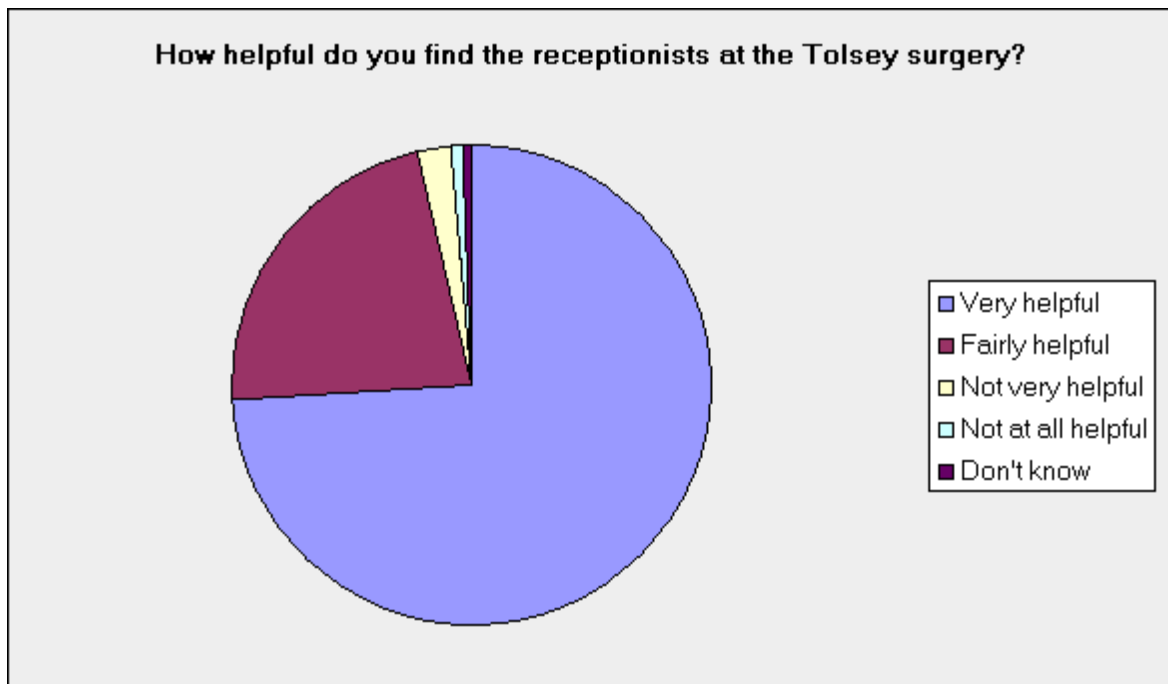


Tolsey Patient Survey 2011

QUESTION 1

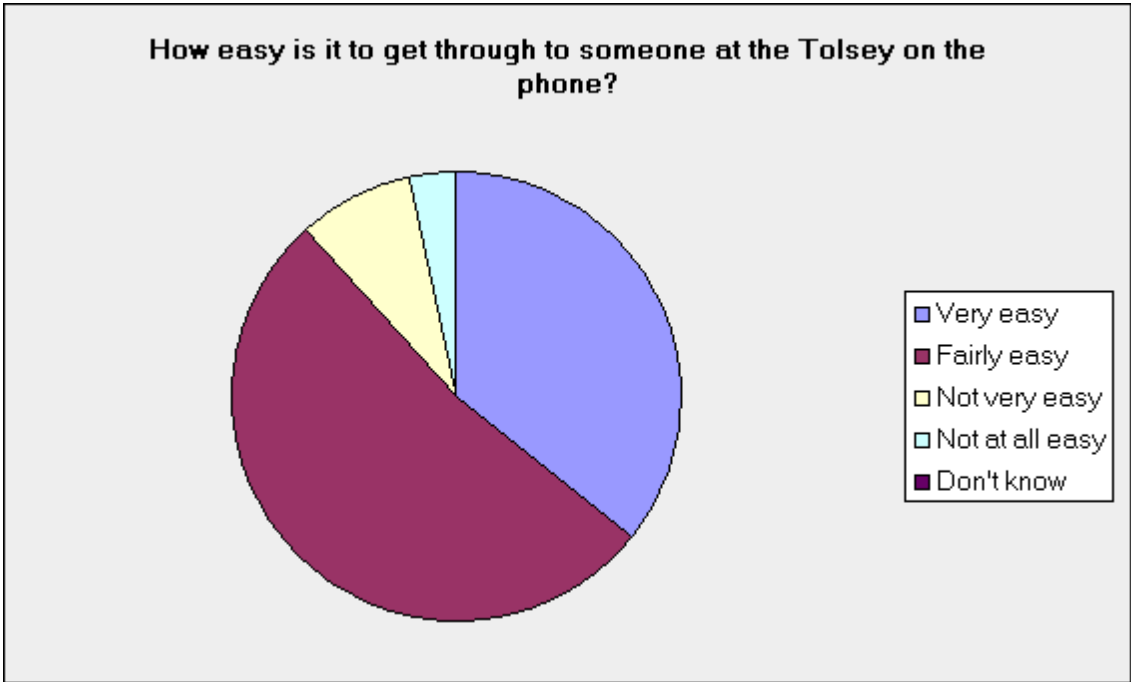
How helpful do you find the receptionists at the Tolsey surgery?		
Answer Options	Response Percent	Response Count
Very helpful	73.8%	141
Fairly helpful	22.5%	43
Not very helpful	2.1%	4
Not at all helpful	1.0%	2
Don't know	0.5%	1
<i>answered question</i>		191
<i>skipped question</i>		4



Tolsey Patient Survey 2011

QUESTION 2

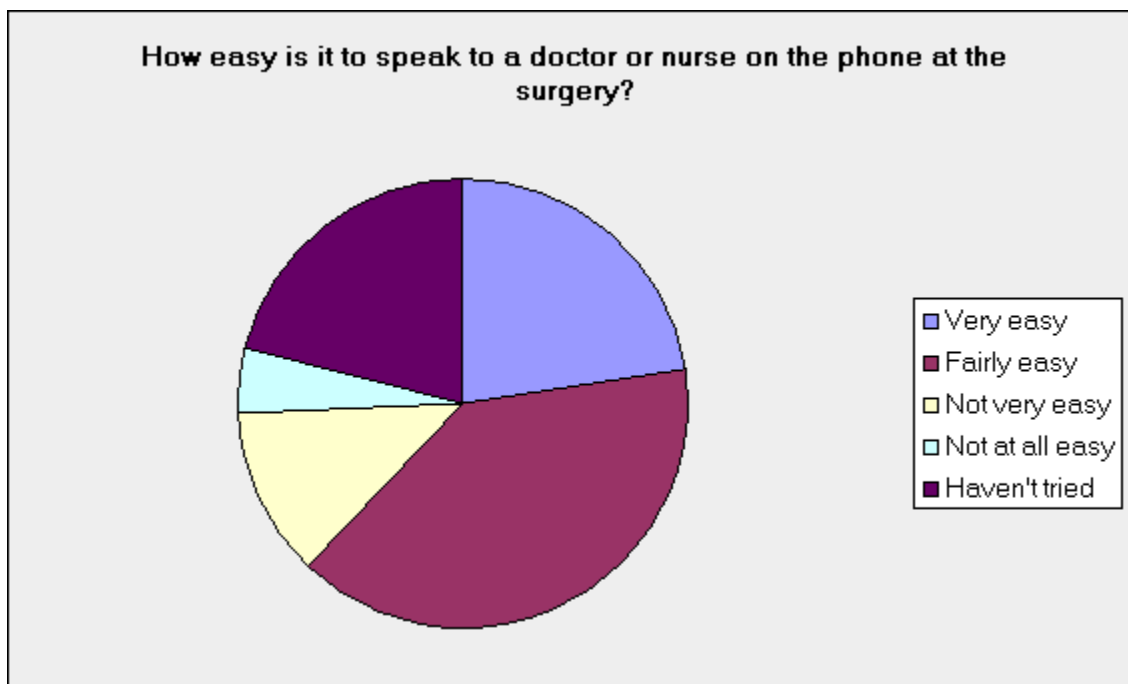
How easy is it to get through to someone at the Tolsey on the phone?		
Answer Options	Response Percent	Response Count
Very easy	36.0%	68
Fairly easy	52.4%	99
Not very easy	8.5%	16
Not at all easy	3.2%	6
Don't know	0.0%	0
<i>answered question</i>		189
<i>skipped question</i>		6



Tolsey Patient Survey 2011

QUESTION 3

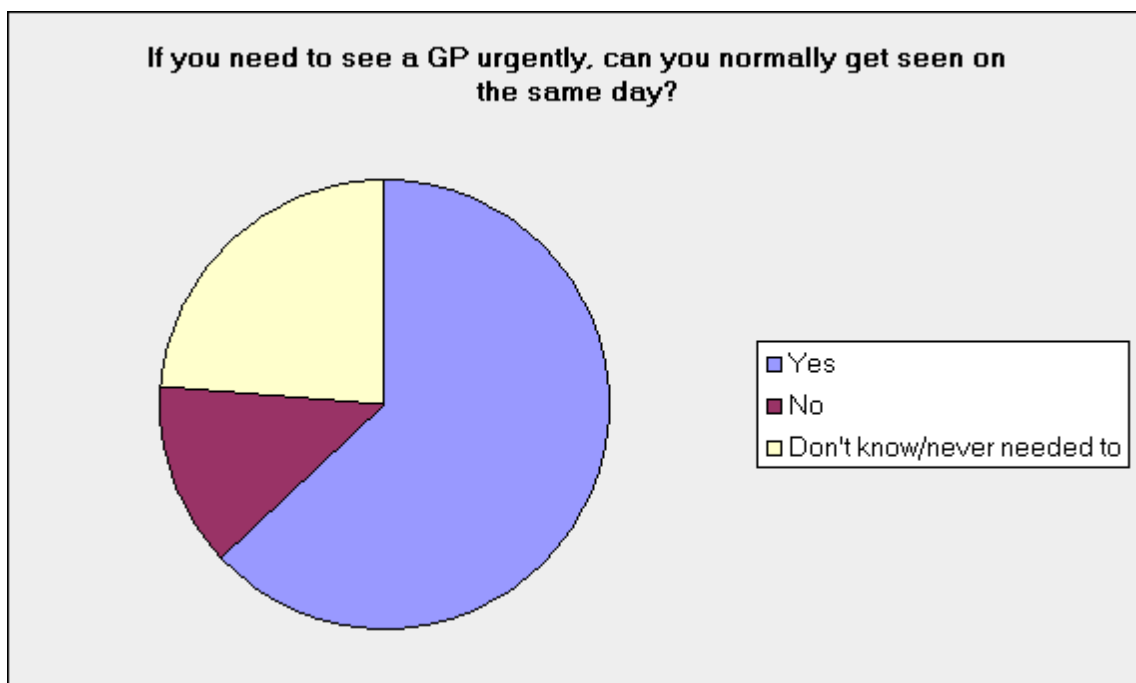
How easy is it to speak to a doctor or nurse on the phone at the surgery?		
Answer Options	Response Percent	Response Count
Very easy	22.8%	43
Fairly easy	39.2%	74
Not very easy	12.2%	23
Not at all easy	4.8%	9
Haven't tried	21.2%	40
<i>answered question</i>		189
<i>skipped question</i>		6



Tolsey Patient Survey 2011

QUESTION 4

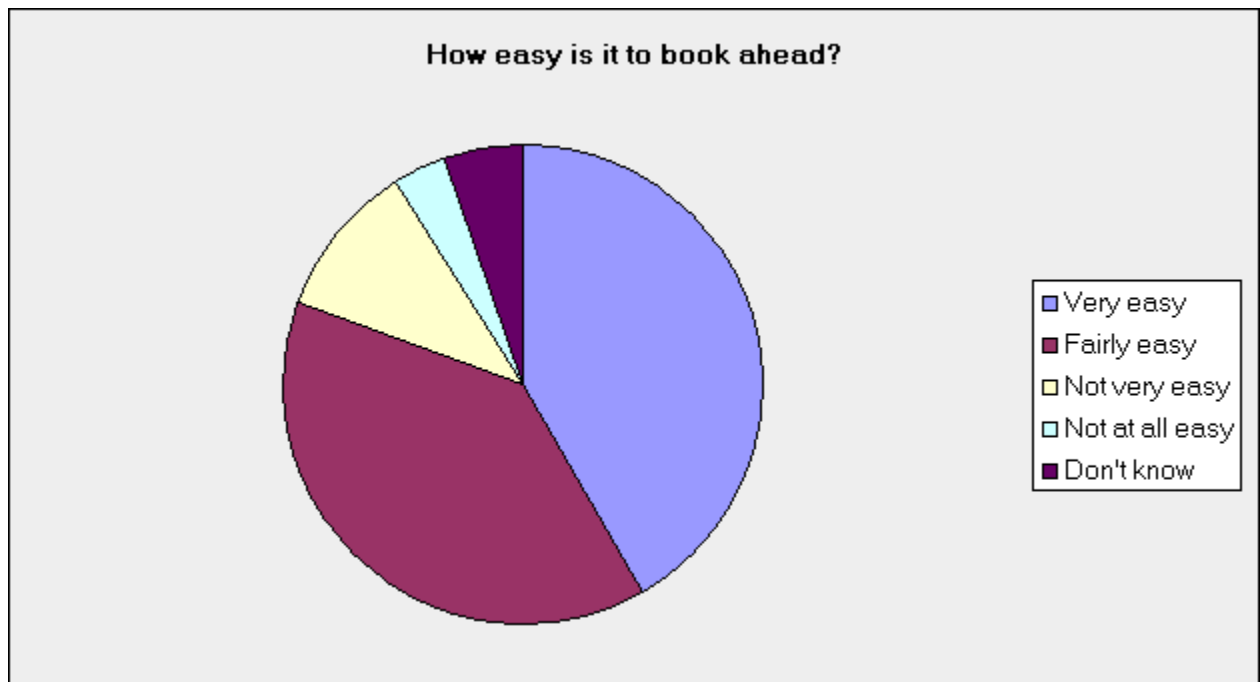
If you need to see a GP urgently, can you normally get seen on the same day?		
Answer Options	Response Percent	Response Count
Yes	62.7%	121
No	13.5%	26
Don't know/never needed to	23.8%	46
<i>answered question</i>		193
<i>skipped question</i>		2



Tolsey Patient Survey 2011

QUESTION 5

How easy is it to book ahead?		
Answer Options	Response Percent	Response Count
Very easy	41.6%	79
Fairly easy	38.9%	74
Not very easy	10.5%	20
Not at all easy	3.7%	7
Don't know	5.3%	10
<i>answered question</i>		190
<i>skipped question</i>		5

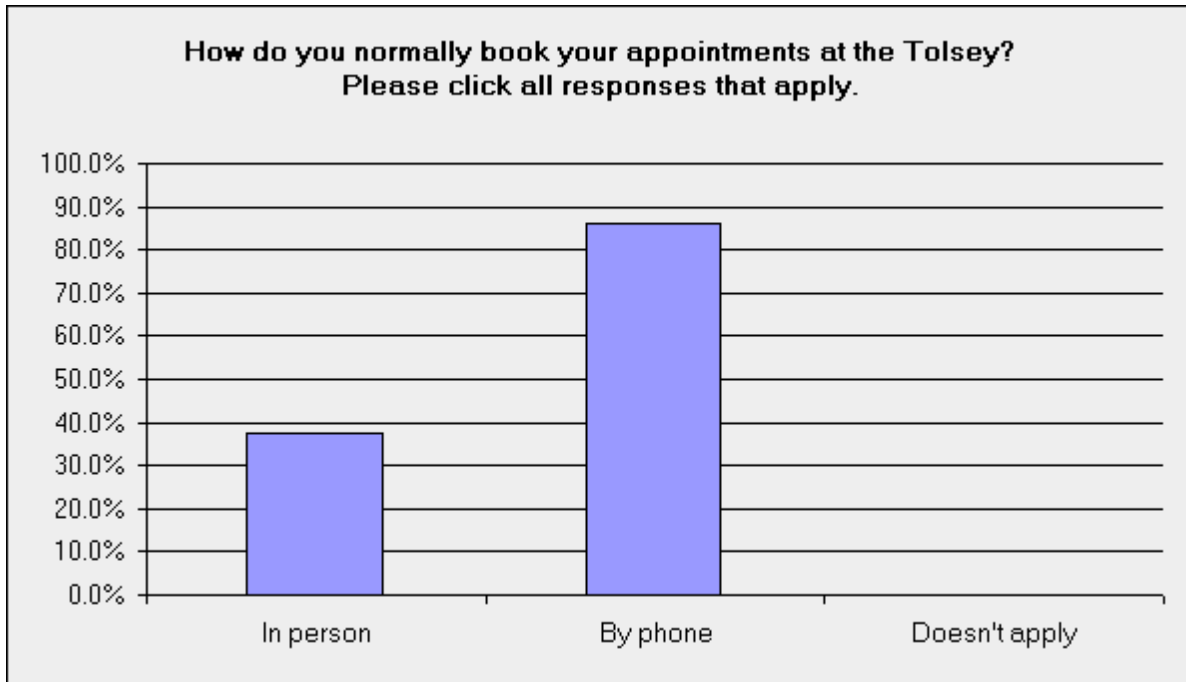


Tolsey Patient Survey 2011

QUESTION 6

How do you normally book your appointments at the Tolsey? Please click all responses that apply.

Answer Options	Response Percent	Response Count
In person	37.3%	72
By phone	86.0%	166
Doesn't apply	0.0%	0
<i>answered question</i>		193
<i>skipped question</i>		2

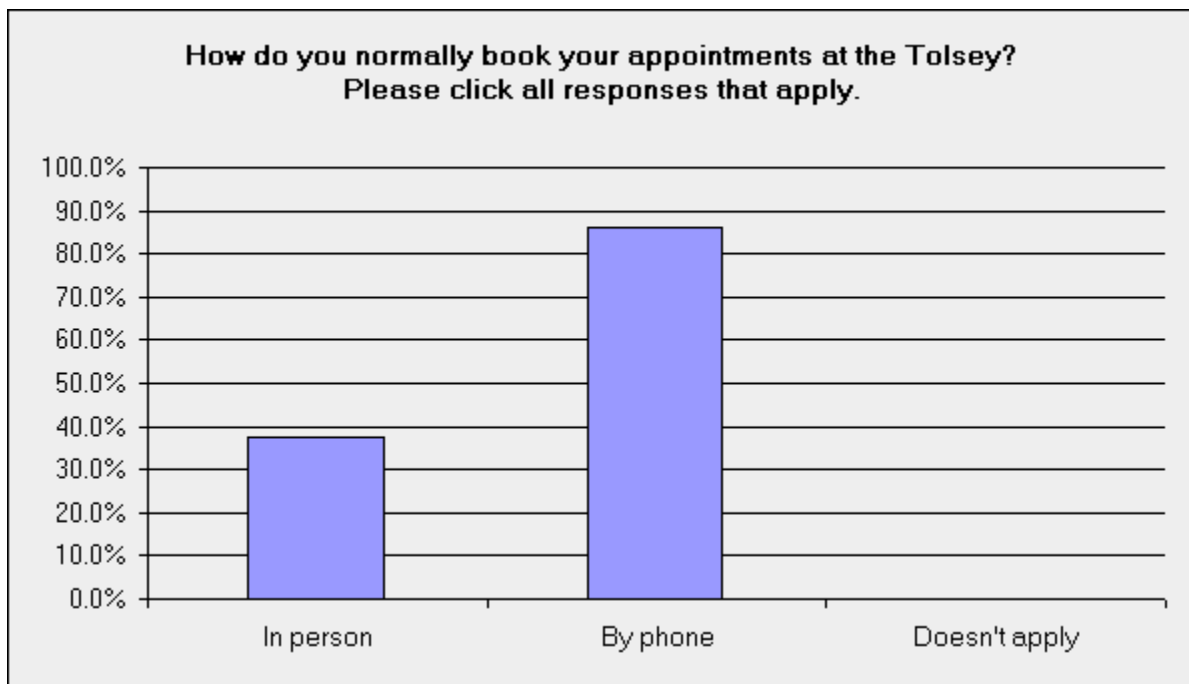


Tolsey Patient Survey 2011

QUESTION 7

Which of the following methods would you prefer to use to book appointments at the Tolsey? Please click all responses that apply.

Answer Options	Response Percent	Response Count
In person	37.1%	72
By phone	80.4%	156
Online	22.2%	43
Doesn't apply	0.5%	1
<i>answered question</i>		194
<i>skipped question</i>		1

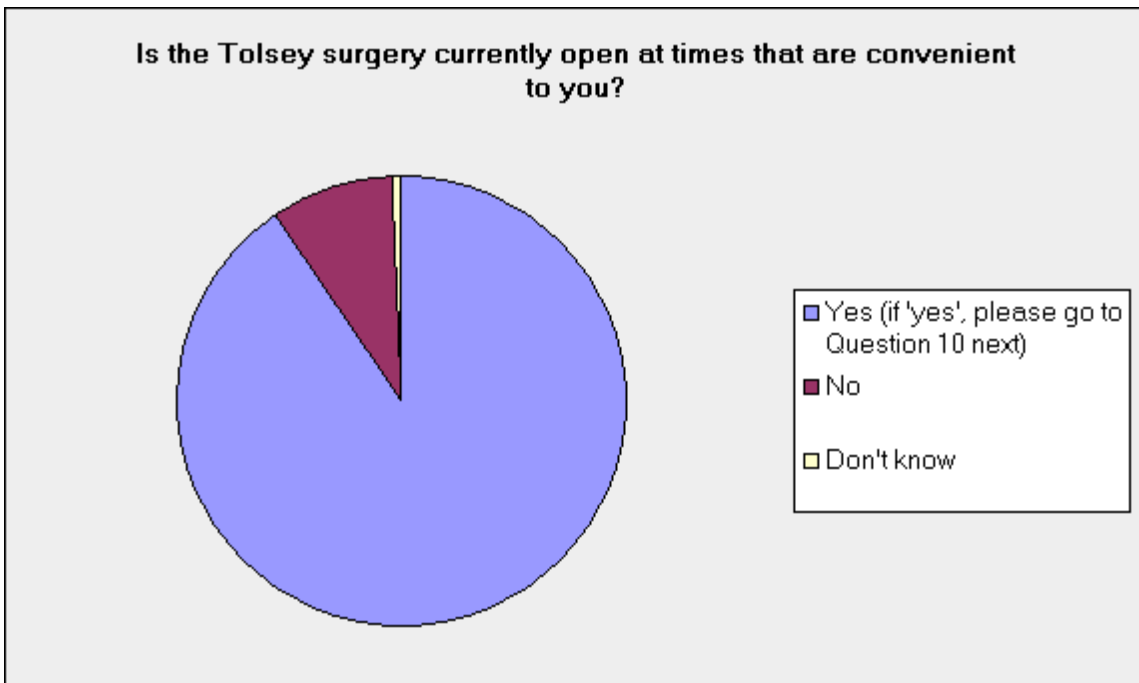


Tolsey Patient Survey 2011

QUESTION 8

Is the Tolsey surgery currently open at times that are convenient to you?

Answer Options	Response Percent	Response Count
Yes (if 'yes', please go to Question 10 next)	90.5%	171
No	9.0%	17
Don't know	0.5%	1
<i>answered question</i>		189
<i>skipped question</i>		6

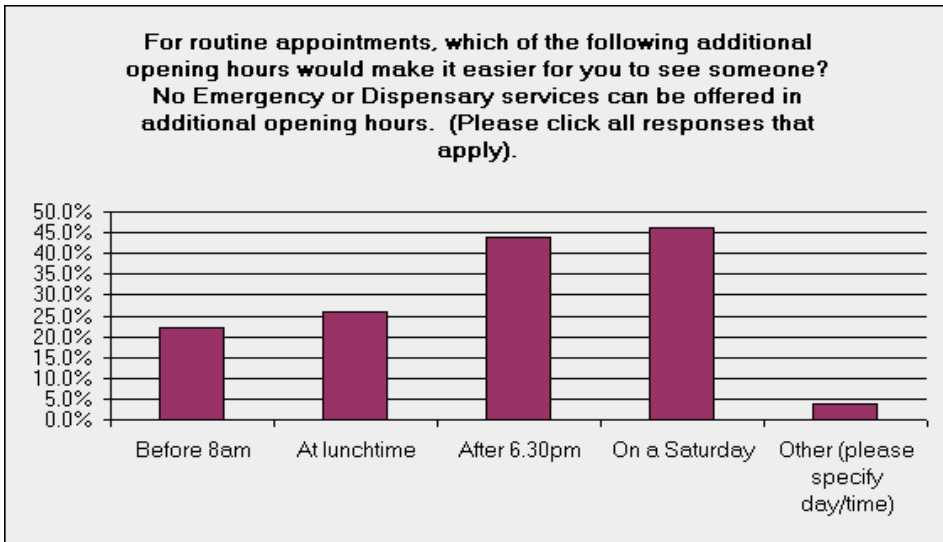


Tolsey Patient Survey 2011

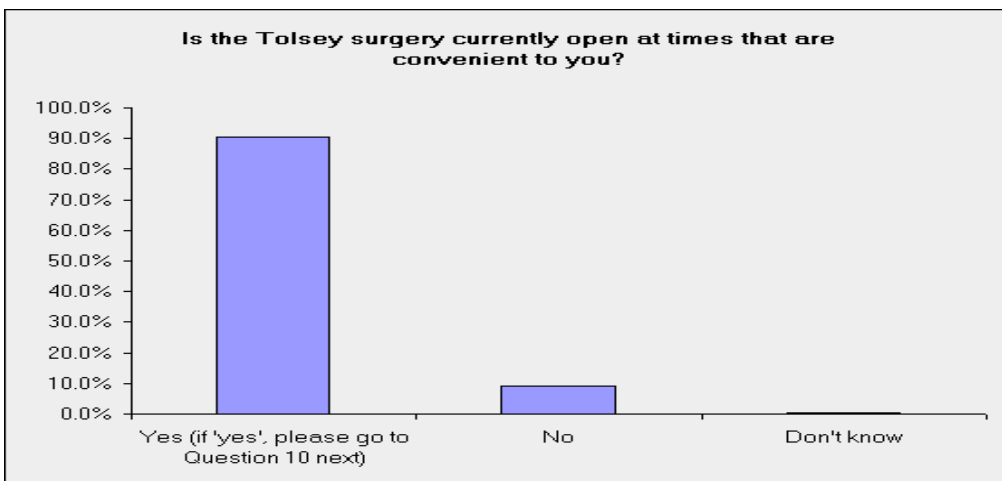
QUESTION 9

For routine appointments, which of the following additional opening hours would make it easier for you to see someone? No Emergency or Dispensary services can be offered in additional opening hours. (Please click all responses that apply).

Answer Options	Response Percent	Response Count
Before 8am	22.0%	11
At lunchtime	26.0%	13
After 6.30pm	44.0%	22
On a Saturday	46.0%	23
Other (please specify day/time)	4.0%	2
<i>answered question</i>		50
<i>skipped question</i>		145



Please note the chart below shows the answers to Question 8 and above is the breakdown of the No's, which is less than 10% of respondents.



Tolsey Patient Survey 2011

QUESTION 10

Is there a particular GP you usually prefer to see or speak to?		
Answer Options	Response Percent	Response Count
Yes	71.4%	137
No (if 'no' please go to Question 12 next)	28.6%	55
<i>answered question</i>		192
<i>skipped question</i>		3



Tolsey Patient Survey 2011

QUESTION 11

How often do you see or speak to the GP you prefer?		
Answer Options	Response Percent	Response Count
Always or almost always	40.0%	60
Most of the time	48.7%	73
Some of the time	9.3%	14
Never or almost never	0.0%	0
Not tried at this GP practice	2.0%	3
<i>answered question</i>		150
<i>skipped question</i>		45

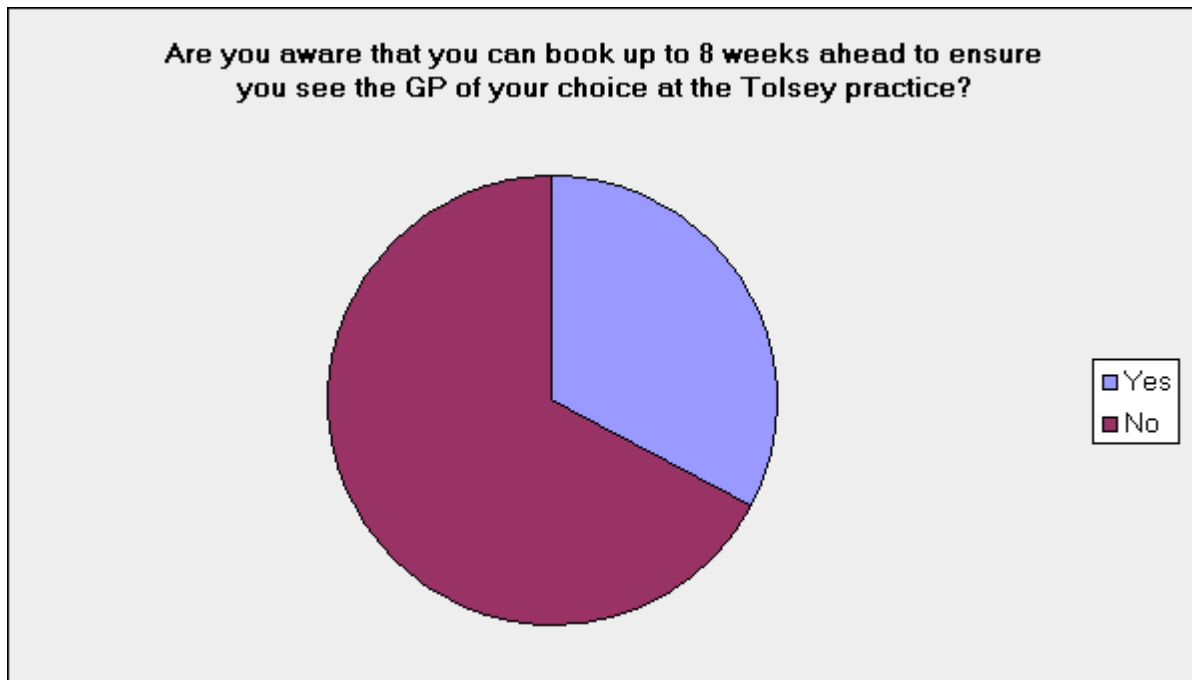


Tolsey Patient Survey 2011

QUESTION 12

Are you aware that you can book up to 8 weeks ahead to ensure you see the GP of your choice at the Tolsey practice?

Answer Options	Response Percent	Response Count
Yes	32.8%	63
No	67.2%	129
<i>answered question</i>		192
<i>skipped question</i>		3

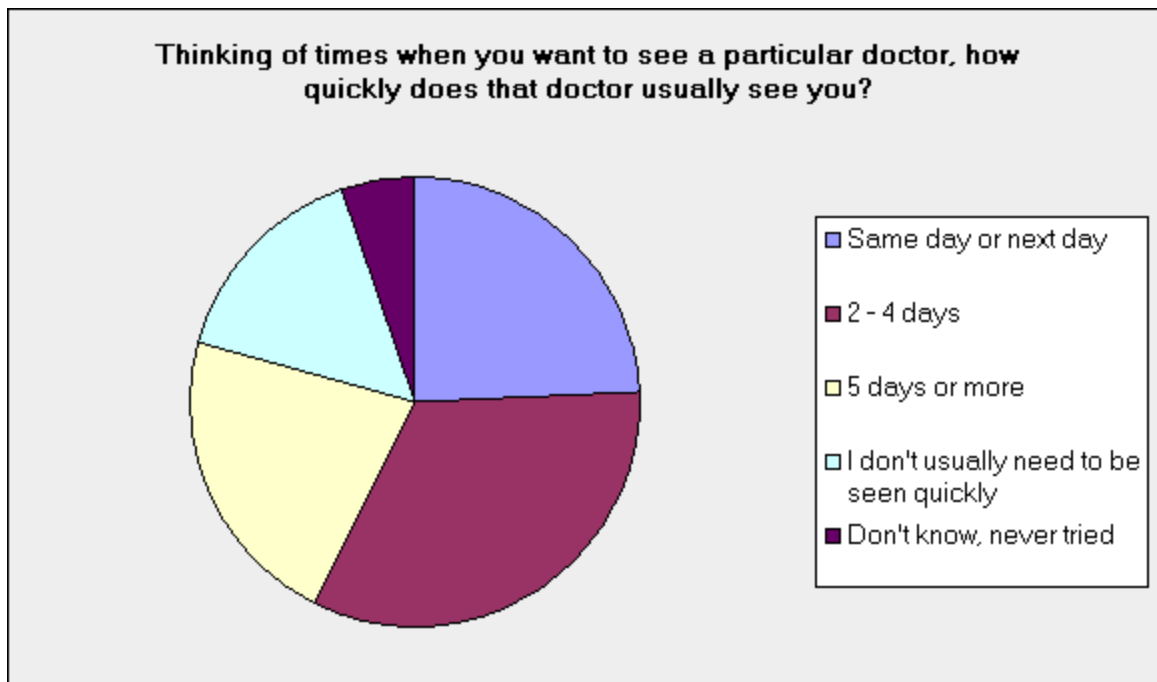


Tolsey Patient Survey 2011

QUESTION 13

Thinking of times when you want to see a particular doctor, how quickly does that doctor usually see you?

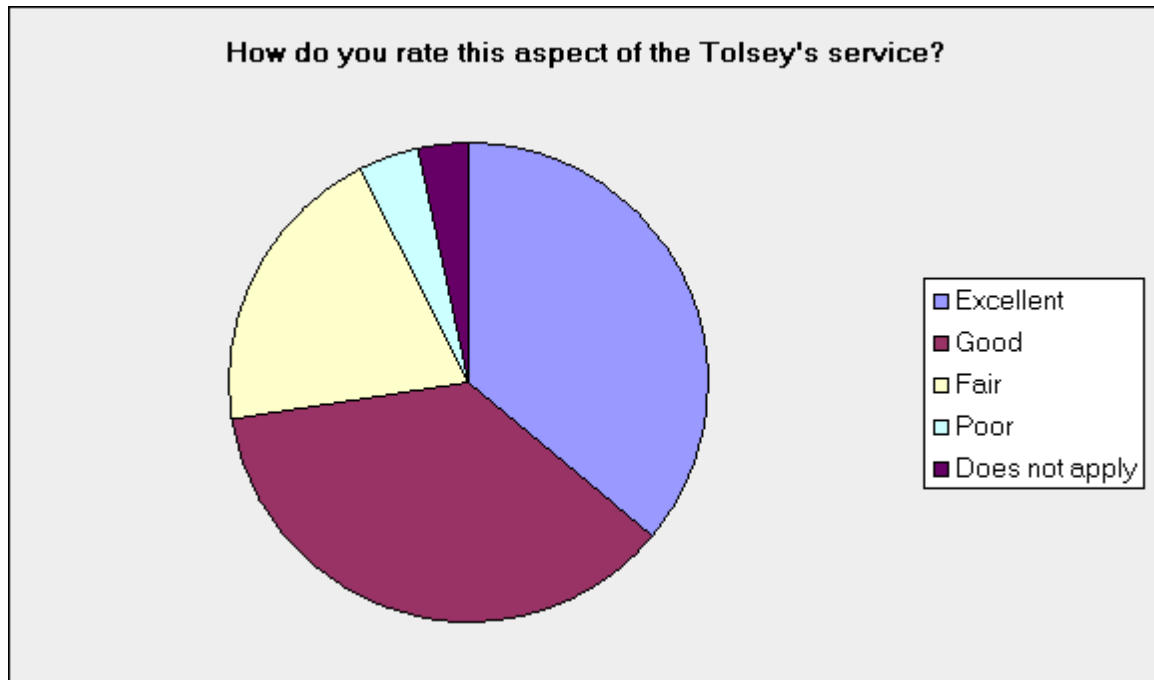
Answer Options	Response Percent	Response Count
Same day or next day	24.5%	47
2 - 4 days	32.8%	63
5 days or more	21.9%	42
I don't usually need to be seen quickly	15.6%	30
Don't know, never tried	5.2%	10
<i>answered question</i>		192
<i>skipped question</i>		3



Tolsey Patient Survey 2011

QUESTION 14

How do you rate this aspect of the Tolsey's service?		
Answer Options	Response Percent	Response Count
Excellent	36.2%	67
Good	36.2%	67
Fair	20.0%	37
Poor	4.3%	8
Does not apply	3.2%	6
<i>answered question</i>		185
<i>skipped question</i>		10

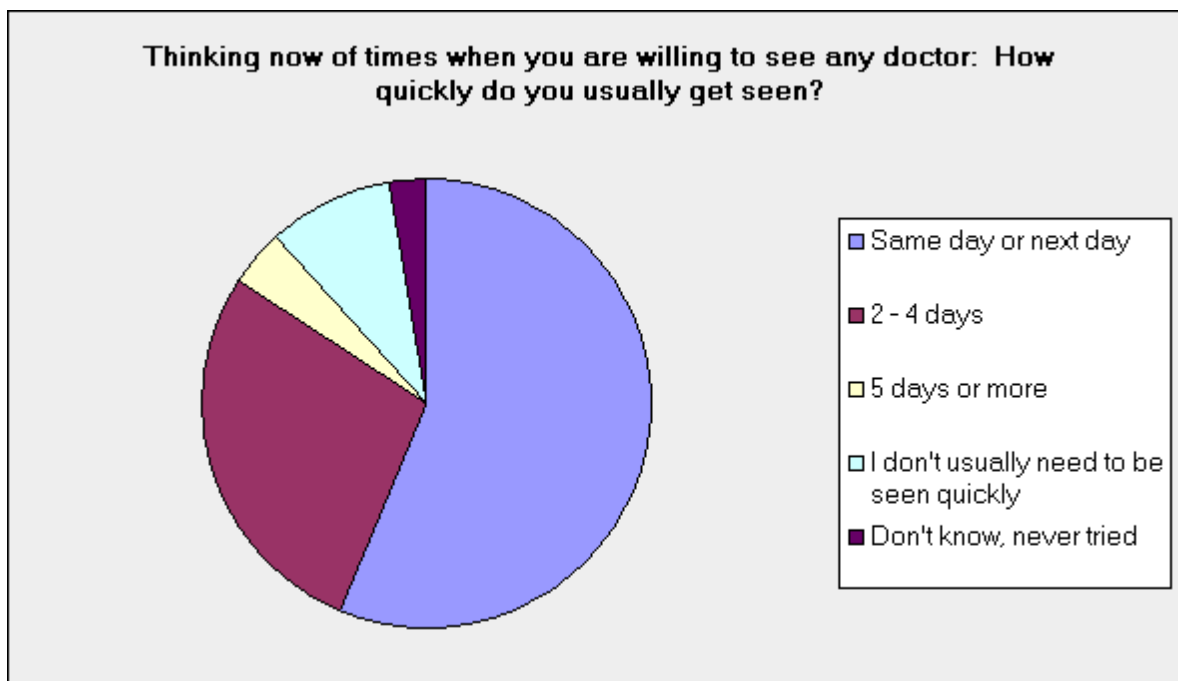


Tolsey Patient Survey 2011

QUESTION 15

Thinking now of times when you are willing to see any doctor: How quickly do you usually get seen?

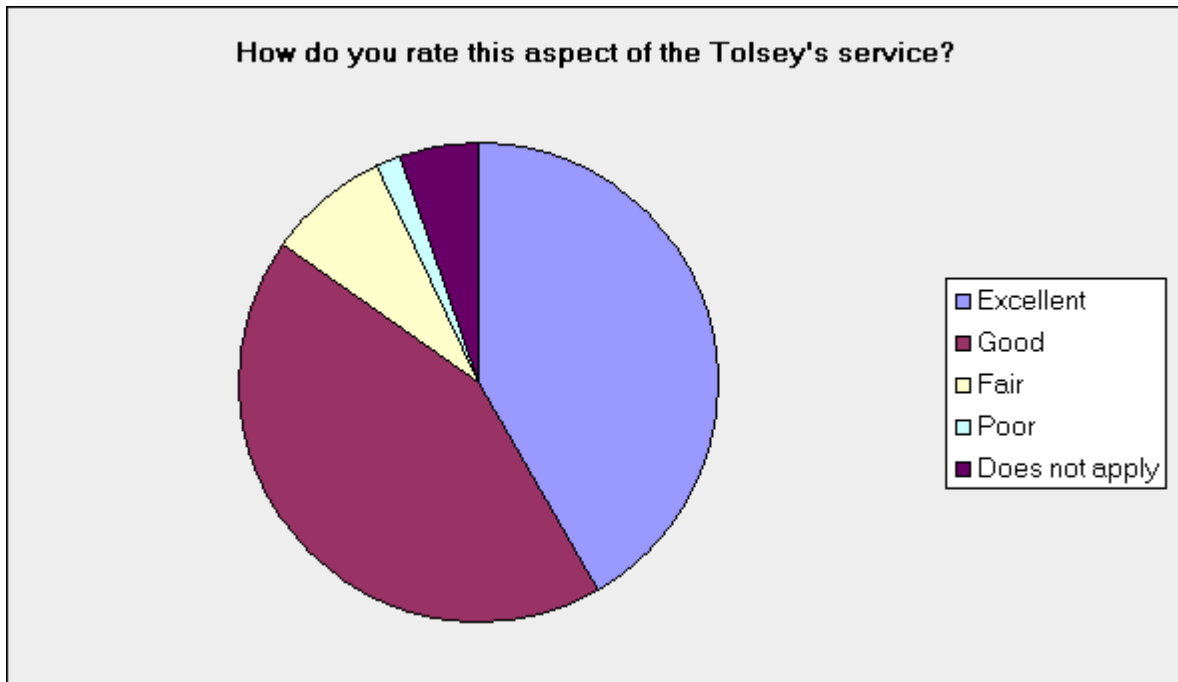
Answer Options	Response Percent	Response Count
Same day or next day	56.1%	106
2 - 4 days	28.0%	53
5 days or more	4.2%	8
I don't usually need to be seen quickly	9.0%	17
Don't know, never tried	2.6%	5
<i>answered question</i>		189
<i>skipped question</i>		6



Tolsey Patient Survey 2011

QUESTION 16

How do you rate this aspect of the Tolsey's service?		
Answer Options	Response Percent	Response Count
Excellent	41.8%	79
Good	42.9%	81
Fair	8.5%	16
Poor	1.6%	3
Does not apply	5.3%	10
<i>answered question</i>		189
<i>skipped question</i>		6

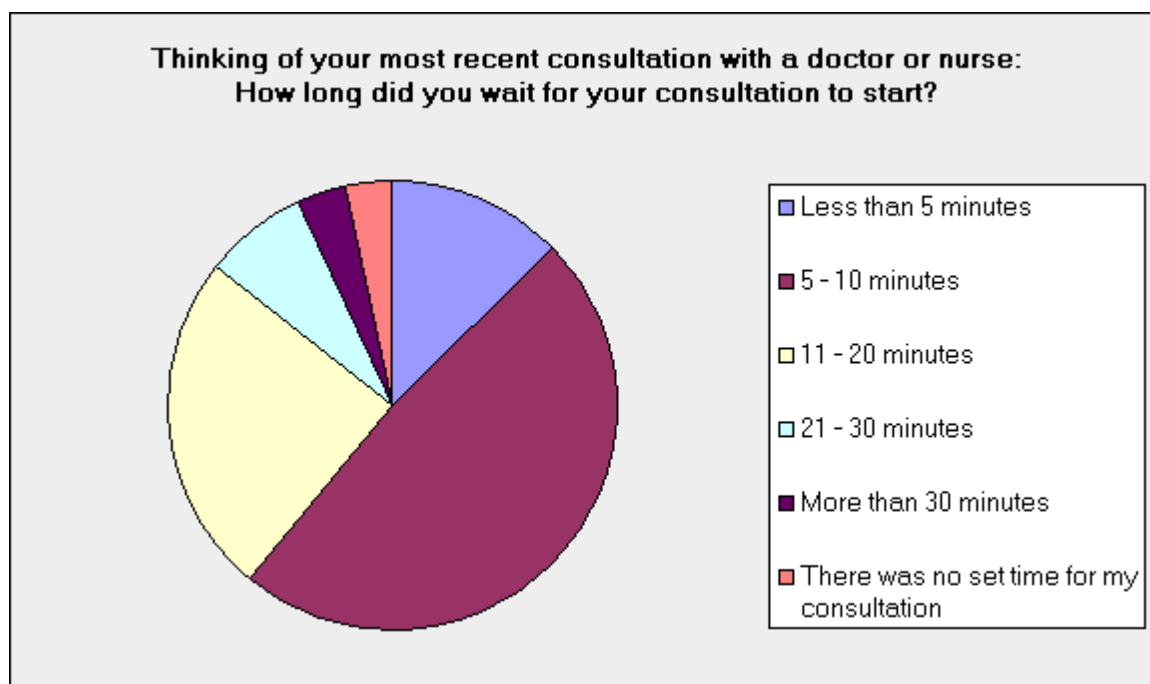


Tolsey Patient Survey 2011

QUESTION 17

Thinking of your most recent consultation with a doctor or nurse: How long did you wait for your consultation to start?

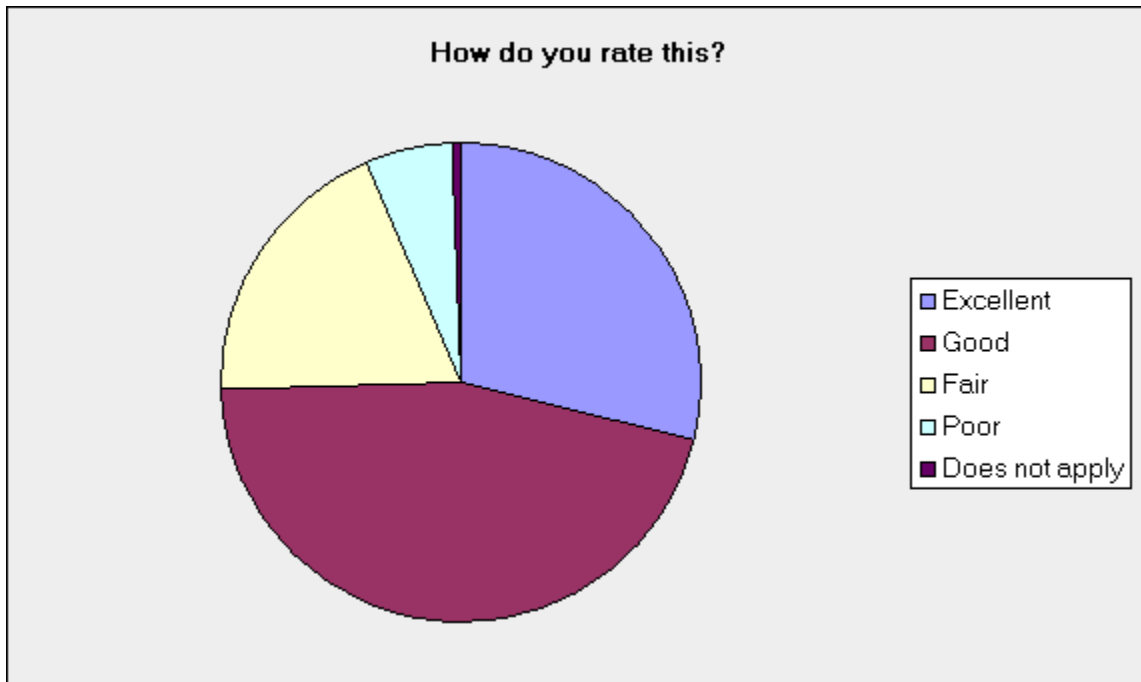
Answer Options	Response Percent	Response Count
Less than 5 minutes	12.9%	24
5 - 10 minutes	47.8%	89
11 - 20 minutes	24.7%	46
21 - 30 minutes	7.5%	14
More than 30 minutes	3.8%	7
There was no set time for my consultation	3.2%	6
<i>answered question</i>		186
<i>skipped question</i>		9



Tolsey Patient Survey 2011

QUESTION 18

How do you rate this?		
Answer Options	Response Percent	Response Count
Excellent	29.0%	53
Good	45.4%	83
Fair	19.1%	35
Poor	6.0%	11
Does not apply	0.5%	1
<i>answered question</i>		183
<i>skipped question</i>		12

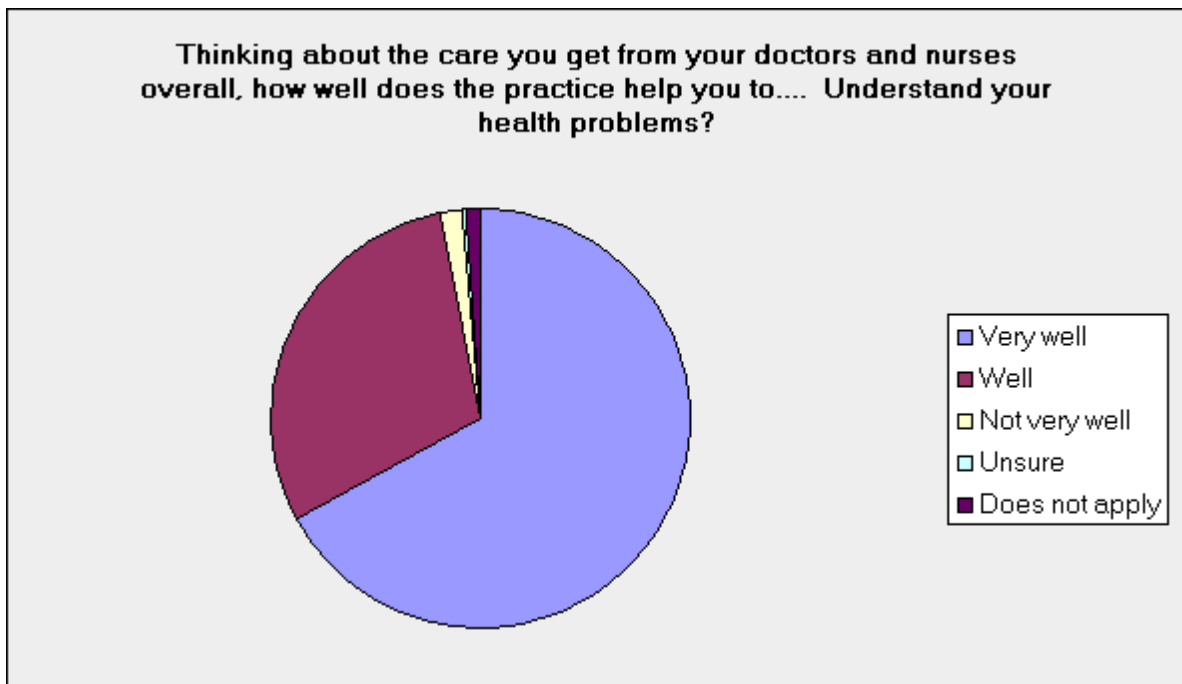


Tolsey Patient Survey 2011

QUESTION 19

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to.... Understand your health problems?

Answer Options	Response Percent	Response Count
Very well	67.0%	130
Well	29.9%	58
Not very well	1.5%	3
Unsure	0.5%	1
Does not apply	1.0%	2
<i>answered question</i>		194
<i>skipped question</i>		1

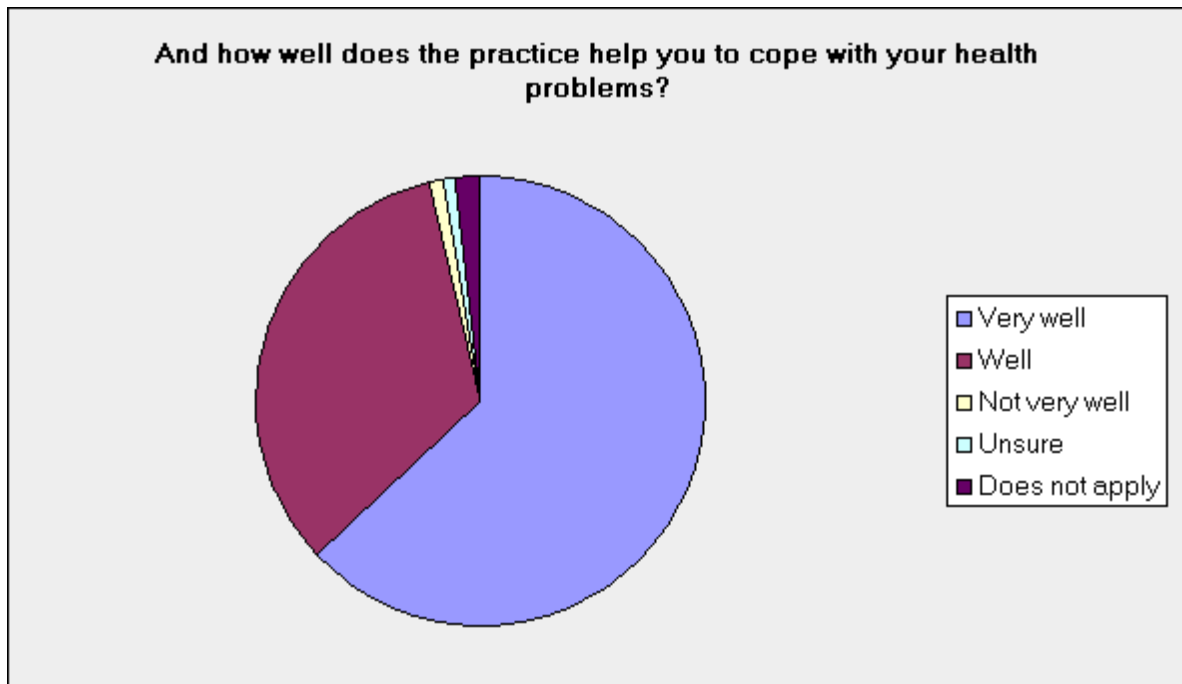


Tolsey Patient Survey 2011

QUESTION 20

And how well does the practice help you to cope with your health problems?

Answer Options	Response Percent	Response Count
Very well	62.8%	120
Well	33.5%	64
Not very well	1.0%	2
Unsure	1.0%	2
Does not apply	1.6%	3
<i>answered question</i>		191
<i>skipped question</i>		4

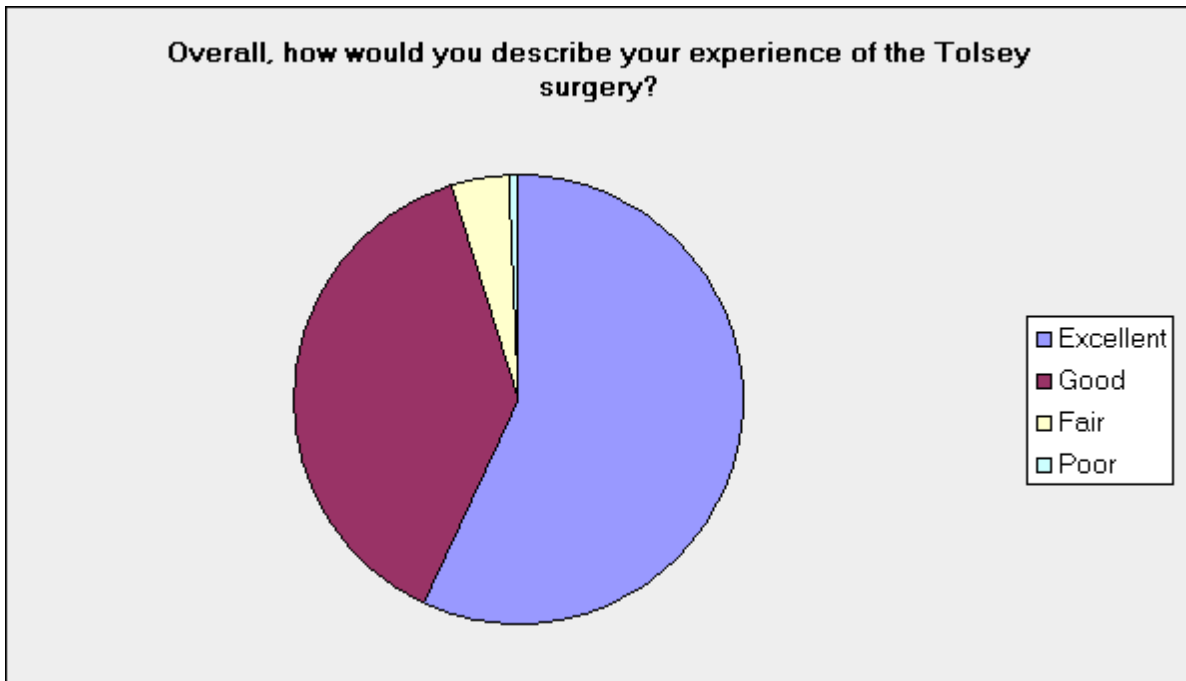


Tolsey Patient Survey 2011

QUESTION 21

Overall, how would you describe your experience of the Tolsey surgery?

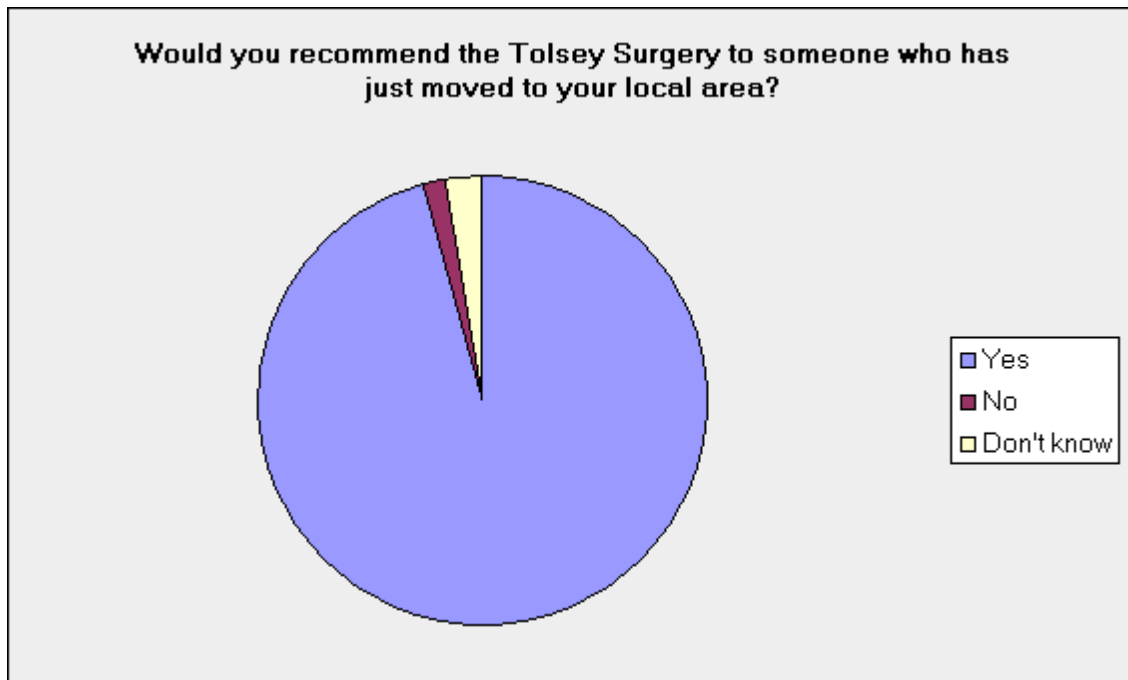
Answer Options	Response Percent	Response Count
Excellent	56.5%	108
Good	38.7%	74
Fair	4.2%	8
Poor	0.5%	1
<i>answered question</i>		191
<i>skipped question</i>		4



Tolsey Patient Survey 2011

QUESTION 22

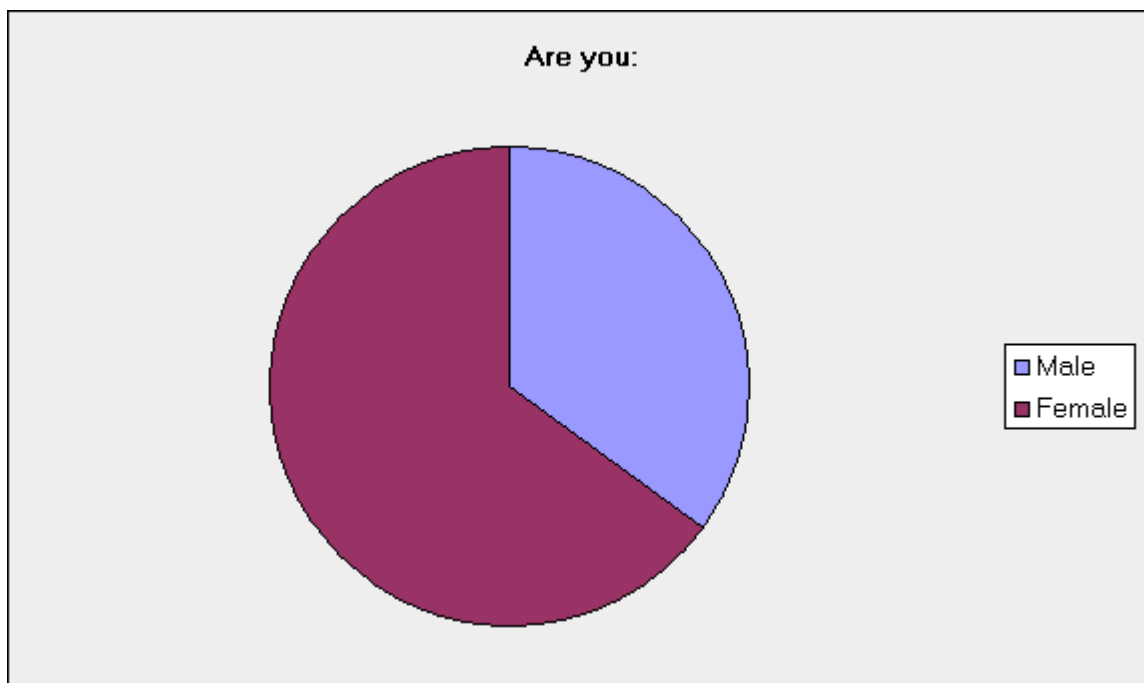
Would you recommend the Tolsey Surgery to someone who has just moved to your local area?		
Answer Options	Response Percent	Response Count
Yes	95.8%	183
No	1.6%	3
Don't know	2.6%	5
<i>answered question</i>		191
<i>skipped question</i>		4



Tolsey Patient Survey 2011

QUESTION 23

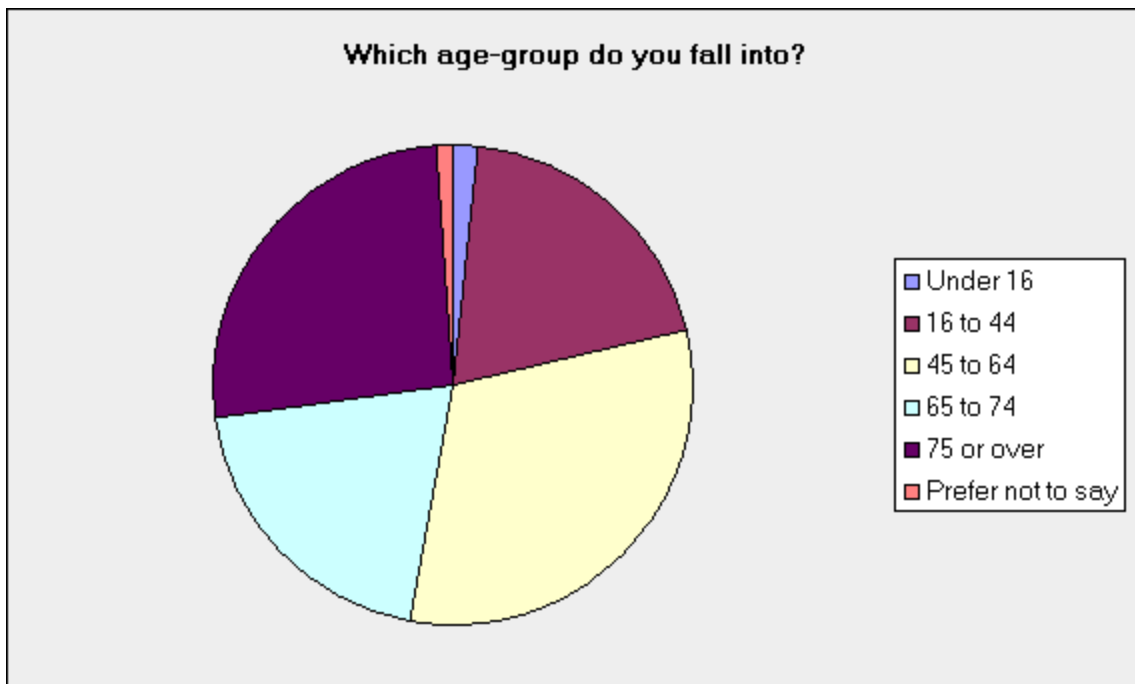
Are you:		
Answer Options	Response Percent	Response Count
Male	34.9%	66
Female	65.1%	123
<i>answered question</i>		189
<i>skipped question</i>		6



Tolsey Patient Survey 2011

QUESTION 24

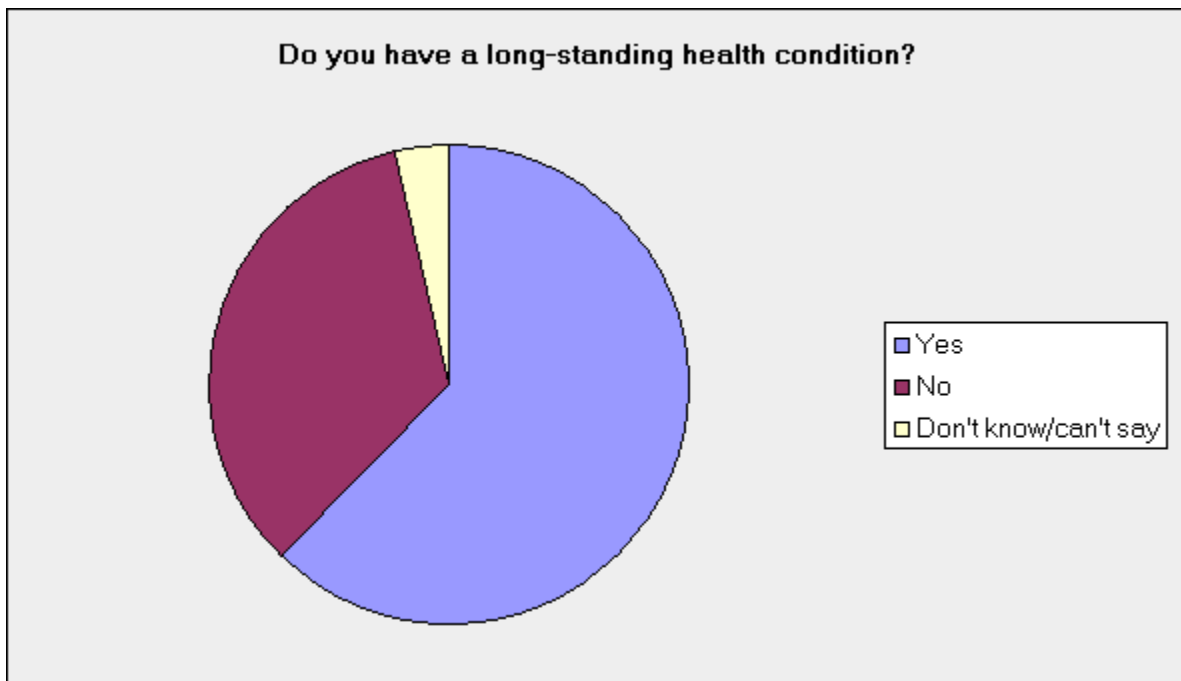
Which age-group do you fall into?		
Answer Options	Response Percent	Response Count
Under 16	1.6%	3
16 to 44	19.9%	38
45 to 64	31.4%	60
65 to 74	19.9%	38
75 or over	26.2%	50
Prefer not to say	1.0%	2
<i>answered question</i>		191
<i>skipped question</i>		4



Tolsey Patient Survey 2011

QUESTION 25

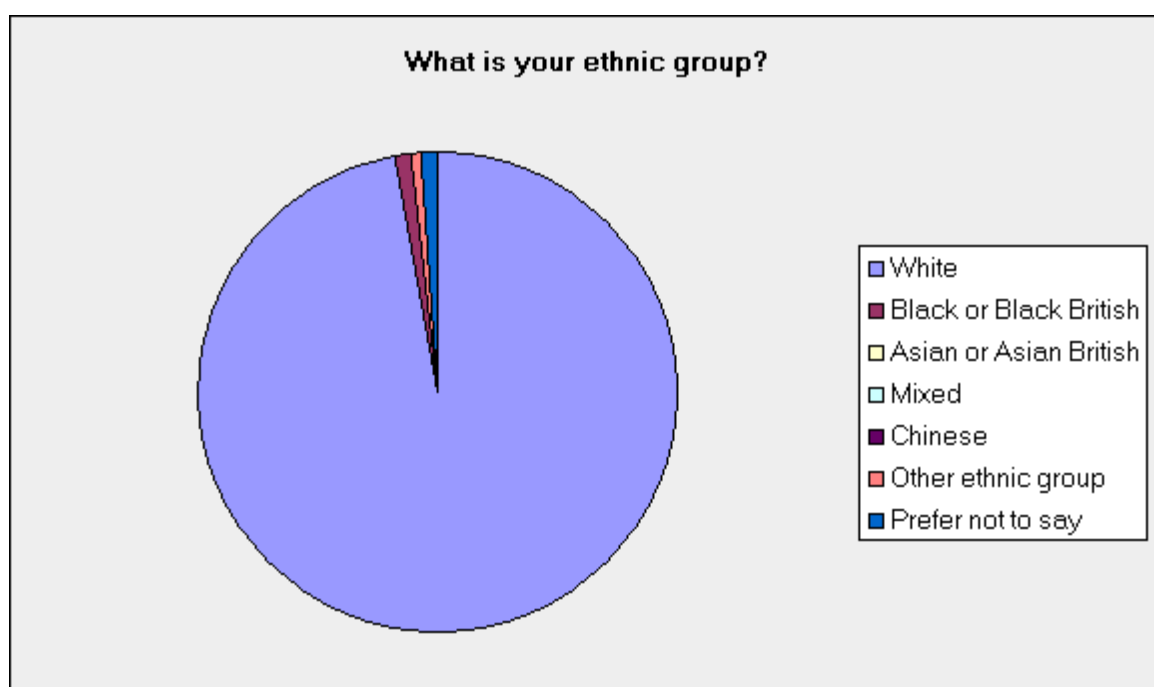
Do you have a long-standing health condition?		
Answer Options	Response Percent	Response Count
Yes	62.3%	119
No	34.0%	65
Don't know/can't say	3.7%	7
<i>answered question</i>		191
<i>skipped question</i>		4



Tolsey Patient Survey 2011

QUESTION 26

What is your ethnic group?		
Answer Options	Response Percent	Response Count
White	97.4%	184
Black or Black British	1.1%	2
Asian or Asian British	0.0%	0
Mixed	0.0%	0
Chinese	0.0%	0
Other ethnic group	0.5%	1
Prefer not to say	1.1%	2
<i>answered question</i>		189
<i>skipped question</i>		6

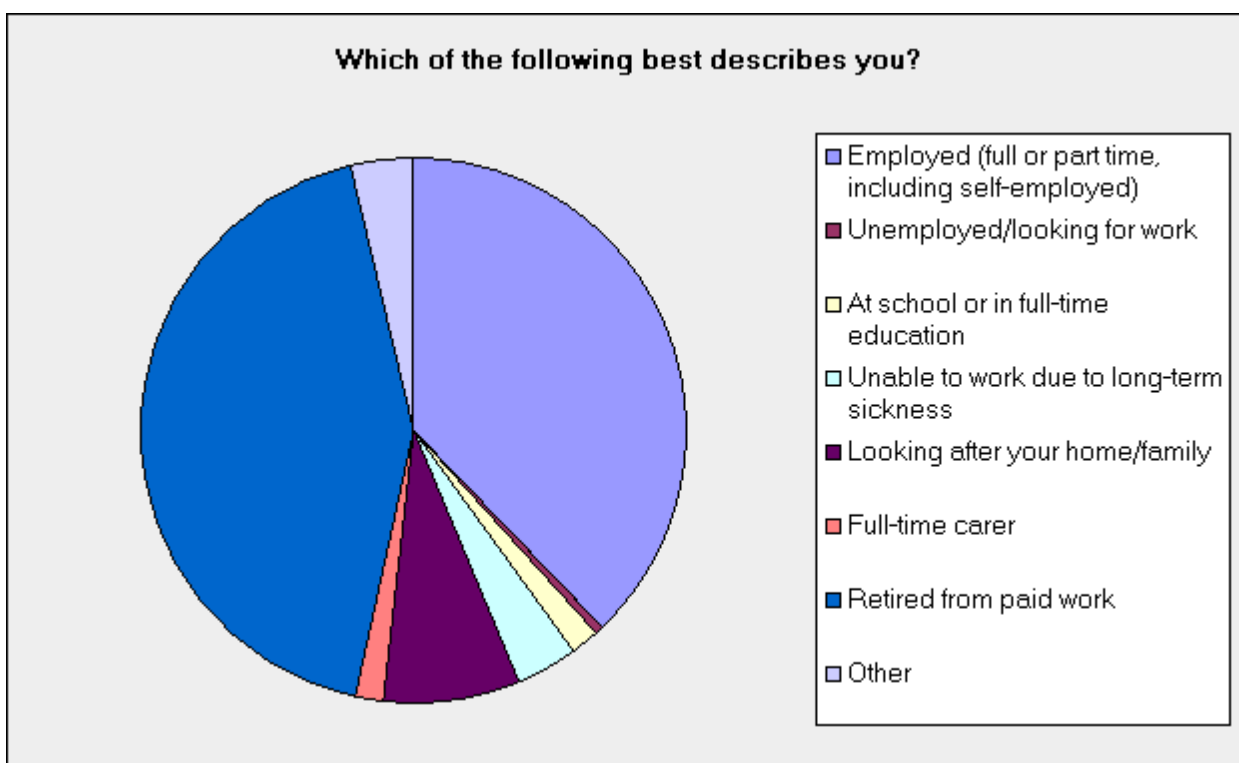


Tolsey Patient Survey 2011

QUESTION 27

Which of the following best describes you?

Answer Options	Response Percent	Response Count
Employed (full or part time, including self-employed)	37.8%	71
Unemployed/looking for work	0.5%	1
At school or in full-time education	1.6%	3
Unable to work due to long-term sickness	3.7%	7
Looking after your home/family	8.0%	15
Full-time carer	1.6%	3
Retired from paid work	43.1%	81
Other	3.7%	7
<i>answered question</i>		188
<i>skipped question</i>		7

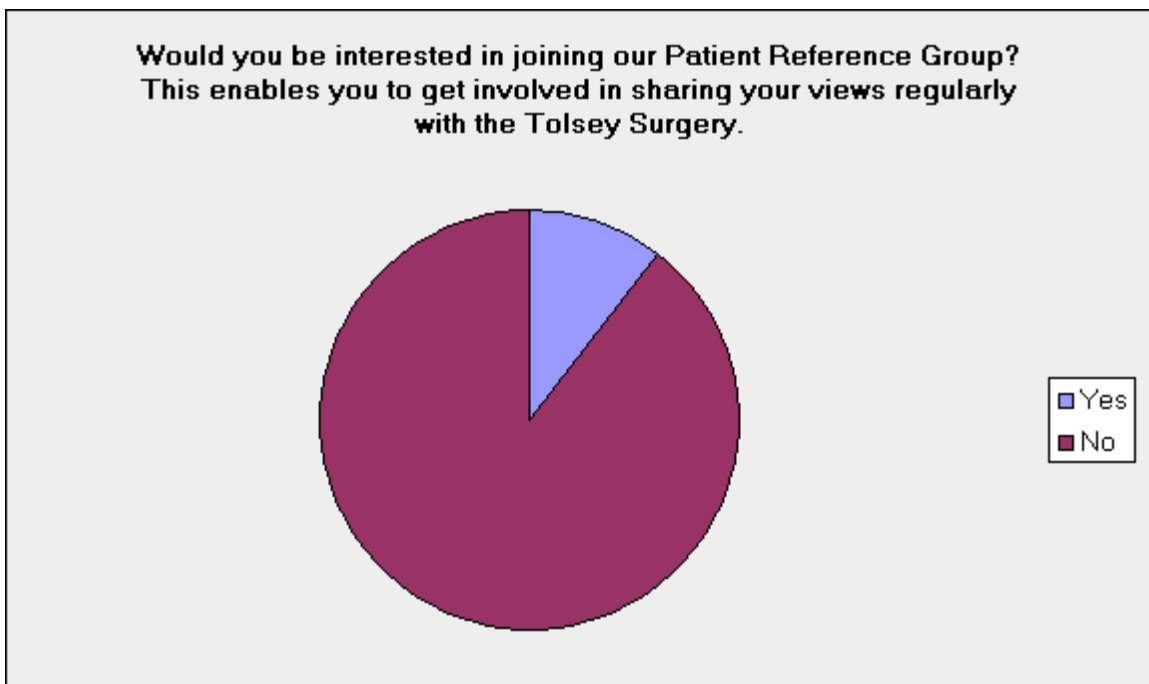


Tolsey Patient Survey 2011

QUESTION 28

Would you be interested in joining our Patient Reference Group? This enables you to get involved in sharing your views regularly with the Tolsey Surgery.

Answer Options	Response Percent	Response Count
Yes	10.6%	19
No	89.4%	160
<i>answered question</i>		179
<i>skipped question</i>		16



Tolsey Patient Survey 2011

QUESTION 29

Please use this space to expand on any of your replies or to add other comments about the Tolsey practice.

Answer Options	Response Count
	184
<i>answered question</i>	184
<i>skipped question</i>	11

Please see separate document with comments

Tolsey Patient Survey 2011

QUESTION 30

Please provide your name and details here if you would like to join our Patient Reference Group, or if you would like the Practice Manager to respond to your comments. Your comments and responses will not be added to your patient records, anything you have written is confidential.

Answer Options	Response Percent	Response Count
Name:	100.0%	56
Company:	0.0%	0
Address 1:	3.6%	2
Address 2:	3.6%	2
City/Town:	1.8%	1
State/Province:	0.0%	0
ZIP/Postal Code:	1.8%	1
Country:	0.0%	0
Email Address:	39.3%	22
Phone Number:	87.5%	49
	<i>answered question</i>	56
	<i>skipped question</i>	139

