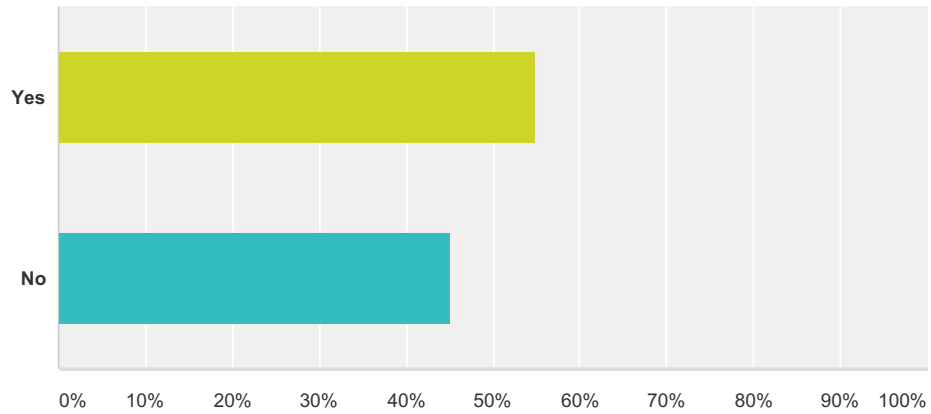


Q1 Did you know that we have a 'Doctor Call Back'/'Telephone consultation' service where you can call the surgery and ask to be booked for the doctor to call you back in a Telephone Consultation?

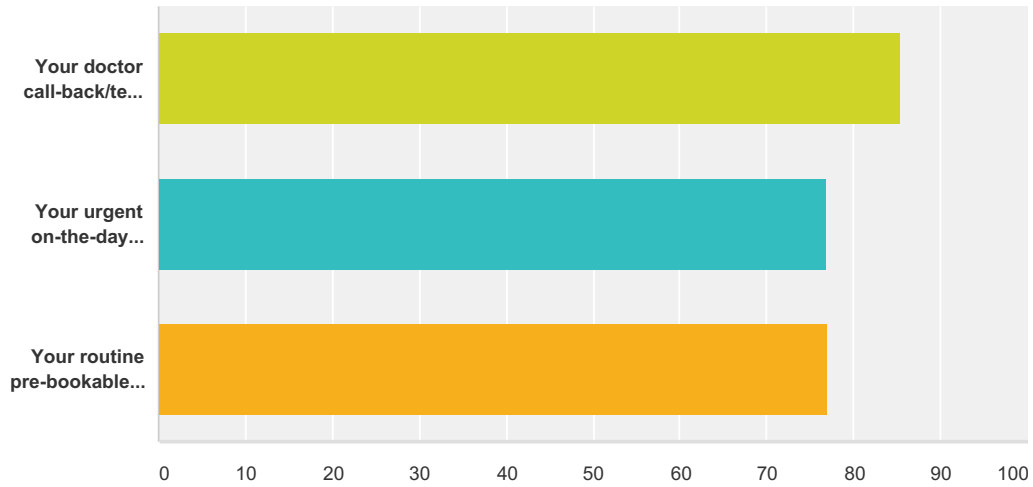
Answered: 100 Skipped: 2



Answer Choices	Responses
Yes	55.00% 55
No	45.00% 45
Total	100

Q2 When you had an appointment with the Practice. How would you describe your experience of the following types of appointment (if you have never used please tick the never used column):

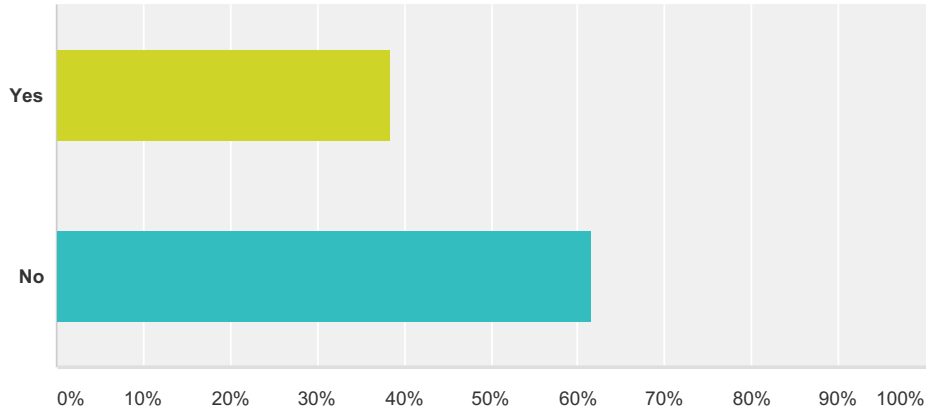
Answered: 102 Skipped: 0



	Excellent	Very Good	Good	Fair	Poor	Never Used	Total	Weighted Average
Your doctor call-back/telephone consultation?	30.30% 30	15.15% 15	6.06% 6	3.03% 3	1.01% 1	44.44% 44	99	85.45
Your urgent on-the-day appointment?	25.77% 25	28.87% 28	11.34% 11	7.22% 7	4.12% 4	22.68% 22	97	76.80
Your routine pre-bookable appointment?	32.32% 32	30.30% 30	20.20% 20	7.07% 7	4.04% 4	6.06% 6	99	76.99

Q3 The Practice has had feedback that some doctors run late. If you have more than one problem do you try and book a double appointment?

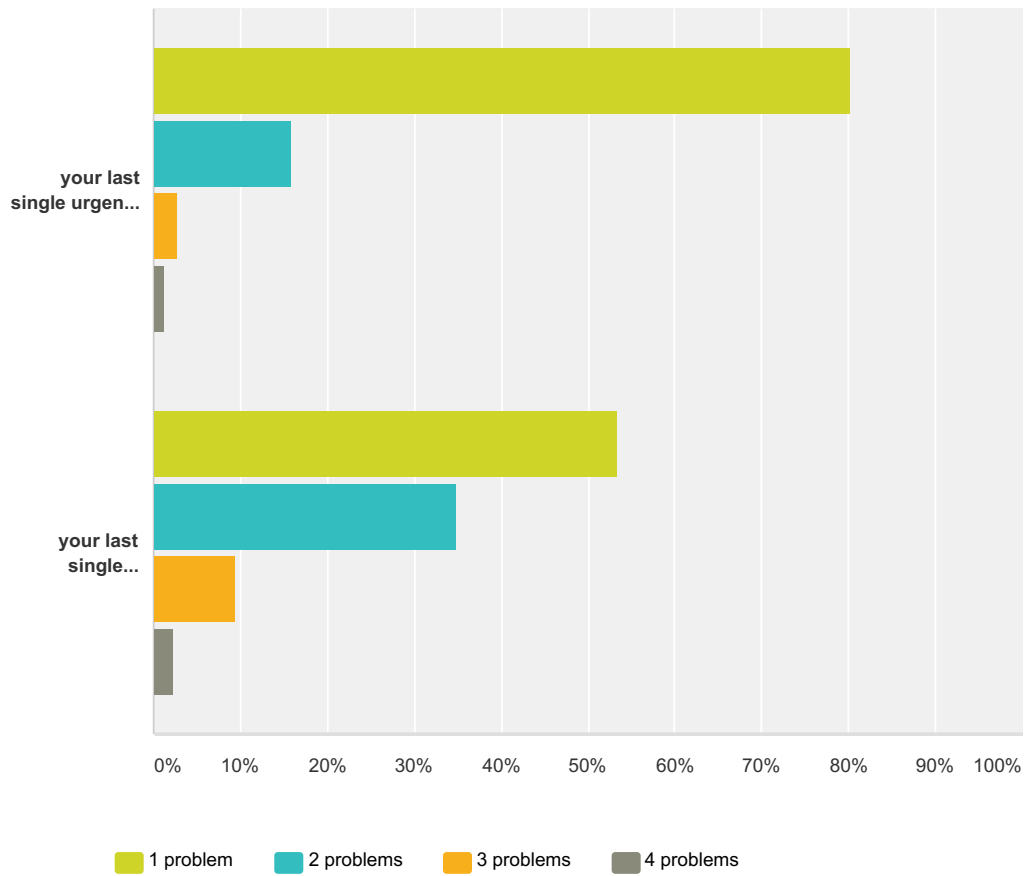
Answered: 99 Skipped: 3



Answer Choices	Responses
Yes	38.38% 38
No	61.62% 61
Total	99

Q4 How many problems did you want to discuss at:

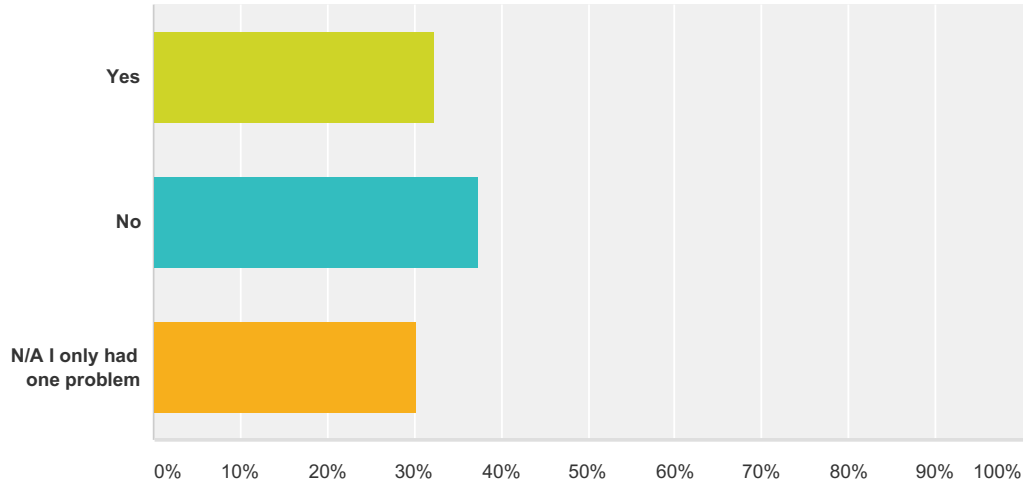
Answered: 99 Skipped: 3



	1 problem	2 problems	3 problems	4 problems	Total
your last single urgent on-the-day appointment?	80.26% 61	15.79% 12	2.63% 2	1.32% 1	76
your last single pre-bookable routine appointment?	53.49% 46	34.88% 30	9.30% 8	2.33% 2	86

Q5 Did the doctor tell you that we aim to deal with only one problem in each 10 min appointment?

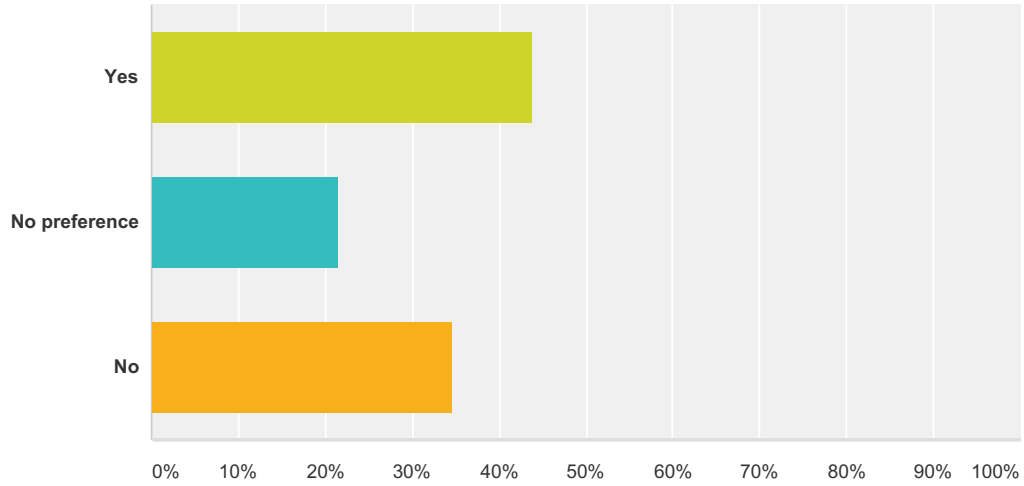
Answered: 99 Skipped: 3



Answer Choices	Responses	Count
Yes	32.32%	32
No	37.37%	37
N/A I only had one problem	30.30%	30
Total		99

Q6 Would you find an 'express' appointment of 5 minutes useful for urgent single-issue problems?

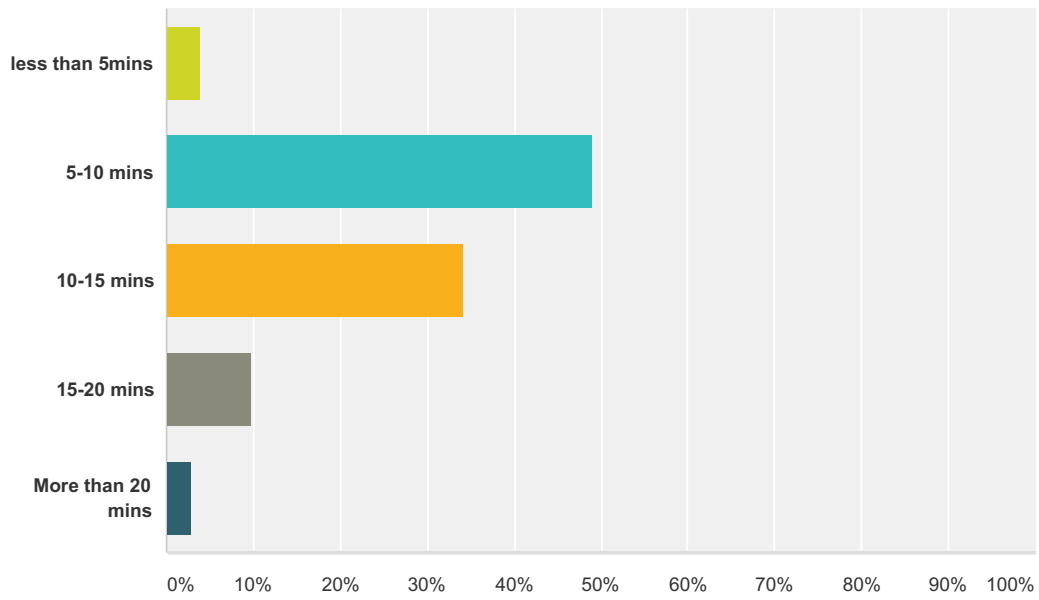
Answered: 98 Skipped: 4



Answer Choices	Responses	Count
Yes	43.88%	43
No preference	21.43%	21
No	34.69%	34
Total		98

Q7 How long did the doctor spend with you at your last appointment?

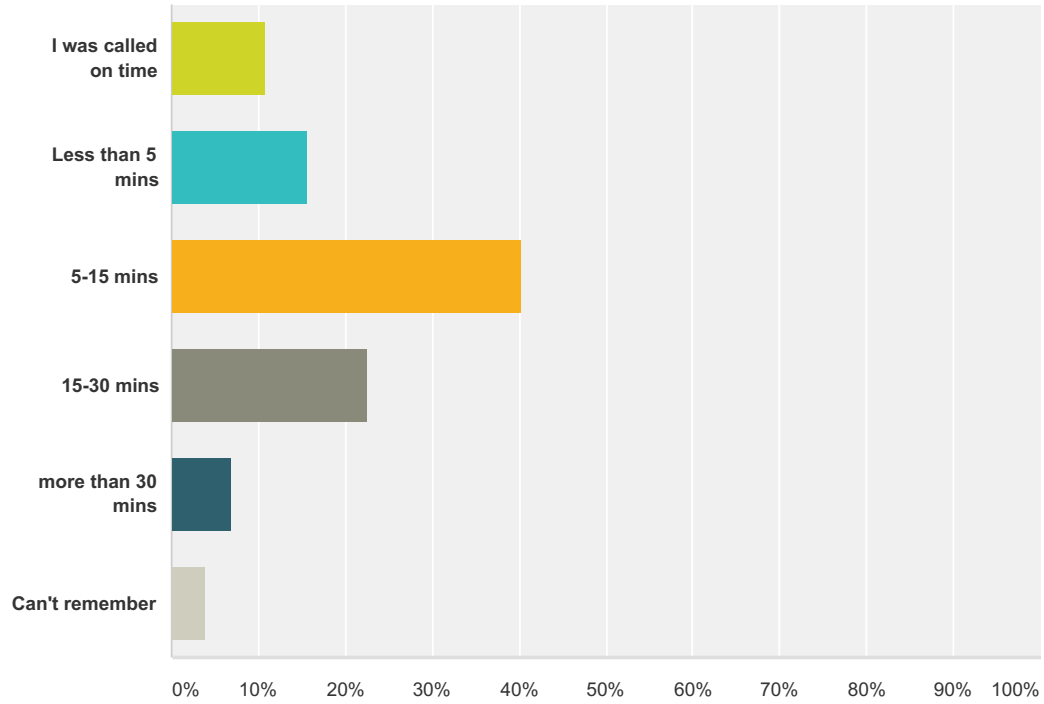
Answered: 102 Skipped: 0



Answer Choices	Responses	Count
less than 5mins	3.92%	4
5-10 mins	49.02%	50
10-15 mins	34.31%	35
15-20 mins	9.80%	10
More than 20 mins	2.94%	3
Total		102

Q8 How long after your appointment start time did you wait for the doctor to call you in?

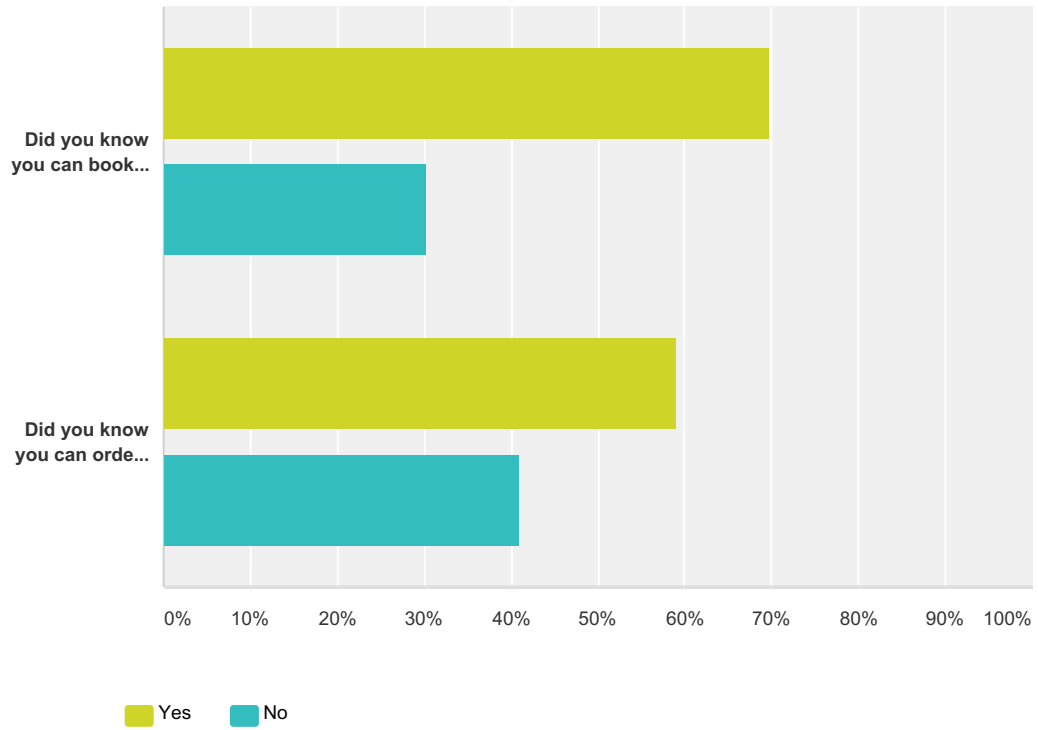
Answered: 102 Skipped: 0



Answer Choices	Responses	
I was called on time	10.78%	11
Less than 5 mins	15.69%	16
5-15 mins	40.20%	41
15-30 mins	22.55%	23
more than 30 mins	6.86%	7
Can't remember	3.92%	4
Total		102

Q9 Services via the website/internet

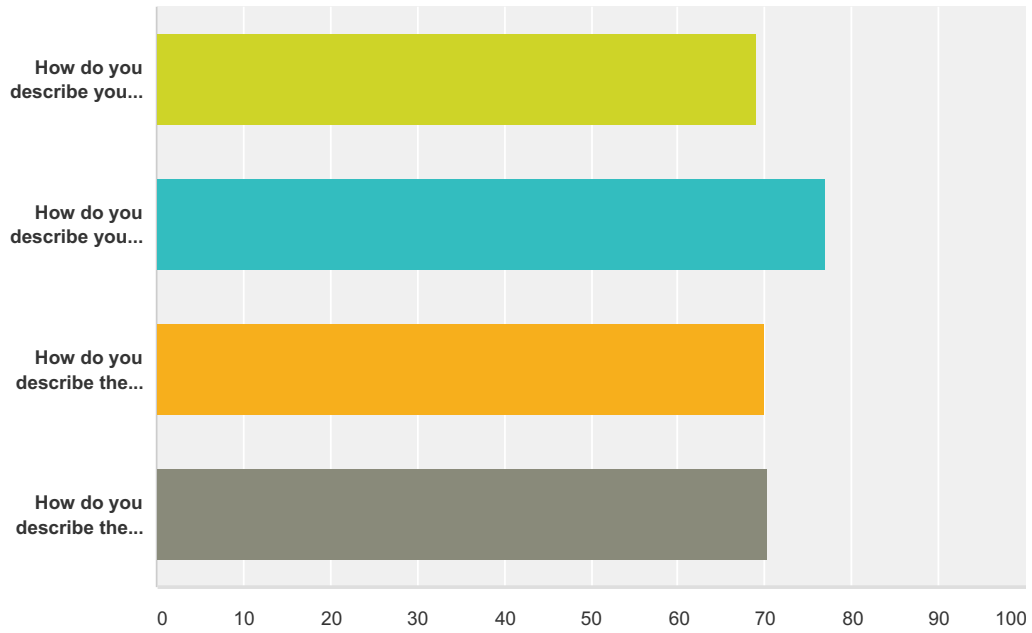
Answered: 96 Skipped: 6



	Yes	No	Total
Did you know you can book an appointment via the website/internet?	69.79% 67	30.21% 29	96
Did you know you can order repeat prescriptions via the website/internet?	59.14% 55	40.86% 38	93

Q10 About the new website

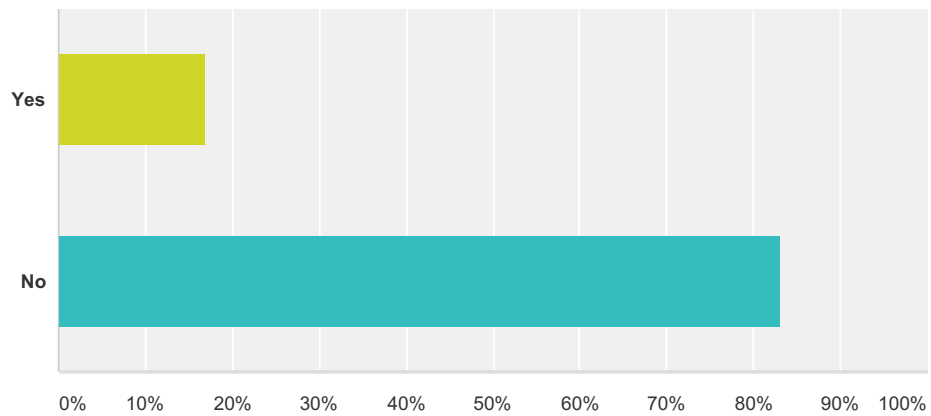
Answered: 94 Skipped: 8



	Excellent	Very Good	Good	Fair	Poor	Never Used	Total	Weighted Average
How do you describe your experience of booking an appointment on the internet?	11.70% 11	17.02% 16	11.70% 11	4.26% 4	6.38% 6	48.94% 46	94	69.17
How do you describe your experience of ordering repeat prescriptions on the internet?	11.70% 11	11.70% 11	8.51% 8	1.06% 1	2.13% 2	64.89% 61	94	76.97
How do you describe the information on the new website?	10.87% 10	20.65% 19	21.74% 20	3.26% 3	4.35% 4	39.13% 36	92	70.00
How do you describe the ease of use of the new website?	10.75% 10	24.73% 23	16.13% 15	7.53% 7	3.23% 3	37.63% 35	93	70.34

Q11 The Practice had a brief trial of online registration with the practice. We have deactivated this at the moment because in some instances it created some difficulties for the practice getting patients to sign the registration form. If you used the service we would like to hear how you experienced it. Did you use online registration?

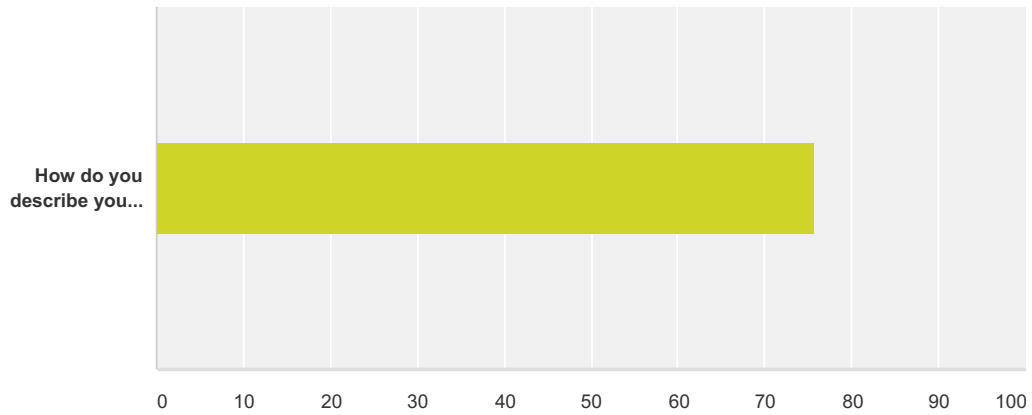
Answered: 89 Skipped: 13



Answer Choices	Responses	
Yes	16.85%	15
No	83.15%	74
Total		89

Q12 If you used the online registration trial

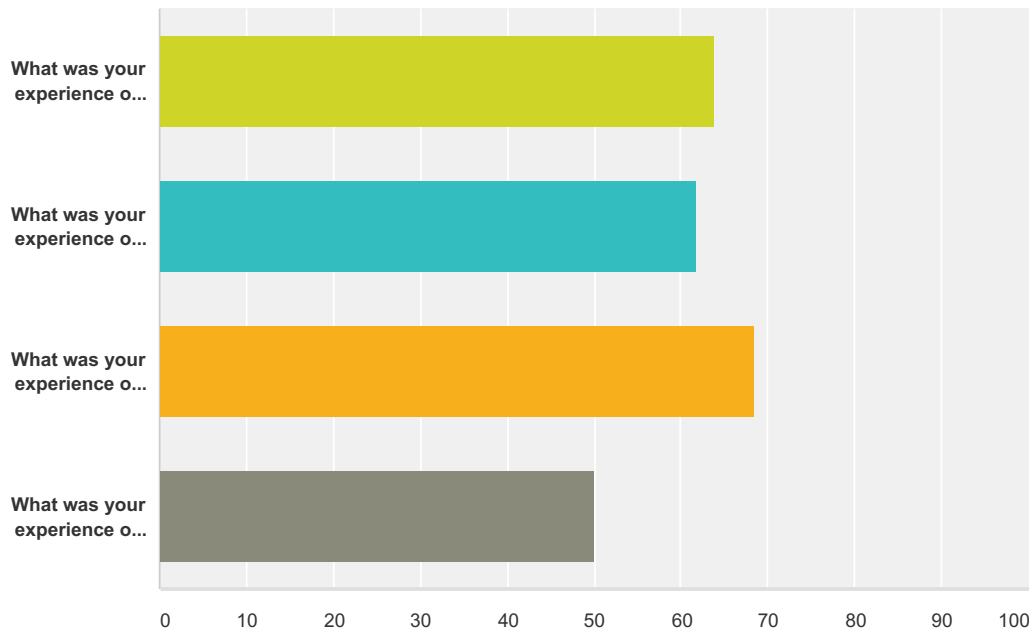
Answered: 19 Skipped: 83



	Excellent	Very Good	Good	Fair	Poor	Never Used	Total	Weighted Average
How do you describe your experience of online registration?	21.05% 4	26.32% 5	21.05% 4	0.00% 0	5.26% 1	26.32% 5	19	75.71

Q13 Please rate your experience of the Building

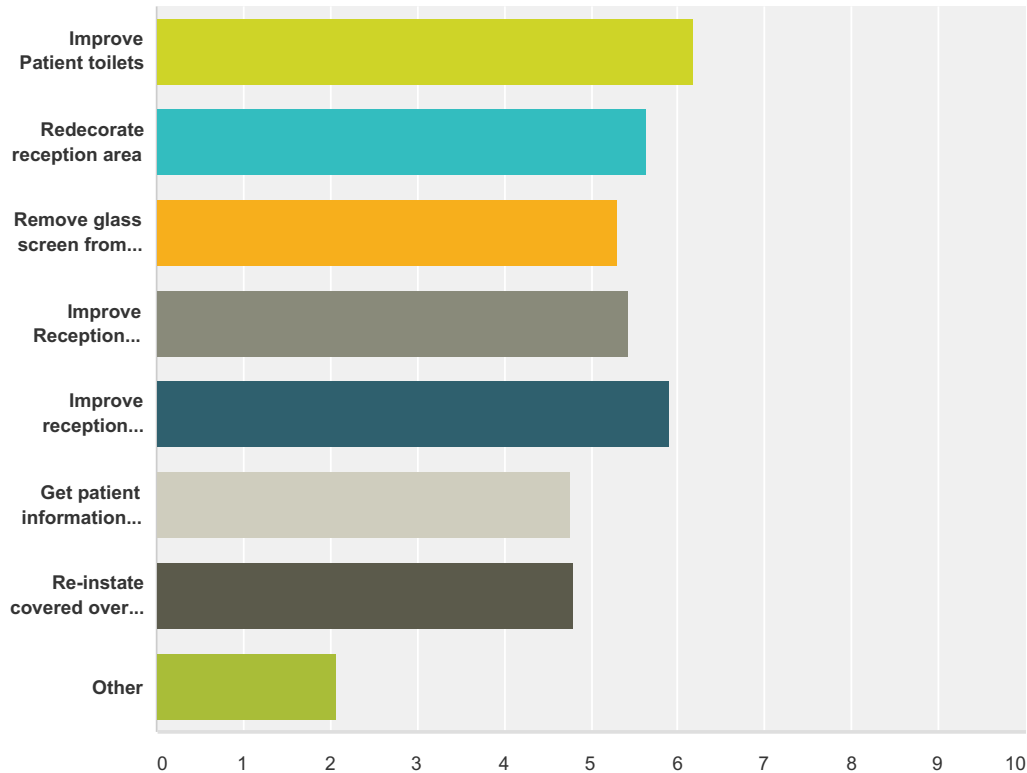
Answered: 95 Skipped: 7



	Excellent	Very Good	Good	Fair	Poor	Total	Weighted Average
What was your experience of the reception desk?	13.68% 13	29.47% 28	28.42% 27	18.95% 18	9.47% 9	95	63.79
What was your experience of the main reception seating area?	12.63% 12	25.26% 24	29.47% 28	24.21% 23	8.42% 8	95	61.89
What was your experience of the doctors & nurses rooms?	18.95% 18	28.42% 27	32.63% 31	15.79% 15	4.21% 4	95	68.42
What was your experience of the patient toilets?	7.06% 6	15.29% 13	25.88% 22	24.71% 21	27.06% 23	85	50.12

Q14 Please rank the following improvements to the reception area in order of priority with 1=highest priority (If you do not think an area needs attention then mark as 'N/A') :

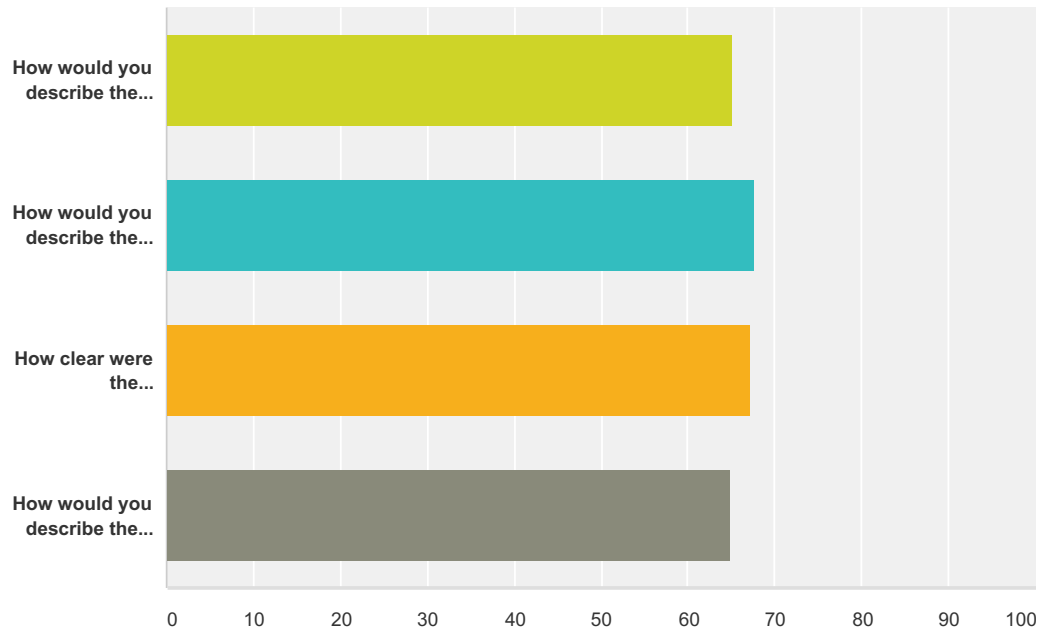
Answered: 90 Skipped: 12



	1	2	3	4	5	6	7	8	N/A	Total	Score
Improve Patient toilets	23.33% 21	13.33% 12	6.67% 6	10.00% 9	10.00% 9	4.44% 4	1.11% 1	0.00% 0	31.11% 28	90	6.18
Redecorate reception area	18.89% 17	18.89% 17	6.67% 6	6.67% 6	3.33% 3	10.00% 9	8.89% 8	1.11% 1	25.56% 23	90	5.63
Remove glass screen from reception desk	13.33% 12	5.56% 5	6.67% 6	16.67% 15	7.78% 7	2.22% 2	8.89% 8	0.00% 0	38.89% 35	90	5.31
Improve Reception lighting	11.11% 10	4.44% 4	16.67% 15	10.00% 9	6.67% 6	3.33% 3	5.56% 5	1.11% 1	41.11% 37	90	5.42
Improve reception cleanliness	7.78% 7	20.00% 18	15.56% 14	5.56% 5	10.00% 9	5.56% 5	0.00% 0	0.00% 0	35.56% 32	90	5.90
Get patient information video screen working	6.67% 6	10.00% 9	8.89% 8	8.89% 8	14.44% 13	11.11% 10	10.00% 9	0.00% 0	30.00% 27	90	4.75
Re-instate covered over murals	5.56% 5	8.89% 8	12.22% 11	8.89% 8	5.56% 5	13.33% 12	8.89% 8	0.00% 0	36.67% 33	90	4.81
Other	0.00% 0	1.11% 1	3.33% 3	3.33% 3	3.33% 3	3.33% 3	8.89% 8	35.56% 32	41.11% 37	90	2.06

Q15 About our Reception Team (If you have never spoken to reception please tick 'Never spoken')

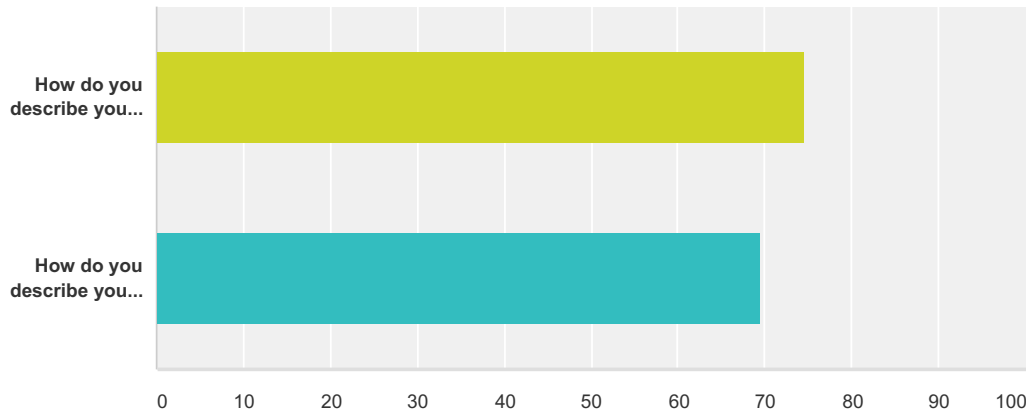
Answered: 95 Skipped: 7



	Excellent	Very Good	Good	Fair	Poor	Never spoken to Receptionist	Total	Weighted Average
How would you describe the receptionist's warmth of greeting?	12.63% 12	37.89% 36	20.00% 19	21.05% 20	8.42% 8	0.00% 0	95	65.05
How would you describe the receptionist's ability to listen?	16.84% 16	35.79% 34	21.05% 20	21.05% 20	5.26% 5	0.00% 0	95	67.58
How clear were the receptionist's explanations?	15.79% 15	34.74% 33	24.21% 23	20.00% 19	5.26% 5	0.00% 0	95	67.16
How would you describe the reception team to your friends & family?	15.96% 15	28.72% 27	23.40% 22	18.09% 17	9.57% 9	4.26% 4	94	64.89

Q16 When you book your appointments with the Practice

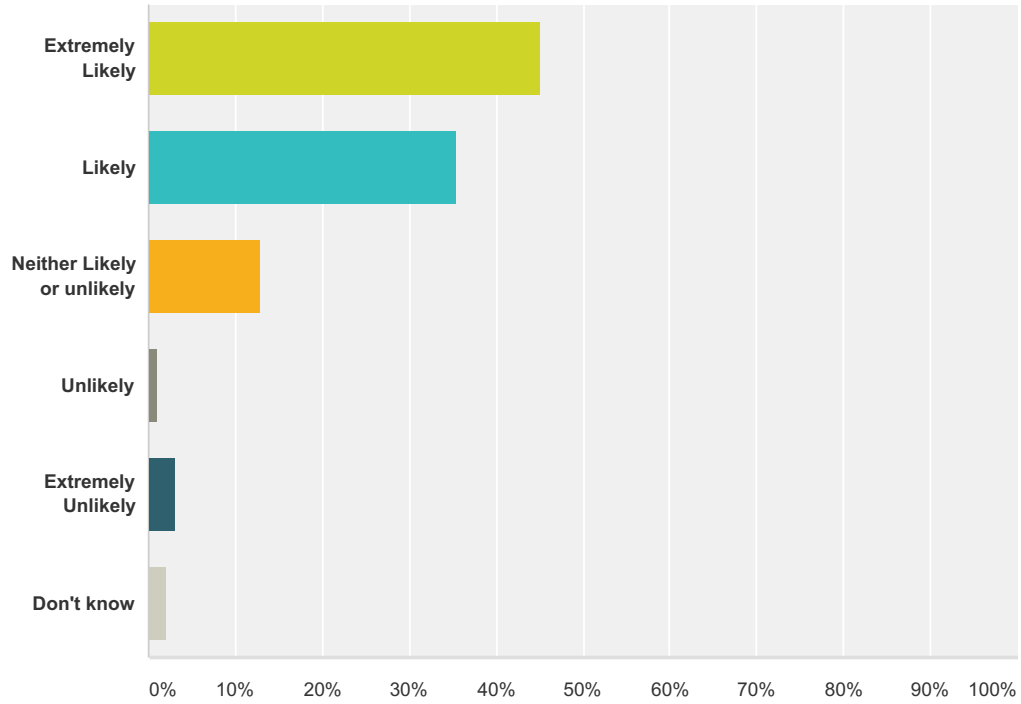
Answered: 95 Skipped: 7



	Excellent	Very Good	Good	Fair	Poor	Never Used	Total	Weighted Average
How do you describe your experience of booking an appointment face-to-face at reception?	23.40% 22	23.40% 22	18.09% 17	8.51% 8	3.19% 3	23.40% 22	94	74.44
How do you describe your experience of booking an appointment by telephone?	23.16% 22	27.37% 26	13.68% 13	22.11% 21	4.21% 4	9.47% 9	95	69.53

Q17 How likely are you to recommend our service to friends and family if they needed similar care or treatment?

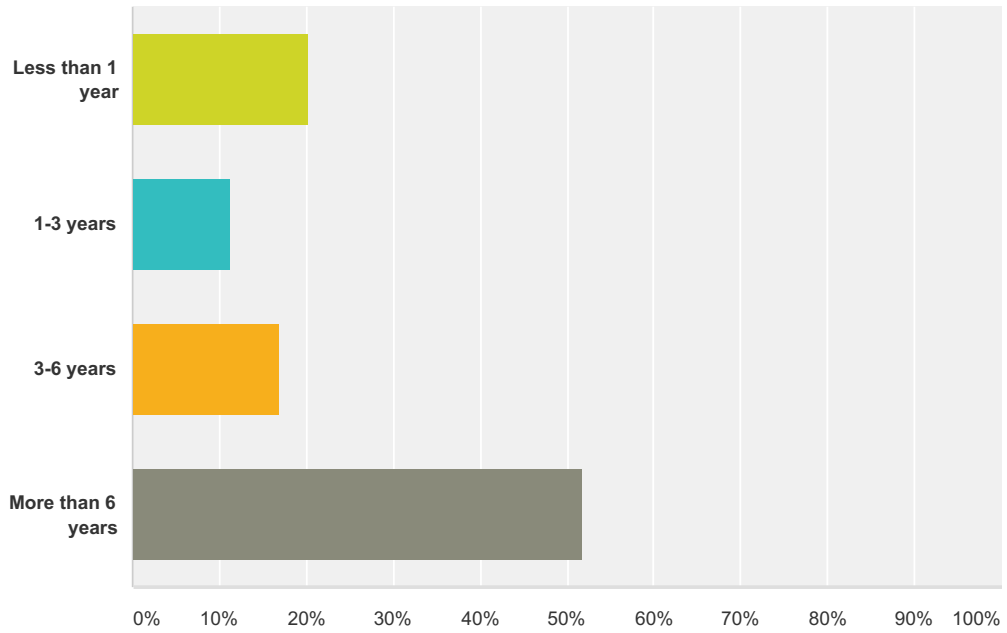
Answered: 93 Skipped: 9



Answer Choices	Responses
Extremely Likely	45.16% 42
Likely	35.48% 33
Neither Likely or unlikely	12.90% 12
Unlikely	1.08% 1
Extremely Unlikely	3.23% 3
Don't know	2.15% 2
Total	93

Q19 How long have you been a patient?

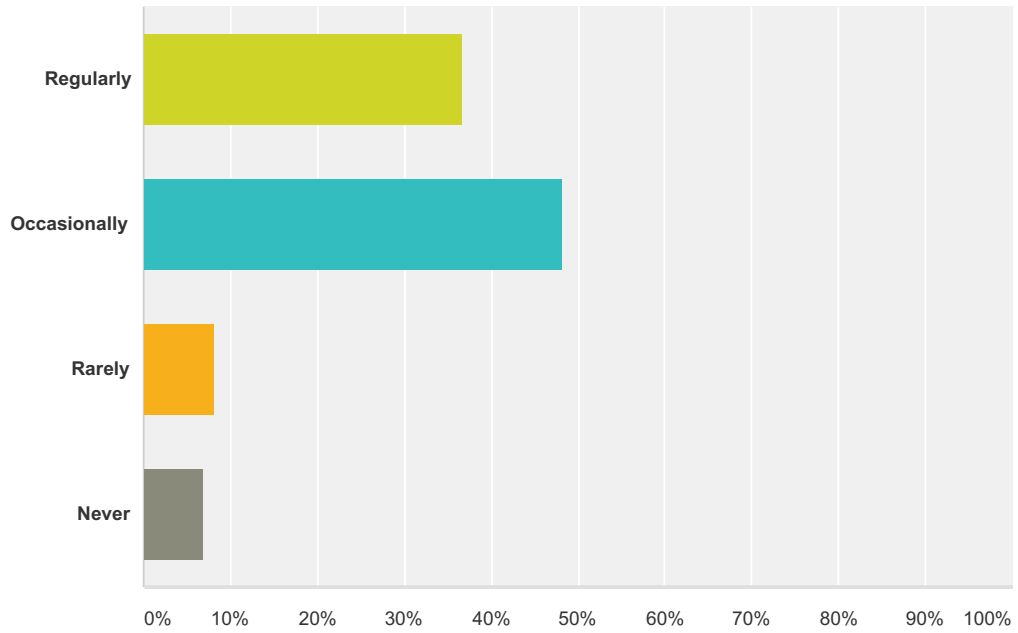
Answered: 89 Skipped: 13



Answer Choices	Responses	Count
Less than 1 year	20.22%	18
1-3 years	11.24%	10
3-6 years	16.85%	15
More than 6 years	51.69%	46
Total		89

Q20 Do you attend the surgery

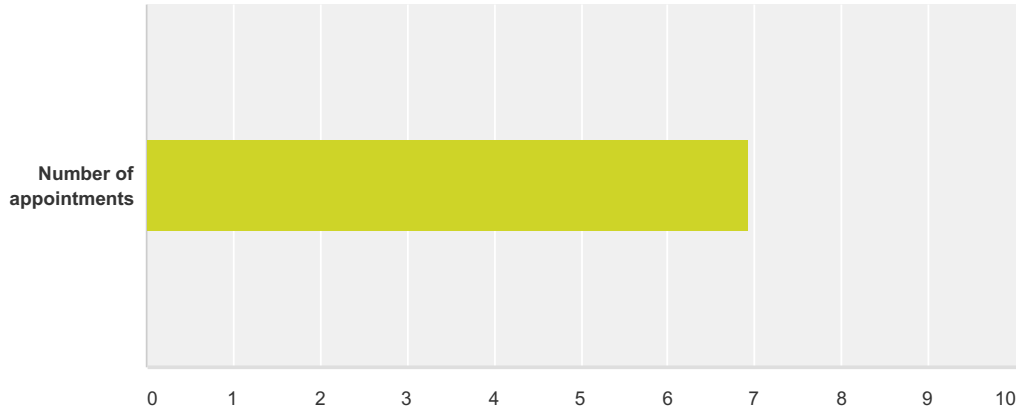
Answered: 87 Skipped: 15



Answer Choices	Responses
Regularly	36.78% 32
Occasionally	48.28% 42
Rarely	8.05% 7
Never	6.90% 6
Total	87

Q21 How many appointments might you use in a year (doctor & nurse appointments)?

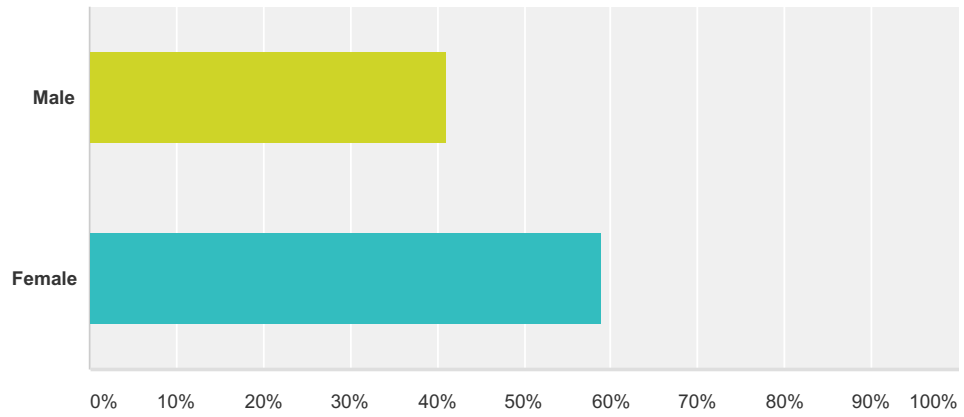
Answered: 77 Skipped: 25



Answer Choices	Average Number	Total Number	Responses
Number of appointments	7	534	77
Total Respondents: 77			

Q22 Gender?

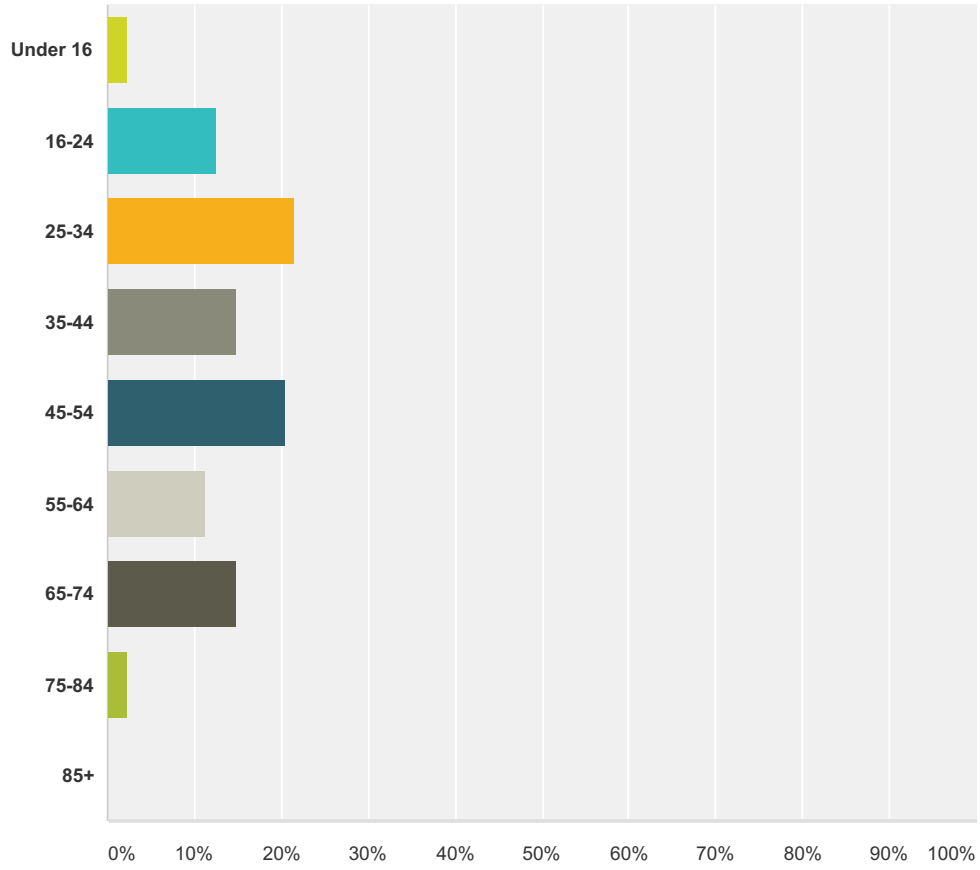
Answered: 85 Skipped: 17



Answer Choices	Responses
Male	41.18% 35
Female	58.82% 50
Total	85

Q23 Age?

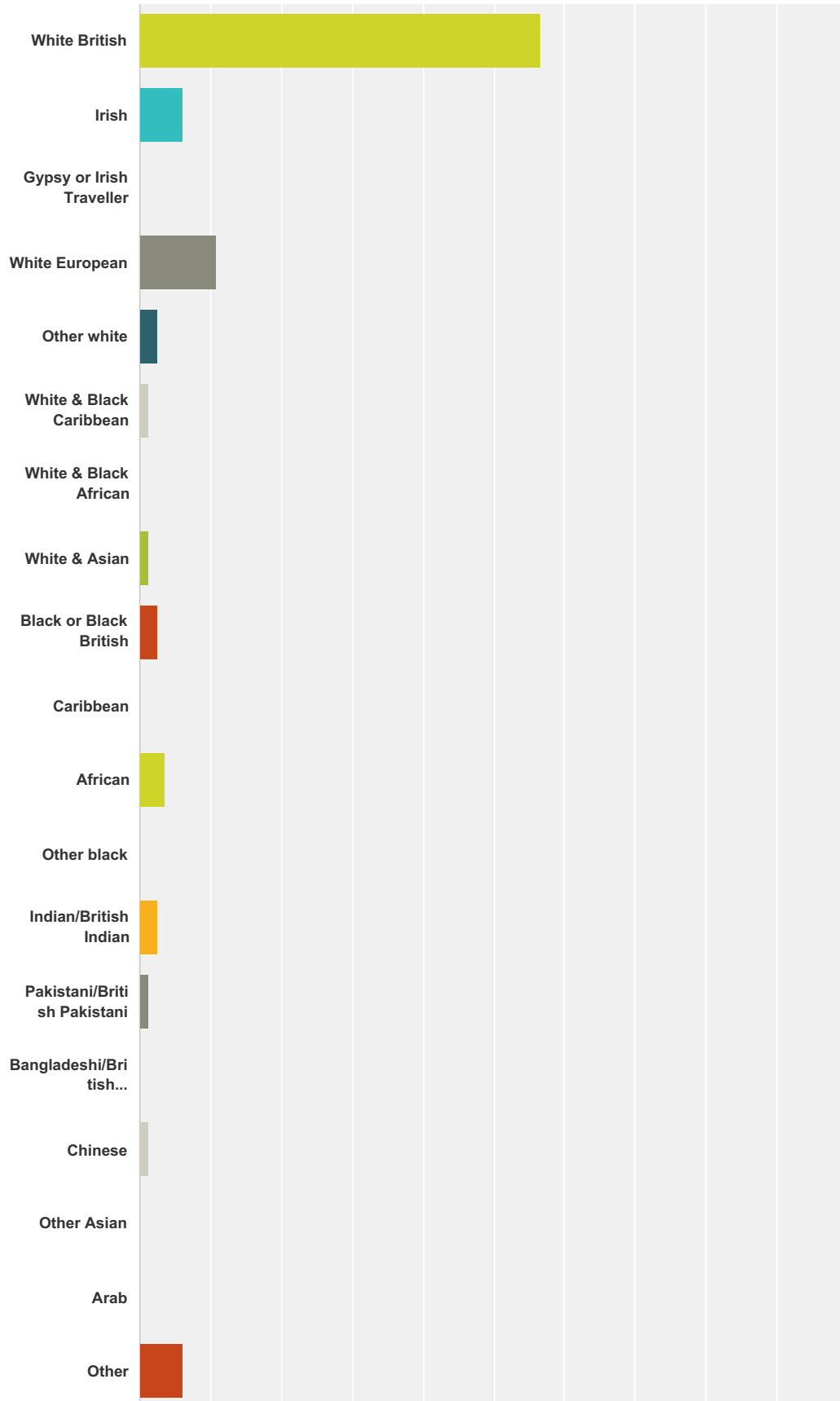
Answered: 88 Skipped: 14



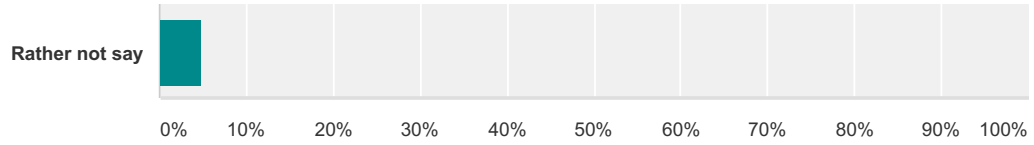
Answer Choices	Responses	Count
Under 16	2.27%	2
16-24	12.50%	11
25-34	21.59%	19
35-44	14.77%	13
45-54	20.45%	18
55-64	11.36%	10
65-74	14.77%	13
75-84	2.27%	2
85+	0.00%	0
Total		88

Q24 Ethnicity?

Answered: 83 Skipped: 19



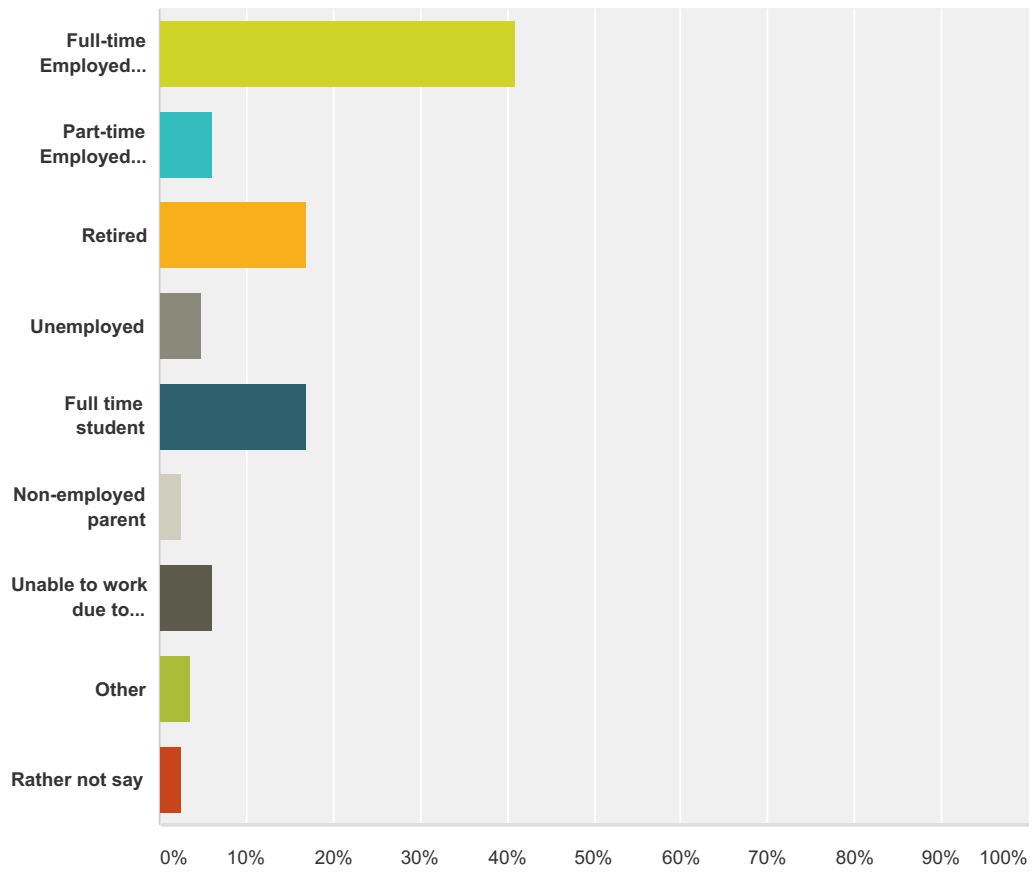
Clerkenwell Medical Practice 2014-15 Patient Survey



Answer Choices	Responses
White British	56.63% 47
Irish	6.02% 5
Gypsy or Irish Traveller	0.00% 0
White European	10.84% 9
Other white	2.41% 2
White & Black Caribbean	1.20% 1
White & Black African	0.00% 0
White & Asian	1.20% 1
Black or Black British	2.41% 2
Caribbean	0.00% 0
African	3.61% 3
Other black	0.00% 0
Indian/British Indian	2.41% 2
Pakistani/British Pakistani	1.20% 1
Bangladeshi/British Bangladeshi	0.00% 0
Chinese	1.20% 1
Other Asian	0.00% 0
Arab	0.00% 0
Other	6.02% 5
Rather not say	4.82% 4
Total	83

Q25 How would you describe your current status?

Answered: 83 Skipped: 19



Answer Choices	Responses	
Full-time Employed (including self-employed)	40.96%	34
Part-time Employed (including self-employed)	6.02%	5
Retired	16.87%	14
Unemployed	4.82%	4
Full time student	16.87%	14
Non-employed parent	2.41%	2
Unable to work due to disability/sickness	6.02%	5
Other	3.61%	3
Rather not say	2.41%	2
Total		83