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## Results

### Survey 19813

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Number of records in this query:	161
Total records in survey:	161
Percentage of total:	100.00%





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Field summary for 001(SQ001)

Q1. How much do you know about our practice and services?  
[The practice team]

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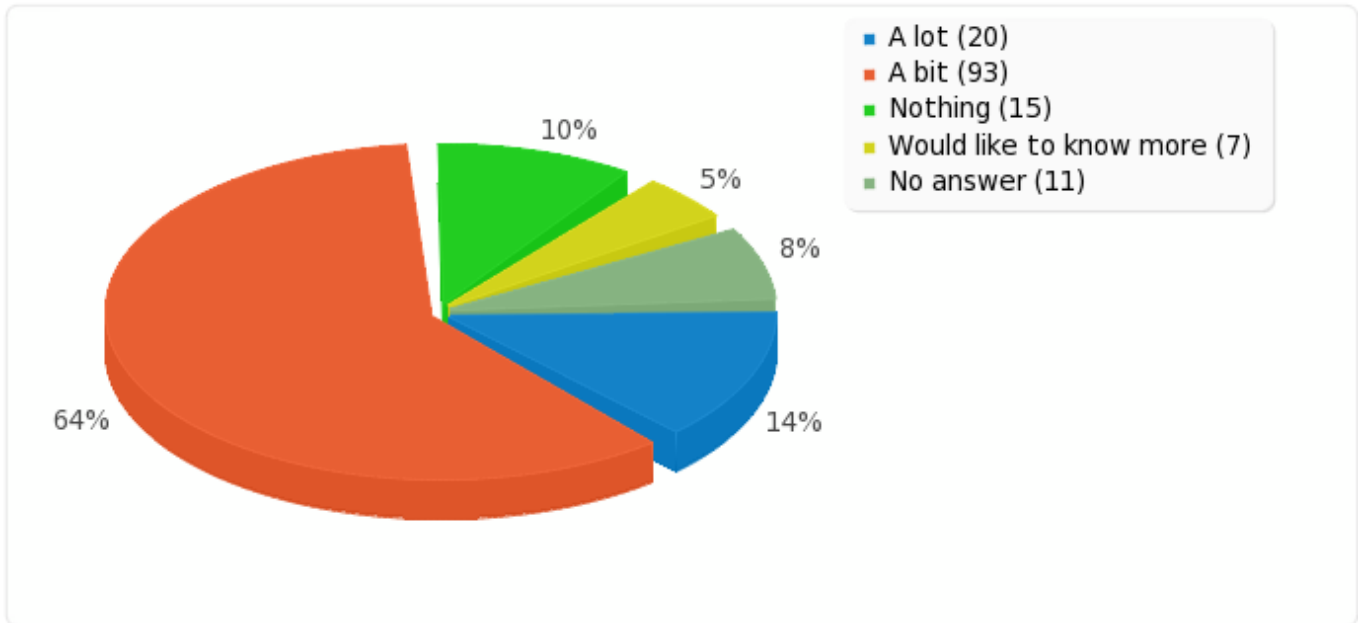
Answer	Count	Percentage
A lot (A1)	20	13.70%
A bit (A2)	93	63.70%
Nothing (A3)	15	10.27%
Would like to know more (A4)	7	4.79%
No answer	11	7.53%



Field summary for 001(SQ001)

Q1. How much do you know about our practice and services?  
[The practice team]

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Field summary for 001(SQ002)

Q1. How much do you know about our practice and services?  
[The services we provide]

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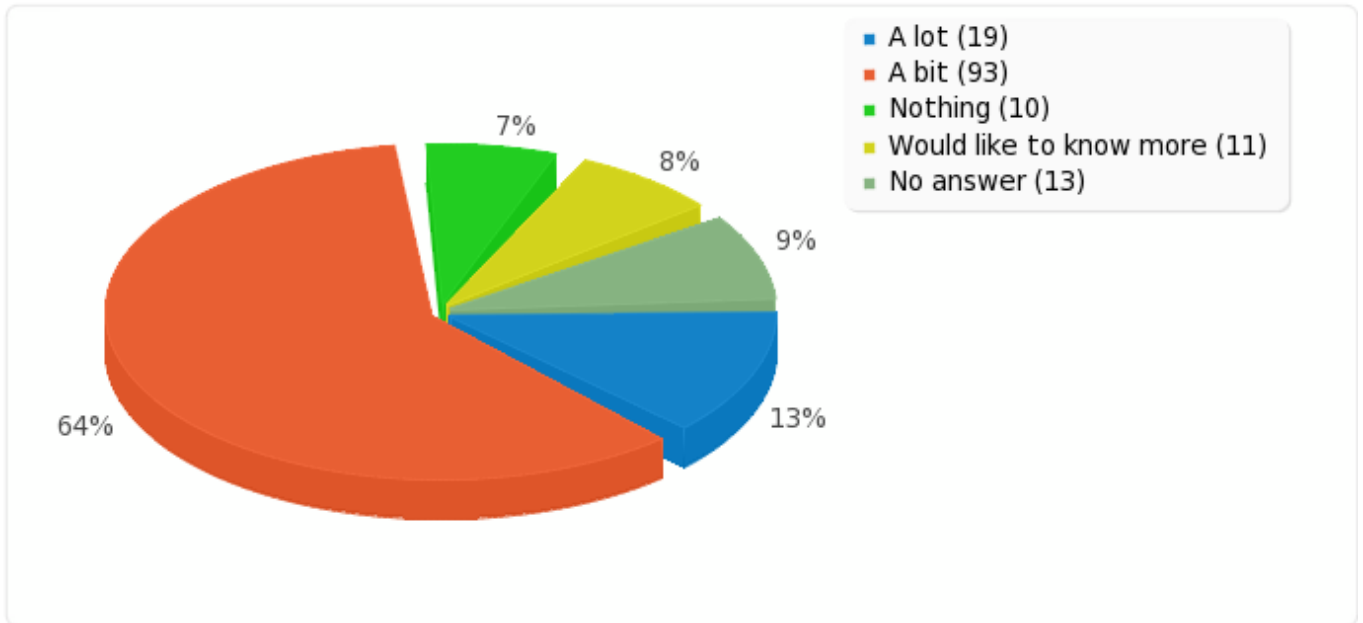
Answer	Count	Percentage
A lot (A1)	19	13.01%
A bit (A2)	93	63.70%
Nothing (A3)	10	6.85%
Would like to know more (A4)	11	7.53%
No answer	13	8.90%



Field summary for 001(SQ002)

Q1. How much do you know about our practice and services?  
[The services we provide]

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Field summary for 001(SQ003)

Q1. How much do you know about our practice and services?  
[Our Patient Participation Group]

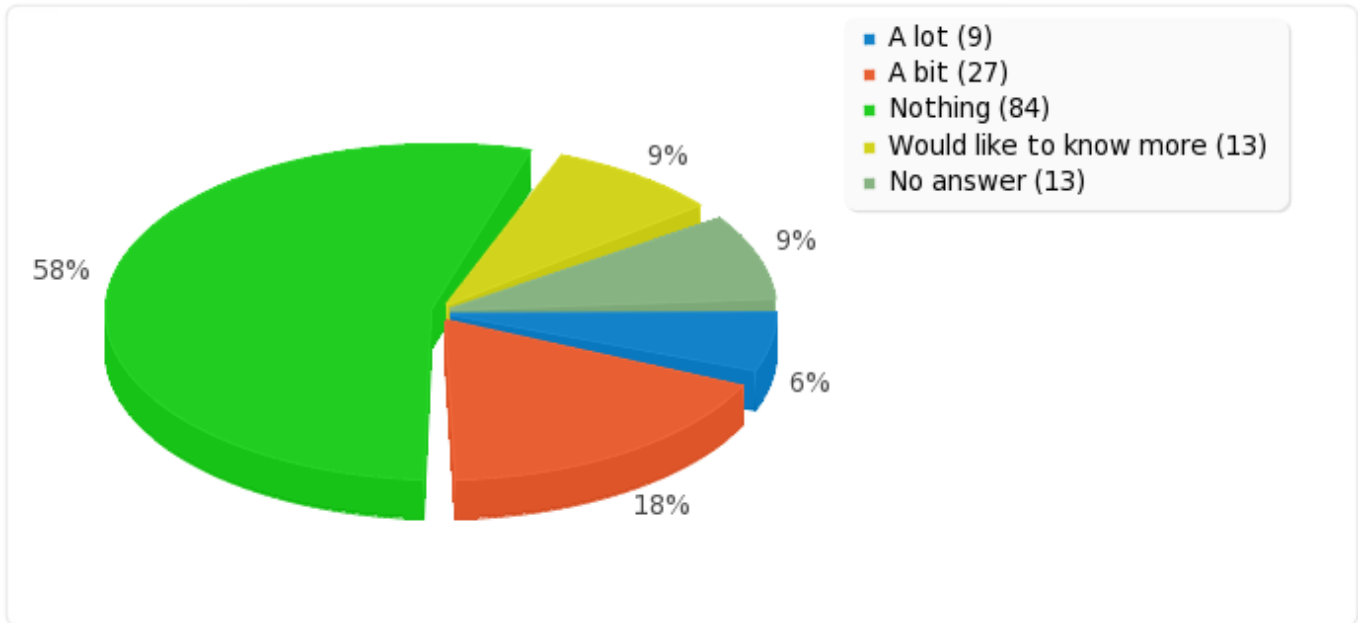
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Answer	Count	Percentage
A lot (A1)	9	6.16%
A bit (A2)	27	18.49%
Nothing (A3)	84	57.53%
Would like to know more (A4)	13	8.90%
No answer	13	8.90%



Field summary for 001(SQ003)

Q1. How much do you know about our practice and services?  
[Our Patient Participation Group]







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Field summary for 002(SQ001)

Q2. Would you find a PPG and practice newsletter useful and informative?

□ If YES, please rank from one to five. One being very useful and informative.

[PPG and practice newsletter]

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Answer	Count	Percentage
1 Yes, very useful (A1)	36	26.09%
2 (A2)	30	21.74%
3 (A3)	23	16.67%
4 (A4)	11	7.97%
5 (A5)	8	5.80%
No (A6)	13	9.42%
No answer	17	12.32%

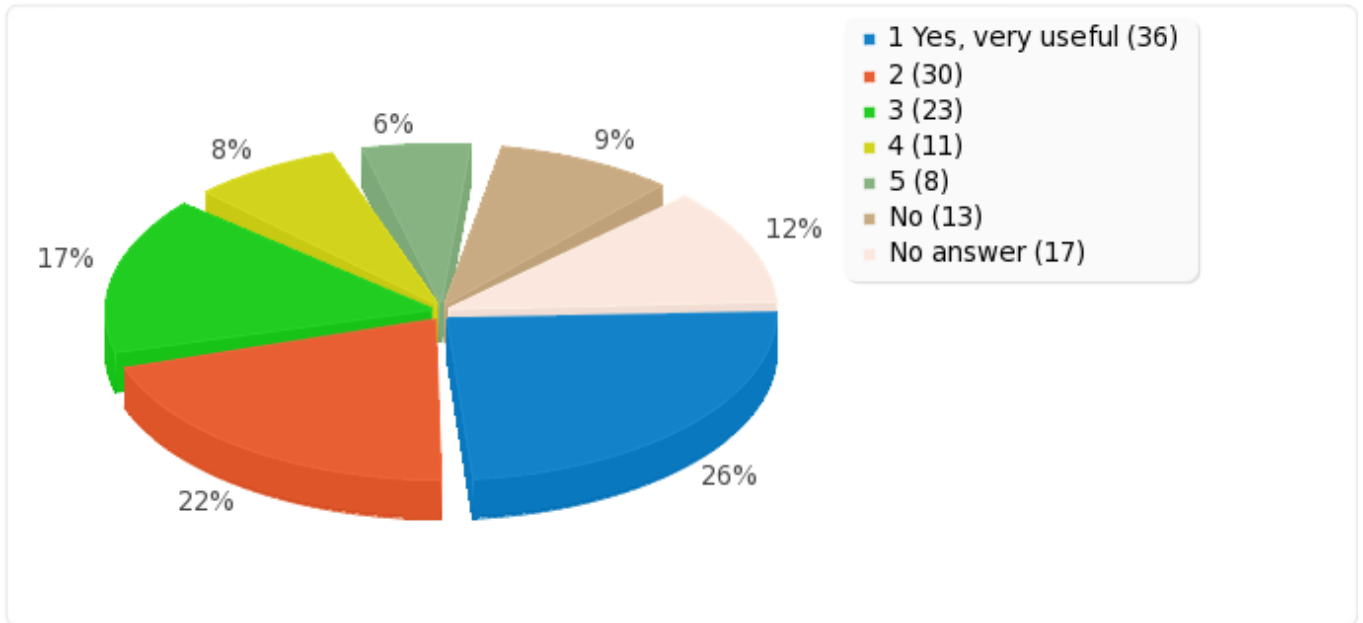


Field summary for 002(SQ001)

Q2. Would you find a PPG and practice newsletter useful and informative?

□ If YES, please rank from one to five. One being very useful and informative.

[PPG and practice newsletter]





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Field summary for 003

Q3. If so how often would you like to read one?

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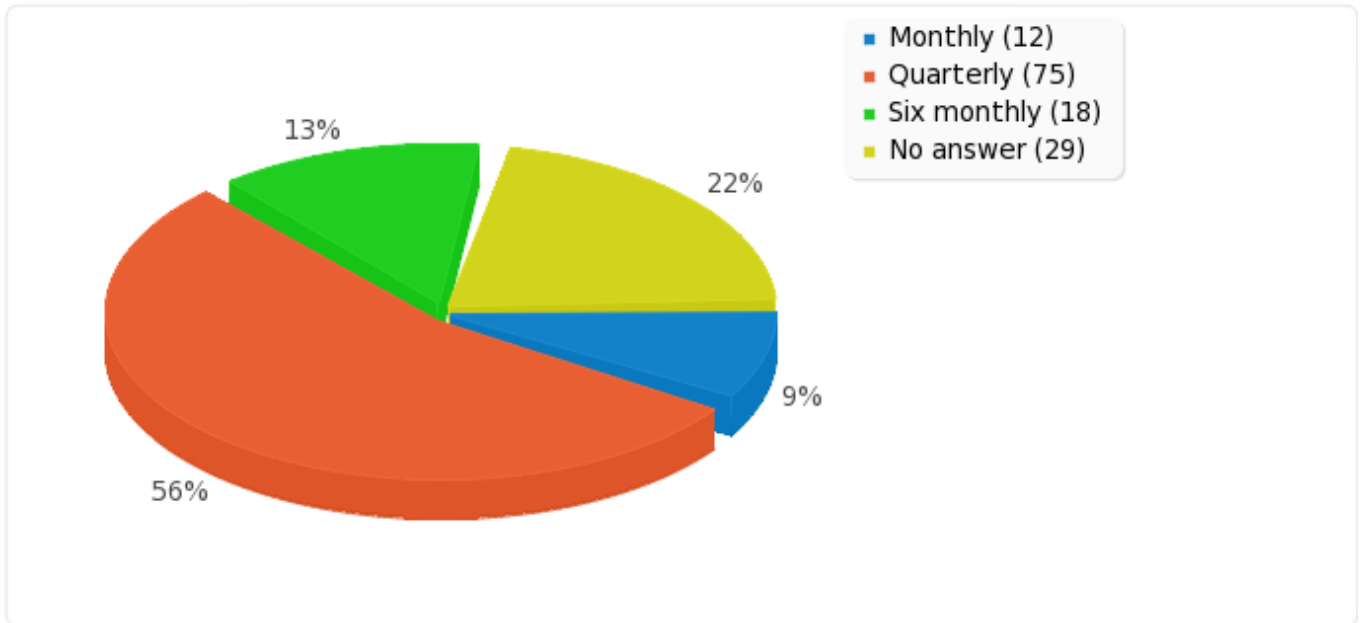
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Monthly (A1)	12	8.96%
Quarterly (A2)	75	55.97%
Six monthly (A3)	18	13.43%
No answer	29	21.64%



Field summary for 003

Q3. If so how often would you like to read one?

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Field summary for 004

Q4. What format would you prefer the newsletter to be?

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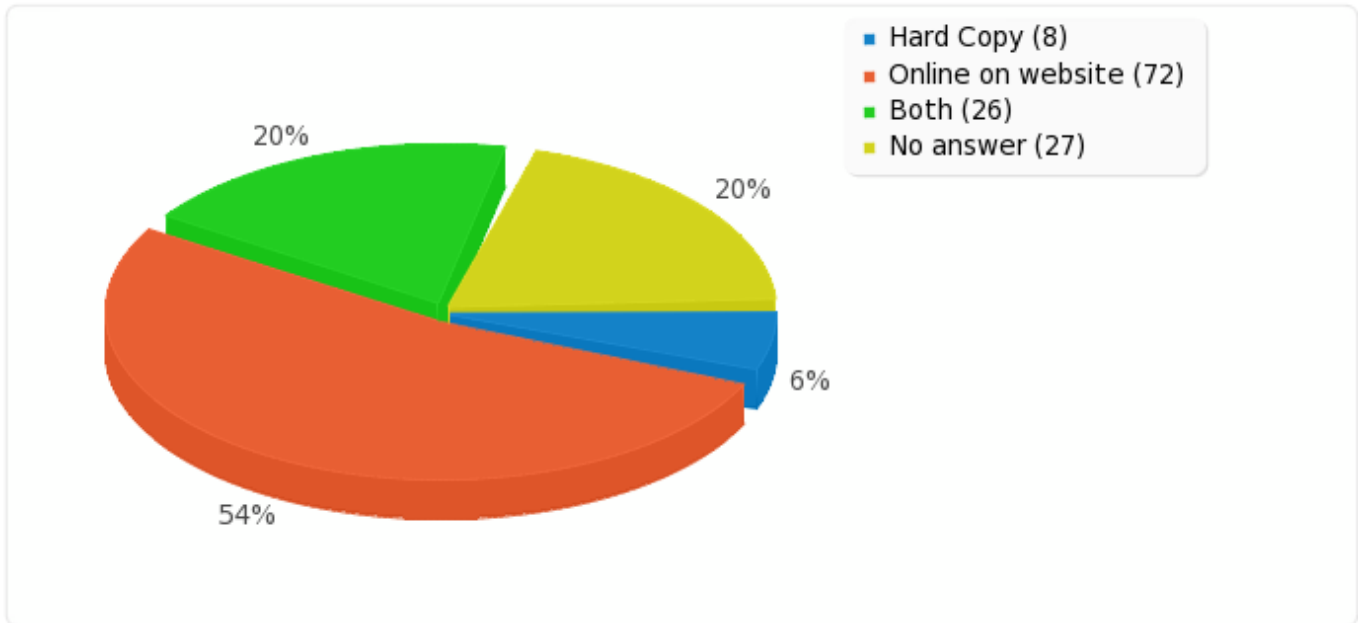
Answer	Count	Percentage
Hard Copy (A1)	8	6.02%
Online on website (A2)	72	54.14%
Both (A3)	26	19.55%
No answer	27	20.30%



Field summary for 004

Q4. What format would you prefer the newsletter to be?

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Field summary for 005

Q5. Do you have any suggestions on what information you would like in the newsletter?

Answer	Count	Percentage
Answer	53	39.85%
No answer	80	60.15%

Responses

None at this time

Reminder of different services and explanations of how to use some services. Suggestions of health welfare to avoid healthproblems to reduce having to go to the doctor. E.g. So if you are overweight and older it may be more difficult to diet and exercise - suggestions on how different patients can do this

General update on coming and going of staff and any exterior facilities on offer e.g. Specsavers etc.

Use the time & effort in producing a Newsletter more profitably by applying the resources to improving the appointment booking system yes, what services are available, what each Dr specialises in if anything, what special interesrs ( medical/psychological ) each Dr has. any alternative/complimentary medicine available which is free.i would also prefer an email quarterly rather than having to look at a website.

No

Services on offer

Short Professional Bio's of the staff in the surgery, focus on Doctors one issue, Nurses next, etc. Consider doing the Reception and Admin teams first - they are always the first contact with the patients so a good start!

what improvements are happening in health care

Update and reminders of things like flu jabs. Staff update - retirements - recruits.

General health advice.

Service and price changes

Health information, helpful telephone numbers, changes in the practice.

What surgeries there are

Spotlight on a member of staff for each newsletter - maybe they trained in something specific or worked in a specific department in their earlier career

Opening times etc

What groups or sessions are run from the surgery

Information on the services offered.

Information on medication and side effects.Updates on medical advances. Local support groups and volunteer opportunities to help others.

Staff changes and changes to clinic arrangements

Information on dates/ days of week for flu immunisations etc

information regarding how appointments are prioritised

What to do when the receptionist is not allowing contact with a doctor that has been previously agreed with a doctor



Relevant feedback from the South Warwickshire CCG PPPG  
Any changes to the practice and staff. What's on offer

Information on existing, new or discontinued services. Current local or national issues that may affect public health.  
Practice news. Links with local NHS services, Any changes to practice team. Links to local patient groups.

could have comments on the various health stories that appear in the media.

ANY NEW OR IMPROVED SERVICES OFFERED, ANY CHANGES FOR EXAMPLE ELECTRONIC PRESCRIPTIONS

Changes to services e.g. surgery hours, personnel, services offered.

When new doctors are in place or locums

General update. Latest phone numbers.

GP changes a bit of info about them, perhaps if they are permanent?

As much information as possible that will interest patient and the community.

What facilities are available at the surgery

Can the doctor be telephoned directly.

HELP. The awful booking procedure. Instructions on how to obtain the appointment you NEED at the time

Health, fitness, and well-being.

Diet.

Prevention.

none

You didn't give the option of receiving PPG information via email.

No

What services the practice can offer.

General topical issues / guidance

Introductions of new staff.

"A day in the life"

Services available, introduction to all staff and perhaps one of them featured in each newsletter. Update on any new medical breakthrough or new medicines, disease control etc.

Advice on healthy lifestyle.

any facilities available on site other than visit to own Dr.

No

Services, treatments available at the surgery.

Changes in service provision; ideas for improvement; comments on patient complaints.

planning & booking of appointments

new local support programmes, updates on the staff at the surgery, more about them, any extra meetings or forums that are held that patients can attend, any new clinical developments for common disease or problems, statistics, i.e. people not showing up for appointments, a bit of the medical problems that are affecting the local area.

An informed appraisal of all the new medical disasters we may read about or hear from the media.

include any new ideas, whether of a NHS or homiopathic source.

Services offered, changes to organisation, resources, etc. Tips on healthy living. Focus on subject each quarter ie cholesterol, weight, etc

News of services provided and changes

How to get an appointment for some time when I might still be ill,





rather than having to keep phoning at 8.30am only to be told there are no spaces left.

Opening times, changes to the practice, updated information, Q&A, links to common health problems, feature on a health problem or concern, child health section

The services the surgery offers.

Newly appointed and departing staff and doctors.

Any events that are taking place.

Offers in the chemist.

possibly a very brief cv of new members & services in the practice

I would like to see all the rules and requirements that are available if a patient visits the surgery. Also the times and services that can and cannot be provided.

An organisation chart would benefit everyone. Thanks

New things that are being offered new services

New staff, new developments in treatments and latest health advice - there are so many conflicting messages in the media it is hard to know what to trust.

New services

Improvements eg additional clinics evenings and weekends, online booking!

Health tips

Should be emailed to a sign up list (I would read emails, rather than remembering to go to the site). Could contain: 1) Update on local health issues (i.e. flu reminders), 2) developments at the surgery (staff changes, additional services, updates to phone numbers, recent repeat prescription changes), 3) Local NHS updates (what you think I would be interested to know about warwick hospital, ambulance services etc.), 4) Non-political and non-judgemental factual updates on national health activities i.e. NHS restructuring, H1N1 etc.

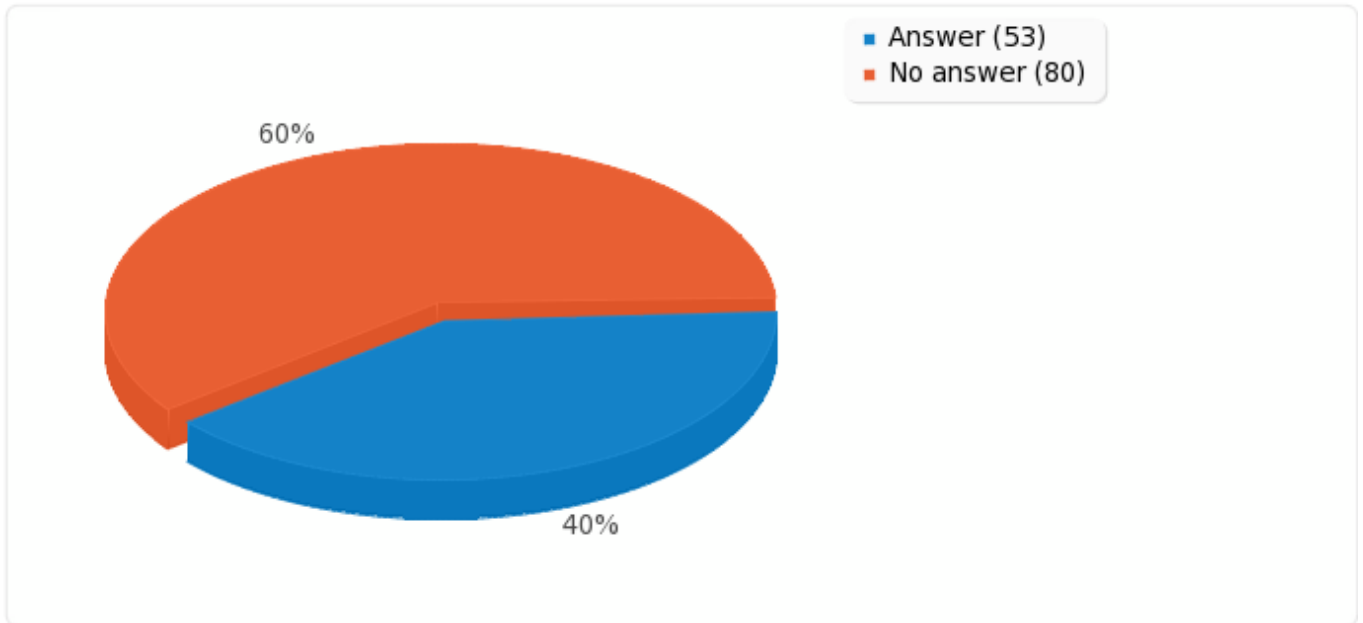
views on data sharing proposals



Field summary for 005

Q5. Do you have any suggestions on what information you would like in the newsletter?

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Field summary for 006

Q6. If you have seen the newsletter the PPG produced in January, do you find it useful? (Please explain)

Answer	Count	Percentage
Answer	47	35.88%
No answer	84	64.12%

Responses

NOT SEEN

Did not see it.

Did not see it

Not seen

Have not seen it yet.

havent seen it

Not seen

Yes seen for the first time today on-line, useful yes - perhaps though if you were lucky enough to be an infrequent user of the surgery it may not be as relevant.

not seen

didn;t see

Never seen it

Not seen it.

haha!

Did not know there was one available so i have not read it.

No

Not seen it as did not know of existence before the text I received on my mobile this time

Didn't see it

As a PPG member, very useful!

NOT SEEN IT

Yes. It was useful to find out about PPG and members' details.

I didn't see one

Haven't seen it. How did we know that one was available ?

Not seen it, have visited the surgery several times.

Yes - good mix of team member background, services provided, and how to participate

Not seen

I have not seen the latest news letter

Did not see

Haven't seen it

not seen it



Haven't seen

I haven't seen it

Not seen,

Did not see it.

no

not seen it!

Didnt know there was one available

Yes, informative.

have not seen it.

not seen

Didn't see it

Yes I did find it useful, it was to see the practice link out with the community

I did not see a newsletter in January.

I did not see the PPG newsletter, sorry I missed it somehow.

not seen

I havent seen it

Haven't seen it

Hadn't seen it -but have just looked. Needs to be delivered (to a sign up list) by email, and formatted to read easily on a computer. Good content, particularly the last 1/2 which contains interesting and relevant information. Profiles of the people involved should be at the end of the newsletter, or even on the website only - I'm not being asked to vote for them.

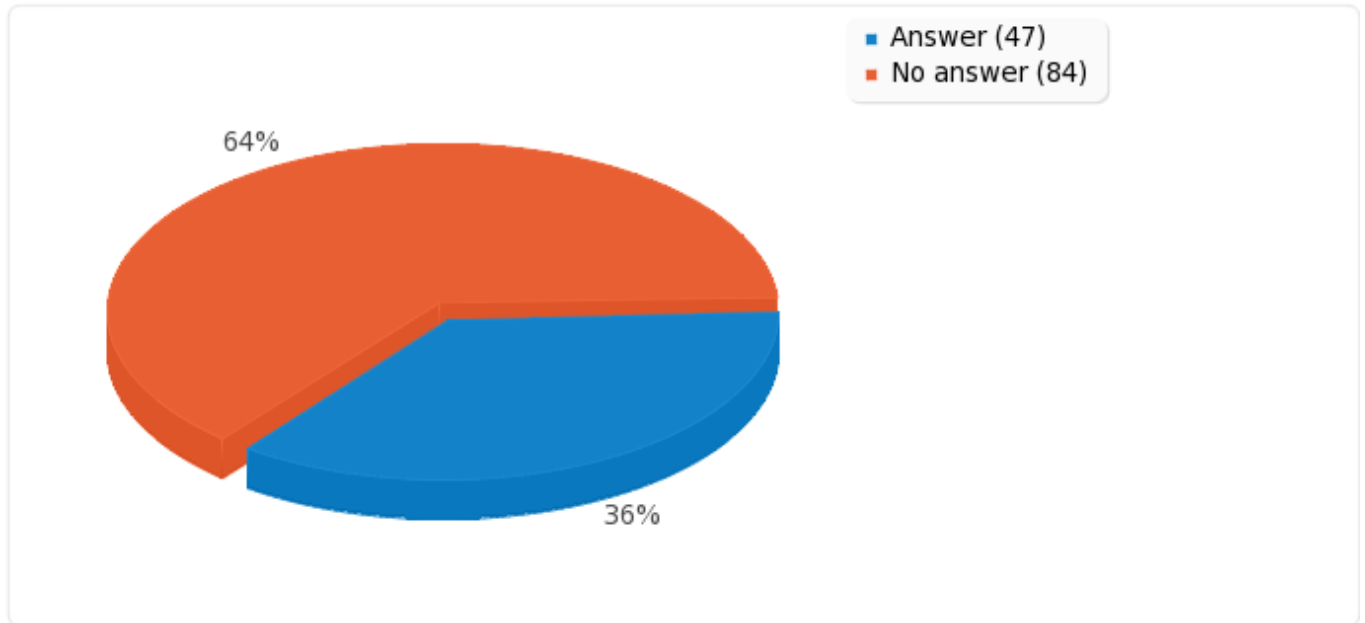
Not seen.



Field summary for 006

Q6. If you have seen the newsletter the PPG produced in January, do you find it useful? (Please explain)

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Field summary for 007

Q7. Are you?

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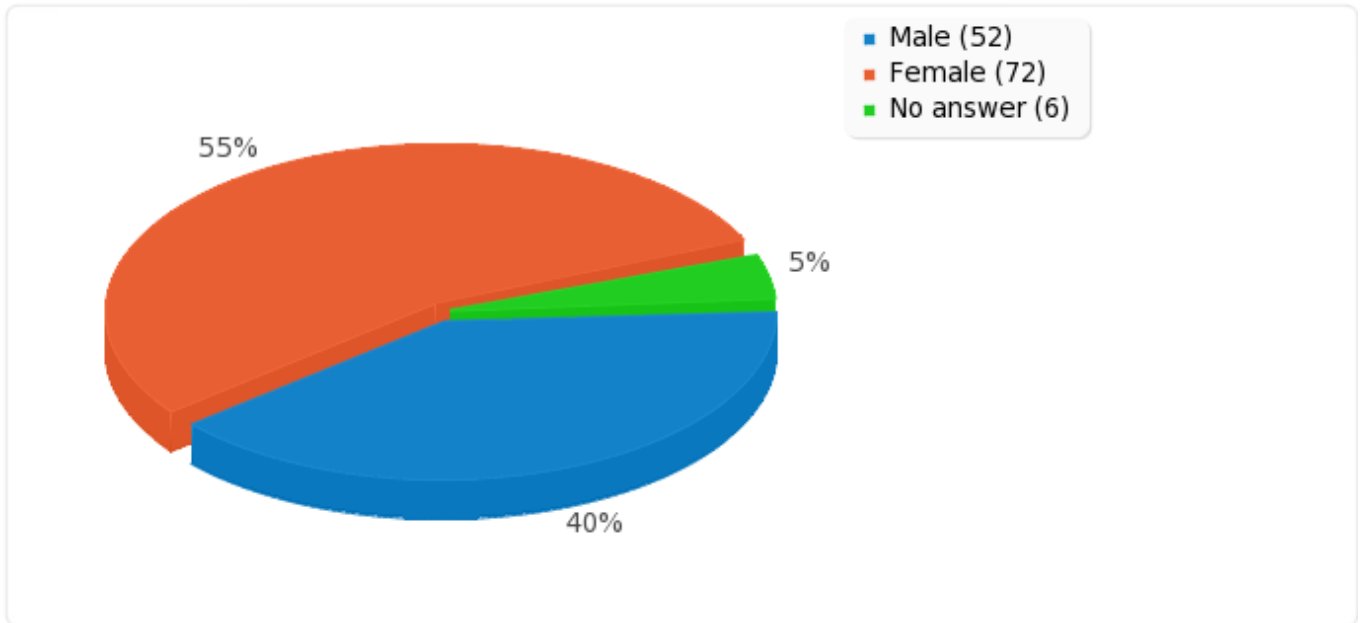
Answer	Count	Percentage
Male (A1)	52	40.00%
Female (A2)	72	55.38%
No answer	6	4.62%



Field summary for 007

Q7. Are you?

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Field summary for 008

Q8. How old are you?

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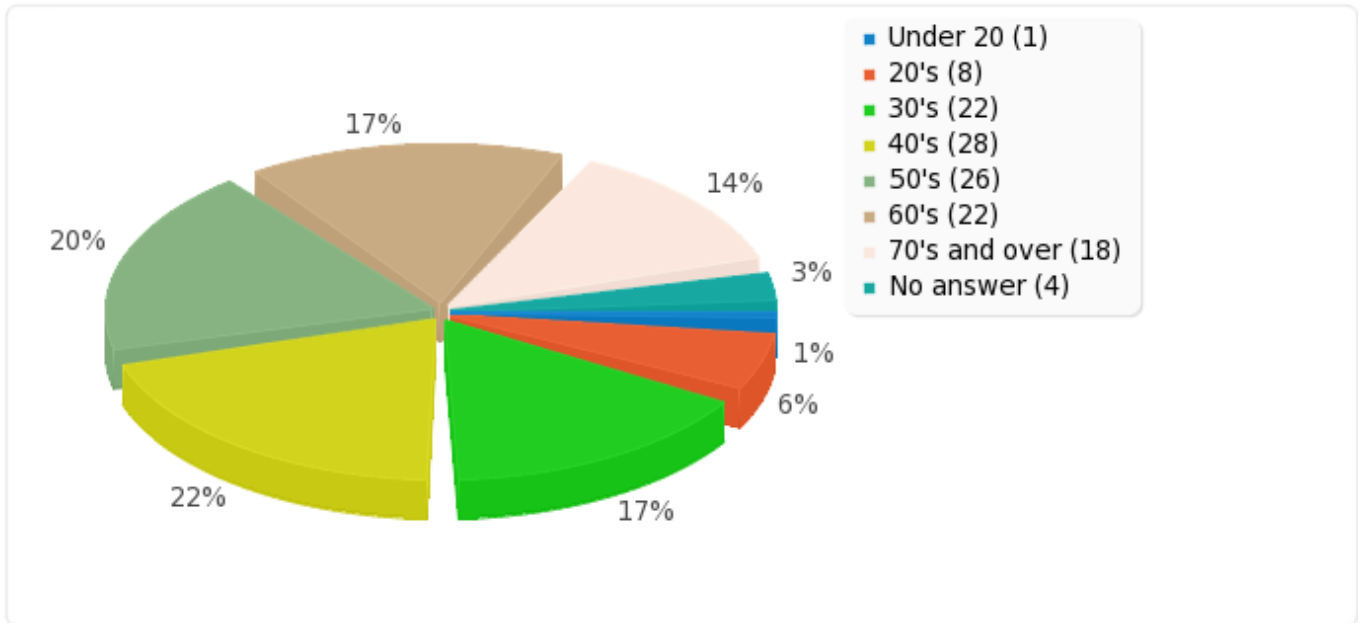
Answer	Count	Percentage
Under 20 (A1)	1	0.78%
20's (A2)	8	6.20%
30's (A3)	22	17.05%
40's (A4)	28	21.71%
50's (A5)	26	20.16%
60's (A6)	22	17.05%
70's and over (A7)	18	13.95%
No answer	4	3.10%





Field summary for 008

Q8. How old are you?





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Field summary for 009a

Q9. (a) Ethnicity

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Answer	Count	Percentage
White (A1)	114	89.06%
Black (A2)	1	0.78%
Asian (A3)	4	3.12%
Mixed (A4)	1	0.78%
Other (please state) (A5)	1	0.78%
Comments	2	1.56%
No answer	7	5.47%

**Other Responses**

Why is this relevant?

Altogether a nice well run doctors surgery.

However, there can be a difficulty getting an appointment by telephone during the mornings. It is easier to visit which is almost impossible for working people.

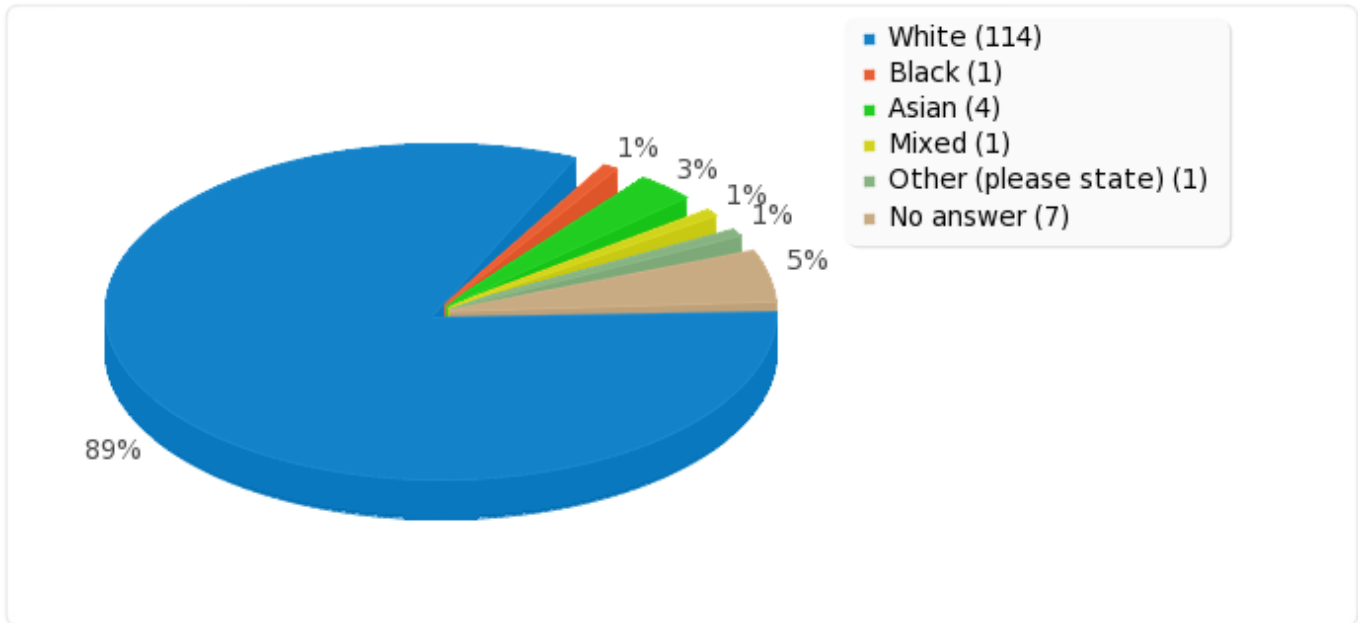
Specific appointment visit times for working people would be advantageous.

The chief receptionist can be a bit fierce.



Field summary for 009a

Q9. (a) Ethnicity





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Field summary for 009b

Q9. (b) Are you British?

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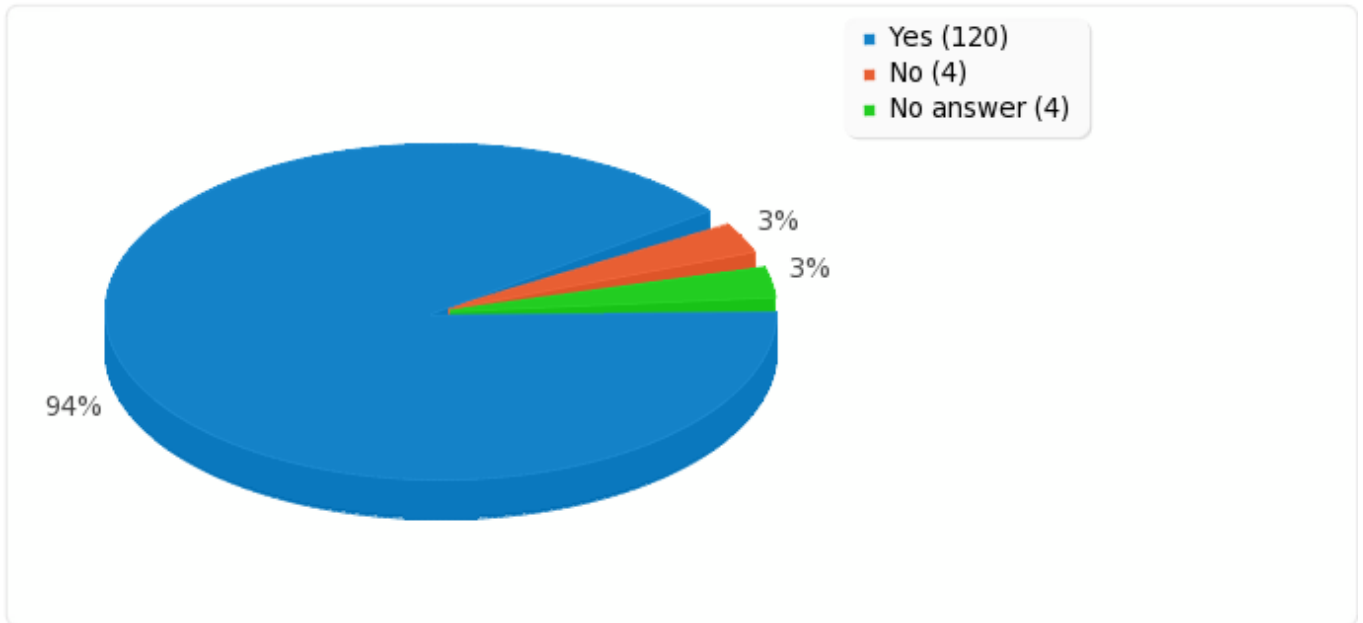
Answer	Count	Percentage
Yes (A1)	120	93.75%
No (A2)	4	3.12%
No answer	4	3.12%



Field summary for 009b

Q9. (b) Are you British?

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Field summary for 010

Q10. Employment Status

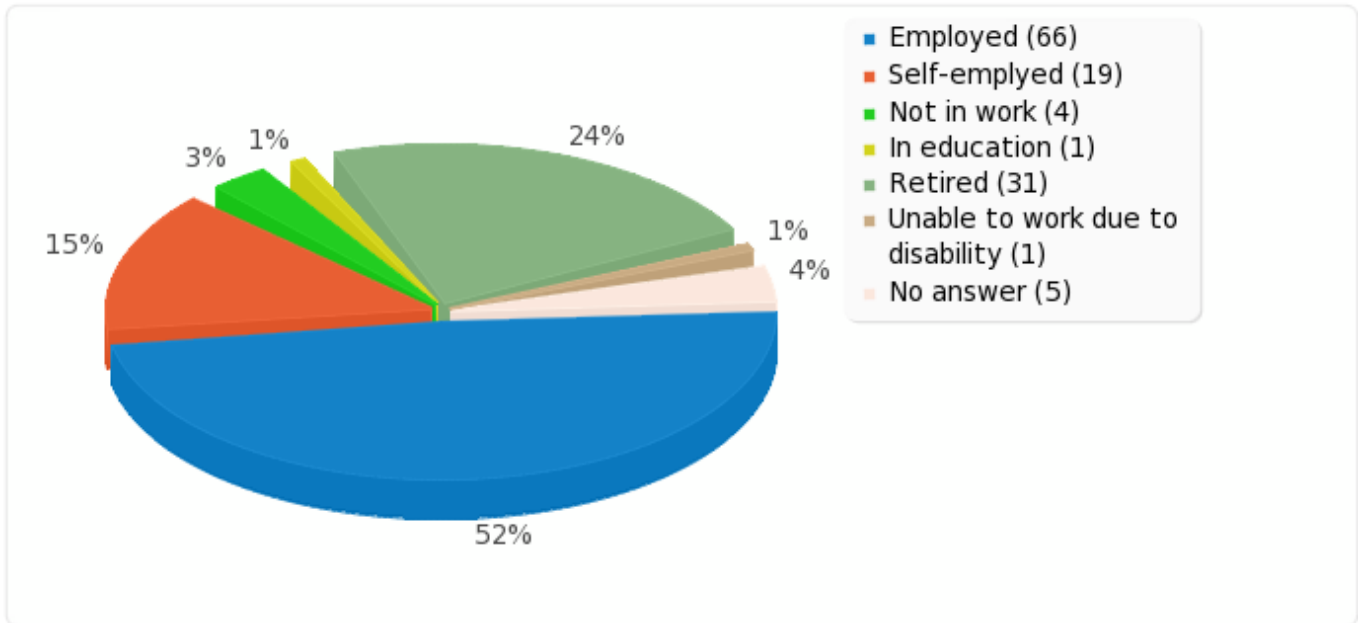
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Answer	Count	Percentage
Employed (A1)	66	51.97%
Self-employed (A2)	19	14.96%
Not in work (A3)	4	3.15%
In education (A4)	1	0.79%
Retired (A5)	31	24.41%
Unable to work due to disability (A6)	1	0.79%
No answer	5	3.94%



Field summary for 010

Q10. Employment Status





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Field summary for 011

Q11. How often do you attend the surgery?

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Answer	Count	Percentage
Weekly (A1)	1	0.80%
Monthly (A2)	18	14.40%
Quarterly (A3)	62	49.60%
Annually (A4)	28	22.40%
No answer	16	12.80%





Field summary for 011

Q11. How often do you attend the surgery?

