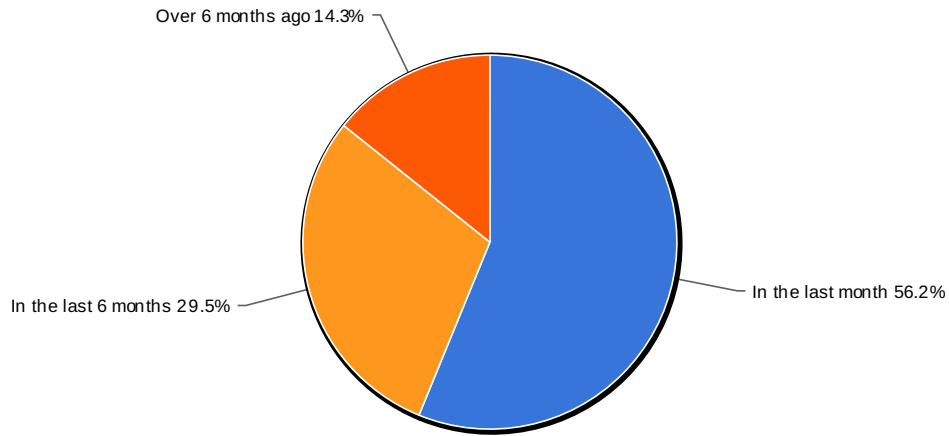


## Summary Report - Auto Run

Survey: Tulse Hill Practice Patient Questionnaire 2014

### 1. When did you last see a doctor at the practice?



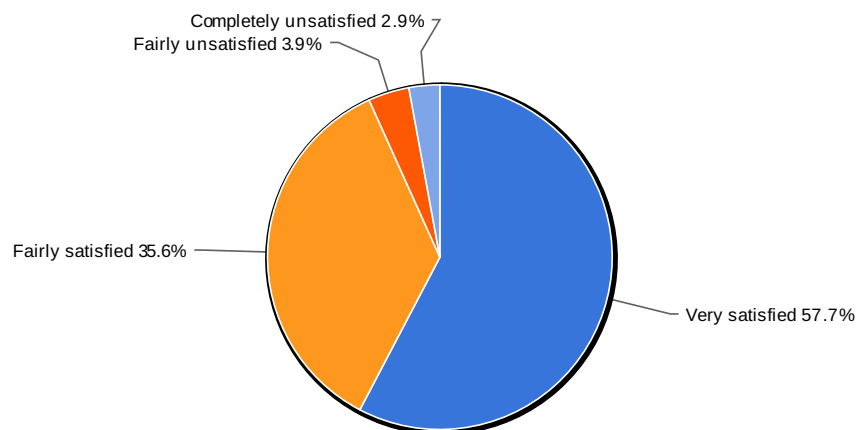
### 1. When did you last see a doctor at the practice?

Value	Count	Percent %
In the last month	59	56.2%
In the last 6 months	31	29.5%
Over 6 months ago	15	14.3%

#### Statistics

Total Responses	105
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### 2. When you last saw a doctor, how happy were you with the care you received and the advice given?



### 2. When you last saw a doctor, how happy were you with the care you received and the advice given?

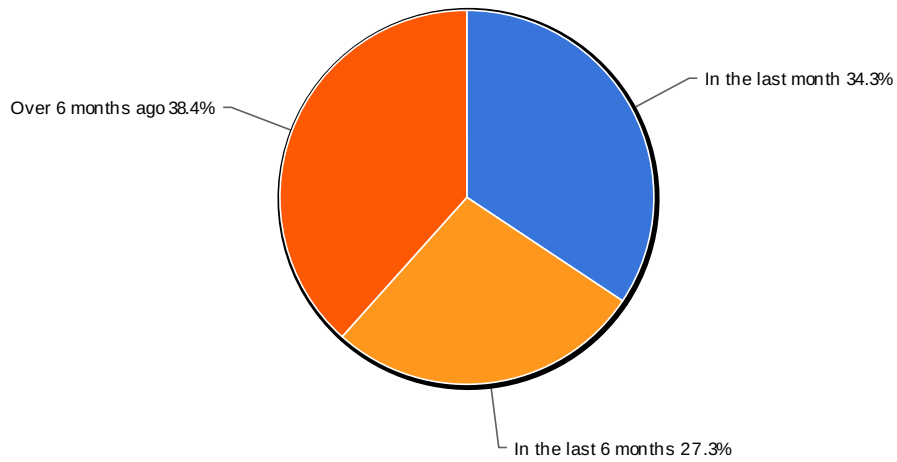
Value	Count	Percent %
Very satisfied	60	57.7%

#### Statistics

Total Responses	104
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Fairly satisfied	37	35.6%
Fairly unsatisfied	4	3.9%
Completely unsatisfied	3	2.9%

### 3. When did you last see a nurse at the practice?

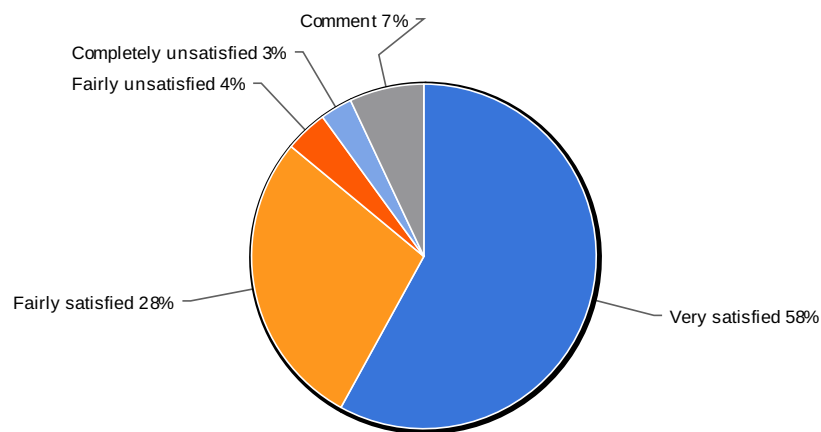


### 3. When did you last see a nurse at the practice?

Value	Count	Percent %
In the last month	34	34.3%
In the last 6 months	27	27.3%
Over 6 months ago	38	38.4%

Statistics	
Total Responses	99

### 4. When you last saw a nurse, how satisfied were you with the care you received and the advice given?



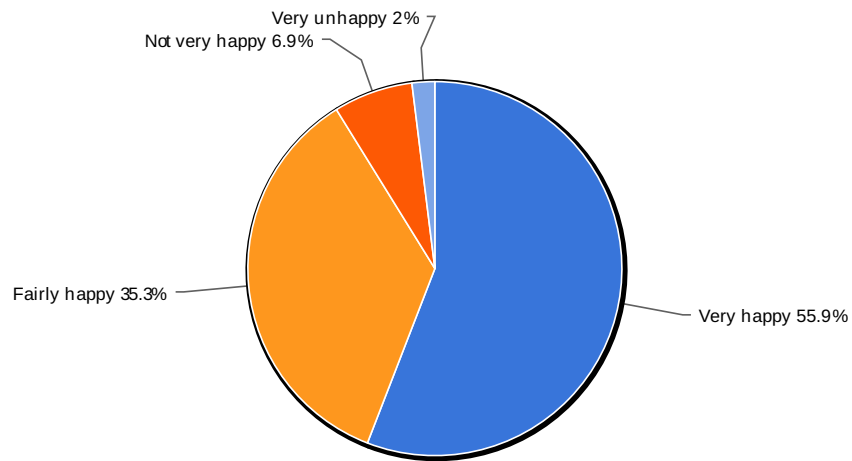
### 4. When you last saw a nurse, how satisfied were you with the care you received and the advice given?

Value	Count	Percent %
Very satisfied	58	58.0%
Fairly satisfied	28	28.0%
Fairly unsatisfied	4	4.0%

Statistics	
Total Responses	100

Completely unsatisfied	3	3.0%
Comment	7	7.0%

5. How happy are you with the knowledge of our reception team?

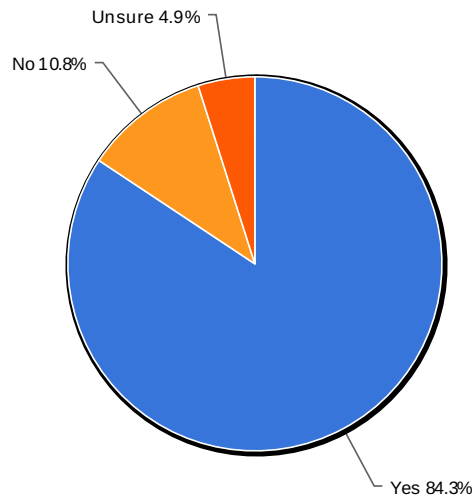


5. How happy are you with the knowledge of our reception team?

Value	Count	Percent %
Very happy	57	55.9%
Fairly happy	36	35.3%
Not very happy	7	6.9%
Very unhappy	2	2.0%

Statistics	
Total Responses	102

6. Are you made to feel welcome when you visit or call the practice?

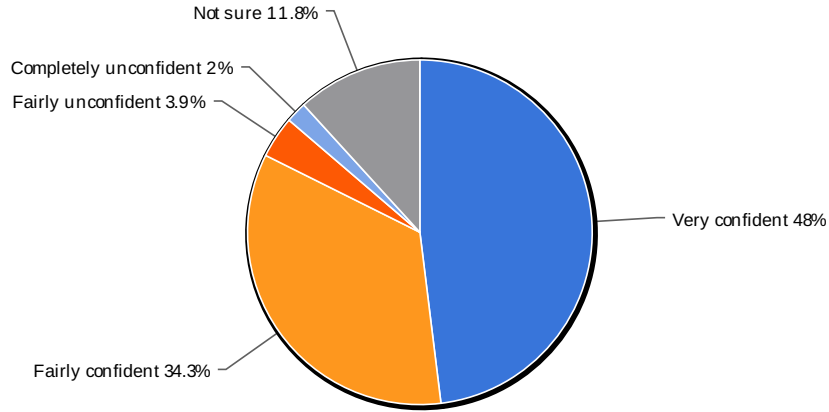


6. Are you made to feel welcome when you visit or call the practice?

Value	Count	Percent %
Yes	86	84.3%
No	11	10.8%
Unsure	5	4.9%

Statistics	
Total Responses	102

7. How confident are you that the practice keeps information about you secure and that confidentiality is a priority for us?

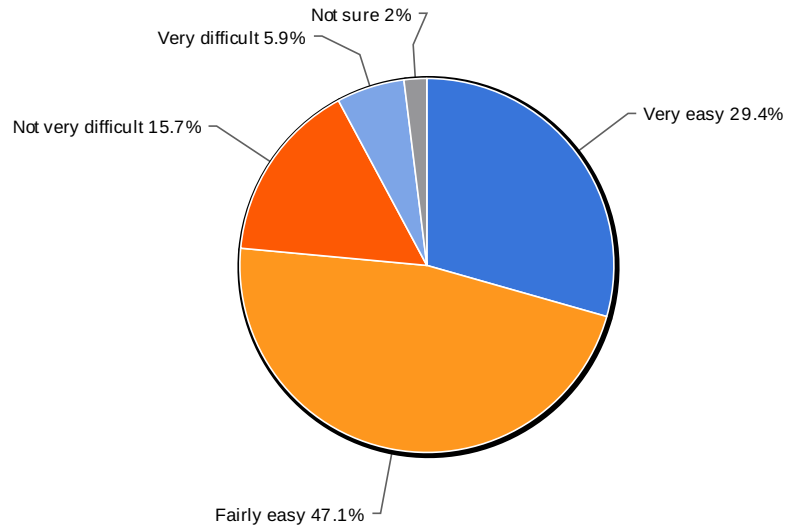


7. How confident are you that the practice keeps information about you secure and that confidentiality is a priority for us?

Value	Count	Percent %
Very confident	49	48.0%
Fairly confident	35	34.3%
Fairly unconfident	4	3.9%
Completely unconfident	2	2.0%
Not sure	12	11.8%

Statistics	
Total Responses	102

8. How easy is it to contact us by telephone?

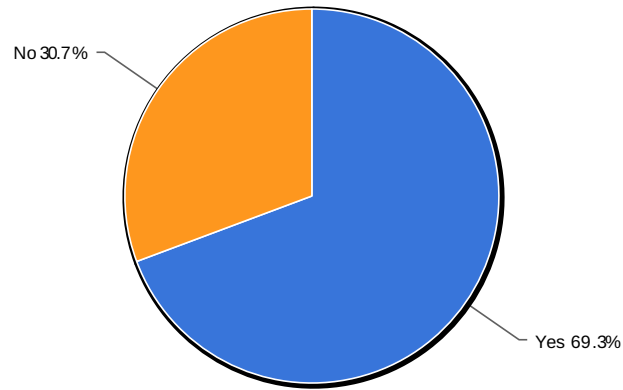


8. How easy is it to contact us by telephone?

Value	Count	Percent %
Very easy	30	29.4%
Fairly easy	48	47.1%
Not very difficult	16	15.7%
Very difficult	6	5.9%
Not sure	2	2.0%

Statistics	
Total Responses	102

9. Are you aware that our appointment system changed in November 2013?



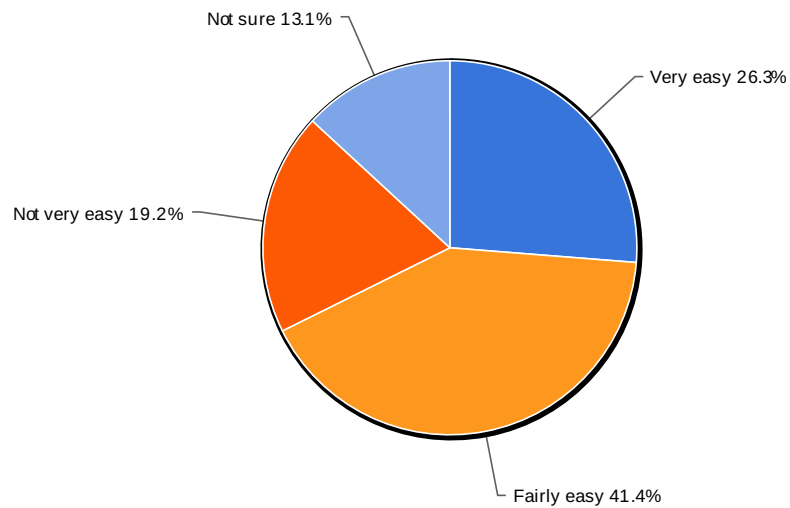
9. Are you aware that our appointment system changed in November 2013?

Value	Count	Percent %
Yes	70	69.3%
No	31	30.7%

Statistics

Total Responses	101
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10. How easy is it to make a routine appointment in advance?



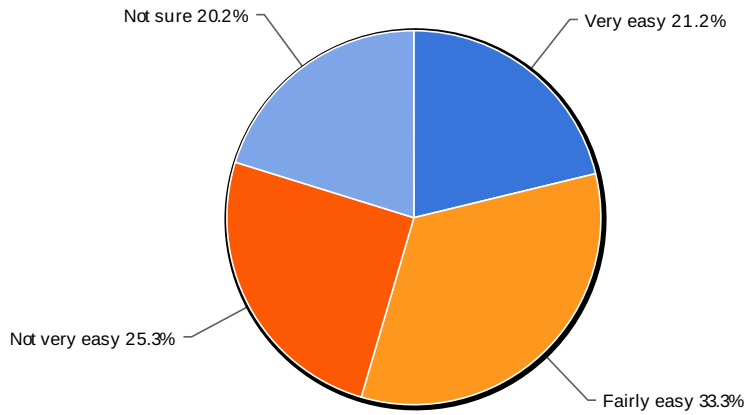
10. How easy is it to make a routine appointment in advance?

Value	Count	Percent %
Very easy	26	26.3%
Fairly easy	41	41.4%
Not very easy	19	19.2%
Not sure	13	13.1%

Statistics

Total Responses	99
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11. How easy is it to make an urgent appointment on the day?

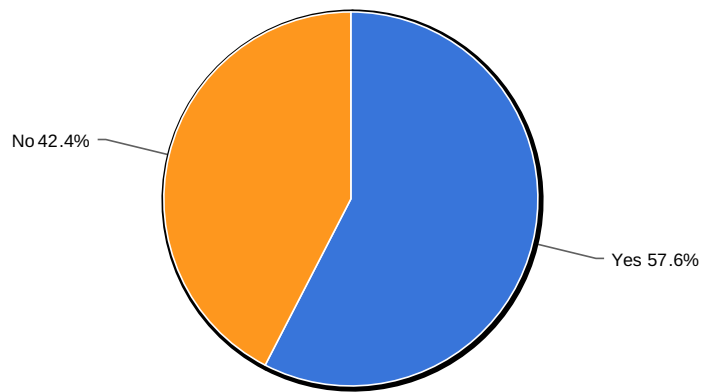


11. How easy is it to make an urgent appointment on the day?

Value	Count	Percent %
Very easy	21	21.2%
Fairly easy	33	33.3%
Not very easy	25	25.3%
Not sure	20	20.2%

Statistics	
Total Responses	99

12. Are you aware you can book appointments on-line?

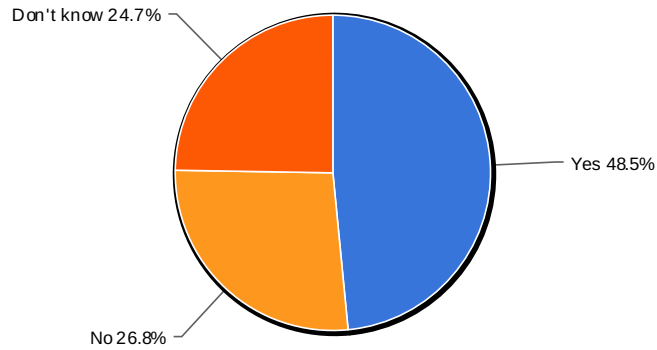


12. Are you aware you can book appointments on-line?

Value	Count	Percent %
Yes	57	57.6%
No	42	42.4%

Statistics	
Total Responses	99

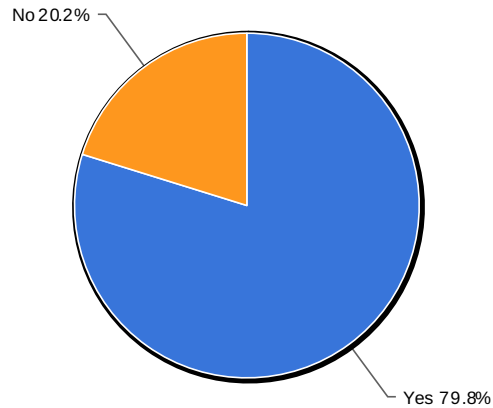
13. We are currently open late on a Wednesday evening until 8pm and on one Saturday per month. Would you prefer increased access on a Saturday instead of the Wednesday until 8pm?



**13. We are currently open late on a Wednesday evening until 8pm and on one Saturday per month. Would you prefer increased access on a Saturday instead of the Wednesday until 8pm?**

Value	Count	Percent %	Statistics	
Yes	47	48.5%	Total Responses	97
No	26	26.8%		
Don't know	24	24.7%		

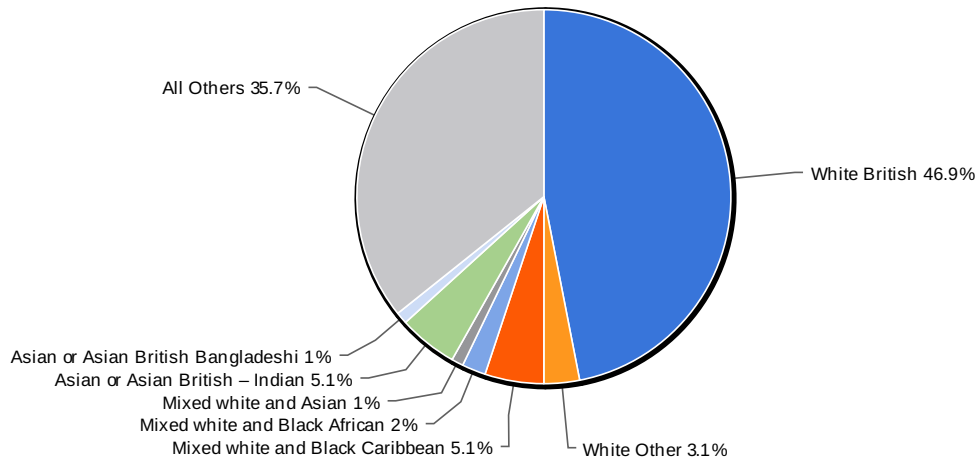
14. Are you aware you can request a telephone consultation rather than a face-to-face consultation?



**14. Are you aware you can request a telephone consultation rather than a face-to-face consultation?**

Value	Count	Percent %	Statistics	
Yes	79	79.8%	Total Responses	99
No	20	20.2%		

15. What would you describe your ethnicity as being?

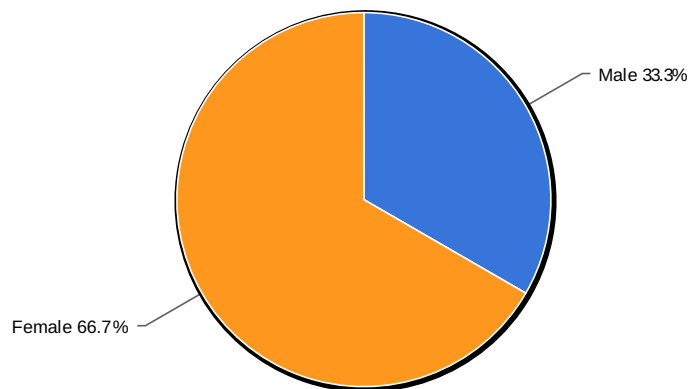


15. What would you describe your ethnicity as being?

Value	Count	Percent %
White British	46	46.9%
White Other	3	3.1%
Mixed white and Black Caribbean	5	5.1%
Mixed white and Black African	2	2.0%
Mixed white and Asian	1	1.0%
Asian or Asian British - Indian	5	5.1%
Asian or Asian British Pakistani	0	0.0%
Asian or Asian British Bangladeshi	1	1.0%
Black or Black British - Caribbean	8	8.2%
Black or Black British - African	12	12.2%
Chinese or Other - Chinese	0	0.0%
Chinese or other - Any other	1	1.0%
Decline to answer	14	14.3%

Statistics	
Total Responses	98

16. Are you?



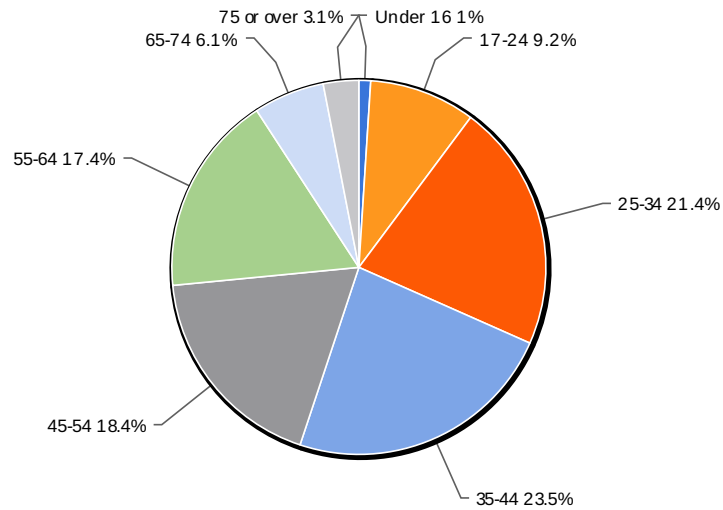


## 16. Are you?

Value	Count	Percent %
Male	31	33.3%
Female	62	66.7%

Statistics	
Total Responses	93

## 17. Which age range do you fall into?



## 17. Which age range do you fall into?

Value	Count	Percent %
Under 16	1	1.0%
17-24	9	9.2%
25-34	21	21.4%
35-44	23	23.5%
45-54	18	18.4%
55-64	17	17.4%
65-74	6	6.1%
75 or over	3	3.1%

Statistics	
Total Responses	98
Sum	3,843.0
Avg.	39.6
StdDev	15.0
Max	75.0