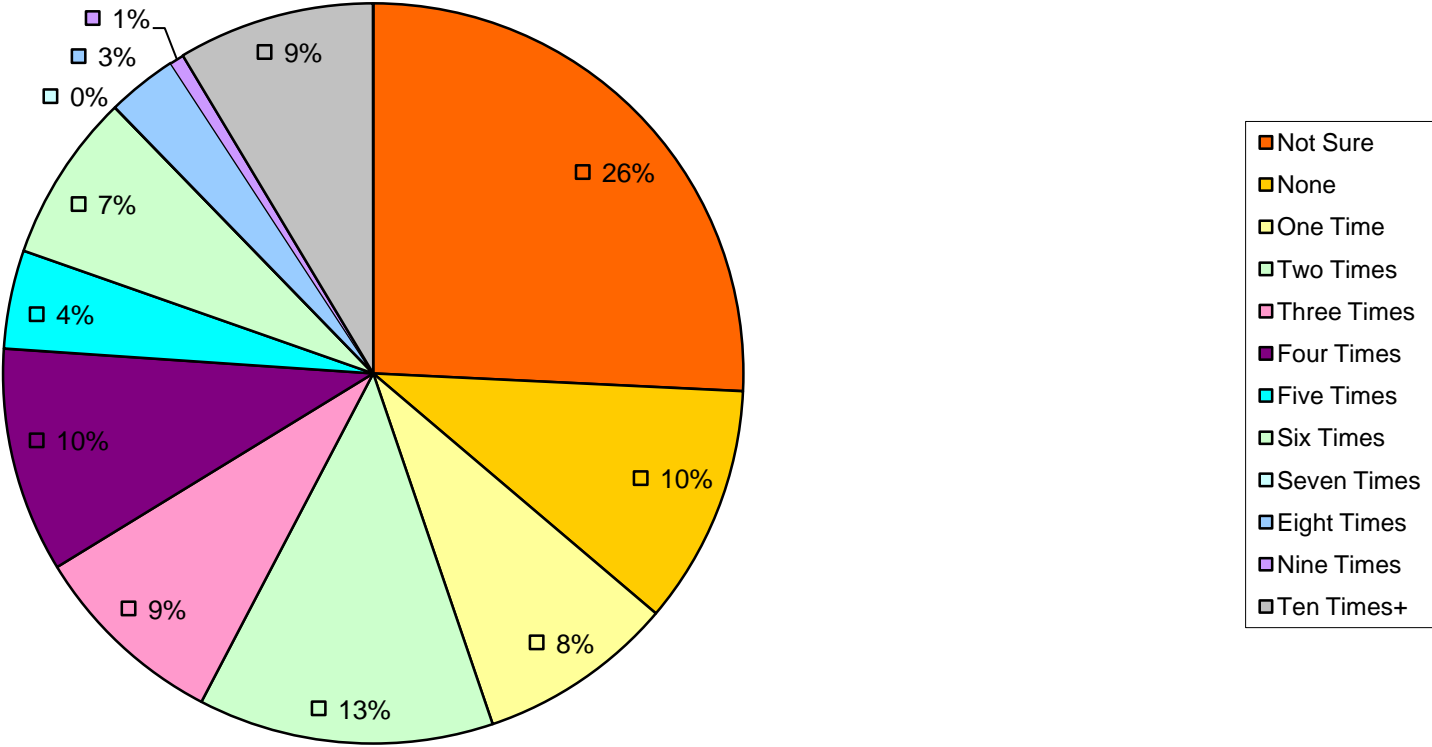
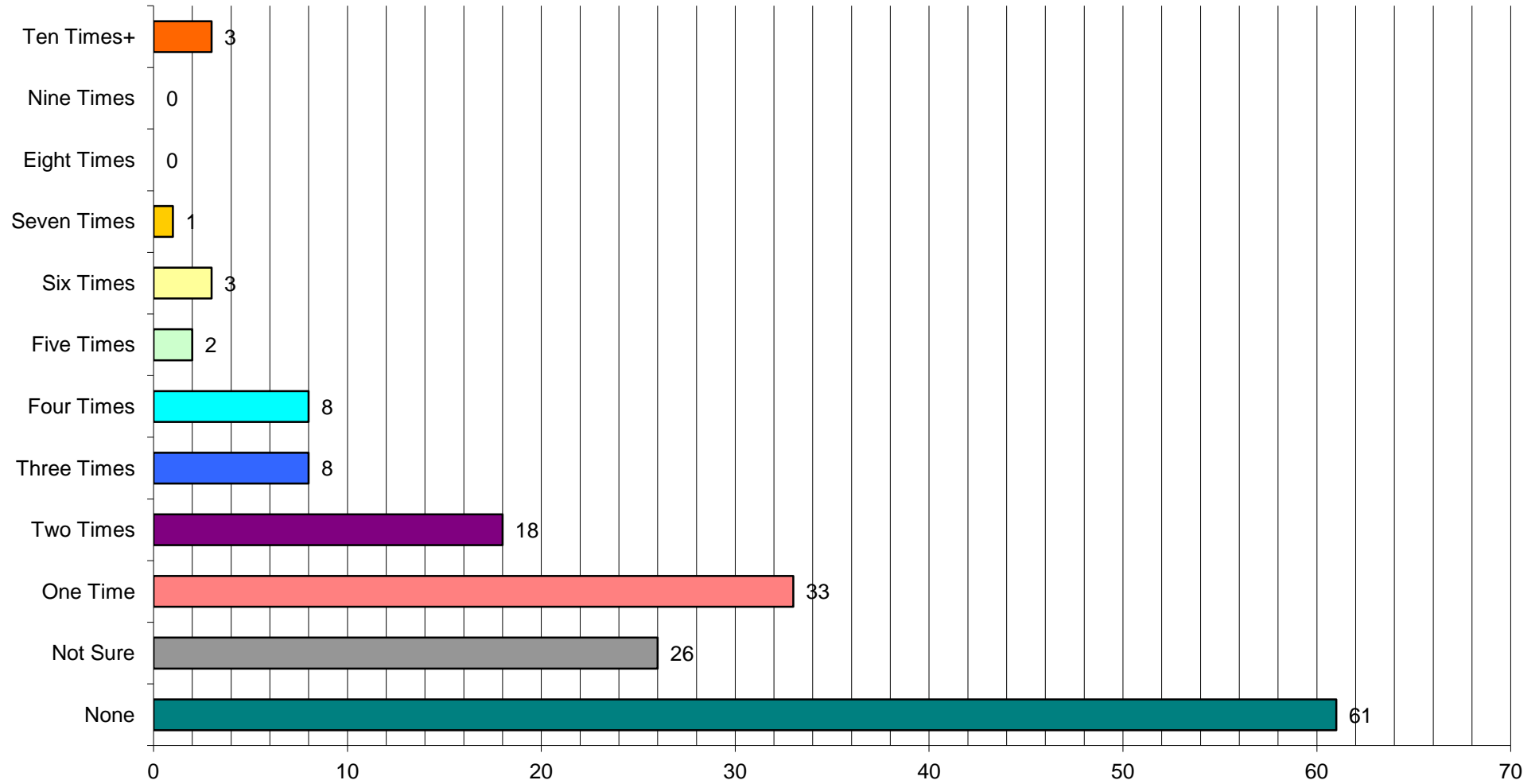


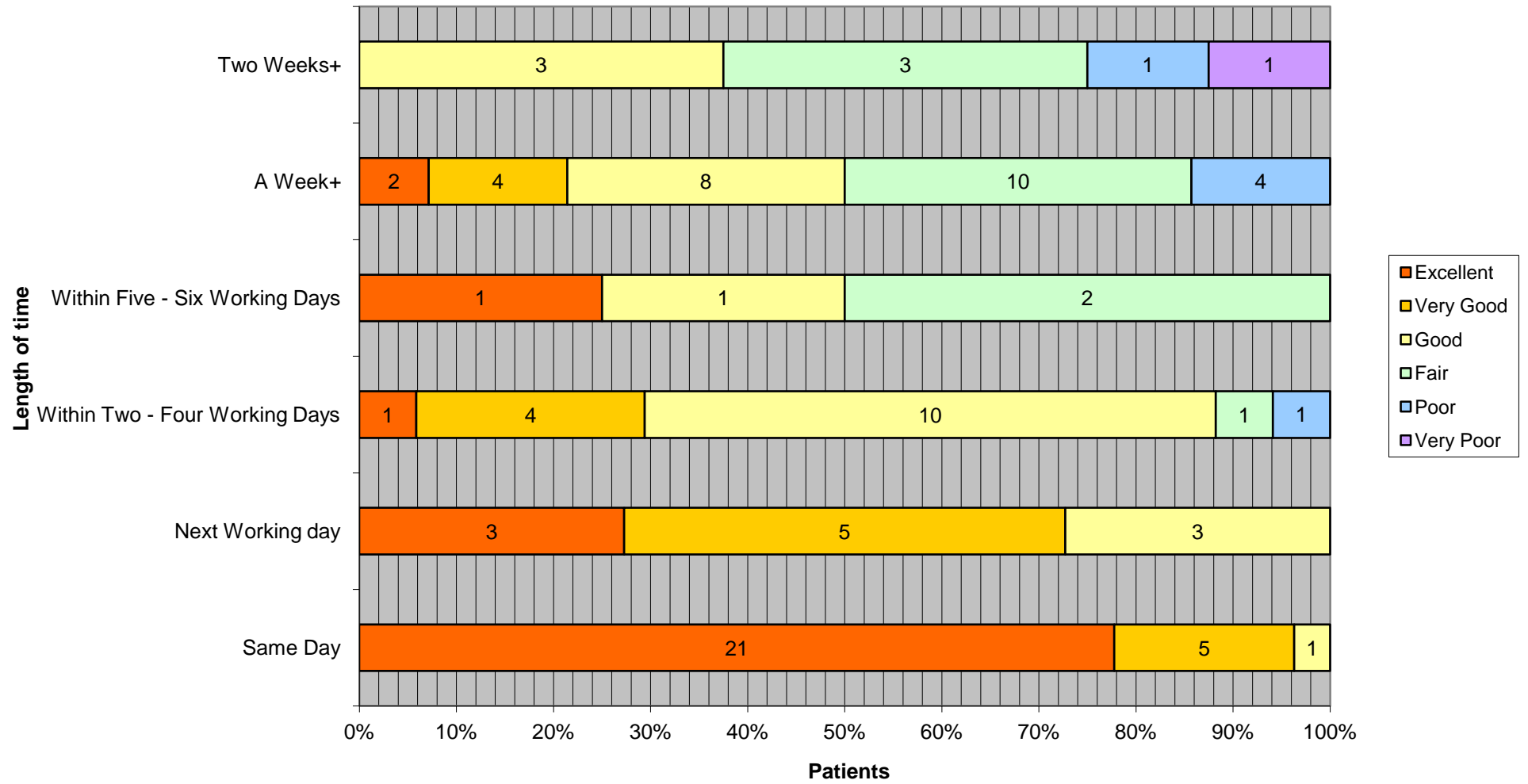
Not counting today's visit, approximately how many times have you seen a doctor at this practice during the last year?



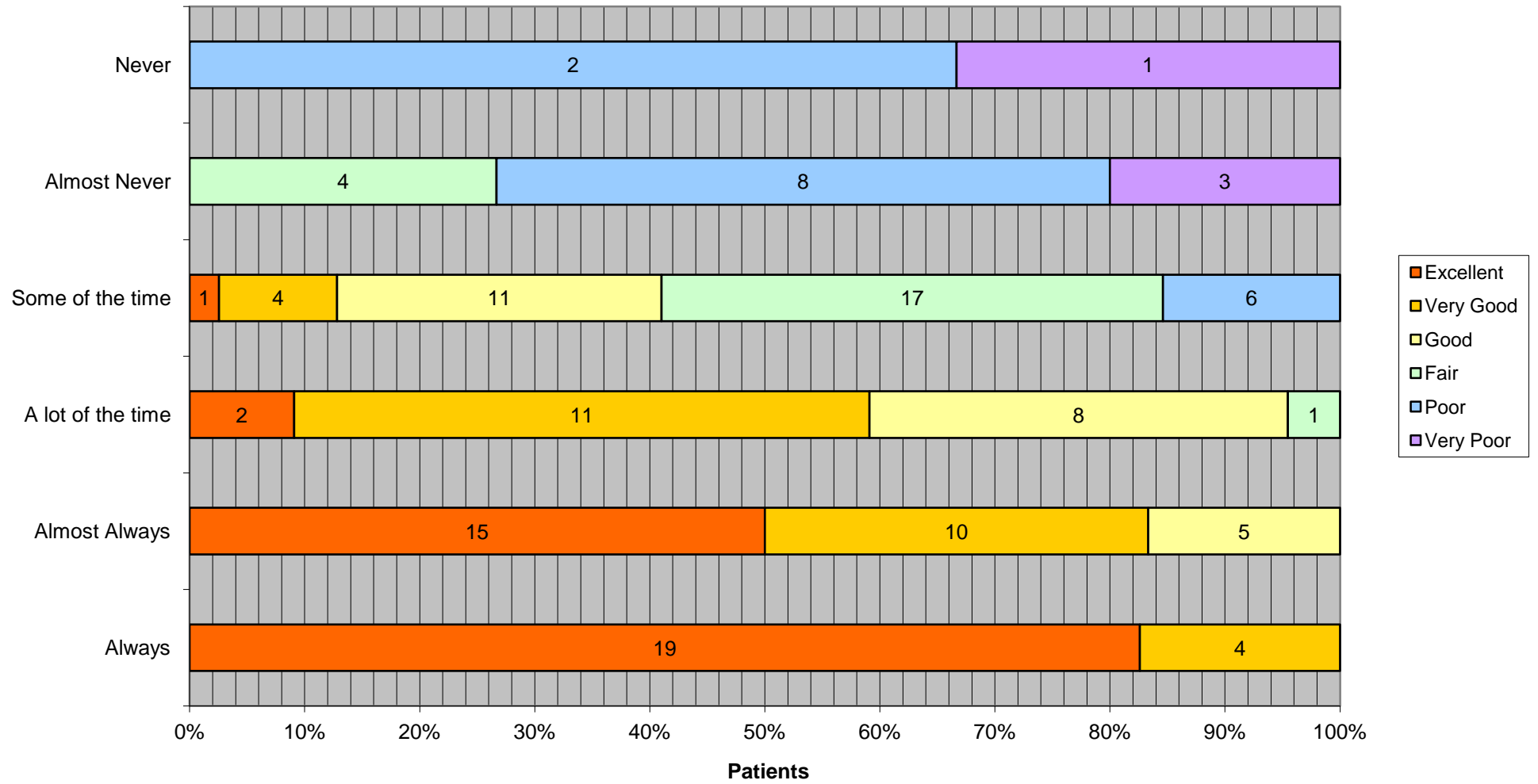
Not counting today's visit, approximately how many time have you seen a practice nurse during the last year?



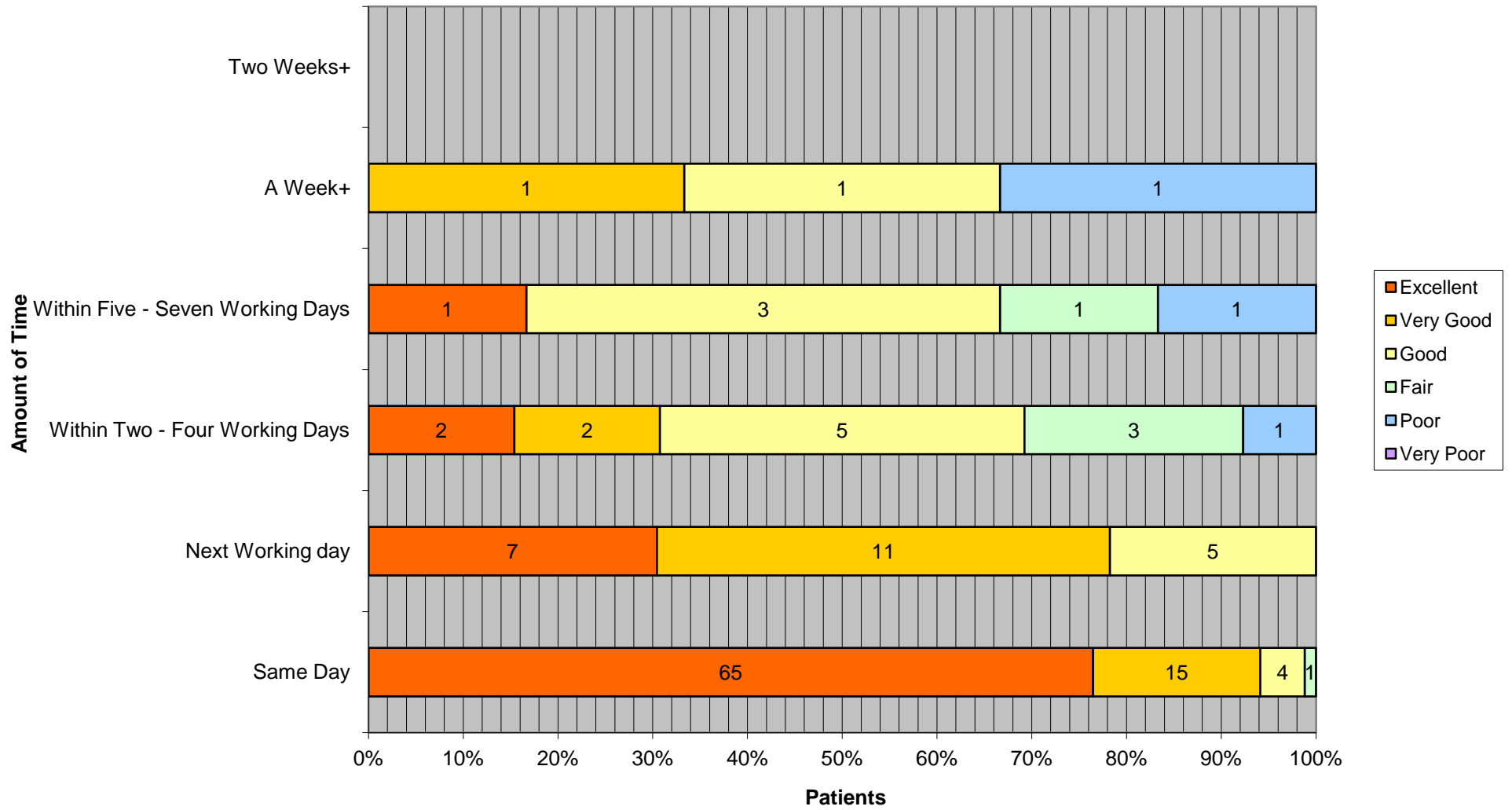
When you want to see a particular doctor, how quickly do you usually get to see that doctor? How do you rate this?



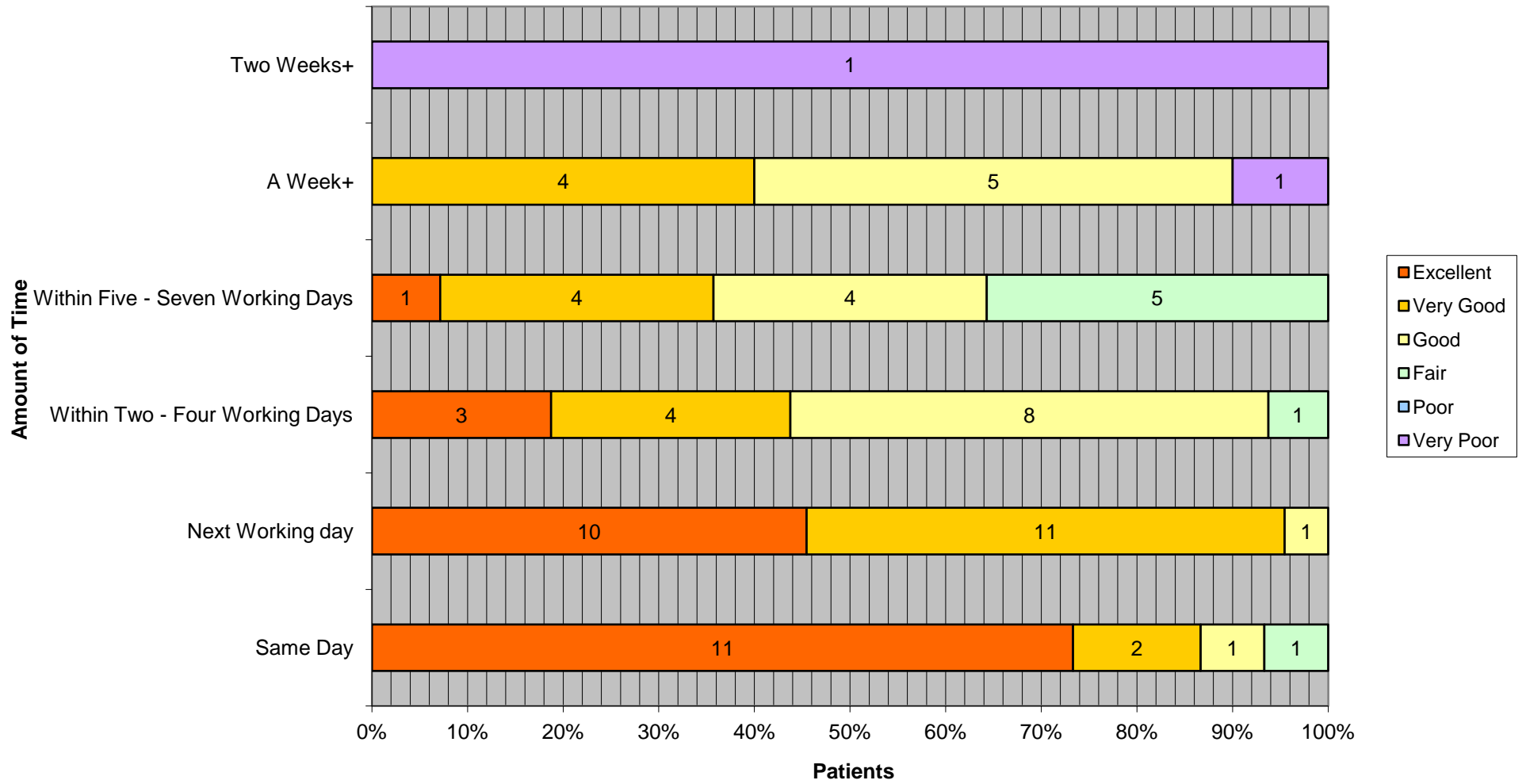
When you want to see a specific doctor How often do you get to see that doctor? How do you rate this?



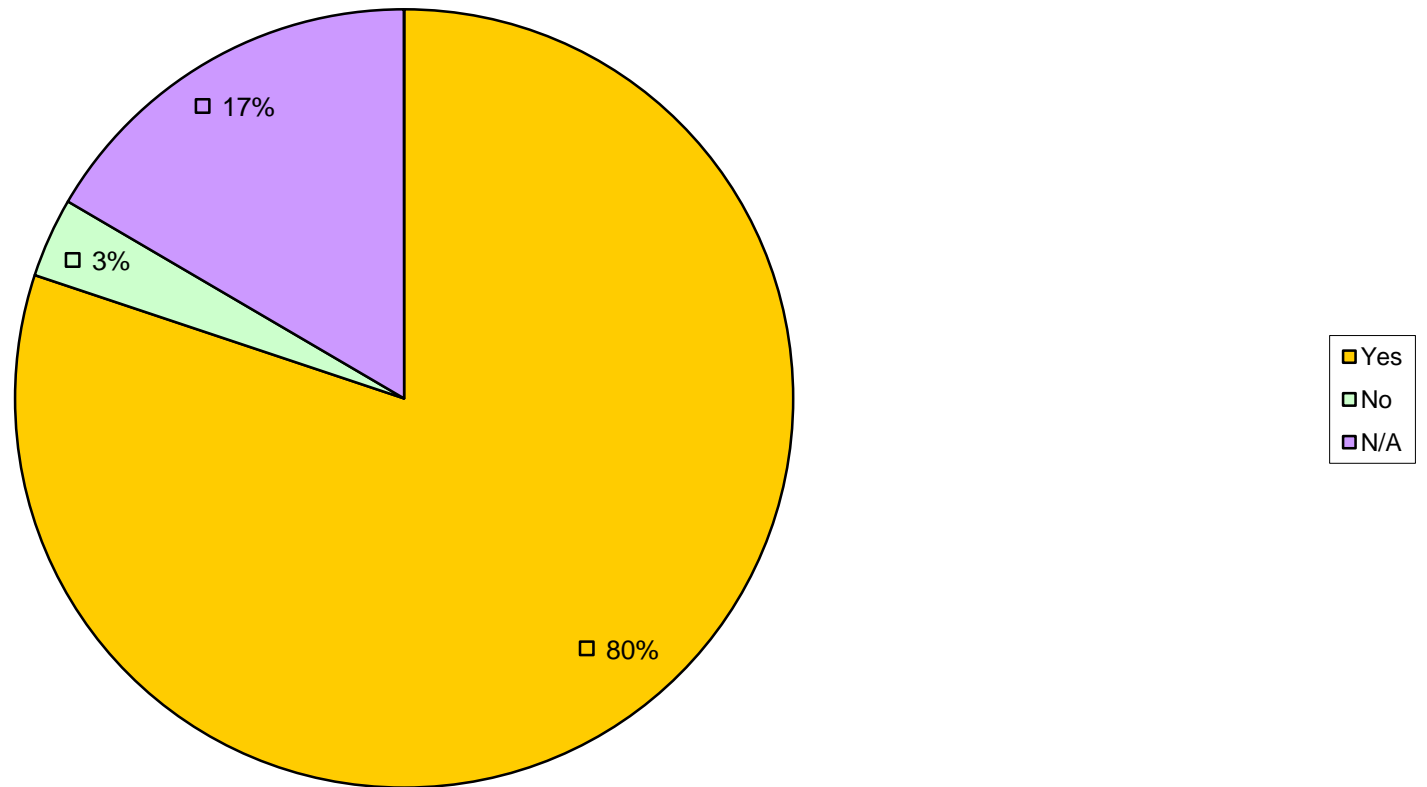
When you're willing to see any doctor, how quickly do you usually get seen? How do you rate this?



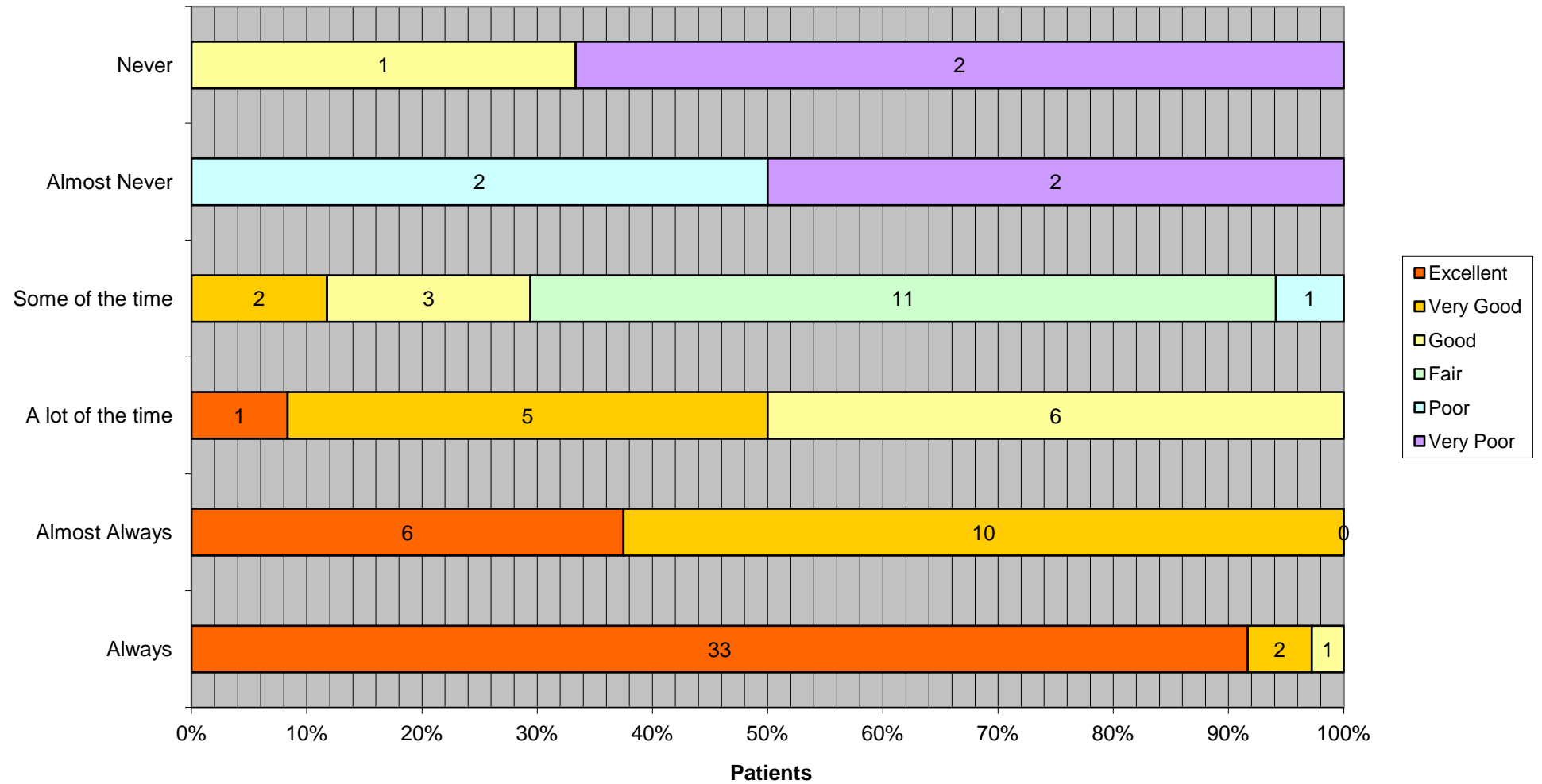
When you want to see the practice nurse, how quickly do you usually get to see her? How do you rate this?



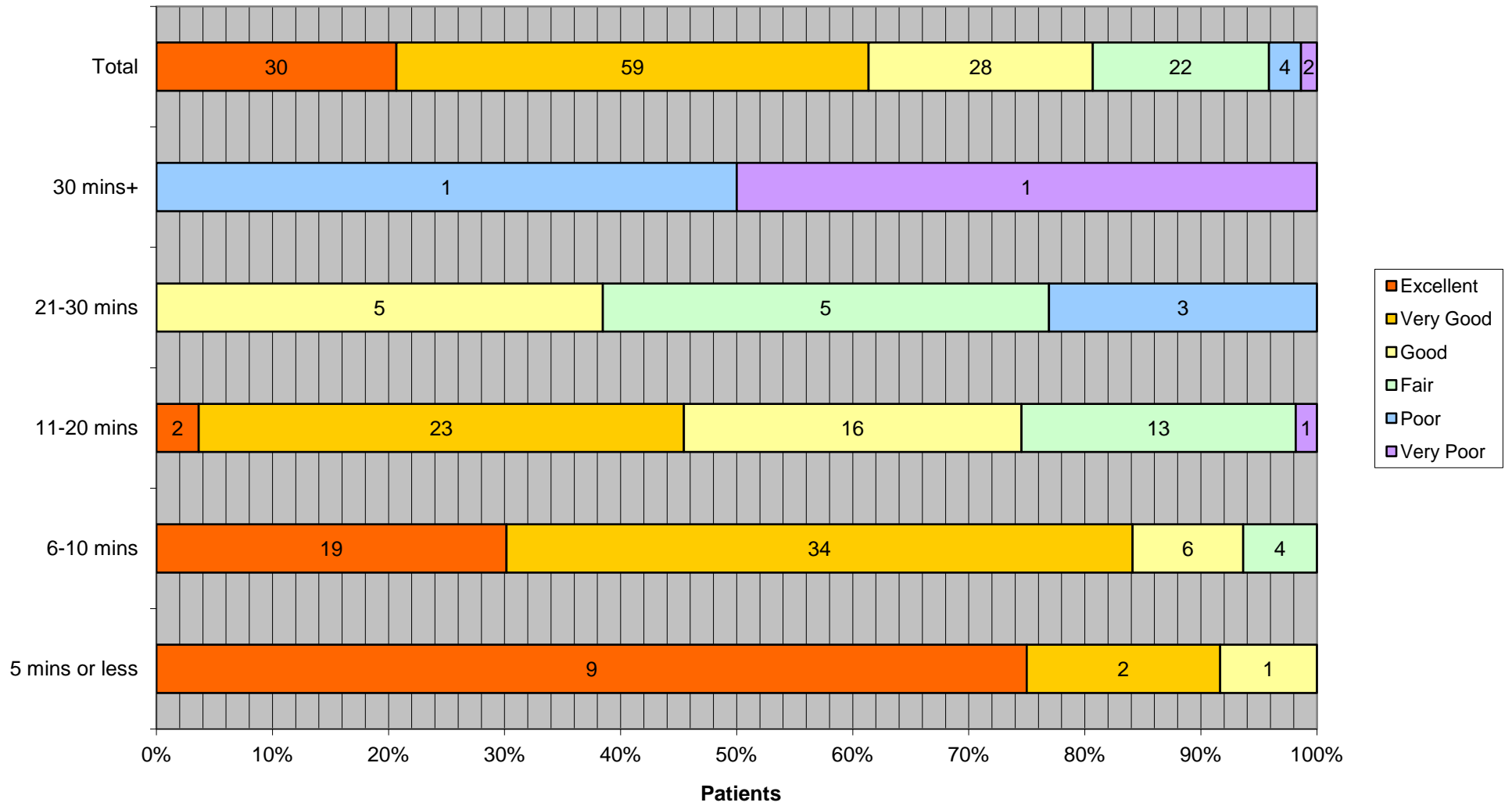
If you need to see a GP urgently, can you normally get seen on the same day?



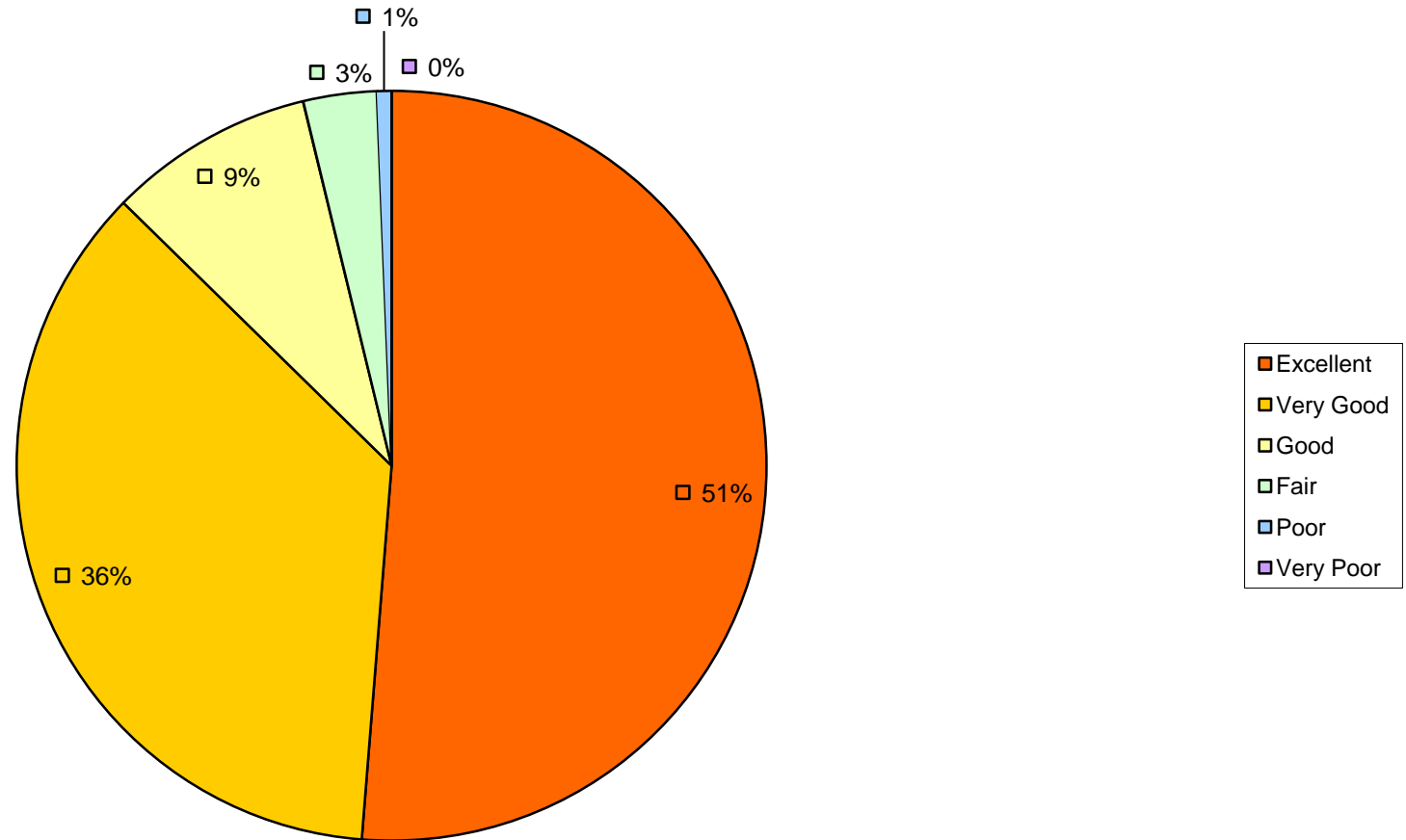
We offer appointments upto 4 weeks in advance - if you've tried to book in advance how successful have you been? How do you rate this?



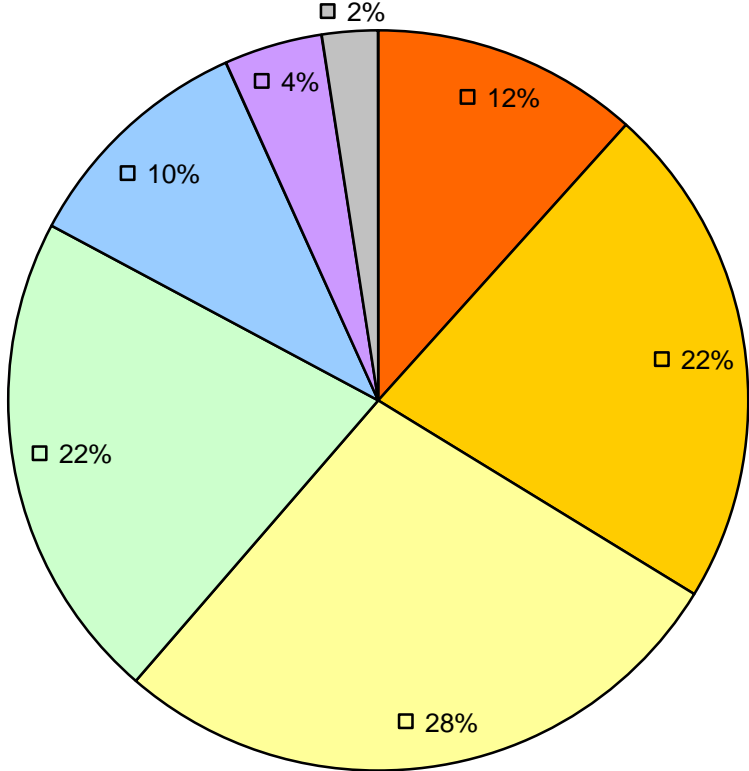
How long do you normally have to wait for a consultation in the waiting room? How do you rate this?



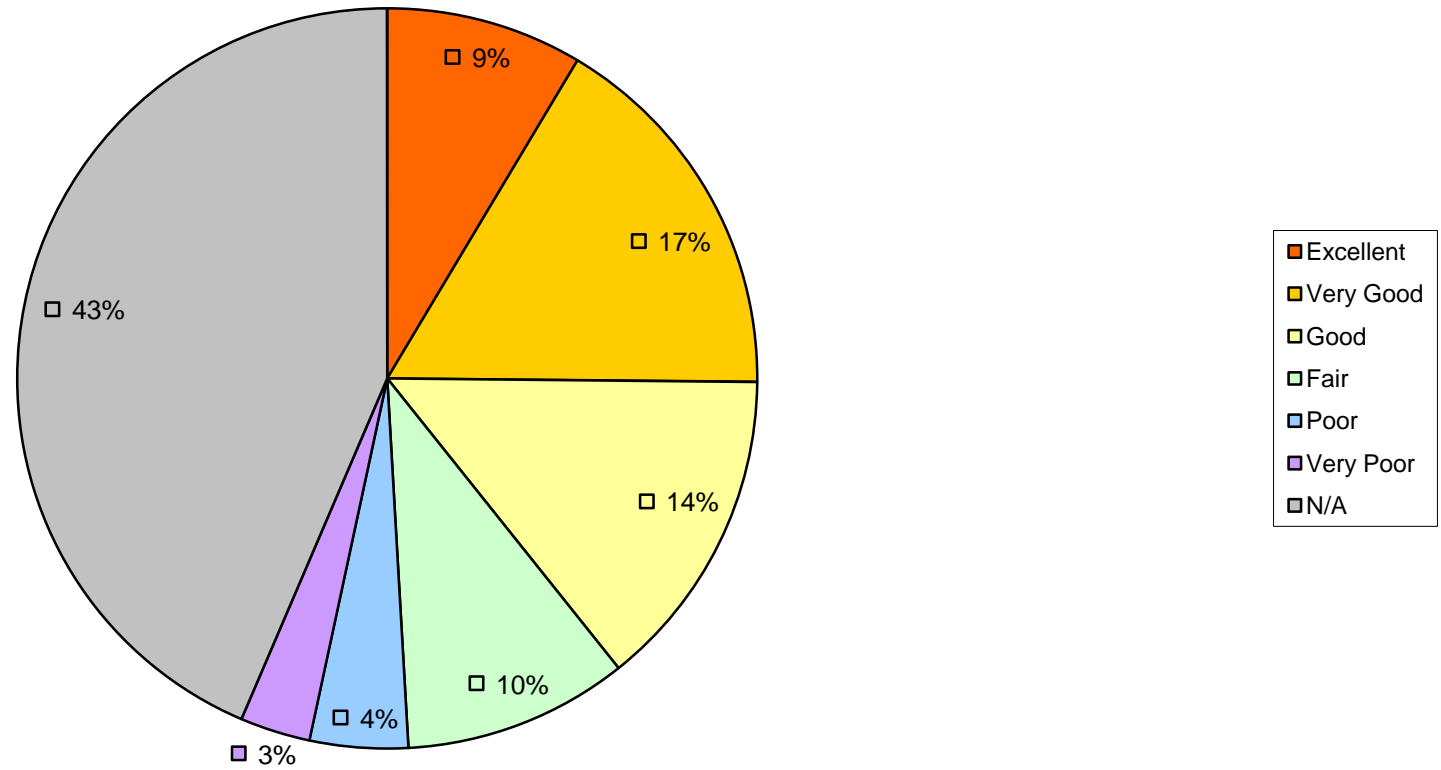
We are open 0800-1830 Mon to Fri & 0830-1200 on a Saturday - How do you rate this?



Thinking about times when you have tried to phone the practice, think about your ability to get through on the phone?



Thinking about times when you've tried to ring the surgery, think about the availability to speak to a doctor/nurse on the phone?



Not counting today's visit, approximately how many time have you seen a doctor a

Not Sure	42
None	17
One Time	14
Two Times	21
Three Times	14
Four Times	16
Five Times	7
Six Times	12
Seven Times	0
Eight Times	5
Nine Times	1
Ten Times+	14

Not counting today's visit, approximately how many time have you seen a practice

None	61
Not Sure	26
One Time	33
Two Times	18
Three Times	8
Four Times	8
Five Times	2
Six Times	3
Seven Times	1
Eight Times	0
Nine Times	0
Ten Times+	3

When you want to see a particular doctor, how quickly do you usually get to see th

	Same Day	Next Working day	Within Two - Four Working Days
Excellent	21	3	1
Very Good	5	5	4
Good	1	3	10
Fair			1
Poor			1
Very Poor			

When you want to see a specific doctor How often do you get to see that doctor?

	Always	Almost Always	A lot of the time
Excellent	19	15	2
Very Good	4	10	11
Good		5	8
Fair			1
Poor			
Very Poor			

When you're willing to see any doctor, how quickly do you usually get seen?

	Same Day	Next Working day	Within Two - Four Working Days
Excellent	65	7	2
Very Good	15	11	2

Good	4	5	5
Fair	1		3
Poor			1
Very Poor			

When you want to see the practice nurse, how quickly do usually get to see her?

	Same Day	Next Working day	Within Two - Four Working Days
Excellent	11	10	3
Very Good	2	11	4
Good	1	1	8
Fair	1		1
Poor			
Very Poor			

If you need to see a GP urgently, can you normally get seen on the same day?

Yes	121
No	5
N/A	25

We offer appointments upto 4 weeks in advance - if you've tried to book in advance

	Always	Almost Always	A lot of the time
Excellent	33	6	1
Very Good	2	10	5
Good	1		6
Fair			
Poor			
Very Poor			

How long do you normally have to wait for a consultation in the waiting room?

	5 mins or less	6-10 mins	11-20 mins	
Excellent	9		19	2
Very Good	2		34	23
Good	1		6	16
Fair			4	13
Poor				
Very Poor				1

We are open 0800-1830 Mon to Fri & 0830-1200 on a Saturday - How do you rate thi

Excellent	81
Very Good	57
Good	14
Fair	5
Poor	1
Very Poor	
Total	158

Ability to get through on the phone?

Excellent	19
Very Good	36
Good	45
Fair	35

Poor	17
Very Poor	7
N/A	4
Total	163

Ability to speak to doctor on phone

Excellent	14
Very Good	27
Good	23
Fair	16
Poor	7
Very Poor	5
N/A	71
Total	163

at this practice during the last year?

nurse during the last year?

at doctor?

Within Five - Six Working Days	A Week+	Two Weeks+	Total	
	1	2	28	
		4	18	
	1	8	3	26
	2	10	3	16
		4	1	6
			1	1

Some of the time	Almost Never	Never	Total	
	1		37	
	4		29	
	11		24	
	17	4	22	
	6	8	2	16
		3	1	4

Within Five - Seven Working Day	A Week+	Two Weeks+	Total
	1		75
		1	29

3	1	18
1		5
1	1	3
		0

Within Five - Seven Working Day A Week+	Two Weeks+	Total
1		25
4	4	25
4	5	19
5		7
		0
	1	1
		2

How successful have you been?

Some of the time	Almost Never	Never	Total
			40
2			19
3			11
11			11
1	2		3
	2		4
		2	

21-30 mins	30 mins+	Total
		30
		59
5		28
5		22
3	1	4
	1	2

s?