

		Total	child	16-18	under 60	over 60
Sex & Age	Total replies	112	9	4	52	47
	M	46	2	1	16	27
	F	66	7	3	36	20
Satisfied with care & services?	Yes	111	9	4	52	47
	No	0	0	0	0	0

All survey replies		Knew about the service		Used Service in last 12 months		Are You Likely to Use Service		How Satisfied were you with the service		
		Yes	No	Yes	No	Yes	No	Happy	Neither	Not Happy
Clinical Care : Services Offered	Family Planning	47	5	5	33	7	24	7	1	0
	Counselling	72	22	5	55	8	42	7	9	0
	Minor Surgery	51	45	7	47	18	21	10	5	0
	Child Immunisations / Travel	8	1	3	3	6	1	3	0	0
	Immunisations	96	3	15	49	28	22	18	3	0
	Travel Immunisations	81	8	15	52	30	19	17	3	1
	Yellow Fever Vaccinations	60	35	1	59	6	37	2	7	1
	Flu Vaccine (if necessary)	101	3	39	37	32	19	39	2	0
	Antenatal Clinics	39	12	2	32	2	24	5	1	0
	Postnatal	40	11	2	32	2	24	4	2	0
	Asthma Clinics	74	31	13	54	7	41	10	7	0
	Cardiovascular disease Clinics	48	44	4	48	7	29	5	5	1
	Chronic obstructive pulmonary disease	40	47	3	46	1	33	2	7	1
	Diabetes Clinics	75	18	11	47	13	26	12	5	0
	Coronary Heart disease Clinics	43	49	1	48	5	31	2	6	1
	Hypertension Clinics	51	41	11	45	9	30	10	5	0
	Health Promotion Clinics	66	25	7	45	12	26	7	4	1
	NHS Health Check	78	18	21	39	23	16	17	4	0
	Anticoagulation Clinic	46	47	9	46	6	32	8	6	0
	Appointments	On-line appointment	72	24	16	54	41	21	18	11
Out of Hours Doctor		91	17	13	64	28	27	15	11	5

Child: survey replies										
Clinical Care : Services Offered	Child Health Surveillance	2	5	0	3	1	3	0	1	0
	Immunisations/ Travel	8	1	3	3	6	1	3	0	0
	Asthma	6	2	1	3	1	2	1	1	0
	Flu Vaccine	7	1	1	4	1	2	1	1	0
Appointments	Out of Hours Doctor	7	1	0	6	3	1	1	0	0

Teen 16 - 18: survey replies										
Clinical Care : Services Offered	Family Planning	3	1	1	2	0	2	1	0	0
	Counselling	3	1	1	2	0	3	0	0	0
	Minor Surgery	2	2	0	1	0	2	0	0	0
	Immunisations	3	1	1	1	2	1	1	0	0
	Travel Immunisations	4	0	2	1	2	1	1	0	0
	Yellow Fever Vaccines	1	3	0	2	1	2	0	0	0
	Flu Vaccine (if necessary)	4	0	0	3	1	2	1	0	0
	Antenatal Clinics	2	2	0	2	0	3	0	0	0
	Postnatal	2	2	0	2	0	3	0	0	0
Appointments	Asthma	4	0	1	2	0	3	0	0	0
Appointments	Out of Hours Doctor	3	1	0	3	0	3	0	0	0



		Knew about the service		Used Service in last 12 months		Are You Likely to Use Service		How Satisfied were you with the service		
		Yes	No	Yes	No	Yes	No	Happy	Neither	Not Happy
<b>Adult under 60 : survey replies</b>										
<b>Clinical Care : Services Offered</b>	Family Planning	44	4	4	31	7	22	6	1	0
	Counselling	37	11	4	27	4	19	5	3	0
	Minor Surgery	23	26	4	24	7	11	3	2	0
	Immunisations	51	1	7	25	13	11	8	0	0
	Travel Immunisations	46	5	9	24	17	8	8	1	0
	Yellow Fever Vaccinations	32	17	0	29	3	21	1	2	0
	Flu Vaccine (if necessary)	50	0	13	19	11	13	13	0	0
	Antenatal Clinics	37	10	2	30	2	21	5	1	0
	Postnatal	38	9	2	30	2	21	4	2	0
	Asthma Clinics	40	10	7	26	5	20	6	0	0
	Cardiovascular disease Clinics	27	23	2	24	4	17	2	1	0
	Chronic obstructive pulmonary disease	22	28	0	26	0	22	0	2	0
	Diabetes Clinics	40	9	3	25	5	16	3	2	0
	Coronary Heart disease Clinics	24	25	0	24	3	18	1	2	0
	Hypertension Clinics	26	22	3	25	3	18	3	2	0
	Health Promotion Clinics	37	12	5	21	8	13	5	1	0
	NHS Health Check	39	12	9	20	11	9	8	2	0
Anticoagulation Clinic	21	27	2	24	2	19	2	2	0	
<b>Appointments</b>	On-line appointment	34	17	9	24	26	5	8	4	1
	Out of Hours Doctor	39	11	11	20	15	6	10	4	2

**Adult 60+ survey replies**

<b>Clinical Care : Services Offered</b>	Counselling	32	10	0	26	4	20	2	6	0
	Minor Surgery	26	17	3	22	11	8	7	3	0
	Immunisations	42	1	7	23	13	10	9	3	0
	Travel Immunisations	41	3	4	27	11	10	8	2	1
	Flu Vaccine (if necessary)	40	2	25	11	19	2	24	1	0
	Asthma Clinics	24	19	4	23	1	16	3	6	0
	Cardiovascular disease Clinics	21	21	2	24	3	12	3	4	1
	Chronic obstructive pulmonary disease	18	19	3	20	1	11	2	5	1
	Diabetes Clinics	35	9	8	22	8	10	9	3	0
	Coronary Heart disease Clinics	19	24	1	24	2	13	1	4	1
	Hypertension Clinics	25	19	8	20	6	12	7	3	0
	Health Promotion Clinics	29	13	2	24	4	13	2	3	1
	NHS Health Check	39	6	12	19	12	7	9	2	0
	Anticoagulation Clinic	25	20	7	22	4	13	6	4	0
	Yellow Fever Vaccinations	27	15	1	28	2	14	1	5	1
<b>Appointments</b>	On-line appointment	38	7	7	30	15	16	10	7	0
	Out of Hours Doctor	42	4	2	35	10	17	4	7	3

<b>Getting an Appointment : all Replies</b>	Is the phone answered promptly?	Yes	No							
		105	2							
	up to:	days					week			
		1	2	3	4	5	1	2		
	Time to see Doctor	86	4							
	Time to see Nurse	30	17	7	1	2	14	3		