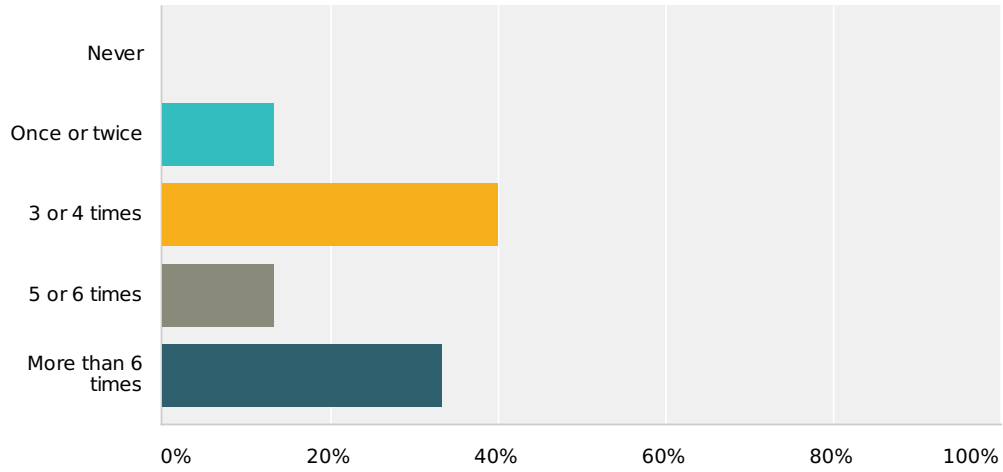


Q1 In the past 12 months how often have you visited the practice ?

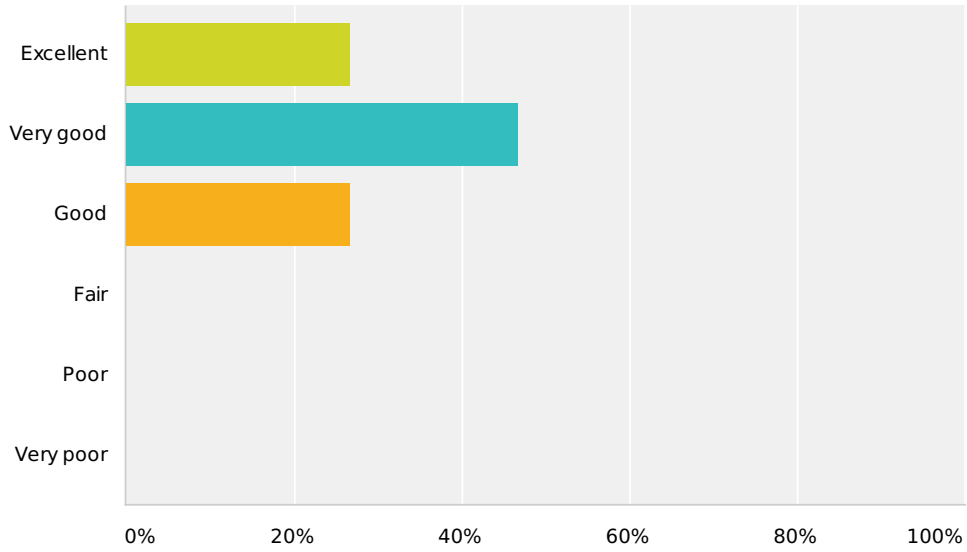
Answered: 15 Skipped: 0



Answer Choices	Responses
Never	0% 0
Once or twice	13.33% 2
3 or 4 times	40% 6
5 or 6 times	13.33% 2
More than 6 times	33.33% 5
Total	15

Q2 How would you rate our opening times ?

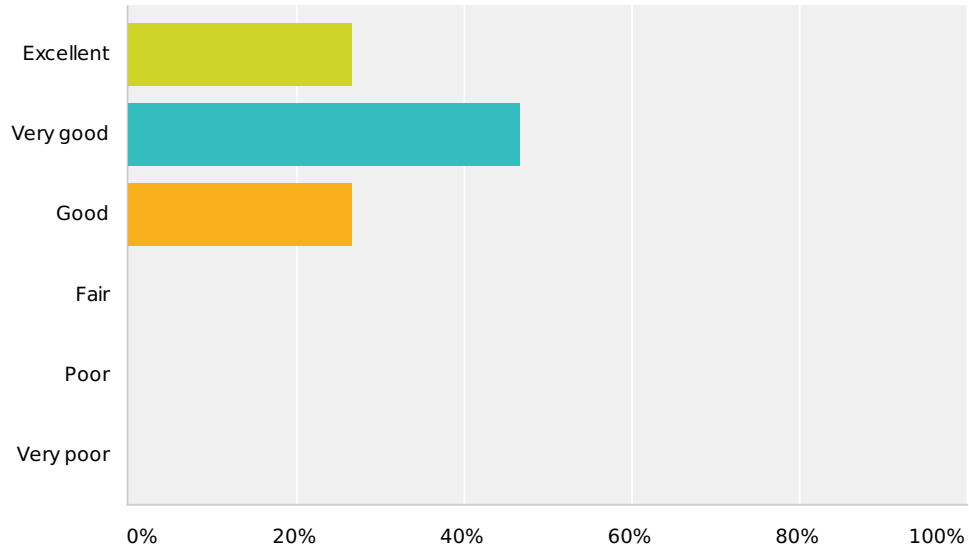
Answered: 15 Skipped: 0



Answer Choices	Responses	
Excellent	26.67%	4
Very good	46.67%	7
Good	26.67%	4
Fair	0%	0
Poor	0%	0
Very poor	0%	0
Total		15

Q3 Overall, how would you rate the waiting room experience?

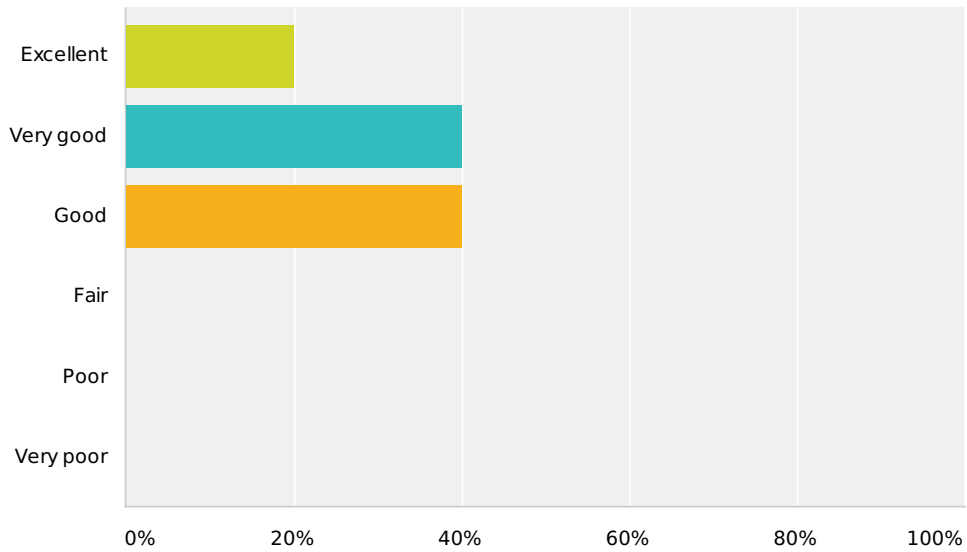
Answered: 15 Skipped: 0



Answer Choices	Responses
Excellent	26.67% 4
Very good	46.67% 7
Good	26.67% 4
Fair	0% 0
Poor	0% 0
Very poor	0% 0
Total	15

Q4 When you have phoned the practice how easy it has been to get through?

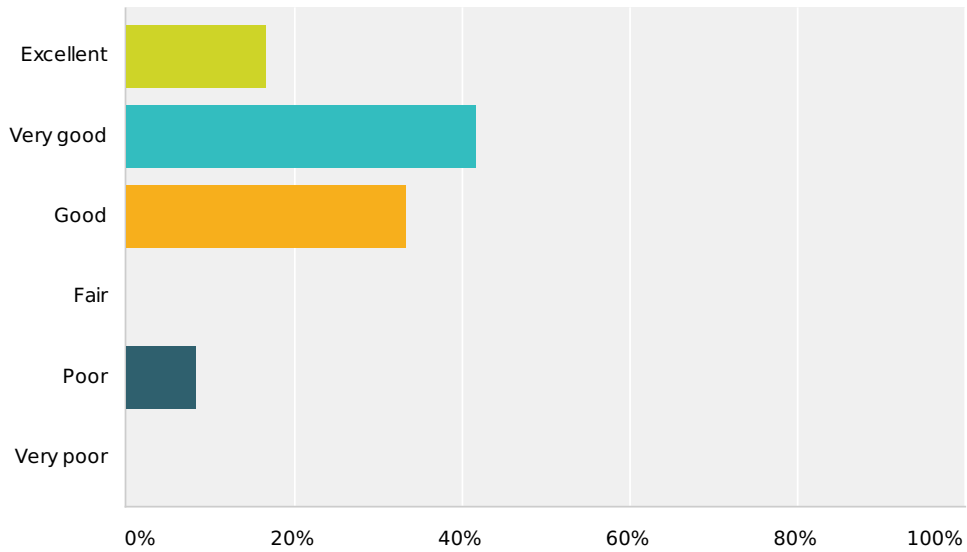
Answered: 15 Skipped: 0



Answer Choices	Responses
Excellent	20% 3
Very good	40% 6
Good	40% 6
Fair	0% 0
Poor	0% 0
Very poor	0% 0
Total	15

Q5 How would you rate how easy is it to speak to a doctor on the phone?

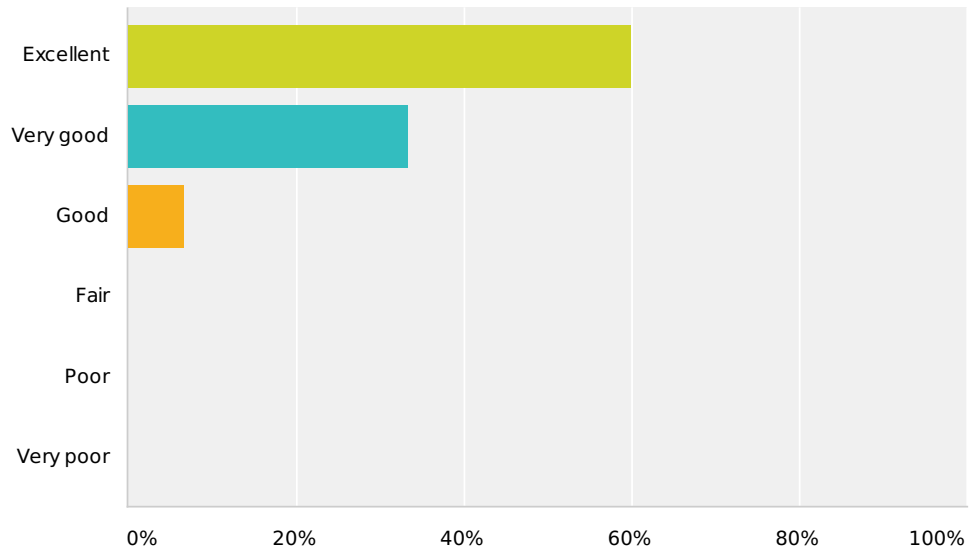
Answered: 12 Skipped: 3



Answer Choices	Responses
Excellent	16.67% 2
Very good	41.67% 5
Good	33.33% 4
Fair	0% 0
Poor	8.33% 1
Very poor	0% 0
Total	12

Q6 How would you rate the way you are treated by Receptionists at the Practice ?

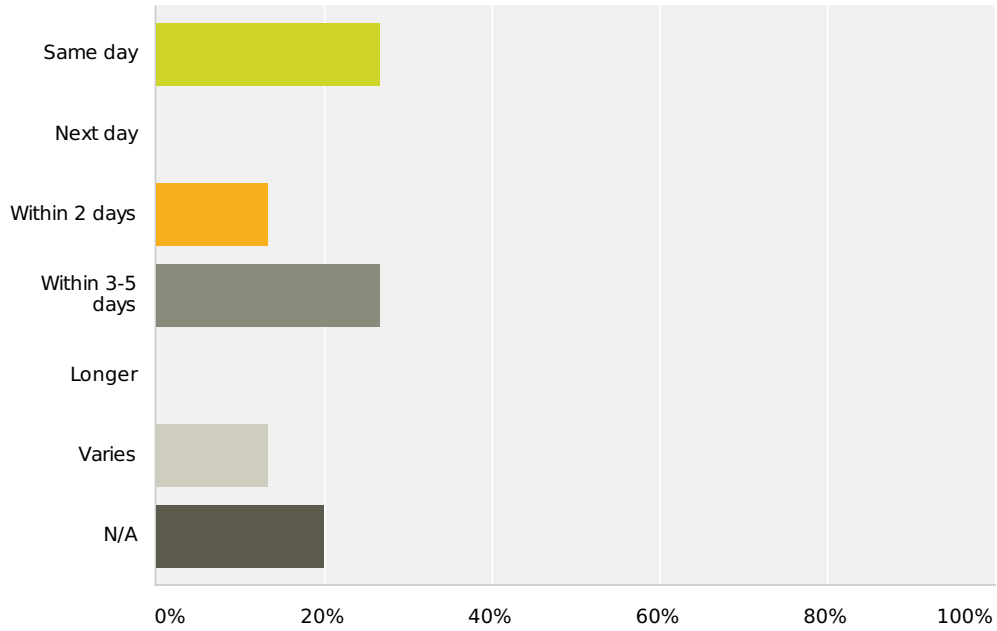
Answered: 15 Skipped: 0



Answer Choices	Responses
Excellent	60% 9
Very good	33.33% 5
Good	6.67% 1
Fair	0% 0
Poor	0% 0
Very poor	0% 0
Total	15

Q7 If you wanted to see a particular doctor how quickly have you been able to see that doctor?

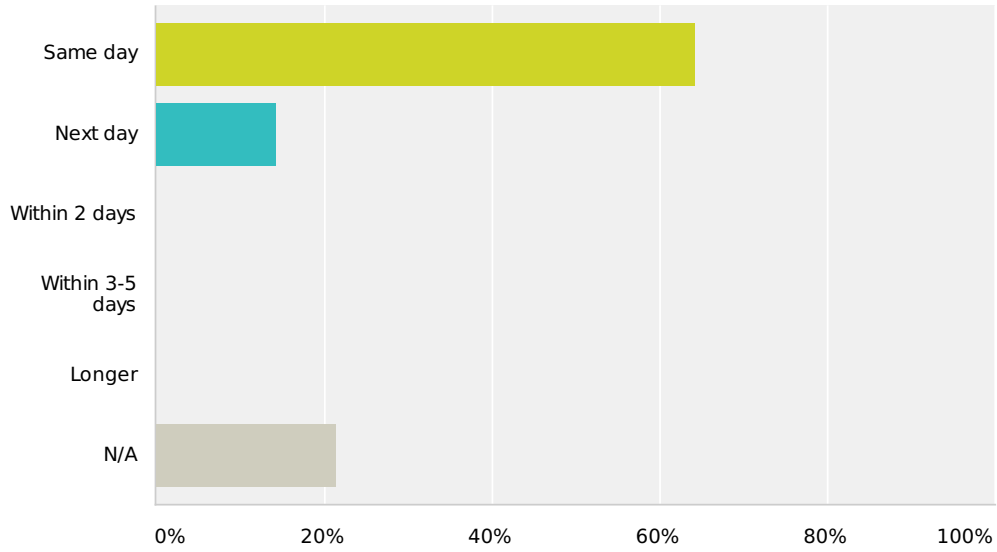
Answered: 15 Skipped: 0



Answer Choices	Responses
Same day	26.67% 4
Next day	0% 0
Within 2 days	13.33% 2
Within 3-5 days	26.67% 4
Longer	0% 0
Varies	13.33% 2
N/A	20% 3
Total	15

Q8 When you have been willing to see any doctor how quickly have you been able to see a doctor?

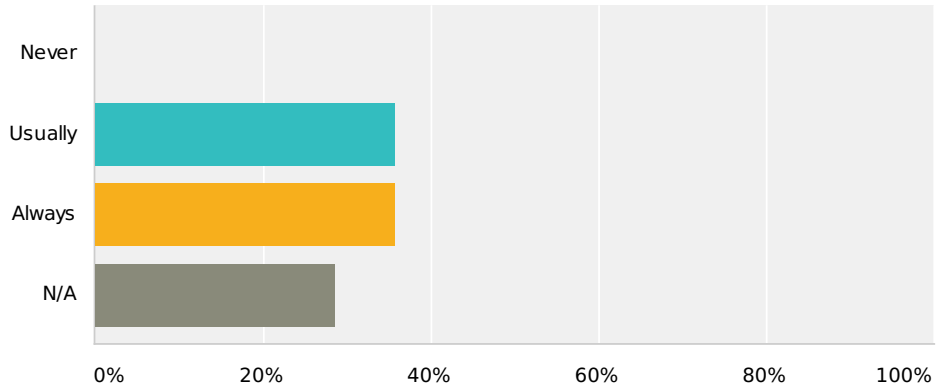
Answered: 14 Skipped: 1



Answer Choices	Responses
Same day	64.29% 9
Next day	14.29% 2
Within 2 days	0% 0
Within 3-5 days	0% 0
Longer	0% 0
N/A	21.43% 3
Total	14

Q9 If you have needed to see a doctor urgently, have you been offered an appointment on the same day?

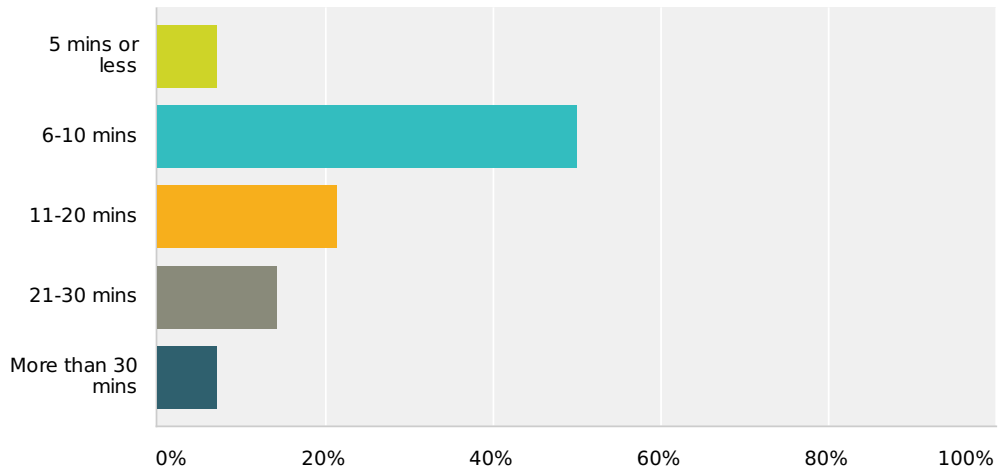
Answered: 14 Skipped: 1



Answer Choices	Responses	
Never	0%	0
Usually	35.71%	5
Always	35.71%	5
N/A	28.57%	4
Total		14

Q10 How long do you normally have to wait at the surgery for your consultation to begin?

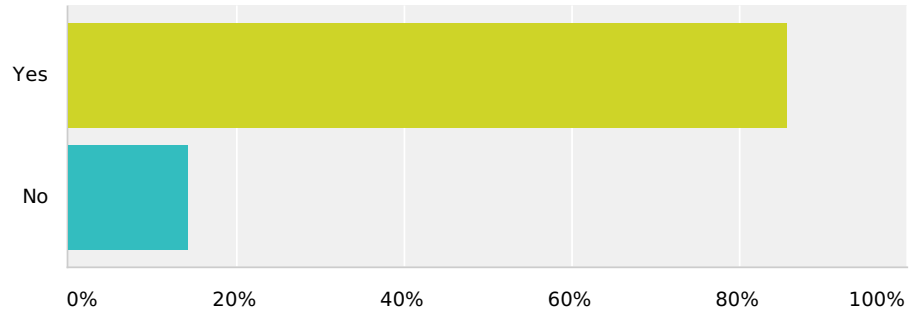
Answered: 14 Skipped: 1



Answer Choices	Responses	
5 mins or less	7.14%	1
6-10 mins	50%	7
11-20 mins	21.43%	3
21-30 mins	14.29%	2
More than 30 mins	7.14%	1
Total		14

Q11 Do you consider this to be an acceptable amount of time to wait?

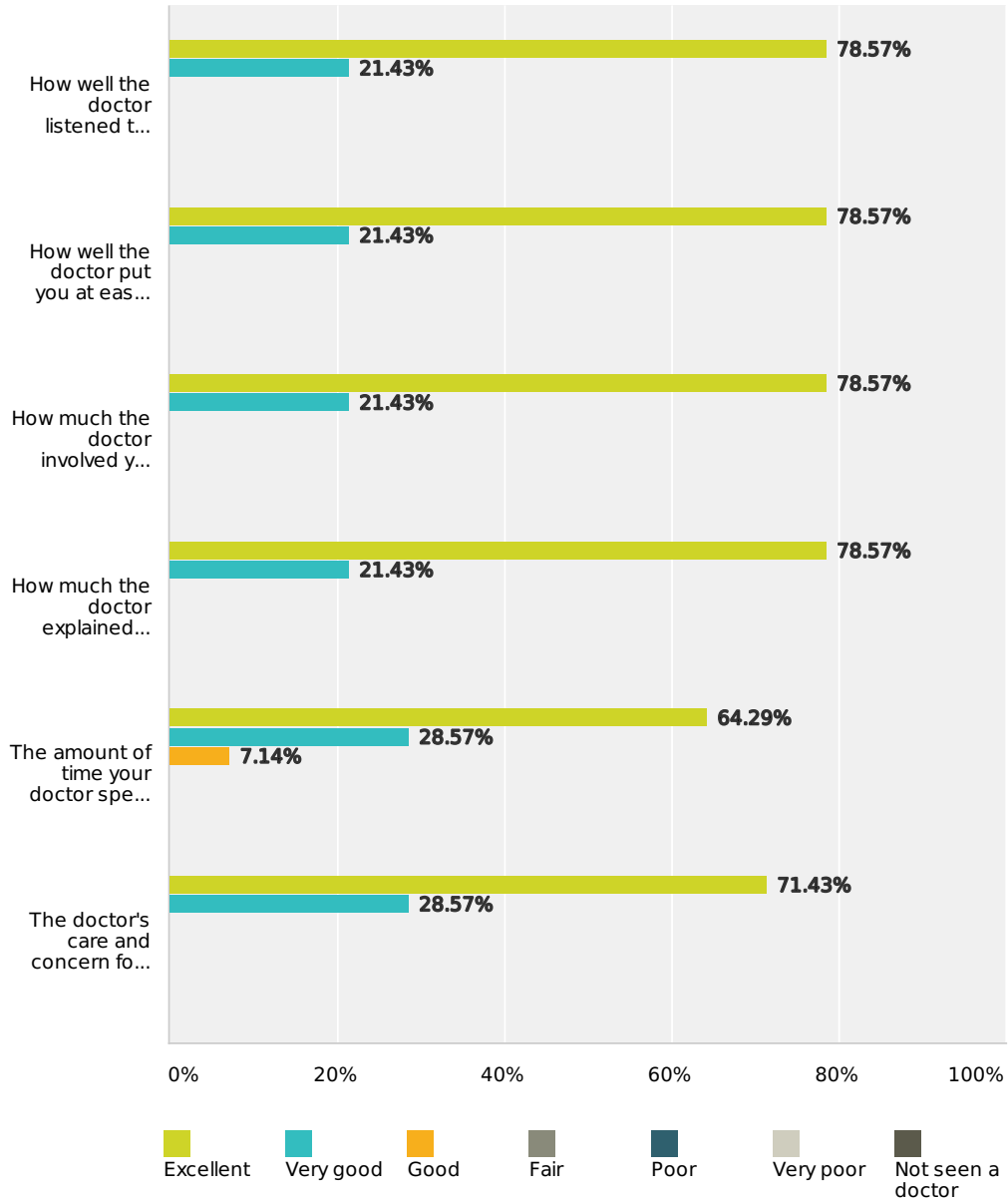
Answered: 14 Skipped: 1



Answer Choices	Responses	
Yes	85.71%	12
No	14.29%	2
Total		14

Q12 When you had a consultation with a doctor at Grosvenor Place how did you rate the following:

Answered: 14 Skipped: 1



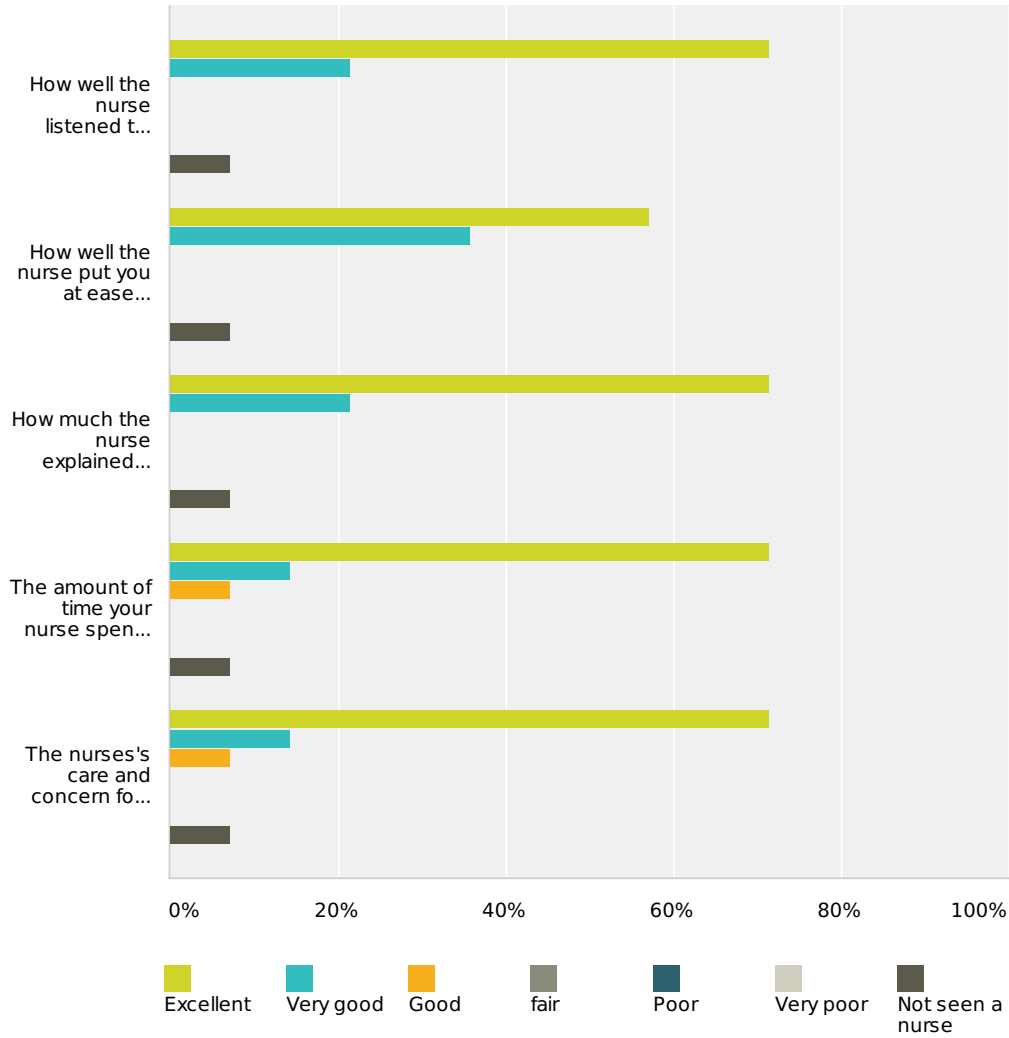
	Excellent	Very good	Good	Fair	Poor	Very poor	Not seen a doctor	Total
How well the doctor listened to what you had to say	78.57% 11	21.43% 3	0% 0	0% 0	0% 0	0% 0	0% 0	14

Grosvenor Place Patient Survey Feb 2013

How well the doctor put you at ease during your physical examination	78.57% 11	21.43% 3	0% 0	0% 0	0% 0	0% 0	0% 0	14
How much the doctor involved you in decisions about your care	78.57% 11	21.43% 3	0% 0	0% 0	0% 0	0% 0	0% 0	14
How much the doctor explained your problems and any treatment you need	78.57% 11	21.43% 3	0% 0	0% 0	0% 0	0% 0	0% 0	14
The amount of time your doctor spent with you	64.29% 9	28.57% 4	7.14% 1	0% 0	0% 0	0% 0	0% 0	14
The doctor's care and concern for you	71.43% 10	28.57% 4	0% 0	0% 0	0% 0	0% 0	0% 0	14

Q13 When you had a consultation with a nurse at Grosvenor Place how did you rate the following:

Answered: 14 Skipped: 1



	Excellent	Very good	Good	fair	Poor	Very poor	Not seen a nurse	Total
How well the nurse listened to what you had to say	71.43% 10	21.43% 3	0% 0	0% 0	0% 0	0% 0	7.14% 1	14
How well the nurse put you at ease during any treatment	57.14% 8	35.71% 5	0% 0	0% 0	0% 0	0% 0	7.14% 1	14

Grosvenor Place Patient Survey Feb 2013

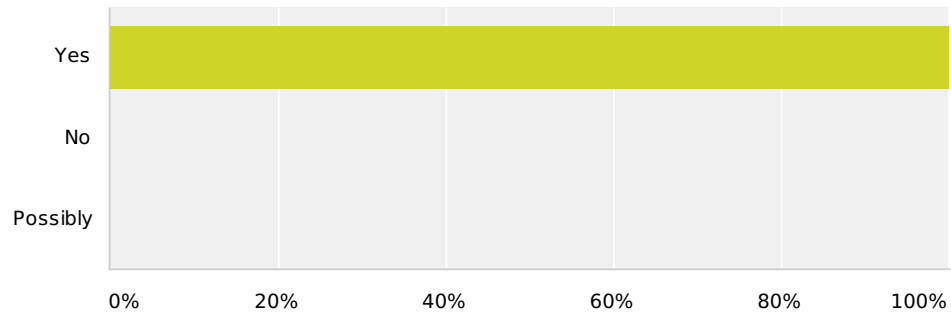
How much the nurse explained your problems and any treatment you need	71.43% 10	21.43% 3	0% 0	0% 0	0% 0	0% 0	7.14% 1	14
The amount of time your nurse spent with you	71.43% 10	14.29% 2	7.14% 1	0% 0	0% 0	0% 0	7.14% 1	14
The nurses's care and concern for you	71.43% 10	14.29% 2	7.14% 1	0% 0	0% 0	0% 0	7.14% 1	14

Q14 Do you have any suggestions to help improve the quality of our services?

Answered: 8 Skipped: 7

Q15 Would you recommend this Practice to a friend?

Answered: 14 Skipped: 1



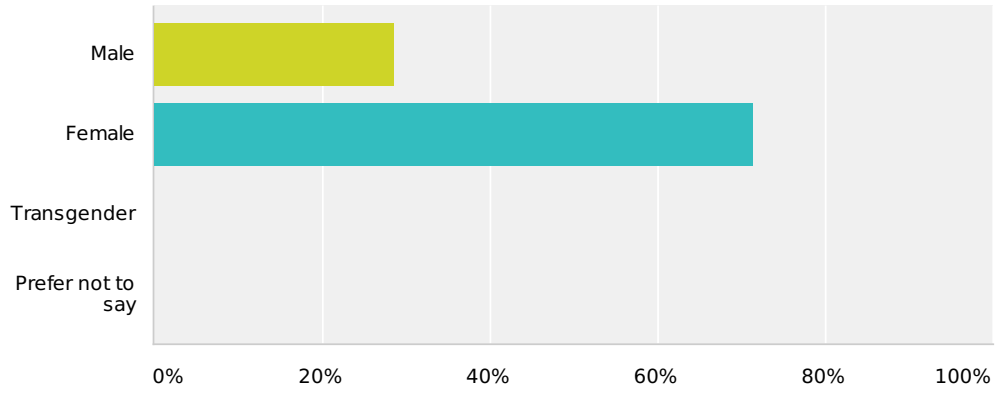
Answer Choices	Responses	
Yes	100%	14
No	0%	0
Possibly	0%	0
Total		14

Q16 If you have accessed other local health services via our practice, what services have you accessed and what do you think of them?

Answered: 10 Skipped: 5

Q17 About You Are you

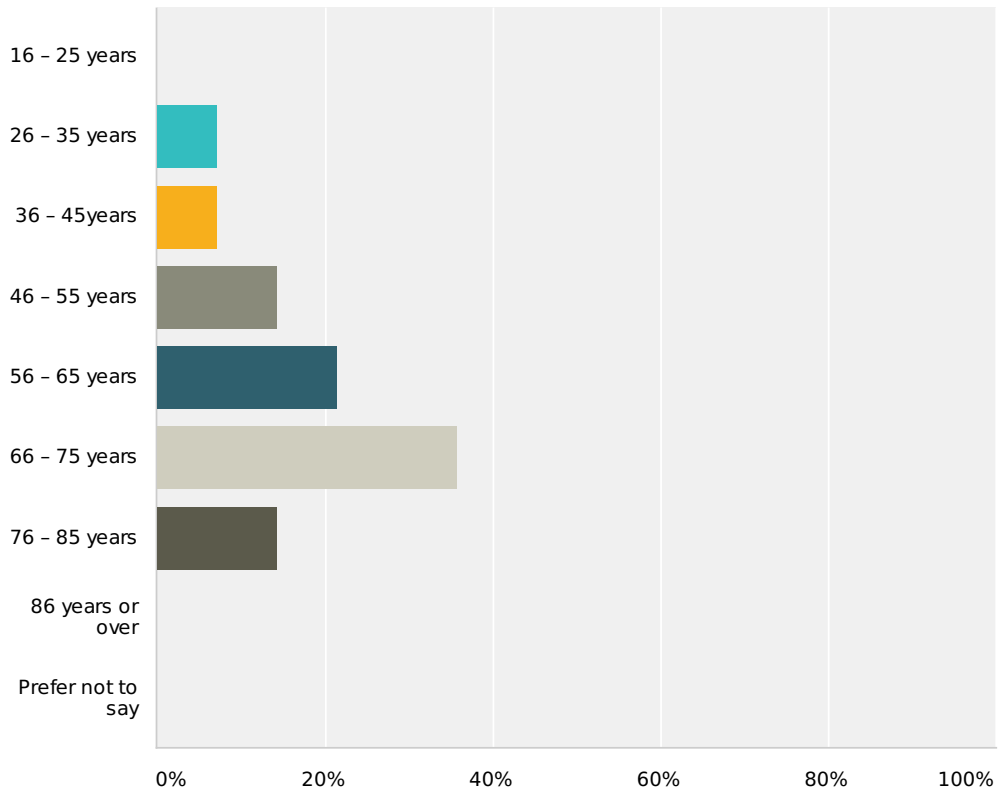
Answered: 14 Skipped: 1



Answer Choices	Responses	
Male	28.57%	4
Female	71.43%	10
Transgender	0%	0
Prefer not to say	0%	0
Total		14

Q18 In which age group do you fall?

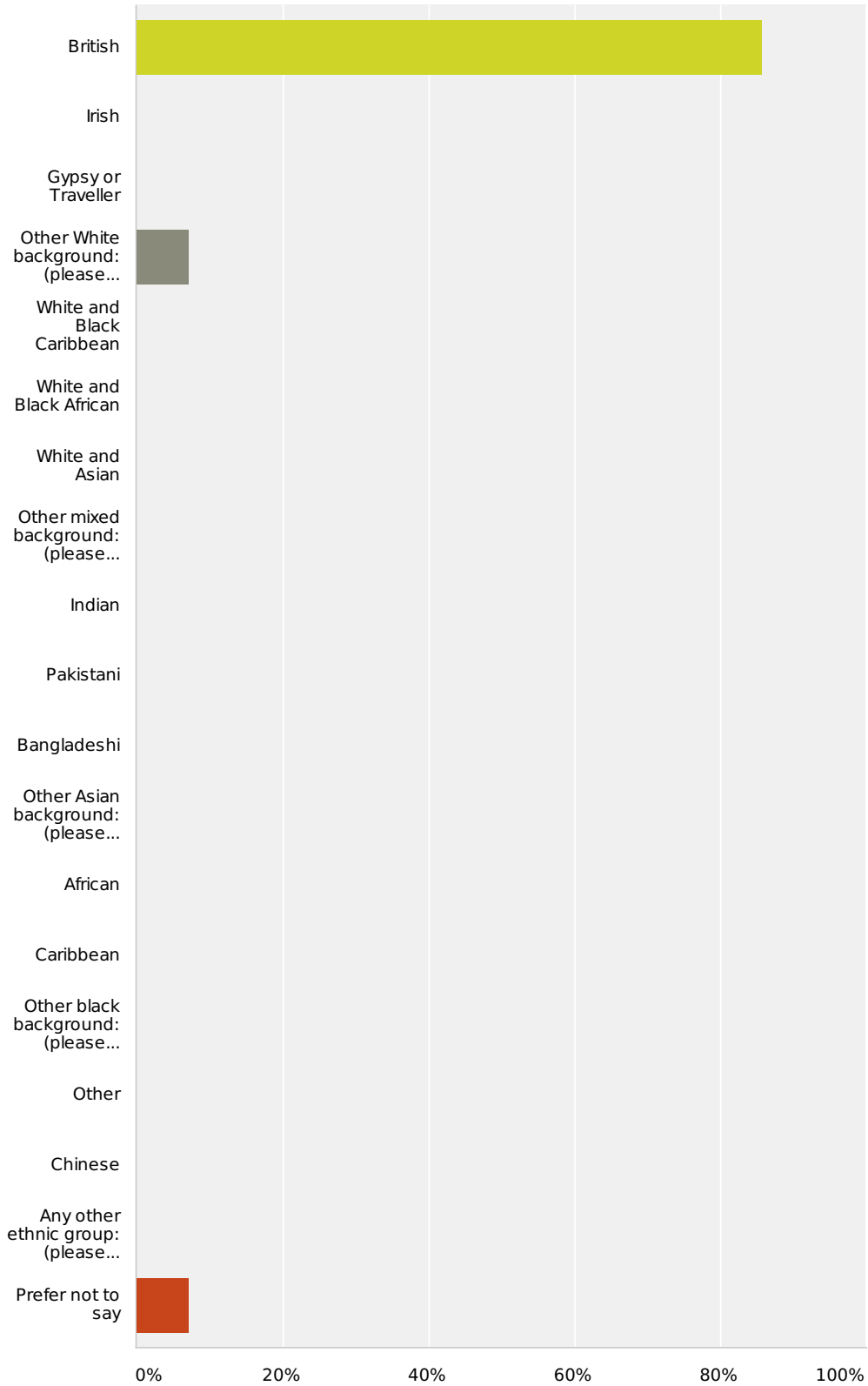
Answered: 14 Skipped: 1



Answer Choices	Responses	
16 - 25 years	0%	0
26 - 35 years	7.14%	1
36 - 45 years	7.14%	1
46 - 55 years	14.29%	2
56 - 65 years	21.43%	3
66 - 75 years	35.71%	5
76 - 85 years	14.29%	2
86 years or over	0%	0
Prefer not to say	0%	0
Total		14

Q19 What is your ethnic group?

Answered: 14 Skipped: 1



Answer Choices	Responses
British	85.71% 12
Total	14

Irish	0%	0
Gypsy or Traveller	0%	0
Other White background: (please specify)_____	7.14%	1
White and Black Caribbean	0%	0
White and Black African	0%	0
White and Asian	0%	0
Other mixed background: (please specify)_____	0%	0
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	7.14%	1
Total		14