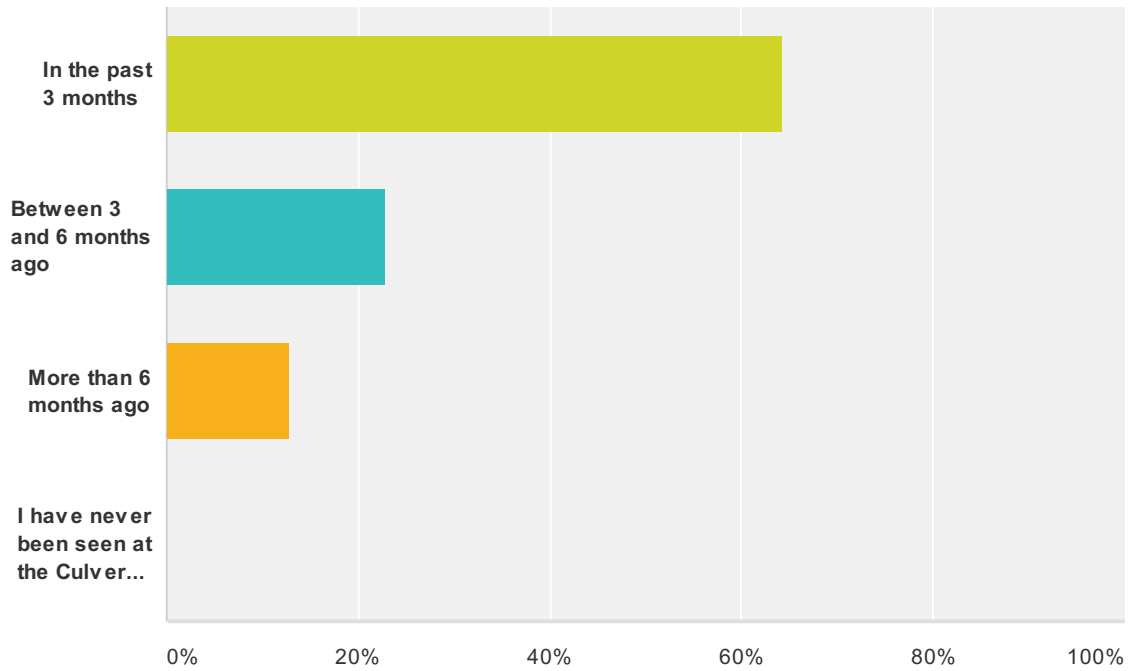


## Q1 When did you last see a Doctor at the Culverhay Surgery?

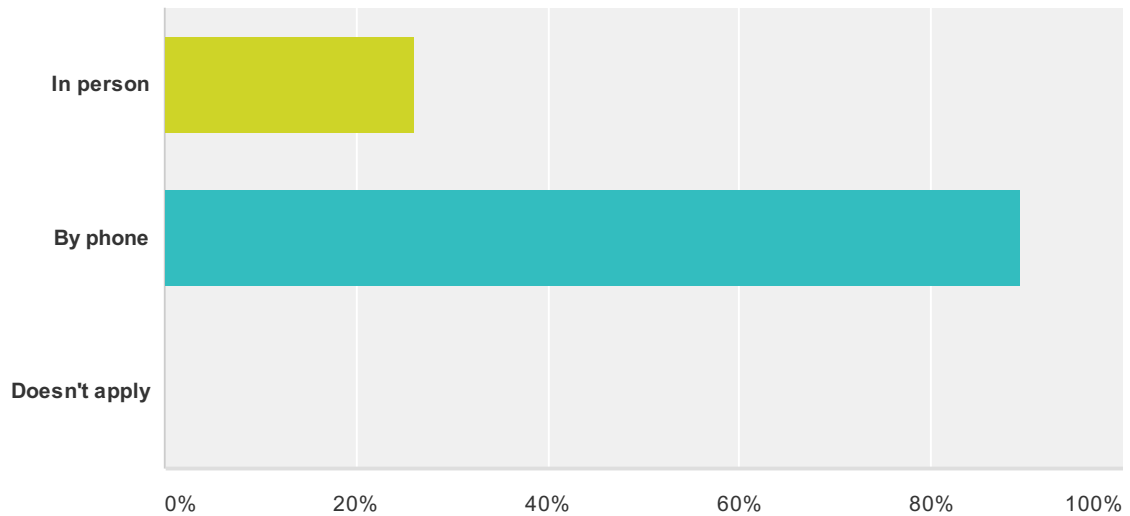
Answered: 171 Skipped: 0



Answer Choices	Responses	
In the past 3 months	64.33%	110
Between 3 and 6 months ago	22.81%	39
More than 6 months ago	12.87%	22
I have never been seen at the Culverhay Surgery	0%	0
<b>Total</b>		<b>171</b>

## Q2 How do you normally book your appointment to see a Doctor or Nurse at the Culverhay Surgery?

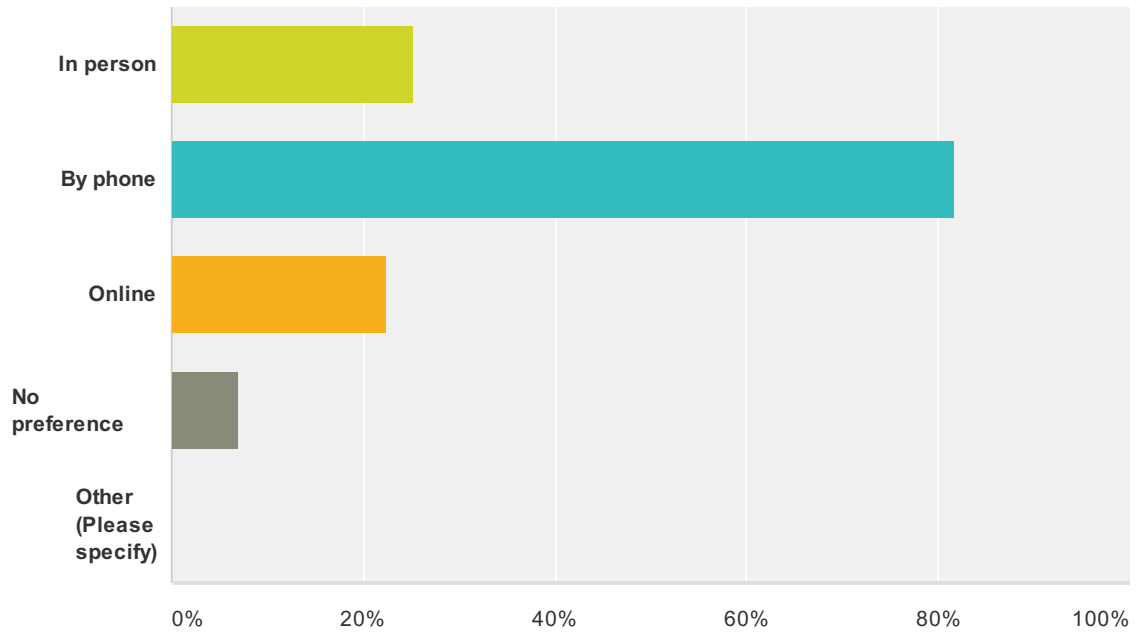
Answered: 169 Skipped: 2



Answer Choices	Responses
In person	26.04% 44
By phone	89.35% 151
Doesn't apply	0% 0
<b>Total Respondents: 169</b>	

### Q3 Which of the following methods would you prefer to use to book an appointment?

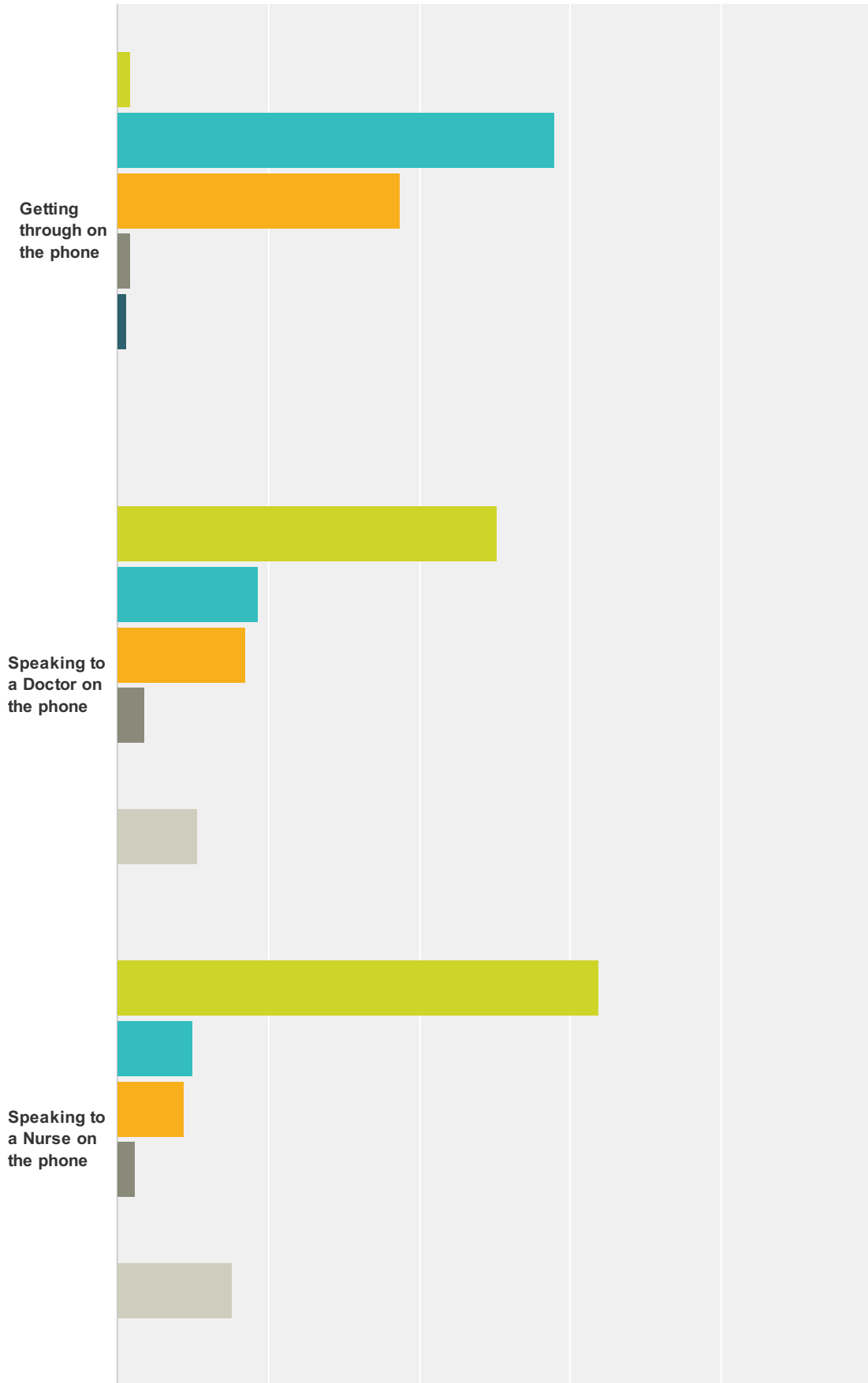
Answered: 170 Skipped: 1



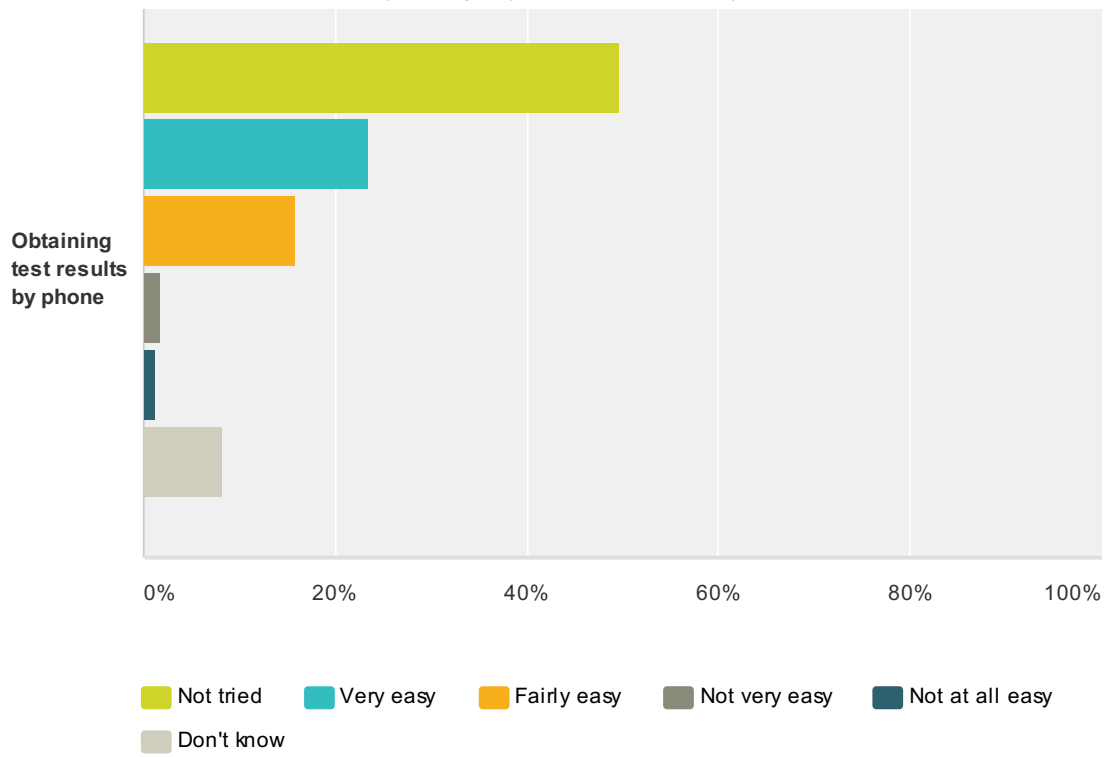
Answer Choices	Responses
In person	25.29% 43
By phone	81.76% 139
Online	22.35% 38
No preference	7.06% 12
Other (Please specify)	0% 0
<b>Total Respondents: 170</b>	

### Q4 In the past 6 months how easy have you found the following?

Answered: 171 Skipped: 0



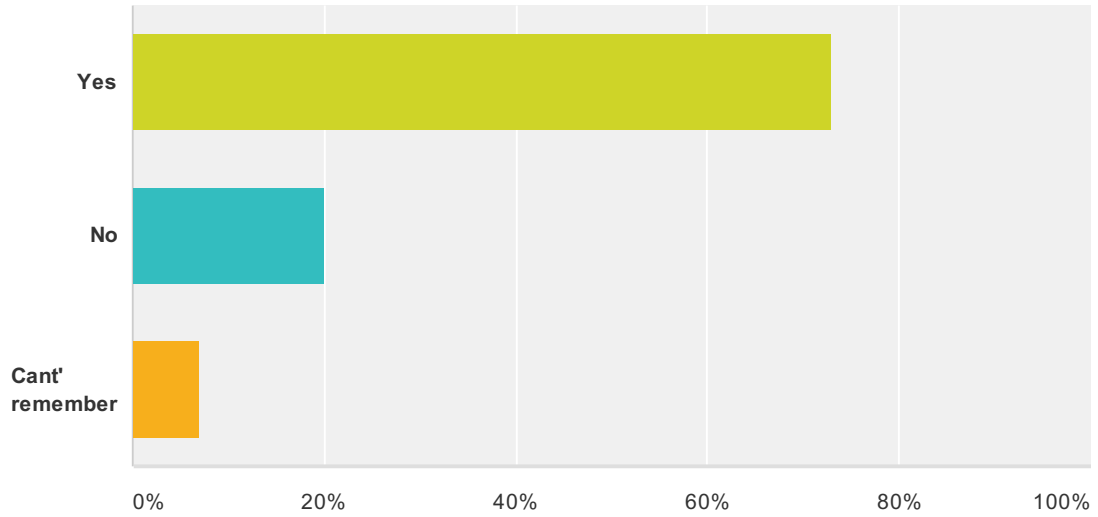
# The Culverhay Surgery Patient Survey 2013/14



	Not tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total
Getting through on the phone	1.75% 3	57.89% 99	37.43% 64	1.75% 3	1.17% 2	0% 0	171
Speaking to a Doctor on the phone	50.29% 86	18.71% 32	16.96% 29	3.51% 6	0% 0	10.53% 18	171
Speaking to a Nurse on the phone	63.74% 109	9.94% 17	8.77% 15	2.34% 4	0% 0	15.20% 26	171
Obtaining test results by phone	49.71% 85	23.39% 40	15.79% 27	1.75% 3	1.17% 2	8.19% 14	171

**Q5 Think about the last time you tried to see a Doctor fairly quickly. Were you able to see a Doctor on the same day or in the next two working days?**

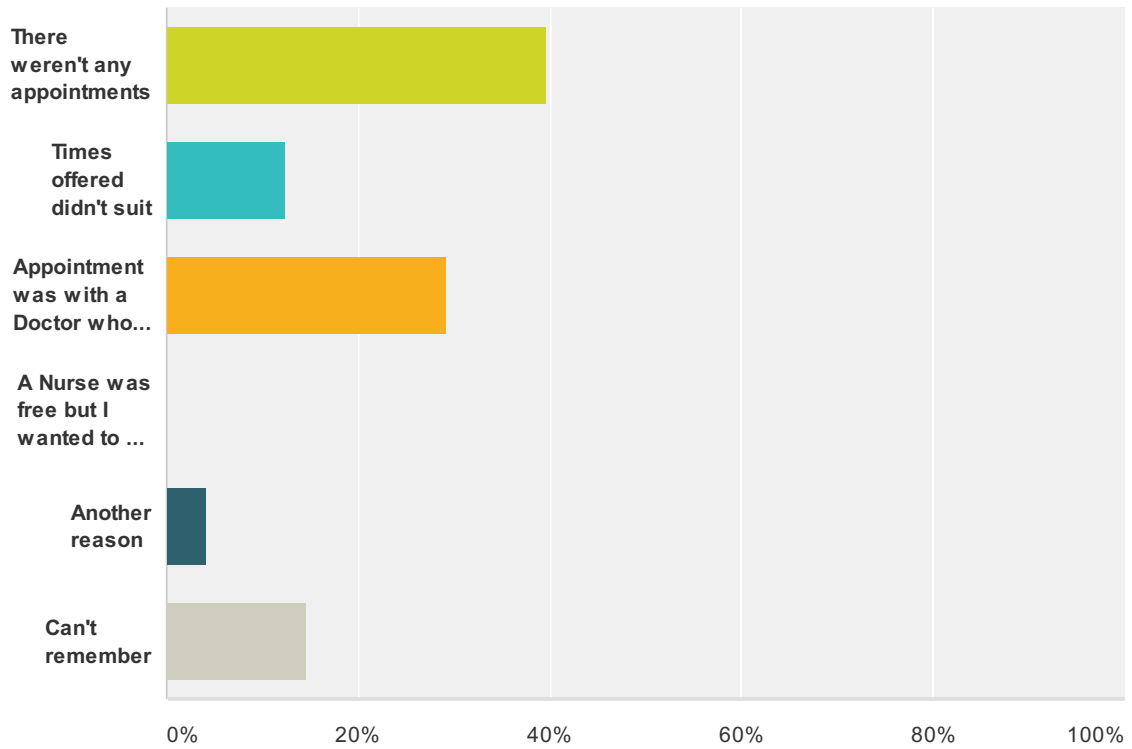
Answered: 170 Skipped: 1



Answer Choices	Responses	
Yes	72.94%	124
No	20%	34
Cant' remember	7.06%	12
<b>Total</b>		<b>170</b>

### Q6 If you could not be seen during the next 2 working days that the Culverhay Surgery was open, the reason for this was?

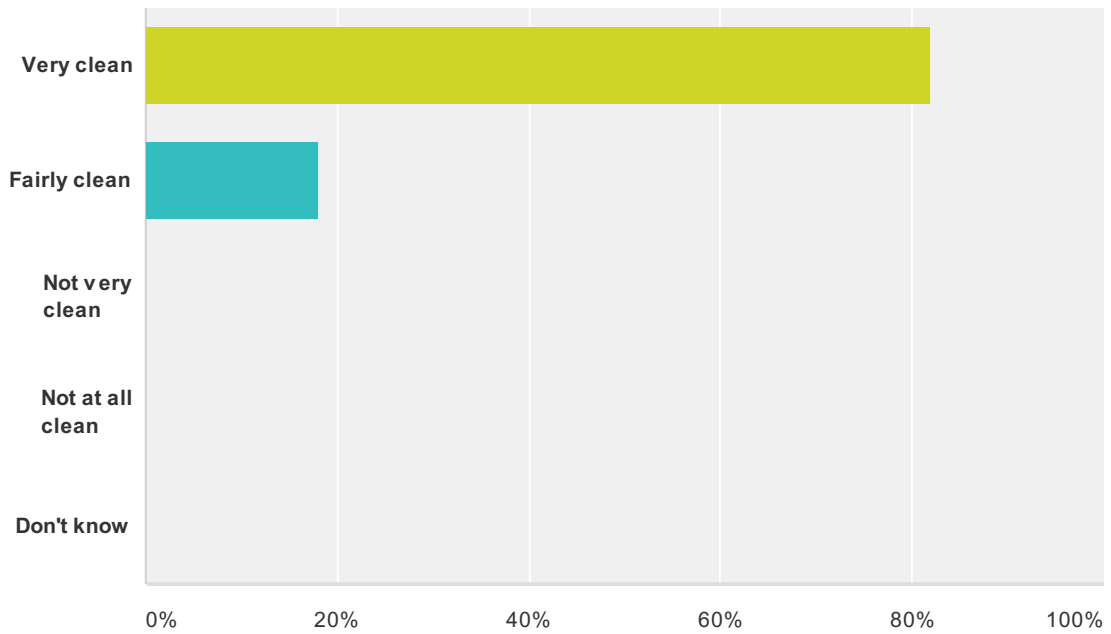
Answered: 48 Skipped: 123



Answer Choices	Responses	
There weren't any appointments	39.58%	19
Times offered didn't suit	12.50%	6
Appointment was with a Doctor who I didn't want to see	29.17%	14
A Nurse was free but I wanted to see a Doctor	0%	0
Another reason	4.17%	2
Can't remember	14.58%	7
<b>Total</b>		<b>48</b>

### Q7 How clean do you find the surgery?

Answered: 171 Skipped: 0

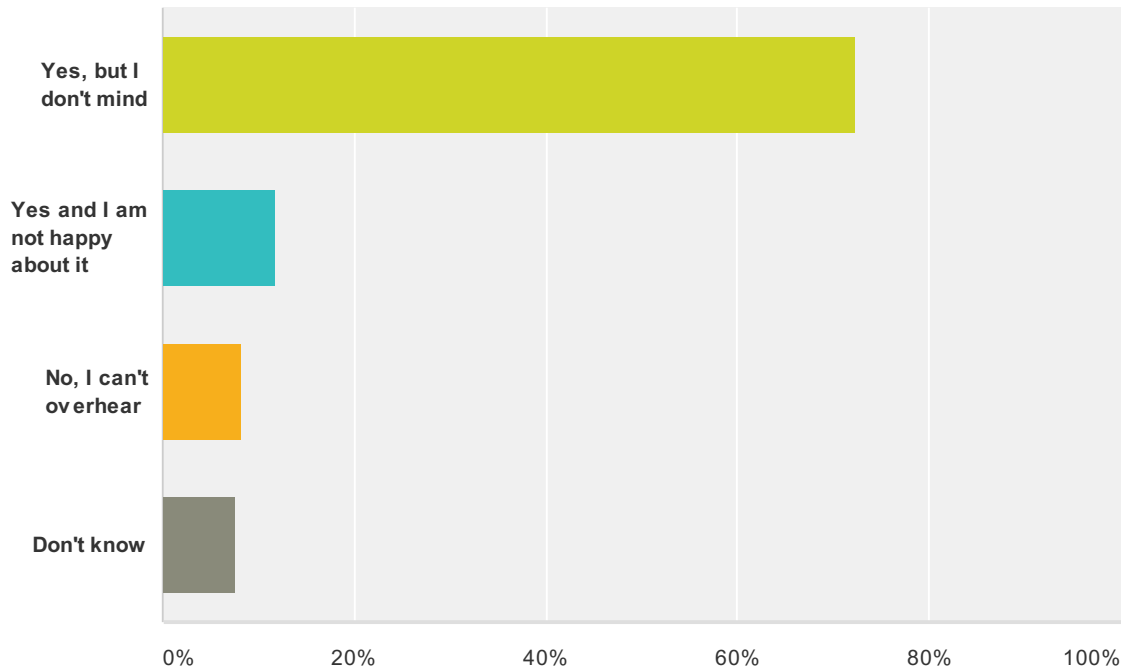


Answer Choices	Responses
Very clean	81.87% 140
Fairly clean	18.13% 31
Not very clean	0% 0
Not at all clean	0% 0
Don't know	0% 0
<b>Total</b>	<b>171</b>



### Q8 Whilst sitting in the waiting room can you overhear what is being said to patients at the reception desk?

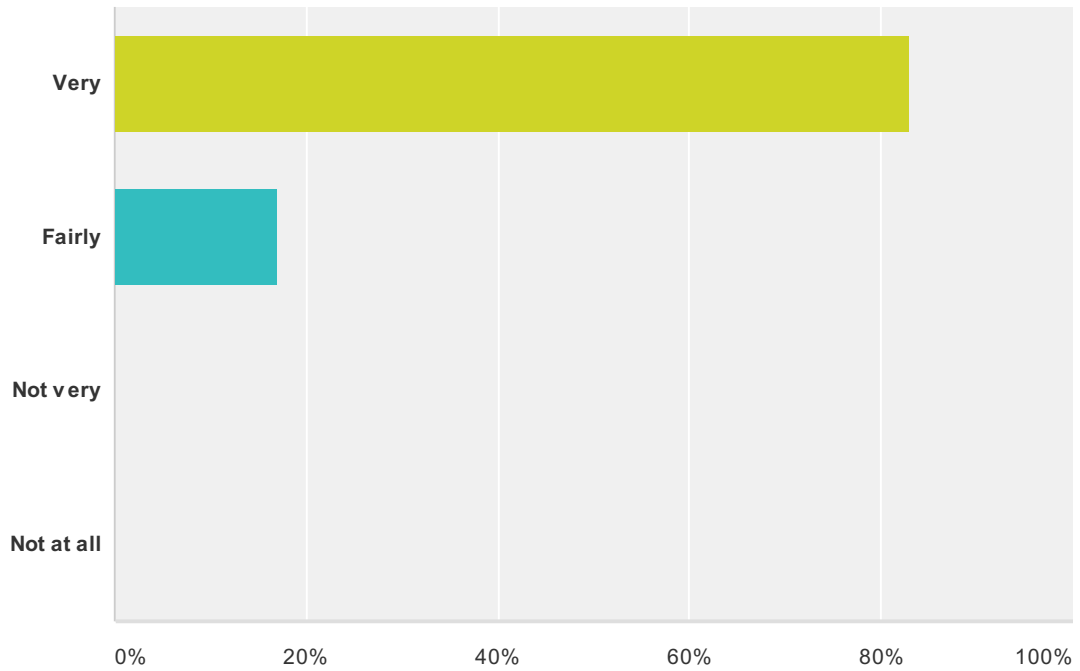
Answered: 170 Skipped: 1



Answer Choices	Responses
Yes, but I don't mind	72.35% 123
Yes and I am not happy about it	11.76% 20
No, I can't overhear	8.24% 14
Don't know	7.65% 13
<b>Total</b>	<b>170</b>

### Q9 How helpful do you find the receptionists at the surgery?

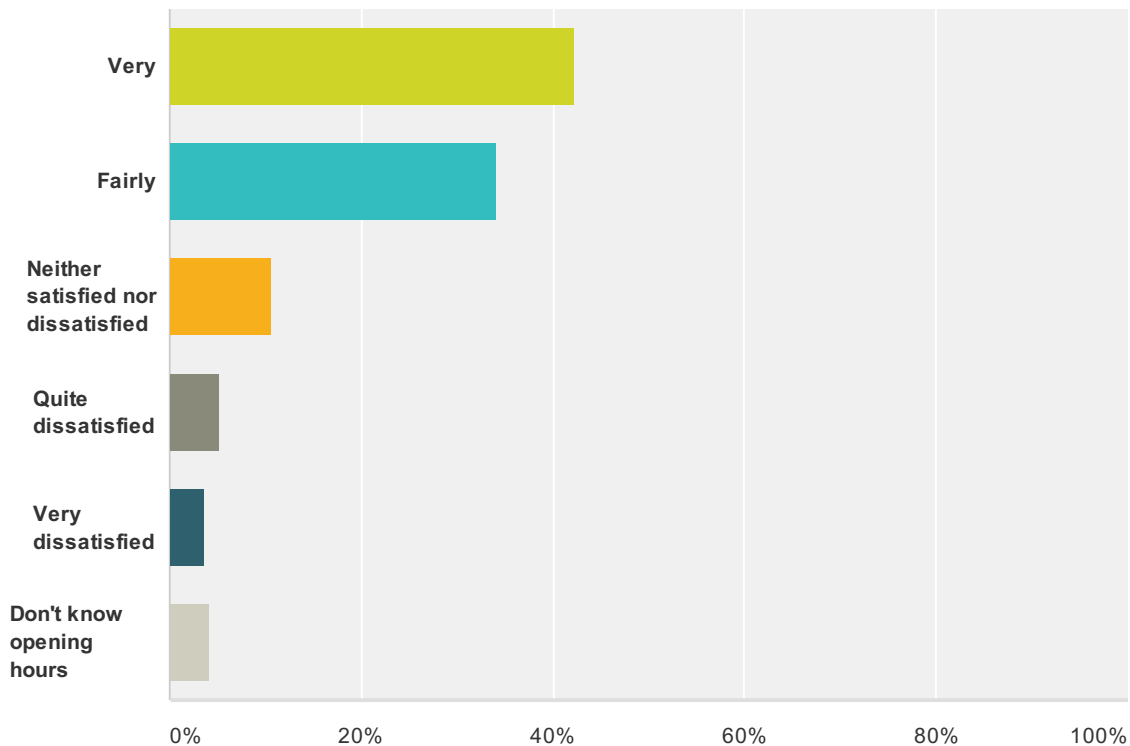
Answered: 170 Skipped: 1



Answer Choices	Responses	
Very	82.94%	141
Fairly	17.06%	29
Not very	0%	0
Not at all	0%	0
<b>Total</b>		<b>170</b>

### Q10 How satisfied are you with the opening hours at the Culverhay Surgery?

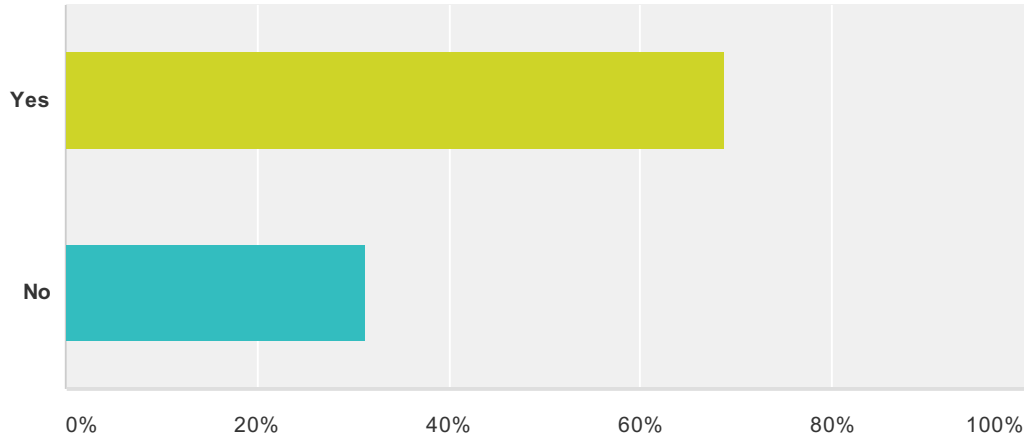
Answered: 170 Skipped: 1



Answer Choices	Responses	
Very	42.35%	72
Fairly	34.12%	58
Neither satisfied nor dissatisfied	10.59%	18
Quite dissatisfied	5.29%	9
Very dissatisfied	3.53%	6
Don't know opening hours	4.12%	7
<b>Total</b>		<b>170</b>

### Q11 Would you like the Culverhay Surgery open at additional times?

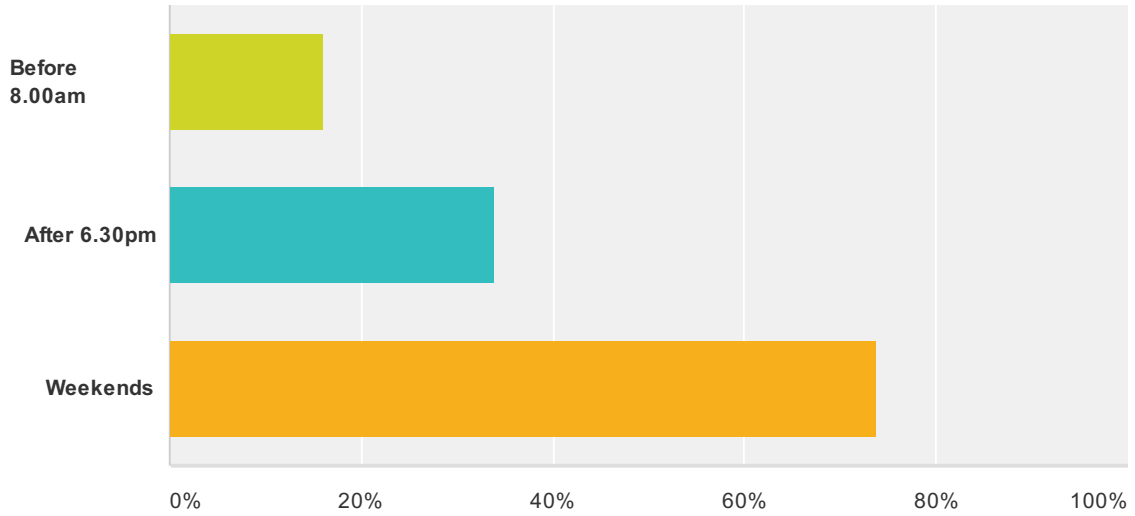
Answered: 170 Skipped: 1



Answer Choices	Responses	
Yes	68.82%	117
No	31.18%	53
<b>Total</b>		<b>170</b>

### Q12 When would you like the Culverhay Surgery to be open?

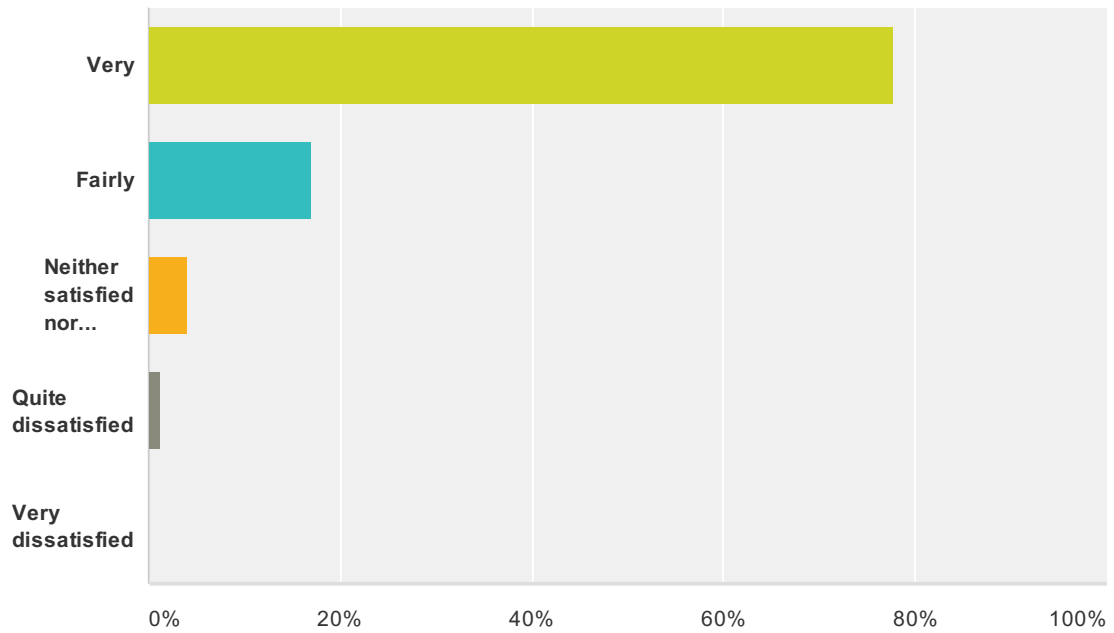
Answered: 118 Skipped: 53



Answer Choices	Responses
Before 8.00am	16.10% 19
After 6.30pm	33.90% 40
Weekends	73.73% 87
<b>Total Respondents: 118</b>	

### Q13 In general, how satisfied are you with the care you receive from the Culverhay Surgery?

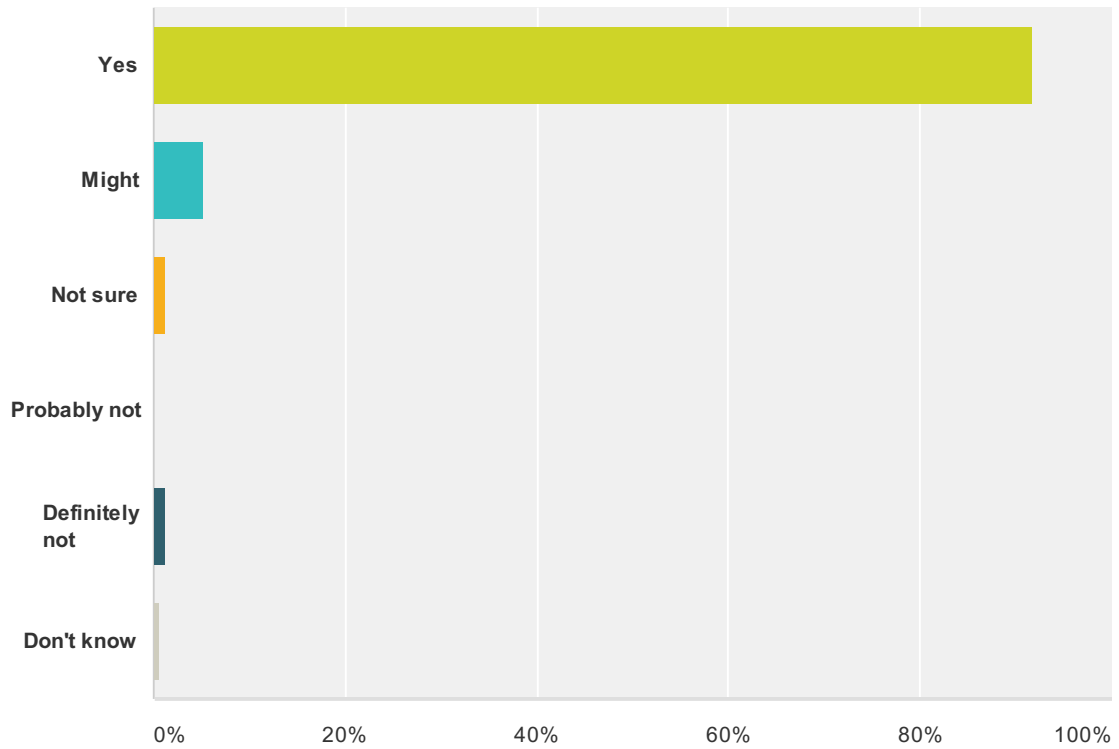
Answered: 171 Skipped: 0



Answer Choices	Responses	
Very	77.78%	133
Fairly	16.96%	29
Neither satisfied nor dissatisfied	4.09%	7
Quite dissatisfied	1.17%	2
Very dissatisfied	0%	0
<b>Total</b>		<b>171</b>

### Q14 Would you recommend the Culverhay Surgery to someone who has just moved to your local area?

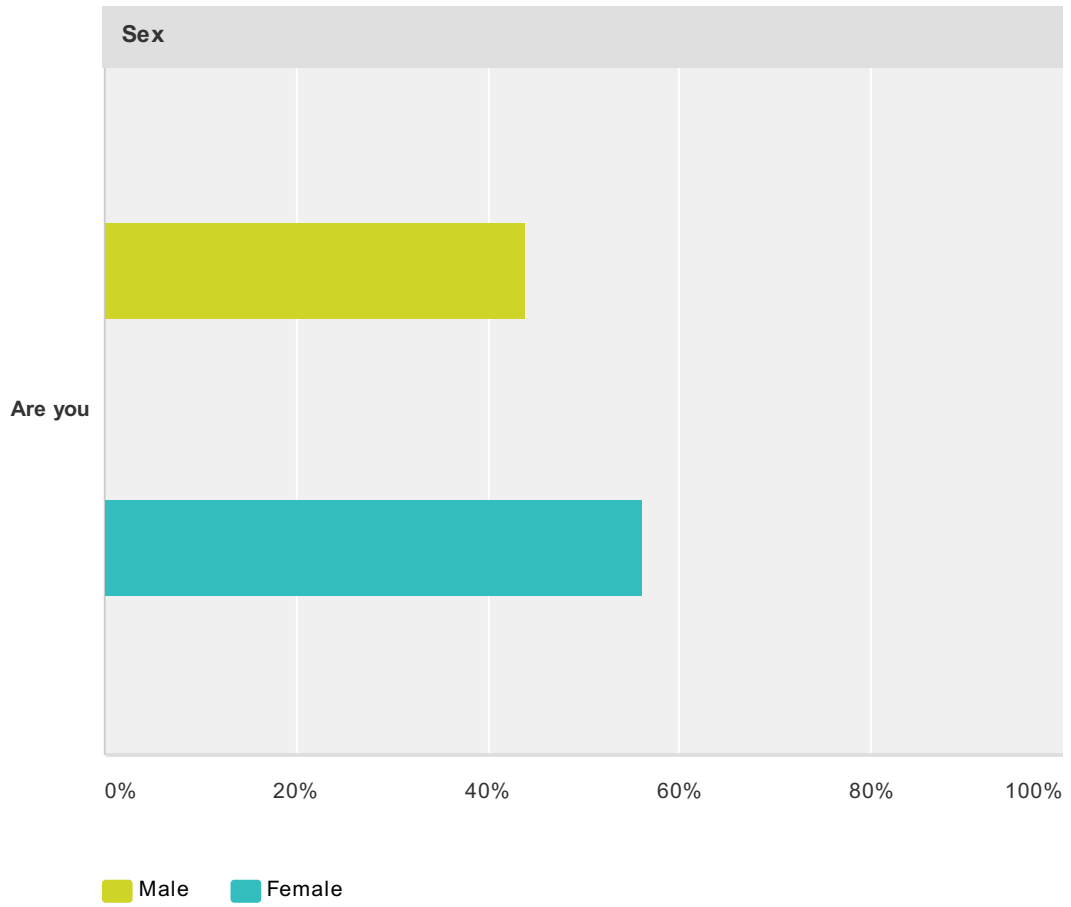
Answered: 170 Skipped: 1



Answer Choices	Responses	
Yes	91.76%	156
Might	5.29%	9
Not sure	1.18%	2
Probably not	0%	0
Definitely not	1.18%	2
Don't know	0.59%	1
<b>Total</b>		<b>170</b>

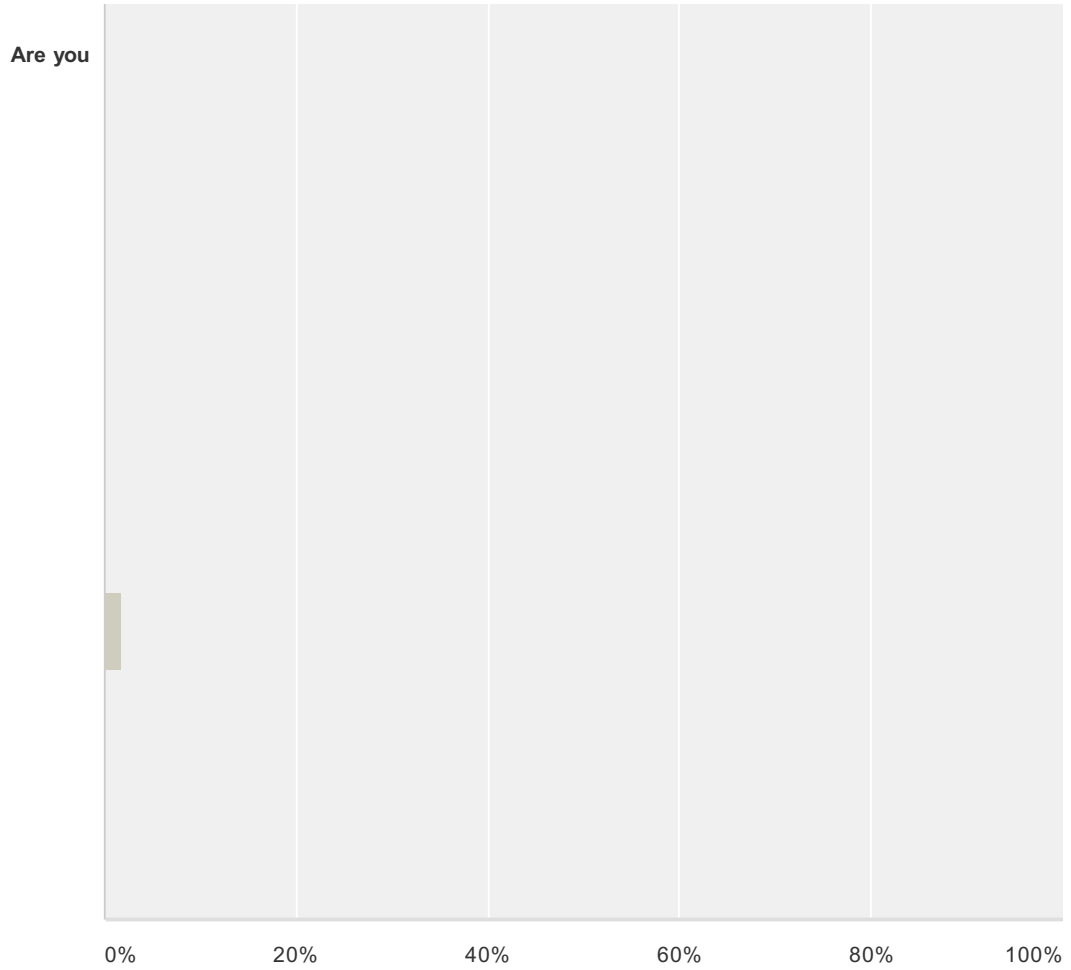
### Q15 Patient Information

Answered: 171 Skipped: 0

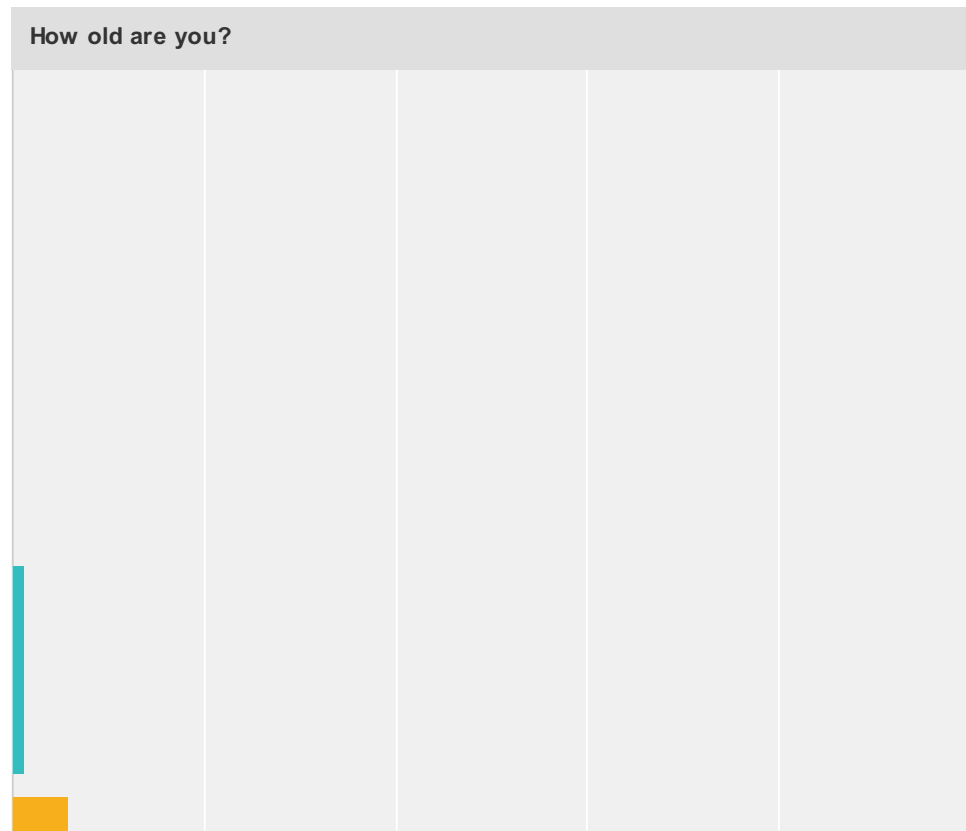




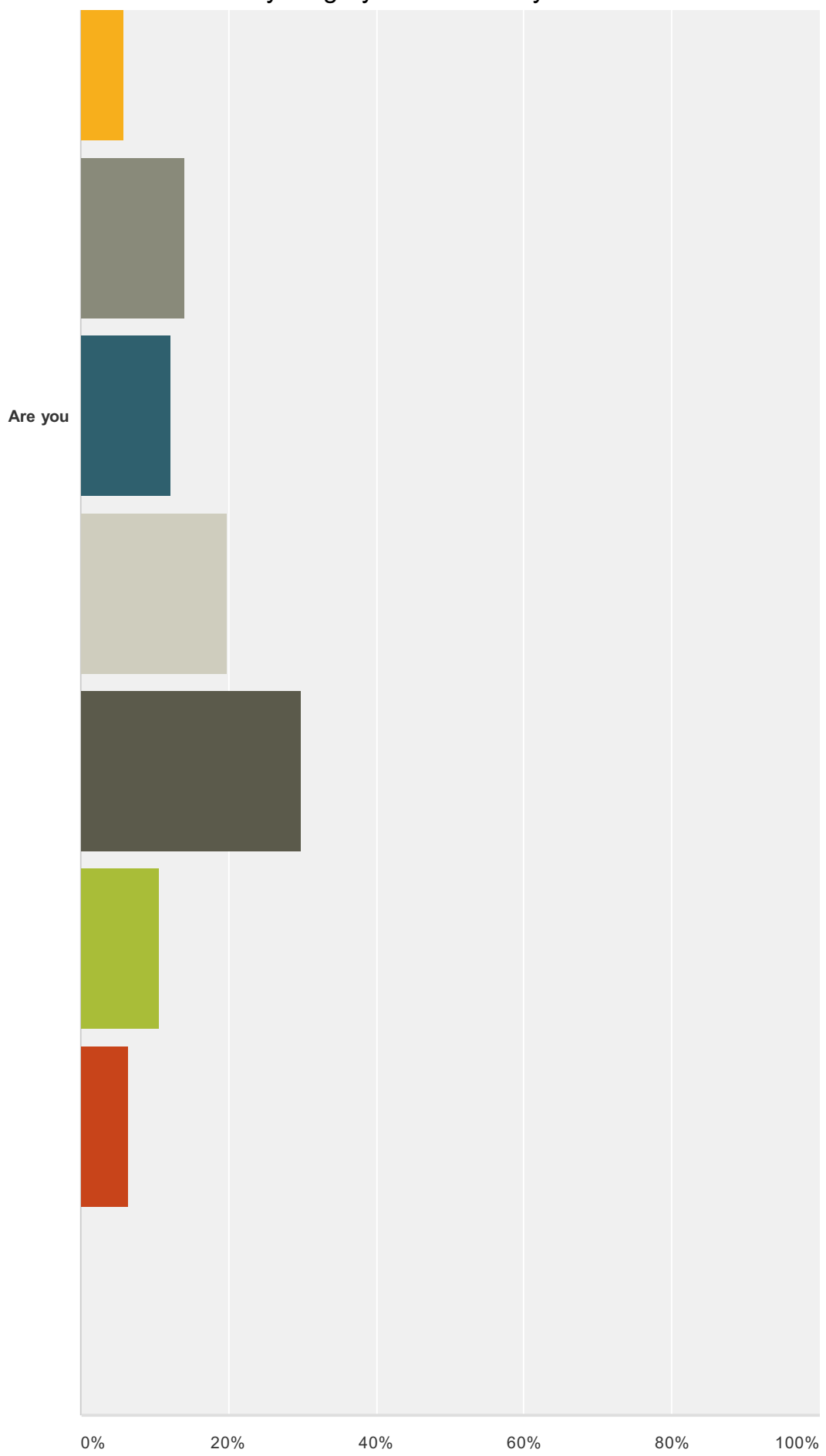
# The Culverhay Surgery Patient Survey 2013/14



- White British
- Mixed
- Asian or Asian British
- Black or Black British
- Chinese or other
- Any other



# The Culverhay Surgery Patient Survey 2013/14



Under 16    17 - 24    25 - 34    35 - 44    45 - 54    55 - 64

# The Culverhay Surgery Patient Survey 2013/14

65 - 74
  75 - 84
  Over 84

Sex			
	Male	Female	Total
Are you	43.86% 75	56.14% 96	171

What is your ethnic group?							
	White British	Mixed	Asian or Asian British	Black or Black British	Chinese or other	Any other	Total
Are you	98.25% 168	0% 0	0% 0	0% 0	0% 0	1.75% 3	171

How old are you?										
	Under 16	17 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	Over 84	Total
Are you	0% 0	1.17% 2	5.85% 10	14.04% 24	12.28% 21	19.88% 34	29.82% 51	10.53% 18	6.43% 11	171