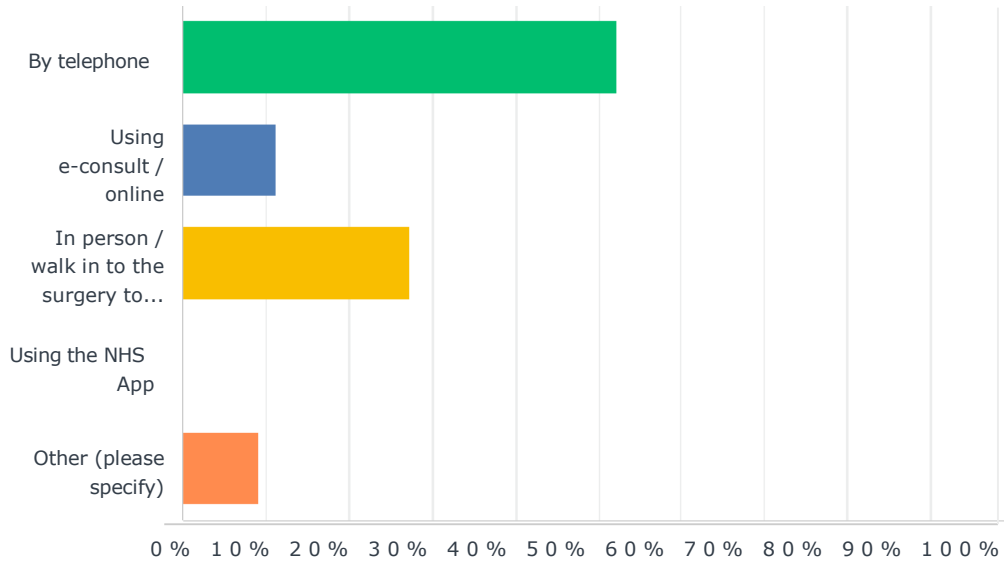


Q2 Thinking about your most recent time contacting your GP surgery: How did you contact your surgery?

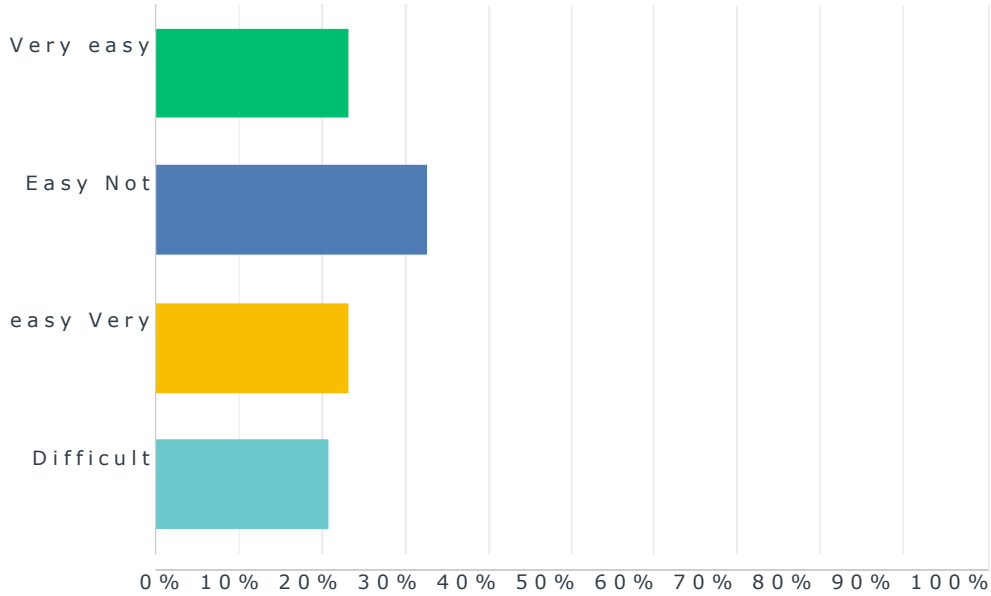
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
By telephone	52.27%	23
Using e-consult / online	11.36%	5
In person / walk in to the surgery to speak to Reception	27.27%	12
Using the NHS App	0.00%	0
Other (please specify)	9.09%	4
TOTAL		44

Q3 How easy was it to contact your surgery on this occasion?

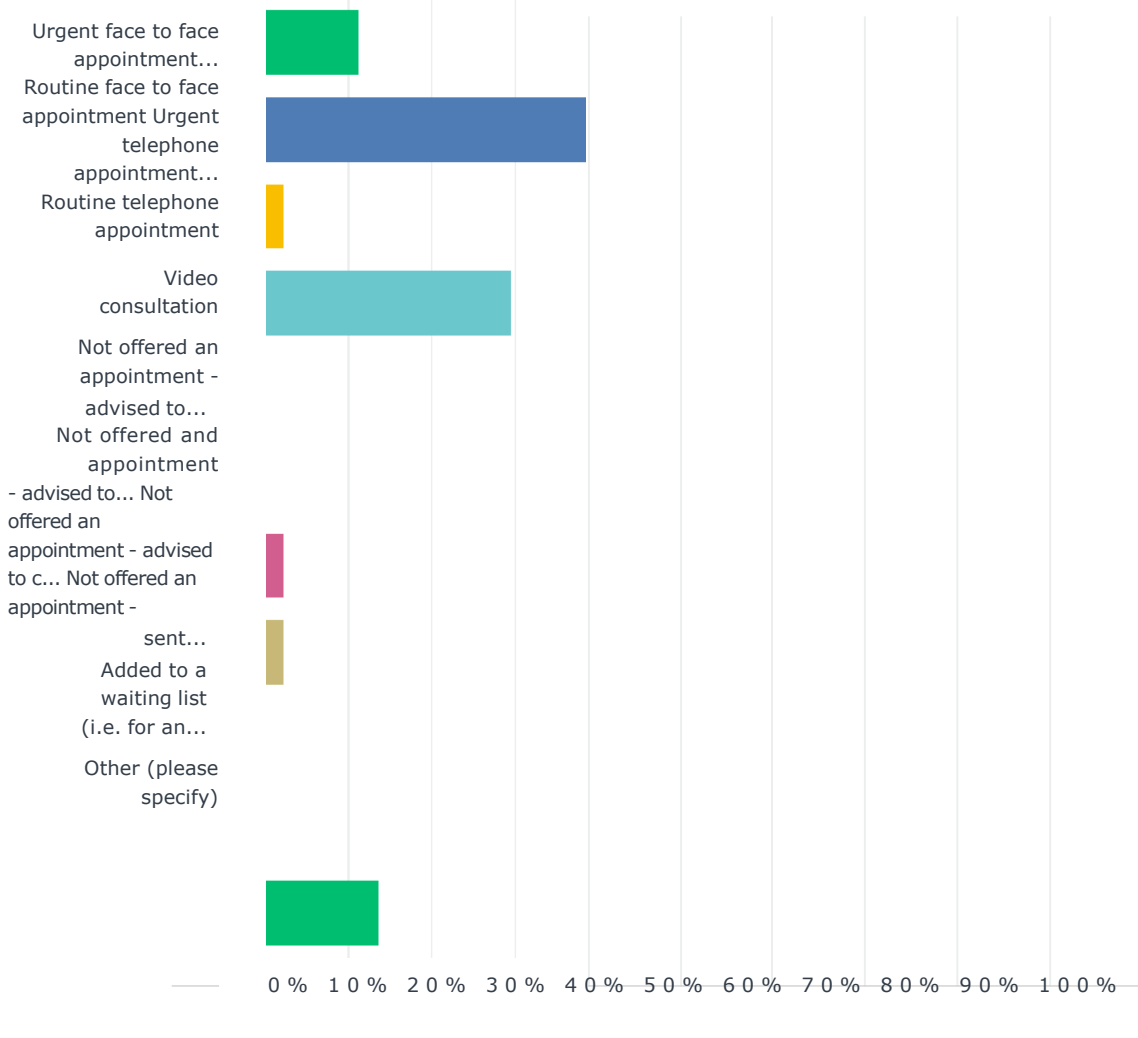
Answered: 43 Skipped: 1



ANSWER CHOICES	PERCENTAGE	RESPONSES
Very easy	23.26%	10
Easy	32.56%	14
Not easy	23.26%	10
Very Difficult	20.93%	9
TOTAL		43

Q5 What type of appointment were you offered?

Answered: 44 Skipped: 0

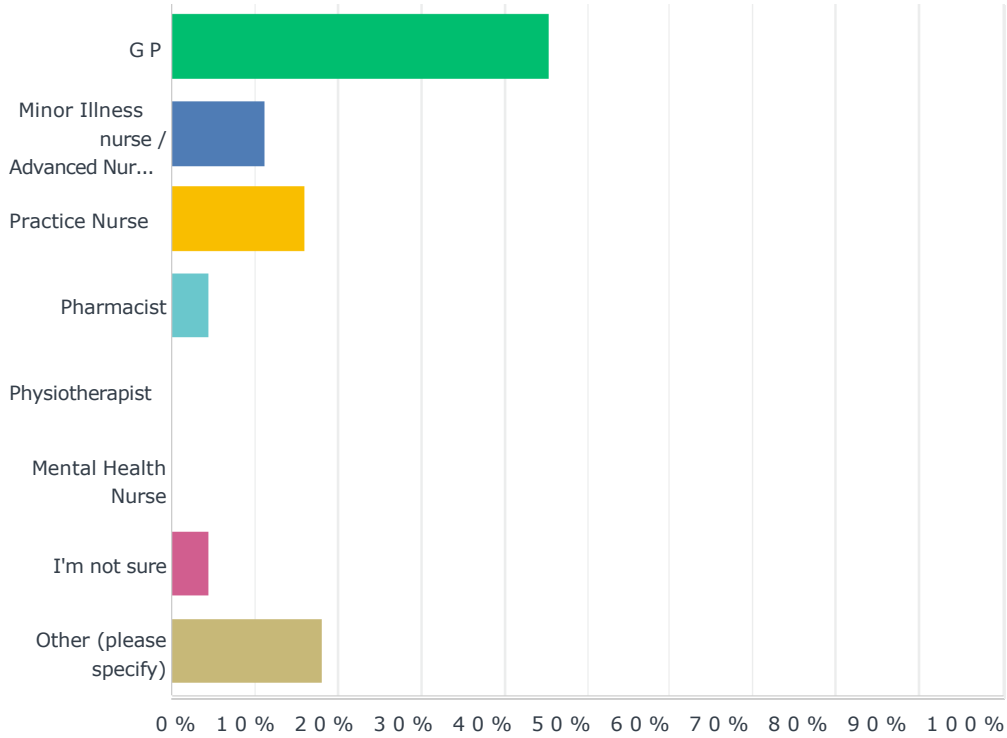


Patient experience (March 2024) - Icknield PCN

ANSWER CHOICES	RESPONSES	
Urgent face to face appointment (same day)	11.36%	5
Routine face to face appointment	38.64%	17
Urgent telephone appointment (same day)	2.27%	1
Routine telephone appointment	29.55%	13
Video consultation	0.00%	0
Not offered an appointment - advised to attend another service (such as A&E, MIU)	0.00%	0
Not offered and appointment - advised to speak to local pharmacy	2.27%	1
Not offered an appointment - advised to call 111	2.27%	1
Not offered an appointment - sent information for self-care	0.00%	0
Added to a waiting list (i.e. for an injection or appointment)	0.00%	0
Other (please specify)	13.64%	6
TOTAL		44

Q6 Which staff member were you offered an appointment with?

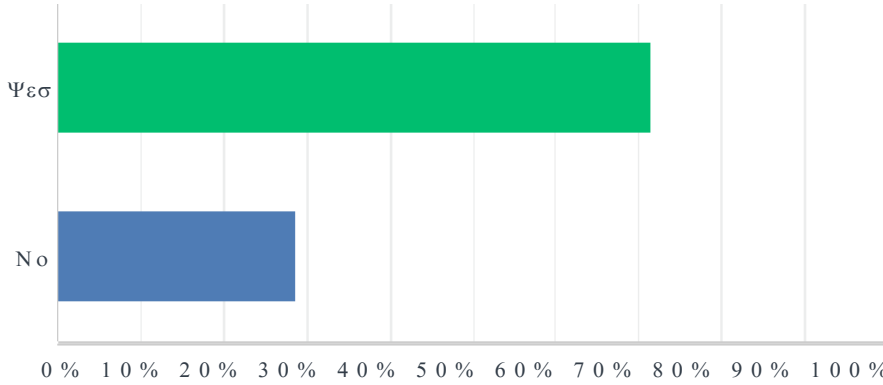
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
GP	45.45%	20
Minor Illness nurse / Advanced Nurse Practitioner	11.36%	5
Practice Nurse	15.91%	7
Pharmacist	4.55%	2
Physiotherapist	0.00%	0
Mental Health Nurse	0.00%	0
I'm not sure	4.55%	2
Other (please specify)	18.18%	8
TOTAL		44

Q7 Do you feel that the appointment you were offered was appropriate?

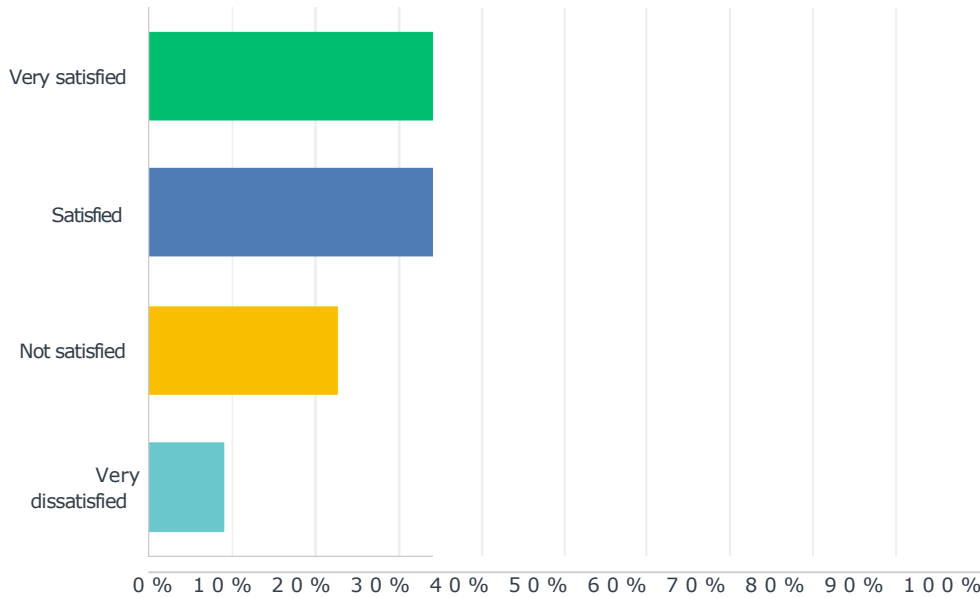
Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes 71.43% 30	
No 28.57% 12	
TOTAL	42

Q8 How satisfied were you with your overall experience of your GP surgery on this occasion?

Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	34.09%	15
Satisfied	34.09%	15
Not satisfied	22.73%	10
Very dissatisfied	9.09%	4
TOTAL		44