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| 1. **What is your age?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Under 21 years | 1.6% | 12 |
| 21 - 54 years | 33.2% | 256 |
| 55 - 64 years | 17.0% | 131 |
| 65 - 74 years | 25.3% | 195 |
| Over 75 years | 22.9% | 176 |
| ***answered question*** | | **770** |
| ***skipped question*** | | **12** |

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| 1. **What is your gender?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Female | 70.1% | 538 |
| Male | 29.9% | 230 |
| ***answered question*** | | **768** |
| ***skipped question*** | | **14** |

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| 1. **How many visits have you made to the surgery in the past 12 months? (Your best estimate)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| I haven't visited | 8.0% | 61 |
| 1 Visit | 12.8% | 98 |
| 2 Visits | 17.5% | 134 |
| 3 Visits | 17.1% | 131 |
| 4 Visits | 14.0% | 107 |
| 5 Visits | 9.0% | 69 |
| More than 5 Visits | 21.6% | 165 |
| ***answered question*** | | **765** |
| ***skipped question*** | | **17** |

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| 1. **In which Parish do you live?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Blackawton | 7.4% | 57 |
| Dartmouth | 68.1% | 524 |
| Dittisham | 5.7% | 44 |
| Slapton | 0.4% | 3 |
| Stoke Fleming | 12.1% | 93 |
| Strete | 4.6% | 35 |
| Other | 1.7% | 13 |
| ***answered question*** | | **769** |
| ***skipped question*** | | **13** |

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| 1. **The appointments system now provides for the patient with urgent needs to call the surgery and receive an initial phone consultation with a doctor to decide what should be done (e.g. same day visit to a doctor or nurse, prescribe medication, call an ambulance, call social services etc). Do you consider that the present appointments system for urgent needs is:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully Satisfactory | 20.7% | 144 |
| Fairly Satisfactory | 45.8% | 318 |
| Unsatisfactory | 19.0% | 132 |
| Unaware of this new appointments system | 6.8% | 47 |
| No opinion / Haven't used | 7.6% | 53 |
| Do you have any comments or suggestions as to how this system might be improved? | | 172 |
| ***answered question*** | | **694** |
| ***skipped question*** | | **88** |

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| 1. **Regarding the online system for booking appointments for access to the doctor of your choice, do you find the system:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Satisfactory | 18.8% | 128 |
| Unsatisfactory | 12.9% | 88 |
| Don't use it | 68.3% | 466 |
| Do you have any comments or suggestions as to how the system for online booking of appointments might be improved? | | 89 |
| ***answered question*** | | **682** |
| ***skipped question*** | | **100** |

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| 1. **Waiting Times: How long did you have to wait for your last doctors non-urgent appointment (in working days?)** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| 1 - 3 days | 15.0% | 98 |
| 4 - 6 days | 20.0% | 131 |
| 1 - 2 weeks | 35.5% | 232 |
| Over 2 weeks | 29.5% | 193 |
| ***answered question*** | | **654** |
| ***skipped question*** | | **128** |

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| 1. **Continuity of care: Given that your "usual" doctor may not be able to see you quickly, in non-urgent cases how important is it for you to see your 'usual doctor' rather than whichever doctor may be available when you are seeking treatment or advice?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very important | 38.2% | 265 |
| Moderately important | 39.2% | 272 |
| Not important | 22.6% | 157 |
| Do you have any comments or suggestions on continuity of care? | | 186 |
| ***answered question*** | | **694** |
| ***skipped question*** | | **88** |

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| 1. **At present there is no surgery on Saturdays. How important is it for you to be able to book a doctor’s appointment on Saturday mornings?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very important | 26.5% | 182 |
| Moderately important | 33.2% | 228 |
| Not important | 35.6% | 244 |
| No opinion | 4.7% | 32 |
| Do you have any comment? | | 179 |
| ***answered question*** | | **686** |
| ***skipped question*** | | **96** |

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| 1. **Dartmouth Medical Practice wants to change the system of prescriptions in mid-2016 so that all prescriptions for patients under 80 years of age (excluding those for appliances, dressings, antidepressants, creams, sleeping tablets & potential drugs of misuse) would move to a 2 monthly cycle (you would receive double the amount you currently get each month), with all prescriptions to be collected from your nominated pharmacy, not the surgery. Regarding this proposed change, are you:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| In favour | 50.9% | 349 |
| Opposed | 5.0% | 34 |
| Not sure | 7.1% | 49 |
| Have no opinion | 19.8% | 136 |
|  | 17.2% | 118 |
| ***answered question*** | | **686** |
| ***skipped question*** | | **96** |

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| 1. **There is a system for online requests for prescriptions. Please choose one of the following:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| The system works well | 26.6% | 184 |
| The system works poorly | 2.6% | 18 |
| I don't use it | 57.2% | 396 |
| Do you have any comments or suggestions? | 13.6% | 94 |
| ***answered question*** | | **692** |
| ***skipped question*** | | **90** |

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| 1. **A variety of information is posted around the surgery waiting room. Do you find this information to be:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Useful and well presented | 37.3% | 248 |
| Useful but poorly presented | 19.8% | 132 |
| Not useful | 10.5% | 70 |
| No opinion | 32.3% | 215 |
|  | |  |
| ***answered question*** | | **665** |
| ***skipped question*** | | **117** |

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| 1. **Recently a video screen showing health messages has been installed. Have you found the messages are:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Useful | 31.1% | 204 |
| Not useful | 15.0% | 98 |
| No opinion | 53.9% | 353 |
| Do you have any suggestions as to how the messages on the video screen could be made more useful? | | 84 |
| ***answered question*** | | **655** |
| ***skipped question*** | | **127** |

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| 1. **Do you find your treatment by the surgery reception to be:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 53.5% | 359 |
| Moderately satisfactory | 37.7% | 253 |
| Unsatisfactory | 6.3% | 42 |
| No opinion | 2.5% | 17 |
| Do you have any comments or suggestions? | | 157 |
| ***answered question*** | | **671** |
| ***skipped question*** | | **111** |

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| 1. **We would like to know whether those acting as carers for old or disabled patients have any special issues or concerns in assisting those they care for to get health care. If you are a carer, please comment below, otherwise move to the next question.** | |
| **Answer Options** | **Response Count** |
|  | 56 |
| ***answered question*** | **56** |
| ***skipped question*** | **726** |

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| 1. **If you are a patient with young children, do you consider the health care support from Dartmouth Medical Practice for your children to be:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 7.3% | 40 |
| Fairly satisfactory | 11.4% | 63 |
| Unsatisfactory | 3.4% | 19 |
| Not applicable | 77.9% | 429 |
| Do you have any comments? | | 31 |
| ***answered question*** | | **551** |
| ***skipped question*** | | **231** |

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| 1. **We are interested to hear your views on follow up by Dartmouth Medical Practice following a patients discharge from hospital. If you or a close relative were hospitalised in the past 12 months, was the follow up by the practice:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 6.2% | 38 |
| Failry satisfactory | 7.9% | 49 |
| Unsatisfactory | 14.4% | 89 |
| Not applicable | 71.5% | 441 |
| Do you have any comments? | | 80 |
| ***answered question*** | | **617** |
| ***skipped question*** | | **165** |

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| 1. **At present the Dartmouth surgery is an old building, tight on space, with no room for expansion and lacking parking. A project is under discussion to move the surgery to a state-of-the-art building at the top of town, together with other NHS clinical services, with convenient parking and transport links. Do you:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Support the project | 81.9% | 534 |
| Oppose the project | 13.2% | 86 |
| Have no opinion | 4.9% | 32 |
| Do you have any comments on this proposal? | | 255 |
| ***answered question*** | | **652** |
| ***skipped question*** | | **130** |

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| 1. **At the present time your GP does not provide cover if you become ill in the evening, night-time or at weekends. If you have ever used the out of hours services, i.e. Devon Doctors (Call 111), have you found this service to be:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 22.7% | 144 |
| Partially satisfactory | 24.7% | 157 |
| Poor | 14.5% | 92 |
| Not applicable | 38.1% | 242 |
| Do you have any comments? | | 124 |
| ***answered question*** | | **635** |
| ***skipped question*** | | **147** |

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| 1. **If you or a close relative received care from a local Minor Injuries Unit, was the service:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 48.2% | 302 |
| Partially satisfactory | 10.2% | 64 |
| Poor | 3.4% | 21 |
| Not applicable | 38.2% | 239 |
| Any comments regarding Minor Injuries Unit care, especially on access? Note: the Dartmouth Minor Injuries Unit is currently suspended. | | 191 |
| ***answered question*** | | **626** |
| ***skipped question*** | | **156** |

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| 1. **For reasons of cost-effectiveness and providing the best possible quality of care, the NHS is considering closing the Dartmouth Community Hospital and Minor Injuries Unit transferring Dartmouth area patients requiring these services to Totnes. Would you consider such a move:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Acceptable | 7.6% | 50 |
| Unacceptable | 89.3% | 586 |
| No Opinion | 3.0% | 20 |
| Any comments? | | 284 |
| ***answered question*** | | **656** |
| ***skipped question*** | | **126** |

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| 1. **If you or a close relative has been to hospital in the last year, how good were the communications between the practice and the hospital?** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 22.5% | 142 |
| Partially satisfactory | 18.1% | 114 |
| Poor | 13.5% | 85 |
| Not applicable - I haven't visited hospital in the last year | 46.0% | 290 |
| Do you have any comment on this? | | 63 |
| ***answered question*** | | **631** |
| ***skipped question*** | | **151** |

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| 1. **Do you have any suggestions for practical steps that might be taken to improve your health care?** | |
| **Answer Options** | **Response Count** |
|  | 202 |
| ***answered question*** | **202** |
| ***skipped question*** | **580** |

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| 1. **Please rate your overall experience in being treated by the Dartmouth Medical Practice. Is it:** | | |
| **Answer Options** | **Response Percent** | **Response Count** |
| Fully satisfactory | 35.1% | 231 |
| Moderately satisfactory | 55.2% | 363 |
| Unsatisfactory | 7.9% | 52 |
| No opinion | 1.8% | 12 |
| Any comment? | | 150 |
| ***answered question*** | | **658** |
| ***skipped question*** | | **124** |