



## Responses Overview Active


Responses

**133** 

Average Time

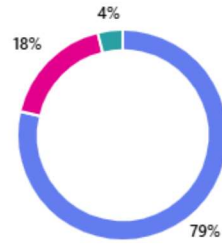
**13:06** 

Duration

**97** Days 

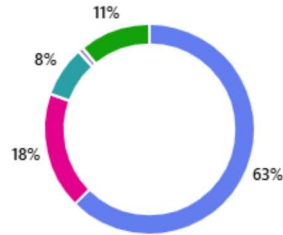
1. **Our 'On the Day Unit' Surgery Extension.** We have expanded the building to increase clinical space and improve patient flow. Have you used or benefitted from this improvement?

<span style="color: blue;">●</span> Yes	103
<span style="color: magenta;">●</span> No	23
<span style="color: teal;">●</span> Not sure	5



2. How helpful has this been?

<span style="color: blue;">●</span> Very helpful	80
<span style="color: magenta;">●</span> Helpful	23
<span style="color: teal;">●</span> Neutral	10
<span style="color: purple;">●</span> Unhelpful	1
<span style="color: green;">●</span> Not applicable	14



3. Any comments about our 'On the Day Unit' Surgery Extension?

**68**  
Responses

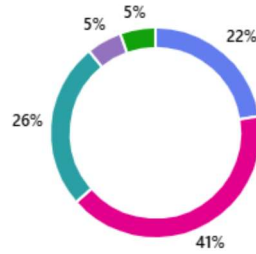
Latest Responses  
"Very good idea. Saves a lot of time."  
...

14 respondents (21%) answered good for this question.



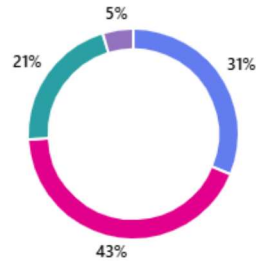
4. **Appointment System** - How easy do you find it to see or talk with a Clinician?

● Very Easy	29
● Easy	53
● Neutral	33
● Difficult	7
● Very difficult	7



5. Have you seen an improvement compared with previous years?

● Yes, significant	40
● Yes, some	55
● No change	27
● Worse	6



6. Any comments about our Appointment System?

68  
Responses

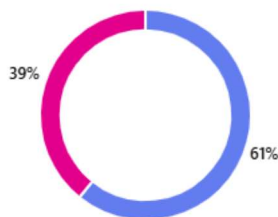
Latest Responses  
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23 respondents (34%) answered appointments for this question.



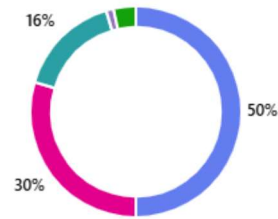
7. **Expanded Paramedical Team** - Have you been seen by a member of the paramedical team (Primary Care Paramedics, Physician Associates or Physiotherapists)?

● Yes	79
● No	51



8. If yes, how satisfied were you with the care received?

● Very satisfied	44
● Satisfied	26
● Neutral	14
● Dissatisfied	1
● Very dissatisfied	3



9. Any comments about our Expanded Paramedical Team

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Responses

Latest Responses

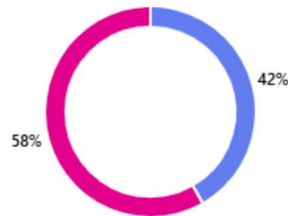


7 respondents (15%) answered good for this question.



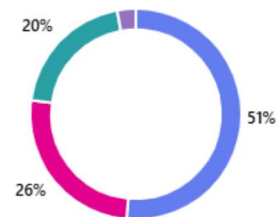
10. Increase number of Salaried GPs - Have you seen a Salaried GP in the last year (Dr Wiseman, Dr McGowan, Dr Poudel or Dr Mistry)?

● Yes	53
● No	74



11. How satisfied were you?

● Very satisfied	36
● Satisfied	18
● Neutral	14
● Dissatisfied	2
● Very dissatisfied	0



12. Any comments about our increased number of Salaried GPs?

42  
Responses

Latest Responses

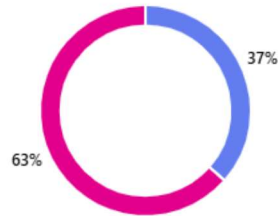


9 respondents (21%) answered good for this question.



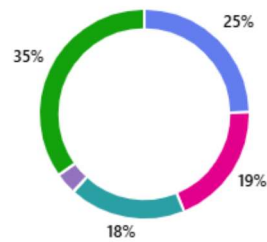
13. **In house-Pharmacist Team (Barinder and Sayma)** - Have you had medication reviews or advice from our Pharmacist team? (this is not the attached Pharmacy which is a separate business)

● Yes	46
● No	80



14. How helpful was this service?

● Very helpful	22
● Helpful	17
● Neutral	16
● Unhelpful	3
● Not applicable	31



15. Any comments about our in-house Pharmacist team?

35  
Responses

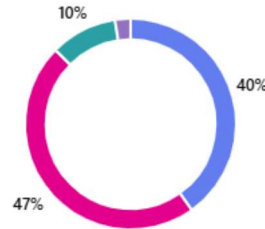
Latest Responses  
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5 respondents (14%) answered helpful for this question.



16. Increased Reception team - How would you rate your recent interactions with reception?

Excellent	51
Good	60
Adequate	13
Poor	3
Very poor	0



17. Any comments about our Reception team?

55  
Responses

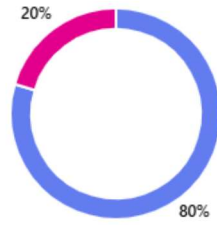
Latest Responses  
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25 respondents (45%) answered helpful for this question.



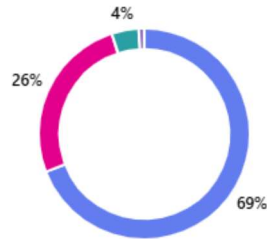
18. **Updated Phone System** - Have you used the new phone system?

- Yes 101
- No 26



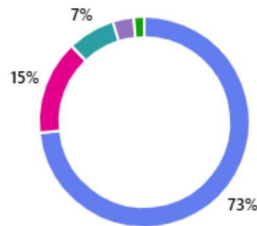
19. How helpful do you find knowing your place in the queue?

- Very helpful 83
- Helpful 31
- Neutral 5
- Unhelpful 1
- Very unhelpful 0



20. How helpful do you find receiving a call-back instead of waiting on hold?

- Very helpful 91
- Helpful 18
- Neutral 9
- Unhelpful 4
- Very unhelpful 2



21. Any comments about our Phone system?

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Responses

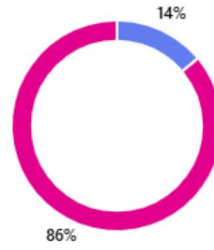
Latest Responses  
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6 respondents (13%) answered queue for this question.



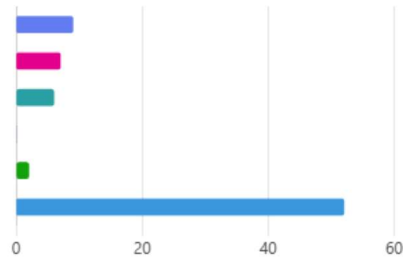
22. **Pharmacy First** - Have you used the Pharmacy First service?

● Yes	17
● No	105



23. How satisfied were you with the outcome?

● Very satisfied	9
● Satisfied	7
● Neutral	6
● Dissatisfied	0
● Very dissatisfied	2
● Not applicable	52



24. Any comments about the Pharmacy First service?

27  
Responses

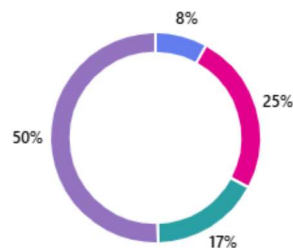
Latest Responses  
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2 respondents (7%) answered service for this question.

unaware of this service    NHS    staff have been friendly    No idea  
 happy    **None service helpful**    app  
 Not sure    Good service    gone downhill    repeat medication

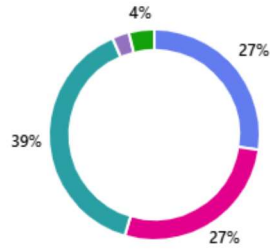
25. **Online Access (Clinical or administrative queries)** - Do you use online services for contacting the Practice?

● Frequently	10
● Occasionally	31
● Rarely	21
● Never	63



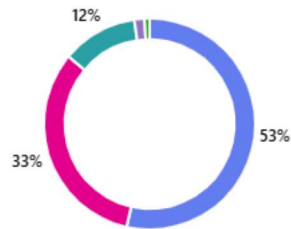
26. How helpful do you find online access?

● Very helpful	21
● Helpful	21
● Neutral	30
● Unhelpful	2
● Very unhelpful	3



27. **Overall experience** - Thinking about the Practice overall, how would you rate your experience in the last 12 months?

● Excellent	69
● Good	42
● Adequate	15
● Poor	2
● Very poor	1



28. Any comments about your overall experience?

52  
Responses

Latest Responses  
...

7 respondents (13%) answered good for this question.



29. **Gripes/Concerns** - Please tell us about any gripes, concerns or negative experiences you feel we should know about?

54  
Responses

Latest Responses

"I am having to make another appointment with the msk dept because of the servi..."

...

13 respondents (24%) answered None for this question.



30. **Positive Feedback/Suggestions** - Please tell us what we are doing well and any improvements you would like to see

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Responses

Latest Responses

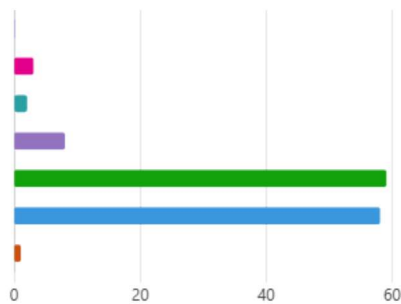
...

5 respondents (9%) answered services for this question.



31. **Age Group**

Under 18	0
18-24	3
25-44	2
45-64	8
65-79	59
80+	58
Prefer not to say	1



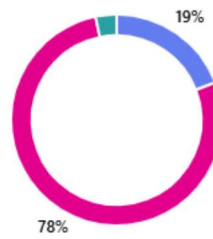
### 32. Gender

● Male	61
● Female	68
● Non-binary	0
● Prefer not to say	1



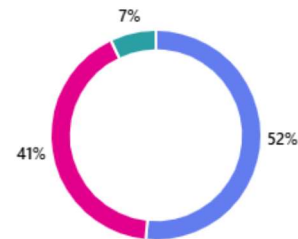
### 33. Carer status - Are you an unpaid carer for a friend or family member?

● Yes	24
● No	97
● Prefer not to say	4



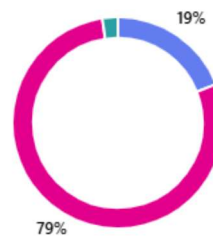
### 34. Long-term condition - Do you have a long-term physical or mental health condition?

● Yes	66
● No	53
● Prefer not to say	9



### 35. Disability/Access Needs

● Yes	24
● No	99
● Prefer not to say	3



36. Frequency of Practice Use

● More than once a month	13
● Monthly	20
● Several times a year	73
● Once a year or less	22

