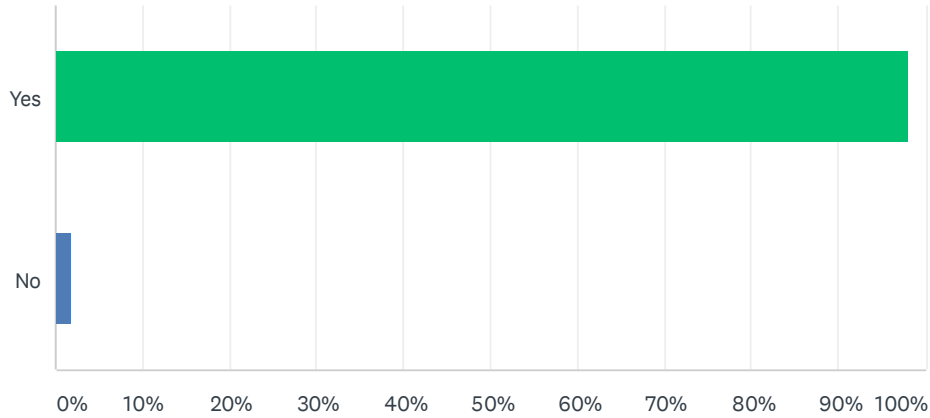


# Q1 Looking at the results of our recent prescription survey would you agree that the North surgery is our patient's preferred site for the processing of prescriptions?

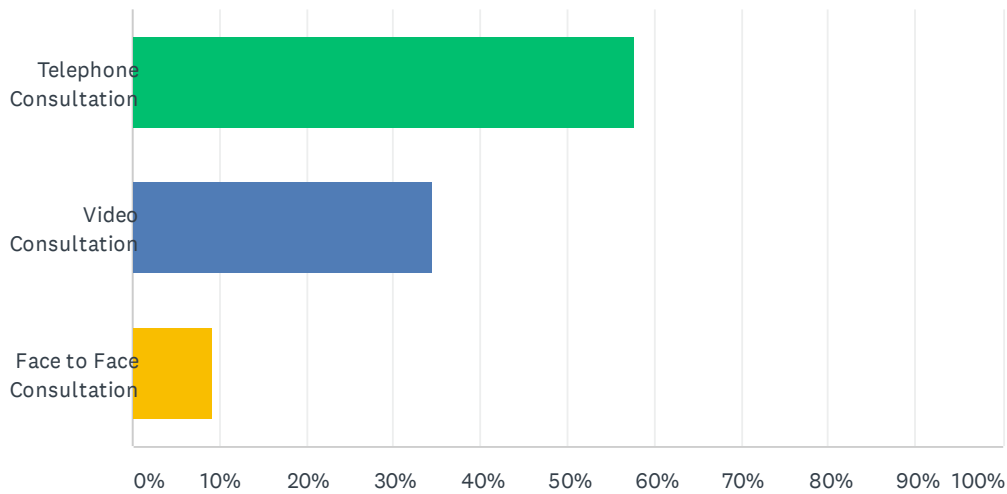
Answered: 254 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	98.03%	249
No	1.97%	5
TOTAL		254

Q2 In light of the current situation which is likely to be ongoing for some time, we need to look at how we manage our service going forward. Your answers to the following questions will help us to consider how we shape our service in the future. In the last month, have you had any of the following ( tick any boxes which apply)

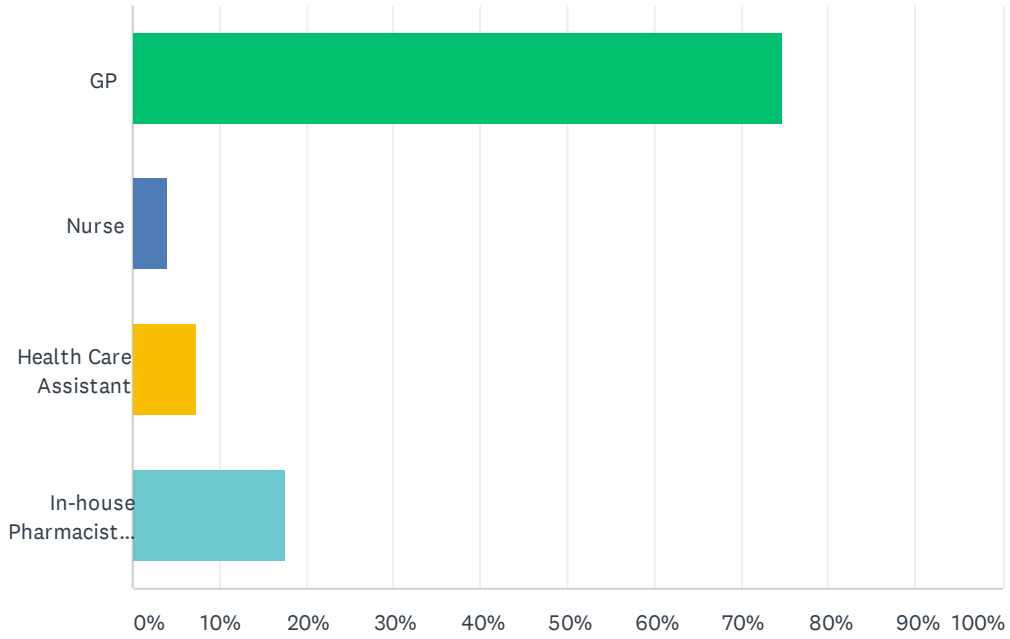
Answered: 249 Skipped: 5



ANSWER CHOICES	RESPONSES
Telephone Consultation	57.83% 144
Video Consultation	34.54% 86
Face to Face Consultation	9.24% 23
Total Respondents: 249	

### Q3 If so, who was this with?

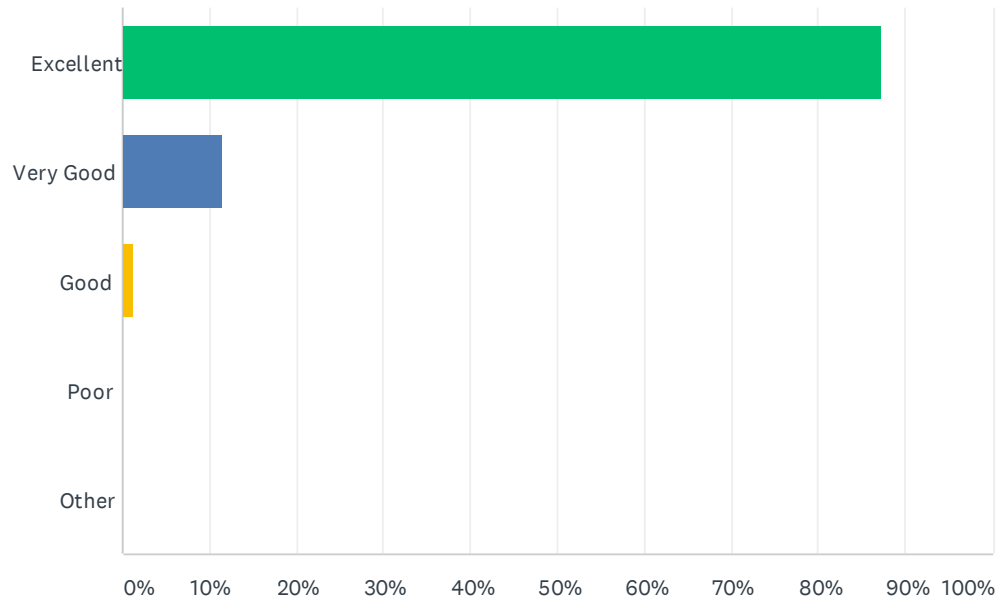
Answered: 249 Skipped: 5



ANSWER CHOICES	RESPONSES	
GP	74.70%	186
Nurse	4.02%	10
Health Care Assistant	7.23%	18
In-house Pharmacist (Caroline)	17.67%	44
Total Respondents: 249		

### Q4 How do you rate your satisfaction with the above service provided?

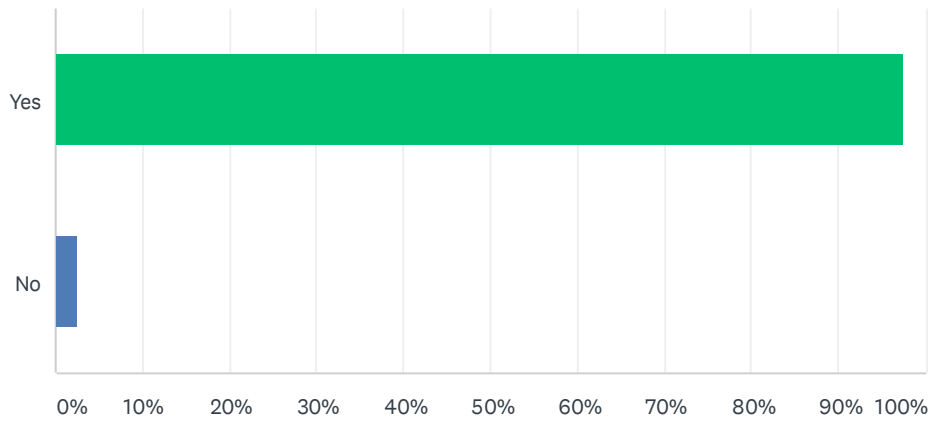
Answered: 250 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	87.20%	218
Very Good	11.60%	29
Good	1.20%	3
Poor	0.00%	0
Other	0.00%	0
<b>TOTAL</b>		<b>250</b>

### Q5 If you have had a telephone or video consultation, would you be happy to be seen this way in the future?

Answered: 234 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	97.44%	228
No	2.56%	6
TOTAL		234

Q6 To help us improve our services, please provide any comments in respect of your experience of telephone or video consultations.

Answered: 51 Skipped: 203