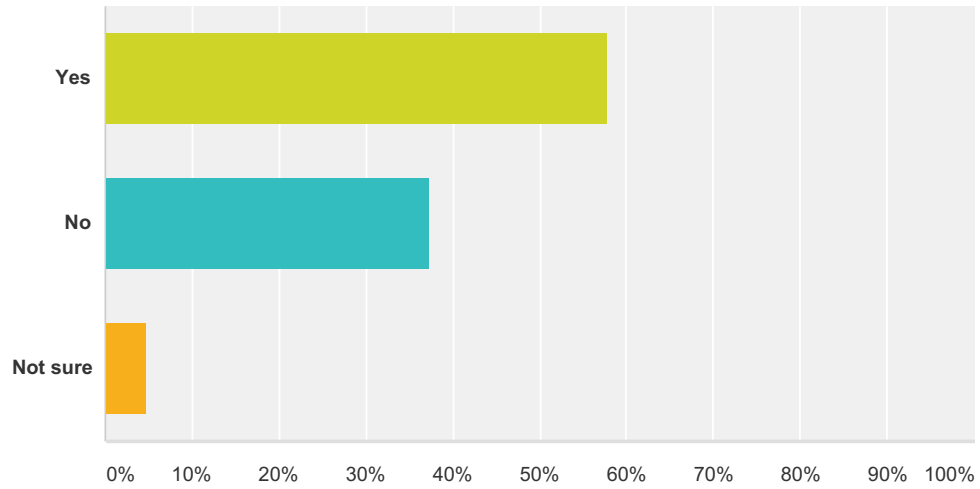


Q1 Did you know we offer the Electronic Prescribing Service (which allows us to send prescriptions electronically to a pharmacy of your choice)?

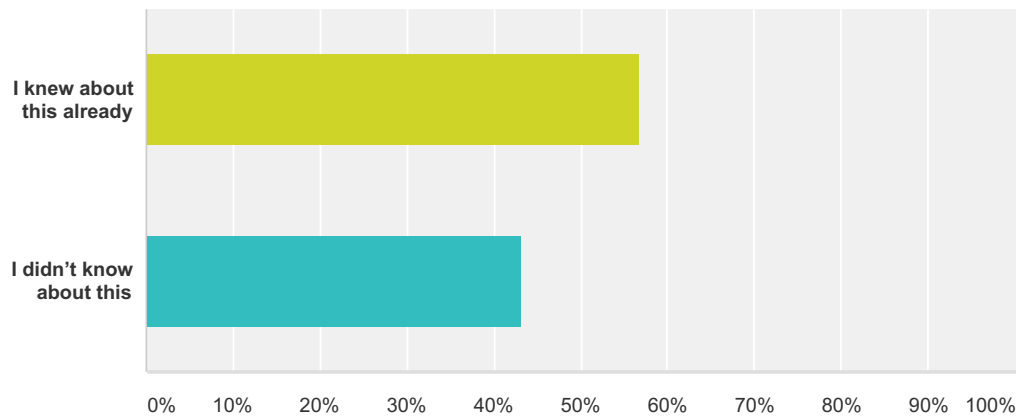
Answered: 716 Skipped: 25



Answer Choices	Responses
Yes	57.82% 414
No	37.43% 268
Not sure	4.75% 34
Total	716

Q2 Did you know that NHS England is introducing a new electronic record called the Summary Care Record (SCR)? It gives healthcare staff access to essential information about you to help provide you with safe treatment when you need care in an emergency or when your GP practice is closed.

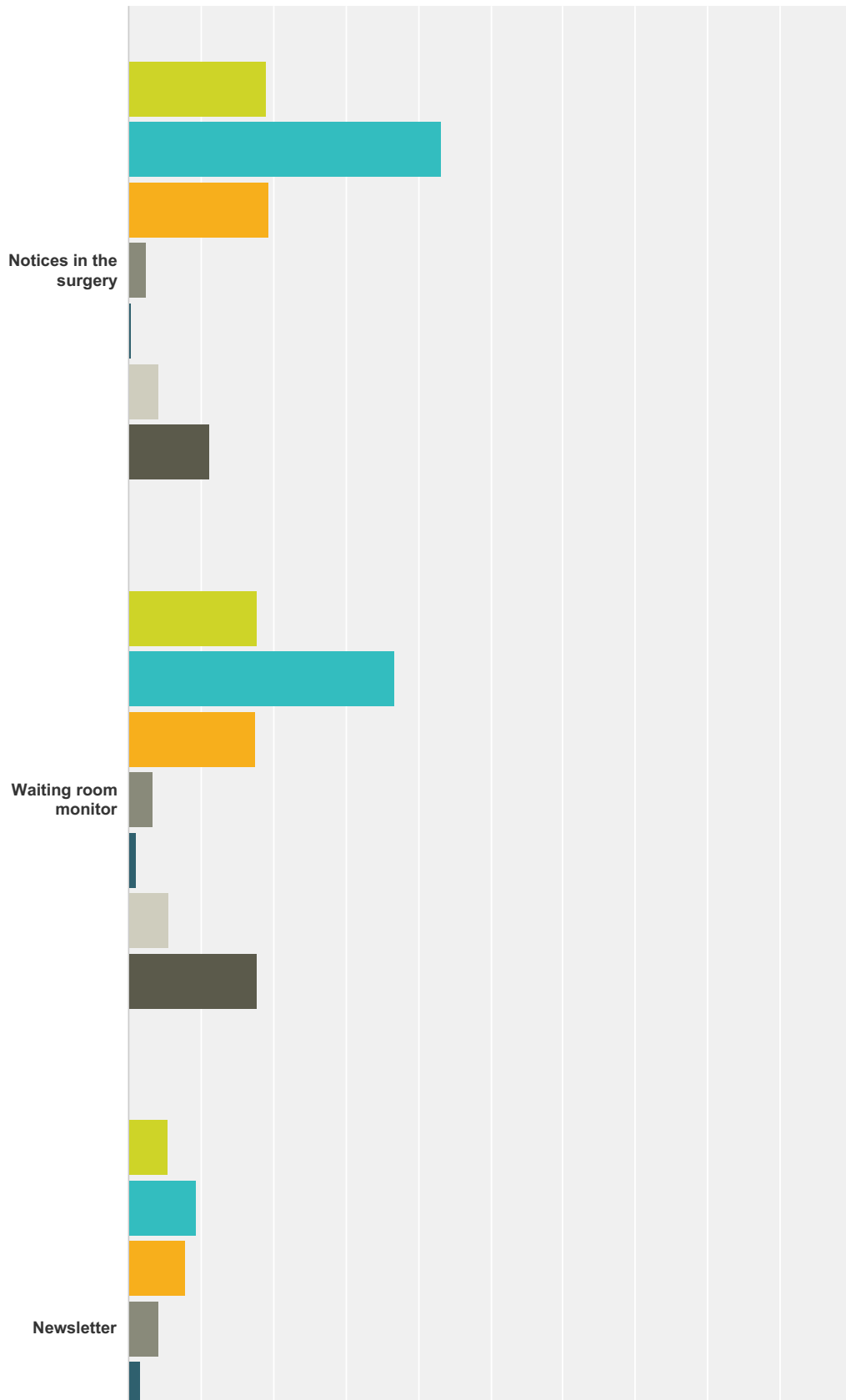
Answered: 700 Skipped: 41

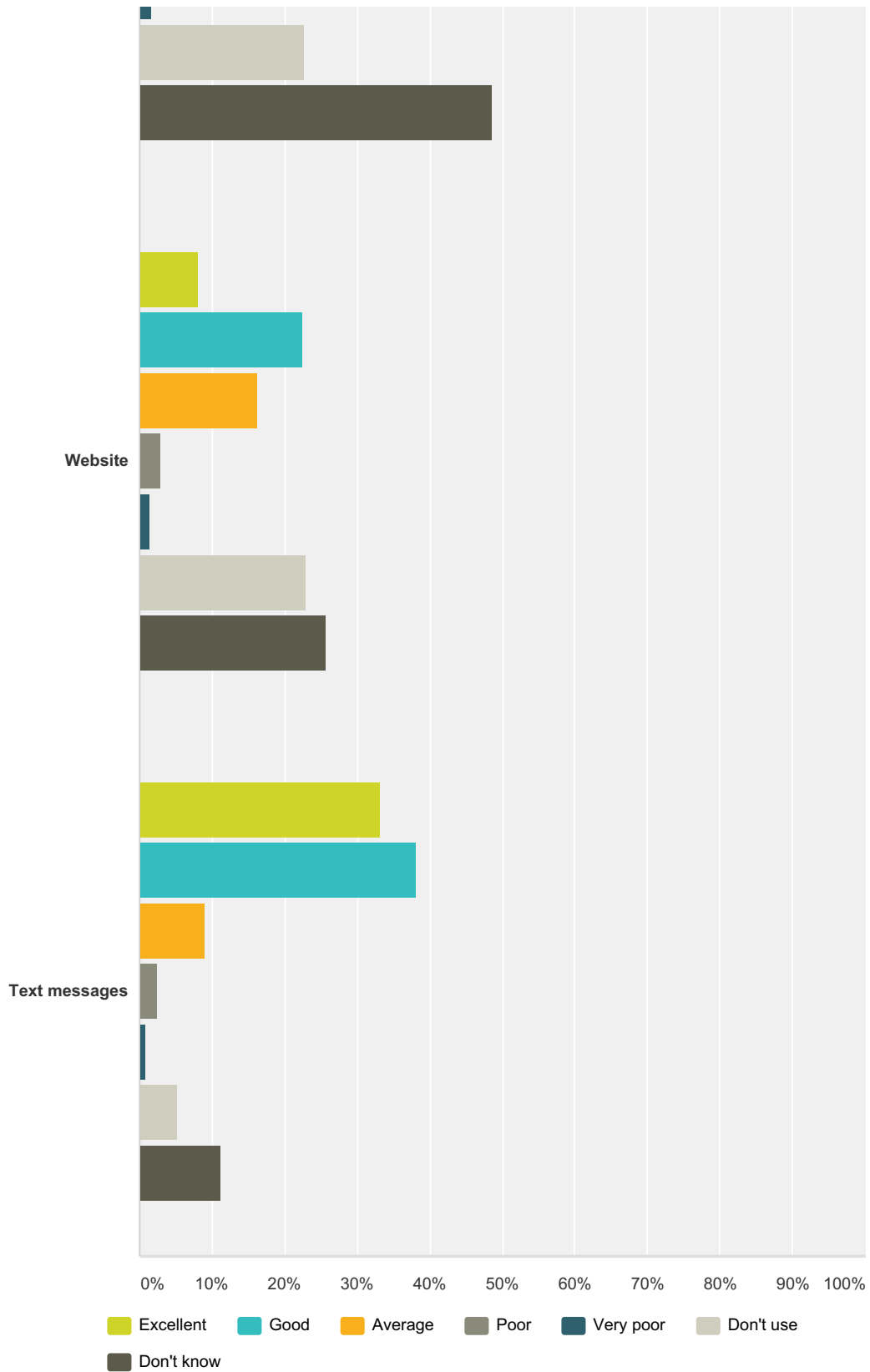


Answer Choices	Responses
I knew about this already	56.71% 397
I didn't know about this	43.29% 303
Total	700

Q3 How well do you think we communicate to patients using the following methods?

Answered: 679 Skipped: 62





	Excellent	Good	Average	Poor	Very poor	Don't use	Don't know	Total
Notices in the surgery	19.02% 128	43.24% 291	19.32% 130	2.53% 17	0.45% 3	4.16% 28	11.29% 76	673

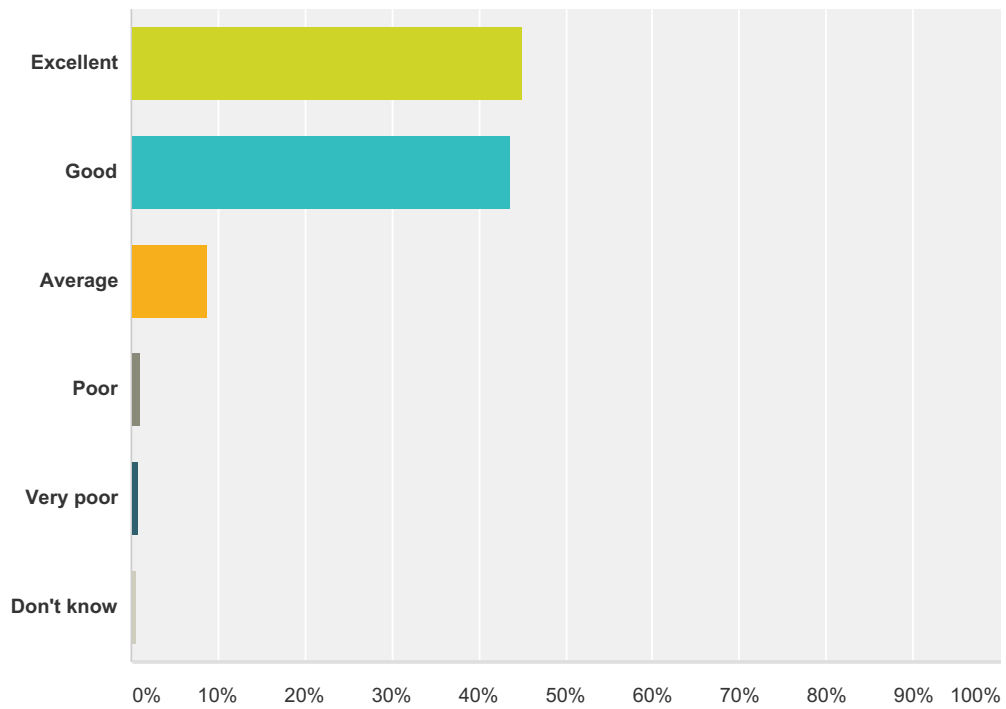
Waiting room monitor	17.66% 118	36.83% 246	17.51% 117	3.44% 23	1.05% 7	5.69% 38	17.81% 119	668
Newsletter	5.33% 35	9.44% 62	7.91% 52	4.11% 27	1.67% 11	22.83% 150	48.71% 320	657
Website	8.19% 54	22.61% 149	16.24% 107	2.88% 19	1.52% 10	22.91% 151	25.64% 169	659
Text messages	33.28% 221	38.10% 253	8.89% 59	2.56% 17	0.75% 5	5.12% 34	11.30% 75	664

**Q4 If you'd like our quarterly newsletter
emailed to you, please give us your email
address.**

Answered: 270 Skipped: 471

Q5 Please rate your overall satisfaction with the practice.

Answered: 666 Skipped: 75



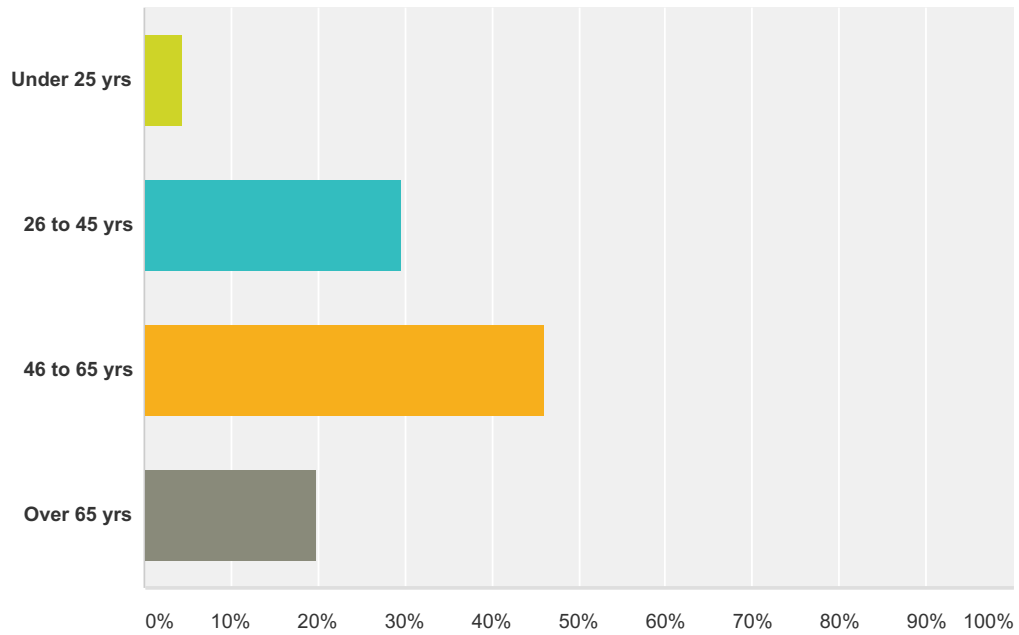
Answer Choices	Responses
Excellent	45.05% 300
Good	43.69% 291
Average	8.86% 59
Poor	1.05% 7
Very poor	0.75% 5
Don't know	0.60% 4
Total	666

Q6 Any other comments?

Answered: 188 Skipped: 553

Q7 How old are you?

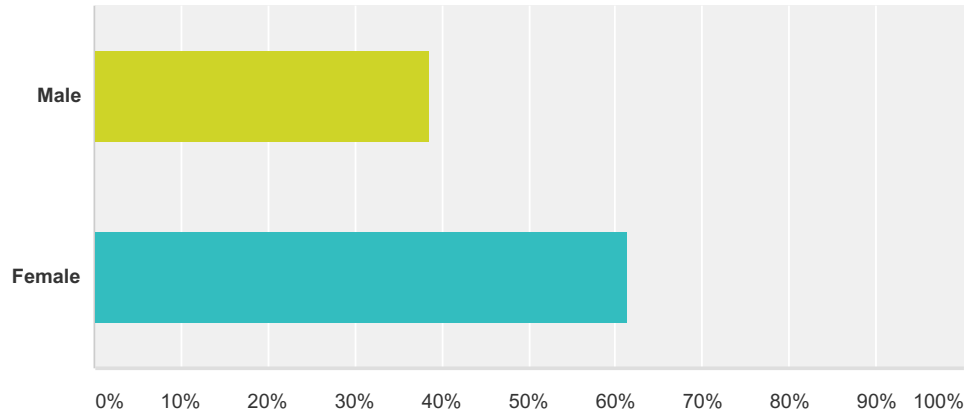
Answered: 657 Skipped: 84



Answer Choices	Responses
Under 25 yrs	4.41% 29
26 to 45 yrs	29.68% 195
46 to 65 yrs	46.12% 303
Over 65 yrs	19.79% 130
Total	657

Q8 Are you male or female?

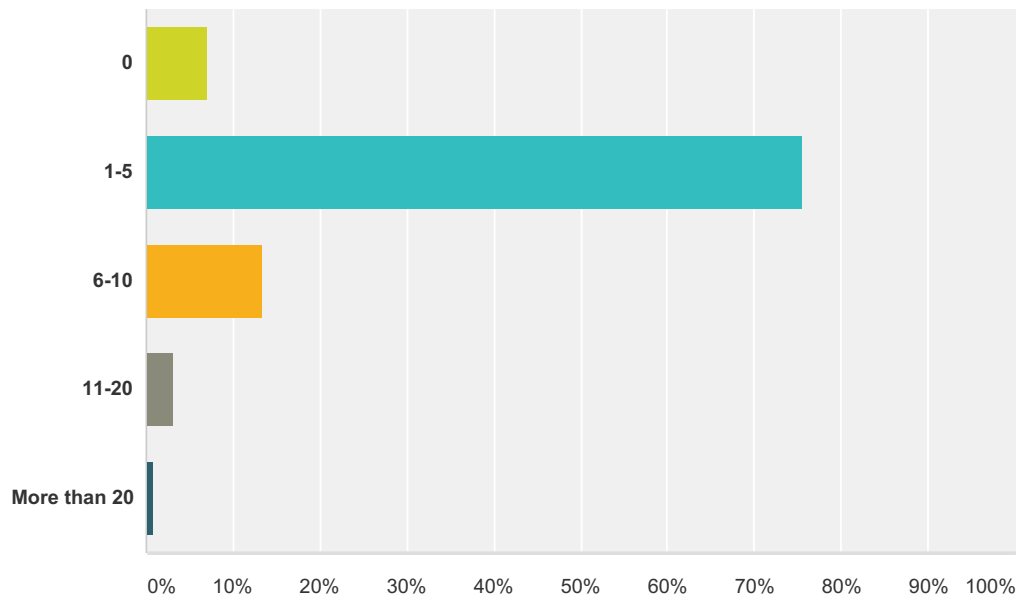
Answered: 641 Skipped: 100



Answer Choices	Responses
Male	38.53% 247
Female	61.47% 394
Total	641

Q9 About how many times have you had an appointment with us in the last year?

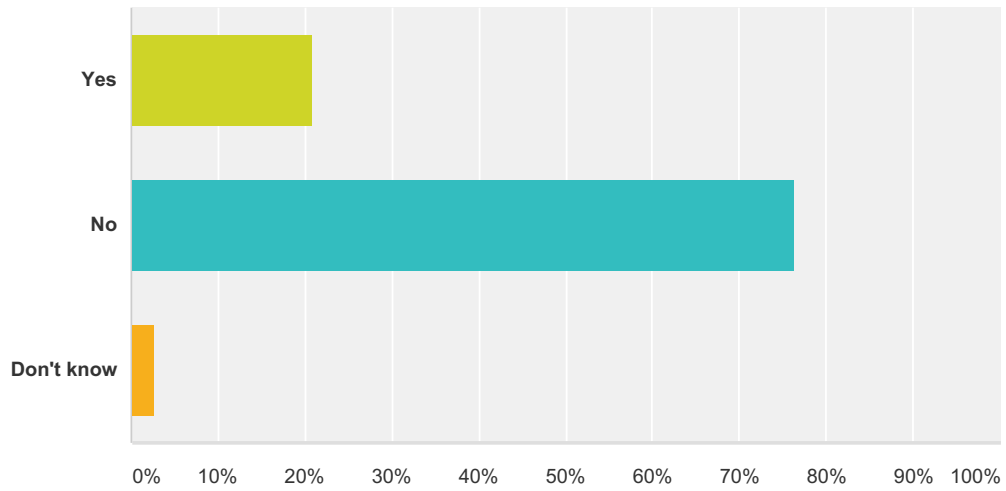
Answered: 654 Skipped: 87



Answer Choices	Responses	
0	7.19%	47
1-5	75.54%	494
6-10	13.46%	88
11-20	3.06%	20
More than 20	0.76%	5
Total		654

Q10 Do you have any form of chronic disease (e.g. diabetes, heart disease or lung problems)?

Answered: 650 Skipped: 91



Answer Choices	Responses	Count
Yes	20.92%	136
No	76.31%	496
Don't know	2.77%	18
Total		650

Q11 We're looking for more people to be involved in our patient group to look at these survey results. Please give us your email address if you're interested.

Answered: 109 Skipped: 632