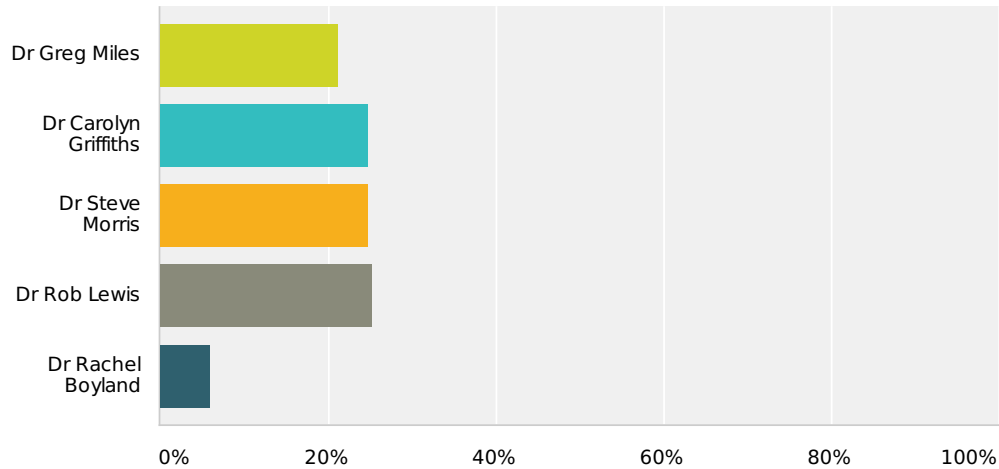


**Q1 Which GP do you normally see?**  
**We will assume all your answers will refer to this GP, however there is opportunity at the end for additional comments**

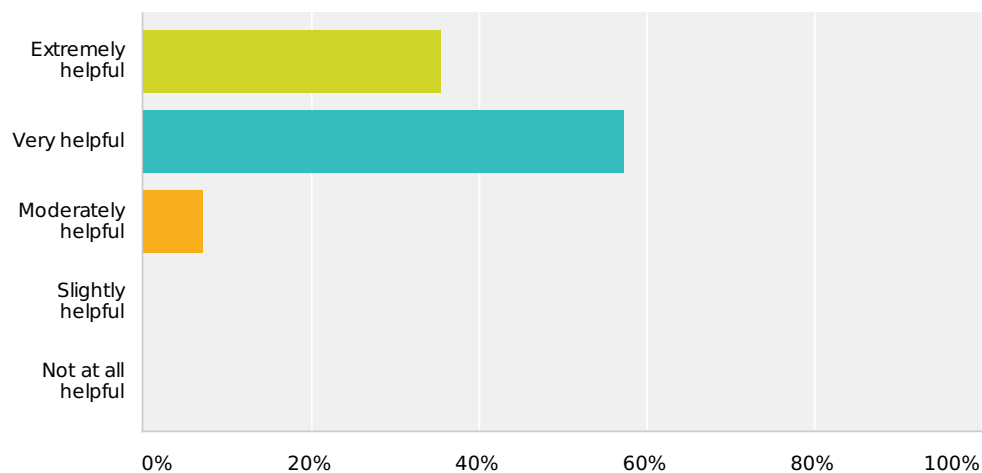
Answered: 170 Skipped: 0



Answer Choices	Responses	
<b>Dr Greg Miles</b>	<b>21.18%</b>	36
<b>Dr Carolyn Griffiths</b>	<b>24.71%</b>	42
<b>Dr Steve Morris</b>	<b>24.71%</b>	42
<b>Dr Rob Lewis</b>	<b>25.29%</b>	43
<b>Dr Rachel Boyland</b>	<b>5.88%</b>	10
Total Respondents: 170		

## Q2 How helpful are the Receptionists at The Apples Medical Centre?

Answered: 169 Skipped: 1



Answer Choices	Responses	
<b>Extremely helpful</b>	<b>35.50%</b>	60
<b>Very helpful</b>	<b>57.40%</b>	97
<b>Moderately helpful</b>	<b>7.10%</b>	12
<b>Slightly helpful</b>	<b>0%</b>	0
<b>Not at all helpful</b>	<b>0%</b>	0
Total		169

Comments ( 18 )

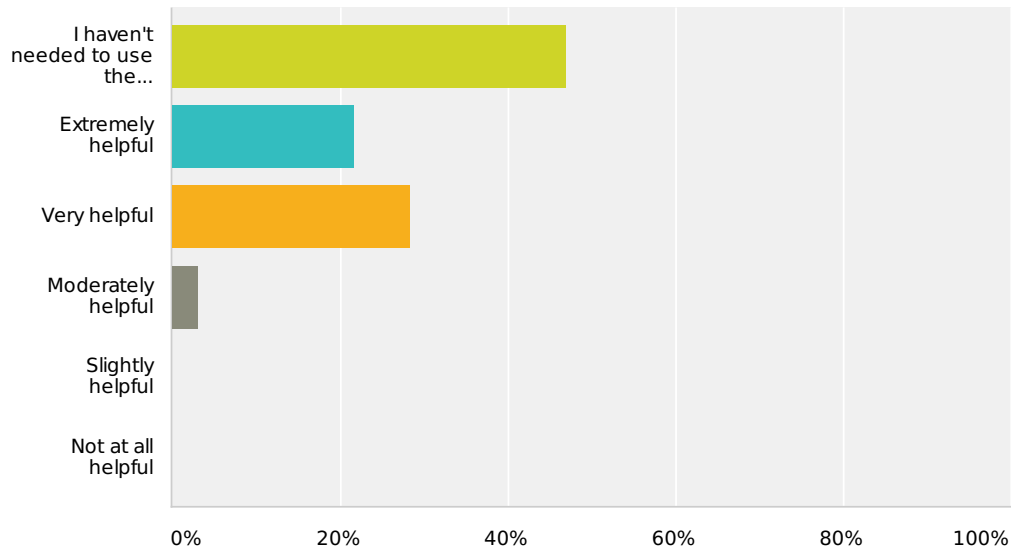
#	Comments	Date
1	quick pleasant & very professional	2/28/2013 3:07 AM
2	always friendly	2/28/2013 2:40 AM
3	Sometime receptionists can be abrupt on the telephone	2/22/2013 8:51 AM
4	always very friendly	2/20/2013 4:53 AM
5	sometimes a little lacking in humour and welcome	2/20/2013 4:49 AM
6	quite often see other GPs if Dr Lewis not available- happy to do so	2/20/2013 4:01 AM
7	they book you in with the doctors	2/20/2013 3:03 AM
8	always helpful and pleasant	2/20/2013 2:58 AM
9	they are more helpful than they used to be	2/20/2013 2:49 AM
10	no problems	2/20/2013 2:29 AM
11	As i make appoinmtnet with who ever doctor is afileable when i am free - this does make it difficult to see any doctor on a regular basis	2/20/2013 2:05 AM
12	always cheery and polite	2/20/2013 1:56 AM
13	Sometimes a little abrupt	2/19/2013 8:33 AM
14	Always friendly and efficient.	2/19/2013 5:52 AM

# The Apples Centre Annual Patient Survey

#	Comments	Date
15	Friendly and professional i am	2/19/2013 3:02 AM
16	Normally helpful but I have had bad experiences with a very rude receptionist	2/19/2013 1:56 AM
17	always very friendly and kind - they even looked after my child while i was examined- thank you	2/18/2013 7:47 AM
18	very abrupt at times	2/18/2013 7:35 AM

### Q3 How helpful are the Dispensary Staff at the Apples?

Answered: 162 Skipped: 8



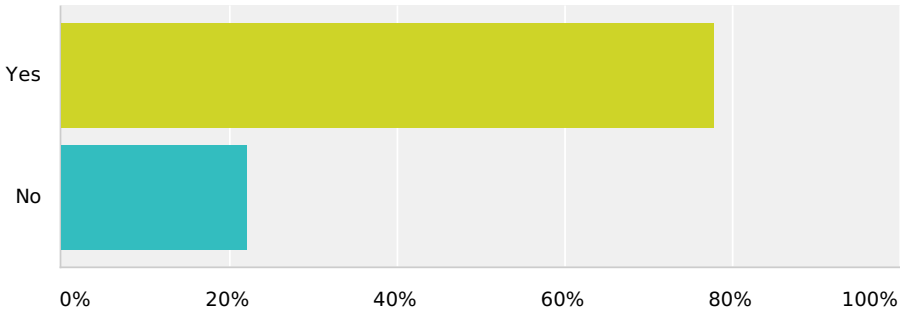
Answer Choices	Responses	
<b>I haven't needed to use the Dispensary</b>	<b>46.91%</b>	76
<b>Extremely helpful</b>	<b>21.60%</b>	35
<b>Very helpful</b>	<b>28.40%</b>	46
<b>Moderately helpful</b>	<b>3.09%</b>	5
<b>Slightly helpful</b>	<b>0%</b>	0
<b>Not at all helpful</b>	<b>0%</b>	0
Total		162

Comments ( 9 )

#	Comments	Date
1	quick pleasant & very professional	2/28/2013 3:07 AM
2	Have only used dispensary once	2/28/2013 2:59 AM
3	not usually applicable	2/28/2013 2:00 AM
4	Helpful when needed	2/25/2013 4:26 AM
5	very efficient service	2/22/2013 4:21 AM
6	dont use them ever	2/20/2013 4:53 AM
7	Never met them.	2/19/2013 6:07 AM
8	Surgery always clean and pleasant	2/19/2013 5:23 AM
9	Would be usefyl if I could get prescriptions from surgery, but I cannot because I live to close.	2/19/2013 2:07 AM

Q4 Are you aware of our website?  
(www.sherborneapples.co.uk)

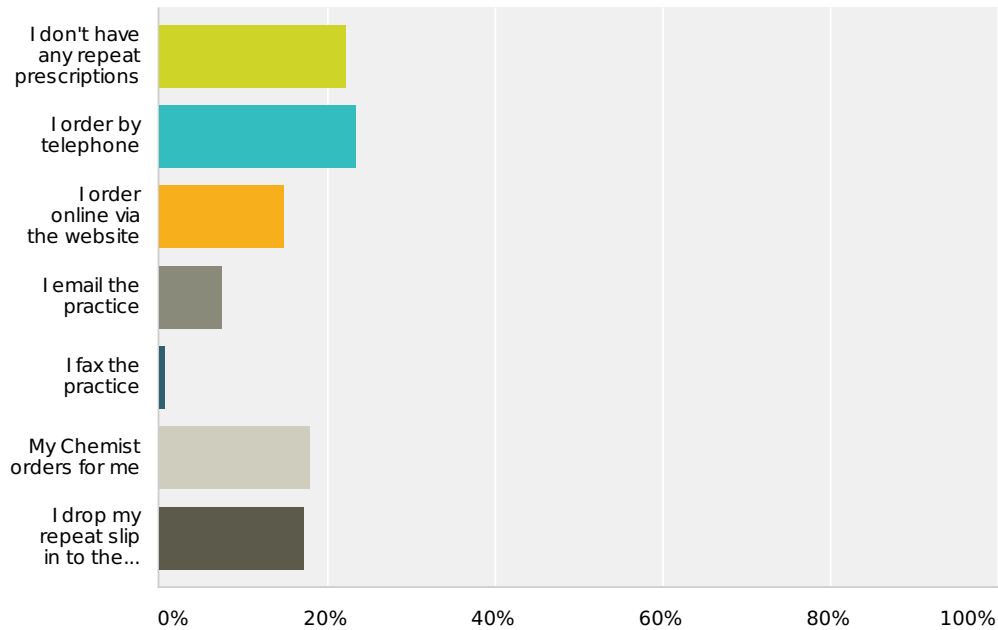
Answered: 163 Skipped: 7



Answer Choices	Responses	
Yes	77.91%	127
No	22.09%	36
Total Respondents: 163		

## Q5 How do you order your repeat prescriptions?

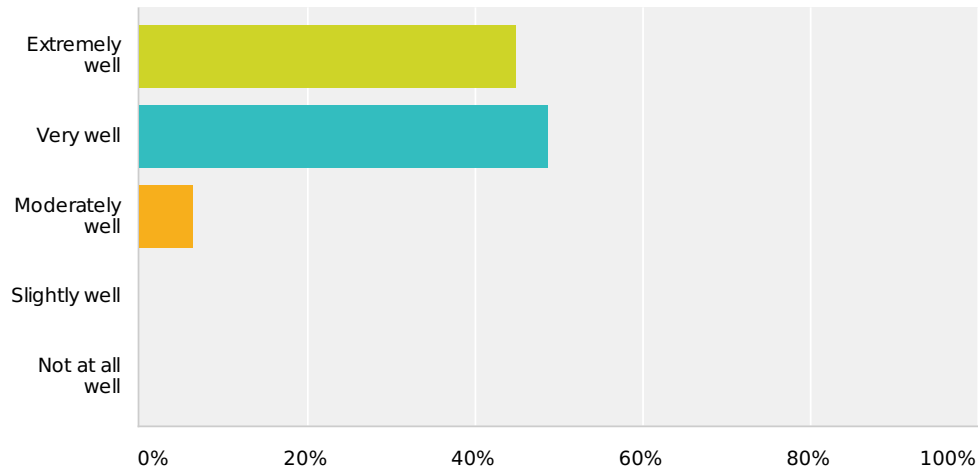
Answered: 162 Skipped: 8



Answer Choices	Responses	
<b>I don't have any repeat prescriptions</b>	<b>22.22%</b>	36
<b>I order by telephone</b>	<b>23.46%</b>	38
<b>I order online via the website</b>	<b>14.81%</b>	24
<b>I email the practice</b>	<b>7.41%</b>	12
<b>I fax the practice</b>	<b>0.62%</b>	1
<b>My Chemist orders for me</b>	<b>17.90%</b>	29
<b>I drop my repeat slip in to the surgery</b>	<b>17.28%</b>	28
Total Respondents: 162		

## Q6 How well does your doctor explain how to take your medicine(s)?

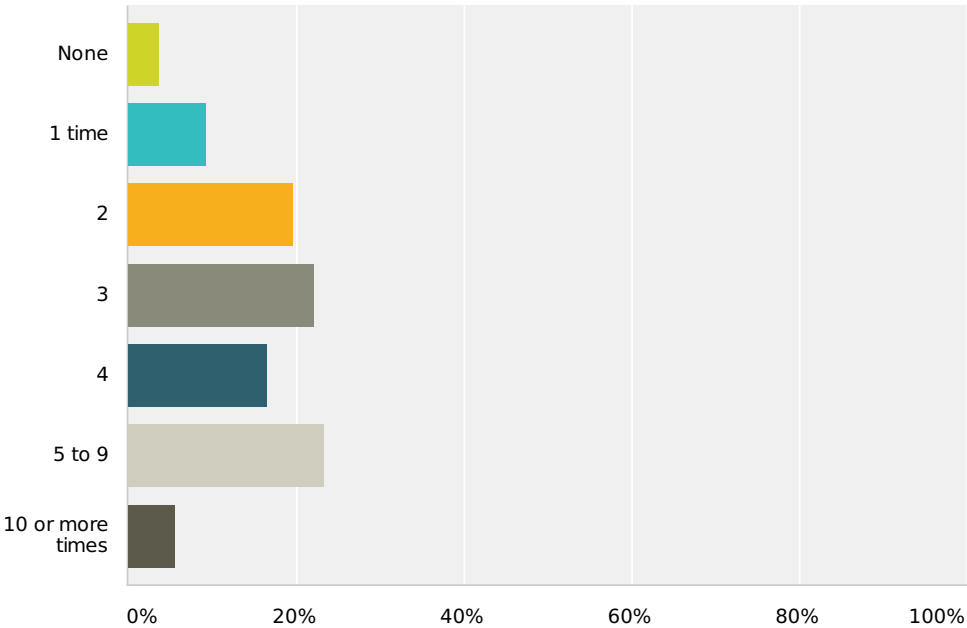
Answered: 156 Skipped: 14



Answer Choices	Responses	
<b>Extremely well</b>	<b>44.87%</b>	70
<b>Very well</b>	<b>48.72%</b>	76
<b>Moderately well</b>	<b>6.41%</b>	10
<b>Slightly well</b>	<b>0%</b>	0
<b>Not at all well</b>	<b>0%</b>	0
Total	156	

Q7 In the last 12 months, how many times did you visit Doctor?

Answered: 163 Skipped: 7

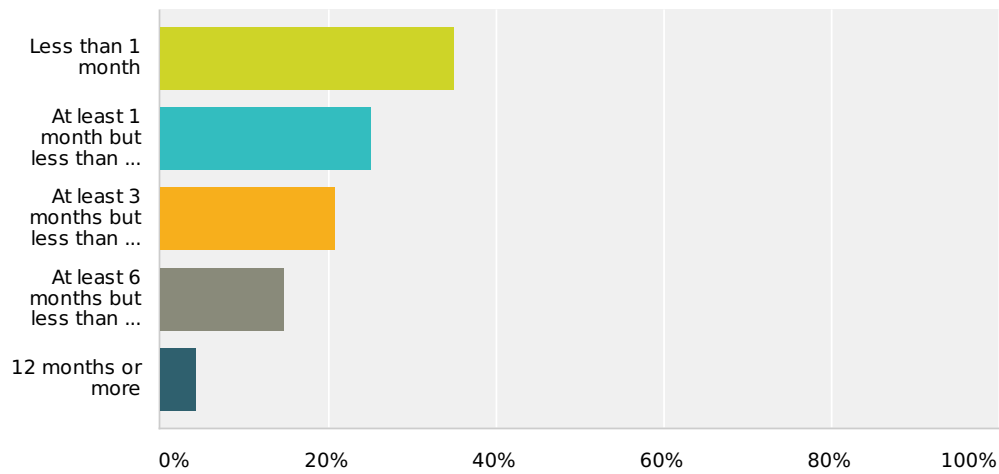


Answer Choices	Responses	
None	3.68%	6
1 time	9.20%	15
2	19.63%	32
3	22.09%	36
4	16.56%	27
5 to 9	23.31%	38
10 or more times	5.52%	9
Total		163



## Q8 How long has it been since your most recent visit with Doctor?

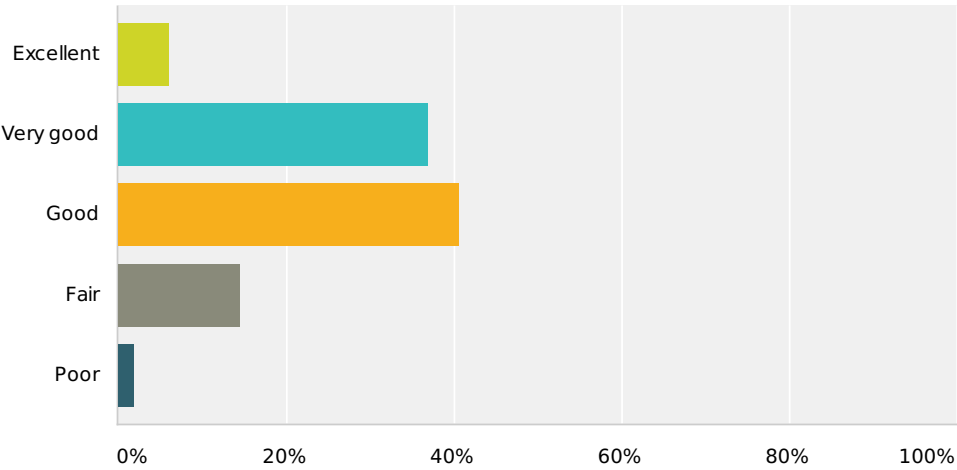
Answered: 163 Skipped: 7



Answer Choices	Responses	
<b>Less than 1 month</b>	<b>34.97%</b>	57
<b>At least 1 month but less than 3 months</b>	<b>25.15%</b>	41
<b>At least 3 months but less than 6 months</b>	<b>20.86%</b>	34
<b>At least 6 months but less than 12 months</b>	<b>14.72%</b>	24
<b>12 months or more</b>	<b>4.29%</b>	7
Total		163

Q9 In general, how would you rate your overall health?

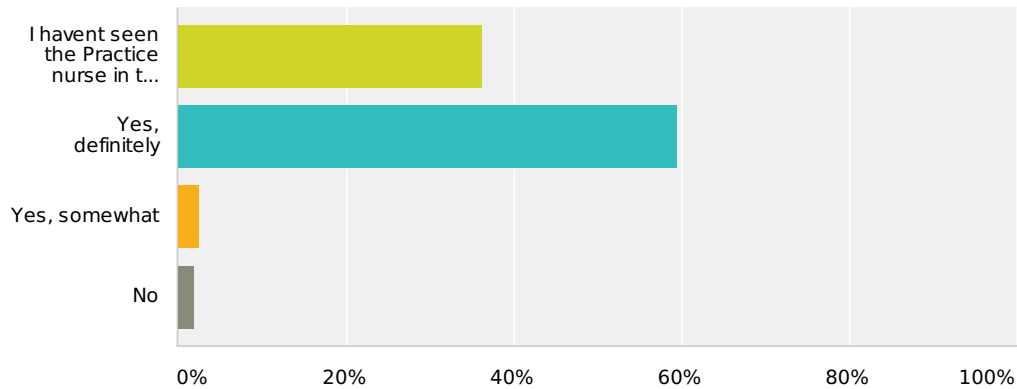
Answered: 165 Skipped: 5



Answer Choices	Responses	
Excellent	6.06%	10
Very good	36.97%	61
Good	40.61%	67
Fair	14.55%	24
Poor	1.82%	3
Total		165

## Q10 During your most recent visit, did the Practice Nurse spend enough time with you?

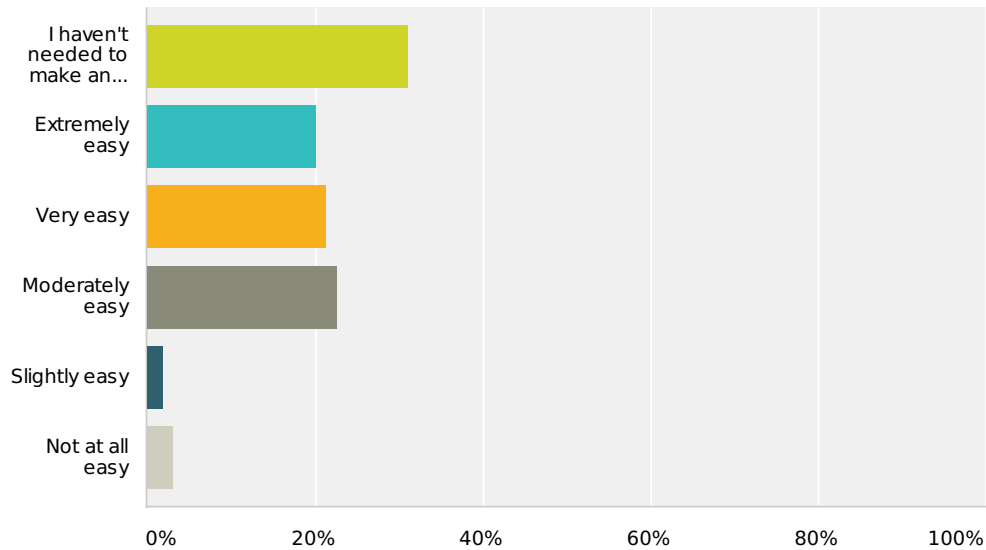
Answered: 163 Skipped: 7



Answer Choices	Responses	
<b>I havent seen the Practice nurse in the past 12 months</b>	<b>36.20%</b>	59
<b>Yes, definitely</b>	<b>59.51%</b>	97
<b>Yes, somewhat</b>	<b>2.45%</b>	4
<b>No</b>	<b>1.84%</b>	3
Total		163

## Q11 How easy is it to make an urgent appointment with your doctor when you're ill?

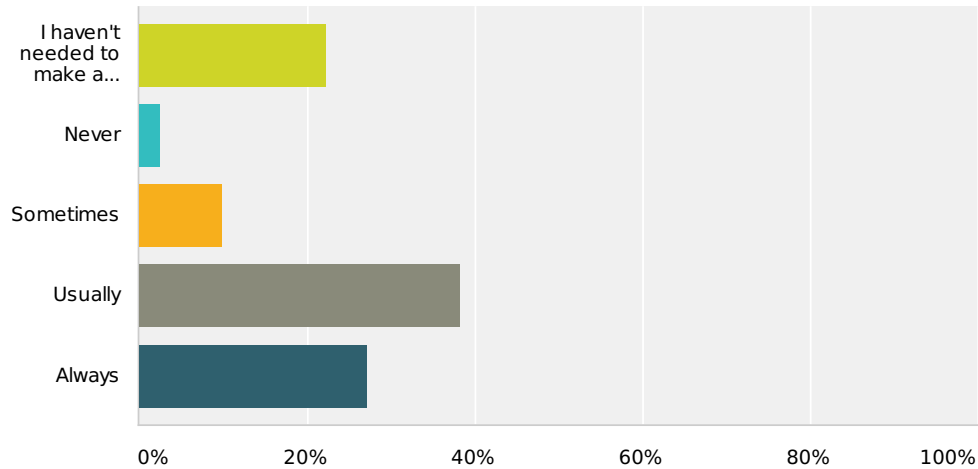
Answered: 164 Skipped: 6



Answer Choices	Responses	
<b>I haven't needed to make an urgent appointment</b>	<b>31.10%</b>	51
<b>Extremely easy</b>	<b>20.12%</b>	33
<b>Very easy</b>	<b>21.34%</b>	35
<b>Moderately easy</b>	<b>22.56%</b>	37
<b>Slightly easy</b>	<b>1.83%</b>	3
<b>Not at all easy</b>	<b>3.05%</b>	5
Total		164

**Q12 In the last 12 months, when you made an appointment for a check-up or routine care with Doctor, how often did you get an appointment as soon as you needed?**

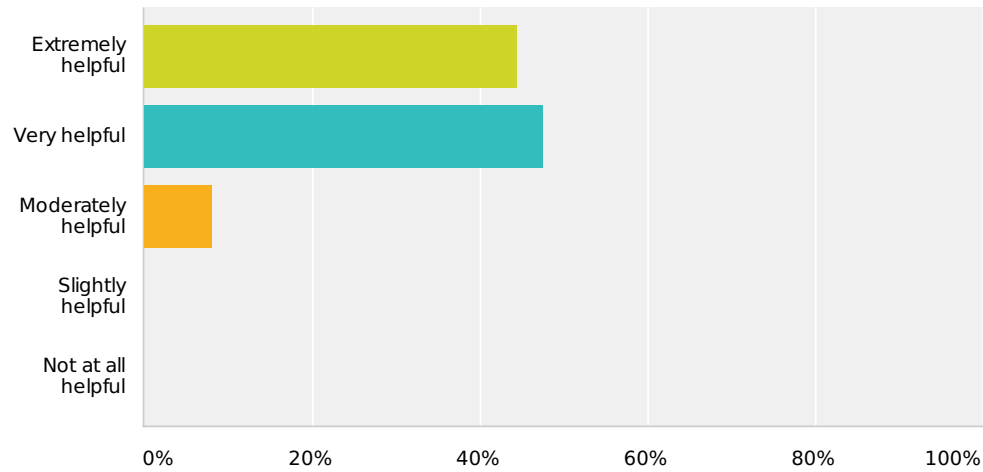
Answered: 162 Skipped: 8



Answer Choices	Responses	
<b>I haven't needed to make a routine appointment</b>	<b>22.22%</b>	36
<b>Never</b>	<b>2.47%</b>	4
<b>Sometimes</b>	<b>9.88%</b>	16
<b>Usually</b>	<b>38.27%</b>	62
<b>Always</b>	<b>27.16%</b>	44
Total		162

### Q13 How helpful is your doctor at explaining your medical condition(s)?

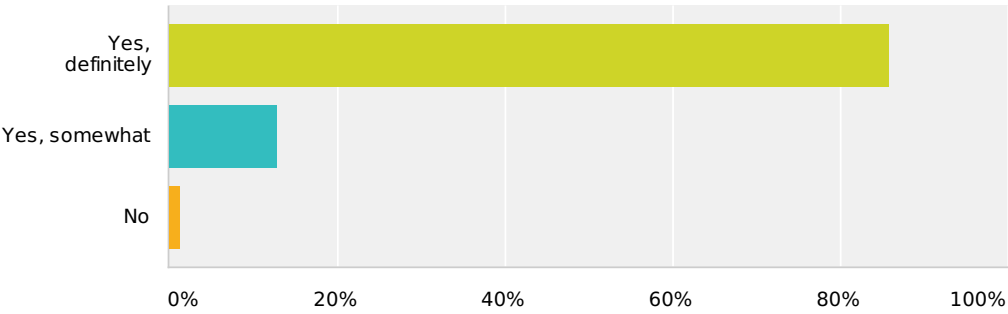
Answered: 162 Skipped: 8



Answer Choices	Responses	
<b>Extremely helpful</b>	<b>44.44%</b>	72
<b>Very helpful</b>	<b>47.53%</b>	77
<b>Moderately helpful</b>	<b>8.02%</b>	13
<b>Slightly helpful</b>	<b>0%</b>	0
<b>Not at all helpful</b>	<b>0%</b>	0
Total		162

Q14 During your most recent visit, did Doctor listen carefully to you?

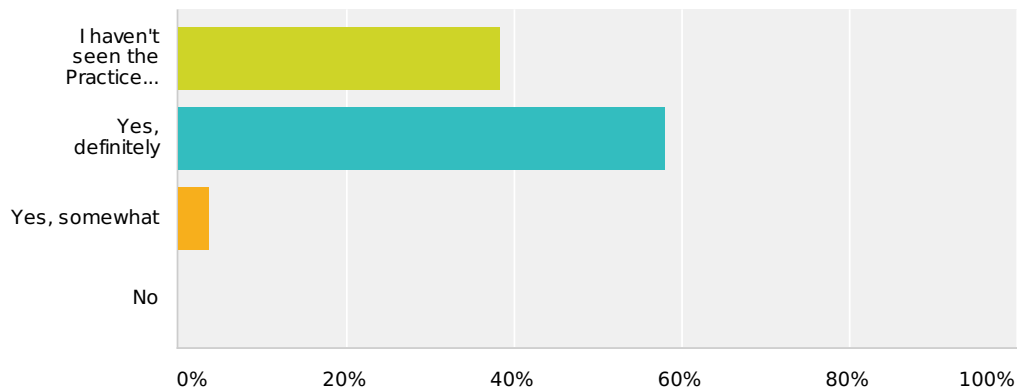
Answered: 163 Skipped: 7



Answer Choices	Responses	
Yes, definitely	85.89%	140
Yes, somewhat	12.88%	21
No	1.23%	2
Total		163

### Q15 During your most recent visit, did the Practice Nurse show respect for what you had to say?

Answered: 167 Skipped: 3

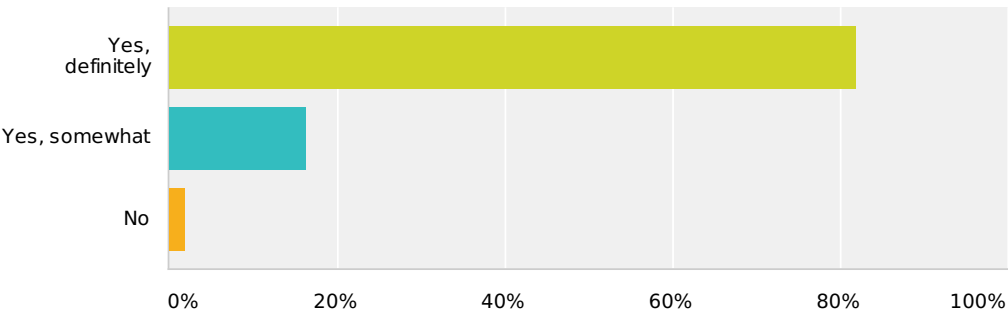


Answer Choices	Responses	
<b>I haven't seen the Practice Nurse in the past 12 months</b>	<b>38.32%</b>	64
<b>Yes, definitely</b>	<b>58.08%</b>	97
<b>Yes, somewhat</b>	<b>3.59%</b>	6
<b>No</b>	<b>0%</b>	0
Total		167



**Q16 During your most recent visit, did Doctor seem to know the important information about your medical history?**

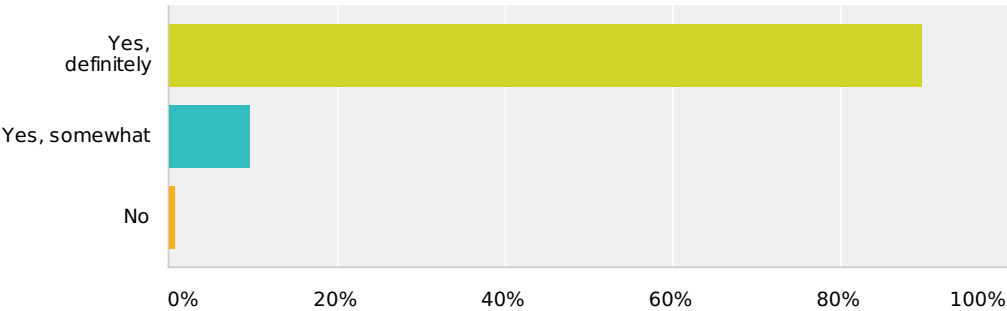
Answered: 160 Skipped: 10



Answer Choices	Responses	
Yes, definitely	81.88%	131
Yes, somewhat	16.25%	26
No	1.88%	3
Total		160

Q17 During your most recent visit, did Doctor explain things in a way that was easy to understand?

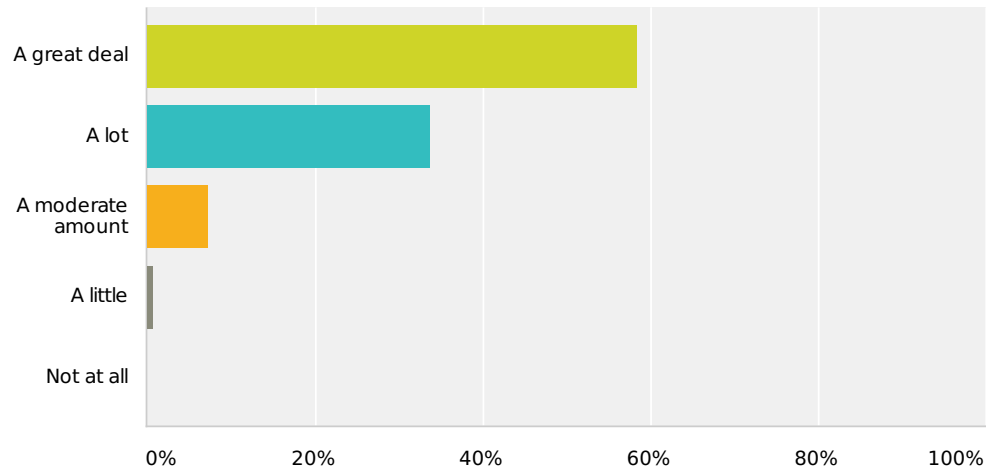
Answered: 166 Skipped: 4



Answer Choices	Responses	
Yes, definitely	89.76%	149
Yes, somewhat	9.64%	16
No	0.60%	1
Total		166

## Q18 How much do you trust your doctor to make medical decisions that are in your best interests?

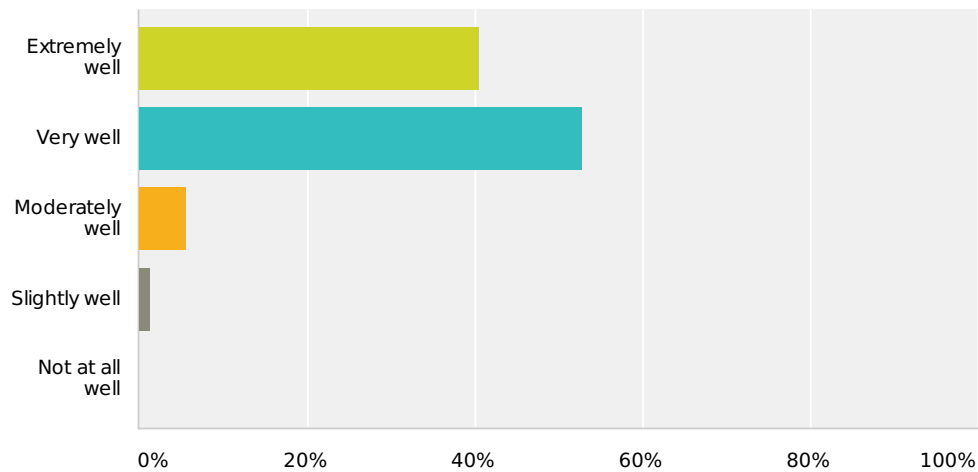
Answered: 166 Skipped: 4



Answer Choices	Responses	
<b>A great deal</b>	<b>58.43%</b>	97
<b>A lot</b>	<b>33.73%</b>	56
<b>A moderate amount</b>	<b>7.23%</b>	12
<b>A little</b>	<b>0.60%</b>	1
<b>Not at all</b>	<b>0%</b>	0
Total		166

## Q19 How well does your doctor answer your questions?

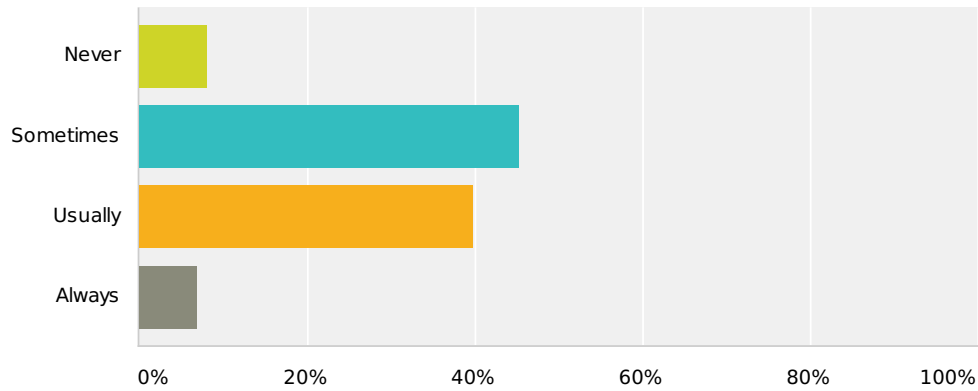
Answered: 163 Skipped: 7



Answer Choices	Responses	
<b>Extremely well</b>	<b>40.49%</b>	66
<b>Very well</b>	<b>52.76%</b>	86
<b>Moderately well</b>	<b>5.52%</b>	9
<b>Slightly well</b>	<b>1.23%</b>	2
<b>Not at all well</b>	<b>0%</b>	0
Total		163

## Q20 In the last 12 months, how often did you see Doctor within 15 minutes of your appointment time?

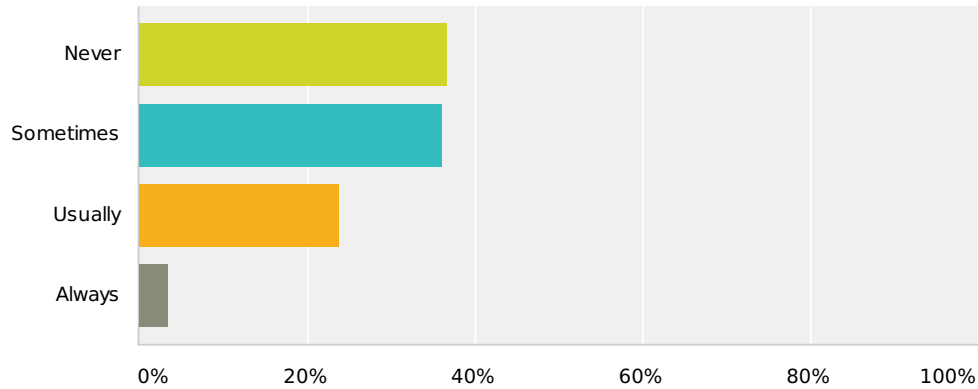
Answered: 161 Skipped: 9



Answer Choices	Responses	
<b>Never</b>	<b>8.07%</b>	13
<b>Sometimes</b>	<b>45.34%</b>	73
<b>Usually</b>	<b>39.75%</b>	64
<b>Always</b>	<b>6.83%</b>	11
Total		161

**Q21 If you had to spend more than 15 minutes in the waiting room before you saw someone for your appointment, how often did someone tell you why there was a delay or how long the delay would be?**

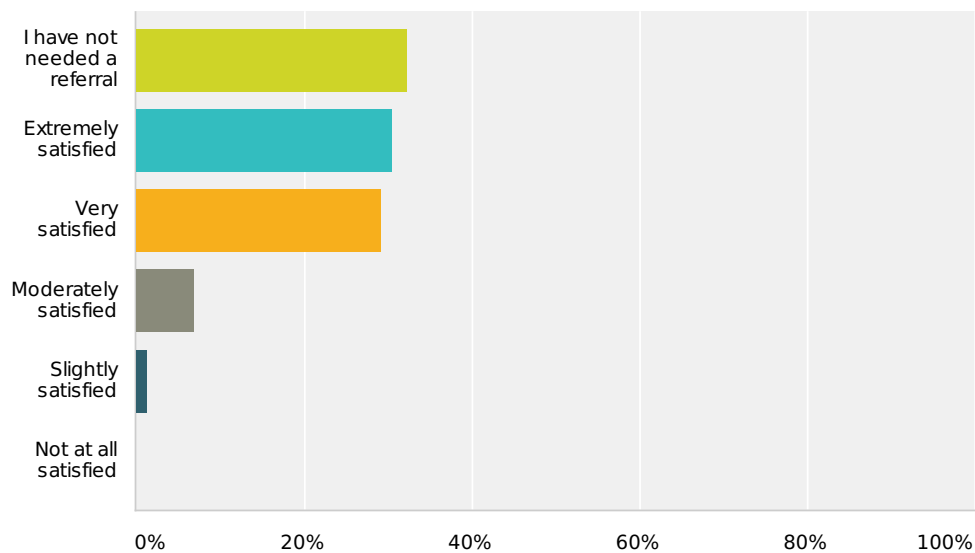
Answered: 147 Skipped: 23



Answer Choices	Responses	
<b>Never</b>	<b>36.73%</b>	54
<b>Sometimes</b>	<b>36.05%</b>	53
<b>Usually</b>	<b>23.81%</b>	35
<b>Always</b>	<b>3.40%</b>	5
Total		147

## Q22 If your Doctor made a referral to a Hospital, were you satisfied that you were offered an informed choice of Hospitals and appointments ?

Answered: 161 Skipped: 9



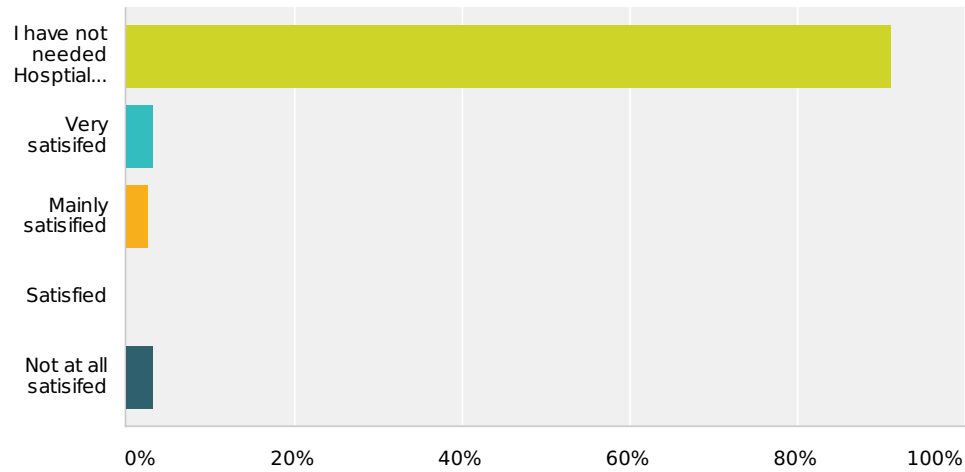
Answer Choices	Responses	
<b>I have not needed a referral</b>	<b>32.30%</b>	52
<b>Extremely satisfied</b>	<b>30.43%</b>	49
<b>Very satisfied</b>	<b>29.19%</b>	47
<b>Moderately satisfied</b>	<b>6.83%</b>	11
<b>Slightly satisfied</b>	<b>1.24%</b>	2
<b>Not at all satisfied</b>	<b>0%</b>	0
Total		161

Other (please specify) ( 6 )

#	Other (please specify)	Date
1	Referral to Yeovil District Hospital was easy & quick	2/22/2013 9:47 AM
2	the booking process seems disjointed and over complicated	2/20/2013 4:35 AM
3	Quite some time ago.	2/19/2013 6:40 AM
4	Don't think choice was relevant in my specific circs DCH was obvious.	2/19/2013 6:29 AM
5	I was not offered a choice. but was happy with the hospital and the time.	2/19/2013 6:22 AM
6	Only met once through BUPA several years ago.	2/19/2013 6:07 AM

## Q23 When you have been referred to a Hospital for further treatment, are you satisfied with the transport options available to you?

Answered: 159 Skipped: 11



Answer Choices	Responses
<b>I have not needed Hospital transport</b>	<b>91.19%</b> 145
<b>Very satisfied</b>	<b>3.14%</b> 5
<b>Mainly satisfied</b>	<b>2.52%</b> 4
<b>Satisfied</b>	<b>0%</b> 0
<b>Not at all satisfied</b>	<b>3.14%</b> 5
Total Respondents: 159	

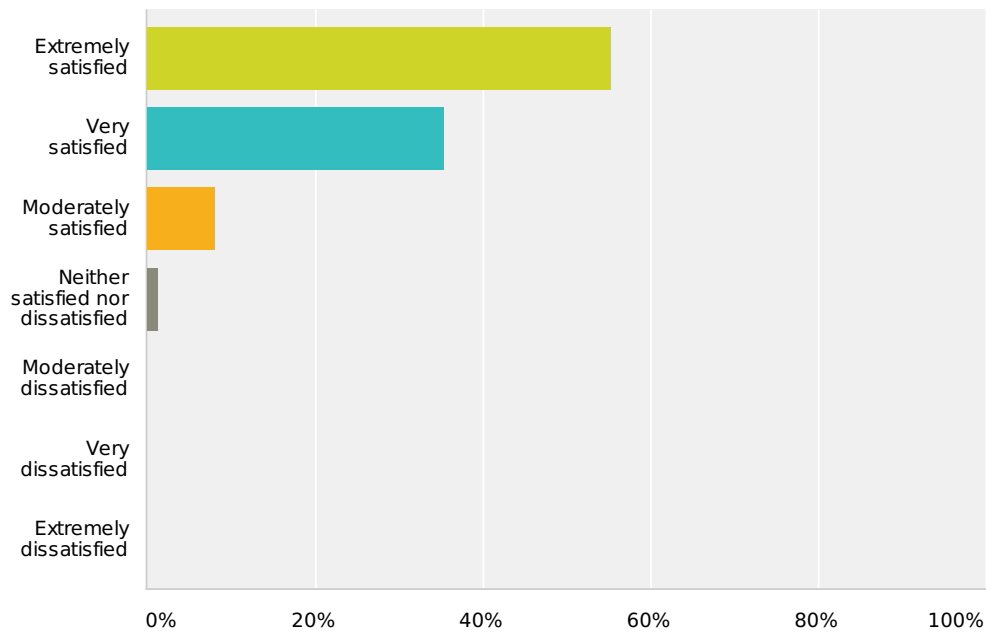
Comments ( 1 )

#	Comments	Date
1	As I am visually impaired I used to have the services of a hospital car. I no longer have this option. My family live some distance away.	2/19/2013 6:22 AM



## Q24 Overall, how satisfied are you with your Doctor?

Answered: 161 Skipped: 9



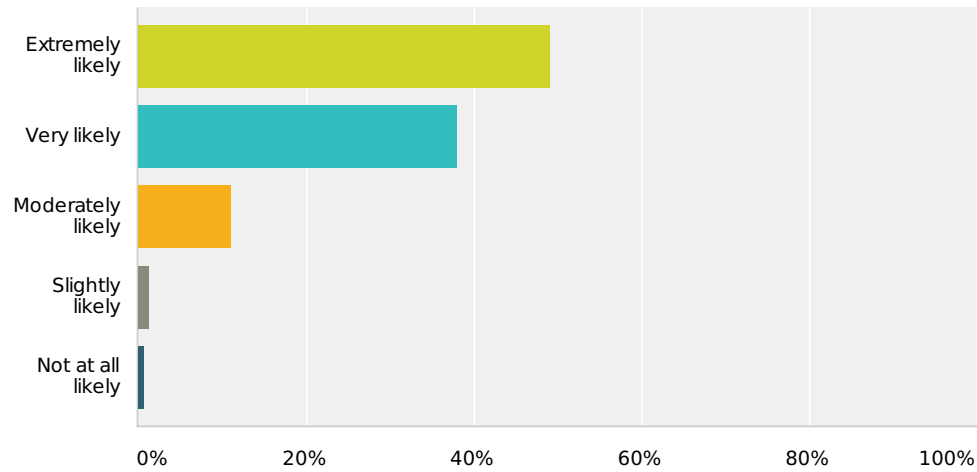
Answer Choices	Responses	
<b>Extremely satisfied</b>	<b>55.28%</b>	89
<b>Very satisfied</b>	<b>35.40%</b>	57
<b>Moderately satisfied</b>	<b>8.07%</b>	13
<b>Neither satisfied nor dissatisfied</b>	<b>1.24%</b>	2
<b>Moderately dissatisfied</b>	<b>0%</b>	0
<b>Very dissatisfied</b>	<b>0%</b>	0
<b>Extremely dissatisfied</b>	<b>0%</b>	0
Total		161

Comments ( 5 )

#	Comments	Date
1	if Dr Griffiths	2/22/2013 9:05 AM
2	i am very happy with my current doctor but there is one doctor i have seen in the past who is feel is condescending and dismissive	2/20/2013 4:35 AM
3	no comments	2/20/2013 3:13 AM
4	Not a frequently met situation, is it though?	2/19/2013 6:29 AM
5	Dr Morris is very kind and patient and is always ready to listen ( and Dr Griffiths and Dr Miles too)	2/18/2013 7:47 AM

## Q25 How likely are you to recommend your doctor to family or friends?

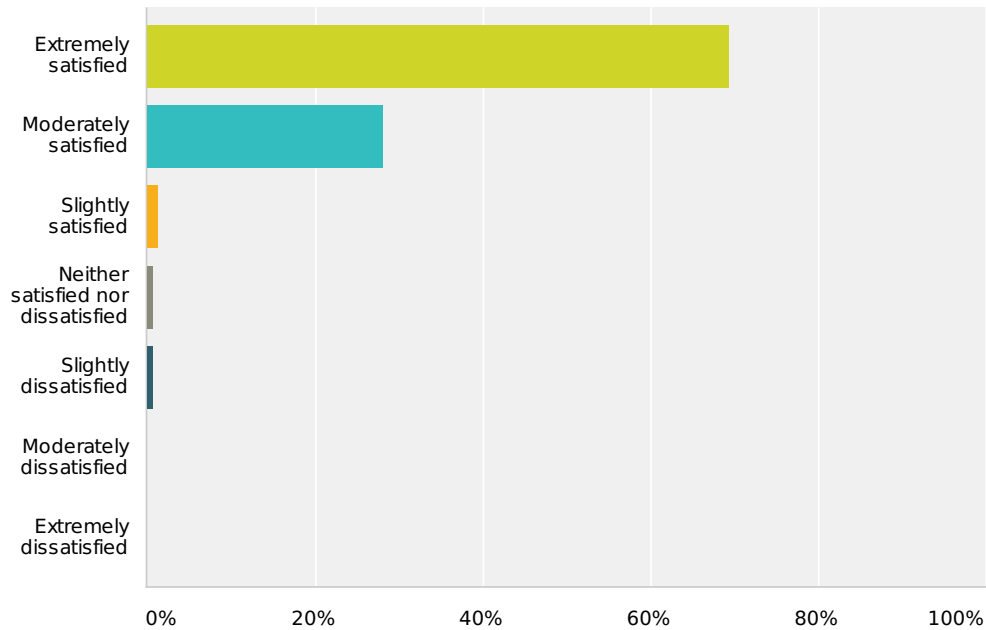
Answered: 163 Skipped: 7



Answer Choices	Responses	
<b>Extremely likely</b>	<b>49.08%</b>	80
<b>Very likely</b>	<b>38.04%</b>	62
<b>Moderately likely</b>	<b>11.04%</b>	18
<b>Slightly likely</b>	<b>1.23%</b>	2
<b>Not at all likely</b>	<b>0.61%</b>	1
Total		163

## Q26 Overall, were you satisfied with the care you received at The Apples Medical Centre?

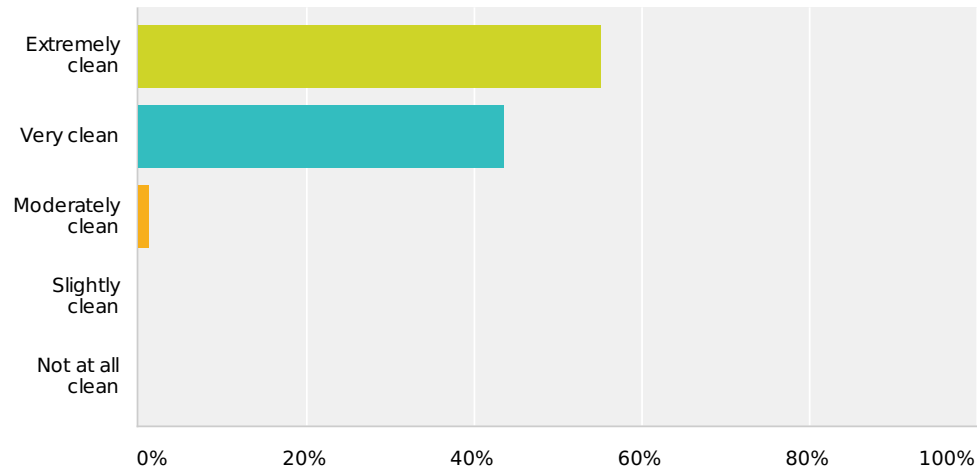
Answered: 160 Skipped: 10



Answer Choices	Responses	
<b>Extremely satisfied</b>	<b>69.38%</b>	111
<b>Moderately satisfied</b>	<b>28.13%</b>	45
<b>Slightly satisfied</b>	<b>1.25%</b>	2
<b>Neither satisfied nor dissatisfied</b>	<b>0.63%</b>	1
<b>Slightly dissatisfied</b>	<b>0.63%</b>	1
<b>Moderately dissatisfied</b>	<b>0%</b>	0
<b>Extremely dissatisfied</b>	<b>0%</b>	0
Total		160

## Q27 How clean were the areas in which you were treated at The Apples Medical Centre?

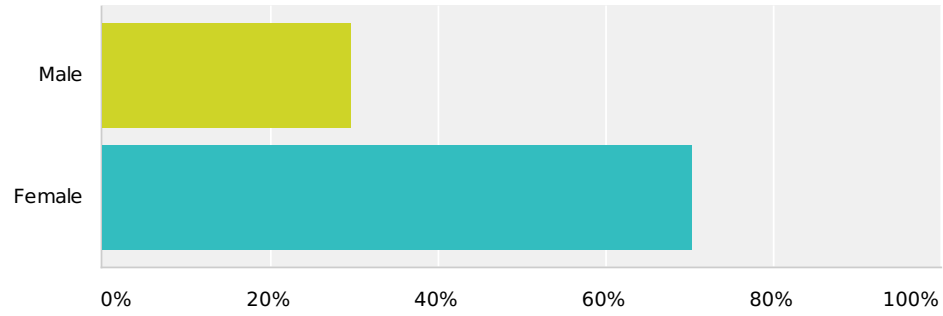
Answered: 163 Skipped: 7



Answer Choices	Responses	
<b>Extremely clean</b>	<b>55.21%</b>	90
<b>Very clean</b>	<b>43.56%</b>	71
<b>Moderately clean</b>	<b>1.23%</b>	2
<b>Slightly clean</b>	<b>0%</b>	0
<b>Not at all clean</b>	<b>0%</b>	0
Total		163

## Q28 Are you male or female?

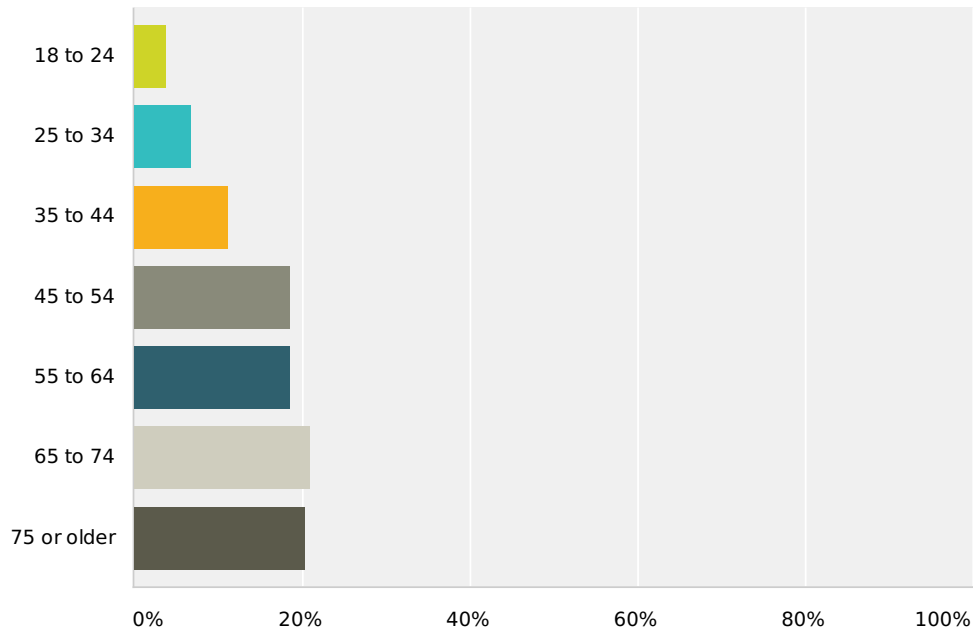
Answered: 162 Skipped: 8



Answer Choices	Responses	
<b>Male</b>	<b>29.63%</b>	48
<b>Female</b>	<b>70.37%</b>	114
Total		162

## Q29 What is your age?

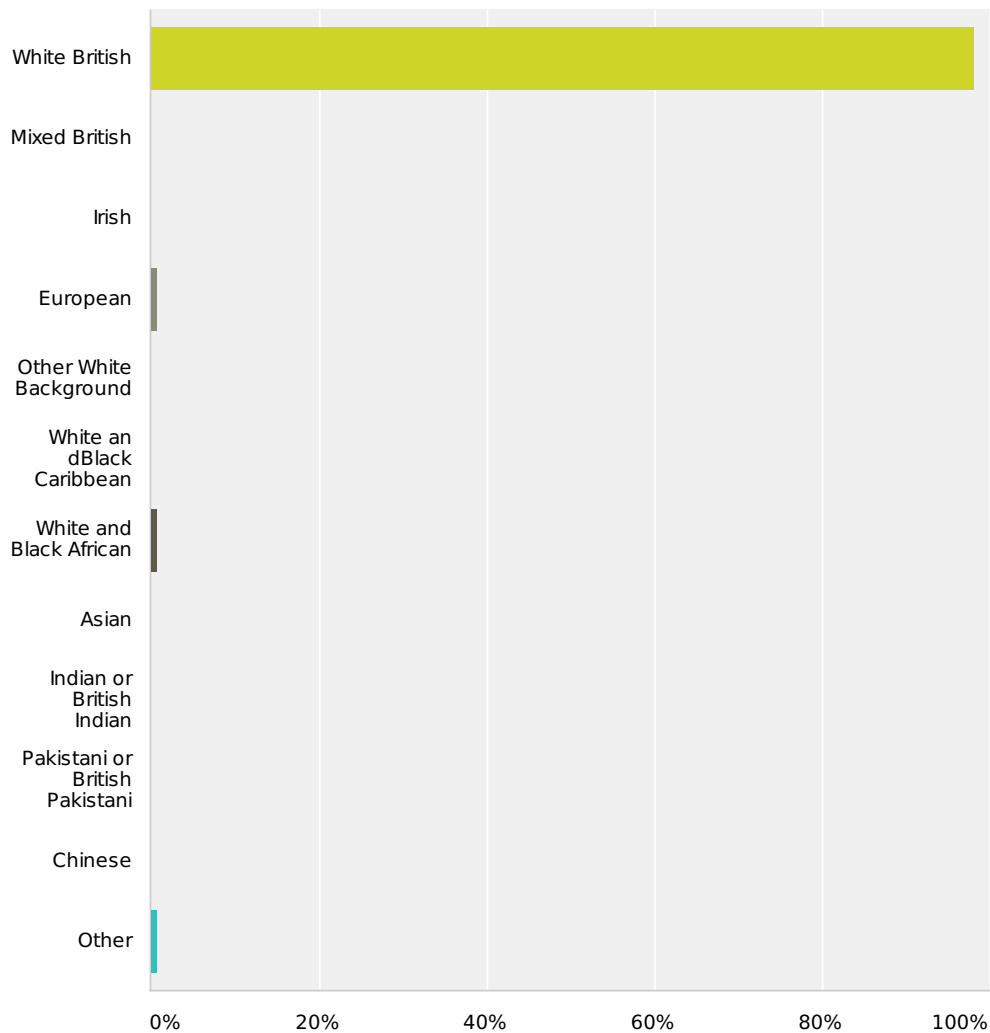
Answered: 162 Skipped: 8



Answer Choices	Responses
<b>18 to 24</b>	<b>3.70%</b> 6
<b>25 to 34</b>	<b>6.79%</b> 11
<b>35 to 44</b>	<b>11.11%</b> 18
<b>45 to 54</b>	<b>18.52%</b> 30
<b>55 to 64</b>	<b>18.52%</b> 30
<b>65 to 74</b>	<b>20.99%</b> 34
<b>75 or older</b>	<b>20.37%</b> 33
Total	162

### Q30 What is your race? Please choose one or more.

Answered: 157 Skipped: 13



Answer Choices	Responses	
<b>White British</b>	<b>98.09%</b>	154
<b>Mixed British</b>	<b>0%</b>	0
<b>Irish</b>	<b>0%</b>	0
<b>European</b>	<b>0.64%</b>	1
<b>Other White Background</b>	<b>0%</b>	0
<b>White and Black African</b>	<b>0.64%</b>	1
<b>Asian</b>	<b>0%</b>	0
<b>Indian or British Indian</b>	<b>0%</b>	0
<b>Pakistani or British Pakistani</b>	<b>0%</b>	0
<b>Chinese</b>	<b>0%</b>	0
<b>Other</b>	<b>0.64%</b>	1
Total Respondents: 157		

## Q31 Any other Comments?

Answered: 33 Skipped: 137

#	Responses	Date
1	Do not like having to tick race box	2/28/2013 3:07 AM
2	Would like an annual re-call for BP, cholesterol & health check	2/28/2013 2:59 AM
3	Too much of this form is too repetitive	2/28/2013 2:00 AM
4	Dr Griffiths is a very good family doctor. She has listened to any problems I have had and I greatly value her advice. Thank you	2/22/2013 4:43 AM
5	very pleased to be a patient here	2/20/2013 4:26 AM
6	will sign up to website when i remember to bring the necessary identification	2/20/2013 3:54 AM
7	you should put on here if you have Romanys or Gypsies	2/20/2013 3:49 AM
8	always received very polite and good attention	2/20/2013 3:13 AM
9	i have always found very good service	2/20/2013 3:08 AM
10	everyone who i come into contact with at the practice has always been kind and pleasant	2/20/2013 3:06 AM
11	overall the care in the practice is very good from all the staff	2/20/2013 2:58 AM
12	One lady in the office who wears a white coat always seems impatient or cross about something. The other staff are very patient	2/20/2013 2:49 AM
13	we are very lucky to have such a good surgery and staff	2/20/2013 2:22 AM
14	the staff and the surgery are tops	2/20/2013 2:01 AM
15	No.30 inappropriate	2/19/2013 9:46 AM
16	I also see Dr Griffiths , Miles and Lewis - they have always been thorough, informative and helpful. Reception incredibly helpful too.	2/19/2013 9:42 AM
17	Q.13 Depends on the doctor Q.14 No Dr. Lewis Q.23 What transport options Q.24 Depends who i see	2/19/2013 9:06 AM
18	My race is probably nearly run. I have been here quite a bit lately, so Sir Miles would be great.	2/19/2013 6:29 AM
19	Q11. It is always possible to make an urgent appointment with a doctor at the surgery but it is not always my GP. I do not mind this.	2/19/2013 6:22 AM
20	Excellent surgery, but sometimes difficult to see my own doctor without delay. (Dr. Morris).	2/19/2013 6:07 AM
21	Very efficient when children are ill, always get an appointment on the day that I ring.	2/19/2013 5:52 AM
22	I am always treated with respect and kindness by all members of staff. Thank you.	2/19/2013 5:46 AM
23	I am always treated with respect and kindness by all members of staff. Thank you.	2/19/2013 5:46 AM
24	Very impressed with practice nurse!	2/19/2013 3:02 AM
25	Thank you all do a great job, with courtesy.	2/19/2013 2:11 AM
26	Perhaps if appointments were given a larger time estimate/slot it would reduce the waiting time/reduce "delays".	2/19/2013 2:07 AM
27	My children are always seen promptly on the same day. Not so easy to get appointments for myself, once had to wait a week. Always a long waiting time for the nurse for my childrens injections and never any reason given or apology for being so late (and there's never many other patients waiting).	2/19/2013 1:56 AM
28	Have seen	2/19/2013 1:29 AM
29	When i see my own doctor i am completely satisfied, when seeing an alternative doctor my records are sometimes not the correct ones on screen so i now always check they have the right person. Also when seeing an alternative doctor especially Dr Morris is always running very late...	2/19/2013 1:24 AM
30	Only been once, so my response may not be reliable!	2/19/2013 1:16 AM



# The Apples Centre Annual Patient Survey

#	Responses	Date
31	I have also recently seen Dr Griffiths and Dr Miles who have been just as helpful as Dr Morris - this is what i like about this surgery - i feel equally fomfortable with all the doctors.	2/18/2013 7:47 AM
32	In general i only have good things to say about the apples staff and facilities	2/18/2013 7:37 AM
33	i do not like questionnaires	2/18/2013 7:31 AM