



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Results

Survey 29885

Number of records in this query:	697
Total records in survey:	697
Percentage of total:	100.00%



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'



Field summary for 001

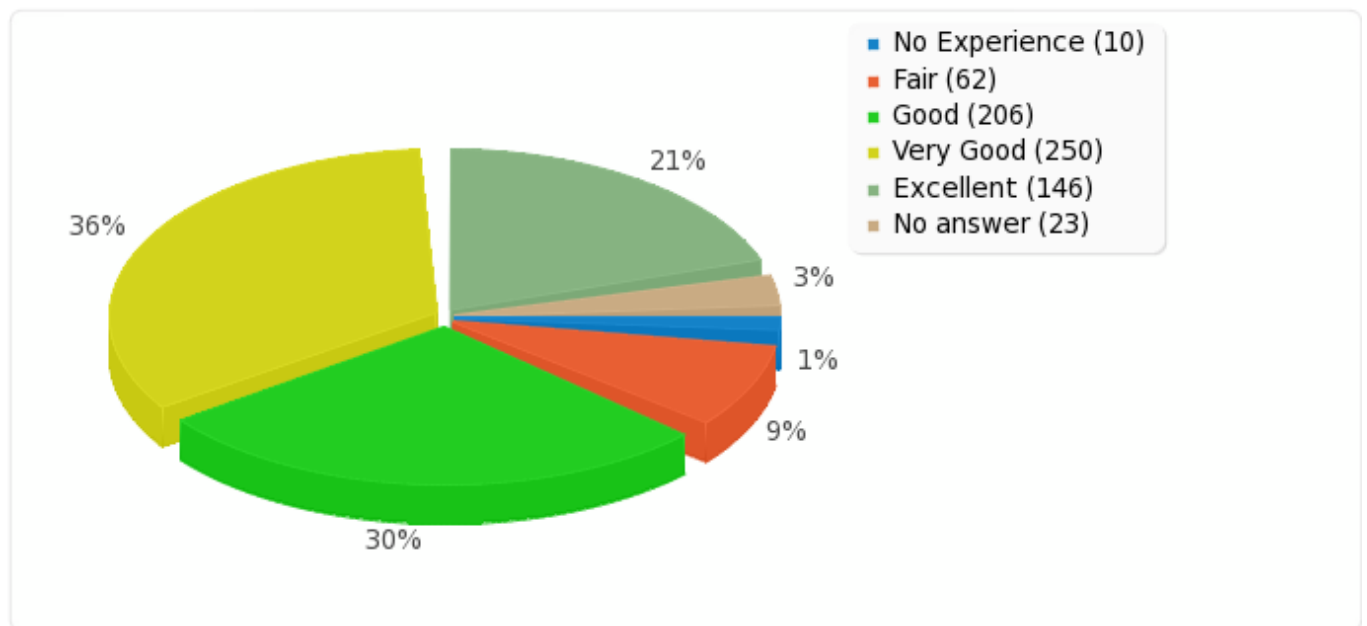
Speed at which the telephone was answered initially

Answer	Count	Percentage
No Experience (A1)	10	1.43%
Fair (A2)	62	8.90%
Good (A3)	206	29.56%
Very Good (A4)	250	35.87%
Excellent (A5)	146	20.95%
No answer	23	3.30%



Field summary for 001

Speed at which the telephone was answered initially





Field summary for 002

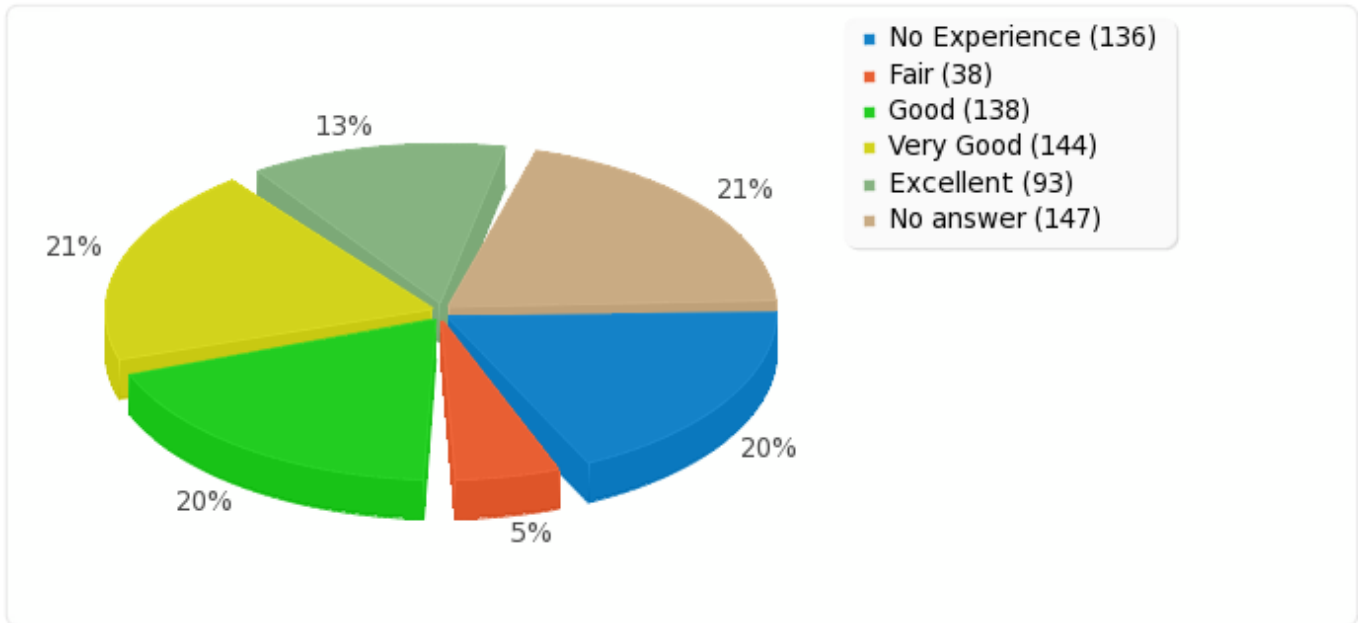
Speed at which the telephone was answered if call transferred

Answer	Count	Percentage
No Experience (A1)	136	19.54%
Fair (A2)	38	5.46%
Good (A3)	138	19.83%
Very Good (A4)	144	20.69%
Excellent (A5)	93	13.36%
No answer	147	21.12%



Field summary for 002

Speed at which the telephone was answered if call transferred





Field summary for 003

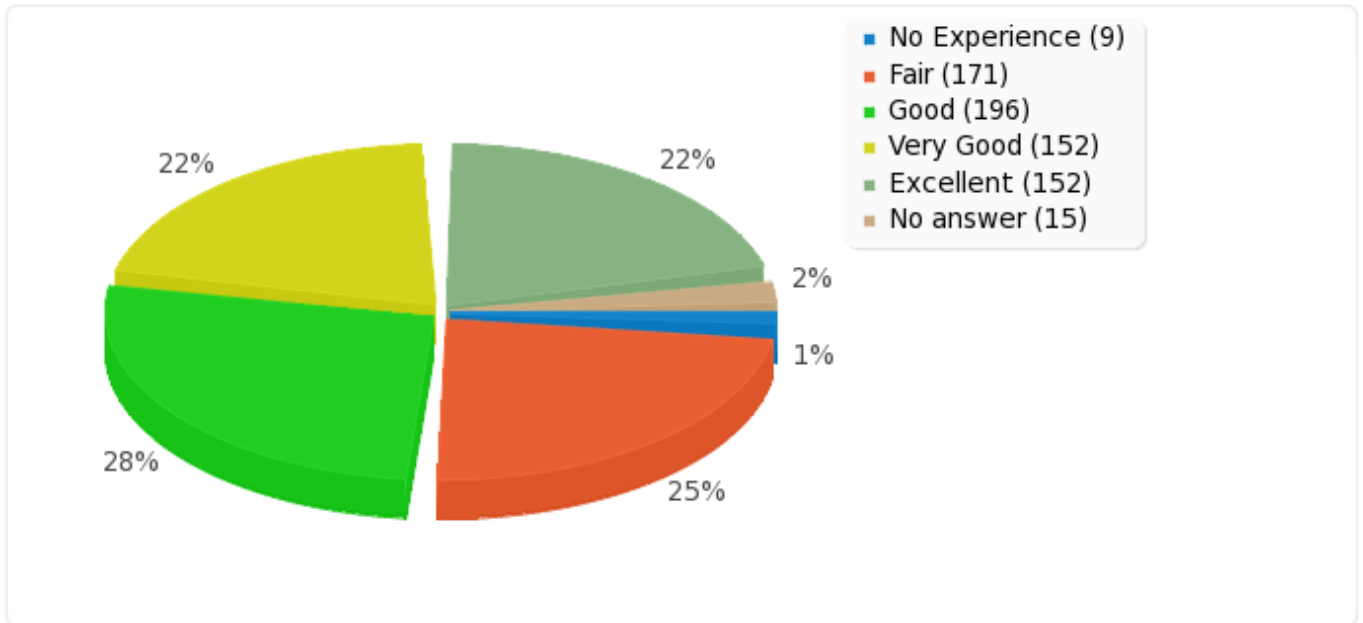
Length of time you had to wait for an appointment

Answer	Count	Percentage
No Experience (A1)	9	1.29%
Fair (A2)	171	24.60%
Good (A3)	196	28.20%
Very Good (A4)	152	21.87%
Excellent (A5)	152	21.87%
No answer	15	2.16%



Field summary for 003

Length of time you had to wait for an appointment





Field summary for 004

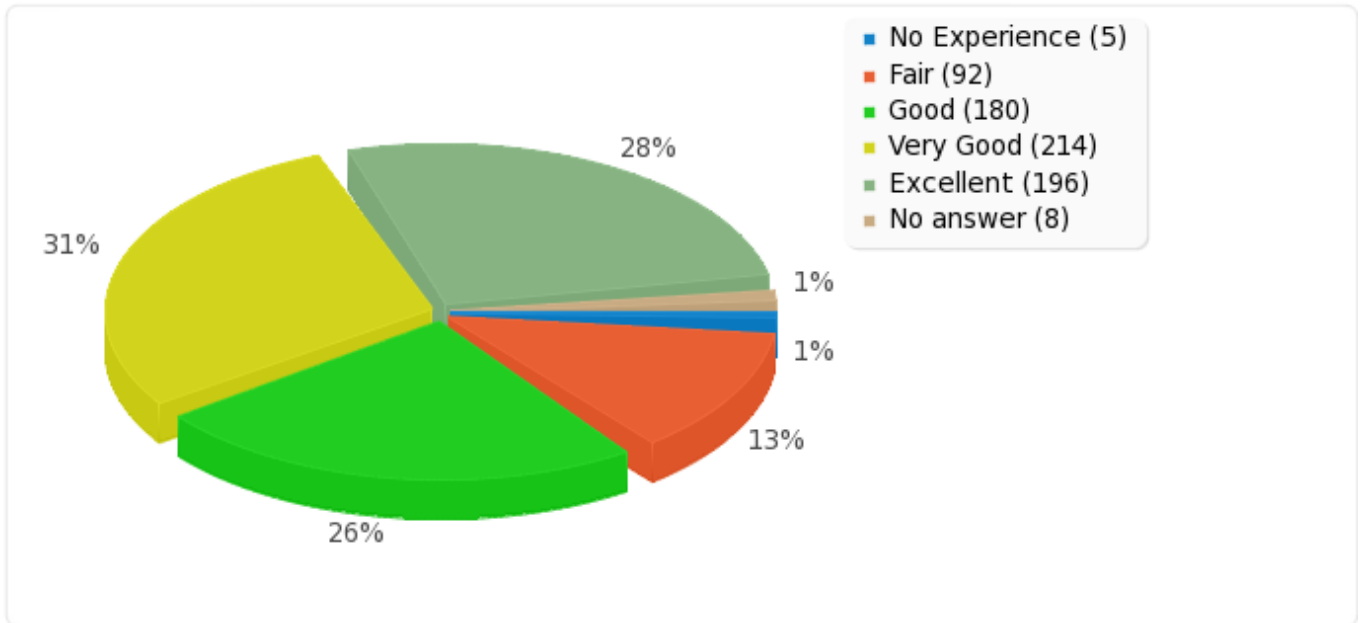
Convenience of day and time of your appointment

Answer	Count	Percentage
No Experience (A1)	5	0.72%
Fair (A2)	92	13.24%
Good (A3)	180	25.90%
Very Good (A4)	214	30.79%
Excellent (A5)	196	28.20%
No answer	8	1.15%



Field summary for 004

Convenience of day and time of your appointment





Field summary for 005

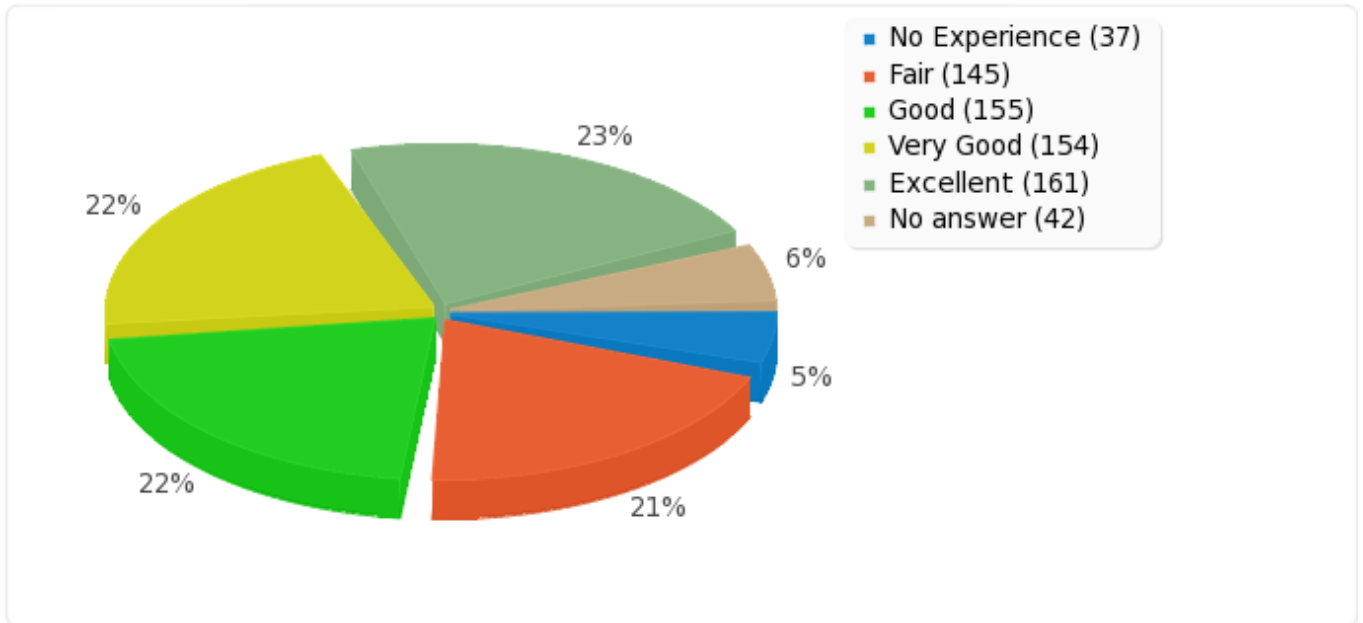
Seeing the Doctor of your choice

Answer	Count	Percentage
No Experience (A1)	37	5.33%
Fair (A2)	145	20.89%
Good (A3)	155	22.33%
Very Good (A4)	154	22.19%
Excellent (A5)	161	23.20%
No answer	42	6.05%



Field summary for 005

Seeing the Doctor of your choice





Field summary for 006

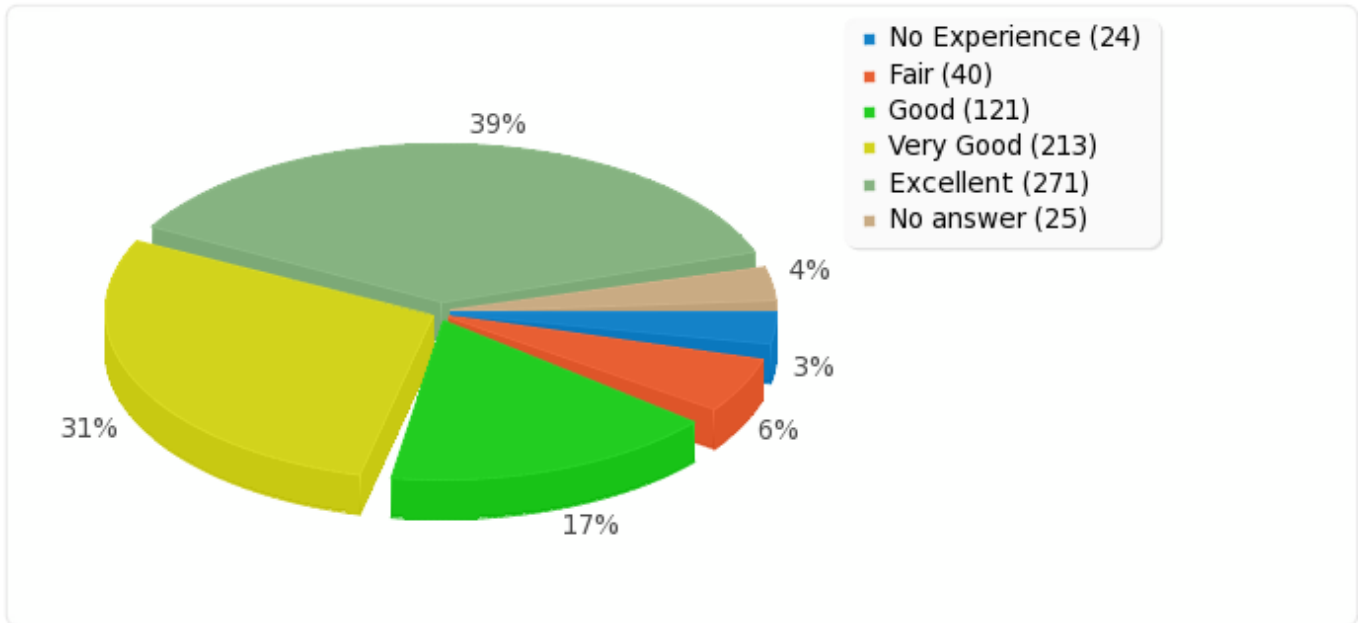
Length of time waiting to check in with Reception

Answer	Count	Percentage
No Experience (A1)	24	3.46%
Fair (A2)	40	5.76%
Good (A3)	121	17.44%
Very Good (A4)	213	30.69%
Excellent (A5)	271	39.05%
No answer	25	3.60%



Field summary for 006

Length of time waiting to check in with Reception





Field summary for 007

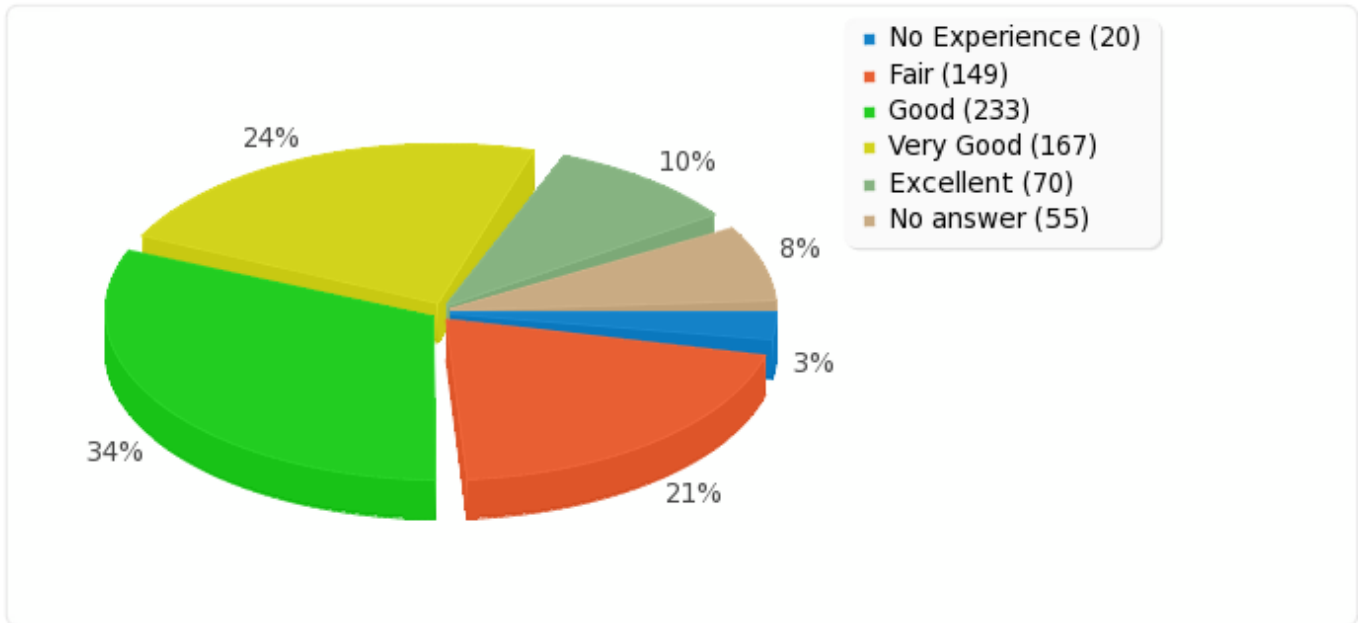
Length of time waiting to see the Doctor or Nurse

Answer	Count	Percentage
No Experience (A1)	20	2.88%
Fair (A2)	149	21.47%
Good (A3)	233	33.57%
Very Good (A4)	167	24.06%
Excellent (A5)	70	10.09%
No answer	55	7.93%



Field summary for 007

Length of time waiting to see the Doctor or Nurse





Field summary for 008

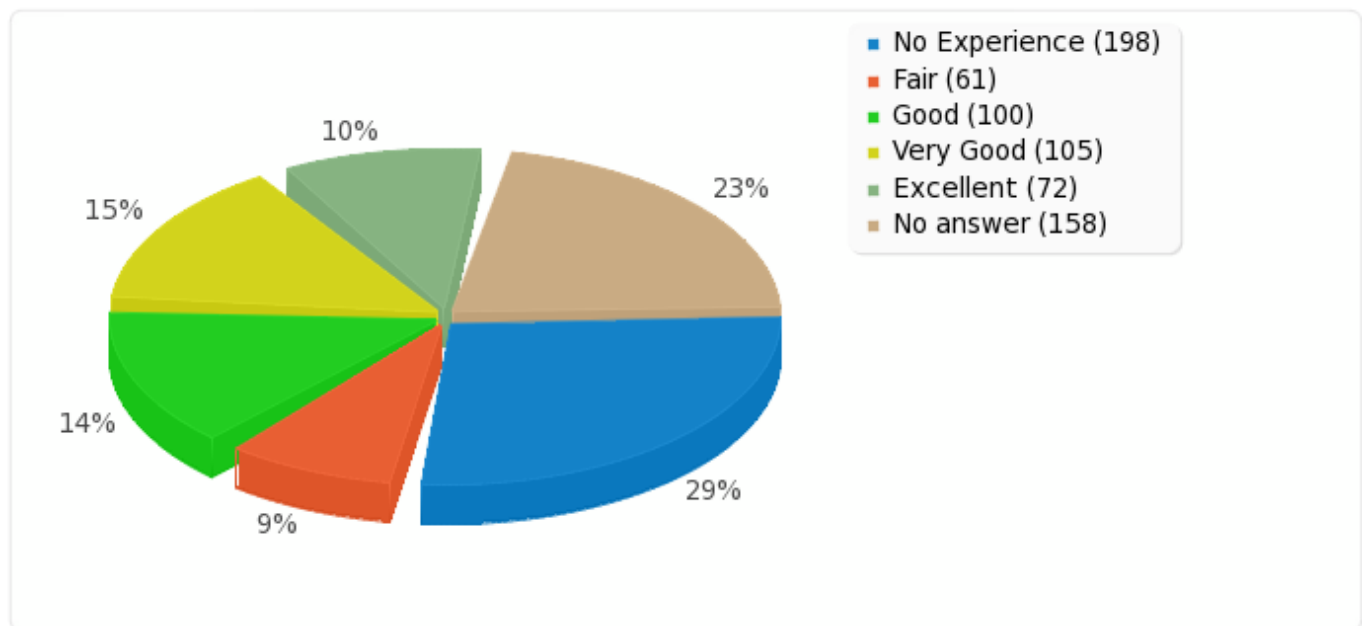
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary

Answer	Count	Percentage
No Experience (A1)	198	28.53%
Fair (A2)	61	8.79%
Good (A3)	100	14.41%
Very Good (A4)	105	15.13%
Excellent (A5)	72	10.37%
No answer	158	22.77%



Field summary for 008

Opportunity of speaking to a Doctor or Nurse on the telephone when necessary





Field summary for 009

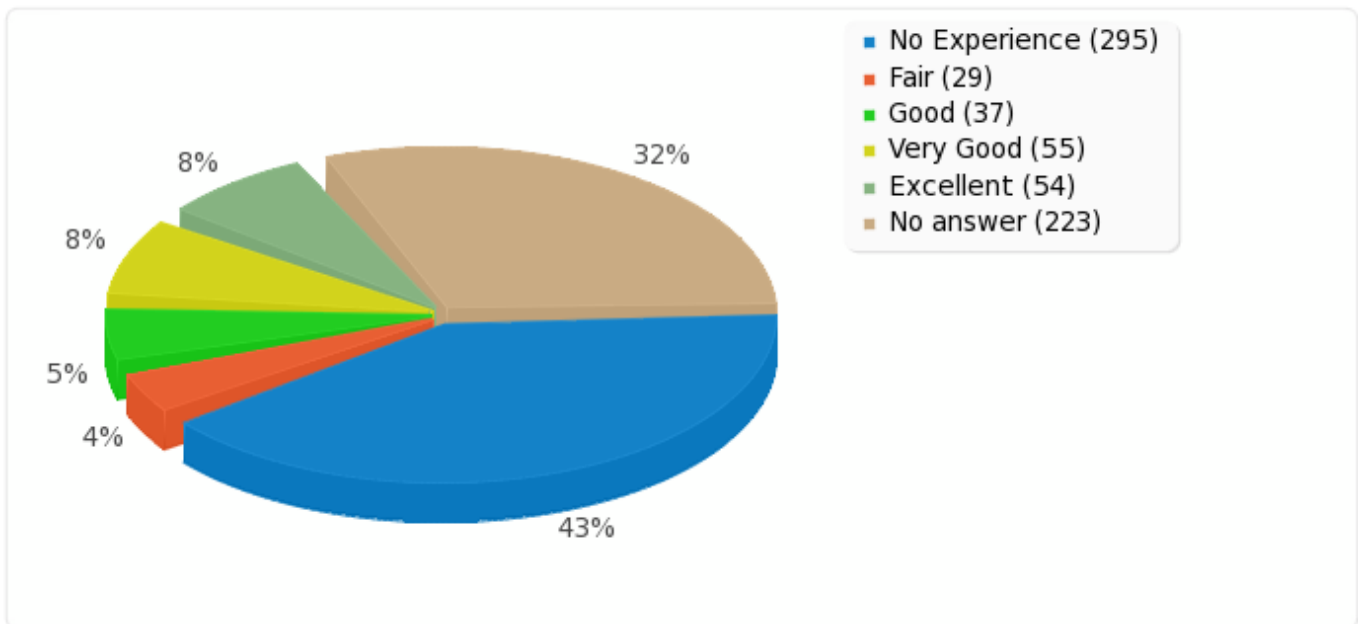
Opportunity of obtaining a home visit when necessary

Answer	Count	Percentage
No Experience (A1)	295	42.57%
Fair (A2)	29	4.18%
Good (A3)	37	5.34%
Very Good (A4)	55	7.94%
Excellent (A5)	54	7.79%
No answer	223	32.18%



Field summary for 009

Opportunity of obtaining a home visit when necessary





Field summary for 010

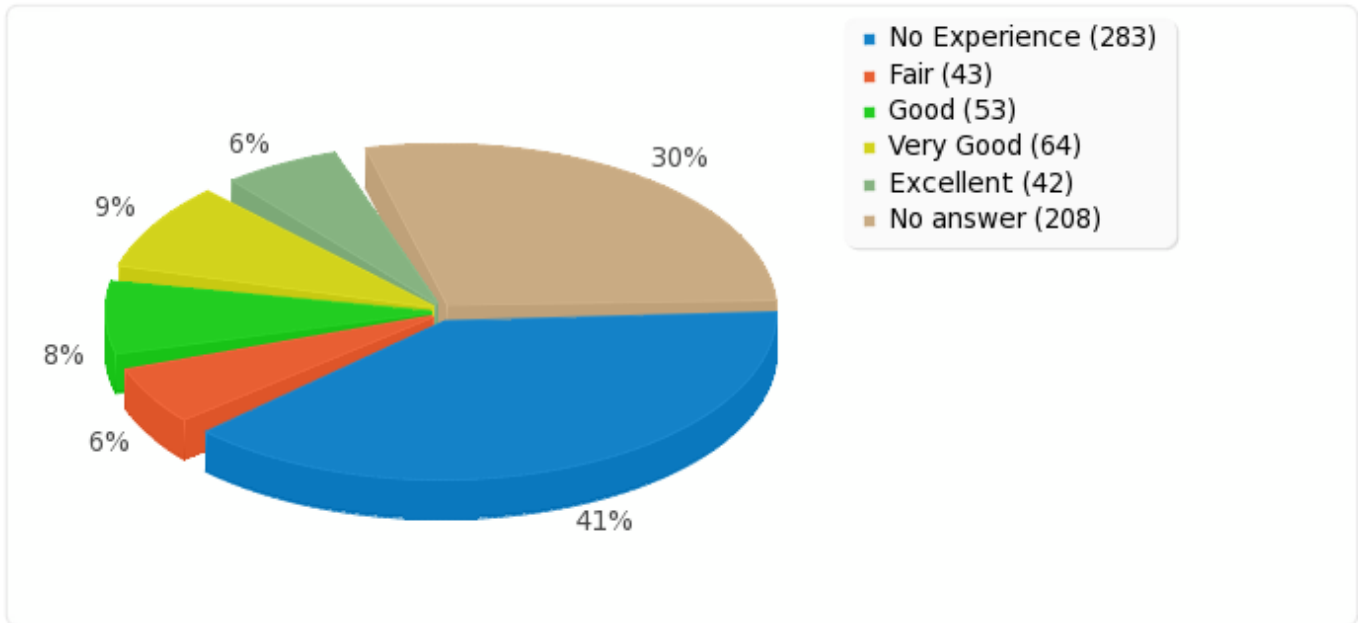
Level of satisfaction with the after hours service

Answer	Count	Percentage
No Experience (A1)	283	40.84%
Fair (A2)	43	6.20%
Good (A3)	53	7.65%
Very Good (A4)	64	9.24%
Excellent (A5)	42	6.06%
No answer	208	30.01%



Field summary for 010

Level of satisfaction with the after hours service





Field summary for 011

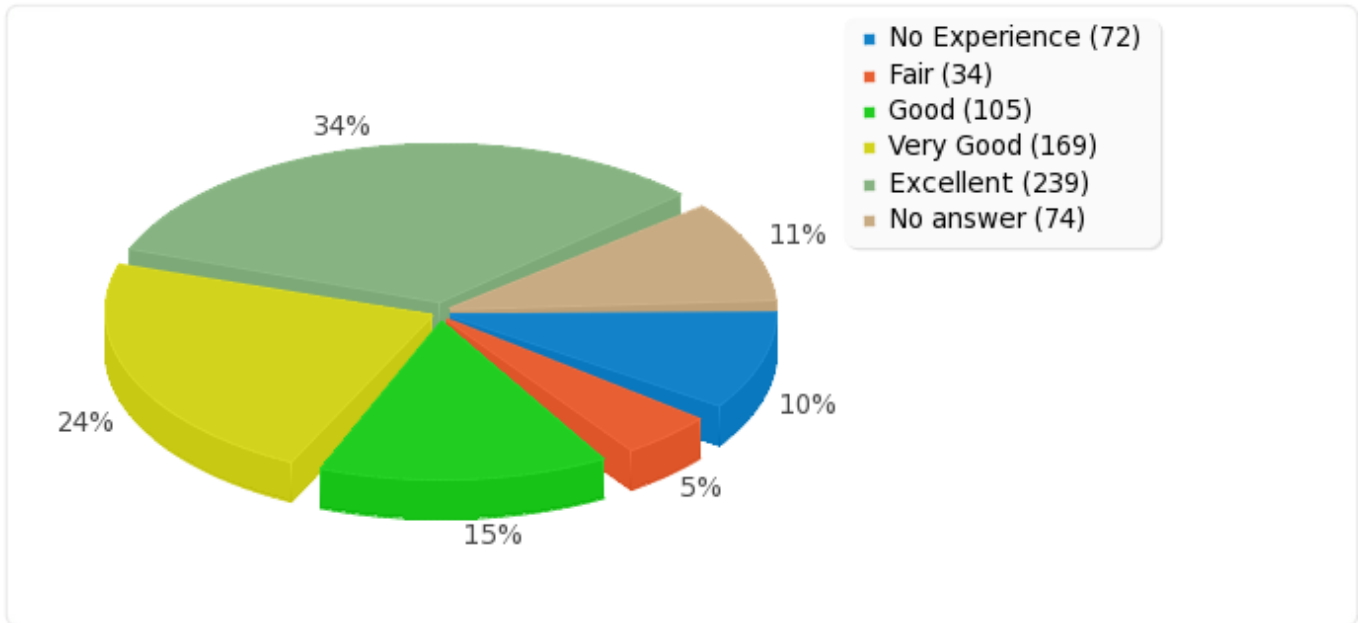
Prescription ready on time

Answer	Count	Percentage
No Experience (A1)	72	10.39%
Fair (A2)	34	4.91%
Good (A3)	105	15.15%
Very Good (A4)	169	24.39%
Excellent (A5)	239	34.49%
No answer	74	10.68%



Field summary for 011

Prescription ready on time





Field summary for 012

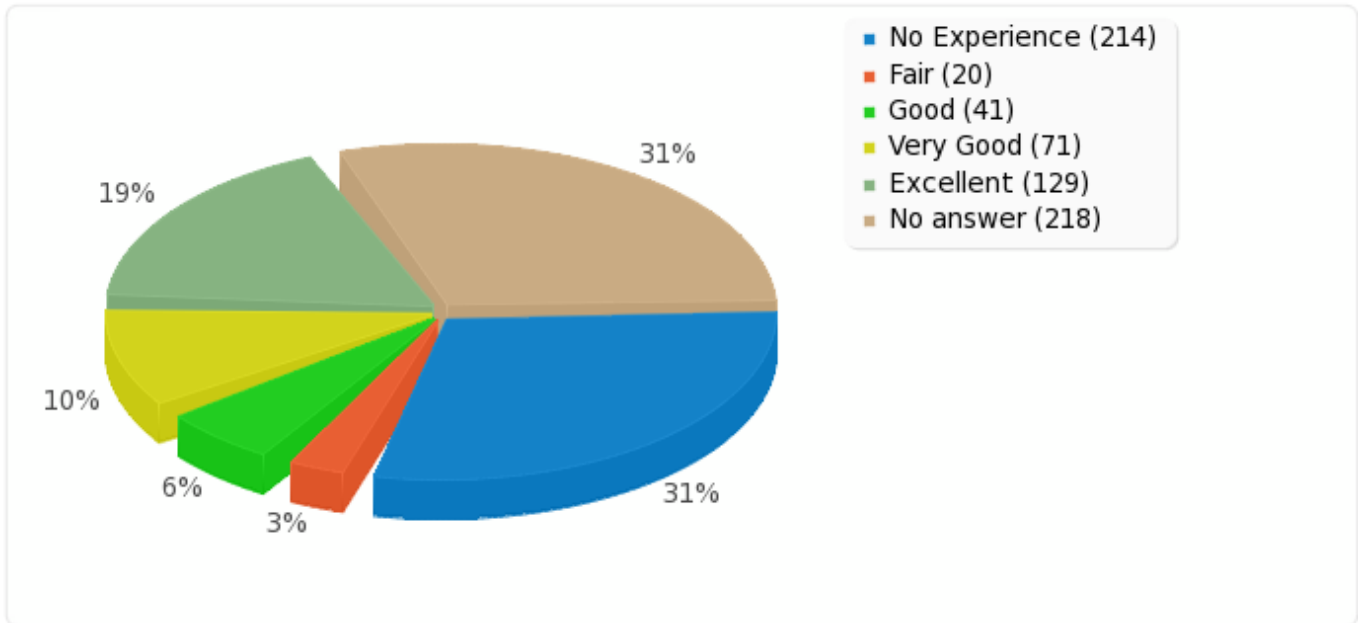
Prescription on line ordered correctly

Answer	Count	Percentage
No Experience (A1)	214	30.88%
Fair (A2)	20	2.89%
Good (A3)	41	5.92%
Very Good (A4)	71	10.25%
Excellent (A5)	129	18.61%
No answer	218	31.46%



Field summary for 012

Prescription on line ordered correctly





Field summary for 013

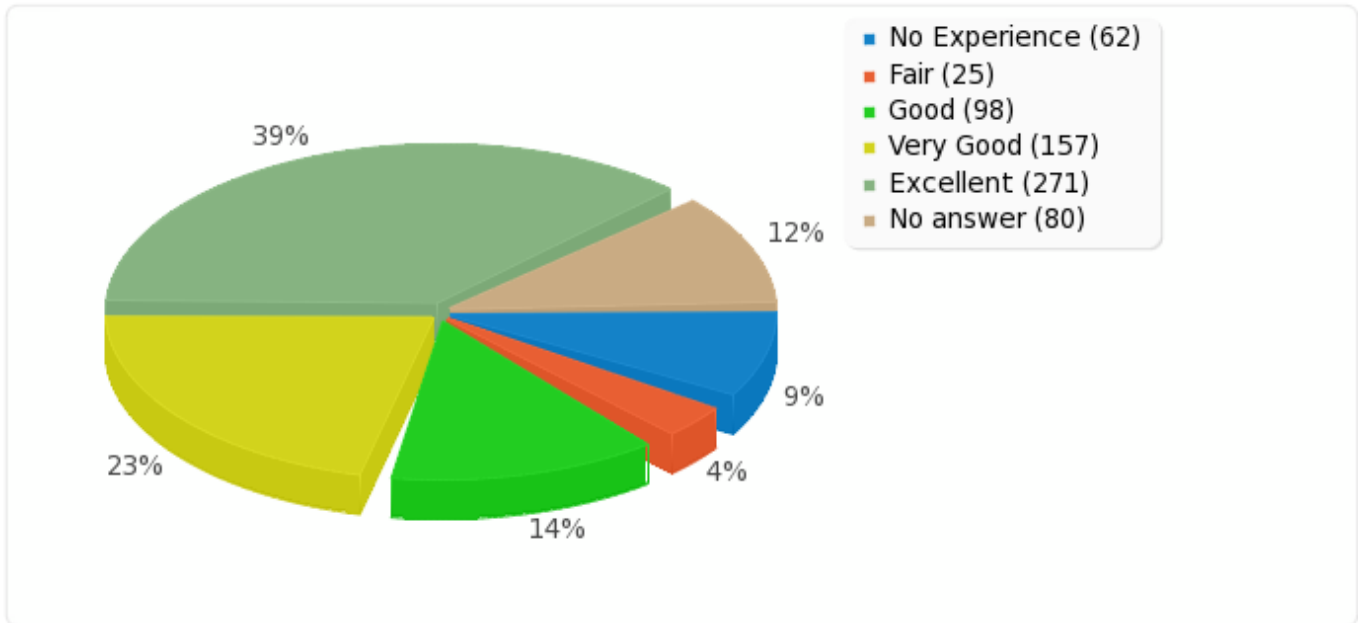
Prescription correctly issued

Answer	Count	Percentage
No Experience (A1)	62	8.95%
Fair (A2)	25	3.61%
Good (A3)	98	14.14%
Very Good (A4)	157	22.66%
Excellent (A5)	271	39.11%
No answer	80	11.54%



Field summary for 013

Prescription correctly issued





Field summary for 014

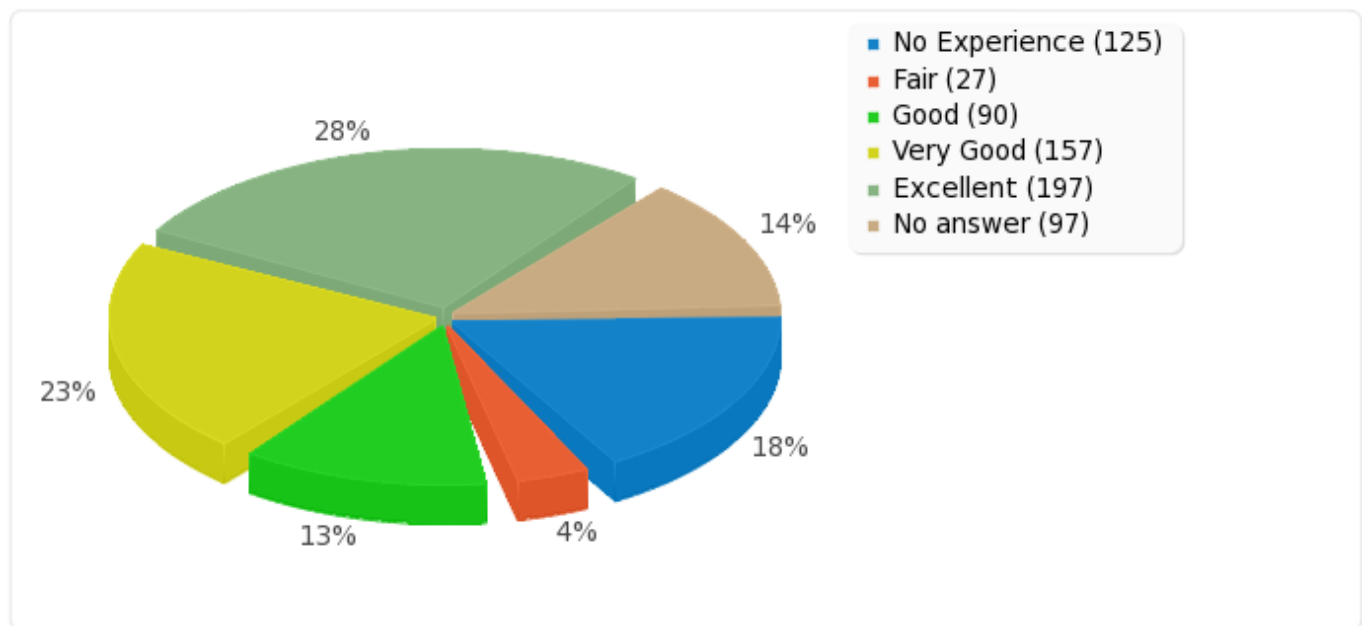
Handling of any queries

Answer	Count	Percentage
No Experience (A1)	125	18.04%
Fair (A2)	27	3.90%
Good (A3)	90	12.99%
Very Good (A4)	157	22.66%
Excellent (A5)	197	28.43%
No answer	97	14.00%



Field summary for 014

Handling of any queries





Field summary for 015

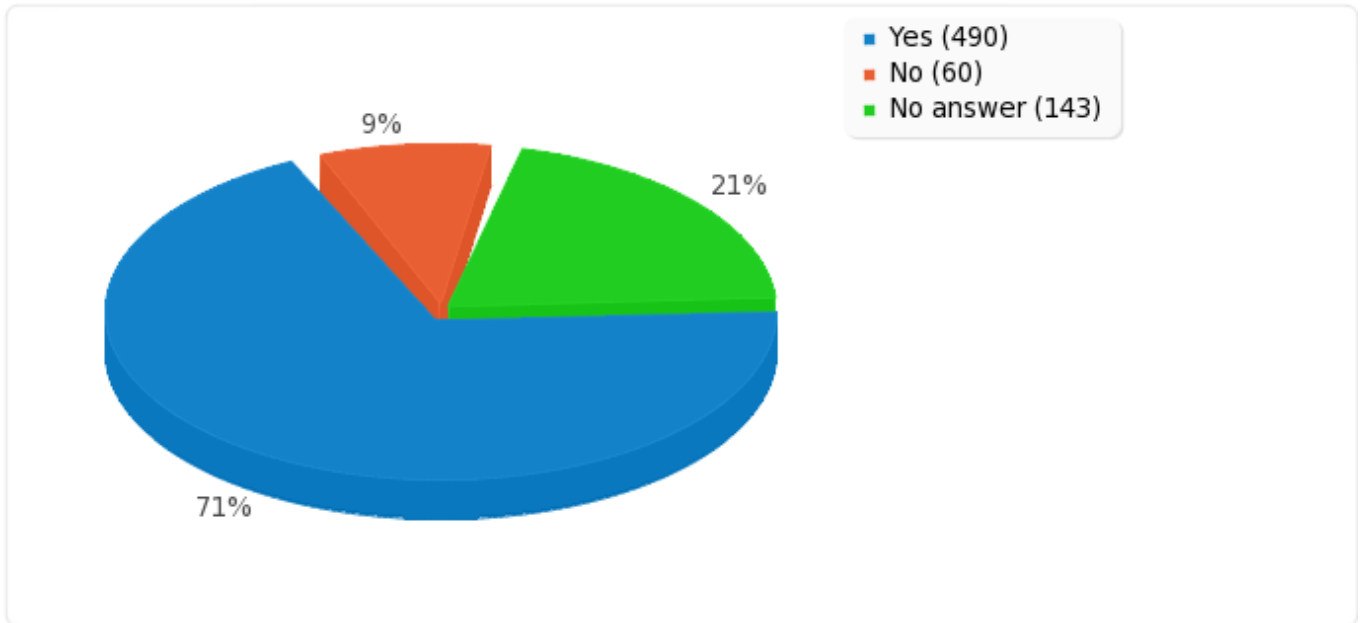
Were you told when to contact us for your results?

Answer	Count	Percentage
Yes (Y)	490	70.71%
No (N)	60	8.66%
No answer	143	20.63%



Field summary for 015

Were you told when to contact us for your results?





Field summary for 016

Results available when you contacted us

Answer	Count	Percentage
Yes (Y)	492	71.00%
No (N)	33	4.76%
No answer	168	24.24%

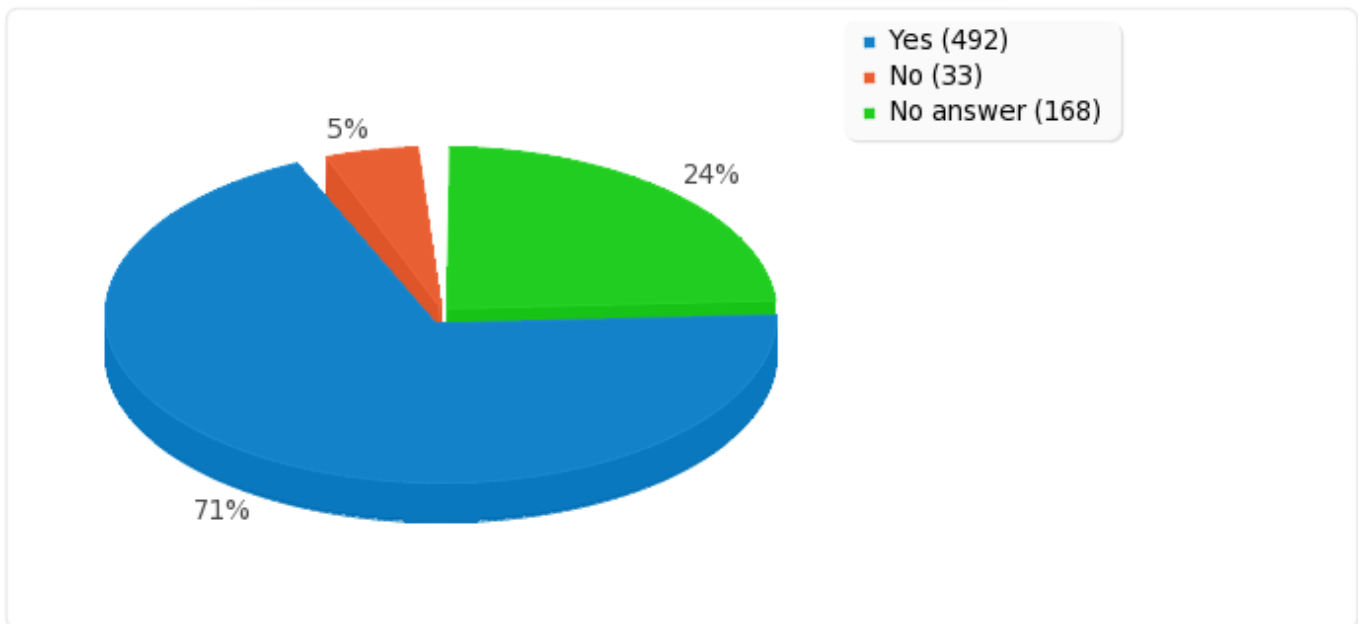


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 016

Results available when you contacted us





Field summary for 017

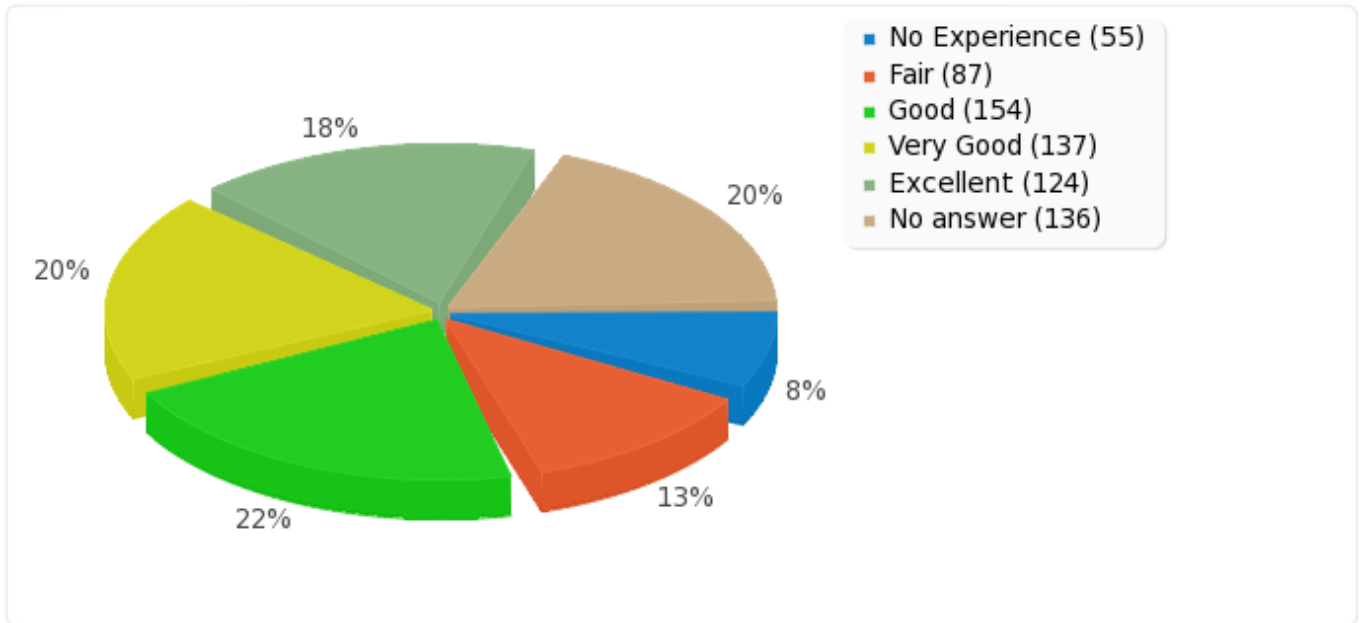
Level of satisfaction with the amount of information provided

Answer	Count	Percentage
No Experience (A1)	55	7.94%
Fair (A2)	87	12.55%
Good (A3)	154	22.22%
Very Good (A4)	137	19.77%
Excellent (A5)	124	17.89%
No answer	136	19.62%



Field summary for 017

Level of satisfaction with the amount of information provided





Field summary for 018

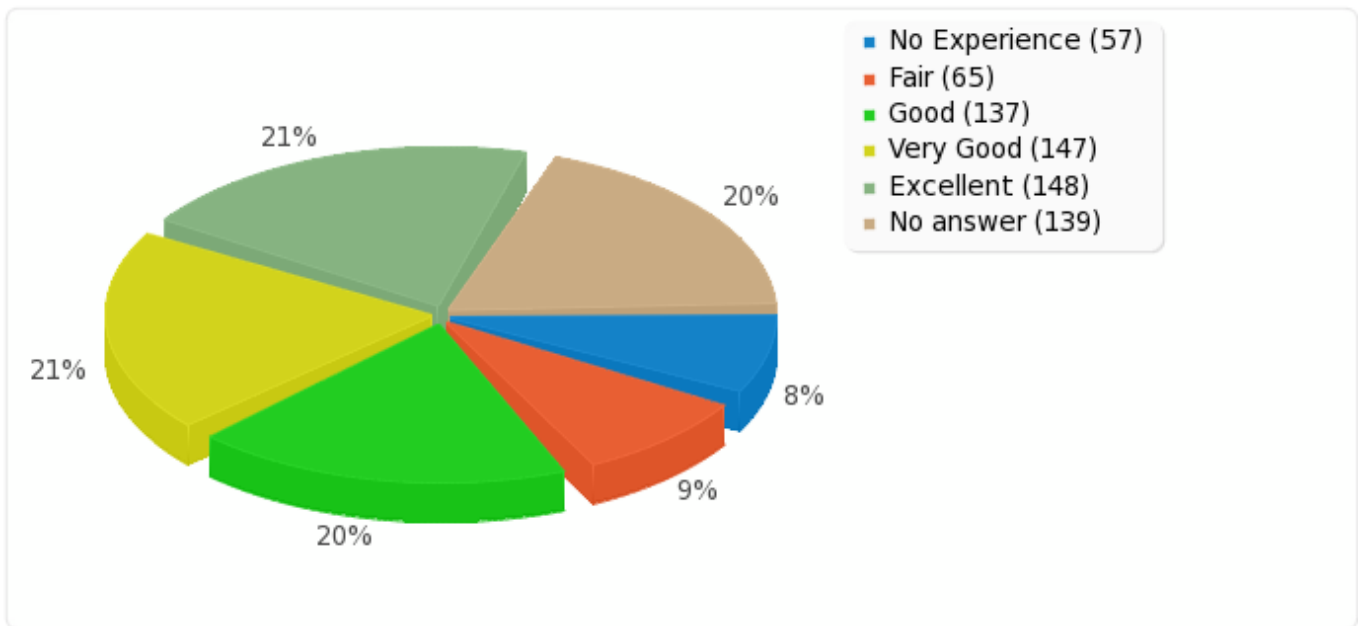
Level of satisfaction with the manner in which the result was given

Answer	Count	Percentage
No Experience (A1)	57	8.23%
Fair (A2)	65	9.38%
Good (A3)	137	19.77%
Very Good (A4)	147	21.21%
Excellent (A5)	148	21.36%
No answer	139	20.06%



Field summary for 018

Level of satisfaction with the manner in which the result was given





Field summary for 019

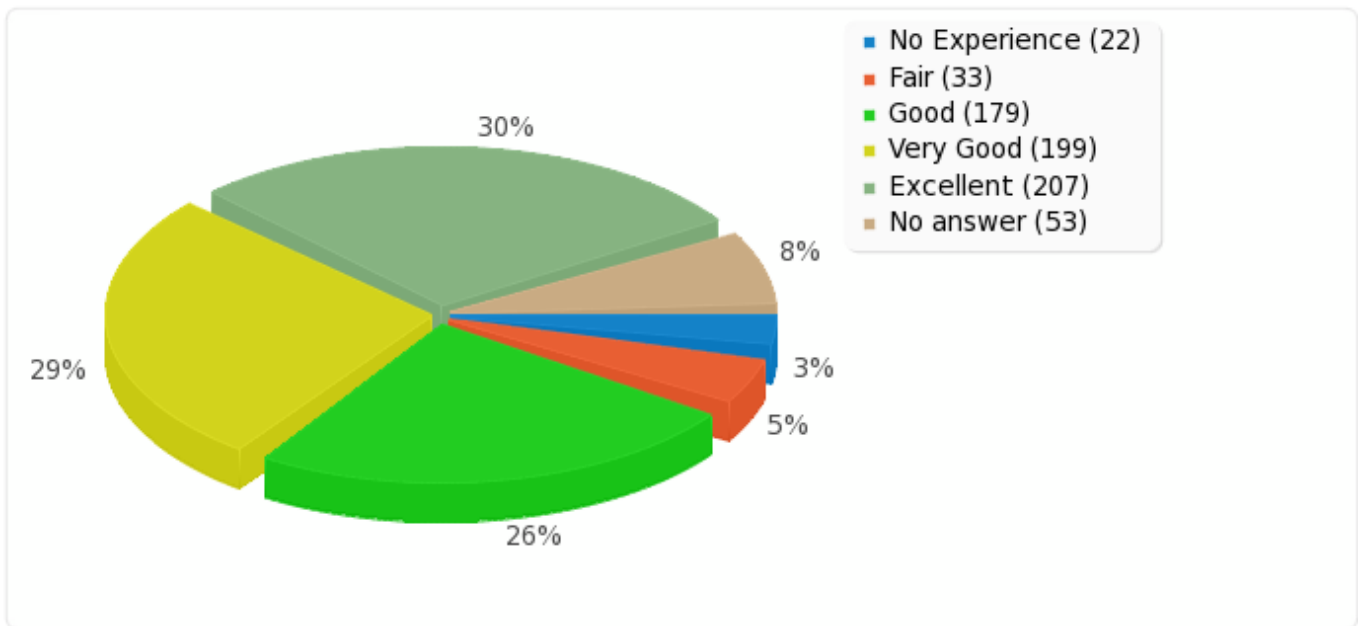
The information provided by the Reception staff

Answer	Count	Percentage
No Experience (A1)	22	3.17%
Fair (A2)	33	4.76%
Good (A3)	179	25.83%
Very Good (A4)	199	28.72%
Excellent (A5)	207	29.87%
No answer	53	7.65%



Field summary for 019

The information provided by the Reception staff





Field summary for 020

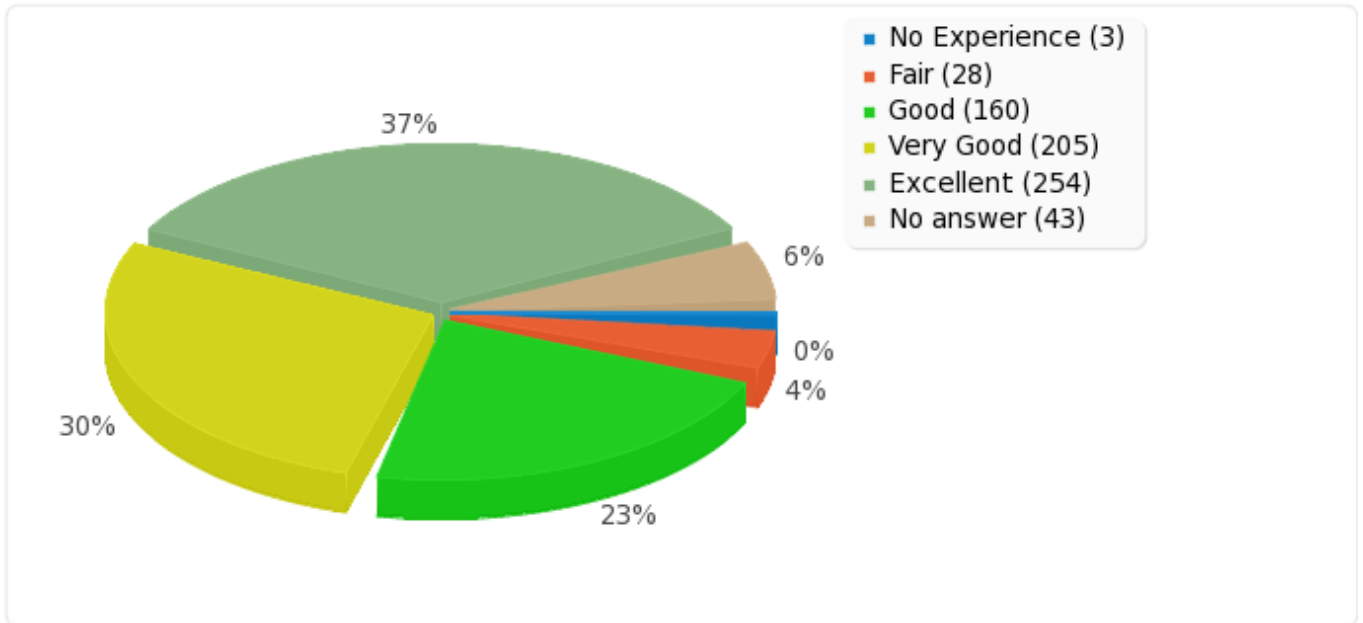
The helpfulness of the Reception staff

Answer	Count	Percentage
No Experience (A1)	3	0.43%
Fair (A2)	28	4.04%
Good (A3)	160	23.09%
Very Good (A4)	205	29.58%
Excellent (A5)	254	36.65%
No answer	43	6.20%



Field summary for 020

The helpfulness of the Reception staff





Field summary for 021

The information provided by other staff i.e. - Secretary or Results Team

Answer	Count	Percentage
No Experience (A1)	82	11.83%
Fair (A2)	23	3.32%
Good (A3)	122	17.60%
Very Good (A4)	190	27.42%
Excellent (A5)	159	22.94%
No answer	117	16.88%

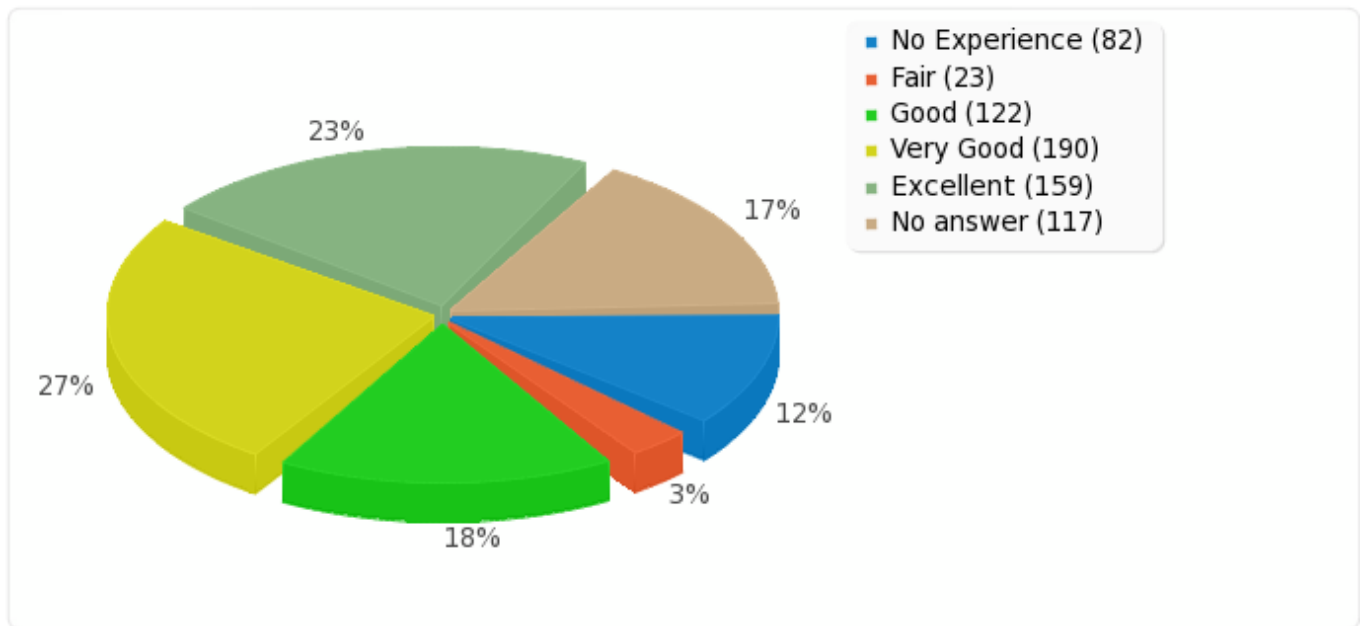


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 021

The information provided by other staff i.e. - Secretary or Results Team





Field summary for 022

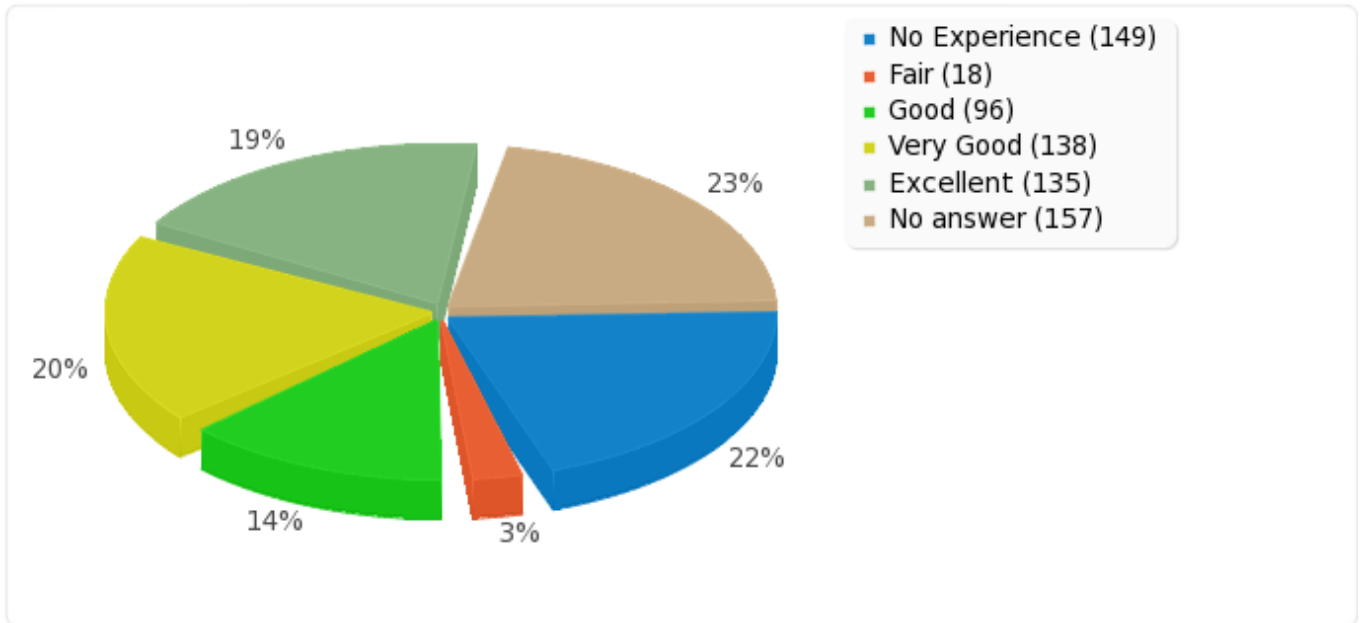
The helpfulness of other staff i.e. - Admin/Practice Manager

Answer	Count	Percentage
No Experience (A1)	149	21.50%
Fair (A2)	18	2.60%
Good (A3)	96	13.85%
Very Good (A4)	138	19.91%
Excellent (A5)	135	19.48%
No answer	157	22.66%



Field summary for 022

The helpfulness of other staff i.e. - Admin/Practice Manager





Field summary for 023

Do you use the online appointment system

Answer	Count	Percentage
Yes (Y)	201	29.00%
No (N)	447	64.50%
No answer	45	6.49%

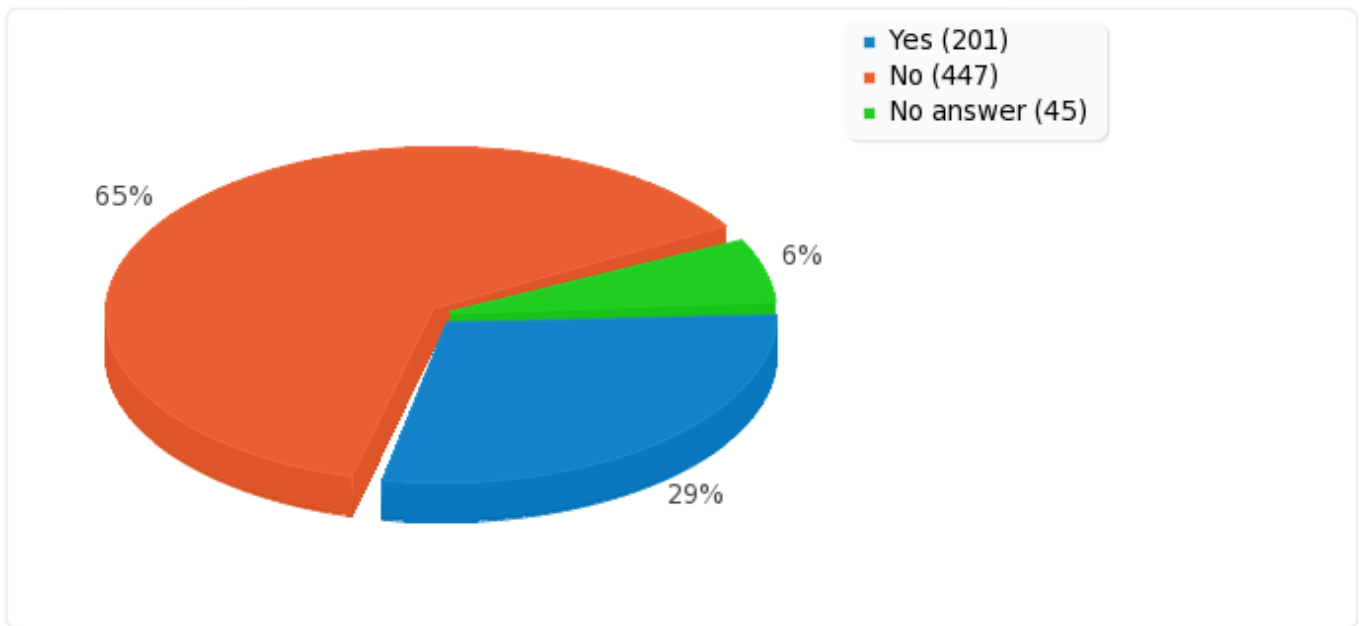


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 023

Do you use the online appointment system





Field summary for 024

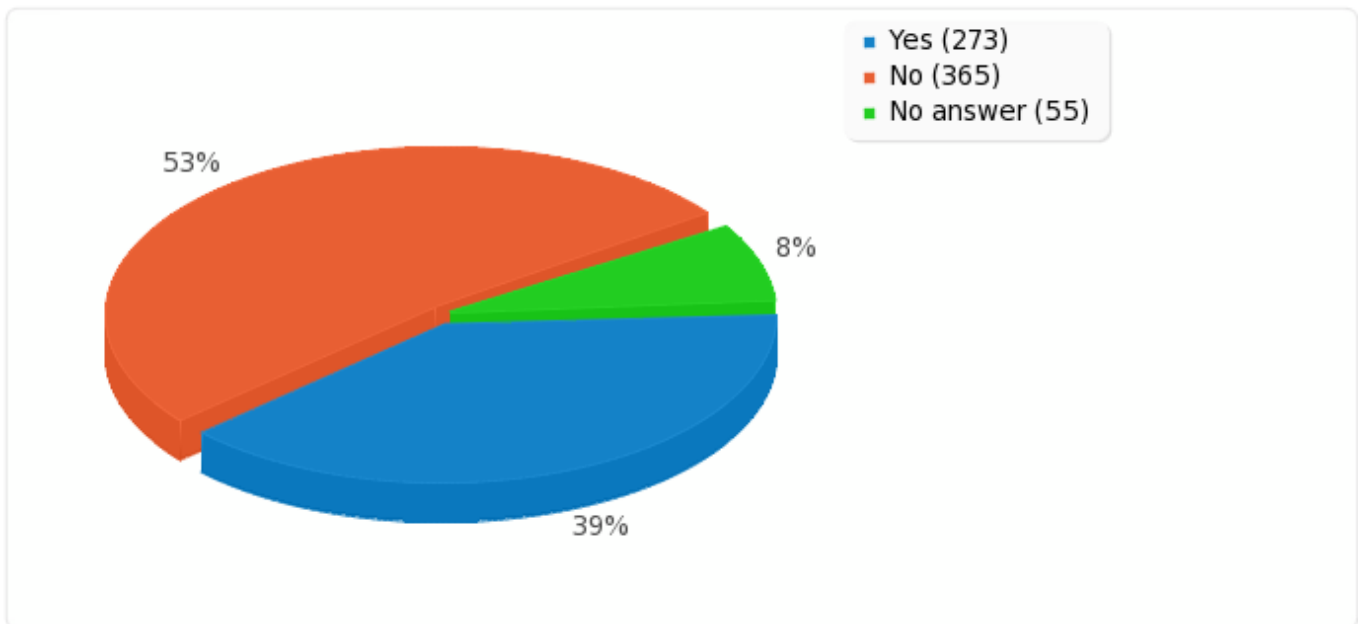
Are you aware of our text reminder service

Answer	Count	Percentage
Yes (Y)	273	39.39%
No (N)	365	52.67%
No answer	55	7.94%



Field summary for 024

Are you aware of our text reminder service





Field summary for 025

My overall satisfaction with this Practice

Answer	Count	Percentage
No Experience (A1)	1	0.14%
Fair (A2)	17	2.46%
Good (A3)	86	12.43%
Very Good (A4)	252	36.42%
Excellent (A5)	295	42.63%
No answer	41	5.92%

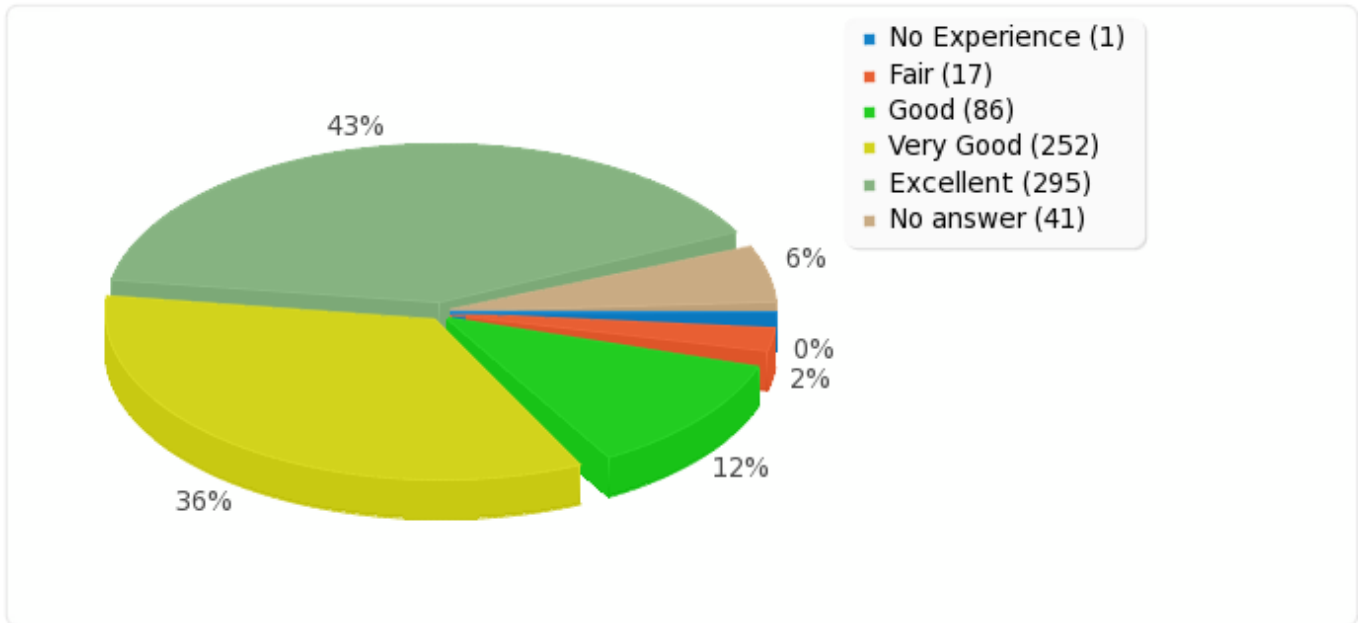


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 025

My overall satisfaction with this Practice





Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 026

Any further comments:

Answer	Count	Percentage
Answer	142	20.55%
No answer	549	79.45%

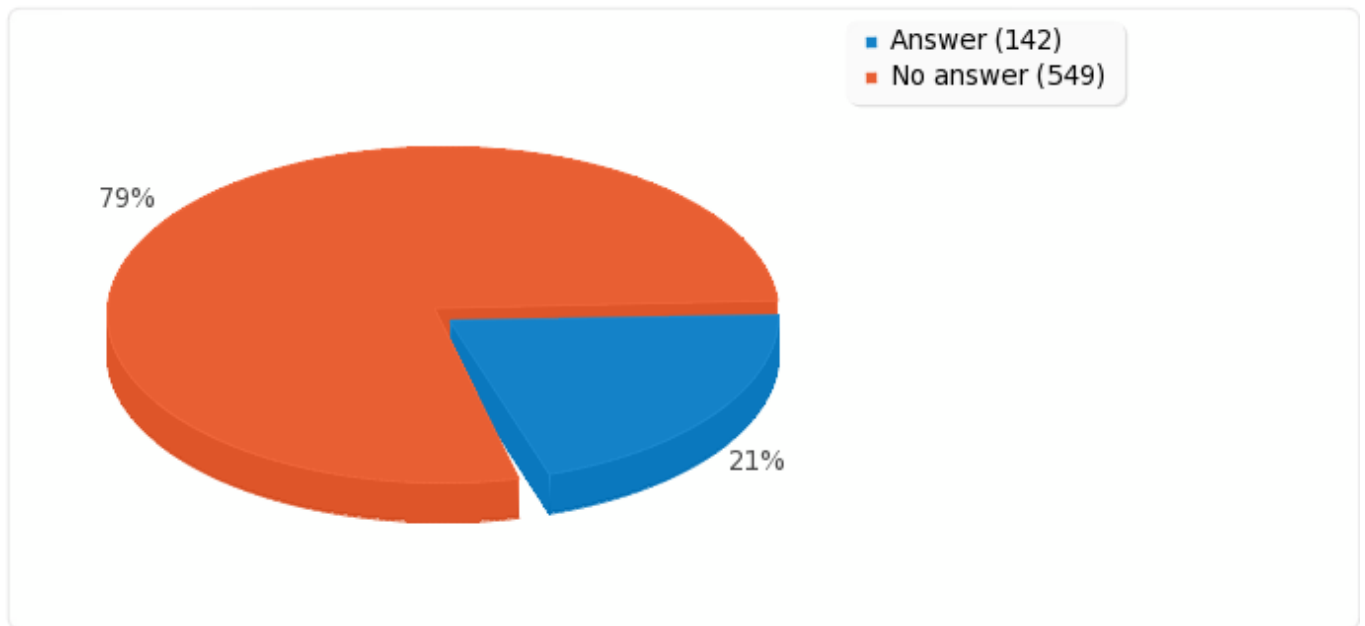


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 026

Any further comments:





Field summary for 027

When you visited the practice how have you found the standard of cleanliness?

Answer	Count	Percentage
No Experience (A1)	0	0.00%
Fair (A2)	5	0.72%
Good (A3)	91	13.17%
Very Good (A4)	223	32.27%
Excellent (A5)	311	45.01%
No answer	61	8.83%

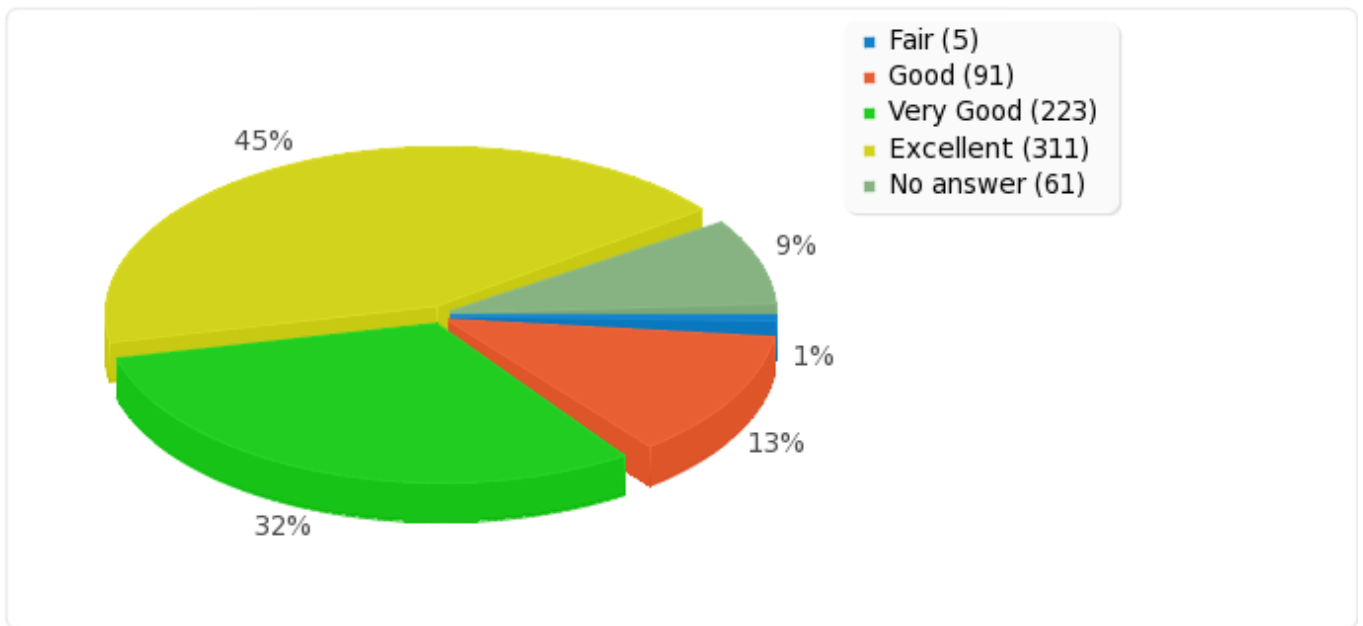


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 027

When you visited the practice how have you found the standard of cleanliness?





Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 029

Are you male or female?

Answer	Count	Percentage
Female (F)	423	61.22%
Male (M)	221	31.98%
No answer	47	6.80%

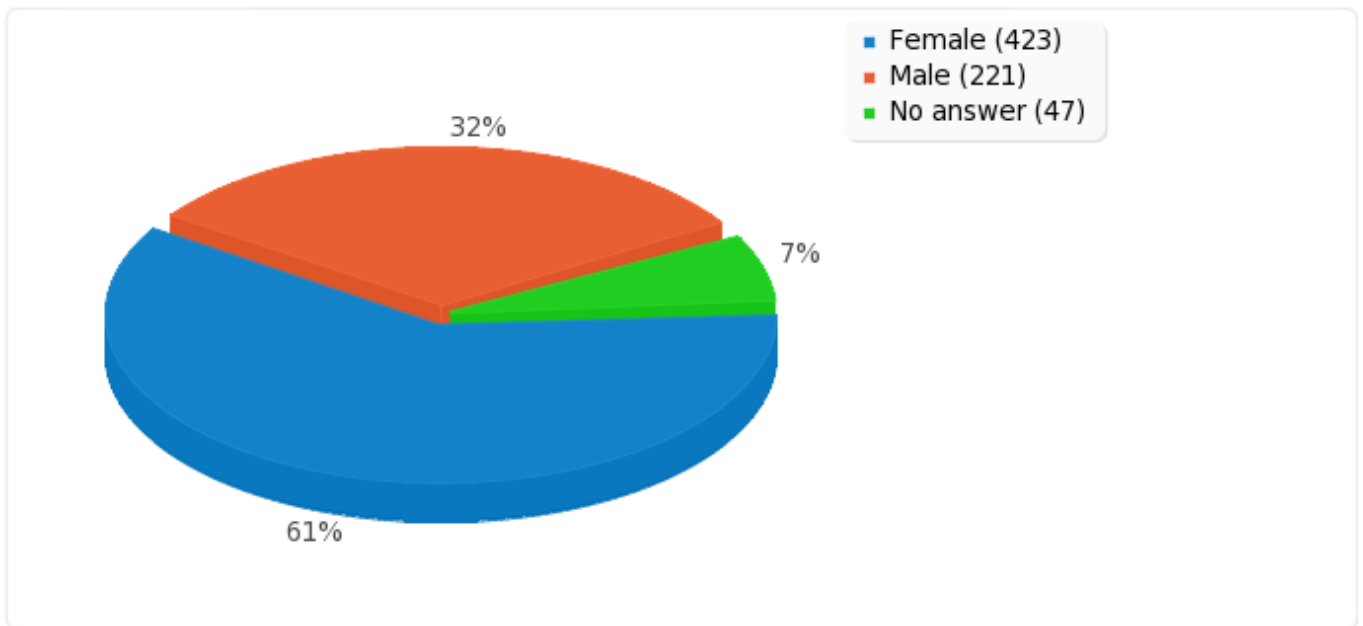


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 029

Are you male or female?





Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 030

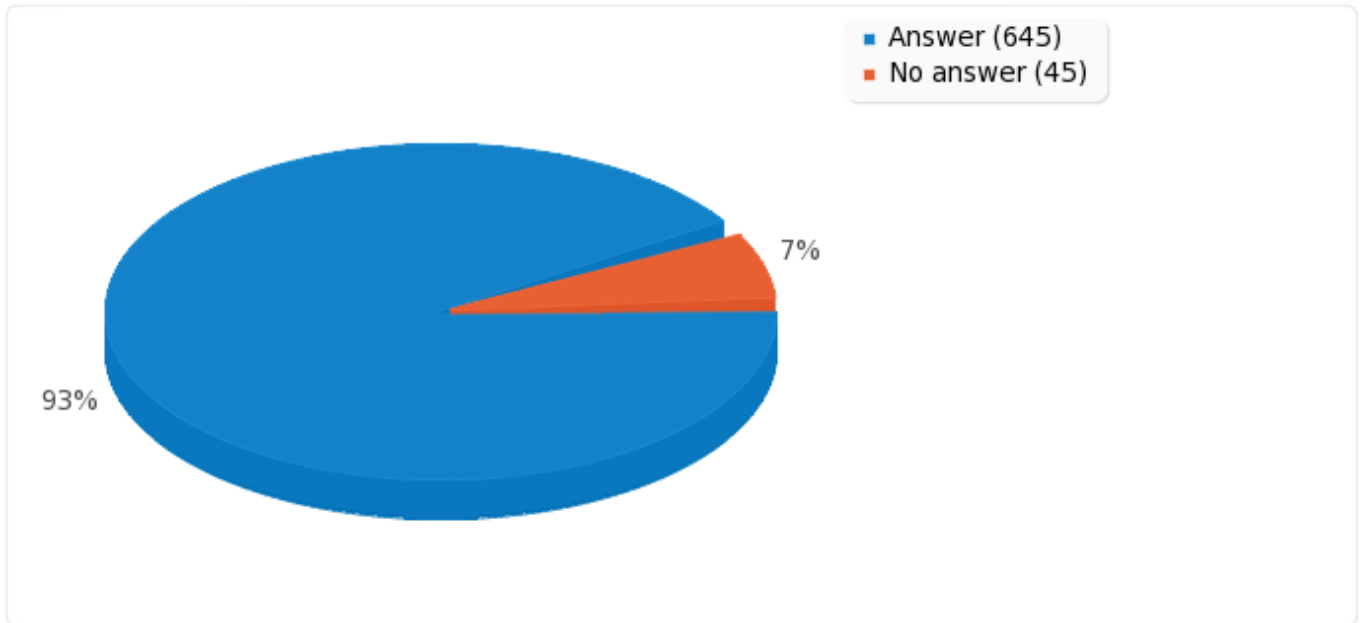
How old are you?

Answer	Count	Percentage
Answer	645	93.48%
No answer	45	6.52%



Field summary for 030

How old are you?





Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 031

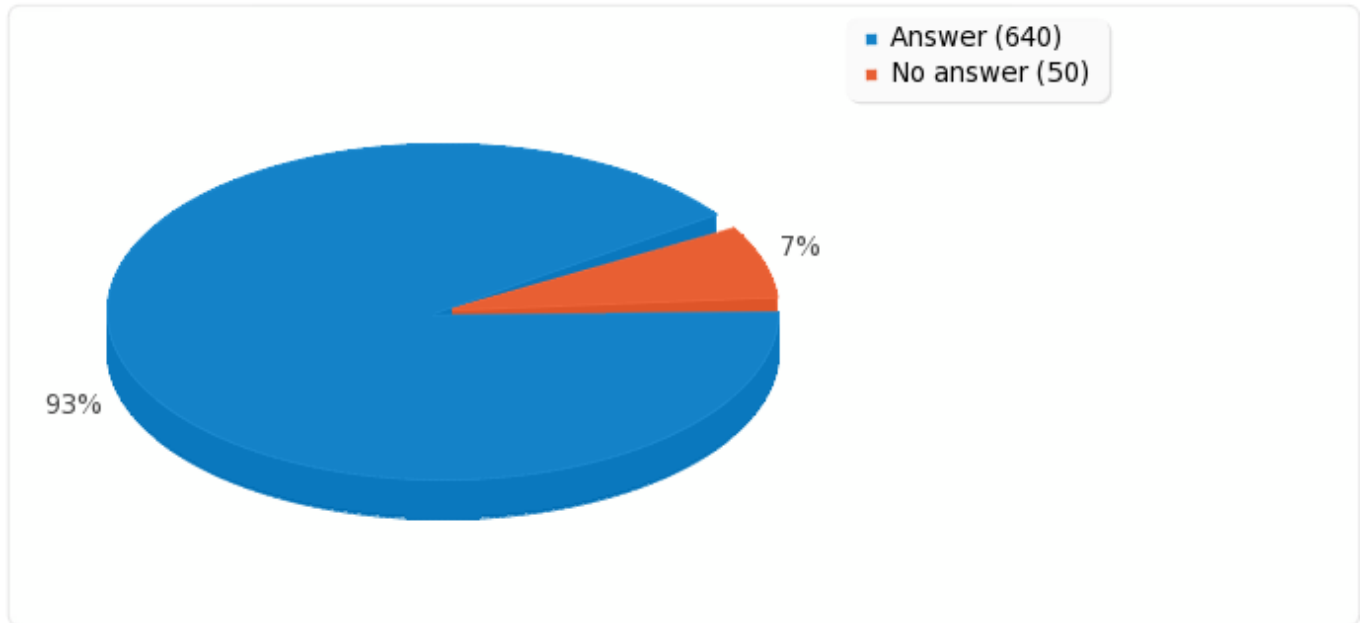
How many years have you been attending this Practice?

Answer	Count	Percentage
Answer	640	92.75%
No answer	50	7.25%



Field summary for 031

How many years have you been attending this Practice?





Field summary for 032

What is your ethnic group?

Answer	Count	Percentage
White British (A1)	512	74.31%
White Irish (A2)	6	0.87%
Other White Background (A3)	8	1.16%
Black or Black British (A4)	15	2.18%
African (A5)	4	0.58%
Caribbean (A6)	5	0.73%
Other Black Background (A7)	0	0.00%
White & Asian (A8)	17	2.47%
White & Black African (A9)	1	0.15%
White & Black Caribbean (10)	0	0.00%
Other Mixed Background (11)	2	0.29%
Bangladeshi (12)	0	0.00%
Indian (13)	9	1.31%
Pakistani (14)	1	0.15%
Other Asian Background (15)	1	0.15%
Chinese (16)	3	0.44%
Other Ethnic Group (17)	7	1.02%
I Do Not Wish To Disclose (18)	1	0.15%
No answer	97	14.08%



Field summary for 032

What is your ethnic group?

