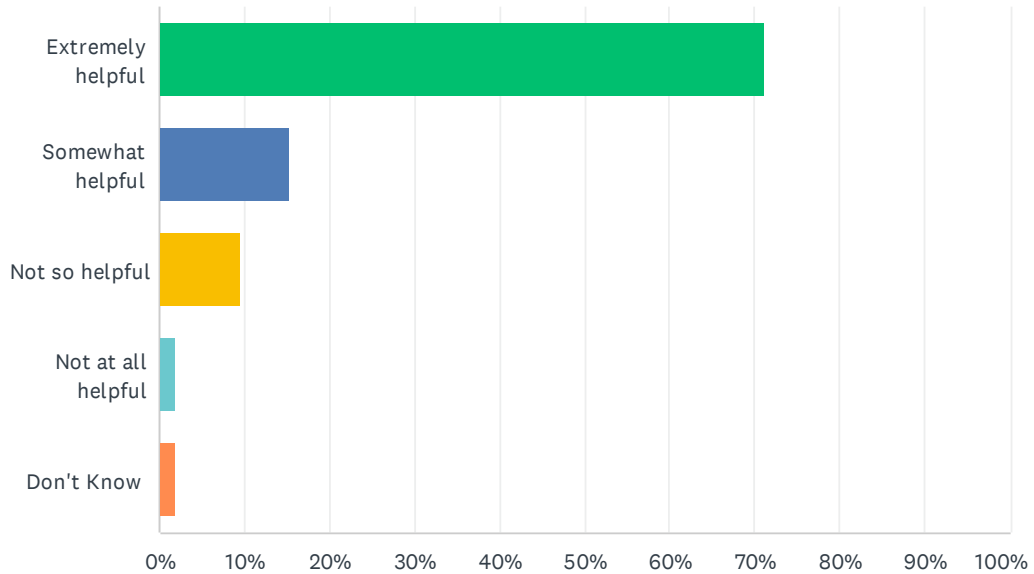


## Q1 Most often the first person you are in contact with at our surgery is a receptionist, generally how helpful do you find the receptionists at Parklands Medical Practice?

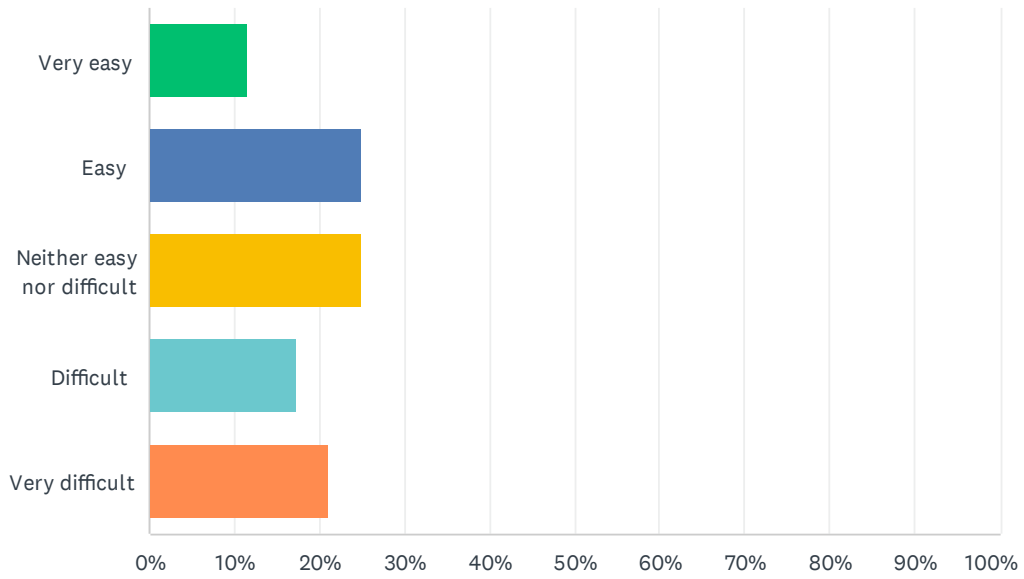
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely helpful	71.15%	37
Somewhat helpful	15.38%	8
Not so helpful	9.62%	5
Not at all helpful	1.92%	1
Don't Know	1.92%	1
<b>TOTAL</b>		<b>52</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?

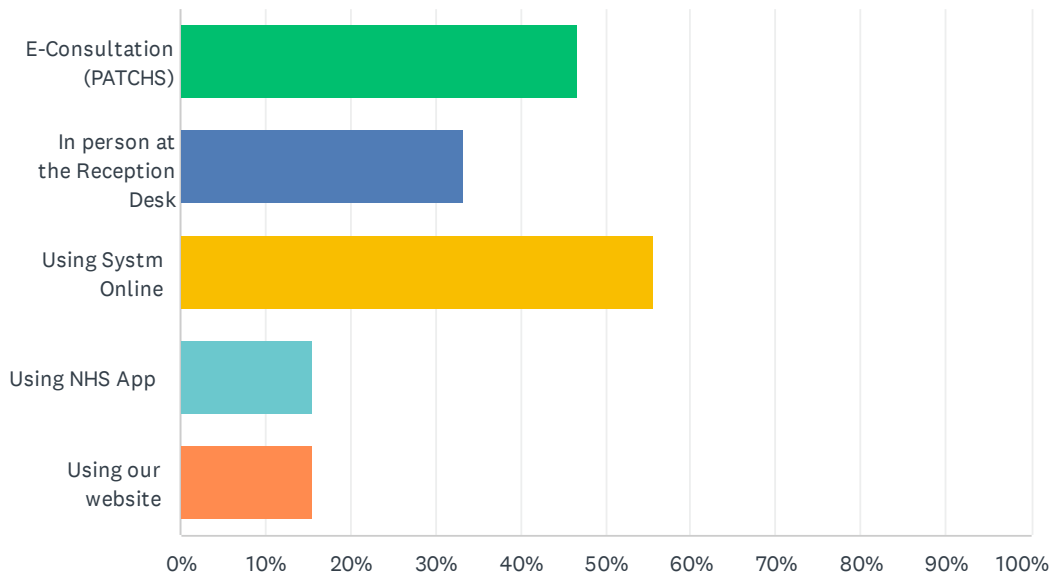
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	11.54%	6
Easy	25.00%	13
Neither easy nor difficult	25.00%	13
Difficult	17.31%	9
Very difficult	21.15%	11
<b>TOTAL</b>		<b>52</b>

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

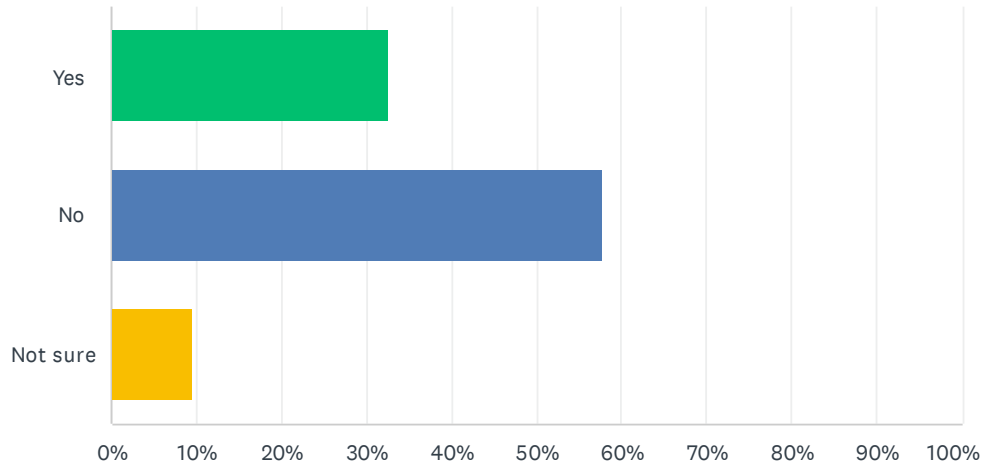
Answered: 45 Skipped: 8



ANSWER CHOICES	RESPONSES	
E-Consultation (PATCHS)	46.67%	21
In person at the Reception Desk	33.33%	15
Using System Online	55.56%	25
Using NHS App	15.56%	7
Using our website	15.56%	7
Total Respondents: 45		

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?

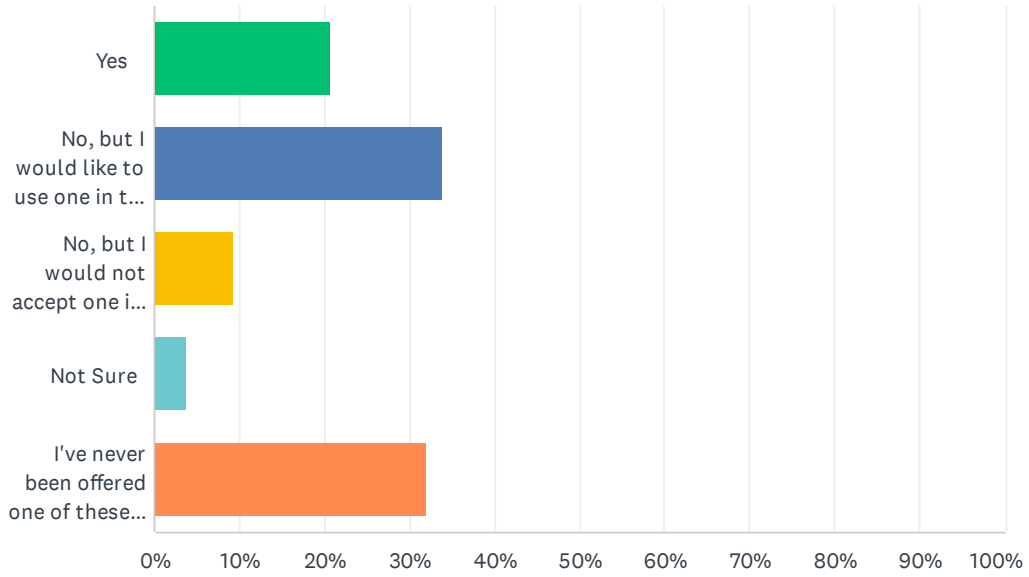
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	32.69%	17
No	57.69%	30
Not sure	9.62%	5
<b>TOTAL</b>		<b>52</b>

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

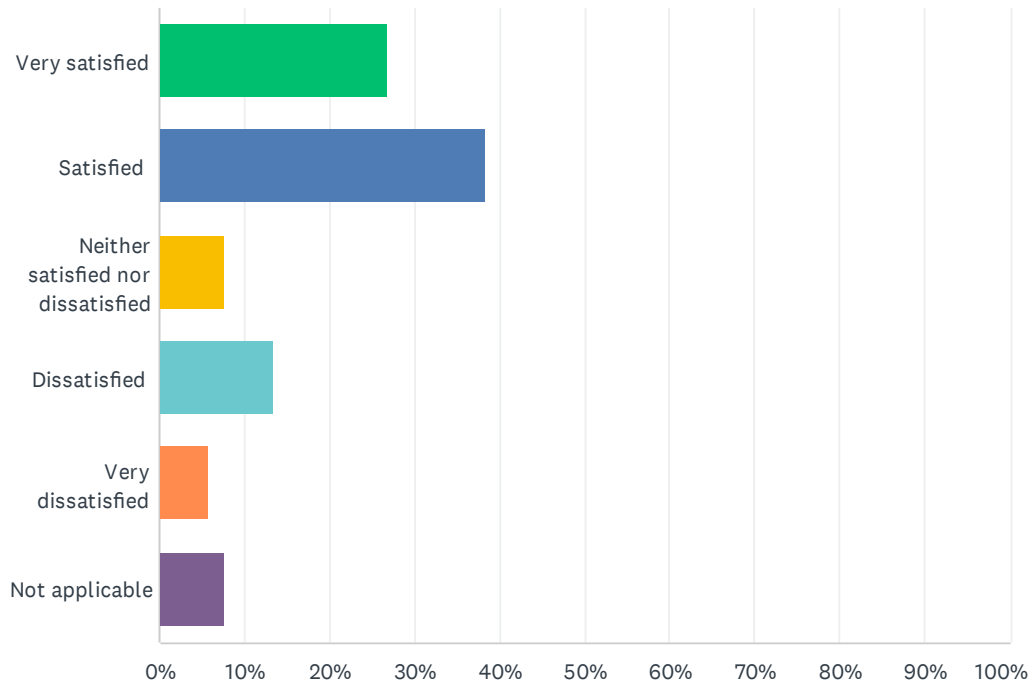
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	20.75%	11
No, but I would like to use one in the future	33.96%	18
No, but I would not accept one if it were offered	9.43%	5
Not Sure	3.77%	2
I've never been offered one of these appointments	32.08%	17
<b>TOTAL</b>		<b>53</b>

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

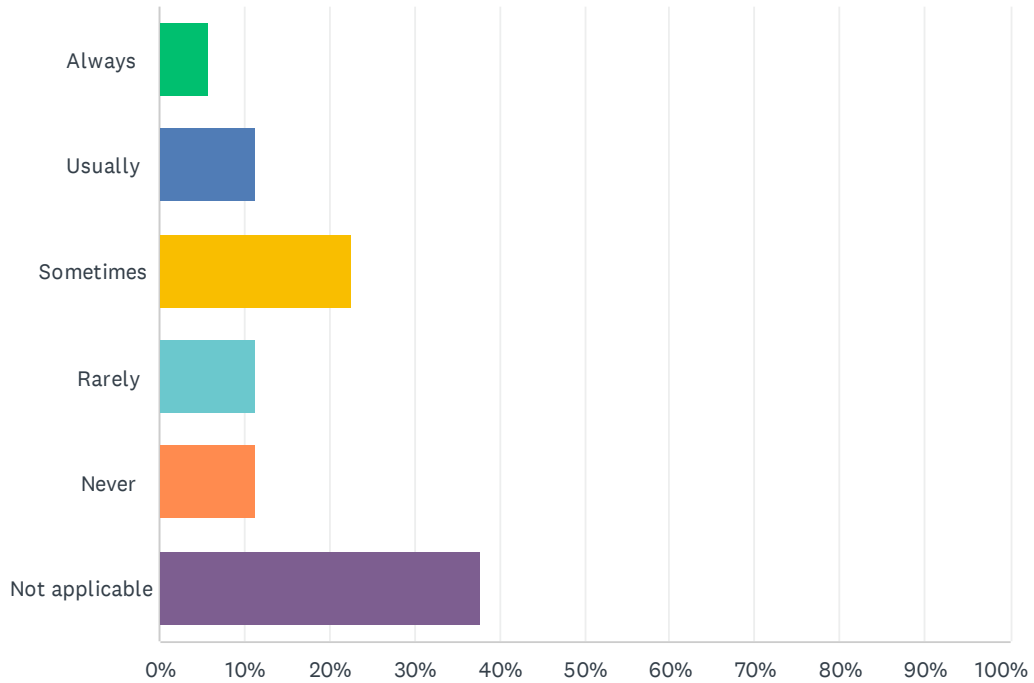
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	26.92%	14
Satisfied	38.46%	20
Neither satisfied nor dissatisfied	7.69%	4
Dissatisfied	13.46%	7
Very dissatisfied	5.77%	3
Not applicable	7.69%	4
<b>TOTAL</b>		<b>52</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?

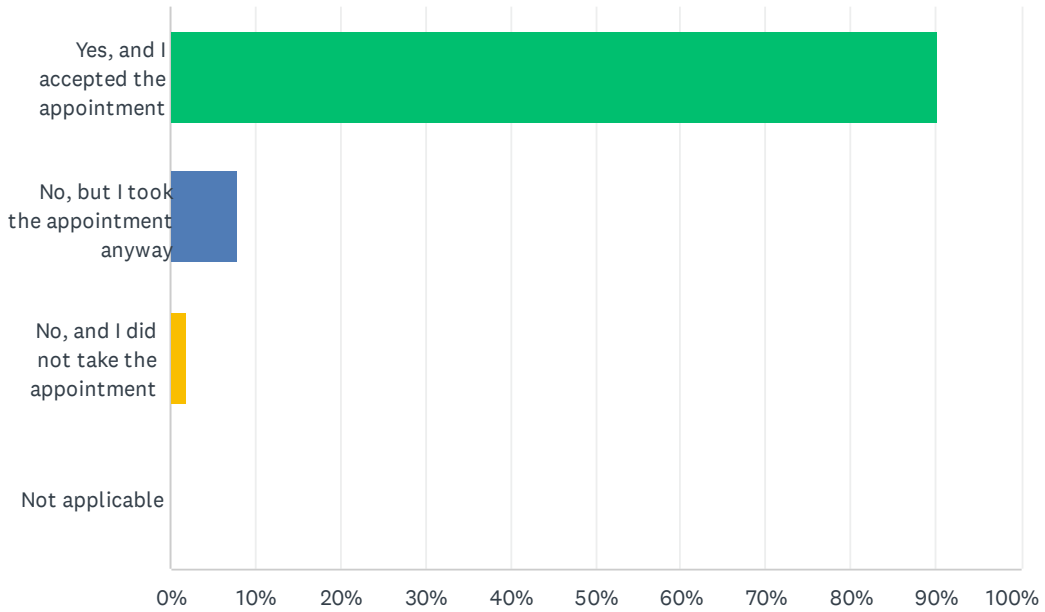
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	5.66%	3
Usually	11.32%	6
Sometimes	22.64%	12
Rarely	11.32%	6
Never	11.32%	6
Not applicable	37.74%	20
<b>TOTAL</b>		<b>53</b>

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

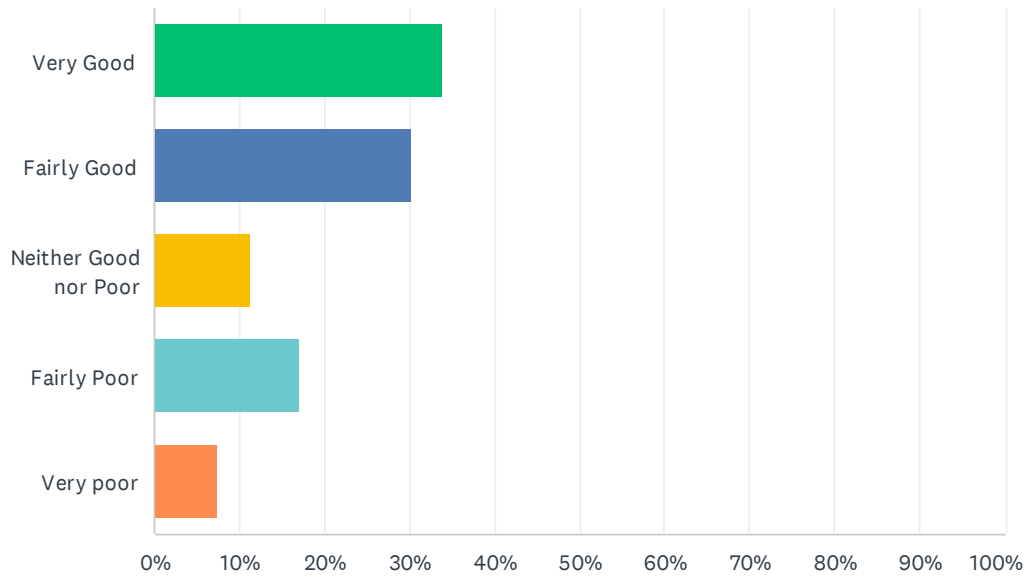
Answered: 51 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, and I accepted the appointment	90.20%	46
No, but I took the appointment anyway	7.84%	4
No, and I did not take the appointment	1.96%	1
Not applicable	0.00%	0
<b>TOTAL</b>		<b>51</b>

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

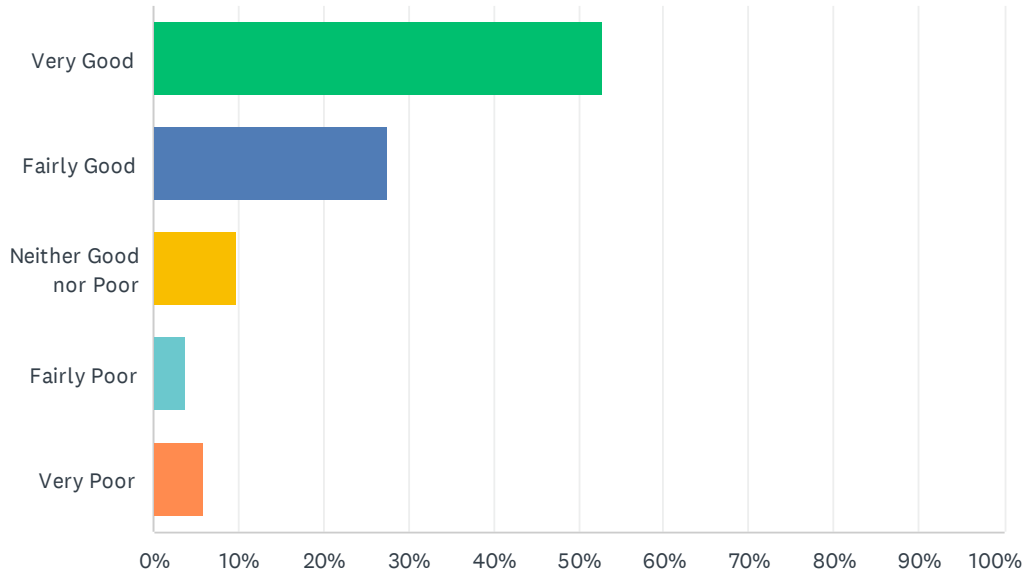
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	33.96%	18
Fairly Good	30.19%	16
Neither Good nor Poor	11.32%	6
Fairly Poor	16.98%	9
Very poor	7.55%	4
<b>TOTAL</b>		<b>53</b>

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

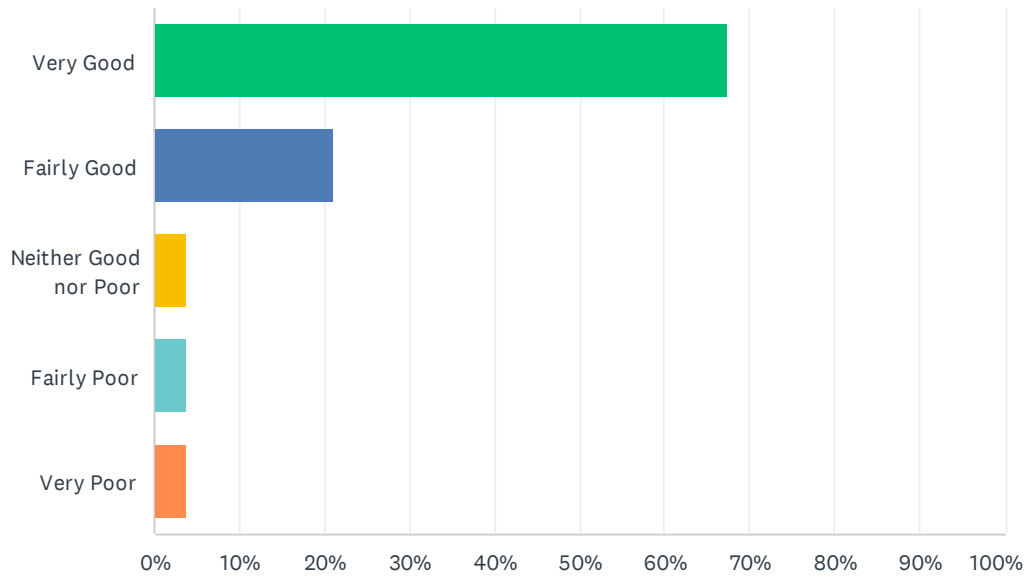
Answered: 51 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Good	52.94%	27
Fairly Good	27.45%	14
Neither Good nor Poor	9.80%	5
Fairly Poor	3.92%	2
Very Poor	5.88%	3
<b>TOTAL</b>		<b>51</b>

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

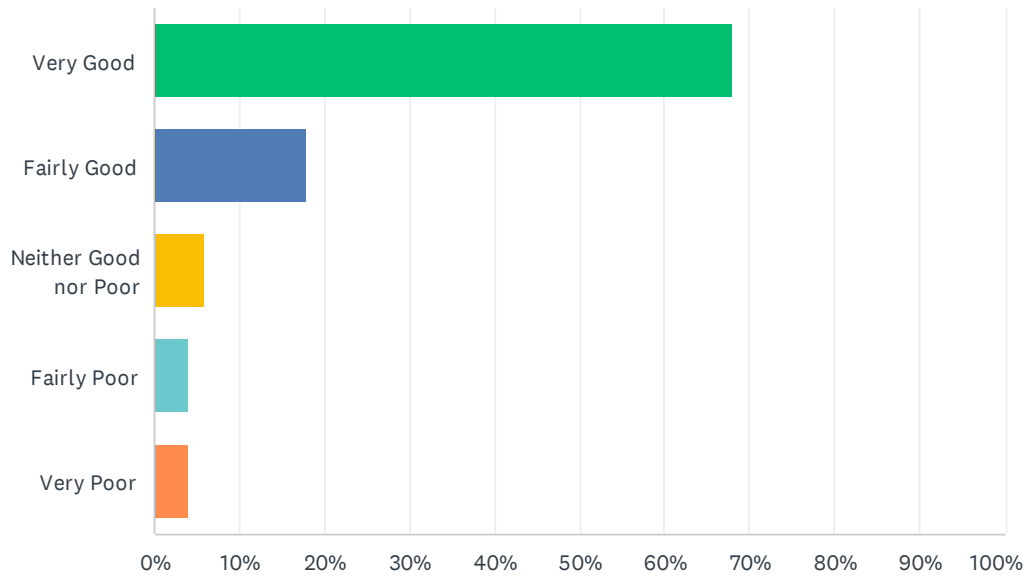
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Good	67.31%	35
Fairly Good	21.15%	11
Neither Good nor Poor	3.85%	2
Fairly Poor	3.85%	2
Very Poor	3.85%	2
<b>TOTAL</b>		<b>52</b>

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

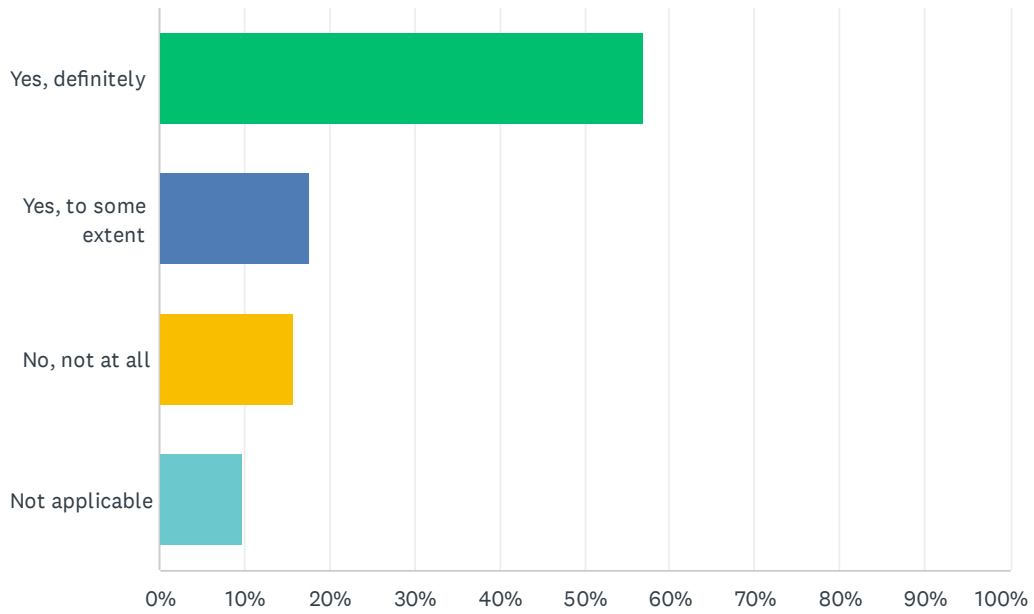
Answered: 50 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	68.00%	34
Fairly Good	18.00%	9
Neither Good nor Poor	6.00%	3
Fairly Poor	4.00%	2
Very Poor	4.00%	2
<b>TOTAL</b>		<b>50</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?

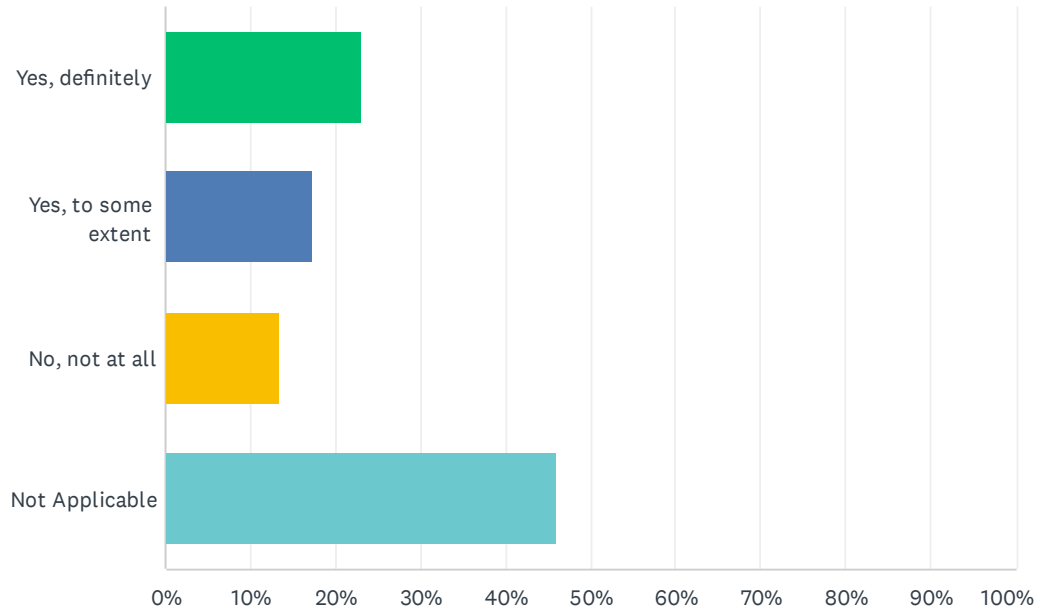
Answered: 51 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, definitely	56.86%	29
Yes, to some extent	17.65%	9
No, not at all	15.69%	8
Not applicable	9.80%	5
<b>TOTAL</b>		<b>51</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?

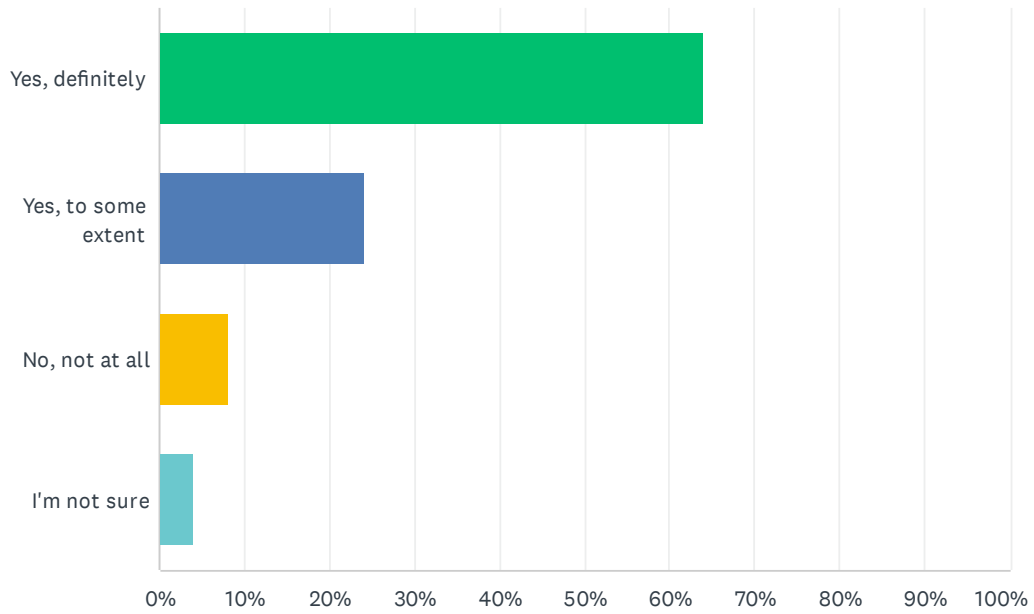
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, definitely	23.08%	12
Yes, to some extent	17.31%	9
No, not at all	13.46%	7
Not Applicable	46.15%	24
<b>TOTAL</b>		<b>52</b>

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

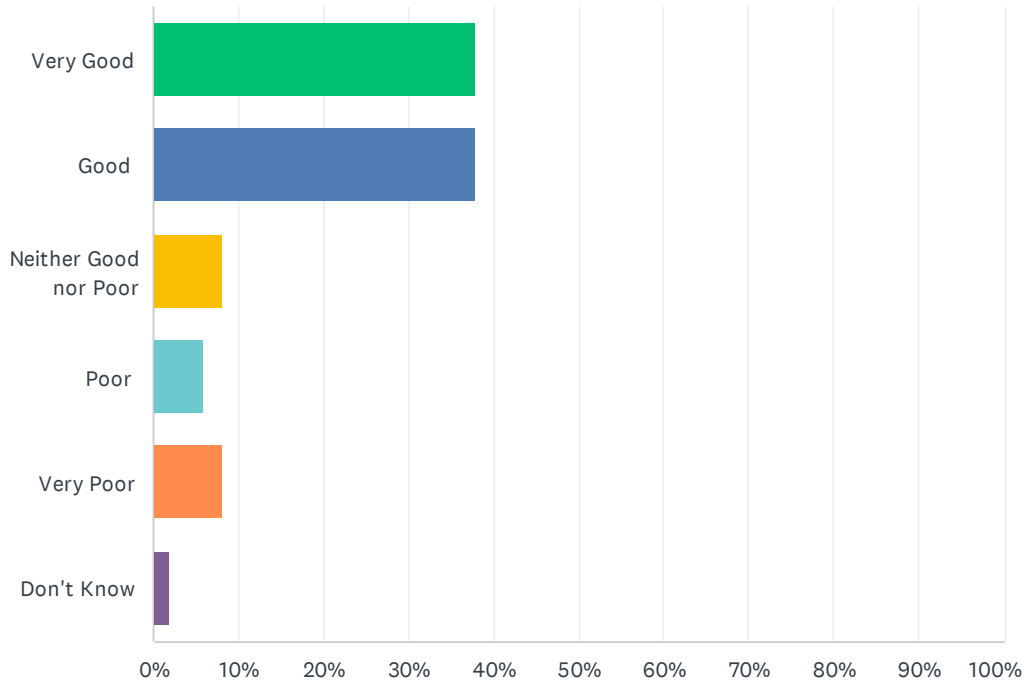
Answered: 50 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, definitely	64.00%	32
Yes, to some extent	24.00%	12
No, not at all	8.00%	4
I'm not sure	4.00%	2
<b>TOTAL</b>		<b>50</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: 50 Skipped: 3



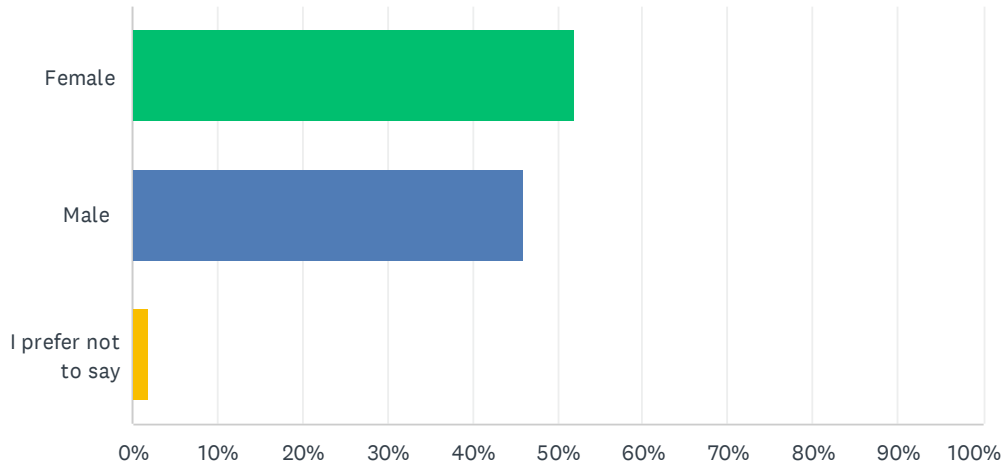
ANSWER CHOICES	RESPONSES	
Very Good	38.00%	19
Good	38.00%	19
Neither Good nor Poor	8.00%	4
Poor	6.00%	3
Very Poor	8.00%	4
Don't Know	2.00%	1
<b>TOTAL</b>		<b>50</b>

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

Answered: 27 Skipped: 26

**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:**

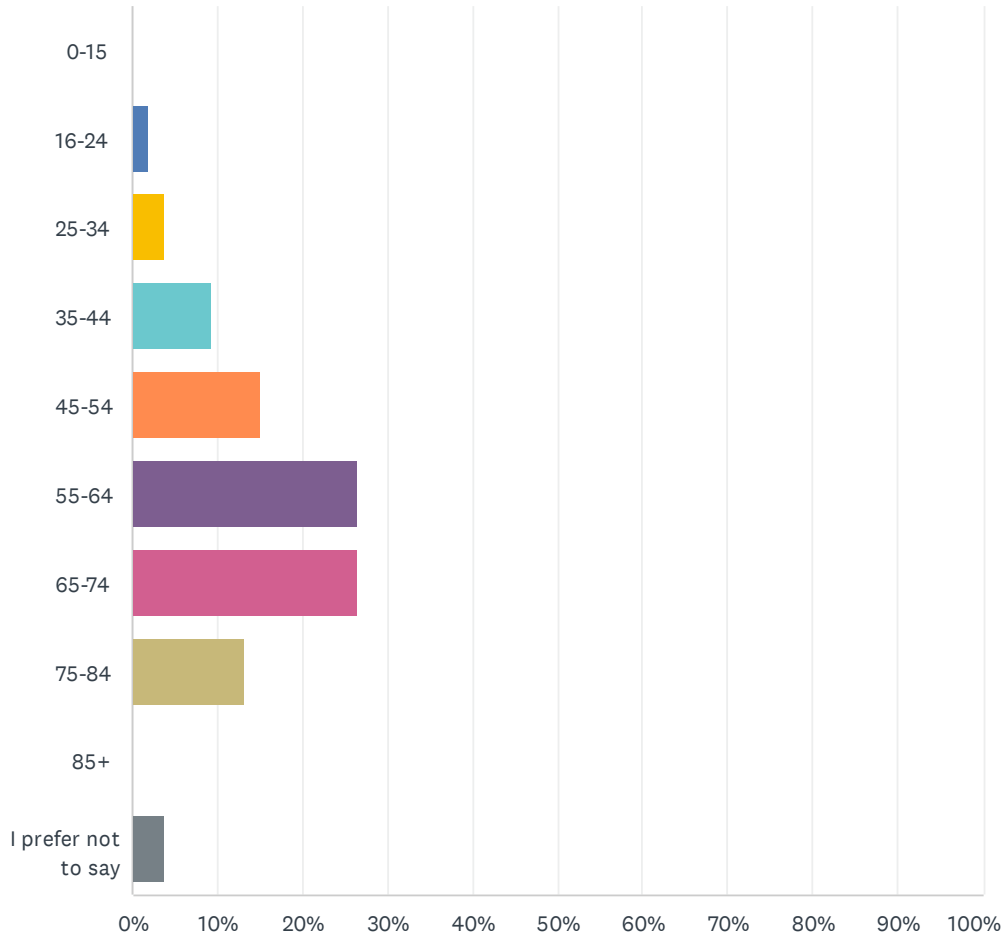
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Female	51.92%	27
Male	46.15%	24
I prefer not to say	1.92%	1
<b>TOTAL</b>		<b>52</b>

## Q19 Your age:

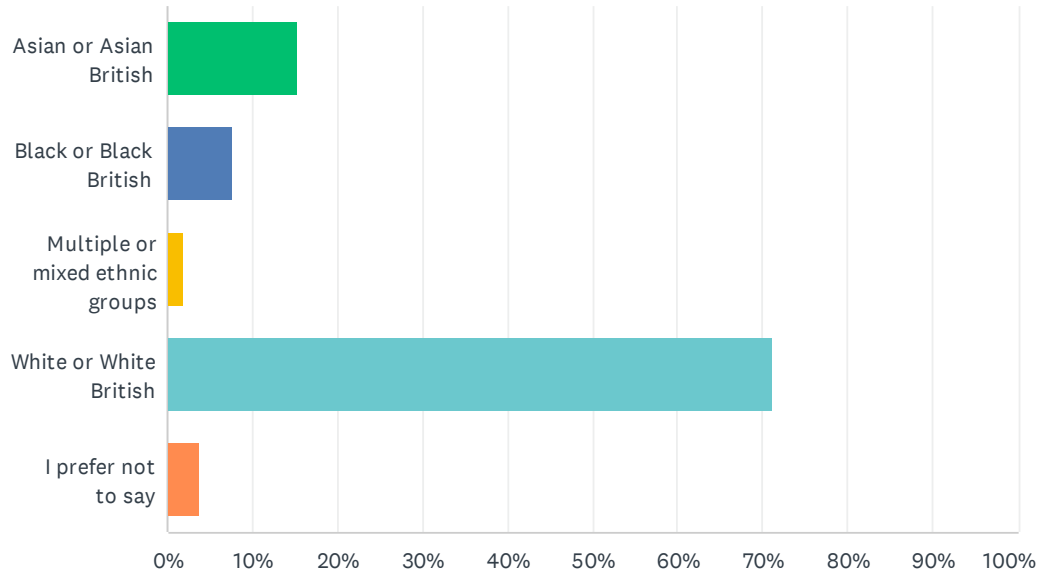
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-15	0.00%	0
16-24	1.89%	1
25-34	3.77%	2
35-44	9.43%	5
45-54	15.09%	8
55-64	26.42%	14
65-74	26.42%	14
75-84	13.21%	7
85+	0.00%	0
I prefer not to say	3.77%	2
<b>TOTAL</b>		<b>53</b>

## Q20 Your ethnic group:

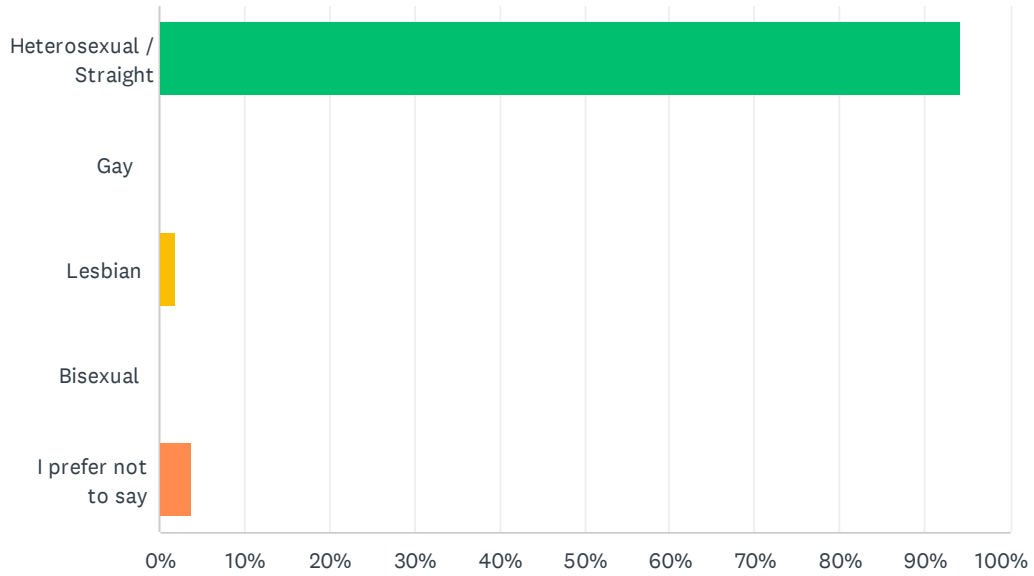
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Asian or Asian British	15.38%	8
Black or Black British	7.69%	4
Multiple or mixed ethnic groups	1.92%	1
White or White British	71.15%	37
I prefer not to say	3.85%	2
<b>TOTAL</b>		<b>52</b>

## Q21 Do you consider yourself to be:

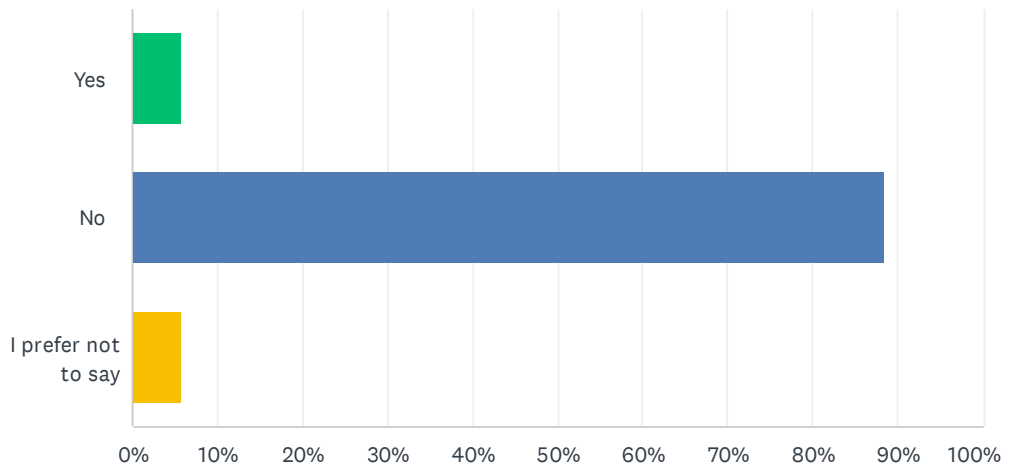
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Heterosexual / Straight	94.23%	49
Gay	0.00%	0
Lesbian	1.92%	1
Bisexual	0.00%	0
I prefer not to say	3.85%	2
<b>TOTAL</b>		<b>52</b>

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

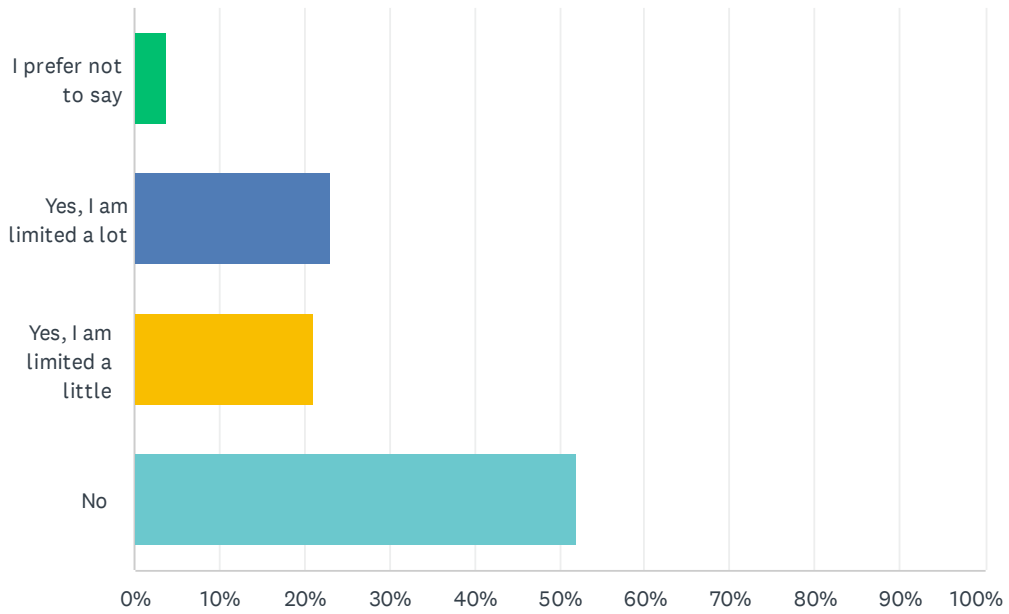
Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	5.77%	3
No	88.46%	46
I prefer not to say	5.77%	3
<b>TOTAL</b>		<b>52</b>

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

Answered: 52 Skipped: 1



ANSWER CHOICES	RESPONSES	
I prefer not to say	3.85%	2
Yes, I am limited a lot	23.08%	12
Yes, I am limited a little	21.15%	11
No	51.92%	27
<b>TOTAL</b>		<b>52</b>