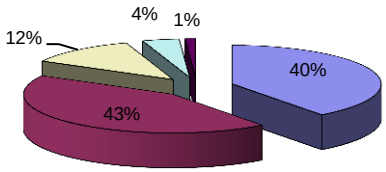
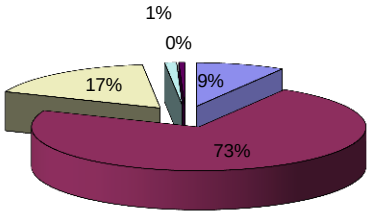
1. How satisfied are you with the waiting times at the surgery?



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

Total answers: 175

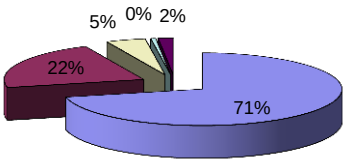
2. How long do you usually wait to see the doctor at the surgery?



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

Total answers: 176

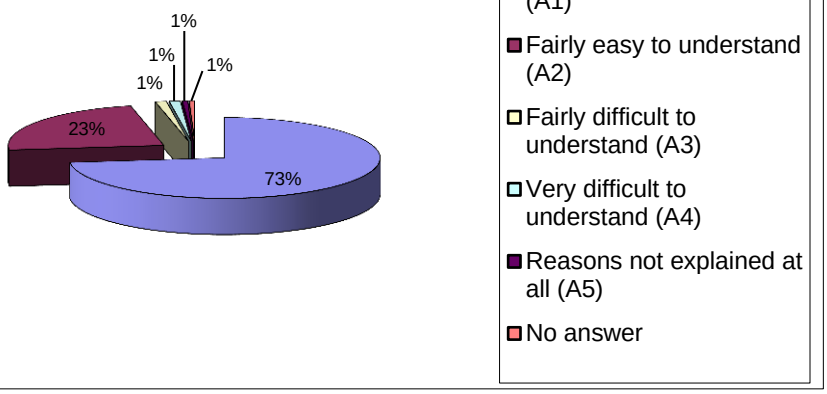
3. What is your impression of waiting times at the surgery?



- 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

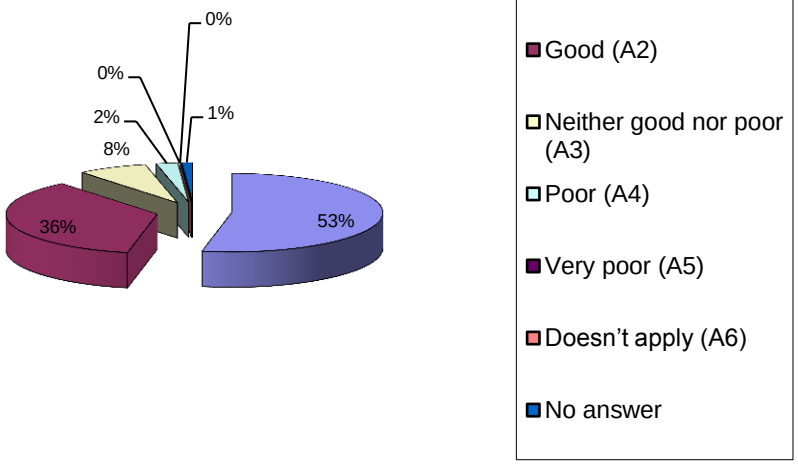
Total answers: 174

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?



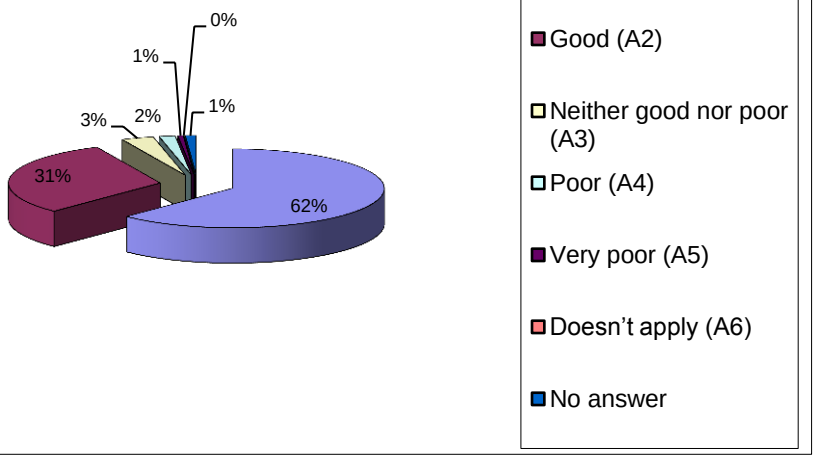
Total answers: 176

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



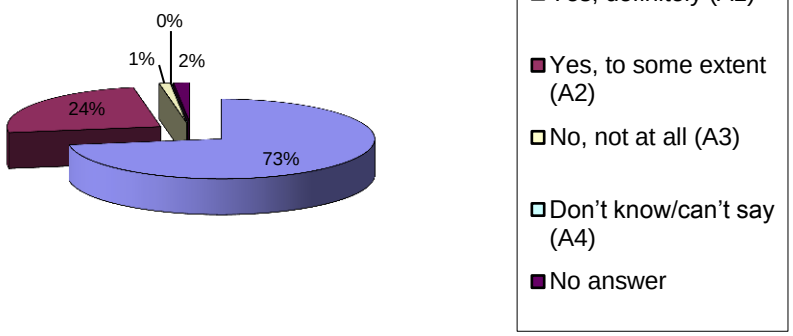
'Total answers: 176

6. How would you rate the doctor in terms of listening to you?



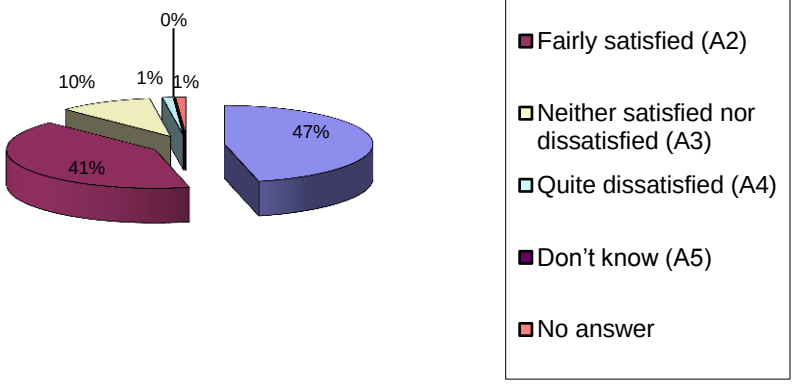
Total answers: 175

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



Total answers: 174

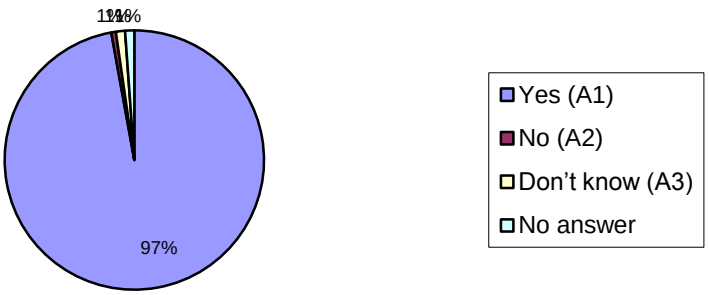
8. How satisfied are you with the waiting room facilities at the surgery?

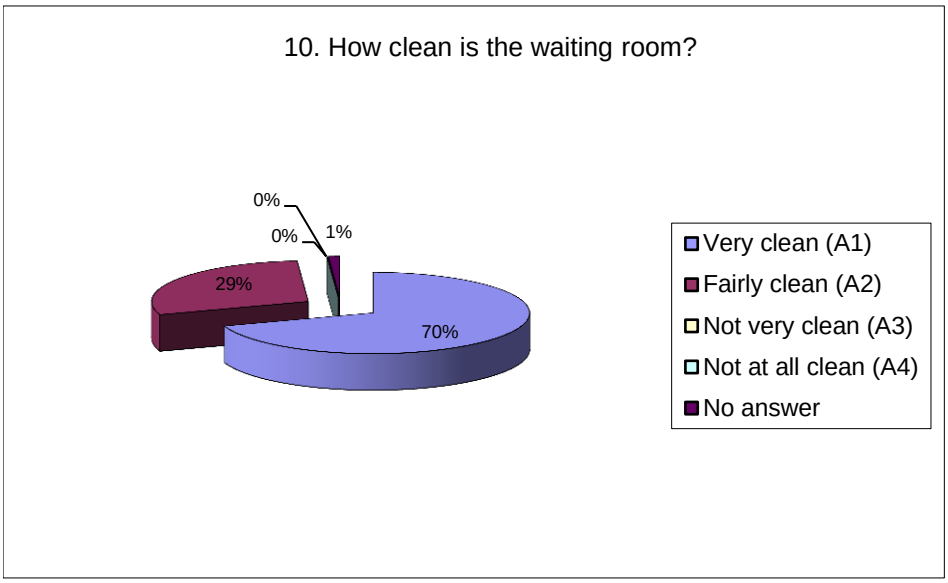


Total answers: 175

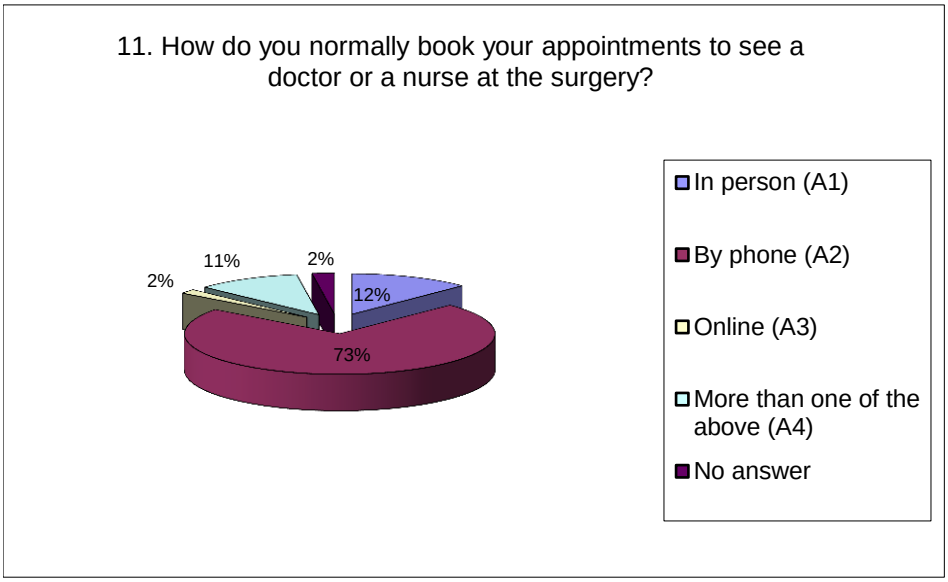
9. Do you feel there is enough patient information displayed in the waiting room?

Total answers: 175



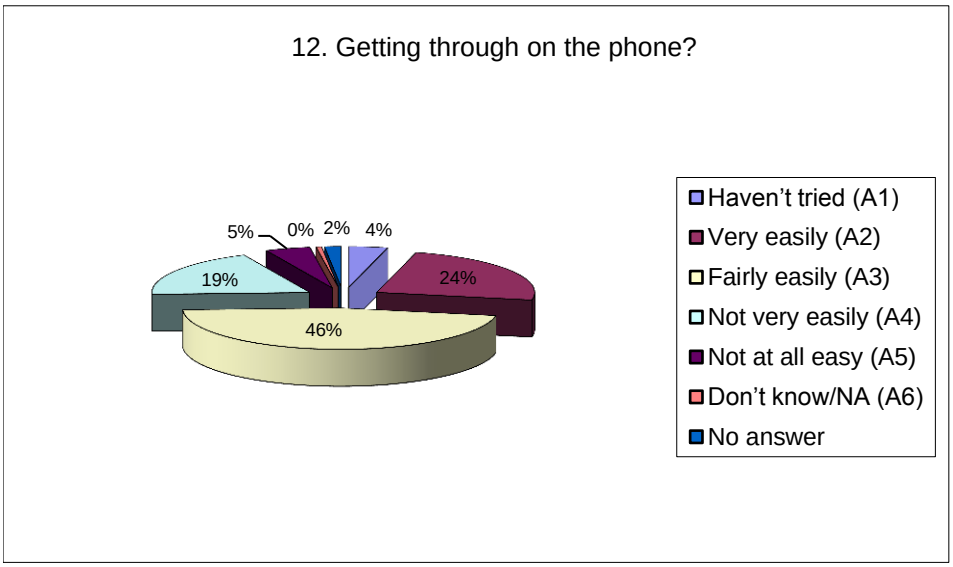


Total answers: 175



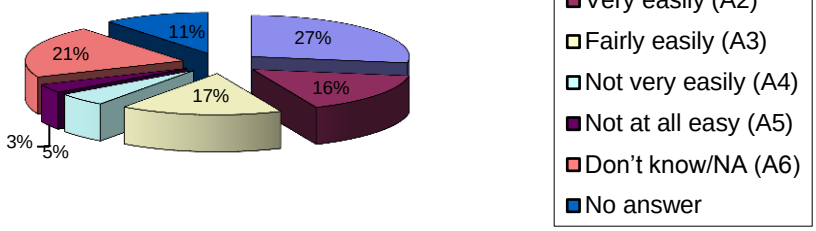
Total answers: 173

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



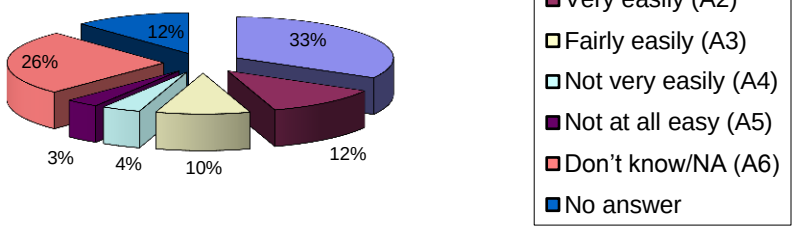
Total answers: 174

12. Speaking to a doctor on the phone?



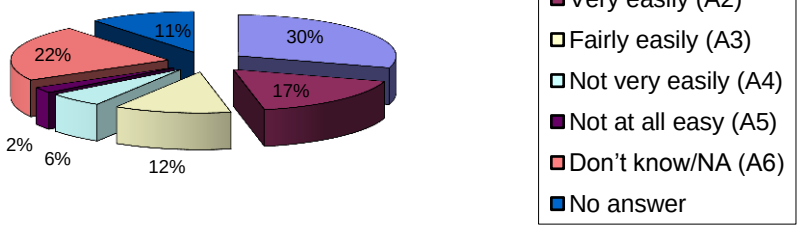
Total answers: 158

12. Speaking to a nurse on the phone?



Total answers; 156

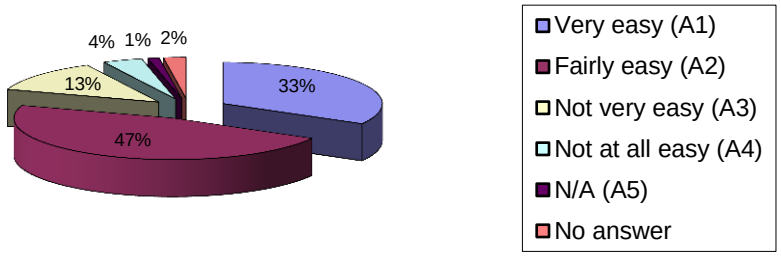
12. Obtaining test results by phone?



Total answers: 156

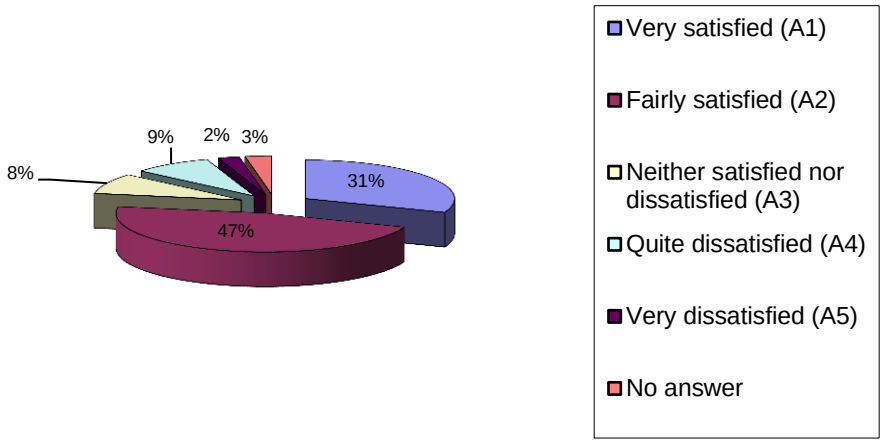
13. How easy was it for you to book an appointment with a doctor?

Total answers: 173



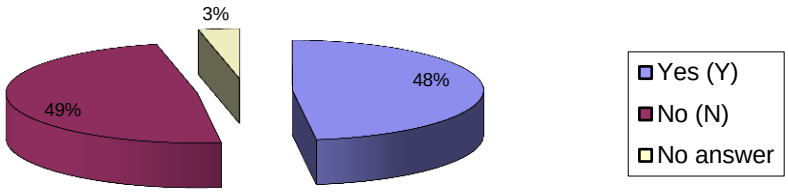
14. How satisfied are you with the promptness of telephone answering at the surgery?

Total answers: 172



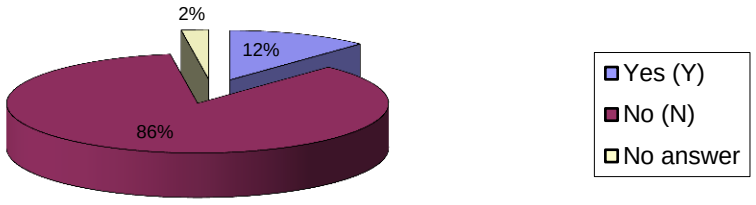
15. Are you aware that we offer an on-line prescription ordering service?

Total answers: 171



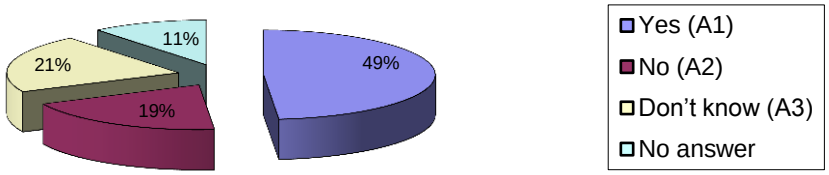
16. Have you ever used this service?

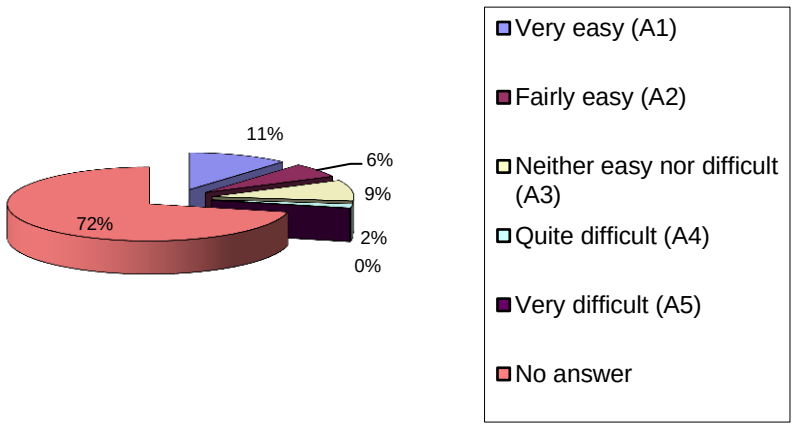
Total answers: 173



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

Total answers: 158



18. How easy have you found accessing on-line prescription ordering?

Total answers: 22