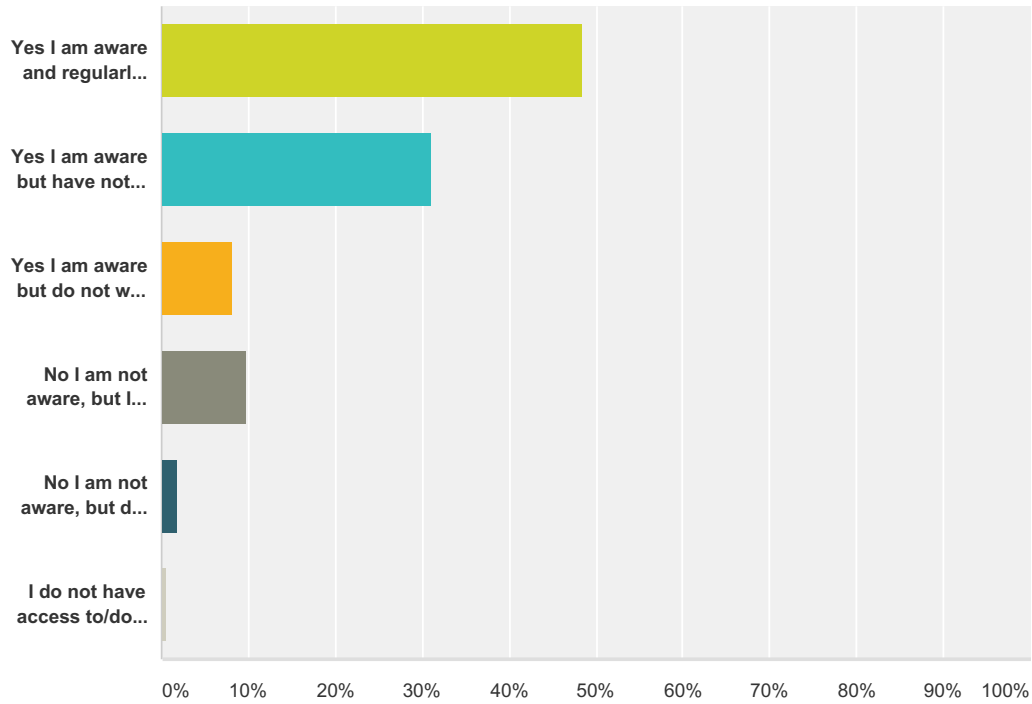


Q1 Are you aware the Practice has a website www.unityhealth.info that offers useful patient information, a feedback facility and access to other services such as online appointment booking and ordering repeat prescriptions?

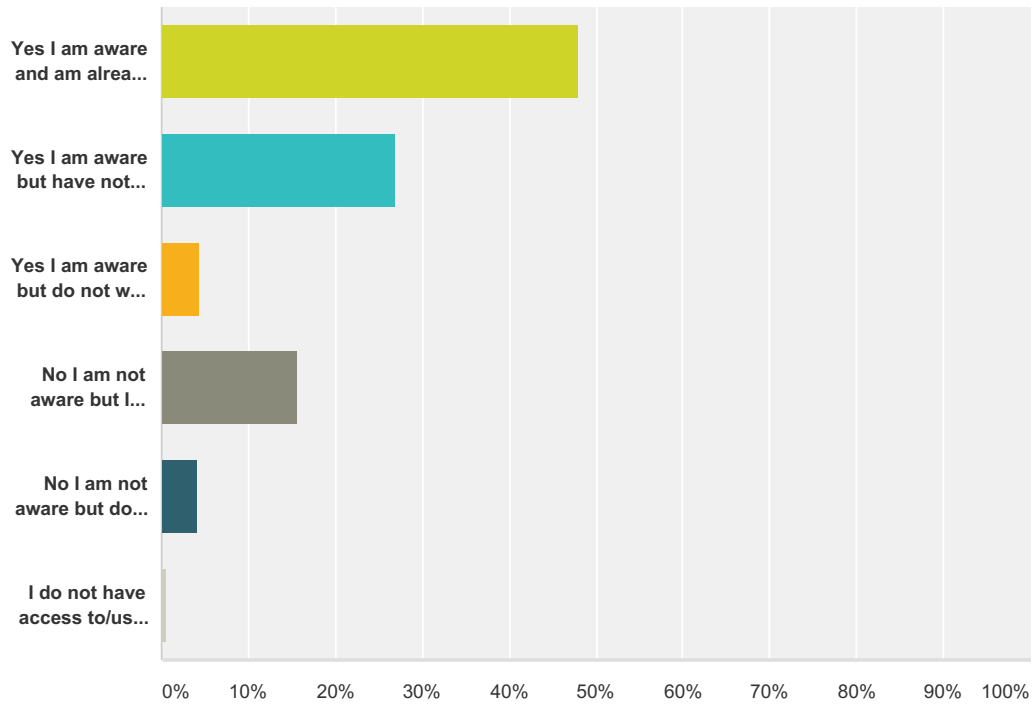
Answered: 827 Skipped: 0



Answer Choices	Responses
Yes I am aware and regularly look at/use the website	48.49% 401
Yes I am aware but have not yet looked at the website	31.08% 257
Yes I am aware but do not want to use the website at all	8.10% 67
No I am not aware, but I shall now have a look at it	9.79% 81
No I am not aware, but do not want to use it	1.81% 15
I do not have access to/do not use the Internet	0.73% 6
Total	827

**Q2 Are you aware that you can -book, cancel and change appointments -view your medical records -view test results -order your repeat prescription by registering with the online Patient Access on-line service?
If you are interested in this service, please ask at reception or visit our website, www.unityhealth.info to register for this service.**

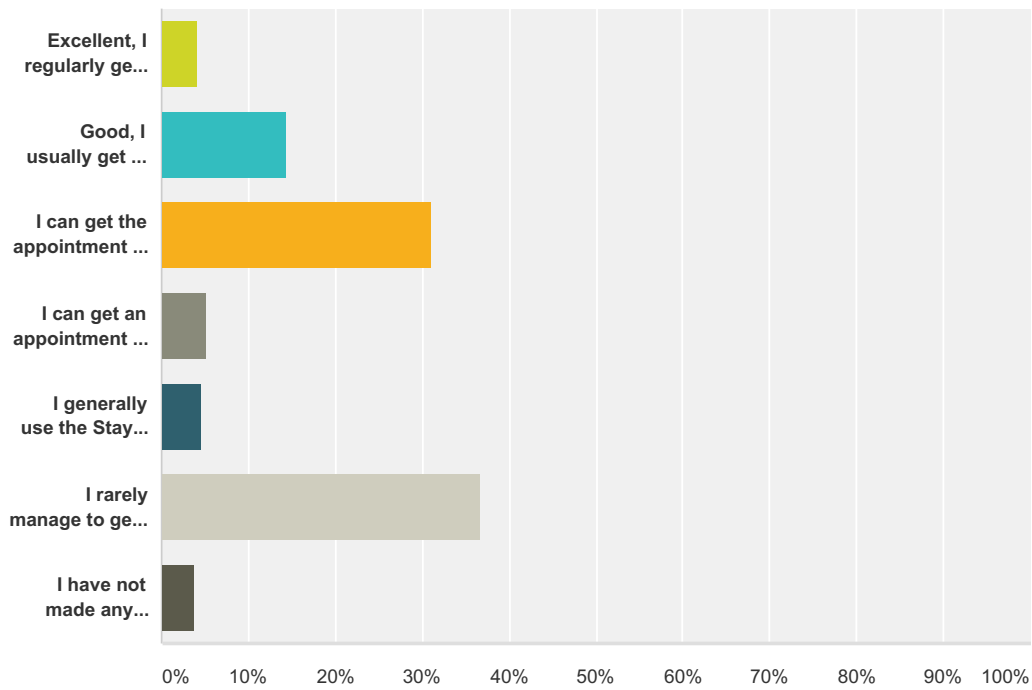
Answered: 827 Skipped: 0



Answer Choices	Responses
Yes I am aware and am already a user of the system	48.00% 397
Yes I am aware but have not yet registered for it	26.84% 222
Yes I am aware but do not wish to use it	4.47% 37
No I am not aware but I will now be registering for it	15.72% 130
No I am not aware but do not wish to use it	4.23% 35
I do not have access to/use the Internet	0.73% 6
Total	827

Q3 In general, how do you feel about making an appointment with the Practice?

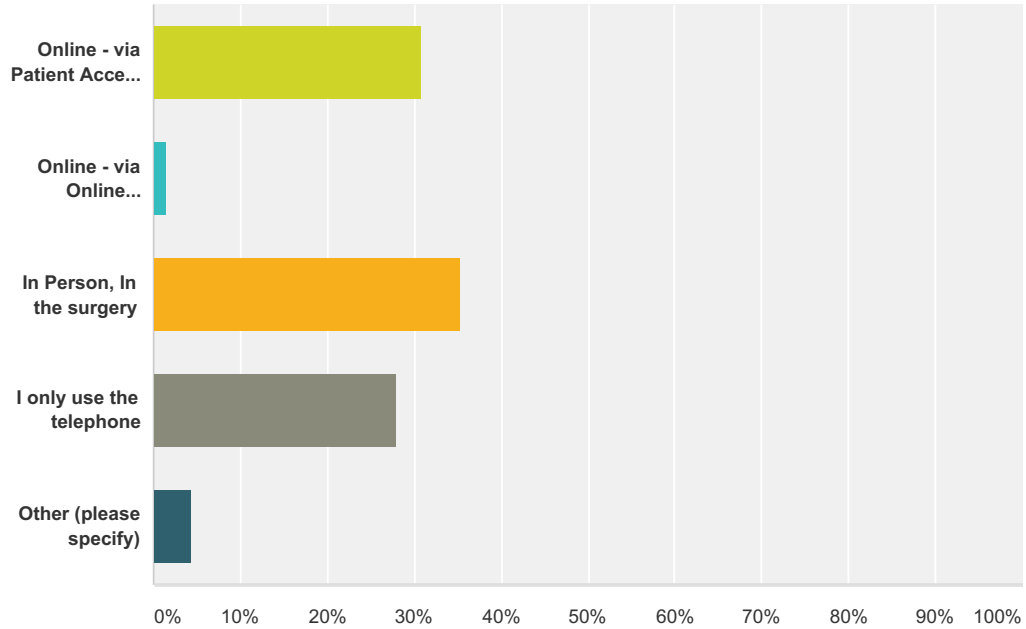
Answered: 827 Skipped: 0



Answer Choices	Responses
Excellent, I regularly get an appointment with who I want, when I want, at the surgery I want	4.11% 34
Good, I usually get an appointment with who I want, when I want, at the surgery I want	14.39% 119
I can get the appointment I want, but I have to wait several days	31.08% 257
I can get an appointment but I have to travel to a different site to my usual one	5.32% 44
I generally use the Stay and Wait clinic based at York Campus, so do not make appointments	4.59% 38
I rarely manage to get an appointment in the timescale/ with the clinician/ at the surgery I want	36.76% 304
I have not made any appointments at the Practice	3.75% 31
Total	827

Q4 If you do not use the telephone to contact the surgery, please specify your usual method of contacting us

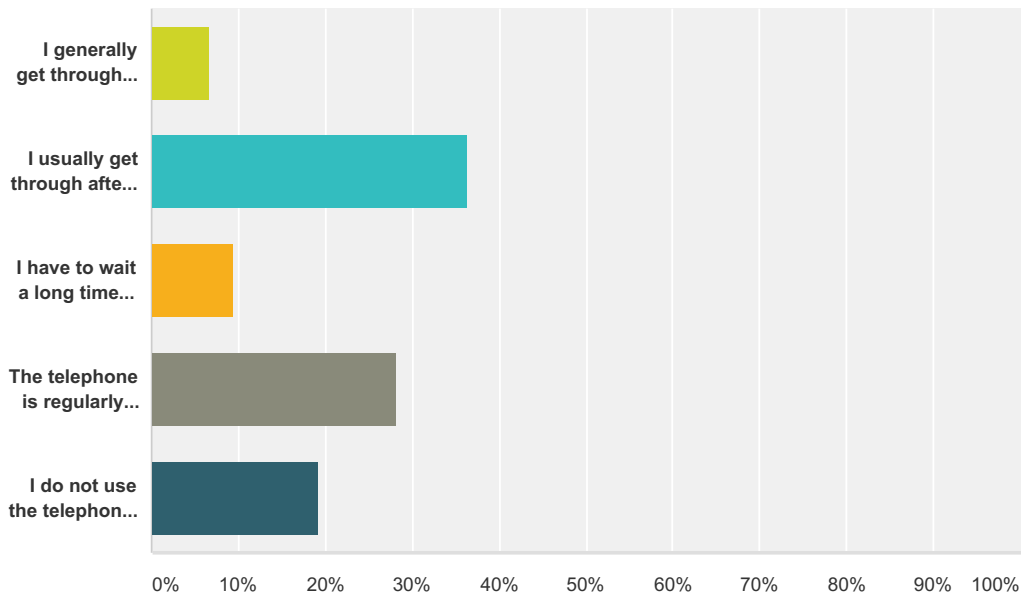
Answered: 827 Skipped: 0



Answer Choices	Responses
Online - via Patient Access www.patient.emisaccess.co.uk	30.96% 256
Online - via Online Consultation	1.45% 12
In Person, In the surgery	35.31% 292
I only use the telephone	27.93% 231
Other (please specify)	4.35% 36
Total	827

Q5 If you do telephone the surgery, how easy do you rate getting through ?

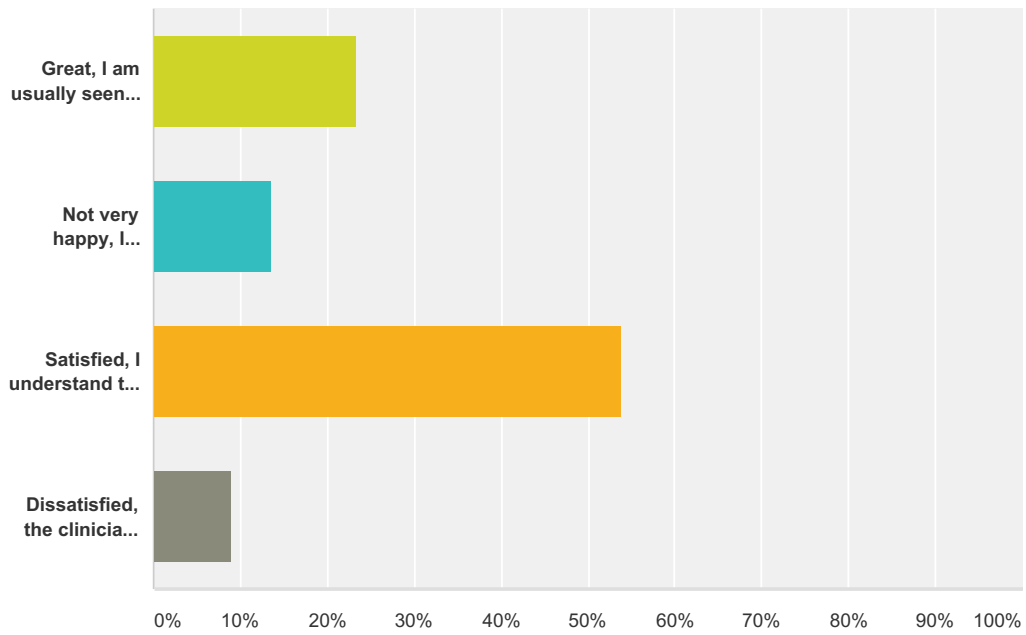
Answered: 811 Skipped: 16



Answer Choices	Responses
I generally get through straight away	6.78% 55
I usually get through after a few rings	36.37% 295
I have to wait a long time before the telephone is answered	9.49% 77
The telephone is regularly engaged when I call	28.11% 228
I do not use the telephone to contact the surgery	19.24% 156
Total	811

Q6 How do you feel about the time keeping of the clinicians at the Practice?

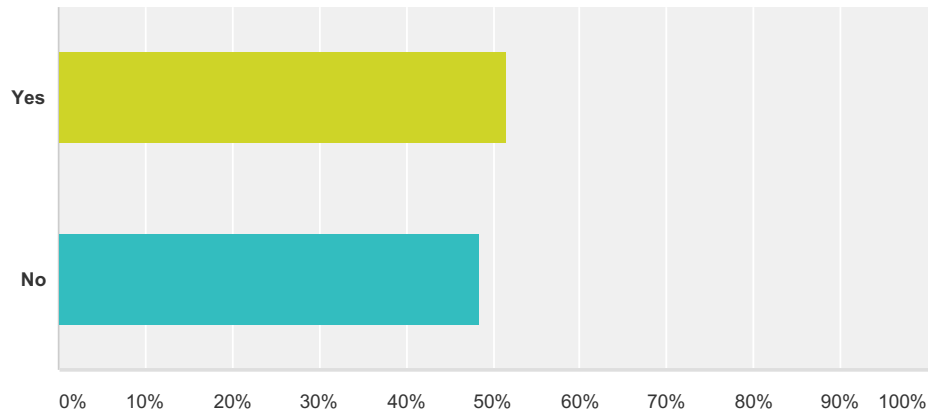
Answered: 827 Skipped: 0



Answer Choices	Responses
Great, I am usually seen around the time of my appointment	23.46% 194
Not very happy, I usually have to wait over ten minutes of my appointment time	13.66% 113
Satisfied, I understand that clinics sometimes run late	53.81% 445
Dissatisfied, the clinicians usually run really late	9.07% 75
Total	827

Q7 We now offer online consultations (e-consultations) to all our patients. For online consultations, patients complete a secure online form with current symptoms and are offered a number of different options for help. These include, pharmacist advice, NHS 111, self help leaflets and GP advice. Are you aware of this service?

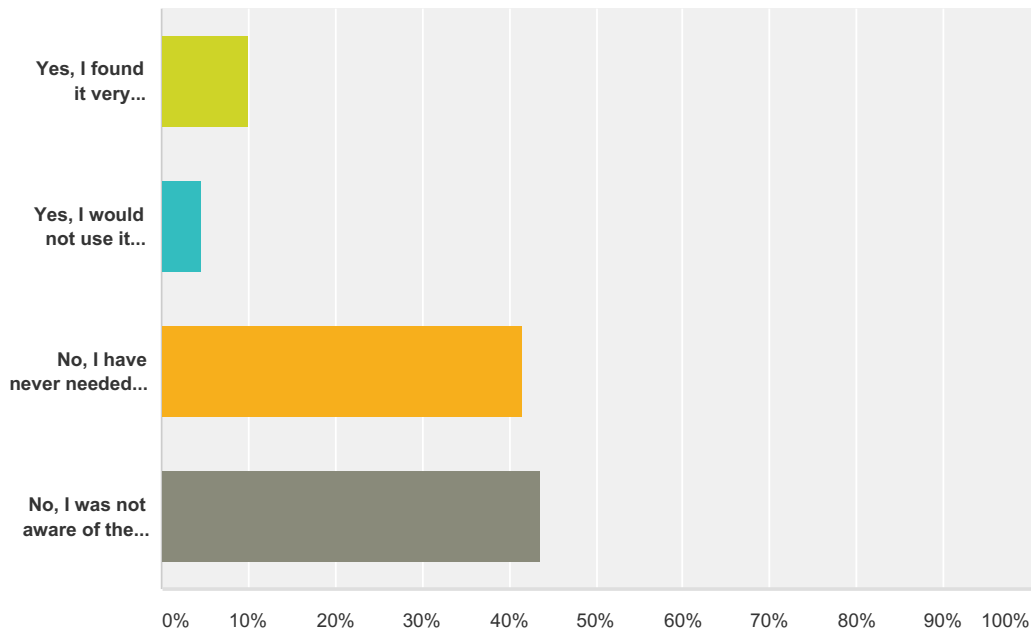
Answered: 819 Skipped: 8



Answer Choices	Responses	
Yes	51.65%	423
No	48.35%	396
Total		819

Q8 Have you used our online consultation service? If so how did you find the service?

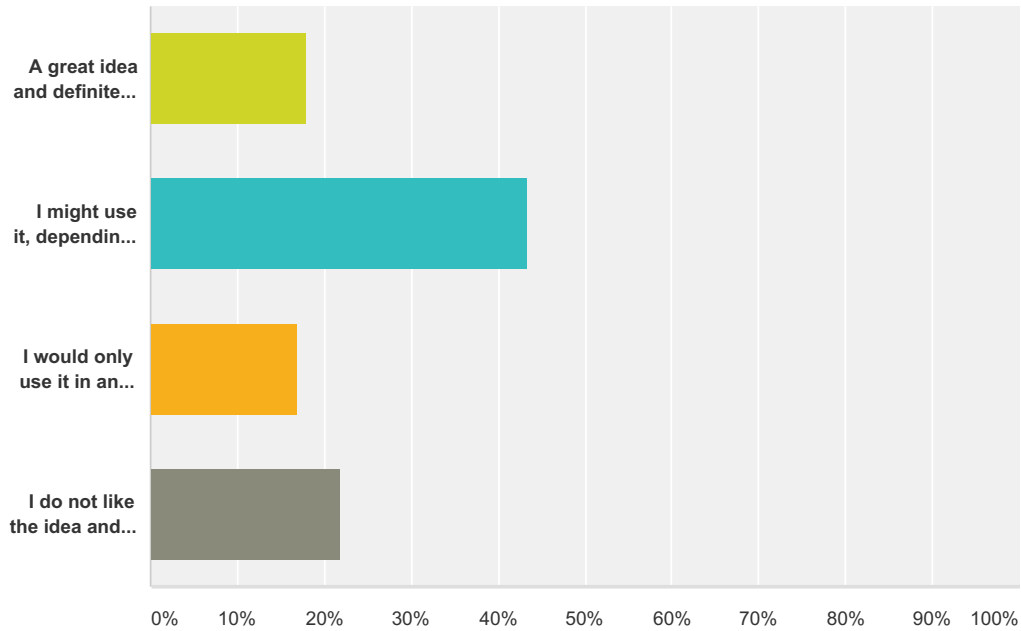
Answered: 817 Skipped: 10



Answer Choices	Responses
Yes, I found it very helpful.	10.04% 82
Yes, I would not use it again.(Please state your reasons below).	4.65% 38
No, I have never needed to use the service.	41.62% 340
No, I was not aware of the service.	43.70% 357
Total	817

Q9 The Practice is considering introducing skype consultations (a face to face, online consultation) with Doctors/Nurses as an alternative to attending an appointment at the surgery, how would you feel about a service like this?

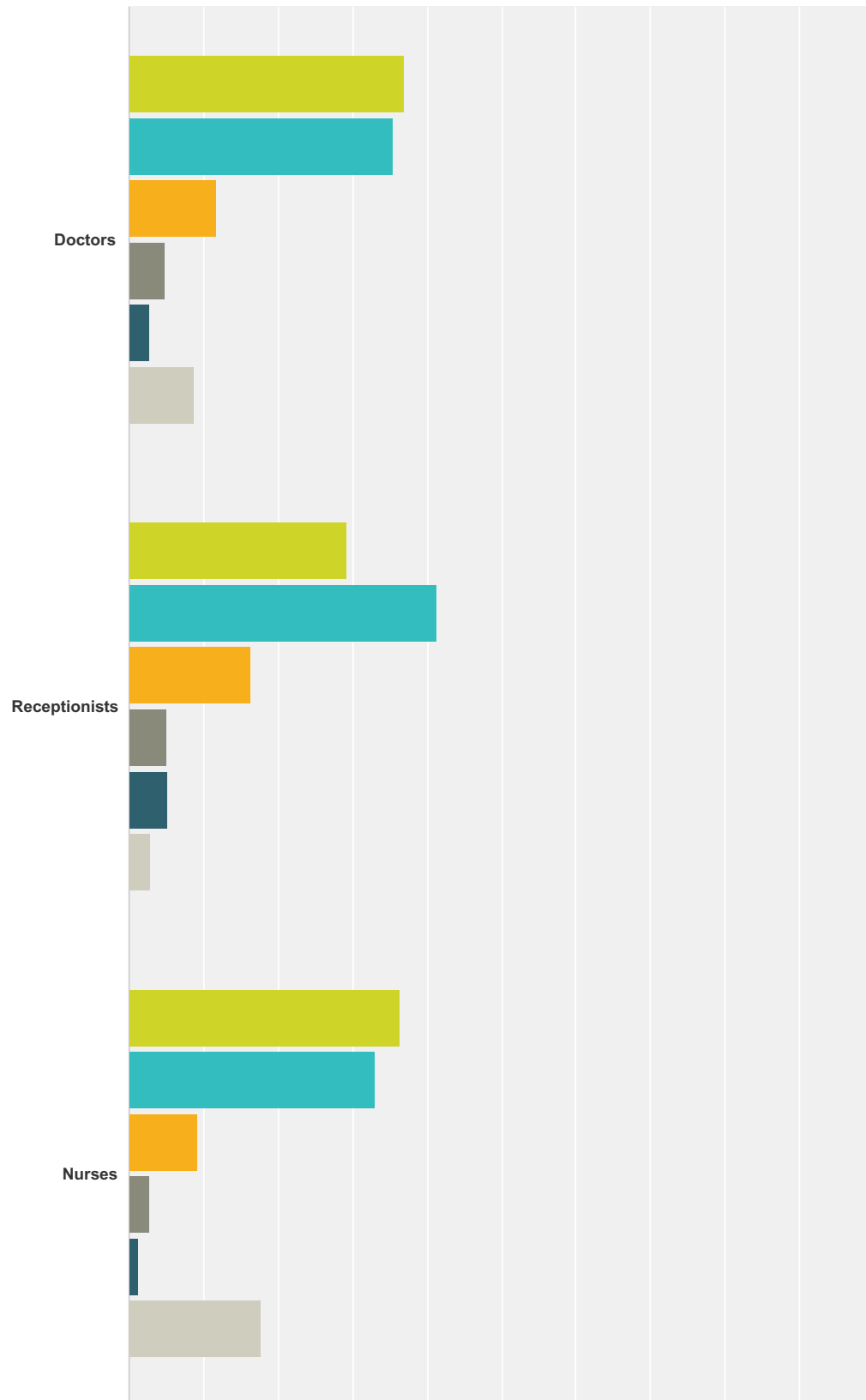
Answered: 827 Skipped: 0

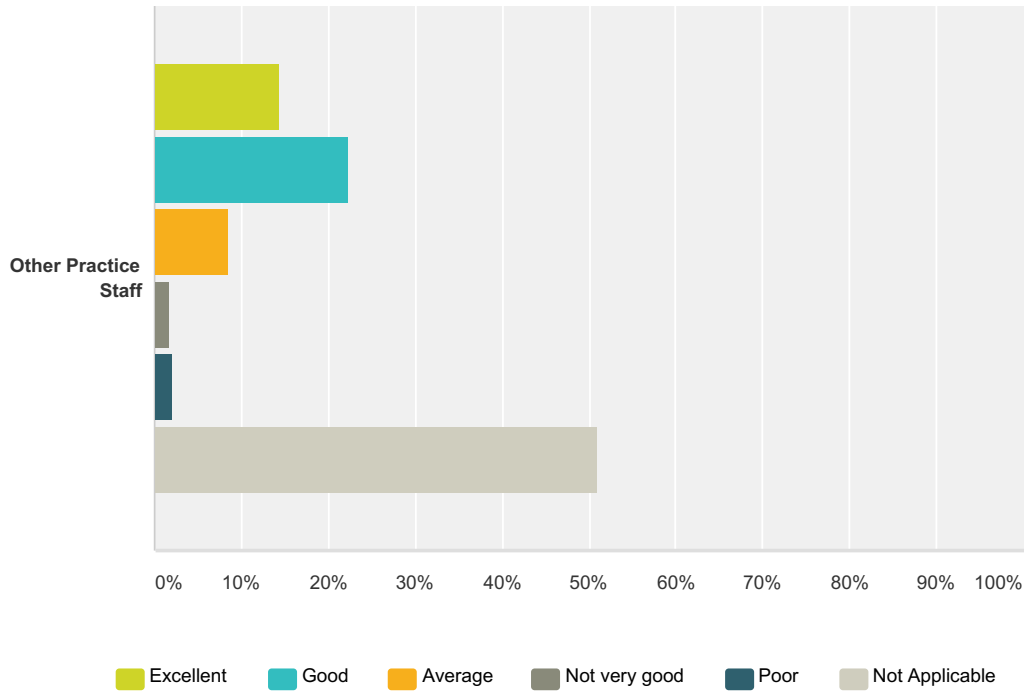


Answer Choices	Responses
A great idea and definitely a service I would find helpful	17.90% 148
I might use it, depending on the problem I had	43.41% 359
I would only use it in an emergency	16.81% 139
I do not like the idea and would not use it	21.89% 181
Total	827

Q10 How would you rate the overall service you have received in the past 12 months from the following:

Answered: 827 Skipped: 0

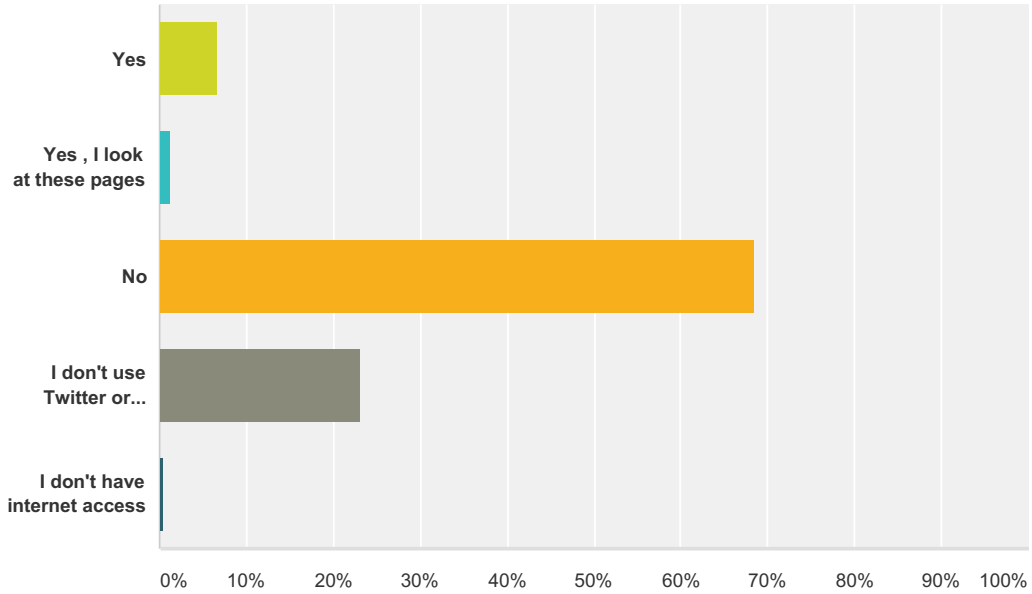




	Excellent	Good	Average	Not very good	Poor	Not Applicable	Total
Doctors	36.88% 305	35.43% 293	11.61% 96	4.72% 39	2.66% 22	8.71% 72	827
Receptionists	29.26% 242	41.23% 341	16.32% 135	5.08% 42	5.20% 43	2.90% 24	827
Nurses	36.28% 300	33.01% 273	9.19% 76	2.66% 22	1.21% 10	17.65% 146	827
Other Practice Staff	14.39% 119	22.25% 184	8.46% 70	1.69% 14	2.18% 18	51.03% 422	827

Q11 Did you know we now on Twitter , @unityhealthYork, and have a Facebook page www.facebook.com/unityhealthYork ?

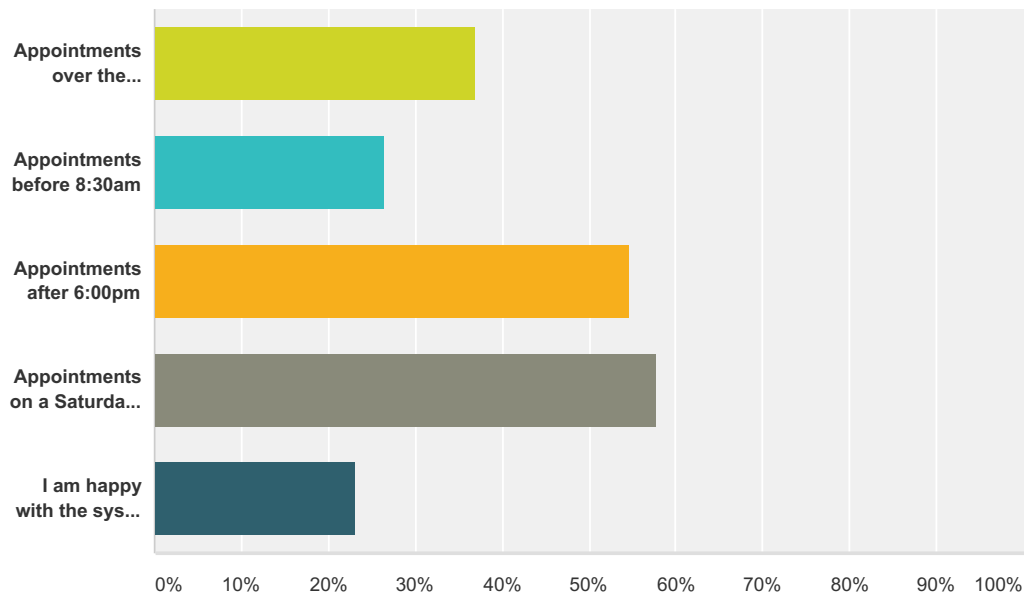
Answered: 827 Skipped: 0



Answer Choices	Responses
Yes	6.77% 56
Yes , I look at these pages	1.21% 10
No	68.44% 566
I don't use Twitter or Facebook	23.22% 192
I don't have internet access	0.36% 3
Total	827

Q12 We now open the Campus Health Centre on a Saturday morning, during University of York term time, for pre-booked appointments. The Practice is continually reviewing its appointment times in line with patient demand. Please indicate below, which of the following might interest you (tick all that apply)

Answered: 827 Skipped: 0



Answer Choices	Responses
Appointments over the lunchtime period	37.00% 306
Appointments before 8:30am	26.60% 220
Appointments after 6:00pm	54.78% 453
Appointments on a Saturday morning - all year round	57.80% 478
I am happy with the system as it is	23.22% 192
Total Respondents: 827	

**Q13 We constantly review the clinical services we provide. Currently we offer -
Travel clinics- NHS health checks-
Phlebotomy (Blood clinics)- Asthma clinics-
Diabetes clinics- Walk in sexual health
clinic (Tuesday 5-7pm at Wenlock
Terrace)Is there a clinical service that you
think we should provide?**

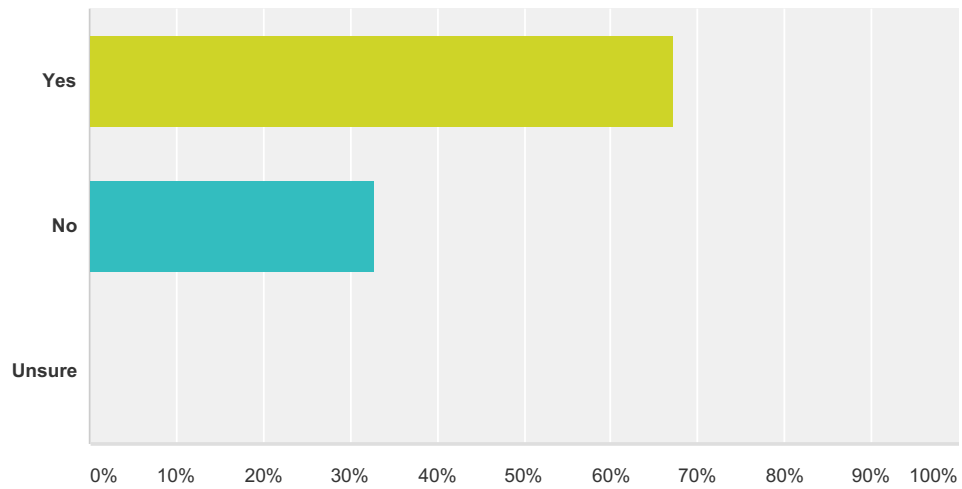
Answered: 183 Skipped: 644

Q14 If we could improve one thing at the Practice, in your opinion, what would that be?

Answered: 827 Skipped: 0

Q15 Would you recommend the surgery to a friend or relative?

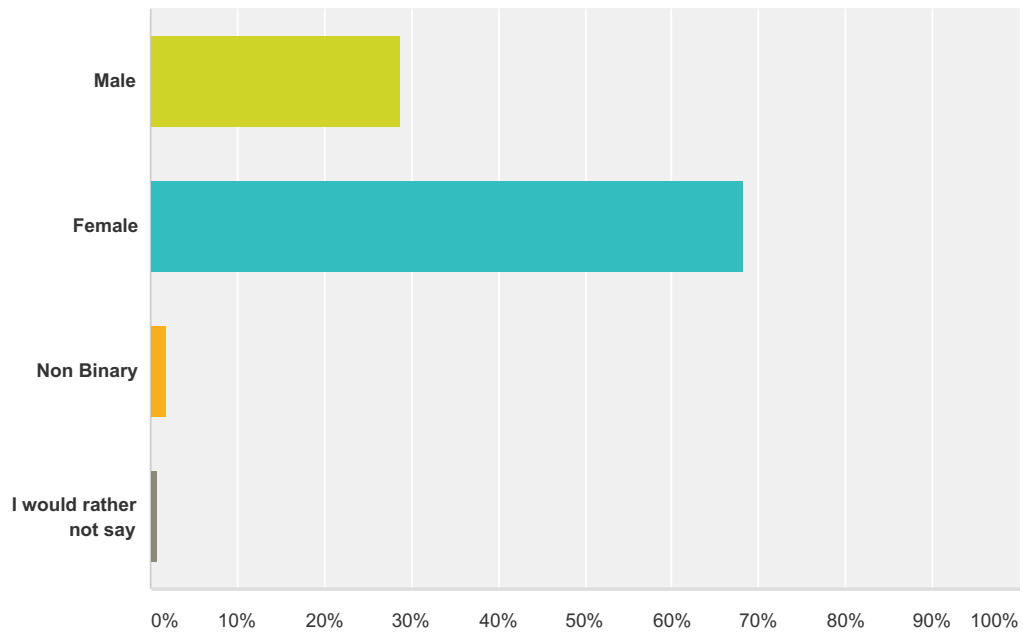
Answered: 811 Skipped: 16



Answer Choices	Responses
Yes	67.20% 545
No	32.80% 266
Unsure	0.00% 0
Total	811

Q16 What is your gender?

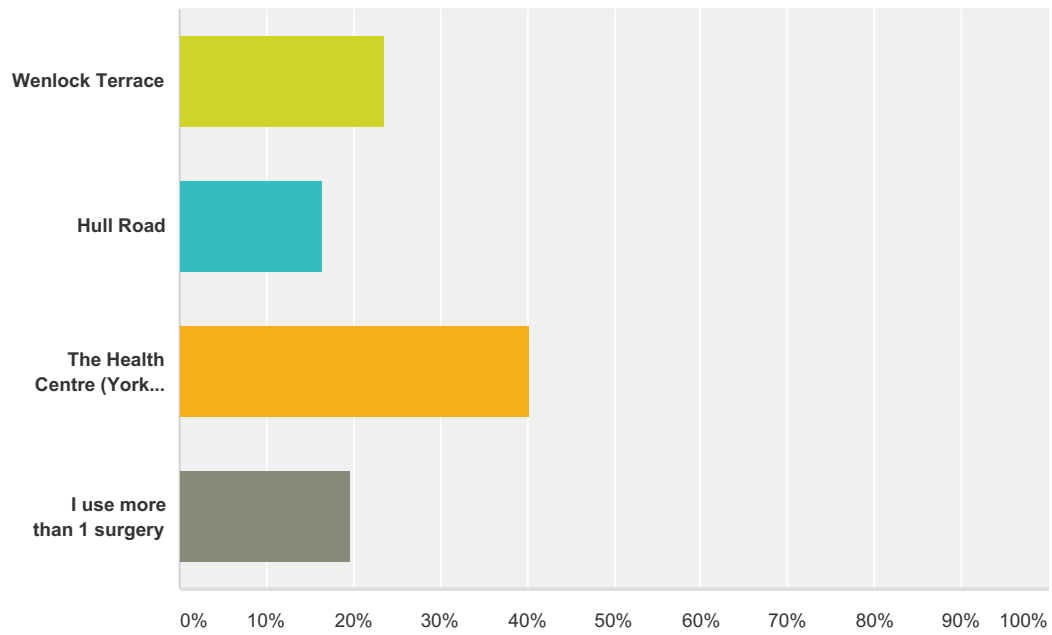
Answered: 827 Skipped: 0



Answer Choices	Responses	Count
Male	28.90%	239
Female	68.32%	565
Non Binary	1.93%	16
I would rather not say	0.85%	7
Total		827

Q17 Which is your usual surgery?

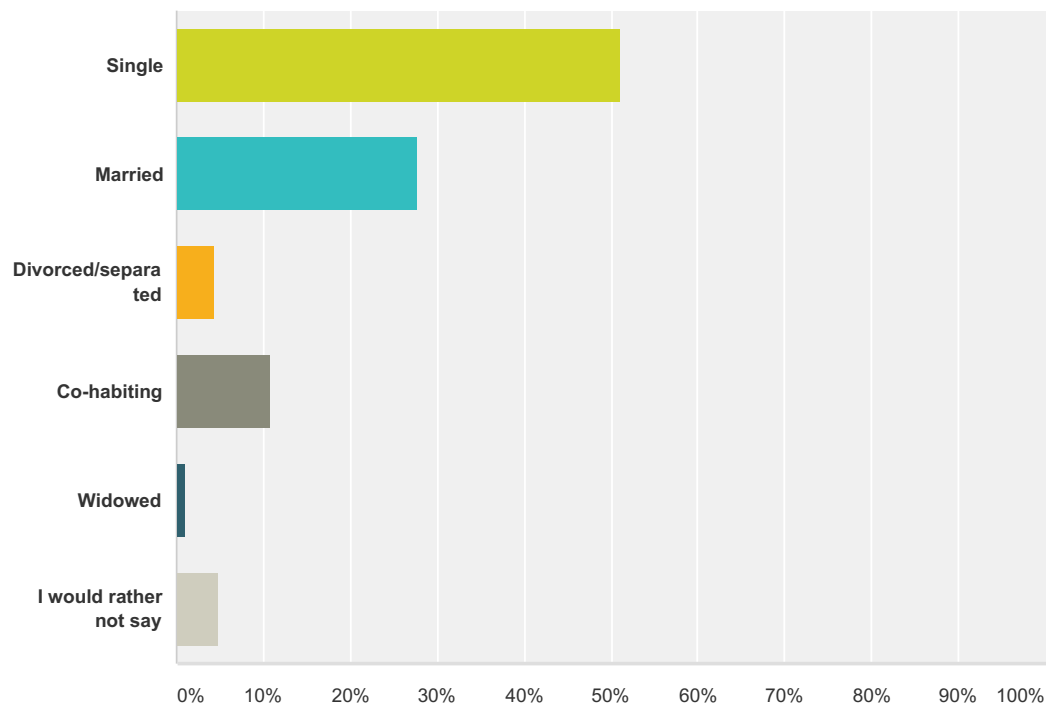
Answered: 827 Skipped: 0



Answer Choices	Responses
Wenlock Terrace	23.58% 195
Hull Road	16.44% 136
The Health Centre (York Campus)	40.27% 333
I use more than 1 surgery	19.71% 163
Total	827

Q18 Which of the following best describes your marital status?

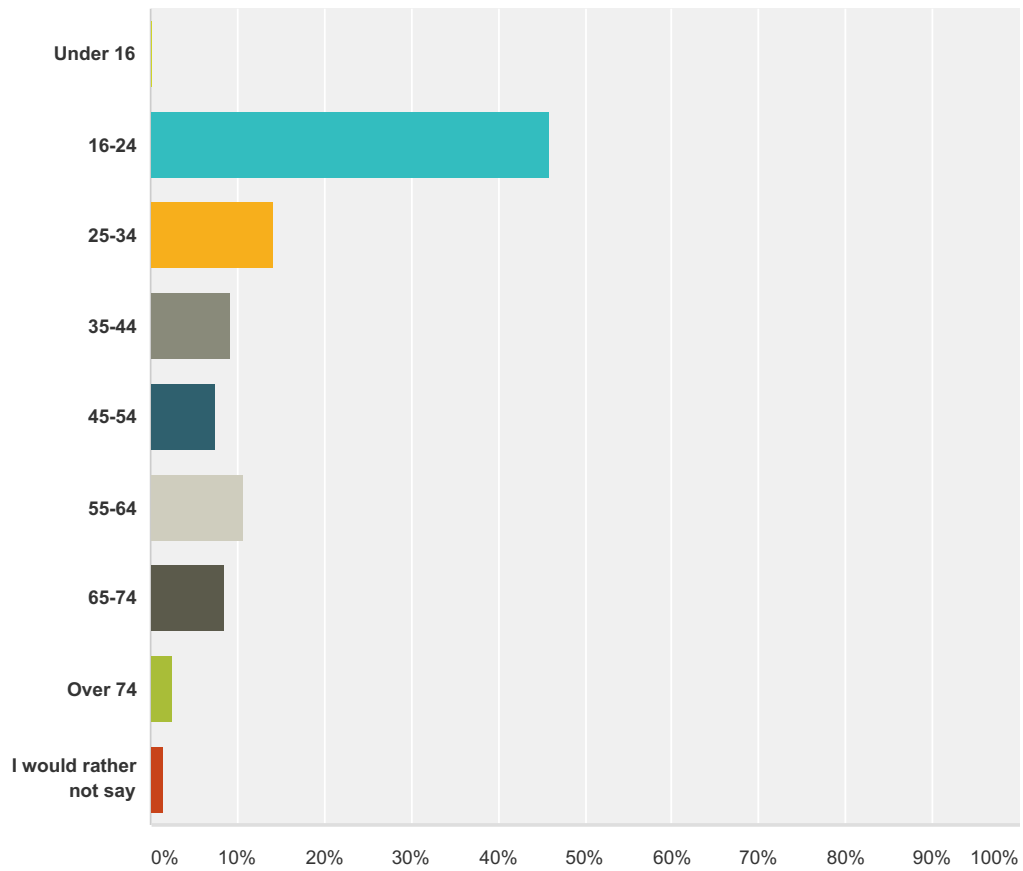
Answered: 827 Skipped: 0



Answer Choices	Responses
Single	51.15% 423
Married	27.69% 229
Divorced/separated	4.47% 37
Co-habiting	10.76% 89
Widowed	1.09% 9
I would rather not say	4.84% 40
Total	827

Q19 What is your age group?

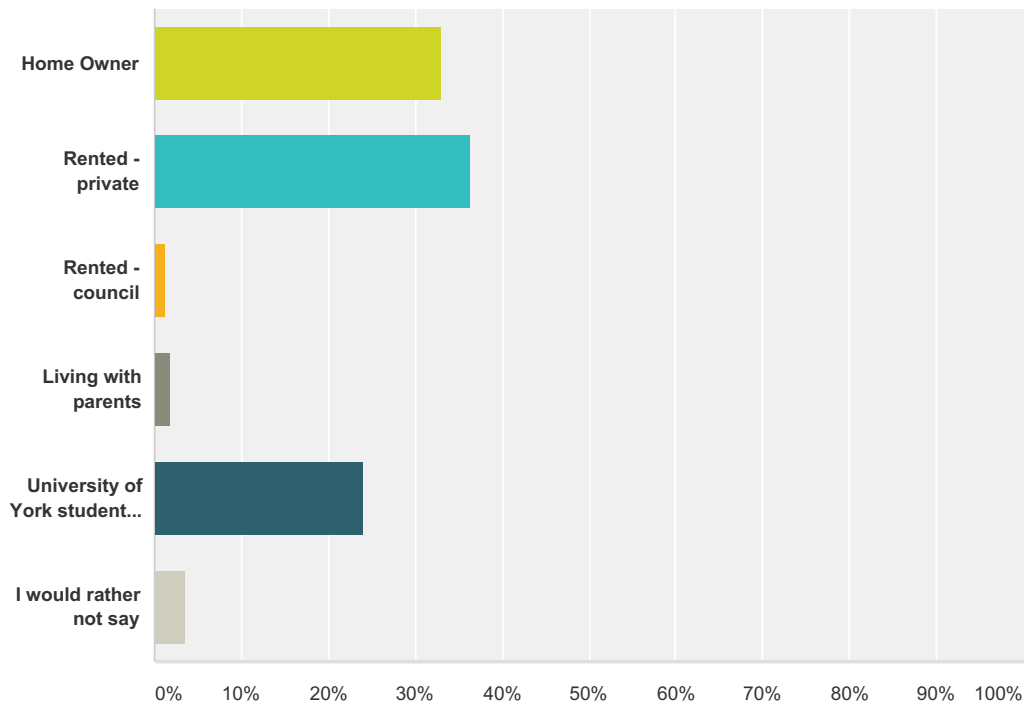
Answered: 827 Skipped: 0



Answer Choices	Responses
Under 16	0.12% 1
16-24	45.83% 379
25-34	14.27% 118
35-44	9.19% 76
45-54	7.62% 63
55-64	10.64% 88
65-74	8.46% 70
Over 74	2.42% 20
I would rather not say	1.45% 12
Total	827

Q20 Which of the following best describes your living arrangements?

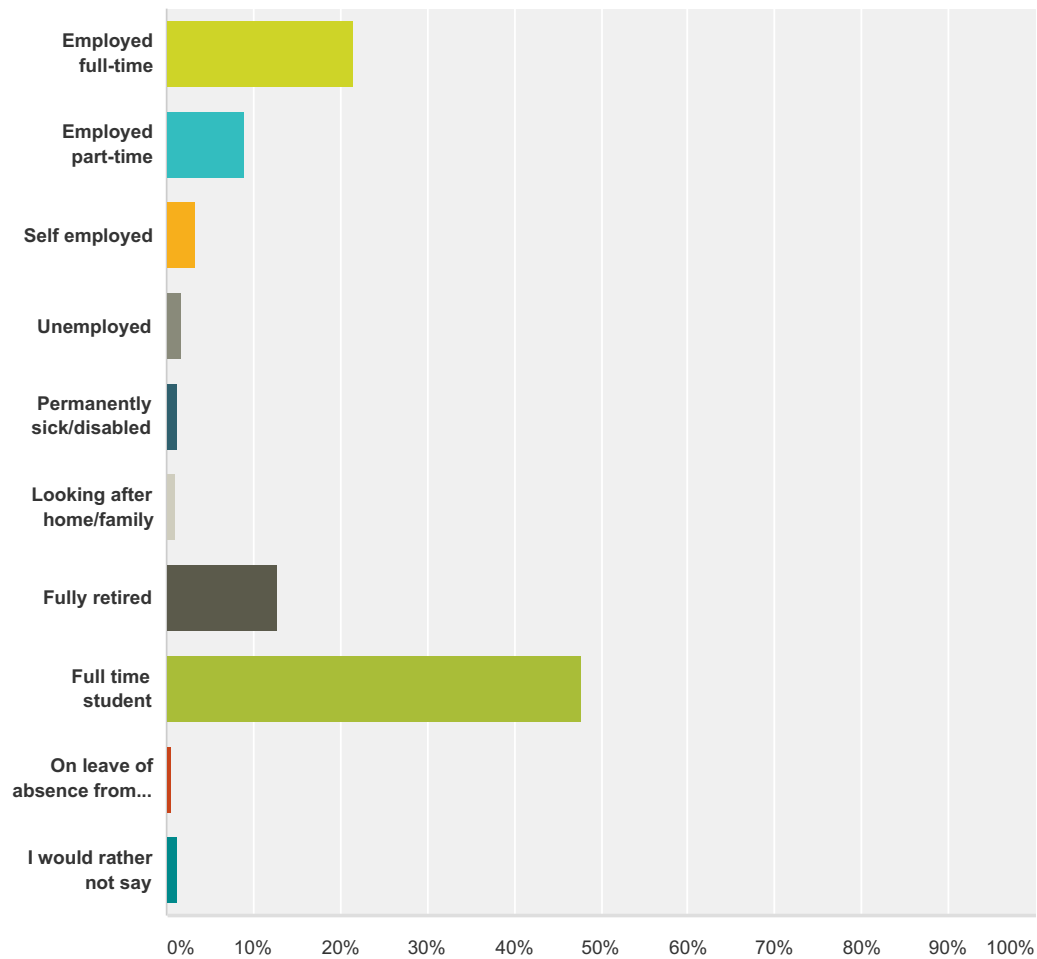
Answered: 827 Skipped: 0



Answer Choices	Responses
Home Owner	32.89% 272
Rented - private	36.28% 300
Rented - council	1.33% 11
Living with parents	1.93% 16
University of York student accommodation	23.94% 198
I would rather not say	3.63% 30
Total	827

Q21 Which of the following best describes your employment status?

Answered: 827 Skipped: 0

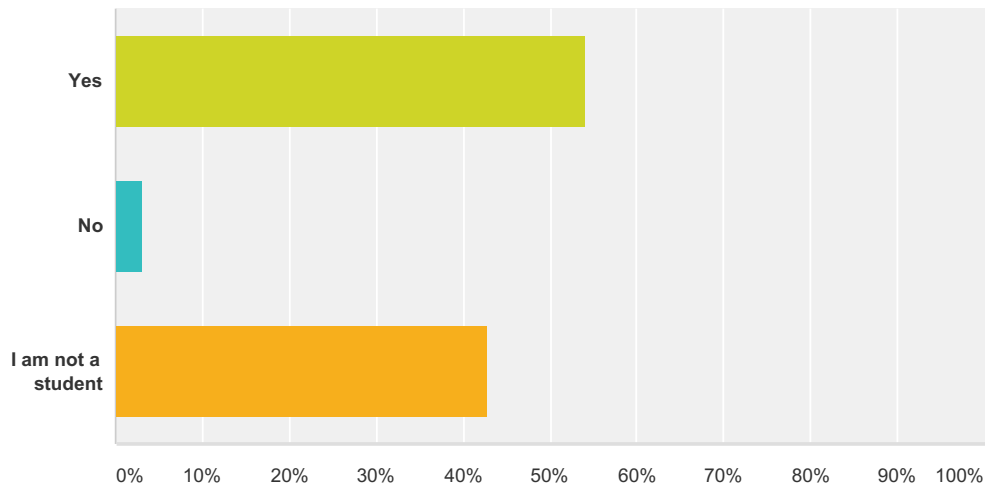


Answer Choices	Responses
Employed full-time	21.52% 178
Employed part-time	8.95% 74
Self employed	3.39% 28
Unemployed	1.57% 13
Permanently sick/disabled	1.21% 10
Looking after home/family	0.97% 8
Fully retired	12.70% 105
Full time student	47.76% 395
On leave of absence from the University of York	0.60% 5
I would rather not say	1.33% 11

Total	827
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Q22 If you are a student, are you studying at The University of York?

Answered: 794 Skipped: 33



Answer Choices	Responses
Yes	54.03% 429
No	3.15% 25
I am not a student	42.82% 340
Total	794