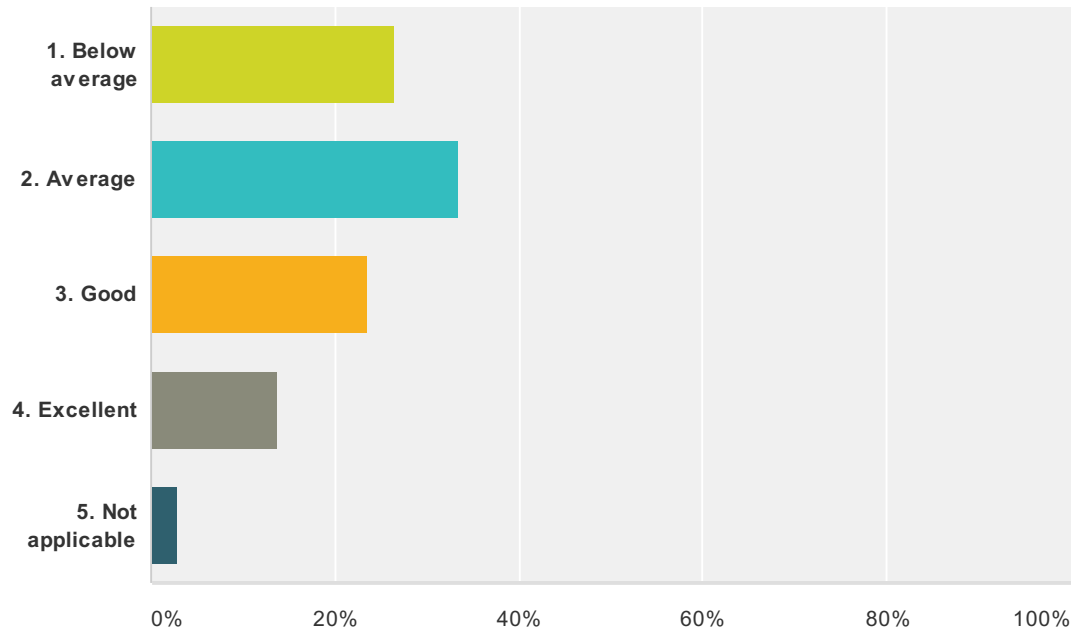


Q1 How do you rate being able to get through on the telephone?

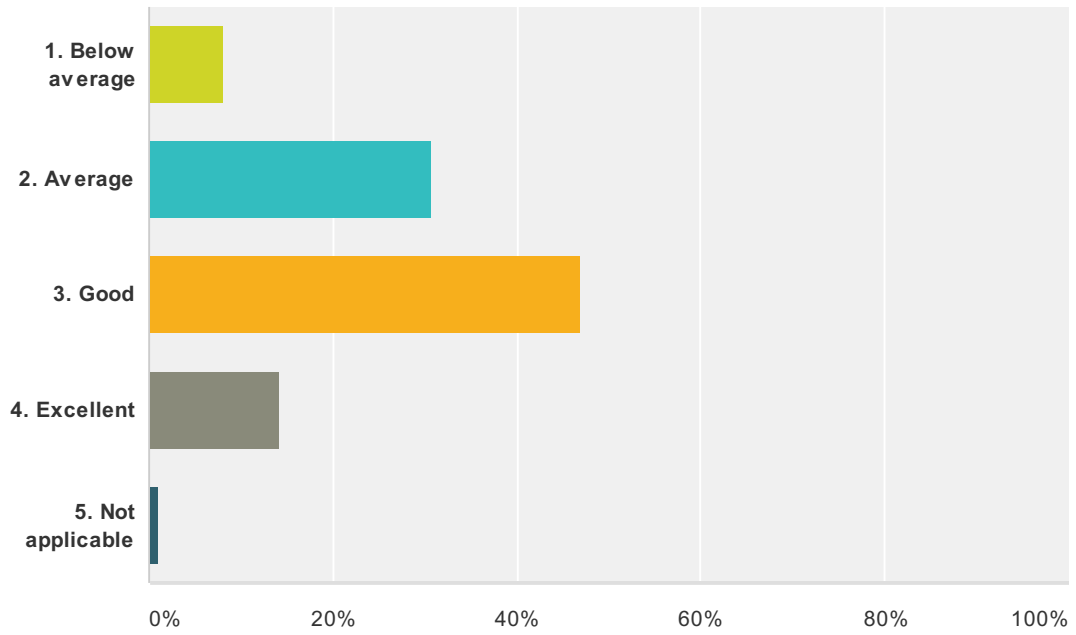
Answered: 102 Skipped: 0



Answer Choices	Responses
1. Below average	26.47% 27
2. Average	33.33% 34
3. Good	23.53% 24
4. Excellent	13.73% 14
5. Not applicable	2.94% 3
Total Respondents: 102	

Q2 How do you rate when we are open for appointments?

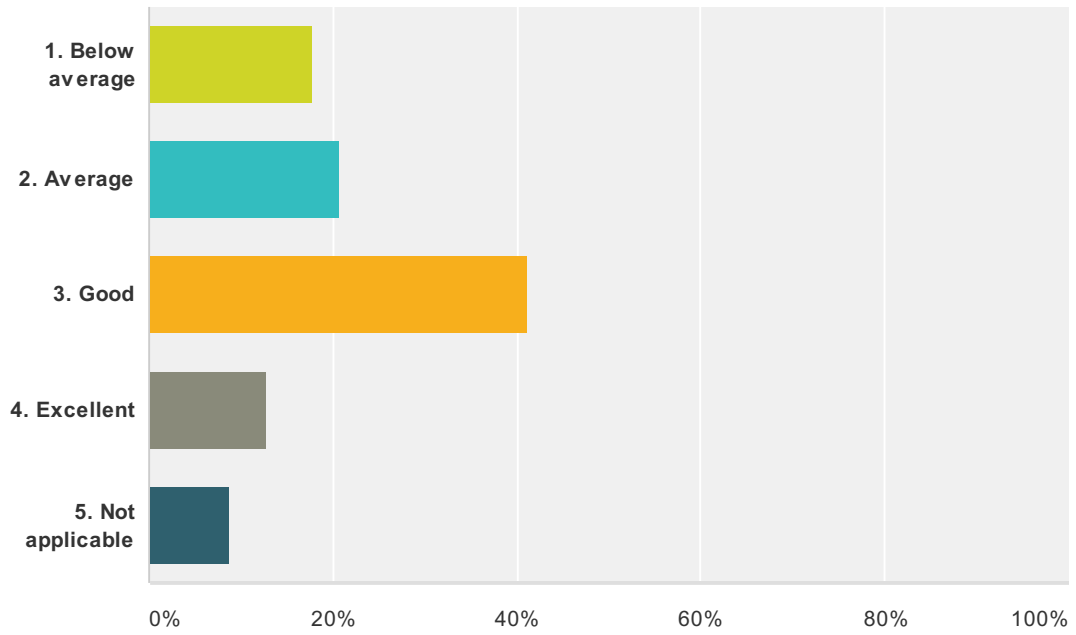
Answered: 98 Skipped: 4



Answer Choices	Responses
1. Below average	8.16% 8
2. Average	30.61% 30
3. Good	46.94% 46
4. Excellent	14.29% 14
5. Not applicable	1.02% 1
Total Respondents: 98	

Q3 How do you rate being able to access a GP for an urgent problem?

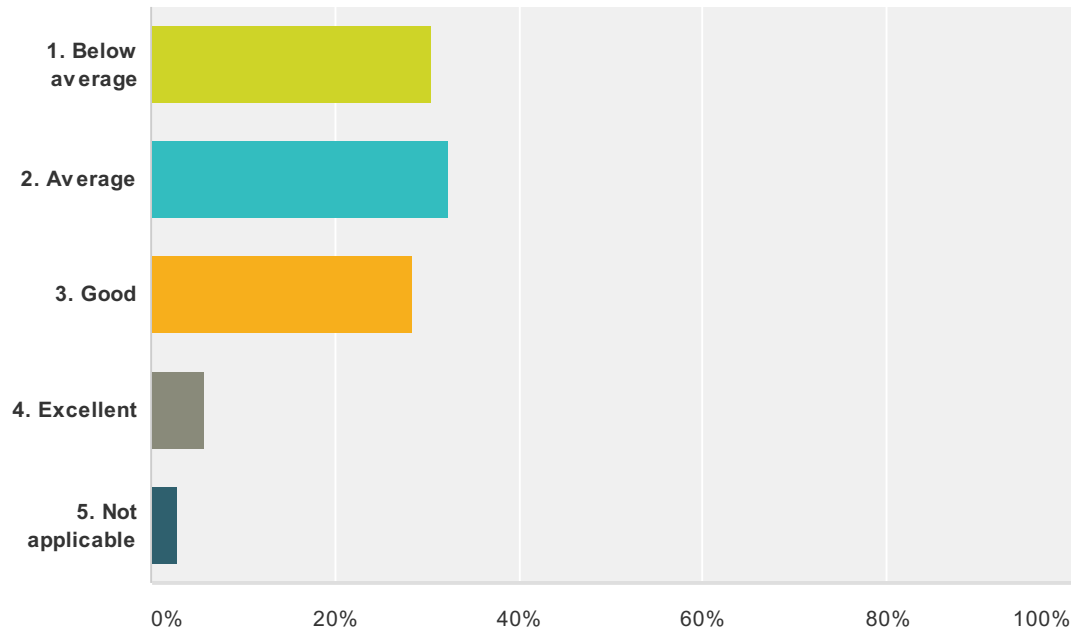
Answered: 102 Skipped: 0



Answer Choices	Responses	
1. Below average	17.65%	18
2. Average	20.59%	21
3. Good	41.18%	42
4. Excellent	12.75%	13
5. Not applicable	8.82%	9
Total Respondents: 102		

Q4 How do you rate being able to access a GP for a non-urgent problem?

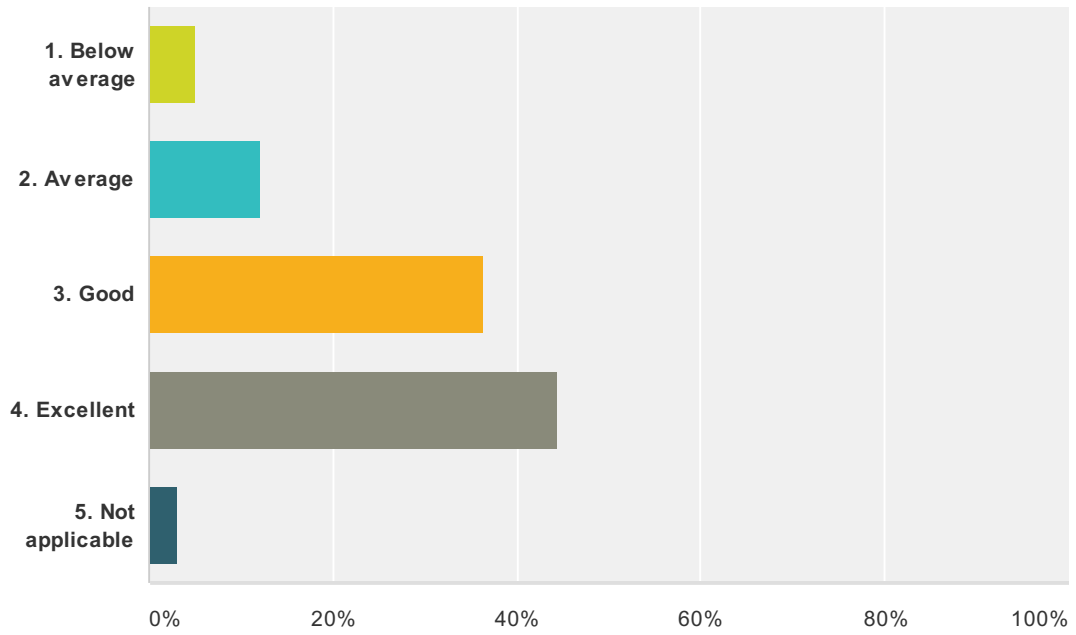
Answered: 102 Skipped: 0



Answer Choices	Responses	
1. Below average	30.39%	31
2. Average	32.35%	33
3. Good	28.43%	29
4. Excellent	5.88%	6
5. Not applicable	2.94%	3
Total Respondents: 102		

Q5 How well did the doctor listen to you and put you at ease?

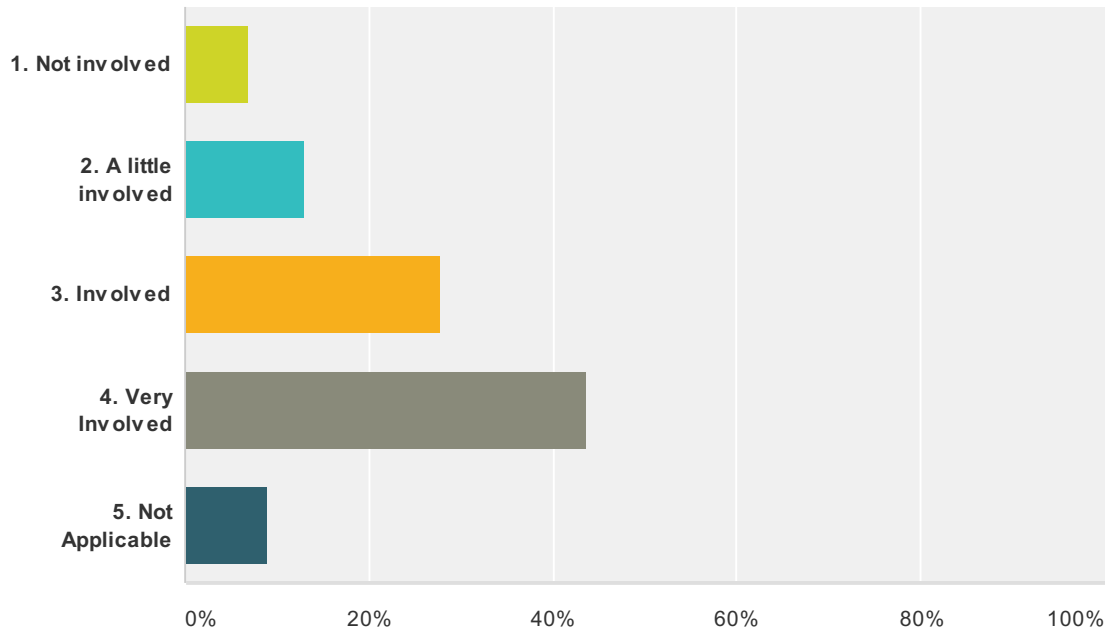
Answered: 99 Skipped: 3



Answer Choices	Responses
1. Below average	5.05% 5
2. Average	12.12% 12
3. Good	36.36% 36
4. Excellent	44.44% 44
5. Not applicable	3.03% 3
Total Respondents: 99	

Q6 How much were you involved in the decision about your care?

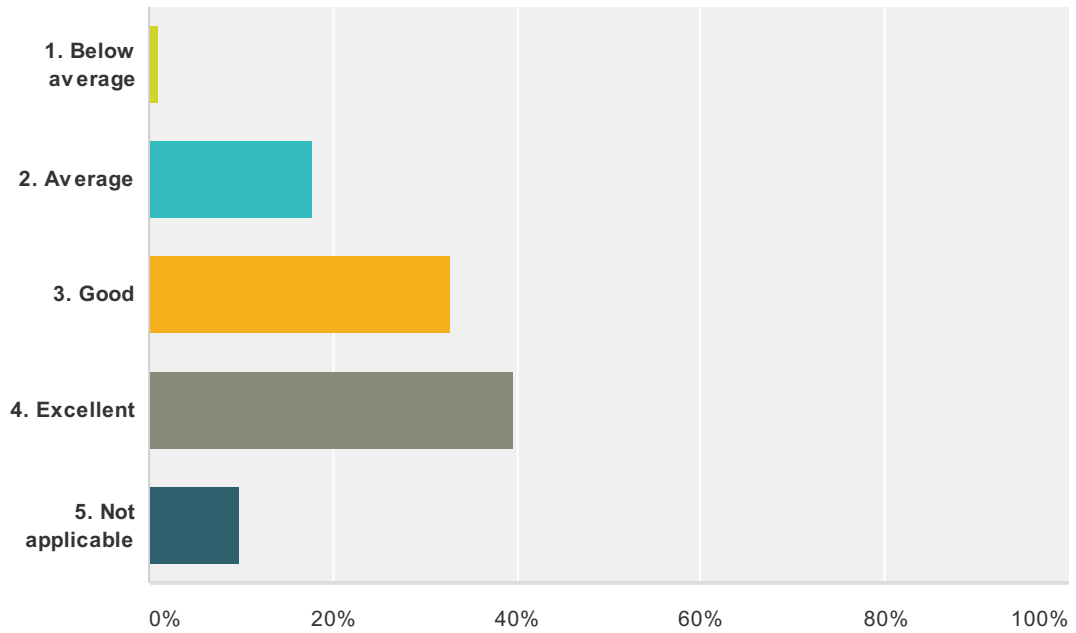
Answered: 101 Skipped: 1



Answer Choices	Responses
1. Not involved	6.93% 7
2. A little involved	12.87% 13
3. Involved	27.72% 28
4. Very Involved	43.56% 44
5. Not Applicable	8.91% 9
Total Respondents: 101	

Q7 How well was your problem and treatment explained?

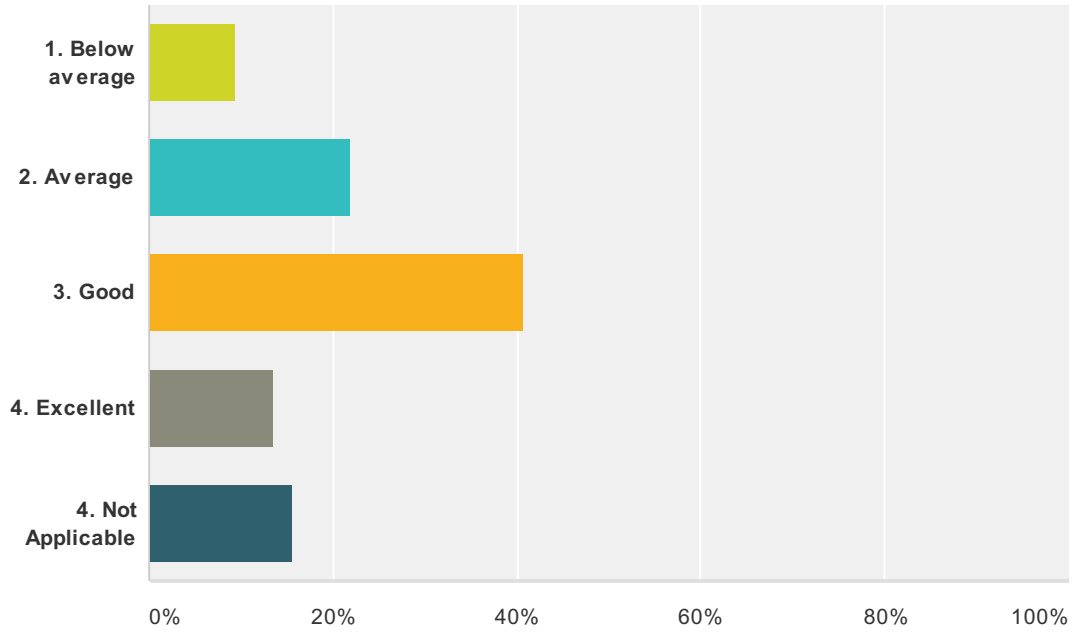
Answered: 101 Skipped: 1



Answer Choices	Responses
1. Below average	0.99% 1
2. Average	17.82% 18
3. Good	32.67% 33
4. Excellent	39.60% 40
5. Not applicable	9.90% 10
Total Respondents: 101	

Q8 How do you rate the accessibility of our Nursing team?

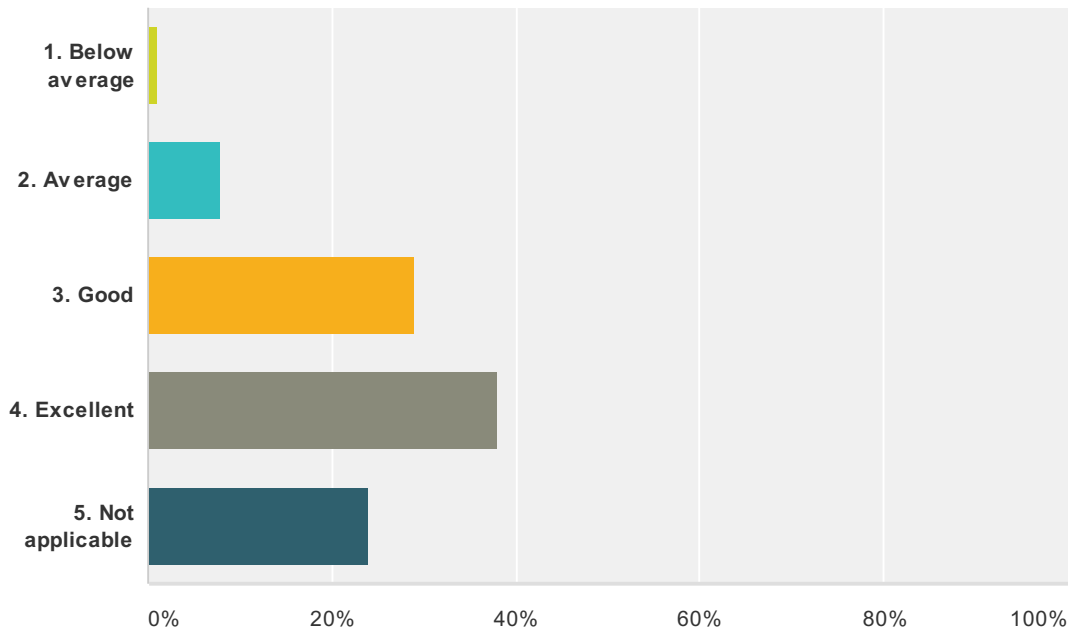
Answered: 96 Skipped: 6



Answer Choices	Responses	Count
1. Below average	9.38%	9
2. Average	21.88%	21
3. Good	40.63%	39
4. Excellent	13.54%	13
4. Not Applicable	15.63%	15
Total Respondents: 96		

Q9 How do you rate the treatment of our Nursing Team during your last consultation?

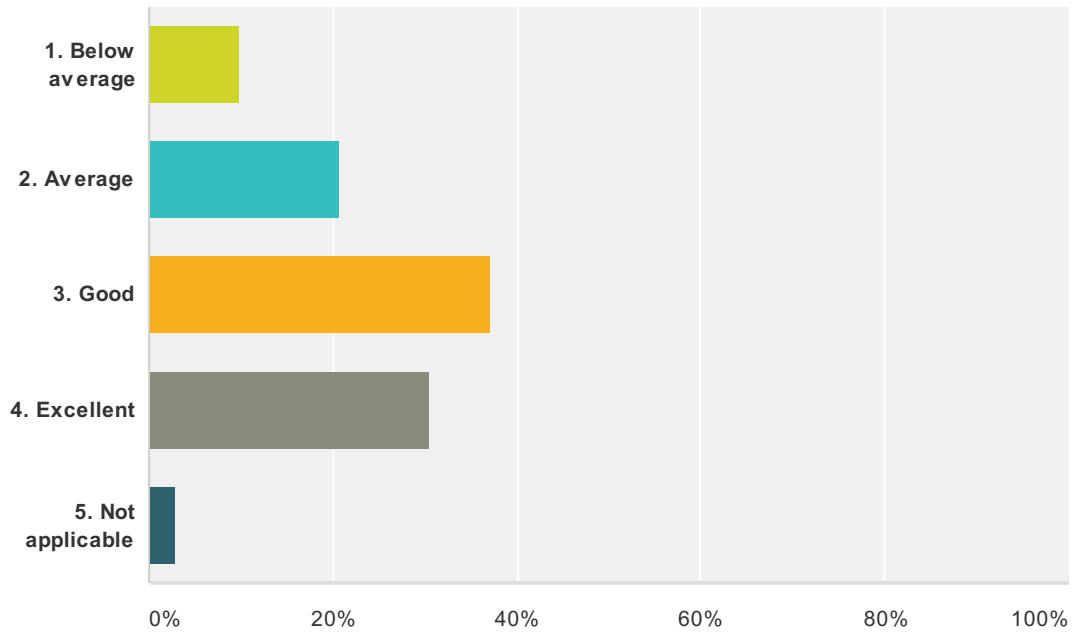
Answered: 100 Skipped: 2



Answer Choices	Responses
1. Below average	1% 1
2. Average	8% 8
3. Good	29.00% 29
4. Excellent	38% 38
5. Not applicable	24% 24
Total Respondents: 100	

Q10 How do you rate your treatment by our receptionists?

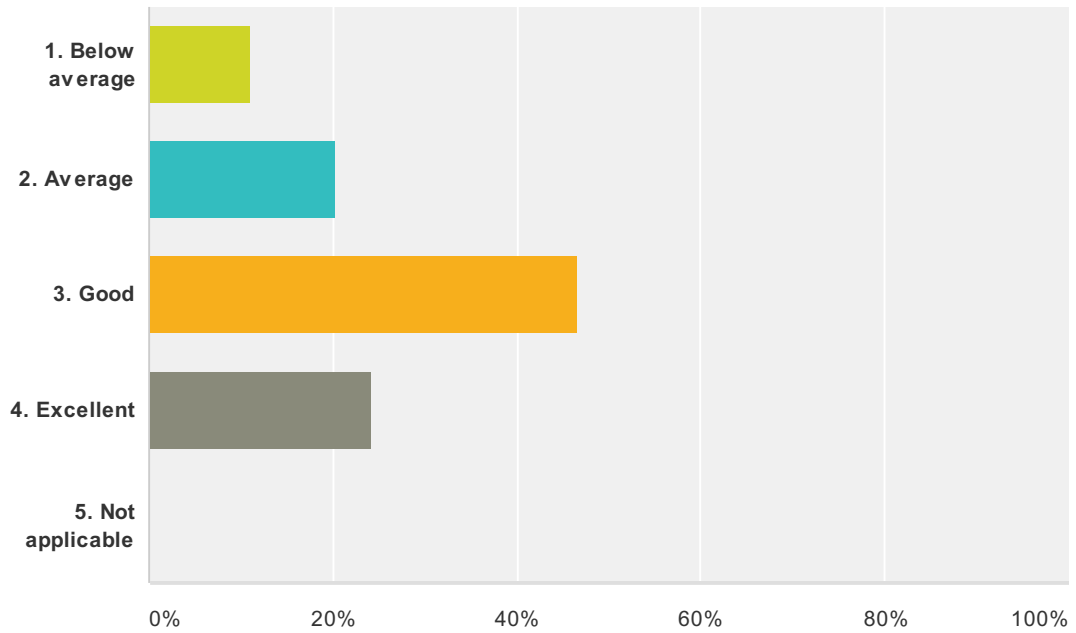
Answered: 102 Skipped: 0



Answer Choices	Responses	
1. Below average	9.80%	10
2. Average	20.59%	21
3. Good	37.25%	38
4. Excellent	30.39%	31
5. Not applicable	2.94%	3
Total Respondents: 102		

Q11 How do you rate the services we offer?

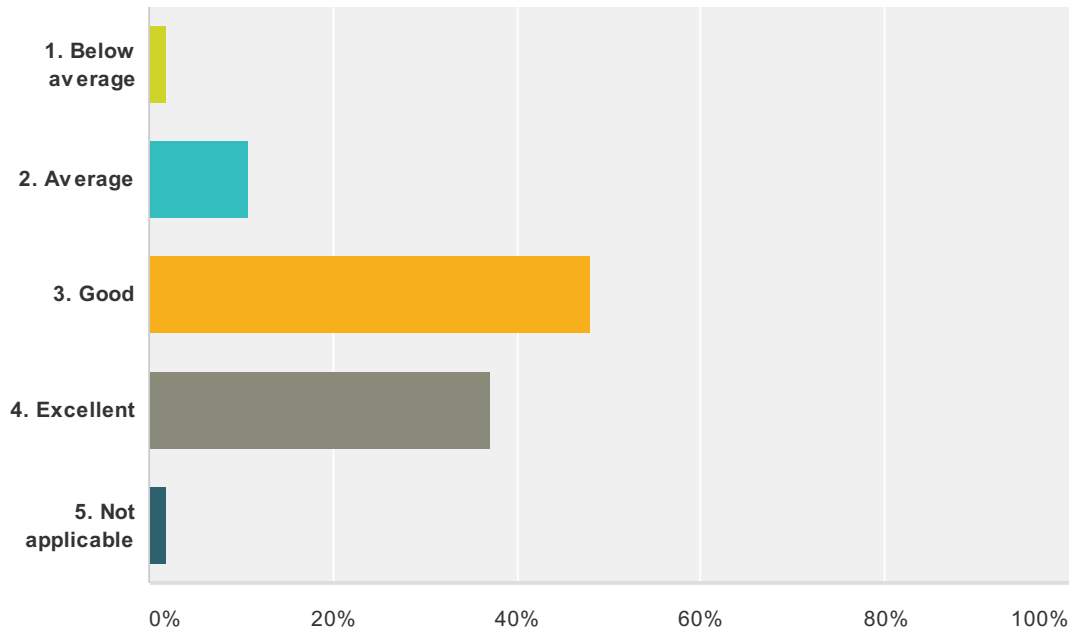
Answered: 99 Skipped: 3



Answer Choices	Responses	
1. Below average	11.11%	11
2. Average	20.20%	20
3. Good	46.46%	46
4. Excellent	24.24%	24
5. Not applicable	0%	0
Total Respondents: 99		

Q12 How do you rate the cleanliness and tidiness of the surgery?

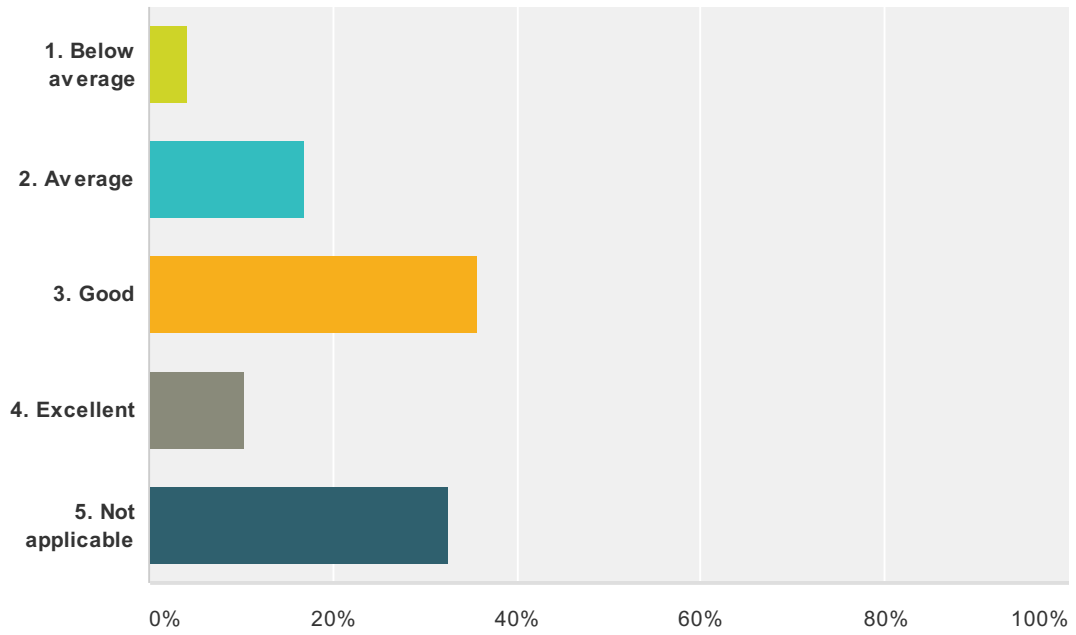
Answered: 102 Skipped: 0



Answer Choices	Responses
1. Below average	1.96% 2
2. Average	10.78% 11
3. Good	48.04% 49
4. Excellent	37.25% 38
5. Not applicable	1.96% 2
Total Respondents: 102	

Q13 How do you rate our Practice Website?

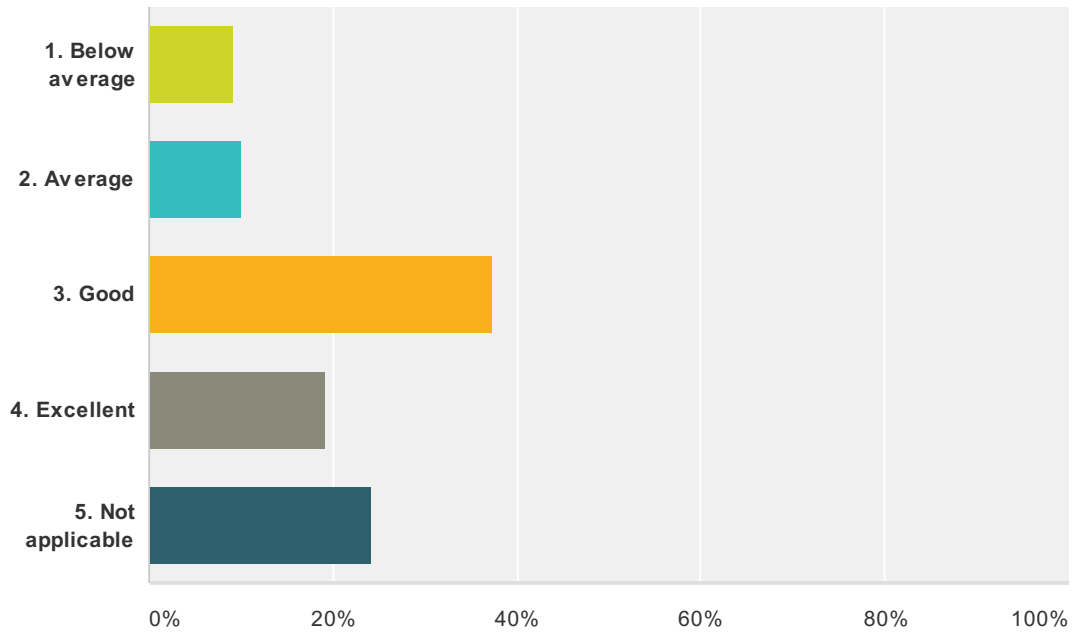
Answered: 95 Skipped: 7



Answer Choices	Responses
1. Below average	4.21% 4
2. Average	16.84% 16
3. Good	35.79% 34
4. Excellent	10.53% 10
5. Not applicable	32.63% 31
Total Respondents: 95	

Q14 How do you rate our management of your repeat prescriptions?

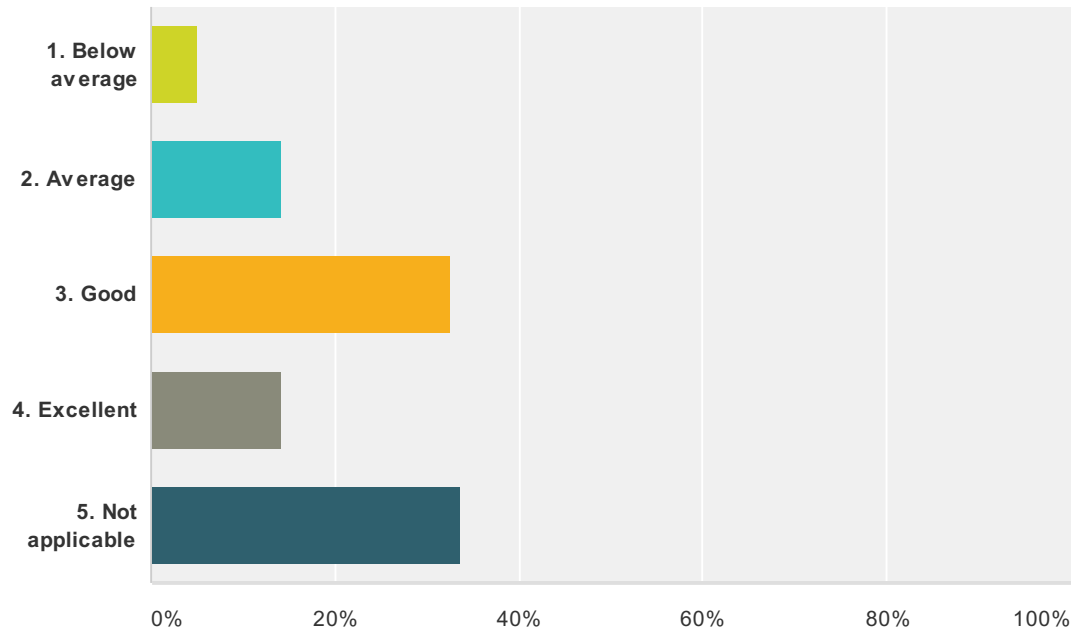
Answered: 99 Skipped: 3



Answer Choices	Responses
1. Below average	9.09% 9
2. Average	10.10% 10
3. Good	37.37% 37
4. Excellent	19.19% 19
5. Not applicable	24.24% 24
Total Respondents: 99	

Q15 How do you rate our correspondence via text message and letter?

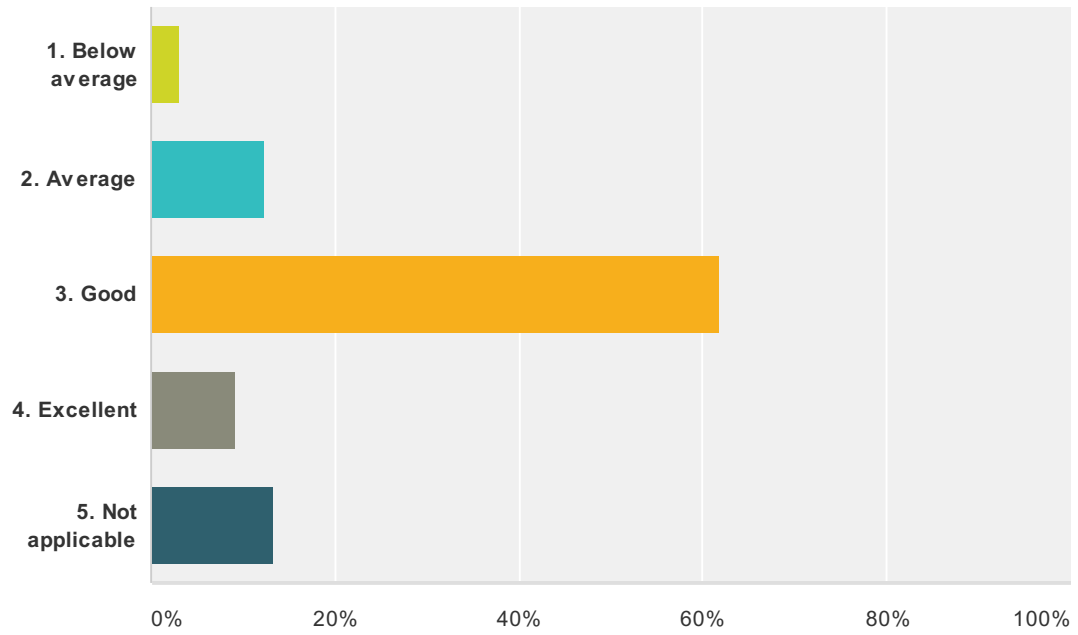
Answered: 98 Skipped: 4



Answer Choices	Responses	
1. Below average	5.10%	5
2. Average	14.29%	14
3. Good	32.65%	32
4. Excellent	14.29%	14
5. Not applicable	33.67%	33
Total Respondents: 98		

Q16 How do you rate the Practice's health promotion posters/leaflets?

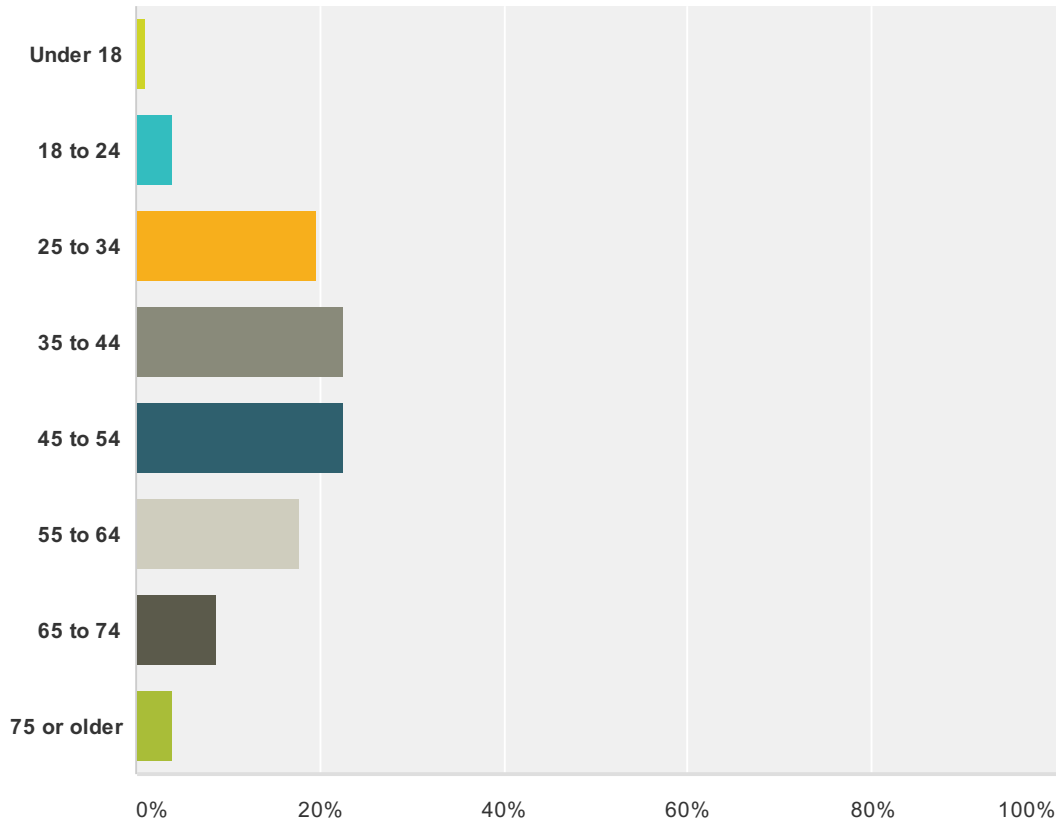
Answered: 97 Skipped: 5



Answer Choices	Responses
1. Below average	3.09% 3
2. Average	12.37% 12
3. Good	61.86% 60
4. Excellent	9.28% 9
5. Not applicable	13.40% 13
Total Respondents: 97	

Q17 What is your age?

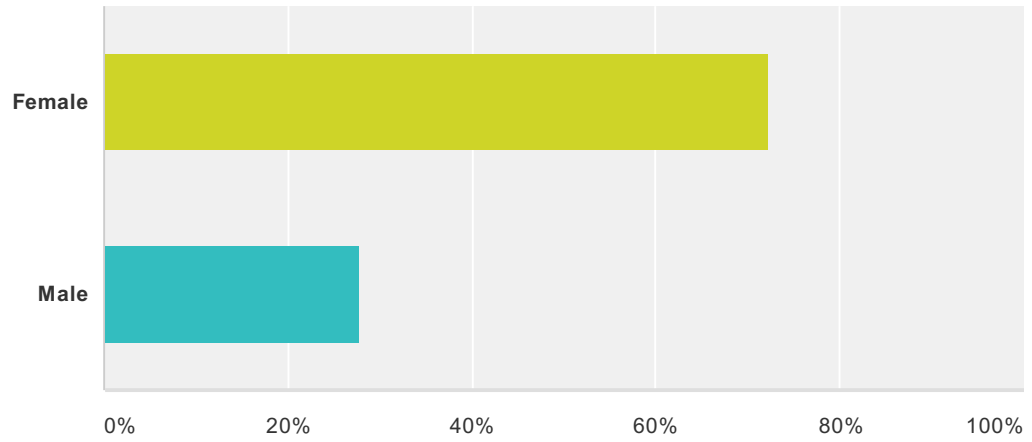
Answered: 102 Skipped: 0



Answer Choices	Responses
Under 18	0.98% 1
18 to 24	3.92% 4
25 to 34	19.61% 20
35 to 44	22.55% 23
45 to 54	22.55% 23
55 to 64	17.65% 18
65 to 74	8.82% 9
75 or older	3.92% 4
Total	102

Q18 What is your gender?

Answered: 101 Skipped: 1

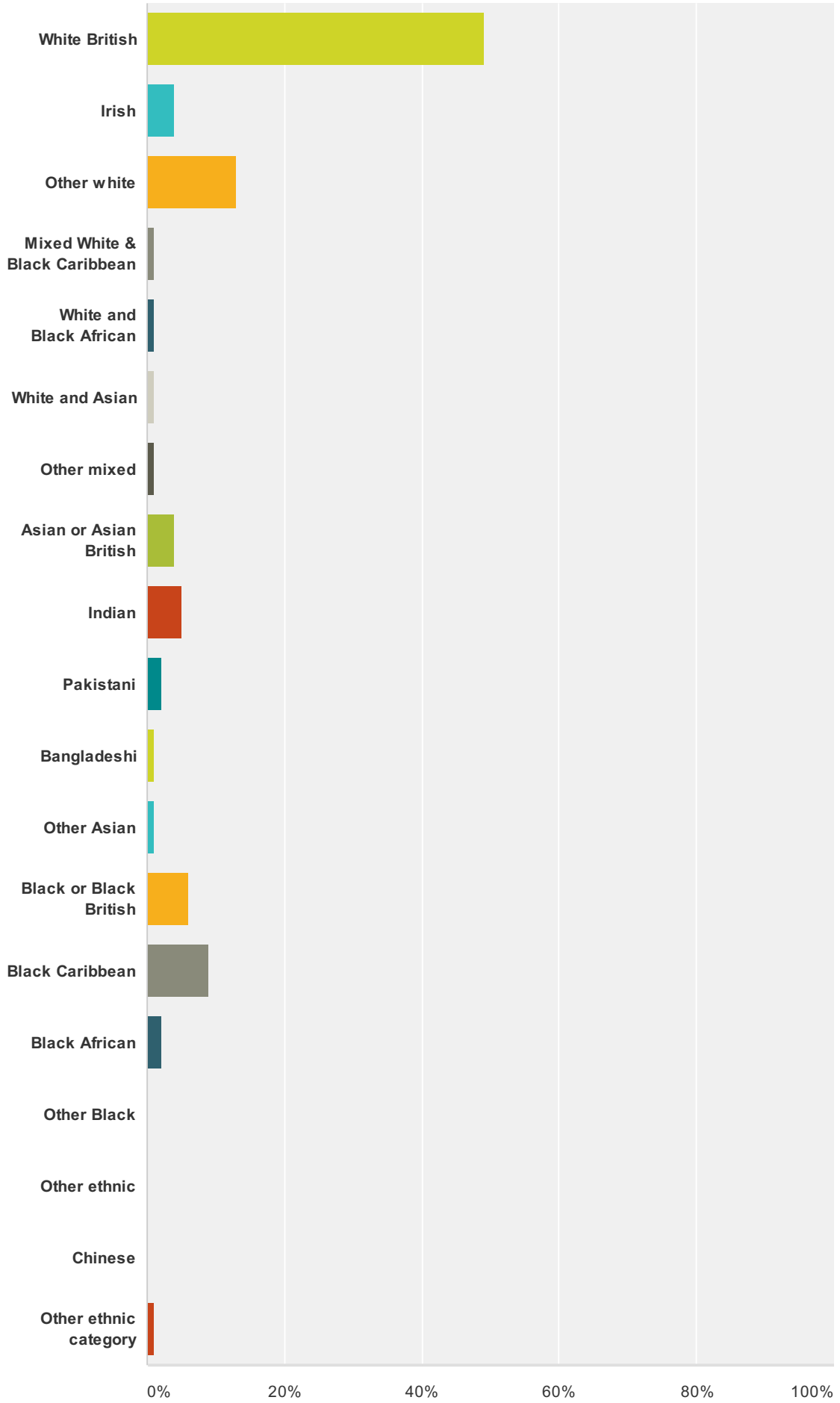


Answer Choices	Responses
Female	72.28% 73
Male	27.72% 28
Total	101

Q19 What is your ethnicity? (Please select all that apply.)

Answered: 100 Skipped: 2

Streatham Common Practice Survey 2014

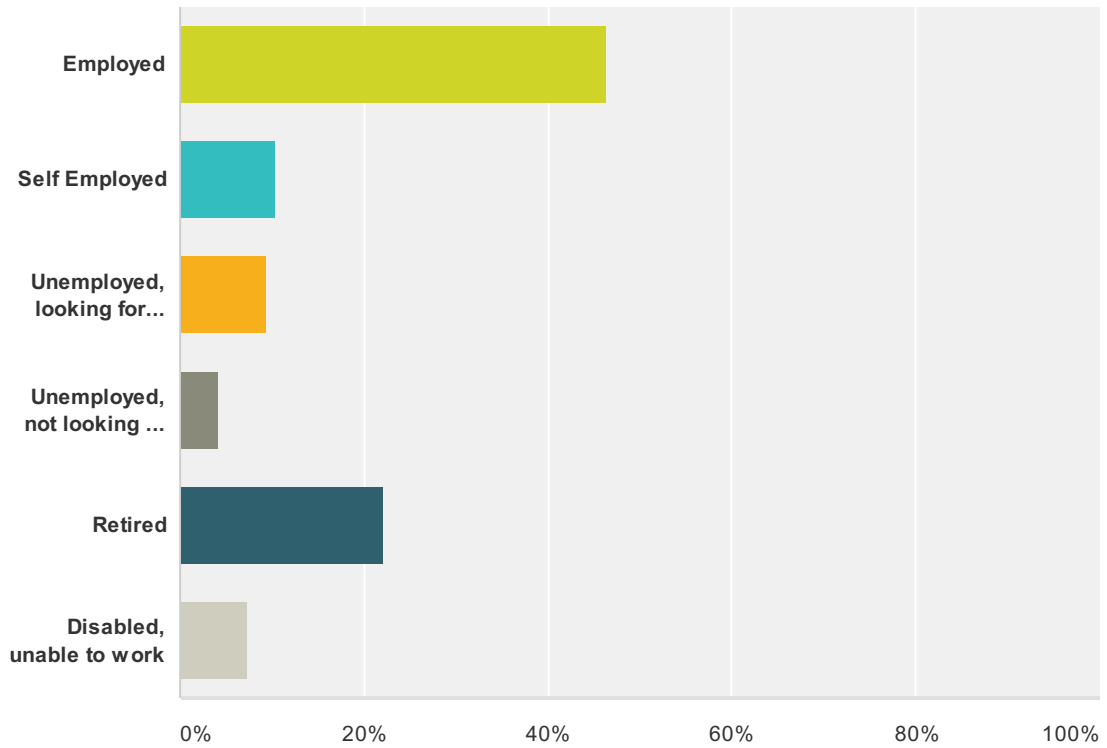


Streatham Common Practice Survey 2014

Answer Choices	Responses	
White British	49%	49
Irish	4%	4
Other white	13%	13
Mixed White & Black Caribbean	1%	1
White and Black African	1%	1
White and Asian	1%	1
Other mixed	1%	1
Asian or Asian British	4%	4
Indian	5%	5
Pakistani	2%	2
Bangladeshi	1%	1
Other Asian	1%	1
Black or Black British	6%	6
Black Caribbean	9%	9
Black African	2%	2
Other Black	0%	0
Other ethnic	0%	0
Chinese	0%	0
Other ethnic category	1%	1
Total Respondents: 100		

Q20 Which of the following categories best describes your employment status?

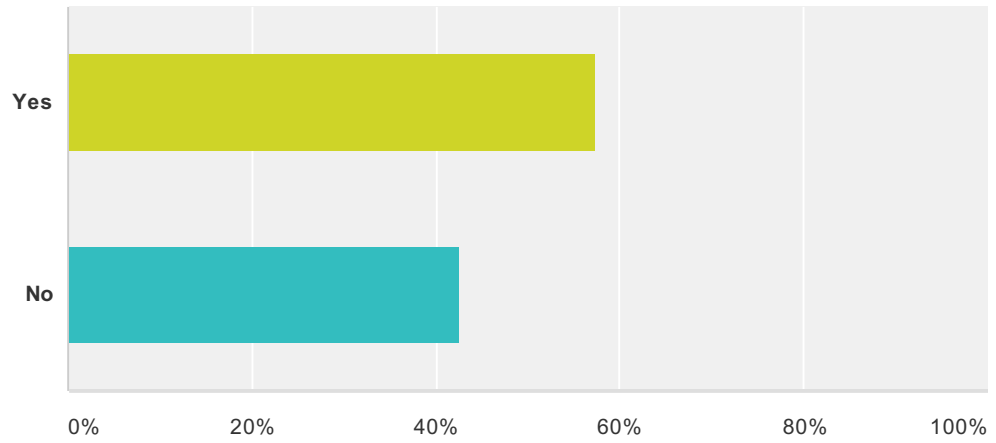
Answered: 95 Skipped: 7



Answer Choices	Responses
Employed	46.32% 44
Self Employed	10.53% 10
Unemployed, looking for work	9.47% 9
Unemployed, not looking for work	4.21% 4
Retired	22.11% 21
Disabled, unable to work	7.37% 7
Total	95

Q21 Do you have any longstanding illnesses or problems?

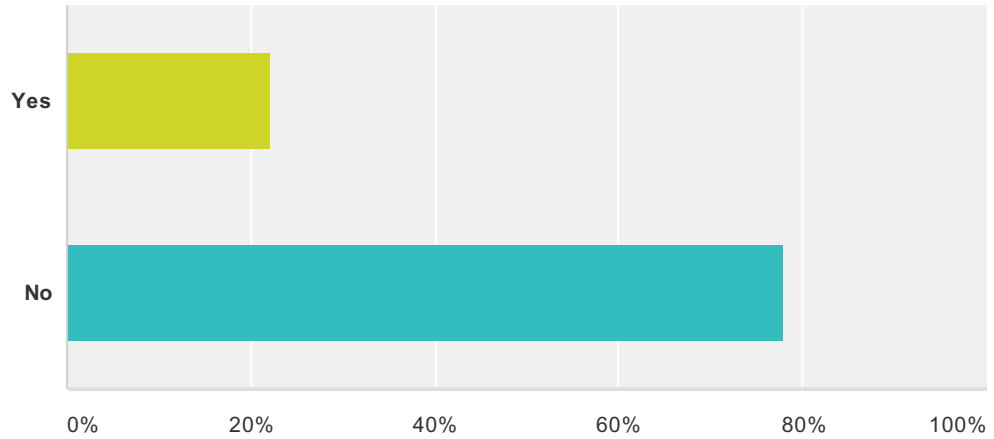
Answered: 101 Skipped: 1



Answer Choices	Responses	
Yes	57.43%	58
No	42.57%	43
Total Respondents: 101		

Q22 The Practice has an active Patient Participation Group who meets regularly to discuss patient services; would you be interested in joining? For further details, please contact Jenni Rogers 07754 173651, Patient Participation Group Lead.

Answered: 99 Skipped: 3



Answer Choices	Responses	
Yes	22.22%	22
No	77.78%	77
Total Respondents: 99		