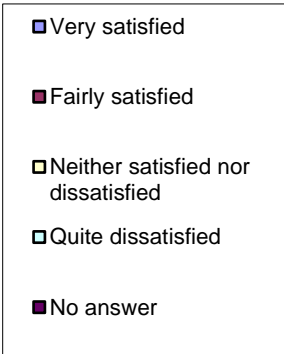
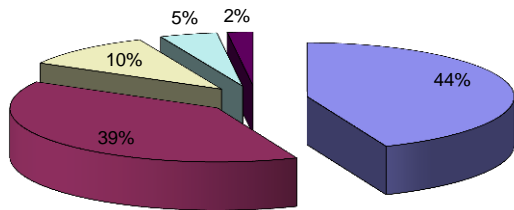


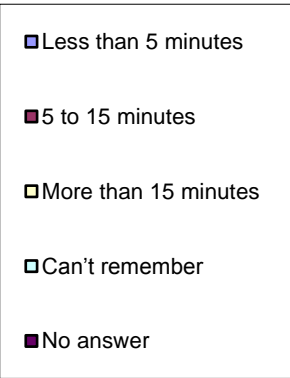
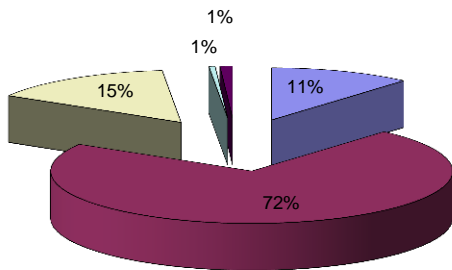
Waiting times

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



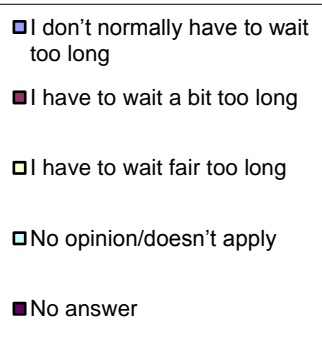
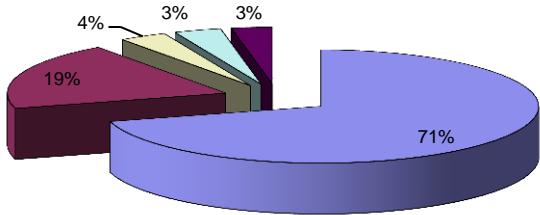
Total answers: 201

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



Total answers: 203

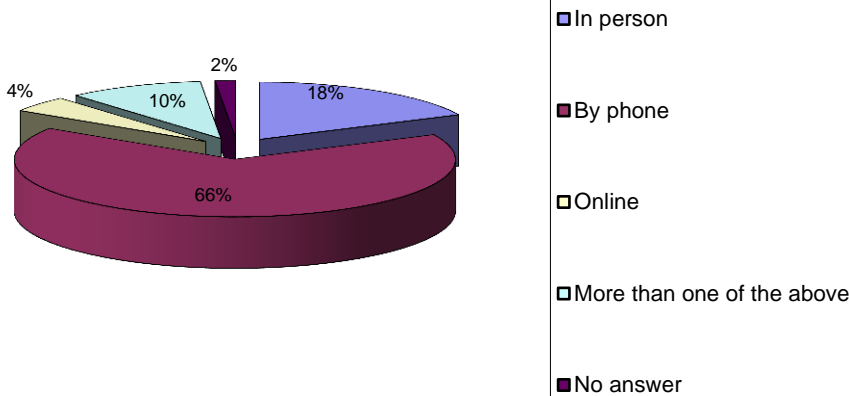
3. What is your impression of waiting times at the surgery?



Total answers: 199

Telephone answering and access

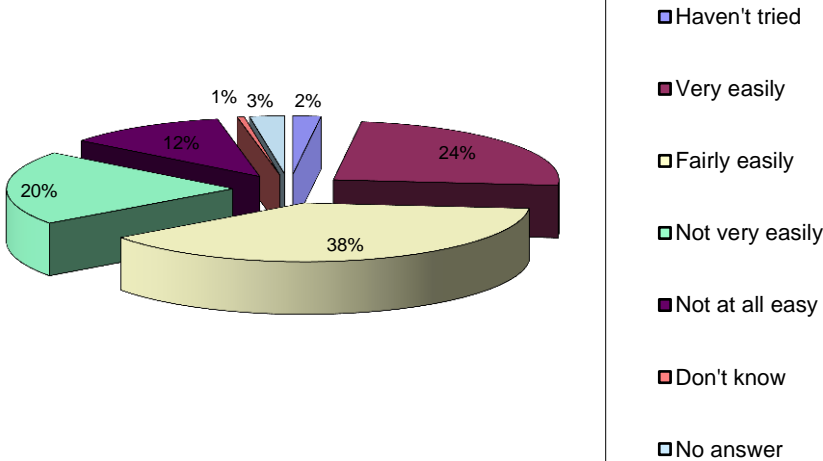
4. How do you normally book your appointments to see a doctor or a nurse at the surgery?



Total answers: 202

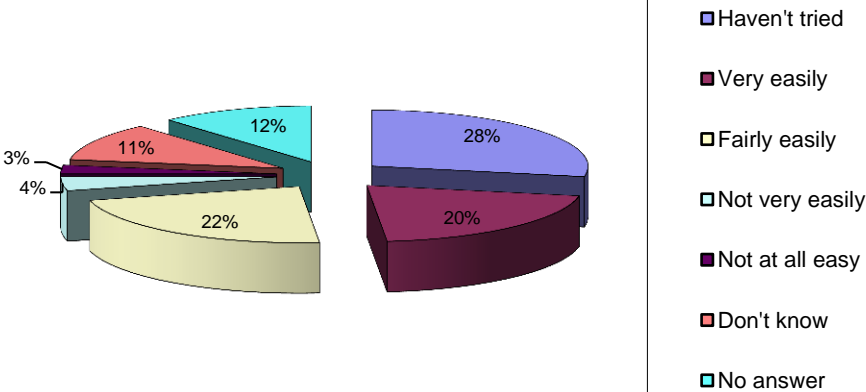
5. In the past 6 months how easy have you found the following?

5. Getting through on the phone?



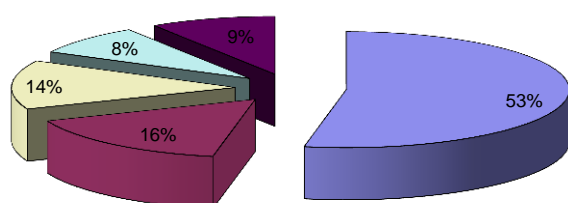
Total answers: 200

5. Speaking to a doctor on the phone?



Total answers: 182

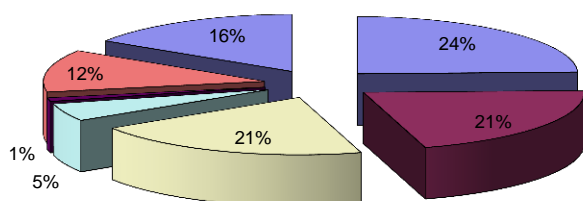
5. Speaking to a nurse on the phone?



- Haven't tried
- Very easily
- Fairly easily
- Not very easily
- Not at all easy

Total answers: 166

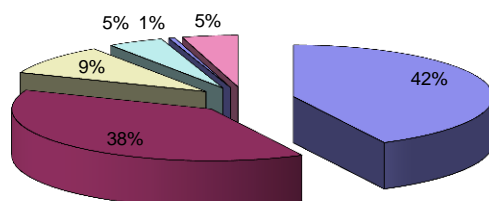
5. Obtaining test results by phone?



- Haven't tried
- Very easily
- Fairly easily
- Not very easily
- Not at all easy
- Don't know
- No answer

Total answers: 173

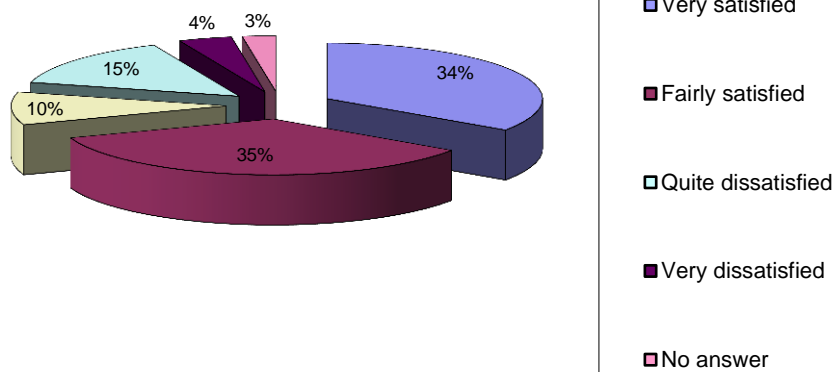
6. How easy was it for you to book an appointment with a doctor?



- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- No answer

Total answers: 196

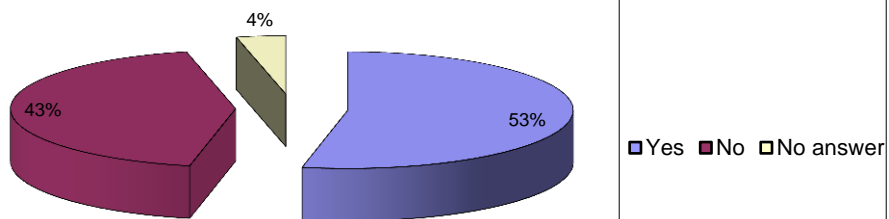
7. How satisfied are you with the promptness of telephone answering at the surgery?



Total answers: 200

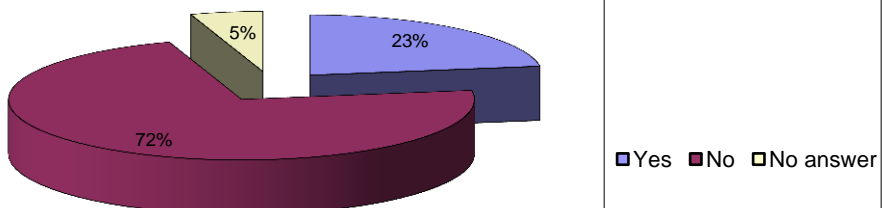
Online prescription ordering

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



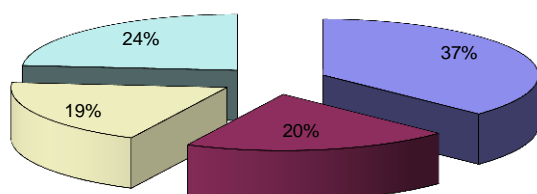
Total answers: 198

9. Have you ever used this service?



Total answers: 195

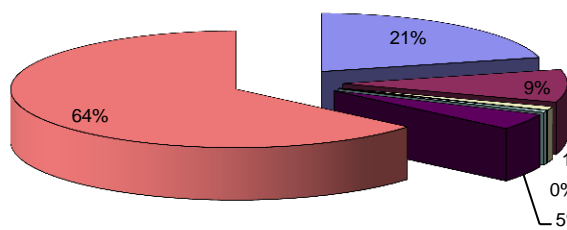
10. If you were previously unaware that we offer this service, would you consider using it in the future?



- Yes
- No
- Don't know
- No answer

Total answers: 158

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

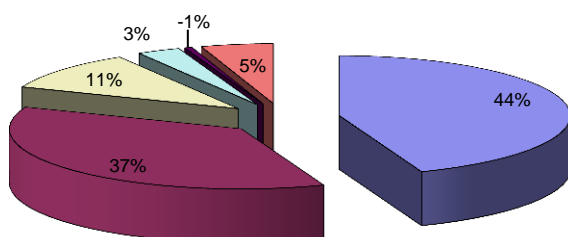


- Very easy
- Fairly easy
- Neither easy nor difficult
- Quite difficult
- Very difficult
- No answer

Total answers; 159

Patient information

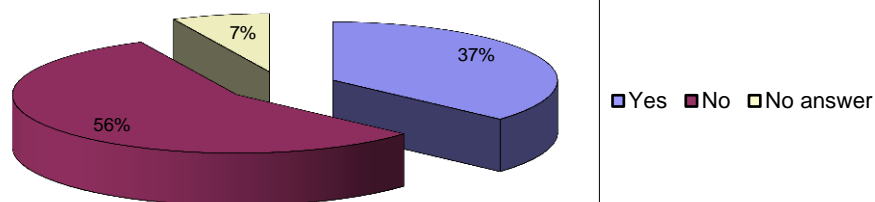
12. How informative do you find the patient information in the waiting room?



- Very informative
- Fairly informative
- Neither informative nor uninformative
- Quite uninformative
- Very uninformative
- No answer

Total answers: 195

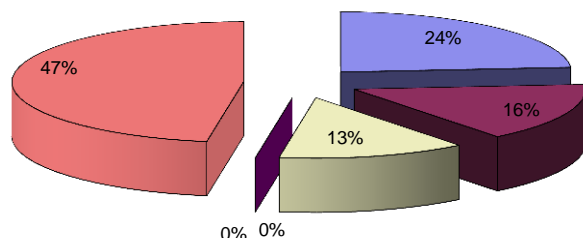
13. Are you aware that there is patient information on our website?



■ Yes ■ No ■ No answer

Total answers: 191

14. How informative do you find the patient information on the website?



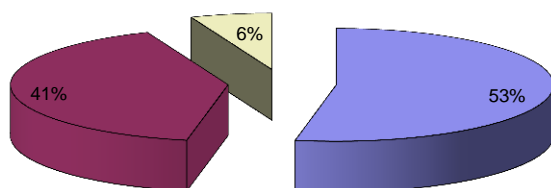
■ Very informative
 ■ Fairly informative
 ■ Neither informative nor uninformative
 ■ Quite uninformative
 ■ Very uninformative
 ■ No answer

Total answers: 111

Opening hours

15. Are you aware that the practice is open:

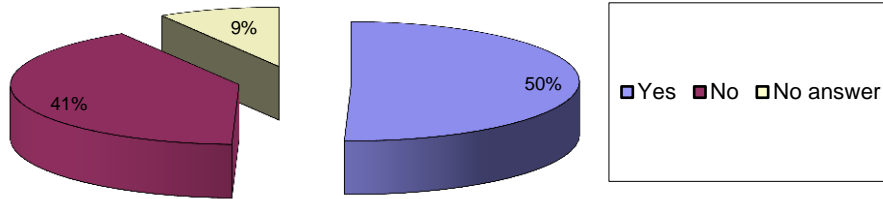
15. On Tuesday at 7am?



■ Yes ■ No ■ No answer

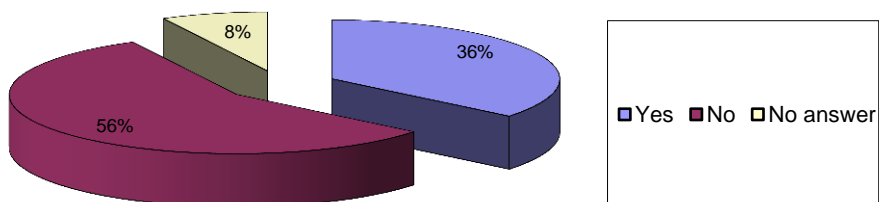
Total answers: 193

15. On a Thursday at 7am?



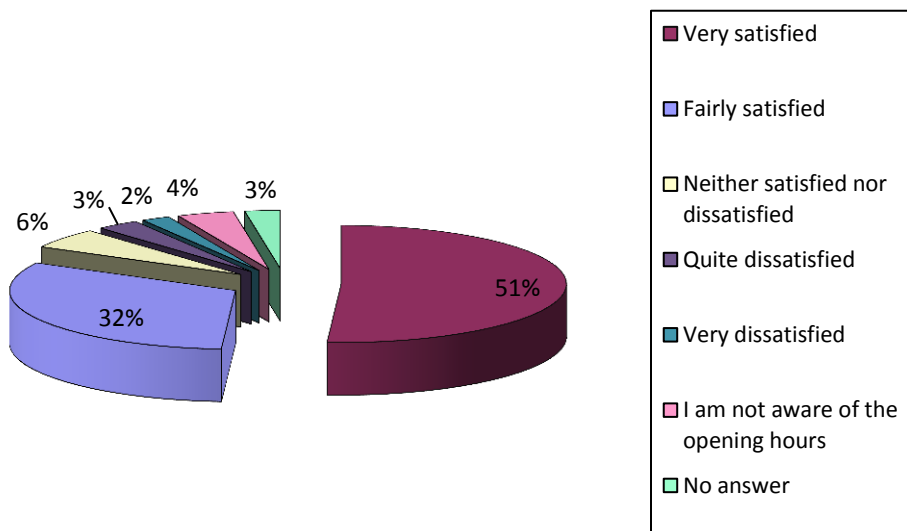
Total answers: 188

15. One Saturday every month?



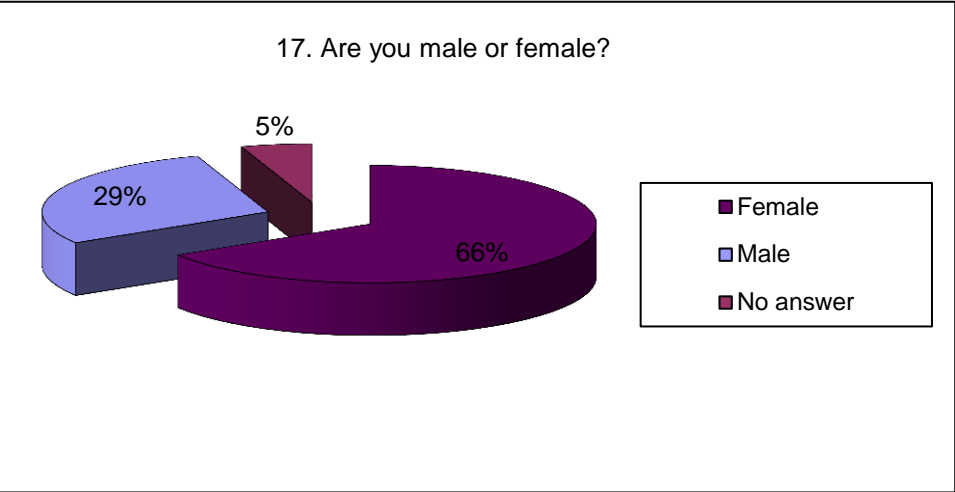
Total answers: 190

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

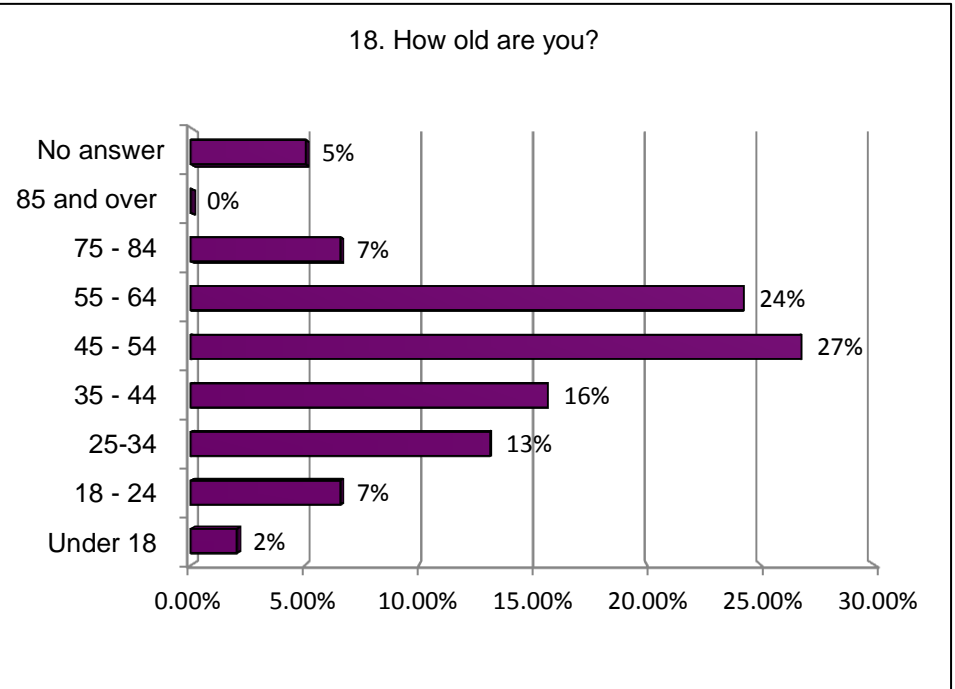


Total answers: 200

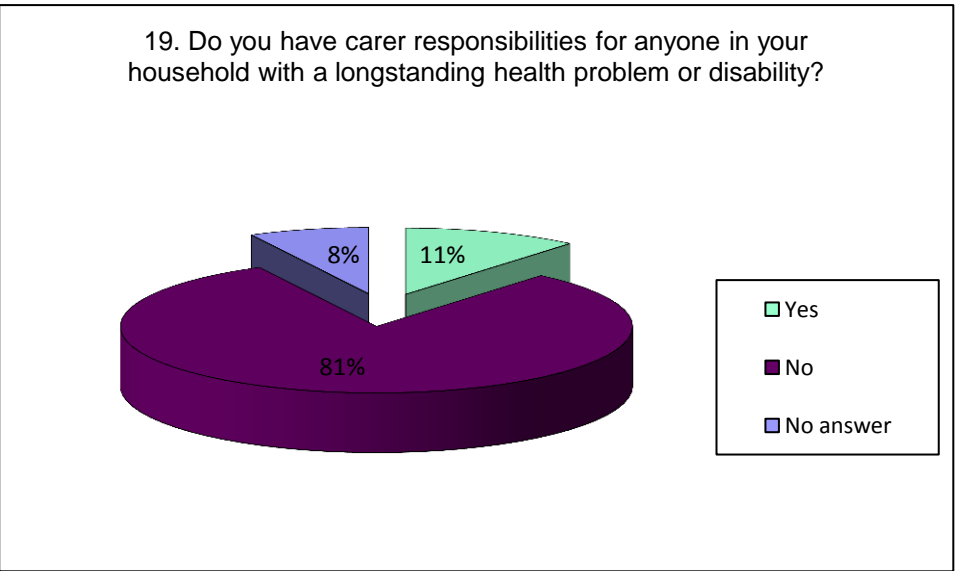
The following questions will help us to identify how experience vary between different groups of the population



Total answers: 195

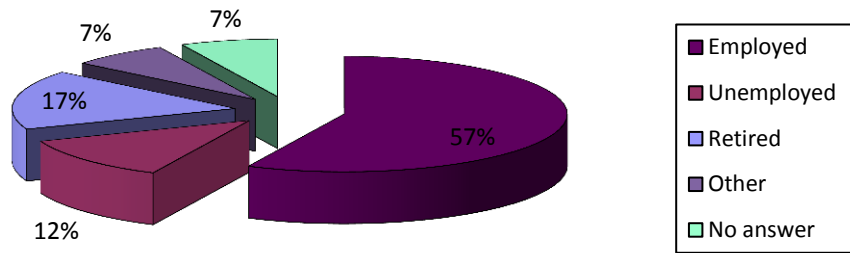


Total answers: 195



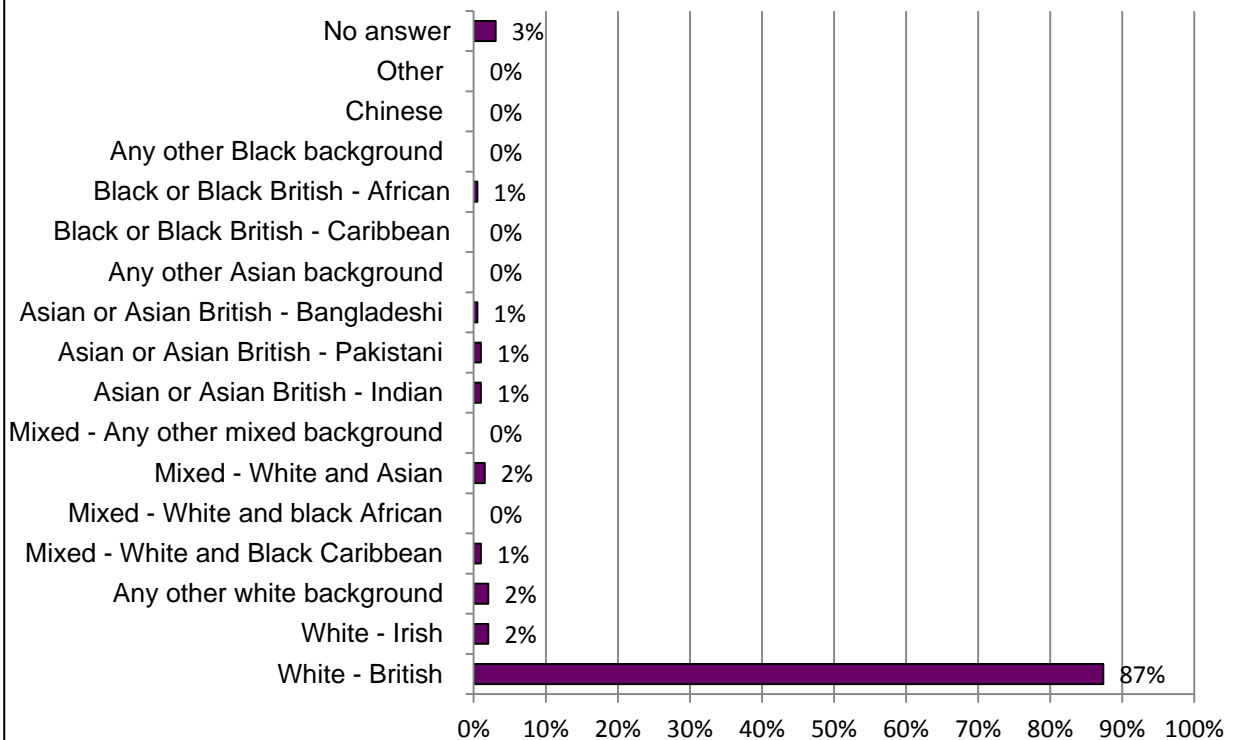
Total answers: 190

20. What is your employment status?



Total answers: 191

21. What is your ethnic group?



Total answers: 199

