











1. How do you rate your ability to get through to the practice by telephone?

		Response Percent	Response Count
Excellent		45.5%	15
Very Good		33.3%	11
Good		18.2%	6
Average		3.0%	1
Poor		0.0%	0
Very Poor		0.0%	0
answered question			33
skipped question			2

2. How do you rate the level of confidentiality you receive at reception?

		Response Percent	Response Count
Excellent		29.4%	10
Very Good		35.3%	12
Good		23.5%	8
Average		2.9%	1
Poor		5.9%	2
Very Poor		2.9%	1
answered question			34
skipped question			1

3. How do you rate the level of courtesy you receive at reception?

		Response Percent	Response Count
Excellent		51.4%	18
Very Good		22.9%	8
Good		8.6%	3
Average		14.3%	5
Poor		0.0%	0
Very Poor		2.9%	1
answered question			35
skipped question			0


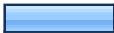
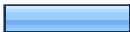



4. When you last telephoned the practice how did you rate about the time it took for your call to be answered?

		Response Percent	Response Count
Excellent		31.4%	11
Very Good		25.7%	9
Good		37.1%	13
Average		2.9%	1
Poor		0.0%	0
Very Poor		2.9%	1
answered question			35
skipped question			0


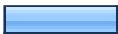

5. Please give us any additional thoughts you may have about the service you receive from reception at the practice

	Response Count
	20
answered question	20
skipped question	15



6. How do you rate the waiting time to make an appointment to see your usual doctor?

		Response Percent	Response Count
Excellent		2.9%	1
Very Good		17.1%	6
Good		20.0%	7
Average		25.7%	9
Poor		14.3%	5
Very Poor		20.0%	7
	answered question		35
	skipped question		0



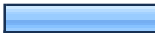



7. Would you be happy to see another GP if it meant the waiting time would be shorter?

		Response Percent	Response Count
Yes		32.4%	11
No		17.6%	6
Sometimes		50.0%	17
	answered question		34
	skipped question		1







8. If you felt the wait to have a face to face consultation with your usual GP was too long how would you feel about booking a telephone consultation with them if it meant you spoke to them sooner

		Response Percent	Response Count
I would be happy to have a telephone consultation		80.0%	28
I would not be happy to have a telephone consultation		20.0%	7
answered question			35
skipped question			0




9. How do you rate your ability to speak to your usual GP by telephone?

		Response Percent	Response Count
Excellent		30.3%	10
Very Good		18.2%	6
Good		24.2%	8
Average		12.1%	4
Poor		9.1%	3
Very Poor		6.1%	2
answered question			33
skipped question			2

10. How do you rate your ability to speak to any GP at the practice by telephone?

		Response Percent	Response Count
Excellent		21.9%	7
Very Good		15.6%	5
Good		28.1%	9
Average		18.8%	6
Poor		12.5%	4
Very Poor		3.1%	1
answered question			32
skipped question			3





11. If you were unable to speak to your usual GP would you be happy to speak to another doctor at the practice?

		Response Percent	Response Count
Yes		40.0%	14
No		20.0%	7
Sometimes		40.0%	14
answered question			35
skipped question			0



12. Please give us any additional thoughts you may have about access to your GP or any other doctor a the practice

	Response Count
	13
answered question	13
skipped question	22





13. When you last saw a GP or a practice nurse how do rate the information or explanation they gave you about your problem?

		Response Percent	Response Count
Excellent		54.3%	19
Very Good		28.6%	10
Good		14.3%	5
Average		2.9%	1
Poor		0.0%	0
Very Poor		0.0%	0
answered question			35
skipped question			0


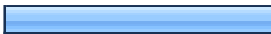
14. When you last saw a GP or a practice nurse were you offered any written information about your problem?

		Response Percent	Response Count
Yes		36.4%	12
No		63.6%	21
answered question			33
skipped question			2


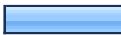
15. If you were offered written information did you rate the quality of information given?

		Response Percent	Response Count
Excellent		35.7%	5
Very Good		50.0%	7
Good		7.1%	1
Average		0.0%	0
Poor		7.1%	1
Very Poor		0.0%	0
answered question			14
skipped question			21

16. If you were not given written information would you have found this helpful?

		Response Percent	Response Count
Yes		56.5%	13
No		43.5%	10
answered question			23
skipped question			12

17. Once you had seen a GP or practice nurse did you feel more able to manage your own health problem?

		Response Percent	Response Count
Yes		81.3%	26
No		18.8%	6
answered question			32
skipped question			3

18. Please give us any additional thoughts you may have on the information written or verbal you receive from the doctors and nurses at the practice

	Response Count
	16
answered question	16
skipped question	19