The results are derived from a twenty seven question survey. Two hundred and eighty eight responses were received.

Q1. How satisfied are you with opening hours?

- Very satisfied: 49.47%
- Fairly satisfied: 38.52%
- Neither satisfied nor dissatisfied: 6.01%
- Fairly dissatisfied: 4.59%
- Very dissatisfied: 1.41%
Q2. How easy is it to get through on the phone?

- Very easy: 2.14%
- Fairly easy: 27.76%
- Not very easy: 33.45%
- Not at all easy: 10.32%
- Haven't tried: 26.33%
Q3. How satisfied are you with the availability of "Walk-in" clinics Monday to Friday?

- Very satisfied: 39.63%
- Fairly satisfied: 32.22%
- Neither satisfied nor dissatisfied: 7.78%
- Fairly dissatisfied: 6.30%
- Very dissatisfied: 3.33%
- I was not aware of these: 10.74%
Q4. How would you prefer to book your appointments?

- In Person: 62.26%
- By Phone: 23.74%
- Online: 14.01%
Q5. How easy is it for you to get an appointment with a GP or Nurse Practitioner?

- Very easy: 16.49%
- Fairly easy: 41.75%
- Not very easy: 28.77%
- Not at all easy: 10.88%
- Haven't tried: 2.11%
Q6. How easy is it for you to get an appointment with a Nurse at Cape Hill Medical Centre?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very easy</td>
<td>25.44%</td>
</tr>
<tr>
<td>Fairly easy</td>
<td>37.10%</td>
</tr>
<tr>
<td>Not very easy</td>
<td>14.49%</td>
</tr>
<tr>
<td>Not at all easy</td>
<td>5.30%</td>
</tr>
<tr>
<td>Haven't tried</td>
<td>17.67%</td>
</tr>
</tbody>
</table>
Q7. How helpful do you find the receptionists at your surgery?

- **Very helpful**: 63.76%
- **Fairly helpful**: 30.66%
- **Not very helpful**: 2.79%
- **Not at all helpful**: 1.74%
- **Don't know**: 1.05%
Q8. If you use the carpark, how easy is it to find a space and to park?

- Very easy: 32.09%
- Fairly easy: 27.61%
- Neither easy nor difficult: 7.46%
- Fairly difficult: 2.61%
- Very difficult: 1.49%
- Doesn't apply: 28.73%
Q9. In the past 12 months how many times have you had any consultation (face to face or by phone)?

- None: 14.87%
- Once or twice: 15.61%
- Three or four times: 26.02%
- Five or six times: 13.01%
- Seven times or more: 30.48%
Q10. If you have been seen by a doctor or nurse practitioner at a "walk-in" clinic how satisfied were you with this experience?
Q11. Last time you saw a doctor or nurse practitioner, how good were they at: (a) Listening to you?
Q11. Last time you saw a doctor or nurse practitioner, how good were they at: (b) Treating you with care and concern

- Very good: 51.29%
- Good: 42.80%
- Neither good nor poor: 3.32%
- Poor: 1.48%
- Very poor: 1.11%
Q12. Last time you saw a nurse, how good were they at (a) listening to you

- Very good: 49.80%
- Good: 41.04%
- Neither good nor poor: 6.37%
- Poor: 1.20%
- Very poor: 1.59%
Q12. Last time you saw a nurse, how good were they at (b) treating you with care and concern

- Very good: 45.97%
- Good: 43.95%
- Neither good nor poor: 8.06%
- Poor: 1.21%
- Very poor: 0.81%
Q13. Have you had any appointments cancelled by the surgery in the past year?

- Yes: 17.06%
- No: 82.94%
Q14. Would you recommend this surgery to a family member or friend moving into the area?

- Yes, definitely recommend: 43.51%
- Yes, would probably recommend: 29.39%
- Not sure: 16.41%
- No, would probably not recommend: 3.44%
- No, would definitely not recommend: 4.20%
- Don't know: 3.05%
Q15. Overall, how would you describe your experience of this surgery?

- **Very good**: 39.62%
- **Fairly good**: 48.68%
- **Neither good nor poor**: 7.92%
- **Fairly poor**: 1.89%
- **Very poor**: 1.89%
Q16. Do you know how to contact the out of hours GP service when the surgery is closed?

- Yes: 60.80%
- No: 39.20%
Q17. If you have had experience in the past year of using out of hours services, how would you describe your experience?

- Very good: 45.18%
- Fairly good: 24.70%
- Neither good nor poor: 18.67%
- Fairly poor: 7.83%
- Very poor: 3.61%
Q18. Are you:

- Male: 33.46%
- Female: 66.54%
Q19. Please tell us your age group

- Under 16: 3.30%
- 16-24: 8.06%
- 25-44: 39.93%
- 45-64: 31.87%
- 65-74: 16.85%
Q20. What is your ethnicity?

- White or White British: 41.29%
- Asian or Asian British: 26.14%
- Black or Black British: 21.21%
- Mixed: 1.14%
- Other: 10.23%
Q21. Which one of the following White Backgrounds are you?

- WhiteBritish: 79.03%
- White European: 11.29%
- Other White: 9.68%
Q22. Which of the following Asian backgrounds are you?

- Pakistani: 35.44%
- Indian: 32.91%
- Bangladeshi: 29.11%
- Chinese: 2.53%
- Other Asian background: 3.77%
Q23. Which of the following Black backgrounds are you?

- Black African: 34.92%
- Black Caribbean: 57.14%
- Other Black background: 7.94%
Q24. Do you look after any family members or others because of their long term illness, disability or old age?

- **No** 82.98%
- **Yes, 1-9 hours per week** 8.94%
- **Yes, 10-19 hours per week** 0.85%
- **Yes, 20-34 hours per week** 0.43%
- **Yes, 35-49 hours per week** 1.28%
- **Yes, 50+ hours per week** 5.53%
Q25. Is English your main language?

- Yes: 73.96%
- No: 26.04%