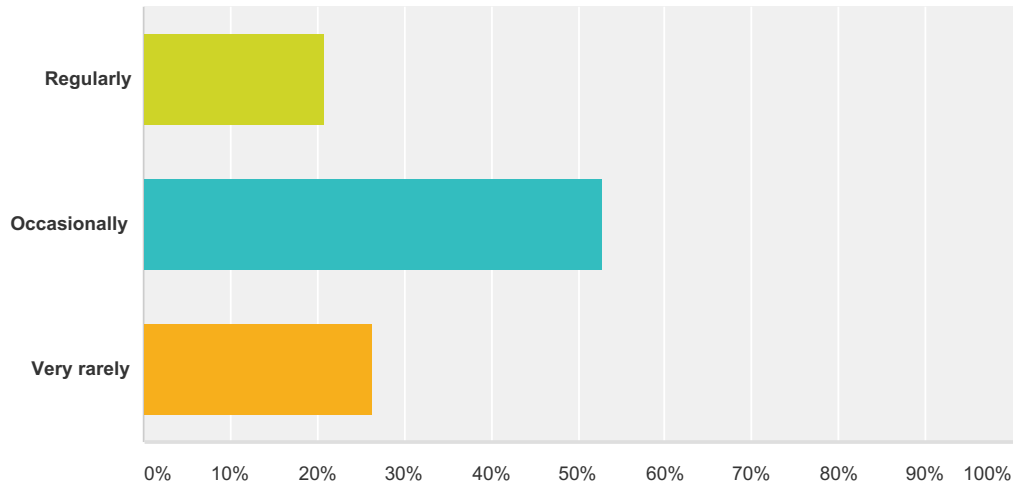


### Q1 How often do you visit the surgery?

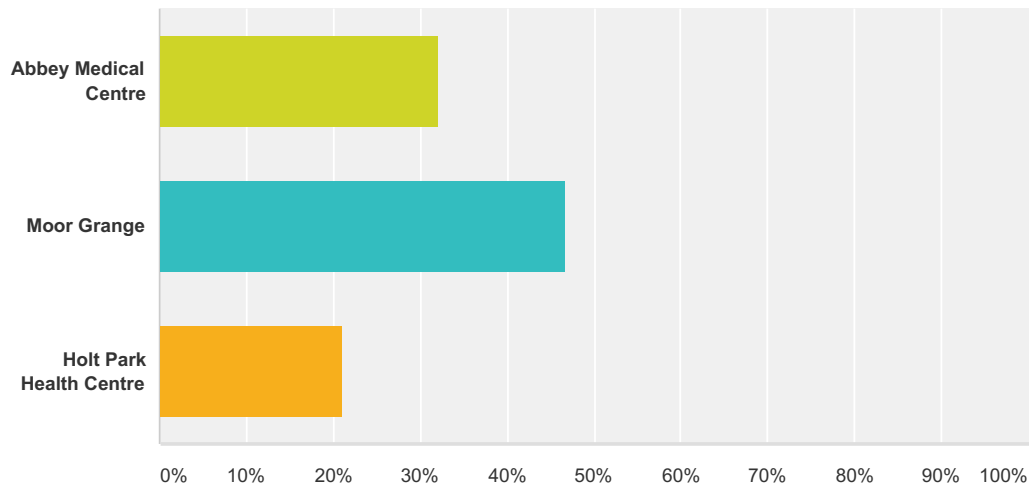
Answered: 274 Skipped: 0



Answer Choices	Responses	Count
Regularly	20.80%	57
Occasionally	52.92%	145
Very rarely	26.28%	72
<b>Total</b>		<b>274</b>

### Q2 Please select the surgery you normally visit?

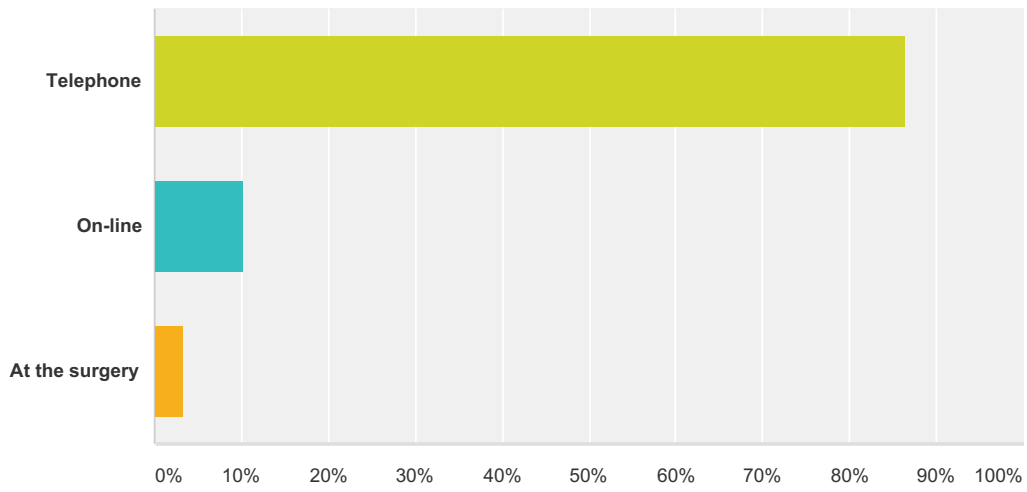
Answered: 274 Skipped: 0



Answer Choices	Responses
Abbey Medical Centre	32.12% 88
Moor Grange	46.72% 128
Holt Park Health Centre	21.17% 58
<b>Total</b>	<b>274</b>

### Q3 Access: How do you make your appointments

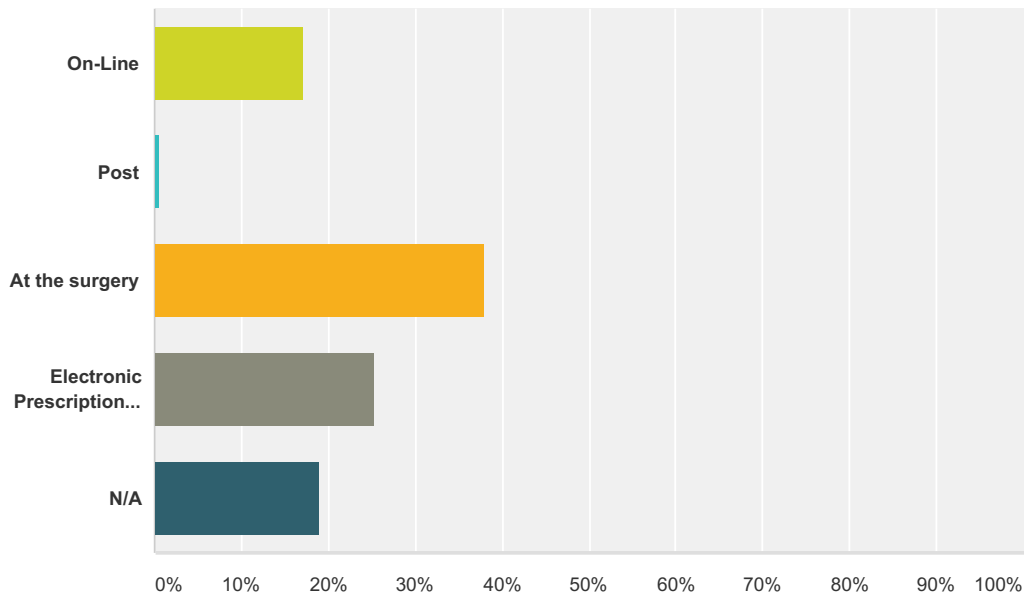
Answered: 274 Skipped: 0



Answer Choices	Responses
Telephone	86.50% 237
On-line	10.22% 28
At the surgery	3.28% 9
<b>Total</b>	<b>274</b>

### Q4 How do you order your prescriptions?

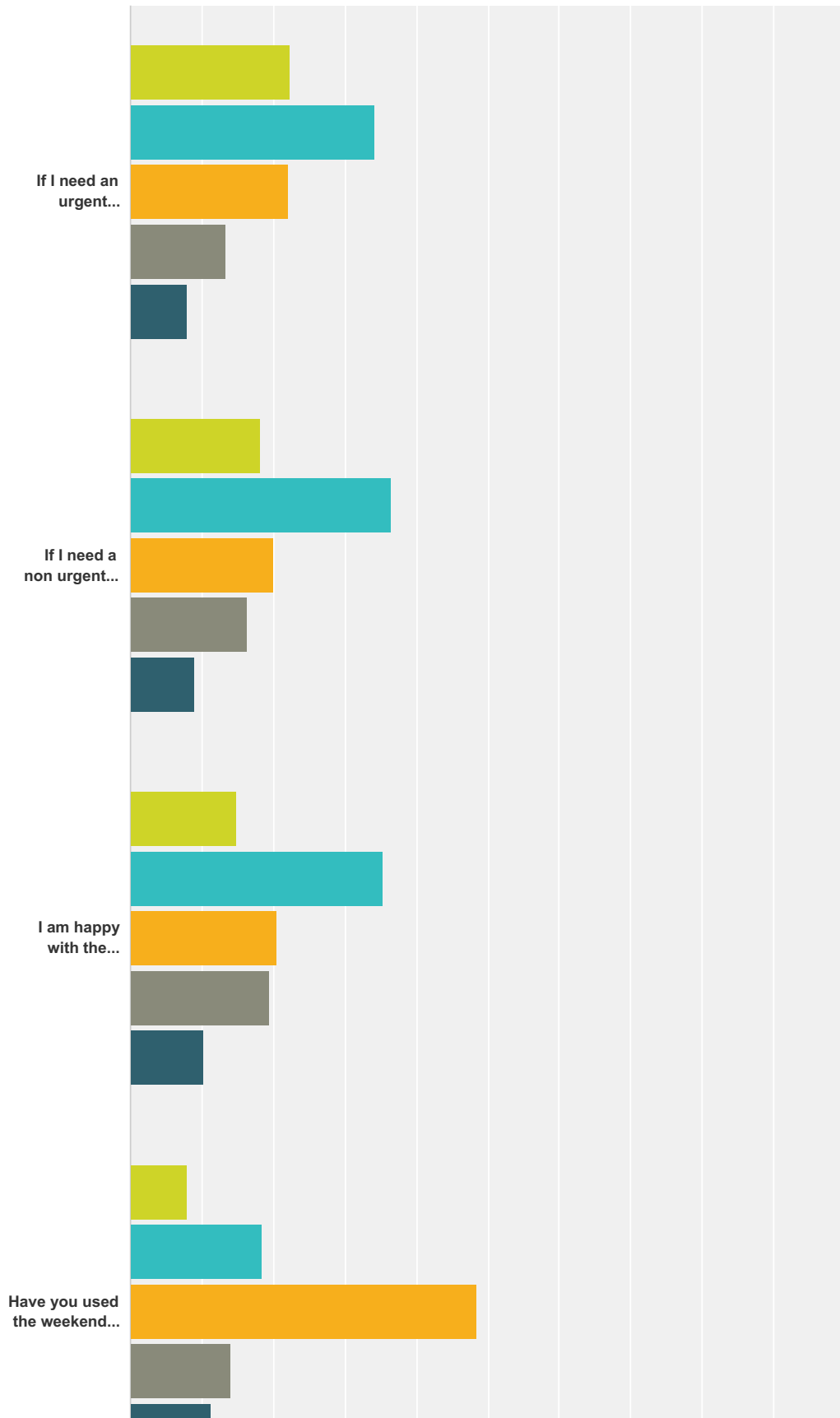
Answered: 274 Skipped: 0

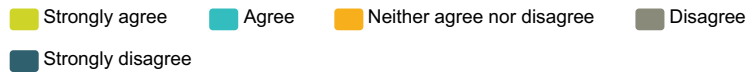
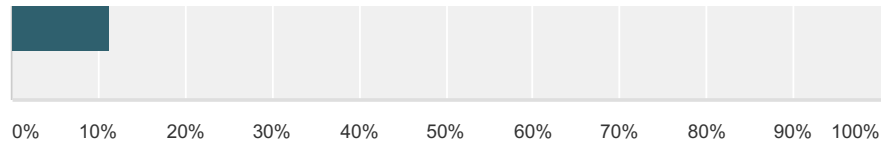


Answer Choices	Responses
On-Line	17.15% 47
Post	0.73% 2
At the surgery	37.96% 104
Electronic Prescription Service with the pharmacist of your choice	25.18% 69
N/A	18.98% 52
<b>Total</b>	<b>274</b>

### Q5 Appointments

Answered: 266 Skipped: 8

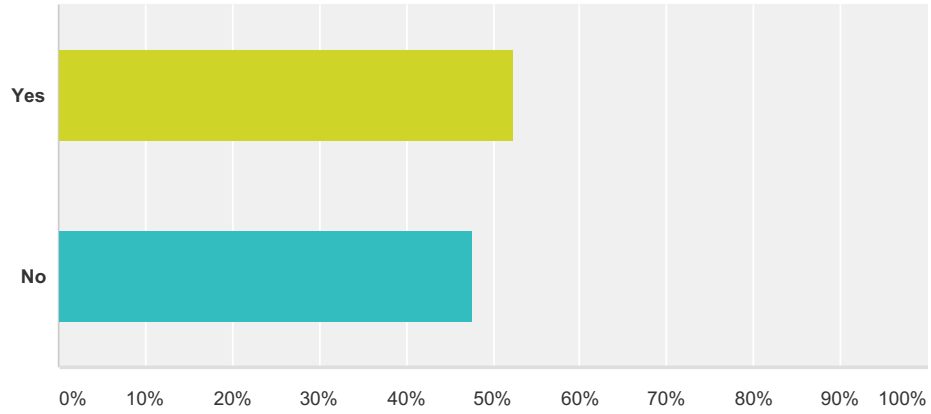




	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
If I need an urgent appointment I am usually seen the same day	22.43% 59	34.22% 90	22.05% 58	13.31% 35	7.98% 21	263
If I need a non urgent appointment I am usually seen within one week	18.11% 48	36.60% 97	20.00% 53	16.23% 43	9.06% 24	265
I am happy with the current appointment system	14.77% 39	35.23% 93	20.45% 54	19.32% 51	10.23% 27	264
Have you used the weekend appointment service	7.86% 18	18.34% 42	48.47% 111	13.97% 32	11.35% 26	229

### Q6 Did you know you can be seen by a GP at weekends at our Hub Practice Ireland Wood Surgery?

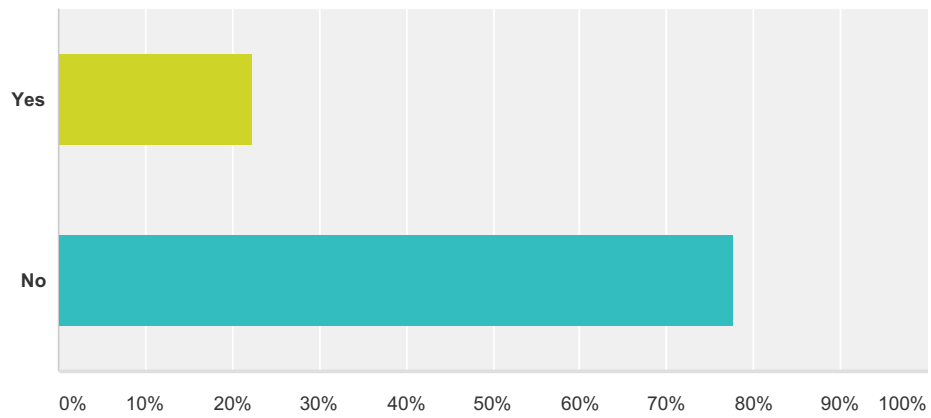
Answered: 265 Skipped: 9



Answer Choices	Responses
Yes	52.45% 139
No	47.55% 126
<b>Total</b>	<b>265</b>

### Q7 Have you used the weekend appointment service?

Answered: 265 Skipped: 9



Answer Choices	Responses	
Yes	22.26%	59
No	77.74%	206
<b>Total</b>		<b>265</b>

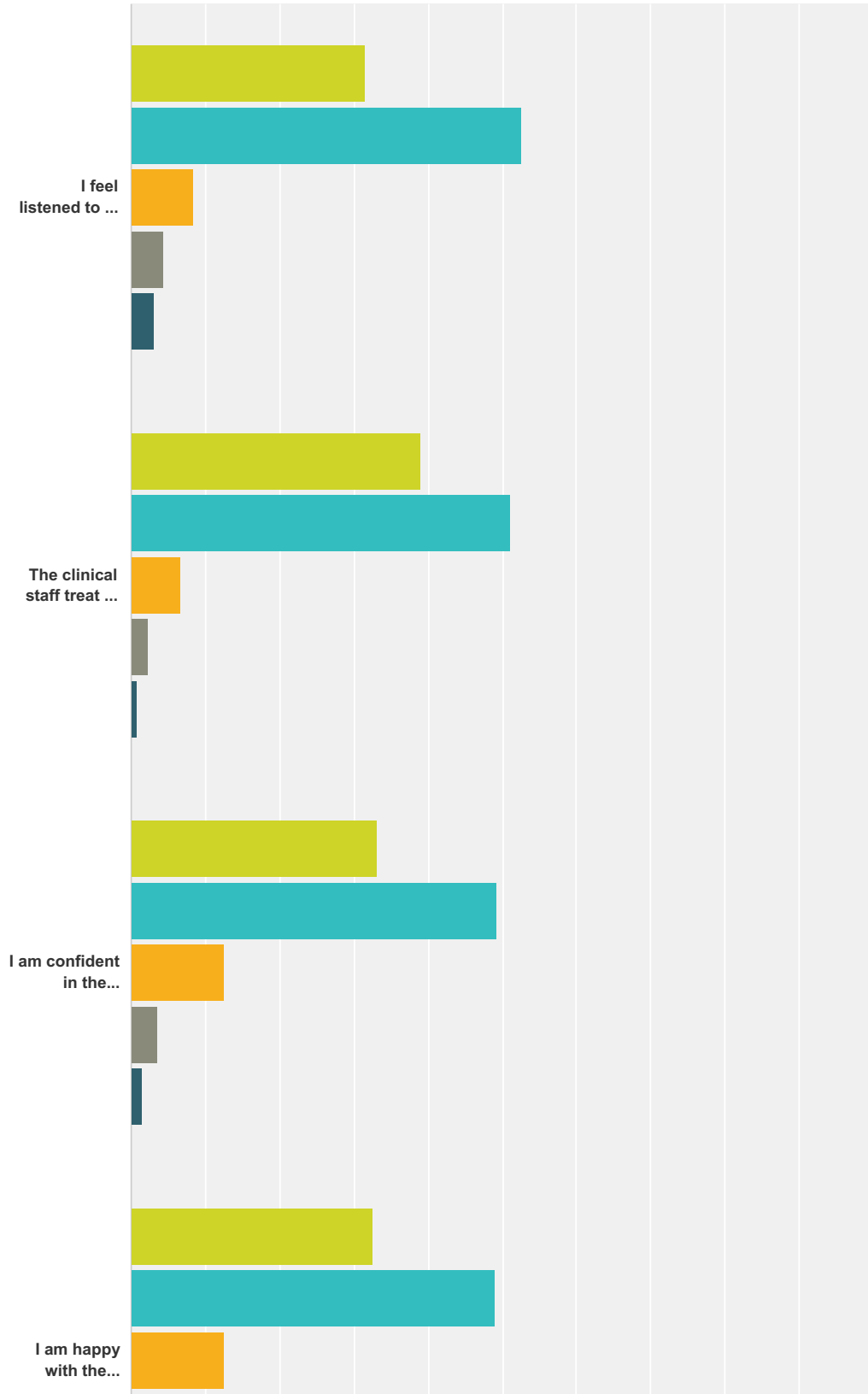


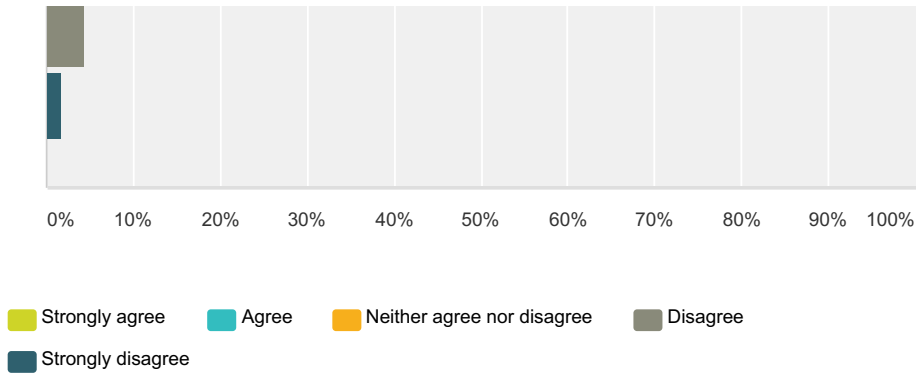
**Q8 Please add any comments you have  
about our current appointment booking  
system**

Answered: 107 Skipped: 167

### Q9 Providing excellent clinical care is our priority. Please tell us how much you agree with the following statements

Answered: 256 Skipped: 18





	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
I feel listened to by the clinical staff	31.62% 80	52.57% 133	8.30% 21	4.35% 11	3.16% 8	253
The clinical staff treat me with dignity and respect	39.06% 100	51.17% 131	6.64% 17	2.34% 6	0.78% 2	256
I am confident in the treatment I receive from the clinical staff	33.20% 85	49.22% 126	12.50% 32	3.52% 9	1.56% 4	256
I am happy with the clinical care I receive	32.55% 83	49.02% 125	12.55% 32	4.31% 11	1.57% 4	255

**Q10 Please add any comments you have regarding your experience of the care you have received**

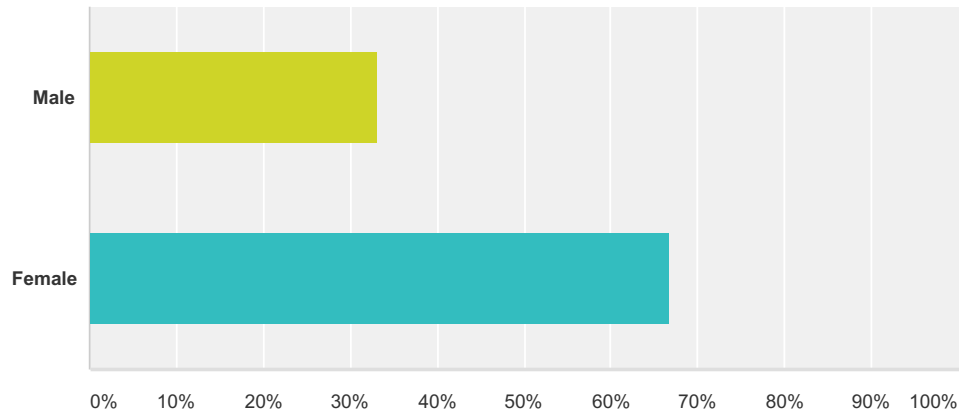
Answered: 63 Skipped: 211

## Q11 Please leave your comments here

Answered: 82 Skipped: 192

### Q12 Are you...

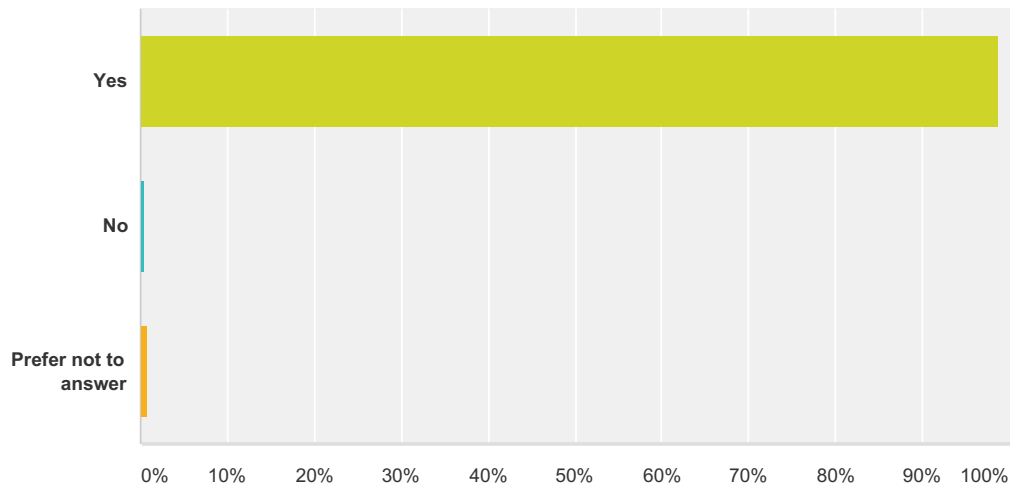
Answered: 232 Skipped: 42



Answer Choices	Responses
Male	33.19% 77
Female	66.81% 155
<b>Total</b>	<b>232</b>

### Q13 Is your gender identity the same gender you were assigned at birth?

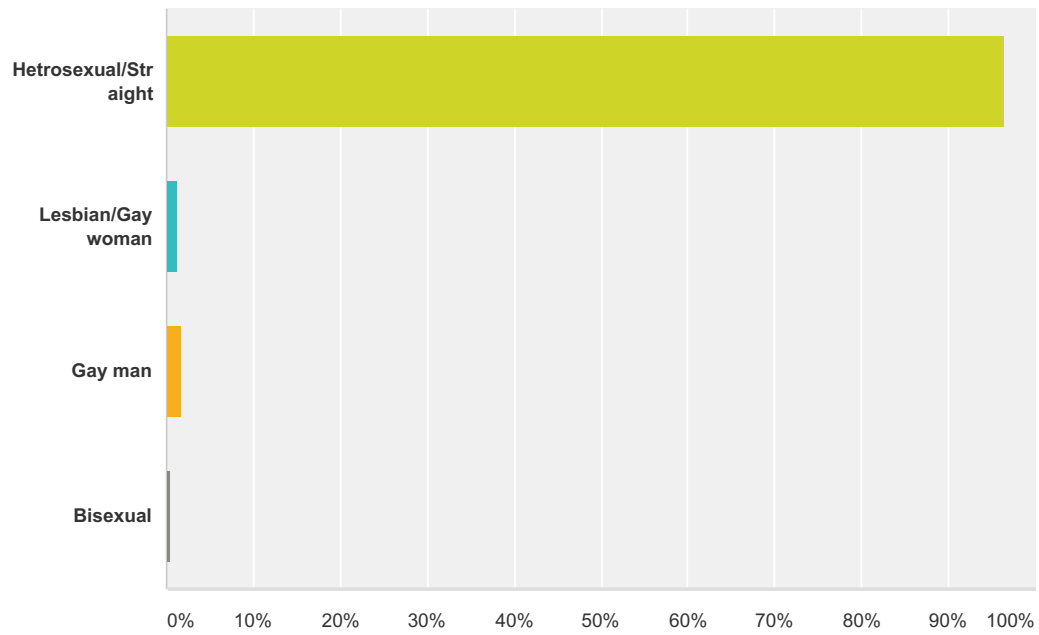
Answered: 236 Skipped: 38



Answer Choices	Responses
Yes	98.73% 233
No	0.42% 1
Prefer not to answer	0.85% 2
<b>Total</b>	<b>236</b>

### Q14 Are you...

Answered: 227 Skipped: 47

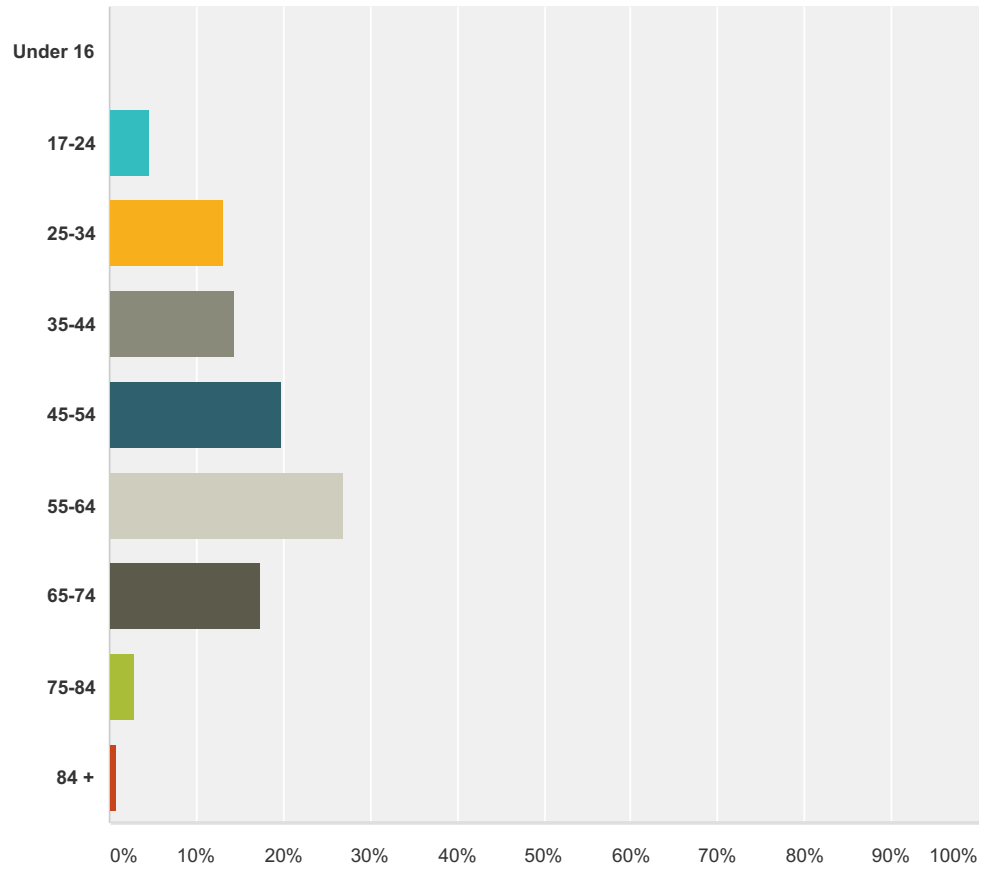


Answer Choices	Responses
Hetrosexual/Straight	96.48% 219
Lesbian/Gay woman	1.32% 3
Gay man	1.76% 4
Bisexual	0.44% 1
<b>Total</b>	<b>227</b>



### Q15 Are you...

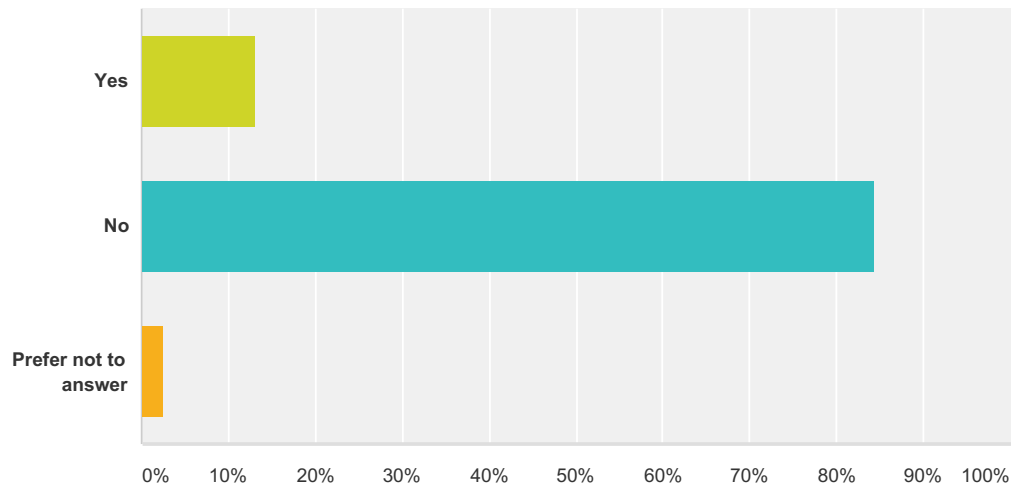
Answered: 237 Skipped: 37



Answer Choices	Responses	
Under 16	0.00%	0
17-24	4.64%	11
25-34	13.08%	31
35-44	14.35%	34
45-54	19.83%	47
55-64	27.00%	64
65-74	17.30%	41
75-84	2.95%	7
84 +	0.84%	2
<b>Total</b>		<b>237</b>

### Q16 Are you disabled?

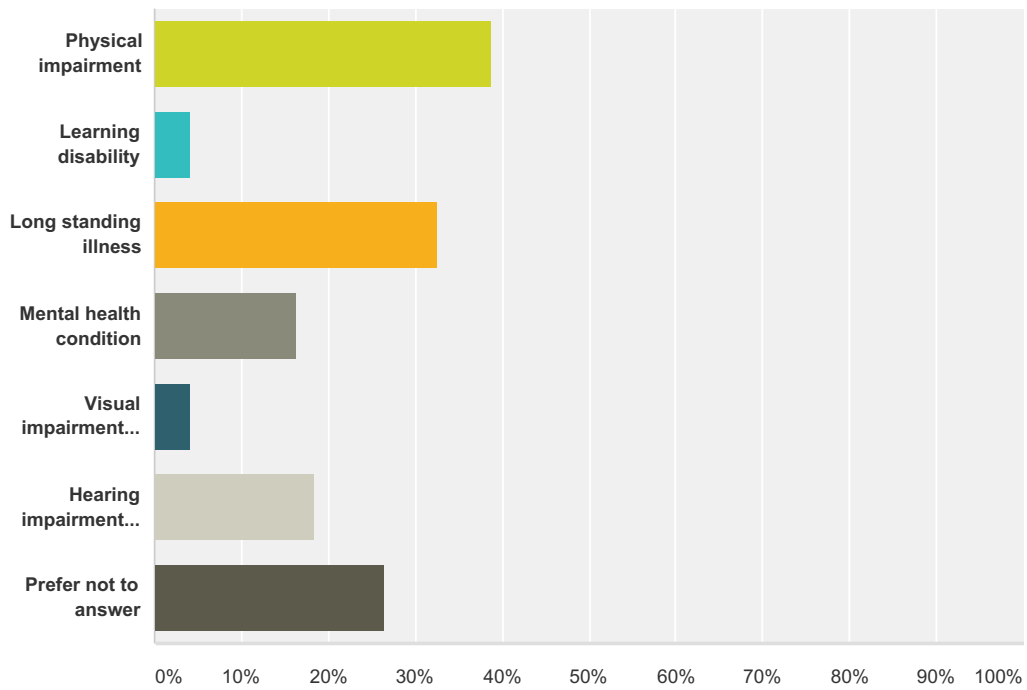
Answered: 237 Skipped: 37



Answer Choices	Responses	
Yes	13.08%	31
No	84.39%	200
Prefer not to answer	2.53%	6
<b>Total</b>		<b>237</b>

### Q17 If yes what type of impairment. Tick all that apply.

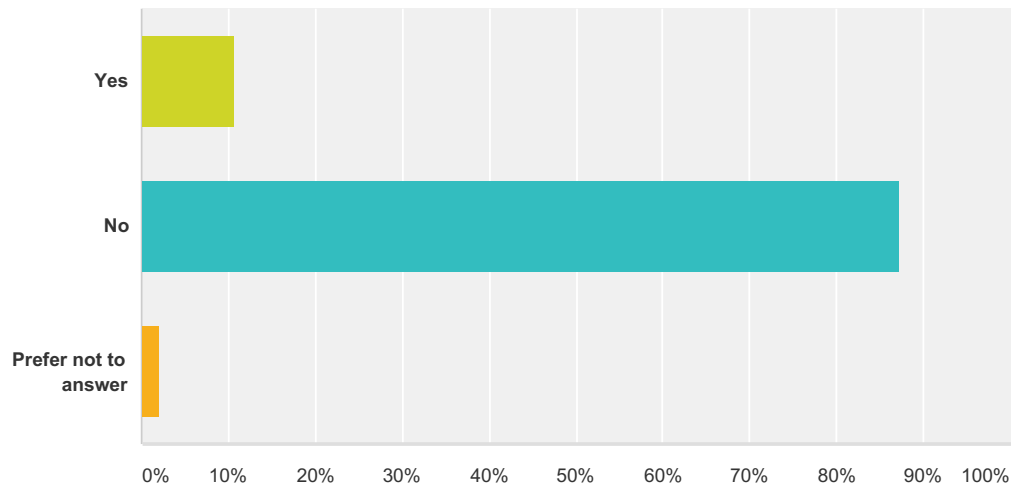
Answered: 49 Skipped: 225



Answer Choices	Responses
Physical impairment	38.78% 19
Learning disability	4.08% 2
Long standing illness	32.65% 16
Mental health condition	16.33% 8
Visual impairment (such as blind or partially sighted)	4.08% 2
Hearing impairment (such as Deaf or hard of hearing)	18.37% 9
Prefer not to answer	26.53% 13
<b>Total Respondents: 49</b>	

### Q18 Are you a carer?

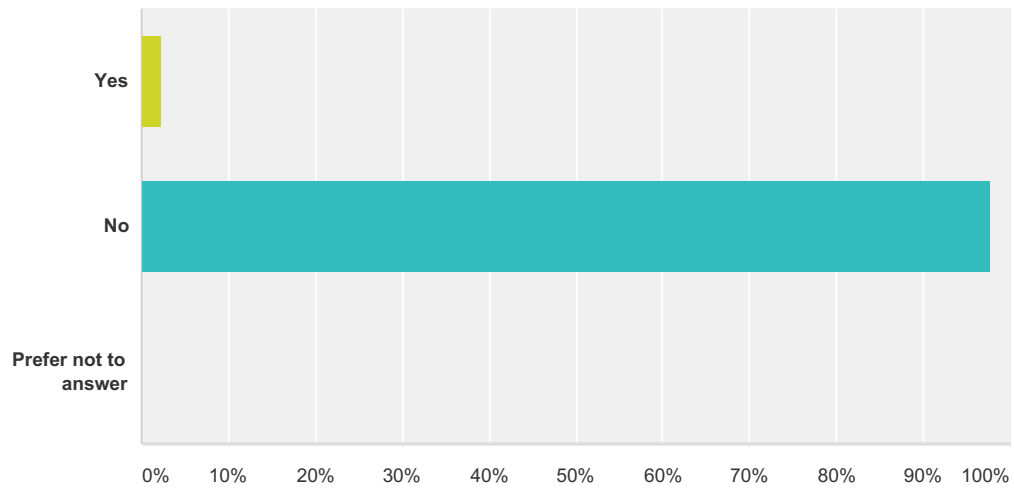
Answered: 235 Skipped: 39



Answer Choices	Responses	
Yes	10.64%	25
No	87.23%	205
Prefer not to answer	2.13%	5
<b>Total</b>		<b>235</b>

### Q19 Have you recently given birth (within 26 week period)

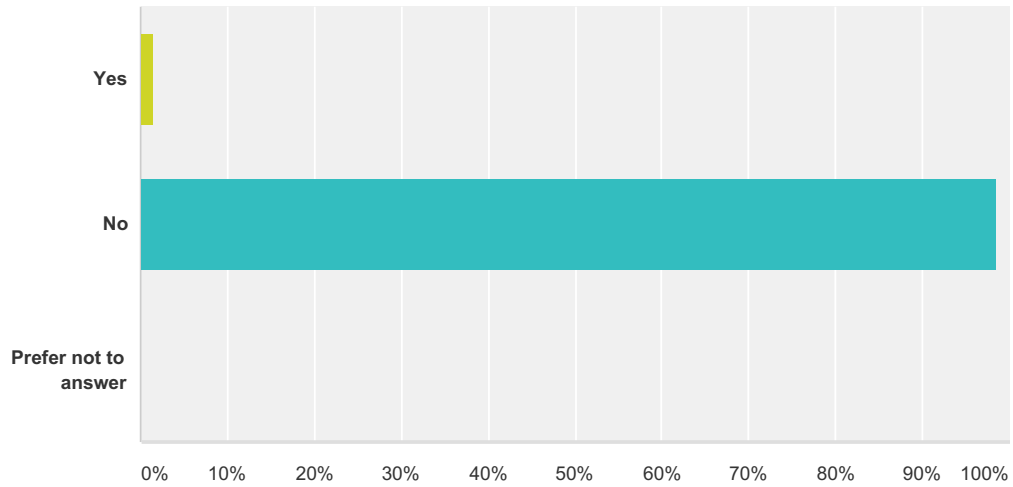
Answered: 210 Skipped: 64



Answer Choices	Responses	
Yes	2.38%	5
No	97.62%	205
Prefer not to answer	0.00%	0
<b>Total</b>		<b>210</b>

### Q20 Are you pregnant at this time?

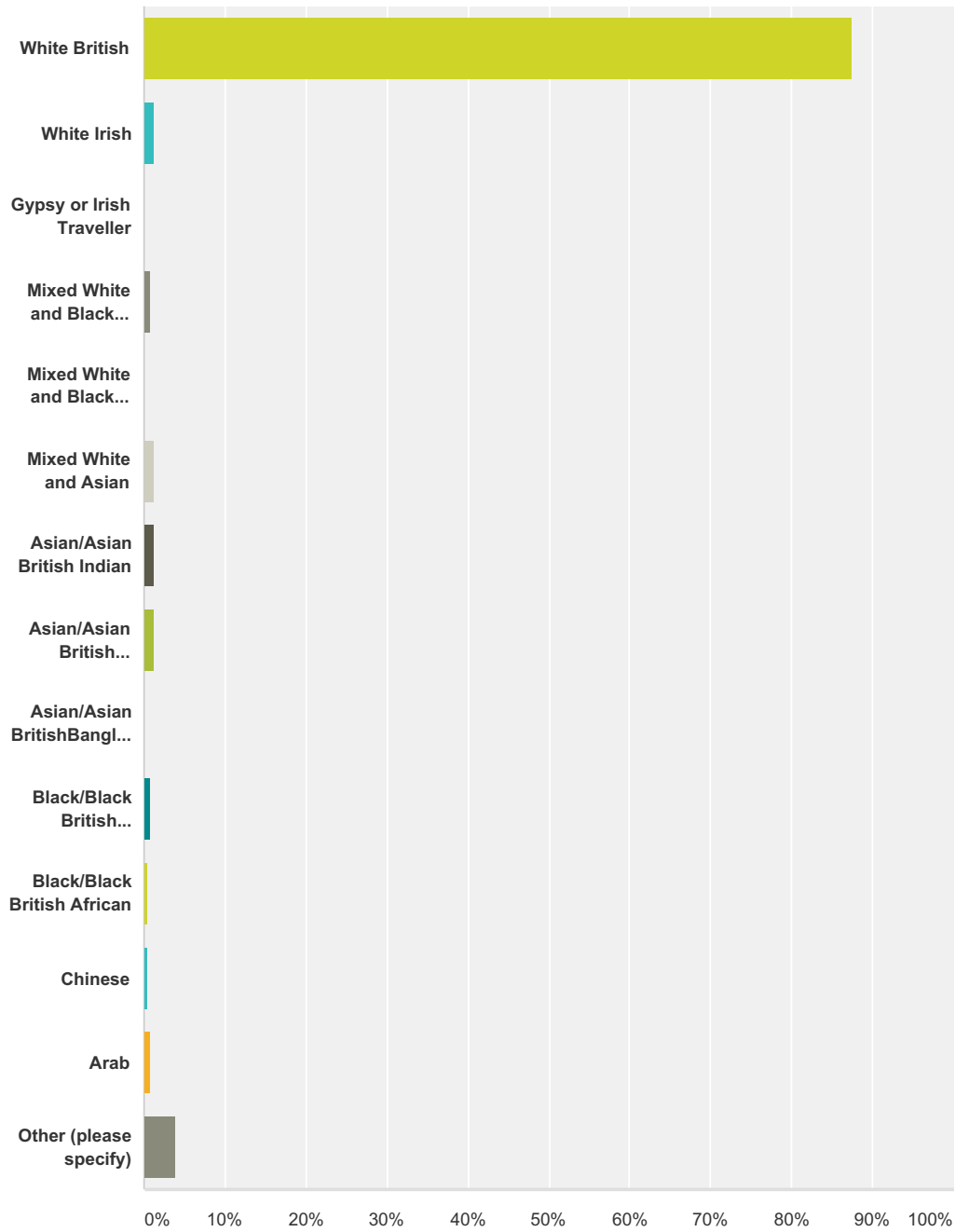
Answered: 209 Skipped: 65



Answer Choices	Responses	
Yes	1.44%	3
No	98.56%	206
Prefer not to answer	0.00%	0
<b>Total</b>		<b>209</b>

### Q21 Are you....

Answered: 233 Skipped: 41



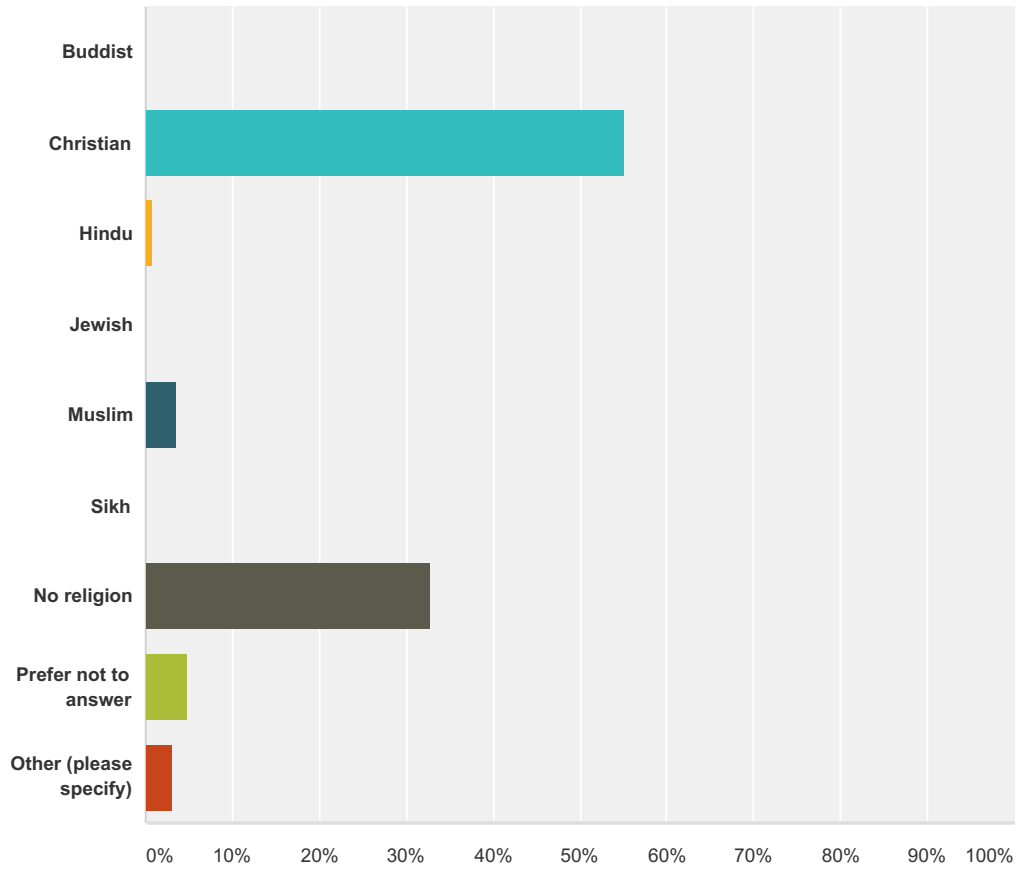
Answer Choices	Responses
White British	87.55% 204
White Irish	1.29% 3
Gypsy or Irish Traveller	0.00% 0
Mixed White and Black Caribbean	0.86% 2
Mixed White and Black African	0.00% 0

Mixed White and Asian	1.29%	3
Asian/Asian British Indian	1.29%	3
Asian/Asian British Pakistani	1.29%	3
Asian/Asian British Bangladeshi	0.00%	0
Black/Black British Caribbean	0.86%	2
Black/Black British African	0.43%	1
Chinese	0.43%	1
Arab	0.86%	2
Other (please specify)	3.86%	9
<b>Total</b>		<b>233</b>



### Q22 Religion or belief

Answered: 229 Skipped: 45



Answer Choices	Responses
Buddist	0.00% 0
Christian	55.02% 126
Hindu	0.87% 2
Jewish	0.00% 0
Muslim	3.49% 8
Sikh	0.00% 0
No religion	32.75% 75
Prefer not to answer	4.80% 11
Other (please specify)	3.06% 7
<b>Total</b>	<b>229</b>