

1 Were you eligible for the flu programme last year?

Yes	No
95	1

2 Did you have a flu vaccination last winter?

Yes	No
94	2

3 If no, please briefly explain why not

Wasn't very well at the time.
Did not find time.

4 If yes, where were you vaccinated?

GP Practice	Pharmacy	Other Location
82	11	1

5 If you had your vaccination at our surgery, how satisfied were you with the service you received?

Very Satisfied	Fairly Satisfied	Not Very Satisfied	Not at all Satisfied
70	1	0	0

6 If you had your vaccination at a Pharmacy or other location, please briefly explain why

I work at West Suffolk Hospital and was provided with a free vaccination there.
Saxmundham GP Surgery. Recently moved to Felixstowe.
Saxmundham GP Practice. I moved to Felixstowe recently.
Not eligible last year but as travelling abroad thought it sensible to have one.
At my then GP.
At the time I belonged to the Grove Medical Centre.
No need for an appointment. Instant. I left it too late for the surgery?
Because they offered before your company xxxxxxxxxx
I thought it would take some pressure off the surgery.
Lived in Norfolk (Cromer) - now moved to Felixstowe. (2 comments the same)
Your dates clashed with holiday.
Was passing one day, saw the notice and thought I could go in and get it now. Not premeditated.
Told we could not have it until a specific week. Told later we could have had in surgery.
Began much earlier, appointment time quicker more convenient for disabled.
Was collecting a prescription and was offered a vaccination immediately.
The timing is more flexible.

7 We normally hold 2 main flu clinics each season; when would you prefer these to be held?

Weekday	Saturday	No preference	Not Always Thursday
44	0	50	1

8 The 2 main clinics are normally run as 'drop-ins' ie you can turn up at any time but may have to queue if you pick a busy time. Are you happy with this format?

Yes	No
87	5

9 If we moved away from a drop-in format, what would you prefer?

Letter of Surname	Specific Appointment	Either of These	Other
14	35	27	0

10 Any other comments about the flu programme?

Happy with drop-in format.
It was very good, prompt attention.
Have clear signage in Reception ahead of time. Do a reminder by e-mail or text.
Prefer to stay as a 'drop-in' if possible.
Prefer to be as it is now - easier for me.
Very happy with drop-in.
Happy with drop-in - very good as it is.
Very satisfied with current arrangements.
Worked last year - so same again please.
Very good system.
Very satisfied with existing service.
Love it the way it is!! Thank you.
Would prefer some streaming to minimise queuing.
Please e-mail the information about date of clinics - we have discovered them accidentally in previous years.
Any of the formats suggested in No 9 will create additional paperwork and introduction of new procedures.
Keep a good supply of sweets!
While preferring existing arrangement there should perhaps be a further Saturday (whole or half day) option.
Some seating for those in queues who can't stand for very long.
If you move away from drop-in format, more time would be needed to book people in etc. Maybe a drop in format with specific time slots according to first letter of surname.
I am very grateful to have the jab.
I think the 'drop-in' system works well (and probably has least administrative requirement). If it ain't broke, don't fix it!!
A suggestion experienced at my last surgery - 2 min appts pre-booked by patients with reception, clinics slotted in around surgery times. A receptionist/admin at the computer entering data about the patient onto a template which has been set up with batch no etc, vaccine name etc.
I feel it all goes off as planned.
Never had a problem. All runs smoothly.
Your previous years have worked very efficiently - great team effort! Thanks.
It is usually efficient with only a short wait.
Pleased you provide it.
Happy to go to pharmacy if it frees up time at the surgery. Don't mind either system.
It seemed very quick and efficient in previous years.
Very good.