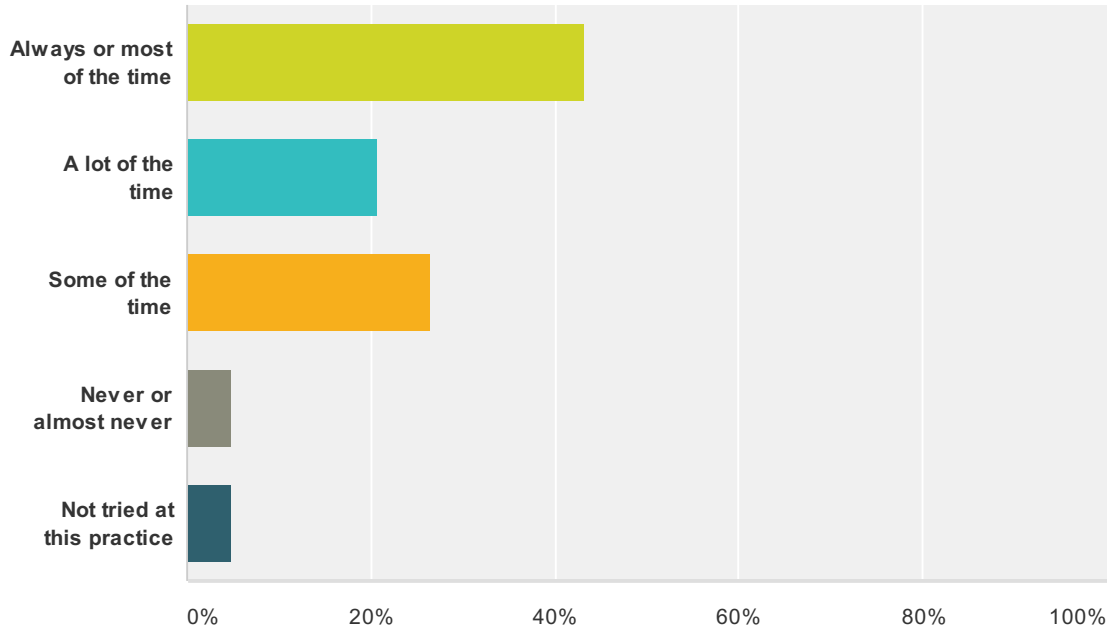
Answered: 106 Skipped: 3



Answer Choices	Responses
Yes	72.64% 77
No	27.36% 29
<b>Total</b>	<b>106</b>

### Q10 How often do you see the doctor you prefer?

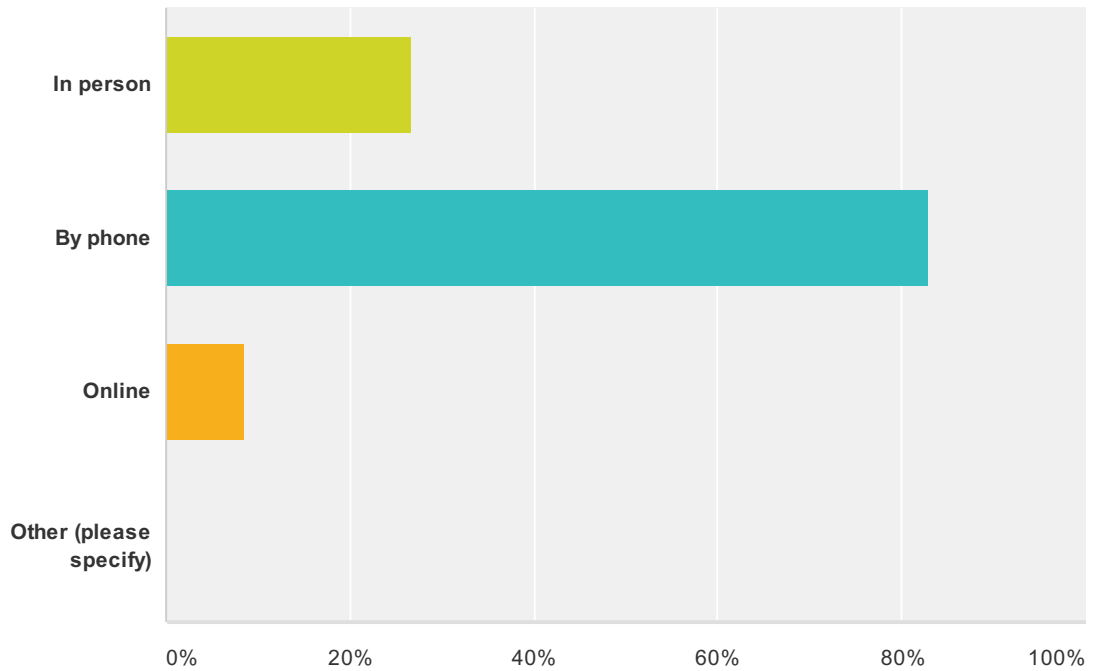
Answered: 102 Skipped: 7



Answer Choices	Responses
Always or most of the time	43.14% 44
A lot of the time	20.59% 21
Some of the time	26.47% 27
Never or almost never	4.90% 5
Not tried at this practice	4.90% 5
<b>Total</b>	<b>102</b>

**Q11 How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply.**

Answered: 105 Skipped: 4

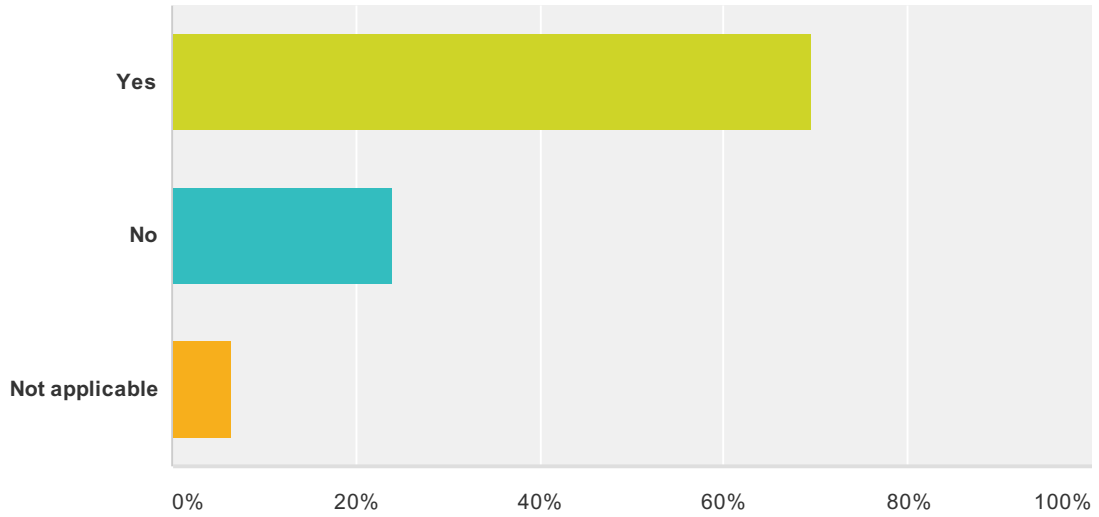


Answer Choices	Responses
In person	26.67% 28
By phone	82.86% 87
Online	8.57% 9
Other (please specify)	0% 0
<b>Total Respondents: 105</b>	

#	Other (please specify)	Date
	There are no responses.	

**Q12 If you have contacted the surgery by phone in the last 12 months, were you satisfied with the current telephone system?**

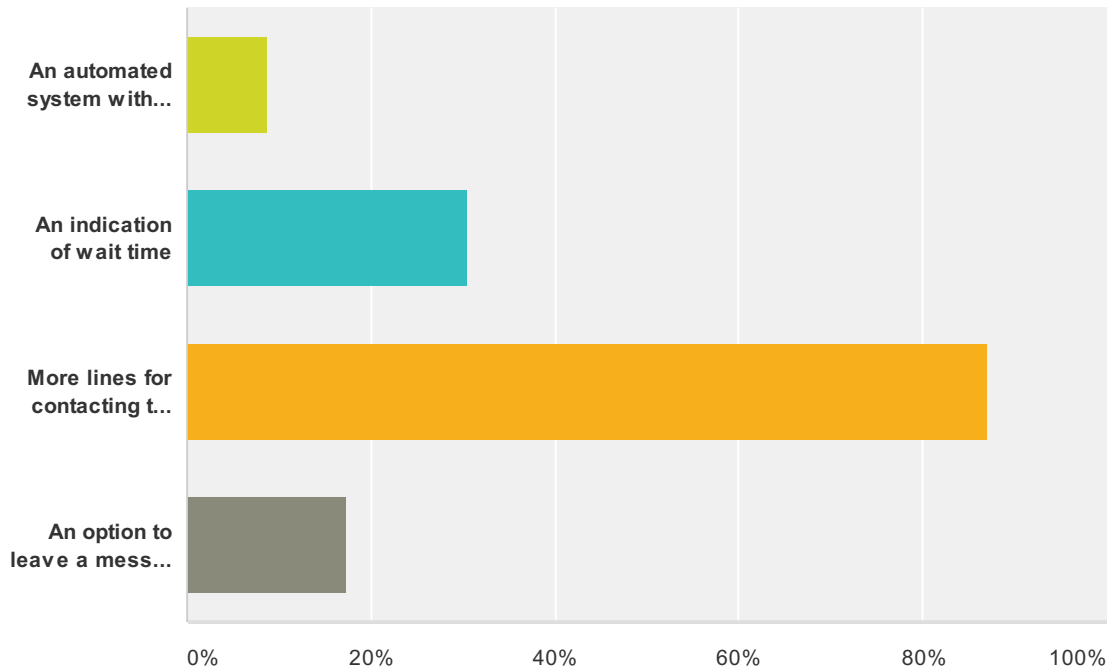
Answered: 108 Skipped: 1



Answer Choices	Responses
Yes	69.44% 75
No	24.07% 26
Not applicable	6.48% 7
<b>Total</b>	<b>108</b>

### Q13 If you are not satisfied with the current telephone system, what would you like to see change?

Answered: 23 Skipped: 86

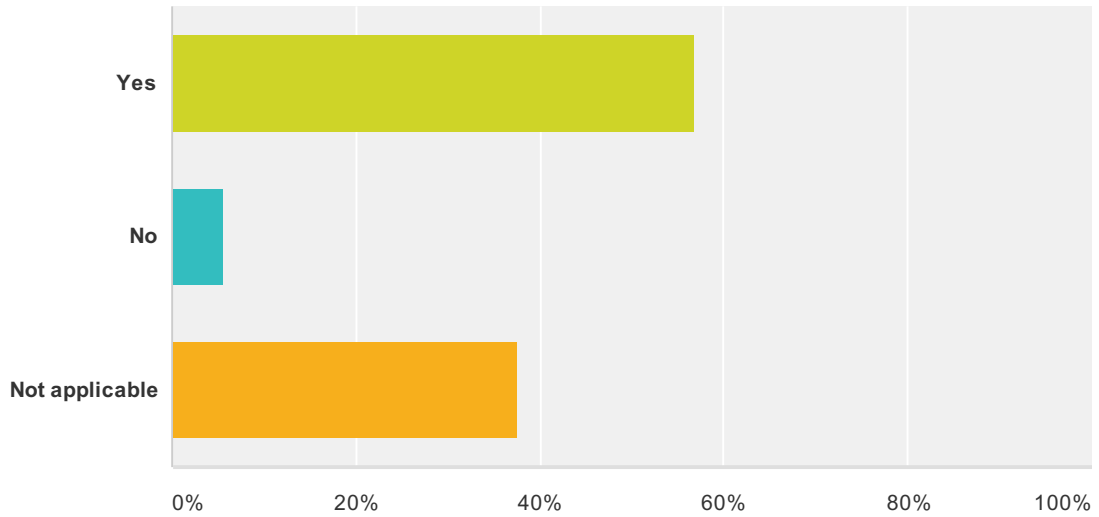


Answer Choices	Responses
An automated system with options depending on your enquiry	8.70% 2
An indication of wait time	30.43% 7
More lines for contacting the surgery	86.96% 20
An option to leave a message (e.g. to cancel an appointment)	17.39% 4
<b>Total Respondents: 23</b>	

#	Other (please specify)	Date
1	more pre booked appointments please	3/18/2014 1:43 AM
2	another time slot to call and make appointments 8.30 isnt always suitable	3/17/2014 5:17 AM
3	having to call on the day is difficult need more bookable appt made available calling at 8.30 is not convenient when need to go to work/school	3/17/2014 5:01 AM
4	find it stressful to get appt at 8.30 over the phone as there is no ring back allowed you have to keep trying	3/17/2014 4:38 AM
5	more sensible system/people on the end	3/17/2014 4:33 AM

**Q14 If you book appointments online, would you like this service extended to 'on the day appointments' (available from 8.15am each day), rather than only advance booking appointments?**

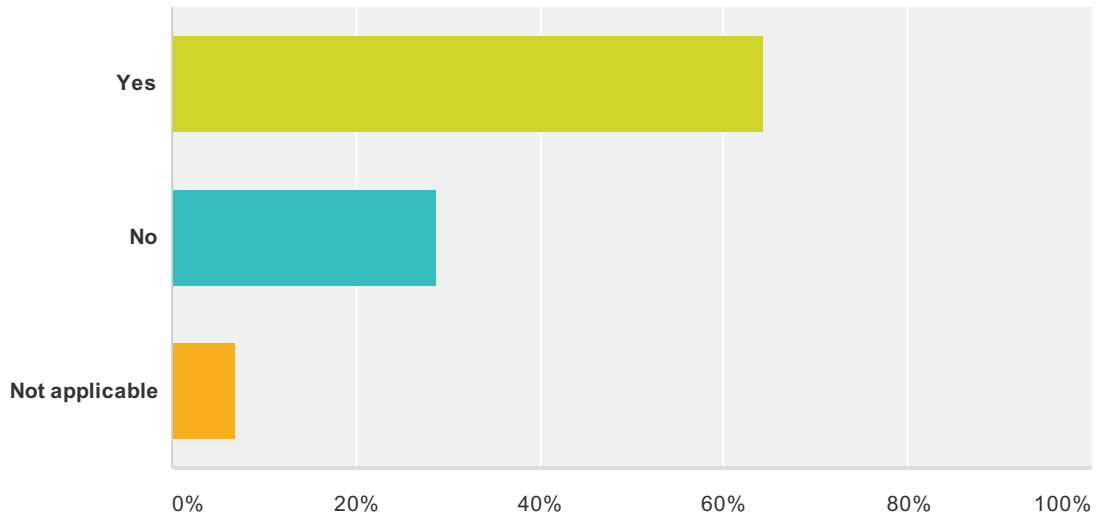
Answered: 88 Skipped: 21



Answer Choices	Responses	
Yes	56.82%	50
No	5.68%	5
Not applicable	37.50%	33
<b>Total</b>		<b>88</b>

**Q15 Are you aware that we have an optional text message service for reminders of appointments and to advise a patient of test results? (To those patients who have provided us with their mobile phone number)**

Answered: 101 Skipped: 8

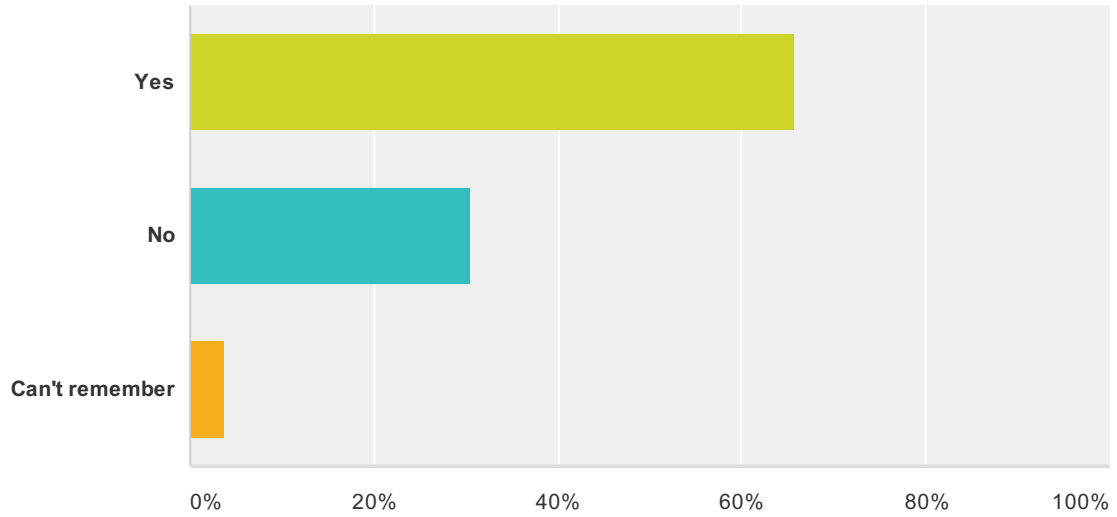


Answer Choices	Responses
Yes	64.36% 65
No	28.71% 29
Not applicable	6.93% 7
<b>Total</b>	<b>101</b>



**Q16 In the past six months, have you tried to book ahead for an appointment with a doctor? That is, an appointment more than two weekdays in advance.**

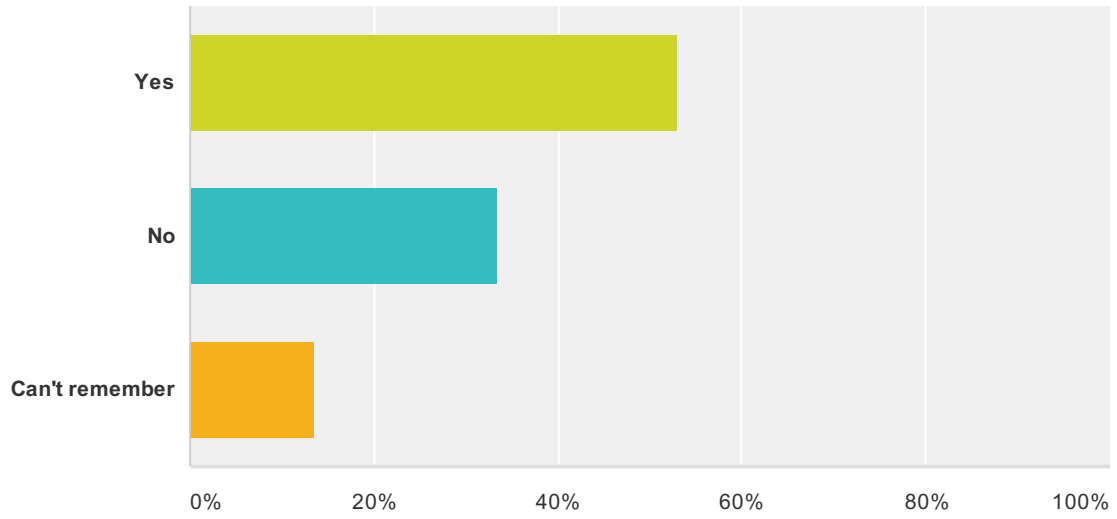
Answered: 105 Skipped: 4



Answer Choices	Responses	
Yes	65.71%	69
No	30.48%	32
Can't remember	3.81%	4
<b>Total</b>		<b>105</b>

**Q17 Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?**

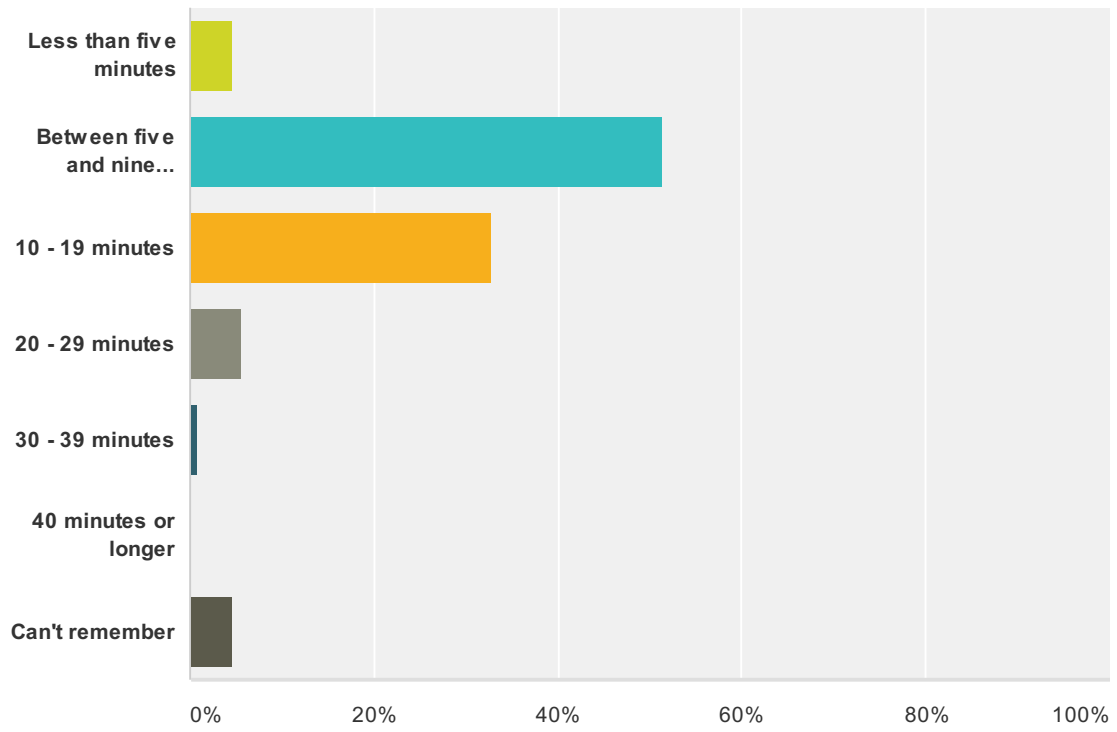
Answered: 96 Skipped: 13



Answer Choices	Responses	
Yes	53.13%	51
No	33.33%	32
Can't remember	13.54%	13
<b>Total</b>		<b>96</b>

### Q18 When you last visited the practice, how much time did you spend with the doctor?

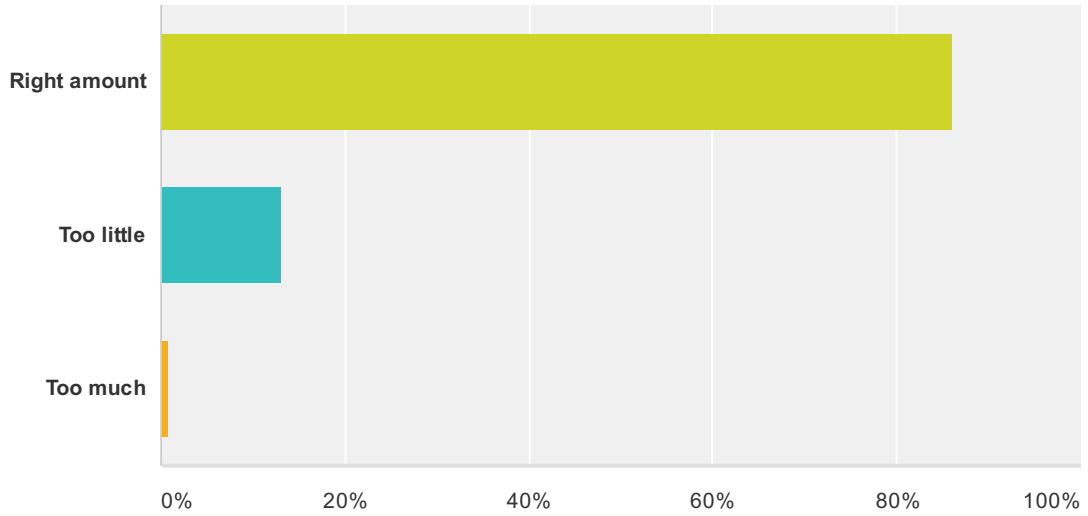
Answered: 107 Skipped: 2



Answer Choices	Responses
Less than five minutes	4.67% 5
Between five and nine minutes	51.40% 55
10 - 19 minutes	32.71% 35
20 - 29 minutes	5.61% 6
30 - 39 minutes	0.93% 1
40 minutes or longer	0% 0
Can't remember	4.67% 5
<b>Total</b>	<b>107</b>

### Q19 In your opinion was this the right amount of time?

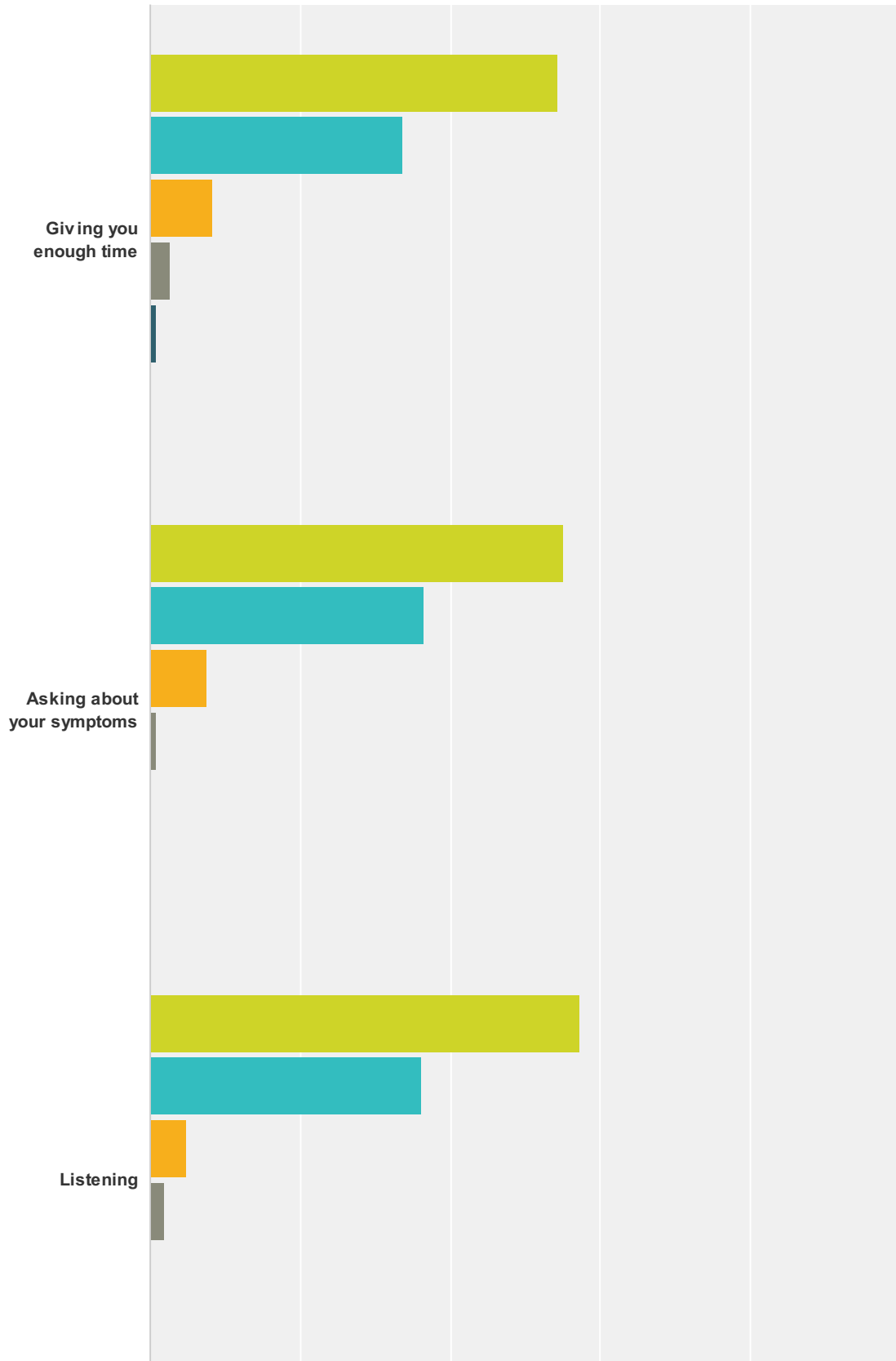
Answered: 107 Skipped: 2



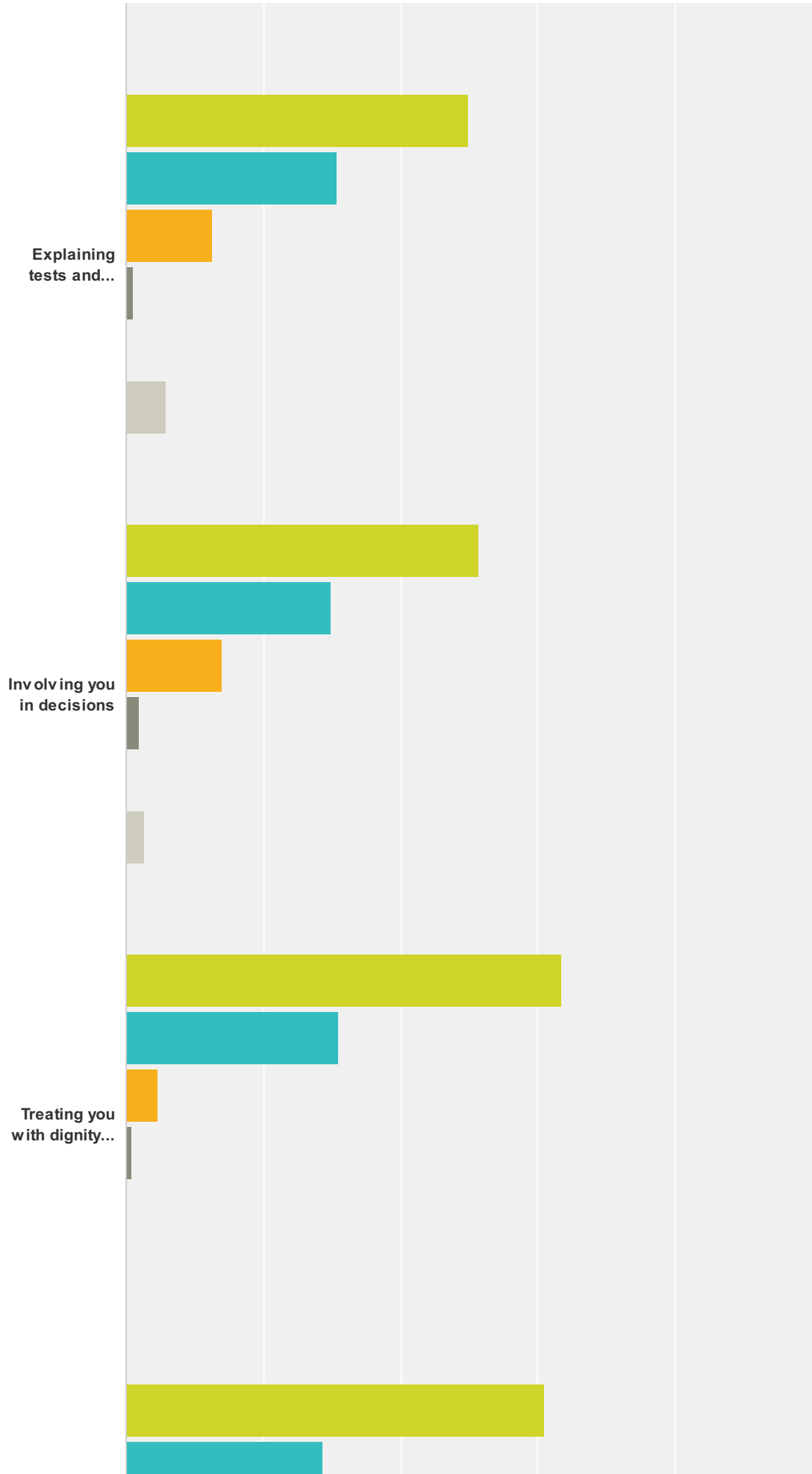
Answer Choices	Responses
Right amount	85.98% 92
Too little	13.08% 14
Too much	0.93% 1
<b>Total</b>	<b>107</b>

**Q20 The last time you saw a doctor at the practice, how good were they at each of the following? Please choose one option for each row.**

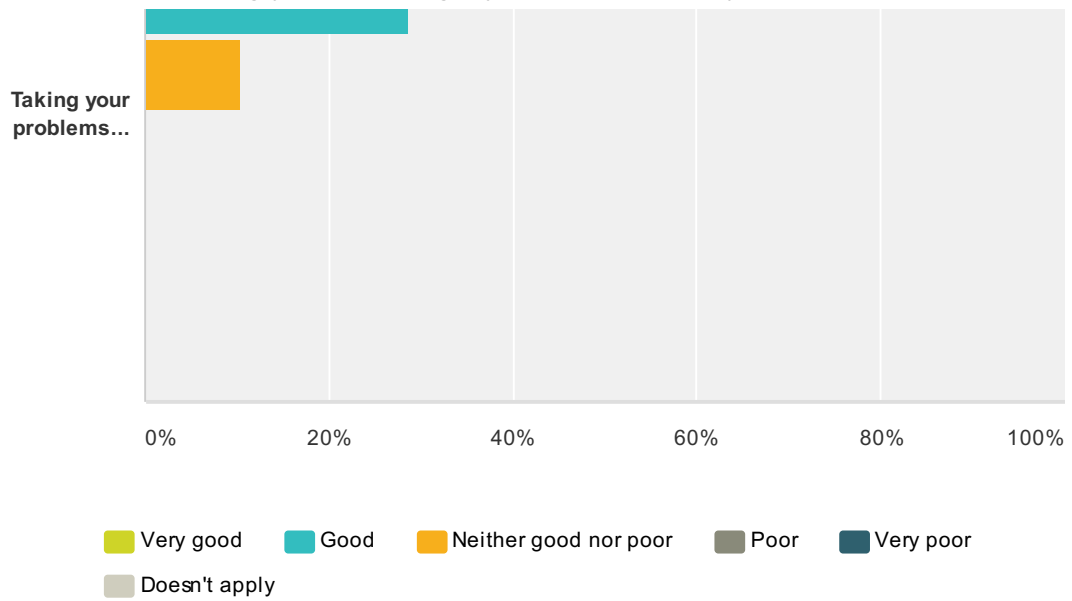
Answered: 107 Skipped: 2



# Ardingly Court Surgery - Patient Survey 2014



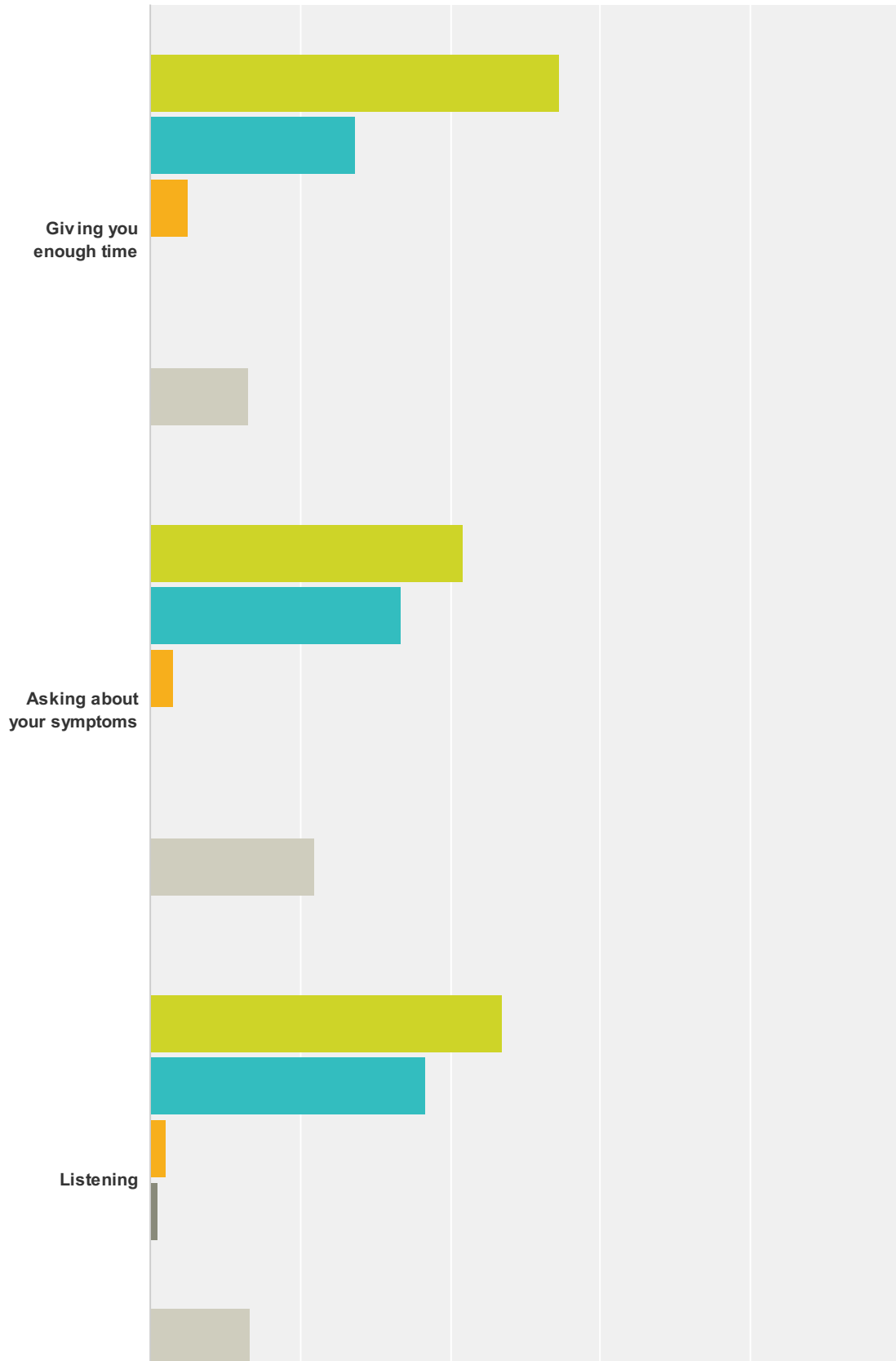
# Ardingly Court Surgery - Patient Survey 2014



	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	54.21% 58	33.64% 36	8.41% 9	2.80% 3	0.93% 1	0% 0	107
Asking about your symptoms	55.14% 59	36.45% 39	7.48% 8	0.93% 1	0% 0	0% 0	107
Listening	57.14% 60	36.19% 38	4.76% 5	1.90% 2	0% 0	0% 0	105
Explaining tests and treatments	50% 52	30.77% 32	12.50% 13	0.96% 1	0% 0	5.77% 6	104
Involving you in decisions	51.40% 55	29.91% 32	14.02% 15	1.87% 2	0% 0	2.80% 3	107
Treating you with dignity and respect	63.55% 68	30.84% 33	4.67% 5	0.93% 1	0% 0	0% 0	107
Taking your problems seriously	60.95% 64	28.57% 30	10.48% 11	0% 0	0% 0	0% 0	105

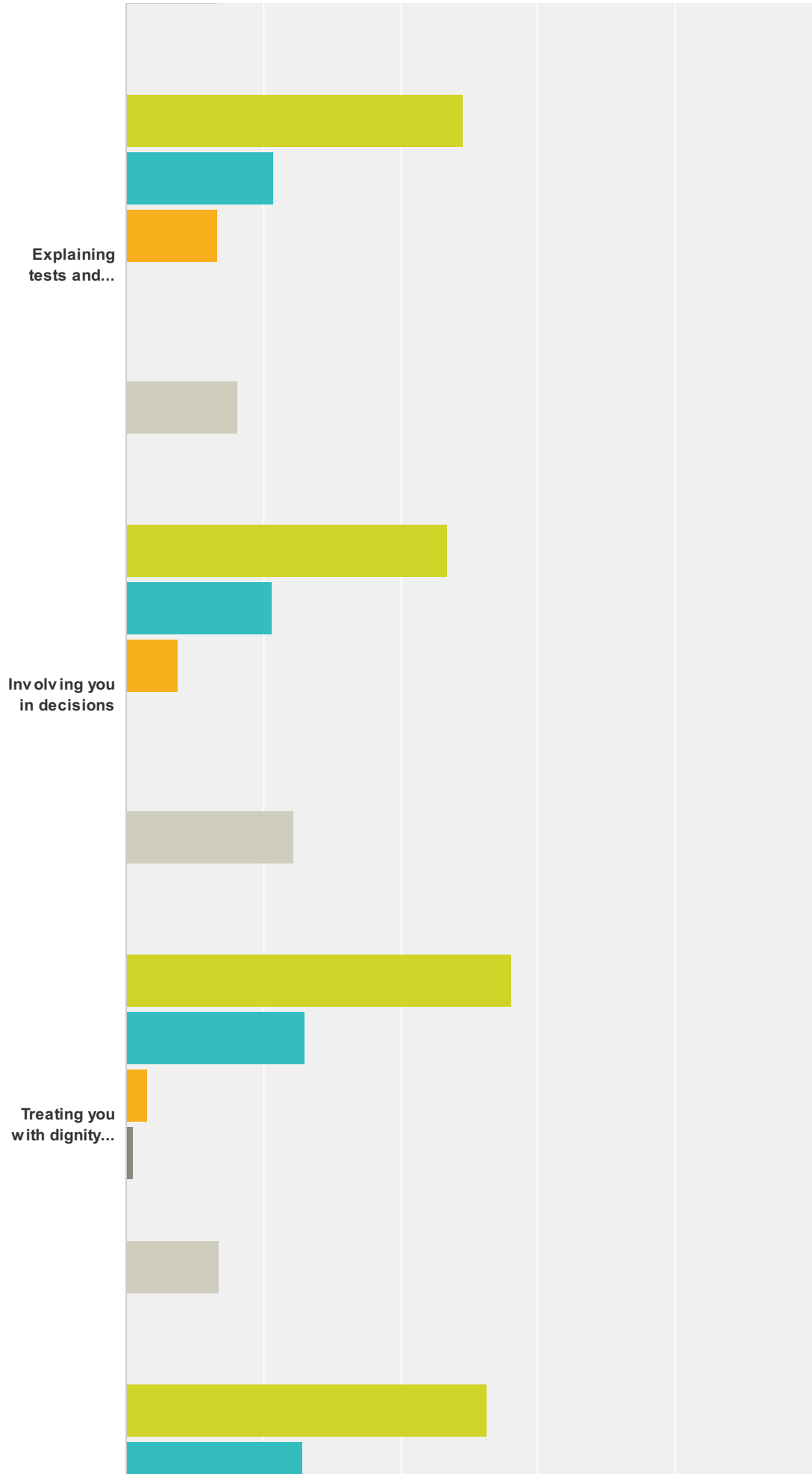
**Q21 The last time you saw a nurse at the practice, how good were they at each of the following? Please choose one option for each row.**

Answered: 99 Skipped: 10

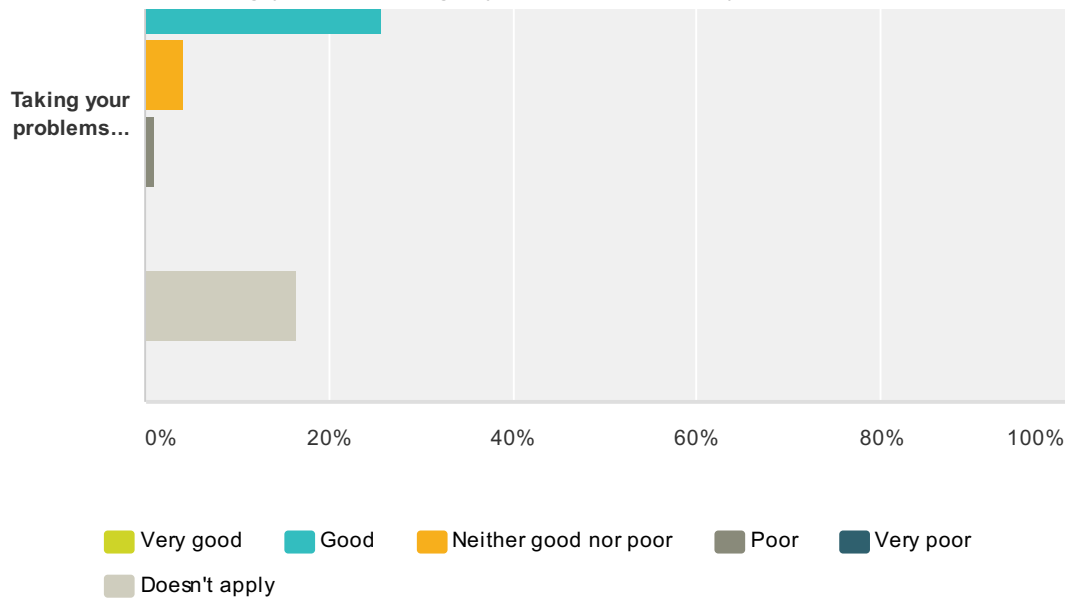




# Ardingly Court Surgery - Patient Survey 2014



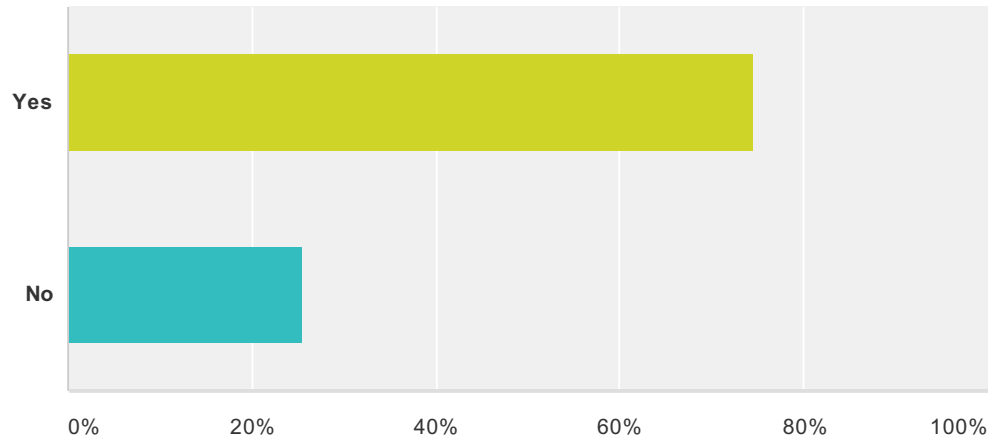
## Ardingly Court Surgery - Patient Survey 2014



	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	54.55% 54	27.27% 27	5.05% 5	0% 0	0% 0	13.13% 13	99
Asking about your symptoms	41.67% 40	33.33% 32	3.13% 3	0% 0	0% 0	21.88% 21	96
Listening	46.94% 46	36.73% 36	2.04% 2	1.02% 1	0% 0	13.27% 13	98
Explaining tests and treatments	48.98% 48	21.43% 21	13.27% 13	0% 0	0% 0	16.33% 16	98
Involving you in decisions	46.81% 44	21.28% 20	7.45% 7	0% 0	0% 0	24.47% 23	94
Treating you with dignity and respect	56.25% 54	26.04% 25	3.13% 3	1.04% 1	0% 0	13.54% 13	96
Taking your problems seriously	52.58% 51	25.77% 25	4.12% 4	1.03% 1	0% 0	16.49% 16	97

### Q22 Have you requested repeat medication within the last 6 months?

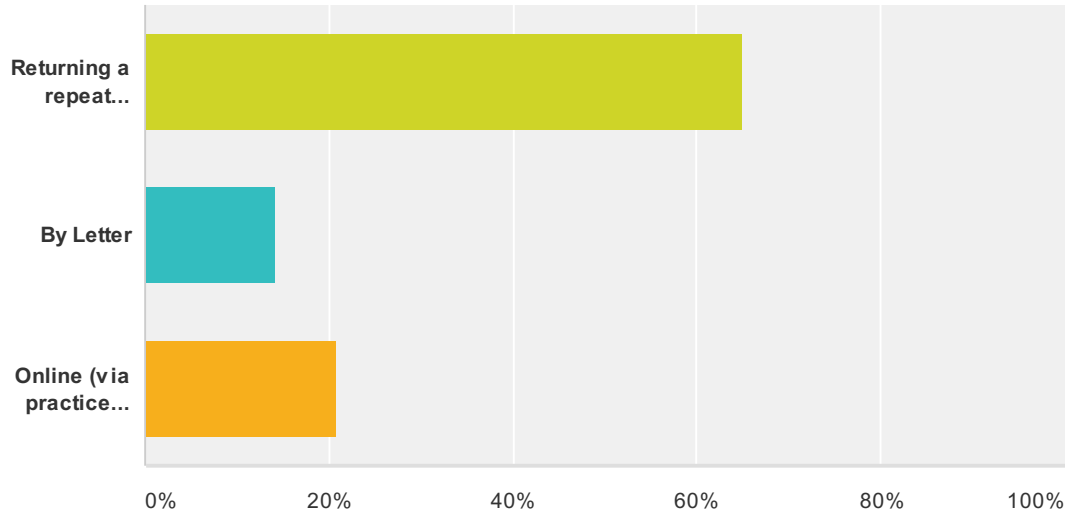
Answered: 106 Skipped: 3



Answer Choices	Responses	
Yes	74.53%	79
No	25.47%	27
<b>Total</b>		<b>106</b>

### Q23 If you have requested repeat medication, how did you do this?

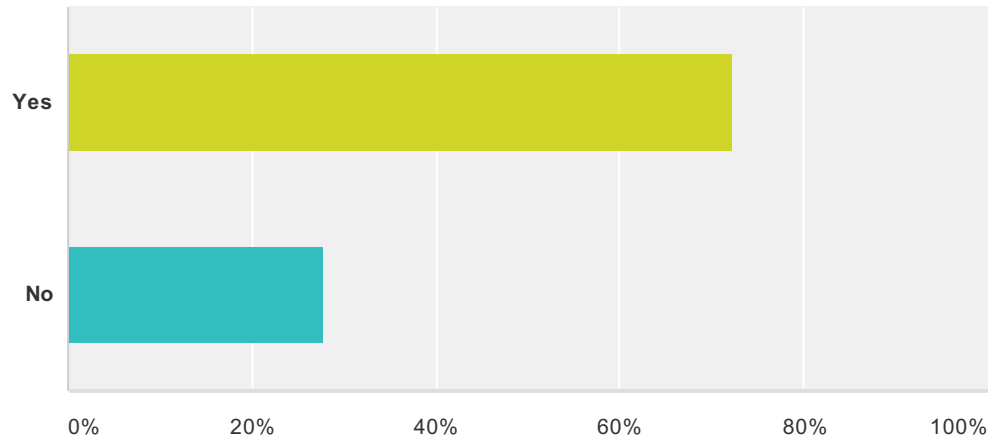
Answered: 77 Skipped: 32



Answer Choices	Responses
Returning a repeat medication slip	64.94% 50
By Letter	14.29% 11
Online (via practice website)	20.78% 16
<b>Total</b>	<b>77</b>

### Q24 Would you consider requesting repeat medication On Line in the future?

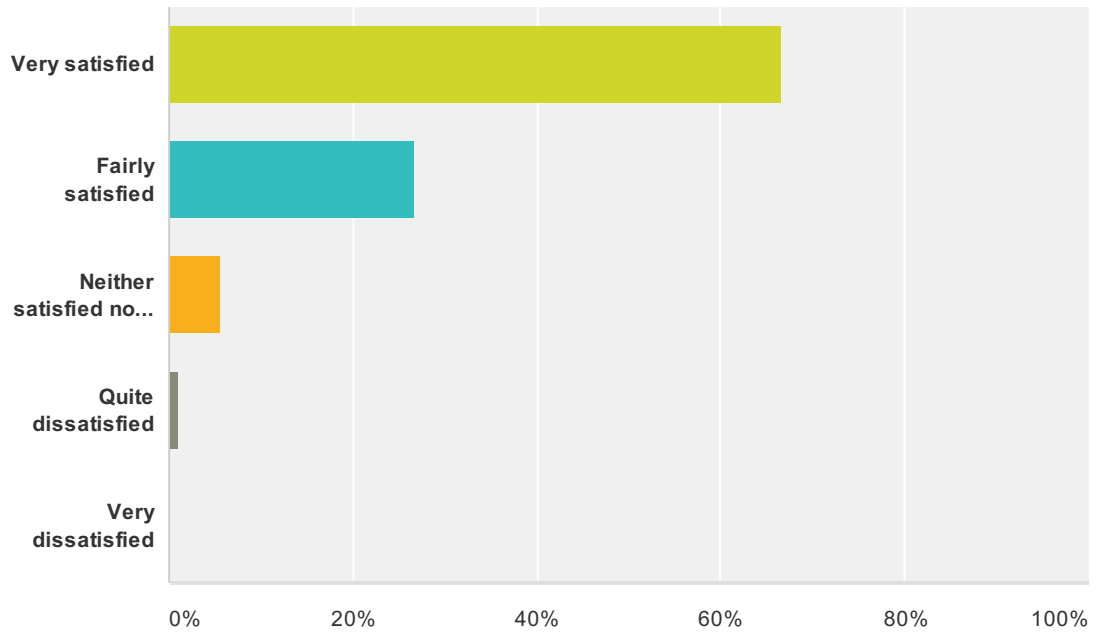
Answered: 83 Skipped: 26



Answer Choices	Responses	
Yes	72.29%	60
No	27.71%	23
<b>Total</b>		<b>83</b>

### Q25 In general, how satisfied are you with the care you get at the practice?

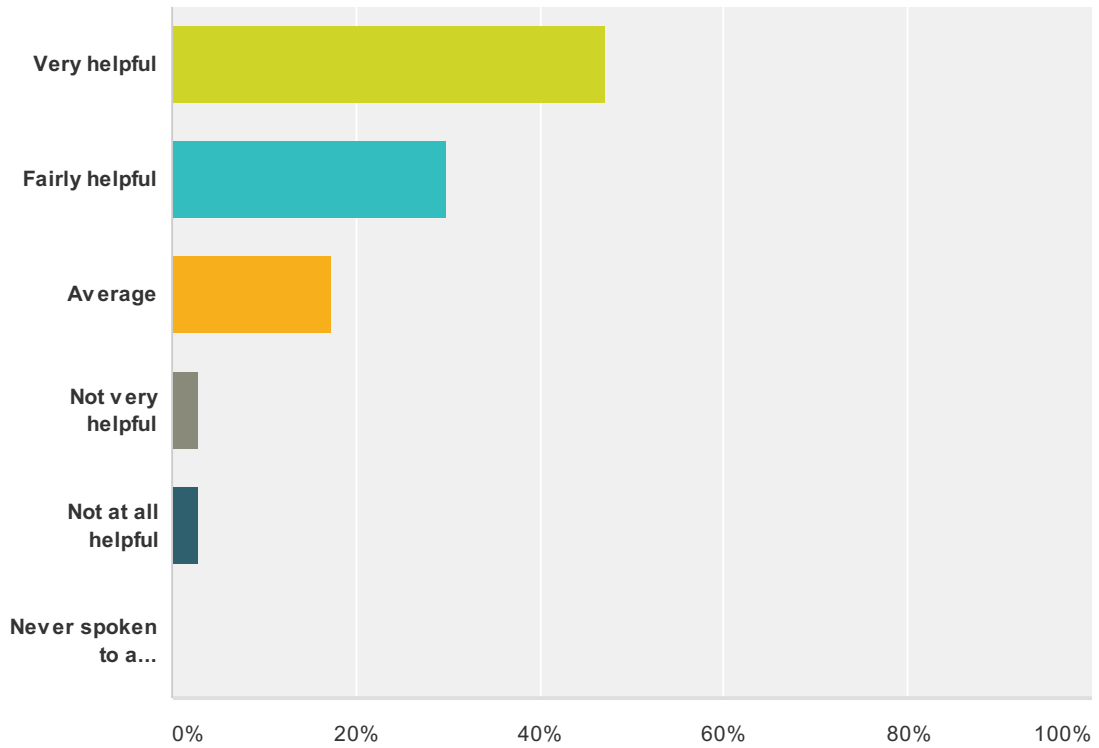
Answered: 105 Skipped: 4



Answer Choices	Responses	
Very satisfied	66.67%	70
Fairly satisfied	26.67%	28
Neither satisfied nor dissatisfied	5.71%	6
Quite dissatisfied	0.95%	1
Very dissatisfied	0%	0
<b>Total</b>		<b>105</b>

### Q26 How helpful do you find the receptionists at the practice?

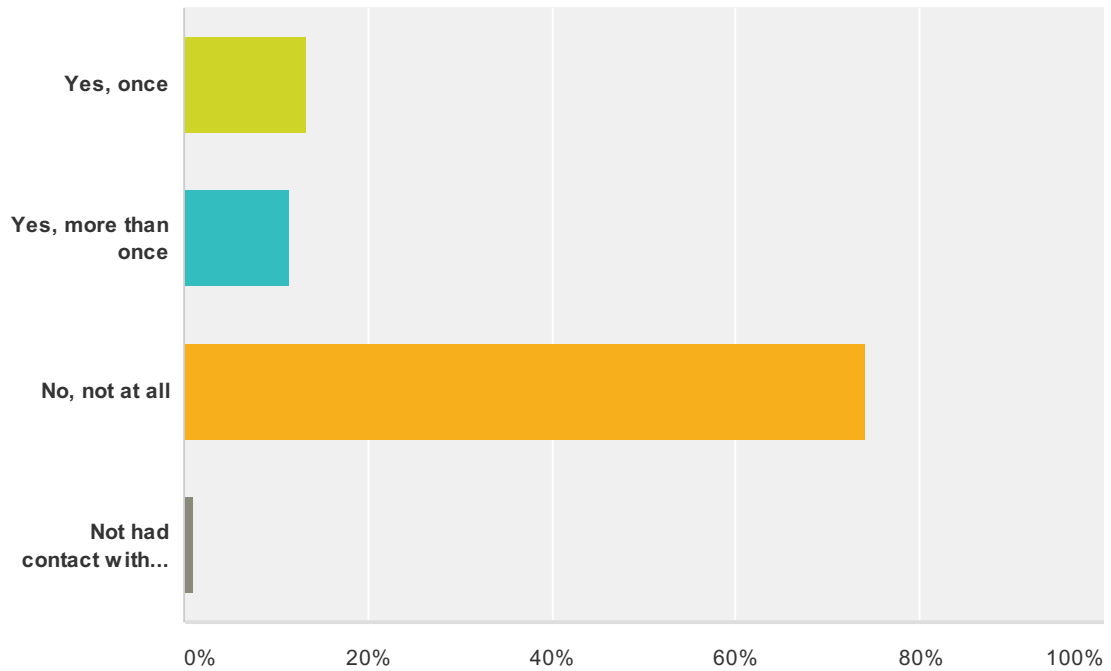
Answered: 104 Skipped: 5



Answer Choices	Responses	
Very helpful	47.12%	49
Fairly helpful	29.81%	31
Average	17.31%	18
Not very helpful	2.88%	3
Not at all helpful	2.88%	3
Never spoken to a receptionist at the practice	0%	0
<b>Total</b>		<b>104</b>

**Q27 In the last 12 months have the receptionists ever made it difficult for you to see or talk to a GP and/or nurse?**

Answered: 104 Skipped: 5

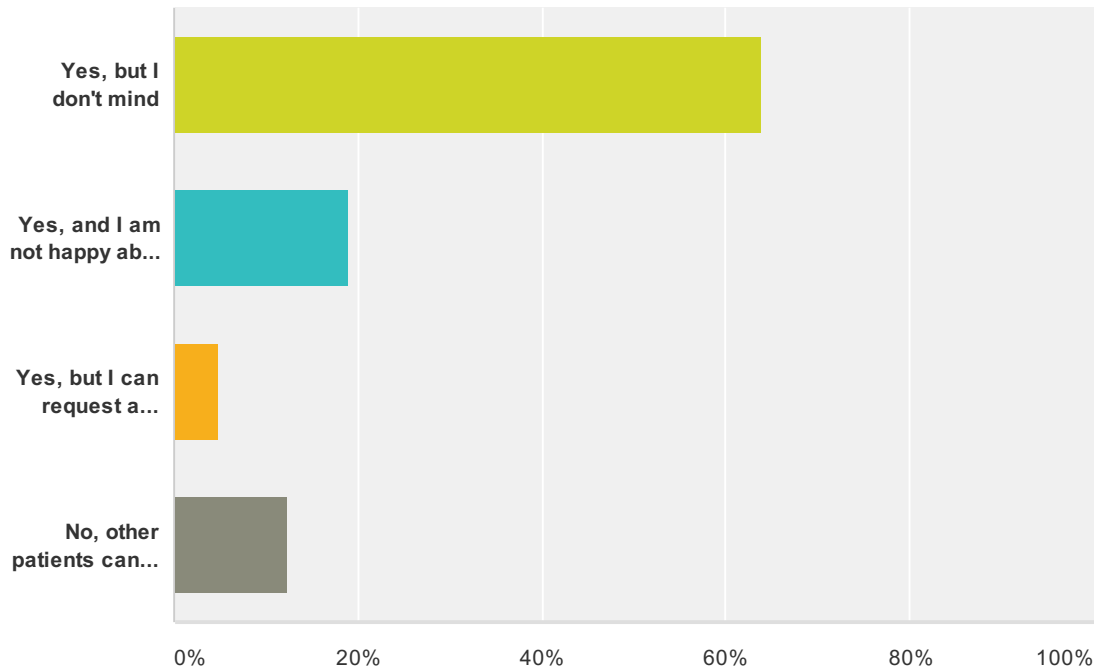


Answer Choices	Responses
Yes, once	13.46% 14
Yes, more than once	11.54% 12
No, not at all	74.04% 77
Not had contact with a receptionist	0.96% 1
<b>Total</b>	<b>104</b>



### Q28 In the reception area, can other patients overhear what you say to the receptionist?

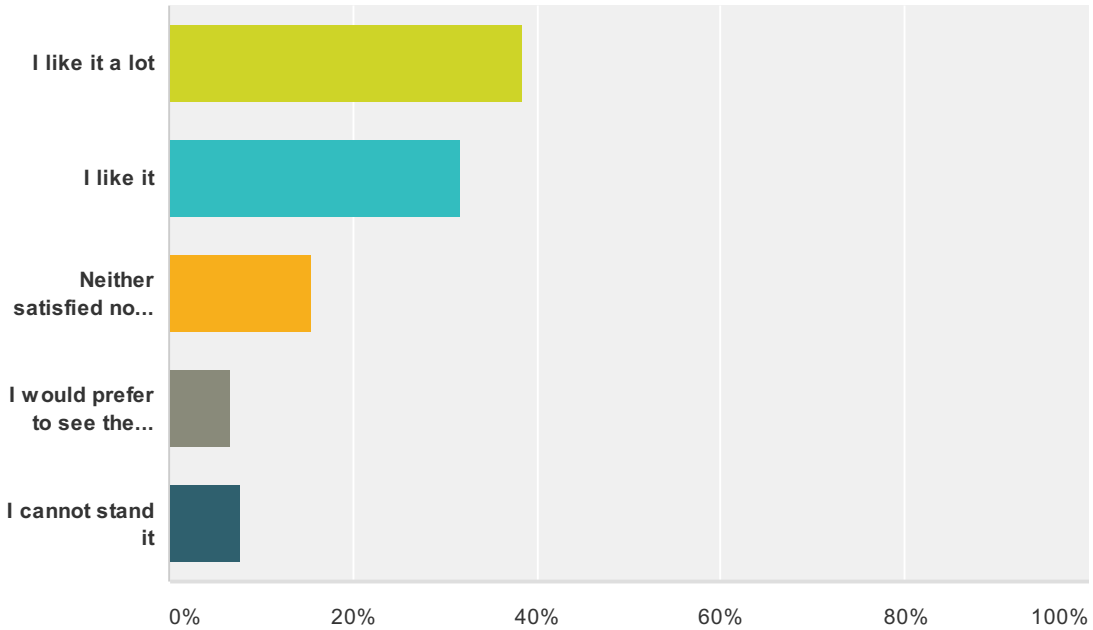
Answered: 105 Skipped: 4



Answer Choices	Responses
Yes, but I don't mind	63.81% 67
Yes, and I am not happy about it	19.05% 20
Yes, but I can request a private room	4.76% 5
No, other patients cannot overhear our conversation	12.38% 13
<b>Total</b>	<b>105</b>

### Q29 Do you like our automatic check-in service? (This service is a computer screen that lets you register your arrival at the practice.)

Answered: 104 Skipped: 5



Answer Choices	Responses
I like it a lot	38.46% 40
I like it	31.73% 33
Neither satisfied nor dissatisfied	15.38% 16
I would prefer to see the receptionist	6.73% 7
I cannot stand it	7.69% 8
<b>Total</b>	<b>104</b>

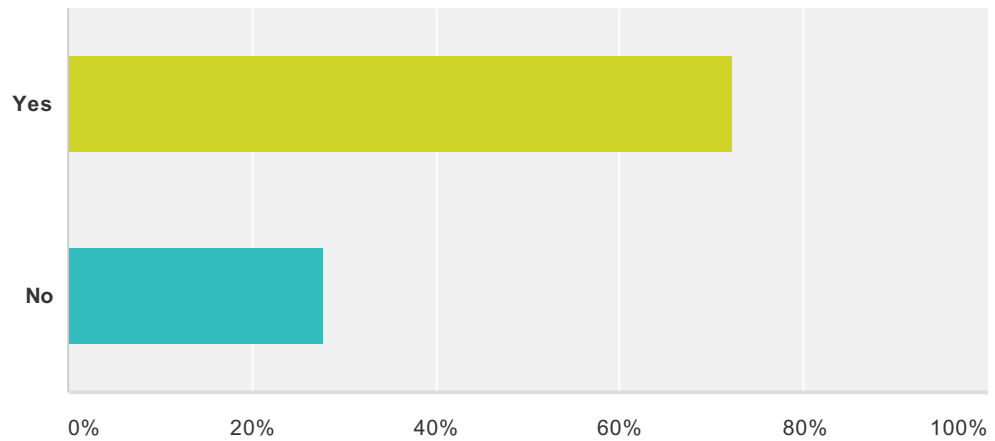
#	If you dislike this service, can you describe what you dislike?	Date
1	When it is operating or it just doesnt work for me	3/18/2014 1:47 AM
2	I like the idea more often than not its not working	3/18/2014 1:41 AM
3	It doesnt work	3/18/2014 1:38 AM
4	Doesnt always work and doesnt seem to apply to nurse appointments but doesnt say this	3/18/2014 1:31 AM
5	unhygienic,confusing,slow,robotic	3/17/2014 7:57 AM
6	never works	3/17/2014 7:34 AM
7	it doesnt seem to have me in the system and no good for the elderly	3/17/2014 5:18 AM
8	although i do worry about germs on the screen	3/17/2014 5:02 AM
9	partially sighted struggle with computer screens	3/17/2014 4:35 AM
10	it does not work	3/13/2014 4:26 AM

# Ardingly Court Surgery - Patient Survey 2014

10	it does not work	3/6/2014 7:28 AM
11	not used to systems like this	3/6/2014 9:23 AM

**Q30 Are you aware patients have a Summary Care Record which is an electronic record containing your key health information, which can be made available to NHS healthcare staff caring for you in an emergency or when the surgery is closed? (Please advise reception if you wish to opt out of this and have not done so already - this form is anonymous hence will not opt you out)**

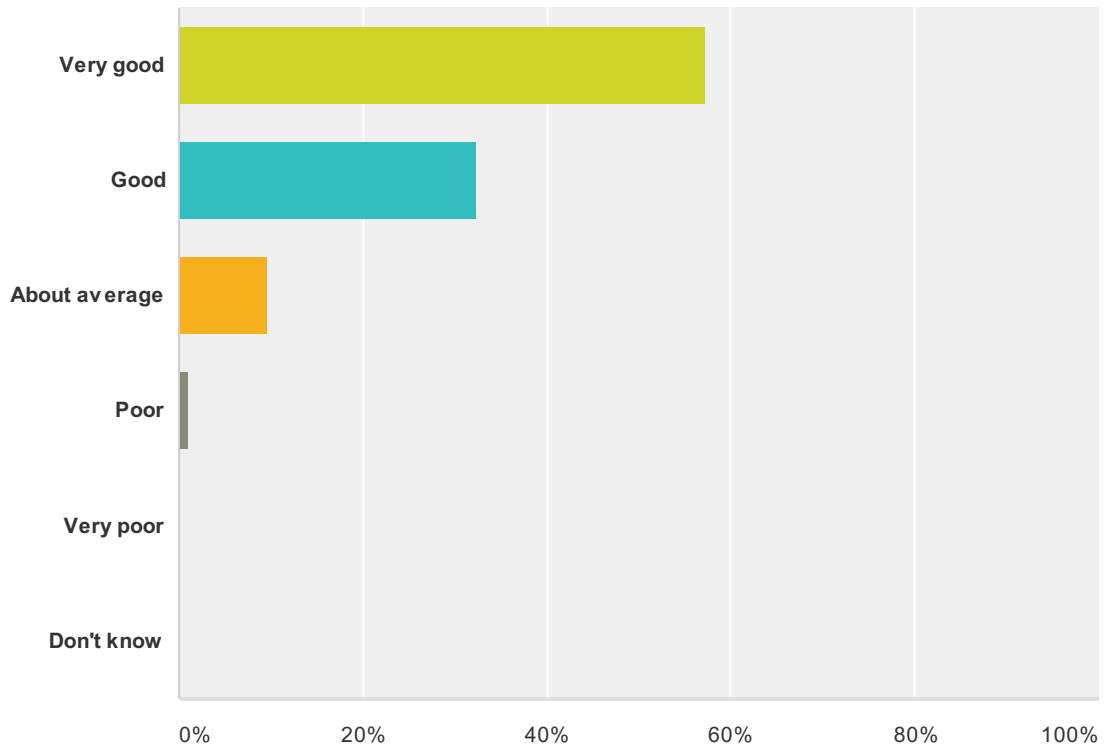
Answered: 97 Skipped: 12



Answer Choices	Responses	
Yes	72.16%	70
No	27.84%	27
<b>Total</b>		<b>97</b>

**Q31 In evaluating your most recent experience at the practice, was the quality of service you received:**

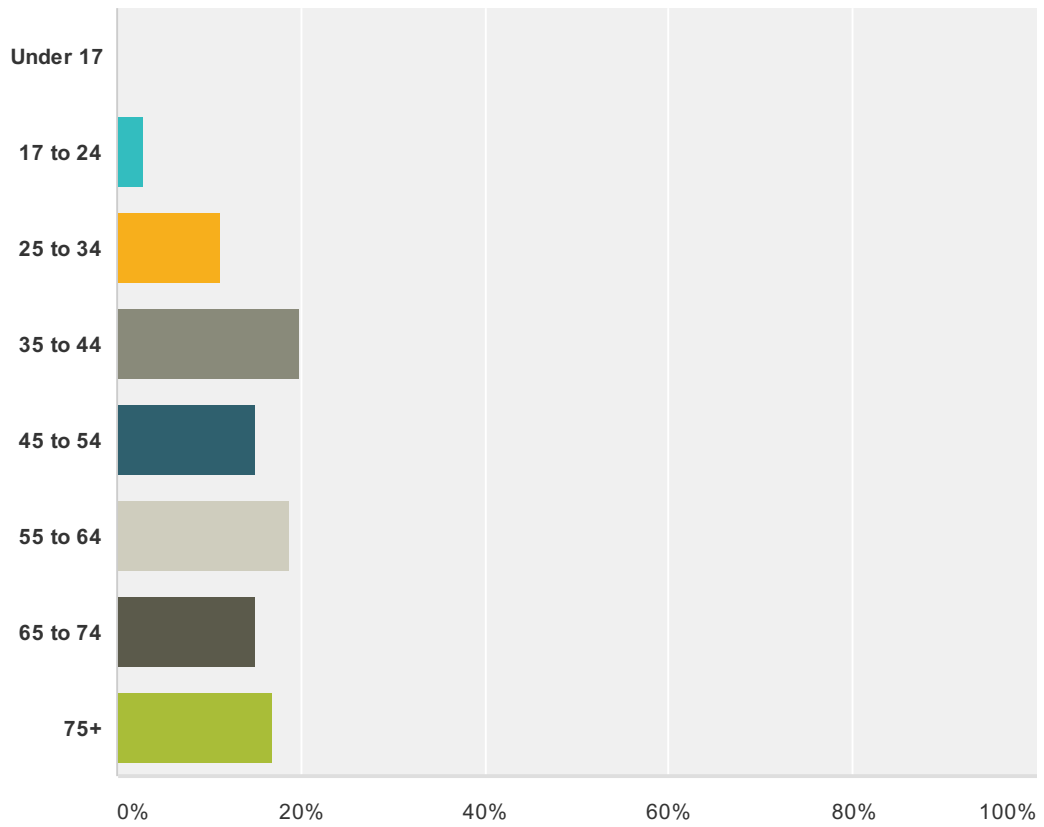
Answered: 105 Skipped: 4



Answer Choices	Responses
Very good	57.14% 60
Good	32.38% 34
About average	9.52% 10
Poor	0.95% 1
Very poor	0% 0
Don't know	0% 0
<b>Total</b>	<b>105</b>

### Q32 What is your age?

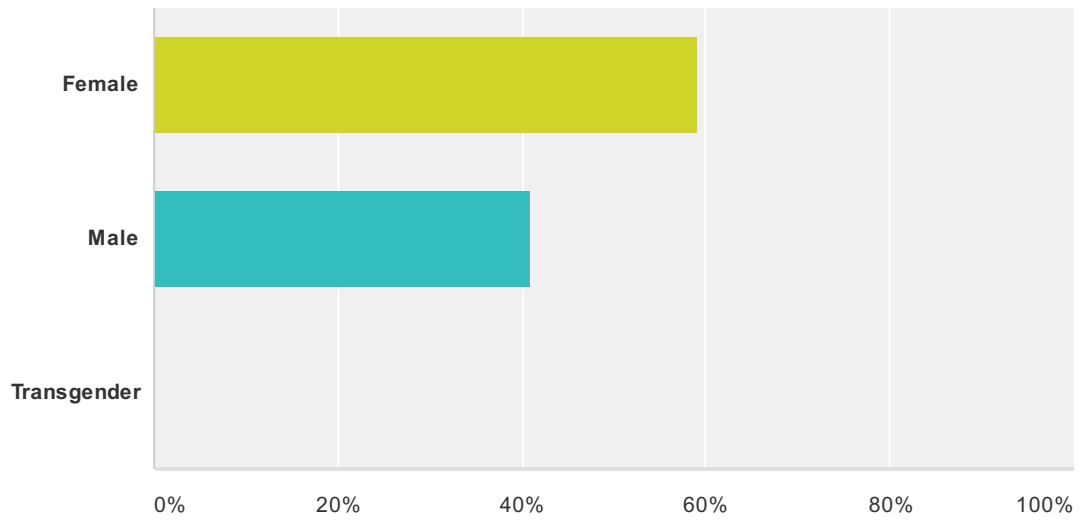
Answered: 106 Skipped: 3



Answer Choices	Responses	Count
Under 17	0%	0
17 to 24	2.83%	3
25 to 34	11.32%	12
35 to 44	19.81%	21
45 to 54	15.09%	16
55 to 64	18.87%	20
65 to 74	15.09%	16
75+	16.98%	18
<b>Total</b>		<b>106</b>

### Q33 What is your gender?

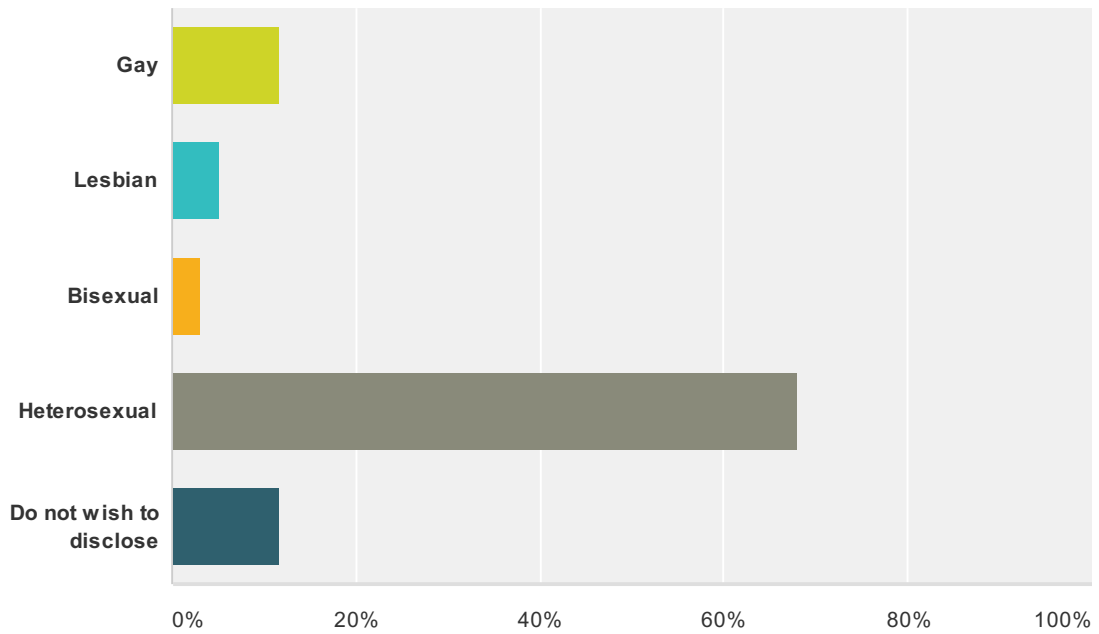
Answered: 105 Skipped: 4



Answer Choices	Responses	Count
Female	59.05%	62
Male	40.95%	43
Transgender	0%	0
<b>Total</b>		<b>105</b>

### Q34 Sexual Orientation

Answered: 94 Skipped: 15

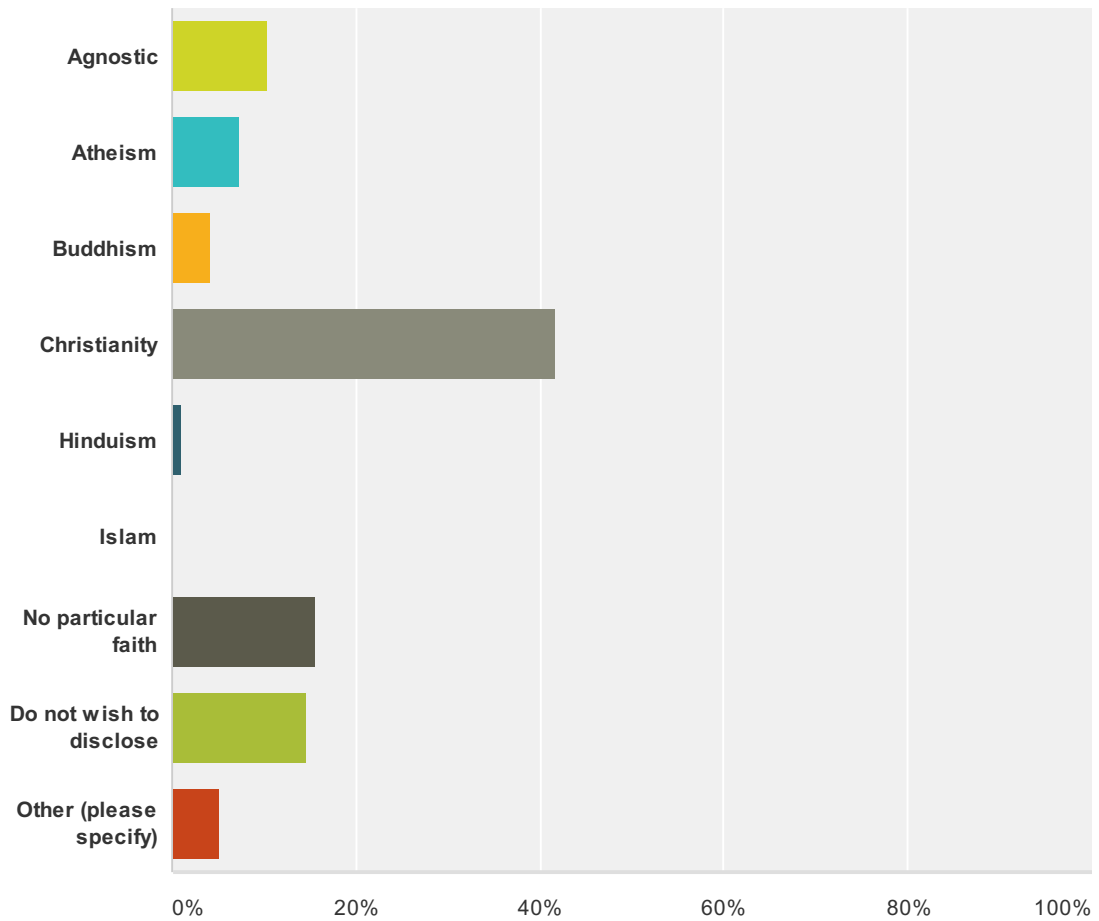


Answer Choices	Responses	
Gay	11.70%	11
Lesbian	5.32%	5
Bisexual	3.19%	3
Heterosexual	68.09%	64
Do not wish to disclose	11.70%	11
<b>Total</b>		<b>94</b>



### Q35 Religion/Belief

Answered: 96 Skipped: 13



Answer Choices	Responses
Agnostic	10.42% 10
Atheism	7.29% 7
Buddhism	4.17% 4
Christianity	41.67% 40
Hinduism	1.04% 1
Islam	0% 0
No particular faith	15.63% 15
Do not wish to disclose	14.58% 14
Other (please specify)	5.21% 5
<b>Total</b>	<b>96</b>

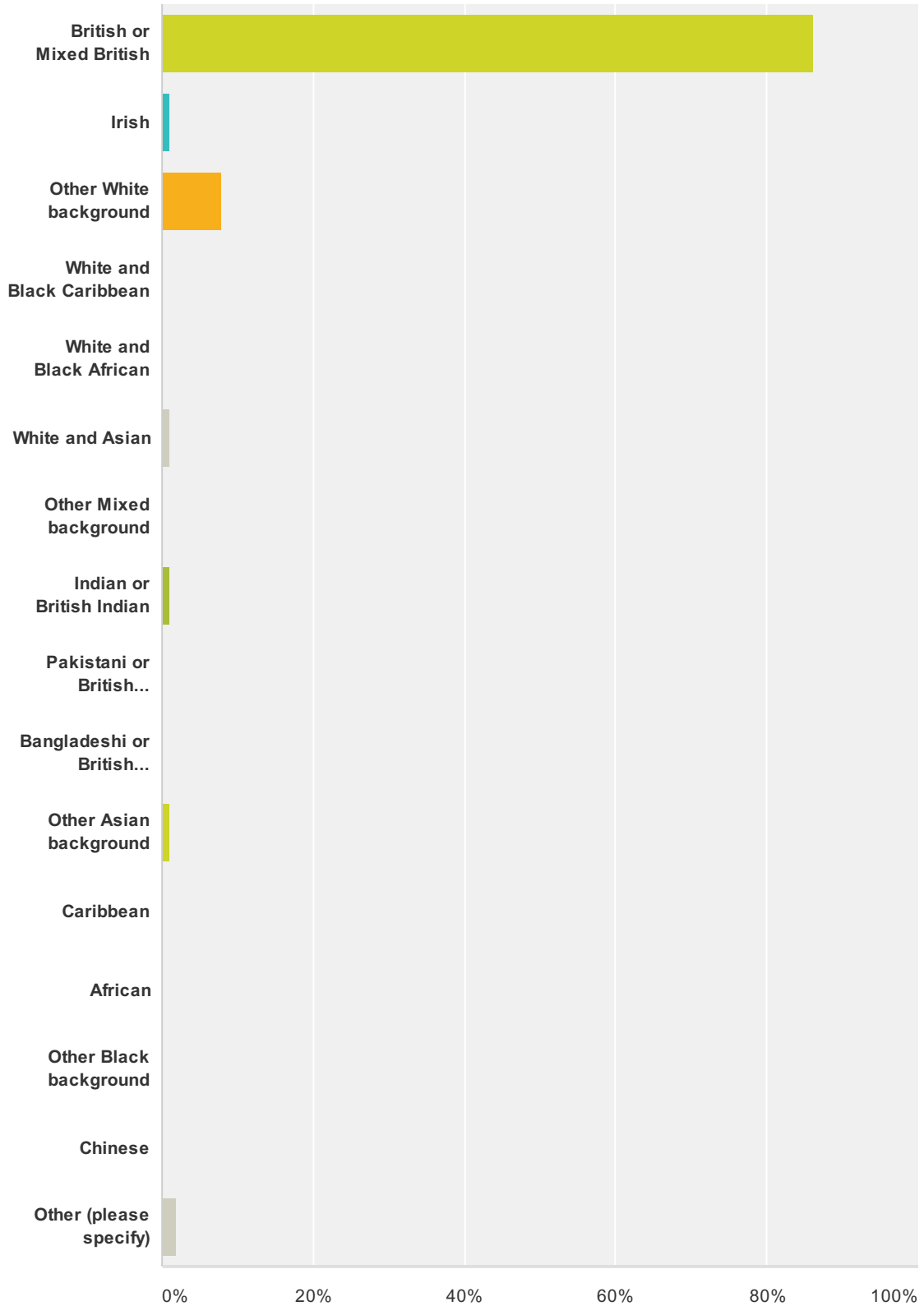
#	Other (please specify)	Date
1	Jewish	3/17/2014 7:43 AM
2	Roman Catholic	3/17/2014 7:23 AM

## Ardingly Court Surgery - Patient Survey 2014

3	catholic agnostic	3/17/2014 3:51 AM
4	Just happy	3/10/2014 3:53 AM
5	Unitarian	3/1/2014 2:28 AM

### Q36 Which ethnic background do you represent?

Answered: 101 Skipped: 8



Answer Choices	Responses
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## Ardingly Court Surgery - Patient Survey 2014

British or Mixed British	<b>86.14%</b>	87
Irish	<b>0.99%</b>	1
Other White background	<b>7.92%</b>	8
White and Black Caribbean	<b>0%</b>	0
White and Black African	<b>0%</b>	0
White and Asian	<b>0.99%</b>	1
Other Mixed background	<b>0%</b>	0
Indian or British Indian	<b>0.99%</b>	1
Pakistani or British Pakistani	<b>0%</b>	0
Bangladeshi or British Bangladeshi	<b>0%</b>	0
Other Asian background	<b>0.99%</b>	1
Caribbean	<b>0%</b>	0
African	<b>0%</b>	0
Other Black background	<b>0%</b>	0
Chinese	<b>0%</b>	0
Other (please specify)	<b>1.98%</b>	2
<b>Total</b>		<b>101</b>

#	Other (please specify)	Date
1	French	3/17/2014 6:40 AM
2	Many Thanks for all your help.	2/28/2014 7:00 AM