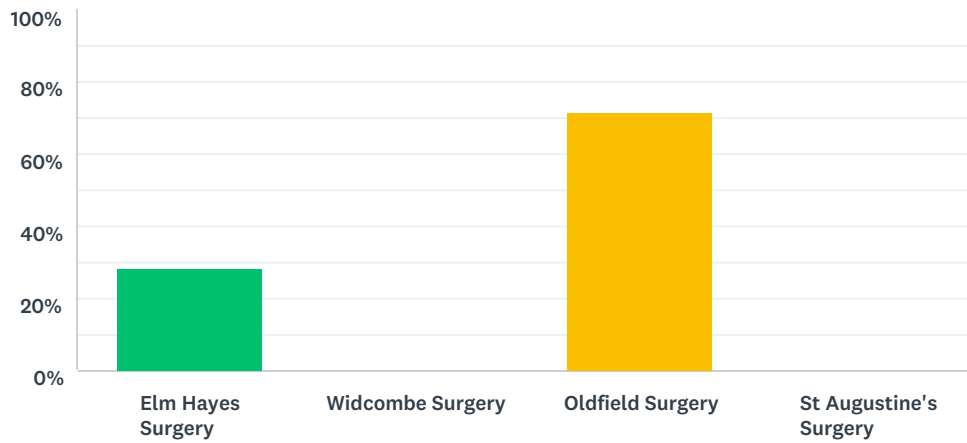


## Q2 Where did your appointment take place?

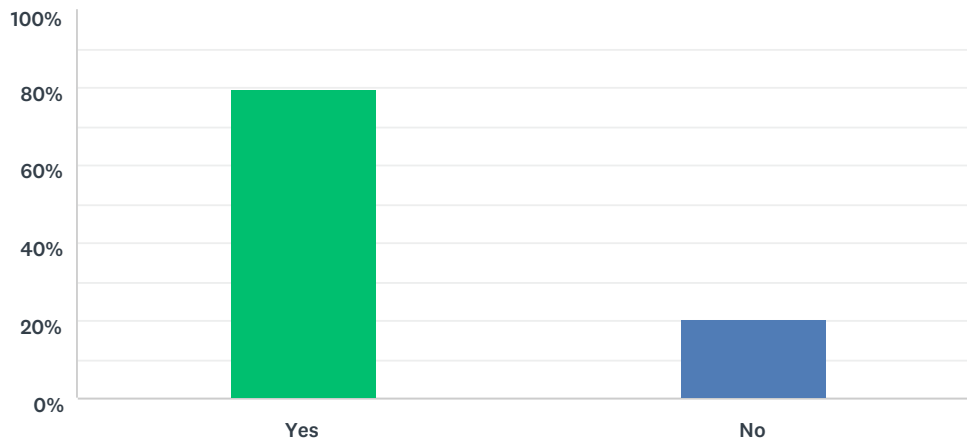
Answered: 70 Skipped: 0



ANSWER CHOICES	RESPONSES	
Elm Hayes Surgery	28.57%	20
Widcombe Surgery	0.00%	0
Oldfield Surgery	71.43%	50
St Augustine's Surgery	0.00%	0
TOTAL		70

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

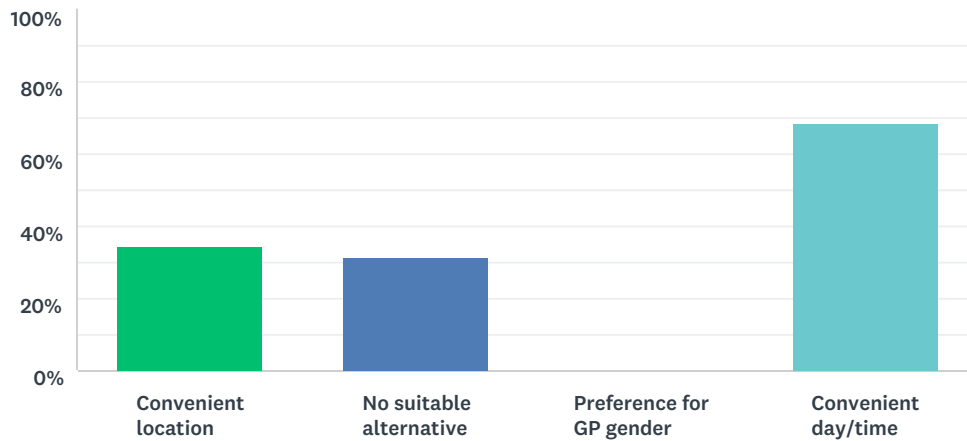
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	79.41%	54
No	20.59%	14
TOTAL		68

### Q4 Why did you choose this appointment?

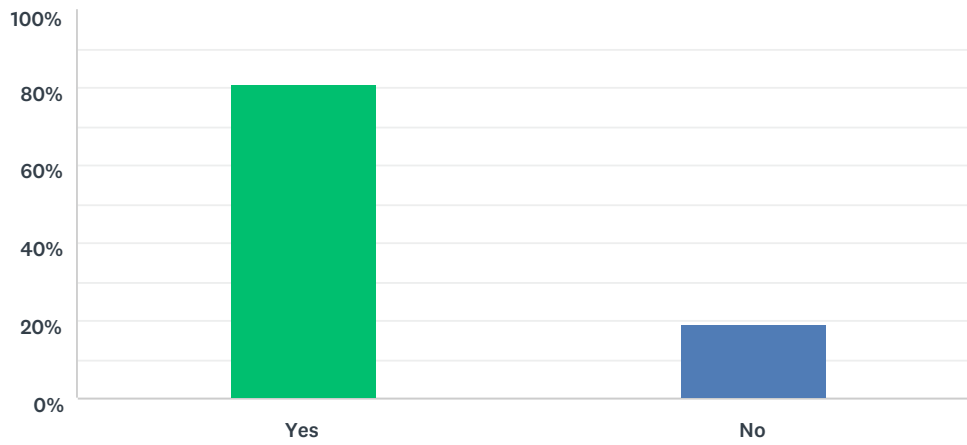
Answered: 70 Skipped: 0



ANSWER CHOICES	RESPONSES	
Convenient location	34.29%	24
No suitable alternative	31.43%	22
Preference for GP gender	0.00%	0
Convenient day/time	68.57%	48
Total Respondents: 70		

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

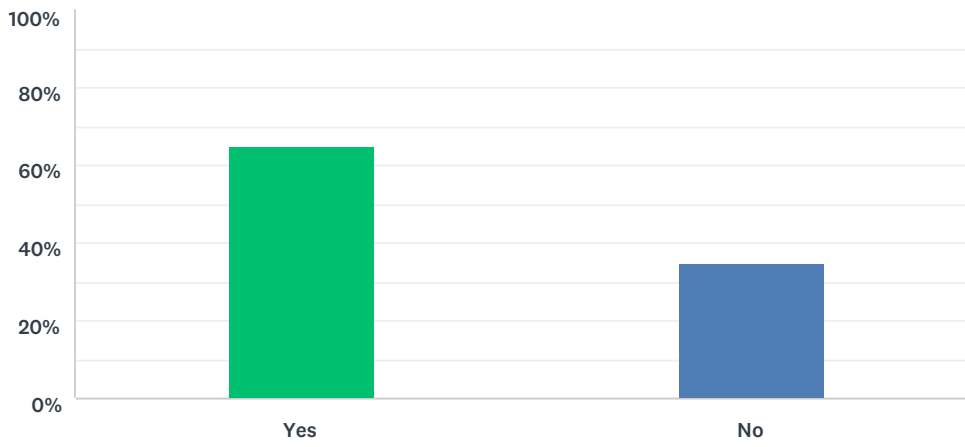
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	80.88%	55
No	19.12%	13
<b>TOTAL</b>		<b>68</b>

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

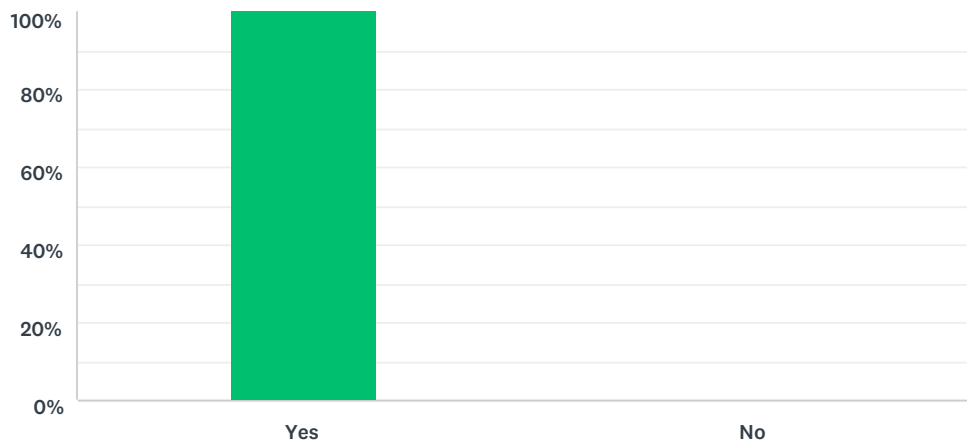
Answered: 69 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	65.22%	45
No	34.78%	24
TOTAL		69

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

Answered: 69 Skipped: 1



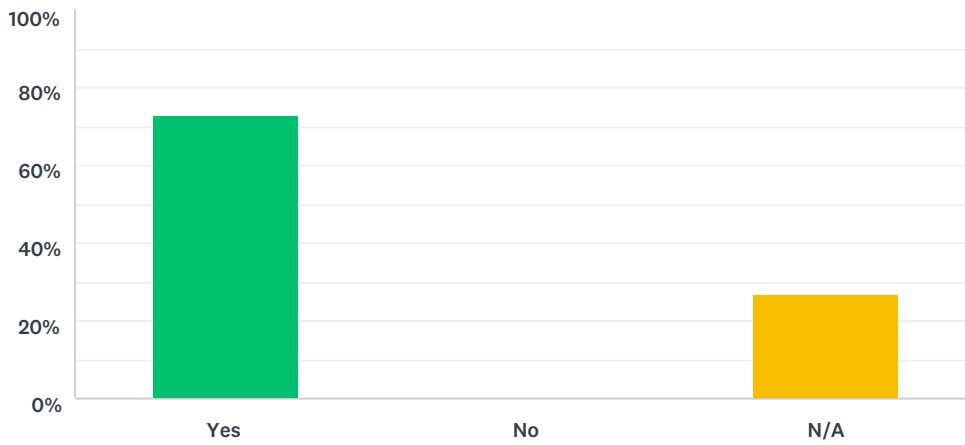
ANSWER CHOICES	RESPONSES	
Yes	100.00%	69
No	0.00%	0
TOTAL		69

## Q8 If no, please tell us why not.

Answered: 13 Skipped: 57

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

Answered: 70 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.86%	51
No	0.00%	0
N/A	27.14%	19
<b>TOTAL</b>		<b>70</b>

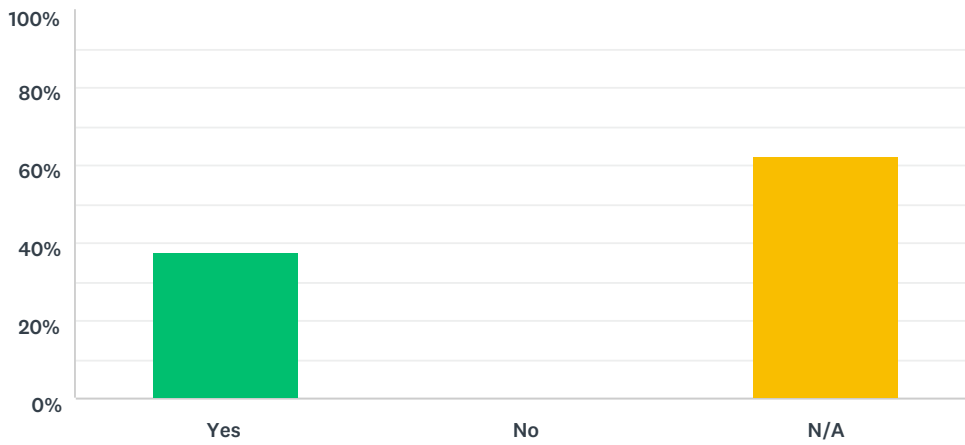


## Q10 If no, please tell us why not.

Answered: 13 Skipped: 57

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

Answered: 61 Skipped: 9



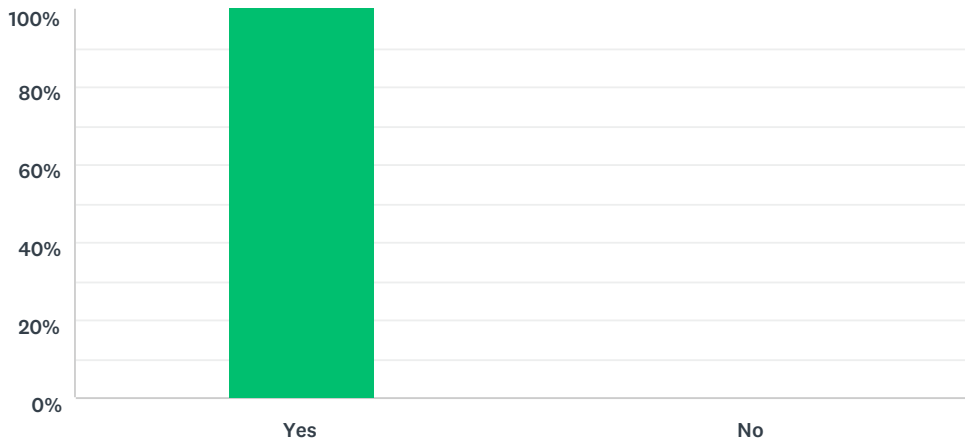
ANSWER CHOICES	RESPONSES	
Yes	37.70%	23
No	0.00%	0
N/A	62.30%	38
TOTAL		61

## Q12 If no, please tell us why not

Answered: 13 Skipped: 57

### Q13 Were you happy with the outcome of your appointment?

Answered: 70 Skipped: 0



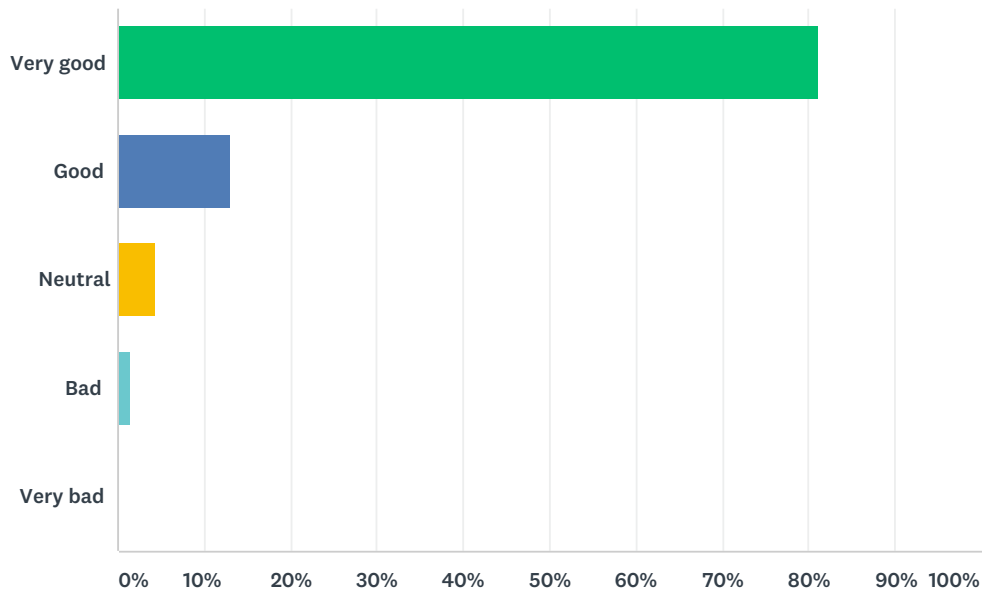
ANSWER CHOICES	RESPONSES	
Yes	100.00%	70
No	0.00%	0
TOTAL		70

## Q14 If no, please tell us why not

Answered: 13 Skipped: 57

### Q15 Can you describe your experience of finding the service location

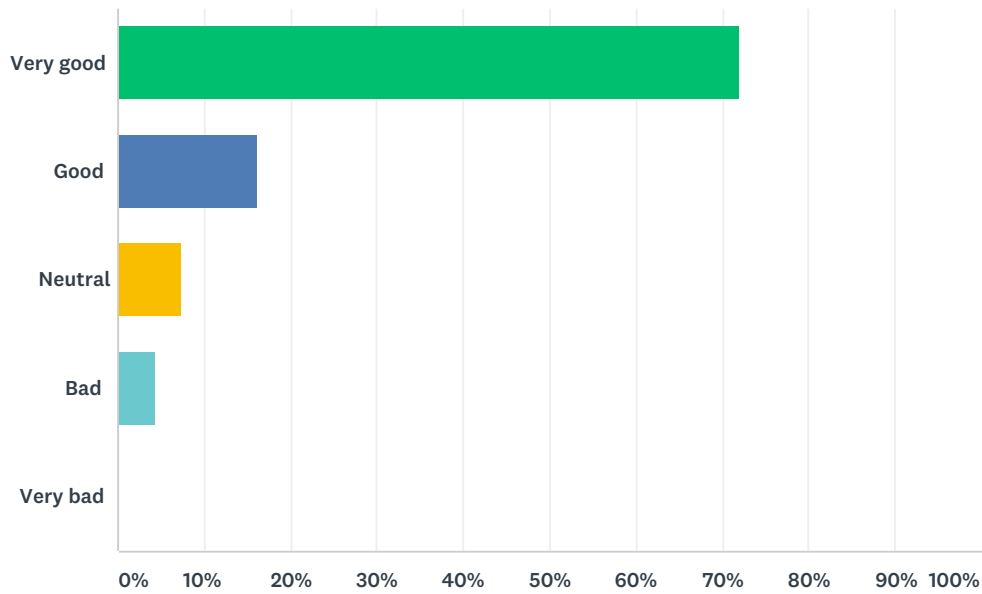
Answered: 69 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very good	81.16%	56
Good	13.04%	9
Neutral	4.35%	3
Bad	1.45%	1
Very bad	0.00%	0
<b>TOTAL</b>		<b>69</b>

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

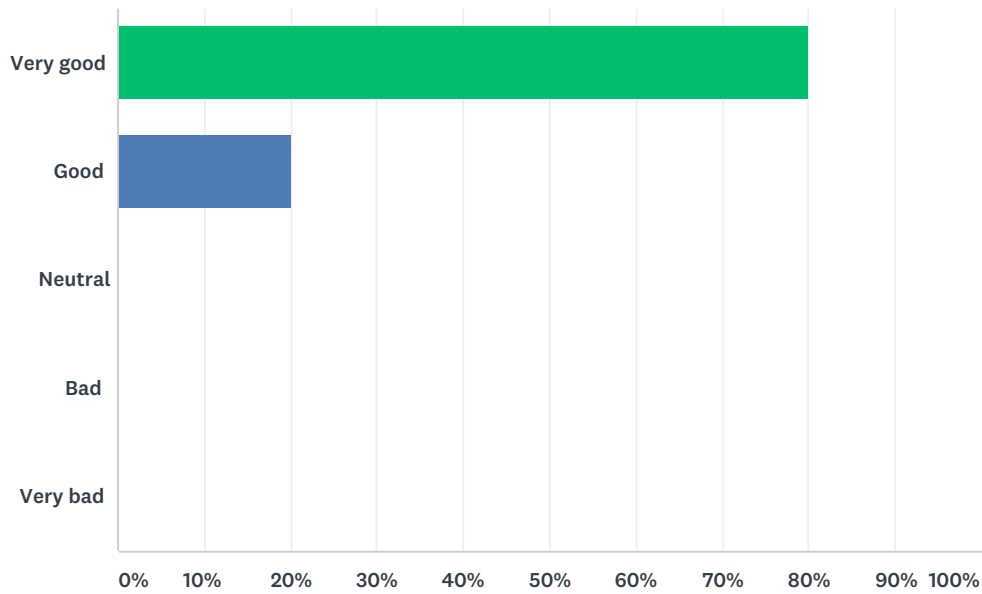
Answered: 68 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very good	72.06%	49
Good	16.18%	11
Neutral	7.35%	5
Bad	4.41%	3
Very bad	0.00%	0
<b>TOTAL</b>		<b>68</b>

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

Answered: 70 Skipped: 0

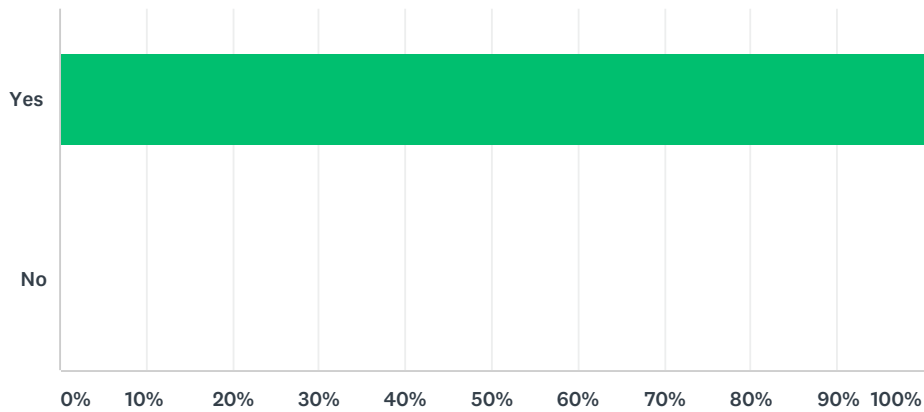


ANSWER CHOICES	RESPONSES	
Very good	80.00%	56
Good	20.00%	14
Neutral	0.00%	0
Bad	0.00%	0
Very bad	0.00%	0
<b>TOTAL</b>		<b>70</b>



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

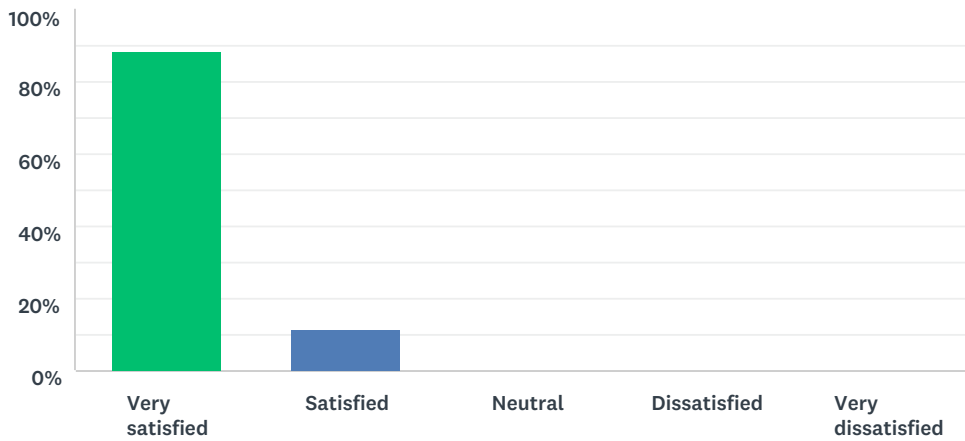
Answered: 69 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	69
No	0.00%	0
<b>TOTAL</b>		<b>69</b>

### Q19 Overall how satisfied were you with the service?

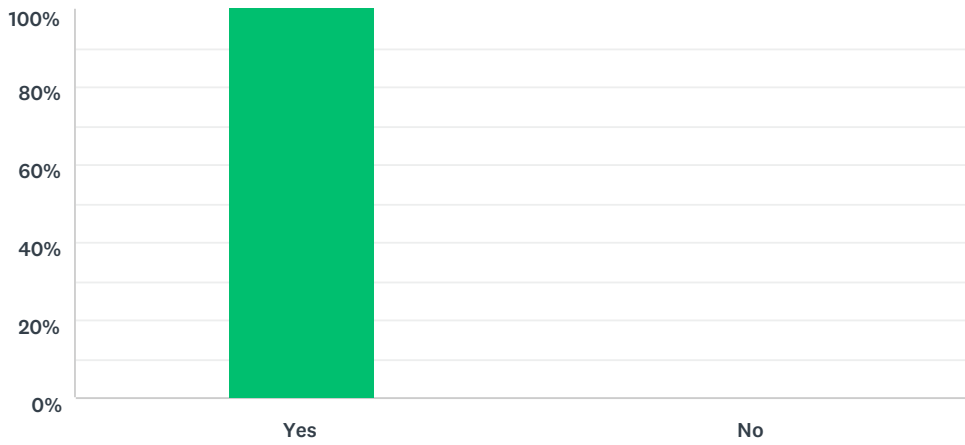
Answered: 70 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	88.57%	62
Satisfied	11.43%	8
Neutral	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>70</b>

### Q20 Would you use the service again?

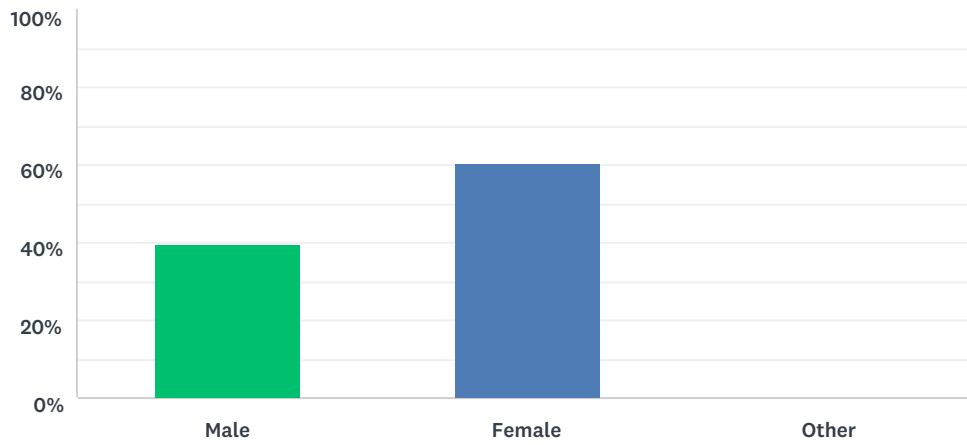
Answered: 70 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	70
No	0.00%	0
TOTAL		70

## Q21 Gender

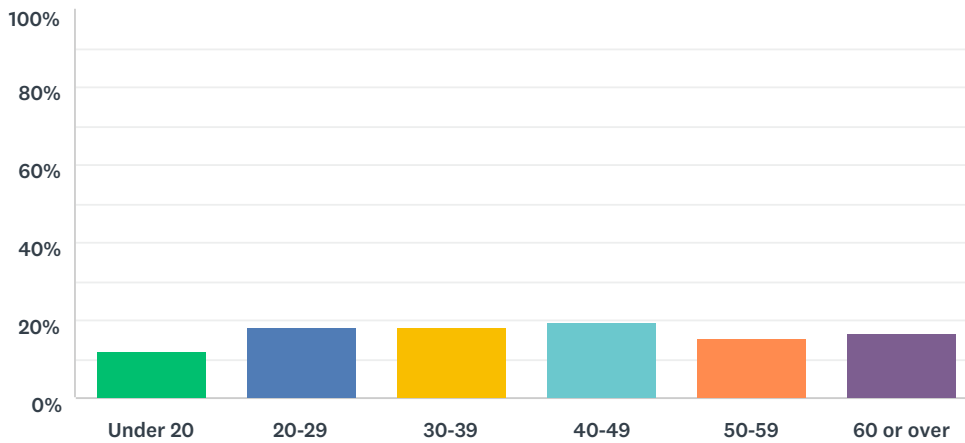
Answered: 66 Skipped: 4



ANSWER CHOICES	RESPONSES	
Male	39.39%	26
Female	60.61%	40
Other	0.00%	0
<b>TOTAL</b>		<b>66</b>

## Q22 Age

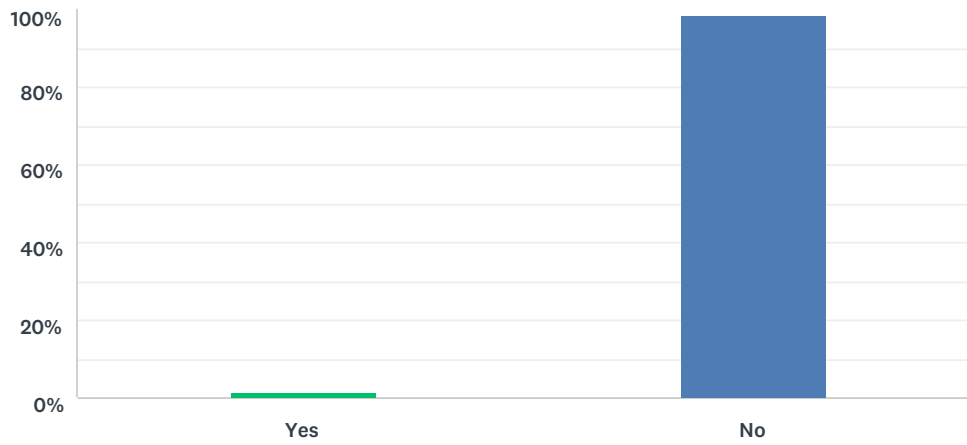
Answered: 66 Skipped: 4



ANSWER CHOICES	RESPONSES	
Under 20	12.12%	8
20-29	18.18%	12
30-39	18.18%	12
40-49	19.70%	13
50-59	15.15%	10
60 or over	16.67%	11
<b>TOTAL</b>		<b>66</b>

### Q23 Do you consider yourself to have a disability?

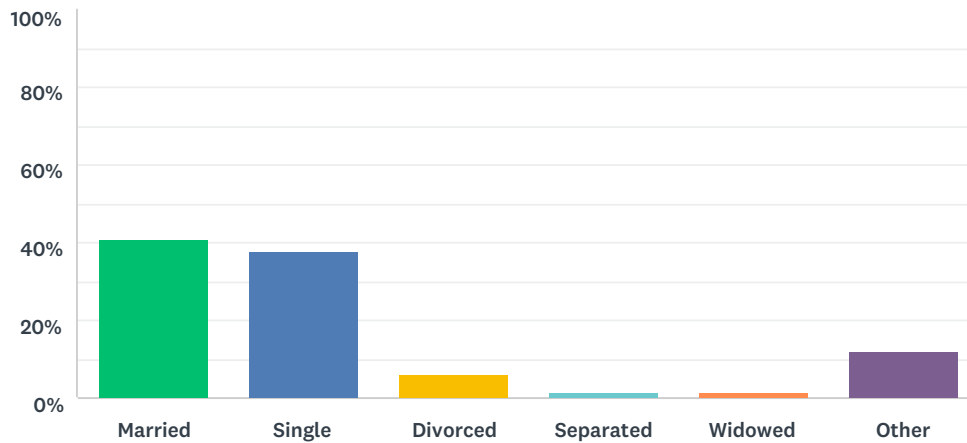
Answered: 66 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	1.52%	1
No	98.48%	65
TOTAL		66

### Q24 Marital status:

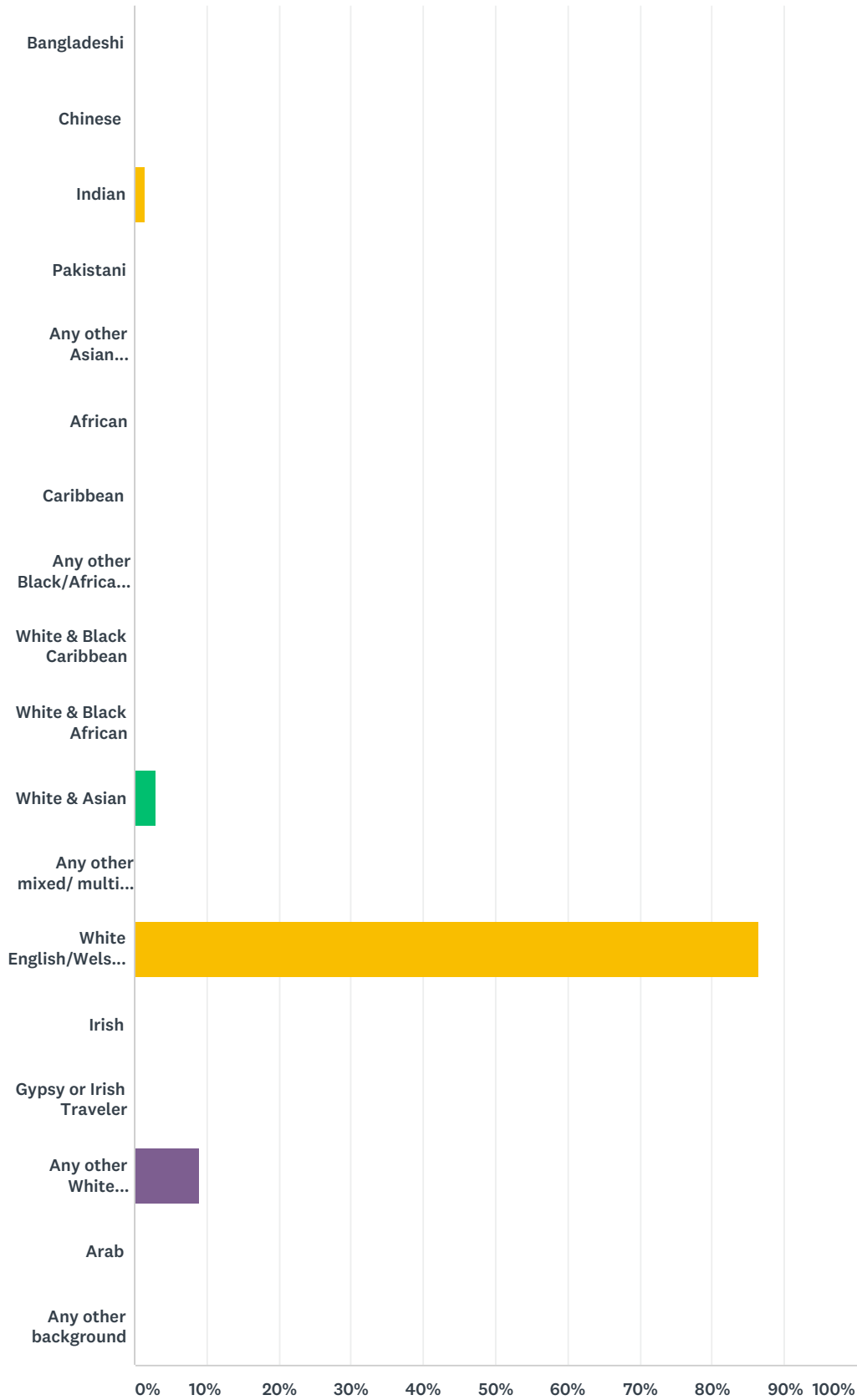
Answered: 66 Skipped: 4



ANSWER CHOICES	RESPONSES	
Married	40.91%	27
Single	37.88%	25
Divorced	6.06%	4
Separated	1.52%	1
Widowed	1.52%	1
Other	12.12%	8
<b>TOTAL</b>		<b>66</b>

### Q25 Ethnic Origin:

Answered: 66 Skipped: 4



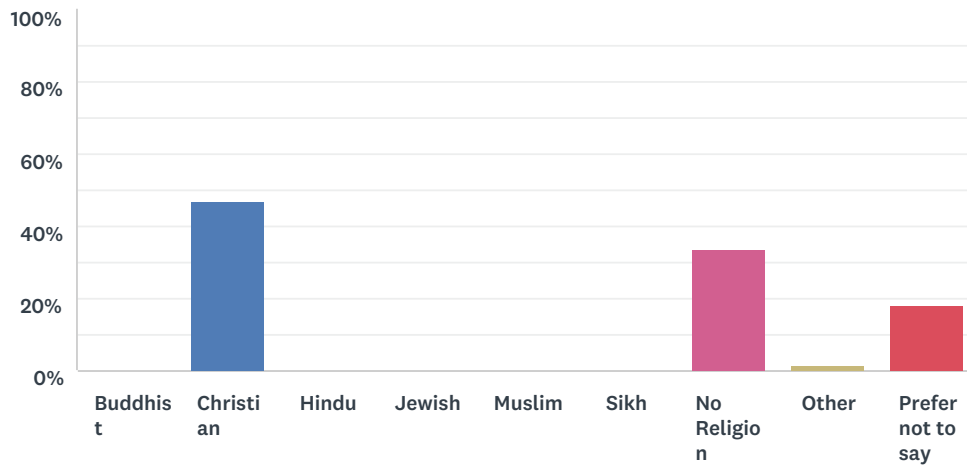
ANSWER CHOICES	RESPONSES
Bangladeshi	0.00% 0



Chinese	0.00%	0
Indian	1.52%	1
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	3.03%	2
Any other mixed/ multiple ethnic group background	0.00%	0
White English/Welsh/Scottish/Northern Irish/British	86.36%	57
Irish	0.00%	0
Gypsy or Irish Traveler	0.00%	0
Any other White background	9.09%	6
Arab	0.00%	0
Any other background	0.00%	0
TOTAL		66

### Q26 Religion:

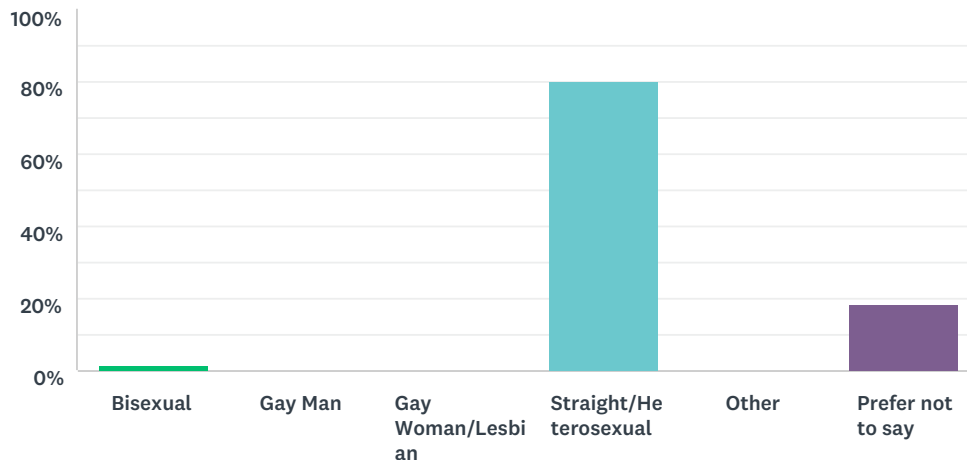
Answered: 66 Skipped: 4



ANSWER CHOICES	RESPONSES	
Buddhist	0.00%	0
Christian	46.97%	31
Hindu	0.00%	0
Jewish	0.00%	0
Muslim	0.00%	0
Sikh	0.00%	0
No Religion	33.33%	22
Other	1.52%	1
Prefer not to say	18.18%	12
<b>TOTAL</b>		<b>66</b>

### Q27 Sexual Orientation:

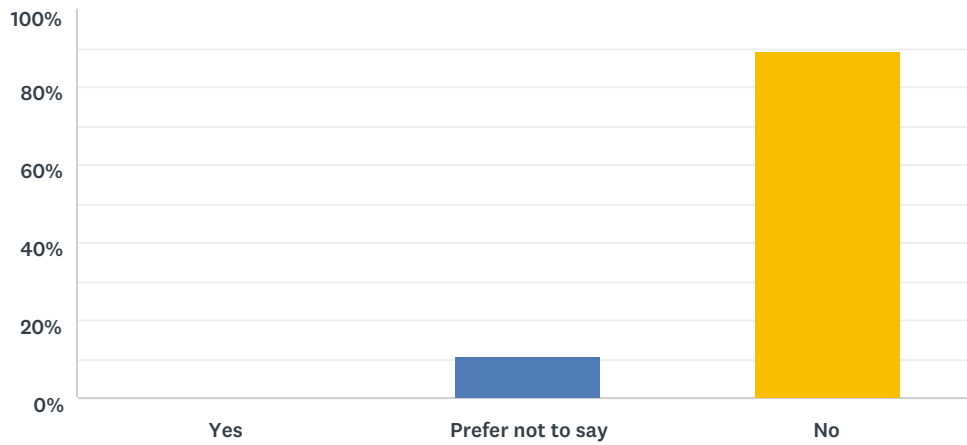
Answered: 65 Skipped: 5



ANSWER CHOICES	RESPONSES
Bisexual	1.54% 1
Gay Man	0.00% 0
Gay Woman/Lesbian	0.00% 0
Straight/Heterosexual	80.00% 52
Other	0.00% 0
Prefer not to say	18.46% 12
<b>TOTAL</b>	<b>65</b>

## Q28 Have you undergone gender reassignment?

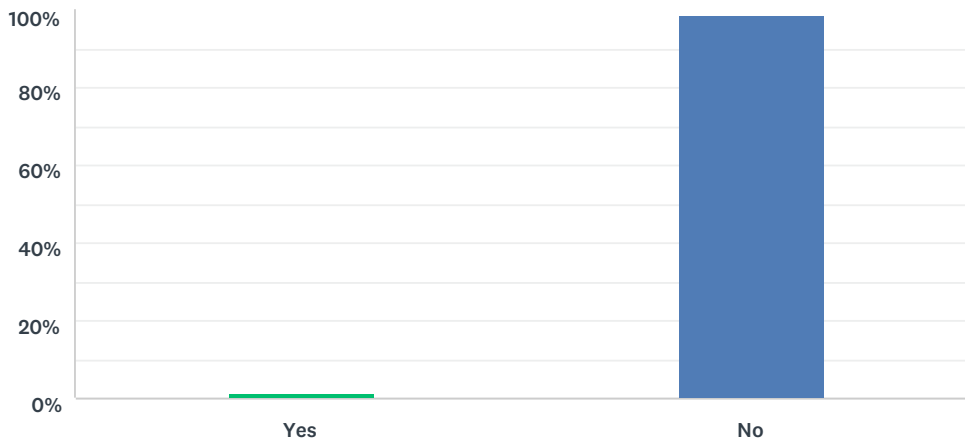
Answered: 65 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
Prefer not to say	10.77%	7
No	89.23%	58
<b>TOTAL</b>		<b>65</b>

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

Answered: 65 Skipped: 5



ANSWER CHOICES	RESPONSES
Yes	1.54% 1
No	98.46% 64
TOTAL	65