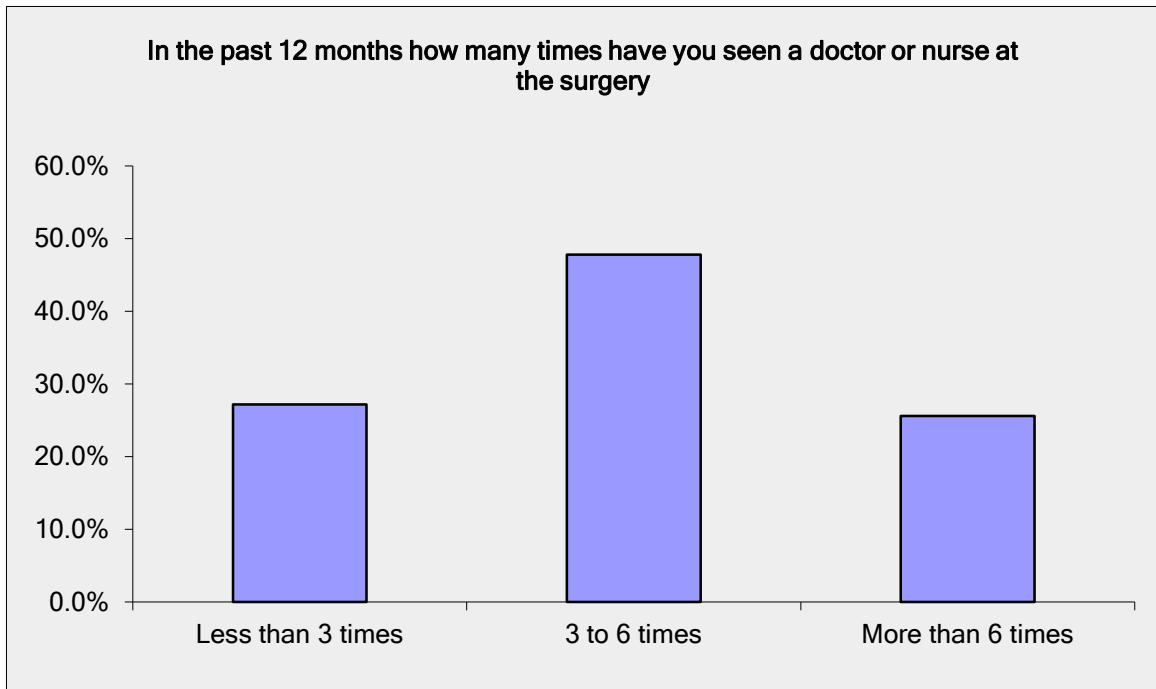


## SURVEY SUMMARY

### QUESTION ONE

In the past 12 months how many times have you seen a doctor or nurse at the surgery

Answer Options	Response Percent	Response Count
Less than 3 times	27.2%	82
3 to 6 times	47.8%	144
More than 6 times	25.6%	77
<i>answered question</i>		<b>301</b>
<i>skipped question</i>		<b>2</b>



### QUESTION TWO

Are you:

Answer Options	Response Percent	Response Count
Male	37.4%	111
Female	62.6%	186
<i>answered question</i>		<b>297</b>
<i>skipped question</i>		<b>6</b>

### QUESTION 3

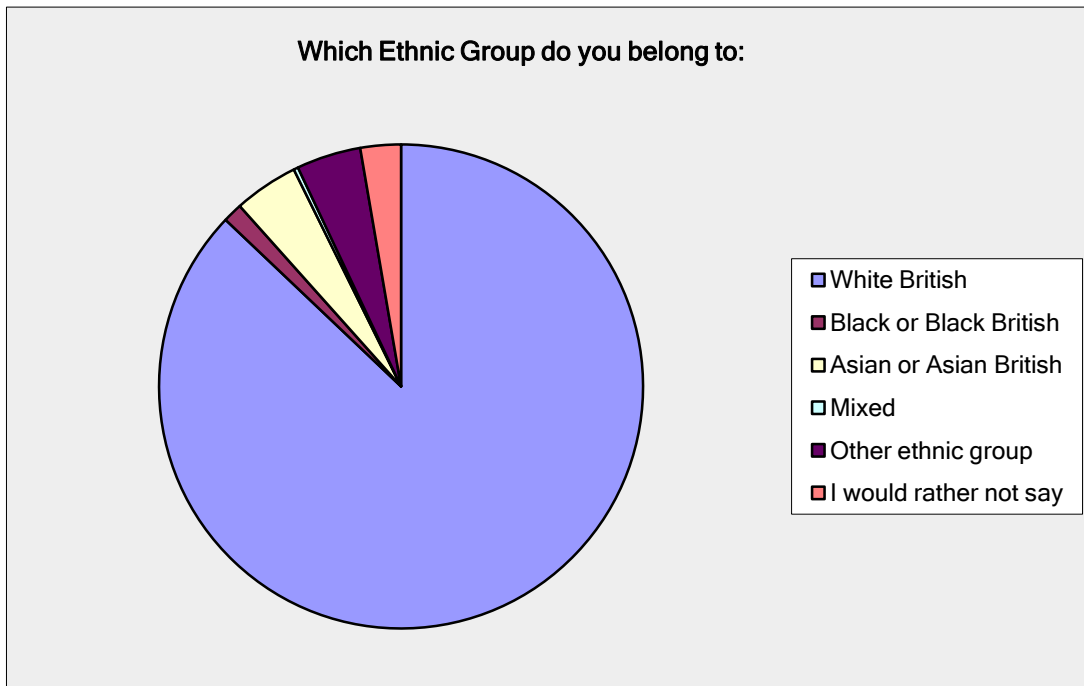
What age range are you in?

Answer Options	Response Percent	Response Count
16-29	6.0%	18
30-44	17.9%	54
45-59	19.9%	60
60-74	34.6%	104
>75	21.6%	65
<i>answered question</i>		<b>301</b>
<i>skipped question</i>		<b>2</b>

### QUESTION 4

Which Ethnic Group do you belong to:

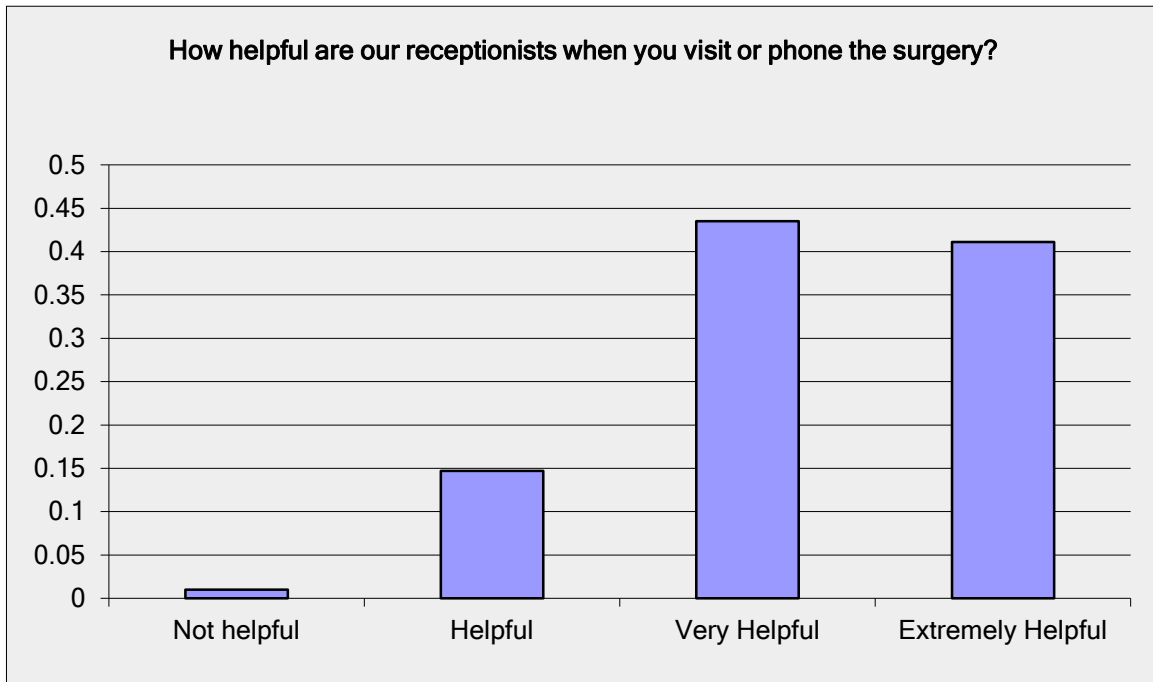
Answer Options	Response Percent	Response Count
White British	87.0%	260
Black or Black British	1.3%	4
Asian or Asian British	4.3%	13
Mixed	0.3%	1
Other ethnic group	4.3%	13
I would rather not say	2.7%	8
<i>answered question</i>		<b>299</b>
<i>skipped question</i>		<b>4</b>



## QUESTION FIVE

How helpful are our receptionists when you visit or phone the surgery?

Answer Options	Response Percent	Response Count
Not helpful	1.0%	3
Helpful	14.7%	44
Very Helpful	43.5%	130
Extremely Helpful	41.1%	123
Any other comments regarding receptionists		53
<i>answered question</i>		<b>299</b>
<i>skipped question</i>		<b>4</b>



### QUESTION 6

The practice offers appointments from 8 am to 6.20 on various days during the week and 8.30 - 12 Saturday Mornings. How do you rate these times for available appointments?

Answer Options	Response Percent	Response Count
Poor	1.3%	4
Good	32.6%	98
Very Good	46.2%	139
Excellent	20.9%	63
List additional times you would like to see the surgery offer appointments.		38
<i>answered question</i>		<b>301</b>
<i>skipped question</i>		<b>3</b>

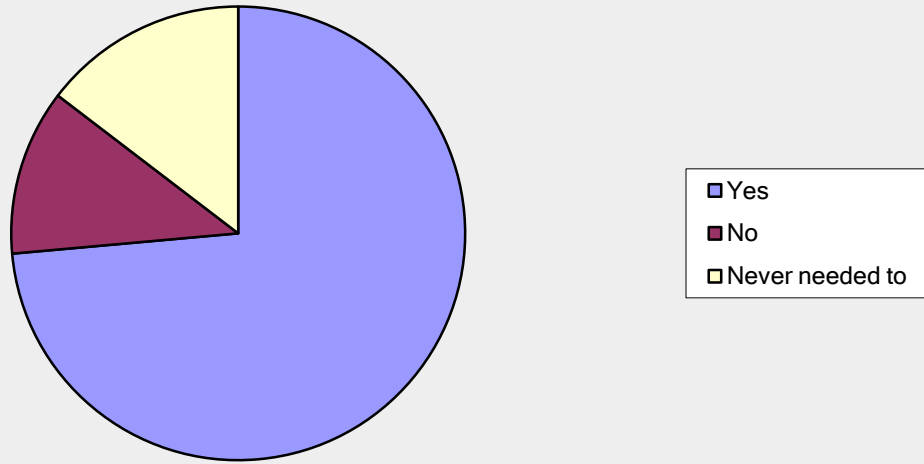


### QUESTION 7

If you need to see a GP urgently, can you normally get seen on the same day?

Answer Options	Response Percent	Response Count
Yes	73.5%	211
No	11.8%	34
Never needed to	14.6%	42
<i>answered question</i>		<b>287</b>
<i>skipped question</i>		<b>17</b>

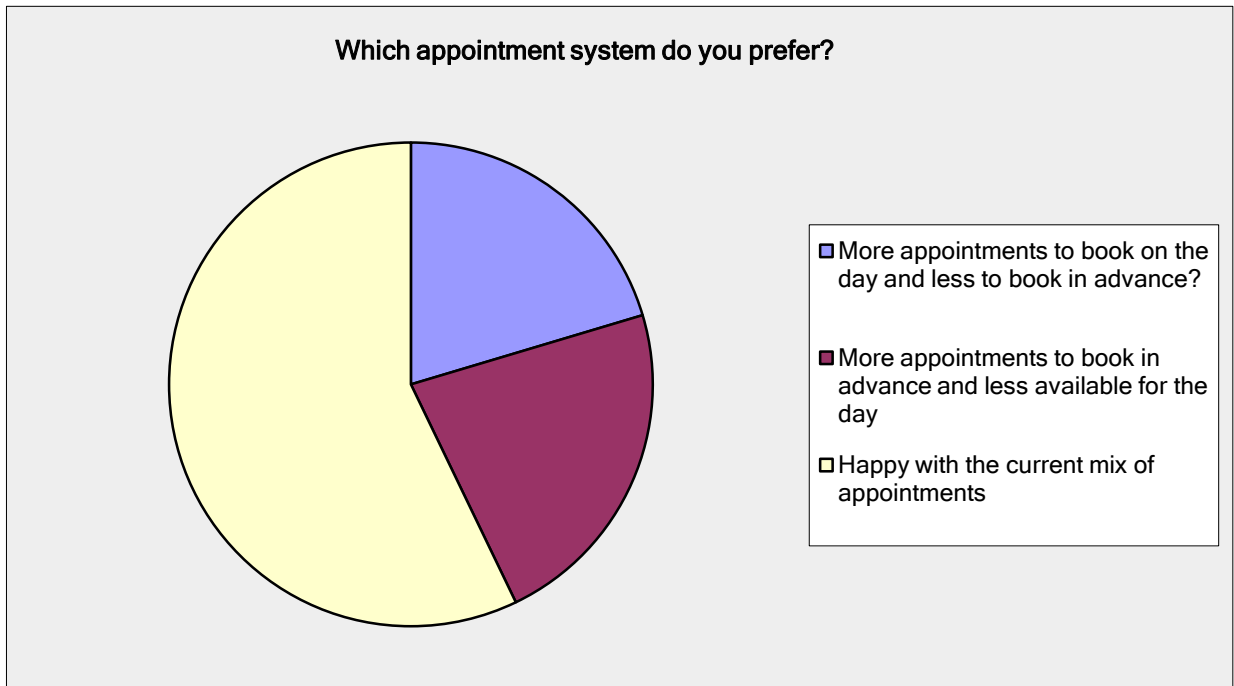
If you need to see a GP urgently, can you normally get seen on the same day?



### QUESTION 8

Which appointment system do you prefer?

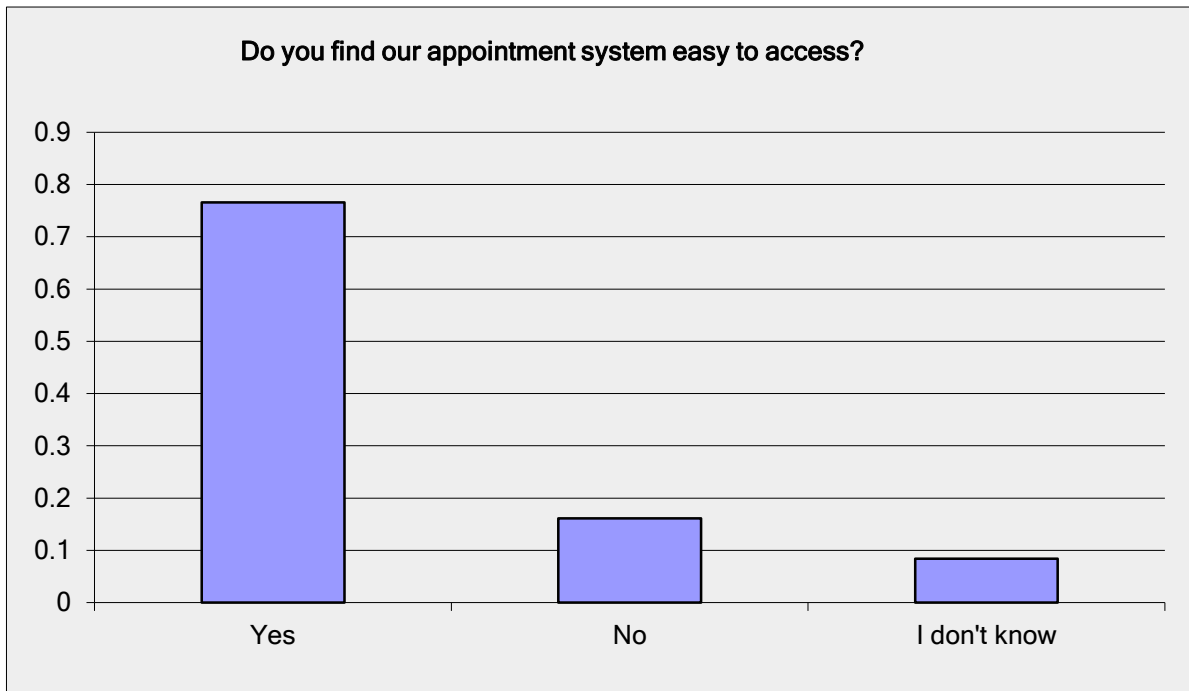
Answer Options	Response Percent	Response Count
More appointments to book on the day and less to book in advance?	20.4%	58
More appointments to book in advance and less available for the day	22.5%	64
Happy with the current mix of appointments	57.2%	163
<i>answered question</i>		<b>285</b>
<i>skipped question</i>		<b>19</b>



### QUESTION 9

Do you find our appointment system easy to access?

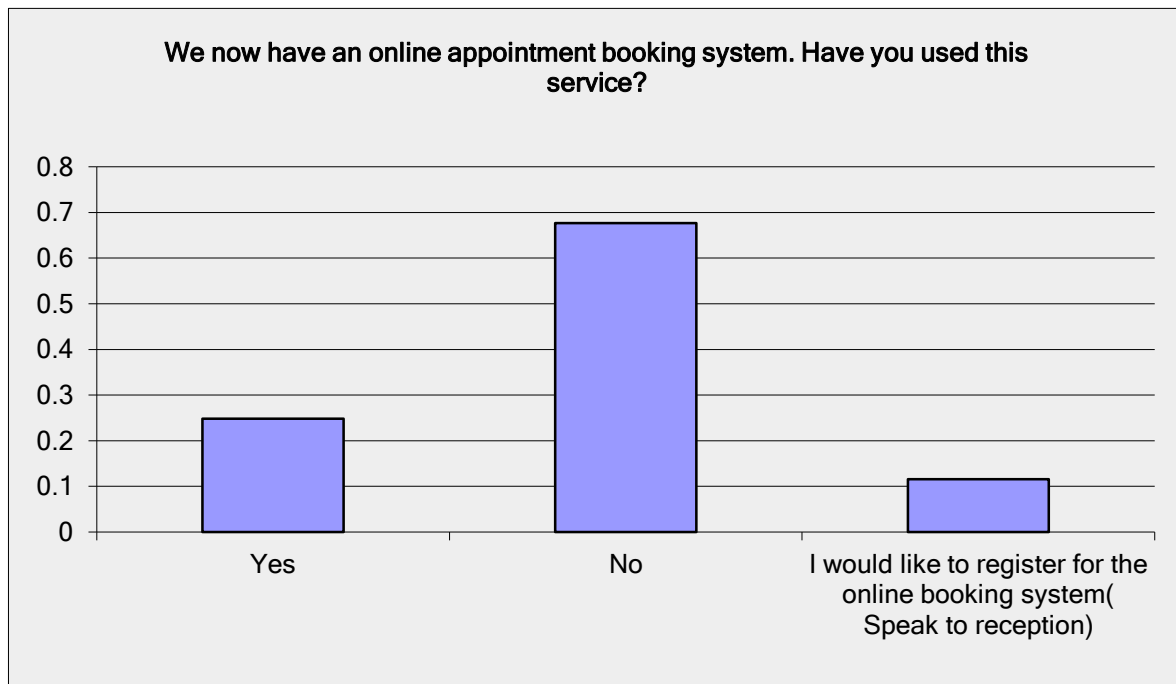
Answer Options	Response Percent	Response Count
Yes	76.6%	219
No	16.1%	46
I don't know	8.4%	24
If 'No' list any problems you have experienced with our appointment system		47
<i>answered question</i>		<b>286</b>
<i>skipped question</i>		<b>18</b>



### QUESTION 10

We now have an online appointment booking system. Have you used this service?

Answer Options	Response Percent	Response Count
Yes	24.8%	73
No	67.7%	199
I would like to register for the online booking system( Speak to reception)	11.6%	34
<i>answered question</i>		294
<i>skipped question</i>		10

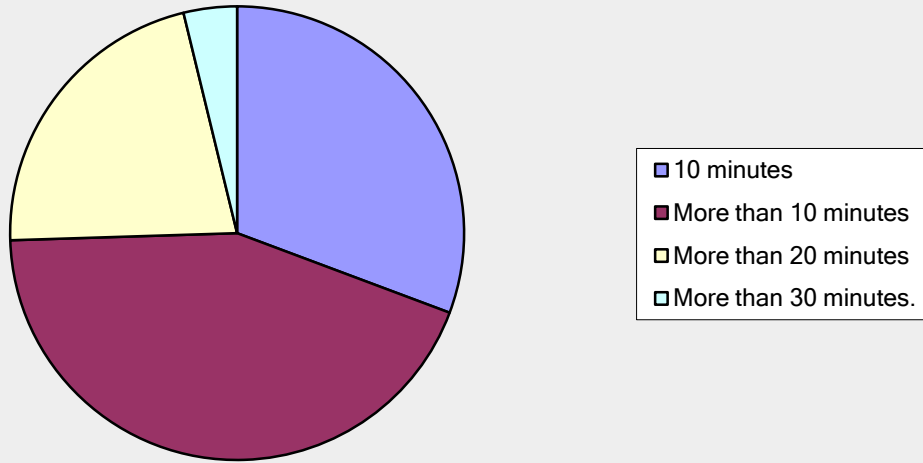


### QUESTION 11

How long do you usually have to wait at the practice for your consultation to begin?

Answer Options	Response Percent	Response Count
10 minutes	30.7%	89
More than 10 minutes	43.8%	127
More than 20 minutes	21.7%	63
More than 30 minutes.	3.8%	11
<i>answered question</i>		<b>290</b>
<i>skipped question</i>		<b>14</b>

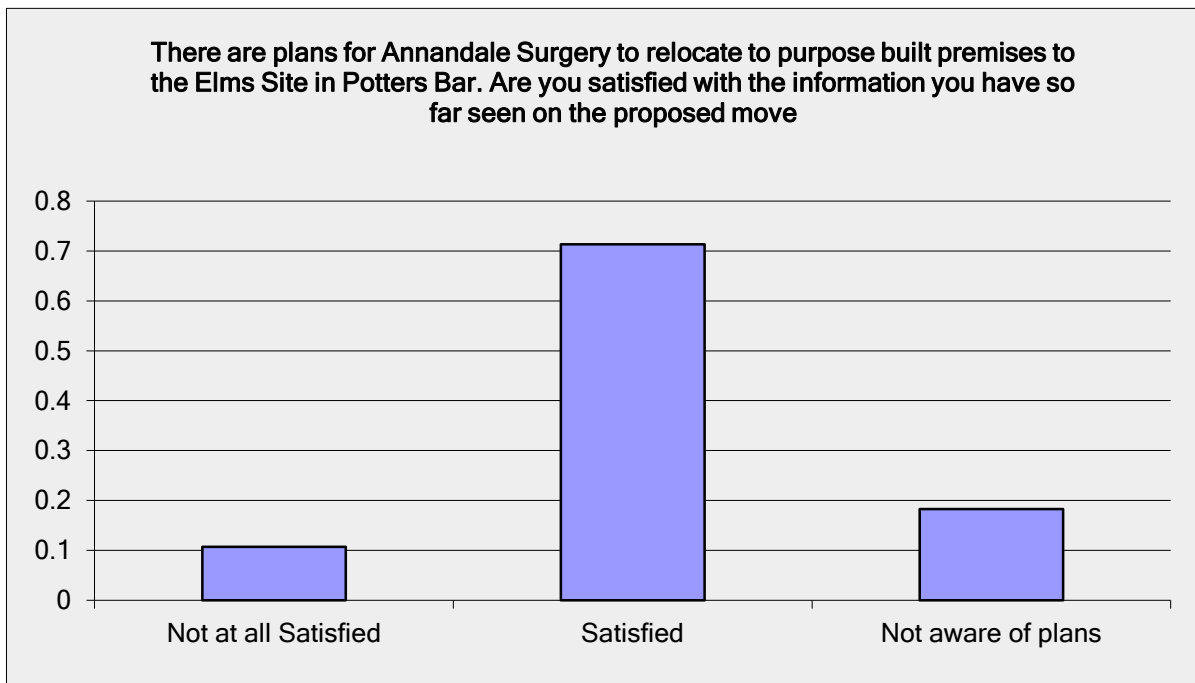
How long do you usually have to wait at the practice for your consultation to begin?



## QUESTION 12

There are plans for Annandale Surgery to relocate to purpose built premises to the Elms Site in Potters Bar. Are you satisfied with the information you have so far seen on the proposed move

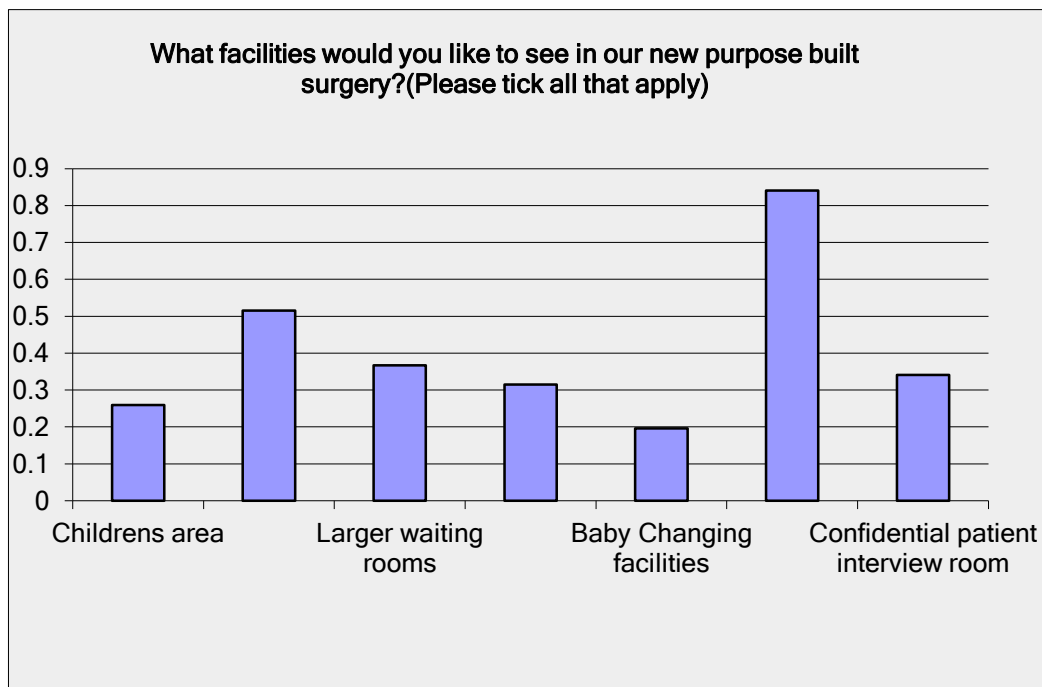
Answer Options	Response Percent	Response Count
Not at all Satisfied	10.7%	31
Satisfied	71.3%	206
Not aware of plans	18.3%	53
What further information would you like to see regarding the move?		55
<i>answered question</i>		<b>289</b>
<i>skipped question</i>		<b>15</b>



### QUESTION 13

What facilities would you like to see in our new purpose built surgery?(Please tick all that apply)

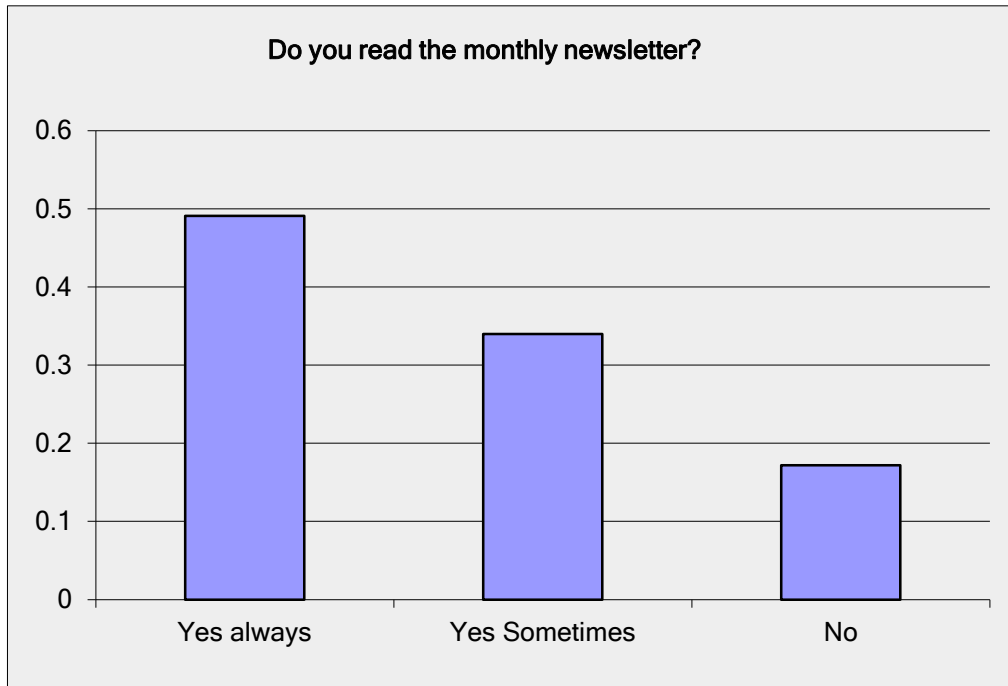
Answer Options	Response Percent	Response Count
Childrens area	25.9%	70
Lift to 2nd floor	51.5%	139
Larger waiting rooms	36.7%	99
Disabled access	31.5%	85
Baby Changing facilities	19.6%	53
Parking	84.1%	227
Confidential patient interview room	34.1%	92
Other (please write any ideas you may have)		30
<i>answered question</i>		<b>270</b>
<i>skipped question</i>		<b>34</b>



### QUESTION 14

Do you read the monthly newsletter?

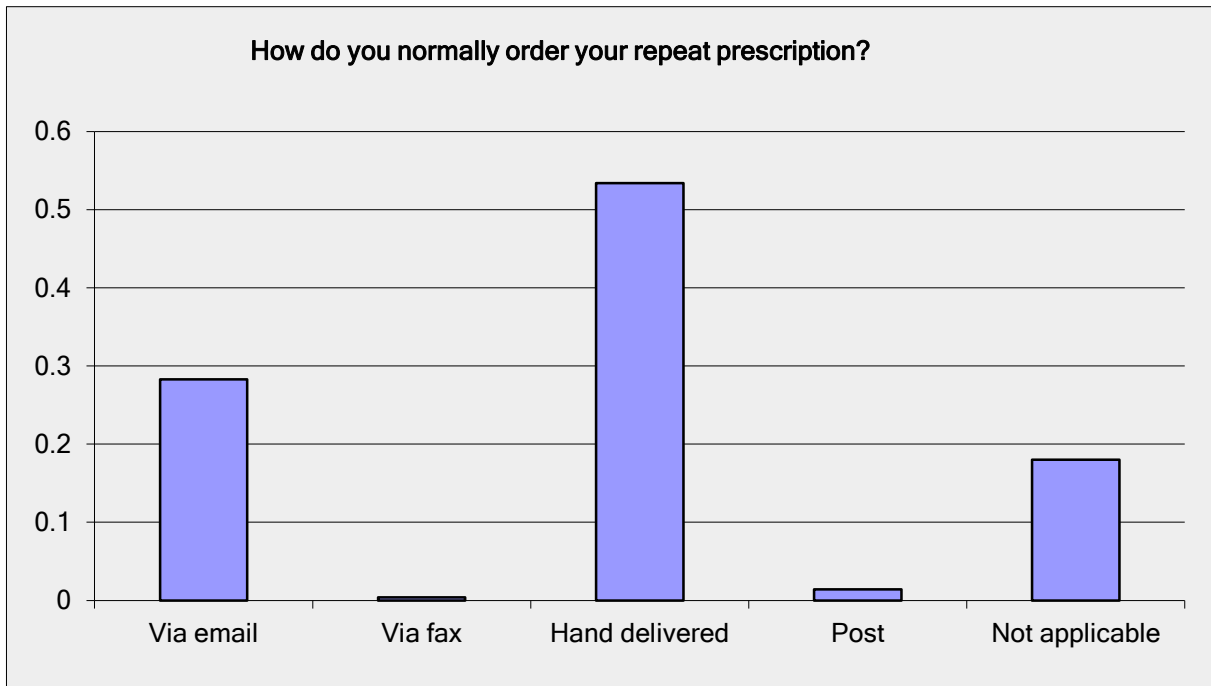
Answer Options	Response Percent	Response Count
Yes always	49.1%	140
Yes Sometimes	34.0%	97
No	17.2%	49
What information would you like to see in the newsletter		18
<i>answered question</i>		<b>285</b>
<i>skipped question</i>		<b>19</b>



### QUESTION 15

How do you normally order your repeat prescription?

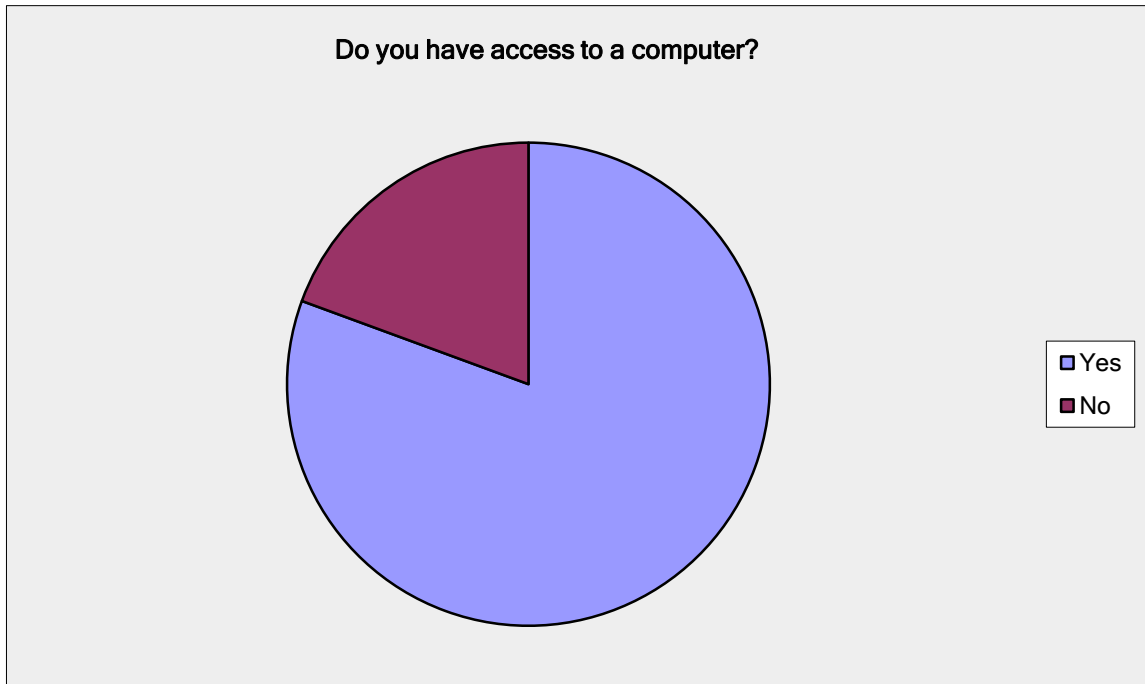
Answer Options	Response Percent	Response Count
Via email	28.3%	80
Via fax	0.4%	1
Hand delivered	53.4%	151
Post	1.4%	4
Not applicable	18.0%	51
<i>answered question</i>		<b>283</b>
<i>skipped question</i>		<b>21</b>



### QUESTION 16

Do you have access to a computer?

Answer Options	Response Percent	Response Count
Yes	80.6%	233
No	19.4%	56
<i>answered question</i>		<b>289</b>
<i>skipped question</i>		<b>15</b>



### QUESTION 17

Do you know who to call if you need to seek advice from a doctor when the surgery is closed?

Answer Options	Response Percent	Response Count
Yes	78.6%	221
No	21.4%	60
If you have had to call the doctor out of hours how would you rate the service?		44
<i>answered question</i>		<b>281</b>
<i>skipped question</i>		<b>23</b>

