



Results

Survey 66327

Number of records in this query:	16
Total records in survey:	16
Percentage of total:	100.00%





Field summary for Start

This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, choose 'no answer'. □ The doctor I last saw was?

Answer	Count	Percentage
Dr Neale Jenkins (A1)	1	6.25%
Dr Elaine Davenport (A2)	4	25.00%
Dr Mark Every (A3)	3	18.75%
Dr Fran Gaña (A4)	5	31.25%
Dr Sain Mew (A5)	3	18.75%
None of the above (A6)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q1

Question 1 In the past 12 months, how many times have you seen a doctor from your practice?

Answer	Count	Percentage
None (A1)	1	6.25%
Once or Twice (A2)	4	25.00%
3 or 4 times (A3)	5	31.25%
5 or 6 times (A4)	2	12.50%
7 or more times (A5)	4	25.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q2

Question 2 ☐ ☐☐ How do you rate the way you are treated by receptionists at your practice?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	3	18.75%
Good (A4)	8	50.00%
Very Good (A5)	1	6.25%
Excellent (A6)	4	25.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q3

Question 3 How do you rate the hours that your practice is open for for appointments?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	3	18.75%
Good (A4)	4	25.00%
Very Good (A5)	5	31.25%
Excellent (A6)	4	25.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q4

Question 4 What additional hours would you like the practice to be open?
(please select all that apply)

Answer	Count	Percentage
Early Morning (SQ001)	5	31.25%
Lunch Times (SQ002)	2	12.50%
Evenings (SQ003)	9	56.25%
Weekends (SQ004)	8	50.00%
None I am satisfied (SQ005)	1	6.25%



Field summary for Q5

Thinking of times when you want to see a particular doctor: Question 5
 How quickly do you usually get to see that doctor?

Answer	Count	Percentage
Same day (A1)	0	0.00%
Next working day (A2)	8	50.00%
Within 2 working days (A3)	8	50.00%
Within 3 working days (A4)	0	0.00%
Within 4 working days (A5)	0	0.00%
5 or more working days (A6)	0	0.00%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q6

Question 6 How do you rate this?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	1	6.25%
Fair (A3)	2	12.50%
Good (A4)	4	25.00%
Very Good (A5)	6	37.50%
Excellent (A6)	3	18.75%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q7

Thinking of times when you are willing to see any doctor: Question 7
How quickly do you usually get seen?

Answer	Count	Percentage
Same day (A1)	1	6.25%
Next working day (A2)	12	75.00%
Within 2 working days (A3)	0	0.00%
Within 3 working days (A4)	3	18.75%
Within 4 working days (A5)	0	0.00%
5 or more working days (A6)	0	0.00%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q8

Question 8 How do you rate this?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	1	6.25%
Good (A4)	6	37.50%
Very Good (A5)	5	31.25%
Excellent (A6)	4	25.00%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q9

Question 9 ¶ If you need to see a GP urgently, can you normally get seen on the same day?

Answer	Count	Percentage
Yes (A1)	13	81.25%
No (A2)	2	12.50%
Don't know/Never needed to (A3)	1	6.25%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q10

Question 10 ☐ ☐☐ How long do you usually have to wait at the practice for your consultations to begin?

Answer	Count	Percentage
5 minutes or less (A1)	1	6.25%
6-10 minutes (A2)	2	12.50%
11-20 minutes (A3)	12	75.00%
21-30 minutes (A4)	1	6.25%
More than 30 minutes (A5)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q11

Question 11 How do you rate this?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	1	6.25%
Fair (A3)	0	0.00%
Good (A4)	8	50.00%
Very Good (A5)	6	37.50%
Excellent (A6)	1	6.25%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q12

Thinking of times you have phoned the practice, how do you rate the following: Question 12 Ability to get through to the practice on the phone?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	3	18.75%
Good (A4)	8	50.00%
Very Good (A5)	4	25.00%
Excellent (A6)	1	6.25%
Don't know/never tried (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q13

Question 13 ☐ ☐☐ Ability to speak to a doctor on the phone when you have a question or need medical advice?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	2	12.50%
Fair (A3)	4	25.00%
Good (A4)	4	25.00%
Very Good (A5)	6	37.50%
Excellent (A6)	0	0.00%
Don't know/never tried (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q14

This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. []

[] Question 14 [] In general, how often do you see your usual doctor?

Answer	Count	Percentage
Always (A1)	1	6.25%
Almost always (A2)	3	18.75%
A lot of the time (A3)	5	31.25%
Some of the time (A4)	7	43.75%
Almost never (A5)	0	0.00%
Never (A6)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q15

Question 15 How do you rate this?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	3	18.75%
Good (A4)	7	43.75%
Very Good (A5)	5	31.25%
Excellent (A6)	1	6.25%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q16

Thinking about your most recent consultation with the doctor, how do you rate the following: Question 16 How thoroughly the doctor asked about your symptoms and how your feeling?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	2	12.50%
Good (A4)	5	31.25%
Very Good (A5)	8	50.00%
Excellent (A6)	1	6.25%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q17

Question 17 How well the doctor listened to what you had to say?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	0	0.00%
Good (A4)	1	6.25%
Very Good (A5)	14	87.50%
Excellent (A6)	1	6.25%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q18

Question 18 How well the doctor put you at ease during your physical examination?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	0	0.00%
Good (A4)	3	18.75%
Very Good (A5)	8	50.00%
Excellent (A6)	4	25.00%
Does not apply (A7)	1	6.25%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q19

Question 19 How much the doctor involved you in decisions about your care?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	1	6.25%
Good (A4)	0	0.00%
Very Good (A5)	8	50.00%
Excellent (A6)	7	43.75%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q20

Question 20 How well the doctor explained your problems or any treatment that you need?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	1	6.25%
Fair (A3)	0	0.00%
Good (A4)	1	6.25%
Very Good (A5)	10	62.50%
Excellent (A6)	4	25.00%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q21

Question 21 The amount of time your doctor spent with you?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	1	6.25%
Fair (A3)	0	0.00%
Good (A4)	6	37.50%
Very Good (A5)	4	25.00%
Excellent (A6)	5	31.25%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q22

Question 22 □ The doctor's patience with your questions or worries?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	1	6.25%
Good (A4)	3	18.75%
Very Good (A5)	4	25.00%
Excellent (A6)	8	50.00%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q23

Question 23 The doctor's caring and concern for you?

Answer	Count	Percentage
Very Poor (A1)	0	0.00%
Poor (A2)	0	0.00%
Fair (A3)	1	6.25%
Good (A4)	3	18.75%
Very Good (A5)	5	31.25%
Excellent (A6)	7	43.75%
Does not apply (A7)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q24

Question 24 After seeing the doctor today or at your last consultation do you feel... able to understand your problems(s) or illness?

Answer	Count	Percentage
Much more than before the visit (A1)	4	25.00%
A little more than before the visit (A2)	9	56.25%
The same or less than before the visit (A3)	3	18.75%
Does not apply (A4)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q25

Question 25 After seeing the doctor today or at your last consultation do you feel... able to cope with your problem(s) or illness?

Answer	Count	Percentage
Much more than before the visit (A1)	2	12.50%
A little more than before the visit (A2)	10	62.50%
The same or less than before the visit (A3)	3	18.75%
Does not apply (A4)	1	6.25%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q26

Question 26 After seeing the doctor today or at your last consultation do you feel... able to keep yourself healthy?

Answer	Count	Percentage
Much more than before the visit (A1)	3	18.75%
A little more than before the visit (A2)	8	50.00%
The same or less than before the visit (A3)	3	18.75%
Does not apply (A4)	2	12.50%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q27

Finally, it will help us to understand your answers if you could tell us a little about yourself: Question 27 Are you:

Answer	Count	Percentage
Female (F)	7	43.75%
Male (M)	9	56.25%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q28

Question 28 How old are you?

Calculation	Result
Count	16
Sum	727
Standard deviation	10.89
Average	45.44
Minimum	22
1st quartile (Q1)	34.75
2nd quartile (Median)	46
3rd quartile (Q3)	52.75
Maximum	61

Null values are ignored in calculations**Q1 and Q3 calculated using minitab method**



Field summary for Q29

Question 29 Do you have any long standing illness, disability or infirmity? By long standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time

Answer	Count	Percentage
Yes (Y)	8	50.00%
No (N)	8	50.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q30

Question 30 Which ethnic group do you belong to?

Answer	Count	Percentage
White (A1)	11	68.75%
Black or Black British (A2)	3	18.75%
Asian or Asian British (A3)	2	12.50%
Mixed (A4)	0	0.00%
Chinese (A5)	0	0.00%
Other enthic group (A6)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q31

Question 31 Is your accommodation:

Answer	Count	Percentage
Owner-occupied/mortgaged? (A1)	14	87.50%
Rented or other arrangements? (A2)	2	12.50%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q32

Question 32 Which of the following best describes you?

Answer	Count	Percentage
Employed (A1)	12	75.00%
Unemployed and looking for work (A2)	1	6.25%
At school or in full time education (A3)	0	0.00%
Unable to work due to long term sickness (A4)	0	0.00%
Looking after your home/family (A5)	0	0.00%
Retired from paid work (A6)	3	18.75%
Other (A7)	0	0.00%
Comments	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



Field summary for Q33

We are interested in any other comments you may have. Please write them here. Question 33 Is there anything particularly good about your health care?

Answer	Count	Percentage
Answer	7	43.75%
No answer	9	56.25%
Not completed or Not displayed	0	0.00%



Field summary for Q34

Question 34 Is there anything that could be improved?

Answer	Count	Percentage
Answer	9	56.25%
No answer	7	43.75%
Not completed or Not displayed	0	0.00%



Field summary for Q35

Question 35 Any other comments?

Answer	Count	Percentage
Answer	4	25.00%
No answer	12	75.00%
Not completed or Not displayed	0	0.00%