

## Patient Survey Oct 2014

### Q1. How satisfied are you with the opening hours at the surgery ?

Very	73
Fairly	50
Neither satisfied nor dissatisfied	9
Quite dissatisfied	10
Very dissatisfied	0
Don't know opening	1

### Q2. How easy is it to book ahead for an appointment with the doctor ?

I Haven't tried	12
Very easy	37
Fairly easy	52
Not very easy	22
Not at all easy	19
No opinion/doesn't apply	1

### Q3 How long after your appointment time do you normally wait to be seen?

I am normally seen on time.	10
Less than 5 minutes	17
5 to 15 minutes	67
15-30 minutes	40
More than 30 minutes	8

### Q4. How easy is it to speak to your doctor on the telephone ?

I Haven't tried	58
Very easy	22
Fairly easy	52
Not very easy	10
Not at all easy	1
No opinion/doesn't apply	0

### Q5. How helpful do you find the ability to arrange a telephone consultation with your doctor

Very helpful	66
Fairly helpful	63
Not very helpful	11
Not at all helpful	1

### To help us analyse your answers please tell us a few things about yourself

Are you male	43
or female?	98

### What age are you?

Under 16	1
17-24	8
25-34	28
35-44	27
45-54	26
55-64	14
65-74	18
75-84	14
85+	4

**What is the ethnic background with which you most identify?**

White British	113
Mixed White & Black Caribbean	6
Mixed White & Black African	1
Mixed White & Black Asian	0
Indian	7
Pakistani	2
Bangladeshi	0
Black Caribbean	2
Black African	3
Chinese	0
Other	8

**How would you describe how often you come to the practice?**

Regularly	46
Occasionally	77
Very Rarely	19

**Please make any other suggestions to improve our service**

*Free text answers have been omitted*