

HOLLOW WAY MEDICAL CENTRE

PATIENT PARTICIPATION DES

END OF YEAR REPORT 2011/12

Practice Profile

Hollow Way Medical Centre cares for 8288 patients. Age profile can be broken down as follows:

Age	Patient numbers
0-9	1035
10-19	884
20-39	3205
40-69	2476
70+	688

Our practice has been in existence for several decades and was originally predominantly used by workers from the nearby car factory, and local Irish Catholic families. In more recent years Cowley has seen an influx of people from overseas and we now have a more mixed population, with many patients from minority ethnic groups, refugees, and migrant workers. We also have many students and workers who have moved into the area to work in the local business parks.

Our practice has 6 GP partners and a GP Registrar. The practice became a training practice in 2011 and also trains medical students. We have two practice nurses, a health care assistant, six receptionists, one secretary and other supporting admin staff. Health visiting staff are based in our building and district nurse support is shared with Donnington Health Centre.

Our opening hours are 8.30 a.m. to 6.30 p.m. Monday to Friday. Once a week the practice is open until 8.30 p.m. for evening surgeries. We hold 39 GP surgery sessions per week and 17 practice nurse/health care assistant clinics per week, together with daily phlebotomy clinics. The practice also provides services from midwives, counsellors, and addictions nurse. Patients can access health care professionals via either face to face or telephone consultations. A Duty Doctor holds a clinic each morning for patients who request to see a GP the same day. Out of hours care is provided by Oxfordshire Health between 6.30 p.m. and 8.00 a.m. Monday to Friday and at weekends and bank holidays.

Setting up the Hollow Way Patient Reference Group

We decided to set up a “virtual” Patient Reference Group. In order to recruit members to the PRG we advertised from May 2011 onwards for interested patients in the surgery via posters, leaflets and on our website. We devised a form which was handed out to those who expressed an interest (Appendix A).

In order to make the PRG as representative as possible of our practice population we asked a number of questions on the form relating to the interested patient’s age, ethnicity,

home and employment circumstances and whether they have any chronic illnesses or disabilities.

We recruited 28 members to our PRG. The profile was as follows:

Ages range:	Between 17 and 79
Sex:	Female 17 Male 11
Nationalities represented:	UK, Czech, Turkey, Bangladesh, Africa, India, Poland, China
Home/employment circumstances:	Employed, unemployed, student, retired, carer, housebound, children under 5
Chronic illnesses represented:	CHD, Epilepsy, Asthma, Diabetes, Bipolar, Atrial fibrillation, Depression, Arthritis, Psoriasis, Hypertension

Agreeing priorities with the PRG

We contacted the PRG by e-mail and asked them what specific areas they were interested in and would like us to pursue or improve, and what their priorities were. As a result of the replies we received, we put together a Patient Survey which we set up on SurveyMonkey. We sent the draft survey to our PRG members for their comments prior to finalising the survey and conducting it with patients.

Conducting the survey

We conducted the survey in November/December 2011. The survey was posted on our website and we also handed a survey form to all patients when they came to the surgery. We also had leaflets available to tell patients about the survey and giving them the link to our website if they preferred to complete it online.

The survey was completed by 289 patients, including 30 on line via our website. The results were analysed through SurveyMonkey in January 2012. The full results are shown at Appendix B.

Consulting with the PRG and producing an Action Plan

We sent the full results to our PRG and asked for comments on the findings. A draft action plan was prepared by the practice and sent to PRG members on 3rd February 2012 asking for their comments and suggestions. Comments were received back by 20th February, and the Action Plan was finalised.

Action Plan main priorities

1. Ease of appointment booking/ordering repeat medication

We asked patients how easy they find it to book urgent and routine appointments and to cancel appointments. Although the majority of patients found it “easy” or “okay” to book their appointments (72% urgent, 79% routine), if more patients were registered with EMIS Access, this would give them an alternative means of making and cancelling appointments and ordering prescriptions.

We are therefore working on publicising EMIS Access to more patients to enable them to book their appointments/order repeat medication on line. 63% of respondents said that they would be interested in doing this. We already automatically give information on how to register for this service during the new patient registration process, but we will now also be conducting a proactive campaign to sign up existing patients. This will be done via leaflets handed out to all patients, and through information on our website. Also by giving patients another way for patients to cancel appointments they no longer need, this will hopefully reduce DNAs and free up additional appointments for other patients.

2. Awareness of the services our nurses provide

We asked patients what practice nursing services they were aware of. The results show that some patients were not aware of the full range of services provided by our practice nurses at the surgery. We will be increasing awareness of this by putting more information on our website and an article in our newsletter.

3. Receptionists asking questions to direct patients to most appropriate health professional e.g. GP or nurse

We asked patients what they felt about receptionists asking non-personal questions when booking an appointment in order to ensure the consultation is booked with the most appropriate health professional. Over 70% said that they would be happy with this, so long as it was handled sensitively. We are planning to hold a meeting in the practice involving all relevant staff to discuss and agree suitable protocols.

4. Sending patients text message reminders for their appointments

We have already carried out a pilot project involving sending text message reminders to patients, which has proved very popular. The results of the survey suggest that this is a service which most patients would wish us to continue. We need to increase the number of mobile phone numbers which are recorded on our computer system so that as many patients as possible can have access to this service.

We will be proactively asking patients to complete a contact details form when they come to the surgery, to enable us to update our records, and highlighting this service on our website.

5. Hollow Way Medical Centre website/newsletter

We asked patients whether they were aware of our website and regular newsletters, and asked for comments about what they would like to be included in them. As a result of this, we are reviewing our website to include additional information such as individual GPs' surgery times. We have also registered with Twitter so we can use this as a way of passing regular information to patients. We also have received some ideas for future articles for our newsletter.

6. Using the waiting room blood pressure machine

We wanted to find out what patients felt about using the blood pressure machine and weighing scales provided behind a screen in a corner of the waiting room. The survey results showed that some patients did not know they were there, others did not know how to use them and others felt the area was too public. They were also not aware of the importance of taking these readings and how helpful the GPs and nurses found it when patients did this before a consultation. We are in the process of reviewing this process, ensuring that the machine is regularly checked, that instructions for using the BP machine are clearer and that help is available if necessary. We will also emphasise the advantages to patients of using this facility and also to GPs and nurses who can use this information in the consultation.

7. Music in the waiting rooms

We asked patients whether they would like to have music in the waiting rooms and, if so, what type. The overwhelming majority of patients said that they would like music in the waiting room, and agreed that it would help with potential confidentiality issues at the front desk. We have implemented this in both waiting rooms and now play local radio, which was the majority choice.

8. What would patients like to change about the practice?

This was a general question, and there were many free text comments on this. Many of these related to problems with parking at the surgery, and about time spent waiting to go in for their appointment in the surgery.

With regard to parking, we recognise that parking is inadequate at the surgery. This is due to restrictions in the number of parking spaces permitted by the local Council. We are not able to provide any additional spaces, but we are intending to write an article in our next newsletter and on the website explaining the situation. We will aim to actively manage the use of the spaces we have, and in particular, to ensure that the disabled spaces are used appropriately.

With regard to waiting times, we are very aware that patients sometimes wait in the waiting room for longer than we would like. We have reviewed this problem on a number of occasions and have put several procedures in place to try to improve the situation. It is clear, however, that there is still a problem and we will be discussing this again at an Away Day in the near future.

Acknowledgements

We are grateful to our patients for completing our patient survey and for all their comments and suggestions. We would also like to thank our Patient Representation Group for agreeing to be part of the Group and for all their help with the survey and action plan. We look forward to further working with the PRG to ensure that we provide the best services we can to all our patients.

Dr. Alison Maycock
GP

Christine Robinson
Practice Manager

March 2012

Appendices:

1. Patient Representation Group joining form
2. Full survey results

Have your say at Hollow Way!

Calling all patients- please join us in making Hollow Way the best practice possible for you.

Hollow Way Medical Centre Patient Reference Group

The Hollow Way Medical Centre team are setting up a 'virtual patient reference group'. This is a group of our patients we can **contact by email** to help us decide how to improve our surgery. We would appreciate the group's help in deciding the questions for our **patient surveys** and in deciding **what actions we should take** as a result of those surveys. We would like to make the group as **representative** as we can of our population so will be selecting people from different backgrounds and with different health needs.

If you would like to have your views heard and would allow us to contact you from time to time by email please leave your details below and hand this form back to reception or to any member of our team.

Name

Date of Birth

Email address

The following additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

How old are you?

What is your country of origin/ethnic group?

Do you have a chronic illness that needs regular checks? (What is it?)

Are you a carer?

Are you working?

Are you unemployed?

Are you retired?

Do you have children under 5?

Are you housebound?

Do you have any disabilities? (if so please say what)

Are you a student from the UK?

Are you a student from overseas?

Is English one of your main languages?

Do you have any other special needs that we should consider?

How often do you come to the practice?

Thank you.

The Hollow Way Medical Centre Team

May 2011

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998 which gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.



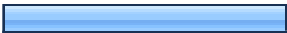


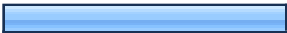



1. In the last 12 months how easy was it to book an urgent appointment?

		Response Percent	Response Count
Easy		36.8%	106
OK		35.4%	102
Difficult		12.8%	37
I haven't tried		14.9%	43
answered question			288
skipped question			1






2. In the last 12 months how easy was it to book a routine appointment at the practice?

		Response Percent	Response Count
Easy		42.6%	121
OK		37.3%	106
Difficult		15.5%	44
I haven't tried		4.6%	13
answered question			284
skipped question			5




3. Did you know that the nurses provide the following services? (please tick if you do)

		Response Percent	Response Count
Travel health advice		50.0%	134
Annual routine asthma checks		37.7%	101
Annual routine diabetes checks		42.2%	113
Annual routine heart checks		34.0%	91
Blood pressure checks		71.6%	192
Contraception including emergency contraception		42.5%	114
Cervical smear tests		54.5%	146
Stopping smoking help		48.5%	130
Advice about drinking safe amounts of alcohol		28.7%	77
		answered question	268
		skipped question	21




4. Are you able to see the doctor or nurse of your choice for review of a old problem?

		Response Percent	Response Count
Always		31.0%	87
Usually		41.3%	116
Sometimes		19.9%	56
Rarely		4.6%	13
Never		3.2%	9
		answered question	281
		skipped question	8




5. Would you be happy for the receptionists to ask some non-personal questions to help work out whether you should see the doctor or the nurse when you make an appointment?

		Response Percent	Response Count
Yes		70.3%	199
No		18.0%	51
I am not sure		11.7%	33
It would depend on (please specify)			31
answered question			283
skipped question			6




6. Would you like to receive text messages to remind you about your appointments?

		Response Percent	Response Count
Yes		72.1%	202
No		23.2%	65
I don't have a mobile phone		4.6%	13
answered question			280
skipped question			9

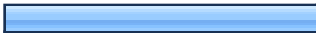


7. Would you be happy to speak to the receptionists over the phone to get some of your results after a doctor had seen them and approved this?

		Response Percent	Response Count
Yes		72.6%	209
No		20.5%	59
I am not sure		6.9%	20
It would depend on (please specify)			26
answered question			288
skipped question			1

8. Is it easy for you to cancel appointments that you no longer need?

		Response Percent	Response Count
Yes		82.5%	236
No		1.7%	5
I haven't tried		15.7%	45
answered question			286
skipped question			3

9. Have you found useful the Hollow Way Practice website at <http://www.hollowwaymedicalcentre.co.uk/>?




		Response Percent	Response Count
Yes		46.7%	107
No		17.5%	40
I didn't know there was one		35.8%	82

What else would you like to see on the practice website? 46

answered question 229

skipped question 60

10. Would you like more information about booking your appointment on- line through the practice website?






		Response Percent	Response Count
Yes		43.4%	109
No- I am not interested		37.1%	93
No- I am already doing this		19.5%	49

Any comments about on- line booking? 27






answered question 251

skipped question 38





11. Would you like more information about how to order your repeat medication in the following ways?

		Response Percent	Response Count
ordering on line through the practice website		29.1%	74
collecting my medicines directly from the pharmacy		22.0%	56
getting repeat medication in general		17.3%	44
I do not need any more information		34.3%	87
I do not get any repeat medication		19.3%	49
	What further information would you like?		10
		answered question	254
		skipped question	35





12. Do you use the blood pressure cuff and weight scales behind the screen in the downstairs waiting room? It saves the doctors and nurses a lot of time if you do. If you don't can you tell us why?

		Response Percent	Response Count
I do use the blood pressure cuff and scales in the waiting room		28.1%	66
I didn't know about them		14.0%	33
I don't use them because I don't know how		23.0%	54
I don't use them as the area feels too public		25.1%	59
I would never use them		14.0%	33
	If you dont use them what would help you to do so?		65
		answered question	235
		skipped question	54




13. Have you ever used the computer in the downstairs waiting room which is connected to health information websites? If you haven't what is the reason?

		Response Percent	Response Count
I have used the waiting room computer		5.5%	14
I haven't used the computer because I didnt konw about it		37.5%	95
I am not interested in using the computer		47.8%	121
I would like to know more about using the computer		9.1%	23
answered question			253
skipped question			36




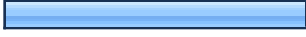


14. We have introduced music into the waiting rooms so that patients have something to listen to whilst waiting and also to increase patient confidentiality. Do you like having music in the waiting room and if so what type?

		Response Percent	Response Count
No music		9.2%	24
Classical music		8.0%	21
Easy listening		38.2%	100
Local radio		44.7%	117
Other (please specify)			16
answered question			262
skipped question			27

15. Do you ever read the Hollow Way Medical Centre practice newsletter?

		Response Percent	Response Count
Yes		44.2%	117
No		31.7%	84
I didn't know there was one		24.2%	64
What else would you like to see in the practice newsletter?			8
answered question			265
skipped question			24







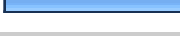
16. What is the best way for the practice to inform you of our services? (tick 2 that you would find most useful)

		Response Percent	Response Count
Website		26.1%	71
Phone texts		27.6%	75
Email		32.4%	88
Notices in waiting room		45.2%	123
Leaflets		18.4%	50
Messages on repeat prescription slips		24.3%	66
Other (please specify)			12
answered question			272
skipped question			17



17. If you could change one thing about the practice what would that be?

	Response Count
	150
answered question	150
skipped question	139



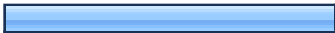


18. Which category below includes your age?

		Response Percent	Response Count
17 or younger		1.1%	3
18-20		1.5%	4
21-29		19.8%	53
30-39		20.5%	55
40-49		16.8%	45
50-59		13.8%	37
60 or older		26.5%	71
	answered question		268
	skipped question		21



19. Are you male or female?

		Response Percent	Response Count
Male		27.7%	73
Female		72.3%	191
	answered question		264
	skipped question		25



20. How often do you use our service?

		Response Percent	Response Count
less than once per year		3.7%	10
about 1-2 times per year		13.1%	35
about 3-5 times per year		49.6%	133
once every month		28.7%	77
once every week or more		4.9%	13
answered question			268
skipped question			21

21. Do you have a long term illness?

		Response Percent	Response Count
Yes		38.1%	101
No		61.9%	164
If yes what is your illness?			79
answered question			265
skipped question			24

22. Is English your first language?

		Response Percent	Response Count
Yes		87.8%	245
No		12.2%	34

If 'No' what is your first language?

19


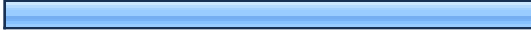
answered question

279

skipped question

10

23. Do you have a child under 5 years of age?

		Response Percent	Response Count
Yes		20.6%	56
No		79.4%	216

answered question

272

skipped question

17

Q5. Would you be happy for the receptionists to ask some non-personal questions to help work out whether you should see the doctor or the nurse when you make an appointment?

1	Questions	Jan 13, 2012 5:16 AM
2	Over the phone with other people listening maybe not	Jan 13, 2012 5:01 AM
3	Depending on where I am when making the phone call	Jan 13, 2012 4:52 AM
4	The problem somethings yes but other things no	Jan 13, 2012 4:01 AM
5	I find some receptionists very rude and unhelpful	Jan 13, 2012 2:57 AM
6	How they ask the question and why they are asking	Jan 13, 2012 2:47 AM
7	I would be concerned about my regular doctors response	Jan 12, 2012 3:30 AM
8	The question as the place is too public	Jan 10, 2012 4:16 AM
9	What the questions are and if there are peopple in ear shot if they are embarrassing etc	Jan 10, 2012 3:59 AM
10	I would depending on thier personality	Jan 10, 2012 3:52 AM
11	Particular issues if not a child	Jan 10, 2012 3:10 AM
12	Their knowledge and understandin enabling the correct choice to be made	Jan 10, 2012 2:54 AM
13	Penny is a lovley lady	Jan 10, 2012 2:51 AM
14	Wether the patietns doctor wants to see them	Jan 10, 2012 2:49 AM
15	I work in an open planned office so would need to go to a praivate room	Jan 10, 2012 2:45 AM
16	If they asked you in an appropriate place first	Jan 10, 2012 2:42 AM
17	Reception are very close to waiting area and patients can over hear	Jan 9, 2012 7:51 AM
18	I think I would ask and be happy them telling me	Jan 9, 2012 7:48 AM
19	Only if they could help	Jan 9, 2012 7:10 AM
20	As long as you weren't made to feel you were wasting their time by phoning in.	Dec 29, 2011 5:04 AM
21	But wont like to insist me for not to see a doctor	Dec 23, 2011 7:28 AM
22	The reception are is too close to the waiting area and patients can over hear	Dec 23, 2011 7:11 AM
23	I think i would ask and be happy them telling me	Dec 23, 2011 7:08 AM
24	Hoe sensitively the receptionist asked questions	Dec 22, 2011 7:33 AM
25	I can not always answering	Dec 22, 2011 6:52 AM
26	As long as they was not to intrusive	Dec 22, 2011 6:46 AM

Q5. Would you be happy for the receptionists to ask some non-personal questions to help work out whether you should see the doctor or the nurse when you make an appointment?

27	It depends on what the issue it and if anyone can hear	Dec 22, 2011 6:26 AM
28	The responsibilty of the nurses	Dec 22, 2011 6:19 AM
29	The nature of the problem. For something new or really worrying I would probably prefer to choose who to see myself.	Dec 1, 2011 7:46 AM
30	I feel when trying to book an urgent app with a doc the questions are personal, my information should be confidential and left for the doctor to decide if I need to see them or a nurse not reception.	Nov 29, 2011 2:59 AM
31	it does not depend	Nov 21, 2011 9:52 AM

Q7. Would you be happy to speak to the receptionists over the phone to get some of your results after a doctor had seen them and approved this?

1	Doctor	Jan 13, 2012 5:16 AM
2	The receptionist dont need to go in to detail so the whole surgery can hear but a positive or negative would be a good idea	Jan 13, 2012 4:42 AM
3	Results, Necessary dialogue on outcome of results	Jan 13, 2012 3:50 AM
4	Doctor should phone you	Jan 13, 2012 2:57 AM
5	Nature of the result and where the receptionist would be if my name could be heard	Jan 13, 2012 2:47 AM
6	Confidentiality I would prefer medical staff	Jan 13, 2012 2:43 AM
7	Depends what the tests are for	Jan 12, 2012 4:53 AM
8	I find it hard on the phone to follow	Jan 12, 2012 3:30 AM
9	I would like to ba able to speak to a doctor if it was nessessary	Jan 12, 2012 3:11 AM
10	But what the results were for	Jan 10, 2012 3:59 AM
11	The nature of the test	Jan 10, 2012 3:08 AM
12	See question 5	Jan 10, 2012 2:45 AM
13	Some receptionists are very friendly and approachable while others are not and this pute you off them knowing your personal things	Jan 10, 2012 2:42 AM
14	As long as I could speak to the doctor if I have any concerns	Jan 9, 2012 8:01 AM
15	The complexity of the result	Jan 9, 2012 7:57 AM
16	Only if she could fully answer any question I may have	Jan 9, 2012 7:53 AM
17	Depending on the test results I would want to speak to a doctor if it had further implications	Jan 9, 2012 7:48 AM
18	Wether they were speaking to you at the front desk in front of other patients	Jan 9, 2012 7:39 AM
19	Depending on what	Dec 23, 2011 7:28 AM
20	as long as i could speak to a doctor if i have any concerns	Dec 23, 2011 7:22 AM
21	The complexity of the result	Dec 23, 2011 7:18 AM
22	Only is she could fully answer any questions I may have	Dec 23, 2011 7:13 AM
23	Depending on the test results I would want to speak to a doctor if it had further implications	Dec 23, 2011 7:08 AM
24	Weather they were speaking at the front desk infront of the practice/ waiting patients	Dec 23, 2011 6:59 AM

Q7. Would you be happy to speak to the receptionists over the phone to get some of your results after a doctor had seen them and approved this?

25 me understanding what to do next Dec 18, 2011 2:15 PM

26 I can see this could be very worrying. If for example I knew this sort of service was usual but I was told I had to speak a doctor to get the results I would find that difficult. Especially if I couldn't get an appointment quickly. Dec 1, 2011 7:46 AM

Q9. Have you found useful the Hollow Way Practice website at <http://www.hollowwaymedicalcentre.co.uk/>?

1	Just because I done use it	Jan 13, 2012 5:27 AM
2	Hvent been on it	Jan 13, 2012 5:13 AM
3	Surgery Times	Jan 13, 2012 4:54 AM
4	The above isnt the appointment booking site The appointment booking site is useful	Jan 13, 2012 4:42 AM
5	Need to look at it	Jan 13, 2012 4:27 AM
6	Haven't tried	Jan 13, 2012 4:21 AM
7	Havem't looked yet	Jan 13, 2012 4:03 AM
8	Not tried	Jan 13, 2012 3:58 AM
9	Not yet used	Jan 13, 2012 3:52 AM
10	Aware but never found necessary to use	Jan 13, 2012 3:50 AM
11	No Internet	Jan 13, 2012 3:03 AM
12	Do not have one	Jan 13, 2012 2:42 AM
13	Do not use	Jan 12, 2012 5:17 AM
14	Gvent tried it	Jan 12, 2012 5:04 AM
15	Not easy thankyou	Jan 12, 2012 5:02 AM
16	Havent used	Jan 12, 2012 4:09 AM
17	Not tried it	Jan 12, 2012 3:38 AM
18	Hven't looked at it	Jan 12, 2012 1:57 AM
19	Easier method of online appointments	Jan 10, 2012 4:36 AM
20	I know mit but haven't used it as not sure I need to	Jan 10, 2012 4:30 AM
21	I haven't visited it	Jan 10, 2012 4:19 AM
22	Haven't tried	Jan 10, 2012 4:16 AM
23	Not tried it	Jan 10, 2012 4:14 AM
24	I have not looked	Jan 10, 2012 2:54 AM
25	Don't use a computer	Jan 10, 2012 2:49 AM
26	Change address	Jan 10, 2012 2:45 AM
27	Haven't tried	Jan 10, 2012 2:42 AM

Q9. Have you found useful the Hollow Way Practice website at <http://www.hollowwaymedicalcentre.co.uk/>?

28	I haven't used it yet	Jan 10, 2012 2:00 AM
29	But Rarely used	Jan 9, 2012 8:01 AM
30	I haven't used it	Jan 9, 2012 7:48 AM
31	Wouldn't use it anyway	Jan 9, 2012 7:39 AM
32	Haven't got one	Jan 9, 2012 7:33 AM
33	I haven't tried but I will and if anything I will comment on	Jan 9, 2012 7:31 AM
34	I havent used it	Dec 23, 2011 7:08 AM
35	Havent got one	Dec 23, 2011 6:52 AM
36	I havent tried but I will and if anything I will comment on it	Dec 23, 2011 6:49 AM
37	Dont have one	Dec 22, 2011 7:45 AM
38	Not used it	Dec 22, 2011 6:58 AM
39	Bit long winded to remember	Dec 22, 2011 6:46 AM
40	More than 2 appointments	Dec 22, 2011 6:37 AM
41	what my blood pressure should be what food is health	Dec 18, 2011 2:15 PM
42	what appointments would suit different popular conditions self help advice	Dec 12, 2011 5:58 AM
43	I've found it very useful. It might be helpful if information about the days individual doctors are there, and maybe dates when they will be away. (I'm not asking for the details!)	Dec 1, 2011 7:46 AM
44	Nurse appointments	Nov 29, 2011 7:15 AM
45	Being able to book appointments for your children as well as yourself.	Nov 24, 2011 12:39 PM
46	Blood test results	Nov 21, 2011 11:25 PM

Q10. Would you like more information about booking your appointment on- line through the practice website?

1	The login details are quite complex and hard to remember	Jan 13, 2012 5:01 AM
2	Not signed up for	Jan 13, 2012 4:54 AM
3	Much better than hanging on the phone	Jan 13, 2012 4:46 AM
4	Difficult to set up and use	Jan 13, 2012 2:47 AM
5	I thought it was really useful and quick	Jan 12, 2012 5:14 AM
6	None	Jan 12, 2012 3:44 AM
7	No Computer	Jan 12, 2012 3:33 AM
8	Would like to book my children an appointment as well	Jan 12, 2012 3:07 AM
9	I prefer to phone for an appointment	Jan 12, 2012 1:57 AM
10	I have no comuter	Jan 10, 2012 4:40 AM
11	Looks like it would be easier	Jan 10, 2012 4:36 AM
12	Never done booking on line I prefer to talk to someone	Jan 10, 2012 4:34 AM
13	The sytem is often off line evenings and weekends	Jan 10, 2012 3:52 AM
14	Quick and easy	Jan 10, 2012 3:38 AM
15	How do you do it	Jan 10, 2012 2:58 AM
16	I have booked on line but the diary dosen't go long enough forward eg 3 months	Jan 9, 2012 8:01 AM
17	Its great but would also be useful to see the GP'S photo's on emis	Jan 9, 2012 7:57 AM
18	No	Jan 9, 2012 7:36 AM
19	Haven't tried yet	Jan 9, 2012 7:31 AM
20	At present not using the web	Dec 23, 2011 7:28 AM
21	I have booked on line but the diary often dosent go long enough forward eg: 3 months	Dec 23, 2011 7:22 AM
22	Its great but would be useful to see GP photos on emis booking system	Dec 23, 2011 7:18 AM
23	Though havent tried	Dec 23, 2011 6:49 AM
24	None	Dec 22, 2011 6:37 AM
25	Its not very clear	Dec 22, 2011 6:21 AM
26	are there just a few times available for on-line bookings? If so it might be a good idea to make this clear.	Dec 1, 2011 7:46 AM

Q10. Would you like more information about booking your appointment on- line through the practice website?

27	So much easier and you can select which doctor you want to see	Nov 21, 2011 11:25 PM
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Q11. Would you like more information about how to order your repeat medication in the following ways?

1	How to set up a schedule for repeat medication to be picked up directly at the pharmacy	Jan 13, 2012 4:42 AM
2	Over the phone	Jan 13, 2012 3:03 AM
3	None at the time	Jan 12, 2012 3:44 AM
4	Already do	Jan 10, 2012 3:39 AM
5	Reminder when I need a check up	Jan 10, 2012 3:10 AM
6	I order on line	Jan 10, 2012 2:58 AM
7	This would be useful as its there in writing and you can order what you need	Jan 9, 2012 7:39 AM
8	No 1 would be useful as its all there when you order what you need	Dec 23, 2011 6:59 AM
9	Hve a delivery service	Dec 22, 2011 7:45 AM
10	for my children would be very helpful	Nov 21, 2011 9:43 AM

Q12. Do you use the blood pressure cuff and weight scales behind the screen in the downstairs waiting room? It saves the doctors and nurses a lot of time if you do. If you don't can you tell us why?

1	Dont use it often dont know if B/P nad weight would be monitored	Jan 13, 2012 5:13 AM
2	How would I know if the doctor is going to ask for my B/P	Jan 13, 2012 5:01 AM
3	Not had to	Jan 13, 2012 4:54 AM
4	I dont feel I need to	Jan 13, 2012 4:49 AM
5	I am too large	Jan 13, 2012 4:42 AM
6	Blood pressure not scales	Jan 13, 2012 4:03 AM
7	I would use them if I thought it was necessary	Jan 13, 2012 3:58 AM
8	No	Jan 13, 2012 3:54 AM
9	Have use one but didn't realise it was still there	Jan 13, 2012 3:50 AM
10	When they work properly	Jan 13, 2012 2:57 AM
11	A differnet more private location	Jan 13, 2012 2:47 AM
12	Knowing if that info is required for my appointment	Jan 12, 2012 5:14 AM
13	I dont need to	Jan 12, 2012 5:09 AM
14	No	Jan 12, 2012 5:07 AM
15	I use my own at home	Jan 12, 2012 5:06 AM
16	But I do it three times and they are always different blood pressures	Jan 12, 2012 4:23 AM
17	At home	Jan 12, 2012 4:12 AM
18	I do not use as not needed	Jan 12, 2012 4:11 AM
19	Have not needed to	Jan 12, 2012 4:09 AM
20	If someone showed me how to use them	Jan 12, 2012 3:44 AM
21	I use my own at home	Jan 12, 2012 3:33 AM
22	I tried but could not manage it	Jan 12, 2012 3:30 AM
23	I only use the scales	Jan 12, 2012 3:15 AM
24	I dont need to use them	Jan 12, 2012 3:14 AM
25	Dont need to use them but would if I needed to	Jan 12, 2012 3:13 AM
26	I would prefer my B/P to be checked by a GP or Nurse	Jan 12, 2012 3:11 AM
27	I dont think I need them	Jan 12, 2012 2:04 AM

Q12. Do you use the blood pressure cuff and weight scales behind the screen in the downstairs waiting room? It saves the doctors and nurses a lot of time if you do. If you don't can you tell us why?

28	Understanding what situations would be useful to do this	Jan 10, 2012 4:27 AM
29	Because I haven't needed to	Jan 10, 2012 4:19 AM
30	I will have a go next time but am embarrassed to get it wrong	Jan 10, 2012 3:38 AM
31	Not sure of my weight	Jan 10, 2012 3:10 AM
32	Need a few lessons	Jan 10, 2012 3:08 AM
33	To learn how to use them correctly so you don't misuse them or obtain incorrect information	Jan 10, 2012 2:58 AM
34	An dl normally have insufficient time	Jan 10, 2012 2:54 AM
35	Don't think I need to	Jan 10, 2012 2:45 AM
36	Sometimes the weight charts arn't up so I can't convert	Jan 10, 2012 2:42 AM
37	I have my own	Jan 10, 2012 2:14 AM
38	I am not sure I could trust myself to get it right	Jan 10, 2012 1:58 AM
39	Place in a more private cubicle with door	Jan 9, 2012 8:01 AM
40	I don't need to talk to my GP baout B/P and weight currently	Jan 9, 2012 7:57 AM
41	Don't know who/when I should use them to save the doctors time	Jan 9, 2012 7:51 AM
42	I have no need to use them at the moment I am a healthy 25 year old but would use them in the future	Jan 9, 2012 7:48 AM
43	Have no need for them	Jan 9, 2012 7:44 AM
44	If they were out away in an enclosed room	Jan 9, 2012 7:39 AM
45	I haven't used them but will try from now on	Jan 9, 2012 7:31 AM
46	I already have a good idea of my weight and blood pressure and keep up to date. I don't think it's helpful to be taking bp too often, particularly in different environments as it can give a false elevation.	Dec 29, 2011 5:04 AM
47	Put in a more private place, and I am concerned that the GP/Nurse will call me and I am connected to the kit	Dec 23, 2011 7:22 AM
48	I dont need to cjeck my BP and weight currently	Dec 23, 2011 7:18 AM
49	Dont when or who I should use them to save the doctors time	Dec 23, 2011 7:11 AM
50	I have no need to use them at the moment I am a healthy 25yr old but would do it in the future	Dec 23, 2011 7:08 AM
51	Hve no need for them	Dec 23, 2011 7:05 AM

Q12. Do you use the blood pressure cuff and weight scales behind the screen in the downstairs waiting room? It saves the doctors and nurses a lot of time if you do. If you don't can you tell us why?

52	If it was put away in an enclosed room	Dec 23, 2011 6:59 AM
53	I have never used them but will try from now on	Dec 23, 2011 6:49 AM
54	Non of the above but have never needed to use them	Dec 22, 2011 7:33 AM
55	Pro active staff - would you like to use the scales?	Dec 22, 2011 6:52 AM
56	Knowing they was there	Dec 22, 2011 6:46 AM
57	I didnt realise we were allowed to use them	Dec 22, 2011 6:21 AM
58	I didnt know about them	Dec 22, 2011 6:19 AM
59	I have a blood pressure machine and scales at home	Dec 22, 2011 6:05 AM
60	not spent enough time waiting - always seen very quickly	Dec 16, 2011 4:35 AM
61	Its not always easy in a busy clinic area, also don't understand results.	Dec 13, 2011 5:03 AM
62	Was not aware of it saving the doctors time, will consider using it in future	Dec 5, 2011 2:37 AM
63	I do my own blood pressure at home. Doing it on my own at the surgery would send it sky high. I hate weighing myself, especially in kilos! I've only been weighed three times in over ten years at the surgery so I can't be wasting that much time.	Dec 1, 2011 7:46 AM
64	I'll use them if I think that the doctor/nurse needs the information	Nov 21, 2011 9:52 AM
65	so far i have not needed to use it	Nov 21, 2011 9:43 AM

Q14. We have introduced music into the waiting rooms so that patients have something to listen to whilst waiting and also to increase patient confidentiality. Do you like having music in the waiting room and if so what type?

1	Dont mind	Jan 13, 2012 5:13 AM
2	Pop Music Rhiana	Jan 13, 2012 4:50 AM
3	Its never playing when I am here including now I have frequent appointments for recurring migraine and weight loss so I am surprised to hear about this developement as its not been implemented	Jan 13, 2012 4:42 AM
4	There has never been music playing here now and nothing	Jan 13, 2012 4:01 AM
5	No No No	Jan 12, 2012 5:02 AM
6	Not pop	Jan 12, 2012 4:45 AM
7	Any	Jan 12, 2012 2:07 AM
8	Anything	Jan 12, 2012 2:04 AM
9	Question above - we have a computer at home	Jan 10, 2012 4:04 AM
10	Metal	Jan 10, 2012 3:34 AM
11	RADIO 1 0- FOX FM	Jan 9, 2012 7:36 AM
12	Radio 1 &Fox FM	Dec 23, 2011 6:55 AM
13	music that varies according to the time of day/patients	Dec 19, 2011 10:06 AM
14	or white noise	Dec 18, 2011 2:15 PM
15	I prefer nothing at all, although confidentiality is a good point.	Dec 1, 2011 7:46 AM
16	Jazz	Nov 21, 2011 9:52 AM

Q15. Do you ever read the Hollow Way Medical Centre practice newsletter?

1	A few jokes	Jan 13, 2012 4:22 AM
2	Coffee Machine	Jan 12, 2012 3:08 AM
3	Few times	Jan 10, 2012 4:16 AM
4	The best wya to ensure scripts are put in the pharmacists hand and not stuck in the reception box	Jan 10, 2012 3:52 AM
5	And I wouldn't read it if there was	Jan 9, 2012 7:39 AM
6	And I wouldnt read it if there was one	Dec 23, 2011 6:59 AM
7	"ask the doctor "type questions and answers, seasonal health tips	Dec 19, 2011 10:06 AM
8	is it online?	Dec 1, 2011 7:46 AM

Q16. What is the best way for the practice to inform you of our services? (tick 2 that you would find most useful)

1	You self base @ yahoo.com	Jan 12, 2012 4:20 AM
2	The call board and dvd player	Jan 10, 2012 3:52 AM
3	I am happy as things are thank you	Jan 10, 2012 3:31 AM
4	Its perfect	Jan 10, 2012 3:08 AM
5	Leaflets arn't envioromenatally friendly	Jan 10, 2012 2:42 AM
6	Or ring	Jan 9, 2012 7:10 AM
7	Reduce the lead time for getting an appointment for my desired doctor	Dec 23, 2011 7:28 AM
8	Or ring	Dec 23, 2011 6:44 AM
9	Notice at the bottom of this page read: May I ask how you intend to give me this information	Dec 22, 2011 6:46 AM
10	Appointments always running late	Dec 22, 2011 6:21 AM
11	The receptionist could tell you	Dec 22, 2011 6:19 AM
12	messages on evey prescription slip	Dec 4, 2011 8:50 AM

Q17. If you could change one thing about the practice what would that be?

1	Information as to how late the appointments are running.	Jan 16, 2012 4:07 AM
2	make dr f smile and create a decent parking area for people who are just sick and do not want to walk half a mile to the surgery	Jan 15, 2012 1:43 PM
3	Perhaps a little more parking space	Jan 13, 2012 5:27 AM
4	Waiting time	Jan 13, 2012 5:22 AM
5	Sometimes it has been a long time for the phone to be answered to make an appointment	Jan 13, 2012 5:21 AM
6	More fresh air	Jan 13, 2012 5:16 AM
7	Phone could be answered more promptly but apprecaite theres load of enquiries	Jan 13, 2012 5:13 AM
8	Get an apppointment within a few days or at least a week, waiting times too long	Jan 13, 2012 5:06 AM
9	Parking	Jan 13, 2012 5:03 AM
10	It always feels to warn to me but it might be because the older people prefer this	Jan 13, 2012 5:01 AM
11	Nothing	Jan 13, 2012 4:54 AM
12	To make more appointments available for emergencies	Jan 13, 2012 4:52 AM
13	I dont know	Jan 13, 2012 4:50 AM
14	Nothing	Jan 13, 2012 4:49 AM
15	Shorter waiting times and more parking	Jan 13, 2012 4:47 AM
16	To have a phone service to order repeat prescriptions please	Jan 13, 2012 4:45 AM
17	Actulaly keeping appointment times my average waiting time is 40 minutes this is absolutely appalling I have complined numerous times and nothing has been done I have never been seen on time its a disgusting demonstration of time management and how the practice is run	Jan 13, 2012 4:42 AM
18	Patients respect the parking for the elderly	Jan 13, 2012 4:27 AM
19	Nothing	Jan 13, 2012 4:20 AM
20	Speed up waiting time	Jan 13, 2012 4:17 AM
21	Nothing I think everyone does a great job and is very friendly	Jan 13, 2012 4:16 AM
22	More private seating arrangements	Jan 13, 2012 4:01 AM
23	Get urgent appointments quicker form 5-7 days	Jan 13, 2012 3:58 AM
24	Waiting times	Jan 13, 2012 3:56 AM
25	To get an appointment of your choice more quickly	Jan 13, 2012 3:53 AM

Q17. If you could change one thing about the practice what would that be?

26	To order scripts over the phone	Jan 13, 2012 3:52 AM
27	More people to answer the phone	Jan 13, 2012 2:59 AM
28	Doctors having time for you and not looking at there watches	Jan 13, 2012 2:57 AM
29	The difficulty in getting appointments and the bad manners of the receptionist	Jan 13, 2012 2:47 AM
30	None	Jan 12, 2012 5:18 AM
31	I am happy with the way things are	Jan 12, 2012 5:16 AM
32	I think its a very efficient and friendly practice I wouldn't change anything	Jan 12, 2012 5:14 AM
33	I would change anything	Jan 12, 2012 5:10 AM
34	Appointments on time	Jan 12, 2012 5:07 AM
35	Monitor the blue badge bay	Jan 12, 2012 5:02 AM
36	Everything ok	Jan 12, 2012 4:54 AM
37	Nothing	Jan 12, 2012 4:45 AM
38	More caring staff when they whisper about you and they think we dont know	Jan 12, 2012 4:23 AM
39	I think its a good service however I would love to have the allergy medicine for free or lower price as I am a student	Jan 12, 2012 4:20 AM
40	Easier to see a doctor in a shorter time	Jan 12, 2012 4:15 AM
41	None	Jan 12, 2012 4:12 AM
42	Faster appointents for young children	Jan 12, 2012 4:11 AM
43	Parking	Jan 12, 2012 4:10 AM
44	Keep waiting time short	Jan 12, 2012 4:07 AM
45	None	Jan 12, 2012 3:44 AM
46	Parking spaces	Jan 12, 2012 3:36 AM
47	Stop patients using mobile phone most annoying	Jan 12, 2012 3:35 AM
48	Booking appoinments with female doctors sometimes you have to wait for weeks	Jan 12, 2012 3:31 AM
49	When the students are there the doctor should be present you should not leave it up to the student	Jan 12, 2012 3:30 AM
50	Upstairs waiting room as you can hear the docs talking	Jan 12, 2012 3:16 AM
51	For me it is just fine	Jan 12, 2012 3:15 AM

Q17. If you could change one thing about the practice what would that be?

52	The fact that you are kept waiting at least 20 minutes, and how hard it is to get an appointment	Jan 12, 2012 3:13 AM
53	See the patients on time	Jan 12, 2012 3:07 AM
54	Someone to pick the phone up in less than one minute	Jan 12, 2012 3:05 AM
55	More parking but impossible	Jan 12, 2012 2:07 AM
56	Reduce waiting times currently 1 hour wait Car parking	Jan 12, 2012 2:05 AM
57	Access to complimentary therapy / osteopath	Jan 12, 2012 2:04 AM
58	I should be able to get results from the nurse or receptionist	Jan 12, 2012 2:02 AM
59	None	Jan 12, 2012 2:00 AM
60	I find everything very good	Jan 12, 2012 1:59 AM
61	Parking	Jan 12, 2012 1:57 AM
62	Doctors running late waiting times	Jan 12, 2012 1:56 AM
63	Parking for mothers, I had to park on the main road with 2 young children	Jan 12, 2012 1:54 AM
64	It would be nice to be able to personalize the login details required to book an appointment online so I can remember them easier	Jan 10, 2012 11:21 AM
65	Quicker appointments	Jan 10, 2012 4:36 AM
66	Calling for my prescription and for it to be ready when I come in to collect it	Jan 10, 2012 4:32 AM
67	When late going in to my appointment would like to be informed of the delay	Jan 10, 2012 4:30 AM
68	None	Jan 10, 2012 4:28 AM
69	Receptionist to be more helpful when trying to make an appointment	Jan 10, 2012 4:19 AM
70	Prking for the disabled	Jan 10, 2012 4:17 AM
71	More parking for able bodied people	Jan 10, 2012 4:14 AM
72	Parking	Jan 10, 2012 4:11 AM
73	The waiting time to see the doctor after appointment time	Jan 10, 2012 4:10 AM
74	Reduce waiting time if possible I have waited 45 minutes	Jan 10, 2012 4:04 AM
75	To employ more doctors to make I will see the doctor I need	Jan 10, 2012 4:01 AM
76	Quicker appointments with my doctor more frequent appointments with my midwife	Jan 10, 2012 3:59 AM
77	Car Parking	Jan 10, 2012 3:56 AM

Q17. If you could change one thing about the practice what would that be?

78	Cant think of anything off habd	Jan 10, 2012 3:55 AM
79	If people come late they should wait untill others are seen	Jan 10, 2012 3:54 AM
80	Have bigger car parking	Jan 10, 2012 3:52 AM
81	Parking	Jan 10, 2012 3:38 AM
82	Notification if appointments are running more than 30 minutes behind	Jan 10, 2012 3:36 AM
83	Parking	Jan 10, 2012 3:33 AM
84	Parking	Jan 10, 2012 3:32 AM
85	Make it easier to get an appointment	Jan 10, 2012 3:13 AM
86	Make it easier to get an appointment with my chosen doctor	Jan 10, 2012 3:12 AM
87	Nothing	Jan 10, 2012 3:08 AM
88	ore appoinment availability	Jan 10, 2012 3:06 AM
89	The waiting time can be very long sometimes I have wiated over an hour to see a doctor which makes it very hard with young children	Jan 10, 2012 3:05 AM
90	No change	Jan 10, 2012 3:01 AM
91	None	Jan 10, 2012 3:00 AM
92	People to pick up the phone when you ring we often have to ring 3 times before they answer, also to be acknowledged at the reception desk	Jan 10, 2012 2:58 AM
93	Appointment waiting times	Jan 10, 2012 2:42 AM
94	Nothing	Jan 10, 2012 2:15 AM
95	It seems to be working pretty well as it is	Jan 10, 2012 2:00 AM
96	Perhaps more disaplined and better parking	Jan 10, 2012 1:58 AM
97	Control the parking in the road	Jan 9, 2012 8:01 AM
98	A bigger drive against patients who fail to cancel thier appoitments so that those who really need an appointment don't have to wait a week to see a GP	Jan 9, 2012 7:57 AM
99	Later appointment times to suit peoples work commitments	Jan 9, 2012 7:53 AM
100	More privacy at the reception desk and phone calls	Jan 9, 2012 7:51 AM
101	The waiting time its not unheard of to wait an hour to be seen	Jan 9, 2012 7:48 AM
102	Improve parking	Jan 9, 2012 7:41 AM
103	Fine as it is	Jan 9, 2012 7:39 AM

Q17. If you could change one thing about the practice what would that be?

104	To be faster	Jan 9, 2012 7:36 AM
105	Happy with all of it	Jan 9, 2012 7:33 AM
106	I do like the way it is at the moment it feels welcoming and friendly	Jan 9, 2012 7:31 AM
107	Being seen on time that the appointment is booked	Jan 9, 2012 7:10 AM
108	It would be good to be able to order a repeat prescription over the phone as well as online	Jan 8, 2012 3:24 PM
109	More parking	Jan 3, 2012 9:41 AM
110	more parking available for people with children	Dec 29, 2011 6:34 AM
111	Nothing	Dec 26, 2011 12:16 PM
112	Control the parking in the road	Dec 23, 2011 7:22 AM
113	A bigger drive to patients who fail to cancel their appt so that those who need to be seen don't have to wait a week to see a gp	Dec 23, 2011 7:18 AM
114	Later appointments to suit people's work commitments	Dec 23, 2011 7:13 AM
115	More private at reception desk and phonecalls	Dec 23, 2011 7:11 AM
116	The waiting time it's unheard of to wait for an hour to be seen	Dec 23, 2011 7:08 AM
117	Improve the parking	Dec 23, 2011 7:01 AM
118	Fine as it is	Dec 23, 2011 6:59 AM
119	To be faster	Dec 23, 2011 6:55 AM
120	Happy with all of it	Dec 23, 2011 6:52 AM
121	I do like the way it is at the moment it feels welcoming and friendly	Dec 23, 2011 6:49 AM
122	being seen on the time that the appointment is booked	Dec 23, 2011 6:44 AM
123	Happy as it is	Dec 22, 2011 7:45 AM
124	Having telephone calls answered quicker and the last few times I have had an appointment the doctor has been late more than half an hour	Dec 22, 2011 7:43 AM
125	I wouldn't change a thing	Dec 22, 2011 7:40 AM
126	Let me bring my medical dog with me	Dec 22, 2011 7:39 AM
127	PARKING	Dec 22, 2011 7:30 AM
128	Instead of me not being seen for an hour later they never see me on time	Dec 22, 2011 7:01 AM
129	The receptionists not repeating your name over the phone	Dec 22, 2011 6:58 AM

Q17. If you could change one thing about the practice what would that be?

130	N/A	Dec 22, 2011 6:55 AM
131	I see there is a sign up saying no pets but if you have a medical dog you should be allowed to bring them in with you	Dec 22, 2011 6:46 AM
132	Less waiting time Especially appts later on in the day as we have to get home to get tea etc	Dec 22, 2011 6:35 AM
133	waiting times	Dec 22, 2011 6:33 AM
134	The courtesy of the receptionists and their telephone manner	Dec 22, 2011 6:19 AM
135	Very Satisfied	Dec 22, 2011 6:10 AM
136	Very poor at answering the phone sometimes have to wait a long time	Dec 22, 2011 6:08 AM
137	Reduce waiting time to see the doctor	Dec 22, 2011 6:05 AM
138	parking space, lol would be nice but hey ho	Dec 19, 2011 10:06 AM
139	it is difficult to get to especially if you drive - somehow get more parking or a new system	Dec 16, 2011 4:35 AM
140	I am sure most people say parking, its a nightmare most of the time! I know it is beyond your control though.	Dec 13, 2011 5:03 AM
141	Less waiting time and increased appointment times.	Dec 12, 2011 5:58 AM
142	Dont know of anything that needs improving	Dec 5, 2011 2:37 AM
143	earlier opening times	Dec 4, 2011 8:50 AM
144	Appointments to be kept to time arranged.	Dec 4, 2011 7:58 AM
145	Overall I am very happy with the way the practice works. I have had one or two problems mainly to do with seeing a doctor who I knew was not really listening to me when I was discussing a long-term knee problem that had changed. I had to wait much longer for treatment(which I knew I needed) as a result.	Dec 1, 2011 7:46 AM
146	The lack of parking is by far the biggest drawback of using the practice.	Dec 1, 2011 3:12 AM
147	Waiting times when I have an appointment are ridiculous. Every time I have an appointment the surgery seems to be constantly taking on new patients..	Nov 29, 2011 2:59 AM
148	Separate childrens area	Nov 28, 2011 8:11 AM
149	Parking, its a real nightmare	Nov 21, 2011 11:25 PM
150	nothing	Nov 21, 2011 9:43 AM

Q21. Do you have a long term illness?

1	Glaucoma	Jan 13, 2012 5:19 AM
2	High b/p	Jan 13, 2012 5:06 AM
3	Asthma	Jan 13, 2012 4:52 AM
4	Asthma	Jan 13, 2012 4:45 AM
5	Chronic Migraine	Jan 13, 2012 4:42 AM
6	Heart problems	Jan 13, 2012 4:25 AM
7	Blood Pressure	Jan 13, 2012 4:24 AM
8	Angina	Jan 13, 2012 4:21 AM
9	Heart - Cancer	Jan 13, 2012 4:20 AM
10	Graves disease	Jan 13, 2012 4:17 AM
11	Depression	Jan 13, 2012 4:01 AM
12	UC	Jan 13, 2012 3:58 AM
13	Depression	Jan 13, 2012 3:53 AM
14	High B/P	Jan 13, 2012 3:52 AM
15	Diabetes / spine problems	Jan 13, 2012 3:03 AM
16	Heart Failure	Jan 13, 2012 3:01 AM
17	Diabetes / Leukemia	Jan 13, 2012 2:42 AM
18	High b/p and Type 2 Diabetes	Jan 12, 2012 5:16 AM
19	Underactive Thyroid	Jan 12, 2012 5:12 AM
20	Asthma	Jan 12, 2012 5:11 AM
21	B/P	Jan 12, 2012 5:06 AM
22	Diabetes	Jan 12, 2012 4:51 AM
23	Diabetes	Jan 12, 2012 4:45 AM
24	HIV & Depression	Jan 12, 2012 3:44 AM
25	Diabetes	Jan 12, 2012 3:37 AM
26	Type 2 Diabetes	Jan 12, 2012 3:35 AM
27	Rheumatoid arthritis / In remmission	Jan 12, 2012 3:33 AM

Q21. Do you have a long term illness?

28	Acid in stomach	Jan 12, 2012 3:31 AM
29	Migraine	Jan 12, 2012 3:14 AM
30	Osteoporosis	Jan 12, 2012 3:08 AM
31	Rheumatisim	Jan 12, 2012 2:02 AM
32	chronic sinusitis	Jan 10, 2012 11:21 AM
33	prostate cancer	Jan 10, 2012 4:40 AM
34	Hepititis B	Jan 10, 2012 4:32 AM
35	Diabetes	Jan 10, 2012 4:17 AM
36	High BP Diabetes 2 high cholesterol	Jan 10, 2012 4:16 AM
37	High BP	Jan 10, 2012 4:14 AM
38	Depression / Methodone use	Jan 10, 2012 3:59 AM
39	Arthritis B/P LUNG AND ASTHMA	Jan 10, 2012 3:55 AM
40	Artrial fibulation plus	Jan 10, 2012 3:52 AM
41	Too many to list	Jan 10, 2012 3:39 AM
42	High Blood Pressure	Jan 10, 2012 3:38 AM
43	Depression	Jan 10, 2012 3:36 AM
44	Asthma	Jan 10, 2012 3:31 AM
45	Pernicious anemia	Jan 10, 2012 3:08 AM
46	Angina	Jan 10, 2012 2:49 AM
47	Drug / Methodone addiction	Jan 10, 2012 2:42 AM
48	Diabetes	Jan 10, 2012 2:16 AM
49	Diabetes	Jan 9, 2012 8:01 AM
50	Depression	Jan 9, 2012 7:51 AM
51	Heart	Jan 9, 2012 7:41 AM
52	Diabetes Type 1	Jan 9, 2012 7:39 AM
53	asthma	Jan 3, 2012 9:17 PM
54	asthma	Jan 3, 2012 2:47 AM

Q21. Do you have a long term illness?

55	Bi Polar Affective Disorder	Dec 26, 2011 12:16 PM
56	Diabetes	Dec 23, 2011 7:22 AM
57	IBS & Depression	Dec 23, 2011 7:11 AM
58	Heart	Dec 23, 2011 7:01 AM
59	Diabetes type 1	Dec 23, 2011 6:59 AM
60	Psychosis	Dec 22, 2011 7:39 AM
61	Mental health	Dec 22, 2011 7:29 AM
62	Depression if thats a long illness	Dec 22, 2011 7:01 AM
63	Depression	Dec 22, 2011 6:58 AM
64	Diabetes	Dec 22, 2011 6:47 AM
65	Back disc prolapse	Dec 22, 2011 6:32 AM
66	Diabetes	Dec 22, 2011 6:23 AM
67	of a personal nature	Dec 22, 2011 6:19 AM
68	Diabetes	Dec 19, 2011 10:18 AM
69	depression	Dec 19, 2011 10:06 AM
70	Underactive Thyroid	Dec 13, 2011 5:03 AM
71	Asthma	Dec 12, 2011 5:58 AM
72	Only high BP	Dec 5, 2011 2:37 AM
73	Reflux	Dec 4, 2011 7:58 AM
74	diabetes	Dec 2, 2011 5:05 PM
75	Is hypertension an illness? If so, yes.	Dec 1, 2011 7:46 AM
76	Endometriosis, Ulcerative Colitis, Chronic Fatigue	Nov 29, 2011 7:15 AM
77	Hypothyroidism	Nov 24, 2011 12:39 PM
78	Depression	Nov 21, 2011 11:25 PM
79	copd & heart	Nov 21, 2011 9:52 AM

Q22. Is English your first language?

1	French	Jan 13, 2012 5:19 AM
2	Spanish	Jan 13, 2012 5:17 AM
3	Polish	Jan 13, 2012 4:14 AM
4	Polish	Jan 13, 2012 2:58 AM
5	Portuguese	Jan 12, 2012 5:10 AM
6	Swalli	Jan 12, 2012 3:44 AM
7	Italian	Jan 12, 2012 3:08 AM
8	German	Jan 12, 2012 2:02 AM
9	Abanian	Jan 12, 2012 2:00 AM
10	Spanish	Jan 10, 2012 4:34 AM
11	Portuguese	Jan 10, 2012 4:16 AM
12	Bangali	Jan 10, 2012 2:15 AM
13	Portuguese	Jan 9, 2012 7:42 AM
14	Polish	Jan 9, 2012 7:27 AM
15	Bengali	Dec 23, 2011 7:28 AM
16	Portuguese	Dec 23, 2011 7:02 AM
17	I also speak Jamaican	Dec 23, 2011 6:55 AM
18	Polish	Dec 23, 2011 6:45 AM
19	urdu	Dec 22, 2011 6:32 AM