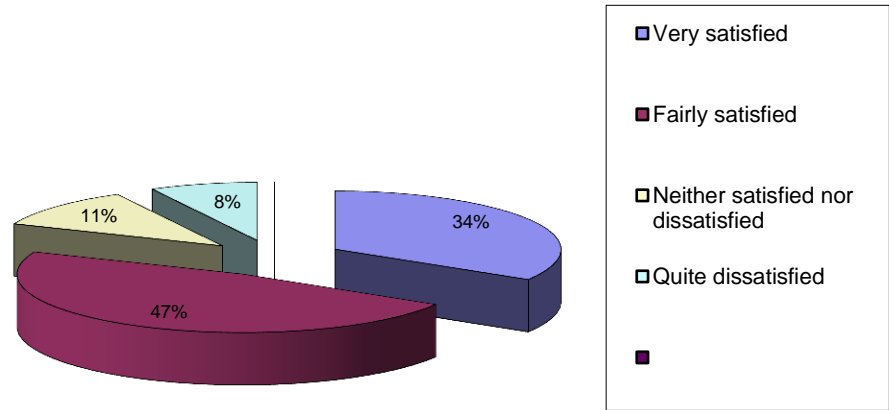


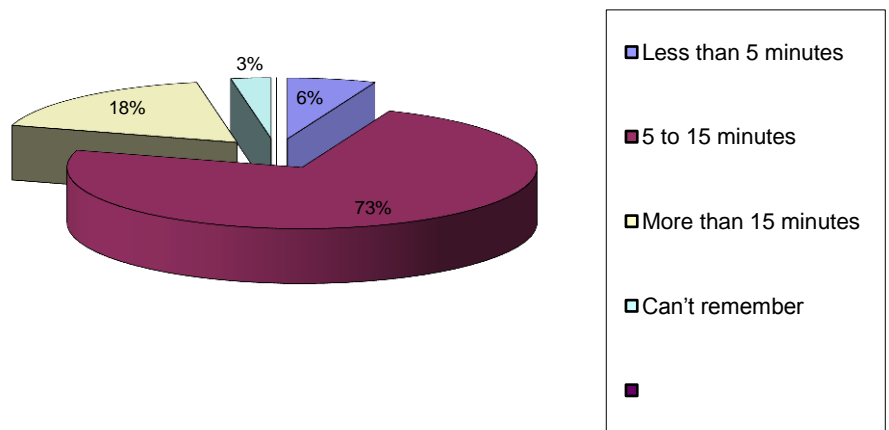
Waiting times

1. How satisfied are you with the waiting times from arrival at the surgery to seeing a doctor?



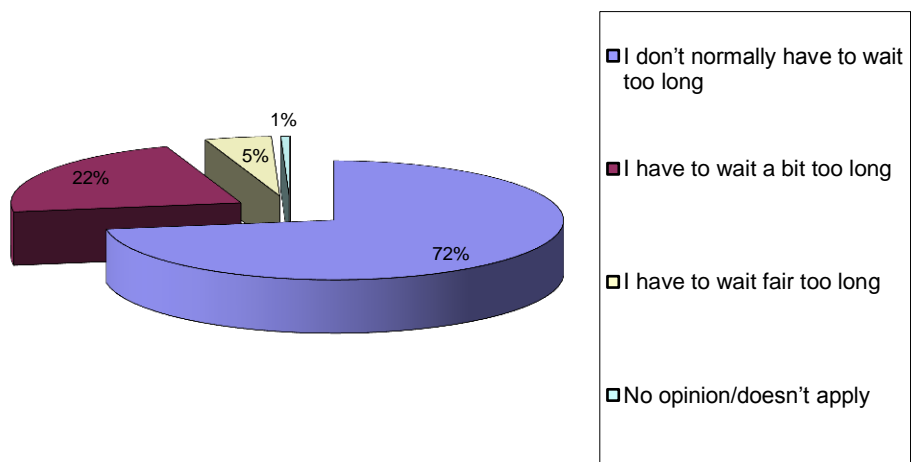
Total answers: 181

2. How long do you usually wait to see the doctor for a booked appointment at the surgery?



Total answers: 181

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

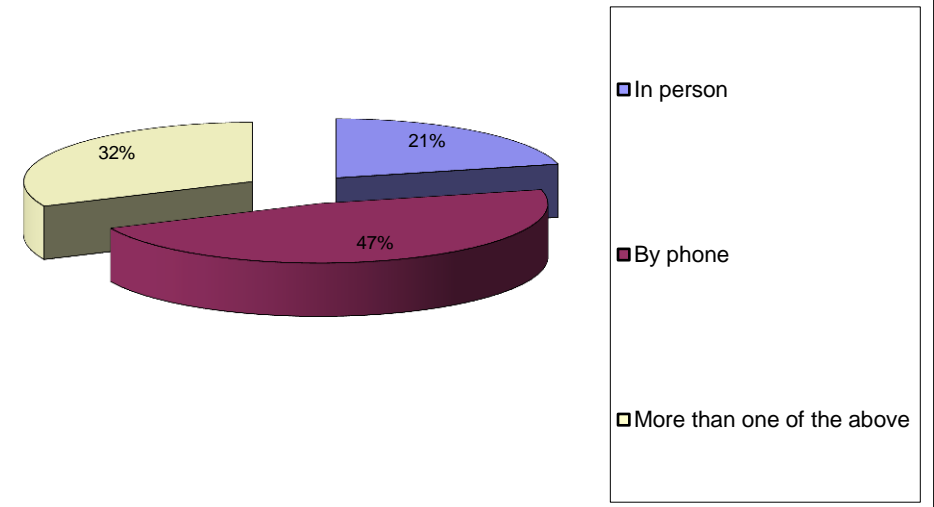


Total answers: 181

Telephone answering and access

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

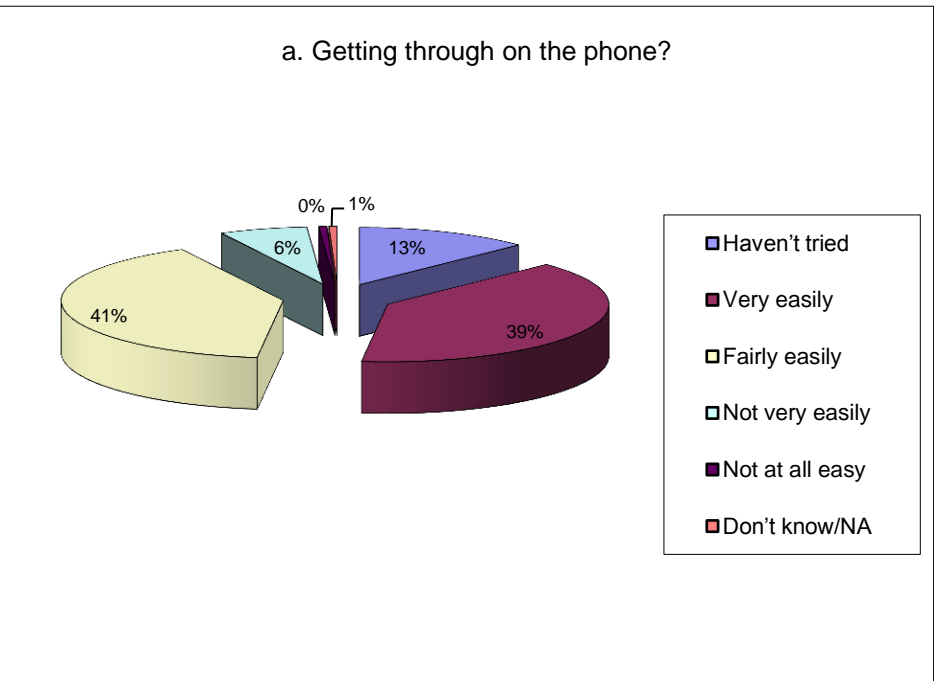
Total answers: 179



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

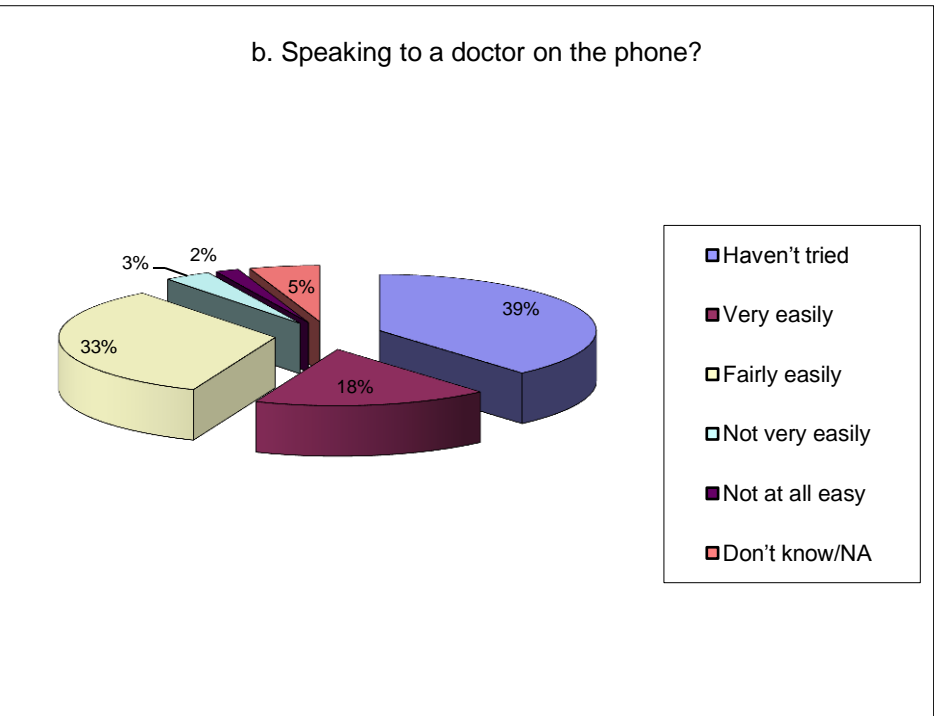
a. Getting through on the phone?

Total answers: 173



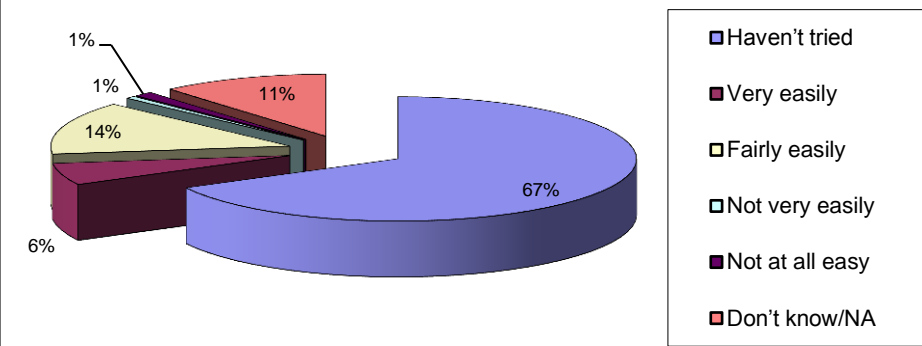
b. Speaking to a doctor on the phone?

Total answers: 171



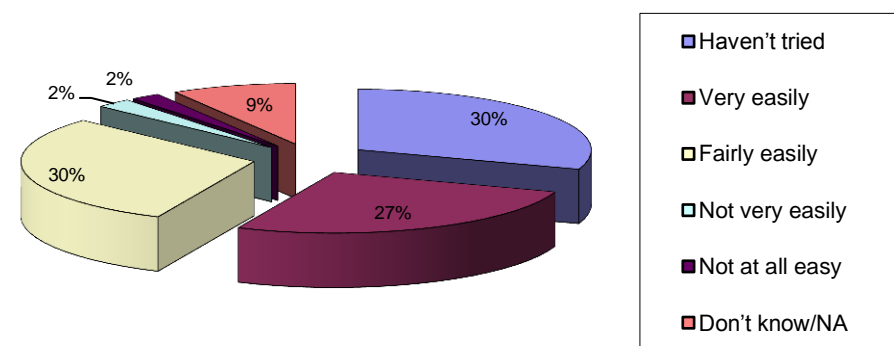
c. Speaking to a nurse on the phone?

Total answers: 159



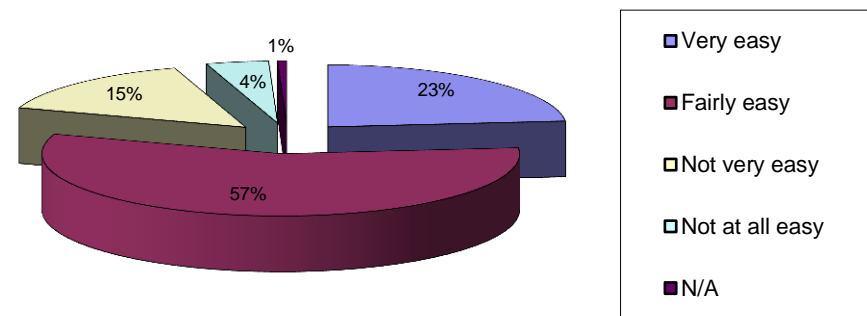
d. Obtaining test results by phone?

Total answers: 163



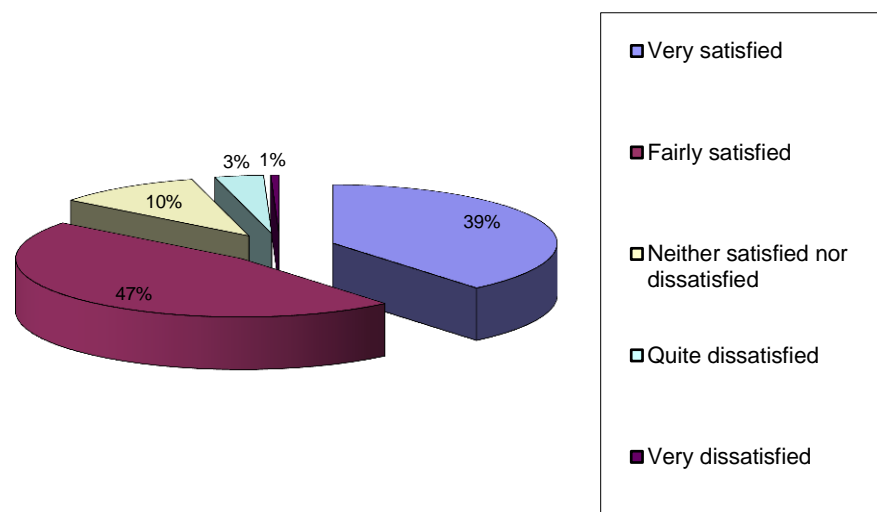
6. How easy was it for you to book an appointment with a doctor?

Total answers: 166



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

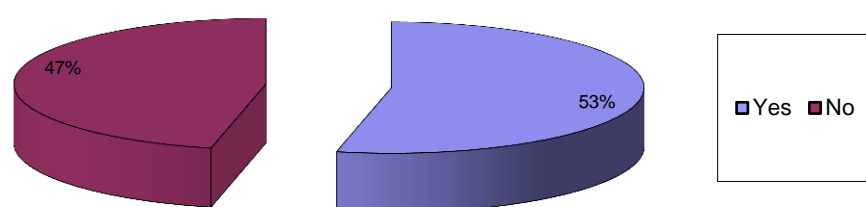
Total answers: 172



On-line prescription ordering

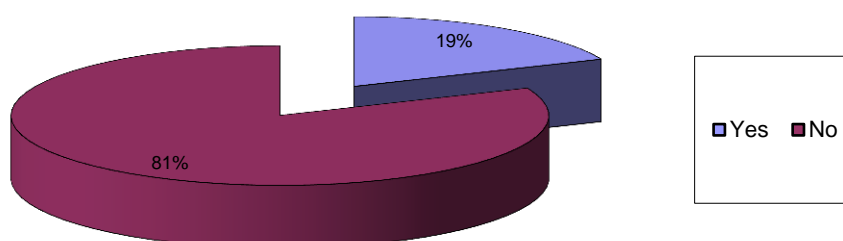
8. Are you aware that we offer an on-line prescription ordering service?

Total answers: 172



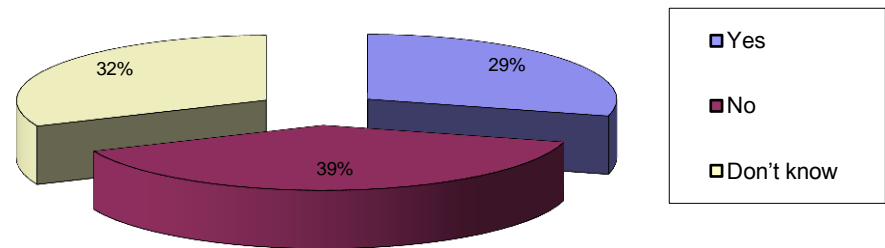
9. Have you ever used this service?

Total answers: 168



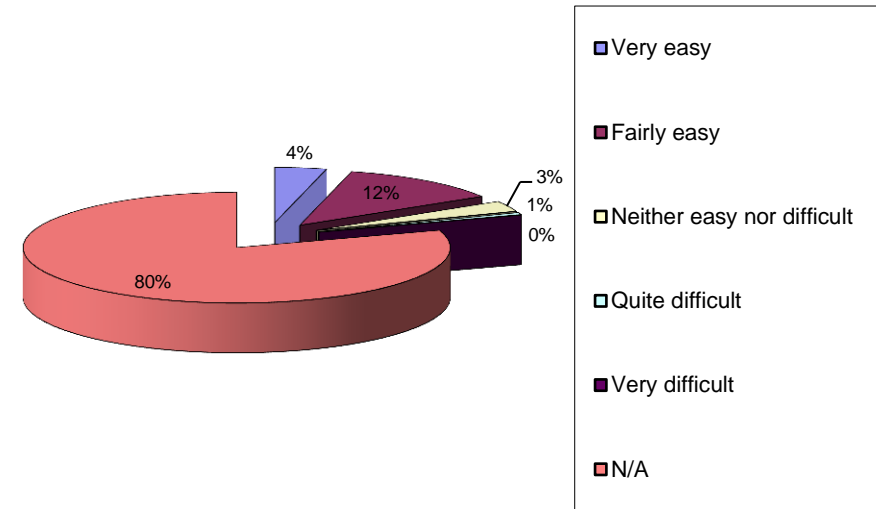
10. If you were previously unaware that we offer this service, would you consider using it in the future?

Total answers: 168



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

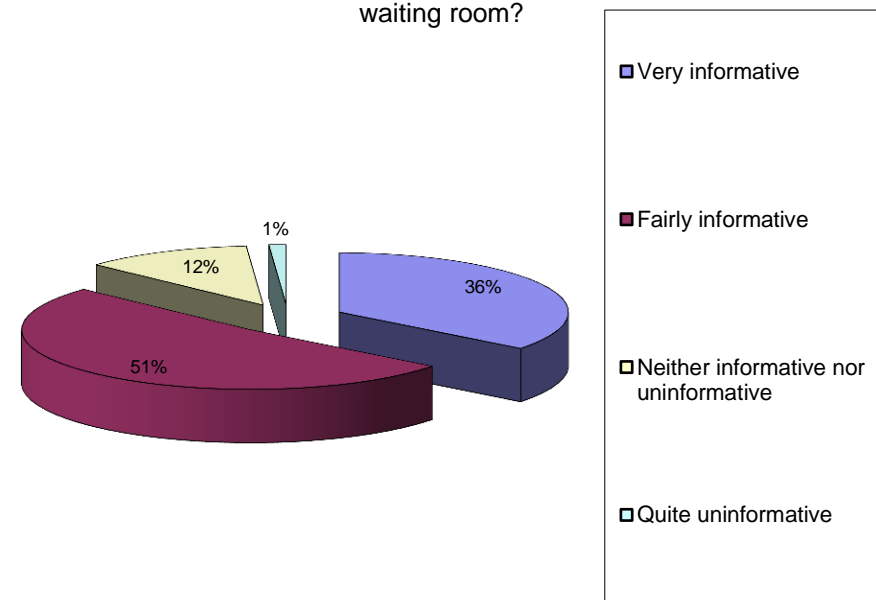
Total answers: 171



Patient information

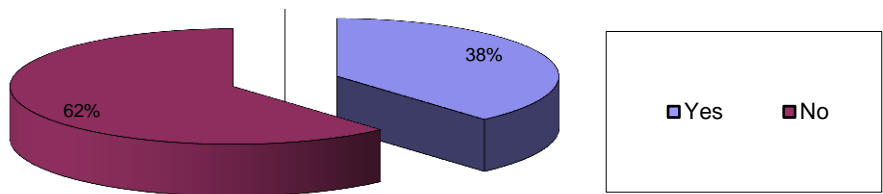
12. How informative do you find the patient information in the waiting room?

Total answers: 169



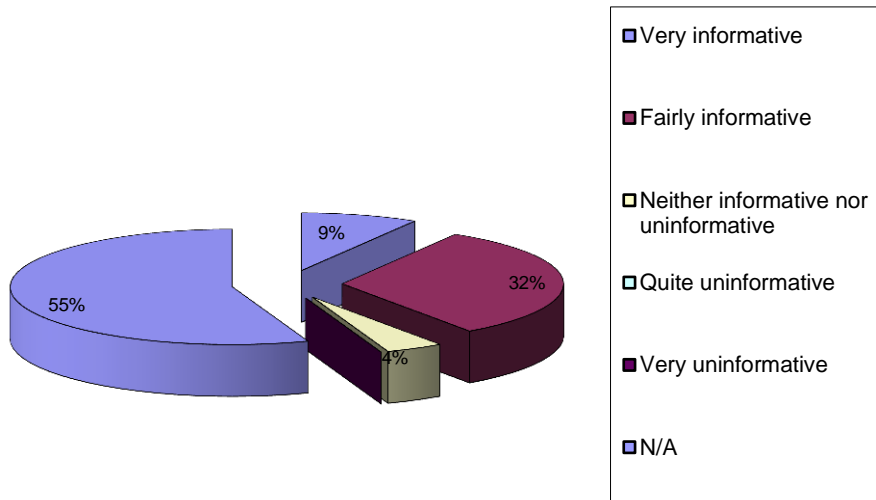
13. Are you aware that there is patient information on our practice website?

Total answers: 164



14. How relevant/informative do you find this information?

Total answers: 173

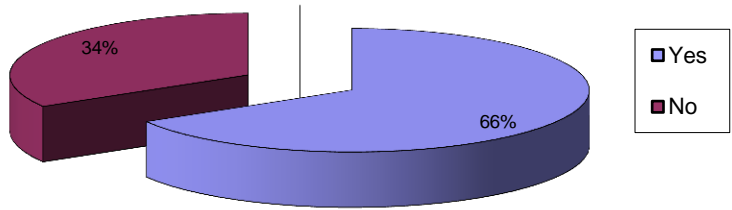


Opening hours

15. Are you aware that the practice is open:

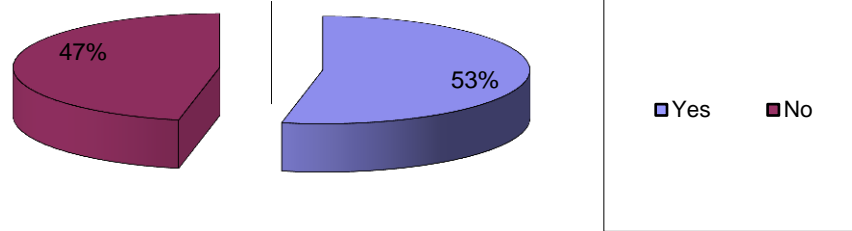
a. On Wednesday at 7am?

Total answers: 173



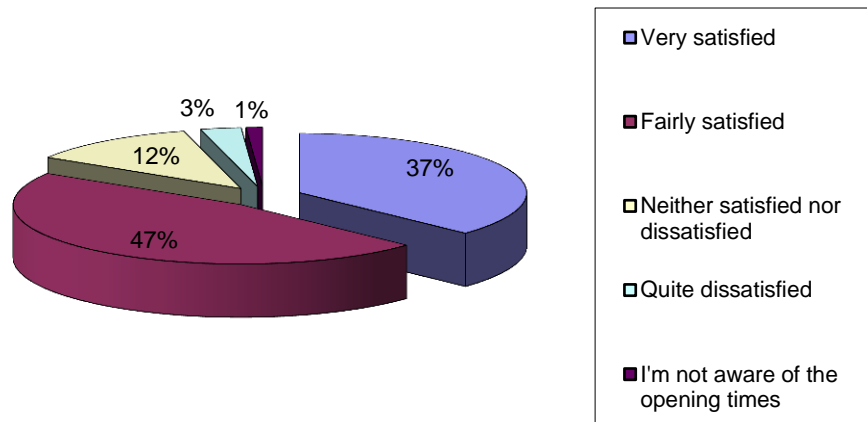
b. One Saturday a month?

Total answers: 173



16. How satisfied are you with the opening hours at the surgery?

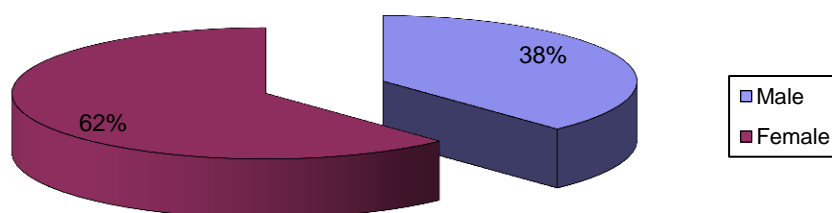
Total answers: 179

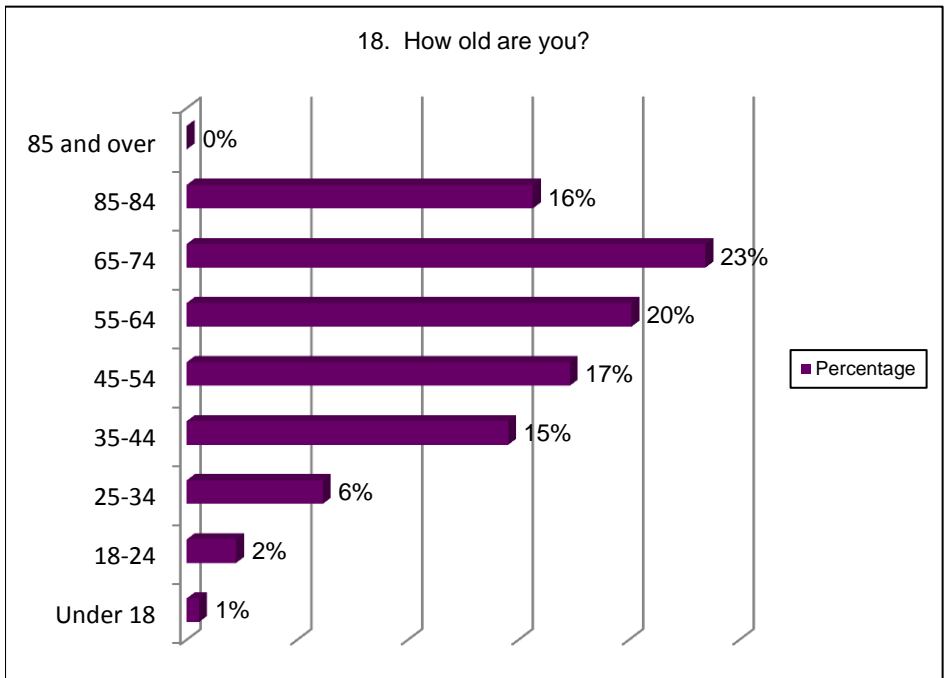


The following questions will enable us to identify how experiences vary between different groups of the pc

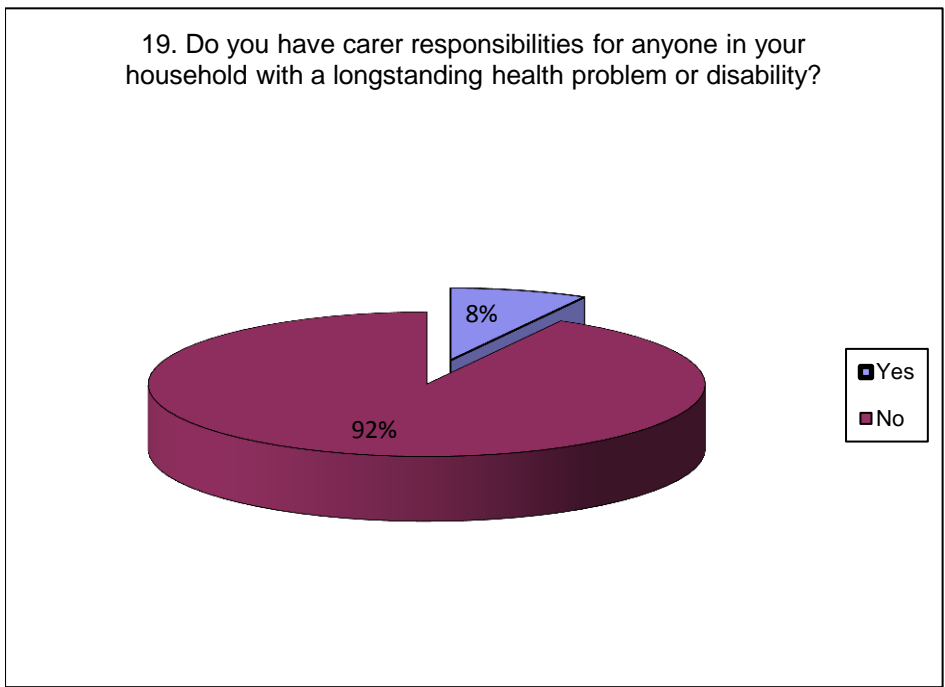
17. Are you male or female?

Total answers: 179

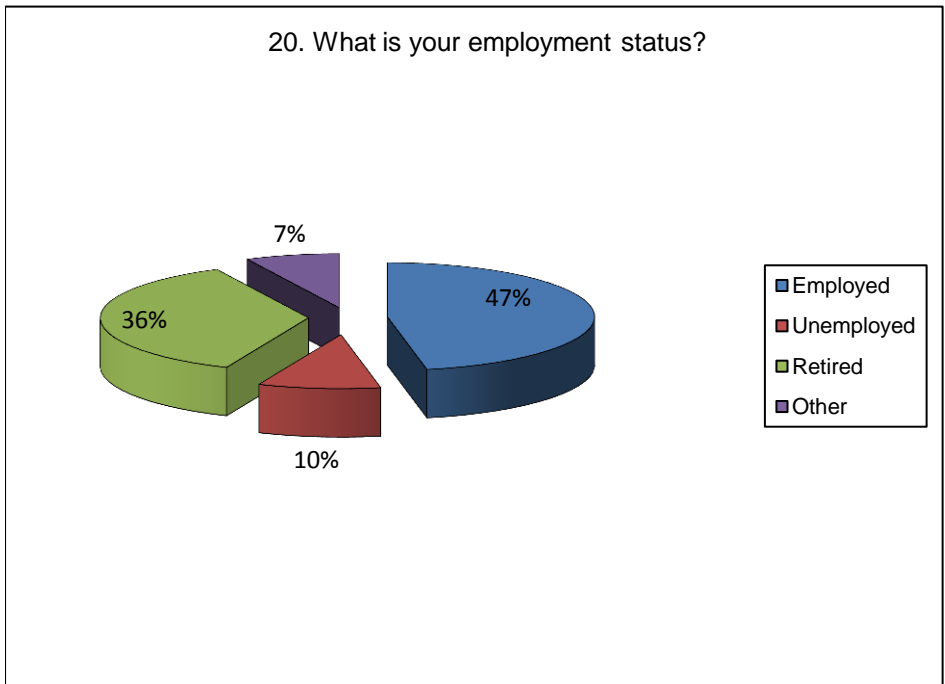




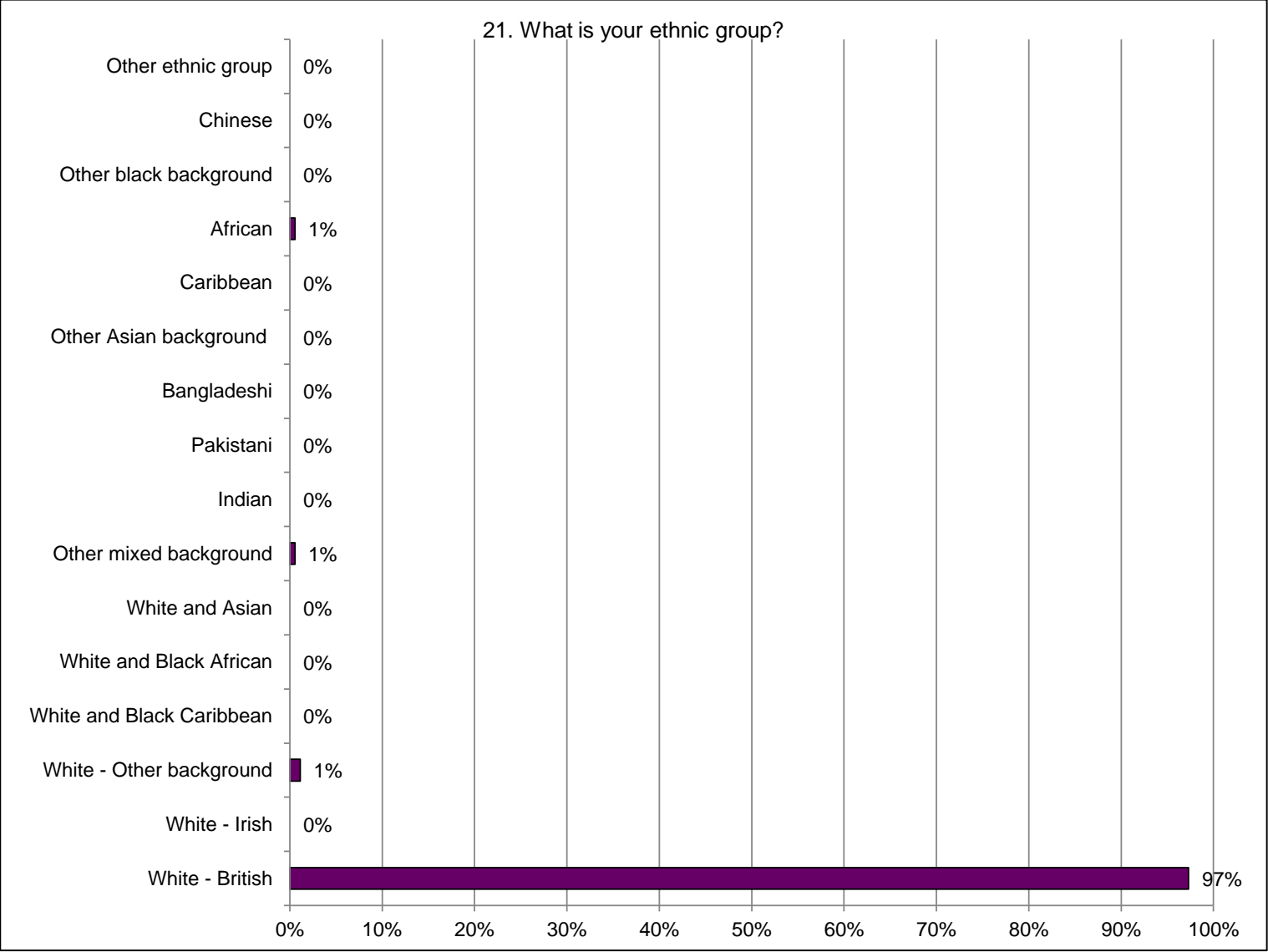
Total answers: 175



Total answers: 179



Total answers: 176



Total answers: 179