

Question / Statement		Responses [No. For individual question / %age of TOTAL NO.]			TOTAL %age shown of 479 completed forms	
<b>1</b> <i>Using the electronic check-in machine (This is quicker for you and more efficient. There are two machines in the reception area)</i>						
a	Did you use either of check-in screens today?	YES = 360 77%	NO = 108 25%		468	98%
b	If NO, have you ever used?	YES = 93 68%	NO = 43 32%	(If NO, go to Q.2)	136	28%
c	If YES, how did you find it?	EASY = 369 98%	DIFFICULT = 8 2%		377	79%
d	If you answered DIFFICULT to (c) - why?	SPECIFY: - Anxiety - Did not work			n/a	
e	Did you know there is a USER GUIDE available?	YES = 84 38%	140 = 62%		224	47%
<b>2</b> <i>If you <u>did not</u> use the check-in machine today, was this because:</i>						
a	No queue at Reception, so checked in there	50 44%			114	24%
b	You had an Emergency appointment	46 40%				
c	You never use the self check-in system	17 15%				
d	Don't want to use	WHY NOT? Concern will cause staff redundancies; 1 response, no reason given				
<b>3</b> <i>Privacy in Reception</i>						
a	Are you concerned about privacy?	YES = 96 22%	NO = 343 78%		439	92%
b	Is there any particular desk that is a problem?	SPECIFY: No responses			n/a	
c	Are other patients too close?	YES = 72 24%	227 = 227 76%		299	62%
d	Worried your conversation is being overheard?	YES = 84 28%	NO = 214 72%		298	62%
e	Other - please specify	SPECIFY: No responses			n/a	

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<b>4 Overall, are Reception staff friendly and helpful?</b>										
	Please score, where 1 = POOR to 6 = VERY GOOD	1 = 3 <1%	2 = 8 <2%	3 = 21 5%	4 = 74 18%	5 = 122 30%	6 = 180 44%	n/a = 5 <1%	413	86%
<b>5 Using the Patient Services system</b> (We know it can sometimes be difficult to get through on the telephone. By using Patient Services you can make appointments, order repeat prescriptions and see your Medical Records online)										
a	Do you know about Patient Services?	YES = 305 69%			NO = 138 31%				443	92%
b	If so, do you actually use Patient Services?	YES = 137 40%			NO = 202 60%				339	71%
c	And, how do you access Patient Services?	COMPUTER = 54 36%		TABLET = 30%		SMARTPHONE = 65 44%			149	31%
d	If NO to (a), would you be interested in using?	YES = 123 57%			NO = 93 43%				216	45%
e	If you do use Patient Services, please tick which ones you use, or have used?	APPOINTMENTS = 102 47%		REPEAT PRESCRIPTIONS = 86 39%		MEDICAL SUMMARY: 15 7%		MEDICAL RECORD: 16 7%		219 46%
<b>6 Satisfaction with the surgery.</b> On a scale of 1 to 6, how likely are you to recommend the surgery to family or friends										
	Where: 1 = NOT AT ALL LIKELY 6 = HIGHLY RECOMMENDED	1 = 10 2%	2 = 10 2%	3 = 35 8%	4 = 88 20%	5 = 137 31%	6 = 156 36%		436	91%
<b>Any other comments</b>										
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