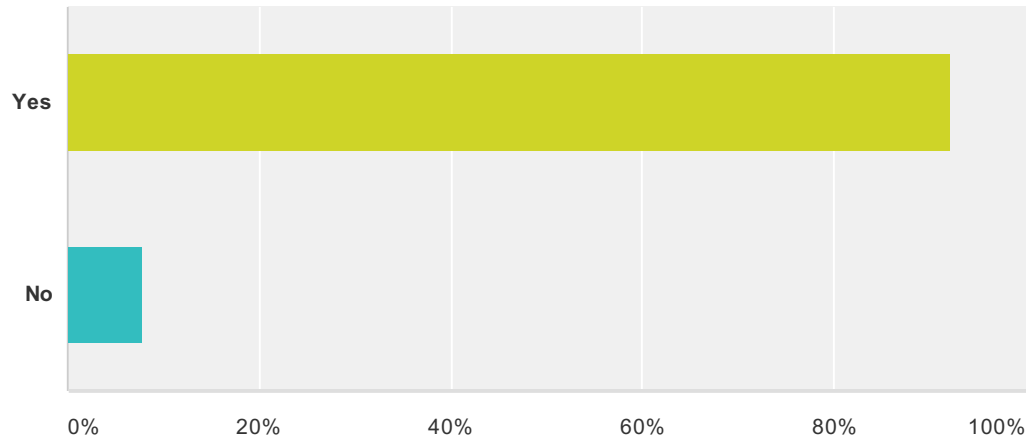


Q1 Are you satisfied with our opening hours?

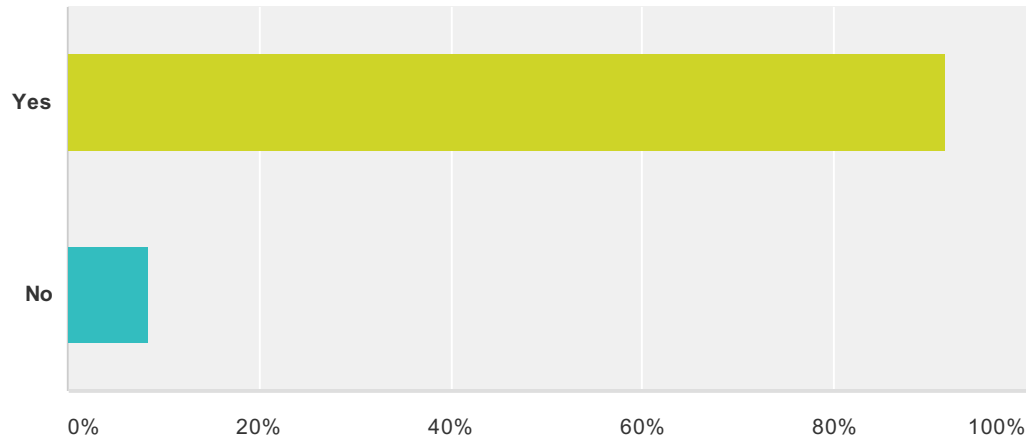
Answered: 155 Skipped: 0



Answer Choices	Responses	
Yes	92.26%	143
No	7.74%	12
Total		155

Q2 Is the GP Surgery currently open at times that are convenient for you?

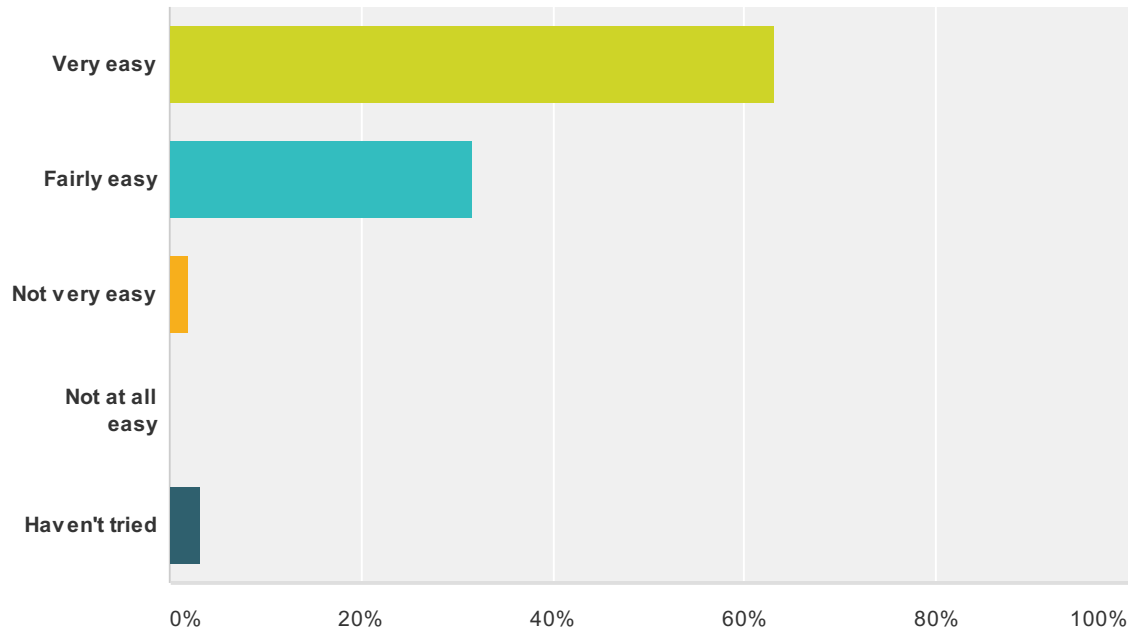
Answered: 155 Skipped: 0



Answer Choices	Responses
Yes	91.61% 142
No	8.39% 13
Total	155

Q3 Ease of getting through to someone at GP surgery on the phone

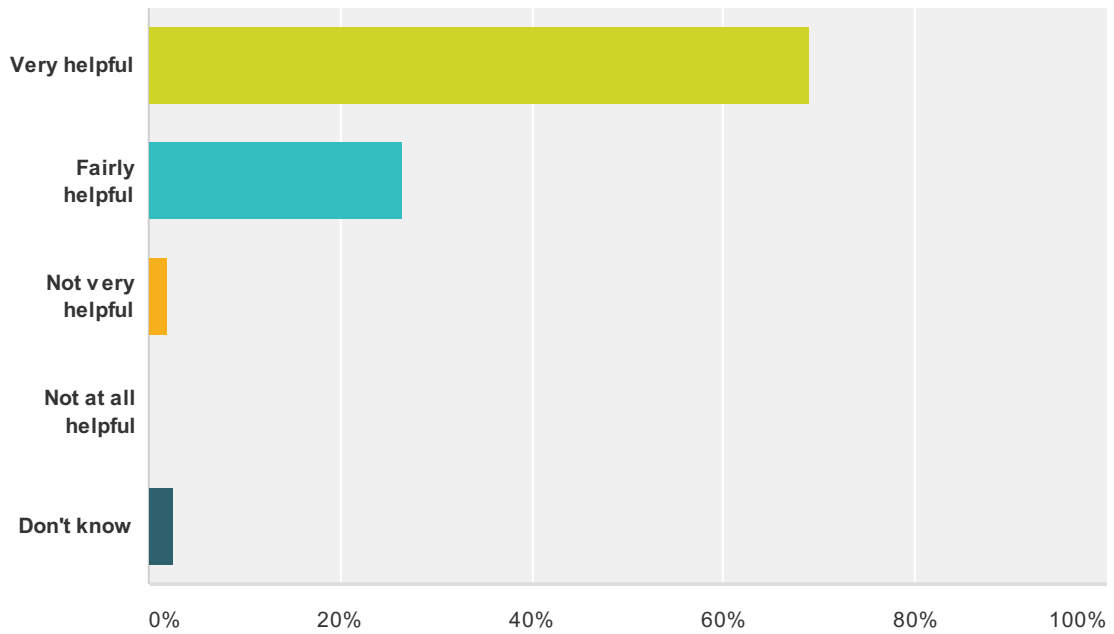
Answered: 155 Skipped: 0



Answer Choices	Responses	
Very easy	63.23%	98
Fairly easy	31.61%	49
Not very easy	1.94%	3
Not at all easy	0%	0
Haven't tried	3.23%	5
Total		155

Q4 Helpfulness of receptionists at surgery

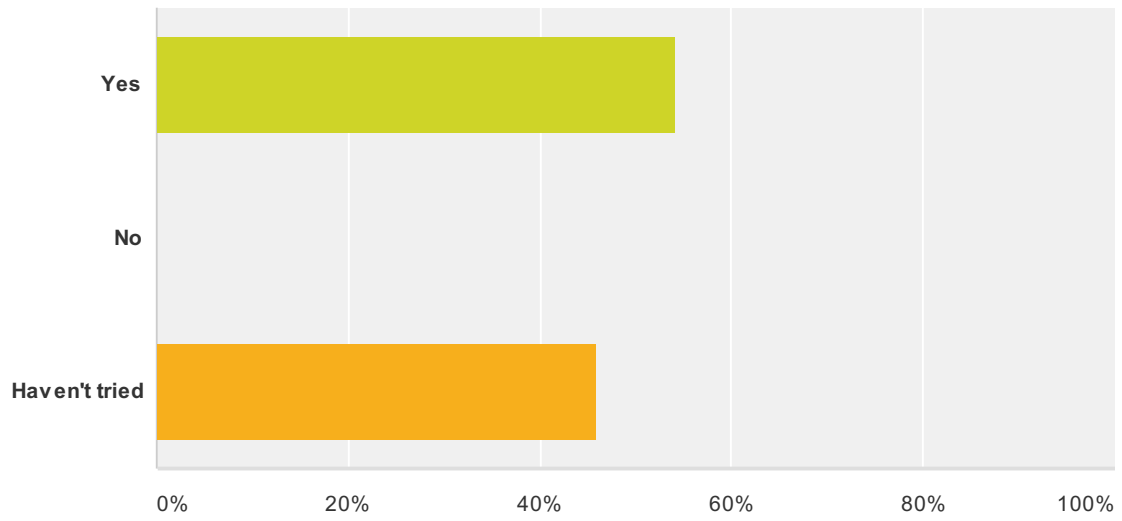
Answered: 155 Skipped: 0



Answer Choices	Responses	
Very helpful	69.03%	107
Fairly helpful	26.45%	41
Not very helpful	1.94%	3
Not at all helpful	0%	0
Don't know	2.58%	4
Total		155

Q5 If you wanted to book an appointment ahead (in the next few weeks) have you been able?

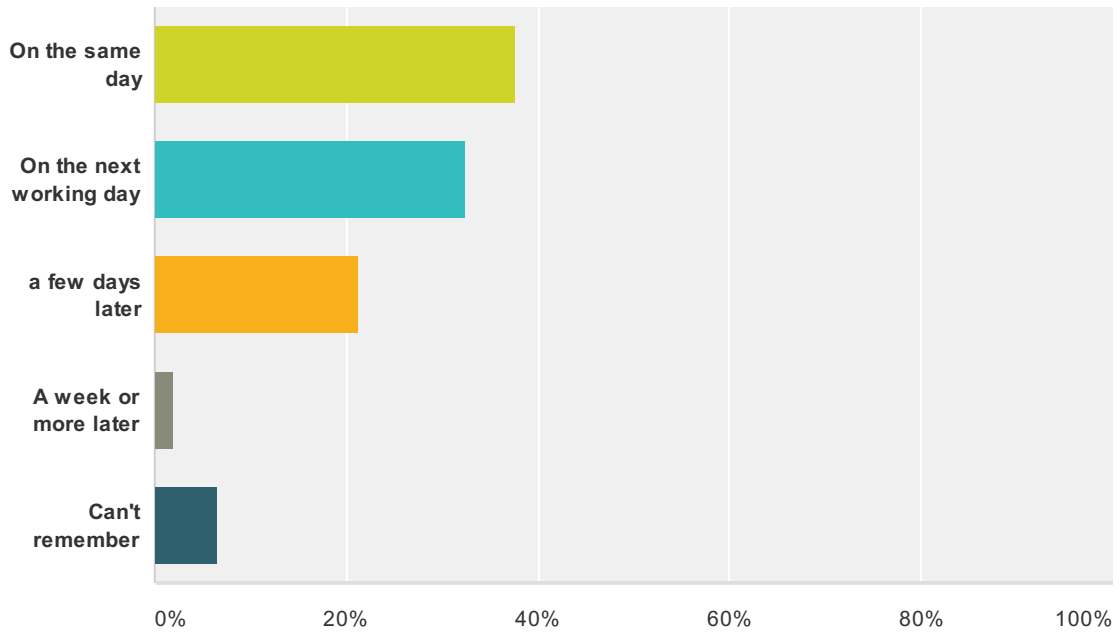
Answered: 155 Skipped: 0



Answer Choices	Responses
Yes	54.19% 84
No	0% 0
Haven't tried	45.81% 71
Total	155

Q6 From how long from contact with us were you able to get an appointment?

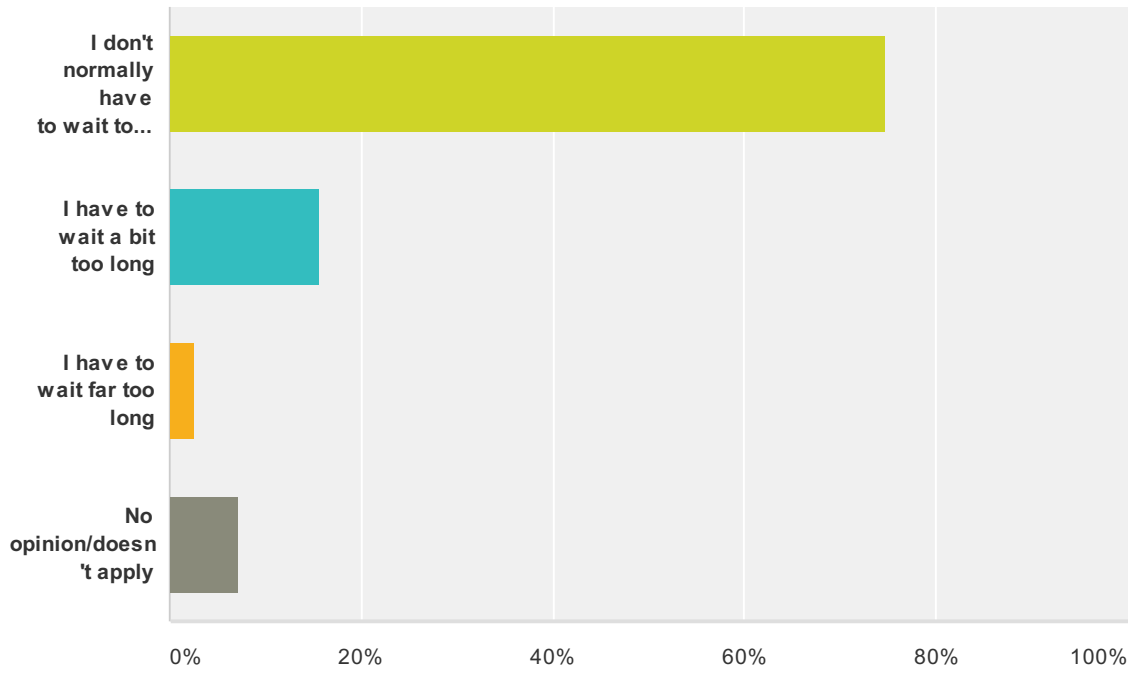
Answered: 151 Skipped: 4



Answer Choices	Responses	
On the same day	37.75%	57
On the next working day	32.45%	49
a few days later	21.19%	32
A week or more later	1.99%	3
Can't remember	6.62%	10
Total		151

Q7 What is your experience of the waiting time at the Surgery

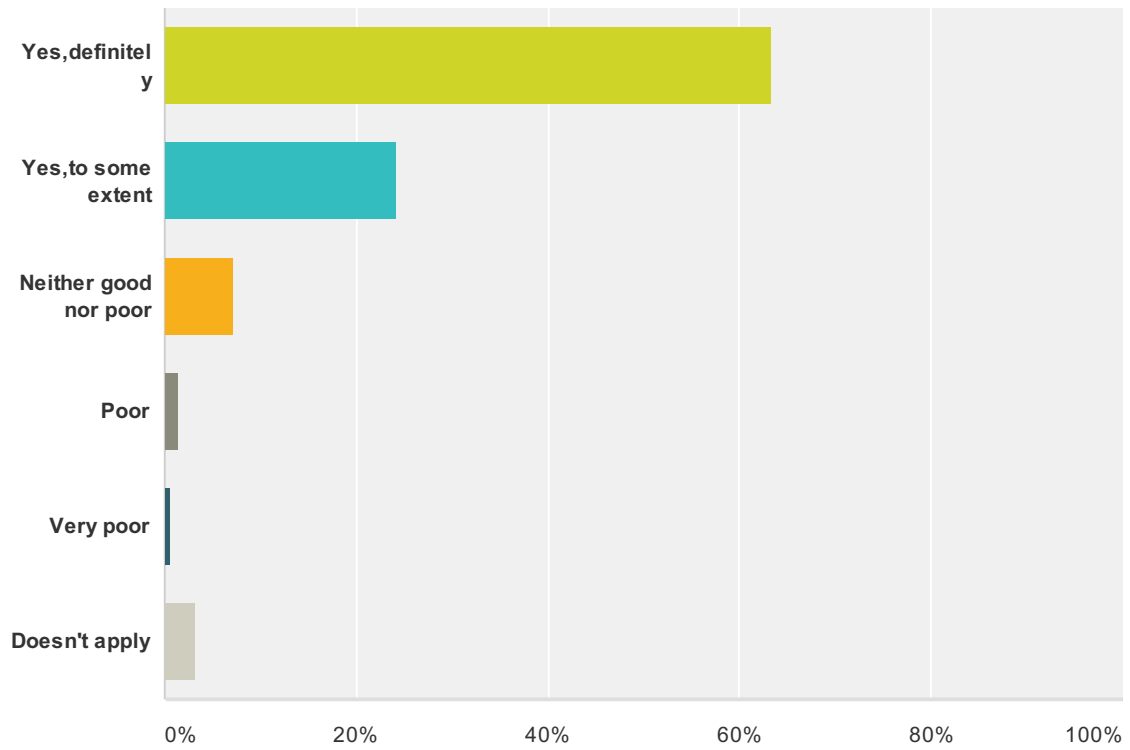
Answered: 154 Skipped: 1



Answer Choices	Responses
I don't normally have to wait too long	74.68% 115
I have to wait a bit too long	15.58% 24
I have to wait far too long	2.60% 4
No opinion/doesn't apply	7.14% 11
Total	154

Q8 Confidence and trust in GP

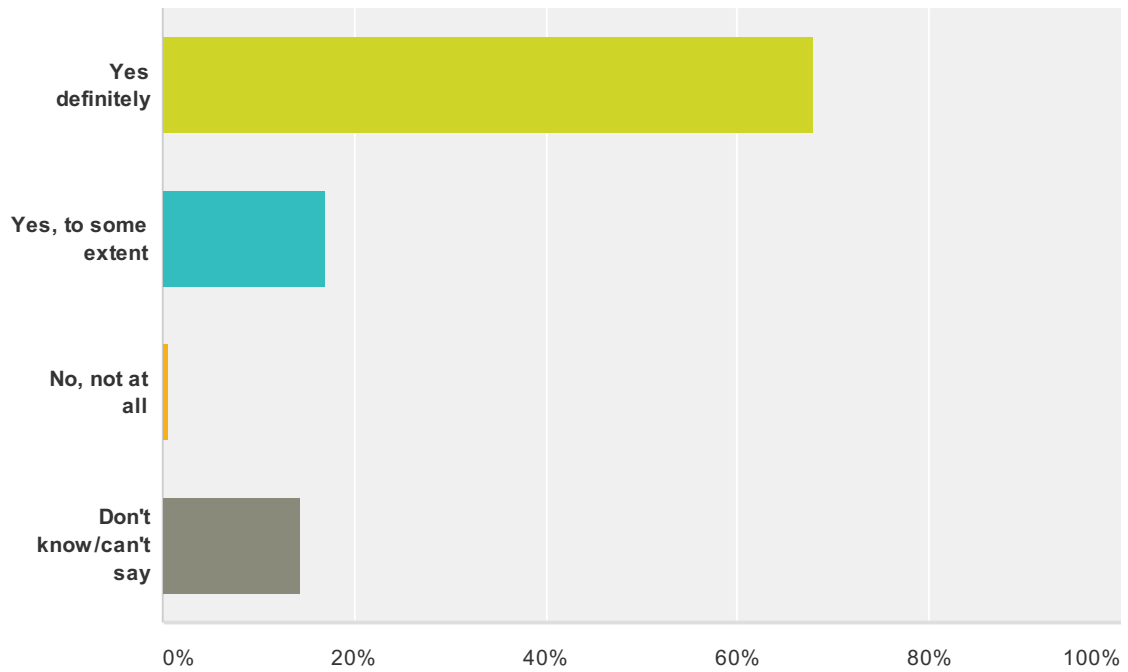
Answered: 153 Skipped: 2



Answer Choices	Responses
Yes, definitely	63.40% 97
Yes, to some extent	24.18% 37
Neither good nor poor	7.19% 11
Poor	1.31% 2
Very poor	0.65% 1
Doesn't apply	3.27% 5
Total	153

Q9 Confidence and trust in Nurse

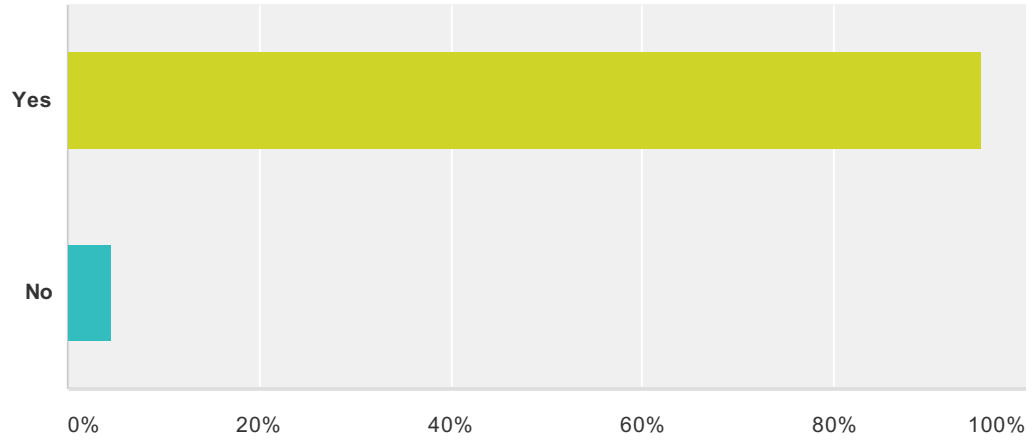
Answered: 153 Skipped: 2



Answer Choices	Responses	
Yes definitely	67.97%	104
Yes, to some extent	16.99%	26
No, not at all	0.65%	1
Don't know/can't say	14.38%	22
Total		153

Q10 Do you find the waiting area at the Surgery acceptable

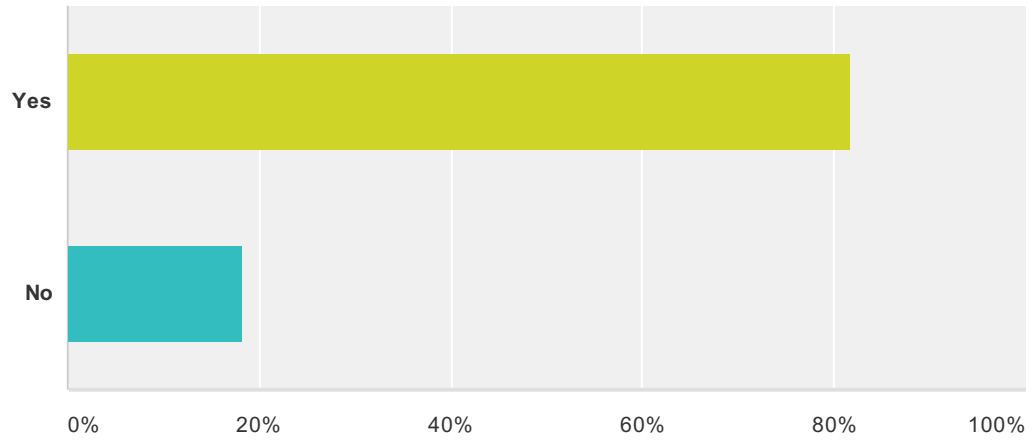
Answered: 154 Skipped: 1



Answer Choices	Responses	
Yes	95.45%	147
No	4.55%	7
Total		154

Q11 Do you know you can order repeat prescriptions by Fax, email, and Patient Access as well as in person?

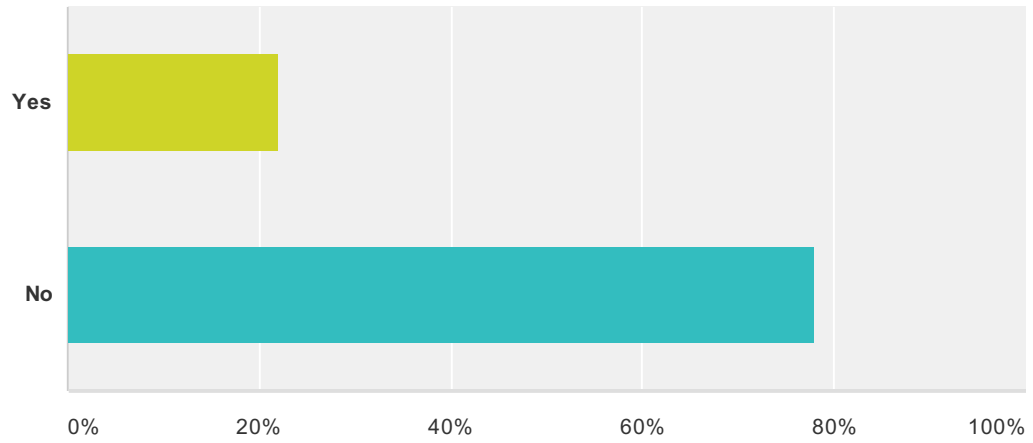
Answered: 153 Skipped: 2



Answer Choices	Responses
Yes	81.70% 125
No	18.30% 28
Total	153

Q12 Do you think we should be on Facebook and Twitter?

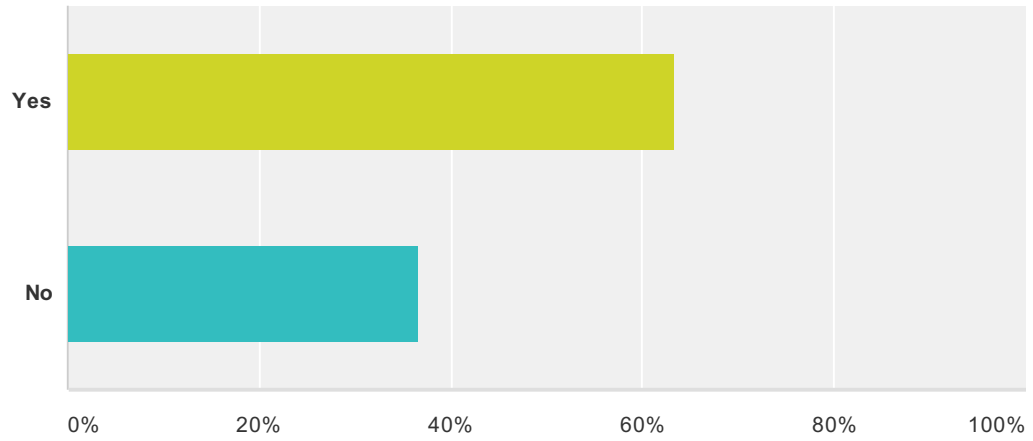
Answered: 136 Skipped: 19



Answer Choices	Responses	
Yes	22.06%	30
No	77.94%	106
Total		136

Q13 Do you know you can book and cancel your appointments though Patients Access online?

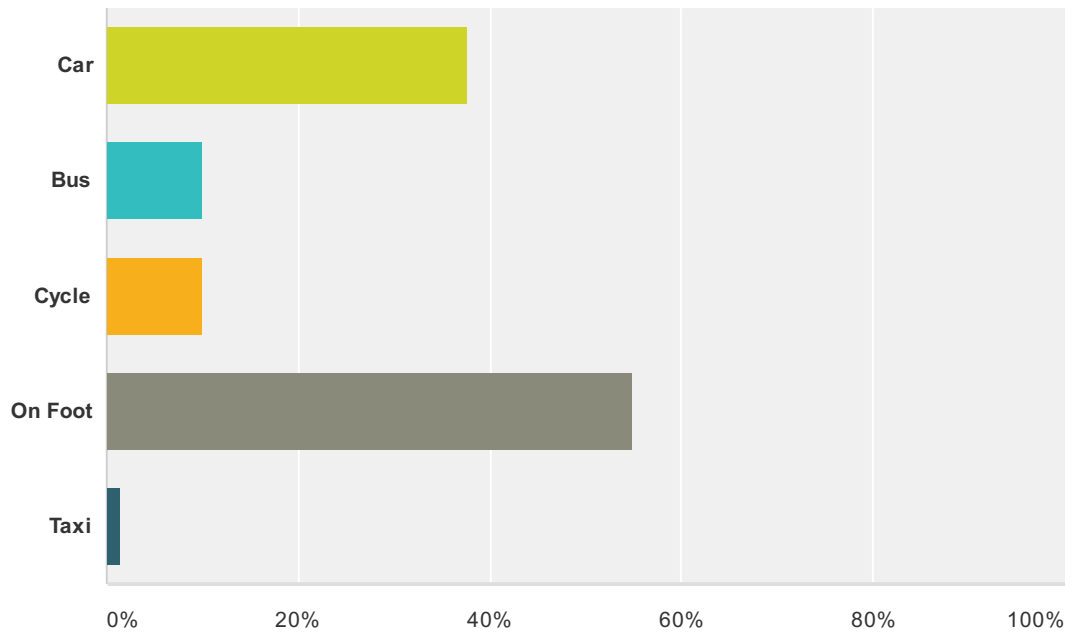
Answered: 147 Skipped: 8



Answer Choices	Responses
Yes	63.27% 93
No	36.73% 54
Total	147

Q14 How do you travel to the Surgery?

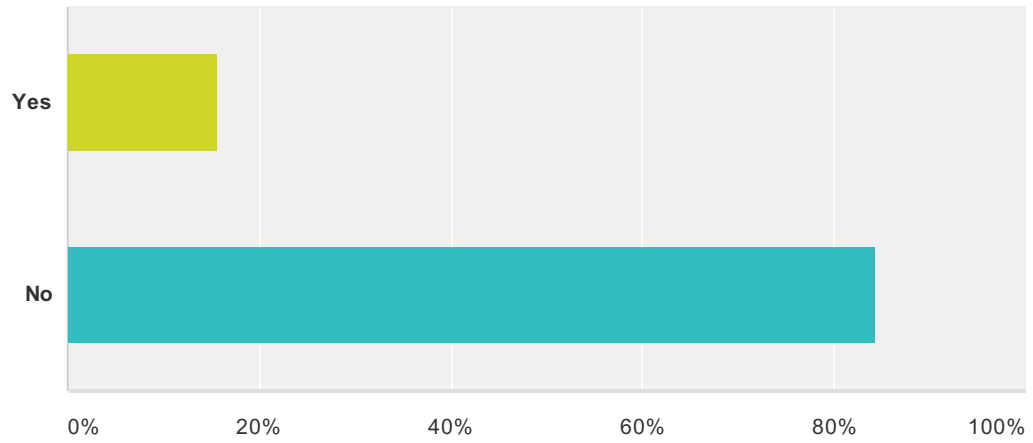
Answered: 151 Skipped: 4



Answer Choices	Responses
Car	37.75% 57
Bus	9.93% 15
Cycle	9.93% 15
On Foot	54.97% 83
Taxi	1.32% 2
Total Respondents: 151	

Q15 If the Surgery where to have a bike stand would you be more likely to cycle?

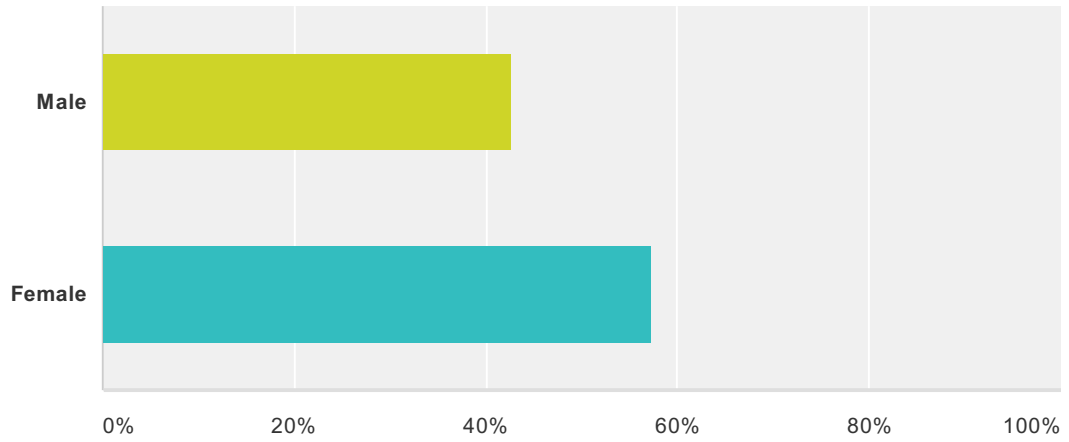
Answered: 148 Skipped: 7



Answer Choices	Responses	
Yes	15.54%	23
No	84.46%	125
Total		148

Q16 Are you male or female?

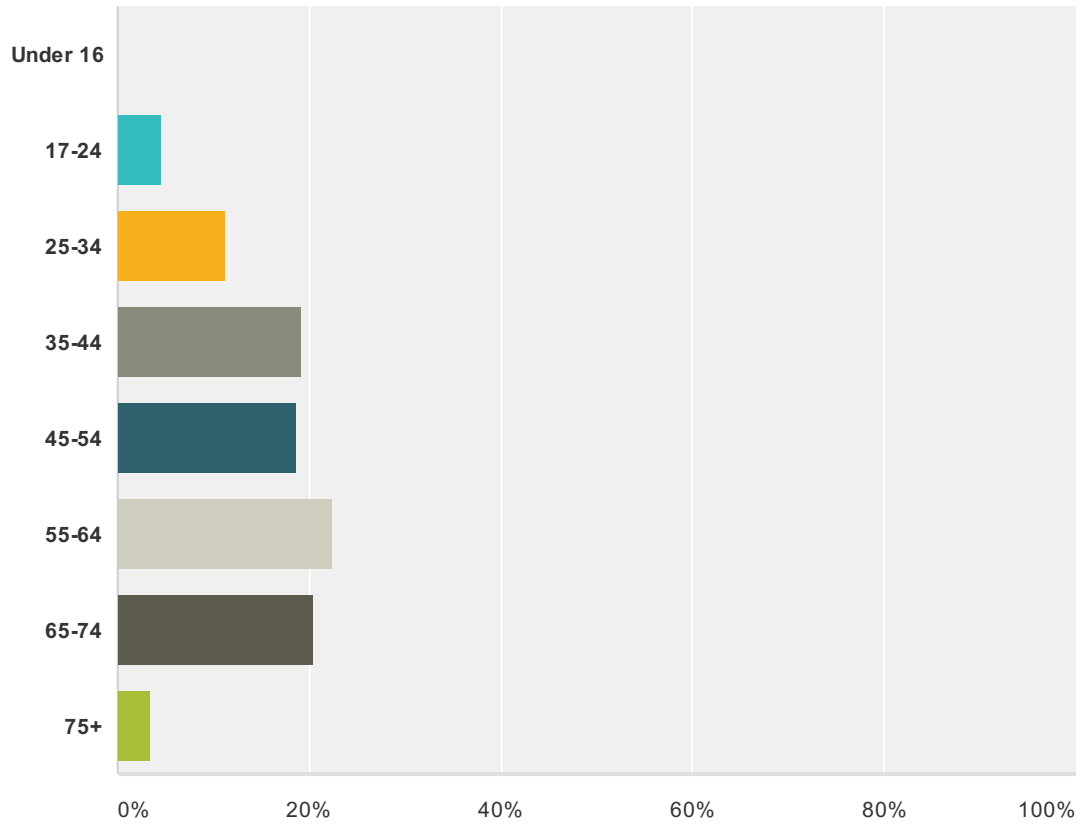
Answered: 150 Skipped: 5



Answer Choices	Responses
Male	42.67% 64
Female	57.33% 86
Total	150

Q17 Age

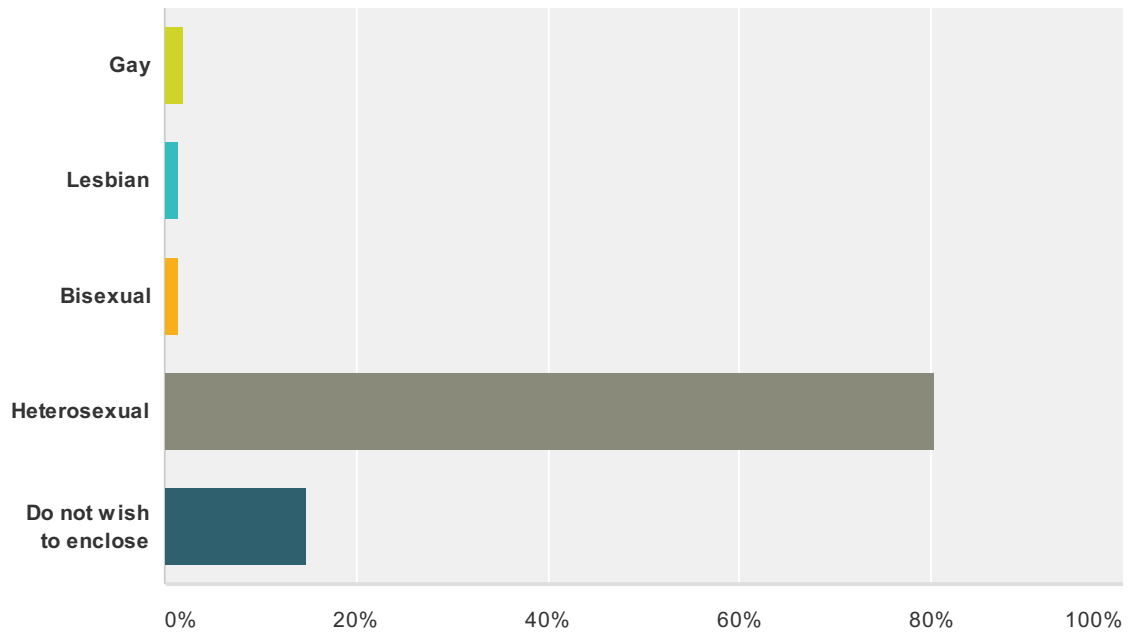
Answered: 151 Skipped: 4



Answer Choices	Responses
Under 16	0% 0
17-24	4.64% 7
25-34	11.26% 17
35-44	19.21% 29
45-54	18.54% 28
55-64	22.52% 34
65-74	20.53% 31
75+	3.31% 5
Total	151

Q18 Sexual orientation

Answered: 148 Skipped: 7

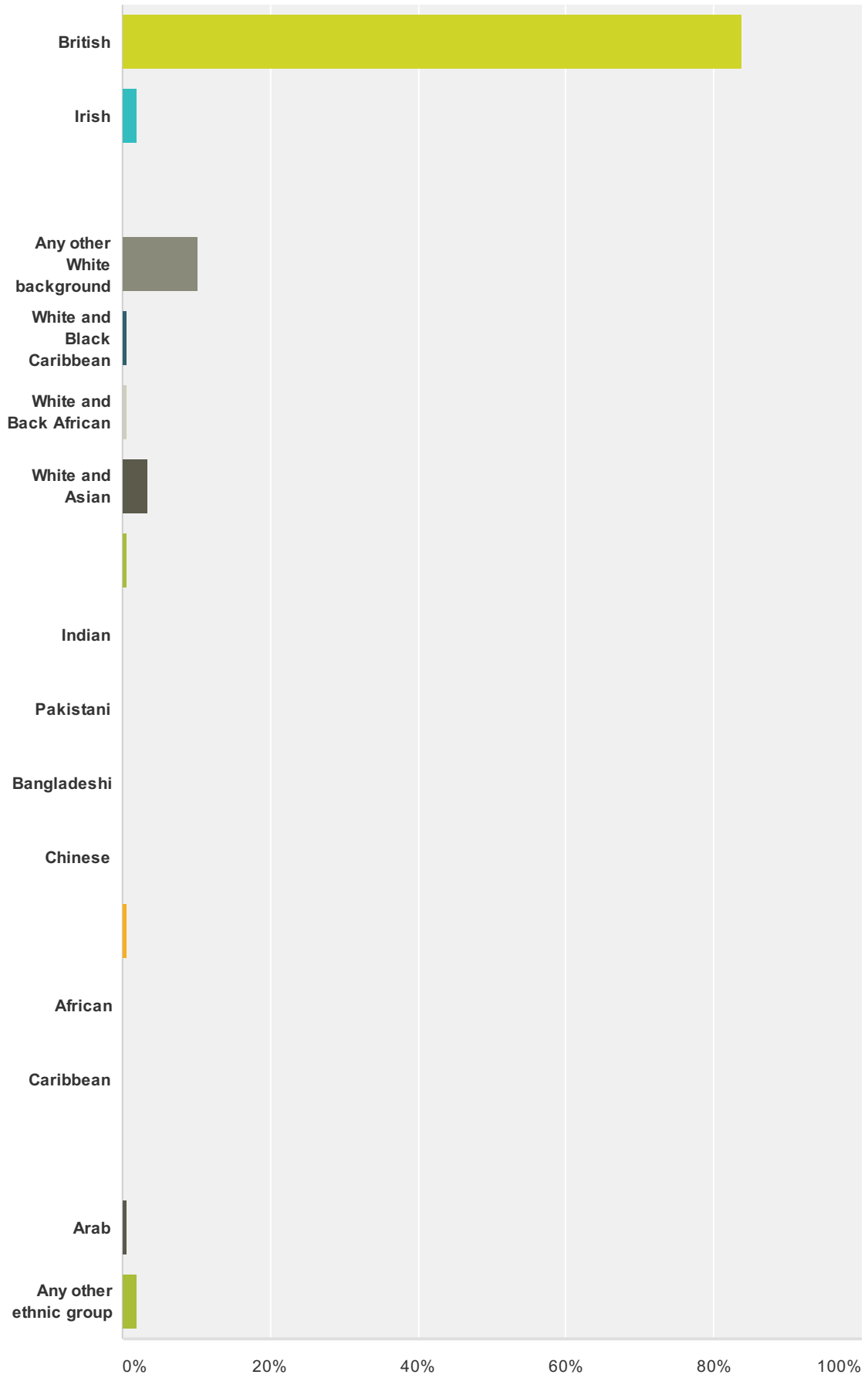


Answer Choices	Responses
Gay	2.03% 3
Lesbian	1.35% 2
Bisexual	1.35% 2
Heterosexual	80.41% 119
Do not wish to enclose	14.86% 22
Total	148

Q19 What is your ethnicity? (Please select all that apply.)

Answered: 147 Skipped: 8

The Haven Practice Survey 2014



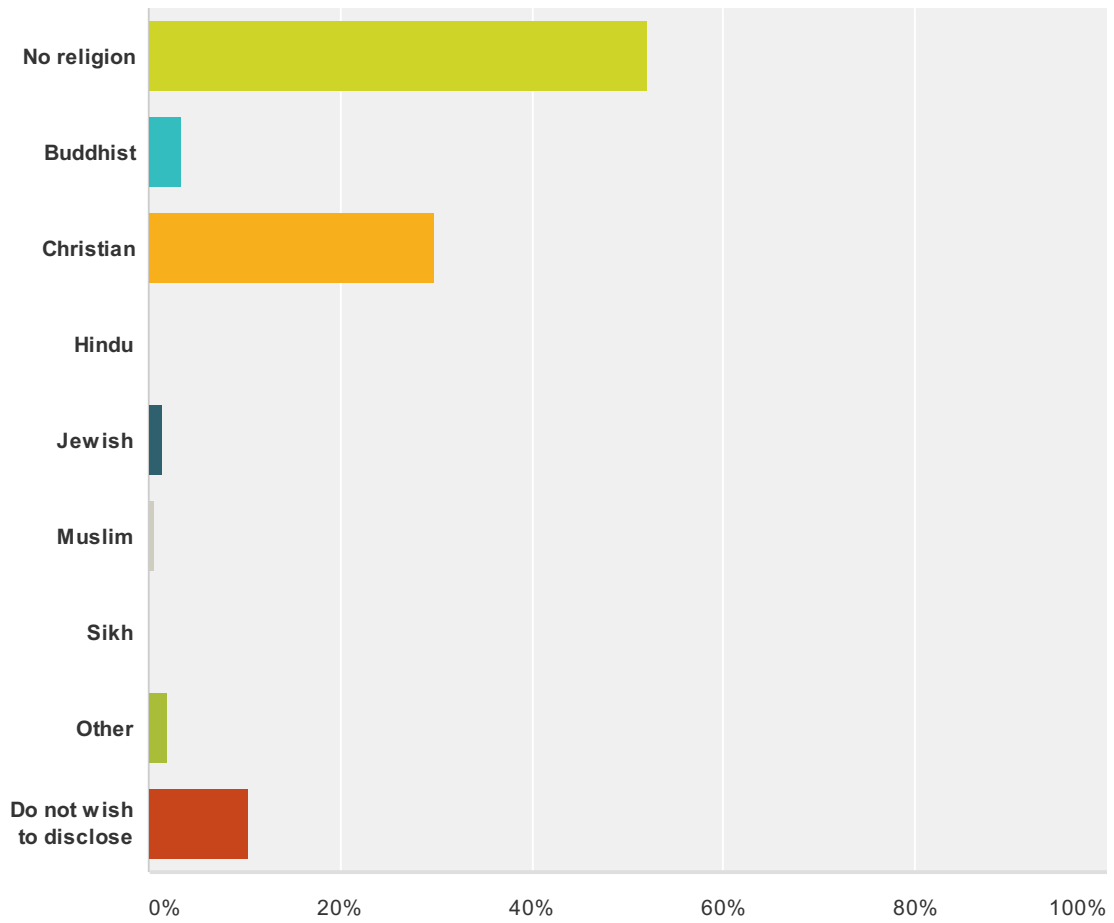
Answer Choices	Responses
British	83.67% 123

The Haven Practice Survey 2014

Irish	2.04%	3
Gypsy or Irish Traveller	0%	0
Any other White background	10.20%	15
White and Black Caribbean	0.68%	1
White and Back African	0.68%	1
White and Asian	3.40%	5
Any other mixed/multiple ethnic background	0.68%	1
Indian	0%	0
Pakistani	0%	0
Bangladeshi	0%	0
Chinese	0%	0
any other Asian background	0.68%	1
African	0%	0
Caribbean	0%	0
Any other Black/African/Caribbean background	0%	0
Arab	0.68%	1
Any other ethnic group	2.04%	3
Total Respondents: 147		

Q20 Religion

Answered: 144 Skipped: 11



Answer Choices	Responses	
No religion	52.08%	75
Buddhist	3.47%	5
Christian	29.86%	43
Hindu	0%	0
Jewish	1.39%	2
Muslim	0.69%	1
Sikh	0%	0
Other	2.08%	3
Do not wish to disclose	10.42%	15
Total		144