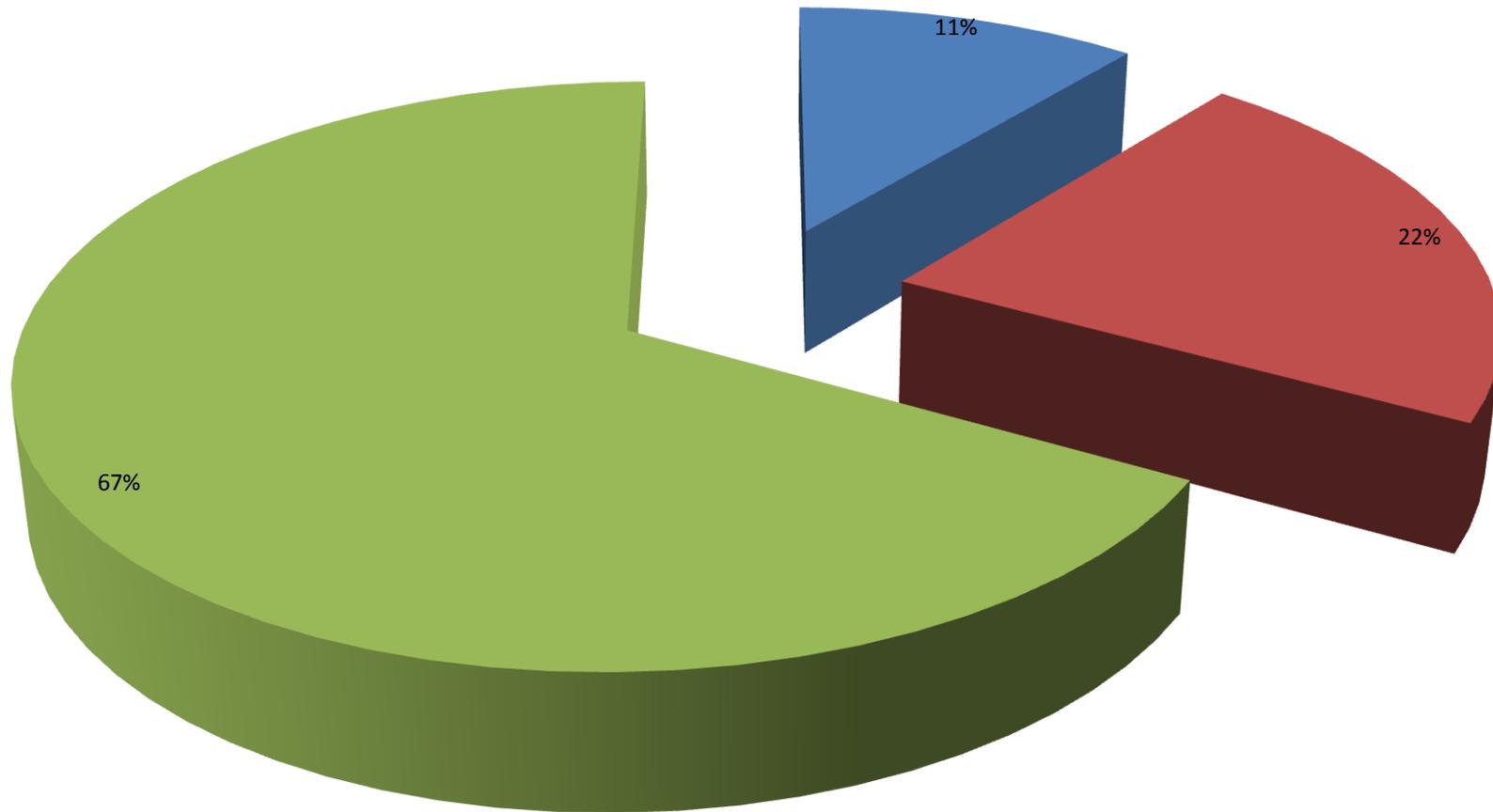


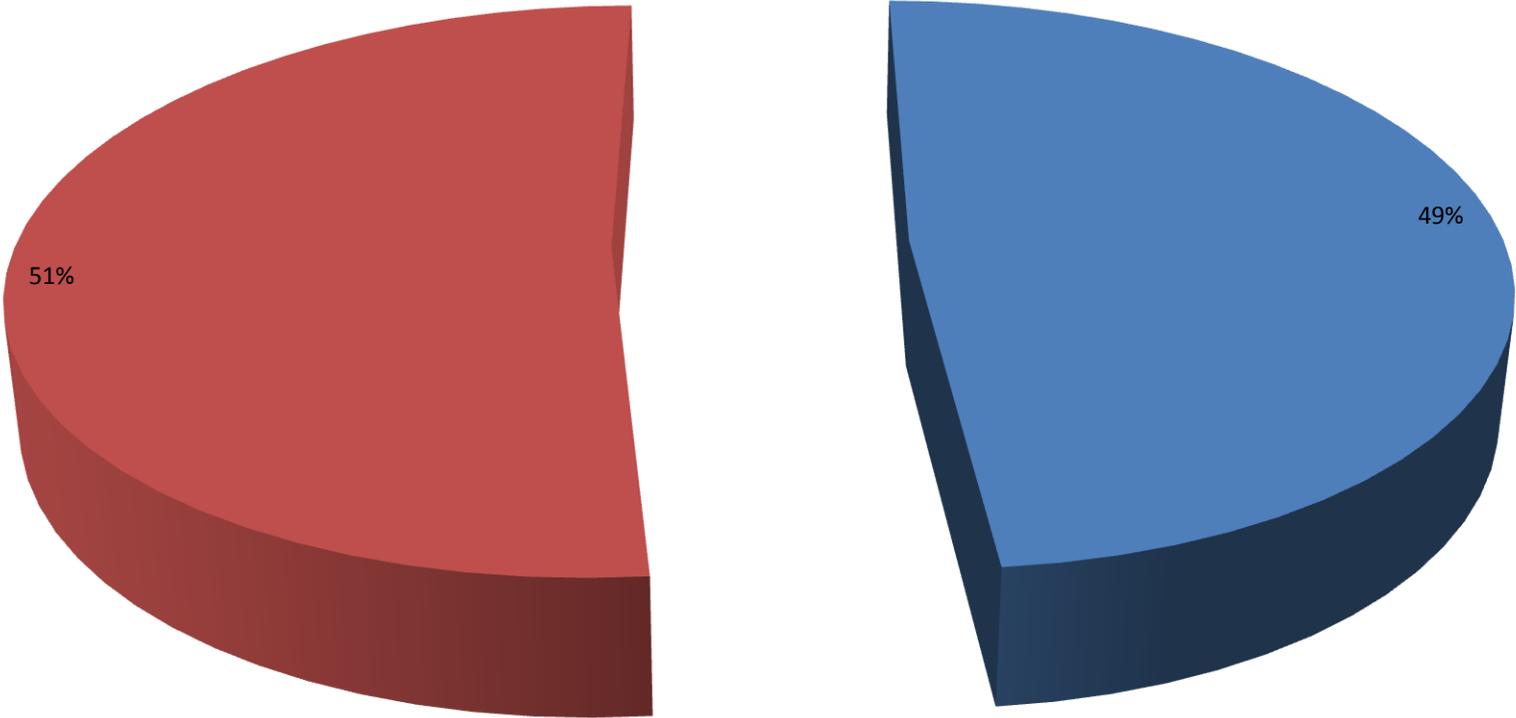
Q1 How far in advance would you like to be able to book an appointment ?

■ 3 wks ■ 2 wks ■ 1 wk



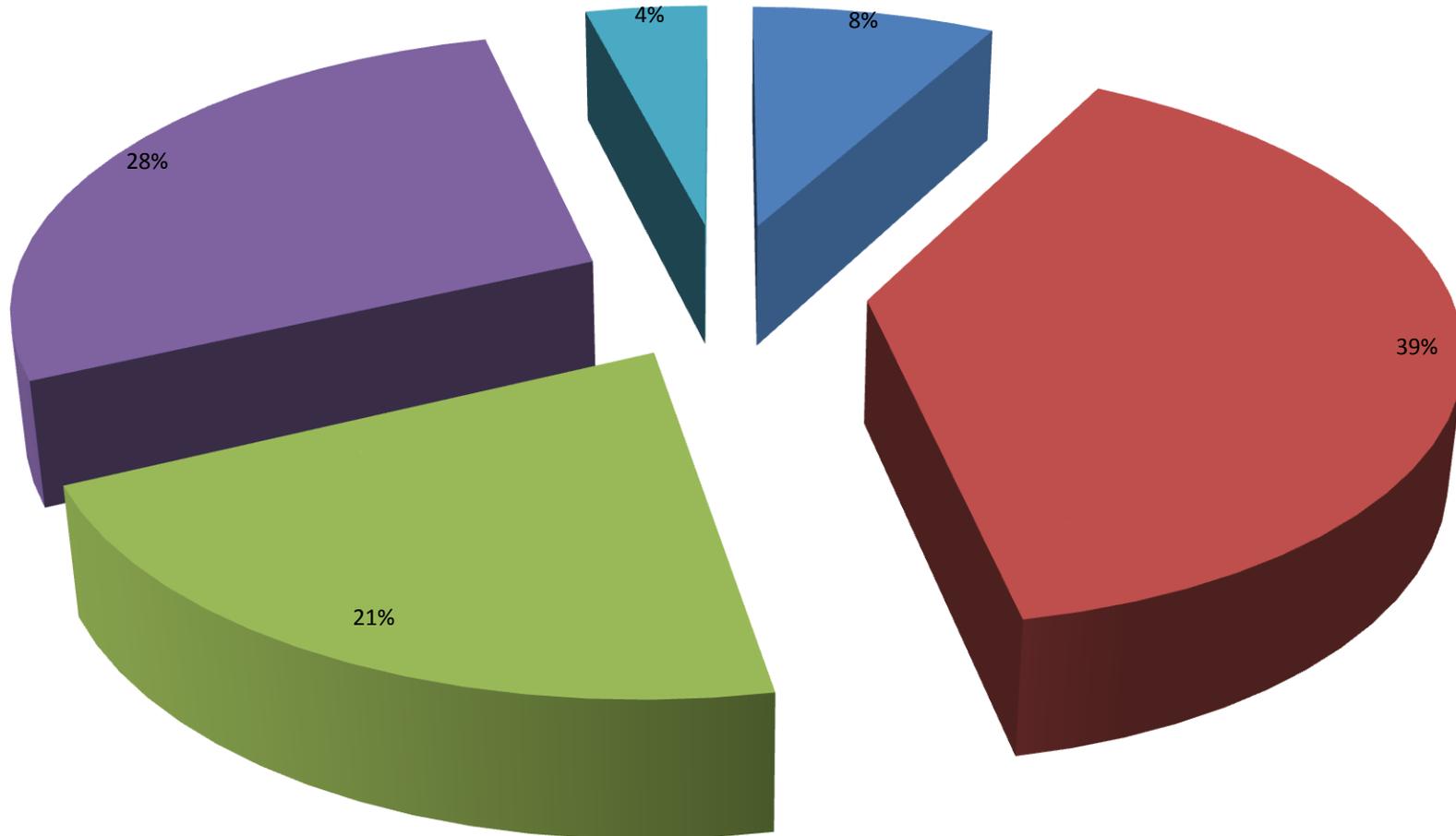
Q2 Are you aware that you can pre-book an appointment up to two weeks in advance?

■ Yes ■ No



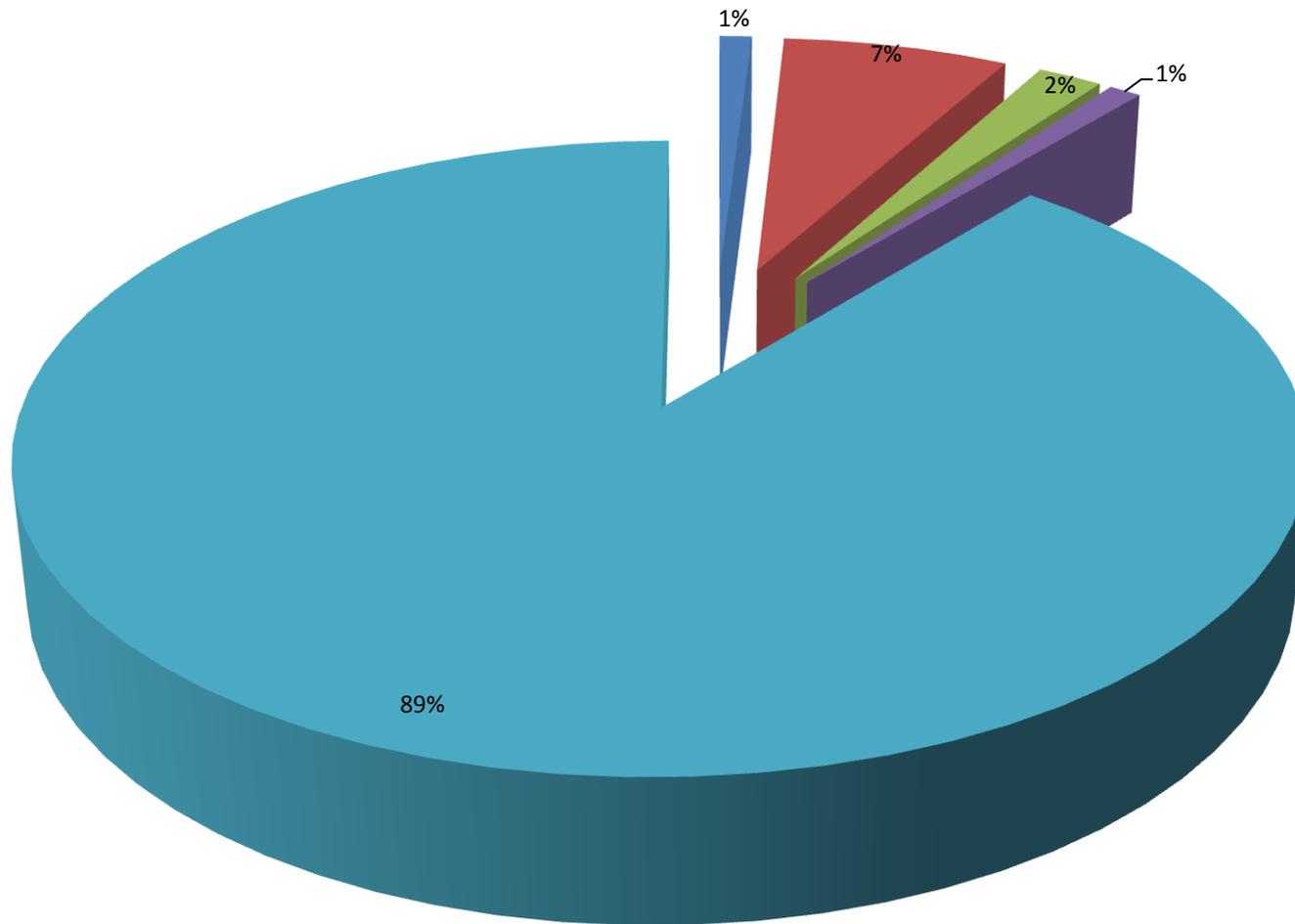
Q3 Are you able to book an appointment when you need one ?

Always Most of time Usually Sometimes Never



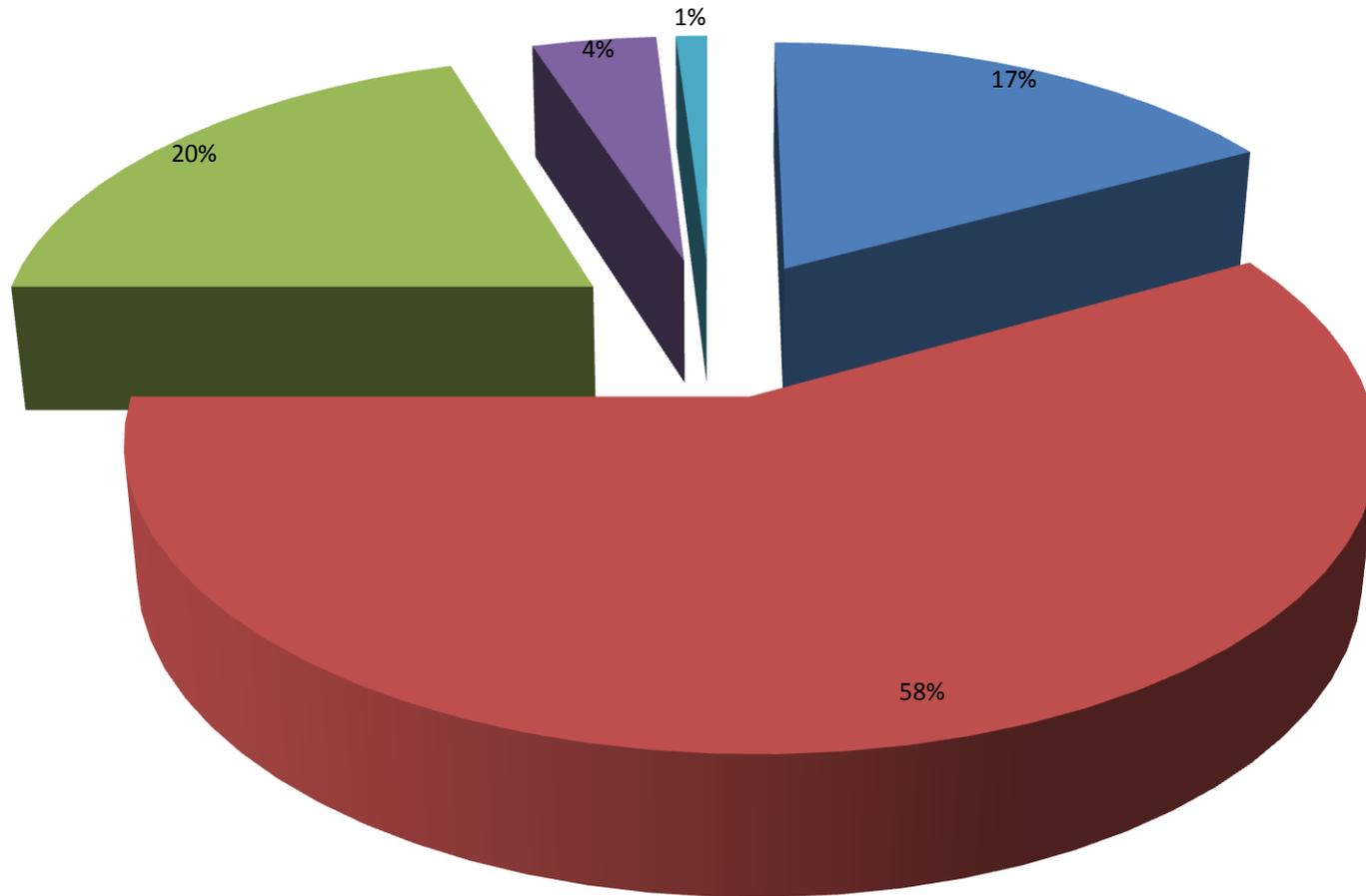
Q4 Have you every missed an appointment because ?

■ I had recovered ■ I forgot ■ I was delayed by traffic ■ Too difficult to cancel ■ Never



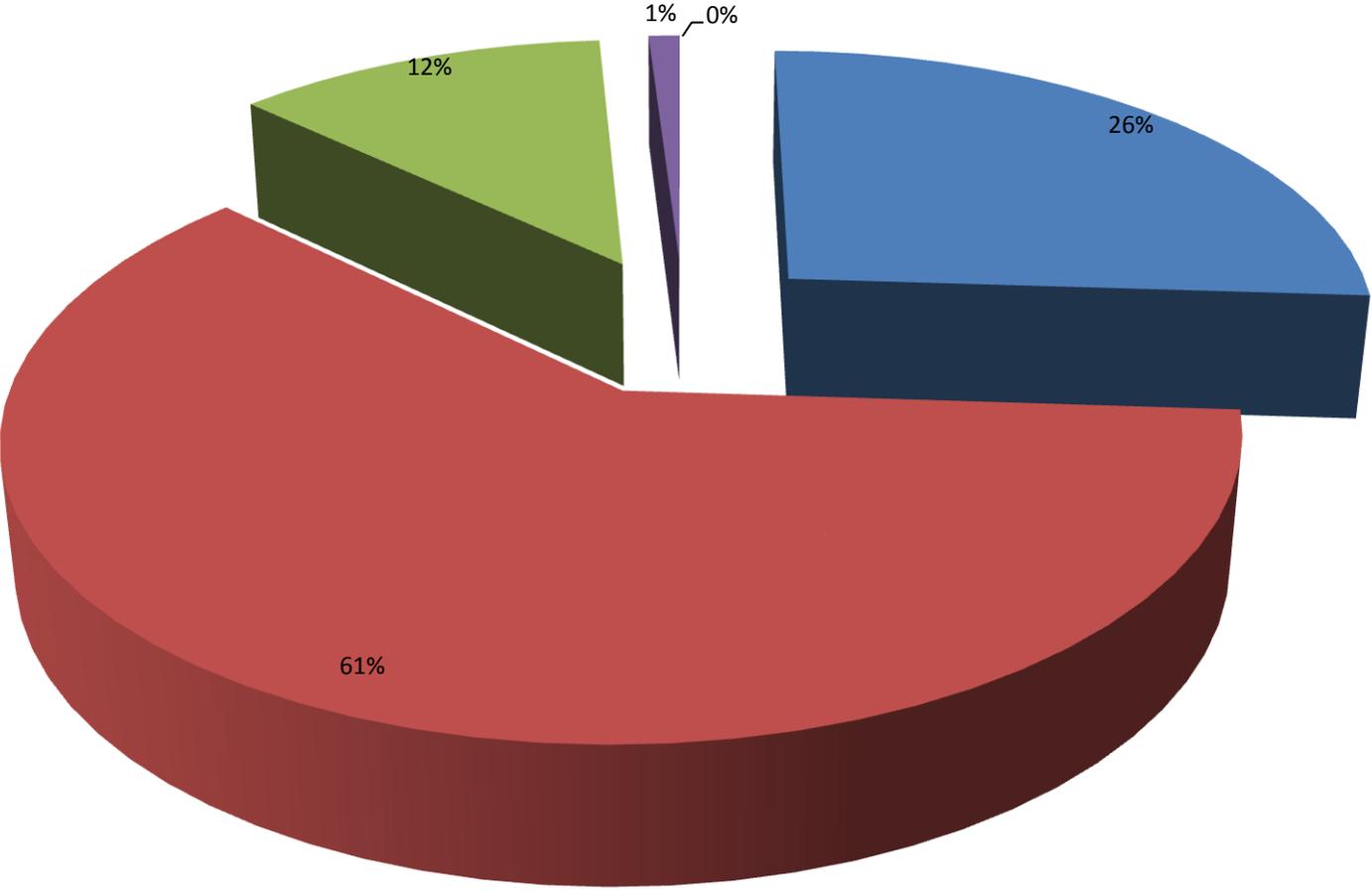
Q5 I feel that the way in which the surgery provides me with health information is adequate

■ Strongly agree ■ Agree ■ Partly agree ■ Disagree ■ Strongly disagree



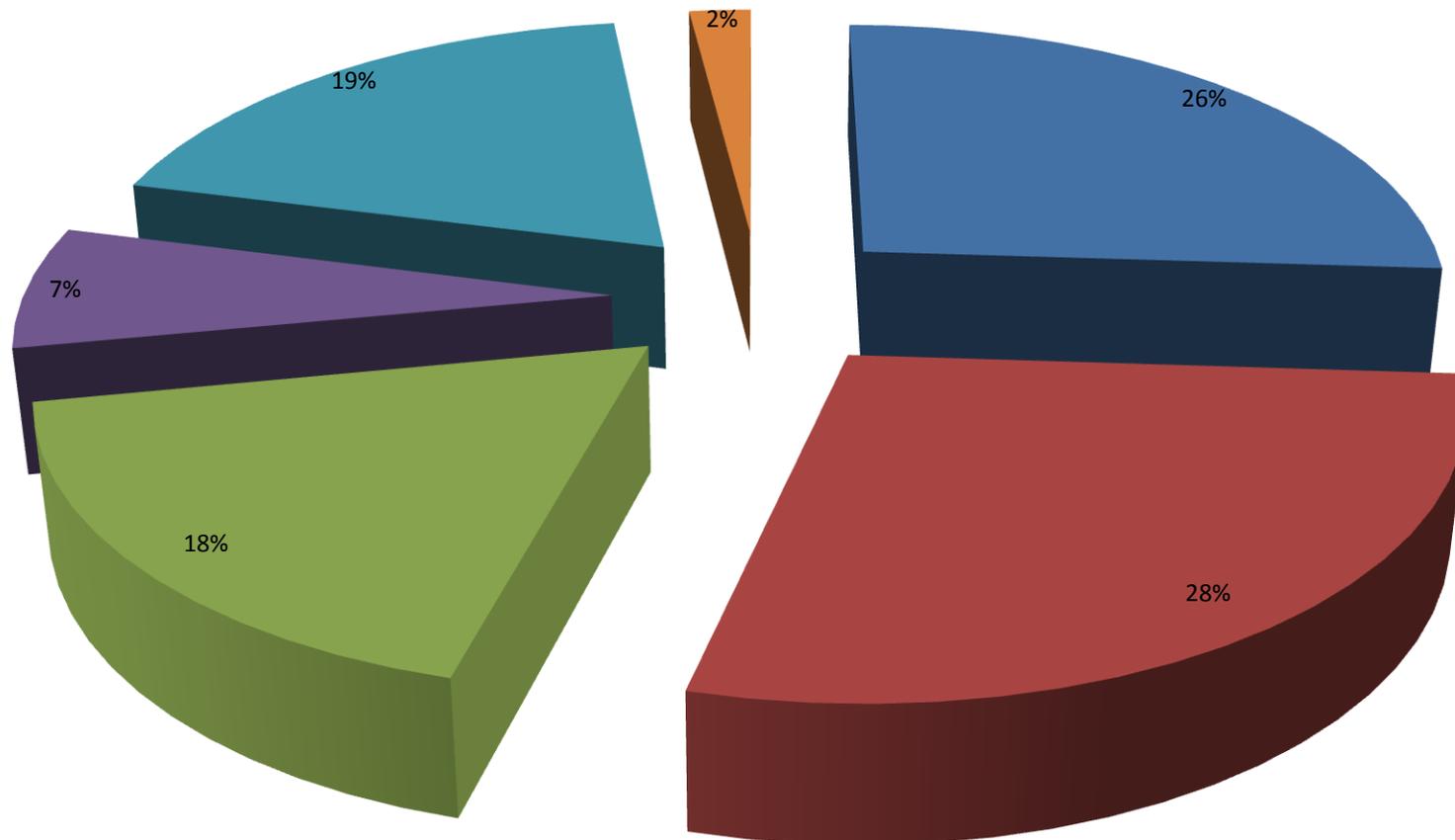
Q6 The surgery adequately covers the whole range of health services that I require

Strongly agree Agree Partly agree Disagree Strongly disagree



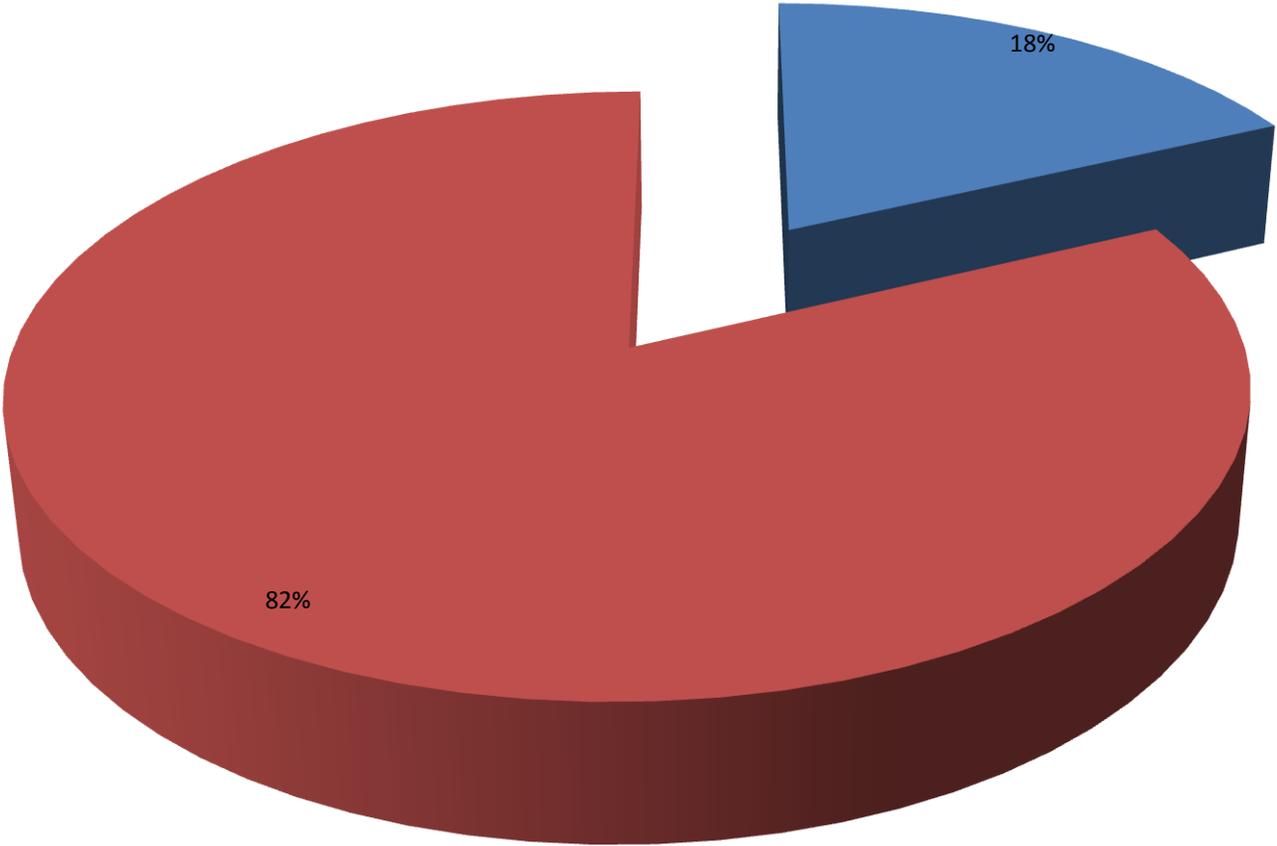
Q7 Which of the following would you use to find out information about the surgery practice ? (you may tick more than one)

■ Website ■ Tel ■ Newsletter ■ Email ■ Notice Board ■ PPG



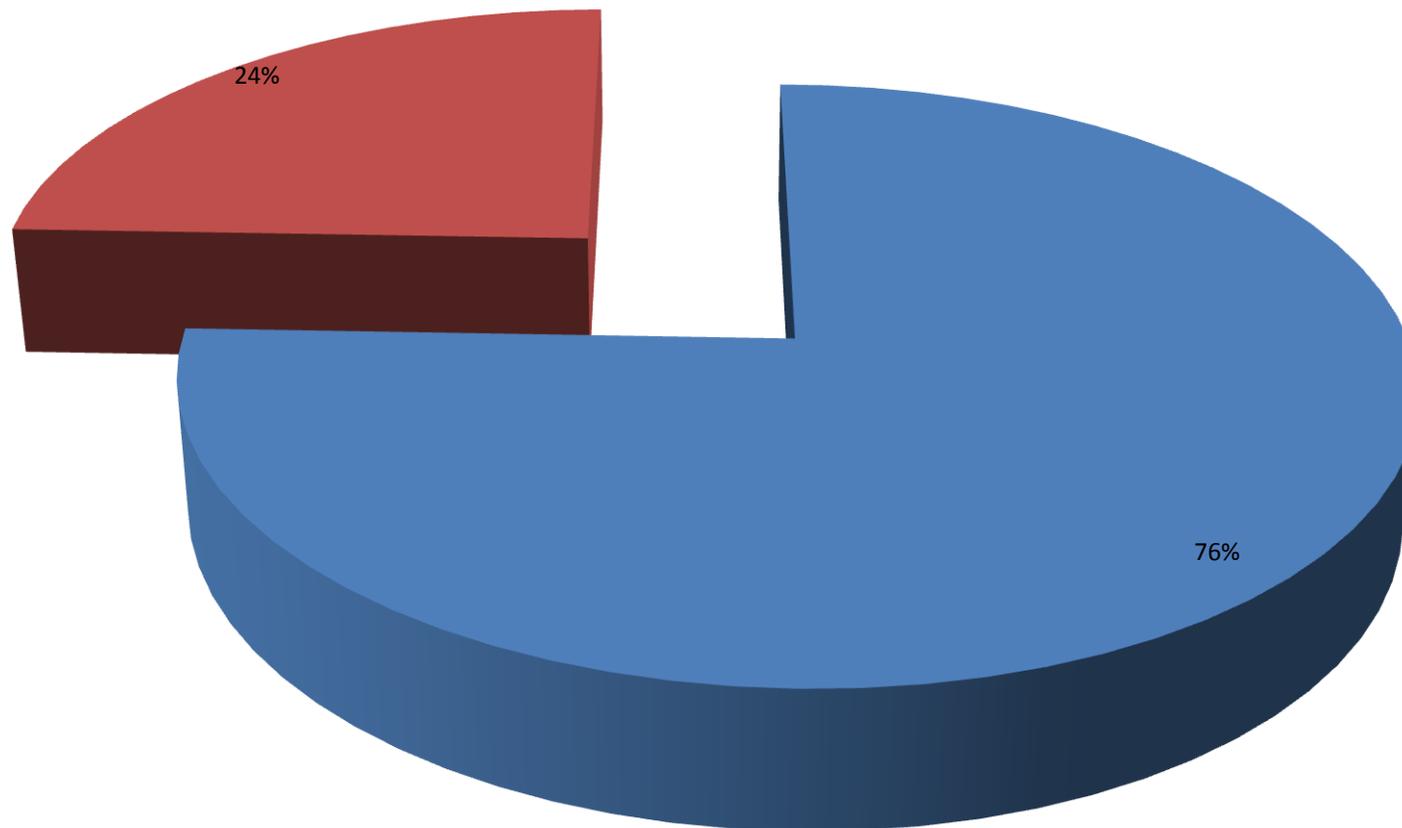
Q8 Are you aware of the role and function of the PPG-Patient Participation Group?

■ Yes ■ No



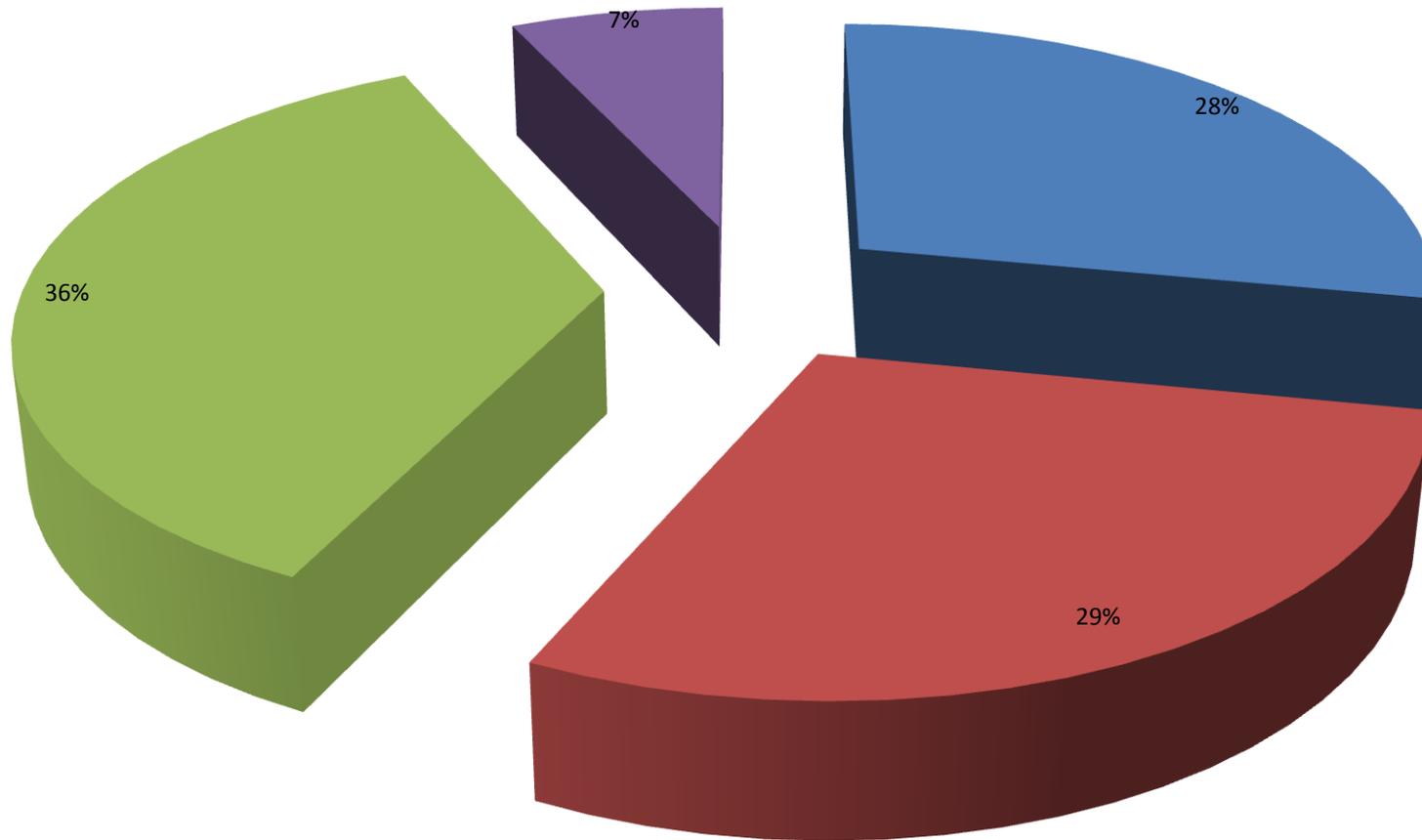
Q9 With the recent introduction of on line booking for Appointments, do you have access to a computer?

■ Yes ■ No



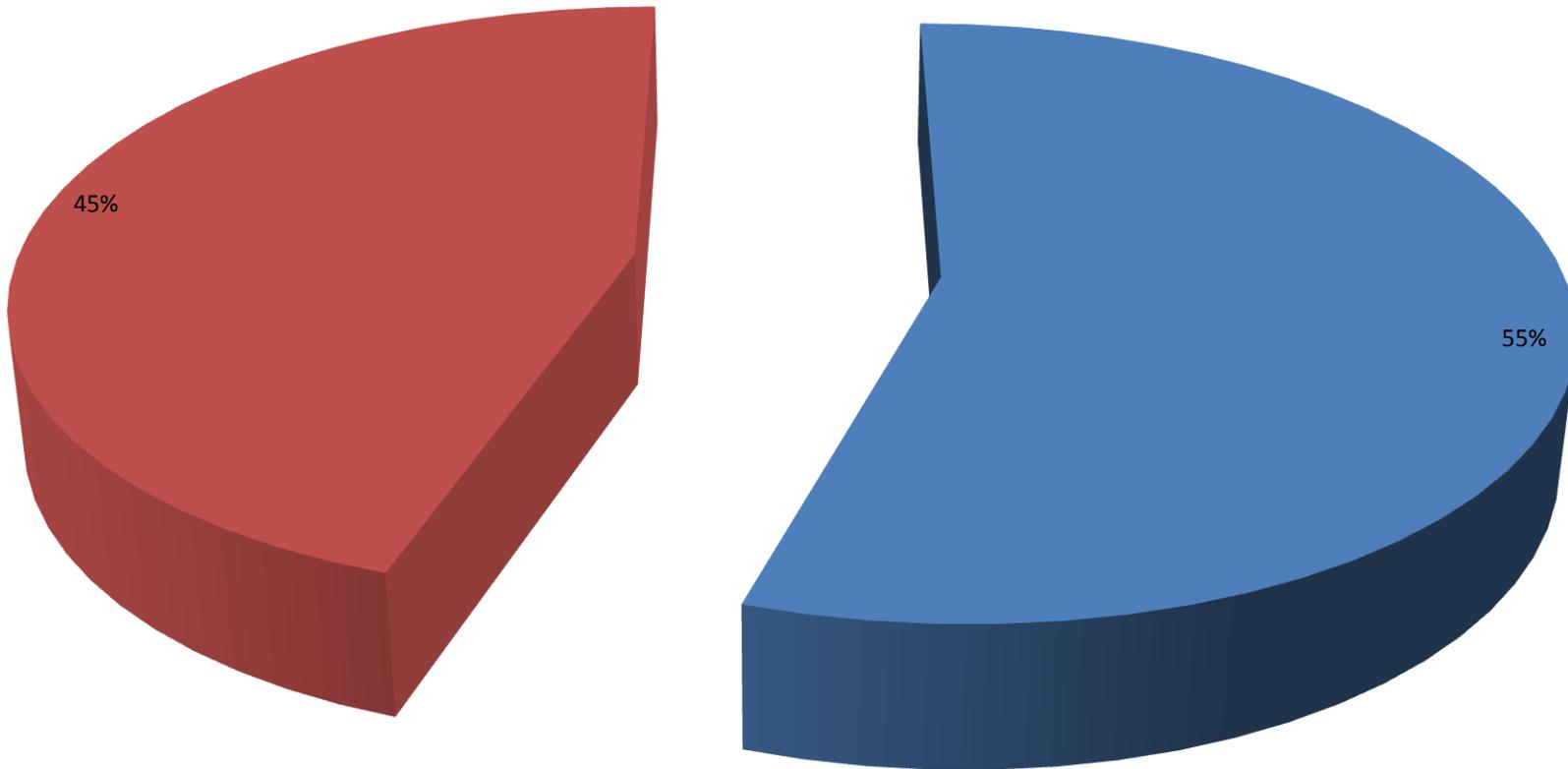
Q10 Are you happy to use a telephone "consultation" for any of these situations? (you may tick more than one)

■ New urgent problem ■ New routine problem ■ Follow up ■ Other



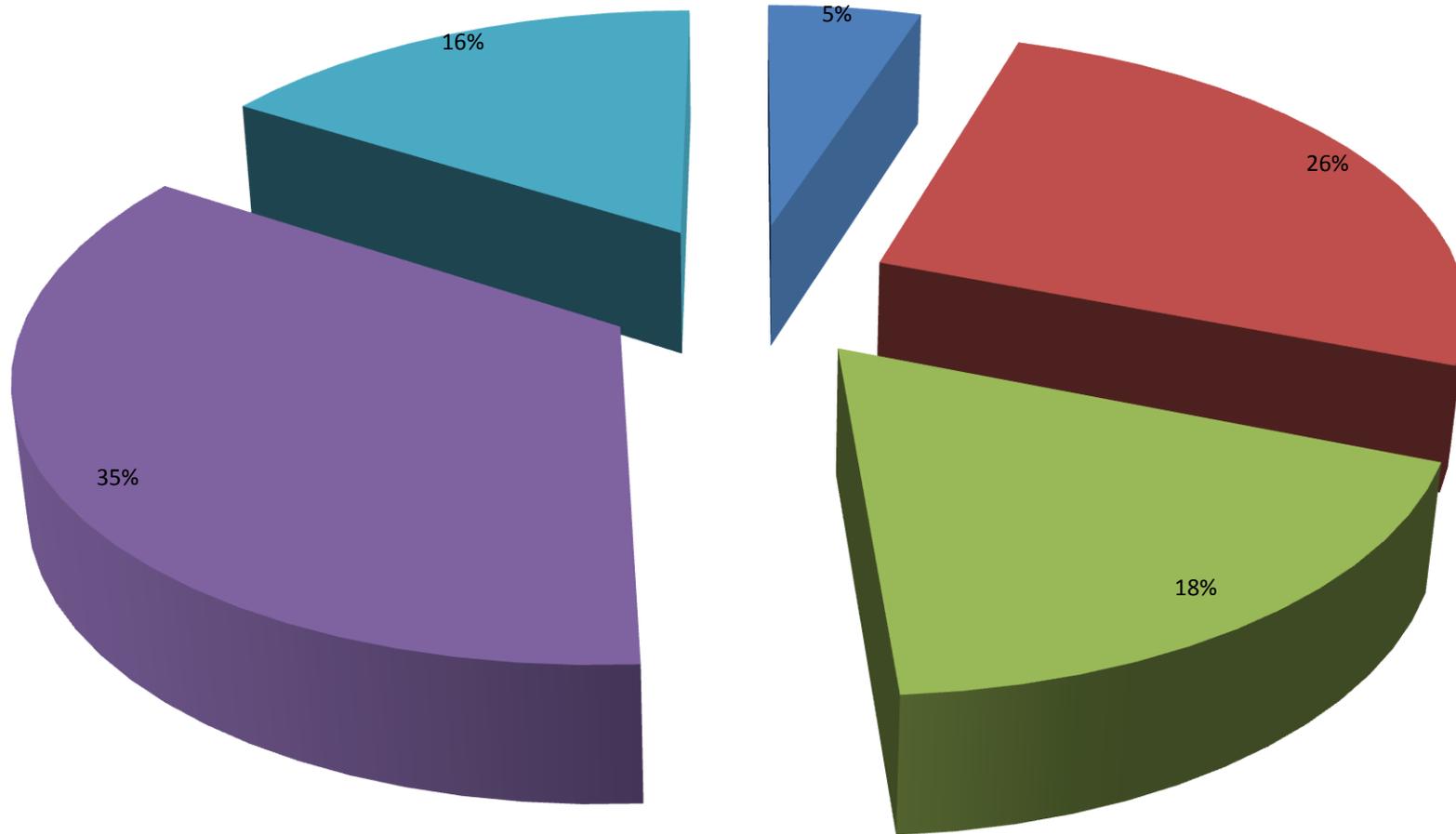
Q11 Have you ever used the Out of Hours service?

■ Yes ■ No



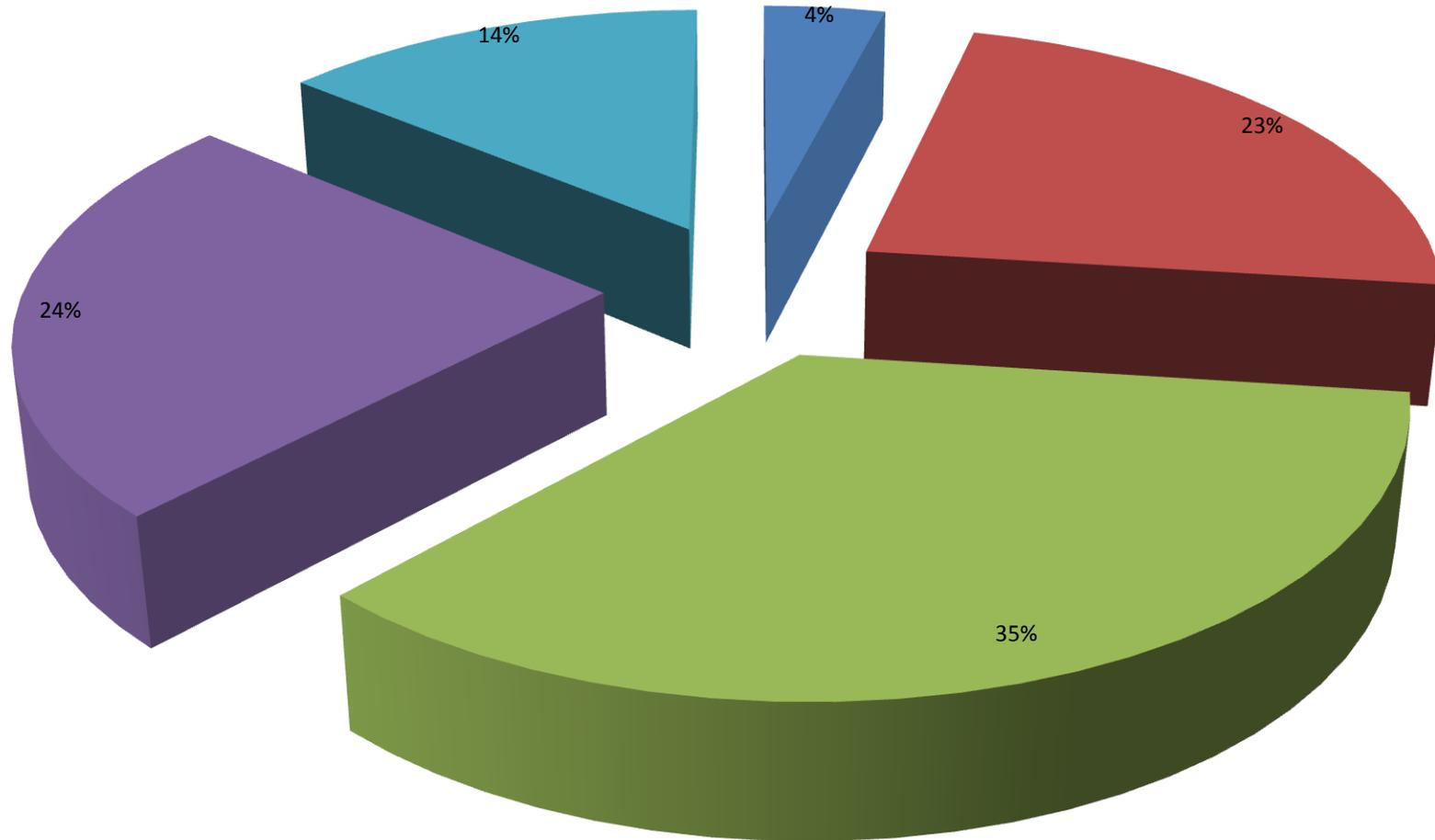
Q12 If you have, how satisfied were you with it?

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



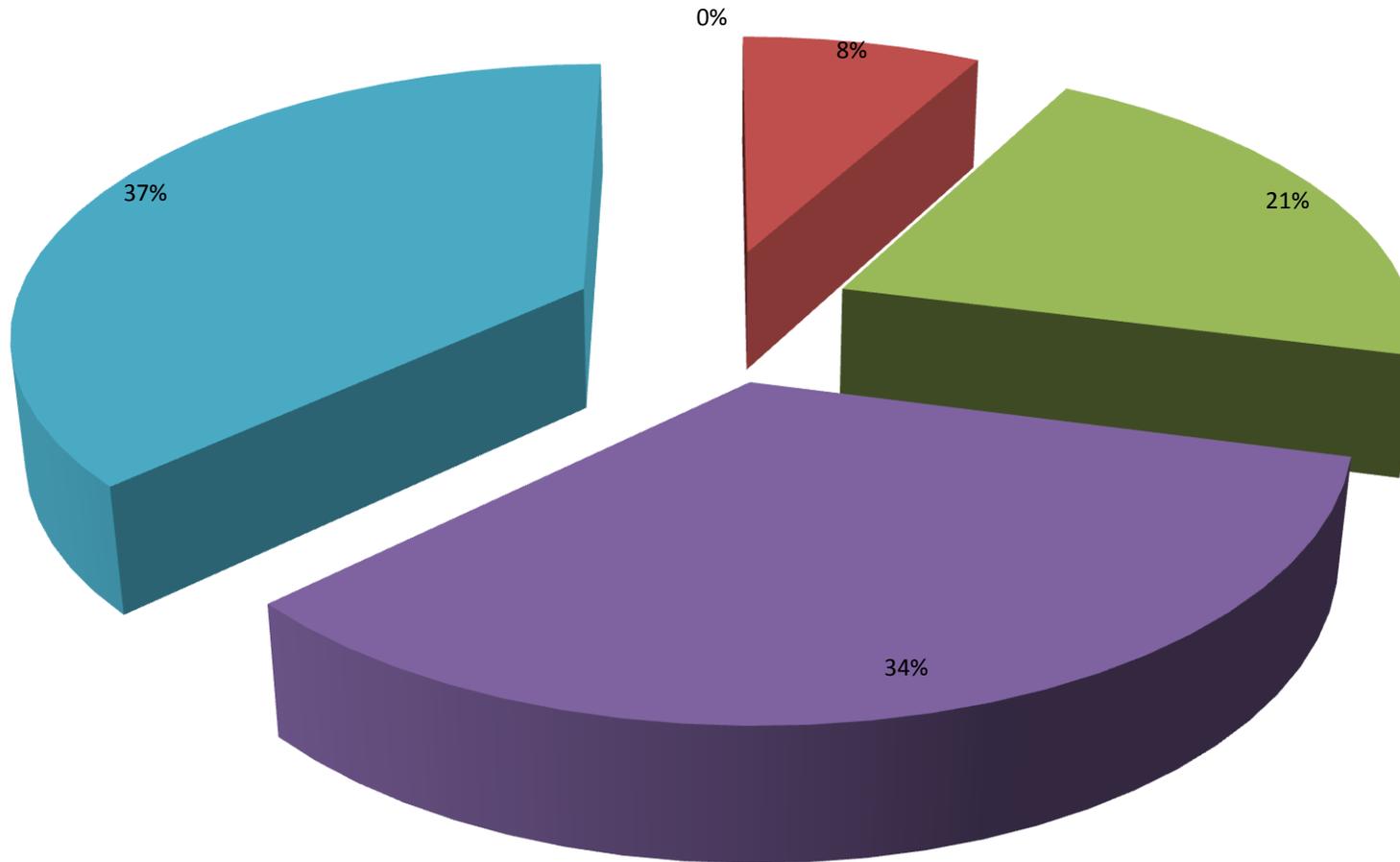
Q13 How satisfied are you with the way in which you get test results?

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



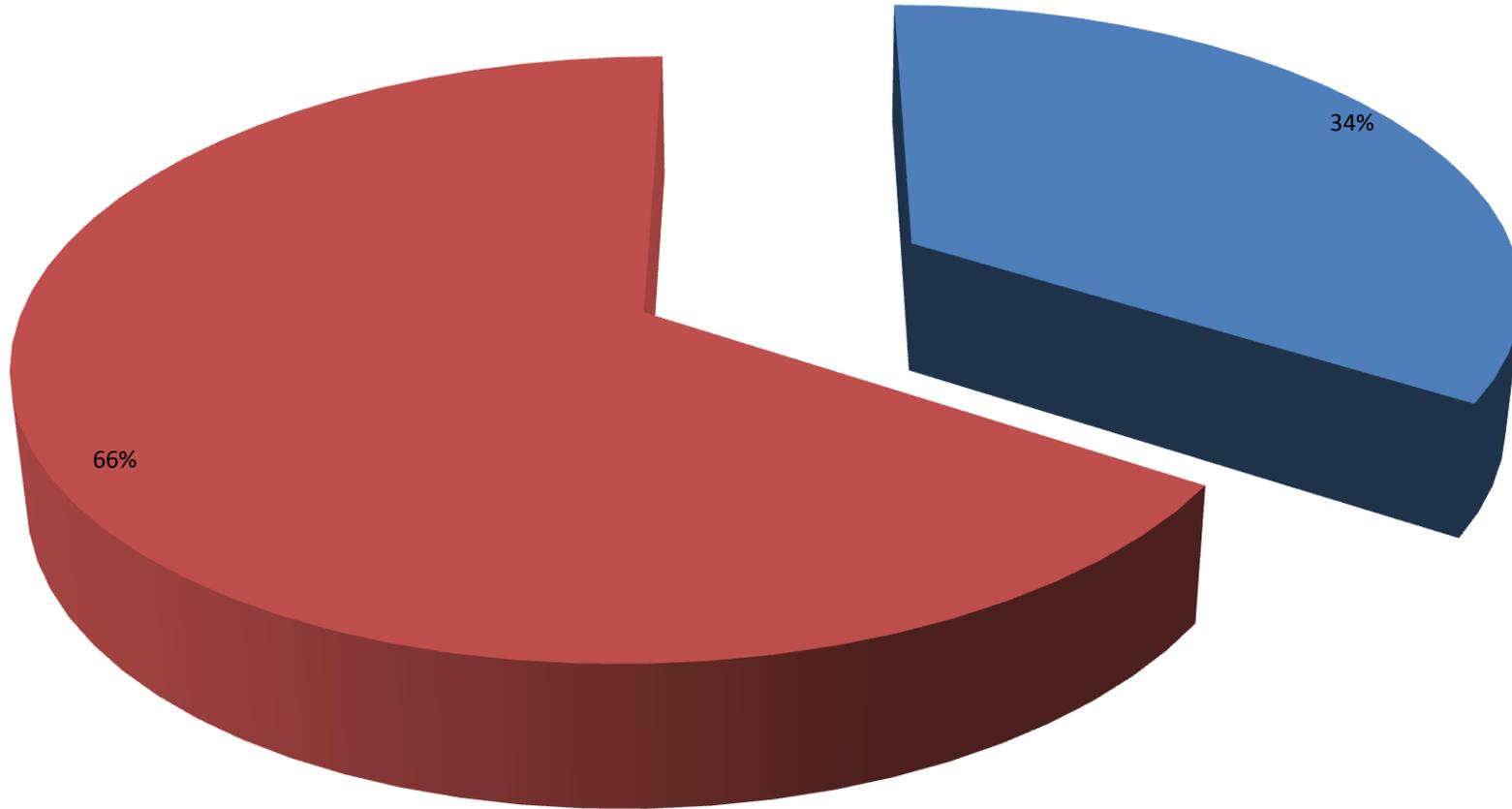
Q14 Overall, how satisfied are you with the care you get at Princes Park Health Centre?

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



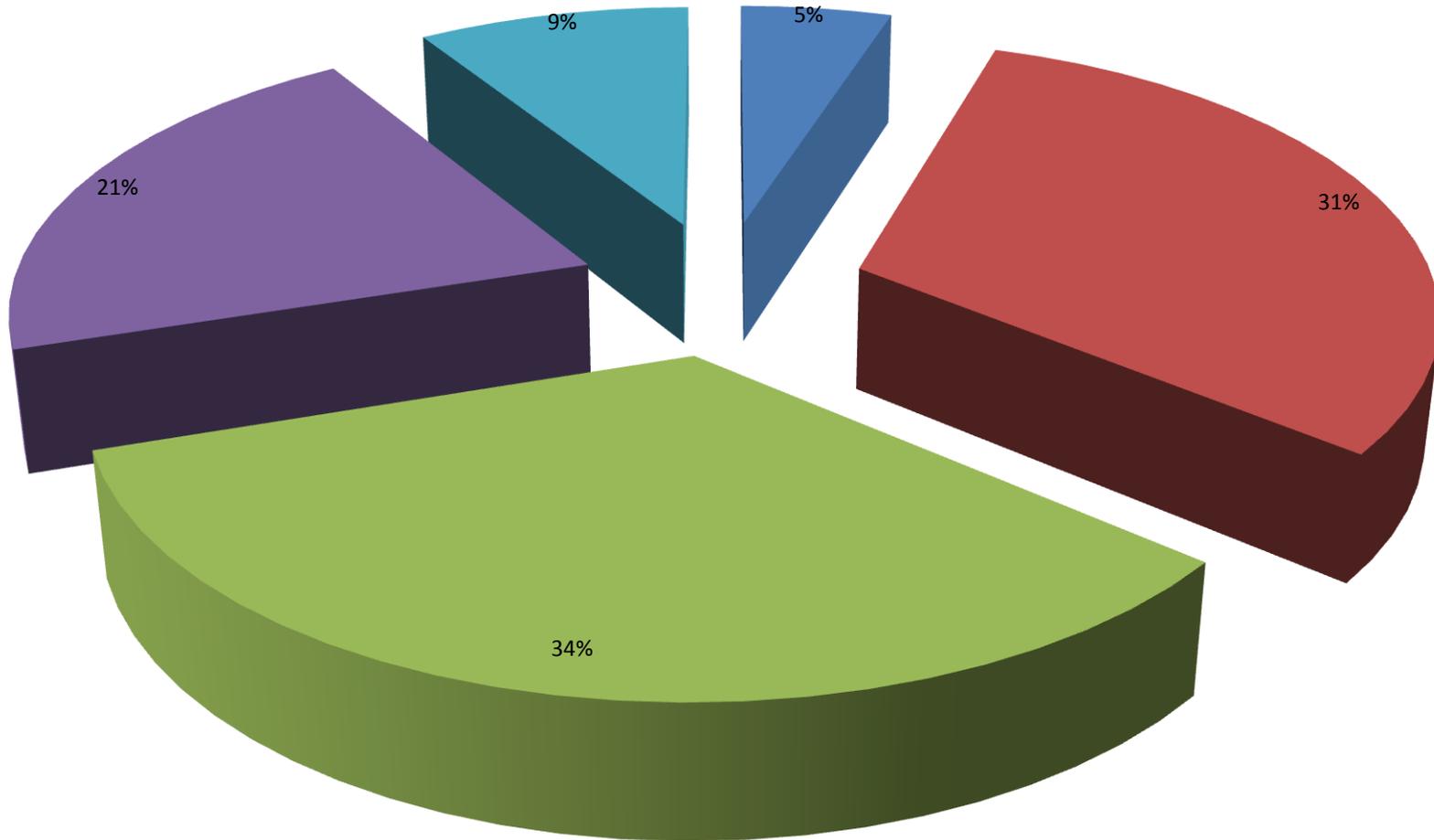
Q15 Gender

■ Male ■ Female



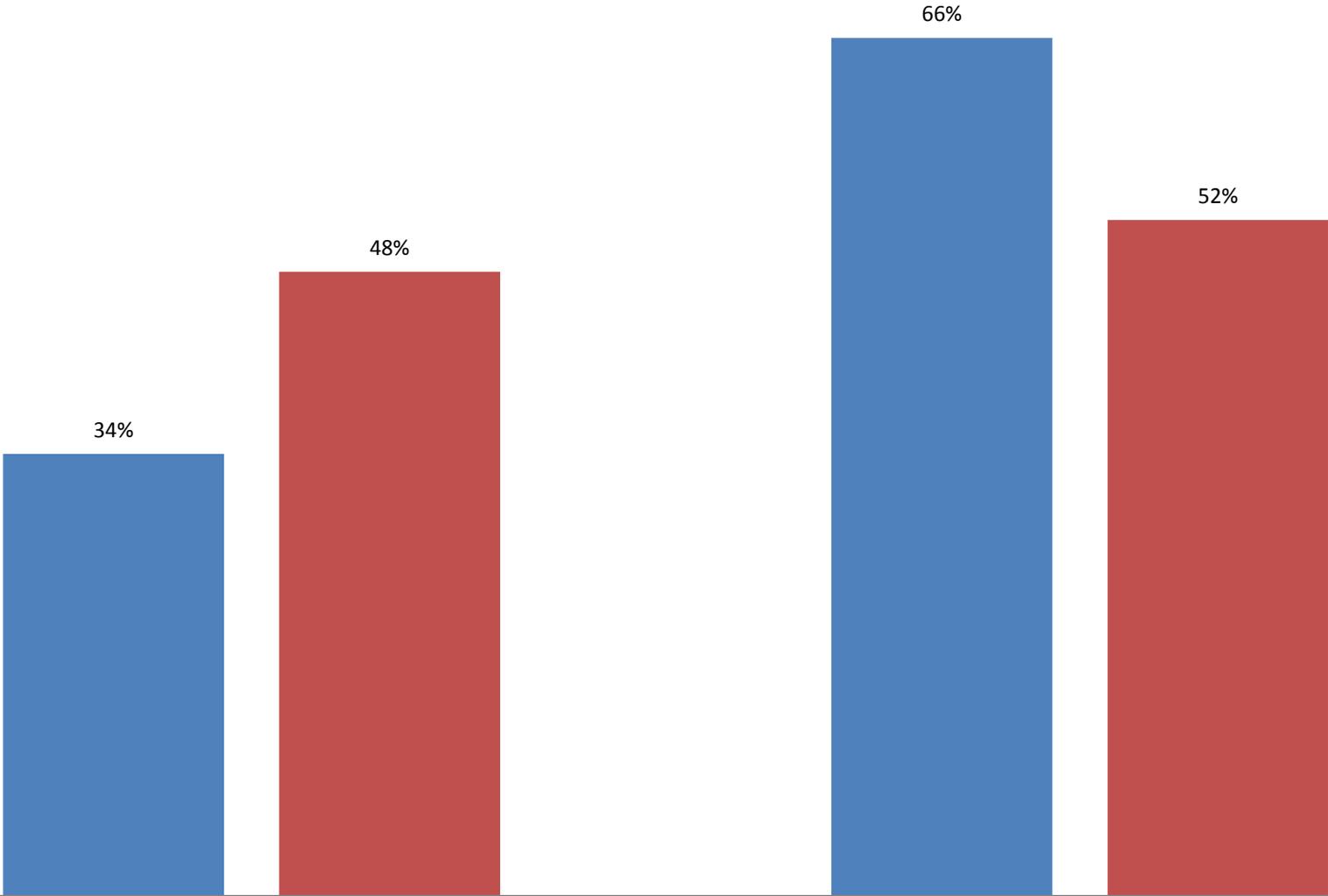
Q16 How often do you visit the surgery in a 12 month period?

■ Weekly ■ Monthly ■ 3-Monthly ■ 6-Monthly ■ Yearly



Q17 Gender Split from Survey v Practice Data

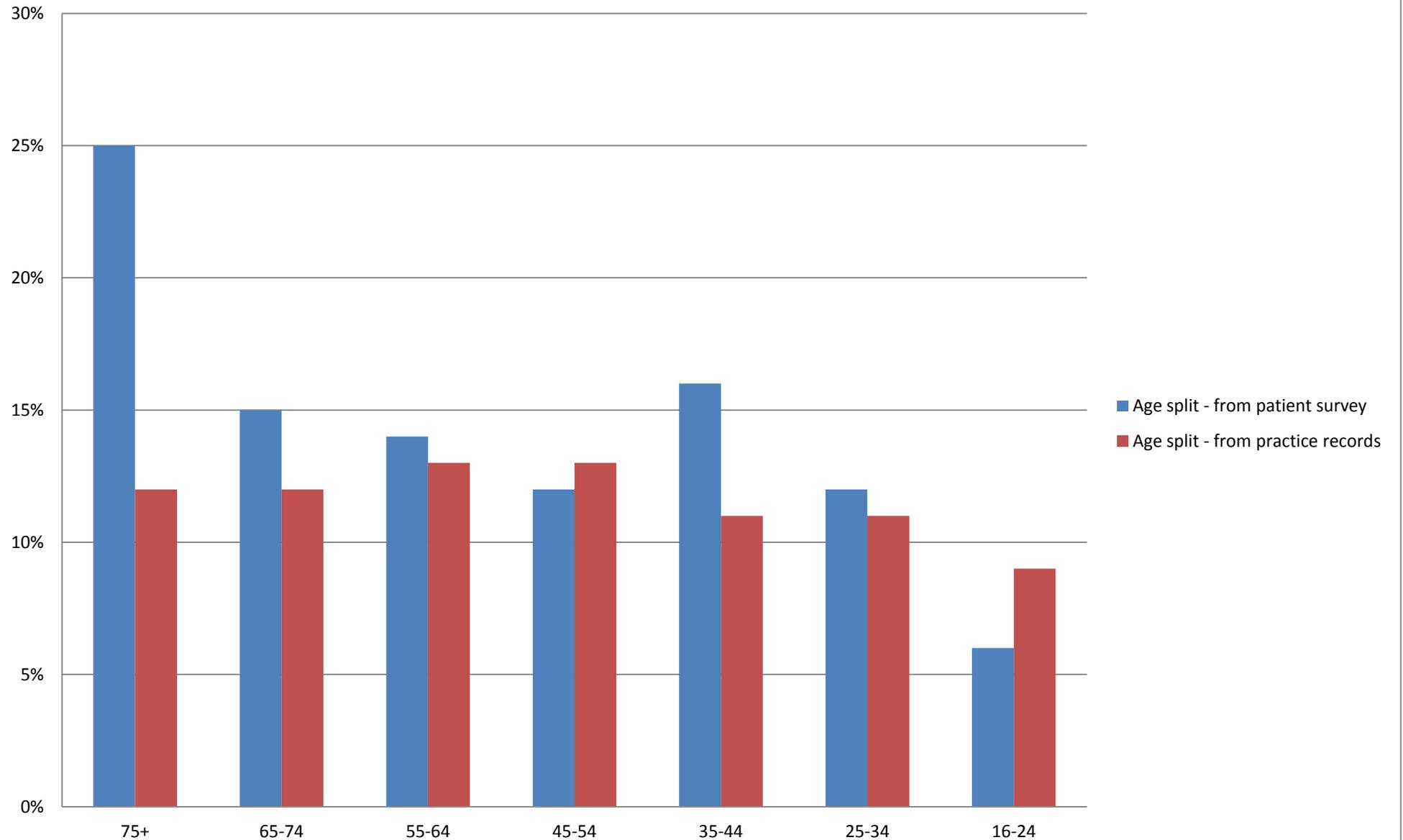
■ Gender split - from patient survey ■ Gender split - from practice records



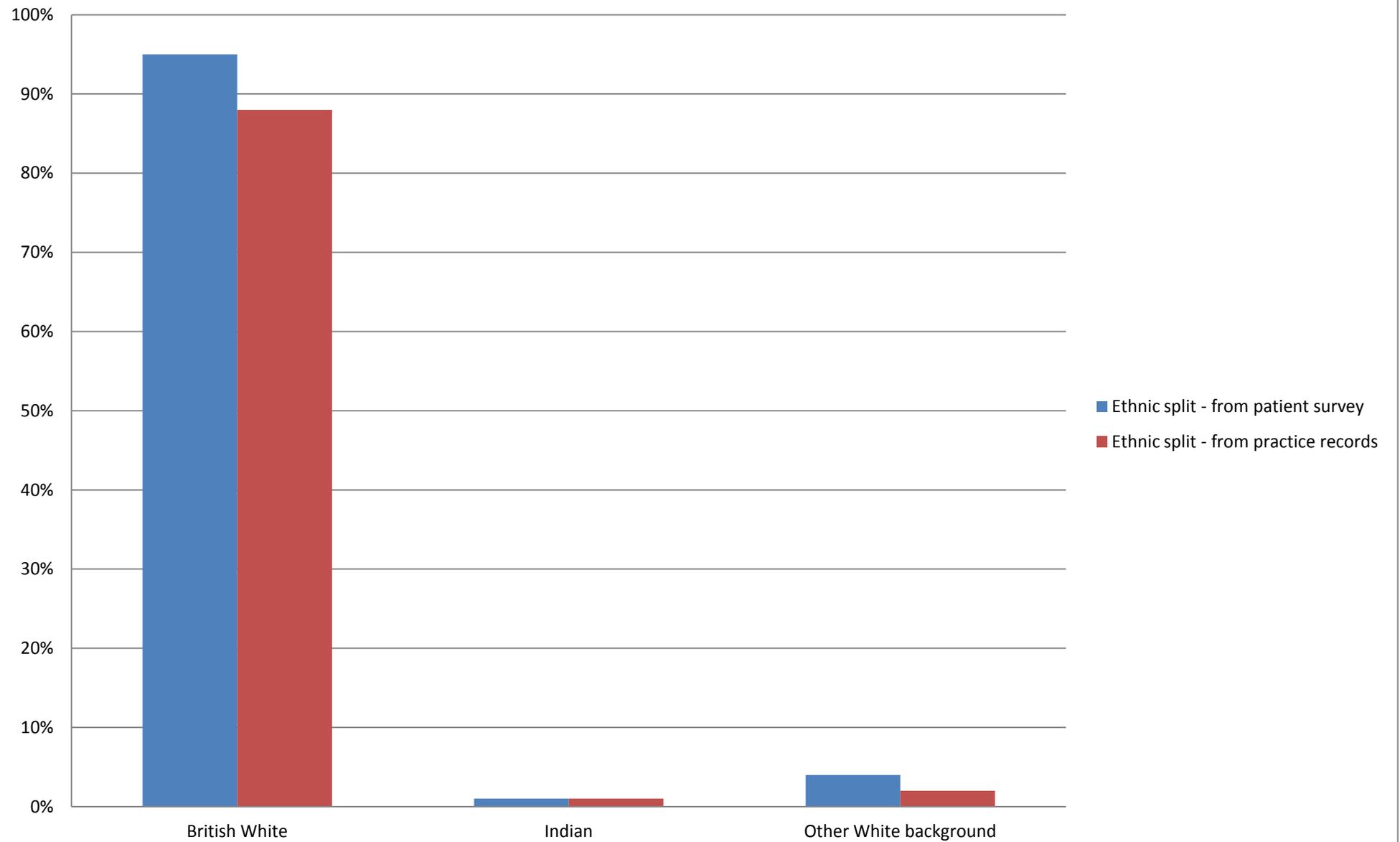
Male

Female

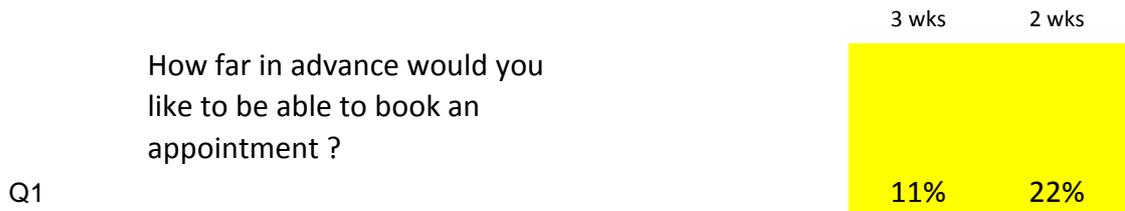
Q18 Age Ranges from Survey v Practice Data



Q19 Ethnic Split from Survey v Practice Data

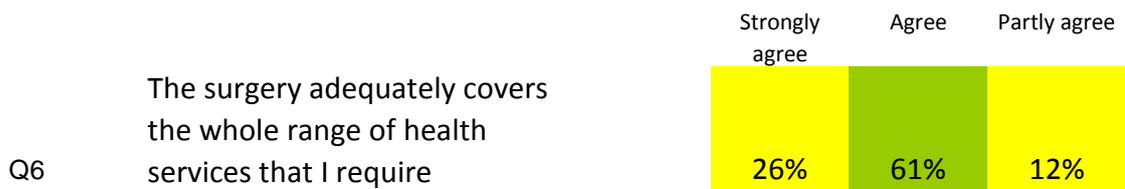
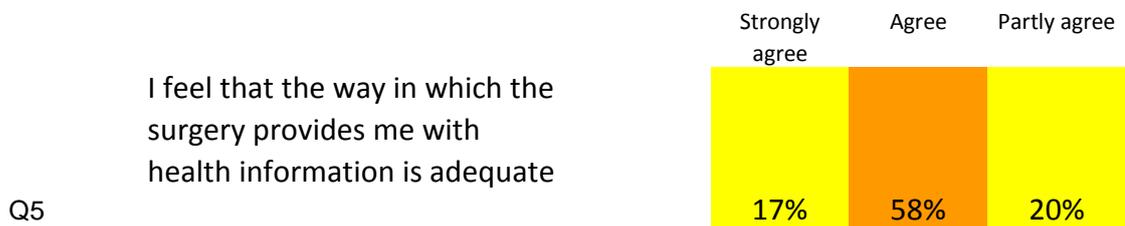
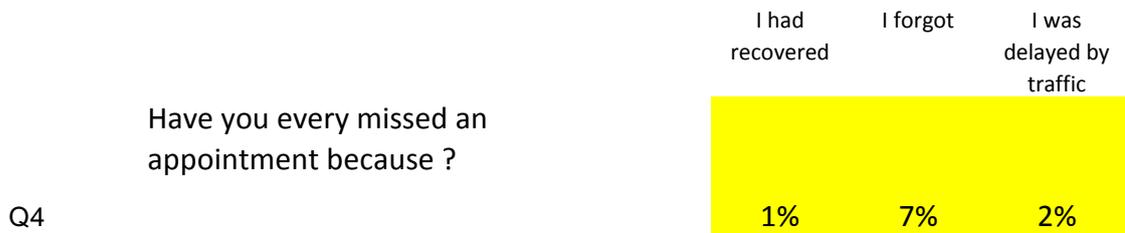
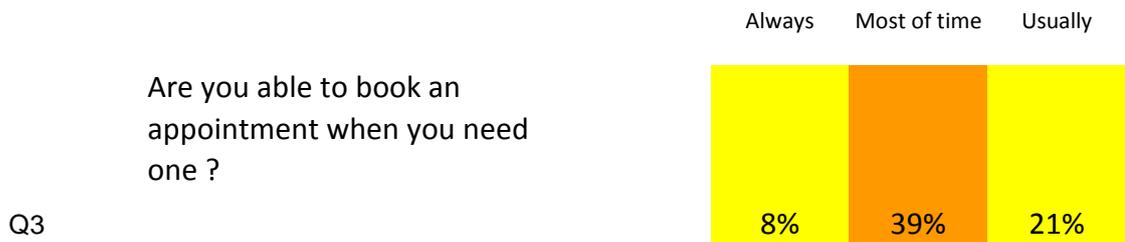


Princes Park Patient Participation Group Survey Results



Q2 Are you aware that you can pre-book an appointment up to two weeks in advance?

| | Yes | No |
|--|-----|-----|
| | 49% | 52% |



| | | | | | | | | | | | | | | | | |
|--------------------|---|---|--|--|--------------------|---------------------|-----------|-----|-----|-----|------|------|------|-----|-----|--|
| Q7 | you use to find out information about the surgery practice ? (you may tick more than one) | <table border="1"> <tr> <td>26%</td> <td>28%</td> <td>18%</td> </tr> </table> | | | 26% | 28% | 18% | | | | | | | | | |
| 26% | 28% | 18% | | | | | | | | | | | | | | |
| Q8 | Are you aware of the role and function of the PPG-Patient Participation Group? | <table border="1"> <tr> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>18%</td> <td>82%</td> <td></td> </tr> <tr> <td>Yes</td> <td>No</td> <td></td> </tr> <tr> <td>68%</td> <td>22%</td> <td></td> </tr> </table> | | | Yes | No | | 18% | 82% | | Yes | No | | 68% | 22% | |
| Yes | No | | | | | | | | | | | | | | | |
| 18% | 82% | | | | | | | | | | | | | | | |
| Yes | No | | | | | | | | | | | | | | | |
| 68% | 22% | | | | | | | | | | | | | | | |
| Q9 | With the recent introduction of on line booking for Appointments, do you have access to a computer? | <table border="1"> <tr> <td>68%</td> <td>22%</td> </tr> </table> | | | 68% | 22% | | | | | | | | | | |
| 68% | 22% | | | | | | | | | | | | | | | |
| Q10 | Are you happy to use a telephone "consultation" for any of these situations? (you may tick more than one) | <table border="1"> <tr> <td>New urgent problem</td> <td>New routine problem</td> <td>Follow up</td> </tr> <tr> <td>28%</td> <td>29%</td> <td>36%</td> </tr> </table> | | | New urgent problem | New routine problem | Follow up | 28% | 29% | 36% | | | | | | |
| New urgent problem | New routine problem | Follow up | | | | | | | | | | | | | | |
| 28% | 29% | 36% | | | | | | | | | | | | | | |
| Q11 | Have you ever used the Out of Hours service? | <table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>55%</td> <td>45%</td> </tr> </table> | | | Yes | No | 55% | 45% | | | | | | | | |
| Yes | No | | | | | | | | | | | | | | | |
| 55% | 45% | | | | | | | | | | | | | | | |
| Q12 | If you have, how satisfied were you with it? | <table border="1"> <tr> <td>Poor</td> <td>Fair</td> <td>Good</td> </tr> <tr> <td>5%</td> <td>26%</td> <td>18%</td> </tr> <tr> <td>Poor</td> <td>Fair</td> <td>Good</td> </tr> </table> | | | Poor | Fair | Good | 5% | 26% | 18% | Poor | Fair | Good | | | |
| Poor | Fair | Good | | | | | | | | | | | | | | |
| 5% | 26% | 18% | | | | | | | | | | | | | | |
| Poor | Fair | Good | | | | | | | | | | | | | | |
| Q13 | How satisfied are you with the way in which you get test results? | <table border="1"> <tr> <td>Poor</td> <td>Fair</td> <td>Good</td> </tr> <tr> <td>4%</td> <td>23%</td> <td>35%</td> </tr> </table> | | | Poor | Fair | Good | 4% | 23% | 35% | | | | | | |
| Poor | Fair | Good | | | | | | | | | | | | | | |
| 4% | 23% | 35% | | | | | | | | | | | | | | |
| Q14 | Overall, how satisfied are you with the care you get at Princes Park Health Centre? | <table border="1"> <tr> <td>Poor</td> <td>Fair</td> <td>Good</td> </tr> <tr> <td></td> <td>8%</td> <td>21%</td> </tr> </table> | | | Poor | Fair | Good | | 8% | 21% | | | | | | |
| Poor | Fair | Good | | | | | | | | | | | | | | |
| | 8% | 21% | | | | | | | | | | | | | | |
| Q15 | Gender | <table border="1"> <tr> <td>Male</td> <td>Female</td> </tr> <tr> <td>34%</td> <td>66%</td> </tr> </table> | | | Male | Female | 34% | 66% | | | | | | | | |
| Male | Female | | | | | | | | | | | | | | | |
| 34% | 66% | | | | | | | | | | | | | | | |
| | | <table border="1"> <tr> <td>Weekly</td> <td>Monthly</td> <td>3-Monthly</td> </tr> </table> | | | Weekly | Monthly | 3-Monthly | | | | | | | | | |
| Weekly | Monthly | 3-Monthly | | | | | | | | | | | | | | |

| | | | | |
|-----|--|-----|-----|-----|
| Q16 | How often do you visit the surgery in a 12 month period? | 5% | 31% | 34% |
| Q17 | Gender split - from patient survey | 34% | 66% | |
| | Gender split - from practice records | 48% | 52% | |
| Q18 | Age split - from patient survey | 25% | 15% | 14% |
| | Age split - from practice records | 12% | 12% | 13% |

What is your ethnic group?

A. White

| | | |
|----|----------------------------|-----|
| 21 | British | 92% |
| | Irish | 0 |
| | Any other white background | 0 |

B. Mixed

| | |
|----------------------------|---|
| White & Black Caribbean | 0 |
| White & Black African | 0 |
| White & Asian | 0 |
| Any other Mixed background | 0 |

C. Asian or Asia British

| | |
|----------------------------|----|
| Indian | 1% |
| Pakistani | 0 |
| Bangladeshi | 0 |
| Any other Asian background | 7% |

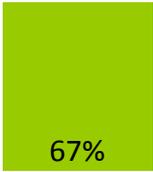
D. Black or Black British

| | |
|----------------------------|---|
| Caribbean | 0 |
| African | 0 |
| Any other Black background | 0 |

E. Chinese or other ethnic group

| | |
|------------------------|-----------------------|
| Chinese | <input type="radio"/> |
| Any other ethnic group | <input type="radio"/> |

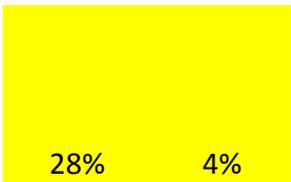
1 wk



| | |
|--|--|
| | |
| | |

Sometimes

Never



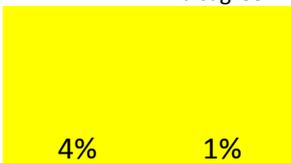
Too difficult
to cancel

Never



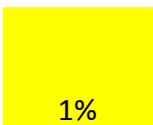
Disagree

Strongly
disagree



Disagree

Strongly
disagree



Email

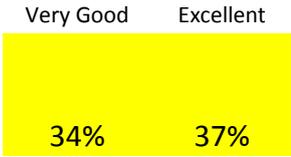
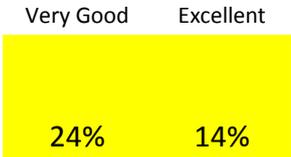
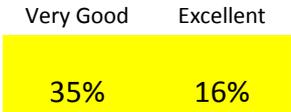
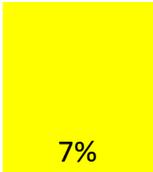
Notice Board

PPG





Other



6-Monthly Yearly

| | |
|-----|----|
| 21% | 9% |
|-----|----|

| | | | |
|-------|-------|-------|-------|
| 45-54 | 35-44 | 25-34 | 16-24 |
| 12% | 16% | 12% | 6% |
| 13% | 11% | 11% | 9% |

| | British White | Indian | Other White background |
|--------------------------------------|---------------|--------|------------------------|
| Ethnic split - from patient survey | 95% | 1% | 4% |
| Ethnic split - from practice records | 88% | 1% | 2% |