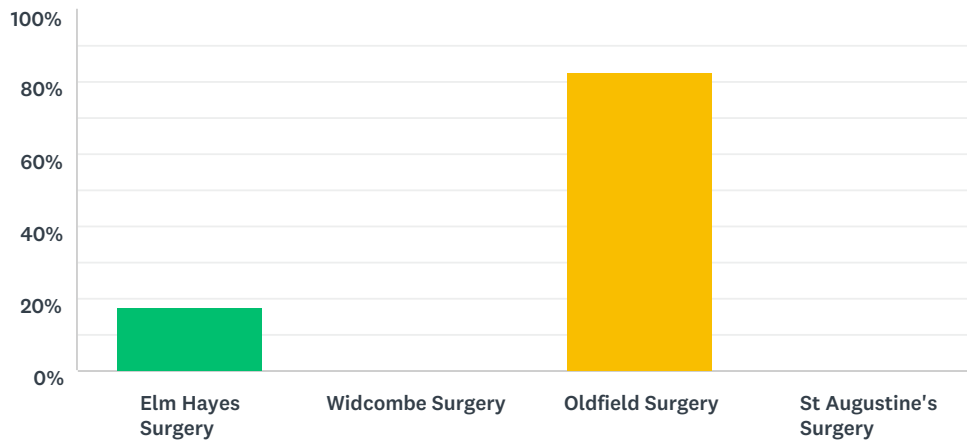


Q2 Where did your appointment take place?

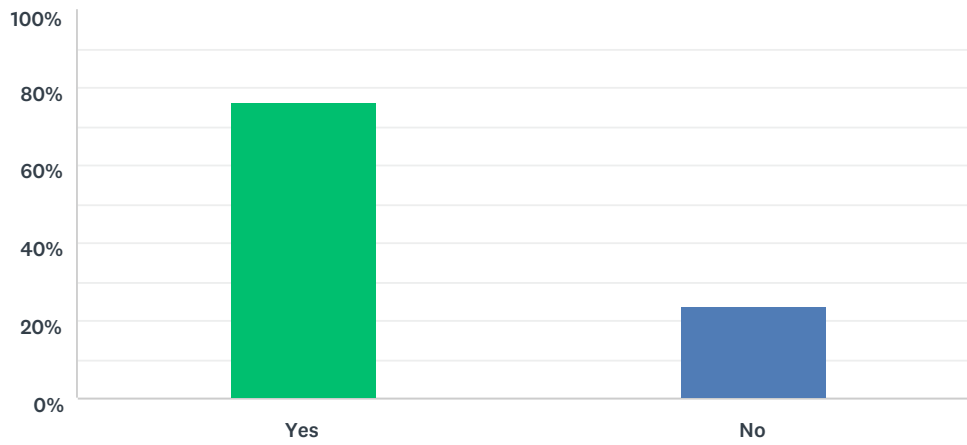
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Elm Hayes Surgery	17.39%	4
Widcombe Surgery	0.00%	0
Oldfield Surgery	82.61%	19
St Augustine's Surgery	0.00%	0
TOTAL		23

Q3 Where you offered a choice of appointment days, times and locations?

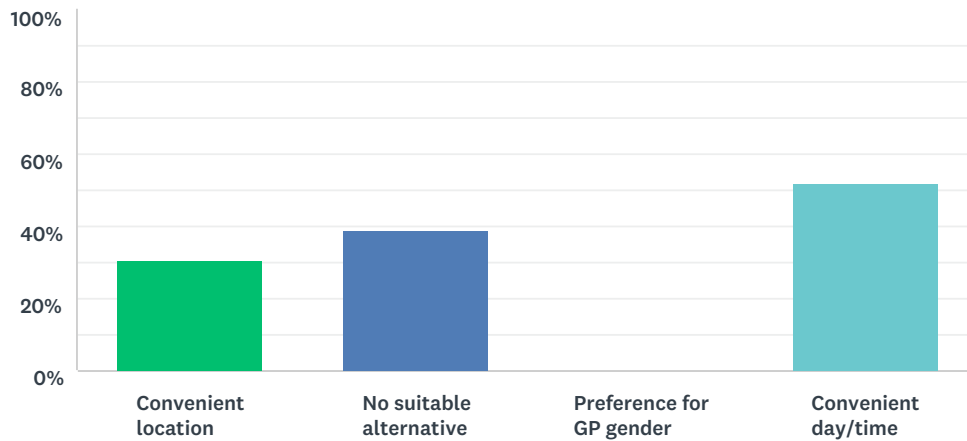
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	76.19%	16
No	23.81%	5
TOTAL		21

Q4 Why did you choose this appointment?

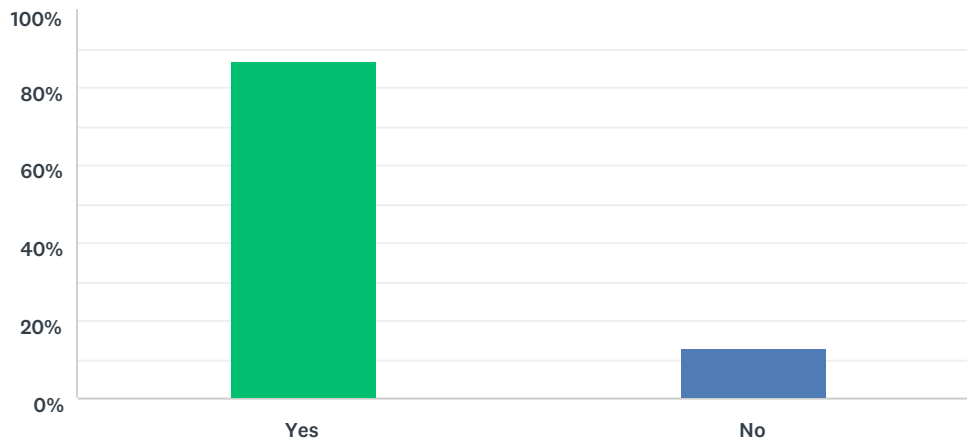
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Convenient location	30.43%	7
No suitable alternative	39.13%	9
Preference for GP gender	0.00%	0
Convenient day/time	52.17%	12
Total Respondents: 23		

Q5 Was it explained to you that your appointment was with the BEMS Improving Access service, NOT your usual practice?

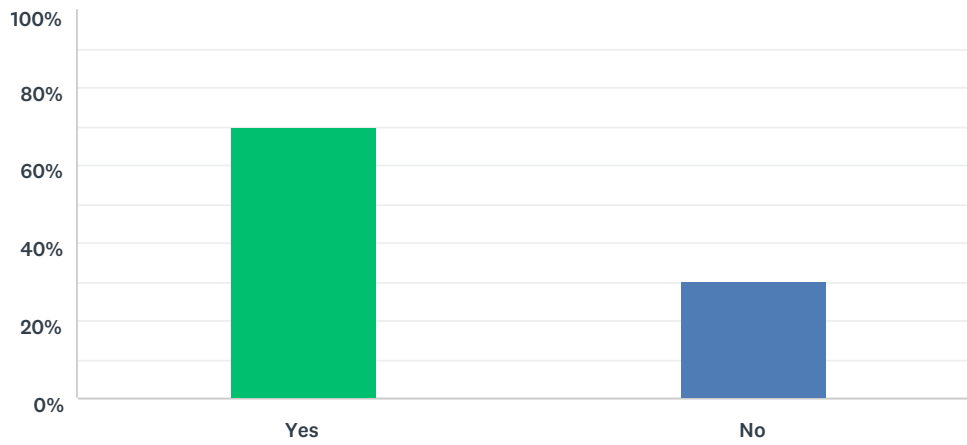
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.96%	20
No	13.04%	3
TOTAL		23

Q6 Were you asked if you consented for your Practice to share your medical records with the BEMS Improving Access service?

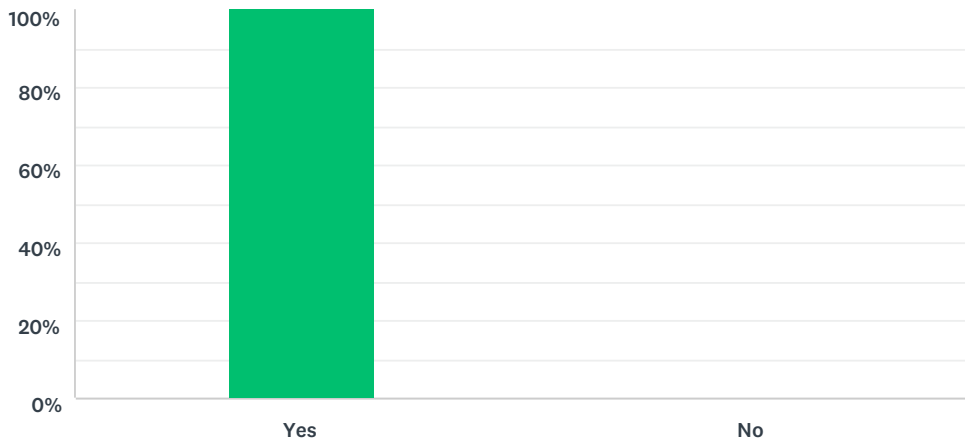
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.57%	16
No	30.43%	7
TOTAL		23

Q7 Were you happy with the manner and attitude of the Improving Access service receptionist?

Answered: 23 Skipped: 0



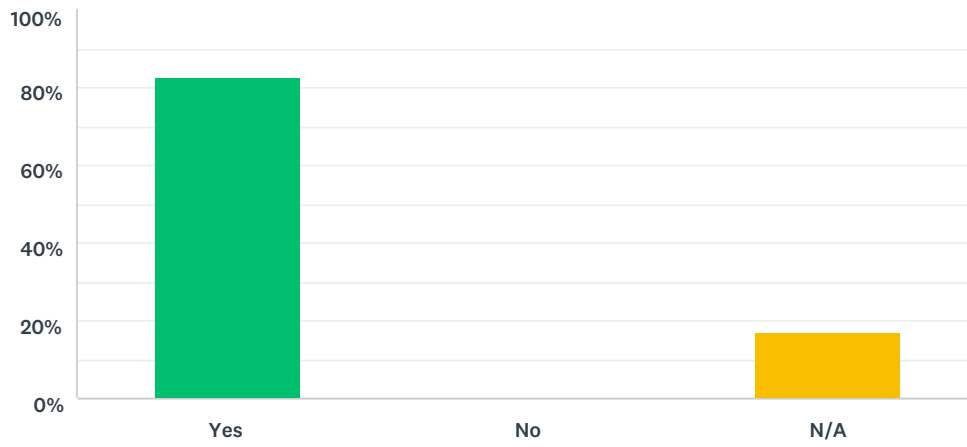
ANSWER CHOICES	RESPONSES	
Yes	100.00%	23
No	0.00%	0
TOTAL		23

Q8 If no, please tell us why not.

Answered: 0 Skipped: 23

Q9 Were you happy with the manner and attitude of the Improving Access doctor who saw you?

Answered: 23 Skipped: 0



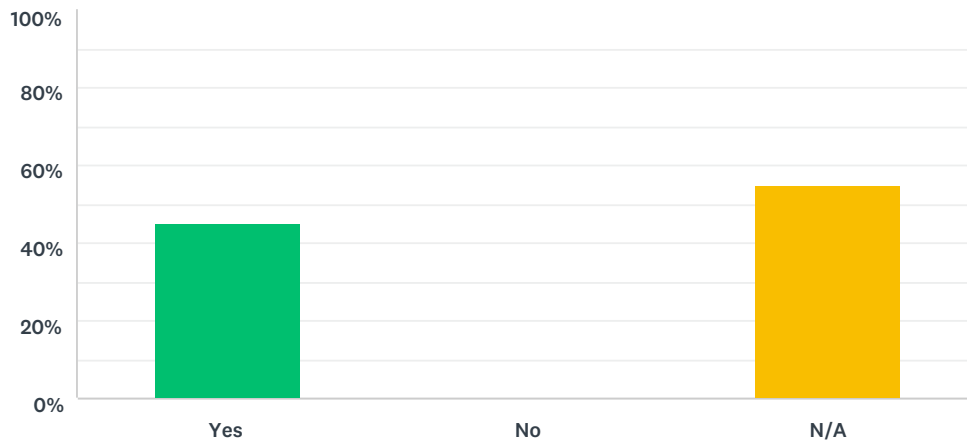
ANSWER CHOICES	RESPONSES	
Yes	82.61%	19
No	0.00%	0
N/A	17.39%	4
TOTAL		23

Q10 If no, please tell us why not.

Answered: 0 Skipped: 23

Q11 Were you happy with the manner and attitude of the Improving Access Nurse who saw you?

Answered: 20 Skipped: 3



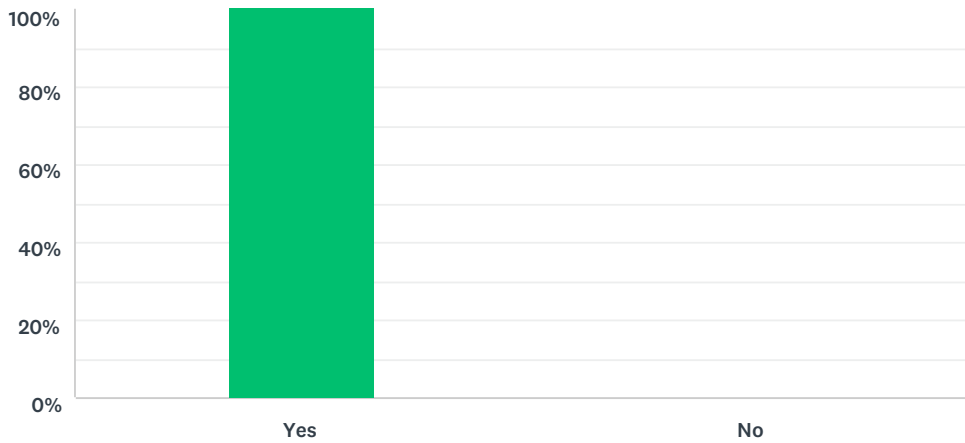
ANSWER CHOICES	RESPONSES	
Yes	45.00%	9
No	0.00%	0
N/A	55.00%	11
TOTAL		20

Q12 If no, please tell us why not

Answered: 0 Skipped: 23

Q13 Were you happy with the outcome of your appointment?

Answered: 23 Skipped: 0



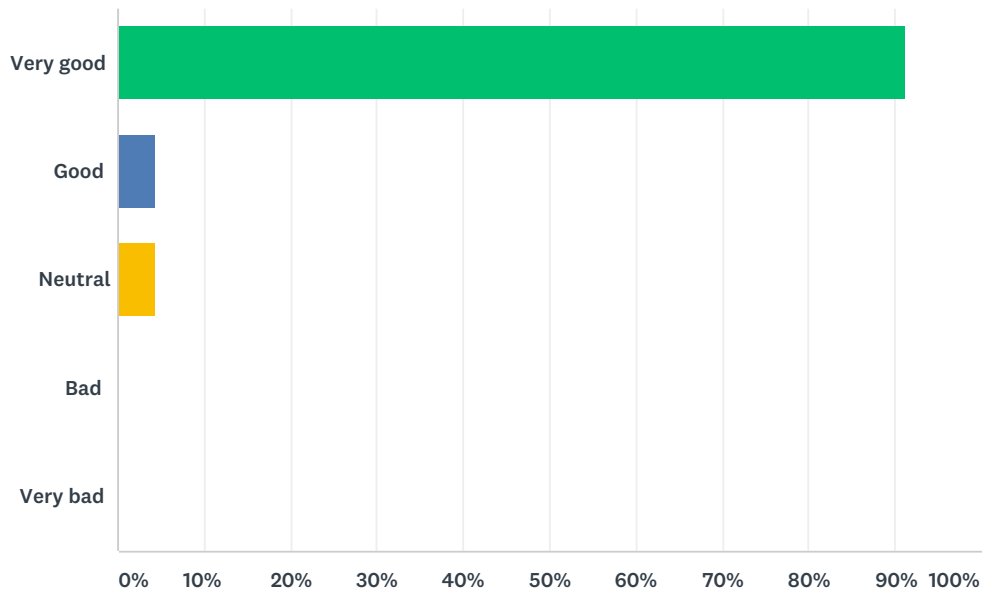
ANSWER CHOICES	RESPONSES	
Yes	100.00%	23
No	0.00%	0
TOTAL		23

Q14 If no, please tell us why not

Answered: 0 Skipped: 23

Q15 Can you describe your experience of finding the service location

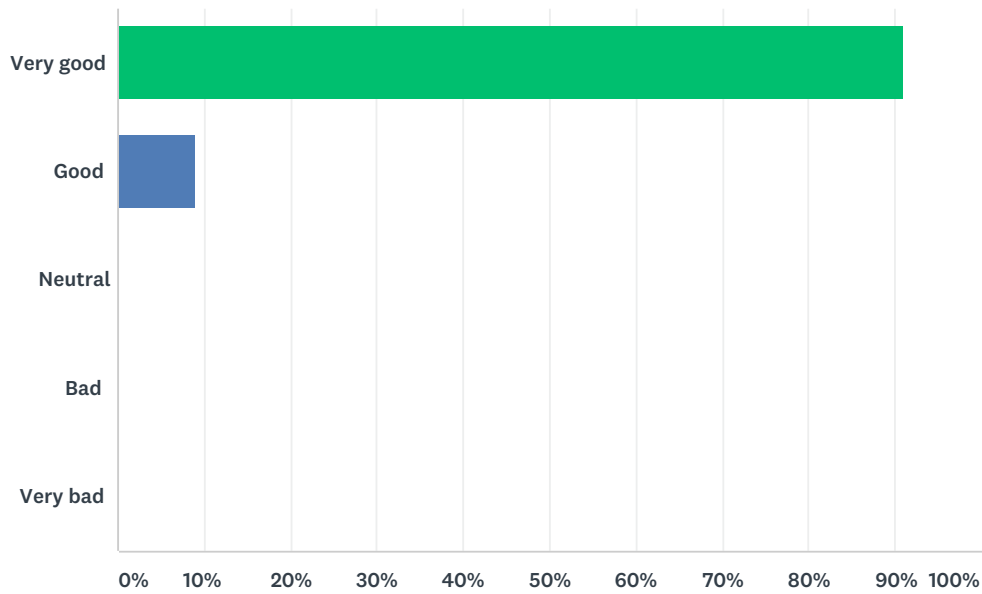
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very good	91.30%	21
Good	4.35%	1
Neutral	4.35%	1
Bad	0.00%	0
Very bad	0.00%	0
TOTAL		23

Q16 Can you describe your experience of parking at the location?

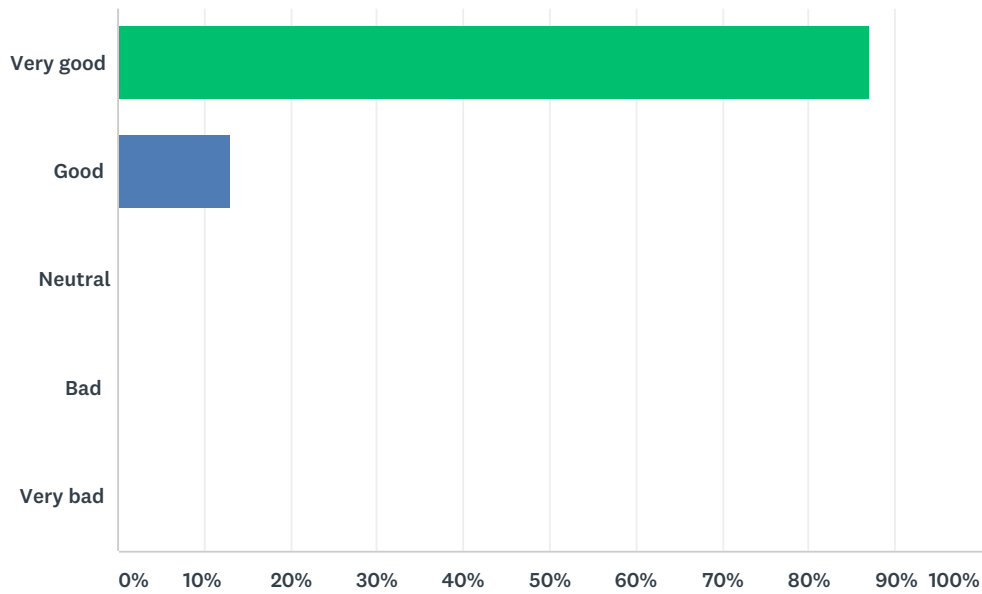
Answered: 22 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very good	90.91%	20
Good	9.09%	2
Neutral	0.00%	0
Bad	0.00%	0
Very bad	0.00%	0
TOTAL		22

Q17 Can you describe your experience of cleanliness of the location?

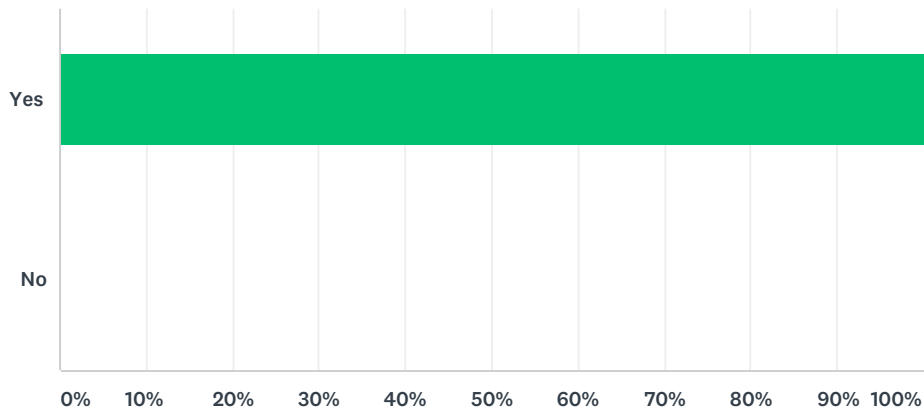
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very good	86.96%	20
Good	13.04%	3
Neutral	0.00%	0
Bad	0.00%	0
Very bad	0.00%	0
TOTAL		23

Q18 Would you recommend the service to a family member or friends?

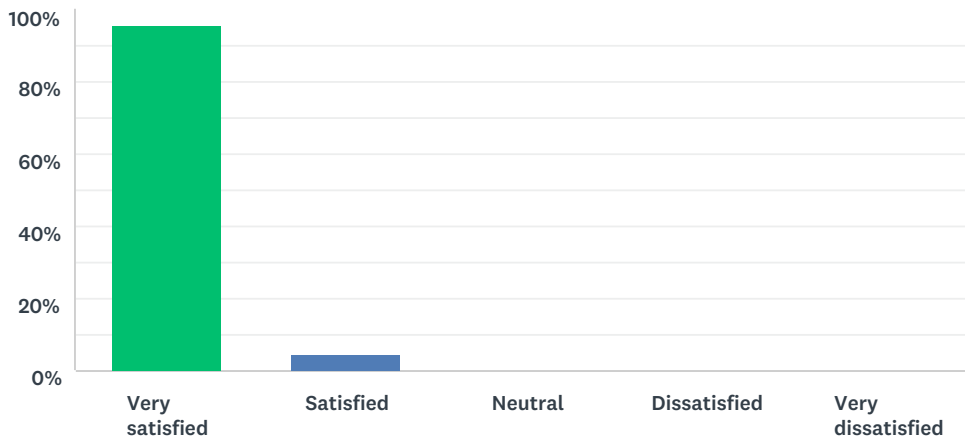
Answered: 22 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	22
No	0.00%	0
TOTAL		22

Q19 Overall how satisfied were you with the service?

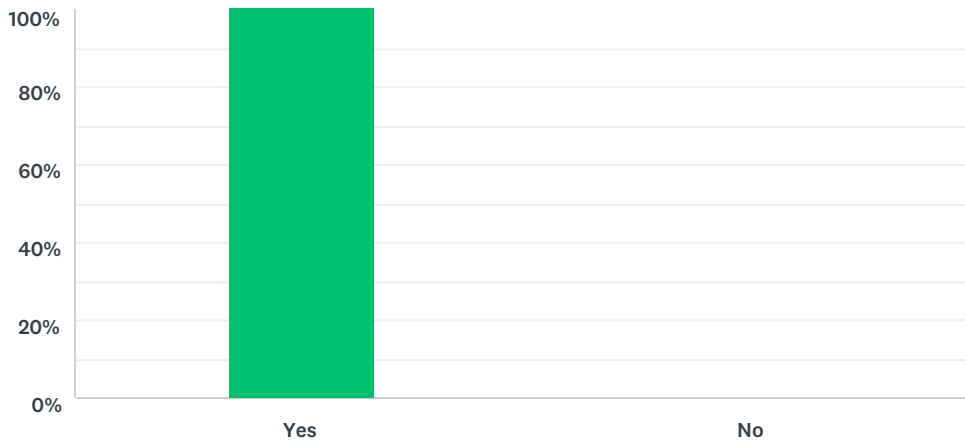
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	95.65%	22
Satisfied	4.35%	1
Neutral	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		23

Q20 Would you use the service again?

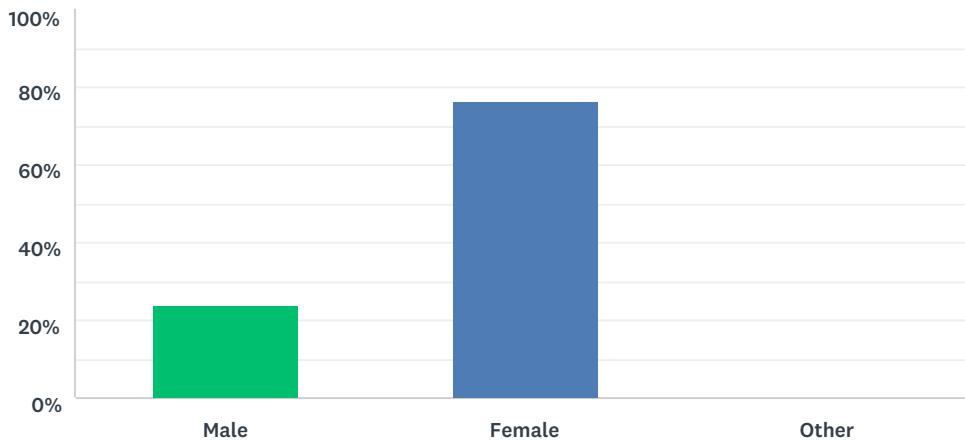
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	23
No	0.00%	0
TOTAL		23

Q21 Gender

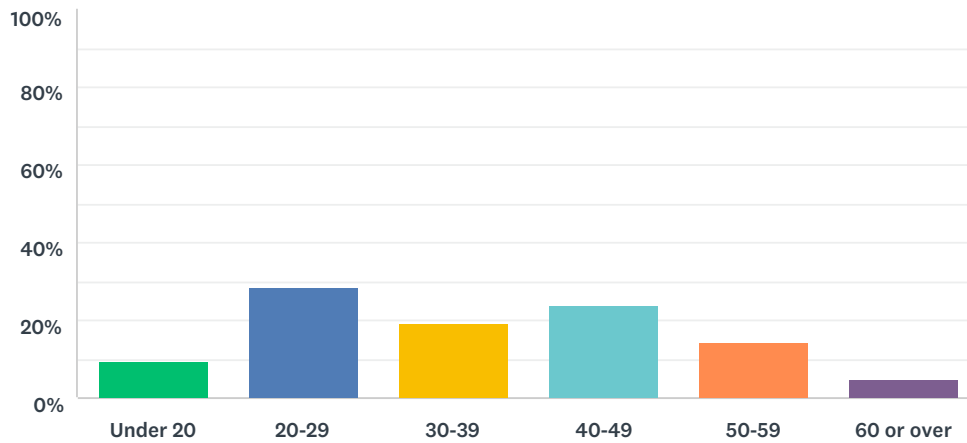
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Male	23.81%	5
Female	76.19%	16
Other	0.00%	0
TOTAL		21

Q22 Age

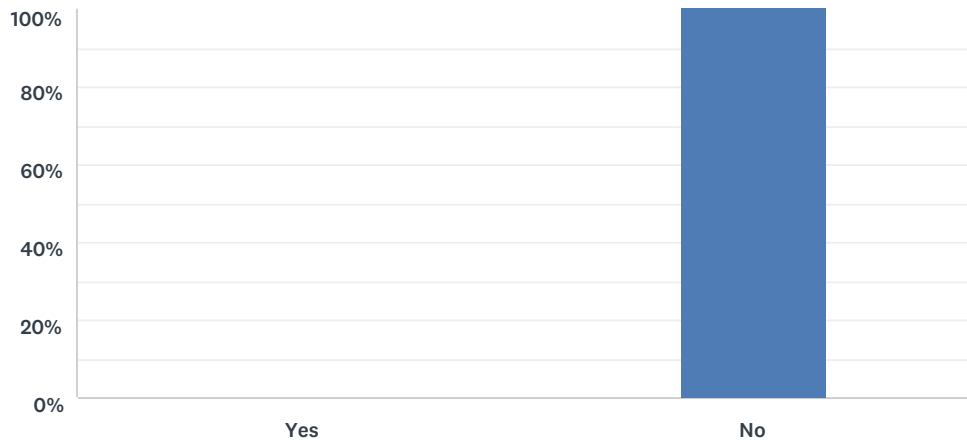
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 20	9.52%	2
20-29	28.57%	6
30-39	19.05%	4
40-49	23.81%	5
50-59	14.29%	3
60 or over	4.76%	1
TOTAL		21

Q23 Do you consider yourself to have a disability?

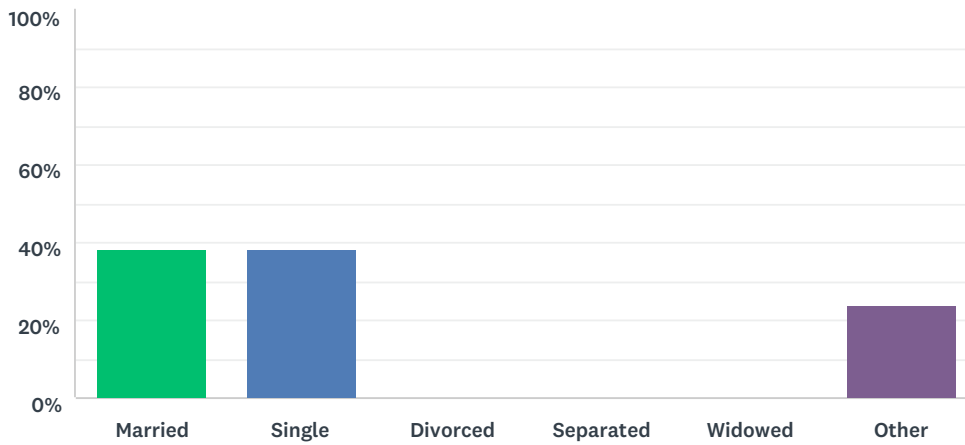
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	21
TOTAL		21

Q24 Marital status:

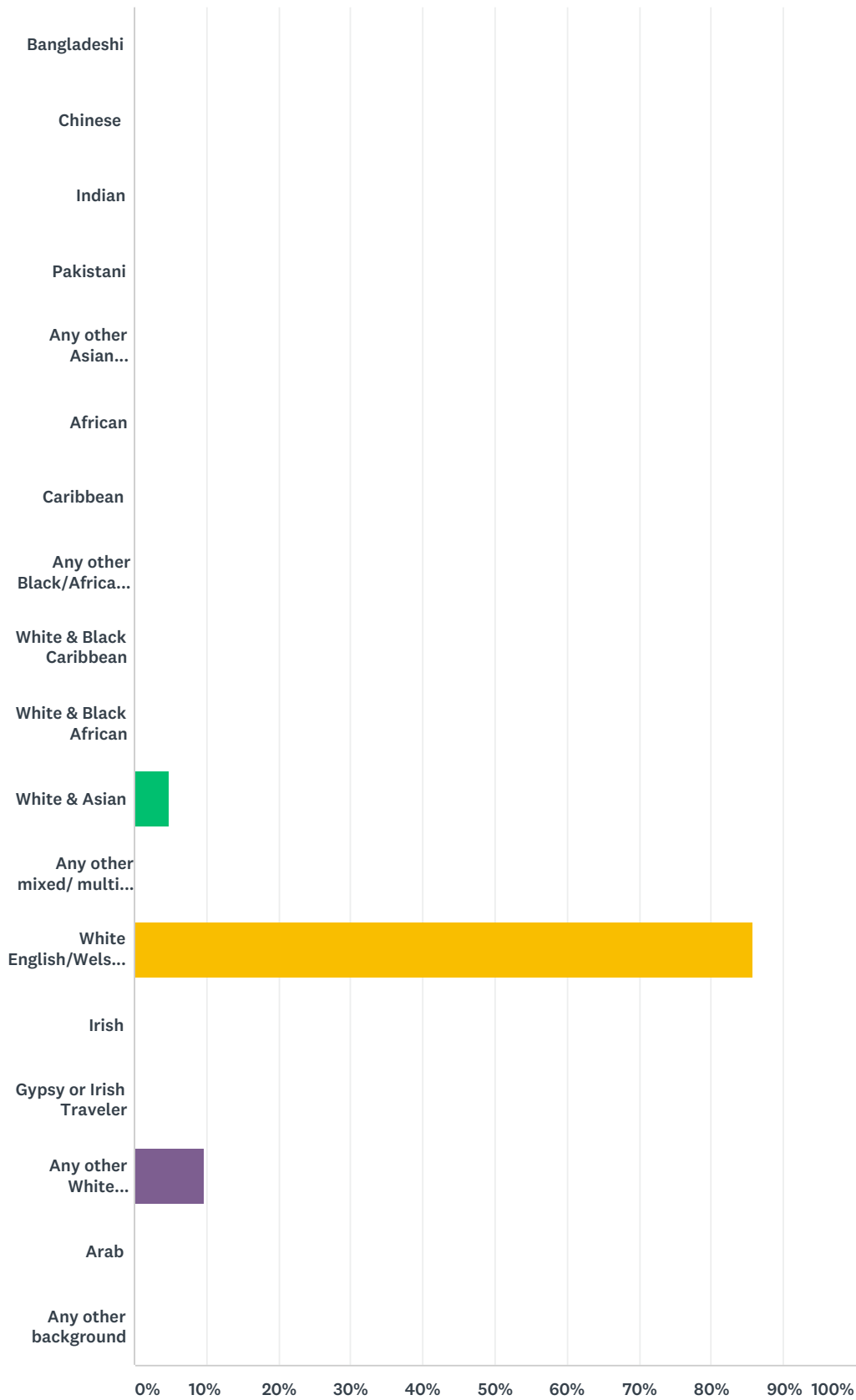
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Married	38.10%	8
Single	38.10%	8
Divorced	0.00%	0
Separated	0.00%	0
Widowed	0.00%	0
Other	23.81%	5
TOTAL		21

Q25 Ethnic Origin:

Answered: 21 Skipped: 2

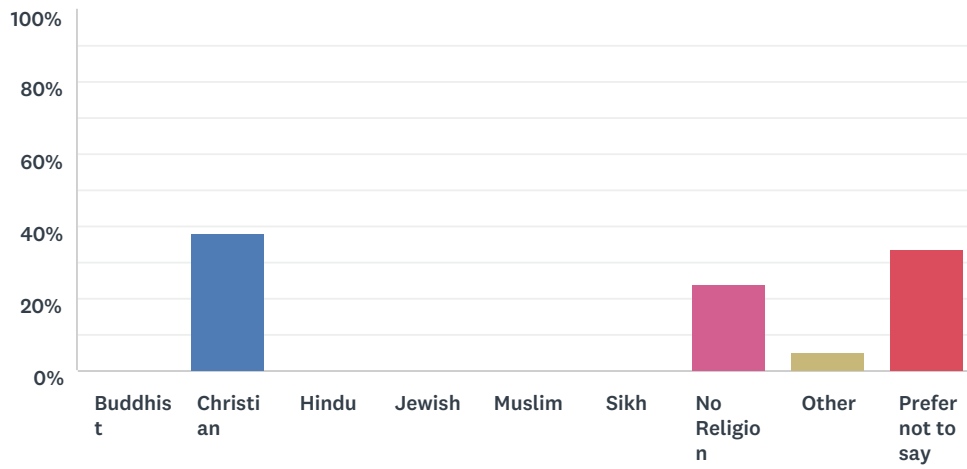


ANSWER CHOICES	RESPONSES
Bangladeshi	0.00% 0

Chinese	0.00%	0
Indian	0.00%	0
Pakistani	0.00%	0
Any other Asian background	0.00%	0
African	0.00%	0
Caribbean	0.00%	0
Any other Black/African/Caribbean background	0.00%	0
White & Black Caribbean	0.00%	0
White & Black African	0.00%	0
White & Asian	4.76%	1
Any other mixed/ multiple ethnic group background	0.00%	0
White English/Welsh/Scottish/Northern Irish/British	85.71%	18
Irish	0.00%	0
Gypsy or Irish Traveler	0.00%	0
Any other White background	9.52%	2
Arab	0.00%	0
Any other background	0.00%	0
TOTAL		21

Q26 Religion:

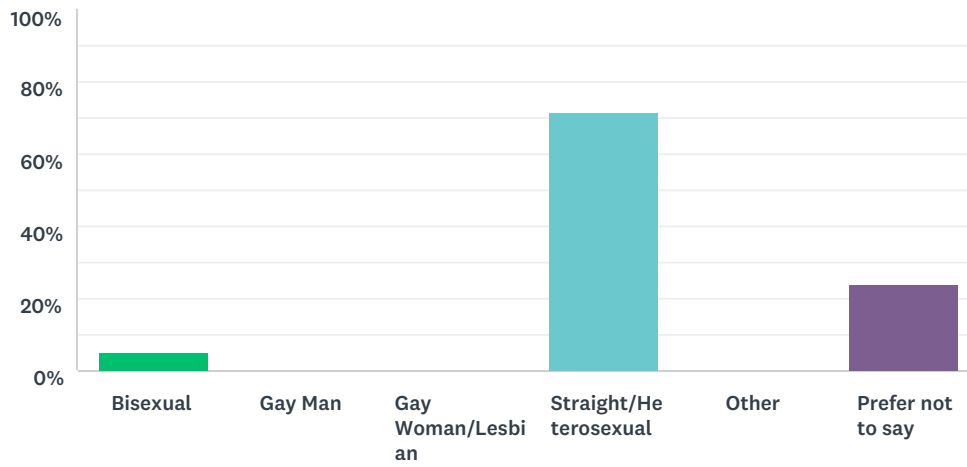
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Buddhist	0.00%	0
Christian	38.10%	8
Hindu	0.00%	0
Jewish	0.00%	0
Muslim	0.00%	0
Sikh	0.00%	0
No Religion	23.81%	5
Other	4.76%	1
Prefer not to say	33.33%	7
TOTAL		21

Q27 Sexual Orientation:

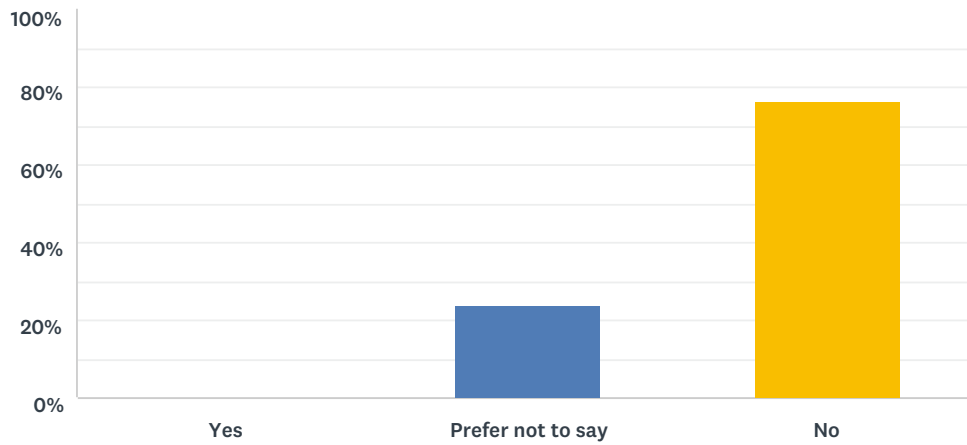
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Bisexual	4.76%	1
Gay Man	0.00%	0
Gay Woman/Lesbian	0.00%	0
Straight/Heterosexual	71.43%	15
Other	0.00%	0
Prefer not to say	23.81%	5
TOTAL		21

Q28 Have you undergone gender reassignment?

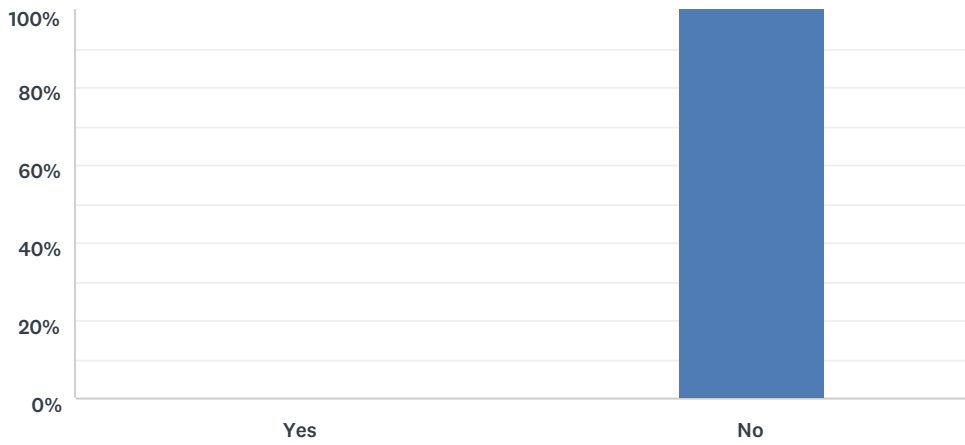
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
Prefer not to say	23.81%	5
No	76.19%	16
TOTAL		21

Q29 Have you encountered any barriers when accessing or using this service in relation to the information provided above?

Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	21
TOTAL		21