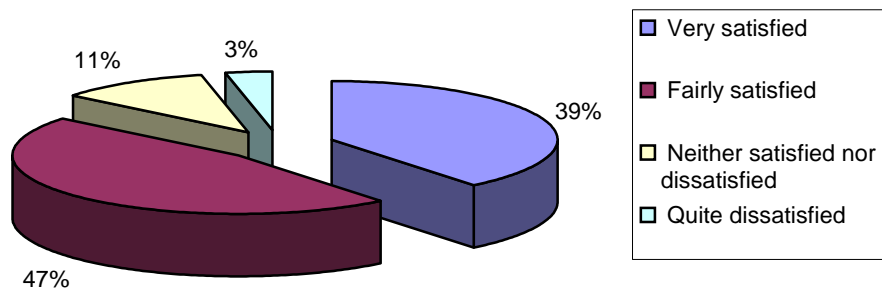


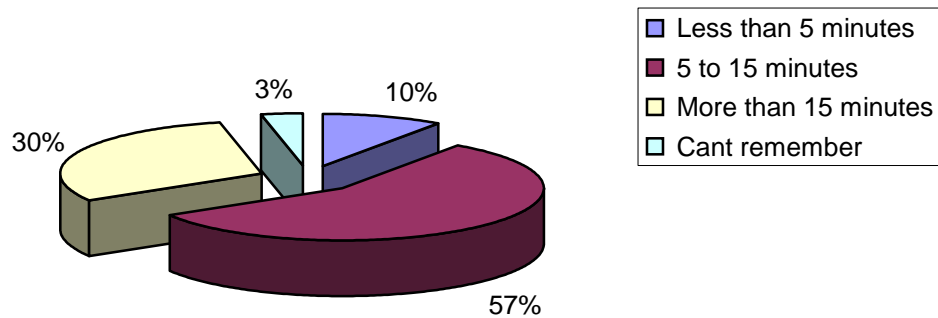
Total answers:: 176

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



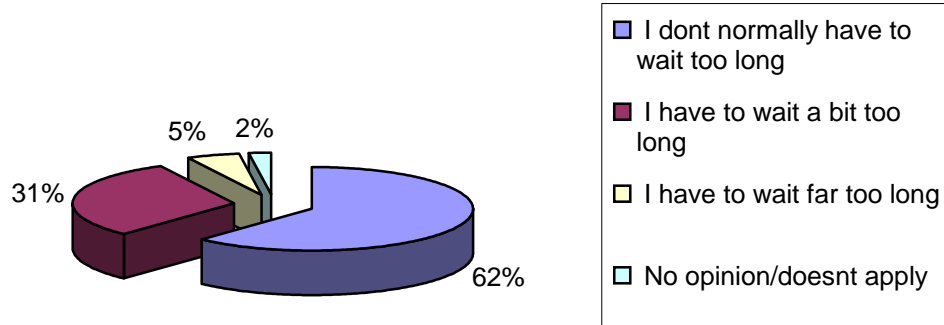
Total answers:: 176

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



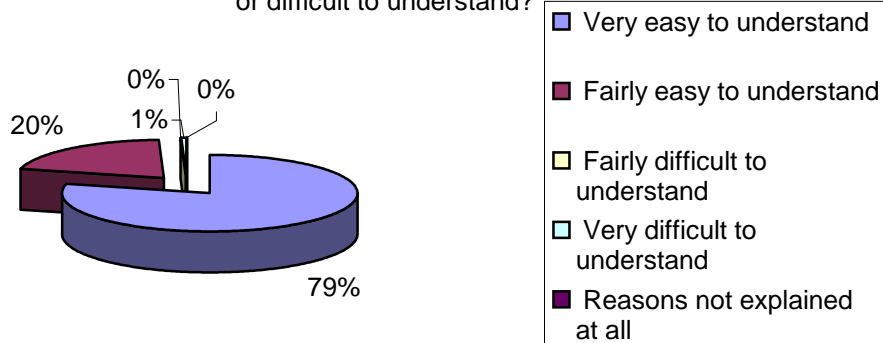
Total answers:: 176

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



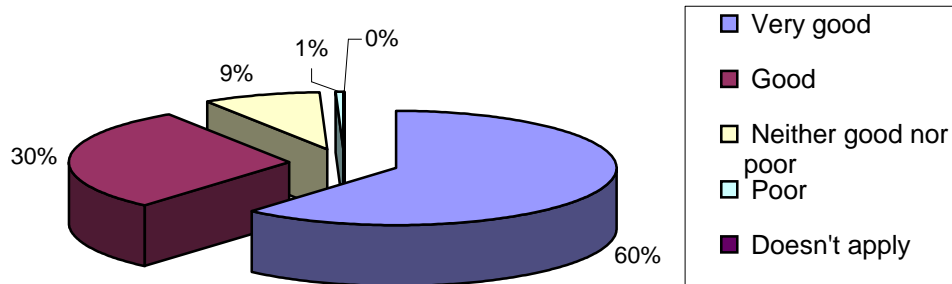
Total answers:: 176

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?



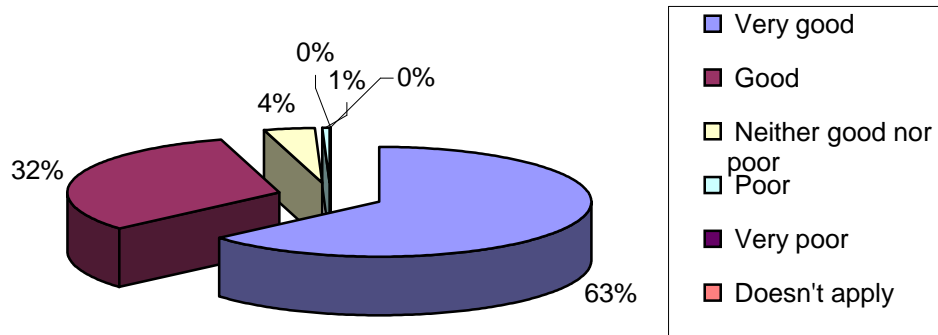
Total answers:: 176

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



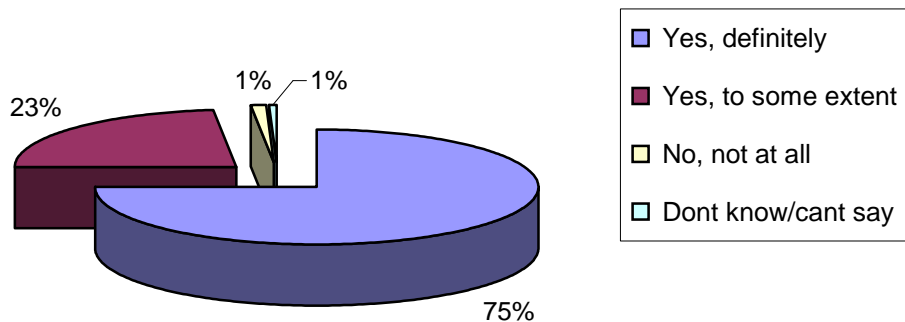
Total answers:: 173

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



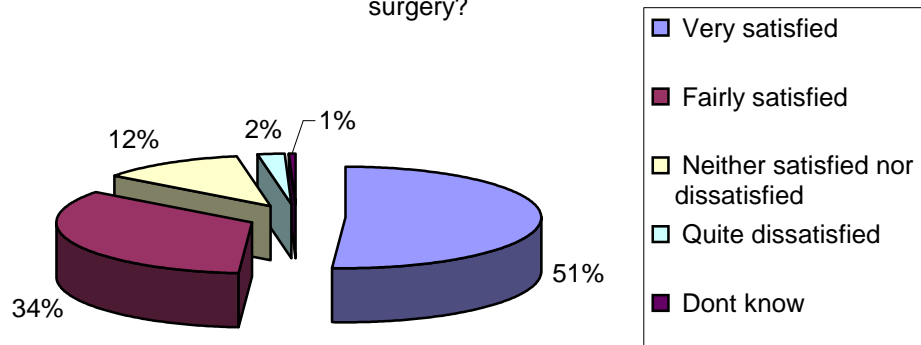
Total answers:: 174

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



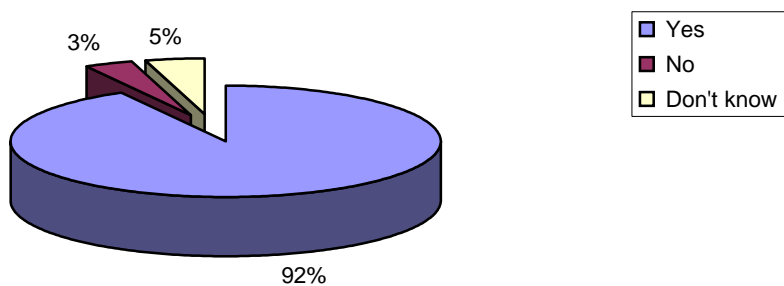
Total answers:: 176

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



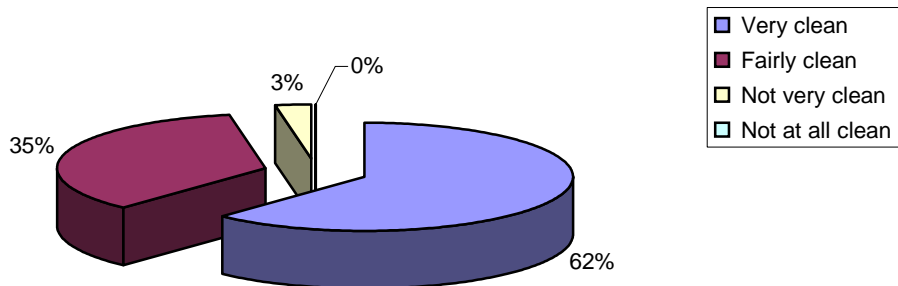
Total answers:: 176

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



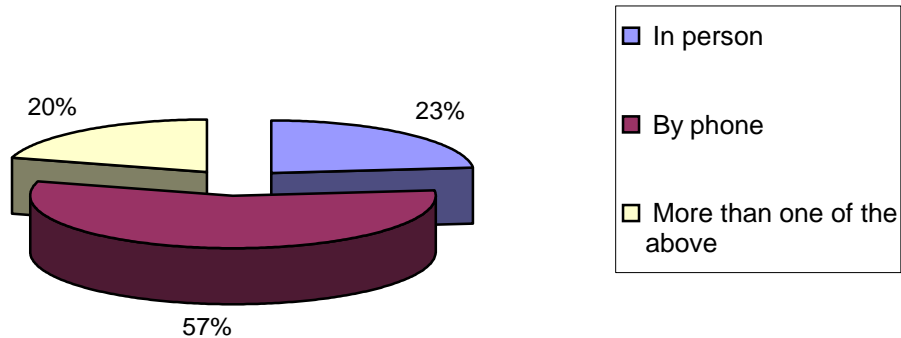
Total answers:: 176

10. How clean is the waiting room?



Total answers:: 176

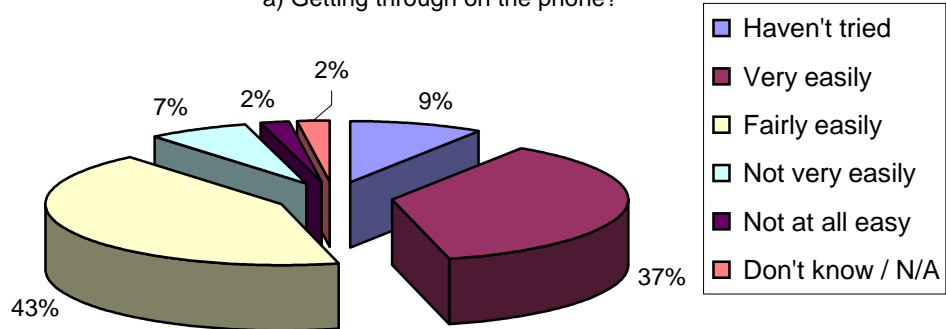
11. How do you normally book your appointments to see a Doctor or Nurse at the surgery?



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

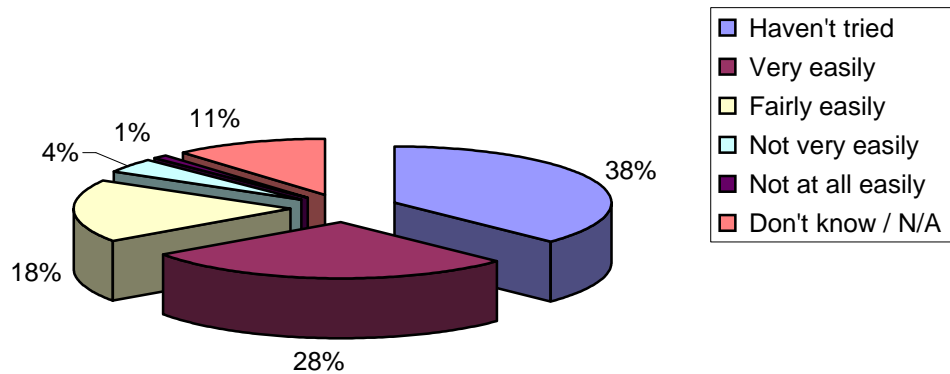
Total answers:: 176

a) Getting through on the phone?



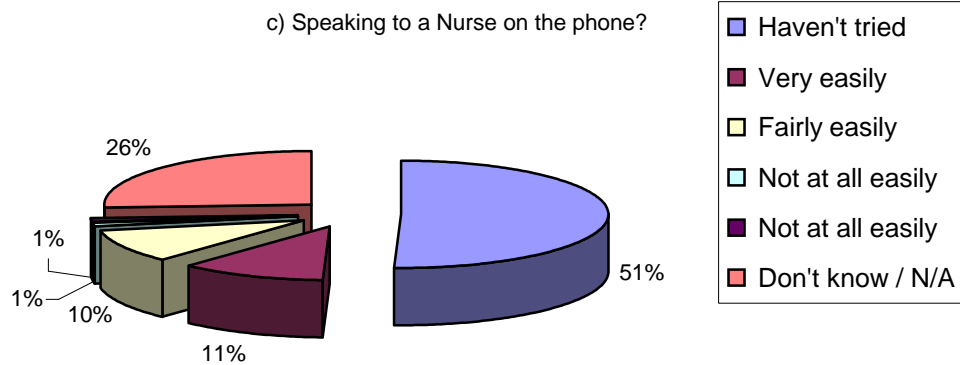
Total answers:: 176

b) Speaking to a Doctor on the phone?



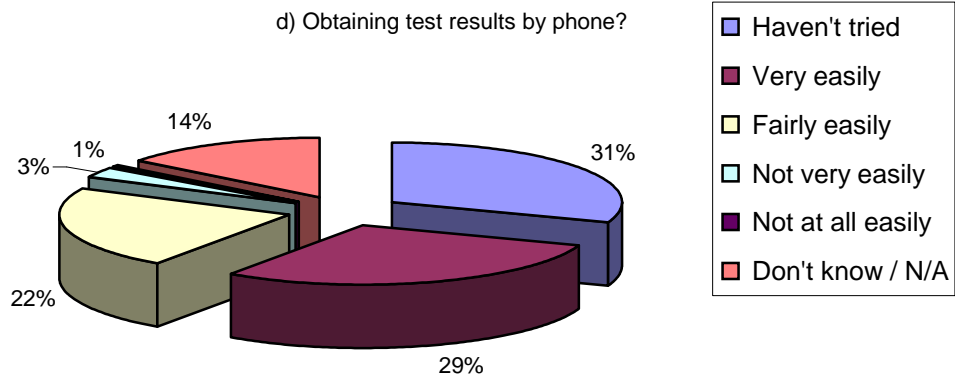
Total answers:: 175

c) Speaking to a Nurse on the phone?



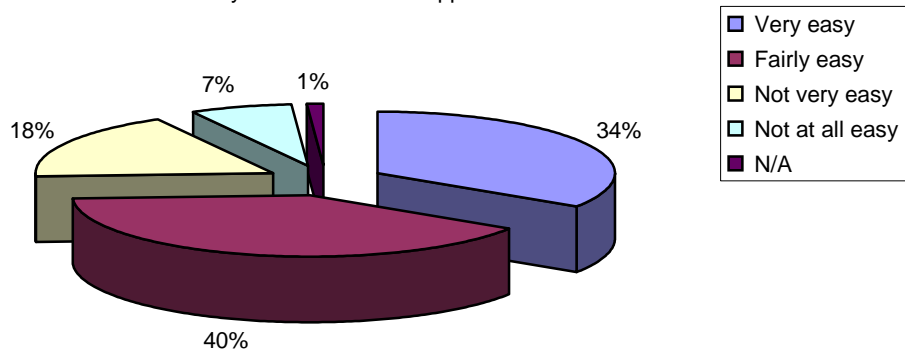
Total answers:: 174

d) Obtaining test results by phone?



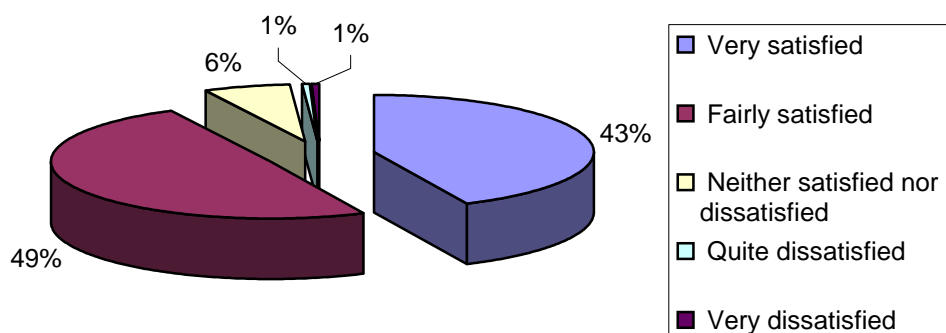
Total answers:: 175

13. How easy was it to book an appointment with a Doctor?



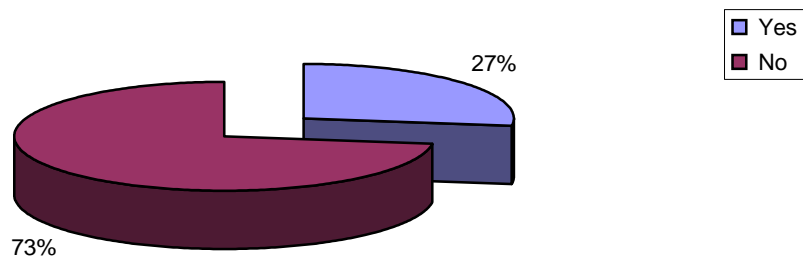
Total answers:: 174

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

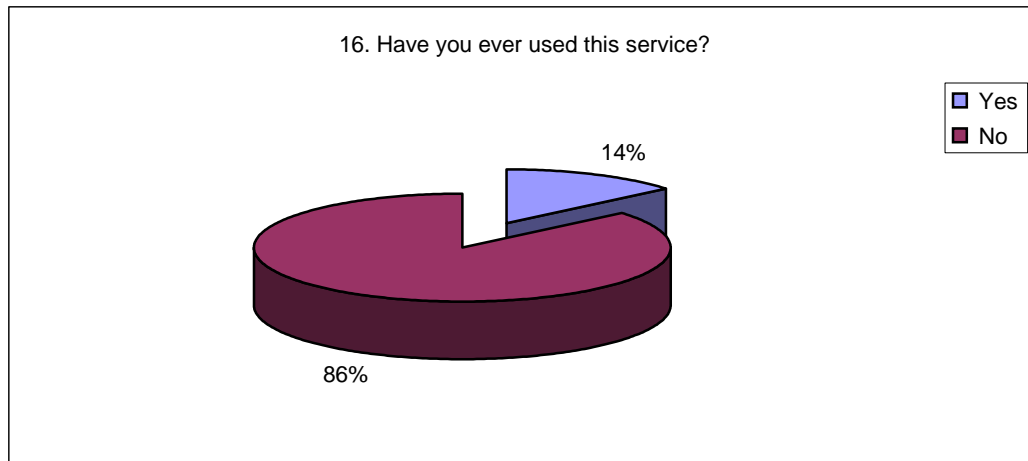


Total answers:: 176

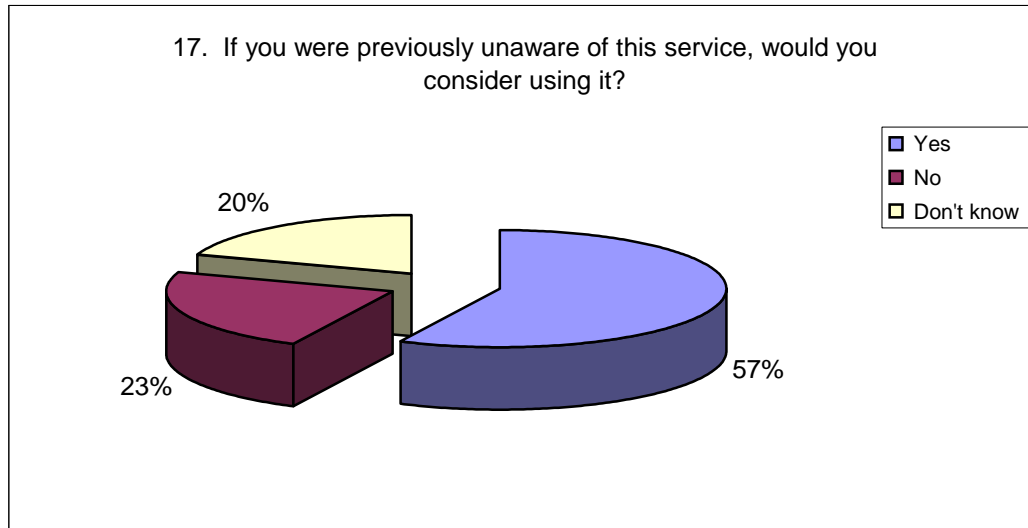
15. Are you aware that we offer an on-line prescription ordering service?



Total answers:: 174



Total answers:: 173



Total answers:: 169

