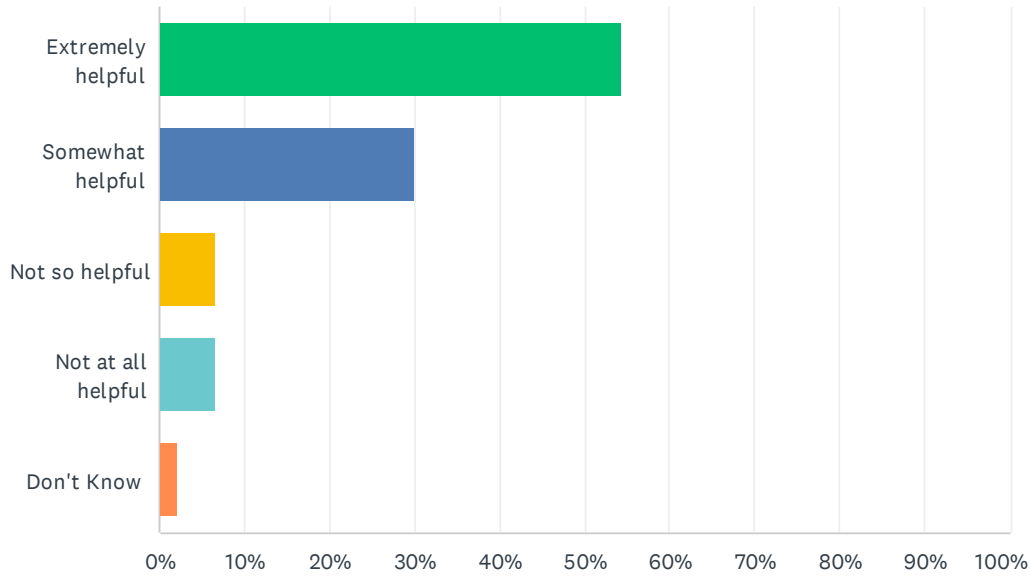


## Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

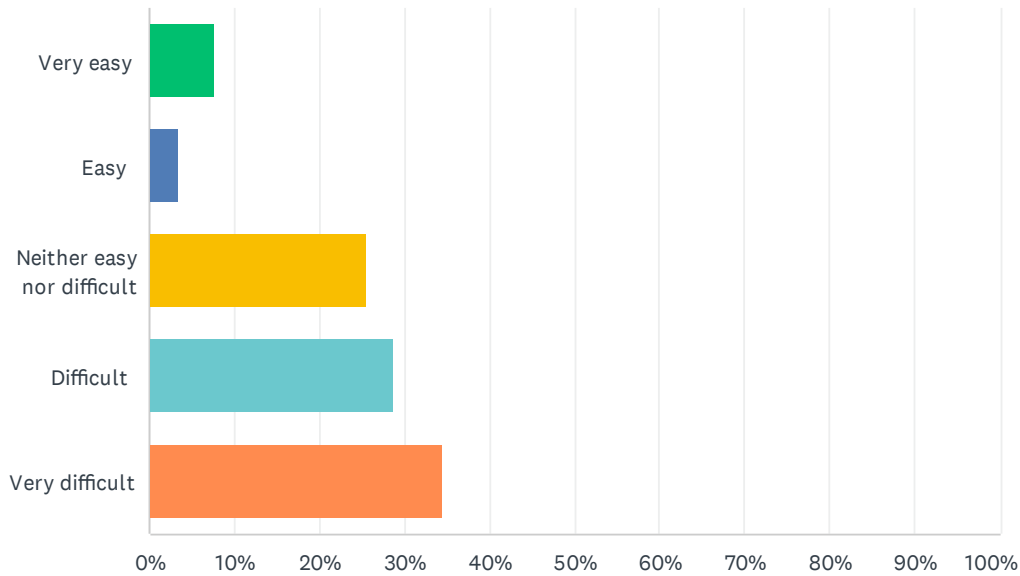
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely helpful	54.44%	49
Somewhat helpful	30.00%	27
Not so helpful	6.67%	6
Not at all helpful	6.67%	6
Don't Know	2.22%	2
<b>TOTAL</b>		<b>90</b>

## 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: 90 Skipped: 2

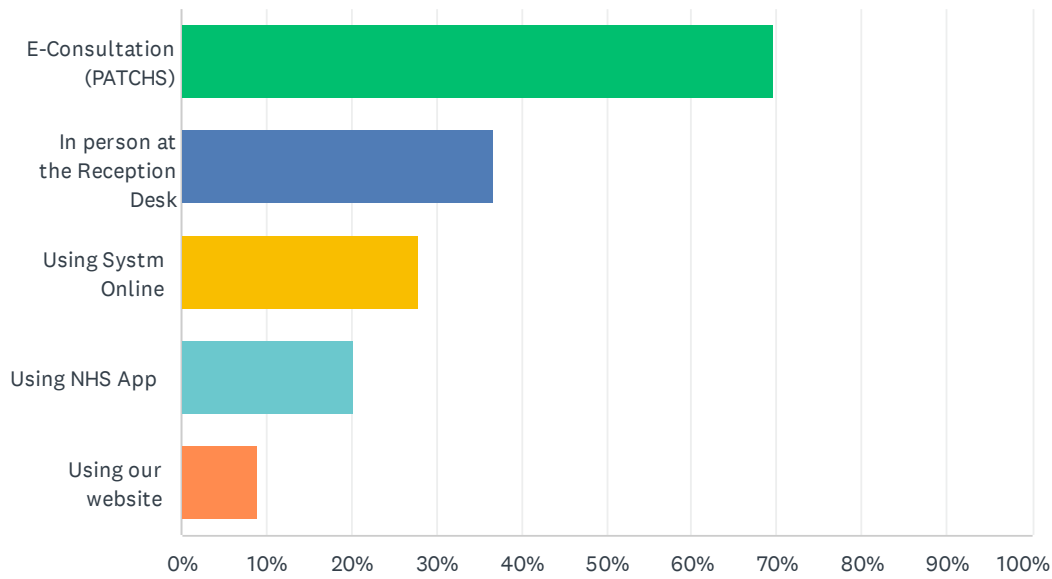


ANSWER CHOICES	RESPONSES
Very easy (1)	7.78% 7
Easy (2)	3.33% 3
Neither easy nor difficult (3)	25.56% 23
Difficult (4)	28.89% 26
Very difficult (5)	34.44% 31
<b>TOTAL</b>	<b>90</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	4.00	3.79	1.18

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

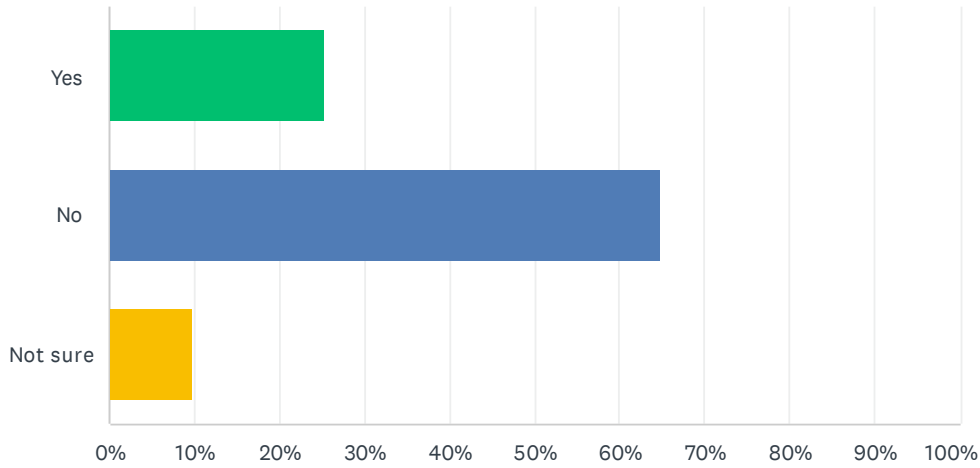
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	69.62%	55
In person at the Reception Desk	36.71%	29
Using System Online	27.85%	22
Using NHS App	20.25%	16
Using our website	8.86%	7
Total Respondents: 79		

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?

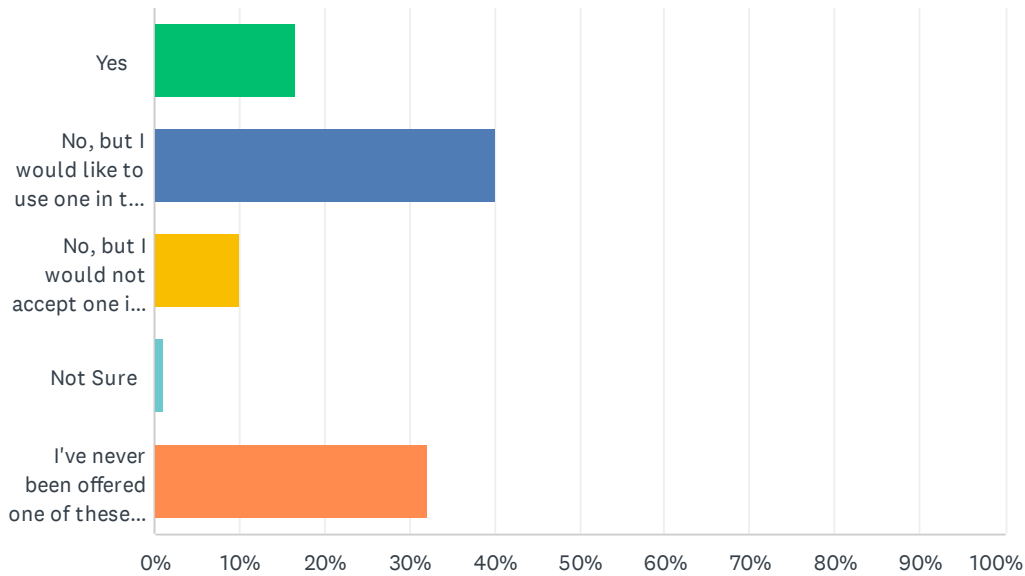
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	25.27%	23
No	64.84%	59
Not sure	9.89%	9
<b>TOTAL</b>		<b>91</b>

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

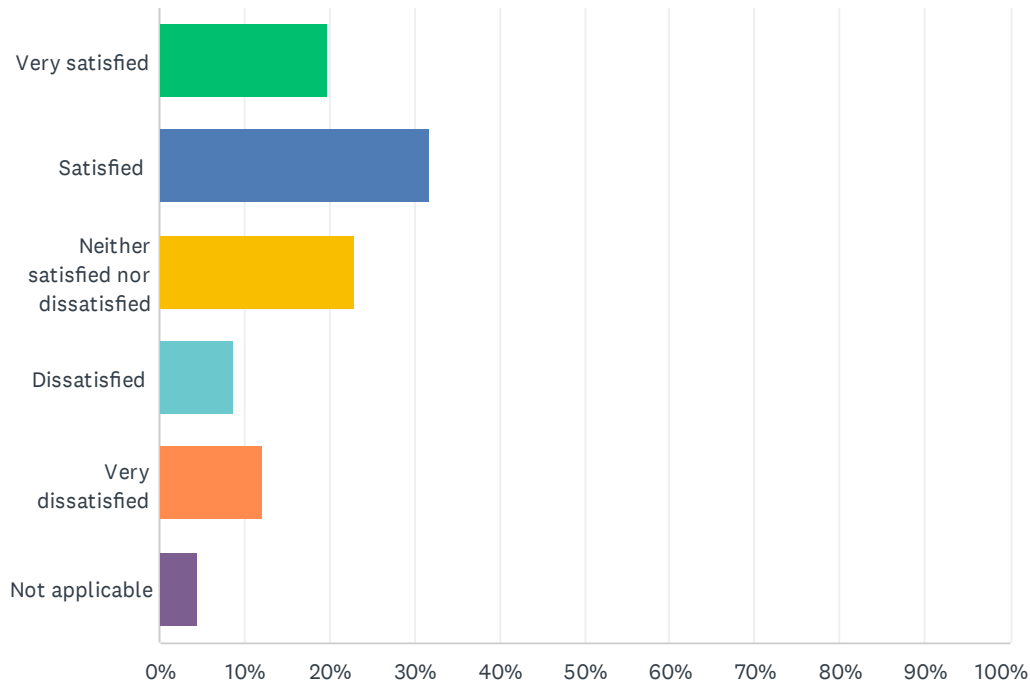
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	16.67%	15
No, but I would like to use one in the future	40.00%	36
No, but I would not accept one if it were offered	10.00%	9
Not Sure	1.11%	1
I've never been offered one of these appointments	32.22%	29
<b>TOTAL</b>		<b>90</b>

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

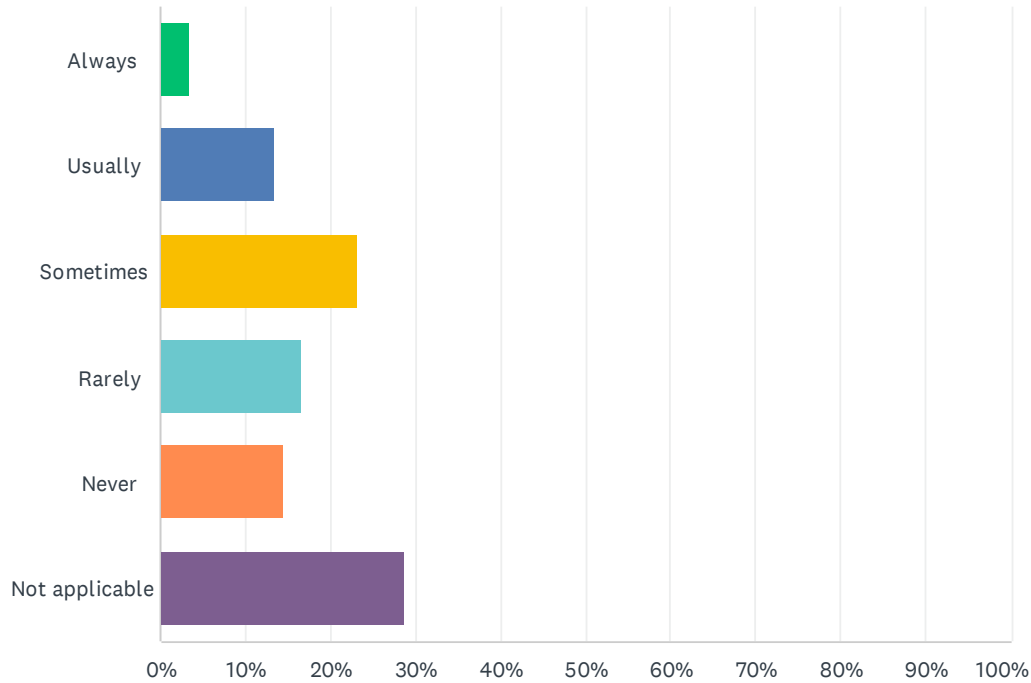
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	19.78%	18
Satisfied	31.87%	29
Neither satisfied nor dissatisfied	23.08%	21
Dissatisfied	8.79%	8
Very dissatisfied	12.09%	11
Not applicable	4.40%	4
<b>TOTAL</b>		<b>91</b>

## 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?

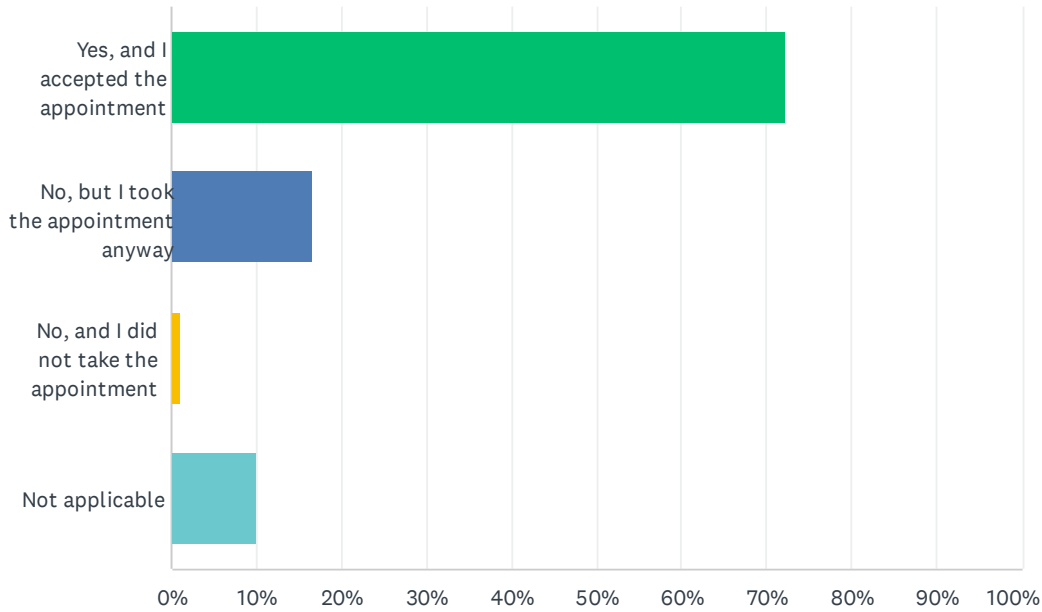
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Always	3.33%	3
Usually	13.33%	12
Sometimes	23.33%	21
Rarely	16.67%	15
Never	14.44%	13
Not applicable	28.89%	26
<b>TOTAL</b>		<b>90</b>

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

Answered: 90 Skipped: 2

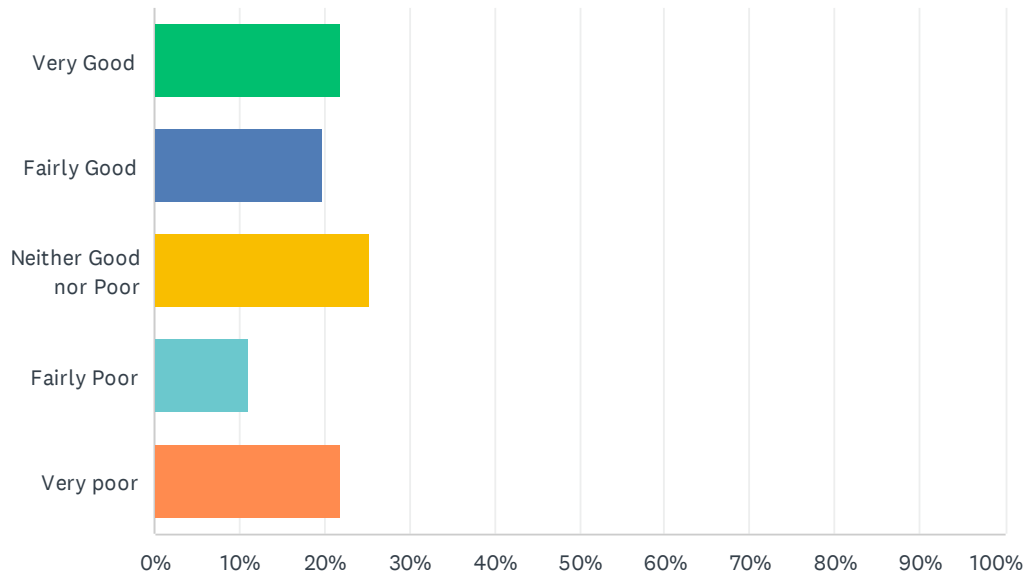


ANSWER CHOICES	RESPONSES	
Yes, and I accepted the appointment	72.22%	65
No, but I took the appointment anyway	16.67%	15
No, and I did not take the appointment	1.11%	1
Not applicable	10.00%	9
<b>TOTAL</b>		<b>90</b>



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

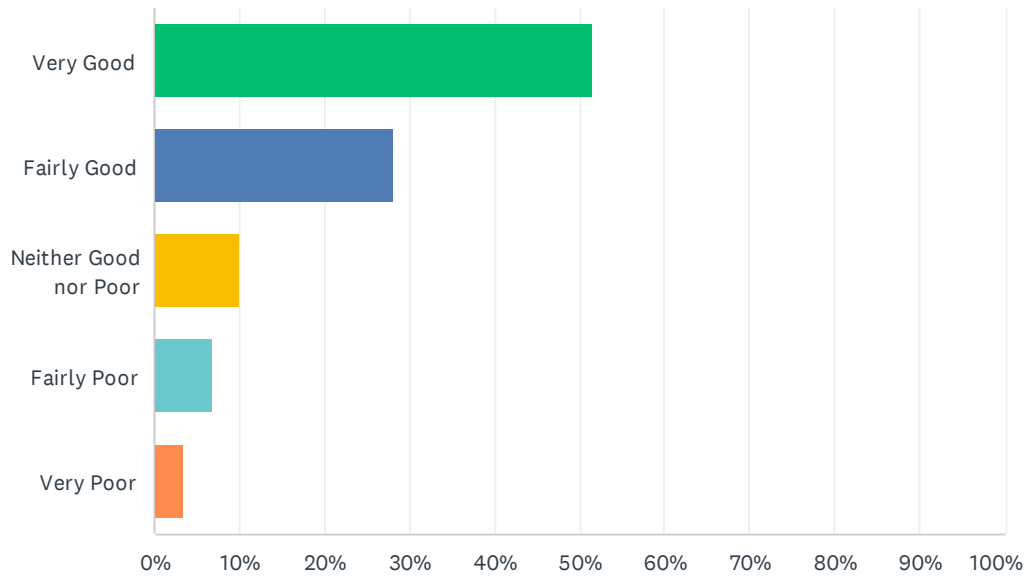
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	21.98%	20
Fairly Good	19.78%	18
Neither Good nor Poor	25.27%	23
Fairly Poor	10.99%	10
Very poor	21.98%	20
<b>TOTAL</b>		<b>91</b>

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

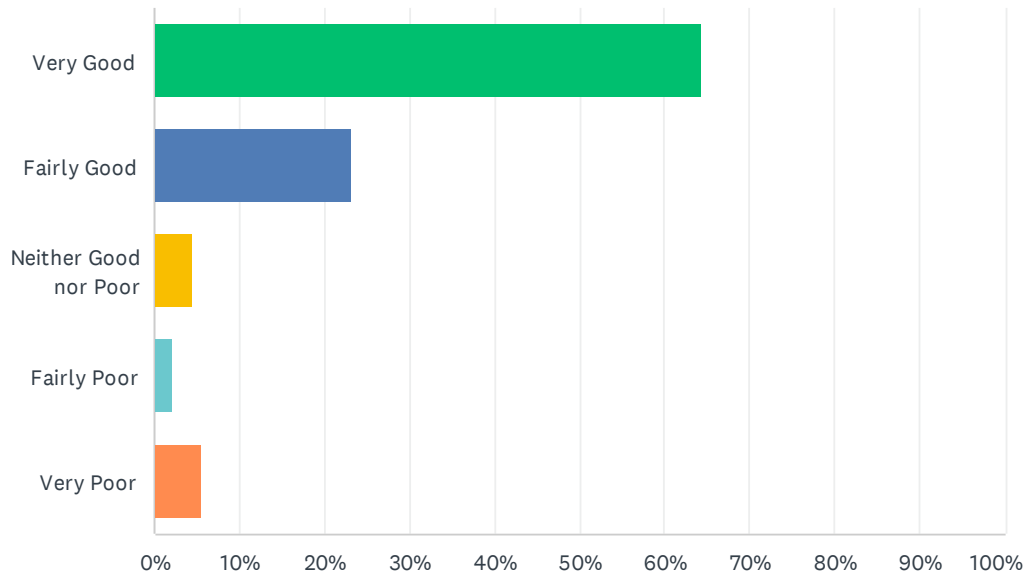
Answered: 89 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	51.69%	46
Fairly Good	28.09%	25
Neither Good nor Poor	10.11%	9
Fairly Poor	6.74%	6
Very Poor	3.37%	3
<b>TOTAL</b>		<b>89</b>

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

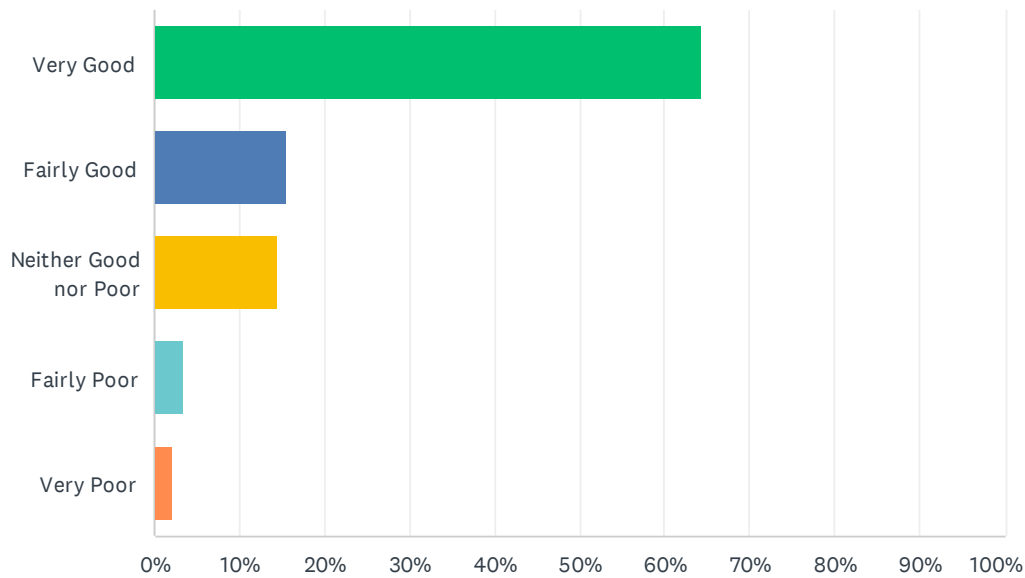
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Good	64.44%	58
Fairly Good	23.33%	21
Neither Good nor Poor	4.44%	4
Fairly Poor	2.22%	2
Very Poor	5.56%	5
<b>TOTAL</b>		<b>90</b>

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

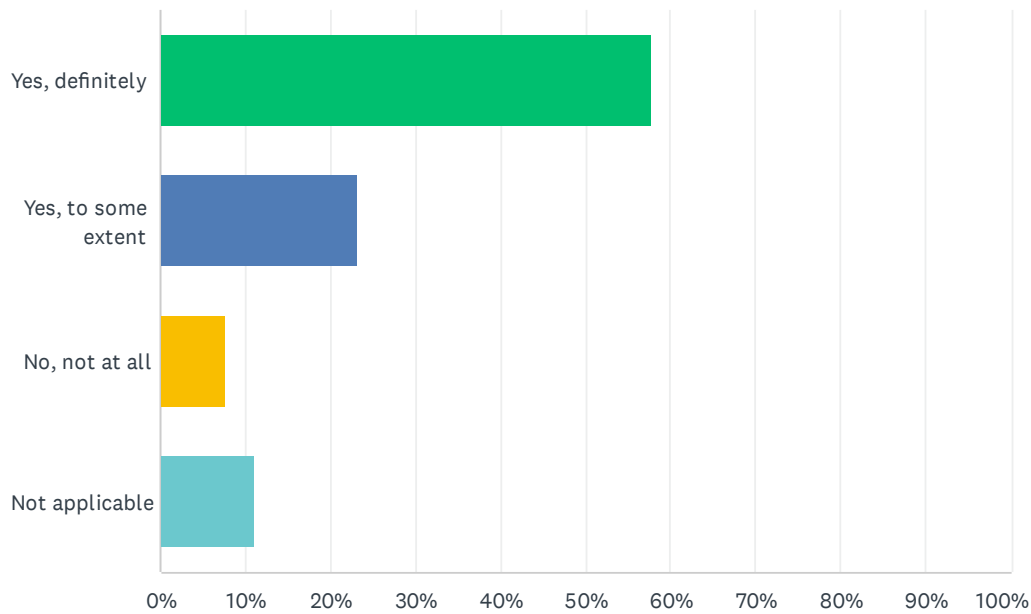
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Good	64.44%	58
Fairly Good	15.56%	14
Neither Good nor Poor	14.44%	13
Fairly Poor	3.33%	3
Very Poor	2.22%	2
<b>TOTAL</b>		<b>90</b>

### 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?

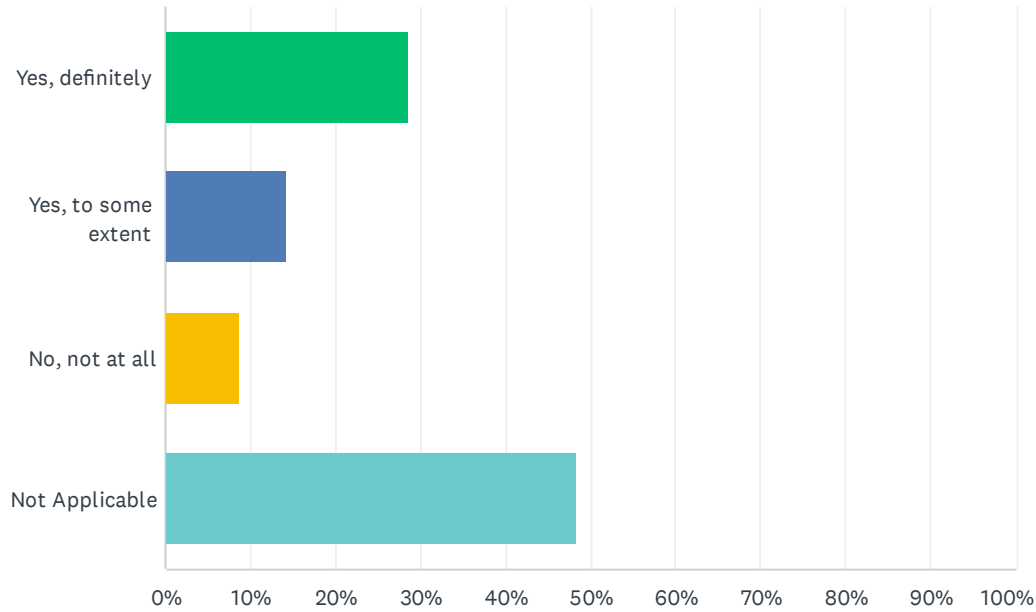
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, definitely	57.78%	52
Yes, to some extent	23.33%	21
No, not at all	7.78%	7
Not applicable	11.11%	10
<b>TOTAL</b>		<b>90</b>

## 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?

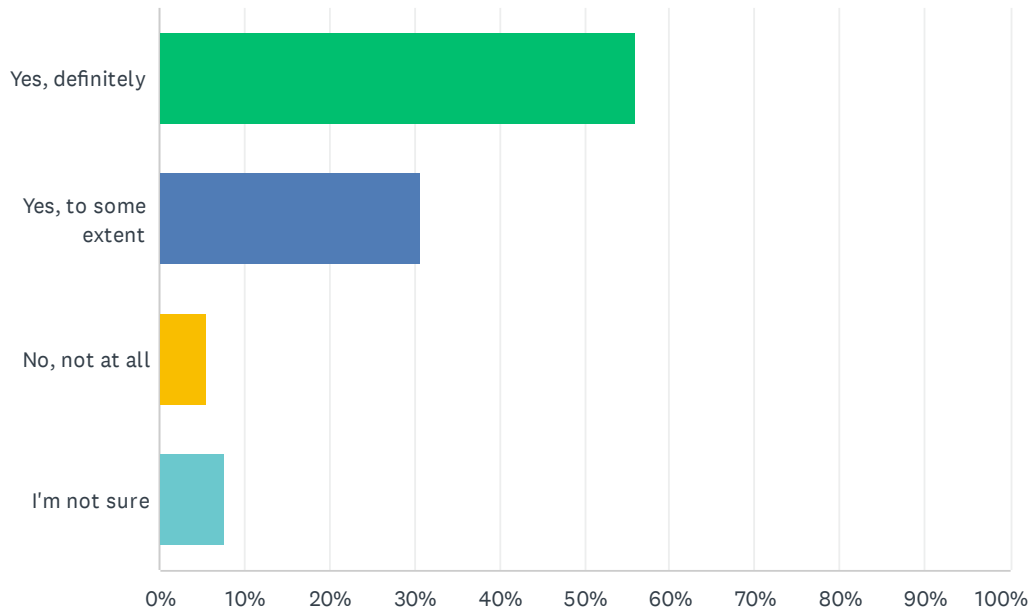
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	28.57%	26
Yes, to some extent	14.29%	13
No, not at all	8.79%	8
Not Applicable	48.35%	44
<b>TOTAL</b>		<b>91</b>

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

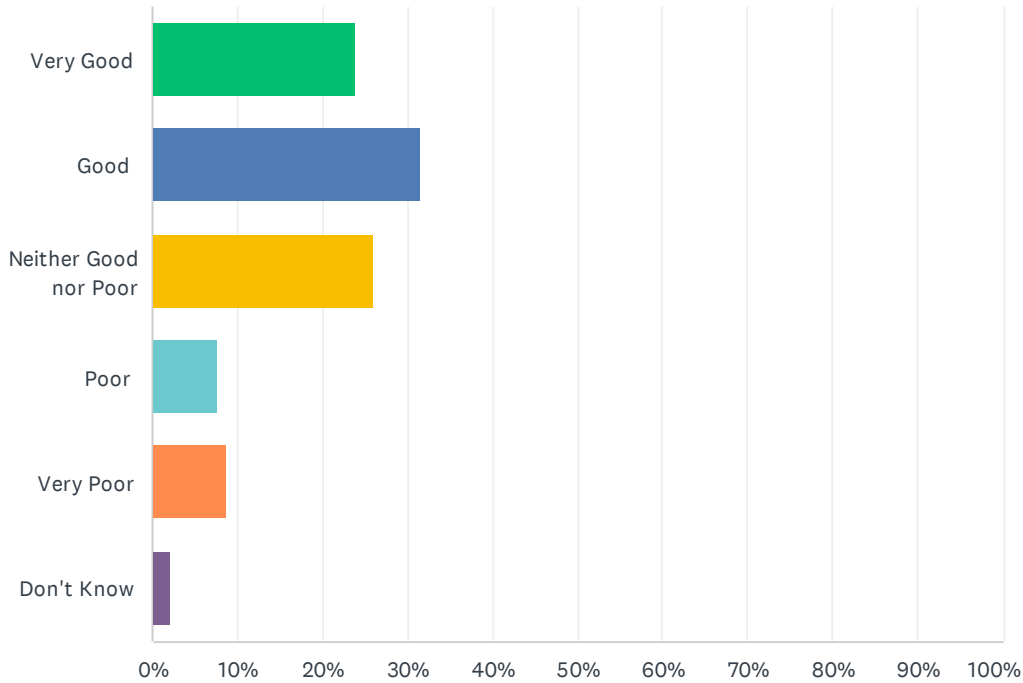
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	56.04%	51
Yes, to some extent	30.77%	28
No, not at all	5.49%	5
I'm not sure	7.69%	7
<b>TOTAL</b>		<b>91</b>

## 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: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	23.91%	22
Good	31.52%	29
Neither Good nor Poor	26.09%	24
Poor	7.61%	7
Very Poor	8.70%	8
Don't Know	2.17%	2
<b>TOTAL</b>		<b>92</b>

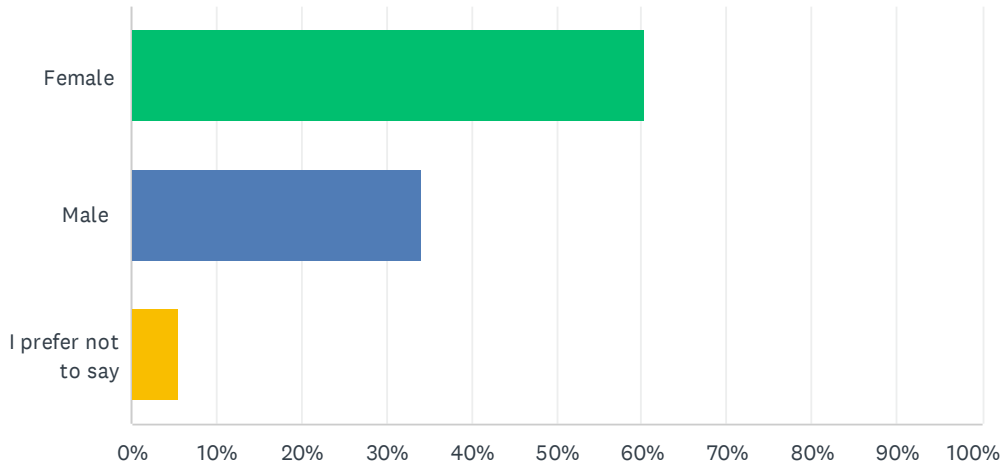


**Q17 Would you like to give us any other feedback or comments:**

Answered: 45 Skipped: 47

**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:**

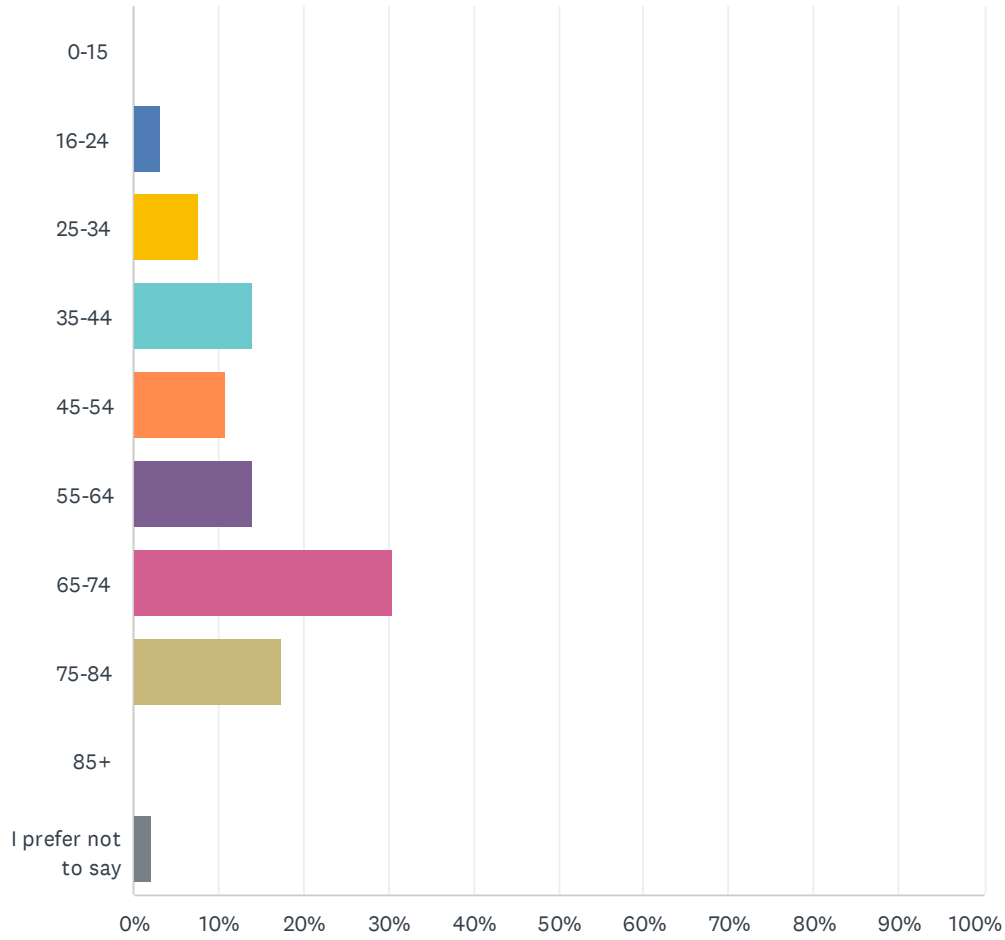
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Female	60.44%	55
Male	34.07%	31
I prefer not to say	5.49%	5
<b>TOTAL</b>		<b>91</b>

## Q19 Your age:

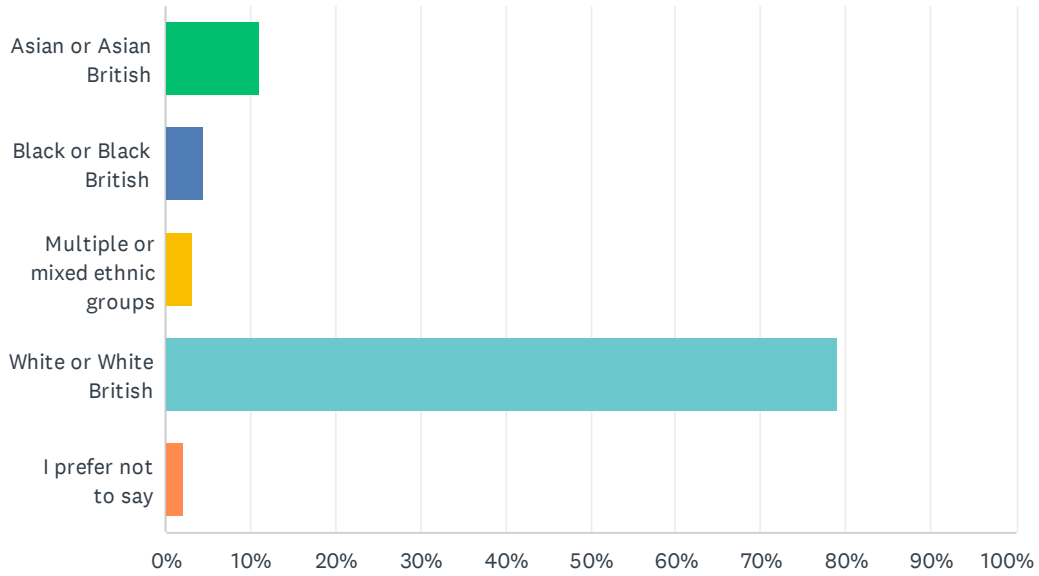
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-15	0.00%	0
16-24	3.26%	3
25-34	7.61%	7
35-44	14.13%	13
45-54	10.87%	10
55-64	14.13%	13
65-74	30.43%	28
75-84	17.39%	16
85+	0.00%	0
I prefer not to say	2.17%	2
<b>TOTAL</b>		<b>92</b>

## Q20 Your ethnic group:

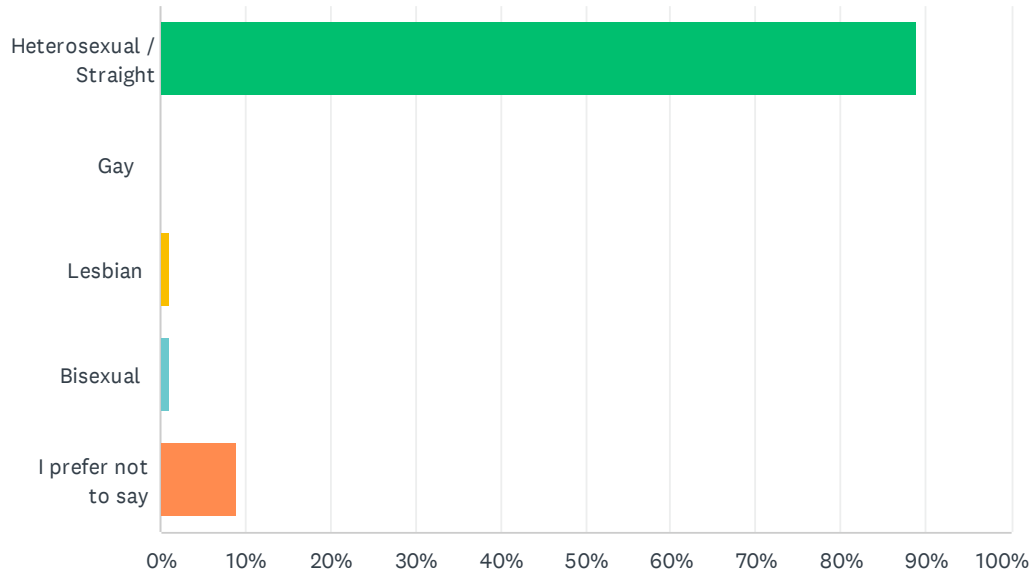
Answered: 91 Skipped: 1



ANSWER CHOICES	RESPONSES	
Asian or Asian British	10.99%	10
Black or Black British	4.40%	4
Multiple or mixed ethnic groups	3.30%	3
White or White British	79.12%	72
I prefer not to say	2.20%	2
<b>TOTAL</b>		<b>91</b>

## Q21 Do you consider yourself to be:

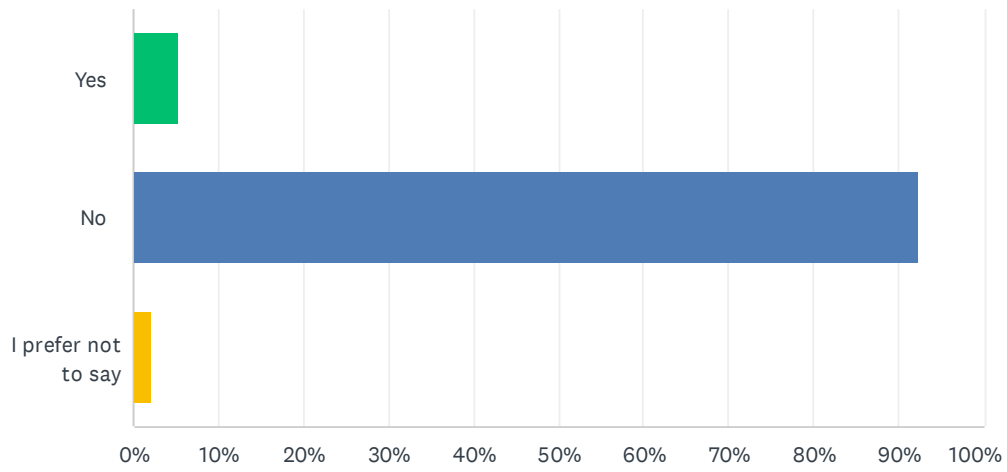
Answered: 90 Skipped: 2



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	88.89%	80
Gay	0.00%	0
Lesbian	1.11%	1
Bisexual	1.11%	1
I prefer not to say	8.89%	8
<b>TOTAL</b>		<b>90</b>

## Q22 Do you have a Learning Disability or Autism?

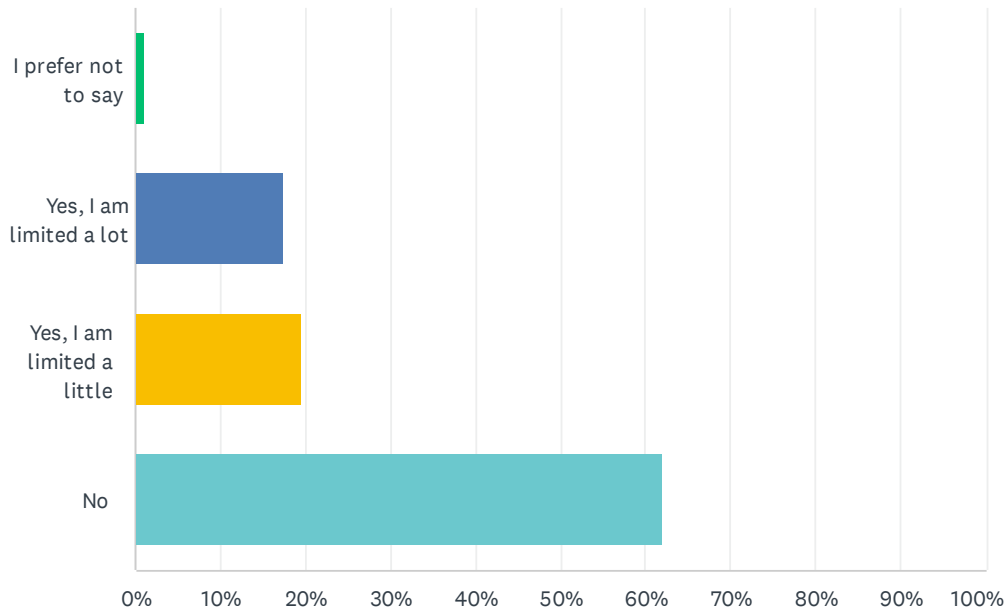
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	5.43%	5
No	92.39%	85
I prefer not to say	2.17%	2
<b>TOTAL</b>		<b>92</b>

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

Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
I prefer not to say	1.09%	1
Yes, I am limited a lot	17.39%	16
Yes, I am limited a little	19.57%	18
No	61.96%	57
<b>TOTAL</b>		<b>92</b>