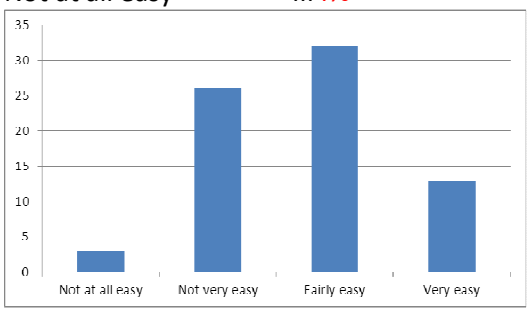
Patient Survey Results 30-01-13

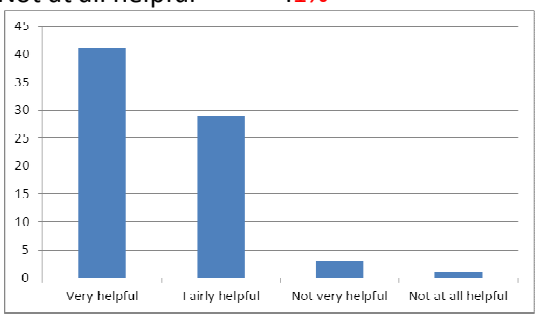
Q. 1, Generally, how easy is it to get through to someone at Highbridge on the phone?

Very easy IIIIIIIIIIIII18%
Fairly easy IIIIIIIIIIIIIIIIIIIIIIIIIIIIIII43%
Not very easy IIIIIIIIIIIIIIIIIIIIIII35%
Not at all easy III4%



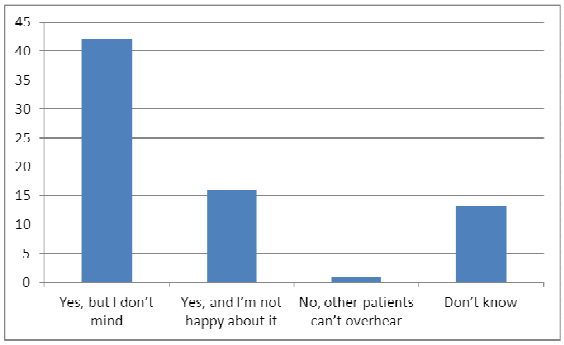
Q. 2, How helpful do you find the receptionists at Highbridge Medical Centre?

Very helpful IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII55%
Fairly helpful IIIIIIIIIIIIIIIIIIIIIIIII23%
Not very helpful III4%
Not at all helpful I1%



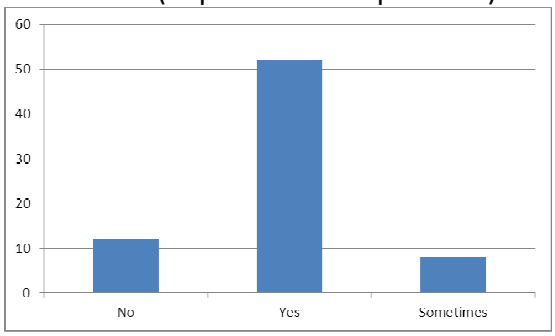
Q. 3, In the reception area can other patients overhear what you are saying?

Yes, but I don't mind IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII58%
Yes, and I'm not happy about it IIIIIIIIIIIIIII22%
No, other patients can't overhear I1%
Don't know IIIIIIIIIIIII18%



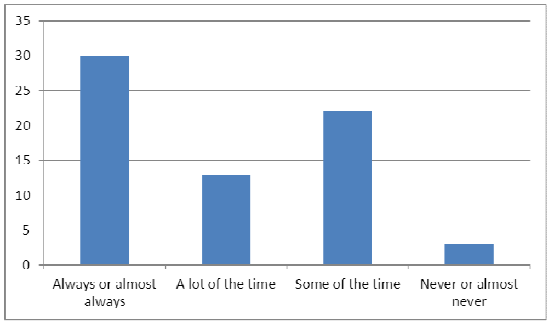
Q.4, Is there a particular GP you usually prefer to see or speak to?

No IIIIIIIIIIII17%
Yes IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII72%
Sometimes (depends on the problem) IIIIIIII11%



Q.5, How often do you see or speak to the GP you prefer?

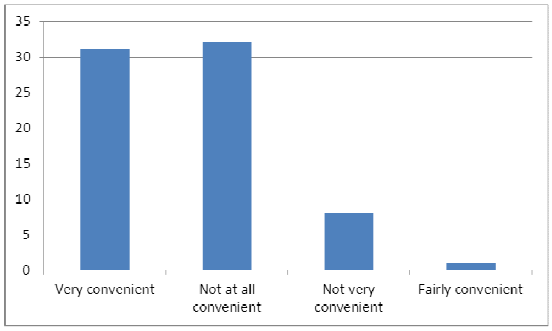
Always or almost always IIIIIIIIIIIIIIIIIIIIIIIIIIIII44%
A lot of the time IIIIIIIIIIIII19%
Some of the time IIIIIIIIIIIIIIIIIIII32%
Never or almost never III4%



Q.6, Last time you booked an appointment, when did you want to see or speak to someone?
On the same day IIIIIIIIIIIIIIIIIIII

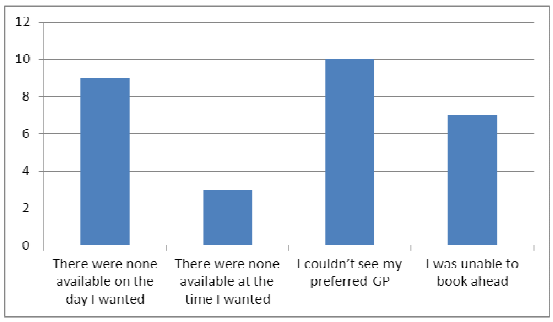
Q.7, How convenient was the appointment you were able to get?

Very convenient IIIIIIIIIIIIIIIIIIIIIIIIIIIIIII43%
Fairly convenient IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII44%
Not very convenient IIIIIIII11%
Not at all convenient I1%



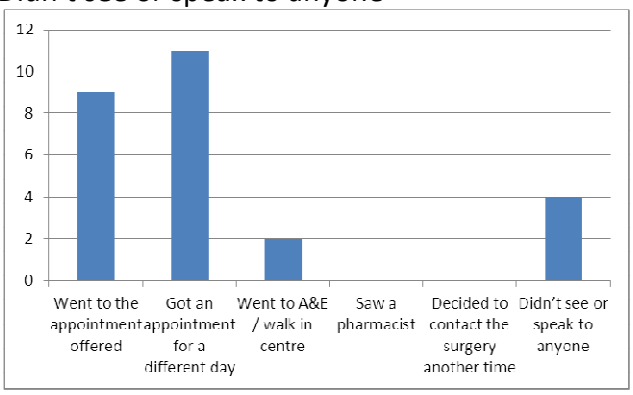
Q.8, If you weren't able to get a convenient appointment, why was that?

There were none available on the day I wanted IIIIIIIII31%
There were none available at the time I wanted III10%
I couldn't see my preferred GP IIIIIIIIII34%
I was unable to book ahead IIIIIII24%



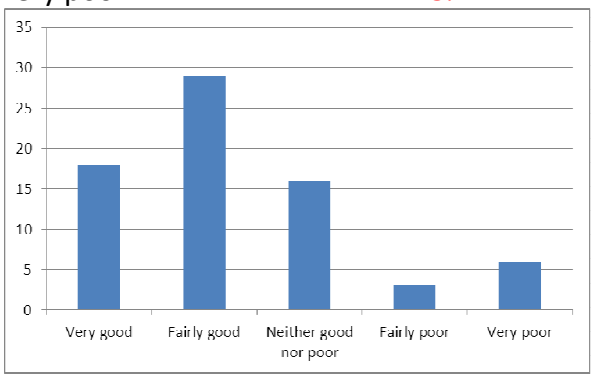
Q.9, What did you do on that occasion?

Went to the appointment offered IIIIIIIII35%
Got an appointment for a different day IIIIIIIIIII42%
Went to A&E / walk in centre II8%
Saw a pharmacist
Decided to contact the surgery another time
Didn't see or speak to anyone IIII15%



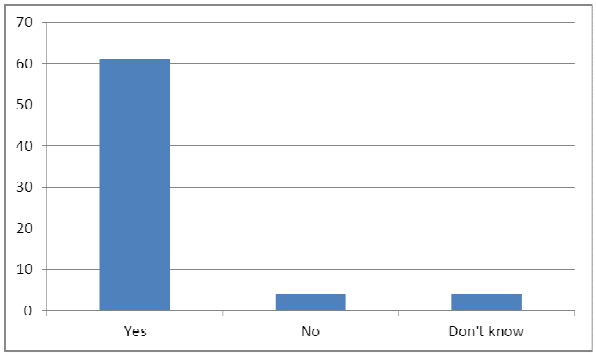
Q.10, Overall, how would you describe your experience of making an appointment?

Very good IIIIIIIIIIIIIIIII25%
Fairly good IIIIIIIIIIIIIIIIIIIIIIIIIII40%
Neither good nor poor IIIIIIIIIIIIIII22%
Fairly poor III4%
Very poor IIIIII8%



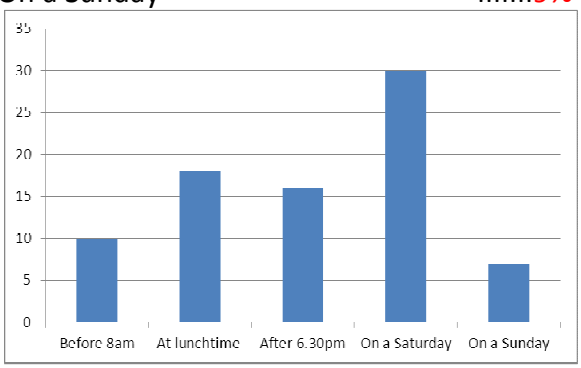
Q.11, Is Highbridge Medical Centre currently open at times that are convenient to you?

Yes IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII88%
No IIIII6%
Don't know IIIII6%



Q.12, Which of the following opening times do you use or would like to see introduced?

Before 8am IIIIIIIIII12%
At lunchtime (between 1—2pm) IIIIIIIIIIIIIIIII22%
After 6.30pm IIIIIIIIIIIIIII20%
On a Saturday IIIIIIIIIIIIIIIIIIIIIIIIIII37%
On a Sunday IIIIIII9%

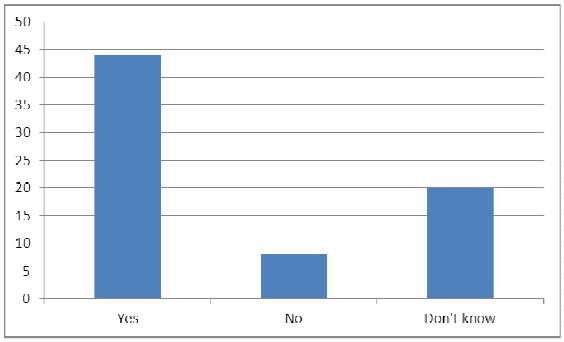


Q.13, Do you feel that we communicate well with our patients (bearing in mind our newsletter, website, etc.)?

Yes IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII61%

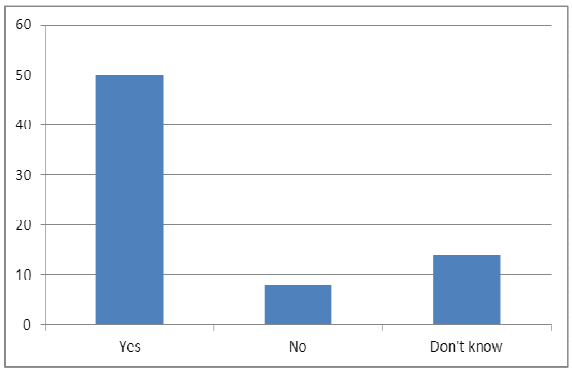
No IIIIIIII11%

Don't know IIIIIIIIIIIIIIIIIII28%



Q.14, Would you recommend Highbridge Medical Centre to a friend?

Yes IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII69%

No IIIIIIII11%

Don't know IIIIIIIIIIIIII19%