






1. How easy do you find getting into the building at the surgery?

		Response Percent	Response Count
Very easy		92.3%	24
Fairly easy		7.7%	2
Not very easy		0.0%	0
Not at all easy		0.0%	0
		answered question	26
		skipped question	0

2. How clean is the surgery?

		Response Percent	Response Count
Very clean?		65.4%	17
Fairly clean		30.8%	8
Not very clean		3.8%	1
Not at all clean		0.0%	0
Don't know		0.0%	0
		answered question	26
		skipped question	0




3. In the reception area, can other patients overhear what you say to the receptionists?

		Response Percent	Response Count
Yes, bit i dont mind		57.7%	15
Yes, and i am not happy about it		30.8%	8
No, other patients cannot overhear		7.7%	2
Don't know		3.8%	1
answered question			26
skipped question			0




4. How helpful do you find the receptionists at the practice?

		Response Percent	Response Count
Very helpful		61.5%	16
Fairly helpful		30.8%	8
Not very helpful		3.8%	1
Not at all helpful		3.8%	1
Dont know		0.0%	0
answered question			26
skipped question			0



5. How do you normally book appointments at the surgery?

		Response Percent	Response Count
In person		20.0%	5
By phone		84.0%	21
Online		16.0%	4
Doesn't apply		0.0%	0
answered question			25
skipped question			1





6. If you need to see a GP urgently, can you normally get seen on the same day?

		Response Percent	Response Count
Yes		44.0%	11
No		24.0%	6
Don't know/never needed to		32.0%	8
answered question			25
skipped question			1


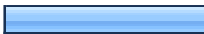



7. How important is it to you to be able to book appointments ahead of time

		Response Percent	Response Count
Important		96.0%	24
Not important		4.0%	1
answered question			25
skipped question			1

8. How easy is it to book ahead at Burgess Road?

		Response Percent	Response Count
Very easy		56.0%	14
Fairly easy		32.0%	8
Not very easy		4.0%	1
Not at all easy		0.0%	0
Don't know		0.0%	0
Haven't tried		8.0%	2
answered question			25
skipped question			1



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

		Response Percent	Response Count
Very satisfied		52.0%	13
Fairly satisfied		32.0%	8
Neither satisfied or dissatisfied		4.0%	1
Quite dissatisfied		8.0%	2
Very dissatisfied		0.0%	0
Don't know the opening hours		4.0%	1
answered question			25
skipped question			1





10. As far as you know, is the surgery open...

	Yes	No	Sometimes	Don't know	Response Count
Before 8am	32.0% (8)	24.0% (6)	8.0% (2)	36.0% (9)	25
At lunchtime	56.0% (14)	8.0% (2)	4.0% (1)	32.0% (8)	25
After 6.30pm	12.0% (3)	56.0% (14)	4.0% (1)	28.0% (7)	25
On Saturdays	48.0% (12)	32.0% (8)	8.0% (2)	12.0% (3)	25
On Sundays	0.0% (0)	96.0% (24)	0.0% (0)	4.0% (1)	25
answered question					25
skipped question					1


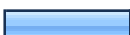

11. Would you like the surgery to open at additional times?

		Response Percent	Response Count
Yes		48.0%	12
No		52.0%	13
	If so when?		12
answered question			25
skipped question			1

12. How well do we understand your health problems?

		Response Percent	Response Count
Very well		68.0%	17
Unsure		12.0%	3
Not very well		16.0%	4
Don't know		4.0%	1
answered question			25
skipped question			1

13. How well do we cope with your health problems?

		Response Percent	Response Count
Very well		64.0%	16
Unsure		12.0%	3
Not very well		20.0%	5
Don't know		4.0%	1
answered question			25
skipped question			1






14. The last time you saw a doctor, how good were they at each of the following...

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Response Count
Giving you enough time	44.0% (11)	32.0% (8)	12.0% (3)	0.0% (0)	8.0% (2)	4.0% (1)	25
Asking about your symptoms	36.0% (9)	40.0% (10)	8.0% (2)	4.0% (1)	8.0% (2)	4.0% (1)	25
Listening	36.0% (9)	40.0% (10)	8.0% (2)	4.0% (1)	4.0% (1)	8.0% (2)	25
Explaining tests and treatments	36.0% (9)	24.0% (6)	20.0% (5)	4.0% (1)	4.0% (1)	12.0% (3)	25
Involving you in decisions about your care	40.0% (10)	36.0% (9)	12.0% (3)	4.0% (1)	0.0% (0)	8.0% (2)	25
treating you with care and concern	44.0% (11)	40.0% (10)	4.0% (1)	4.0% (1)	4.0% (1)	4.0% (1)	25
Taking your problems seriously	44.0% (11)	36.0% (9)	8.0% (2)	4.0% (1)	4.0% (1)	4.0% (1)	25
answered question							25
skipped question							1






15. Did you have confidence and trust in the doctor you saw?

		Response Percent	Response Count
Yes, definately		68.0%	17
Yes, to some extent		24.0%	6
No, not at all		4.0%	1
Dont know		4.0%	1
answered question			25
skipped question			1





16. In general, how satisfied are you with the care you get at Burgess road surgery?

		Response Percent	Response Count
Very		66.7%	16
Fairly		20.8%	5
Neither satisfied or dissatisfied		4.2%	1
Quite dissatisfied		4.2%	1
Very dissatisfied		4.2%	1
answered question			24
skipped question			2

17. How would you rate the care you recieved?

		Response Percent	Response Count
Excellent		45.8%	11
Very good		29.2%	7
Good		16.7%	4
Fair		4.2%	1
Poor		4.2%	1
answered question			24
skipped question			2

18. Would you recommend the surgery to someone who has just moved to the local area?

		Response Percent	Response Count
Yes		79.2%	19
Might		8.3%	2
Not sure		4.2%	1
Probably not		0.0%	0
Definatly not		8.3%	2
Dont know		0.0%	0
	Why?		15
	answered question		24
	skipped question		2



19. In your opinion, which issues are a priority for Burgess Road Surgery?

	Response Count
	24
answered question	24
skipped question	2







20. Is there anything you would like to add to or change about the surgery?

	Response Count
	21
answered question	21
skipped question	5






21. Are you male or female?

		Response Percent	Response Count
Male		26.1%	6
Female		73.9%	17
answered question			23
skipped question			3




22. How old are you?

		Response Percent	Response Count
Under 18		0.0%	0
18-24		8.3%	2
25-34		29.2%	7
35-44		29.2%	7
45-54		20.8%	5
55-64		4.2%	1
65-74		8.3%	2
75-84		0.0%	0
85 and over		0.0%	0
answered question			24
skipped question			2

23. Which of these BEST describes what you are doing at present?

		Response Percent	Response Count
Full time paid work (30 hours or more per week)		54.2%	13
Part time paid work (under 30 hours per week)		12.5%	3
Full time education (school, college, university)		12.5%	3
Unemployed		0.0%	0
Permanently sick or disabled		0.0%	0
Fully retired from work		8.3%	2
Looking after the home		20.8%	5
	Other (please specify)		2
		answered question	24
		skipped question	2

24. What is your ethnic group?

		Response Percent	Response Count
White british		83.3%	20
White irish		0.0%	0
Other white		4.2%	1
White & black caribbean		0.0%	0
White & black african		0.0%	0
White & Asian		0.0%	0
Other mixed background		0.0%	0
Asian or British asian		0.0%	0
Indian		0.0%	0
Pakistani		0.0%	0
Bangladeshi		0.0%	0
Other asian background		0.0%	0
Black or black british		12.5%	3
African		0.0%	0
Other black background		0.0%	0
Chinese		0.0%	0
	Other (please specify)		0
answered question			24
skipped question			2

Page 2, Q11. Would you like the surgery to open at additional times?

1	after 6:30pm	Oct 25, 2011 9:50 AM
2	saturday, if not already	Oct 21, 2011 10:30 PM
3	Saturday	Oct 21, 2011 6:48 PM
4	I would just like to be able to see my doctor without having to book time off work.	Oct 19, 2011 11:58 AM
5	Saturdays as husband works full time	Oct 15, 2011 6:18 PM
6	From 7am, three days a week.	Sep 22, 2011 9:44 PM
7	later in evening and on saturday, although people at the surgery do need a break from work	Sep 21, 2011 8:47 AM
8	sundays and Saturday limited hours	Sep 20, 2011 10:22 PM
9	lunch time	Sep 20, 2011 4:07 PM
10	on the occasional, sunday	Sep 20, 2011 9:22 AM
11	After 6.30 on weekday evenings.	Sep 19, 2011 7:06 PM
12	all day saturday	Sep 19, 2011 12:38 PM

Page 4, Q18. Would you recommend the surgery to someone who has just moved to the local area?

1	because i myself just moved to the area few months ago and i was happy with the care i recieved.	Oct 25, 2011 9:54 AM
2	It's local, and not a bad place	Oct 21, 2011 10:34 PM
3	I am wholly dissatisfied with the treatment I received from my doctor. I have had a chronic condition which has not been taken seriously nor treated with compassion. I have had to chase up every step of the referral process as I have no trust in my doctor.	Oct 21, 2011 11:09 AM
4	For all the above reasons,especially as you nearly always see your own Doctor	Oct 21, 2011 9:20 AM
5	Easyt og et appts, nice docs	Oct 15, 2011 6:19 PM
6	Because I trust the doctors and nurses.	Oct 5, 2011 3:11 PM
7	Because of my positive experience	Sep 29, 2011 8:41 AM
8	.	Sep 25, 2011 9:35 AM
9	becuase i feel that it is an excellent surgery	Sep 21, 2011 8:56 AM
10	Quick appointment times	Sep 20, 2011 1:19 PM
11	Ease of access, moderate waiting time	Sep 20, 2011 6:46 AM
12	The doctors dont seem to have time to listern	Sep 19, 2011 8:32 PM
13	Good surgery - list still open	Sep 19, 2011 7:10 PM
14	Easy to obtain an appointment when you need one	Sep 19, 2011 6:35 PM
15	I trust their expertise	Sep 19, 2011 12:44 PM

Page 4, Q19. In your opinion, which issues are a priority for Burgess Road Surgery?

1	none at the moment	Oct 25, 2011 9:54 AM
2	Unsure	Oct 21, 2011 10:34 PM
3	Don't know	Oct 21, 2011 6:50 PM
4	Patient care. I believe the doctor in question does nothing more than the bare minimum.	Oct 21, 2011 11:09 AM
5	Being able to see your own Doctor when possible.	Oct 21, 2011 9:20 AM
6	None	Oct 15, 2011 6:19 PM
7	General health of the local population - in terms of prevention of long-term disease (smoking, diet, exercise, etc.)	Oct 5, 2011 3:11 PM
8	Patient care and wellbeing	Sep 29, 2011 8:41 AM
9	.	Sep 25, 2011 9:35 AM
10	Ability to see Doctor at short notice, not having to wait two or three days before appointment is available. Slightly longer hours for those poeple who work.	Sep 22, 2011 9:49 PM
11	i think the electronic touchpad signing in system is a mistake as surely if people are ill this makes a touchpad a deposit for all sorts of viruses and bacteria? if this is not the case, then this could be explained. i always talk to the receptionist so i do not have to touch it.	Sep 21, 2011 8:56 AM
12	Cleanliness, Reception area Staff should be balanced age. Not just the olds. How can the young feel comfortable discussing problems with their Granny's/Mum's age?	Sep 20, 2011 10:26 PM
13	Parking. Manual doors are no good for push chairs or wheel chairs. Access to the toilets. A water machine would be good, a cup of water can be handy when feeling unwell.	Sep 20, 2011 4:11 PM
14	N/A	Sep 20, 2011 1:19 PM
15	urgent , issues can be seen promptly	Sep 20, 2011 9:26 AM
16	Dont know	Sep 20, 2011 6:46 AM
17	none	Sep 19, 2011 10:08 PM
18	registering students and polish	Sep 19, 2011 8:32 PM
19	Don't know	Sep 19, 2011 7:10 PM
20	The patients should be the priority and their health	Sep 19, 2011 6:35 PM
21	I don't know, I haven't been to the surgery after registering	Sep 19, 2011 4:26 PM
22	Same day appointments would be goodNo	Sep 19, 2011 3:29 PM
23	alcoholism	Sep 19, 2011 1:27 PM
24	I would like the doctors to come out and call you in by name, not over the	Sep 19, 2011 12:44 PM

Page 4, Q19. In your opinion, which issues are a priority for Burgess Road Surgery?

loudspeakers which is not always easy to hear.

Page 4, Q20. Is there anything you would like to add to or change about the surgery?

1	none	Oct 25, 2011 9:54 AM
2	The speaker system to call patients to doctors rooms. It's not a clear sound and you sometimes can't hear what room you have to go to. Also it's more personable if the doctors comes out to greet you and call you in.	Oct 21, 2011 10:34 PM
3	Not really	Oct 21, 2011 6:50 PM
4	Nothing springs to mind at present.	Oct 21, 2011 9:20 AM
5	Saturday hours	Oct 15, 2011 6:19 PM
6	Have the gardeners in more often, especially the hedge along Tulip Road - a minor point, I know!	Oct 5, 2011 3:11 PM
7	No	Sep 29, 2011 8:41 AM
8	.	Sep 25, 2011 9:35 AM
9	The PA system. It is of poor sound quality, making it difficult to hear your name. Then there is a bang or click as the doctor either places the microphone on the table or releases a button.	Sep 22, 2011 9:49 PM
10	perhaps have all automatic doors to get into the surgery so handles are not touched. i would also suggest some inside toilets for patients - the outside ones are not overly pleasant and you have to ask for a key.	Sep 21, 2011 8:56 AM
11	More hours	Sep 20, 2011 10:26 PM
12	Ask if its essential to see a dr when an appt is requested, if its not offer for the dr to call and discuss whats wrong to offer advice, this saves time for dr and patient, thus openinh up appts for those needing them.	Sep 20, 2011 4:11 PM
13	No - you care for me and meet my needs extremely well. Thank you!	Sep 20, 2011 1:19 PM
14	more parking , its a big problem parking in the area, , the surgery its self , is second to none , i cant fault it at all , SOME staff are very courteous , polite , , thank you for a caring doctors surgery ,	Sep 20, 2011 9:26 AM
15	No works fine for me	Sep 20, 2011 6:46 AM
16	no	Sep 19, 2011 10:08 PM
17	yes that the gp actually took your health complaint seriously instead of having to self diagnose my families problems	Sep 19, 2011 8:32 PM
18	Nothing in particular	Sep 19, 2011 4:26 PM
19	No	Sep 19, 2011 3:29 PM
20	a call screen in the waiting room for patients instead of being called by tannoy	Sep 19, 2011 1:27 PM
21	A private appointment room notice displayed if you don't want people to hear what you're saying.	Sep 19, 2011 12:44 PM

Page 5, Q23. Which of these BEST describes what you are doing at present?

1	carer for wife ,	Sep 20, 2011 9:27 AM
2	carer for my husband full time	Sep 19, 2011 12:44 PM