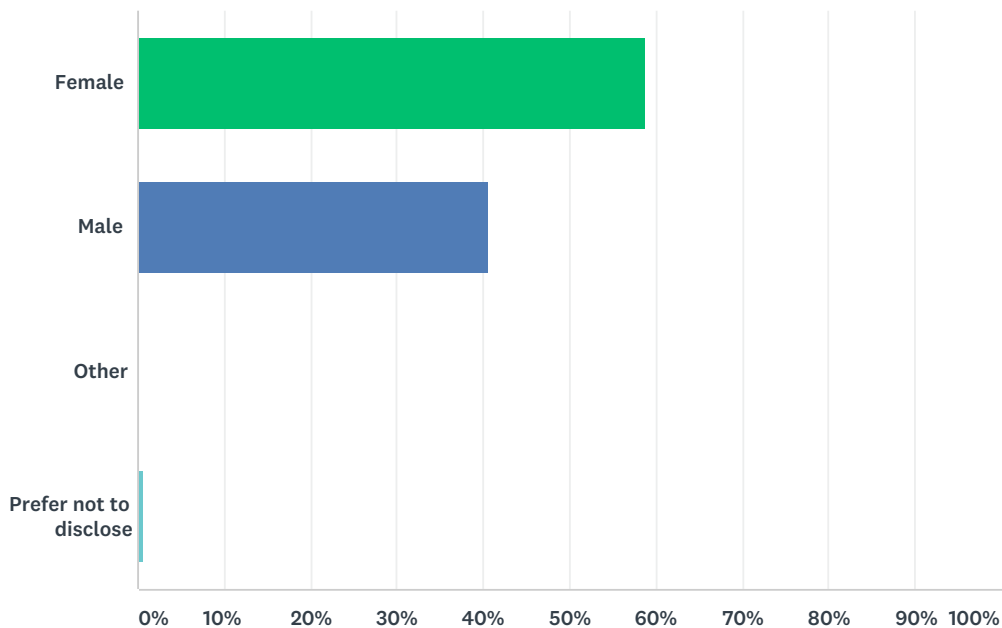


Q1 What is your gender?

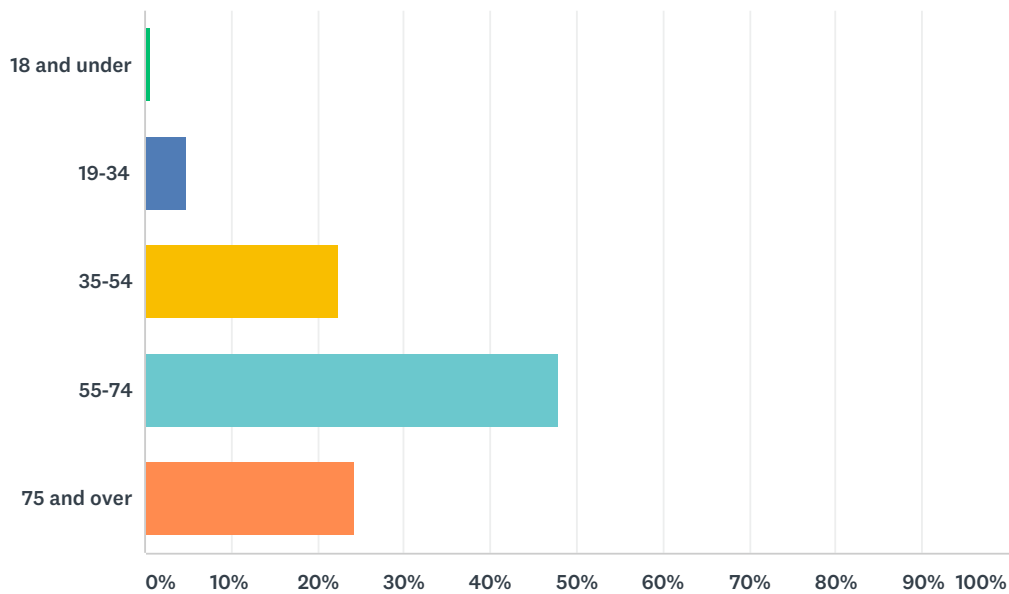
Answered: 165 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	58.79%	97
Male	40.61%	67
Other	0.00%	0
Prefer not to disclose	0.61%	1
TOTAL		165

Q2 What is your age group?

Answered: 165 Skipped: 0



ANSWER CHOICES	RESPONSES	
18 and under	0.61%	1
19-34	4.85%	8
35-54	22.42%	37
55-74	47.88%	79
75 and over	24.24%	40
TOTAL		165

Q3 What is your ethnic group?

Answered: 154 Skipped: 11

#	RESPONSES	DATE
1	White British	3/29/2019 4:31 PM
2	English	3/29/2019 4:29 PM
3	White British	3/29/2019 3:56 PM
4	English	3/29/2019 3:55 PM
5	C of E	3/29/2019 3:54 PM
6	Caucasian	3/29/2019 3:52 PM
7	White British	3/29/2019 3:51 PM
8	White British	3/28/2019 12:43 PM
9	Christian	3/28/2019 10:46 AM
10	White British	3/28/2019 10:40 AM
11	Caucasian	3/27/2019 11:26 AM
12	White British	3/27/2019 11:11 AM
13	British	3/27/2019 9:57 AM
14	White British	3/27/2019 9:55 AM
15	British	3/27/2019 9:53 AM
16	English	3/27/2019 2:44 AM
17	White	3/26/2019 12:32 PM
18	White British	3/26/2019 12:30 PM
19	White British	3/26/2019 12:26 PM
20	English	3/24/2019 11:10 AM
21	White British	3/24/2019 11:08 AM
22	White British	3/24/2019 11:06 AM
23	White	3/24/2019 11:04 AM
24	White British	3/21/2019 11:16 AM
25	White British	3/21/2019 11:01 AM
26	White British	3/21/2019 10:21 AM
27	White British	3/21/2019 10:18 AM
28	White caucasian	3/15/2019 4:24 PM
29	White British	3/15/2019 4:23 PM
30	White British	3/15/2019 4:21 PM
31	White British	3/15/2019 4:20 PM
32	White British	3/15/2019 4:18 PM
33	UK	3/11/2019 5:16 PM
34	White British	3/11/2019 5:13 PM
35	British	3/11/2019 5:07 PM
36	Caucasian	3/11/2019 5:02 PM
37	White British	3/11/2019 4:57 PM
38	White British	3/11/2019 4:53 PM

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39	White Eurasian	3/11/2019 4:52 PM
40	White British	3/11/2019 4:49 PM
41	White british	3/10/2019 11:18 AM
42	White British	3/10/2019 11:15 AM
43	British	3/10/2019 11:14 AM
44	English	3/10/2019 11:12 AM
45	White British	3/10/2019 11:11 AM
46	White UK	3/10/2019 11:09 AM
47	White British	3/6/2019 8:25 PM
48	White British	3/6/2019 8:23 PM
49	British	3/6/2019 8:21 PM
50	English	3/6/2019 8:13 PM
51	White british	3/6/2019 10:50 AM
52	White British	3/6/2019 10:40 AM
53	White English	3/5/2019 7:37 PM
54	White	3/5/2019 7:34 PM
55	White European	3/5/2019 12:47 PM
56	British	3/5/2019 12:45 PM
57	White British	3/5/2019 12:24 PM
58	White British	3/5/2019 12:22 PM
59	White British	3/4/2019 8:18 PM
60	British	3/4/2019 8:17 PM
61	White British	3/4/2019 8:15 PM
62	British	3/4/2019 8:13 PM
63	English	3/4/2019 8:12 PM
64	British	3/4/2019 8:10 PM
65	White British	3/4/2019 8:07 PM
66	White British	3/4/2019 8:05 PM
67	White British	3/4/2019 8:03 PM
68	White British	3/4/2019 5:20 PM
69	White British	3/4/2019 5:18 PM
70	White	3/4/2019 5:11 PM
71	British Caucasian	3/4/2019 5:08 PM
72	White British	3/4/2019 5:06 PM
73	White british	3/3/2019 4:06 PM
74	White British	3/3/2019 11:09 AM
75	White British	3/3/2019 11:05 AM
76	White British	3/3/2019 11:02 AM
77	White British	3/3/2019 11:01 AM
78	White British	3/3/2019 10:58 AM
79	White British	3/3/2019 10:46 AM
80	White British	3/3/2019 10:43 AM
81	white british	3/2/2019 12:21 PM
82	White British	3/1/2019 6:36 PM

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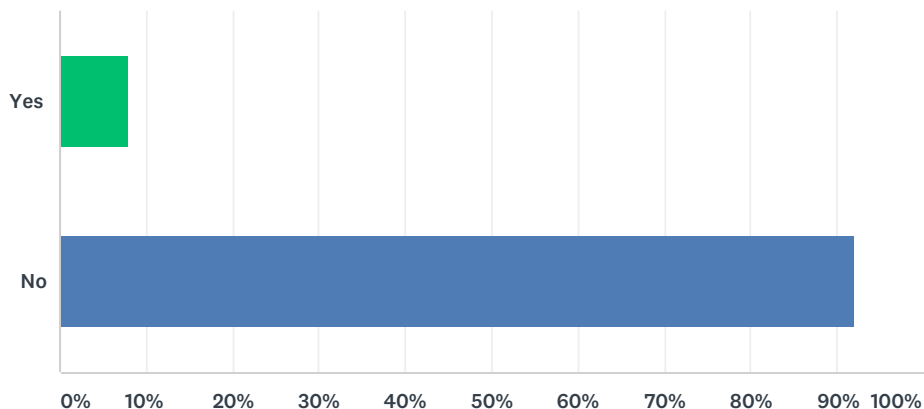
83	White British	3/1/2019 6:32 PM
84	White British	3/1/2019 6:30 PM
85	White British	3/1/2019 6:27 PM
86	White	3/1/2019 6:21 PM
87	White British	3/1/2019 6:18 PM
88	English	3/1/2019 6:14 PM
89	White British	3/1/2019 3:01 PM
90	White British	2/28/2019 3:30 PM
91	White British	2/28/2019 1:22 PM
92	White British	2/28/2019 1:12 PM
93	White British	2/28/2019 12:41 PM
94	White British	2/28/2019 10:22 AM
95	White British	2/28/2019 9:51 AM
96	White British	2/28/2019 9:47 AM
97	White British	2/28/2019 9:45 AM
98	White British	2/28/2019 9:36 AM
99	White British	2/28/2019 9:19 AM
100	White British	2/28/2019 9:10 AM
101	British	2/28/2019 9:08 AM
102	White British	2/28/2019 9:05 AM
103	White british	2/28/2019 9:03 AM
104	White British	2/28/2019 9:00 AM
105	White British	2/28/2019 8:34 AM
106	White british	2/27/2019 10:18 PM
107	White British	2/27/2019 8:46 PM
108	White British	2/27/2019 8:23 PM
109	White British	2/27/2019 8:01 PM
110	White	2/27/2019 7:55 PM
111	White British	2/27/2019 7:47 PM
112	White British	2/27/2019 7:41 PM
113	White British	2/27/2019 7:30 PM
114	White British	2/27/2019 7:26 PM
115	British	2/27/2019 3:46 PM
116	white british	2/27/2019 2:26 PM
117	White British	2/27/2019 12:58 PM
118	British	2/27/2019 12:51 PM
119	English	2/27/2019 12:49 PM
120	White	2/27/2019 12:46 PM
121	White European	2/27/2019 12:44 PM
122	British	2/27/2019 12:41 PM
123	British white	2/27/2019 12:39 PM
124	Chinese	2/27/2019 12:36 PM
125	Caucasian	2/27/2019 12:33 PM
126	White British	2/27/2019 12:30 PM

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127	White British	2/27/2019 12:27 PM
128	White British	2/27/2019 12:23 PM
129	English white	2/27/2019 12:21 PM
130	British	2/27/2019 12:18 PM
131	English	2/27/2019 12:13 PM
132	English	2/27/2019 12:10 PM
133	Methodist	2/27/2019 12:07 PM
134	White British	2/27/2019 12:04 PM
135	White British	2/27/2019 12:01 PM
136	British	2/27/2019 11:59 AM
137	White British	2/27/2019 11:56 AM
138	White British	2/27/2019 11:07 AM
139	British	2/27/2019 10:53 AM
140	White British	2/27/2019 10:50 AM
141	White	2/27/2019 10:45 AM
142	White British	2/27/2019 10:42 AM
143	English	2/27/2019 10:39 AM
144	White	2/27/2019 10:34 AM
145	White British	2/27/2019 10:32 AM
146	White	2/27/2019 10:26 AM
147	White	2/27/2019 10:08 AM
148	White Christian	2/27/2019 9:39 AM
149	British	2/27/2019 7:49 AM
150	White British	2/27/2019 12:24 AM
151	White British	2/26/2019 11:33 PM
152	British	2/26/2019 11:15 PM
153	White British	2/26/2019 11:01 PM
154	British	2/26/2019 9:59 PM

Q4 Are you a carer?

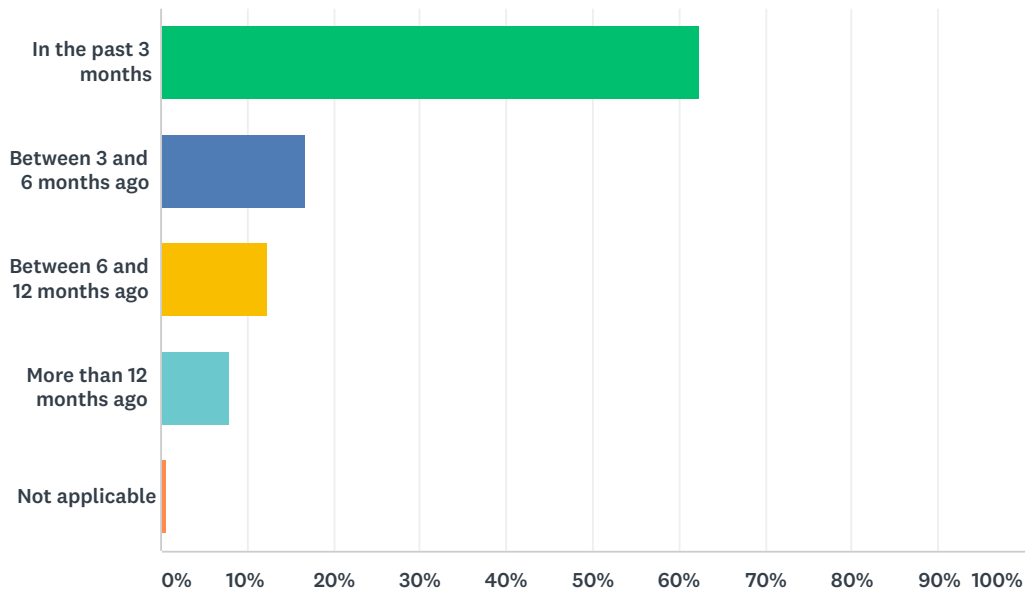
Answered: 165 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	7.88%	13
No	92.12%	152
TOTAL		165

Q5 When did you last see or speak to a GP from your GP practice?

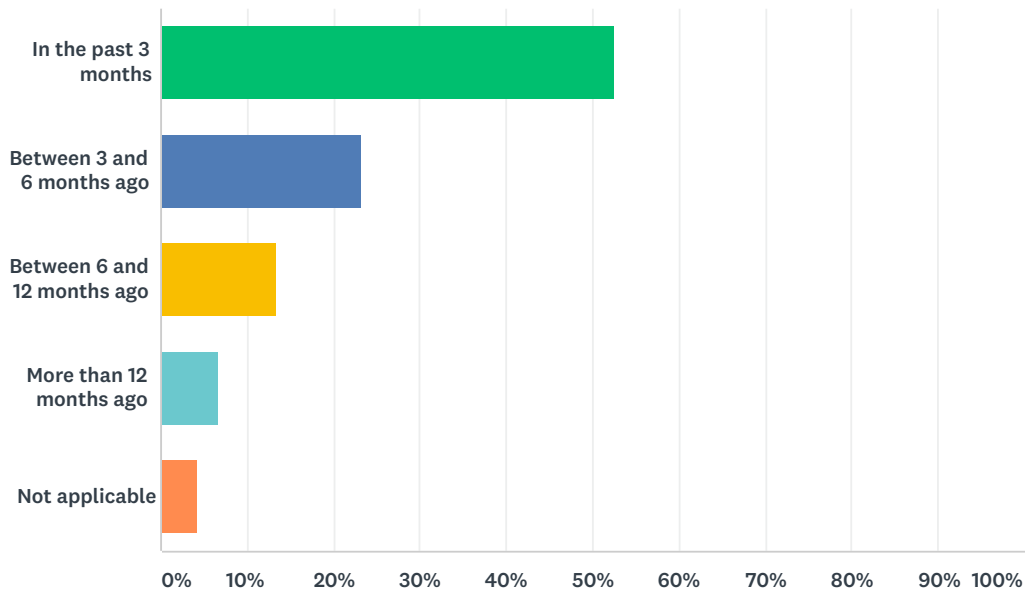
Answered: 162 Skipped: 3



ANSWER CHOICES	RESPONSES	
In the past 3 months	62.35%	101
Between 3 and 6 months ago	16.67%	27
Between 6 and 12 months ago	12.35%	20
More than 12 months ago	8.02%	13
Not applicable	0.62%	1
TOTAL		162

Q6 When did you last see or speak to a nurse from your GP practice?

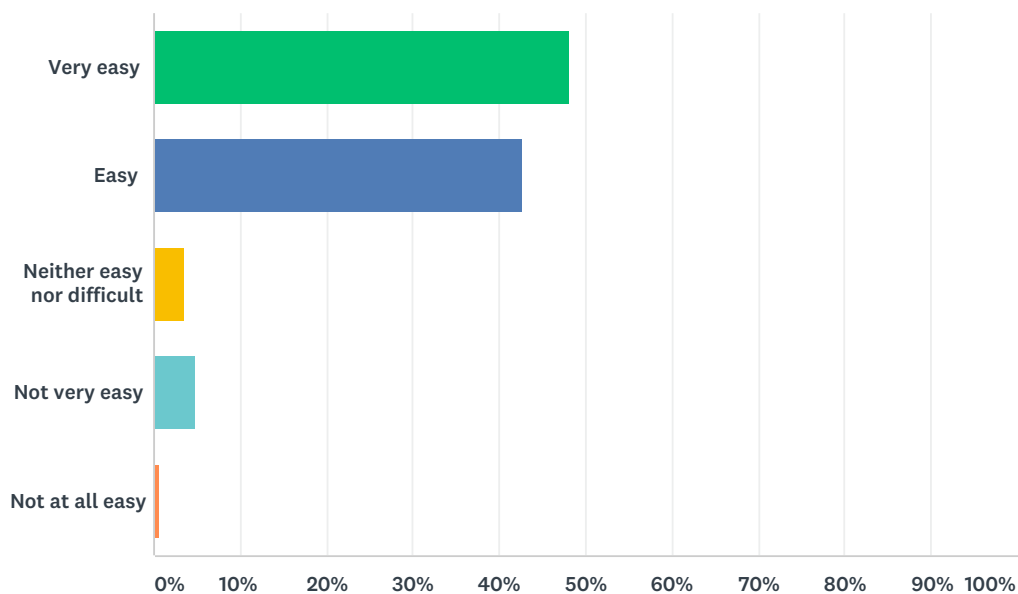
Answered: 164 Skipped: 1



ANSWER CHOICES	RESPONSES	
In the past 3 months	52.44%	86
Between 3 and 6 months ago	23.17%	38
Between 6 and 12 months ago	13.41%	22
More than 12 months ago	6.71%	11
Not applicable	4.27%	7
TOTAL		164

Q7 In general, how easy is it to speak to someone at your GP practice on the phone?

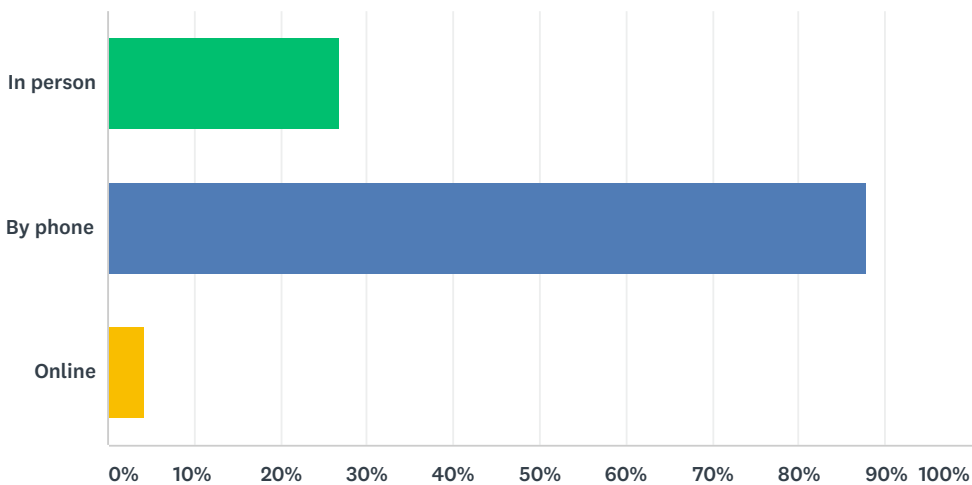
Answered: 164 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	48.17%	79
Easy	42.68%	70
Neither easy nor difficult	3.66%	6
Not very easy	4.88%	8
Not at all easy	0.61%	1
TOTAL		164

Q8 How do you normally book appointments to see a GP or nurse at your GP practice? Please tick all the boxes that apply to you.

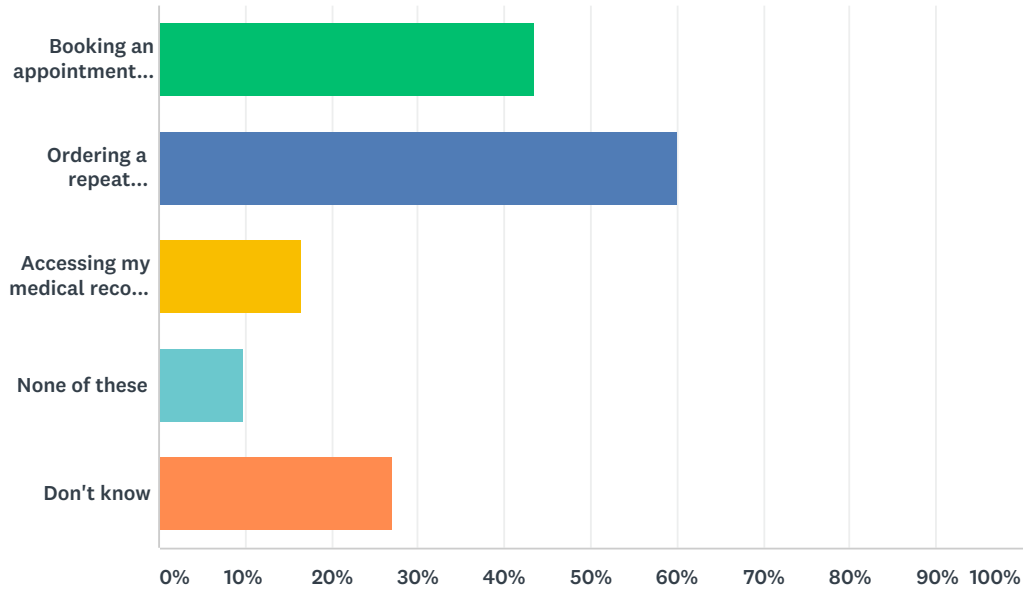
Answered: 164 Skipped: 1



ANSWER CHOICES	RESPONSES	
In person	26.83%	44
By phone	87.80%	144
Online	4.27%	7
Total Respondents: 164		

Q9 As far as you know, which of the following online services does your GP practice offer? By 'online' we mean on a website or smartphone app. Please tick all the boxes that apply to you.

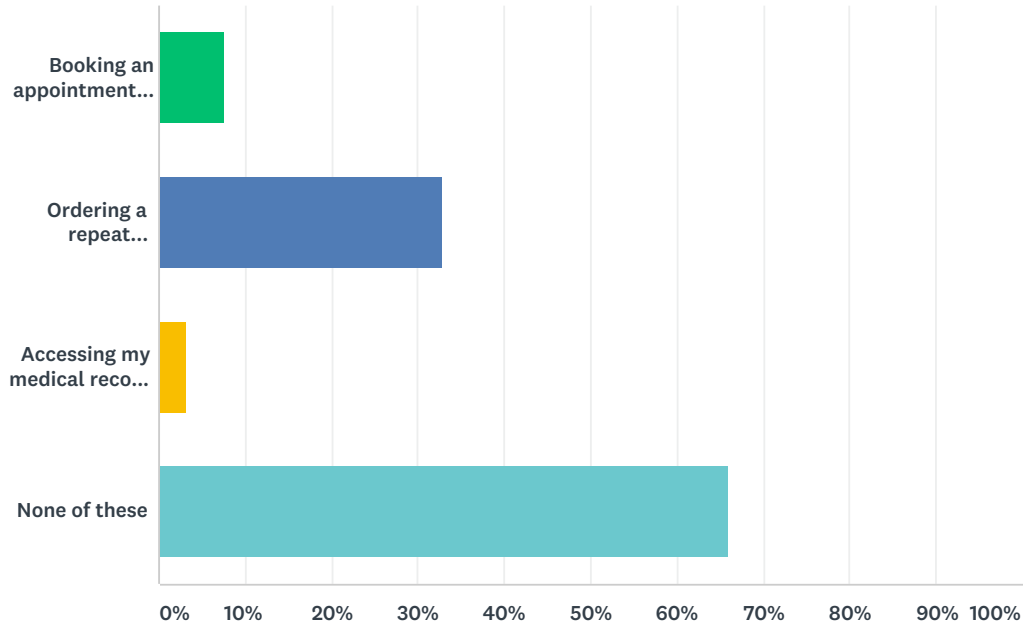
Answered: 163 Skipped: 2



ANSWER CHOICES	RESPONSES	
Booking an appointment online	43.56%	71
Ordering a repeat prescription online	60.12%	98
Accessing my medical records online	16.56%	27
None of these	9.82%	16
Don't know	26.99%	44
Total Respondents: 163		

Q10 In the past 6 months, which of the following online services have you used at your GP practice? Please tick all the boxes that apply to you.

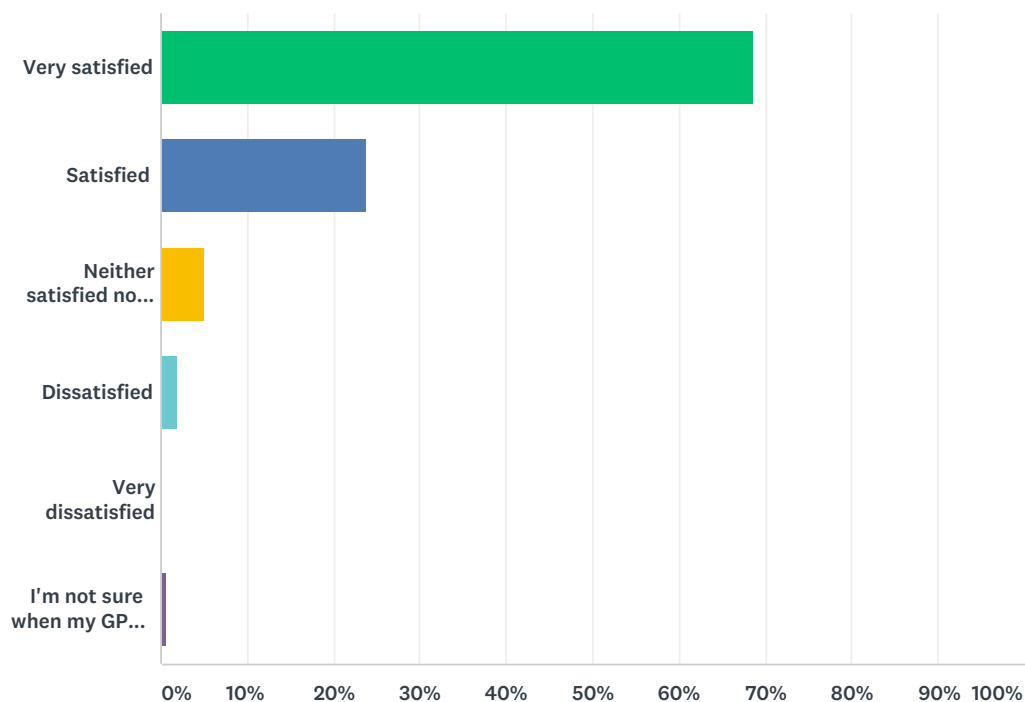
Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
Booking an appointment online	7.59%	12
Ordering a repeat prescription online	32.91%	52
Accessing my medical records online	3.16%	5
None of these	65.82%	104
Total Respondents: 158		

Q11 How satisfied are you with the hours that your GP practice is open?

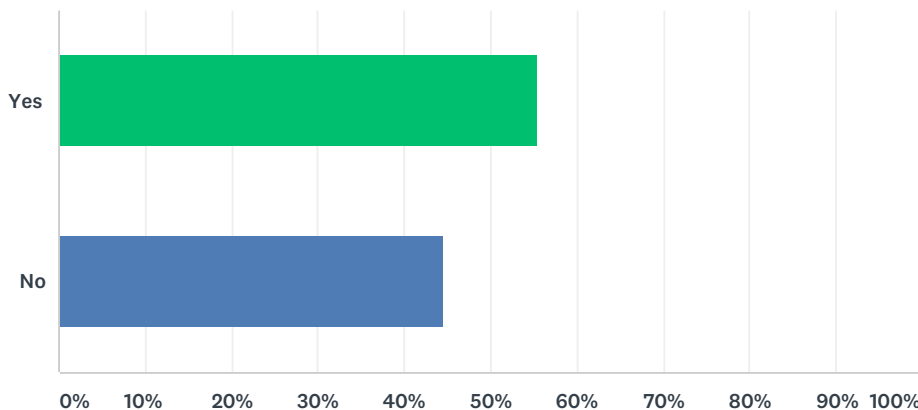
Answered: 159 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very satisfied	68.55%	109
Satisfied	23.90%	38
Neither satisfied nor dissatisfied	5.03%	8
Dissatisfied	1.89%	3
Very dissatisfied	0.00%	0
I'm not sure when my GP surgery is open	0.63%	1
TOTAL		159

Q12 Do you know that Addingham Medical Centre now offers appointments from 6.30pm-8.00pm, Monday to Thursday and 9.00am-11.00am at weekends?

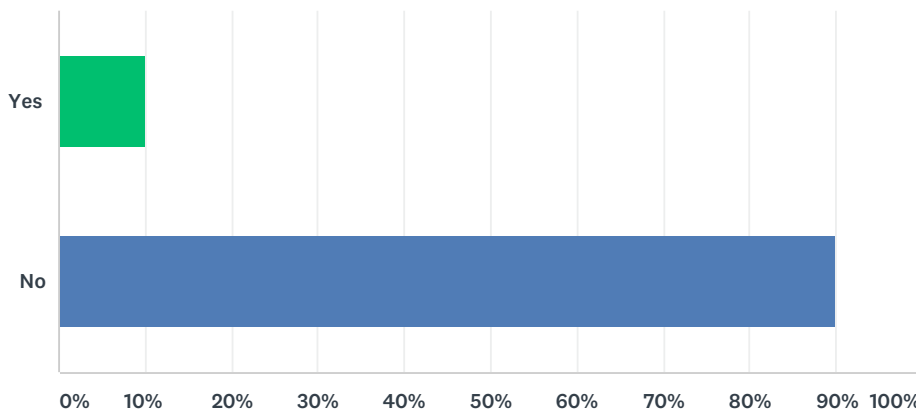
Answered: 159 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	55.35%	88
No	44.65%	71
TOTAL		159

Q13 Have you used these late night or weekend appointments?

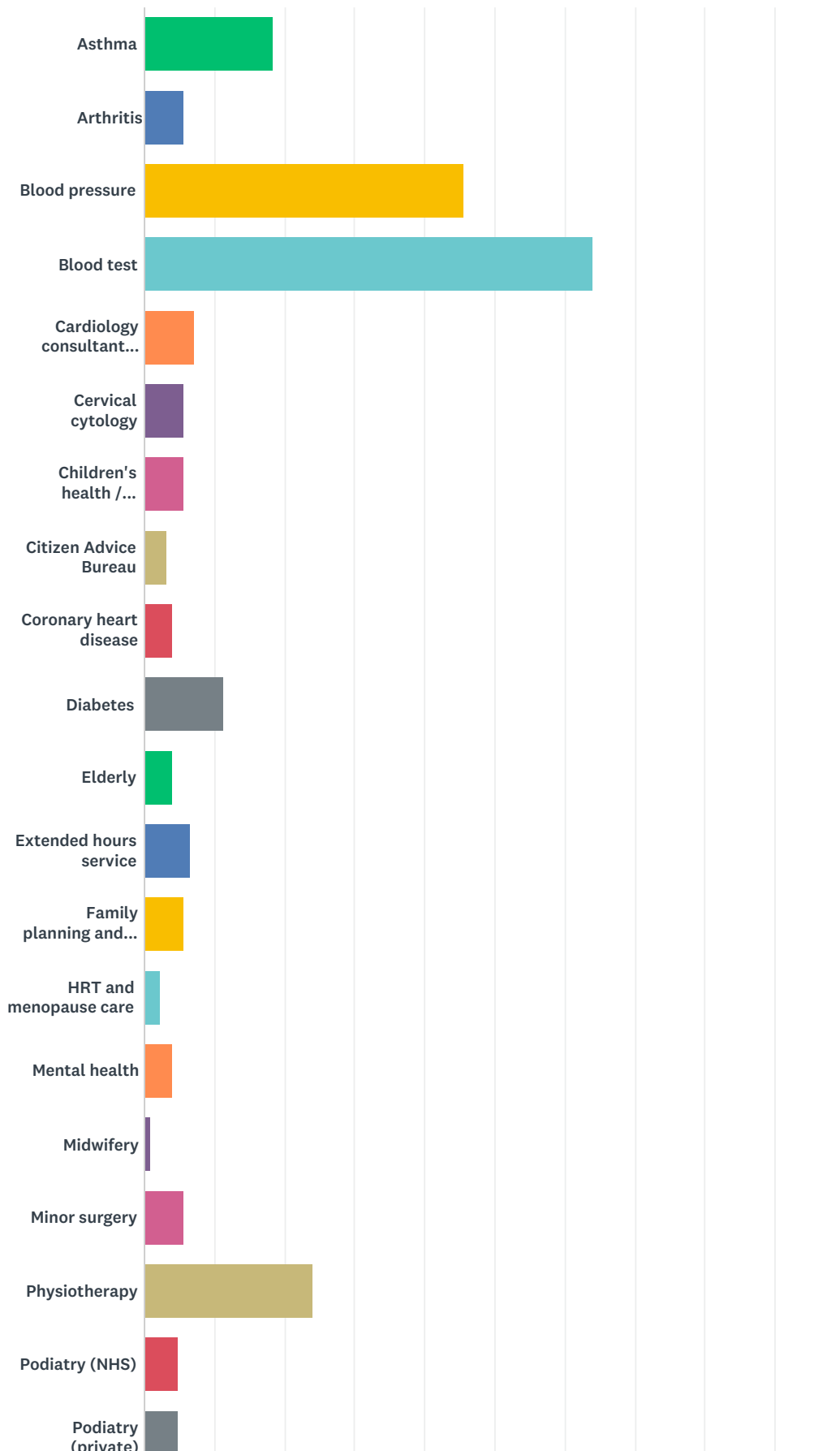
Answered: 160 Skipped: 5



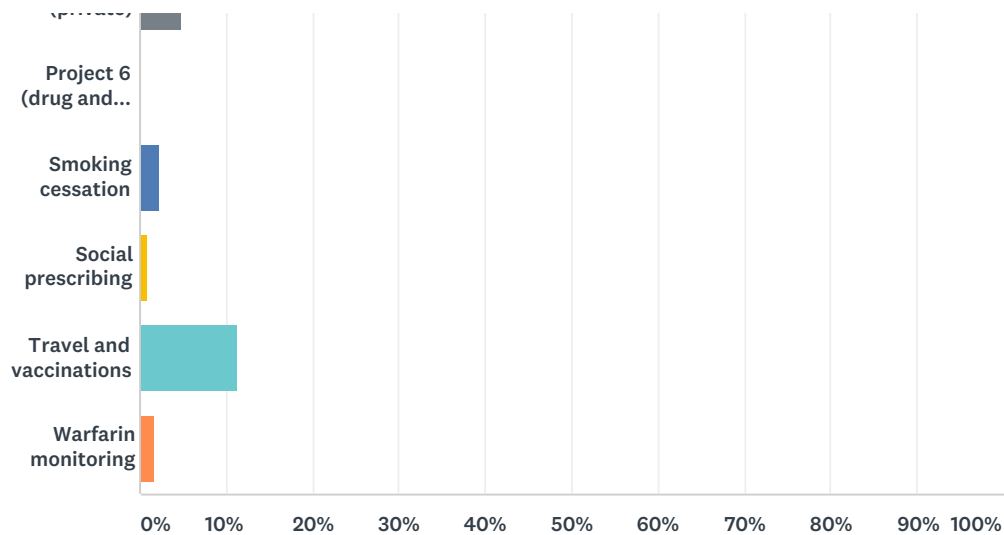
ANSWER CHOICES	RESPONSES	
Yes	10.00%	16
No	90.00%	144
TOTAL		160

Q14 The GP practice provides the following range of services. Please tick those that your use.

Answered: 125 Skipped: 40



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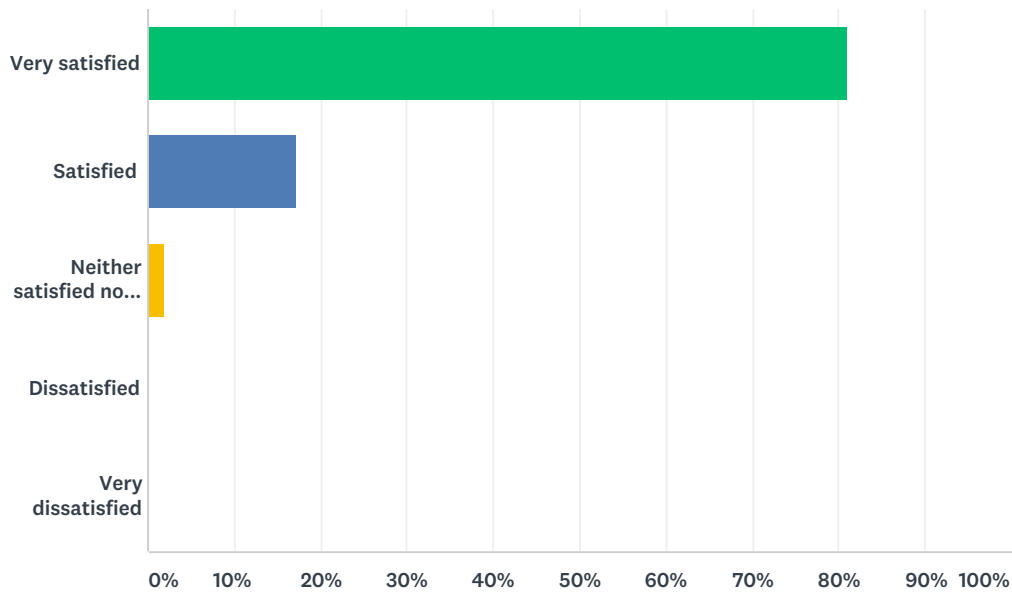


ANSWER CHOICES	RESPONSES	
Asthma	18.40%	23
Arthritis	5.60%	7
Blood pressure	45.60%	57
Blood test	64.00%	80
Cardiology consultant clinics	7.20%	9
Cervical cytology	5.60%	7
Children's health / immunisations	5.60%	7
Citizen Advice Bureau	3.20%	4
Coronary heart disease	4.00%	5
Diabetes	11.20%	14
Elderly	4.00%	5
Extended hours service	6.40%	8
Family planning and contraception	5.60%	7
HRT and menopause care	2.40%	3
Mental health	4.00%	5
Midwifery	0.80%	1
Minor surgery	5.60%	7
Physiotherapy	24.00%	30
Podiatry (NHS)	4.80%	6
Podiatry (private)	4.80%	6
Project 6 (drug and alcohol)	0.00%	0
Smoking cessation	2.40%	3
Social prescribing	0.80%	1
Travel and vaccinations	11.20%	14
Warfarin monitoring	1.60%	2

Total Respondents: 125

Q15 In general, how satisfied are you with the range of services at the GP practice?

Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	81.01%	128
Satisfied	17.09%	27
Neither satisfied nor dissatisfied	1.90%	3
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		158

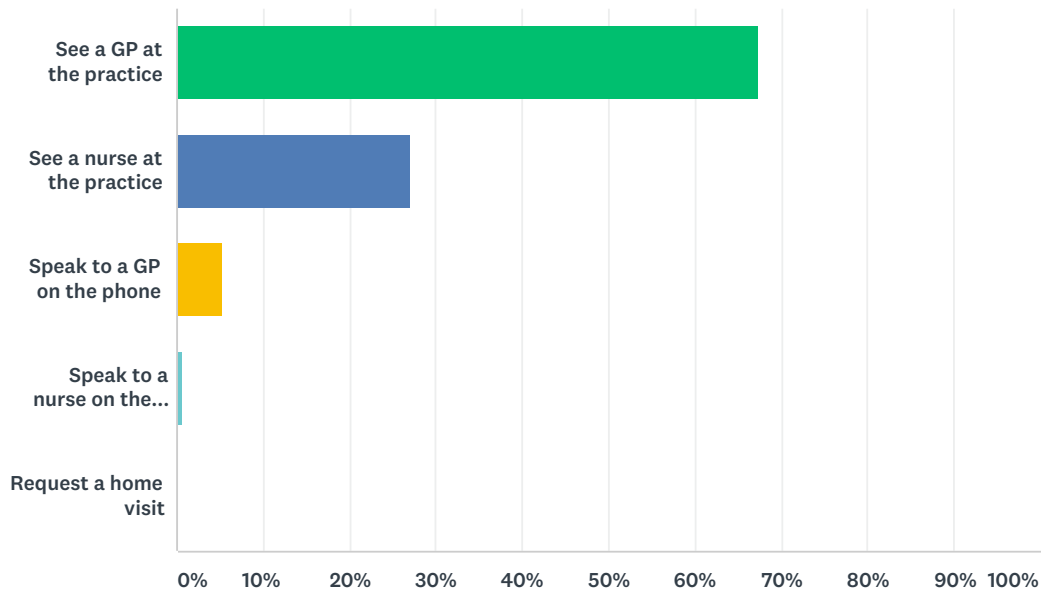
Q16 Are there any other services that you think we should provide?

Answered: 31 Skipped: 134

#	RESPONSES	DATE
1	Dementia - diagnosis/check for the elderly Annual health checks (elderly)	3/27/2019 11:21 AM
2	I think is fine, I'm just not very good on the phone.	3/27/2019 2:48 AM
3	No	3/11/2019 5:03 PM
4	Longer hours - I work late. But you do this now!	3/11/2019 5:01 PM
5	Well woman clinic	3/10/2019 11:17 AM
6	Dietician	3/6/2019 8:27 PM
7	No	3/6/2019 10:55 AM
8	Card re Doctors & surgery times ? pharmacy Saturday am	3/5/2019 7:39 PM
9	Toe nail cutting for elderly	3/4/2019 8:16 PM
10	Shorter wait times (more docs) often wait at least 20 mins for my pre-booked appt.	3/4/2019 8:09 PM
11	I think the toilet should not be locked Water dispenser in waiting area	3/4/2019 5:10 PM
12	No	3/4/2019 5:07 PM
13	No	3/3/2019 4:09 PM
14	Shorter lead time for GP appointments	3/3/2019 10:50 AM
15	no	3/2/2019 12:24 PM
16	Clinical pharmacist - medication reviews	3/1/2019 3:06 PM
17	I think the surgery should have a permanent counselling service	2/28/2019 8:37 AM
18	No	2/27/2019 8:51 PM
19	No	2/27/2019 8:03 PM
20	Not immediately	2/27/2019 7:54 PM
21	No	2/27/2019 7:43 PM
22	No	2/27/2019 3:50 PM
23	No	2/27/2019 12:31 PM
24	?	2/27/2019 12:12 PM
25	I can't think of any	2/27/2019 11:08 AM
26	Can't think of any	2/27/2019 10:41 AM
27	Don't think so	2/27/2019 10:30 AM
28	No	2/27/2019 9:44 AM
29	No	2/26/2019 11:18 PM
30	No	2/26/2019 11:03 PM
31	no	2/26/2019 10:03 PM

Q17 Last time you contacted the GP practice did you want to ...?

Answered: 156 Skipped: 9

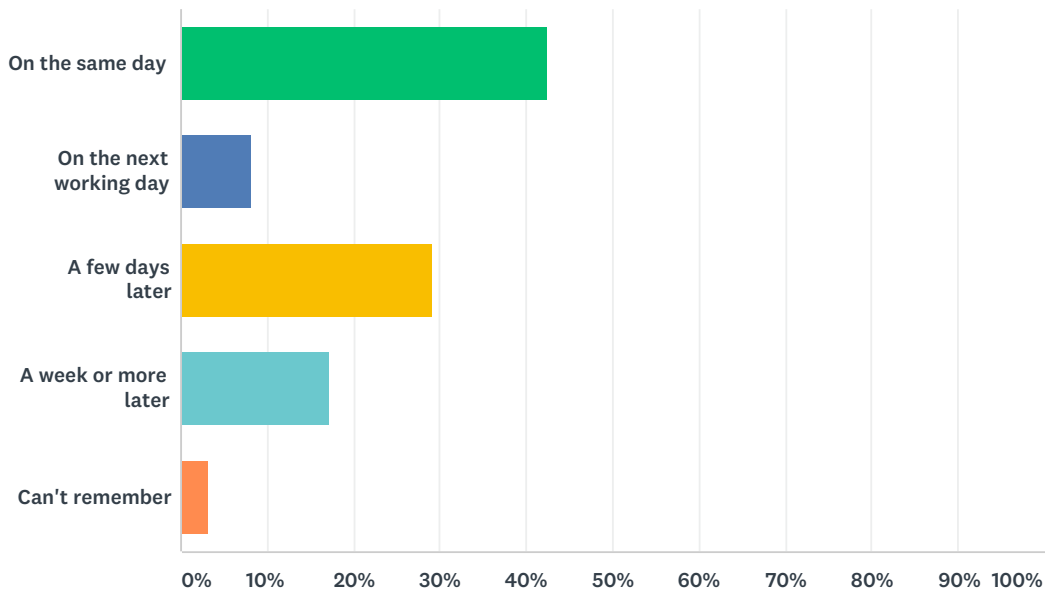


ANSWER CHOICES	RESPONSES	
See a GP at the practice	67.31%	105
See a nurse at the practice	26.92%	42
Speak to a GP on the phone	5.13%	8
Speak to a nurse on the phone	0.64%	1
Request a home visit	0.00%	0
TOTAL		156

#	OTHER (PLEASE STATE REASON)	DATE
1	Physiotherapist	3/21/2019 10:20 AM
2	Physiotherapist	3/1/2019 3:06 PM
3	re-instate online repeat prescription service (done at reception)	2/27/2019 2:33 PM
4	To go over my prescriptions	2/27/2019 9:44 AM

Q18 How long after initially contacting the GP practice did you see or speak to them?

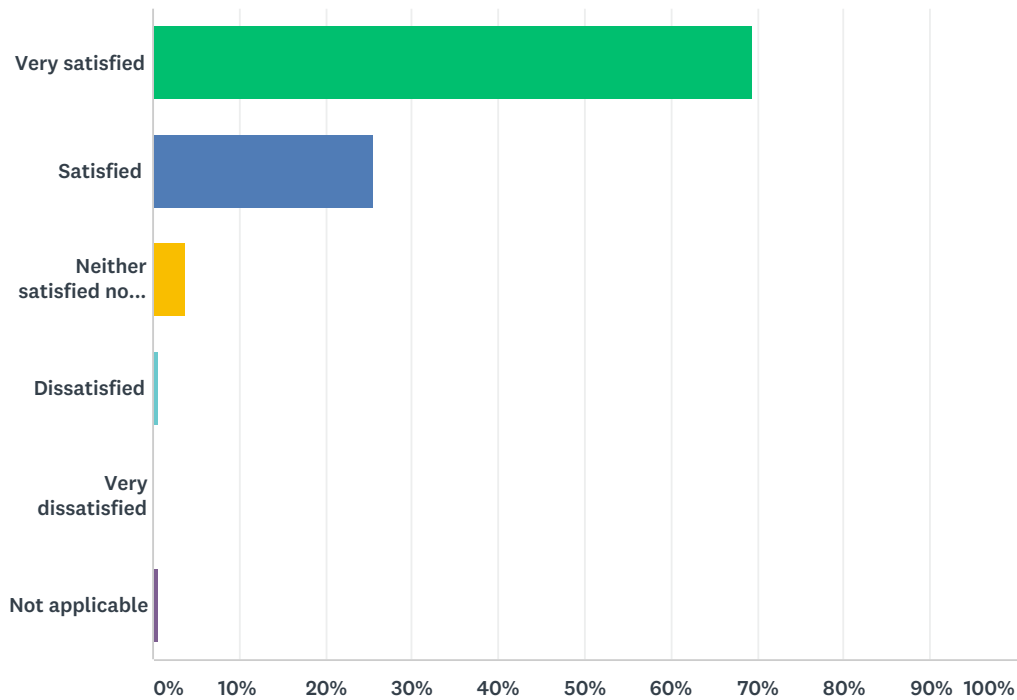
Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
On the same day	42.41%	67
On the next working day	8.23%	13
A few days later	29.11%	46
A week or more later	17.09%	27
Can't remember	3.16%	5
TOTAL		158

Q19 How satisfied are you with the service you get from your GP?

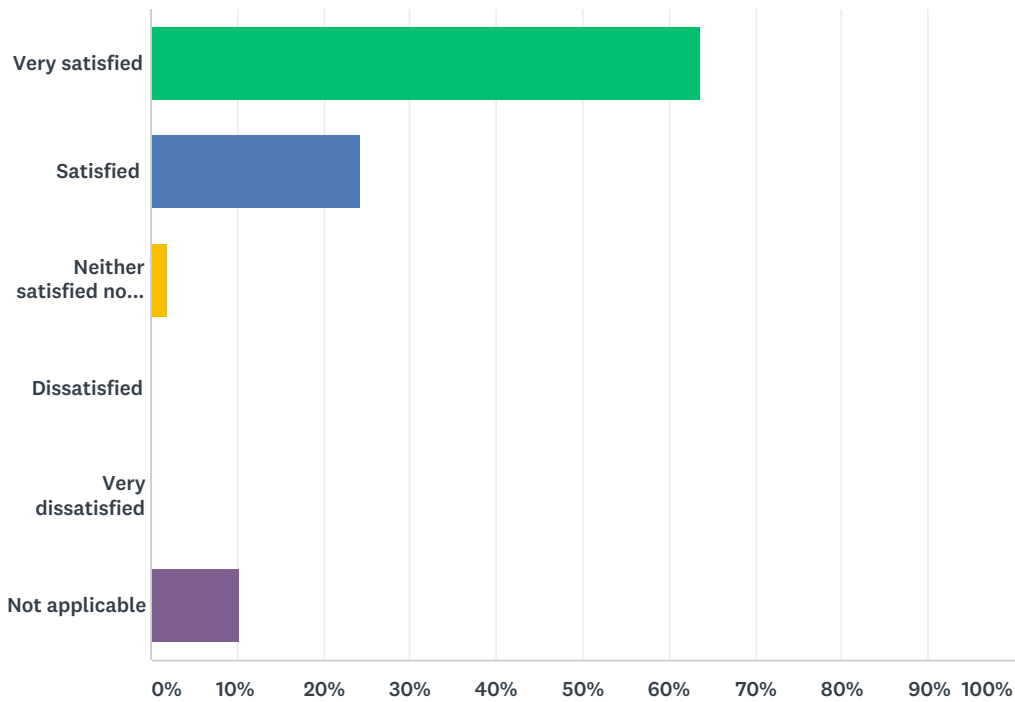
Answered: 157 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very satisfied	69.43%	109
Satisfied	25.48%	40
Neither satisfied nor dissatisfied	3.82%	6
Dissatisfied	0.64%	1
Very dissatisfied	0.00%	0
Not applicable	0.64%	1
TOTAL		157

Q20 How satisfied are you with the service you get from your practice nurse?

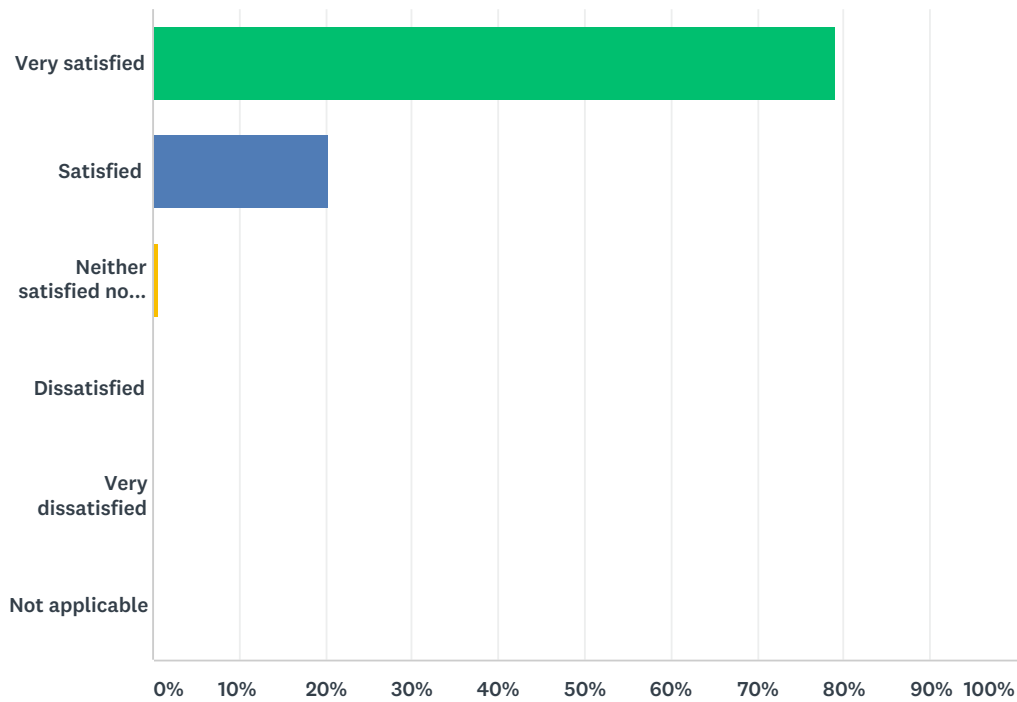
Answered: 157 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very satisfied	63.69%	100
Satisfied	24.20%	38
Neither satisfied nor dissatisfied	1.91%	3
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Not applicable	10.19%	16
TOTAL		157

Q21 How satisfied are you with the service you get from your practice reception staff?

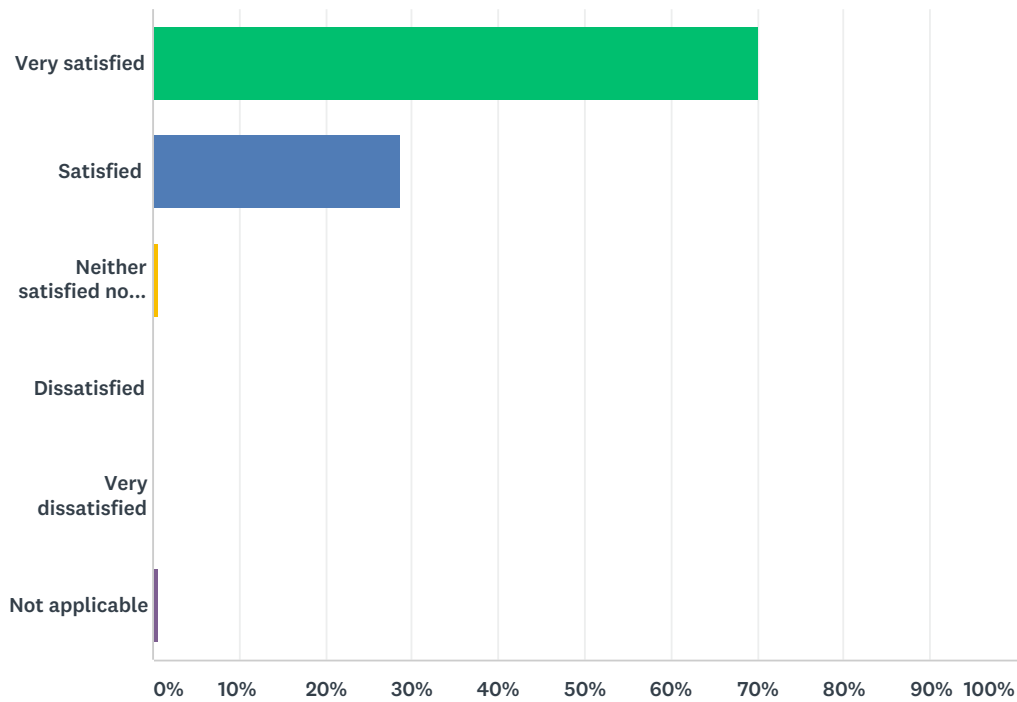
Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	79.11%	125
Satisfied	20.25%	32
Neither satisfied nor dissatisfied	0.63%	1
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Not applicable	0.00%	0
TOTAL		158

Q22 In general, how satisfied are you with the service you get from Addingham Medical Centre?

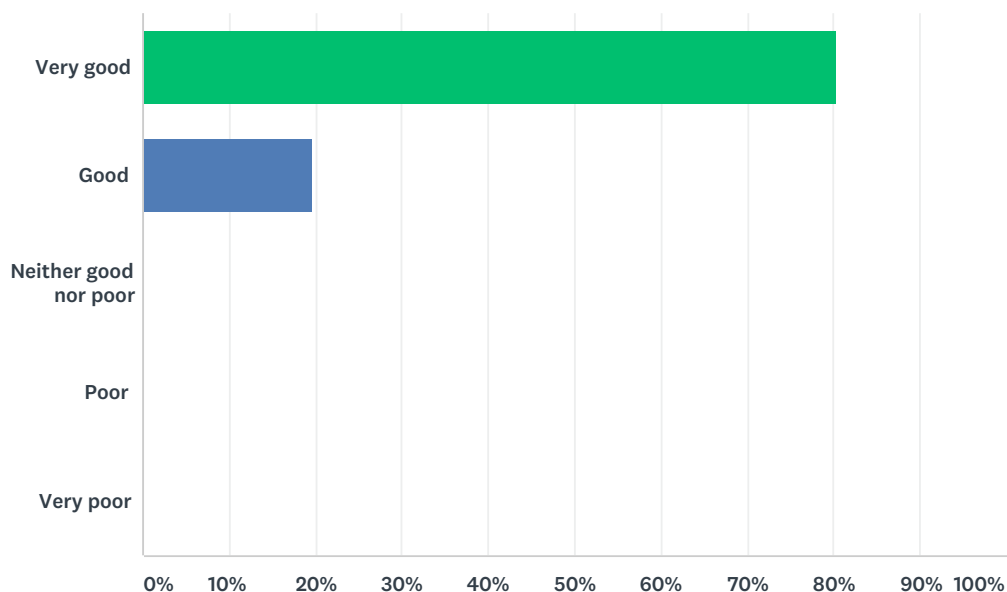
Answered: 157 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very satisfied	70.06%	110
Satisfied	28.66%	45
Neither satisfied nor dissatisfied	0.64%	1
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Not applicable	0.64%	1
TOTAL		157

Q23 Overall, how would you describe your experience of Addingham Medical Centre?

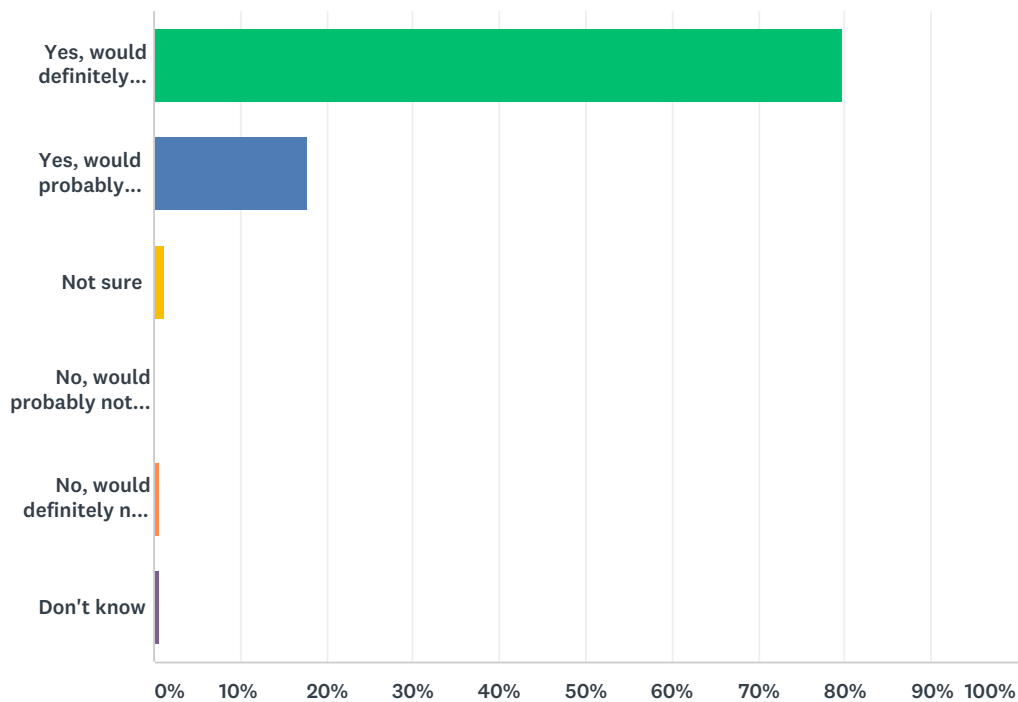
Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very good	80.38%	127
Good	19.62%	31
Neither good nor poor	0.00%	0
Poor	0.00%	0
Very poor	0.00%	0
TOTAL		158

Q24 Would you recommend your GP practice to someone who has just moved to your local area?

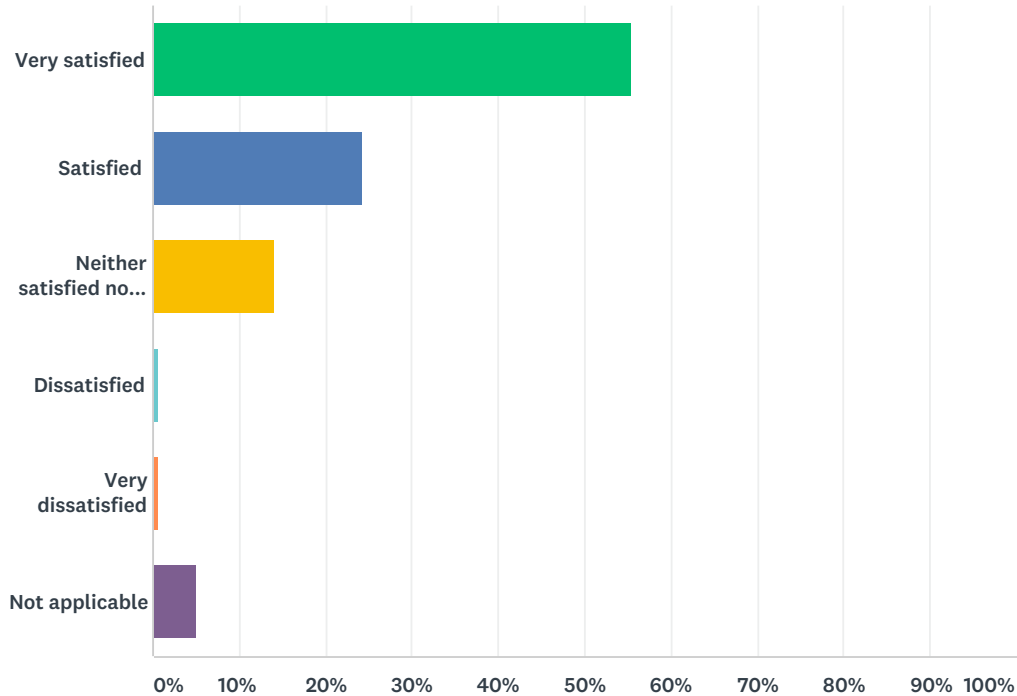
Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes, would definitely recommend	79.75%	126
Yes, would probably recommend	17.72%	28
Not sure	1.27%	2
No, would probably not recommend	0.00%	0
No, would definitely not recommend	0.63%	1
Don't know	0.63%	1
TOTAL		158

Q25 How satisfied are you that the GP practice shares your information appropriately with other health care professionals involved in your care?

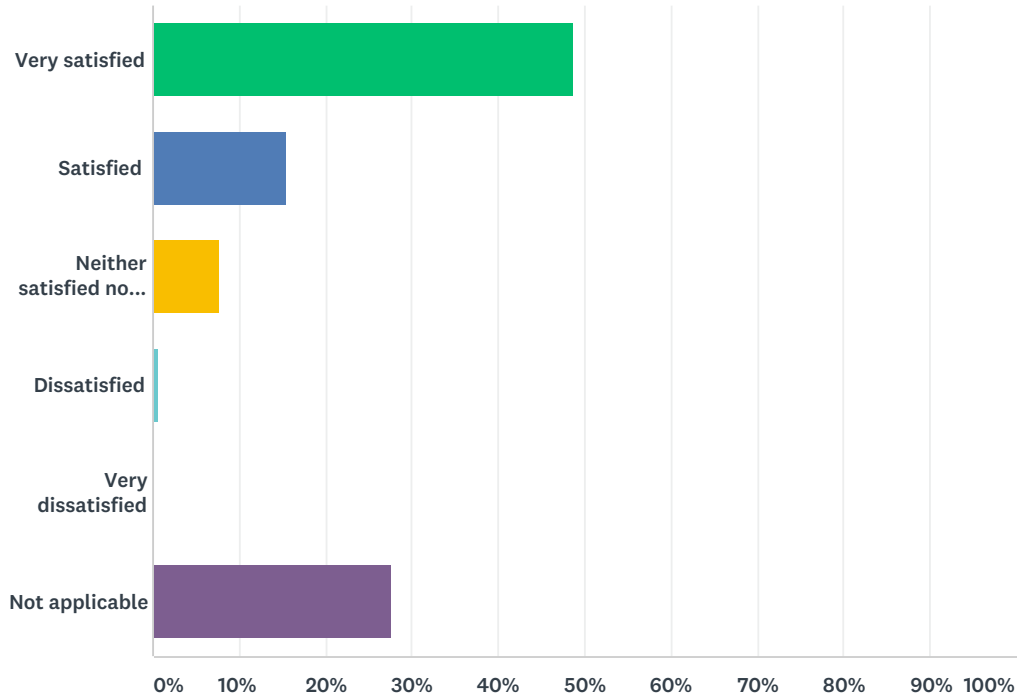
Answered: 157 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very satisfied	55.41%	87
Satisfied	24.20%	38
Neither satisfied nor dissatisfied	14.01%	22
Dissatisfied	0.64%	1
Very dissatisfied	0.64%	1
Not applicable	5.10%	8
TOTAL		157

Q26 How satisfied are you that consent is sought and your wishes respected when a request is received which required disclosure of your confidential information (i.e. from solicitors on your behalf)?

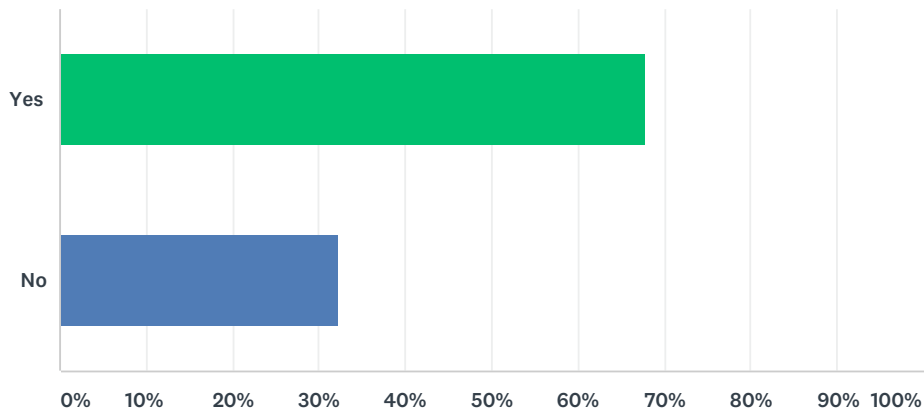
Answered: 156 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very satisfied	48.72%	76
Satisfied	15.38%	24
Neither satisfied nor dissatisfied	7.69%	12
Dissatisfied	0.64%	1
Very dissatisfied	0.00%	0
Not applicable	27.56%	43
TOTAL		156

Q27 Are you aware of of Addingham Medical Centre's Patient Participation Group (PPG)

Answered: 158 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	67.72%	107
No	32.28%	51
TOTAL		158

Q28 How do you think we can further highlight the existence of our Patient Participation Group (PPG)?

Answered: 39 Skipped: 126

#	RESPONSES	DATE
1	Flyer through doors?	3/27/2019 11:21 AM
2	Have an open day event in surgery or at the village gala	3/27/2019 9:54 AM
3	I'm not sure	3/27/2019 2:48 AM
4	Further highlighting is not necessary	3/11/2019 5:17 PM
5	ME/CFS Awareness services for the community	3/11/2019 5:12 PM
6	Informal coffee morning	3/11/2019 4:56 PM
7	Perhaps a photo in the surgery of the group and a short explanation of their role?	3/10/2019 11:17 AM
8	Speak to the patients	3/6/2019 8:28 PM
9	Advertise it more.	3/6/2019 8:27 PM
10	Perhaps give information when collecting prescriptions ie a leaflet?	3/6/2019 8:16 PM
11	Continued publicity in the village	3/6/2019 10:55 AM
12	Via Addingham Groups, WI, Civic Society etc	3/5/2019 7:39 PM
13	Email	3/4/2019 8:14 PM
14	Not sure	3/4/2019 5:21 PM
15	Email Details of group in the Addingham Civic Society newsletter	3/4/2019 5:10 PM
16	Email	3/3/2019 11:11 AM
17	More online presence via Addingham Chat/Totally Locally etc	3/3/2019 10:45 AM
18	not sure	3/2/2019 12:24 PM
19	Leaflet around the village Illkley Gazette Notice in village shop windows	3/1/2019 6:24 PM
20	Maybe informed on arrival for appointments, ie Receptionist?	3/1/2019 6:20 PM
21	Tag note onto prescriptions	2/28/2019 12:42 PM
22	Leaflets?	2/28/2019 9:53 AM
23	Advertise it at The Hub when open.	2/28/2019 8:37 AM
24	Maybe have leaflets in other places around the village if you dont already. A stall at local Christmas market or gala?	2/27/2019 8:51 PM
25	Keep Using These Questionnaires	2/27/2019 7:57 PM
26	None	2/27/2019 3:50 PM
27	some sort of open get- together, eg over coffee.	2/27/2019 2:33 PM
28	Social media	2/27/2019 12:56 PM
29	I've no idea	2/27/2019 12:45 PM
30	Very happy about it but more ideas	2/27/2019 12:38 PM
31	Ok as is	2/27/2019 12:31 PM
32	More posters	2/27/2019 12:05 PM
33	I think you promote it well	2/27/2019 11:08 AM
34	Email info	2/27/2019 10:44 AM
35	Cannot volunteer any comment	2/27/2019 10:41 AM
36	Don't know	2/27/2019 10:30 AM

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37	Text or email as you do with appointments	2/27/2019 9:44 AM
38	Facebook	2/26/2019 11:37 PM
39	Posters around the village	2/26/2019 11:18 PM