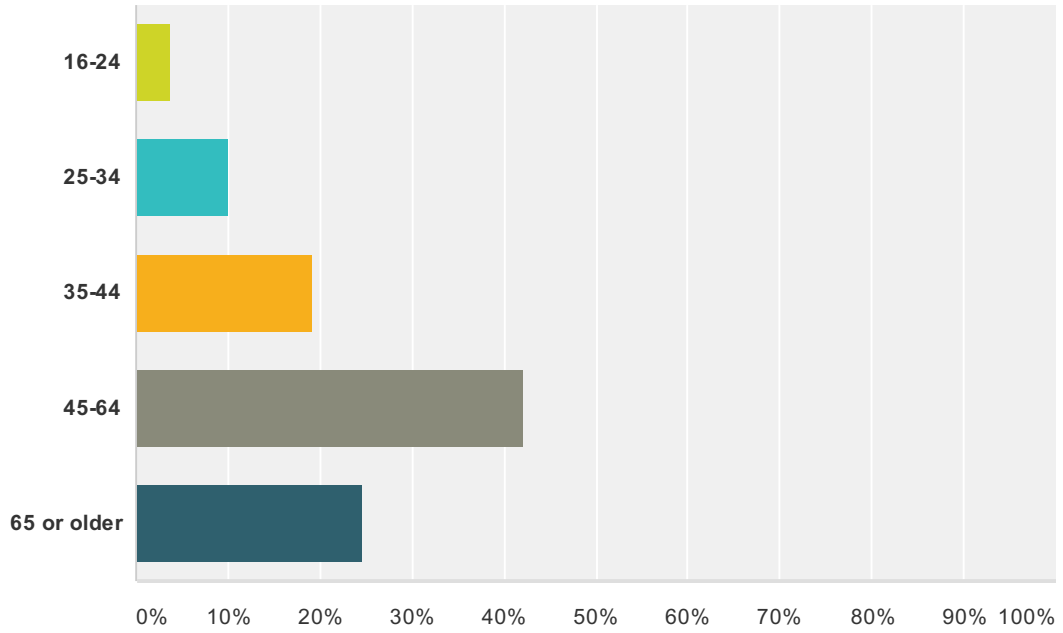


Q1 Which category below includes your age?

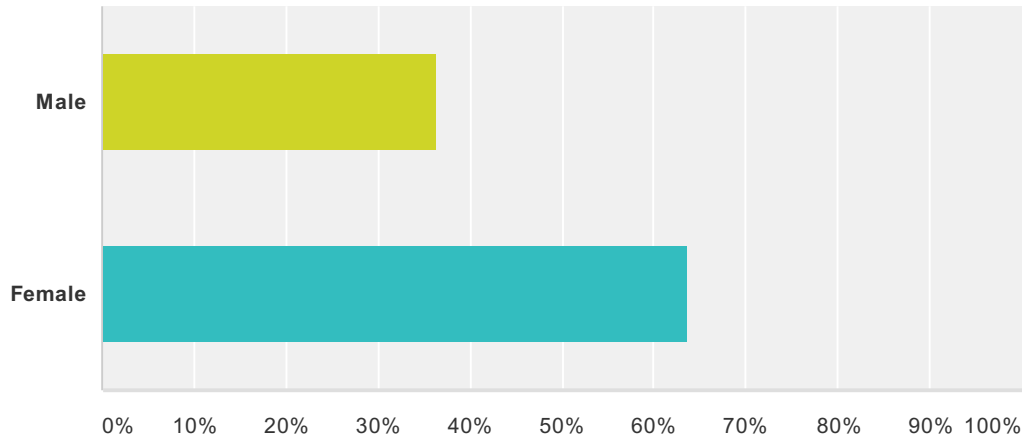
Answered: 457 Skipped: 0



Answer Choices	Responses
16-24	3.72% 17
25-34	10.07% 46
35-44	19.26% 88
45-64	42.23% 193
65 or older	24.73% 113
Total	457

Q2 Are you male or female?

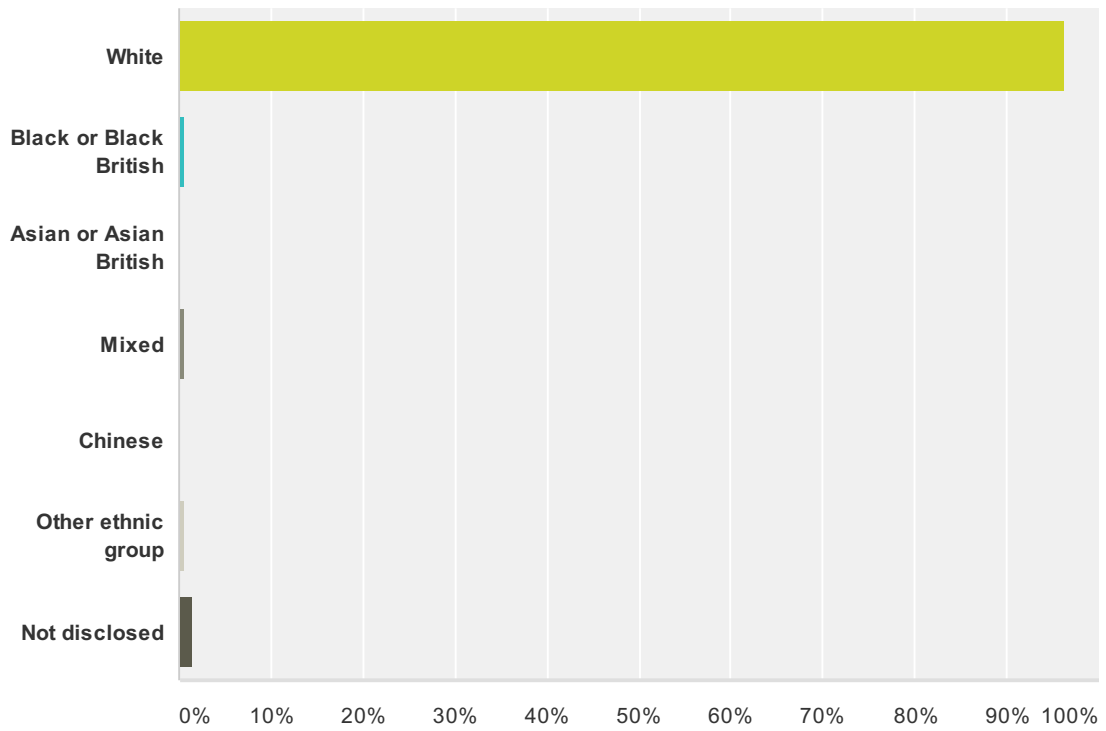
Answered: 457 Skipped: 0



Answer Choices	Responses	
Male	36.32%	166
Female	63.68%	291
Total		457

Q3 To which ethnic group do you belong?

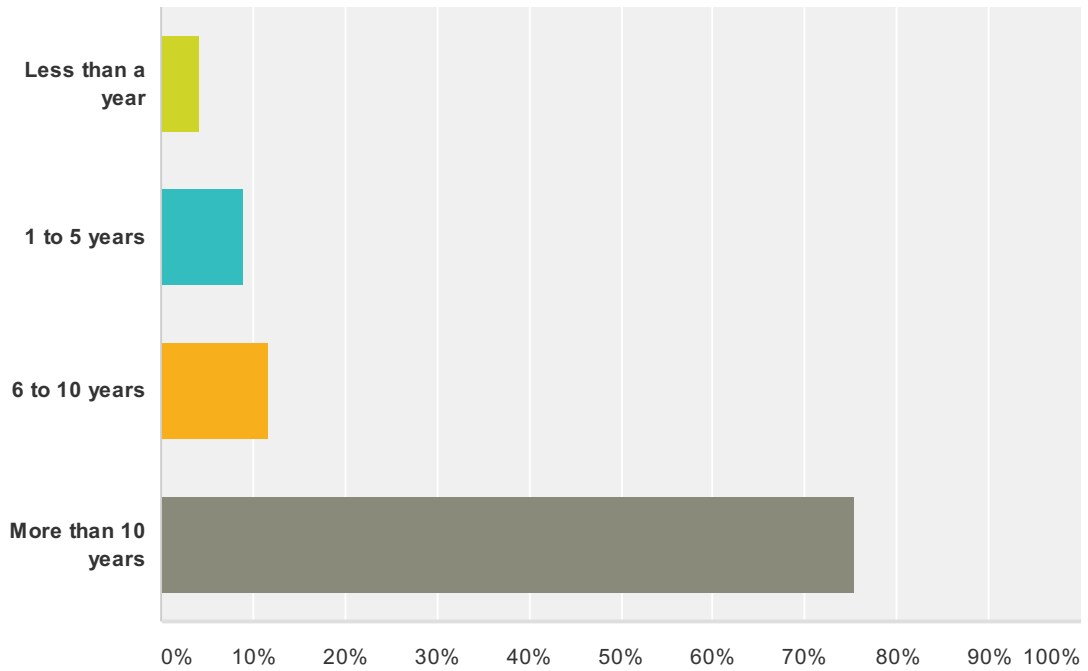
Answered: 457 Skipped: 0



Answer Choices	Responses	
White	96.28%	440
Black or Black British	0.66%	3
Asian or Asian British	0.22%	1
Mixed	0.66%	3
Chinese	0.00%	0
Other ethnic group	0.66%	3
Not disclosed	1.53%	7
Total		457

Q4 For how long have you been a patient of the Practice?

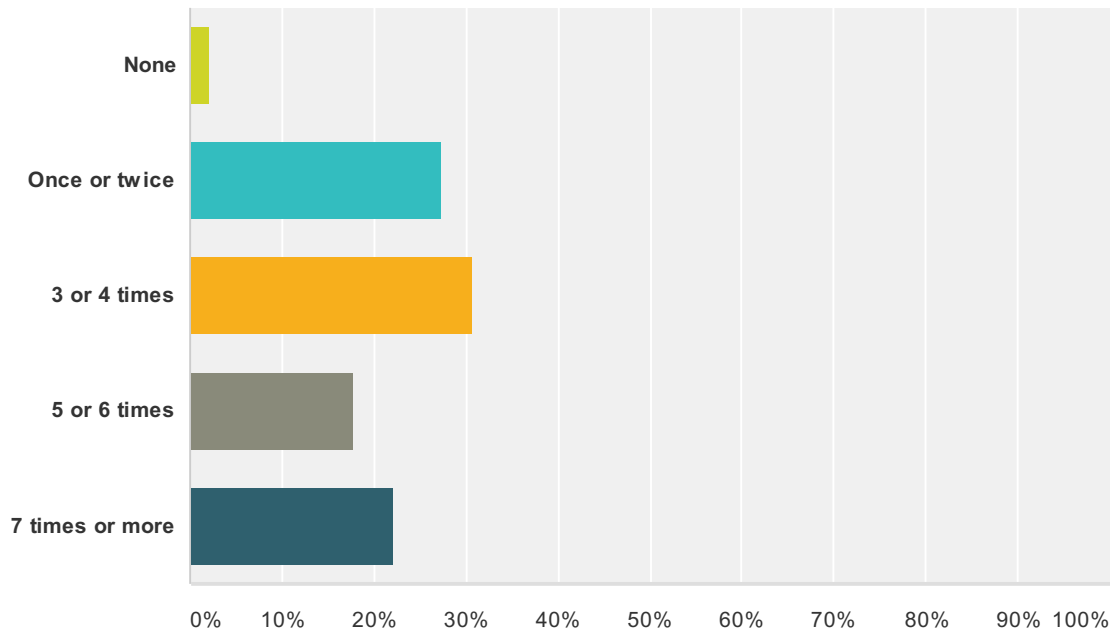
Answered: 457 Skipped: 0



Answer Choices	Responses
Less than a year	4.16% 19
1 to 5 years	8.97% 41
6 to 10 years	11.60% 53
More than 10 years	75.27% 344
Total	457

Q5 In the last 12 months, how often have you visited Elmwood Health Centre to see one of our doctors or nurses?

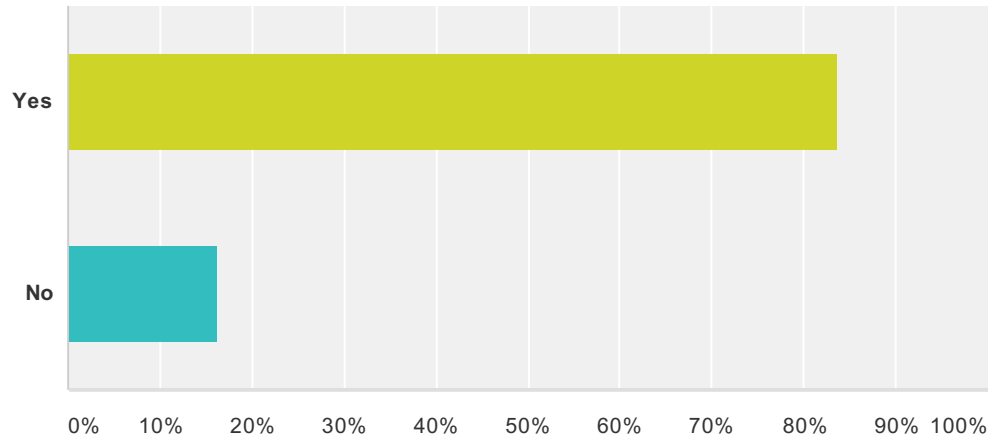
Answered: 457 Skipped: 0



Answer Choices	Responses
None	2.19% 10
Once or twice	27.35% 125
3 or 4 times	30.63% 140
5 or 6 times	17.72% 81
7 times or more	22.10% 101
Total	457

Q6 Are you aware of the Practice's policy on offering same day "urgent" appointments

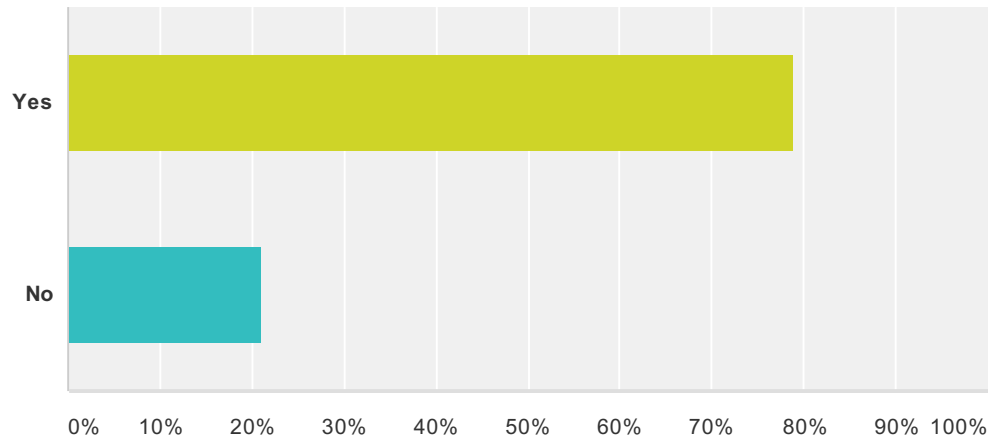
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	83.70%	380
No	16.30%	74
Total		454

Q7 If your answer to the above question is "yes", have you ever used this service?

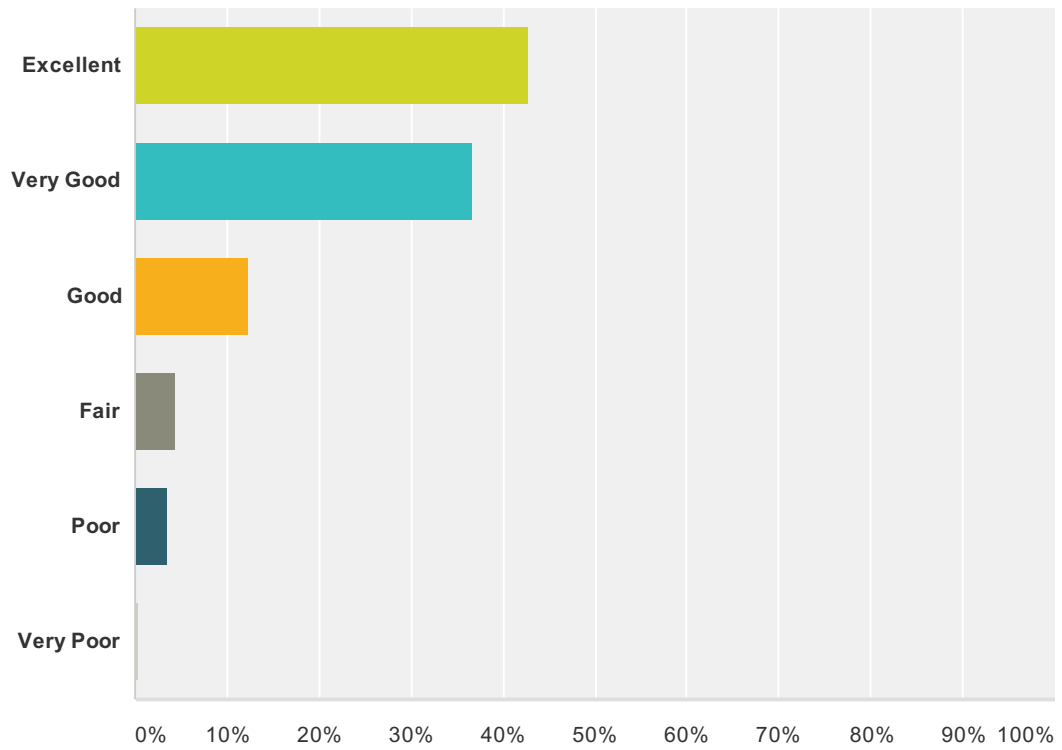
Answered: 381 Skipped: 76



Answer Choices	Responses	
Yes	79.00%	301
No	21.00%	80
Total		381

Q8 How satisfactory did you find it?

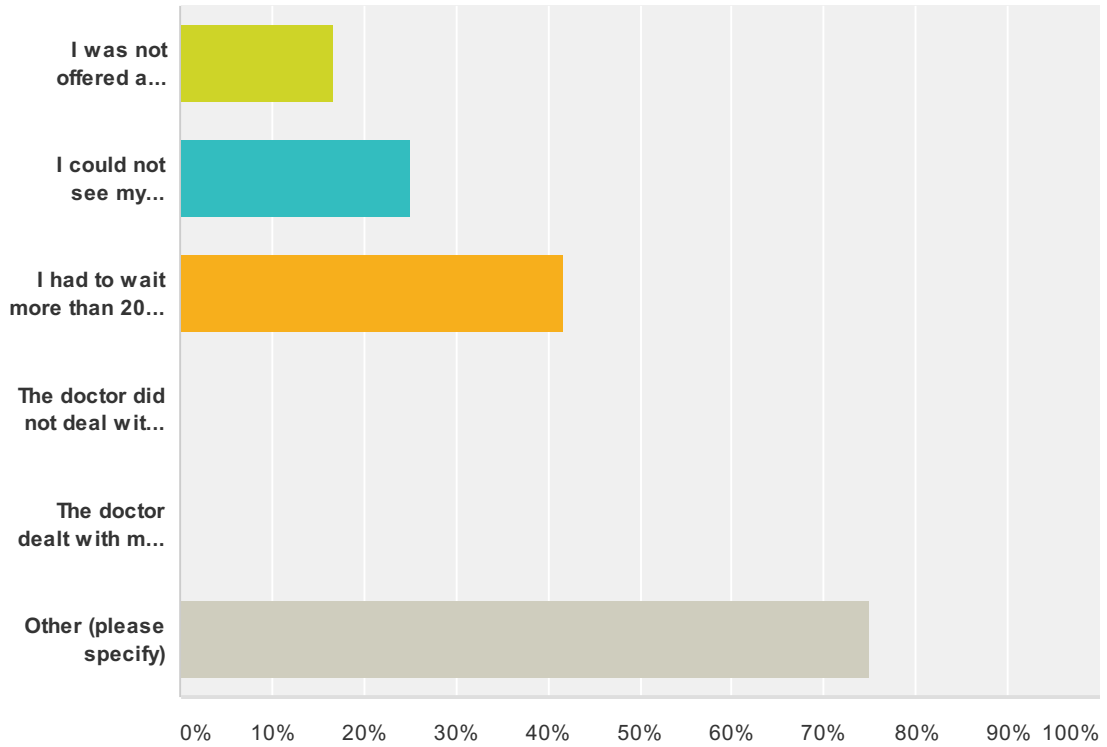
Answered: 302 Skipped: 155



Answer Choices	Responses
Excellent	42.72% 129
Very Good	36.75% 111
Good	12.25% 37
Fair	4.30% 13
Poor	3.64% 11
Very Poor	0.33% 1
Total	302

Q9 If your answer to the above question is "poor" or "very poor", please select a reason from the following:

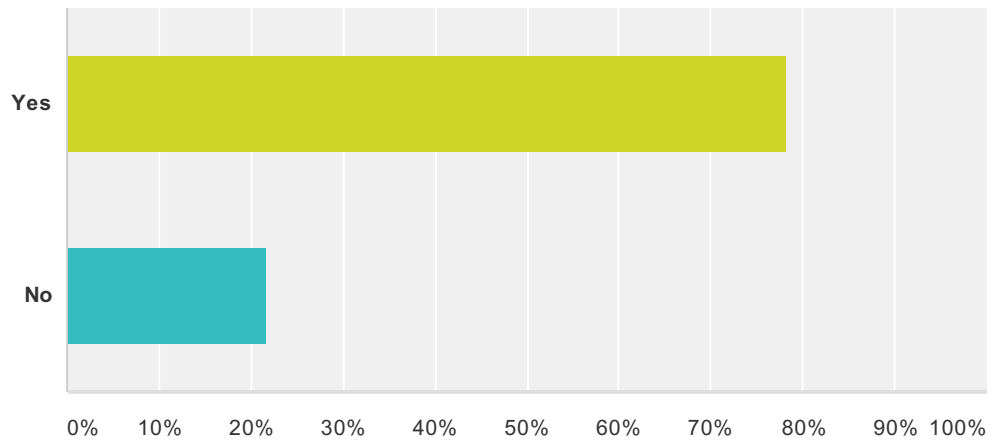
Answered: 12 Skipped: 445



Answer Choices	Responses
I was not offered a convenient time	16.67% 2
I could not see my preferred doctor	25.00% 3
I had to wait more than 20 minutes to be seen	41.67% 5
The doctor did not deal with my problem and I had to go to A&E	0.00% 0
The doctor dealt with my problem but I had to go to A & E anyway	0.00% 0
Other (please specify)	75.00% 9
Total Respondents: 12	

Q10 Are you aware that you can order your repeat prescriptions via the internet ("on-line")?

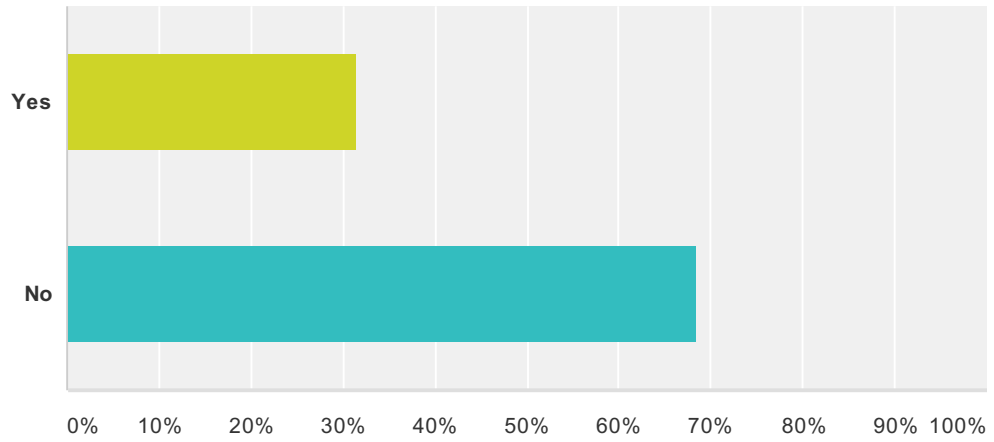
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	78.19%	355
No	21.81%	99
Total		454

Q11 Do you normally use on-line ordering?

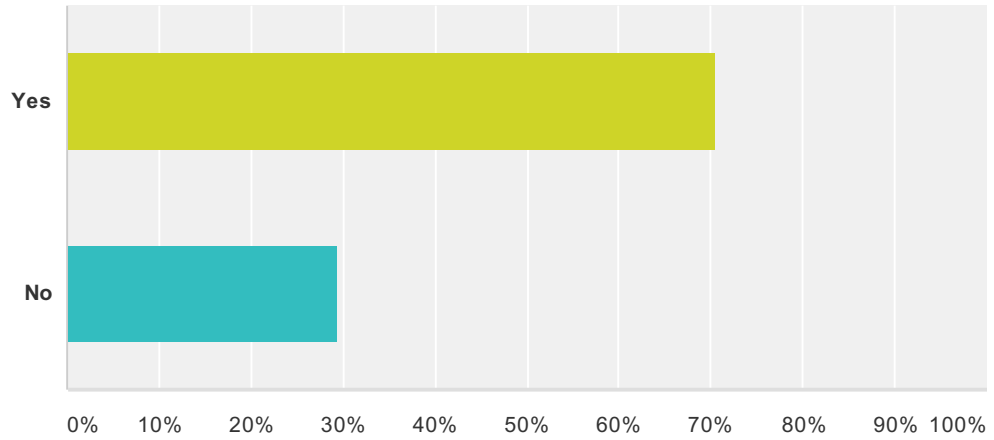
Answered: 356 Skipped: 101



Answer Choices	Responses	
Yes	31.46%	112
No	68.54%	244
Total		356

Q12 If you either didn't know about it or do not use it, would you consider using on-line ordering of repeat prescriptions in future?

Answered: 343 Skipped: 114



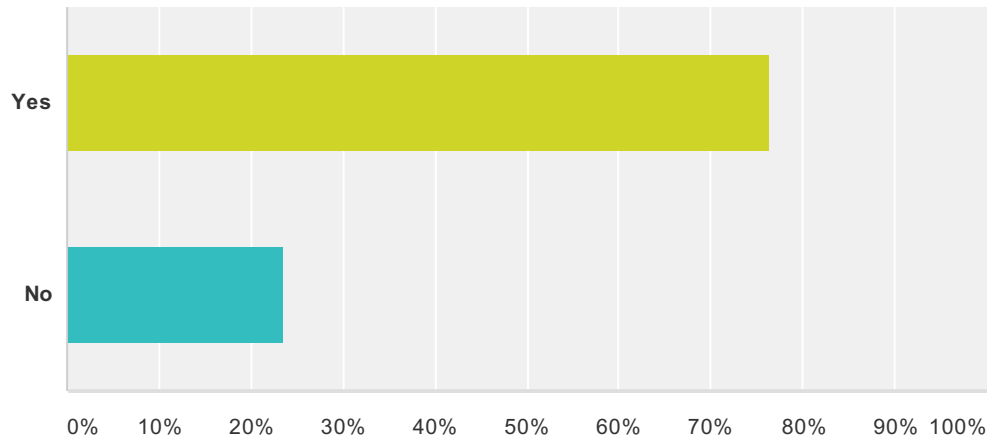
Answer Choices	Responses
Yes	70.55% 242
No	29.45% 101
Total	343

Q13 If your answer is "no", please say why

Answered: 103 Skipped: 354

Q14 Are you aware that you can book appointments with your GP on-line?

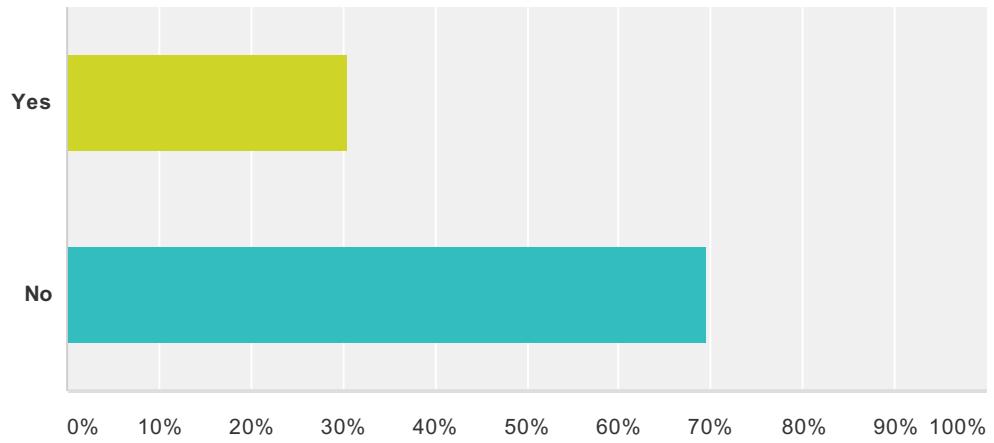
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	76.43%	347
No	23.57%	107
Total		454

Q15 Do you normally book appointments on-line?

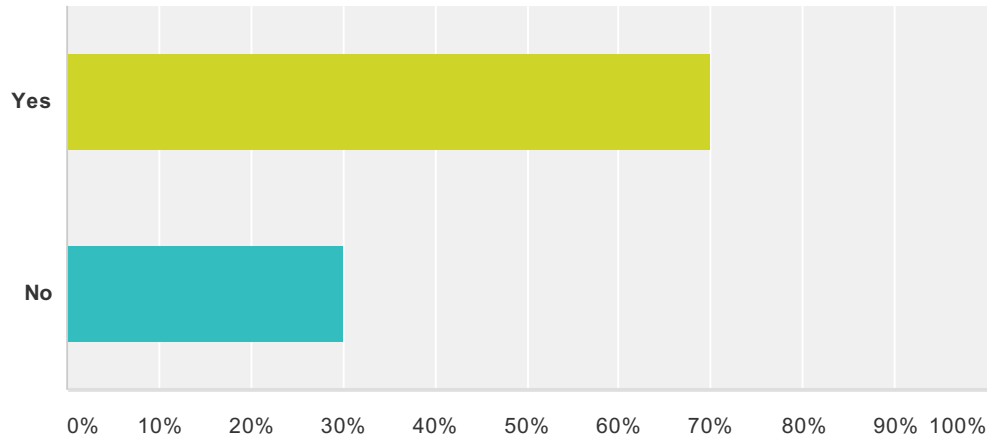
Answered: 348 Skipped: 109



Answer Choices	Responses	
Yes	30.46%	106
No	69.54%	242
Total		348

Q16 If you are not aware of it, or have not used it, would you consider using on-line booking in future?

Answered: 349 Skipped: 108



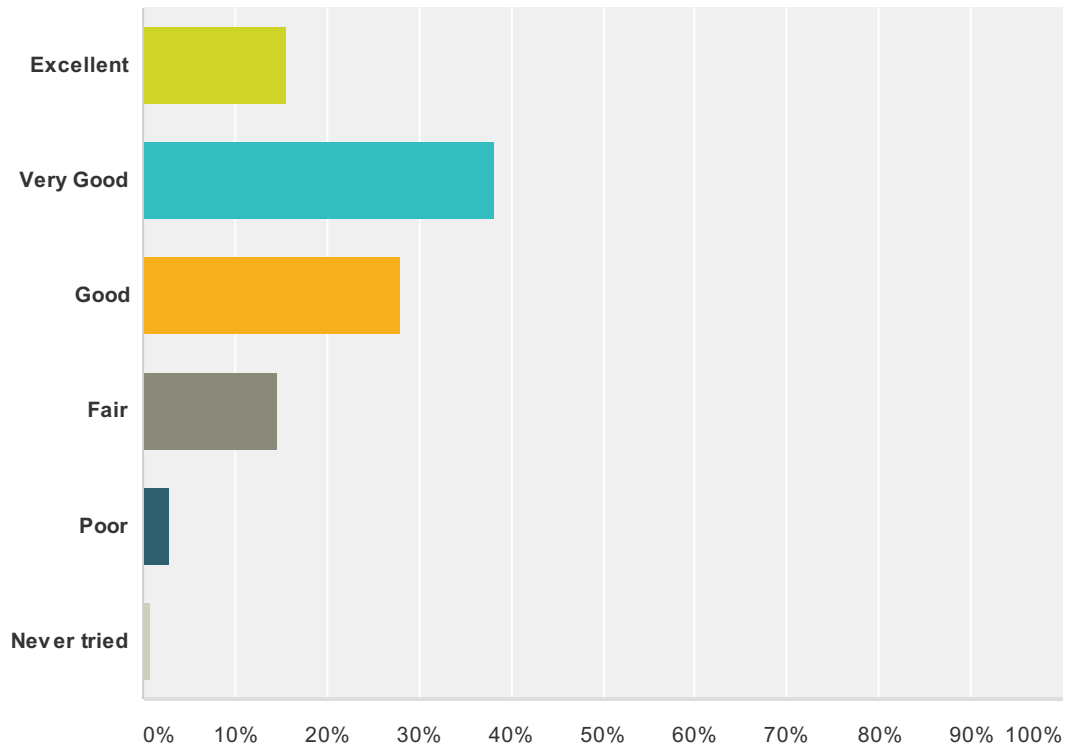
Answer Choices	Responses	
Yes	69.91%	244
No	30.09%	105
Total		349

**Q17 If your answer to the above question
is "no", please say why**

Answered: 106 Skipped: 351

Q18 Thinking of times you have 'phoned the Practice, how do you rate the ability to get through in reasonable time?

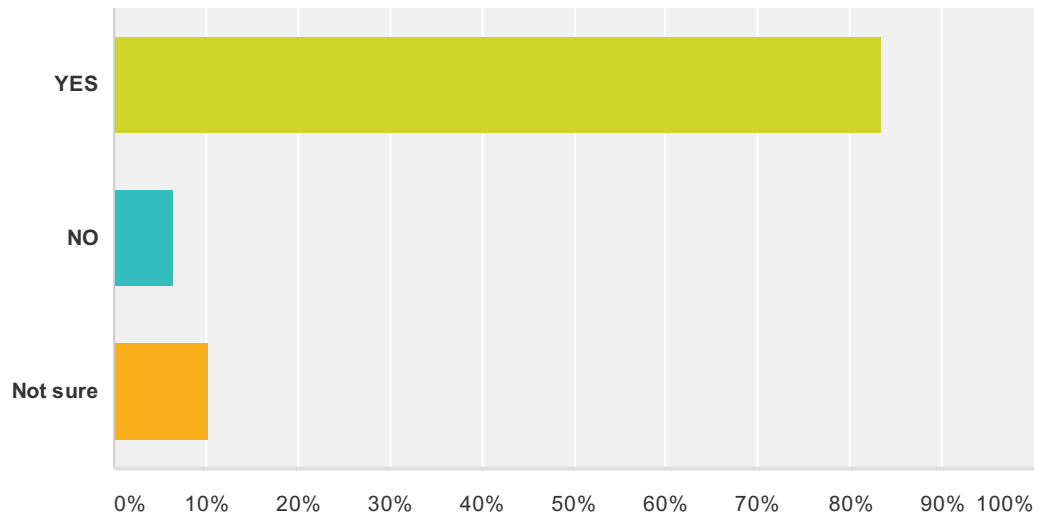
Answered: 454 Skipped: 3



Answer Choices	Responses	
Excellent	15.64%	71
Very Good	38.11%	173
Good	27.97%	127
Fair	14.54%	66
Poor	2.86%	13
Never tried	0.88%	4
Total		454

Q19 Would you welcome the chance to discuss a MINOR medical problem with a GP on the telephone?

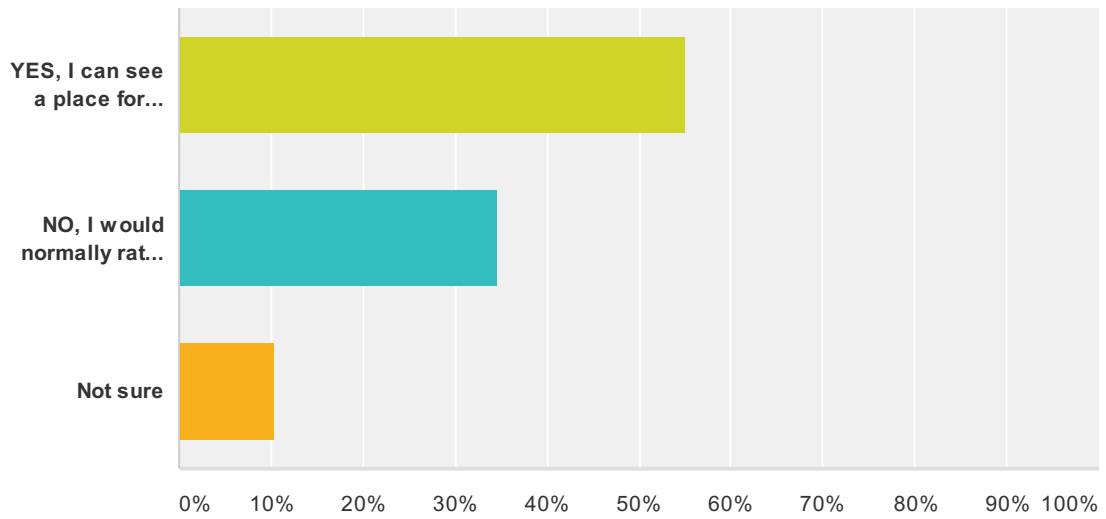
Answered: 454 Skipped: 3



Answer Choices	Responses	
YES	83.48%	379
NO	6.39%	29
Not sure	10.13%	46
Total		454

Q20 If appropriate, would you prefer to have your medication review over the telephone?

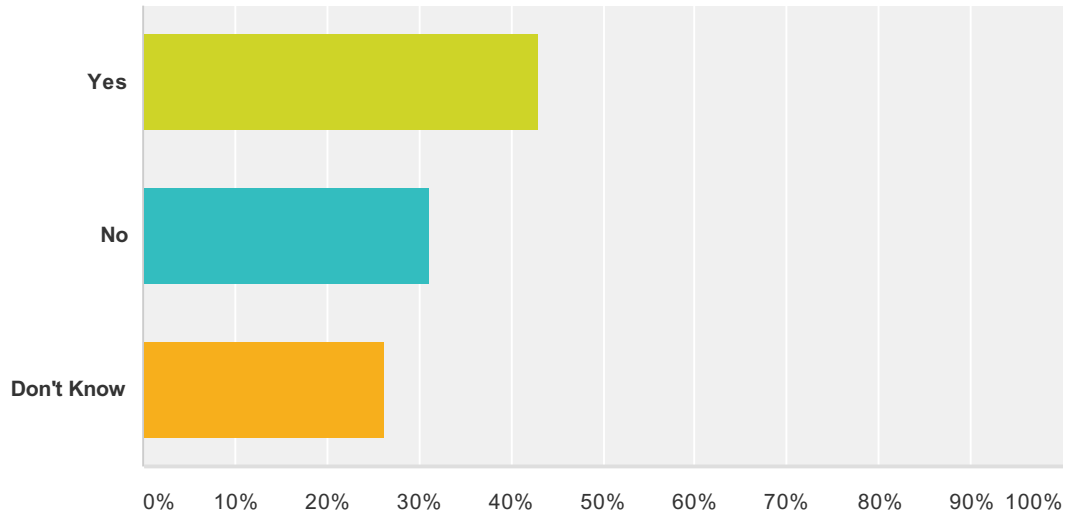
Answered: 454 Skipped: 3



Answer Choices	Responses
YES, I can see a place for this	55.07% 250
NO, I would normally rather see a GP or nurse in person	34.58% 157
Not sure	10.35% 47
Total	454

Q21 When booking your appointments with the DOCTOR, would you like to be able to state the amount of time you need for your consultation?

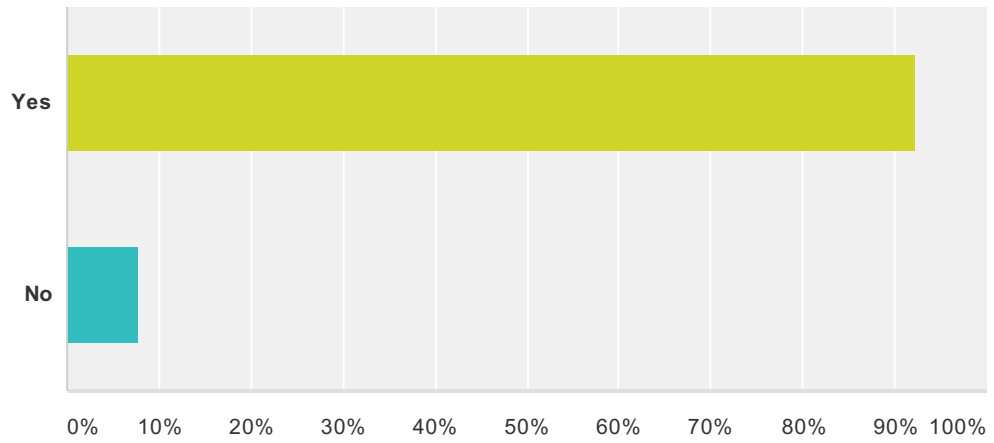
Answered: 454 Skipped: 3



Answer Choices	Responses
Yes	42.95% 195
No	31.06% 141
Don't Know	26.21% 119
Total Respondents: 454	

Q22 Have you seen a DOCTOR at Elmwood in the last 12 months?

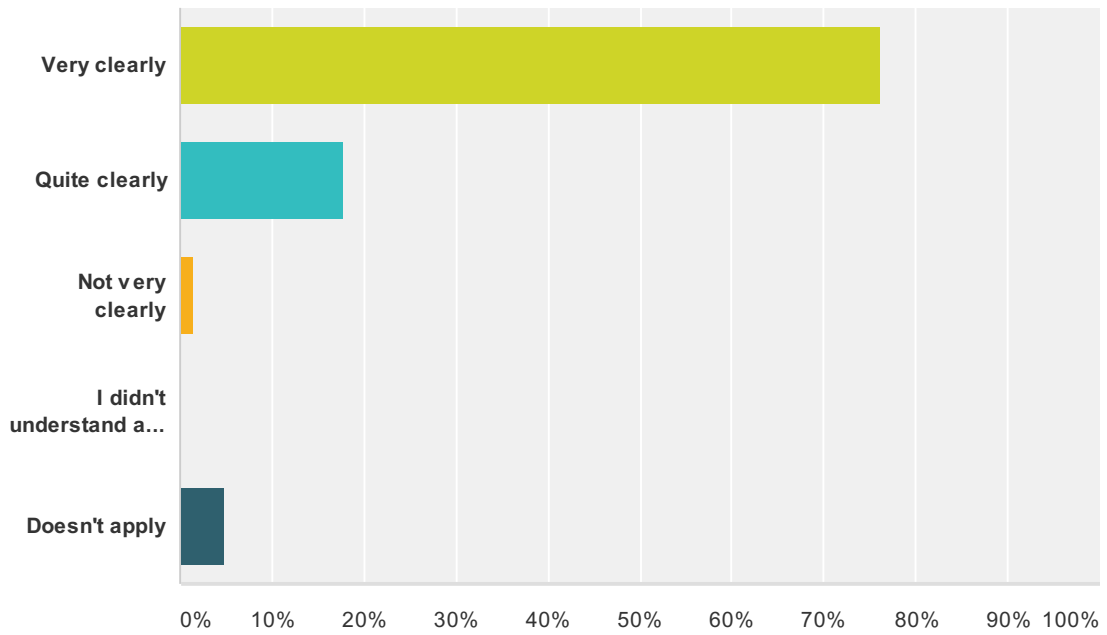
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	92.29%	419
No	7.71%	35
Total		454

Q23 How clearly did the DOCTOR explain any test results and treatments you needed?

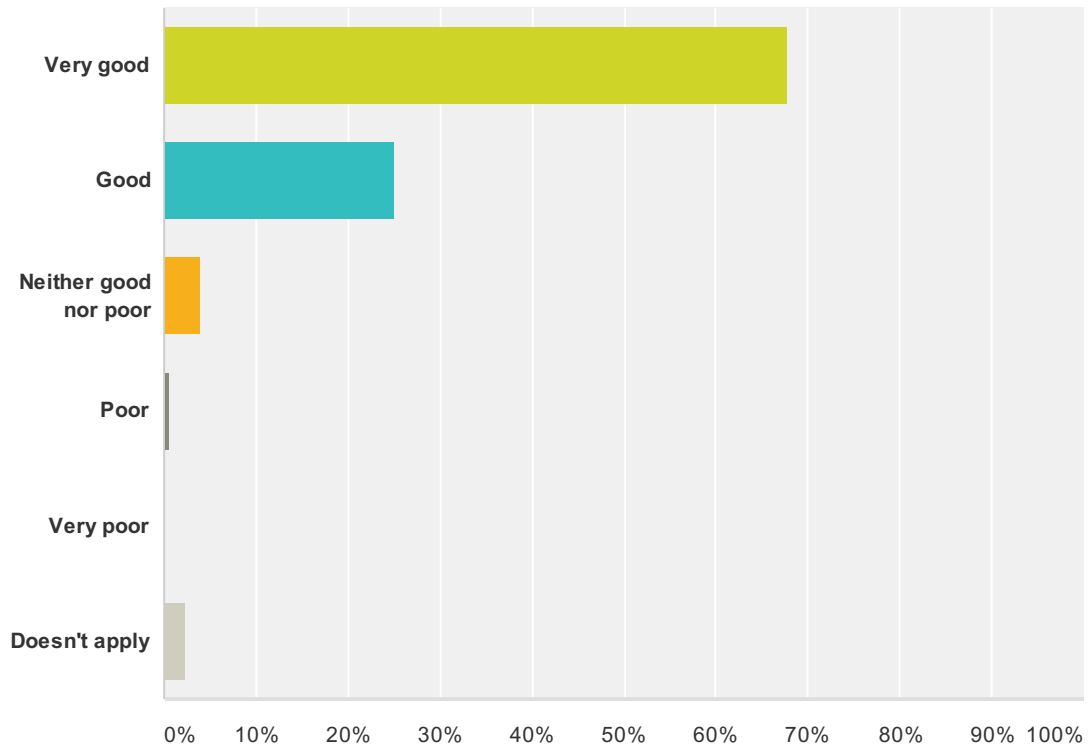
Answered: 419 Skipped: 38



Answer Choices	Responses
Very clearly	76.13% 319
Quite clearly	17.66% 74
Not very clearly	1.43% 6
I didn't understand at all	0.00% 0
Doesn't apply	4.77% 20
Total	419

Q24 How well do you rate the DOCTOR'S attempts to involve you in decisions about your care?

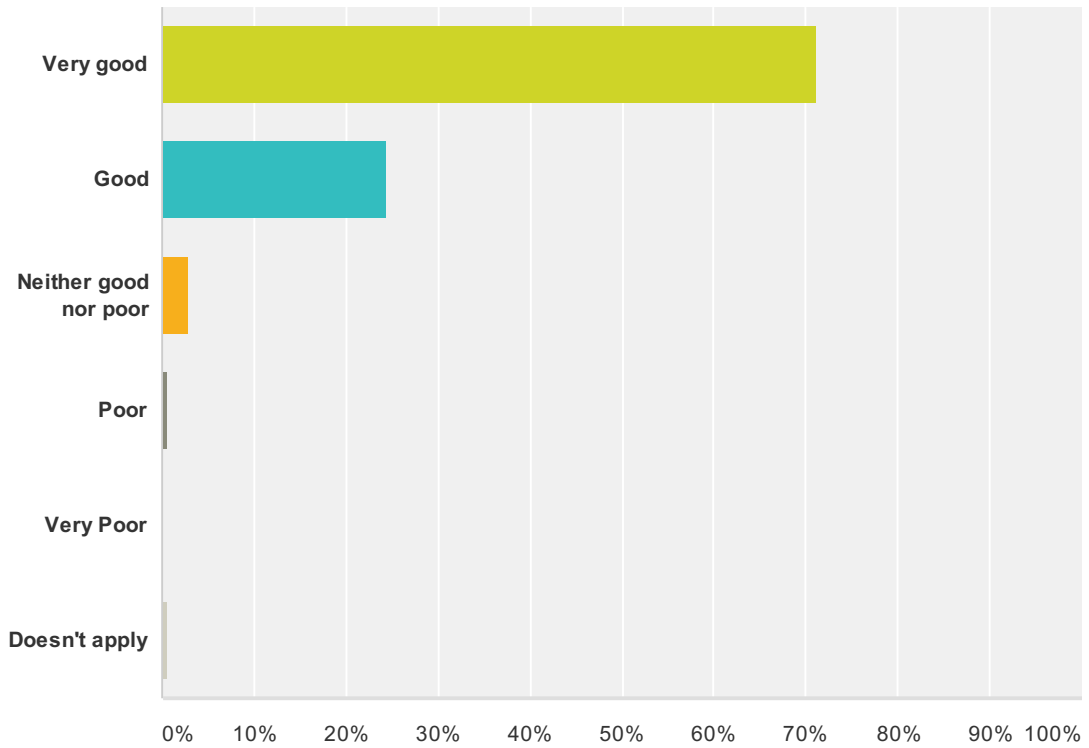
Answered: 419 Skipped: 38



Answer Choices	Responses	
Very good	67.78%	284
Good	25.06%	105
Neither good nor poor	4.06%	17
Poor	0.72%	3
Very poor	0.00%	0
Doesn't apply	2.39%	10
Total		419

Q25 How would you rate the care and concern shown you by the DOCTOR?

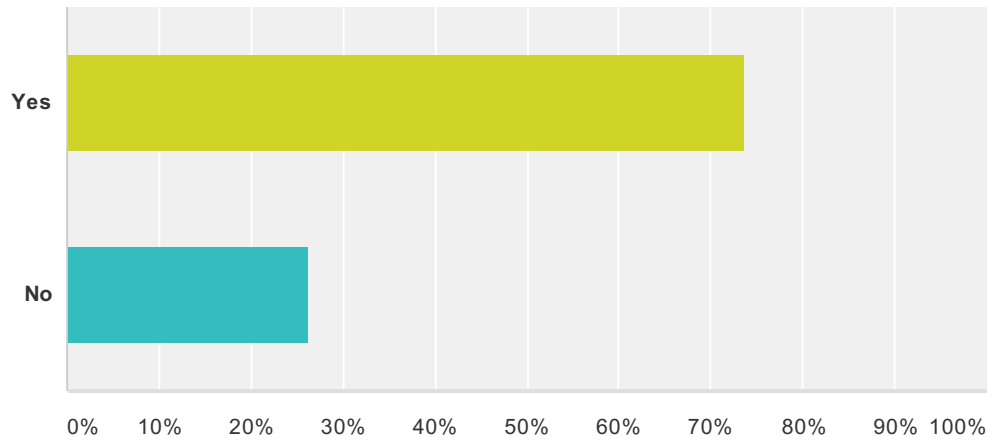
Answered: 419 Skipped: 38



Answer Choices	Responses	
Very good	71.12%	298
Good	24.34%	102
Neither good nor poor	2.86%	12
Poor	0.72%	3
Very Poor	0.24%	1
Doesn't apply	0.72%	3
Total		419

Q26 Have you seen a NURSE at Elmwood in the last 12 months?

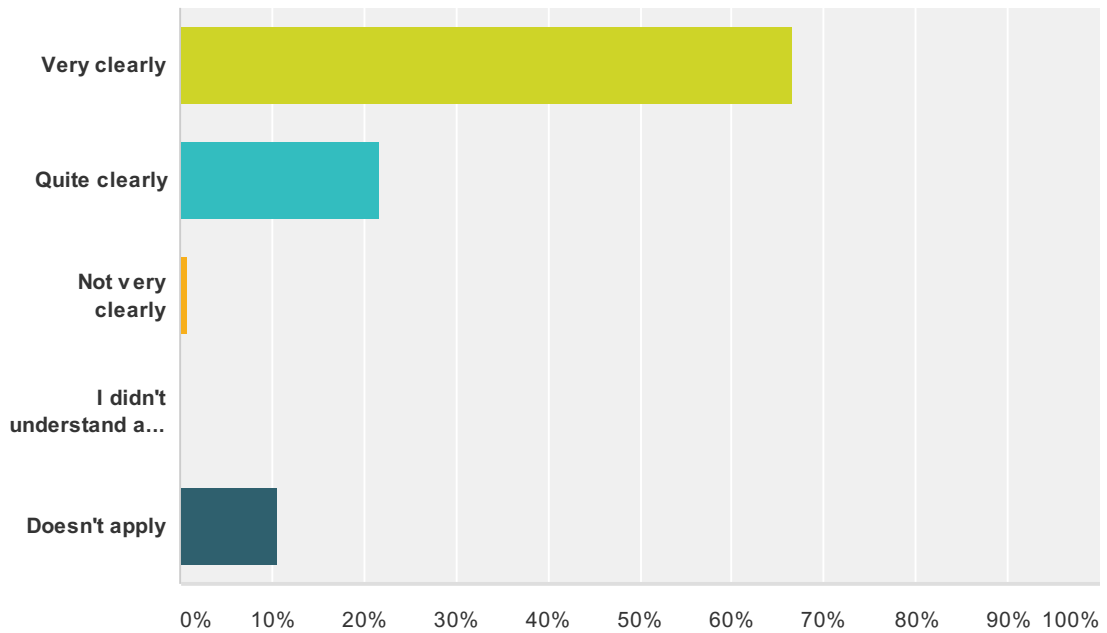
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	73.79%	335
No	26.21%	119
Total		454

Q27 How clearly did the NURSE explain any test results and treatments you needed?

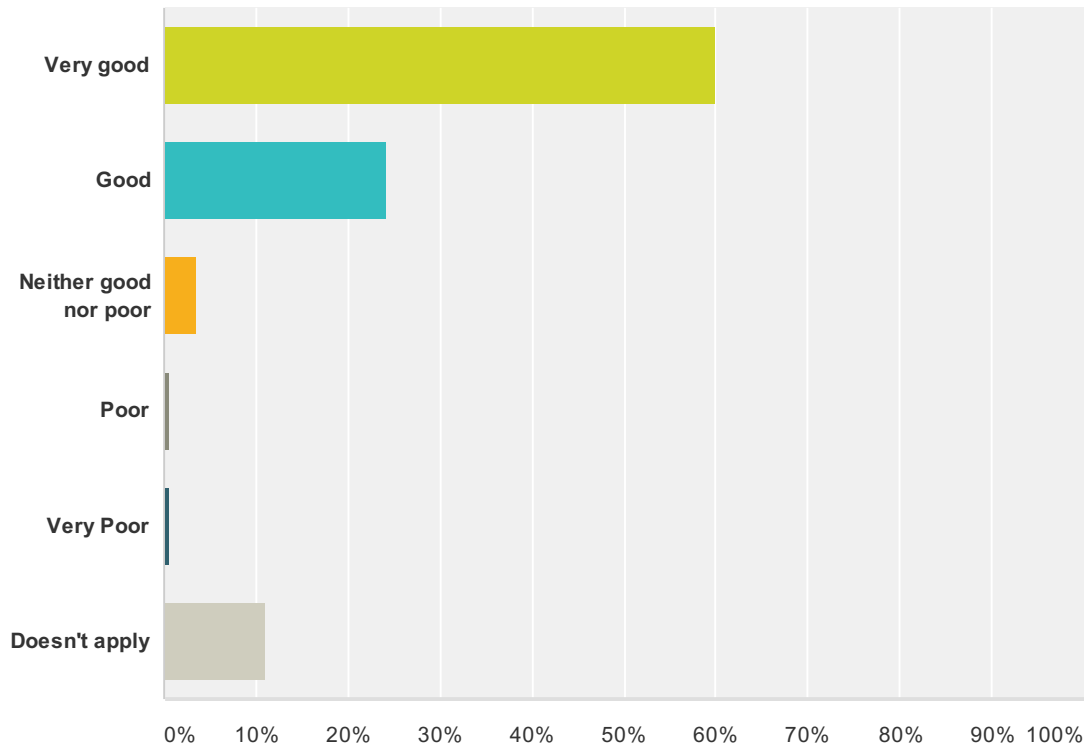
Answered: 335 Skipped: 122



Answer Choices	Responses
Very clearly	66.57% 223
Quite clearly	21.79% 73
Not very clearly	0.90% 3
I didn't understand at all	0.00% 0
Doesn't apply	10.75% 36
Total	335

Q28 How well do you rate the NURSE'S attempts to involve you in decisions about your care?

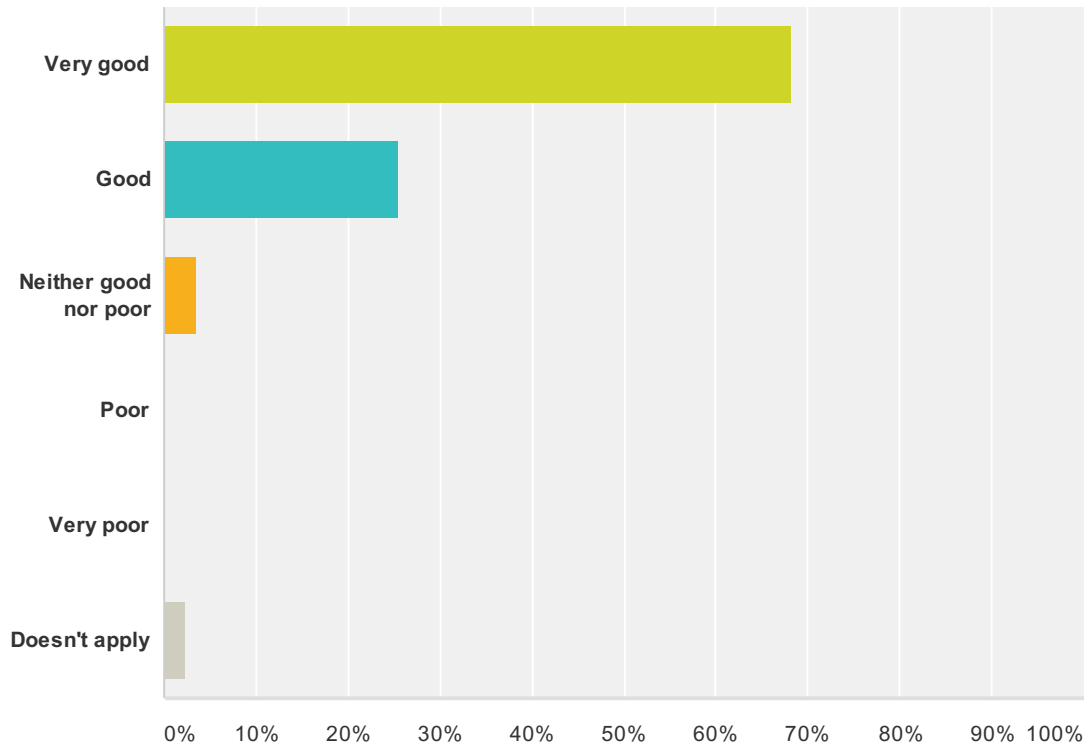
Answered: 335 Skipped: 122



Answer Choices	Responses	
Very good	60.00%	201
Good	24.18%	81
Neither good nor poor	3.58%	12
Poor	0.60%	2
Very Poor	0.60%	2
Doesn't apply	11.04%	37
Total		335

Q29 How would you rate the care and concern shown you by the NURSE?

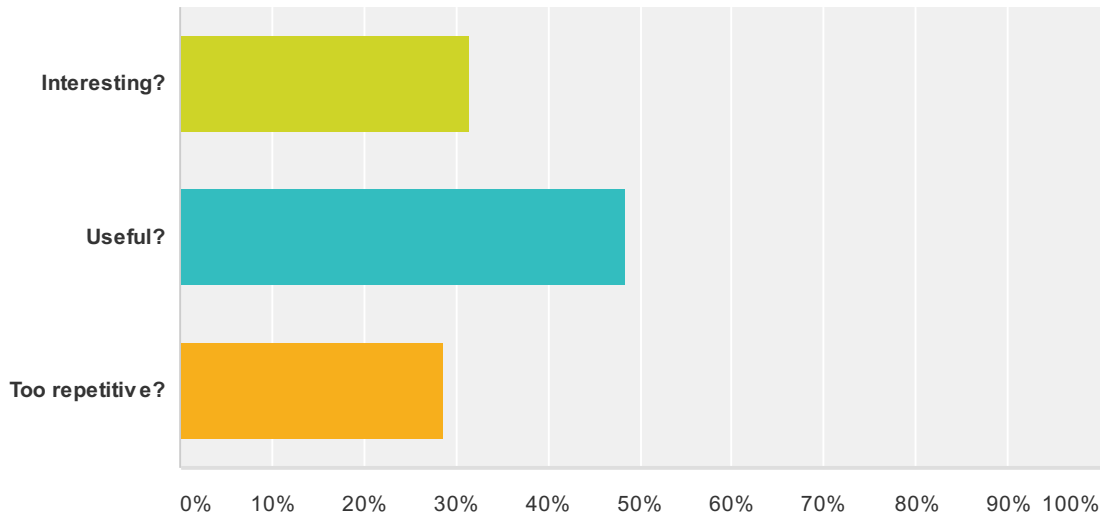
Answered: 335 Skipped: 122



Answer Choices	Responses	
Very good	68.36%	229
Good	25.37%	85
Neither good nor poor	3.58%	12
Poor	0.30%	1
Very poor	0.00%	0
Doesn't apply	2.39%	8
Total		335

Q30 The Practice has recently installed TV screens in the waiting rooms and at Reception. Once we have resolved some technical issues, we intend to use this as a patient call system and an information display. Do you find the information shown there -

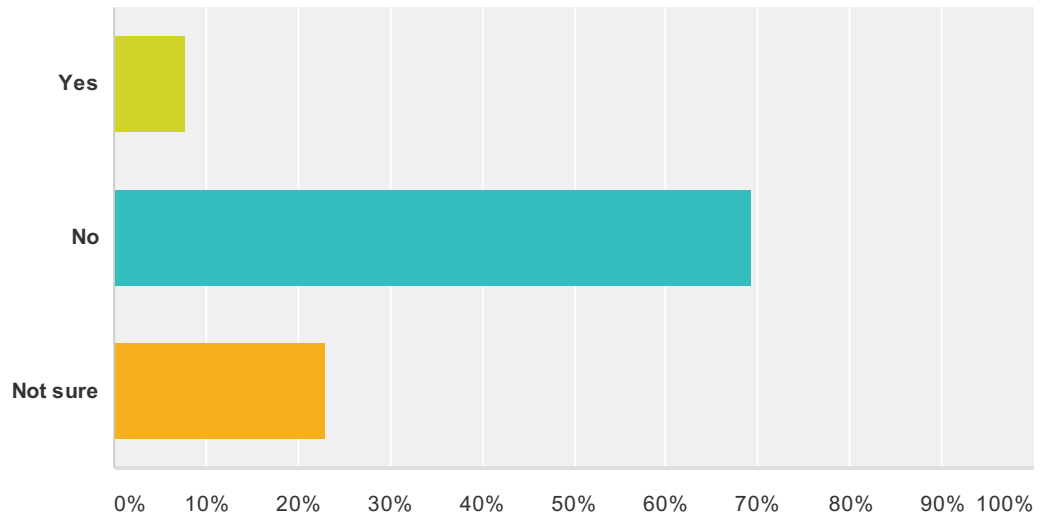
Answered: 386 Skipped: 71



Answer Choices	Responses
Interesting?	31.61% 122
Useful?	48.45% 187
Too repetitive?	28.50% 110
Total Respondents: 386	

Q31 The Practice has Patient Participation Group which meets (usually on Tuesday evenings) several times a year. The group would like to recruit members from a wide age range . Would you be interested in joining?

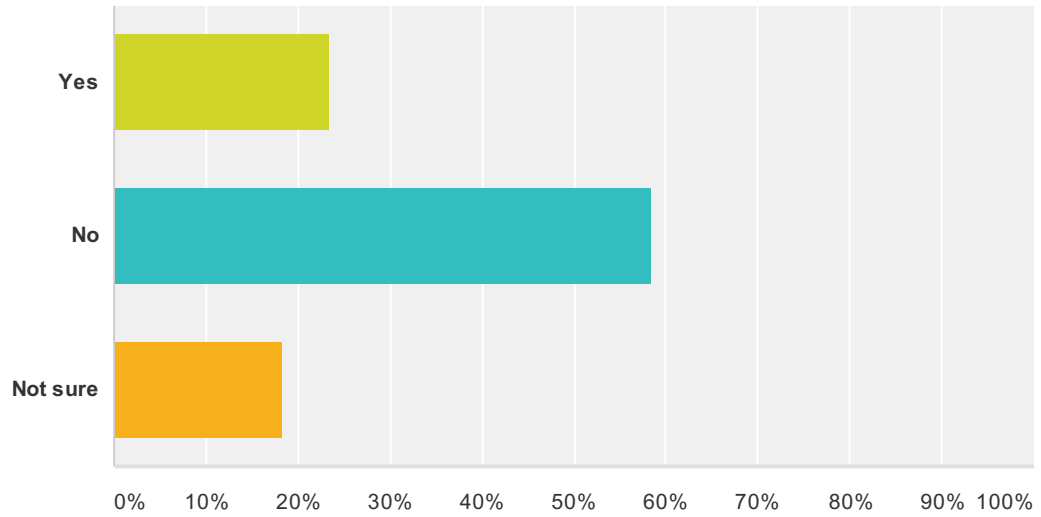
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	7.71%	35
No	69.38%	315
Not sure	22.91%	104
Total		454

Q32 Would you be MORE interested in joining a "virtual" patient group; taking part in on-line questionnaires and other feedback?

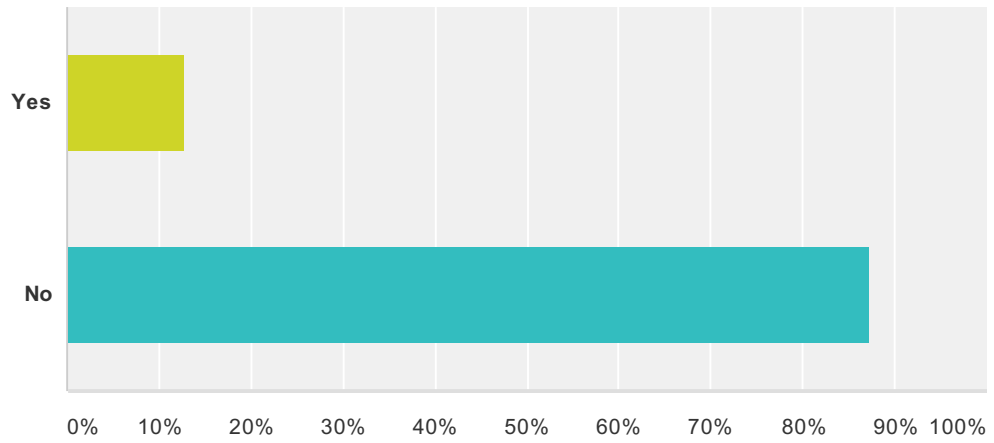
Answered: 454 Skipped: 3



Answer Choices	Responses
Yes	23.35% 106
No	58.37% 265
Not sure	18.28% 83
Total	454

Q33 Did you know the Practice has a Facebook and Twitter Page?

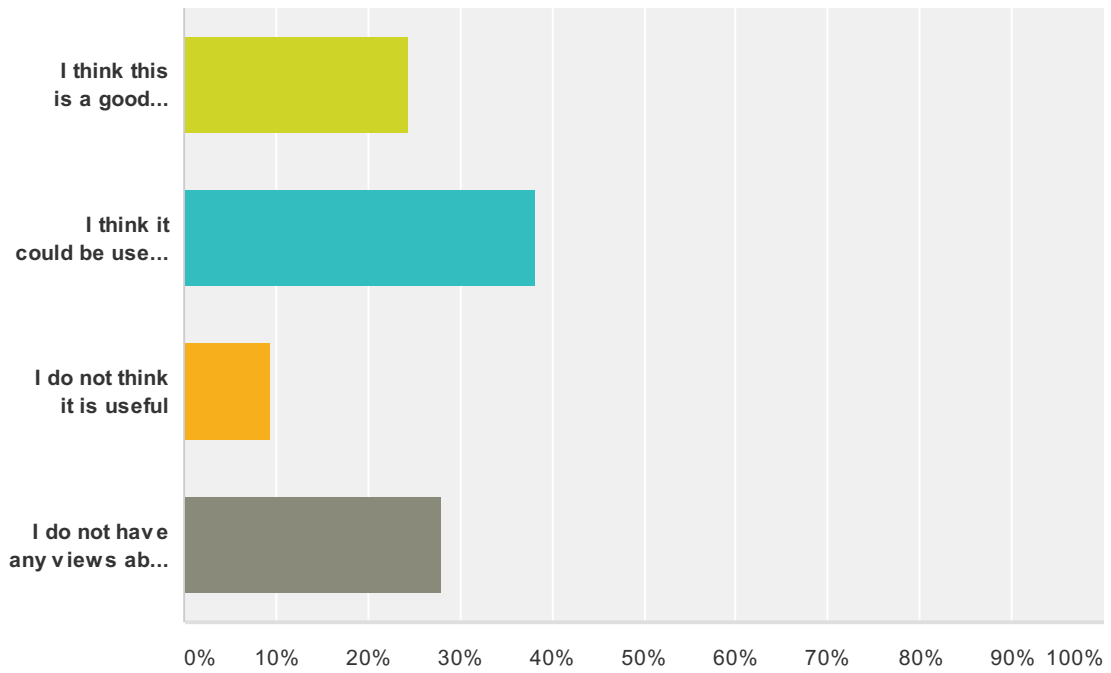
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	12.78%	58
No	87.22%	396
Total		454

Q34 What do you think about Elmwood using Facebook and Twitter to post information?

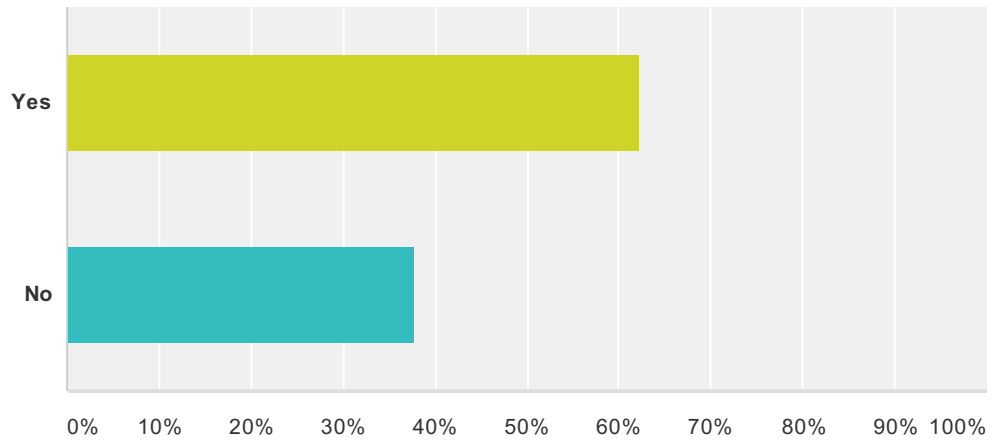
Answered: 454 Skipped: 3



Answer Choices	Responses
I think this is a good innovation and would use it	24.45% 111
I think it could be useful to some, but would not use it myself	38.11% 173
I do not think it is useful	9.47% 43
I do not have any views about it	27.97% 127
Total	454

Q35 Are you aware that the Practice has a website?

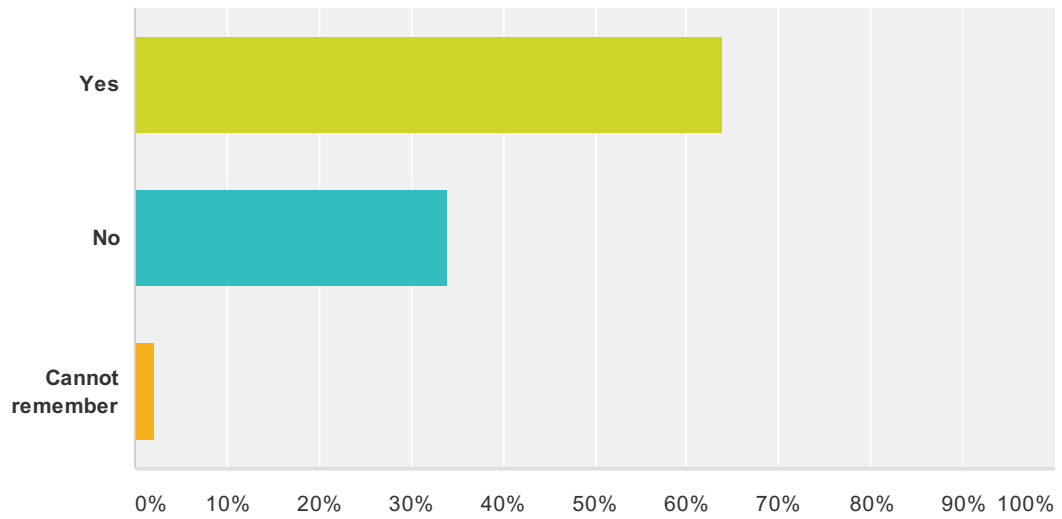
Answered: 454 Skipped: 3



Answer Choices	Responses	
Yes	62.11%	282
No	37.89%	172
Total		454

Q36 Have you used the website for information about the Practice and its services?

Answered: 282 Skipped: 175



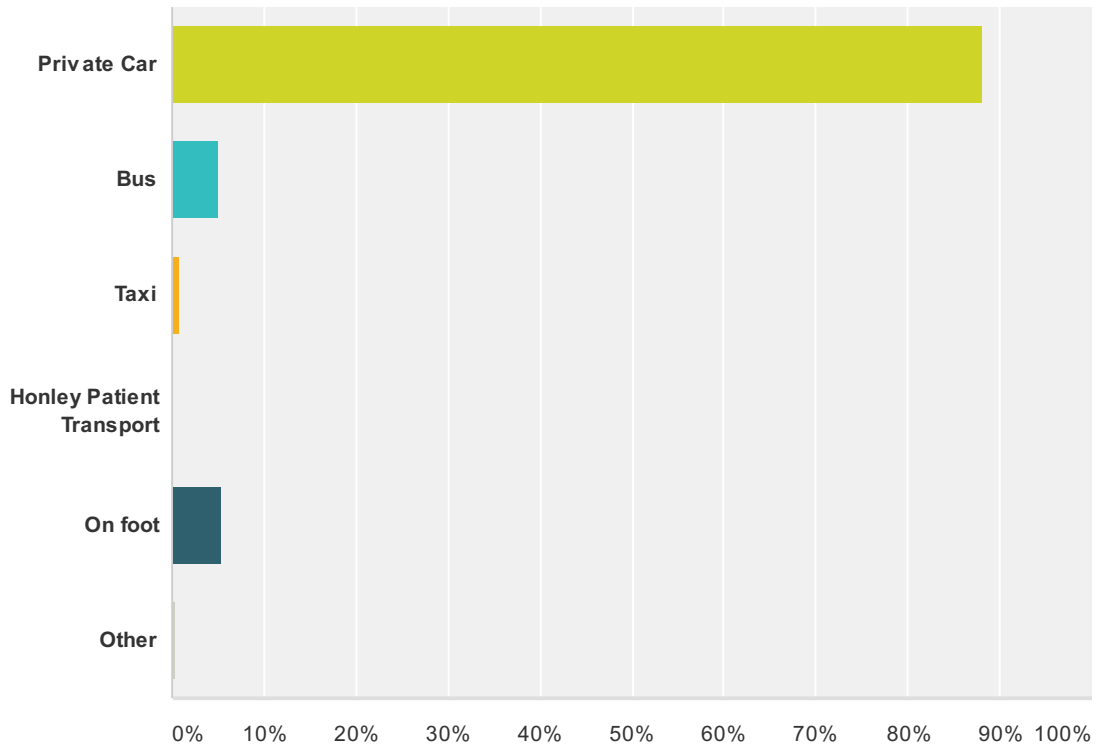
Answer Choices	Responses
Yes	63.83% 180
No	34.04% 96
Cannot remember	2.13% 6
Total	282

Q37 At present, the website contains information about: opening times, appointments, prescriptions, clinics, test results, new patient registration, practice staff, contact details, notifying a change of address & various links to other web sites such as travel vaccination information, advice on managing minor illnesses. What other information do you think you might find useful?

Answered: 82 Skipped: 375

Q38 How do you usually travel to the Surgery?

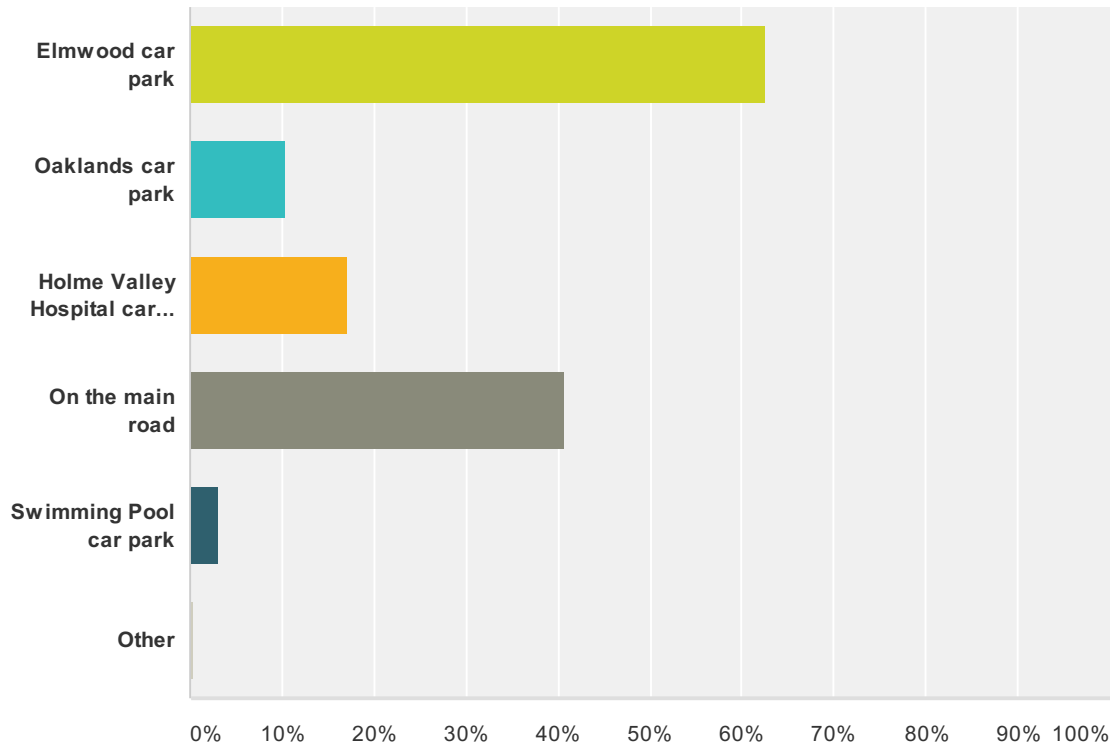
Answered: 454 Skipped: 3



Answer Choices	Responses
Private Car	88.11% 400
Bus	5.07% 23
Taxi	0.88% 4
Honley Patient Transport	0.00% 0
On foot	5.51% 25
Other	0.44% 2
Total	454

Q39 If you usually travel by car, where do you normally park?

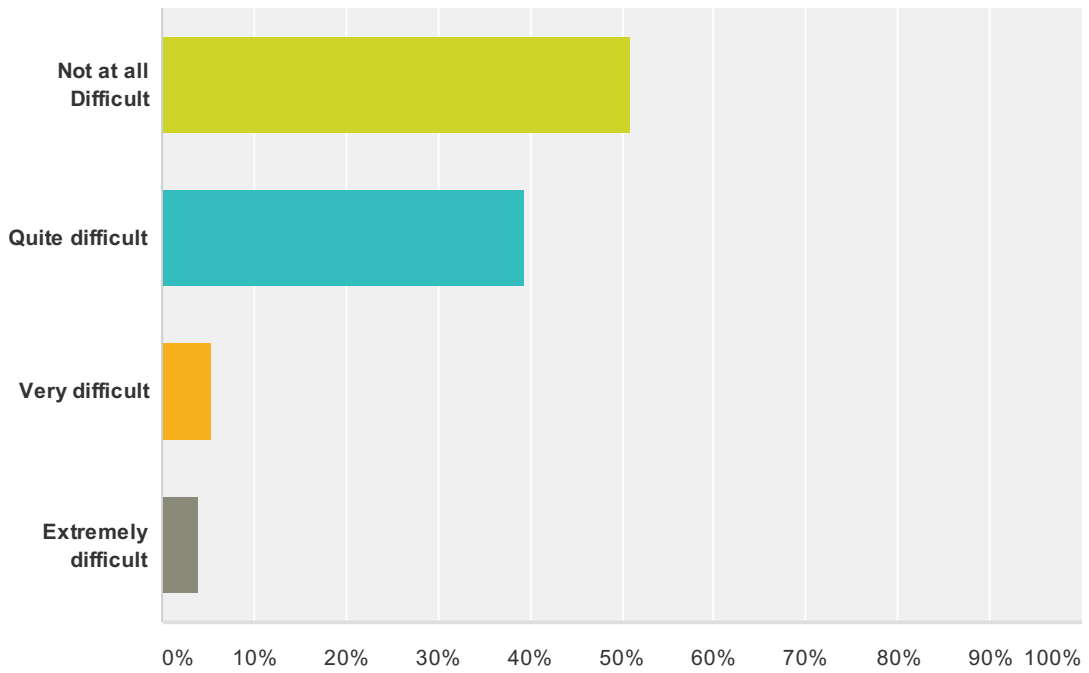
Answered: 405 Skipped: 52



Answer Choices	Responses
Elmwood car park	62.72% 254
Oaklands car park	10.37% 42
Holme Valley Hospital car park	17.04% 69
On the main road	40.74% 165
Swimming Pool car park	3.21% 13
Other	0.49% 2
Total Respondents: 405	

Q40 How difficult do you USUALLY find parking near enough to the health centre for your needs?

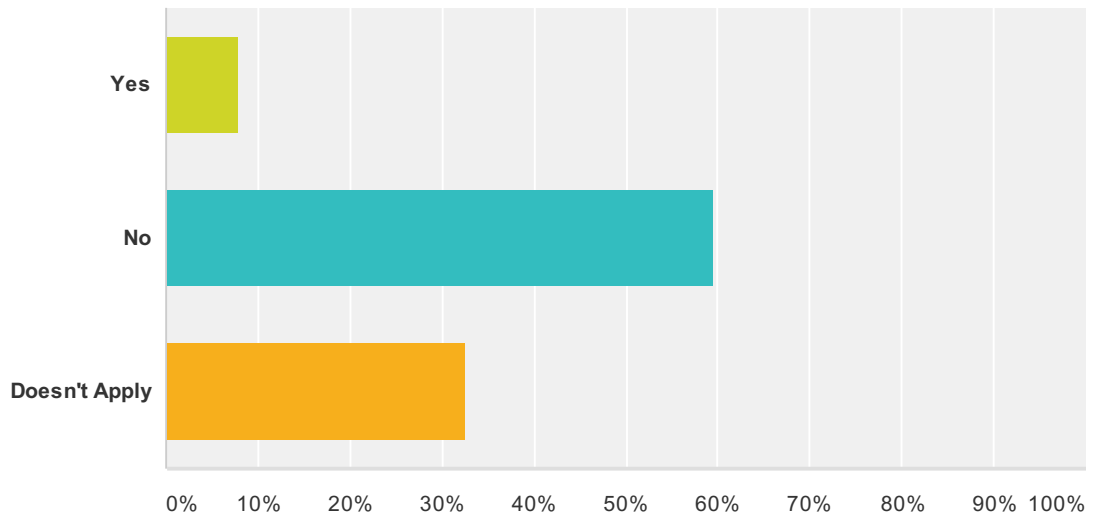
Answered: 400 Skipped: 57



Answer Choices	Responses	
Not at all Difficult	51.00%	204
Quite difficult	39.50%	158
Very difficult	5.50%	22
Extremely difficult	4.00%	16
Total		400

Q41 Would you be more inclined to use the bus if there was a pedestrian crossing near the health centre?

Answered: 454 Skipped: 3



Answer Choices	Responses
Yes	7.93% 36
No	59.47% 270
Doesn't Apply	32.60% 148
Total	454

Q42 Is there anything particularly good about the service at Elmwood?

Answered: 186 Skipped: 271

Q43 What would make the Practice even better?

Answered: 134 Skipped: 323

Q44 Are there any aspects of the service at Elmwood that you are not happy about?

Answered: 139 Skipped: 318

Q45 Any other comments?

Answered: 72 Skipped: 385