

**SURGERY**

			SPD
Beaconsfield	214	64%	10.19
Ore	54	16%	2.571
Little Ridge	69	20%	3.286
Total	337		

Do you know we have a walk-in surgery at Beaconsfield Road every Monday and Friday morning?

Q1	Yes		No	
Beaconsfield	181	71%	33	13%
Ore	35	14%	19	7%
Little Ridge	40	16%	29	11%
Total	256	76%	81	24%

Over 50% of Ore and Little Ridge did not know

Do you know the new surgery number?

Q2	Yes		No	
Beaconsfield	210	82.0%	4	1.6%
Ore	51	19.9%	3	1.2%
Little Ridge	66	25.8%	3	1.2%
Total	327	97.0%	10	3.0%

Do you have difficulty with the new phone system?

Q3	Yes		No	
Beaconsfield	2	0.6%	212	62.9%
Ore	5	1.5%	49	14.5%
Little Ridge	2	0.6%	67	19.9%
Total	9	2.7%	328	97.3%

Offered an alternative appointment?

Q4	Yes		No	
Beaconsfield	212	82.8%	2	0.8%
Ore	52	20.3%	2	0.8%
Little Ridge	63	24.6%	6	2.3%
Total	327	97.0%	10	3.0%

Are you treated with respect on the telephone?

Q5	Yes		No	
Beaconsfield	214	63.5%	0	0.0%
Ore	54	16.0%	0	0.0%
Little Ridge	68	20.2%	1	0.3%
Total	336	99.7%	1	0.3%

Aware of Care Navigation?

Q6	Yes		No	
Beaconsfield	8	3.1%	206	80.5%

Ore	3	1.2%	51	19.9%
Little Ridge	3	1.2%	66	25.8%
Total	14	4.2%	323	95.8%

Registered for Online Services

Q7	Yes		No	
Beaconsfield	31	12.1%	183	71.5%
Ore	8	3.1%	46	18.0%
Little Ridge	8	3.1%	61	23.8%
Total	47	13.9%	290	86.1%

If so - Why?

Q8	Option 1	Option 2	Option 3	
Beaconsfield	20	5.9%	17	5.0%
Ore	5	1.5%	5	1.5%
Little Ridge	6	1.8%	5	1.5%
Total	31	9.2%	27	8.0%

Used Drop-In at Station Plaza

Q9	Yes	
Beaconsfield	31	12.1%
Ore	7	2.7%
Little Ridge	12	4.7%
Total	50	14.8%

Waiting room acceptable?

Q10	Yes		No	
Beaconsfield	152	59.4%	62	24.2%
Ore	53	20.7%	1	0.4%
Little Ridge	66	25.8%	3	1.2%
Total	271	80.4%	66	19.6%

Read noticeboards?

Q11	Yes		No	
Beaconsfield	190	56.4%	24	7.1%
Ore	46	13.6%	8	2.4%
Little Ridge	60	17.8%	9	2.7%
Total	296	87.8%	41	12.2%

Who's working today?

Q12	Yes		No	
Beaconsfield	76	29.7%	138	53.9%
Ore	21	8.2%	33	12.9%
Little Ridge	23	9.0%	46	18.0%
Total	120	35.6%	217	64.4%

Treated with respect?

Q13	Yes		No	
Beaconsfield	204	60.5%	10	3.0%
Ore	50	14.8%	4	1.2%
Little Ridge	65	19.3%	4	1.2%
Total	319	94.7%	18	5.3%

Pharmacist available now?

Q14	Yes		No	
Beaconsfield	49	19.1%	165	64.5%
Ore	16	6.3%	38	14.8%
Little Ridge	24	9.4%	45	17.6%
Total	89	26.4%	248	73.6%

Paramedic Practitioner?

Q15	Yes		No	
Beaconsfield	42	12.5%	172	51.0%
Ore	15	4.5%	39	11.6%
Little Ridge	14	4.2%	55	16.3%
Total	71	21.1%	266	78.9%

Unhappy with wait time?

Q16	Yes		No	
Beaconsfield	101	39.5%	113	44.1%
Ore	20	7.8%	34	13.3%
Little Ridge	24	9.4%	45	17.6%
Total	145	43.0%	192	57.0%

Understand treatment?

Q17	Yes		No	
Beaconsfield	204	60.5%	10	3.0%
Ore	49	14.5%	5	1.5%
Little Ridge	66	19.6%	3	0.9%
Total	319	94.7%	18	5.3%

Involved in decisions?

Q18	Yes		No		N/A
Beaconsfield	169	66.0%	16	6.3%	29
Ore	45	17.6%	2	0.8%	7
Little Ridge	39	15.2%	8	3.1%	22
Total	253	75.1%	26	7.7%	17%

Clear answers?

Q19	Yes		No	
Beaconsfield	198	58.8%	16	4.7%
Ore	50	14.8%	4	1.2%
Little Ridge	60	17.8%	9	2.7%
Total	308	91.4%	29	8.6%

Registered for prescription to pharmacy

Q20	Yes		No	
Beaconsfield	122	47.7%	92	35.9%
Ore	45	17.6%	9	3.5%
Little Ridge	49	19.1%	20	7.8%
Total	216	64.1%	121	35.9%

Take it yourself?

Q21	Yes		No	
Beaconsfield	132	39.2%	82	24.3%
Ore	16	4.7%	38	11.3%
Little Ridge	29	8.6%	40	11.9%
Total	177	52.5%	160	47.5%

Order online?

Q22	Yes		No	
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Box in surgery?

Q23	Yes		No	
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Beaconsfield	142	55.5%	72	28.1%
Ore	35	13.7%	19	7.4%
Little Ridge	32	12.5%	37	14.5%
Total	209	62.0%	128	38.0%

Beaconsfield	97	28.8%	117	34.7%
Ore	18	5.3%	36	10.7%
Little Ridge	32	9.5%	37	11.0%
Total	147	43.6%	190	56.4%

Pharmacist orders it?

Q24	Yes	No		
Beaconsfield	148	57.8%	66	25.8%
Ore	36	14.1%	18	7.0%
Little Ridge	39	15.2%	30	11.7%
Total	223	66.2%	114	33.8%

Aware of complaints procedure?

Q25	Yes	No		
Beaconsfield	81	24.0%	133	39.5%
Ore	25	7.4%	29	8.6%
Little Ridge	21	6.2%	48	14.2%
Total	127	37.7%	210	62.3%

Raised concerns?

Q26	Yes	No		
Beaconsfield	13	5.1%	201	78.5%
Ore	5	2.0%	49	19.1%
Little Ridge	6	2.3%	63	24.6%
Total	24	7.1%	313	92.9%

Answered satisfactorily

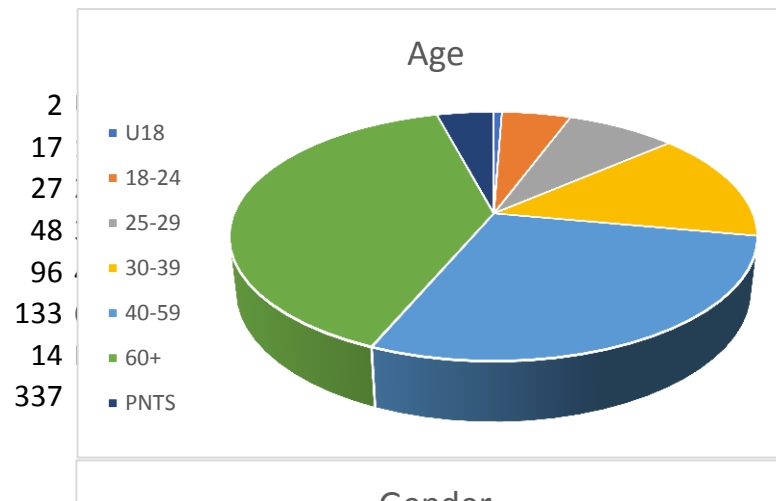
Q27	Yes	No	N/A		
Beaconsfield	8	61.5%	5	38.5%	201
Ore	4	80.0%	1	20.0%	49
Little Ridge	2	33.3%	4	66.7%	63
Total	14	58.3%	10	41.7%	

Demographic

Age	B'Fld	Ore	L'Rdge	
U18		1	0	1
18-24		13	2	2
25-29		19	4	4
30-39		31	5	12
40-59		60	15	21
60+		81	24	28
PNTS		9	4	1
Total		214	54	69

Gender

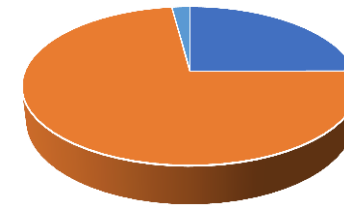
B'Fld	Ore	L'Rdge
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Male	47	16	21	84
Female	162	38	46	246
TransMale	0	0	0	0
TransFemale	0	0	0	0
PNTS	5	0	2	7
	214	54	69	337

Gender

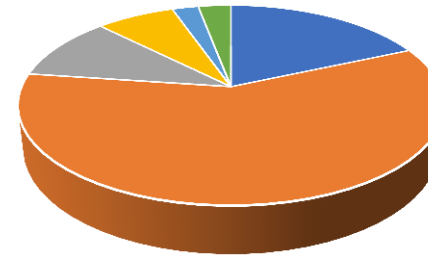
- Male
- Female
- TransMale
- TransFemale
- PNTS



Status	B'Fld	Ore	L'Rdge	
Single	42	8	12	62
Married/Ptn	124	31	43	198
Widowed	22	9	4	35
Divorced	15	4	5	24
Separated	5	1	2	8
PNTS	6	1	3	10
	214	54	69	337

Status

- Single
- Married/Ptn
- Widowed
- Divorced
- Separated
- PNTS



Ethnicity	B'Fld	Ore	L'Rdge	
White	201	53	62	316
White Irish	0	0	1	1
White Gypsy	0	0	0	0
Other	3	0	2	5
Mixed WBC	0	0	0	0
Mixed WBA	1	0	0	1
Indian	1	0	3	4
Pakistani	0	0	0	0
Bangladeshi	0	0	0	0
Chinese	1	0	0	1
BlackAfrican	1	1	0	2
BlackCaribbean	0	0	0	0
PNTS	6	0	1	7
	214	54	69	337

Ethnicity

- White
- White Irish
- White Gypsy
- Other
- Mixed WBC
- Mixed WBA
- Indian
- Pakistani
- Bangladeshi

