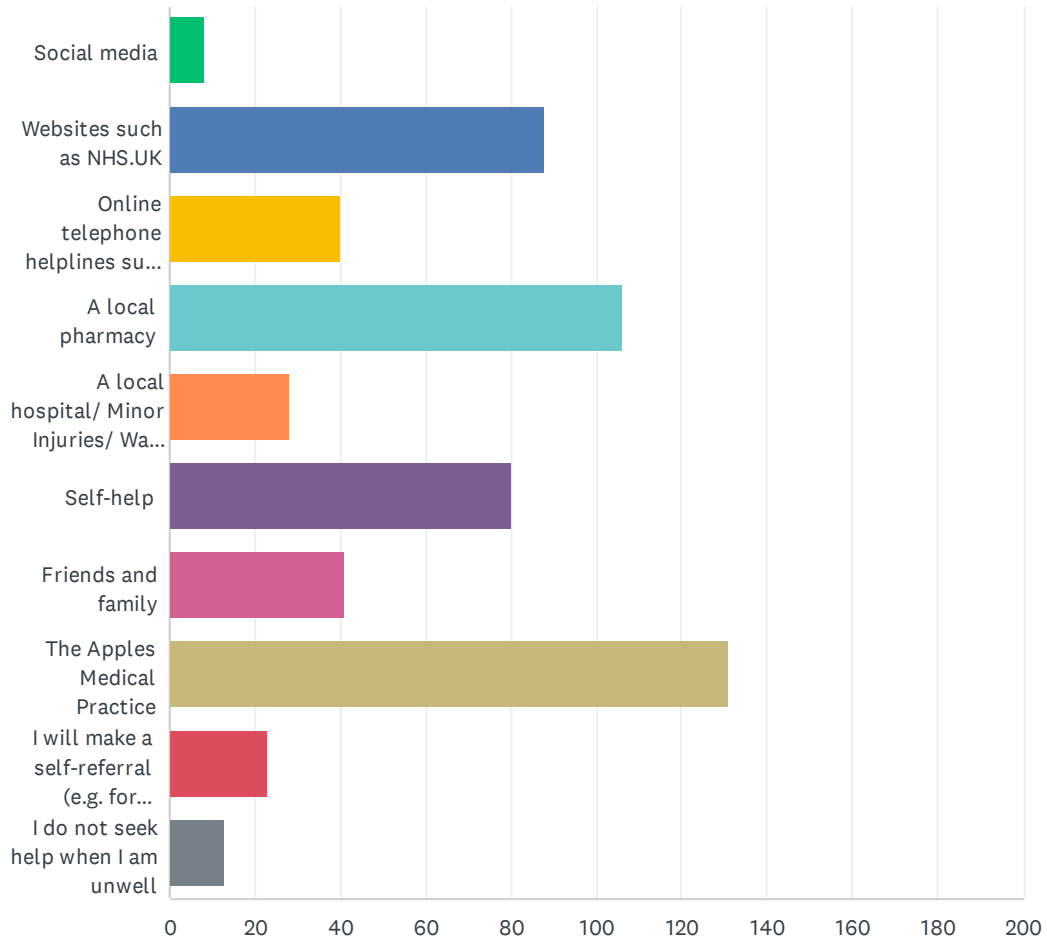


Q1 When you are unwell (and it is not an emergency) where do you first consider getting help? (tick all that apply)

Answered: 234 Skipped: 1



The Apples Medical Centre – Patient Survey 2024

ANSWER CHOICES	Paper Q'aire - raw numbers	RESPONSES	
Social media		3.42%	8
Websites such as NHS.UK	18	37.61%	88
Online telephone helplines such as 111.nhs.uk	13	17.09%	40
A local pharmacy	22	45.30%	106
A local hospital/ Minor Injuries/ Walk in centre	7	11.97%	28
Self-help	16	34.19%	80
Friends and family	9	17.52%	41
The Apples Medical Practice	42	55.98%	131
I will make a self-referral (e.g. for physiotherapy)	5	9.83%	23
I do not seek help when I am unwell	1	5.56%	13
Total Respondents: 234			

Paper Q'aires 55

Total Sample 289

Total number of responses = 134, mean 2.4 mentions

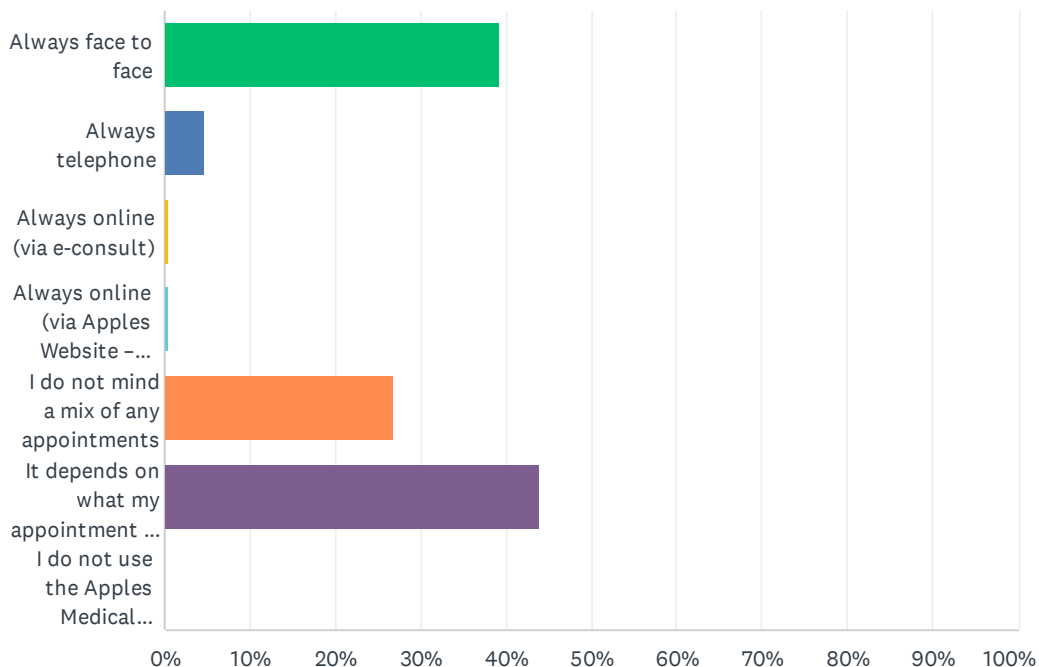
Order of Priority for Help when ill

Apples
Local Pharmacy
NHS website

No difference in priority between web and paper samples

Q2 What type of appointment do you prefer when using the Apples Medical Practice? (tick one)

Answered: 234 Skipped: 1



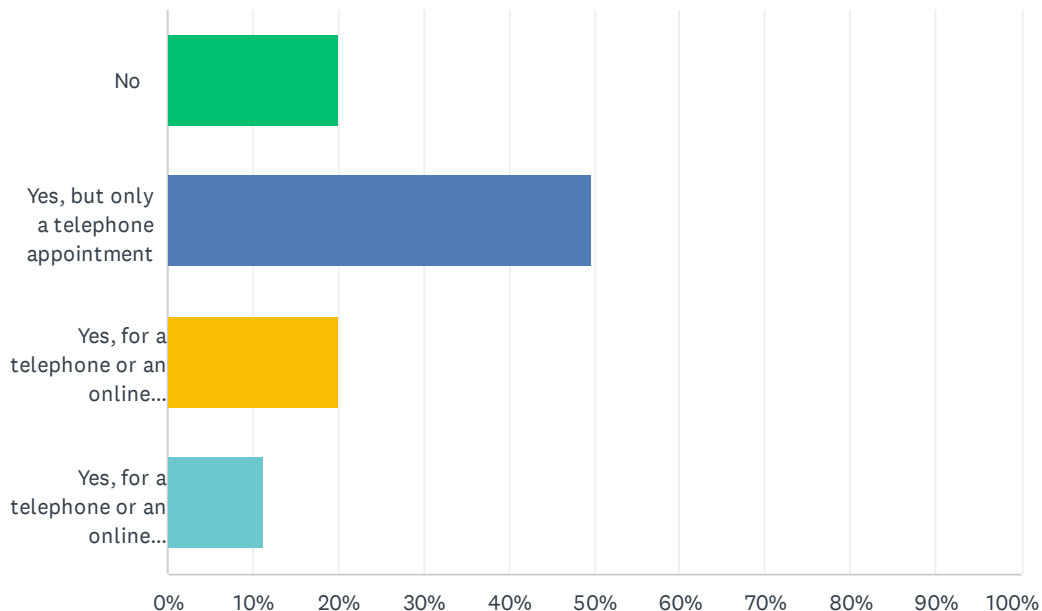
ANSWER CHOICES	Paper Q'aire - raw numbers	%	RESPONSES
Always face to face	23	42	39.32% 92
Always telephone			4.70% 11
Always online (via e-consult)	1	2	0.43% 1
Always online (via Apples Website – system online)			0.43% 1
I do not mind a mix of any appointments	13	23	26.92% 63
It depends on what my appointment is about	19	34	44.02% 103
I do not use the Apples Medical Practice			0.00% 0
Total Respondents: 234			

Paper Q'aires 55

Total Sample 289

Q3 If you answered ‘always face to face’ would you consider a telephone or an online appointment if it meant you received a consultation more quickly (tick one)

Answered: 125 Skipped: 110



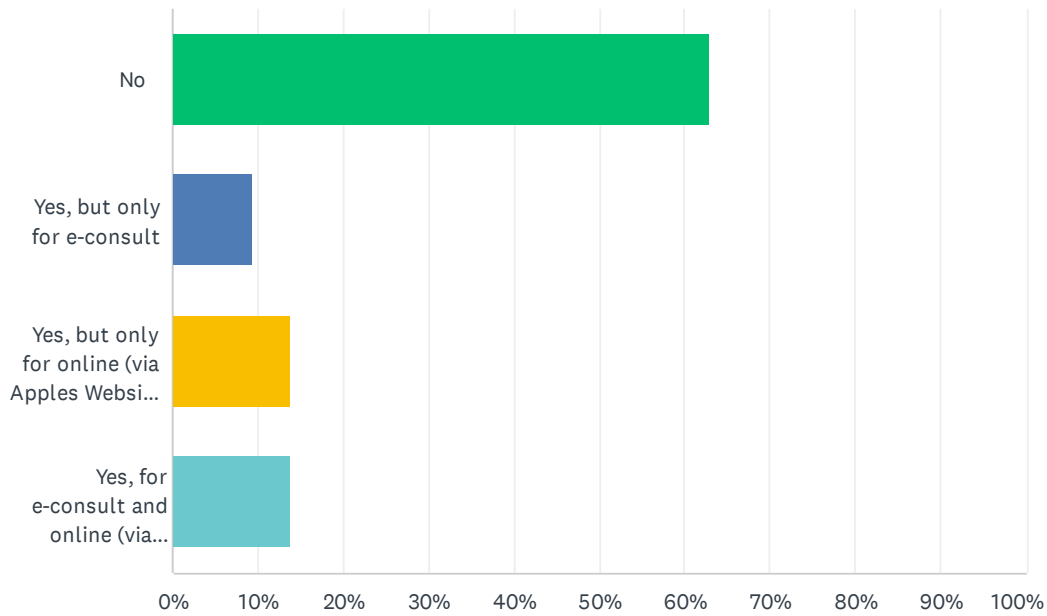
ANSWER CHOICES	Paper Q'aire - raw numbers	%	RESPONSES
No	4	20.00%	25
Yes, but only a telephone appointment	19	49.60%	62
Yes, for a telephone or an online appointment	3	20.00%	25
Yes, for a telephone or an online appointment	1	11.20%	14
Total Respondents: 125			

Paper Q'aies 23

Telephone appointment a preferred alternative if it means a quicker appt

Q4 Do you know how to make an online appointment?

Answered: 232 Skipped: 3

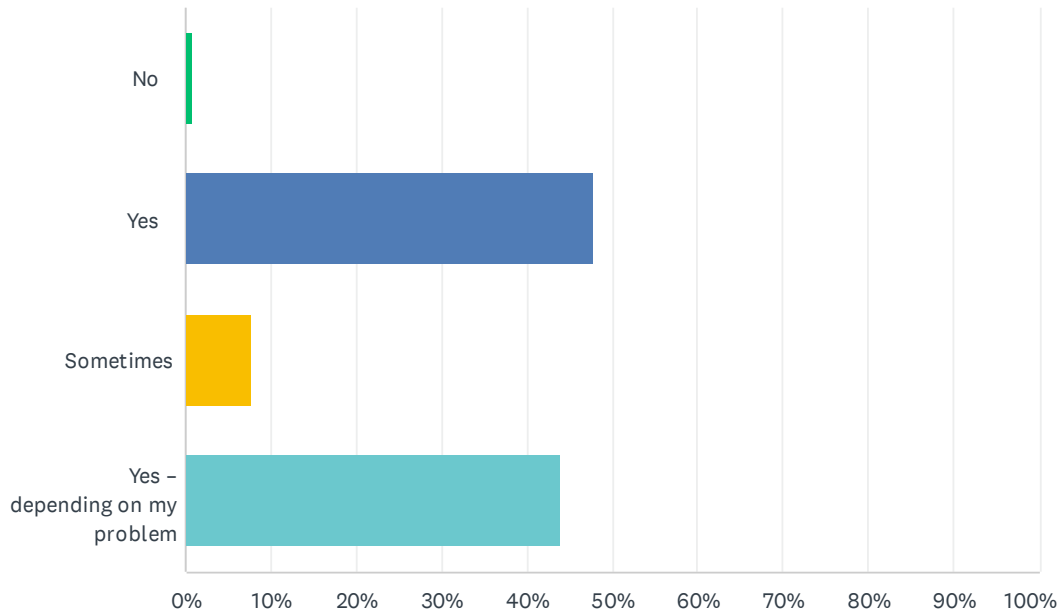


ANSWER CHOICES	Paper Q'aire - raw numbers	%	RESPONSES
No	30	57	62.93% 146
Yes, but only for e-consult	5	17	9.48% 22
Yes, but only for online (via Apples Website – system online)	13	25	13.79% 32
Yes, for e-consult and online (via Apples Website – system online)	5	17	13.79% 32
TOTAL			232

Paper Q'aires 53

Q5 If no GP appointments are available, would you be happy to see an Advanced Nurse Practitioner (They work closely with our GPs to ensure you receive the best possible care?)

Answered: 235 Skipped: 0



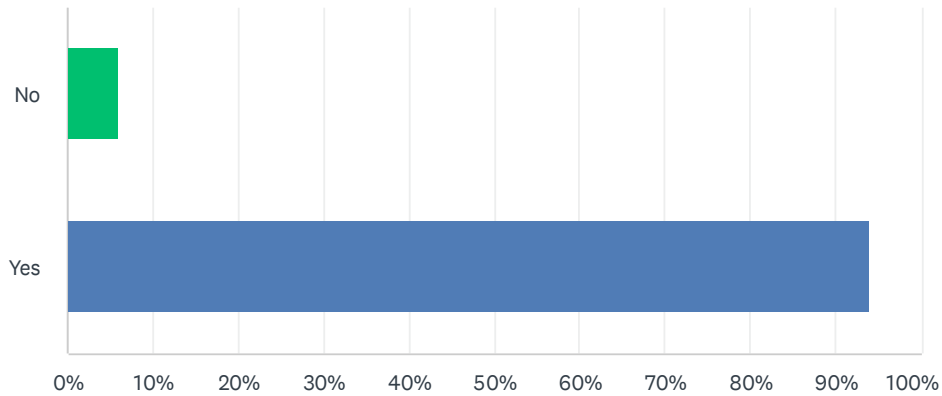
ANSWER CHOICES	Paper Q'aire - raw numbers	%	RESPONSES
No	1	2	0.85% 2
Yes	30	57	47.66% 112
Sometimes	8	15	7.66% 18
Yes – depending on my problem	14	26	43.83% 103
TOTAL			235

Paper Q'aire 53

Indicatively, willingness to see ANP dependent on perceived seriousness of problem.

Q6 Are you aware that if you change or share a mobile number, you need to inform the surgery to update your records? (this is important when we send you an invitation to book an appt at the vaccine clinics)

Answered: 234 Skipped: 1

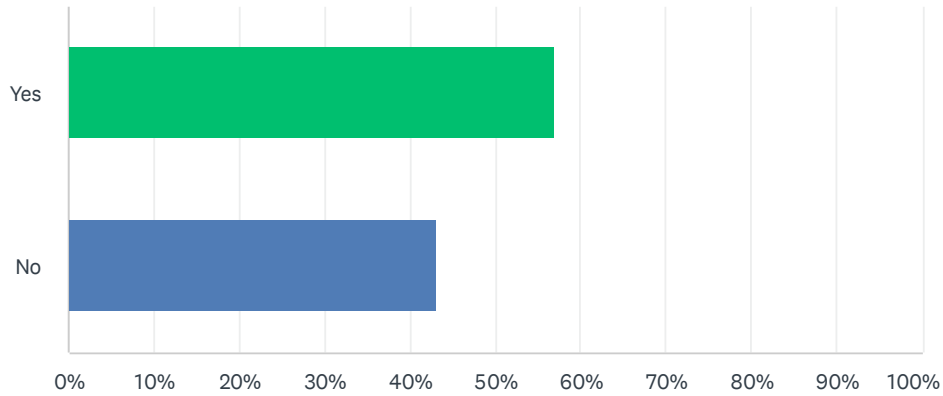


ANSWER CHOICES	Paper Q'aire - raw numbers	%	RESPONSES
No	5	9	5.98% 14
Yes	49	91	94.02% 220
TOTAL			234

Paper Q'aire 54

Q7 If you wish to discuss multiple problems with your GP, you need to request a double appointment. Did you know this?

Answered: 234 Skipped: 1



ANSWER CHOICES	Paper Q'aire - raw numbers	%	RESPONSES
Yes	41	76	56.84% 133
No	13	24	43.16% 101
TOTAL			234

Paper Q'aire 54

Indicative difference between the two samples,
Overall, 60% vs 40% for total sample