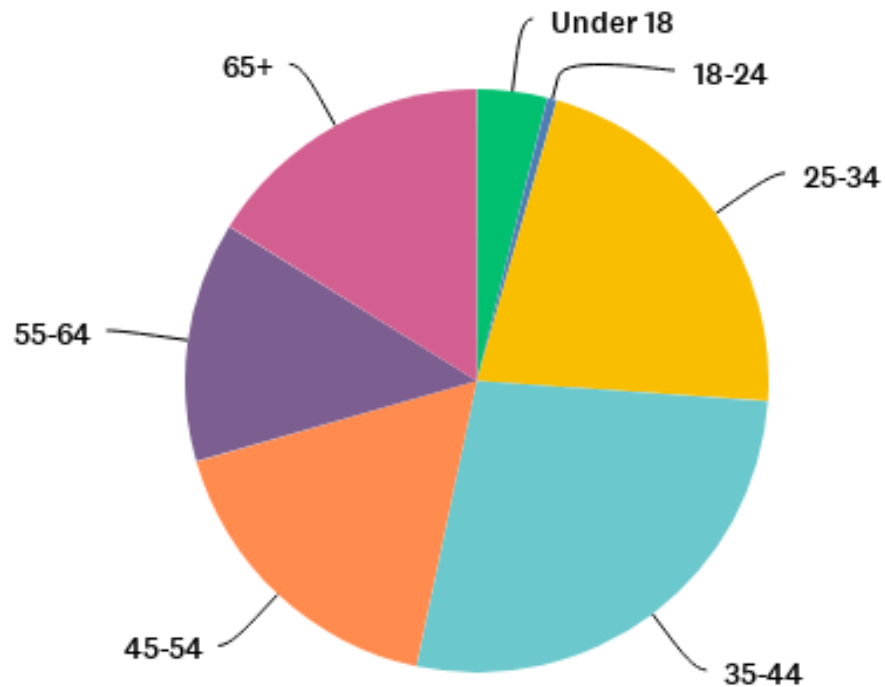


# Consulting during Covid at St Paul's Cottage Surgery

A survey returned by 180 patients in  
November and December 2020

**Q2: We want our practice to be available to all our patients irrespective of age. Would you mind indicating into which age bracket you(the patient) falls?**

Answered: 180 Skipped: 0



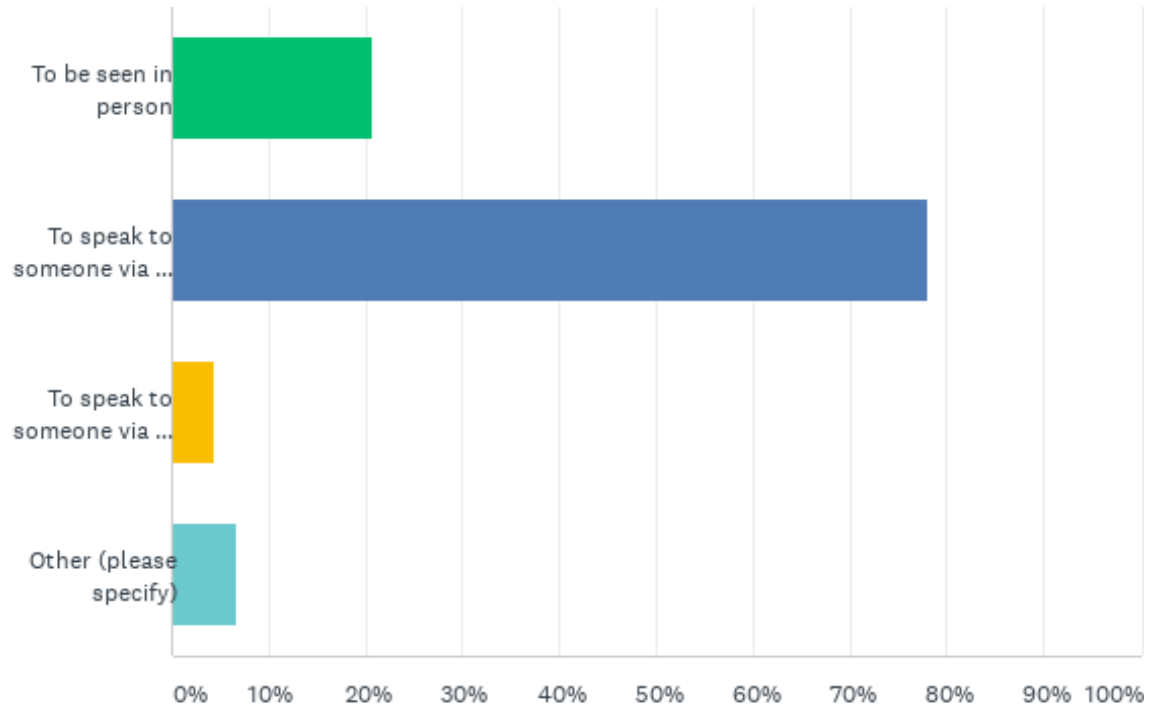
**Q2: We want our practice to be available to all our patients irrespective of age. Would you mind indicating into which age bracket you(the patient) falls?**

Answered: 180 Skipped: 0

ANSWER CHOICES	RESPONSES	
Under 18	3.89%	7
18-24	0.56%	1
25-34	21.67%	39
35-44	27.22%	49
45-54	17.22%	31
55-64	13.33%	24
65+	16.11%	29
<b>TOTAL</b>		<b>180</b>

#### Q4: As a result of your contact, what were you hoping to achieve?

Answered: 178 Skipped: 2



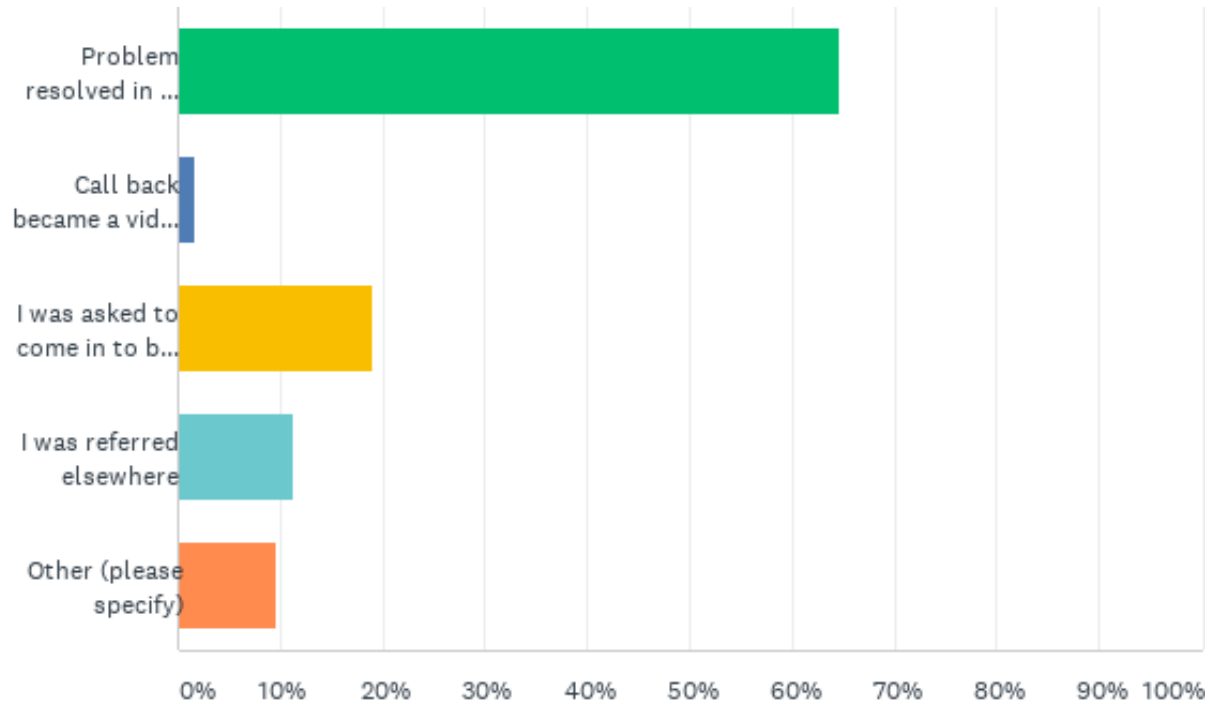
#### Q4: As a result of your contact, what were you hoping to achieve?

Answered: 178 Skipped: 2

ANSWER CHOICES	RESPONSES	
To be seen in person	20.79%	37
To speak to someone via the phone	78.09%	139
To speak to someone via a video link	4.49%	8
Other (please specify)	6.74%	12
Total Respondents: 178		

## Q5: When you were contacted by the practice, what was the outcome?

Answered: 178 Skipped: 2



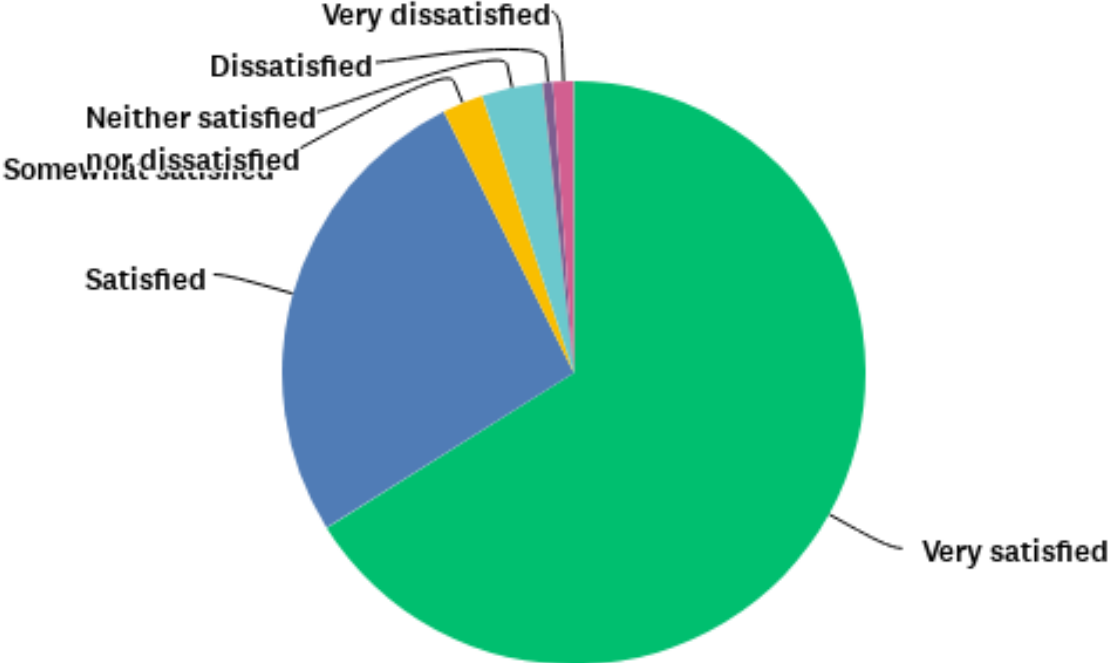
## Q5: When you were contacted by the practice, what was the outcome?

Answered: 178 Skipped: 2

ANSWER CHOICES	RESPONSES	
Problem resolved in the first call	64.61%	115
Call back became a video consultation	1.69%	3
I was asked to come in to be seen in person	19.10%	34
I was referred elsewhere	11.24%	20
Other (please specify)	9.55%	17
Total Respondents: 178		

**Q6: How happy were you with the outcome of your call**

Answered: 177 Skipped: 3





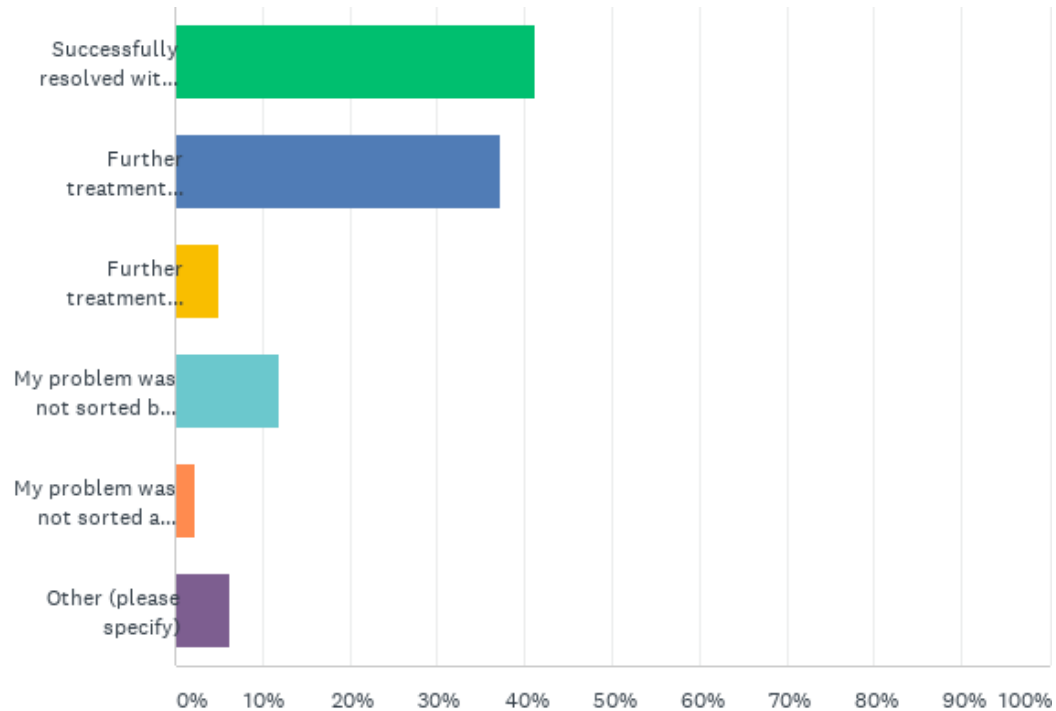
## Q6: How happy were you with the outcome of your call

Answered: 177 Skipped: 3

ANSWER CHOICES	RESPONSES	
Very satisfied	66.10%	117
Satisfied	26.55%	47
Somewhat satisfied	2.26%	4
Neither satisfied nor dissatisfied	3.39%	6
Somewhat dissatisfied	0.00%	0
Dissatisfied	0.56%	1
Very dissatisfied	1.13%	2
TOTAL		177

## Q7: As a result of your treatment is your problem

Answered: 177 Skipped: 3



## Q7: As a result of your treatment is your problem

Answered: 177 Skipped: 3

ANSWER CHOICES	RESPONSES	
Successfully resolved with one consultation	41.24%	73
Further treatment needed and these are planned	37.29%	66
Further treatment needed but not currently planned	5.08%	9
My problem was not sorted but further investigations are needed	11.86%	21
My problem was not sorted and I dont know what to do next	2.26%	4
Other (please specify)	6.21%	11
Total Respondents: 177		