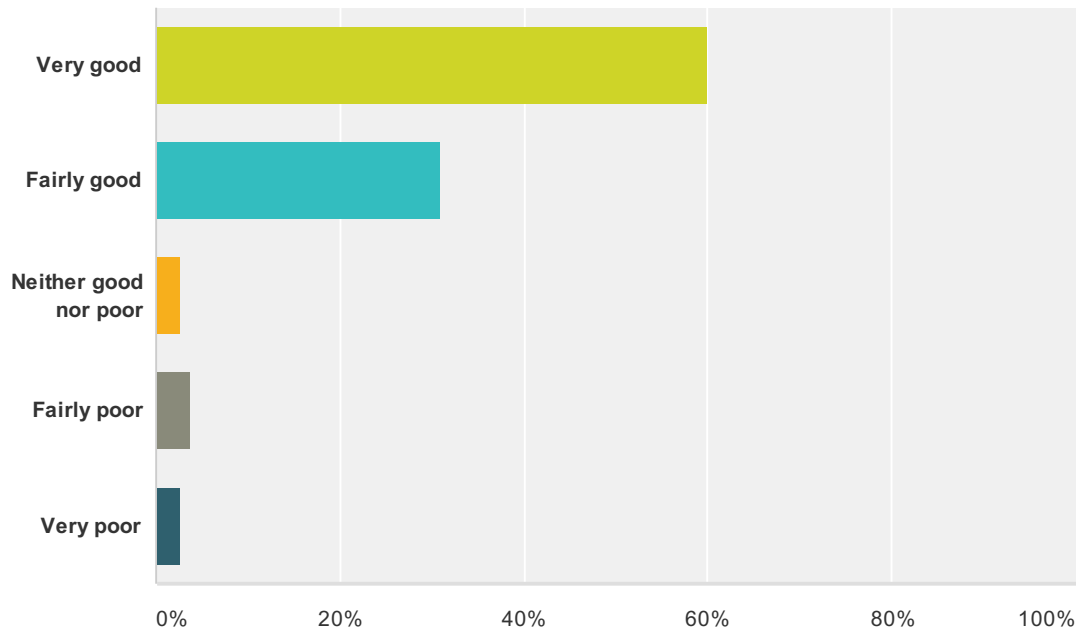


Q1 Generally, how would you describe your experience of making appointments at your GP surgery?

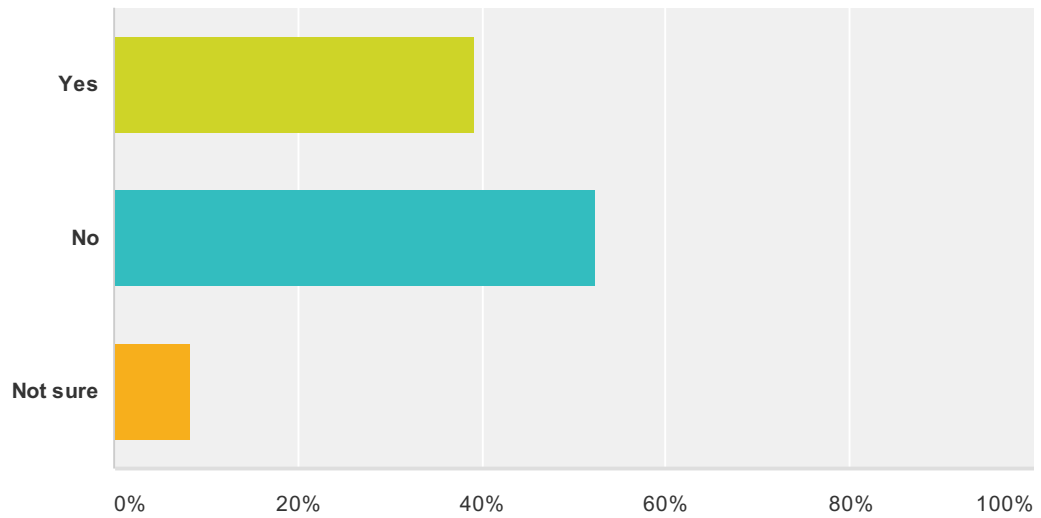
Answered: 107 Skipped: 0



Answer Choices	Responses
Very good	59.81% 64
Fairly good	30.84% 33
Neither good nor poor	2.80% 3
Fairly poor	3.74% 4
Very poor	2.80% 3
Total	107

Q2 Are there any times when it is difficult to get through to your surgery on the telephone?

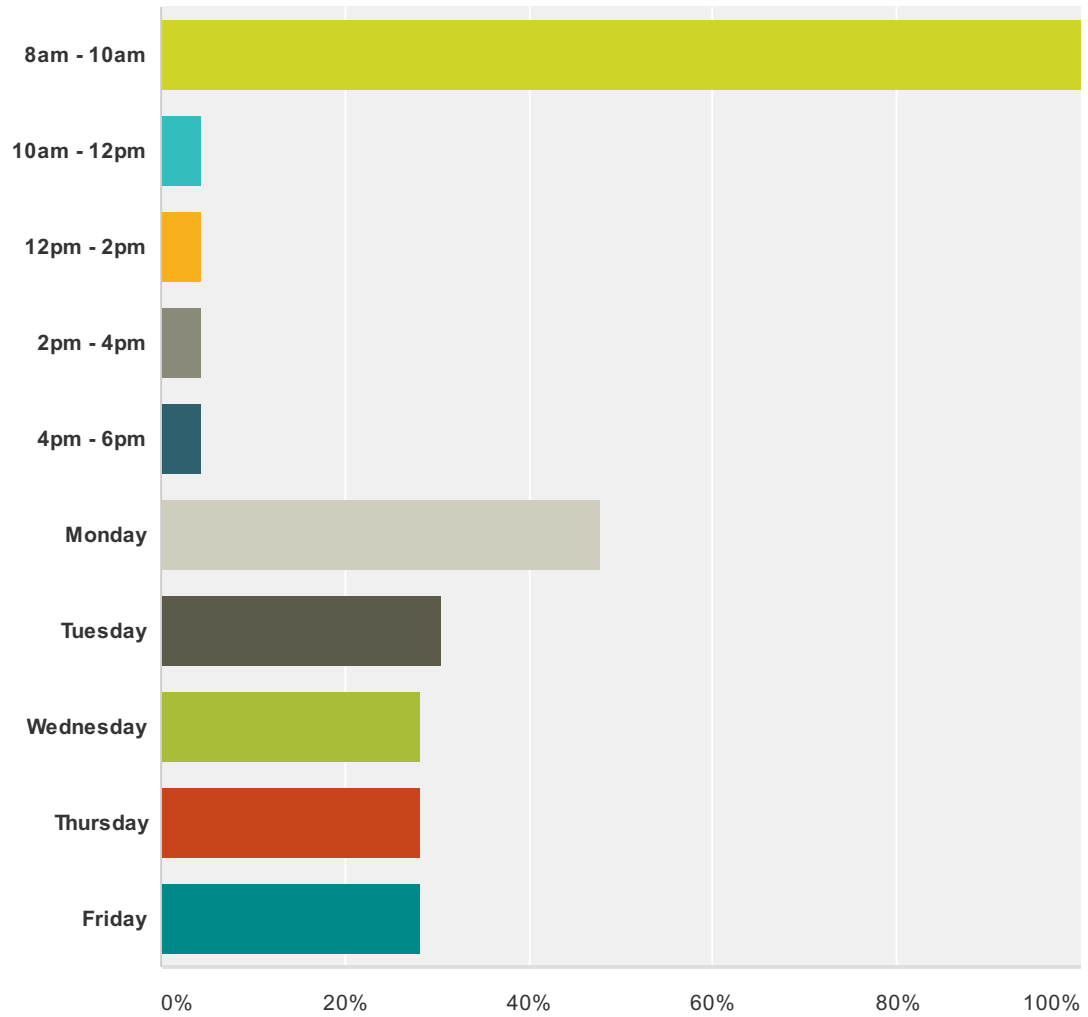
Answered: 107 Skipped: 0



Answer Choices	Responses	
Yes	39.25%	42
No	52.34%	56
Not sure	8.41%	9
Total		107

Q3 If yes, which days and times do you have the most difficulty?

Answered: 46 Skipped: 61



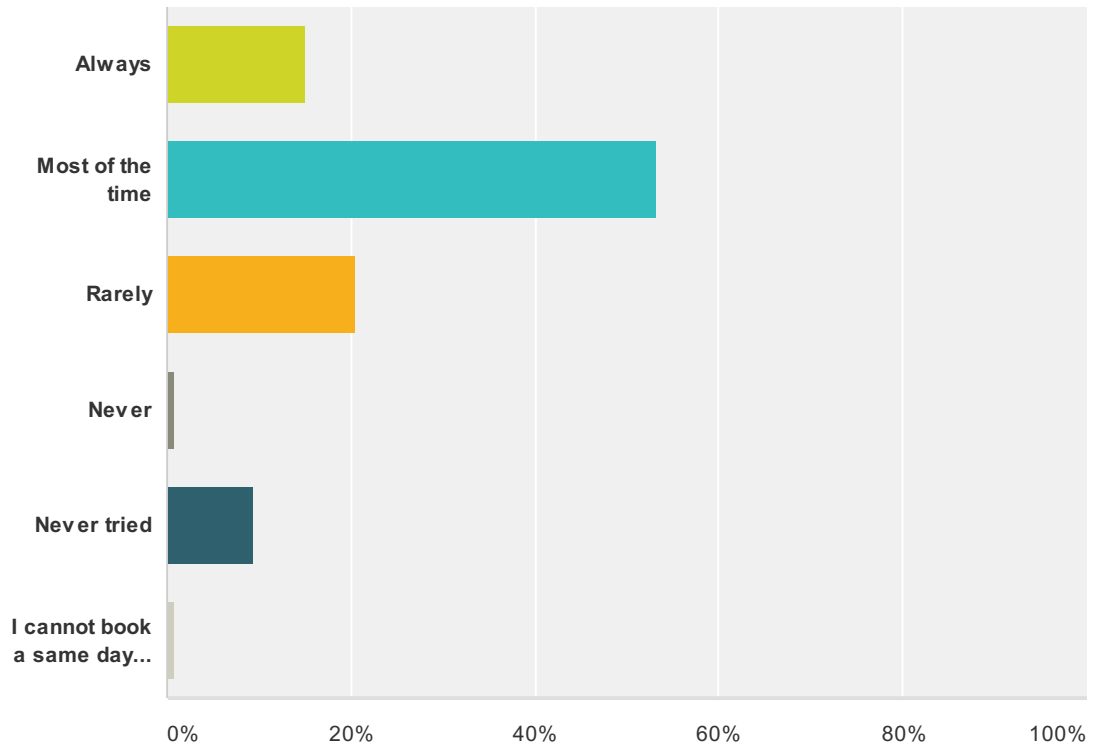
Answer Choices	Responses	Count
8am - 10am	100%	46
10am - 12pm	4.35%	2
12pm - 2pm	4.35%	2
2pm - 4pm	4.35%	2
4pm - 6pm	4.35%	2
Monday	47.83%	22
Tuesday	30.43%	14
Wednesday	28.26%	13
Thursday	28.26%	13
Friday	28.26%	13

Access to GP Services

Total Respondents: 46

Q4 How often can you book a 'same day' appointment at your surgery?

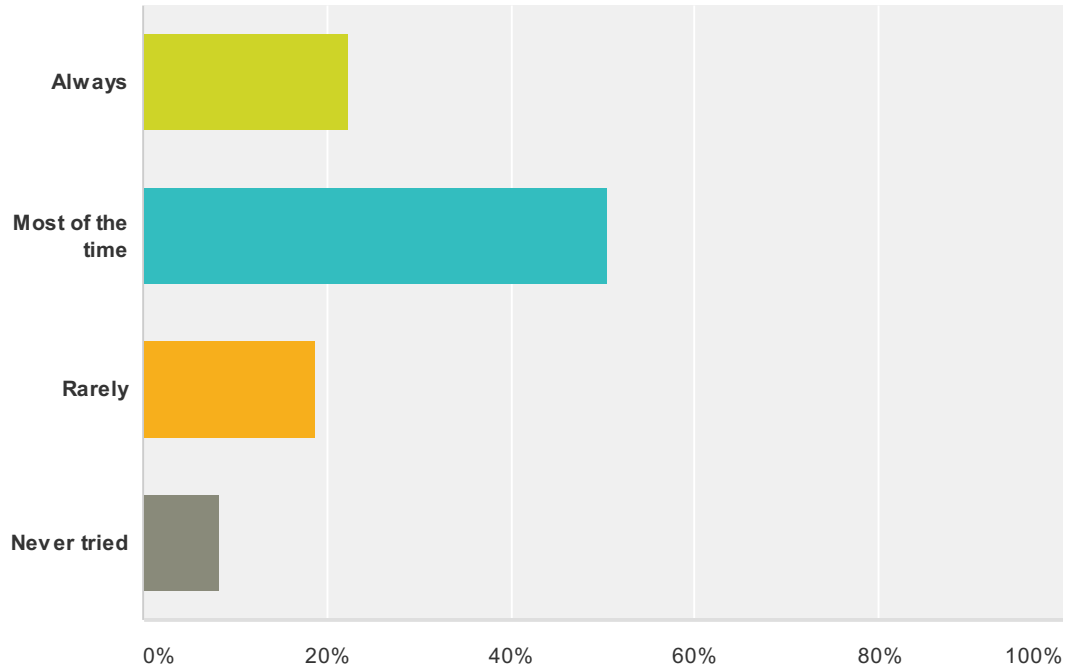
Answered: 107 Skipped: 0



Answer Choices	Responses	
Always	14.95%	16
Most of the time	53.27%	57
Rarely	20.56%	22
Never	0.93%	1
Never tried	9.35%	10
I cannot book a same day appointment but a 'walk in and wait' service is available at my surgery	0.93%	1
Total		107

Q5 How often can you book an appointment that fits around other commitments you have (e.g. work, family, caring responsibilities) within 3 days?

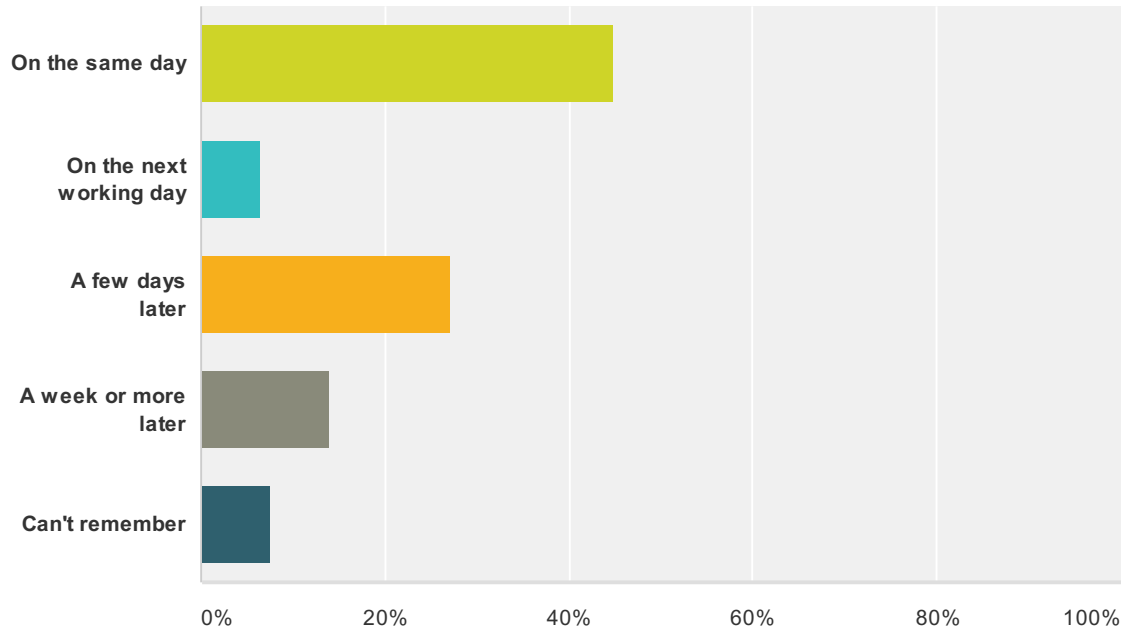
Answered: 107 Skipped: 0



Answer Choices	Responses	
Always	22.43%	24
Most of the time	50.47%	54
Rarely	18.69%	20
Never tried	8.41%	9
Total		107

Q6 Your appointments Think about the last time you wanted to see or speak to a doctor or nurse from your GP surgery. When did you want to see or speak to them?

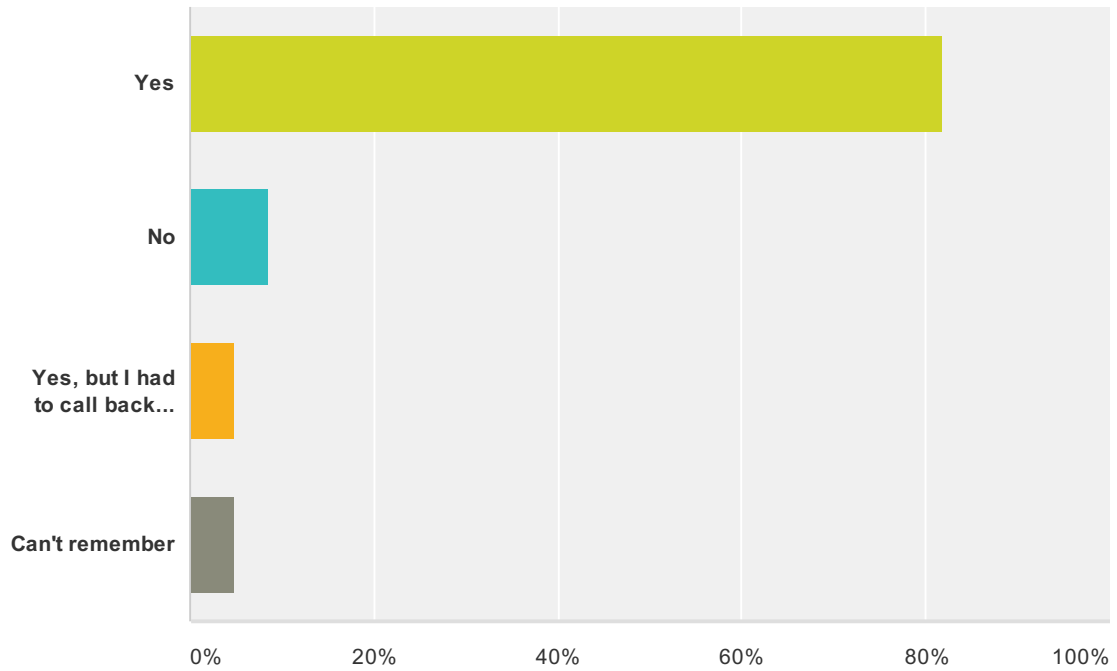
Answered: 107 Skipped: 0



Answer Choices	Responses	
On the same day	44.86%	48
On the next working day	6.54%	7
A few days later	27.10%	29
A week or more later	14.02%	15
Can't remember	7.48%	8
Total		107

Q7 Were you able to get an appointment to see or speak to someone?

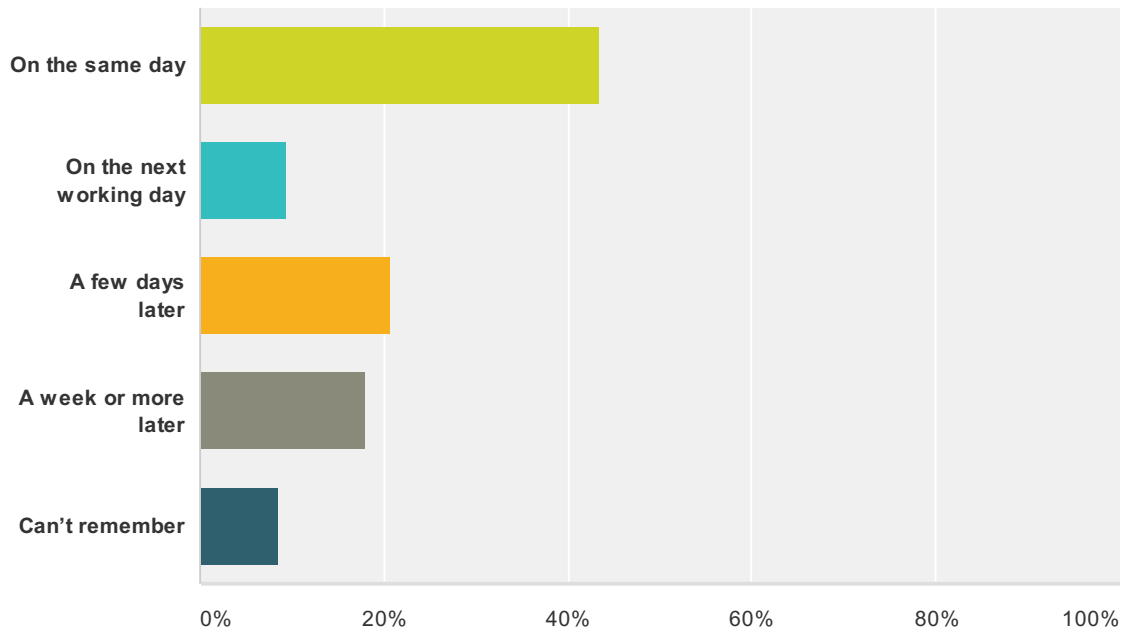
Answered: 105 Skipped: 2



Answer Choices	Responses	
Yes	81.90%	86
No	8.57%	9
Yes, but I had to call back closer to the day I wanted the appointment	4.76%	5
Can't remember	4.76%	5
Total		105

Q8 How long after initially contacting the surgery did you actually see or speak to someone?

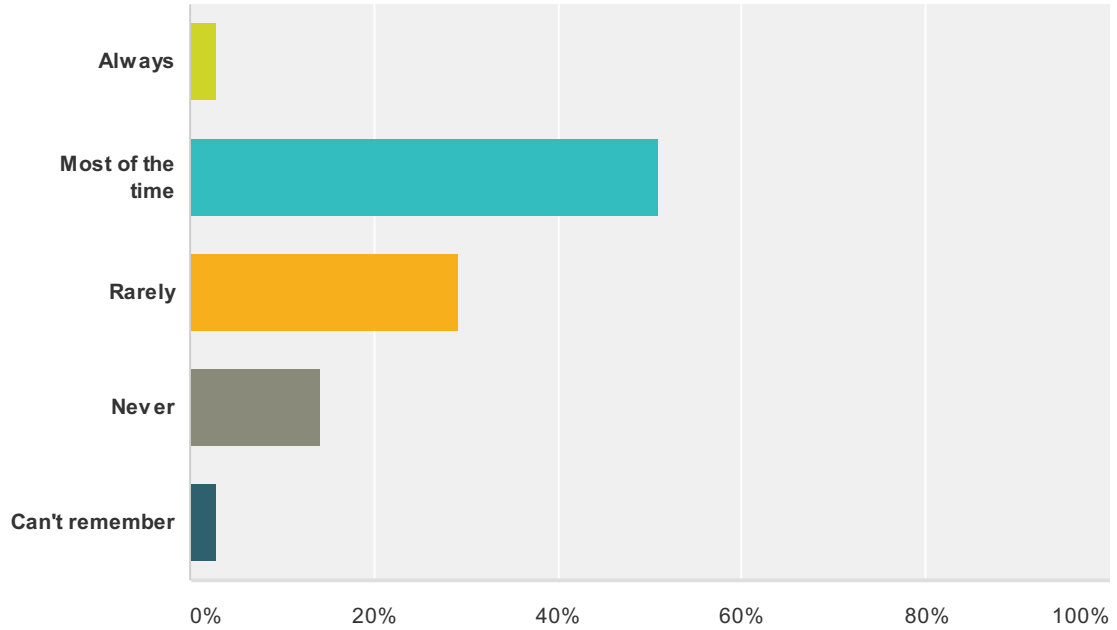
Answered: 106 Skipped: 1



Answer Choices	Responses	
On the same day	43.40%	46
On the next working day	9.43%	10
A few days later	20.75%	22
A week or more later	17.92%	19
Can't remember	8.49%	9
Total		106

Q9 Now think about all of the appointments you have had at the surgery. When you have an appointment booked, how often are you seen within 10 minutes of the time you were given?

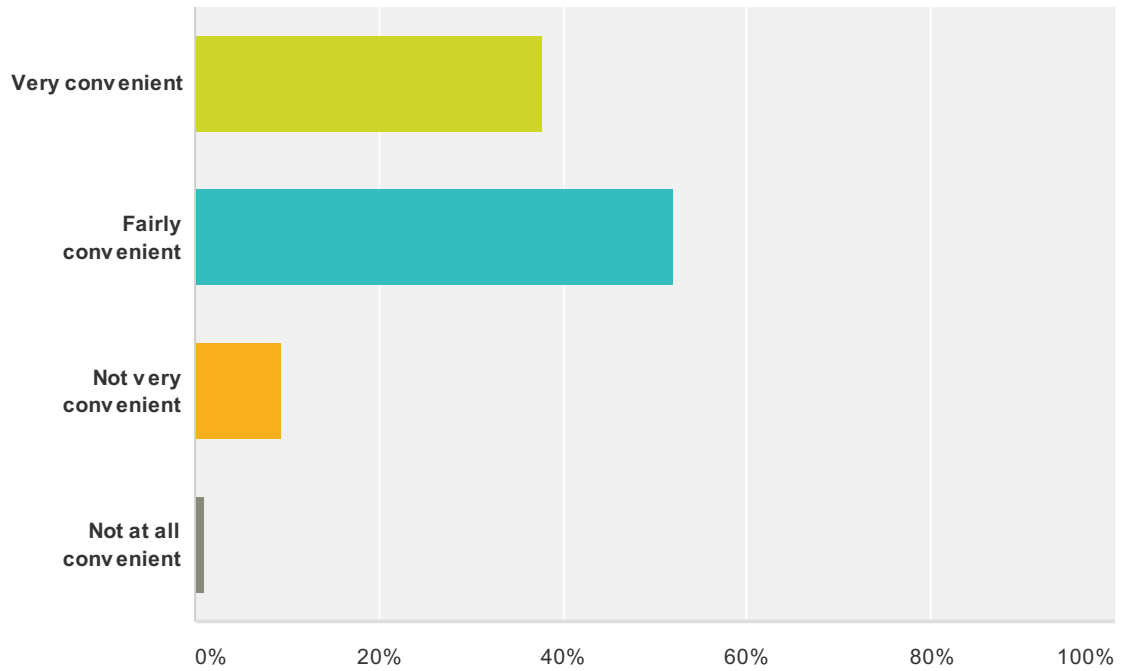
Answered: 106 Skipped: 1



Answer Choices	Responses
Always	2.83% 3
Most of the time	50.94% 54
Rarely	29.25% 31
Never	14.15% 15
Can't remember	2.83% 3
Total	106

Q10 Usually, how convenient are the appointments you are able to get?

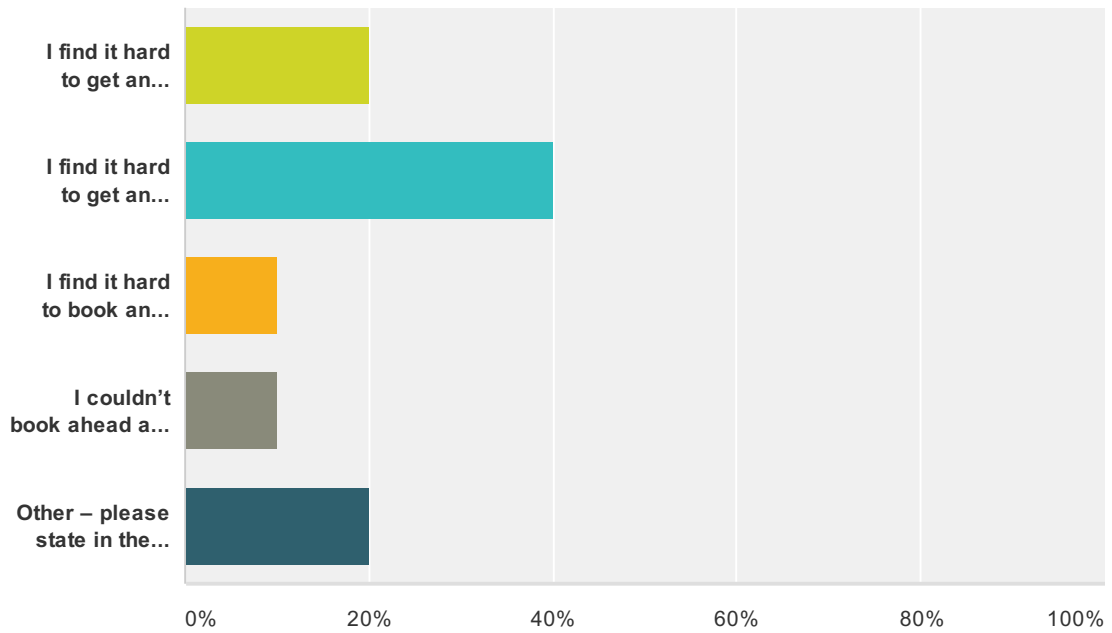
Answered: 106 Skipped: 1



Answer Choices	Responses	
Very convenient	37.74%	40
Fairly convenient	51.89%	55
Not very convenient	9.43%	10
Not at all convenient	0.94%	1
Total		106

Q11 If your appointments are either not very convenient or not at all convenient, why is that?

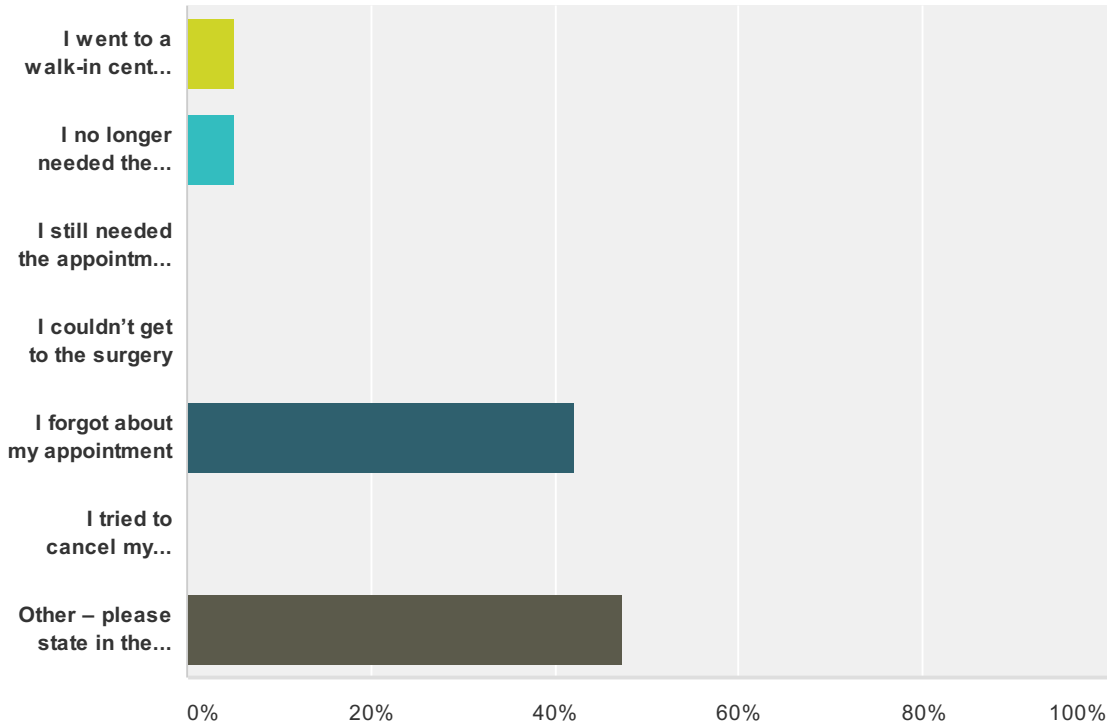
Answered: 20 Skipped: 87



Answer Choices	Responses	
I find it hard to get an appointment on the day I want	20%	4
I find it hard to get an appointment at a time I want	40%	8
I find it hard to book an appointment with my preferred GP	10%	2
I couldn't book ahead at my surgery	10%	2
Other – please state in the box below:	20%	4
Total		20

Q12 If you have ever booked an appointment and then not attended that appointment without cancelling it first, why was that?

Answered: 19 Skipped: 88



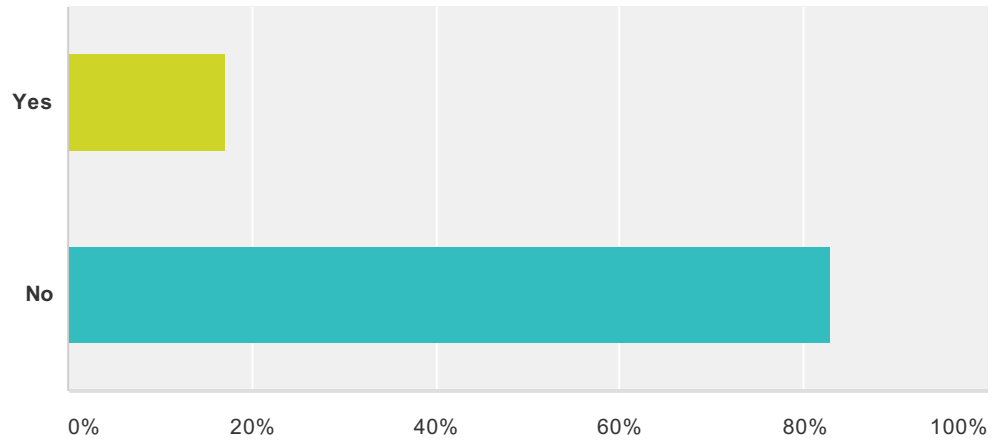
Answer Choices	Responses
I went to a walk-in centre or A&E department instead	5.26% 1
I no longer needed the appointment because the problem got better without seeing the doctor or nurse	5.26% 1
I still needed the appointment but couldn't attend because of other commitments such as work, family and caring responsibilities	0% 0
I couldn't get to the surgery	0% 0
I forgot about my appointment	42.11% 8
I tried to cancel my appointment but couldn't quickly and easily contact the surgery at a time that suited me	0% 0
Other – please state in the box below:	47.37% 9
Total	19

Q13 Please tell us any suggestions you have that would make it easier to cancel appointments you no longer need

Answered: 16 Skipped: 91

Q14 Home Visits Have you ever needed to request a home visit from a GP?

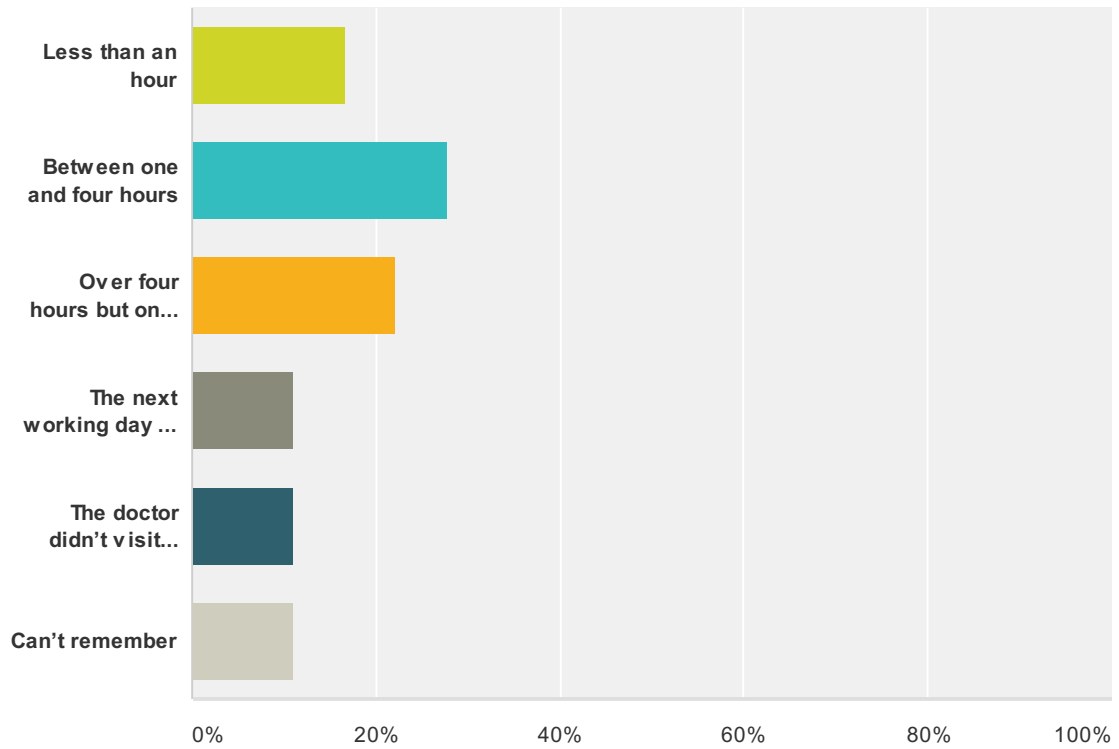
Answered: 105 Skipped: 2



Answer Choices	Responses	
Yes	17.14%	18
No	82.86%	87
Total		105

Q15 If yes, how long did it take between the initial phone call request and the actual visit?

Answered: 18 Skipped: 89



Answer Choices	Responses
Less than an hour	16.67% 3
Between one and four hours	27.78% 5
Over four hours but on the same day	22.22% 4
The next working day or later	11.11% 2
The doctor didn't visit me at home	11.11% 2
Can't remember	11.11% 2
Total	18

**Q16 General Access What do you think of
access to your GP surgery?**

Answered: 95 Skipped: 12

**Q17 How could access to your GP surgery
be improved?**

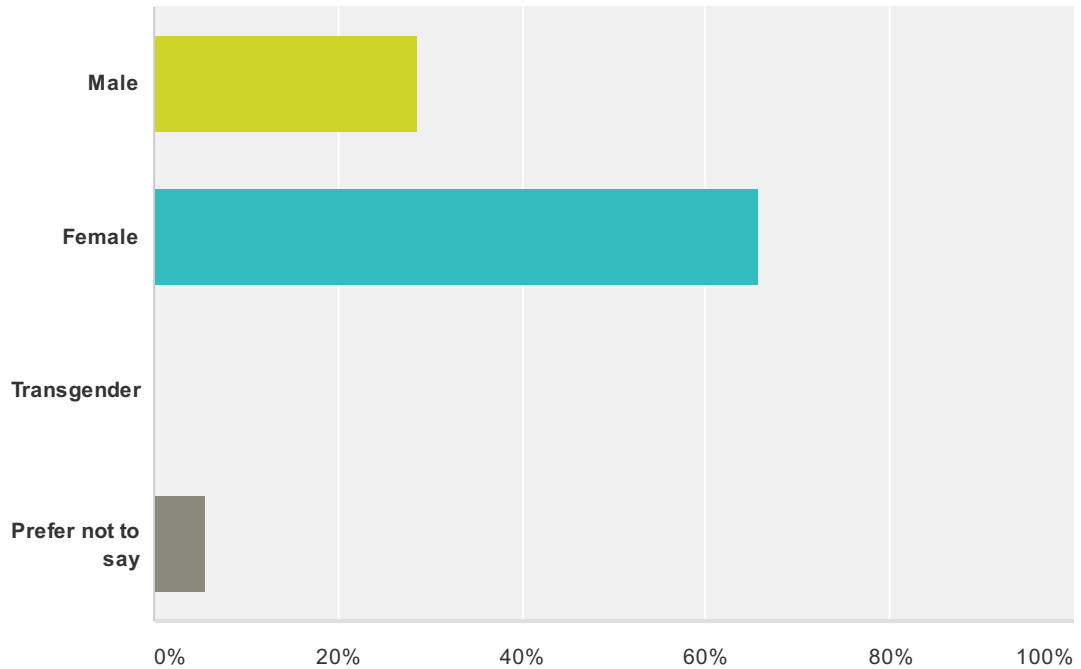
Answered: 33 Skipped: 74

Q18 Is there anything else you want to tell us about access to your GP surgery?

Answered: 23 Skipped: 84

Q19 About You NHS Bath and North East Somerset is committed to providing equal access to health care services for all members of the community. To help us achieve this, we would like to ask you to complete the following questions. Any information you provide will remain anonymous. Gender

Answered: 105 Skipped: 2

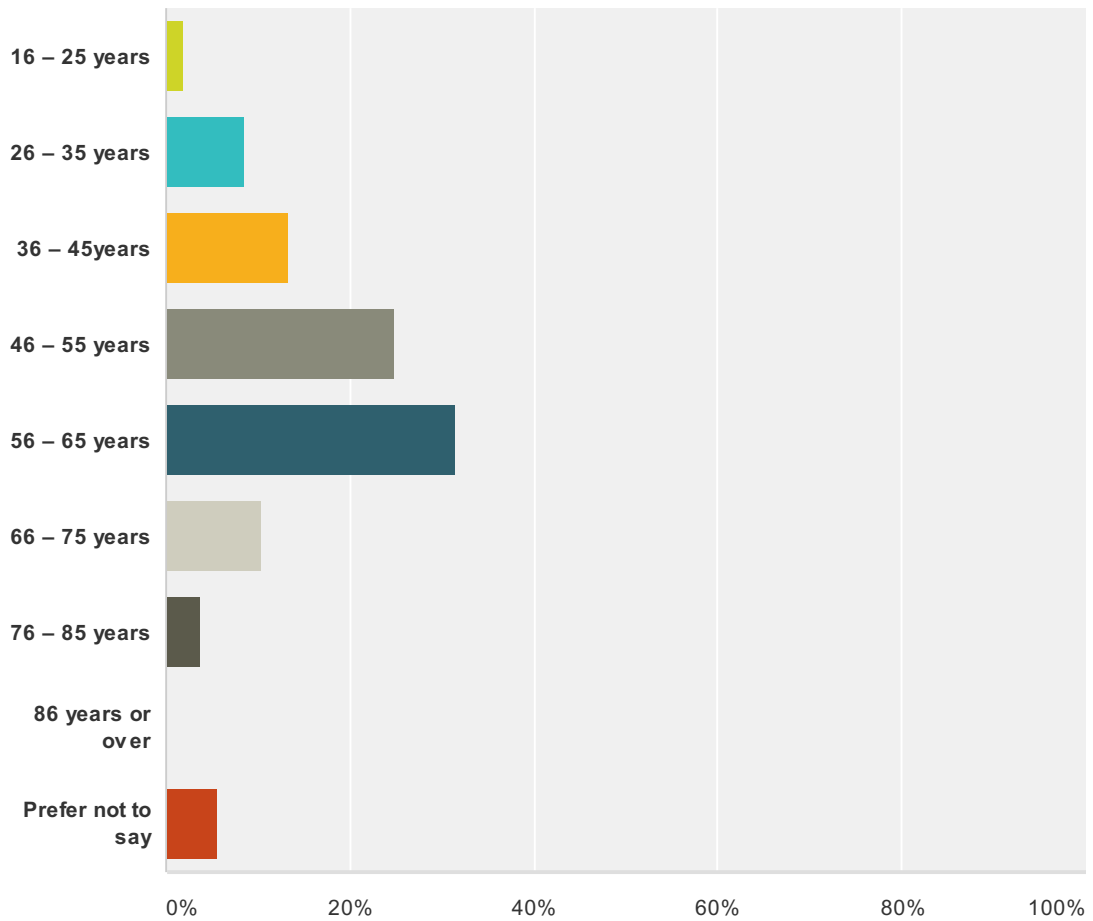


Answer Choices	Responses
Male	28.57% 30
Female	65.71% 69
Transgender	0% 0
Prefer not to say	5.71% 6
Total	105

Access to GP Services

Q20 Age Band

Answered: 105 Skipped: 2

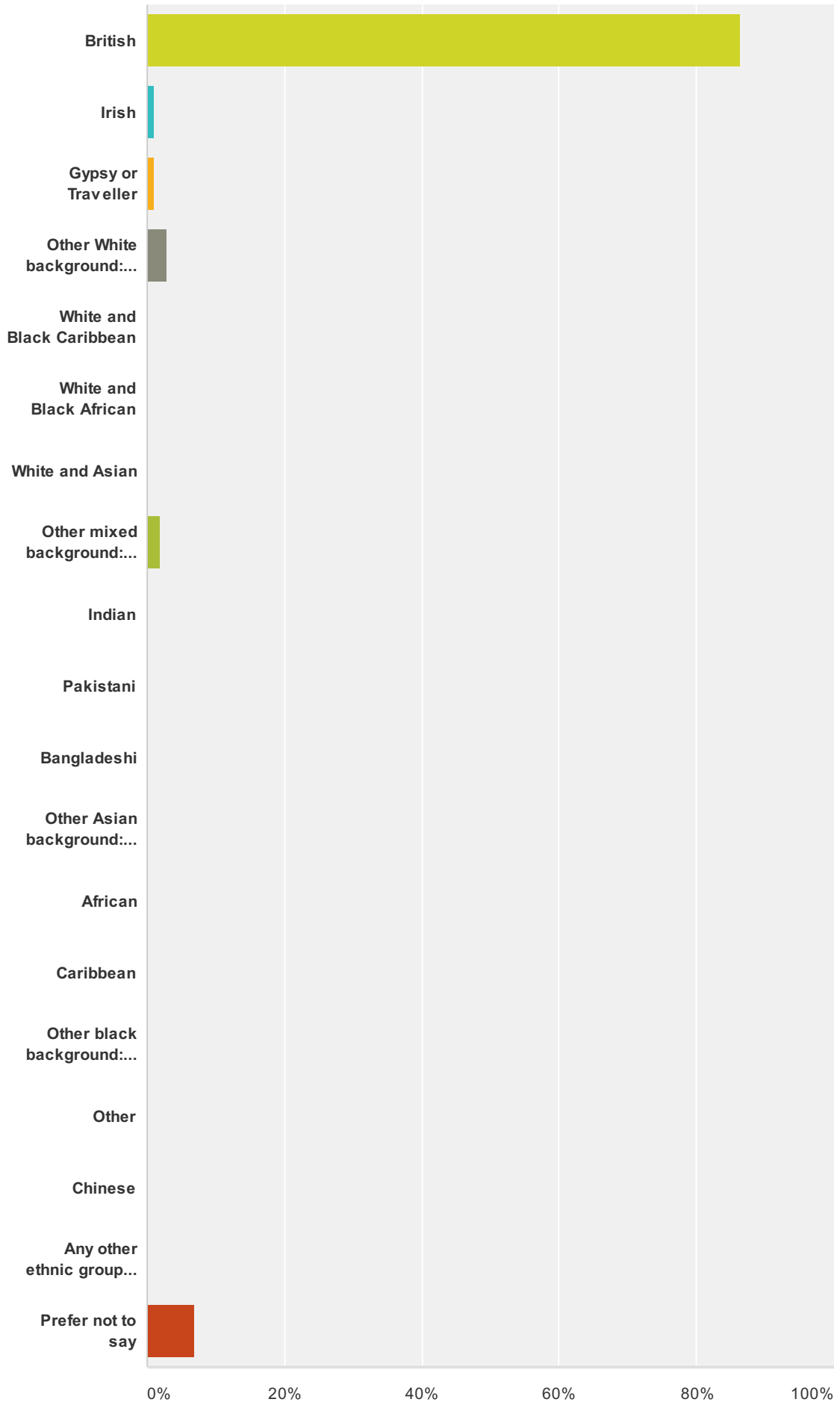


Answer Choices	Responses
16 – 25 years	1.90% 2
26 – 35 years	8.57% 9
36 – 45 years	13.33% 14
46 – 55 years	24.76% 26
56 – 65 years	31.43% 33
66 – 75 years	10.48% 11
76 – 85 years	3.81% 4
86 years or over	0% 0
Prefer not to say	5.71% 6
Total	105

Q21 What is your ethnic group?

Answered: 103 Skipped: 4

Access to GP Services

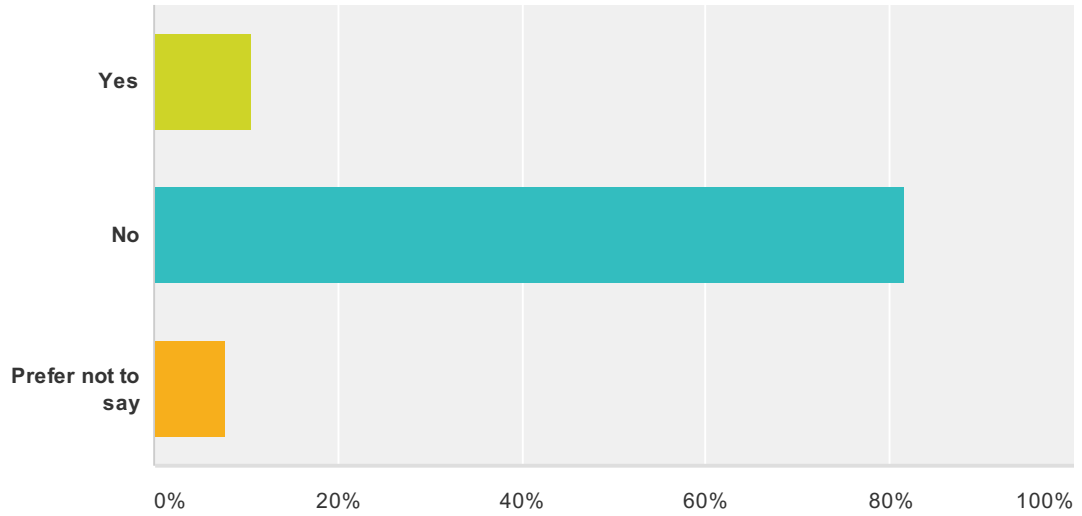


Access to GP Services

Answer Choices	Responses	
British	86.41%	89
Irish	0.97%	1
Gypsy or Traveller	0.97%	1
Other White background: (please specify)_____	2.91%	3
White and Black Caribbean	0%	0
White and Black African	0%	0
White and Asian	0%	0
Other mixed background: (please specify)_____	1.94%	2
Indian	0%	0
Pakistani	0%	0
Bangladeshi	0%	0
Other Asian background: (please specify)_____	0%	0
African	0%	0
Caribbean	0%	0
Other black background: (please specify)_____	0%	0
Other	0%	0
Chinese	0%	0
Any other ethnic group: (please specify)_____	0%	0
Prefer not to say	6.80%	7
Total		103

Q22 Do you consider yourself to have a disability?

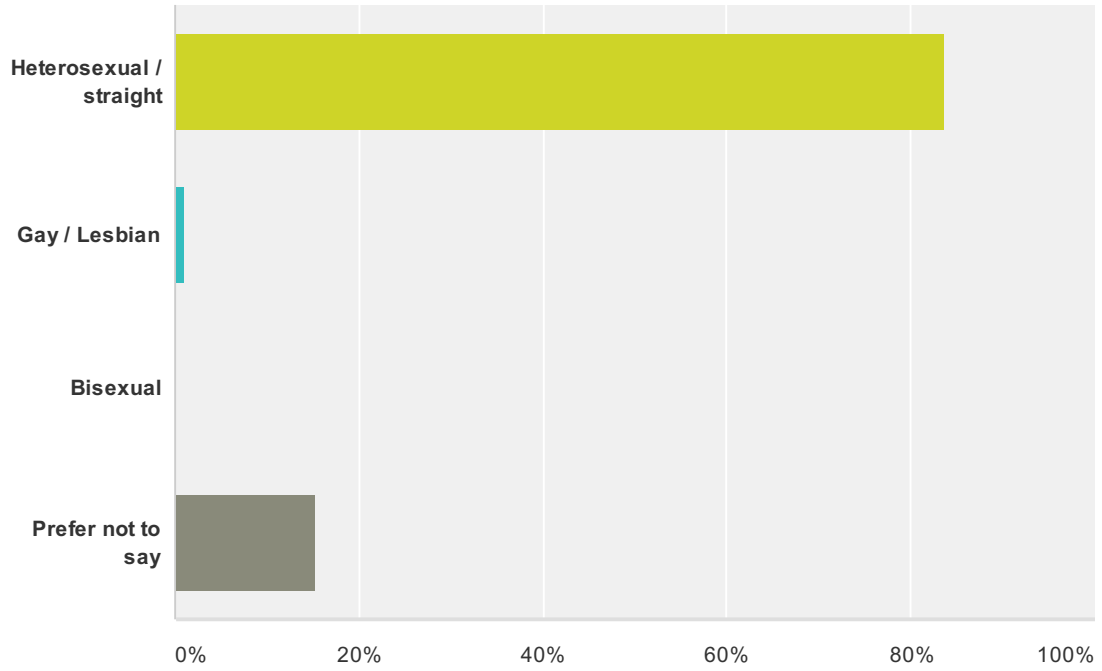
Answered: 103 Skipped: 4



Answer Choices	Responses	
Yes	10.68%	11
No	81.55%	84
Prefer not to say	7.77%	8
Total		103

Q23 Which of the following best describes your sexual orientation?

Answered: 105 Skipped: 2



Answer Choices	Responses	
Heterosexual / straight	83.81%	88
Gay / Lesbian	0.95%	1
Bisexual	0%	0
Prefer not to say	15.24%	16
Total		105