









1. Are you happy with our opening hours? (8.30am - 6.30pm)

		Response Percent	Response Count
Yes		90.7%	304
No		7.8%	26
I don't know		1.5%	5
answered question			335
skipped question			2





2. Are you aware that we offer various extended hours appointments through the daily telephone triage service?

		Response Percent	Response Count
Yes		61.8%	202
No		33.6%	110
I don't know		4.6%	15
answered question			327
skipped question			10





3. Do you have an actual need for appointments to be offered outside of our normal working hours 8.30am - 6.30pm?

		Response Percent	Response Count
Yes		15.6%	52
No		84.4%	282
answered question			334
skipped question			3

4. How helpful do you find the receptionists at the Practice?

		Response Percent	Response Count
Very helpful		69.0%	220
Fairly helpful		24.5%	78
Needs improvement		5.6%	18
I don't know		0.9%	3
answered question			319
skipped question			18

5. In the reception area, can other patients overhear what you say to the receptionist?

		Response Percent	Response Count
Yes, but i don't mind		64.1%	207
Yes, and i'm not happy about it		13.6%	44
Yes, but i can request a private discussion		18.6%	60
No, other patients can't overhear		3.7%	12
answered question			323
skipped question			14

6. In your opinion, how clean is the practice?

		Response Percent	Response Count
Very clean		63.6%	203
Fairly clean		35.7%	114
Not very clean		0.3%	1
Not at all clean		0.3%	1
answered question			319
skipped question			18



7. How easy do you find getting into the surgery building?

		Response Percent	Response Count
Very easy		69.3%	221
Fairly easy		28.2%	90
Not at all easy		2.5%	8
answered question			319
skipped question			18

8. If you feel it is not easy to get into the surgery building, what suggestions would you make to improve this? Please write your suggestions in the box provided...

	Response Count
	47
answered question	47
skipped question	290




9. Do you like our waiting area?

		Response Percent	Response Count
Yes		86.3%	272
No		13.7%	43
answered question			315
skipped question			22




10. If you put No, what suggestions would you make to improve this? Please write your suggestions in the box provided...

	Response Count
	47
answered question	47
skipped question	290




11. How easy do you find it to make an appointment?

		Response Percent	Response Count
Very easy		15.6%	48
Fairly easy		52.8%	162
Not at all easy		31.6%	97
answered question			307
skipped question			30

12. How easy do you find it to make an appointment with the Doctor of your choice?

		Response Percent	Response Count
Very easy		7.5%	23
Fairly easy		50.0%	153
Not at all easy		42.5%	130
answered question			306
skipped question			31



13. How important is it to you that you see a specific Doctor when coming to the practice?

		Response Percent	Response Count
Very important		37.7%	116
Fairly important		43.2%	133
Not at all important, I will see any Doctor		19.2%	59
answered question			308
skipped question			29




14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

	Response Count
	228
answered question	228
skipped question	109

15. Have you ever used our telephone triage service?

		Response Percent	Response Count
Yes		63.4%	196
No		36.6%	113
answered question			309
skipped question			28

16. If you answered Yes, how helpful did you find this service?

		Response Percent	Response Count
Very helpful		71.6%	139
Fairly helpful		27.8%	54
Not helpful at all		0.5%	1
answered question			194
skipped question			143

17. If you didn't find it helpful, please give an example of why it wasn't?

	Response Count
	16
answered question	16
skipped question	321

18. Giving you enough time

		Response Percent	Response Count
Excellent		51.4%	160
Very good		24.1%	75
Good		20.3%	63
Fair		3.2%	10
Poor		0.3%	1
Doesn't apply		0.6%	2
answered question			311
skipped question			26

19. Asking about your symptoms

		Response Percent	Response Count
Excellent		47.7%	147
Very good		26.9%	83
Good		21.4%	66
Fair		2.9%	9
Poor		0.0%	0
Doesn't apply		1.0%	3
answered question			308
skipped question			29

20. Listening to you

		Response Percent	Response Count
Excellent		53.9%	164
Very good		24.0%	73
Good		18.4%	56
Fair		2.6%	8
Poor		0.7%	2
Doesn't apply		0.3%	1
answered question			304
skipped question			33

21. Explaining clearly any tests or treatment that you required

		Response Percent	Response Count
Excellent		47.7%	145
Very good		26.3%	80
Good		18.1%	55
Fair		3.6%	11
Poor		1.6%	5
Doesn't apply		2.6%	8
answered question			304
skipped question			33







22. Involving you in decisions about your care

		Response Percent	Response Count
Excellent		46.1%	140
Very good		23.4%	71
Good		20.7%	63
Fair		3.3%	10
Poor		0.7%	2
Doesn't apply		5.9%	18
answered question			304
skipped question			33




23. Treating you with care and concern

		Response Percent	Response Count
Excellent		53.3%	163
Very good		22.2%	68
Good		19.6%	60
Fair		3.9%	12
Poor		0.3%	1
Doesn't apply		0.7%	2
answered question			306
skipped question			31





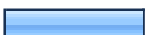
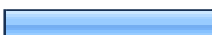



24. Taking your problems seriously

		Response Percent	Response Count
Excellent		53.1%	161
Very good		22.8%	69
Good		19.8%	60
Fair		3.0%	9
Poor		1.0%	3
Doesn't apply		0.3%	1
answered question			303
skipped question			34

25. Do you feel you are treated with respect and dignity while you are in the practice?

		Response Percent	Response Count
Yes, always		89.4%	270
Yes, sometimes		10.3%	31
No, never		0.3%	1
I don't know		0.0%	0
answered question			302
skipped question			35

26. Do you have any of the following long term health conditions?

		Response Percent	Response Count
Deaf or hearing impairment		22.9%	33
Sight impairment		11.8%	17
Cancer		6.3%	9
Diabetes		25.7%	37
Heart disease		22.2%	32
Asthma / COPD		33.3%	48
Epilepsy		2.1%	3
Learning disability		1.4%	2
Mental health condition		12.5%	18

Other (please specify) 62

answered question 144

skipped question 193

27. If you have a long term health condition, are there any issues we could support you further on? Please explain in the box provided...



Response Count

48

answered question 48

skipped question 289




28. In general how satisfied are you with the care you receive at the practice?

		Response Percent	Response Count
Very satisfied		76.3%	229
Fairly satisfied		23.7%	71
Not satisfied at all		0.0%	0
		answered question	300
		skipped question	37



29. Are there any other services that you would like us to offer?

	Response Count
	95
answered question	95
skipped question	242






30. Would you recommend the practice to someone who has just moved in to the local area?

		Response Percent	Response Count
Yes		91.2%	270
No		2.7%	8
Not sure		6.1%	18
		answered question	296
		skipped question	41



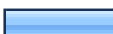
31. What is your gender?

		Response Percent	Response Count
Female		64.8%	182
Male		35.2%	99
answered question			281
skipped question			56





32. What is your age?

		Response Percent	Response Count
Under 16		0.0%	0
17 - 34		6.6%	19
35 - 54		30.3%	87
55 - 74		48.1%	138
75 - 84		12.5%	36
Over 84		2.4%	7
answered question			287
skipped question			50

33. How often do you come to the surgery?

		Response Percent	Response Count
Regularly		25.8%	72
Occasionally		57.0%	159
Very rarely		17.2%	48
answered question			279
skipped question			58

34. What is your employment status?

		Response Percent	Response Count
Full time employed		27.2%	73
Part time employed		19.8%	53
Unemployed		2.2%	6
Retired		50.7%	136
	Other (please specify)		27
	answered question		268
	skipped question		69

35. What is your ethnicity?

	Response Count
	246
answered question	246
skipped question	91

Page 2, Q8. If you feel it is not easy to get into the surgery building, what suggestions would you make to improve this? Please write your suggestions in the box provided...

1	push buttoms to open the outside doors	Feb 11, 2013 1:21 PM
2	I find it difficult when I have the pram as the doors are a bit difficult to get through with the pram.	Jan 28, 2013 2:05 AM
3	Double door opening creates a jam, better to have one single full opening door and door heater	Jan 25, 2013 12:35 AM
4	Parking would help although Tesco just there	Jan 18, 2013 1:56 AM
5	the 2 double doors can be a bit hard to negotiate when people are coming in and going, some people dont know which door to hold open and sometimes you get left there holding if for everyone	Jan 17, 2013 3:18 AM
6	Automatic doors. It is very difficult to negotiate two sets of doors especially when using a pushchair.	Jan 14, 2013 2:06 AM
7	Have a ramp instead of steps for elderly or disabled	Jan 8, 2013 8:38 AM
8	Automatic doors are required. Many elderly and disabled people find the present entrance to be awkward to negotiate	Jan 8, 2013 4:40 AM
9	automatic doors would be an inprovement	Jan 8, 2013 1:09 AM
10	I have recently had home visits as my mobility is very reduced.	Jan 7, 2013 12:00 PM
11	Change the doors at the entrance	Jan 6, 2013 10:05 AM
12	Electric doors as have a buggy, and also very weak, inflamed wrists wrists so struggle	Dec 25, 2012 11:33 PM
13	Disabled or very frail patients might struggle with the doors but usually other patients are entering/leaving who are happy to help	Dec 18, 2012 11:57 AM
14	Booking an appointment by phone can be a bit of a lottery.	Dec 18, 2012 5:49 AM
15	parent and child spaces would be nice or just a drop off point for repeats	Dec 13, 2012 3:04 PM
16	maybe one door of the double doors could go inward and the other outward. I see a lot of elderly people struggling with the doors	Dec 13, 2012 6:51 AM
17	Car parking is aways the problem	Dec 12, 2012 1:13 PM
18	only the building works	Dec 9, 2012 10:38 AM
19	automatic opening doors. The new steps at end/beginning of new path are silly! I have to go onto car park from Tesco end on my mobility scooter where many drivers are o focused on finding a parking space outside the surgery, they don't always see me.	Dec 3, 2012 2:31 AM
20	I think automatic doors would benefit disabled	Dec 3, 2012 1:02 AM
21	When I need to bring my 96 year old relative to the surgery, if I cannot park outside the door and have to park in the Tesco carpark I have to push the wheelchair up your 'IN' access as there is a drainage channel across the exit road and steps on the footway towards the new chemist shop. Not very satisfactory!!	Dec 2, 2012 8:46 AM

Page 2, Q8. If you feel it is not easy to get into the surgery building, what suggestions would you make to improve this? Please write your suggestions in the box provided...

22	doors that stay open just long enough for pushchairs	Nov 30, 2012 3:23 AM
23	automatic door opening	Nov 29, 2012 5:38 AM
24	Not always free parking spaces	Nov 29, 2012 4:58 AM
25	hard to push the heavy doors open. Automatic doors would be great	Nov 26, 2012 10:58 AM
26	PushChair access is difficult as there is no flat path and you need automatic doors	Nov 25, 2012 1:05 AM
27	Very easy because i'm not disabled. Disabled buttons like the ones at EDDC. The doors are heavy for elderly & mums	Nov 23, 2012 4:46 AM
28	Better Parking	Nov 20, 2012 4:16 AM
29	Tescos is near by for parking	Nov 20, 2012 4:11 AM
30	Not so good now there are steps	Nov 19, 2012 2:56 PM
31	take away the two steps now put in the footpath with no hand rail. one has to now walk by way of the car park area.	Nov 18, 2012 5:04 AM
32	Automatic doors	Nov 16, 2012 10:31 AM
33	Automatic doors.	Nov 16, 2012 1:04 AM
34	automatic doors at the front would help less able people	Nov 14, 2012 10:20 AM
35	Self opening doors to help elderly	Nov 13, 2012 12:24 PM
36	Automatic door openings would be good.	Nov 9, 2012 1:07 AM
37	it would be helpful to have automatic doors. there is not much room to queue at the two reception windows. patients are walking through queues as they emerge from the doctors exit door. it can be quite congested around this area and i have seen an argument between two patients re so called queue jumping.	Nov 7, 2012 12:20 PM
38	a bit difficult with a wheelchair	Nov 6, 2012 1:46 PM
39	temporary problem due to building work	Nov 5, 2012 2:54 AM
40	I hate having to touch the door handles to open them, as they can contain infection. I would therefore suggest automatic openers.	Nov 2, 2012 7:40 AM
41	Remove new steps next to new pharmacy to return to a slope approach	Nov 1, 2012 5:50 AM
42	The 2 sets of the front doors are very heavy. I suffer from severe rheumatoid arthritis and find these are not very easy.	Oct 31, 2012 5:38 AM
43	automatic doors or doors that have a disabled access button as i have a double buggy and find it almost impossible unless two people hold the doors for me as they open opposite directions	Oct 29, 2012 12:18 AM
44	the doors are horrendous, they should be automatic! they're very heavy for the elderly and awkward and heavy when you have a pram.. especially	Oct 24, 2012 12:02 AM

Page 2, Q8. If you feel it is not easy to get into the surgery building, what suggestions would you make to improve this? Please write your suggestions in the box provided...

having a twin pram, I can barely get through the doors, I have to rely on another patient being there to help!

45	automatic doors especially when with a baby	Oct 20, 2012 9:08 AM
46	as a person that uses 2 walking sticks i usually wait for someone to hold the doors there is however a button to press for help but dont like to disturb the busy receptionists so not as heavy doors maybe ?	Oct 19, 2012 1:04 AM
47	automatic doors would help people with mability problems	Oct 18, 2012 11:54 AM

Page 2, Q10. If you put No, what suggestions would you make to improve this? Please write your suggestions in the box provided...

1	Maybe some upright chairs as when people have new hip the knee must be lower than the hip when sitting and on your bench seats they are not!!	Feb 15, 2013 4:23 AM
2	I like the arrangement of the seats, but find the colour drab. It needs to be lighter.	Feb 15, 2013 4:10 AM
3	Paint where the walls have water marks from windows. Modernise - get rid of fake orchids.	Feb 4, 2013 11:22 AM
4	Needs to be lighter and brighter	Feb 3, 2013 2:17 AM
5	Remove the centre piece and imitation flowers and change the colour scheme. In an ideal world the seating would be a plain colour with a bright but neutral complimenting wall colour. Green house plants are cheap to buy and can grow and last for years.	Jan 29, 2013 3:07 AM
6	needs a bit of an overhaul, the middle plant area is a waste of space	Jan 29, 2013 12:17 AM
7	Usual issue always feel like you go in one issue but likely to catch someone's illness who is coughing and sneezing everywhere	Jan 25, 2013 12:35 AM
8	Clear out a lot of the papers	Jan 17, 2013 9:53 AM
9	magazines to read, decor a bit dated, been the same for years, tv not visible to all people and would like the news channel rather than adverts about health all the time!!	Jan 17, 2013 3:18 AM
10	Shut down the intrusive TV screen	Jan 17, 2013 2:21 AM
11	Shame about the damage to the seats	Jan 12, 2013 10:15 AM
12	Remove the television and advertising	Jan 9, 2013 9:39 AM
13	Better lighting together with a varied and up to date reading material	Jan 9, 2013 12:50 AM
14	It's in desperate need of a make-over - it's very tired.	Jan 7, 2013 12:38 PM
15	It's a bit dark. Brighter lighting would improve it.	Jan 7, 2013 12:00 PM
16	Take down all paper notices - it looks scruffy and no-one reads them as there are so many. And Change the pictures. Remove the glass barriers to receptionists	Jan 6, 2013 10:05 AM
17	Needs refurbishing as seating is ripped, area feels drab and old fashioned	Jan 2, 2013 3:03 PM
18	The seating is tired and needs more open plan for the numbers attending	Dec 7, 2012 9:42 AM
19	needs cheering up. Central floral display looking tired	Dec 3, 2012 2:31 AM
20	Improvements to the seating could be made but I understand this would be costly and may not be practical at this time.	Dec 3, 2012 12:40 AM
21	Too barn like	Nov 28, 2012 3:00 AM
22	Bit dated now, seating a bit tatty.	Nov 27, 2012 10:48 AM
23	I think the orchids need some TLC	Nov 23, 2012 2:06 PM

Page 2, Q10. If you put No, what suggestions would you make to improve this? Please write your suggestions in the box provided...

24	Seating could be more comfortable, with a bad back it is very uncomfortable	Nov 23, 2012 7:45 AM
25	But not the "television" as i like to remember why I came. Could it be turned down please? Turn down the "television". I understand it helps some people, but it is very distracting & intrusive to others. Pamphlets better, but children need it?	Nov 23, 2012 4:46 AM
26	More interesting/info on health	Nov 20, 2012 4:16 AM
27	Its not too bad but could do with a bit more air circulating and bit more to look at on the walls	Nov 19, 2012 3:01 AM
28	It is in dire need of a make-over	Nov 18, 2012 2:03 AM
29	It's looking tired and dated. Needs to be modernised - better use of space. There's a screen on the wall - can only be seen face on from about one seat!	Nov 16, 2012 10:31 AM
30	Mags required in waiting area	Nov 12, 2012 2:28 AM
31	Too many tatty notices pinned everywhere. Does need updating - has not changed since the building was opened.	Nov 10, 2012 4:51 AM
32	more room around the reception windows please	Nov 7, 2012 12:20 PM
33	I would like a nice clean area that reflected more of a healthy theme without the pots of plants but perhaps some flowers and soft music	Nov 7, 2012 2:50 AM
34	lower the ceiling and make more storage area at the top also do not like the artificial plants displayed in the centre as carry dust and hold germs	Nov 6, 2012 12:38 PM
35	Seats with arms so you can push yourself out of them.	Nov 6, 2012 4:43 AM
36	Need more magazines for long waits!	Nov 1, 2012 6:27 AM
37	Music to listen to	Nov 1, 2012 4:58 AM
38	Bit old fashioned	Nov 1, 2012 4:38 AM
39	It could do with some seat repairs plus a boot/shoe entrance carpet to keep the dirt and rain off of the reception area carpets. There does always seem to be quite a lot of out of date paper notices about that need clearing out more often	Nov 1, 2012 4:14 AM
40	It's fine, but could benefit from updated pictures, accent colours, especially for children. Greater range of books, magazines etc would be good.	Nov 1, 2012 12:54 AM
41	When you are sat around the middle section facing the reception. I find it hard to hear the Doctors calling.	Oct 31, 2012 5:38 AM
42	Too noisy if you are feeling unwell - childrens area should be seperate and the constant ignoring of NO MOBILE phones by some patients is very annoying.	Oct 25, 2012 12:41 AM
43	needs brightening up	Oct 24, 2012 9:05 AM
44	dust the artificial flowers and fix door on kids play area?	Oct 24, 2012 12:02 AM

Page 2, Q10. If you put No, what suggestions would you make to improve this? Please write your suggestions in the box provided...

45	It needs updating, perhaps some real orchids instead of plastic ones, some newer magazines (ask patients to donate mags no more than 2 months old and in good condition), some chairs with arms for older patients	Oct 23, 2012 6:07 AM
46	needs to be better lit	Oct 23, 2012 6:03 AM
47	Lighter decor. Remove centre item.	Oct 18, 2012 7:35 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

1	A Doctor will phone you back to discuss your problem	Feb 15, 2013 4:23 AM
2	Don't Know	Feb 15, 2013 4:20 AM
3	?	Feb 15, 2013 4:17 AM
4	Very helpful if you're home ALL day. Once i had to cancel my request owing to a late afternoon appointment	Feb 15, 2013 4:11 AM
5	In the event you need to use it your symptoms will be discussed and depending on valuation you may be invited in to see a doctor	Feb 14, 2013 5:08 AM
6	Personally this has meant that I have been able to see the Nurse Practitioner, Liz or speak to her on the same day.	Feb 14, 2013 2:57 AM
7	Consoltation with the doctor over the phone.	Feb 13, 2013 4:36 AM
8	none	Feb 13, 2013 4:22 AM
9	I understand the Dr calls you back to see if you need an appt	Feb 12, 2013 3:52 AM
10	That if no appointments are available the doctor will call you and access if an appointment is needed in these circumstances	Feb 11, 2013 1:22 PM
11	do not know about the telephone triage system	Feb 8, 2013 2:28 AM
12	Prioritising requests when there are no appts available and offering a same day appt or tel advice as appropriate	Feb 7, 2013 6:02 AM
13	I assume this is your need assessed and offered an appointment sooner if it is assessed your need is greater?	Feb 4, 2013 11:23 AM
14	Patient phones surgery. Tells receptionist the nature of the problem. Dr phones back later to discuss the matter.	Feb 3, 2013 11:49 PM
15	for follow up advice or if you are unable to get to the surgery	Feb 3, 2013 12:26 AM
16	That I can get help and/or information over the phone	Feb 1, 2013 1:24 AM
17	Not aware of this service unless it refers to a request for a telephone call back by a Doctor for advice rather than have to attend surgery which is not always possible.	Jan 31, 2013 12:07 AM
18	helps doctors and patience to talk before appoints given.	Jan 30, 2013 1:36 AM
19	A doctor calls you to see what the problem is and if they feel an appointment is necessary they make one for you, or they provide a prescription for you on recpetion.	Jan 29, 2013 9:49 AM
20	ANY ONE OF 3 DOCTORS CAN SEE YOU BY APPOINTMENT	Jan 29, 2013 3:19 AM
21	I was unaware there was one.	Jan 29, 2013 3:09 AM
22	you can have a telephone conversation with the doctors and if they think its necessary you get to see a doctor or they leave you a prescription	Jan 29, 2013 12:18 AM
23	That a nurse of the doctor will call you back and speak to you regarding what	Jan 28, 2013 10:59 PM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

	is wrong.And then they will access and decide whether you need to come in	
24	When the doctor telephones during the day to discuss the problem, rather than having to go to the surgery	Jan 28, 2013 11:06 AM
25	The Doctor reviews your problem over the phon to see if an appointment is necessary	Jan 28, 2013 7:12 AM
26	To provide prompt access to a doctor even when there are no regular appointments available, as well as after hours service.	Jan 28, 2013 4:08 AM
27	Calling in to receive a call back from a doctor to offer advise on your problem	Jan 28, 2013 2:07 AM
28	I was not aware it existed	Jan 27, 2013 4:04 AM
29	Dr ring back and discuss, offer appointment if needed	Jan 25, 2013 1:41 AM
30	The doctor will call you back eventually	Jan 25, 2013 1:39 AM
31	If unable to get to the surgery, advice is offered over the telephone - great!	Jan 25, 2013 1:37 AM
32	If you call when no appts available you can geta Dr call back, has worked	Jan 25, 2013 12:37 AM
33	If an appointment is not available, a member of the medical team will call back with appropriate advice.	Jan 24, 2013 1:04 AM
34	The doctor will assess your condition by phone and offer advice/treatment etc	Jan 23, 2013 11:22 AM
35	GP phones patient to discuss whether same day appointment is required	Jan 22, 2013 3:04 PM
36	telephone call back service from GP on call, if they need to see you an appt will be given	Jan 22, 2013 11:22 AM
37	If you cant get an appointment, you may get a doctor to ring you.	Jan 21, 2013 1:54 PM
38	if I need to speak to a doctor, as I have concerns about my health in some way,they are there, to advise.	Jan 21, 2013 1:55 AM
39	I can get advice over the phone and see a gp if nessasary.	Jan 20, 2013 10:34 AM
40	Discuss a problem with triage nurse or doctor, and talk about treatment.	Jan 18, 2013 1:36 AM
41	they will phone you	Jan 17, 2013 1:30 PM
42	Always someone in on the end of a telephone	Jan 17, 2013 9:57 AM
43	Doctor phones patient to prioritise most essential	Jan 17, 2013 9:54 AM
44	You can ring at anytime	Jan 17, 2013 9:52 AM
45	you phone up to make appointment to see a Dr. you give your details to the receptionist who passes them on to the Dr. who will phone you back and decide if they need to see you or not, if not they will leave you a prescription at the reception area for you to collect or if you cant a family member.	Jan 17, 2013 3:22 AM
46	I understand the word 'triage' (selecting the most urgent), I have no idea	Jan 17, 2013 2:28 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

	what the system is.	
47	For a Doctor to make a telephone assessment as to whether an appointment or medication is needed, either where an appointment is not available, or where the patient has a preference, or is only able, to communicate via telephone.	Jan 16, 2013 1:50 PM
48	You speak to a health professional and they ask a serious of questions in order to assess how soon you may need to be seen by a doctor or nurse.	Jan 14, 2013 2:07 AM
49	EXCELLENT SERVICE SAVE A LOT OF TIME	Jan 12, 2013 2:37 AM
50	You telephone the surgery and a doctor will phone you back to discuss your symptons	Jan 10, 2013 5:12 AM
51	No idea	Jan 9, 2013 3:30 PM
52	I have none	Jan 9, 2013 9:39 AM
53	To evaluate the seriousness of ones problem	Jan 9, 2013 12:53 AM
54	i will be able to received consultation by telephone from my doctor	Jan 8, 2013 8:55 AM
55	If I can't get an appointment a doctor will ring if I think need to see him and I may then get an appointment	Jan 8, 2013 8:41 AM
56	Have never used it, and know very little about it.	Jan 8, 2013 4:41 AM
57	Very useful, having used it more than once.	Jan 8, 2013 4:29 AM
58	Nurse will talk to you about your health issue and either make recommendation for treatment or organise an appointment, or provide prescription via doctor	Jan 8, 2013 2:28 AM
59	n/a	Jan 8, 2013 1:10 AM
60	That you can discuss your concerns with a doctor over the phone initially, to decide if a face to face appointment is necessary.	Jan 7, 2013 11:20 PM
61	When you can get through.....it works pretty well.	Jan 7, 2013 12:39 PM
62	I can speak to someone over the telephone and explain my symptoms/problem.	Jan 7, 2013 12:01 PM
63	I guess it's a service offered for when patients cannot come in or want to talk to a Doctor, but don't feel the need for it to be face to face	Jan 7, 2013 7:22 AM
64	for medical advice when unable to come to the surgery or there are no appointments that day	Jan 6, 2013 8:04 AM
65	Doctor will call u back to see if you need a appointment !	Jan 5, 2013 5:42 AM
66	O.K if you want to explain your symptoms to the receptionist and then wait an unspecified time for a doctor to ring you back	Jan 4, 2013 4:02 AM
67	Call back from Dr working in the surgery	Jan 3, 2013 3:42 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

68	You can ring in and a doctor will call you back to discuss problem and if need be offer to see doctor same day	Jan 2, 2013 3:04 PM
69	Return phone call from doctor or nurse	Jan 2, 2013 3:01 PM
70	I thought it was only during the morning	Dec 31, 2012 3:50 AM
71	Phone to speak to a Dr, they will give advise as to whether help over the phone is all that is necessary or if necessary come into see a Dr.	Dec 27, 2012 7:19 AM
72	very helpfull & saves time.	Dec 27, 2012 2:41 AM
73	able to speak to a doctor without an appointment	Dec 27, 2012 2:06 AM
74	I know nothing of this service.	Dec 26, 2012 6:53 AM
75	Withies full system as you can to phone from 8.30am for an appointment which is when my daughter needs to be at school do by the time I can call at 8.40 the phones are permently engaged and usually can't get through till gone 9 and appointments usually gone	Dec 25, 2012 11:35 PM
76	Receptionist takes a brief subject matter and advises that a triage doctor shall return a call to discuss further. GP tries to resolve concern over the telephone, negating the need to attend surgery.	Dec 19, 2012 2:25 AM
77	I call, the duty doctor calls back, and takes the steps required to resolve my enquiry.	Dec 18, 2012 1:32 PM
78	I understand what a triage service is but I had no idea the surgery offered such a service by telephone	Dec 18, 2012 12:40 PM
79	Ask the receptionist for a call back from a doctor after providing some details of the illness.	Dec 18, 2012 12:00 PM
80	Someone will call back to discuss a particular problem	Dec 18, 2012 5:51 AM
81	you can talk to a doctor	Dec 18, 2012 3:09 AM
82	Easy to communicate. Although sometimes there is quite a delay in answering call (understand that a queue may be long)	Dec 18, 2012 2:56 AM
83	There is a Doctor too talk with, if you don't think you need an appointment, or they will say if you do need to see one.	Dec 17, 2012 8:28 AM
84	Haven't used it	Dec 17, 2012 8:18 AM
85	The doctor will ring you and disscuss what the problem is and then ask you to go in for an appointment if they feel it is nessercary.	Dec 17, 2012 7:33 AM
86	you phonne the surgery outline the problem and a dr will phonne you back	Dec 17, 2012 6:17 AM
87	You can speak to your own doctor at a time suitable to him.	Dec 17, 2012 3:44 AM
88	somebody can look into the problem and sort out/give advice over the phone.	Dec 17, 2012 3:23 AM
89	No idea	Dec 17, 2012 12:51 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

90	no idea	Dec 17, 2012 12:37 AM
91	Did not know you had one	Dec 15, 2012 9:31 AM
92	If no appointments are available you can talk to the doctor over the phone for advise and if they feel you need to be seen then they will make an appointment for you at that stage	Dec 13, 2012 3:06 PM
93	Very good	Dec 13, 2012 8:46 AM
94	the doctor on call will ring the patient and assess whether they need to see a doctor or can be dealt with over the phone. If necessary they make the appointment for the patient to see them.	Dec 13, 2012 6:53 AM
95	I can understand the concept of triage as offered by the surgery but due to my work location as opposed to the location of the surgery the appointment offered does not allow me the flexibility within a reasonable time frame.	Dec 13, 2012 6:35 AM
96	can talk to someone who will advise and book appointment if necessary	Dec 13, 2012 5:04 AM
97	I have not used this service	Dec 12, 2012 1:14 PM
98	Do not know of it	Dec 11, 2012 8:43 AM
99	The opportunity to speak directly to a doctor if required & obtain advice, a prescription or an appointment urgently if the doctor deems it necessary	Dec 10, 2012 4:20 AM
100	Patients assessed with urgency of need	Dec 9, 2012 10:39 AM
101	Very good. It is most useful for a re-occurrence of a health problem when a visit would waste the doctor's time.	Dec 9, 2012 3:09 AM
102	Only used it once but I understand a doctor will contact me later	Dec 7, 2012 9:43 AM
103	It is fine in principle but if I am promised a call then I have to wait in all day. I might now consider giving my mobile number to ensure the Doctor does not waste his time calling me at home.	Dec 7, 2012 2:05 AM
104	i have no idea what a triage service is im affraid to say	Dec 6, 2012 12:12 PM
105	not sure what this is	Dec 4, 2012 3:28 AM
106	In case of urgent need a doctor will ring you back to discuss your problem	Dec 3, 2012 5:23 AM
107	You can request a call from the doctor to discuss your symptoms and the doctor will offer advise & either leave a prescription to collect from reception or book an appointment for you if they need to see you.	Dec 3, 2012 4:37 AM
108	doctor rings back for symptoms to decide whether an appointment is necessary	Dec 3, 2012 2:32 AM
109	No Idea what it means	Dec 3, 2012 2:17 AM
110	If I have a problem I can ask to speak to a doctor /nurse, and I will get a call from them.	Dec 3, 2012 1:04 AM
111	I think this is a very good system and I have used it on occasion and find it	Dec 3, 2012 12:41 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

	extremely useful	
112	If we have a problem and need to speak to a doctor, they will take the call if possible or phone back.	Dec 2, 2012 8:48 AM
113	i ring up give symptoms and then wait for phone call	Nov 30, 2012 3:25 AM
114	An immediate answer to a medical query which doesn't need an appointment with the doctor	Nov 29, 2012 1:22 PM
115	the doctor will ring you back and give you advice or an appointment	Nov 29, 2012 5:41 AM
116	OK but not always convenient to wait around for a phone call if urgent	Nov 29, 2012 4:58 AM
117	A Doctor will call to discuss and offer appointment if necessary	Nov 29, 2012 4:55 AM
118	?	Nov 28, 2012 7:08 AM
119	Was not sure that I can always speak with a doctor unless it was an emergency	Nov 27, 2012 1:31 PM
120	Call and ask for a Dr to call you back later in day.	Nov 27, 2012 10:49 AM
121	GP will phone you back quite quickly in my experience. He/She can advise over the phone and ask you to come into the surgery if they think it appropriate. Very good idea.	Nov 26, 2012 11:54 AM
122	triage is for urgent advice and a doctor whoever is on duty will call you back as soon as possible	Nov 26, 2012 11:01 AM
123	If advice is needed some one will call back for a chat at some point in next hour or two.	Nov 26, 2012 2:36 AM
124	To be able to speak to a professional for advice	Nov 25, 2012 1:09 PM
125	I call to get an emergency appointment and there is non available then I have to wait for the doctor to call me and when I speak to them they give me an appointment.	Nov 25, 2012 1:07 AM
126	That if I have a problem that doesn't require taking up the Doctor's time I can phone this service for an answer/advice	Nov 24, 2012 10:52 AM
127	I understand it to mean thar if I have an urgent medical problem I can ring the triage service.	Nov 23, 2012 2:07 PM
128	It has been very useful to me in the past.	Nov 23, 2012 7:47 AM
129	Only easy to make an appointment if i ask face to face, and the importance of seeing a specific doctor depends on the subject, and if the doctor is already treating me for it. I don't understand what triage is at all, mainly because i haven't heard of it.	Nov 23, 2012 4:49 AM
130	Its possible to speak to a doctor when unable to get an appointment	Nov 23, 2012 4:41 AM
131	you phone surgery give details and dr will phone you back with advice	Nov 21, 2012 10:23 AM
132	You get a phone call when there are no appointments - You are able to talk	Nov 21, 2012 9:13 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

	to a qualified medical appointment who can give you an emergency appointment or put your mind at rest, or give you a prescription	
133	the duty doctor will ring and if necessary give an appointment to see them	Nov 21, 2012 4:22 AM
134	I phone up in the morning asking for a doctor call back and later in the morning when the doctor, presumably the one on call, phones me back on the number I left	Nov 20, 2012 1:50 PM
135	to talk through my problem and possibly see a Dr if necessary.	Nov 20, 2012 5:44 AM
136	No Knowledge	Nov 20, 2012 4:41 AM
137	Very helpful	Nov 20, 2012 4:07 AM
138	Appointment phone system is not patient friendly! Always engaged and appointments fully booked when eventually you do get through!	Nov 20, 2012 4:02 AM
139	If you need to speak to a doctor he will phone, ask questions and advise if an appointment is necessary	Nov 20, 2012 3:57 AM
140	If not that important doctor calls you to decide if you need an appointment	Nov 19, 2012 2:57 PM
141	You can ring up and get help on the telephone if needed and the doctor will see you if necessary	Nov 19, 2012 11:28 AM
142	As I work in London I understand that I can use the Triage system so that a Doctor call call me back.	Nov 19, 2012 4:34 AM
143	I thought it was talking to the Doctor or Nurse instead of a visit during surgery hours	Nov 19, 2012 3:03 AM
144	didn't realise it is all day	Nov 19, 2012 2:07 AM
145	It is a reasonable service but the time it takes to actually get through to the practice is far too long. On a Monday if medical assistance is required, it can take up to an hour to get through. For someone like myself who leaves home at 0730 in the morning and doesn't get home until 1400hrs. I don't stand a chance.	Nov 18, 2012 2:05 AM
146	I have used this. Called back by doctor and asked to come in.	Nov 16, 2012 10:32 AM
147	This is if I can't have a doctors appointment- the doctor will make a judgement over the phone as to whether I need to be seen.	Nov 16, 2012 1:08 AM
148	I feel this is for emergencies. And sometimes, I question whether its An emergency.	Nov 15, 2012 3:38 PM
149	speak to a dr who decides if you need to be seen or just prescribe over the phone. They will give an appointment that day if necessary	Nov 14, 2012 10:21 AM
150	the doctor returns your call and you may be able to sort out your problem without having a face to face consultation, an idea of the time the call may be returned would be good though	Nov 14, 2012 5:23 AM
151	You can speak to doctor on duty and if necessary you will be seen.	Nov 14, 2012 3:10 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

152	Someone will ring the same day to discuss your problem	Nov 13, 2012 12:25 PM
153	That if you are unable to get an appointment that day then you can use the triage service where the duty doctor will telephone you to discuss your illness and then arrange appropriate treatment with you.	Nov 13, 2012 9:32 AM
154	I wasn't aware that you had one.	Nov 13, 2012 2:32 AM
155	No nothing about it	Nov 12, 2012 11:28 PM
156	The Dr will assess the medical problem over the phone and either make an appointment, give advice or a prescription.	Nov 12, 2012 12:27 PM
157	Useful for obtaining prompt advice for situations which arise and waiting for an appointment is neither appropriate not desirable.	Nov 12, 2012 3:52 AM
158	Emerg probs to discuss with Dr	Nov 12, 2012 2:28 AM
159	Doctor's advice may be sought without the necessity of attending the surgery?	Nov 11, 2012 3:53 AM
160	It is most useful for minor 'repeat' problems that require a prescription that is not on the 'repeat prescription list. I have also used it when prescribed lots of new medecin I am not sure how to take.	Nov 11, 2012 1:56 AM
161	That questions will be answered over the phone regarding any medical problems	Nov 10, 2012 11:36 PM
162	If there are no appointments left the Dr will call you back.	Nov 10, 2012 8:36 AM
163	I have used it once or twice and the Dr on duty has always returned my call and dealt with my health query.	Nov 10, 2012 4:53 AM
164	Don't really know what this is.	Nov 9, 2012 1:09 AM
165	you can discuss with a nurse	Nov 9, 2012 12:29 AM
166	You tell the receptionist your problem and she will ask the duty doctor or nurse practioner to phone you back to see if they can help or if you need an appointment.	Nov 8, 2012 8:02 AM
167	That someone will phone back to ask you more questions to see who can help for the best service. Some times it is not necessary to see a doctor as a nurse can help or give advice sooner.	Nov 7, 2012 2:20 PM
168	i have not used it yet	Nov 7, 2012 12:22 PM
169	I understand that if you have an urgent request for an appointment and there are none avaiable that the triage doctor can arrange an appointment if they feel you need one. This is good but the main problem is if you want to book an appointment in advance or an urgent appointment with a lady doctor etc. and the triage doctor is a man	Nov 7, 2012 4:50 AM
170	Did not know that this was provided.	Nov 7, 2012 3:03 AM
171	I am sorry to say i have never heard of it, what is it?	Nov 7, 2012 2:52 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

172	a service to take relevant details so a doctor can call back or other can give relevant advice	Nov 7, 2012 12:57 AM
173	If there are no appointments available, or if you are not sure if you need to actually see a Doctor, my understanding is that you can have a telephone appointment, where one of the Doctors will ring you back and either solve the problem over the phone (and leave a prescription out at reception if necessary) or if they need to see you, the Doctor will give you an appointment with them for some point that day. However, there is one Doctor at the practice who I feel doesn't listen or explain and if he is on the Triage that day I wont speak to him. I would rather wait another day for another Doctor or go to Hospital if it is urgent rather than deal with him ever again. All my other answers in this questionnaire refer to all the other Doctors and Nurses at your practice, all of whom are amazing and wonderful.	Nov 6, 2012 3:35 PM
174	you can speak to a Dr who will give you an appointment if you need one, if not you can discuss over the phone	Nov 6, 2012 1:48 PM
175	I have no idea!	Nov 6, 2012 1:26 PM
176	we have a phone appointment and if necessary we can be given a later appointment the same day to see a doctor at the surgery	Nov 6, 2012 12:39 PM
177	doctor will call back	Nov 6, 2012 8:44 AM
178	You can ring and talk to a Doctor for advice about an emergency, or acute condition when you're not sure what to do, whether to make an appointment or go to hospital or just ask for a prescription.	Nov 6, 2012 4:44 AM
179	getting advice over telephone	Nov 5, 2012 2:54 AM
180	Not sure !	Nov 5, 2012 1:14 AM
181	One doctor is allocated to follow up on any caller who is a)unable to get an appt b)unable to get to the surgery. The doctor will ascertain if it is necessary for the caller to see a doctor or he/she will offer to write a prescription	Nov 5, 2012 1:10 AM
182	If there are no appointments available during the day but I still need to see a doctor, then I will be called back by the on-call doctor who will either arrange for a prescription or an appointment if it is deemed necessary	Nov 3, 2012 3:27 AM
183	I understand that if we cannot get an appointment, they will do a telephone consultation to the home.	Nov 2, 2012 7:41 AM
184	Patients can telephone the triage doctor to seek advice, and if appropriate a prescription will be left at reception for collection by the patient if urgent, or the doctor will sometimes require to see the patient if considered necessary.	Nov 1, 2012 1:06 PM
185	A telephone discussion with a GP or nurse to assess the nature of the problem & decide a plan of action.	Nov 1, 2012 7:07 AM
186	Weed out the worried maybe ill from those in real need	Nov 1, 2012 5:51 AM
187	You have to ring early in the morning - most of the time it's engaged and takes ages getting through!	Nov 1, 2012 4:59 AM
188	Not sure but I always seem to get to speak to a doctor within a couple of	Nov 1, 2012 4:19 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

	hours of a call who can then decide if I need a visit or not, and when I do need one it is usually that day. This all works fine for me.	
189	someone will decide if I need to be seen or can have a telephone appointment	Nov 1, 2012 3:24 AM
190	I didn't know you did - or perhaps I'm unclear what you mean by this.	Nov 1, 2012 12:55 AM
191	A Doctor is always at the end of the phone to answer your problems.	Oct 31, 2012 5:39 AM
192	Unaware of this.	Oct 31, 2012 4:03 AM
193	consultation over the phone	Oct 30, 2012 6:24 AM
194	None	Oct 29, 2012 7:35 AM
195	Phone to speak to a doctor, hopefully the one i've been dealing with and they phone back	Oct 29, 2012 7:35 AM
196	Never used	Oct 29, 2012 7:31 AM
197	TELEPHONE ADVICE. APPOINTMENT IF DO DEEMS NECESSARY	Oct 29, 2012 6:09 AM
198	you have a telephone call with a doctor and if necessary they will fit you in an appointment	Oct 29, 2012 6:08 AM
199	Surgery will contact me later.	Oct 29, 2012 2:36 AM
200	a doctor will call you when they have time between patients and assess your condition over the phone, if they feel they need to see you an appointment is allocated	Oct 29, 2012 12:20 AM
201	the doctor on triage will call me and talk to me and decide if I need to be seen	Oct 28, 2012 12:26 PM
202	I understand that this service is provided to supply patients with information to ease any worries that they may have and wether they need a Dr's appointment.	Oct 28, 2012 4:13 AM
203	Useful to speak to a doctor without visitng the surgery	Oct 28, 2012 3:13 AM
204	Useful for speaking to the doctor without visiting the surgery	Oct 28, 2012 3:02 AM
205	The doctor will phone you to assess the problem and if it requires an appointment he will arrange for you to be seen according to the severity of the problem.	Oct 28, 2012 1:32 AM
206	You can arrange for a telephone consultation from a doctor without attending the surgery	Oct 26, 2012 5:04 AM
207	You can request to speak to a Doctor if you have a problem and drugs or appropriate help is forthcoming.	Oct 25, 2012 12:42 AM
208	ecellent service saves wasted appointments and ensures seeing a doctor quickly if needed after first talking on the phone. my experience is that many issues have been able to deal with over the phone.	Oct 24, 2012 9:07 AM

Page 3, Q14. We offer an all day telephone triage service, what is your understanding of this system? Please write in the box provided...

209	You try getting through on the phone!	Oct 24, 2012 3:44 AM
210	I have used the triage system a few times and my understanding is that the triage Doctor will phone me back and if he/she feels the need to see me an appointment is then made for that day	Oct 23, 2012 12:57 PM
211	A doctor not of your choice will call me back, not within a specific time, to discuss my problems.	Oct 23, 2012 11:46 AM
212	Patients are assessed and will either be given an appointment or a doctor will call back to give advice	Oct 23, 2012 6:19 AM
213	This is a way of consulting with the patient prior to seeing them so that the practice can prioritize the patients who are most in need of an appointment	Oct 23, 2012 6:10 AM
214	You ring in and your need is asessed by phone. Then advice/ appointment is given	Oct 23, 2012 6:05 AM
215	I understand the triage Dr will assess the problem and arrange an appointment if necessary	Oct 22, 2012 1:47 AM
216	I can speak to someone regarding a problem	Oct 21, 2012 2:21 PM
217	Telephone advice/consultation service	Oct 21, 2012 1:22 PM
218	very helpful	Oct 20, 2012 7:30 AM
219	a doctor or nurse can ring me at home to discuss my concerns and assess whether I need to have a home visit or an appointment at the surgery or to advise me regarding medication etc.	Oct 20, 2012 1:13 AM
220	that there is no need to go to the surgery for help and answers	Oct 19, 2012 7:09 AM
221	A Doctor is available and will return my call as soon as possible to answer my query and to advise me	Oct 19, 2012 5:38 AM
222	Doc rings you back.....	Oct 19, 2012 5:24 AM
223	the doctor will ring you bad with advice	Oct 19, 2012 1:05 AM
224	can talk to Dr for advice and he/she will decide if you need to be seen, if so can give an appointment	Oct 18, 2012 11:56 AM
225	Talking to a doctor about my condition on the telephone	Oct 18, 2012 7:36 AM
226	A doctor will phone me and give me a consultation over the phone and make me an appointment to see him if necessary. I think this is an excellent service	Oct 18, 2012 5:28 AM
227	when you cant be offered an appointment you are given a triage appointment but if needed you are seen by the doctor	Oct 17, 2012 11:35 PM
228	When I cannot get an appointment the Dr will telephone me back	Oct 17, 2012 10:14 PM

Page 3, Q17. If you didn't find it helpful, please give an example of why it wasn't?

1	Spoke to the doctor when I could not get an appointment.	Feb 13, 2013 4:36 AM
2	on one occasion very helpful on the other not at all different doctors	Feb 12, 2013 3:52 AM
3	It's a while ago now, but I remember once it was helpful and the second time it was not because the doctor didn't ring back	Jan 28, 2013 11:06 AM
4	on Boxing day the ring back and out of hours took so long (>3 hours hours when explained serious issue) in the end my wife had to call 999 and I was stretchered off, still eleive if a Dr could have phoned and prescribed appropiate medicateion could have strayed at home.	Jan 25, 2013 12:37 AM
5	sometimes when the Dr. calls you back it is not always easy to explain what the problem is because you could be calling from work and have people listening in to your conversation or if you are on a mobile you dont always have a good signal and again people can listen in to you talking and if it is really personal it makes it difficult to get the problem across	Jan 17, 2013 3:22 AM
6	It is sometimes difficult to explain the problem and better for the doctor to actually see it.	Jan 8, 2013 8:41 AM
7	See Above	Jan 4, 2013 4:02 AM
8	have been misdiagnosed	Dec 18, 2012 3:09 AM
9	As stated above.	Dec 13, 2012 6:35 AM
10	very good as if you cant get an appointment at least you can get help and advise and seen if needed.	Nov 26, 2012 11:01 AM
11	Generally just get an appointment anyway	Nov 25, 2012 1:07 AM
12	Never heard of it, therefore cannot assess it.	Nov 23, 2012 4:49 AM
13	It was helpful, just too long to get an answer	Nov 18, 2012 2:05 AM
14	See previous answer as I don't know what it is.	Nov 1, 2012 4:19 AM
15	there is no idea of roughly when the call will come so you can be siiting there for upto 4 hours waiting for a phone call, and if you risk going out and its a mobile then theres a chance of no signal and then if you miss the call have to go back to the bottom of the list again. we have been missed off of the list twice and i called at 8.35 and got a phone call bak at just before 6 after constant harrassing from me	Oct 29, 2012 12:20 AM
16	Not given any kind of time frame for return call, was a few hours later which is quite a long time when waiting to speak to someone for advice.	Oct 23, 2012 11:46 AM

Page 5, Q26. Do you have any of the following long term health conditions?

1	RH Arth	Feb 15, 2013 4:21 AM
2	Bursitis, Diverticulitis	Feb 15, 2013 4:12 AM
3	Cystic Fibrosis	Feb 7, 2013 6:05 AM
4	hypertension	Feb 1, 2013 1:25 AM
5	NOT YET!	Jan 29, 2013 3:22 AM
6	too indepth to put down here!	Jan 29, 2013 3:13 AM
7	rheumatoid arthritis	Jan 28, 2013 11:09 AM
8	Blood pressure and Arthritis in knees.	Jan 28, 2013 7:16 AM
9	MS,	Jan 25, 2013 12:40 AM
10	chronic fatigue syndrome (m.e) fibromyalgia.	Jan 20, 2013 10:46 AM
11	paraplegia	Jan 18, 2013 1:39 AM
12	Hepatitis	Jan 9, 2013 3:36 PM
13	knee arthritis	Jan 9, 2013 5:46 AM
14	Osteoarthritis	Jan 8, 2013 4:36 AM
15	I've had cancer and I have a long term bowel problem.	Jan 7, 2013 12:41 PM
16	I can't see all of the options to the right but I have arthritis	Dec 31, 2012 3:53 AM
17	No	Dec 27, 2012 7:24 AM
18	Rheumatology	Dec 27, 2012 7:21 AM
19	medullary sponge kidneys	Dec 27, 2012 2:11 AM
20	Myeloproliferative Blood Disorder (JAK2 positive) with iron deficiency	Dec 18, 2012 12:06 PM
21	Hepatitis	Dec 17, 2012 12:56 AM
22	Hepatitis	Dec 17, 2012 12:43 AM
23	Fibromyalgia	Dec 3, 2012 4:38 AM
24	had breast cancer 2003. Now have arthritis and fibromyalgia	Dec 3, 2012 2:32 AM
25	hip pain	Nov 27, 2012 10:50 AM
26	ME/CFS	Nov 26, 2012 11:55 AM
27	disbraxia	Nov 23, 2012 4:50 AM
28	Arthritis and other long term joint pain issues	Nov 21, 2012 4:24 AM
29	CFS/ME	Nov 20, 2012 5:47 AM
30	M.E.	Nov 20, 2012 4:13 AM

Page 5, Q26. Do you have any of the following long term health conditions?

31	Chron's Disease	Nov 19, 2012 11:30 AM
32	I have had my descending colon removed which makes day to day eating a military exercise. I have high blood pressure medicated with Atenalol I have high collesterol controlled with statins.	Nov 18, 2012 2:10 AM
33	My mother in law has medical conditions and care needs.	Nov 16, 2012 10:34 AM
34	I would like to be able to see my own doctor regarding my health. And not someone else	Nov 15, 2012 3:40 PM
35	hypothyroidism and coeliac	Nov 14, 2012 10:23 AM
36	Chronic Pain	Nov 12, 2012 12:28 PM
37	Vasculitis	Nov 12, 2012 3:54 AM
38	Blood pressure problems Nasal/ sinus congestion	Nov 11, 2012 3:57 AM
39	High Blood Pressure which is a woory as despite having tablets remains high and causes me moments of palpitations and feeling slightly faintlike. I cam back to discuss my medication being increased was told I needed a blood test to ensure Liver was OK and heard no more. I tried to make another appointment with same DR but after 2 attempts have given up.	Nov 10, 2012 8:40 AM
40	blood pressure	Nov 7, 2012 12:25 PM
41	Fibromyalgia and Depression	Nov 6, 2012 3:35 PM
42	hypothyroidism	Nov 6, 2012 1:49 PM
43	Fibromyalgia, Depression	Nov 6, 2012 4:45 AM
44	High Blood Pressure	Nov 5, 2012 1:11 AM
45	degenerative spinal complaint.	Nov 2, 2012 7:43 AM
46	N/A	Nov 1, 2012 7:09 AM
47	siatica & Blood Pressure	Nov 1, 2012 6:49 AM
48	N/A	Nov 1, 2012 5:00 AM
49	My daughter has atopic asthma, so between us we are often having to contact the surgery.	Nov 1, 2012 12:58 AM
50	obease and fine it hard going out	Oct 31, 2012 10:44 AM
51	Rheumatoid Arthritis.	Oct 31, 2012 5:41 AM
52	Hypertension	Oct 31, 2012 4:05 AM
53	arthritis	Oct 30, 2012 6:25 AM
54	Lupus, Rheumatoid Arthritis	Oct 28, 2012 12:30 PM
55	Rheumatoid arthritis	Oct 28, 2012 1:35 AM

Page 5, Q26. Do you have any of the following long term health conditions?

56	Uunderactive Thyriod. Amputee.	Oct 25, 2012 12:47 AM
57	high blood pressure.	Oct 20, 2012 1:16 AM
58	sorry, can not read all the boxes as they are not visible on this screen	Oct 19, 2012 7:12 AM
59	High blood pressure which is well controlled	Oct 19, 2012 5:39 AM
60	back pain/clauidication	Oct 19, 2012 5:25 AM
61	rheumatoid arthritis	Oct 19, 2012 1:06 AM
62	coeliac	Oct 18, 2012 11:57 AM

Page 5, Q27. If you have a long term health condition, are there any issues we could support you further on? Please explain in the box provided...

1	Would like to choose Dr I am registered with. Would prefer Dr Jenkins.	Feb 15, 2013 4:16 AM
2	No	Feb 14, 2013 5:14 AM
3	I have been very disappointed with the care provided regarding my diabetes this year, a huge lack of care from the practice manager	Feb 11, 2013 1:24 PM
4	cordinating care and results where appropriate.	Feb 7, 2013 6:05 AM
5	No	Jan 31, 2013 12:08 AM
6	being given appoints with a nurse or doctor that can get to no you, not talking to strangers.	Jan 30, 2013 1:40 AM
7	Your Asthma nurse is excellent	Jan 29, 2013 9:50 AM
8	not really	Jan 29, 2013 12:19 AM
9	none thanks	Jan 27, 2013 4:05 AM
10	No one ever discusses my MS, even Asthma seems to be off your radar, feels like if I am considered able to manage you stop any proactive care processes. No one ever approached me about checking for testicular cancer given my age group, family history, again limited practivesness.	Jan 25, 2013 12:40 AM
11	Alternative drug information	Jan 24, 2013 10:41 PM
12	No checked every year, and talk to a practise nurse.	Jan 21, 2013 1:56 PM
13	no	Jan 21, 2013 1:57 AM
14	Be aware of the many health problems caused by the virus and it's debilitating effect on overall health..	Jan 9, 2013 3:36 PM
15	No	Jan 9, 2013 12:54 AM
16	The majority of staff need to show more respect and understanding to people with mental health issues. the nurse practioner particuarly.	Jan 6, 2013 10:08 AM
17	Don't know, There may be help or advice that could be relavent	Jan 4, 2013 4:08 AM
18	No	Jan 2, 2013 3:01 PM
19	more follow ups on long taking tablets	Dec 30, 2012 9:12 AM
20	awaiting further report from Dr C Dunne at Christchurch hospital	Dec 27, 2012 7:21 AM
21	Review of long term medication and possible blood tests.	Dec 18, 2012 1:35 PM
22	A lung transplant or the hot air treatment offered in a couple of hospitals, but not locally, would be good.	Dec 18, 2012 12:43 PM
23	No	Dec 17, 2012 8:18 AM
24	I believe that within the NHS GPs and associated carers generally are unaware of the long term problems and significant discomfort caused by Hepatitis and fail to recognise it's various symptoms.	Dec 17, 2012 12:56 AM

Page 5, Q27. If you have a long term health condition, are there any issues we could support you further on? Please explain in the box provided...

25	I believe that within the NHS GPs generally are unaware of the long term problems and discomfort caused by Hepatitis	Dec 17, 2012 12:43 AM
26	I have had a number of repeat prescription issues but no one sees this as serious other than me! I dislike all things being blamed on this when I need medicines I have issues getting over the counter so need a prescription which is a pain so you and me	Dec 13, 2012 3:08 PM
27	No	Dec 9, 2012 3:11 AM
28	Expert patient course	Dec 3, 2012 4:38 AM
29	no	Nov 25, 2012 1:11 PM
30	The doctors have been very good with my problem. They are unable to control the waiting times at the hospitals.	Nov 23, 2012 7:50 AM
31	The support is pretty good already	Nov 23, 2012 4:50 AM
32	more emphasis on foot care. .More discusion on side effects/ complications of condition	Nov 21, 2012 10:27 AM
33	not really someone that understands the disease a nurse perhaps would help	Nov 19, 2012 11:30 AM
34	Allow me access to my own doctor for advice. Perhaps a time allowed on certain days when a particular GP is available to answer his own patients questions. At the present time whilst all the doctors are helpful, it would be useful to have access to ones own GP. I do appreciate fully though that he needs days off and holidays.	Nov 18, 2012 2:10 AM
35	None	Nov 12, 2012 12:28 PM
36	as Q26 However the care ny husband has recieved with his diabetes has been excellent.	Nov 10, 2012 8:40 AM
37	No thank you	Nov 10, 2012 4:55 AM
38	not at the moment	Nov 7, 2012 12:25 PM
39	Covered by Dr Every	Nov 4, 2012 11:28 AM
40	already doing so thanks.	Nov 2, 2012 7:43 AM
41	N/A	Nov 1, 2012 7:09 AM
42	Pain in my ankles and knees is very painful	Nov 1, 2012 4:56 AM
43	No	Nov 1, 2012 4:21 AM
44	There doesn't seem to be much communication between the hospital consultants and the doctors. Often the doctor isn't aware of what medical plans are going on e.g. liaisons with Southampton hospital etc	Nov 1, 2012 12:58 AM
45	I get excellent support already	Oct 24, 2012 9:10 AM
46	I feel I am having thee care and support I need	Oct 23, 2012 1:00 PM

**Page 5, Q27. If you have a long term health condition, are there any issues we could support you further on?
Please explain in the box provided...**

47	currently being analysed	Oct 19, 2012 5:25 AM
48	I have ongoing support from the treatment room nurses	Oct 18, 2012 5:29 AM

Page 6, Q29. Are there any other services that you would like us to offer?

1	Breakfast in bed would be nice when the olde man flu strikes; on a serious note, nothing at all	Feb 14, 2013 5:16 AM
2	not that I need	Feb 13, 2013 4:48 AM
3	life style	Feb 13, 2013 4:37 AM
4	More readily available physio and for a useful frequency rather than 20 mins once a week (longer if on hioliday) Maybe social work support	Feb 7, 2013 6:06 AM
5	No	Feb 3, 2013 11:50 PM
6	I can't think of any	Jan 31, 2013 12:08 AM
7	no that i can think of	Jan 30, 2013 1:40 AM
8	Yes, please provide an email contact option, it's very strange that you don't	Jan 29, 2013 1:33 PM
9	Dont think so	Jan 29, 2013 9:51 AM
10	no	Jan 29, 2013 3:22 AM
11	An email address to contact you.	Jan 29, 2013 3:14 AM
12	no	Jan 29, 2013 12:19 AM
13	no	Jan 28, 2013 1:04 AM
14	Local Blood Tests would be great.	Jan 27, 2013 4:06 AM
15	Maybe group counselling or something	Jan 25, 2013 1:40 AM
16	Recognise that you have financial constraints but hours that reflect that we are not all pesnioners with no time or family commitments. More risk based proactive services patients. I never see Dr Jenkins (in the last 5+ years even when I phone for apt from 8.29 am continuously. Always get a locum, feels like some Drs are essentially unavailable to me.	Jan 25, 2013 12:42 AM
17	Saturday opening (even for a few hours to collect prescriptions)	Jan 24, 2013 10:41 PM
18	No	Jan 22, 2013 11:23 AM
19	Evening and weekend visits instead of a locum	Jan 22, 2013 2:28 AM
20	no	Jan 21, 2013 1:57 AM
21	Easier access/advice to counselling/time to talk and possibly complementary therapies	Jan 18, 2013 1:57 AM
22	You can't improve on excellence	Jan 17, 2013 9:57 AM
23	My answers are dependent on the fact that i am fortunate to be pretty healthy and active. This may change	Jan 17, 2013 9:55 AM
24	small x ray dept, mini accident dept (sprains, cuts that need mini stitches etc.) nothing major..!!	Jan 17, 2013 3:25 AM
25	In house counselling	Jan 12, 2013 10:16 AM

Page 6, Q29. Are there any other services that you would like us to offer?

26	No	Jan 10, 2013 5:13 AM
27	No	Jan 9, 2013 12:55 AM
28	no	Jan 8, 2013 8:58 AM
29	Blood sampling: would the practice consider the use of the CoaguChek system.	Jan 8, 2013 4:42 AM
30	Longer hours, more appointments	Jan 8, 2013 2:30 AM
31	Perhaps a half day weekend service.	Jan 7, 2013 12:41 PM
32	No	Jan 2, 2013 3:01 PM
33	no	Dec 30, 2012 9:12 AM
34	no	Dec 27, 2012 2:11 AM
35	No. Thankyou	Dec 26, 2012 7:00 AM
36	Blood tests..... Struggle getting appointments at Wimborne andnpoole and with waiting two hours at Bournemouth I just can't do.	Dec 25, 2012 11:38 PM
37	No	Dec 18, 2012 1:36 PM
38	I realise this must a perenial problem for the practice but a couple more disabled car parking spaces would be helpful. Otherwise the surgery offers everything I have need in the last 33 years	Dec 18, 2012 12:44 PM
39	(In a perfect world with unlimited budget) Mobility exercise classes for over 70's with arthritis.	Dec 18, 2012 12:09 PM
40	blood test where you have not got to wait 3 weeks to have taken same day or next day would be wonderful	Dec 18, 2012 3:12 AM
41	no	Dec 17, 2012 3:26 AM
42	I would like a better idea of the services available and somewhere easy to view	Dec 13, 2012 3:09 PM
43	No, being in a reasonable state of health there are no services that you have been unable to provide me with.	Dec 13, 2012 6:39 AM
44	online appointment booking for some appointments	Dec 13, 2012 5:05 AM
45	Acupuncture	Dec 11, 2012 8:45 AM
46	Preventative health checks ie well man and well woman checks	Dec 9, 2012 10:42 AM
47	I cannot think of any	Dec 9, 2012 3:11 AM
48	not really - perhaps wine tasting!!	Dec 7, 2012 9:47 AM
49	No	Dec 7, 2012 2:06 AM
50	No. You do an excellent job under trying circumstances	Dec 3, 2012 5:26 AM

Page 6, Q29. Are there any other services that you would like us to offer?

51	Different appointment system	Dec 3, 2012 2:21 AM
52	none at the moment	Dec 3, 2012 1:06 AM
53	No	Dec 2, 2012 8:49 AM
54	BETTER PARKING	Nov 30, 2012 2:08 PM
55	Getting to see the doctor of your choice, outside my working hours	Nov 29, 2012 5:00 AM
56	More blood tests to save an hour or more long journey to Poole. Minor surgery ie moles, lumps, cysts etc.Hearing tests. More counselling, physio.	Nov 27, 2012 1:39 PM
57	no	Nov 25, 2012 1:11 PM
58	It would have been better if the midwives offered antinatal talks at the practice rather than having to go into Poole	Nov 25, 2012 1:10 AM
59	I am fit and mobile so don't have any problems with the surgery. I work full time so the fact that you offer 'Workers' appointments is of great importance to me.	Nov 24, 2012 10:55 AM
60	not as far as I am concerned but I only can speak for myself	Nov 21, 2012 4:24 AM
61	Alternative treatments like acupuncture and/or massage	Nov 20, 2012 1:52 PM
62	No, I think you do a very good job.	Nov 20, 2012 5:48 AM
63	not really very happy with the service	Nov 19, 2012 11:30 AM
64	No just being able to get an appointment without coming down to the surgery at 8am or spending ages on the phone for my preferred Doctor	Nov 19, 2012 3:06 AM
65	no	Nov 19, 2012 2:08 AM
66	You have now made available a decent chemist.	Nov 18, 2012 2:11 AM
67	I would like home visits for poorly children I don't believe that a child should have to travel when they are really poorly and then have to wait a long time in a busy waiting room potentially exposing them to more germs. I feel that as a parent you should be able to make a judgement about whether they are well enough to visit a surgery. Times have changed and you don't seem to have the same relationship that you used to have we your GP years ago.	Nov 16, 2012 1:16 AM
68	Cunceling	Nov 15, 2012 3:40 PM
69	The phone service to get an appointment on the day between 8.30 and 9a.m. does not work. I am usually at work at that time and can never get through. This has to be improved - its so frustrating. When I do get through I have had occasions when there were no appointments left for that day.	Nov 12, 2012 11:32 PM
70	Extra phone lines in the morning if an urgent appointment is required. I usually have to drive to the surgery and stand in the queue whilst in extreme pain. If I wait to get an appointment on the phone with the specific Dr I require due to an ongoing medical problem I never get one.	Nov 12, 2012 12:31 PM
71	Not that I can think of.	Nov 11, 2012 1:58 AM

Page 6, Q29. Are there any other services that you would like us to offer?

72	Dont know	Nov 10, 2012 8:40 AM
73	Itr would be a lot better if it was easier to make an appointment in advance so that one has some planning in place and not having to ring up at 8.30 trying to get in the same day or after 11am for any queries.	Nov 10, 2012 4:58 AM
74	open to book appointments earlier than 8.30. at this time i am dropping children to school and trying to get to work, by the time I am at work the telephone system is permanently engaged and by the time i get through all appointments are gone	Nov 9, 2012 12:32 AM
75	none at the present	Nov 7, 2012 12:26 PM
76	More appointments available to book in advance rather than having to phone up on the day which is no good if you are working, you have to give notice	Nov 7, 2012 4:52 AM
77	This is a difficult question in the light of the economy but i would like to see a bit more on helping the old pains in the back or other parts of the body when you get injured instead of after going to the hospital.	Nov 7, 2012 3:05 AM
78	Some contact by anyone after a serious event. ie. surgery, hospitalisation, bereavement etc.	Nov 6, 2012 1:32 PM
79	no	Nov 5, 2012 2:56 AM
80	None at this time	Nov 4, 2012 11:29 AM
81	No	Nov 4, 2012 11:16 AM
82	not that I could think of off hand.	Nov 2, 2012 7:44 AM
83	Not at present thank you.	Nov 1, 2012 1:09 PM
84	No	Nov 1, 2012 4:21 AM
85	Yes - internet appointment booking for a % of the practices appointments.	Nov 1, 2012 3:27 AM
86	I have been unable to get any blood tests done at the surgery for a long time as I am a teacher and unable to fit in with your times. An extension of these services would be very helpful. Thank you.	Nov 1, 2012 12:59 AM
87	saturday service all day	Oct 29, 2012 12:21 AM
88	no	Oct 28, 2012 3:04 AM
89	More Physio and help with weight loss/diet.	Oct 25, 2012 12:48 AM
90	not in your present building because of limited space	Oct 24, 2012 9:11 AM
91	A decent telephone system. Current system is hopeless with the phone constantly engaged. Put in a call waiting system, Anything!!!!	Oct 24, 2012 3:46 AM
92	to be able to book appointments for a certain day rather than gambling on whether you can get through in the morning after redial, redial redial, redial.. to find all appointments gone as you didn't get there quick enough.. very frustrating, although if its urgent I have had a dr call me or seen a triage nurse, so its never been a huge problem.	Oct 24, 2012 12:06 AM

Page 6, Q29. Are there any other services that you would like us to offer?

93	on line booking service and blood tests to be carried out by nurses and not doctors as all the early appointments get taken up by the elderly when they can come to the surgery anytime of the day, yet working people or children at school have to disrupt their day to attend appointments in the middle of the day as all other are booked by the time we call at 8:30 in the morning.	Oct 23, 2012 11:50 AM
94	no	Oct 19, 2012 5:25 AM
95	no	Oct 18, 2012 5:29 AM

Page 8, Q34. What is your employment status?

1	self employed	Feb 7, 2013 6:07 AM
2	Full time mum	Jan 28, 2013 2:09 AM
3	At home parent	Jan 16, 2013 1:52 PM
4	I work part-time (12hours a week) at Tesco.	Dec 26, 2012 7:05 AM
5	housewife	Dec 17, 2012 8:25 AM
6	full time carer	Dec 13, 2012 6:55 AM
7	self employed	Dec 6, 2012 12:17 PM
8	Self Employed	Nov 29, 2012 4:56 AM
9	part time self employed	Nov 27, 2012 11:01 AM
10	long term sick	Nov 26, 2012 11:03 AM
11	housewife	Nov 21, 2012 10:28 AM
12	Self Employed	Nov 20, 2012 4:00 AM
13	On sick leave	Nov 19, 2012 2:58 PM
14	Full time employed by family business working in home office	Nov 19, 2012 3:07 AM
15	Sick	Nov 15, 2012 3:40 PM
16	carer	Nov 14, 2012 10:24 AM
17	Self employed	Nov 12, 2012 12:51 AM
18	however, long term sick from my job	Nov 6, 2012 3:35 PM
19	carer full time	Nov 6, 2012 1:50 PM
20	self employed	Nov 6, 2012 12:42 PM
21	Self Employed	Nov 1, 2012 5:01 AM
22	long team sick	Oct 31, 2012 10:45 AM
23	full time mummy	Oct 29, 2012 12:21 AM
24	full time mother on career break.	Oct 24, 2012 12:07 AM
25	Self employed	Oct 23, 2012 6:14 AM
26	disabled unable to work	Oct 19, 2012 1:07 AM
27	full time carer	Oct 18, 2012 11:58 AM

Page 8, Q35. What is your ethnicity?

1	British	Feb 15, 2013 4:21 AM
2	White English	Feb 15, 2013 4:19 AM
3	English	Feb 15, 2013 4:16 AM
4	White British	Feb 15, 2013 4:14 AM
5	White, English	Feb 15, 2013 4:12 AM
6	British	Feb 14, 2013 2:08 PM
7	White	Feb 14, 2013 5:17 AM
8	White British	Feb 14, 2013 3:01 AM
9	British	Feb 13, 2013 4:49 AM
10	white british	Feb 13, 2013 4:38 AM
11	White British	Feb 12, 2013 3:54 AM
12	white british	Feb 11, 2013 1:25 PM
13	british	Feb 8, 2013 2:30 AM
14	White British	Feb 7, 2013 2:08 PM
15	white british	Feb 7, 2013 6:07 AM
16	White British	Feb 4, 2013 11:24 AM
17	english christian	Feb 4, 2013 3:08 AM
18	White British	Feb 3, 2013 11:51 PM
19	white british	Feb 3, 2013 12:28 AM
20	white british	Feb 1, 2013 1:26 AM
21	white	Jan 31, 2013 12:09 AM
22	british white	Jan 30, 2013 1:41 AM
23	British - white	Jan 29, 2013 9:52 AM
24	White british	Jan 29, 2013 3:15 AM
25	british white	Jan 29, 2013 12:20 AM
26	English	Jan 28, 2013 11:01 PM
27	White British	Jan 28, 2013 4:10 AM
28	British	Jan 28, 2013 2:09 AM
29	British White	Jan 27, 2013 4:06 AM
30	whie british	Jan 26, 2013 5:24 AM

Page 8, Q35. What is your ethnicity?

31	British	Jan 25, 2013 1:42 AM
32	White British	Jan 25, 2013 1:40 AM
33	British	Jan 25, 2013 1:37 AM
34	British	Jan 24, 2013 11:40 AM
35	White English	Jan 24, 2013 1:07 AM
36	White british	Jan 24, 2013 12:47 AM
37	white british	Jan 23, 2013 11:23 AM
38	white	Jan 22, 2013 11:23 AM
39	British English	Jan 22, 2013 2:29 AM
40	Christian	Jan 21, 2013 2:00 PM
41	white	Jan 21, 2013 1:58 AM
42	english	Jan 20, 2013 10:48 AM
43	British	Jan 18, 2013 3:24 PM
44	White British	Jan 18, 2013 1:58 AM
45	british	Jan 18, 2013 1:40 AM
46	white british	Jan 17, 2013 1:32 PM
47	English	Jan 17, 2013 9:58 AM
48	White British	Jan 17, 2013 9:55 AM
49	White British	Jan 17, 2013 9:53 AM
50	White British	Jan 17, 2013 3:26 AM
51	I think I need some choices to choose from	Jan 17, 2013 2:35 AM
52	White English	Jan 16, 2013 1:52 PM
53	White	Jan 14, 2013 2:08 AM
54	WHITE ENGLISH	Jan 12, 2013 2:40 AM
55	White british	Jan 10, 2013 5:13 AM
56	British	Jan 9, 2013 9:40 AM
57	uk	Jan 9, 2013 5:47 AM
58	English - white	Jan 9, 2013 12:56 AM
59	British White	Jan 8, 2013 12:42 PM
60	white british	Jan 8, 2013 8:59 AM

Page 8, Q35. What is your ethnicity?

61	English	Jan 8, 2013 4:42 AM
62	British	Jan 8, 2013 4:38 AM
63	White British	Jan 8, 2013 4:36 AM
64	English	Jan 8, 2013 4:30 AM
65	White	Jan 8, 2013 4:27 AM
66	British white	Jan 8, 2013 2:31 AM
67	brit/eng	Jan 8, 2013 1:13 AM
68	White, English	Jan 7, 2013 11:24 PM
69	white caucasian	Jan 7, 2013 12:42 PM
70	White British	Jan 7, 2013 12:03 PM
71	I don't see the need to answer this question	Jan 7, 2013 7:23 AM
72	White British	Jan 6, 2013 10:08 AM
73	White British	Jan 6, 2013 3:42 AM
74	British	Jan 5, 2013 5:43 AM
75	english christian	Jan 5, 2013 3:35 AM
76	british	Jan 4, 2013 4:10 AM
77	british white	Jan 3, 2013 3:44 AM
78	White British	Jan 2, 2013 3:02 PM
79	White British	Dec 31, 2012 3:54 AM
80	English	Dec 31, 2012 2:11 AM
81	British	Dec 27, 2012 7:24 AM
82	British	Dec 27, 2012 7:21 AM
83	white british	Dec 27, 2012 2:43 AM
84	English Christian	Dec 26, 2012 7:05 AM
85	White British	Dec 25, 2012 11:38 PM
86	White British	Dec 24, 2012 12:42 AM
87	White caucasian	Dec 19, 2012 2:27 AM
88	White British	Dec 18, 2012 1:37 PM
89	White British	Dec 18, 2012 12:45 PM
90	White British	Dec 18, 2012 5:53 AM

Page 8, Q35. What is your ethnicity?

91	british	Dec 18, 2012 3:13 AM
92	British White	Dec 18, 2012 2:57 AM
93	CofE	Dec 17, 2012 8:29 AM
94	white british	Dec 17, 2012 8:25 AM
95	English White	Dec 17, 2012 8:19 AM
96	White British	Dec 17, 2012 7:36 AM
97	british	Dec 17, 2012 3:27 AM
98	British English	Dec 17, 2012 12:57 AM
99	British White	Dec 15, 2012 9:34 AM
100	English (Caucasian C of E)	Dec 14, 2012 1:35 AM
101	white british	Dec 13, 2012 6:55 AM
102	Caucasian	Dec 13, 2012 6:39 AM
103	Anglo Saxon	Dec 11, 2012 8:47 AM
104	White English	Dec 10, 2012 4:25 AM
105	White British	Dec 9, 2012 10:11 PM
106	white	Dec 9, 2012 10:42 AM
107	White British	Dec 9, 2012 3:14 AM
108	British white	Dec 7, 2012 9:47 AM
109	british	Dec 6, 2012 12:17 PM
110	White	Dec 5, 2012 12:01 PM
111	White British	Dec 3, 2012 5:26 AM
112	british/welsh	Dec 3, 2012 2:32 AM
113	English	Dec 3, 2012 2:21 AM
114	While British	Dec 3, 2012 12:43 AM
115	English	Dec 2, 2012 8:50 AM
116	british	Dec 1, 2012 1:37 AM
117	british	Nov 30, 2012 4:15 AM
118	british white	Nov 30, 2012 3:26 AM
119	White British	Nov 29, 2012 1:24 PM
120	english	Nov 29, 2012 5:45 AM

Page 8, Q35. What is your ethnicity?

121	WHITE - BITISH	Nov 29, 2012 5:25 AM
122	English	Nov 29, 2012 5:02 AM
123	British White	Nov 29, 2012 5:00 AM
124	White	Nov 29, 2012 4:56 AM
125	White British	Nov 28, 2012 3:08 AM
126	white british	Nov 27, 2012 1:41 PM
127	british	Nov 27, 2012 11:01 AM
128	caucasian	Nov 27, 2012 10:50 AM
129	English	Nov 27, 2012 5:43 AM
130	white british	Nov 26, 2012 11:03 AM
131	British	Nov 26, 2012 2:38 AM
132	British	Nov 26, 2012 1:22 AM
133	white british	Nov 25, 2012 1:11 PM
134	British	Nov 25, 2012 8:28 AM
135	White British	Nov 25, 2012 1:10 AM
136	White British	Nov 24, 2012 10:56 AM
137	British white	Nov 23, 2012 2:09 PM
138	White British	Nov 23, 2012 7:50 AM
139	White	Nov 23, 2012 4:42 AM
140	White	Nov 22, 2012 2:57 PM
141	white british	Nov 21, 2012 10:28 AM
142	white British	Nov 21, 2012 4:25 AM
143	White British	Nov 20, 2012 1:52 PM
144	white british	Nov 20, 2012 5:50 AM
145	White English	Nov 20, 2012 4:46 AM
146	British	Nov 20, 2012 4:25 AM
147	British White	Nov 20, 2012 4:20 AM
148	British White	Nov 20, 2012 4:15 AM
149	English	Nov 20, 2012 4:09 AM
150	White British	Nov 20, 2012 4:04 AM

Page 8, Q35. What is your ethnicity?

151	British	Nov 20, 2012 4:00 AM
152	White british	Nov 19, 2012 2:58 PM
153	White	Nov 19, 2012 11:30 AM
154	British	Nov 19, 2012 4:36 AM
155	English	Nov 19, 2012 3:07 AM
156	english	Nov 19, 2012 2:09 AM
157	White British	Nov 18, 2012 5:11 AM
158	white caucasian	Nov 18, 2012 2:12 AM
159	White/British	Nov 17, 2012 5:11 AM
160	White british	Nov 16, 2012 1:16 AM
161	British	Nov 15, 2012 3:40 PM
162	English	Nov 15, 2012 6:34 AM
163	white	Nov 14, 2012 5:24 AM
164	White British	Nov 13, 2012 12:28 PM
165	White English woman	Nov 12, 2012 11:34 PM
166	White British	Nov 12, 2012 12:32 PM
167	White/British	Nov 12, 2012 3:56 AM
168	British	Nov 12, 2012 2:27 AM
169	English	Nov 11, 2012 3:58 AM
170	British white	Nov 11, 2012 1:59 AM
171	British white	Nov 10, 2012 11:50 PM
172	British	Nov 10, 2012 8:41 AM
173	British	Nov 10, 2012 5:00 AM
174	C of E	Nov 9, 2012 1:14 AM
175	white british	Nov 9, 2012 12:33 AM
176	british	Nov 8, 2012 8:06 AM
177	English	Nov 7, 2012 2:22 PM
178	english	Nov 7, 2012 12:27 PM
179	White british	Nov 7, 2012 4:52 AM
180	British	Nov 7, 2012 3:07 AM

Page 8, Q35. What is your ethnicity?

181	British	Nov 7, 2012 3:06 AM
182	english	Nov 6, 2012 3:35 PM
183	white british	Nov 6, 2012 1:50 PM
184	white british	Nov 6, 2012 12:42 PM
185	British	Nov 6, 2012 4:46 AM
186	British	Nov 5, 2012 2:56 AM
187	White British	Nov 5, 2012 1:18 AM
188	white british	Nov 5, 2012 1:12 AM
189	White English	Nov 4, 2012 11:30 AM
190	White	Nov 4, 2012 11:17 AM
191	Welsh	Nov 4, 2012 2:22 AM
192	white british	Nov 3, 2012 3:29 AM
193	white British	Nov 2, 2012 7:44 AM
194	White English	Nov 1, 2012 7:10 AM
195	English	Nov 1, 2012 6:49 AM
196	White British	Nov 1, 2012 6:28 AM
197	white English	Nov 1, 2012 5:53 AM
198	White British	Nov 1, 2012 5:01 AM
199	White British	Nov 1, 2012 4:56 AM
200	White British	Nov 1, 2012 4:40 AM
201	White English	Nov 1, 2012 4:22 AM
202	white british	Nov 1, 2012 3:27 AM
203	British, white	Nov 1, 2012 1:00 AM
204	white	Oct 31, 2012 10:45 AM
205	british	Oct 31, 2012 5:42 AM
206	British	Oct 31, 2012 4:06 AM
207	white british	Oct 29, 2012 7:37 AM
208	English	Oct 29, 2012 7:36 AM
209	British	Oct 29, 2012 7:32 AM
210	British White	Oct 29, 2012 7:28 AM

Page 8, Q35. What is your ethnicity?

211	white british	Oct 29, 2012 6:10 AM
212	English	Oct 29, 2012 2:42 AM
213	white british	Oct 29, 2012 12:21 AM
214	British	Oct 28, 2012 12:33 PM
215	White	Oct 28, 2012 4:15 AM
216	British	Oct 28, 2012 3:15 AM
217	British	Oct 28, 2012 3:04 AM
218	C of E	Oct 28, 2012 1:36 AM
219	white British	Oct 26, 2012 5:06 AM
220	White British	Oct 25, 2012 5:31 AM
221	ENGLISH	Oct 25, 2012 2:27 AM
222	white british	Oct 24, 2012 9:12 AM
223	British White	Oct 24, 2012 6:22 AM
224	What difference does this make?	Oct 24, 2012 3:47 AM
225	english	Oct 24, 2012 2:27 AM
226	english	Oct 24, 2012 12:07 AM
227	white british	Oct 23, 2012 1:02 PM
228	british	Oct 23, 2012 11:50 AM
229	British	Oct 23, 2012 6:21 AM
230	English white	Oct 23, 2012 6:14 AM
231	Uk white	Oct 23, 2012 6:06 AM
232	White British	Oct 21, 2012 1:25 PM
233	British	Oct 21, 2012 1:38 AM
234	british white	Oct 20, 2012 9:10 AM
235	British	Oct 20, 2012 7:32 AM
236	british	Oct 20, 2012 1:18 AM
237	white british	Oct 19, 2012 7:12 AM
238	White English	Oct 19, 2012 5:39 AM
239	british	Oct 19, 2012 5:26 AM
240	English	Oct 19, 2012 1:30 AM

Page 8, Q35. What is your ethnicity?

241	british	Oct 19, 2012 1:07 AM
242	white British	Oct 18, 2012 11:58 AM
243	White British	Oct 18, 2012 7:41 AM
244	British	Oct 18, 2012 5:30 AM
245	white british	Oct 17, 2012 11:37 PM
246	White	Oct 17, 2012 10:16 PM