












1. Which surgery do you use most regularly?

		Response Percent	Response Count
Darley Dale		27.5%	68
Winsters		59.5%	147
Youlgreave		13.0%	32
answered question			247
skipped question			0

2. How easy do find it to telephone the surgery?

		Response Percent	Response Count
Very easy		69.2%	171
Fairly easy		28.7%	71
Not very easy		1.2%	3
Not at all easy		0.8%	2
Please add any comments			26
answered question			247
skipped question			0

3. How easy do you find it to make an advance appointment to see a doctor?(By advance, we mean more than 2 days in advance)






		Response Percent	Response Count
Very easy		55.2%	133
Fairly easy		34.0%	82
Not very easy		7.9%	19
Not at all easy		2.9%	7

Please add any comments in support of your rating 30

answered question 241

skipped question 6

4. How easy is it to make a same day appointment with a doctor?





		Response Percent	Response Count
Very easy		18.8%	45
Fairly easy		47.5%	114
Not very easy		15.8%	38
Not at all easy		8.8%	21
Never tried to make a same day appointment		9.2%	22

Please add any comments in support of your rating 33

answered question 240

skipped question 7

5. How easy would you find it to travel to one of our other surgery's(Darley Dale, Winster or Youlgreave) to attend an urgent appointment?

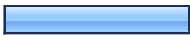



		Response Percent	Response Count
Very easy		34.0%	83
Fairly easy		42.6%	104
Not very easy		14.3%	35
Not at all easy		9.0%	22

Please add any comments in support of your rating 30

answered question 244

skipped question 3

6. How easy do you find it to speak to a doctor on the telephone?





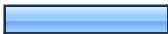
		Response Percent	Response Count
Very easy		29.4%	53
Fairly easy		49.4%	89
Not very easy		16.1%	29
Not at all easy		5.0%	9

Please add any comments in support of this rating 79

answered question 180

skipped question 67

7. If you telephone to speak to a doctor how soon would you expect to speak to that doctor?

		Response Percent	Response Count
Immediately		4.0%	9
Within 30 minutes		18.8%	42
Within 1 hour		30.0%	67
Within 3 hours		21.1%	47
Anytime that day		26.0%	58

Please add any comments in support of that rating.

40






answered question

223

skipped question

24

8. How helpful would you find it to be able to email a doctor as an alternative to a telephone call or face to face consultation?

		Response Percent	Response Count
Extremely helpful		21.9%	48
Very helpful		17.8%	39
Moderately helpful		25.6%	56
Not that helpful		24.7%	54
Not at all helpful		10.0%	22

Please add any comments in support of your rating.

41



answered question

219



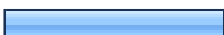
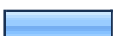
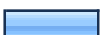
skipped question

28

9. Is there a particular Doctor you prefer to see?

		Response Percent	Response Count
Yes		49.6%	119
No		50.4%	121
answered question			240
skipped question			7

10. How important is it for you to see the doctor of your choice?

		Response Percent	Response Count
Extremely important		12.0%	29
Very important		20.7%	50
Moderately important		35.3%	85
Not very important		17.0%	41
Not at all important		14.9%	36
Please add any comments in support of your rating			39
answered question			241
skipped question			6

11. How often do you see the Doctor you prefer?

		Response Percent	Response Count
Always or most of the time		19.0%	46
A lot of the time		26.0%	63
Some of the time		23.1%	56
Never or almost never		4.5%	11
Not applicable as no preferred Dr		27.3%	66
answered question			242
skipped question			5



12. During a typical visit how much time does the Doctor spend with you?

		Response Percent	Response Count
Much too much		0.0%	0
Slightly too much		0.4%	1
About the right amount		92.6%	226
Slightly too little		6.1%	15
Much too little		0.8%	2
Please add any comments in support of your rating			25
answered question			244
skipped question			3

13. Thinking about all the times that you have seen a doctor at this surgery how well do you think they have done each of the following?

	Very well	Fairly well	Not very well	Not at all well	Never discussed	Rating Count
Provide advice on a longer term health conditions	53.1% (129)	28.8% (70)	0.4% (1)	0.8% (2)	16.9% (41)	243
Provide advice on leading a more healthy lifestyle	37.7% (90)	27.6% (66)	2.5% (6)	0.0% (0)	32.2% (77)	239
Provide information on health services available elsewhere	30.3% (72)	28.6% (68)	3.4% (8)	1.3% (3)	36.6% (87)	238
answered question						245
skipped question						2

14. Overall, how satisfied are you with the medical care you receive at your surgery?

		Response Percent	Response Count
Very satisfied		75.3%	177
Fairly satisfied		20.0%	47
Neither satisfied nor dissatisfied		2.1%	5
Not very satisfied		2.1%	5
Not at all satisfied		0.4%	1
Please add any comments in support of the above			36
answered question			235
skipped question			12

15. Are there any additional medical services services that you would like to see us provide?

	Response Count
	82
answered question	82
skipped question	165

16. If there is one thing you would change about the surgery, what would it be?

	Response Count
	122
answered question	122
skipped question	125