







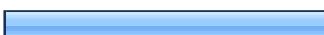


**1. In the past 6 months how easy did you find availability in booking an appointment?**

		Response Percent	Response Count
Very Good		16.6%	27
Average		26.4%	43
Not Good		57.7%	94
<b>answered question</b>			<b>163</b>
<b>skipped question</b>			<b>4</b>




**2. How approachable and friendly are the reception and call handling staff?**

		Response Percent	Response Count
Very Good		48.2%	80
Average		34.3%	57
Not Good		18.1%	30
<b>answered question</b>			<b>166</b>
<b>skipped question</b>			<b>1</b>



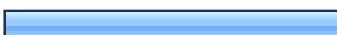


**3. Are you aware that you are able to pre book a telephone consultation with a GP / Nurse on the day or in advance for medical advise?**

		Response Percent	Response Count
Yes		51.5%	86
No		41.9%	70
Would not use this service		8.4%	14
<b>answered question</b>			<b>167</b>
<b>skipped question</b>			<b>0</b>



#### 4. Do you feel you are treated with respect and dignity by the staff at the practice?

		Response Percent	Response Count
Always		57.1%	93
Sometimes		38.7%	63
Never		6.1%	10
answered question			163
skipped question			4

#### 5. How easy do you find ordering prescriptions via the online link?

		Response Percent	Response Count
Never used		22.9%	38
Never heard of online ordering		7.2%	12
Very good		53.6%	89
Average		13.3%	22
Poor		4.8%	8
answered question			166
skipped question			1




#### 6. Are you aware of the website [www.herschelmedicalcentre.co.uk](http://www.herschelmedicalcentre.co.uk) ?

		Response Percent	Response Count
Yes		95.1%	156
No		3.7%	6
I have no access to a computer		1.2%	2
answered question			164
skipped question			3






### 7. In general, how satisfied are you with the following:

	Very good	Average	Not good	Response Count
Reception waiting area	<b>58.9% (96)</b>	36.2% (59)	4.9% (8)	163
Self check in for arrival	<b>63.5% (99)</b>	32.7% (51)	3.8% (6)	156
Prescription collection	<b>53.4% (86)</b>	39.8% (64)	7.5% (12)	161
Information leaflets	36.5% (57)	<b>57.7% (90)</b>	6.4% (10)	156
Opening times	38.7% (63)	<b>45.4% (74)</b>	16.6% (27)	163
Cleanliness of enviroment	<b>68.3% (112)</b>	31.7% (52)	0.6% (1)	164
<b>answered question</b>				<b>166</b>
<b>skipped question</b>				<b>1</b>



### 8. In general, how satisfied are you with the over all care you received from the surgery?

		Response Percent	Response Count
Very satisfied		33.8%	53
<b>Average</b>		<b>39.5%</b>	<b>62</b>
Not satisfied		28.0%	44
Other (please specify)			32
<b>answered question</b>			<b>157</b>
<b>skipped question</b>			<b>10</b>

## 9. Your age group ?

		Response Percent	Response Count
Under 18		0.6%	1
18 - 24		3.6%	6
<b>24 - 55</b>		<b>64.5%</b>	<b>107</b>
55 - 64		19.3%	32
64+		12.0%	20
<b>answered question</b>			<b>166</b>
<b>skipped question</b>			<b>1</b>

## 10. Gender:

		Response Percent	Response Count
Male		37.3%	62
<b>Female</b>		<b>62.7%</b>	<b>104</b>
<b>answered question</b>			<b>166</b>
<b>skipped question</b>			<b>1</b>