

Q21	If you contacted the surgery before attending A&E what was the reason for attending A&E instead of the surgery?	Advised to attend A&E by GP /Nurse/Receptionist	Not happy with advice offered by GP/Nurse/Receptionist	Could not get to speak to GP/Nurse	Could not get through by telephone	Other	Not answered				
		4	1	1	2	1	134				
		2.79%	0.69%	0.69%	1.39%	0.69%	93.70%				
Q22	If no to Q18 did you try to use the out of hours service before going to A&E?	Yes	No	Not answered							
		5	11	127							
		3.49%	7.69%	88.81%							
Q23	Whilst at A&E were you advised that the medical treatment or advice could have been provided at the GP surgery?	Yes	No	Not answered							
		2	18	123							
		1.39%	12.58%	86.01%							
Q24	Overall what did A&E provide that would not have been available at the surgery or out of hours service?	See separate comments									
Overall Satisfaction											
Q25	In general how satisfied are you with the care you get at the surgery?	Very	Fairly	Neither satisfied or dissatisfied	Quite dissatisfied	Very dissatisfied	Not answered				
		74	43	9	8	7	2				
		51.74%	30.06%	6.29%	5.59%	4.89%	1.39%				
Q26	Would you recommend the surgery to someone who has just moved to your local area?	Yes	Might	Probably not	Definitely not	Don't know	Not answered				
		109	16	9	4	2	3				
		76.22%	11.18%	6.29%	2.79%	1.39%	2.09%				
Q27	Are you Male or Female?	M	F	Not answered							
		54	84	5							
		37.76%	58.74%	3.49%							
Q28	How old are you?	Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85 and over	Not answered
		1	5	14	24	33	33	21	9	1	2
		0.69%	3.49%	9.79%	16.78%	23.07%	23.07%	14.68%	6.29%	0.69%	1.39%
Q29	Which of these best describes what you are doing at present?	Full time paid work	Part time paid work	Full time education	Unemployed	Permanently sick or disabled	Fully retired from work	Looking after the home	Doing something else	Full time carer	Not answered
		52	22	3	12	11	29	6	1	3	4
		36.36%	15.38%	2.09%	8.39%	7.69%	20.27%	4.19%	0.69%	2.09%	2.79%
Q30	What is your ethnicity?	White (British/Irish/Other)	Mixed (White & Black Caribbean/Asian/African or Other White)	Asian/Asian British (Indian/Pakistan/Bangladeshi/Other Asian)	Black/Black British (Caribbean/African/ Other Black)	Other Ethnic Group (Chinese/Any Other Ethnic Group)	Not answered				
		136	0	0	1	0	6				
		95.10%	0%	0%	0.69%	0%	4.19%				