

2024/25.

Responses Overview

Closed

Responses

819



Average Time

04:12



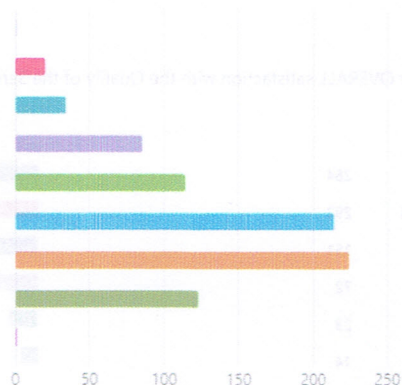
Duration

124 Days



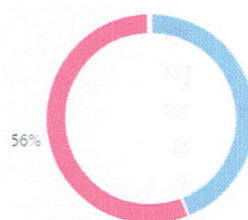
1. To make sure we try to speak to a representative sample of the patients that are registered at this practice, are you?

Under 16	0
17-24	20
25-34	34
35-44	85
45-54	114
55-64	214
65-74	224
Over 75	123
No response	1



2. Again, we would appreciate knowing your preferred gender.

Male	359
Female	453
Prefer not to say	1
Other	2



3. As a service user, please describe how often you come to the practice.

Regularly - more than 4 visits per year	241
Occasionally - 2-3 visits per year	336
Rarely - less than 2 visits per year	126
Very rarely - less than 1 visit per year	95
Other	14

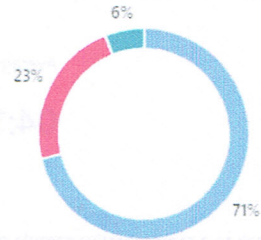


26/4/2016

4. Have you registered with the NHS App?

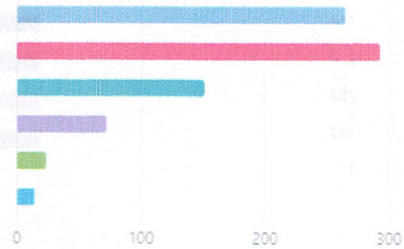
- Yes
- No
- Unsure what this is (more information can be obtained online or through your local library)

579
185
49



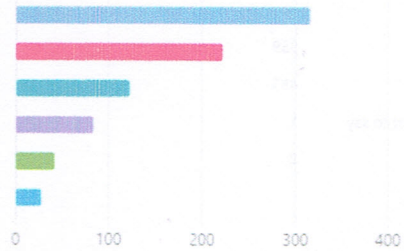
5. How would you describe your OVERALL satisfaction with the Quality of the Service you have received in comparison to last year?

- Excellent 264
- Very satisfied 292
- Good 151
- Fair 72
- Poor 23
- Other 14



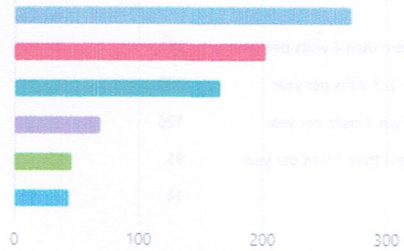
6. How satisfied are you with the Appointment System - Ease of booking an appointment ON THE DAY with any clinician?

- Very satisfied 315
- Somewhat satisfied 222
- Neither satisfied nor dissatisfied 122
- Somewhat dissatisfied 83
- Very dissatisfied 41
- Other 27

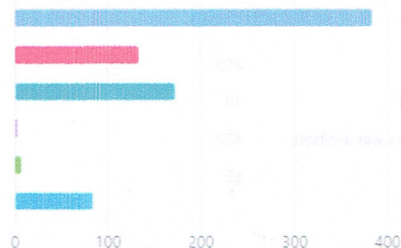


7. How satisfied are you with the Appointment System - Ease of booking an appointment IN ADVANCE with any clinician?

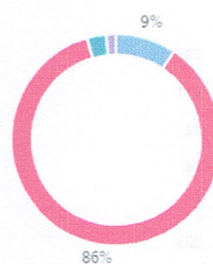
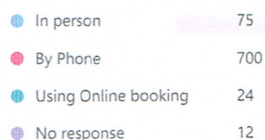
- Very satisfied 271
- Somewhat satisfied 202
- Neither satisfied nor dissatisfied 166
- Somewhat dissatisfied 69
- Very dissatisfied 46
- Other 44



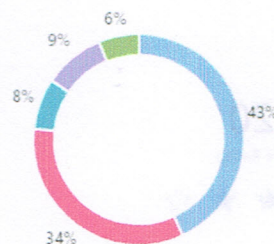
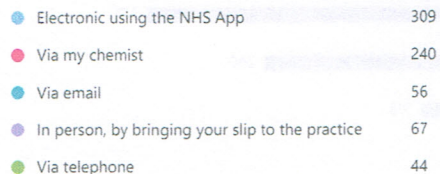
8. How satisfied are you with the Appointment System - Ease of CANCELLING an appointment?



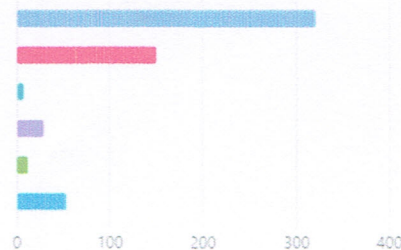
9. How do you NORMALLY book your appointments to see a clinician at the practice?



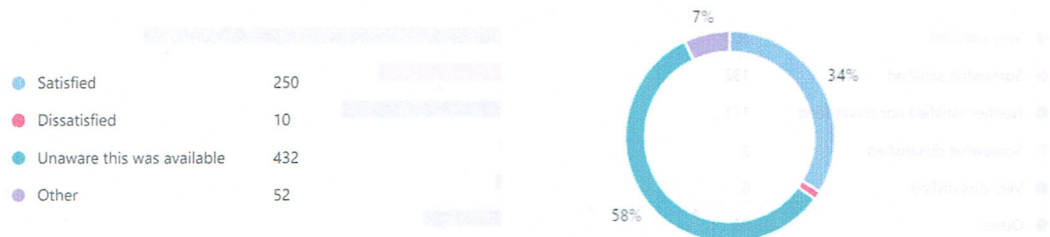
10. If you order a regular repeat prescription, please tell us your preferred means of requesting this from us.



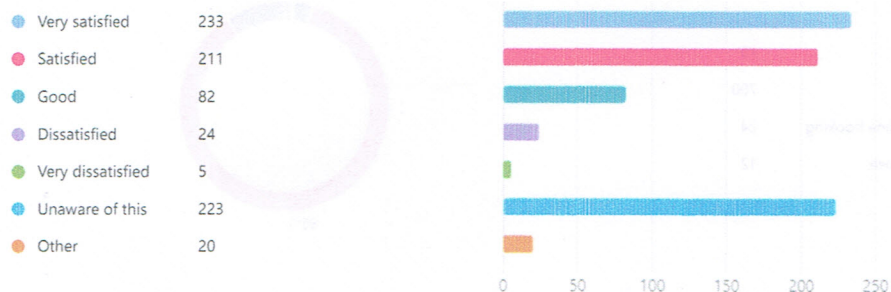
11. If you order your repeat medication electronically please score your level of SATISFACTION with the facility.



12. Please score your SATISFACTION with use of the Online-Consult facility through the practice's website.



13. Please score your SATISFACTION with use our new telephone system.



14. In general, how satisfied are you with the service you receive at the Practice?

