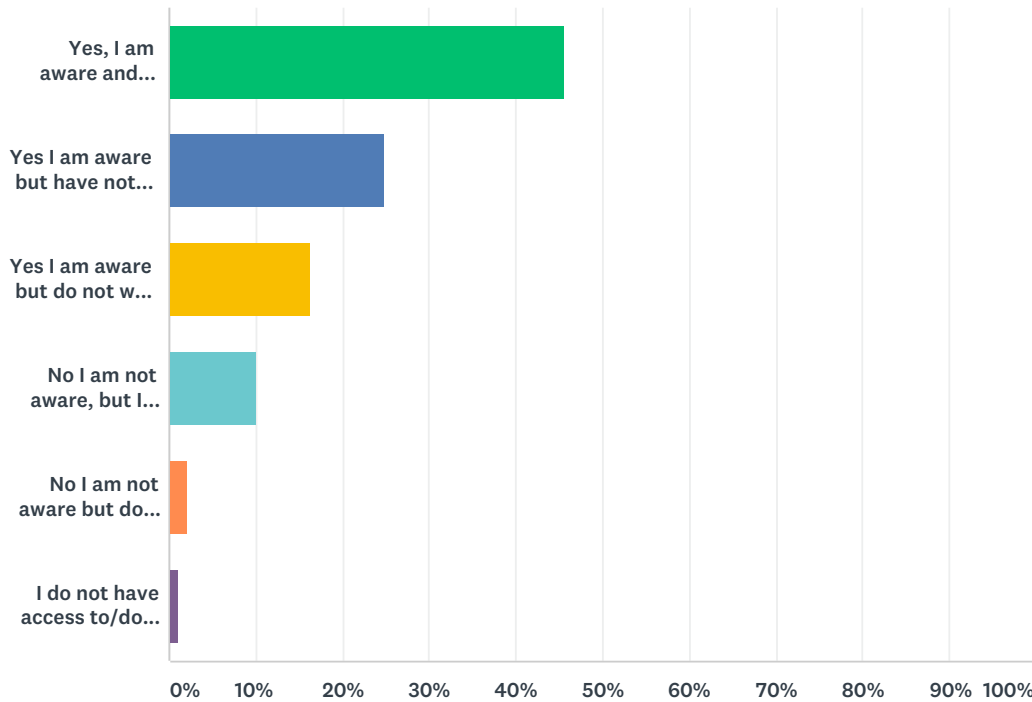


Q1 Are you aware the practice has a website www.unityhealth.info that offers useful patient information, a feedback facility and access to other services such as online appointments and ordering repeat prescriptions?

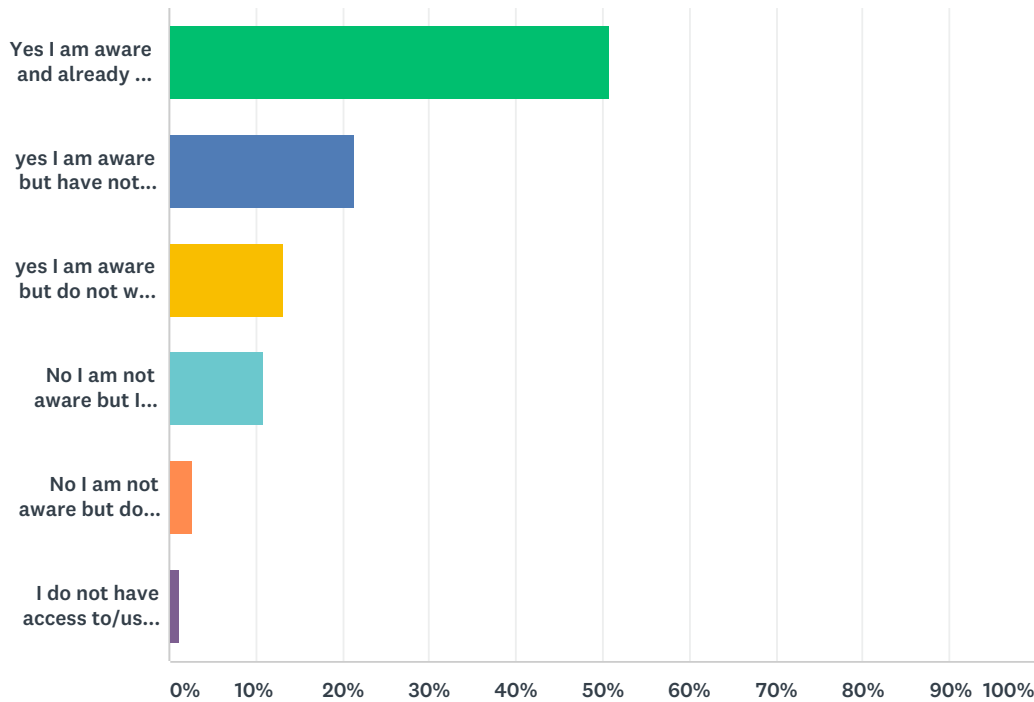
Answered: 935 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes, I am aware and regularly use this facility.	45.67%	427
Yes I am aware but have not yet looked at the website.	24.81%	232
Yes I am aware but do not want to use the website at all.	16.36%	153
No I am not aware, but I shall have a look at it.	10.05%	94
No I am not aware but do not want to use it.	2.03%	19
I do not have access to/do not use the internet.	1.07%	10
TOTAL		935

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 online with patient access online service? If you are interested in this service please ask at reception or visit our website www.unityhealth.info to register for this service.

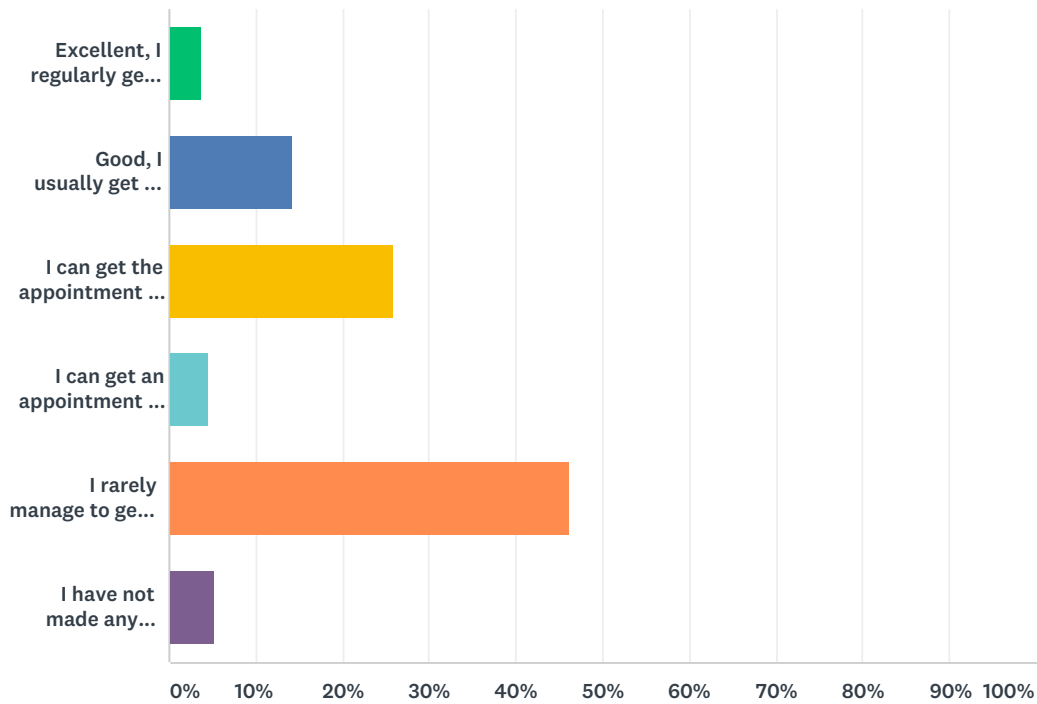
Answered: 930 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes I am aware and already a user of this service	50.75%	472
yes I am aware but have not yet registered for it	21.29%	198
yes I am aware but do not wish to use it	13.12%	122
No I am not aware but I will now be registering for it	10.86%	101
No I am not aware but do not wish to use it	2.69%	25
I do not have access to/use the internet	1.29%	12
TOTAL		930

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

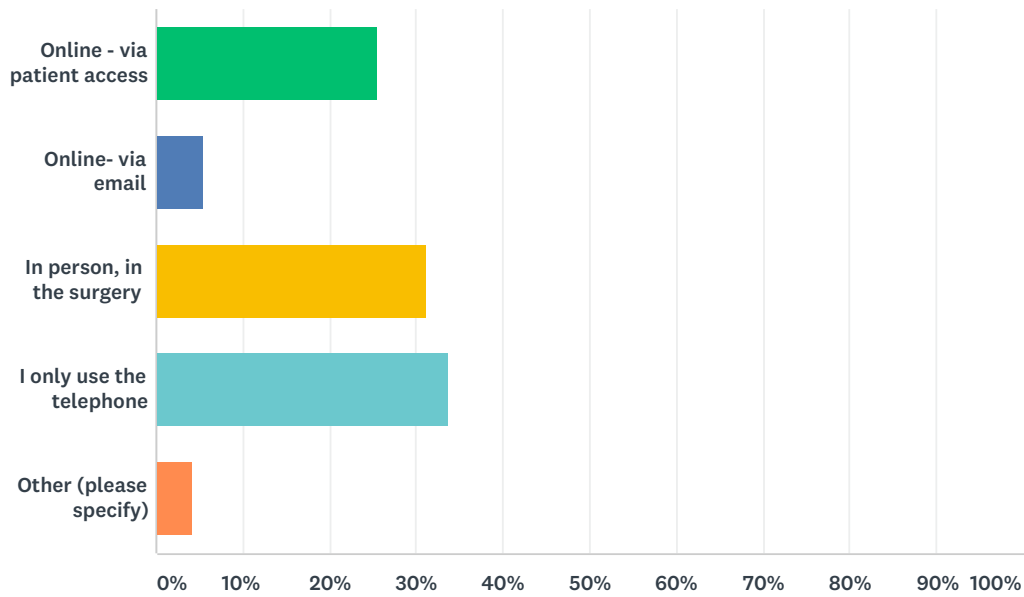
Answered: 932 Skipped: 7



ANSWER CHOICES	RESPONSES	
Excellent, I regularly get an appointment with who I want, when I want, at the surgery I want	3.86%	36
Good, I usually get an appointment with who I want, when I want, at the surgery I want	14.27%	133
I can get the appointment I want, but I have to wait several days	25.86%	241
I can get an appointment but I have to travel to a different site to my usual one	4.51%	42
I rarely manage to get an appointment in the timescale/with the clinican/ at the surgery I want	46.24%	431
I have not made any appointments at the practice	5.26%	49
TOTAL		932

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

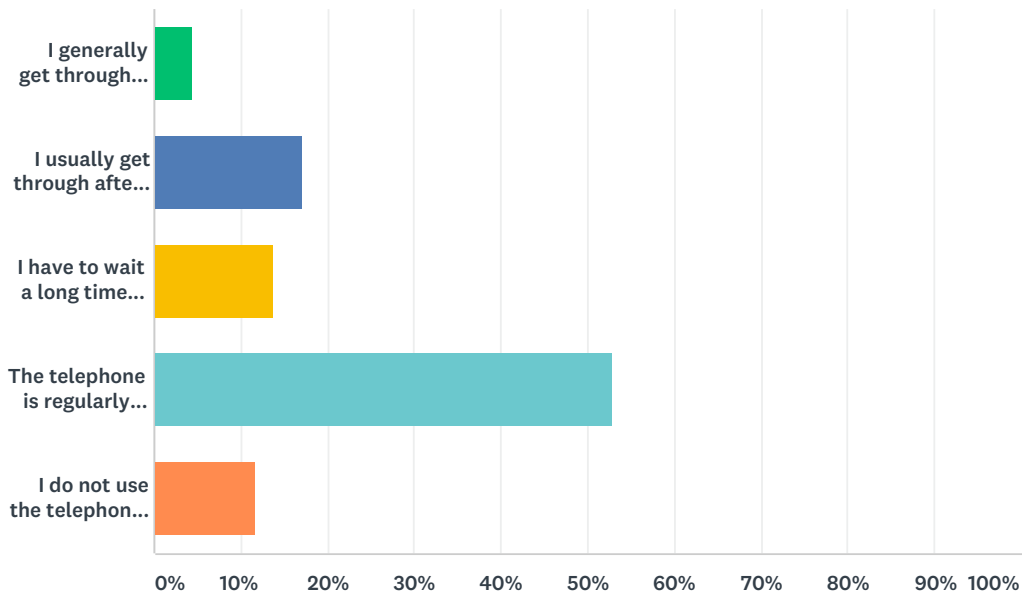
Answered: 929 Skipped: 10



ANSWER CHOICES	RESPONSES	
Online - via patient access	25.62%	238
Online- via email	5.49%	51
In person, in the surgery	31.22%	290
I only use the telephone	33.58%	312
Other (please specify)	4.09%	38
TOTAL		929

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

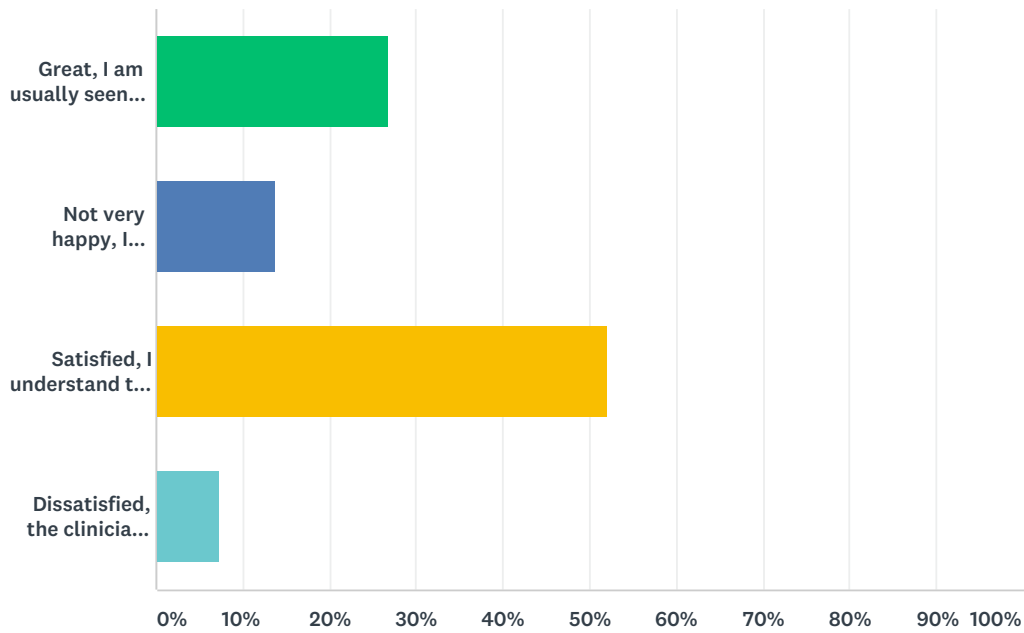
Answered: 932 Skipped: 7



ANSWER CHOICES	RESPONSES	
I generally get through straight away	4.29%	40
I usually get through after a few rings	17.17%	160
I have to wait a long time before the telephone is answered	13.84%	129
The telephone is regularly engaged when I call	53.00%	494
I do not use the telephone to contact the surgery	11.70%	109
TOTAL		932

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

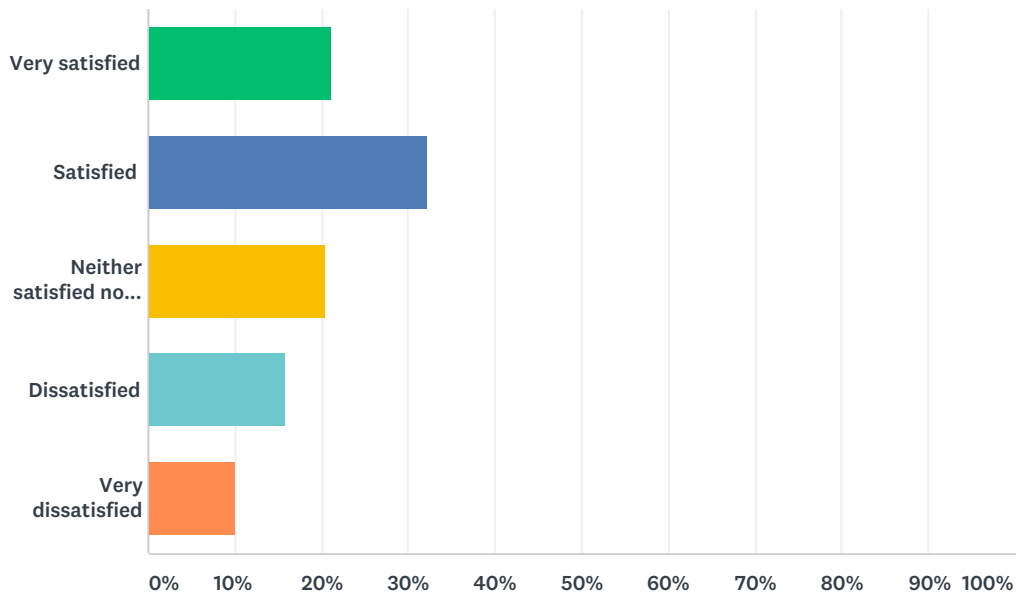
Answered: 930 Skipped: 9



ANSWER CHOICES	RESPONSES	
Great, I am usually seen around the time of my appointment	26.77%	249
Not very happy, I usually have to wait over ten minutes of my appointment time	13.76%	128
Satisfied, I understand that clinics sometimes run late	52.15%	485
Dissatisfied, the clinicians usually run really late	7.31%	68
TOTAL		930

Q7 How would you rate the overall service you have received in the past 12 months from the Doctors:

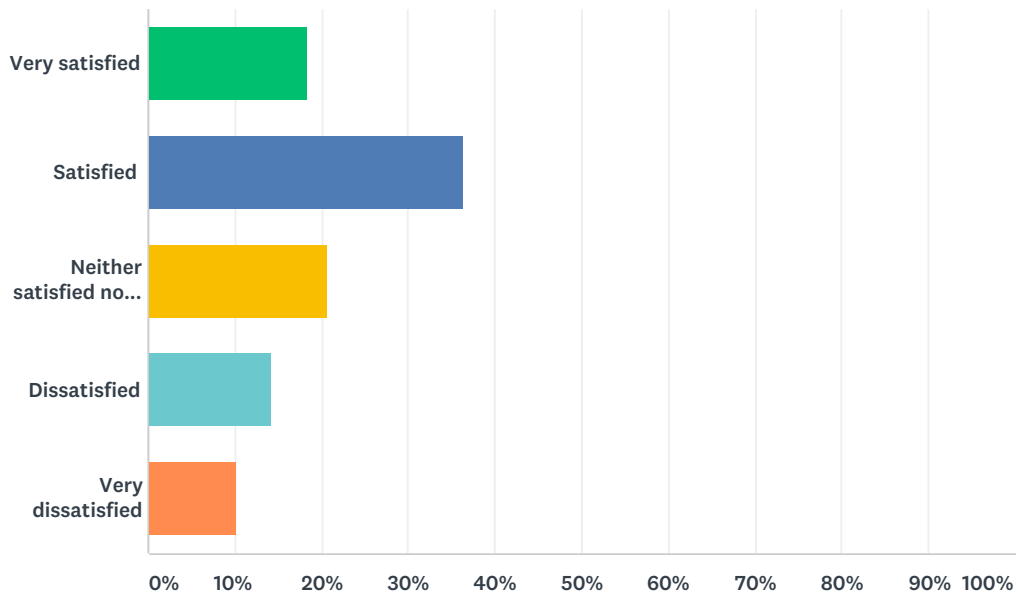
Answered: 933 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very satisfied	21.11%	197
Satisfied	32.26%	301
Neither satisfied nor dissatisfied	20.58%	192
Dissatisfied	15.97%	149
Very dissatisfied	10.08%	94
TOTAL		933

Q8 How would you rate the overall service you have received in the past 12 months from the Receptionists:

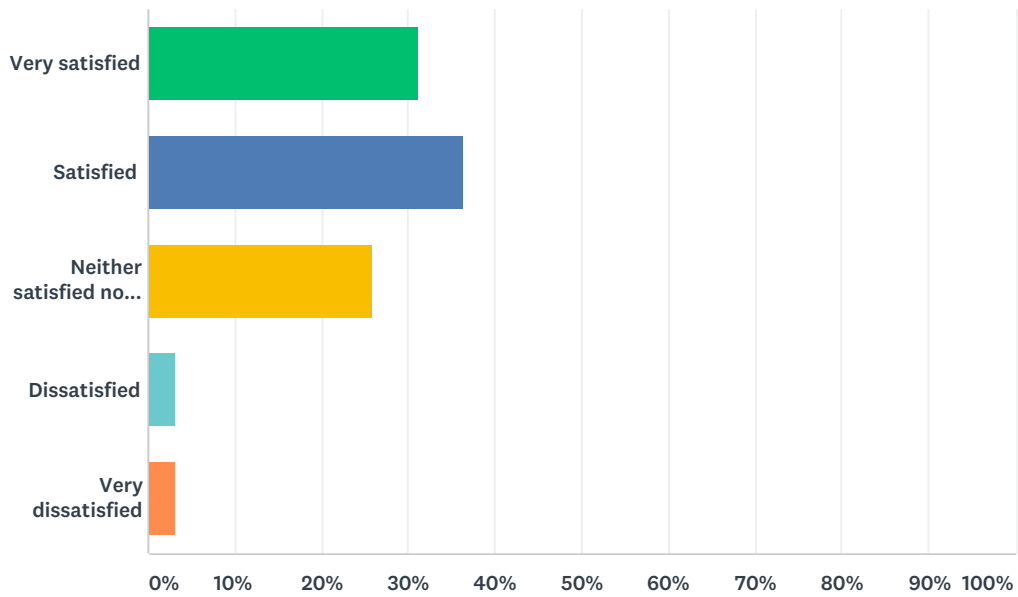
Answered: 936 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	18.38%	172
Satisfied	36.43%	341
Neither satisfied nor dissatisfied	20.73%	194
Dissatisfied	14.32%	134
Very dissatisfied	10.15%	95
TOTAL		936

Q9 How would you rate the overall service you have received in the past 12 months from the Nurses:

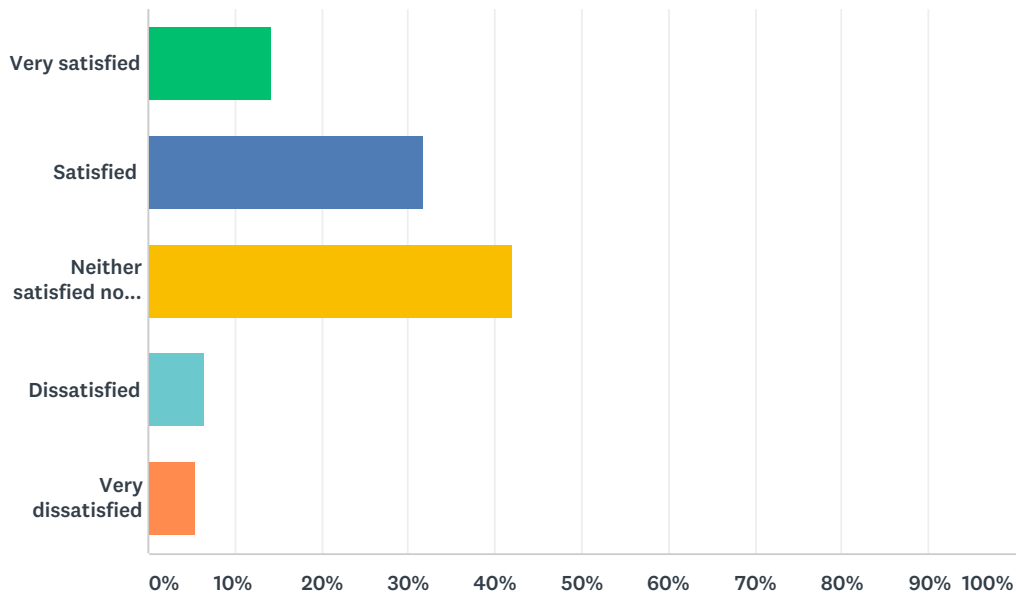
Answered: 926 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very satisfied	31.21%	289
Satisfied	36.39%	337
Neither satisfied nor dissatisfied	26.03%	241
Dissatisfied	3.24%	30
Very dissatisfied	3.13%	29
TOTAL		926

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

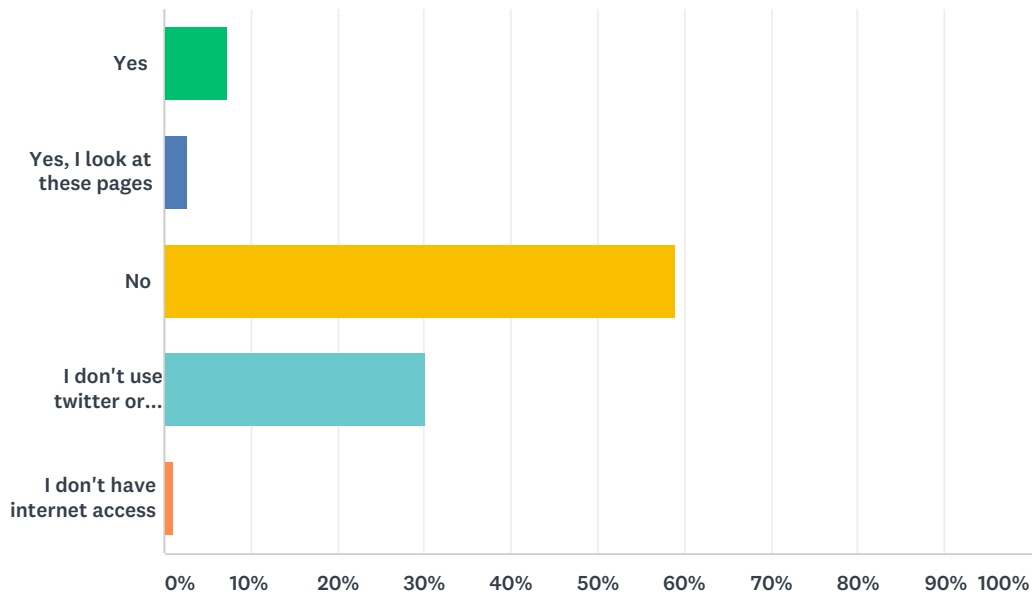
Answered: 925 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very satisfied	14.16%	131
Satisfied	31.89%	295
Neither satisfied nor dissatisfied	41.95%	388
Dissatisfied	6.49%	60
Very dissatisfied	5.51%	51
TOTAL		925

Q11 Did you know we are now on Twitter: @unityhealthyork and we have a facebook page: www.facebook.com/unityhealthyork

Answered: 935 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	7.27%	68
Yes, I look at these pages	2.67%	25
No	58.93%	551
I don't use twitter or facebook	30.16%	282
I don't have internet access	0.96%	9
TOTAL		935

Q12 We constantly review the services we provide. Currently we offer- travel clinics, phlebotomy (blood clinics) asthma clinics, diabetes clinics, hypertension reviews, COPD, spirometry, contraception, etc. Are there any other services you feel we would benefit from?

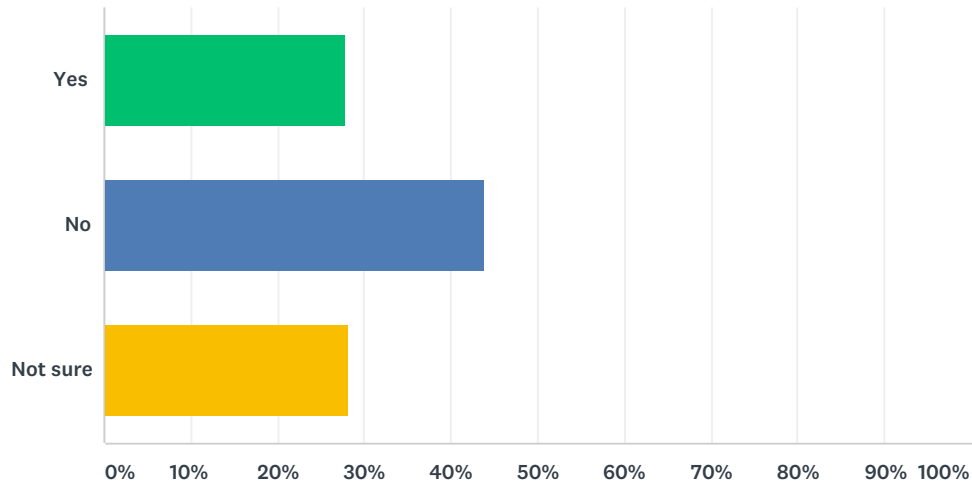
Answered: 303 Skipped: 636

Q13 If we could improve one thing at the practice what would that be?

Answered: 693 Skipped: 246

Q14 Would you recommend the surgery to a friend or relative?

Answered: 927 Skipped: 12



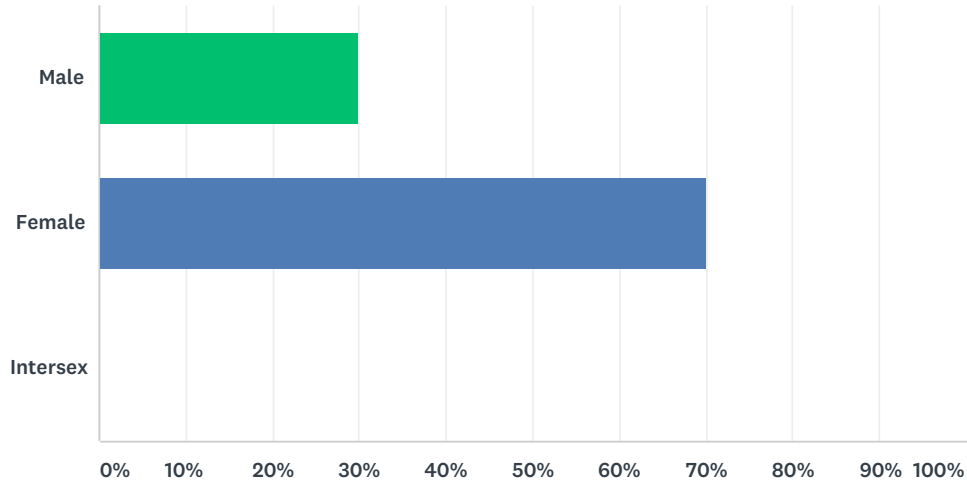
ANSWER CHOICES	RESPONSES	
Yes	27.83%	258
No	44.01%	408
Not sure	28.16%	261
TOTAL		927

Q15 What is your gender?

Answered: 818 Skipped: 121

Q16 What is your sex?

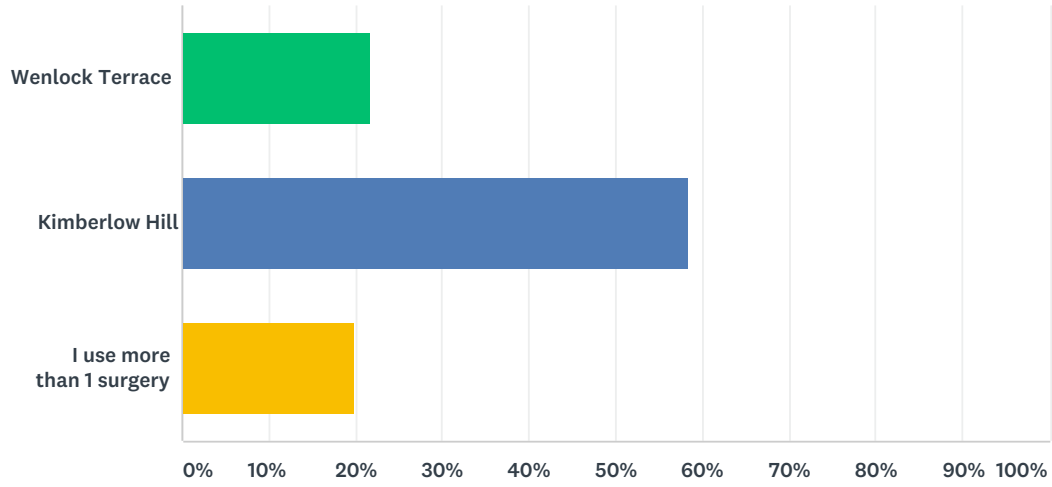
Answered: 900 Skipped: 39



ANSWER CHOICES	RESPONSES	
Male	30.00%	270
Female	70.00%	630
Intersex	0.00%	0
TOTAL		900

Q17 What is your usual surgery?

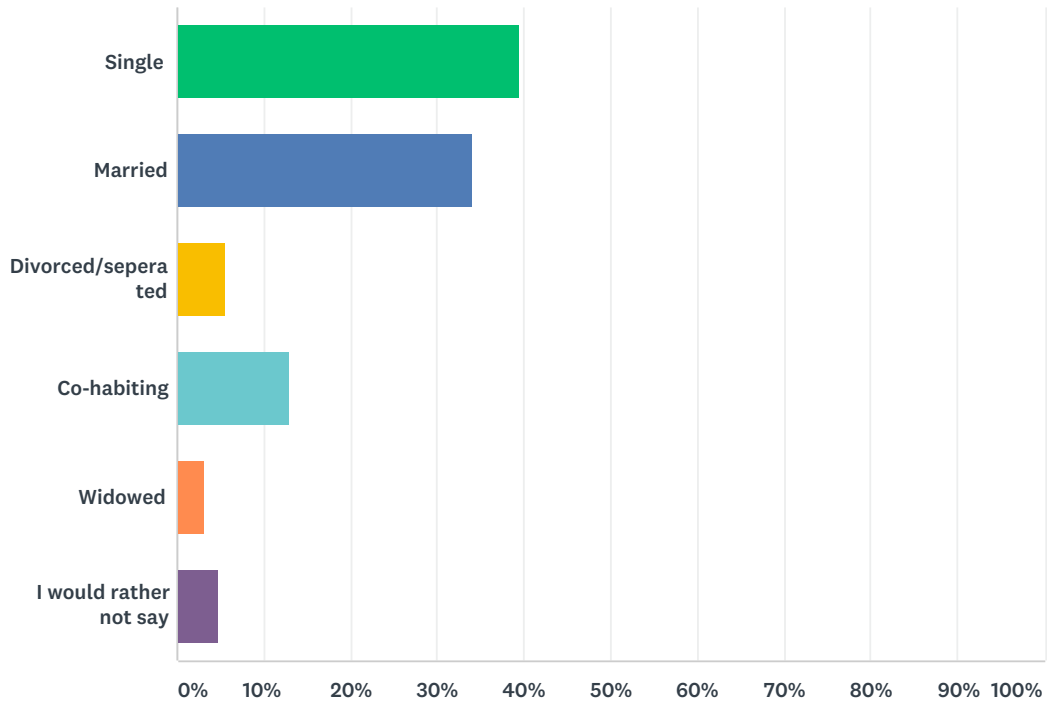
Answered: 927 Skipped: 12



ANSWER CHOICES	RESPONSES	
Wenlock Terrace	21.68%	201
Kimberlow Hill	58.47%	542
I use more than 1 surgery	19.85%	184
TOTAL		927

Q18 Which of the following best describes your marital status?

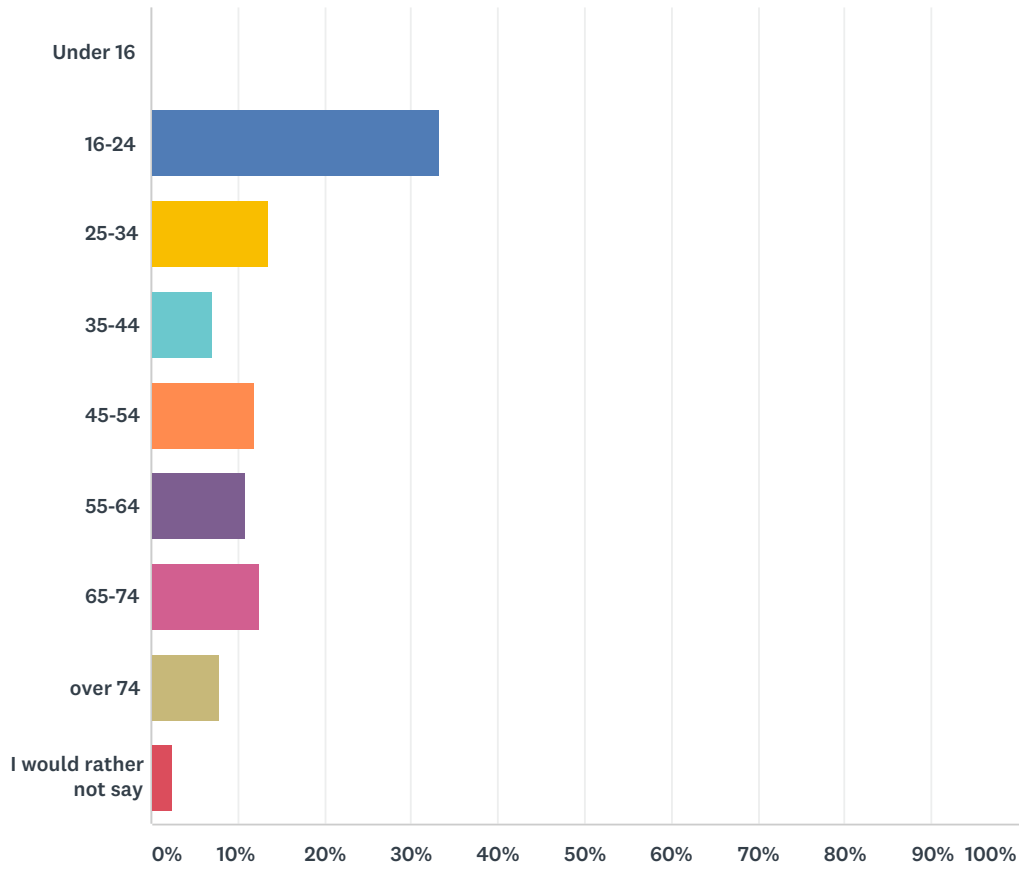
Answered: 928 Skipped: 11



ANSWER CHOICES	RESPONSES	
Single	39.44%	366
Married	34.05%	316
Divorced/seperated	5.60%	52
Co-habiting	13.04%	121
Widowed	3.13%	29
I would rather not say	4.74%	44
TOTAL		928

Q19 What is your age group?

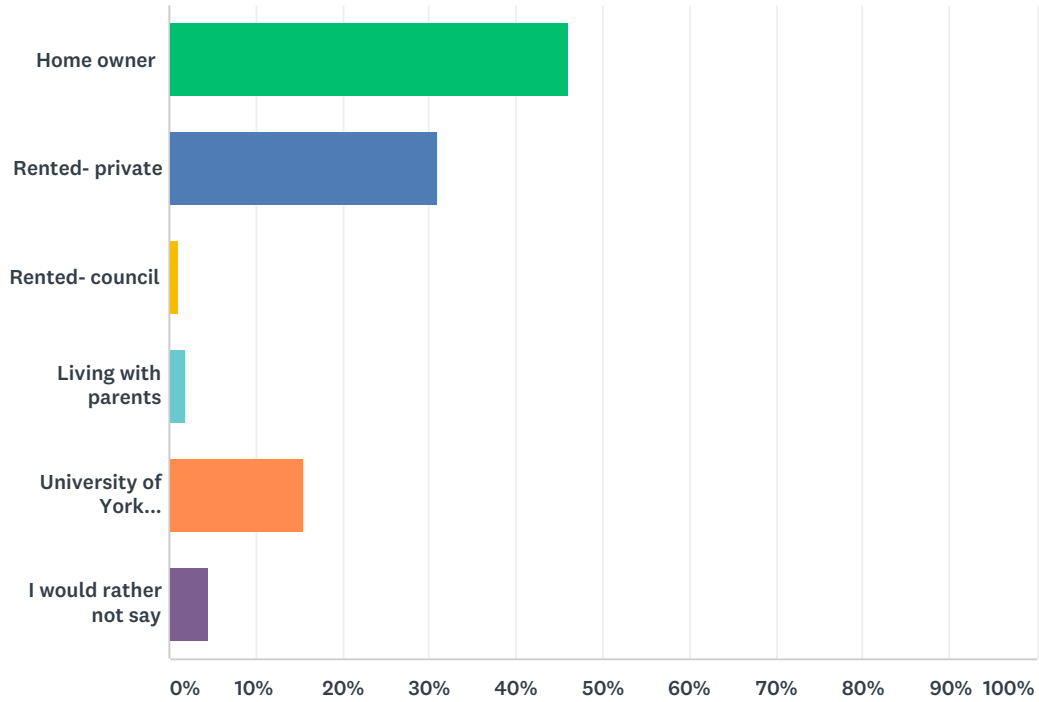
Answered: 931 Skipped: 8



ANSWER CHOICES	RESPONSES
Under 16	0.11% 1
16-24	33.19% 309
25-34	13.64% 127
35-44	7.20% 67
45-54	11.92% 111
55-64	10.96% 102
65-74	12.46% 116
over 74	7.95% 74
I would rather not say	2.58% 24
TOTAL	931

Q20 Which of the following best describes your living arrangements?

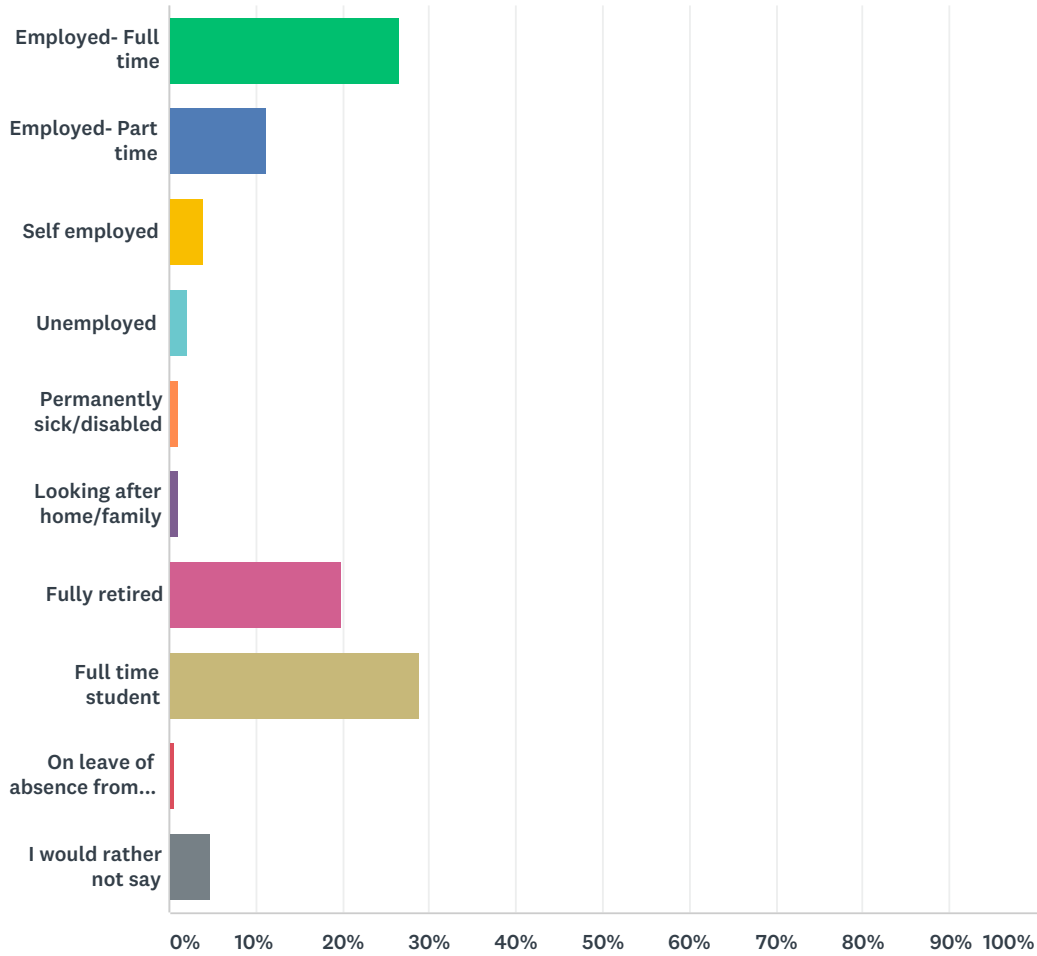
Answered: 924 Skipped: 15



ANSWER CHOICES	RESPONSES	
Home owner	46.00%	425
Rented- private	30.95%	286
Rented- council	1.08%	10
Living with parents	1.84%	17
University of York accommodation	15.48%	143
I would rather not say	4.65%	43
TOTAL		924

Q21 Which of the following best describes your employment status?

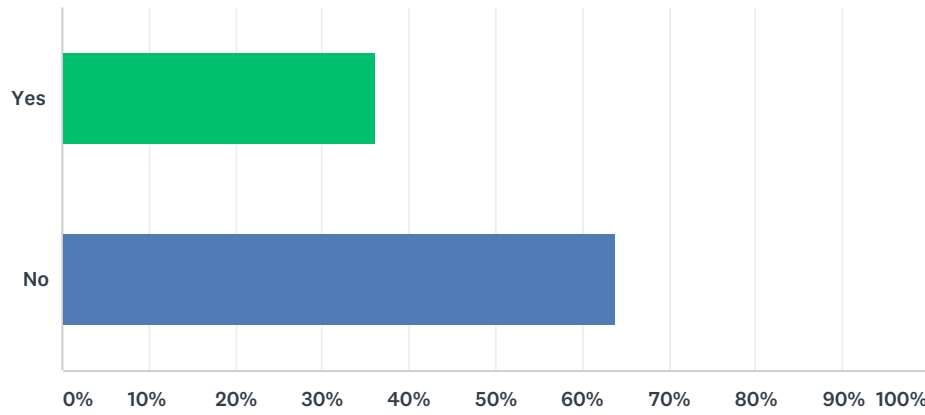
Answered: 929 Skipped: 10



ANSWER CHOICES	RESPONSES	
Employed- Full time	26.59%	247
Employed- Part time	11.19%	104
Self employed	3.88%	36
Unemployed	2.15%	20
Permanently sick/disabled	1.08%	10
Looking after home/family	1.08%	10
Fully retired	19.81%	184
Full time student	28.96%	269
On leave of absence from the University of York	0.54%	5
I would rather not say	4.74%	44
TOTAL		929

Q22 Are you a University of York student?

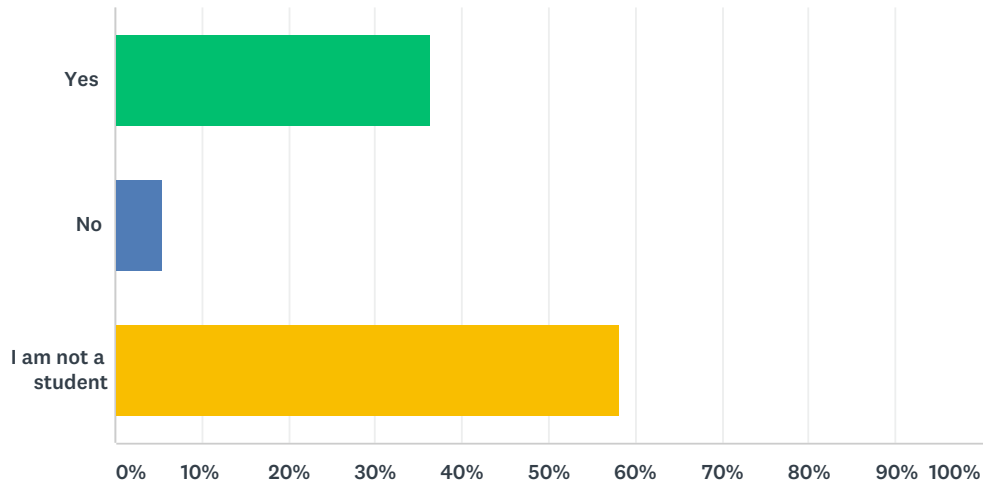
Answered: 928 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	36.10%	335
No	63.90%	593
TOTAL		928

Q23 If you are a student, are you studying at the university of York?

Answered: 916 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	36.46%	334
No	5.35%	49
I am not a student	58.19%	533
TOTAL		916

Q24 If you wish to join the Unity Health Patient Participation Group and influence service delivery please speak to a member of our reception team or email admin.unityhealth@nhs.net

Answered: 165 Skipped: 774