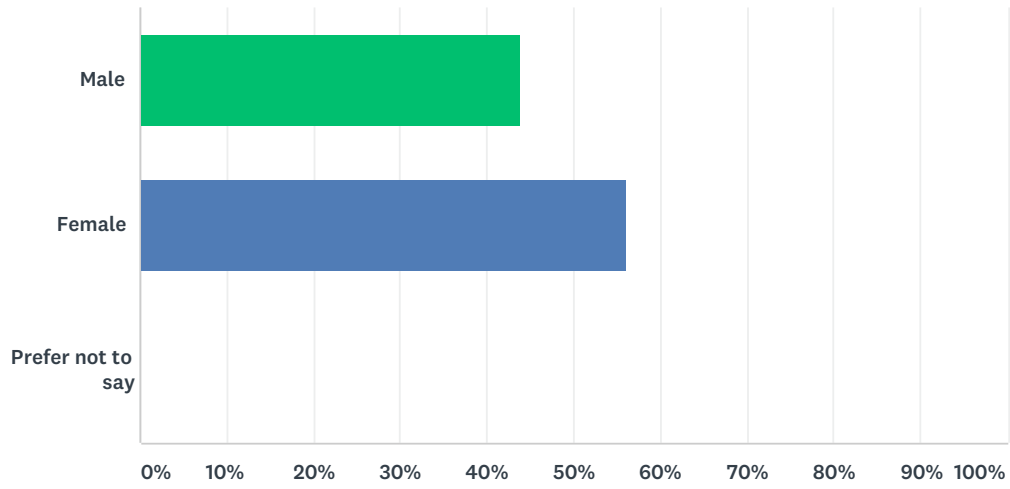


Q1 Are you?

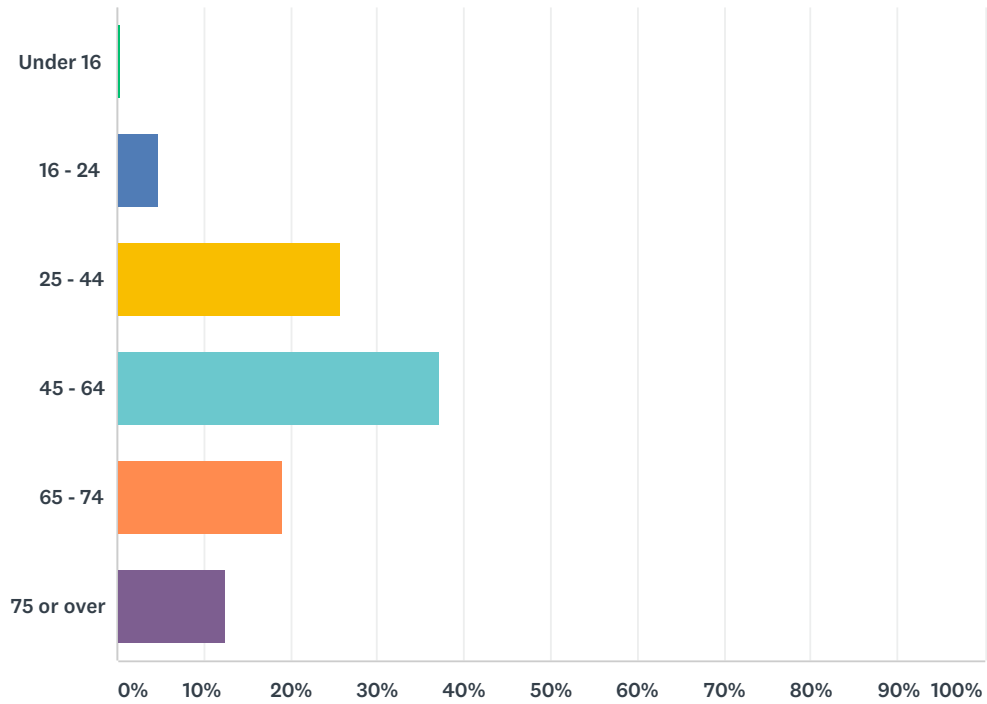
Answered: 412 Skipped: 1



ANSWER CHOICES	RESPONSES	
Male	43.93%	181
Female	56.07%	231
Prefer not to say	0.00%	0
TOTAL		412

Q2 How old are you?

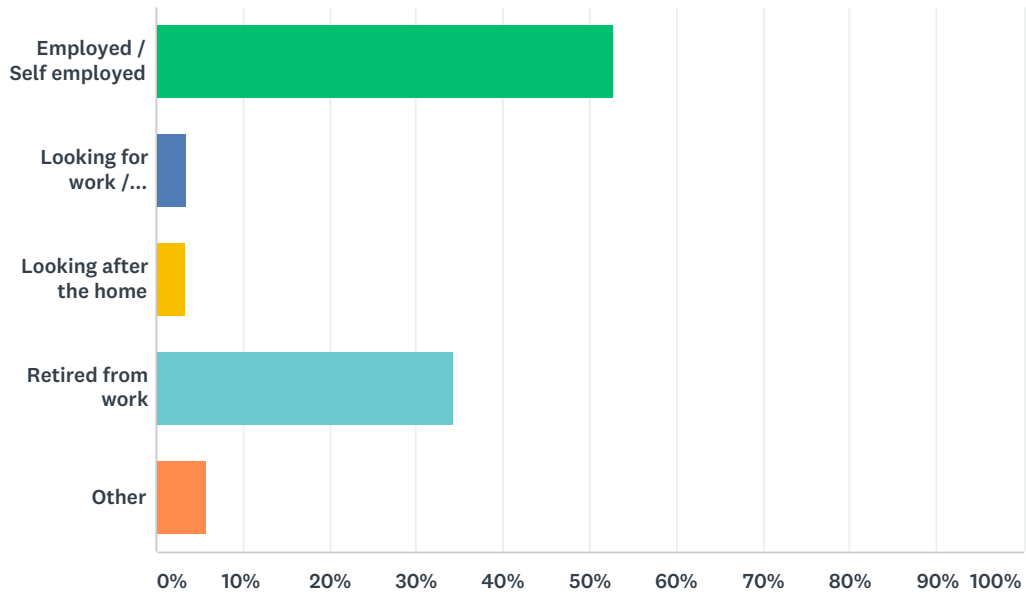
Answered: 413 Skipped: 0



ANSWER CHOICES	RESPONSES
Under 16	0.48% 2
16 - 24	4.84% 20
25 - 44	25.67% 106
45 - 64	37.29% 154
65 - 74	19.13% 79
75 or over	12.59% 52
TOTAL	413

Q3 Which of the following best describes your situation?

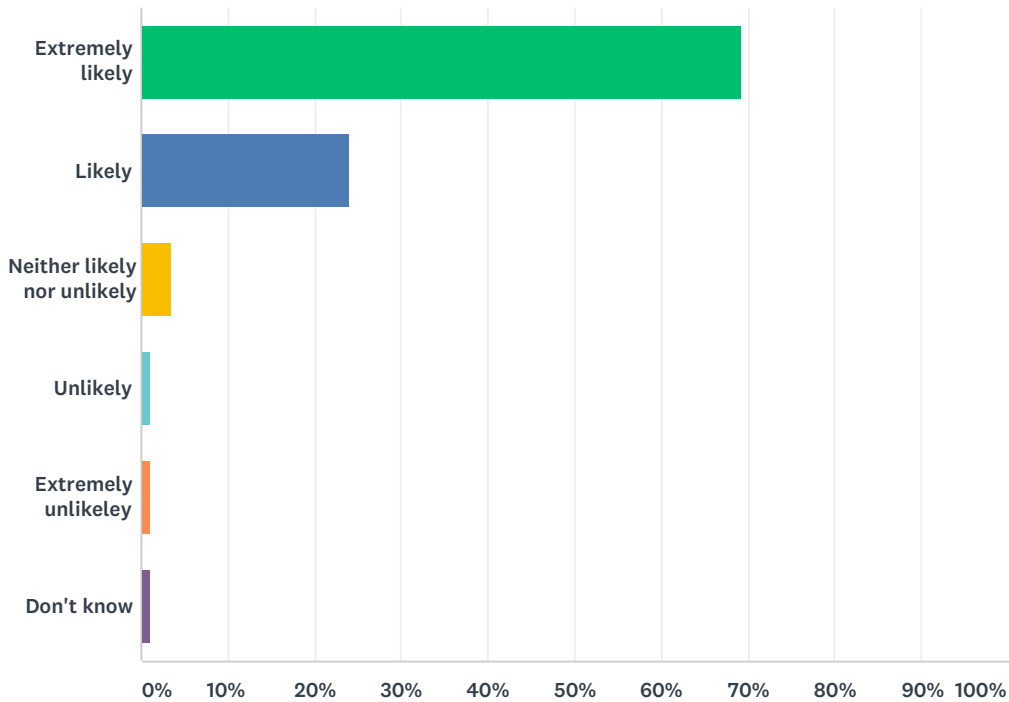
Answered: 413 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employed / Self employed	52.78%	218
Looking for work / Unemployed	3.63%	15
Looking after the home	3.39%	14
Retired from work	34.38%	142
Other	5.81%	24
TOTAL		413

Q4 We would like you to think about your recent experiences of our service. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Answered: 411 Skipped: 2



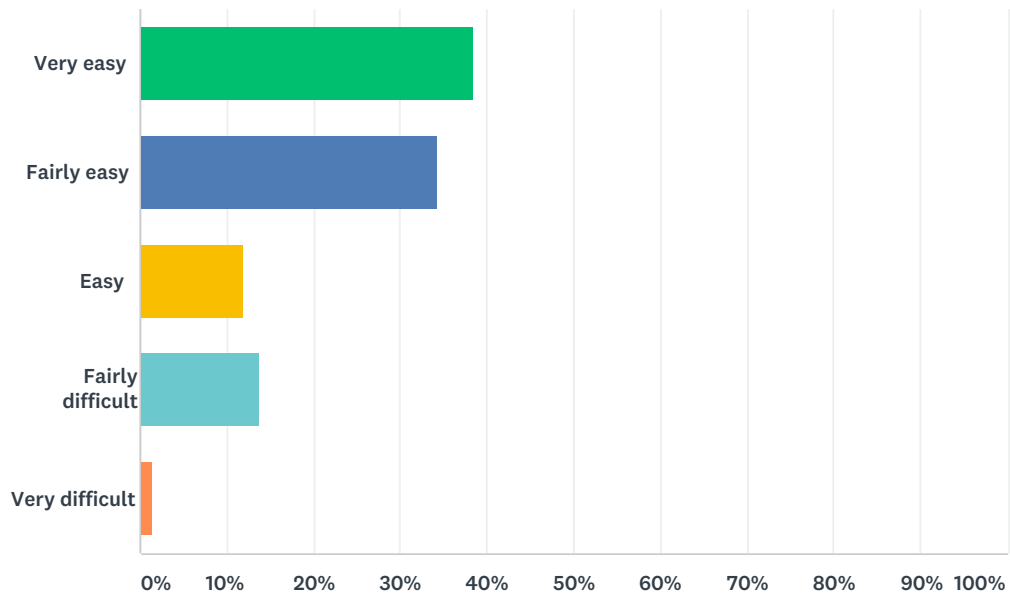
ANSWER CHOICES	RESPONSES	
Extremely likely	69.34%	285
Likely	24.09%	99
Neither likely nor unlikely	3.65%	15
Unlikely	0.97%	4
Extremely unlikely	0.97%	4
Don't know	0.97%	4
TOTAL		411

Q5 Can you tell us why you gave that response?

Answered: 310 Skipped: 103

Q6 Overall how would you describe your experience of making an appointment?

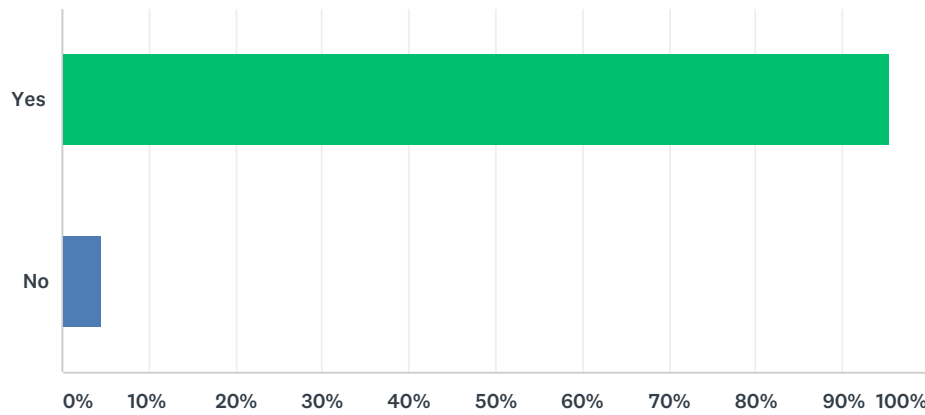
Answered: 394 Skipped: 19



ANSWER CHOICES	RESPONSES	
Very easy	38.58%	152
Fairly easy	34.26%	135
Easy	11.93%	47
Fairly difficult	13.71%	54
Very difficult	1.52%	6
TOTAL		394

Q7 The last time you wanted to see or speak to someone at the surgery, were you able to get an appointment to see or speak to someone?

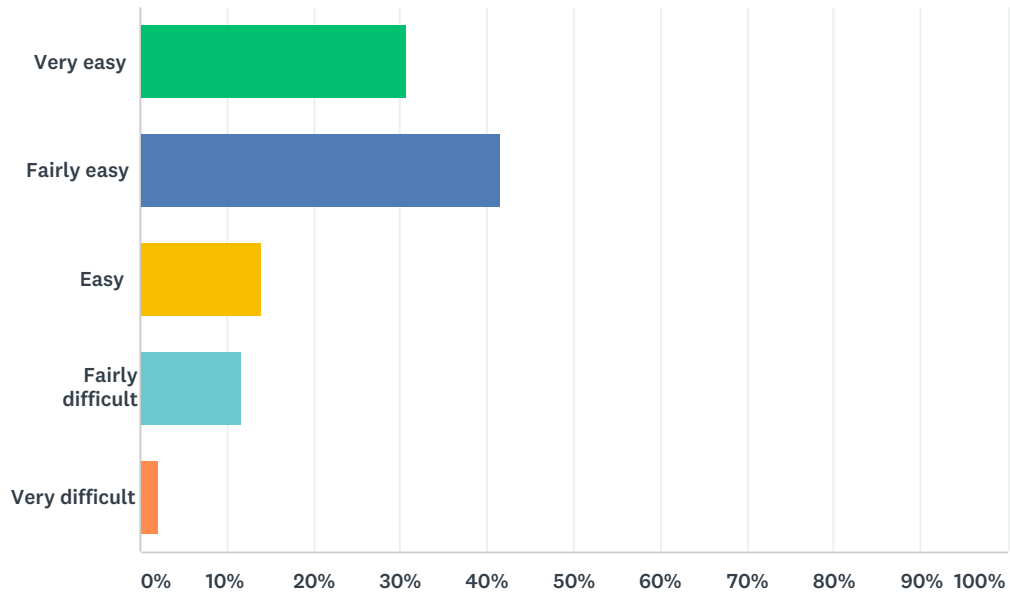
Answered: 389 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	95.37%	371
No	4.63%	18
TOTAL		389

Q8 How easy is it to get through to speak to someone at the surgery?

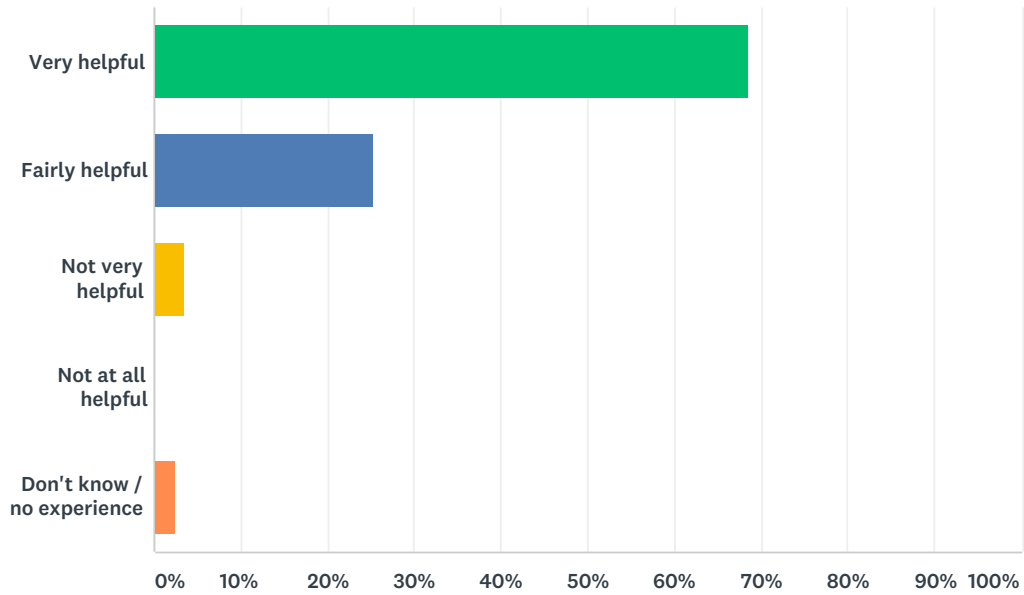
Answered: 394 Skipped: 19



ANSWER CHOICES	RESPONSES	
Very easy	30.71%	121
Fairly easy	41.62%	164
Easy	13.96%	55
Fairly difficult	11.68%	46
Very difficult	2.03%	8
TOTAL		394

Q9 How helpful do you find the staff answering the telephone?

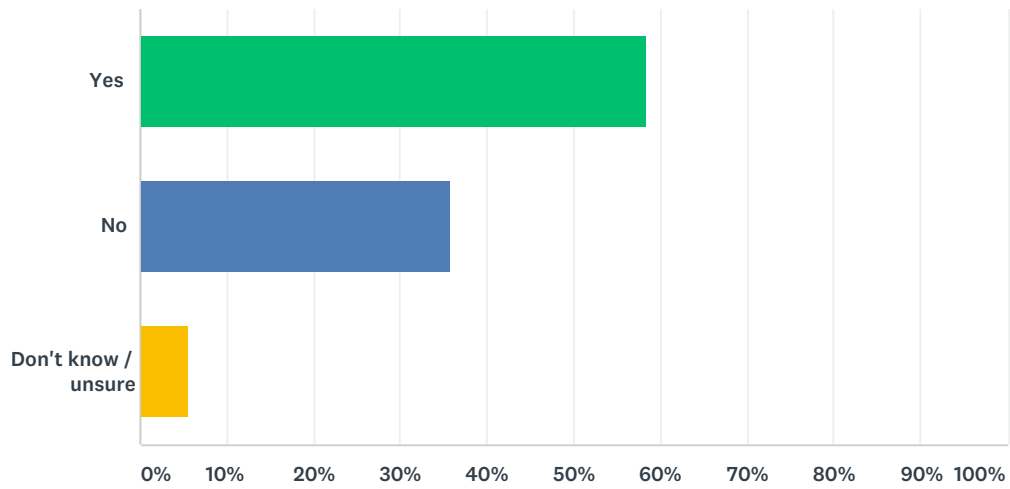
Answered: 404 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very helpful	68.56%	277
Fairly helpful	25.25%	102
Not very helpful	3.47%	14
Not at all helpful	0.25%	1
Don't know / no experience	2.48%	10
TOTAL		404

Q10 When making an appointment is there a particular GP you usually prefer to see or speak to?

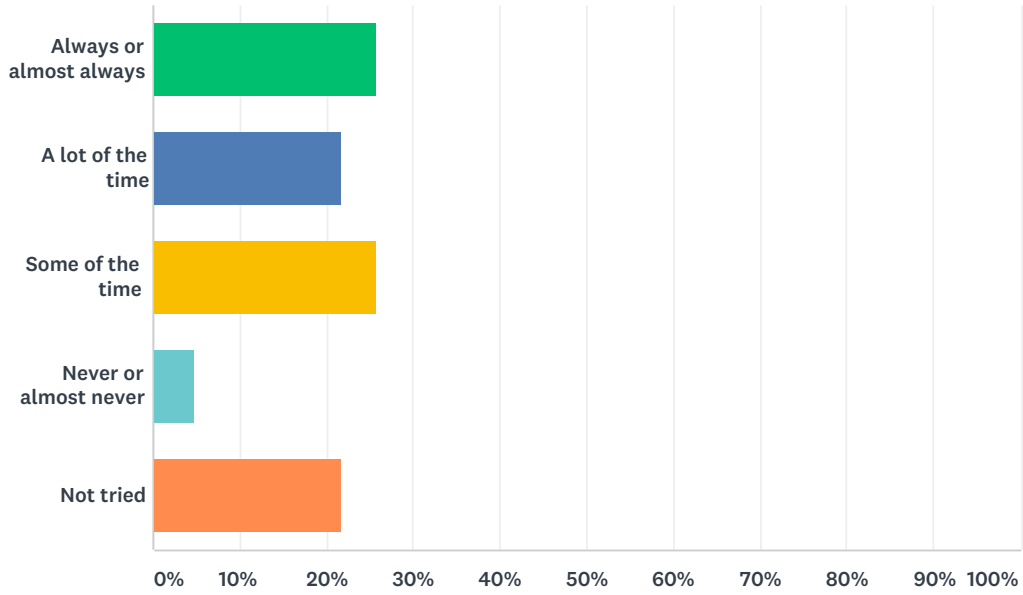
Answered: 402 Skipped: 11



ANSWER CHOICES	RESPONSES
Yes	58.46% 235
No	35.82% 144
Don't know / unsure	5.72% 23
TOTAL	402

Q11 How often do you see or speak to the GP you prefer?

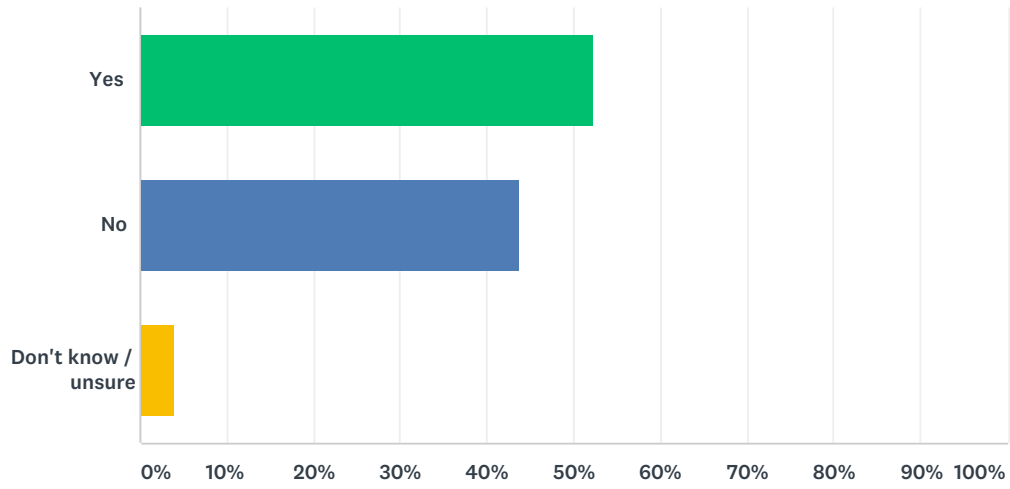
Answered: 391 Skipped: 22



ANSWER CHOICES	RESPONSES	
Always or almost always	25.83%	101
A lot of the time	21.74%	85
Some of the time	25.83%	101
Never or almost never	4.86%	19
Not tried	21.74%	85
TOTAL		391

Q12 Do you have a long standing health condition?

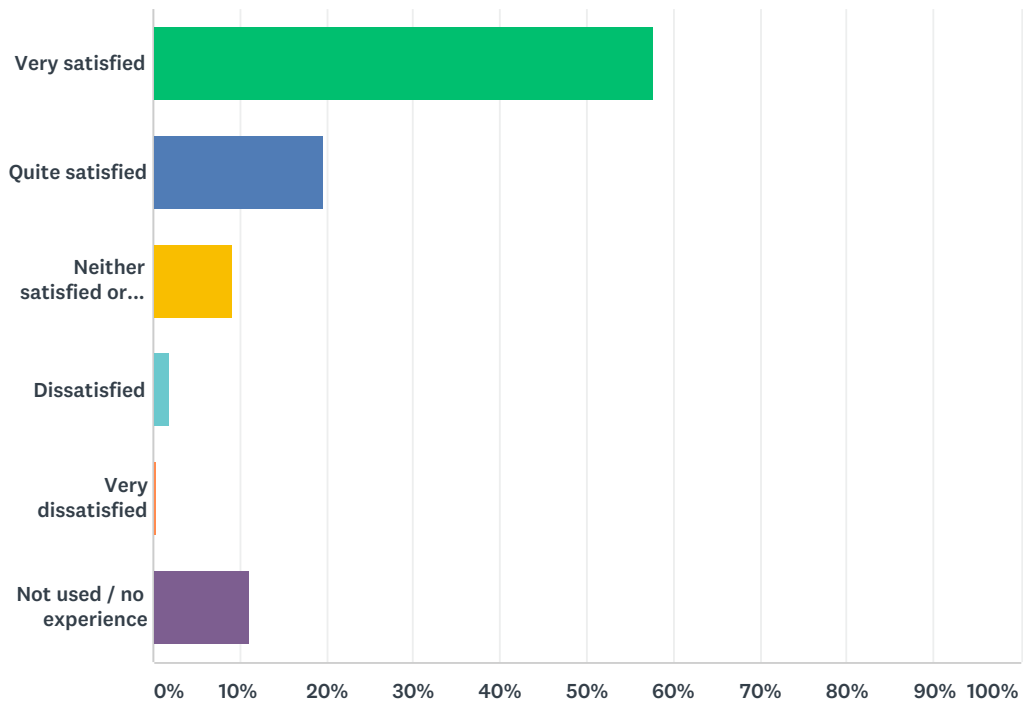
Answered: 403 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	52.36%	211
No	43.67%	176
Don't know / unsure	3.97%	16
TOTAL		403

Q13 How satisfied are you with the repeat prescription service you experience?

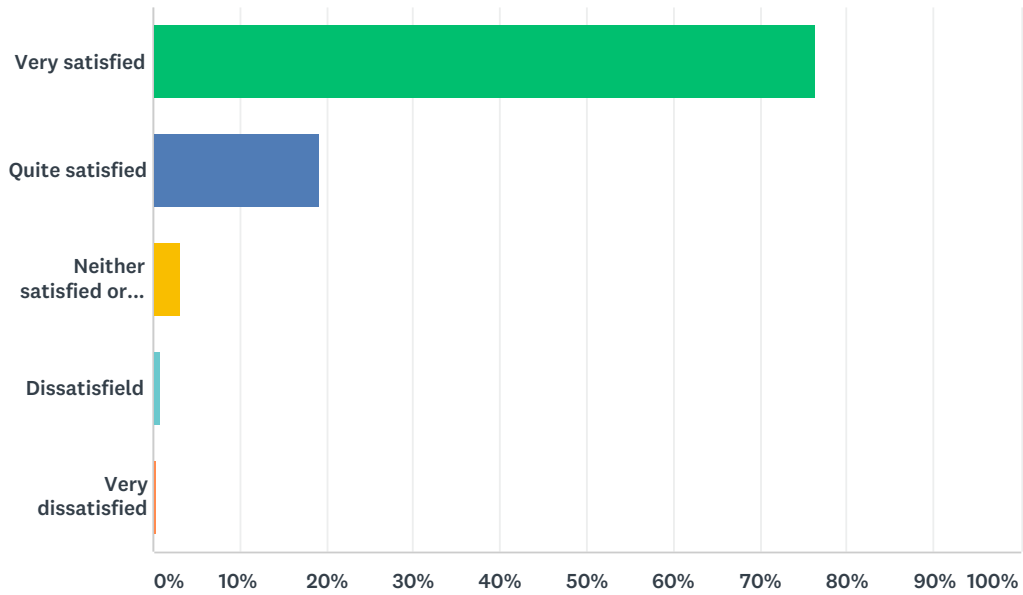
Answered: 390 Skipped: 23



ANSWER CHOICES	RESPONSES	
Very satisfied	57.69%	225
Quite satisfied	19.74%	77
Neither satisfied or dissatisfied	9.23%	36
Dissatisfied	1.79%	7
Very dissatisfied	0.51%	2
Not used / no experience	11.03%	43
TOTAL		390

Q14 How satisfied are you with the service you get from your GP?

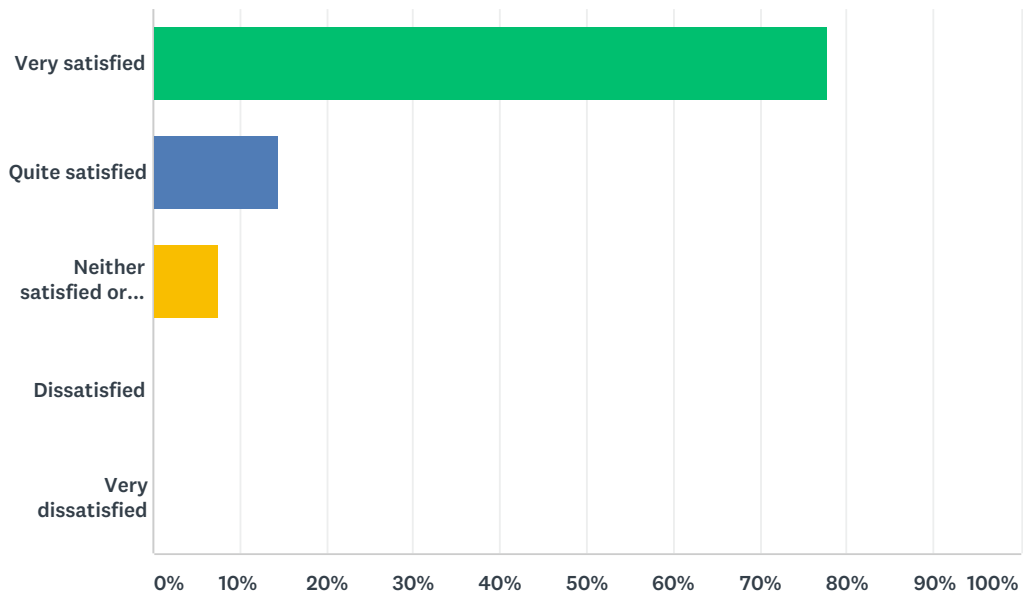
Answered: 393 Skipped: 20



ANSWER CHOICES	RESPONSES	
Very satisfied	76.34%	300
Quite satisfied	19.34%	76
Neither satisfied or dissatisfied	3.05%	12
Dissatisfied	0.76%	3
Very dissatisfied	0.51%	2
TOTAL		393

Q15 How satisfied are you with the service you get from the practice nurses?

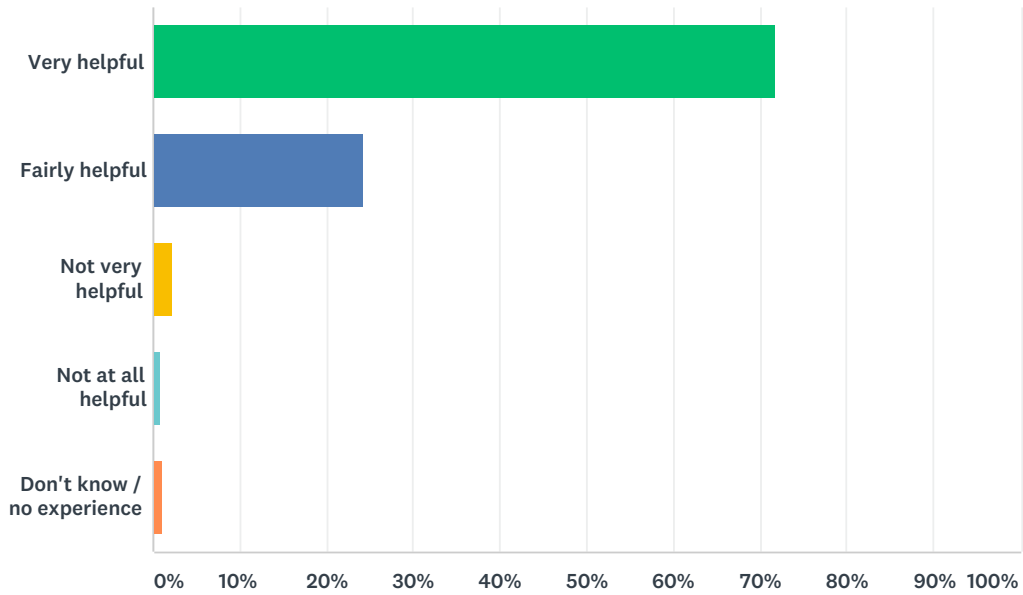
Answered: 388 Skipped: 25



ANSWER CHOICES	RESPONSES	
Very satisfied	77.84%	302
Quite satisfied	14.43%	56
Neither satisfied or dissatisfied	7.47%	29
Dissatisfied	0.00%	0
Very dissatisfied	0.26%	1
TOTAL		388

Q16 How helpful do you find the staff you see on reception?

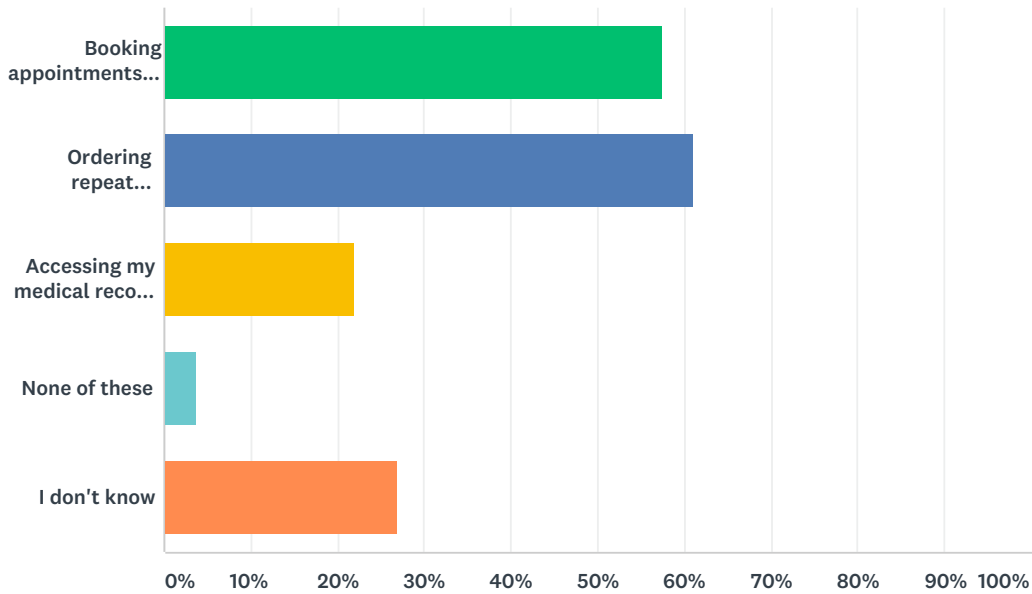
Answered: 393 Skipped: 20



ANSWER CHOICES	RESPONSES	
Very helpful	71.76%	282
Fairly helpful	24.17%	95
Not very helpful	2.29%	9
Not at all helpful	0.76%	3
Don't know / no experience	1.02%	4
TOTAL		393

**Q17 As far as you know, which of the following online services does the surgery offer? By 'online' we mean on a website or smartphone app.
Please tick all that apply**

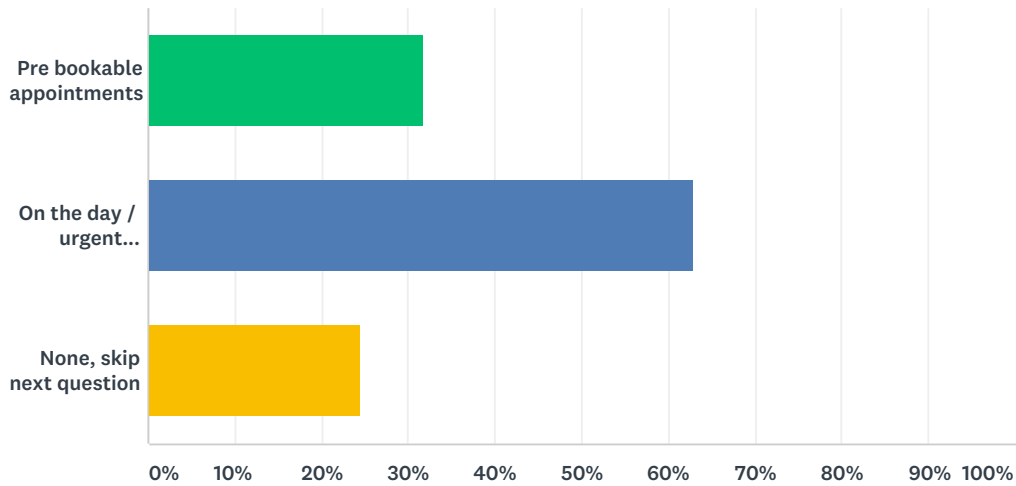
Answered: 390 Skipped: 23



ANSWER CHOICES	RESPONSES	
Booking appointments online	57.44%	224
Ordering repeat prescriptions online	61.03%	238
Accessing my medical record online	22.05%	86
None of these	3.85%	15
I don't know	26.92%	105
Total Respondents: 390		

Q18 Currently Springfield GPs and nurses offer their patients extended hours appointments on a Monday evening until 8pm and once a month on a Saturday morning. In the future this service may be replaced with a service that will give patients access to evening appointments 5 days per week and regularly at weekends. However, this service may not be run from Canalside, nor be staffed by Springfield staff. Assuming this service was available in the Bingley area and was staffed by non Springfield clinicians who had full access* to your medical records, which if any, of the following would you use this service for? (*access will only be granted with your consent)

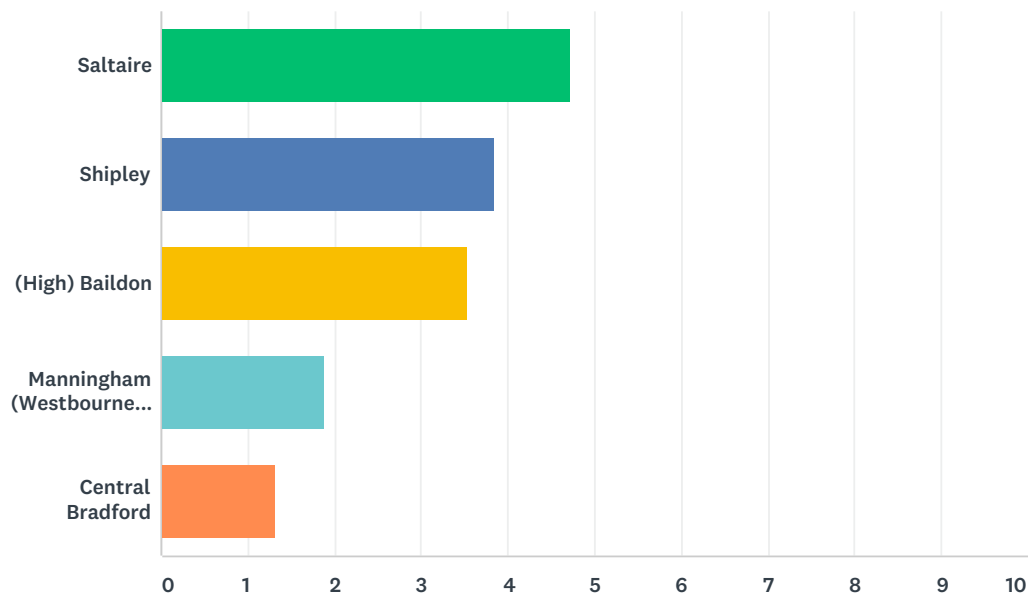
Answered: 391 Skipped: 22



ANSWER CHOICES	RESPONSES	
Pre bookable appointments	31.71%	124
On the day / urgent appointments	62.92%	246
None, skip next question	24.55%	96
Total Respondents: 391		

Q19 For all those who would use the service - If the service was not available in Bingley but was offered elsewhere, please rank these potential service locations in terms of your preference where 1 is your first choice and 5 your least favourite.

Answered: 301 Skipped: 112



	1	2	3	4	5	TOTAL	SCORE
Saltaire	77.57% 211	19.12% 52	2.21% 6	0.37% 1	0.74% 2	272	4.72
Shipley	11.34% 27	62.61% 149	25.63% 61	0.42% 1	0.00% 0	238	3.85
(High) Baildon	23.61% 51	14.35% 31	55.56% 120	4.63% 10	1.85% 4	216	3.53
Manningham (Westbourne Green)	0.00% 0	1.09% 2	4.89% 9	74.46% 137	19.57% 36	184	1.88
Central Bradford	1.04% 2	0.00% 0	4.17% 8	18.75% 36	76.04% 146	192	1.31

Q20 If for any reason you would not use the extended hours service, please explain why.

Answered: 120 Skipped: 293

Q21 Many thanks for completing this survey, if you have any other comments or suggestions please use the box below.

Answered: 73 Skipped: 340