Questionnaires handed out Questionnaires returned Response Rate 102 102 100.00%

		Yourself	Your Child	Your spouse	Another relative	Strongly	Don't know
1	Are you filling in this questionnaire for:	81%	18%	1%	0%	disagree 0%	0%
	,,,,						
		To ask for	Because of a	Because of an	For a routine	For treatment	Other
2	Which of the following best describes the reasons you say	advice 18%	one off problem	ongoing problem	check 4%	(including prescriptions)	1%
	the doctor today?	10%	22.70	0178	170	2270	170
		Very easy	Easy	Difficult	Very difficult	Don't know	
	How easy do you find it to book a non urgent appointment	49%	38%	9%	3%	DOIT KNOW	
ľ	with a doctor?	49%	36%	976	370	176	
		1					
		Very easy	Easy	Difficult	Very difficult	Don't know	
4	How easy do you find it to book a non urgent appointment with a nurse?	35%	38%	6%	0%	21%	
E How god	od was your doctor/nurse at each of the following?	Very good	Good	Satisfactory	Less than	Poor	Does not apply
5. How goo	Being polite	92%	7%	O%	satisfactory	0%	1%
<u>.</u>							
D.	Making you feel at ease	90%	8%	1%	0%	0%	1%
C.	Listening to you	89%	9%	0%	1%	0%	1%
d	Assessing your medical condition	89%	9%	0%	0%	0%	2%
e	Explaining your condition and treatment	85%	11%	3%	0%	0%	1%
f	Involving you in decisions about your treatment	84%	10%	4%	0%	0%	2%
g	Providing or arranging treatment for you	90%	8%	1%	0%	0%	1%
h.	How was the amount of time spent with the doctor	80%	13%	5%	0%	0%	2%
		Yes	No			I	
6	I am confident about this doctors ability to provide care	100%	0%				
		Yes	No	1			
7	I would be completely happy to see this doctor again	100%	0%				
[0. D)							
statement	decide how strongly you agree or disagree with the following	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Does not apply
а	This practice will keep information about me confidential	74%	25%	2%	0%	0%	0%
b.	This doctor/nurse is honest and trustworthy	83%	15%	1%	0%	0%	1%
9	How do you feel about the information we currently provide	Very happy	Нарру	Not very happy	Very unhappy	Don't know	
		68%	31%	0%	1%	0%	
		177			1		
	Do you feel you have enough opportunity to give feedback,	Yes	No	Unsure			
10	raise concerns and complaints, or make suggestions	87%	3%	10%			
					•		
11	How good were our reception staff at each of the following						
11		Very good	Good	Satisfactory	Less than satisfactory	Poor	Does not apply
11 a	How good were our reception staff at each of the following	good 67%	25%	6%	satisfactory 2%	0%	Does not apply
а		good		-	satisfactory		
а	Being polite	good 67%	25%	6%	satisfactory 2%	0%	1%
a b.	Being polite Making you feel at ease	good 67% 67%	25% 23%	6% 7%	satisfactory 2%	0% 0%	1%
a b.	Being polite Making you feel at ease Offering privacy when needed	good 67% 67% 60%	25% 23% 20%	6% 7% 10%	satisfactory 2% 3% 2%	0% 0% 1%	1% 1% 8%
b.	Being polite Making you feel at ease Offering privacy when needed Listening to you	good 67% 67% 60% 66%	25% 23% 20% 19% 20%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner	good 67% 67% 60% 66%	25% 23% 20% 19% 20%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b.	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner	good 67% 67% 60% 66%	25% 23% 20% 19% 20%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner	good 67% 67% 60% 63% 66% 25%	25% 23% 20% 19% 20%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d e e	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to	good 67% 67% 60% 63% 66% Ves	25% 23% 20% 19% 20% No	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide	good 67% 67% 60% 63% 66% 25%	25% 23% 20% 19% 20%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d e e	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to	good 67% 67% 60% 63% 66% Ves	25% 23% 20% 19% 20% No	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. c. d e = 12	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a	good 67% 67% 67% 68% 68% 78% Yes 78% Yes 78% Yes 78%	25% 23% 20% 19% 20% No 74% No	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d e	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults	good 67%	25% 23% 20% 19% 20% No 74%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
a b. c. d e 12	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you?	good 67% 67% 67% 60% 63% 66% 75% 78% 78% 75% Male	25% 23% 23% 20% 19% 20% No 24% No 525%	6% 7% 10%	satisfactory 2% 3% 2% 4%	0% 0% 1% 0%	1% 1% 8% 5%
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a b. c. d e e 12 13 14 15	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you? Gender	good 67%	25% 23% 23% 20% 19% 20% No 24% No 59% 15-20	6% 7% 10% 11%	satisfactory 2% 3% 2% 4% 1% 140-60	0% 0% 1% 0% 2%	1% 1% 8% 5%
a b. c. d e 12	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you?	good 67%	25% 23% 20% 19% 20% No 74% No 21% Female 59%	6% 7% 10% 11%	satisfactory 2% 3% 2% 4% 1%	0% 0% 1% 0%	1% 1% 8% 5%
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a b. c. d e 12	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you? Gender	good 67%	25% 23% 20% 19% 20% No 74% No 21% No 15-20 8% No 94%	6% 7% 10% 10% 11%	satisfactory 2% 2% 3% 4% 1% 1% 127%	0% 0% 1% 0% 2%	1% 1% 8% 5%
a b. c. d e 12 13 14 15 16	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you? Gender Age	Good 67%	25% 23% 20% 19% 20% No 74% No 21% No 15-20 8% No Mixed	6% 7% 10% 11%	satisfactory 2% 3% 2% 4% 1% 140-60	0% 0% 1% 0% 2%	1% 1% 8% 5%
a b. c. d e 12	Being polite Making you feel at ease Offering privacy when needed Listening to you Dealing with you in a timely and efficient manner Is there a treatment/service currently unavailable that you would like the practice to provide Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you? Gender	good 67%	25% 23% 20% 19% 20% No 74% No 21% No 15-20 8% No 94%	6% 7% 10% 10% 11% 21-40 36%	satisfactory 2% 3% 3% 2% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 1% 0% 2% 60 or over 18%	1% 1% 8% 5%