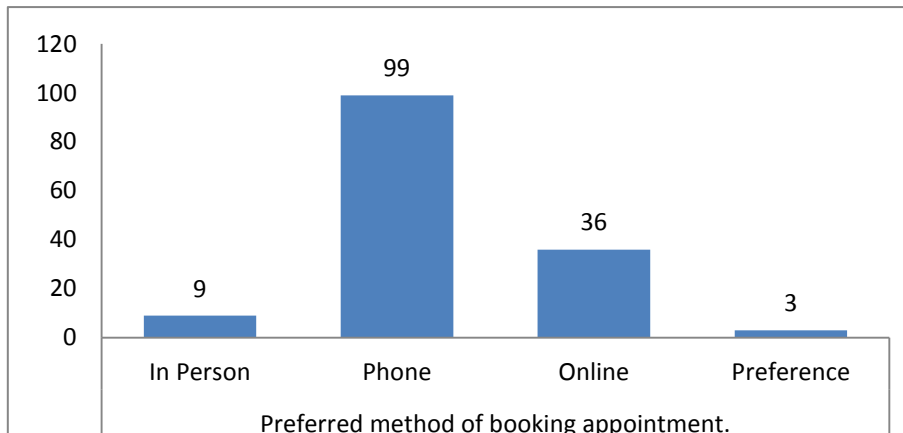


1. Accessing Your GP Service:

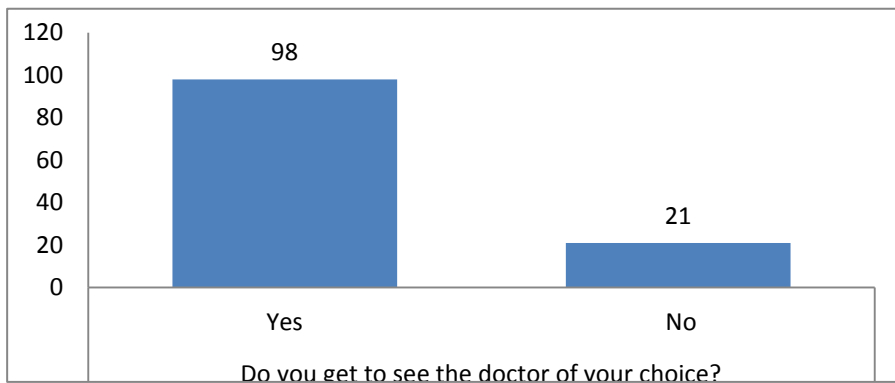
Preferred method of booking appointment.

In Person	Phone	Online	Preference
9	99	36	3
8%	83%	30%	3%



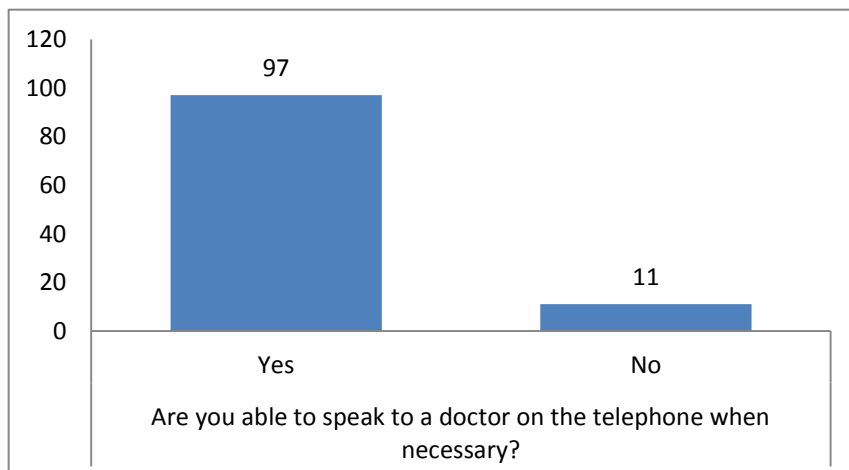
Do you get to see the doctor of your choice?

Yes	No	No answer
98	21	1
82%	18%	



Are you able to speak to a doctor on the telephone when necessary?

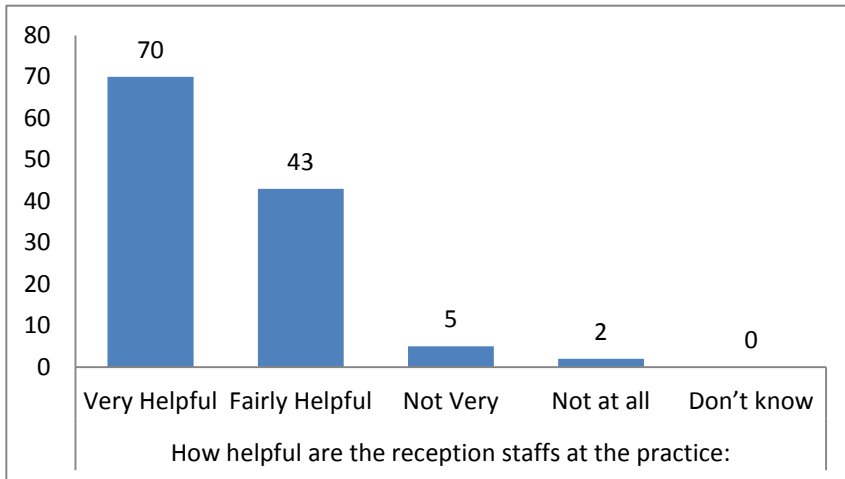
Yes	No	No answer
97	11	12
81%	9%	10%



2.About the reception staff:

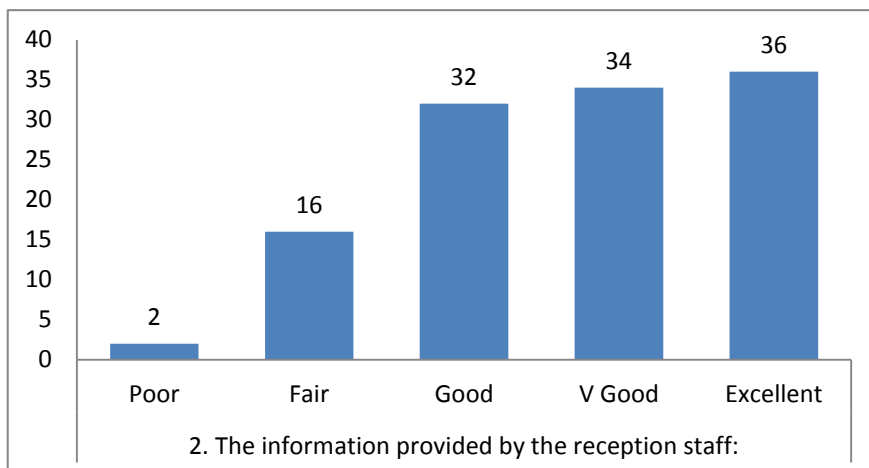
How helpful are the reception staffs at the practice:

Very Helpful	Fairly Helpful	Not Very	Not at all	Don't know
70	43	5	2	0
58%	36%	4%	2%	



2. The information provided by the reception staff:

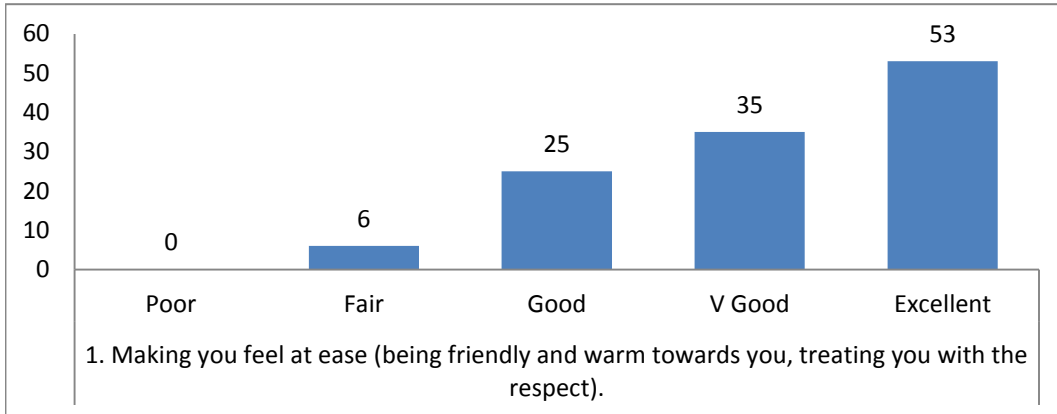
Poor	Fair	Good	V Good	Excellent
2	16	32	34	36
2%	13%	25%	28%	30%



3. Your most recent experience with the Doctor/Nurse

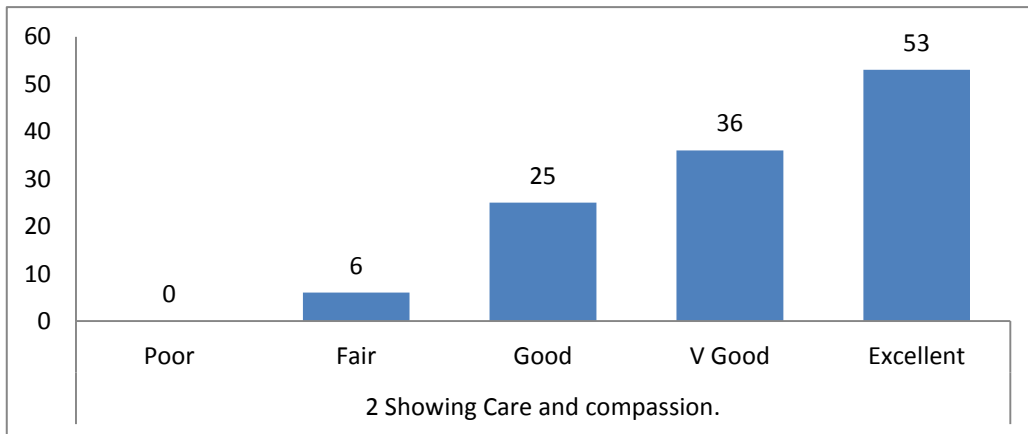
1. Making you feel at ease (being friendly and warm towards you, treating you with the respect).

Poor	Fair	Good	V Good	Excellent	No answer
0	6	25	35	53	1
0	5%	21%	29%	44%	0.8



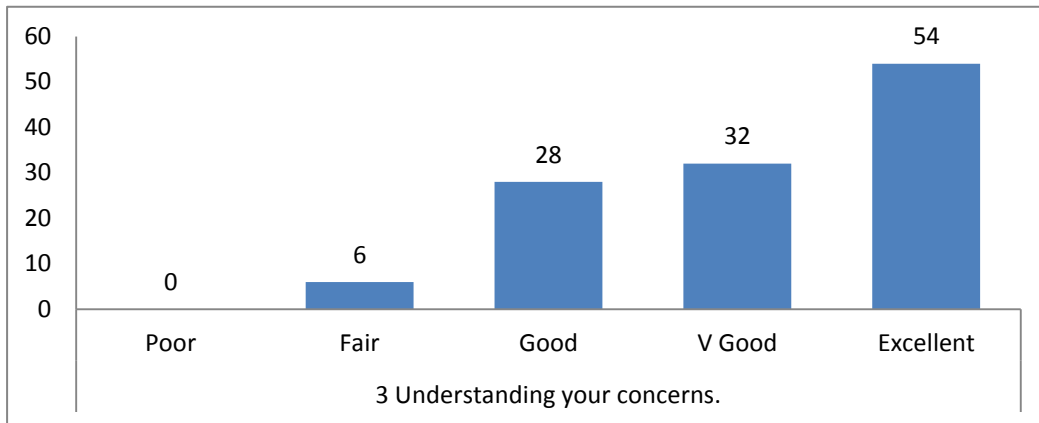
2 Showing Care and compassion.

Poor	Fair	Good	V Good	Excellent
0	6	25	36	53
0	5%	21%	30%	44%



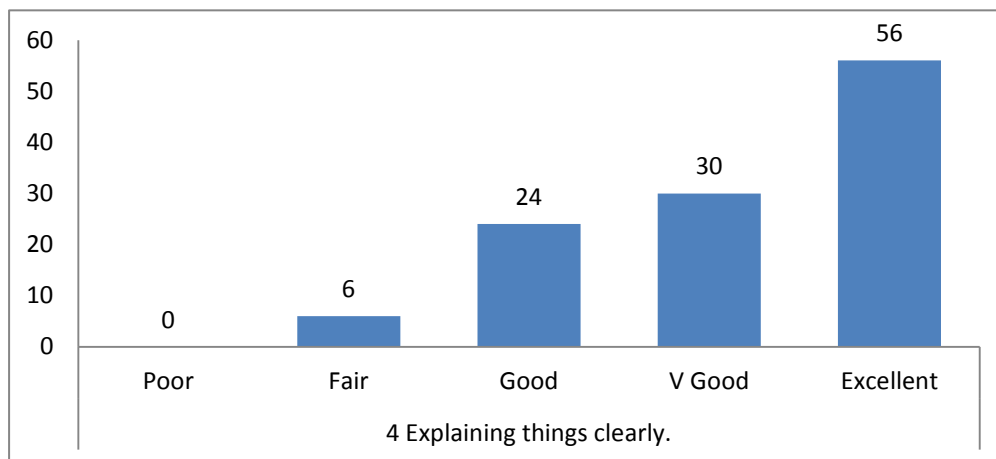
3 Understanding your concerns.

Poor	Fair	Good	V Good	Excellent	No answer
0	6	28	32	54	0
0	5%	23%	27%	45%	0



4 Explaining things clearly.

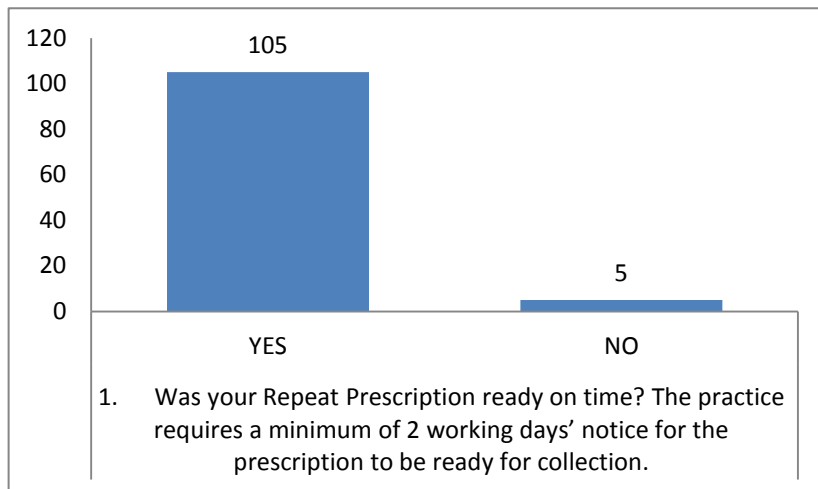
Poor	Fair	Good	V Good	Excellent	No answer
0	6	24	30	56	4
0	5%	20%	25%	47%	3%



4. Obtaining a repeat prescription

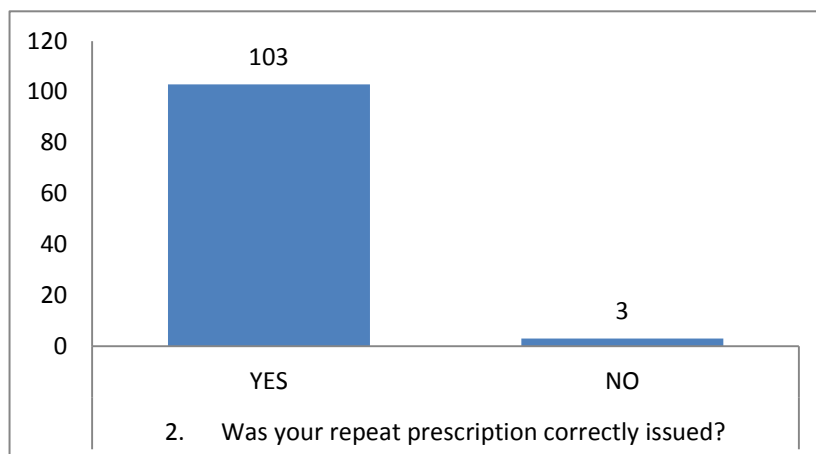
1. Was your Repeat Prescription ready on time? The practice requires a minimum of 2 working days' notice for the prescription to be ready for collection.

YES	NO	No answer
105	5	10
88%	4%	8%



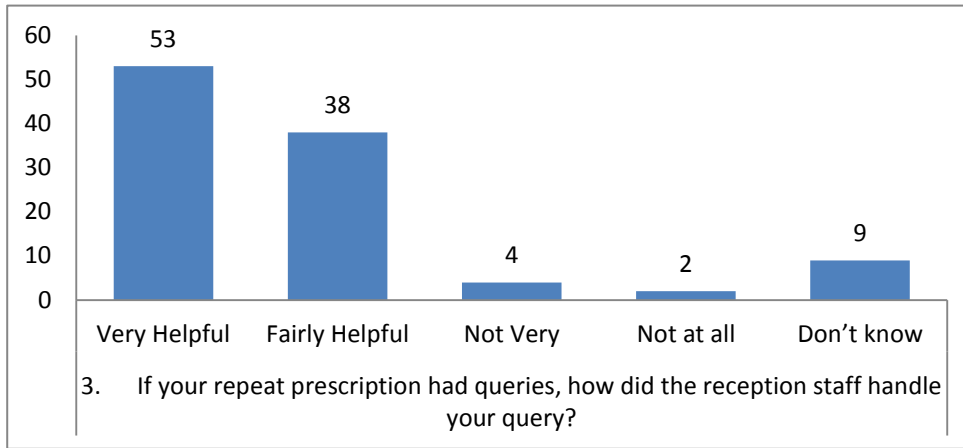
2. Was your repeat prescription correctly issued?

YES	NO	No answer
103	3	14
86%	3%	12%



3. If your repeat prescription had queries, how did the reception staff handle your query?

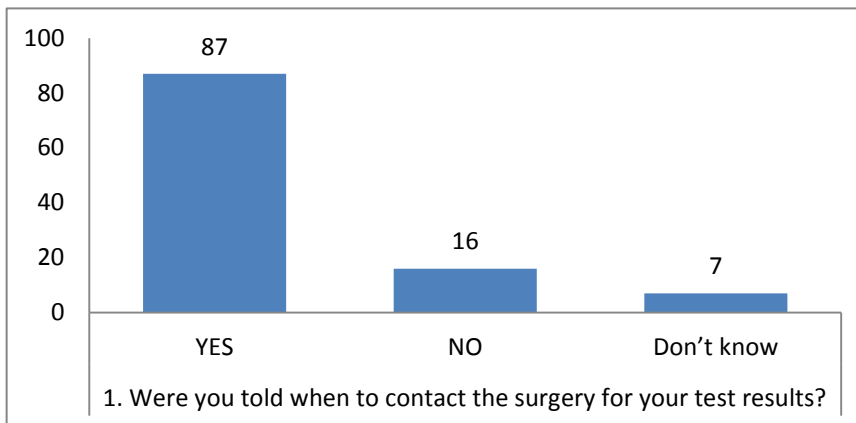
Very Helpful	Fairly Helpful	Not Very	Not at all	Don't know	No answer
53	38	4	2	9	14
44%	32%	3%	2%	8%	12%



5. Obtaining your Test results :

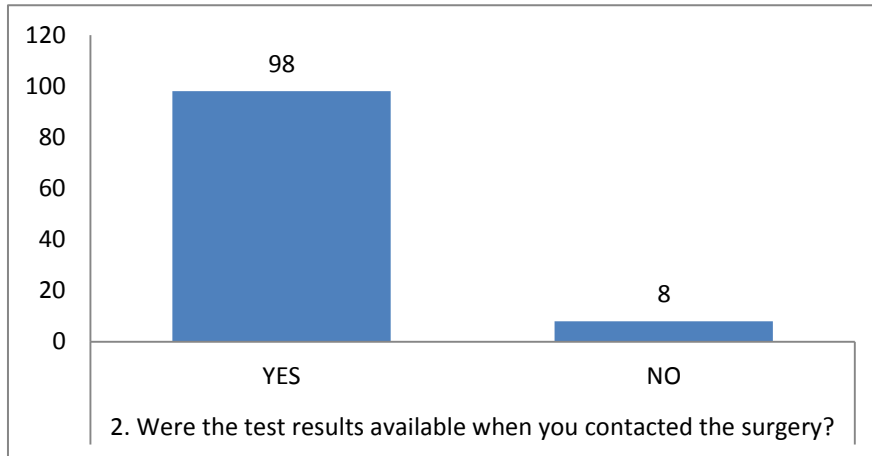
1. Were you told when to contact the surgery for your test results?

YES	NO	Don't know	No answer
87	16	7	10
73%	13%	6%	8%



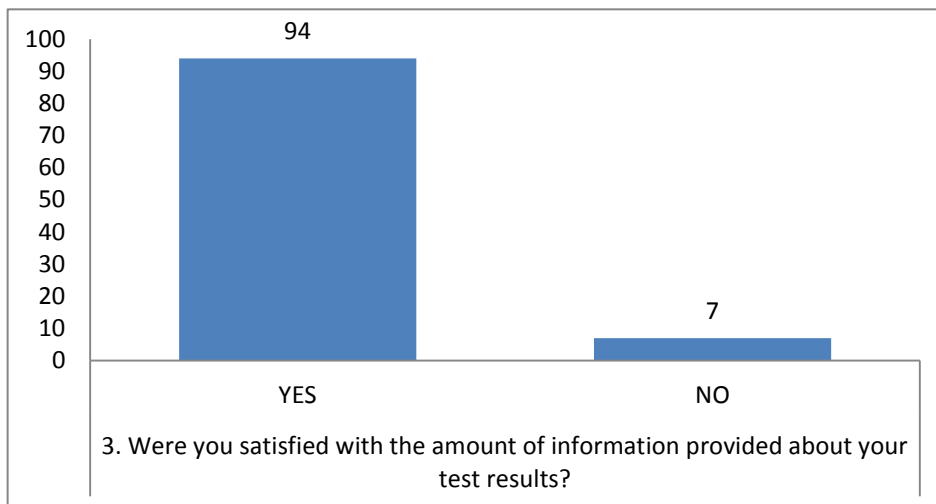
2. Were the test results available when you contacted the surgery?

YES	NO	No answer
98	8	14
82%	7%	12%



3. Were you satisfied with the amount of information provided about your test results?

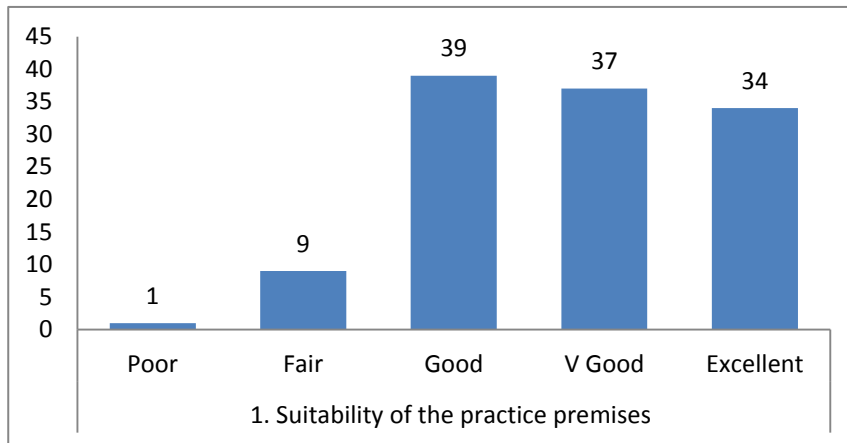
YES	NO	No answer
94	7	19
78%	6%	16%



6 And Finally

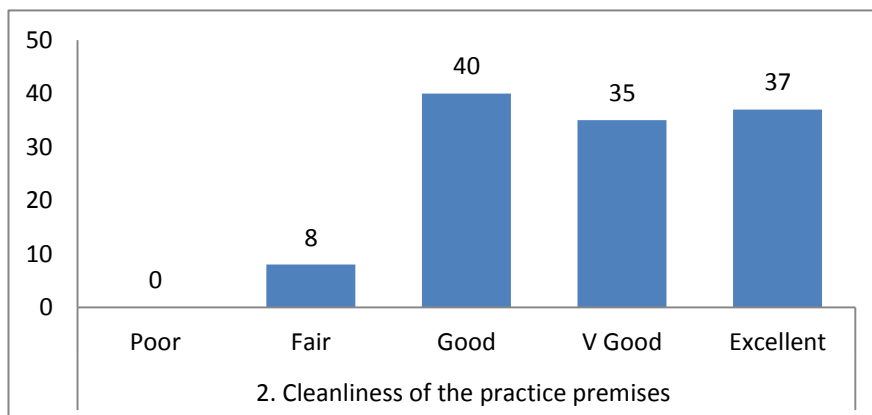
1. Suitability of the practice premises

Poor	Fair	Good	V Good	Excellent
1	9	39	37	34
0.8	8%	33%	31%	28%



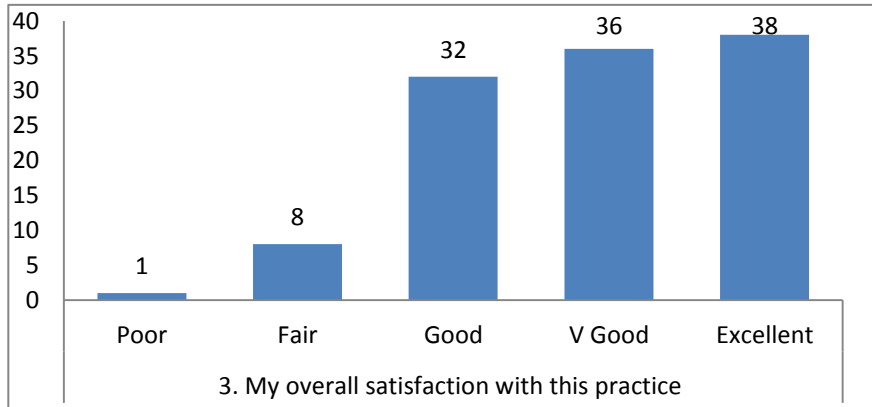
2. Cleanliness of the practice premises

Poor	Fair	Good	V Good	Excellent
0	8	40	35	37
0	7%	33%	29%	31%



3. My overall satisfaction with this practice

Poor	Fair	Good	V Good	Excellent	No answer
1	8	32	36	38	5
0.8	7%	27%	30%	32	4%



7. Are you aware that you can register for On- line services for booking an appointment and

YES	NO	No Prefence	No answer
70	39	11	0
58%	33%	9%	0

