



Results

Survey 14181

Number of records in this query:	1089
Total records in survey:	1089
Percentage of total:	100.00%





Field summary for 001

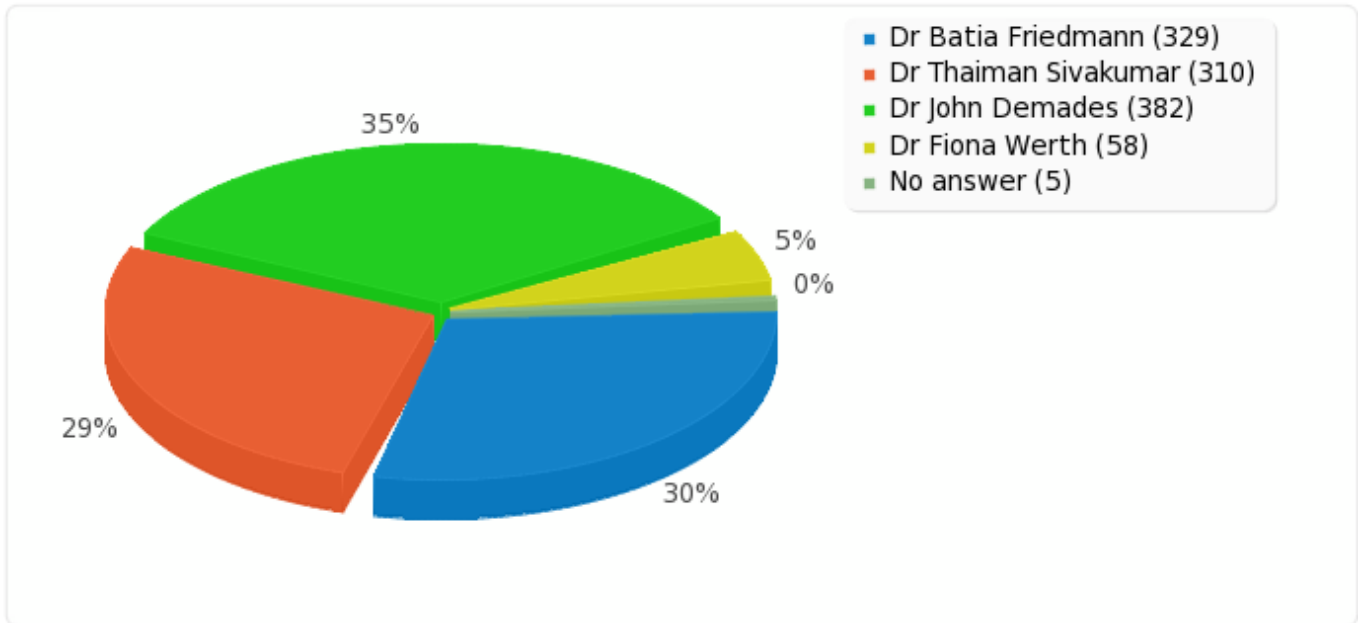
Your Doctor's name:

Answer	Count	Percentage
Dr Batia Friedmann (A1)	329	30.35%
Dr Thaiman Sivakumar (A2)	310	28.60%
Dr John Demades (A3)	382	35.24%
Dr Fiona Werth (A4)	58	5.35%
No answer	5	0.46%



Field summary for 001

Your Doctor's name:





Field summary for 002(SQ001)

About the Practice

[1. Respect shown for your privacy and confidentiality.]

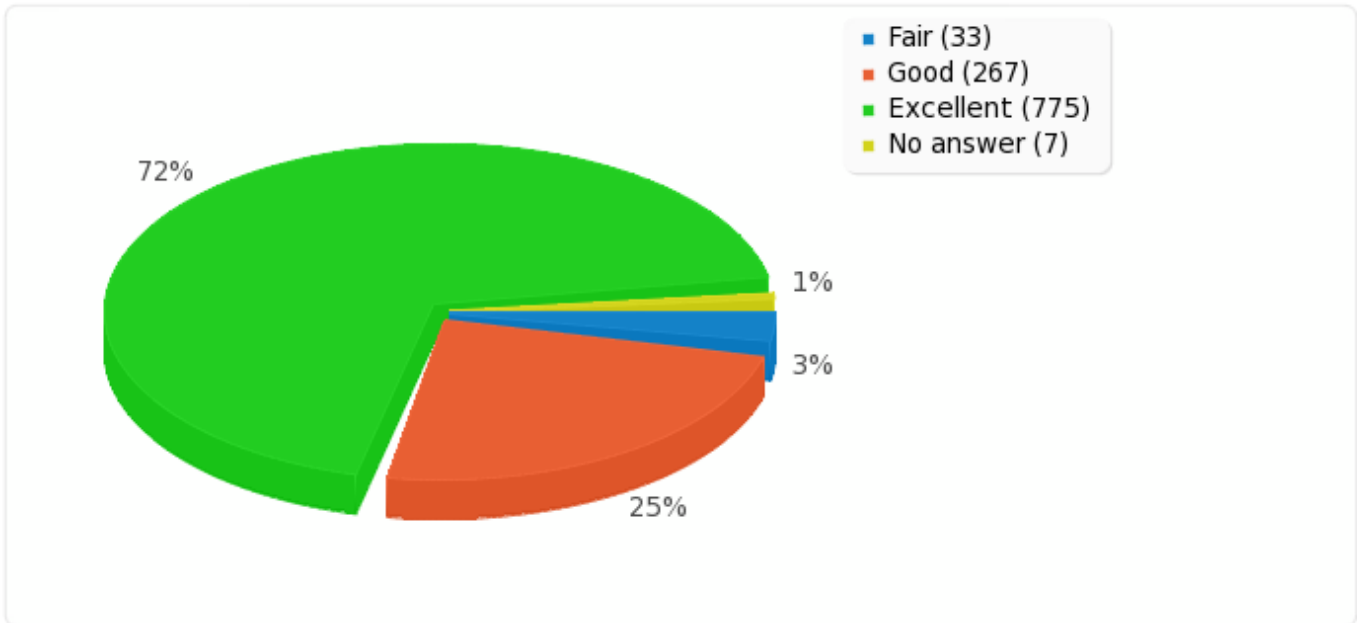
Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	33	3.05%
Good (A3)	267	24.68%
Excellent (A4)	775	71.63%
No answer	7	0.65%



Field summary for 002(SQ001)

About the Practice

[1. Respect shown for your privacy and confidentiality.]





Field summary for 002(SQ002)

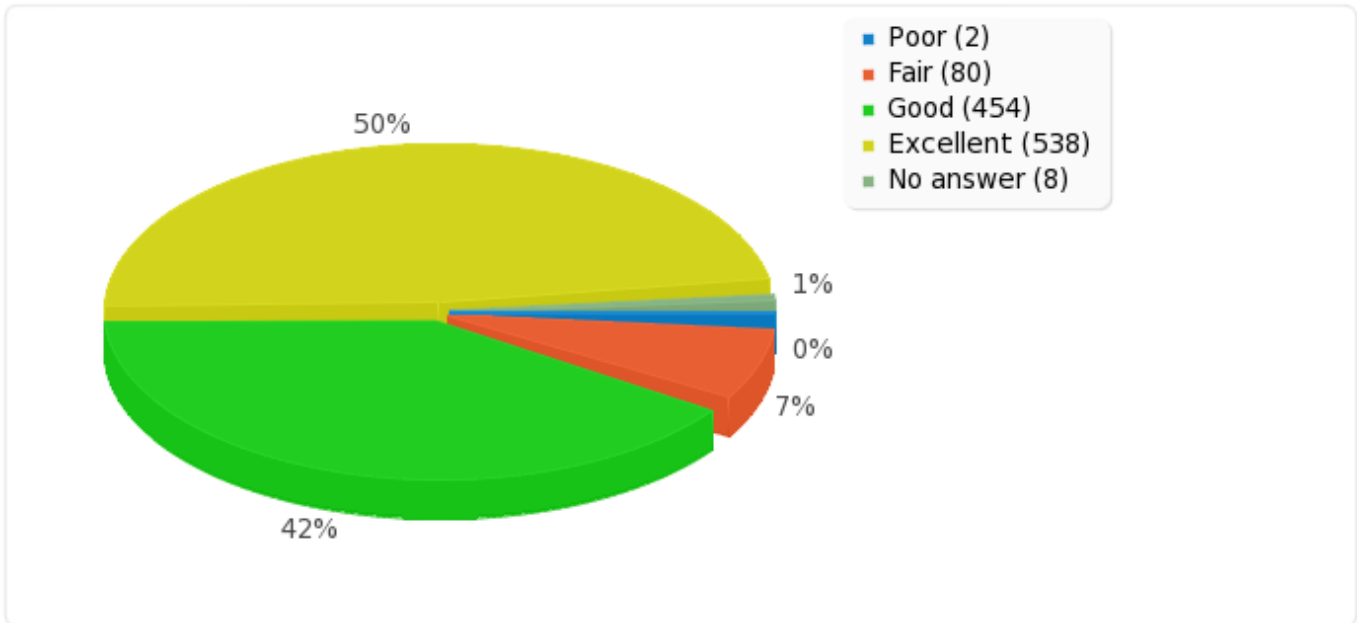
About the Practice
[2. Comfort levels within the practice.]

Answer	Count	Percentage
Poor (A1)	2	0.18%
Fair (A2)	80	7.39%
Good (A3)	454	41.96%
Excellent (A4)	538	49.72%
No answer	8	0.74%



Field summary for 002(SQ002)

About the Practice
[2. Comfort levels within the practice.]





Field summary for 002(SQ003)

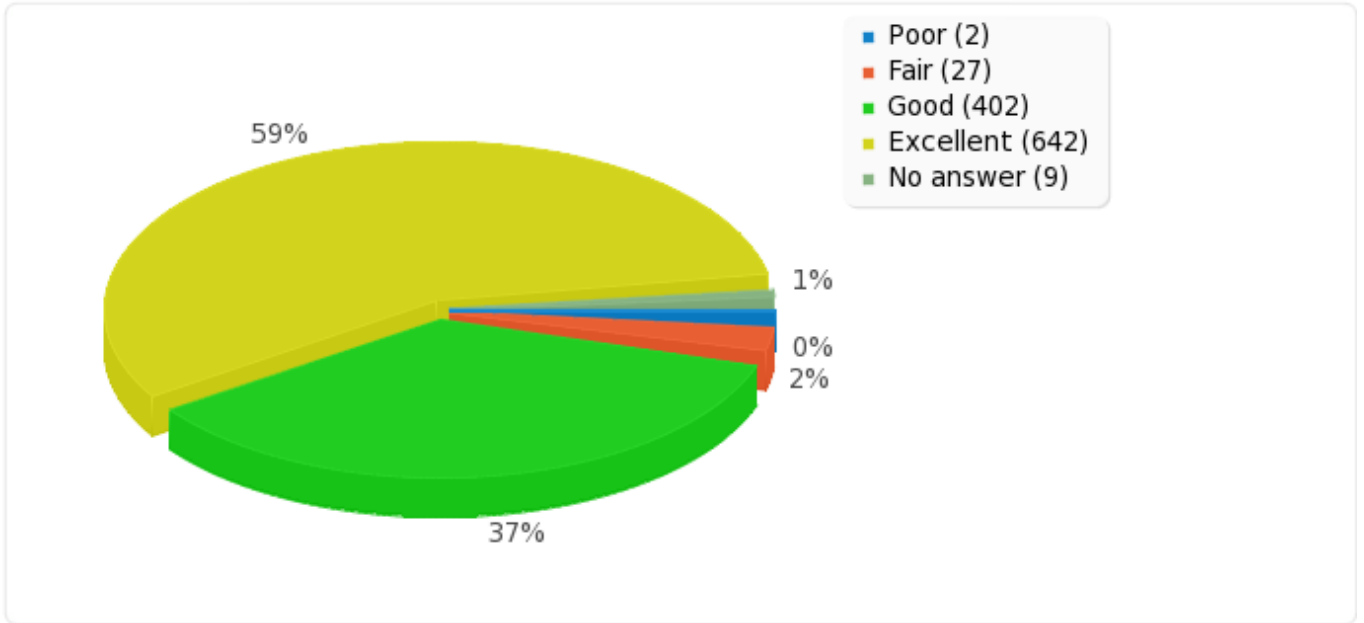
About the Practice
[3. Cleanliness of the practice.]

Answer	Count	Percentage
Poor (A1)	2	0.18%
Fair (A2)	27	2.50%
Good (A3)	402	37.15%
Excellent (A4)	642	59.33%
No answer	9	0.83%



Field summary for 002(SQ003)

About the Practice
[3. Cleanliness of the practice.]





Field summary for 003(SQ001)

About the Doctor
[1. How well they listen to what you say.]

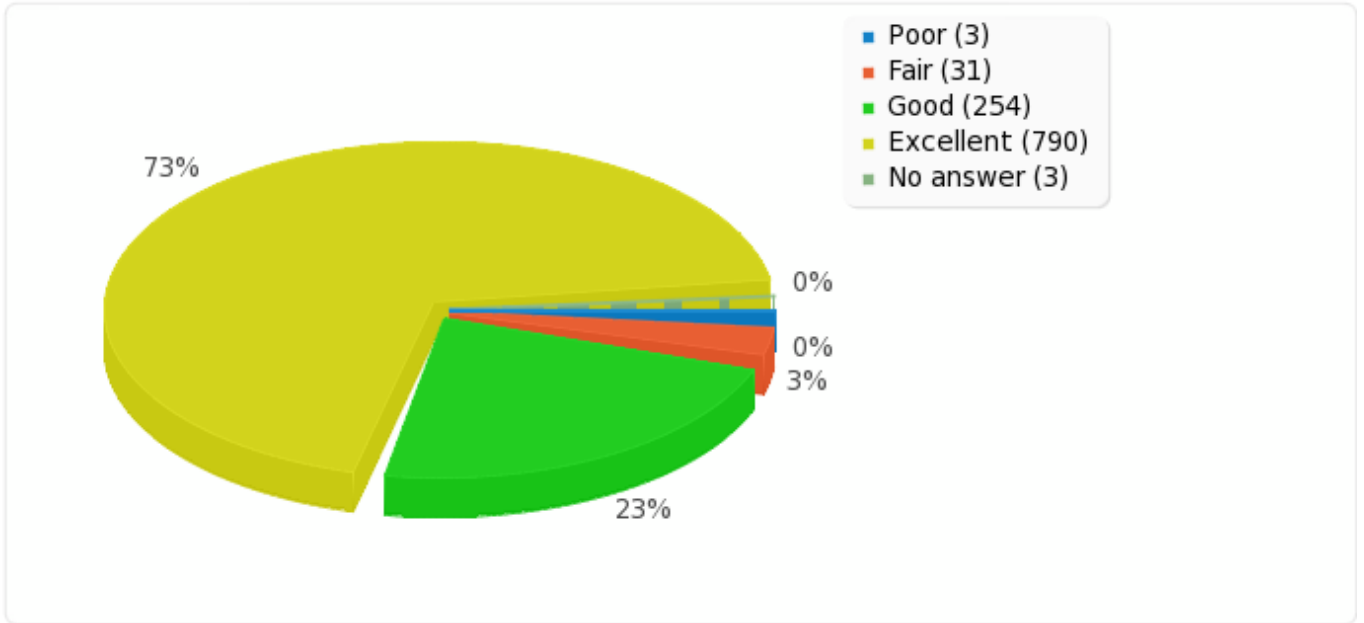
Answer	Count	Percentage
Poor (A1)	3	0.28%
Fair (A2)	31	2.87%
Good (A3)	254	23.50%
Excellent (A4)	790	73.08%
No answer	3	0.28%



Field summary for 003(SQ001)

About the Doctor

[1. How well they listen to what you say.]





Field summary for 003(SQ002)

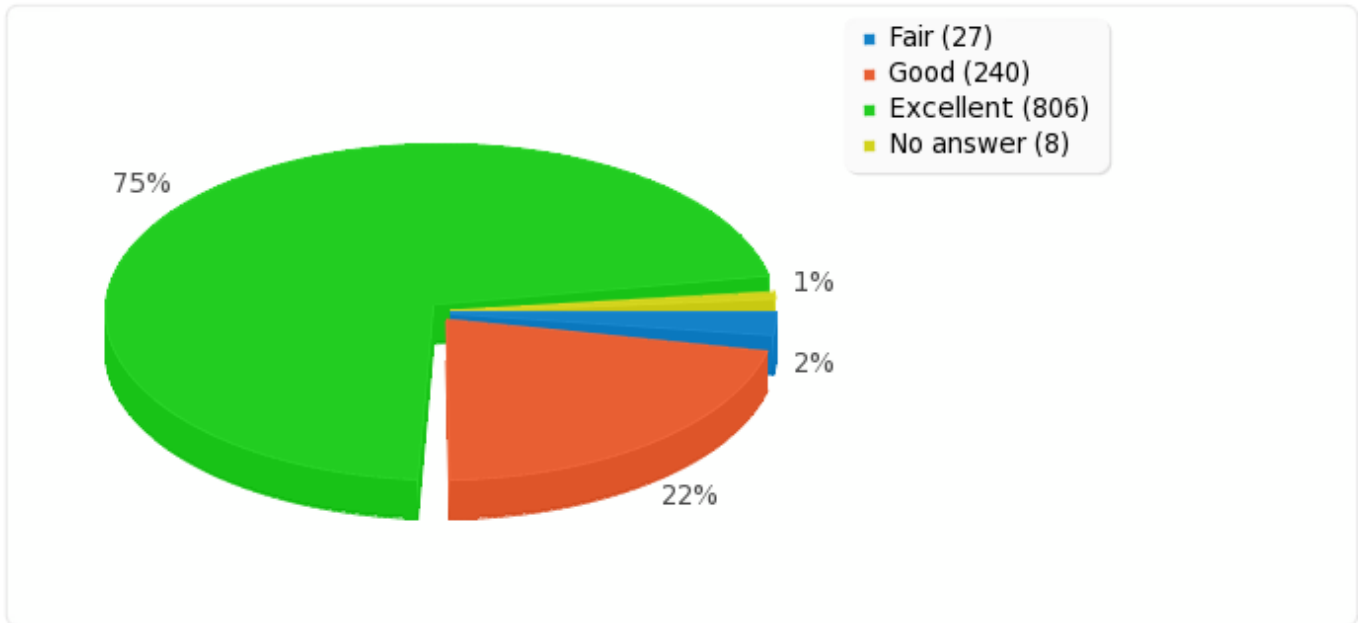
About the Doctor
[2. The quality of care they provide.]

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	27	2.50%
Good (A3)	240	22.20%
Excellent (A4)	806	74.56%
No answer	8	0.74%



Field summary for 003(SQ002)

About the Doctor
[2. The quality of care they provide.]





Field summary for 003(SQ003)

About the Doctor

[3. How well they explain your health problems and your treatment.]

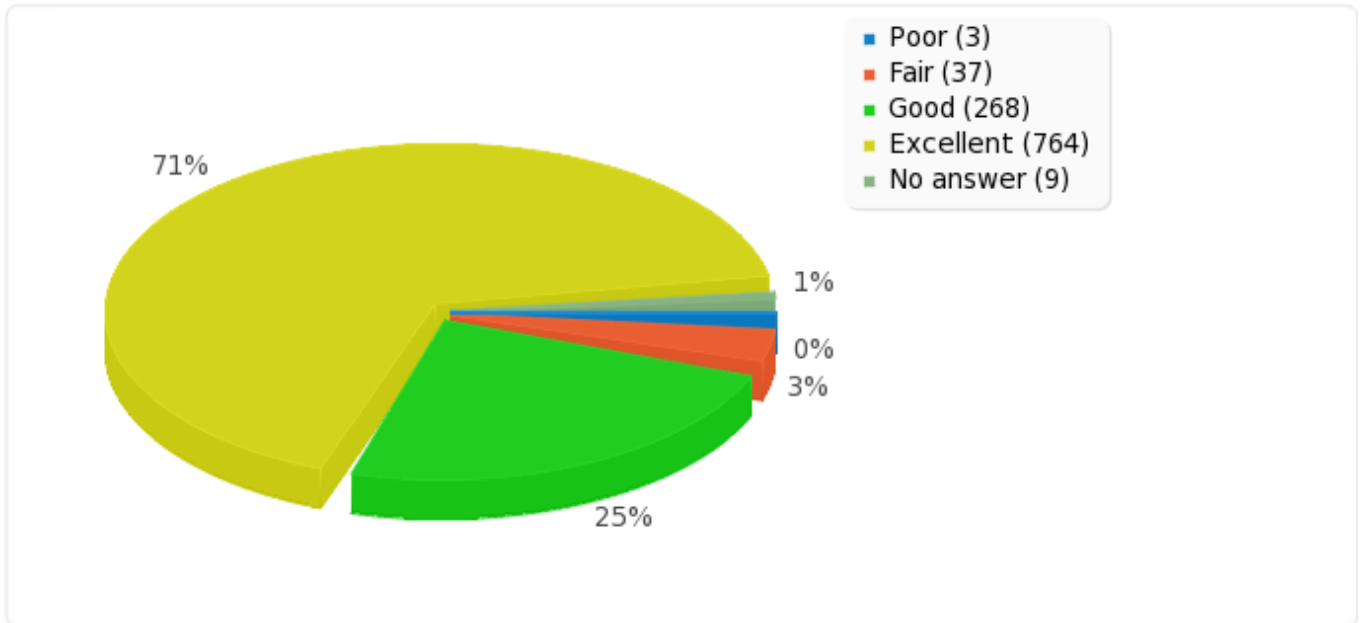
Answer	Count	Percentage
Poor (A1)	3	0.28%
Fair (A2)	37	3.42%
Good (A3)	268	24.79%
Excellent (A4)	764	70.68%
No answer	9	0.83%



Field summary for 003(SQ003)

About the Doctor

[3. How well they explain your health problems and your treatment.]





Field summary for 004(SQ001)

About the Nurse

[1. How well she listens to what you say.]

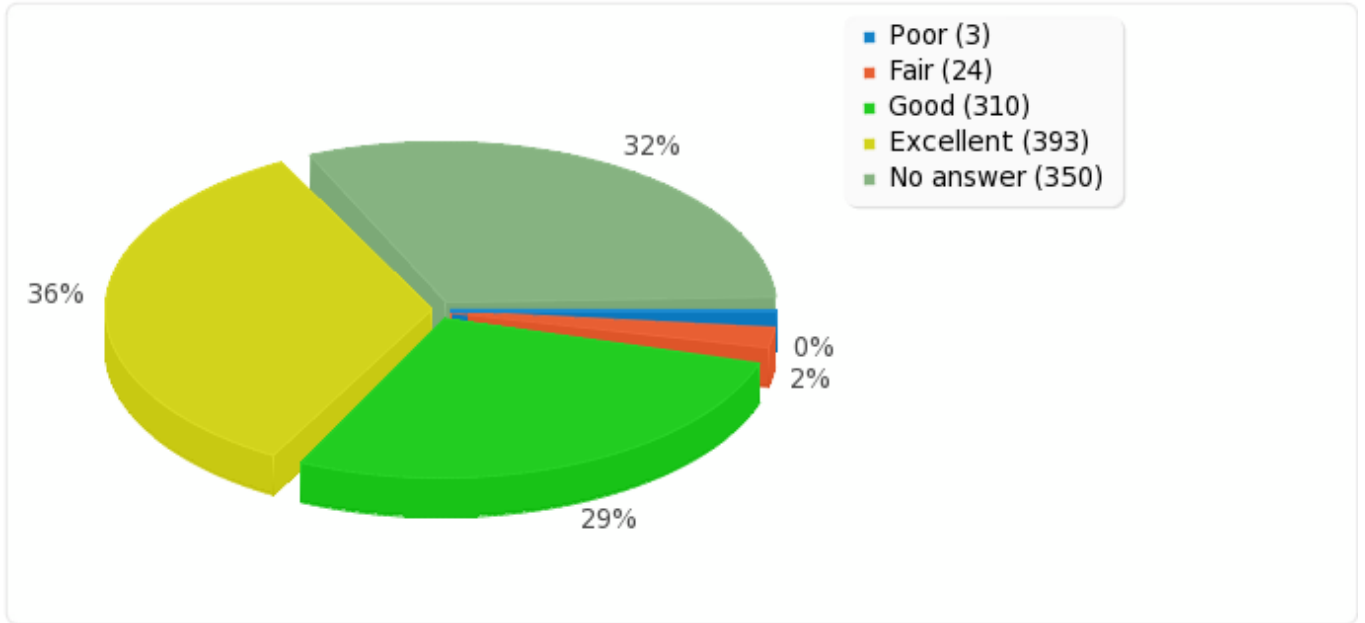
Answer	Count	Percentage
Poor (A1)	3	0.28%
Fair (A2)	24	2.22%
Good (A3)	310	28.70%
Excellent (A4)	393	36.39%
No answer	350	32.41%



Field summary for 004(SQ001)

About the Nurse

[1. How well she listens to what you say.]





Field summary for 004(SQ002)

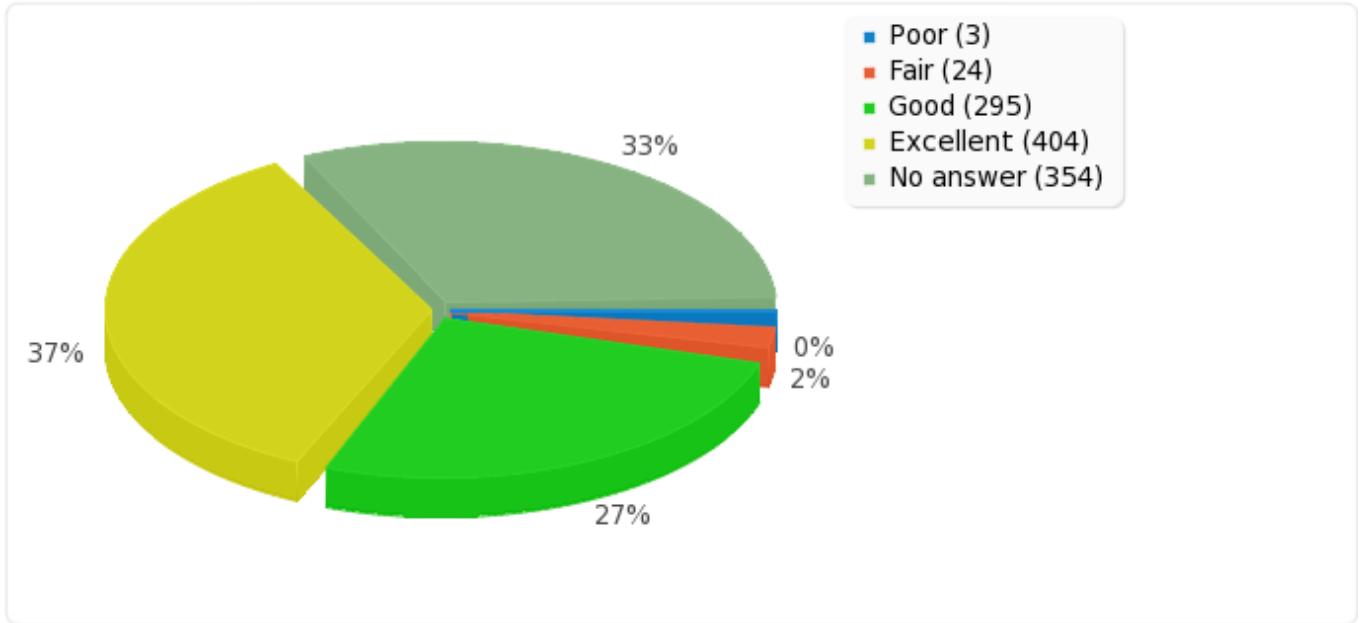
About the Nurse
[2. The quality of care she provides.]

Answer	Count	Percentage
Poor (A1)	3	0.28%
Fair (A2)	24	2.22%
Good (A3)	295	27.31%
Excellent (A4)	404	37.41%
No answer	354	32.78%



Field summary for 004(SQ002)

About the Nurse
[2. The quality of care she provides.]





Field summary for 004(SQ003)

About the Nurse

[3. How well does she explain your health problems and your treatment.]

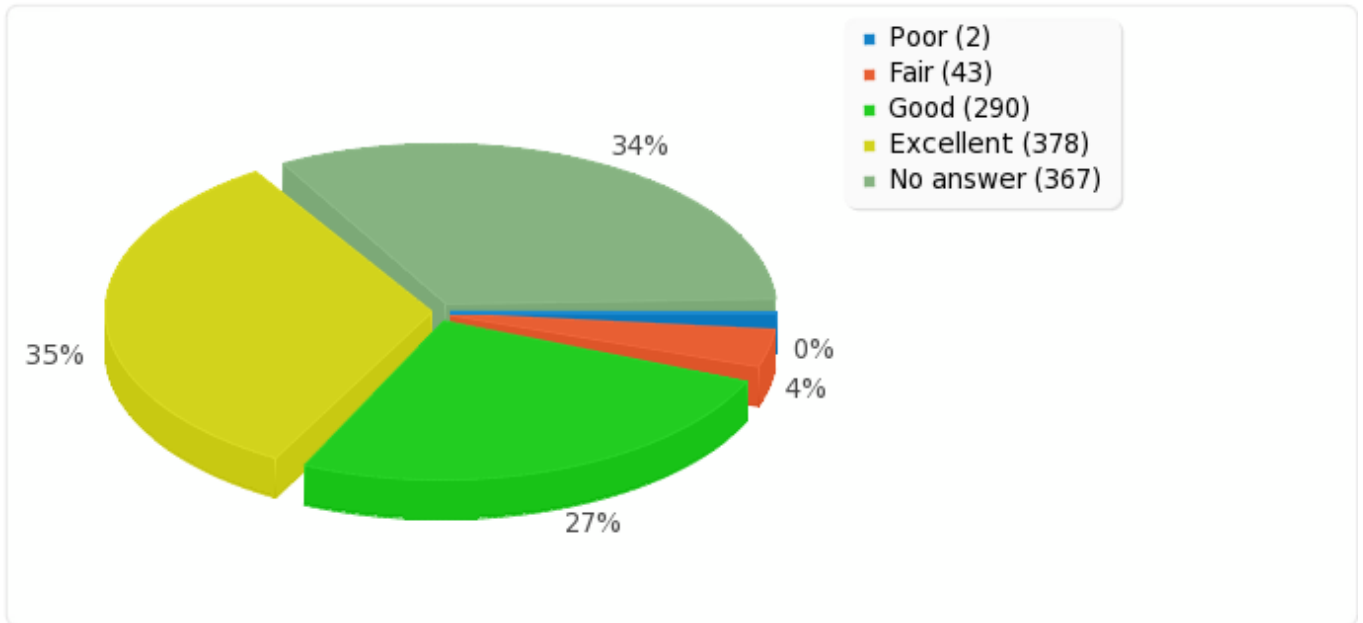
Answer	Count	Percentage
Poor (A1)	2	0.19%
Fair (A2)	43	3.98%
Good (A3)	290	26.85%
Excellent (A4)	378	35.00%
No answer	367	33.98%



Field summary for 004(SQ003)

About the Nurse

[3. How well does she explain your health problems and your treatment.]





Field summary for 005(SQ001)

About the Receptionists

[1. The manner in which you are treated by the reception staff.]

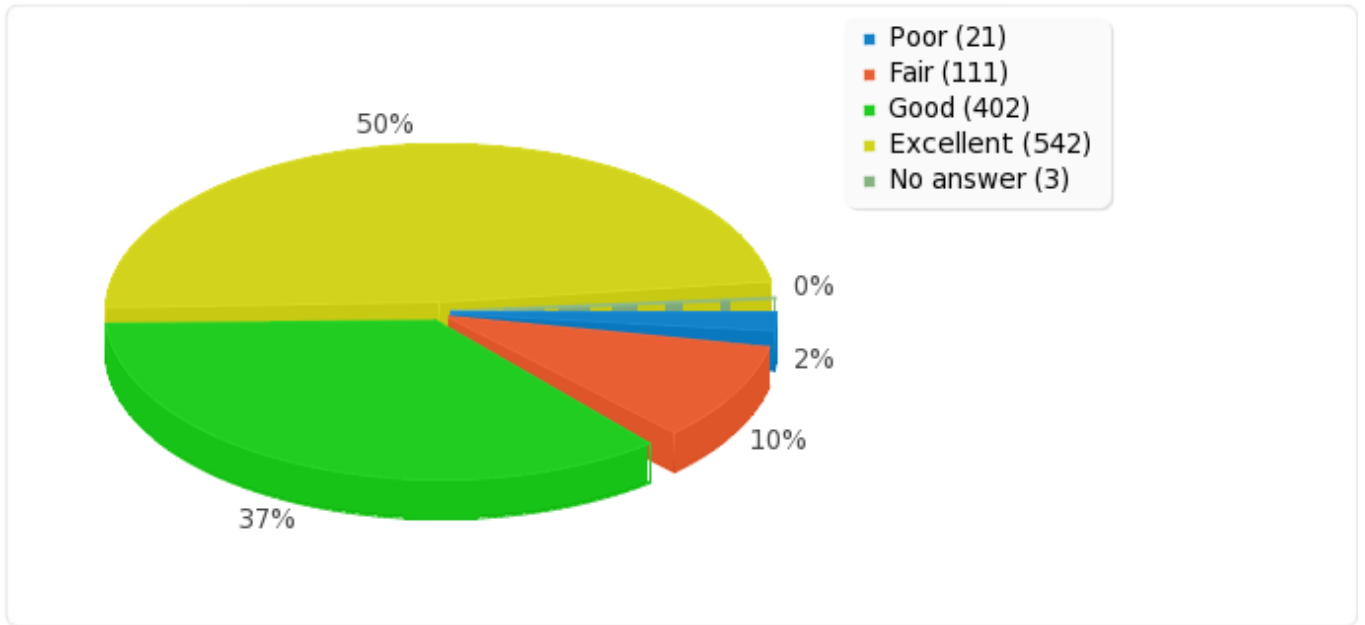
Answer	Count	Percentage
Poor (A1)	21	1.95%
Fair (A2)	111	10.29%
Good (A3)	402	37.26%
Excellent (A4)	542	50.23%
No answer	3	0.28%



Field summary for 005(SQ001)

About the Receptionists

[1. The manner in which you are treated by the reception staff.]





Field summary for 005(SQ002)

About the Receptionists

[2. Information provided by the practice receptionists about its services.

Eg: Test results, repeat prescriptions and fees for private services.]

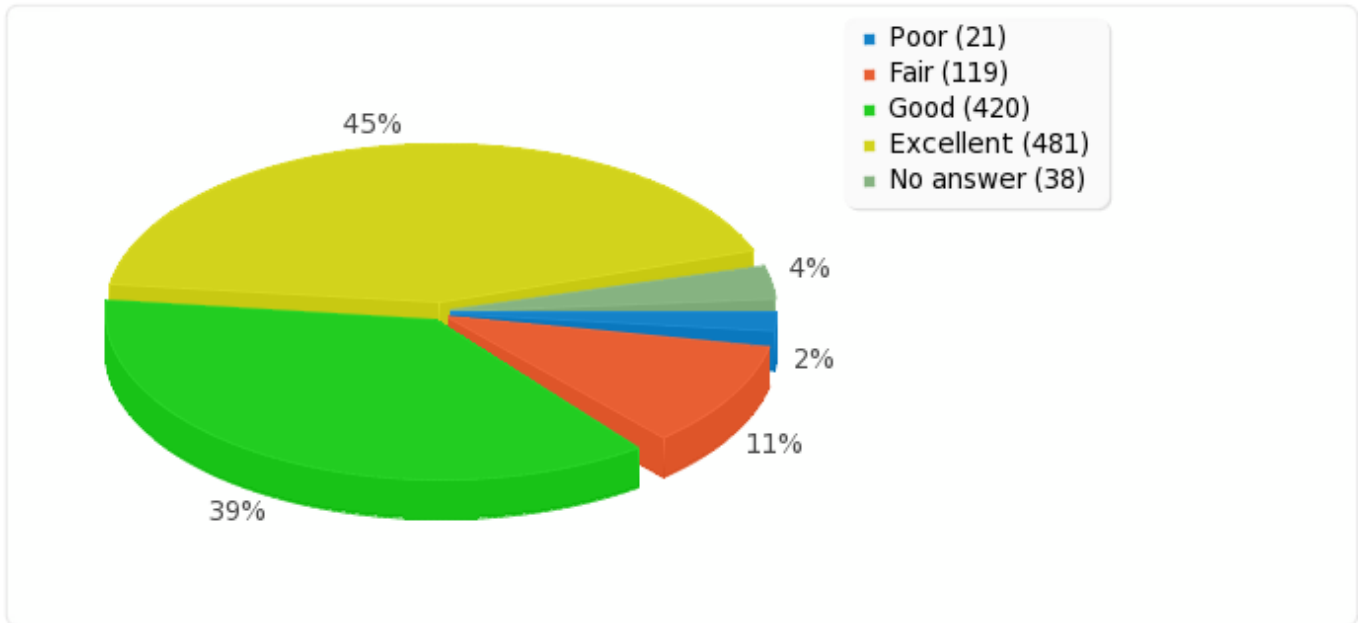
Answer	Count	Percentage
Poor (A1)	21	1.95%
Fair (A2)	119	11.03%
Good (A3)	420	38.92%
Excellent (A4)	481	44.58%
No answer	38	3.52%



Field summary for 005(SQ002)

About the Receptionists

[2. Information provided by the practice receptionists about its services.
Eg: Test results, repeat prescriptions and fees for private services.]





Field summary for 006(SQ001)

Accessing the Practice

[1. Your level of satisfaction with the practice's opening hours.]

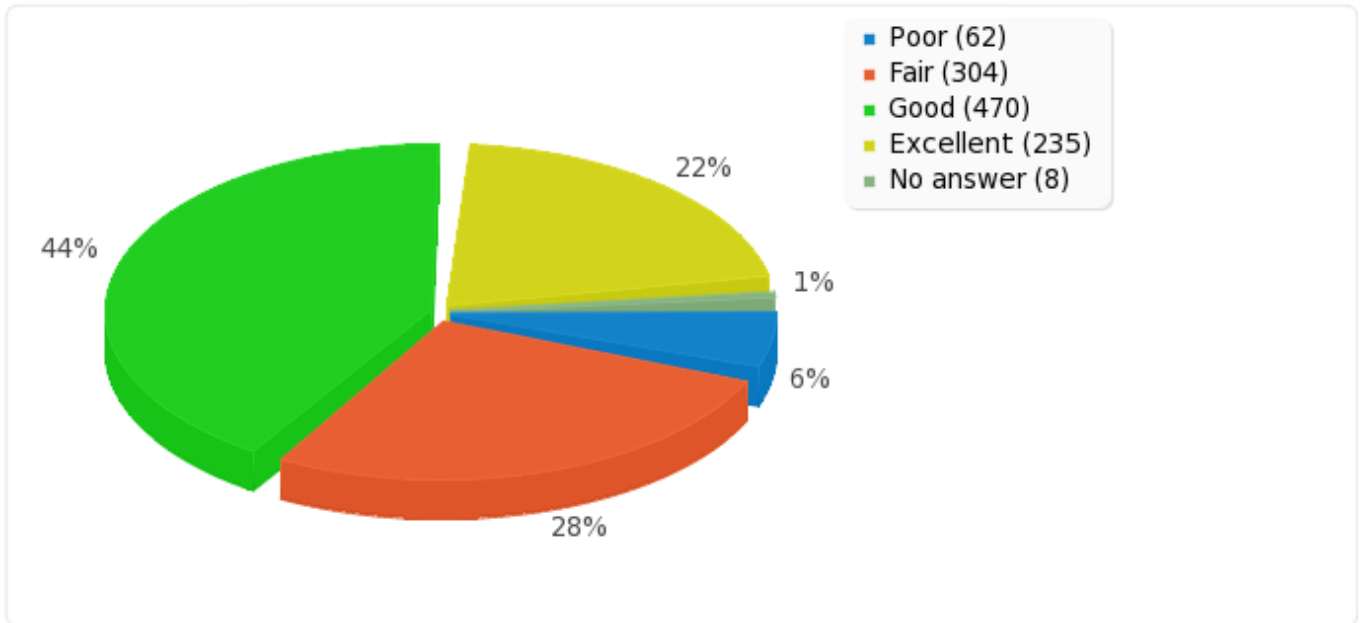
Answer	Count	Percentage
Poor (A1)	62	5.75%
Fair (A2)	304	28.17%
Good (A3)	470	43.56%
Excellent (A4)	235	21.78%
No answer	8	0.74%



Field summary for 006(SQ001)

Assessing the Practice

[1. Your level of satisfaction with the practice's opening hours.]





Field summary for 006(SQ002)

Accessing the Practice

[2. Satisfaction with the day and time arranged for your appointment.]

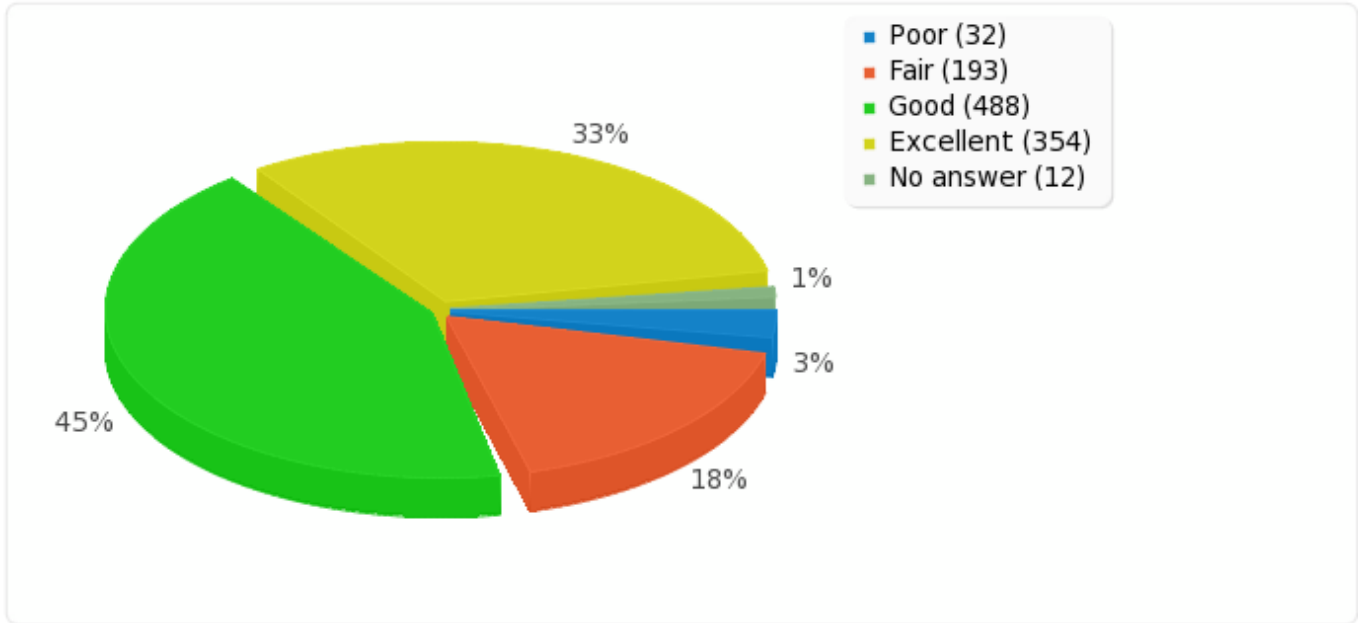
Answer	Count	Percentage
Poor (A1)	32	2.97%
Fair (A2)	193	17.89%
Good (A3)	488	45.23%
Excellent (A4)	354	32.81%
No answer	12	1.11%



Field summary for 006(SQ002)

Accessing the Practice

[2. Satisfaction with the day and time arranged for your appointment.]





Field summary for 006(SQ003)

Accessing the Practice

[3. Ease of contacting the practice on the telephone.]

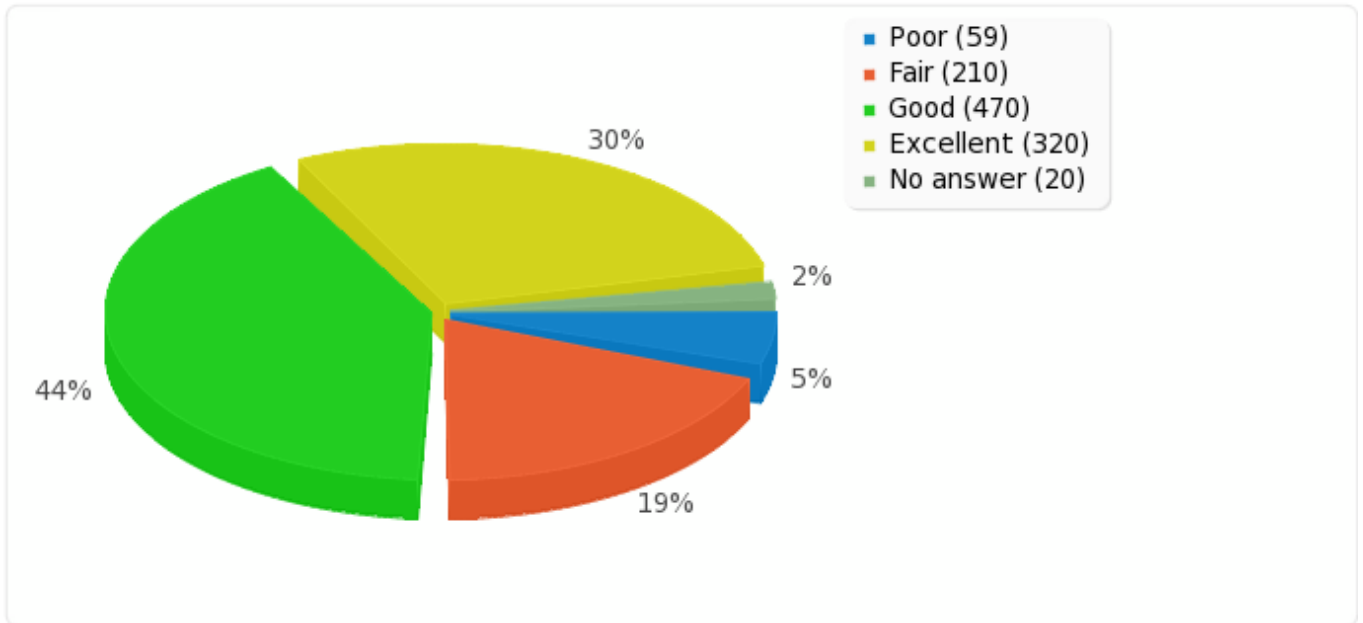
Answer	Count	Percentage
Poor (A1)	59	5.47%
Fair (A2)	210	19.46%
Good (A3)	470	43.56%
Excellent (A4)	320	29.66%
No answer	20	1.85%



Field summary for 006(SQ003)

Accessing the Practice

[3. Ease of contacting the practice on the telephone.]





Field summary for 006(SQ004)

Accessing the Practice

[4. Opportunity of speaking to a doctor on the telephone when necessary.]

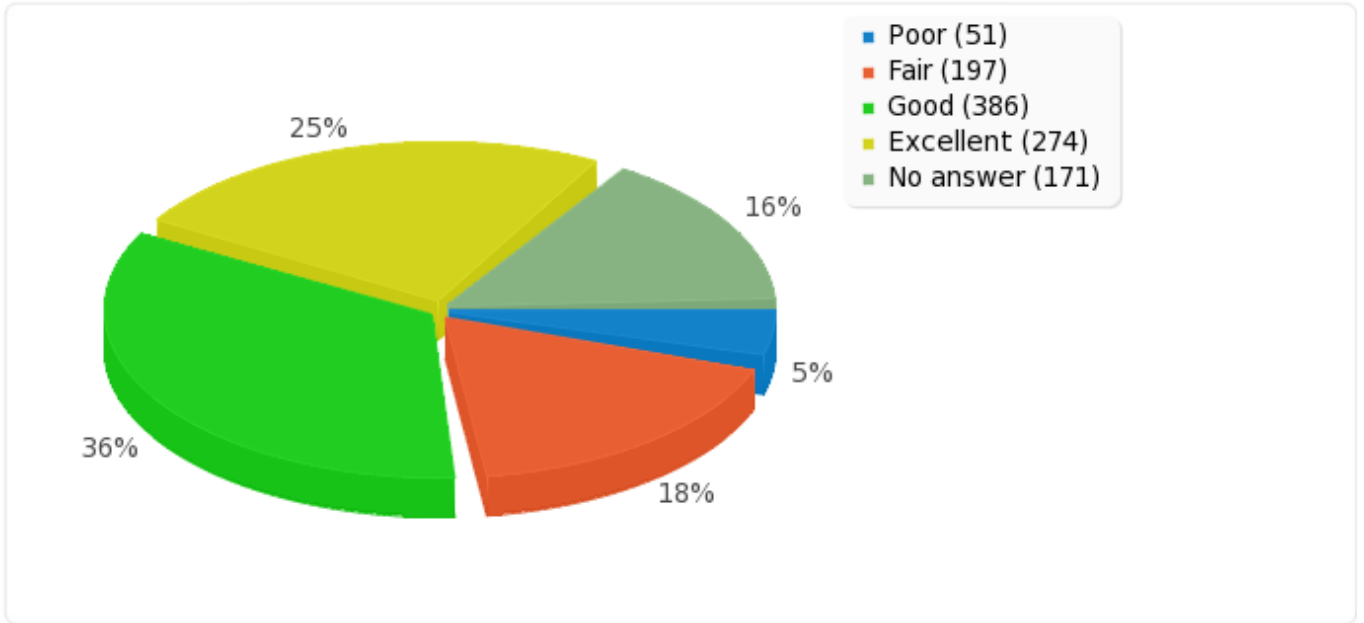
Answer	Count	Percentage
Poor (A1)	51	4.73%
Fair (A2)	197	18.26%
Good (A3)	386	35.77%
Excellent (A4)	274	25.39%
No answer	171	15.85%



Field summary for 006(SQ004)

Assessing the Practice

[4. Opportunity of speaking to a doctor on the telephone when necessary.]





Field summary for 008

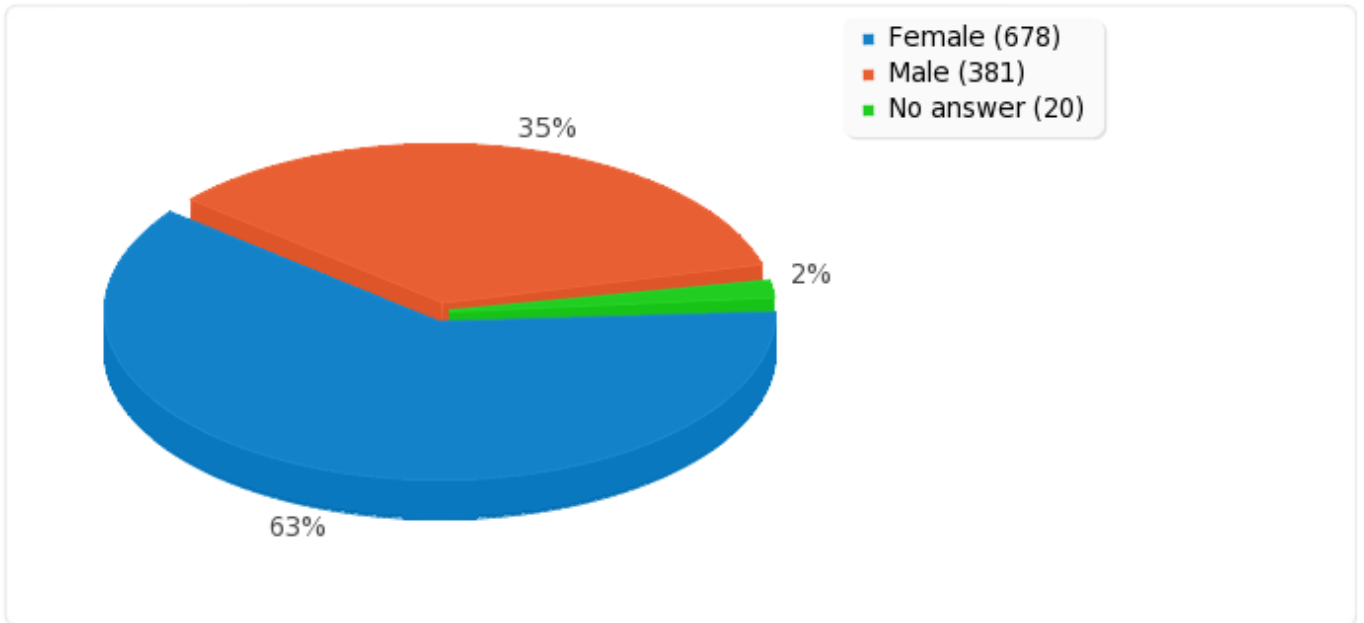
Are you:

Answer	Count	Percentage
Female (F)	678	62.84%
Male (M)	381	35.31%
No answer	20	1.85%



Field summary for 008

Are you:





Field summary for 009

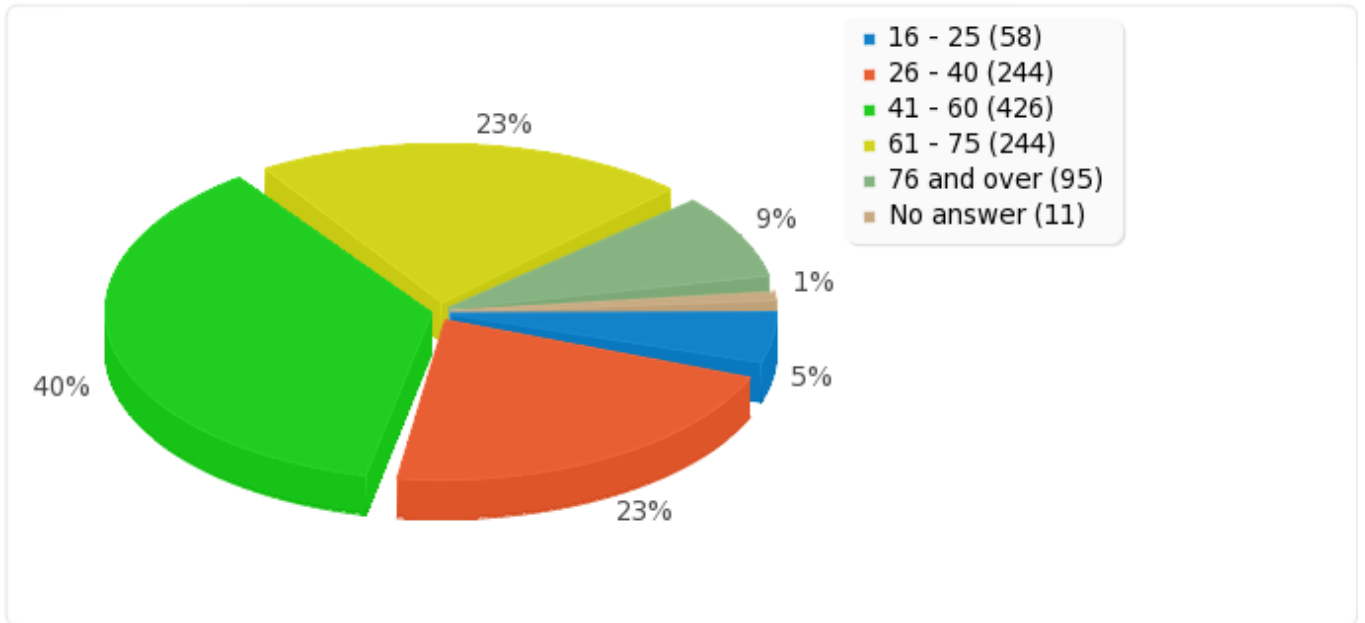
To which age band do you belong?

Answer	Count	Percentage
16 - 25 (A1)	58	5.38%
26 - 40 (A2)	244	22.63%
41 - 60 (A3)	426	39.52%
61 - 75 (A4)	244	22.63%
76 and over (A5)	95	8.81%
No answer	11	1.02%



Field summary for 009

To which age band do you belong?





Field summary for 010

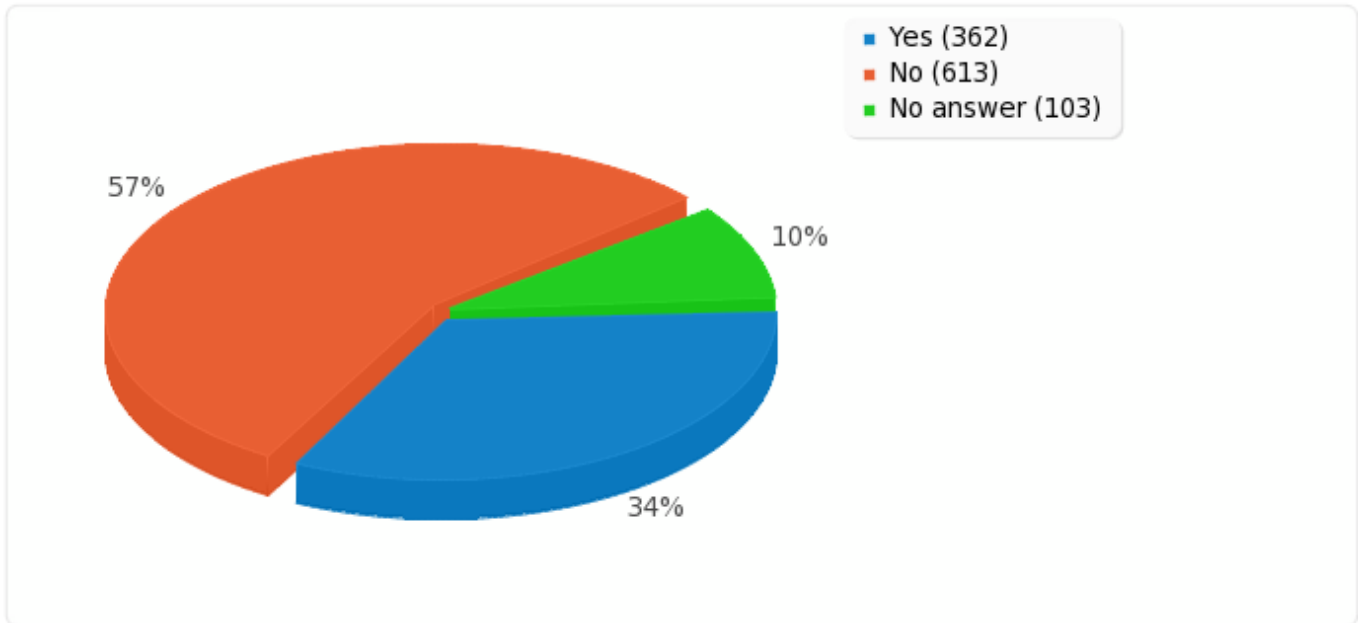
Do you suffer from any long-term illness or condition?

Answer	Count	Percentage
Yes (Y)	362	33.58%
No (N)	613	56.86%
No answer	103	9.55%



Field summary for 010

Do you suffer from any long-term illness or condition?





Field summary for 011

Are you:

Answer	Count	Percentage
Working (A1)	591	54.87%
Unemployed (A2)	21	1.95%
A carer (A3)	6	0.56%
At school or other education (A4)	44	4.09%
Retired from paid work (A5)	260	24.14%
Looking after home / family (A6)	90	8.36%
Unable to work because of illness (A7)	21	1.95%
Other (Please Specify Opposite) (A8)	11	1.02%
Comments	14	1.30%
No answer	33	3.06%

Other Responses

part time (one day a week) otherwise retired

Gap year

Freelance

Maternity leave

Widow

I fiend the Receptionists staff Excellent by the manner treated.Doctor Demades provides and explain my health problems Excellent.The Cleanliness Excellent,.

Semi-retired

Support worker

I always find that my needs are fully met by the staff at this surgery and would recommend them highly to anyone looking for a new doctor/surgery.

Part time Artist and Lecturer

Part time work, approximately 20% of full time

The doctors are excellent, there are too many front reception staff , who are not very helpful and invade your privacy by shouting out your name for all to hear etc and your condition etc.

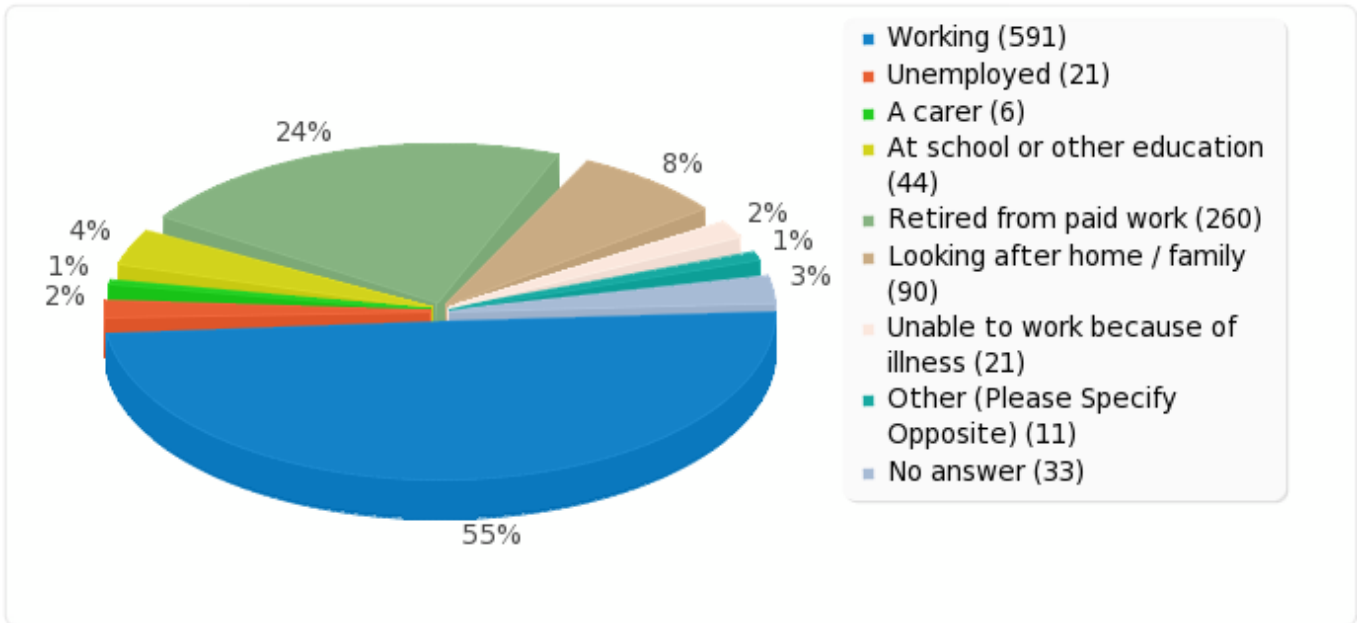
Semi retired from self-employment

I'm part time and freelance and a mum!



Field summary for 011

Are you:





Field summary for 012

To which ethnic group do you belong?

Answer	Count	Percentage
White (A1)	529	49.12%
White British (A2)	365	33.89%
Black (A3)	6	0.56%
Black British (A4)	27	2.51%
Asian (A5)	20	1.86%
Asian British (A6)	18	1.67%
Chinese (A7)	8	0.74%
Mixed race (A8)	24	2.23%
Other ethnic group (A9)	28	2.60%
Decline (10)	29	2.69%
No answer	23	2.14%



Field summary for 012

To which ethnic group do you belong?

