

Receptionists

Very poor	Poor	Fair	Good	Very Good	Excellent
1		2	4	20	32
0.73%		1.47%	2.94%	14.70%	23.53%
					56.62%

Appointments

Very poor	Poor	Fair	Good	Very good	Excellent
2		2	16	40	48
1.47%		1.47%	11.76%	29.41%	35.29%
					20.59%

Online Appointments

Yes	No
48	88
35.29%	64.71%

Urgent Appointment

Yes	No	Don't know
100	17	19
73.53%	12.50%	13.97%

Telephones

Very poor	Poor	Fair	Good	Very good	Excellent
4		11	20	44	36
2.94%		8.09%	14.70%	32.35%	26.47%
					15.44%

Satisfaction

Very satisfied	Fairly satisfied	Neutral	Fairly unsatisfied	Very unsatisfied
77	37		13	7
56.62%	27.20%		9.56%	5.15%
				1.47%

Out of Hours

Yes	No
86	50
63.23%	36.77%

Minor Injury Unit Opening

Yes	No
90	46
66.18%	33.82%

Minor Injury Unit Services

Yes	No
83	53
61.03%	38.97%

Male

Female
55
40.44%
81
59.59%

Age

18-30	31-50	51-70	71+
21	56	37	22
15.44%	41.18%	27.20%	16.18%

Ethnicity

White	Black/black british	Asian/Asian British	Chinese	Mixed	Other
102	19	5	2	5	3
75%	13.97%	3.68%	1.47%	3.68%	2.20%

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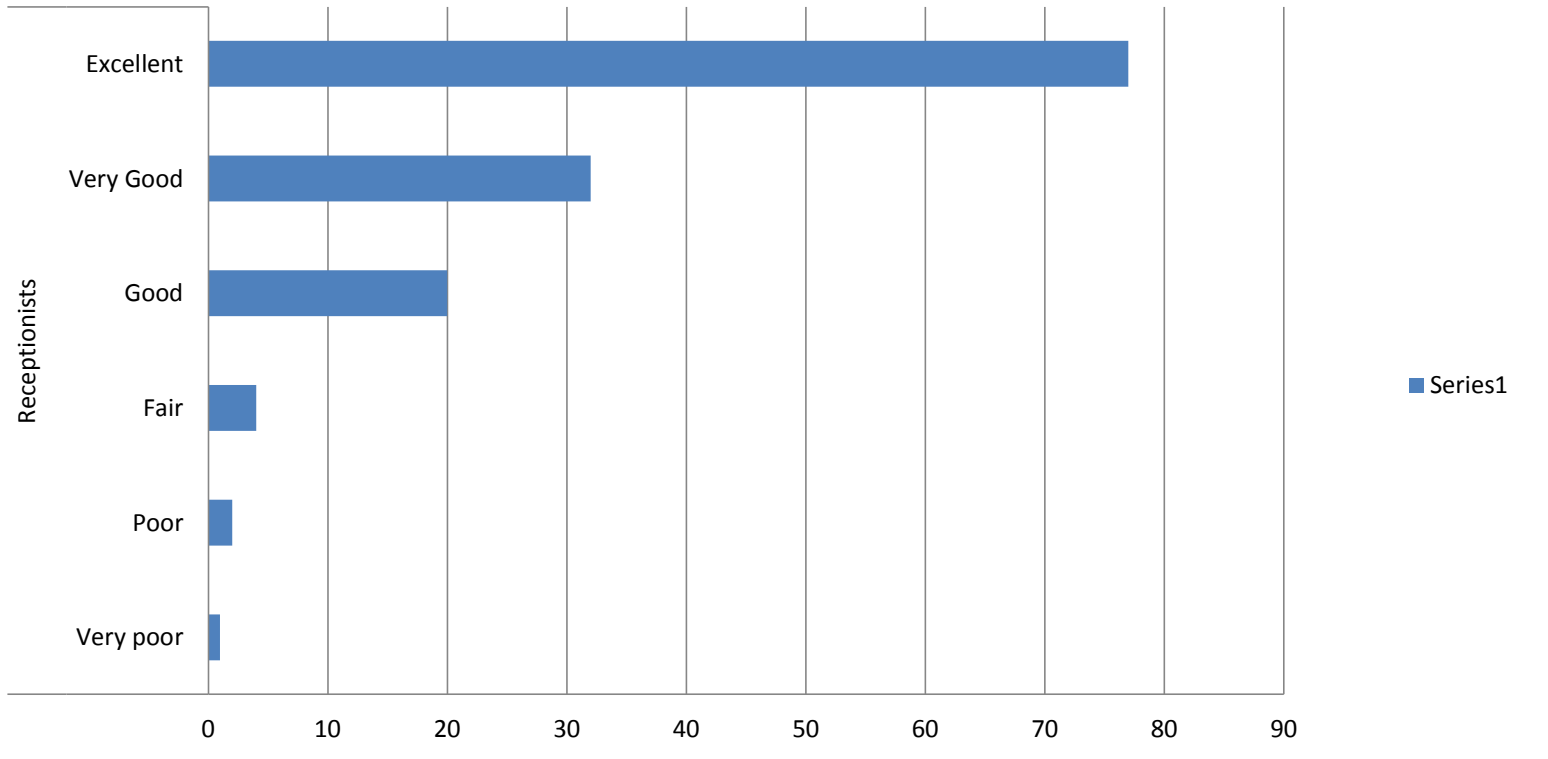
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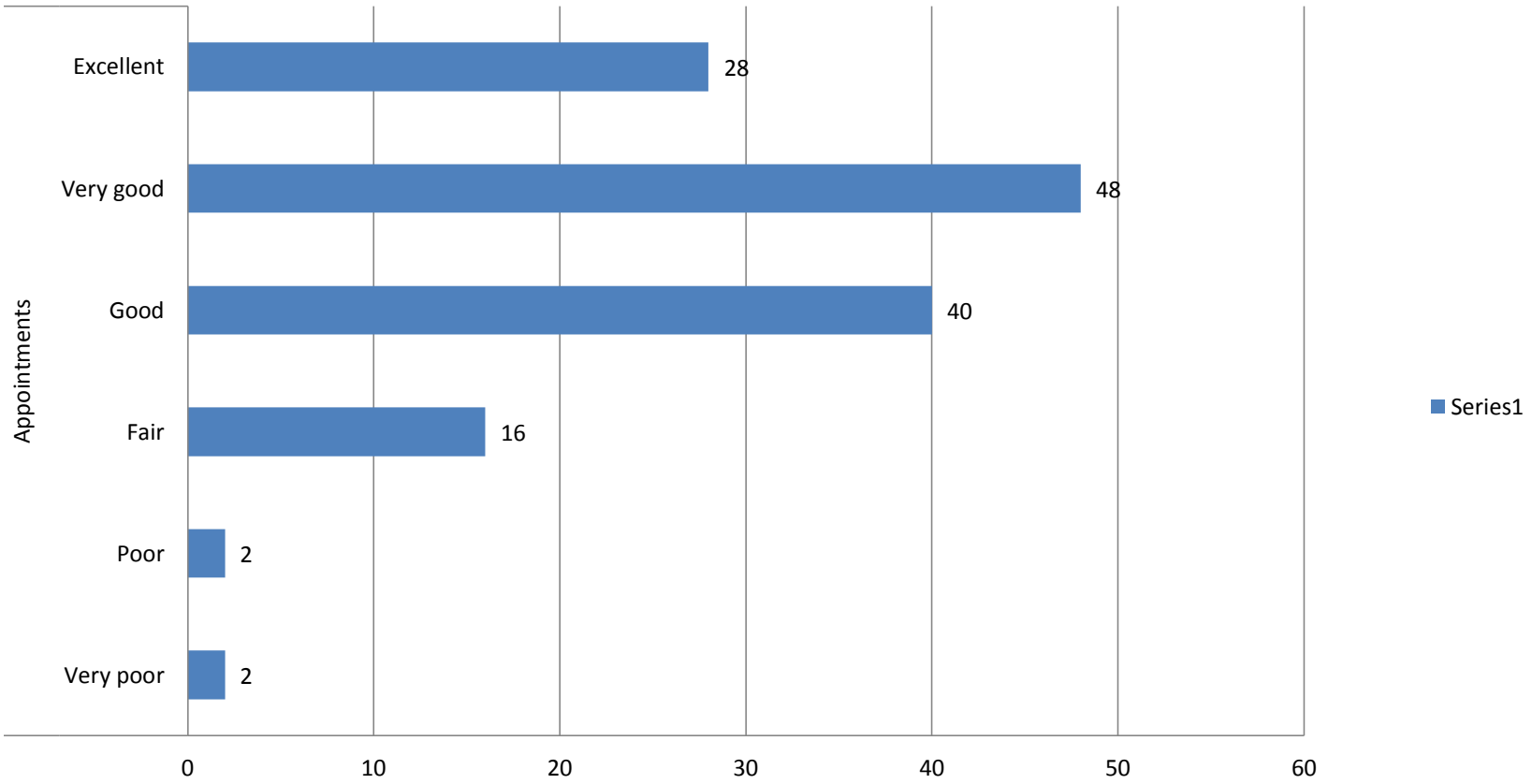
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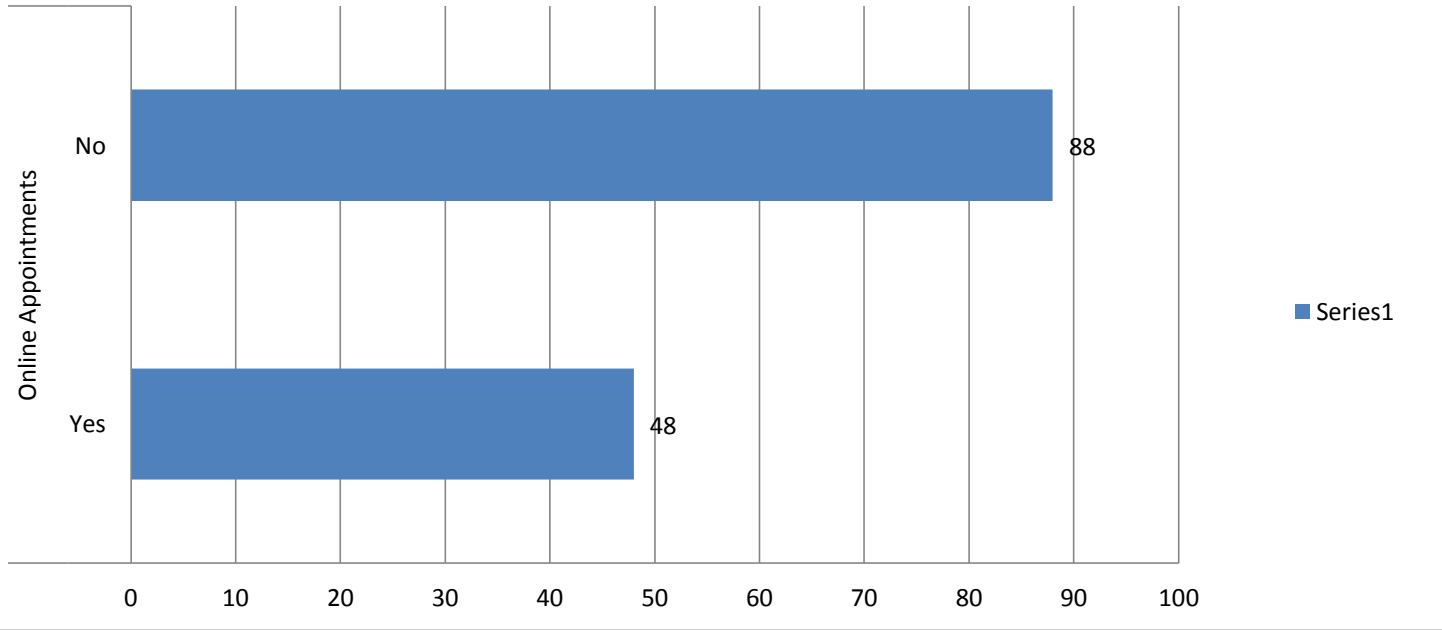
Patient Survey 2013



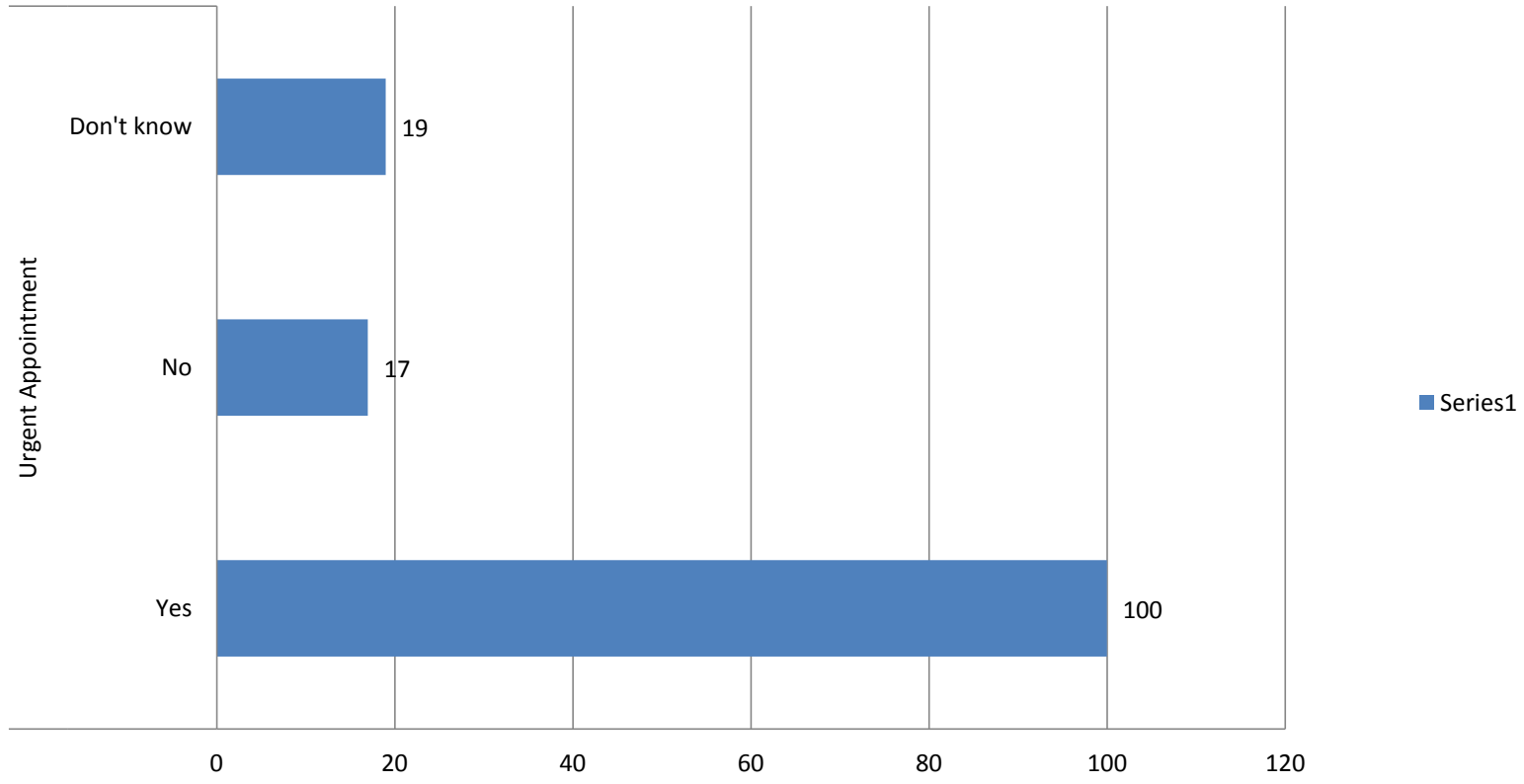
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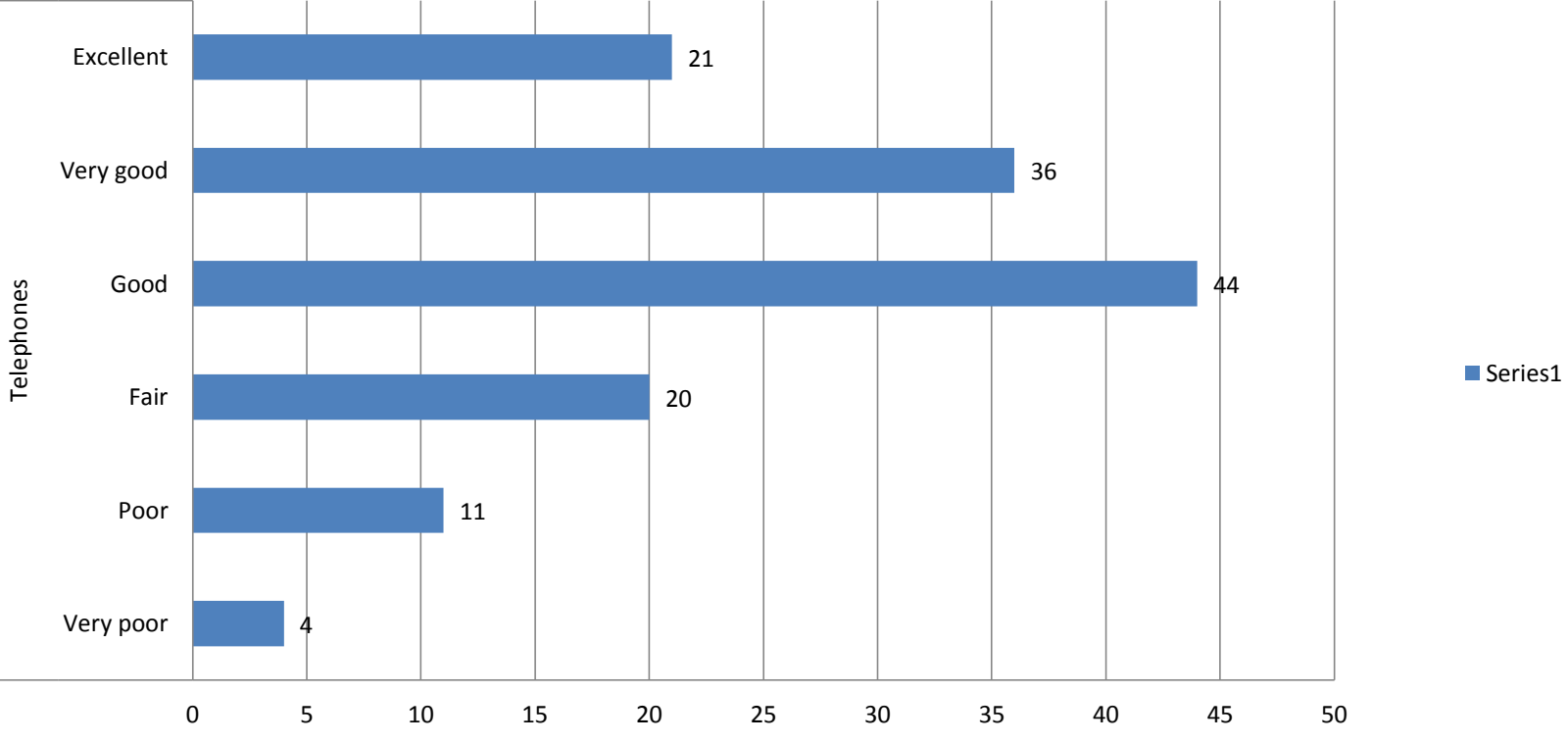
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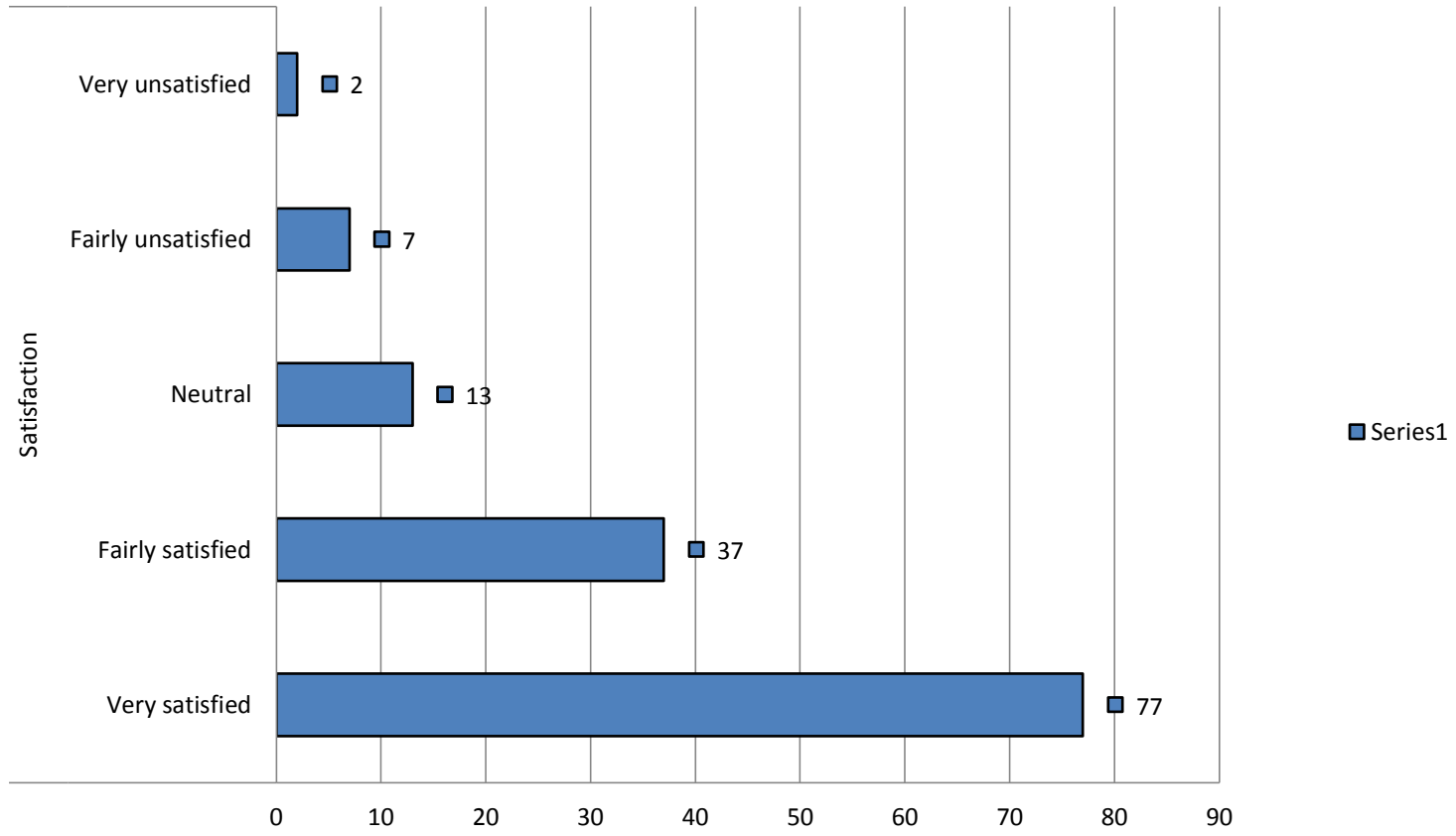
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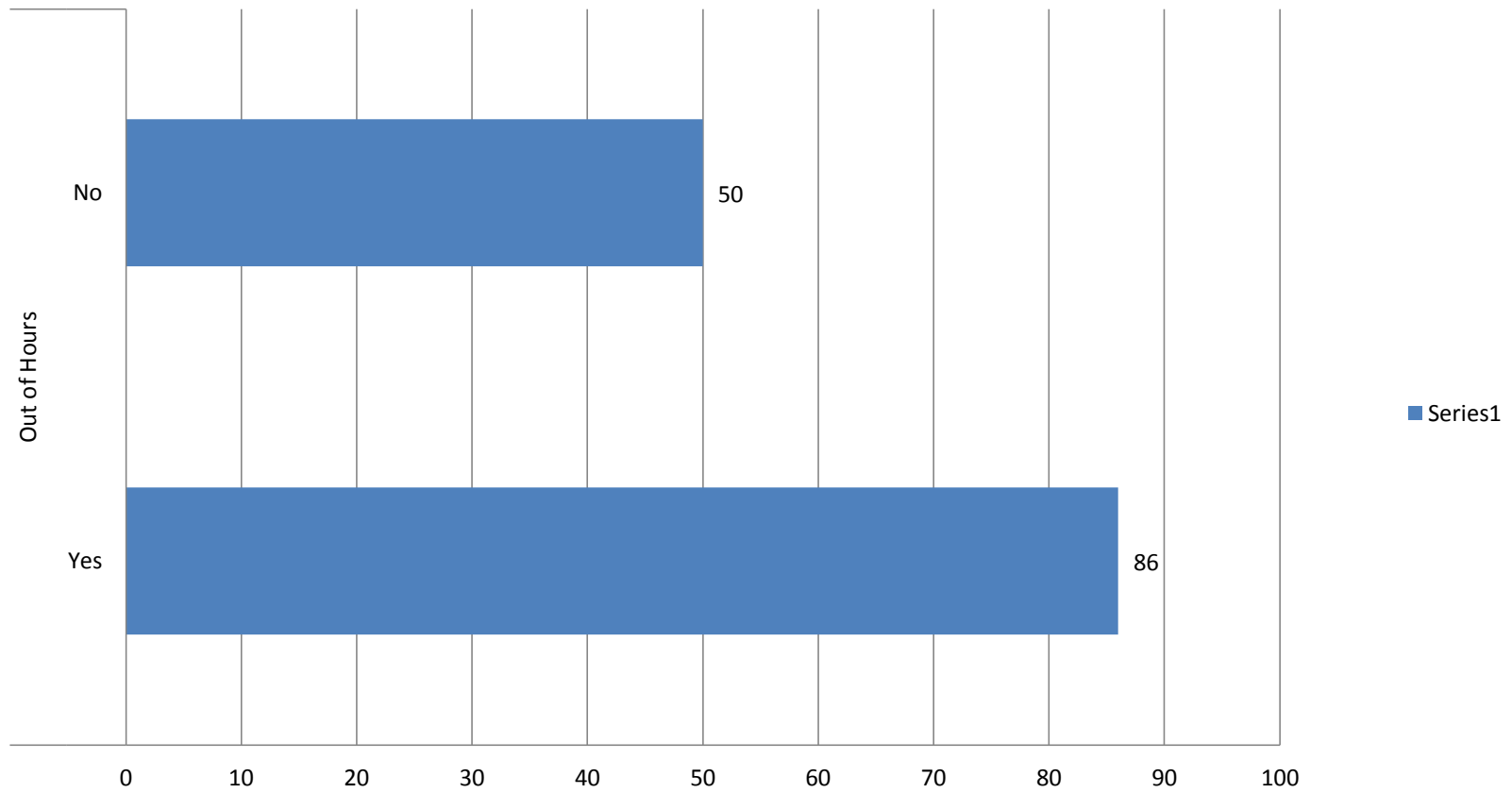
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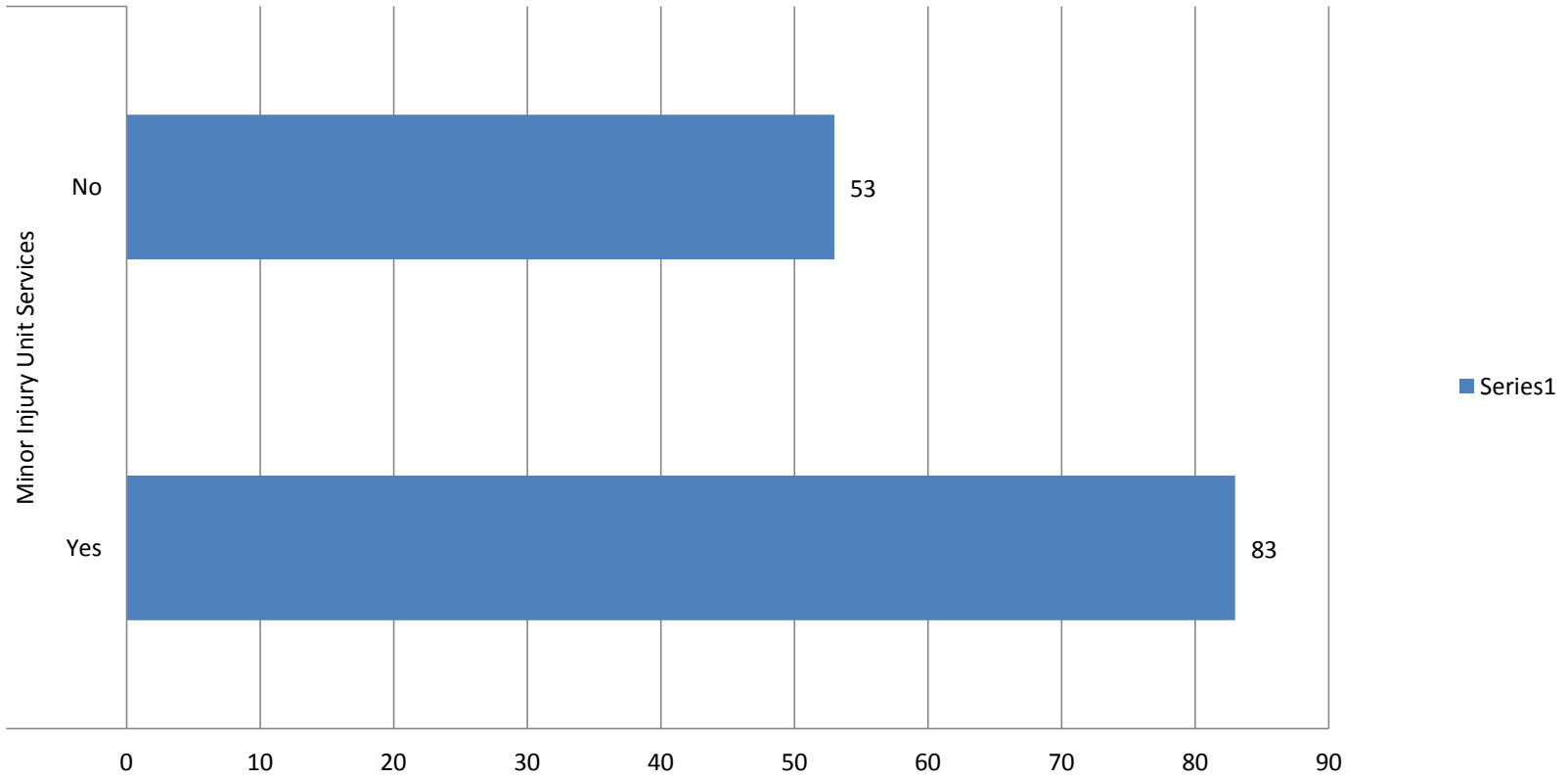
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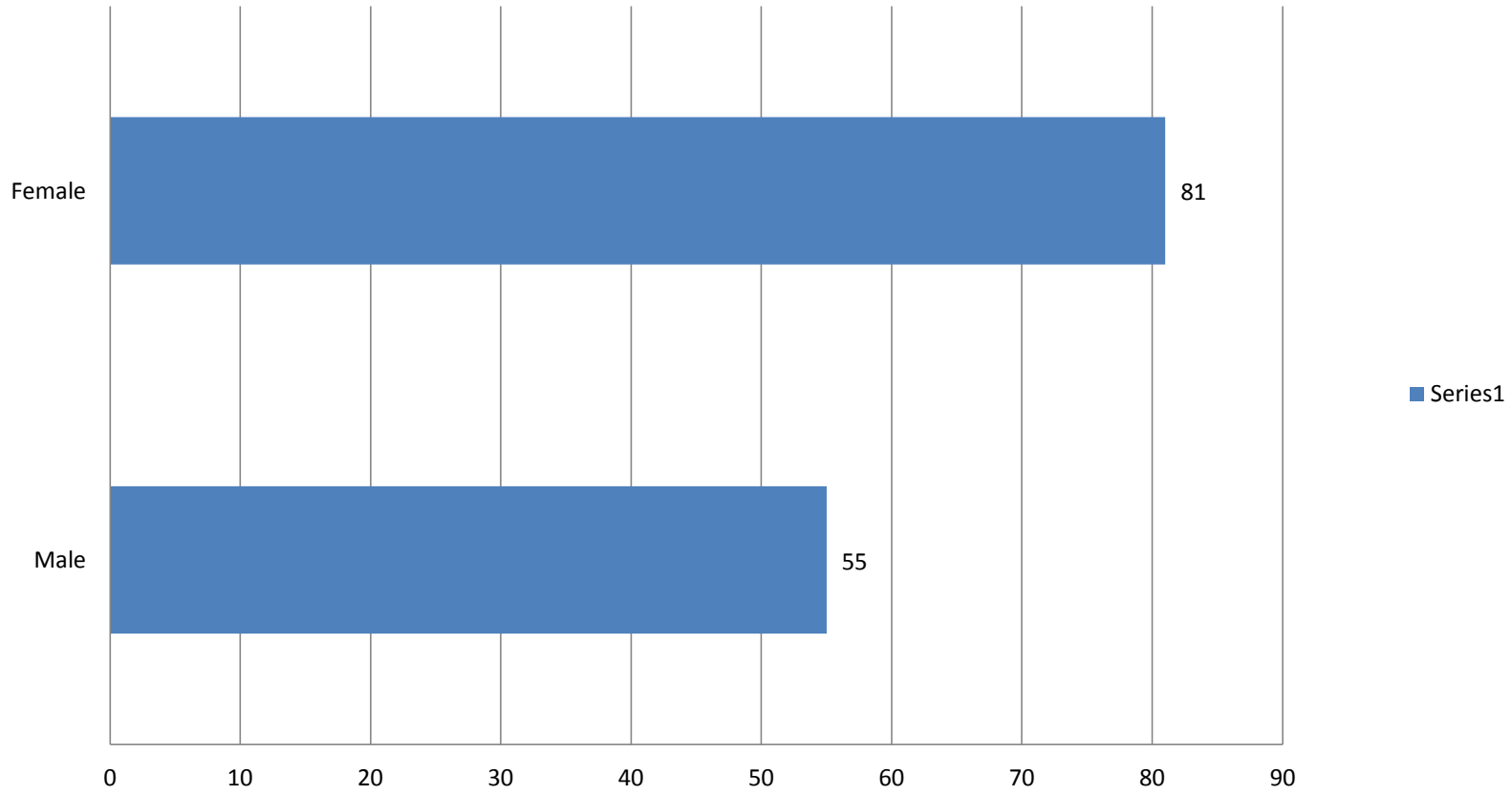
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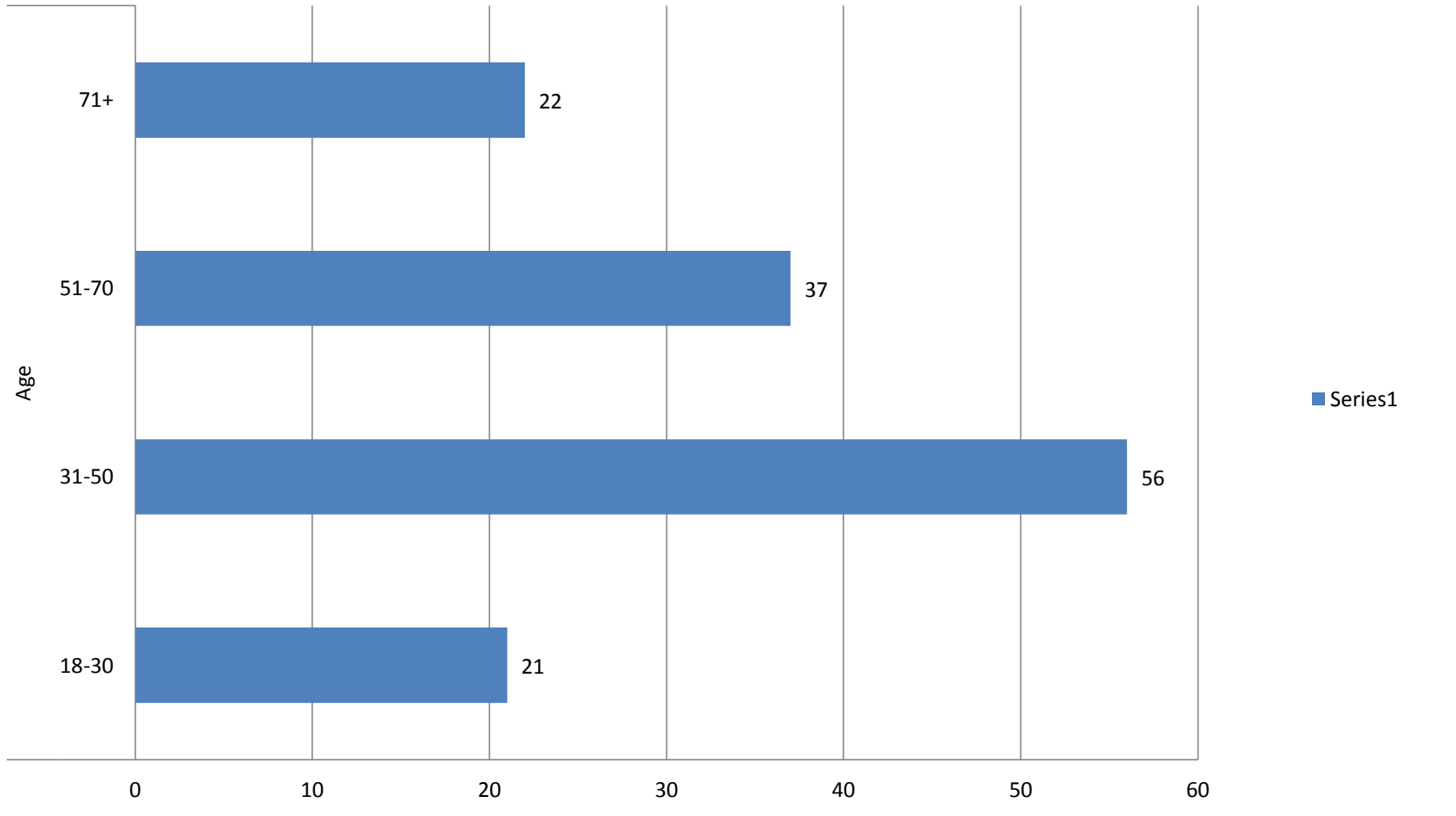
Patient Survey 2013



Patient Survey 2013



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