



Results

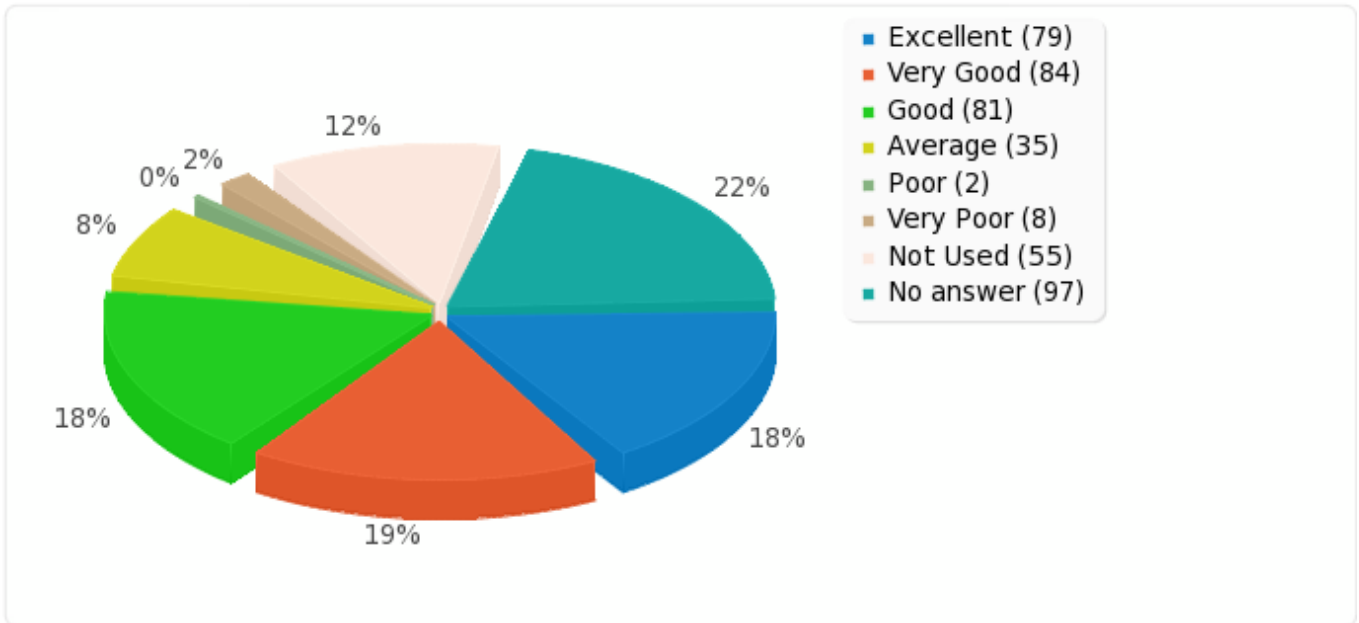
Survey 98138

| | |
|----------------------------------|---------|
| Number of records in this query: | 485 |
| Total records in survey: | 485 |
| Percentage of total: | 100.00% |



Field summary for 001(SQ001)

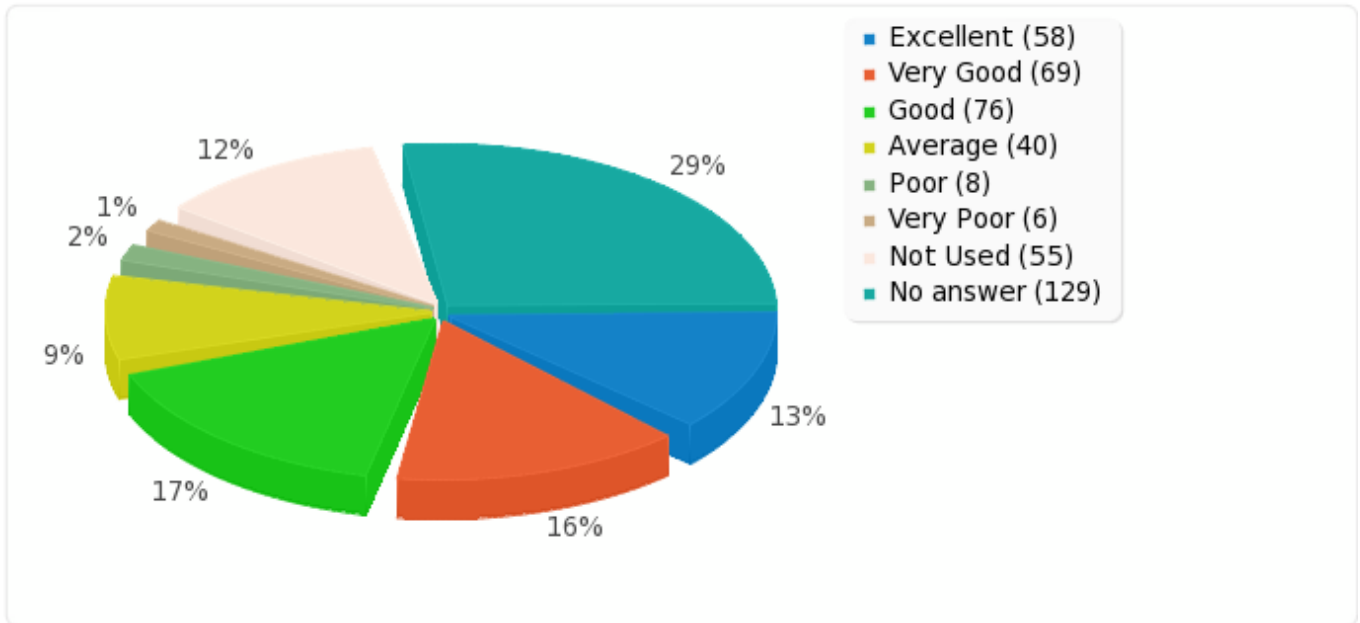
1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery?
[Website]





Field summary for 001(SQ002)

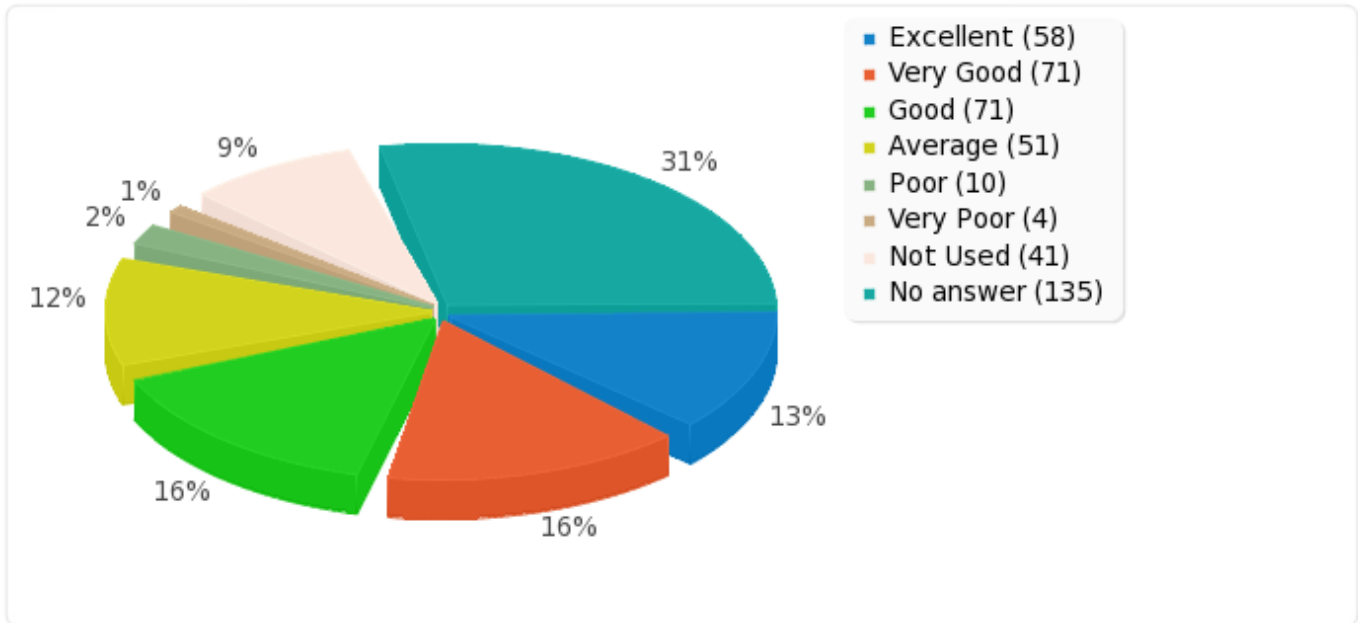
1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery?
[Leaflets]





Field summary for 001(SQ003)

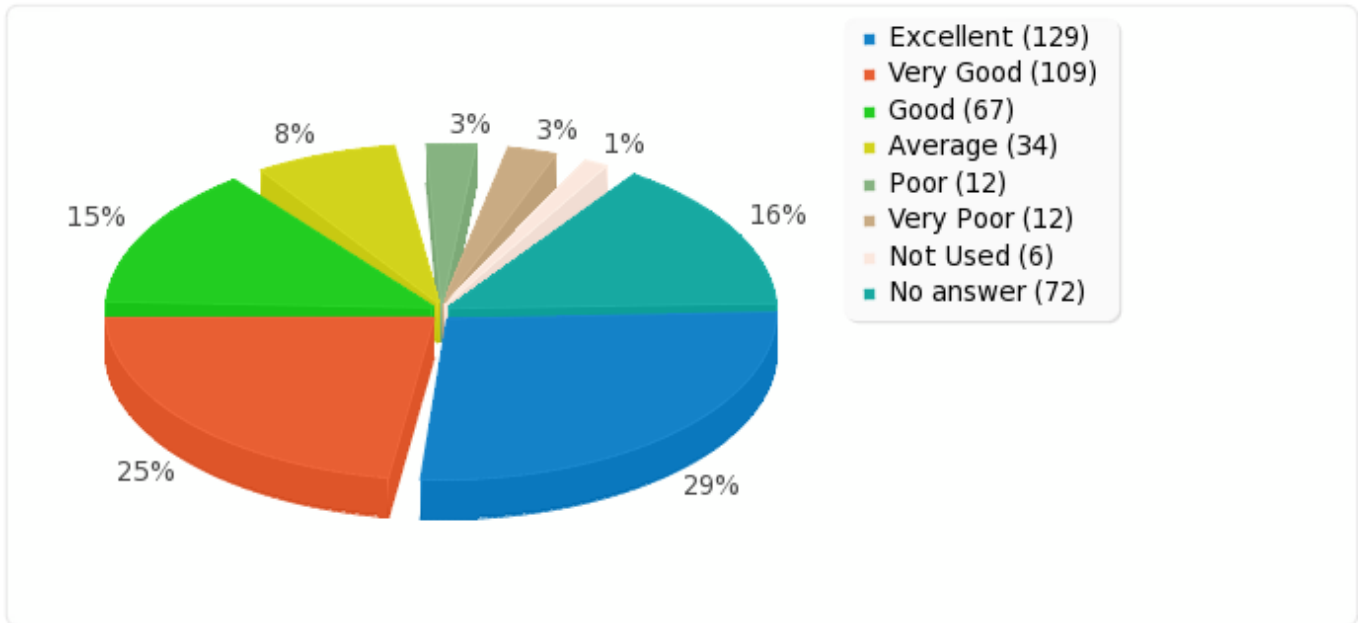
1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery?
[Posters]





Field summary for 001(SQ004)

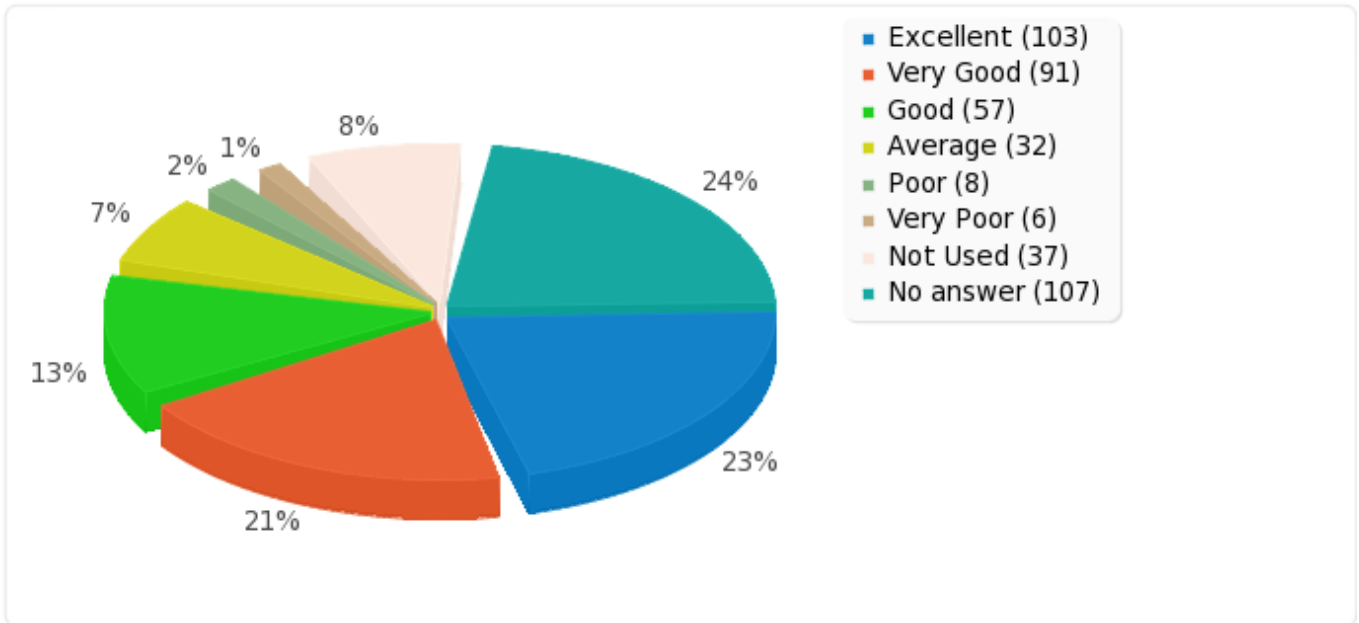
1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery?
[Reception Staff]





Field summary for 001(SQ005)

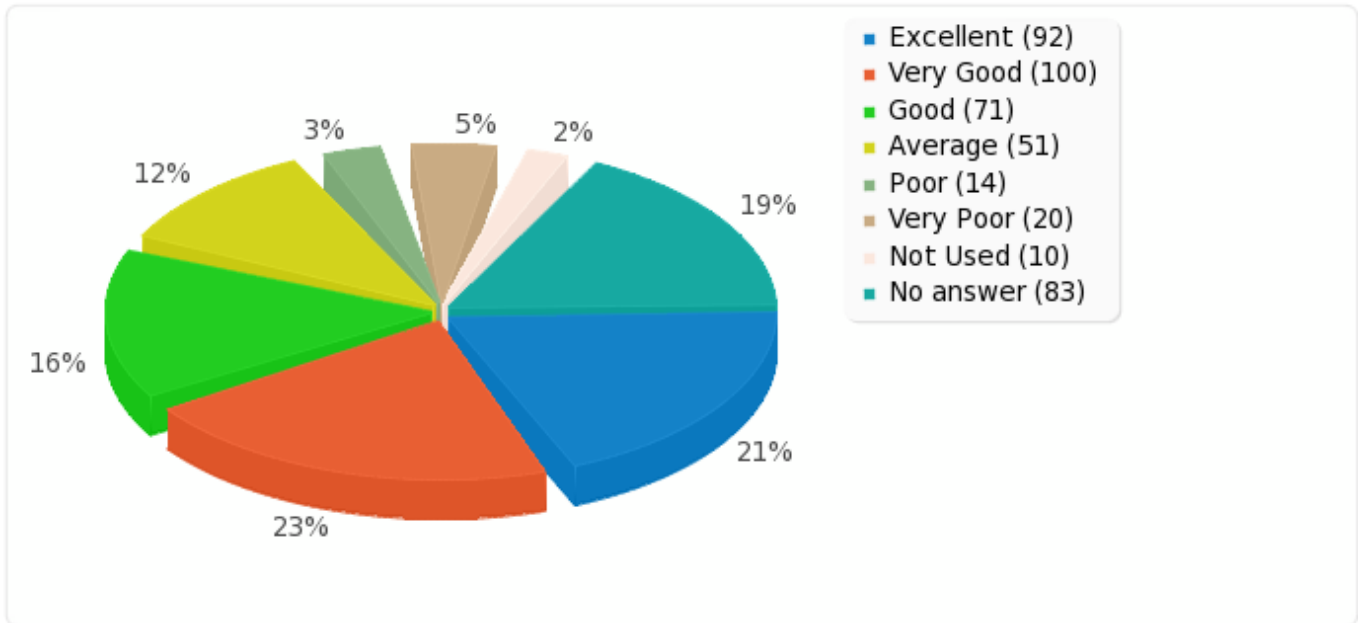
1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery?
[Texts to Mobile Phones]





Field summary for 001(SQ006)

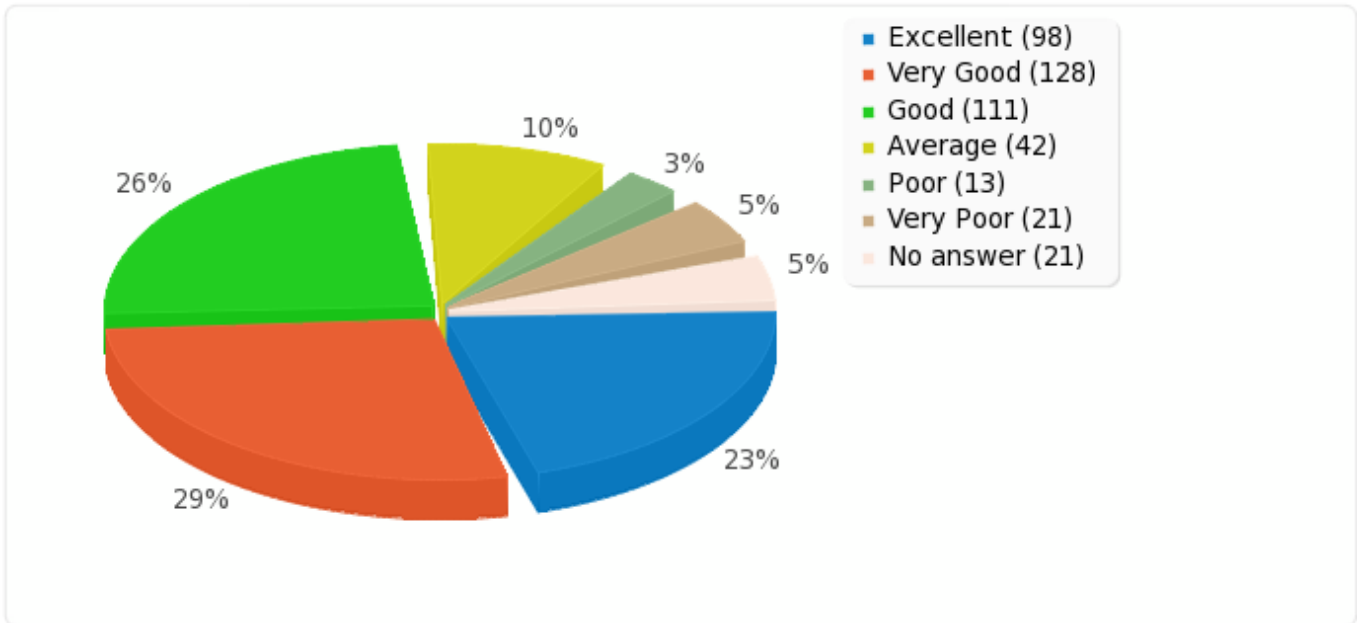
1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery?
[Telephone]





Field summary for 002

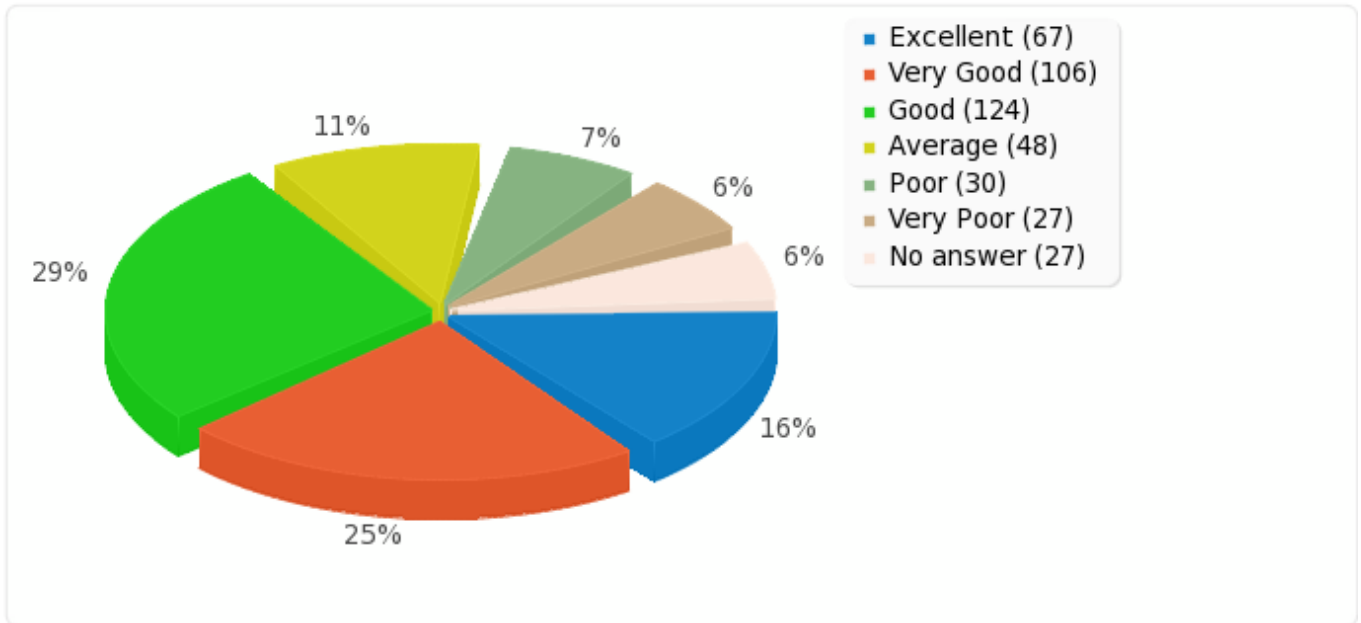
2. How good is our system for providing you with an appointment/telephone consultation on the same day with a clinician when you feel that you have an urgent problem?





Field summary for 003

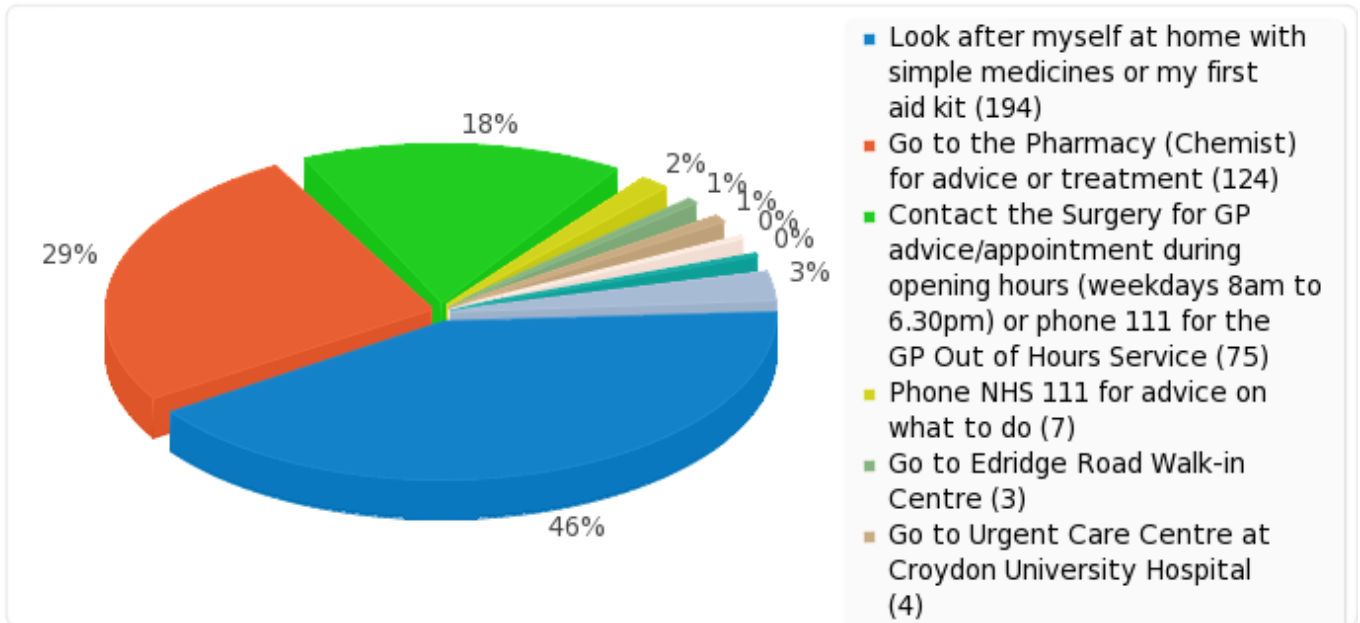
3. How good is our system for providing you with an appointment in advance with a clinician when you wish to book an appointment in the future?





Field summary for 004

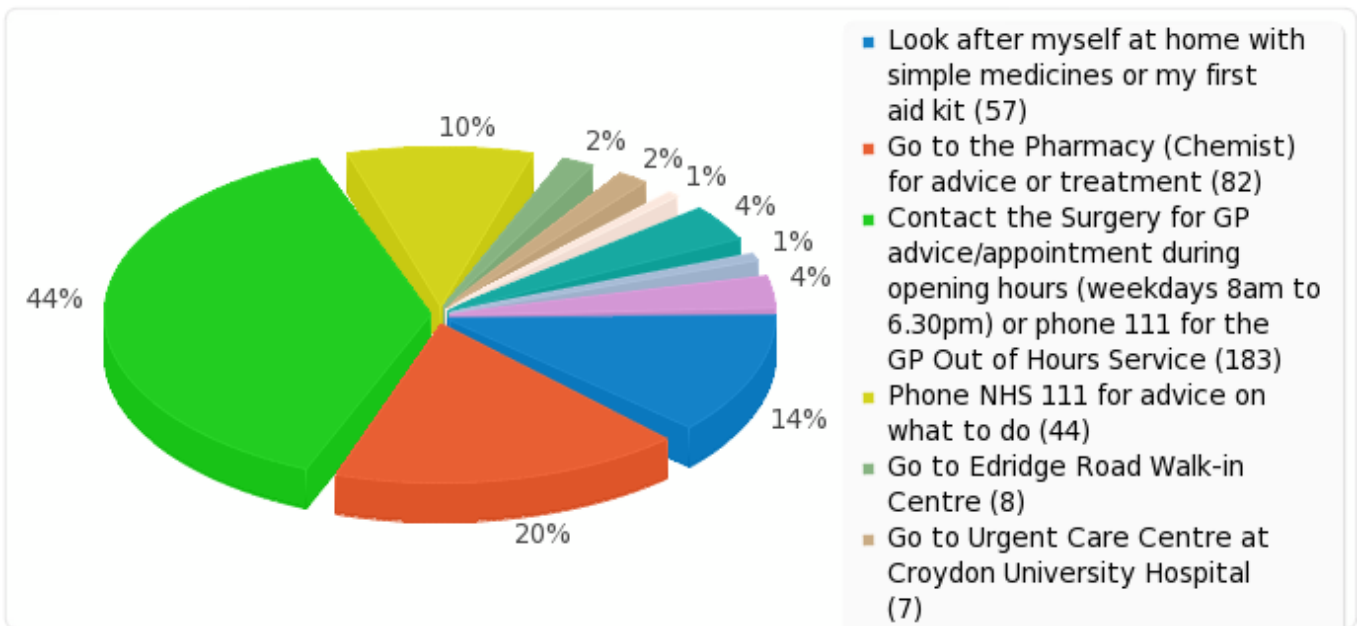
4. If you had a MINOR medical problem (e.g. Cough, cold, flu-like illness, verruca, itchy rash, thrush etc.) or a MINOR injury (e.g cut, bruise, sprain etc.) what would you usually do?





Field summary for 005

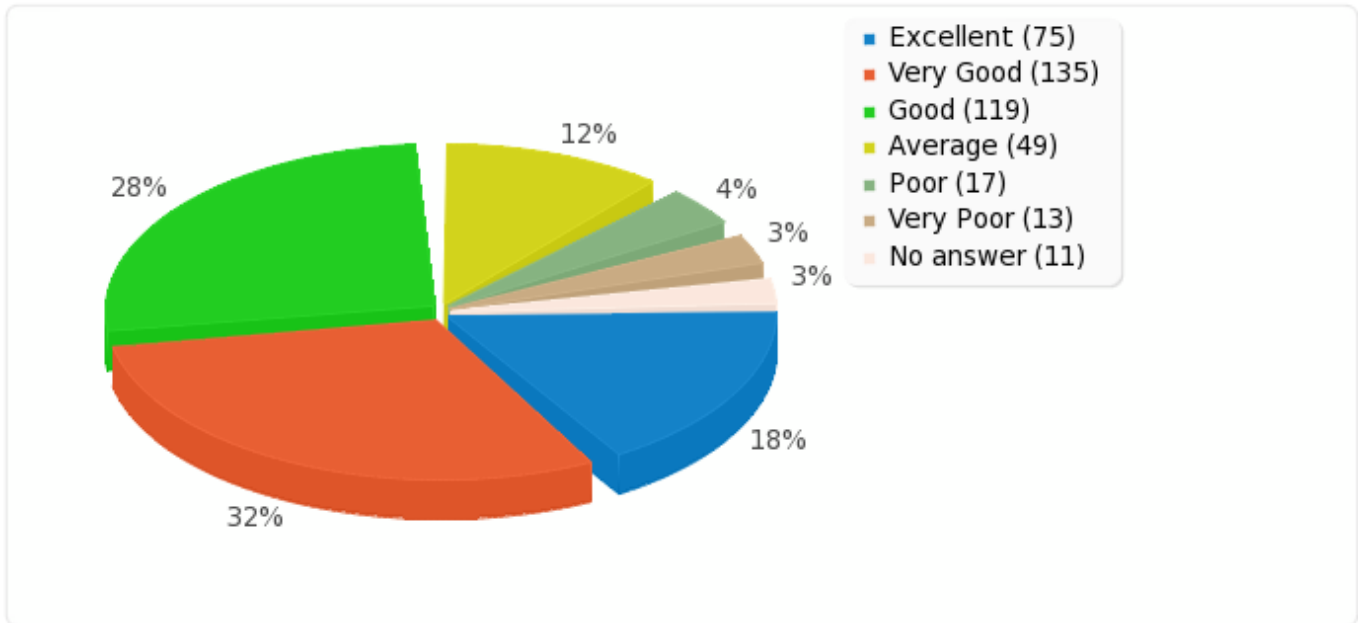
5. If you had an URGENT medical problem that is not life threatening and not a serious injury what would you usually do?





Field summary for 006

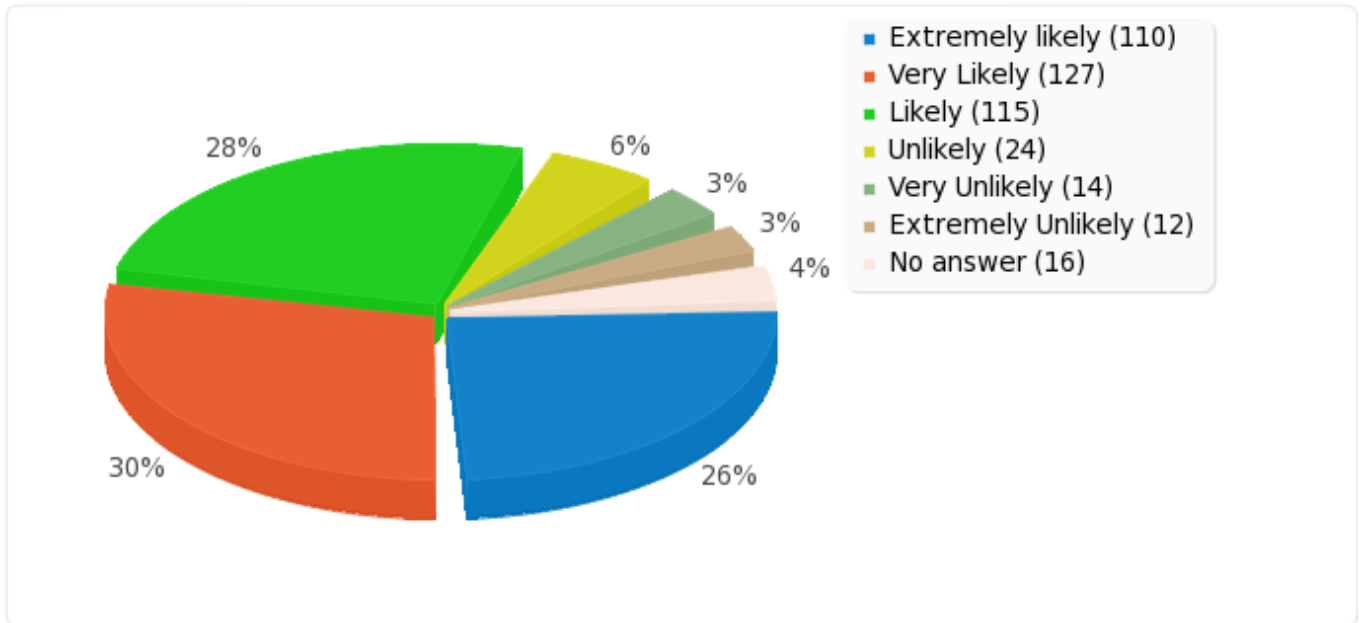
6. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?





Field summary for 007

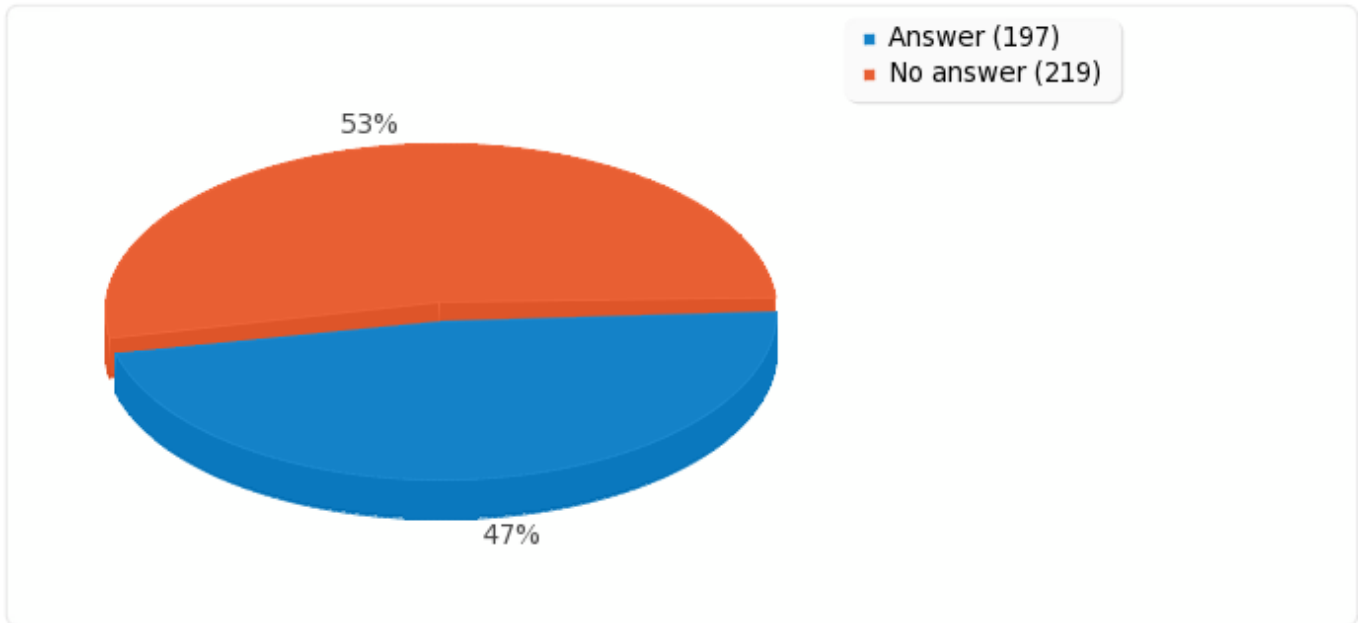
7. How likely are you to recommend the practice to friends and family?





Field summary for 008

8. Please use the box below for any additional comments (ie what have we done well that we can learn from and what have we not done well that we can learn from).

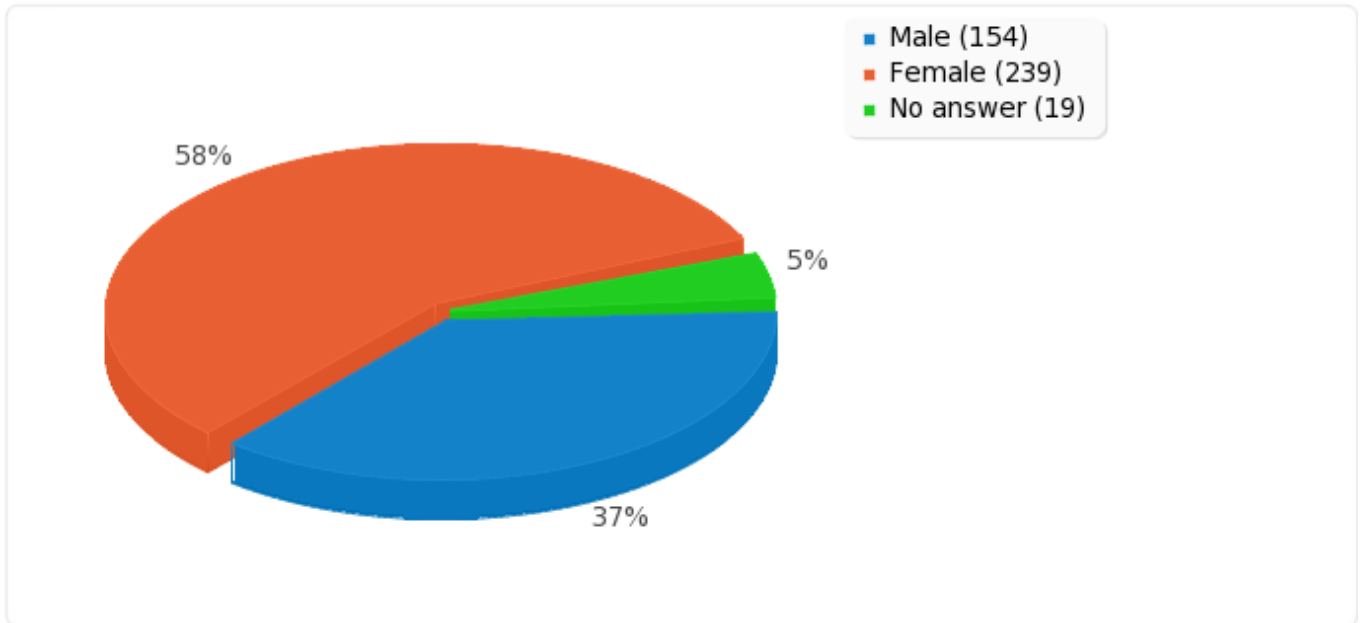




Field summary for 009

The following questions will help us to see how experiences vary between different groups of patients. We will keep your answers completely confidential.

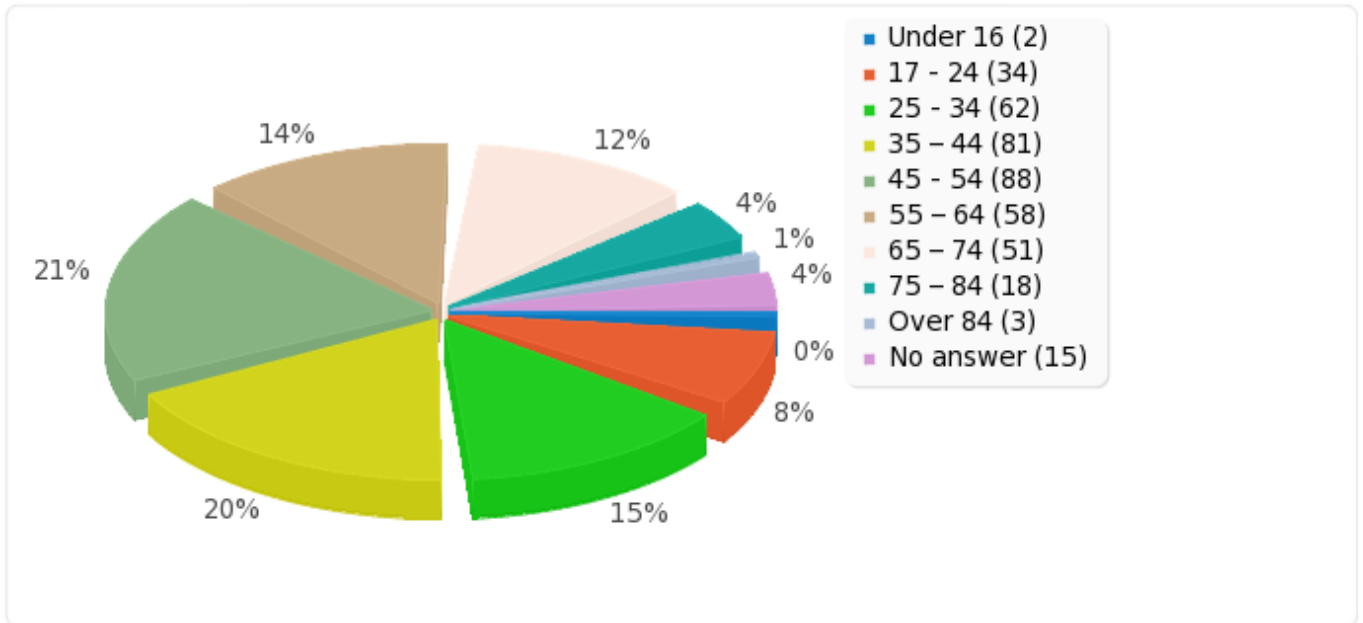
9. Gender:





Field summary for 010

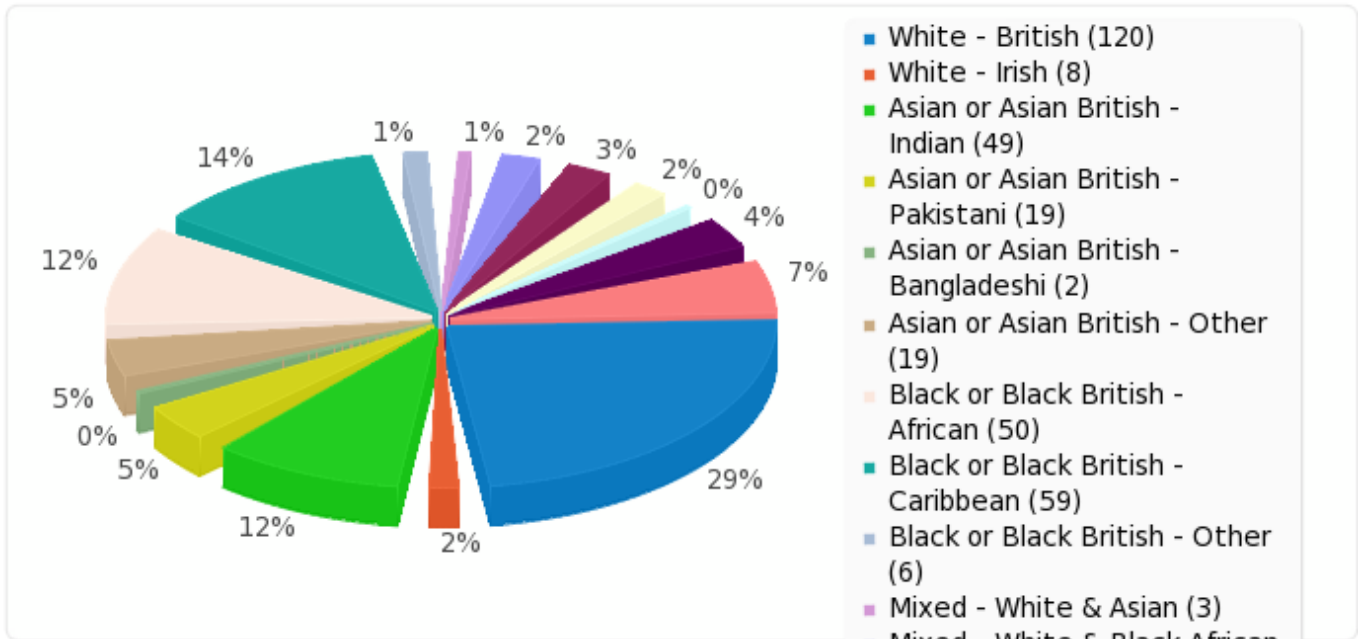
10. How old are you?





Field summary for 011

11. What is your ethnic group?





Field summary for 012

12. What is your first spoken language?

