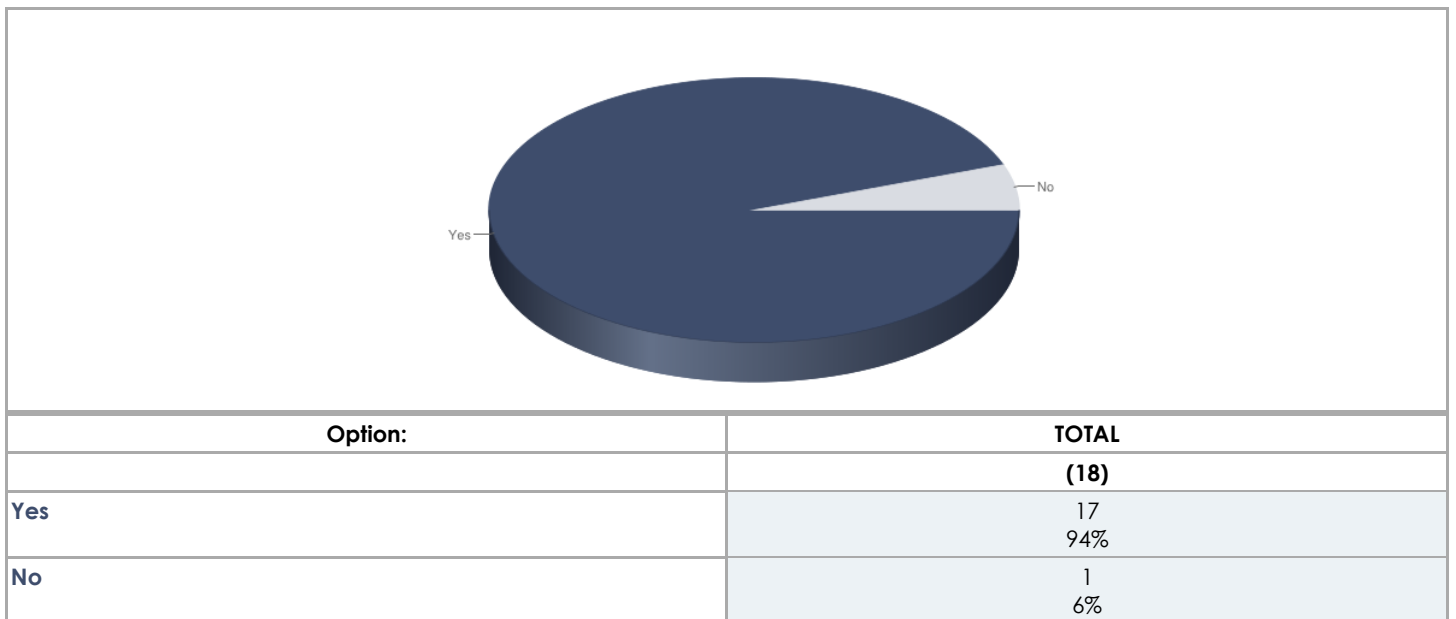


Lavender Hill Group Practice Patient Questionnaire 2014

Thanks for completing our 2013/2014 survey-please see your comments as follows:

1. Are you happy with the general layout of the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



Base: 18 out of 18 people answered this question

If no, please suggest ways in which this could be improved. (Please enter your text below)

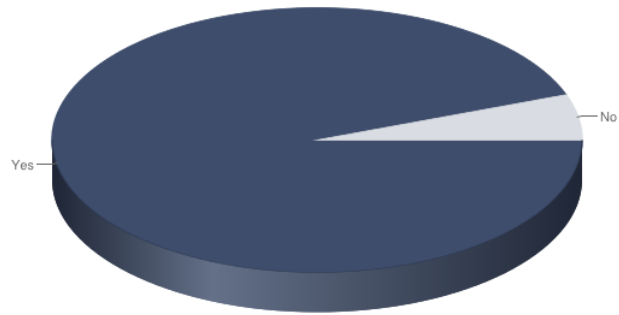
Large free-text box

Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 18 people answered this question

2. Are you happy with the appointments system?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(18)
Yes	17 94%
No	1 6%

Base: 18 out of 18 people answered this question

If no, how would you like to see it improved? (Please enter your text below)

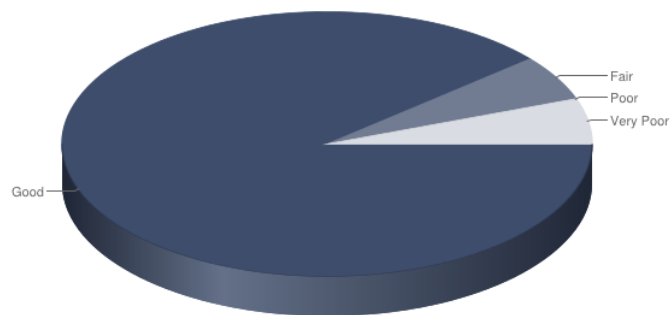
Large free-text box

Option:	TOTAL
	(1)
Comments:	generally yes but Should be able to see a doctor the same day if not well

Base: 1 out of 18 people answered this question

3. How do you rate the way you are treated by receptionists at the practice?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(18)
Good	16 89%
Fair	1 6%

Option:	TOTAL
	(18)
Poor	0
Very Poor	1 6%

Base: 18 out of 18 people answered this question

If you are not happy please comment on ways we can improve. (Please enter your text below)

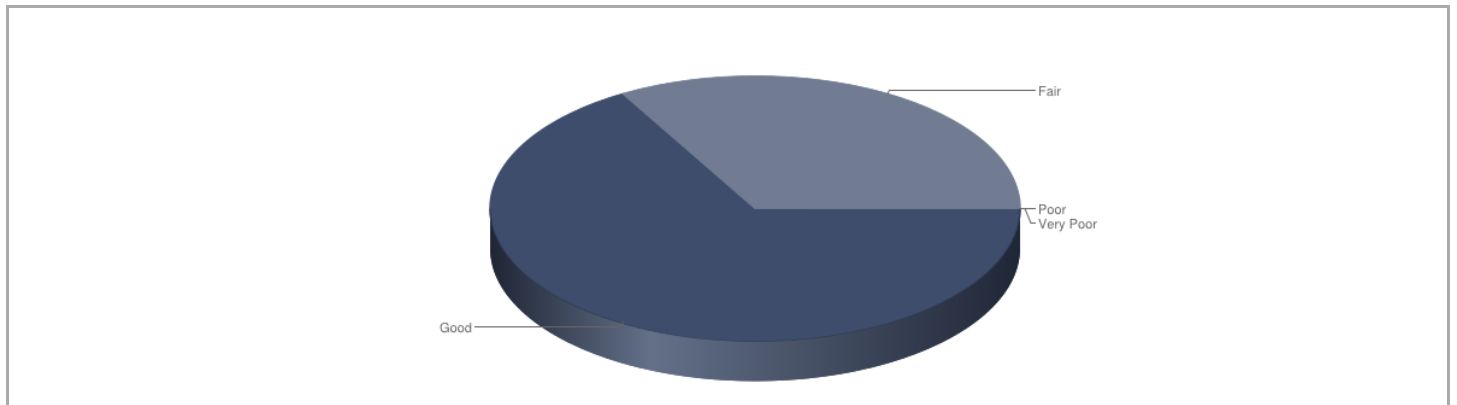
Large free-text box

Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 18 people answered this question

4. How do you rate the hours that the practice is open for appointments?

Single answer question or grid (answers per option add up to roughly 100%)

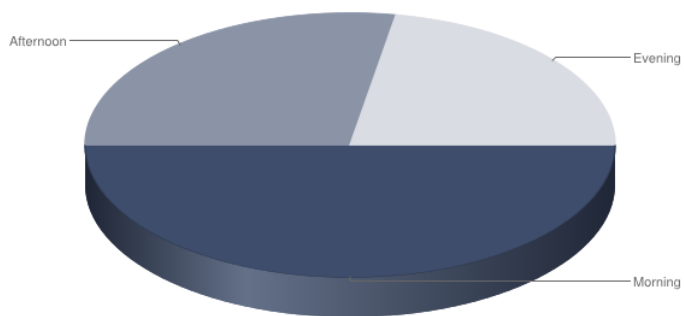


Option:	TOTAL
	(18)
Good	12 67%
Fair	6 33%
Poor	0
Very Poor	0

Base: 18 out of 18 people answered this question

5. What is your preferred time of day to see a doctor or nurse?

Single answer question or grid (answers per option add up to roughly 100%)

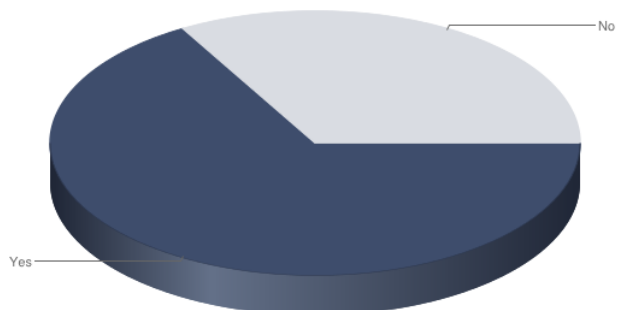


Option:	TOTAL
	(18)
Morning	9 50%
Afternoon	5 28%
Evening	4 22%

Base: 18 out of 18 people answered this question

6. Do you have any longstanding health condition?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(18)
Yes	12 67%
No	6 33%

Base: 18 out of 18 people answered this question

If yes, please specify. (Please enter your text below)

Large free-text box

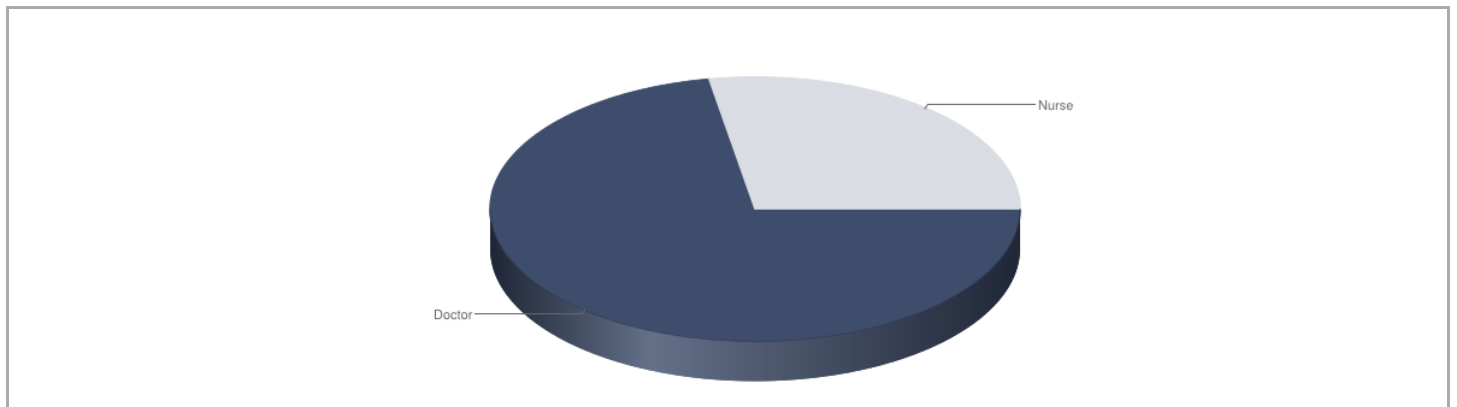
Option:	TOTAL
	(5)
Comments:	asthma, BPD

Option:	TOTAL
	(5)
Tachycardia & Depression	
All of them	
Diabetes Type 2	
arthritis	

Base: 5 out of 18 people answered this question

7. Who did you see the last time you visited the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

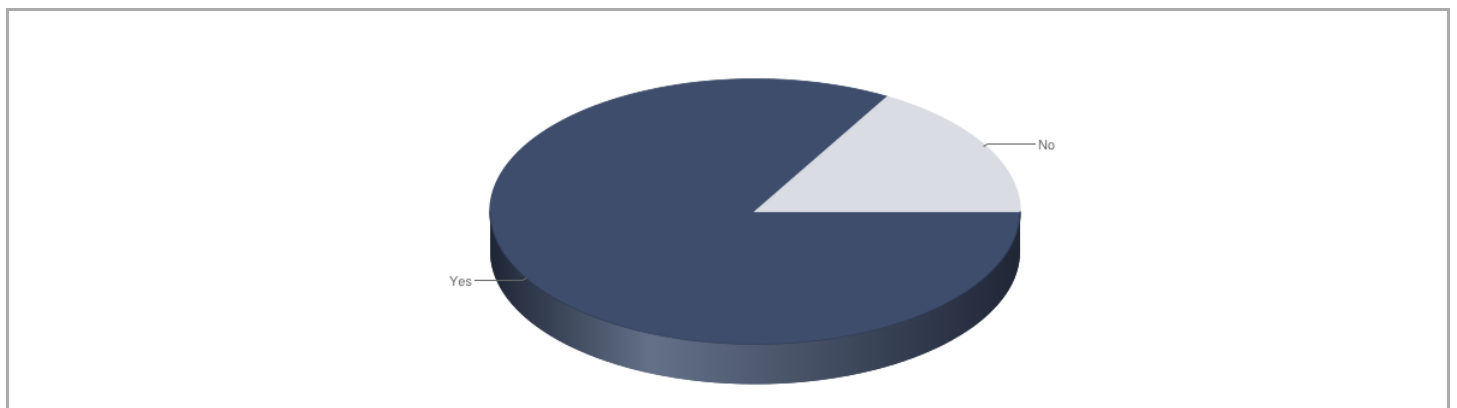


Option:	TOTAL
	(18)
Doctor	13 72%
Nurse	5 28%

Base: 18 out of 18 people answered this question

8. Were you happy with the length of time you waited to be seen?

Single answer question or grid (answers per option add up to roughly 100%)



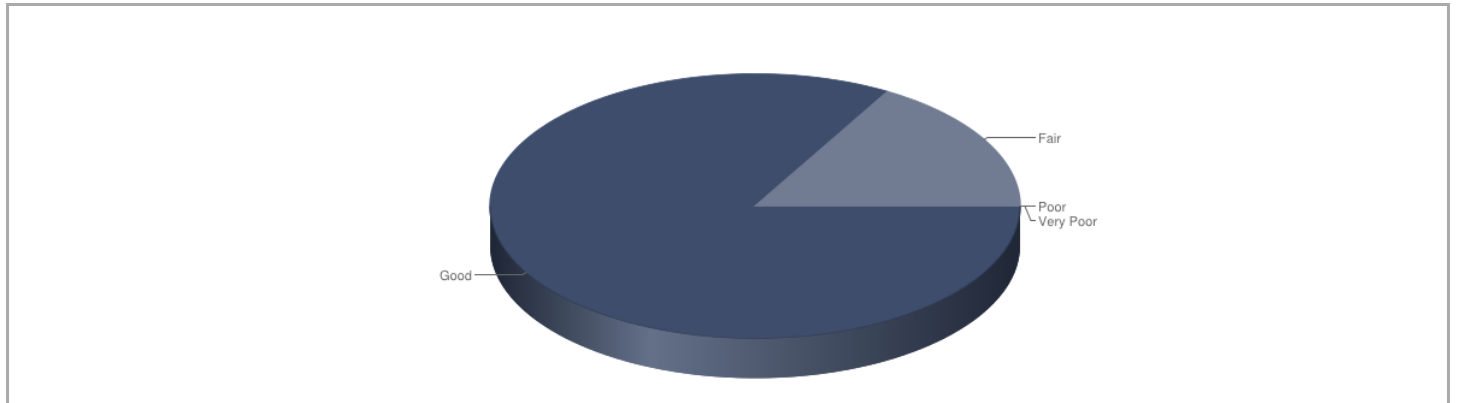
Option:	TOTAL
---------	-------

	(18)
Yes	15 83%
No	3 17%

Base: 18 out of 18 people answered this question

9. Have you ever used the out of hourâ€™s service? If yes how do you rate it.

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(6)
Good	5 83%
Fair	1 17%
Poor	0
Very Poor	0

Base: 6 out of 18 people answered this question

If poor please give examples. (Please enter your text below)

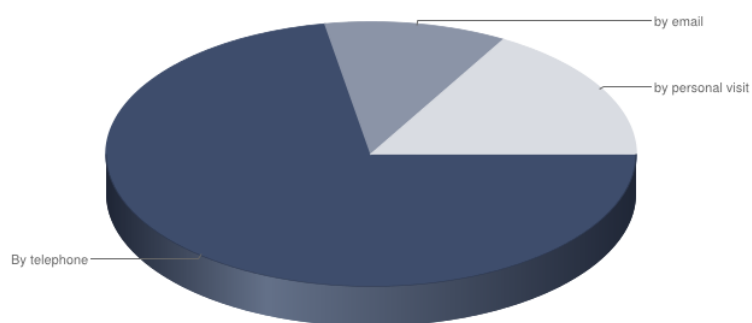
Large free-text box

Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 18 people answered this question

10. How do you usually contact the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(18)
By telephone	13 72%
by email	2 11%
by personal visit	3 17%

Base: 18 out of 18 people answered this question

11. Do you find this satisfactory?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(18)
Yes	17 94%
No	1 6%

Base: 18 out of 18 people answered this question

12. How could we improve this contact? (Please enter your text below)

Large free-text box

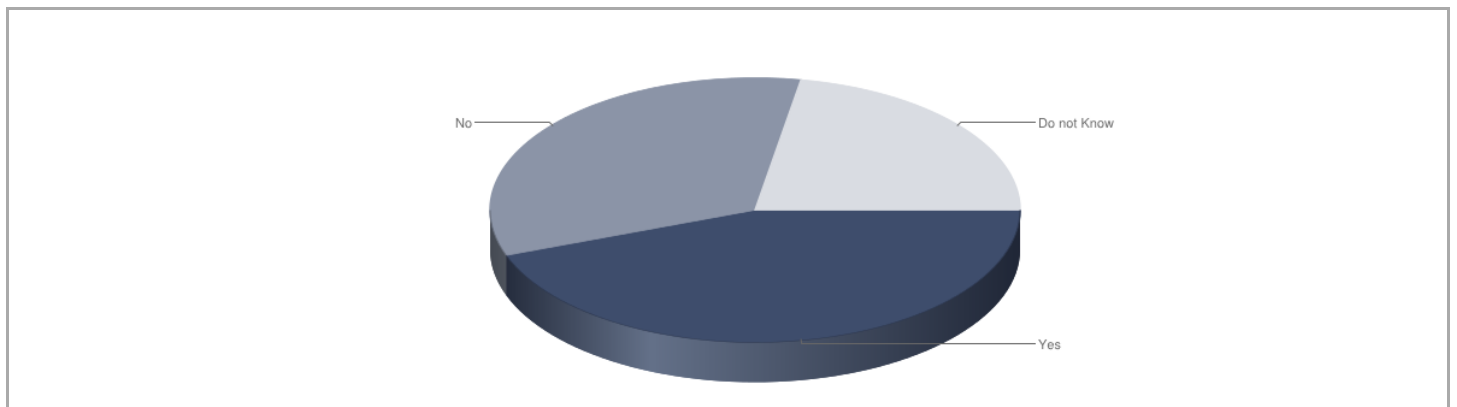
Option:	TOTAL
	(4)
Comments:	Has improved with new telephone number/system. <input type="text"/>

Option:	TOTAL
	(4)
	Minimise length of time left on hold
	not at all
	Perhaps by employing a telephonist to take the numerous calls the receptionists can not handle due to other jobs

Base: 4 out of 18 people answered this question

13. The practice provides some extra services, for example, ECG, 24 hr blood pressure, anticoagulation monitoring, Spirometry, phlebotomy, minor operation, IUD and Nexplanon insertion. Are you aware of these services?

Single answer question or grid (answers per option add up to roughly 100%)

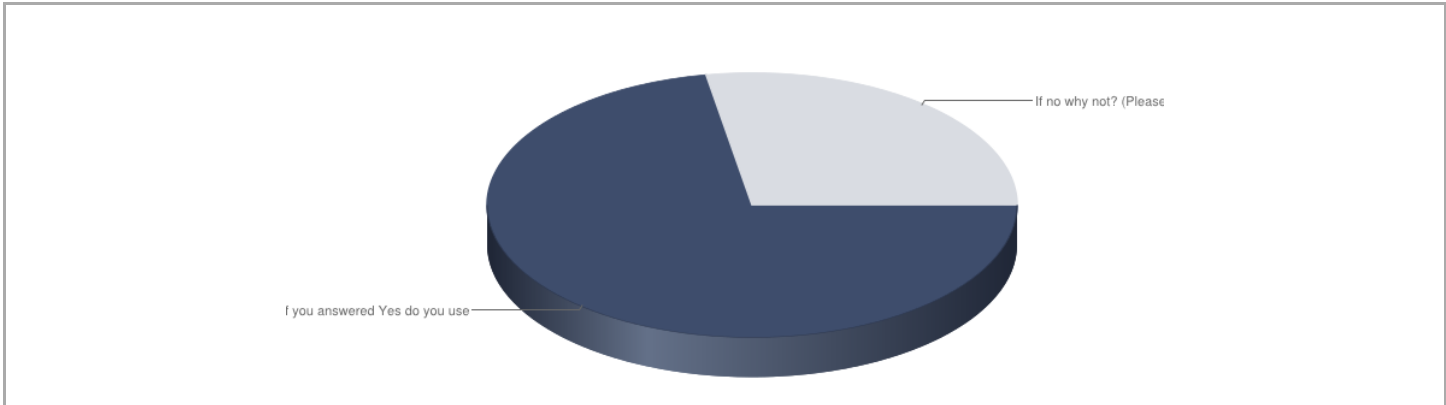


Option:	TOTAL
	(18)
Yes	8 44%
No	6 33%
Do not Know	4 22%

Base: 18 out of 18 people answered this question

14. Are you aware of our on-line services for appointment, repeat prescriptions etc?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(18)
If you answered Yes do you use them?	13 72%
If no why not? (Please state in box below)	5 28%

Base: 18 out of 18 people answered this question

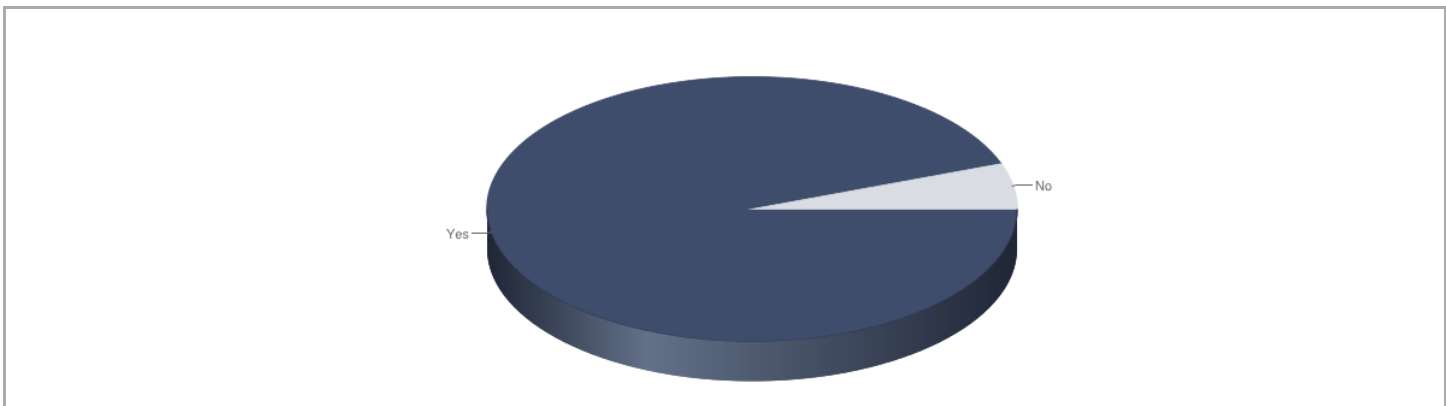
Large free-text box

Option:	TOTAL
	(5)
Comments:	<p>I dont know my number</p> <p>Just starting now.</p> <p>I dont use as i am to lazy to set it up and i have lost the paper work</p> <p>Aware but do not use as do use internet</p> <p>Found it difficult when tried not user friendly</p>

Base: 5 out of 18 people answered this question

Would you like more information about this?

Single answer question or grid (answers per option add up to roughly 100%)

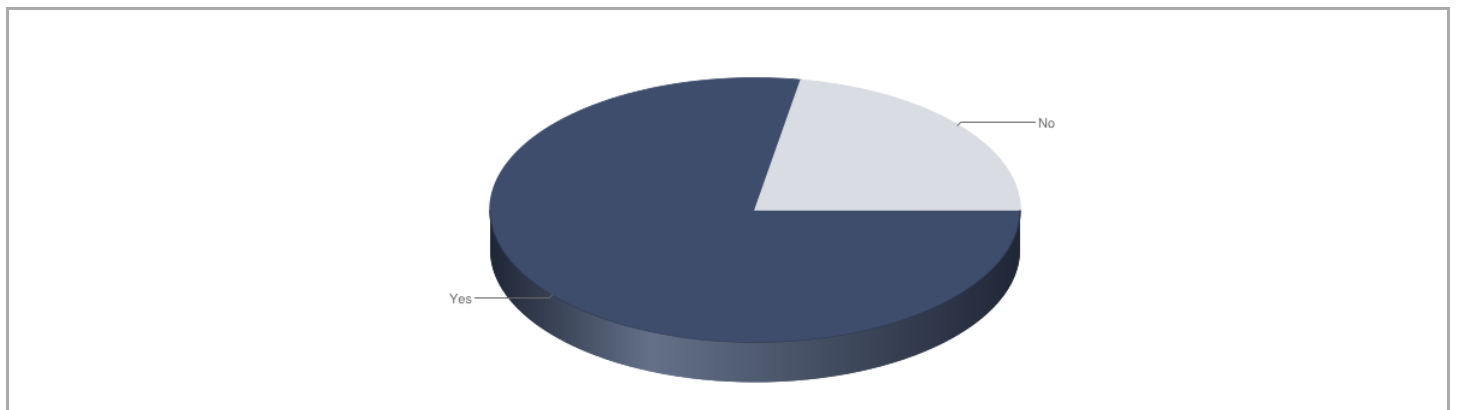


Option:	TOTAL
	(18)
Yes	17 94%
No	1 6%

Base: 18 out of 18 people answered this question

15. Are you aware you can get your repeat prescriptions sent electronically to the pharmacy?

Single answer question or grid (answers per option add up to roughly 100%)

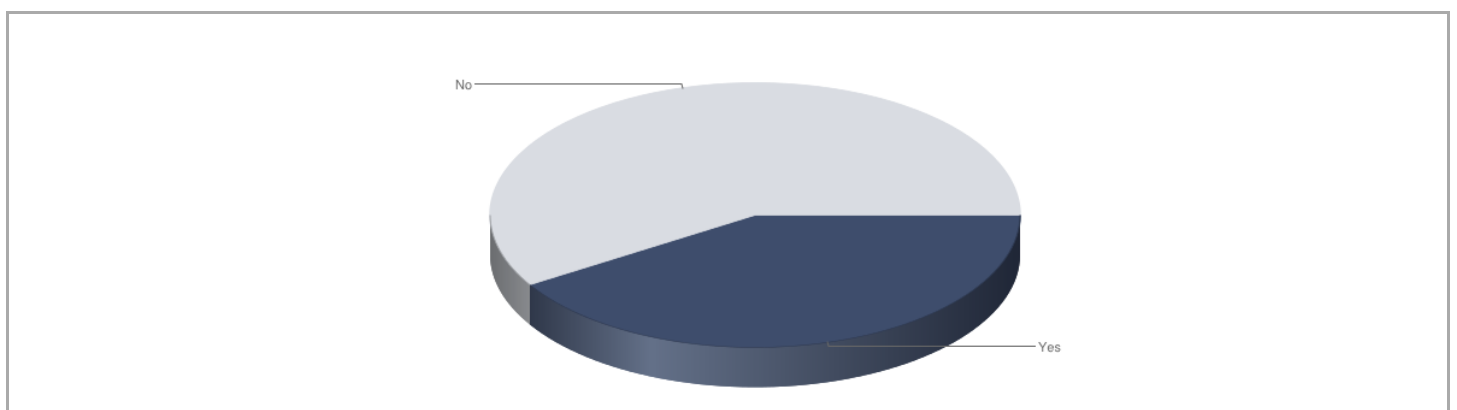


Option:	TOTAL
	(18)
Yes	14 78%
No	4 22%

Base: 18 out of 18 people answered this question

16. If yes do you use this service?

Single answer question or grid (answers per option add up to roughly 100%)



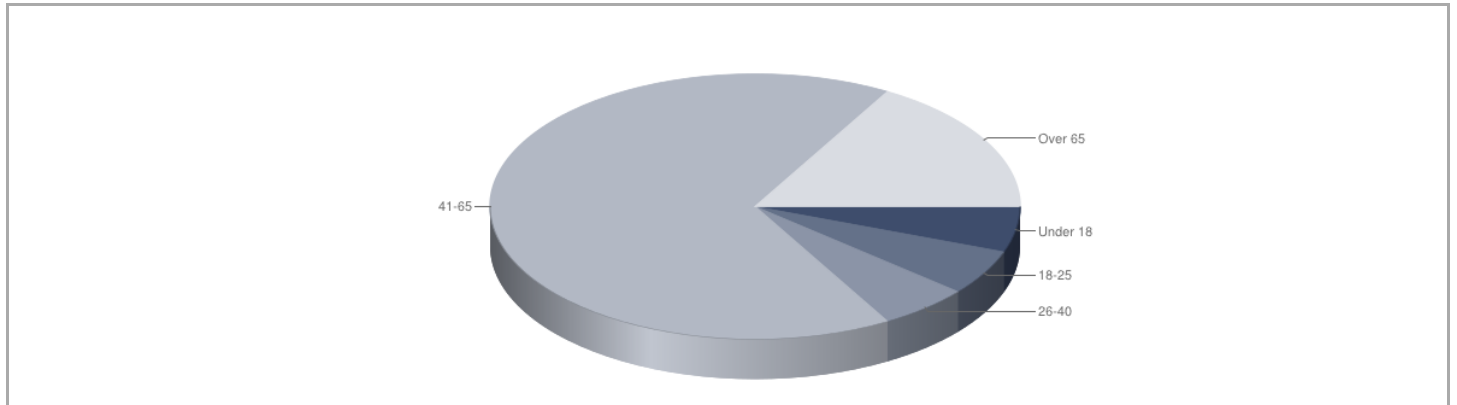
Option:	TOTAL
	(17)
Yes	7 41%
No	10

Option:	TOTAL
	(17)
	59%

Base: 17 out of 18 people answered this question

What is your age?

Single answer question or grid (answers per option add up to roughly 100%)

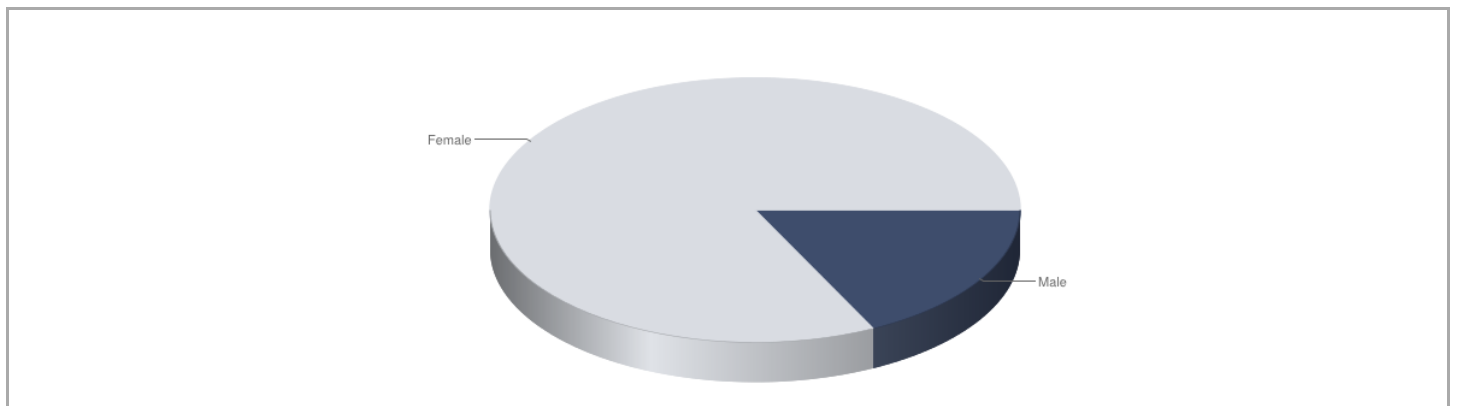


Option:	TOTAL
	(18)
Under 18	1 6%
18-25	1 6%
26-40	1 6%
41-65	12 67%
Over 65	3 17%

Base: 18 out of 18 people answered this question

Are you:

Single answer question or grid (answers per option add up to roughly 100%)



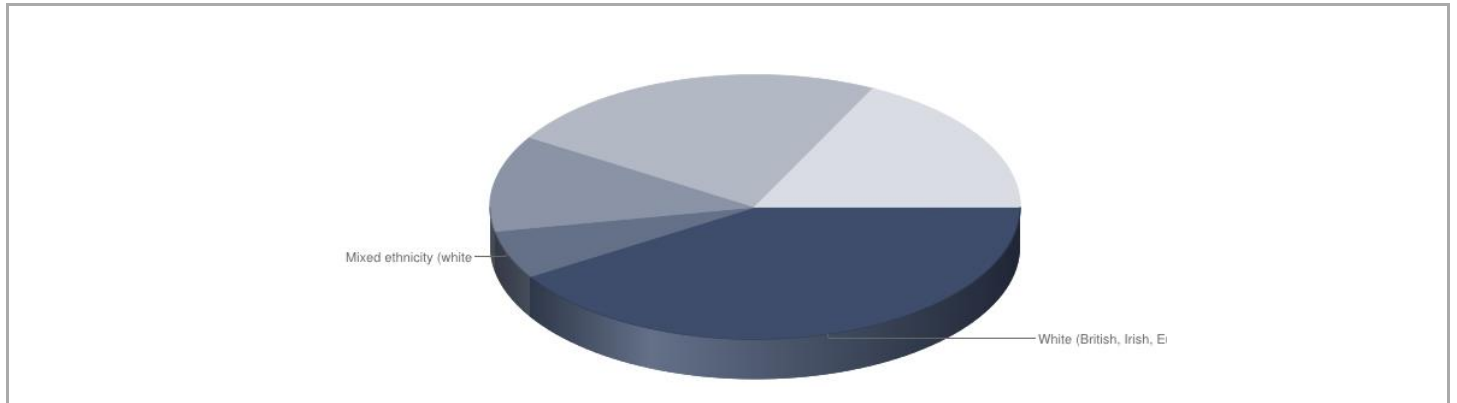
Option:	TOTAL
	(17)

Option:	TOTAL
	(17)
Male	3 18%
Female	14 82%

Base: 17 out of 18 people answered this question

What is your ethnic group?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(17)
White (British, Irish, European, other white background)	7 41%
Mixed ethnicity (white & black Caribbean, white & black African, white and Asian, any other mixed/multiple ethnic background)	1 6%
Asian/Asian British (Indian, Pakistani, Bangladeshi, Chinese, any other background)	2 12%
Black/African/Caribbean/ black British (African, Caribbean, any other black/African/Caribbean background)	4 24%
Other (please specify).	3 18%

Base: 17 out of 18 people answered this question

If other, please specify below.

Large free-text box

Option:	TOTAL
	(1)
Comments:	Mixes south african