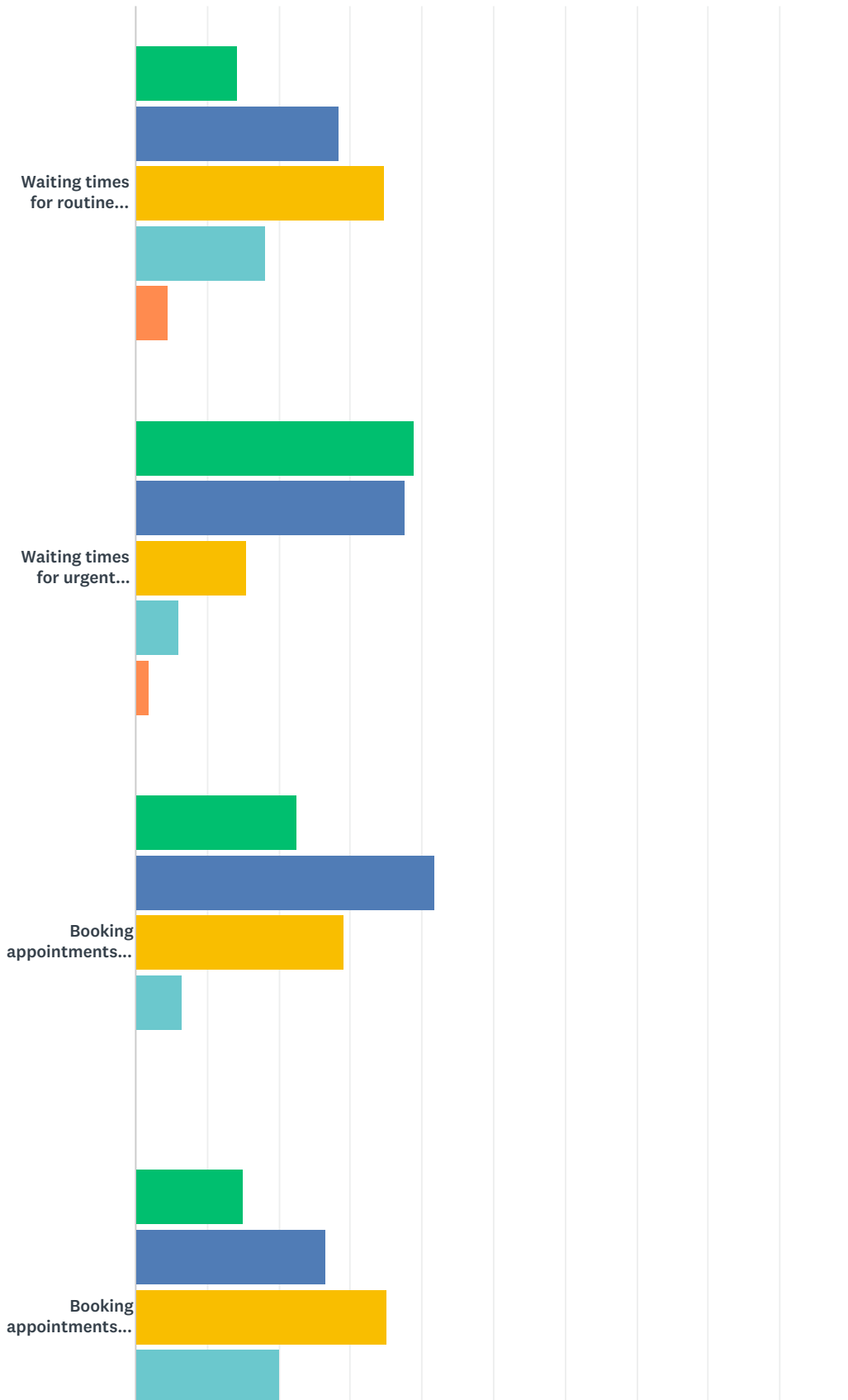
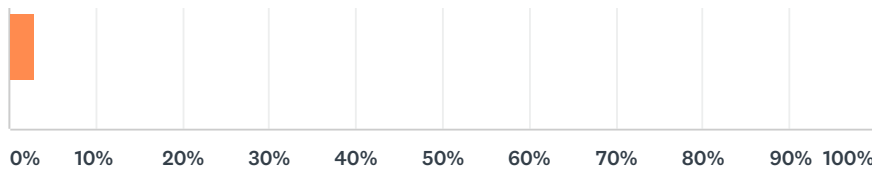


Q1 How do you rate the surgery in terms of ACCESS to appointments?

Answered: 177 Skipped: 1



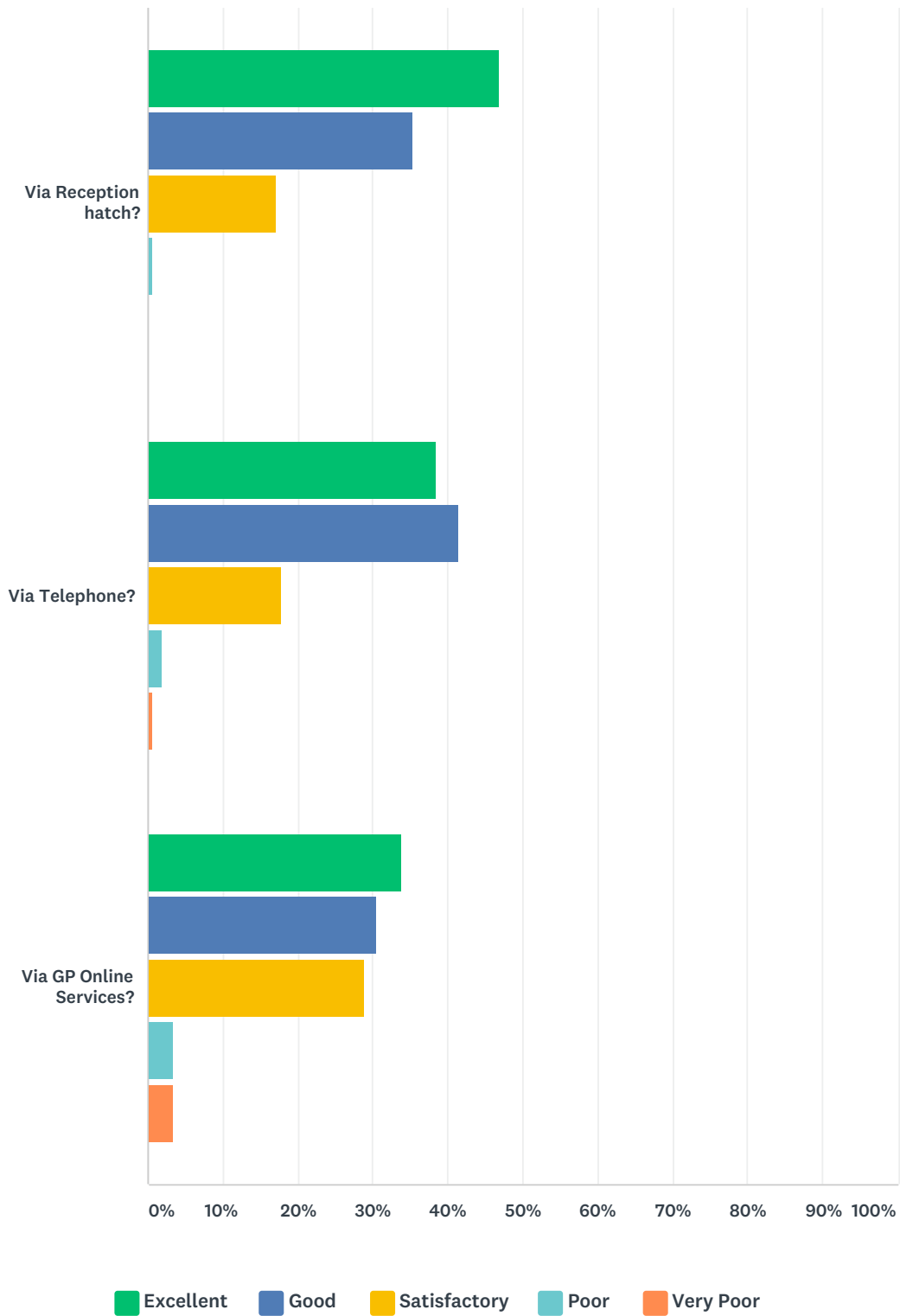


■ Excellent
 ■ Good
 ■ Satisfactory
 ■ Poor
 ■ Very Poor

	EXCELLENT	GOOD	SATISFACTORY	POOR	VERY POOR	TOTAL
Waiting times for routine appointments?	14.20% 25	28.41% 50	34.66% 61	18.18% 32	4.55% 8	176
Waiting times for urgent appointments?	38.92% 65	37.72% 63	15.57% 26	5.99% 10	1.80% 3	167
Booking appointments at a convenient time (e.g. early or late appointments)?	22.67% 39	41.86% 72	29.07% 50	6.40% 11	0.00% 0	172
Booking appointments with a specific GP?	15.15% 25	26.67% 44	35.15% 58	20.00% 33	3.03% 5	165

Q2 How do you rate the surgery in terms of HOW an appointment can be booked?

Answered: 175 Skipped: 3



EXCELLENT	GOOD	SATISFACTORY	POOR	VERY POOR	TOTAL
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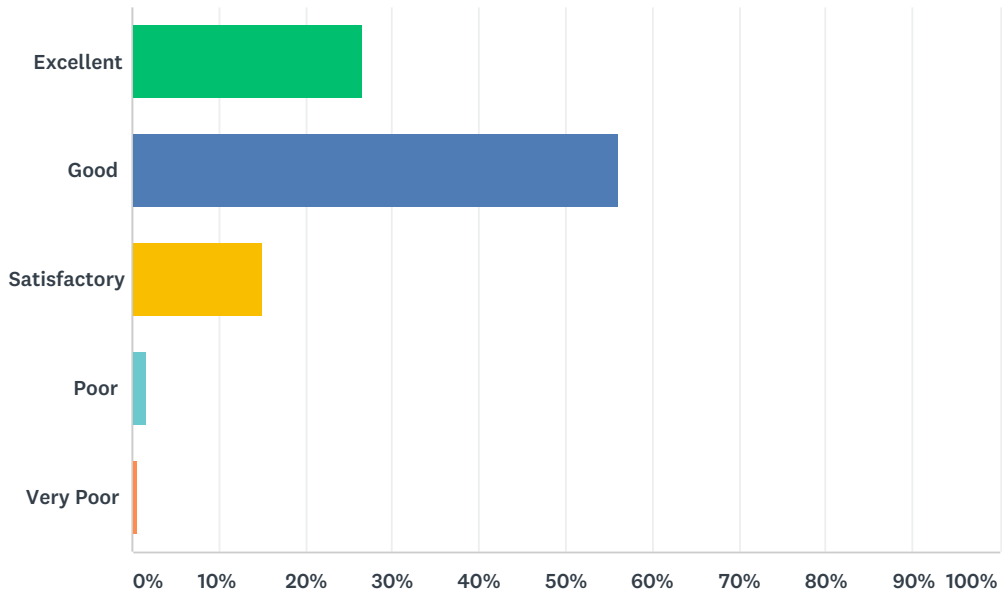
Carlisle House Surgery Patient Survey 2017/18

SurveyMonkey

Via Reception hatch?	46.95% 77	35.37% 58	17.07% 28	0.61% 1	0.00% 0	164
Via Telephone?	38.41% 63	41.46% 68	17.68% 29	1.83% 3	0.61% 1	164
Via GP Online Services?	33.88% 41	30.58% 37	28.93% 35	3.31% 4	3.31% 4	121

Q3 How do you rate the surgery's OPENING TIMES?

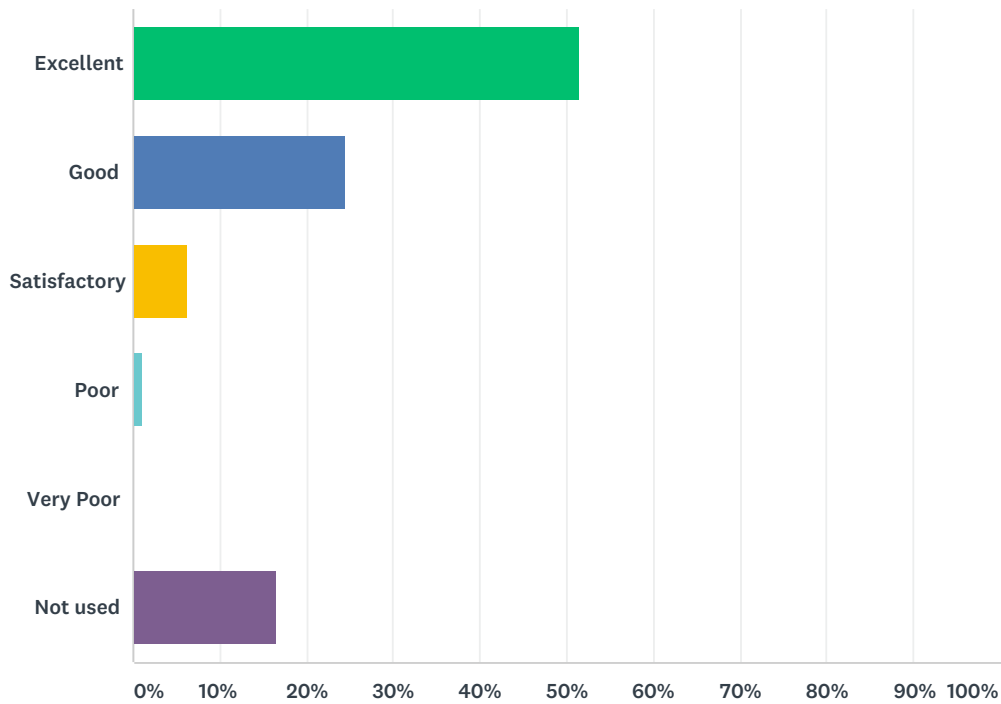
Answered: 173 Skipped: 5



ANSWER CHOICES	RESPONSES	
Excellent	26.59%	46
Good	56.07%	97
Satisfactory	15.03%	26
Poor	1.73%	3
Very Poor	0.58%	1
TOTAL		173

Q4 How do you rate the surgery's APPOINTMENT TEXT REMINDER SERVICE?

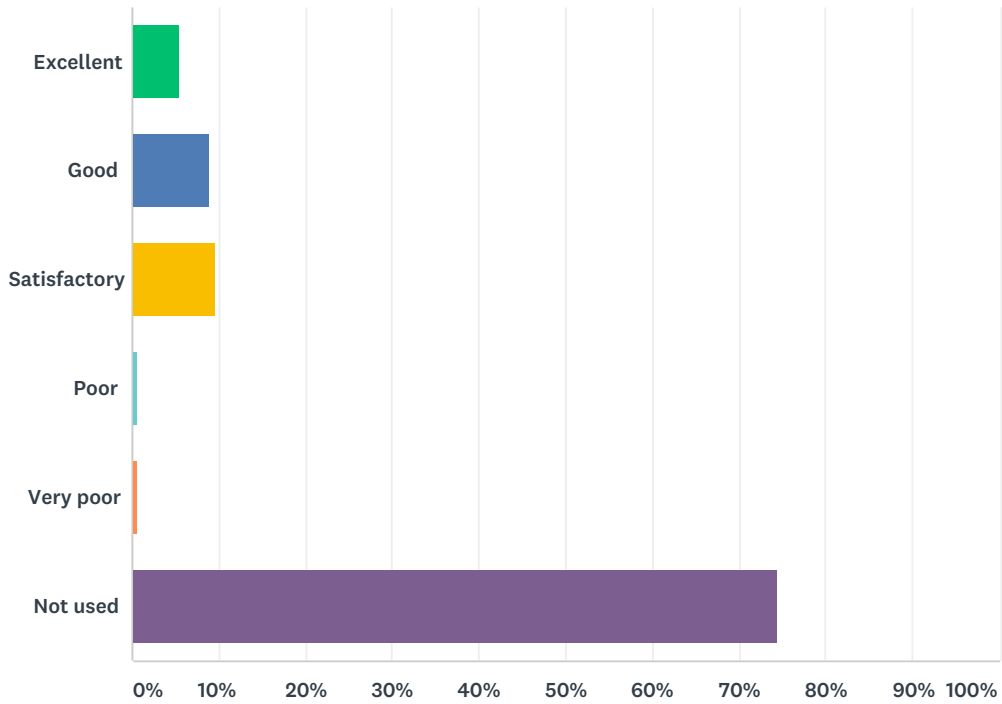
Answered: 175 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	51.43%	90
Good	24.57%	43
Satisfactory	6.29%	11
Poor	1.14%	2
Very Poor	0.00%	0
Not used	16.57%	29
TOTAL		175

Q5 How do you rate the surgery's MJOG MESSENGER app?

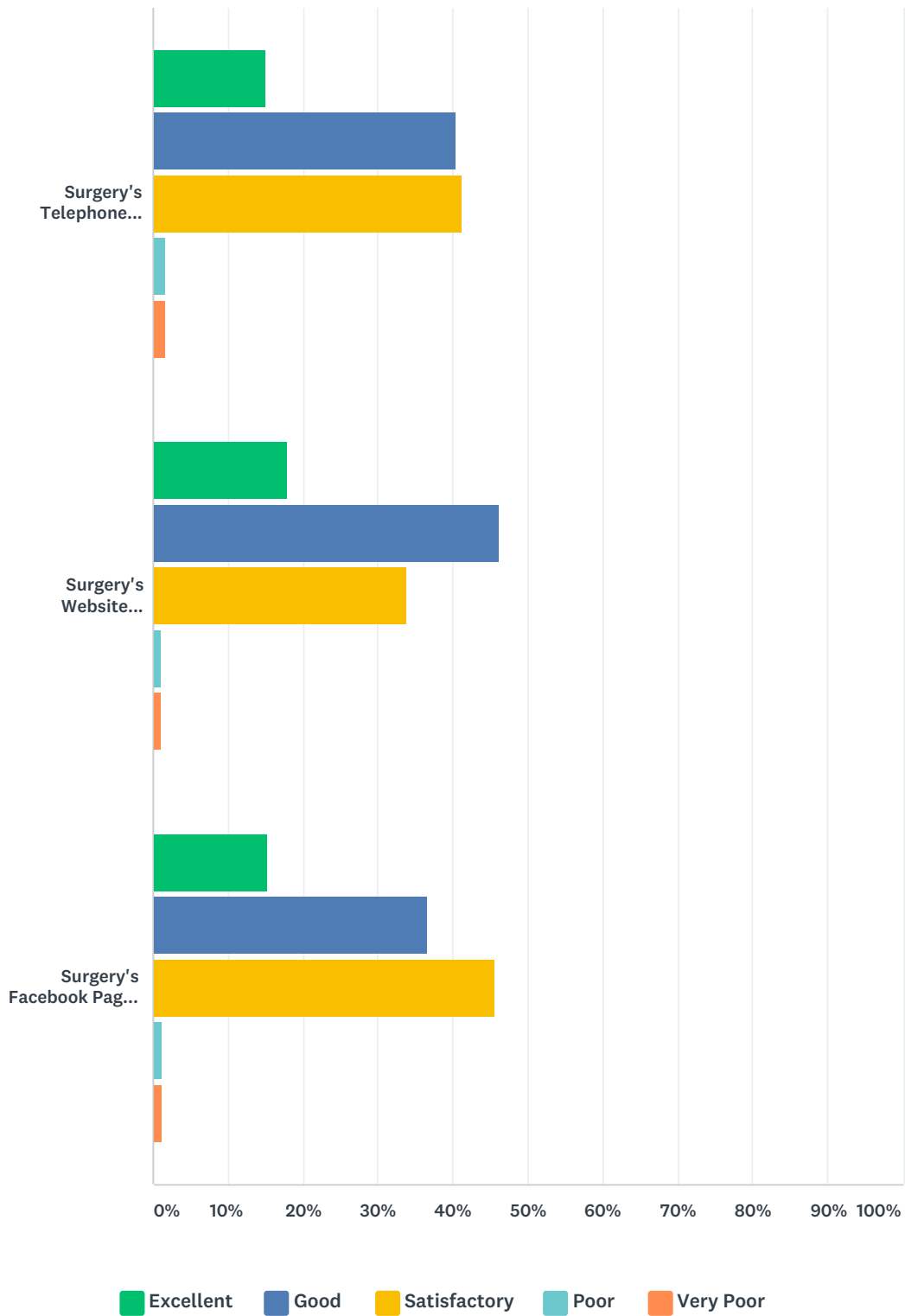
Answered: 165 Skipped: 13



ANSWER CHOICES	RESPONSES	
Excellent	5.45%	9
Good	9.09%	15
Satisfactory	9.70%	16
Poor	0.61%	1
Very poor	0.61%	1
Not used	74.55%	123
TOTAL		165

Q6 When the surgery is closed how do you rate the OUT OF HOURS INFORMATION/ADVICE?

Answered: 132 Skipped: 46



EXCELLENT	GOOD	SATISFACTORY	POOR	VERY POOR	TOTAL
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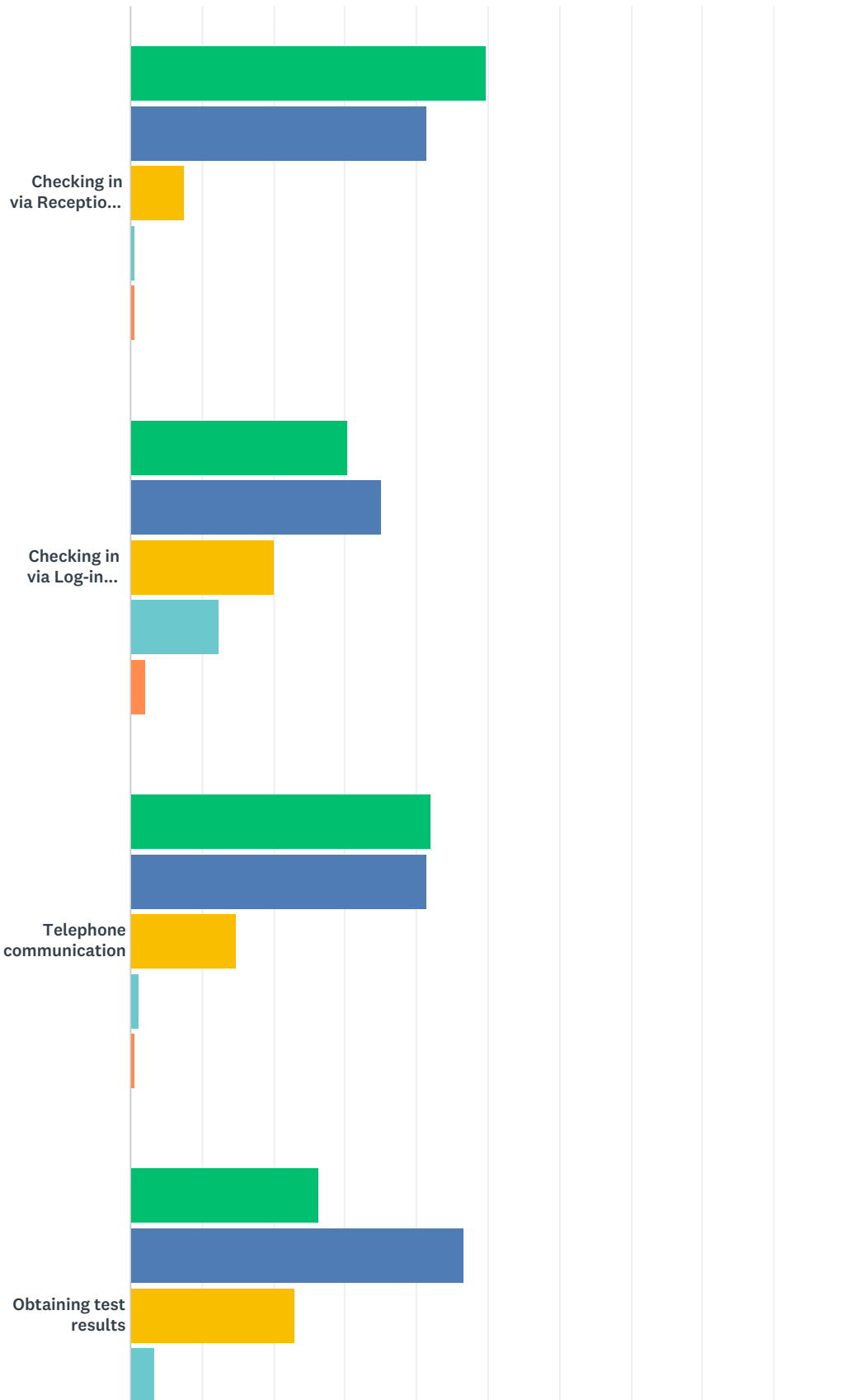
Carlisle House Surgery Patient Survey 2017/18

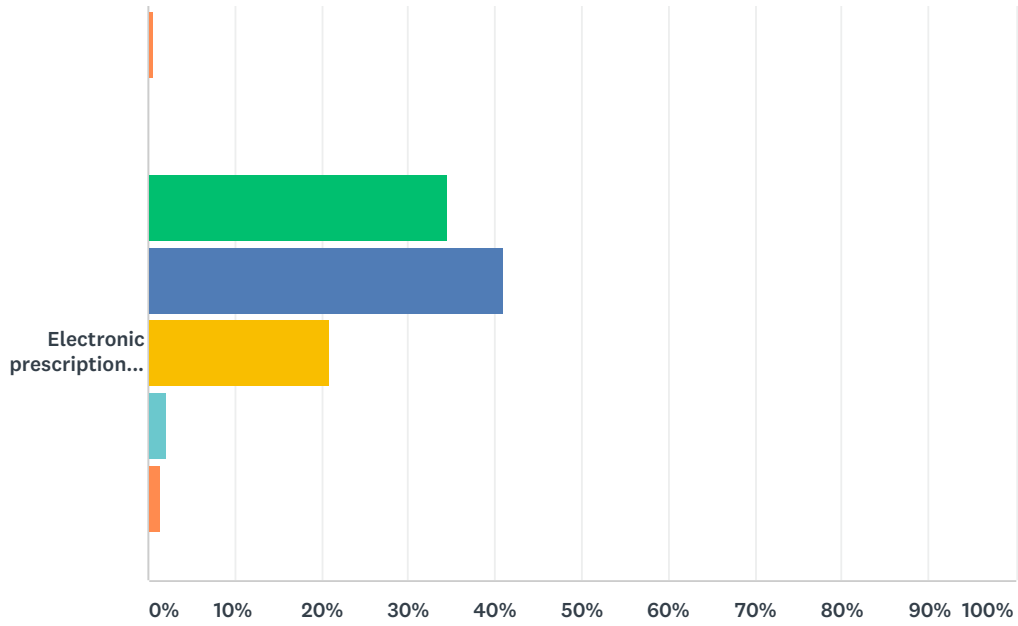
SurveyMonkey

Surgery's Telephone Message?	15.13% 18	40.34% 48	41.18% 49	1.68% 2	1.68% 2	119
Surgery's Website information?	17.92% 19	46.23% 49	33.96% 36	0.94% 1	0.94% 1	106
Surgery's Facebook Page information?	15.19% 12	36.71% 29	45.57% 36	1.27% 1	1.27% 1	79

Q7 How do you rate the RECEPTION SERVICES?

Answered: 175 Skipped: 3



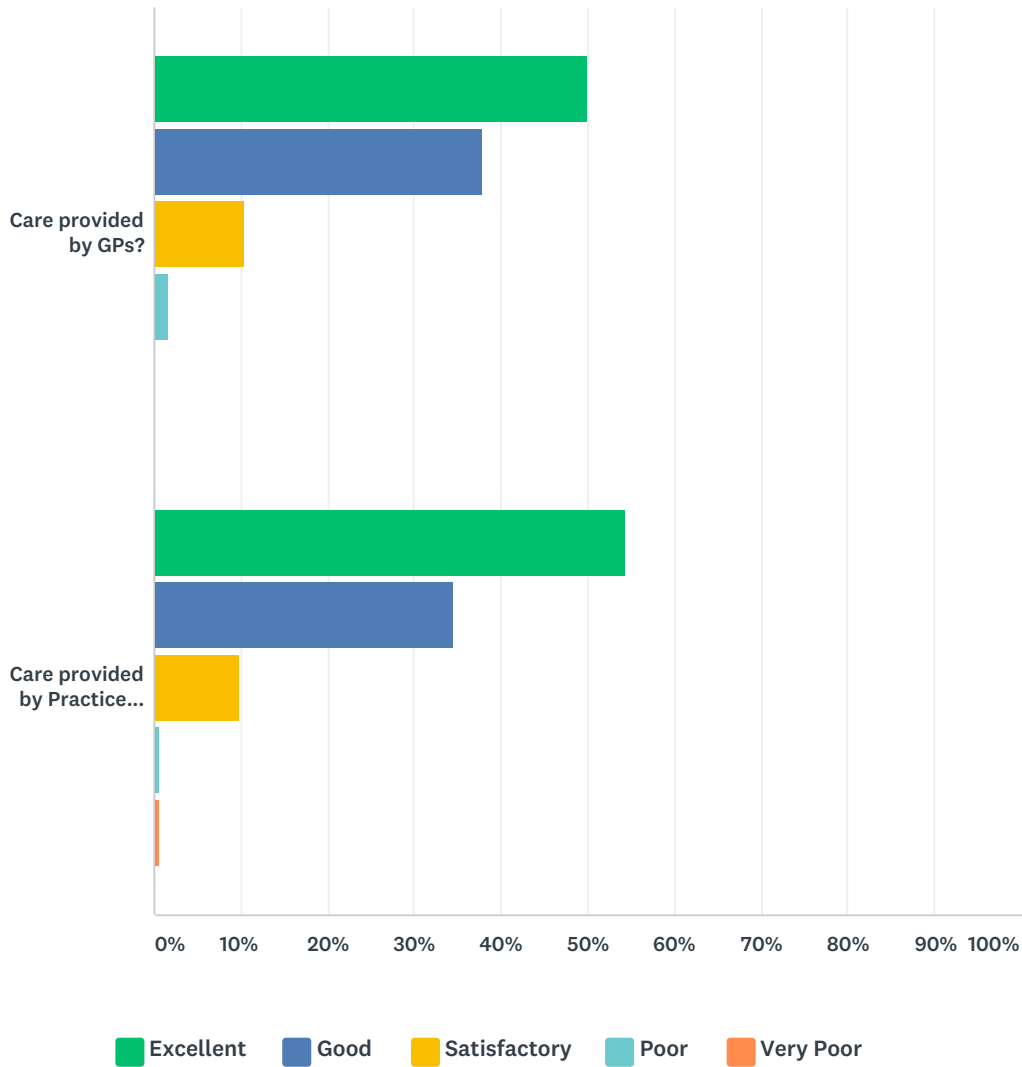


■ Excellent
 ■ Good
 ■ Satisfactory
 ■ Poor
 ■ Very Poor

	EXCELLENT	GOOD	SATISFACTORY	POOR	VERY POOR	TOTAL
Checking in via Reception hatch	49.71% 85	41.52% 71	7.60% 13	0.58% 1	0.58% 1	171
Checking in via Log-in Screen	30.34% 44	35.17% 51	20.00% 29	12.41% 18	2.07% 3	145
Telephone communication	41.98% 68	41.36% 67	14.81% 24	1.23% 2	0.62% 1	162
Obtaining test results	26.32% 40	46.71% 71	23.03% 35	3.29% 5	0.66% 1	152
Electronic prescription service	34.53% 48	41.01% 57	20.86% 29	2.16% 3	1.44% 2	139

Q8 How would you rate your experience of CLINICAL CARE?

Answered: 173 Skipped: 5



	EXCELLENT	GOOD	SATISFACTORY	POOR	VERY POOR	TOTAL
Care provided by GPs?	50.00% 86	37.79% 65	10.47% 18	1.74% 3	0.00% 0	172
Care provided by Practice Nurses?	54.32% 88	34.57% 56	9.88% 16	0.62% 1	0.62% 1	162