

# Full data set for Woodhouse Health Centre Questionnaire 2019

## Q1 How often do you visit the surgery?

Weekly	7	3%
Monthly	49	24%
Infrequent	147	72%

Poor	2	1%
N/A	107	53%

## Q2 In the last 3 months how easy have you found it to get through on the phone?

Very easy	6	3%
Fairly easy	39	19%
Not very easy	50	25%
Not easy at all	90	44%
Haven't tried	19	9%

## Q11 Were you offered a choice of appointment the last time you tried to see a clinician?

Yes	71	45%
No	87	55%

## Q3 How helpful were the reception team?

Very helpful	111	55%
Moderately helpful	74	37%
Unhelpful	8	4%
Not helpful at all	2	1%
N/A	6	3%

## Q12 Were you satisfied with the appointment offered?

Yes	128	70%
No	12	7%
N/A	43	23%

## Q4 Would you be prepared to go to another practice to receive an emergency on the day appointment?

Yes	117	58%
No	84	42%

## Q13 For your last appointment, how long did you have to wait after your appointment was due?

Seen on time	23	12%
Less than 5 mins	16	8%
5-15mins	58	31%
15-30mins	54	28%
More than 30mins	24	13%
Cannot remember	15	8%

## Q5 Would you be happy if the practice moved from 10 min appointment to 15 min appointments?

Yes	119	61%
No	75	39%

## Q14 How do you feel about how long you waited after your appointment time?

Happy	23	12%
Glad to be seen	56	30%
Un's'd people need xtra time	85	45%
Not very happy	25	13%

## Q6 If you have seen a GP in the last 3 months, how good were they at giving you enough time?

Very good	82	40%
Good	60	29%
Neither good nor poor	22	11%
Poor	8	4%
N/A	33	16%

## Q15 Are you aware the we offer pre-bookable GP and Nurse appointments throughout the week?

Yes	122	65%
No	66	35%

## Q7 If you have seen a GP in the last 3 months, how good were they at listening?

Very good	89	43%
Good	59	29%
Neither good nor poor	11	5%
Poor	10	5%
N/A	38	18%

## Q16 Happy with the opening times of the practice?

Yes	163	92%
No	14	8%

## Q8 If you have seen a GP in the last 3 months, how good were they at explaining tests and treatments?

Very good	74	36%
Good	60	29%
Neither good nor poor	10	5%
Poor	8	4%
N/A	53	26%

## Q17 In general, how satisfied are you with the total level of care you receive from the practice?

Very satisfied	66	35%
Fairly satisfied	94	49%
Neither satisfied or dissatisfied	18	9%
Quite dissatisfied	6	3%
Very dissatisfied	6	3%

## Q9 If you have seen a clinician in the last 3 months, how good were they at involving you in decisions?

Very good	45	22%
Good	38	19%
Neither good nor poor	10	5%
Poor	3	1%
N/A	106	52%

## Q18 What sex are you?

Male	56	30%
Female	129	70%

## Q10 If you have seen a clinician in the last 3m, how good were they at treating you with care & concern?

Very good	50	25%
Good	37	18%
Neither good nor poor	6	3%

## Q19 What age are you?

Under 18	1	1%
18-30	31	16%
31-45	36	19%
46-65	71	37%
66-75	27	14%
Over 75	24	13%

## Q20 What is your ethnic group?

White	174	93%
Black or Black British	8	4%
Asian or Asian British	4	2%

## Q21 Are you a carer?

Yes	22	11%
No	170	89%