| Total respondents                       | 189      |        | Male    | 59      |         |          |         |         |          |         |         |        |        |        |           |        | 1     |     |         |         |              |
|---|----------|--------|---------|---------|---------|----------|---------|---------|----------|---------|---------|--------|--------|--------|-----------|--------|-------|-----|---------|---------|--------------|
| Unspecified gender                      | 3        |        | Fema    | -       |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| опорестием дениет                       |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Q1                                      | When     | did y  | ou last | see a   | Docto   | r at the | e GP Si | urgery  | ?        |         |         |        |        |        |           |        |       |     |         |         |              |
|   |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         | ult          |
|   |          |        |         |         |         |          |         |         | Σ        |         |         |        |        |        |           |        |       |     | ш       | Unknown | Total Result |
|   | 18-24    | 25-34  | 35-44   | 45-54   | 55-64   | 65-74    | 75-84   | +       | Total M  | ∞       | 18-24   | 25-34  | 35-44  | 45-54  | 55-64     | 65-74  | 75-84 | +   | Total F | knc     | tall         |
|   | 18       | 25     | 35      | 45      | 55      | 9        | 75      | 85+     | To       | <18     | 18      | 25     | 35     | 45     | 55        | 65     | 75    | 85+ | To      | n       | To           |
|   |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| In the past 3 months                    | 1        | 1      | 7       | 8       | 6       | 7        | 13      |         | 43       | 2       | 5       | 9      | 22     | 12     | 10        | 11     | 12    | 4   | 87      | 3       | 133          |
| Between 3 and 6                         |          |        | _       | _       |         | _        | _       |         | _        |         |         |        |        |        |           | •      | _     |     |         |         |              |
| months ago                              |          | 1      | 1       | 2       |         | 1        | 1       |         | 6        |         | 3       | 2      | 6      | 3      | 3         | 3      | 1     |     | 21      | 1       | 28           |
| More than 6 months                      |          | 1      | 1       | 3       |         |          | 1       | 3       | 9        |         | 1       | 1      | 2      | 2      | 3         | 6      | 1     | 1   | 17      |         | 26           |
| ago<br>I have never been                |          |        |         | 3       |         |          |         | 3       | 9        |         | 1       | 1      |        |        | 3         | 0      | 1     | 1   | 1/      |         | 20           |
| seen at the surgery                     |          |        |         |         |         |          |         |         | 0        |         |         | 1      |        |        |           |        | 1     |     | 2       |         | 2            |
| Total                                   | 1        | 3      | 9       | 13      | 6       | 8        | 15      | 3       | 58       | 2       | 9       | 13     | 30     | 17     | 16        | 20     |       | 5   | 127     | 4       | 189          |
|   |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Q2                                      | How      | do you | norm    | ally bo | ok yo   | ur app   | ointme  | ents to | see a    | docto   | r or nu | rse at | the Si | urgery | ? (all th | nat ap | ply)  |     |         |         |              |
|   | 24       | 34     | 44      | 54      | 64      | 74       | 84      |         |          |         | 24      | 34     | 44     | 54     | 64        | 74     | 84    |     |         |         |              |
|   | 18-24    | 25-34  | 35-44   | 45-54   | 55-64   | 65-74    | 75-84   | 85+     |          | <18     | 18-24   | 25-34  | 35-44  | 45-54  | 55-64     | 65-74  | 75-84 | 85+ |         |         |              |
| In person                               |          | 1      |         |         | 2       | 2        | 3       | 2       | 17       | 1       |         | 3      | 3      |        |           | 2      | 2     | 1   | 12      | 1       | 30           |
| By phone                                | 1        | 2      | 3       | 12      | 4       | 6        | 13      | 1       | 42       | 1       | 9       | 12     | 27     | 17     | 15        | 18     | 13    | 5   | 117     | 3       | 162          |
| Online                                  |          |        |         | 1       |         | 1        | 1       |         | 3        |         |         |        | 3      |        | 1         | 2      |       |     | 6       |         | 9            |
| Total                                   | 1        | 3      | 9       | 14      | 6       | 9        | 17      | 3       | 62       | 2       | 9       | 15     | 33     | 17     | 16        | 22     | 15    | 6   | 135     | 4       | 201          |
|   |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Q3                                      | In the   | nast f | 5 mont  | ths hov | N easy  | have     | vou fo  | und th  | e follo  | wing?   |         |        |        |        |           |        |       |     |         |         |              |
| 43                                      | III CIIC | pase   |         |         | Cusy    | nave     | you lo  |         | c rone   |         |         |        |        |        |           |        |       |     |         |         |              |
|   |          |        |         | Not     | Don't   | No       |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
|   | Not      | Verv   | Fairly  |         | Kno     | resp     |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
|   | tried    |        |         | easy    | w       | onse     | Total   |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Getting through on                      |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| the phone                               | 0        | 93     | 76      | 17      | 1       | 2        | 189     |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
|   |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Speaking to a Doctor                    |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| on the phone                            | 83       | 29     | 20      | 10      | 29      | 18       | 189     |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Speaking to a Nurse                     |          | 4.0    | _       |         |         | 22       | 400     |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| on the phone                            | 93       | 16     | 7       | 4       | 47      | 22       | 189     |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Obtaining test results by phone         | 53       | 73     | 26      | 4       | 20      | 13       | 189     |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Overall Phone                           | 33       | /3     | 20      | 4       | 20      | 13       | 103     |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| performance                             | 229      | 211    | 129     | 35      | 97      | 55       |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |          |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        |       |     |         |         |              |
| Q4                                      | Were     | you a  | ble to  | see a c | loctor  | on the   | same    | day o   | r in the | e next  | two w   | eekda  | ys tha | the G  | P was     | open?  | •     |     |         |         |              |
|   | 24       | 34     | 44      | 54      | 64      | 74       | 84      |         |          |         | 24      | 34     | 44     | 54     | 64        | 74     | 84    |     |         |         |              |
|   | 18-24    | 25-34  | 35-44   | 45-54   | 55-64   | 65-74    | 75-84   | 85+     |          | <18     | 18-24   | 25-34  | 35-44  | 45-54  | 55-64     | 65-74  | 75-84 | 85+ |         |         |              |
| No                                      |          |        |         |         |         |          |         |         | 0        |         | 3       | 1      | 3      | 3      | 1         | 1      | 1     |     | 13      |         | 13           |
| No response                             |          |        |         | 1       | 1       |          |         |         | 2        |         | 1       | 2      | 1      |        |           |        |       |     | 4       |         | 6            |
| Yes                                     | 1        | 3      |         |         | 5       | 8        | 15      | 3       | 56       |         |         | 10     | 26     | 14     | 15        | 19     |       | 5   | 110     | 4       | 170          |
| Total                                   | 1        | 3      | 9       | 13      | 6       | 8        | 15      | 3       | 58       | 2       | 9       | 13     | 30     | 17     | 16        | 20     | 15    | 5   | 127     | 4       | 189          |
|   | _        |        |         |         |         |          |         |         |          | L       |         |        |        |        |           |        |       |     |         |         |              |
| Q5                                      |          |        |         | e to be |         |          |         | ext 2 w | /eekda   | ays, wh |         |        |        |        |           |        |       |     |         |         |              |
|   | 18-24    | 25-34  | 35-44   | 45-54   | 55-64   | 65-74    | 75-84   | 85+     |          | <18     | 18-24   | 25-34  | 35-44  | 45-54  | 55-64     | 65-74  | 75-84 | 85+ |         |         |              |
|   | 18       | 25     | 35      | 45      | 55      | 99       | 75      | 85      |          | ~       |         |        |        |        |           |        |       | 85  |         |         |              |
| No appointments                         |          |        |         | -       |         |          |         |         | 0        |         | 2       | 1      | 3      | 2      | 1         | 1      | 1     |     | 11      |         | 11           |
| Wrong doctor                            |          |        |         | -       |         |          |         |         | 0        |         | 1       |        |        | 1      |           | 1      |       |     | 2       |         | 2            |
| Wrong doctor Total                      | 0        | 0      | 0       | 0       | 0       | 0        | 0       | 0       | 0        | 0       | 3       | 1      | 3      | 4      | 1         | 1<br>2 | 1     | 0   | 2<br>15 | 0       | 2<br>15      |
| ı Ulai                                  | U        | U      | U       | U       | U       | U        | U       | U       | U        | U       | 3       | 1      | 3      | 4      | 1         |        | 1     | U   | 12      | U       | 12           |
| Q6                                      | How 4    | asv d  | יוטע ט  | find ge | tting i | nto the  | e build | ing at  | the su   | rgery?  | )       |        |        |        |           |        |       |     |         |         |              |
|   |          |        |         |         |         |          |         |         | c 3u     |         |         | 4      | 4      | 4      | 4         | 7,     | 4     |     |         |         |              |
|   | 18-24    | 25-34  | 35-44   | 45-54   | 55-64   | 65-74    | 75-84   | 85+     |          | <18     | 18-24   | 25-34  | 35-44  | 45-54  | 55-64     | 65-74  | 75-84 | 85+ |         |         |              |
| Not very easy                           | 7        | 7      | (1)     | 4       | η)      | 9        |         | ω.      | 0        | _       |         | 1      | (1)    | 1      | 1         | 9      | 1     | 33  | 6       |         | 6            |
| DNR                                     |          |        |         |         |         |          |         |         | 0        |         | 1       |        | 1      |        |           |        | 1     |     | 3       | 1       | 3            |
|   | 1        |        |         |         |         |          |         |         |          |         |         |        |        |        |           |        | _     |     | _       |         | _            |

| Fairly easy         |         | 1        | 2        | 3           |        | 1        | 4        |          | 11      |          | 1       | 5      | 8      | 1     | 2              | 4     | 6       |        | 27        | 1 | 39       |
|---------------------|---------|----------|----------|-------------|--------|----------|----------|----------|---------|----------|---------|--------|--------|-------|----------------|-------|---------|--------|-----------|---|----------|
| Very easy           | 1       | 2        | 7        | 10          | 6      | 7        | 11       | 3        | 47      |          | 7       | 7      | 21     | 15    | 13             | 16    | 7       | 5      | 91        | 3 | 141      |
| Total               | 1       | 3        |          | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 9       | 13     | 30     | 17    | 16             | 20    | 15      | 5      | 127       | 4 | 189      |
| Total               |         |          |          | 13          | - 0    | - 0      | 13       |          | 30      |          | ,       | 13     | 30     | 17    | 10             | 20    | 13      | ,      | 127       |   | 103      |
| Q7                  | How     | lean i   | s the G  | P surg      | erv?   |          |          |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| Ψ,                  |         |          |          |             |        | 4        | 4        |          |         |          | 4       | 4      | 4      | 4     | 4              | 4     | 4       |        |           |   |          |
|                     | 18-24   | 25-34    | 35-44    | 45-54       | 55-64  | 65-74    | 75-84    | 85+      |         | <18      | 18-24   | 25-34  | 35-44  | 45-54 | 55-64          | 65-74 | 75-84   | 85+    |           |   |          |
| Mami alaan          | 1       |          | <u>ო</u> | 13          | 2      | 8        | <u></u>  | ∞<br>3   | 40      | 2        | 7       | 2 0    | <br>22 | 15    | <u>ن</u><br>15 | 20    | 14      | ∞<br>5 | 100       | 4 | 163      |
| Very clean          | 1       | 1<br>2   | 1        | 13          | ь      | 8        | 6        | 3        | 49<br>9 |          | 1       | 4      | 7      | 2     | 15             | 20    | 14      | 5      | 109<br>15 | 4 | 162      |
| Fairly clean        |         |          | 1        |             |        |          | ь        |          |         |          | 1       | 4      | /      | 2     | 1              | -     |         | -      |           |   | 24       |
| Not very clean      |         |          |          |             |        |          |          |          | 0       |          | 1       |        | 1      |       |                |       | 1       |        | 0<br>3    |   | <u>0</u> |
| DNR                 | 1       | 3        | 9        | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 1<br>9  | 13     | 30     | 17    | 16             | 20    | 1<br>15 | 5      | 127       | 4 | 189      |
| Total               | 1       | 3        | 9        | 13          | ь      | 8        | 15       | 3        | 58      |          | 9       | 13     | 30     | 1/    | 10             | 20    | 15      | 5      | 127       | 4 | 189      |
| Q8                  | In the  | Pocor    | ation A  | Area, ca    | n oth  | or nati  | onts o   | vorbos   | r who   | + 2011   | - 2v to | tha Ba | contio | nic+2 |                |       |         |        |           |   |          |
| Ųδ                  | 1       |          |          |             |        |          |          | vernea   | ii Wiia | t you s  |         |        |        |       | -              |       |         |        |           |   |          |
|                     | 18-24   | 25-34    | 35-44    | 45-54       | 55-64  | 65-74    | 75-84    | 85+      |         | <18      | 18-24   | 25-34  | 35-44  | 45-54 | 55-64          | 65-74 | 75-84   | 85+    |           |   |          |
|                     |         |          |          |             |        |          |          |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| Yes, don't mind     | 1       | 2        | 9        | 10          | 6      | 7        | 13       | 3        | 51      | 2        | 7       | 10     | 24     | 11    | 12             | 18    | 14      | 4      | 102       | 4 | 157      |
| Yes, not happy      |         |          |          |             |        |          |          |          |         |          |         |        |        |       |                | _     |         |        |           |   |          |
| about it            |         | 1        |          | 3           |        |          |          |          | 4       |          | 1       | 3      | 3      | 4     | 4              | 2     |         | 1      | 18        |   | 22       |
| No, other patients  |         |          |          |             |        |          |          |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| can't overhear      |         |          |          |             |        | 1        | 2        |          | 3       |          |         |        | 1      | 2     |                |       |         |        | 3         |   | 6        |
| DNR                 |         |          |          |             |        |          |          |          | 0       |          | 1       |        | 2      |       |                |       | 1       |        | 4         |   | 4        |
| Total               | 1       | 3        | 9        | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 9       | 13     | 30     | 17    | 16             | 20    | 15      | 5      | 127       | 4 | 189      |
|                     | ļ       |          | <u> </u> |             |        | <u> </u> | L        |          |         | <u> </u> |         |        |        |       |                |       |         |        |           |   |          |
| Q9                  |         |          |          | u find      |        |          |          | t the S  | urgery  | /?       |         |        |        |       |                |       |         |        |           |   |          |
|                     | 18-24   | 25-34    | 35-44    | 45-54       | 55-64  | 65-74    | 75-84    | +        |         | ∞        | 18-24   | 25-34  | 35-44  | 45-54 | 55-64          | 65-74 | 75-84   | +      |           |   |          |
|                     | 18      | 25       | 35       | 45          | 55     | 9        | 75       | 85+      |         | <18      | 18      | 25     | 35     | 45    | 55             | 65    | 75      | 85+    |           |   |          |
| Very                | 1       |          | 7        | 9           | 6      | 8        | 14       | 3        | 48      | 1        | 4       | 9      | 17     | 9     | 15             | 20    | 13      | 5      | 93        | 4 | 145      |
| Fairly              |         | 3        | 2        | 4           |        |          | 1        |          | 10      | 1        | 4       | 4      | 12     | 7     | 1              |       | 2       |        | 31        |   | 41       |
| Not very            |         |          |          |             |        |          |          |          | 0       |          |         |        |        | 1     |                |       |         |        | 1         |   | 1        |
| DNR                 |         |          |          |             |        |          |          |          | 0       |          | 1       |        | 1      |       |                |       |         |        | 2         |   | 2        |
| Total               | 1       | 3        | 9        | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 9       | 13     | 30     | 17    | 16             | 20    | 15      | 5      | 127       | 4 | 189      |
|                     |         |          |          |             |        |          |          |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| Q10                 | How I   | ong af   | ter yo   | ur app      | ointm  | ent tin  | ne, do   | you no   | ormally | y wait   | to be s | seen?  |        |       |                |       |         |        |           |   |          |
|                     | 24      | 34       | 44       | 54          | 64     | 74       | 5-84     |          |         | 3        | 24      | 34     | 44     | 54    | 64             | 74    | 84      |        |           |   |          |
|                     | 18-24   | 25-34    | 35-44    | 45-54       | 55-64  | 65-74    | 75-      | 85+      |         | <18      | 18-24   | 25-34  | 35-44  | 45-54 | 55-64          | 65-74 | 75-84   | 85+    |           |   |          |
| I am normally seen  |         |          |          |             |        |          |          |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| on time             |         |          | 4        | 5           |        |          |          | 1        | 10      |          | 2       | 3      | 4      | 3     | 4              | 2     | 1       | 2      | 21        |   | 31       |
| Less than 5 minutes |         | 2        | 3        | 2           | 4      | 3        | 5        |          | 19      | 1        | 2       |        | 4      | 2     | 3              | 2     | 2       |        | 16        |   | 35       |
| 5 to 15 minutes     | 1       | 1        | 1        |             | 2      | 5        | 9        | 1        | 26      | 1        | 2       | 6      | 19     | 10    | 5              | 15    | 9       | 2      | 69        | 4 | 99       |
| 15-30 minutes       |         |          | 1        |             |        |          | 1        | 1        | 3       |          | 3       | 3      | 3      | 1     | 4              | 1     | 1       |        | 16        |   | 19       |
| DNR                 |         |          |          |             |        |          |          |          | 0       |          |         | 1      |        | 1     |                |       | 2       | 1      | 5         |   | 5        |
| Total               | 1       | 3        | 9        | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 9       | 13     | 30     | 17    | 16             | 20    | 15      | 5      | 127       | 4 | 189      |
|                     |         |          |          |             |        |          |          |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| Q11                 | Is the  | re a pa  | rticula  | ar Dr y     | ou pre | fer to   | see at   | the GI   | Surge   | ery?     |         |        |        |       |                |       |         |        |           |   |          |
|                     |         |          |          |             |        |          |          |          |         |          | 24      | 34     | 44     | 54    | 54             | 74    | 34      |        |           |   |          |
|                     | 18-24   | 25-34    | 35-44    | 45-54       | 55-64  | 65-74    | 75-84    | 85+      |         | <18      | 18-24   | 25-34  | 35-44  | 45-54 | 55-64          | 65-74 | 75-84   | 85+    |           |   |          |
| Yes                 | 1       | 1        | 7        |             | 2      |          | 14       | 2        | 40      | 2        | 9       | 8      | 25     | 14    | 12             | 18    | 11      | 4      | 100       | 3 | 143      |
| No                  |         | 2        | 2        | 7           | 4      | 1        | 1        | 1        | 18      |          | 3       | 5      | 4      | 2     | 4              | 2     | 2       | 1      | 23        | , | 41       |
| DNR                 |         |          |          | <del></del> |        |          |          | -        | 0       |          |         |        | 1      | 1     | -              |       | 2       |        | 4         | 1 | 5        |
| Total               | 1       | 3        | 9        | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 9       | 13     | 30     | 17    | 16             | 20    | 15      | 5      | 127       | 4 | 189      |
| . Juli              |         |          |          | 13          | - 3    | - 3      | 1.0      | ,        | 50      |          |         | 13     | 30     | -/    | 10             | 20    | 13      | ,      | /         | 7 | 100      |
| Q12                 | How 4   | often r  | ייטע מל  | see th      | e Dr v | OU Dre   | fer?     |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
|                     | 1       |          |          |             |        |          |          |          |         |          | 4       | 4      | 4      | 4     | 4              | 4     | 4       |        |           |   |          |
|                     | 18-24   | 25-34    | 35-44    | 45-54       | 55-64  | 65-74    | 75-84    | 85+      |         | <18      | 18-24   | 25-34  | 35-44  | 45-54 | 55-64          | 65-74 | 75-84   | 85+    |           |   |          |
| Always or most of   | 1       | 7        | e e      | 4           | 5      | 9        | 7        | ∞        |         | V        | 1       | 2      | 3      | 4     | 5              | 9     | 7       | ∞      |           |   |          |
| Always or most of   | 1       | 1        | _        | _           | _      | _        | 1.0      | 2        | 43      | 2        | 4       | 7      | 10     | 10    | 1.4            | 17    | 13      | 4      | 90        | 2 | 125      |
| the time            | 1       | 1        | 6<br>2   | 6<br>2      | 5      | 7        | 14       | 3        | 43<br>7 | 2        | 3       | 7<br>3 | 19     | 10    | 14             | 17    | 12      | 4      | 89        | 3 | 135      |
| Some of the time    |         |          | 2        | 2           | 1      | 1        | 1        |          | 7       |          | 3       | 3      | 8      | 5     |                | 3     | 1       |        | 23        | 1 | 31       |
| Never or almost     |         |          |          |             |        |          |          |          | _       |          |         |        |        |       |                |       |         |        |           |   | _        |
| never               |         | _        |          | _           |        |          |          |          | 0       |          | 1       | _      | 1      |       |                |       | _       |        | 2         |   | 2        |
| DNR                 | _       | 2        | 1        |             |        | _        |          |          | 8       | _        | 1       | 3      | 2      | 2     | 2              | -     | 2       | 1      | 13        |   | 21       |
| Total               | 1       | 3        | 9        | 13          | 6      | 8        | 15       | 3        | 58      | 2        | 9       | 13     | 30     | 17    | 16             | 20    | 15      | 5      | 127       | 4 | 189      |
| 040                 | <b></b> |          | <u> </u> | <u> </u>    |        | <u> </u> | <u> </u> |          |         |          |         |        |        |       |                |       |         |        |           |   |          |
| Q13                 | How s   | satisfie | ed are   | you wi      | th the | openi    | ng hou   | ırs at t | ne sur  | gery?    |         |        |        |       |                |       |         |        |           | 2 |          |

|                                | 4      | 4        | 4            | 4       | 4           | 4       | 4       |         | 1      | 1        | 4       | 4       | 4      | 4      | 4        | 4       | 4     |          |     |                |          |
|--------------------------------|--------|----------|--------------|---------|-------------|---------|---------|---------|--------|----------|---------|---------|--------|--------|----------|---------|-------|----------|-----|----------------|----------|
|                                | 18-24  | 25-34    | 35-44        | 45-54   | 55-64       | 65-74   | 75-84   | 85+     |        | <18      | 18-24   | 25-34   | 35-44  | 45-54  | 55-64    | 65-74   | 75-84 | 85+      |     |                |          |
| Satisfied                      | 1      |          |              |         | 1           |         |         | _       | 58     | 2        | 8       | 7<br>11 | <br>29 | 15     | ىر<br>15 | 9<br>19 | 13    | ∞<br>5   | 117 | 4              | 179      |
| Dissatisfied                   |        | 3        | 9            | 13      | 0           | 0       | 13      | 3       | 0      |          | 1       | 2       | 1      | 1      | 13       | 1       | 1     | J        | 8   | - 4            | 8        |
| DNR                            |        |          |              |         |             |         |         |         | 0      |          |         |         |        | 1      |          |         | 1     |          | 2   |                | 2        |
| Total                          | 1      | 3        | 9            | 13      | 6           | 8       | 15      | 3       |        | 2        | 9       | 13      | 30     | 17     | 16       | 20      | 15    | 5        | 127 | 4              | 189      |
|                                | _      |          |              |         |             |         |         |         |        | _        |         |         |        |        |          |         |       |          |     |                |          |
| Q14                            | Woul   | d you    | like th      | e surg  | ery op      | en at a | dditio  | nal tin | nes?   |          |         |         |        |        |          |         |       |          |     |                |          |
| ,                              |        |          |              |         | <del></del> |         |         |         |        |          | 54      | 34      | 41     | 54     | 46       | 74      | 34    |          |     |                |          |
|                                | 18-24  | 25-34    | 35-44        | 45-54   | 55-64       | 65-74   | 75-84   | 85+     |        | <18      | 18-24   | 25-34   | 35-44  | 45-54  | 55-64    | 65-74   | 75-84 | 85+      |     |                |          |
| Yes                            | ` '    | 1        |              |         |             |         |         |         | 19     | •        | 6       | 7       | 14     | 8      | 8        | 6       | 7     | 2        | 58  | 2              | 79       |
| No                             | 1      |          |              |         |             |         |         |         |        | 2        |         | 5       | 14     | 8      | 7        | 13      | 6     | 3        | 61  | 1              | 99       |
| DNR                            |        |          |              | 1       |             | 1       |         |         | 2      |          |         | 1       | 2      | 1      | 1        | 1       | 2     |          | 8   | 1              | 11       |
| Total                          | 1      | 3        | 9            | 13      | 6           | 8       | 15      | 3       | 58     | 2        | 9       | 13      | 30     | 17     | 16       | 20      | 15    | 5        | 127 | 4              | 189      |
|                                |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Q15                            | The la | st tim   | e you        | saw a   | Dr at t     | he sur  | gery h  | ow go   | od was | the D    | r at ea | ch of t | he fol | lowing | ?        |         |       |          |     |                |          |
|                                |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
|                                | Very   |          | Neith        |         | Very        |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
|                                | good   | Good     | er           | Poor    | Poor        | DNR     | Total   |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Giving you enough              |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| time                           | 123    |          |              | _       |             | 10      |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Listening                      | 127    | 45       | 6            | 0       | 1           | 10      | 189     |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Explaining tests and           |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| treatments                     | 120    | 40       | 13           | 1       | 2           | 13      | 189     |         |        |          |         |         |        |        |          |         |       |          |     |                | $\vdash$ |
| Involving you in               |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| decisions about your           |        |          |              | _       | _           |         | 4.00    |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| care                           | 115    | 49       | 10           | 1       | 2           | 12      | 189     |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Treating you with              | 120    | 42       |              |         | ,           | 11      | 100     |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| dignity and respect Overall Dr | 130    | 42       | 4            | 0       | 2           | 11      | 189     |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Performance                    | 615    | 221      | 42           | 3       | 8           | 56      |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| renjormance                    | 013    | 221      | 42           |         | 8           | 30      |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Q16                            | Did v  | ou hav   | e conf       | idence  | and t       | rust in | the de  | octor v | ou sav | w?       |         |         |        |        |          |         |       |          |     |                |          |
| <u></u>                        |        |          |              |         |             |         |         |         |        |          | 4       | 42      | 4      | 4      | 7.4      | 4       | 7,    |          |     |                |          |
|                                | 18-24  | 25-34    | 35-44        | 45-54   | 55-64       | 65-74   | 75-84   | 85+     |        | <18      | 18-24   | 25-34   | 35-44  | 45-54  | 55-64    | 65-74   | 75-84 | 85+      |     |                |          |
| Yes, definitely                | 1      |          |              |         |             |         | _       |         | 47     | 2        |         | 10      | 25     | 15     | 12       | 18      | 11    | 5        | 105 |                | 152      |
| Yes, to some extent            |        | 1        | -            | -       |             | 1       |         |         |        |          | 2       |         | 5      | 2      | 3        | 2       | 2     |          | 16  |                | 24       |
| No, not at all                 |        | 1        |              |         |             |         |         |         | 1      |          |         | 1       |        |        |          |         |       |          | 1   |                | 2        |
| Don't know/can't               |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| say                            |        |          |              |         |             |         |         |         | 0      |          |         |         |        |        |          |         |       |          | 0   |                | 0        |
| DNR                            |        |          |              |         |             | 1       | 1       |         | 2      |          |         | 2       |        |        | 1        |         | 2     |          | 5   | 4              | 11       |
| Total                          | 1      | 3        | 9            | 13      | 6           | 8       | 15      | 3       | 58     | 2        | 9       | 13      | 30     | 17     | 16       | 20      | 15    | 5        | 127 | 4              | 189      |
|                                |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Q17                            | Last t | ime yo   | u saw        | a Prac  | ctice N     | urse a  | t the S | urgery  | , how  | would    | you ra  | te the  | servi  | e?     |          |         |       |          |     |                |          |
|                                |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
|                                | Very   |          | Neith        |         | Very        |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Chalman                        | good   | Good     | er           | Poor    | Poor        | N/A     | UNR     | Total   |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Giving you enough              | 125    | 22       | _            | _       |             | 30      | 10      | 100     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| time<br>Listening to your      | 125    | 22       | 1            | 1       | 1           | 20      | 19      | 189     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| concerns                       | 116    | 24       | 3            | 1       | 0           | 21      | 24      | 189     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Explaining tests and           | 110    | 24       | 3            |         | 0           |         | 24      | 103     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| treatments                     | 116    | 21       | 2            | 0       | 0           | 23      | 27      | 189     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Involving you in               | 110    |          | <del>-</del> |         |             |         |         | 100     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| decisions about your           |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| care                           | 107    | 28       | 4            | 0       | 0           | 24      | 26      | 189     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Treating you with              |        |          |              |         | Ť           |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| dignity and respect            | 123    | 22       | 2            | 0       | 0           | 19      | 23      | 189     |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Overall Nurse                  |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Performance                    | 587    | 117      | 12           | 2       | 1           | 107     | 119     |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
|                                |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                |          |
| Q18                            | In ger | neral, l | how sa       | tisfied | l are y     | ou witl | h the s | ervice  | you g  | et at th | ne Surg | gery?   |        |        |          |         |       |          |     |                |          |
|                                | 24     | 34       | 44           | 54      | 64          | 74      | 84      |         |        | ~        | 24      | 34      | 35-44  | 54     | 55-64    | 65-74   | -84   | <b>+</b> |     | , 7            |          |
|                                | 18-24  | 25-34    | 35-44        | 45-54   | 55-64       | 65-74   | 75-84   | 85+     |        | <18      | 18-24   | 25-34   | 35-    | 45-54  | 55-      | 65-     | 75-84 | 85+      |     |                |          |
| Very                           | 1      |          |              | 1       |             |         | 13      | 3       | 47     | 2        |         | 9       | 22     | 13     | 15       | 18      | 13    | 5        | 103 | <sup>3</sup> 1 | 151      |
|                                |        |          |              |         |             |         |         |         |        |          |         |         |        |        |          |         |       |          |     |                | _        |

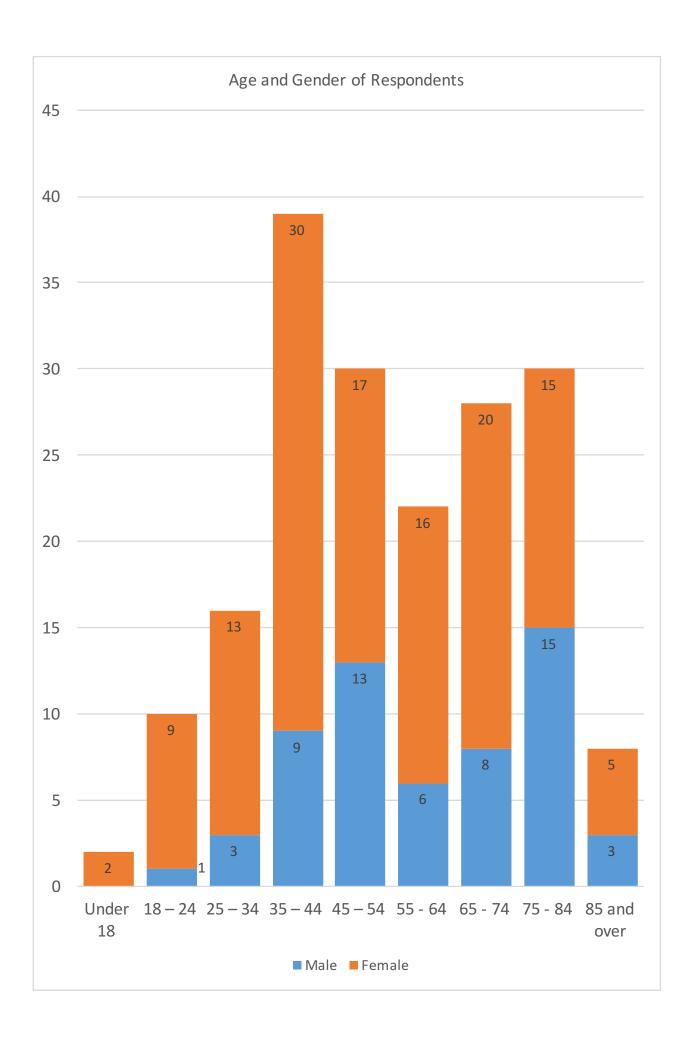
| Fairly                |       | 1       | 2        | 4      |        | 1     | 2      |       | 10    |         | 3     | 2       | 7       | 4       | 1     | 2     | 2     |     | 21  |   | 31  |
|-----------------------|-------|---------|----------|--------|--------|-------|--------|-------|-------|---------|-------|---------|---------|---------|-------|-------|-------|-----|-----|---|-----|
| Neither satisfied nor |       |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| dissatisfied          |       | 1       |          |        |        |       |        |       | 1     |         |       |         | 1       |         |       |       |       |     | 1   |   | 2   |
| Quite dissatisfied    |       |         |          |        |        |       |        |       | 0     |         |       |         |         |         |       |       |       |     | 0   |   | 0   |
| Very dissatisfied     |       |         |          |        |        |       |        |       | 0     |         |       | 1       |         |         |       |       |       |     | 1   | 1 | 2   |
| DNR                   |       |         |          |        |        |       |        |       | 0     |         |       | 1       |         |         |       |       |       |     | 1   | 2 | 3   |
| Total                 | 1     | 3       | 9        | 13     | 6      | 8     | 15     | 3     | 58    | 2       | 9     | 13      | 30      | 17      | 16    | 20    | 15    | 5   | 127 | 4 | 189 |
|                       |       |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Q19                   | Woul  | d you ı | recom    | mend   | the Su | rgery | to son | neone | who h | as just | move  | d to yo | our loc | al area | 1?    |       |       |     |     |   |     |
|                       | 18-24 | 25-34   | 35-44    | 45-54  | 55-64  | 65-74 | 75-84  | 85+   |       | <18     | 18-24 | 25-34   | 35-44   | 45-54   | 55-64 | 65-74 | 75-84 | 85+ |     |   |     |
| Yes                   | 1     | 2       | 9        |        | 6      | 8     | 15     | 3     | 57    | 2       | 7     | 12      | 26      | 16      | 16    | 20    | 14    | 5   | 118 | 2 | 177 |
| Not sure              |       | 1       |          |        |        |       |        |       | 1     |         | 2     | 1       | 2       | 1       |       |       | 1     |     | 7   |   | 8   |
| Probably not          |       |         |          |        |        |       |        |       | 0     |         |       |         | 1       |         |       |       |       |     | 1   | 1 | 2   |
| DNR                   |       |         |          |        |        |       |        |       | 0     |         |       |         | 1       |         |       |       |       |     | 1   | 1 | 2   |
| Total                 | 1     | 3       | 9        | 13     | 6      | 8     | 15     | 3     | 58    | 2       | 9     | 13      | 30      | 17      | 16    | 20    | 15    | 5   | 127 | 4 | 189 |
|                       |       |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Q20                   | Are y | ou mal  | le or fe | emale? |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Male                  | 59    |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Female                | 127   |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| DNR                   | 3     |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Total Responses       | 189   |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
|                       |       |         |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Q21                   | How   | old are | you?     |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
|                       | Male  | Femal   | DNR      | Total  |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Under 18              | 0     | 2       |          | 2      |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 18 – 24               | 1     | 9       |          | 10     |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 25 – 34               | 3     | 13      |          | 16     |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 35 – 44               | 9     | 30      |          | 39     |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 45 – 54               | 13    | 17      |          | 30     |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 55 - 64               | 6     |         |          | 22     |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 65 - 74               | 8     | 20      |          | 28     |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 75 - 84               | 15    | 15      |          |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| 85 and over           | 3     | 5       |          | 8      |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| DNR                   | 1     |         | 2        |        |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |
| Total                 | 59    | 127     | 3        | 189    |        |       |        |       |       |         |       |         |         |         |       |       |       |     |     |   |     |

| Total respondents      | 189      | 1           | Male             | 59         | 1            |                  |        |
|------------------------|----------|-------------|------------------|------------|--------------|------------------|--------|
| Unspecified gender     | 3        |             | Female           | 127        |              |                  |        |
| onspecified gender     | 3        |             | remale           | 127        |              |                  |        |
| Q1                     | Mhan d   | id you last | soo a Doo        | tor at the | CD Surgo     | m/2              |        |
| Q1                     | when a   | Ta you last | See a Doc        | Tor at the | Surge        | ry:<br>          |        |
| <3 months              | 133      |             |                  |            |              |                  |        |
| 3-6 months             | 28       |             |                  |            |              |                  |        |
| 6 months +             | 26       |             |                  |            |              |                  |        |
|                        | 26       |             |                  |            |              |                  |        |
| Never at this surgery  |          |             |                  |            |              |                  |        |
| Total                  | 189      |             |                  |            |              |                  |        |
| Q2                     | How do   | you norma   | l<br>ally book : | Vour anno  | <br>intments | l<br>? (all that | annly) |
| ٧٤                     | 110W do  |             |                  |            |              |                  |        |
| In person              | 30       |             |                  |            |              |                  |        |
| By phone               | 162      |             |                  |            |              |                  |        |
| Online                 | 9        |             |                  |            |              |                  |        |
| Total                  | 201      |             |                  |            |              |                  |        |
|                        |          |             |                  |            |              |                  |        |
| Q3                     | In the p | ast 6 mont  | hs how ea        | asy have y | ou found     | the follov       | ving?  |
|                        | Not      | Very        | Fairly           | Not very   | ī            |                  |        |
|                        | tried    | Easy        | easy             | easy       | Know         | DNR              | Total  |
| Getting through on the |          | ,           | ,                | ,          |              |                  |        |
| phone                  | 0        | 93          | 76               | 17         | 1            | 2                | 189    |
| Speaking to a Doctor   |          |             |                  |            |              |                  |        |
| on the phone           | 83       | 29          | 20               | 10         | 29           | 18               | 189    |
| Speaking to a Nurse on |          |             |                  |            |              |                  |        |
| the phone              | 93       | 16          | 7                | 4          | 47           | 22               | 189    |
| Obtaining test results |          |             |                  |            |              |                  |        |
| by phone               | 53       | 73          | 26               | 4          | 20           | 13               | 189    |
| Overall phone          |          |             |                  |            |              |                  |        |
| performance            | 229      | 211         | 129              | 35         | 97           | 55               |        |
|                        |          |             |                  |            |              |                  |        |
| Q4                     | Were yo  | u able to   | see a doct       | or within  | the next t   | wo week          | days?  |
|                        |          |             |                  |            |              |                  |        |
| No                     | 13       |             |                  |            |              |                  |        |
| No response            | 6        |             |                  |            |              |                  |        |
| Yes                    | 170      |             |                  |            |              |                  |        |
| Total                  | 189      |             |                  |            |              |                  |        |
|                        |          |             |                  |            |              |                  |        |
| Q5                     | Why yo   | u were not  | able to b        | e seen dui | ring the n   | ext 2 wee        | kdays? |
| Nia annaimt            | 11       |             |                  |            |              |                  |        |
| No appointments        | 11       |             |                  |            |              |                  |        |
| Wrong times            | 2        |             |                  |            |              |                  |        |
| Wrong doctor           | 2        |             |                  |            |              |                  |        |
| Total                  | 15       |             |                  |            |              |                  |        |
| 06                     | 11       |             | <br>             |            | <u> </u>     |                  | 3      |
| Q6                     | How eas  | sy do you f | ind gettin       | g into the | building     | at tne sur       | gery?  |

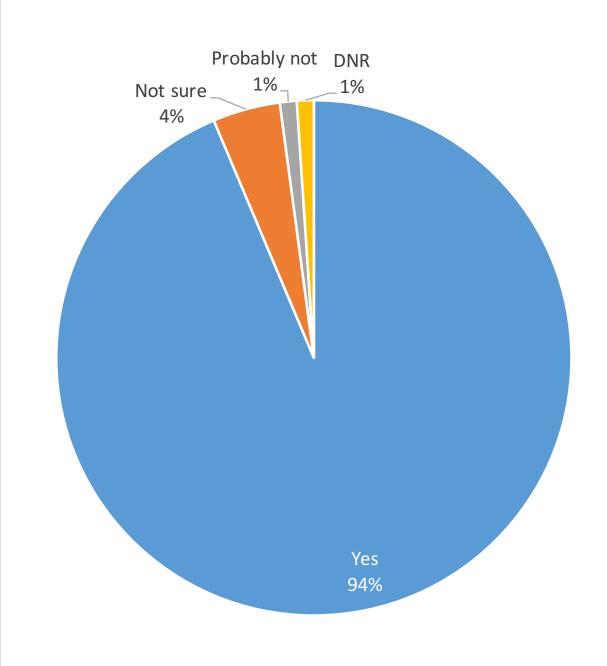
|                        | I            | 1           | l                     | I          |             |            |        | ı i |
|------------------------|--------------|-------------|-----------------------|------------|-------------|------------|--------|-----|
|                        |              |             |                       |            |             |            |        |     |
| Not very easy          | 6            |             |                       |            |             | ļ          | ļ      |     |
| DNR                    | 3            |             |                       |            |             |            |        |     |
| Fairly easy            | 39           |             |                       |            |             |            |        |     |
| Very easy              | 141          |             |                       |            |             |            |        |     |
| Total                  | 189          |             |                       |            |             |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| Q7                     | How clea     | an is the G | P surgery             | ?          |             |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| Very clean             | 162          |             |                       |            |             |            |        |     |
| Fairly clean           | 24           |             |                       |            |             |            |        |     |
| Not very clean         | 0            |             |                       |            |             |            |        |     |
| DNR                    | 3            |             |                       |            |             |            |        |     |
| Total                  | 189          |             |                       |            |             |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| Q8                     | Can othe     | r patients  | overhear              | what vou   | sav to th   | e Receptio | onist? |     |
|                        | - Curr Curre | Patients    |                       |            |             |            |        |     |
| Yes, don't mind        | 157          |             |                       |            |             |            |        |     |
| Yes, not happy with it | 22           |             |                       |            |             |            |        |     |
| No                     | 6            |             |                       |            |             |            |        |     |
| DNR                    | 4            |             |                       |            |             |            |        |     |
| Total                  | 189          |             |                       |            |             |            |        |     |
| TOLAI                  | 109          |             |                       |            |             |            |        |     |
| 00                     | Hann bal     |             | . <b>£</b> : al Ala a |            | :-44        |            |        |     |
| Q9                     | How nei      | pful do yo  | u tina tne            | reception  | ists at the | Surgery    |        |     |
| .,                     | 4.45         |             |                       |            |             |            |        |     |
| Very                   | 145          |             |                       |            |             |            |        |     |
| Fairly                 | 41           |             |                       |            |             |            |        |     |
| Not very               | 1            |             |                       |            |             |            |        |     |
| DNR                    | 2            |             |                       |            |             |            |        |     |
| Total                  | 189          |             |                       |            |             |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| Q10                    | How lon      | g do you n  | ormally w             | ait to be  | seen?       |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| On time                | 31           |             |                       |            |             |            |        |     |
| Less than 5 minutes    | 35           |             |                       |            |             |            |        |     |
| 5 to 15 minutes        | 99           |             |                       |            |             |            |        |     |
| 15-30 minutes          | 19           |             |                       |            |             |            |        |     |
| DNR                    | 5            |             |                       |            |             |            |        |     |
| Total                  | 189          |             |                       |            |             |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| Q11                    | Is there a   | a particula | r Dr you p            | refer to s | ee at the   | GP Surger  | y?     |     |
|                        |              |             |                       |            |             |            |        |     |
| Yes                    | 143          |             |                       |            |             |            |        |     |
| No                     | 41           |             |                       |            |             |            |        |     |
| DNR                    | 5            |             |                       |            |             |            |        |     |
| Total                  | 189          |             |                       |            |             |            |        |     |
|                        |              |             |                       |            |             |            |        |     |
| <u> </u>               | 1            | 1           | I                     | <u> </u>   |             | L          | l      |     |

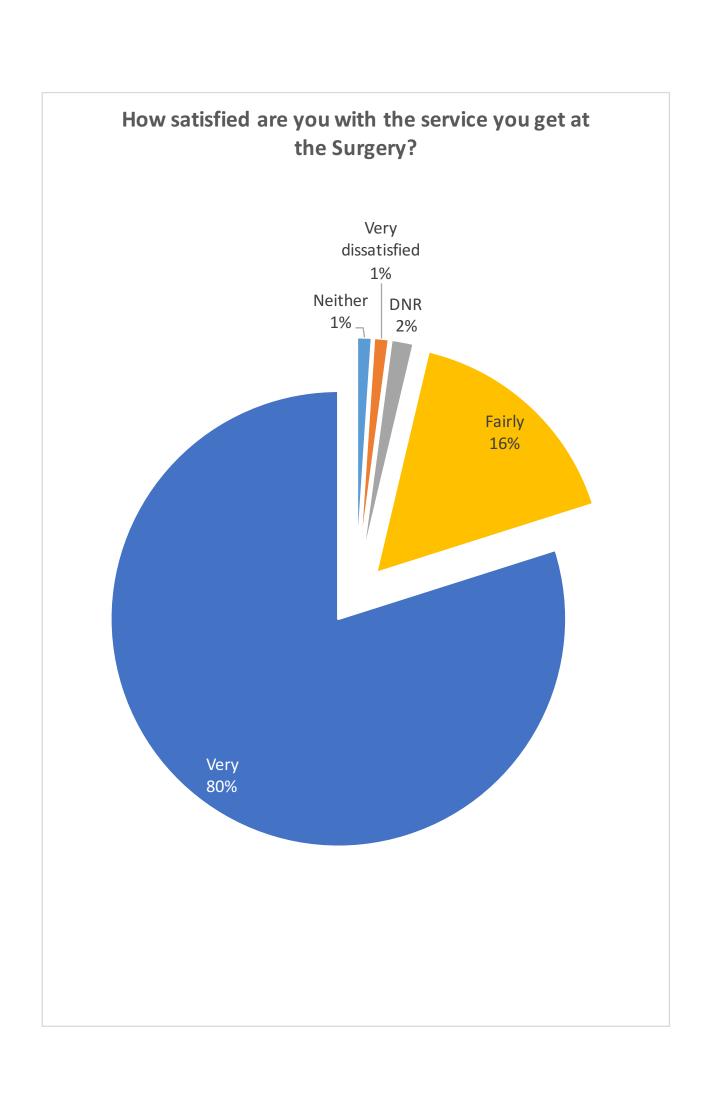
| Q12                     | How ofto | en do vou  | see the D   | r vou pr   | efer?       |             |          |       |
|-------------------------|----------|------------|-------------|------------|-------------|-------------|----------|-------|
|                         |          | 1          |             | 1          |             |             |          |       |
| Always                  | 135      |            |             |            |             |             |          |       |
| Some of the time        | 31       |            |             |            |             |             |          |       |
| Never or almost never   | 2        |            |             |            |             |             |          |       |
| DNR                     | 21       |            |             |            |             |             |          |       |
| Total                   | 189      |            |             |            |             |             |          |       |
|                         |          |            |             |            |             |             |          |       |
| Q13                     | How sati | isfied are | you with t  | he oper    | ning hours  | at the surg | ery?     |       |
|                         |          |            |             |            | Ĭ           |             |          |       |
| Satisfied               | 179      |            |             |            |             |             |          |       |
| Dissatisfied            | 8        |            |             |            |             |             |          |       |
| DNR                     | 2        |            |             |            |             |             |          |       |
| Total                   | 189      |            |             |            |             |             |          |       |
|                         |          |            |             |            |             |             |          |       |
| Q14                     | Would y  | ou like th | e surgery   | open at    | additional  | times?      |          |       |
|                         |          |            |             |            |             |             |          |       |
| Yes                     | 79       |            |             |            |             |             |          |       |
| No                      | 99       |            |             |            |             |             |          |       |
| DNR                     | 11       |            |             |            |             |             |          |       |
| Total                   | 189      |            |             |            |             |             |          |       |
|                         |          |            |             |            |             |             |          |       |
| Q15                     | How wo   | uld you ra | ate your la | st visit t | o the Doct  | or?         |          |       |
|                         |          |            |             |            |             |             |          |       |
|                         | Very     |            |             |            | Very        |             |          |       |
|                         | good     | Good       | Neither     | Poor       | Poor        | DNR         | Total    |       |
| Have enough time        | 123      | 45         | 9           | 1          | 1           | 10          | 189      |       |
| Listening               | 127      | 45         | 6           | 0          | 1           | 10          | 189      |       |
| Explain tests/treatment | 120      | 40         | 13          | 1          | 2           | 13          | 189      |       |
| Involved in decisions   | 115      | 49         | 10          | 1          | 2           | 12          | 189      |       |
| Dignity & Respect       | 130      | 42         | 4           | 0          | 2           | 11          | 189      |       |
| Overall Dr Score        | 615      | 221        | 42          | 3          | 8           | 56          |          |       |
|                         |          |            |             |            |             |             |          |       |
| Q16                     | Did you  | have conf  | idence an   | d trust ii | n the docto | or you saw  | ,        |       |
|                         |          |            |             |            |             |             |          |       |
| Yes, definitely         | 152      |            |             |            |             |             |          |       |
| Yes, to some extent     | 24       |            |             |            |             |             |          |       |
| No, not at all          | 2        |            |             |            |             |             | 1        |       |
| Don't know/can't say    | 0        |            |             |            |             |             |          |       |
| DNR                     | 11       |            |             |            |             |             |          |       |
| Total                   | 189      |            |             |            |             |             |          |       |
| 04=                     |          | <u> </u>   |             | <u> </u>   |             | <u> </u>    |          |       |
| Q17                     | How wo   | uld you ra | ate your la | st visit t | o the Pract | ice Nurse?  | <u>'</u> |       |
|                         |          |            |             |            | <u> </u>    | <u> </u>    |          |       |
|                         | Very     |            |             |            | Very        | Doesn't     |          | _     |
|                         | good     | Good       | Neither     | Poor       | Poor        | apply       | DNR      | Total |
| Have enough time        | 125      | 22         | 1           | 1          | 1           | 20          | 19       | 189   |

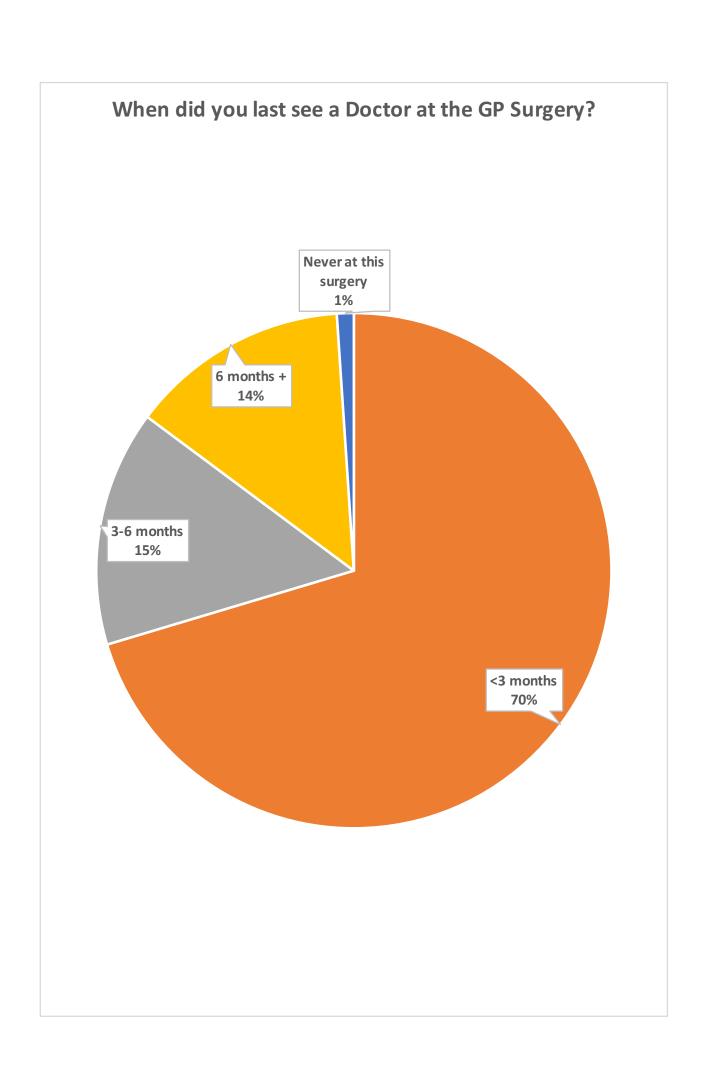
| Listening               | 116      | 24          | 3          | 1          | 0         | 21         | 24   | 189 |
|-------------------------|----------|-------------|------------|------------|-----------|------------|------|-----|
| Explain tests/treatment |          | 21          | 2          | 0          | 0         | 23         | 27   | 189 |
| Involved in decisions   | 107      | 28          | 4          | 0          | 0         | 24         | 26   | 189 |
| Dignity & Respect       | 123      | 22          | 2          | 0          | 0         | 19         | 23   | 189 |
| Overall Nurse Score     | 587      | 117         | 12         | 2          | 1         | 107        | 119  | 103 |
| Overall Ivalue Score    | 307      | 111         | 12         | _          |           | 107        | 113  |     |
| Q18                     | How sati | sfied are v | you with t | he service | vou get a | t the Surg | erv? |     |
| 425                     | now sati |             |            |            | Jourgere  |            |      |     |
| Quite dissatisfied      | 0        |             |            |            |           |            |      |     |
| Neither                 | 2        |             |            |            |           |            |      |     |
| Very dissatisfied       | 2        |             |            |            |           |            |      |     |
| DNR                     | 3        |             |            |            |           |            |      |     |
| Fairly                  | 31       |             |            |            |           |            |      |     |
| Very                    | 151      |             |            |            |           |            |      |     |
| Total                   | 189      |             |            |            |           |            |      |     |
|                         |          |             |            |            |           |            |      |     |
| Q19                     | Would y  | ou recomi   | nend the   | Surgery?   |           |            |      |     |
|                         |          |             |            | <u> </u>   |           |            |      |     |
| Yes                     | 177      |             |            |            |           |            |      |     |
| Not sure                | 8        |             |            |            |           |            |      |     |
| Probably not            | 2        |             |            |            |           |            |      |     |
| DNR                     | 2        |             |            |            |           |            |      |     |
| Total                   | 189      |             |            |            |           |            |      |     |
|                         |          |             |            |            |           |            |      |     |
| Q20                     | Gender   |             |            |            |           |            |      |     |
| Male                    | 59       |             |            |            |           |            |      |     |
| Female                  | 127      |             |            |            |           |            |      |     |
| DNR                     | 3        |             |            |            |           |            |      |     |
| Total Responses         | 189      |             |            |            |           |            |      |     |
|                         |          |             |            |            |           |            |      |     |
| Q21                     | Age by g | ender       |            |            |           |            |      |     |
|                         | Male     | Female      | DNR        | Total      |           |            |      |     |
| Under 18                | 0        | 2           | 0          | 2          |           |            |      |     |
| 18 – 24                 | 1        | 9           | 0          | 10         |           |            |      |     |
| 25 – 34                 | 3        | 13          | 0          | 16         |           |            |      |     |
| 35 – 44                 | 9        | 30          | 0          | 39         |           |            |      |     |
| 45 – 54                 | 13       | 17          | 0          | 30         |           |            |      |     |
| 55 - 64                 | 6        | 16          | 0          | 22         |           |            |      |     |
| 65 - 74                 | 8        | 20          | 0          | 28         |           |            |      |     |
| 75 - 84                 | 15       | 15          | 1          | 31         |           |            |      |     |
| 85 and over             | 3        | 5           | 0          | 8          |           |            |      |     |
| DNR                     | 1        | 0           | 2          | 3          |           |            |      |     |
| Total                   | 59       | 127         | 3          | 189        |           |            |      |     |

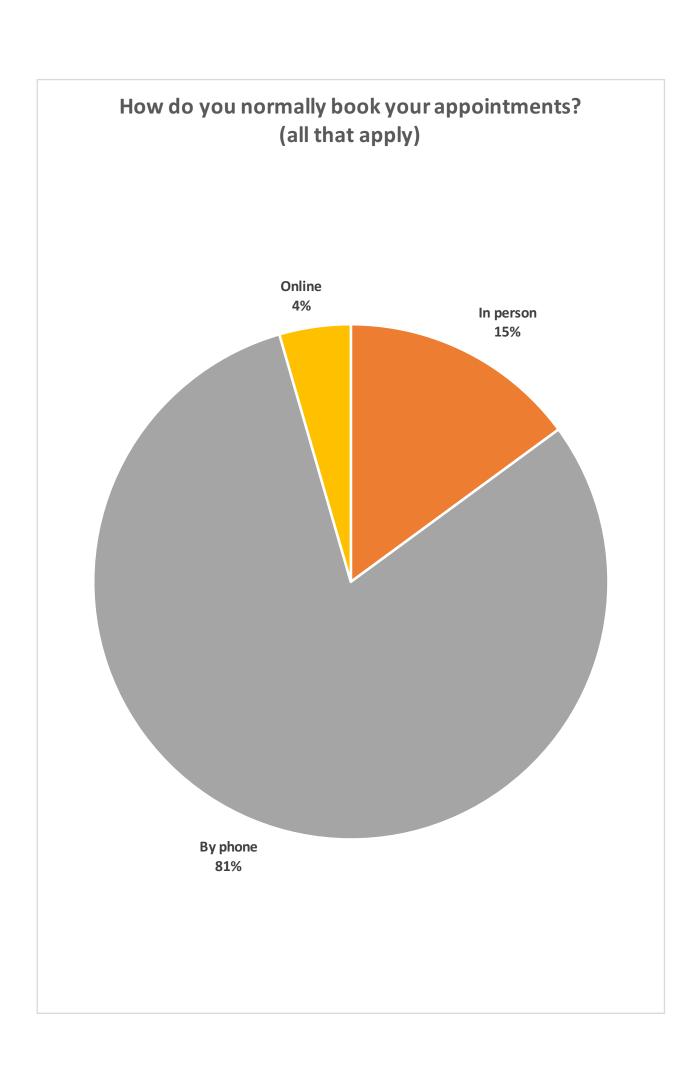


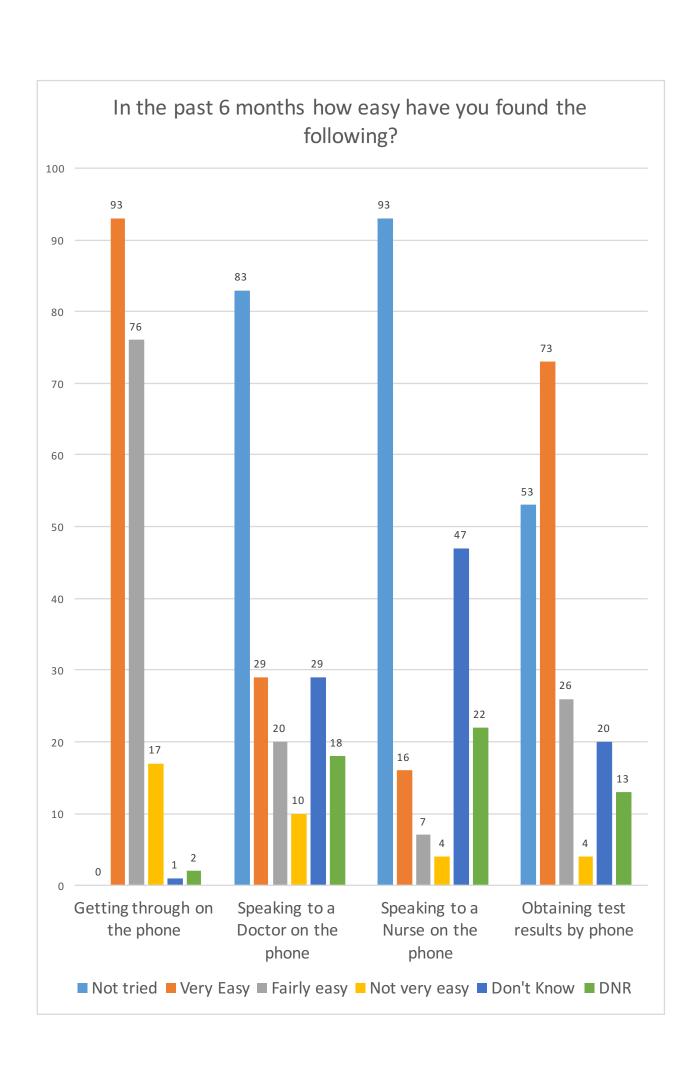


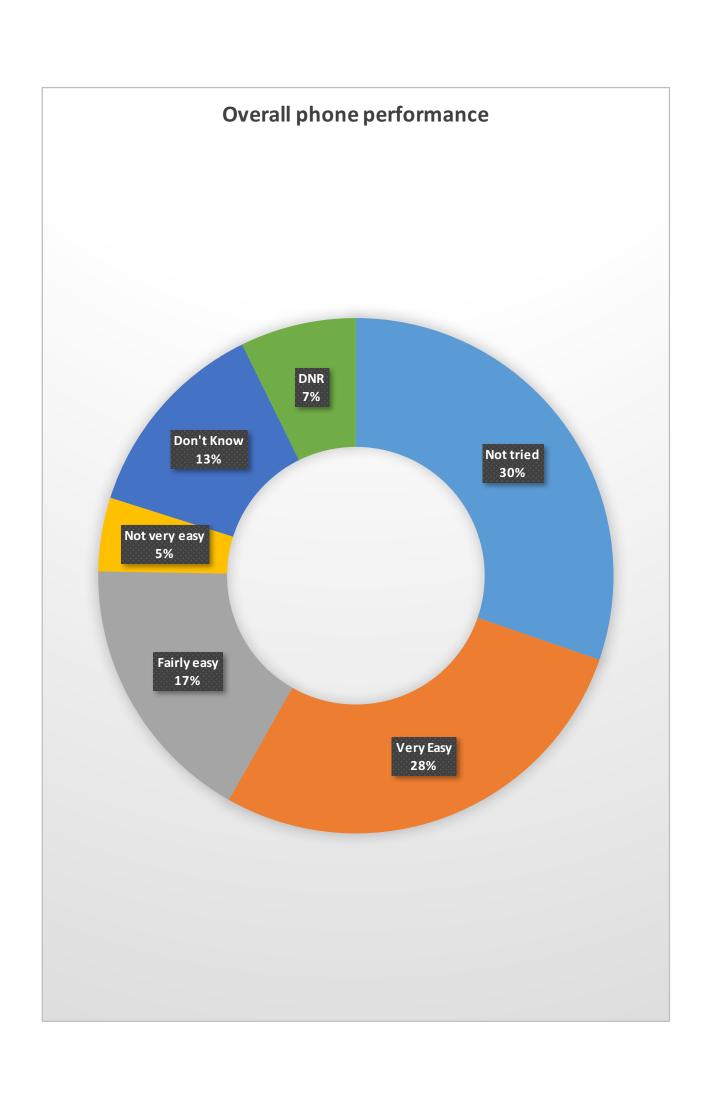


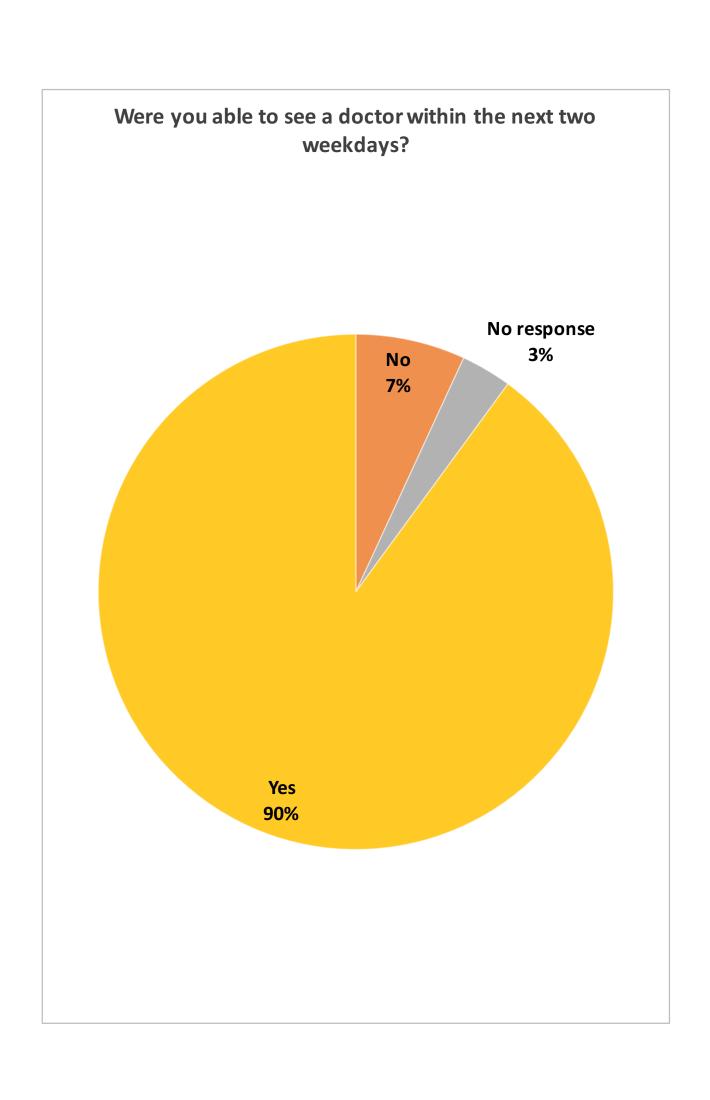


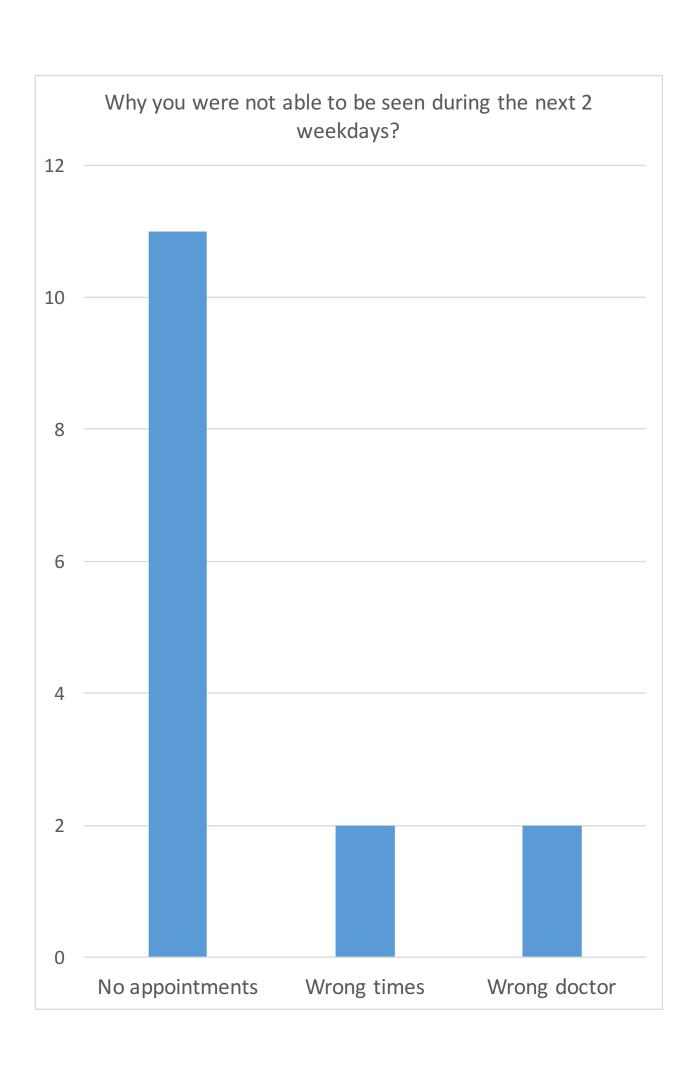


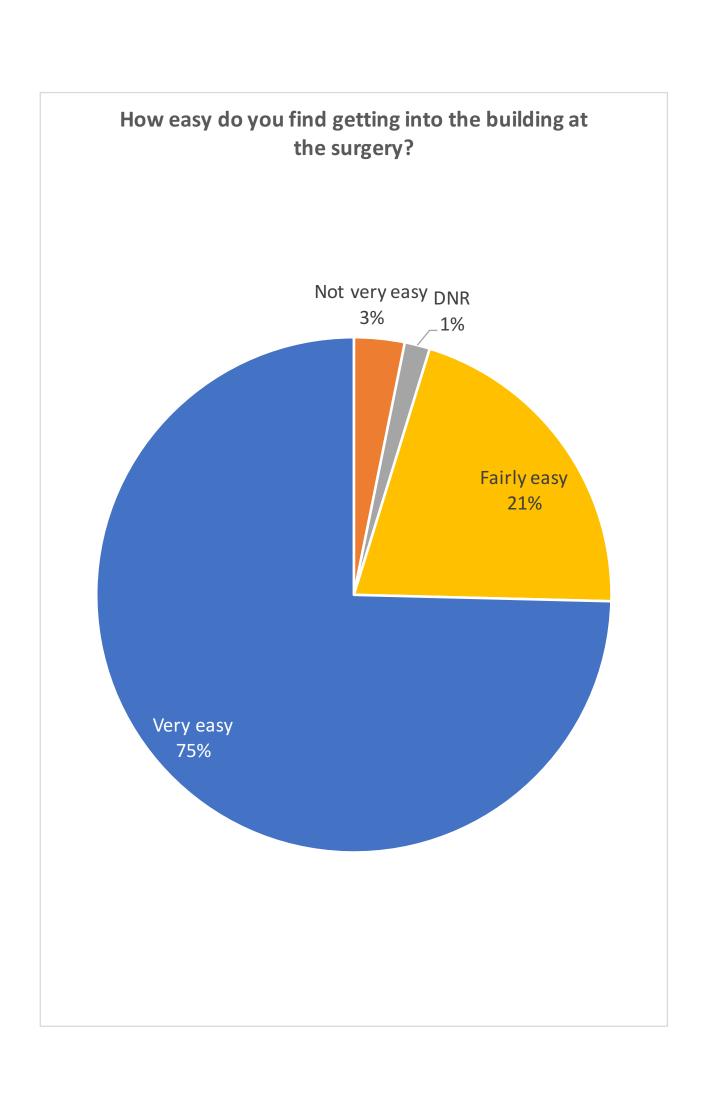


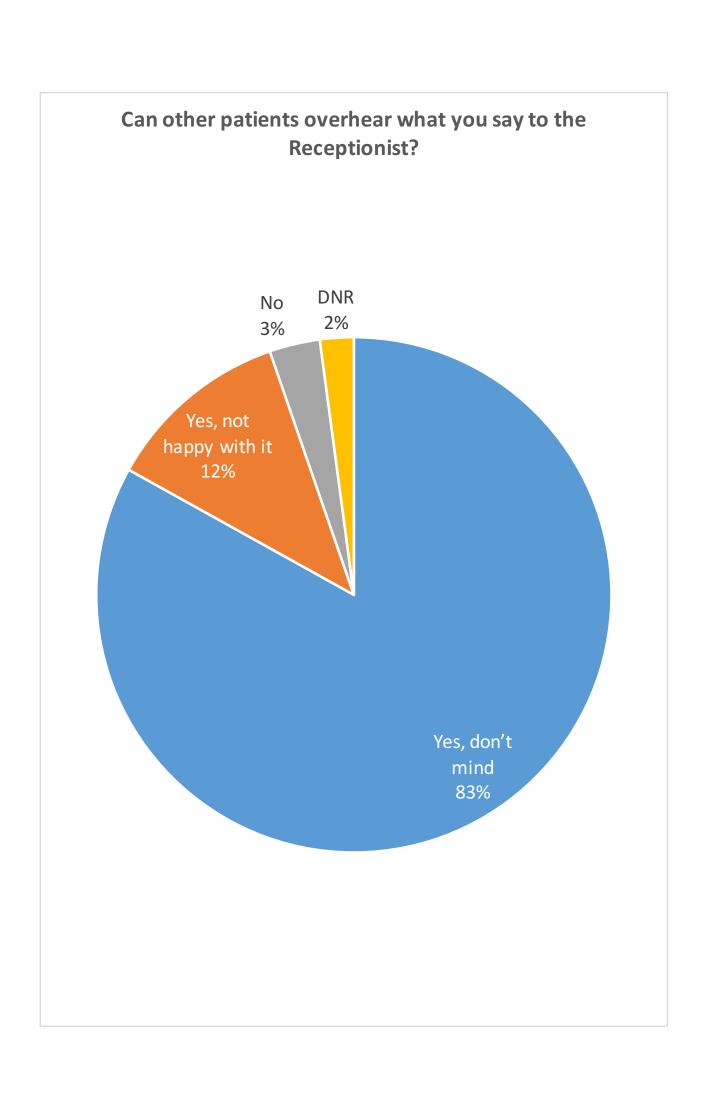












## How long after your appointment time, do you normally wait to be seen?

