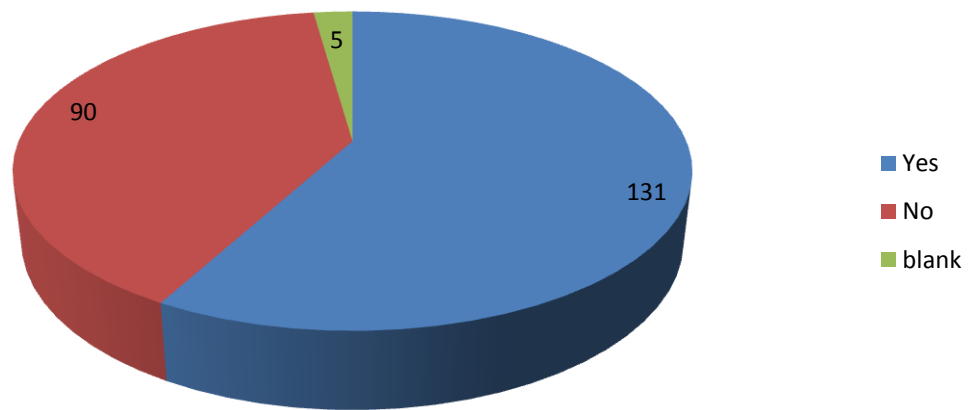


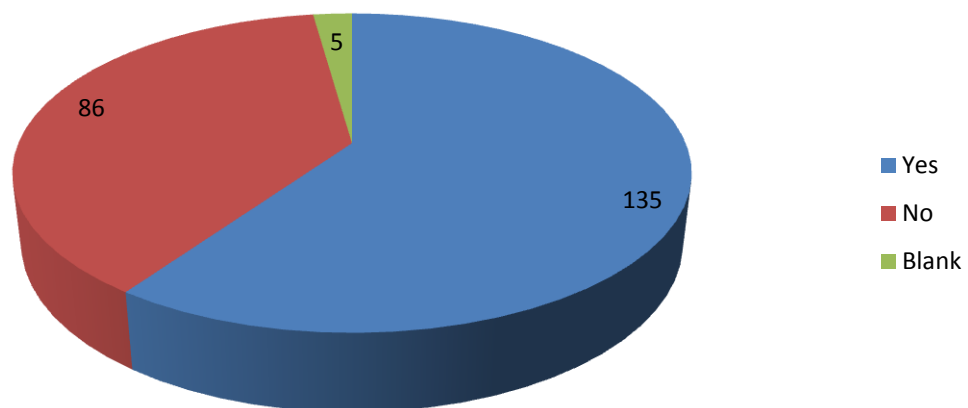
Part 1: Question analysis

### 1. Would you like the facility to book your appointments online?



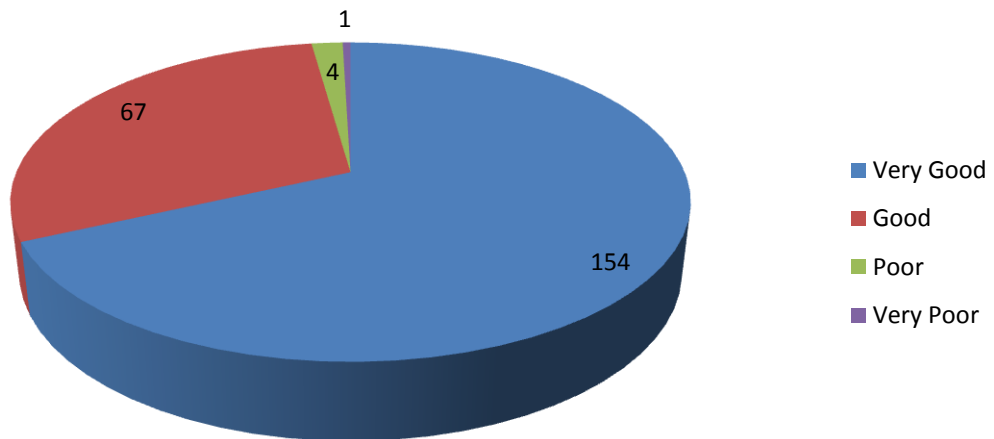
1. The majority of people asked would like to have the ability to book appointments online. The main reasons for not wanting this service is either lack of knowledge or a lack of internet at home. This is a popular idea and one that was widely liked and accepted.

### 2. Would you like the facility to order repeat prescriptions online?



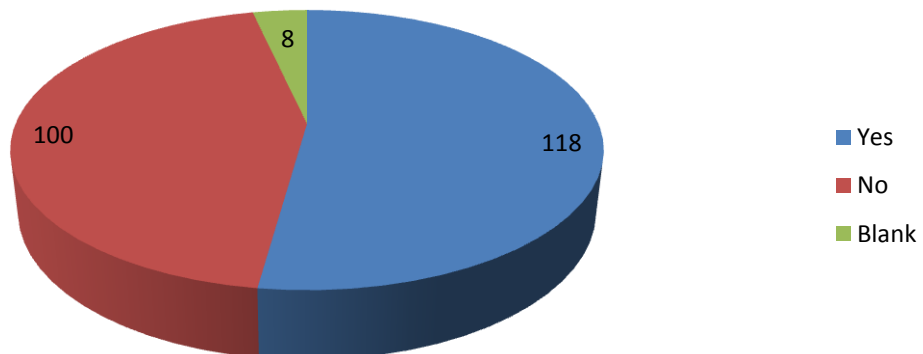
2. Again the majority of people would like this service, but he same sorts of reasons why not to have this service apply to this question.

### 3. How would you rate the cleanliness of the building?



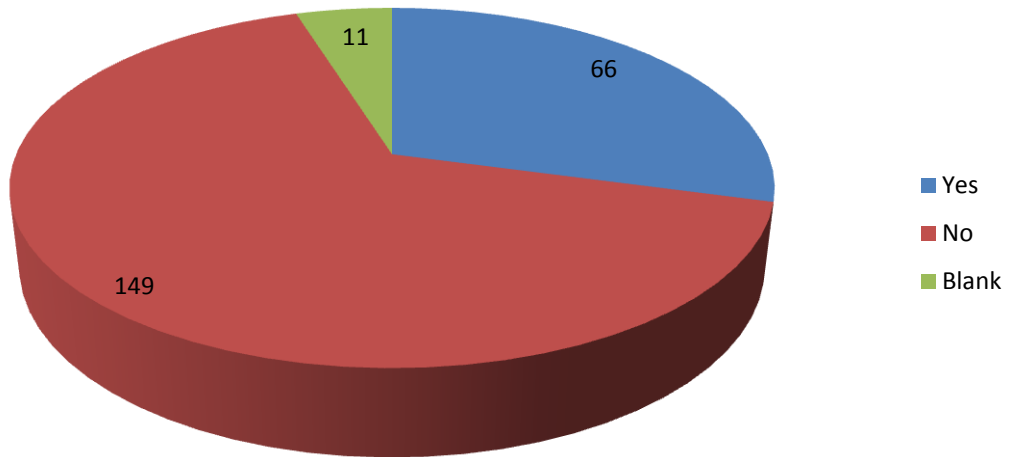
3. Very few of the people asked thought that the building is unclean, and many of the comments reflect this. The main complaints and comments deal with the condition of the seats and carpets.

### 4.a. Are you aware that we offer a late evening surgery for patients who cannot attend in normal working hours?



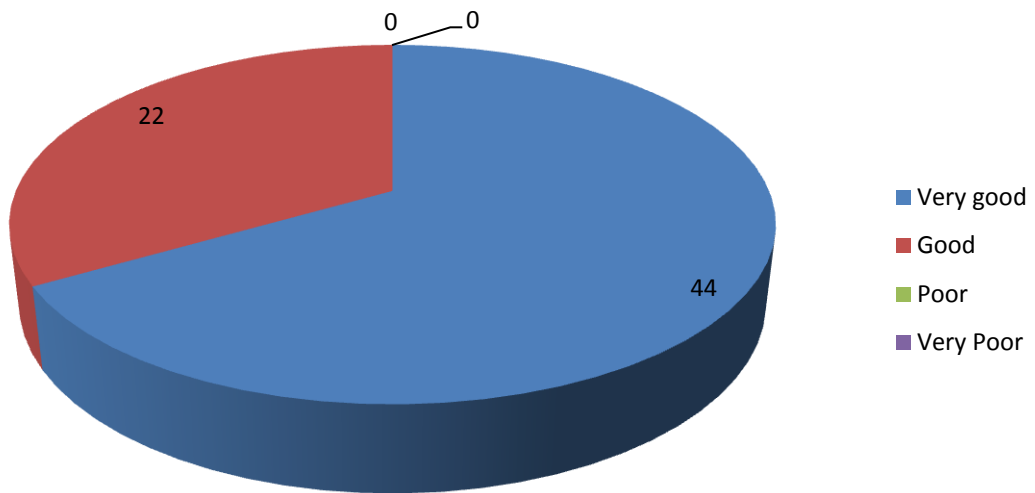
4. The majority of patients know about this service, but the results are nearly even. This could be down to how well the service is advertised or how much people pay attention to its advertising.

#### 4.b. Have you used this service?



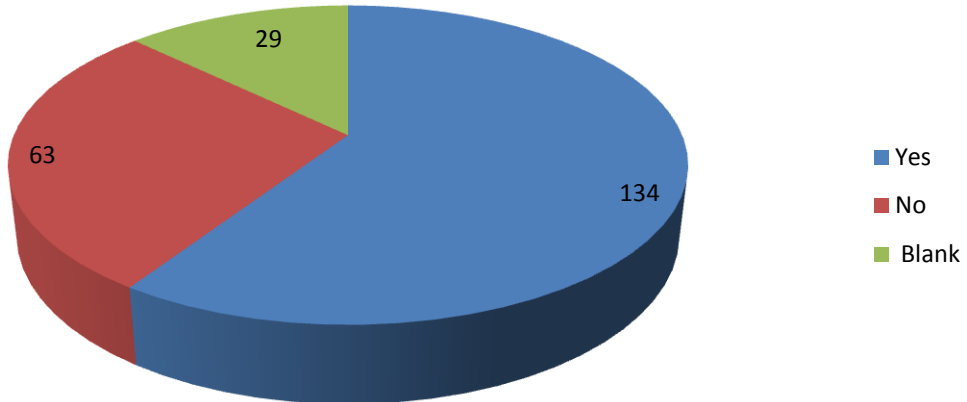
4. 66 people have used this service, which is considerably less than the people who know about it, and this is likely to be a matter of necessity.

#### 4.c. If yes, how would you rate this service?



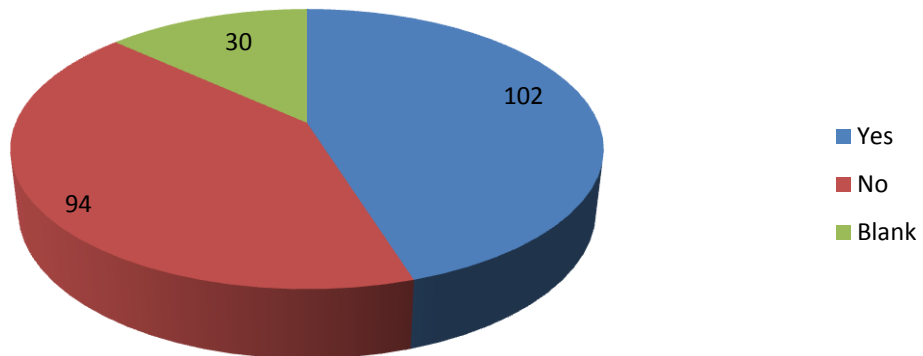
4. Of the 66 people that have used the service, the majority thought it was very good.

### 5. Would you like a childrens play area in the waiting room?



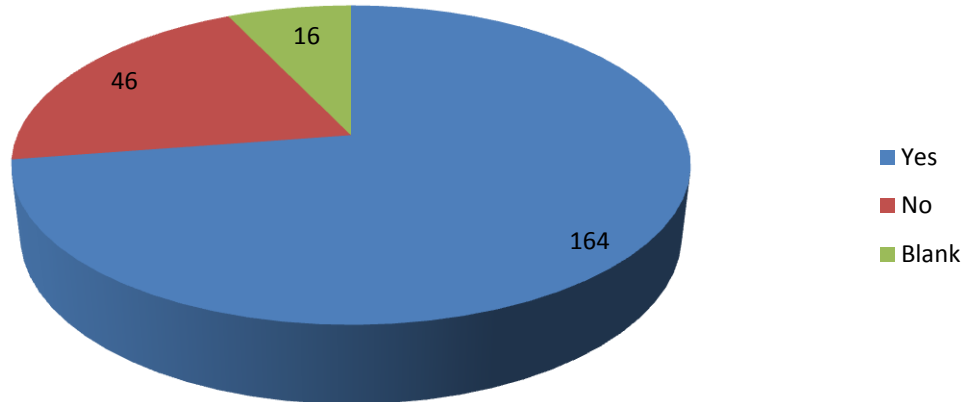
5. This was a very split question, but more people want this service, despite comments about the fear of bacteria spreading.

### 6. If we had a private podiatry service in the surgery, would you be willing to use it and pay?



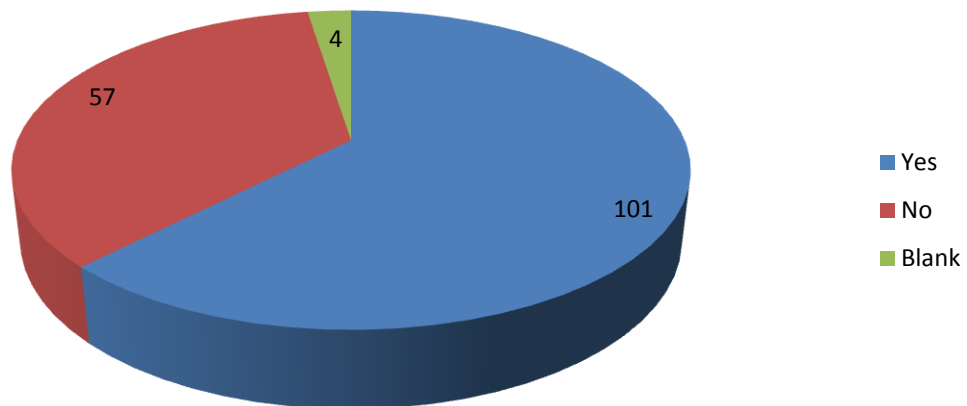
6. The reason for the majority of people not wanting this service or not answering the question was the word 'podiatry'. Most people simply did not know what it means, and this was reflected in many comments. However the people that said yes and commented were generally positive about it.

### 7.a. Would you like a water dispenser in the waiting room?



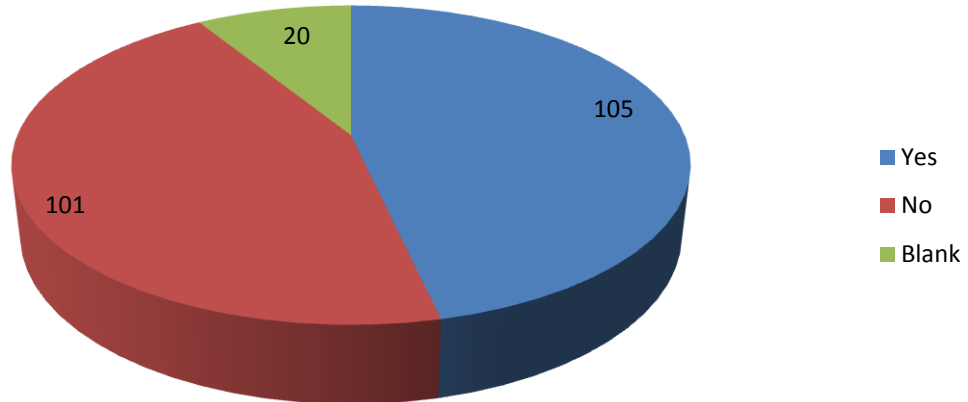
7. This was the question where people were most split. Lots of people changed their mind after deciding on yes or no. But even with the indecision the majority of patients do want this in the waiting room.

### 7.b. If yes, would you be willing to pay a small amount to cover the cost?



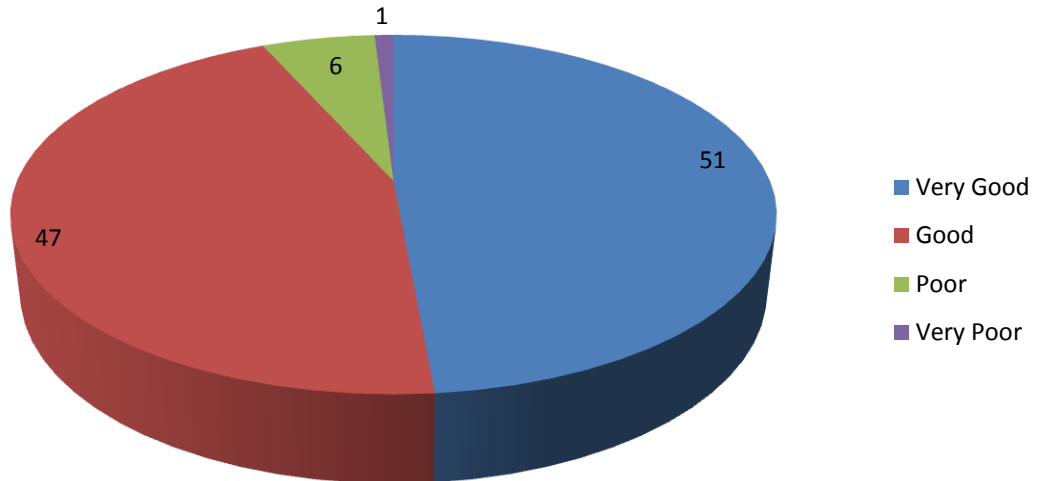
7. Of the 164 people that wanted a water dispenser, 101 would be willing to pay for it. However there were many comments, even from the people that said they would pay, that stated they thought this was a negative idea.

### 8.a. Have you used the doctor's telephone back service?



8. This question is similar to the podiatry question, in that people probably did not know enough about the service due to lack of advertising or lack of a need to use the service.

### 8.b. If yes, how would you rate it?



8. This service has had good feedback, especially in the comments, where it has been widely praised by the patients.