


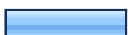
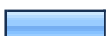



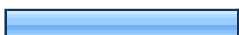
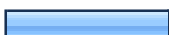


1. How do you rate the hours that your GP surgery is open for appointments?

		Response Percent	Response Count
Very poor		0.0%	0
Poor		3.8%	1
Fair		26.9%	7
Good		34.6%	9
Very good		19.2%	5
Excellent		15.4%	4
answered question			26
skipped question			1

2. If appropriate, what additional hours would you like the surgery to be open?

		Response Percent	Response Count
Early morning		11.1%	3
Lunch times		3.7%	1
Evenings		22.2%	6
Weekends		37.0%	10
None, I'm satisfied		25.9%	7
answered question			27
skipped question			0

3. How would you like to be told about changes to local health services, for example, opening times of your GP surgery, hospital services, treatment in the community, etc?

	Response Count
	19
answered question	19
skipped question	8

4. How would you like to be involved in planning changes to health services?

	Response Count
	12
answered question	12
skipped question	15

5. How could your GP surgery involve people more and find out what they actually want?

	Response Count
	15
answered question	15
skipped question	12

6. What things do you like best about your GP surgery?

	Response Count
	17
answered question	17
skipped question	10




7. What other services would you like to see introduced by your GP surgery?

	Response Count
	10
answered question	10
skipped question	17




8. If you could change one thing about your GP surgery, what would that be?

	Response Count
	9
answered question	9
skipped question	18



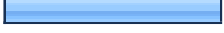
9. Is the written information you receive at your GP surgery easy to understand?

		Response Percent	Response Count
Yes		85.2%	23
No		3.7%	1
Don't know		11.1%	3
	answered question		27
	skipped question		0




10. Is the verbal information you receive at your GP surgery easy to understand?

		Response Percent	Response Count
Yes		84.6%	22
No		3.8%	1
Don't know		11.5%	3
answered question			26
skipped question			1

11. In the past six months, have you tried to book ahead for an appointment with a doctor? ('Booking ahead' means trying to book an appointment more than two full working days ahead.)

		Response Percent	Response Count
Yes (go to question four)		34.6%	9
No		30.8%	8
Can't remember		34.6%	9
answered question			26
skipped question			1

12. Last time you tried to, were you able to get an appointment with a doctor more than two full weekdays in advance?

		Response Percent	Response Count
Yes		21.7%	5
No		34.8%	8
Can't remember		43.5%	10
answered question			23
skipped question			4

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

		Response Percent	Response Count
Five minutes or less		14.8%	4
6-10 minutes		25.9%	7
11-20 minutes		40.7%	11
21-30 minutes		14.8%	4
More than 30 minutes		3.7%	1
answered question			27
skipped question			0

14. How do you feel about how long you normally have to wait?

		Response Percent	Response Count
I don't normally have to wait too long		47.8%	11
I have to wait a bit too long		34.8%	8
I have to wait far too long		0.0%	0
No opinion / doesn't apply		17.4%	4
answered question			23
skipped question			4

15. Thinking of the times you have phoned the surgery, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know / never tried	Response Count
Ability to get through to the surgery on the phone	7.4% (2)	0.0% (0)	25.9% (7)	29.6% (8)	18.5% (5)	18.5% (5)	0.0% (0)	27
Ability to speak to a doctor on the phone when you have a question or need medical advice	7.7% (2)	7.7% (2)	19.2% (5)	26.9% (7)	11.5% (3)	23.1% (6)	3.8% (1)	26
Ability to speak to a nurse on the phone	4.0% (1)	8.0% (2)	20.0% (5)	8.0% (2)	8.0% (2)	16.0% (4)	36.0% (9)	25
Ability to get test results on the phone	0.0% (0)	8.0% (2)	16.0% (4)	16.0% (4)	16.0% (4)	24.0% (6)	20.0% (5)	25
answered question								27
skipped question								0

16. In general, how satisfied are you with the service you get from the following:

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Response Count
GP	34.6% (9)	50.0% (13)	7.7% (2)	3.8% (1)	3.8% (1)	26
Nurse	25.0% (6)	66.7% (16)	4.2% (1)	4.2% (1)	0.0% (0)	24
Receptionist	48.0% (12)	40.0% (10)	8.0% (2)	4.0% (1)	0.0% (0)	25
Range of services	42.9% (9)	33.3% (7)	14.3% (3)	4.8% (1)	4.8% (1)	21

Please use the space below to add any more information you would like us to know about the types of services you would like to see available from your GP surgery.

1

answered question

26

skipped question

1


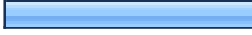


17. Would you recommend your GP surgery to someone who has just moved into your local area?

		Response Percent	Response Count
Yes, would definitely recommend		34.6%	9
Yes, might recommend		34.6%	9
Not sure		7.7%	2
No, would probably not recommend		3.8%	1
No, would definitely not recommend		3.8%	1
Don't know		15.4%	4
answered question			26
skipped question			1



18. Thinking about access into the building at your surgery, how do you find this?

		Response Percent	Response Count
Very easy		84.6%	22
Fairly easy		15.4%	4
Not very easy		0.0%	0
Not at all easy		0.0%	0
answered question			26
skipped question			1

19. How clean is your GP surgery?

		Response Percent	Response Count
Very clean		48.0%	12
Fairly clean		40.0%	10
Not very clean		8.0%	2
Not at all clean		0.0%	0
Don't know		4.0%	1
answered question			25
skipped question			2

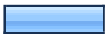

20. Are you:

		Response Percent	Response Count
Male		50.0%	13
Female		50.0%	13
answered question			26
skipped question			1

21. How old are you?

	Response Count
	23
answered question	23
skipped question	4

22. 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.)

		Response Percent	Response Count
Yes		15.8%	3
No		84.2%	16
answered question			19
skipped question			8

23. Which ethnic group do you belong to?

		Response Percent	Response Count
White		0.0%	0
Black or Black British		0.0%	0
Asian or Asian British		100.0%	26
Mixed		0.0%	0
Chinese		0.0%	0
Eastern European		0.0%	0
Other		0.0%	0
answered question			26
skipped question			1

24. We are interested in any other comments you may have. Please write them here:

	Response Count
	5
answered question	5
skipped question	22

Page 3, Q3. How would you like to be told about changes to local health services, for example, opening times of your GP surgery, hospital services, treatment in the community, etc?

1	I would like to be told about changed to local health servcies by phone or post	Apr 2, 2012 11:39 AM
2	not sure	Apr 2, 2012 11:32 AM
3	Phone call	Apr 2, 2012 11:28 AM
4	I would like treatment in the community	Apr 2, 2012 11:25 AM
5	By Post	Apr 2, 2012 11:22 AM
6	via post and e-mail	Apr 2, 2012 11:20 AM
7	dont know	Apr 2, 2012 11:17 AM
8	Through Post and E-mail	Apr 2, 2012 11:05 AM
9	n/a	Apr 2, 2012 10:54 AM
10	over the phone and past	Apr 2, 2012 10:52 AM
11	not sure	Apr 2, 2012 10:46 AM
12	Mail	Apr 2, 2012 10:44 AM
13	By Text Mesage	Apr 2, 2012 10:40 AM
14	By Letter	Apr 2, 2012 10:36 AM
15	By Post	Apr 2, 2012 10:33 AM
16	Leaflets in surgery	Apr 2, 2012 10:23 AM
17	Through Text or Post	Apr 2, 2012 10:16 AM
18	By Phone / Letter	Apr 2, 2012 10:13 AM
19	By post	Mar 22, 2012 2:19 PM

Page 3, Q4. How would you like to be involved in planning changes to health services?

1	i dont know	Apr 2, 2012 11:39 AM
2	not sure	Apr 2, 2012 11:32 AM
3	via internet	Apr 2, 2012 11:28 AM
4	i wouldnt	Apr 2, 2012 11:25 AM
5	very much like to to be involved	Apr 2, 2012 11:17 AM
6	Through post & email	Apr 2, 2012 11:05 AM
7	n/a	Apr 2, 2012 10:54 AM
8	not sure	Apr 2, 2012 10:46 AM
9	n/a	Apr 2, 2012 10:44 AM
10	yes	Apr 2, 2012 10:36 AM
11	n/a	Apr 2, 2012 10:23 AM
12	by telephone and in house meetings	Mar 22, 2012 2:19 PM

Page 3, Q5. How could your GP surgery involve people more and find out what they actually want?

1	I think that GP surgery should have early dates appointments and help people from out of bradford who come to them about illnesses.	Apr 2, 2012 11:39 AM
2	not sure	Apr 2, 2012 11:32 AM
3	?	Apr 2, 2012 11:28 AM
4	They can talk to them properly and second they can give appointments	Apr 2, 2012 11:25 AM
5	meetings held	Apr 2, 2012 11:20 AM
6	to explain people about the right	Apr 2, 2012 11:17 AM
7	one to one consultations	Apr 2, 2012 11:05 AM
8	Bengali leaflets are needed for bangladeshi community	Apr 2, 2012 10:56 AM
9	n/a	Apr 2, 2012 10:54 AM
10	Do a questionnaire	Apr 2, 2012 10:52 AM
11	n/a	Apr 2, 2012 10:44 AM
12	The communication skills are appauling therefore the communication between doctors receptionists and patient could be improved, the GP never asks how i feel they try to throw the major problema onto each other and not explain sympton or diagnose the problems accordingly. However there is one receptionist who is fairly understanding and has helped rectify a few problems with myself (RB)	Apr 2, 2012 10:33 AM
13	Surveys like this	Apr 2, 2012 10:23 AM
14	They Could send them Info through text with any changes	Apr 2, 2012 10:16 AM
15	patient focus groups	Mar 22, 2012 2:19 PM

Page 3, Q6. What things do you like best about your GP surgery?

1	The best thing i like about the GP surgery is that i dont have to wait to long for my turn	Apr 2, 2012 11:39 AM
2	close to home good people at reception	Apr 2, 2012 11:32 AM
3	free treatment :)	Apr 2, 2012 11:28 AM
4	Doctors	Apr 2, 2012 11:27 AM
5	They check you straightaway	Apr 2, 2012 11:25 AM
6	The Morning call and doctors call back service	Apr 2, 2012 11:22 AM
7	I have good understanding with my doctor who knows my problems	Apr 2, 2012 11:17 AM
8	By phone prescription should be arranged	Apr 2, 2012 10:54 AM
9	Nice to talk to and Polite	Apr 2, 2012 10:52 AM
10	Friendly staff and excellent doctors	Apr 2, 2012 10:46 AM
11	n/a	Apr 2, 2012 10:44 AM
12	Doctores Explain things	Apr 2, 2012 10:42 AM
13	Receptionist are very helpful and friendly	Apr 2, 2012 10:40 AM
14	GPs	Apr 2, 2012 10:36 AM
15	To be honest i couldnt really say i like anything about this surgery	Apr 2, 2012 10:33 AM
16	Dr Shahid he listens carefully and acts accordingly everytime	Apr 2, 2012 10:23 AM
17	telephone triage service	Mar 22, 2012 2:19 PM

Page 3, Q7. What other services would you like to see introduced by your GP surgery?

1	put a tv up	Apr 2, 2012 11:28 AM
2	Health and Well being classes	Apr 2, 2012 11:27 AM
3	dont know	Apr 2, 2012 11:17 AM
4	Training courses	Apr 2, 2012 11:05 AM
5	as above	Apr 2, 2012 10:54 AM
6	n/a	Apr 2, 2012 10:44 AM
7	i dont know	Apr 2, 2012 10:42 AM
8	nothing	Apr 2, 2012 10:36 AM
9	More interaction with patients especially when a patient is suffering with problems and is hardly updated or contacted to see how i am.	Apr 2, 2012 10:33 AM
10	Female GP	Mar 22, 2012 2:19 PM

Page 3, Q8. If you could change one thing about your GP surgery, what would that be?

1	If i had to change one thing about my surgery is that of the appointment time from 30 mins to 60 mins	Apr 2, 2012 11:39 AM
2	location to the toilets	Apr 2, 2012 11:28 AM
3	as above	Apr 2, 2012 10:54 AM
4	play area for small kids	Apr 2, 2012 10:46 AM
5	Better communication	Apr 2, 2012 10:44 AM
6	no	Apr 2, 2012 10:40 AM
7	The main doctor Dr Shahid has no sympathy or skills to deal with patients	Apr 2, 2012 10:33 AM
8	Appointments to be given on the day	Apr 2, 2012 10:23 AM
9	Appointments	Mar 22, 2012 2:19 PM

Page 7, Q16. In general, how satisfied are you with the service you get from the following:

1	Interpreting	Apr 2, 2012 10:38 AM
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Page 9, Q21. How old are you?

1	16	Apr 2, 2012 11:40 AM
2	33	Apr 2, 2012 11:35 AM
3	31	Apr 2, 2012 11:35 AM
4	31	Apr 2, 2012 11:31 AM
5	52	Apr 2, 2012 11:31 AM
6	24	Apr 2, 2012 11:29 AM
7	32	Apr 2, 2012 11:29 AM
8	25	Apr 2, 2012 11:26 AM
9	45	Apr 2, 2012 11:26 AM
10	32	Apr 2, 2012 11:23 AM
11	22	Apr 2, 2012 11:21 AM
12	72	Apr 2, 2012 11:19 AM
13	21	Apr 2, 2012 11:14 AM
14	24	Apr 2, 2012 10:58 AM
15	43	Apr 2, 2012 10:55 AM
16	22	Apr 2, 2012 10:53 AM
17	39	Apr 2, 2012 10:50 AM
18	35	Apr 2, 2012 10:48 AM
19	31	Apr 2, 2012 10:45 AM
20	37	Apr 2, 2012 10:41 AM
21	29	Apr 2, 2012 10:38 AM
22	29	Apr 2, 2012 10:35 AM
23	30	Mar 22, 2012 2:21 PM

Page 9, Q24. We are interested in any other comments you may have. Please write them here:

1	I want an appointment in same day that I ring the surgery, I don't want any prescriptions without seeing a doctor. Thanks	Apr 2, 2012 11:35 AM
2	none	Apr 2, 2012 11:19 AM
3	thanks	Apr 2, 2012 10:48 AM
4	n/a	Apr 2, 2012 10:45 AM
5	I feel the doctors do not make you feel comfortable enough to say what you want my daughters and other members of family dont want to see Dr Shahid as he does not take you seriously and feel as if he finds it all amusing	Apr 2, 2012 10:21 AM