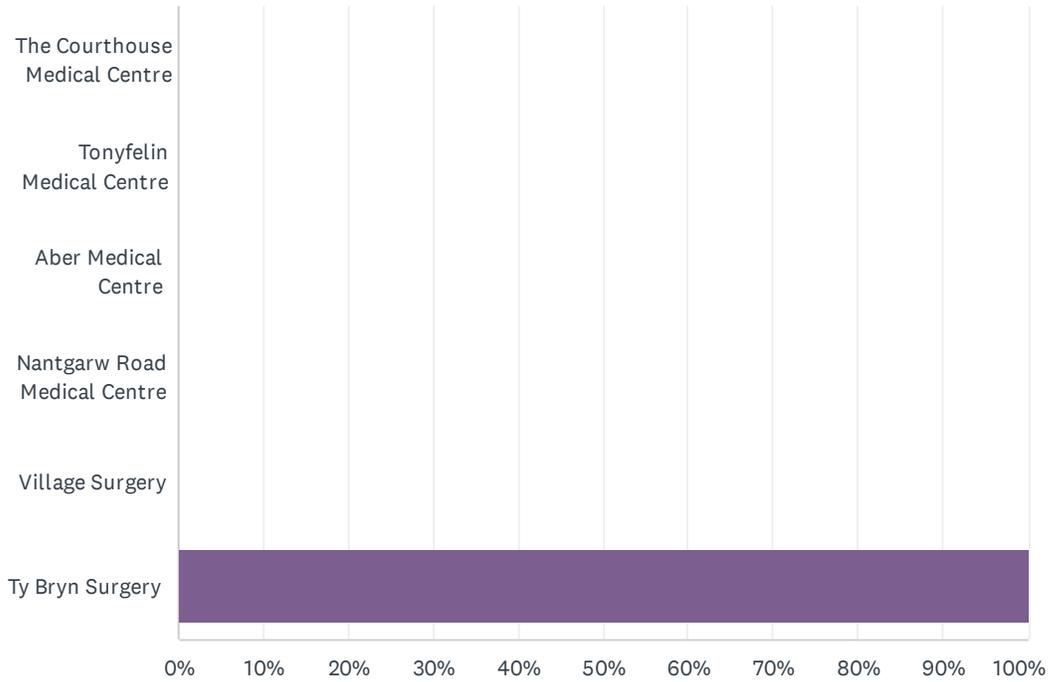


Q1 Name of GP Surgery

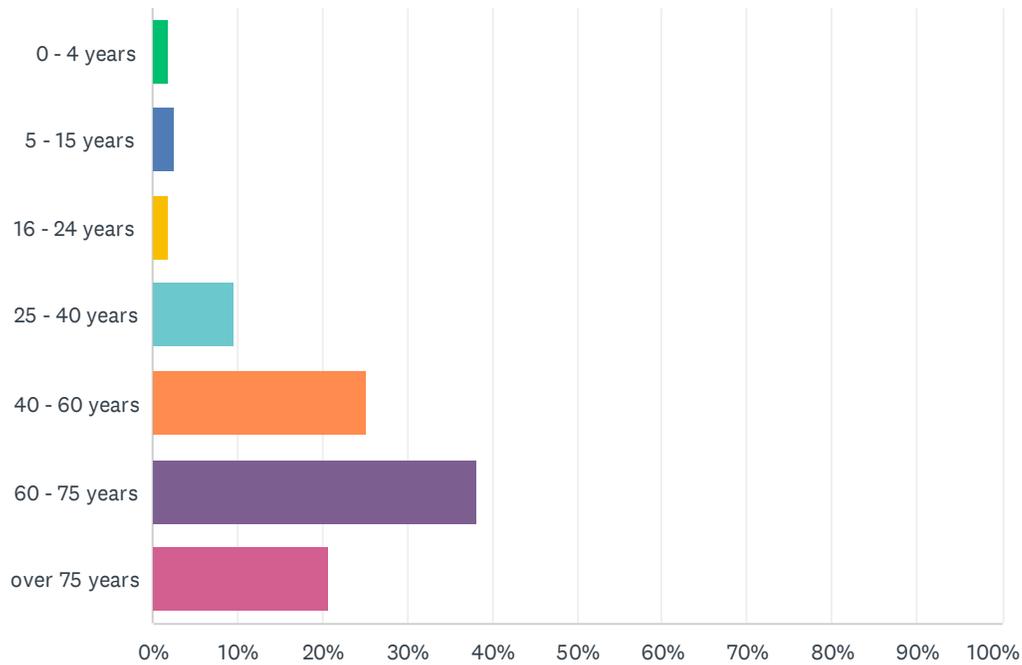
Answered: 354 Skipped: 0



ANSWER CHOICES	RESPONSES	
The Courthouse Medical Centre	0.00%	0
Tonyfelin Medical Centre	0.00%	0
Aber Medical Centre	0.00%	0
Nantgarw Road Medical Centre	0.00%	0
Village Surgery	0.00%	0
Ty Bryn Surgery	100.00%	354
TOTAL		354

Q2 What is your age range?

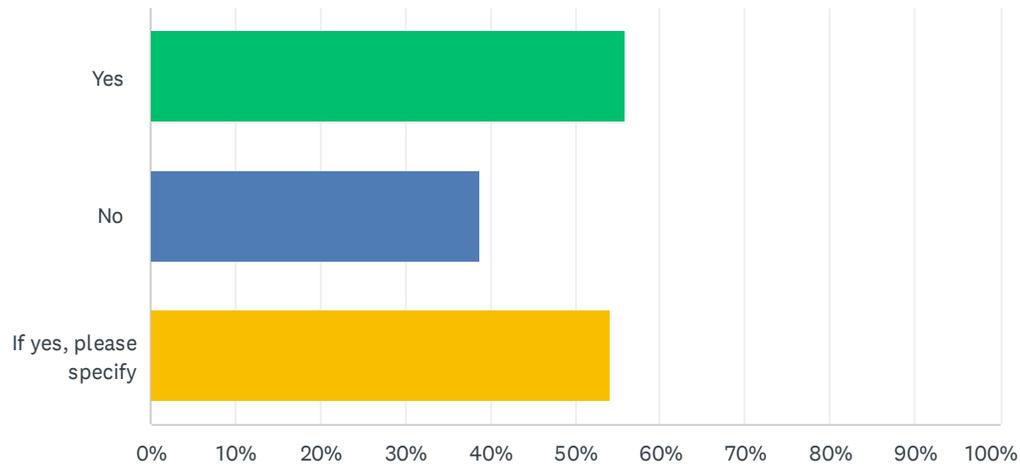
Answered: 354 Skipped: 0



ANSWER CHOICES	RESPONSES
0 - 4 years	1.98% 7
5 - 15 years	2.54% 9
16 - 24 years	1.98% 7
25 - 40 years	9.60% 34
40 - 60 years	25.14% 89
60 - 75 years	38.14% 135
over 75 years	20.62% 73
TOTAL	354

Q3 Do you have a long-standing illness or condition?

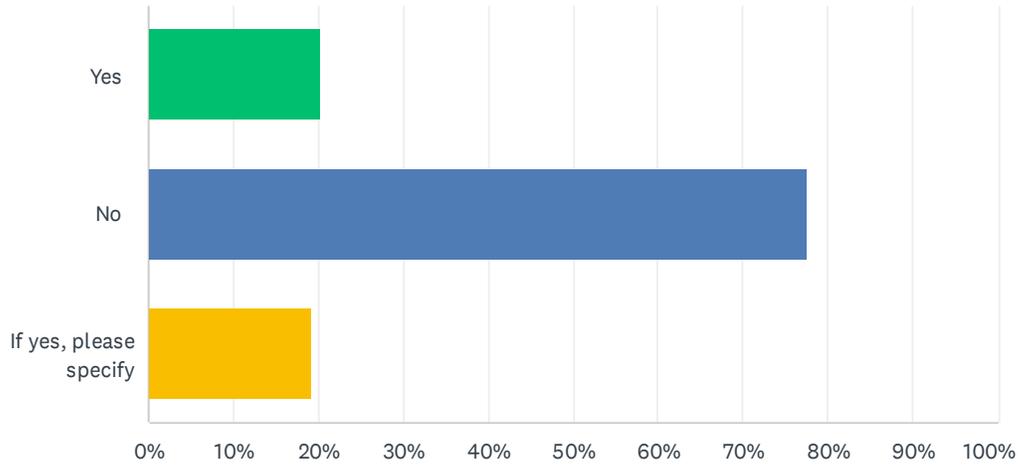
Answered: 351 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	55.84% 196
No	38.75% 136
If yes, please specify	54.13% 190
Total Respondents: 351	

Q4 Do you have a disability?

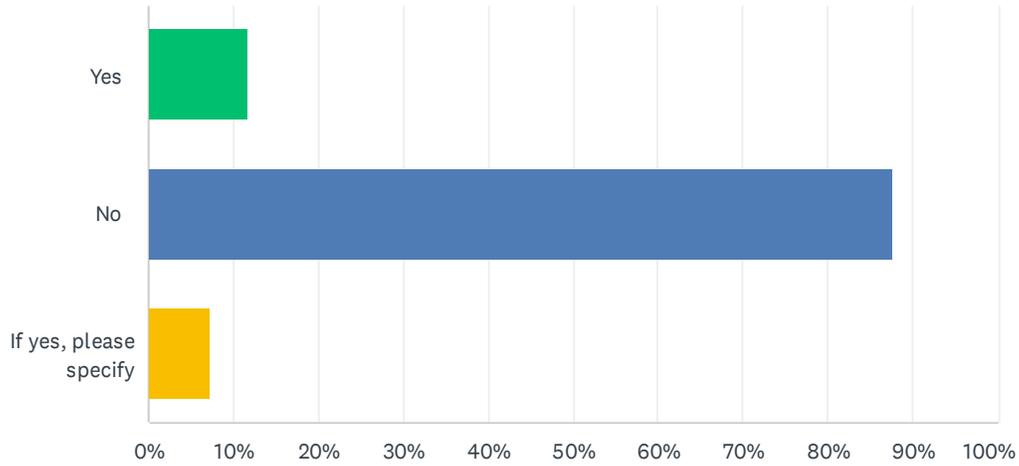
Answered: 350 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	20.29%	71
No	77.71%	272
If yes, please specify	19.14%	67
Total Respondents: 350		

Q5 Do you consider yourself to be a carer?

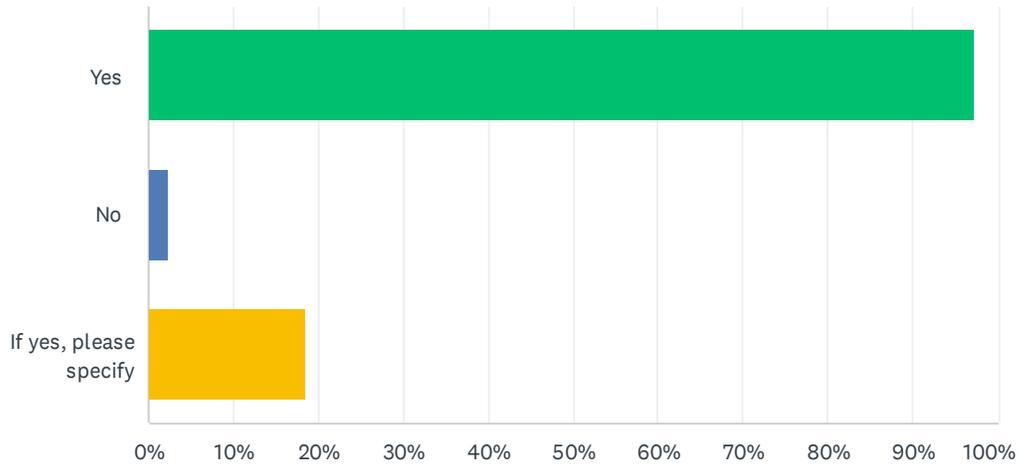
Answered: 347 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	11.82%	41
No	87.61%	304
If yes, please specify	7.20%	25
Total Respondents: 347		

Q6 Are you able to communicate in your language of choice when you visit your GP practice?

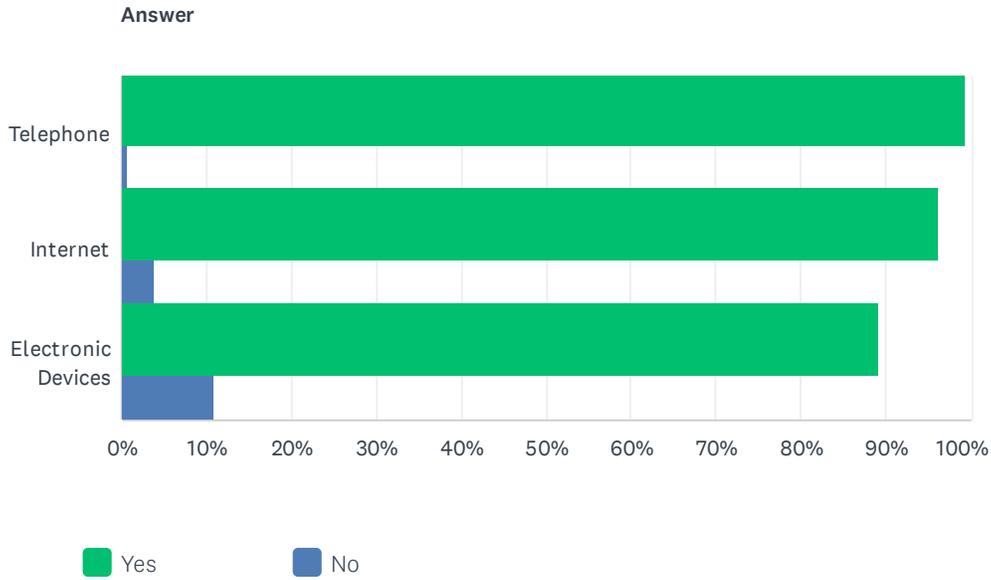
Answered: 351 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	97.15%	341
No	2.28%	8
If yes, please specify	18.52%	65
Total Respondents: 351		

Q7 Do you have access to any of the following digital methods for communication?

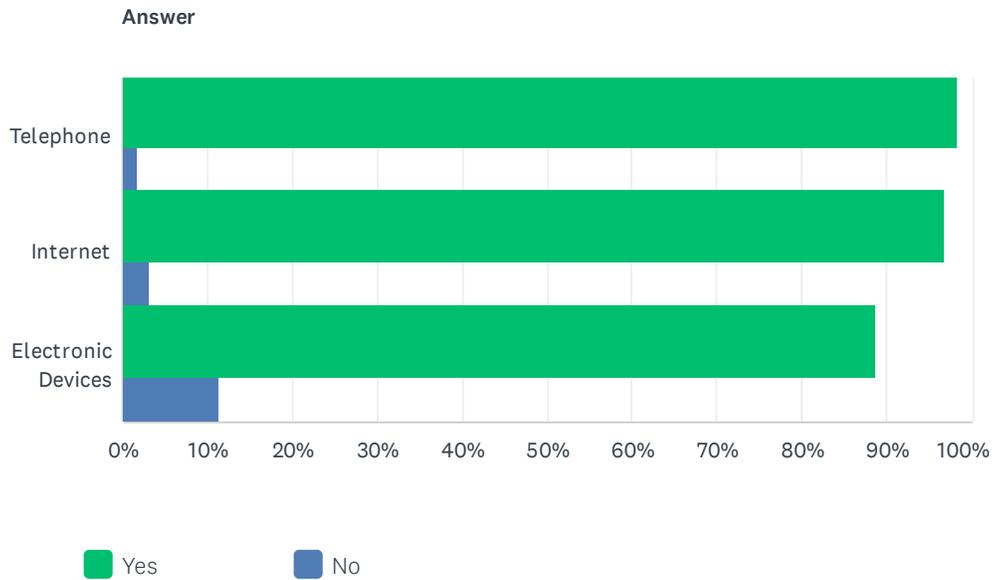
Answered: 350 Skipped: 4



Answer	YES	NO	TOTAL
Telephone	99.43% 347	0.57% 2	349
Internet	96.12% 297	3.88% 12	309
Electronic Devices	89.05% 252	10.95% 31	283

Q8 Do you have access to any of the following digital methods for communication?

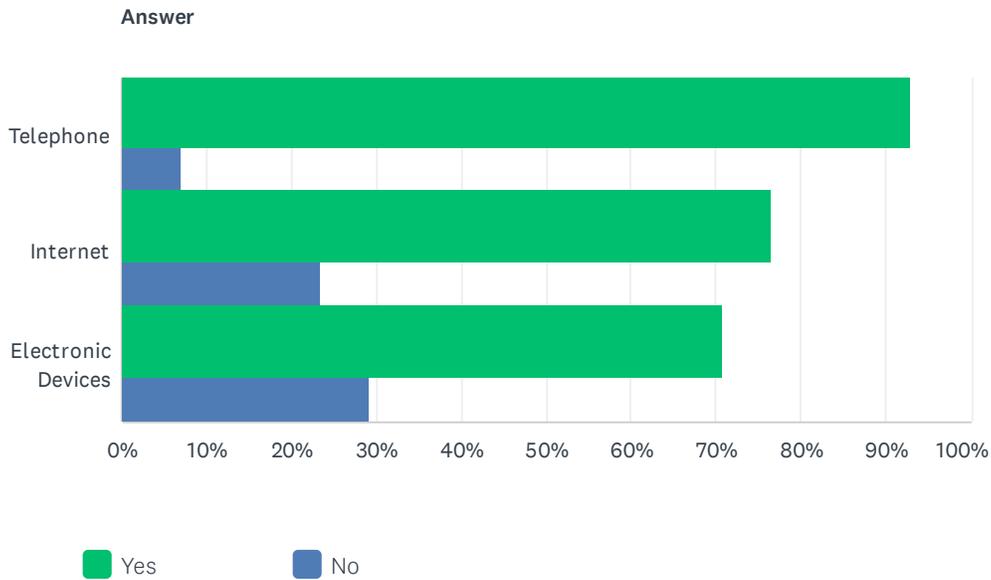
Answered: 312 Skipped: 42



Answer	YES	NO	TOTAL
Telephone	98.37% 302	1.63% 5	307
Internet	96.72% 265	3.28% 9	274
Electronic Devices	88.76% 229	11.24% 29	258

Q9 Would you feel confident in using any of the following for health appointments?

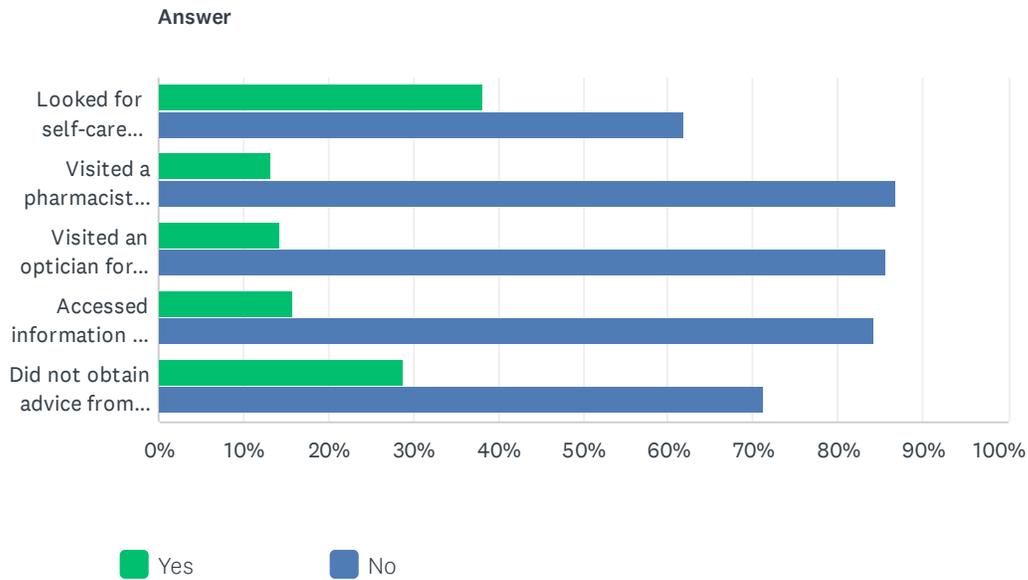
Answered: 344 Skipped: 10



Answer	YES	NO	TOTAL
Telephone	92.96% 317	7.04% 24	341
Internet	76.55% 222	23.45% 68	290
Electronic Devices	70.74% 191	29.26% 79	270

Q10 Before you booked this appointment, did you try any of the following first?

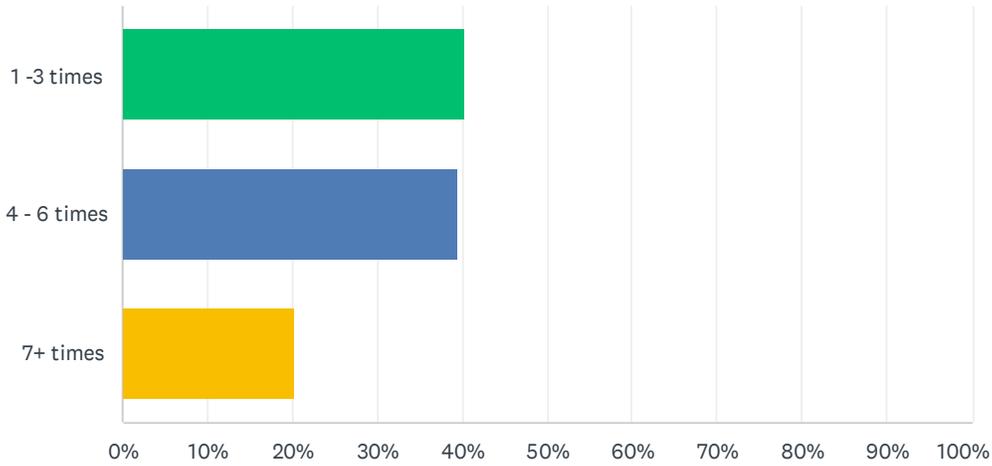
Answered: 333 Skipped: 21



Answer	YES	NO	TOTAL
Looked for self-care information online	38.14% 111	61.86% 180	291
Visited a pharmacist through the minor ailments scheme	13.26% 37	86.74% 242	279
Visited an optician for minor eye conditions	14.34% 39	85.66% 233	272
Accessed information via NHS direct/NHS 111	15.81% 43	84.19% 229	272
Did not obtain advice from anywhere else.	28.86% 86	71.14% 212	298

Q11 How many times have you visited the surgery in the last 12 months?

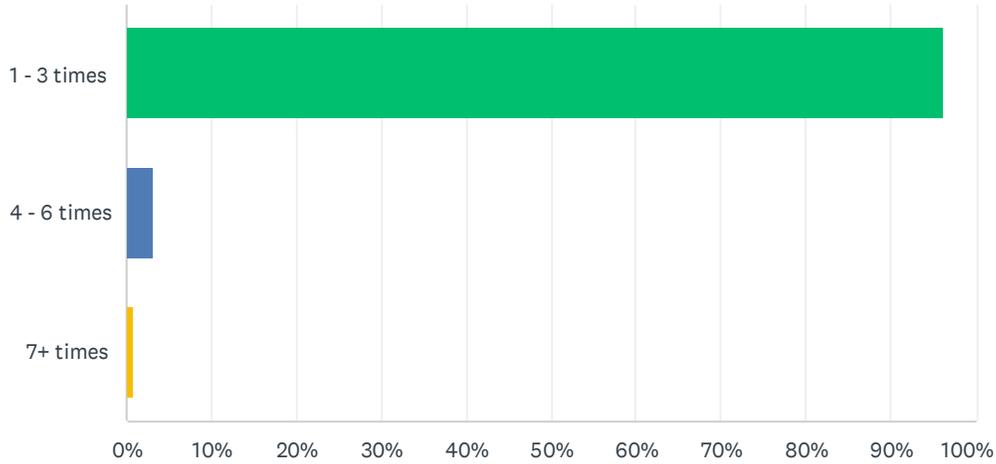
Answered: 347 Skipped: 7



ANSWER CHOICES	RESPONSES
1 -3 times	40.35% 140
4 - 6 times	39.48% 137
7+ times	20.17% 70
TOTAL	347

Q12 How many times have you had a remote consultation via the telephone or video consultation in the last 12 months?

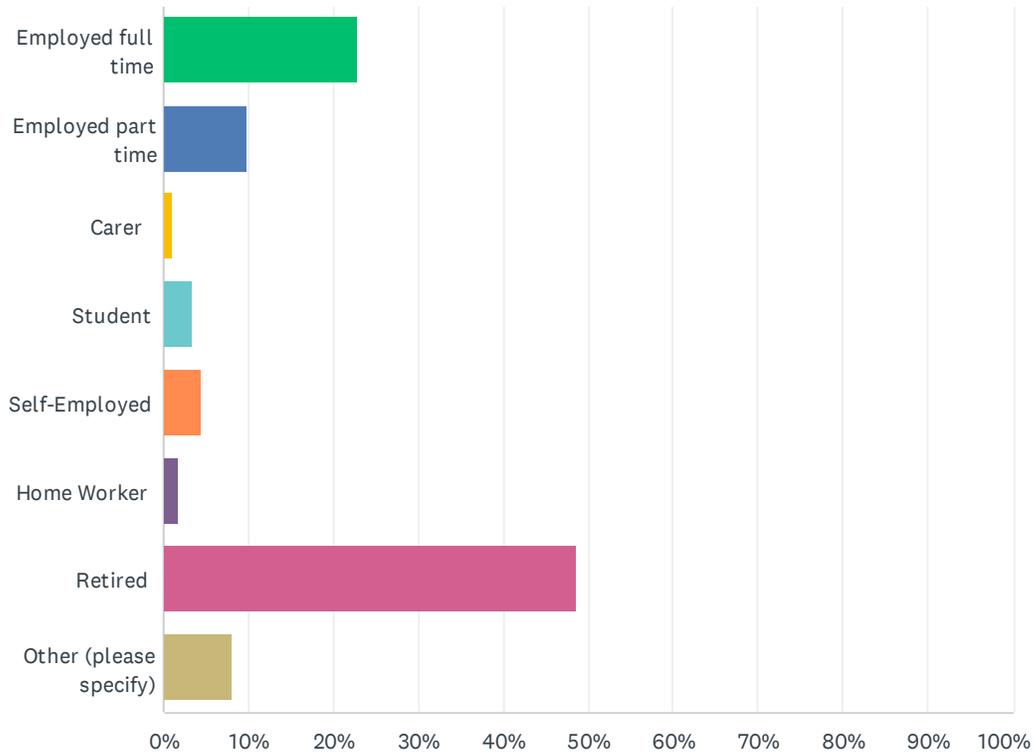
Answered: 258 Skipped: 96



ANSWER CHOICES	RESPONSES
1 - 3 times	96.12% 248
4 - 6 times	3.10% 8
7+ times	0.78% 2
TOTAL	258

Q13 Which of these groups would best describe you and your circumstances?

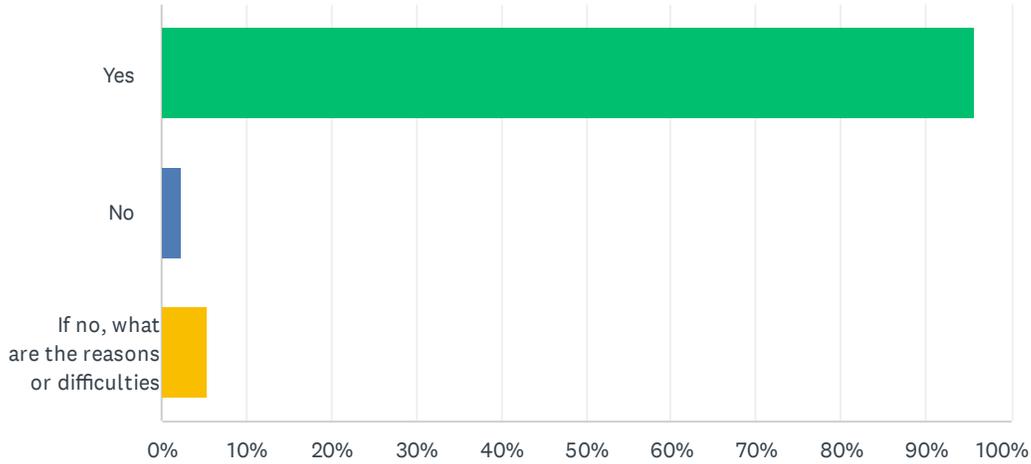
Answered: 350 Skipped: 4



ANSWER CHOICES	RESPONSES	
Employed full time	22.86%	80
Employed part time	9.71%	34
Carer	1.14%	4
Student	3.43%	12
Self-Employed	4.57%	16
Home Worker	1.71%	6
Retired	48.57%	170
Other (please specify)	8.00%	28
TOTAL		350

Q14 Are you able to visit the surgery during the working hours of 8am -6:30pm Monday to Friday?

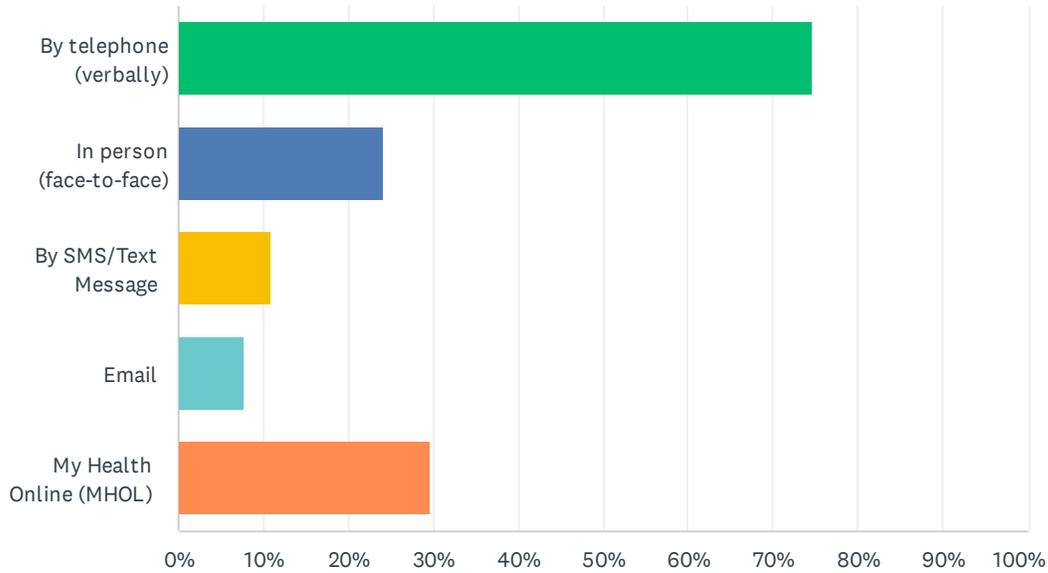
Answered: 351 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	95.73%	336
No	2.28%	8
If no, what are the reasons or difficulties	5.41%	19
Total Respondents: 351		

Q15 How would you prefer to book appointments?

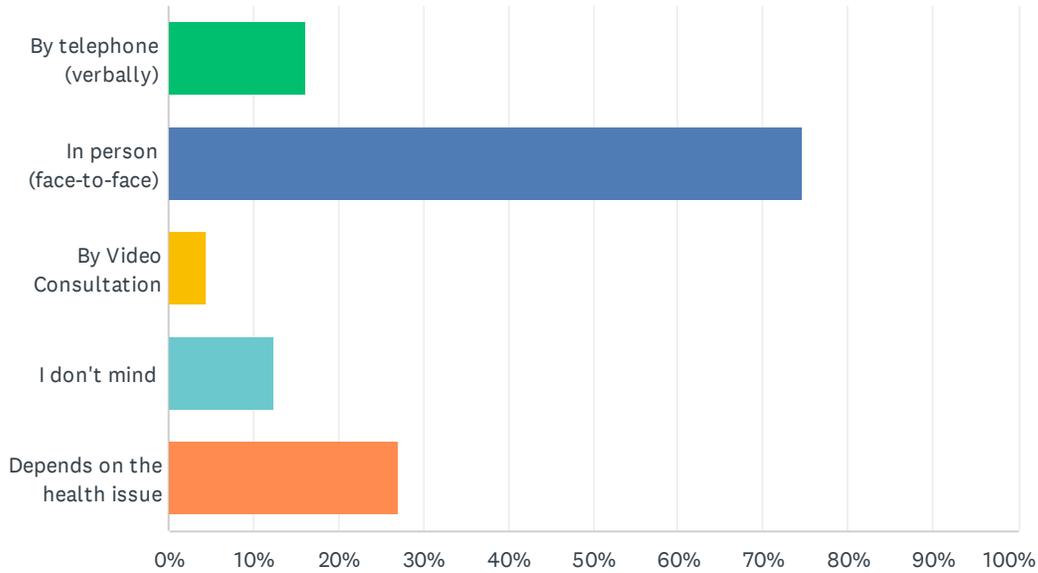
Answered: 352 Skipped: 2



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	74.72%	263
In person (face-to-face)	24.15%	85
By SMS/Text Message	10.80%	38
Email	7.67%	27
My Health Online (MHOL)	29.55%	104
Total Respondents: 352		

Q16 How would you prefer your appointments to take place?

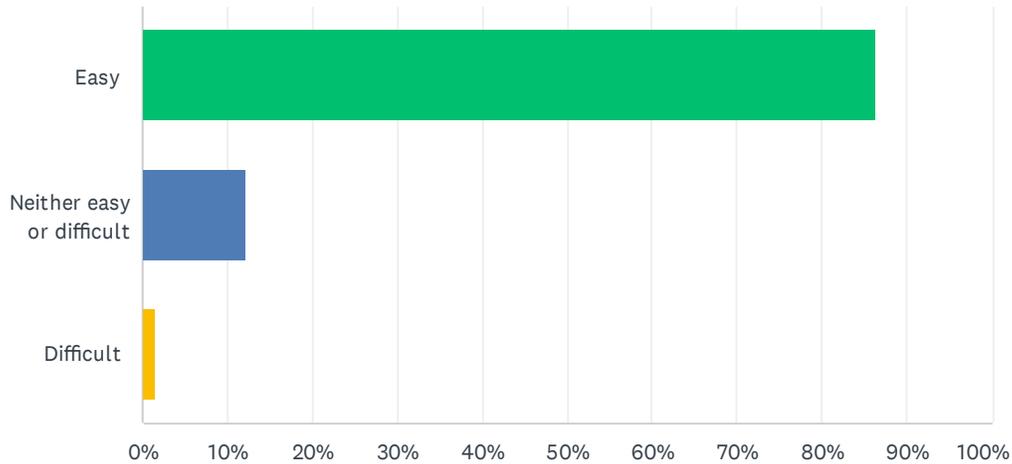
Answered: 350 Skipped: 4



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	16.29%	57
In person (face-to-face)	74.57%	261
By Video Consultation	4.57%	16
I don't mind	12.29%	43
Depends on the health issue	27.14%	95
Total Respondents: 350		

Q17 Generally, how easy is it to get through to someone at the surgery on the telephone?

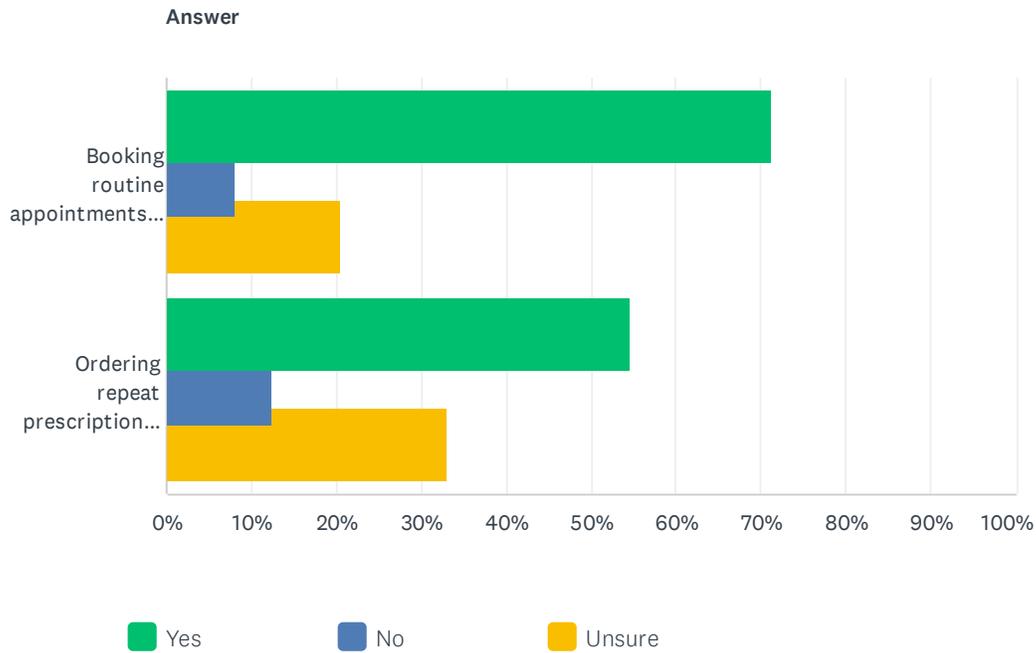
Answered: 351 Skipped: 3



ANSWER CHOICES	RESPONSES	
Easy	86.32%	303
Neither easy or difficult	12.25%	43
Difficult	1.42%	5
TOTAL		351

Q18 Do you know if your practice offers any of the following through My Health Online MHOL?

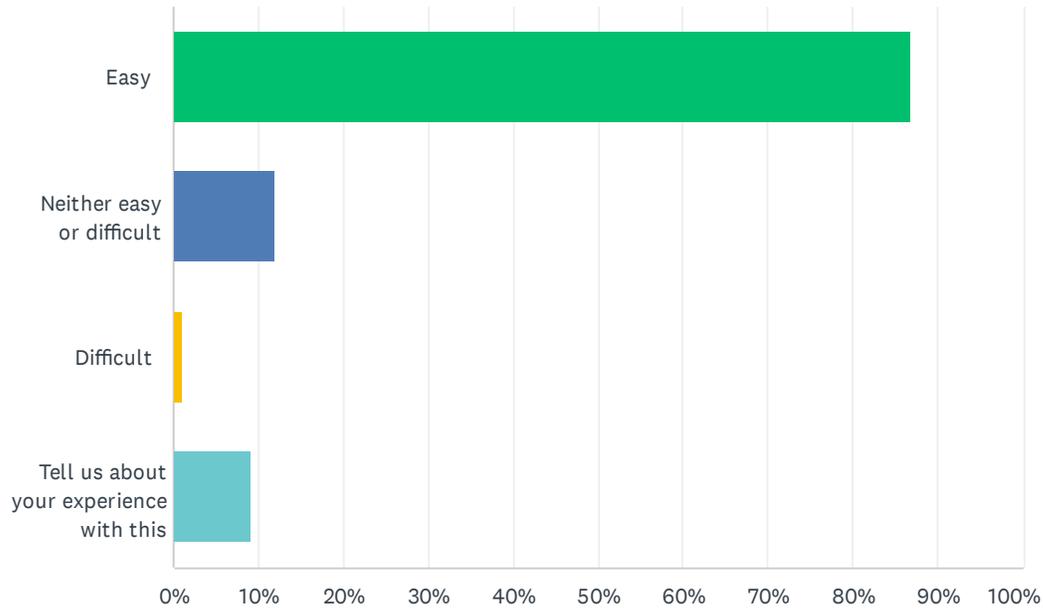
Answered: 333 Skipped: 21



Answer	YES	NO	UNSURE	TOTAL
Booking routine appointments online	71.30% 236	8.16% 27	20.54% 68	331
Ordering repeat prescriptions online	54.55% 168	12.34% 38	33.12% 102	308

Q19 Generally, how do you find making a routine appointment at the surgery?

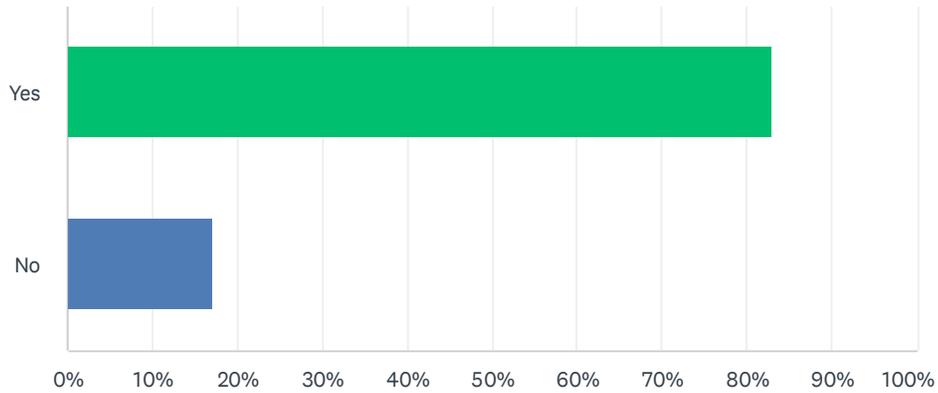
Answered: 349 Skipped: 5



ANSWER CHOICES	RESPONSES	
Easy	86.82%	303
Neither easy or difficult	12.03%	42
Difficult	1.15%	4
Tell us about your experience with this	9.17%	32
Total Respondents: 349		

Q20 When you have telephoned the practice and been told you would receive a call back, were you given an estimated time slot i.e. am or pm?

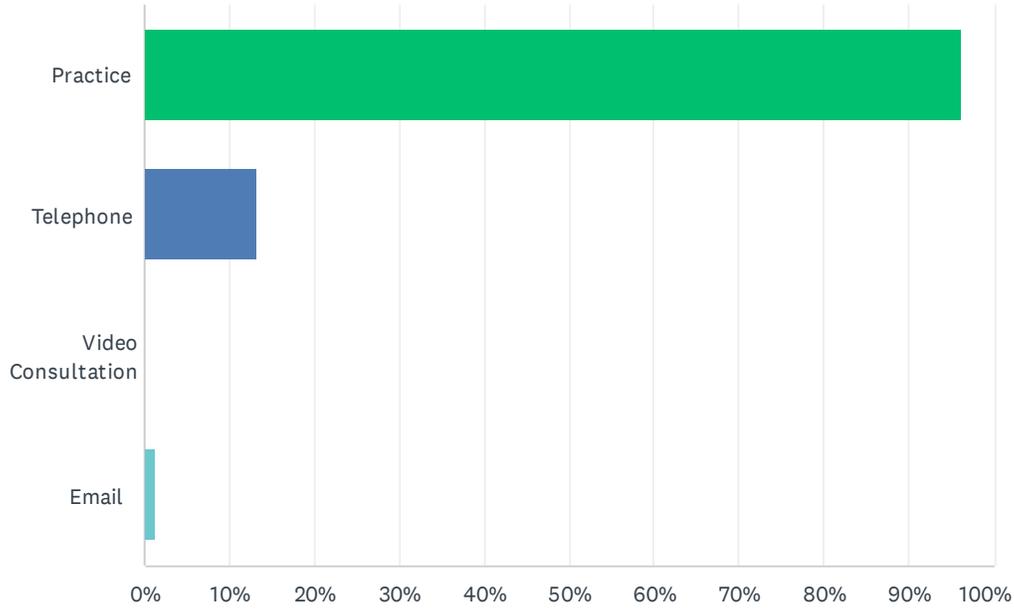
Answered: 299 Skipped: 55



ANSWER CHOICES	RESPONSES	
Yes	82.94%	248
No	17.06%	51
TOTAL		299

Q21 Generally, have your routine appointments been carried out in the practice, via the telephone or video consultation?

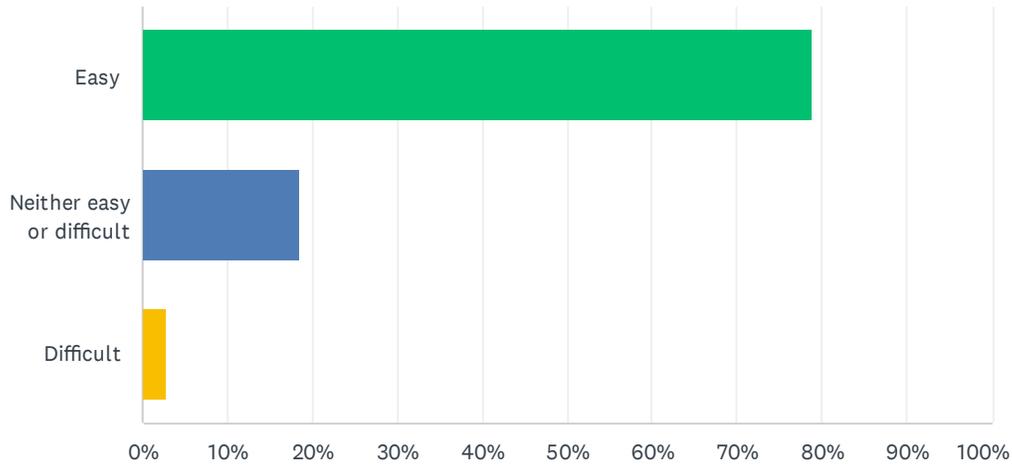
Answered: 334 Skipped: 20



ANSWER CHOICES	RESPONSES	
Practice	96.11%	321
Telephone	13.17%	44
Video Consultation	0.00%	0
Email	1.20%	4
Total Respondents: 334		

Q22 Generally, how easy is it to make an urgent appointment at the surgery?

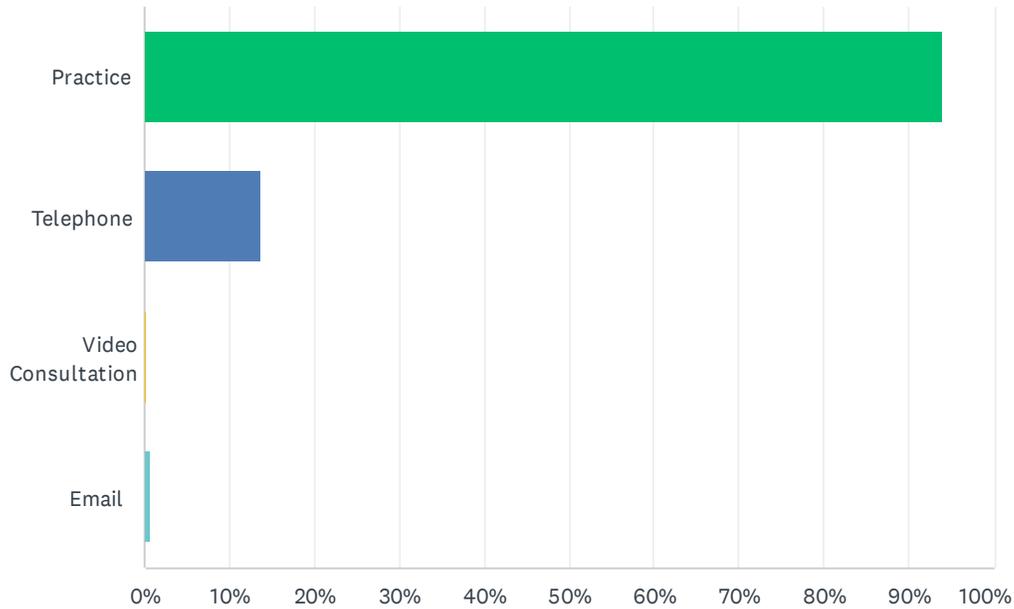
Answered: 335 Skipped: 19



ANSWER CHOICES	RESPONSES	
Easy	78.81%	264
Neither easy or difficult	18.51%	62
Difficult	2.69%	9
TOTAL		335

Q23 Generally, have your urgent appointments been carried out in the practice, via the telephone or video consultation?

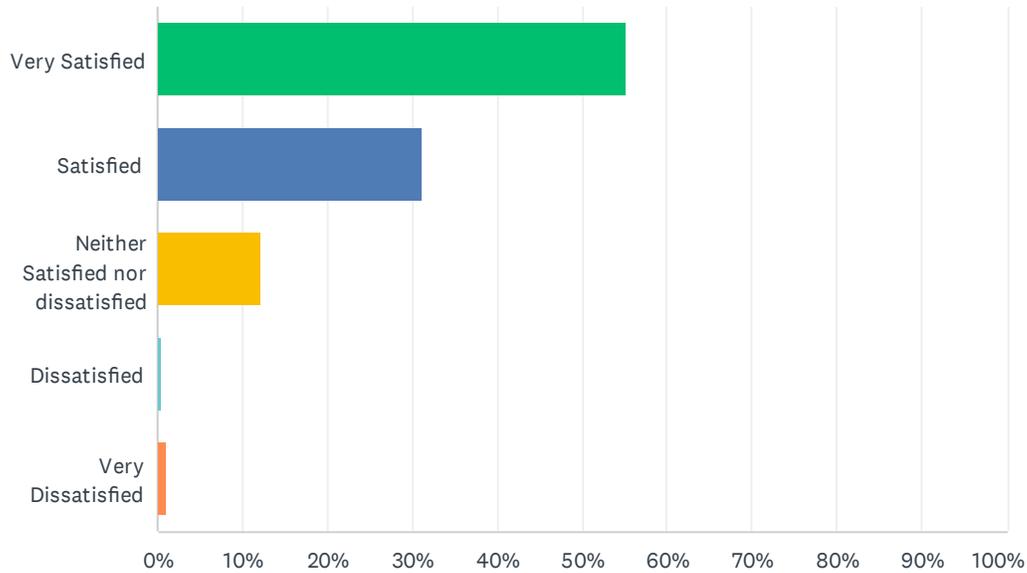
Answered: 320 Skipped: 34



ANSWER CHOICES	RESPONSES	
Practice	94.06%	301
Telephone	13.75%	44
Video Consultation	0.31%	1
Email	0.63%	2
Total Respondents: 320		

Q24 If you have had an appointment via telephone or video consultation, how satisfied were you with the care you received?

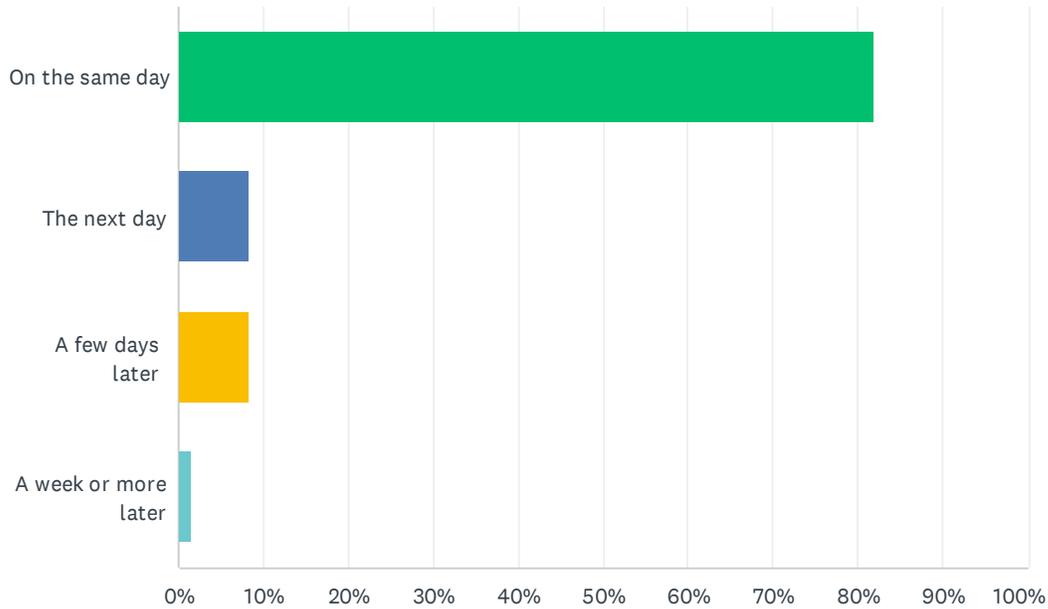
Answered: 273 Skipped: 81



ANSWER CHOICES	RESPONSES	
Very Satisfied	55.31%	151
Satisfied	31.14%	85
Neither Satisfied nor dissatisfied	12.09%	33
Dissatisfied	0.37%	1
Very Dissatisfied	1.10%	3
TOTAL		273

Q25 If you have asked for an urgent appointment in the last 12 months, when did the appointment then take place?

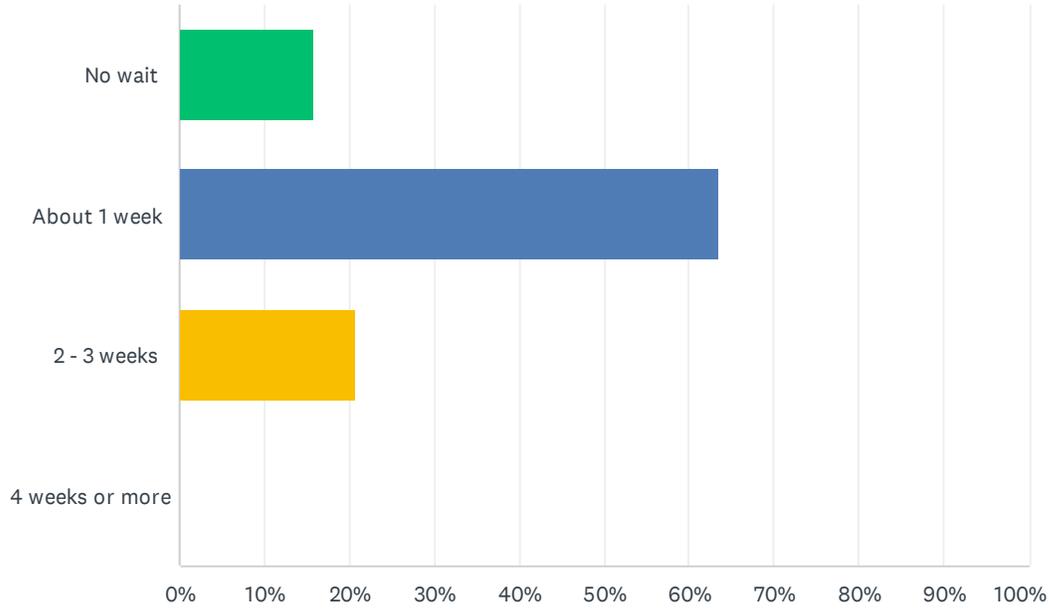
Answered: 276 Skipped: 78



ANSWER CHOICES	RESPONSES	
On the same day	81.88%	226
The next day	8.33%	23
A few days later	8.33%	23
A week or more later	1.45%	4
TOTAL		276

Q26 How long do you normally have to wait for a routine appointment with a GP of your choice?

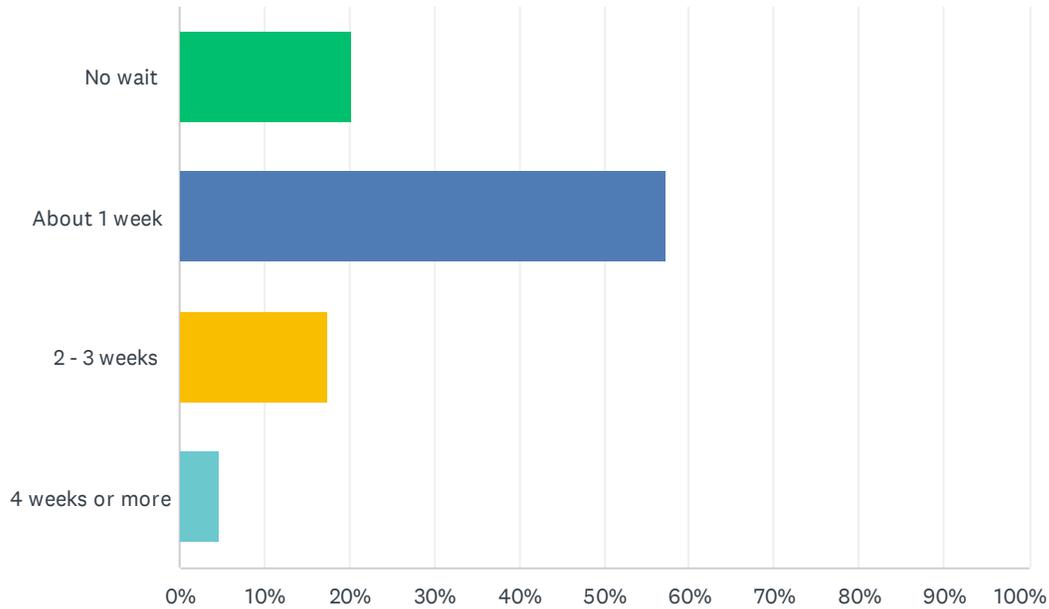
Answered: 340 Skipped: 14



ANSWER CHOICES	RESPONSES	
No wait	15.88%	54
About 1 week	63.53%	216
2 - 3 weeks	20.59%	70
4 weeks or more	0.00%	0
TOTAL		340

Q27 How long do you normally have to wait for a routine appointment another Health Care Professional of your choice?

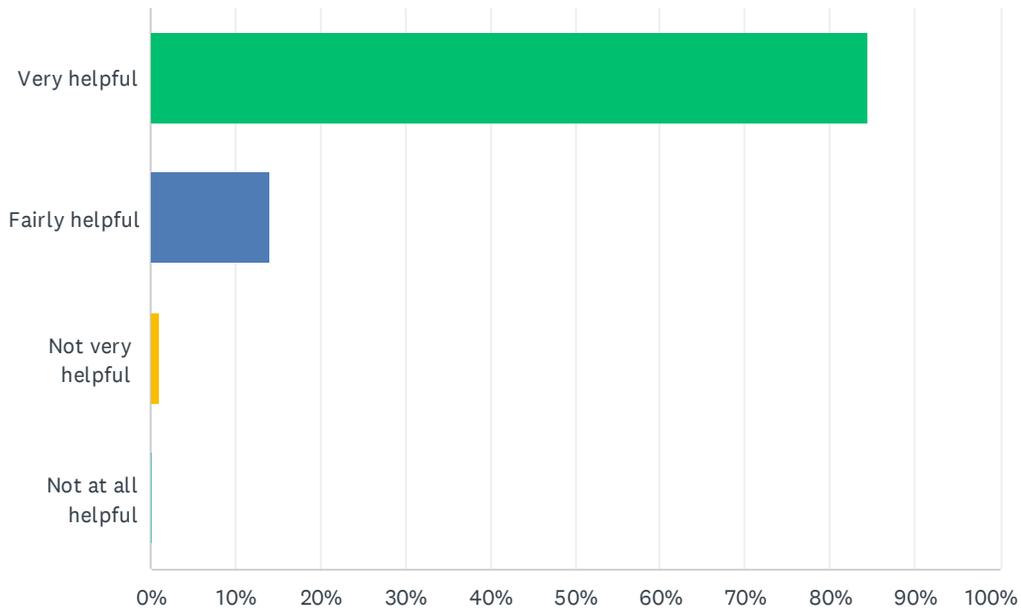
Answered: 296 Skipped: 58



ANSWER CHOICES	RESPONSES	
No wait	20.27%	60
About 1 week	57.43%	170
2 - 3 weeks	17.57%	52
4 weeks or more	4.73%	14
TOTAL		296

Q28 How helpful do you find the reception team at the surgery?

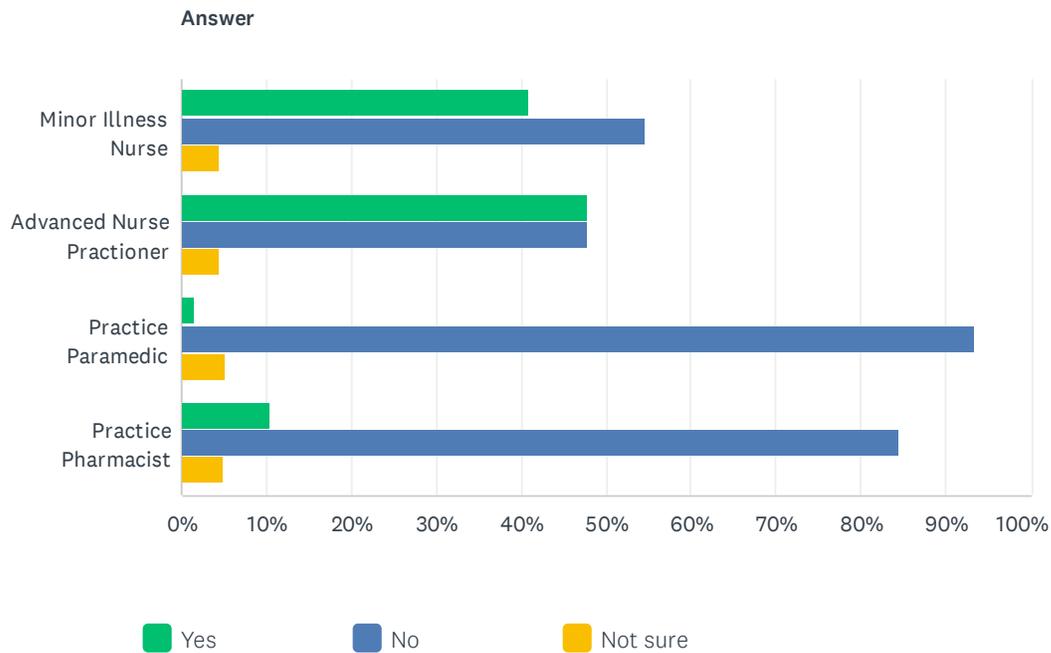
Answered: 342 Skipped: 12



ANSWER CHOICES	RESPONSES	
Very helpful	84.50%	289
Fairly helpful	14.04%	48
Not very helpful	1.17%	4
Not at all helpful	0.29%	1
TOTAL		342

Q29 Have you been seen by a Health Care Professional other than a GP?

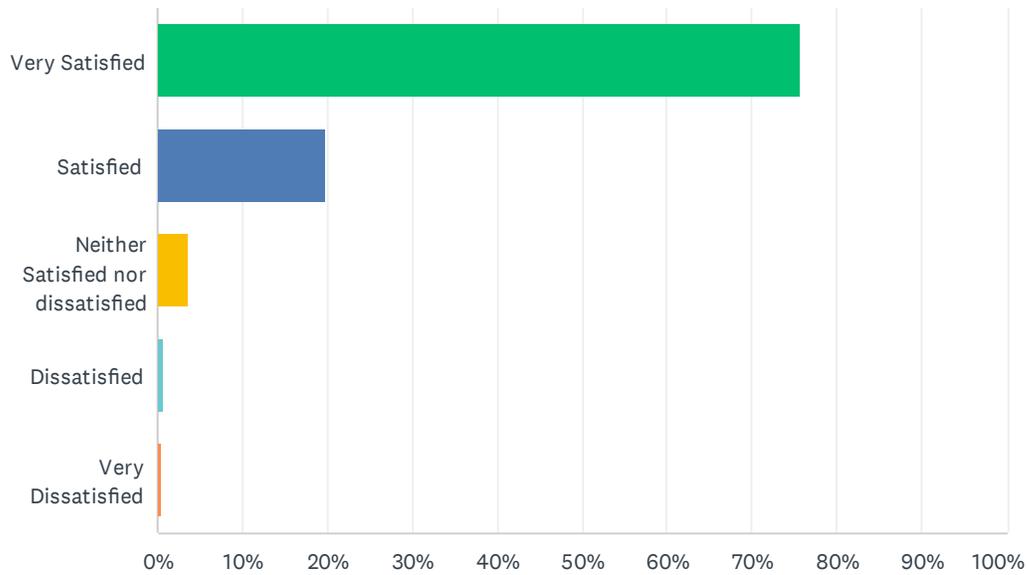
Answered: 280 Skipped: 74



Answer	YES	NO	NOT SURE	TOTAL
Minor Illness Nurse	40.98% 100	54.51% 133	4.51% 11	244
Advanced Nurse Practitioner	47.72% 115	47.72% 115	4.56% 11	241
Practice Paramedic	1.52% 3	93.40% 184	5.08% 10	197
Practice Pharmacist	10.50% 21	84.50% 169	5.00% 10	200

Q30 How satisfied were you with the care you received?

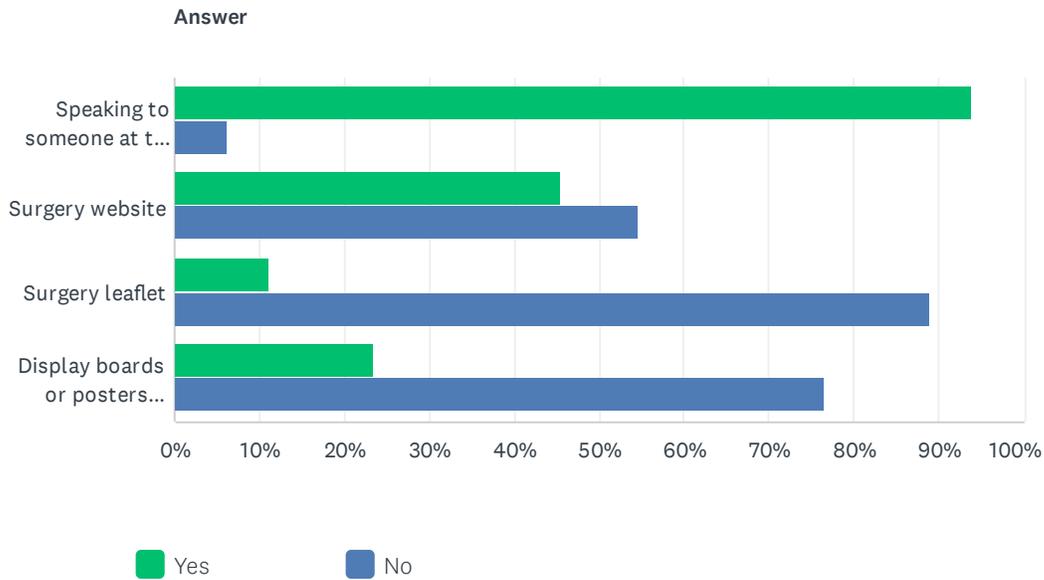
Answered: 308 Skipped: 46



ANSWER CHOICES	RESPONSES	
Very Satisfied	75.65%	233
Satisfied	19.81%	61
Neither Satisfied nor dissatisfied	3.57%	11
Dissatisfied	0.65%	2
Very Dissatisfied	0.32%	1
TOTAL		308

Q31 When you need information about appointment booking/times, what ways have you tried to find that information?

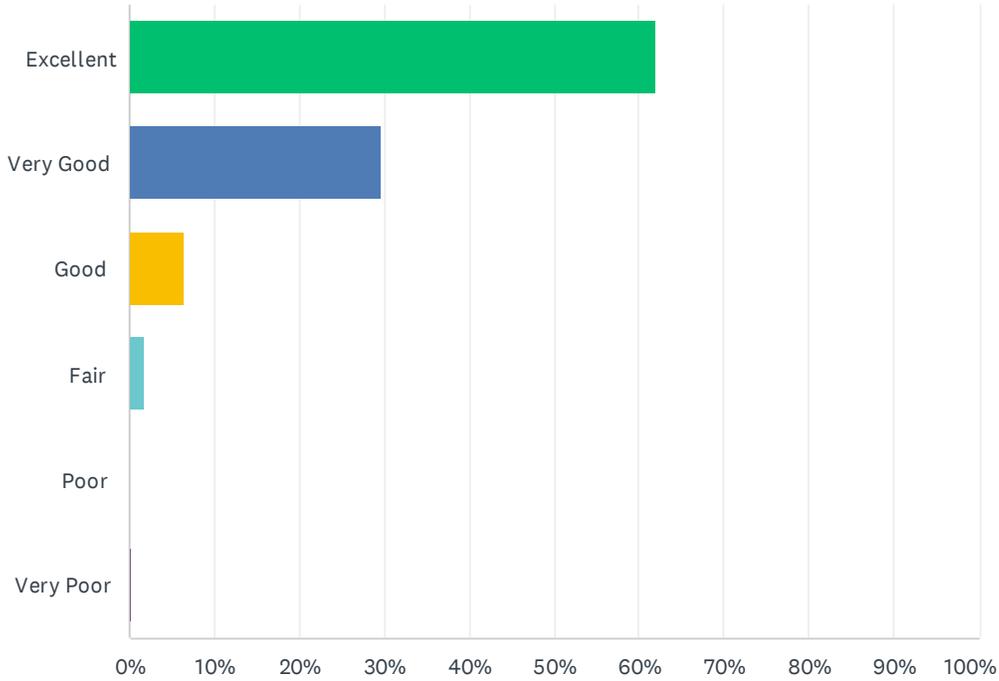
Answered: 330 Skipped: 24



Answer	YES	NO	TOTAL
Speaking to someone at the surgery	93.81% 303	6.19% 20	323
Surgery website	45.41% 94	54.59% 113	207
Surgery leaflet	10.99% 20	89.01% 162	182
Display boards or posters within the surgery	23.53% 44	76.47% 143	187

Q32 How would you rate your overall experience accessing services at this surgery?

Answered: 345 Skipped: 9



ANSWER CHOICES	RESPONSES	
Excellent	62.03%	214
Very Good	29.57%	102
Good	6.38%	22
Fair	1.74%	6
Poor	0.00%	0
Very Poor	0.29%	1
TOTAL		345

Q33 Please tell us more about your experience rating and anything else you wish to share

Answered: 161 Skipped: 193