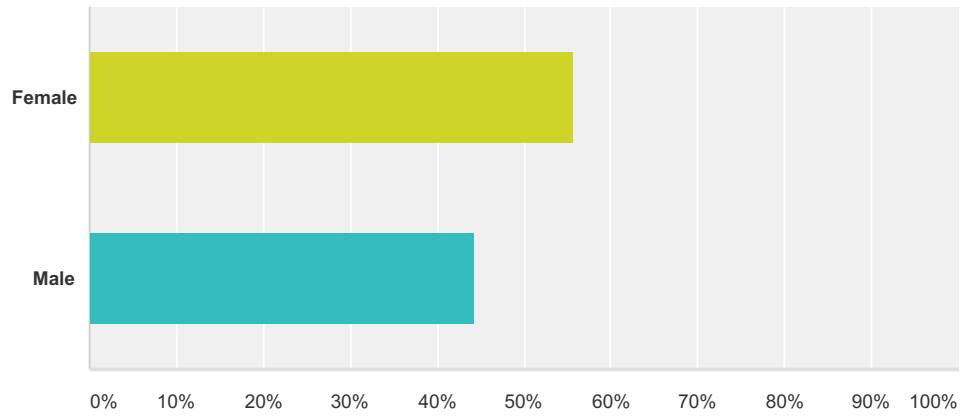


### Q1 What gender are you?

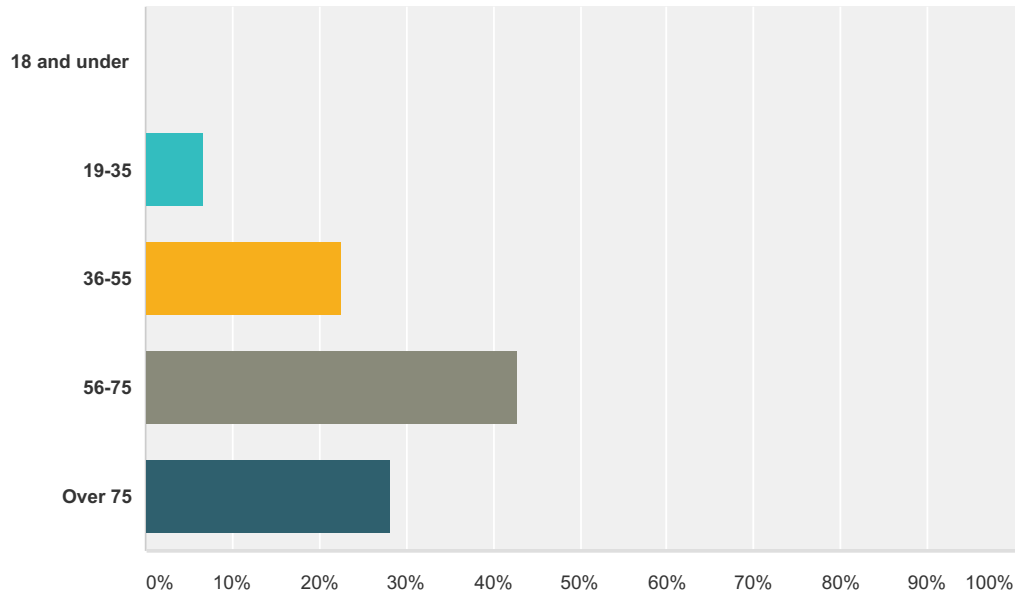
Answered: 88 Skipped: 3



Answer Choices	Responses
Female	55.68% 49
Male	44.32% 39
<b>Total</b>	<b>88</b>

## Q2 Please select your age group

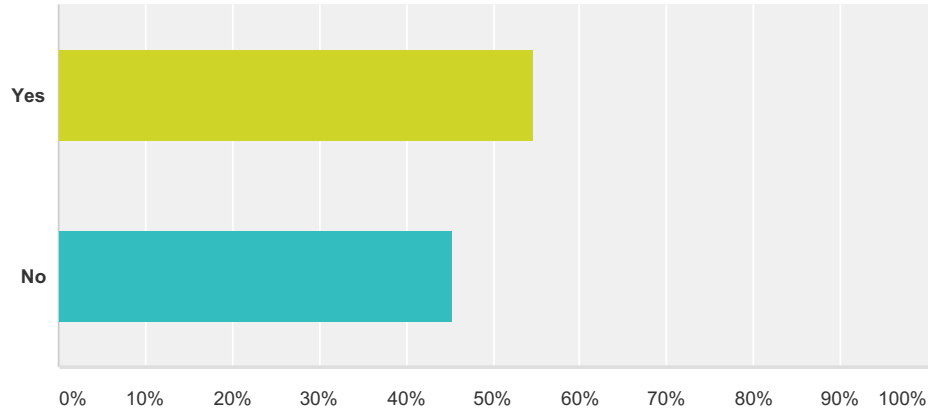
Answered: 89 Skipped: 2



Answer Choices	Responses	
18 and under	0.00%	0
19-35	6.74%	6
36-55	22.47%	20
56-75	42.70%	38
Over 75	28.09%	25
<b>Total</b>		<b>89</b>

**Q3 Do you have a long-standing illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?**

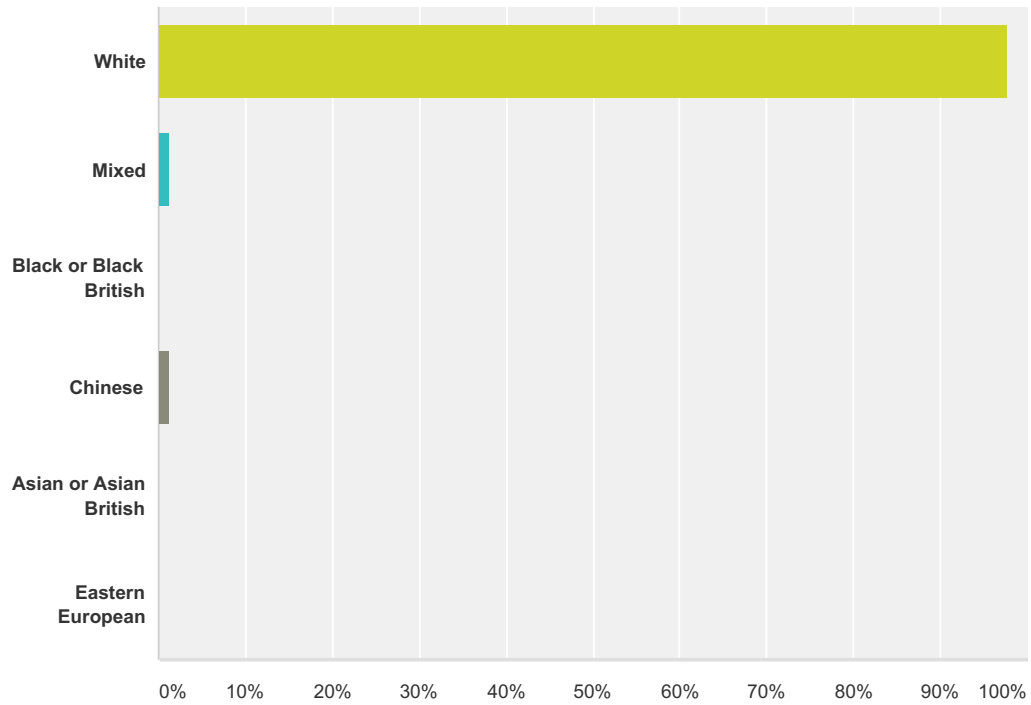
Answered: 84 Skipped: 7



Answer Choices	Responses	
Yes	54.76%	46
No	45.24%	38
<b>Total</b>		<b>84</b>

### Q4 What is your Ethnic Group?

Answered: 87 Skipped: 4

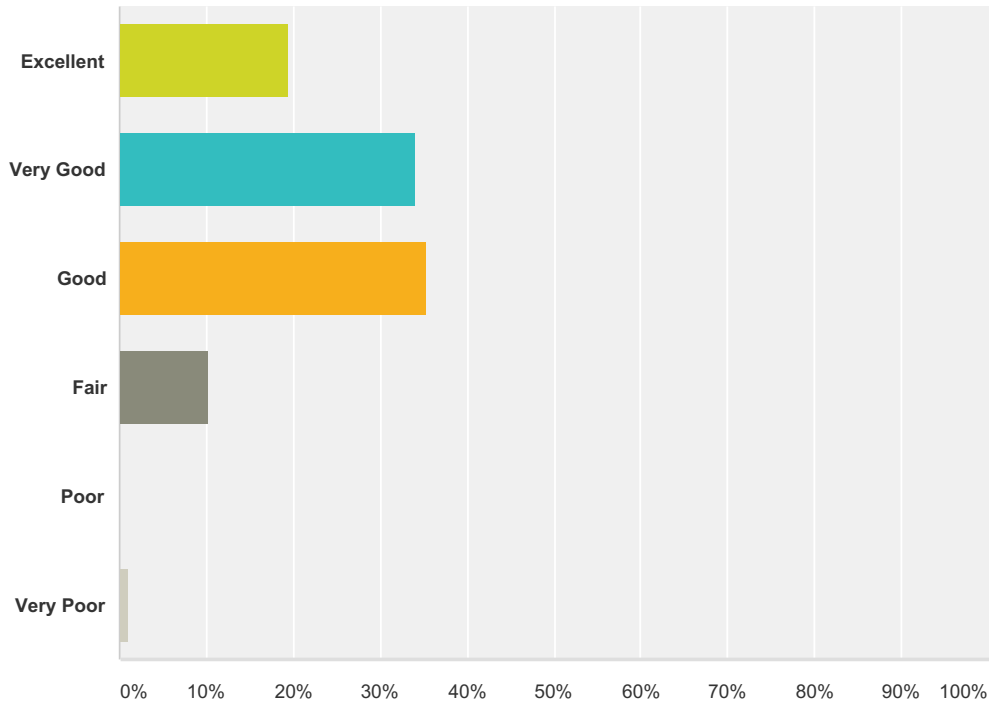


Answer Choices	Responses
White	97.70% 85
Mixed	1.15% 1
Black or Black British	0.00% 0
Chinese	1.15% 1
Asian or Asian British	0.00% 0
Eastern European	0.00% 0
<b>Total Respondents: 87</b>	

#	Other (please specify)	Date
	There are no responses.	

**Q5 The surgery opening times are Monday to Friday, 8:00am to 6:00pm. How do you rate the hours that the GP surgery is open for appointments?**

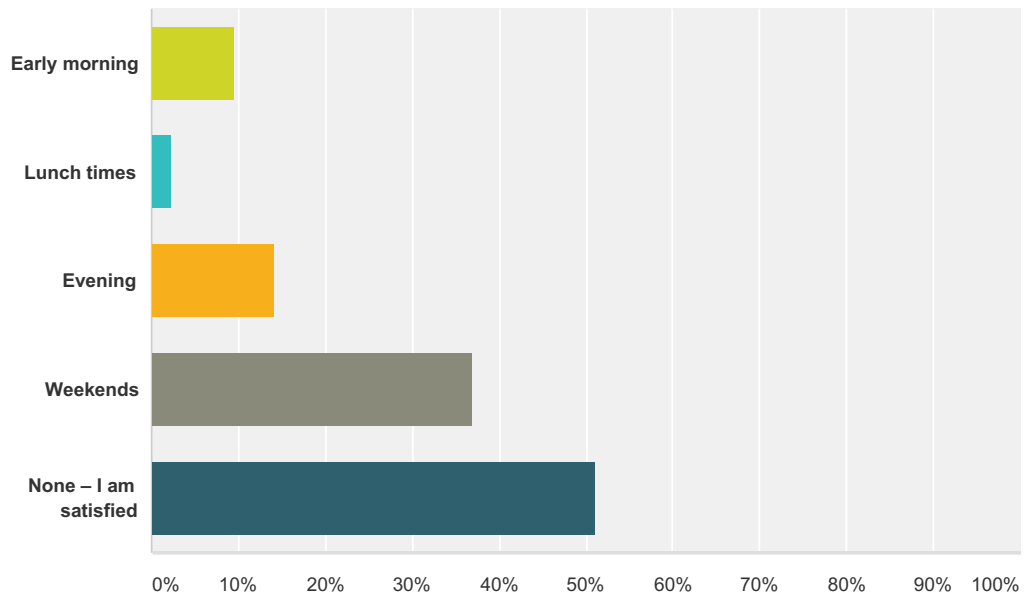
Answered: 88 Skipped: 3



Answer Choices	Responses
Excellent	19.32% 17
Very Good	34.09% 30
Good	35.23% 31
Fair	10.23% 9
Poor	0.00% 0
Very Poor	1.14% 1
<b>Total</b>	<b>88</b>

### Q6 If appropriate, what additional hours would you like the surgery to be open?

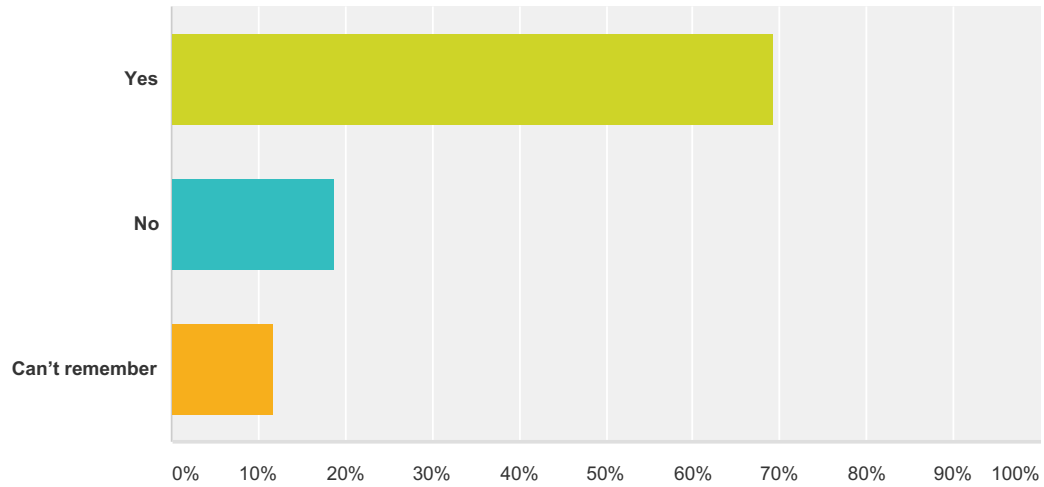
Answered: 84 Skipped: 7



Answer Choices	Responses
Early morning	9.52% 8
Lunch times	2.38% 2
Evening	14.29% 12
Weekends	36.90% 31
None - I am satisfied	51.19% 43
<b>Total Respondents: 84</b>	

**Q7 In the past six months, have you tried to book ahead an appointment with a doctor (i.e. tried to make an appointment for more than two full working days ahead).**

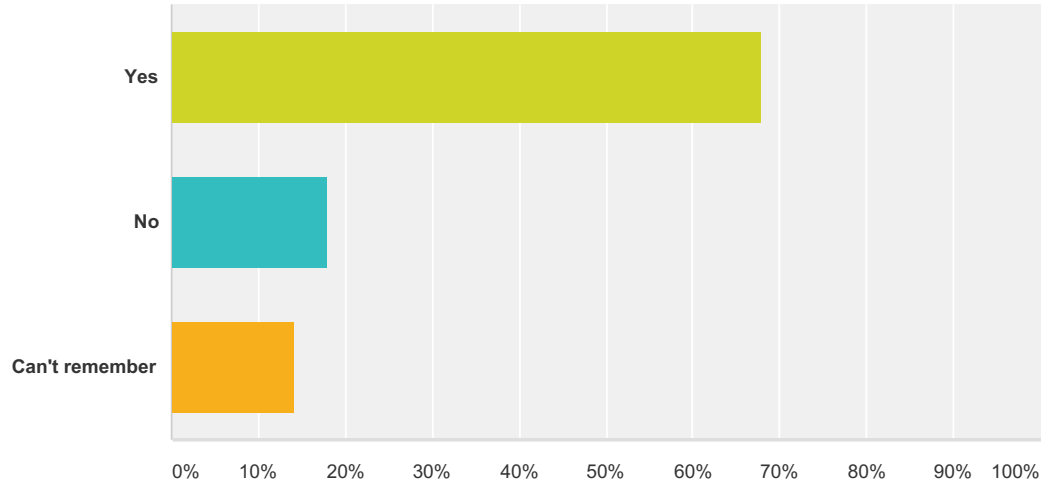
Answered: 85 Skipped: 6



Answer Choices	Responses	
Yes	69.41%	59
No	18.82%	16
Can't remember	11.76%	10
<b>Total</b>		<b>85</b>

**Q8 Last time you tried to book ahead, were you able to get an appointment with a doctor more than two full workdays in advance?**

Answered: 78 Skipped: 13

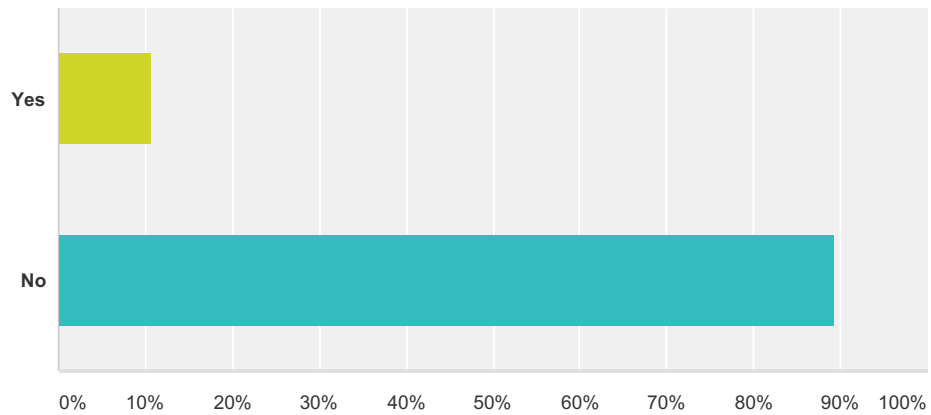


Answer Choices	Responses	
Yes	67.95%	53
No	17.95%	14
Can't remember	14.10%	11
<b>Total</b>		<b>78</b>



**Q9 Have you found it easier to make an appointment in advance using the online appointment booking system? Please note that if you choose not to use this facility or do not have access to a computer you will not be disadvantaged.**

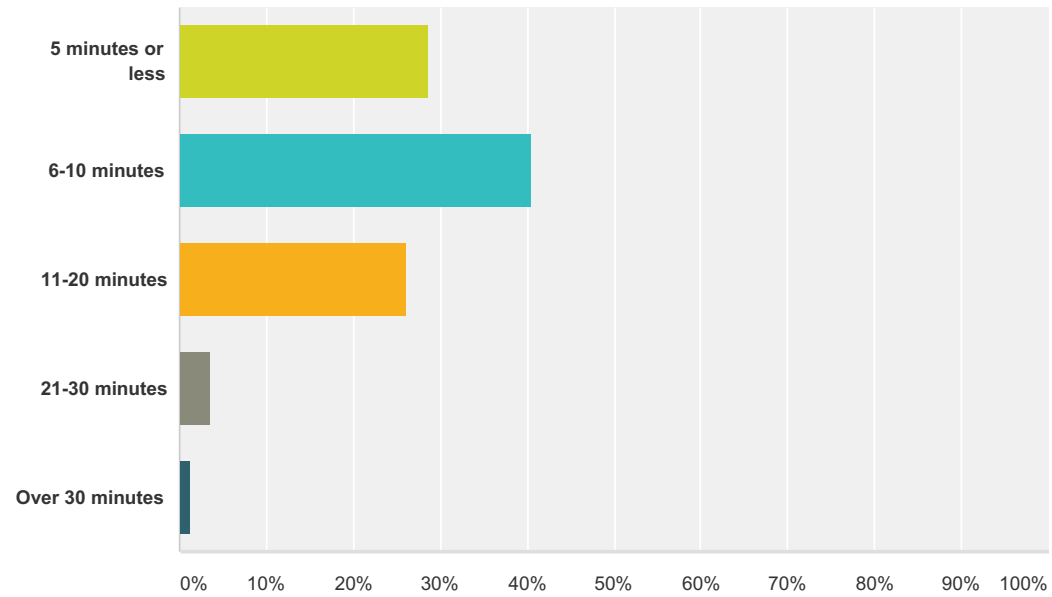
Answered: 56 Skipped: 35



Answer Choices	Responses	
Yes	10.71%	6
No	89.29%	50
<b>Total</b>		<b>56</b>

### Q10 How long do you usually have to wait at the surgery after your appointment time for your consultation to begin?

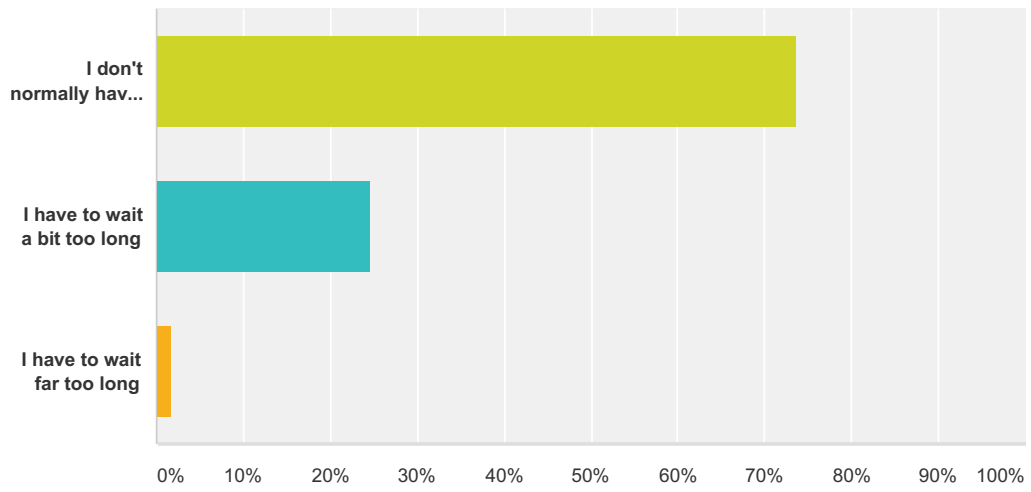
Answered: 84 Skipped: 7



Answer Choices	Responses	
5 minutes or less	28.57%	24
6-10 minutes	40.48%	34
11-20 minutes	26.19%	22
21-30 minutes	3.57%	3
Over 30 minutes	1.19%	1
<b>Total</b>		<b>84</b>

### Q11 How do you feel about how long you normally have to wait?

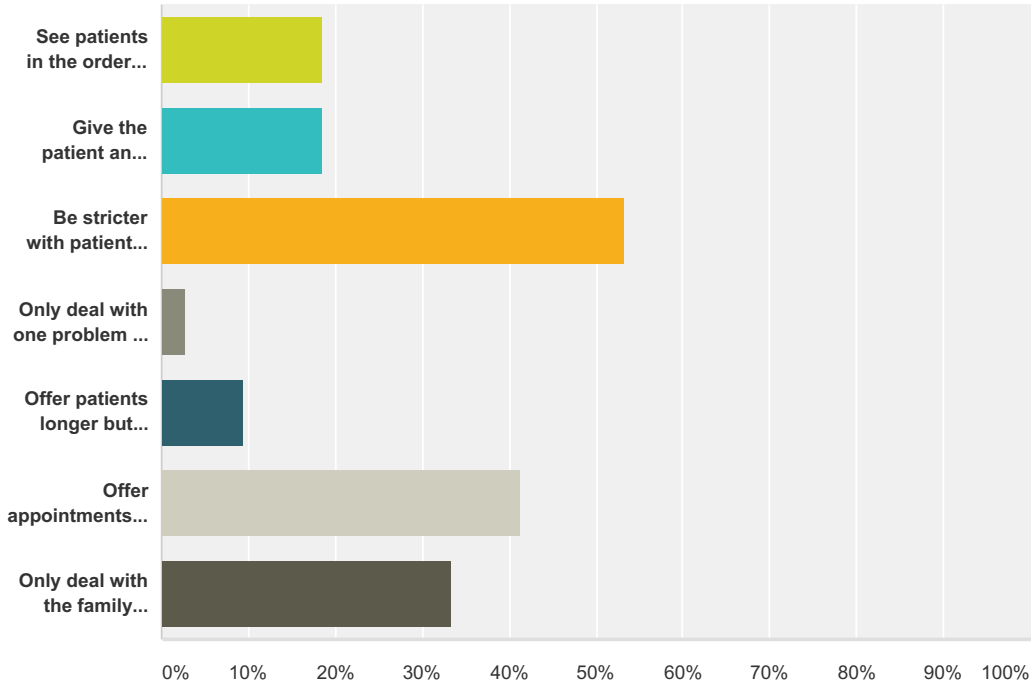
Answered: 61 Skipped: 30



Answer Choices	Responses	
I don't normally have to wait	73.77%	45
I have to wait a bit too long	24.59%	15
I have to wait far too long	1.64%	1
<b>Total</b>		<b>61</b>

**Q12 In order to reduce waiting times, should we (please tick any boxes you agree with):**

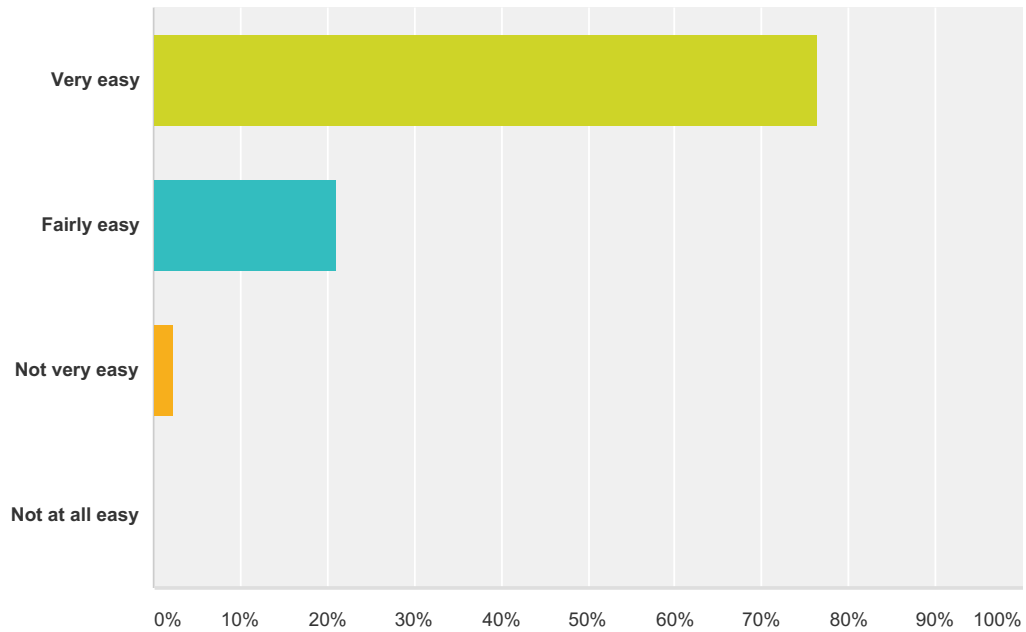
Answered: 75 Skipped: 16



Answer Choices	Responses
See patients in the order they arrive	18.67% 14
Give the patient an appointment with the first available doctor	18.67% 14
Be stricter with patients who arrive late	53.33% 40
Only deal with one problem for a patient at each consultation	2.67% 2
Offer patients longer but fewer appointments	9.33% 7
Offer appointments of different length	41.33% 31
Only deal with the family member for whom an appointment has been made	33.33% 25
<b>Total Respondents: 75</b>	

### Q13 Thinking about access to the surgery and within the building itself, how do you find this?

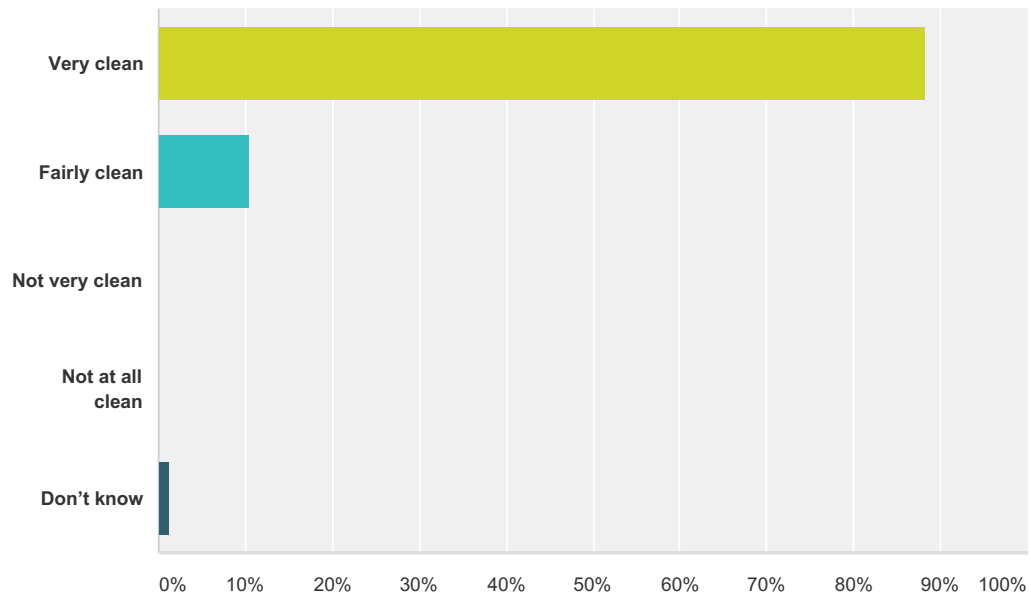
Answered: 85 Skipped: 6



Answer Choices	Responses	
Very easy	76.47%	65
Fairly easy	21.18%	18
Not very easy	2.35%	2
Not at all easy	0.00%	0
<b>Total</b>		<b>85</b>

### Q14 In your opinion, how clean is the surgery?

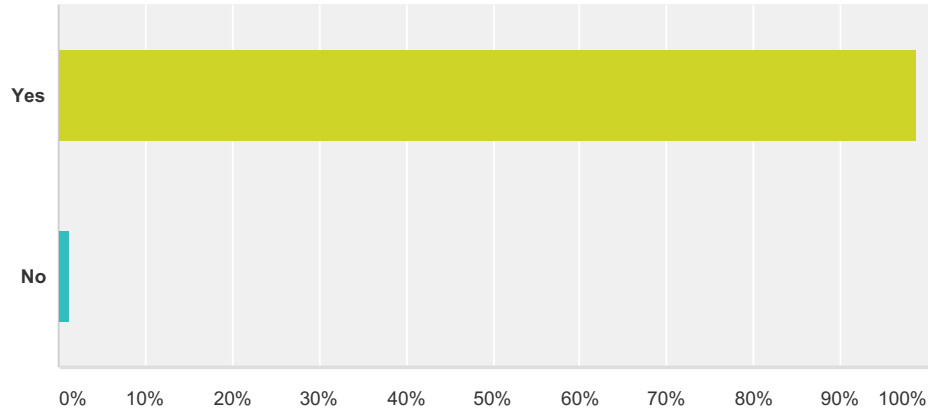
Answered: 86 Skipped: 5



Answer Choices	Responses	Count
Very clean	88.37%	76
Fairly clean	10.47%	9
Not very clean	0.00%	0
Not at all clean	0.00%	0
Don't know	1.16%	1
<b>Total</b>		<b>86</b>

**Q15 Is it easy to find your way around the practice (i.e. is it clear from obstacles and does it have clear signposting?)**

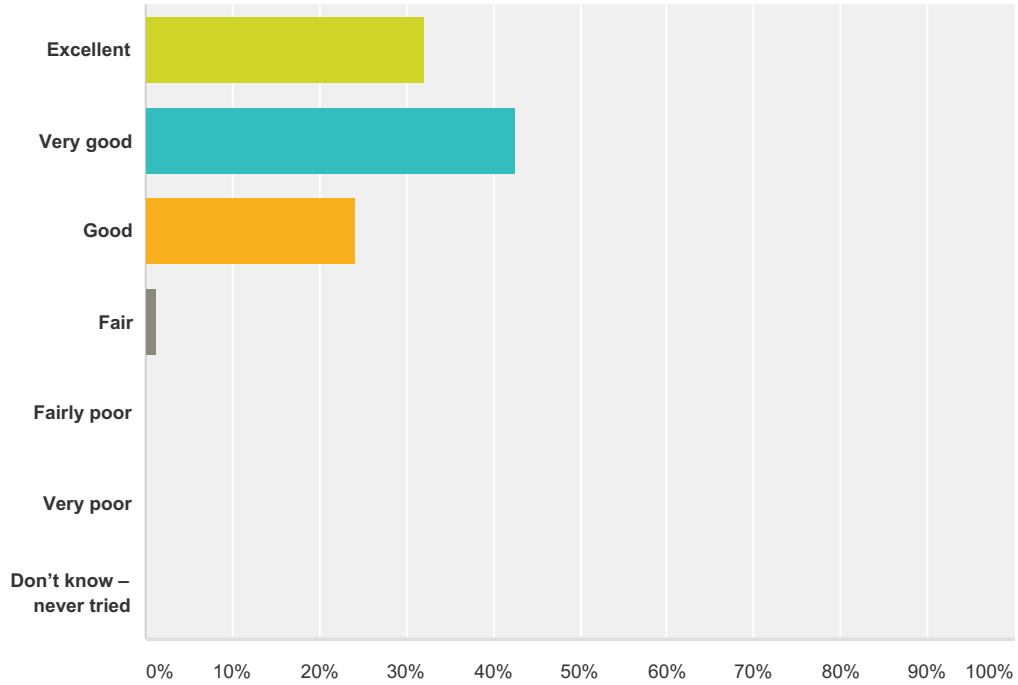
Answered: 83 Skipped: 8



Answer Choices	Responses
Yes	98.80% 82
No	1.20% 1
<b>Total</b>	<b>83</b>

**Q16 Thinking of the times you have telephoned the surgery, how do you rate the following? Ability to get through to the surgery on the telephone:**

Answered: 87 Skipped: 4

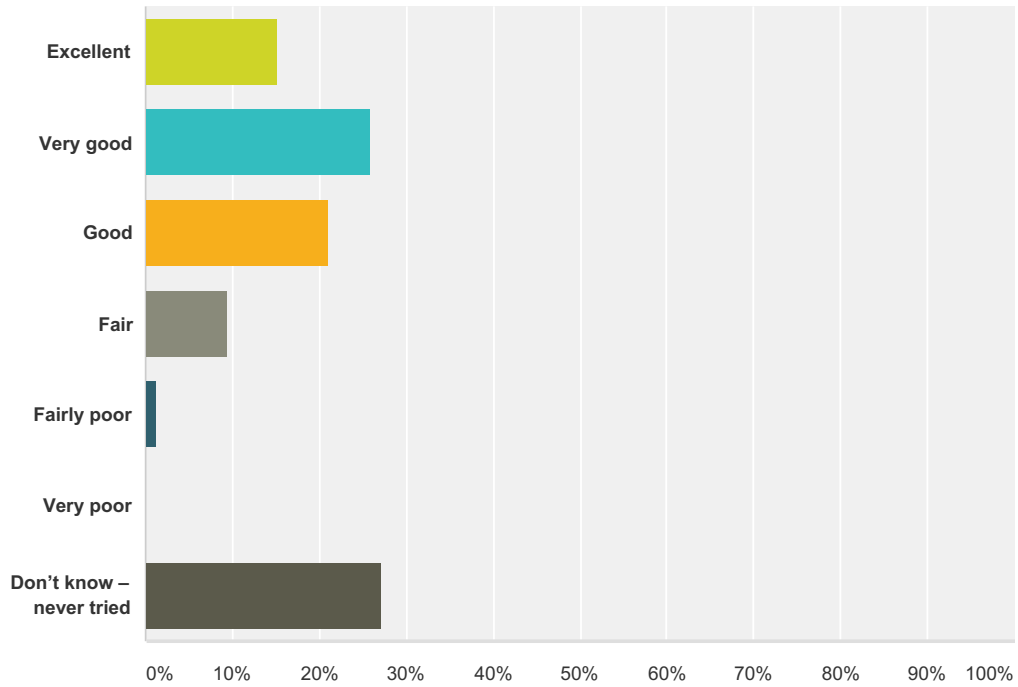


Answer Choices	Responses	
Excellent	32.18%	28
Very good	42.53%	37
Good	24.14%	21
Fair	1.15%	1
Fairly poor	0.00%	0
Very poor	0.00%	0
Don't know - never tried	0.00%	0
<b>Total</b>		<b>87</b>



**Q17 Thinking of the times you have telephoned the surgery, how do you rate the following? Ability to speak to a doctor on the telephone when you have a question or need medical advice:**

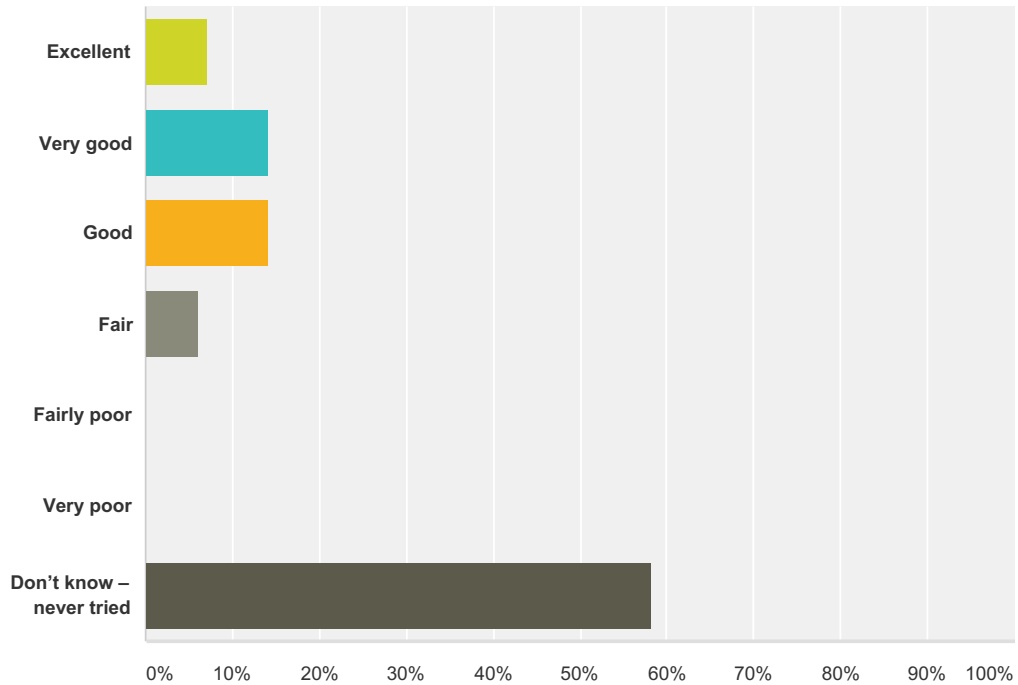
Answered: 85 Skipped: 6



Answer Choices	Responses	Count
Excellent	15.29%	13
Very good	25.88%	22
Good	21.18%	18
Fair	9.41%	8
Fairly poor	1.18%	1
Very poor	0.00%	0
Don't know - never tried	27.06%	23
<b>Total</b>		<b>85</b>

**Q18 Thinking of the times you have telephoned the surgery, how do you rate the following? Ability to speak to a nurse on the telephone:**

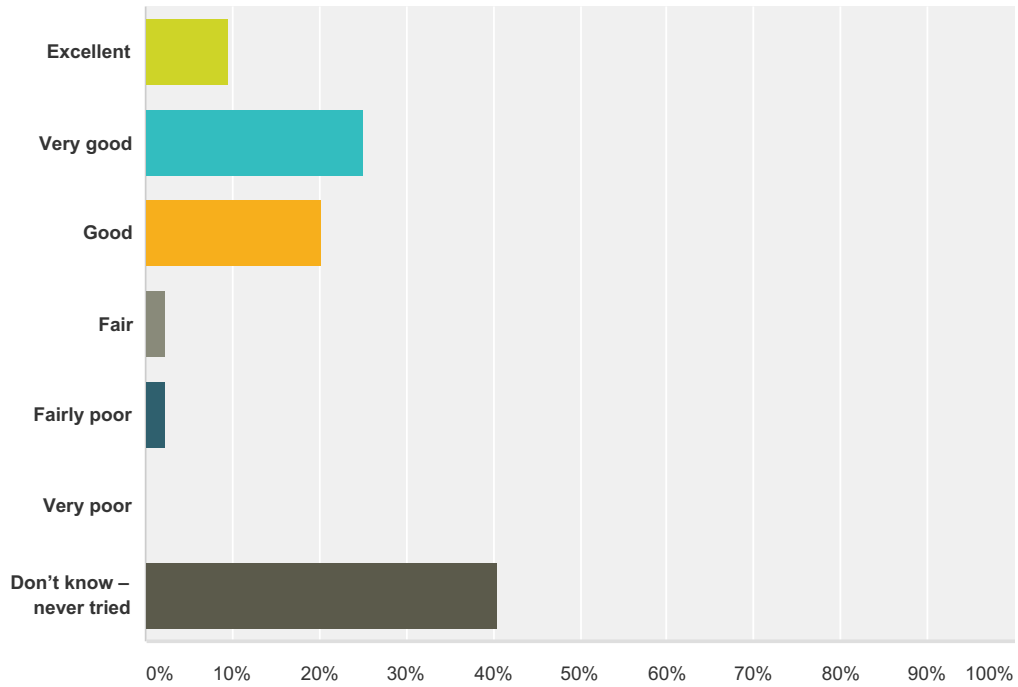
Answered: 84 Skipped: 7



Answer Choices	Responses	
Excellent	7.14%	6
Very good	14.29%	12
Good	14.29%	12
Fair	5.95%	5
Fairly poor	0.00%	0
Very poor	0.00%	0
Don't know - never tried	58.33%	49
<b>Total</b>		<b>84</b>

**Q19 Thinking of the times you have telephoned the surgery, how do you rate the following? Ability to get test results on the telephone:**

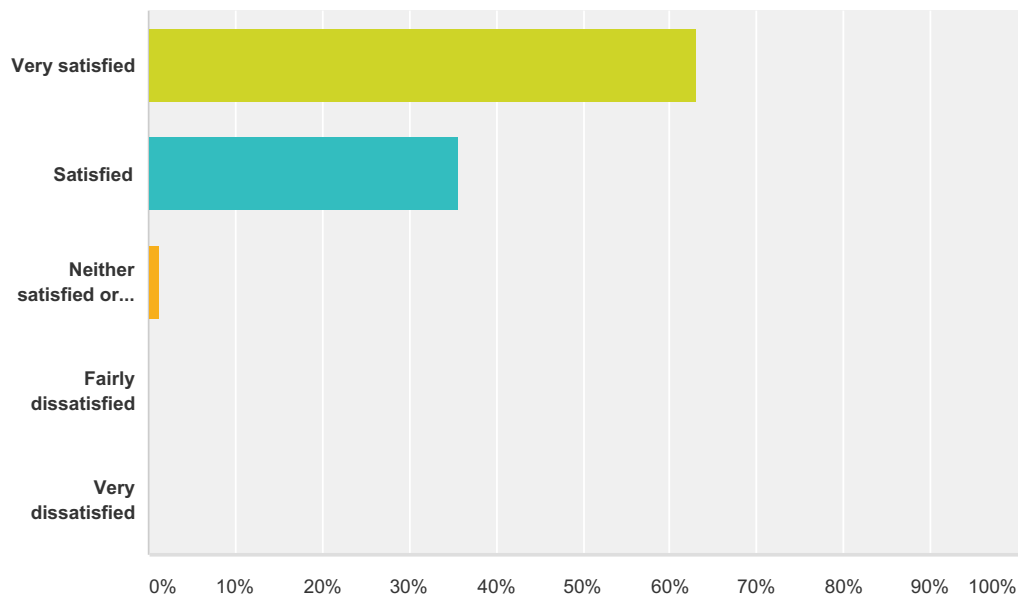
Answered: 84 Skipped: 7



Answer Choices	Responses	
Excellent	9.52%	8
Very good	25.00%	21
Good	20.24%	17
Fair	2.38%	2
Fairly poor	2.38%	2
Very poor	0.00%	0
Don't know - never tried	40.48%	34
<b>Total</b>		<b>84</b>

### Q20 In general, how satisfied are you with the service you get from your GP?

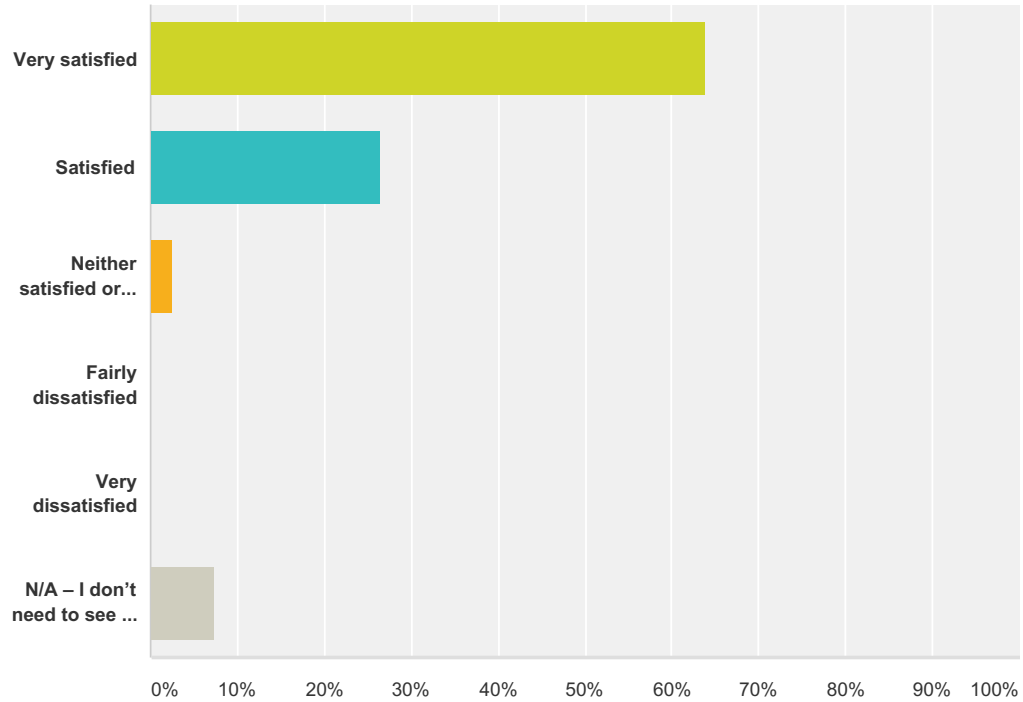
Answered: 84 Skipped: 7



Answer Choices	Responses	Count
Very satisfied	63.10%	53
Satisfied	35.71%	30
Neither satisfied or dissatisfied	1.19%	1
Fairly dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>Total</b>		<b>84</b>

### Q21 In general, how satisfied are you with the service you get from your practice nurse?

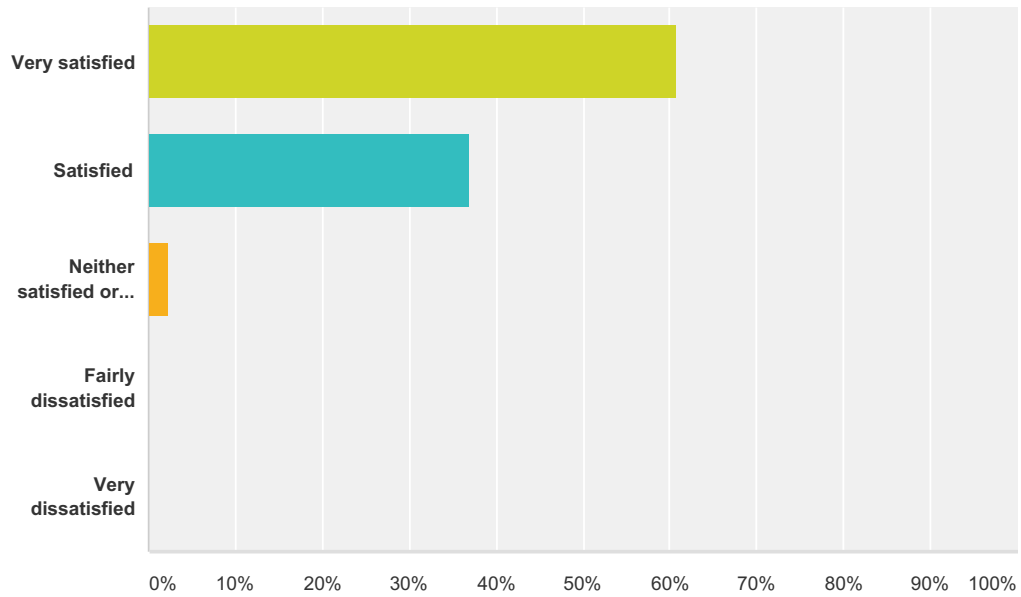
Answered: 83 Skipped: 8



Answer Choices	Responses	
Very satisfied	63.86%	53
Satisfied	26.51%	22
Neither satisfied or dissatisfied	2.41%	2
Fairly dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
N/A – I don't need to see the practice nurse	7.23%	6
<b>Total</b>		<b>83</b>

**Q22 In general, how satisfied are you with the service you get from your reception staff?**

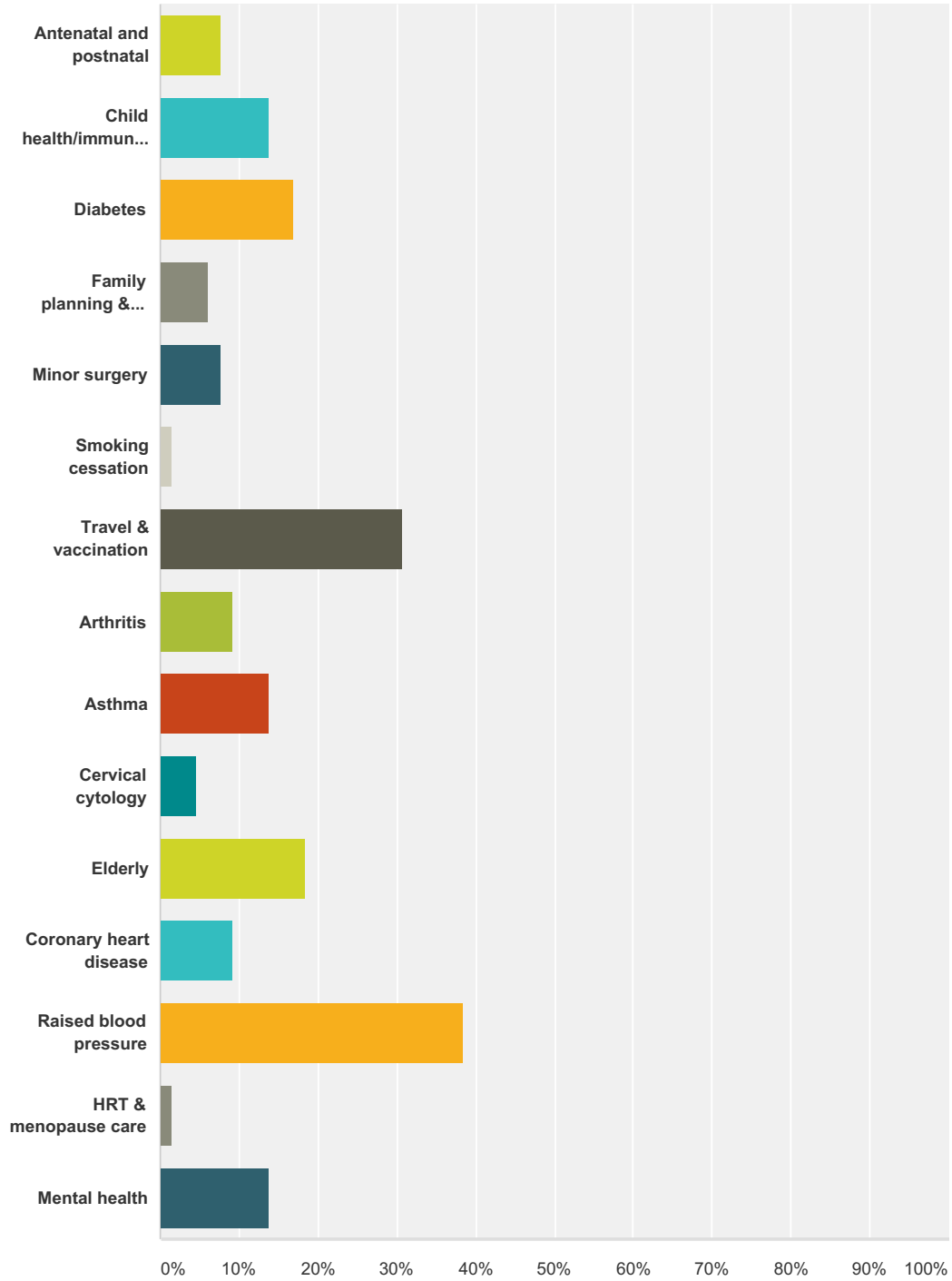
Answered: 84 Skipped: 7



Answer Choices	Responses	
Very satisfied	60.71%	51
Satisfied	36.90%	31
Neither satisfied or dissatisfied	2.38%	2
Fairly dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>Total</b>		<b>84</b>

**Q23 The surgery provides the following range of services. Please tick those that you use:**

Answered: 65 Skipped: 26



Answer Choices	Responses
Antenatal and postnatal	7.69% 5

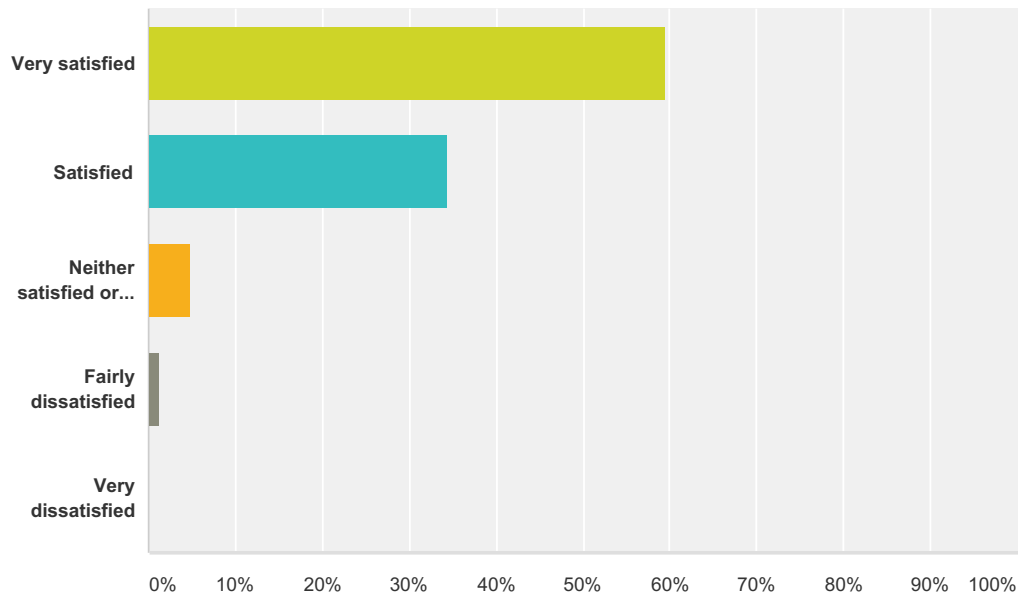
## Ilkley & Wharfedale Medical Practice (IWMP) 2015-16 Patient Survey

Child health/immunisations	13.85%	9
Diabetes	16.92%	11
Family planning & contraception	6.15%	4
Minor surgery	7.69%	5
Smoking cessation	1.54%	1
Travel & vaccination	30.77%	20
Arthritis	9.23%	6
Asthma	13.85%	9
Cervical cytology	4.62%	3
Elderly	18.46%	12
Coronary heart disease	9.23%	6
Raised blood pressure	38.46%	25
HRT & menopause care	1.54%	1
Mental health	13.85%	9
<b>Total Respondents: 65</b>		



### Q24 In general, how satisfied are you with our range of services?

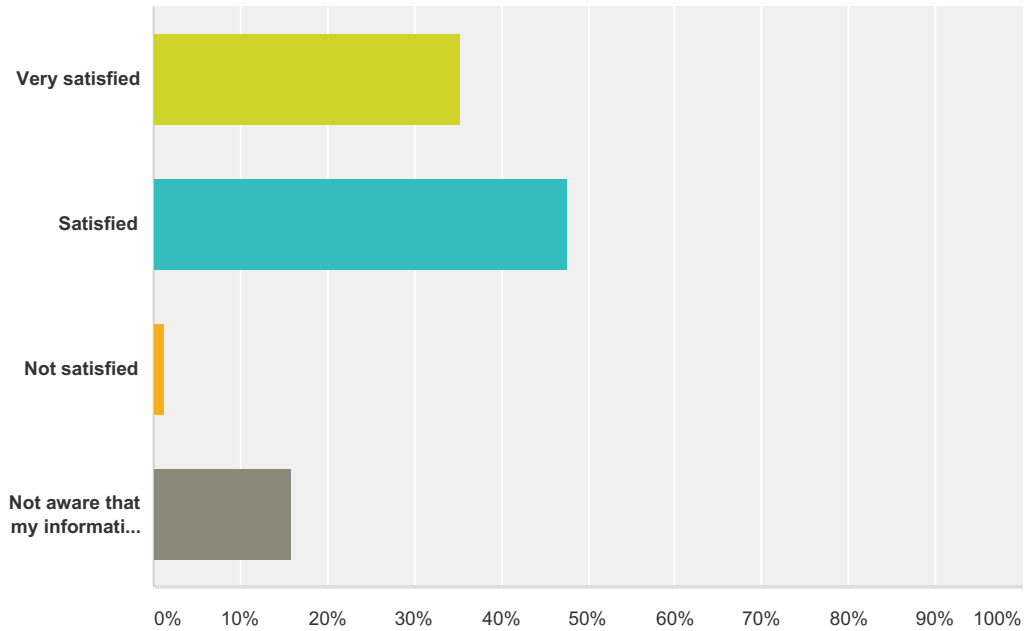
Answered: 84 Skipped: 7



Answer Choices	Responses	Count
Very satisfied	59.52%	50
Satisfied	34.52%	29
Neither satisfied or dissatisfied	4.76%	4
Fairly dissatisfied	1.19%	1
Very dissatisfied	0.00%	0
<b>Total</b>		<b>84</b>

**Q25 How satisfied are you that the practice shares your information appropriately with other healthcare professionals involved in your care?**

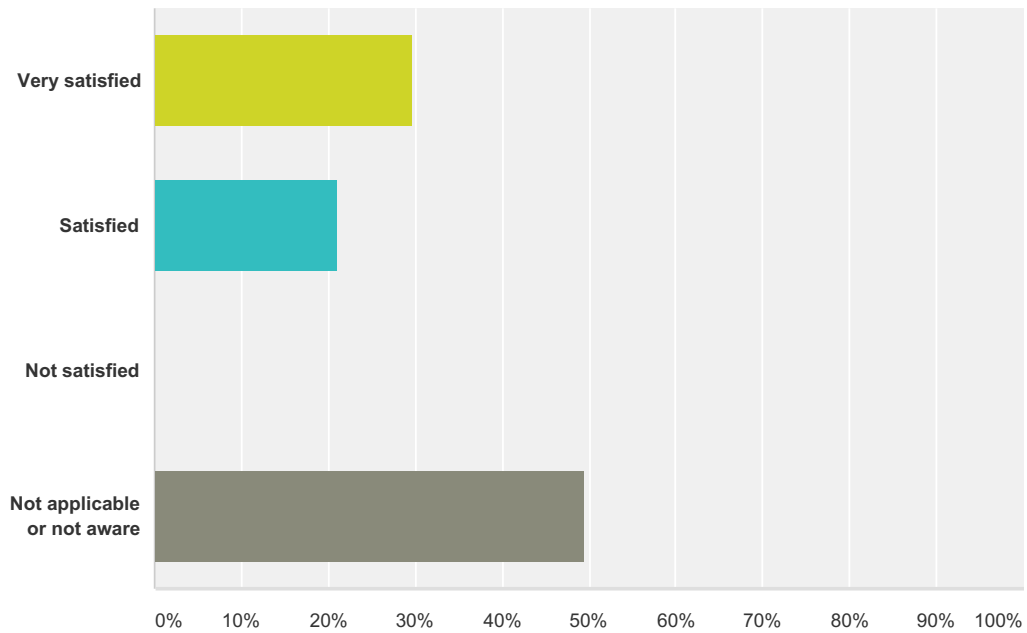
Answered: 82 Skipped: 9



Answer Choices	Responses
Very satisfied	35.37% 29
Satisfied	47.56% 39
Not satisfied	1.22% 1
Not aware that my information is shared	15.85% 13
<b>Total</b>	<b>82</b>

**Q26 How satisfied are you that your consent is sought and your wishes respected when a request is received which required the disclosure of your confidential information (i.e. from solicitors on your behalf?)**

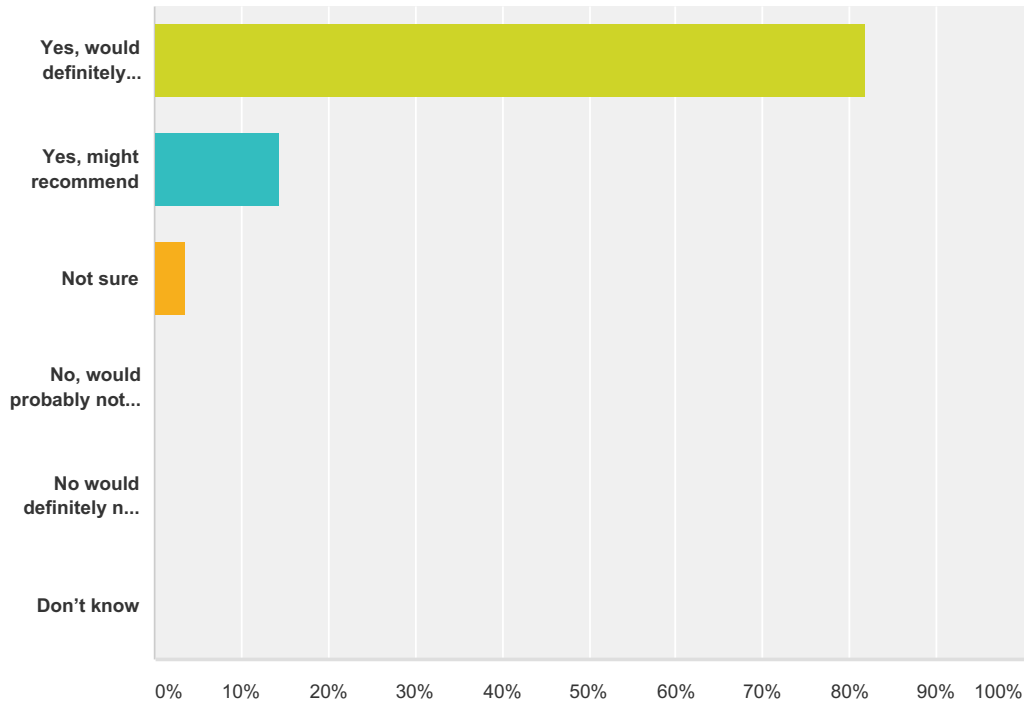
Answered: 81 Skipped: 10



Answer Choices	Responses
Very satisfied	29.63% 24
Satisfied	20.99% 17
Not satisfied	0.00% 0
Not applicable or not aware	49.38% 40
<b>Total</b>	<b>81</b>

### Q27 Would you recommend Ilkley & Wharfedale Medical Practice to someone seeking to change practices or who has just moved into the local area?

Answered: 83 Skipped: 8



Answer Choices	Responses	Count
Yes, would definitely recommend	81.93%	68
Yes, might recommend	14.46%	12
Not sure	3.61%	3
No, would probably not recommend	0.00%	0
No would definitely not recommend	0.00%	0
Don't know	0.00%	0
<b>Total</b>		<b>83</b>

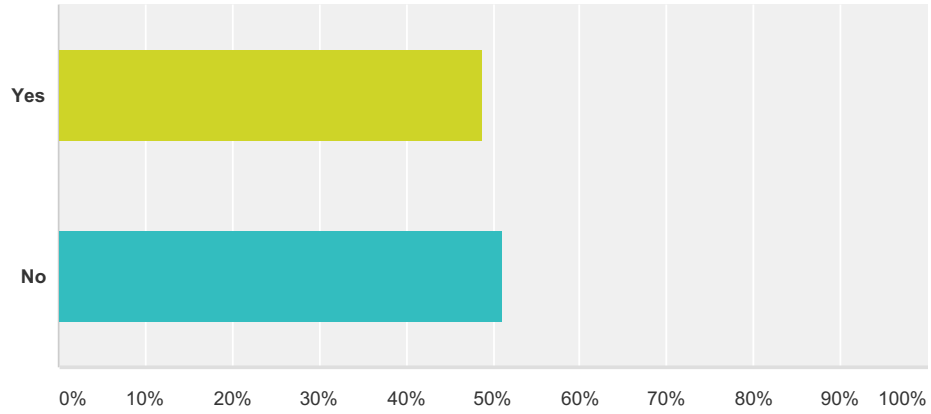
**Q28 Do you have any suggestions to improve our services or is there anything that you feel the practice would benefit from that we don't currently have or provide?**

Answered: 26 Skipped: 65

#	Responses	Date
1	Cannot think of anything - the service you provide is excellent in every respect	12/15/2015 11:15 AM
2	Very happy compared with a previous practice	12/14/2015 11:23 AM
3	Display on screen when doctor ready	12/9/2015 11:58 AM
4	more female doctors/more female appointments the ability to pick up post at the doctors surgery or get it sent to different address. I think this would be fantastic especially regarding times people are temporarily away or simply for privacy reasons	12/9/2015 11:55 AM
5	Walk in drop in service	12/9/2015 11:48 AM
6	was nice when there was a kids area	12/9/2015 10:22 AM
7	Provide free copies of test results when requested.	11/23/2015 5:37 PM
8	How the surgery is presently run would appear to meet with a majority of patient needs and requirements	11/17/2015 11:11 AM
9	to offer a talking therapy option for mental health	11/13/2015 8:35 AM
10	It does not apply to me, but an early evening surgery might help working people	11/12/2015 3:56 PM
11	More Lady doctors	11/12/2015 3:15 PM
12	Just some coverage at weekends	11/12/2015 3:11 PM
13	Better range of magazine in writing room	11/12/2015 3:02 PM
14	Perhaps another full time lady doctor i.e. Doctor Janet	11/12/2015 2:58 PM
15	No	11/12/2015 2:54 PM
16	No	11/12/2015 2:52 PM
17	Not that I can think of. Very happy with the service and helpfulness of the team here	11/12/2015 10:28 AM
18	Weekend service	11/12/2015 10:20 AM
19	As a hearing aid user it would be good if it was easier to get an appointment when the sooner with the very busy nurse for wax problems. Even a few days without my hearing aids is very difficult	11/12/2015 9:59 AM
20	Keep hold of all your staff they are truly wonderful people	11/12/2015 9:42 AM
21	This is an outstanding practice, reception is always very friendly and helpful. I always have had an appointment if I needed for me or my children. Every one is always very helpful and I do feel they are doing their best for us	11/12/2015 9:38 AM
22	No, I consider this practice is by far the best I have ever experienced. I am encouraged to see you are seeking to make further improvements and that you listen to your patients, which is extremely important. Well done.	11/12/2015 9:30 AM
23	Still waiting for upgrading of warfarin clinic.	11/11/2015 10:57 PM
24	Re introduce the clinic for dealing with warts and verrucas	11/11/2015 5:09 PM
25	No	11/11/2015 5:05 PM
26	Although there is an abundance of literature available and this has recently been organised, it is still not easy to navigate the pigeon holes to find the desired material. The logic of the arrangement is not transparent.	11/11/2015 3:35 PM

**Q29 The practice website is  
www.iwmp.co.uk Have you ever logged  
onto this website?**

Answered: 82 Skipped: 9



Answer Choices	Responses	
Yes	48.78%	40
No	51.22%	42
<b>Total</b>		<b>82</b>

**Q30 Do you have any comments on your use of our website?**

Answered: 9 Skipped: 82

#	Responses	Date
1	No	11/29/2015 3:36 PM
2	It is straightforward	11/12/2015 3:57 PM
3	Better repeat medicaiton communicaiton with patient when necessary	11/12/2015 10:21 AM
4	Email reminder of forthcoming appointments	11/12/2015 9:54 AM
5	No	11/11/2015 10:57 PM
6	excellent for prescriptions Not yet used for appoinments	11/11/2015 5:20 PM
7	It's easy to use. I completed a form to join the PPG about a year ago but have never been invited to any of the meetings. Is this usual? I would happily attend meetings	11/11/2015 5:12 PM
8	No	11/11/2015 5:06 PM
9	OK to use - no particular difficulty	11/11/2015 2:35 PM

### Q31 Is there anything you would like to see added to our website?

Answered: 12 Skipped: 79

#	Responses	Date
1	Can't think of anything at the moment	11/29/2015 3:36 PM
2	Links to NHS sites	11/12/2015 3:57 PM
3	Difficult to negotiate - gave up!	11/12/2015 3:22 PM
4	Taking own BP	11/12/2015 3:18 PM
5	Havent spent long enough on line to take it all in	11/12/2015 3:16 PM
6	No	11/12/2015 3:12 PM
7	No	11/12/2015 2:52 PM
8	No	11/12/2015 2:43 PM
9	Cowpasture Road Pharmacy not included and should be	11/12/2015 10:18 AM
10	Ability to order renewal of prescription	11/12/2015 9:48 AM
11	I haven't used it, but will.	11/12/2015 9:20 AM
12	No.	11/11/2015 10:53 PM