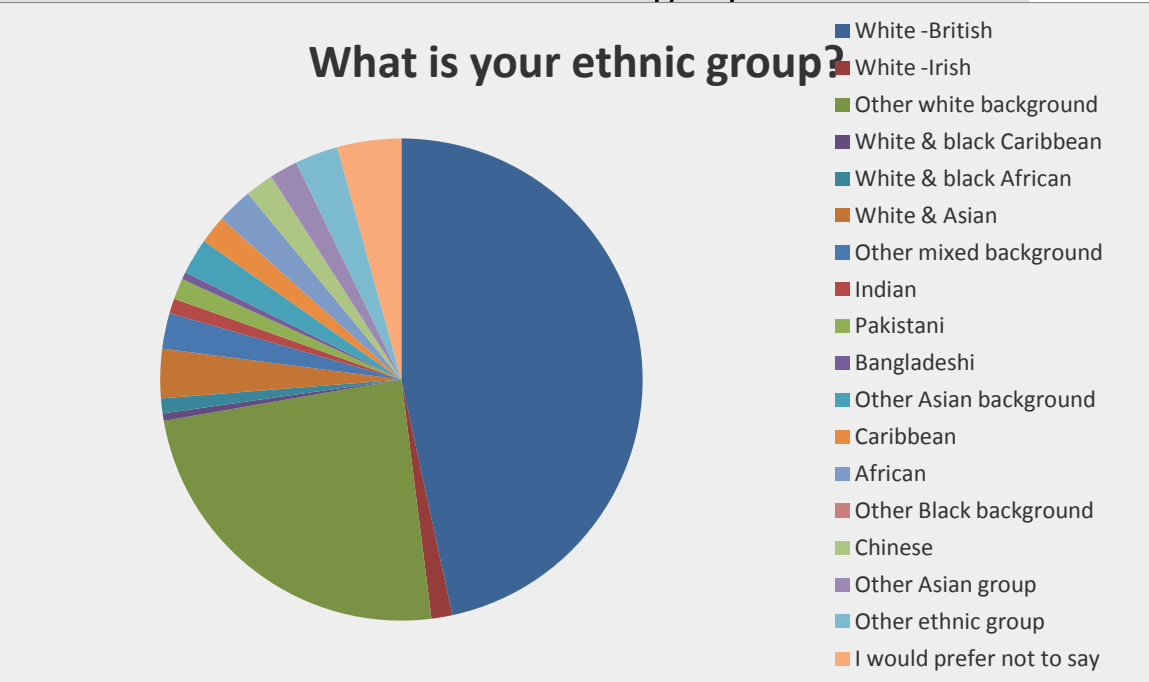


Kings Road Medical Centre Practice Survey 2013-2014

What is your ethnic group?

Answer Options	Response Percent	Response Count
White British	46.7%	98
White Irish	1.4%	3
Other white background	24.3%	51
White & black Caribbean	0.5%	1
White & black African	1.0%	2
White & Asian	3.3%	7
Other mixed background	2.4%	5
Indian	1.0%	2
Pakistani	1.4%	3
Bangladeshi	0.5%	1
Other Asian background	2.4%	5
Caribbean	1.9%	4
African	2.4%	5
Other Black background	0.0%	0
Chinese	1.9%	4
Other Asian group	1.9%	4
Other ethnic group	2.9%	6
I would prefer not to say	4.3%	9
<i>answered question</i>		210
<i>skipped question</i>		2

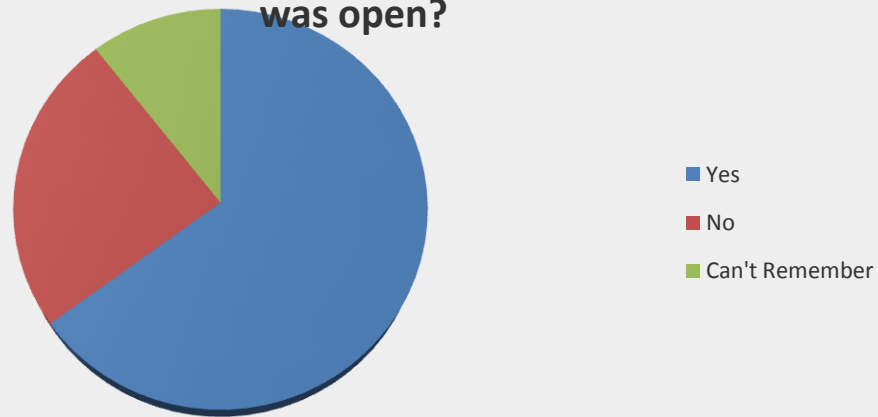


Kings Road Medical Centre Practice Survey 2013-2014

Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open?

Answer Options	Response Percent	Response Count
Yes	64.9%	135
No	24.5%	51
Can't Remember	10.6%	22
<i>answered question</i>		208
<i>skipped question</i>		4

Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open?

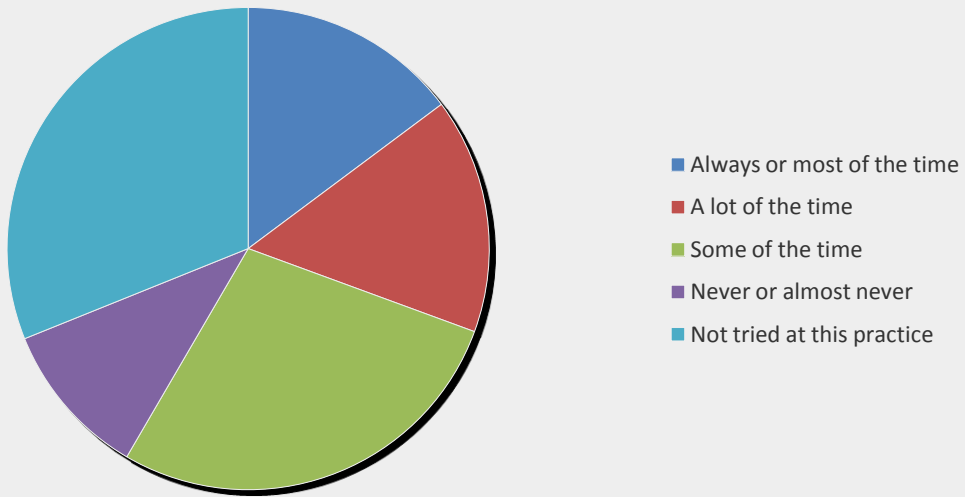


Kings Road Medical Centre Practice Survey 2013-2014

How often do you see the doctor you prefer?

Answer Options	Response Percent	Response Count
Always or most of the time	14.8%	31
A lot of the time	15.8%	33
Some of the time	27.8%	58
Never or almost never	10.5%	22
Not tried at this practice	31.1%	65
<i>answered question</i>		209
<i>skipped question</i>		3

How often do you see the doctor you prefer?

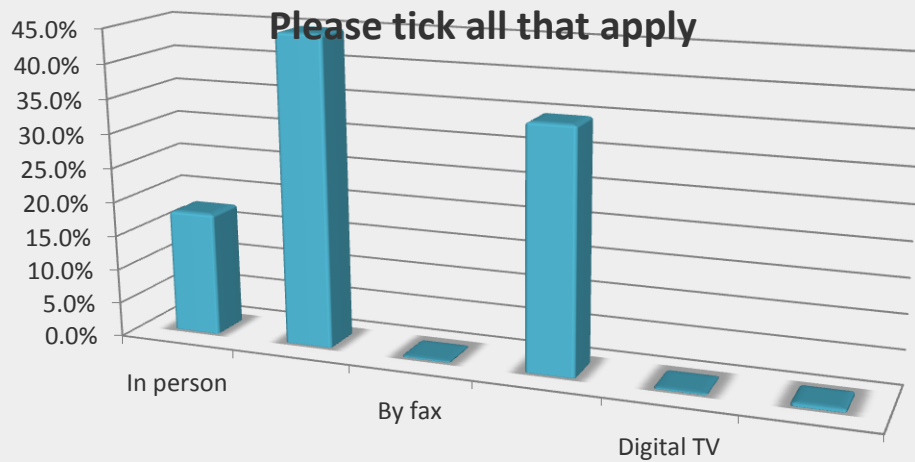


Kings Road Medical Centre Practice Survey 2013-2014

Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply

Answer Options	Response Percent	Response Count
In person	18.0%	62
By phone	45.0%	154
By fax	0.3%	1
Online	35.0%	119
Digital TV	0.3%	1
No preference	0.5%	2
<i>answered question</i>		339
<i>skipped question</i>		2

Which of the following methods would you prefer to use to book an appointment at the practice?
Please tick all that apply

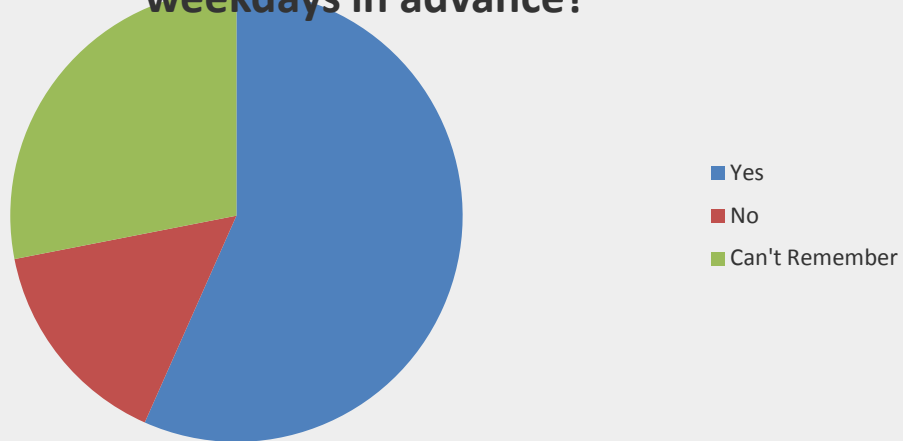


Kings Road Medical Centre Practice Survey 2013-2014

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

Answer Options	Response Percent	Response Count
Yes	56.7%	115
No	15.3%	31
Can't Remember	28.1%	57
<i>answered question</i>		203
<i>skipped question</i>		9

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

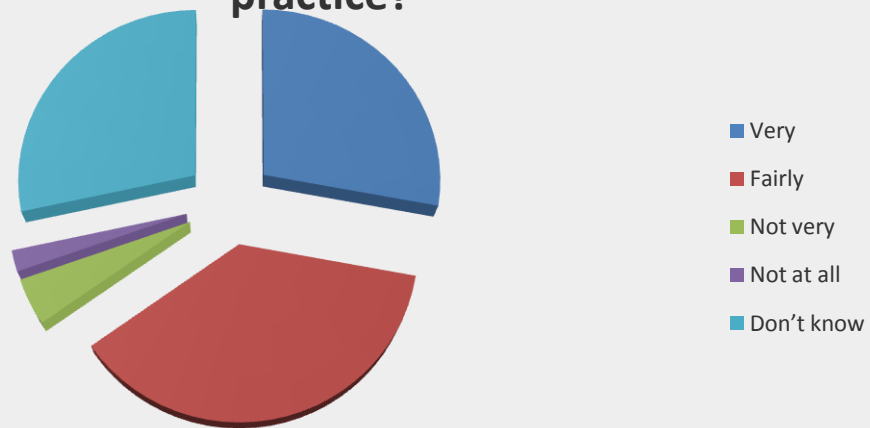


Kings Road Medical Centre Practice Survey 2013-2014

How easy is it for you to book an appointment with a practice nurse at the practice?

Answer Options	Response Percent	Response Count
Very	27.9%	57
Fairly	37.3%	76
Not very	4.4%	9
Not at all	2.0%	4
Don't know	28.4%	58
<i>answered question</i>		204
<i>skipped question</i>		8

How easy is it for you to book an appointment with a practice nurse at the practice?

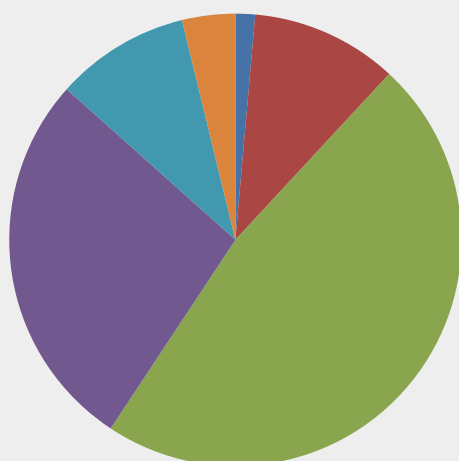


Kings Road Medical Centre Practice Survey 2013-2014

How long after your appointment time do you normally wait to be seen?

Answer Options	Response Percent	Response Count
I don't usually have appointments at a specific time I am normally seen on time	1.4%	3
Less than five minutes	10.5%	22
Five to 15 minutes	47.4%	99
15-30 minutes	27.3%	57
More than 30 minutes	9.6%	20
I can't remember	3.8%	8
<i>answered question</i>		209
<i>skipped question</i>		3

How long after your appointment time do you normally wait to be seen?



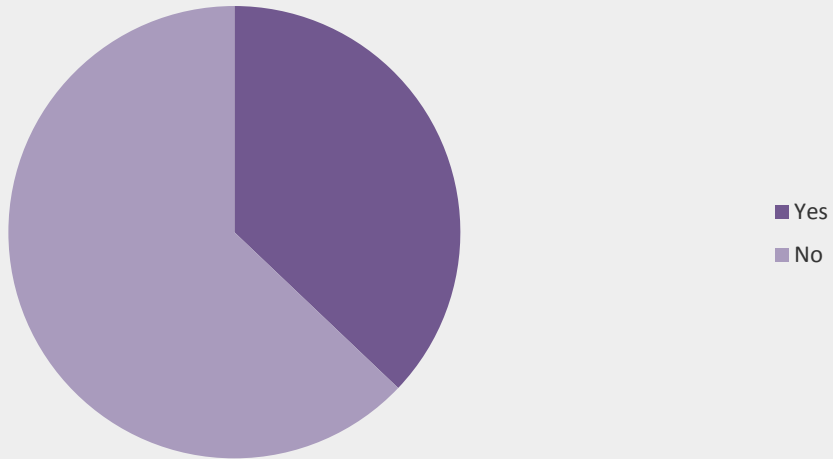
- I don't usually have appointments at a specific time I am normally seen on time
- Less than five minutes
- Five to 15 minutes
- 15--30 minutes
- More than 30 minutes
- I can't remember

Kings Road Medical Centre Practice Survey 2013-2014

Could a phone call from the doctor have saved you having to visit the practice?

Answer Options	Response Percent	Response Count
Yes	37.1%	75
No	62.9%	127
<i>answered question</i>		202
<i>skipped question</i>		10

Could a phone call from the doctor have saved you having to visit the practice?

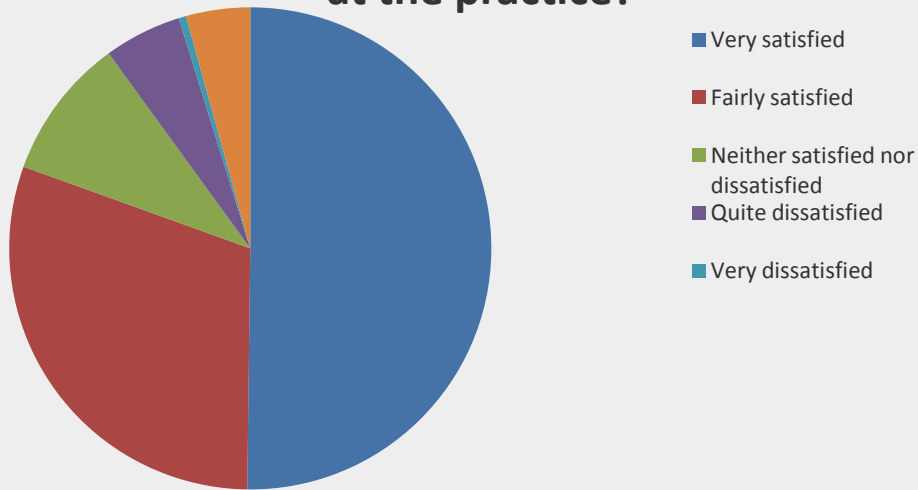


Kings Road Medical Centre Practice Survey 2013-2014

How satisfied are you with the opening hours at the practice?

Answer Options	Response Percent	Response Count
Very satisfied	50.2%	106
Fairly satisfied	30.3%	64
Neither satisfied nor dissatisfied	9.5%	20
Quite dissatisfied	5.2%	11
Very dissatisfied	0.5%	1
I don't know the opening hours	4.3%	9
<i>answered question</i>		211
<i>skipped question</i>		1

How satisfied are you with the opening hours at the practice?

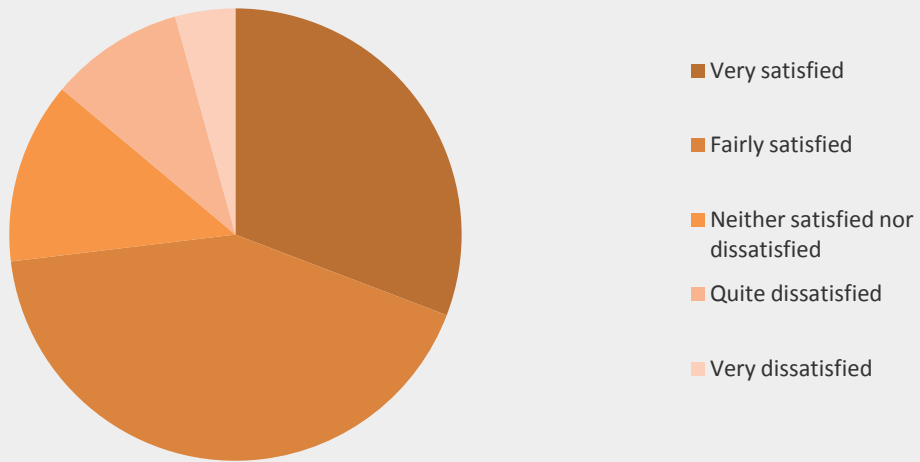


Kings Road Medical Centre Practice Survey 2013-2014

In general, how satisfied are you with the care you get at the practice?

Answer Options	Response Percent	Response Count
Very satisfied	30.8%	64
Fairly satisfied	42.3%	88
Neither satisfied nor dissatisfied	13.0%	27
Quite dissatisfied	9.6%	20
Very dissatisfied	4.3%	9
<i>answered question</i>		208
<i>skipped question</i>		4

In general, how satisfied are you with the care you get at the practice?

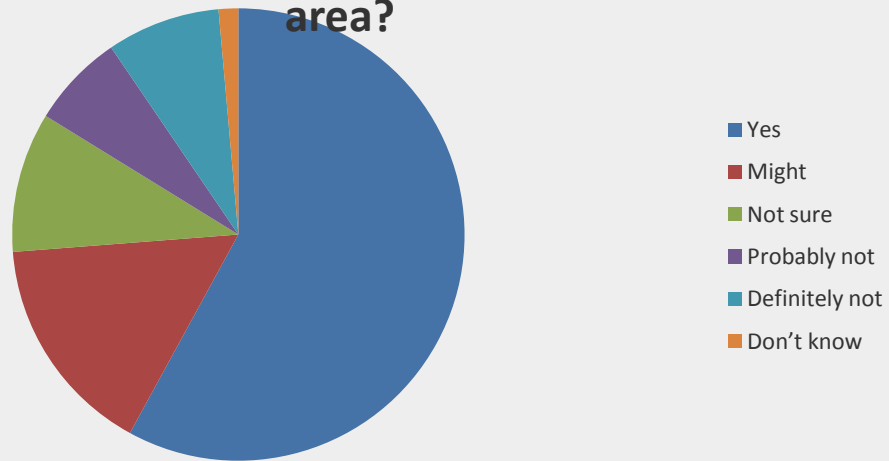


Kings Road Medical Centre Practice Survey 2013-2014

Would you recommend the practice to someone who has just moved to your local area?

Answer Options	Response Percent	Response Count
Yes	57.9%	121
Might	15.8%	33
Not sure	10.0%	21
Probably not	6.7%	14
Definitely not	8.1%	17
Don't know	1.4%	3
<i>answered question</i>		209
<i>skipped question</i>		3

Would you recommend the practice to someone who has just moved to your local area?

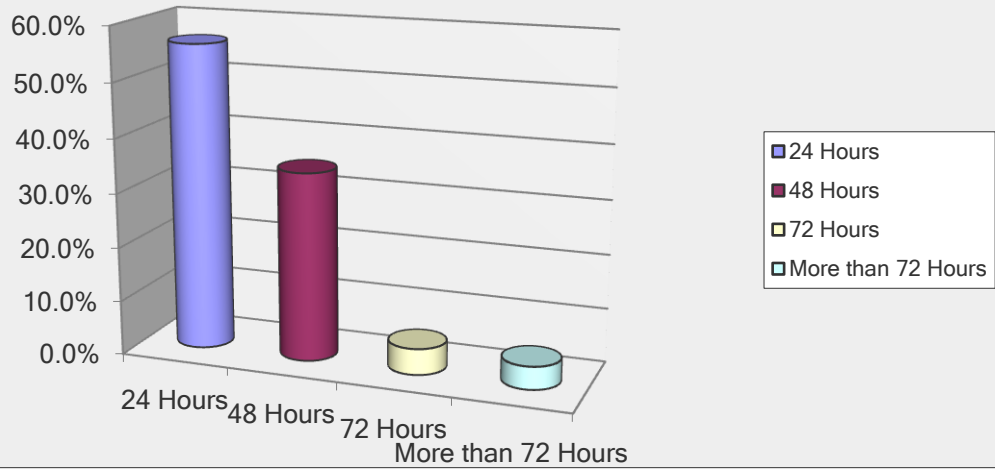


Kings Road Medical Centre Practice Survey 2013-2014

How long do you normally have to wait to receive your medication once you have handed in your request?

Answer Options	Response Percent	Response Count
24 Hours	56.3%	94
48 Hours	34.7%	58
72 Hours	4.8%	8
More than 72 Hours	4.2%	7
<i>answered question</i>		167
<i>skipped question</i>		45

How long do you normally have to wait to receive your medication once you have handed in your request?

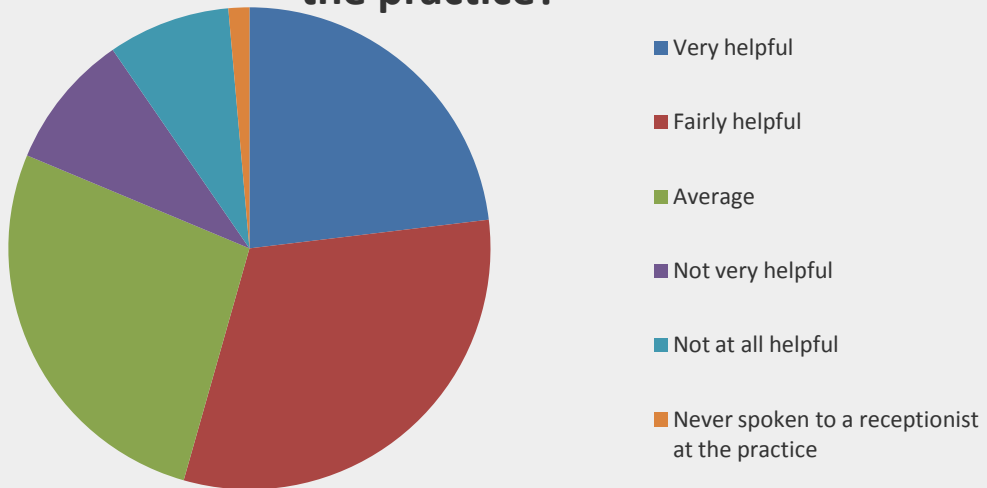


Kings Road Medical Centre Practice Survey 2013-2014

How helpful do you find the receptionists at the practice?

Answer Options	Response Percent	Response Count
Very helpful	23.1%	48
Fairly helpful	31.3%	65
Average	26.9%	56
Not very helpful	9.1%	19
Not at all helpful	8.2%	17
Never spoken to a receptionist at the practice	1.4%	3
<i>answered question</i>		208
<i>skipped question</i>		4

How helpful do you find the receptionists at the practice?

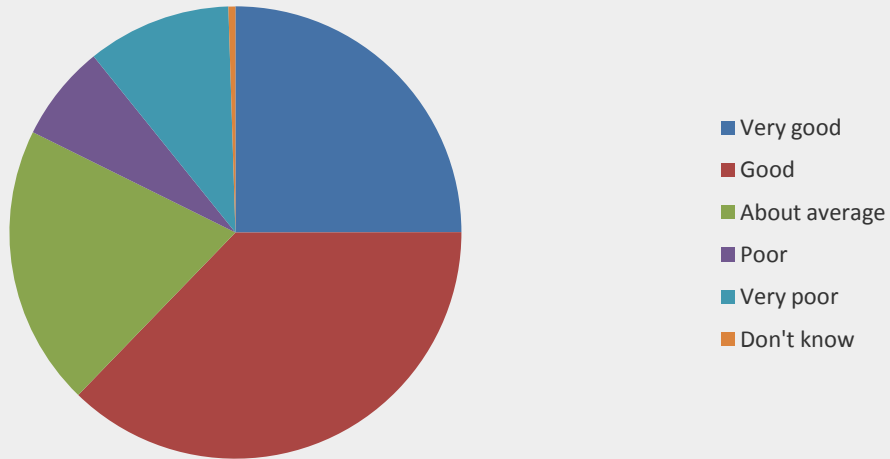


Kings Road Medical Centre Practice Survey 2013-2014

In evaluating your most recent experience at the practice, was the quality of service you received:

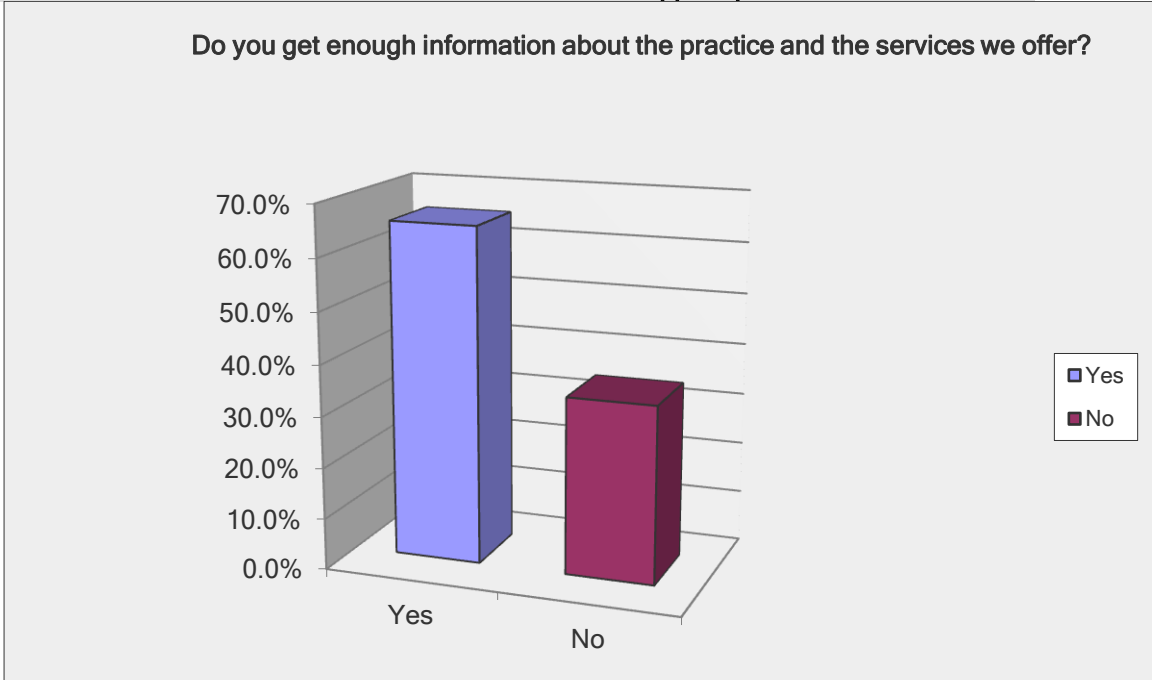
Answer Options	Response Percent	Response Count
Very good	25.0%	51
Good	37.3%	76
About average	20.1%	41
Poor	6.9%	14
Very poor	10.3%	21
Don't know	0.5%	1
<i>answered question</i>		204
<i>skipped question</i>		8

In evaluating your most recent experience at the practice, was the quality of service you received:



Kings Road Medical Centre Practice Survey 2013-2014

Do you get enough information about the practice and the services we offer?		
Answer Options	Response Percent	Response Count
Yes	65.4%	134
No	34.6%	71
<i>answered question</i>		205
<i>skipped question</i>		7

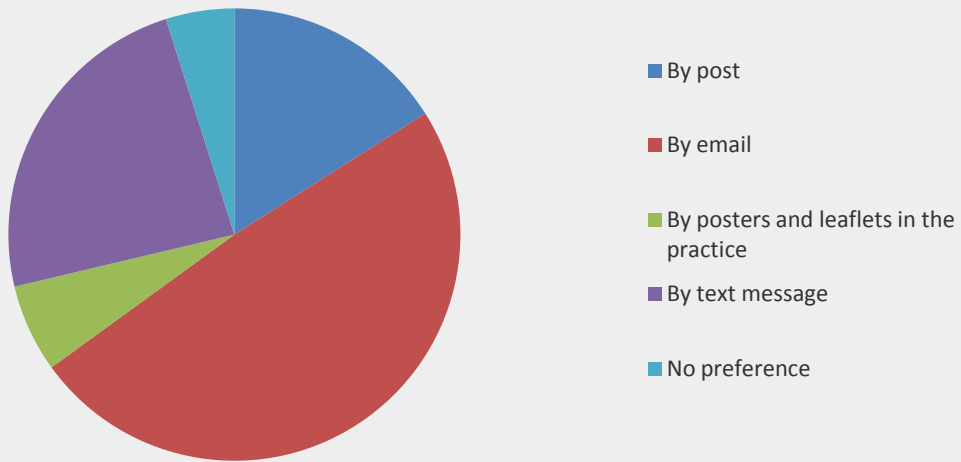


Kings Road Medical Centre Practice Survey 2013-2014

How would you most like to receive information about the practice?

Answer Options	Response Percent	Response Count
By post	16.0%	33
By email	49.0%	101
By posters and leaflets in the practice	6.3%	13
By text message	23.8%	49
No preference	4.9%	10
<i>answered question</i>		206
<i>skipped question</i>		6

How would you most like to receive information about the practice?

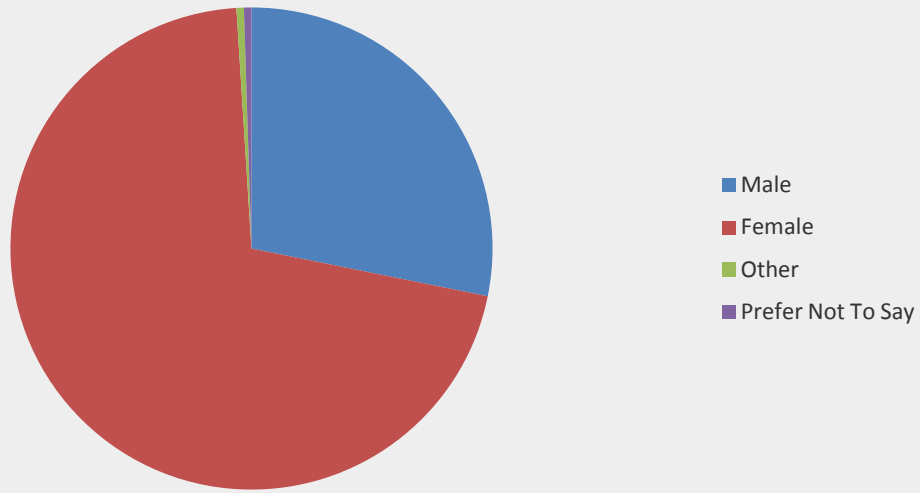


Kings Road Medical Centre Practice Survey 2013-2014

Are you male or female?

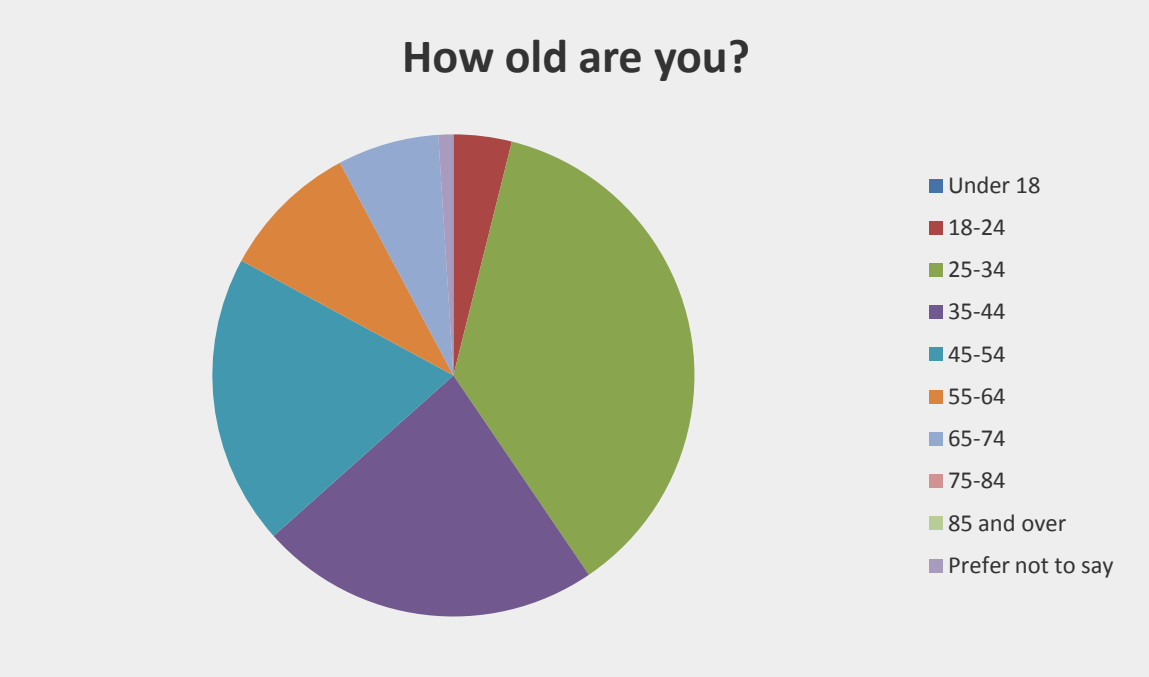
Answer Options	Response Percent	Response Count
Male	28.2%	58
Female	70.9%	146
Other	0.5%	1
Prefer Not To Say	0.5%	1
<i>answered question</i>		206
<i>skipped question</i>		6

Are you male or female?



Kings Road Medical Centre Practice Survey 2013-2014

How old are you?		
Answer Options	Response Percent	Response Count
Under 18	0.0%	0
18-24	3.9%	8
25-34	36.6%	75
35-44	22.9%	47
45-54	19.5%	40
55-64	9.3%	19
65-74	6.8%	14
75-84	0.0%	0
85 and over	0.0%	0
Prefer not to say	1.0%	2
<i>answered question</i>		205
<i>skipped question</i>		7

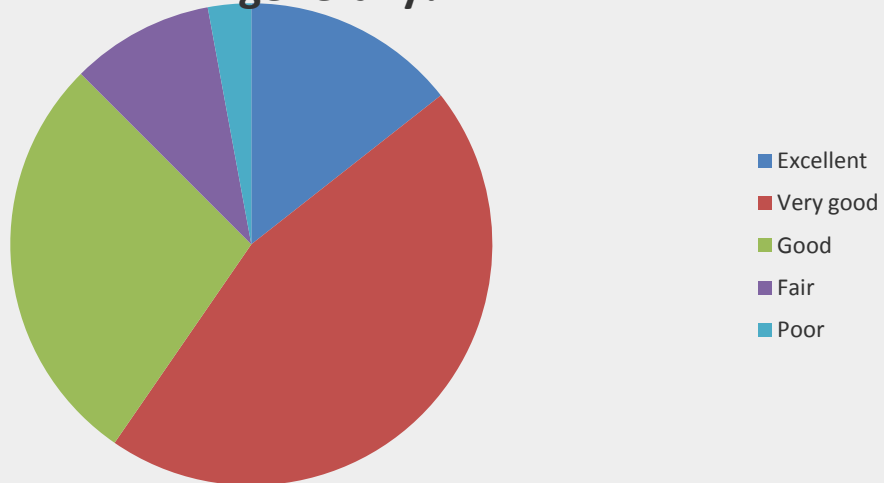


Kings Road Medical Centre Practice Survey 2013-2014

How would you say that your health is generally?

Answer Options	Response Percent	Response Count
Excellent	14.4%	30
Very good	45.2%	94
Good	27.9%	58
Fair	9.6%	20
Poor	2.9%	6
<i>answered question</i>		208
<i>skipped question</i>		4

How would you say that your health is generally?



Kings Road Medical Centre Practice Survey 2013-2014

What is your ethnic group?

Answer Options	Response Percent	Response Count
White British	46.7%	98
White Irish	1.4%	3
Other white background	24.3%	51
White & black Caribbean	0.5%	1
White & black African	1.0%	2
White & Asian	3.3%	7
Other mixed background	2.4%	5
Indian	1.0%	2
Pakistani	1.4%	3
Bangladeshi	0.5%	1
Other Asian background	2.4%	5
Caribbean	1.9%	4
African	2.4%	5
Other Black background	0.0%	0
Chinese	1.9%	4
Other Asian group	1.9%	4
Other ethnic group	2.9%	6
I would prefer not to say	4.3%	9
<i>answered question</i>		210
<i>skipped question</i>		2

