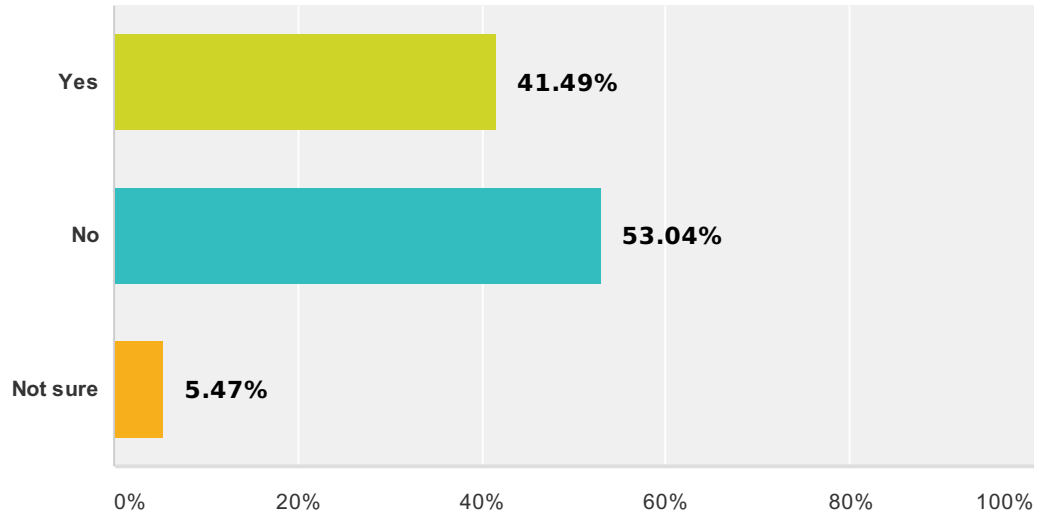


Q1 Did you know we offer the Electronic Prescribing Service (which allows us to send prescriptions electronically to a pharmacy of your choice)?

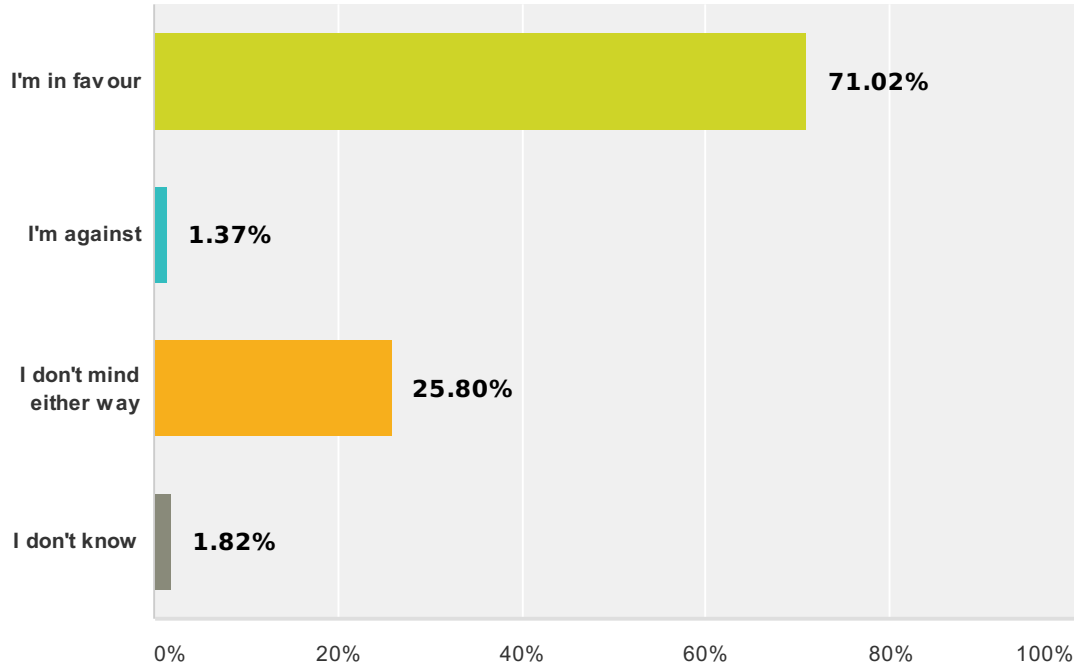
Answered: 658 Skipped: 12



Answer Choices	Responses	
Yes	41.49%	273
No	53.04%	349
Not sure	5.47%	36
Total		658

Q2 We are thinking about getting a card reader to accept card payments for charged services not covered by the NHS (currently only cash or cheques accepted). What do you think about this?

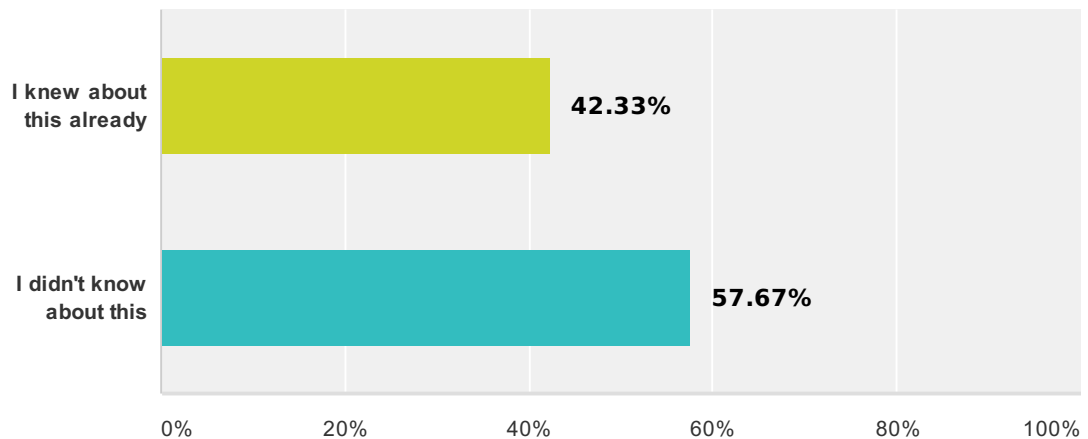
Answered: 659 Skipped: 11



Answer Choices	Responses	
I'm in favour	71.02%	468
I'm against	1.37%	9
I don't mind either way	25.80%	170
I don't know	1.82%	12
Total		659

Q3 Did you know that NHS England are changing the way patient information is used and shared beyond direct care? You can find out more information at <http://www.england.nhs.uk/ourwork/tsd/care-data/> or call an information line 0300 456 3531. If you want to opt out of this, let reception know and we'll record your choice.

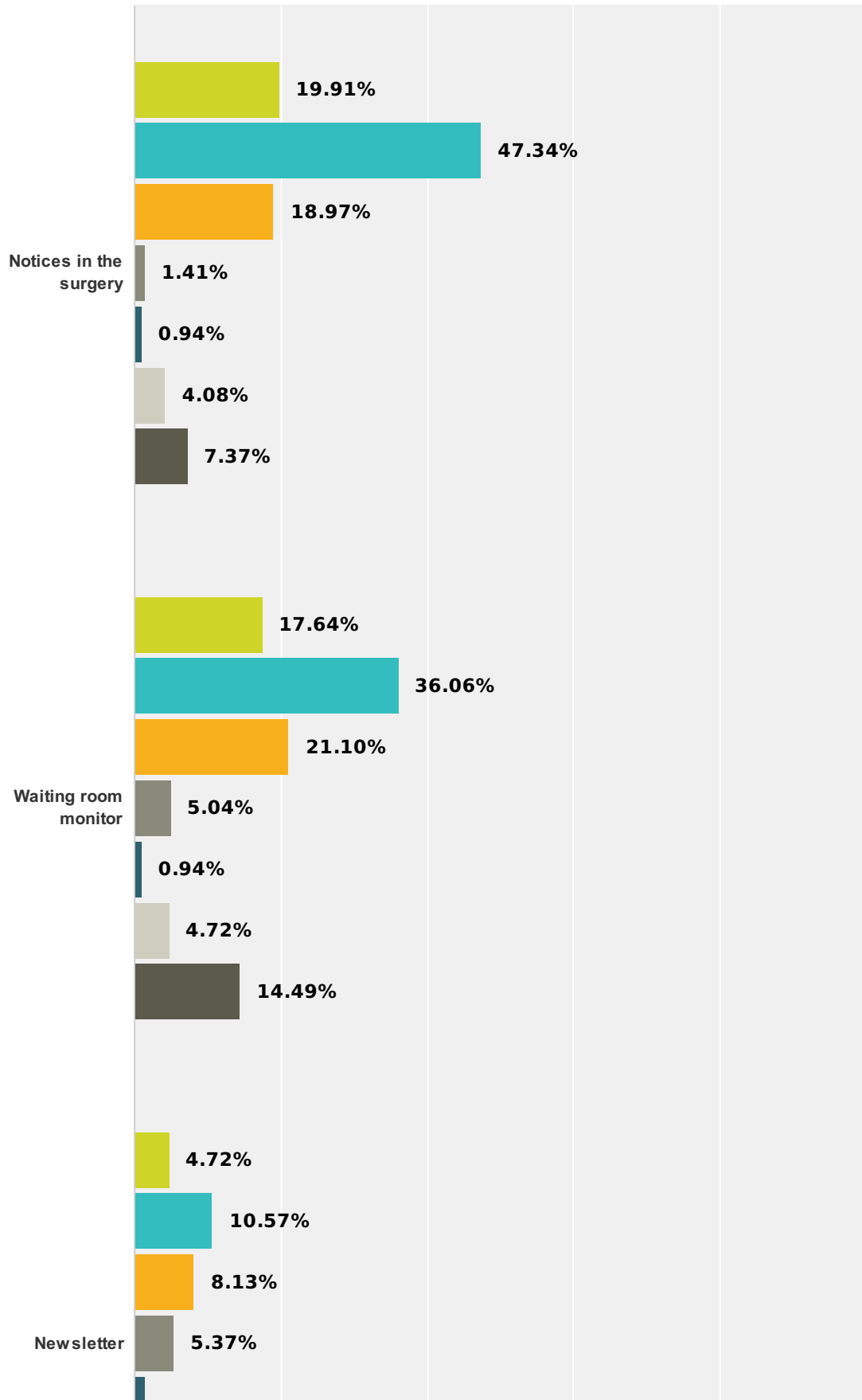
Answered: 645 Skipped: 25



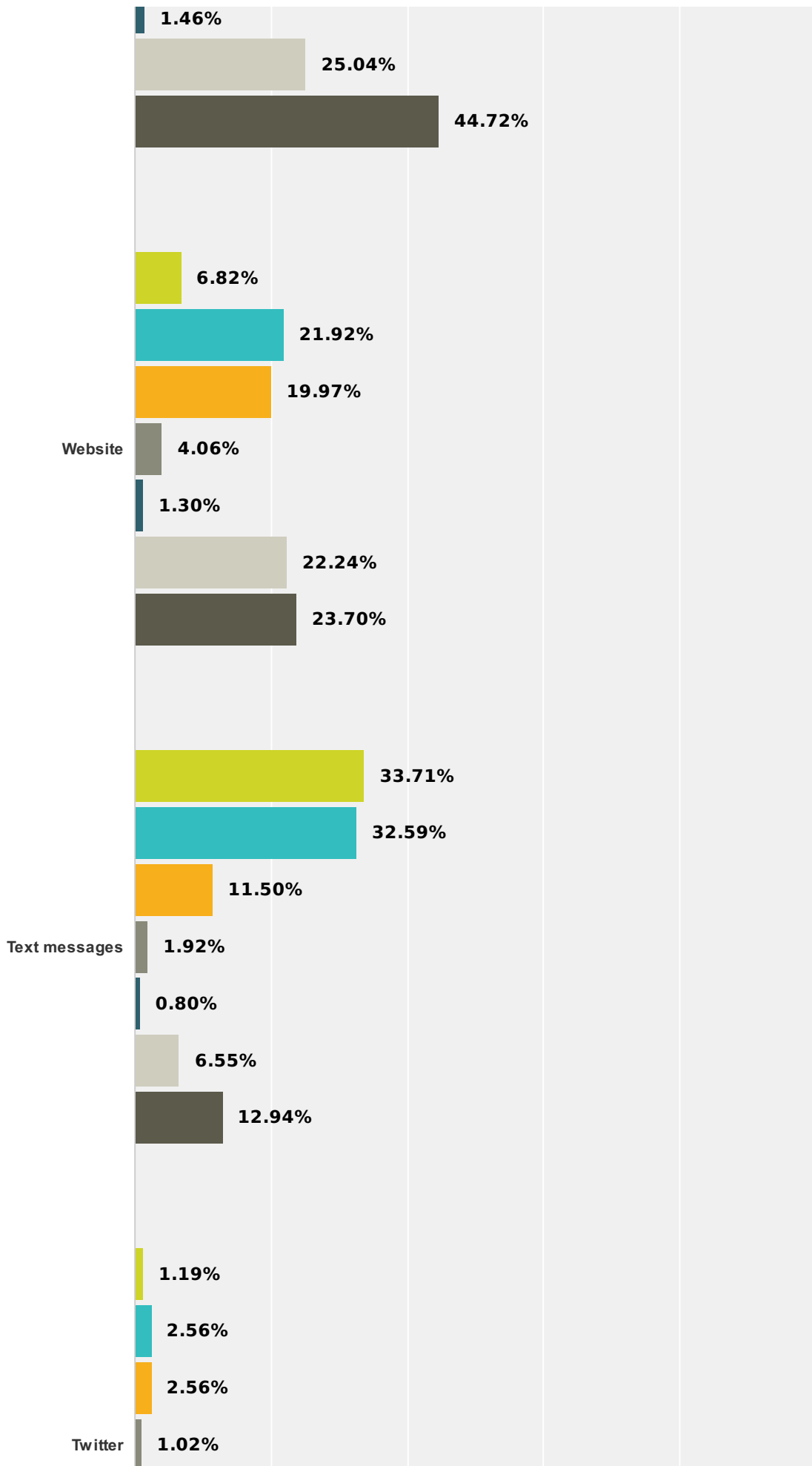
Answer Choices	Responses
I knew about this already	42.33% 273
I didn't know about this	57.67% 372
Total	645

Q4 How well do you think we communicate to patients using the following methods

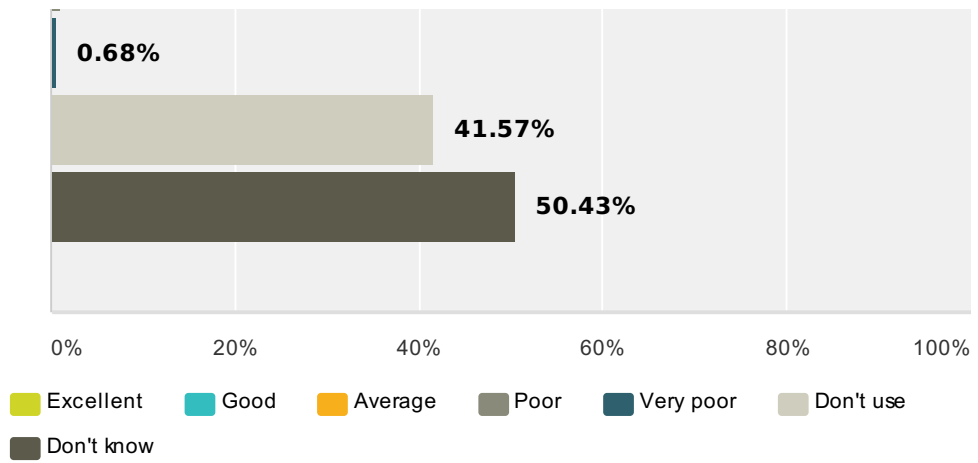
Answered: 643 Skipped: 27



Dukes Avenue Practice - Patient views 2014



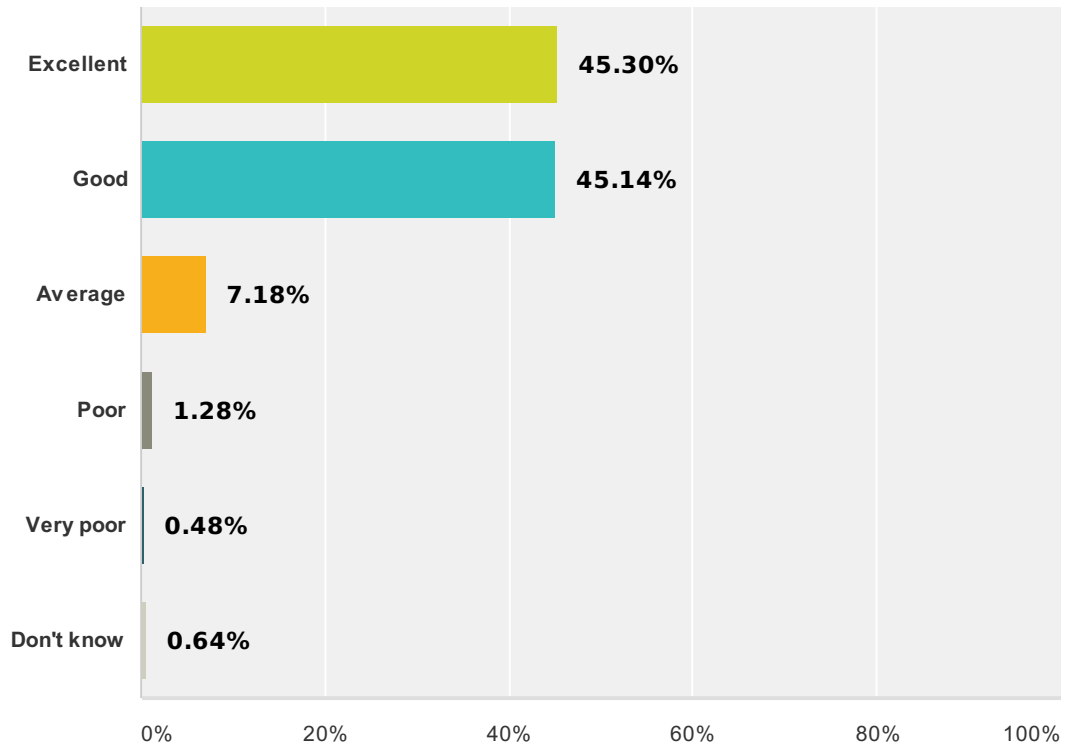
Dukes Avenue Practice - Patient views 2014



	Excellent	Good	Average	Poor	Very poor	Don't use	Don't know	Total
Notices in the surgery	19.91% 127	47.34% 302	18.97% 121	1.41% 9	0.94% 6	4.08% 26	7.37% 47	638
Waiting room monitor	17.64% 112	36.06% 229	21.10% 134	5.04% 32	0.94% 6	4.72% 30	14.49% 92	635
Newsletter	4.72% 29	10.57% 65	8.13% 50	5.37% 33	1.46% 9	25.04% 154	44.72% 275	615
Website	6.82% 42	21.92% 135	19.97% 123	4.06% 25	1.30% 8	22.24% 137	23.70% 146	616
Text messages	33.71% 211	32.59% 204	11.50% 72	1.92% 12	0.80% 5	6.55% 41	12.94% 81	626
Twitter	1.19% 7	2.56% 15	2.56% 15	1.02% 6	0.68% 4	41.57% 244	50.43% 296	587

Q5 Please rate your overall satisfaction with the practice

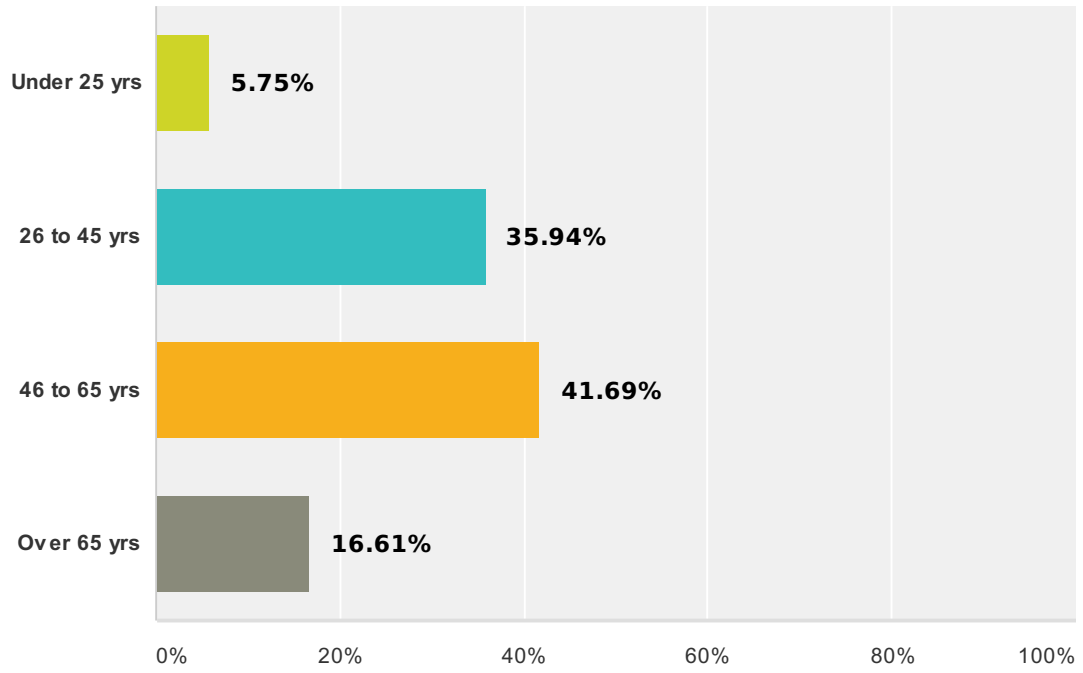
Answered: 627 Skipped: 43



Answer Choices	Responses
Excellent	45.30% 284
Good	45.14% 283
Average	7.18% 45
Poor	1.28% 8
Very poor	0.48% 3
Don't know	0.64% 4
Total	627

Q7 How old are you?

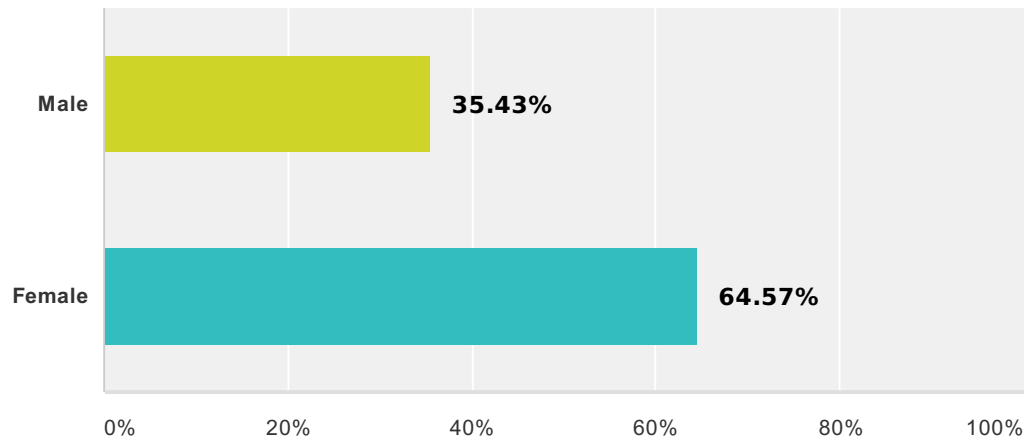
Answered: 626 Skipped: 44



Answer Choices	Responses	
Under 25 yrs	5.75%	36
26 to 45 yrs	35.94%	225
46 to 65 yrs	41.69%	261
Over 65 yrs	16.61%	104
Total		626

Q8 Are you male or female?

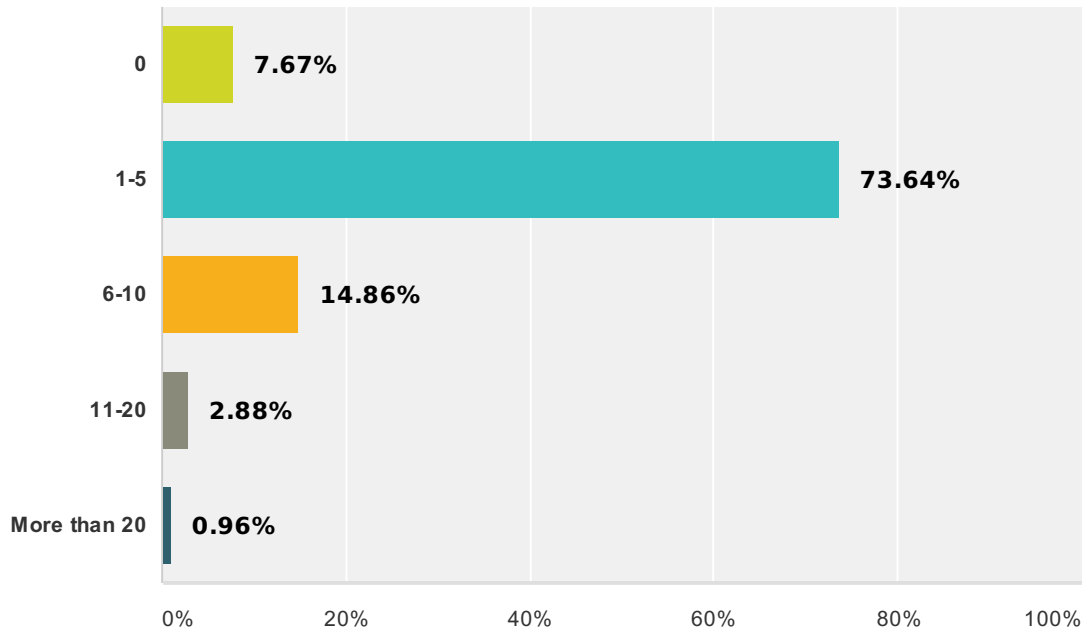
Answered: 621 Skipped: 49



Answer Choices	Responses	
Male	35.43%	220
Female	64.57%	401
Total		621

Q9 About how many times have you had an appointment with us in the last year?

Answered: 626 Skipped: 44



Answer Choices	Responses	
0	7.67%	48
1-5	73.64%	461
6-10	14.86%	93
11-20	2.88%	18
More than 20	0.96%	6
Total		626