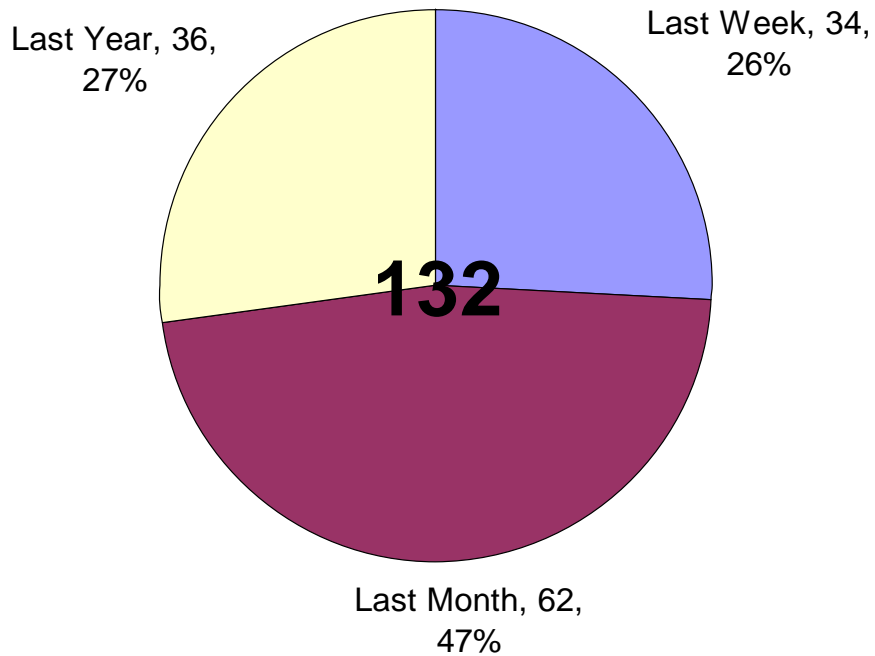
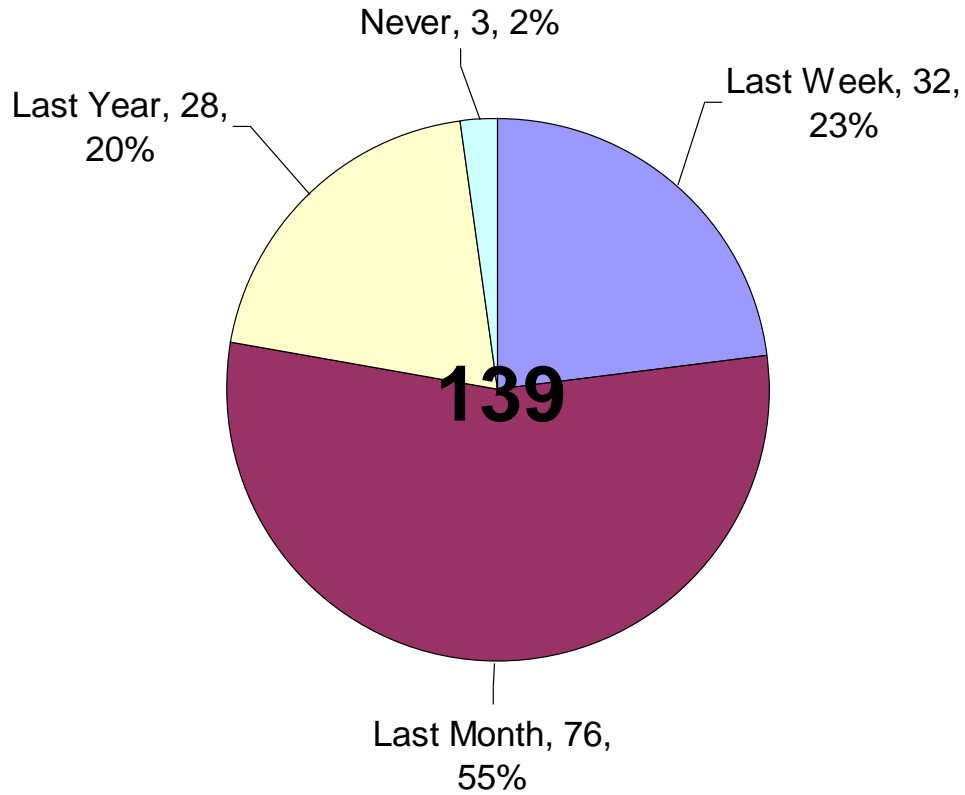


Seen Last 2016



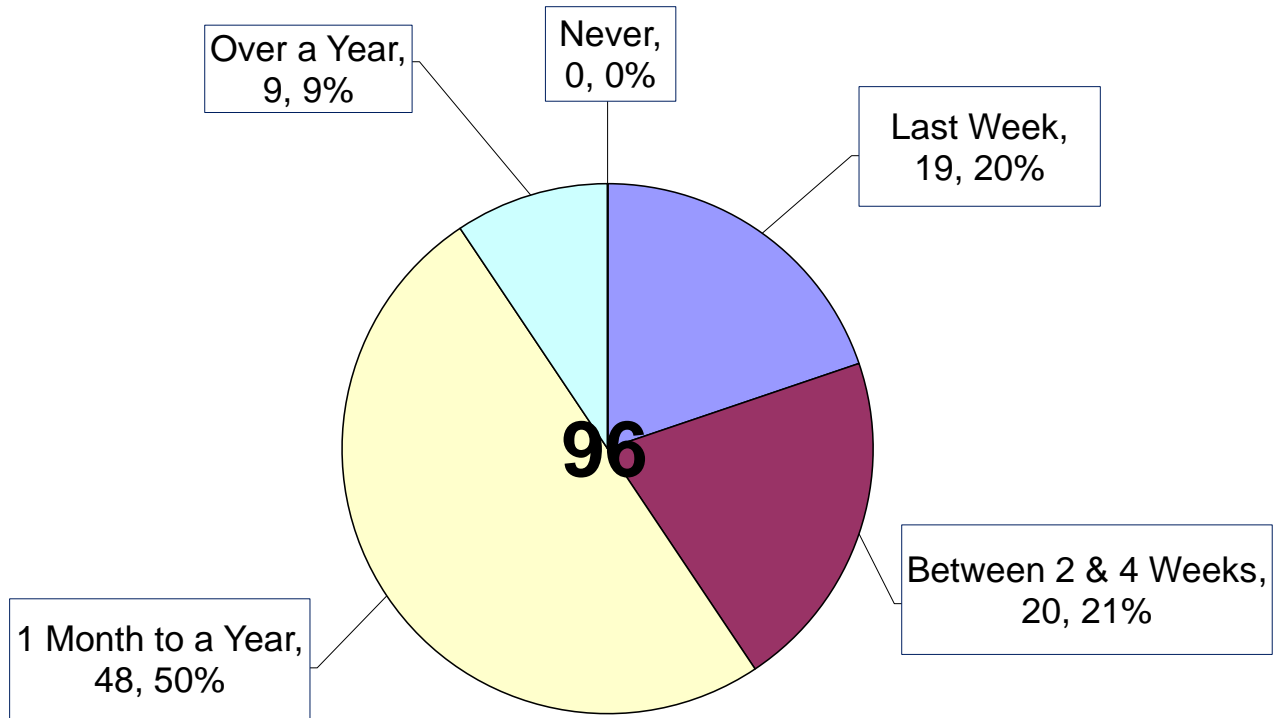
■ Last Week ■ Last Month ■ Last Year

Seen Last 2017



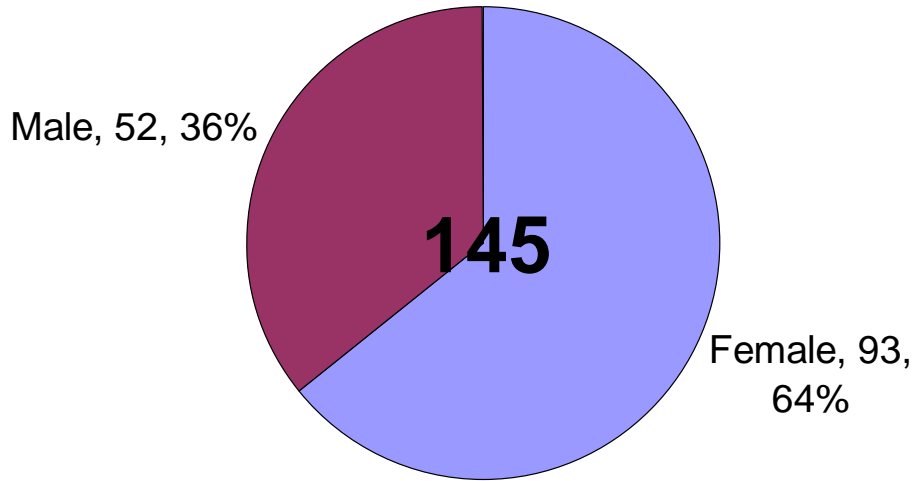
■ Last Week ■ Last Month ■ Last Year ■ Never

Seen Last 2018



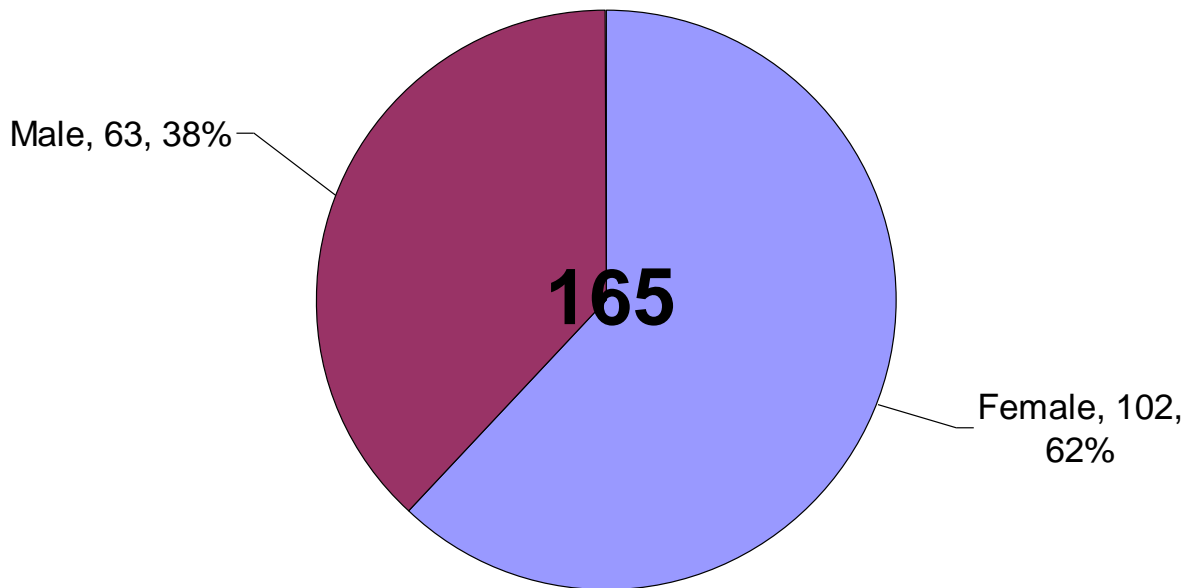
■ Last Week ■ Between 2 & 4 Weeks ■ 1 Month to a Year ■ Over a Year ■ Never

Sex 2016



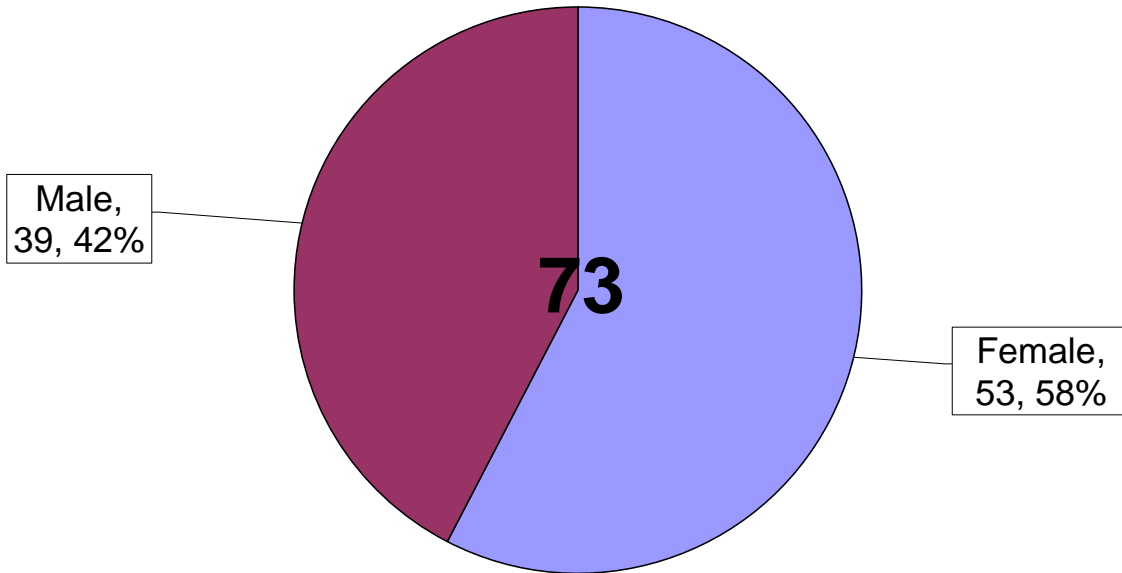
Female Male

Sex 2017



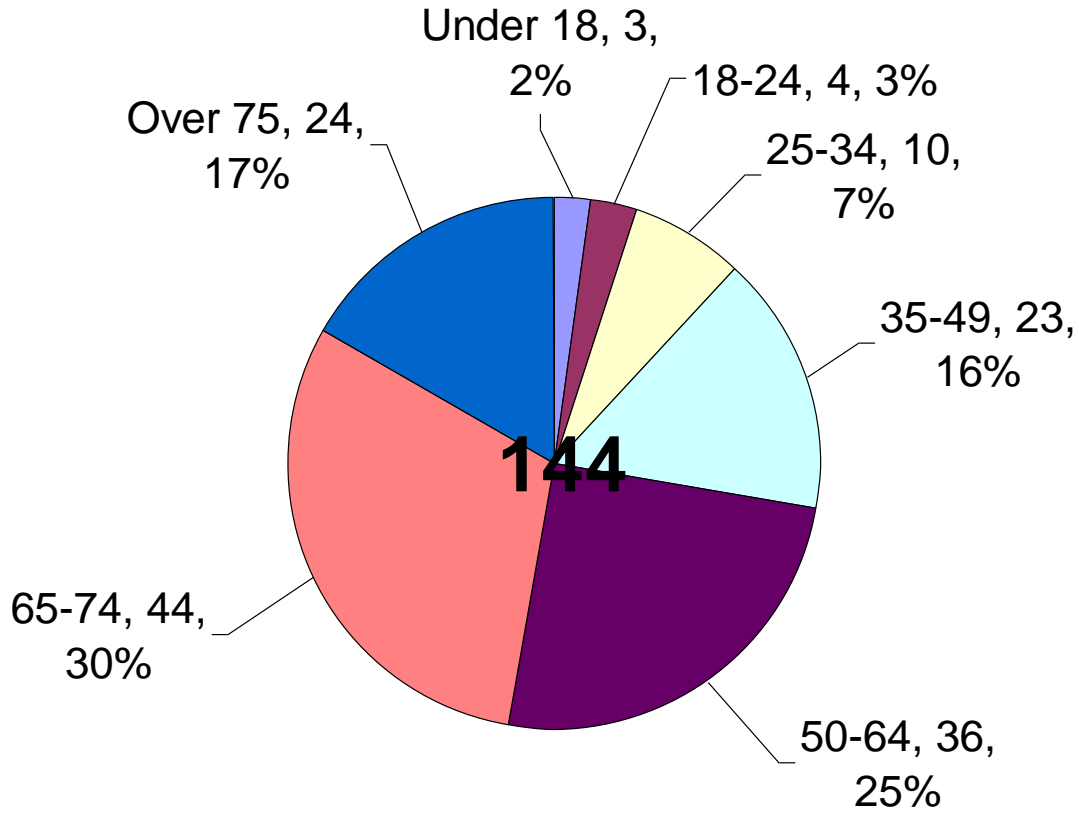
Female Male

Sex 2018



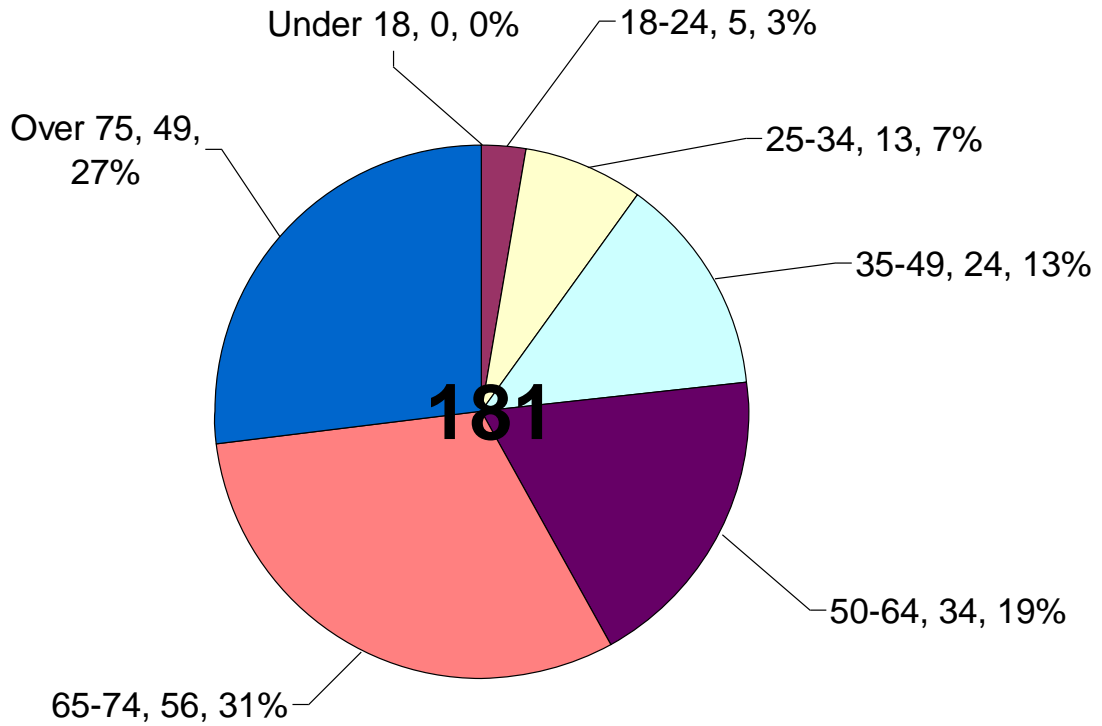
■ Female ■ Male

Age Groups 2016



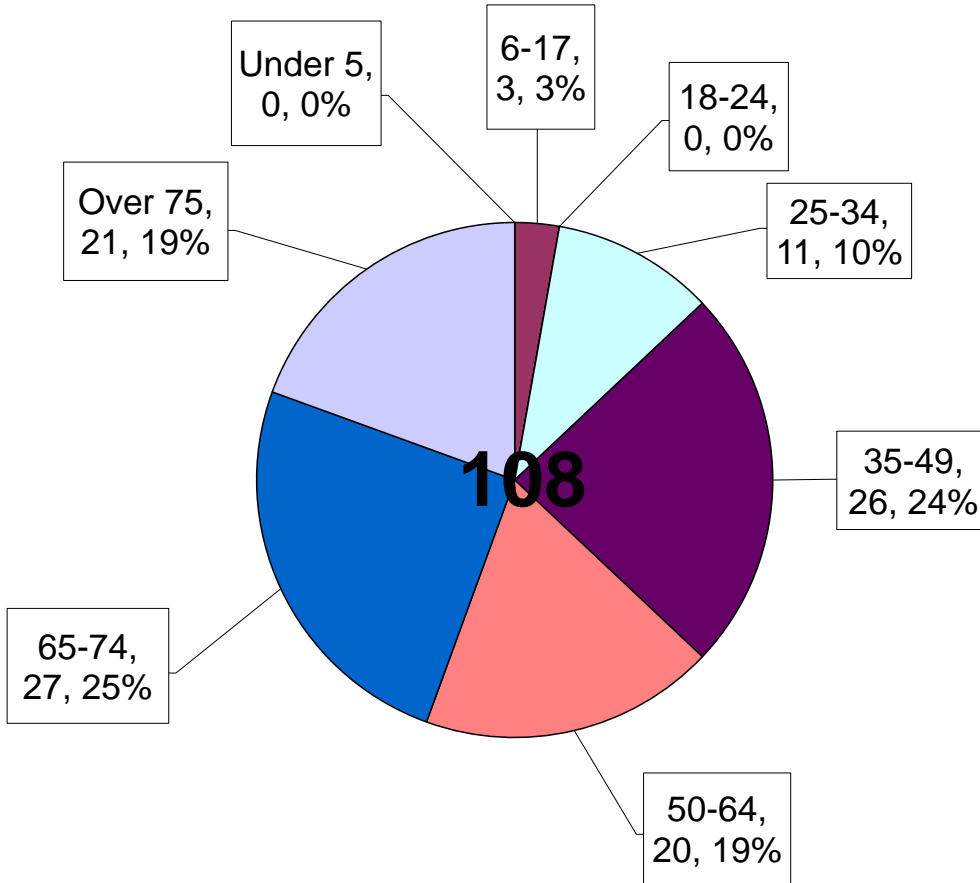
Under 18 18-24 25-34 35-49 50-64 65-74 Over 75

Age Groups 2017



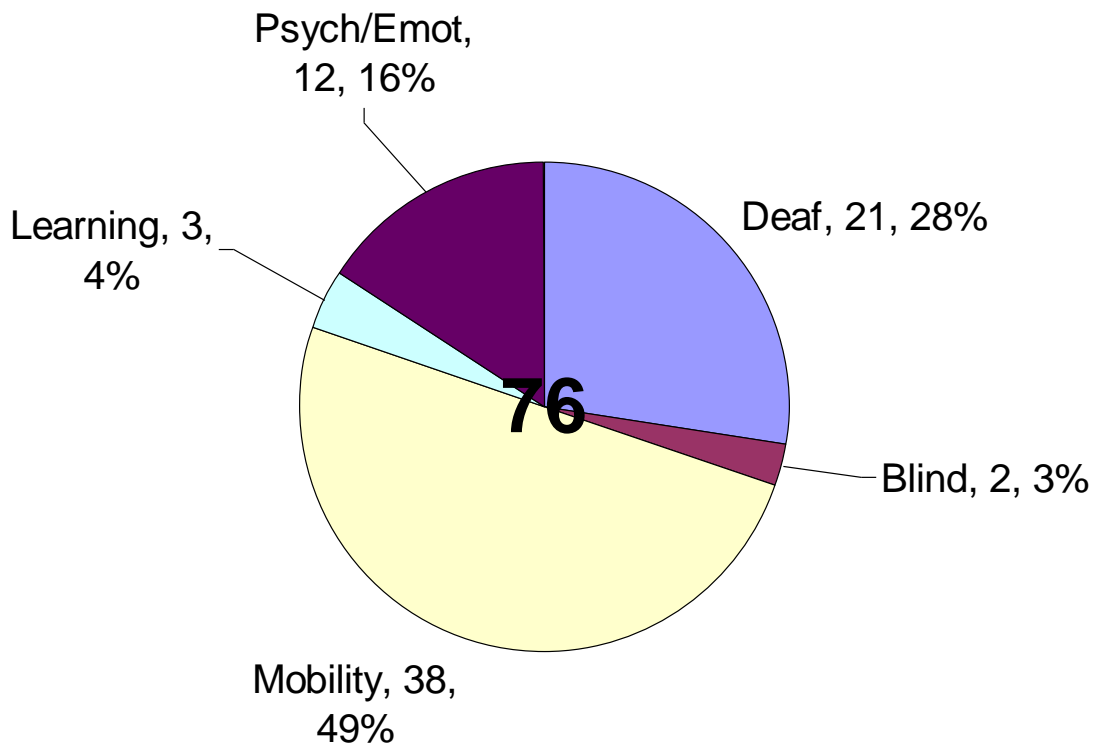
Under 18 18-24 25-34 35-49 50-64 65-74 Over 75

Age Groups 2018



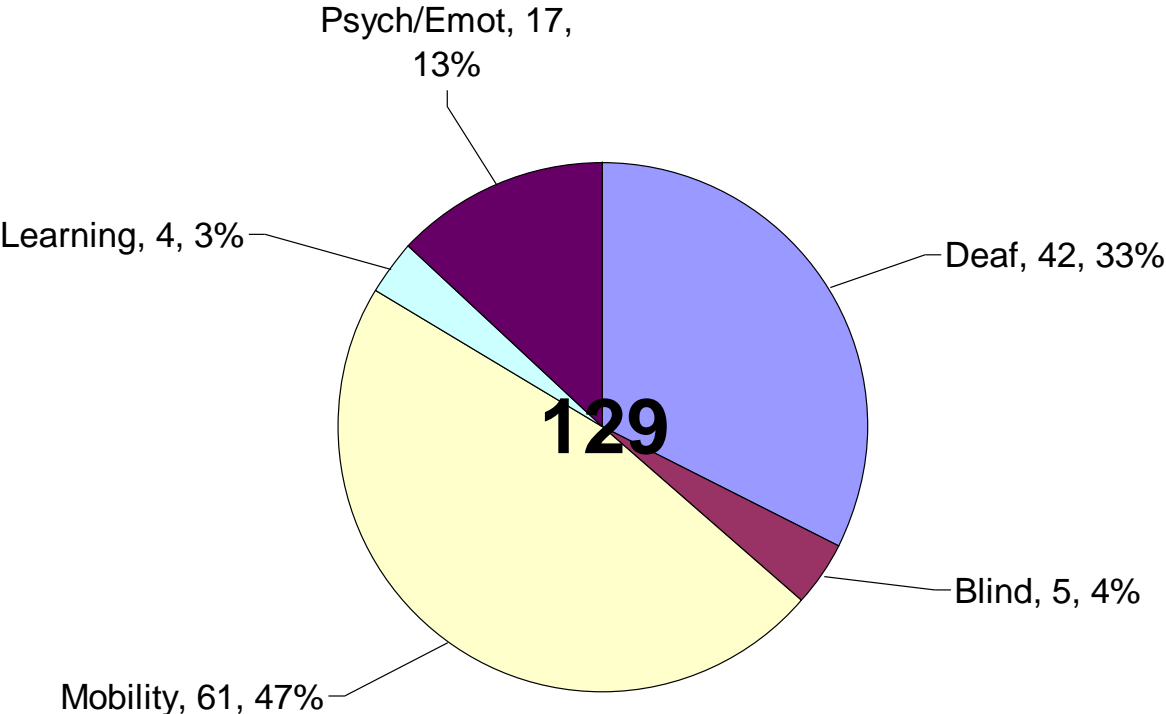
Legend: Under 5 (light purple), 6-17 (maroon), 18-24 (yellow), 25-34 (cyan), 35-49 (dark purple), 50-64 (red), 65-74 (blue), Over 75 (light blue)

Illness 2016



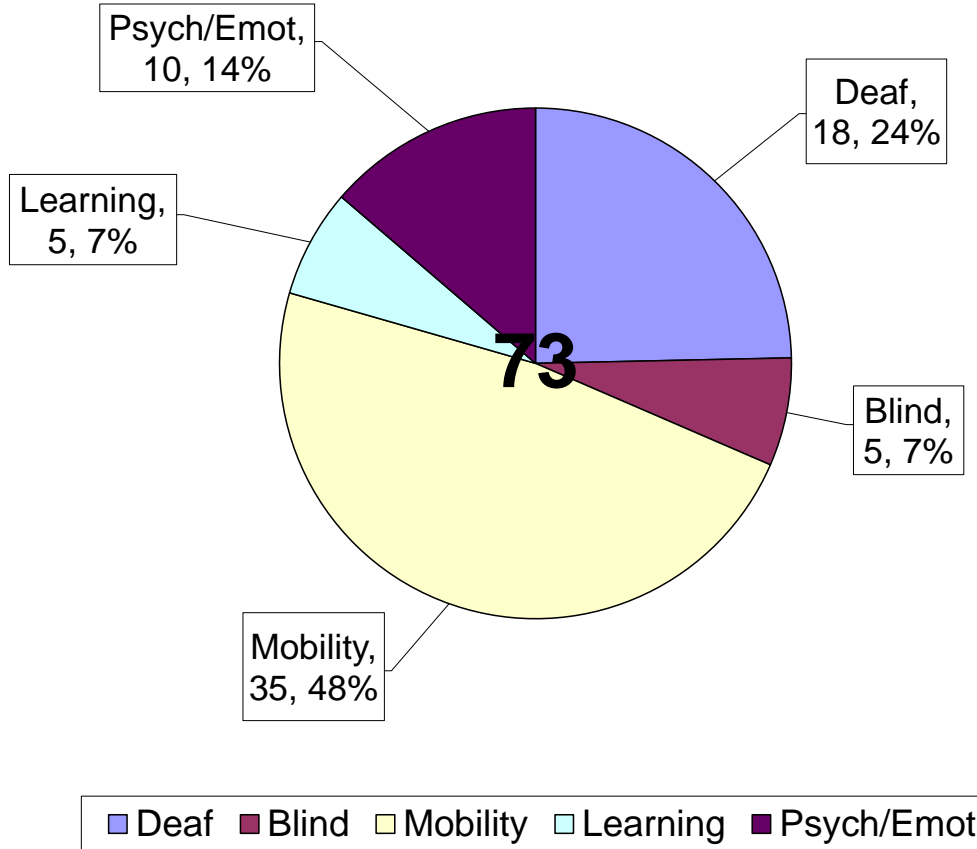
Deaf Blind Mobility Learning Psych/Emot

Illness 2017

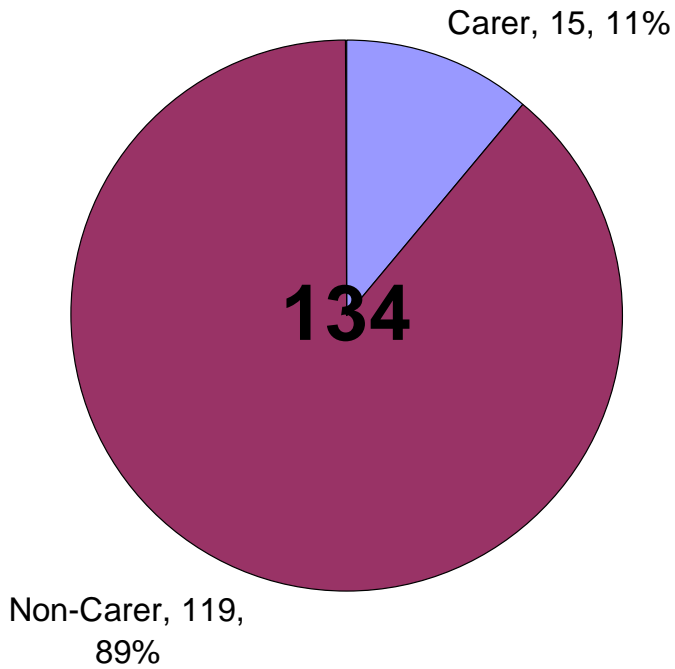


Deaf Blind Mobility Learning Psych/Emot

Illness 2018

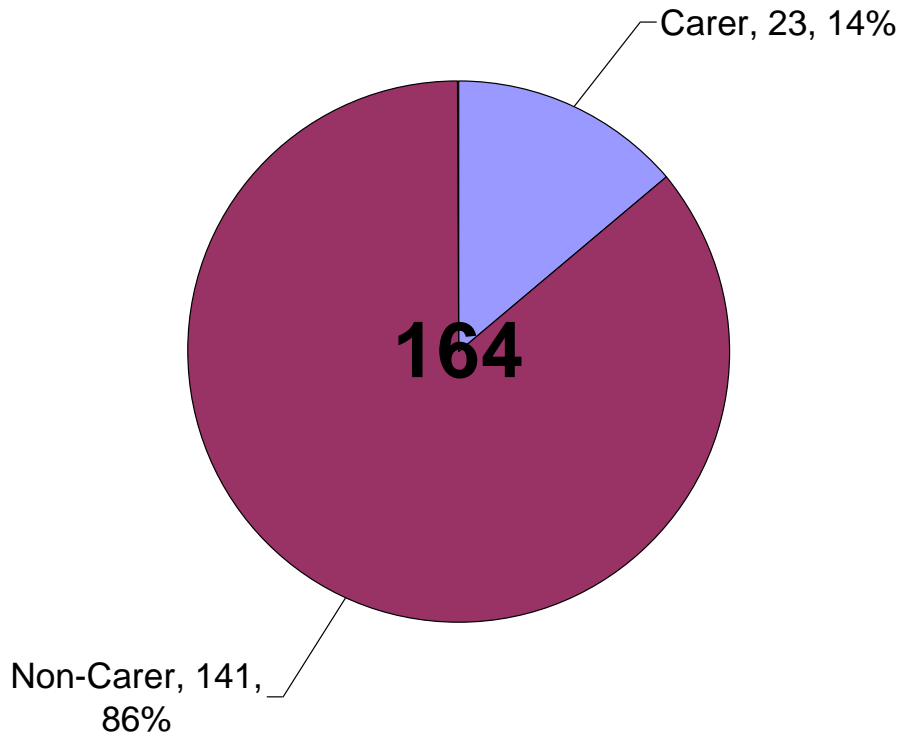


Carer 2016



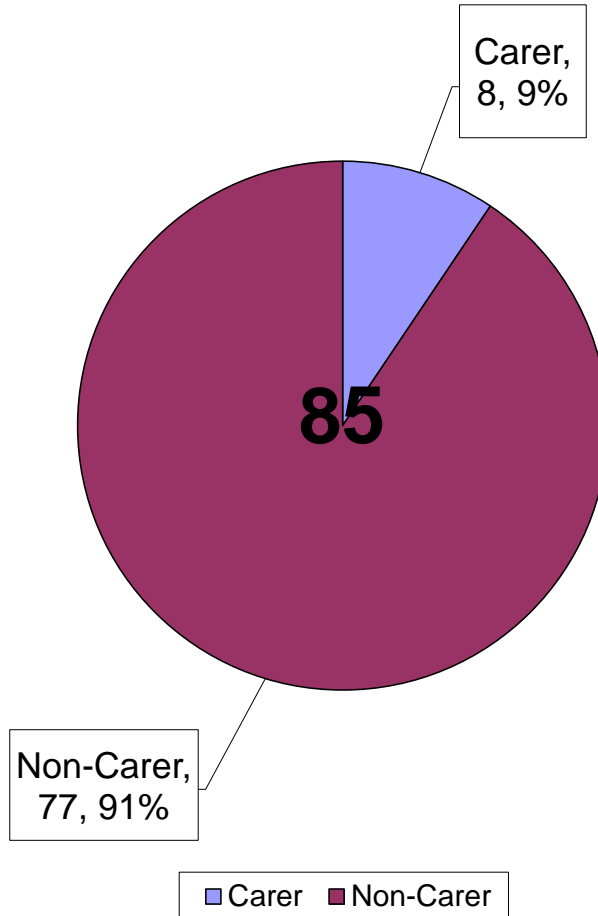
■ Carer ■ Non-Carer

Carer 2017

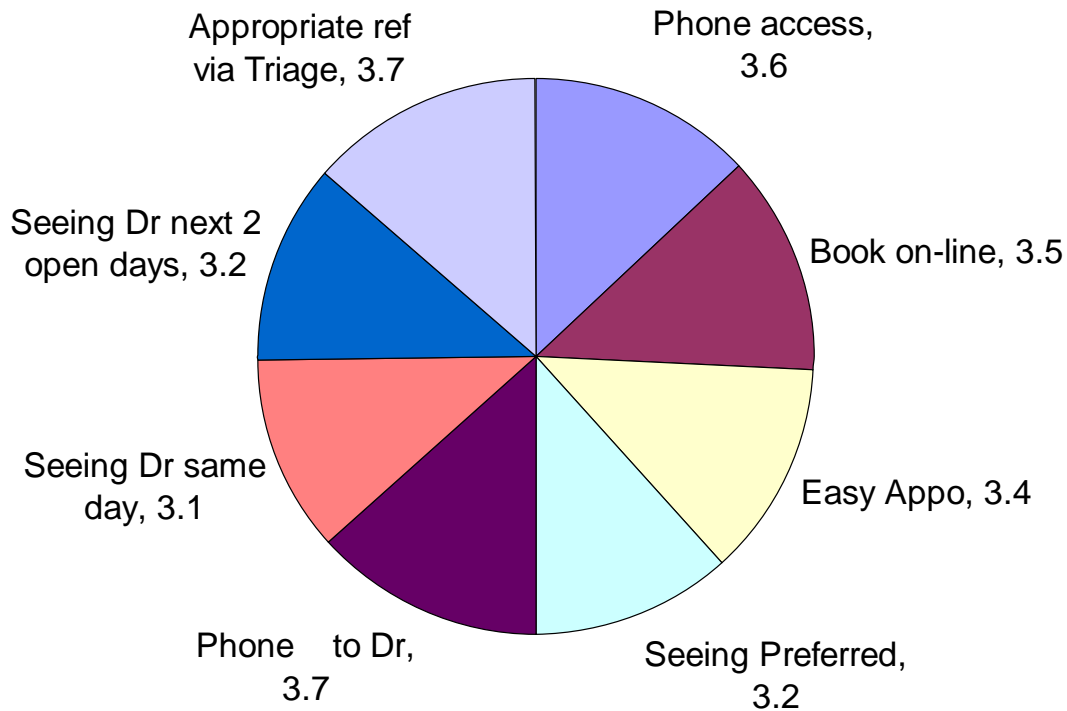


■ Carer ■ Non-Carer

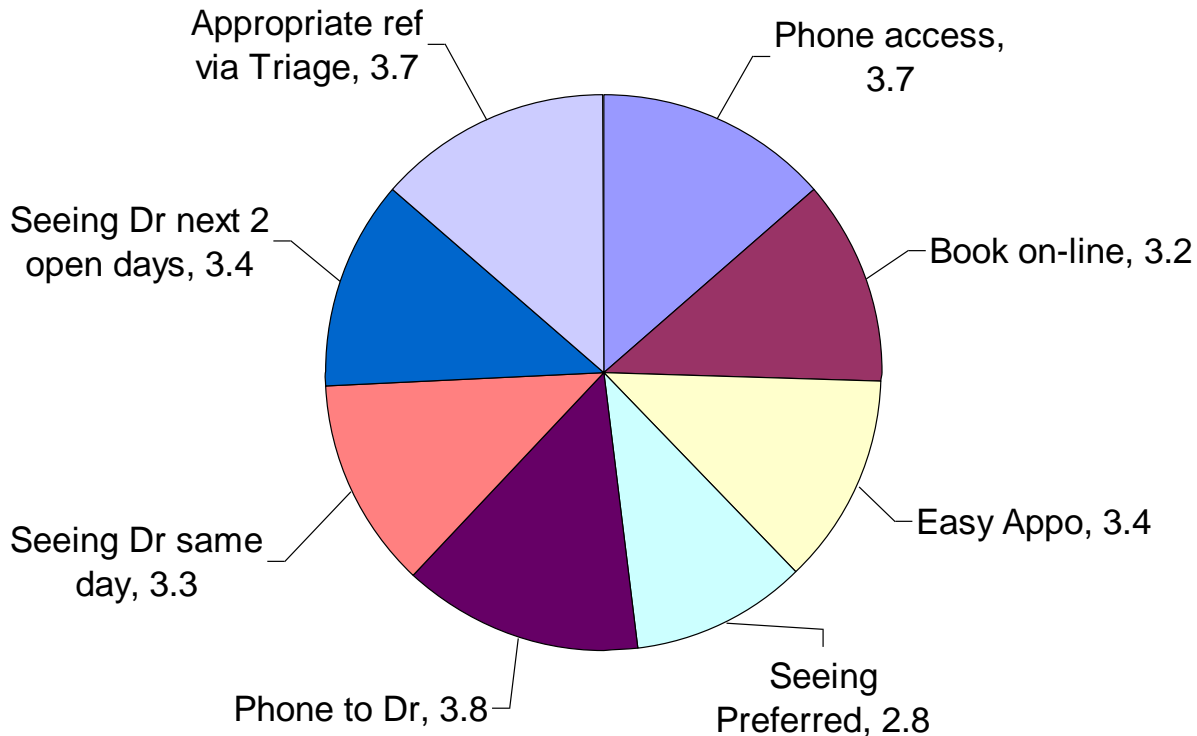
Carer 2018



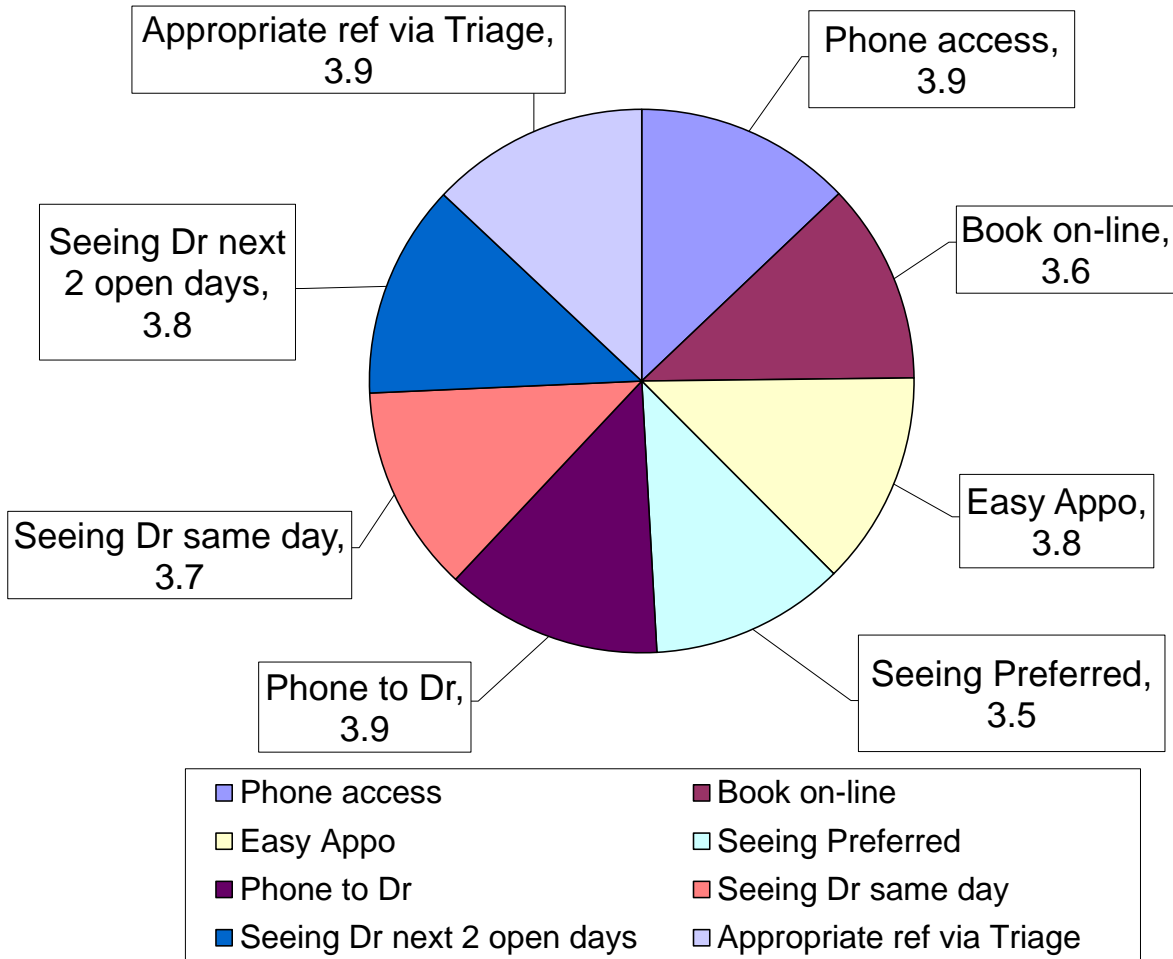
Surgery Access Rating (1-5 average) 2016



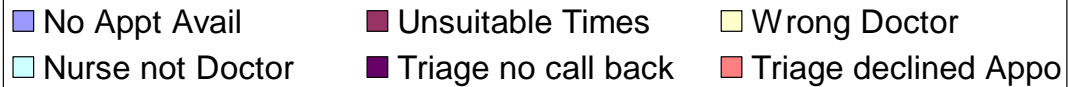
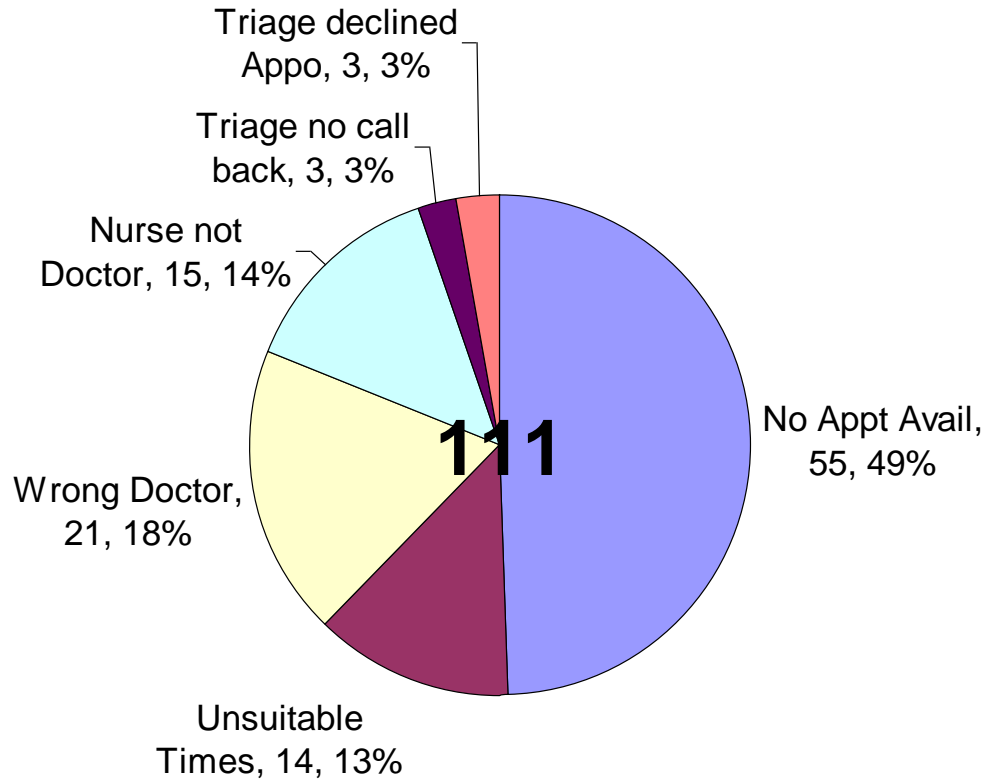
Surgery Access Rating (1-5 average) 2017



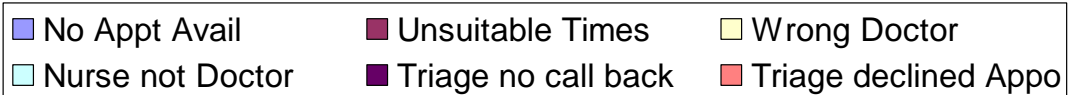
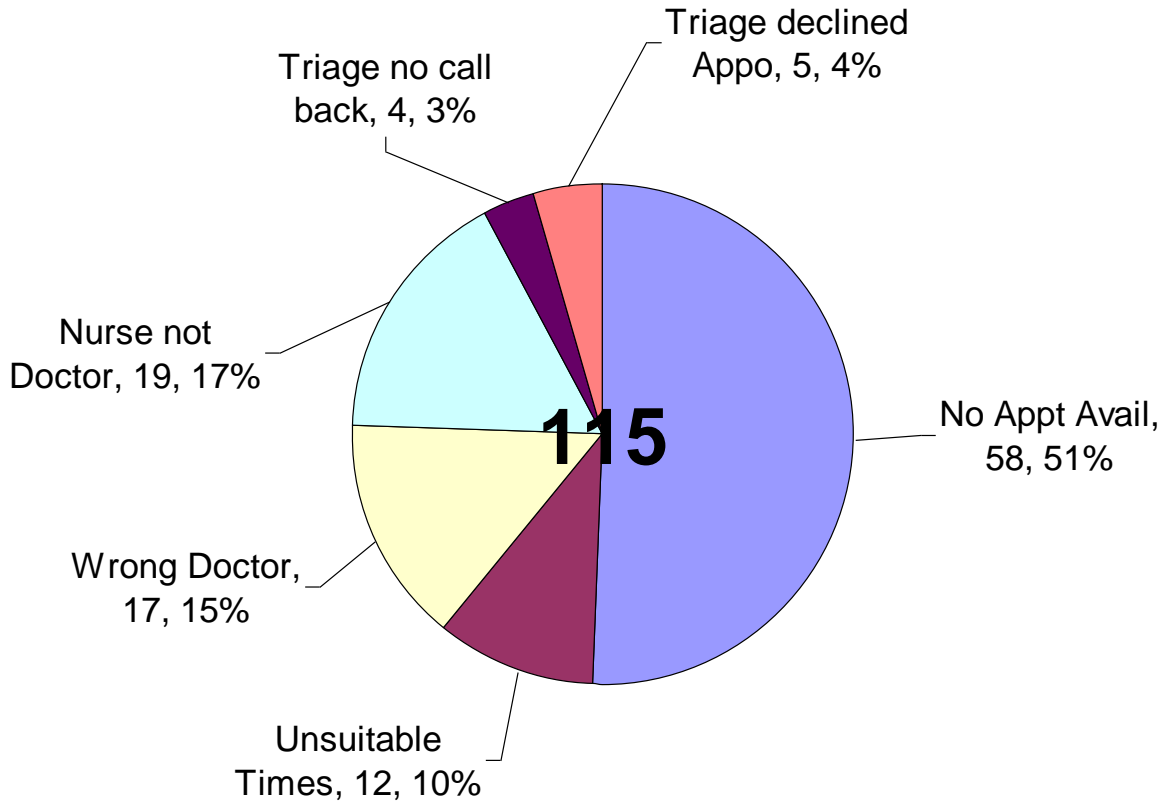
Surgery Access Rating (1-5 average) 2018



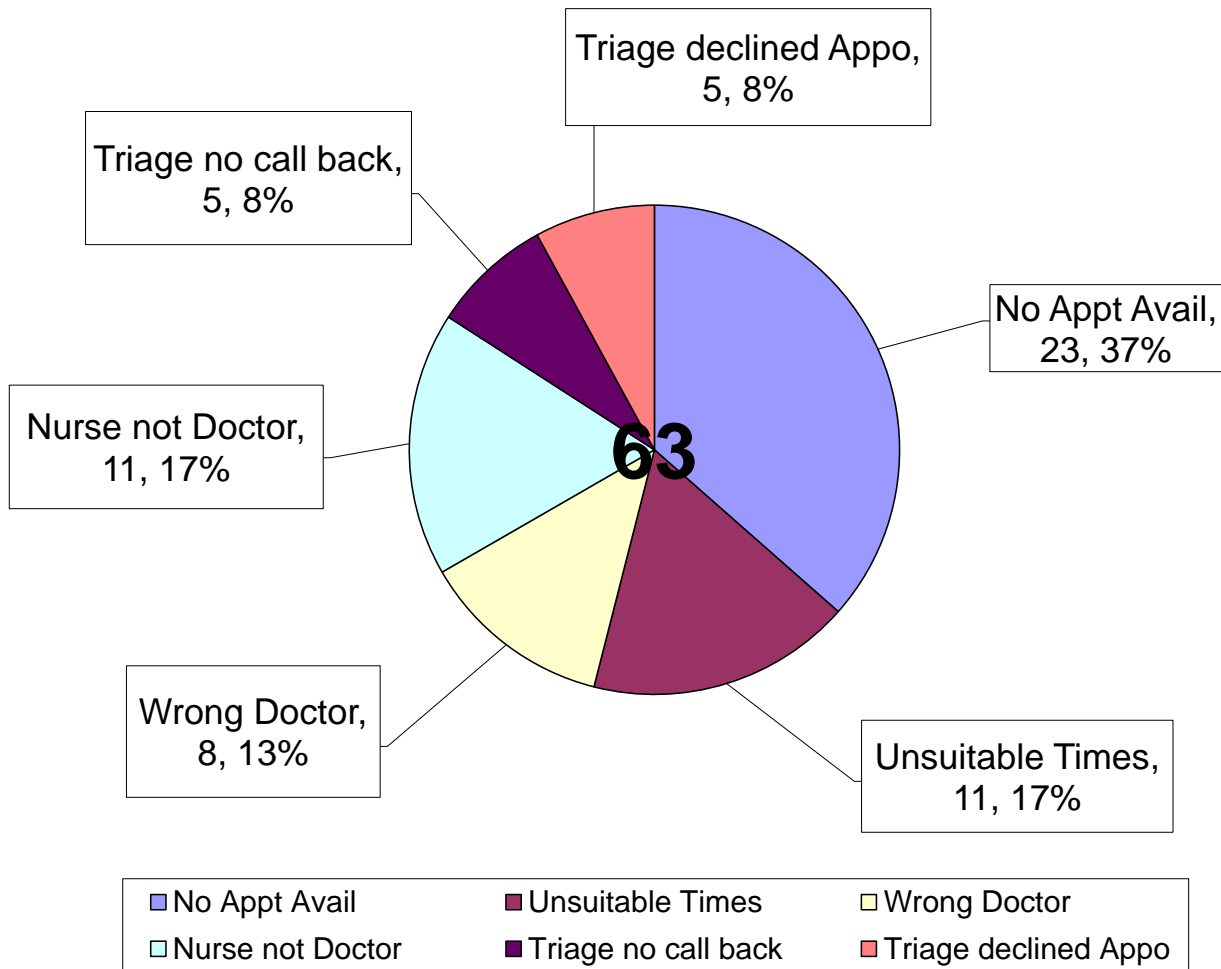
No Appointment Because 2016



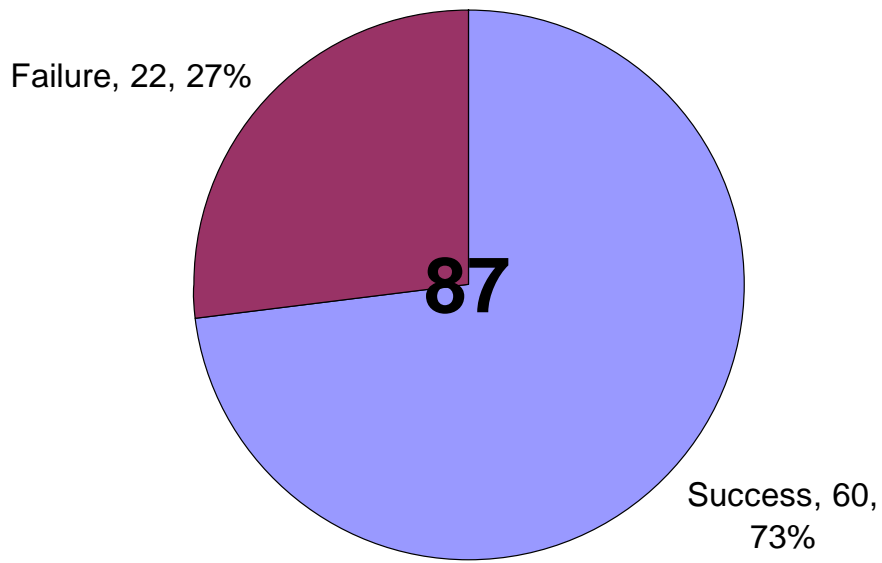
No Appointment Because 2017



No Appointment Because 2018



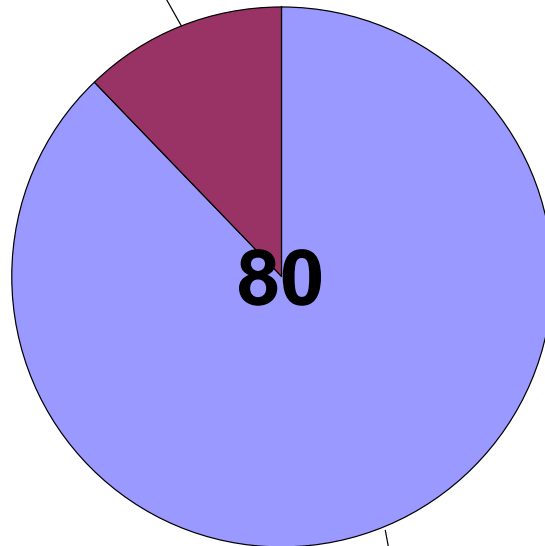
2 Days + Booking 2016



Success Failure

2 Days + Booking 2017

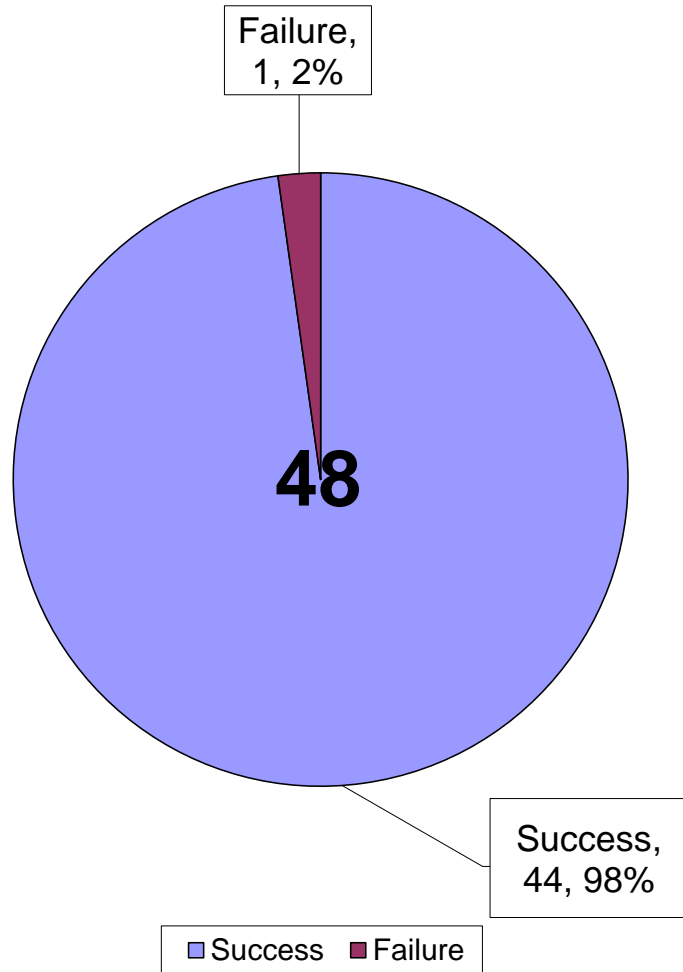
Failure, 9, 12%



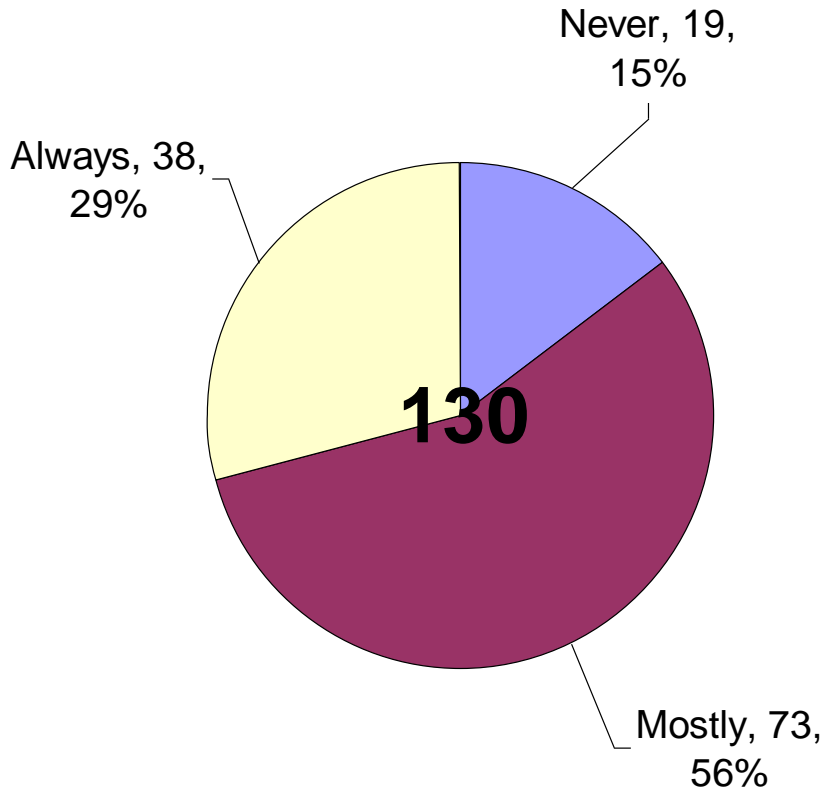
Success, 65,
88%

Success Failure

2 Days + Booking 2018

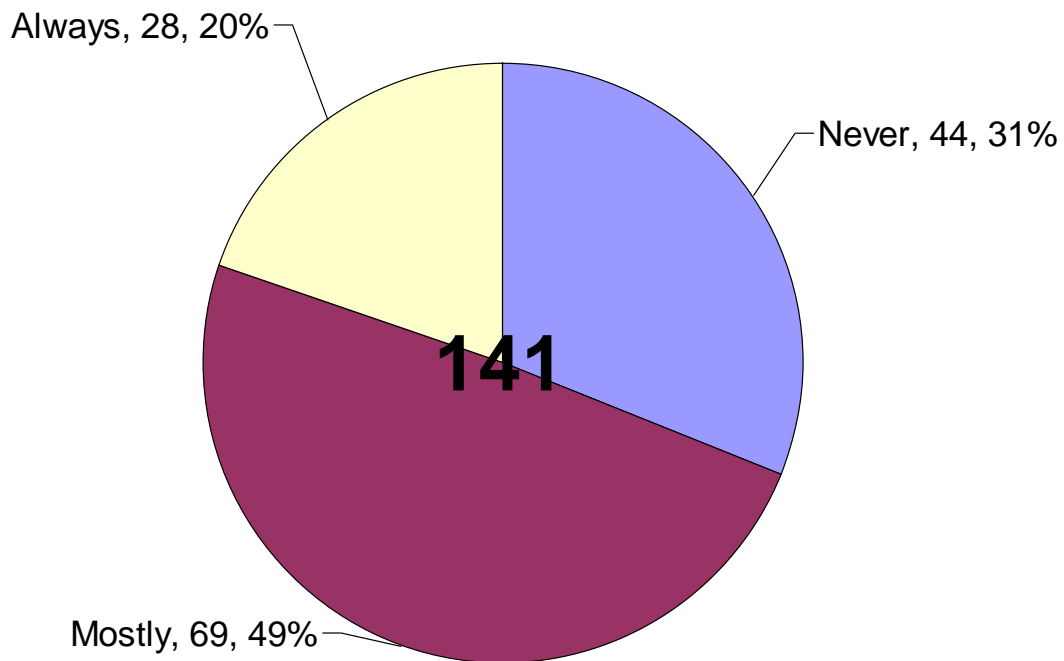


Preferred Doctor Seen 2016



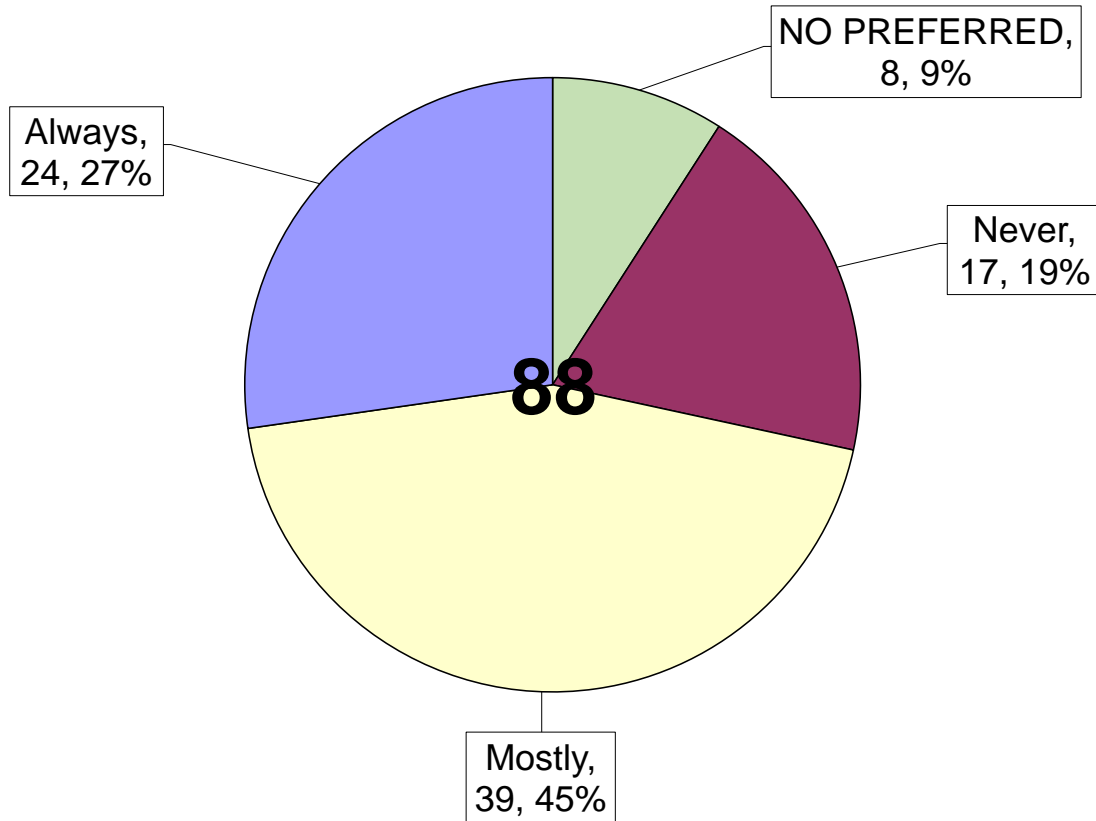
Never Mostly Always

Preferred Doctor Seen 2017



Never Mostly Always

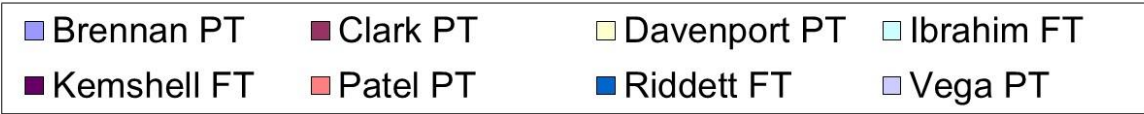
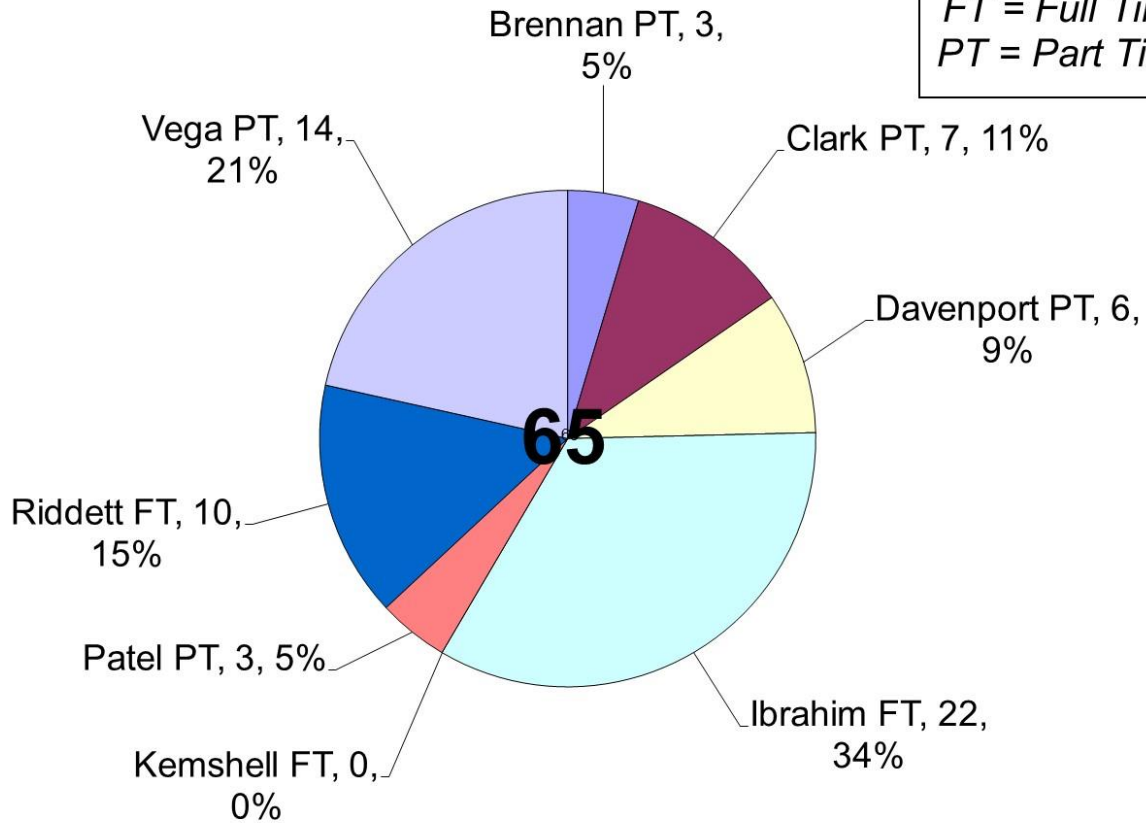
Preferred Doctor Seen 2018



■ NO PREFERRED ■ Never ■ Mostly ■ Always

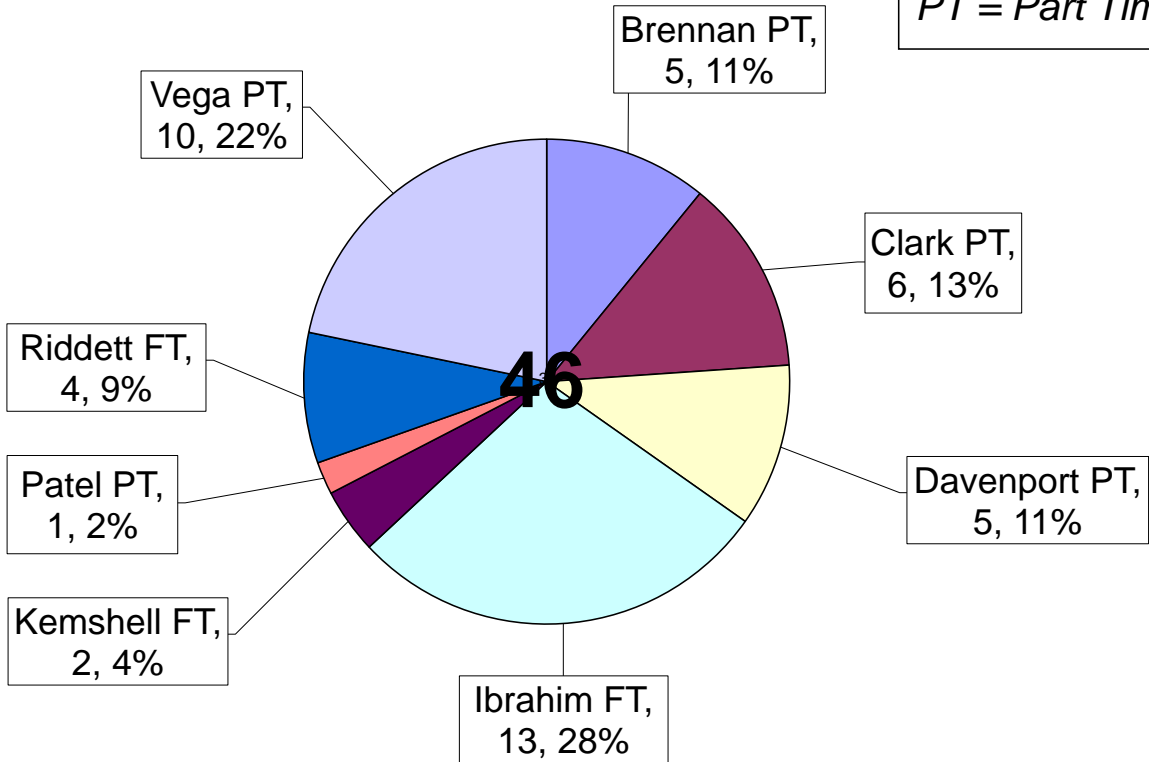
Doctors Seen 2017

FT = Full Time
PT = Part Time

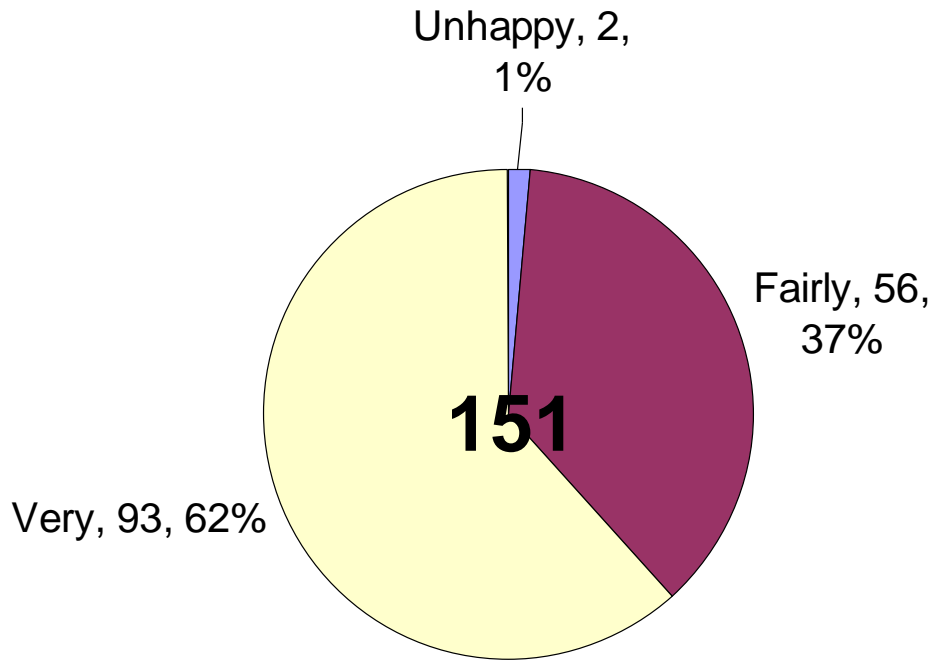


Doctors Seen 2018

FT = Full Time
PT = Part Time

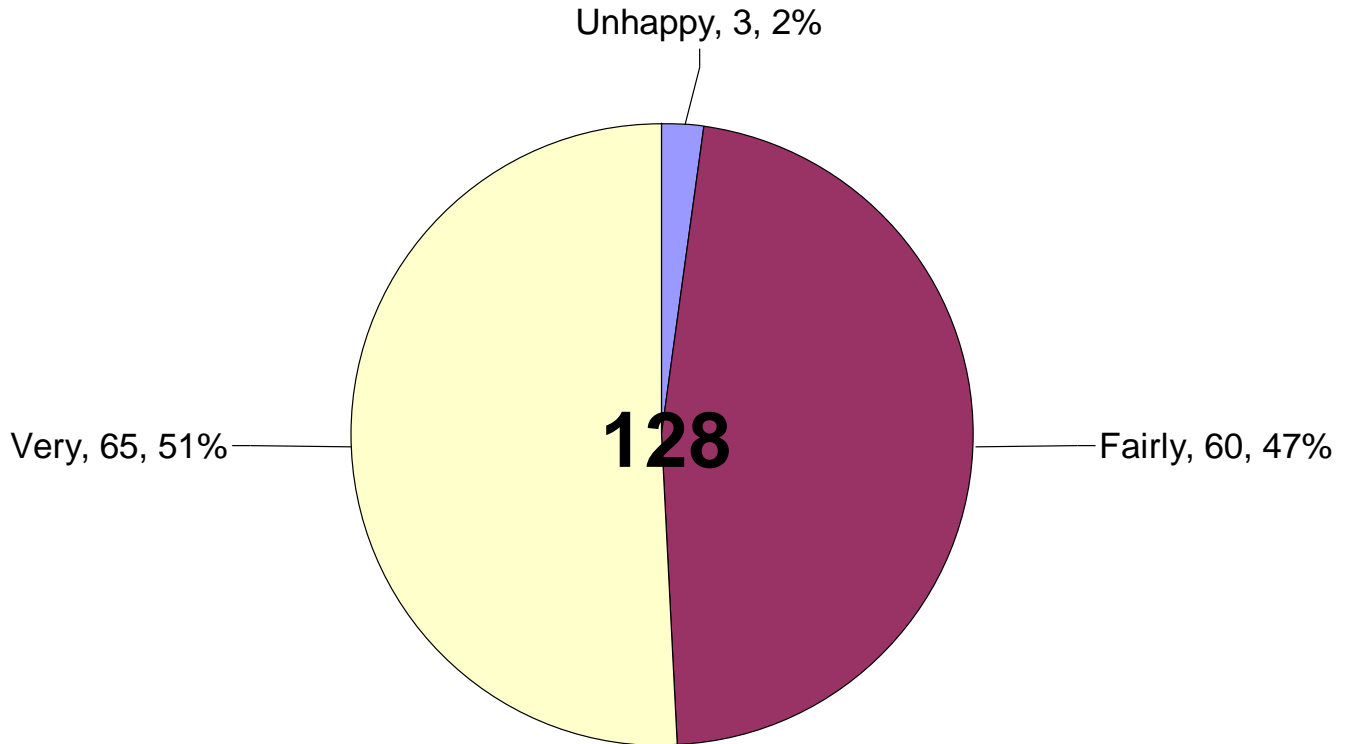


Opening Hours Satisfaction 2016



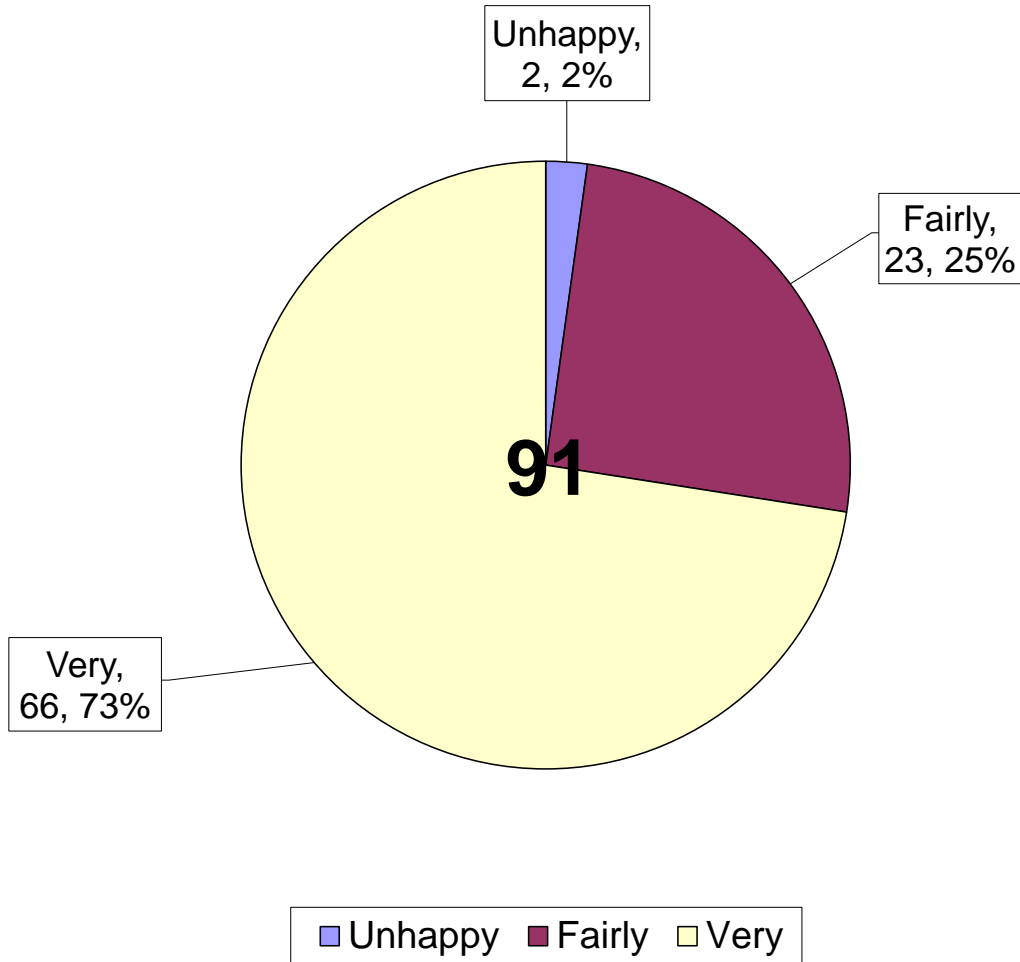
Unhappy Fairly Very

Opening Hours Satisfaction 2017

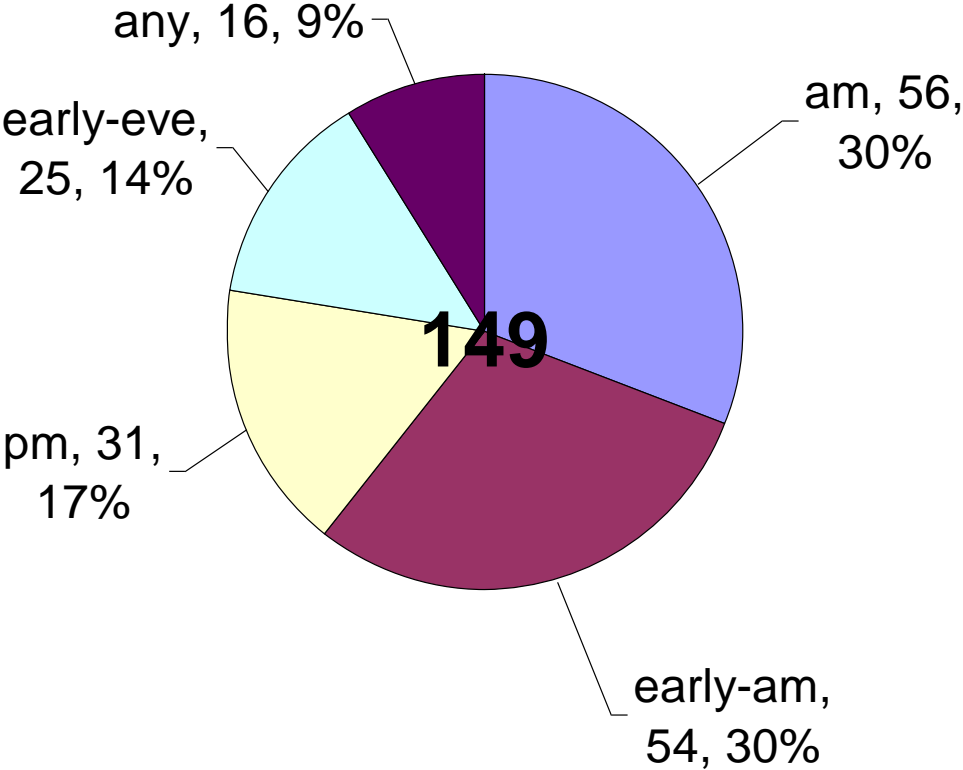


Unhappy Fairly Very

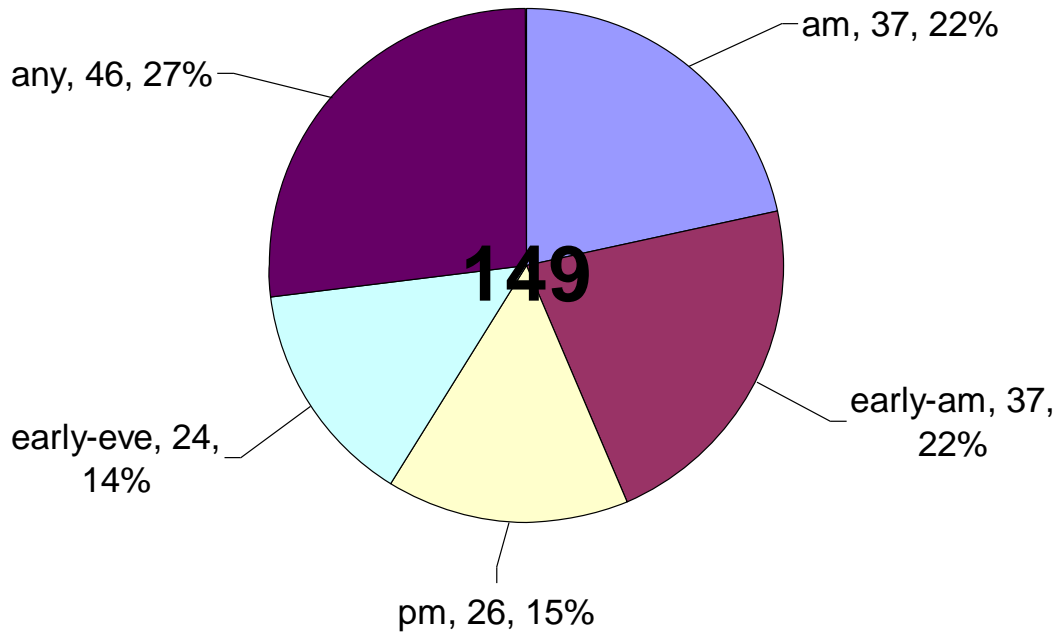
Opening Hours Satisfaction 2018



Preferred Appointment Time 2016

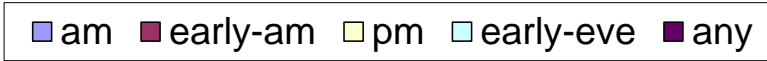
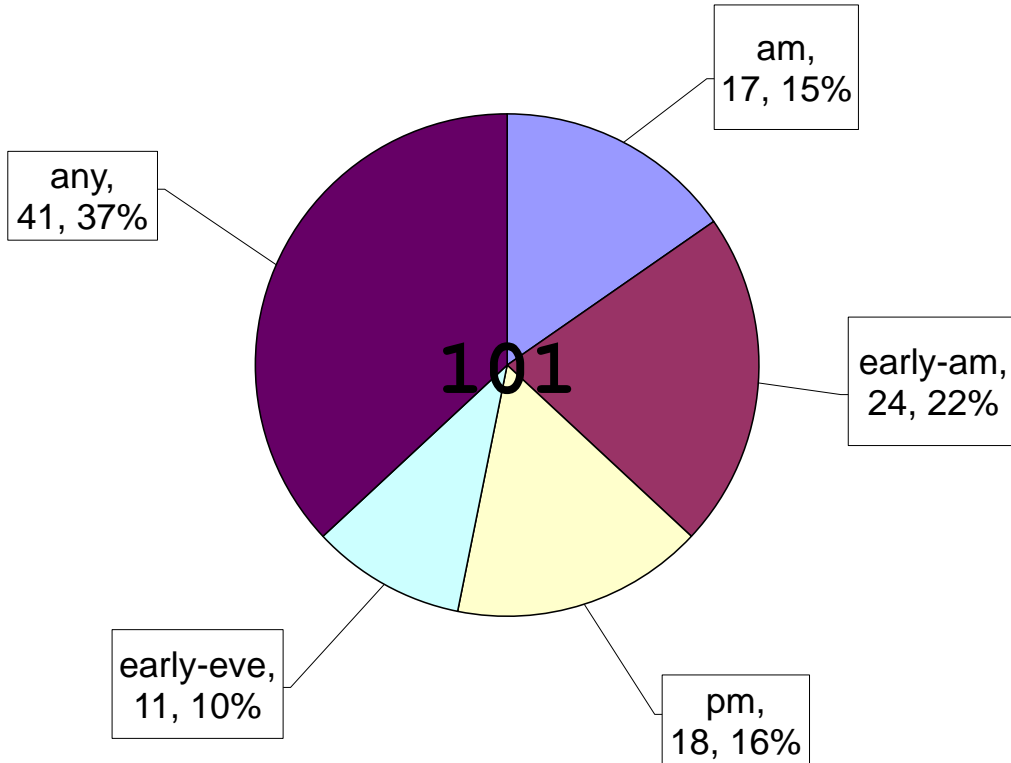


Preferred Appointment Time 2017

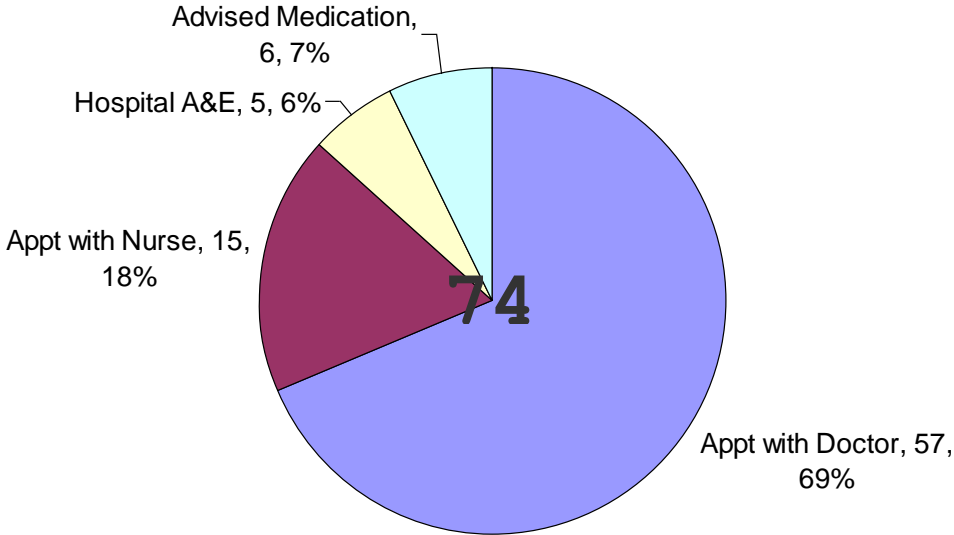


am early-am pm early-eve any

Preferred Appointment Time 2018

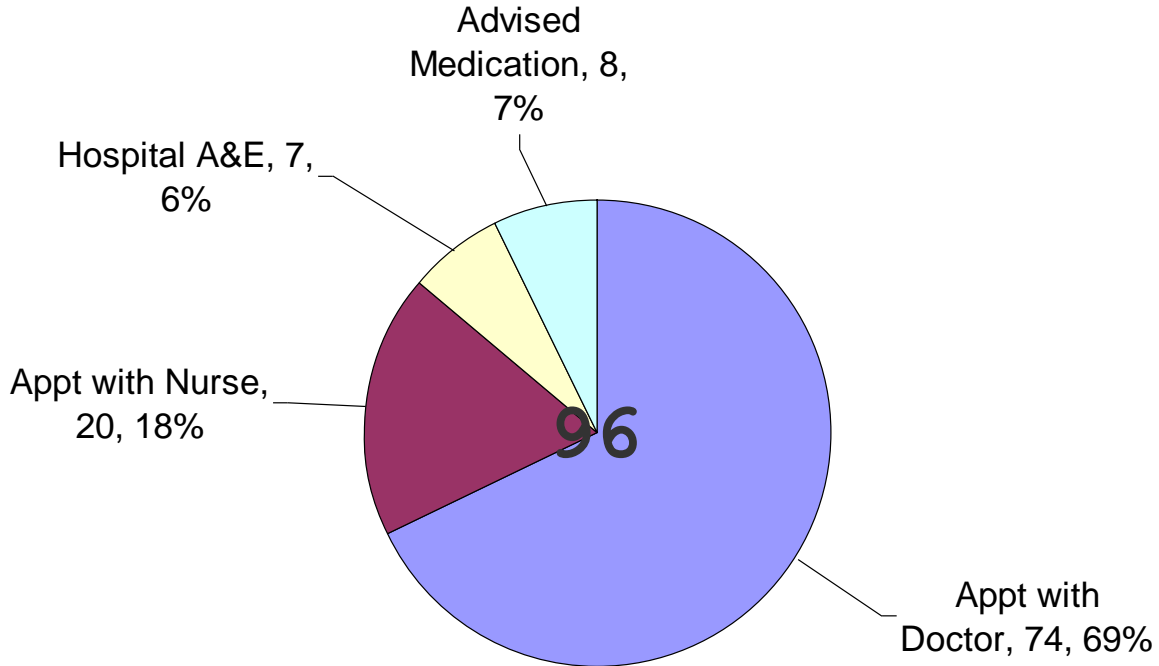


Triage Action 2016



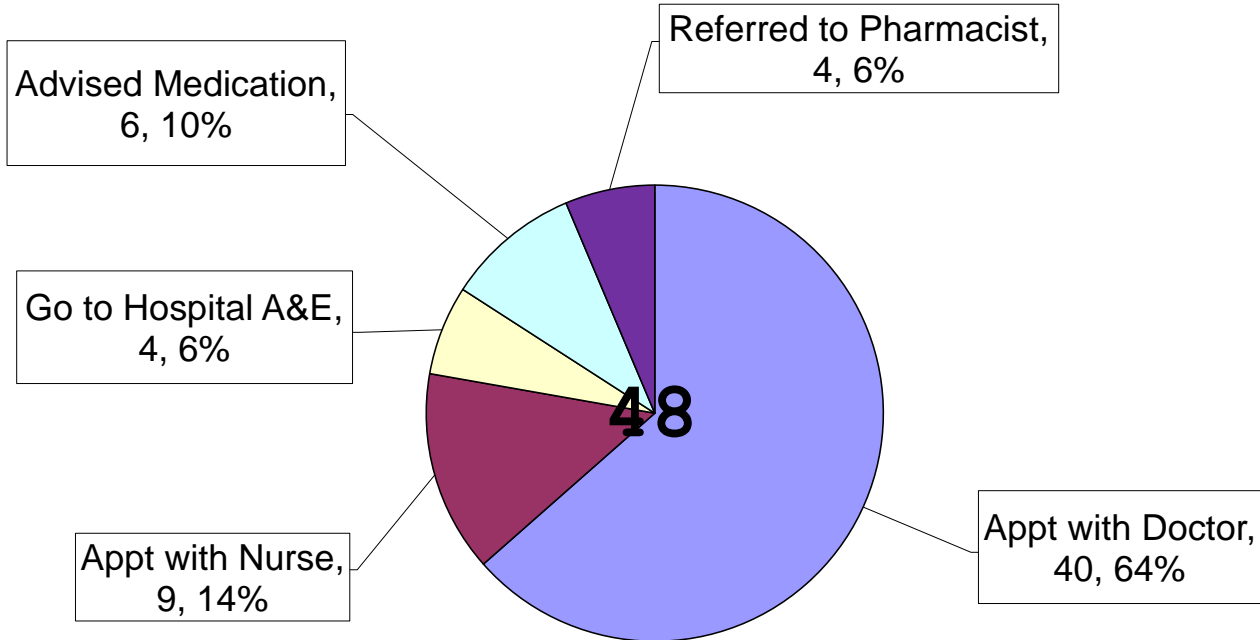
■ Appt with Doctor ■ Appt with Nurse ■ Hospital A&E ■ Advised Medication

Triage Action 2017



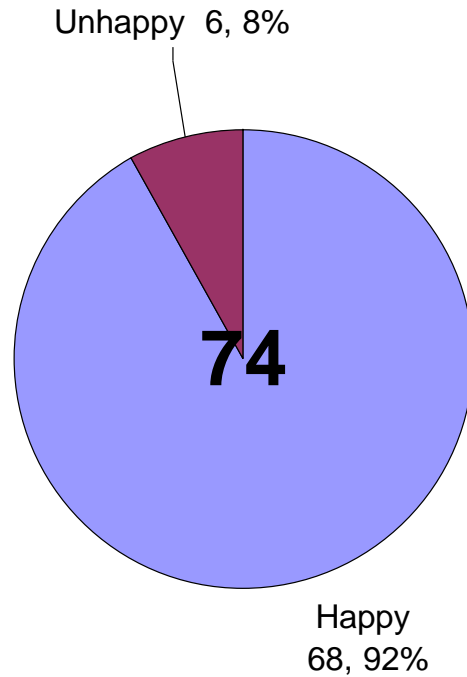
■ Appt with Doctor ■ Appt with Nurse ■ Hospital A&E ■ Advised Medication

Triage Action 2018



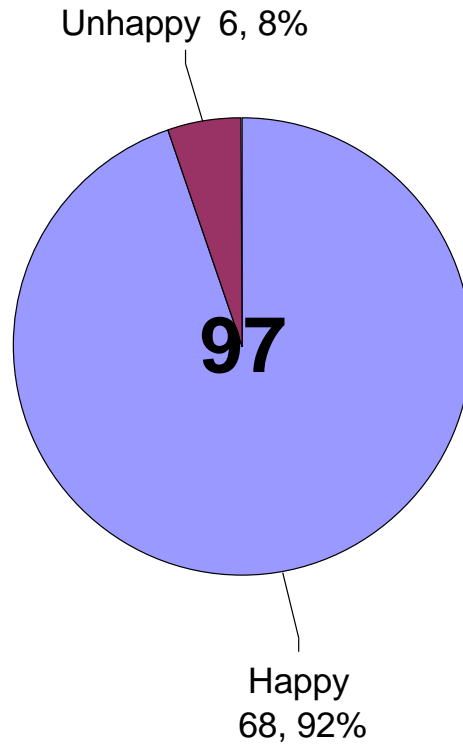
■ Appt with Doctor ■ Appt with Nurse ■ Go to Hospital A&E
■ Advised Medication ■ Referred to Pharmacist

Triage Contentment 2016



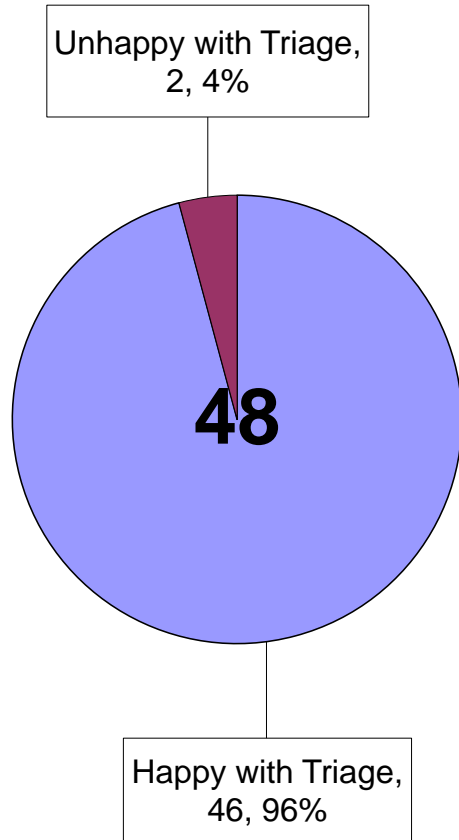
■ Happy with Triage ■ Unhappy with Triage

Triage Contentment 2017



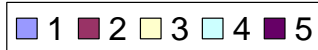
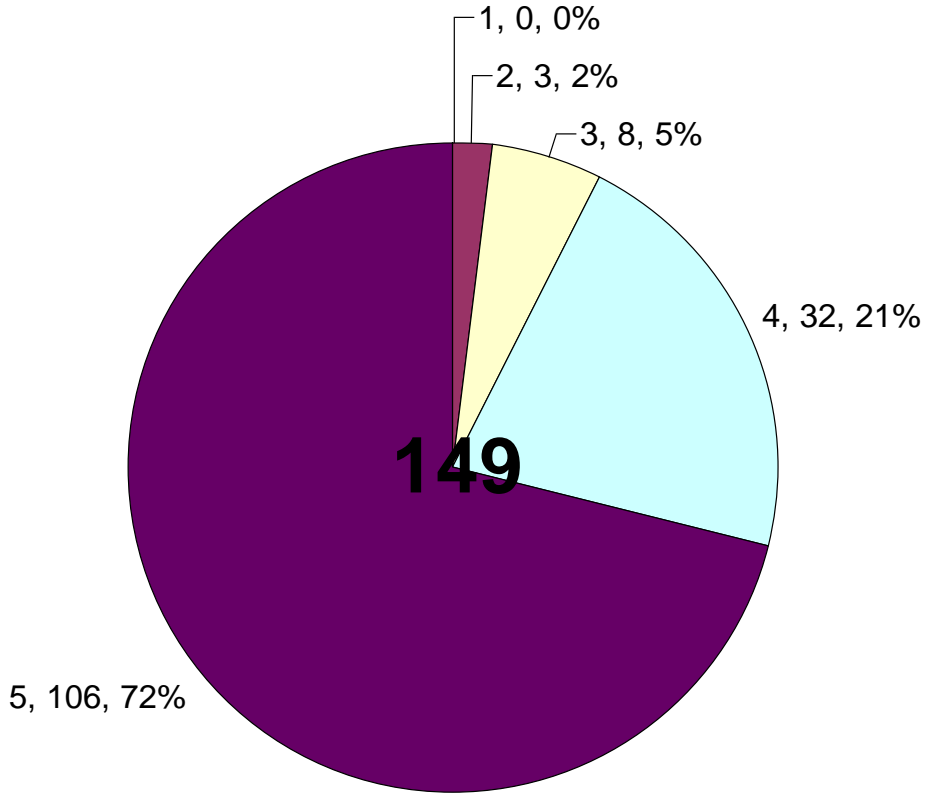
■ Happy with Triage ■ Unhappy with Triage

Triage Contentment 2018

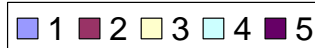
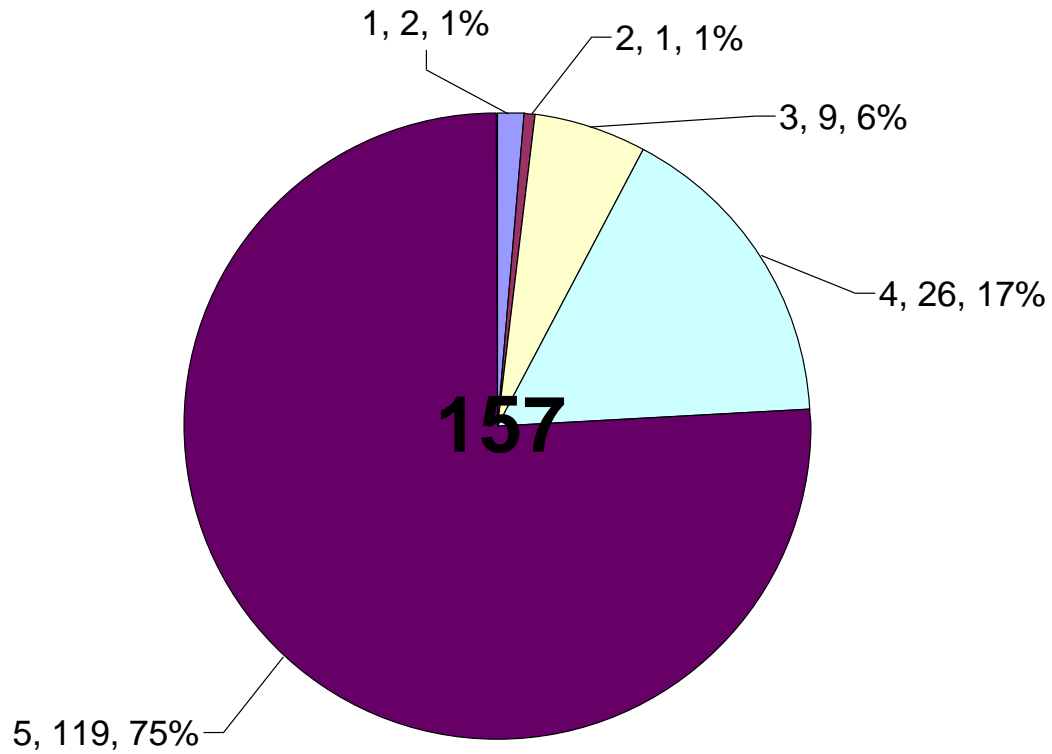


■ Happy with Triage ■ Unhappy with Triage

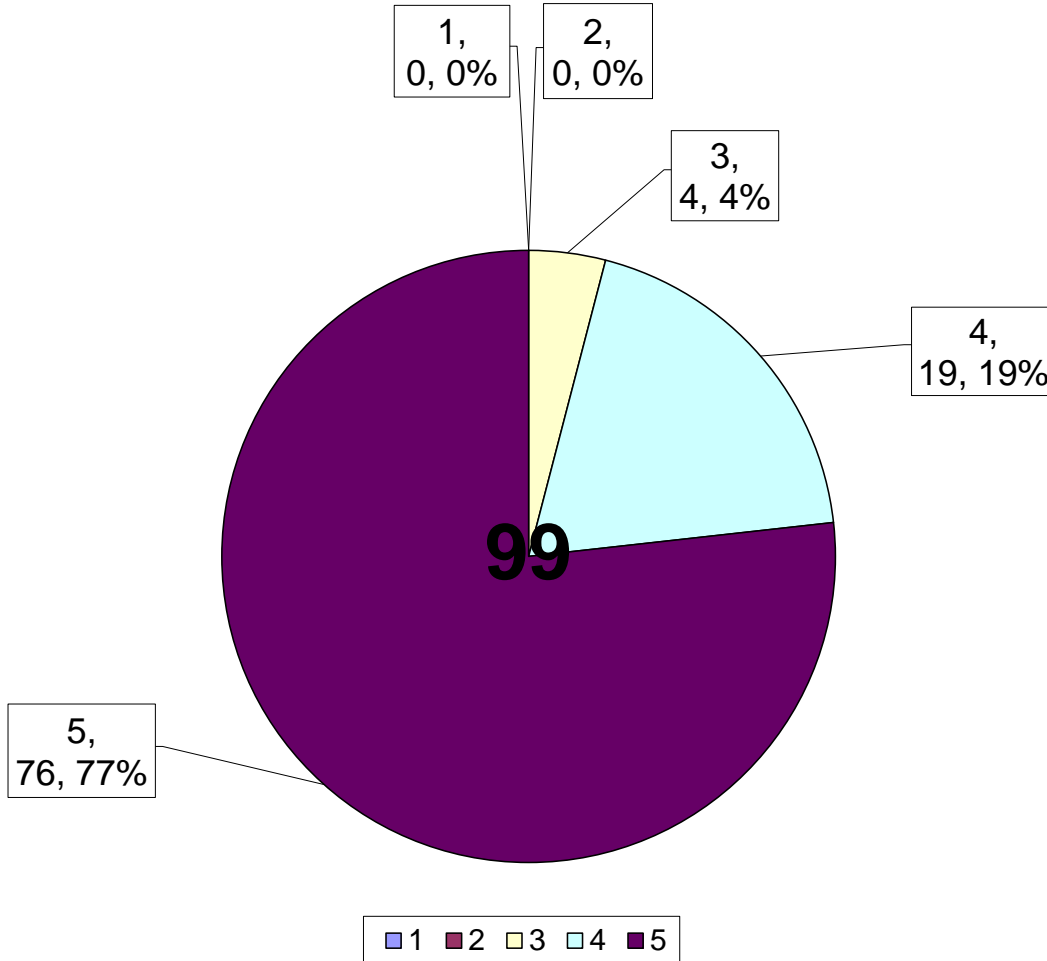
Helpful Reception Rating 2016



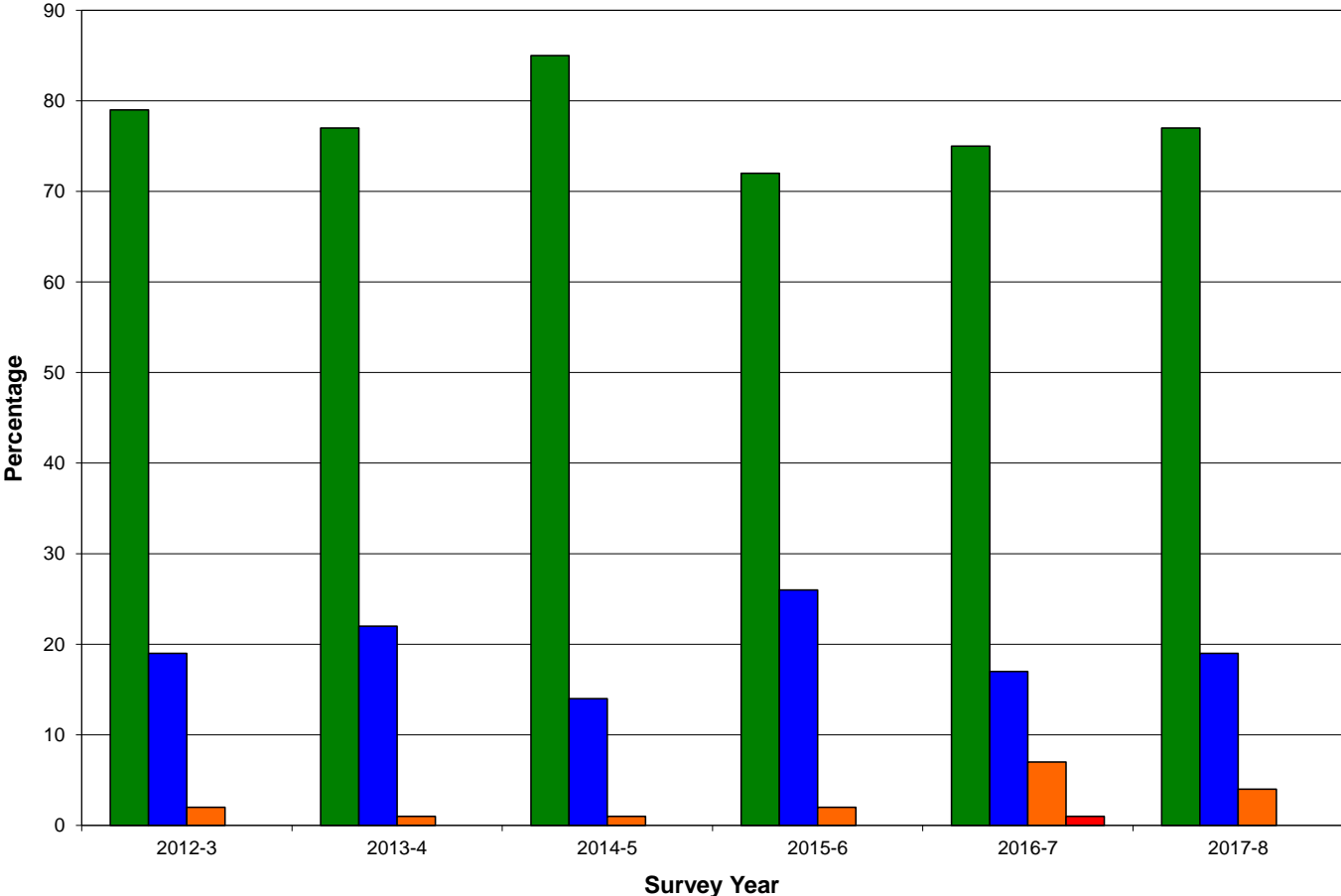
Helpful Reception Rating 2017



Helpful Reception Rating 2018

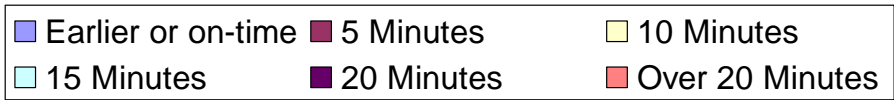
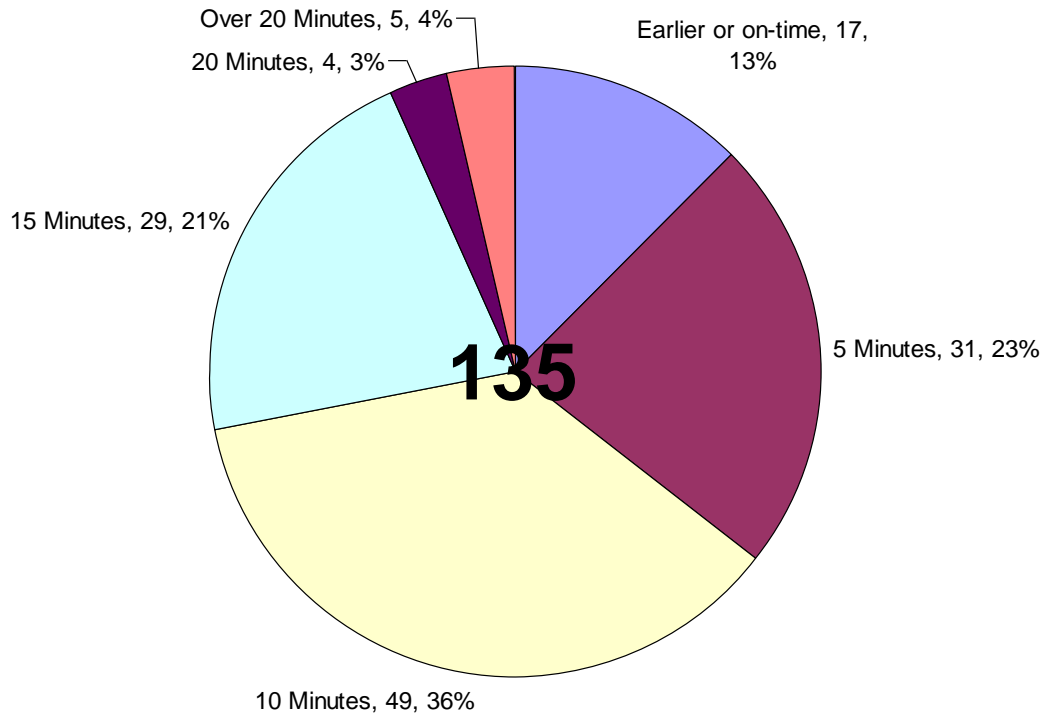


RECEPTION HELPFULNESS

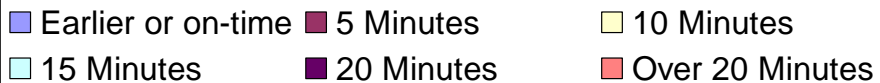
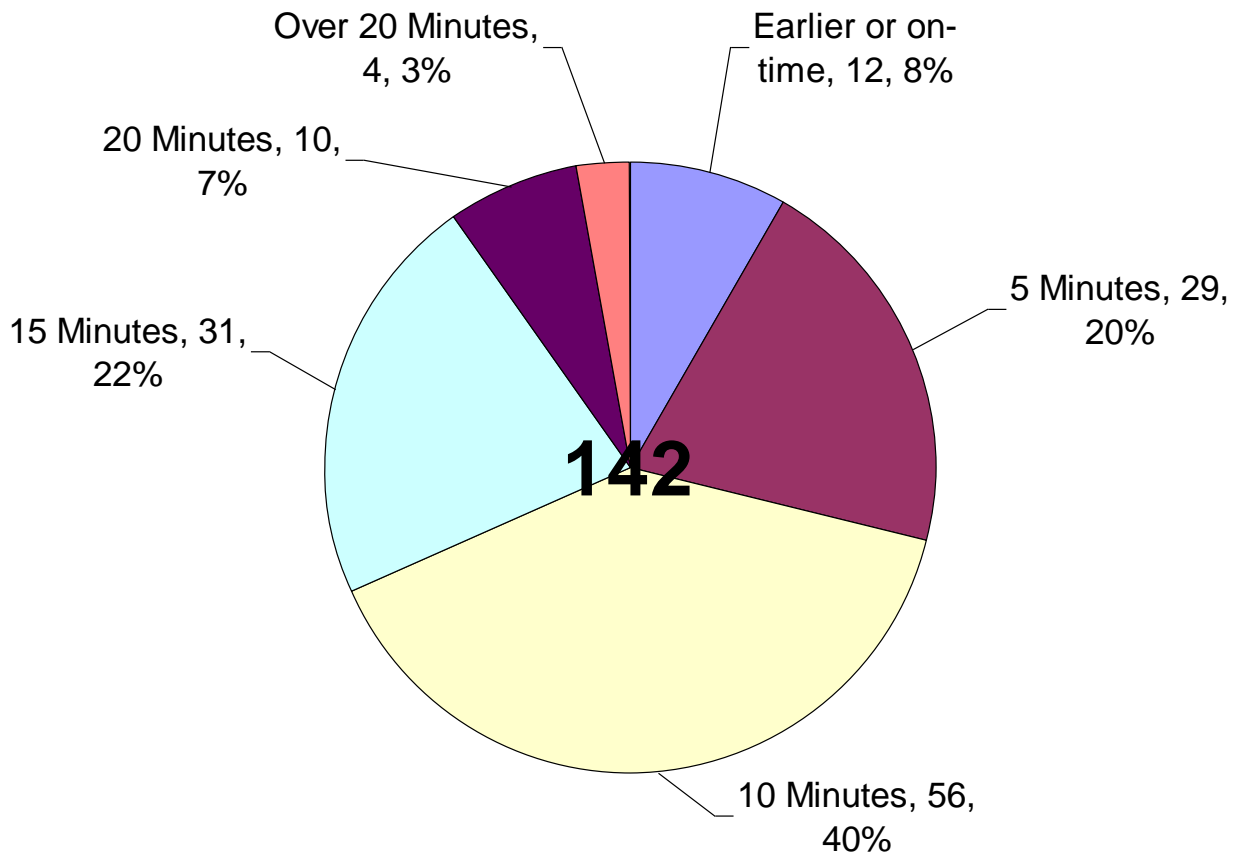


■ Very (2017 on = 5) ■ Fairly (2017 on = 4) ■ Not Very (2017 on = 2+3) ■ Not at all (2017 on = 1)

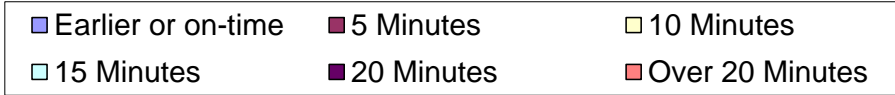
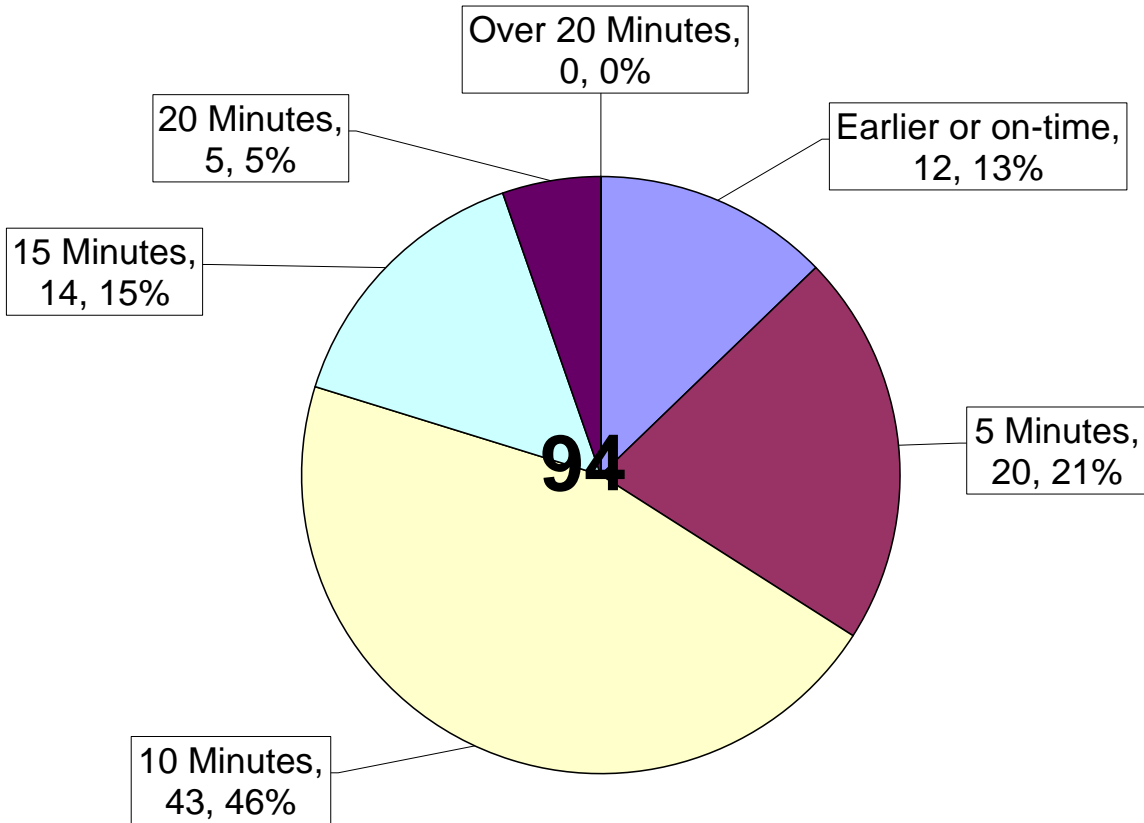
Waiting Times 2016



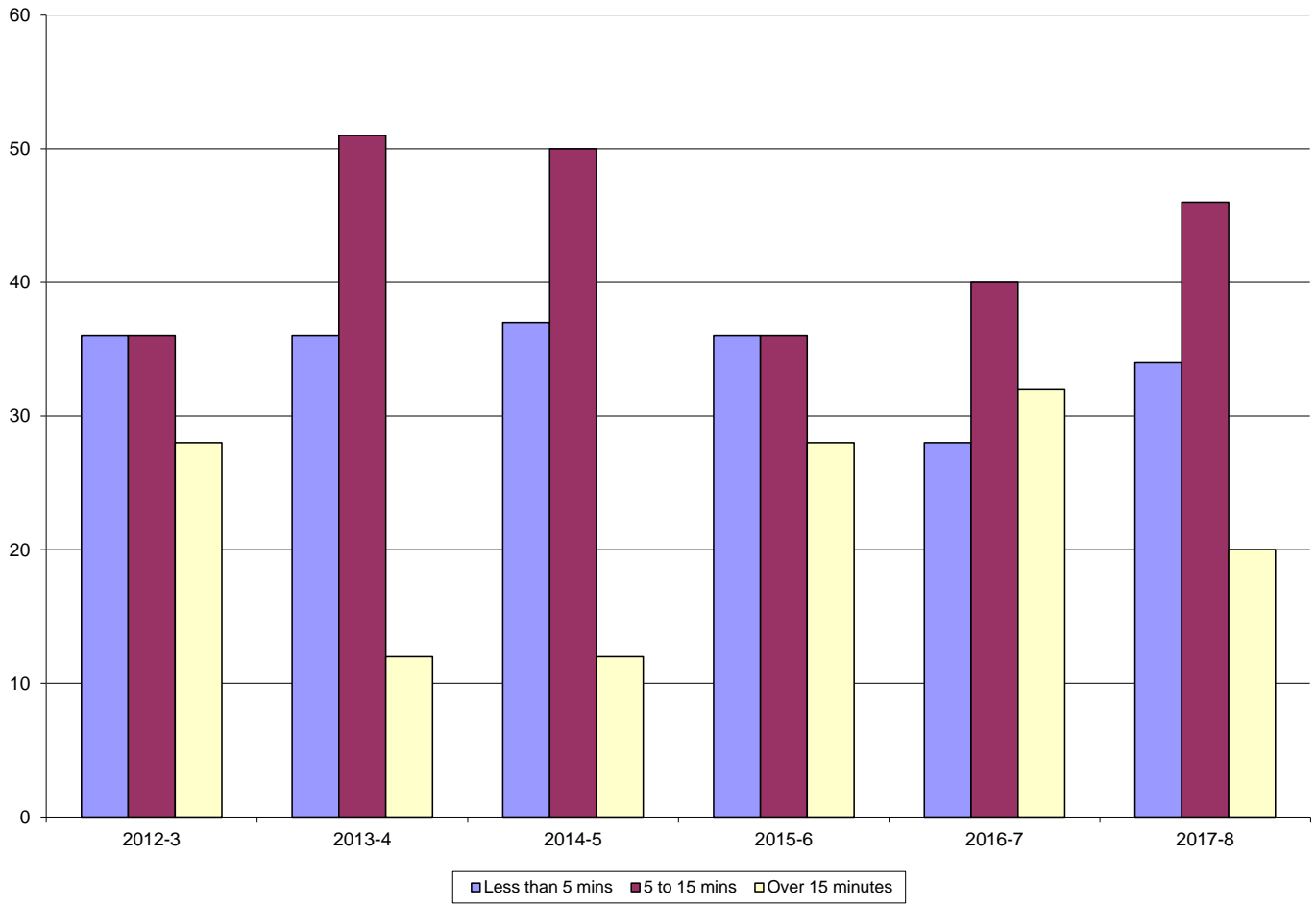
Waiting Times 2017



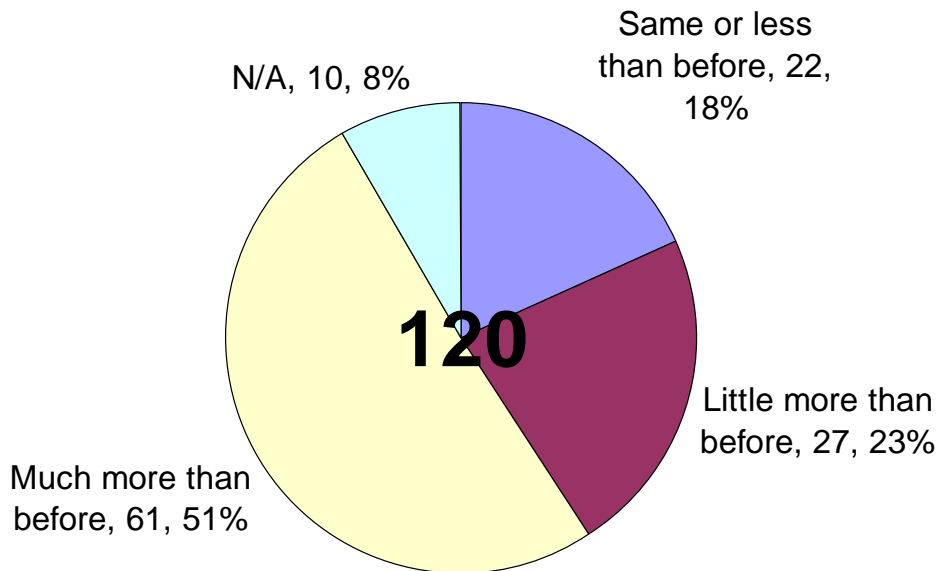
Waiting Times 2018



WAITING TIMES

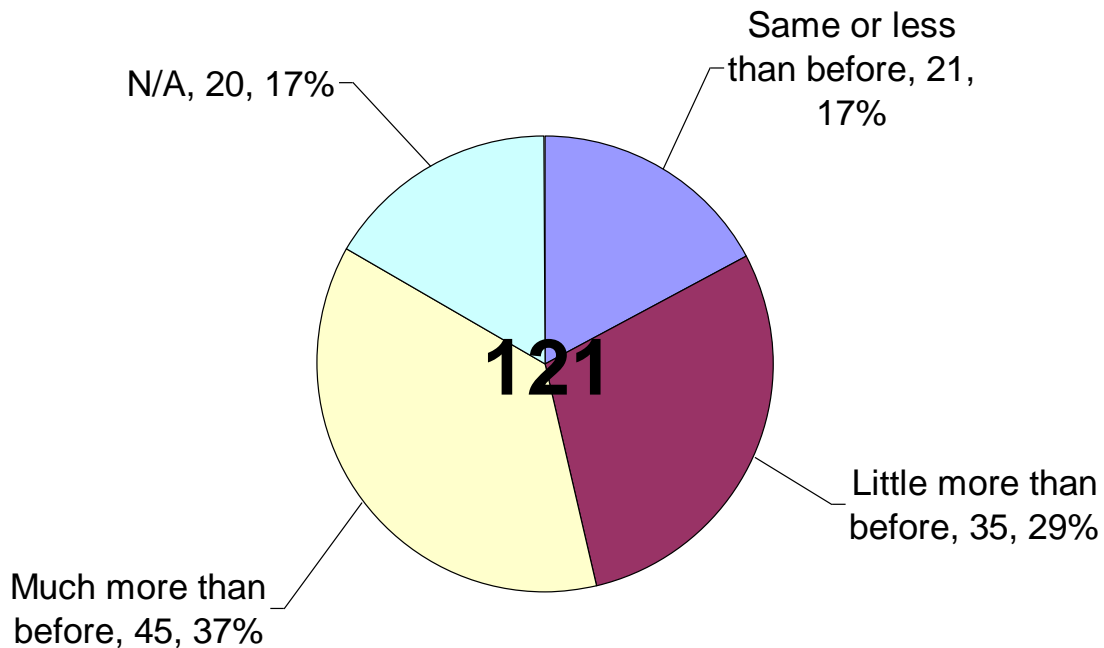


Able to Understand Better After Visit 2016



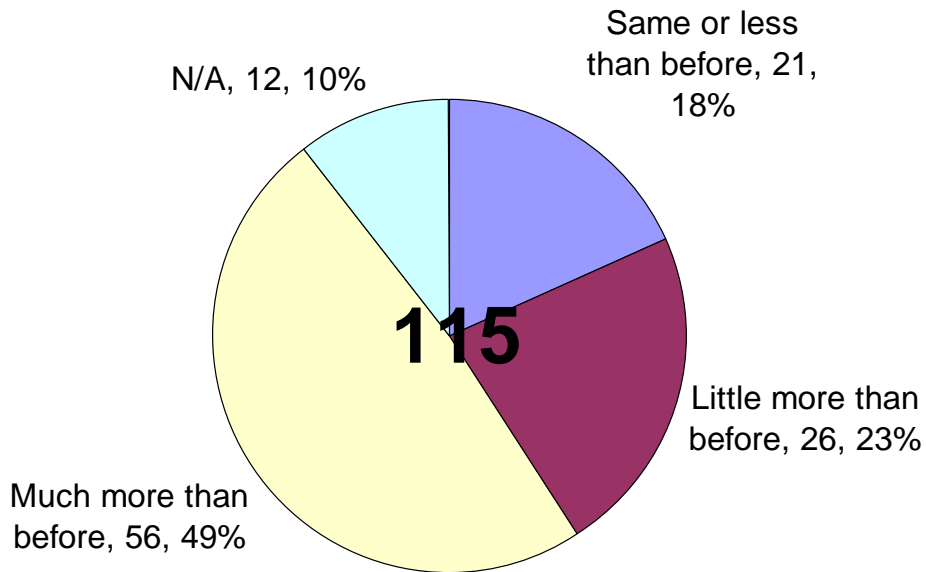
Same or less than before Little more than before Much more than before N/A

Able to Understand Better After Visit 2017



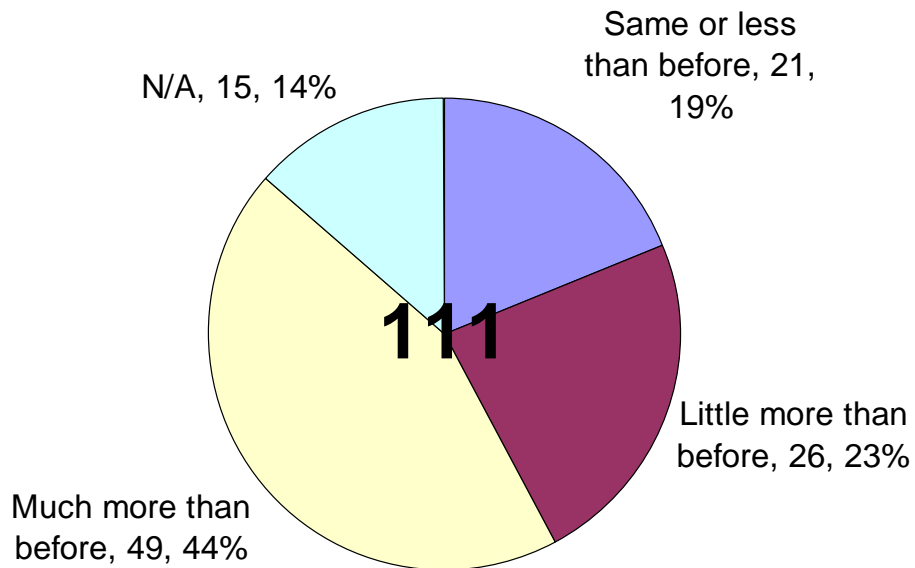
Same or less than before Little more than before Much more than before N/A

Able to Cope Better After Visit 2016



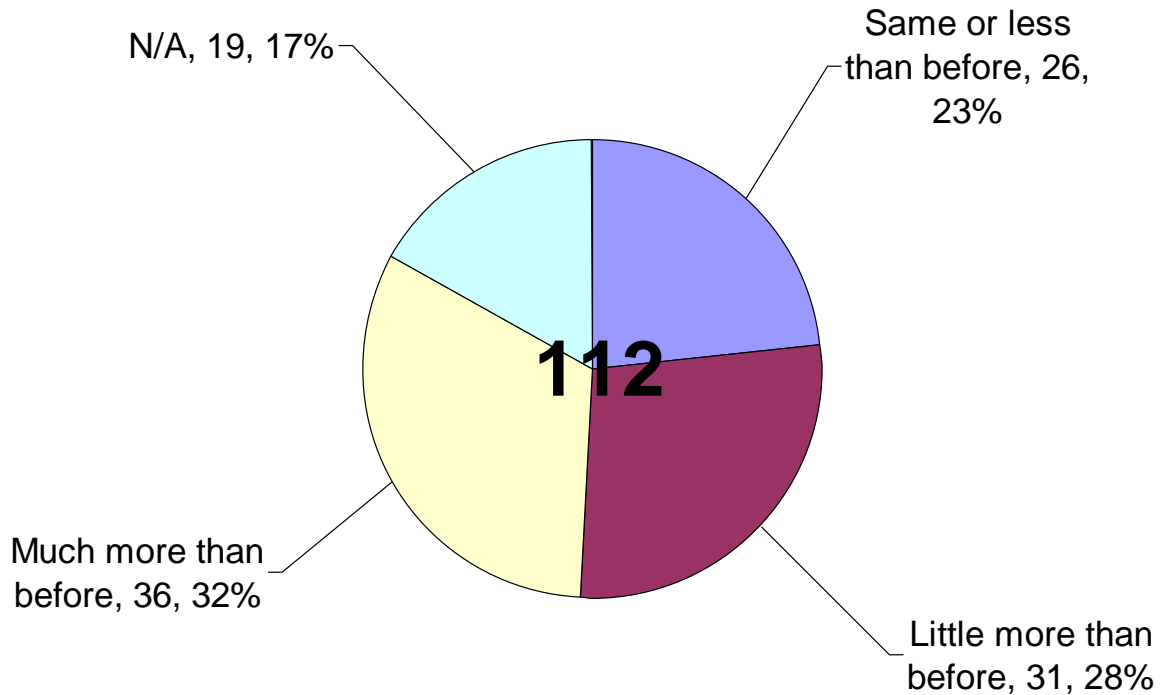
Same or less than before Little more than before Much more than before N/A

Keep Healthy After Visit 2016



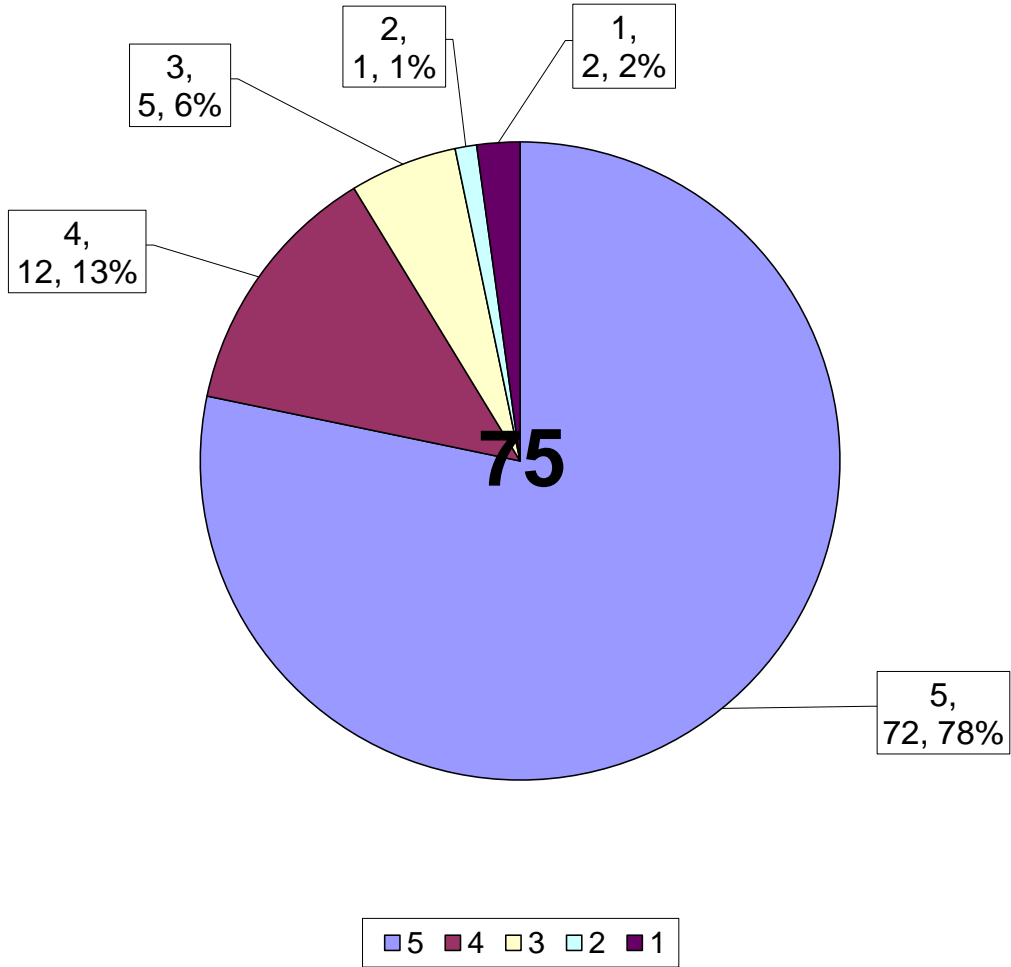
Same or less than before Little more than before Much more than before N/A

Able to Cope & Keep Healthy After Visit 2017

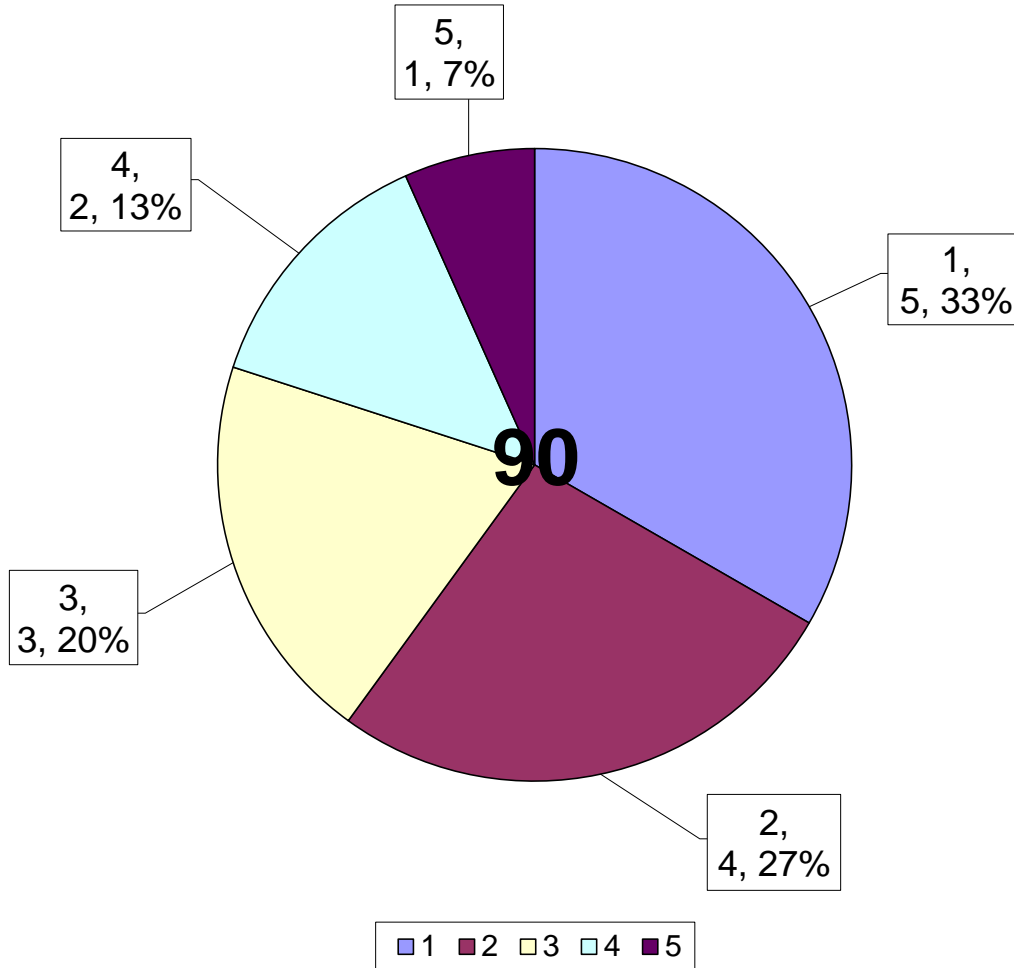


■ Same or less than before ■ Little more than before ■ Much more than before ■ N/A

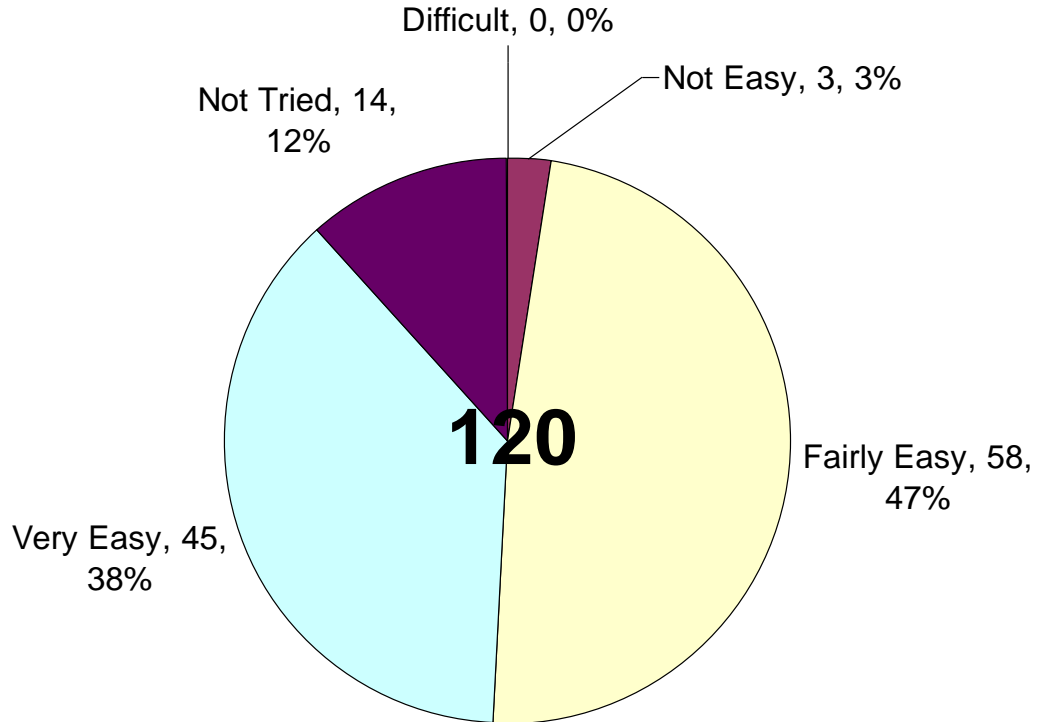
Believe Doctor Visit Worthwhile 2018



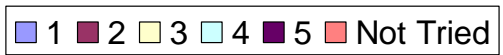
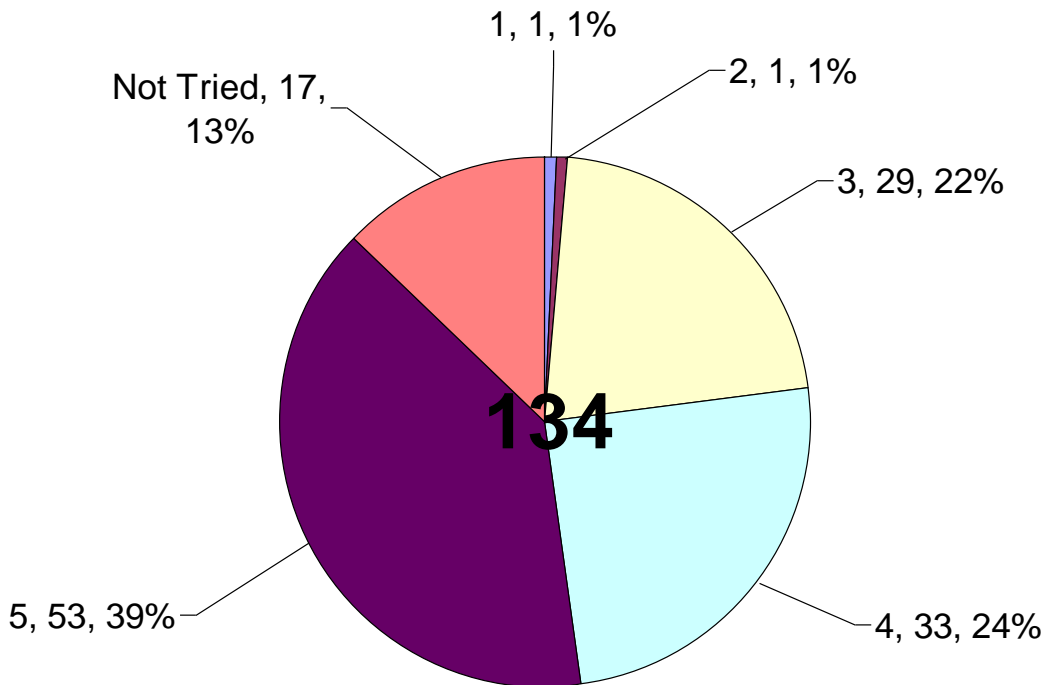
Feel Better After Doctor Visit 2018



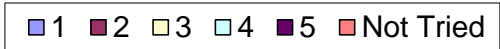
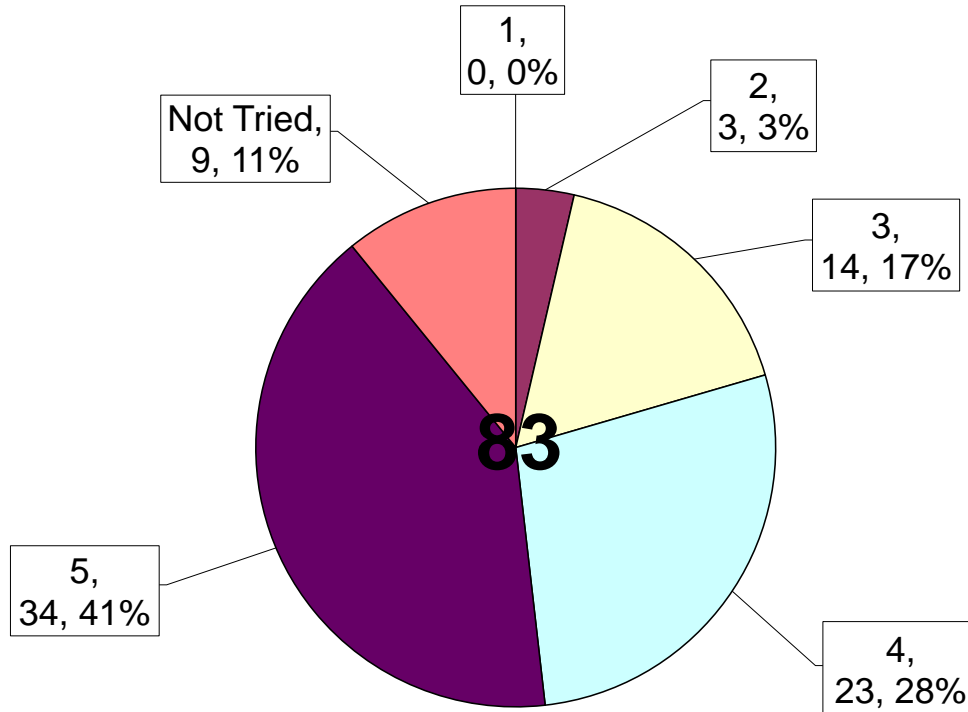
Practice Nurse Appo 2016



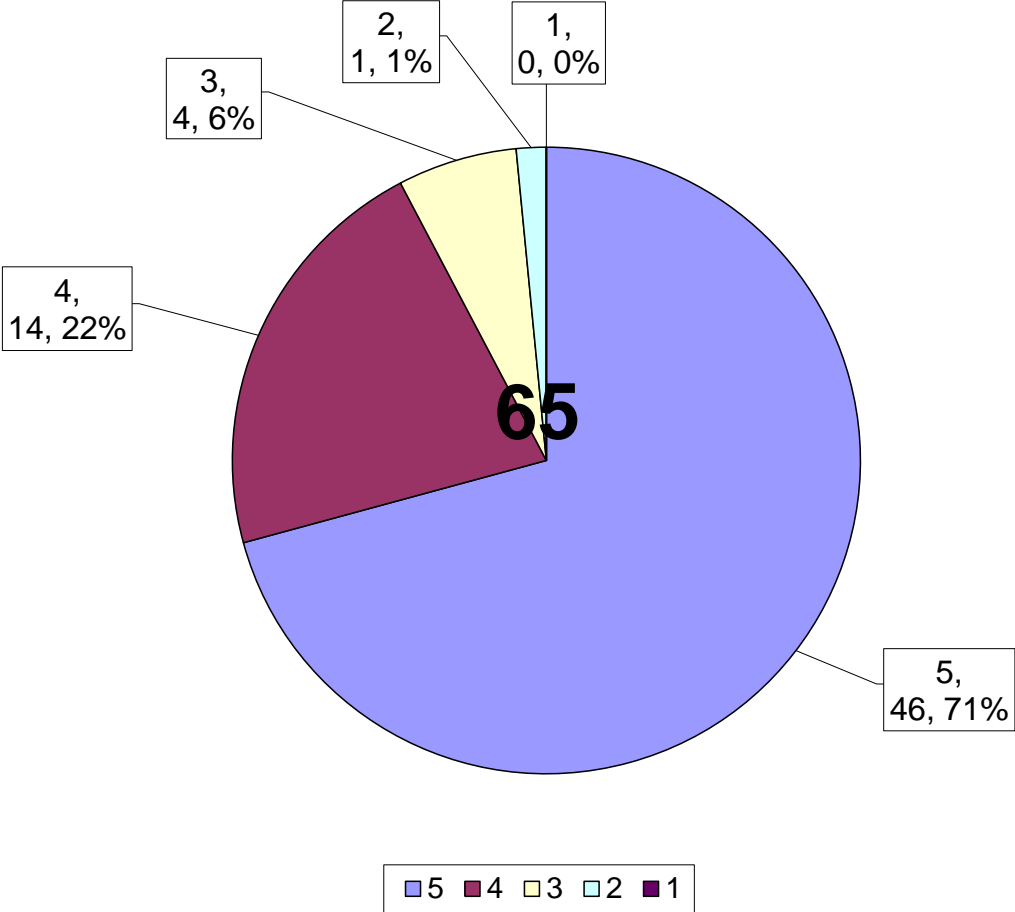
Getting Practice Nurse Appointment 2017



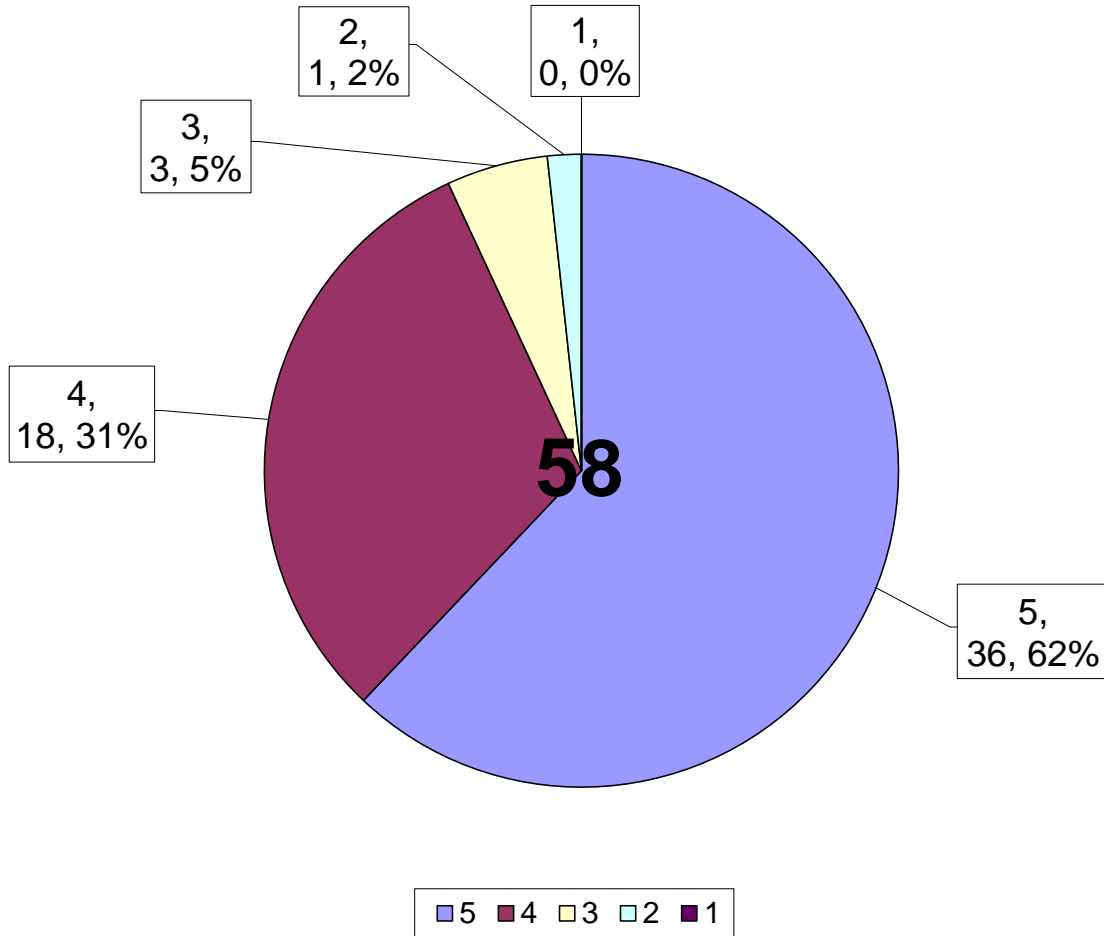
Getting Practice Nurse Appointment 2018



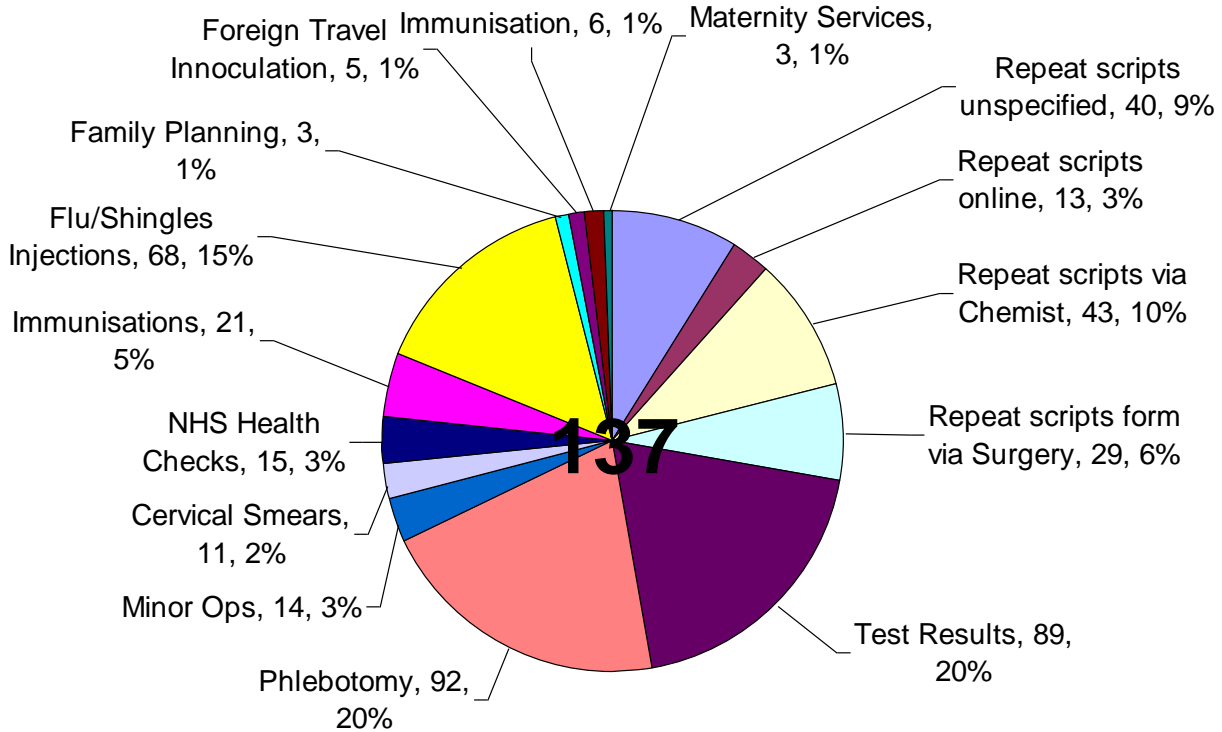
Believe Nurse Visit Worthwhile 2018



Feel Better After Nurse Visit 2018

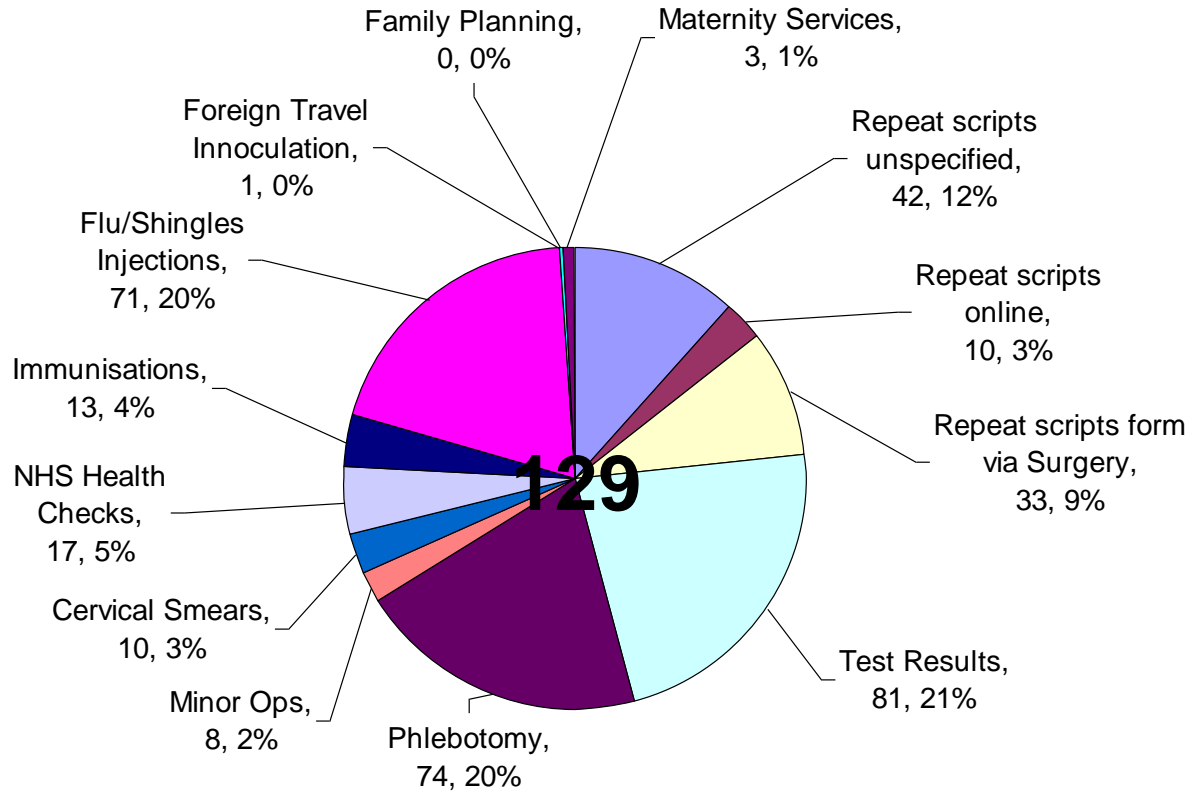


Aftercare & Services Used 2016



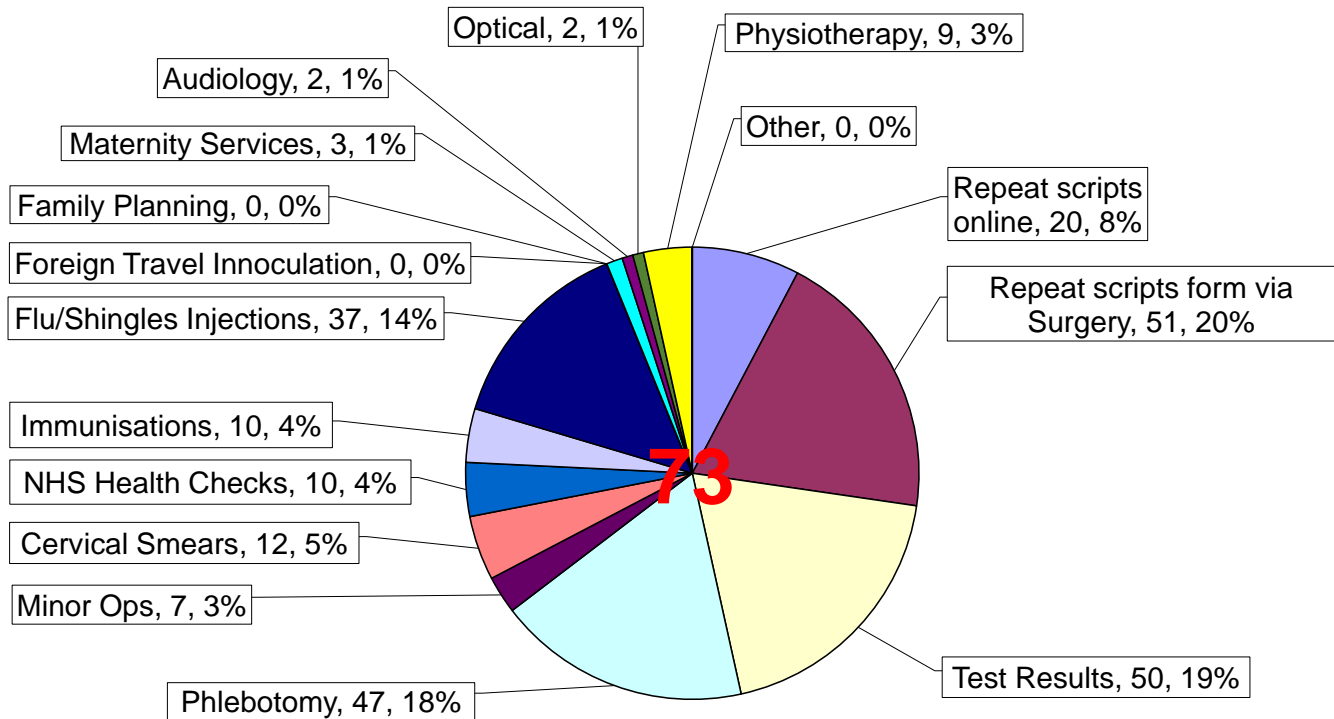
- | | | |
|---------------------------------|-------------------------|----------------------------|
| Repeat scripts unspecified | Repeat scripts online | Repeat scripts via Chemist |
| Repeat scripts form via Surgery | Test Results | Phlebotomy |
| Minor Ops | Cervical Smears | NHS Health Checks |
| Immunisations | Flu/Shingles Injections | Family Planning |
| Foreign Travel Innoculation | Immisation | Maternity Services |

Aftercare & Services Used 2017



Repeat scripts unspecified	Repeat scripts online	Repeat scripts form via Surgery
Test Results	Phlebotomy	Minor Ops
Cervical Smears	NHS Health Checks	Immunisations
Flu/Shingles Injections	Family Planning	Foreign Travel Innoculation
Maternity Services		

Aftercare & Services Used 2018



- | | | |
|-----------------------|---------------------------------|-------------------------|
| Repeat scripts online | Repeat scripts form via Surgery | Test Results |
| Phlebotomy | Minor Ops | Cervical Smears |
| NHS Health Checks | Immunisations | Flu/Shingles Injections |
| Family Planning | Foreign Travel Innoculation | Maternity Services |
| Audiology | Optical | Physiotherapy |
| Other | | |