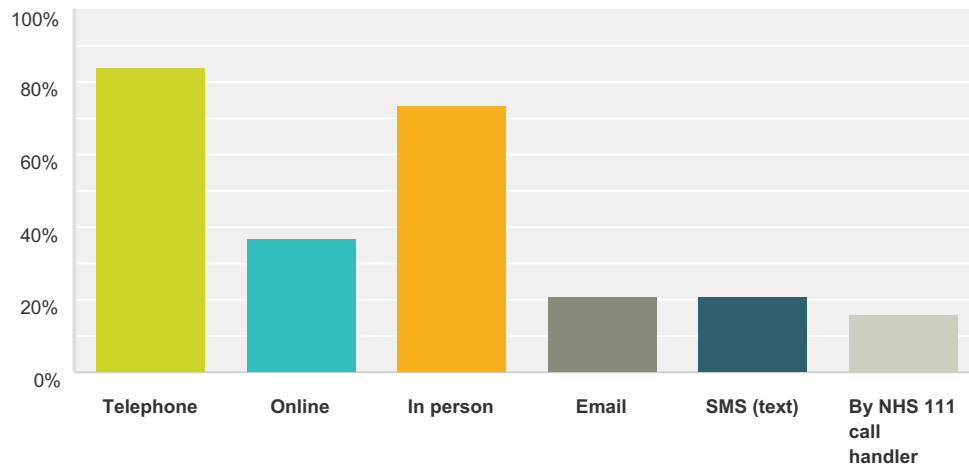


Q1 Which method of Doctors appointments do you think the surgery offers?

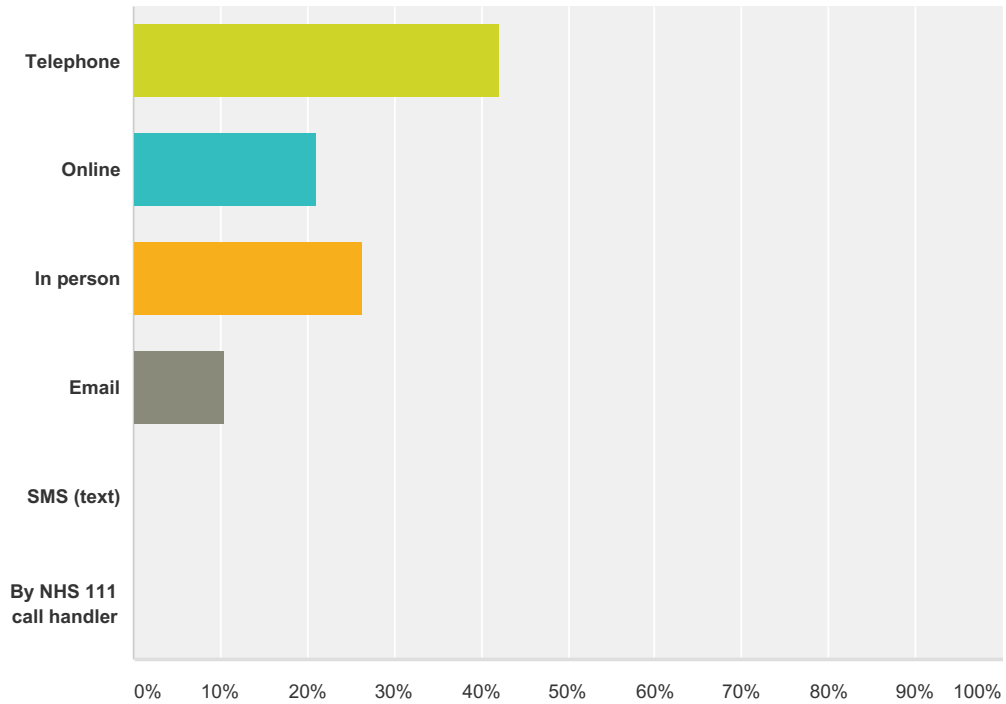
Answered: 19 Skipped: 0



Answer Choices	Responses	
Telephone	84.21%	16
Online	36.84%	7
In person	73.68%	14
Email	21.05%	4
SMS (text)	21.05%	4
By NHS 111 call handler	15.79%	3
Total Respondents: 19		

Q2 If all of the following were available at your surgery, which method would you prefer to use when booking a routine Doctors appointment?

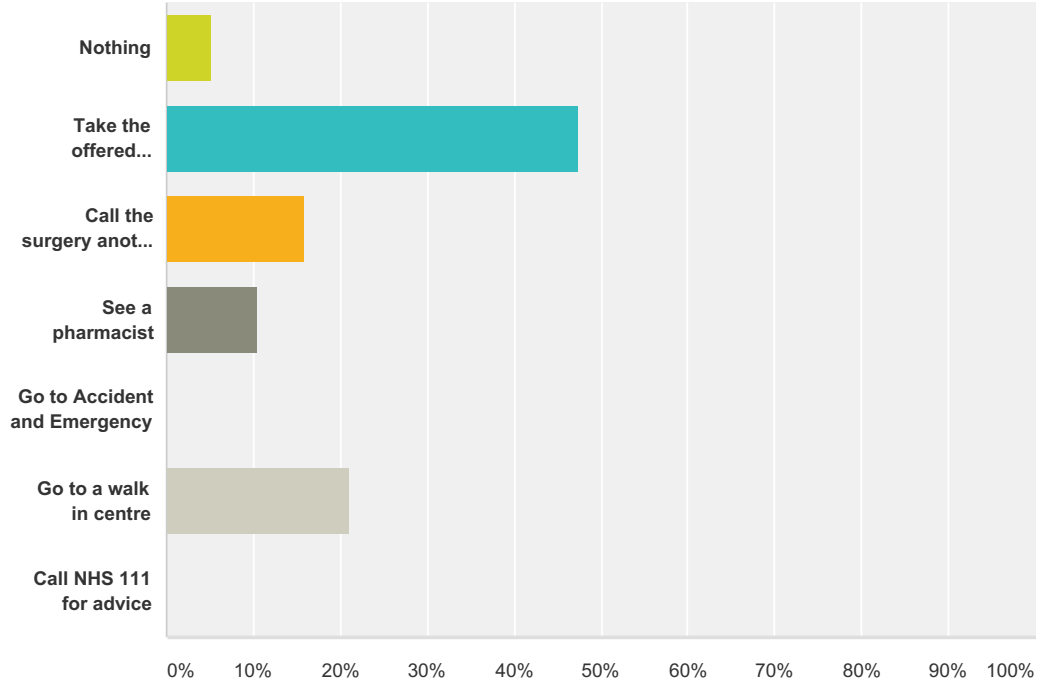
Answered: 19 Skipped: 0



Answer Choices	Responses	
Telephone	42.11%	8
Online	21.05%	4
In person	26.32%	5
Email	10.53%	2
SMS (text)	0.00%	0
By NHS 111 call handler	0.00%	0
Total		19

Q3 If you were unable to secure a Doctors appointment at a time to suit you, what would you do next?

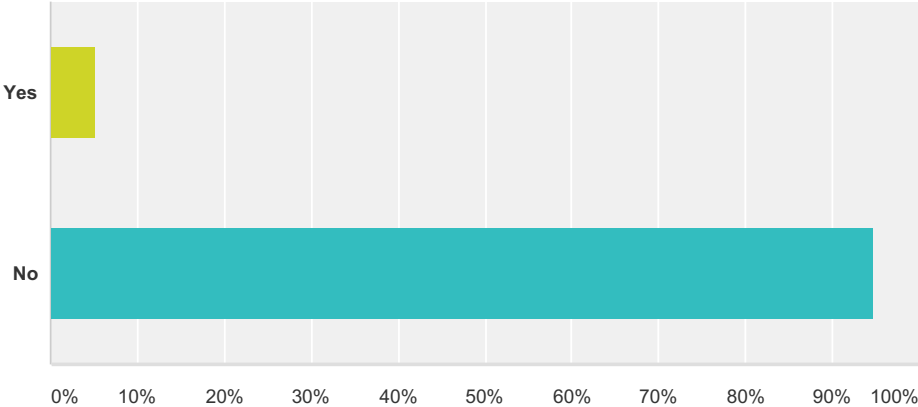
Answered: 19 Skipped: 0



Answer Choices	Responses
Nothing	5.26% 1
Take the offered appointment	47.37% 9
Call the surgery another day	15.79% 3
See a pharmacist	10.53% 2
Go to Accident and Emergency	0.00% 0
Go to a walk in centre	21.05% 4
Call NHS 111 for advice	0.00% 0
Total	19

Q4 Have you ever booked a Doctors appointment online?

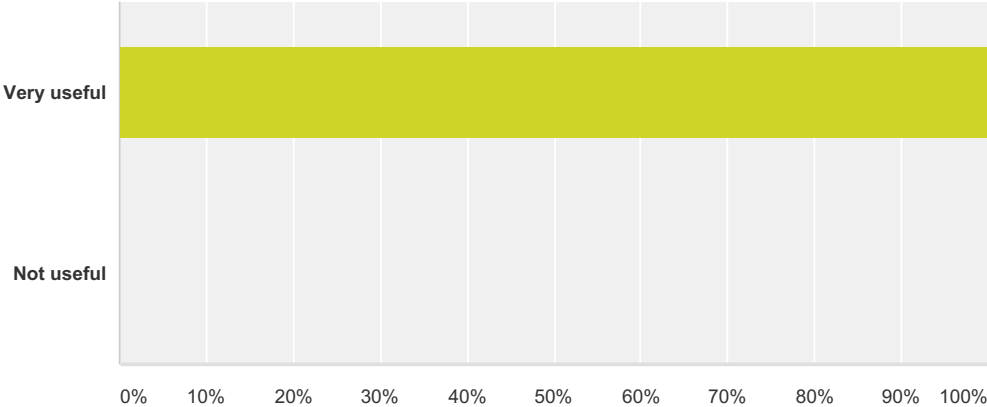
Answered: 19 Skipped: 0



Answer Choices	Responses	
Yes	5.26%	1
No	94.74%	18
Total		19

Q5 If yes, how useful did you find this booking method?

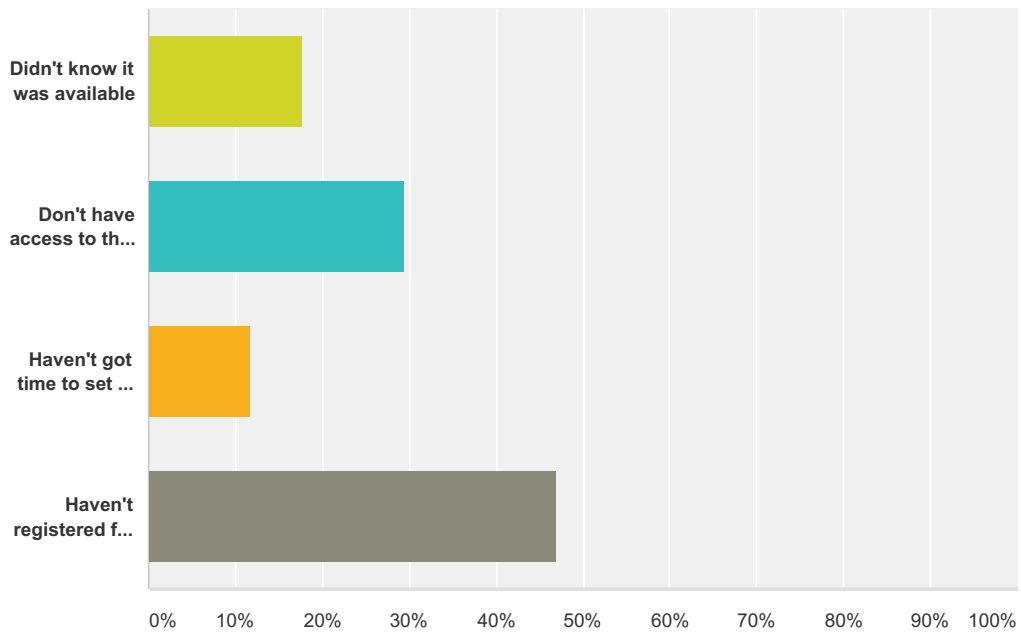
Answered: 1 Skipped: 18



Answer Choices	Responses
Very useful	100.00% 1
Not useful	0.00% 0
Total	1

Q6 If No, why have you not used this option?

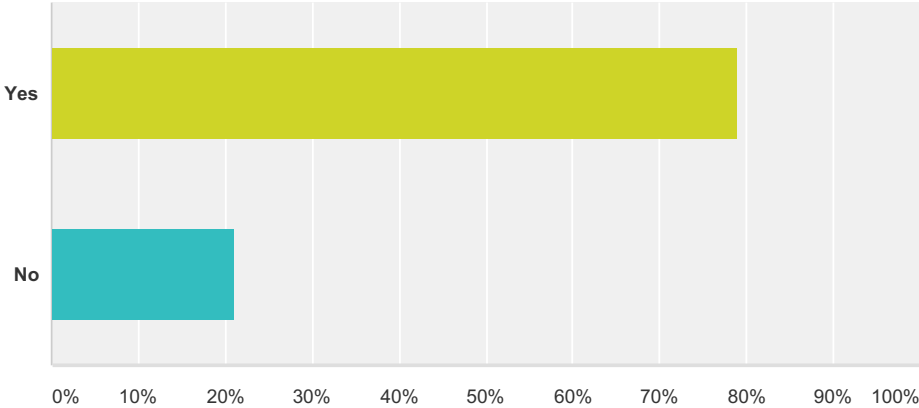
Answered: 17 Skipped: 2



Answer Choices	Responses	
Didn't know it was available	17.65%	3
Don't have access to the internet	29.41%	5
Haven't got time to set it up	11.76%	2
Haven't registered for this service	47.06%	8
Total Respondents: 17		

Q7 Have you ever visited a pharmacy for advice or treatment rather than seeing a Doctor?

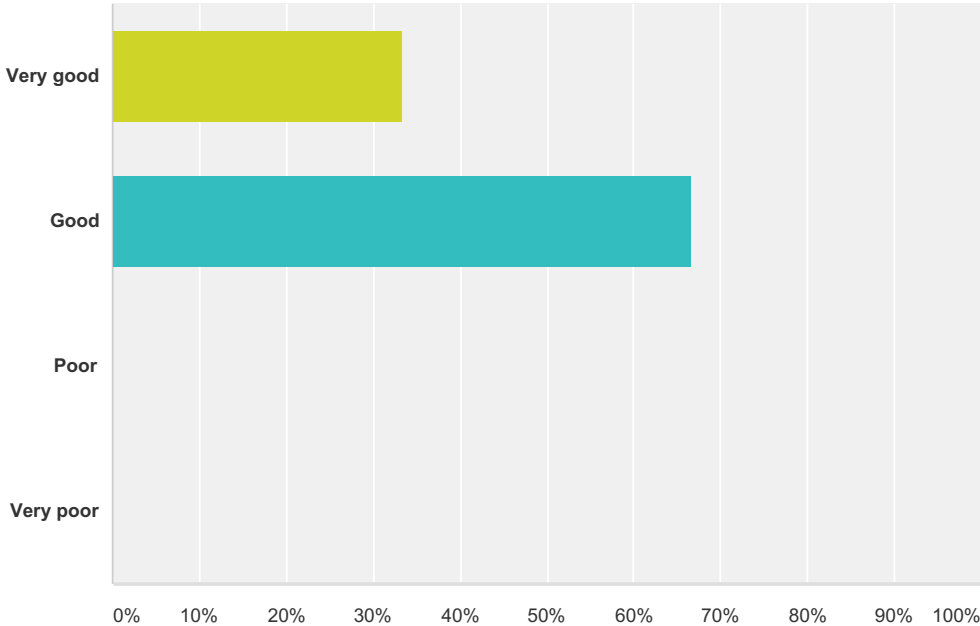
Answered: 19 Skipped: 0



Answer Choices	Responses	
Yes	78.95%	15
No	21.05%	4
Total		19

Q8 How did you find the service from the pharmacist

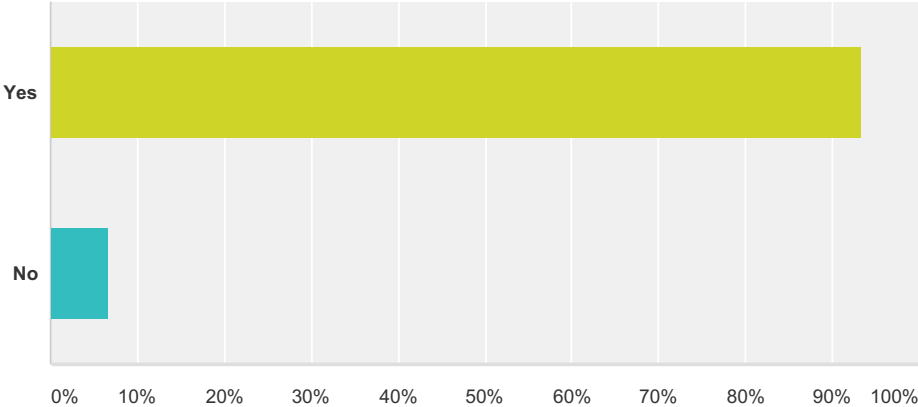
Answered: 15 Skipped: 4



Answer Choices	Responses
Very good	33.33% 5
Good	66.67% 10
Poor	0.00% 0
Very poor	0.00% 0
Total	15

Q9 Would you see a pharmacist again based on your previous experience?

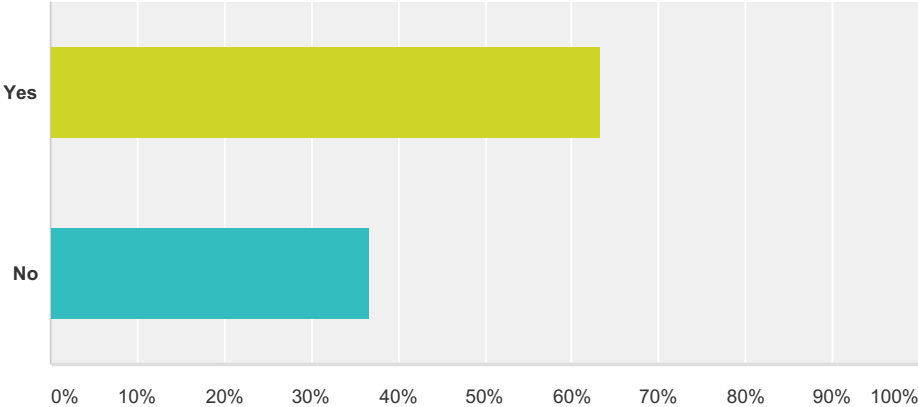
Answered: 15 Skipped: 4



Answer Choices	Responses
Yes	93.33% 14
No	6.67% 1
Total	15

Q10 Have you ever contacted NHS 111 for telephone assessment advice?

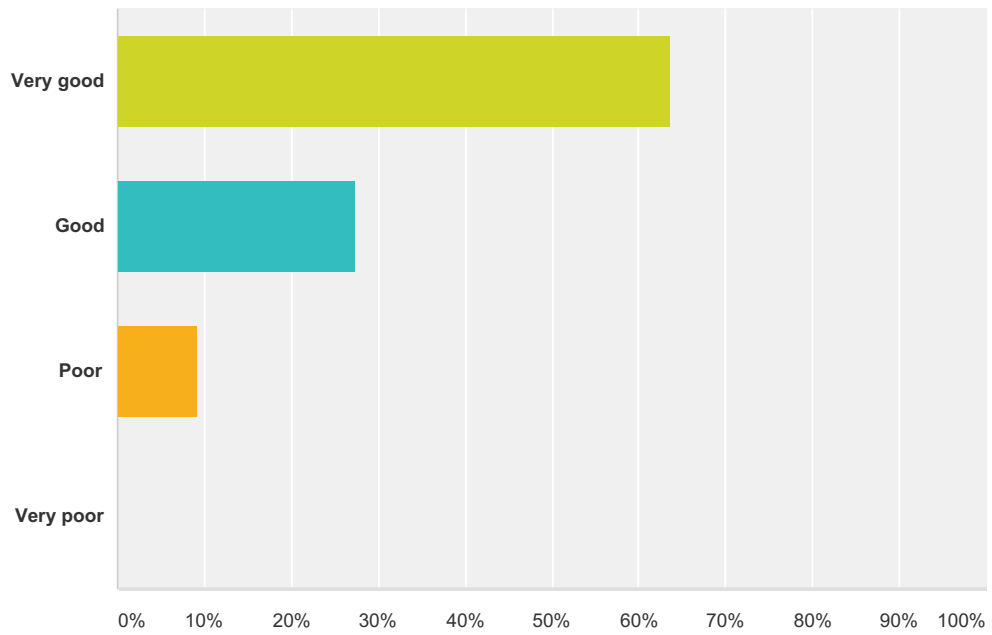
Answered: 19 Skipped: 0



Answer Choices	Responses	
Yes	63.16%	12
No	36.84%	7
Total		19

Q11 How did you find the service from NHS 111?

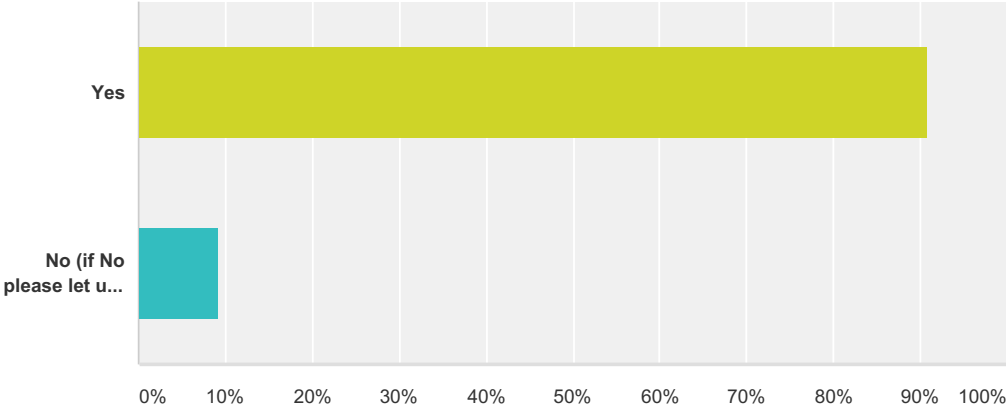
Answered: 11 Skipped: 8



Answer Choices	Responses
Very good	63.64% 7
Good	27.27% 3
Poor	9.09% 1
Very poor	0.00% 0
Total	11

Q12 Would you use NHS 111 again based on your previous experience?

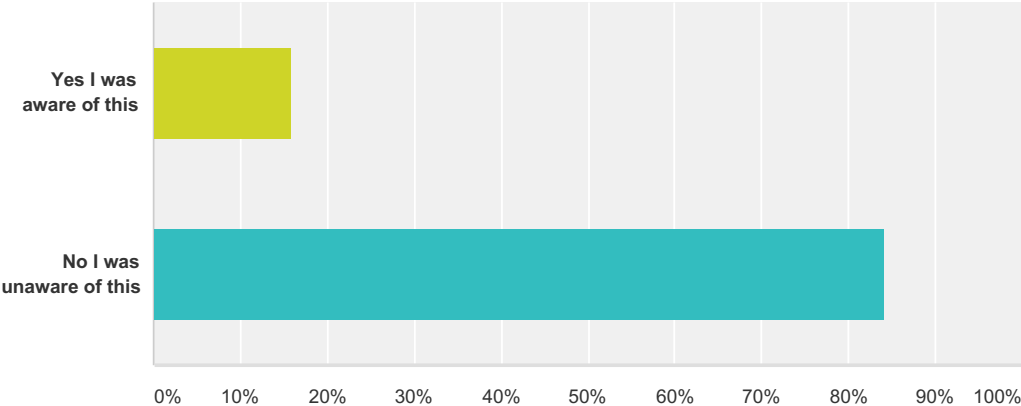
Answered: 11 Skipped: 8



Answer Choices	Responses	
Yes	90.91%	10
No (if No please let us know why)	9.09%	1
Total		11

Q13 Did you know that NHS 111 can book a Doctors appointment for you (if deemed appropriate following telephone assessment)?

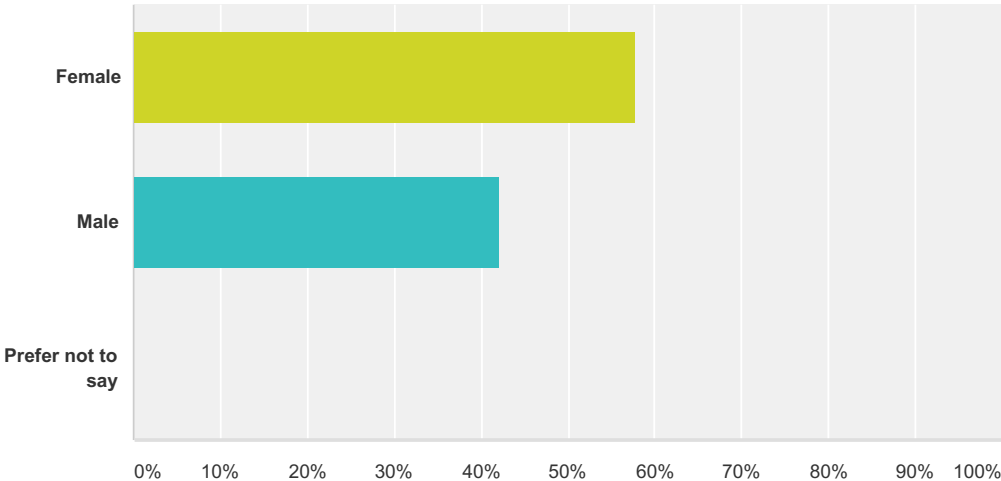
Answered: 19 Skipped: 0



Answer Choices	Responses
Yes I was aware of this	15.79% 3
No I was unaware of this	84.21% 16
Total	19

Q14 Are you:

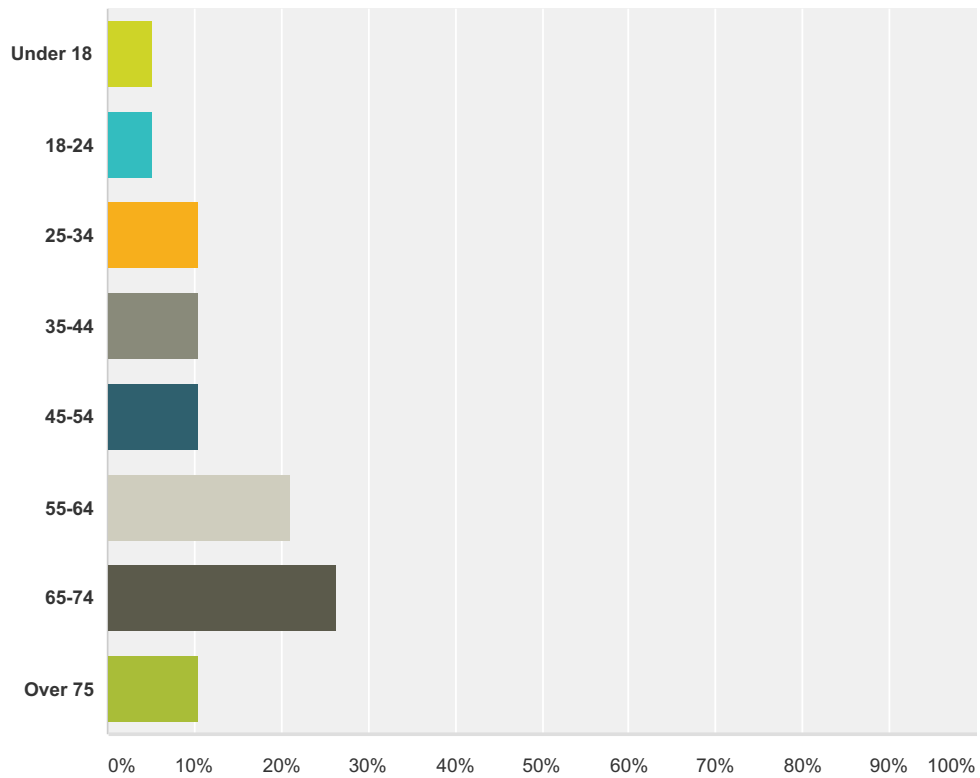
Answered: 19 Skipped: 0



Answer Choices	Responses	
Female	57.89%	11
Male	42.11%	8
Prefer not to say	0.00%	0
Total		19

Q15 Which age range is relevant to you?

Answered: 19 Skipped: 0



Answer Choices	Responses
Under 18	5.26% 1
18-24	5.26% 1
25-34	10.53% 2
35-44	10.53% 2
45-54	10.53% 2
55-64	21.05% 4
65-74	26.32% 5
Over 75	10.53% 2
Total	19

Q16 Please leave any comments or suggestions about how to access a Doctors appointment below

Answered: 3 Skipped: 16