

1. How often do you visit the Surgery?

		Response Percent	Response Count
Weekly		2.1%	6
Annually		4.3%	12
Monthly		21.0%	59
Less often		16.7%	47
More than once a year		54.4%	153
Never		1.4%	4
answered question			281
skipped question			4

2. How easy do you find it to contact the Surgery?

		Response Percent	Response Count
Very easy		14.7%	41
Not at all easy		8.6%	24
Fairly easy		50.0%	139
I don't know		1.1%	3
Not very easy		25.5%	71
answered question			278
skipped question			7







3. How do you normally contact the Surgery?

		Response Percent	Response Count
In person		19.9%	56
By phone		89.7%	252
By fax		0.0%	0
By letter		0.0%	0
Other (please specify)		6.8%	19
answered question			281
skipped question			4




4. The last time you contacted the Surgery by phone, roughly how long did you have to wait before your call was answered?

		Response Percent	Response Count
Less than a minute		12.5%	35
5-10 minutes		16.8%	47
1-3 minutes		35.7%	100
10 minutes or more		17.5%	49
3-5 minutes		17.5%	49
answered question			280
skipped question			5

5. How often do you see a Doctor or Nurse at the Surgery?

		Response Percent	Response Count
Weekly		1.6%	4
Annually		7.5%	19
Monthly		15.4%	39
Less often		18.1%	46
More than once a year		56.7%	144
Never		0.8%	2
answered question			254
skipped question			31

6. How do you normally book your appointments to see a Doctor or Nurse at the Surgery? (please tick all that apply)

		Response Percent	Response Count
In person		19.9%	51
By phone		91.4%	234
By fax		0.0%	0
Other (please specify)		1.2%	3
answered question			256
skipped question			29

7. Which of the following methods would you prefer to use to book an appointment at the Surgery? (please tick all that apply)

		Response Percent	Response Count
In person		20.8%	53
By phone		66.7%	170
By fax		0.4%	1
Online		60.0%	153
Digital TV		0.4%	1
No preference		1.2%	3
Other (please specify)		2.0%	5
answered question			255
skipped question			30







8. On a scale of 1-5 (1 being very unsatisfied and 5 being very satisfied) how would you currently rate our appointment system?

	1	2	3	4	5	Rating Average	Rating Count
	6.9% (18)	18.9% (49)	32.8% (85)	29.3% (76)	12.0% (31)	3.20	259
answered question							259
skipped question							26


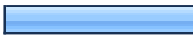
9. If you rated our appointment system 3 or less, what sort of system would you prefer?

	Response Count
	91
answered question	91
skipped question	194



10. If you wanted to see the Doctor of your choice for a non urgent/routine appointment what would you consider to be a reasonable period of time to wait?

		Response Percent	Response Count
Same day		5.2%	12
5-7 days		18.3%	42
1-2 days		20.4%	47
7-10 days		10.0%	23
3-5 days		44.3%	102
More than 10 days		1.7%	4
answered question			230
skipped question			55






11. In the past 12 months have you tried to get an appointment at the Surgery when you felt you needed to be seen fairly quickly?

		Response Percent	Response Count
Yes		69.7%	159
No		30.3%	69
answered question			228
skipped question			57






12. If you have tried to be seen fairly quickly, were you able to get the appointment you needed?

		Response Percent	Response Count
Yes		60.6%	97
No		39.4%	63
answered question			160
skipped question			125


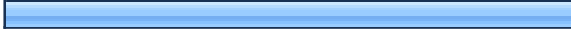
13. If you weren't able to get the appointment you needed, what did you do?

		Response Percent	Response Count
Wait until an appointment was available		61.9%	39
Visit Accident & Emergency		3.2%	2
Phone NHS 111		3.2%	2
Visit an NHS walk in centre		0.0%	0
Visit a Pharmacist		6.3%	4
Other (please specify)		25.4%	16
		answered question	63
		skipped question	222



14. We are open Monday-Friday 8.30am-6.30pm, how satisfied are you with the opening hours at the Surgery?

		Response Percent	Response Count
Very satisfied		35.9%	79
Not very satisfied		5.9%	13
Fairly satisfied		48.6%	107
Not satisfied at all		1.8%	4
Don't mind		7.7%	17
		answered question	220
		skipped question	65





15. We also offer some extended hour appointments (between 7.30am - 8.00am and 6.35pm - 7.05pm), have you ever used one of these appointments?

		Response Percent	Response Count
Yes		8.2%	18
No		91.8%	201
answered question			219
skipped question			66








16. If you have used an extended hours appointment, how helpful did you find this?

		Response Percent	Response Count
Very helpful		88.9%	16
Not very helpful		0.0%	0
Fairly helpful		11.1%	2
Not at all helpful		0.0%	0
answered question			18
skipped question			267

17. Following last years survey it was suggested by our Virtual Patient Participation Group (VPPG) that we pin back our front door to make the building easier to access. Since doing this how easy do you find getting into the building at the Surgery?

		Response Percent	Response Count
Much easier		19.2%	41
Not at all easy		0.5%	1
Fairly easy		18.8%	40
No different		61.5%	131
Not very easy		0.0%	0
answered question			213
skipped question			72

18. How long after your appointment time do you normally have to wait to be seen?

		Response Percent	Response Count
I am normally seen on time		6.9%	15
10-15 minutes		25.8%	56
More than 30 minutes		1.4%	3
Less than 5 minutes		13.4%	29
15-30 minutes		15.2%	33
Can't remember		3.2%	7
5-10 mintues		34.1%	74
answered question			217
skipped question			68





19. If you answered that you have to wait longer than 5 minutes, how do you feel about this?

		Response Percent	Response Count
I don't mind as I know there are reasons		50.6%	83
I do mind but I understand there are reasons		42.1%	69
I do mind and I find this unacceptable		5.5%	9
No opinion/doesn't apply		1.8%	3
answered question			164
skipped question			121




20. Following last years patient questionnaire we have made some improvements to our waiting rooms; how satisfied are you with the condition of them?

		Response Percent	Response Count
Very satisfied		43.7%	93
Not very satisfied		0.5%	1
Fairly satisfied		34.3%	73
Not at all satisfied		0.0%	0
Don't mind		21.6%	46
answered question			213
skipped question			72



21. How satisfied are you with the overall cleanliness of the surgery?

		Response Percent	Response Count
Very satisfied		58.9%	126
Not very satisfied		0.5%	1
Fairly satisfied		37.4%	80
Not at all satisfied		0.0%	0
Don't mind		3.3%	7
answered question			214
skipped question			71






22. In the reception area, can other patients overhear what you say to the receptionists?

		Response Percent	Response Count
Yes, but I don't mind		71.9%	156
Yes, and I am not happy about it		24.9%	54
No		3.2%	7
answered question			217
skipped question			68






23. Do you think you would benefit from being able to speak to the receptionists in a private room if necessary?

		Response Percent	Response Count
Yes		37.6%	80
No		62.4%	133
answered question			213
skipped question			72

24. How satisfied are you with the kindness and consideration of the staff?

		Response Percent	Response Count
Very satisfied		59.0%	124
Not very satisfied		1.4%	3
Fairly satisfied		37.1%	78
Not at all satisfied		1.0%	2
Don't know		1.4%	3
answered question			210
skipped question			75

25. How helpful do you find the receptionists at the Surgery?

		Response Percent	Response Count
Very helpful		54.2%	115
Not very helpful		5.2%	11
Fairly helpful		34.0%	72
Not at all helpful		0.5%	1
Average		6.1%	13
Never spoken to a receptionist		0.0%	0
answered question			212
skipped question			73







26. Please rate our Surgery staff on the following qualities based on your experiences (1 being not very good and 5 being excellent)

	1	2	3	4	5	Rating Average	Rating Count
Patience	0.5% (1)	2.4% (5)	16.0% (34)	36.8% (78)	44.3% (94)	4.22	212
Enthusiasm	1.4% (3)	4.2% (9)	25.5% (54)	33.0% (70)	35.8% (76)	3.98	212
Listening	1.4% (3)	4.7% (10)	15.0% (32)	36.2% (77)	42.7% (91)	4.14	213
Friendliness	1.9% (4)	4.8% (10)	16.7% (35)	33.3% (70)	43.3% (91)	4.11	210
Responsiveness	1.5% (3)	3.9% (8)	20.2% (41)	32.0% (65)	42.4% (86)	4.10	203
answered question							213
skipped question							72



27. Thinking back to your last visit to the Surgery, did you feel you were treated with respect and dignity while you were here?

		Response Percent	Response Count
Yes, always		87.1%	183
Yes, sometimes		11.9%	25
No		1.0%	2
answered question			210
skipped question			75



28. In the past year, do you think the way we treat Patients has...

		Response Percent	Response Count
Improved considerably		9.6%	20
Declined somewhat		1.9%	4
Improved somewhat		21.6%	45
Declined considerably		0.5%	1
Remained about the same		57.7%	120
Don't know		8.7%	18
answered question			208
skipped question			77



29. Are you aware that we offer an online prescription ordering service?

		Response Percent	Response Count
Yes		88.9%	185
No		11.1%	23
answered question			208
skipped question			77

30. Do you use our online prescription service?

		Response Percent	Response Count
Yes		91.5%	161
No		8.5%	15
answered question			176
skipped question			109

31. If yes, what do you think of our online prescription service?

		Response Percent	Response Count
Very useful		92.3%	156
Not very useful		0.0%	0
Fairly useful		7.7%	13
Not at all useful		0.0%	0
answered question			169
skipped question			116



32. If you felt our online prescription service was not helpful, how could we improve it?

	Response Count
	0
answered question	0
skipped question	285

33. Are you aware of the following services offered by our Practice Nurses?

	Yes	No	Rating Count
Diabetic	59.5% (110)	40.5% (75)	185
Asthma/COPD	60.9% (109)	39.1% (70)	179
Hypertensions monitoring	54.3% (95)	45.7% (80)	175
Minor surgery	33.3% (60)	66.7% (120)	180
Phlebotomy (blood taking)	92.5% (173)	7.5% (14)	187
Family planning/Cervical screening	69.2% (117)	30.8% (52)	169
Travel immunisations	82.1% (151)	17.9% (33)	184
Baby vaccines	67.1% (110)	32.9% (54)	164
Dressings/Wound management	78.9% (142)	21.1% (38)	180
answered question			198
skipped question			87

34. Are you aware that we offer a District Nursing service for our housebound patients?

		Response Percent	Response Count
Yes		51.0%	102
No		49.0%	98
answered question			200
skipped question			85

35. If you are aware that we offer a District Nursing service, what is your understanding of this system?

	Response Count
	69
answered question	69
skipped question	216

36. When considering the range of services we offer for our patients could we...

		Response Percent	Response Count
Do a lot more		4.7%	9
Do less		0.0%	0
Do a bit more		28.8%	55
Do far less		0.0%	0
Keep it about the same		52.4%	100
I don't know		14.1%	27
answered question			191
skipped question			94


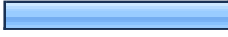
37. Are there additional services that could be offered at the Surgery that would save you going to the hospital?

		Response Percent	Response Count
Yes		25.4%	46
No		74.6%	135
answered question			181
skipped question			104






38. If yes, what services do you think could be offered at the Surgery?

	Response Count
	47
answered question	47
skipped question	238






39. What is your gender?

		Response Percent	Response Count
Female		64.2%	124
Male		35.8%	69
	answered question		193
	skipped question		92


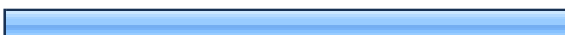
40. What is your age?

		Response Percent	Response Count
Under 16		0.0%	0
55-74		53.3%	104
17-34		8.7%	17
75-84		8.7%	17
35-54		28.7%	56
Over 84		0.5%	1
	answered question		195
	skipped question		90



41. What is your employment status?

		Response Percent	Response Count
Full time employed		26.2%	51
Part time employed		15.4%	30
Unemployed		4.1%	8
Retired		45.1%	88
Other (please specify)		9.2%	18
		answered question	195
		skipped question	90

42. Are you a carer?

		Response Percent	Response Count
Yes		8.9%	17
No		91.1%	173
		answered question	190
		skipped question	95

43. If you are a carer have you informed us?

		Response Percent	Response Count
Yes		58.8%	10
No		41.2%	7
		answered question	17
		skipped question	268

44. What is your ethnicity?

	Response Count
	172
answered question	172
skipped question	113

Page 1, Q3. How do you normally contact the Surgery?

1	Queue outside before 8.30am	Dec 19, 2013 2:52 AM
2	e-mail	Dec 18, 2013 3:49 AM
3	It would be a lot easier by email to arrange nurse appointments	Dec 18, 2013 12:56 AM
4	email prescriptions	Dec 10, 2013 7:08 AM
5	via internet	Dec 6, 2013 12:27 AM
6	e-mail	Dec 3, 2013 1:37 AM
7	on-line ... repeat prescriptions	Dec 2, 2013 12:33 AM
8	repeat prescription requests on-line	Nov 27, 2013 1:08 PM
9	website	Nov 22, 2013 12:25 AM
10	Computer	Nov 16, 2013 1:45 PM
11	On line repeat script service	Nov 15, 2013 3:46 AM
12	repeats by email	Nov 12, 2013 10:43 PM
13	e-mail for prescriptions	Nov 10, 2013 12:07 PM
14	I order my medication via the internet.	Nov 10, 2013 2:39 AM
15	Internet	Nov 7, 2013 3:09 AM
16	Prescriptions online	Nov 7, 2013 12:03 AM
17	cant book ahead appointments . madness i work and that is just noy possible	Nov 1, 2013 7:57 AM
18	Email for Repeat Prescriptions	Nov 1, 2013 5:55 AM
19	Email	Oct 31, 2013 1:30 AM

Page 2, Q6. How do you normally book your appointments to see a Doctor or Nurse at the Surgery? (please tick all that apply)

1	I often miss appts sent by letter because I am away email would avoid this problem	Dec 18, 2013 12:58 AM
2	surgery pre books notified by letter	Nov 25, 2013 11:52 PM
3	Routine tests - appointment sent through by letter	Nov 23, 2013 4:06 AM

**Page 2, Q7. Which of the following methods would you prefer to use to book an appointment at the Surgery?
(please tick all that apply)**

1	Email	Dec 18, 2013 12:58 AM
2	by internet	Dec 17, 2013 1:36 AM
3	email	Nov 13, 2013 2:32 PM
4	Make appt for next day by phone	Nov 5, 2013 12:53 PM
5	online	Oct 31, 2013 12:44 AM

Page 3, Q9. If you rated our appointment system 3 or less, what sort of system would you prefer?

1	more telephone lines	Jan 2, 2014 6:06 AM
2	Being able to make an appointment for when it is convenient to me as I work full time.	Dec 31, 2013 4:46 AM
3	I have found it frustrating not to be able to make a Drs appointment for within a few days by phone. especially if it is fairly urgent. It generally seems that one has to visit the surgery in person when it opens, which is not always possible.	Dec 30, 2013 2:36 AM
4	Online	Dec 30, 2013 2:27 AM
5	Online pre book appointments	Dec 28, 2013 12:07 PM
6	Be able to book appointment with a doctor of my choice within a few days	Dec 22, 2013 3:56 AM
7	Get someone who can answer the phone and not ask medical questions	Dec 21, 2013 10:49 AM
8	theres not a perfect system whatever you do not everyone is happy, problem is trying to get an appointment when your ill, as none of has a chrystal ball, it would be nice if those that really needed an appointment could get one and those that could wait waited, maybe a drop in clinic could help those that dont really know what catorgory they fit it could just tern up and if they need to see a doctor could get a quick referel. both sides need to work together to help the system run smoothly	Dec 20, 2013 8:11 AM
9	It is so hard to get an appointment. Often I call but it is at a very busy time in the morning for everyone in general and I spend about 20 minutes just hitting redial to get someone to pick up	Dec 18, 2013 4:45 AM
10	For my situation Diabetic nurse appts could best be offered by email and I could then advise whether I would bin the country on the dates specified. If not, they could be rearranged. In line with current proposals. All surgeries should switch to 7 day working and longer hours. It should be possible to arrange an appt for the following day rather than have ring in the morning.	Dec 18, 2013 1:03 AM
11	One that incorporates on-line booking of appointments	Dec 16, 2013 4:02 AM
12	To be able to book appointment when you ring for next day, not 10 days in advance!	Dec 16, 2013 2:28 AM
13	On-line	Dec 16, 2013 2:04 AM
14	Automated telephone service for pre book able appointments.	Dec 15, 2013 1:26 PM
15	Online booking	Dec 15, 2013 10:50 AM
16	Appointment system left as is but better chance of getting call answered is required.	Dec 13, 2013 5:51 AM
17	one where you can get through on phone in morning	Dec 12, 2013 4:40 AM
18	online	Dec 12, 2013 4:21 AM
19	Getting through on the phone remains a struggle	Dec 12, 2013 4:17 AM
20	Online so you are able to see for yourself which appointments are available	Dec 12, 2013 4:12 AM

Page 3, Q9. If you rated our appointment system 3 or less, what sort of system would you prefer?

21	Surgery ring back (could use a reference easy to use by patient and doctor) or need appt	Dec 12, 2013 4:01 AM
22	Phone or line	Dec 12, 2013 3:53 AM
23	Not sure. I normally start ringing at 8.30, eventually get through at 8.55 and all the appointments have gone!	Dec 11, 2013 9:49 AM
24	It seems to be so busy that if you aren't keen on going to the doctors, you may be put off as the phone line is constantly engaged for the first 20 minutes of opening.	Dec 10, 2013 3:25 AM
25	More opportunity to book appointments during the same week.	Dec 9, 2013 2:07 PM
26	A system where you don't have to enter a 'Free for All' at 0830 hours in the morning. Then you find you can't see a doctor for 2 weeks ! Far more flexibility is required and a realisation by the surgery that the patient should come first. When I was in business if we had adopted the methods and attitude used by yourselves then we would have been bankrupt and out of business in no time.	Dec 9, 2013 5:38 AM
27	online booking	Dec 9, 2013 1:26 AM
28	Ability to book in advance rather than ringing every day. Online booking an option.	Dec 9, 2013 12:01 AM
29	More phone availability	Dec 8, 2013 12:18 PM
30	On line - in line with most modern surgeries to date.	Dec 6, 2013 12:28 AM
31	There are only a few bookable appointments, so that it is very difficult to get an appointment and it is also very difficult to get through on the phone.	Dec 5, 2013 7:10 AM
32	On line	Dec 4, 2013 5:17 AM
33	It is pretty Impossible as a parent to sit on hold in the morning as it is right on the school run time.by the time the school run is over,the appointments are gone,perhaps there is a way of having the "older"patients call 1 line and working and parents on another? Or at least the elder generation that do not work have appointments in the middle of the day. I once tried calling 52 times to get through from 8.30! Pretty shocking .	Dec 3, 2013 1:15 PM
34	Being able to ring up and either book the same day without having to compete to get through before 8.45am to do so. Having more staff manning phone lines as often cut off during the day.	Dec 3, 2013 11:11 AM
35	A system in which one could be seen within 1-3 days. There has been times when i have waited 2 to 4 weeks to see the Dr of my choice which i think is totally unacceptable. My friends/neighbours who belong to other surgeries do not have this problem i.e. the surgery situated in the same building see patients in a reasonable time. My neighbour who goes there says she never has to wait more than 3 days.	Dec 3, 2013 2:51 AM
36	I feel the current system of ringing the surgery at 08:30AM in order to get an appointment that day put excess stress on both the surgery staff and the patient. In addition to this point this system also disturbs people's work patterns. Having pointed out the problem with the current system I do not think it is entirely innate as if you do require an appointment that day this is	Dec 3, 2013 2:51 AM

Page 3, Q9. If you rated our appointment system 3 or less, what sort of system would you prefer?

	the best strategy to achieve this. To improve the system I feel it should run alongside a normal booking system on a less urgent basis were the patient can book an appointment at the next convenient time available with clinical staff required, even if this may be up to 2-3 weeks in advance. Hope this helps :)	
37	Depending on the reception staff. Some walk in clinics would be advantages	Dec 3, 2013 2:44 AM
38	It depends on who you see at the desk as to whether you get an appointment sooner or later. A system where you could just walk in take a ticket see a Doctor without appointment.	Dec 3, 2013 2:40 AM
39	would be good to book online, would be nice to actually see a doctor, although Liz is great she does run behind very often as she has so much to do. would also be great to be able to book an appointment on a specific day like the 'old' days!!	Dec 3, 2013 1:46 AM
40	It is almost impossible to phone at 8.30 in the morning as this coincides with the school run and getting to work. The option of on line booking at any time, like repeating prescriptions would be a great help.	Dec 3, 2013 12:54 AM
41	More early and late appointments for people that work and Saturday morning appointments too.	Dec 1, 2013 3:00 PM
42	Its not the system its unable to see a doctor when required	Dec 1, 2013 6:25 AM
43	Online PLEASE	Dec 1, 2013 12:52 AM
44	Online booking, as it usually takes several phone calls to get through to a receptionist. Also I find there are often no slots available, even when a doctor has requested that I make an appointment to see them again the following week	Nov 27, 2013 4:39 AM
45	on-line	Nov 27, 2013 1:32 AM
46	A appointment as soon as you require one.not a day later or a doctor to call you I don't like that system.	Nov 26, 2013 1:08 PM
47	More evening slots for workers! Ridiculous aving to wait 2 weeks to see specific doctor	Nov 26, 2013 12:42 AM
48	booking appointments for the same week	Nov 22, 2013 12:27 AM
49	I don't know! Its just when you try to ring for an appointment, often you get a recorded voice telling you to ring back and that can be repeated over days until you get through(if your unlucky). I once tried for a week to get through on a none urgent appointment (ring at different times) ending up ringing at prime time just to get through. This is the only problem for me.	Nov 21, 2013 5:30 AM
50	Somebody answering the phone quicker, especially in the morning	Nov 21, 2013 2:27 AM
51	see question 7	Nov 21, 2013 2:23 AM
52	ring up & get an appointment to suit anytime (the next day maybe)	Nov 19, 2013 1:30 PM
53	Something which makes it easier for those who work or are ill on the day to make an appotintment. even if you go in person first thing to try and make an appointment or telephone you are always in a queue, usually behind the	Nov 18, 2013 8:11 AM

Page 3, Q9. If you rated our appointment system 3 or less, what sort of system would you prefer?

	elderly who have all day to make appointments. Not really sure what the answer is, as even though it may take ages to get through on the phone the staff are always helpful and if you really need a same day appointment then they can arrange for a Doctor to phone you if no appointments left.	
54	More available appointments and easier access to making an appointment.	Nov 18, 2013 3:39 AM
55	On line for that day or in advance	Nov 17, 2013 1:30 PM
56	online would be ideal as i work in a school and can not ring at 8 30 and hold on for 20 mins before i can get through	Nov 17, 2013 8:44 AM
57	A system where you are not waiting so long on the phone to get through to a receptionist and more appts after 5.40 where you do not need to contact the doctor first.	Nov 17, 2013 1:55 AM
58	Can't read question adverts in the way	Nov 16, 2013 9:58 AM
59	The system used for children's appointments, which seems to run much more smoothly than that for adults. More appointments available and quicker.	Nov 16, 2013 2:28 AM
60	I find it frustrating that if i cannot get through in time all the same day appointments are gone in 15 minutes and to book ahead 15 weeks rather than next day or so.	Nov 15, 2013 3:47 AM
61	I think you should be allowed to book an appointment in advance - sometimes it is not necessary to see the doctor on the day you phone	Nov 15, 2013 1:08 AM
62	Online booking or more access to appointments on the day that you need it with the dr you want it with	Nov 14, 2013 2:09 AM
63	I would prefer a system where you could get an appointment *same day*!	Nov 13, 2013 5:23 AM
64	It is always quite difficult to get through by telephone, online appointments would suit my family brilliantly.	Nov 13, 2013 3:02 AM
65	To book for 2 - 4 days ahead to enable me to have a chance of seeing the Dr of preference	Nov 13, 2013 2:24 AM
66	To be able to see a doctor of choice at shorter notice.	Nov 12, 2013 10:44 PM
67	Phone in the morning for AM appointments & phone in the afternoon for PM appointments. More often than not, the phone is engaged for absolutely ages in the mornings & then when you get through you're told there are no appointments left for that day.	Nov 12, 2013 3:00 PM
68	online system	Nov 12, 2013 11:12 AM
69	Being able to book follow up appts with same dr whilst at this appointment Shorter lead times for appts that do not need to be same day	Nov 12, 2013 4:10 AM
70	The telephone queues created first thing in the morning by only having a limited amount of 'same day' appointments is very frustrating. It may not be practical, and I'm only guessing that Monday may be the busiest day (people who have waited over the weekend rather than going to A&E etc), but could you try making one day a week where there are no pre-booked appointments - just the same day ones?	Nov 11, 2013 5:59 AM

Page 3, Q9. If you rated our appointment system 3 or less, what sort of system would you prefer?

71	The facility to communicate with/consult one's regular doctor by email would be a considerable advance - he/she could then respond by the same means/by telephone/with the offer of an appointment as deemed most appropriate.	Nov 11, 2013 4:46 AM
72	being able to book to see the Doctor of my choice anytime - not 2 weeks ahead	Nov 11, 2013 4:39 AM
73	On line	Nov 11, 2013 2:49 AM
74	The system is fine but it is the wait to see our regular Doctor which is sometimes up to two weeks. That's all!!	Nov 11, 2013 1:48 AM
75	one where you can get an appointment within three days for non urgent matters	Nov 10, 2013 12:09 PM
76	Online as an option but an improved telephone response is preferred	Nov 10, 2013 7:22 AM
77	I'm unsure as I don't know the variables.	Nov 10, 2013 2:42 AM
78	Online booking for some of the appointments. Allmost all of my contacts with people are online. Last surgery was online 6 years ago for 50% of apts.	Nov 9, 2013 12:44 AM
79	email or online	Nov 8, 2013 2:47 AM
80	Online	Nov 7, 2013 7:49 AM
81	I woud like to be able to call an appointment line to make appointment for a specific date not not just in the morning as sometimes it can take 20 minutes to get through as everyone is calling at the same time. I work full time and im always late for work on days i need an appointment - and sometimes cant get to see a doctor anyway so the same process is repeated the following day	Nov 7, 2013 1:29 AM
82	To be able to contact a receptionist within 6 rings on the phone. To be able to make an appointment within 2 days time	Nov 6, 2013 12:12 PM
83	On my ipad this question and box is partly obscured by advertising. I cannot read the whole question but I assume it asks what system would I prefer. I would prefer a system whereby I can get through by phone mre easily, and that I can book appointments ahead. Booking on the day does nt work for me.	Nov 3, 2013 12:00 PM
84	Unable to call at 8.30 due to dropping children at school and then going straight to work. By the time I am able to call, the appointments have gone.	Nov 1, 2013 8:27 AM
85	online like other surgeries but triage system works well	Nov 1, 2013 6:08 AM
86	Telephone but quicker response before 9.0.	Nov 1, 2013 4:52 AM
87	Its always the same start phoning at 8.30am, get an answer at about 8.55 and all the appointments have gone!	Oct 31, 2013 4:54 AM
88	One where you can get an appointment without the phone being continually engaged and then finding when you get through that all the appointments have gone and you have to do the same again every day until you finally get an appointment	Oct 31, 2013 3:21 AM

Page 3, Q9. If you rated our appointment system 3 or less, what sort of system would you prefer?

89	Either by phone or on-line, the system of patients queing up from 7.50 am to get an appointment on the day is ridiculous	Oct 31, 2013 2:24 AM
90	Open diary for all GPs, able to book any available slot.	Oct 31, 2013 1:49 AM
91	If I can't get an appointment on the day, I would like to be alet to make one in the next few days.	Oct 31, 2013 12:46 AM

Page 6, Q13. If you weren't able to get the appointment you needed, what did you do?

1	See whoever i could	Jan 2, 2014 6:06 AM
2	Doctor had to return my call the same day when available	Dec 12, 2013 4:13 AM
3	Wait until I had a TIA	Dec 9, 2013 5:39 AM
4	I had to phone again and be persistent that I must see a doctor. Should be able to see that some patients aren't hypochondriac!	Dec 8, 2013 2:24 PM
5	See nurse practitioner as was urgent but she had to check with GP anyway and would have preferred seeing a GP for reassurance.	Dec 3, 2013 11:13 AM
6	Requested house visit	Dec 3, 2013 2:52 AM
7	Came down to the surgery at 8am - to see if any appts available	Nov 21, 2013 1:43 AM
8	1)saw a pharmacist 2) waited for a doctor to ring me - I visited the surgery and was told to go home & ring up	Nov 19, 2013 1:33 PM
9	Had to wait for a telephone appointment.	Nov 18, 2013 8:12 AM
10	Had Doctor call me then he gave me an appointment.	Nov 17, 2013 3:28 AM
11	Keep calling until you get a more amenable Operator!	Nov 13, 2013 5:25 AM
12	Dr had to ring back and do consoltation on phone	Nov 13, 2013 5:16 AM
13	Rang next session for appt same day	Nov 12, 2013 4:11 AM
14	Wrote a complaint but did not post it. Looked up other local doctors.	Nov 8, 2013 2:48 AM
15	Hung up and had to wait and try again the next day	Nov 5, 2013 12:55 PM
16	GP returned call at later time same day	Nov 3, 2013 8:49 AM

Page 19, Q35. If you are aware that we offer a District Nursing service, what is your understanding of this system?

1	Set up by hospital/surgery if required	Jan 2, 2014 6:32 AM
2	The nurse doesn't always come when she has promised but very good when she does come	Jan 2, 2014 6:08 AM
3	Great	Dec 30, 2013 3:46 AM
4	I have not had to use it directly	Dec 30, 2013 2:44 AM
5	Don't know - no experience of it	Dec 24, 2013 1:59 AM
6	very worthwhile	Dec 24, 2013 1:56 AM
7	Poor	Dec 22, 2013 3:59 AM
8	they come when they are needed and offer a vital service	Dec 20, 2013 8:17 AM
9	None	Dec 18, 2013 1:07 AM
10	you are unable to make it to the surgery	Dec 18, 2013 12:59 AM
11	House calls etc. I have used the service	Dec 17, 2013 1:41 AM
12	never used this service ?	Dec 12, 2013 1:07 PM
13	I understand that they would visit after a stay in hospital, or someone with ongoing medical problems	Dec 12, 2013 4:46 AM
14	Never used it	Dec 12, 2013 4:35 AM
15	Had to use - very good	Dec 12, 2013 4:23 AM
16	Nurses will visit patients at home to undertake necessary clinical services if required for pts unable to get to the surgery	Dec 12, 2013 4:19 AM
17	Home visits for those unable to leave their home	Dec 12, 2013 4:15 AM
18	although seperate to the surgery they are in contact with them and can be reached on a seperate number	Dec 11, 2013 2:34 AM
19	Just know that it is something most surgeries provide. Do not need to the detail as do not need to use the service	Dec 10, 2013 7:16 AM
20	That if a patient is housebound and needs daily care for dressing of wounds or injections, then this can be adminstered in their home.	Dec 10, 2013 3:29 AM
21	Limited	Dec 10, 2013 2:31 AM
22	My wife has had a Nurse call in the past	Dec 9, 2013 5:44 AM
23	I am aware as I had to call the District Nurse when my husband was alive.	Dec 9, 2013 3:41 AM
24	Not sure	Dec 9, 2013 1:32 AM
25	It is extremely overstretched - when I required the service it was very hit and miss.	Dec 6, 2013 12:33 AM

Page 19, Q35. If you are aware that we offer a District Nursing service, what is your understanding of this system?

26	I presume you make contact based upon advice from a doctor.	Dec 3, 2013 12:58 AM
27	After coming out of hospital they visited for dressing and removal of staples etc.,	Dec 2, 2013 1:52 AM
28	?	Nov 28, 2013 7:55 AM
29	Have had no experience of it	Nov 27, 2013 1:14 PM
30	nursing staff attend patients who require care eg dressings/ insulin when patients are unable to attend the surgery in person	Nov 25, 2013 3:41 AM
31	That if i was housebound a nurse would call if necessary to dress wounds etc	Nov 24, 2013 9:17 AM
32	District nurses will come to your house to attend to dressings, urine samples	Nov 21, 2013 6:24 AM
33	Mon - Fri Service	Nov 21, 2013 2:25 AM
34	Only a general overall knowledge from friends as i have (fortunately) never needed it	Nov 21, 2013 2:18 AM
35	The nurse will visit the patient to take blood tests, do dressings, wash and help patient to get in and out of bed am & pm	Nov 21, 2013 1:49 AM
36	They attend those that cannot / or find it really hard to get to the surgery.	Nov 18, 2013 3:54 PM
37	That they visit patients, who are unable to get to the surgery, to change dressings, give injections and generally monitor their health.	Nov 18, 2013 6:59 AM
38	They offer care in the community	Nov 18, 2013 3:43 AM
39	That a nurse will come out to see you if needed	Nov 18, 2013 1:35 AM
40	Good	Nov 17, 2013 11:59 AM
41	they visit afyer surgery at hospital	Nov 17, 2013 8:50 AM
42	No experience	Nov 17, 2013 12:43 AM
43	We need to arrange a visit from district nurse via surgery	Nov 16, 2013 1:55 PM
44	It can be done at home	Nov 16, 2013 2:00 AM
45	The District Nurse will visit where necessary to monitor patients and replace dressings.	Nov 15, 2013 9:11 AM
46	They come out to the very old or very ill patients	Nov 15, 2013 6:32 AM
47	Excellent service, saves people having to be in hospital long-term - can be treated (nursed) at home. Excellent team - very professional/friendly and supportive.	Nov 15, 2013 3:50 AM
48	Some years ago my neighbour needed help and it came	Nov 15, 2013 3:44 AM
49	If unable to get out, or poorly, will come round to patient.	Nov 15, 2013 3:32 AM

Page 19, Q35. If you are aware that we offer a District Nursing service, what is your understanding of this system?

50	You have to be referred by the doctor	Nov 15, 2013 1:14 AM
51	I'm just guessing that you would offer it but I have never had the need to make use of it	Nov 13, 2013 9:29 AM
52	The nurse does home visits for things like dressings that need changing on housebound patients.	Nov 12, 2013 3:04 PM
53	to take blood or apply dressings for people who cannot get to the surgery	Nov 12, 2013 12:23 AM
54	Not much	Nov 11, 2013 6:03 AM
55	to provide care and support to those unable, through illness or disability to attend the surgery	Nov 10, 2013 12:14 PM
56	An insufficiently staffed service to care for post operative dressings care/housebound and unwell patients and perhaps palliative care	Nov 10, 2013 7:28 AM
57	This is for patients that are unable to go to the surgery and require such things as wound dressings or insuline injections.	Nov 10, 2013 2:52 AM
58	meeting the clinical needs of pts who are unable to leave their home through illness or infirmity	Nov 9, 2013 3:37 AM
59	To support patients housebound for any reason.	Nov 7, 2013 4:42 AM
60	district nurse will visit patients in their own home to change dressings after being discharged from hospital.	Nov 7, 2013 1:35 AM
61	They visit to do dressings, catheters, and injections	Nov 5, 2013 12:58 PM
62	That a nurse will call at home to do necessary medical duties, where the patient is unable to come to the surgery. Eg following a hospital stay or during a period of illness	Nov 5, 2013 2:59 AM
63	A Nurse visits homebound patients	Nov 4, 2013 11:11 AM
64	Again I cannot read this question.	Nov 3, 2013 12:04 PM
65	My late wife died from cancer and we regularly had D N service support.	Nov 1, 2013 6:01 AM
66	we phone the special number which is allocated to the DN,s	Nov 1, 2013 5:05 AM
67	It is a very useful thing to do	Nov 1, 2013 3:15 AM
68	Presumed to be a standard service.	Oct 31, 2013 1:54 AM
69	They call on patients to change dressings	Oct 31, 2013 12:50 AM

Page 21, Q38. If yes, what services do you think could be offered at the Surgery?

1	Toe nail cutting for diabetic patients	Jan 2, 2014 6:09 AM
2	The possibility of a Dermatology service, e.g. mole/skin cancer screenings	Dec 30, 2013 2:47 AM
3	I think that a Saturday surgery would improve both the response time for repeat prescription (Submitted Thursday = not available until Monday) and reduce the stress for people who need treatment for a condition that starts on a Friday.	Dec 27, 2013 1:32 AM
4	ECG's Ultra sound tests	Dec 22, 2013 4:00 AM
5	My surgery in Germany does their own X Rays.	Dec 18, 2013 1:09 AM
6	A weekend limited service	Dec 17, 2013 1:49 AM
7	More appointments for blood tests	Dec 15, 2013 10:57 AM
8	Probably a greater range of diagnostic tests/minor surgery but i do not have relevant information	Dec 12, 2013 4:20 AM
9	i hope so	Dec 12, 2013 3:57 AM
10	Weekend services - medical cover for small injuries, illness	Dec 9, 2013 2:17 PM
11	Venesection would be useful for people with Haemochromatosis	Dec 9, 2013 7:17 AM
12	A better Appointments system !!!!!!!!!!! To be able to see a Doctor quickly. I don't think the times stated earlier in this survey are offered to your clients. Also we can't be unwell on a Saturday or Sunday either.	Dec 9, 2013 5:47 AM
13	A drop in service for patients with questions or requests that do not need to take up an appointment.	Dec 6, 2013 12:33 AM
14	We often have to go to a hospital for simple blood tests because we have to wait about 3 weeks to have it at the surgery which is much too long	Dec 5, 2013 7:17 AM
15	Ease of getting a blood test done-as a younger patient, feel elderly patients use the availability and is very inconvenient going to a hospital.	Dec 3, 2013 11:17 AM
16	Opening on time and weekend opening	Dec 3, 2013 2:46 AM
17	Weekend opening	Dec 3, 2013 2:42 AM
18	Checking for changes in moles, melanomas and general advice.	Dec 3, 2013 12:59 AM
19	I am always sent to hospital for blood tests although you offer this service at the surgery.	Dec 2, 2013 1:53 AM
20	Weekend cover... just one experienced practitioner / senior nurse... just a few hours, who could deal with minor medical problems or accidents, prescribe inhalers, or refer more serious problems to A&E.	Dec 2, 2013 1:06 AM
21	I have found it difficult to arrange INR blood tests (I am on Warfarin) which can be needed at a fortnight's notice	Nov 27, 2013 1:16 PM
22	Wellbeing health checks: would not save me from attending hospital, but might reveal a condition I am unaware of	Nov 27, 2013 4:45 AM

Page 21, Q38. If yes, what services do you think could be offered at the Surgery?

23	.	Nov 27, 2013 1:09 AM
24	blood test	Nov 22, 2013 12:31 AM
25	More blood testing availability More minor issues dealt with too	Nov 21, 2013 2:19 AM
26	Diabetes management/review	Nov 18, 2013 8:44 AM
27	All blood tests taken at the surgery.	Nov 18, 2013 7:01 AM
28	This is difficult because you only offering YES or NO. I think you do more than a lot of other surgeries (having spoken to friends) so I'm a bit uncertain as to what else you could offer	Nov 18, 2013 1:37 AM
29	minor injury	Nov 17, 2013 8:51 AM
30	More appts for blood tests	Nov 17, 2013 2:02 AM
31	Minor accidents	Nov 17, 2013 12:44 AM
32	Some form of contact over the weekend, either a surgery or telephone	Nov 15, 2013 3:51 AM
33	X-ray	Nov 15, 2013 3:45 AM
34	If you have a "deep cut" due to a garden or home accident	Nov 15, 2013 3:41 AM
35	Injections if you had a blood clot - i know you can do them yourselves now, but if you couldn't would be nice to come to a nurse.	Nov 15, 2013 3:33 AM
36	I was told that I had to go to the hospital to have my blood taken which is what I do.	Nov 15, 2013 1:16 AM
37	x ray machine for minor injuries but this would cost money.	Nov 12, 2013 12:25 AM
38	blood tests	Nov 11, 2013 10:51 AM
39	You DO offer phlebotomy - but the supply is stretched and one feels encouraged to go to hospital if possible...	Nov 11, 2013 4:50 AM
40	Allergy testing	Nov 10, 2013 2:45 PM
41	Better blood test availability	Nov 9, 2013 12:50 AM
42	Skin cancer checks	Nov 8, 2013 2:52 AM
43	X-rays	Nov 7, 2013 7:56 AM
44	Phlegbotomy for more patients and offered over more hours. To let people know the minor surgery that is done. More help with group therapy if needed such as for anxiety. A mole checking service.	Nov 6, 2013 12:22 PM
45	More blood tests available to save going to the hospital	Nov 5, 2013 12:59 PM
46	an telephone acknowledgement and reminder offer of services following visits to A&E.	Nov 3, 2013 8:54 AM
47	Phlebotomy for ambulant patients.	Oct 31, 2013 1:56 AM

Page 22, Q41. What is your employment status?

1	Self employed	Dec 18, 2013 1:09 AM
2	home maker / carer	Dec 16, 2013 4:11 AM
3	Long term unemployed through illness	Dec 13, 2013 5:57 AM
4	looking for work	Dec 12, 2013 3:57 AM
5	self employed	Dec 3, 2013 1:19 PM
6	currently; complicated...	Dec 3, 2013 2:59 AM
7	full time mother	Dec 3, 2013 1:53 AM
8	Housewife	Nov 27, 2013 1:37 AM
9	Self employed	Nov 27, 2013 12:30 AM
10	housewife	Nov 25, 2013 11:57 PM
11	Homemaker	Nov 18, 2013 3:44 AM
12	Full time carer	Nov 15, 2013 3:51 AM
13	House mum	Nov 11, 2013 12:30 PM
14	Student	Nov 5, 2013 3:01 AM
15	MOTHER	Nov 5, 2013 1:37 AM
16	self employed	Nov 4, 2013 11:12 AM
17	Disabled	Nov 1, 2013 3:16 AM
18	Self employeed	Oct 31, 2013 2:28 AM

Page 25, Q44. What is your ethnicity?

1	White British	Jan 2, 2014 6:33 AM
2	English White	Jan 2, 2014 6:09 AM
3	english	Dec 31, 2013 3:35 AM
4	English	Dec 30, 2013 3:46 AM
5	British - white	Dec 30, 2013 2:48 AM
6	White British	Dec 30, 2013 1:41 AM
7	White British	Dec 29, 2013 5:14 AM
8	White British	Dec 29, 2013 4:18 AM
9	White British	Dec 27, 2013 1:32 AM
10	British	Dec 24, 2013 2:00 AM
11	British	Dec 24, 2013 1:56 AM
12	White British	Dec 24, 2013 1:45 AM
13	MYOB	Dec 22, 2013 4:01 AM
14	White English c of e	Dec 21, 2013 10:59 AM
15	white british	Dec 20, 2013 8:18 AM
16	White English	Dec 19, 2013 2:59 AM
17	white british	Dec 19, 2013 1:47 AM
18	British	Dec 18, 2013 1:09 AM
19	white	Dec 18, 2013 1:00 AM
20	White British	Dec 17, 2013 12:51 PM
21	White	Dec 17, 2013 1:50 AM
22	British	Dec 16, 2013 4:11 AM
23	British	Dec 16, 2013 2:34 AM
24	White	Dec 16, 2013 2:10 AM
25	White British	Dec 15, 2013 1:32 PM
26	British	Dec 15, 2013 10:57 AM
27	British Caucasian	Dec 14, 2013 2:16 AM
28	White British	Dec 13, 2013 10:44 AM
29	White british	Dec 13, 2013 5:58 AM
30	White English	Dec 13, 2013 4:08 AM

Page 25, Q44. What is your ethnicity?

31	white	Dec 12, 2013 1:08 PM
32	White British	Dec 12, 2013 4:46 AM
33	White	Dec 12, 2013 4:36 AM
34	White	Dec 12, 2013 4:24 AM
35	White British/English	Dec 12, 2013 4:15 AM
36	White Eng	Dec 12, 2013 4:10 AM
37	W British	Dec 12, 2013 3:57 AM
38	English	Dec 12, 2013 3:49 AM
39	british	Dec 11, 2013 9:58 AM
40	British	Dec 11, 2013 2:35 AM
41	White British	Dec 10, 2013 3:30 AM
42	British	Dec 10, 2013 2:32 AM
43	White British	Dec 9, 2013 2:18 PM
44	British	Dec 9, 2013 12:22 PM
45	british white	Dec 9, 2013 7:18 AM
46	Native English	Dec 9, 2013 5:48 AM
47	English white	Dec 9, 2013 3:43 AM
48	White British (with a hint of Welsh!!)	Dec 9, 2013 3:29 AM
49	White / Christian	Dec 9, 2013 1:33 AM
50	British	Dec 8, 2013 2:28 PM
51	white	Dec 6, 2013 12:34 AM
52	British	Dec 4, 2013 5:22 AM
53	welsh!	Dec 4, 2013 1:21 AM
54	English	Dec 3, 2013 1:19 PM
55	White british	Dec 3, 2013 11:17 AM
56	british	Dec 3, 2013 5:10 AM
57	white British	Dec 3, 2013 3:00 AM
58	White British	Dec 3, 2013 2:54 AM
59	British	Dec 3, 2013 2:47 AM
60	British	Dec 3, 2013 2:42 AM

Page 25, Q44. What is your ethnicity?

61	white English	Dec 3, 2013 1:53 AM
62	British	Dec 3, 2013 12:59 AM
63	ENGLISH	Dec 2, 2013 1:54 AM
64	White	Dec 2, 2013 1:07 AM
65	British	Dec 1, 2013 3:05 PM
66	white english	Dec 1, 2013 6:31 AM
67	Irish	Dec 1, 2013 12:58 AM
68	White/British	Dec 1, 2013 12:55 AM
69	B RITISH	Nov 28, 2013 7:56 AM
70	British/English	Nov 27, 2013 1:17 PM
71	British	Nov 27, 2013 4:46 AM
72	White	Nov 27, 2013 1:37 AM
73	White	Nov 27, 2013 1:34 AM
74	British	Nov 27, 2013 1:31 AM
75	White British	Nov 27, 2013 1:09 AM
76	White british	Nov 27, 2013 12:30 AM
77	White British	Nov 26, 2013 4:43 AM
78	English	Nov 26, 2013 12:52 AM
79	white christian	Nov 26, 2013 12:47 AM
80	white british	Nov 25, 2013 11:57 PM
81	BRITISH	Nov 25, 2013 3:42 AM
82	British	Nov 25, 2013 2:32 AM
83	English	Nov 24, 2013 9:19 AM
84	White British	Nov 24, 2013 7:22 AM
85	British	Nov 23, 2013 4:12 AM
86	white	Nov 22, 2013 12:32 AM
87	English	Nov 21, 2013 3:58 PM
88	british white	Nov 21, 2013 6:26 AM
89	White Britsh	Nov 21, 2013 5:38 AM
90	White British	Nov 21, 2013 2:28 AM

Page 25, Q44. What is your ethnicity?

91	British White	Nov 21, 2013 2:25 AM
92	British Born	Nov 21, 2013 2:22 AM
93	White English	Nov 21, 2013 2:19 AM
94	white British	Nov 21, 2013 2:15 AM
95	White British	Nov 21, 2013 1:50 AM
96	White British	Nov 21, 2013 1:41 AM
97	British	Nov 19, 2013 1:39 PM
98	white british	Nov 19, 2013 11:53 AM
99	British	Nov 19, 2013 4:51 AM
100	white British	Nov 19, 2013 12:01 AM
101	British	Nov 18, 2013 3:55 PM
102	White british	Nov 18, 2013 12:43 PM
103	White British	Nov 18, 2013 8:44 AM
104	White British	Nov 18, 2013 8:15 AM
105	White British	Nov 18, 2013 7:02 AM
106	British	Nov 18, 2013 3:44 AM
107	White	Nov 18, 2013 1:37 AM
108	White British	Nov 17, 2013 12:01 PM
109	British	Nov 17, 2013 2:02 AM
110	British	Nov 17, 2013 12:44 AM
111	White British	Nov 16, 2013 2:02 PM
112	White British	Nov 16, 2013 10:02 AM
113	White European	Nov 16, 2013 2:32 AM
114	White English	Nov 16, 2013 2:02 AM
115	polish/irish all english	Nov 15, 2013 4:44 PM
116	White English	Nov 15, 2013 9:14 AM
117	english	Nov 15, 2013 6:32 AM
118	White British	Nov 15, 2013 3:51 AM
119	Church of England	Nov 15, 2013 3:45 AM
120	English/British	Nov 15, 2013 3:41 AM

Page 25, Q44. What is your ethnicity?

121	English	Nov 15, 2013 3:37 AM
122	British White - Thanks for all your good work and support.	Nov 15, 2013 3:33 AM
123	British - white	Nov 15, 2013 1:16 AM
124	White British	Nov 14, 2013 2:16 AM
125	British	Nov 13, 2013 2:49 PM
126	British	Nov 13, 2013 9:30 AM
127	White caucasian	Nov 13, 2013 7:58 AM
128	Caucasian	Nov 13, 2013 5:29 AM
129	british	Nov 13, 2013 5:23 AM
130	British	Nov 12, 2013 11:53 PM
131	British white	Nov 12, 2013 10:50 PM
132	British / White	Nov 12, 2013 3:06 PM
133	White British	Nov 12, 2013 11:18 AM
134	british white	Nov 12, 2013 1:43 AM
135	british	Nov 12, 2013 12:26 AM
136	White British	Nov 11, 2013 12:30 PM
137	white british	Nov 11, 2013 10:52 AM
138	White British	Nov 11, 2013 6:04 AM
139	White Anglo-Saxon	Nov 11, 2013 4:50 AM
140	White british	Nov 11, 2013 2:58 AM
141	White British.	Nov 11, 2013 1:56 AM
142	British white	Nov 10, 2013 2:46 PM
143	English	Nov 10, 2013 12:14 PM
144	White British	Nov 10, 2013 2:53 AM
145	White english	Nov 9, 2013 8:24 AM
146	white	Nov 9, 2013 3:38 AM
147	White british	Nov 9, 2013 12:51 AM
148	Human being	Nov 8, 2013 2:53 AM
149	C of E	Nov 7, 2013 7:56 AM
150	white british	Nov 7, 2013 4:42 AM

Page 25, Q44. What is your ethnicity?

151	British	Nov 7, 2013 3:15 AM
152	white british	Nov 7, 2013 1:36 AM
153	White British	Nov 7, 2013 12:10 AM
154	white english	Nov 6, 2013 12:22 PM
155	White british	Nov 5, 2013 1:00 PM
156	English	Nov 5, 2013 4:01 AM
157	White british	Nov 5, 2013 3:01 AM
158	WHITE	Nov 5, 2013 1:38 AM
159	White British	Nov 4, 2013 11:12 AM
160	British	Nov 4, 2013 8:16 AM
161	White British	Nov 3, 2013 12:05 PM
162	White British	Nov 1, 2013 11:54 AM
163	British	Nov 1, 2013 8:32 AM
164	English	Nov 1, 2013 6:02 AM
165	white british	Nov 1, 2013 5:07 AM
166	English	Nov 1, 2013 3:22 AM
167	british white	Oct 31, 2013 5:00 AM
168	british	Oct 31, 2013 3:28 AM
169	British	Oct 31, 2013 2:29 AM
170	English	Oct 31, 2013 1:56 AM
171	White british	Oct 31, 2013 1:37 AM
172	British white !	Oct 31, 2013 12:51 AM