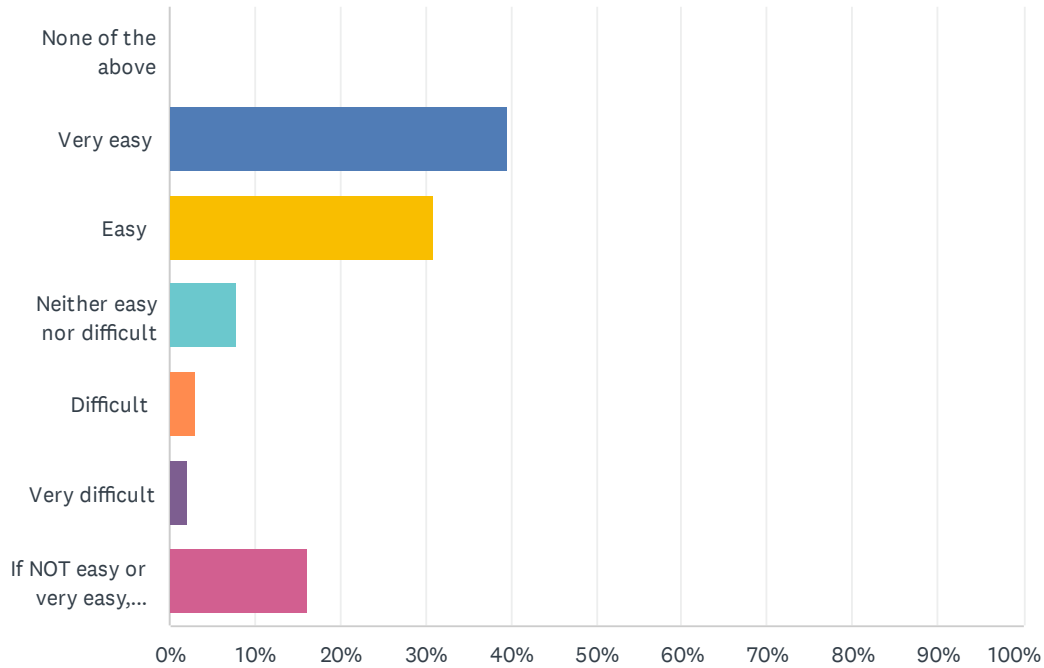


Q1 How easy was it to book your recent appointment at Boultham park Medical Practice?

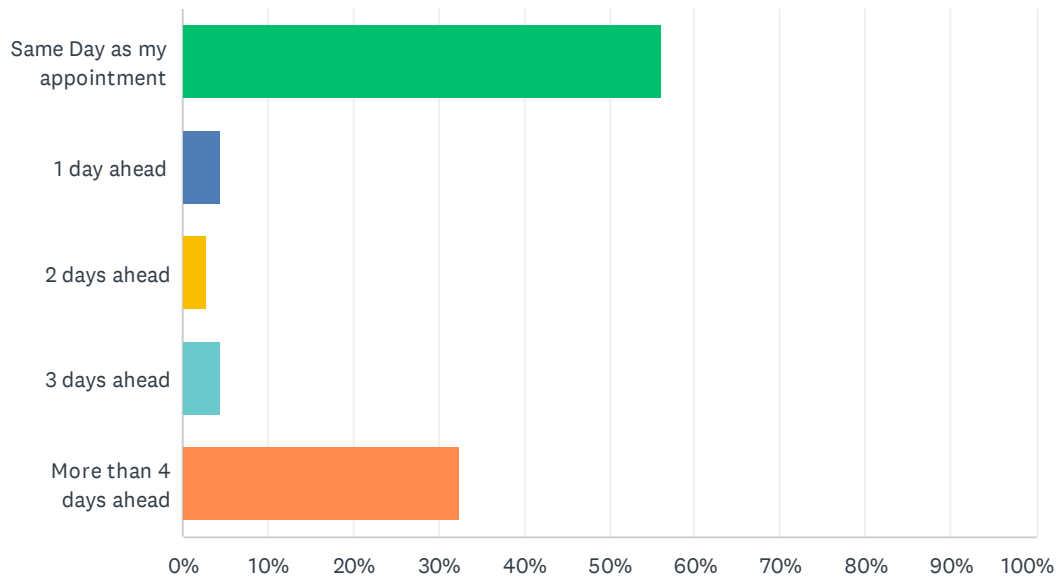
Answered: 227 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| None of the above | 0.00% | 0 |
| Very easy | 39.65% | 90 |
| Easy | 30.84% | 70 |
| Neither easy nor difficult | 7.93% | 18 |
| Difficult | 3.08% | 7 |
| Very difficult | 2.20% | 5 |
| If NOT easy or very easy, please specify why | 16.30% | 37 |
| TOTAL | | 227 |

Q2 How far ahead did you book your appointment?

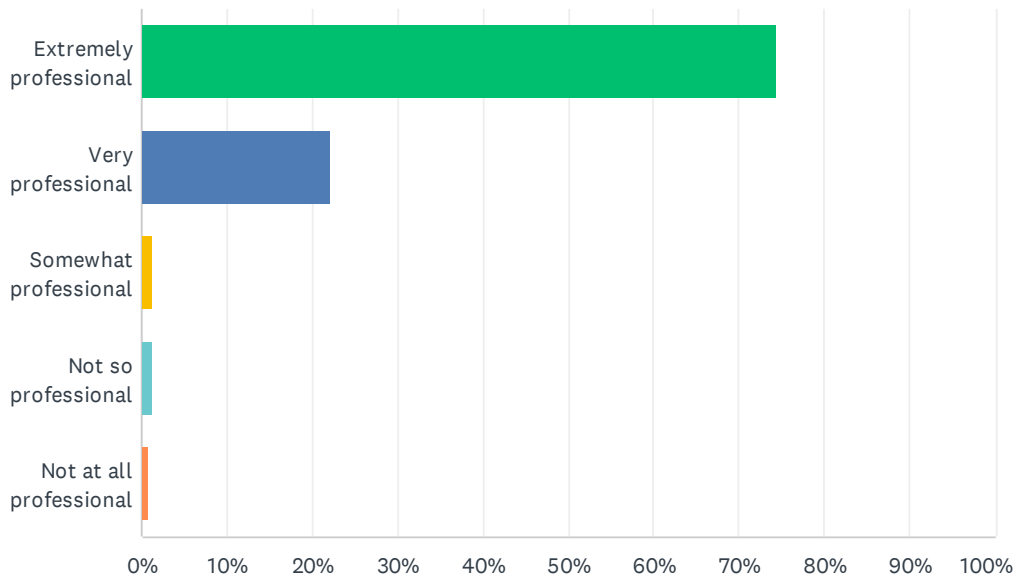
Answered: 225 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|------------|
| Same Day as my appointment | 56.00% | 126 |
| 1 day ahead | 4.44% | 10 |
| 2 days ahead | 2.67% | 6 |
| 3 days ahead | 4.44% | 10 |
| More than 4 days ahead | 32.44% | 73 |
| TOTAL | | 225 |

Q3 Was the doctor/nurse you saw professional and courteous?

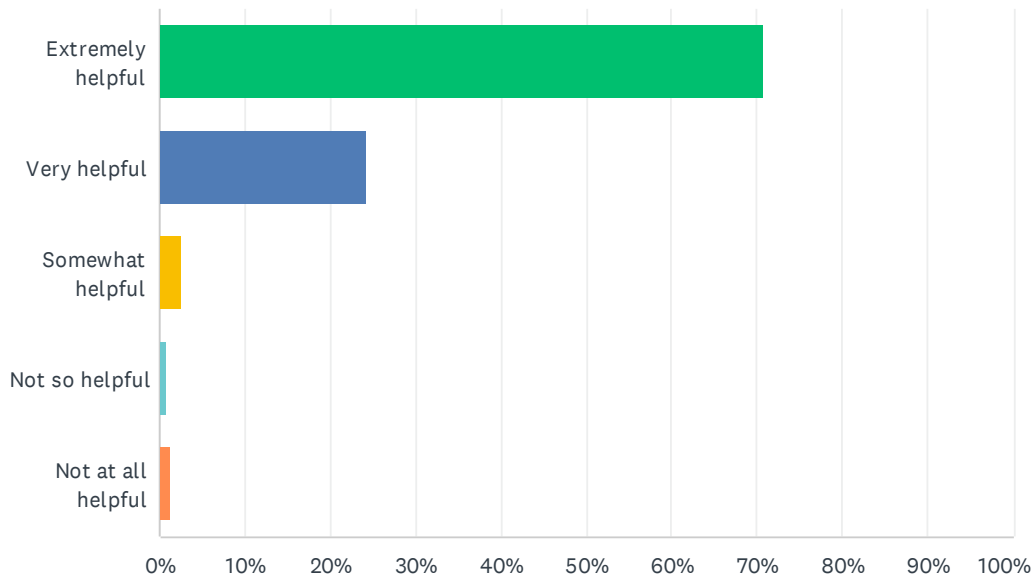
Answered: 226 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Extremely professional | 74.34% | 168 |
| Very professional | 22.12% | 50 |
| Somewhat professional | 1.33% | 3 |
| Not so professional | 1.33% | 3 |
| Not at all professional | 0.88% | 2 |
| TOTAL | | 226 |

Q4 Was the doctor / nurse helpful about your health concerns?

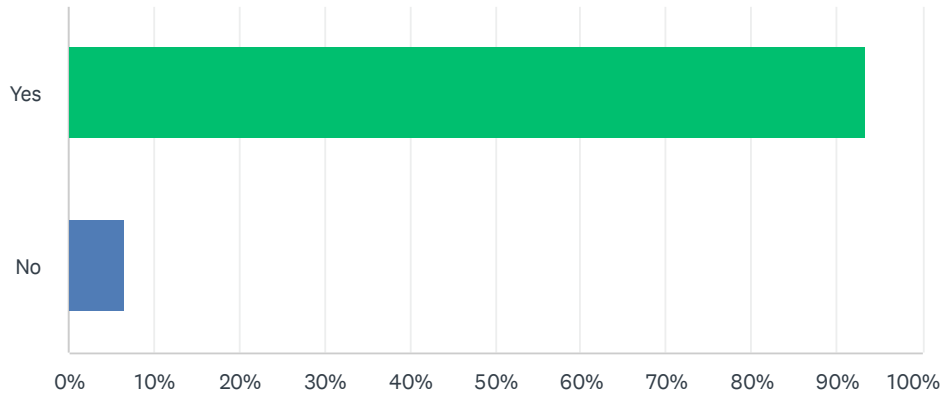
Answered: 226 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| Extremely helpful | 70.80% | 160 |
| Very helpful | 24.34% | 55 |
| Somewhat helpful | 2.65% | 6 |
| Not so helpful | 0.88% | 2 |
| Not at all helpful | 1.33% | 3 |
| TOTAL | | 226 |

Q5 Did you get the outcome you wanted/expected from your appointment

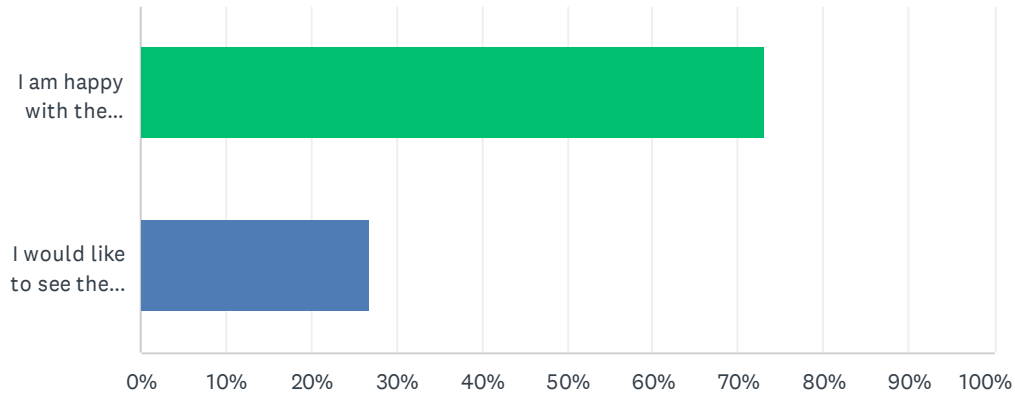
Answered: 226 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 93.36% | 211 |
| No | 6.64% | 15 |
| TOTAL | | 226 |

Q6 What improvement to our services would you like to see at Boultham park Medical Practice?

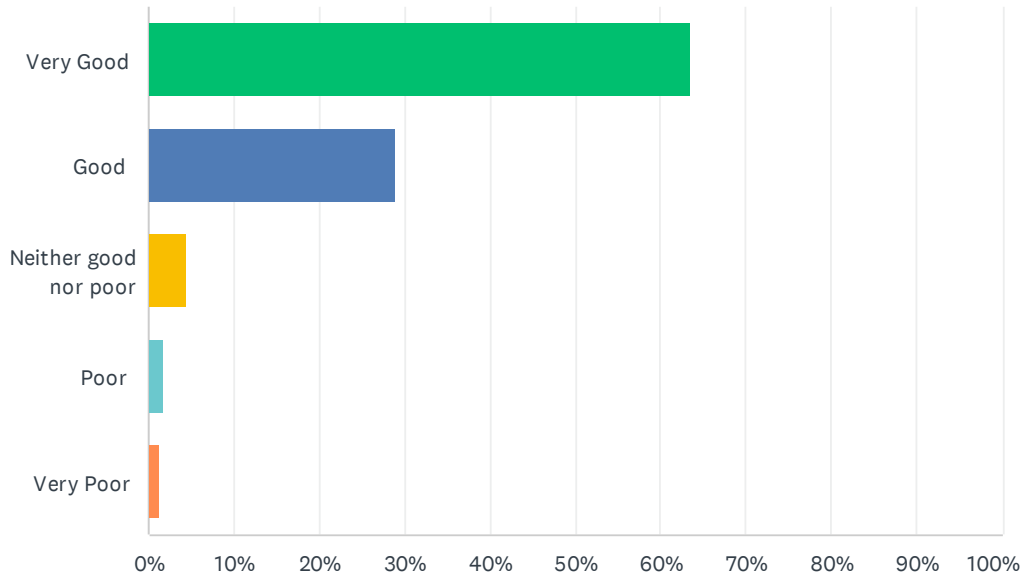
Answered: 209 Skipped: 18



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| I am happy with the service you provide, or | 73.21% | 153 |
| I would like to see the following improvements: | 26.79% | 56 |
| TOTAL | | 209 |

Q7 Thinking about Boultham Park Medical Practice overall, how would you rate your most recent experience of our service?

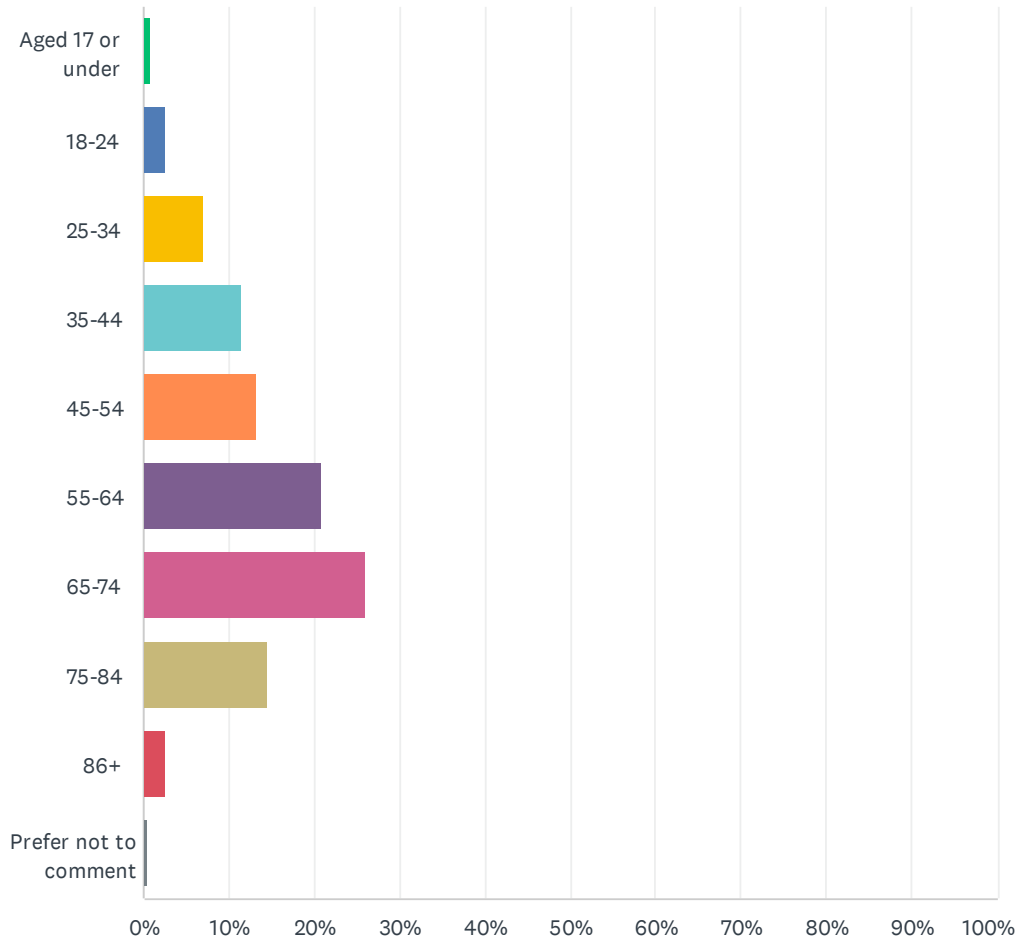
Answered: 227 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Good | 63.44% | 144 |
| Good | 29.07% | 66 |
| Neither good nor poor | 4.41% | 10 |
| Poor | 1.76% | 4 |
| Very Poor | 1.32% | 3 |
| TOTAL | | 227 |

Q8 Please select your age group.

Answered: 226 Skipped: 1

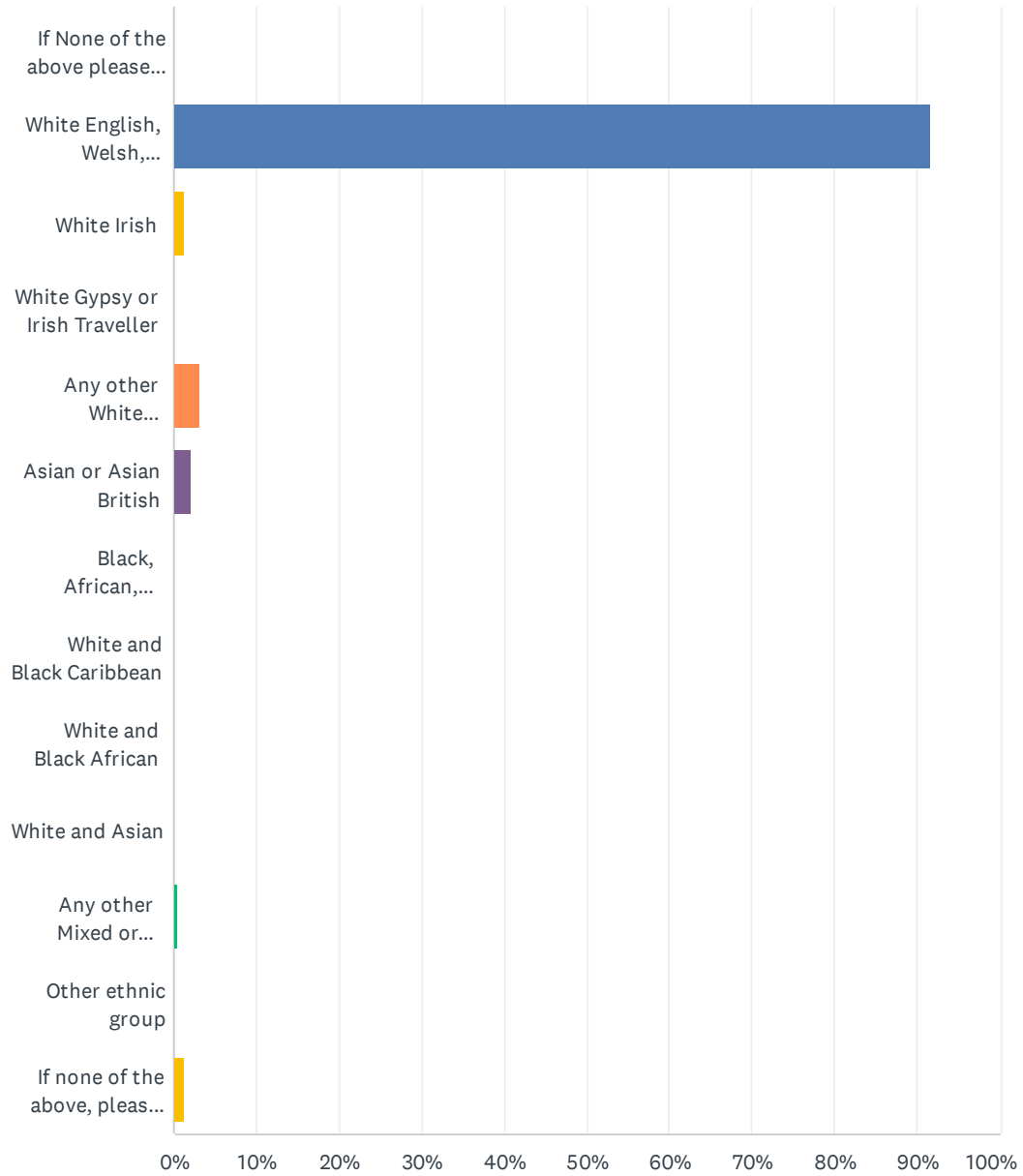


Boultham Park Medical Practice - Patient feedback - 2024

| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Aged 17 or under | 0.88% | 2 |
| 18-24 | 2.65% | 6 |
| 25-34 | 7.08% | 16 |
| 35-44 | 11.50% | 26 |
| 45-54 | 13.27% | 30 |
| 55-64 | 20.80% | 47 |
| 65-74 | 26.11% | 59 |
| 75-84 | 14.60% | 33 |
| 86+ | 2.65% | 6 |
| Prefer not to comment | 0.44% | 1 |
| TOTAL | | 226 |

Q9 Please select your ethnicity

Answered: 226 Skipped: 1

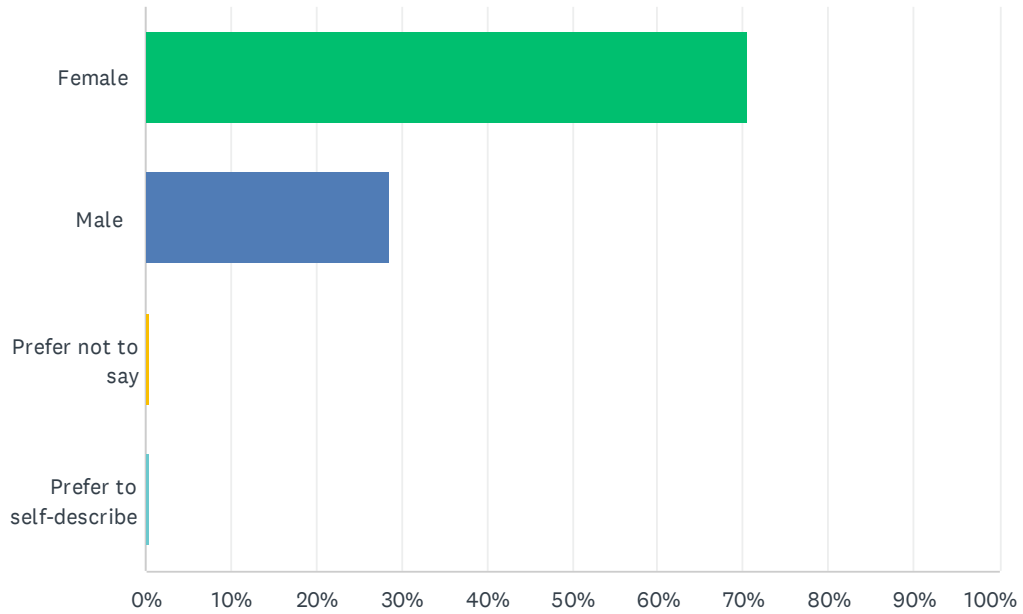


Boultham Park Medical Practice - Patient feedback - 2024

| ANSWER CHOICES | RESPONSES | |
|---|-----------|------------|
| If None of the above please state | 0.00% | 0 |
| White English, Welsh, Scottish, Northern Irish or British | 91.59% | 207 |
| White Irish | 1.33% | 3 |
| White Gypsy or Irish Traveller | 0.00% | 0 |
| Any other White background | 3.10% | 7 |
| Asian or Asian British | 2.21% | 5 |
| Black, African, Caribbean or Black British | 0.00% | 0 |
| White and Black Caribbean | 0.00% | 0 |
| White and Black African | 0.00% | 0 |
| White and Asian | 0.00% | 0 |
| Any other Mixed or multiple ethnic background | 0.44% | 1 |
| Other ethnic group | 0.00% | 0 |
| If none of the above, please state your ethnicity | 1.33% | 3 |
| TOTAL | | 226 |

Q10 What best describes your gender

Answered: 227 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Female | 70.48% | 160 |
| Male | 28.63% | 65 |
| Prefer not to say | 0.44% | 1 |
| Prefer to self-describe | 0.44% | 1 |
| TOTAL | | 227 |