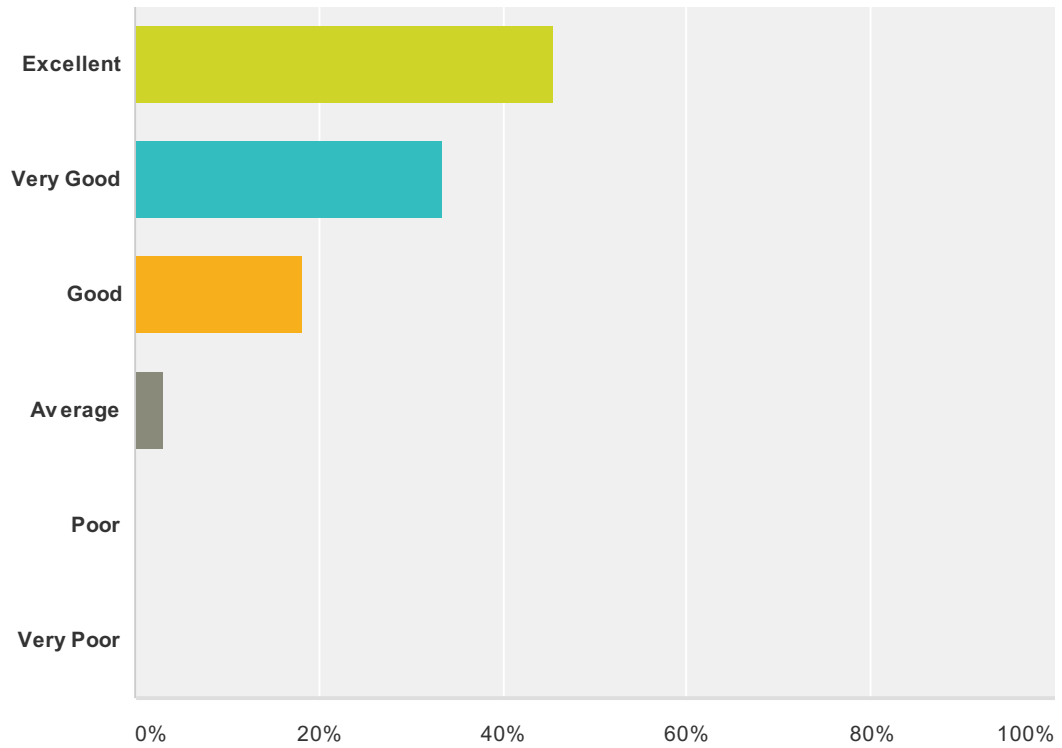


Q1 How do you rate your ability to get through to the practice by telephone?

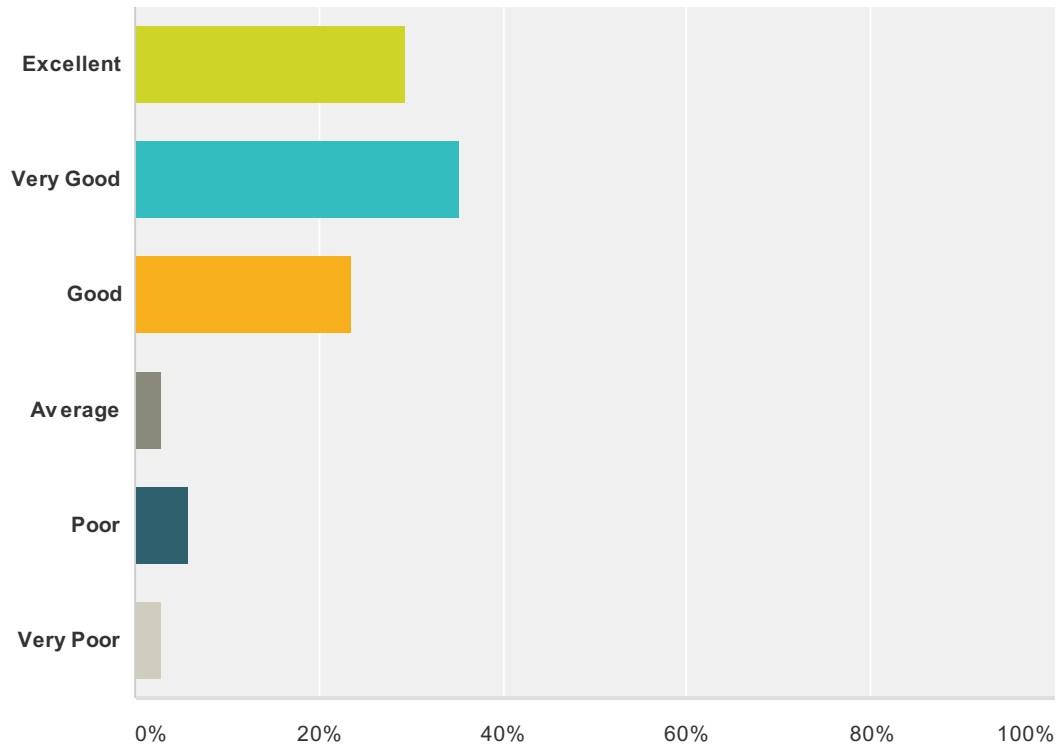
Answered: 33 Skipped: 2



Answer Choices	Responses	Count
Excellent	45.45%	15
Very Good	33.33%	11
Good	18.18%	6
Average	3.03%	1
Poor	0%	0
Very Poor	0%	0
Total		33

Q2 How do you rate the level of confidentiality you receive at reception?

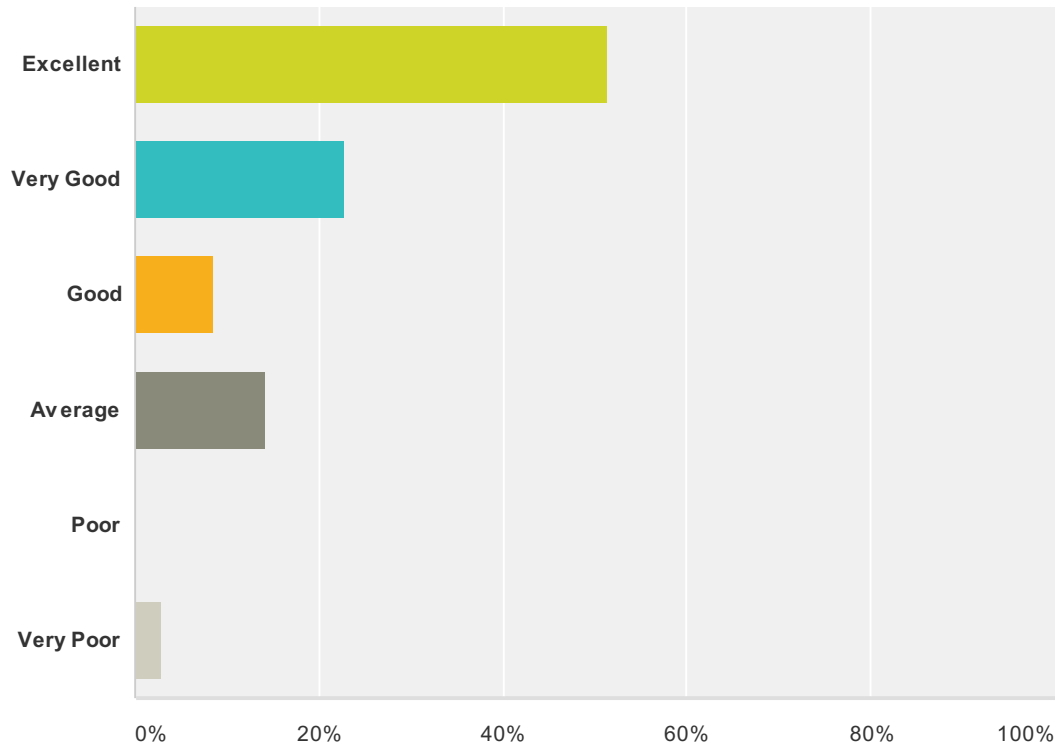
Answered: 34 Skipped: 1



Answer Choices	Responses
Excellent	29.41% 10
Very Good	35.29% 12
Good	23.53% 8
Average	2.94% 1
Poor	5.88% 2
Very Poor	2.94% 1
Total	34

Q3 How do you rate the level of courtesy you receive at reception?

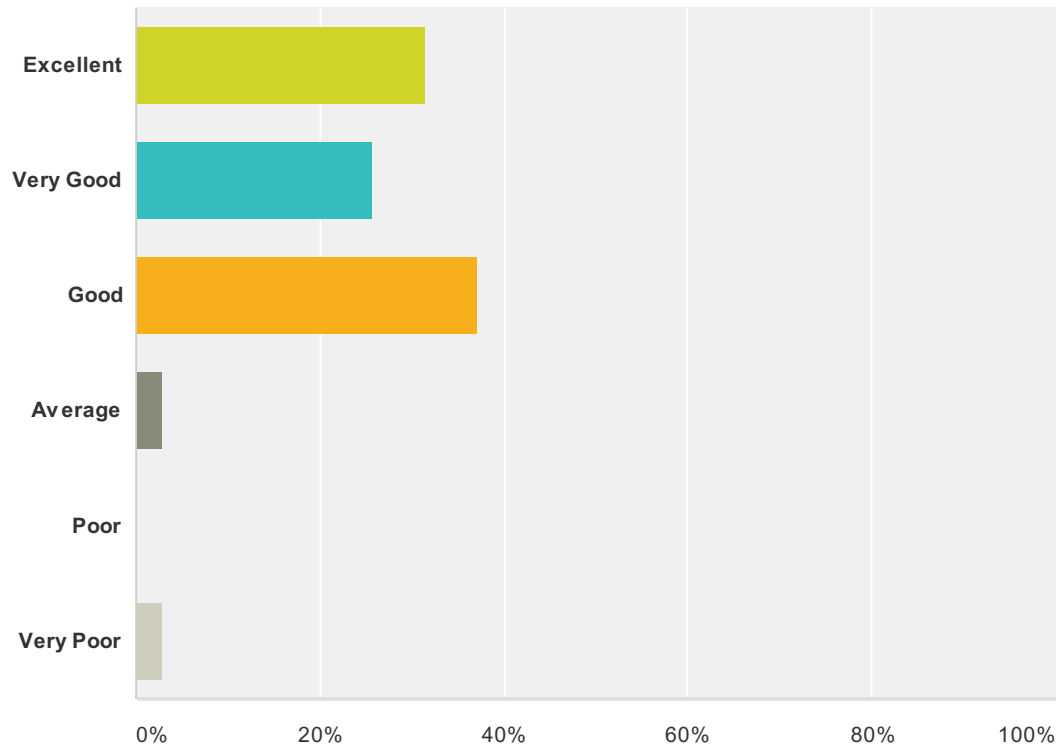
Answered: 35 Skipped: 0



Answer Choices	Responses	
Excellent	51.43%	18
Very Good	22.86%	8
Good	8.57%	3
Average	14.29%	5
Poor	0%	0
Very Poor	2.86%	1
Total		35

Q4 When you last telephoned the practice how did you rate about the time it took for your call to be answered?

Answered: 35 Skipped: 0



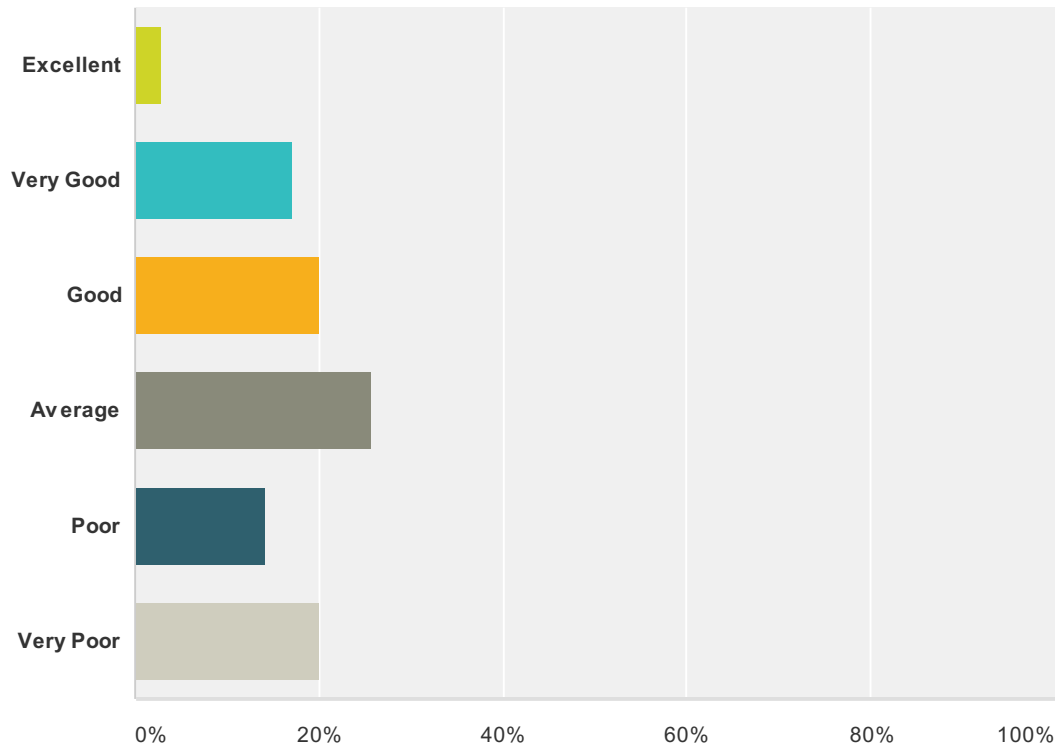
Answer Choices	Responses
Excellent	31.43% 11
Very Good	25.71% 9
Good	37.14% 13
Average	2.86% 1
Poor	0% 0
Very Poor	2.86% 1
Total	35

**Q5 Please give us any additional thoughts
you may have about the service you
receive from reception at the practice**

Answered: 20 Skipped: 15

Q6 How do you rate the waiting time to make an appointment to see your usual doctor?

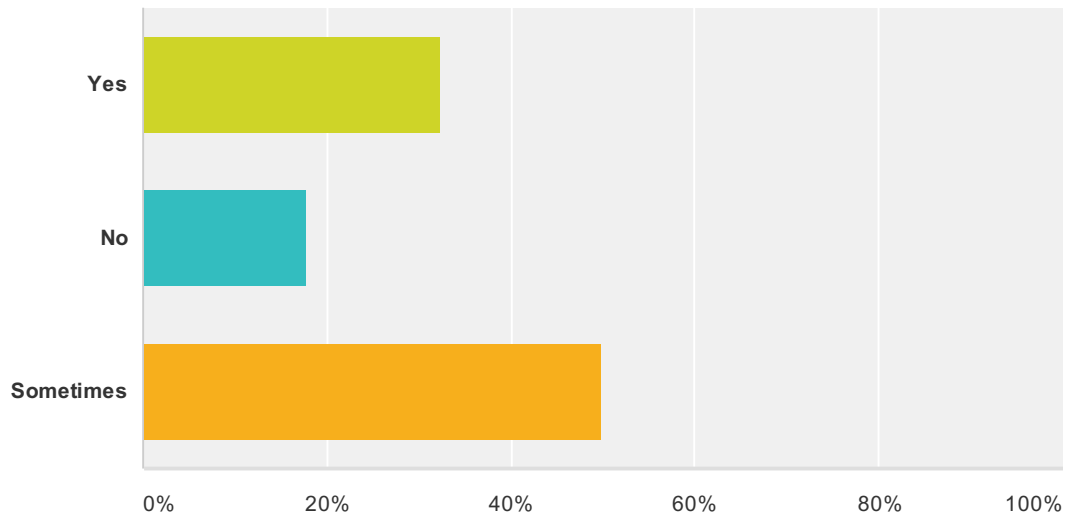
Answered: 35 Skipped: 0



Answer Choices	Responses
Excellent	2.86% 1
Very Good	17.14% 6
Good	20% 7
Average	25.71% 9
Poor	14.29% 5
Very Poor	20% 7
Total	35

Q7 Would you be happy to see another GP if it meant the waiting time would be shorter?

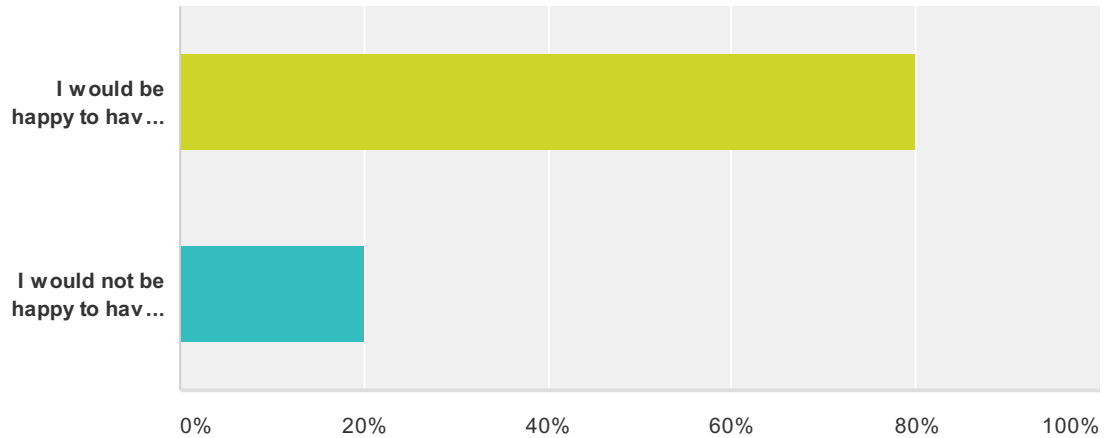
Answered: 34 Skipped: 1



Answer Choices	Responses	
Yes	32.35%	11
No	17.65%	6
Sometimes	50%	17
Total		34

Q8 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

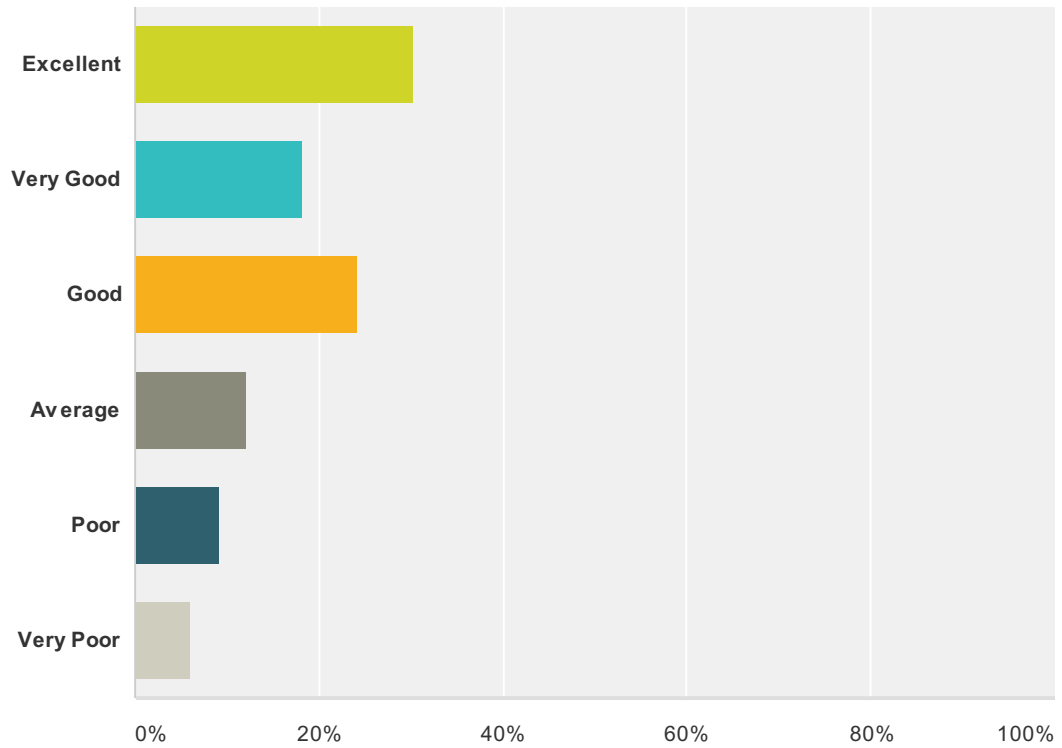
Answered: 35 Skipped: 0



Answer Choices	Responses	
I would be happy to have a telephone consultation	80%	28
I would not be happy to have a telephone consultation	20%	7
Total		35

Q9 How do you rate your ability to speak to your usual GP by telephone?

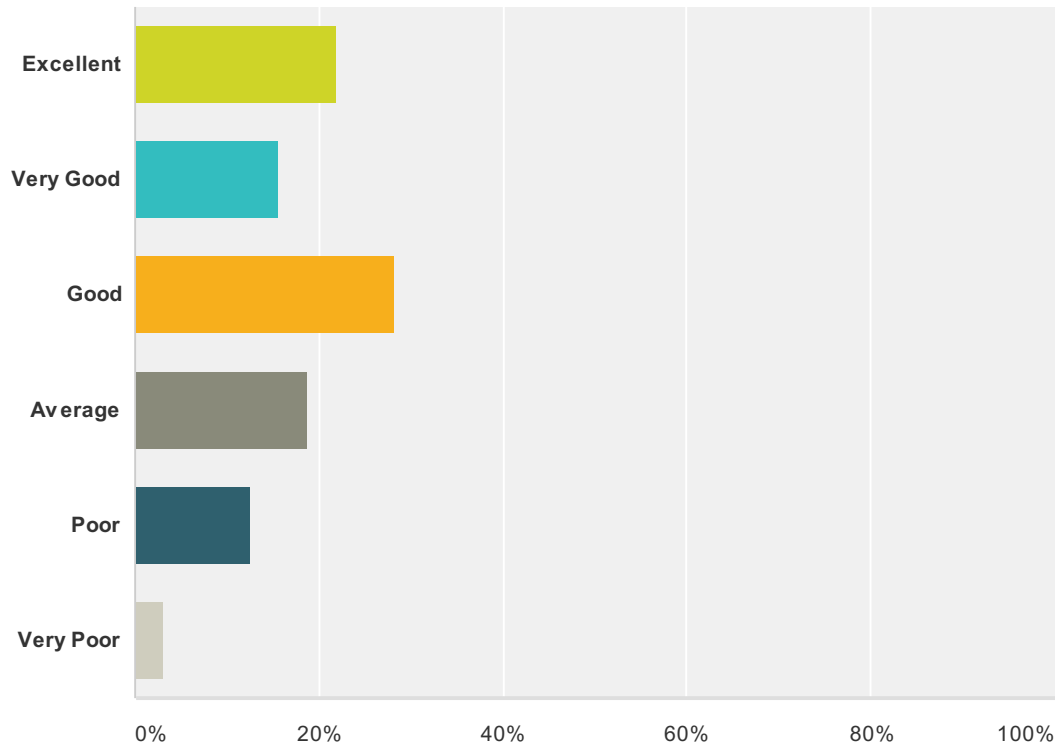
Answered: 33 Skipped: 2



Answer Choices	Responses	Count
Excellent	30.30%	10
Very Good	18.18%	6
Good	24.24%	8
Average	12.12%	4
Poor	9.09%	3
Very Poor	6.06%	2
Total		33

Q10 How do you rate your ability to speak to any GP at the practice by telephone?

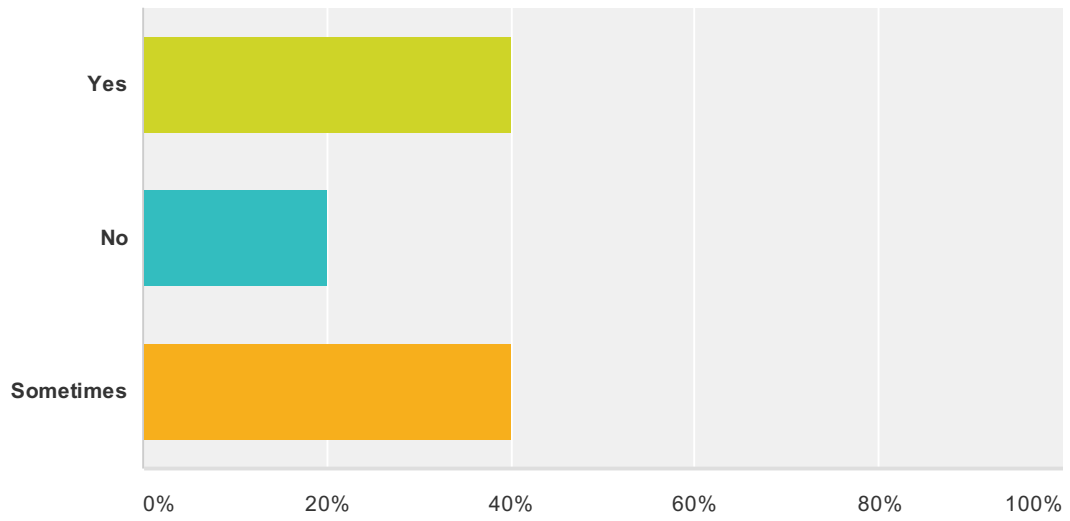
Answered: 32 Skipped: 3



Answer Choices	Responses
Excellent	21.88% 7
Very Good	15.63% 5
Good	28.13% 9
Average	18.75% 6
Poor	12.50% 4
Very Poor	3.13% 1
Total	32

Q11 If you were unable to speak to your usual GP would you be happy to speak to another doctor at the practice?

Answered: 35 Skipped: 0



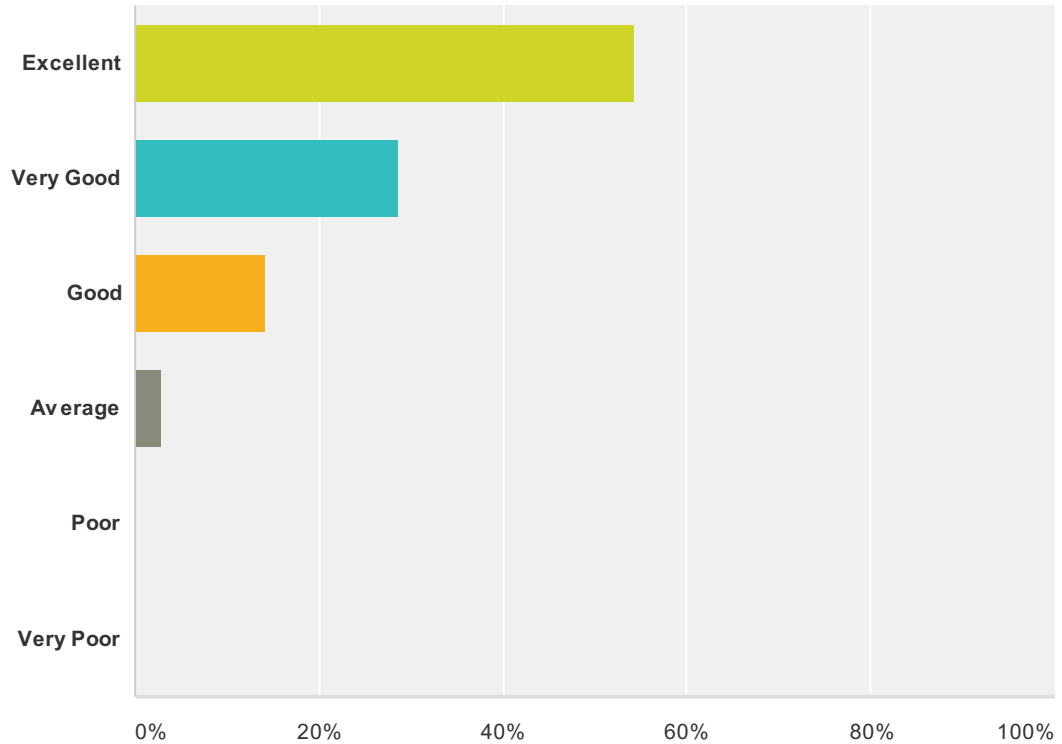
Answer Choices	Responses	Count
Yes	40%	14
No	20%	7
Sometimes	40%	14
Total		35

**Q12 Please give us any additional thoughts
you may have about access to your GP or
any other doctor a the practice**

Answered: 13 Skipped: 22

Q13 When you last saw a GP or a practice nurse how do rate the information or explanation they gave you about your problem?

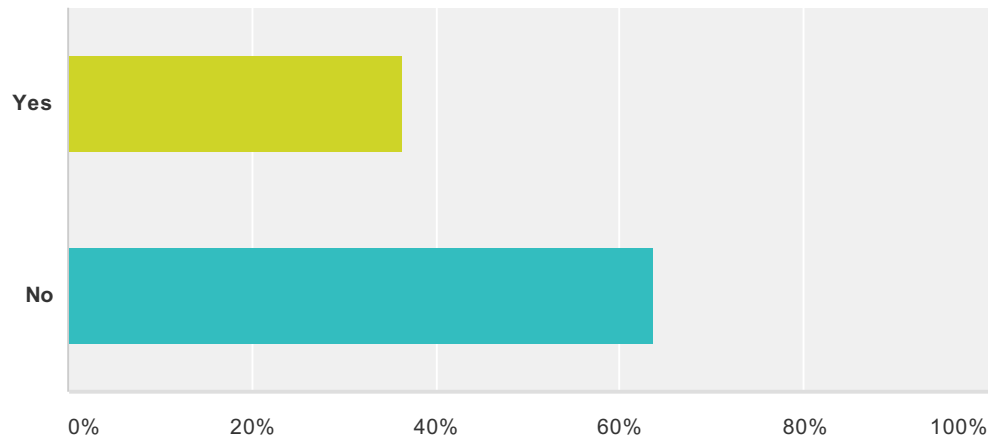
Answered: 35 Skipped: 0



Answer Choices	Responses
Excellent	54.29% 19
Very Good	28.57% 10
Good	14.29% 5
Average	2.86% 1
Poor	0% 0
Very Poor	0% 0
Total	35

Q14 When you last saw a GP or a practice nurse were you offered any written information about your problem?

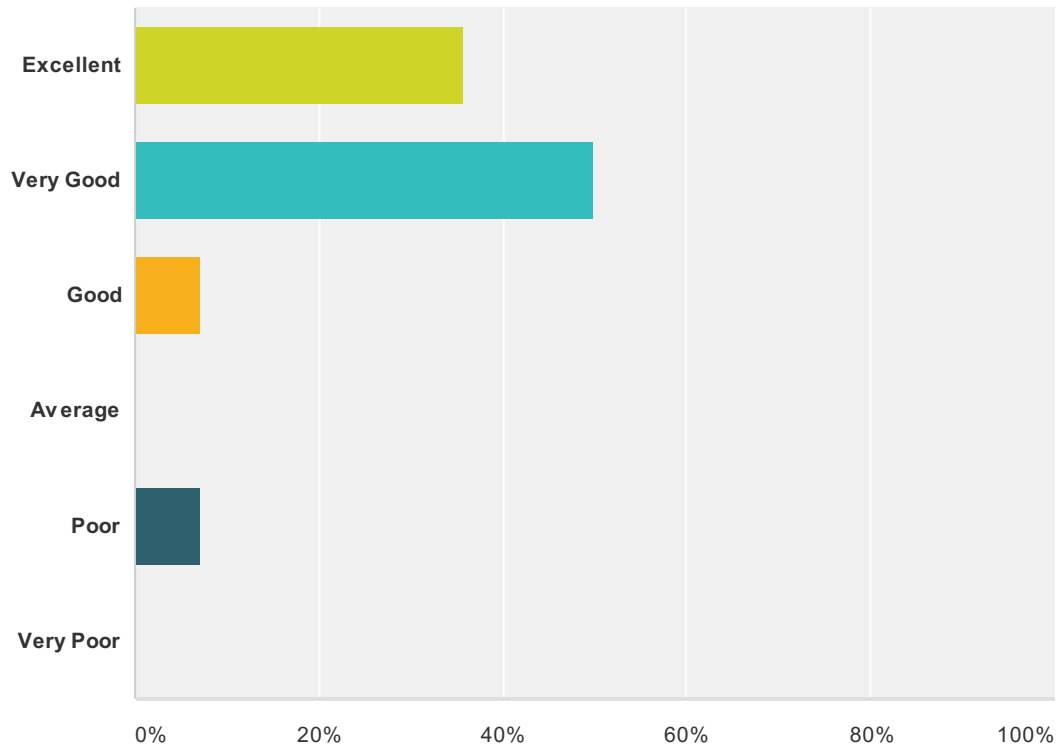
Answered: 33 Skipped: 2



Answer Choices	Responses	
Yes	36.36%	12
No	63.64%	21
Total		33

Q15 If you were offered written information did you rate the quality of information given?

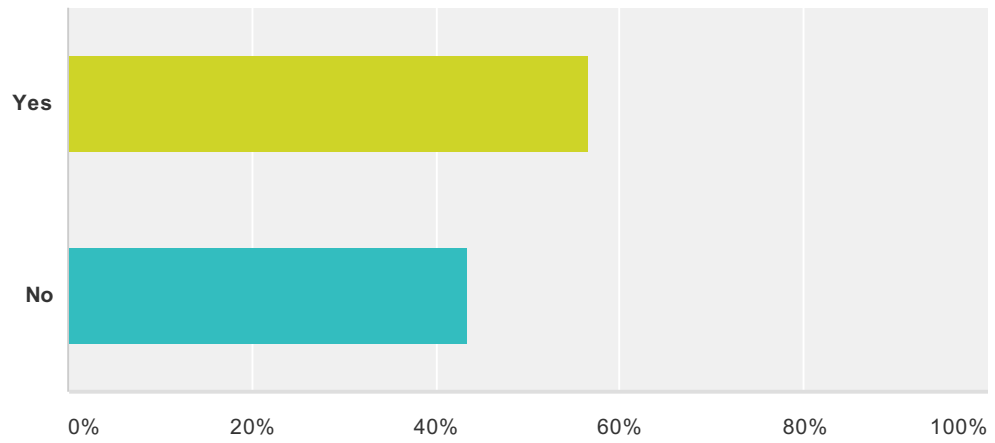
Answered: 14 Skipped: 21



Answer Choices	Responses
Excellent	35.71% 5
Very Good	50% 7
Good	7.14% 1
Average	0% 0
Poor	7.14% 1
Very Poor	0% 0
Total	14

Q16 If you were not given written information would you have found this helpful?

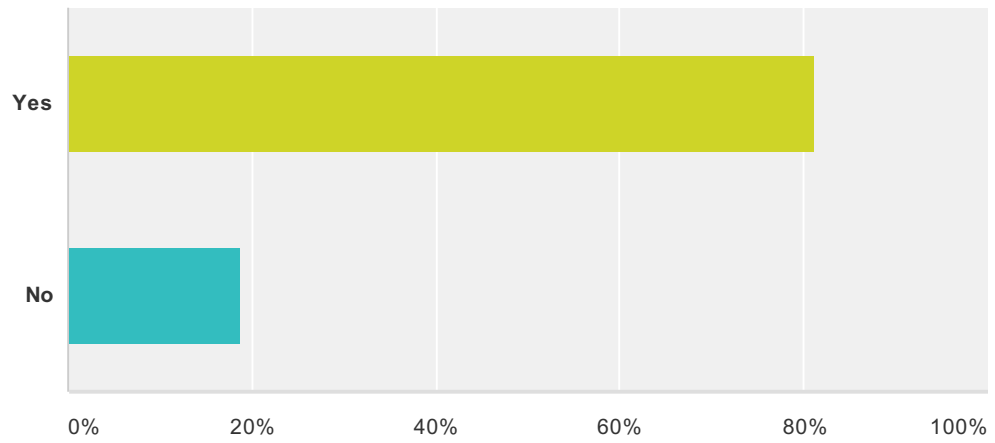
Answered: 23 Skipped: 12



Answer Choices	Responses	
Yes	56.52%	13
No	43.48%	10
Total		23

Q17 Once you had seen a GP or practice nurse did you feel more able to manage your own health problem?

Answered: 32 Skipped: 3



Answer Choices	Responses	
Yes	81.25%	26
No	18.75%	6
Total		32

Q18 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

Answered: 16 Skipped: 19