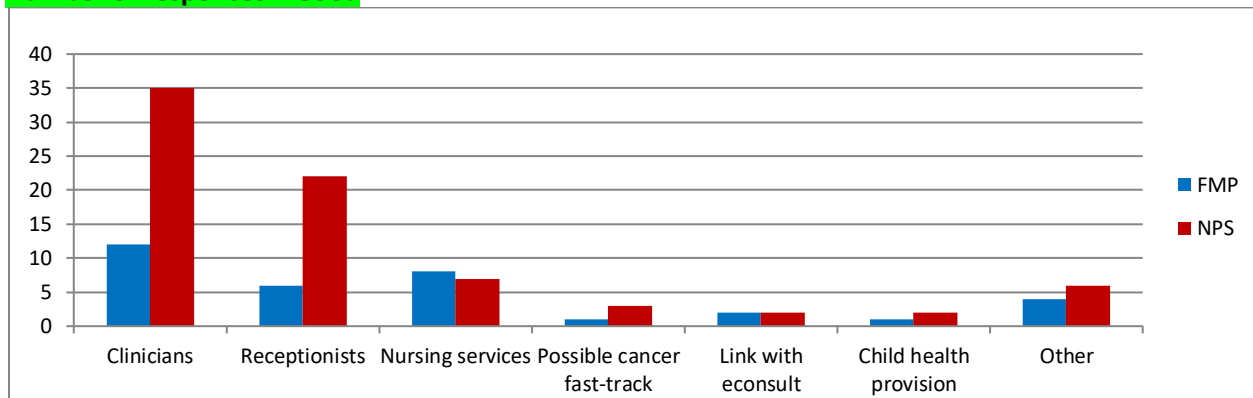


## Appendix I

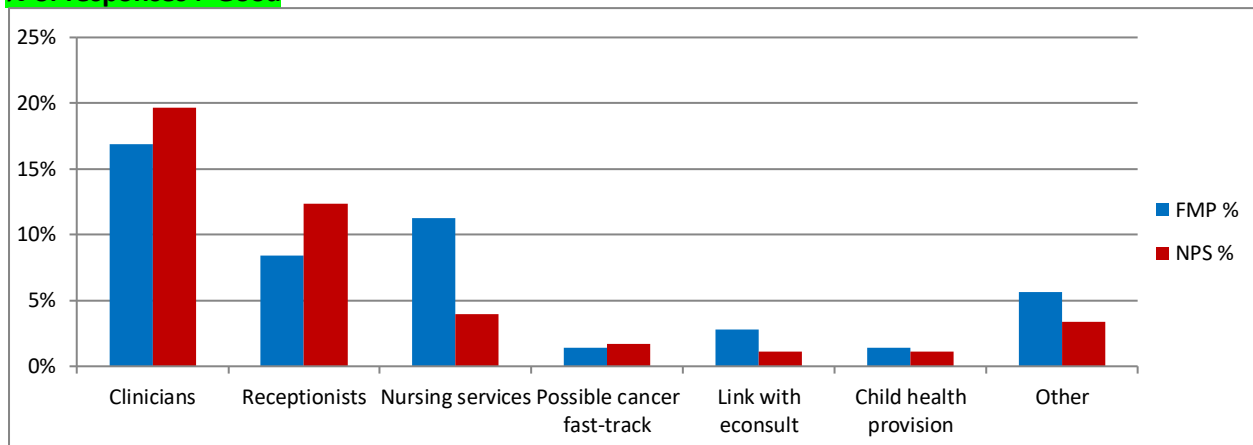
### Analysis of 221 questionnaire responses Qs 8-18

**Q8. Thinking about your score and your interactions with the GP practice (and those of your household) which specific areas have you found good and which areas not so good?**

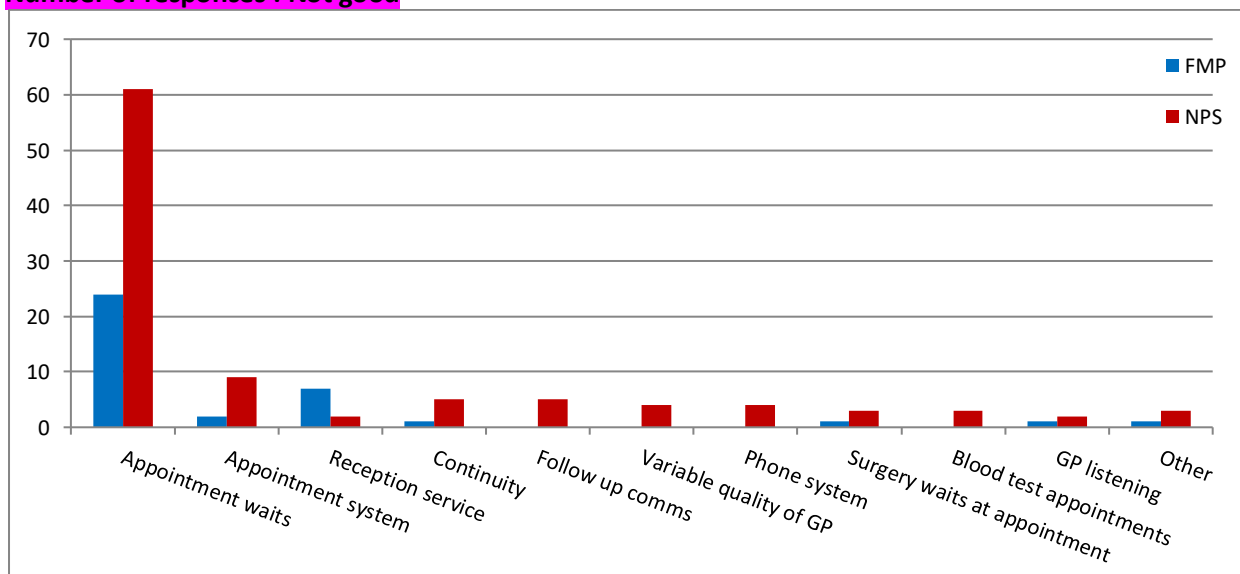
#### Number of responses : Good



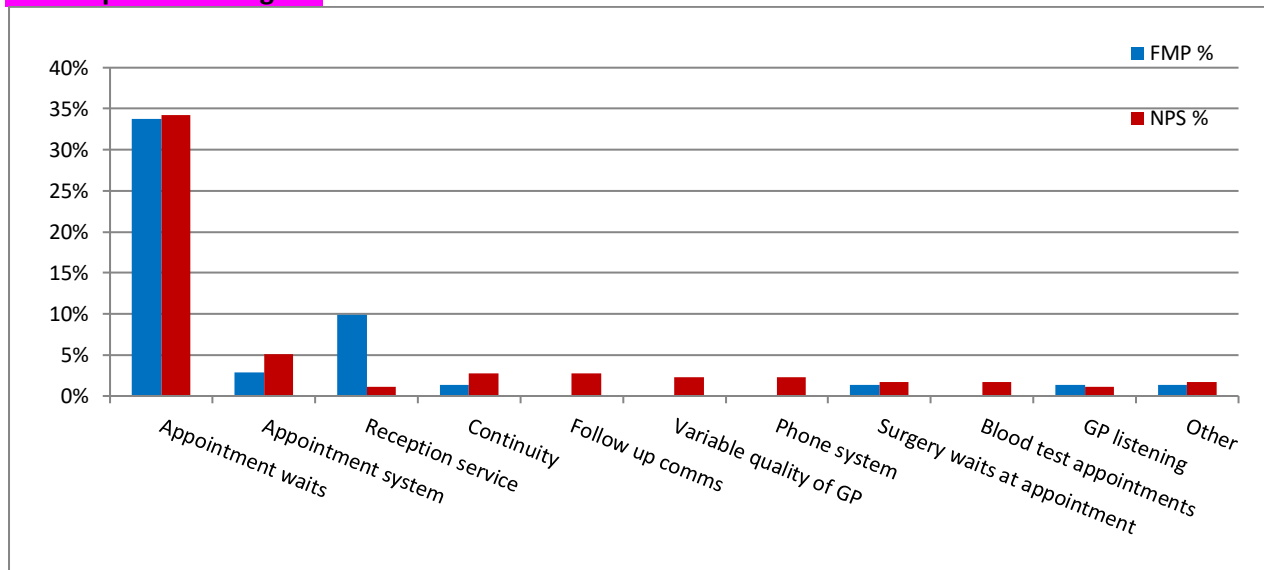
#### % of responses : Good



#### Number of responses : Not good

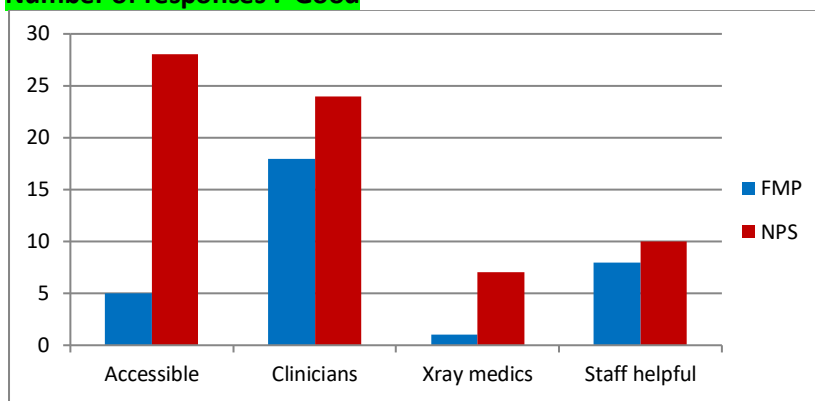


### % of responses : Not good

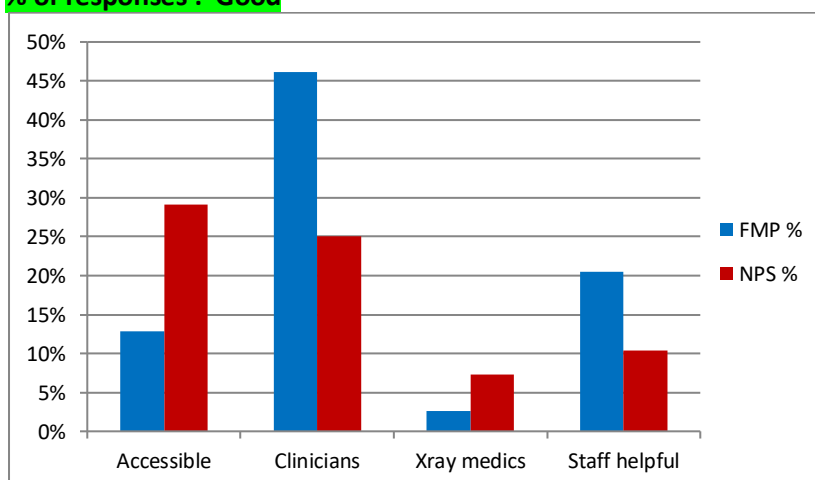


**Q10. Thinking about your score and your interactions with the UTC (and those of your household) which specific areas have you found good and which areas not so good**

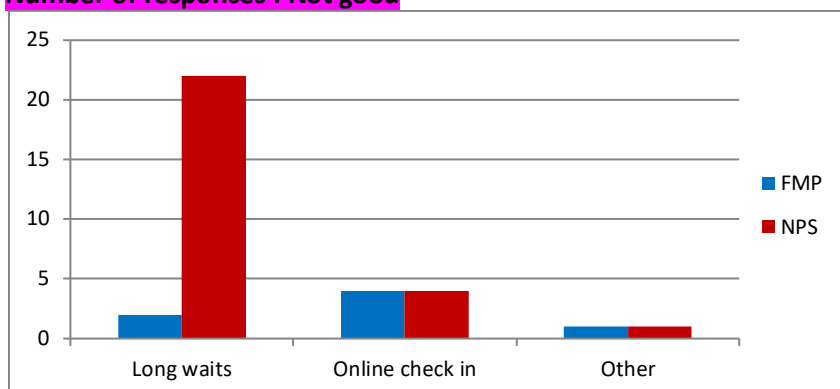
### Number of responses : Good



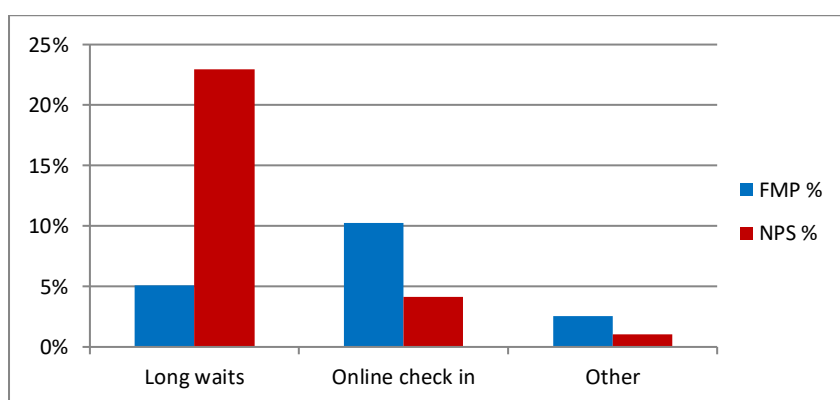
### % of responses : Good



### Number of responses : Not good

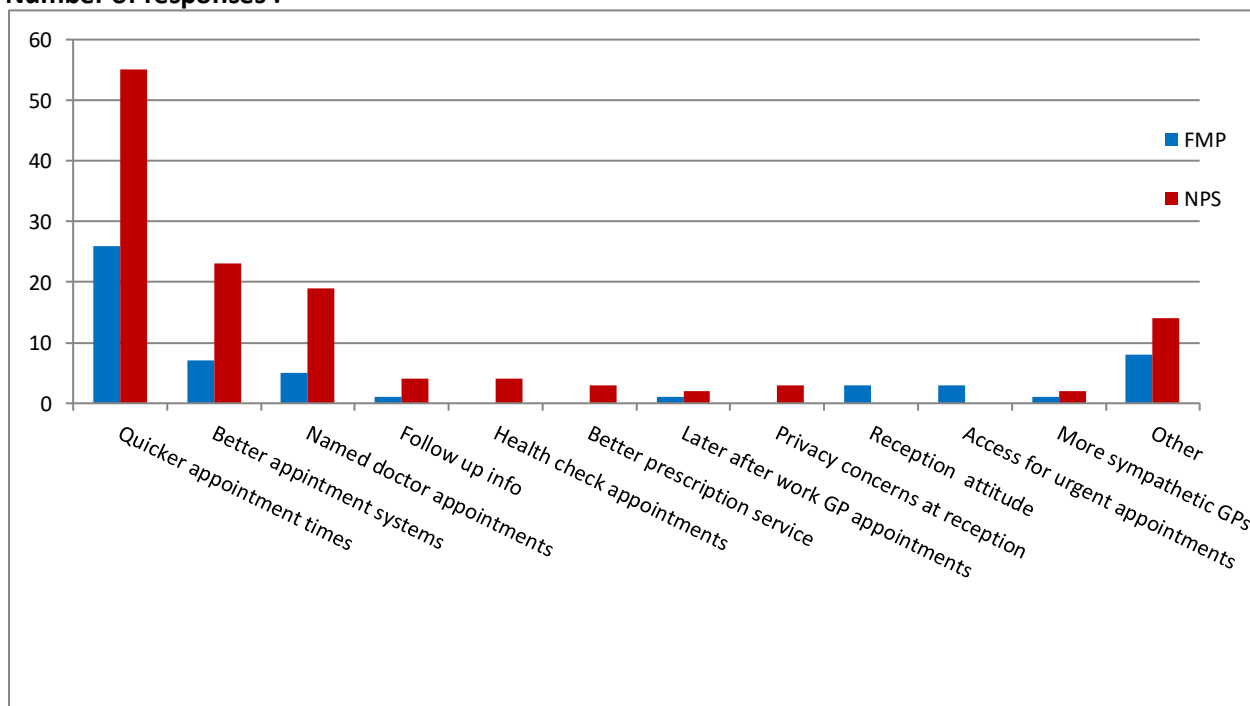


### % of responses : Not good

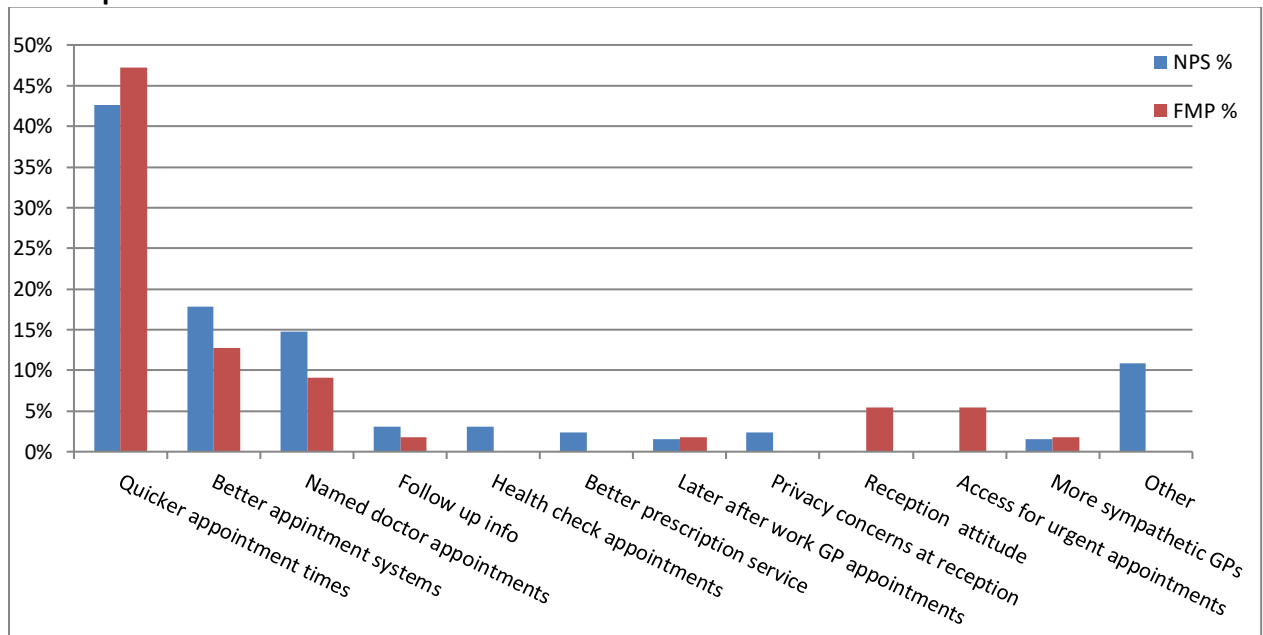


**Q11. Thinking just about your GP practice, how could the service from the practice be specifically improved for you as an individual?**

### Number of responses :

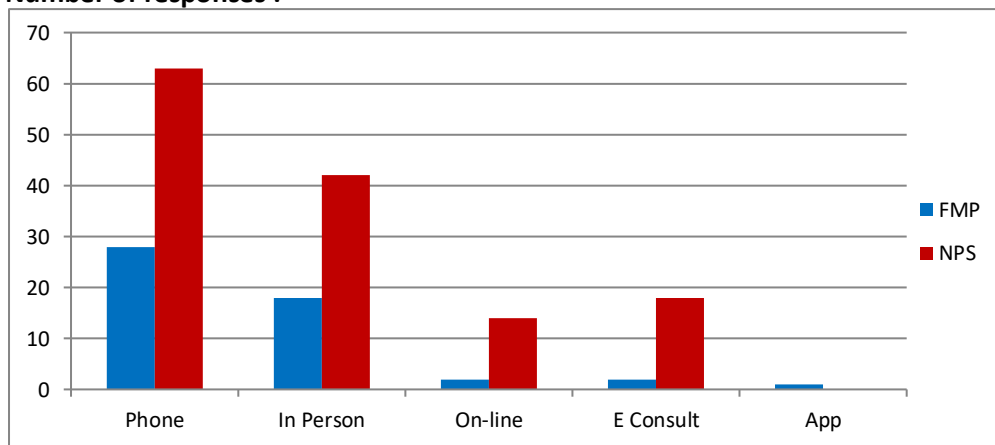


**% of responses :**

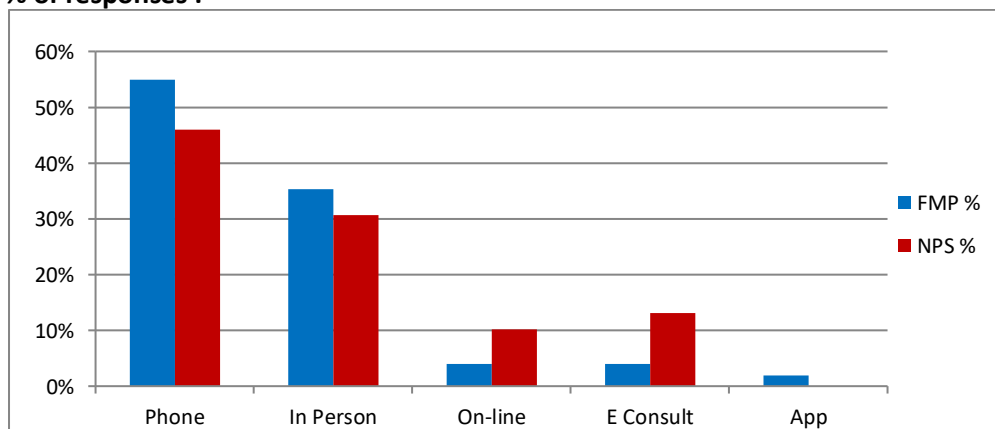


**Q12. How do you usually book your appointments at the GP practice?**

**Number of responses :**



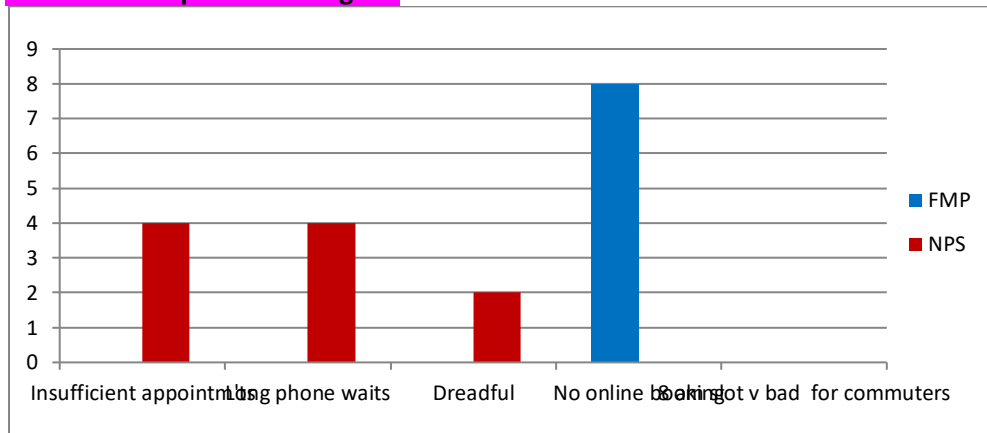
**% of responses :**



## Q12.What is good and bad about the current appointments system?

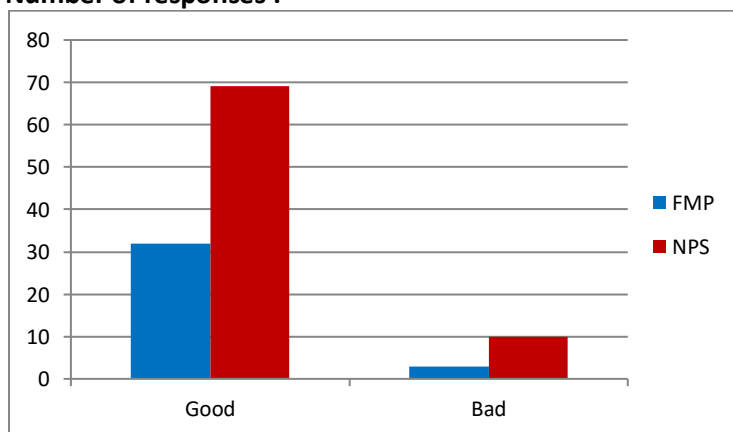
Only 1 “Good response” : FMP Text reminders

Number of responses : Not good

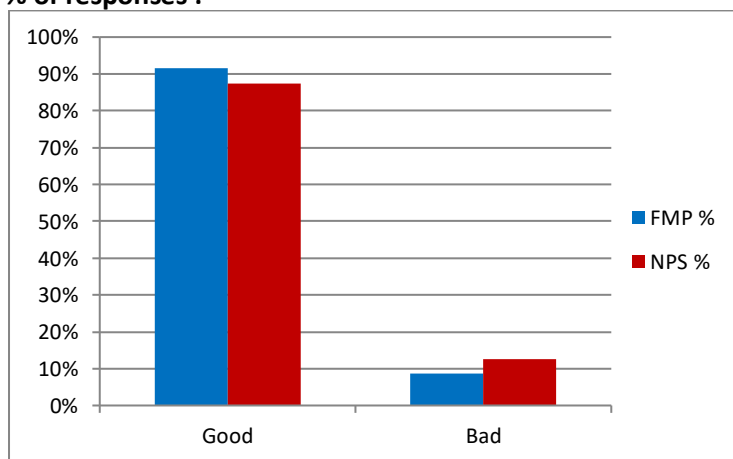


## Q13a. Rating : What is good and bad about the current repeat prescriptions system

Number of responses :

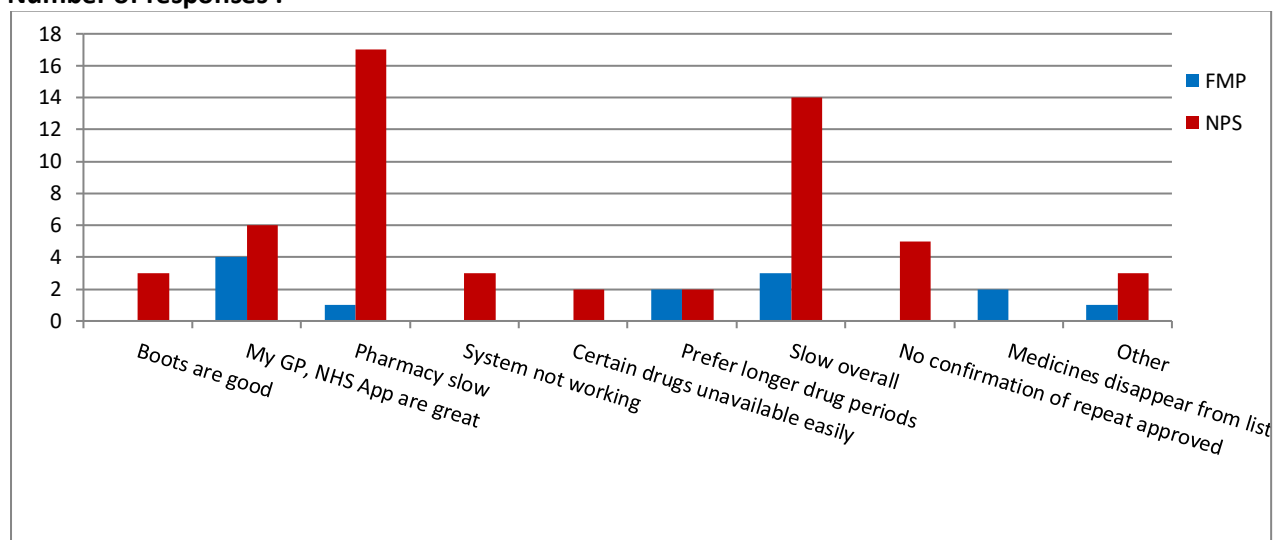


% of responses :

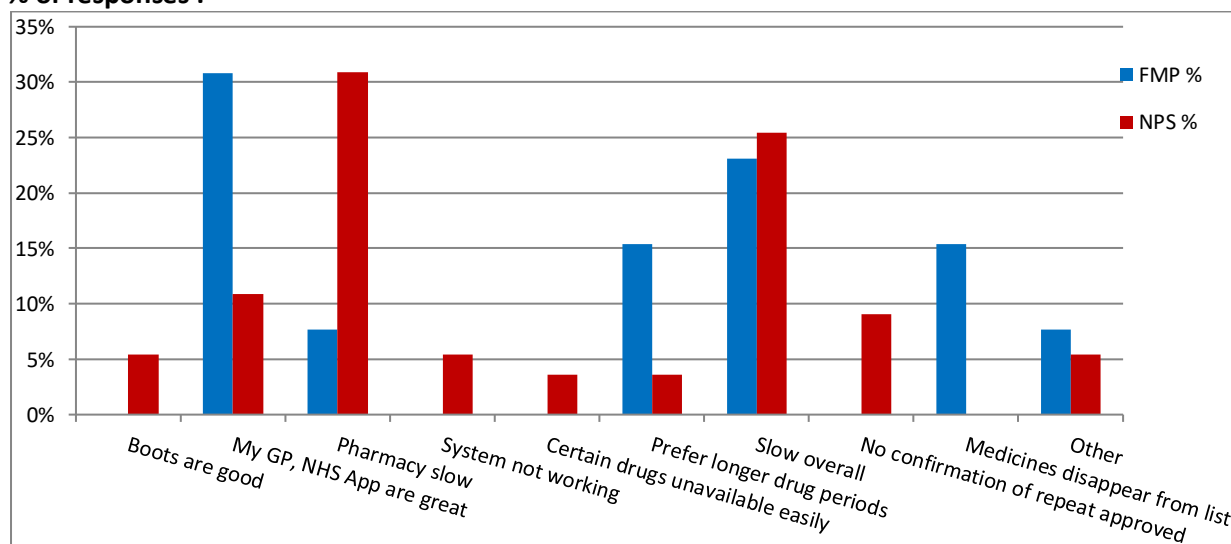


### Q13b. Comments : What is good and bad about the current repeat prescriptions system

Number of responses :

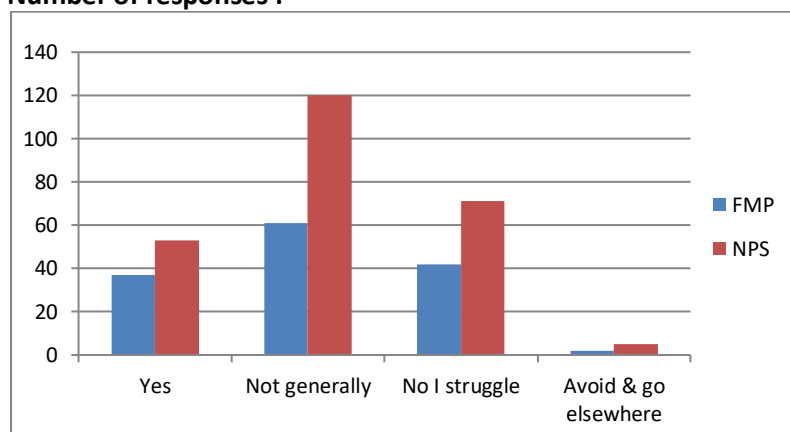


% of responses :

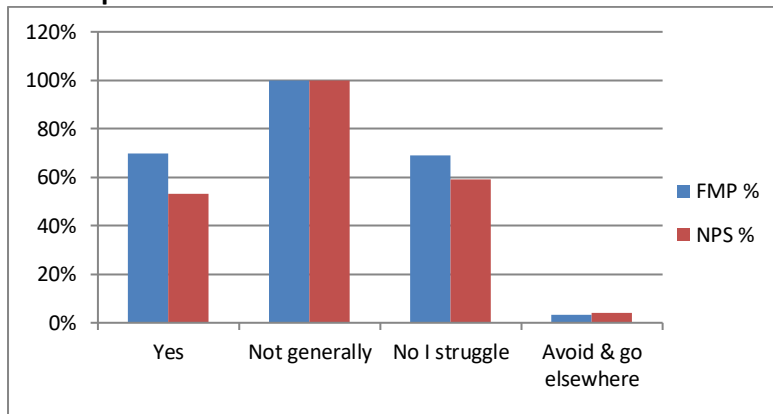


### Q14a. Do you feel the medical and nursing staff at the GP practice have a good understanding of your general health? Please tick the most appropriate box

Number of responses :

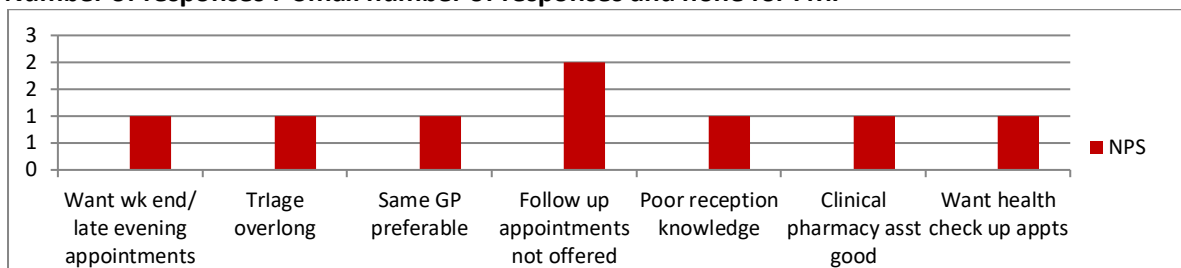


**% of responses :**



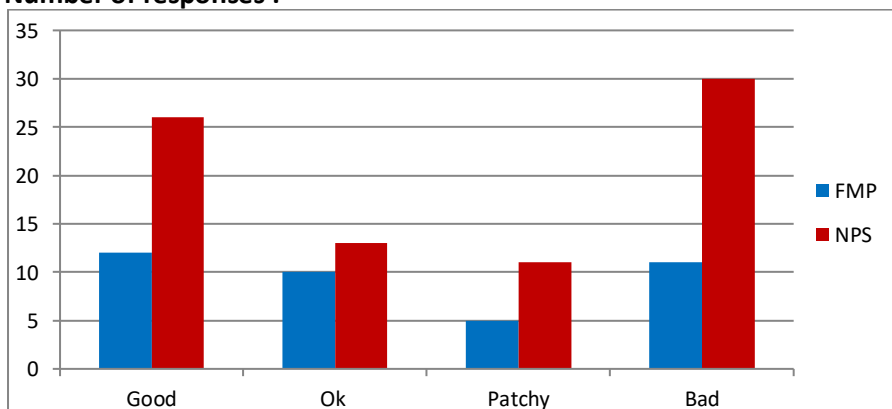
**Q14 b. Do you feel the medical and nursing staff at the GP practice have a good understanding of your general health? Commentary :**

**Number of responses : Small number of responses and none for FMP**

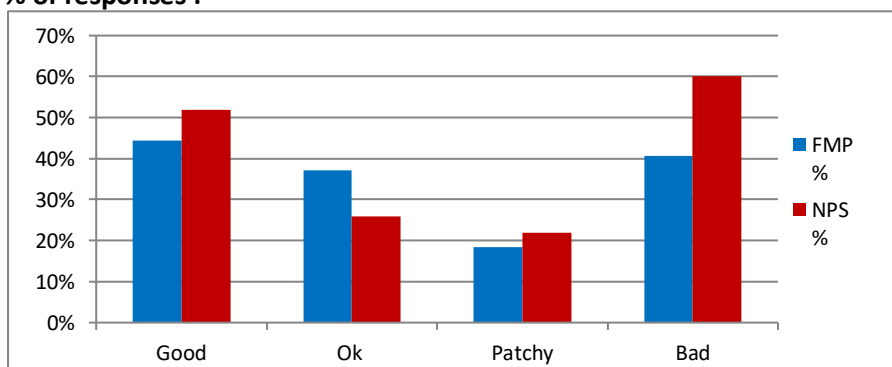


**Q15. If you have had an ongoing issue or needed a referral, how have you found the followup communications from the GP practice?**

**Number of responses :**

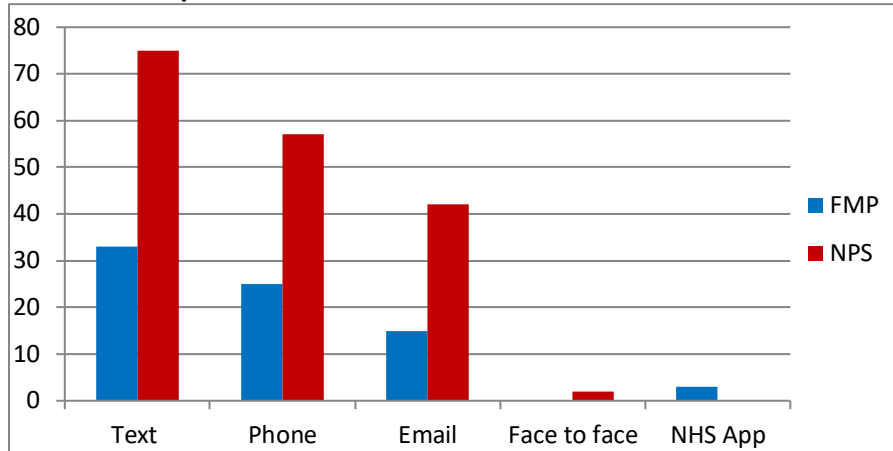


**% of responses :**

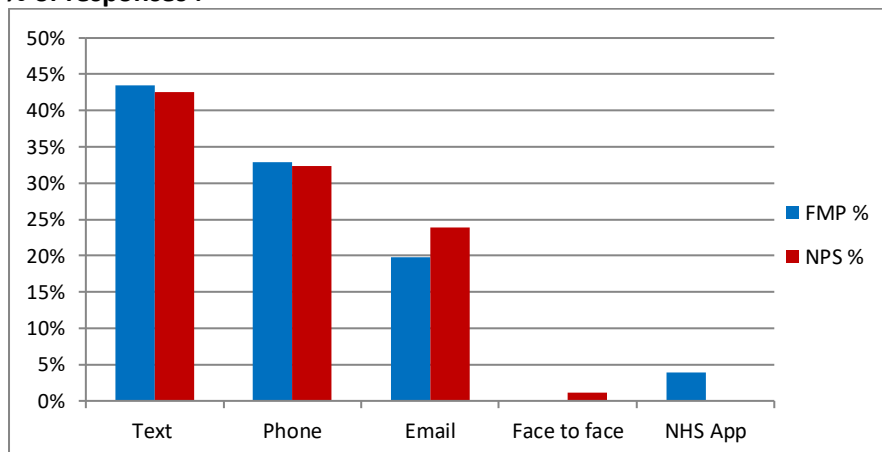


**Q16. Both GP practices use phone, text, email, post and the website for communications. What is your preferred form of communication and how are current GP practice communications working for you?**

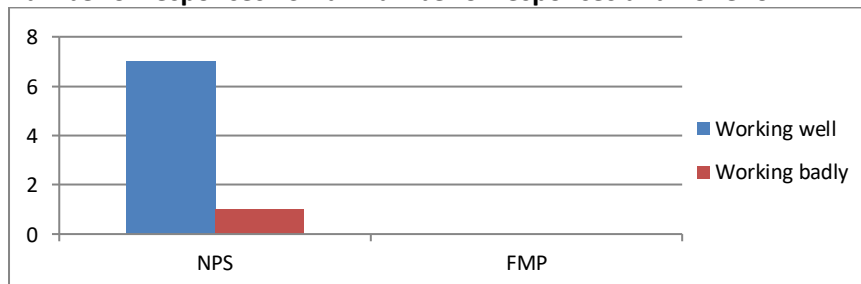
**Number of responses :**



**% of responses :**



**Number of responses : Small number of responses and none for FMP**

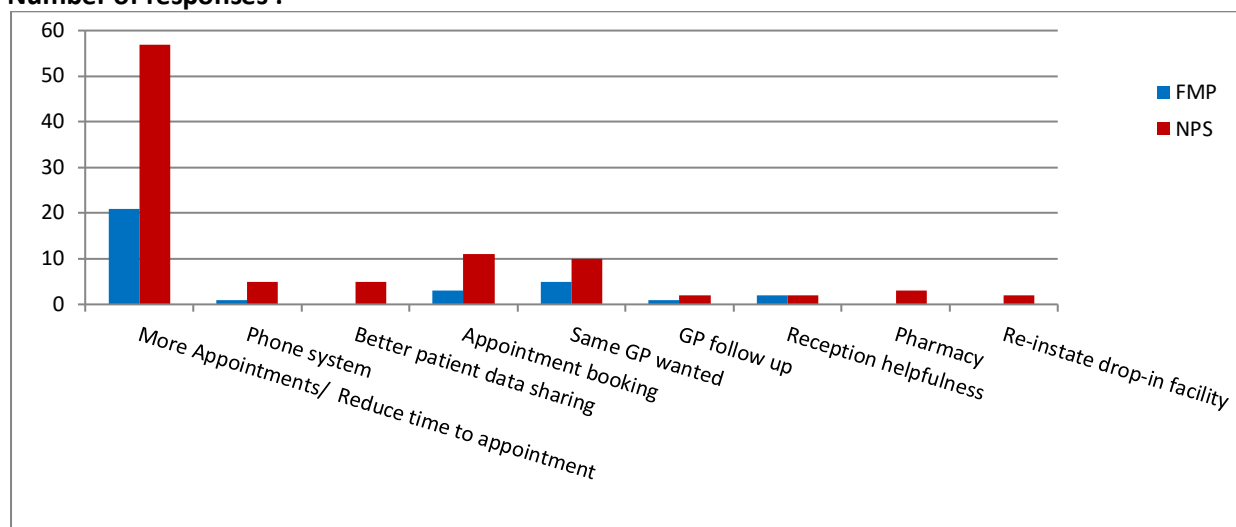




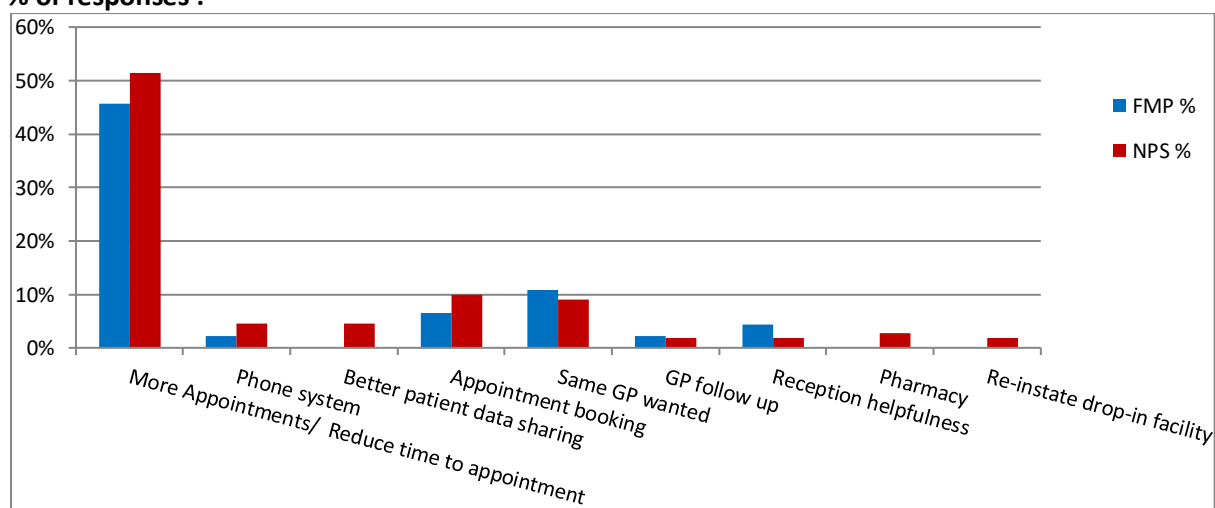
# **Q17. Which one specific issue would you like your GP practice to improve?**

**Two graphs as lots of different responses**

**Number of responses :**

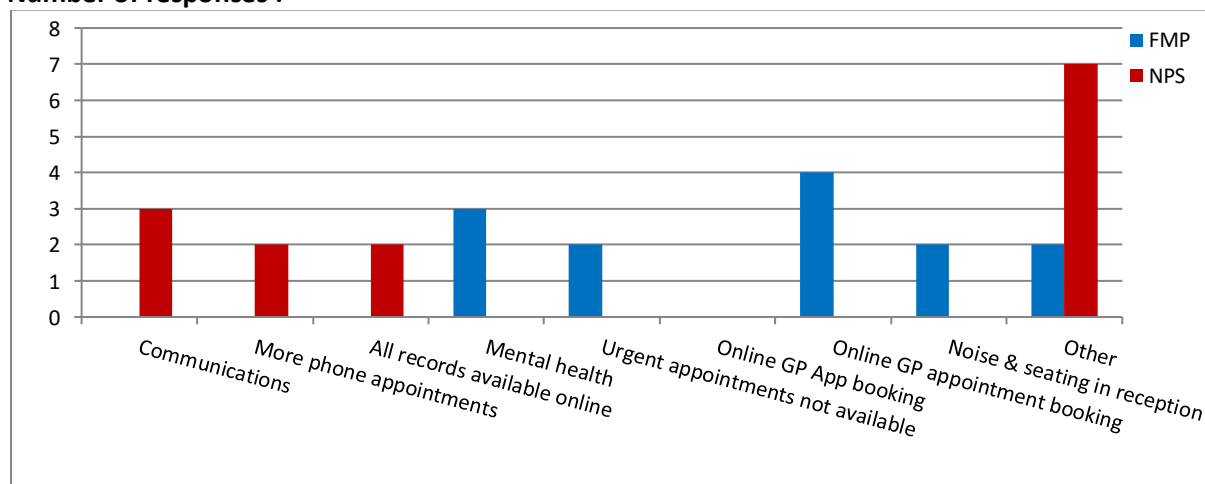


**% of responses :**

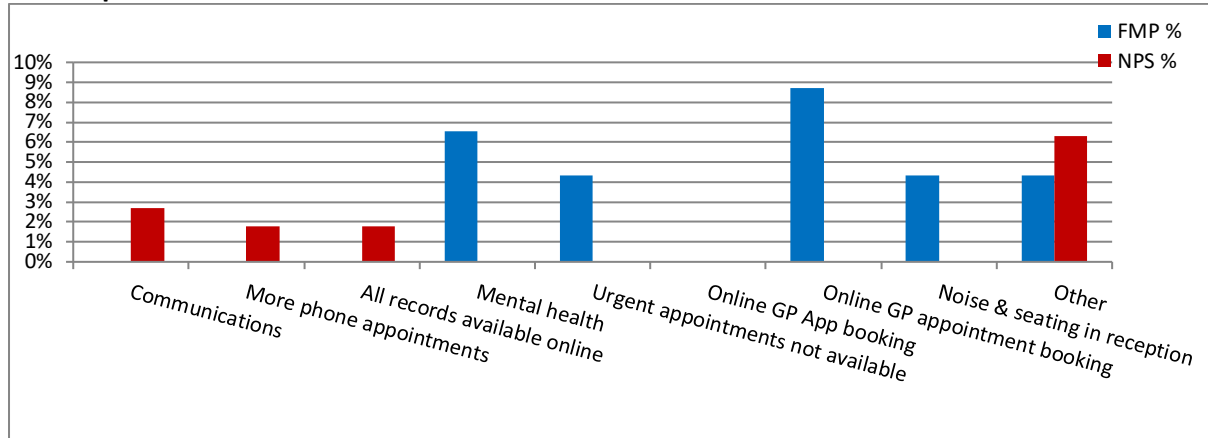


# **Q17. Continued : which one specific issue would you like your GP practice to improve?**

**Number of responses :**

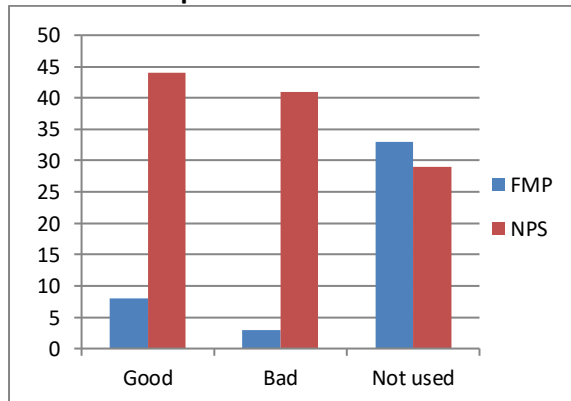


**% of responses :**



**Q18. E Consult is a national service. If you have used E Consult within the last year what is your experience?**

**Number of responses :**



**% of responses :**

