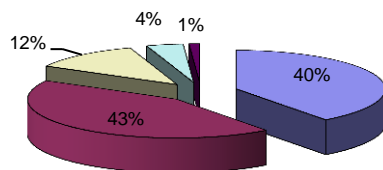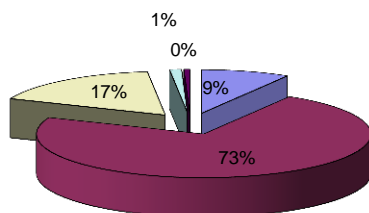## 1. How satisfied are you with the waiting times at the surgery?

- Very satisfied (A1)
- Fairly satisfied (A2)
- Neither satisfied nor dissatisfied (A3)
- Quite dissatisfied (A4)
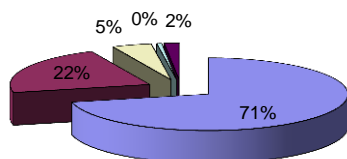- No answer

40%
43%
12%
4%
1%

Total answers: 175

2. How long do you usually wait to see the doctor at the surgery?

- Less than 5 minutes (A1)
- 5 to 15 minutes (A2)
- More than 15 minutes (A3)
- Can't remember (A4)
- No answer

1%
0%
17%
9%
73%

Total answers: 176

## 3. What is your impression of waiting times at the surgery?

- I don't normally have to wait too long (A1)
- I have to wait a bit too long (A2)
- I have to wait fair too long (A3)
- No opinion/doesn't apply (A4)
- No answer

5%
0%
2%
22%
71%

Total answers: 174

4. Think about the last time you saw a doctor. Did the doctor explain the reasons for any action required in a way you found easy or difficult to understand?
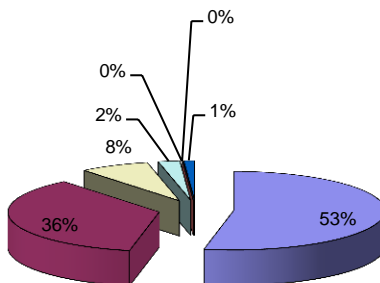
Total answers: 176
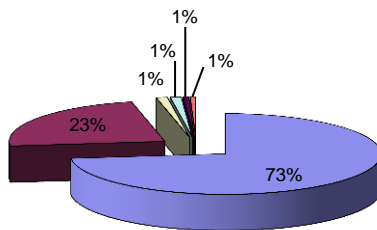
- Very easy to understand (A1)
- Fairly easy to understand (A2)
- Fairly difficult to understand (A3)
- Very difficult to understand (A4)
- Reasons not explained at all (A5)
- No answer

73%
23%
1%
1%
1%
1%

5. How would you rate the doctor in terms of giving you enough time?

'Total answers: 176

- Very good (A1)
- Good (A2)
- Neither good nor poor (A3)
- Poor (A4)
- Very poor (A5)
- Doesn't apply (A6)
- No answer

53%
36%
8%
2%
0%
0%
1%

6. How would you rate the doctor in terms of listening to you?
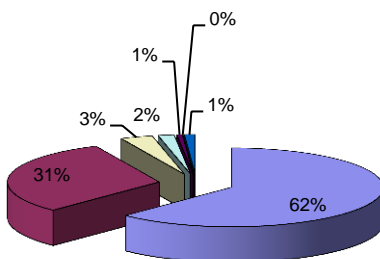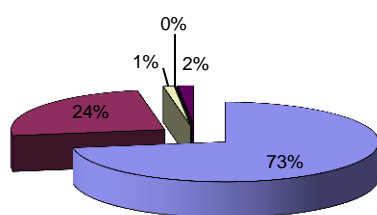
Total answers: 175

- Very good (A1)
- Good (A2)
- Neither good nor poor (A3)
- Poor (A4)
- Very poor (A5)
- Doesn't apply (A6)
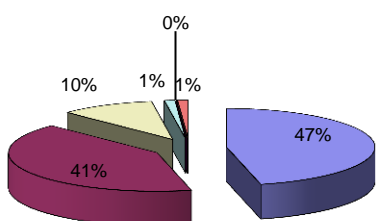- No answer

62%
31%
3%
2%
1%
1%
0%

7. Do you have confidence and trust in the doctor?

- Yes, definitely (A1)
- Yes, to some extent (A2)
- No, not at all (A3)
- Don't know/can't say (A4)
- No answer

73%
24%
1%
0%
2%

Total answers: 174

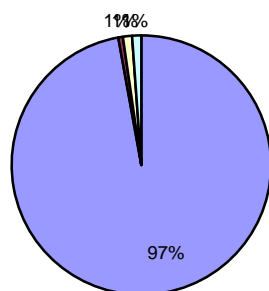## 8. How satisfied are you with the waiting room facilities at the surgery?

- Very satisfied (A1)
- Fairly satisfied (A2)
- Neither satisfied nor dissatisfied (A3)
- Quite dissatisfied (A4)
- Don't know (A5)
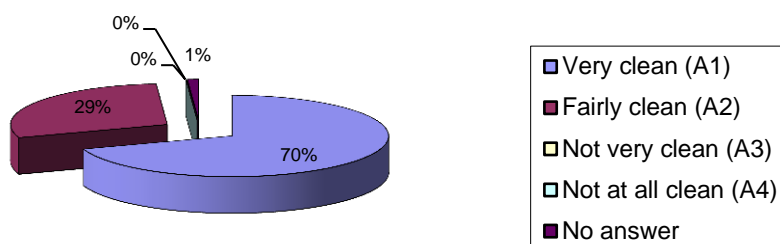- No answer

47%
41%
10%
1%
1%
0%

Total answers: 175

9. Do you feel there is enough patient information displayed in the waiting room?

- Yes (A1)
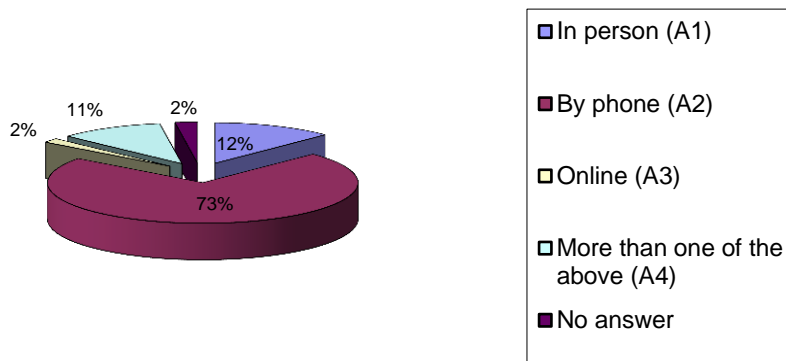- No (A2)
- Don't know (A3)
- No answer

97%
1%

Total answers: 175

10. How clean is the waiting room?

Total answers: 175

- 0%
- 0%
- 1%
- 29%
- 70%

Legend:
- Very clean (A1)
- Fairly clean (A2)
- Not very clean (A3)
- Not at all clean (A4)
- No answer

11. How do you normally book your appointments to see a doctor or a nurse at the surgery?

Total answers: 173

- 2%
- 11%
- 2%
- 12%
- 73%

Legend:
- In person (A1)
- By phone (A2)
- Online (A3)
- More than one of the above (A4)
- No answer

12. In the past 6 months how easy have you found the following:-

12. Getting through on the phone?

Total answers: 174

- 5%
- 0%
- 2%
- 4%
- 19%
- 24%
- 46%

Legend:
- Haven't tried (A1)
- Very easily (A2)
- Fairly easily (A3)
- Not very easily (A4)
- Not at all easy (A5)
- Don't know/NA (A6)
- No answer
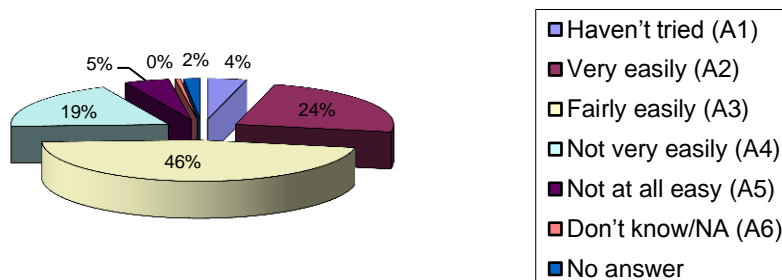
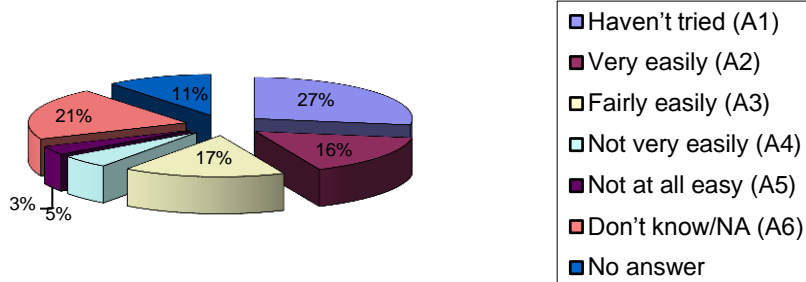## 12. Speaking to a doctor on the phone?

Total answers: 158

- Haven't tried (A1)
- Very easily (A2)
- Fairly easily (A3)
- Not very easily (A4)
- Not at all easy (A5)
- Don't know/NA (A6)
- No answer

27%
16%
17%
5%
3%
21%
11%

12. Speaking to a nurse on the phone?

Total answers; 156

- Haven't tried (A1)
- Very easily (A2)
- Fairly easily (A3)
- Not very easily (A4)
- Not at all easy (A5)
- Don't know/NA (A6)
- No answer

33%
12%
10%
4%
3%
26%
12%
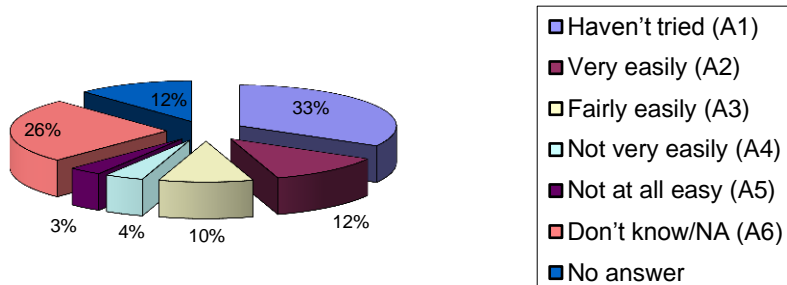
12. Obtaining test results by phone?

Total answers: 156

- Haven't tried (A1)
- Very easily (A2)
- Fairly easily (A3)
- Not very easily (A4)
- Not at all easy (A5)
- Don't know/NA (A6)
- No answer

30%
17%
12%
6%
2%
22%
11%
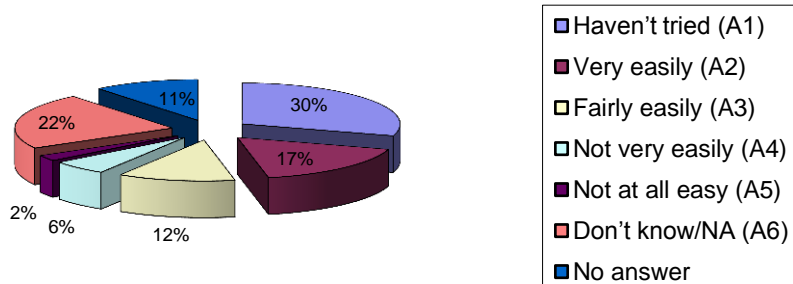
13. How easy was it for you to book an appointment with a doctor?

Total answers: 173

- ☐ Very easy (A1)
- ☐ Fairly easy (A2)
- ☐ Not very easy (A3)
- ☐ Not at all easy (A4)
- ☐ N/A (A5)
- ☐ No answer

33%
47%
13%
4% 1% 2%
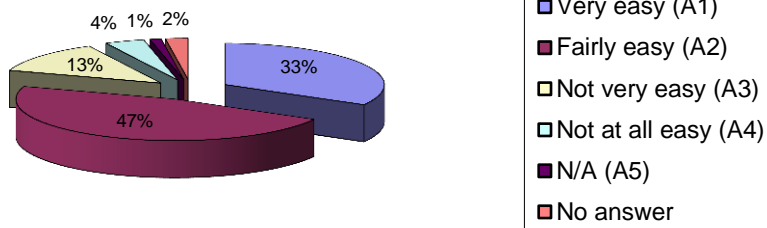
14. How satisfied are you with the promptness of telephone answering at the surgery?

Total answers: 172

- ☐ Very satisfied (A1)
- ☐ Fairly satisfied (A2)
- ☐ Neither satisfied nor dissatisfied (A3)
- ☐ Quite dissatisfied (A4)
- ☐ Very dissatisfied (A5)
- ☐ No answer

31%
47%
8%
9% 2% 3%
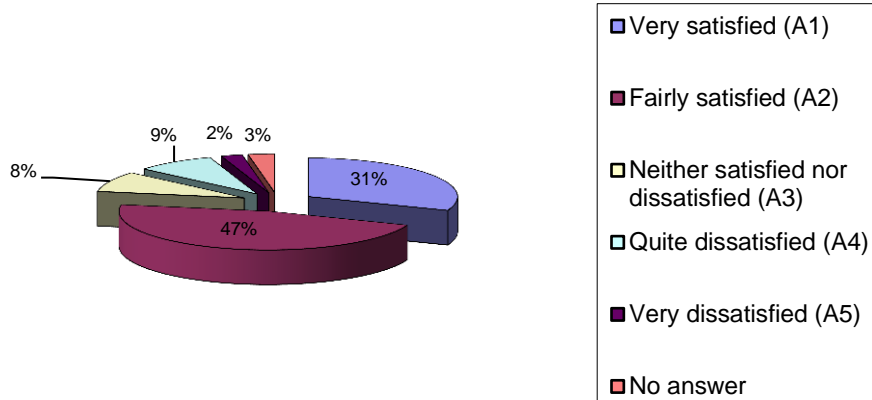
15. Are you aware that we offer an on-line prescription ordering service?

Total answers: 171

- ☐ Yes (Y)
- ☐ No (N)
- ☐ No answer

3%
49%
48%
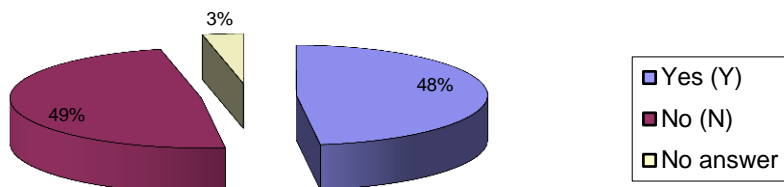
16. Have you ever used this service?

Total answers: 173

- Yes (Y)
- No (N)
- No answer

2%
12%
86%
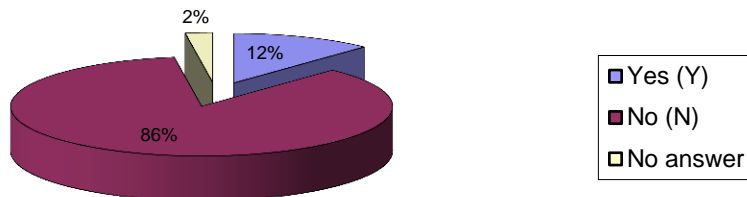
17. If you were previously unaware that we offer this service, would you consider using it in the future?

Total answers: 158

- Yes (A1)
- No (A2)
- Don't know (A3)
- No answer

11%
49%
21%
19%
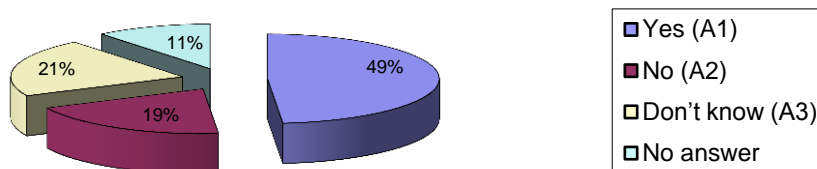
18. How easy have you found accessing on-line prescription ordering?

Total answers: 22

- Very easy (A1)
- Fairly easy (A2)
- Neither easy nor difficult (A3)
- Quite difficult (A4)
- Very difficult (A5)
- No answer

11%
6%
9%
2%
0%
72%