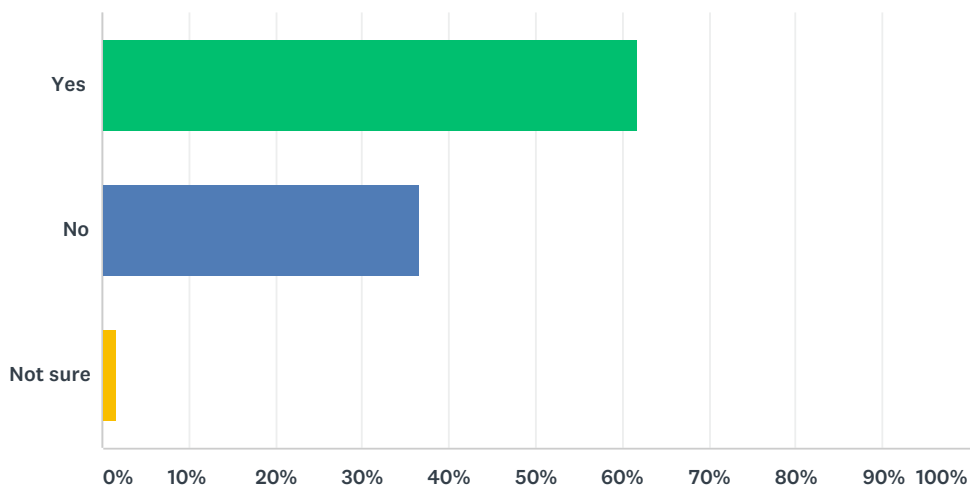


Q1 Have you ever used Marden Medical Centre's website?

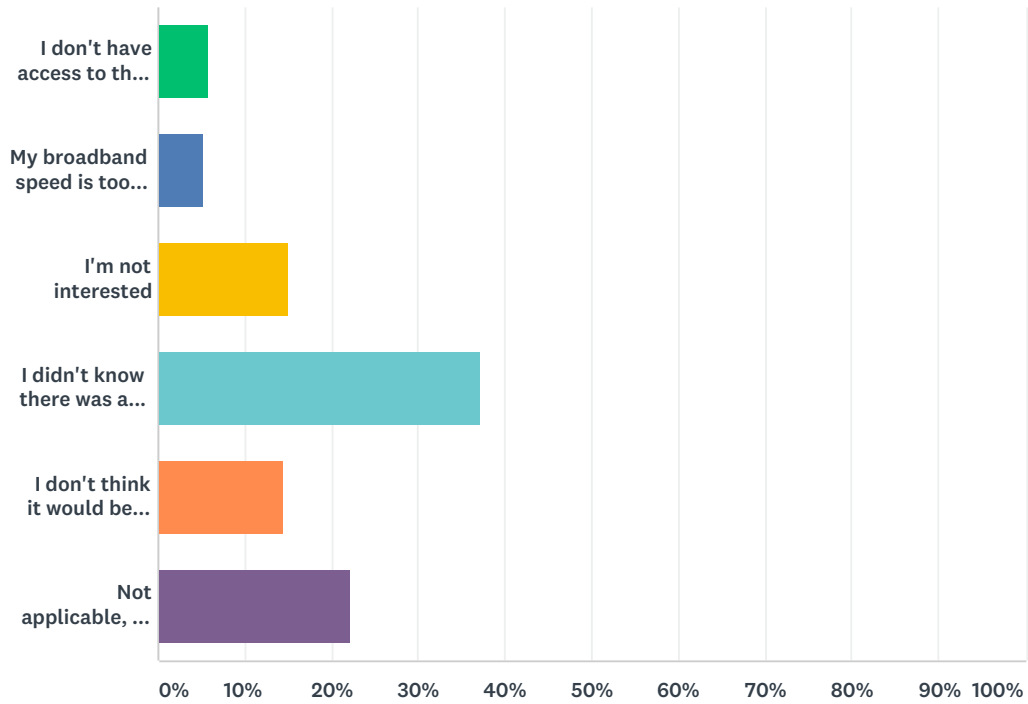
Answered: 396 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	61.62%	244
No	36.62%	145
Not sure	1.77%	7
TOTAL		396

Q2 If you don't use our website what is the reason?

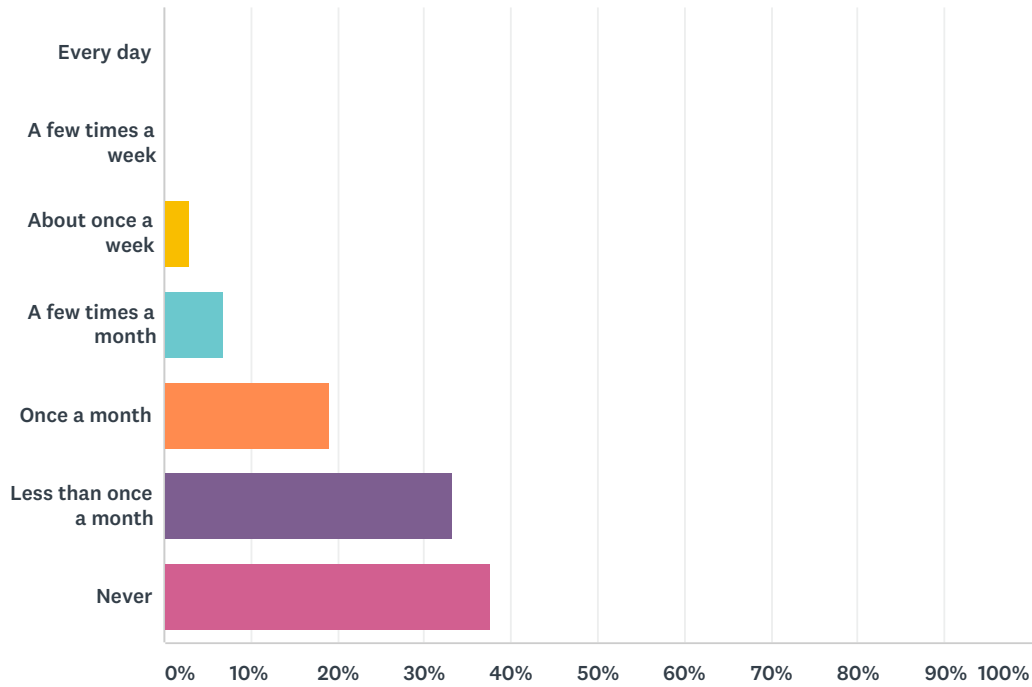
Answered: 153 Skipped: 246



ANSWER CHOICES	RESPONSES	
I don't have access to the Internet	5.88%	9
My broadband speed is too slow	5.23%	8
I'm not interested	15.03%	23
I didn't know there was a website	37.25%	57
I don't think it would be useful	14.38%	22
Not applicable, I do use it	22.22%	34
TOTAL		153

Q3 How Frequently do you use our website?

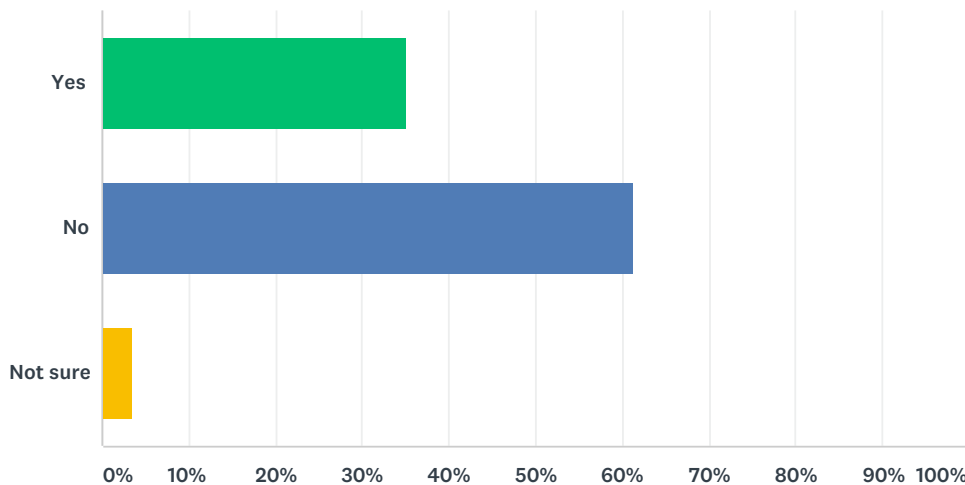
Answered: 396 Skipped: 3



ANSWER CHOICES	RESPONSES	
Every day	0.00%	0
A few times a week	0.25%	1
About once a week	3.03%	12
A few times a month	6.82%	27
Once a month	18.94%	75
Less than once a month	33.33%	132
Never	37.63%	149
TOTAL		396

Q4 Are you aware that we have recently upgraded our website?

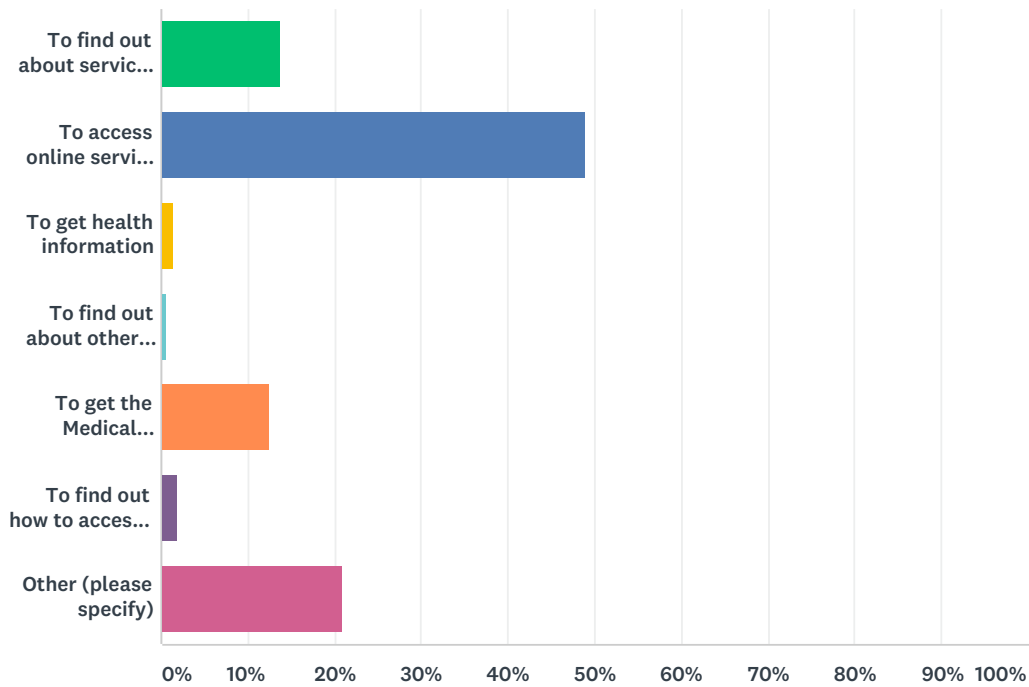
Answered: 395 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	35.19%	139
No	61.27%	242
Not sure	3.54%	14
TOTAL		395

Q5 If you use our website what do you use it for? Please tick the most relevant answer.

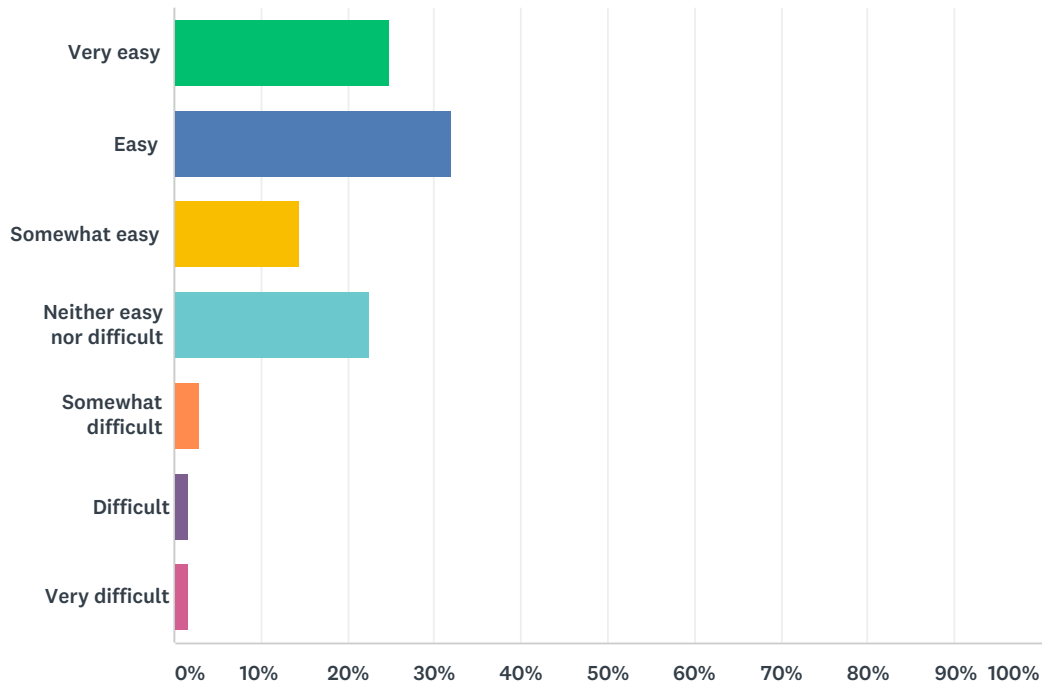
Answered: 335 Skipped: 64



ANSWER CHOICES	RESPONSES
To find out about services at the Medical Centre	13.73% 46
To access online services such as ordering prescriptions and booking appointments	48.96% 164
To get health information	1.49% 5
To find out about other local services	0.60% 2
To get the Medical Centre's contact information	12.54% 42
To find out how to access help out of normal surgery hours or in an emergency	1.79% 6
Other (please specify)	20.90% 70
TOTAL	335

Q6 How easy did you find it to navigate our new website? (if you haven't yet had a chance to use the new website please have a look before completing this question)

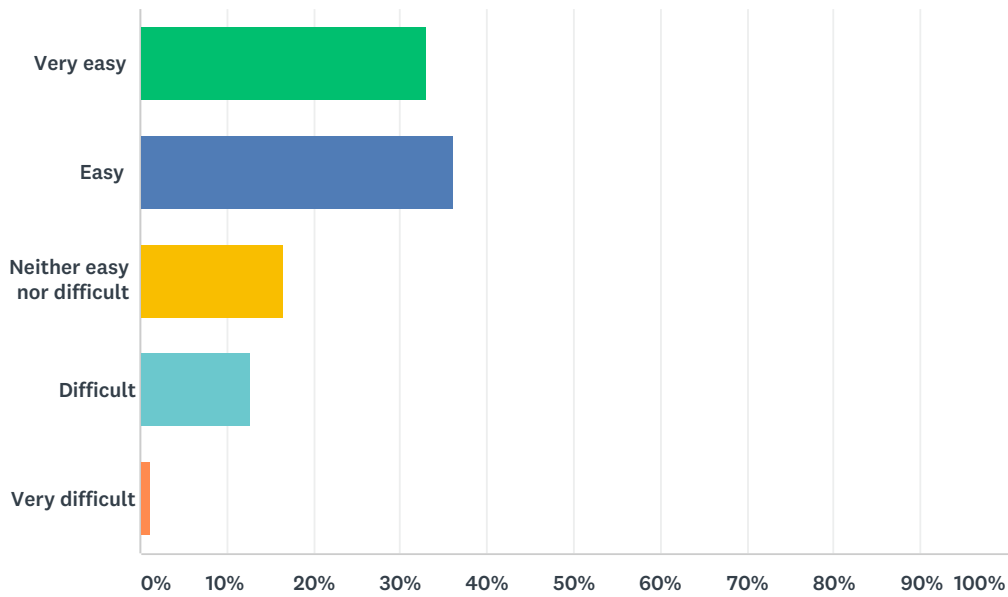
Answered: 310 Skipped: 89



ANSWER CHOICES	RESPONSES	
Very easy	24.84%	77
Easy	31.94%	99
Somewhat easy	14.52%	45
Neither easy nor difficult	22.58%	70
Somewhat difficult	2.90%	9
Difficult	1.61%	5
Very difficult	1.61%	5
TOTAL		310

Q7 Thinking back to your last consultation how easy was it to get an appointment that was convenient for you?

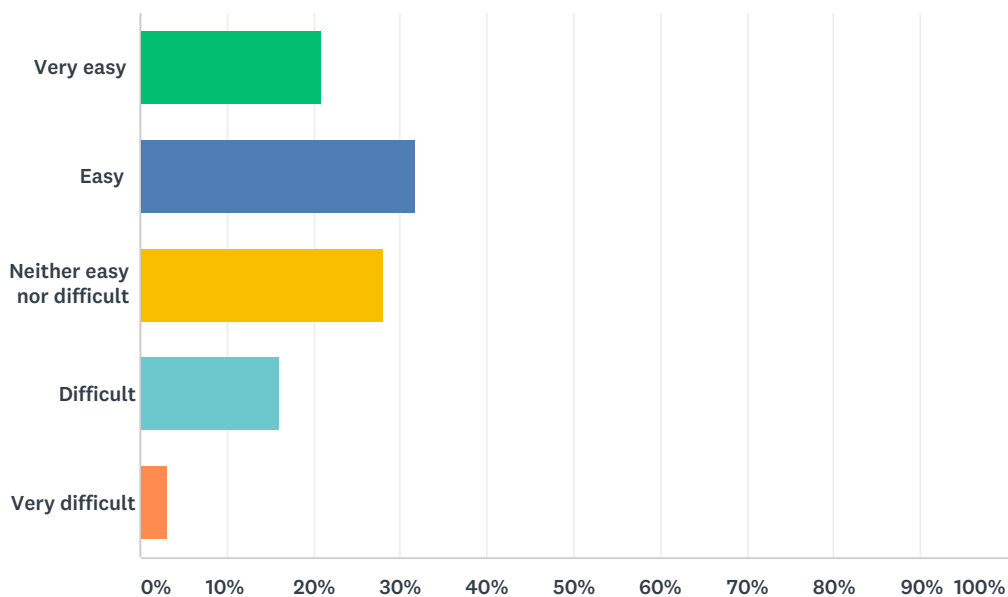
Answered: 381 Skipped: 18



ANSWER CHOICES	RESPONSES	
Very easy	33.07%	126
Easy	36.22%	138
Neither easy nor difficult	16.54%	63
Difficult	12.86%	49
Very difficult	1.31%	5
TOTAL		381

Q8 For that same consultation how easy was it to get an appointment with the GP or clinician that you would usually see?

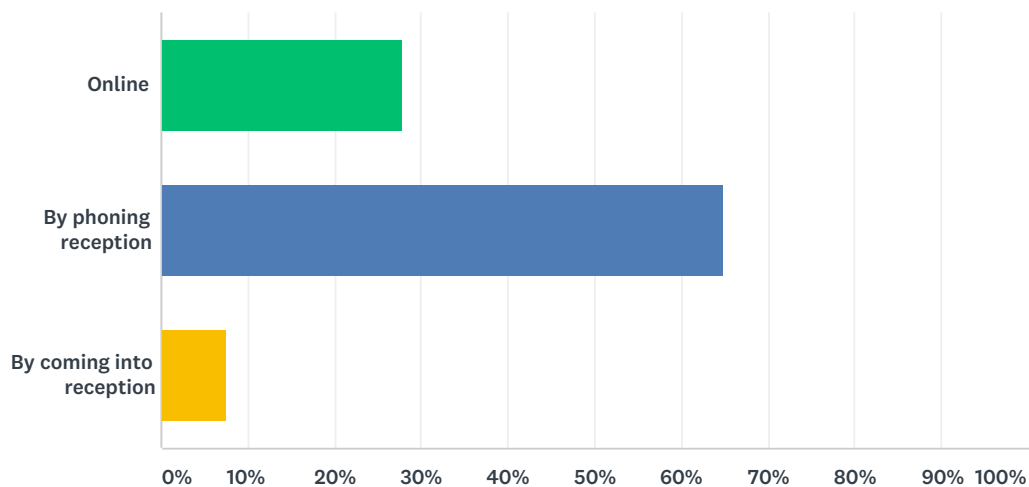
Answered: 384 Skipped: 15



ANSWER CHOICES	RESPONSES	
Very easy	20.83%	80
Easy	31.77%	122
Neither easy nor difficult	28.13%	108
Difficult	16.15%	62
Very difficult	3.13%	12
TOTAL		384

Q9 How would you usually book your appointments?

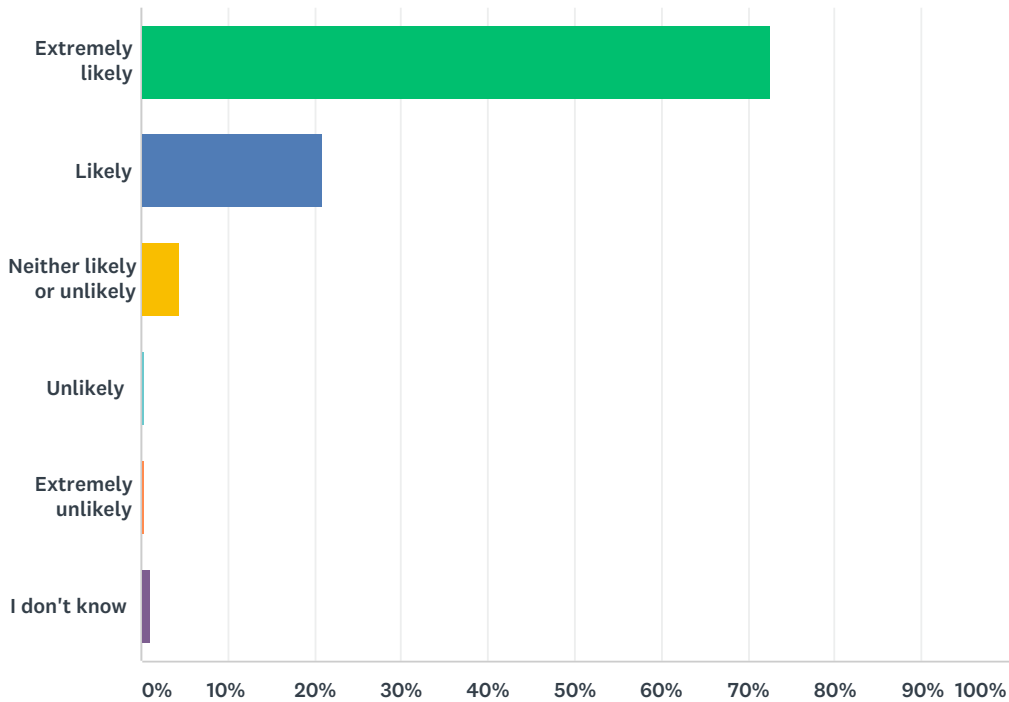
Answered: 389 Skipped: 10



ANSWER CHOICES	RESPONSES	
Online	27.76%	108
By phoning reception	64.78%	252
By coming into reception	7.46%	29
TOTAL		389

Q10 We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?

Answered: 386 Skipped: 13



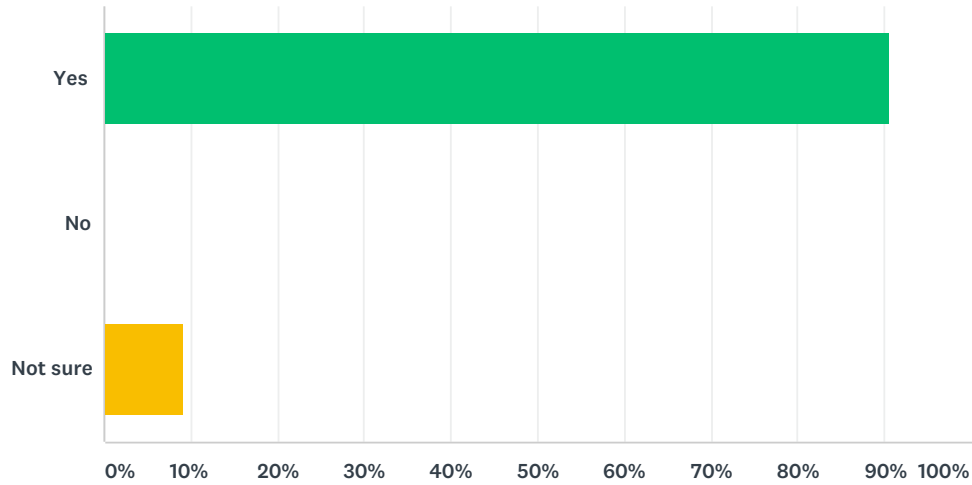
ANSWER CHOICES	RESPONSES	
Extremely likely	72.54%	280
Likely	20.98%	81
Neither likely or unlikely	4.40%	17
Unlikely	0.52%	2
Extremely unlikely	0.52%	2
I don't know	1.04%	4
TOTAL		386

Q11 Do you have any other suggestions that we could consider to help to improve the content or design of our website?

Answered: 181 Skipped: 218

Q12 We are hoping to enhance the type of appointments that are available during our extended hours sessions which usually take place on Monday evenings between 6:30- 8 pm. Do you agree that this would help to improve patient access?

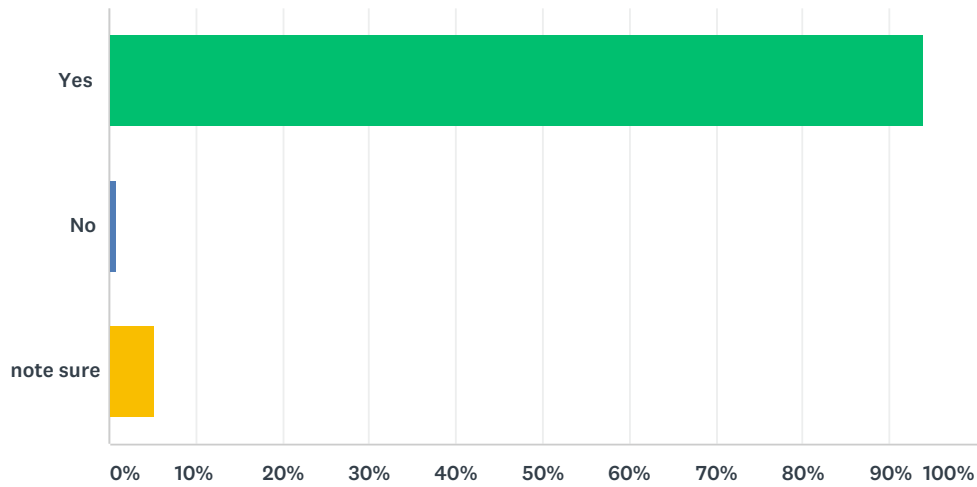
Answered: 379 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	90.50%	343
No	0.26%	1
Not sure	9.23%	35
TOTAL		379

Q13 During these extended hours sessions there may be the option to see additional health care professionals such as Practice Nurses, Health Care Assistants or Paramedic Practitioners. Do you feel this would be useful?

Answered: 381 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	93.96%	358
No	0.79%	3
note sure	5.25%	20
TOTAL		381