**Patient Survey questionnaire dated January 2012**

**Results**

**64.41% use the phone**

**10.17% come in person**

**25.42% use both phone or come in person**

**45.76% prefer to phone**

**18.65% prefer to come in person**

**15.25% prefer to use phone or come in person**

**20.345 prefer phone or online facility**

**Analysis**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | Gender | Age | Ethnicity | Religion | Illness | When did you last see your doctor? | How do you book your appointment? | How would you prefer to book your appointment? |
| 1 | Female | 40 | British |  | Indigestion | Less than 3 months ago | Phone | Phone |
| 2 | Female | 86 | British/White | C of E | Arthritic jointsPoor sightHeart | Less than 3 months ago | Phone | Phone |
| 3 | Female | 72 | British | Christian | Asthmatic | Less than 3 months ago | In person | In person |
| 4 | Male | 77 | British/White | C of E | Stiches removed & B12 injection | Less than 3 months ago | In person By phone | In personBy phone |
| 5 | Female | 73 | British/White | C of E |  | More than 6 months ago | In personBy phone | In personBy phone |
| 6 | Female | 86 | British/White | Christian | BP | Less than 3 months ago | By phone | By phone |
| 7 | Male | 62 | British | C of E | Cough & shortness of breath | More than 6 months ago | By phone | By phone |
| 8 | Female | 60 | British | C of E | Chesty cough | Less than 3 months ago | By phone | By phone |
| 9 | Female | 20 | British |  |  | Less than 3 months ago | By phone | By phone |
| 10 | Female | 33 | British/White | none | Aches & pains | Less than 3 months ago | In personBy phone | In personBy phoneOnline |
| 11 | Female | 65 |  | C of E | Bad shoulder | Less than 3 months ago | By phone | By phone |
| 12 | Female | 59 | British | C of E | Leg pain | Less than 3 months ago | By phone | By phone |
| 13 | Female | 63 | British | C of E |  | Between 3 & 6 months | By phone | By phone |
| 14 | Female | 60 | White | C of E |  | Less than 3 months ago | In person | In person |
| 15 | Male | 76 | English | C of E | Heart & cancer | Less than 3 months ago | In person | In person |
| 16 | Male | 74 | British | C of E |  | More than 6 months ago | By phone | By phone |
| 17 | Female | 77 | British | C of E | Sickness | Less than 3 months ago | By phone | By phone |
| 18 | Male | 63 | White |  | Mole on leg | Less than 3 months ago | In person | In person |
| 19 | Female | 58 |  | Catholic |  | More than 6 months | By phone | By phone |
| 20 | Female | 33 | Sikh | Sikh |  | Between 3 & 6 months | By phone | By phone |
| 21 | Male | 10 | Sikh | Sikh | Cold/Flu | Less than 3 months | By phone | By phone |
| 22 | Male | 74 | White | C of E | COPD | Less than 3 months ago | In person | In person |
| 23 | Female | 46 | White/British | C of E | Ear | More than 6 months | By phone | By PhoneOnlineDigital TV |
| 24 | Female | 77 | English | C of E | Blood Disorder | Less than 3 months ago | By phone | By phone |
| 25 | Male | 74 | English | C of E | Diabetes | Less than 3 months ago | In personBy phone | In person By phone |
| 26 | Male | 68 | White/British | C of E | Prostate Cancer | Between 3 & 6 months | By phone | By phone |
| 27 | Female | 65 | British | C of E | None | Between 3 & 6 months | In personBy phone | By phone |
| 28 | Male | 34 | Asian Pakistani | Muslim | Shoulder, neck pain, migraine | Less than 3 months ago | By phone | By phoneOnline |
| 29 | Female | 35 | Asian Pakistani | Muslim | Stomach bugNauseaVomiting | Less than 3 months ago | By phone | By phoneOnline |
| 30 | Female | 82 | English | Christian | Polymyalgia rheumatica | Less than 3 months ago | In personBy phone | In personBy phone |
| 31 | Female | 41 | White/British | C of E |  | More than 6 months | By phone | In personBy phoneOnline |
| 32 | Female | 65 | White/British | C of E | TIA & Heart attack | Less than 3 months ago | In personBy phone | In personBy phone |
| 33 | Female | 55 | White/British | Roman Catholic |  | Less than 3 months ago | By phone | By phoneOnline |
| 34 | Male | 42 | Asian/Indian | Hindu | High blood pressure | More than 6 months ago | By phone | By phoneOnline |
| 35 | Female | 35 | White English | C of E | Pregnancy related  | Less than 3 months ago | In personBy phone | In personBy phoneOnline |
| 36 | Female | 20 | White | Christian | Throat infection | Less than 3 months ago | In personBy phone | In personBy phone |
| 37 | Male | 55 | White | C of E | Blood pressure | Less than 3 months ago | By phone | In person |
| 38 | Female | 49 | White | C of E |  | Between 3 & 6 months | By phone | In person |
| 39 | Female | 57 | White | C of E | Bones | Between 3 and 6 months | In personBy phone | In person By phone |
| 40 | Male | 64 | White | C of E |  | Less than 3 months ago | In personBy phone | In personBy phone |
| 41 | Male | 14 | British | C of E | Injury check up (rugby) | More than 6 months | In personBy phone | In personBy phoneOnline |
| 42 | Male | 56 | British | C of E | Mental illnessDiabetesBlood pressureCholesterol | Between 3 & 6 months | In person | In personOnline |
| 43 | Female | 25 |  |  |  | Less than 3 months ago | By phone | By phone |
| 44 | Male | 67 | English | C of E | Diabetes | Less than 3 months ago | By phone | By phone |
| 45 | Female | 30 | British | C of E | Flu | Less than 3 months ago | By phone | By phone |
| 46 | Female | 65 | English | C of E | Diabetes | Less than 3 months ago | By phone | By phone |
| 47 | Male | 5 | British Pakistani | Muslim | Throat Infection | Between 3 & 6 months | By phone | By phone |
| 48 | Female | 30 | Indian | Hindu | Sore Throat | More than 6 months | By phone | Online |
| 49 | Female | 80 | British | C of E | Cellulitis | Less than 3 months ago | By phone | In personBy phone |
| 50 | Male | 73 | British | Christian | Thyroxine | Less than 3 months ago | In person | In person |
| 51 | Female | 44 | British | Christian | Smear Test | More than 6 months ago | By phone | By phone |
| 52 | Male | 52 | Pakistani | Muslim | Diabetic | Less than 3 months ago | By phone | By phoneOnline |
| 53 | Female | 82 | British | C of E |  | Less than 3 months ago | By phone | By phone |
| 54 | Female | 60 | English | C of E | AsthmaDiabeties | Less than 3 months ago | By phone | By phone |
| 55 | Female | 82 | English | C of E |  cholesterol | Between 3 & 6 months | In personBy phone | By phone |
| 56 | Female | 80 | English | United Reformed | DiabetesArthritis | Between 3 & 6 months | In person | In person |
| 57 | Male | 81 | Irish | RC | ArthritisChronic bronchitis | Between 3 & 6 months | By phone | By phone |
| 58 | Female | 78 | White British | RC | COPD | Less than 3 months ago | By phone | By phone |
| 59 | Male | 61 | Sikh | Sikh | Back problem | Less than 3 months ago | By phone | In person |