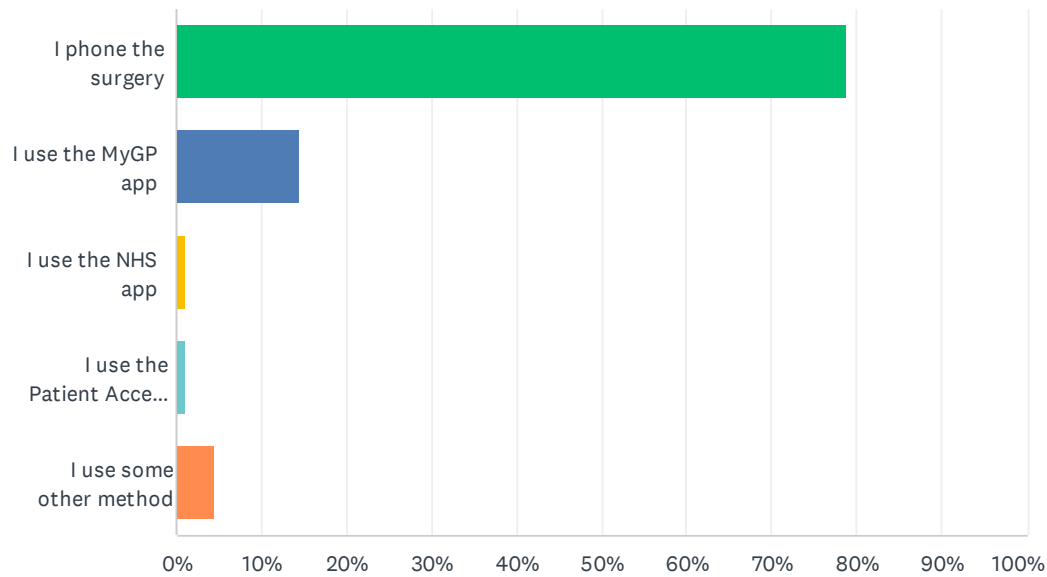


Q1 What method do you usually use to book an appointment?

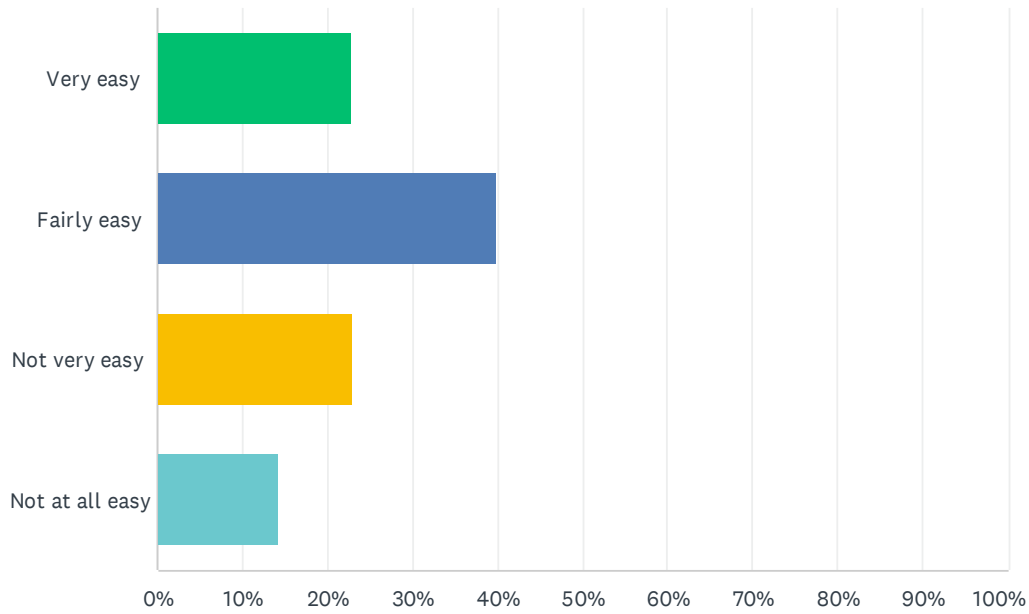
Answered: 1,454 Skipped: 0



ANSWER CHOICES	RESPONSES	
I phone the surgery	78.82%	1,146
I use the MyGP app	14.58%	212
I use the NHS app	1.17%	17
I use the Patient Access website	0.96%	14
I use some other method	4.47%	65
TOTAL		1,454

Q2 How easy do you find it to phone the Surgery to book an appointment?

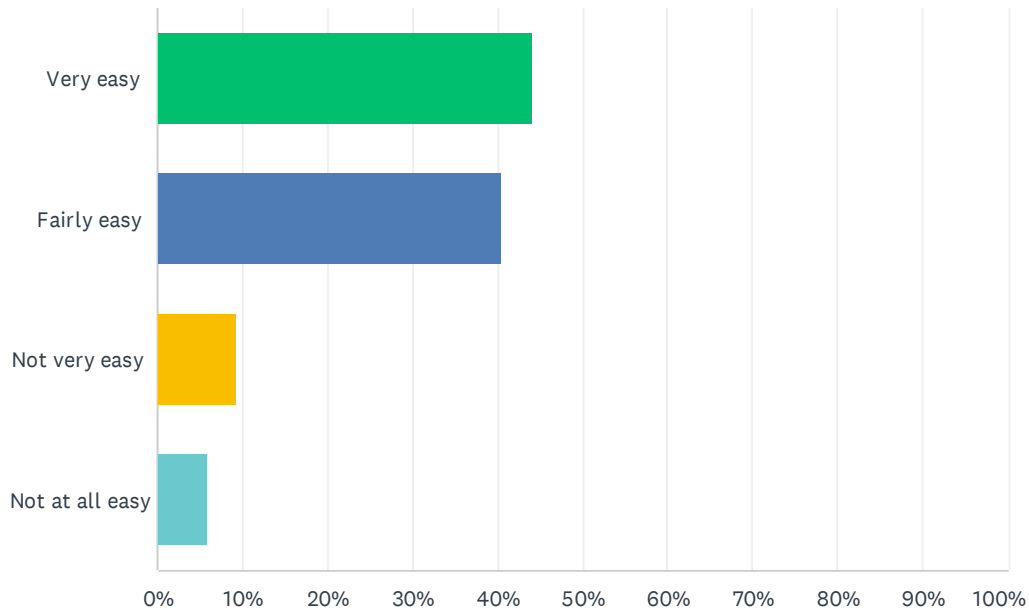
Answered: 1,117 Skipped: 337



ANSWER CHOICES	RESPONSES	
Very easy	22.83%	255
Fairly easy	39.84%	445
Not very easy	23.10%	258
Not at all easy	14.23%	159
TOTAL		1,117

Q3 How easy do you find it to use the MyGP app to book an appointment?

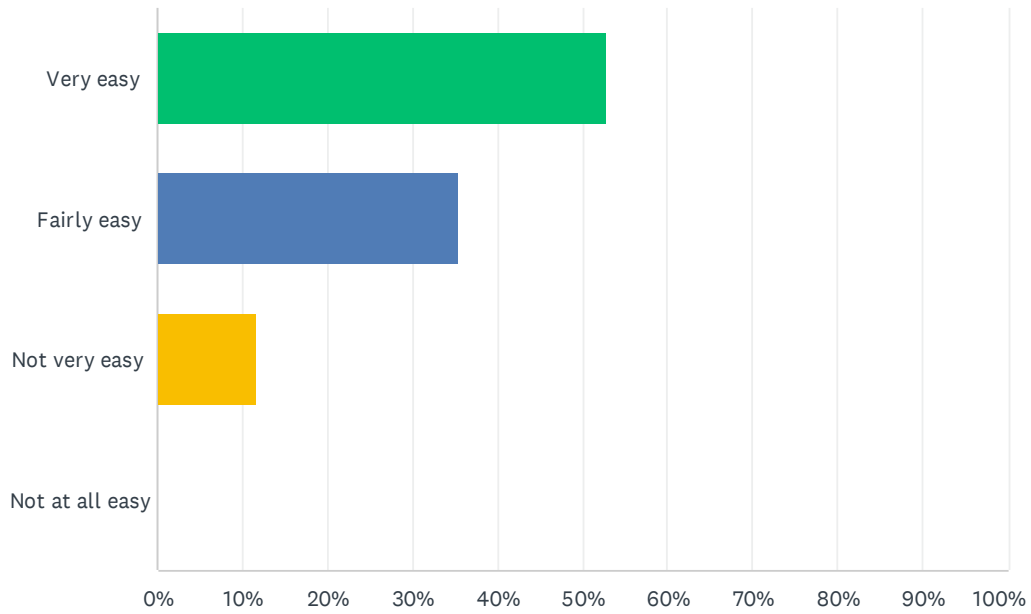
Answered: 202 Skipped: 1,252



ANSWER CHOICES	RESPONSES	
Very easy	44.06%	89
Fairly easy	40.59%	82
Not very easy	9.41%	19
Not at all easy	5.94%	12
TOTAL		202

Q4 How easy do you find it to use the NHS app to book an appointment?

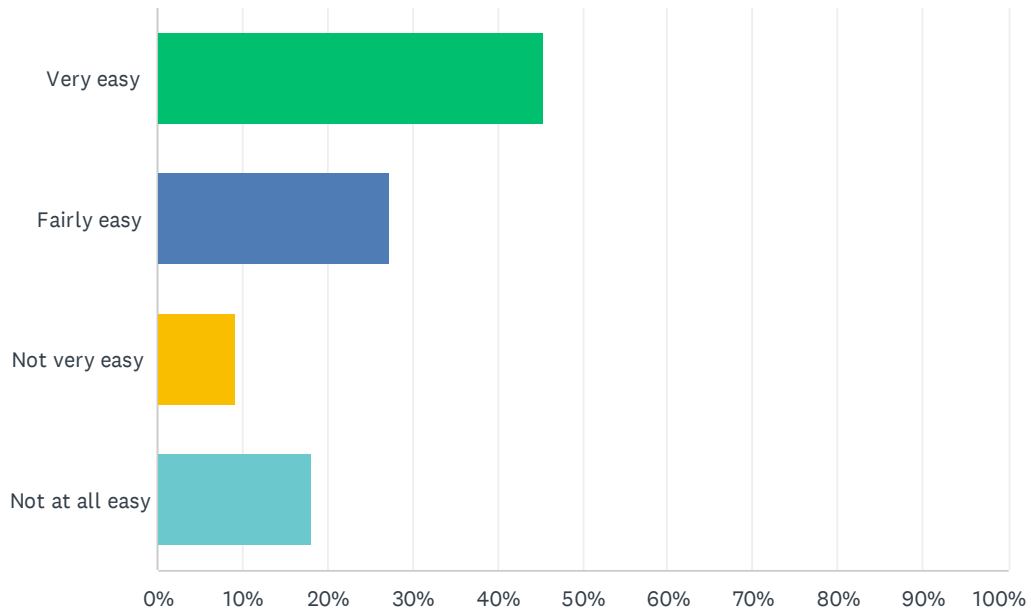
Answered: 17 Skipped: 1,437



ANSWER CHOICES	RESPONSES	
Very easy	52.94%	9
Fairly easy	35.29%	6
Not very easy	11.76%	2
Not at all easy	0.00%	0
TOTAL		17

Q5 How easy do you find it to use Patient Access to book an appointment?

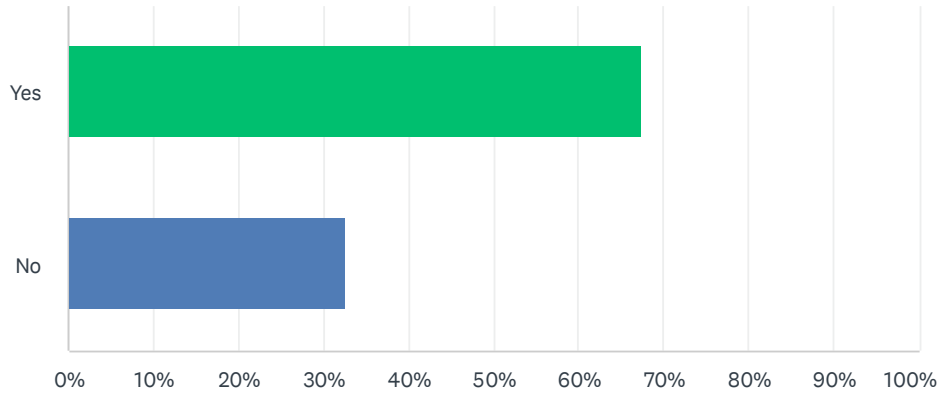
Answered: 11 Skipped: 1,443



ANSWER CHOICES	RESPONSES	
Very easy	45.45%	5
Fairly easy	27.27%	3
Not very easy	9.09%	1
Not at all easy	18.18%	2
TOTAL		11

Q6 Are you aware of the GP Surgery website?

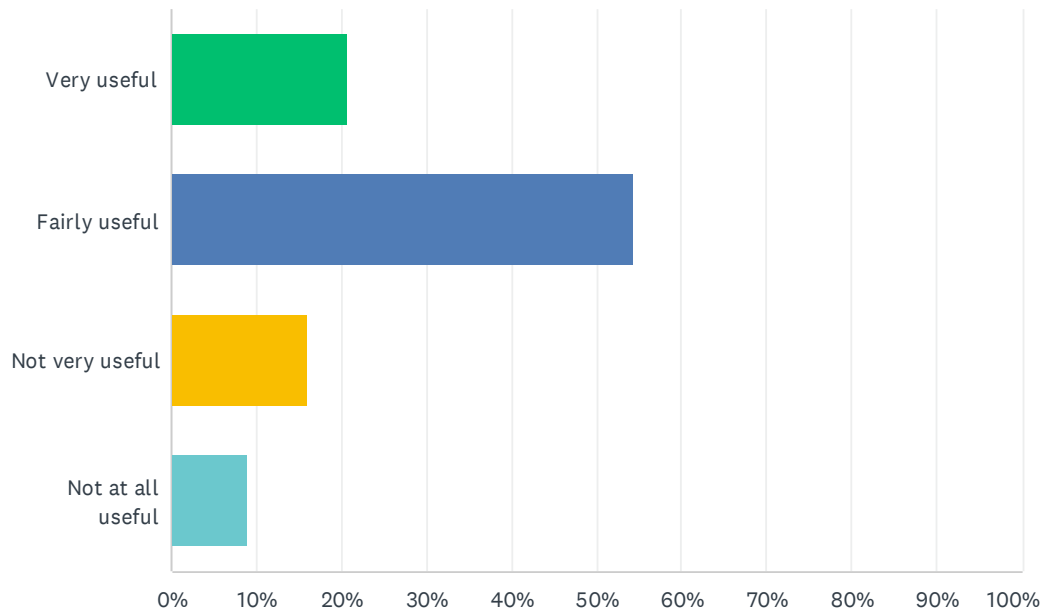
Answered: 1,380 Skipped: 74



ANSWER CHOICES	RESPONSES	
Yes	67.39%	930
No	32.61%	450
TOTAL		1,380

Q7 To what extent do you find the information on the website useful?

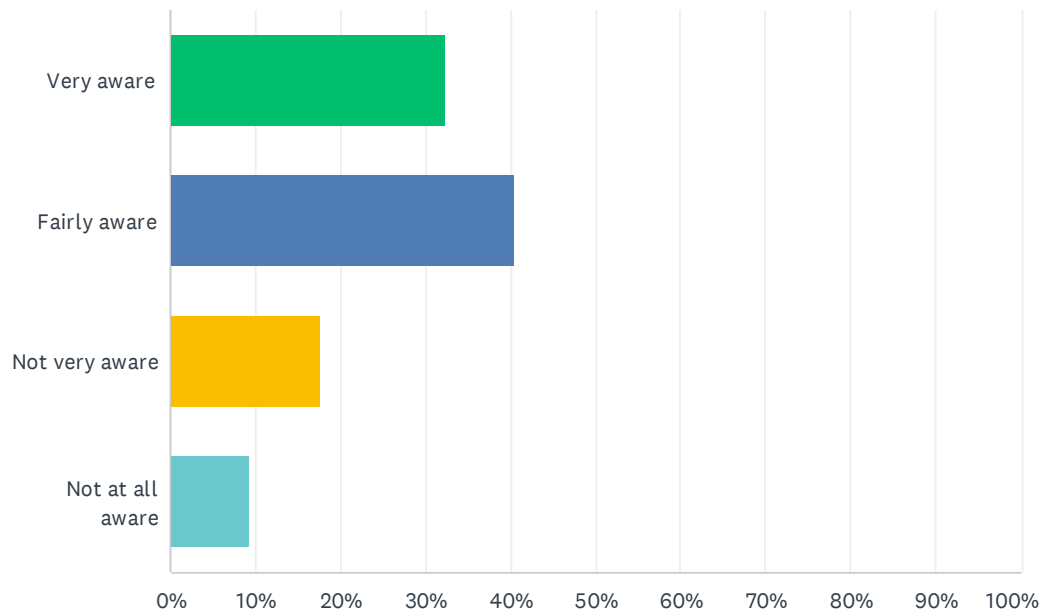
Answered: 830 Skipped: 624



ANSWER CHOICES	RESPONSES	
Very useful	20.72%	172
Fairly useful	54.46%	452
Not very useful	15.90%	132
Not at all useful	8.92%	74
TOTAL		830

Q8 How aware are you of the online functions available on the website, e.g. Registrations/Ordering Medication/Complaints/Compliments?

Answered: 830 Skipped: 624



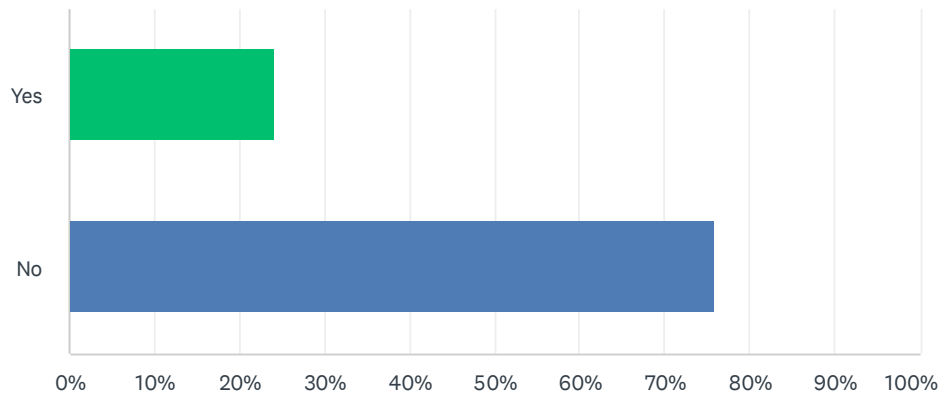
ANSWER CHOICES	RESPONSES	
Very aware	32.41%	269
Fairly aware	40.60%	337
Not very aware	17.71%	147
Not at all aware	9.28%	77
TOTAL		830

Q9 Please tell us how the website could be improved.

Answered: 370 Skipped: 1,084

Q10 Are you aware that the GP Surgery has a Facebook page?

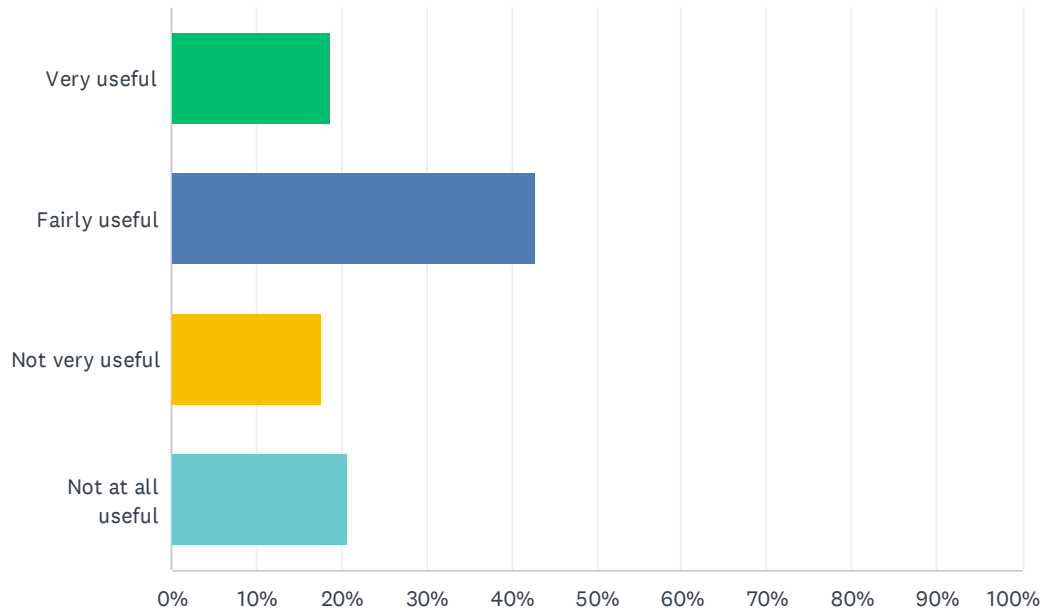
Answered: 1,258 Skipped: 196



ANSWER CHOICES	RESPONSES	
Yes	24.09%	303
No	75.91%	955
TOTAL		1,258

Q11 To what extent do you find the information on the Facebook page useful?

Answered: 284 Skipped: 1,170



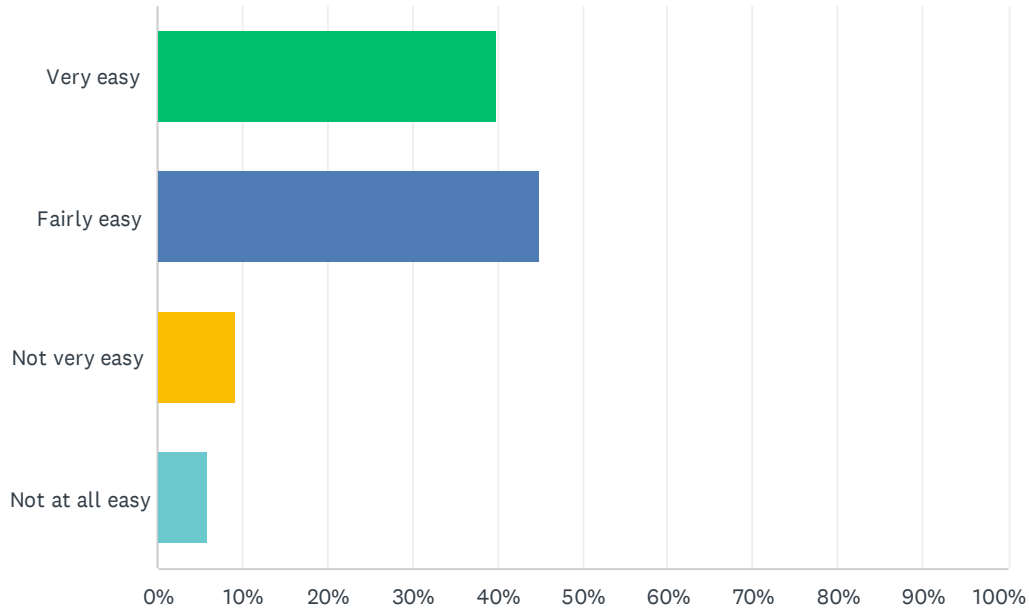
ANSWER CHOICES	RESPONSES	
Very useful	18.66%	53
Fairly useful	42.96%	122
Not very useful	17.61%	50
Not at all useful	20.77%	59
TOTAL		284

Q12 Please tell us how the Facebook page could be improved.

Answered: 137 Skipped: 1,317

Q13 How easy do you find it to use the new telephone system?

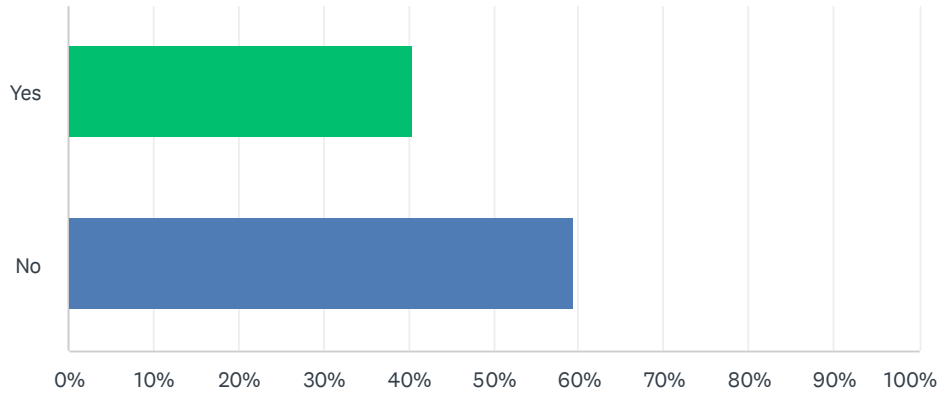
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Very easy	39.80%	435
Fairly easy	45.01%	492
Not very easy	9.15%	100
Not at all easy	6.04%	66
TOTAL		1,093

Q14 Do you think that call waiting times have improved?

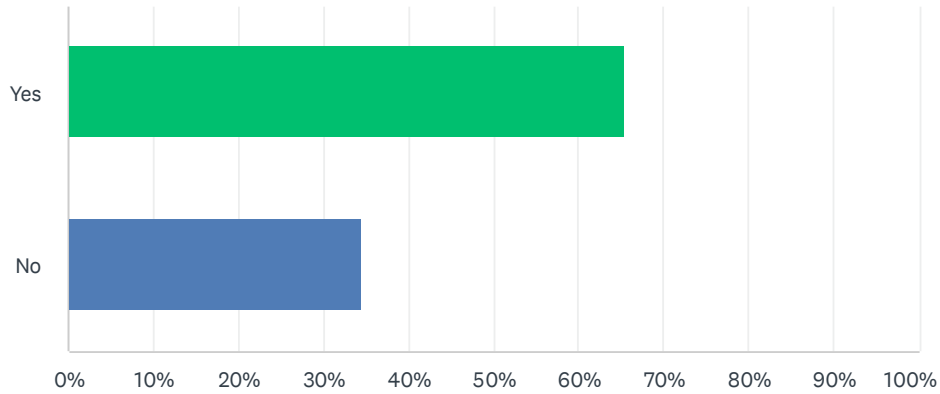
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Yes	40.53%	443
No	59.47%	650
TOTAL		1,093

Q15 Are you aware of the new callback option? (this allows you to keep your place in the queue without holding, and the Surgery will call you back when it's your turn)

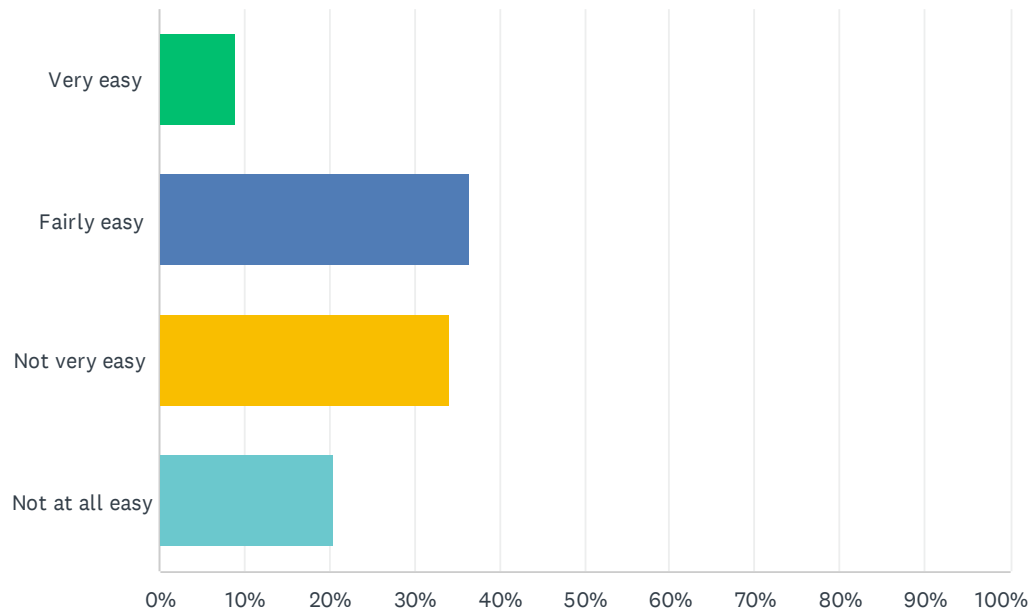
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Yes	65.51%	716
No	34.49%	377
TOTAL		1,093

Q16 How easy is it for you to get a face-to-face appointment?

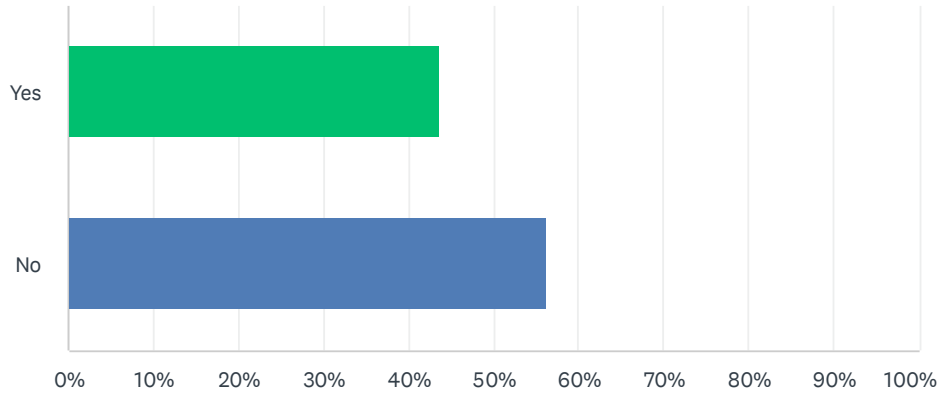
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Very easy	8.87%	97
Fairly easy	36.51%	399
Not very easy	34.22%	374
Not at all easy	20.40%	223
TOTAL		1,093

Q17 When you last called the Surgery to book an appointment, were you given a choice of telephone/video/face-to-face?

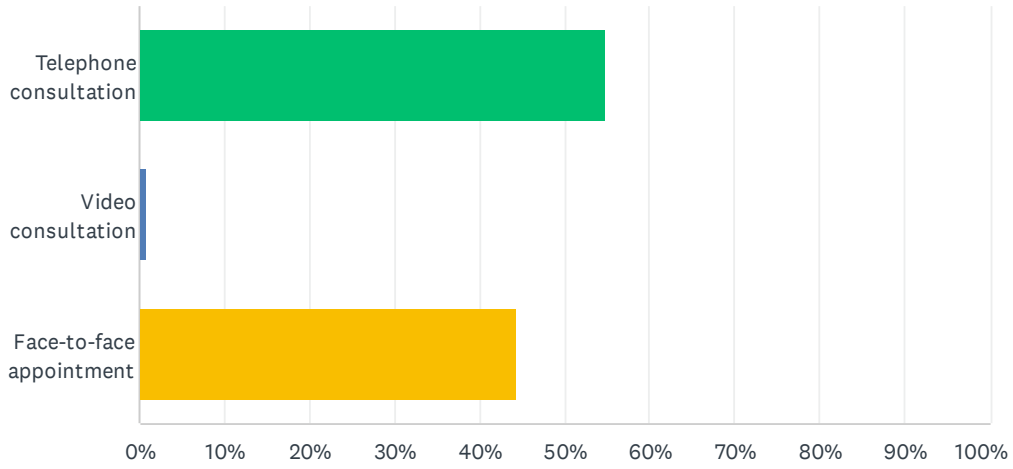
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Yes	43.73%	478
No	56.27%	615
TOTAL		1,093

Q18 Which choice of appointment were you offered?

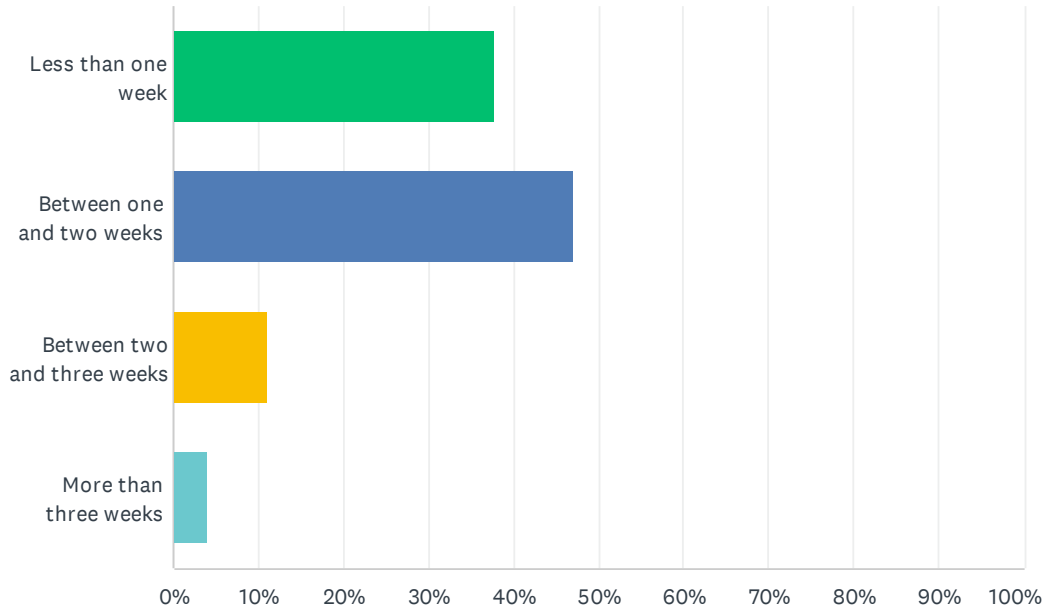
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Telephone consultation	54.89%	600
Video consultation	0.82%	9
Face-to-face appointment	44.28%	484
TOTAL		1,093

Q19 On average, how long do you have to wait to see a GP/ANP/HCA?

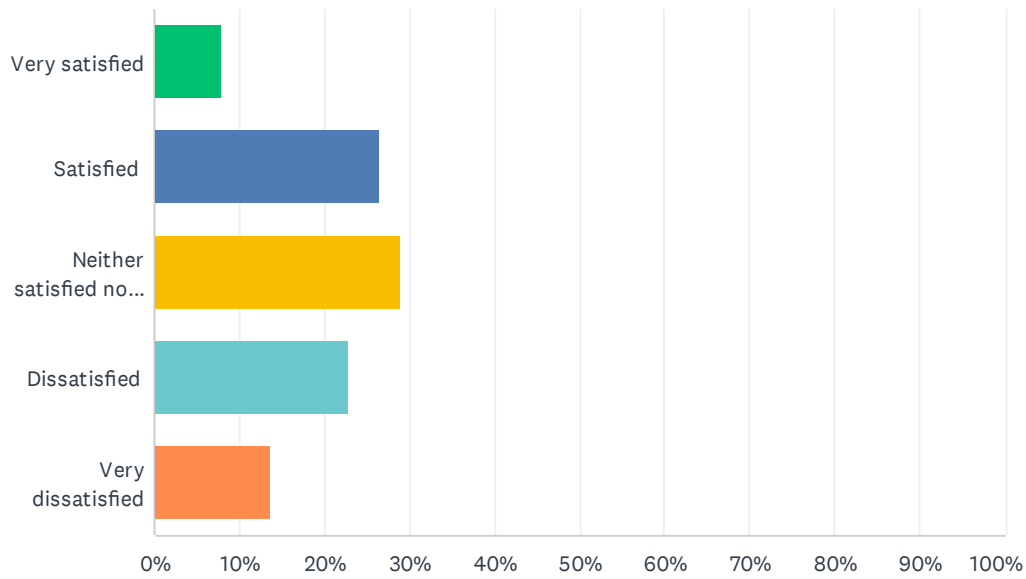
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Less than one week	37.79%	413
Between one and two weeks	47.03%	514
Between two and three weeks	11.16%	122
More than three weeks	4.03%	44
TOTAL		1,093

Q20 How satisfied are you with the current waiting times?

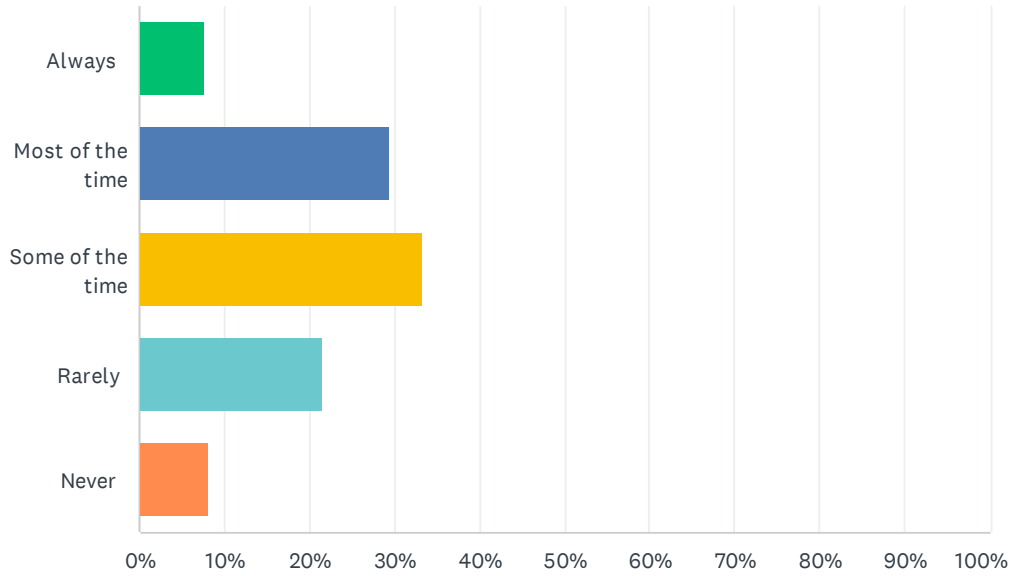
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Very satisfied	7.96%	87
Satisfied	26.53%	290
Neither satisfied nor dissatisfied	29.00%	317
Dissatisfied	22.87%	250
Very dissatisfied	13.63%	149
TOTAL		1,093

Q21 Are you able to see your choice of GP/ANP/HCA?

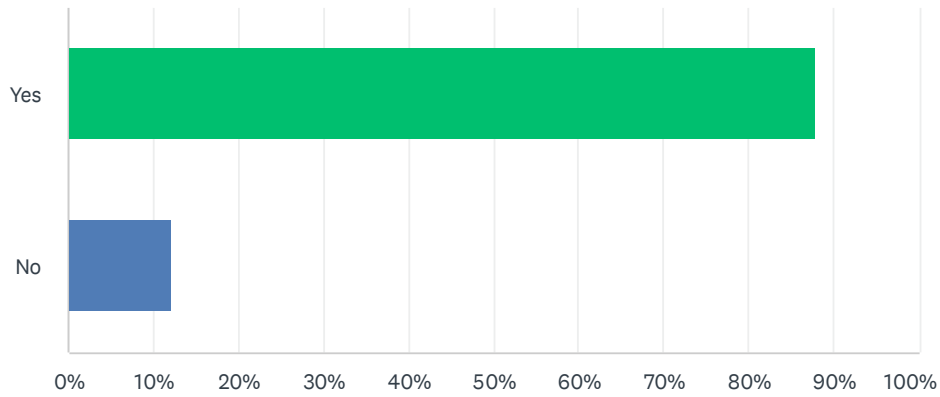
Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Always	7.69%	84
Most of the time	29.46%	322
Some of the time	33.21%	363
Rarely	21.50%	235
Never	8.14%	89
TOTAL		1,093

Q22 Are you happy with the current COVID/Flu vaccination campaign and booking system?

Answered: 1,093 Skipped: 361



ANSWER CHOICES	RESPONSES	
Yes	87.83%	960
No	12.17%	133
TOTAL		1,093

Q23 Finally, do you have any other comments that could help us improve the services we deliver?

Answered: 546 Skipped: 908