NEW CHAPEL STREET SURGERY
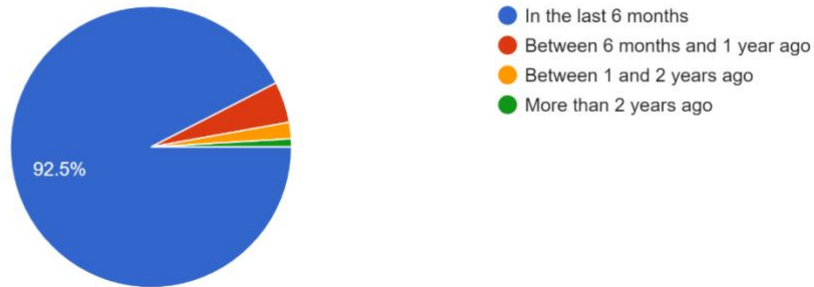# WELSH GOVERNMENT ACCESS SURVEY 2022 – 2023
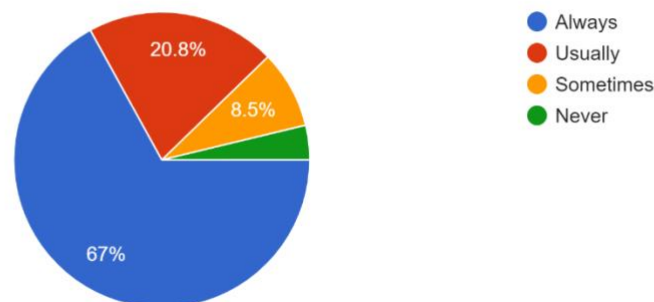# RESULTS

How recent was the experience you are thinking of?
106 responses
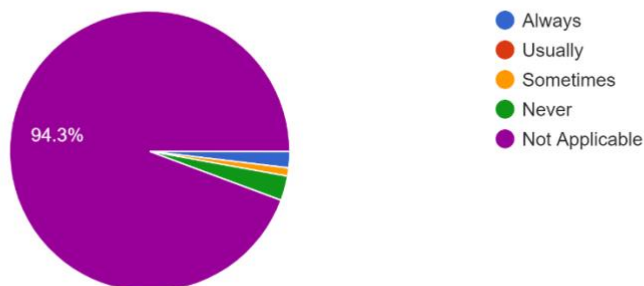

- In the last 6 months
- Between 6 months and 1 year ago
- Between 1 and 2 years ago
- More than 2 years ago

92.5%

1. Did you feel that you were listened to?
106 responses

- Always
- Usually
- Sometimes
- Never

20.8%
8.5%
67%

2. Were you able to speak in Welsh to staff if you needed to?
106 responses

- Always
- Usually
- Sometimes
- Never
- Not Applicable

94.3%

3. From the time you realised you needed to use this service, was the time you waited:

106 responses

- ● Shorter than expected
- ● About right
- ● A bit too long
- ● Much too long

48.1%
12.3%
9.4%
30.2%
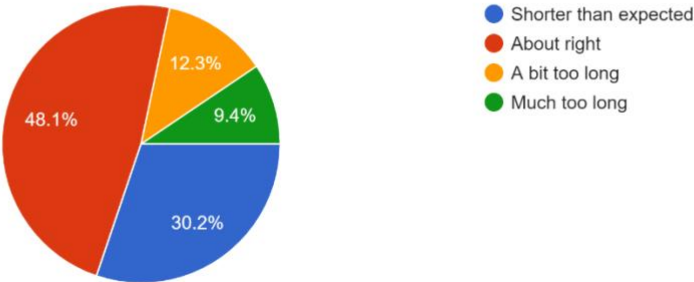
4. Did you feel well cared for?

106 responses

- ● Always
- ● Usually
- ● Sometimes
- ● Never

17.9%
71.7%
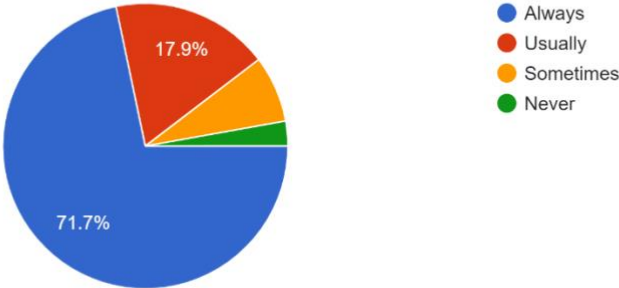
5. If you asked for assistance, did you get it when you needed it?

106 responses

- ● Always
- ● Usually
- ● Sometimes
- ● Never
- ● Not applicable

34.9%
17.9%
39.6%
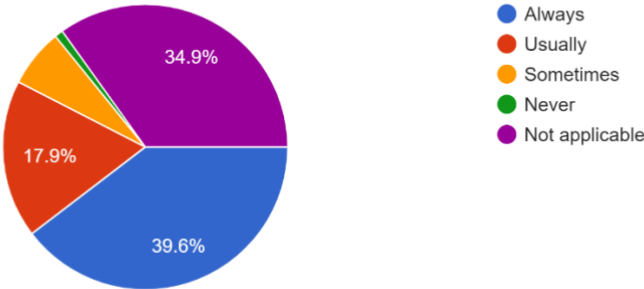
6. Did you feel you understood what was happening in your care?
105 responses

- Always
- Usually
- Sometimes
- Never

18.1%
9.5%
70.5%
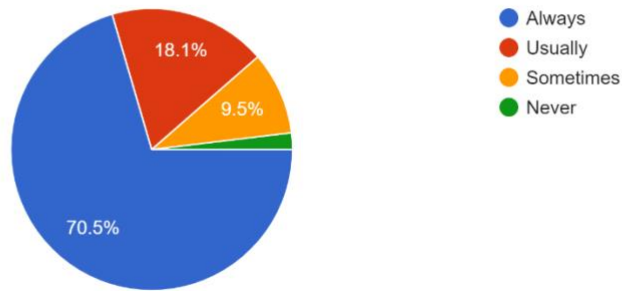
7. Were things explained to you in a way that you could understand?
106 responses

- Always
- Usually
- Sometimes
- Never

24.5%
67.9%
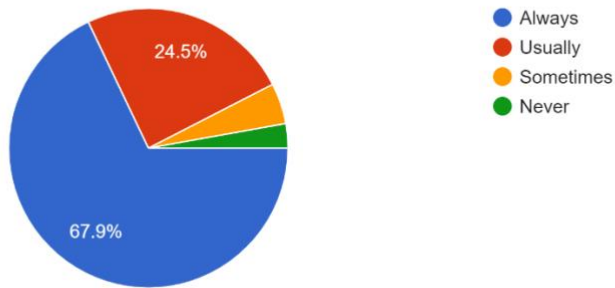
8. Were you involved as much as you wanted to be in decisions about your care?
106 responses

- Always
- Usually
- Sometimes
- Never

23.6%
67.9%
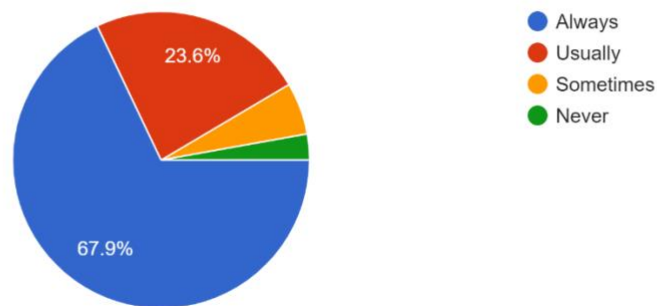
9. Using a scale of 0 – 10 where 0 is very bad, 5 is average and 10 is excellent, how would you rate your overall experience?

106 responses
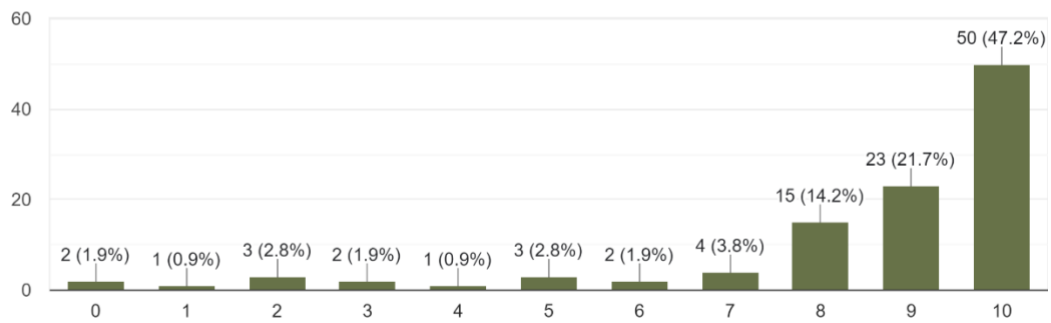
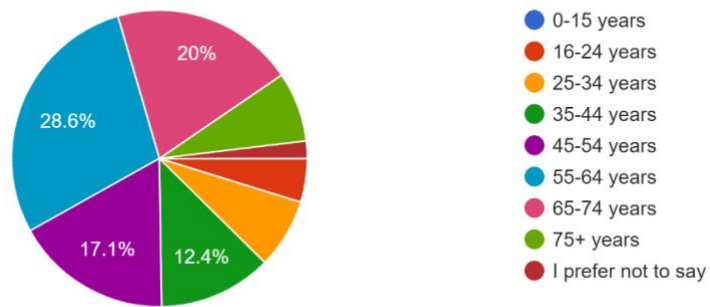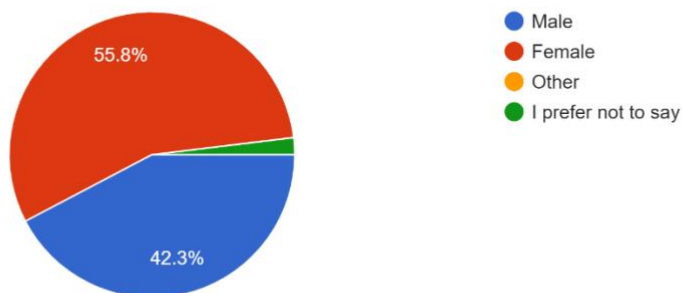## Demographic Questions

1. What is your age?
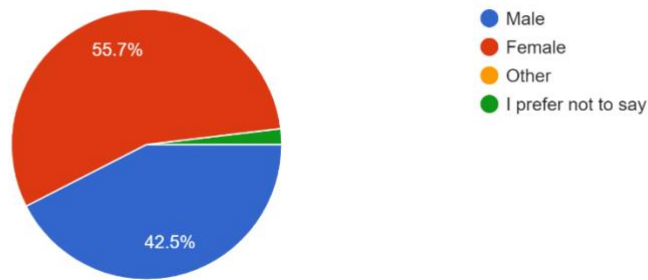
105 responses

- 0-15 years
- 16-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75+ years
- I prefer not to say

2. What is your gender?

104 responses

- Male
- Female
- Other
- I prefer not to say

3. At birth, were you described as:
106 responses

Legend:
- Male
- Female
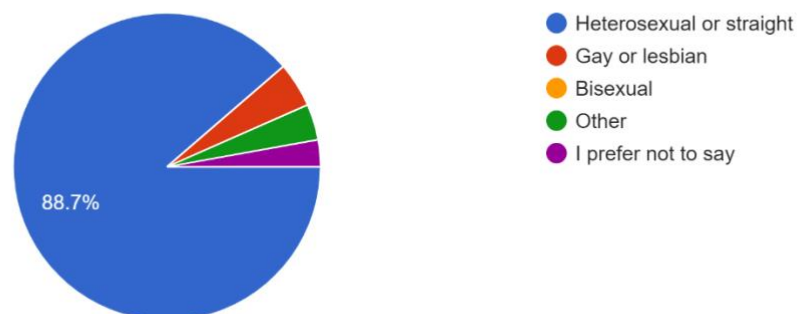- Other
- I prefer not to say

55.7%
42.5%

4. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?
105 responses

Legend:
- Yes, a lot
- Yes, a little
- Not at all
- I prefer not to say

48.6%
14.3%
34.3%
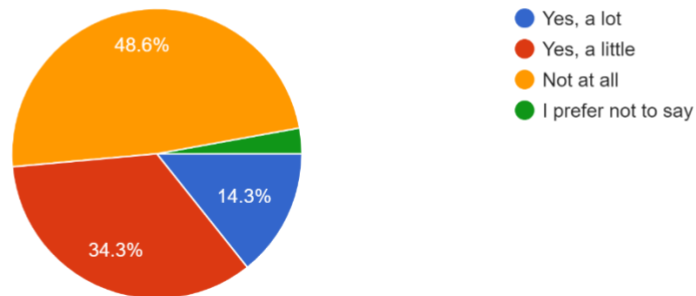
5. Which of the following options best describes how you think of yourself?
106 responses

Legend:
- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other
- I prefer not to say

88.7%

6. What is your religion? (Please choose one option that best describes your religion)
105 responses

- No religion
- Christian (all denominations)
- Budhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other Religion
- I prefer not to say

48.6%

44.8%
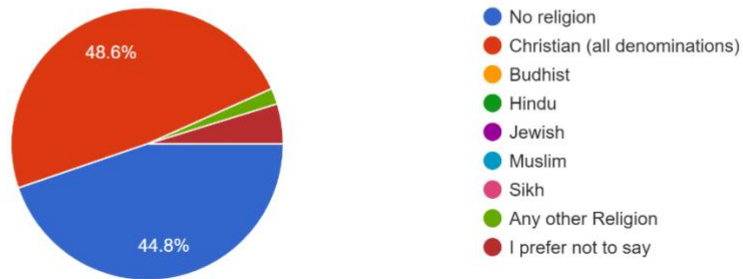
7. What is your Ethnic group?
106 responses

- White
- Mixed / multiple ethnic groups
- Asian / Asian British
- Black / African / Caribbean / Black British
- Other ethnic group
- I prefer not to say

97.2%
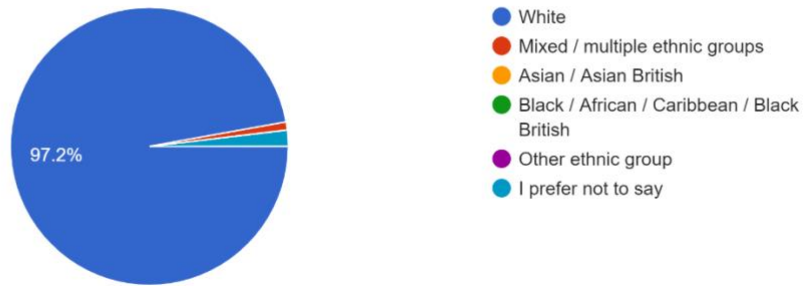
Please choose the option that best describes your white ethnic group:
102 responses

- Welsh
- English
- Scottish
- British
- Irish
- Northern Irish
- Gypsy or Irish Traveller

16.7%

20.6%

62.7%
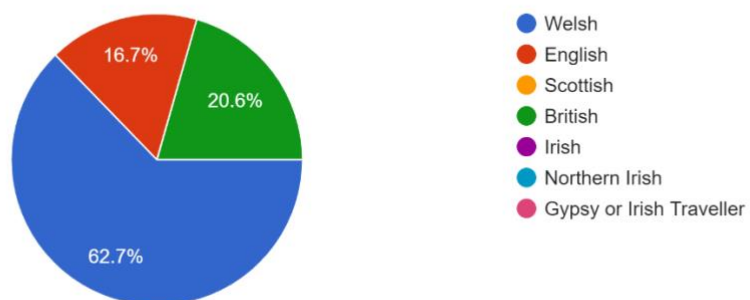
Please choose the option that best describes your mixed / multiple ethnic group:

1 response
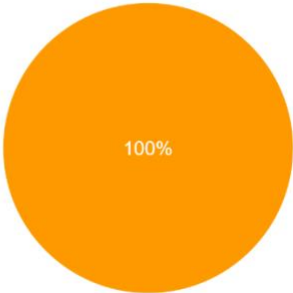
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / multiple ethnic background

100%