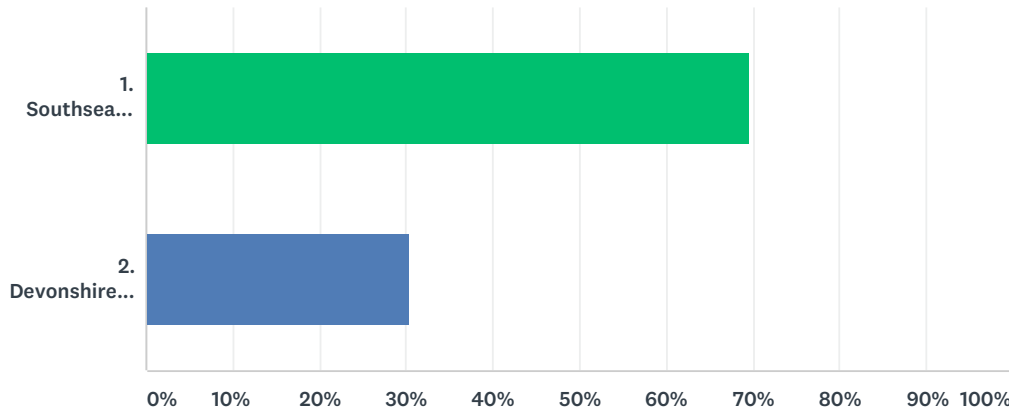


## Q1 With which surgery were you initially registered?

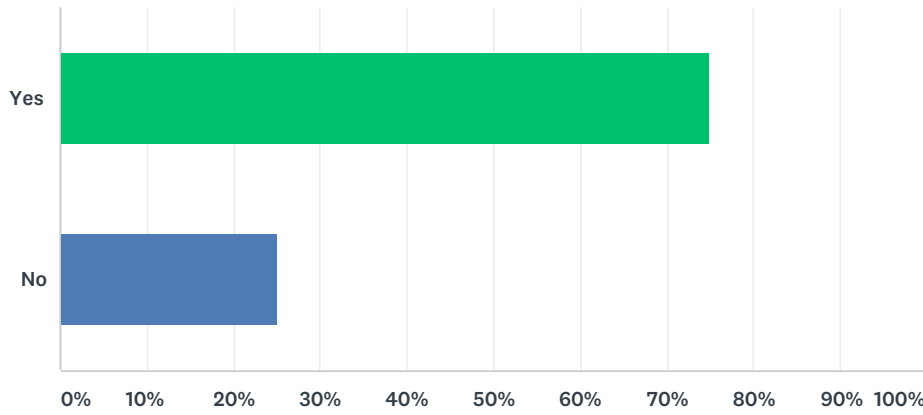
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES
1. Southsea Medical Centre	69.57% 272
2. Devonshire Practice	30.43% 119
TOTAL	391

## Q2 Are you aware that the two Practices merged in July 2019?

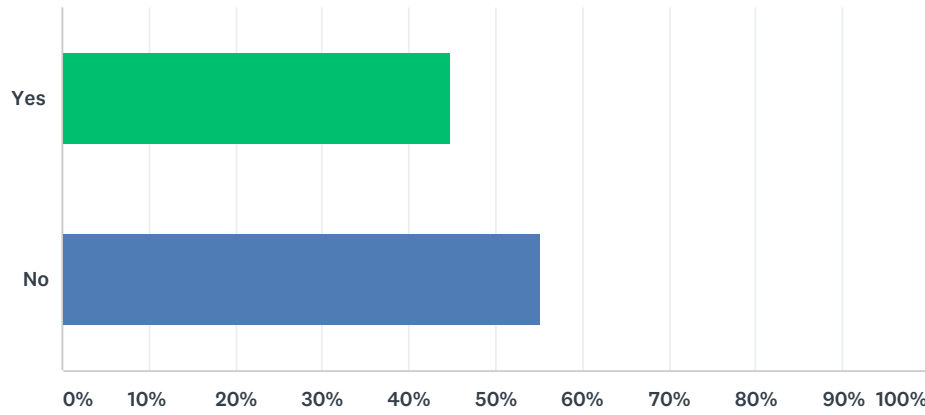
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74.94%	293
No	25.06%	98
Total Respondents: 391		

### Q3 Have you noticed any differences/changes?

Answered: 340 Skipped: 51



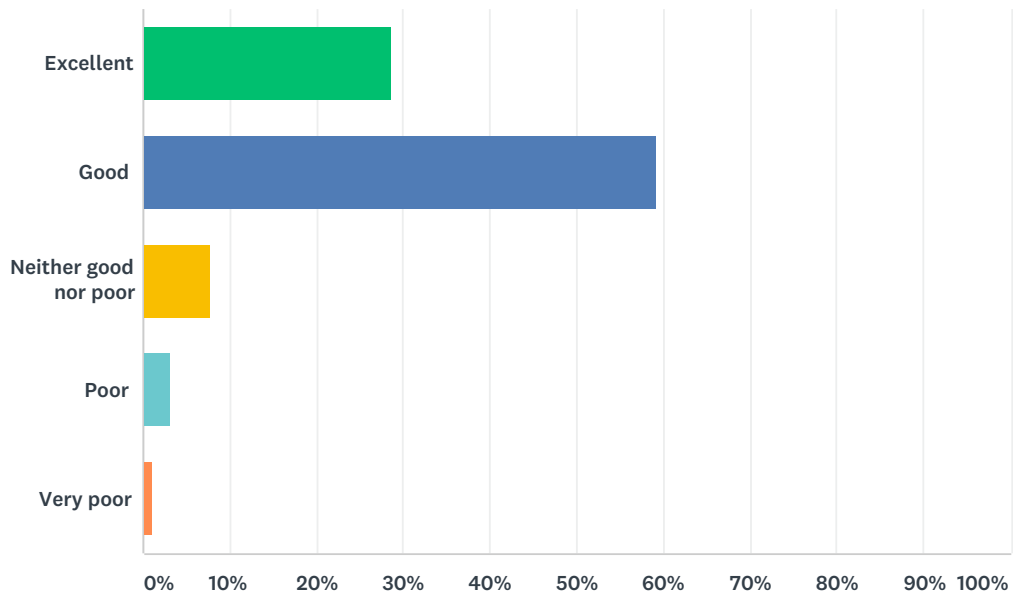
ANSWER CHOICES	RESPONSES	
Yes	44.71%	152
No	55.29%	188
TOTAL		340

## Q4 What changes have you noticed?

Answered: 163 Skipped: 228

## Q5 How would you rate the performance of the Care Navigators on the telephones?

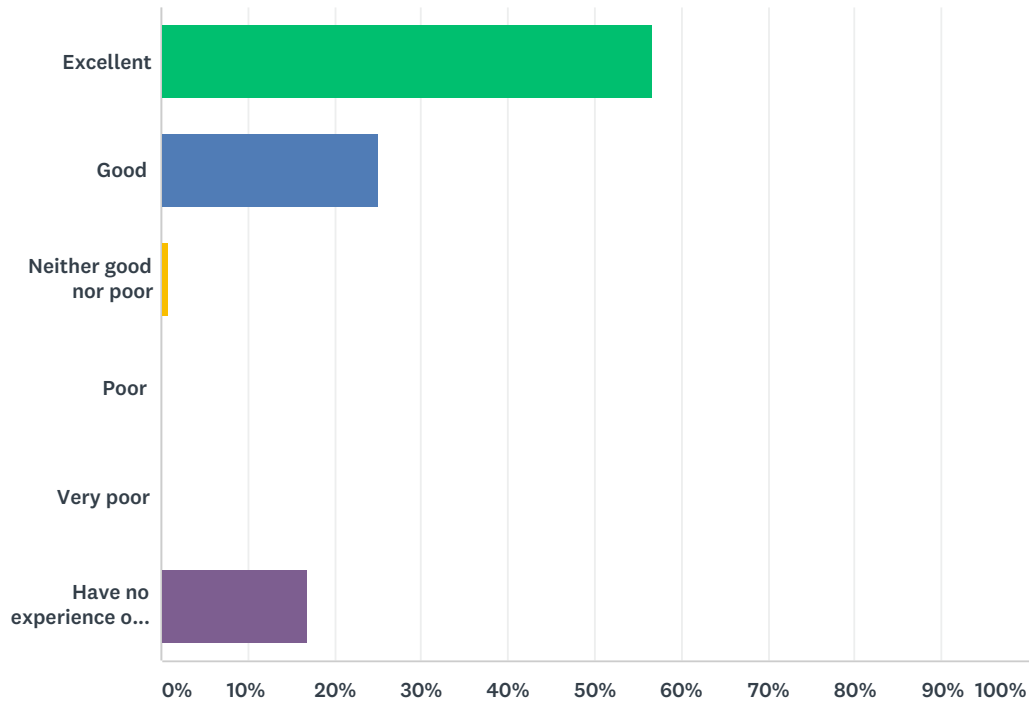
Answered: 383 Skipped: 8



ANSWER CHOICES	RESPONSES	
Excellent	28.72%	110
Good	59.27%	227
Neither good nor poor	7.83%	30
Poor	3.13%	12
Very poor	1.04%	4
<b>TOTAL</b>		<b>383</b>

## Q6 How would you rate your experience with the Nurse Practitioners?

Answered: 391 Skipped: 0



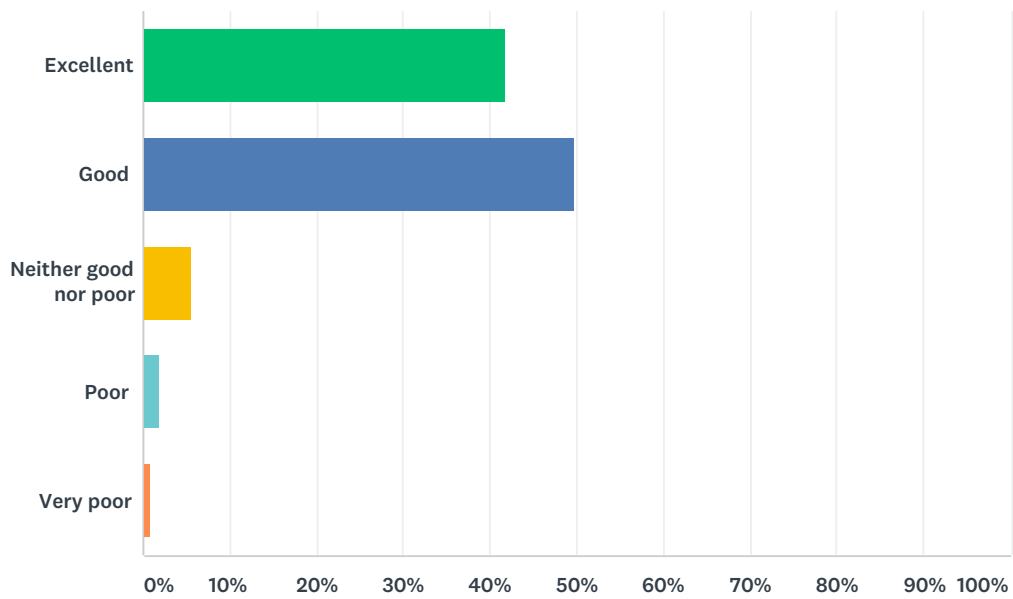
ANSWER CHOICES	RESPONSES	
Excellent	56.78%	222
Good	25.06%	98
Neither good nor poor	0.77%	3
Poor	0.26%	1
Very poor	0.26%	1
Have no experience of them	16.88%	66
<b>TOTAL</b>		<b>391</b>

## Q7 What improvements to the service you would like to see made, if any?

Answered: 165 Skipped: 226

## Q8 How would you rate your overall experience with the Lighthouse Group Practice?

Answered: 389 Skipped: 2

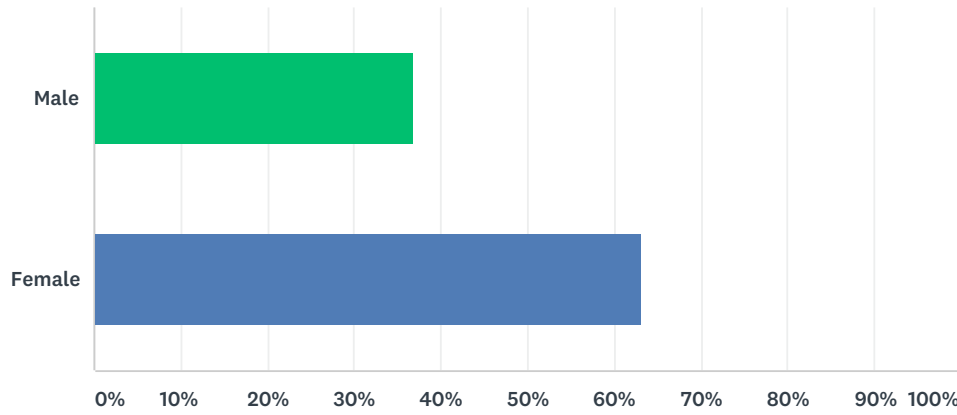


ANSWER CHOICES	RESPONSES	
Excellent	41.90%	163
Good	49.87%	194
Neither good nor poor	5.66%	22
Poor	1.80%	7
Very poor	0.77%	3
<b>TOTAL</b>		<b>389</b>



### Q9 Gender

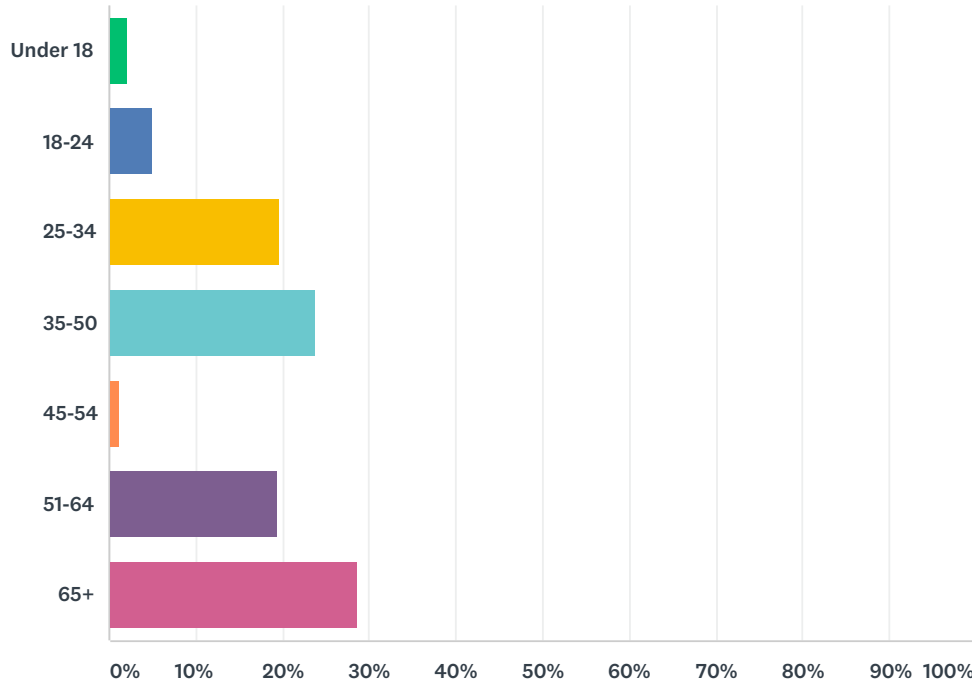
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	36.83%	144
Female	63.17%	247
TOTAL		391

### Q10 Age

Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	2.05%	8
18-24	5.12%	20
25-34	19.69%	77
35-50	23.79%	93
45-54	1.28%	5
51-64	19.44%	76
65+	28.64%	112
<b>TOTAL</b>		<b>391</b>