

Emails sent: - 3,850.
+ QR code in Surgery

PPa Survey Results 2025.

Responses Overview Active

Responses

306



Average Time

03:03



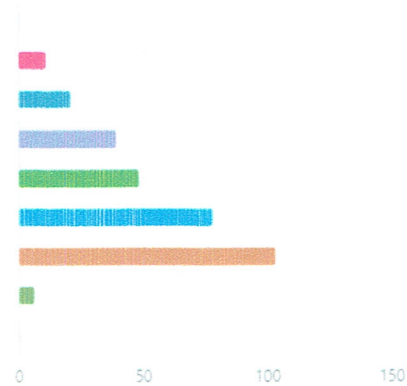
Duration

71 Days



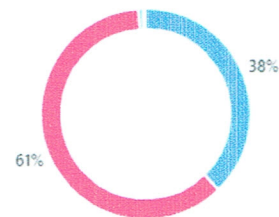
1. To make sure we try to speak to a representative sample of the patients that are registered at this practice, are you?

Under 16	0
17-24	11
25-34	21
35-44	39
45-54	48
55-64	78
65-74	103
Over 75	6
No response	0



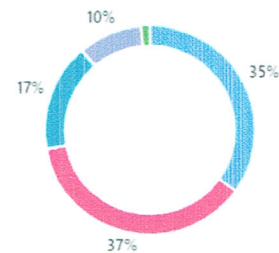
2. Again, we would appreciate knowing your preferred gender.

Male	116
Female	187
Prefer not to say	2
Other	1



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

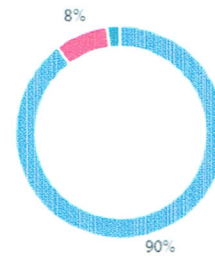
Regularly - more than 4 visits per year	107
Occasionally - 2-3 visits per year	114
Rarely - less than 2 visits per year	51
Very rarely - less than 1 visit per year	30
Other	4



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)

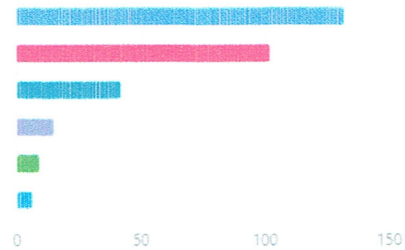
275
25
6



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

- Excellent
- Very satisfied
- Good
- Fair
- Poor
- Other

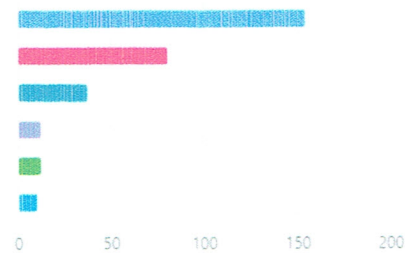
132
102
42
15
9
6



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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Other

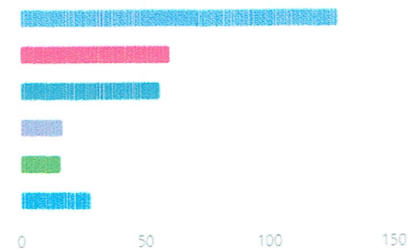
154
80
37
12
12
10



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

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Other

128
60
56
17
16
28



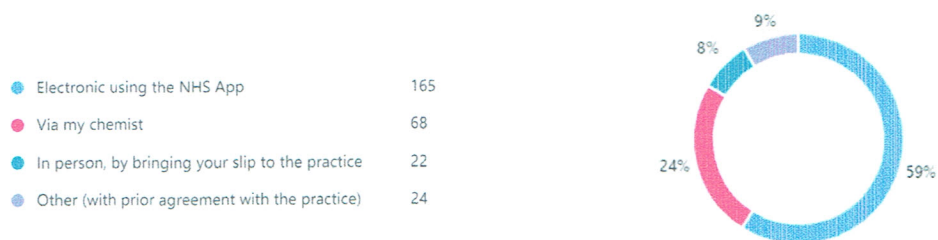
8. How satisfied are you with the Appointment System - Ease of CANCELLING an appointment?



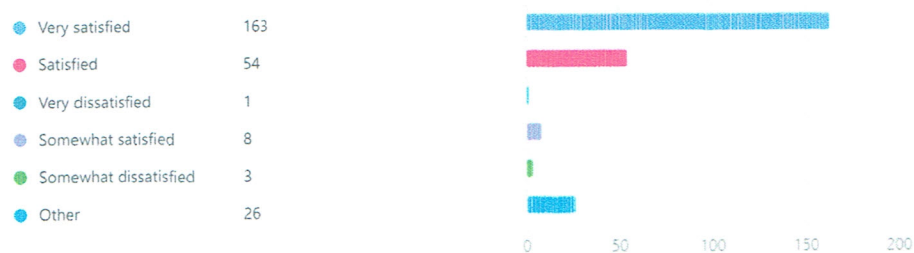
9. How do you NORMALLY book your appointments to see a clinician at the practice?



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



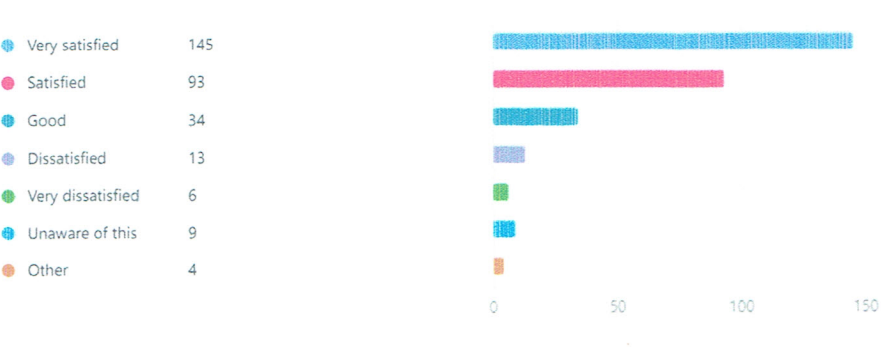
11. If you order your repeat medication electronically please score your level of SATISFACTION with the facility.



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



13. How satisfied are you using our telephone system?



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

