HATHERN

Which Surgery do you normally attend?

Number of Patients

- 2012/13
- 2013/14

Hathern

How many times in the last 12 months have you seen a GP from your practice?

%

- 2012/13
- 2013/14

None | Once or twice | Three or four times | Five or six times | Seven times or more

LOUGHBOROUGH

Which Surgery do you normally attend?

Number of Patients

- 2012/13
- 2013/14

Loughborough

How many times in the last 12 months have you seen a GP from your practice?

%

- 2012/13
- 2013/14

None | Once or twice | Three or four times | Five or six times | Seven times or more
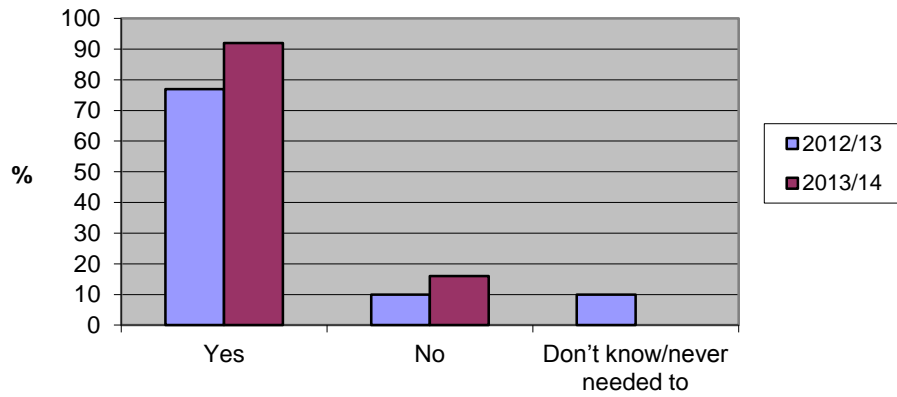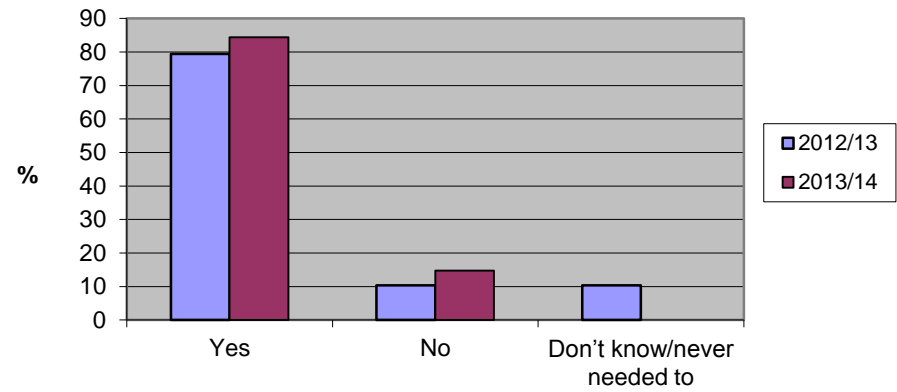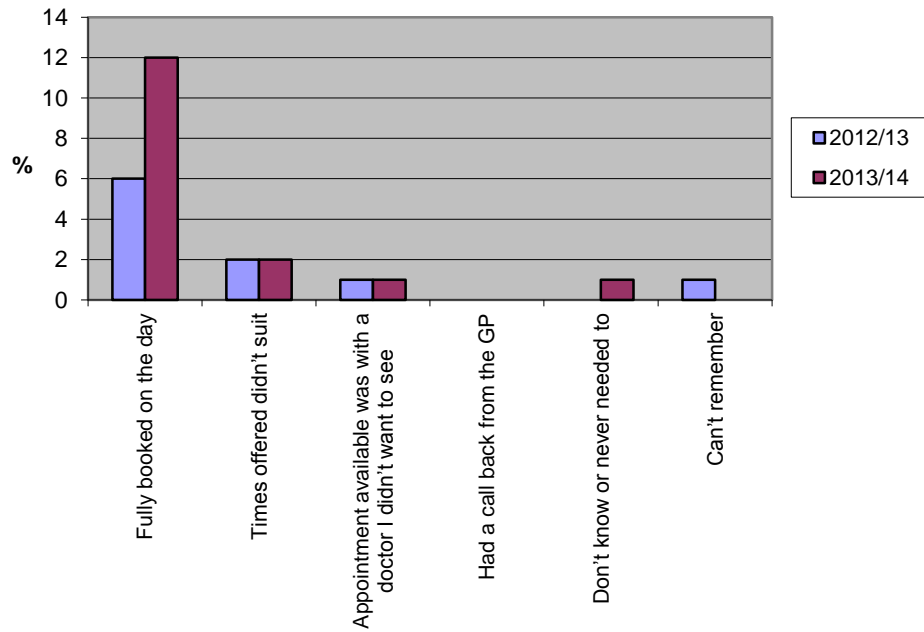
If you need to see a GP urgently, can you normally get seen on the same day?
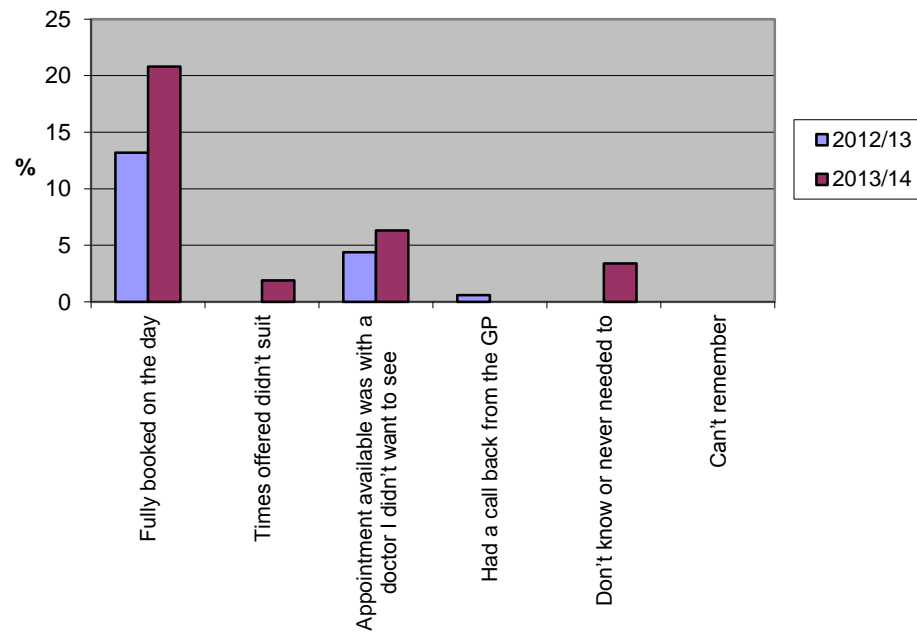

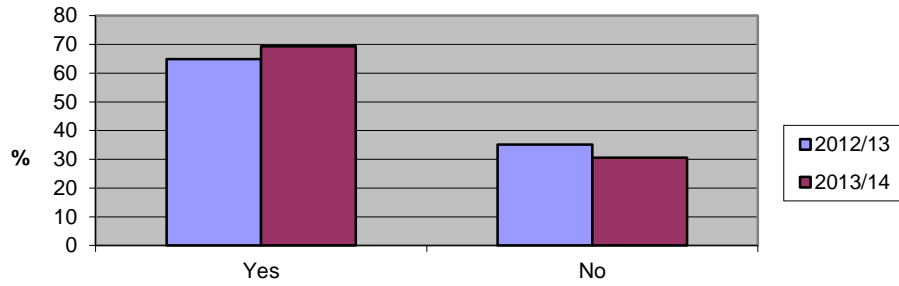## If you need to see a GP urgently, can you normally get seen on the same day?
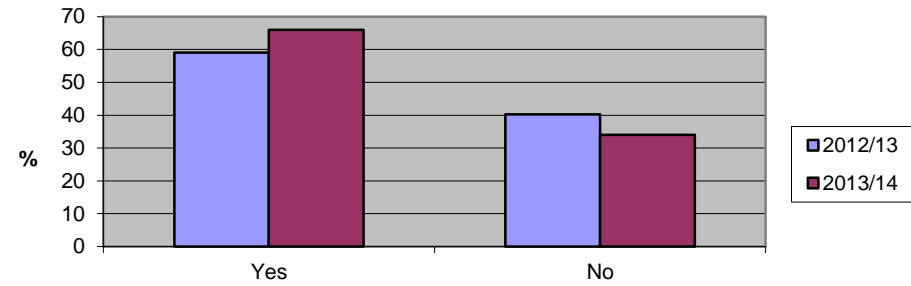

If you answered no, why not?

If you answered no, why not?

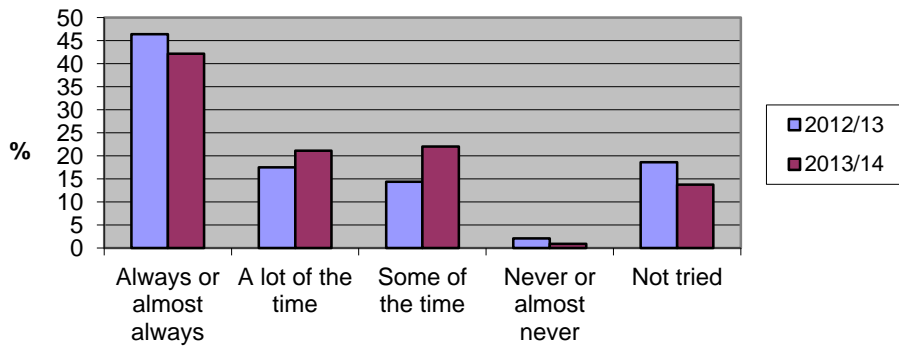**Do you know that you can book an appointment with a doctor or nurse up to 3-4 weeks in advance?**
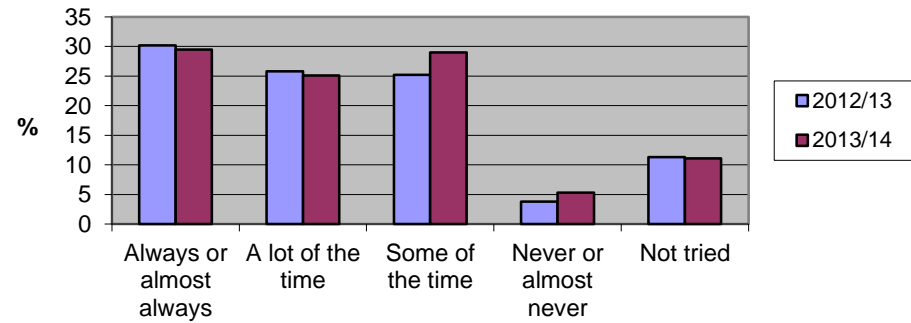
Yes / No

2012/13
2013/14

Do you know that you can book an appointment with a doctor or nurse up to 3-4 weeks in advance?

Yes / No

2012/13
2013/14

How often do you see the Doctor you prefer to see?

Always or almost always / A lot of the time / Some of the time / Never or almost never / Not tried

2012/13
2013/14

How often do you see the Doctor you prefer to see?

Always or almost always / A lot of the time / Some of the time / Never or almost never / Not tried

2012/13
2013/14

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

Legend: 2012/13, 2013/14

Categories: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, I'm not sure when my GP surgery is open

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

Legend: 2012/13, 2013/14
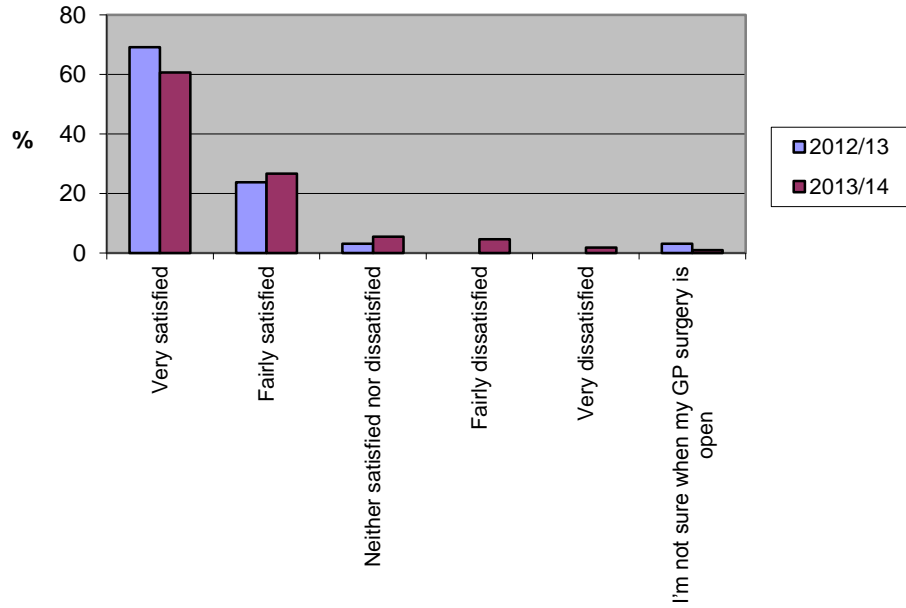
Categories: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, I'm not sure when my GP surgery is open

Are you aware of the GP early weekday & Saturday morning appointments?

Legend: 2012/13, 2013/14

Categories: Yes, No

Are you aware of the GP early weekday & Saturday morning appointments?
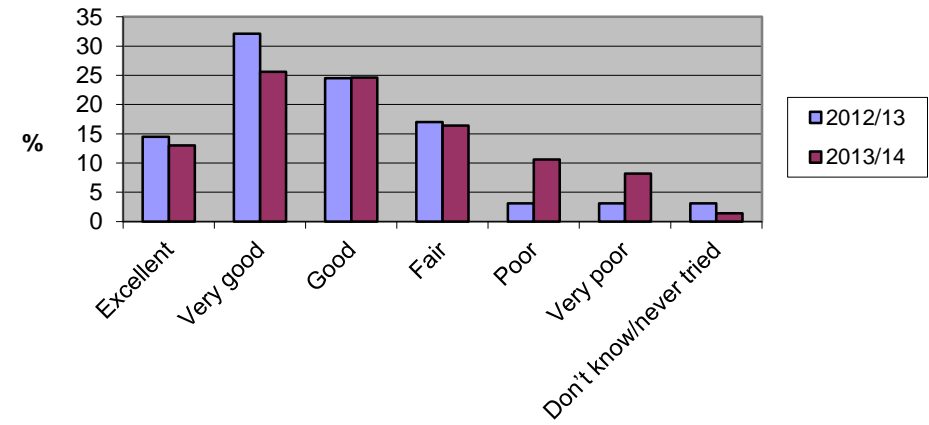
Legend: 2012/13, 2013/14

Categories: Yes, No

How easy is it to get an appointment with the practice nurse at your surgery?

Legend: 2012/13, 2013/14

Categories: Very easy, Fairly easy, Not very easy, Difficult, Very difficult, Not tried

How easy is it to get an appointment with the practice nurse at your surgery?

Legend: 2012/13, 2013/14

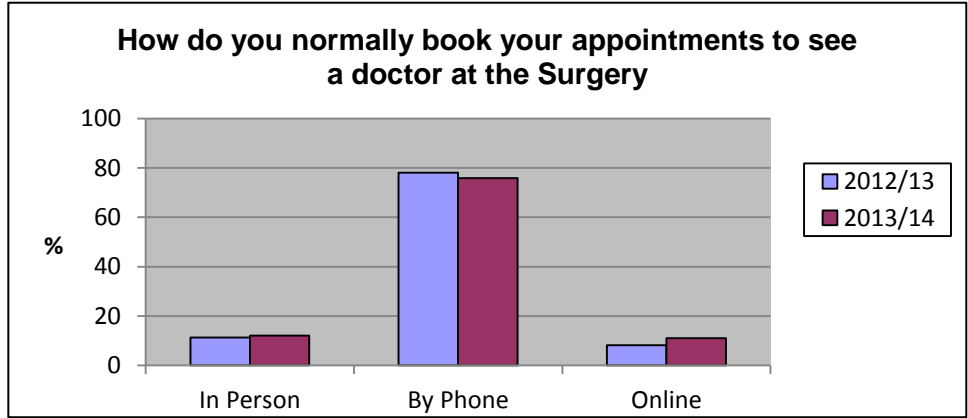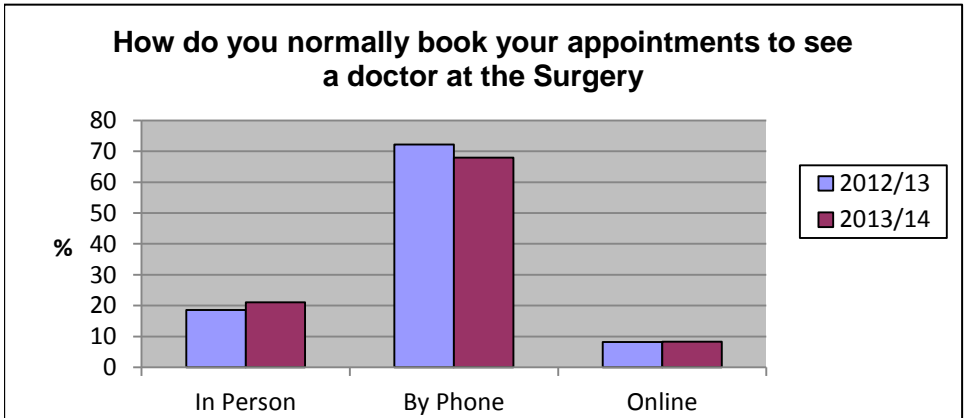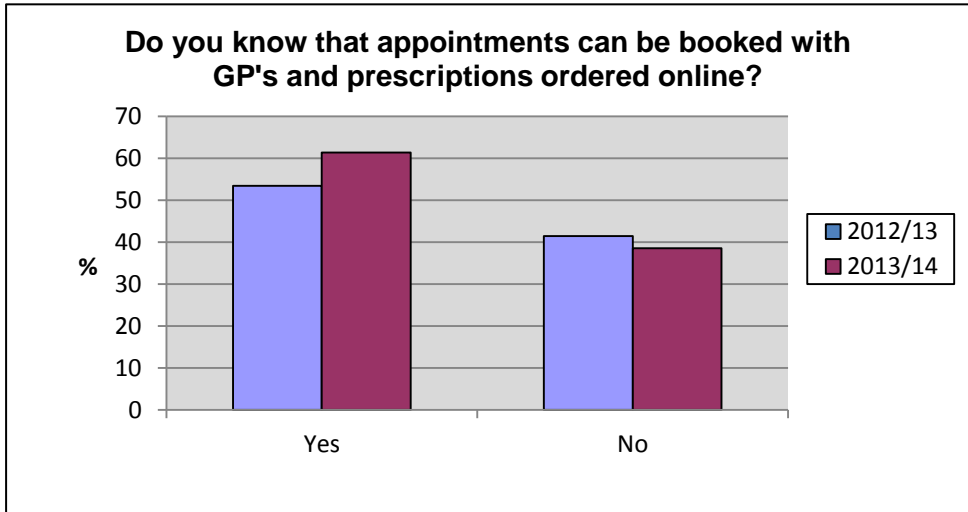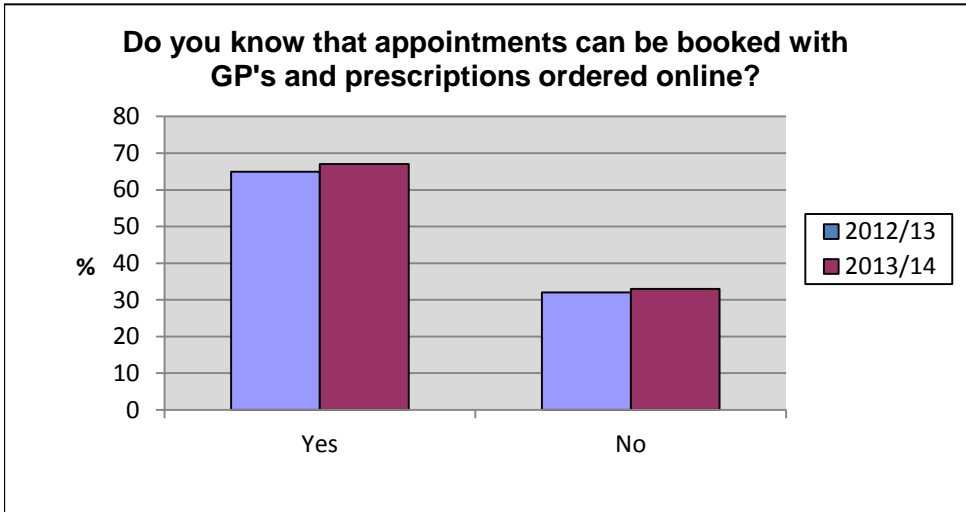Categories: Very easy, Fairly easy, Not very easy, Difficult, Very difficult, Not tried

Thinking of times you have phoned the surgery, how do you rate the ability to get through on the phone?

Legend: 2012/13, 2013/14

Categories: Excellent, Very good, Good, Fair, Poor, Very poor, Don't know/never tried

Thinking of times you have phoned the surgery, how do you rate the ability to get through on the phone?

Legend: 2012/13, 2013/14

Categories: Excellent, Very good, Good, Fair, Poor, Very poor, Don't know/never tried

Do you know that appointments can be booked with GP's and prescriptions ordered online?

Do you know that appointments can be booked with GP's and prescriptions ordered online?

How do you normally book your appointments to see a doctor at the Surgery
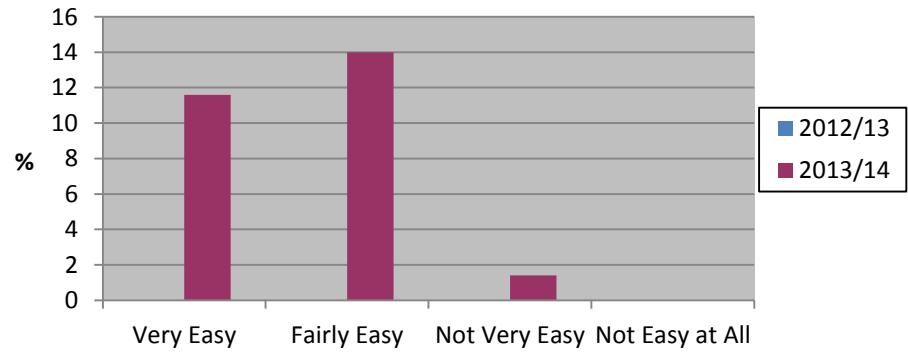

How do you normally book your appointments to see a doctor at the Surgery

Have you accessed the practice website?

Legend: 2012/13, 2013/14

Bar chart (%, scale 0–80):
- Yes: ~32
- No: ~67

Have you accessed the practice website?

Legend: 2012/13, 2013/14

Bar chart (%, scale 0–80):
- Yes: ~26
- No: ~72

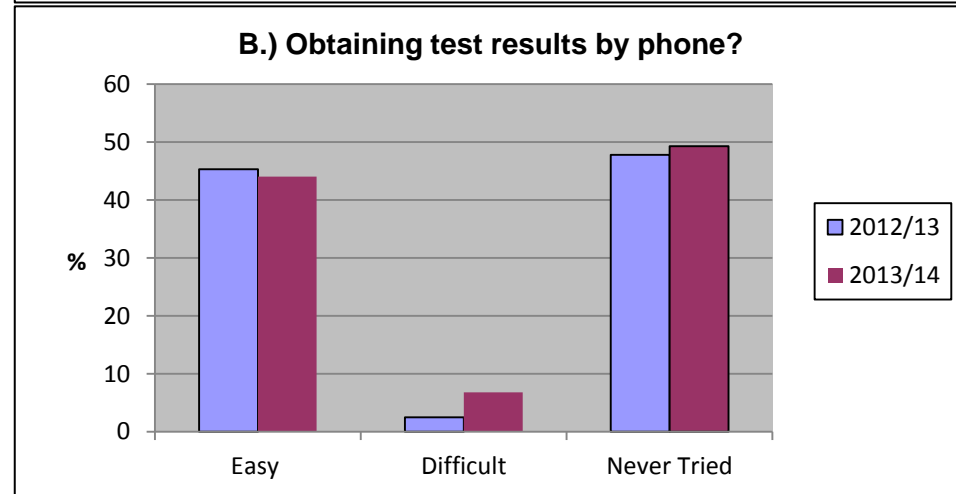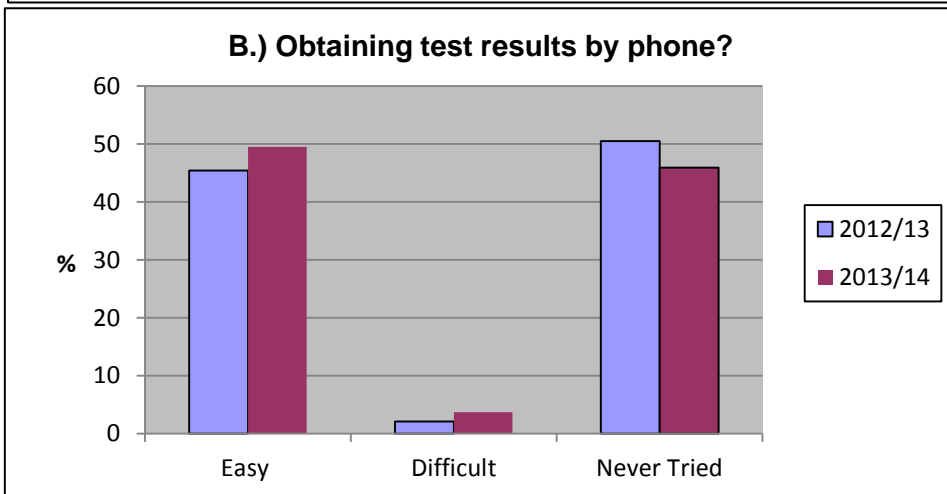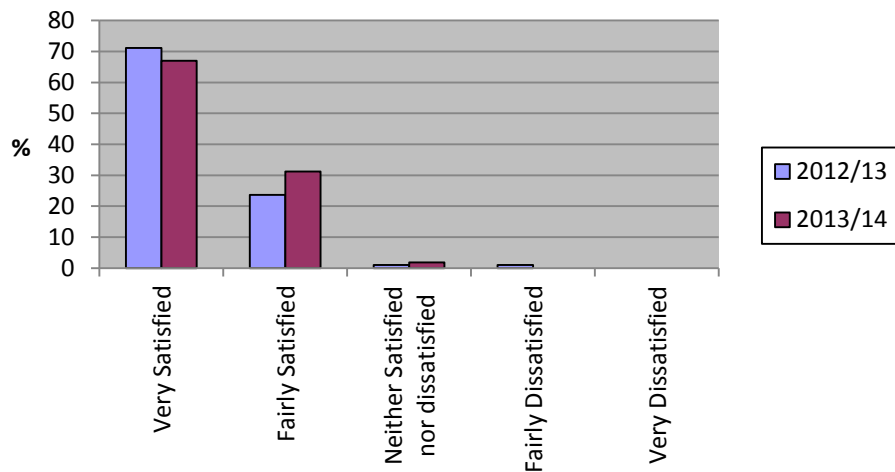## If yes, how easy is it to find the information you need?

Legend: 2012/13, 2013/14

Bar chart (%, scale 0–25):
- Very Easy: ~11
- Fairly Easy: ~19.5
- Not Very Easy: ~2
- Not Easy at All: 0

If yes, how easy is it to find the information you need?

Legend: 2012/13, 2013/14

Bar chart (%, scale 0–16):
- Very Easy: ~11.5
- Fairly Easy: ~14
- Not Very Easy: ~1.5
- Not Easy at All: 0

IN THE PAST 6 MONTHS HOW EASY HAVE YOU FOUND THE FOLLOWING?

A.) Speaking to a health professional on the phone?

Legend: 2012/13, 2013/14
Categories: Easy, Difficult, Never Tried

A.) Speaking to a health professional on the phone?

Legend: 2012/13, 2013/14
Categories: Easy, Difficult, Never Tried

B.) Obtaining test results by phone?

Legend: 2012/13, 2013/14
Categories: Easy, Difficult, Never Tried

B.) Obtaining test results by phone?

Legend: 2012/13, 2013/14
Categories: Easy, Difficult, Never Tried
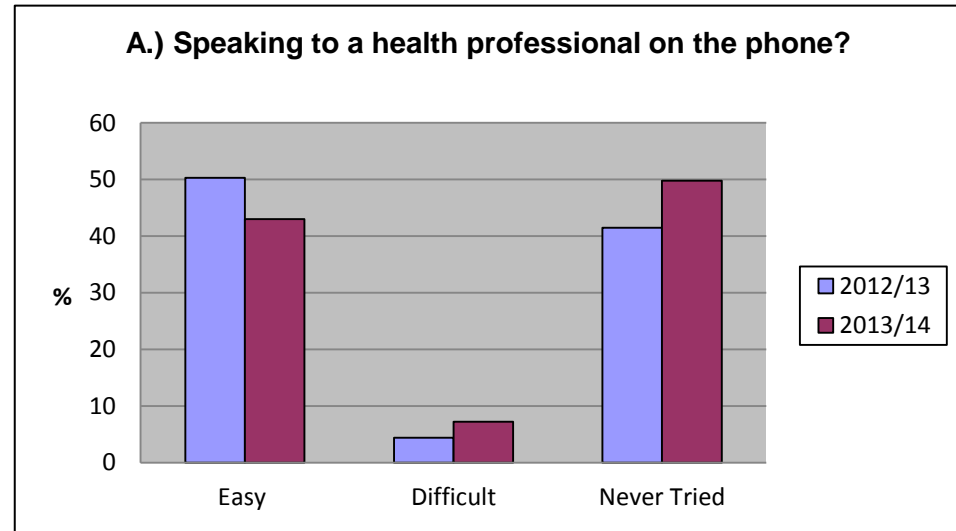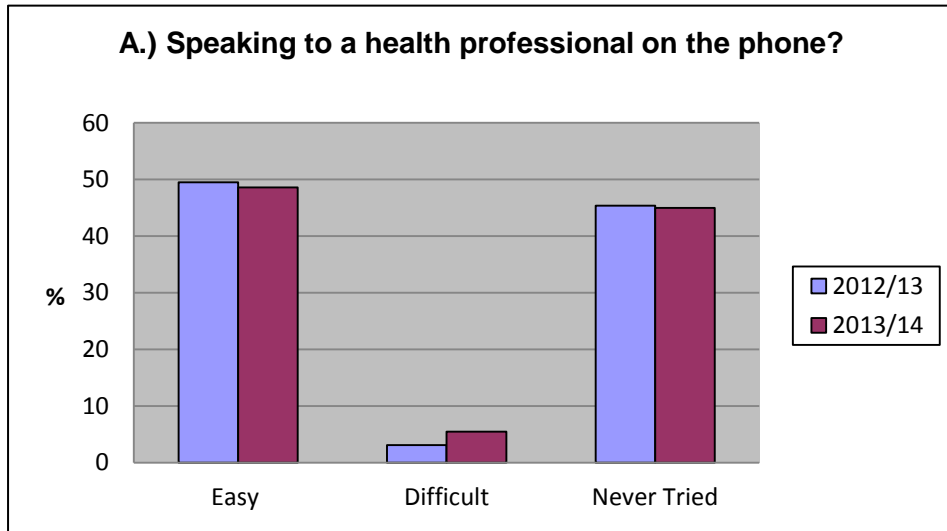
In general, how satisfied are you with the care you get at your GP surgery?

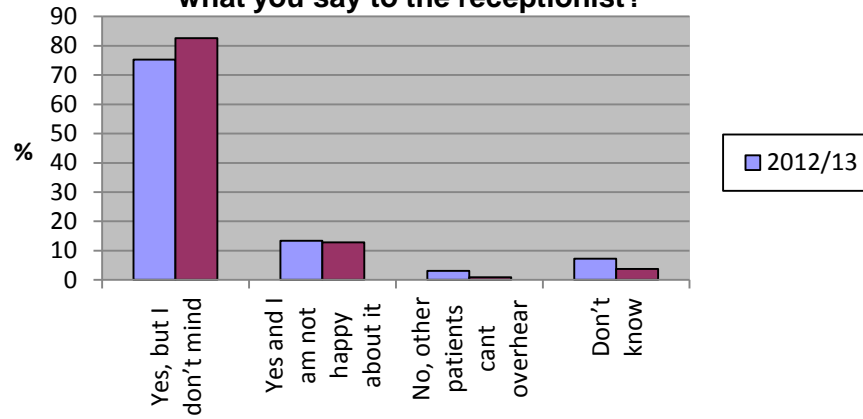## In general, how satisfied are you with the care you get at your GP surgery?
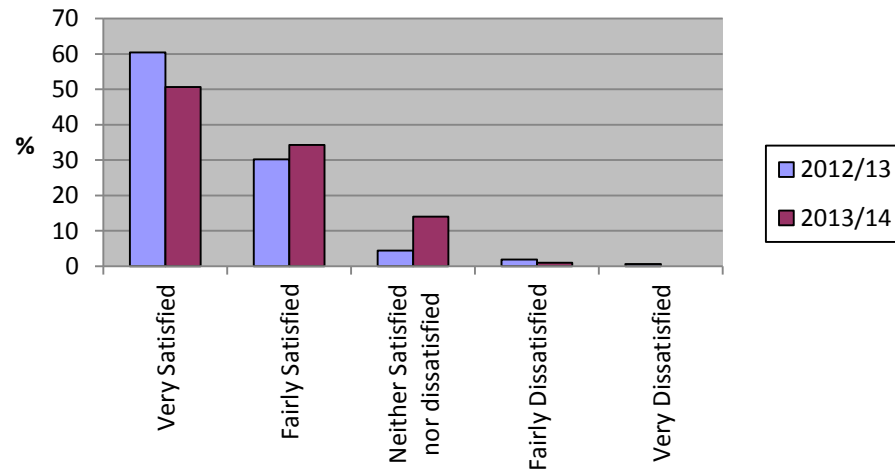
How do you rate the way you are treated by the receptionists at your surgery?
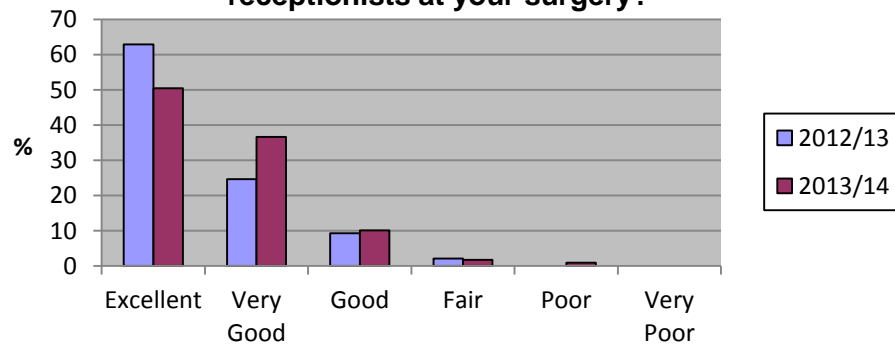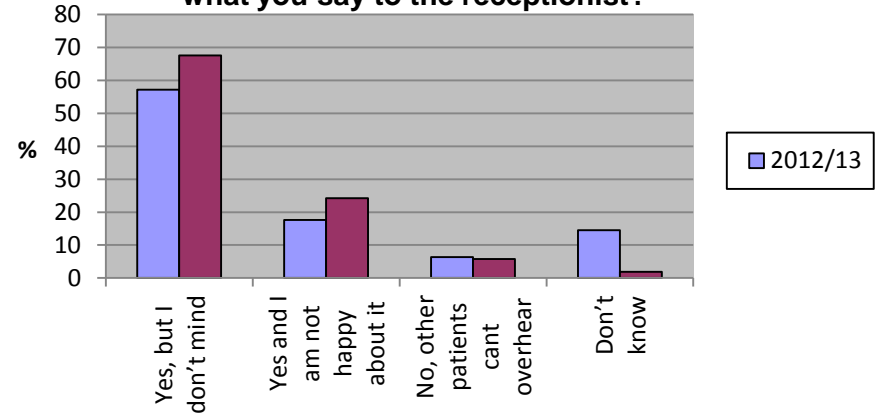

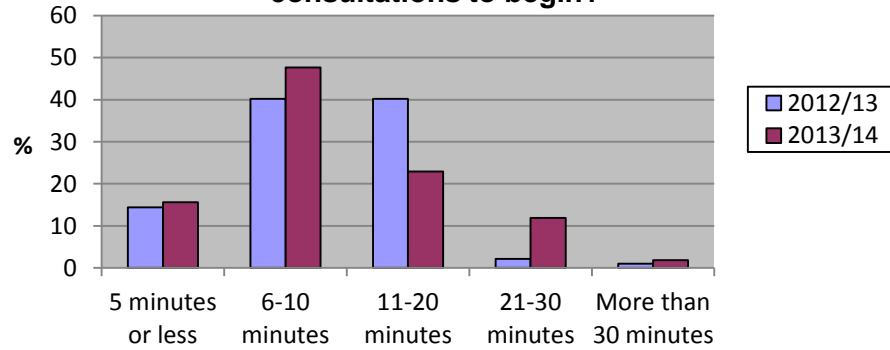## How do you rate the way you are treated by the receptionists at your surgery?
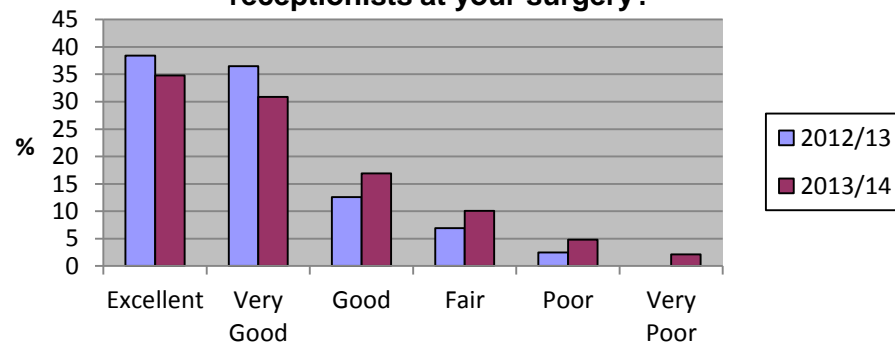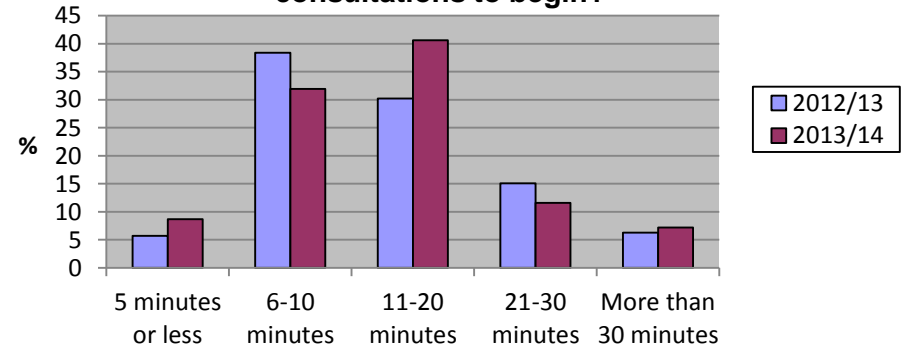
In the reception area, can other patients overhear what you say to the receptionist?

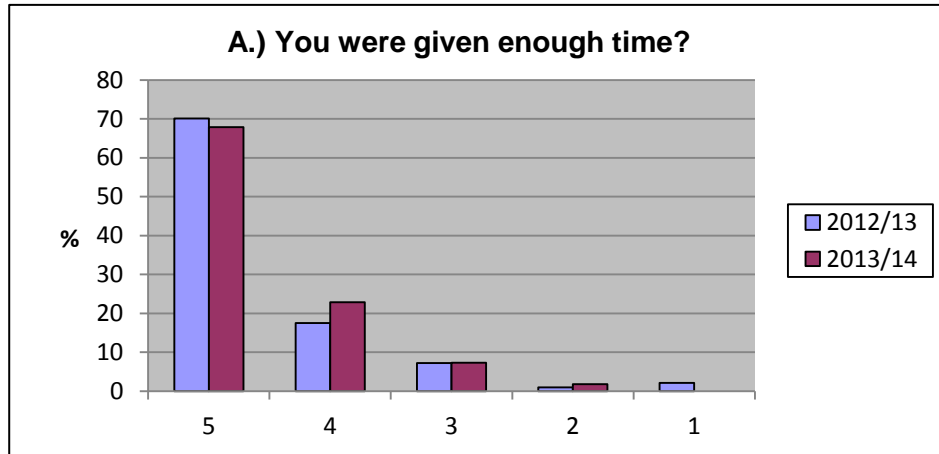Chart (left): categories — Yes, but I don't mind; Yes and I am not happy about it; No, other patients cant overhear; Don't know. Legend: 2012/13. Y-axis: %, 0–90.

In the reception area, can other patients overhear what you say to the receptionist?

Chart (right): categories — Yes, but I don't mind; Yes and I am not happy about it; No, other patients cant overhear; Don't know. Legend: 2012/13. Y-axis: %, 0–80.

How long, do you usually have to wait at the surgery beyond your booked appointment time, for your consultations to begin?

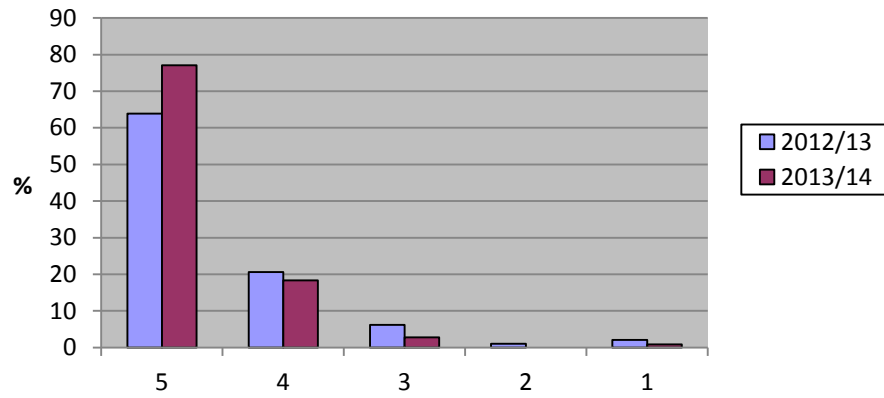Chart (left): categories — 5 minutes or less; 6-10 minutes; 11-20 minutes; 21-30 minutes; More than 30 minutes. Legend: 2012/13, 2013/14. Y-axis: %, 0–60.

How long, do you usually have to wait at the surgery beyond your booked appointment time, for your consultations to begin?

Chart (right): categories — 5 minutes or less; 6-10 minutes; 11-20 minutes; 21-30 minutes; More than 30 minutes. Legend: 2012/13, 2013/14. Y-axis: %, 0–45.
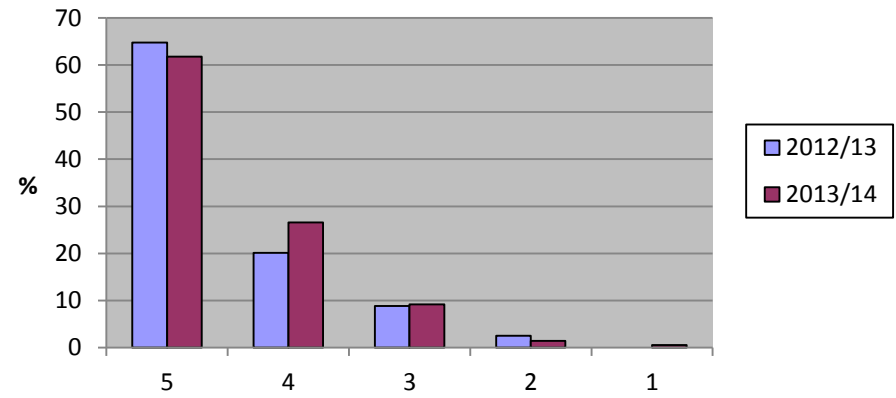
THE LAST TIME YOU SAW A DOCTOR OR NURSE AT THE SURGERY, HOW SATISFIED WERE YOU WITH THE FOLLOWING: (5 BEING VERY SATISFIED AND 1 BEING VERY DISSATISFIED)
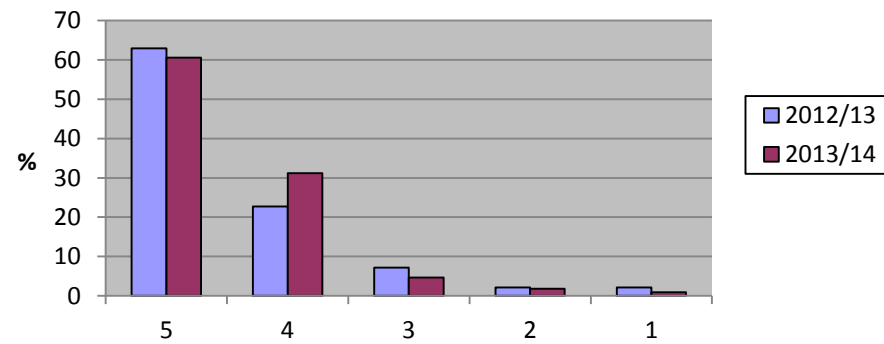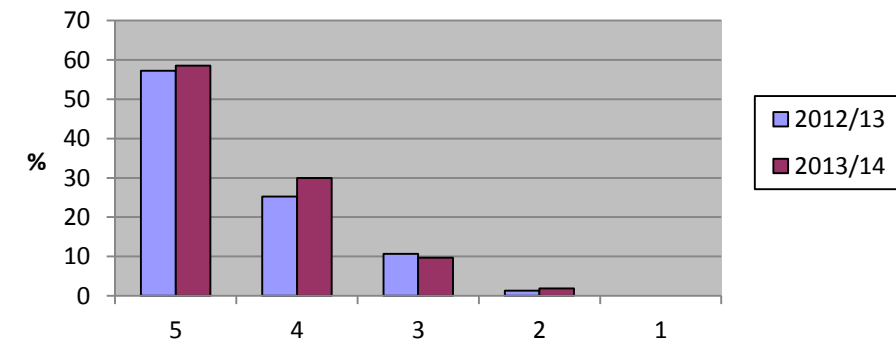

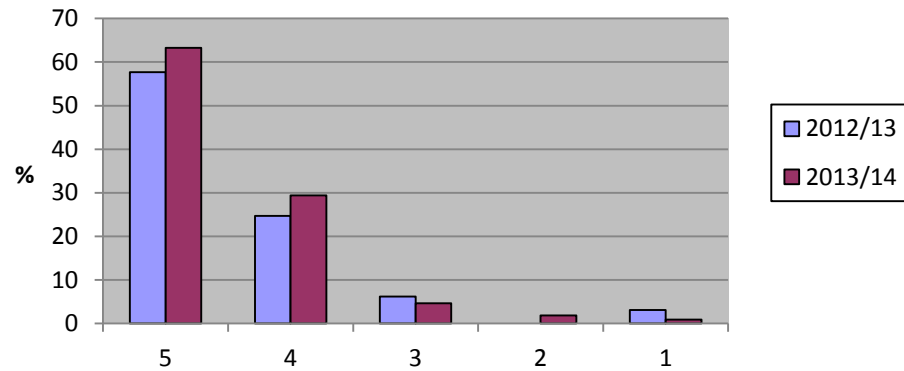A.) You were given enough time?

A.) You were given enough time?

B.) You were asked about your symptoms

B.) You were asked about your symptoms
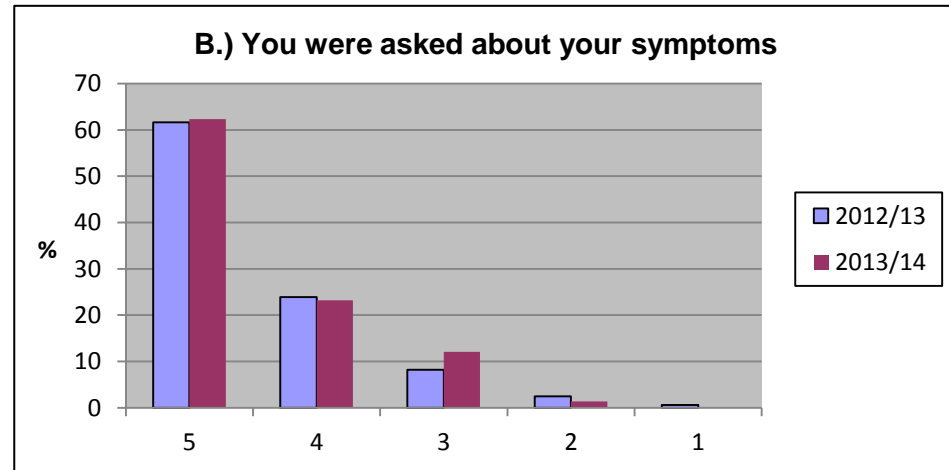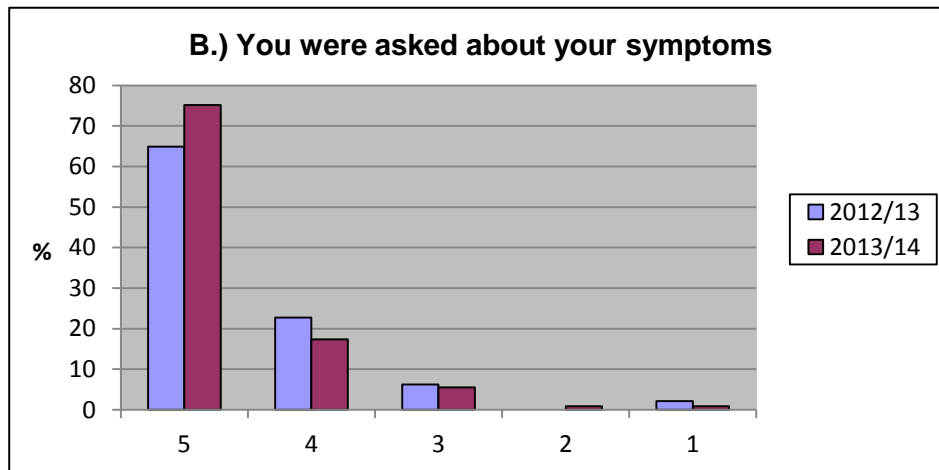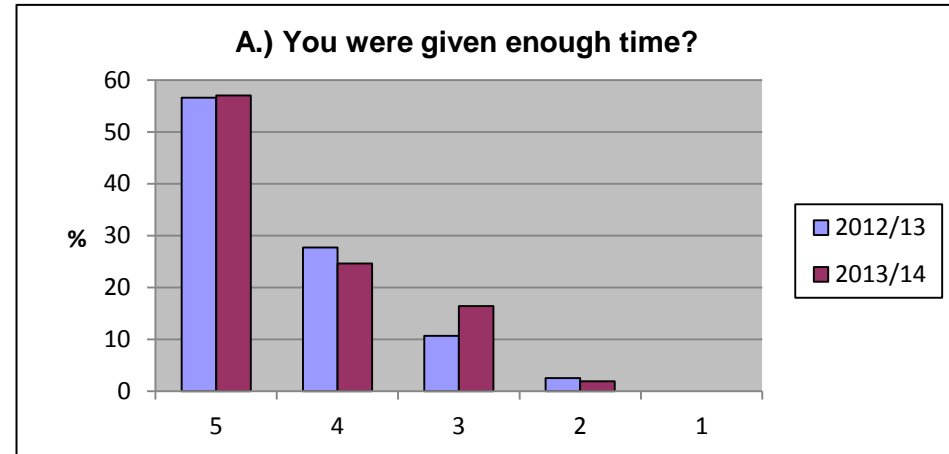
C.) You were listened to?

C.) You were listened to?

D.) The tests and treatments were fully explained?
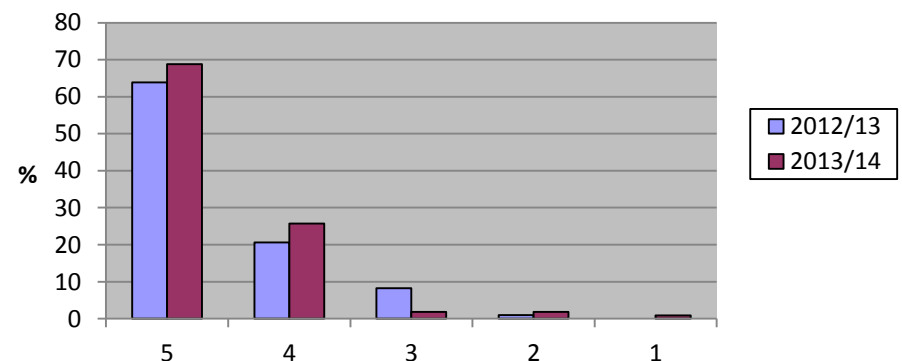

D.) The tests and treatments were fully explained?

E.) You were involved in decisions about your care?

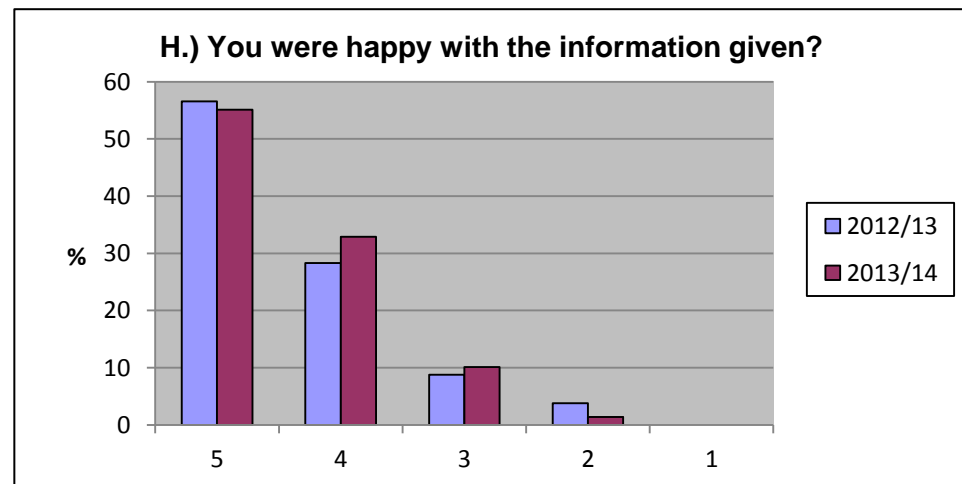## E.) You were involved in decisions about your care?
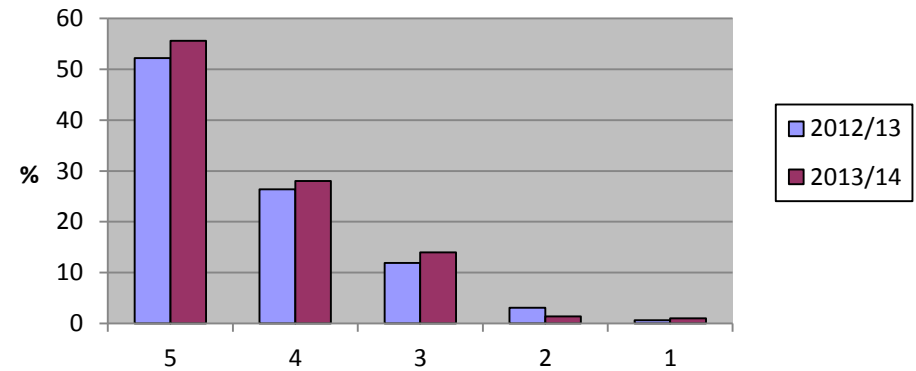
F.) You were treated with care and concern?
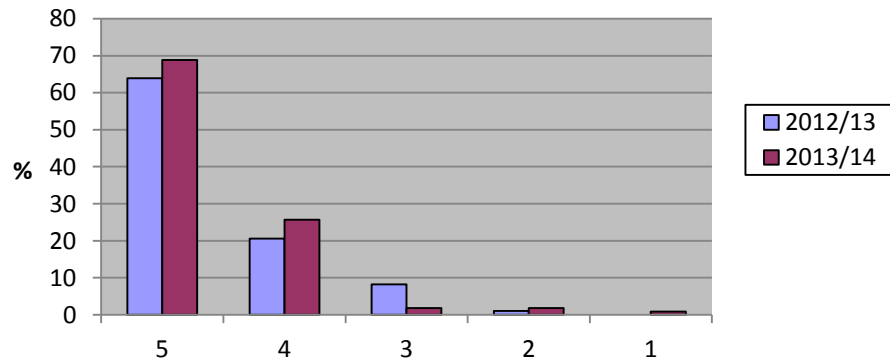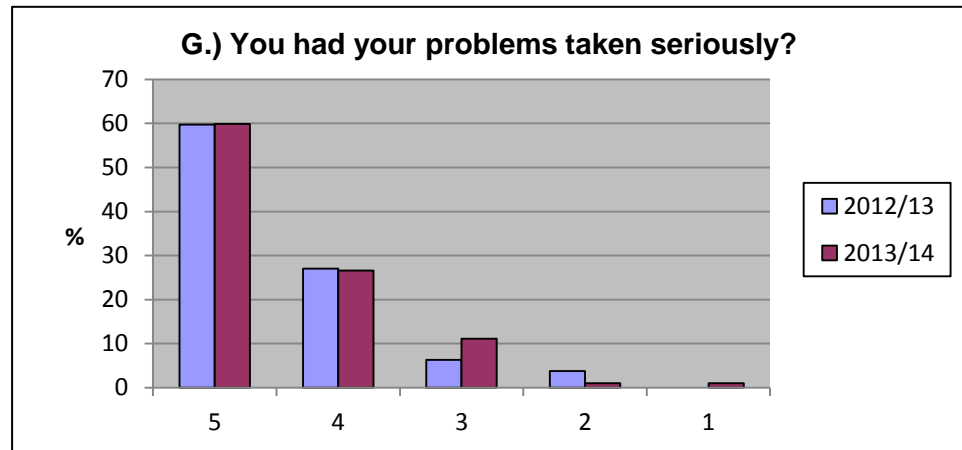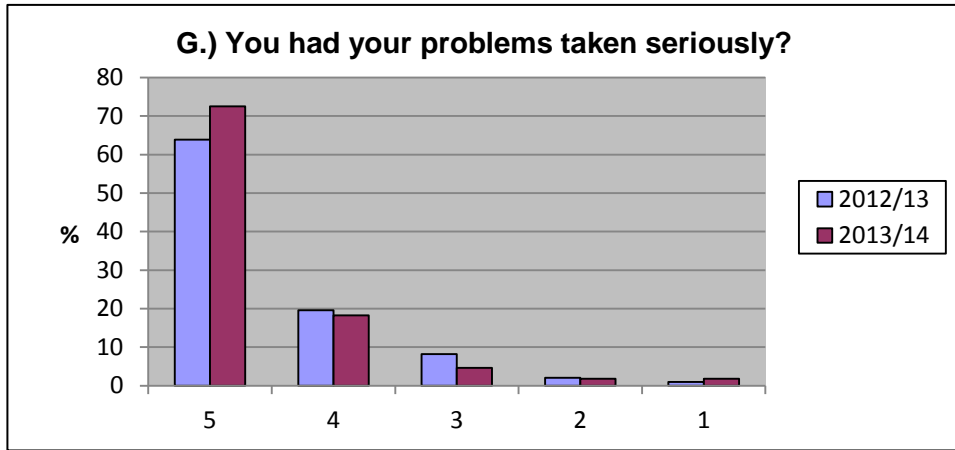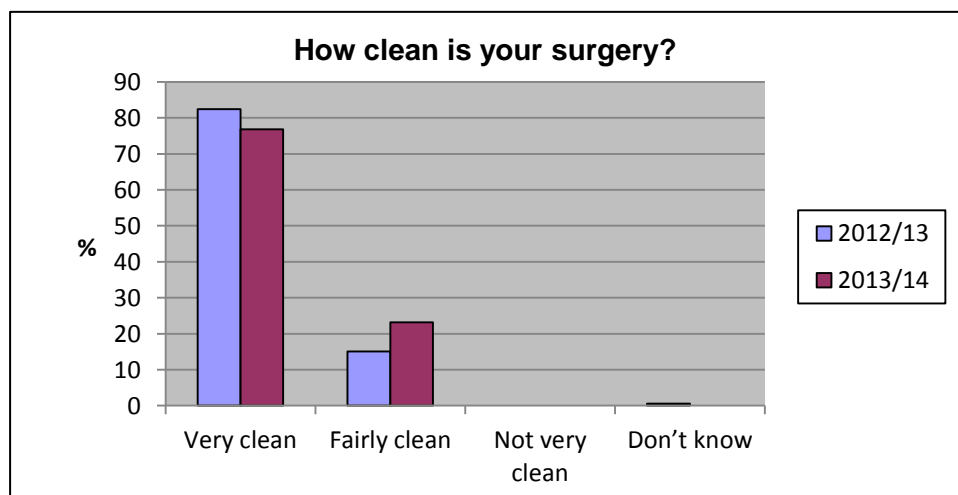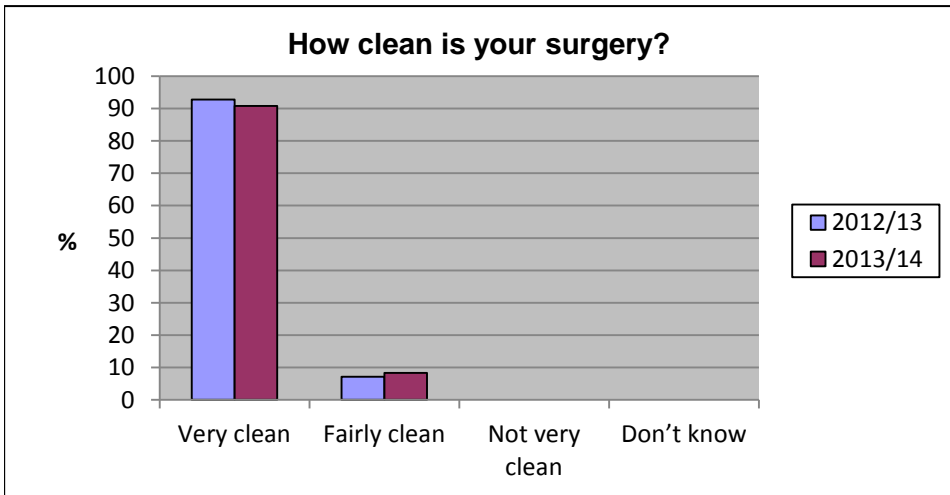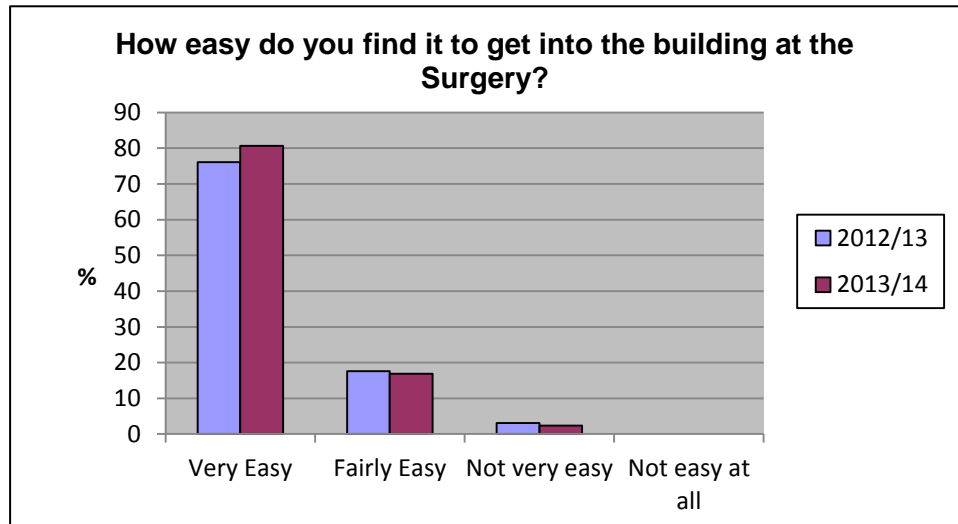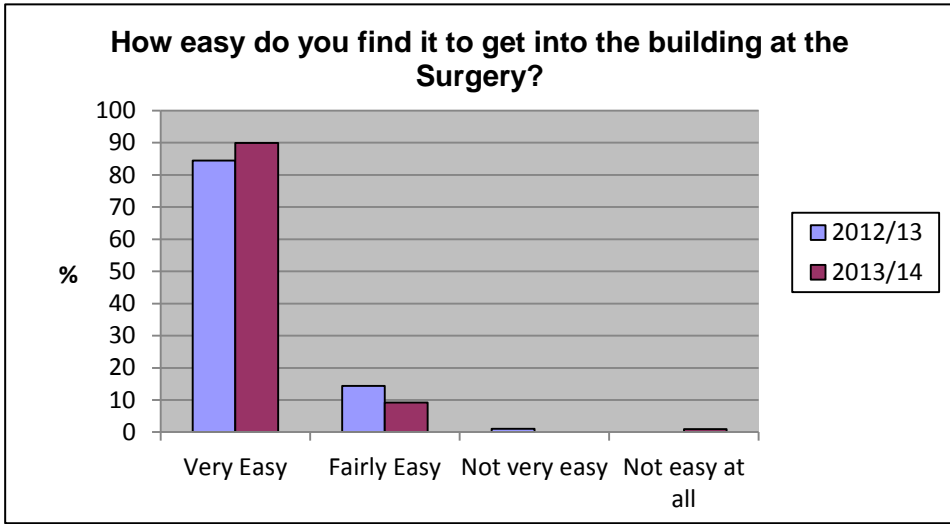

F.) You were treated with care and concern?

G.) You had your problems taken seriously?

(left chart) 2012/13, 2013/14

G.) You had your problems taken seriously?

(right chart) 2012/13, 2013/14

H.) You were happy with the information given?

(left chart) 2012/13, 2013/14

H.) You were happy with the information given?

(right chart) 2012/13, 2013/14

How easy do you find it to get into the building at the Surgery?

How easy do you find it to get into the building at the Surgery?

How clean is your surgery?
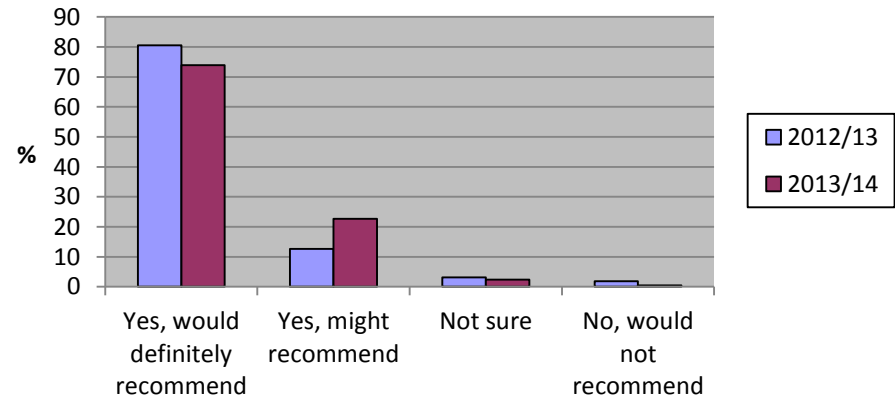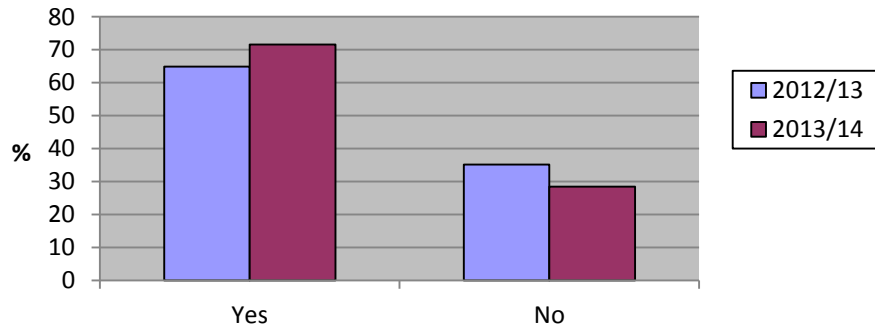

How clean is your surgery?
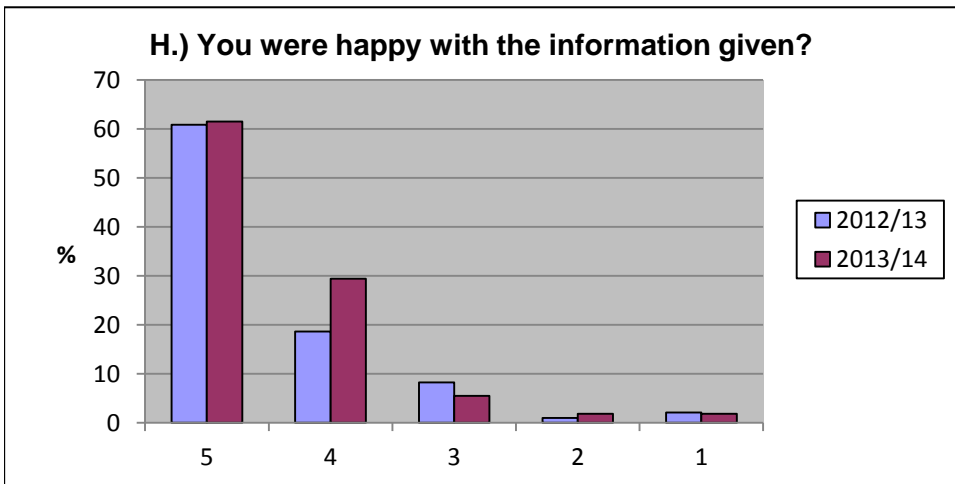
Would you recommend your GP surgery to someone who has just moved into the local area?
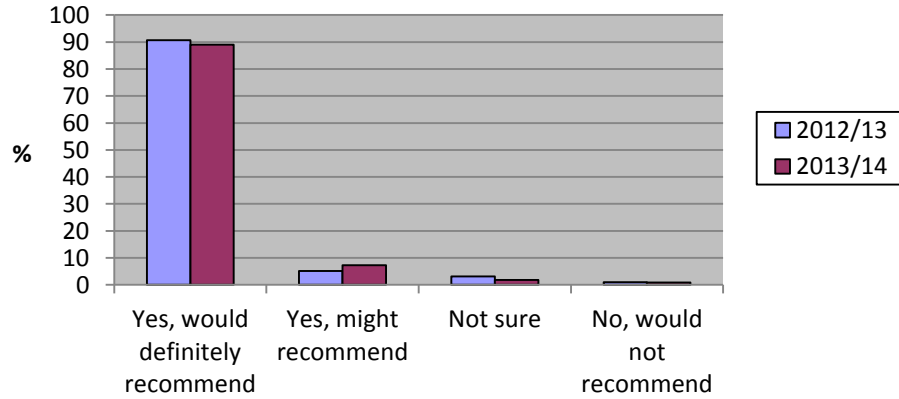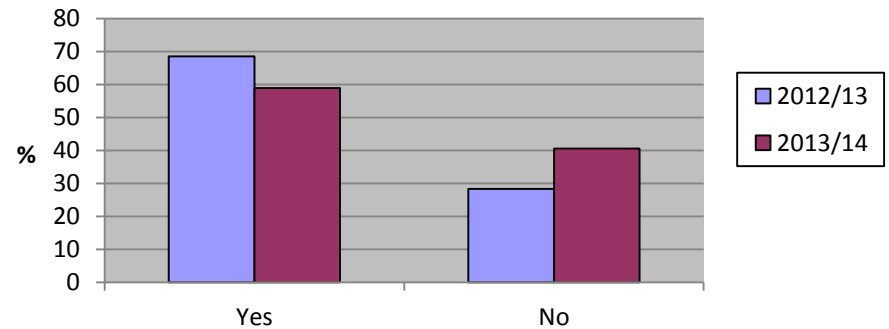

Would you recommend your GP surgery to someone who has just moved into the local area?
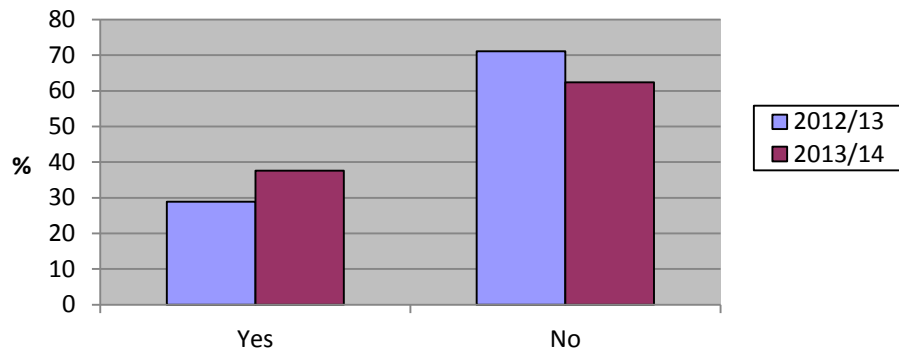

If you wanted to, would you know how to contact an out-of-hours GP service when the surgery is closed?

If you wanted to, would you know how to contact an out-of-hours GP service when the surgery is closed?

Are you aware of the patient's group?