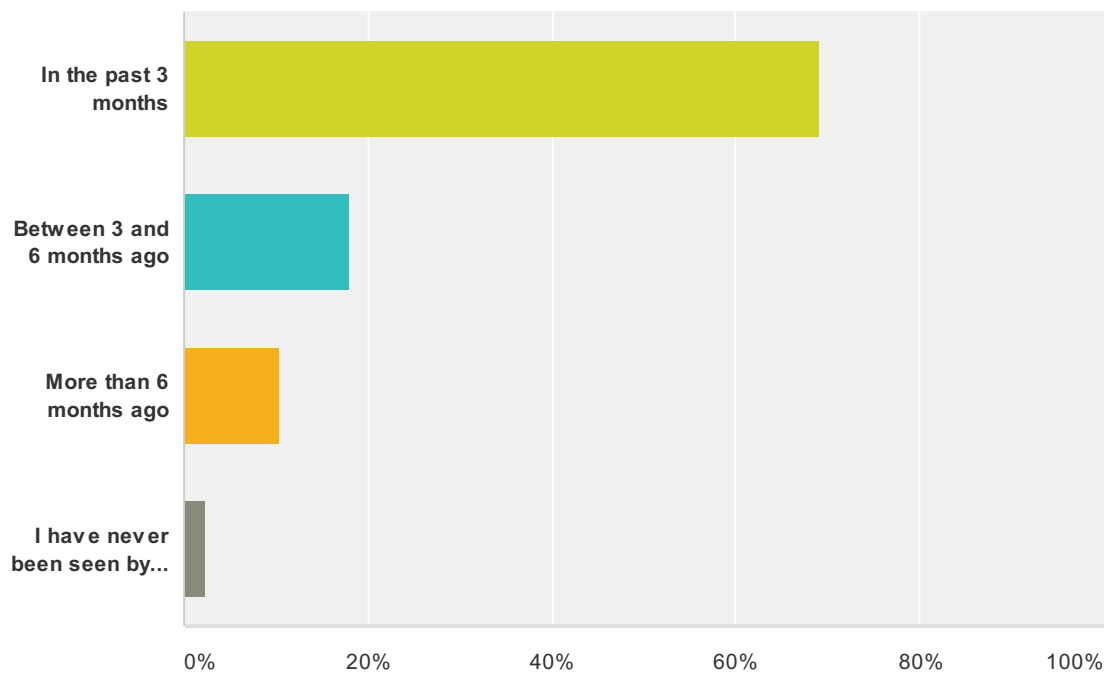


Q1 When did you last see a Doctor at the Health Centre? (Please tick one answer only)

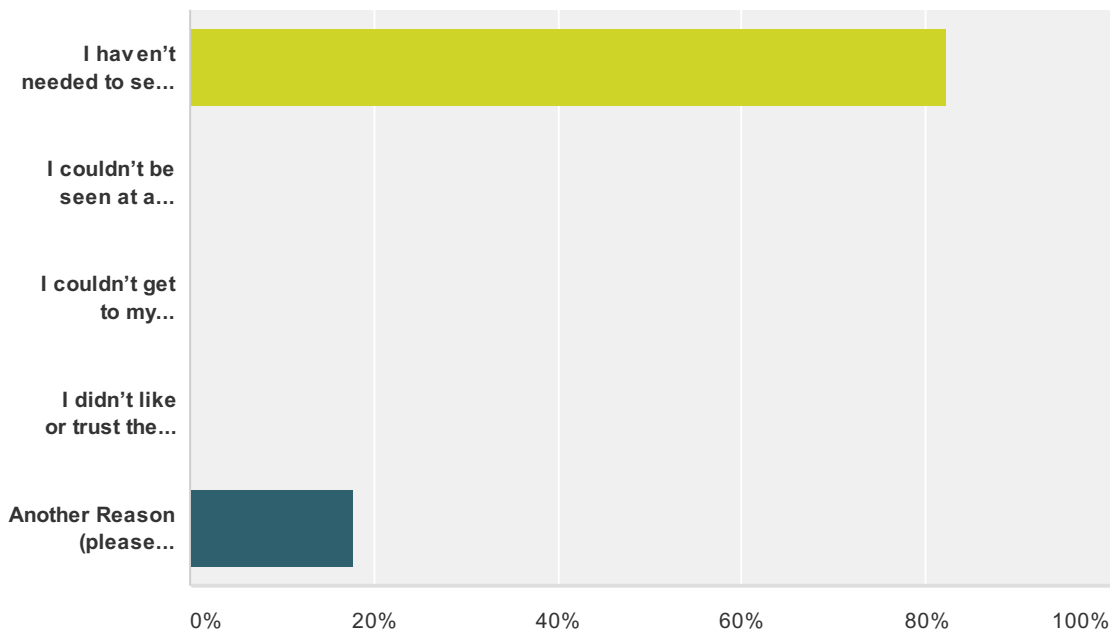
Answered: 133 Skipped: 0



Answer Choices	Responses
In the past 3 months	69.17% 92
Between 3 and 6 months ago	18.05% 24
More than 6 months ago	10.53% 14
I have never been seen by my present GP or at the Health Centre	2.26% 3
Total	133

Q2 If you haven't seen a doctor in the past 6 months, why is that ? (Please tick one answer only)

Answered: 17 Skipped: 116

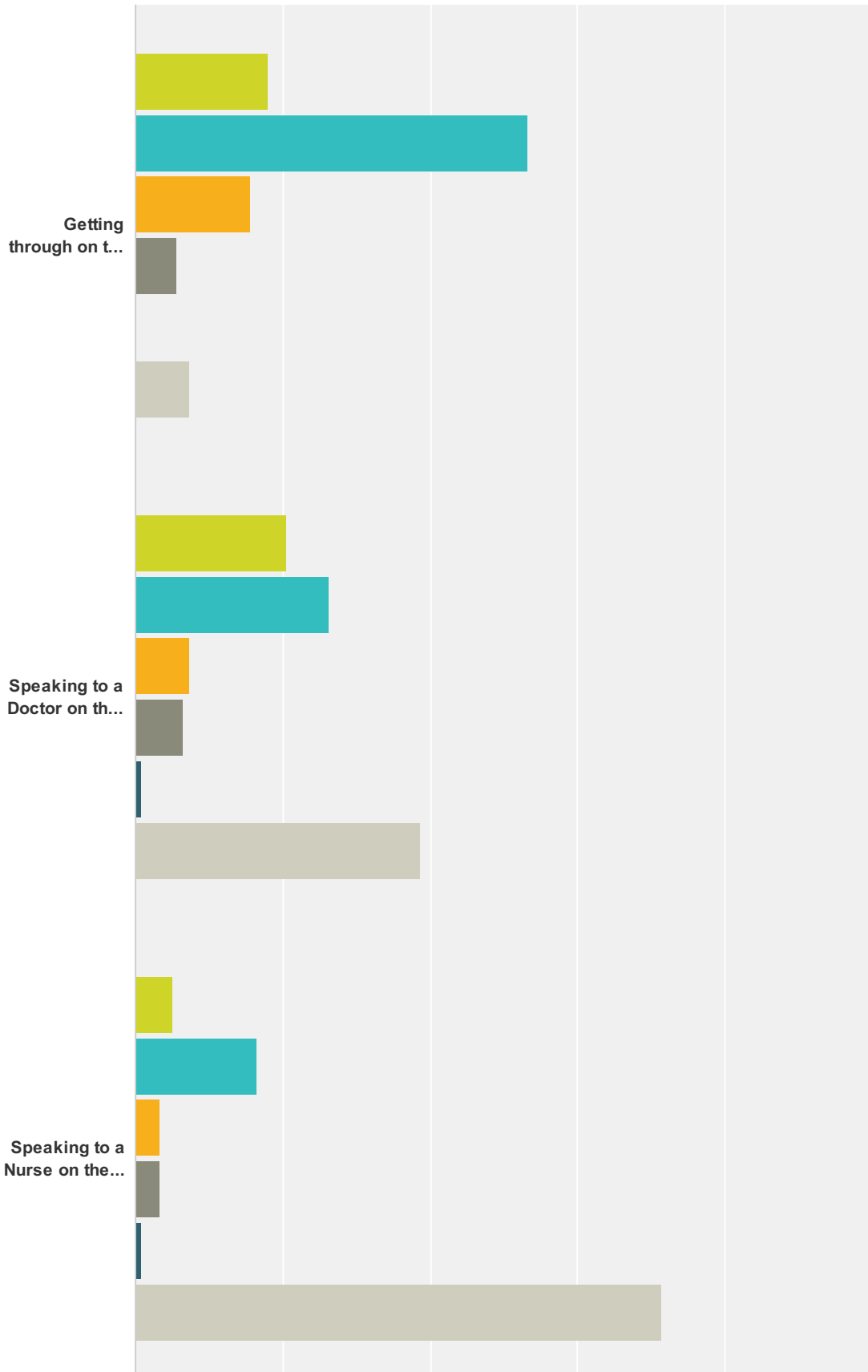


Answer Choices	Responses
I haven't needed to see a doctor	82.35% 14
I couldn't be seen at a convenient time	0% 0
I couldn't get to my appointment easily	0% 0
I didn't like or trust the doctors	0% 0
Another Reason (please specify)	17.65% 3
Total	17

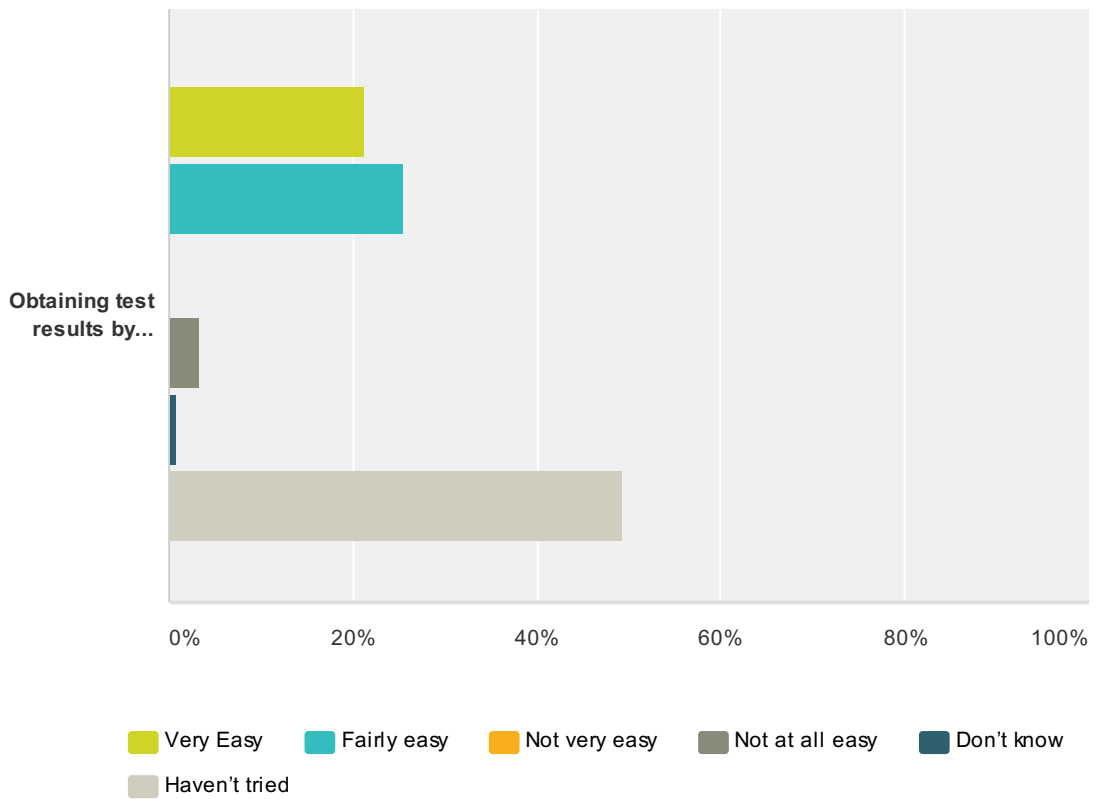
#	Another Reason (please specify)	Date
1	New patient just registered	3/24/2014 3:18 AM
2	I have only needed to have bloods taken and blood pressure checked	3/8/2014 4:29 AM
3	I send details of my blood pressure electronically, and, as all is well I am able to pick up my repeat prescription without seeing the doctor.	3/7/2014 9:56 AM

Q3 In the past 6 months how easy have you found the following ? (Please tick one answer only on each line)

Answered: 122 Skipped: 11



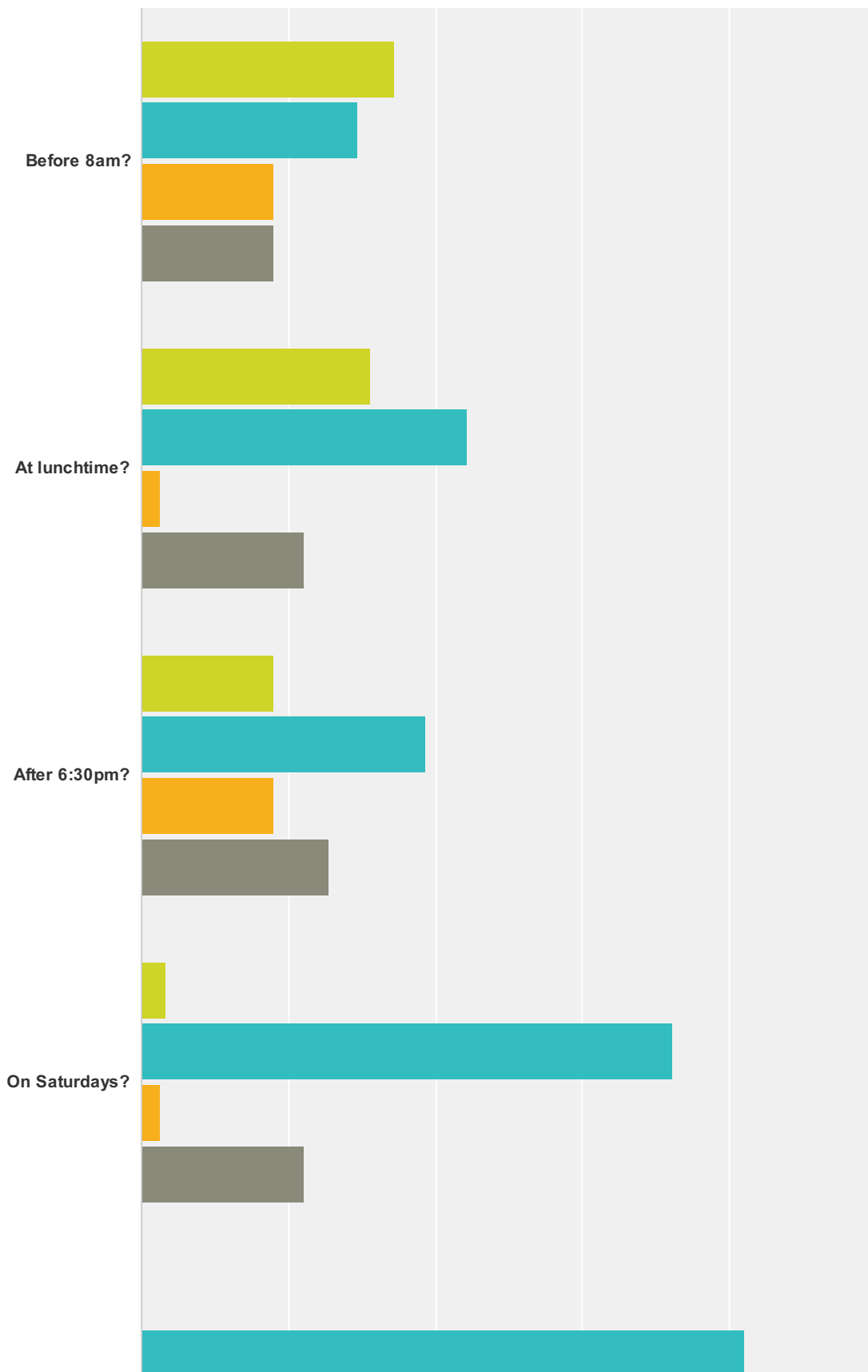
Patient Questionnaire 2014



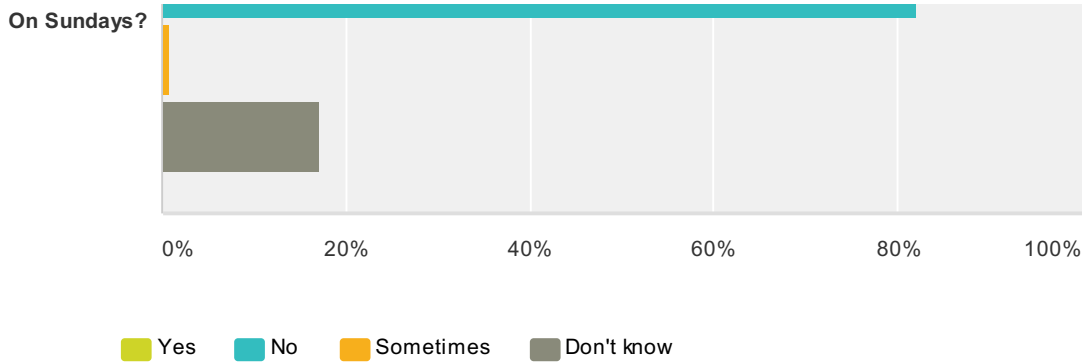
	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried	Total
Getting through on the phone	18.03% 22	53.28% 65	15.57% 19	5.74% 7	0% 0	7.38% 9	122
Speaking to a Doctor on the phone	20.49% 25	26.23% 32	7.38% 9	6.56% 8	0.82% 1	38.52% 47	122
Speaking to a Nurse on the phone	4.92% 6	16.39% 20	3.28% 4	3.28% 4	0.82% 1	71.31% 87	122
Obtaining test results by phone	21.31% 26	25.41% 31	0% 0	3.28% 4	0.82% 1	49.18% 60	122

Q4 As far as you know , is the surgery open (please choose all applicable) (Please tick one answer only on each line)

Answered: 122 Skipped: 11



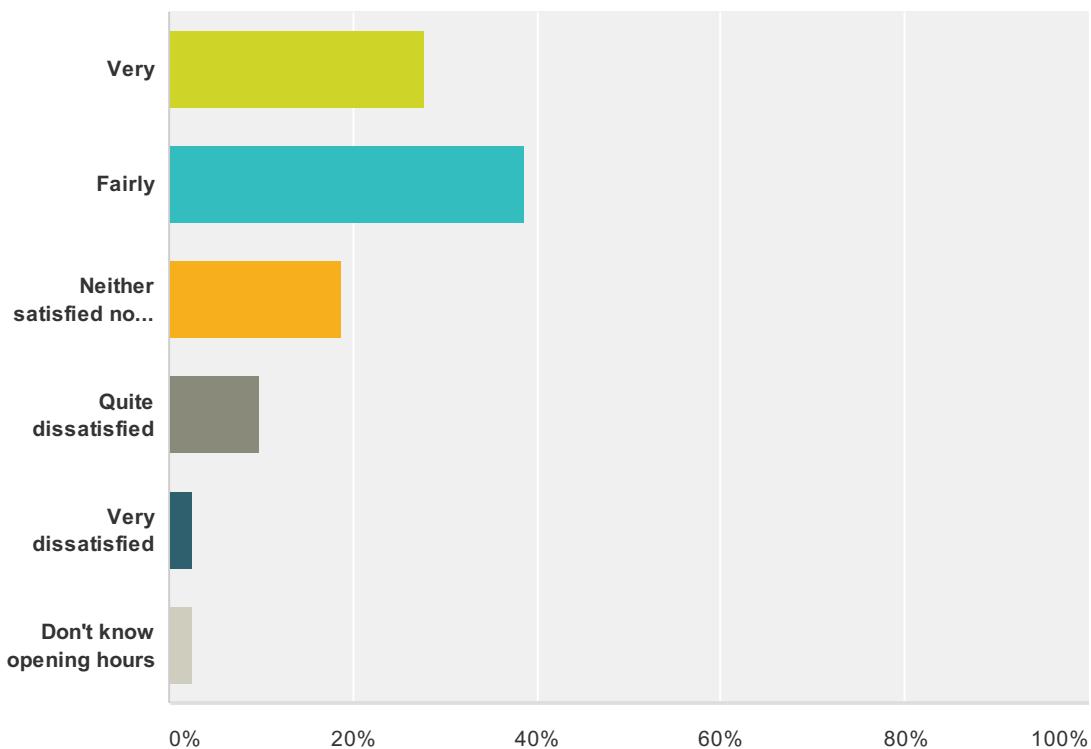
Patient Questionnaire 2014



	Yes	No	Sometimes	Don't know	Total
Before 8am?	34.43% 42	29.51% 36	18.03% 22	18.03% 22	122
At lunchtime?	31.15% 38	44.26% 54	2.46% 3	22.13% 27	122
After 6:30pm?	18.03% 22	38.52% 47	18.03% 22	25.41% 31	122
On Saturdays?	3.28% 4	72.13% 88	2.46% 3	22.13% 27	122
On Sundays?	0% 0	81.97% 100	0.82% 1	17.21% 21	122

Q5 How satisfied are you with the opening hours at the surgery (please choose one answer only)

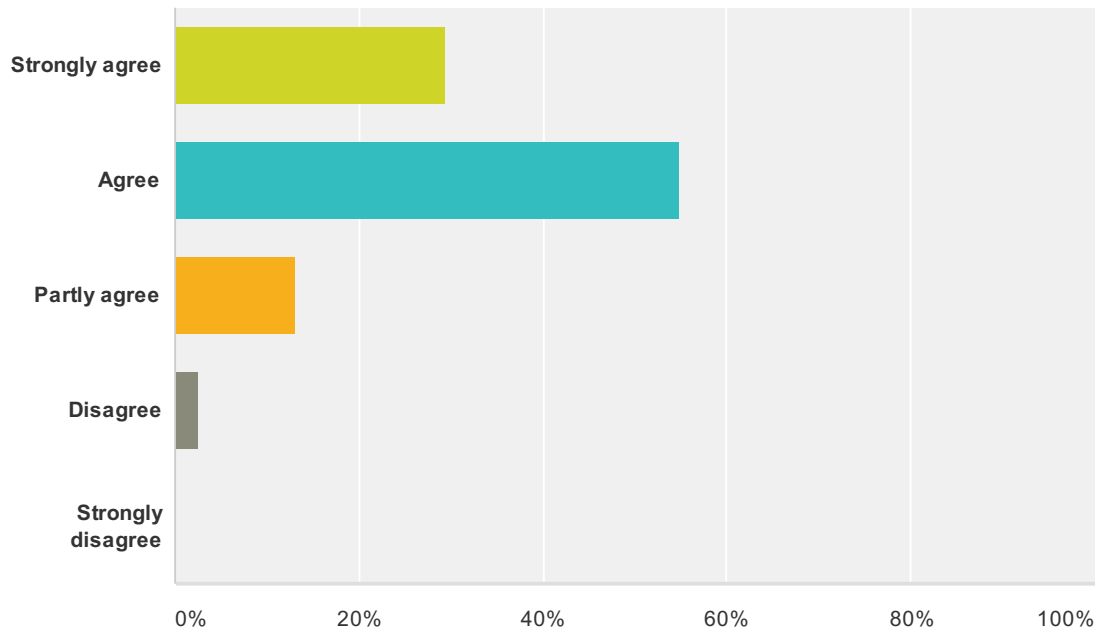
Answered: 122 Skipped: 11



Answer Choices	Responses	
Very	27.87%	34
Fairly	38.52%	47
Neither satisfied nor dissatisfied	18.85%	23
Quite dissatisfied	9.84%	12
Very dissatisfied	2.46%	3
Don't know opening hours	2.46%	3
Total		122

**Q6 The surgery adequately covers the whole range of health services I require
(Please choose one answer only)**

Answered: 122 Skipped: 11



Answer Choices	Responses
Strongly agree	29.51% 36
Agree	54.92% 67
Partly agree	13.11% 16
Disagree	2.46% 3
Strongly disagree	0% 0
Total	122

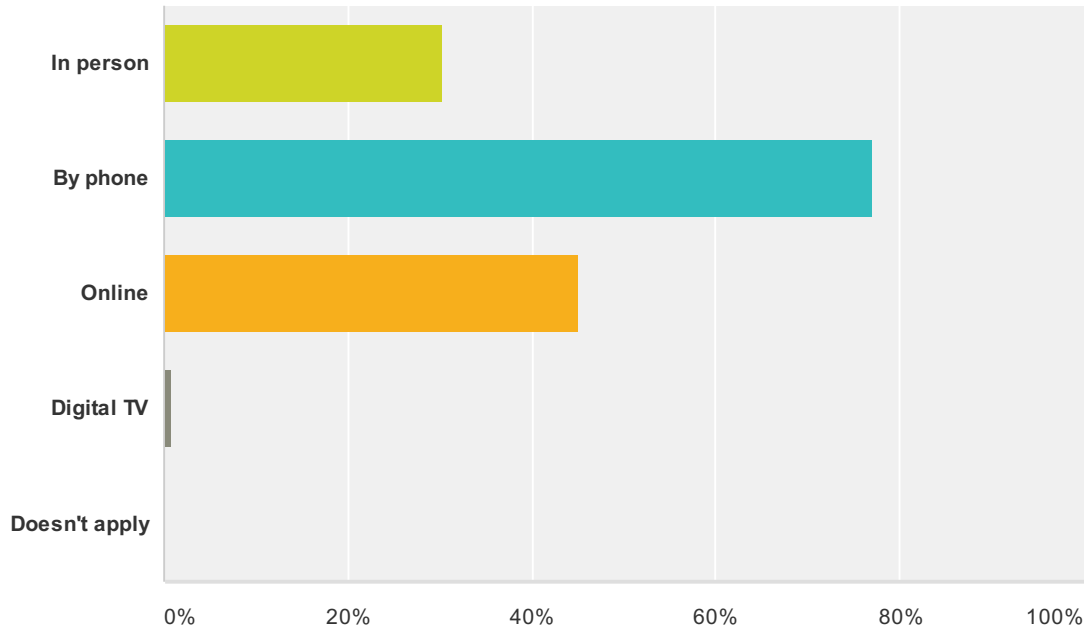
Q7 I would like the surgery to consider offering the following health services

Answered: 17 Skipped: 116

#	Responses	Date
1	Saturday mornings could prove an advantage to some	3/24/2014 11:33 AM
2	Ultra sound. x rays	3/22/2014 4:05 AM
3	Readily-accessible e-mail advice from a doctor Skype call with a doctor or nurse Minor injuries unit (unless the new Bicester hospital has this facility) A guarantee to be able to see a doctor within 72 hours (not within 2 weeks as often the case now)	3/22/2014 3:36 AM
4	Sleep clinic nurses so I don't have to keep going to the Churchill on the bus	3/21/2014 5:48 PM
5	More flexible Opening hours	3/21/2014 2:31 PM
6	N/A	3/21/2014 1:46 PM
7	Late night appointments	3/21/2014 1:14 PM
8	I would like to thank Dr Hutt for her help and advise	3/21/2014 1:09 PM
9	An Audiology clinic to have my hearing aides serviced by NHS professionals	3/21/2014 12:39 PM
10	Saturday hours for GP	3/21/2014 12:38 PM
11	More evenings and saturday am even if every other	3/21/2014 12:37 PM
12	Treatment for nail fungal infections.	3/21/2014 12:34 PM
13	1. Well women clinic 2. Well man clinic 3. More counselling services	3/21/2014 12:33 PM
14	better parking	3/18/2014 4:04 AM
15	Nutritional therapy	3/10/2014 9:36 AM
16	Weight loss	3/8/2014 8:34 AM
17	I can't think of any	3/7/2014 10:00 AM

Q8 How do you prefer to book your appointments to see a doctor or nurse at the surgery? (Please choose all applicable)

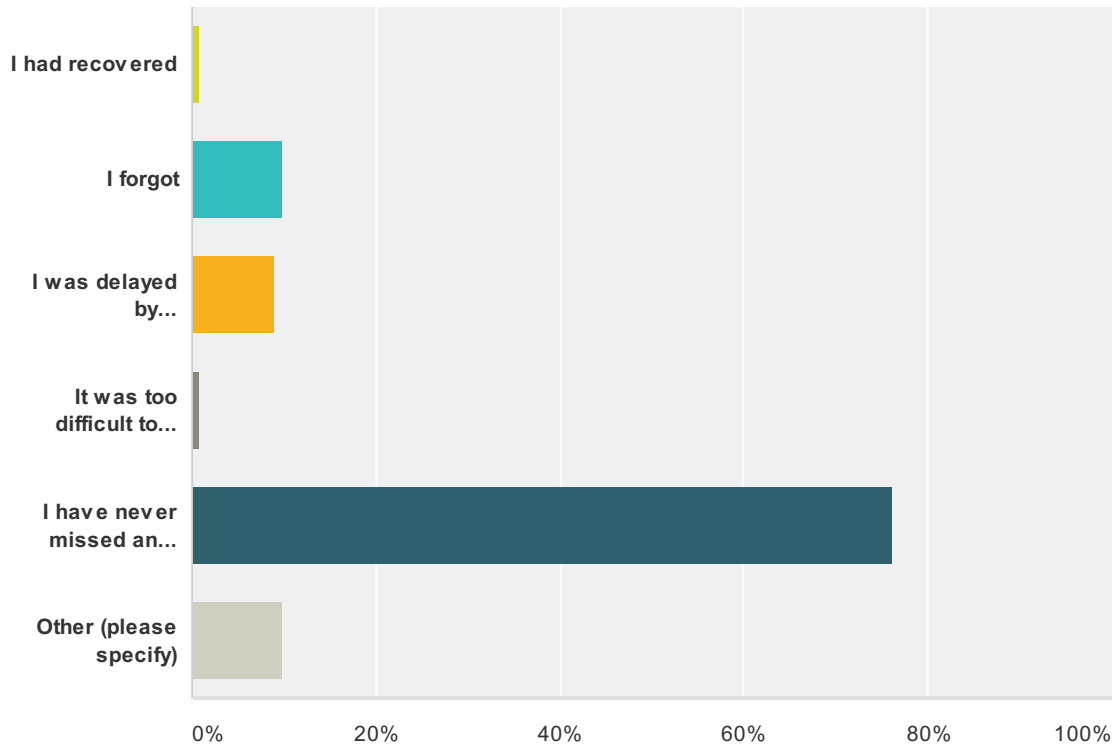
Answered: 122 Skipped: 11



Answer Choices	Responses
In person	30.33% 37
By phone	77.05% 94
Online	45.08% 55
Digital TV	0.82% 1
Doesn't apply	0% 0
Total Respondents: 122	

Q9 Have you ever missed an appointment because (Please choose all applicable)

Answered: 122 Skipped: 11



Answer Choices	Responses
I had recovered	0.82% 1
I forgot	9.84% 12
I was delayed by traffic/public transport	9.02% 11
It was too difficult to cancel by phone	0.82% 1
I have never missed an appointment	76.23% 93
Other (please specify)	9.84% 12
Total Respondents: 122	

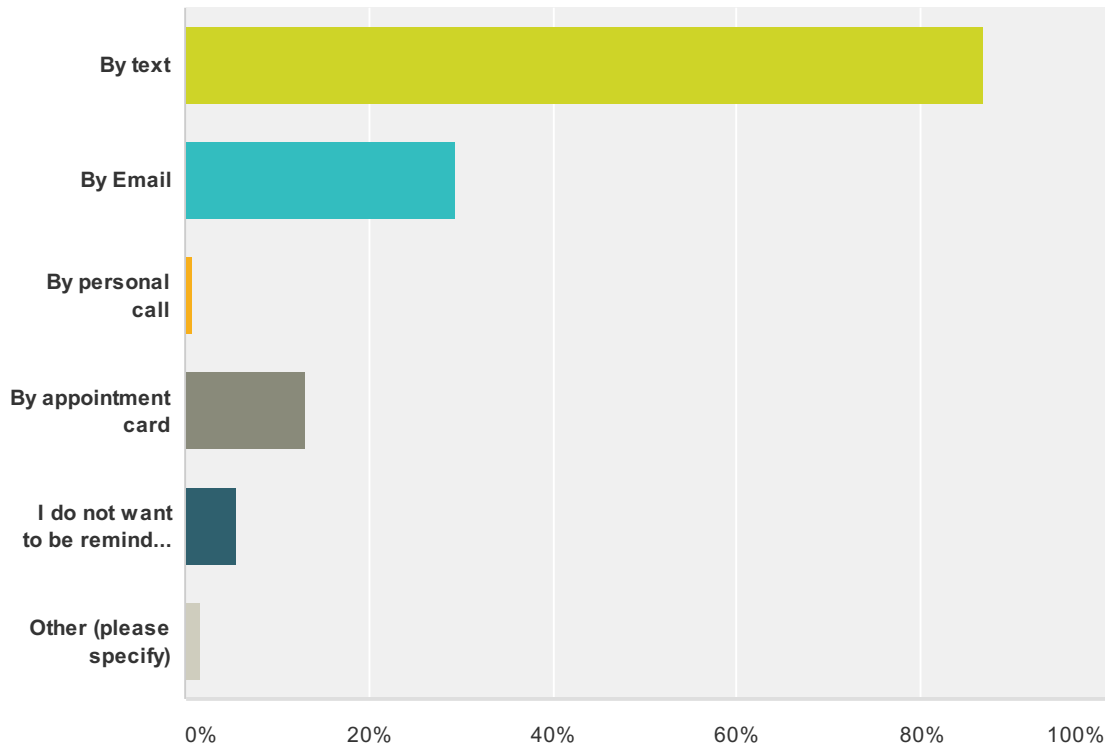
#	Other (please specify)	Date
1	I was too poorly to attend	3/23/2014 12:15 PM
2	I queued for over 20 minutes to 'check-in'. Unacceptable. Other staff saw the length of the queue and absolutely no one did anything. Extremely poor customer service which would not be tolerated in the commercial world. Suggest the two in the dispensary who we're doing nothing other than talking could have taken the lead.	3/23/2014 5:19 AM
3	Unforeseen circumstance	3/23/2014 12:37 AM
4	Reception did not make it clear which day appointment was on	3/22/2014 1:32 AM
5	Once by mistake	3/21/2014 1:19 PM
6	I've had to wait so long for the appointment that I forgot	3/21/2014 1:14 PM

Patient Questionnaire 2014

7	arrived 1 hour late	3/18/2014 10:42 AM
8	nowhere to park near surgery	3/18/2014 6:37 AM
9	sick	3/18/2014 4:46 AM
10	illness leads me to forget sometimes	3/18/2014 3:55 AM
11	Got delayed at work	3/10/2014 5:56 AM
12	because I checked in with the display screen and clicked OK but it had not registered. Fortunately, the nurse came out to double check the names after I had gone back to reception to query after a 45 minute wait.	3/8/2014 7:30 AM

Q10 Would you like to be reminded about your appointment (Please choose all applicable)

Answered: 122 Skipped: 11

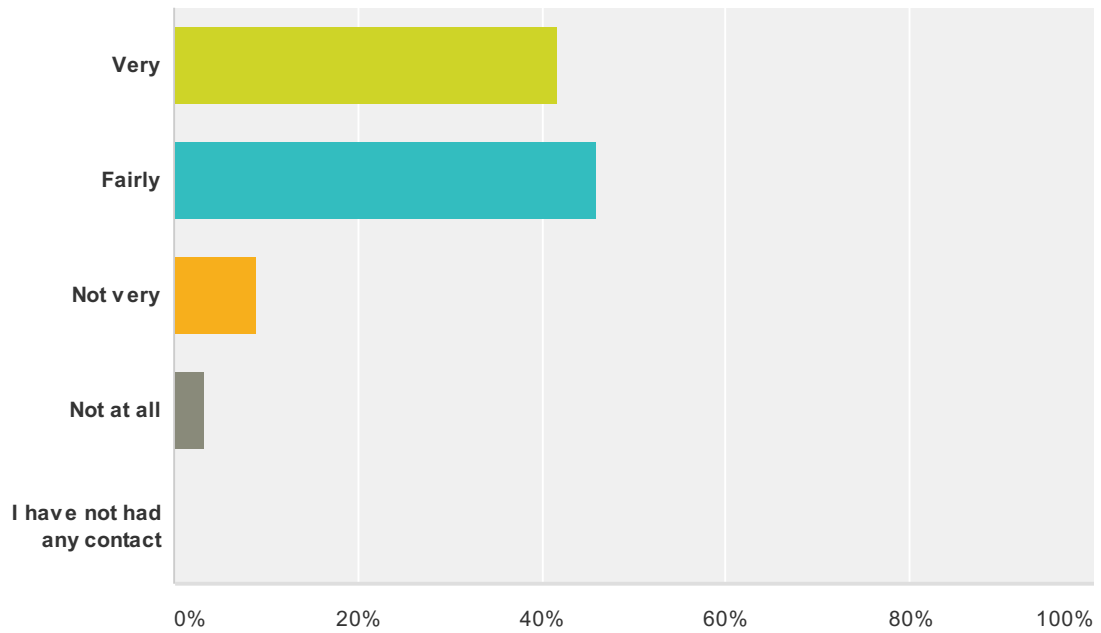


Answer Choices	Responses
By text	86.89% 106
By Email	29.51% 36
By personal call	0.82% 1
By appointment card	13.11% 16
I do not want to be reminded about appointments	5.74% 7
Other (please specify)	1.64% 2
Total Respondents: 122	

#	Other (please specify)	Date
1	Because I forgot once or twice I get a text confirming my appointment and a reminder before the due date. I think it is a waste of money personally.	3/21/2014 12:39 PM
2	I get this service now	3/8/2014 7:30 AM

Q11 How helpful do you find the receptionists at the Surgery ? (Please tick one answer only)

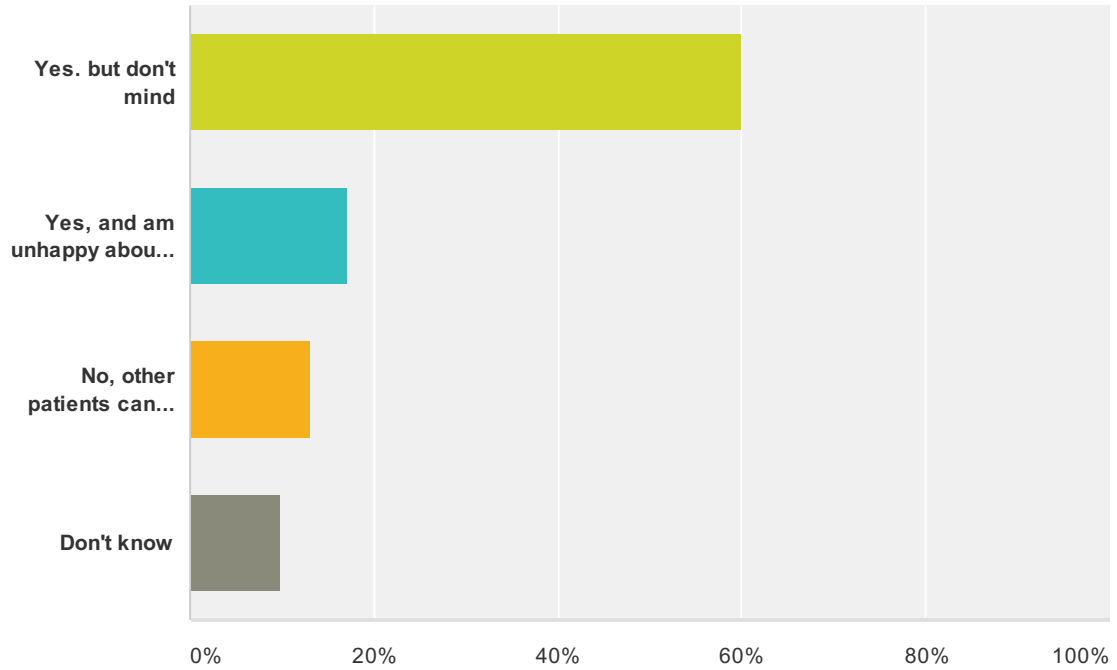
Answered: 122 Skipped: 11



Answer Choices	Responses
Very	41.80% 51
Fairly	45.90% 56
Not very	9.02% 11
Not at all	3.28% 4
I have not had any contact	0% 0
Total	122

Q12 In the Reception area can other patients overhear what you are saying to the Receptionist? (Please tick one answer only)

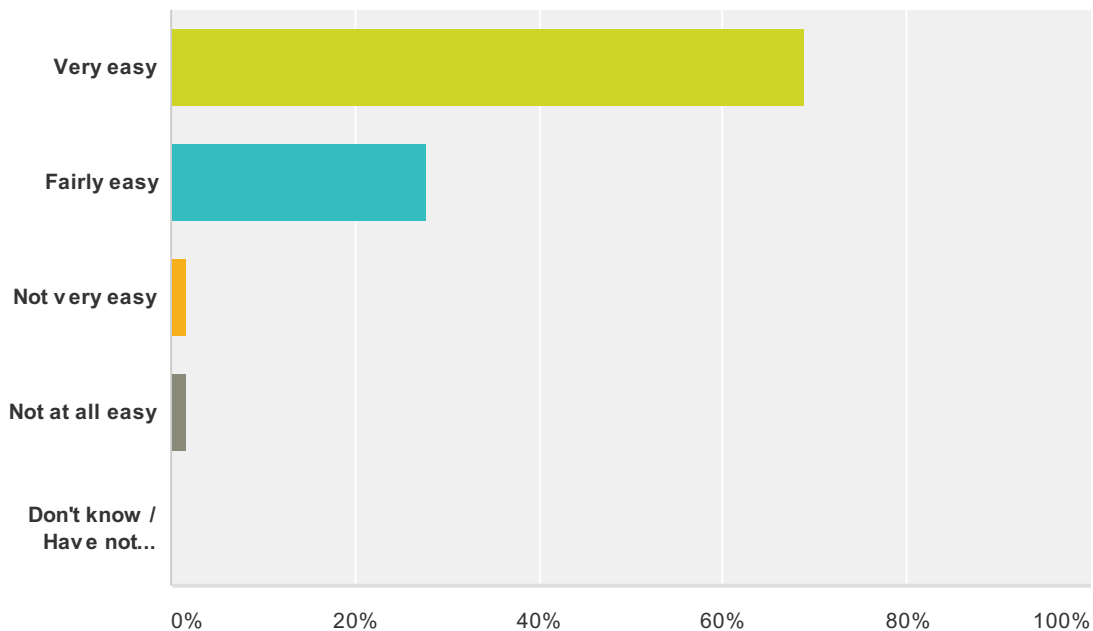
Answered: 122 Skipped: 11



Answer Choices	Responses
Yes. but don't mind	59.84% 73
Yes, and am unhappy about it	17.21% 21
No, other patients can't overhear	13.11% 16
Don't know	9.84% 12
Total	122

Q13 How easy do you find getting into the building at the surgery ? (Please tick one answer only)

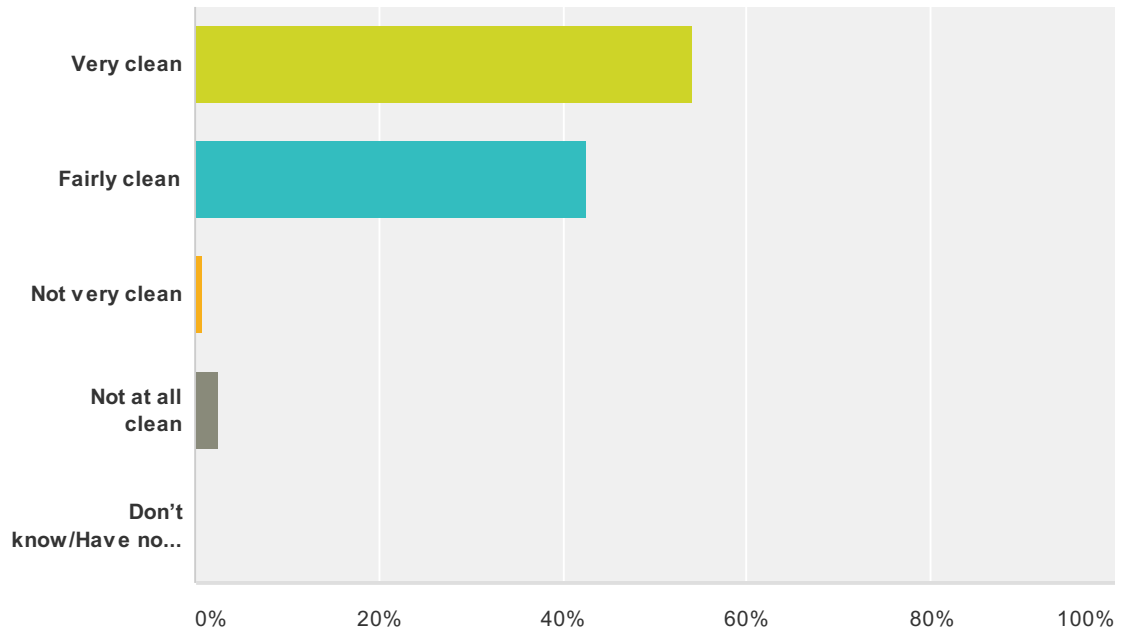
Answered: 122 Skipped: 11



Answer Choices	Responses
Very easy	68.85% 84
Fairly easy	27.87% 34
Not very easy	1.64% 2
Not at all easy	1.64% 2
Don't know / Have not attended	0% 0
Total	122

Q14 How clean is the GP surgery ? (Please tick one answer only)

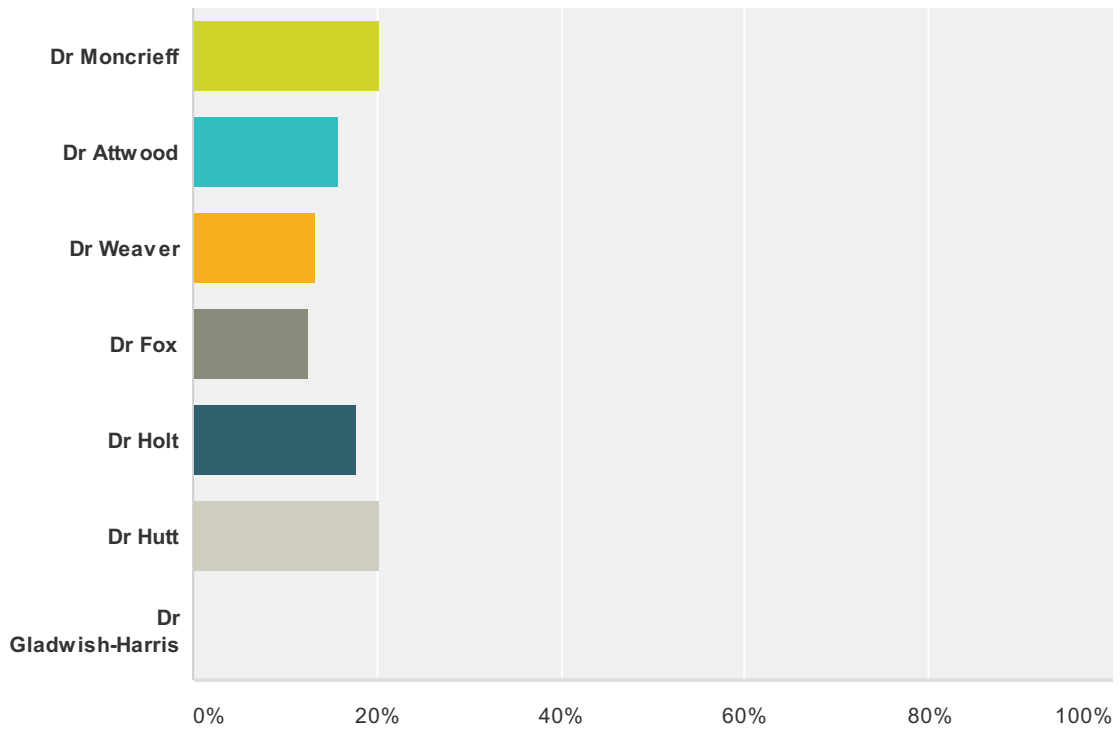
Answered: 122 Skipped: 11



Answer Choices	Responses	
Very clean	54.10%	66
Fairly clean	42.62%	52
Not very clean	0.82%	1
Not at all clean	2.46%	3
Don't know/Have not attended	0%	0
Total		122

Q15 Who is your USUAL doctor

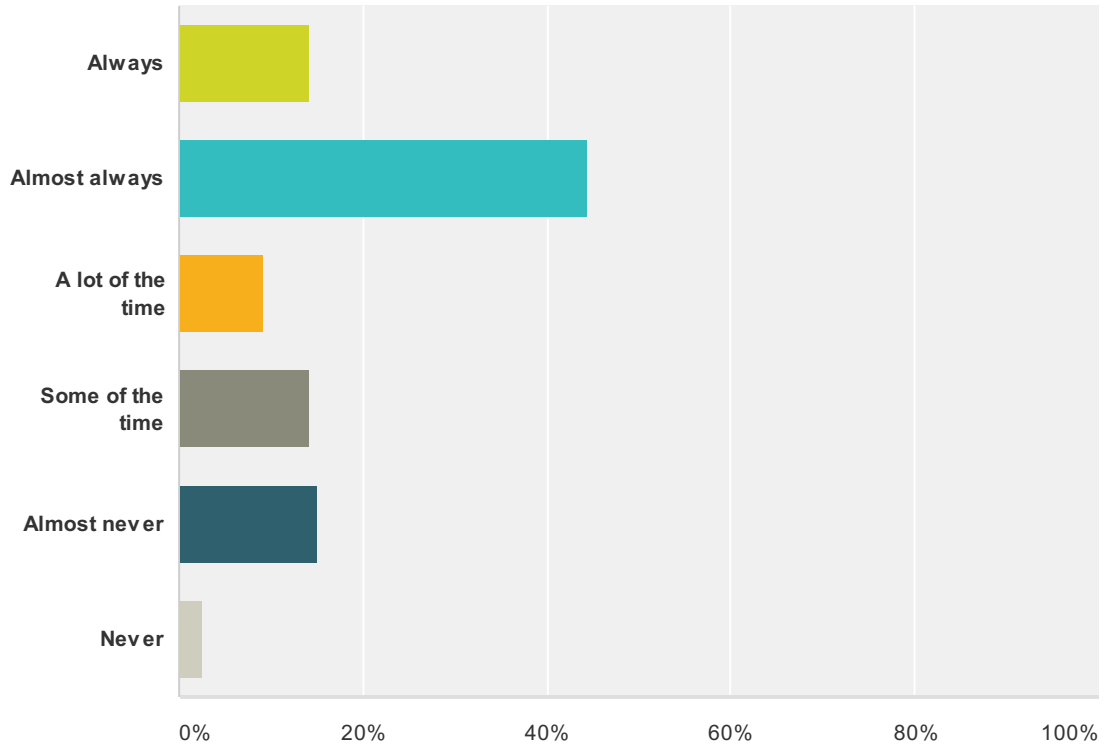
Answered: 119 Skipped: 14



Answer Choices	Responses
Dr Moncrieff	20.17% 24
Dr Attwood	15.97% 19
Dr Weaver	13.45% 16
Dr Fox	12.61% 15
Dr Holt	17.65% 21
Dr Hutt	20.17% 24
Dr Gladwish-Harris	0% 0
Total	119

Q16 . In general, how often do you see your usual doctor? (Please tick one answer only)

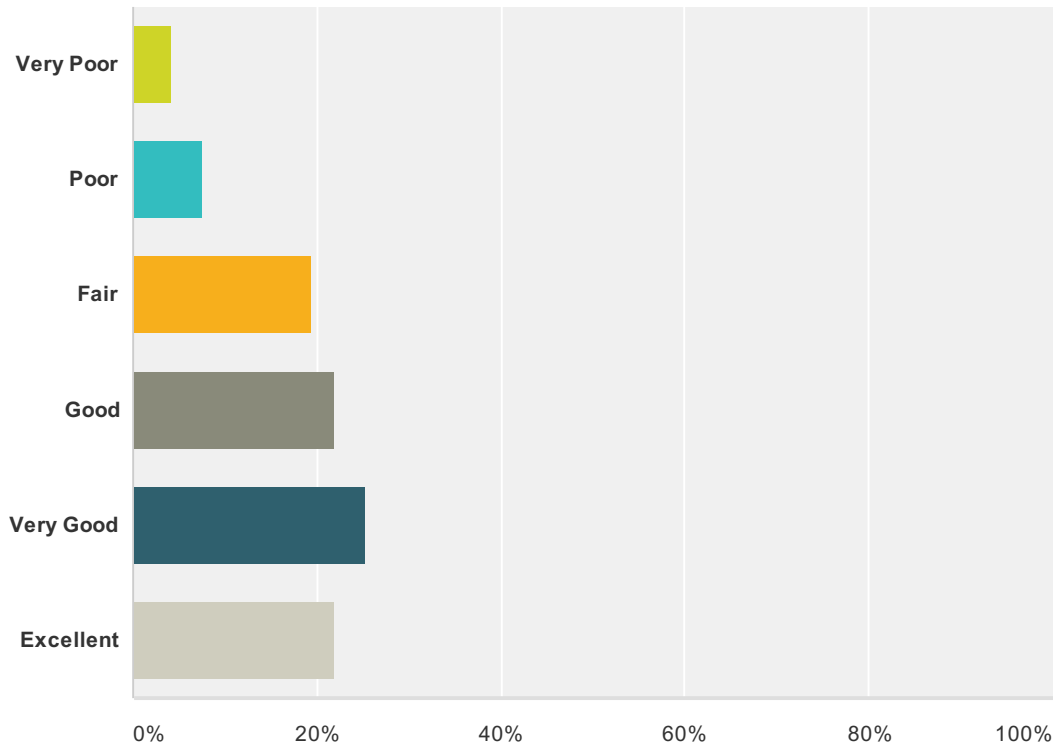
Answered: 119 Skipped: 14



Answer Choices	Responses	
Always	14.29%	17
Almost always	44.54%	53
A lot of the time	9.24%	11
Some of the time	14.29%	17
Almost never	15.13%	18
Never	2.52%	3
Total		119

Q17 How do you rate this? (Please tick one answer only)

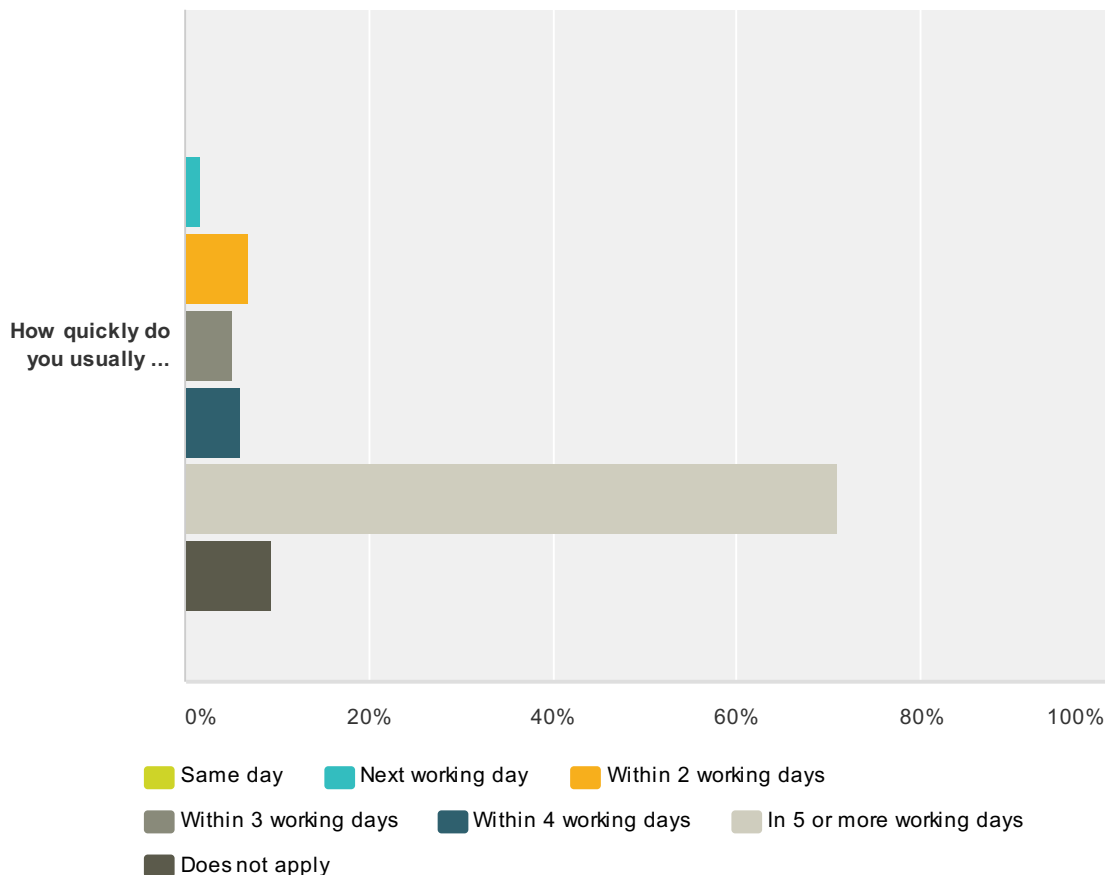
Answered: 119 Skipped: 14



Answer Choices	Responses	
Very Poor	4.20%	5
Poor	7.56%	9
Fair	19.33%	23
Good	21.85%	26
Very Good	25.21%	30
Excellent	21.85%	26
Total		119

Q18 Thinking of when you have wanted to see your USUAL doctor (Please tick one answer only)

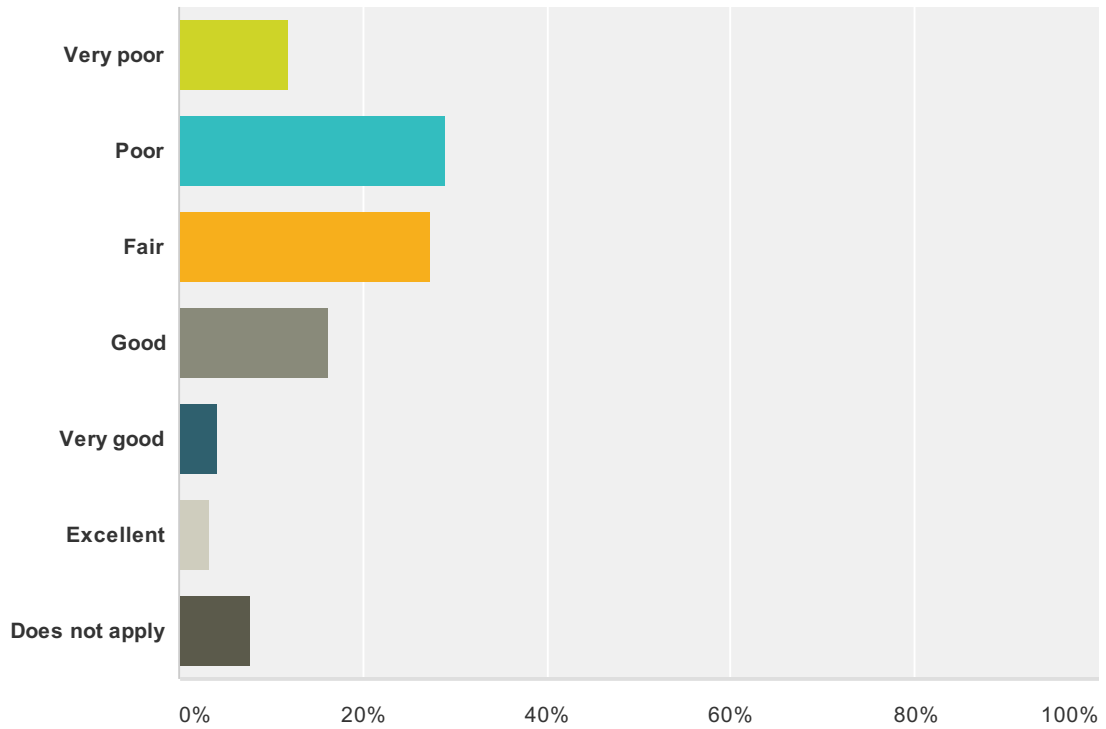
Answered: 117 Skipped: 16



	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	In 5 or more working days	Does not apply	Total
How quickly do you usually get to see your USUAL doctor	0%	1.71%	6.84%	5.13%	5.98%	70.94%	9.40%	117
	0	2	8	6	7	83	11	

Q19 How do you rate this ? (Please tick one answer only)

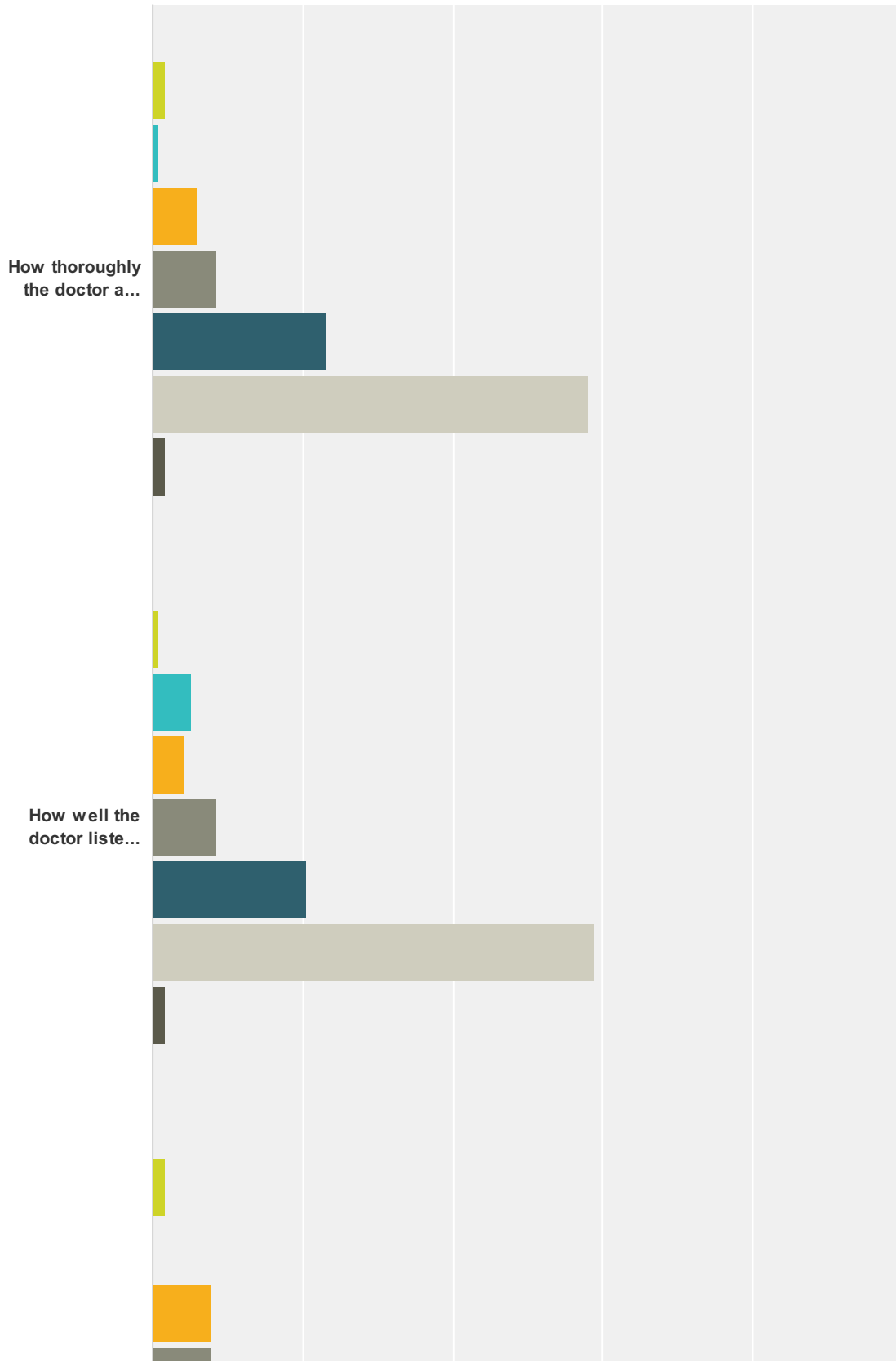
Answered: 117 Skipped: 16



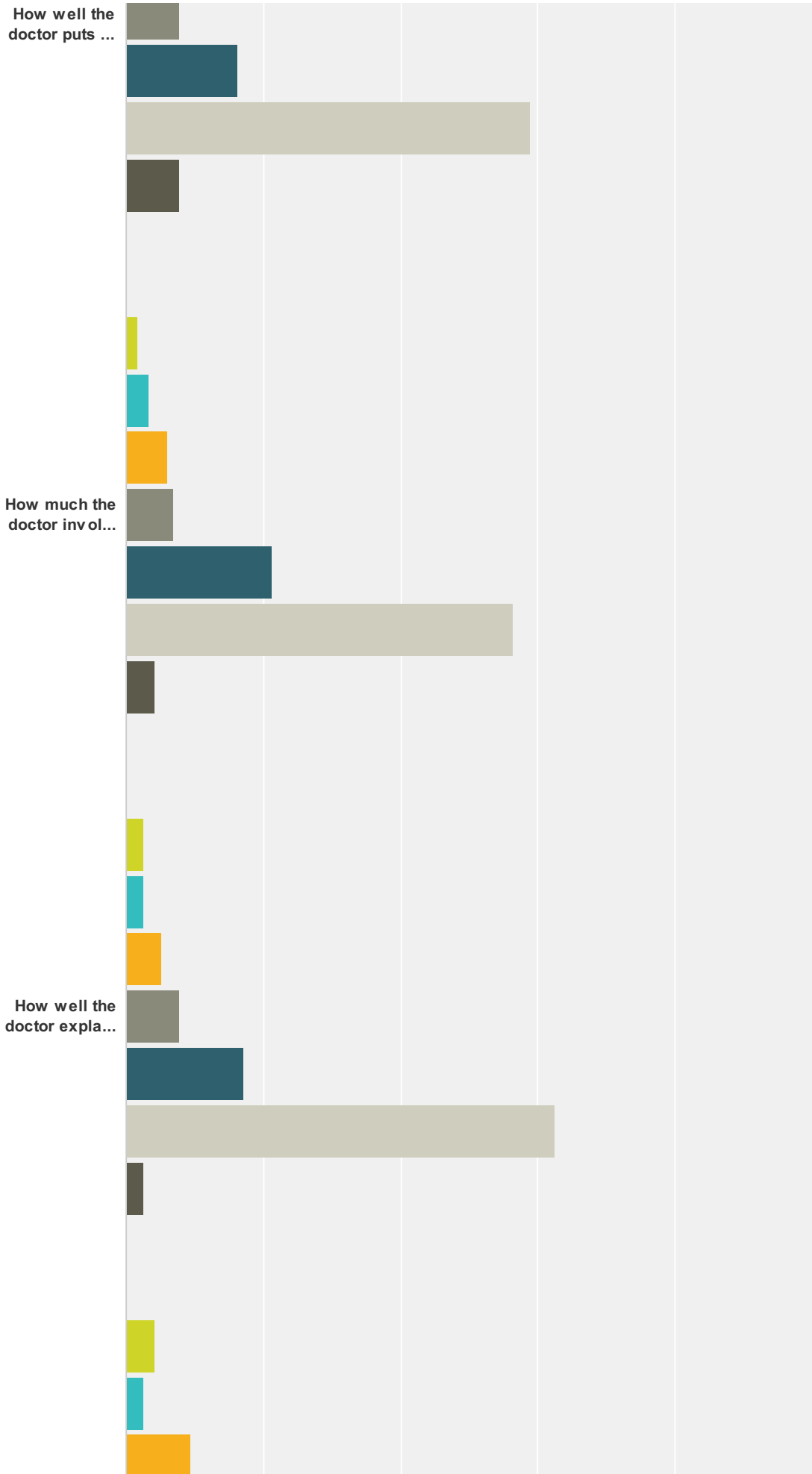
Answer Choices	Responses	
Very poor	11.97%	14
Poor	29.06%	34
Fair	27.35%	32
Good	16.24%	19
Very good	4.27%	5
Excellent	3.42%	4
Does not apply	7.69%	9
Total		117

Q20 Thinking of when you consult your USUAL doctor, how do you rate the following ? (Please tick one answer only on each line)

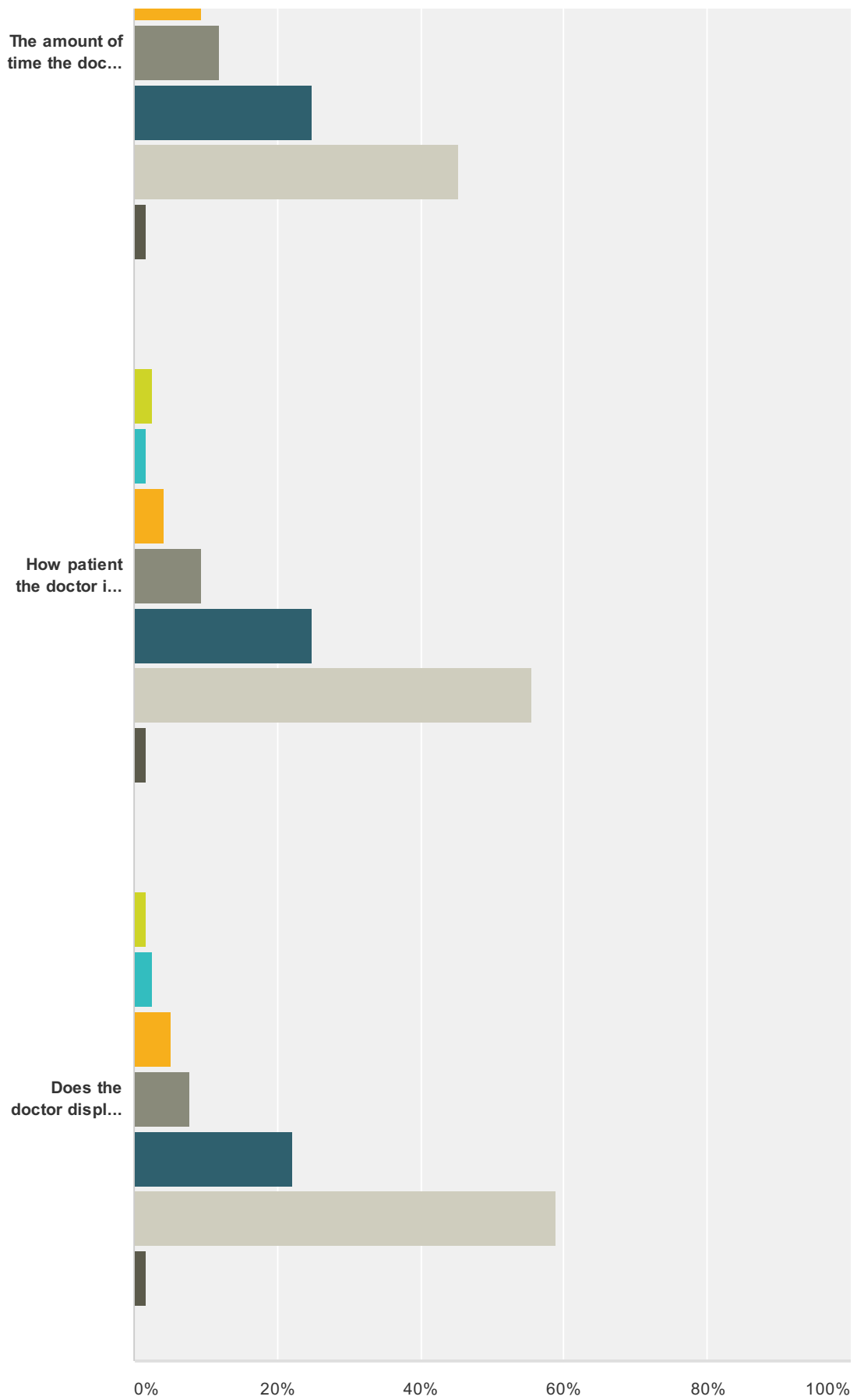
Answered: 117 Skipped: 16



Patient Questionnaire 2014



Patient Questionnaire 2014



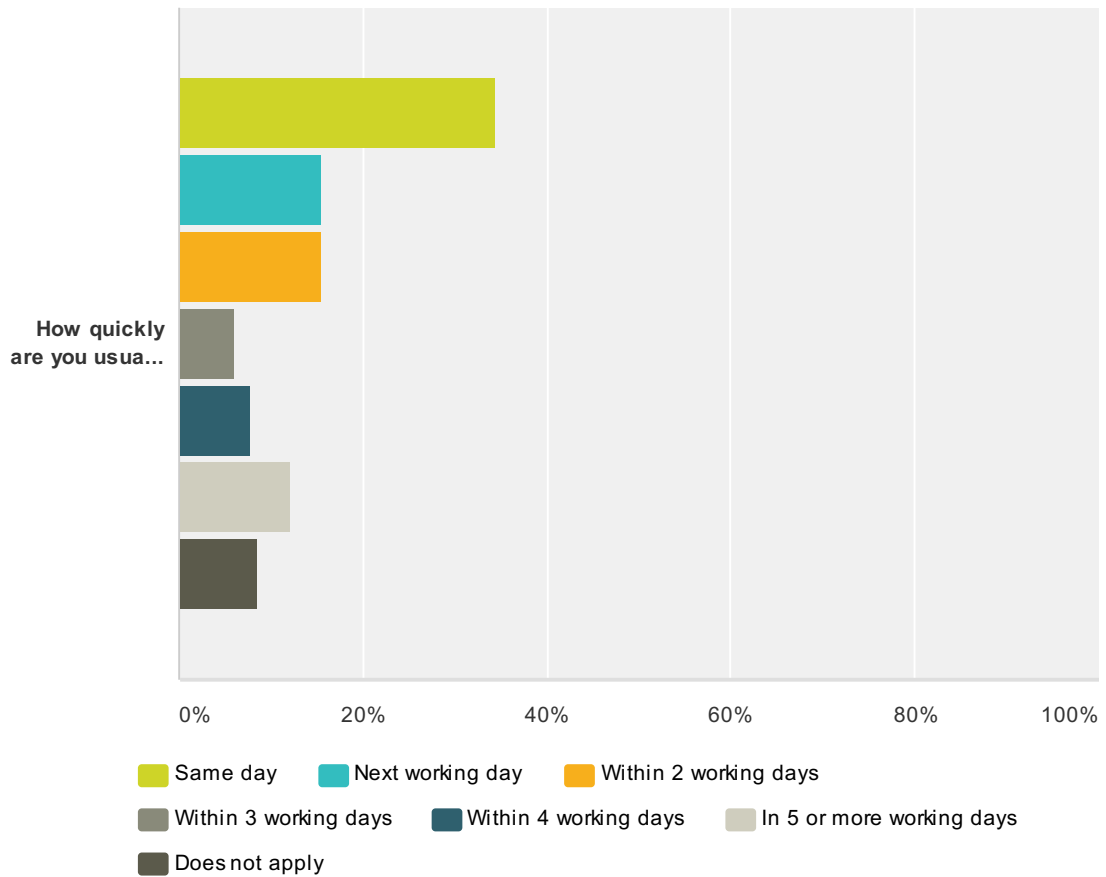
■ Very poor
 ■ Poor
 ■ Fair
 ■ Good
 ■ Very good
 ■ Excellent
■ Does not apply

Patient Questionnaire 2014

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Total
How thoroughly the doctor asks about your symptoms and how you are feeling ?	1.71% 2	0.85% 1	5.98% 7	8.55% 10	23.08% 27	58.12% 68	1.71% 2	117
How well the doctor listens to what you have to say ?	0.85% 1	5.13% 6	4.27% 5	8.55% 10	20.51% 24	58.97% 69	1.71% 2	117
How well the doctor puts you at ease during your physical examination	1.71% 2	0% 0	7.69% 9	7.69% 9	16.24% 19	58.97% 69	7.69% 9	117
How much the doctor involves you in decisions about your care ?	1.71% 2	3.42% 4	5.98% 7	6.84% 8	21.37% 25	56.41% 66	4.27% 5	117
How well the doctor explains your problems or any treatment that you need ?	2.56% 3	2.56% 3	5.13% 6	7.69% 9	17.09% 20	62.39% 73	2.56% 3	117
The amount of time the doctor spends with you ?	4.27% 5	2.56% 3	9.40% 11	11.97% 14	24.79% 29	45.30% 53	1.71% 2	117
How patient the doctor is with your questions or worries	2.56% 3	1.71% 2	4.27% 5	9.40% 11	24.79% 29	55.56% 65	1.71% 2	117
Does the doctor display care and concern for you	1.71% 2	2.56% 3	5.13% 6	7.69% 9	22.22% 26	58.97% 69	1.71% 2	117

Q21 Thinking of times when you are willing to see ANY doctor (Please tick one answer only)

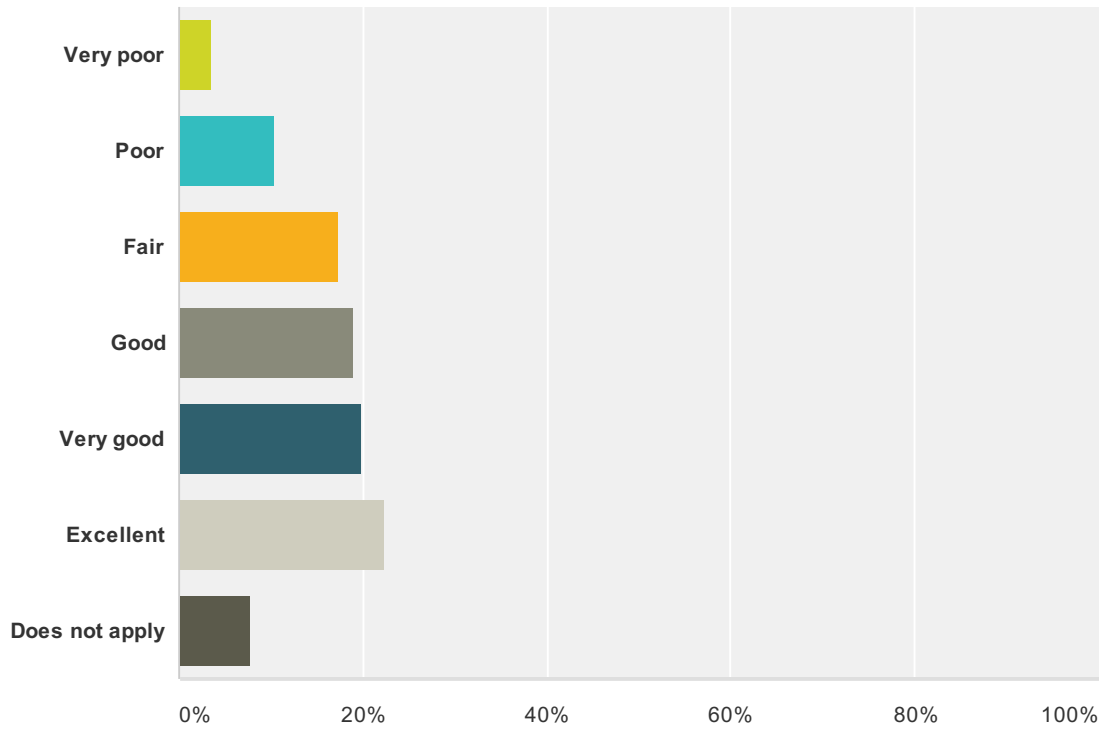
Answered: 116 Skipped: 17



	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	In 5 or more working days	Does not apply	Total
How quickly are you usually seen	34.48% 40	15.52% 18	15.52% 18	6.03% 7	7.76% 9	12.07% 14	8.62% 10	116

Q22 How do you rate this ? (Please tick one answer only)

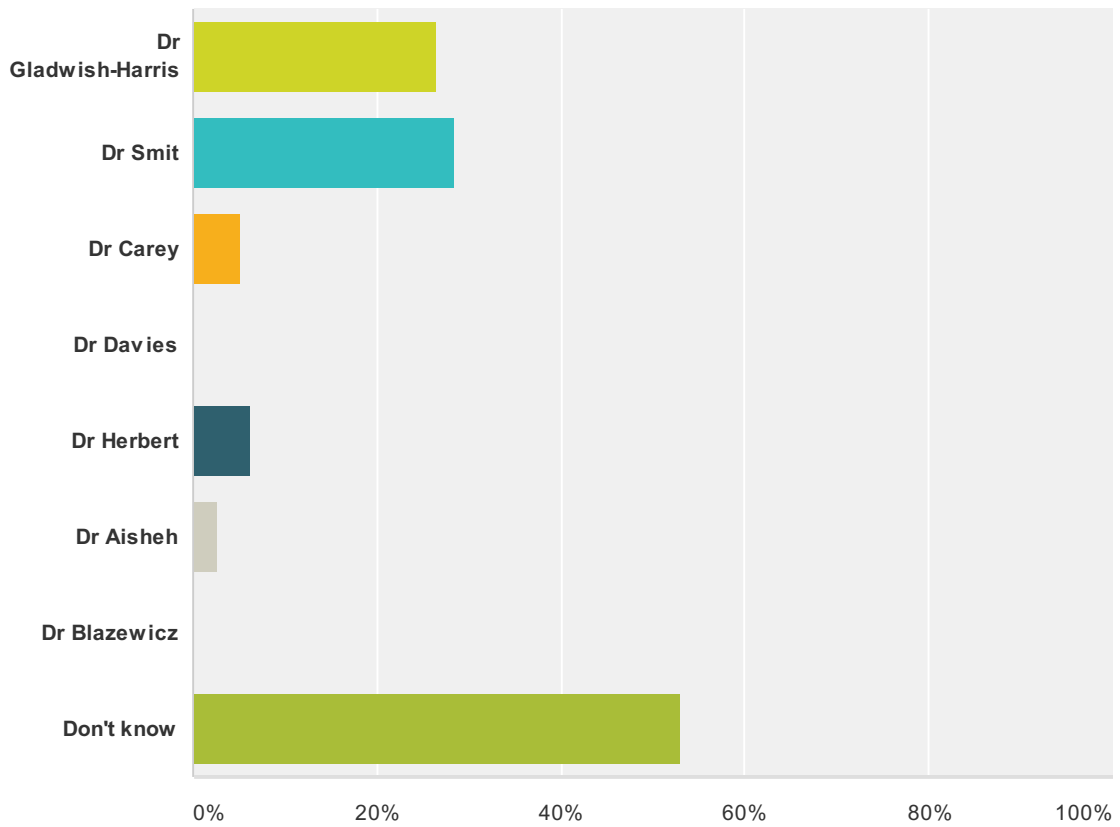
Answered: 116 Skipped: 17



Answer Choices	Responses
Very poor	3.45% 4
Poor	10.34% 12
Fair	17.24% 20
Good	18.97% 22
Very good	19.83% 23
Excellent	22.41% 26
Does not apply	7.76% 9
Total	116

Q23 When you see any doctor which doctor do you see?

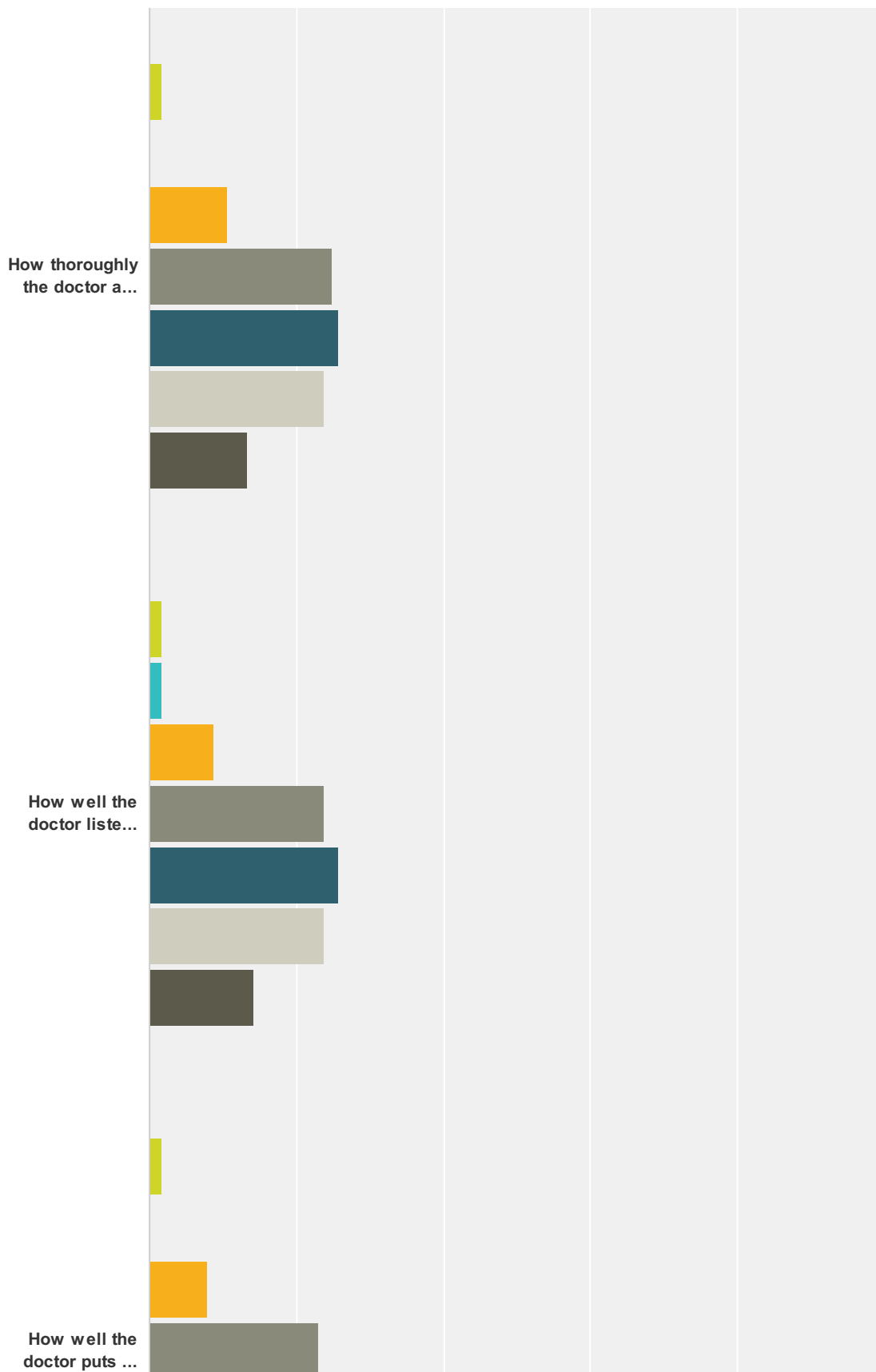
Answered: 113 Skipped: 20



Answer Choices	Responses
Dr Gladwish-Harris	26.55% 30
Dr Smit	28.32% 32
Dr Carey	5.31% 6
Dr Davies	0% 0
Dr Herbert	6.19% 7
Dr Aisheh	2.65% 3
Dr Blazewicz	0% 0
Don't know	53.10% 60
Total Respondents: 113	

**Q24 Thinking of when you consult ANY doctor how do you rate the following ?
(Please tick one answer only on each line)**

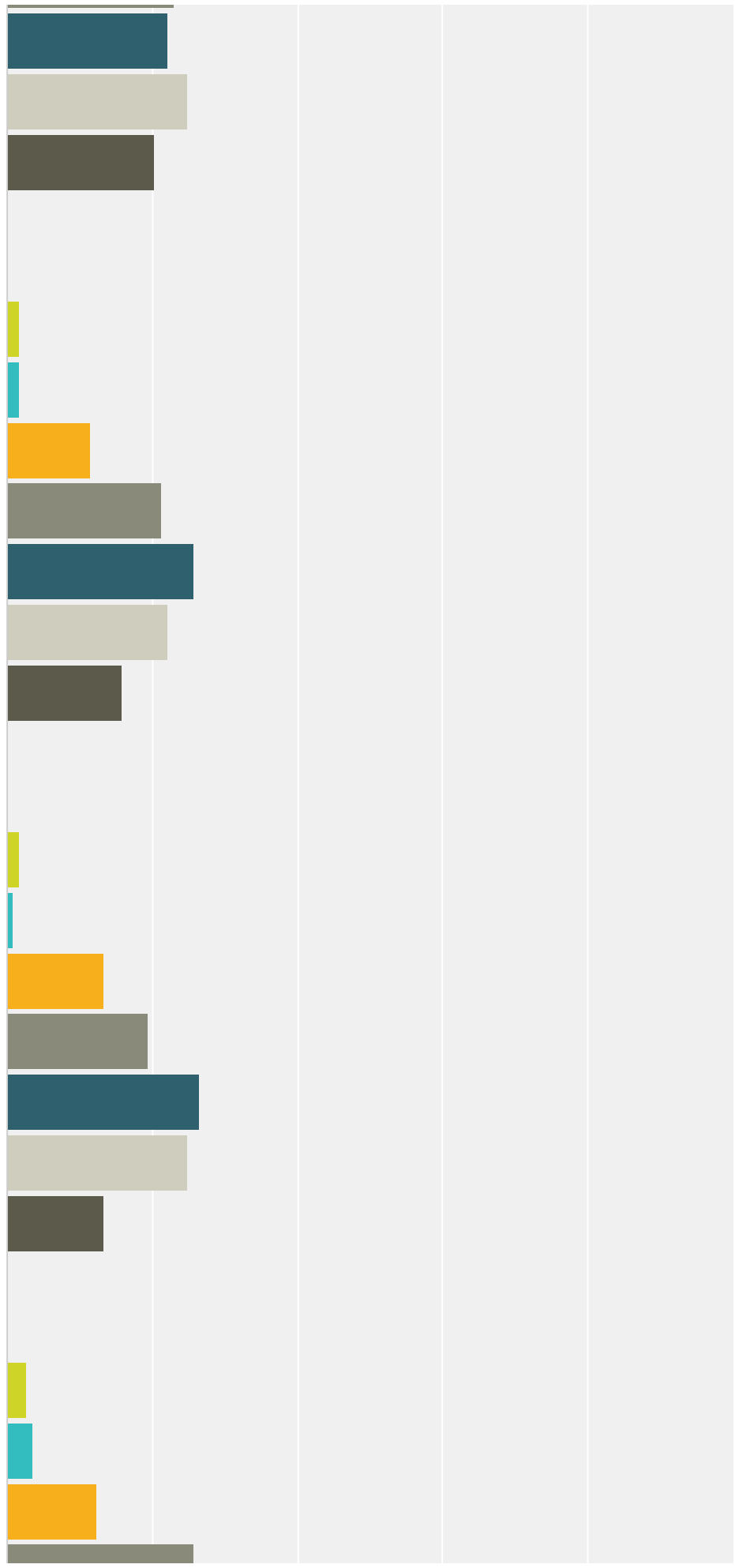
Answered: 113 Skipped: 20



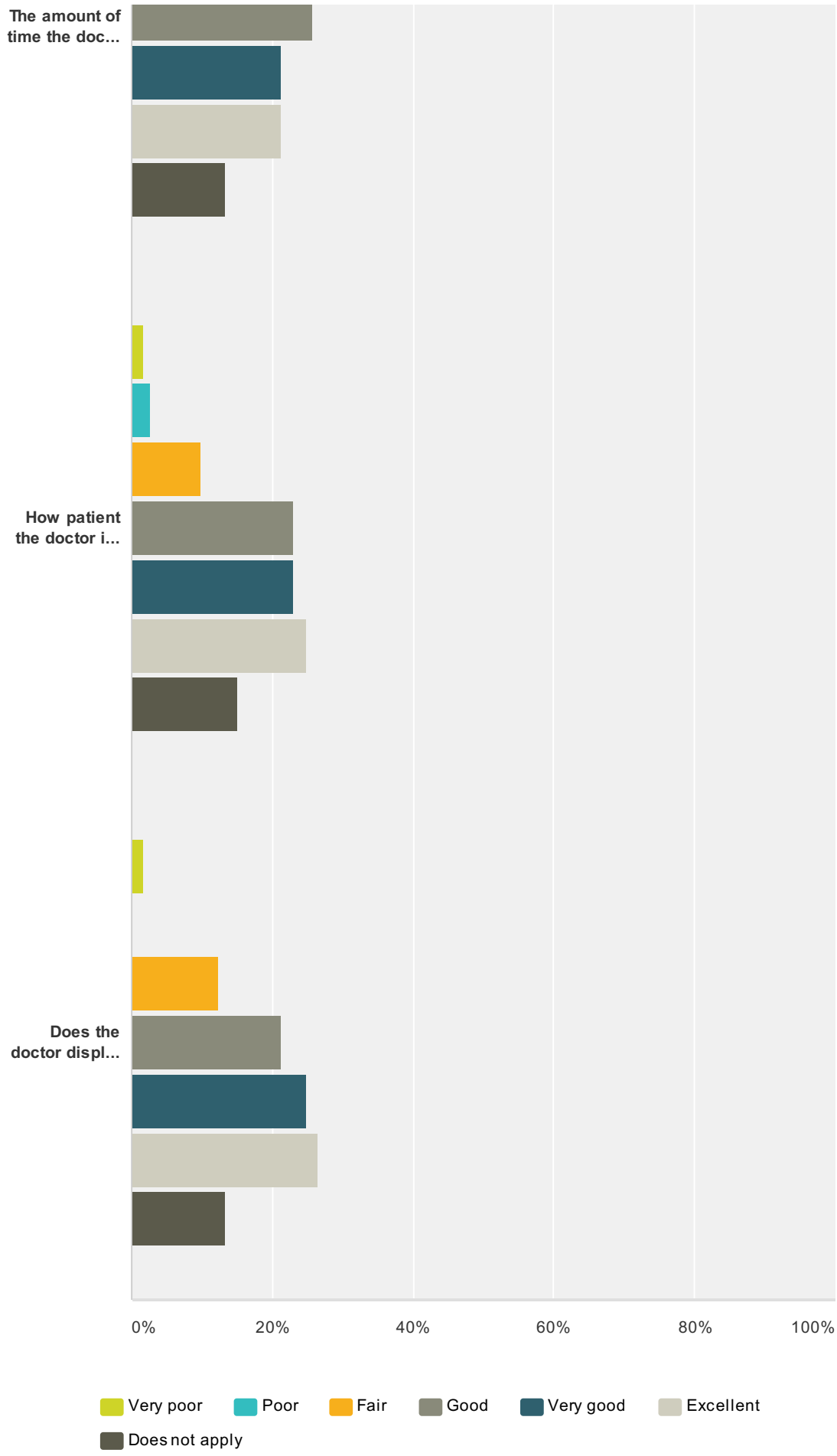
Patient Questionnaire 2014

How much the doctor invol...

How well the doctor expla...



Patient Questionnaire 2014

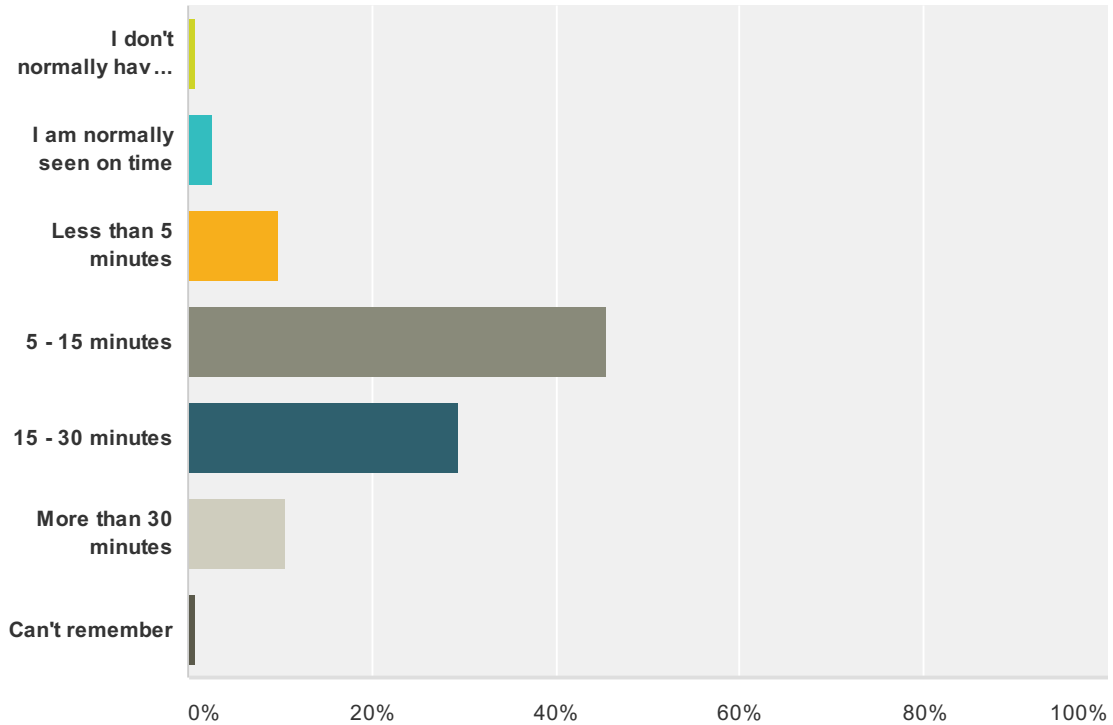


Patient Questionnaire 2014

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Total
How thoroughly the doctor asks about your symptoms and how you are feeling ?	1.77% 2	0% 0	10.62% 12	24.78% 28	25.66% 29	23.89% 27	13.27% 15	113
How well the doctor listens to what you have to say ?	1.77% 2	1.77% 2	8.85% 10	23.89% 27	25.66% 29	23.89% 27	14.16% 16	113
How well the doctor puts you at ease during your physical examination	1.77% 2	0% 0	7.96% 9	23.01% 26	22.12% 25	24.78% 28	20.35% 23	113
How much the doctor involves you in decisions about your care ?	1.77% 2	1.77% 2	11.50% 13	21.24% 24	25.66% 29	22.12% 25	15.93% 18	113
How well the doctor explains your problems or any treatment that you need ?	1.77% 2	0.88% 1	13.27% 15	19.47% 22	26.55% 30	24.78% 28	13.27% 15	113
The amount of time the doctor spends with you ?	2.65% 3	3.54% 4	12.39% 14	25.66% 29	21.24% 24	21.24% 24	13.27% 15	113
How patient the doctor is with your questions or worries	1.77% 2	2.65% 3	9.73% 11	23.01% 26	23.01% 26	24.78% 28	15.04% 17	113
Does the doctor display care and concern for you	1.77% 2	0% 0	12.39% 14	21.24% 24	24.78% 28	26.55% 30	13.27% 15	113

Q25 When you are in the surgery, how long after your appointment do you normally wait to be seen? (Please tick one answer only)

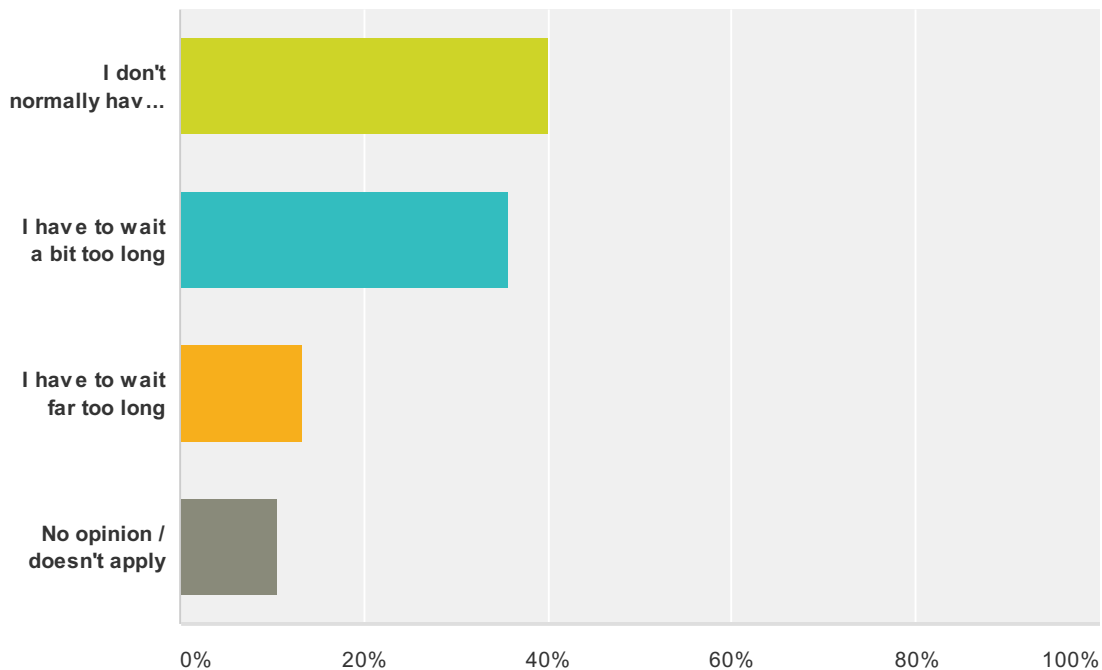
Answered: 112 Skipped: 21



Answer Choices	Responses
I don't normally have appointments at a specific time	0.89% 1
I am normally seen on time	2.68% 3
Less than 5 minutes	9.82% 11
5 - 15 minutes	45.54% 51
15 - 30 minutes	29.46% 33
More than 30 minutes	10.71% 12
Can't remember	0.89% 1
Total	112

Q26 How do you feel about how long after your appointment time do you normally have to wait? (Please tick one answer only)

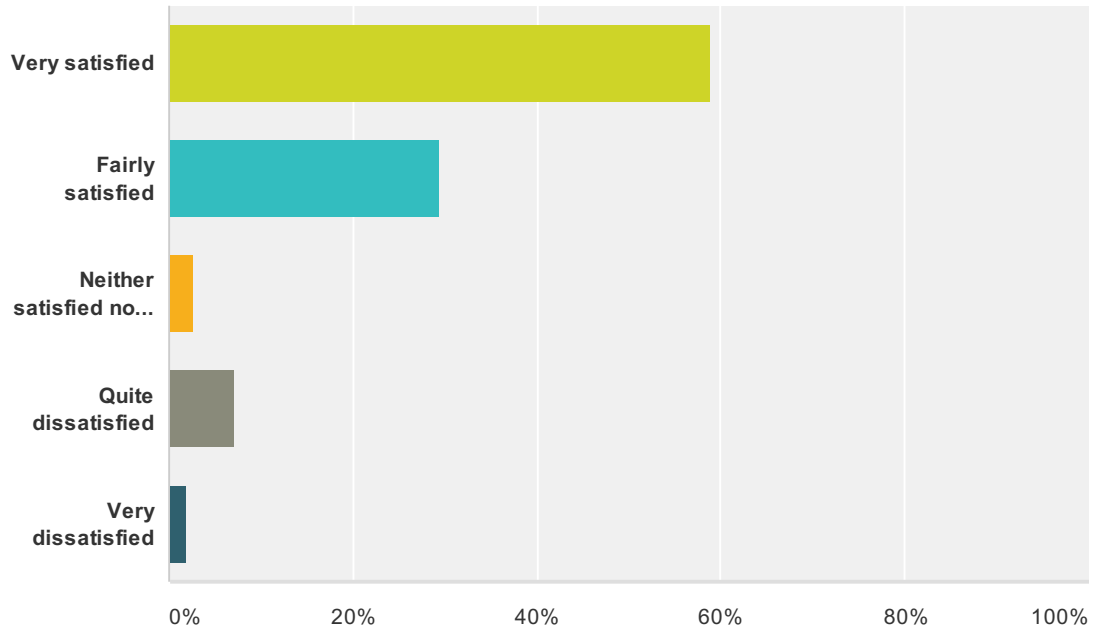
Answered: 112 Skipped: 21



Answer Choices	Responses	
I don't normally have to wait long	40.18%	45
I have to wait a bit too long	35.71%	40
I have to wait far too long	13.39%	15
No opinion / doesn't apply	10.71%	12
Total		112

Q27 In general, how satisfied are you with the care you get at the surgery? (Please tick one answer only)

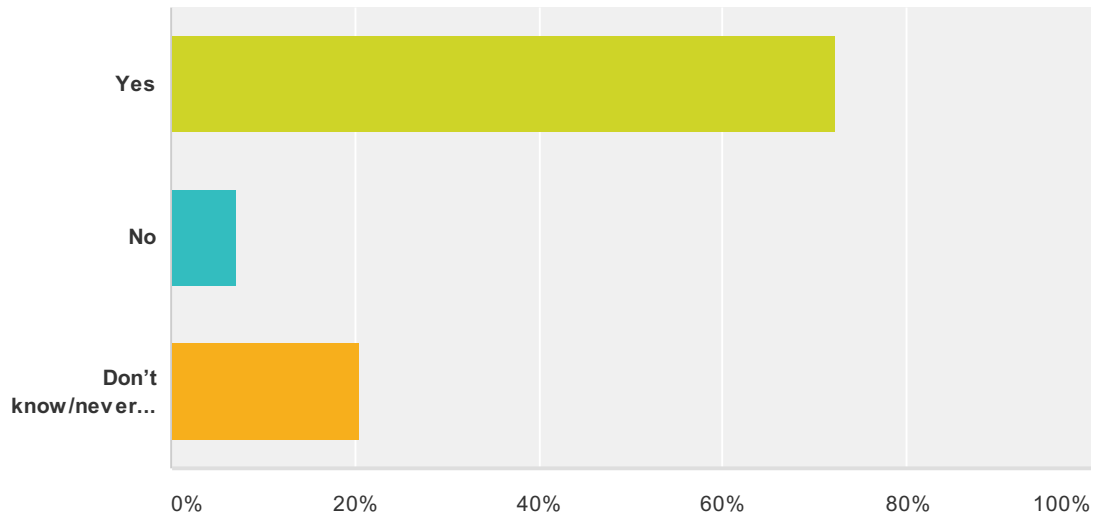
Answered: 112 Skipped: 21



Answer Choices	Responses
Very satisfied	58.93% 66
Fairly satisfied	29.46% 33
Neither satisfied nor dissatisfied	2.68% 3
Quite dissatisfied	7.14% 8
Very dissatisfied	1.79% 2
Total	112

Q28 If you need to see a doctor urgently, can you normally get an appointment for the same day (Please tick one answer only)

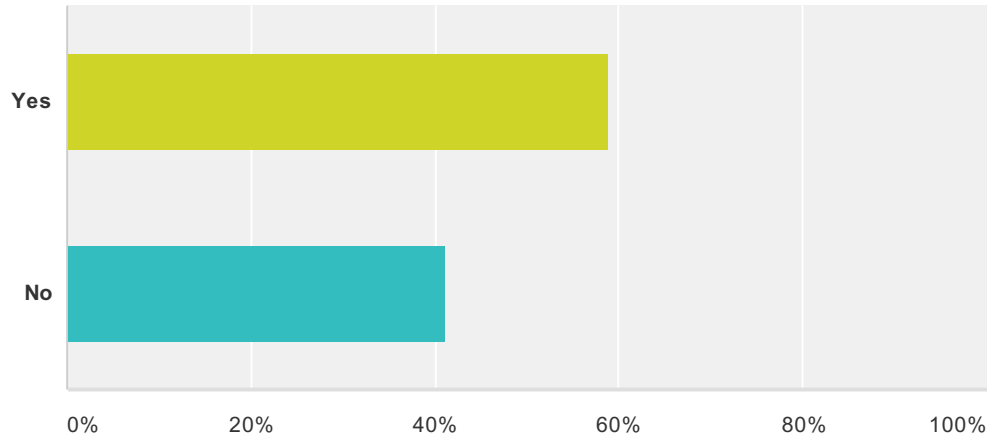
Answered: 112 Skipped: 21



Answer Choices	Responses	
Yes	72.32%	81
No	7.14%	8
Don't know/never necessary	20.54%	23
Total		112

**Q29 Did you know that you can book a telephone consultation with some doctors when they are working in the practice ?
(Please tick one answer only)**

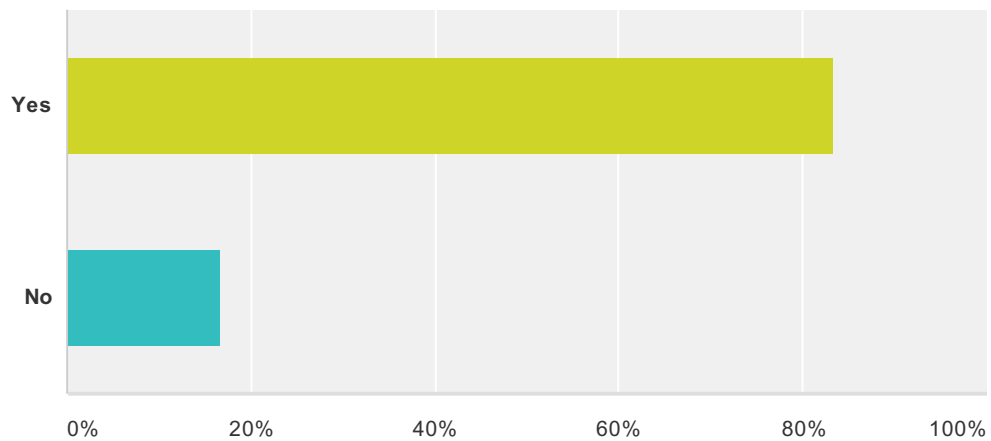
Answered: 112 Skipped: 21



Answer Choices	Responses
Yes	58.93% 66
No	41.07% 46
Total	112

Q30 Have you ever had a telephone consultation? (Please tick one answer only)

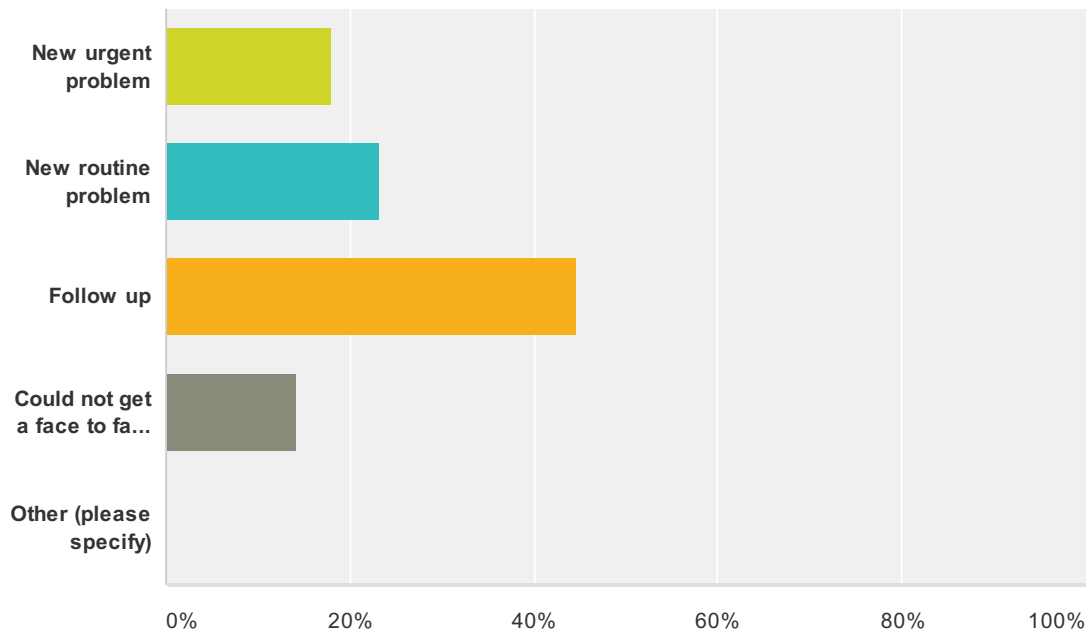
Answered: 66 Skipped: 67



Answer Choices	Responses
Yes	83.33% 55
No	16.67% 11
Total	66

Q31 Was the telephone consultation for: (Please tick one answer only)

Answered: 56 Skipped: 77

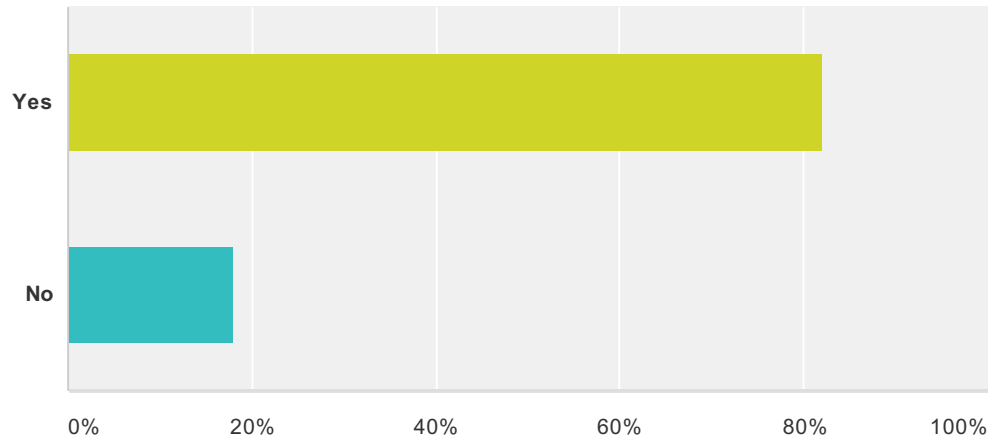


Answer Choices	Responses
New urgent problem	17.86% 10
New routine problem	23.21% 13
Follow up	44.64% 25
Could not get a face to face appointment	14.29% 8
Other (please specify)	0% 0
Total	56

#	Other (please specify)	Date
	There are no responses.	

Q32 Did the doctor phone you when you expected? (Please tick one answer only)

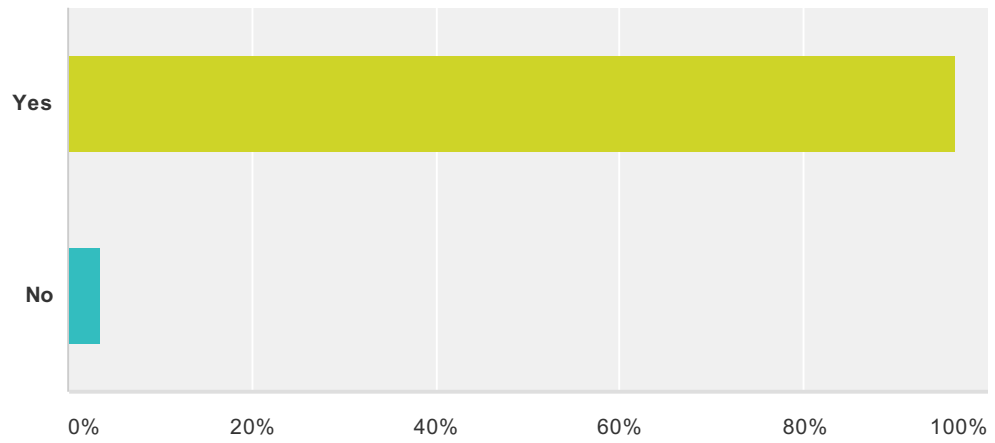
Answered: 56 Skipped: 77



Answer Choices	Responses	
Yes	82.14%	46
No	17.86%	10
Total		56

Q33 Was the doctor able to deal with your problem by telephone? (Please tick one answer only)

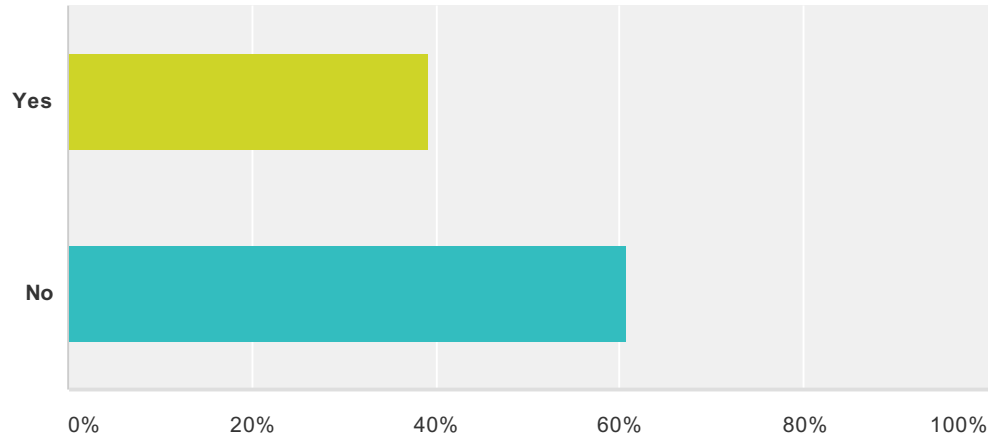
Answered: 56 Skipped: 77



Answer Choices	Responses
Yes	96.43% 54
No	3.57% 2
Total	56

Q34 After the telephone consultation, did you need to have a follow-up face-to-face appointment? (Please tick one answer only)

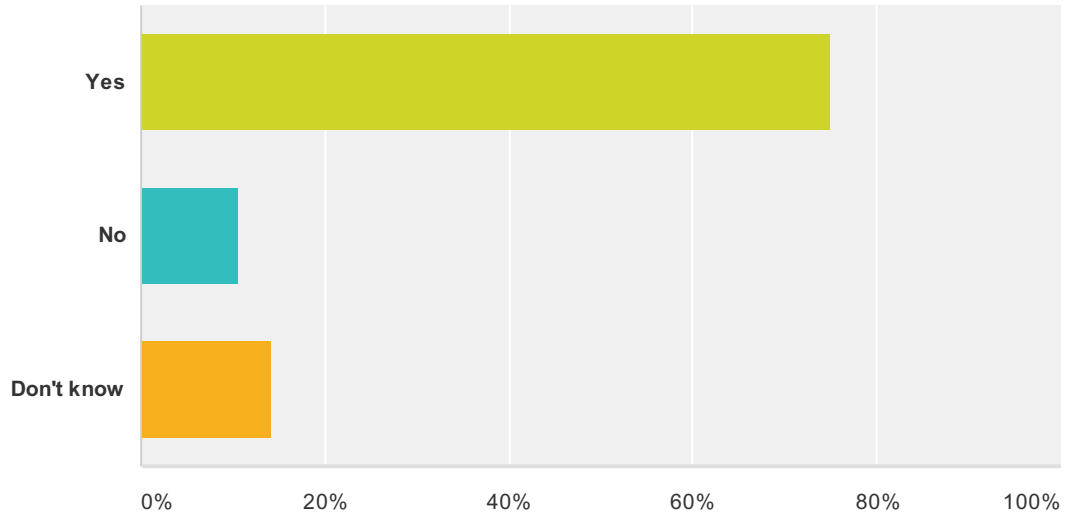
Answered: 56 Skipped: 77



Answer Choices	Responses	
Yes	39.29%	22
No	60.71%	34
Total		56

Q35 Would you consider making an appointment for a telephone consultation with a doctor in future? (Please tick one answer only)

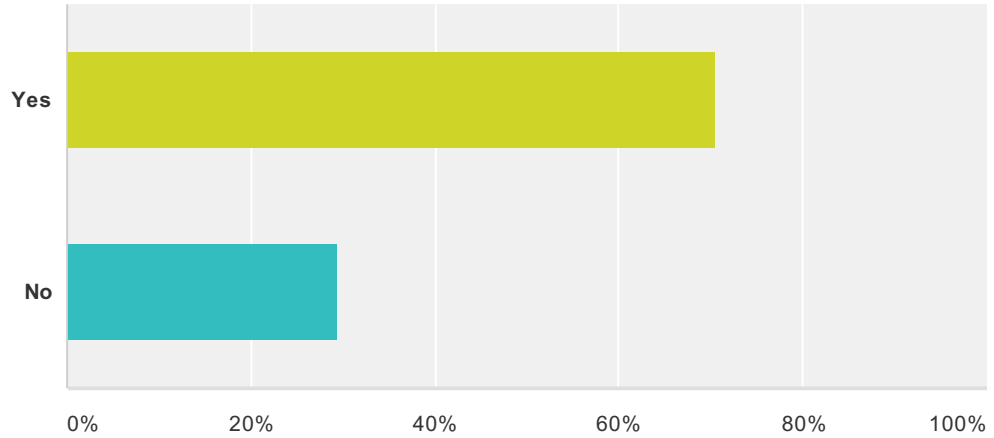
Answered: 112 Skipped: 21



Answer Choices	Responses	
Yes	75%	84
No	10.71%	12
Don't know	14.29%	16
Total		112

Q36 In the last 12 months have you seen a nurse at your surgery on your own behalf (do not include visits to a nurse on behalf of a child or another adult) (Please tick one answer only)

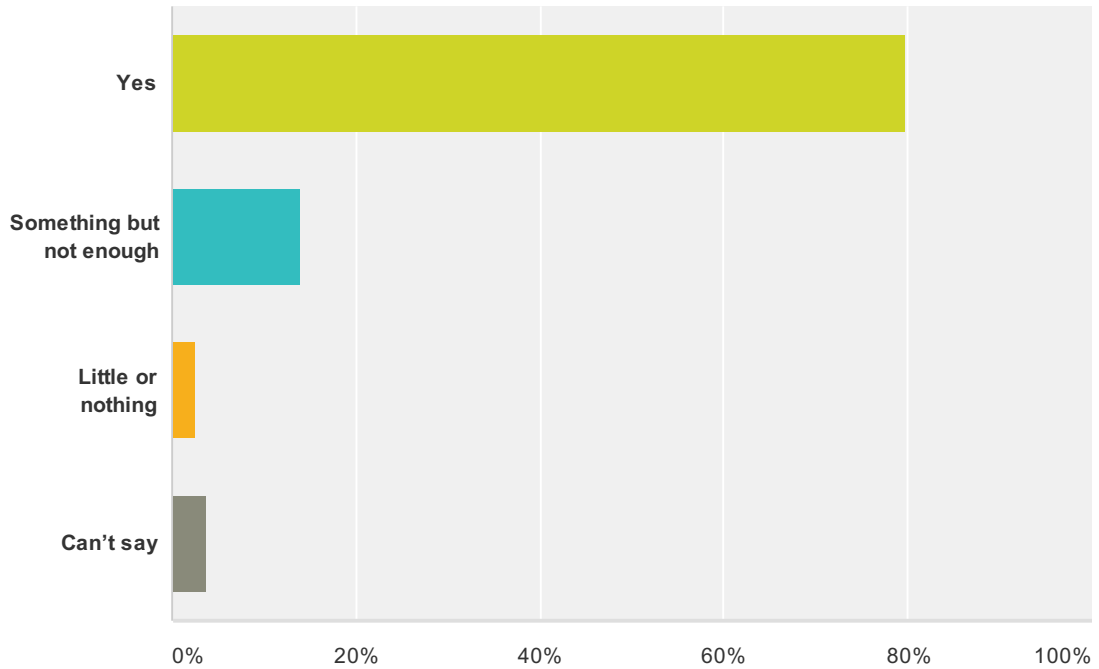
Answered: 112 Skipped: 21



Answer Choices	Responses	
Yes	70.54%	79
No	29.46%	33
Total		112

Q37 Thinking about the last time you saw a nurse at your surgery on your own behalf in your opinion did the nurse know enough about your condition or treatment? (Please tick one answer only)

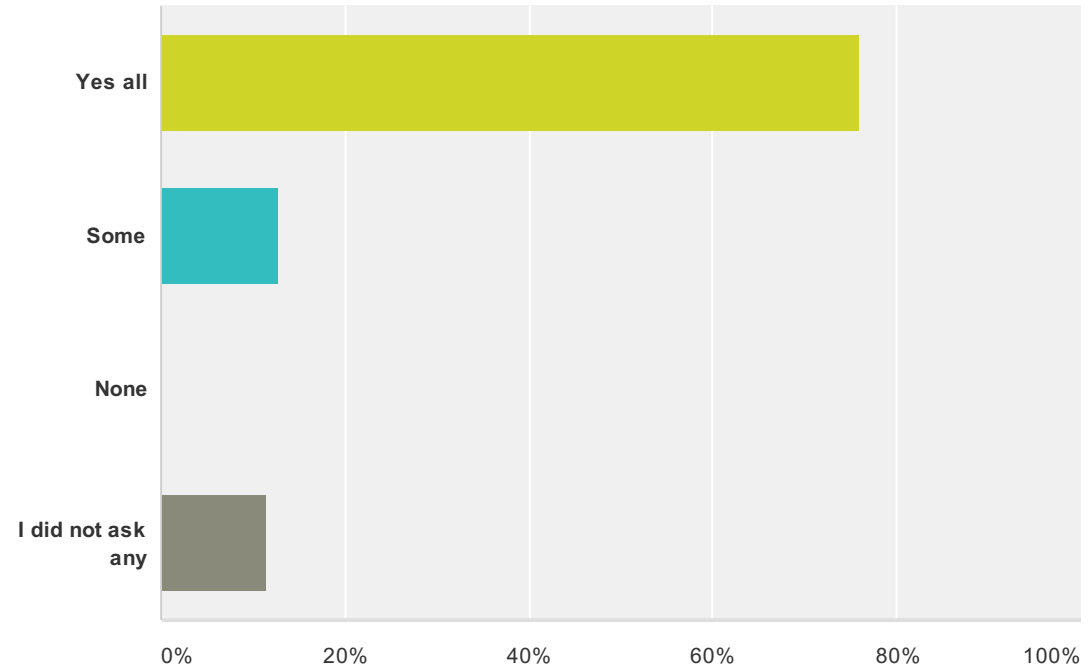
Answered: 79 Skipped: 54



Answer Choices	Responses	
Yes	79.75%	63
Something but not enough	13.92%	11
Little or nothing	2.53%	2
Can't say	3.80%	3
Total		79

Q38 On that occasion did the nurse answer the questions that you asked? (Please tick one answer only)

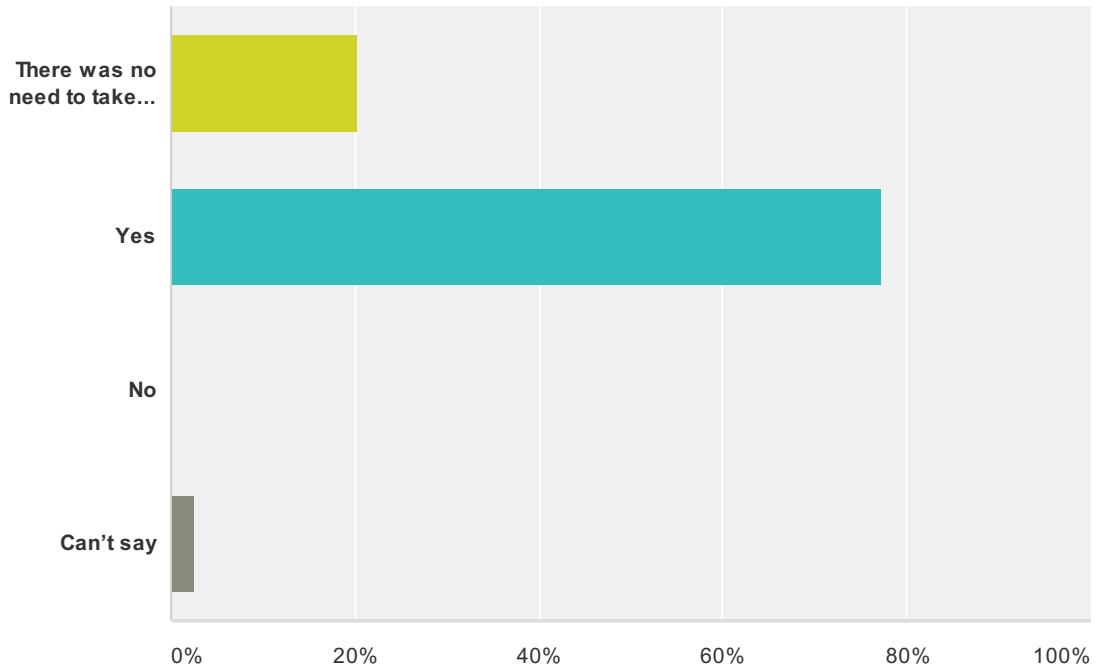
Answered: 79 Skipped: 54



Answer Choices	Responses	
Yes all	75.95%	60
Some	12.66%	10
None	0%	0
I did not ask any	11.39%	9
Total		79

Q39 On that occasion do you feel that the nurse took appropriate action to deal with the reason(s) for your visit (that is, gave you the right medicine, treatment, tests, advice etc.) (Please tick one answer only)

Answered: 79 Skipped: 54

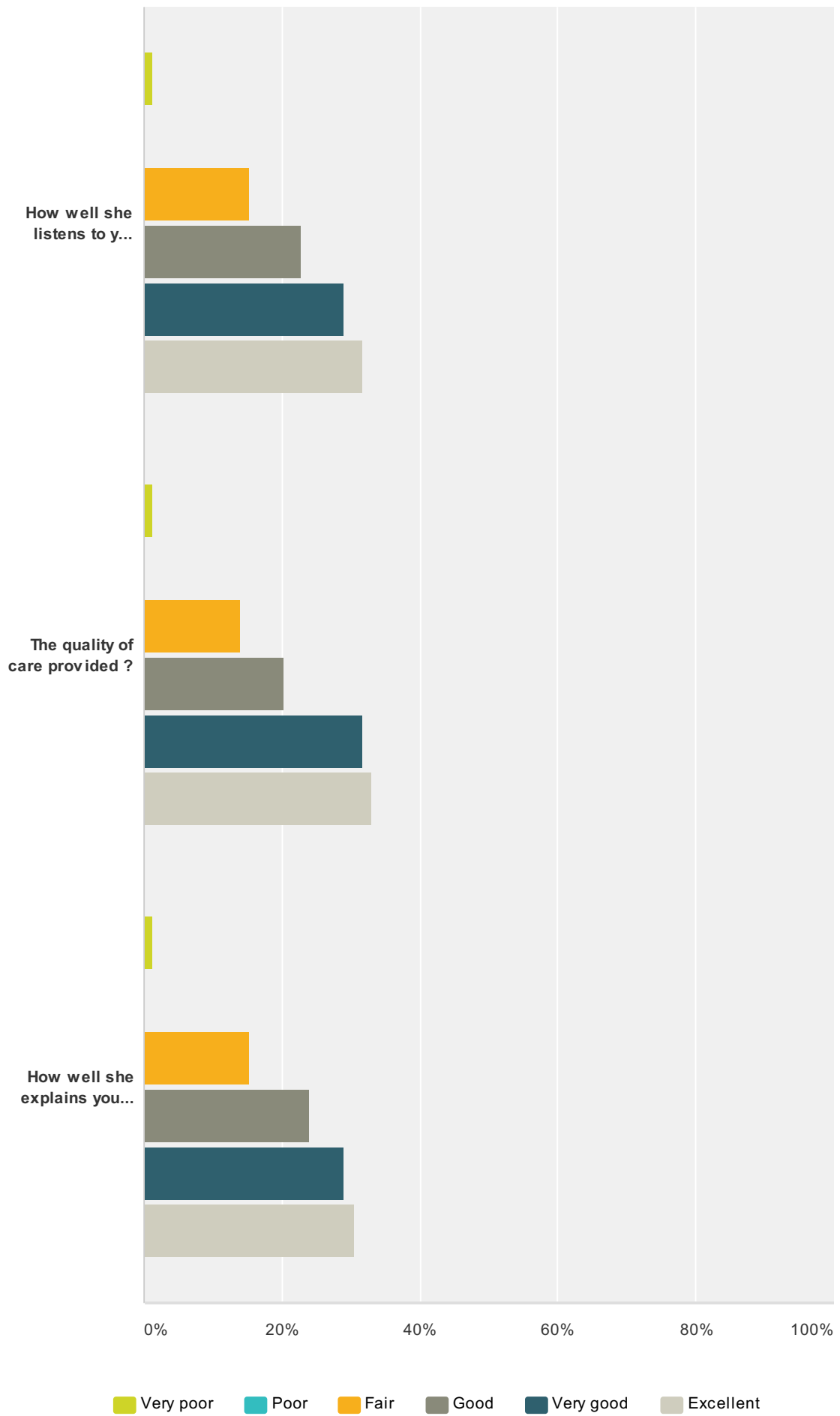


Answer Choices	Responses	
There was no need to take action	20.25%	16
Yes	77.22%	61
No	0%	0
Can't say	2.53%	2
Total		79

**Q40 Thinking about the nurse you have
seen, how do you rate the following?
(Please tick one answer only on each line)**

Answered: 79 Skipped: 54

Patient Questionnaire 2014

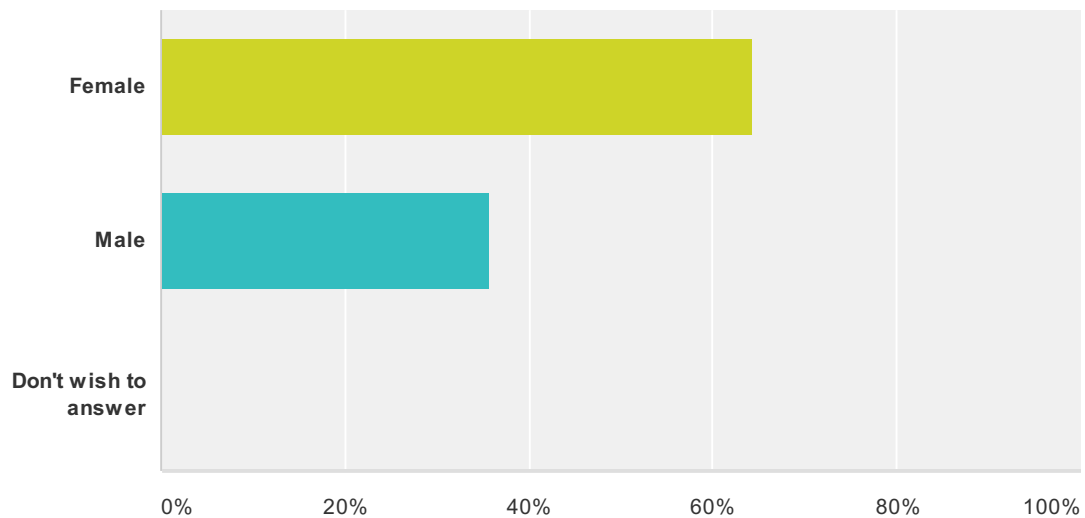


Patient Questionnaire 2014

	Very poor	Poor	Fair	Good	Very good	Excellent	Total
How well she listens to you ?	1.27% 1	0% 0	15.19% 12	22.78% 18	29.11% 23	31.65% 25	79
The quality of care provided ?	1.27% 1	0% 0	13.92% 11	20.25% 16	31.65% 25	32.91% 26	79
How well she explains your health problems or any treatment needed	1.27% 1	0% 0	15.19% 12	24.05% 19	29.11% 23	30.38% 24	79

Q41 Are you male or female ?

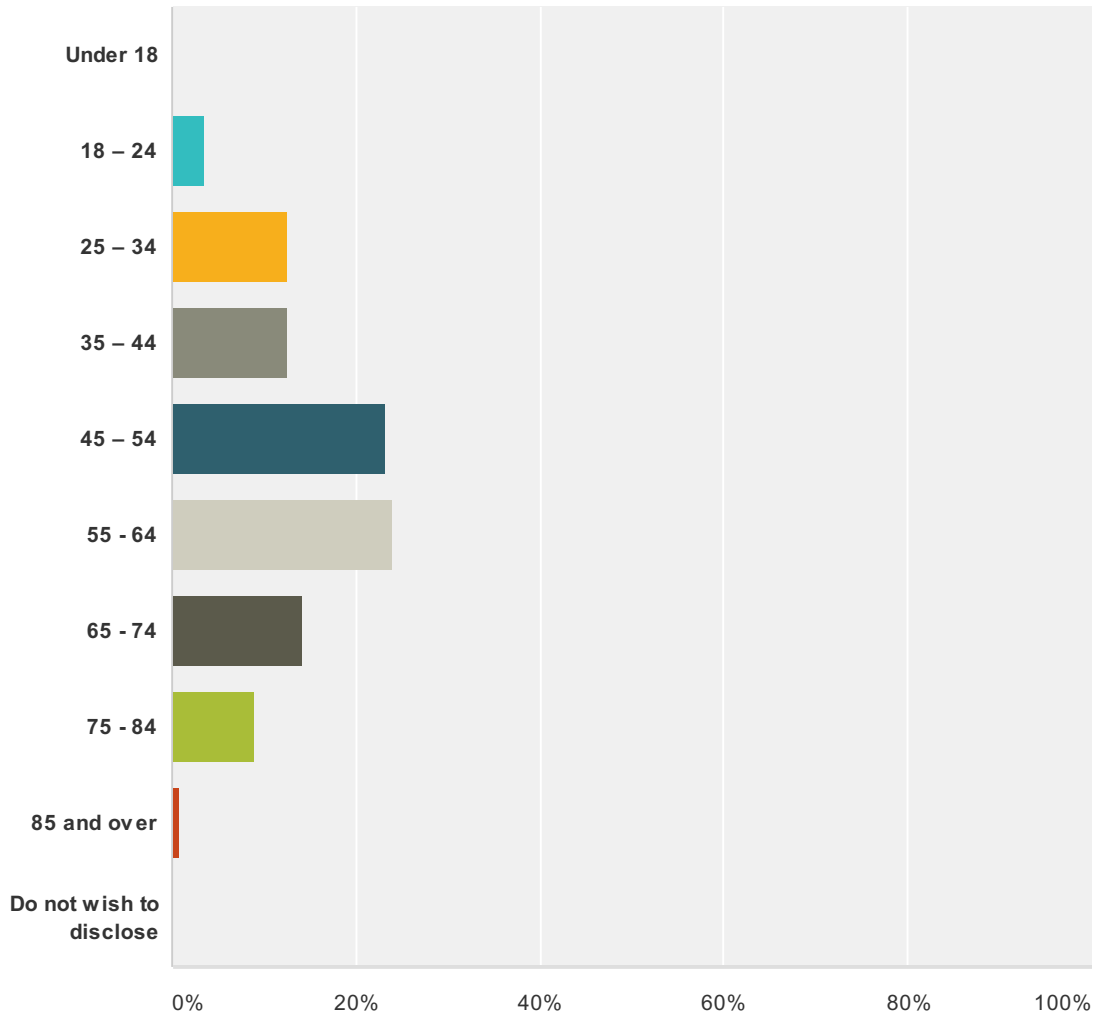
Answered: 112 Skipped: 21



Answer Choices	Responses	
Female	64.29%	72
Male	35.71%	40
Don't wish to answer	0%	0
Total		112

Q42 Which category below includes your age?

Answered: 112 Skipped: 21

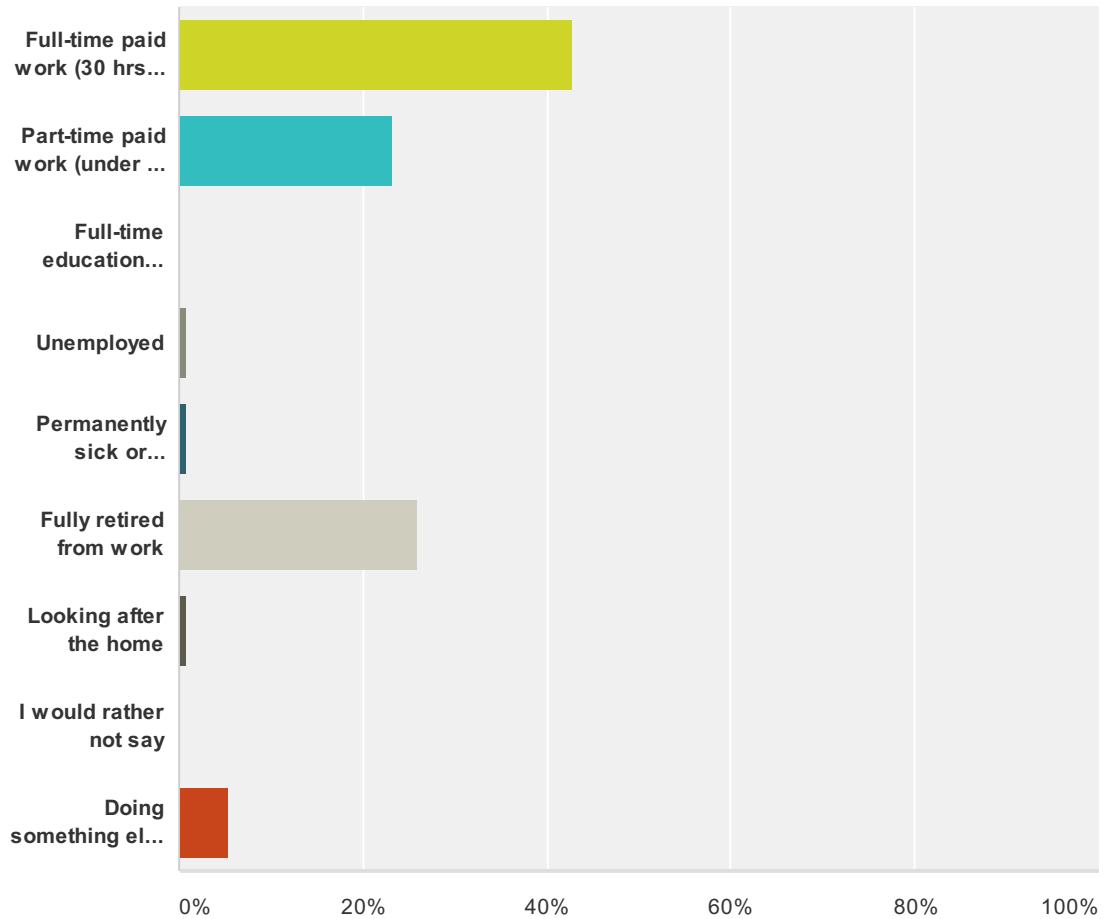


Answer Choices	Responses
Under 18	0% 0
18 - 24	3.57% 4
25 - 34	12.50% 14
35 - 44	12.50% 14
45 - 54	23.21% 26
55 - 64	24.11% 27
65 - 74	14.29% 16
75 - 84	8.93% 10
85 and over	0.89% 1
Do not wish to disclose	0% 0

Total	112
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Q43 Which of the following categories best describes your employment status?

Answered: 112 Skipped: 21



Answer Choices	Responses	
Full-time paid work (30 hrs or more per week)	42.86%	48
Part-time paid work (under 30 hrs per week)	23.21%	26
Full-time education (school, college, university)	0%	0
Unemployed	0.89%	1
Permanently sick or disabled	0.89%	1
Fully retired from work	25.89%	29
Looking after the home	0.89%	1
I would rather not say	0%	0
Doing something else (please specify)	5.36%	6
Total		112

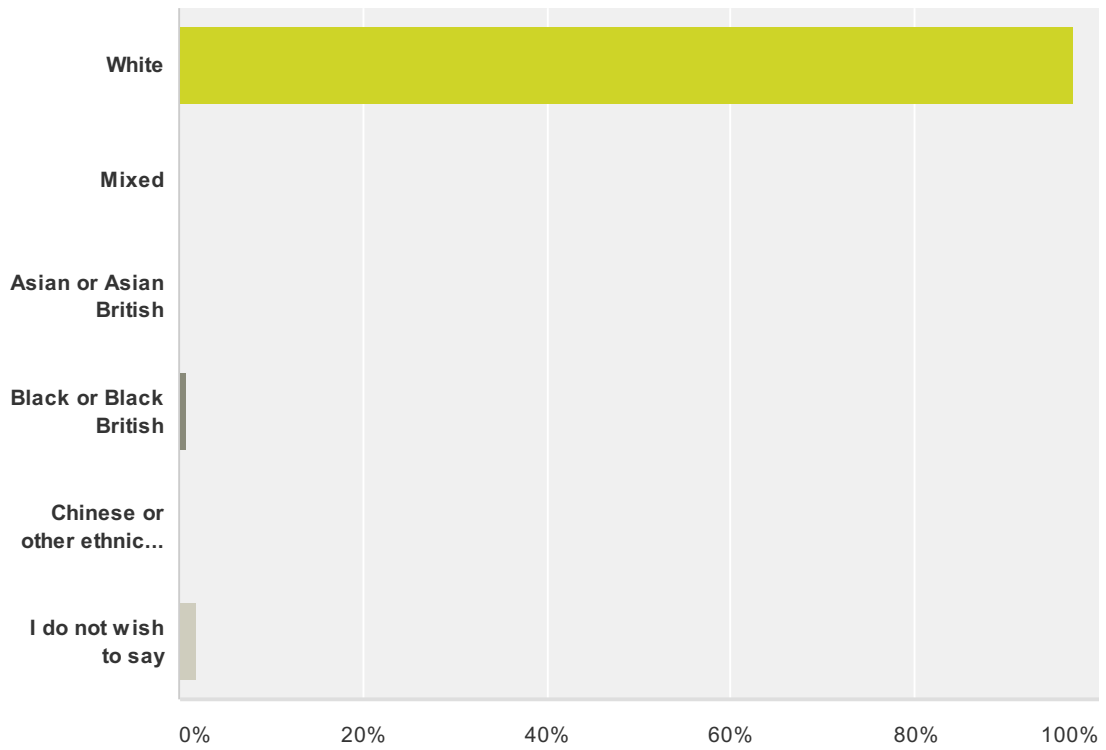
#	Doing something else (please specify)	Date
1	Maternity leave	3/23/2014 8:37 AM

Patient Questionnaire 2014

2	Self-employed	3/22/2014 10:16 AM
3	Self employed	3/21/2014 2:29 PM
4	Self-employed non-executive company director	3/21/2014 2:16 PM
5	Retired but continue to provide part-time consultancy	3/10/2014 1:32 AM
6	doing 1 day volunteer work and 2 part-time education courses for myself.	3/8/2014 7:36 AM

Q44 What is your ethnic group?

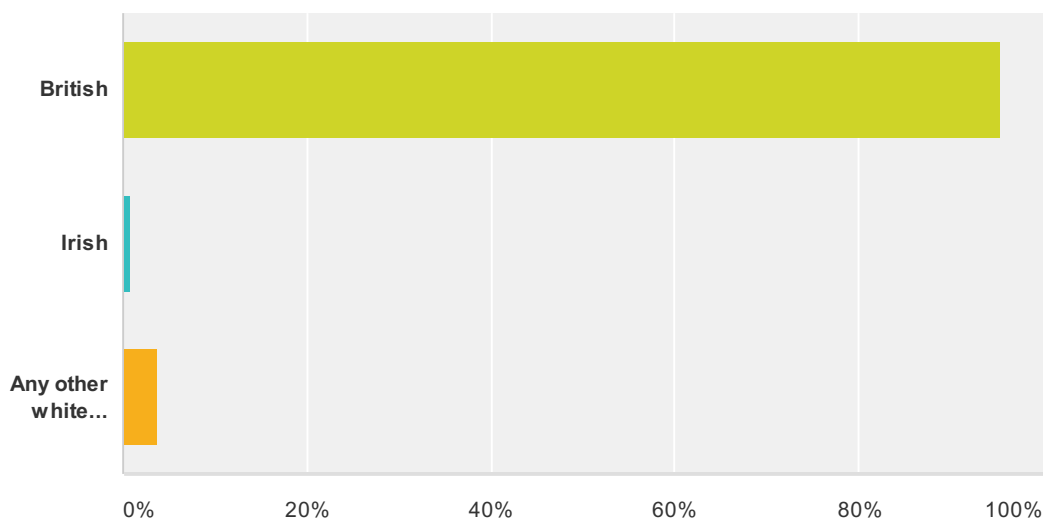
Answered: 112 Skipped: 21



Answer Choices	Responses	
White	97.32%	109
Mixed	0%	0
Asian or Asian British	0%	0
Black or Black British	0.89%	1
Chinese or other ethnic group	0%	0
I do not wish to say	1.79%	2
Total		112

Q45 Please choose your ethnic group

Answered: 109 Skipped: 24



Answer Choices	Responses	
British	95.41%	104
Irish	0.92%	1
Any other white background	3.67%	4
Total		109

Q46 Please choose your ethnic group

Answered: 0 Skipped: 133

! No matching responses.

Answer Choices	Responses
White & Black Caribbean	0% 0
White & Black African	0% 0
White & Asian	0% 0
Any other Mixed background	0% 0
Total	0

Q47 Please choose your ethnic group

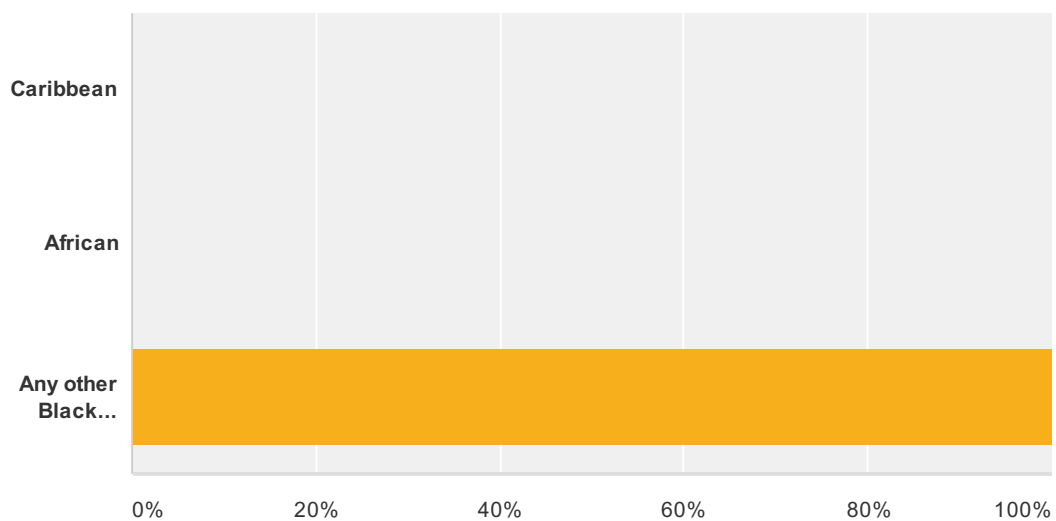
Answered: 0 Skipped: 133

! No matching responses.

Answer Choices	Responses
Indian	0% 0
Pakistani	0% 0
Bangladeshi	0% 0
Any other Asian background	0% 0
Total	0

Q48 Please choose your ethnic group

Answered: 1 Skipped: 132



Answer Choices	Responses
Caribbean	0% 0
African	0% 0
Any other Black background	100% 1
Total	1

Q49 Please choose your ethnic group

Answered: 0 Skipped: 133

! No matching responses.

Answer Choices	Responses
Chinese	0% 0
Any other ethnic group	0% 0
Total	0

Pages 63 – 66 redacted as they contain confidential information
(Postcodes)