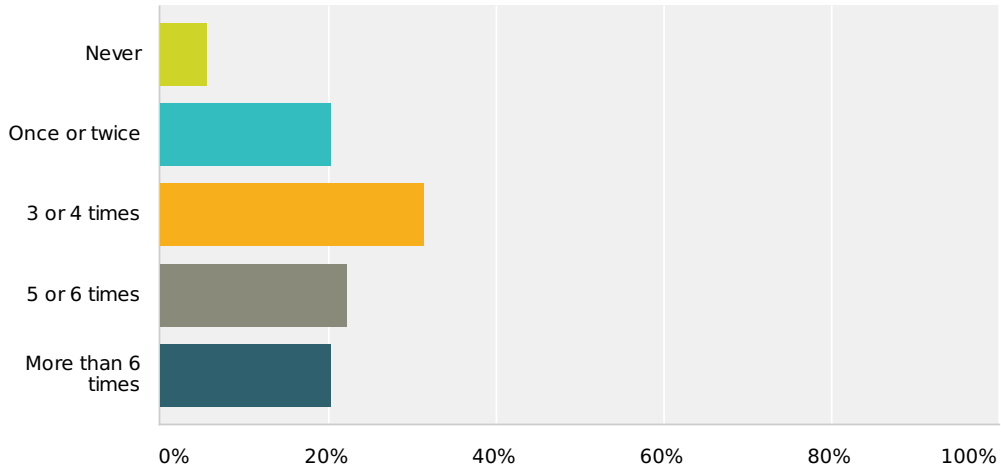


Q1 In the past 12 months how often have you visited the practice ?

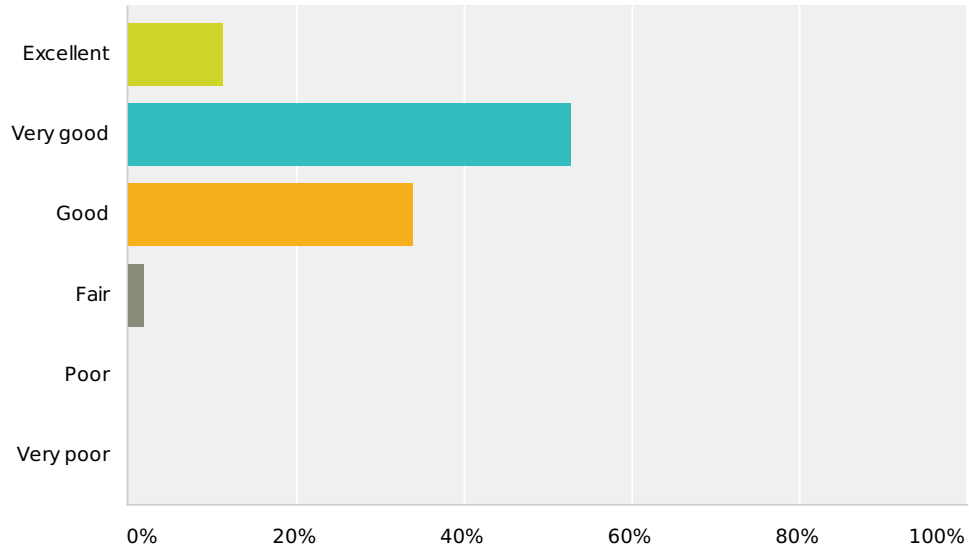
Answered: 54 Skipped: 0



Answer Choices	Responses	
Never	5.56%	3
Once or twice	20.37%	11
3 or 4 times	31.48%	17
5 or 6 times	22.22%	12
More than 6 times	20.37%	11
Total		54

Q2 How would you rate our opening times ?

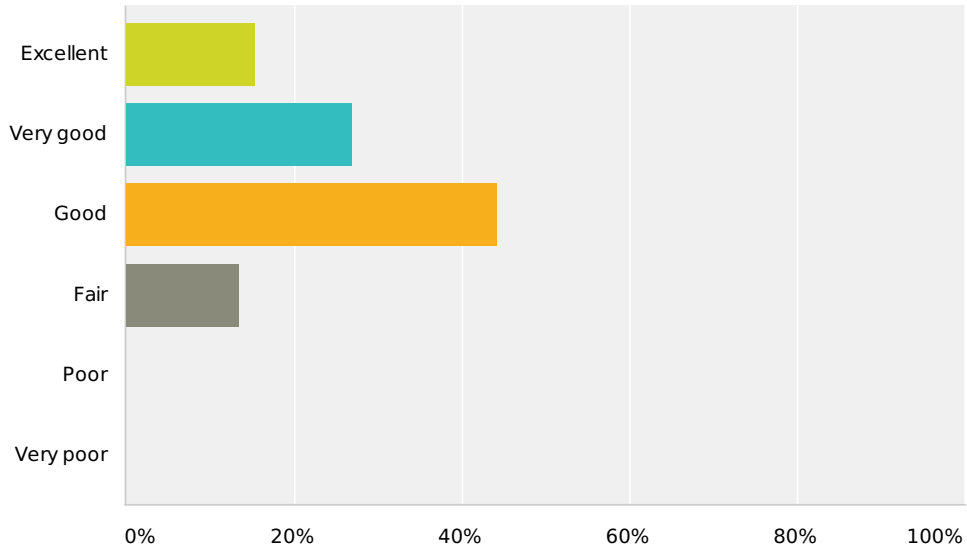
Answered: 53 Skipped: 1



Answer Choices	Responses
Excellent	11.32% 6
Very good	52.83% 28
Good	33.96% 18
Fair	1.89% 1
Poor	0% 0
Very poor	0% 0
Total	53

Q3 Overall, how would you rate the waiting room experience?

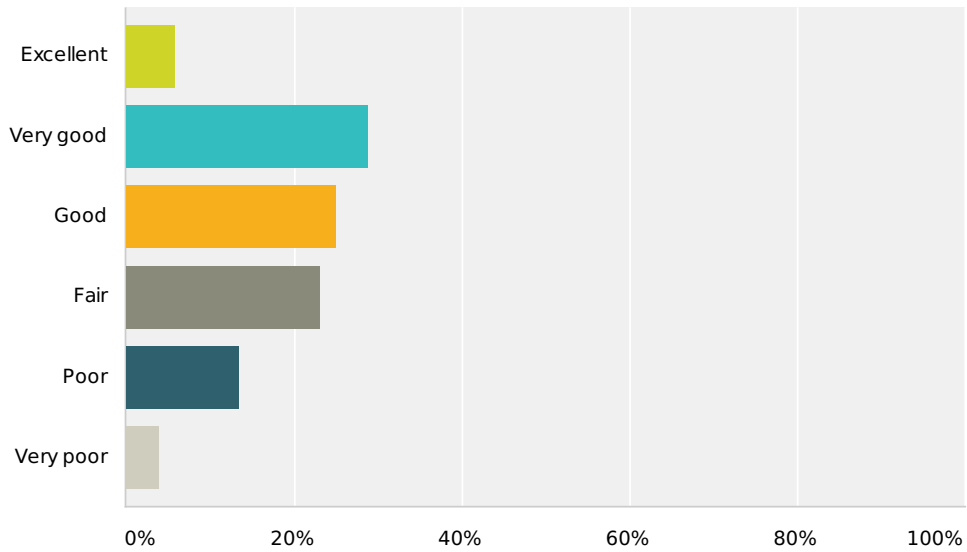
Answered: 52 Skipped: 2



Answer Choices	Responses	
Excellent	15.38%	8
Very good	26.92%	14
Good	44.23%	23
Fair	13.46%	7
Poor	0%	0
Very poor	0%	0
Total		52

Q4 When you have phoned the practice how easy it has been to get through?

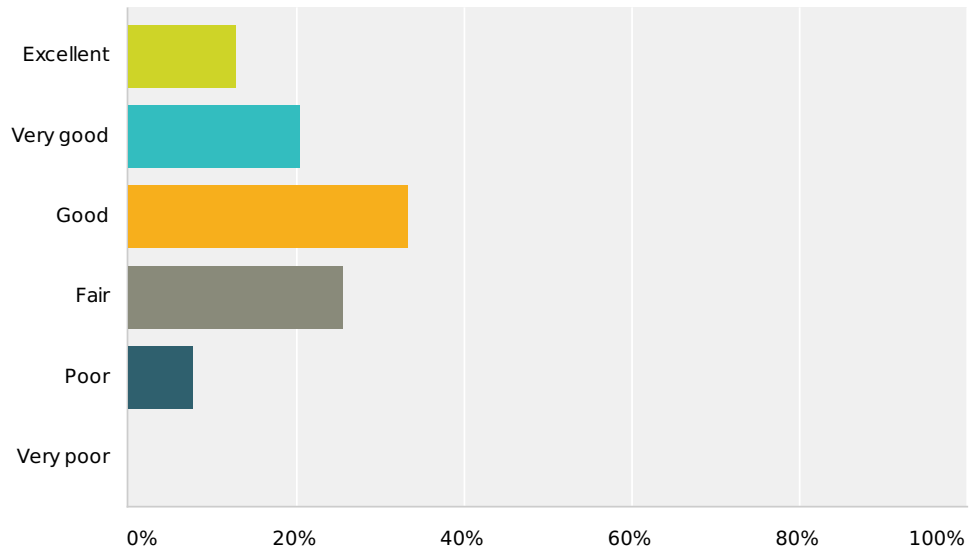
Answered: 52 Skipped: 2



Answer Choices	Responses
Excellent	5.77% 3
Very good	28.85% 15
Good	25% 13
Fair	23.08% 12
Poor	13.46% 7
Very poor	3.85% 2
Total	52

Q5 How would you rate how easy is it to speak to a doctor on the phone?

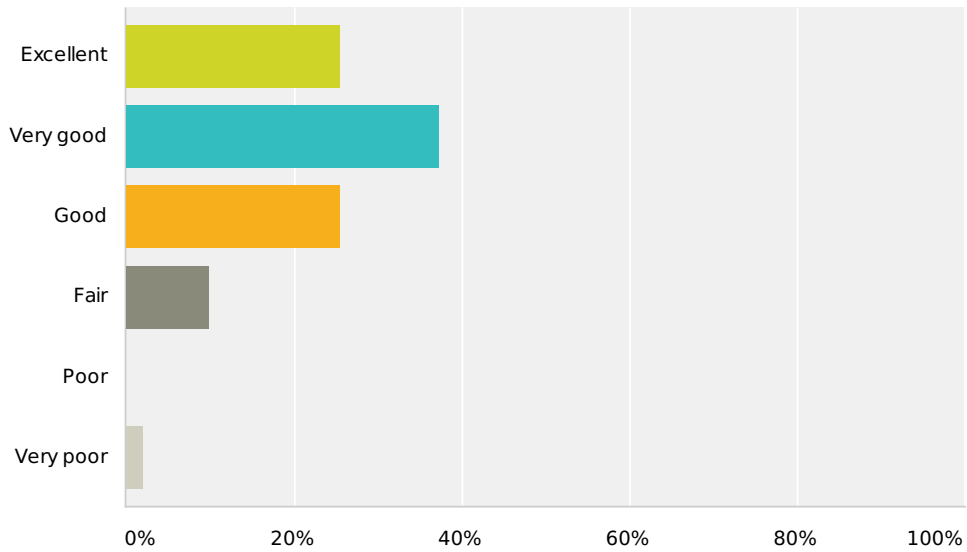
Answered: 39 Skipped: 15



Answer Choices	Responses
Excellent	12.82% 5
Very good	20.51% 8
Good	33.33% 13
Fair	25.64% 10
Poor	7.69% 3
Very poor	0% 0
Total	39

Q6 How would you rate the way you are treated by Receptionists at the Practice ?

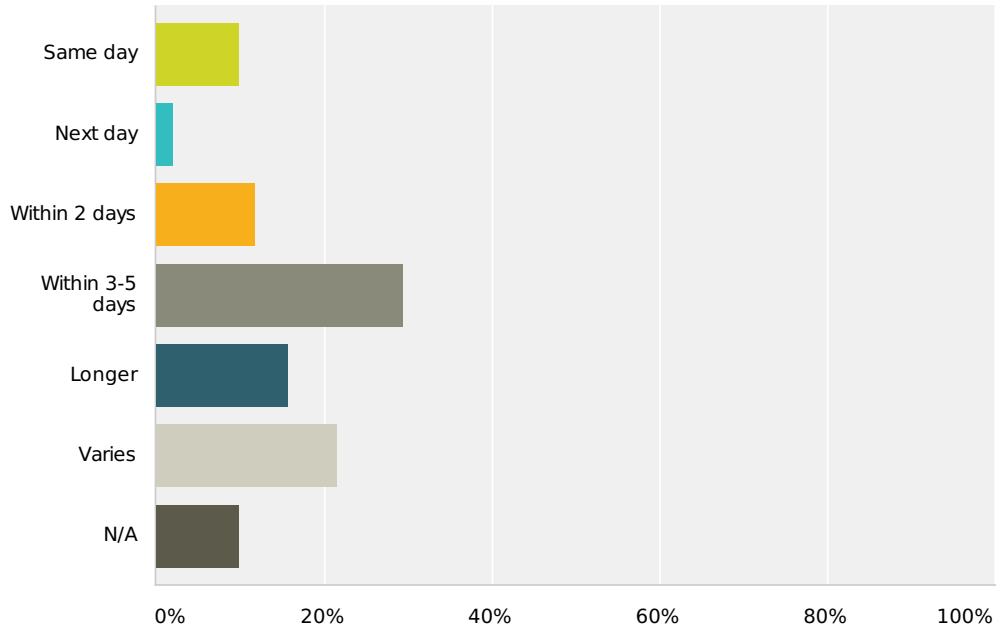
Answered: 51 Skipped: 3



Answer Choices	Responses	
Excellent	25.49%	13
Very good	37.25%	19
Good	25.49%	13
Fair	9.80%	5
Poor	0%	0
Very poor	1.96%	1
Total		51

Q7 When you have wanted to see a particular doctor how quickly have you been able to see that doctor?

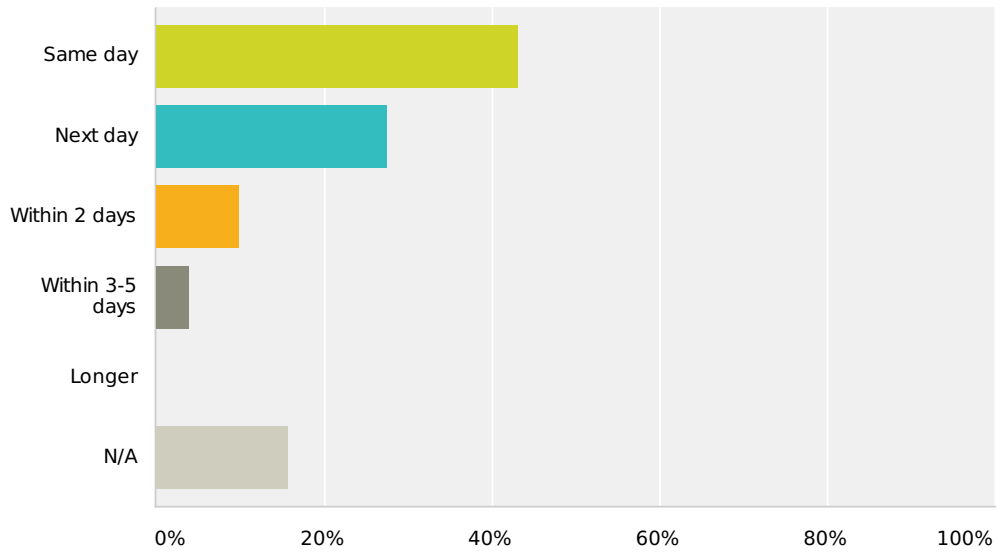
Answered: 51 Skipped: 3



Answer Choices	Responses
Same day	9.80% 5
Next day	1.96% 1
Within 2 days	11.76% 6
Within 3-5 days	29.41% 15
Longer	15.69% 8
Varies	21.57% 11
N/A	9.80% 5
Total	51

Q8 When you have been willing to see any doctor how quickly have you been able to see a doctor?

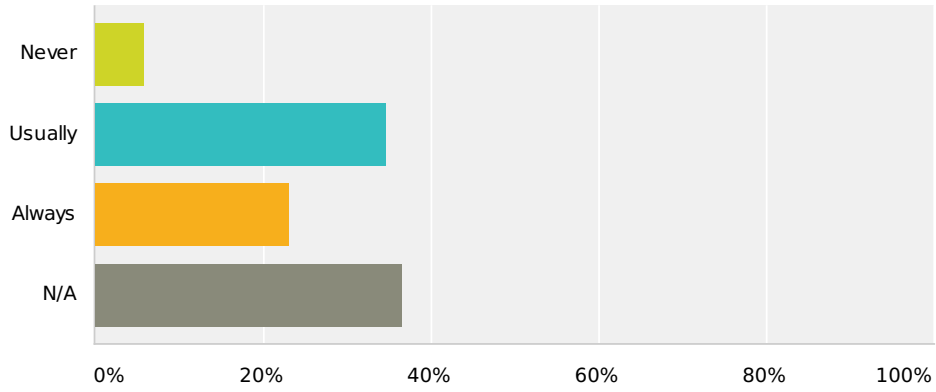
Answered: 51 Skipped: 3



Answer Choices	Responses
Same day	43.14% 22
Next day	27.45% 14
Within 2 days	9.80% 5
Within 3-5 days	3.92% 2
Longer	0% 0
N/A	15.69% 8
Total	51

Q9 If you have needed to see a doctor urgently, have you been offered an appointment on the same day?

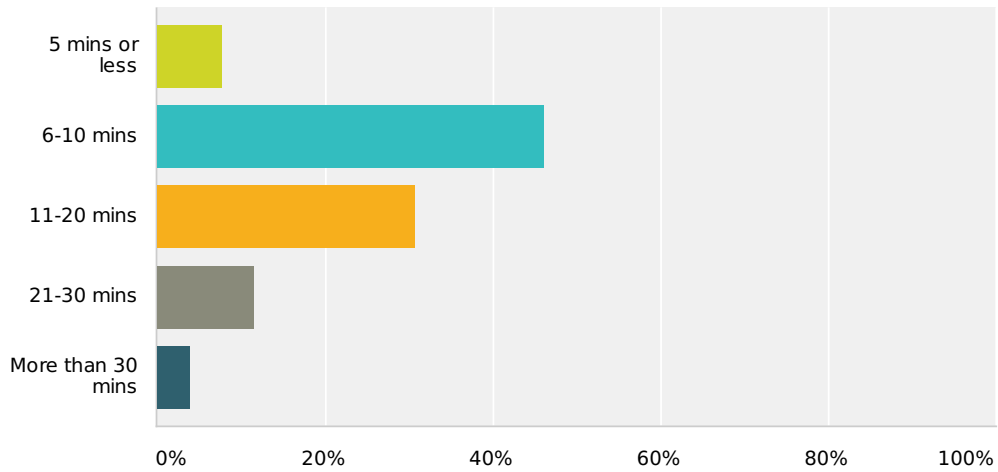
Answered: 52 Skipped: 2



Answer Choices	Responses	
Never	5.77%	3
Usually	34.62%	18
Always	23.08%	12
N/A	36.54%	19
Total		52

Q10 How long do you normally have to wait at the surgery for your consultation to begin?

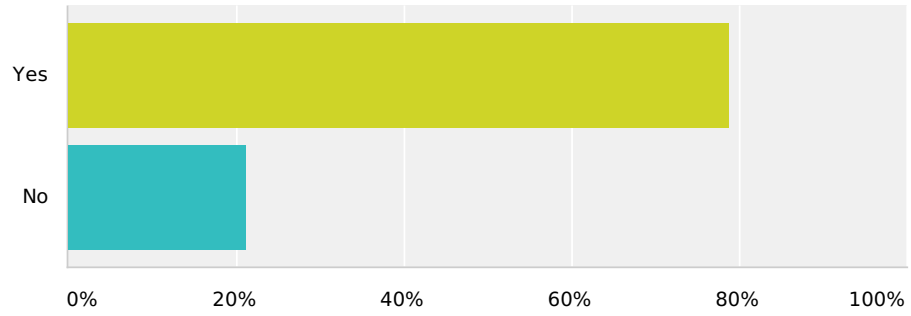
Answered: 52 Skipped: 2



Answer Choices	Responses
5 mins or less	7.69% 4
6-10 mins	46.15% 24
11-20 mins	30.77% 16
21-30 mins	11.54% 6
More than 30 mins	3.85% 2
Total	52

Q11 Do you consider this to be an acceptable amount of time to wait?

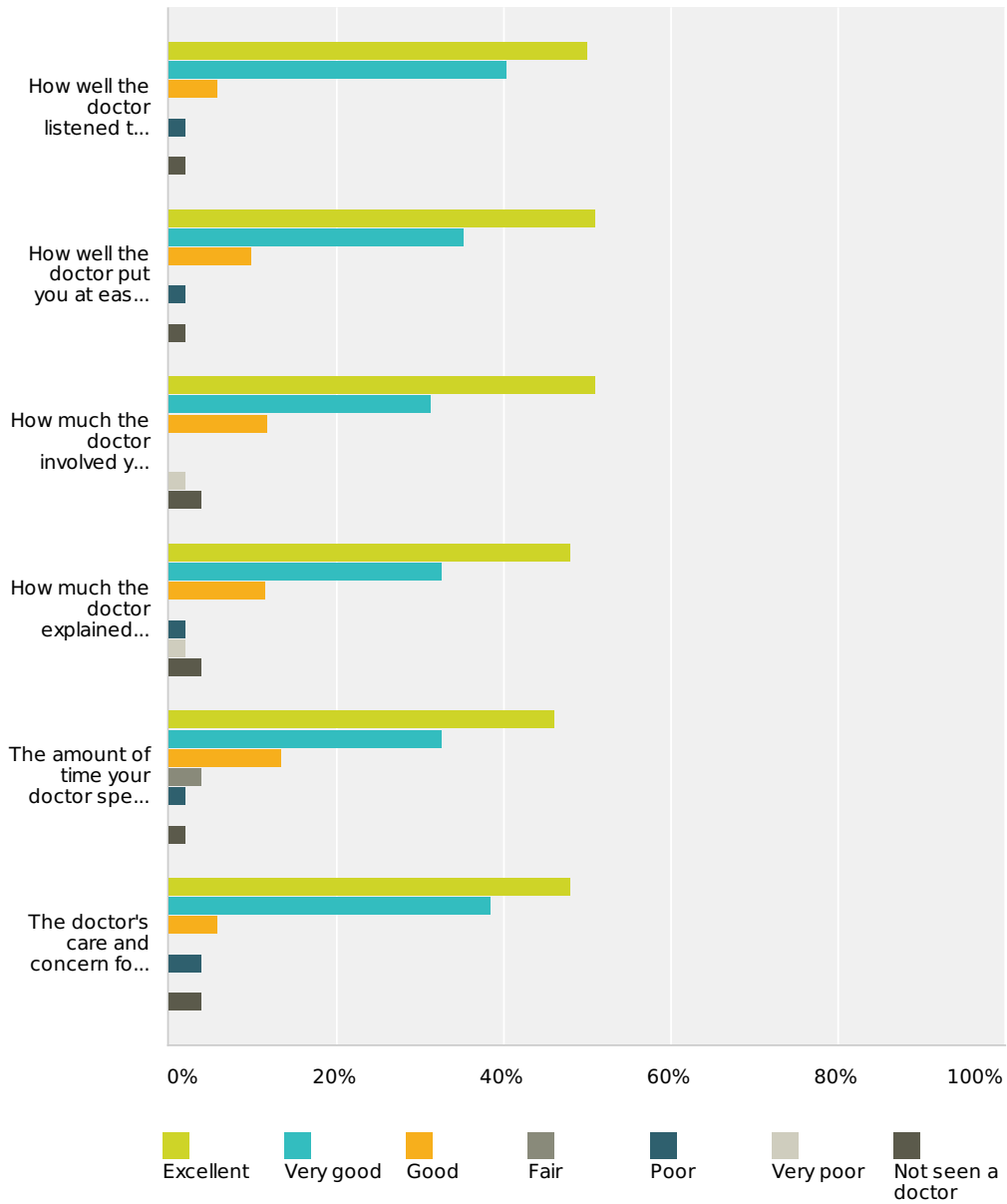
Answered: 52 Skipped: 2



Answer Choices	Responses	
Yes	78.85%	41
No	21.15%	11
Total		52

Q12 When you had a consultation with a doctor at West View Surgery how did you rate the following:

Answered: 52 Skipped: 2



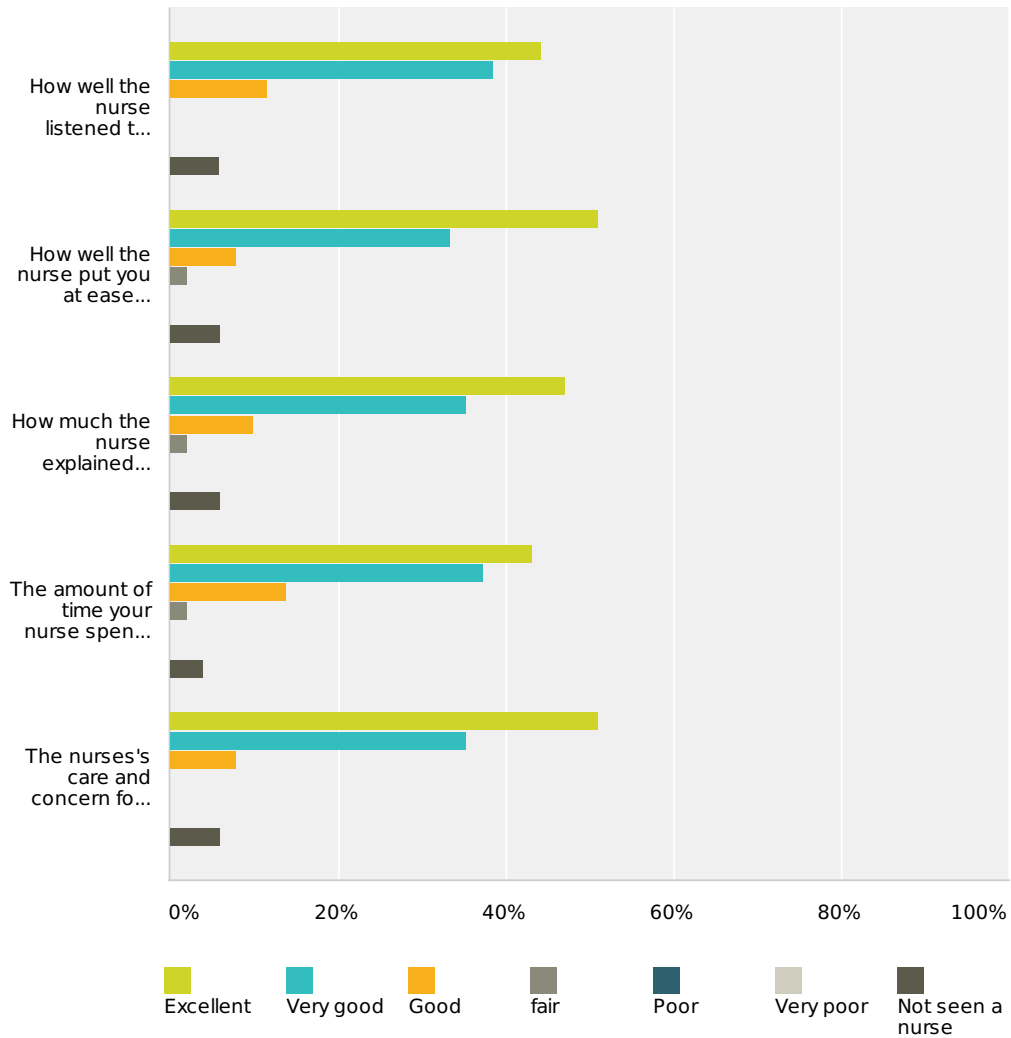
	Excellent	Very good	Good	Fair	Poor	Very poor	Not seen a doctor	Total
How well the doctor listened to what you had to say	50% 26	40.38% 21	5.77% 3	0% 0	1.92% 1	0% 0	1.92% 1	52

West View Surgery Patient Survey 2013

How well the doctor put you at ease during your physical examination	50.98% 26	35.29% 18	9.80% 5	0% 0	1.96% 1	0% 0	1.96% 1	51
How much the doctor involved you in decisions about your care	50.98% 26	31.37% 16	11.76% 6	0% 0	0% 0	1.96% 1	3.92% 2	51
How much the doctor explained your problems and any treatment you need	48.08% 25	32.69% 17	11.54% 6	0% 0	1.92% 1	1.92% 1	3.85% 2	52
The amount of time your doctor spent with you	46.15% 24	32.69% 17	13.46% 7	3.85% 2	1.92% 1	0% 0	1.92% 1	52
The doctor's care and concern for you	48.08% 25	38.46% 20	5.77% 3	0% 0	3.85% 2	0% 0	3.85% 2	52

Q13 When you had a consultation with a nurse at West View Surgery how did you rate the following:

Answered: 52 Skipped: 2



	Excellent	Very good	Good	fair	Poor	Very poor	Not seen a nurse	Total
How well the nurse listened to what you had to say	44.23% 23	38.46% 20	11.54% 6	0% 0	0% 0	0% 0	5.77% 3	52
How well the nurse put you at ease during any treatment	50.98% 26	33.33% 17	7.84% 4	1.96% 1	0% 0	0% 0	5.88% 3	51

West View Surgery Patient Survey 2013

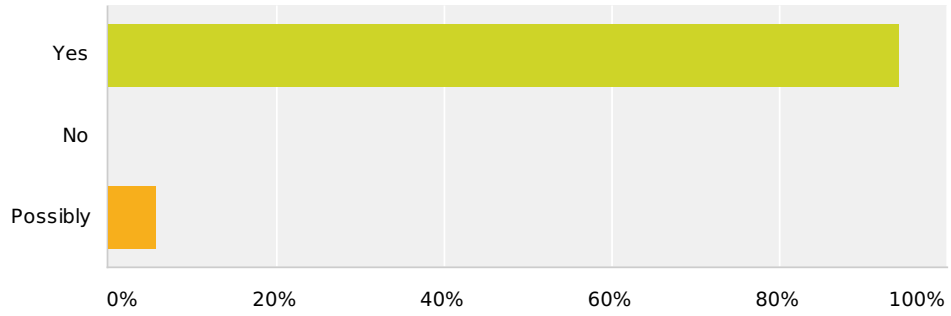
How much the nurse explained your problems and any treatment you need	47.06% 24	35.29% 18	9.80% 5	1.96% 1	0% 0	0% 0	5.88% 3	51
The amount of time your nurse spent with you	43.14% 22	37.25% 19	13.73% 7	1.96% 1	0% 0	0% 0	3.92% 2	51
The nurses's care and concern for you	50.98% 26	35.29% 18	7.84% 4	0% 0	0% 0	0% 0	5.88% 3	51

Q14 Do you have any suggestions to help improve the quality of our services?

Answered: 25 Skipped: 29

Q15 Would you recommend this Practice to a friend?

Answered: 53 Skipped: 1



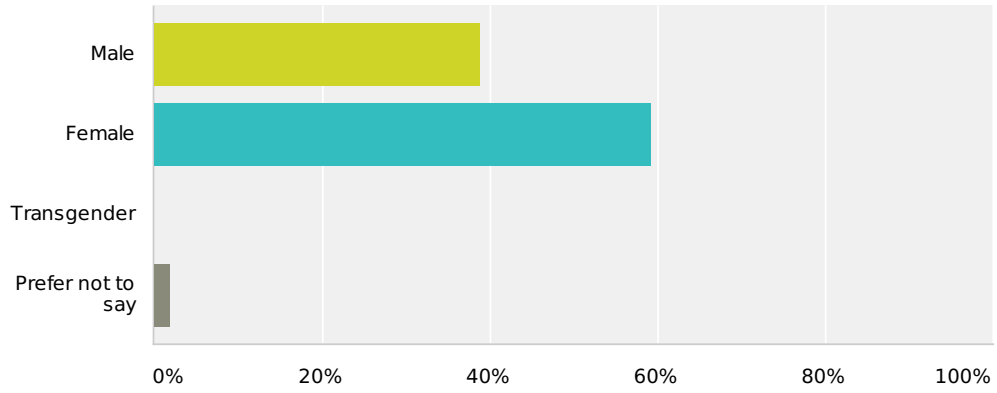
Answer Choices	Responses	
Yes	94.34%	50
No	0%	0
Possibly	5.66%	3
Total		53

Q16 If you have accessed other local health services via our practice, what services have you accessed and what do you think of them?

Answered: 20 Skipped: 34

Q17 About You Are you

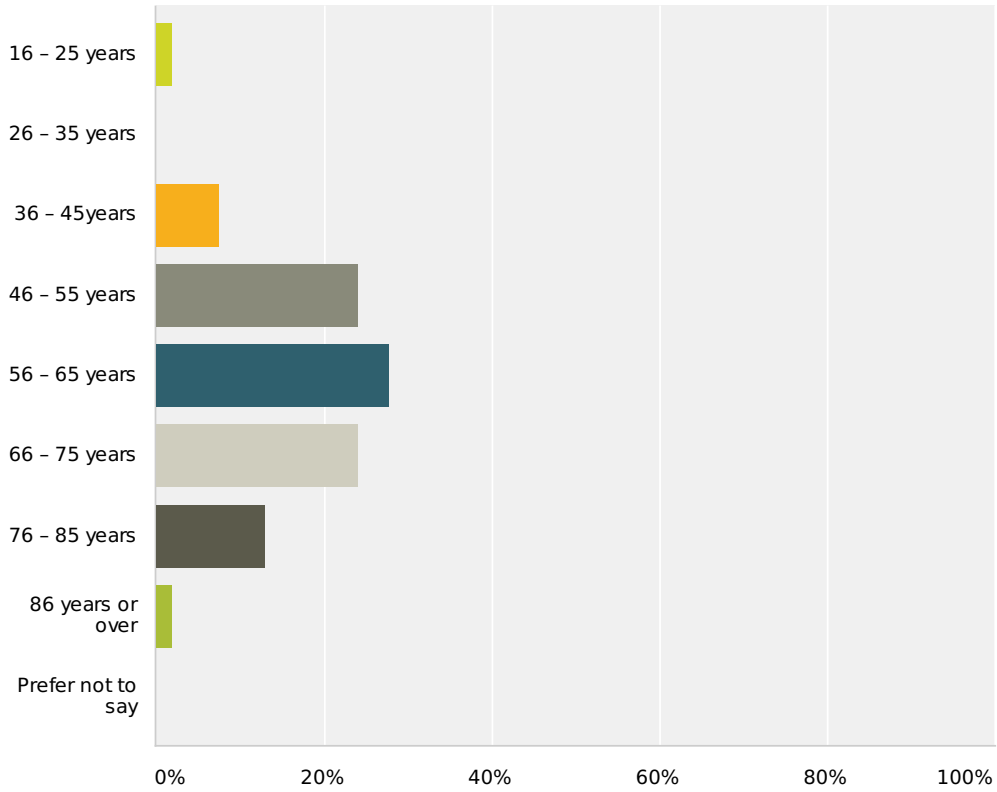
Answered: 54 Skipped: 0



Answer Choices	Responses	
Male	38.89%	21
Female	59.26%	32
Transgender	0%	0
Prefer not to say	1.85%	1
Total		54

Q18 In which age group do you fall?

Answered: 54 Skipped: 0



Answer Choices	Responses	
16 - 25 years	1.85%	1
26 - 35 years	0%	0
36 - 45 years	7.41%	4
46 - 55 years	24.07%	13
56 - 65 years	27.78%	15
66 - 75 years	24.07%	13
76 - 85 years	12.96%	7
86 years or over	1.85%	1
Prefer not to say	0%	0
Total		54

Q19 What is your ethnic group?

Answered: 53 Skipped: 1



Answer Choices	Responses
British	100% 53
Total	53

West View Surgery Patient Survey 2013

Irish	0%	0
Gypsy or Traveller	0%	0
Other White background: (please specify)_____	0%	0
White and Black Caribbean	0%	0
White and Black African	0%	0
White and Asian	0%	0
Other mixed background: (please specify)_____	0%	0
Indian	0%	0
Pakistani	0%	0
Bangladeshi	0%	0
Other Asian background: (please specify)_____	0%	0
African	0%	0
Caribbean	0%	0
Other black background: (please specify)_____	0%	0
Other	0%	0
Chinese	0%	0
Any other ethnic group: (please specify)_____	0%	0
Prefer not to say	0%	0
Total		53