






1. We are thinking about online booking. Would you be interested?

		Response Percent	Response Count
Yes		90.2%	314
No		9.8%	34
answered question			348
skipped question			2



2. Do you have access to the internet on a regular basis?

		Response Percent	Response Count
Yes		44.2%	152
No		4.7%	16
If yes would you use it to book appointments?		51.2%	176
answered question			344
skipped question			6



3. What appointments would you like to book online? For example bloods, nurses or doctors

	Response Count
	317
answered question	317
skipped question	33



4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

		Response Percent	Response Count
Yes		73.8%	256
No		26.2%	91
If yes were you happy with the outcome?			239
answered question			347
skipped question			3





5. When using our telephone triage, was your problem dealt with on the day ?

		Response Percent	Response Count
Yes		73.8%	206
No		26.2%	73
Comments (Optional)			79
answered question			279
skipped question			71



6. Was a telephone call back convenient for you?

		Response Percent	Response Count
Yes		64.9%	183
No		35.1%	99
answered question			282
skipped question			68


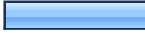

7. Would you prefer a booked telephone consultation that specified morning or afternoon?

		Response Percent	Response Count
Yes Morning		24.9%	79
Yes Afternoon		7.6%	24
Anything		46.1%	146
No		21.5%	68
answered question			317
skipped question			33





8. Would you like a newsletter?

		Response Percent	Response Count
Yes		54.5%	182
No		45.5%	152
answered question			334
skipped question			16

9. How often would you like a newsletter?

		Response Percent	Response Count
Quarterly		66.2%	135
six monthly		22.5%	46
Yearly		11.3%	23
answered question			204
skipped question			146

10. What would you like to be included in the newsletter?

		Response Percent	Response Count
New staff		70.5%	141
New clinics		81.5%	163
Seasonal updates		76.0%	152
National updates		51.5%	103
	Any other suggestions		49
answered question			200
skipped question			150

Page 1, Q2. Do you have access to the internet on a regular basis?

1	yes	Jan 20, 2014 9:35 AM
2	yes	Jan 14, 2014 5:22 AM
3	yes	Jan 12, 2014 1:23 PM
4	yes (pre-booking)	Jan 9, 2014 7:31 AM
5	yes	Jan 9, 2014 7:29 AM
6	no	Jan 9, 2014 7:28 AM
7	yes	Jan 6, 2014 5:38 AM
8	yes	Jan 6, 2014 1:54 AM
9	yes	Jan 5, 2014 1:36 PM
10	yes	Jan 3, 2014 2:24 AM
11	yes of course, would be much better than the current system	Jan 2, 2014 9:17 AM
12	welcome it with reserves regarding an emergency	Jan 1, 2014 8:00 AM
13	This sounds a good idea but the proof is in the pudding.	Jan 1, 2014 4:29 AM
14	yes	Dec 31, 2013 4:24 AM
15	Yes	Dec 31, 2013 3:32 AM
16	Yes	Dec 30, 2013 1:03 PM
17	yes	Dec 30, 2013 10:54 AM
18	possibly	Dec 29, 2013 4:23 AM
19	Yes	Dec 29, 2013 3:46 AM
20	MAYBE	Dec 29, 2013 2:26 AM
21	Yes	Dec 28, 2013 2:50 PM
22	Yes	Dec 27, 2013 9:42 AM
23	if there was an appt.	Dec 27, 2013 3:12 AM
24	yes	Dec 27, 2013 3:10 AM
25	so long as you could see medic same day	Dec 27, 2013 3:05 AM
26	yes	Dec 27, 2013 3:00 AM
27	yes	Dec 27, 2013 2:59 AM
28	yes	Dec 27, 2013 2:58 AM
29	yes	Dec 27, 2013 2:57 AM
30	yes	Dec 27, 2013 2:56 AM

Page 1, Q2. Do you have access to the internet on a regular basis?

31	yes	Dec 27, 2013 2:52 AM
32	yes	Dec 27, 2013 2:49 AM
33	no	Dec 27, 2013 2:47 AM
34	probably	Dec 27, 2013 2:45 AM
35	no	Dec 27, 2013 2:44 AM
36	only as a last resort	Dec 27, 2013 2:42 AM
37	definitely	Dec 27, 2013 2:41 AM
38	yes	Dec 27, 2013 2:40 AM
39	yes	Dec 27, 2013 2:40 AM
40	yes	Dec 27, 2013 2:37 AM
41	.	Dec 27, 2013 2:34 AM
42	yes	Dec 27, 2013 2:34 AM
43	yes	Dec 27, 2013 2:32 AM
44	yes	Dec 27, 2013 2:30 AM
45	yes	Dec 27, 2013 2:27 AM
46	.	Dec 27, 2013 2:26 AM
47	no	Dec 27, 2013 2:25 AM
48	no	Dec 27, 2013 2:21 AM
49	no	Dec 27, 2013 2:20 AM
50	.	Dec 27, 2013 2:19 AM
51	yes I would	Dec 27, 2013 2:17 AM
52	yes	Dec 27, 2013 2:13 AM
53	yes	Dec 27, 2013 2:12 AM
54	no	Dec 27, 2013 2:07 AM
55	yes	Dec 27, 2013 2:05 AM
56	yes	Dec 27, 2013 2:00 AM
57	.	Dec 27, 2013 1:38 AM
58	.	Dec 27, 2013 1:32 AM
59	no	Dec 26, 2013 12:54 PM
60	Yes we would use it to book appointments	Dec 26, 2013 6:02 AM

Page 1, Q2. Do you have access to the internet on a regular basis?

61	No, what about people who don't know what to do.	Dec 26, 2013 4:14 AM
62	yes I think it would be great	Dec 25, 2013 5:17 AM
63	Yes	Dec 24, 2013 9:50 AM
64	good idea if we are working.	Dec 24, 2013 7:02 AM
65	Sometimes	Dec 24, 2013 4:49 AM
66	yes	Dec 24, 2013 4:41 AM
67	yes	Dec 24, 2013 4:29 AM
68	yes as cannot phone on the day- takes all day to see a doctor due to triage	Dec 24, 2013 4:04 AM
69	Yes	Dec 24, 2013 2:35 AM
70	yes	Dec 24, 2013 1:31 AM
71	Yes	Dec 23, 2013 2:07 PM
72	Always	Dec 23, 2013 2:02 PM
73	Yes	Dec 23, 2013 12:54 PM
74	possibly	Dec 23, 2013 12:18 PM
75	yes	Dec 23, 2013 11:34 AM
76	No	Dec 23, 2013 10:52 AM
77	Yes	Dec 23, 2013 10:47 AM
78	yes I would	Dec 23, 2013 10:41 AM
79	yes i would	Dec 23, 2013 9:43 AM
80	yes	Dec 23, 2013 8:59 AM
81	yes	Dec 23, 2013 8:29 AM
82	yes	Dec 23, 2013 8:25 AM
83	yes it would be easier	Dec 23, 2013 8:16 AM
84	HAPPY TO BOOK APPOINTMENTS VIA THE INTERNET	Dec 23, 2013 8:15 AM
85	Yes	Dec 23, 2013 8:09 AM
86	yes i would. As long as it worked properly	Dec 23, 2013 8:00 AM
87	I would use it to book appointments	Dec 23, 2013 7:46 AM
88	sometimes I prefer to talk to a doctor for advise and then see them	Dec 23, 2013 7:45 AM
89	For non-urgent appointments on occasion	Dec 23, 2013 7:42 AM
90	no	Dec 23, 2013 7:36 AM

Page 1, Q2. Do you have access to the internet on a regular basis?

91	Yes	Dec 23, 2013 7:24 AM
92	Yes	Dec 23, 2013 7:14 AM
93	yes I certainly would do	Dec 23, 2013 6:49 AM
94	yes	Dec 23, 2013 5:24 AM
95	this would be very convenient	Dec 23, 2013 5:08 AM
96	yes	Dec 23, 2013 4:39 AM
97	Yes	Dec 23, 2013 4:38 AM
98	YES!	Dec 23, 2013 4:16 AM
99	yes	Dec 23, 2013 3:34 AM
100	yes	Dec 23, 2013 3:03 AM
101	Certainly, hope it is clearer than these tick circles,after ticking YESand then ticking the last box it unticks yes?!?	Dec 23, 2013 2:38 AM
102	For non emergancies yes	Dec 23, 2013 2:35 AM
103	yes	Dec 23, 2013 2:15 AM
104	easier than waiting ages on the phone - and free	Dec 23, 2013 12:37 AM
105	Sometimes	Dec 22, 2013 10:46 PM
106	Yes	Dec 22, 2013 3:30 PM
107	If it would be easier than the present system	Dec 21, 2013 12:25 PM
108	Yesany relevant appointment	Dec 21, 2013 8:49 AM
109	Yes	Dec 21, 2013 8:49 AM
110	would be very intetested	Dec 21, 2013 7:16 AM
111	next day appointments would be usefull	Dec 21, 2013 5:16 AM
112	Daily	Dec 21, 2013 3:47 AM
113	would use	Dec 21, 2013 2:31 AM
114	yes	Dec 21, 2013 2:11 AM
115	Yes	Dec 21, 2013 2:01 AM
116	yes	Dec 21, 2013 1:36 AM
117	Yes I would	Dec 20, 2013 10:44 PM
118	yes	Dec 20, 2013 2:37 PM
119	yes	Dec 20, 2013 1:50 PM

Page 1, Q2. Do you have access to the internet on a regular basis?

120	yes	Dec 20, 2013 1:34 PM
121	Possibly	Dec 20, 2013 1:08 PM
122	good idea	Dec 20, 2013 12:02 PM
123	Definitely	Dec 20, 2013 12:00 PM
124	yes	Dec 20, 2013 11:51 AM
125	YES	Dec 20, 2013 11:50 AM
126	Yes	Dec 20, 2013 11:41 AM
127	yes	Dec 20, 2013 11:41 AM
128	Yes I would use it to book all appointments other than an emergency .	Dec 20, 2013 10:01 AM
129	For non urgent appointments	Dec 20, 2013 9:36 AM
130	yes	Dec 20, 2013 8:52 AM
131	yes	Dec 20, 2013 8:27 AM
132	yes	Dec 20, 2013 8:09 AM
133	Yes	Dec 20, 2013 7:48 AM
134	Yes	Dec 20, 2013 7:33 AM
135	Sometimes	Dec 20, 2013 6:56 AM
136	I would find this far more satisfactory than trying to book by telephone	Dec 20, 2013 6:12 AM
137	No because my mother in law is housebound and that causes too many problems already	Dec 20, 2013 5:49 AM
138	yes	Dec 20, 2013 5:37 AM
139	yes	Dec 20, 2013 5:35 AM
140	Would probably use it all the time	Dec 20, 2013 5:27 AM
141	Of course	Dec 20, 2013 5:10 AM
142	yes	Dec 19, 2013 12:44 PM
143	yes	Dec 19, 2013 11:43 AM
144	YES	Dec 19, 2013 10:58 AM
145	yes i would use it to book appointments	Dec 19, 2013 10:35 AM
146	yes	Dec 19, 2013 10:19 AM
147	yes i would as it is very hard to see a doctor.	Dec 19, 2013 9:42 AM
148	yes	Dec 19, 2013 9:35 AM

Page 1, Q2. Do you have access to the internet on a regular basis?

149	yes	Dec 19, 2013 9:16 AM
150	yes	Dec 19, 2013 9:05 AM
151	yes	Dec 19, 2013 8:44 AM
152	yes	Dec 19, 2013 8:38 AM
153	yes I would	Dec 19, 2013 8:28 AM
154	Yes	Dec 19, 2013 7:03 AM
155	yes	Dec 19, 2013 3:37 AM
156	yes	Dec 19, 2013 2:46 AM
157	Yes I would	Dec 19, 2013 1:29 AM
158	Doctor or Nurse	Dec 18, 2013 2:34 PM
159	yes	Dec 18, 2013 12:23 PM
160	yes	Dec 18, 2013 11:31 AM
161	yes	Dec 18, 2013 11:22 AM
162	app for copd & diabetes reviews	Dec 18, 2013 10:29 AM
163	yes	Dec 18, 2013 10:00 AM
164	As long as the system works properly, easily and reliably.	Dec 18, 2013 9:53 AM
165	yes	Dec 18, 2013 9:06 AM
166	I would absolutely welcome the option to book on-line	Dec 18, 2013 8:48 AM
167	yes I would	Dec 18, 2013 8:19 AM
168	Yes	Dec 18, 2013 7:46 AM
169	Yes much easier to do	Dec 18, 2013 7:33 AM
170	HAPPY TO USE INTERNET FOR APPOINTMENTS	Dec 18, 2013 7:01 AM
171	maybe	Dec 18, 2013 6:33 AM
172	Yes	Dec 18, 2013 6:23 AM
173	Yes	Oct 14, 2013 1:21 PM
174	yes	Oct 14, 2013 7:50 AM
175	no	Oct 14, 2013 5:25 AM
176	maybe	Oct 14, 2013 1:18 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

1	any	Jan 20, 2014 9:35 AM
2	blood, nurses, doctors	Jan 16, 2014 4:10 AM
3	all above	Jan 14, 2014 5:22 AM
4	all 3	Jan 12, 2014 1:23 PM
5	all when relevant	Jan 9, 2014 7:31 AM
6	All	Jan 9, 2014 7:29 AM
7	bloods,nurses & doctors	Jan 8, 2014 10:44 PM
8	all of the above	Jan 6, 2014 5:38 AM
9	all if needed	Jan 6, 2014 5:01 AM
10	doctor	Jan 6, 2014 1:54 AM
11	None	Jan 6, 2014 1:37 AM
12	all	Jan 5, 2014 1:36 PM
13	All	Jan 5, 2014 7:46 AM
14	All	Jan 5, 2014 5:37 AM
15	both	Jan 3, 2014 2:24 AM
16	doctors	Jan 2, 2014 9:17 AM
17	All	Jan 2, 2014 5:23 AM
18	doctors nurses	Jan 1, 2014 8:00 AM
19	All	Jan 1, 2014 4:29 AM
20	routine	Dec 31, 2013 4:24 AM
21	All	Dec 31, 2013 3:34 AM
22	All	Dec 31, 2013 3:32 AM
23	Nurses and doctors	Dec 31, 2013 2:33 AM
24	All appointments	Dec 30, 2013 1:03 PM
25	blood, nurses, and doctors	Dec 30, 2013 10:54 AM
26	All	Dec 30, 2013 6:01 AM
27	All of the above	Dec 30, 2013 3:13 AM
28	Both	Dec 30, 2013 1:30 AM
29	Anything that is necessary	Dec 29, 2013 10:01 AM
30	all appointments.	Dec 29, 2013 5:18 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

31	not sure maybe doctor or the nurse	Dec 29, 2013 4:23 AM
32	All except emergency appointments	Dec 29, 2013 3:46 AM
33	BLOODS AND NURSES APPOINTMENTS	Dec 29, 2013 2:26 AM
34	GP and nurse if necessary.	Dec 28, 2013 2:50 PM
35	Most appointments	Dec 28, 2013 11:40 AM
36	Most appointments	Dec 28, 2013 11:38 AM
37	doctors appointments	Dec 28, 2013 10:12 AM
38	All except emergency	Dec 28, 2013 9:54 AM
39	Blood, doctors and nurse.	Dec 28, 2013 9:33 AM
40	everything	Dec 28, 2013 7:49 AM
41	nurses and doctors	Dec 28, 2013 1:02 AM
42	All	Dec 27, 2013 9:42 AM
43	ALL	Dec 27, 2013 8:33 AM
44	none emergency repeat prescriptions	Dec 27, 2013 3:12 AM
45	doctors	Dec 27, 2013 3:10 AM
46	drs	Dec 27, 2013 3:10 AM
47	all	Dec 27, 2013 3:07 AM
48	all	Dec 27, 2013 3:07 AM
49	all of the above	Dec 27, 2013 3:05 AM
50	all	Dec 27, 2013 3:04 AM
51	routine appointments	Dec 27, 2013 3:03 AM
52	doctors	Dec 27, 2013 3:02 AM
53	bloods and nurses	Dec 27, 2013 3:00 AM
54	all	Dec 27, 2013 2:59 AM
55	doctors	Dec 27, 2013 2:59 AM
56	all appts.	Dec 27, 2013 2:58 AM
57	any	Dec 27, 2013 2:57 AM
58	all	Dec 27, 2013 2:56 AM
59	all of the above	Dec 27, 2013 2:52 AM
60	All	Dec 27, 2013 2:49 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

61	none	Dec 27, 2013 2:47 AM
62	nurses, doctors	Dec 27, 2013 2:45 AM
63	n/a	Dec 27, 2013 2:44 AM
64	blood tests	Dec 27, 2013 2:42 AM
65	all	Dec 27, 2013 2:41 AM
66	all	Dec 27, 2013 2:40 AM
67	all	Dec 27, 2013 2:40 AM
68	all of the above	Dec 27, 2013 2:37 AM
69	bloods, nurses, doctors	Dec 27, 2013 2:35 AM
70	doctors, nurses, bloods	Dec 27, 2013 2:34 AM
71	all	Dec 27, 2013 2:34 AM
72	all	Dec 27, 2013 2:32 AM
73	bloods, nurses, doctors	Dec 27, 2013 2:32 AM
74	all	Dec 27, 2013 2:31 AM
75	all	Dec 27, 2013 2:30 AM
76	Any	Dec 27, 2013 2:27 AM
77	bloods and doctors	Dec 27, 2013 2:26 AM
78	All	Dec 27, 2013 2:23 AM
79	None	Dec 27, 2013 2:21 AM
80	NONE	Dec 27, 2013 2:20 AM
81	All	Dec 27, 2013 2:19 AM
82	Bloods, nurses and doctors	Dec 27, 2013 2:17 AM
83	all of the above	Dec 27, 2013 2:14 AM
84	doctors nurses annual diabetic reviews	Dec 27, 2013 2:13 AM
85	blood tests	Dec 27, 2013 2:12 AM
86	none	Dec 27, 2013 2:07 AM
87	doctors	Dec 27, 2013 2:07 AM
88	all appts.	Dec 27, 2013 2:05 AM
89	All appts.	Dec 27, 2013 2:00 AM
90	bloods, nurses	Dec 27, 2013 1:32 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

91	Nurses	Dec 26, 2013 11:44 PM
92	Any	Dec 26, 2013 2:04 PM
93	Seeing doctors	Dec 26, 2013 9:18 AM
94	Any requirement depending on the reason	Dec 26, 2013 6:02 AM
95	none	Dec 26, 2013 4:14 AM
96	All of Those	Dec 26, 2013 2:00 AM
97	Any	Dec 26, 2013 12:30 AM
98	Everything	Dec 25, 2013 10:57 PM
99	To see a certain doctor, booking annual review, flu jab	Dec 25, 2013 5:17 AM
100	All appointments	Dec 25, 2013 4:11 AM
101	Nurses	Dec 24, 2013 1:22 PM
102	All appointments	Dec 24, 2013 9:50 AM
103	All Appointments for Nurse's or Doctor's.	Dec 24, 2013 8:25 AM
104	all	Dec 24, 2013 8:00 AM
105	annual review for diabeates blood test smear test etc	Dec 24, 2013 7:03 AM
106	Blood tests nurse sometimes Dr.	Dec 24, 2013 7:02 AM
107	doctors, nurses and asthma clinic	Dec 24, 2013 6:06 AM
108	All	Dec 24, 2013 5:39 AM
109	Bloods; nurses; doctors	Dec 24, 2013 4:49 AM
110	All	Dec 24, 2013 4:41 AM
111	All	Dec 24, 2013 4:29 AM
112	All kind- GP/ Nurse/ Healthcare Assistant	Dec 24, 2013 4:04 AM
113	All	Dec 24, 2013 4:02 AM
114	all appointments	Dec 24, 2013 3:32 AM
115	All of the above	Dec 24, 2013 2:59 AM
116	All	Dec 24, 2013 2:35 AM
117	everything	Dec 24, 2013 1:31 AM
118	doctors	Dec 23, 2013 4:25 PM
119	All appts would be a great advantage to book online as can't always get through on phone line	Dec 23, 2013 4:17 PM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

120	All	Dec 23, 2013 3:38 PM
121	All	Dec 23, 2013 2:54 PM
122	Doctors appointments and follow up appointment with the original doctor consulted with. Blood test with nurses.	Dec 23, 2013 2:07 PM
123	Injections, GP, the full range	Dec 23, 2013 2:02 PM
124	All sort of appointments	Dec 23, 2013 1:27 PM
125	Doctors	Dec 23, 2013 1:22 PM
126	Any	Dec 23, 2013 12:54 PM
127	bloods, doctor	Dec 23, 2013 12:18 PM
128	All appointments	Dec 23, 2013 12:17 PM
129	All	Dec 23, 2013 11:46 AM
130	Doctors appointments, blood tests, asthma checks, nurses	Dec 23, 2013 11:35 AM
131	Whatever I needed	Dec 23, 2013 11:34 AM
132	None	Dec 23, 2013 10:52 AM
133	Bloods, nurses, Dr' s, Annual Review	Dec 23, 2013 10:49 AM
134	All non emergencies	Dec 23, 2013 10:47 AM
135	Nurses and Doctors	Dec 23, 2013 10:41 AM
136	All	Dec 23, 2013 10:33 AM
137	Drs then the nurses	Dec 23, 2013 10:15 AM
138	All appointments	Dec 23, 2013 10:14 AM
139	As long as it was accurate All of the above	Dec 23, 2013 9:43 AM
140	All....bloods, nurses and doctors	Dec 23, 2013 9:36 AM
141	all of them	Dec 23, 2013 9:33 AM
142	all	Dec 23, 2013 8:59 AM
143	blood test	Dec 23, 2013 8:29 AM
144	doctors	Dec 23, 2013 8:25 AM
145	doctor, annual asthma and blood pressure checks, flu jab, anything else	Dec 23, 2013 8:17 AM
146	doctors , everything please its really hard to get through on the phone	Dec 23, 2013 8:16 AM
147	ALL.	Dec 23, 2013 8:15 AM
148	Whatever is available.	Dec 23, 2013 8:09 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

149	anything i needed from the surgery. I think it would be a very good idea	Dec 23, 2013 8:00 AM
150	Everything	Dec 23, 2013 7:59 AM
151	Doctors Bloods	Dec 23, 2013 7:46 AM
152	Doctors	Dec 23, 2013 7:45 AM
153	See 2 above	Dec 23, 2013 7:42 AM
154	All	Dec 23, 2013 7:24 AM
155	doctor	Dec 23, 2013 7:19 AM
156	All	Dec 23, 2013 7:17 AM
157	Bloods and nurse or Doctor consultation	Dec 23, 2013 7:14 AM
158	any	Dec 23, 2013 7:01 AM
159	all	Dec 23, 2013 6:49 AM
160	Bloods & Doctors	Dec 23, 2013 6:41 AM
161	doc	Dec 23, 2013 6:40 AM
162	doctors	Dec 23, 2013 6:33 AM
163	Doctor asthma clinic	Dec 23, 2013 6:02 AM
164	All	Dec 23, 2013 6:01 AM
165	all	Dec 23, 2013 5:55 AM
166	drs and blood tests	Dec 23, 2013 5:39 AM
167	Doctors	Dec 23, 2013 5:34 AM
168	blood tests	Dec 23, 2013 5:24 AM
169	blood tests, diabetic clinic	Dec 23, 2013 5:08 AM
170	Doctors, Nurses	Dec 23, 2013 5:01 AM
171	All	Dec 23, 2013 4:50 AM
172	All	Dec 23, 2013 4:38 AM
173	all	Dec 23, 2013 4:36 AM
174	All appointments	Dec 23, 2013 4:31 AM
175	I would much prefer to book all appointments online. It would be wonderful.	Dec 23, 2013 4:16 AM
176	blood tests	Dec 23, 2013 4:06 AM
177	doctors mainly	Dec 23, 2013 3:34 AM
178	Any	Dec 23, 2013 3:20 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

179	All	Dec 23, 2013 3:03 AM
180	All	Dec 23, 2013 3:01 AM
181	ALL	Dec 23, 2013 2:38 AM
182	All types as appropriate and non urgent.	Dec 23, 2013 2:35 AM
183	annual check ups, bloods asthma non urgent Dr appts	Dec 23, 2013 2:15 AM
184	All	Dec 23, 2013 1:35 AM
185	all	Dec 23, 2013 12:37 AM
186	Tests and nurses Doctors would be by telephone	Dec 22, 2013 10:46 PM
187	Doctors	Dec 22, 2013 5:53 PM
188	All	Dec 22, 2013 3:30 PM
189	All	Dec 22, 2013 2:39 PM
190	Bloods	Dec 22, 2013 11:20 AM
191	everything	Dec 22, 2013 9:02 AM
192	i have regular inr blood tests so definitely that	Dec 22, 2013 12:49 AM
193	All	Dec 21, 2013 11:23 PM
194	Any necessary appointment	Dec 21, 2013 12:25 PM
195	All	Dec 21, 2013 8:49 AM
196	All	Dec 21, 2013 8:49 AM
197	I would use it to book appointments with my doctor and with the nurse	Dec 21, 2013 8:35 AM
198	doctor, nurses for all reviews, any blood, etc	Dec 21, 2013 7:16 AM
199	blood test, annual review	Dec 21, 2013 5:16 AM
200	All	Dec 21, 2013 3:52 AM
201	Any	Dec 21, 2013 3:47 AM
202	All	Dec 21, 2013 3:36 AM
203	All	Dec 21, 2013 2:58 AM
204	Doctors	Dec 21, 2013 2:31 AM
205	Doctors and Nurses	Dec 21, 2013 2:20 AM
206	all	Dec 21, 2013 2:11 AM
207	All	Dec 21, 2013 2:01 AM
208	blood test doctors appointments	Dec 21, 2013 1:36 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

209	Doctors. Nurses, in fact everything	Dec 20, 2013 10:44 PM
210	All	Dec 20, 2013 2:42 PM
211	All the above	Dec 20, 2013 2:37 PM
212	all	Dec 20, 2013 1:50 PM
213	all	Dec 20, 2013 1:34 PM
214	Any	Dec 20, 2013 1:08 PM
215	Bloods, Non emergency GP appointments and nurse appointments	Dec 20, 2013 12:45 PM
216	Doctors/nurse	Dec 20, 2013 12:06 PM
217	all	Dec 20, 2013 12:02 PM
218	All appointments that I canu	Dec 20, 2013 12:00 PM
219	all of the above	Dec 20, 2013 11:51 AM
220	ALL	Dec 20, 2013 11:50 AM
221	Any	Dec 20, 2013 11:41 AM
222	all	Dec 20, 2013 11:41 AM
223	all	Dec 20, 2013 11:33 AM
224	Nurses, doctors	Dec 20, 2013 11:21 AM
225	all	Dec 20, 2013 11:09 AM
226	all appointment	Dec 20, 2013 10:19 AM
227	Anything, whenever I ring up I can't get an appointment regardless of whether I am ill or other. There is no regular review of my fibromyalgia condition and I fail to see why I have to justify to. Receptionist why I need an appointment.	Dec 20, 2013 10:18 AM
228	all appointments..	Dec 20, 2013 10:01 AM
229	Bloods	Dec 20, 2013 9:36 AM
230	everything	Dec 20, 2013 9:05 AM
231	All non-emergency appointments	Dec 20, 2013 8:52 AM
232	bloods, nurses, doctor	Dec 20, 2013 8:27 AM
233	All	Dec 20, 2013 8:14 AM
234	all	Dec 20, 2013 8:10 AM
235	doctors	Dec 20, 2013 8:09 AM
236	Nurses asthma clinic Doctors for appointments in advance	Dec 20, 2013 8:01 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

237	All	Dec 20, 2013 7:48 AM
238	All	Dec 20, 2013 7:40 AM
239	All	Dec 20, 2013 7:33 AM
240	all	Dec 20, 2013 7:19 AM
241	Blood Tests Annual Reviews etc. Any regular appointments with doctor. Would use phone if urgent.	Dec 20, 2013 6:56 AM
242	Any or all	Dec 20, 2013 6:48 AM
243	All appointments	Dec 20, 2013 6:12 AM
244	routine check ups, blood tests, emergency apps	Dec 20, 2013 6:10 AM
245	yes it would be blood tests for home visits. The system is failing in some ways because EG she has not yet been given her home visit for a flu jab. She is 93	Dec 20, 2013 5:49 AM
246	All	Dec 20, 2013 5:37 AM
247	routine	Dec 20, 2013 5:35 AM
248	All	Dec 20, 2013 5:27 AM
249	Why not all	Dec 20, 2013 5:10 AM
250	All 3	Dec 20, 2013 4:42 AM
251	doctor	Dec 20, 2013 3:53 AM
252	bloods and nurses	Dec 20, 2013 3:24 AM
253	None	Dec 20, 2013 2:54 AM
254	drs, nurses,bloods	Dec 19, 2013 4:21 PM
255	nurses and doctors	Dec 19, 2013 1:25 PM
256	everything doctors mainly.	Dec 19, 2013 12:44 PM
257	All	Dec 19, 2013 11:43 AM
258	all of them	Dec 19, 2013 11:29 AM
259	All three	Dec 19, 2013 10:58 AM
260	nurses and doctors	Dec 19, 2013 10:35 AM
261	Doctors	Dec 19, 2013 10:30 AM
262	Nurses and Doctors	Dec 19, 2013 10:19 AM
263	Doctors or nurse	Dec 19, 2013 9:42 AM
264	All appts	Dec 19, 2013 9:42 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

265	all	Dec 19, 2013 9:35 AM
266	All available services at the surgery.	Dec 19, 2013 9:33 AM
267	All	Dec 19, 2013 9:20 AM
268	all	Dec 19, 2013 9:16 AM
269	Bloods, children's immunisations, cervical smears and nurse appointments	Dec 19, 2013 9:05 AM
270	everything	Dec 19, 2013 8:53 AM
271	any	Dec 19, 2013 8:44 AM
272	All 3	Dec 19, 2013 8:39 AM
273	Dr and blood tests.	Dec 19, 2013 8:38 AM
274	bloods, nurses	Dec 19, 2013 8:36 AM
275	All	Dec 19, 2013 8:28 AM
276	Use it for all appointments	Dec 19, 2013 8:22 AM
277	All of the above	Dec 19, 2013 7:03 AM
278	All	Dec 19, 2013 4:27 AM
279	prescriptions..nurses ..doctors	Dec 19, 2013 3:37 AM
280	doctor, bloods, nurses	Dec 19, 2013 2:46 AM
281	All Three	Dec 19, 2013 1:29 AM
282	doctors nurse	Dec 19, 2013 1:16 AM
283	Nurse Doctor	Dec 18, 2013 2:34 PM
284	All	Dec 18, 2013 1:17 PM
285	blood, doctors.	Dec 18, 2013 12:23 PM
286	Annual appointments, smear tests. asthma nurse, doctors appointments	Dec 18, 2013 11:31 AM
287	doctors and nurses	Dec 18, 2013 11:22 AM
288	Doctors Annual reviews for existing conditions Bloods Flu jabs	Dec 18, 2013 11:12 AM
289	doctors	Dec 18, 2013 11:11 AM
290	warfarin blood tests	Dec 18, 2013 10:29 AM
291	Doctors	Dec 18, 2013 10:00 AM
292	All of the above	Dec 18, 2013 9:53 AM
293	Nurses and doctors appts	Dec 18, 2013 9:21 AM
294	everything	Dec 18, 2013 9:18 AM

Page 1, Q3. What appointments would you like to book online? For example bloods, nurses or doctors

295	all	Dec 18, 2013 9:06 AM
296	tests, nurses, doctors	Dec 18, 2013 9:03 AM
297	All	Dec 18, 2013 8:48 AM
298	all	Dec 18, 2013 8:19 AM
299	all	Dec 18, 2013 7:58 AM
300	Any	Dec 18, 2013 7:46 AM
301	All	Dec 18, 2013 7:33 AM
302	Doctors, bloods, nurses	Dec 18, 2013 7:24 AM
303	Blood tests,diabetic appts,Dr appts	Dec 18, 2013 7:15 AM
304	any	Dec 18, 2013 7:07 AM
305	DOCTORS, NURSES, BLOODS ETC	Dec 18, 2013 7:01 AM
306	All	Dec 18, 2013 6:50 AM
307	none	Dec 18, 2013 6:48 AM
308	Non urgent	Dec 18, 2013 6:33 AM
309	Any	Dec 18, 2013 6:23 AM
310	n/a	Oct 15, 2013 1:33 PM
311	Annual reviews, urgent doctors appointments. consultation with nurses	Oct 14, 2013 1:21 PM
312	All unless I needed an urgent appointment	Oct 14, 2013 8:33 AM
313	all	Oct 14, 2013 7:50 AM
314	All	Oct 14, 2013 2:11 AM
315	Doctors and bloods	Oct 14, 2013 1:50 AM
316	Routine checks and less urgent reasons for an appointment	Oct 14, 2013 1:29 AM
317	Annual reviews Blood tests Diabetic appointment	Oct 14, 2013 1:18 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

1	yes	Jan 14, 2014 5:22 AM
2	not really	Jan 9, 2014 7:31 AM
3	no - would prefer direct talk in person	Jan 9, 2014 7:29 AM
4	no	Jan 9, 2014 7:28 AM
5	Yes	Jan 8, 2014 10:44 PM
6	Dont like this way of booking to see Dr	Jan 6, 2014 5:38 AM
7	yes	Jan 6, 2014 5:01 AM
8	yes	Jan 6, 2014 1:54 AM
9	yes	Jan 5, 2014 1:36 PM
10	OK	Jan 5, 2014 7:46 AM
11	Reasonably	Jan 3, 2014 6:33 AM
12	NO	Jan 2, 2014 9:17 AM
13	to a limited degree some things need looking at	Jan 1, 2014 8:00 AM
14	no	Dec 31, 2013 4:24 AM
15	No	Dec 31, 2013 3:34 AM
16	No	Dec 31, 2013 3:32 AM
17	I do not really like the triage system it doesnt work for me	Dec 30, 2013 1:03 PM
18	yes	Dec 30, 2013 10:54 AM
19	Yes	Dec 30, 2013 9:48 AM
20	Yes very happy	Dec 30, 2013 1:30 AM
21	very happy	Dec 29, 2013 5:18 AM
22	YES	Dec 29, 2013 2:26 AM
23	no absolutely useless and time consuming and not immediate	Dec 28, 2013 11:40 AM
24	no absolutely useless and time consuming and not immediate	Dec 28, 2013 11:38 AM
25	not always	Dec 28, 2013 9:54 AM
26	sort of	Dec 28, 2013 7:49 AM
27	Yes	Dec 27, 2013 9:42 AM
28	YES	Dec 27, 2013 8:33 AM
29	average	Dec 27, 2013 3:12 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

30	no	Dec 27, 2013 3:10 AM
31	yes	Dec 27, 2013 3:10 AM
32	no	Dec 27, 2013 3:08 AM
33	yes	Dec 27, 2013 3:07 AM
34	No! As a full time worker, I do not want to miss work but am unable to book an appointment without speaking to a doctor - even when you have requested that I come in	Dec 27, 2013 3:07 AM
35	moderately prefer the old system	Dec 27, 2013 3:05 AM
36	yes	Dec 27, 2013 3:04 AM
37	yes	Dec 27, 2013 3:03 AM
38	not always	Dec 27, 2013 3:02 AM
39	yes	Dec 27, 2013 3:01 AM
40	suprisingly good	Dec 27, 2013 3:00 AM
41	so/so but not really	Dec 27, 2013 2:57 AM
42	not always, not always contacted	Dec 27, 2013 2:56 AM
43	not really. very time consuming and results in waiting most of the day!	Dec 27, 2013 2:52 AM
44	yes, very	Dec 27, 2013 2:49 AM
45	too much hassle	Dec 27, 2013 2:45 AM
46	50./50	Dec 27, 2013 2:44 AM
47	very pleased	Dec 27, 2013 2:42 AM
48	very happy	Dec 27, 2013 2:41 AM
49	yes	Dec 27, 2013 2:37 AM
50	mostly	Dec 27, 2013 2:35 AM
51	yes	Dec 27, 2013 2:34 AM
52	very happy	Dec 27, 2013 2:33 AM
53	yes very much	Dec 27, 2013 2:31 AM
54	difficult if not in a position to talk i.e. at work	Dec 27, 2013 2:30 AM
55	yes	Dec 27, 2013 2:27 AM
56	couldn't complain to be honest with you	Dec 27, 2013 2:26 AM
57	yes	Dec 27, 2013 2:25 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

58	no	Dec 27, 2013 2:24 AM
59	yes	Dec 27, 2013 2:23 AM
60	yes	Dec 27, 2013 2:22 AM
61	no	Dec 27, 2013 2:20 AM
62	yes I was	Dec 27, 2013 2:17 AM
63	mostly	Dec 27, 2013 2:14 AM
64	yes	Dec 27, 2013 2:13 AM
65	not really	Dec 27, 2013 2:12 AM
66	yes	Dec 27, 2013 2:09 AM
67	yes	Dec 27, 2013 2:07 AM
68	not really	Dec 27, 2013 2:05 AM
69	not really	Dec 27, 2013 2:00 AM
70	yes very	Dec 27, 2013 1:32 AM
71	yes	Dec 26, 2013 2:04 PM
72	Yes	Dec 26, 2013 6:02 AM
73	No, its ridiculous and loses the human touch.	Dec 26, 2013 4:14 AM
74	Yes	Dec 26, 2013 2:00 AM
75	yes, always been good and a quick reply	Dec 26, 2013 12:30 AM
76	Yes	Dec 25, 2013 10:57 PM
77	yes very happy	Dec 25, 2013 5:17 AM
78	Yes I was given an appointment both times. I feel it helps to work out who actually needs to see a doctor.	Dec 25, 2013 4:11 AM
79	Not used	Dec 24, 2013 9:50 AM
80	No was not happy as where i work i am not allowed use of my mobile phone and there fore the call back is of no use to me, unless i take a day off and you need to do more for the working people who can not adopt your policy for this triage system.	Dec 24, 2013 8:25 AM
81	very happy	Dec 24, 2013 8:00 AM
82	very	Dec 24, 2013 7:03 AM
83	not always,	Dec 24, 2013 7:02 AM
84	yes	Dec 24, 2013 6:06 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

85	yes very happy	Dec 24, 2013 5:39 AM
86	Yes.	Dec 24, 2013 4:49 AM
87	my husband would have preferred a face to face consultation and seen xrays	Dec 24, 2013 4:29 AM
88	No- as a worker it takes all morning/ a good part of the day to be seen. Why cant I book usual appointments so I dont have to miss work?	Dec 24, 2013 4:04 AM
89	Yes	Dec 24, 2013 2:59 AM
90	Nope	Dec 24, 2013 2:35 AM
91	yes	Dec 23, 2013 9:56 PM
92	Yes	Dec 23, 2013 4:17 PM
93	No	Dec 23, 2013 2:54 PM
94	The doctor has rang back but I am not happy with this situation as when I am ill and require to see a doctor on the day in question the last thing I want is to be diagnosed over the phone as I feel a symptom is easily overlooked as the patient feels that they only have a limited time to give their symptoms	Dec 23, 2013 2:07 PM
95	Ok	Dec 23, 2013 2:02 PM
96	not quite	Dec 23, 2013 1:27 PM
97	no	Dec 23, 2013 1:22 PM
98	yes	Dec 23, 2013 1:05 PM
99	Yes	Dec 23, 2013 12:54 PM
100	yes	Dec 23, 2013 12:17 PM
101	No, very poor service.	Dec 23, 2013 10:33 AM
102	no not all, not always in appropriate place to have personal conversation	Dec 23, 2013 10:14 AM
103	very happy	Dec 23, 2013 9:43 AM
104	Yes	Dec 23, 2013 9:36 AM
105	yes	Dec 23, 2013 9:33 AM
106	yes	Dec 23, 2013 8:25 AM
107	so so	Dec 23, 2013 8:17 AM
108	No not at all i do not like discussing my medical problems in the middle of tescos or while im at work	Dec 23, 2013 8:16 AM
109	YES	Dec 23, 2013 8:15 AM
110	No continuity when trying to get recurring problem resolved.	Dec 23, 2013 8:09 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

111	definatly not !	Dec 23, 2013 7:59 AM
112	have not used	Dec 23, 2013 7:46 AM
113	not always	Dec 23, 2013 7:45 AM
114	no	Dec 23, 2013 7:36 AM
115	No	Dec 23, 2013 7:24 AM
116	No	Dec 23, 2013 7:19 AM
117	No	Dec 23, 2013 7:17 AM
118	No, my degree of pain or investigation cannot be assessed from a telephone call several hours later	Dec 23, 2013 7:14 AM
119	yes	Dec 23, 2013 7:01 AM
120	Fairly	Dec 23, 2013 6:41 AM
121	yes	Dec 23, 2013 6:01 AM
122	yes	Dec 23, 2013 5:55 AM
123	no	Dec 23, 2013 5:39 AM
124	Yes	Dec 23, 2013 5:34 AM
125	No	Dec 23, 2013 5:01 AM
126	no	Dec 23, 2013 4:50 AM
127	yes	Dec 23, 2013 4:39 AM
128	Yes	Dec 23, 2013 4:38 AM
129	yes	Dec 23, 2013 4:36 AM
130	No.	Dec 23, 2013 4:31 AM
131	Quite, but it is difficult when one has to go out.	Dec 23, 2013 4:16 AM
132	not really	Dec 23, 2013 3:34 AM
133	No , at work when doctor called back	Dec 23, 2013 3:20 AM
134	yes	Dec 23, 2013 3:03 AM
135	the systems fine but the 2 week wait is ridiculous	Dec 23, 2013 3:01 AM
136	YES	Dec 23, 2013 2:38 AM
137	yes	Dec 23, 2013 2:15 AM
138	Yes	Dec 23, 2013 1:35 AM
139	no	Dec 23, 2013 12:37 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

140	Yes	Dec 22, 2013 10:46 PM
141	Not really no, it's not always convenient to waiting for a phone call when you are at work.	Dec 22, 2013 3:30 PM
142	no because you have to wait around and if u r at work its not appropriate to be waiting for a call back. It puts me off seeing a doctor if I am unwell as I don't have time to go through a lot of palaver	Dec 22, 2013 9:02 AM
143	yes	Dec 22, 2013 12:49 AM
144	Not really, I then had to phone back and make an appointment.	Dec 21, 2013 11:23 PM
145	Most definitely NOT. Not a good system!	Dec 21, 2013 12:25 PM
146	I would have preferd to have seen the dr face to face	Dec 21, 2013 8:35 AM
147	mostly, yes	Dec 21, 2013 7:16 AM
148	Yes	Dec 21, 2013 3:52 AM
149	Yes	Dec 21, 2013 3:47 AM
150	No	Dec 21, 2013 2:58 AM
151	yes. very happy	Dec 21, 2013 2:11 AM
152	No.....not at all	Dec 21, 2013 2:01 AM
153	no if I phone to make an appointment I really think you should be given it and not told that you will get a phone call back	Dec 20, 2013 2:42 PM
154	fifty fifty	Dec 20, 2013 2:37 PM
155	yes	Dec 20, 2013 1:50 PM
156	no	Dec 20, 2013 1:34 PM
157	Yes	Dec 20, 2013 1:08 PM
158	Yes	Dec 20, 2013 12:45 PM
159	yes	Dec 20, 2013 12:06 PM
160	No	Dec 20, 2013 11:51 AM
161	Yes	Dec 20, 2013 11:41 AM
162	yes	Dec 20, 2013 11:41 AM
163	yes	Dec 20, 2013 11:09 AM
164	no	Dec 20, 2013 10:19 AM
165	No. Sussex ambulance had to intervene to get me a appointment.	Dec 20, 2013 10:18 AM
166	Yes very happy.	Dec 20, 2013 10:01 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

167	Yes	Dec 20, 2013 9:36 AM
168	no	Dec 20, 2013 9:05 AM
169	N/a	Dec 20, 2013 8:52 AM
170	yes	Dec 20, 2013 8:27 AM
171	yes	Dec 20, 2013 8:18 AM
172	Yes	Dec 20, 2013 8:14 AM
173	Yes	Dec 20, 2013 8:01 AM
174	Haven't tried as everyone says it's a nightmare	Dec 20, 2013 7:48 AM
175	Yes no problems	Dec 20, 2013 7:33 AM
176	To some extent	Dec 20, 2013 7:19 AM
177	I don't like it, the telephone can inhibit a natural response and things can be missed. Still support the face to face consultations.	Dec 20, 2013 6:56 AM
178	Very happy, works well	Dec 20, 2013 6:48 AM
179	yes	Dec 20, 2013 6:10 AM
180	Every call to One stop takes 30 minutes!	Dec 20, 2013 5:49 AM
181	yes	Dec 20, 2013 5:37 AM
182	Definitely not!	Dec 20, 2013 5:35 AM
183	Yes	Dec 20, 2013 5:27 AM
184	No comment	Dec 20, 2013 5:10 AM
185	Yes	Dec 20, 2013 4:42 AM
186	not really	Dec 20, 2013 3:53 AM
187	No not really. It meant that I couldn't get to speak to my preferred Doctor.	Dec 20, 2013 2:54 AM
188	fairly	Dec 19, 2013 4:21 PM
189	yes I was happy with this system	Dec 19, 2013 1:25 PM
190	no	Dec 19, 2013 12:44 PM
191	Only used twice - but worked very well indeed	Dec 19, 2013 10:58 AM
192	not at all happy	Dec 19, 2013 10:35 AM
193	yes	Dec 19, 2013 10:19 AM
194	i would rather see a doctor	Dec 19, 2013 9:42 AM
195	used once only - happy on that occasion	Dec 19, 2013 9:35 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

196	No, trying to get through initially can be every painful.	Dec 19, 2013 9:33 AM
197	No	Dec 19, 2013 9:20 AM
198	not happy as I would have preferred to book an appointment straight away and not have to wait to be called back.	Dec 19, 2013 9:05 AM
199	Yes	Dec 19, 2013 8:53 AM
200	Yes seems Ok	Dec 19, 2013 8:44 AM
201	Yes	Dec 19, 2013 8:39 AM
202	yes	Dec 19, 2013 8:38 AM
203	yes	Dec 19, 2013 8:28 AM
204	Not really	Dec 19, 2013 8:22 AM
205	No I prefer to be able to book an appointment to see the doctor	Dec 19, 2013 7:03 AM
206	yes	Dec 19, 2013 3:37 AM
207	yes	Dec 19, 2013 2:46 AM
208	awful!	Dec 19, 2013 1:16 AM
209	yes	Dec 18, 2013 12:23 PM
210	yes very happy, i think it works well	Dec 18, 2013 11:31 AM
211	yes	Dec 18, 2013 11:22 AM
212	Yes	Dec 18, 2013 11:12 AM
213	very	Dec 18, 2013 10:29 AM
214	no	Dec 18, 2013 10:00 AM
215	Partly, I will only deal with some of your Doctors as others I find to be very dismissive and do not inspire confidence but obviously with the triage system the preferred ones are not always available.	Dec 18, 2013 9:53 AM
216	It's pretty pointless system	Dec 18, 2013 9:21 AM
217	no	Dec 18, 2013 9:18 AM
218	No, its a waste of time	Dec 18, 2013 9:06 AM
219	yes	Dec 18, 2013 9:03 AM
220	Yes	Dec 18, 2013 8:48 AM
221	yes happy with it	Dec 18, 2013 8:19 AM
222	yes, it is a very useful way of getting advice	Dec 18, 2013 7:58 AM

Page 1, Q4. Have you experienced our telephone triage system (this is when you ring up to book an appointment and a doctor will phone you back to triage the problem and book appropriately)?

223	No	Dec 18, 2013 7:33 AM
224	Very	Dec 18, 2013 7:24 AM
225	yes extremely happy	Dec 18, 2013 7:15 AM
226	yes	Dec 18, 2013 7:14 AM
227	no I felt fobbed off	Dec 18, 2013 7:07 AM
228	YES	Dec 18, 2013 7:01 AM
229	sometimes	Dec 18, 2013 6:54 AM
230	painful	Dec 18, 2013 6:50 AM
231	not wholly	Dec 18, 2013 6:48 AM
232	no	Dec 18, 2013 6:33 AM
233	Yes, great!	Dec 18, 2013 6:23 AM
234	yes	Oct 15, 2013 1:33 PM
235	Yes, but may be not if I was working	Oct 14, 2013 1:21 PM
236	Not sure if it was a Triage but, I received the callback and with the procedure	Oct 14, 2013 8:33 AM
237	very	Oct 14, 2013 5:25 AM
238	No, it is a terrible system	Oct 14, 2013 2:11 AM
239	Yes	Oct 14, 2013 1:29 AM

Page 2, Q5. When using our telephone triage, was your problem dealt with on the day ?

1	n/a	Jan 20, 2014 9:36 AM
2	solved by doctor over the phone. excellent service	Jan 16, 2014 4:10 AM
3	Most times	Jan 8, 2014 10:45 PM
4	not used	Jan 6, 2014 1:37 AM
5	appointments were still not given except to see a nurse, who then asked why I wasn't seeing a doctor!! The decision was made by a RECEPTIONIST!!!!!!!!!!	Jan 2, 2014 9:20 AM
6	but on the day a particular doctor was available	Jan 1, 2014 8:00 AM
7	I have not had the need to use this service	Jan 1, 2014 4:30 AM
8	Spoke to the GP but would rather not have to discuss first with the receptionist	Dec 30, 2013 1:04 PM
9	Promptly	Dec 30, 2013 9:49 AM
10	prompt return call.	Dec 29, 2013 5:20 AM
11	have not used it yet	Dec 29, 2013 4:24 AM
12	Not applicable to me	Dec 28, 2013 2:51 PM
13	sometimes	Dec 28, 2013 11:40 AM
14	dr couldn't see my husband despite him being suicidal, he became so distressed he ran away and eventually the gp had to make a home visit. he will not use the phone and now with call back I have to take the day off work	Dec 28, 2013 9:58 AM
15	late	Dec 27, 2013 3:09 AM
16	rather see own doctor after call	Dec 27, 2013 3:02 AM
17	n/a	Dec 27, 2013 3:00 AM
18	not always	Dec 27, 2013 2:55 AM
19	n/a	Dec 27, 2013 2:43 AM
20	told the practice was busy and to ring the next day	Dec 27, 2013 2:43 AM
21	n/a	Dec 27, 2013 2:35 AM
22	n/a	Dec 27, 2013 2:30 AM
23	an arrangement was made for the doctor to	Dec 27, 2013 2:28 AM
24	COULD NOT SEE THE DOCTOR	Dec 27, 2013 2:21 AM
25	very well	Dec 27, 2013 2:18 AM
26	n/a	Dec 27, 2013 2:15 AM
27	not used	Dec 27, 2013 2:08 AM

Page 2, Q5. When using our telephone triage, was your problem dealt with on the day ?

28	sometimes	Dec 27, 2013 2:05 AM
29	sometimes	Dec 27, 2013 2:01 AM
30	very efficient	Dec 27, 2013 1:33 AM
31	I was dismissed by a doctor as making a fuss	Dec 26, 2013 4:15 AM
32	I could not see anyone that day	Dec 26, 2013 2:01 AM
33	Not used	Dec 24, 2013 9:52 AM
34	as mentioned previous it is hard to organize or deal with the issue according to your regulations.	Dec 24, 2013 8:28 AM
35	forgot to phone back on the day, but unusual.	Dec 24, 2013 7:04 AM
36	Excellent for what transpired to be a serious situation	Dec 24, 2013 4:51 AM
37	I work in a GP surgery myself. Difficult as cant speak on the phone!	Dec 24, 2013 4:05 AM
38	havent used	Dec 23, 2013 12:19 PM
39	I was not given an appt. Have spoken to Practice Manager about this	Dec 23, 2013 11:39 AM
40	I haven't experienced it but a call back would not be convenient	Dec 23, 2013 11:36 AM
41	n/a	Dec 23, 2013 10:54 AM
42	Not used it yet	Dec 23, 2013 10:16 AM
43	had to wait for appointment	Dec 23, 2013 10:15 AM
44	no used	Dec 23, 2013 9:00 AM
45	I dont see why I need to explain what is wrong with me to a receptionist, or are all receptionists medically trained	Dec 23, 2013 8:21 AM
46	phone call was that day but appointment following day	Dec 23, 2013 8:19 AM
47	See 4 above	Dec 23, 2013 7:43 AM
48	several hours later so unable to leave the house	Dec 23, 2013 7:15 AM
49	called back within an hour	Dec 23, 2013 6:03 AM
50	no but sometimes i have missed the call and not got a call back. it seems like you have sit by the phone and wait or miss the doctor's call which can be annoying	Dec 22, 2013 2:40 PM
51	I couldnt get an appointment until the next day and it could have been serious.	Dec 21, 2013 11:25 PM
52	Not on every occasion	Dec 21, 2013 12:27 PM
53	not applicable	Dec 21, 2013 2:32 AM
54	efficient	Dec 21, 2013 2:13 AM

Page 2, Q5. When using our telephone triage, was your problem dealt with on the day ?

55	Sometimes there was no call back	Dec 21, 2013 2:03 AM
56	i have'nt had to use it yet	Dec 21, 2013 1:38 AM
57	not used	Dec 20, 2013 12:04 PM
58	N/A	Dec 20, 2013 12:02 PM
59	could have been quicker	Dec 20, 2013 11:42 AM
60	n/a	Dec 20, 2013 11:34 AM
61	Dealt with very quickly.	Dec 20, 2013 10:06 AM
62	N/a	Dec 20, 2013 8:53 AM
63	I am fairly healthy but would not be happy if 8 had a real urgent problem.	Dec 20, 2013 7:00 AM
64	They find it difficult because of the home visits	Dec 20, 2013 5:51 AM
65	Had to recall following day because of no follow up by GP	Dec 20, 2013 5:38 AM
66	Do not remember using it	Dec 20, 2013 5:11 AM
67	Efficient	Dec 19, 2013 11:00 AM
68	no not always	Dec 19, 2013 10:37 AM
69	have not used	Dec 19, 2013 9:17 AM
70	phoned back in the time scale told.	Dec 19, 2013 8:39 AM
71	I haven't used it so can't answer	Dec 19, 2013 4:29 AM
72	Rude receptionists	Dec 18, 2013 9:55 AM
73	N/a	Dec 18, 2013 7:47 AM
74	I waited 3 days for someone to get back to me & received a letter telling me to contact a nurse	Dec 18, 2013 7:35 AM
75	It is very inconvenient when at work to get a call from your doctor!	Dec 18, 2013 7:08 AM
76	following day	Dec 18, 2013 6:52 AM
77	took far to long for the call back	Dec 18, 2013 6:36 AM
78	Each call we have had to make was dealt with to our satisfaction	Oct 14, 2013 1:21 PM
79	saved me a lot of time and was very reassurring	Oct 14, 2013 5:25 AM

Page 2, Q10. What would you like to be included in the newsletter?

1	No	Jan 8, 2014 10:45 PM
2	It would be a waste of paper and resources.	Dec 28, 2013 2:51 PM
3	any changes in the system	Dec 28, 2013 11:40 AM
4	Yes all we want is to see a doctor when we need one.	Dec 28, 2013 9:36 AM
5	info of new medical areas	Dec 27, 2013 2:55 AM
6	newsletter via email	Dec 27, 2013 2:50 AM
7	info on flu jab dates, etc	Dec 27, 2013 2:42 AM
8	none	Dec 27, 2013 2:40 AM
9	not interested	Dec 27, 2013 2:21 AM
10	It would be a PR waste of NHS money.	Dec 26, 2013 4:15 AM
11	Yes to make this available as an ebook or pdf format for online use and to keep it updated unlike your website that is outdated.	Dec 24, 2013 8:28 AM
12	all	Dec 24, 2013 4:31 AM
13	Opening hours of surgery. Missed appointments and wasted time	Dec 23, 2013 2:10 PM
14	no news letter. time better spent improving your service generally	Dec 23, 2013 11:39 AM
15	n/a	Dec 23, 2013 10:54 AM
16	List of surgery hours and which staff are available at which times.	Dec 23, 2013 10:50 AM
17	Improvements	Dec 23, 2013 10:34 AM
18	I would suggestions of how to be able to see a doctor straight away. when someone dies cos the're not able to explain their problems, does it matter whats in a newsletter	Dec 23, 2013 8:21 AM
19	ANYTHING TO DO WITH HEALTH MATTERS	Dec 23, 2013 8:18 AM
20	new development within surgery.	Dec 23, 2013 8:11 AM
21	any new medical news, usefull links	Dec 23, 2013 8:01 AM
22	more Doctors	Dec 23, 2013 7:15 AM
23	Tips for improving one's own health	Dec 23, 2013 4:33 AM
24	New medical advice?	Dec 23, 2013 4:17 AM
25	Anything that is thought to be of medical interest locally	Dec 23, 2013 2:40 AM
26	Stats on waiting times and availability of appointments	Dec 23, 2013 2:35 AM
27	not interested in a newsletter - would rather be able to see a doctor without having to get past the receptionist. Also more evening slots needed	Dec 22, 2013 9:04 AM

Page 2, Q10. What would you like to be included in the newsletter?

28	Anything relevant to my well being plus updates	Dec 21, 2013 8:51 AM
29	doctor's coments	Dec 21, 2013 8:38 AM
30	advice on topical issues	Dec 21, 2013 2:13 AM
31	new drugs/procedures	Dec 20, 2013 1:51 PM
32	Health issues incl diet help	Dec 20, 2013 12:02 PM
33	Nothing - I'm changing practices	Dec 20, 2013 10:19 AM
34	advice on prescribed drugs.	Dec 20, 2013 10:06 AM
35	Should you decide to shut down a surgery again perhaps it would be polite if nothing else to inform your patients of the impending change, not all your patients live in the village.	Dec 20, 2013 7:00 AM
36	any time changes	Dec 20, 2013 6:11 AM
37	Advise on how best a 74 year old (Me) should look after a 93 year old easier	Dec 20, 2013 5:51 AM
38	What do you need a newsletter for anyway? You are a Doctor's surgery not ICI!	Dec 20, 2013 5:38 AM
39	None I can think of	Dec 20, 2013 5:11 AM
40	Help line telephone numbers. Specialist treatments available.	Dec 19, 2013 8:25 AM
41	No	Dec 19, 2013 1:31 AM
42	Stats relating to targets that shown imprvoment (or not) in waiting times for calls, referrals to hospitals etc	Dec 18, 2013 8:50 AM
43	general advice for minor ailments that may exclude the need to see the doctor	Dec 18, 2013 7:08 AM
44	New systems brought into operation in operation	Dec 18, 2013 6:52 AM
45	Items on certain ailments. ie Diabetes,	Dec 18, 2013 6:25 AM
46	Anything of interest happening in the local community, eg bonfire procession, local events, items of interest to lift everyone's spirits, lighthearted comments,	Oct 14, 2013 1:21 PM
47	confirmation of online prescription requests and return of auto fill on request form	Oct 14, 2013 10:28 AM
48	Contributions from patients, some sort of blog that is honest and accurate	Oct 14, 2013 8:33 AM
49	Any breaking news of possible importance	Oct 14, 2013 1:29 AM