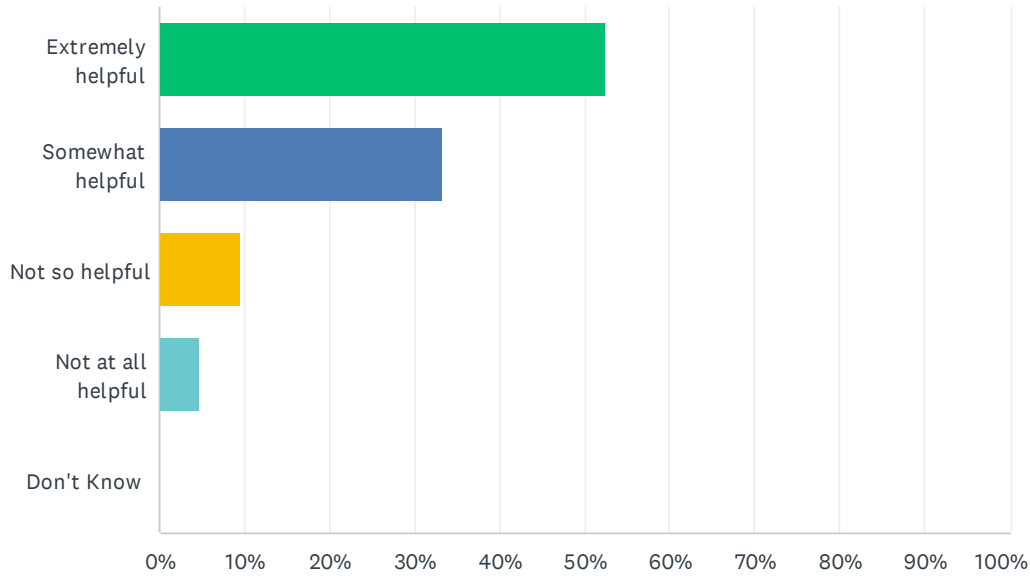


Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

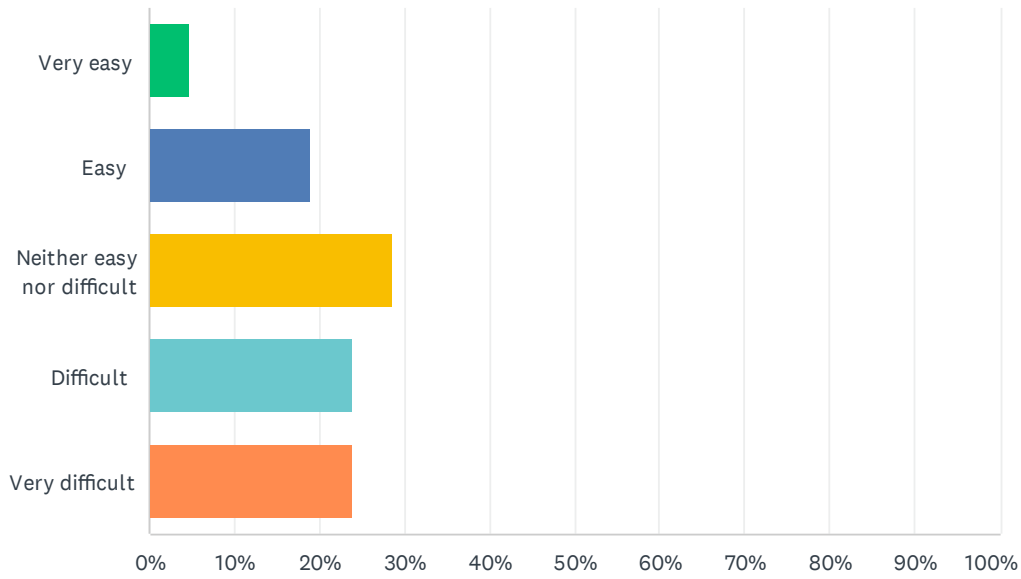
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely helpful	52.38%	11
Somewhat helpful	33.33%	7
Not so helpful	9.52%	2
Not at all helpful	4.76%	1
Don't Know	0.00%	0
TOTAL		21

Q2 Thinking about when you need to get in touch with us, how easy is it to get through to us on the phone?

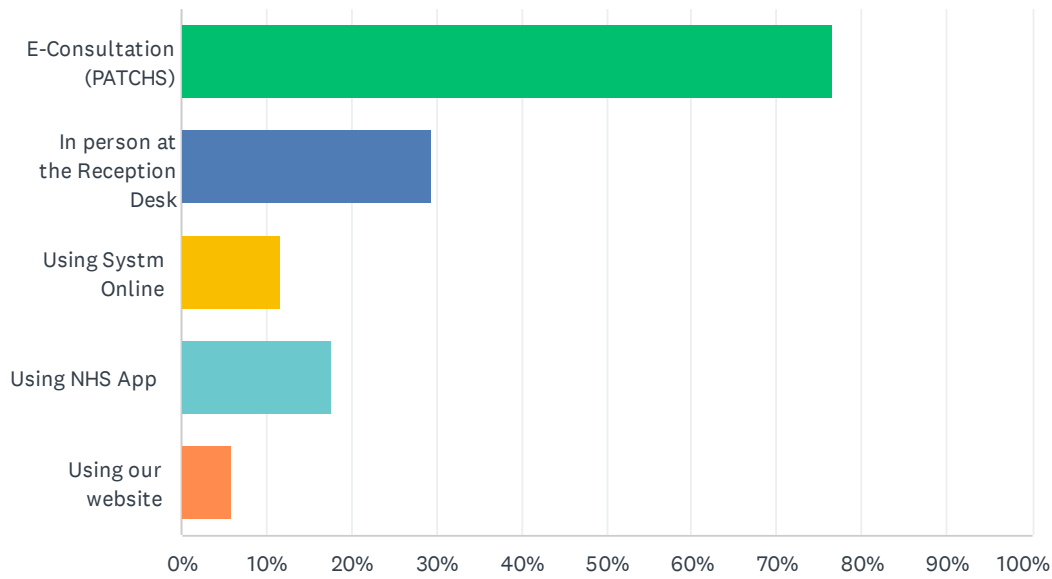
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	4.76%	1
Easy	19.05%	4
Neither easy nor difficult	28.57%	6
Difficult	23.81%	5
Very difficult	23.81%	5
TOTAL		21

Q3 Which other ways have you used to arrange appointments with us:

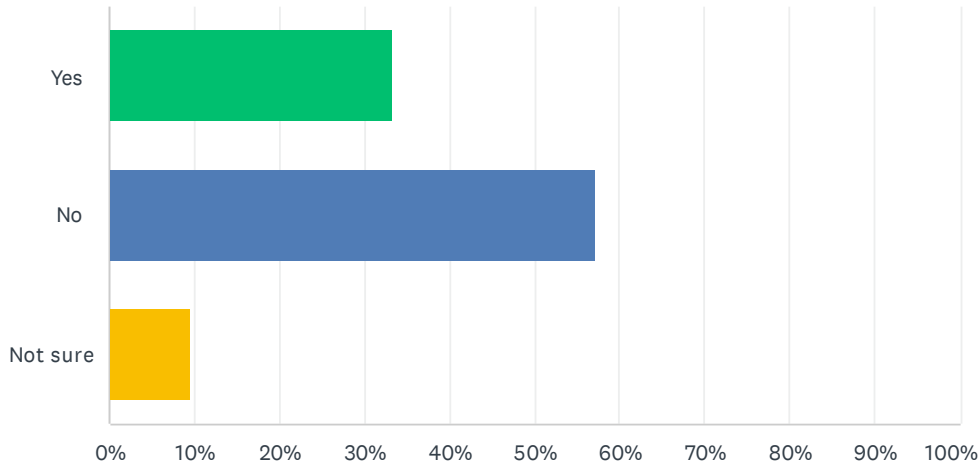
Answered: 17 Skipped: 4



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	76.47%	13
In person at the Reception Desk	29.41%	5
Using System Online	11.76%	2
Using NHS App	17.65%	3
Using our website	5.88%	1
Total Respondents: 17		

Q4 As well as the core appointments during the daytime we also offer GP, Nurse and HCA appointments in the evenings and at weekends.
Have you been made aware of these appointments?

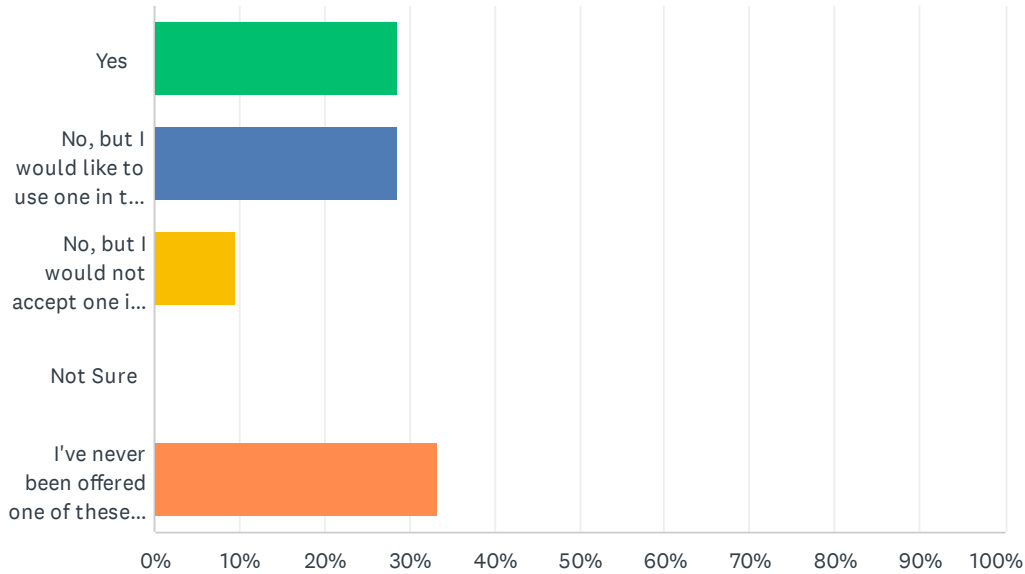
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	7
No	57.14%	12
Not sure	9.52%	2
TOTAL		21

Q5 Have you ever used an evening or weekend appointment arranged for you by us?

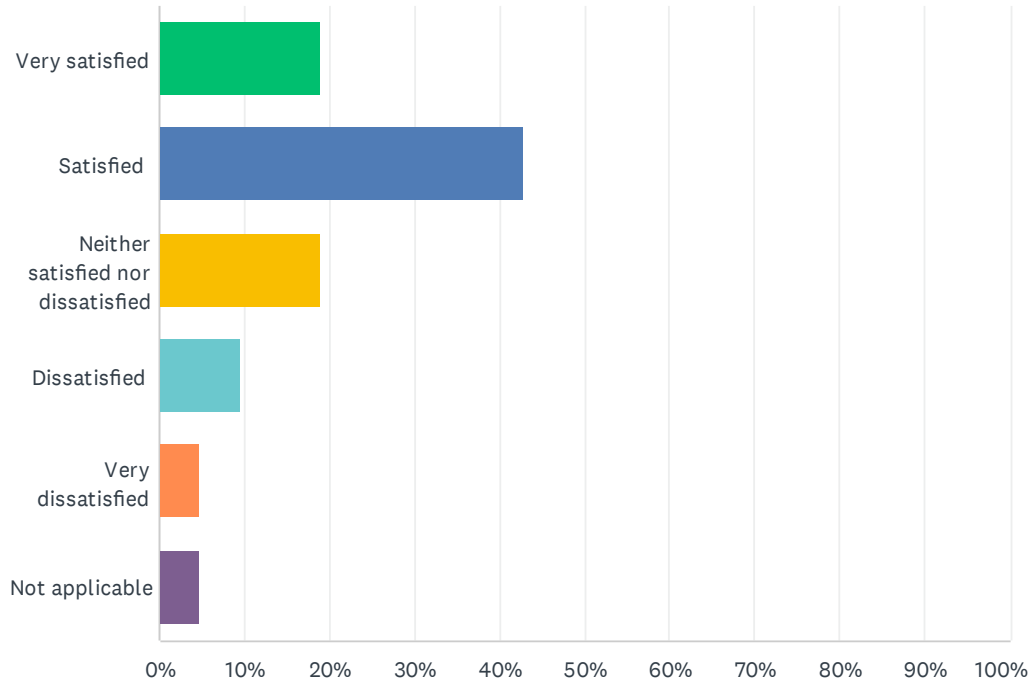
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	28.57%	6
No, but I would like to use one in the future	28.57%	6
No, but I would not accept one if it were offered	9.52%	2
Not Sure	0.00%	0
I've never been offered one of these appointments	33.33%	7
TOTAL		21

Q6 Overall, how satisfied are you with the appointment times that are available to you?

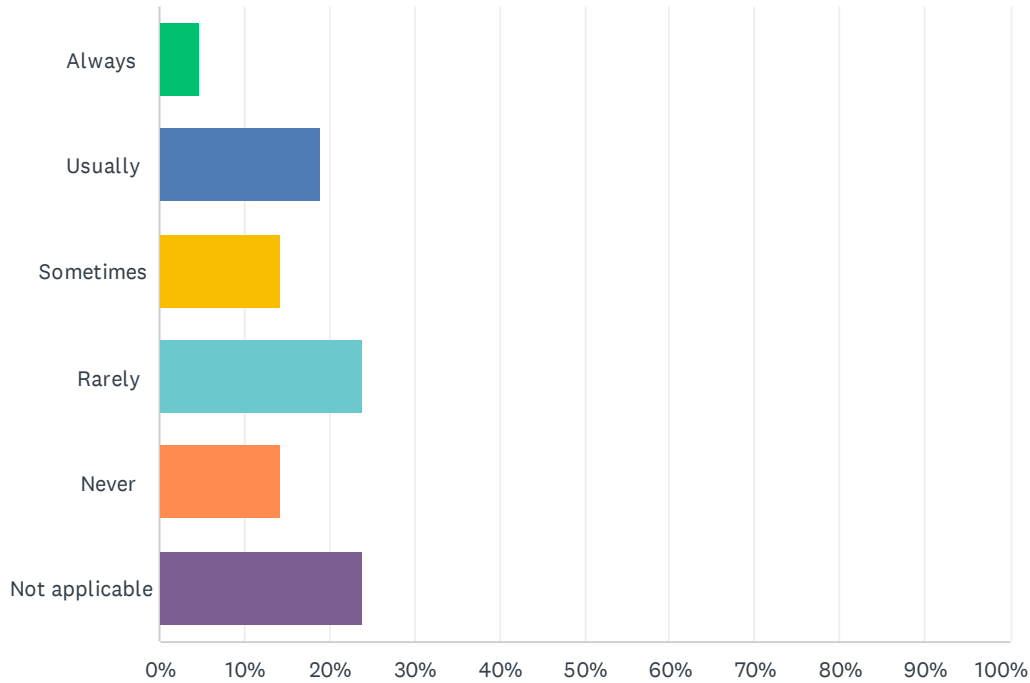
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	19.05%	4
Satisfied	42.86%	9
Neither satisfied nor dissatisfied	19.05%	4
Dissatisfied	9.52%	2
Very dissatisfied	4.76%	1
Not applicable	4.76%	1
TOTAL		21

Q7 When you make an appointment to speak to a clinician at Parklands Medical Practice, would you say you usually get to speak to your preferred clinician?

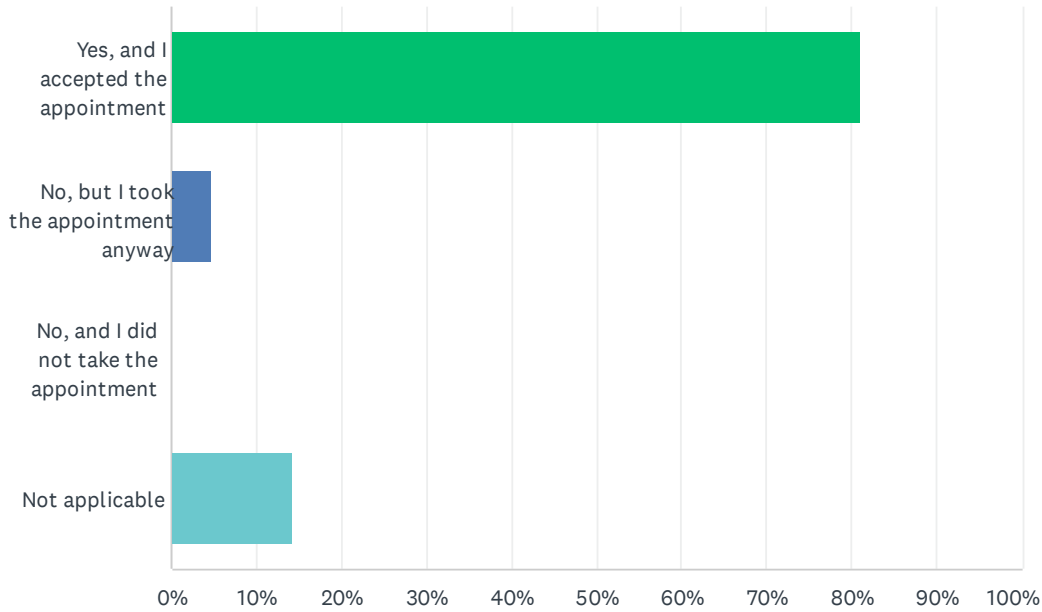
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	4.76%	1
Usually	19.05%	4
Sometimes	14.29%	3
Rarely	23.81%	5
Never	14.29%	3
Not applicable	23.81%	5
TOTAL		21

Q8 When you last arranged an appointment at Parklands Medical Practice were you satisfied with the type of appointment that you were offered?

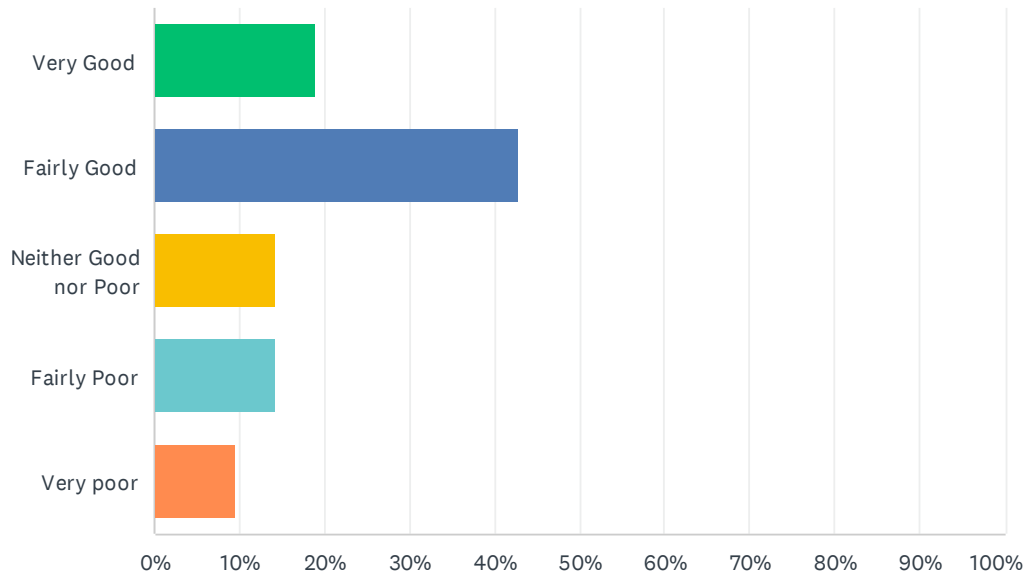
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, and I accepted the appointment	80.95%	17
No, but I took the appointment anyway	4.76%	1
No, and I did not take the appointment	0.00%	0
Not applicable	14.29%	3
TOTAL		21

Q9 Overall, how would you describe your experience of making an appointment with us?

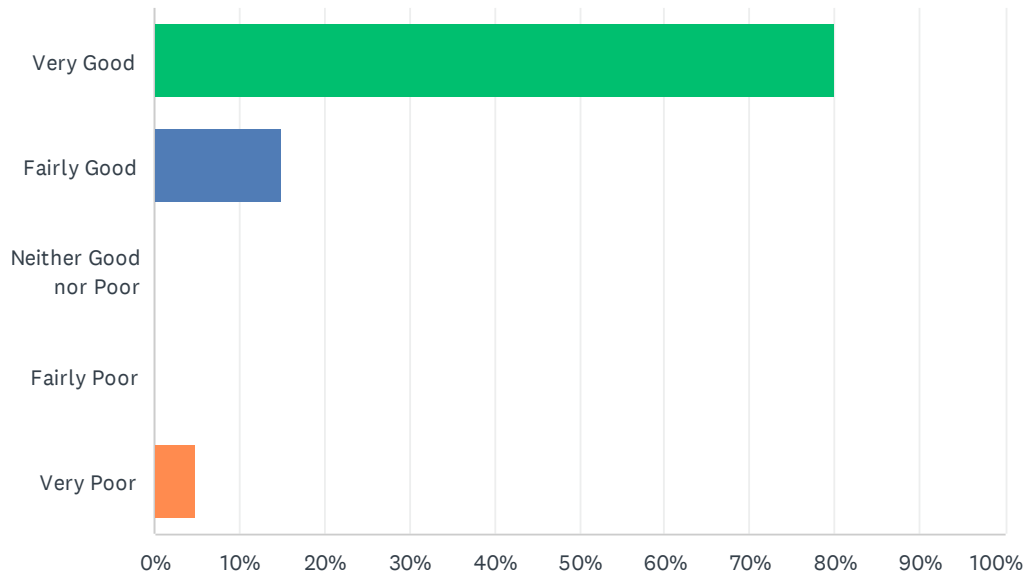
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	19.05%	4
Fairly Good	42.86%	9
Neither Good nor Poor	14.29%	3
Fairly Poor	14.29%	3
Very poor	9.52%	2
TOTAL		21

Q10 Thinking about the last time you spoke to a clinician at Parklands Medical Practice, were they good at giving you enough time?

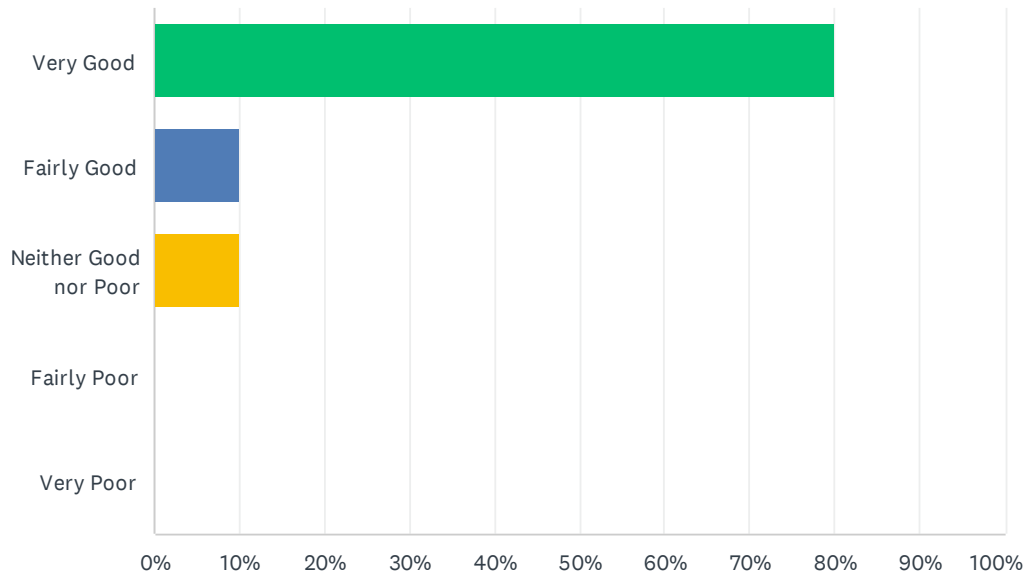
Answered: 20 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	80.00%	16
Fairly Good	15.00%	3
Neither Good nor Poor	0.00%	0
Fairly Poor	0.00%	0
Very Poor	5.00%	1
TOTAL		20

Q11 During your last consultation with one of our clinical staff, how good was the clinician at listening to you?

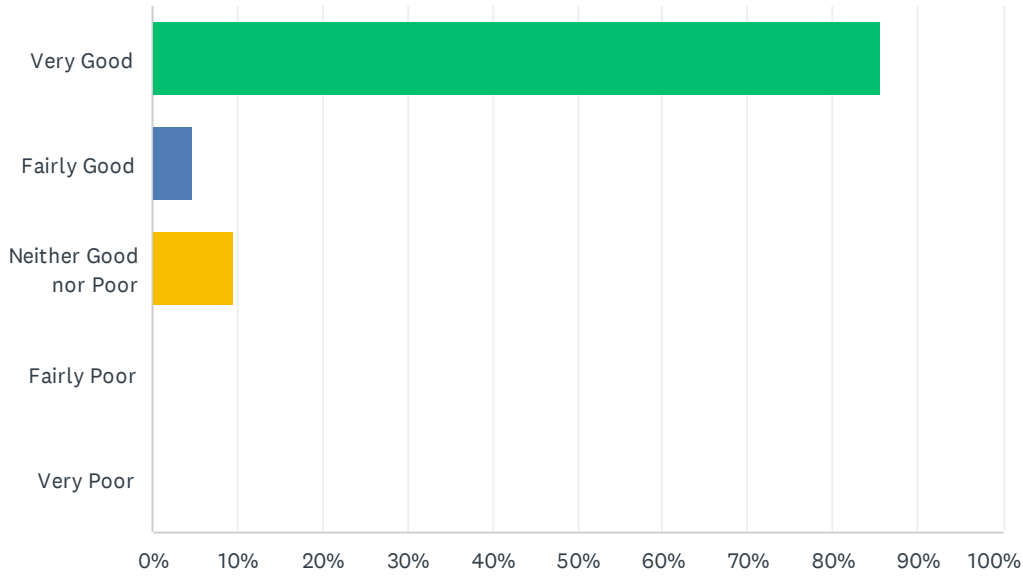
Answered: 20 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	80.00%	16
Fairly Good	10.00%	2
Neither Good nor Poor	10.00%	2
Fairly Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		20

Q12 During your last consultation with a clinician, how good was the clinician at treating you with care and concern?

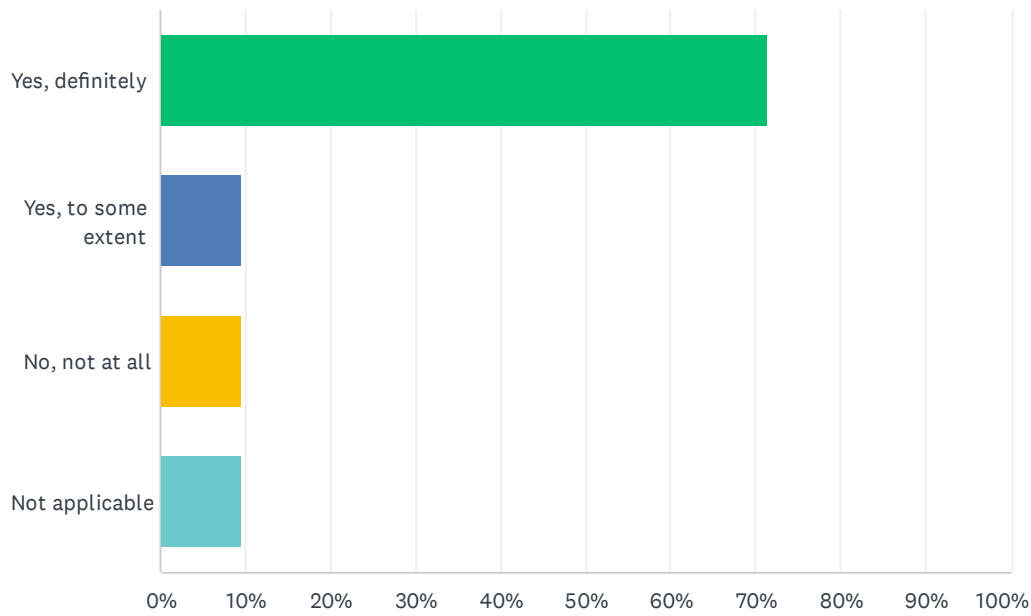
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	85.71%	18
Fairly Good	4.76%	1
Neither Good nor Poor	9.52%	2
Fairly Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		21

Q13 During your last consultation with a clinician, were you involved as much as you wanted to be in decisions about your care and treatment?

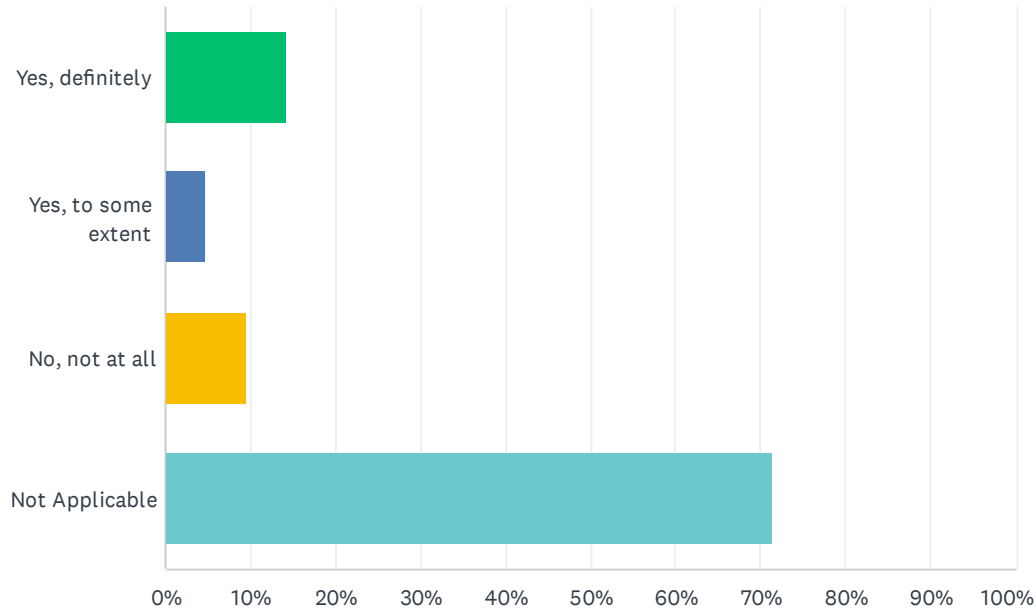
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	71.43%	15
Yes, to some extent	9.52%	2
No, not at all	9.52%	2
Not applicable	9.52%	2
TOTAL		21

Q14 During your last consultation with a clinician at Parklands Medical Practice, did you feel that the clinician recognised and/or understood any mental health needs?

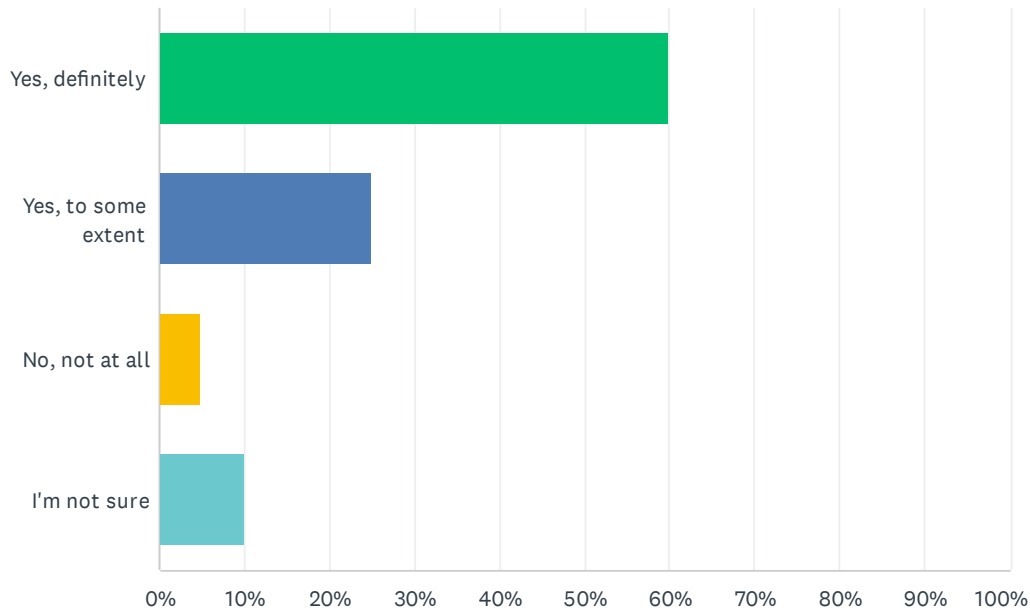
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	14.29%	3
Yes, to some extent	4.76%	1
No, not at all	9.52%	2
Not Applicable	71.43%	15
TOTAL		21

Q15 Thinking about the reason for your last consultation with a clinician, were your needs met?

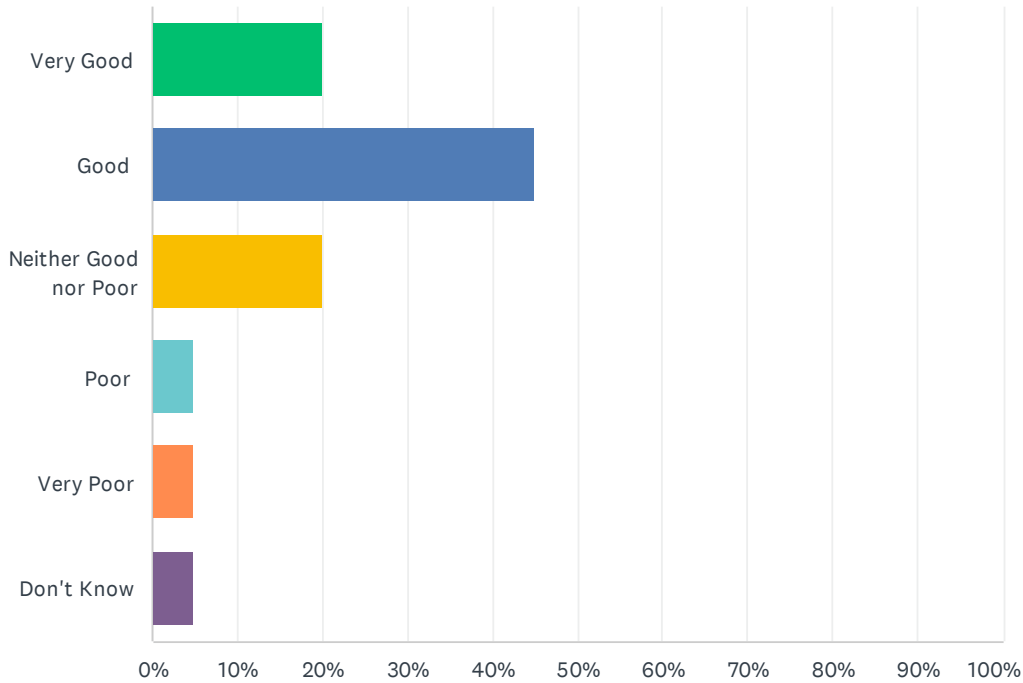
Answered: 20 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	60.00%	12
Yes, to some extent	25.00%	5
No, not at all	5.00%	1
I'm not sure	10.00%	2
TOTAL		20

Q16 Thinking about all of your use and interactions with our services and team members. Overall, how would you describe your experience at Parklands Medical Practice?

Answered: 20 Skipped: 1



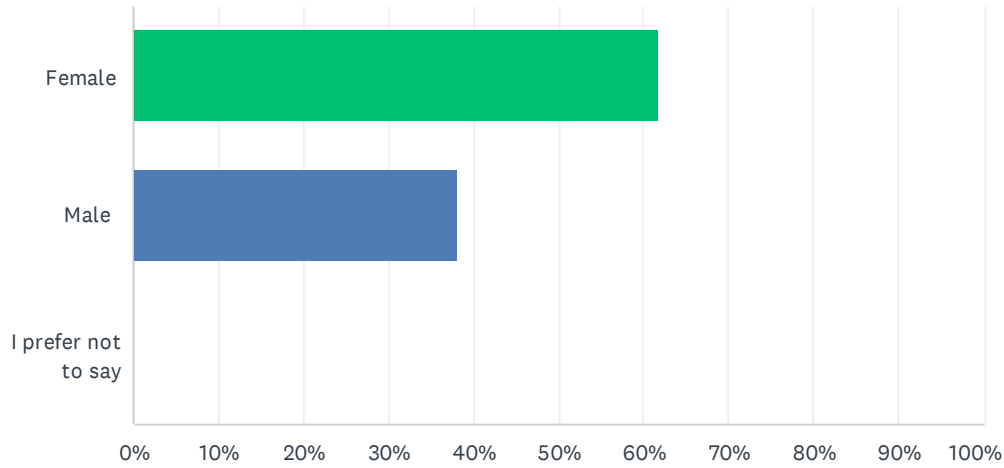
ANSWER CHOICES	RESPONSES	
Very Good	20.00%	4
Good	45.00%	9
Neither Good nor Poor	20.00%	4
Poor	5.00%	1
Very Poor	5.00%	1
Don't Know	5.00%	1
TOTAL		20

Q17 Would you like to give us any other feedback or comments:

Answered: 11 Skipped: 10

Q18 We are not being nosey! Asking the following questions tells us if we are listening to a diverse community or if anyone's voice is being left out....You are:

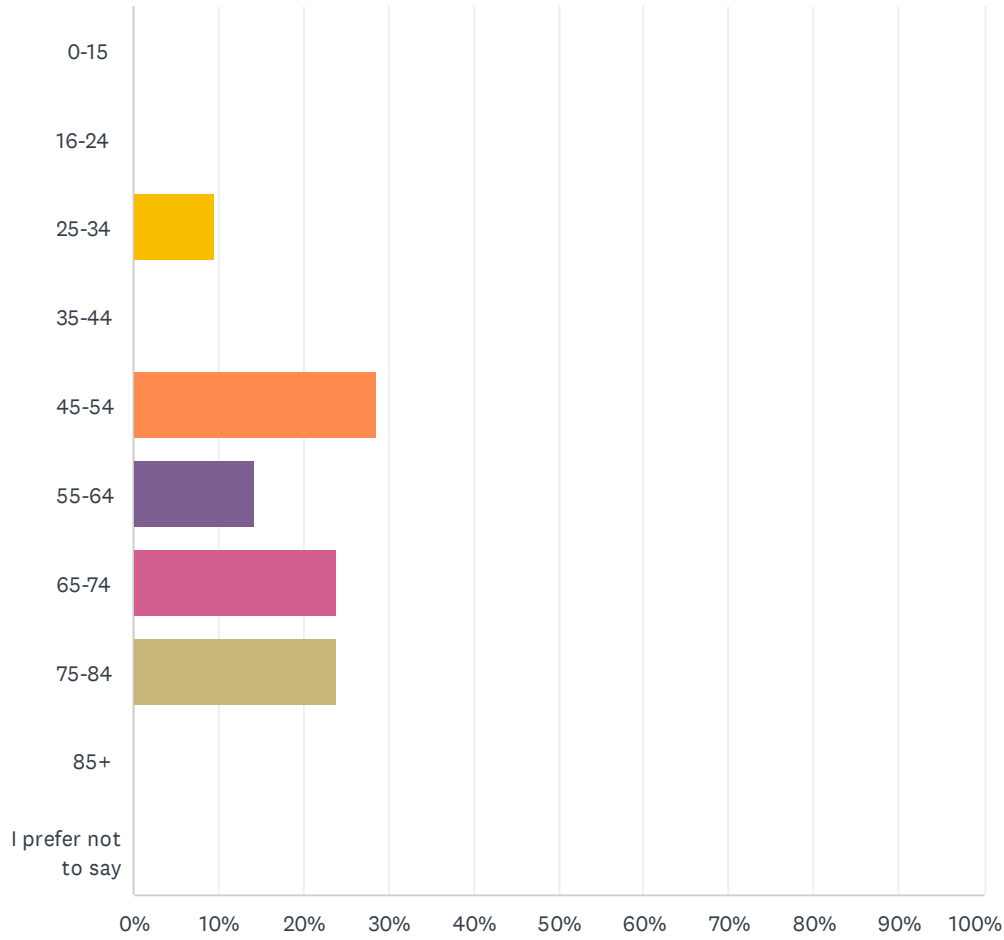
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	61.90%	13
Male	38.10%	8
I prefer not to say	0.00%	0
TOTAL		21

Q19 Your age:

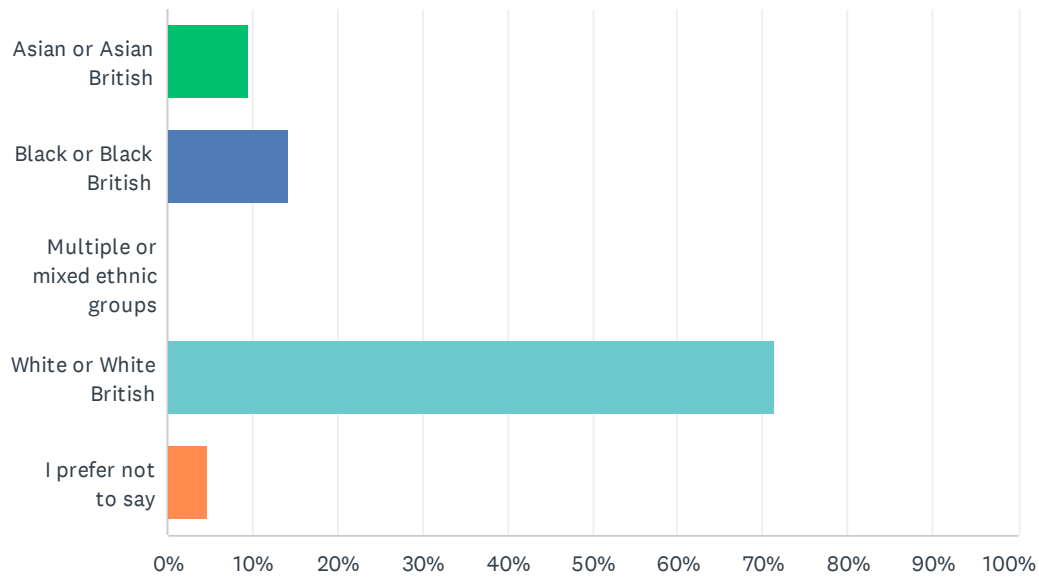
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-15	0.00%	0
16-24	0.00%	0
25-34	9.52%	2
35-44	0.00%	0
45-54	28.57%	6
55-64	14.29%	3
65-74	23.81%	5
75-84	23.81%	5
85+	0.00%	0
I prefer not to say	0.00%	0
TOTAL		21

Q20 Your ethnic group:

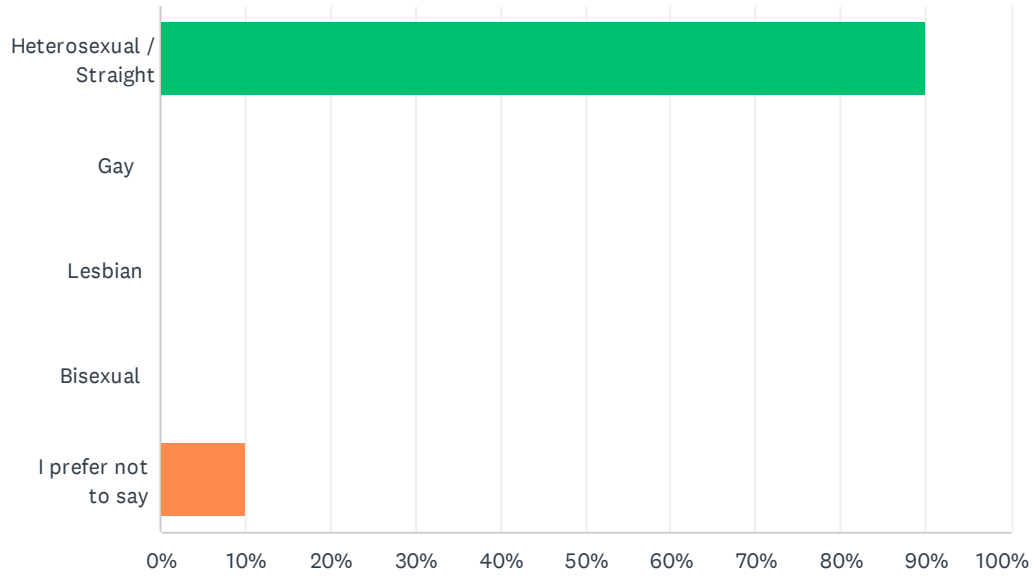
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Asian or Asian British	9.52%	2
Black or Black British	14.29%	3
Multiple or mixed ethnic groups	0.00%	0
White or White British	71.43%	15
I prefer not to say	4.76%	1
TOTAL		21

Q21 Do you consider yourself to be:

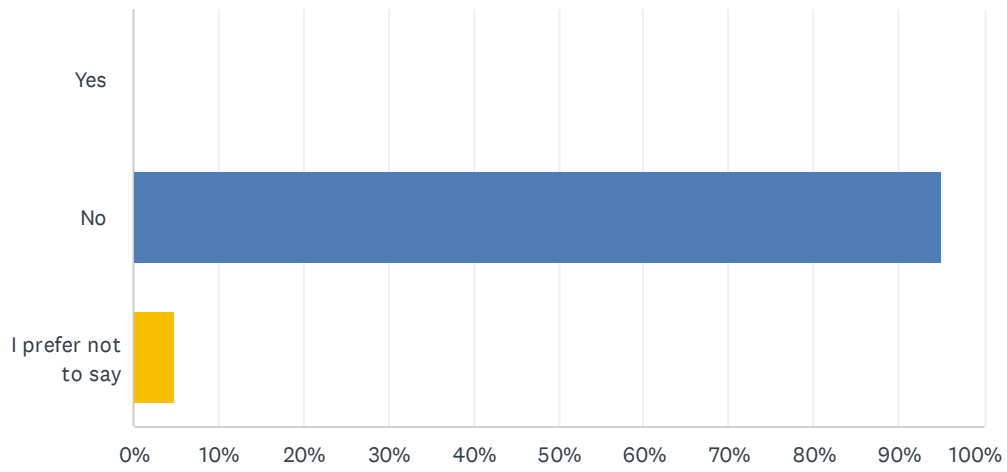
Answered: 20 Skipped: 1



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	90.00%	18
Gay	0.00%	0
Lesbian	0.00%	0
Bisexual	0.00%	0
I prefer not to say	10.00%	2
TOTAL		20

Q22 Do you have a Learning Disability or Autism?

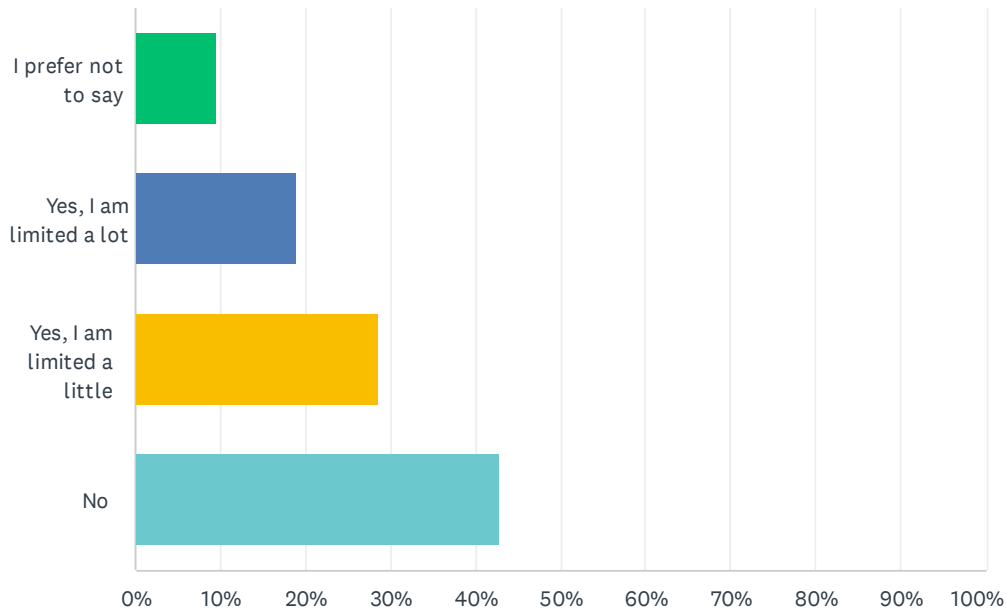
Answered: 20 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	95.00%	19
I prefer not to say	5.00%	1
TOTAL		20

Q23 Do you have a health need or a disability that limits your everyday activities?

Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
I prefer not to say	9.52%	2
Yes, I am limited a lot	19.05%	4
Yes, I am limited a little	28.57%	6
No	42.86%	9
TOTAL		21