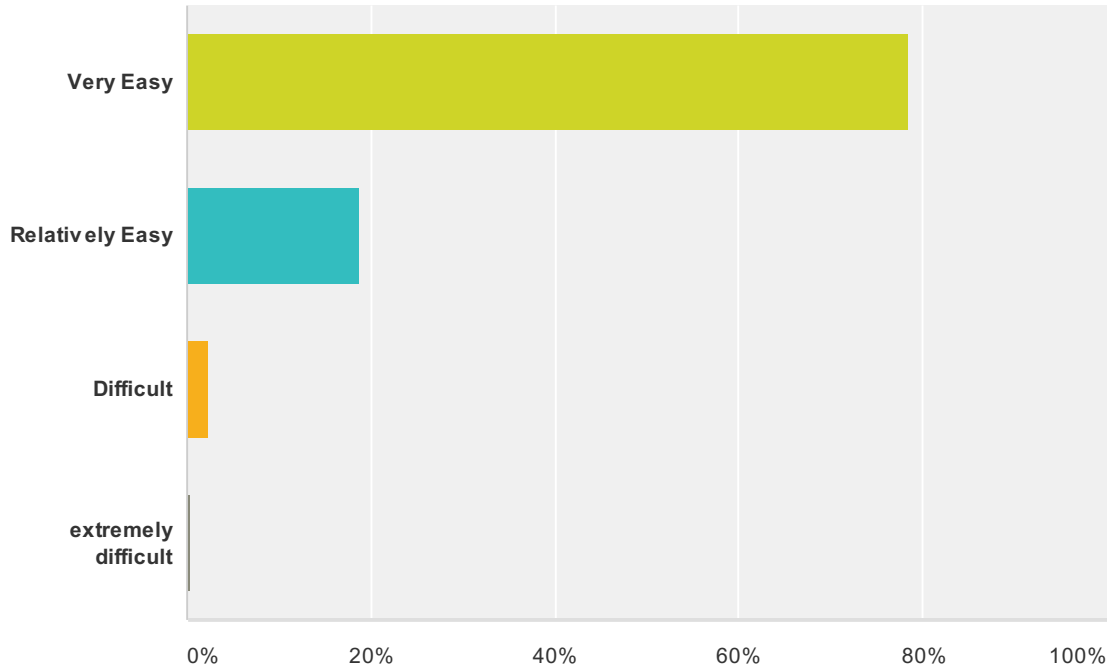


Q1 If you have seen a Doctor or the Nurse in the last 6 months, how easy was it for you get an appointment on a date and time to suit you?

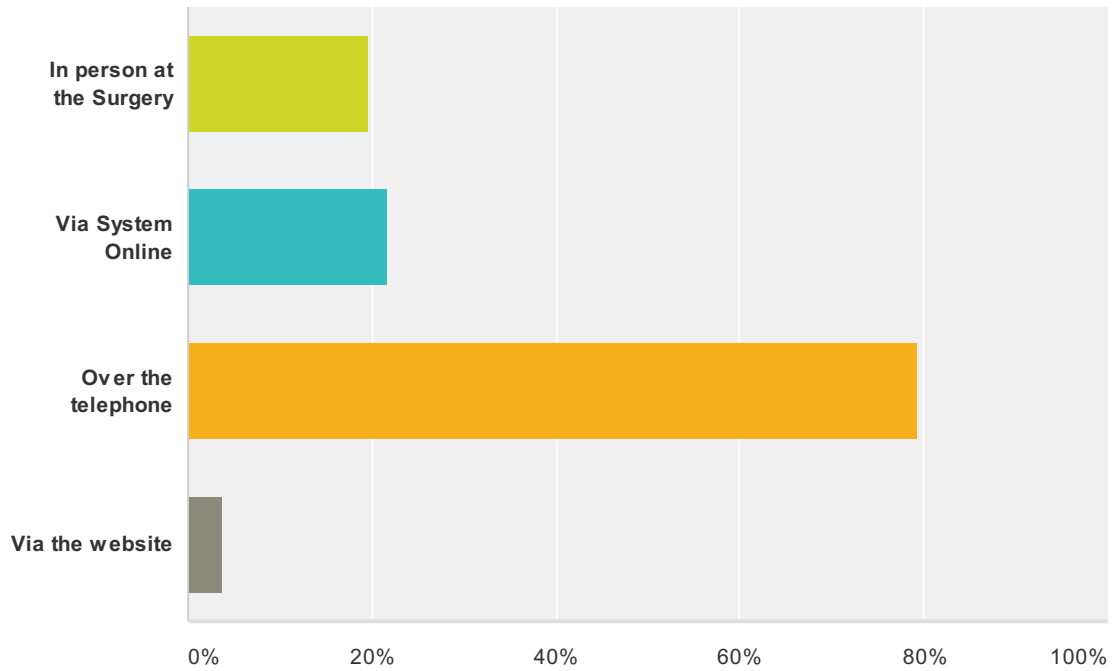
Answered: 261 Skipped: 6



Answer Choices	Responses
Very Easy	78.54% 205
Relatively Easy	18.77% 49
Difficult	2.30% 6
extremely difficult	0.38% 1
Total	261

Q2 Which method(s) do you currently use to make your appointments?

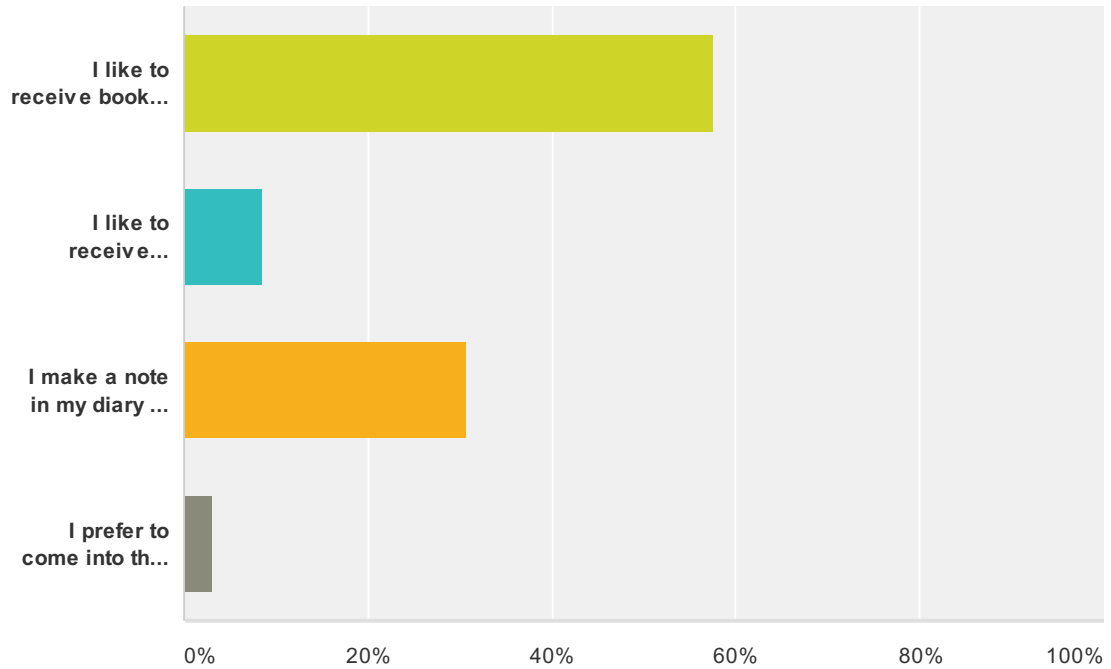
Answered: 266 Skipped: 1



Answer Choices	Responses
In person at the Surgery	19.55% 52
Via System Online	21.80% 58
Over the telephone	79.32% 211
Via the website	3.76% 10
Total Respondents: 266	

Q3 If you have a mobile phone our system confirms your appointment by text at the time of booking, and also sends you a reminder the day before your appointment is due. Please answer the following.

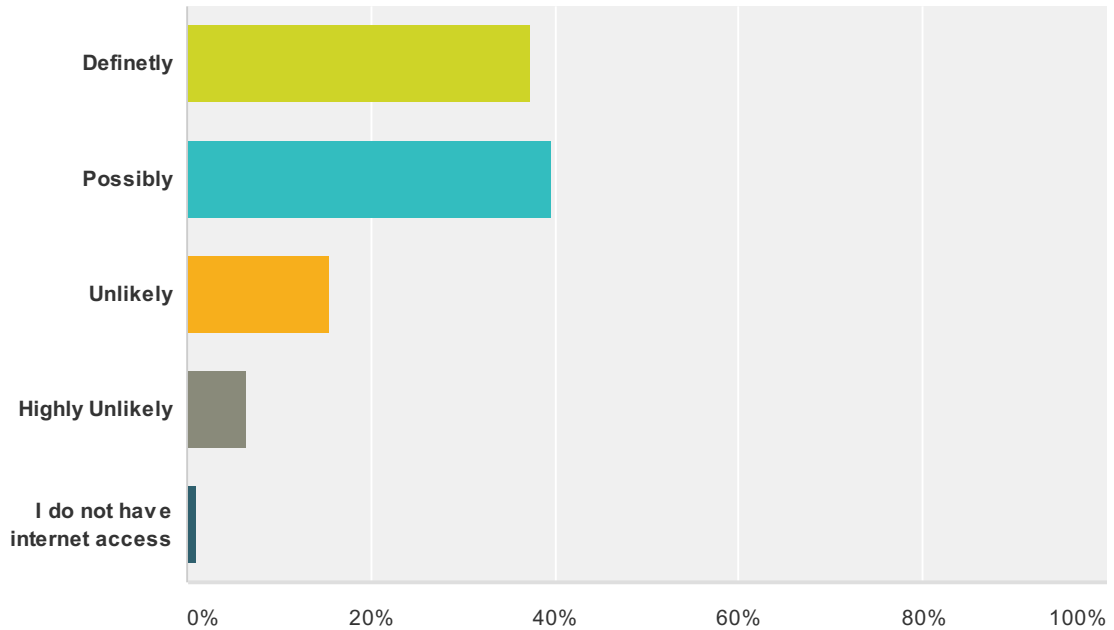
Answered: 260 Skipped: 7



Answer Choices	Responses	
I like to receive booking details and reminders by text.	57.69%	150
I like to receive confirmation of booking by text, but do not need reminding.	8.46%	22
I make a note in my diary at the time I make the appointment, and require no other confirmation.	30.77%	80
I prefer to come into the surgery to make an appointment, and receive confirmation with a booking slip.	3.08%	8
Total		260

Q4 System Online (an element of our Clinical Computer Sytem) enables patients the facility to be able to book/cancel appointments online. How likely are you to use this .

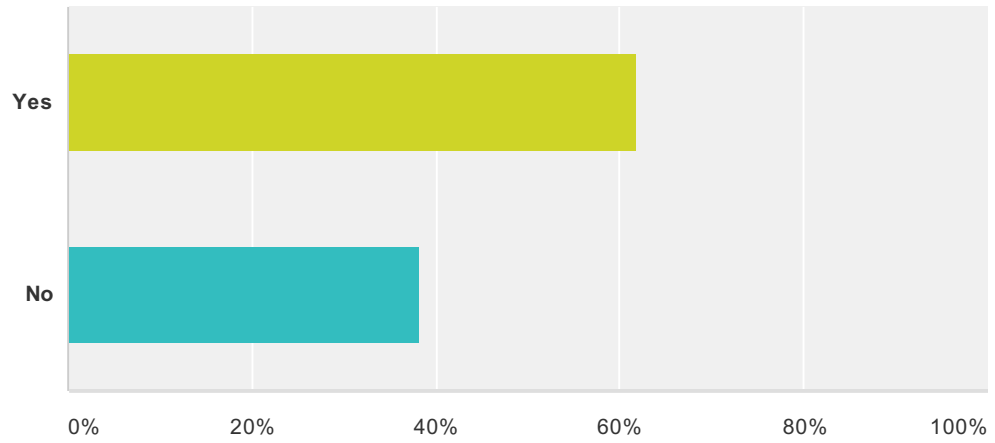
Answered: 265 Skipped: 2



Answer Choices	Responses
Definetly	37.36% 99
Possibly	39.62% 105
Unlikely	15.47% 41
Highly Unlikely	6.42% 17
I do not have internet access	1.13% 3
Total	265

Q5 Were you aware that the above facility now existed?

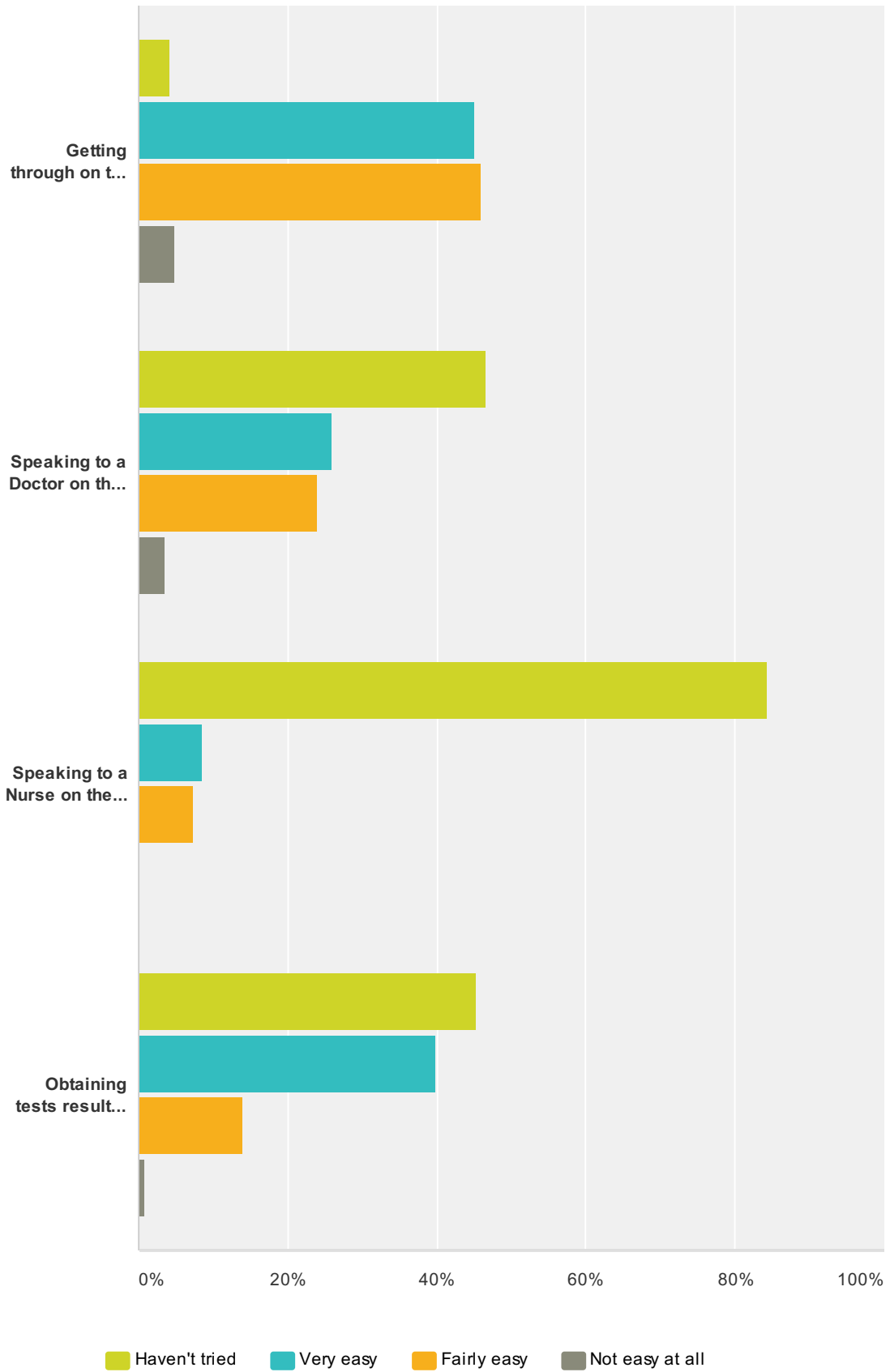
Answered: 265 Skipped: 2



Answer Choices	Responses	
Yes	61.89%	164
No	38.11%	101
Total		265

Q6 In the past 6 months how easy have you found the following?

Answered: 266 Skipped: 1

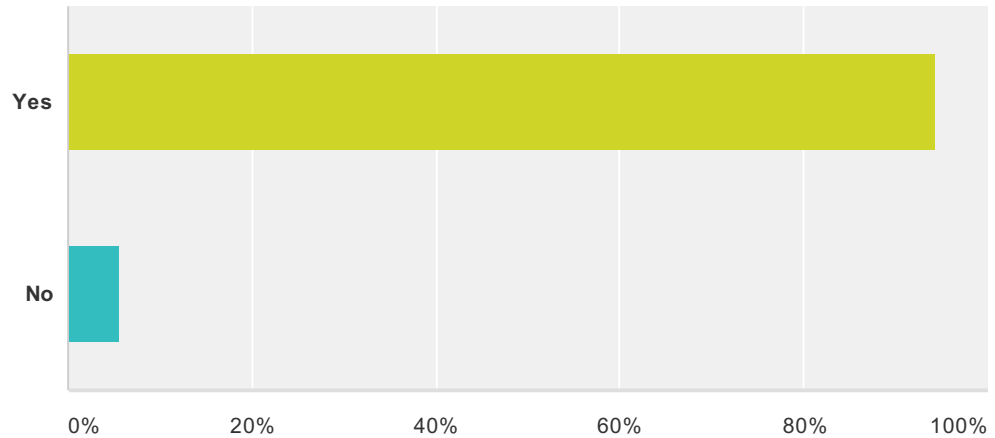


Bedwyn Patient Survey 2014

	Haven't tried	Very easy	Fairly easy	Not easy at all	Total
Getting through on the phone	4.14% 11	45.11% 120	45.86% 122	4.89% 13	266
Speaking to a Doctor on the phone	46.46% 118	25.98% 66	24.02% 61	3.54% 9	254
Speaking to a Nurse on the phone	84.27% 209	8.47% 21	7.26% 18	0% 0	248
Obtaining tests results by phone	45.31% 116	39.84% 102	14.06% 36	0.78% 2	256

Q7 For very routine matters or if you wanted to ask the Doctor about a specific matter, would it be helpful for you to have access via a telephone callback facility or email response?

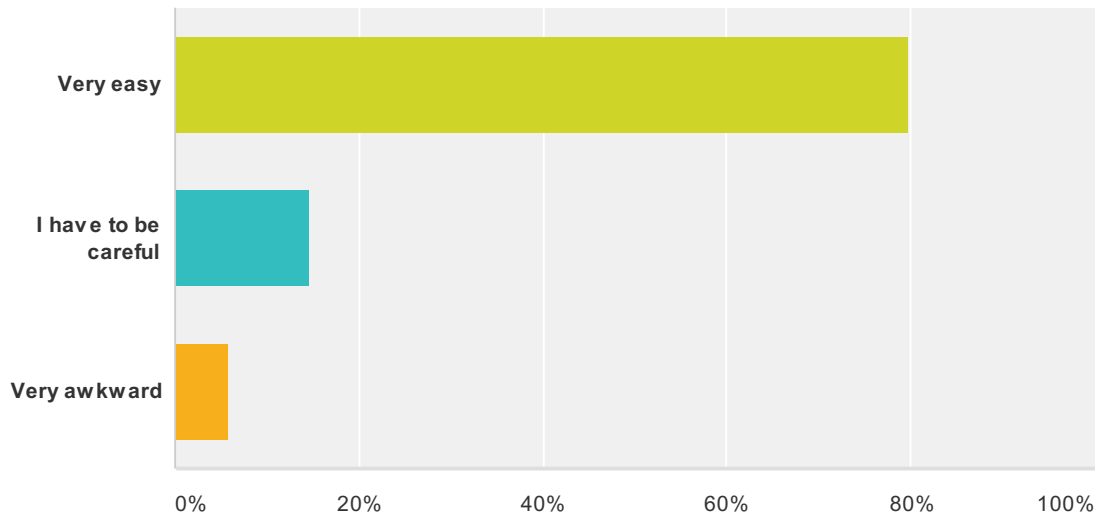
Answered: 266 Skipped: 1



Answer Choices	Responses	
Yes	94.36%	251
No	5.64%	15
Total		266

Q8 How easy is it for you to accept incoming calls of a personal nature during the course of a normal working day?

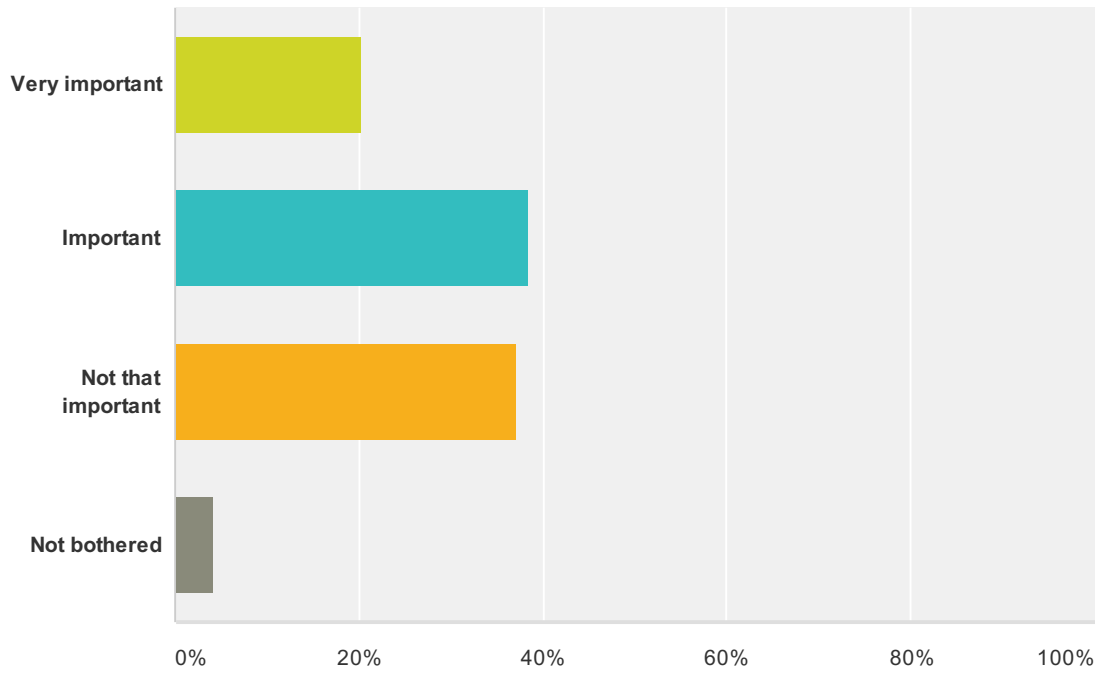
Answered: 261 Skipped: 6



Answer Choices	Responses
Very easy	79.69% 208
I have to be careful	14.56% 38
Very awkward	5.75% 15
Total	261

Q9 When booking an appointment, how important to you is it that you see a specific Doctor?

Answered: 266 Skipped: 1



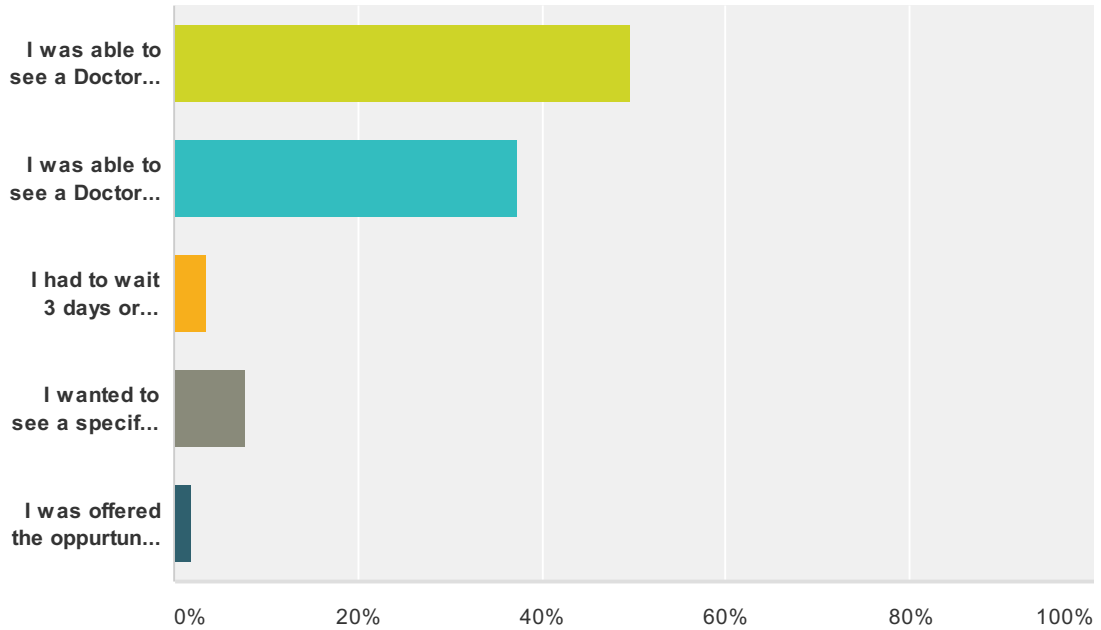
Answer Choices	Responses
Very important	20.30% 54
Important	38.35% 102
Not that important	37.22% 99
Not bothered	4.14% 11
Total	266

Q10 If you feel that it is important that you see a specific Doctor, please could you comment below why this is so.

Answered: 156 Skipped: 111

Q11 When you last tried to book an appointment at reasonably short notice, could you please specify how long you had to wait.

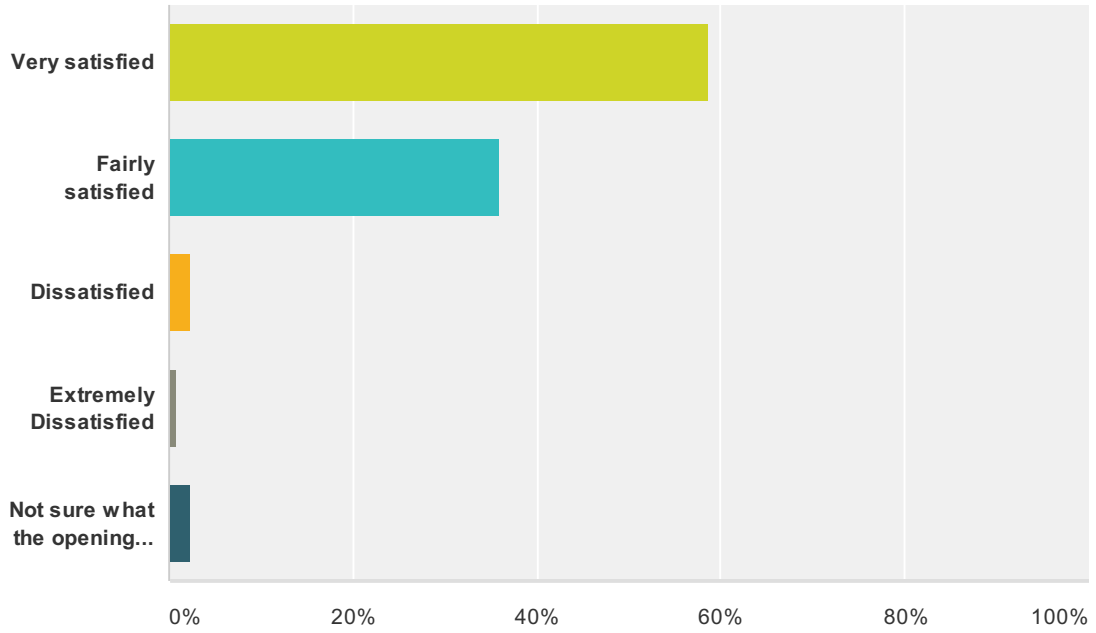
Answered: 260 Skipped: 7



Answer Choices	Responses	
I was able to see a Doctor the same day	49.62%	129
I was able to see a Doctor within two days	37.31%	97
I had to wait 3 days or longer to see a Doctor	3.46%	9
I wanted to see a specific Doctor, and was prepared to wait longer.	7.69%	20
I was offered the opportunity of having a telephone appointment.	1.92%	5
Total		260

Q12 How satisfied are you with the opening hours of the surgery?

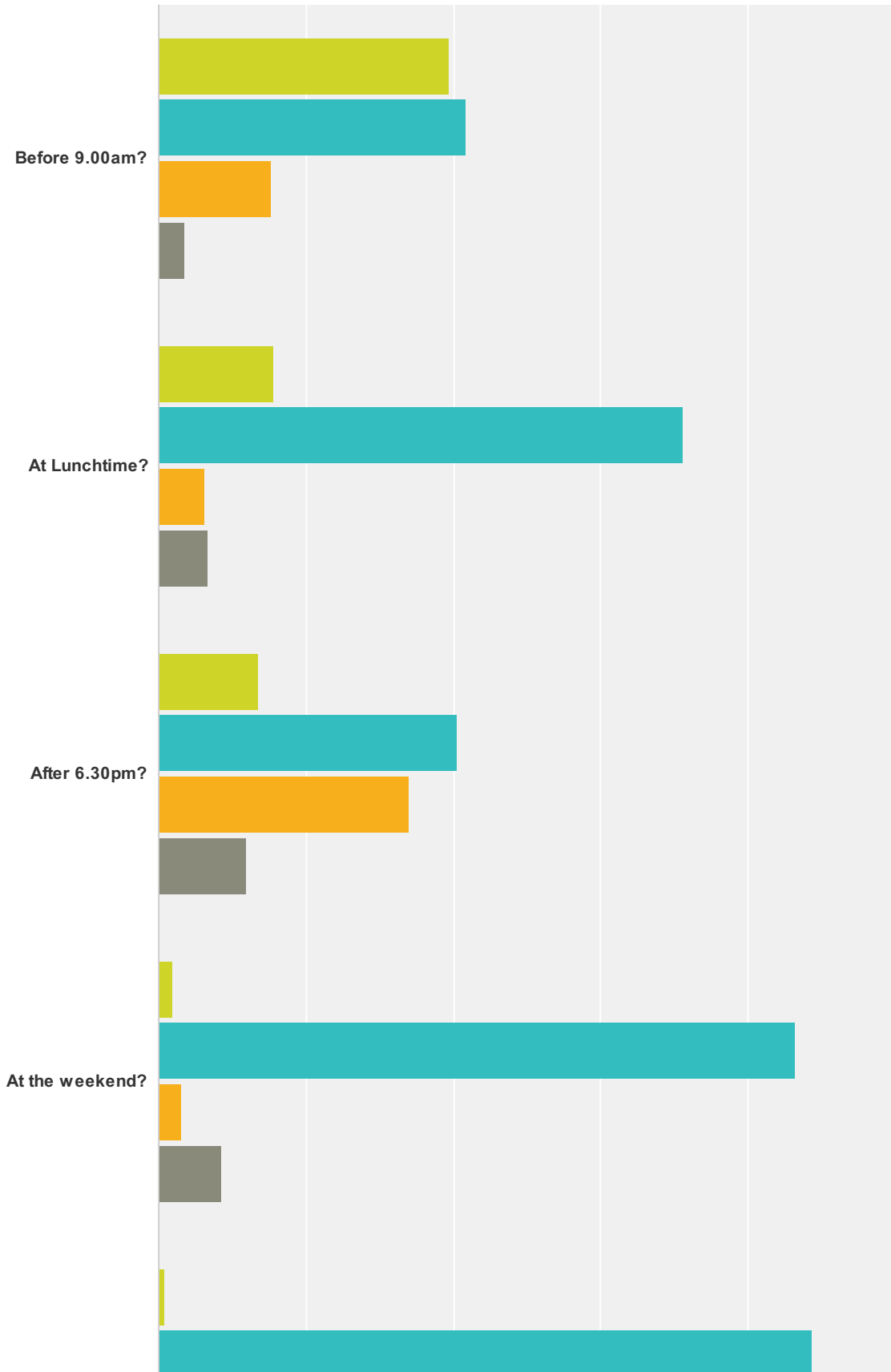
Answered: 259 Skipped: 8



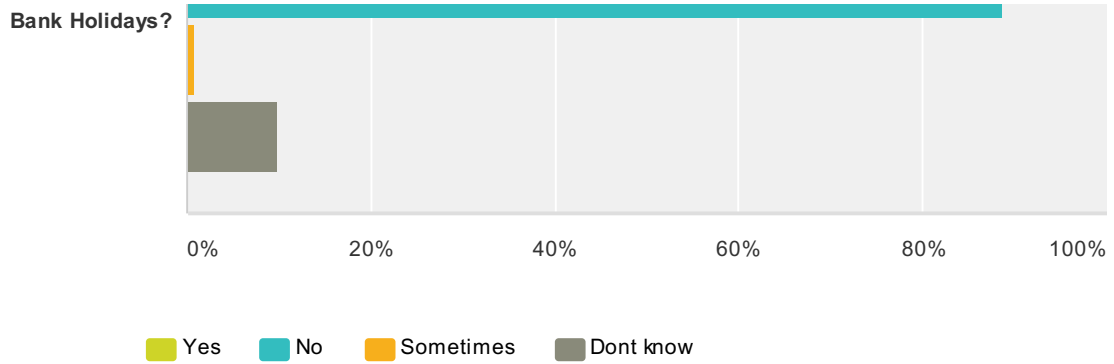
Answer Choices	Responses	
Very satisfied	58.69%	152
Fairly satisfied	35.91%	93
Dissatisfied	2.32%	6
Extremely Dissatisfied	0.77%	2
Not sure what the opening hours are	2.32%	6
Total		259

Q13 As far as you are aware, when is the Surgery open (please put a tick in each row)

Answered: 257 Skipped: 10



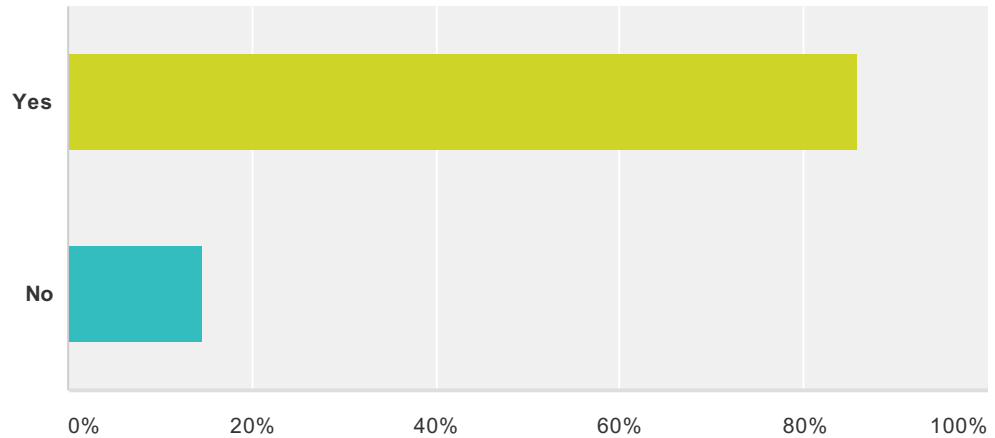
Bedwyn Patient Survey 2014



	Yes	No	Sometimes	Dont know	Total
Before 9.00am?	39.45% 101	41.80% 107	15.23% 39	3.52% 9	256
At Lunchtime?	15.75% 40	71.26% 181	6.30% 16	6.69% 17	254
After 6.30pm?	13.49% 34	40.48% 102	34.13% 86	11.90% 30	252
At the weekend?	1.95% 5	86.33% 221	3.13% 8	8.59% 22	256
Bank Holidays?	0.78% 2	88.63% 226	0.78% 2	9.80% 25	255

Q14 When you wish to see a Doctor or The Nurse, are you able to attend during our existing opening hours (including) Tuesday Evening, without the need to take specific time off of work/school/college to do so?

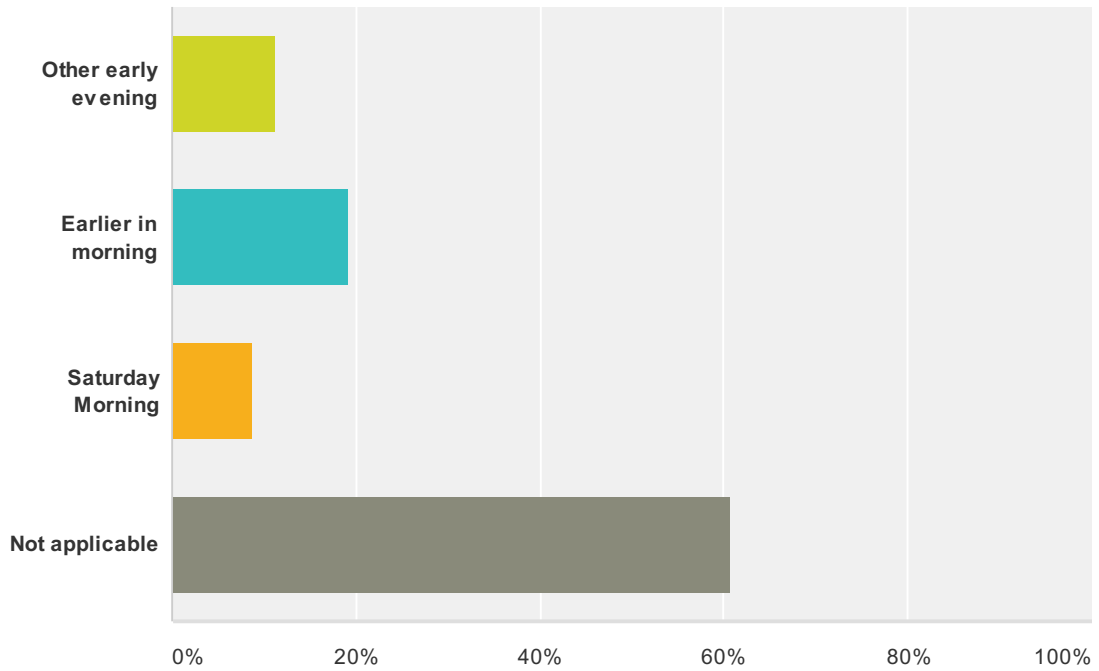
Answered: 255 Skipped: 12



Answer Choices	Responses	
Yes	85.88%	219
No	14.51%	37
Total Respondents: 255		

Q15 If you do have to take time off, when would you prefer to be seen?

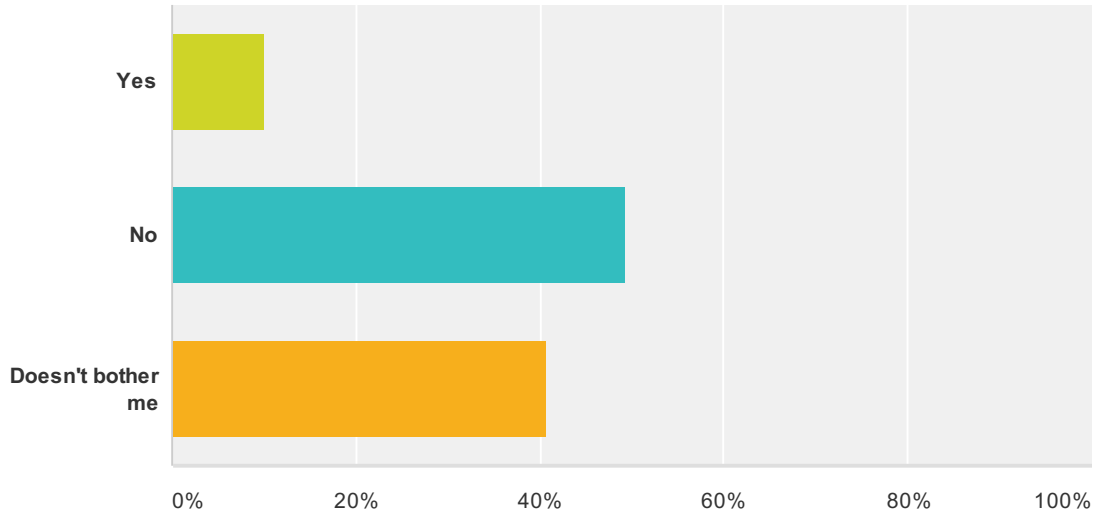
Answered: 240 Skipped: 27



Answer Choices	Responses	
Other early evening	11.25%	27
Earlier in morning	19.17%	46
Saturday Morning	8.75%	21
Not applicable	60.83%	146
Total		240

Q16 Do you find that confidentiality in the waiting area is an issue?

Answered: 260 Skipped: 7



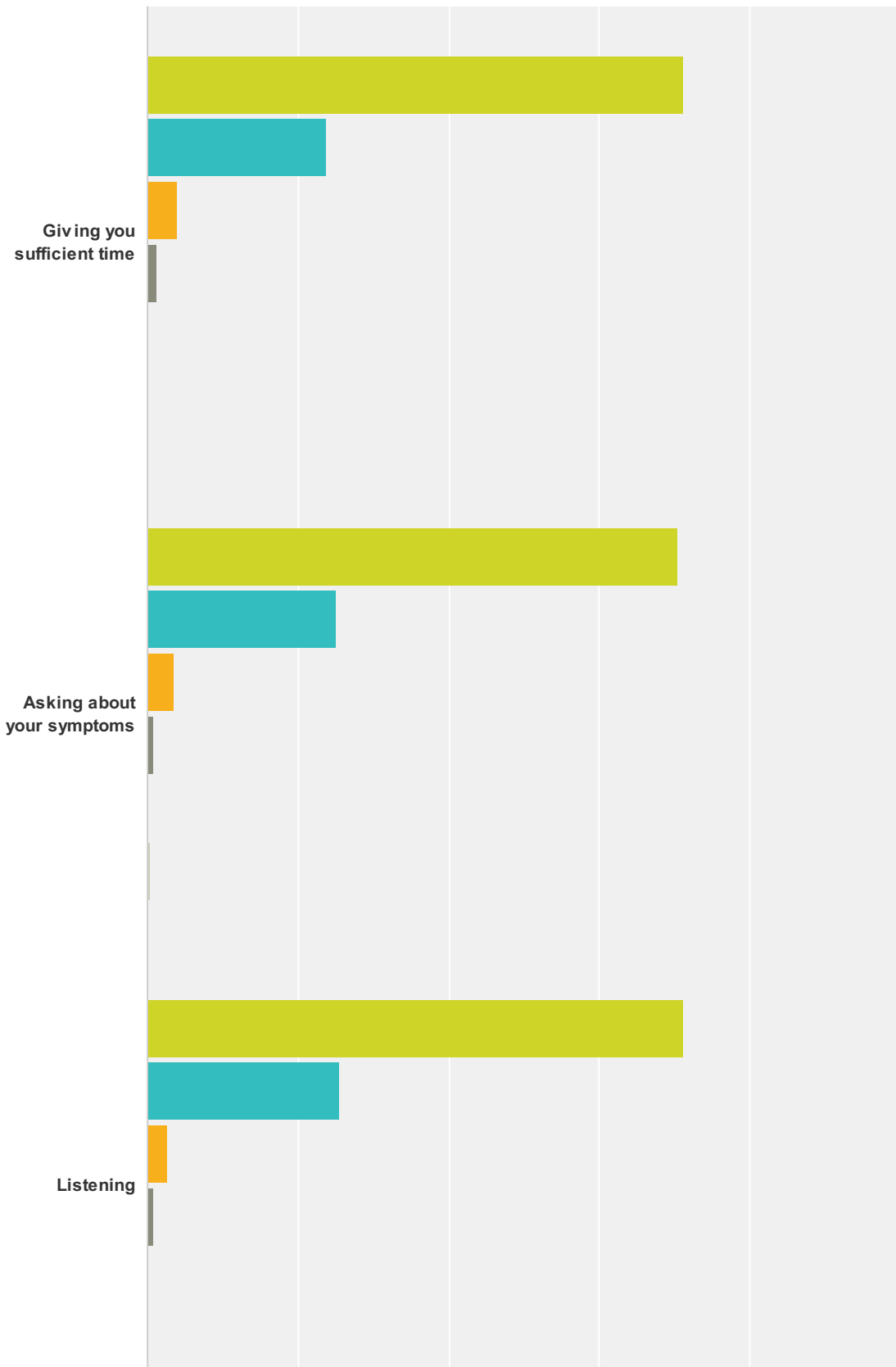
Answer Choices	Responses
Yes	10% 26
No	49.23% 128
Doesn't bother me	40.77% 106
Total	260

Q17 How do you feel we could improve confidentiality in that area?

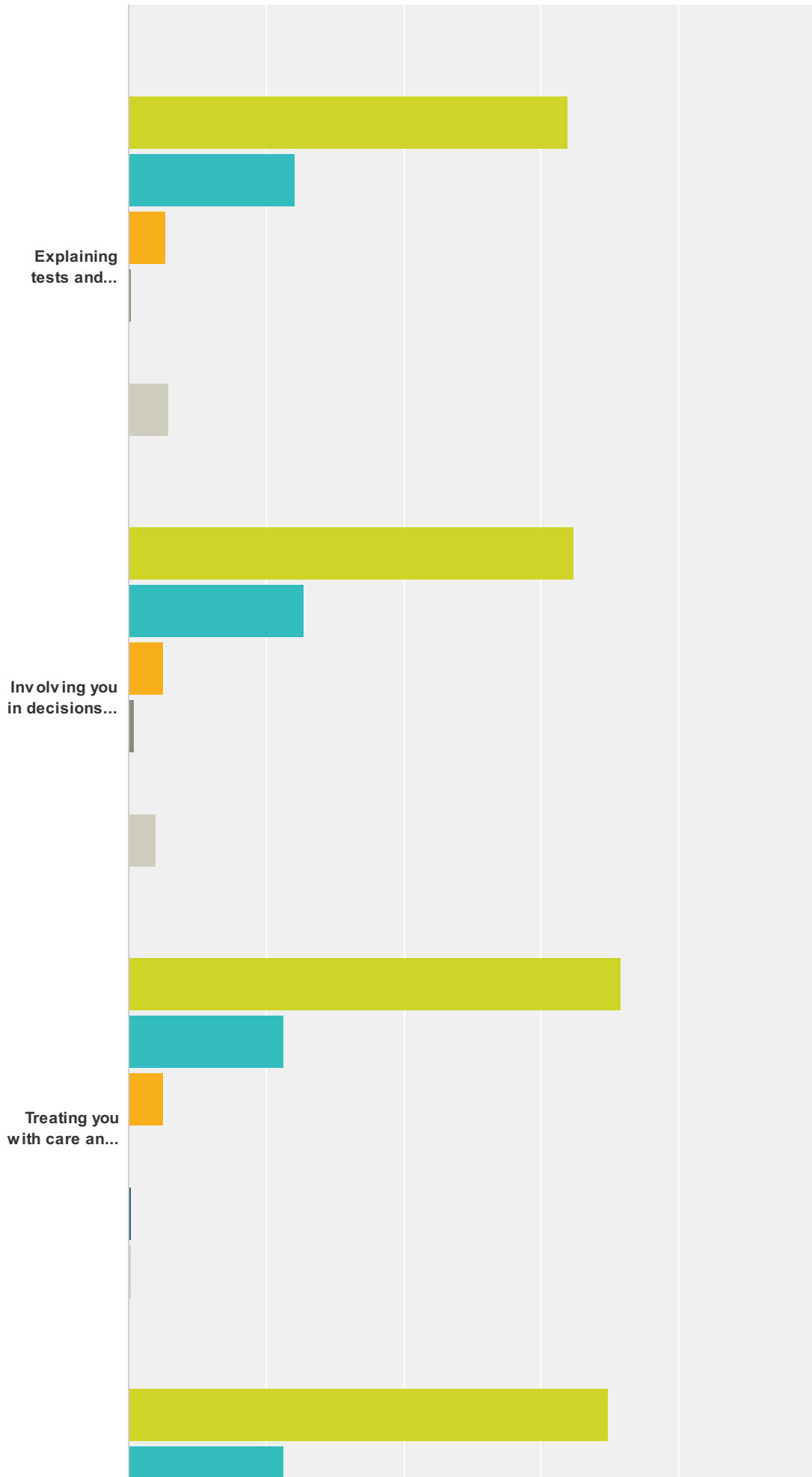
Answered: 68 Skipped: 199

Q18 When you last saw a Doctor at the Surgery how good was the Doctor at each of the following?(please tick one answer from each row)

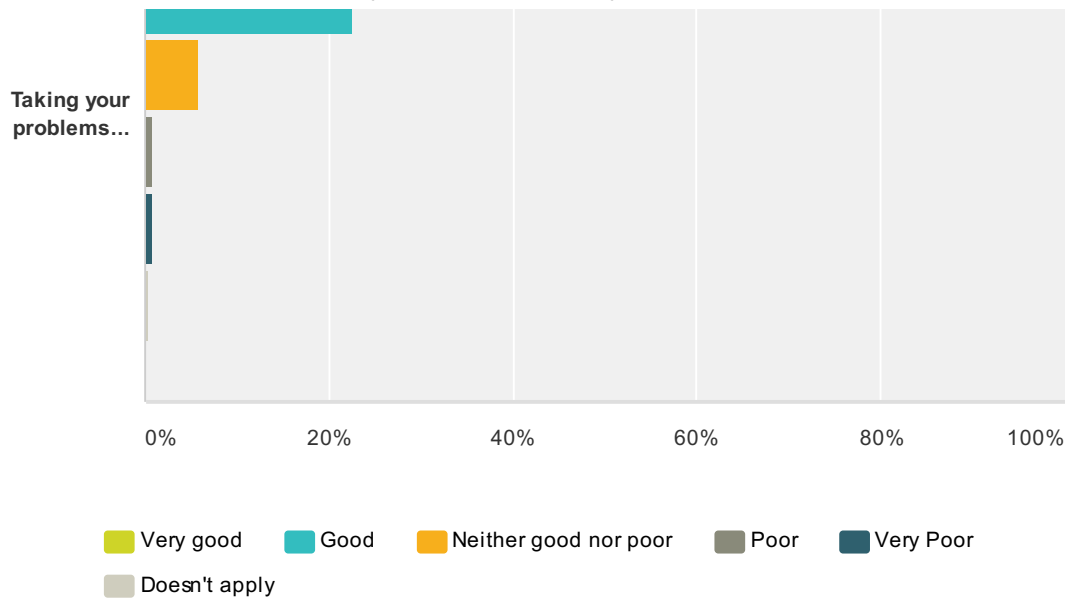
Answered: 257 Skipped: 10



Bedwyn Patient Survey 2014



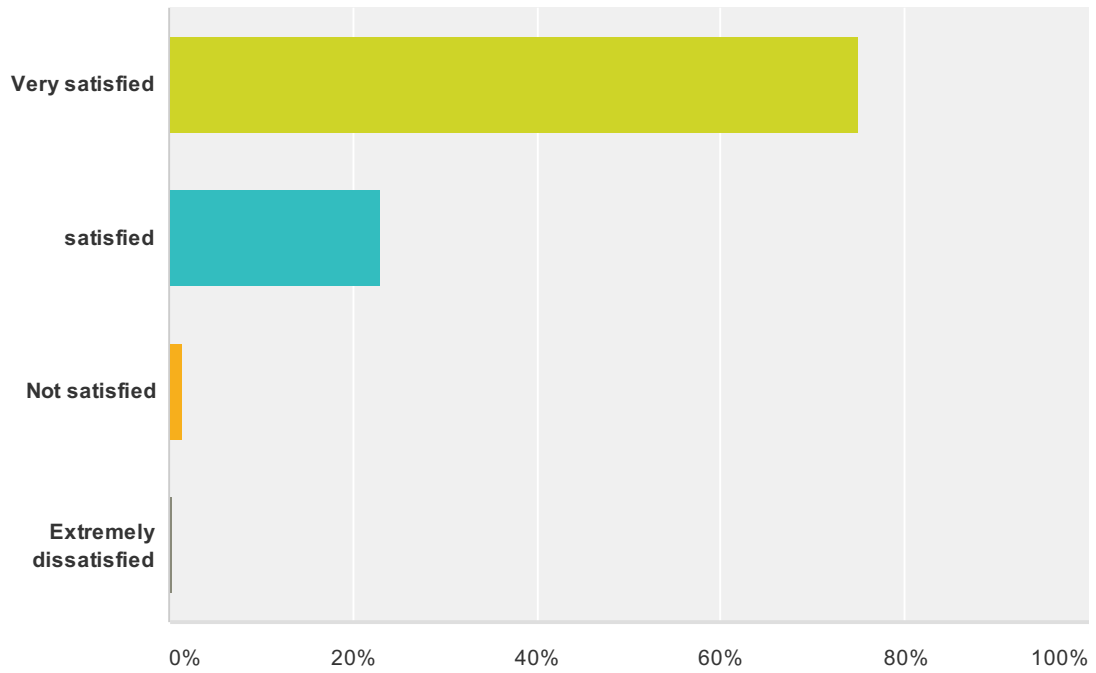
Bedwyn Patient Survey 2014



	Very good	Good	Neither good nor poor	Poor	Very Poor	Doesn't apply	Total
Giving you sufficient time	71.21% 183	23.74% 61	3.89% 10	1.17% 3	0% 0	0% 0	257
Asking about your symptoms	70.31% 180	25% 64	3.52% 9	0.78% 2	0% 0	0.39% 1	256
Listening	71.09% 182	25.39% 65	2.73% 7	0.78% 2	0% 0	0% 0	256
Explaining tests and treatment	63.92% 163	24.31% 62	5.49% 14	0.39% 1	0% 0	5.88% 15	255
Involving you in decisions about your care	64.71% 165	25.49% 65	5.10% 13	0.78% 2	0% 0	3.92% 10	255
Treating you with care and concern	71.60% 184	22.57% 58	5.06% 13	0% 0	0.39% 1	0.39% 1	257
Taking your problems seriously	69.65% 179	22.57% 58	5.84% 15	0.78% 2	0.78% 2	0.39% 1	257

Q19 Given your answers above, how satisfied overall were you with the outcome of your consultation?

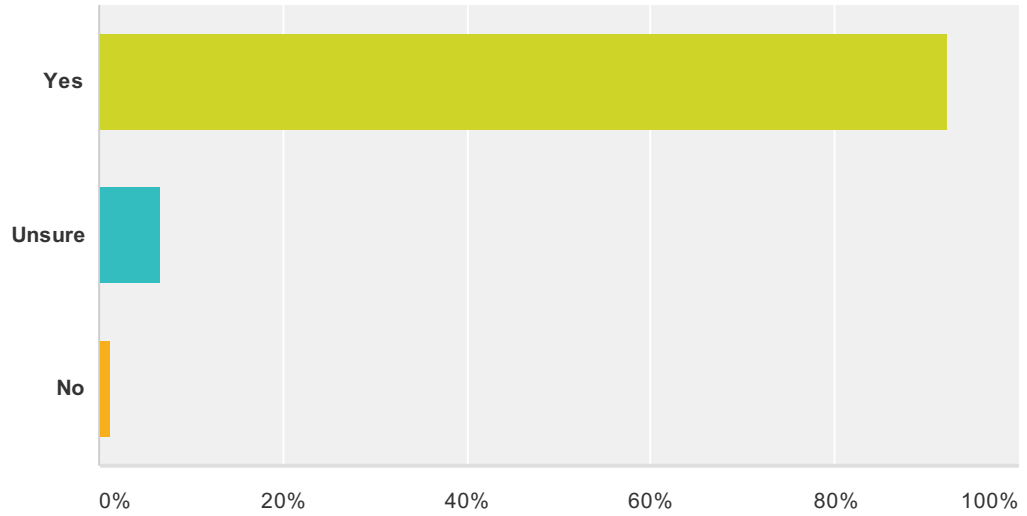
Answered: 256 Skipped: 11



Answer Choices	Responses	
Very satisfied	75%	192
satisfied	23.05%	59
Not satisfied	1.56%	4
Extremely dissatisfied	0.39%	1
Total		256

Q20 Did you have confidence and trust in the Doctor that you saw?

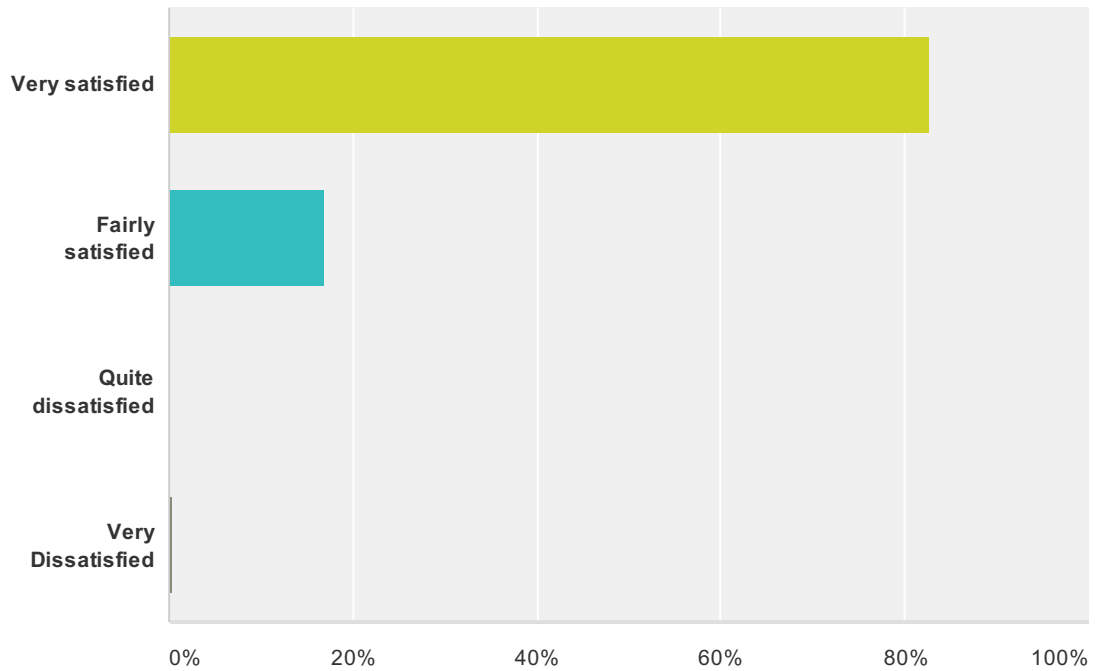
Answered: 257 Skipped: 10



Answer Choices	Responses
Yes	92.22% 237
Unsure	6.61% 17
No	1.17% 3
Total	257

Q21 In general how satisfied are you with the care that you receive from the Doctors?

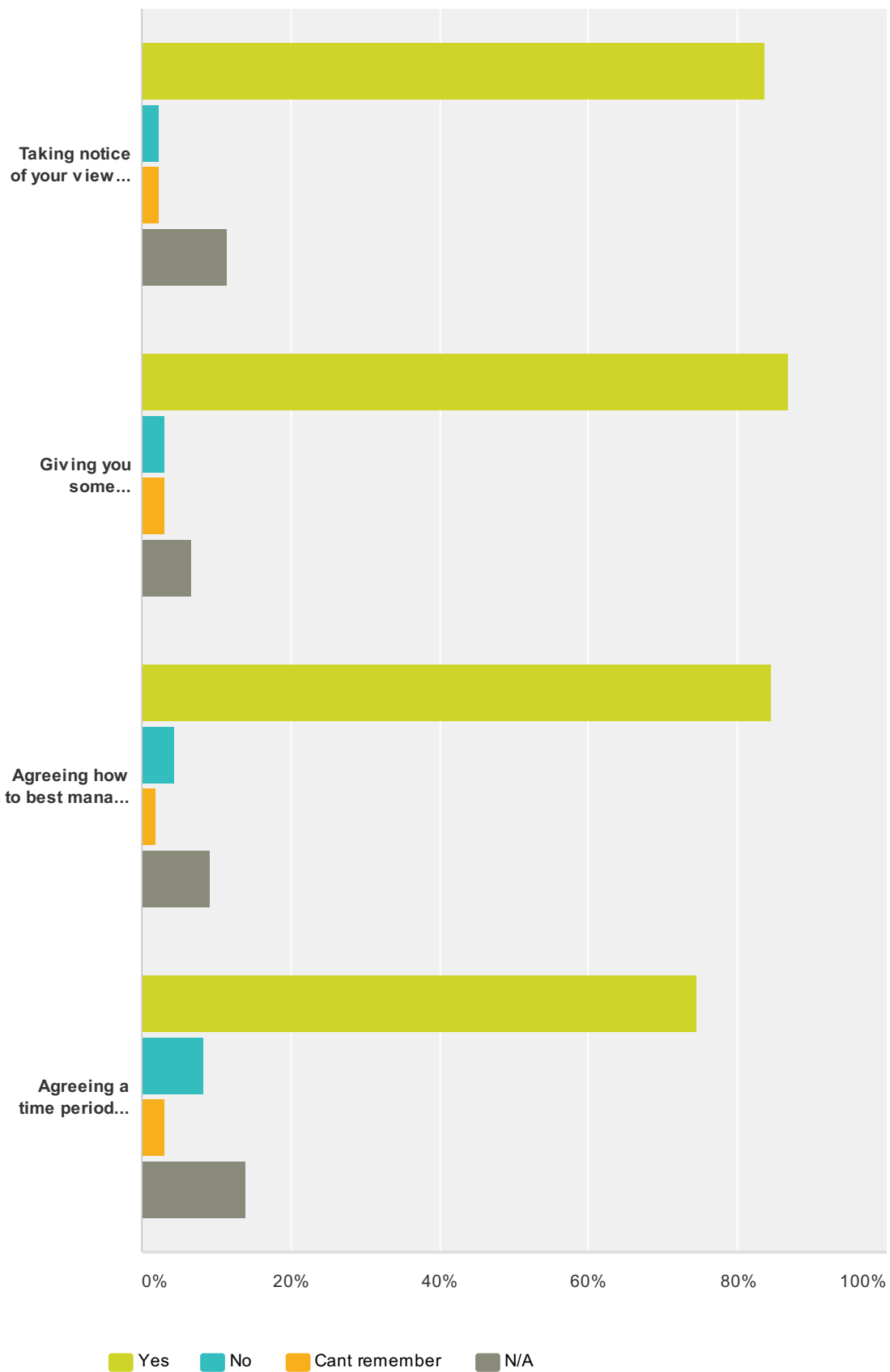
Answered: 255 Skipped: 12



Answer Choices	Responses
Very satisfied	82.75% 211
Fairly satisfied	16.86% 43
Quite dissatisfied	0% 0
Very Dissatisfied	0.39% 1
Total	255

Q22 Did the Doctor involve you in the planning of your care by?

Answered: 257 Skipped: 10

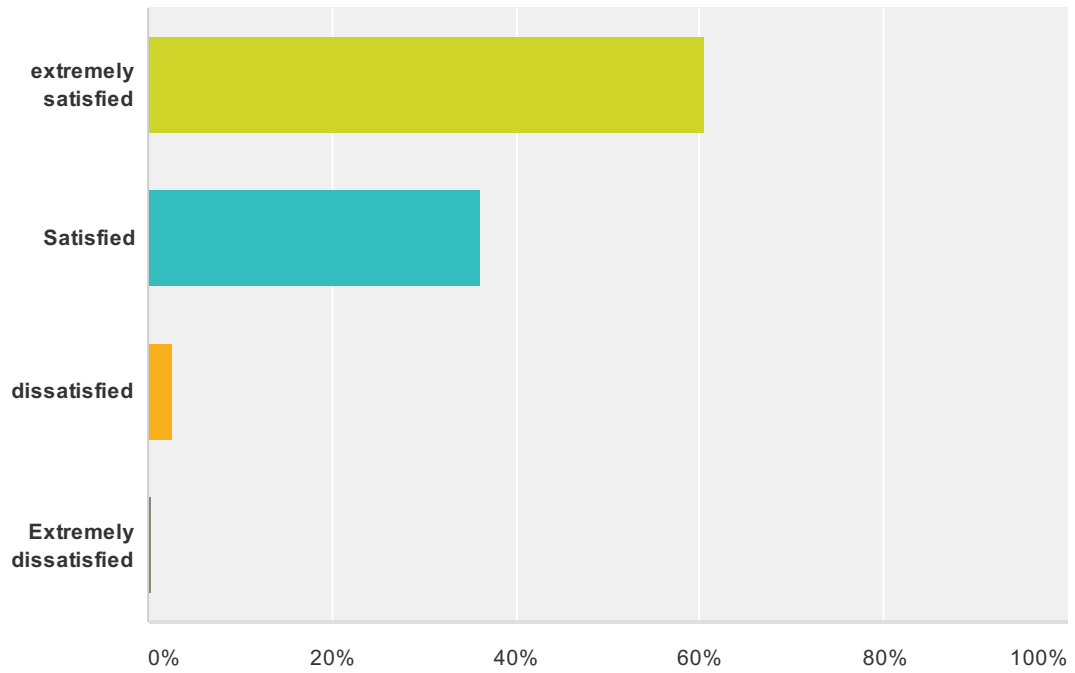


Bedwyn Patient Survey 2014

	Yes	No	Cant remember	N/A	Total
Taking notice of your views about how to deal with your health problem.	83.67% 210	2.39% 6	2.39% 6	11.55% 29	251
Giving you some information about the things that you might do to deal/help you with your problem	86.90% 219	3.17% 8	3.17% 8	6.75% 17	252
Agreeing how to best manage your problem	84.58% 214	4.35% 11	1.98% 5	9.09% 23	253
Agreeing a time period over which your symptoms should disappear, or to seek another appointment with them.	74.60% 188	8.33% 21	3.17% 8	13.89% 35	252

Q23 How satisfied were you with the overall plan of action for your care when you left the surgery?

Answered: 254 Skipped: 13



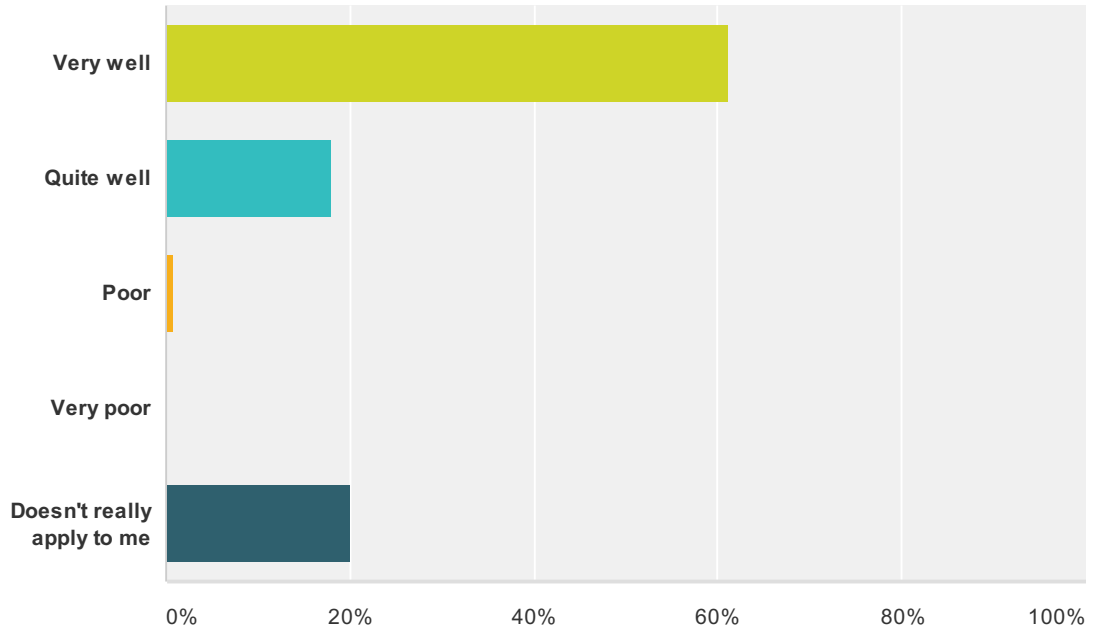
Answer Choices	Responses
extremely satisfied	60.63% 154
Satisfied	36.22% 92
dissatisfied	2.76% 7
Extremely dissatisfied	0.39% 1
Total	254

Q24 If you were not satisfied with the overall plan of action when you left the Surgery, how do you feel the Doctor could have done things better?

Answered: 19 Skipped: 248

Q25 How well do you think the Practice links you in to the rest of the NHS? (for example Hospital referrals, arranging transport, screening etc)

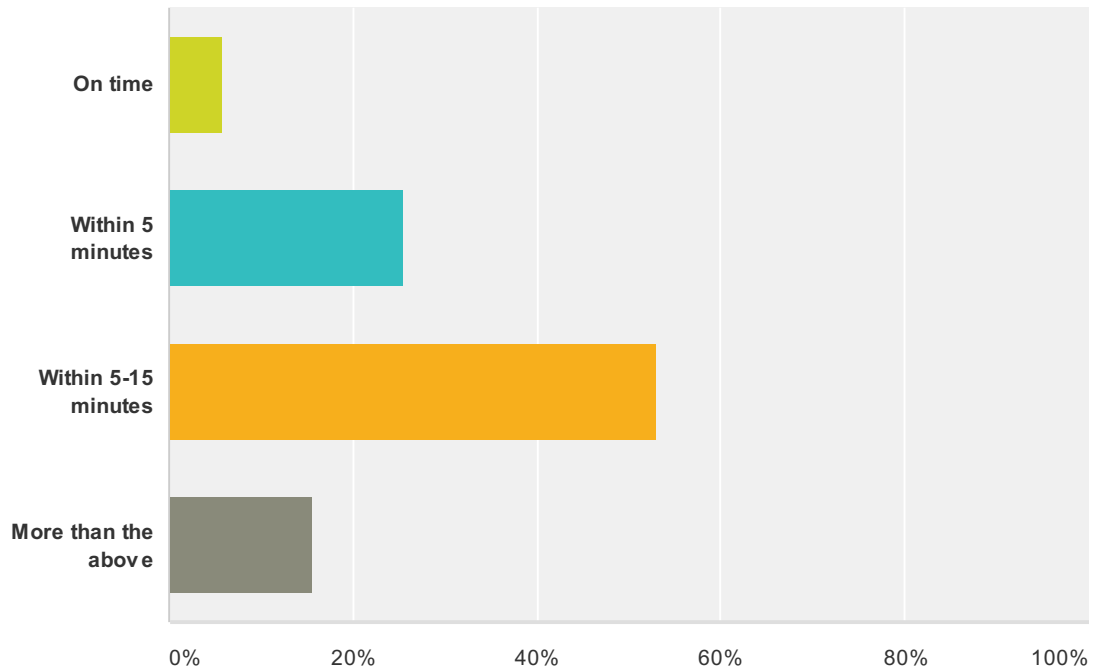
Answered: 255 Skipped: 12



Answer Choices	Responses	
Very well	61.18%	156
Quite well	18.04%	46
Poor	0.78%	2
Very poor	0%	0
Doesn't really apply to me	20%	51
Total		255

Q26 When you last consulted with a Doctor, how soon were you seen with regard to your booked appointment time?

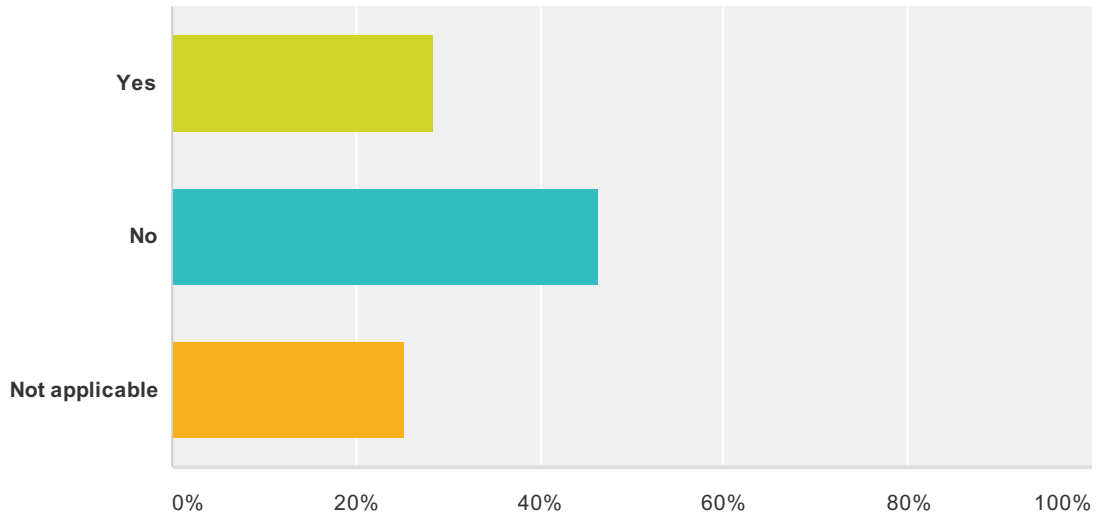
Answered: 256 Skipped: 11



Answer Choices	Responses
On time	5.86% 15
Within 5 minutes	25.39% 65
Within 5-15 minutes	53.13% 136
More than the above	15.63% 40
Total	256

Q27 If you did have to wait were you kept informed by the Receptionist that there would be a delay, and/or offered the option of re booking if this was not convenient for you.?

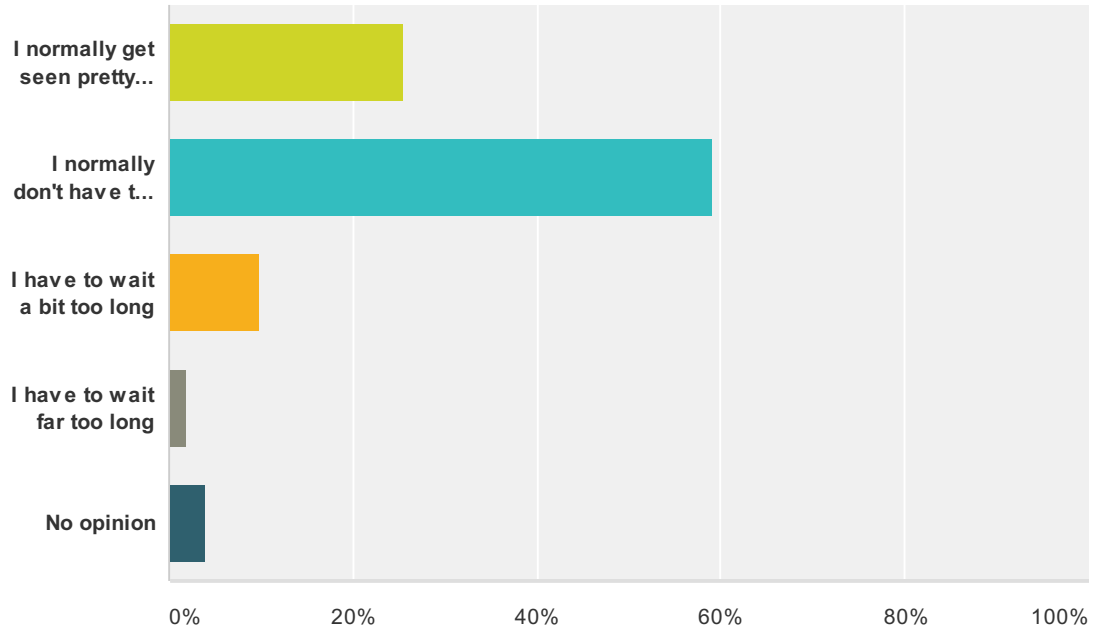
Answered: 253 Skipped: 14



Answer Choices	Responses
Yes	28.46% 72
No	46.25% 117
Not applicable	25.30% 64
Total	253

Q28 Generally, how do you feel about how long you normally have to wait?

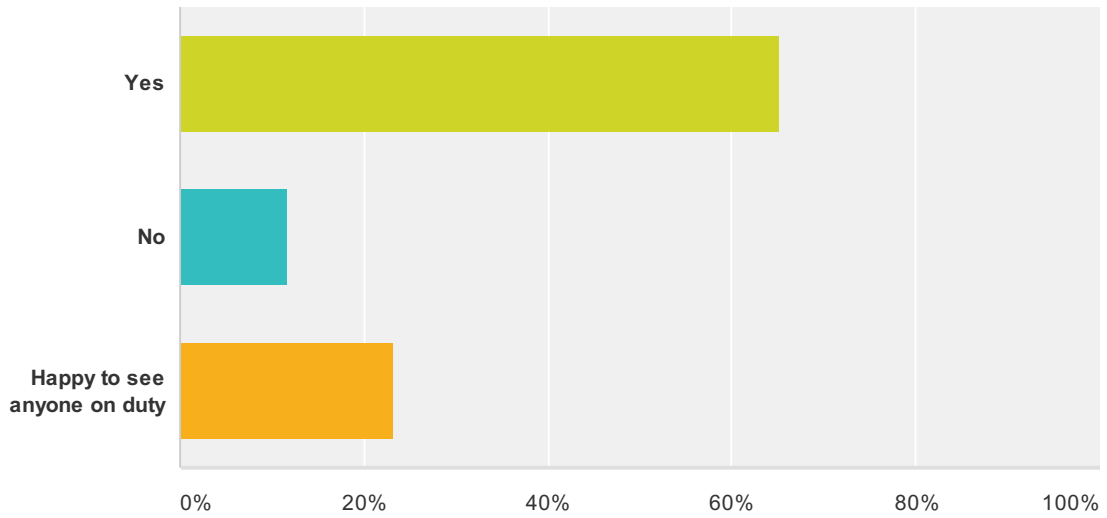
Answered: 256 Skipped: 11



Answer Choices	Responses	
I normally get seen pretty promptly	25.39%	65
I normally don't have to wait long	58.98%	151
I have to wait a bit too long	9.77%	25
I have to wait far too long	1.95%	5
No opinion	3.91%	10
Total		256

Q29 Is there a particular Doctor or Nurse that you prefer to see at The Surgery

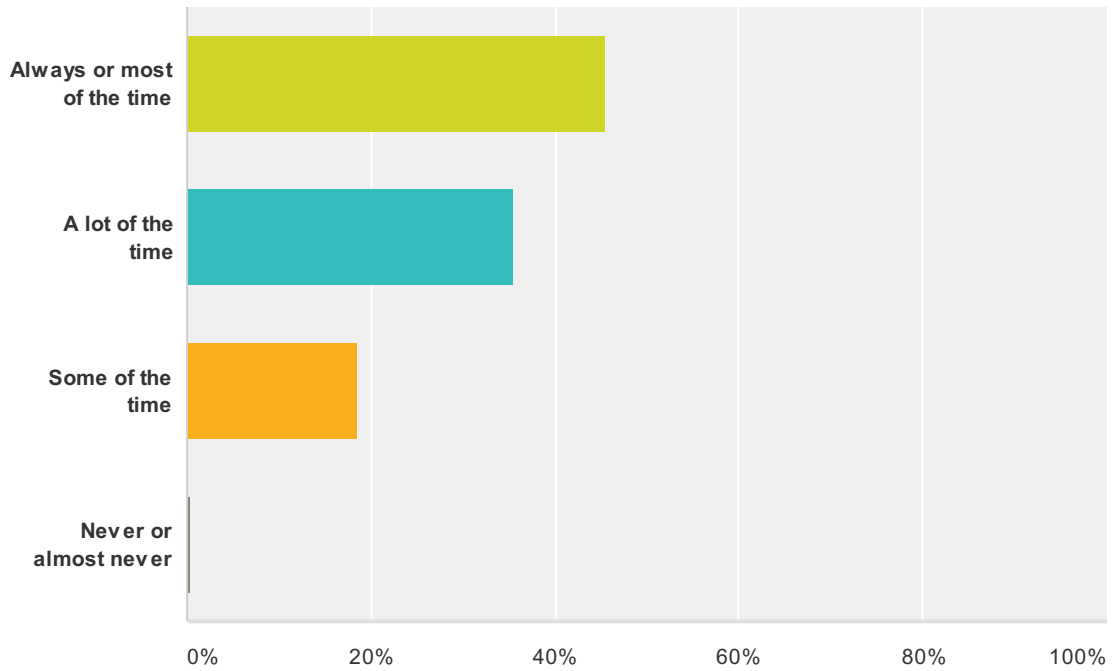
Answered: 255 Skipped: 12



Answer Choices	Responses
Yes	65.10% 166
No	11.76% 30
Happy to see anyone on duty	23.14% 59
Total	255

Q30 How often do you see the Doctor/Nurse that you prefer?

Answered: 242 Skipped: 25



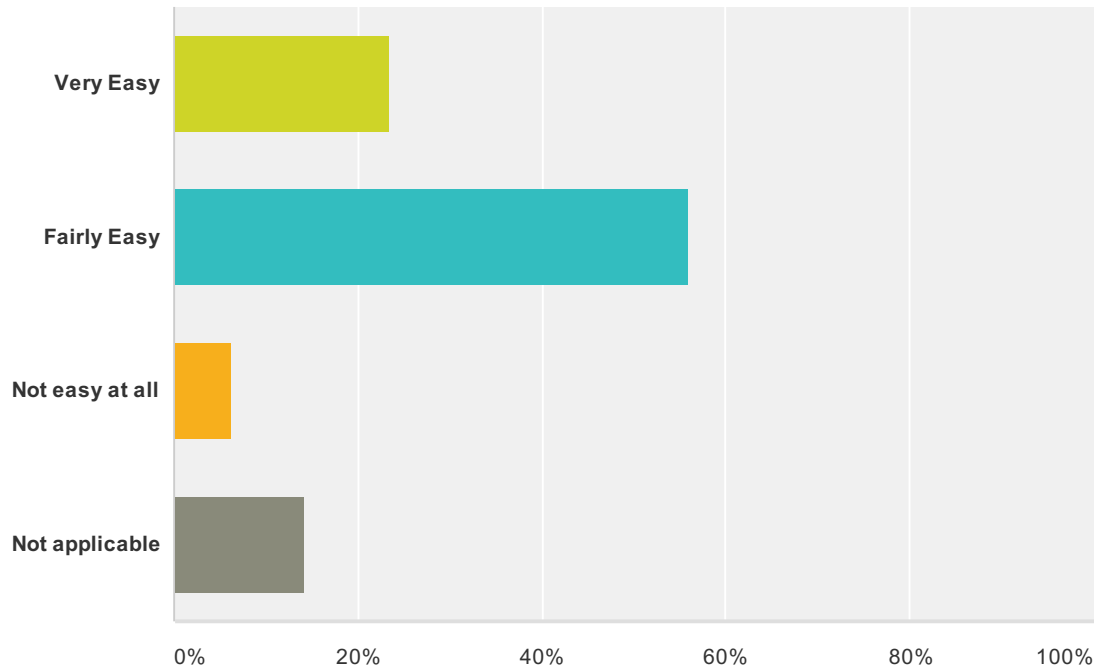
Answer Choices	Responses	
Always or most of the time	45.45%	110
A lot of the time	35.54%	86
Some of the time	18.60%	45
Never or almost never	0.41%	1
Total		242

**Q31 If you do prefer to see the same
Doctor when you come to The Surgery,
please let us know why this is**

Answered: 143 Skipped: 124

Q32 How easy do you find it to get an appointment with your preferred Doctor.

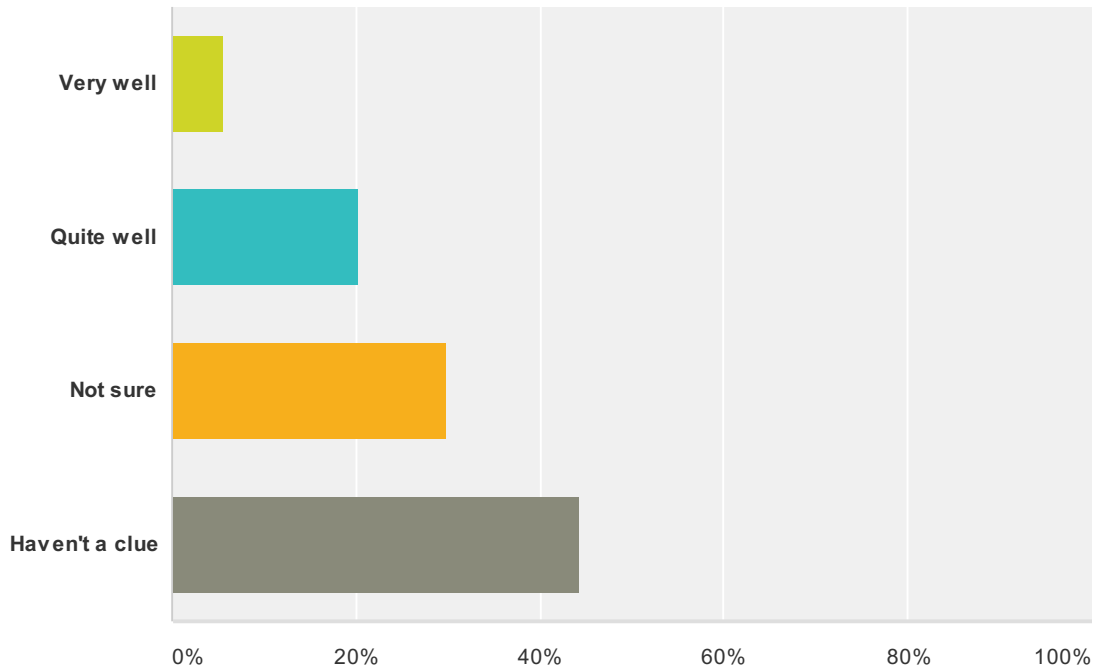
Answered: 252 Skipped: 15



Answer Choices	Responses
Very Easy	23.41% 59
Fairly Easy	55.95% 141
Not easy at all	6.35% 16
Not applicable	14.29% 36
Total	252

Q33 How well do you know which days of the week your preferred Doctor works?

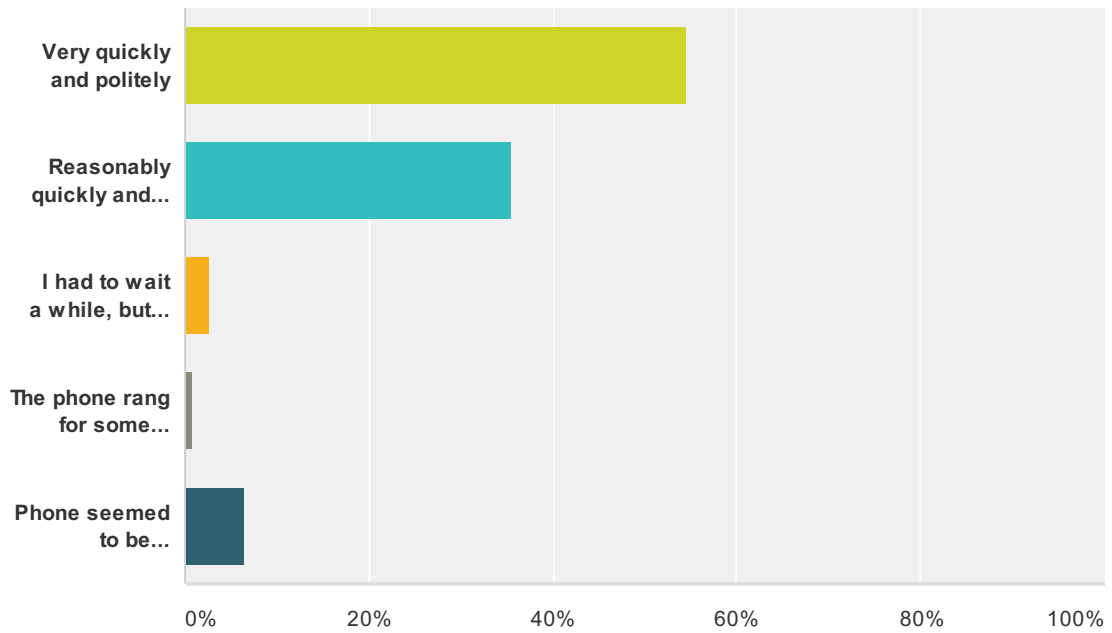
Answered: 248 Skipped: 19



Answer Choices	Responses	
Very well	5.65%	14
Quite well	20.16%	50
Not sure	29.84%	74
Haven't a clue	44.35%	110
Total		248

Q34 When you last phoned the surgery , how quickly and politely was the phone answered?

Answered: 251 Skipped: 16

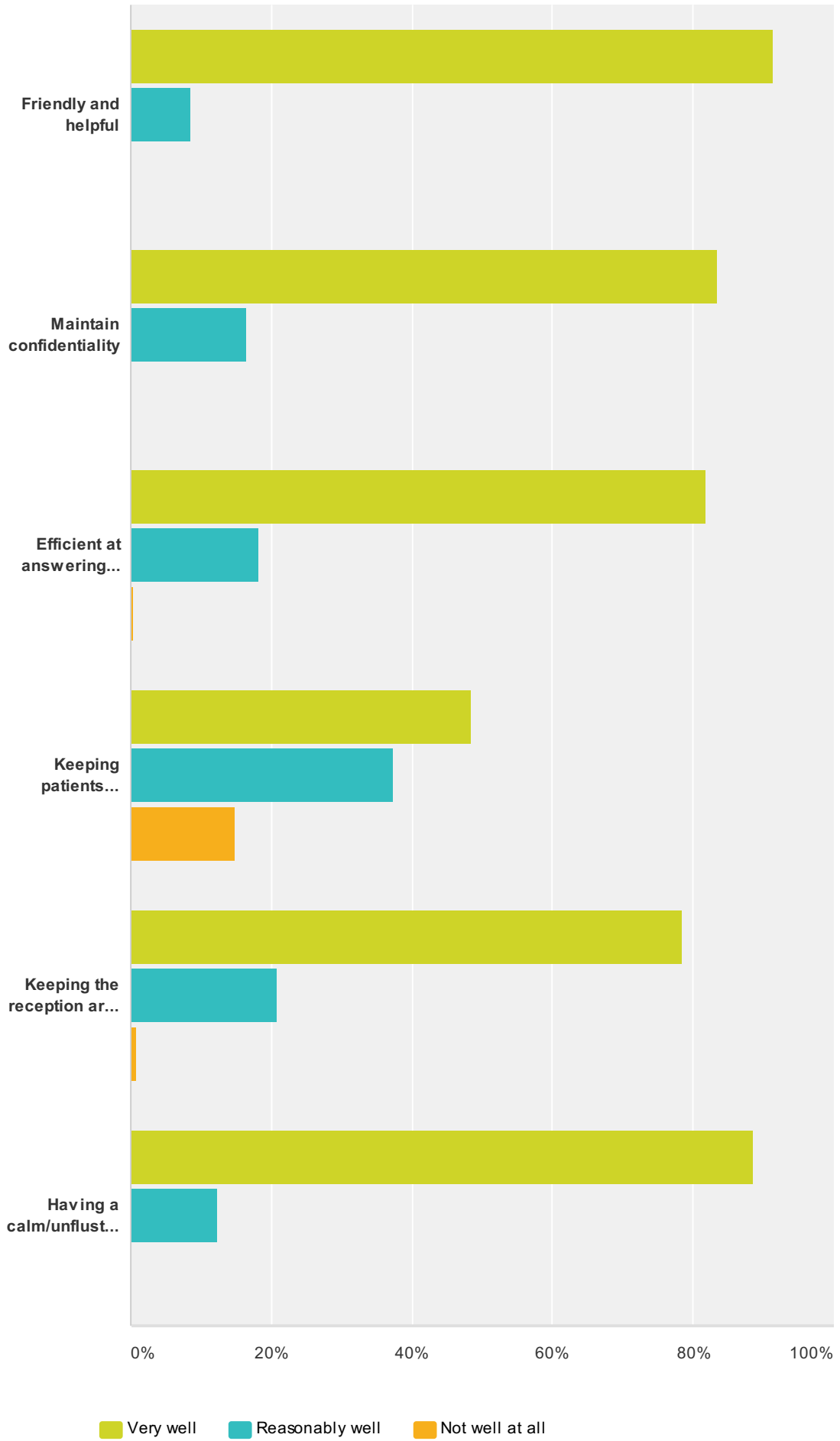


Answer Choices	Responses	
Very quickly and politely	54.58%	137
Reasonably quickly and politely	35.46%	89
I had to wait a while, but the receptionist apologised for the wait	2.79%	7
The phone rang for some considerable time/ no apology	0.80%	2
Phone seemed to be continually engaged	6.37%	16
Total		251

Q35 A good reception team should include the following qualities, please rate how well/poorly you feel we perform.

Answered: 255 Skipped: 12

Bedwyn Patient Survey 2014

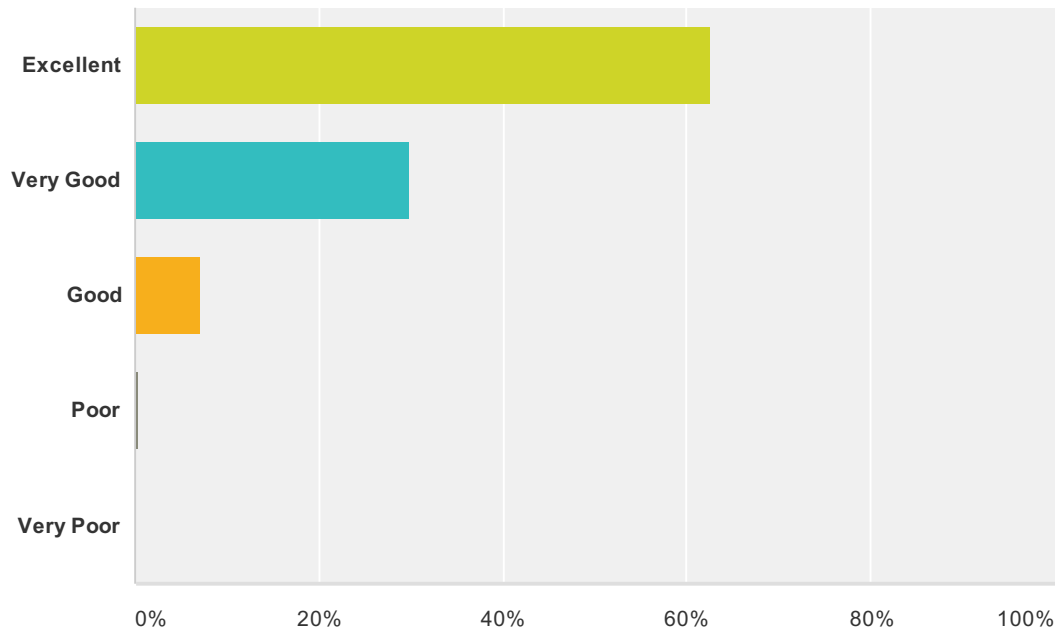


Bedwyn Patient Survey 2014

	Very well	Reasonably well	Not well at all	Total Respondents
Friendly and helpful	91.34% 232	8.66% 22	0% 0	254
Maintain confidentiality	83.46% 212	16.54% 42	0% 0	254
Efficient at answering queries	81.82% 207	18.18% 46	0.40% 1	253
Keeping patients informed of delays	48.36% 118	37.30% 91	14.75% 36	244
Keeping the reception area clean and tidy	78.40% 196	20.80% 52	0.80% 2	250
Having a calm/unflustered manner	88.54% 224	12.25% 31	0% 0	253

Q36 Thinking about the Reception/Admin staff generally, how do you rate their overall performance?

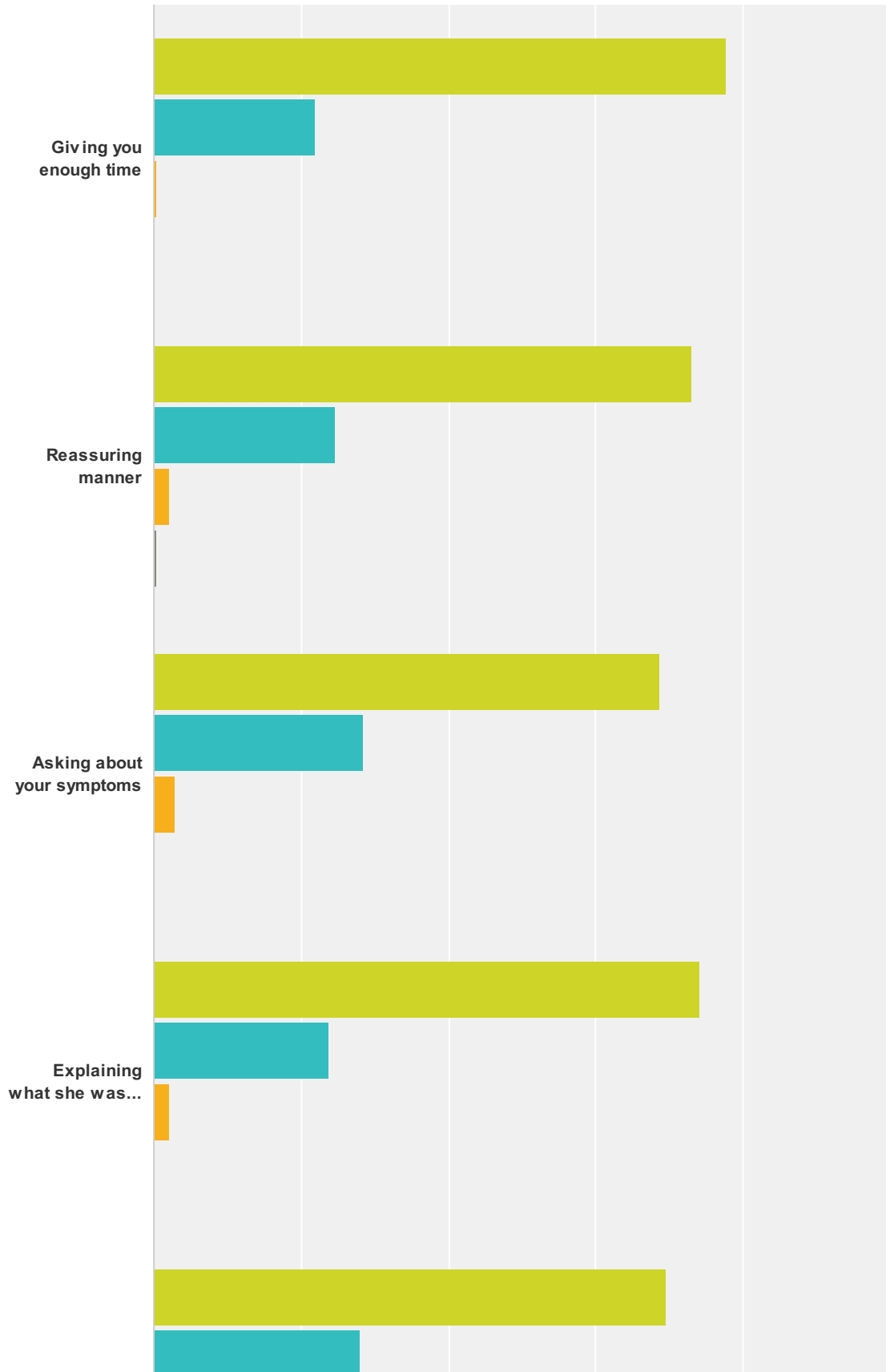
Answered: 254 Skipped: 13



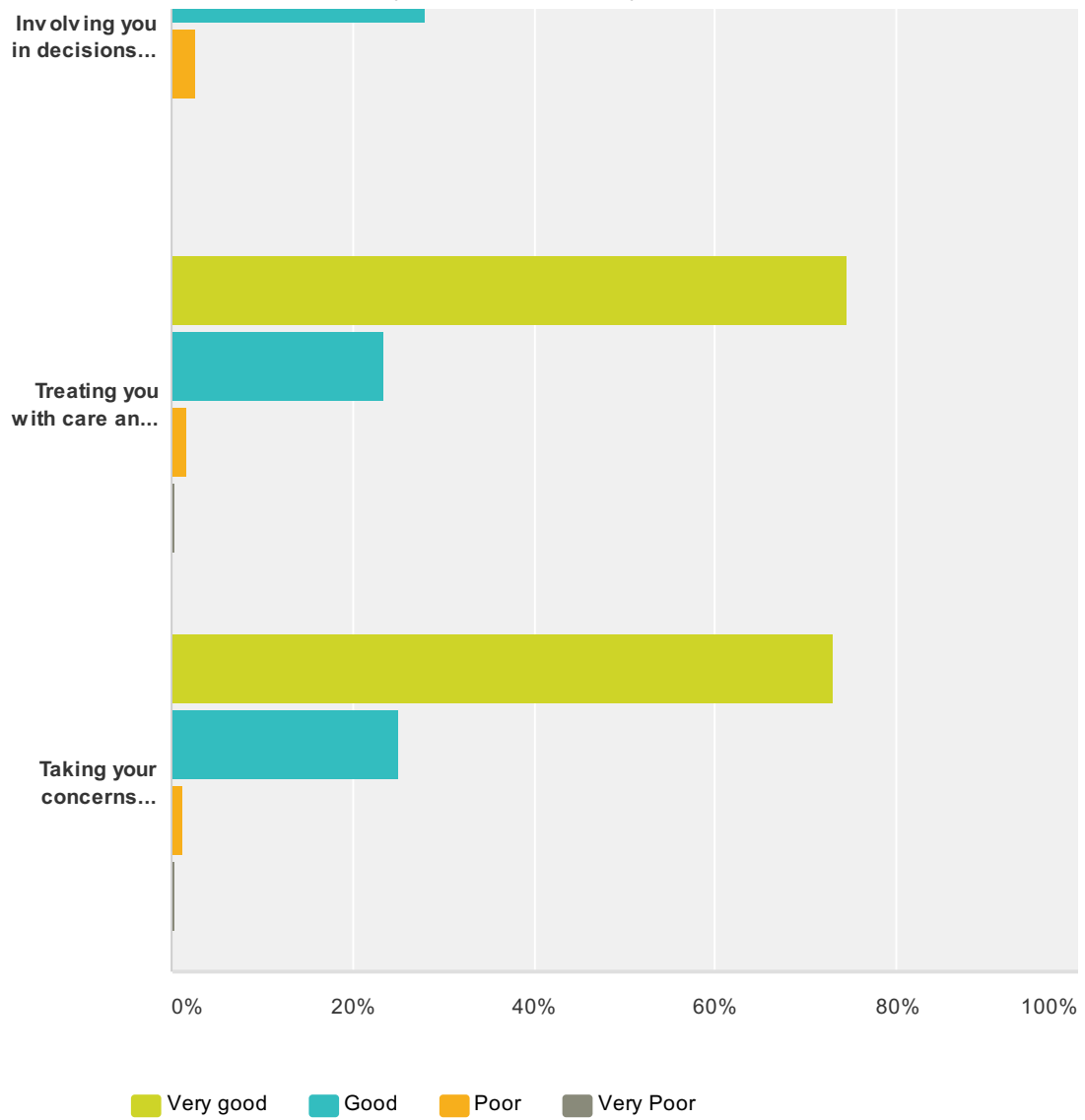
Answer Choices	Responses
Excellent	62.60% 159
Very Good	29.92% 76
Good	7.09% 18
Poor	0.39% 1
Very Poor	0% 0
Total	254

Q37 When you last visited for a Nurse appointment how well would you rate the Nurse against the following?

Answered: 250 Skipped: 17



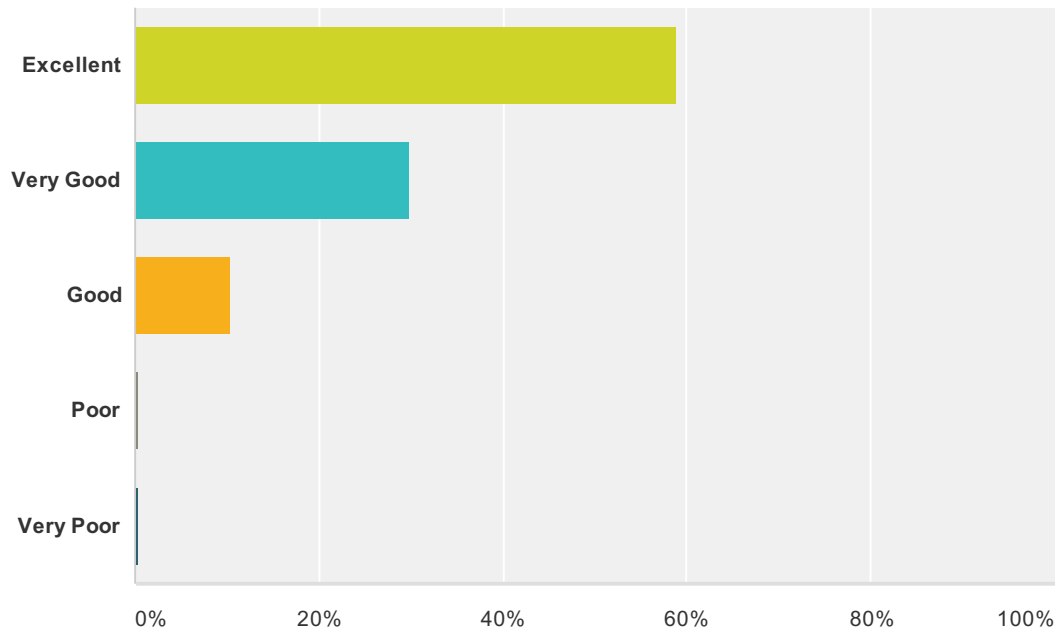
Bedwyn Patient Survey 2014



	Very good	Good	Poor	Very Poor	Total Respondents
Giving you enough time	77.60% 194	22% 55	0.40% 1	0% 0	250
Reassuring manner	72.98% 181	24.60% 61	2.02% 5	0.40% 1	248
Asking about your symptoms	68.67% 160	28.33% 66	3.00% 7	0% 0	233
Explaining what she was doing	74.07% 180	23.87% 58	2.06% 5	0% 0	243
Involving you in decisions about your care	69.43% 159	27.95% 64	2.62% 6	0% 0	229
Treating you with care and respect	74.49% 184	23.48% 58	1.62% 4	0.40% 1	247
Taking your concerns seriously	73.16% 169	25.11% 58	1.30% 3	0.43% 1	231

Q38 Thinking about the Nursing staff generally, how well do you rate their overall performance?

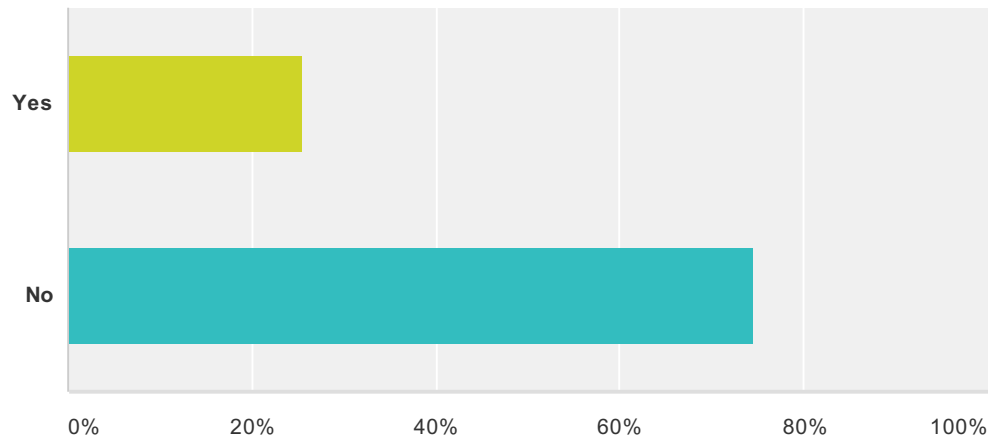
Answered: 248 Skipped: 19



Answer Choices	Responses
Excellent	58.87% 146
Very Good	29.84% 74
Good	10.48% 26
Poor	0.40% 1
Very Poor	0.40% 1
Total	248

Q39 Do you suffer from any of the following chronic illnesses? Asthma, COPD, Diabetes, Chronic Heart Disease.

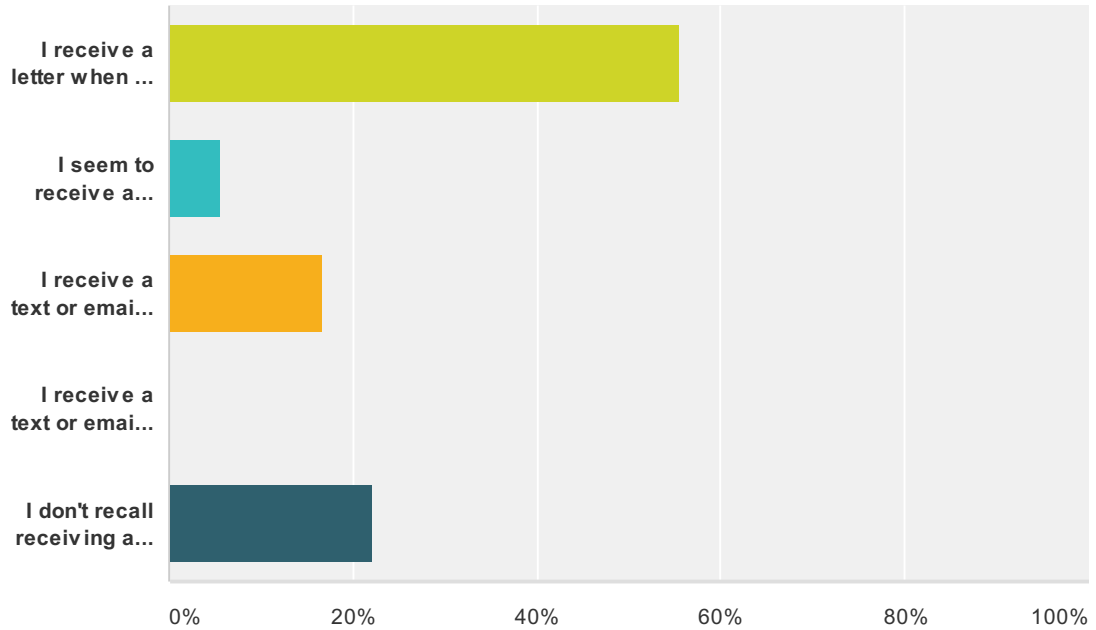
Answered: 248 Skipped: 19



Answer Choices	Responses
Yes	25.40% 63
No	74.60% 185
Total	248

Q40 If you answered yes, you should be being called annually for a review. How well do you think The Surgery does at calling you for your review?

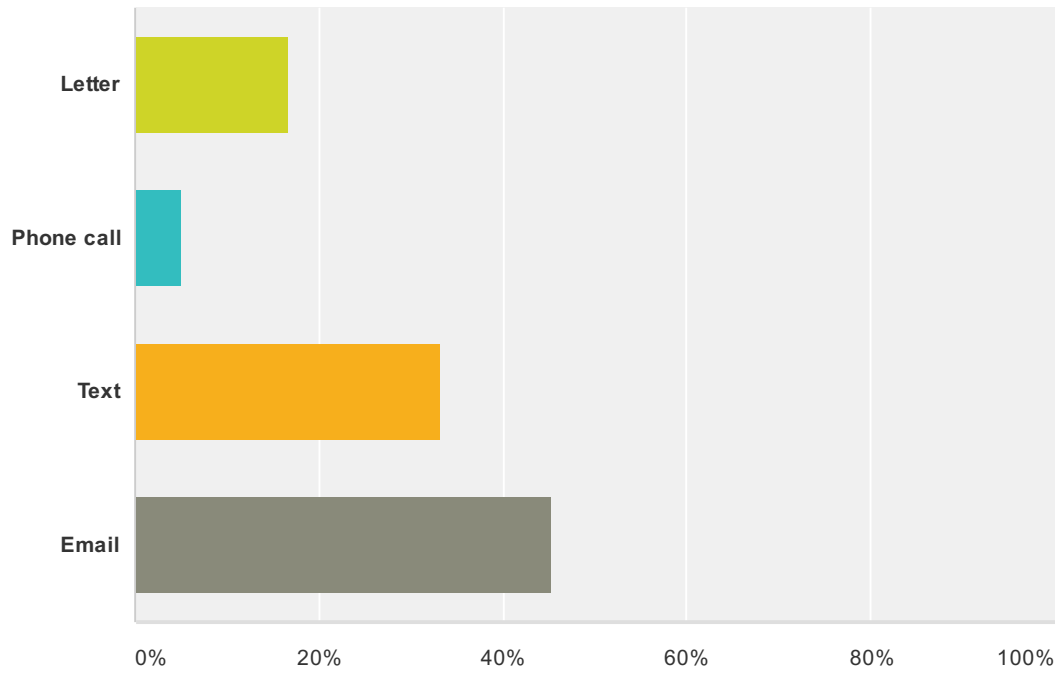
Answered: 72 Skipped: 195



Answer Choices	Responses
I receive a letter when it is due.	55.56% 40
I seem to receive a letter when my review is overdue.	5.56% 4
I receive a text or email when it is due	16.67% 12
I receive a text or email when my review is overdue.	0% 0
I don't recall receiving any communication at all	22.22% 16
Total	72

Q41 Please state your preference for receiving notifications such as recall/flu jabs etc from The Surgery

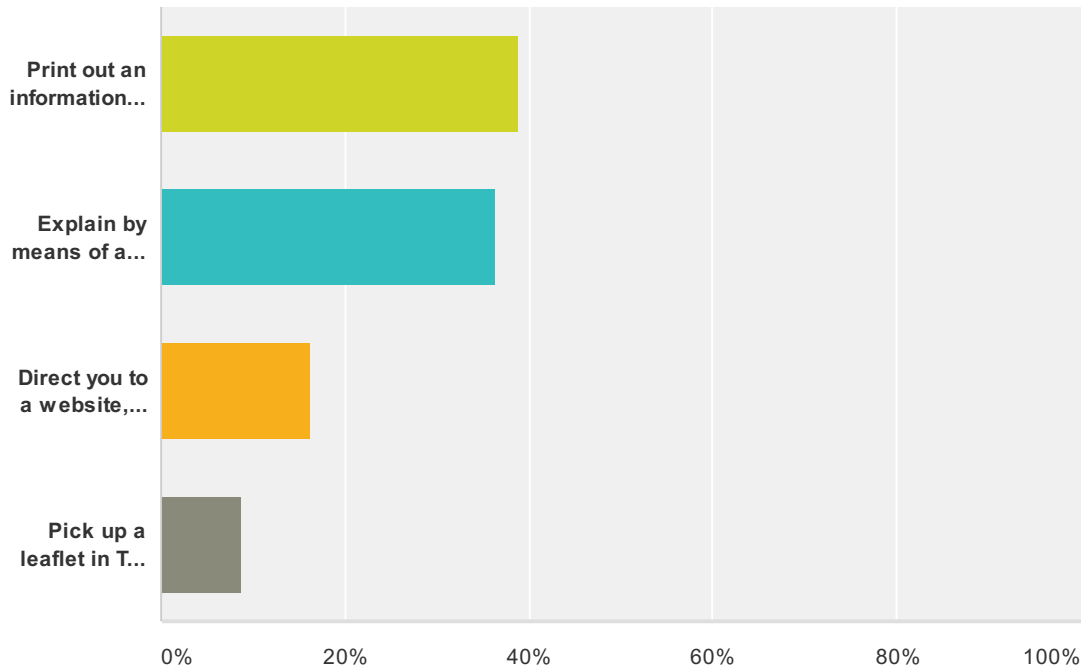
Answered: 241 Skipped: 26



Answer Choices	Responses
Letter	16.60% 40
Phone call	4.98% 12
Text	33.20% 80
Email	45.23% 109
Total	241

Q42 Thinking about how you like to receive information, would you prefer the Doctor to

Answered: 240 Skipped: 27



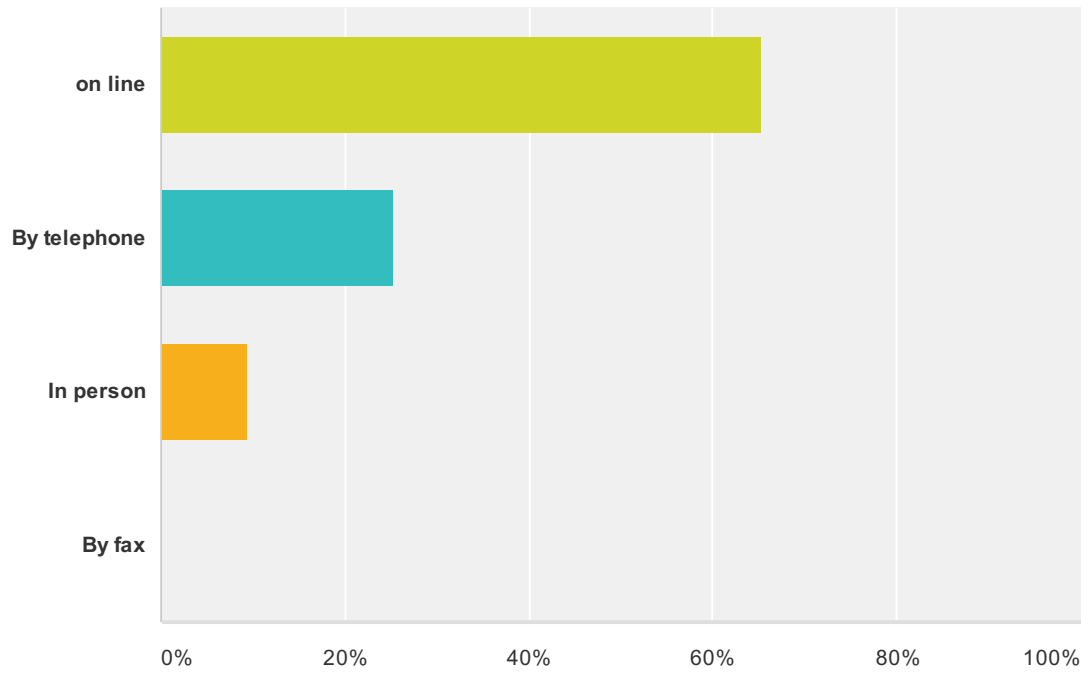
Answer Choices	Responses
Print out an information sheet	38.75% 93
Explain by means of a diagram and/or their own words	36.25% 87
Direct you to a website, perhaps emailing you a link	16.25% 39
Pick up a leaflet in The Surgery	8.75% 21
Total	240

Q43 If you have visited The Surgery, you will have seen the TV display screen above the reception area, other than the material that is already on there, what other subjects would you like to see covered?

Answered: 85 Skipped: 182

Q44 If you are on Repeat Medication, please let us know your preferred method of ordering.

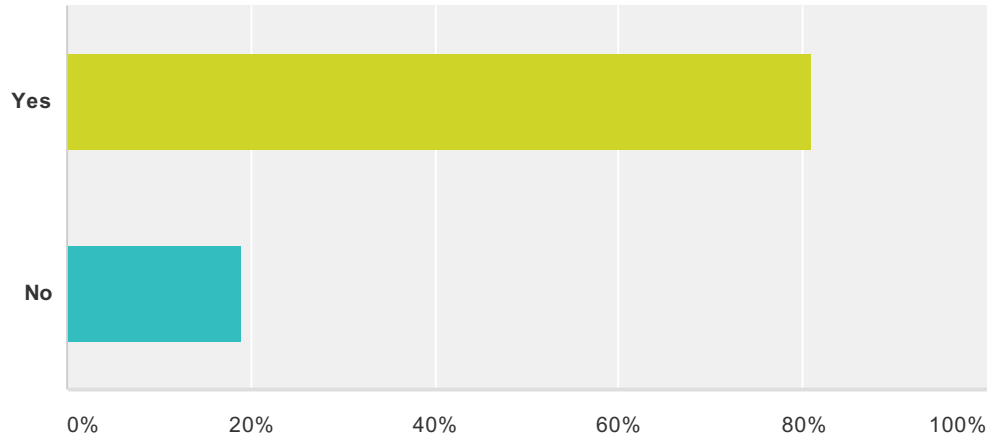
Answered: 225 Skipped: 42



Answer Choices	Responses
on line	65.33% 147
By telephone	25.33% 57
In person	9.33% 21
By fax	0% 0
Total	225

Q45 Are you aware that you can order your repeat prescriptions on line, and designate where you would like to collect them from?

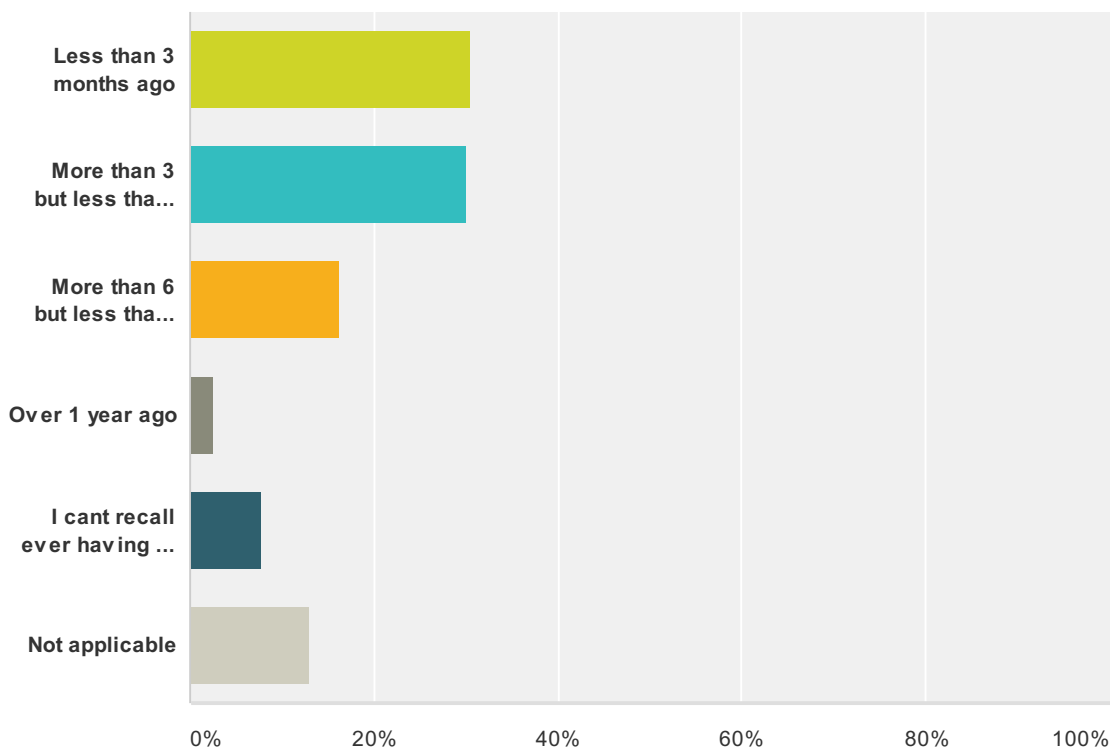
Answered: 241 Skipped: 26



Answer Choices	Responses
Yes	80.91% 195
No	19.09% 46
Total	241

Q46 To ensure that any condition that you have is managed correctly, it is important that the Doctor carries out a Medication review at least annually, or ideally every six months. If you are on repeat medication, please indicate below when you last had a medication review.

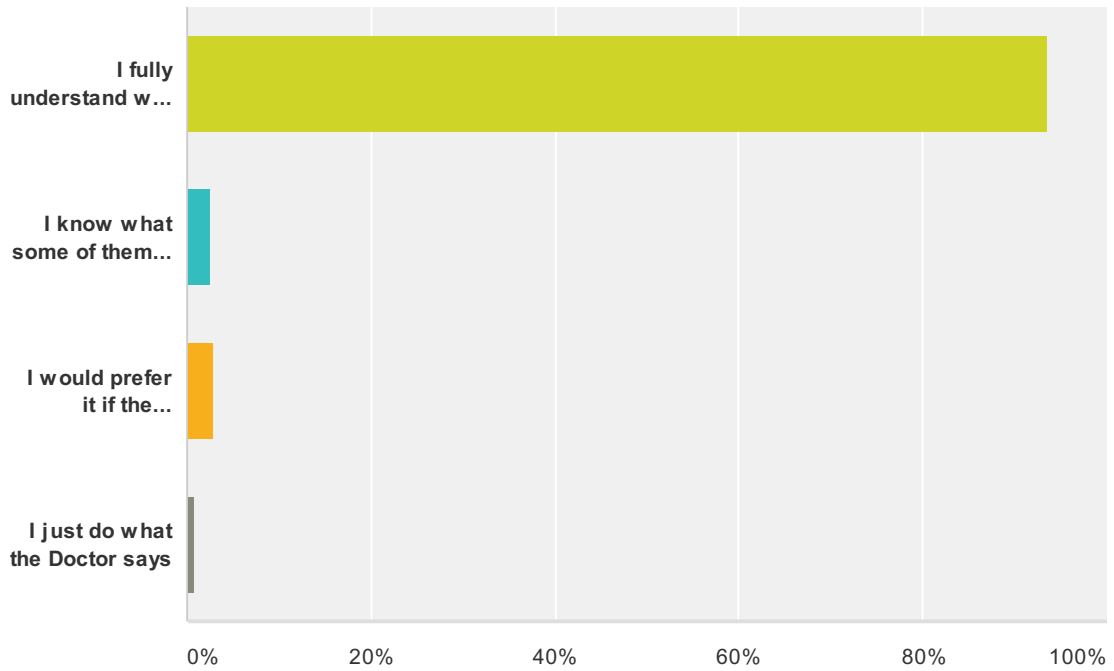
Answered: 233 Skipped: 34



Answer Choices	Responses
Less than 3 months ago	30.47% 71
More than 3 but less than 6 months ago	30.04% 70
More than 6 but less than 1 year ago	16.31% 38
Over 1 year ago	2.58% 6
I cant recall ever having a full medication review	7.73% 18
Not applicable	12.88% 30
Total	233

Q47 Do you understand what all of your medication is for?

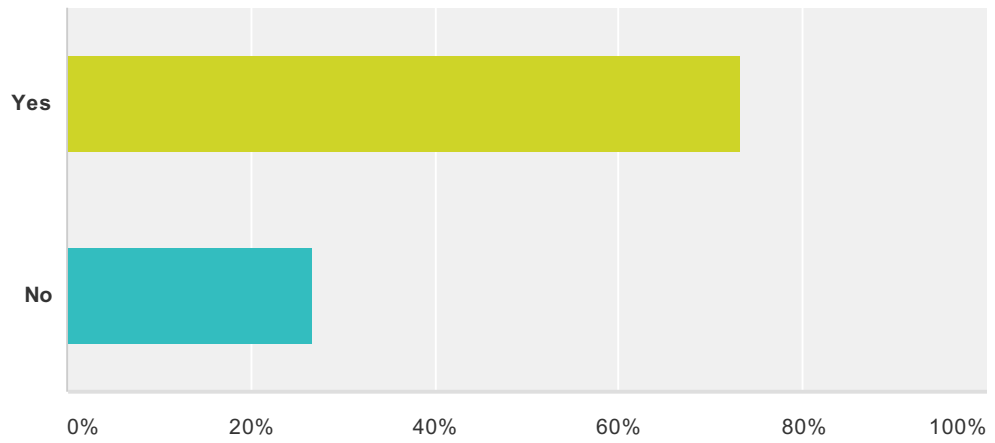
Answered: 232 Skipped: 35



Answer Choices	Responses
I fully understand what all the medication is for that I am on.	93.53% 217
I know what some of them are for.	2.59% 6
I would prefer it if the Doctor clarified with me more fully when he/she carries out a medication review.	3.02% 7
I just do what the Doctor says	0.86% 2
Total	232

Q48 If you had a need for a Doctor during the evening or weekends, would you know how to contact one?

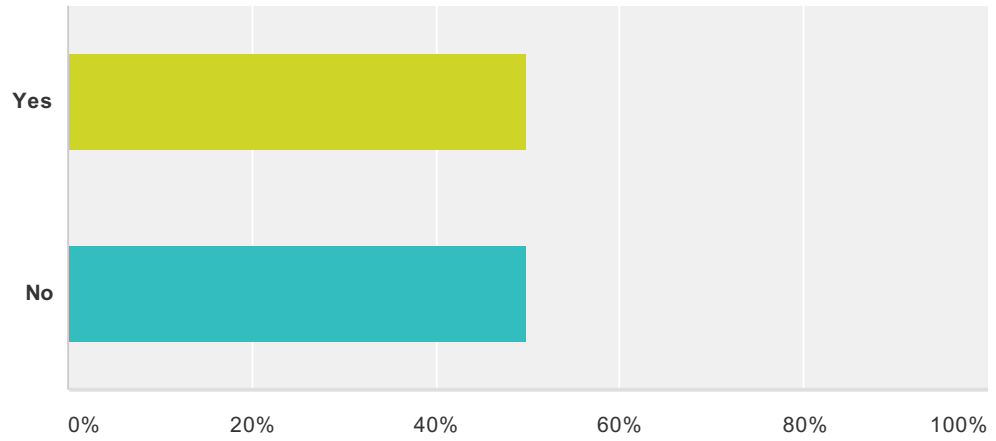
Answered: 251 Skipped: 16



Answer Choices	Responses
Yes	73.31% 184
No	26.69% 67
Total	251

Q49 Do you know the Out of Hours Contact number if it were needed in an emergency?

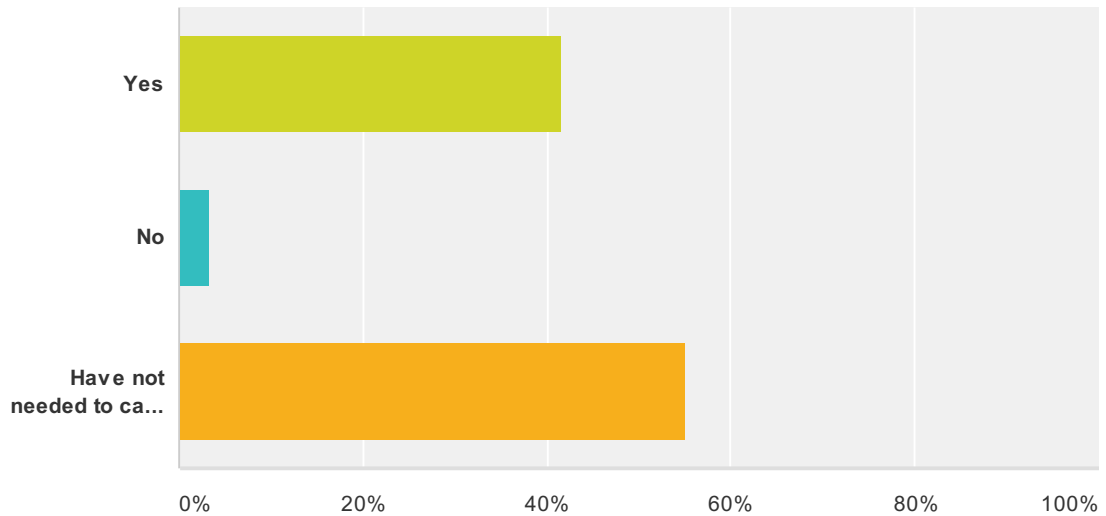
Answered: 248 Skipped: 19



Answer Choices	Responses	
Yes	50%	124
No	50%	124
Total		248

Q50 If you have had to call the surgery outside of our normal opening hours, have you found the instructions clear on what you should do

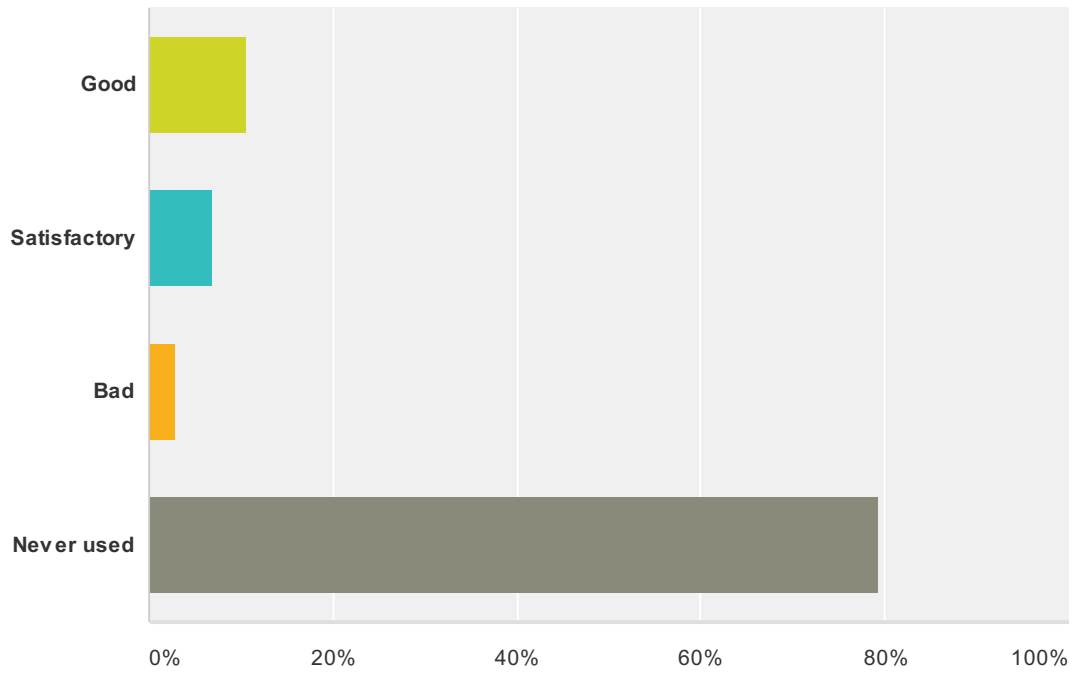
Answered: 243 Skipped: 24



Answer Choices	Responses	
Yes	41.56%	101
No	3.29%	8
Have not needed to call out of hours	55.14%	134
Total		243

Q51 If you have had to use the Out of Hours in the past 12 months was your experience?

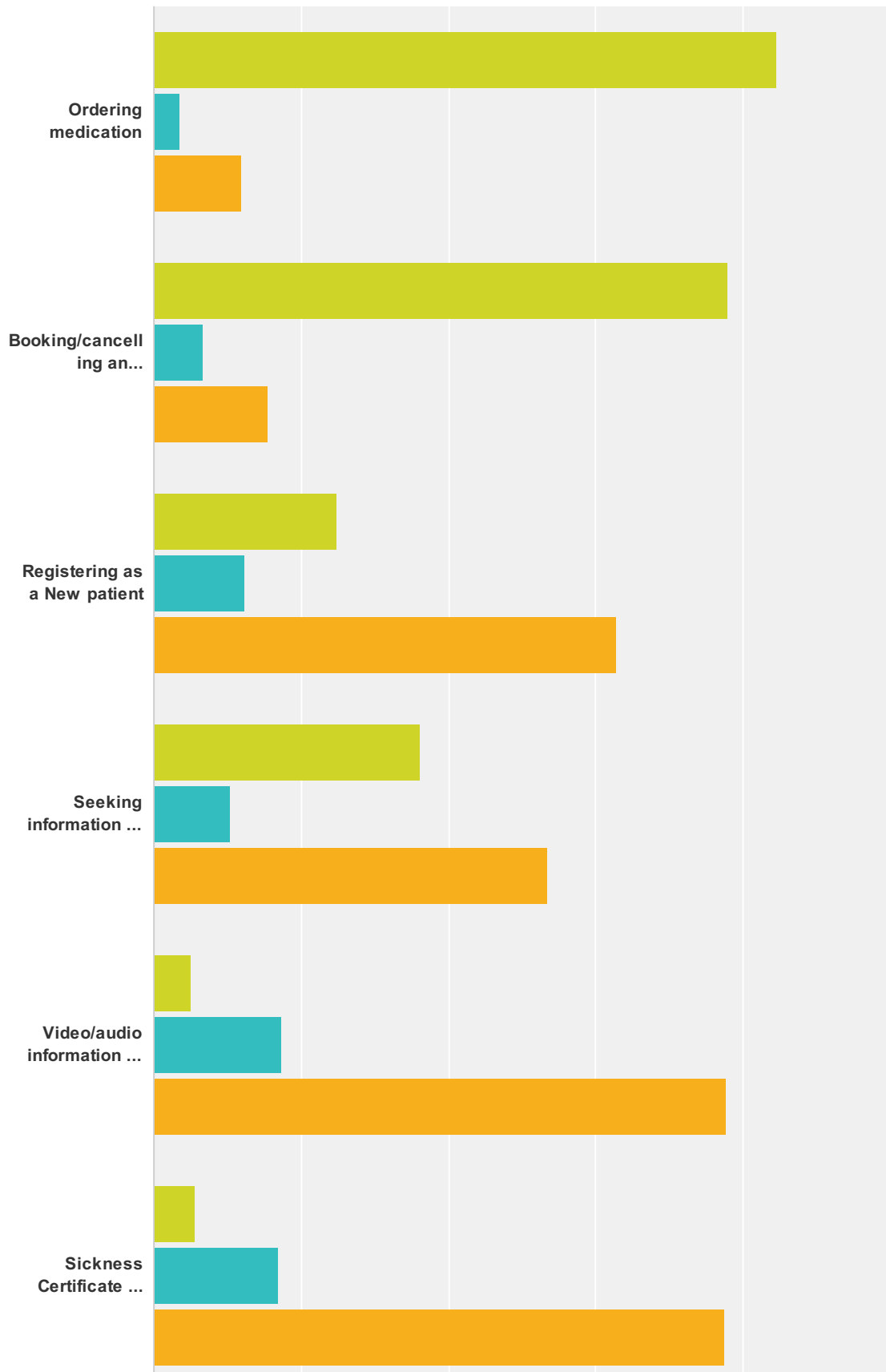
Answered: 233 Skipped: 34



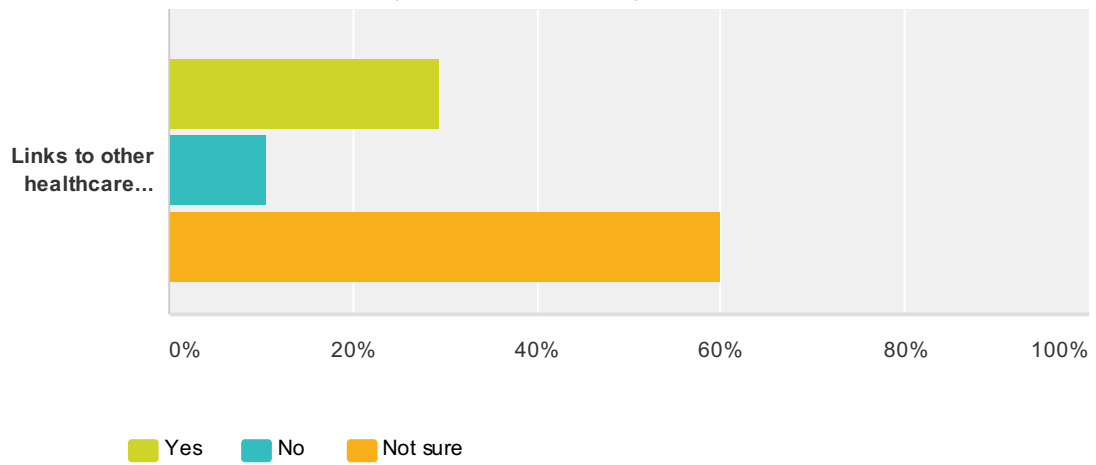
Answer Choices	Responses
Good	10.73% 25
Satisfactory	6.87% 16
Bad	3.00% 7
Never used	79.40% 185
Total	233

Q52 Without looking, can you say which of the following services is available via the website?

Answered: 228 Skipped: 39



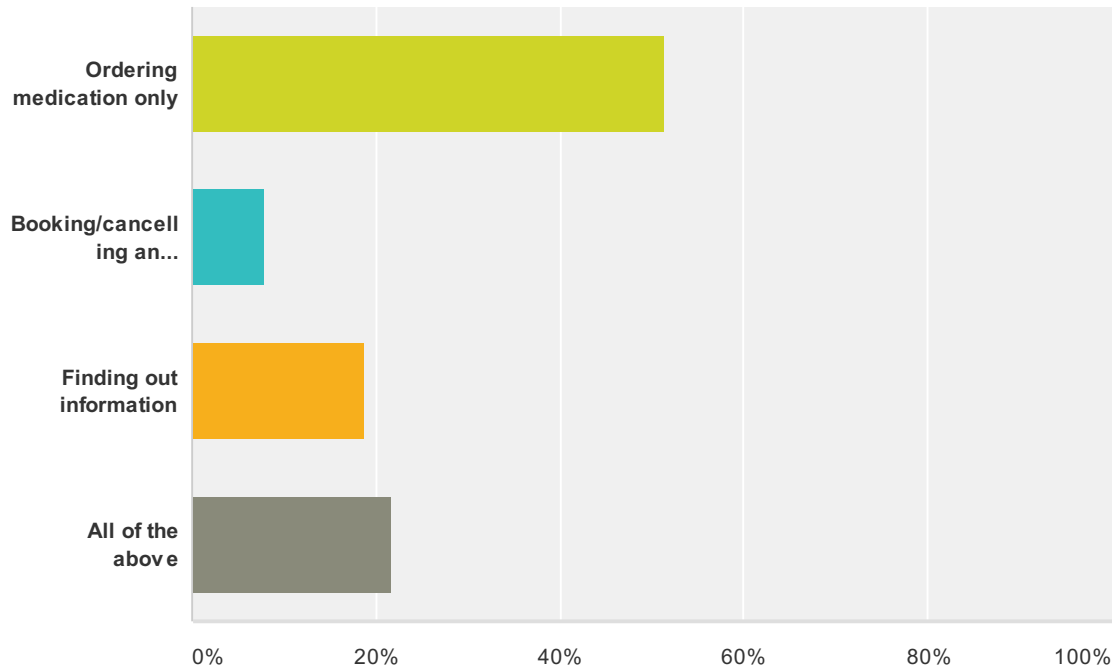
Bedwyn Patient Survey 2014



	Yes	No	Not sure	Total
Ordering medication	84.58% 192	3.52% 8	11.89% 27	227
Booking/cancelling an appointment	77.97% 177	6.61% 15	15.42% 35	227
Registering as a New patient	24.77% 54	12.39% 27	62.84% 137	218
Seeking information on travel vaccinations	36.07% 79	10.50% 23	53.42% 117	219
Video/audio information on long term conditions	5.02% 11	17.35% 38	77.63% 170	219
Sickness Certificate for your employer	5.66% 12	16.98% 36	77.36% 164	212
Links to other healthcare related websites	29.49% 64	10.60% 23	59.91% 130	217

Q53 If you have used our website in the past, please indicate what you used it for

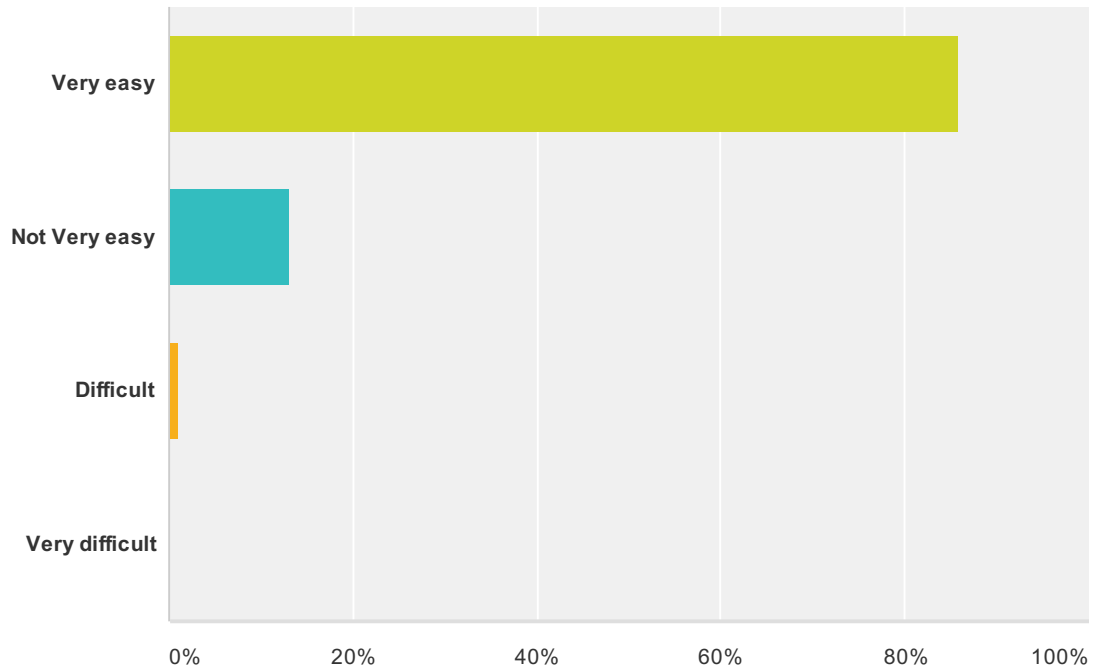
Answered: 175 Skipped: 92



Answer Choices	Responses
Ordering medication only	51.43% 90
Booking/cancelling an appointment	8% 14
Finding out information	18.86% 33
All of the above	21.71% 38
Total	175

Q54 How easy do you find it to navigate your way round the website?

Answered: 175 Skipped: 92



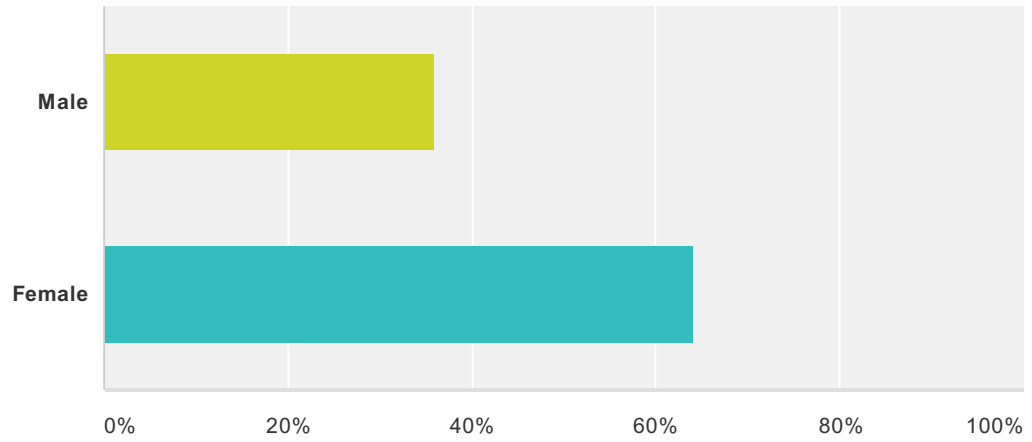
Answer Choices	Responses
Very easy	85.71% 150
Not Very easy	13.14% 23
Difficult	1.14% 2
Very difficult	0% 0
Total	175

Q55 If you could have three wishes, what else would you like to see made available via the website

Answered: 69 Skipped: 198

Q56 Are you male or female

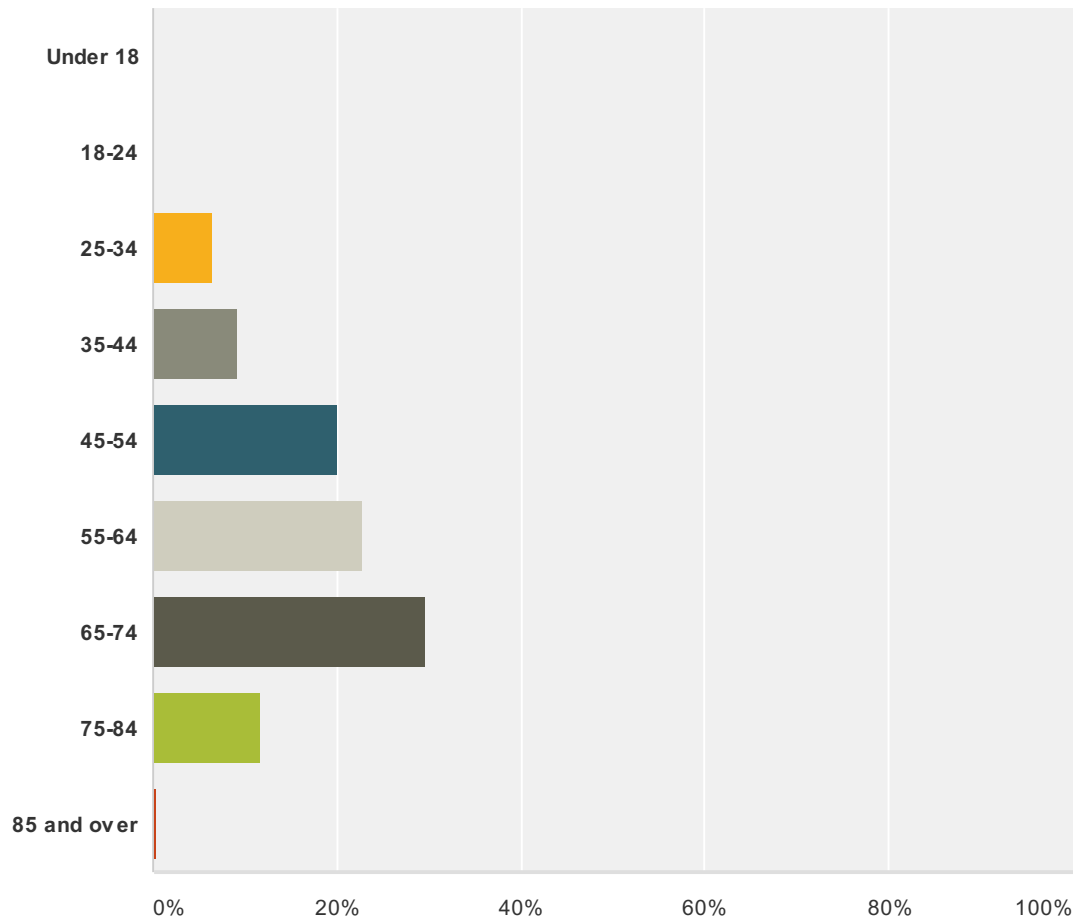
Answered: 245 Skipped: 22



Answer Choices	Responses
Male	35.92% 88
Female	64.08% 157
Total	245

Q57 How old are you?

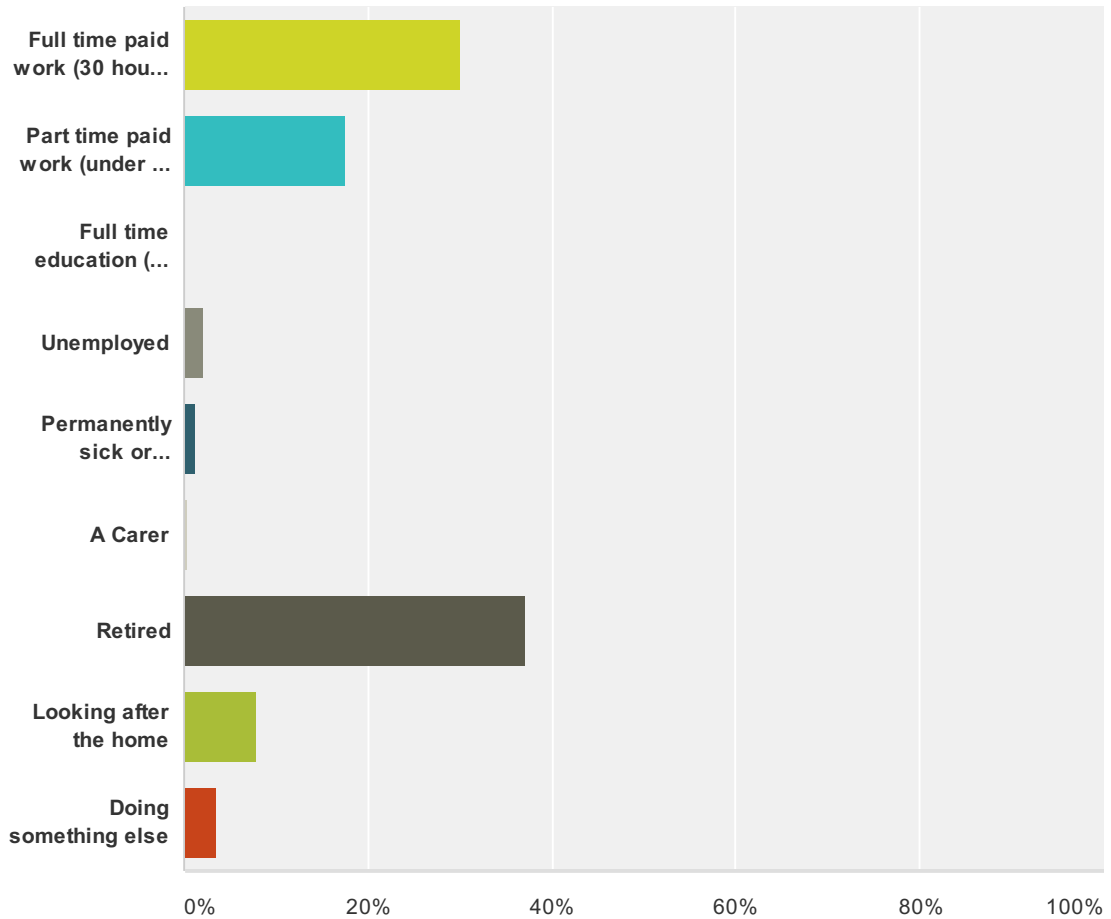
Answered: 250 Skipped: 17



Answer Choices	Responses	Count
Under 18	0%	0
18-24	0%	0
25-34	6.40%	16
35-44	9.20%	23
45-54	20%	50
55-64	22.80%	57
65-74	29.60%	74
75-84	11.60%	29
85 and over	0.40%	1
Total		250

Q58 Which of the following best describes what you are doing at present?

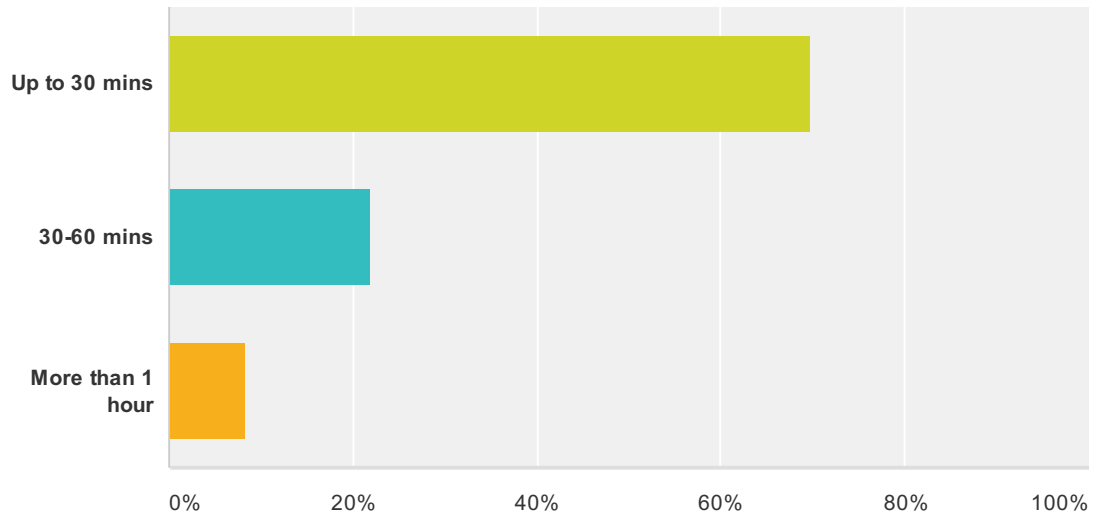
Answered: 250 Skipped: 17



Answer Choices	Responses	
Full time paid work (30 hours or more per week)	30%	75
Part time paid work (under 30 hours per week)	17.60%	44
Full time education (school,college,university)	0%	0
Unemployed	2%	5
Permanently sick or disabled	1.20%	3
A Carer	0.40%	1
Retired	37.20%	93
Looking after the home	8%	20
Doing something else	3.60%	9
Total		250

Q59 If working, how long does your journey take from work to The Surgery?

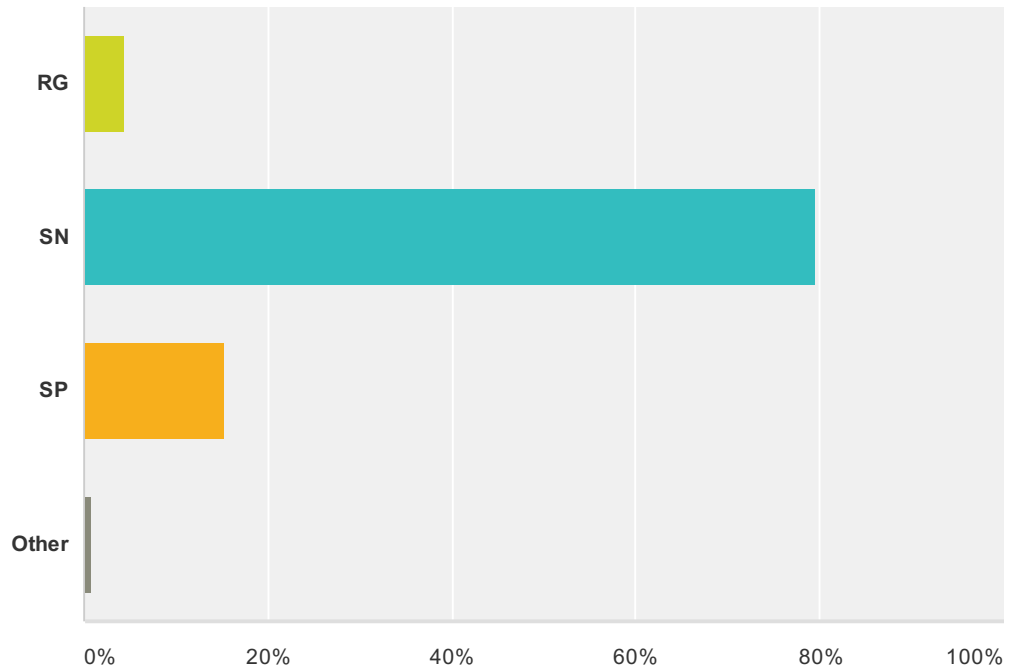
Answered: 132 Skipped: 135



Answer Choices	Responses
Up to 30 mins	69.70% 92
30-60 mins	21.97% 29
More than 1 hour	8.33% 11
Total	132

Q60 Please indicate which postcode you live in

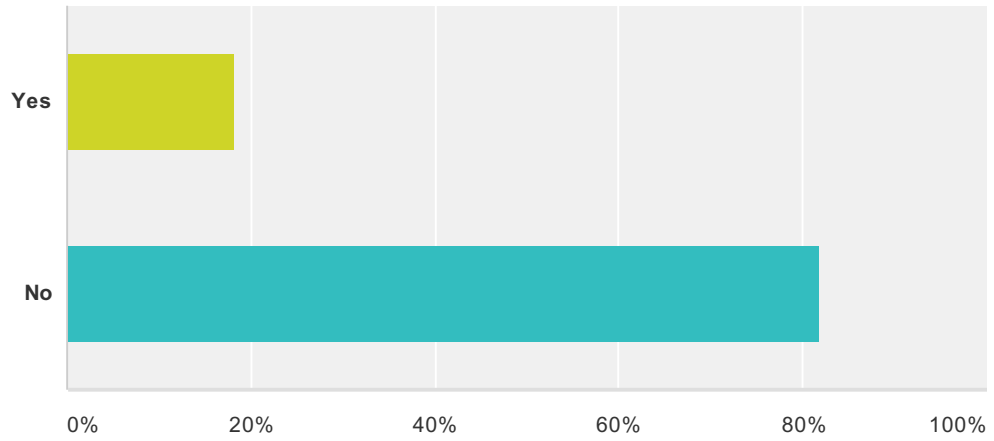
Answered: 250 Skipped: 17



Answer Choices	Responses	
RG	4.40%	11
SN	79.60%	199
SP	15.20%	38
Other	0.80%	2
Total		250

Q61 Have you heard of Great Bedwyn Surgery Patient Connect, and know what they do?

Answered: 248 Skipped: 19



Answer Choices	Responses	
Yes	18.15%	45
No	81.85%	203
Total		248

Q62 Thank you for your time in completing this survey. Full details regarding the responses and actions taken will be available to you in due course. In the meantime If you have any issues/suggestions on how we may improve things for you that are not covered within the questionnaire, please let us have your comments in the box provided.

Answered: 49 Skipped: 218