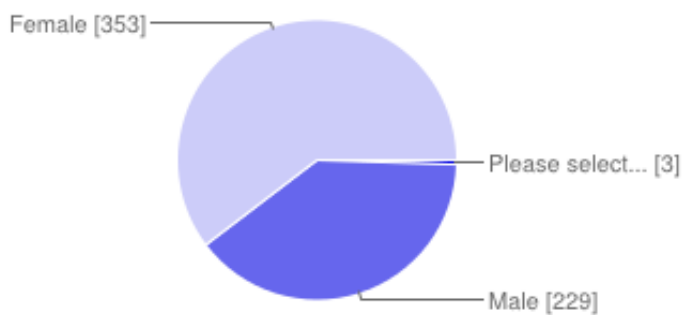


585 [responses](#)

Summary [See complete responses](#)

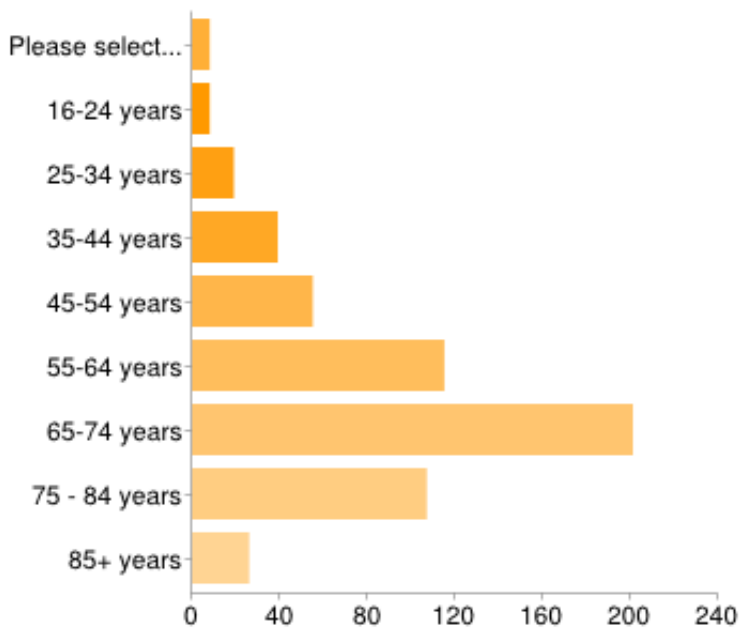
First, please tell us a little about yourself

Gender



Please select...	3	1%
Male	229	39%
Female	353	60%

Age band

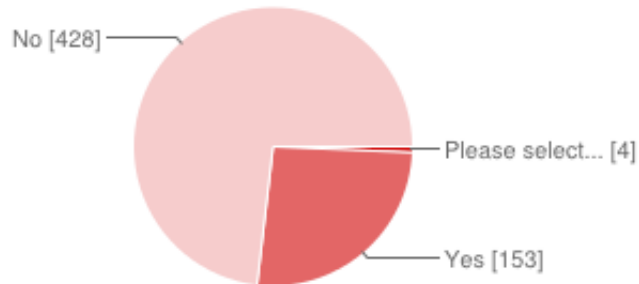


Please select...	8	1%
16-24 years	8	1%
25-34 years	19	3%
35-44 years	39	7%
45-54 years	55	9%
55-64 years	115	20%
65-74 years	201	34%
75 - 84 years	107	18%
85+ years	26	4%

Communicating with patients

For the following communication methods please indicate whether you have seen them, and if so how you rate them, where: >> 1 is Very poor >> 2 is Poor >> 3 is Neutral >> 4 is Good >> 5 is Very good

I have seen the surgery newsletter



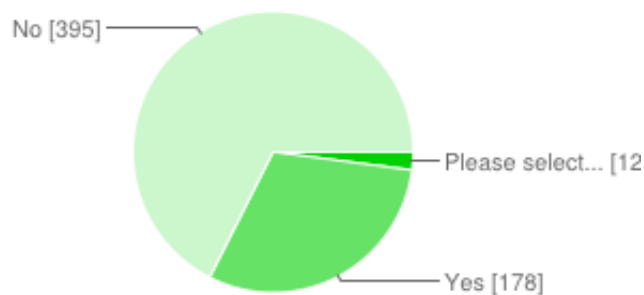
Please select...	4	1%
Yes	153	26%
No	428	73%

If you answered "Yes" to the question above, what did you think of the newsletter?



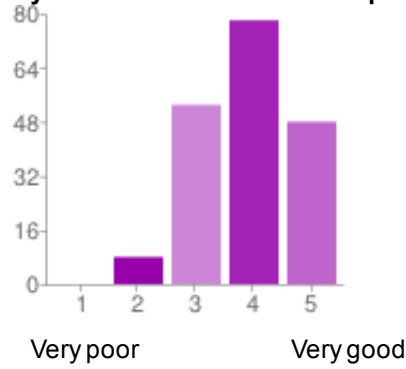
1 - Very poor	1	0%
2	1	0%
3	21	4%
4	66	11%
5 - Very good	65	11%

I have seen the surgery web site



Please select...	12	2%
Yes	178	30%
No	395	68%

If you answered "Yes" to the question above, what did you think of the web site?

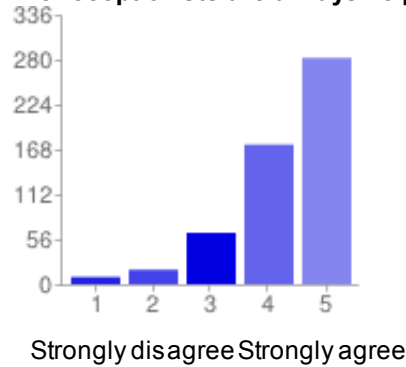


1 - Very poor	0	0%
2	8	1%
3	53	9%
4	78	13%
5 - Very good	48	8%

Services at the surgery

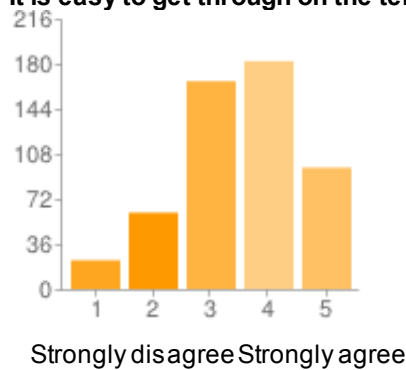
Please indicate whether you disagree or agree with statements in the following section, where: >> 1 is Strongly disagree; >> 2 is Disagree >> 3 is Neither disagree or agree >> 4 is Agree >> 5 is Strongly agree
Leave the question blank if you have not experienced in the past 12 months

The receptionists are always helpful



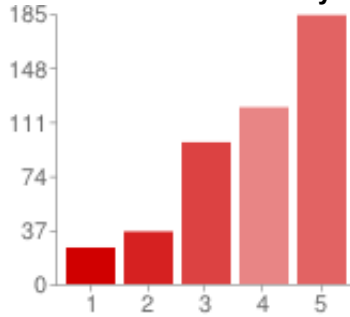
1 -Strongly disagree	9	2%
2	18	3%
3	64	11%
4	174	30%
5 -Strongly agree	282	48%

It is easy to get through on the telephone



1 -Strongly disagree	23	4%
2	61	10%
3	166	28%
4	182	31%
5 -Strongly agree	97	17%

The automated check-in system by the front entrance is useful



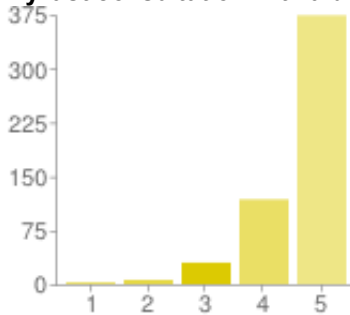
1 -Strongly disagree	25	4%
2	36	6%
3	97	17%
4	121	21%
5 -Strongly agree	184	31%

Strongly disagree Strongly agree

Consultations at the surgery

For each of the situations that follow please rate your experience; where: >> 1 is Very poor >> 2 is Poor >> 3 is Neutral >> 4 is Good >> 5 is Very good Leave the question blank if you have not experienced in the past 12 months

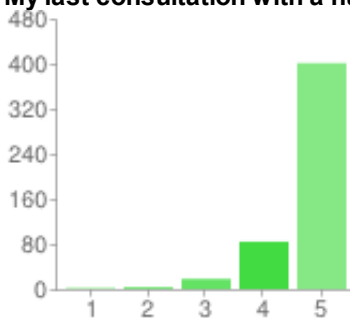
My last consultation with a doctor was:



1 -Very Poor	2	0%
2	6	1%
3	30	5%
4	118	20%
5 -Very Good	374	64%

Very Poor Very Good

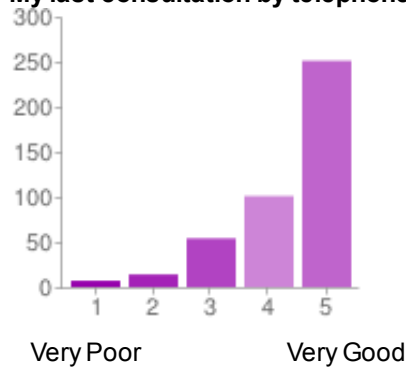
My last consultation with a nurse was:



1 -Very Poor	1	0%
2	2	0%
3	18	3%
4	84	14%
5 -Very Good	401	69%

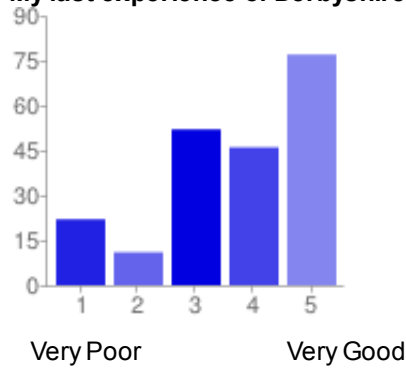
Very Poor Very Good

My last consultation by telephone was:



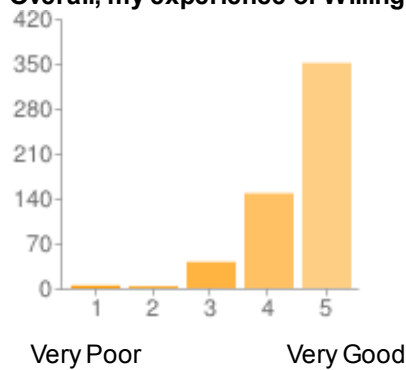
1 -Very Poor	7	1%
2	14	2%
3	54	9%
4	101	17%
5 -Very Good	251	43%

My last experience of Derbyshire Health United (the out of hours service) was :



1 - Very Poor	22	4%
2	11	2%
3	52	9%
4	46	8%
5 - Very Good	77	13%

Overall, my experience of Willington Surgery has been:



1 -Very Poor	4	1%
2	3	1%
3	41	7%
4	148	25%
5 -Very Good	351	60%

Comments