

















**1. In the past 12 months, how many times have you seen a doctor from your practice?**

		Response Percent	Response Count
0		7.1%	27
1-2		27.9%	106
<b>3-4</b>		<b>28.2%</b>	<b>107</b>
5-6		16.3%	62
7 or more		20.5%	78
<b>answered question</b>			<b>380</b>
<b>skipped question</b>			<b>3</b>

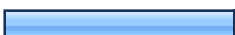





**2. In the past 12 months, how many times have you seen a nurse from your practice?**

		Response Percent	Response Count
0		27.1%	103
<b>1-2</b>		<b>44.7%</b>	<b>170</b>
3-4		15.8%	60
5-6		5.5%	21
7 or more		6.8%	26
<b>answered question</b>			<b>380</b>
<b>skipped question</b>			<b>3</b>



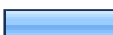


### 3. How do you rate your consultations with the doctor?

		Response Percent	Response Count
excellent		44.2%	168
good		41.3%	157
fair		7.4%	28
poor		1.1%	4
very poor		0.5%	2
not seen a doctor		5.5%	21
<b>answered question</b>			<b>380</b>
<b>skipped question</b>			<b>3</b>





### 4. How do you rate the consultations with nurses ?

		Response Percent	Response Count
excellent		36.6%	138
good		33.4%	126
fair		5.8%	22
poor		0.5%	2
very poor		1.1%	4
not seen a nurse		22.5%	85
<b>answered question</b>			<b>377</b>
<b>skipped question</b>			<b>6</b>






### 5. How do you rate the reception staff at your practice ?

		Response Percent	Response Count
excellent		32.4%	121
<b>good</b>		<b>44.0%</b>	<b>164</b>
fair		18.0%	67
poor		4.0%	15
very poor		1.6%	6
<b>answered question</b>			<b>373</b>
<b>skipped question</b>			<b>10</b>




### 6. How do you rate the Self Check in facility ?

		Response Percent	Response Count
<b>easy to use</b>		<b>66.0%</b>	<b>248</b>
difficult to use		5.1%	19
neither easy nor difficult		9.8%	37
not used it		19.1%	72
<b>answered question</b>			<b>376</b>
<b>skipped question</b>			<b>7</b>

### 7. How do you rate the repeat prescription facility?

		Response Percent	Response Count
excellent		34.8%	112
<b>good</b>		<b>44.7%</b>	<b>144</b>
fair		15.8%	51
poor		3.4%	11
very poor		1.2%	4
<b>answered question</b>			<b>322</b>
<b>skipped question</b>			<b>61</b>

### 8. Are you satisfied with our practice opening hours ?

		Response Percent	Response Count
<b>satisfied</b>		<b>80.8%</b>	<b>307</b>
not satisfied		7.1%	27
not sure		12.1%	46
<b>answered question</b>			<b>380</b>
<b>skipped question</b>			<b>3</b>






## 9. How do you usually contact the surgery and/or book appointments?

		Response Percent	Response Count
in person		16.1%	61
<b>telephone</b>		<b>74.9%</b>	<b>284</b>
website		7.4%	28
email		0.8%	3
other		0.8%	3
	Other (please specify)		5
	<b>answered question</b>		<b>379</b>
	<b>skipped question</b>		<b>4</b>

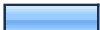
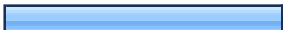
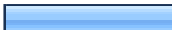


## 10. How have you found the practice website to book appointments, order prescriptions and get information about the practice?

		Response Percent	Response Count
excellent		9.4%	35
good		16.4%	61
fair		4.6%	17
poor		2.1%	8
very poor		0.3%	1
<b>not used the website</b>		<b>67.3%</b>	<b>251</b>
	<b>answered question</b>		<b>373</b>
	<b>skipped question</b>		<b>10</b>

### 11. How do you rate the ability to get through to the practice on the telephone?

		Response Percent	Response Count
excellent		9.3%	34
<b>good</b>		<b>38.9%</b>	<b>142</b>
fair		36.7%	134
poor		11.8%	43
very poor		3.3%	12
<b>answered question</b>			<b>365</b>
<b>skipped question</b>			<b>18</b>

### 12. How do you rate the availability of routine appointments(can be booked upto 4 weeks in advance)?

		Response Percent	Response Count
excellent		14.7%	52
<b>good</b>		<b>44.8%</b>	<b>158</b>
fair		26.9%	95
poor		10.2%	36
very poor		3.4%	12
<b>answered question</b>			<b>353</b>
<b>skipped question</b>			<b>30</b>






### 13. How do you rate the availability of emergency (same day) appointments?

		Response Percent	Response Count
excellent		32.0%	112
<b>good</b>		<b>39.7%</b>	<b>139</b>
fair		21.7%	76
poor		5.1%	18
very poor		1.4%	5
<b>answered question</b>			<b>350</b>
<b>skipped question</b>			<b>33</b>



### 14. How do you rate the range of skills available within the practice ? eg; minor operations, family planning , chronic diseases, phlebotomy etc

		Response Percent	Response Count
excellent		34.6%	120
<b>good</b>		<b>52.2%</b>	<b>181</b>
fair		13.0%	45
poor		0.3%	1
very poor		0.0%	0
<b>answered question</b>			<b>347</b>
<b>skipped question</b>			<b>36</b>






### 15. Please rate your overall satisfaction with the surgery

		Response Percent	Response Count
very satisfied		53.9%	202
fairly satisfied		39.5%	148
neither		3.5%	13
fairly dissatisfied		2.9%	11
very dissatisfied		0.3%	1
<b>answered question</b>			<b>375</b>
<b>skipped question</b>			<b>8</b>

### 16. Please tell us your gender







		Response Percent	Response Count
Male		37.7%	139
Female		62.3%	230
<b>answered question</b>			<b>369</b>
<b>skipped question</b>			<b>14</b>

### 17. Which category below includes your age?


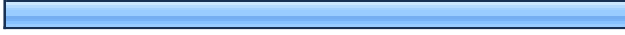
		Response Percent	Response Count
17 or younger		1.6%	6
18-40		35.0%	131
41-65		39.0%	146
66-80		21.9%	82
81 or above		2.4%	9
<b>answered question</b>			<b>374</b>
<b>skipped question</b>			<b>9</b>



## 18. Please tell us about your ethnic background

		Response Percent	Response Count
White British or Irish		93.6%	337
Black Caribbean or African		0.8%	3
Mixed		0.8%	3
Asian or Asian British		1.4%	5
Chinese		0.3%	1
other		3.1%	11
Other (please specify)			16
answered question			360
skipped question			23

## 19. Would you be interested in joining the Redditch and Bromsgrove Clinical Commissioning Group Membership Scheme called "Now Have Your Say"? Details can be found on the link to <http://www.redditchandbromsgroveccg.nhs.uk/get-involved/now-have-your-say>

		Response Percent
Yes		18.3%
No		81.7%
answered question		
skipped question		

## 20. Any other comments

	Response Count
	64
answered question	64
skipped question	319