
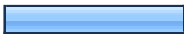
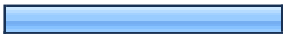















**1. We are trying to get an idea of how people feel about accessing this practice's services. How often do you use the practice?**

		Response Percent	Response Count
Every week		5.4%	4
Every month		28.4%	21
<b>Every few months</b>		<b>44.6%</b>	<b>33</b>
Once a year		10.8%	8
Less than once a year		2.7%	2
Other (please specify)		8.1%	6
		<b>answered question</b>	<b>74</b>
		<b>skipped question</b>	<b>2</b>




**2. How easy do you find it to book a non-urgent appointment with a doctor?**

		Response Percent	Response Count
Very easy		32.0%	24
<b>Easy</b>		<b>38.7%</b>	<b>29</b>
Difficult		18.7%	14
Very difficult		9.3%	7
Don't know		1.3%	1
		<b>answered question</b>	<b>75</b>
		<b>skipped question</b>	<b>1</b>






### 3. How easy do you find it to book a non-urgent appointment with a nurse or healthcare assistant?

		Response Percent	Response Count
Very Easy		28.8%	21
<b>Easy</b>		<b>37.0%</b>	<b>27</b>
Difficult		16.4%	12
Very difficult		6.8%	5
Don't know		11.0%	8
<b>answered question</b>			<b>73</b>
<b>skipped question</b>			<b>3</b>






### 4. How do you normally book an appointment?

		Response Percent	Response Count
In person		26.7%	20
<b>By telephone</b>		<b>86.7%</b>	<b>65</b>
On the internet		12.0%	9
Get someone else to book for you		0.0%	0
Other (please specify)		0.0%	0
<b>answered question</b>			<b>75</b>
<b>skipped question</b>			<b>1</b>



**5. How easy is it to schedule urgent appointments with your doctor when you're ill?  
(urgent means must be seen the same day)**

		Response Percent	Response Count
Extremely easy		17.2%	11
Very easy		12.5%	8
<b>Moderately easy</b>		<b>34.4%</b>	<b>22</b>
Slightly easy		9.4%	6
Not at all easy		26.6%	17
<b>answered question</b>			<b>64</b>
<b>skipped question</b>			<b>12</b>

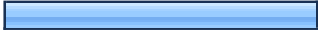
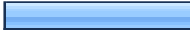



**6. If you couldn't get an appointment either urgent or routine why do you think this was?**

		Response Percent	Response Count
<b>There were no appointments available</b>		<b>60.6%</b>	<b>40</b>
The appointment times offered were not suitable		16.7%	11
The appointment was not with my usual doctor or nurse		9.1%	6
I don't know		10.6%	7
Other (please specify)		10.6%	7
<b>answered question</b>			<b>66</b>
<b>skipped question</b>			<b>10</b>


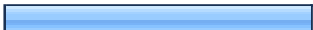

### 7. Are you aware that appointments can be booked up to a month in advance?

		Response Percent	Response Count
Yes		80.6%	58
No		19.4%	14
<b>answered question</b>			<b>72</b>
<b>skipped question</b>			<b>4</b>

### 8. How easy do you find calling the surgery?

		Response Percent	Response Count
Very Easy		50.0%	35
Easy		30.0%	21
Difficult		8.6%	6
Very difficult		5.7%	4
Don't know		0.0%	0
Other (please specify)		5.7%	4
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>

### 9. Have you noticed a difference in the cost of your calls?

		Response Percent	Response Count
Yes		37.7%	26
No		49.3%	34
Other (please specify)		13.0%	9
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>7</b>

### 10. If you telephone the surgery what time do you normally call?

		Response Percent	Response Count
Between 8 am and 10 am		82.6%	57
Between 10 am and 12.30 pm		15.9%	11
Between 12.30 and 6 pm		4.3%	3
Other (please specify)		7.2%	5
answered question			69
skipped question			7

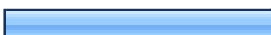


### 11. Do you have any other comments about our telephone system?

	Response Count
	20
answered question	20
skipped question	56





### 12. Are you registered for our on-line appointments booking facility?

		Response Percent	Response Count
Yes		25.4%	17
No		64.2%	43
Don't Know		10.4%	7
answered question			67
skipped question			9

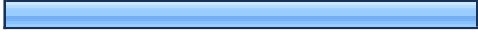




### 13. Did you know that you can order your repeat prescription through our on-line Patient Access system?

		Response Percent	Response Count
Yes		42.9%	30
No		54.3%	38
Don't Know		2.9%	2
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>




### 14. I am treated with dignity and respect at my GP Practice?

		Response Percent	Response Count
Always		80.3%	57
Most of the time		14.1%	10
Sometimes		2.8%	2
Rarely		2.8%	2
Never		0.0%	0
Not relevant		0.0%	0
<b>answered question</b>			<b>71</b>
<b>skipped question</b>			<b>5</b>





### 15. My personal values and beliefs are respected by my GP Practice?

		Response Percent	Response Count
Always		76.1%	54
Most of the time		12.7%	9
Sometimes		4.2%	3
Rarely		1.4%	1
Never		0.0%	0
Not relevant		5.6%	4
<b>answered question</b>			<b>71</b>
<b>skipped question</b>			<b>5</b>




### 16. The doctor or nurse listens to me?

		Response Percent	Response Count
Always		77.1%	54
Most of the time		20.0%	14
Sometimes		2.9%	2
Rarely		0.0%	0
Never		0.0%	0
Not relevant		0.0%	0
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>

### 17. The doctor or nurse talks in a way that helps me understand my condition?





		Response Percent	Response Count
Always		75.7%	53
Most of the time		21.4%	15
Sometimes		1.4%	1
Rarely		1.4%	1
Never		0.0%	0
Not relevant		0.0%	0
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>

### 18. I am confident in the doctor or nurse's ability to treat me


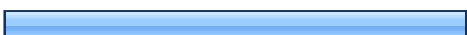




		Response Percent	Response Count
Always		62.3%	43
Most of the time		33.3%	23
Sometimes		4.3%	3
Rarely		0.0%	0
Never		0.0%	0
Not relevant		0.0%	0
<b>answered question</b>			<b>69</b>
<b>skipped question</b>			<b>7</b>



## 19. I have enough time with the doctor or nurse

		Response Percent	Response Count
Always		61.4%	43
Most of the time		28.6%	20
Sometimes		8.6%	6
Rarely		0.0%	0
Never		1.4%	1
Not relevant		0.0%	0
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>




## 20. How do you feel about being involved in decisions about your care?

		Response Percent	Response Count
I am more involved than I want to be		4.3%	3
I am involved as much as I want to be		74.3%	52
I am not involved enough		11.4%	8
I do not want to be involved		1.4%	1
Notr relevant to me		5.7%	4
Other (please specify)		2.9%	2
<b>answered question</b>			<b>70</b>
<b>skipped question</b>			<b>6</b>

## 21. If you have been prescribed any medication recently, please answer the following:

	Always	Most of the time	Sometimes	Rarely	Never	Not relevant	Rating Count
I know enough about what my medicines are for	<b>73.0%</b> <b>(46)</b>	12.7% (8)	4.8% (3)	0.0% (0)	0.0% (0)	9.5% (6)	63
I know enough about how and when to take my medicines	<b>77.8%</b> <b>(49)</b>	11.1% (7)	1.6% (1)	0.0% (0)	0.0% (0)	9.5% (6)	63
I know enough about possible side effects of my medicines	<b>48.3%</b> <b>(29)</b>	23.3% (14)	11.7% (7)	5.0% (3)	0.0% (0)	11.7% (7)	60
I would know what to do if I had any problems with my medicines	<b>62.9%</b> <b>(39)</b>	14.5% (9)	11.3% (7)	1.6% (1)	0.0% (0)	9.7% (6)	62
<b>answered question</b>							<b>64</b>
<b>skipped question</b>							<b>12</b>





## 22. As a carer do you feel that our GP Practice gives you enough information about the health needs of the person you care for?

		Response Percent	Response Count
<b>Yes, enough information</b>		<b>65.0%</b>	<b>13</b>
Some information but not enough		20.0%	4
No information		15.0%	3
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>56</b>





## 23. If you answered "some" or "no information", what do you think we could do to improve this?

	Response Count
	3
<b>answered question</b>	<b>3</b>
<b>skipped question</b>	<b>73</b>

## 24. As a carer do you feel our GP Practice supports your specific health and wellbeing needs?

		Response Percent	Response Count
Yes		66.7%	10
Sometimes but not always		13.3%	2
No		0.0%	0
Don't Know		6.7%	1
Other (please specify)		13.3%	2
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>61</b>

## 25. How do you feel about the information we currently provide to you?

		Response Percent	Response Count
Very Happy		30.0%	15
<b>Happy</b>		<b>60.0%</b>	<b>30</b>
Not very Happy		4.0%	2
Very Unhappy		0.0%	0
Other (please specify)		6.0%	3
<b>answered question</b>			<b>50</b>
<b>skipped question</b>			<b>26</b>



## 26. What information might you like to receive from your GP Practice

	Response Count
	8
answered question	8
skipped question	68


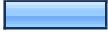



## 27. How do you feel about the methods we use to provide this informaiton?

	Very Happy	Happy	Unhappy	Very Unhappy	Don't Know	Rating Count
Television Screen	36.4% (16)	<b>45.5% (20)</b>	4.5% (2)	0.0% (0)	13.6% (6)	44
Health Leaflets	34.0% (16)	<b>51.1% (24)</b>	2.1% (1)	0.0% (0)	12.8% (6)	47
Posters	28.9% (13)	<b>60.0% (27)</b>	2.2% (1)	0.0% (0)	8.9% (4)	45
Website	18.9% (7)	<b>37.8% (14)</b>	2.7% (1)	2.7% (1)	<b>37.8% (14)</b>	37
Text Messaging	<b>45.0% (18)</b>	17.5% (7)	5.0% (2)	0.0% (0)	32.5% (13)	40
Information from the Doctors/Nurses/Staff	37.5% (18)	<b>50.0% (24)</b>	0.0% (0)	0.0% (0)	12.5% (6)	48
	Other (please specify)					2
	answered question					55
	skipped question					21









## 28. Are you male or female?

	Response Percent	Response Count
Male	 33.3%	22
Female	 66.7%	44
	answered question	66
	skipped question	10

## 29. What is your age?

		Response Percent	Response Count
Uner 21		0.0%	0
22-25		4.4%	3
26-35		16.2%	11
36-45		8.8%	6
46-55		22.1%	15
56+		48.5%	33
<b>answered question</b>			<b>68</b>
<b>skipped question</b>			<b>8</b>

### 30. Which best describes your ethnicity? (categories taken from the 2001 census)

		Response Percent	Response Count
White British		80.3%	53
White Irish		1.5%	1
Asian or Asian British		0.0%	0
Indian		6.1%	4
Mixed white Asian		0.0%	0
White & Asian		1.5%	1
White & black Caribbean		1.5%	1
African		0.0%	0
Chienese		0.0%	0
Polish		0.0%	0
Pakistani		1.5%	1
Black or Black British		4.5%	3
Other (please specify)		3.0%	2
<b>answered question</b>			<b>66</b>
<b>skipped question</b>			<b>10</b>

### 31. I am intereseted in being involved in the Patient Reference Group

	Response Count
	3
<b>answered question</b>	<b>3</b>
<b>skipped question</b>	<b>73</b>

**32. Thank you for completing this questionnaire. If you have any additional comments please enter them here**

	<b>Response Count</b>
	24
<b>answered question</b>	<b>24</b>
<b>skipped question</b>	<b>52</b>

**Page 1, Q1. We are trying to get an idea of how people feel about accessing this practice's services.**

**How often do you use the practice?**

1	use the building for other departments, eg podiatry, warfarin,	Jan 29, 2014 2:17 AM
2	Annual check up + when required	Jan 29, 2014 2:15 AM
3	As little as possible	Dec 10, 2013 2:55 AM
4	Just joined	Dec 10, 2013 2:51 AM
5	when necessary	Dec 9, 2013 11:57 PM
6	hardly ever	Dec 6, 2013 6:00 AM

**Page 1, Q6. If you couldn't get an appointment either urgent or routine why do you think this was?**

1	I needed to be in a telephone queue befoe 8am.	Jan 29, 2014 2:17 AM
2	Receptionist thinks they're triage	Jan 14, 2014 7:05 AM
3	NA	Dec 11, 2013 11:20 PM
4	Not applicable, never had an urgent appointment	Dec 10, 2013 7:21 AM
5	it s not easy when you work therefor in my case i have a number of health issues that i am unable to have attended to	Dec 9, 2013 10:37 AM
6	never happened	Dec 9, 2013 7:16 AM
7	never happened	Dec 9, 2013 7:09 AM

**Page 2, Q8. How easy do you find calling the surgery?**

1	Easy but still end up in a queue	Dec 10, 2013 7:25 AM
2	i dont call the surgery i call in person as some of your recepcionists are very unhelpfull	Dec 9, 2013 10:43 AM
3	it was difficult to get a response from number when googling medical health centre meanwood but instant response from number on NHS site.	Dec 6, 2013 5:54 AM
4	someitme 15 in the queue	Dec 6, 2013 12:57 AM



**Page 2, Q9. Have you noticed a difference in the cost of your calls?**

1	don` t know, as I pay DD monthly to Virgin Media	Jan 29, 2014 2:18 AM
2	don't have detailed phone bills	Jan 29, 2014 2:14 AM
3	never considered the cost	Dec 31, 2013 12:14 AM
4	DONT KNOW	Dec 11, 2013 11:22 PM
5	all calls inc. on my tariff	Dec 9, 2013 1:21 PM
6	n/a	Dec 9, 2013 10:43 AM
7	calls included in phone plan	Dec 6, 2013 5:56 AM
8	Haven't checked cost	Dec 6, 2013 12:29 AM
9	haven't checked	Dec 4, 2013 8:05 AM

**Page 2, Q10. If you telephone the surgery what time do you normally call?**

1	unless 8am for that day no specific time	Jan 29, 2014 2:17 AM
2	when i remember	Jan 29, 2014 2:14 AM
3	any time	Dec 11, 2013 11:29 PM
4	between 8 am and 6 pm	Dec 10, 2013 7:22 AM
5	n/a	Dec 9, 2013 10:43 AM



**Page 2, Q11. Do you have any other comments about our telephone system?**

1	No	Jan 29, 2014 2:18 AM
2	Better than it used to be	Jan 18, 2014 5:00 AM
3	I am pleased you have reverted back to a Leeds number	Jan 18, 2014 4:01 AM
4	sometimes it can take up to 20mins to get through	Jan 16, 2014 12:06 PM
5	Getting through difficult sometimes. Queueing can be very long	Jan 16, 2014 2:24 AM
6	Yes it's way too long	Dec 19, 2013 11:24 PM
7	Queueing would be helpful	Dec 15, 2013 11:57 PM
8	I know we have landline now. Still hold for 5 mins even not busy time. Too much cost if you calling from mobile	Dec 13, 2013 6:34 AM
9	It is an excellent system. If possible secure an 0800 number	Dec 11, 2013 11:36 PM
10	can't get through before about 8.35 (not opened or for messages	Dec 9, 2013 1:21 PM
11	I like the option have having doctor call me back which can save an appointment, e.g. to discuss a prescription	Dec 8, 2013 9:08 AM
12	Difficulty with the numbers to press	Dec 6, 2013 6:09 AM
13	friendly efficient service	Dec 6, 2013 6:05 AM
14	Wait too long to get through some times	Dec 6, 2013 6:01 AM
15	LONG WAIT	Dec 6, 2013 4:43 AM
16	Diabolical, 17th in the queue recently	Dec 6, 2013 4:36 AM
17	None other than to state it is friendly and efficient	Dec 6, 2013 12:54 AM
18	Engaged at 8-8.30	Dec 6, 2013 12:43 AM
19	Can never get through 8 - 8.30 am - always busy	Dec 6, 2013 12:38 AM
20	bad sometimes	Dec 6, 2013 12:36 AM

**Page 3, Q20. How do you feel about being involved in decisions about your care?**

1	have chronic conditions, gout, atrial fibrillation, blapheritiis; am sufficiently well-educated to understand long words used.	Jan 29, 2014 2:17 AM
2	no information given re diet	Jan 29, 2014 2:14 AM

**Page 4, Q23. If you answered "some" or "no information", what do you think we could do to improve this?**

1	Rather woolly knowledge on cancer care needs	Jan 29, 2014 2:15 AM
2	i have never sought help. quite 'self contained	Dec 9, 2013 1:32 PM
3	Written reports for carers	Dec 6, 2013 12:44 AM

**Page 4, Q24. As a carer do you feel our GP Practice supports your specific health and wellbeing needs?**

1	see above	Jan 29, 2014 2:15 AM
2	not requested support which I feel is given adequately by the support agencies in St james	Dec 9, 2013 1:32 PM

**Page 5, Q25. How do you feel about the information we currently provide to you?**

1	which information services?	Jan 29, 2014 2:17 AM
2	Haven't been made aware of your information services	Dec 10, 2013 2:47 AM
3	not aware	Dec 8, 2013 9:10 AM

**Page 5, Q26. What information might you like to receive from your GP Practice**

1	depends on what question I wish to ask how do I ask about physiotherapy or osteopathy	Jan 29, 2014 2:17 AM
2	more email contact would be useful, especially appointment reminders by SMS, etc	Jan 29, 2014 2:15 AM
3	option for treatmnt for current issue	Jan 29, 2014 2:14 AM
4	It would be useful to receive email updates about what the surgery is doing. On a professional basis I would encourage the practice to get involved with your local cluster of schools and targeted services leader as they work closely with vulnerable families that most likely visit the surgery and it would be good for you to have wider knowledge of how they are supported by a range of multi agency partners. I work for a cluster of schools and we are trying to get the links in to our local surgeries.	Jan 18, 2014 4:09 AM
5	Information about how often I need yearly MOT check	Dec 11, 2013 11:38 PM
6	?	Dec 9, 2013 1:32 PM
7	I get all the information I require	Dec 6, 2013 6:10 AM
8	The various tests available for different types of cancer etc	Dec 6, 2013 6:06 AM

**Page 5, Q27. How do you feel about the methods we use to provide this informaiton?**

1	Letter about appointment with consultant audiologist; delivery of new hearing aids given mme by the hospital ds took three months (not you responsibility. whee deliery o revised hring aids took th	Jan 29, 2014 2:17 AM
2	because i find it difficult to fit an appointment in to my working week as earlier stated i have unresolved health issues i have no information about opening hours ie late night surgerys	Dec 9, 2013 10:53 AM

**Page 6, Q30. Which best describes your ethnicity? (categories taken from the 2001 census)**

1	punjabi	Dec 13, 2013 6:35 AM
2	did not specify	Dec 6, 2013 6:19 AM

**Page 7, Q31. I am intereseted in being involved in the Patient Reference Group**

1	I am quite happy to be involved	Jan 29, 2014 2:18 AM
2	It is twelve months since I expressed an interest and came to a lunchtime meeting to discuss this - have had nothing from you since. Have suggestions to make.	Jan 29, 2014 2:17 AM
3	already in group., but yes interested in the devoted Meanwood Practice group	Dec 9, 2013 1:32 PM



**Page 7, Q32. Thank you for completing this questionnaire. If you have any additional comments please enter them here**

1	The podiatrist diagnosed my gout, but a GP had to sign the prescription. When I asked about diet after I had had a heart attack I was told I was told I was an intelligent woman. I wrote a letter ages ago giving background information about my family's health, eg cancer, dementia et I had never been asked any questions about such things. A GP carrying a stethoscope was more re-assuring than having A sheets printed off telling me about my condition/s. Especially as it was used to immediate good purpose. Life becomes a bigger and bigger bureaucracy When I needed to see someone in a hurry I rang 111 who recommended me to the Shakespeare walk-in centre, who had immediate contact with a pharmacist; there was no answer to my queries after 3.00pm. pharmacist you should use ACE the local taxi firm for patients to call from the Health Centre; there are always some of them immediately available.	Jan 29, 2014 2:17 AM
2	Keep TV information up to date, grammatically corrected and spell-checked.	Jan 29, 2014 2:15 AM
3	I came to a prg (there were 2 of us). Suggested to GP that scrutineers re enlisted/identified	Jan 29, 2014 2:14 AM
4	If you want to know how to connect with your local cluster of schools and targeted services leader if you haven't already, you can email me and I will give you details speddipl01@leedslearning.net	Jan 18, 2014 4:11 AM
5	I sometimes get conflicting answers from the reception staff. Relative to test information etc.	Jan 16, 2014 2:38 AM
6	Receptionist needs to be a bit more understanding and realise they aren't doctors.	Jan 14, 2014 7:07 AM
7	Some of the receptionists are rude and not helpful at all	Dec 19, 2013 11:25 PM
8	Reception staff always happy to help with any problems and always happy to provide an efficient effective service.	Dec 19, 2013 2:29 AM
9	No any comment and good services no doubt. Please do some time for the parking. Always full. Sometime we wait then late for appointments.	Dec 13, 2013 6:36 AM
10	The services are very good. However I appreciate if there is effort to always improve on this standard.	Dec 11, 2013 11:40 PM
11	Very happy with the service.	Dec 11, 2013 11:28 PM
12	Good, but sometimes unable to see the doctor of your choice if requested.	Dec 10, 2013 7:27 AM
13	I am very happy with the services provided.	Dec 10, 2013 7:23 AM
14	yes. you should have included the reception service in this survey. some questions assume there is an answer, when there should have been a 'Not applicable 'box	Dec 9, 2013 1:32 PM
15	Meanwood HC is exceptional in the service they provide. Drs brilliant and nurse marie very caring, professional and lovely personality	Dec 9, 2013 7:18 AM
16	Fantastic docs and fantastic receptionists; would recommend to anyone. Never any problems.	Dec 6, 2013 6:13 AM
17	Your endeavours are completely successful.	Dec 6, 2013 6:06 AM



**Page 7, Q32. Thank you for completing this questionnaire. If you have any additional comments please enter them here**

18	When booking appointments I don't complain because of difficulty when doctors are really busy.	Dec 6, 2013 4:52 AM
19	Can never see the Dr of choice. Receptionists often very curt and unhelpful. When you do get to see Gp they are great but I have come to dread phoning. You can get audience with the Pope quicker and with less stress.	Dec 6, 2013 4:39 AM
20	I am singularly impressed with all aspects of the service provided from all staff.	Dec 6, 2013 12:56 AM
21	should close your books on patients. too many, not enough appointments	Dec 6, 2013 12:46 AM
22	Very good as a whole	Dec 6, 2013 12:42 AM
23	Need more appointments	Dec 6, 2013 12:40 AM
24	happy with all aspects at doctors but when on phone can be on a long time,waiting to speak to someone.	Dec 4, 2013 11:59 AM