

The New Dispensary

Patient Survey Practice Report 2012/13

Demographics

Q1 Are you?

Male	Female	Did not answer	Total
47	101	7	155
30%	65%	5%	

Q2 How old are you?

Age group	Number	Percentage
Under 20	8	5%
20's*	14	9%
30's	33	21%
40's	22	14%
50's	27	17%
60's*	16	10%
Retired	35	23%
DNA	0	0%
Total	155	

Q3 Ethnicity

White	Black	Asian	Mixed	Chinese	Other	Total
149	0	5	0	0	1	155
96%	0%	3%	0%	0%	1%	

Q4 Are you ?

Employed	Self Employed	Unemployed	In Education	Retired	Unable to work due to disability	DNA	Total
70	15	14	5	45	5	1	155
45%	10%	9%	3%	29%	3%	1%	

Q5 How often do you attend the surgery?

Weekly	Monthly	Quarterly	Annually	Did not answer	Total
4	46	53	38	14	155
3%	30%	34%	25%	9%	

Q6 How easy do you find it to make an appointment to see a doctor?

a For an urgent appointment

Very Easy	Easy	Difficult	Very Difficult	Did not answer	Total
36	67	29	6	17	155
23%	43%	19%	4%	11%	

b For a non urgent appointment

Very Easy	Easy	Difficult	Very Difficult	Did not answer	Total
21	54	43	15	22	155
14%	35%	28%	10%	14%	

c To see the doctor of your choice

Very Easy	Easy	Difficult	Very Difficult	Did not answer	Total
11	49	41	14	40	155
7%	32%	26%	9%	26%	

Q7 How easy do you find it to make an appointment to see other healthcare professionals? (i.e. nurse, healthcare assistant, phlebotomist)

Very Easy	Easy	Difficult	Very Difficult	Did not answer	Total
36	94	14	2	9	155
23%	61%	9%	1%	6%	

Q8 Would you like to be able to make appointments online?

Yes	No	Did not answer	Total
102	49	4	155
66%	32%	3%	