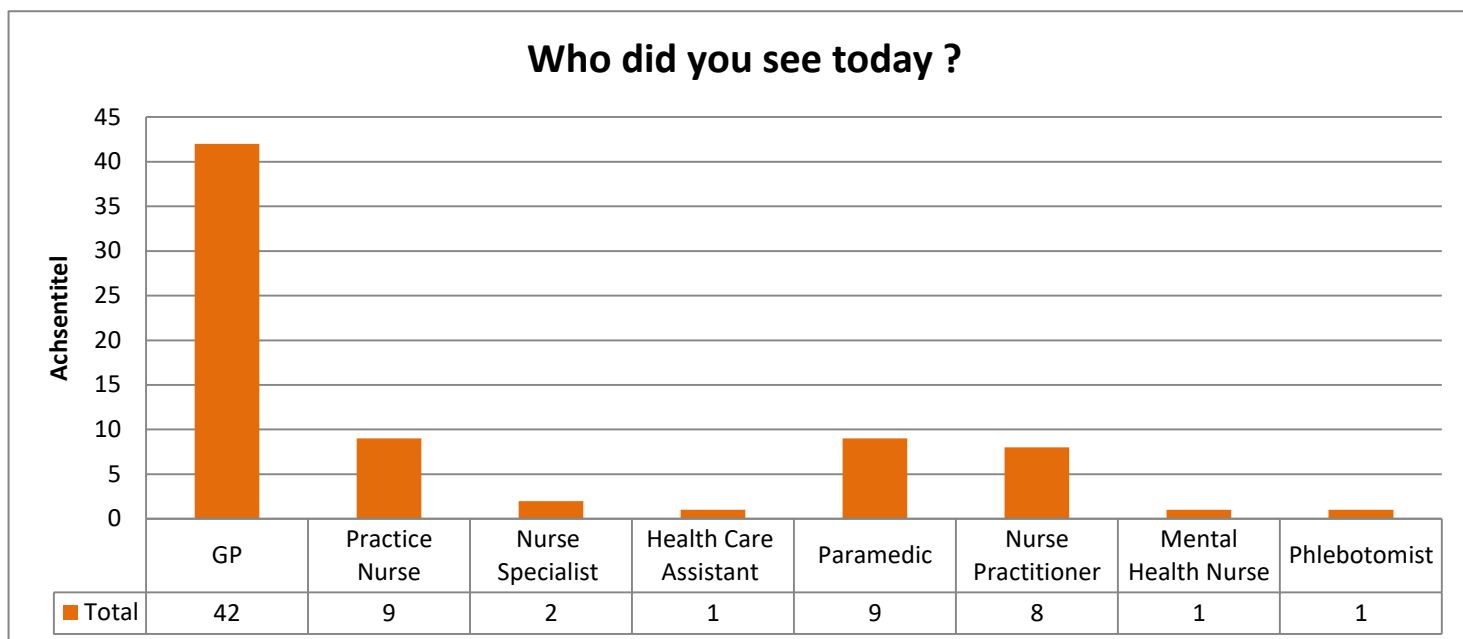
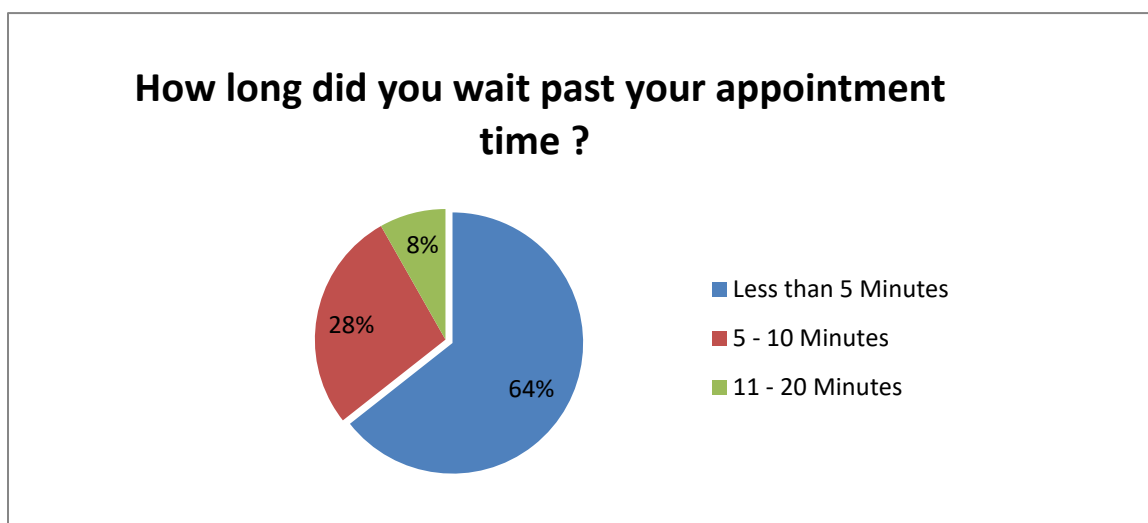


Question 1 - Who did you have an appointment with today?



Question 2 - How long did you wait past your appointment time to be seen?

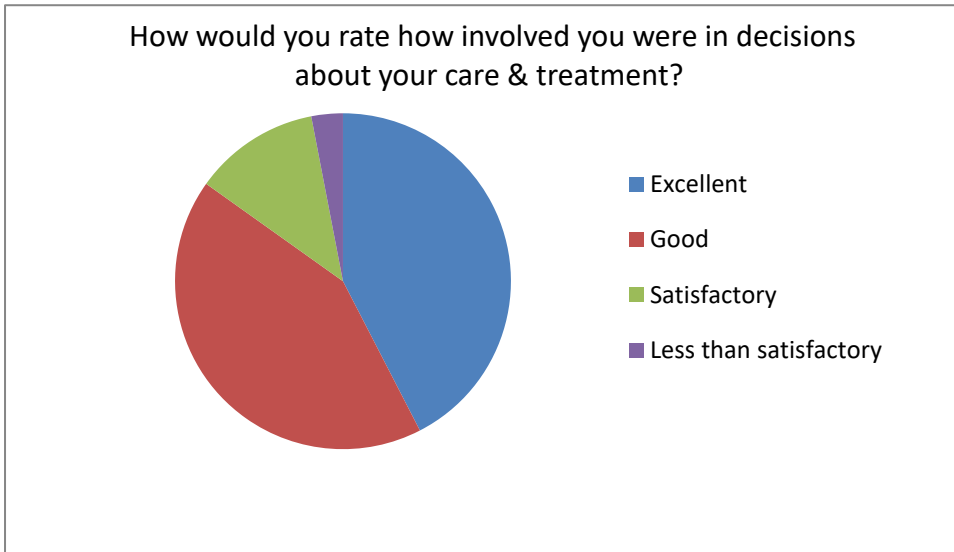


Question 3a + 3b - How would you rate who you saw at giving you time to hear what you had to say? And how would you rate who you saw at listening to what you had to say?

Over 98% of patients were satisfied with the time given to them during their consultation (of which 60% said it was excellent)

Over 98% of patients felt that they were listened to during their consultation (of which 59% said it was excellent)

Question 4 - How would you rate how involved you were in decisions about your care & treatment?



Nearly 97% of patients felt that they were involved with decisions about their care and treatment. (Of which 85% said it was good or better)

Question 5 - Were you treated with care and concern in your last appointment?

Of the patients that responded, 100% said that they had been treated with care and concern

Question 6 - Did you have confidence in the healthcare professional?

Of the patients that responded, 100% said that they had confidence in the healthcare professional

Question 7 - Would you be confident to see this clinician again?

Of the patients that responded, 100% said that they would be confident to see the same healthcare professional again

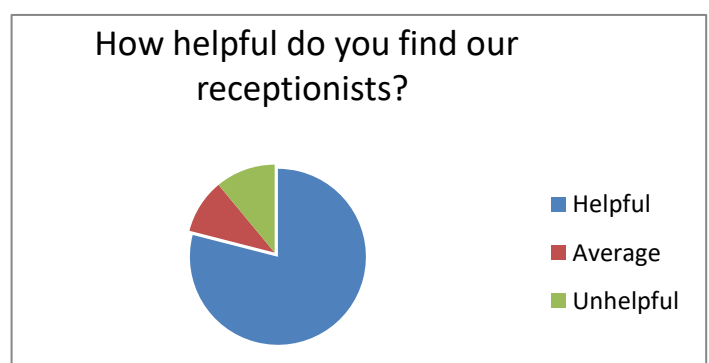
Question 8 - Did the healthcare professional positively respond to Mental Health concerns raised by you?

Of the patients that raised a Mental Health Issue, 100% felt that they had been positively responded to

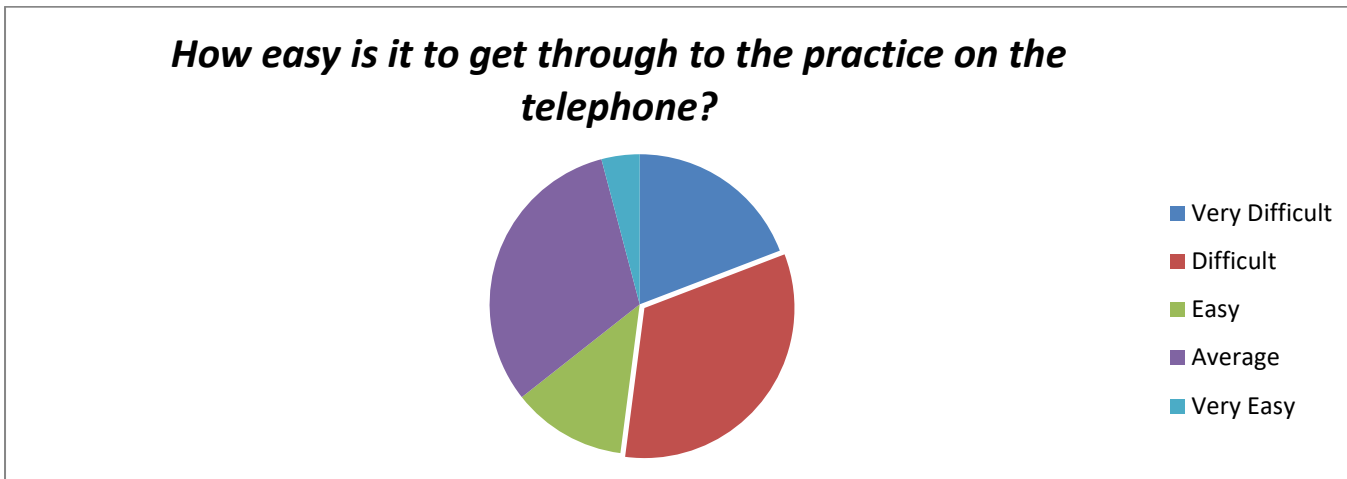
Question 9 - Did you feel like your needs were met during your last consultation?

100% of the respondents felt that their needs were met during the consultation

Question 10 - How helpful do you find our receptionists?

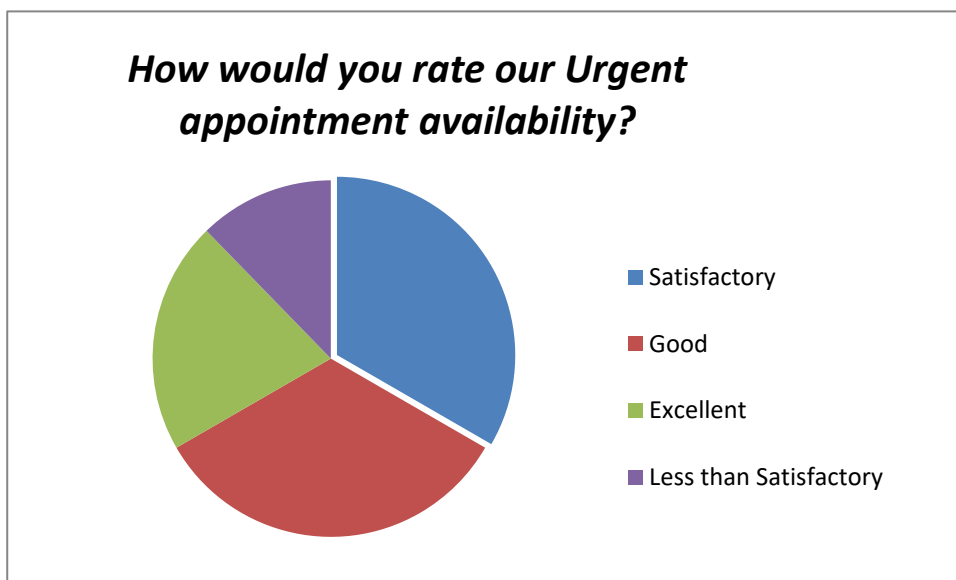


Question 11 - How easy is it to get through to the practice on the telephone?

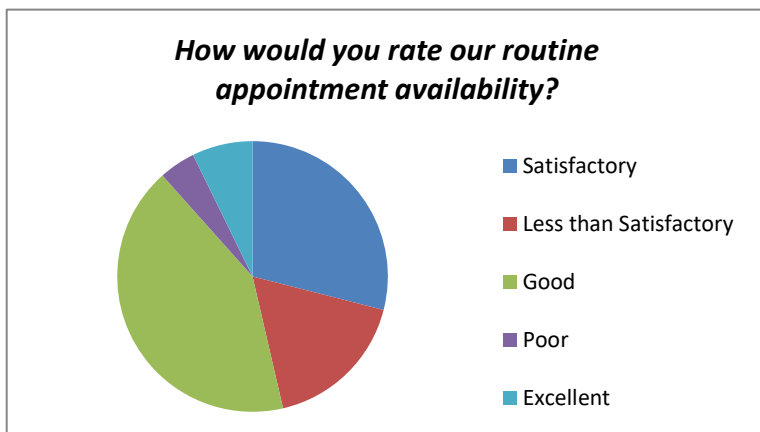


Question 12 - How would you rate our Urgent appointment availability? (This could be GP/Paramedic/NP/Nurse)

87% of patients rate the availability of our urgent appointments as satisfactory or better

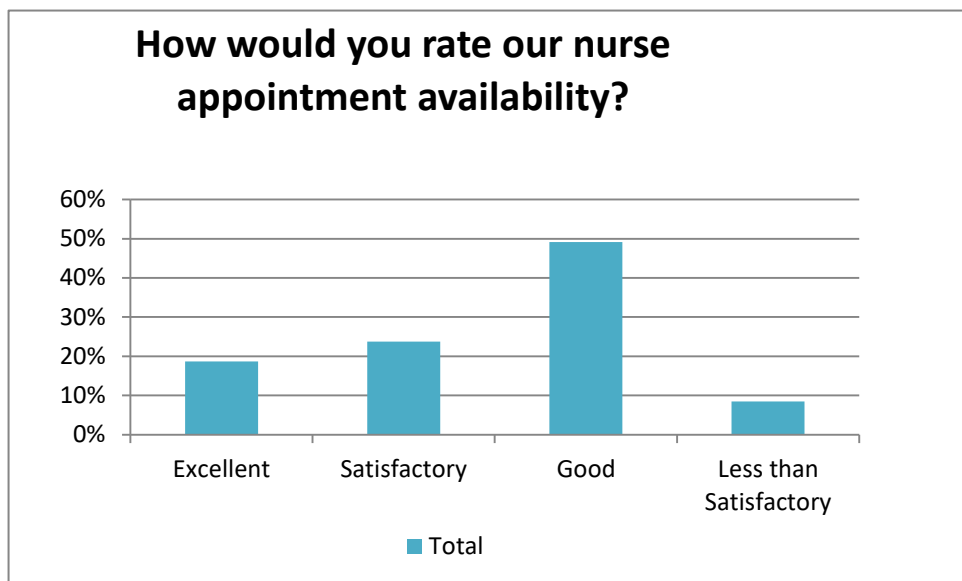


Question 13 - How would you rate our routine appointment availability? (This could be GP/Paramedic/NP/Minor Illness Nurse)



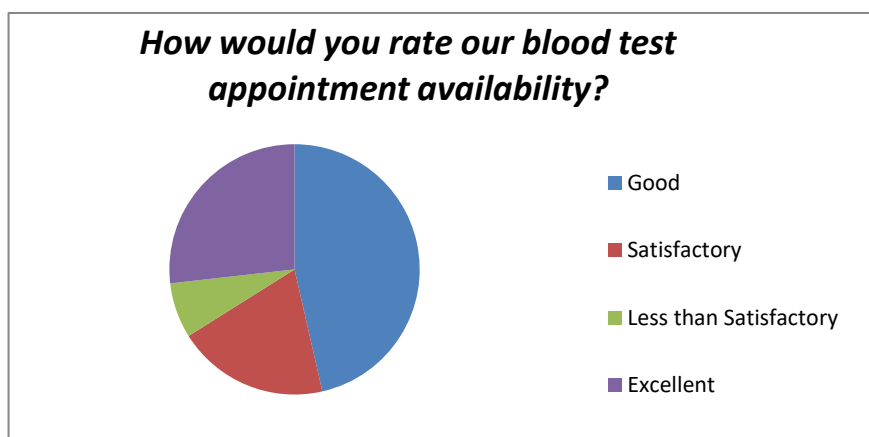
78% of patients rate the availability of our routine appointments as satisfactory or better

Question 14 - How would you rate our nurse appointment availability?



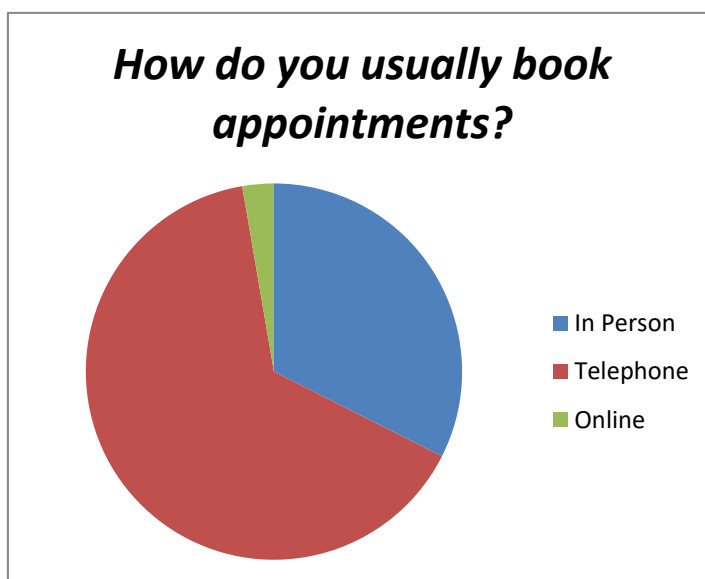
92% of patients rate the availability of our nurse appointments as satisfactory or better

Question 15 - How would you rate our blood test appointment availability?



93% of patients rate the availability of our blood appointments as satisfactory or better

Question 16 - How do you usually book appointments?

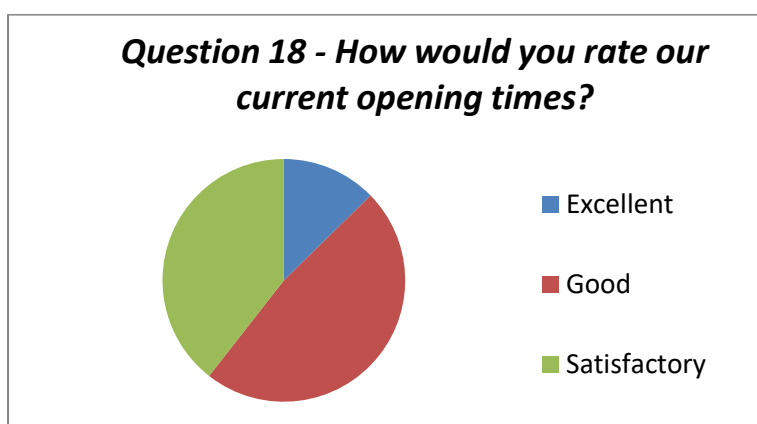


Question 17 & 17a 17b and 17c - How easy do you find getting an appointment with the following

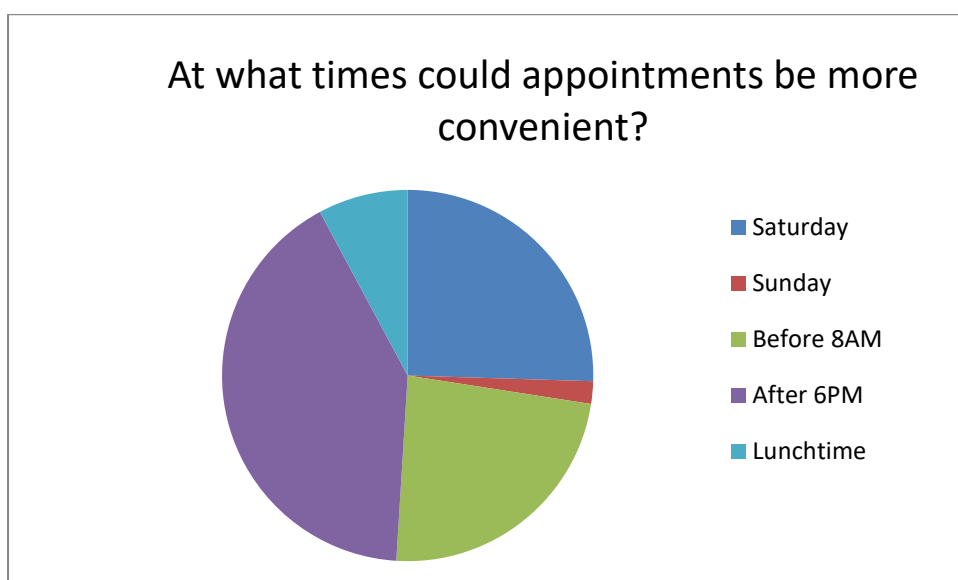
<i>How easy do you find getting an appointment with the following</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Average</i>	<i>Difficult</i>	<i>Very Difficult</i>
<i>GP</i>	4	4	22	24	13
<i>Nurse</i>	4	4	20	24	12
<i>Paramedic</i>	3	4	14	16	8
<i>Phlebotomist</i>	3	4	15	15	8

** Number shown if the amount of people*

Question 18 - How would you rate our current opening times?



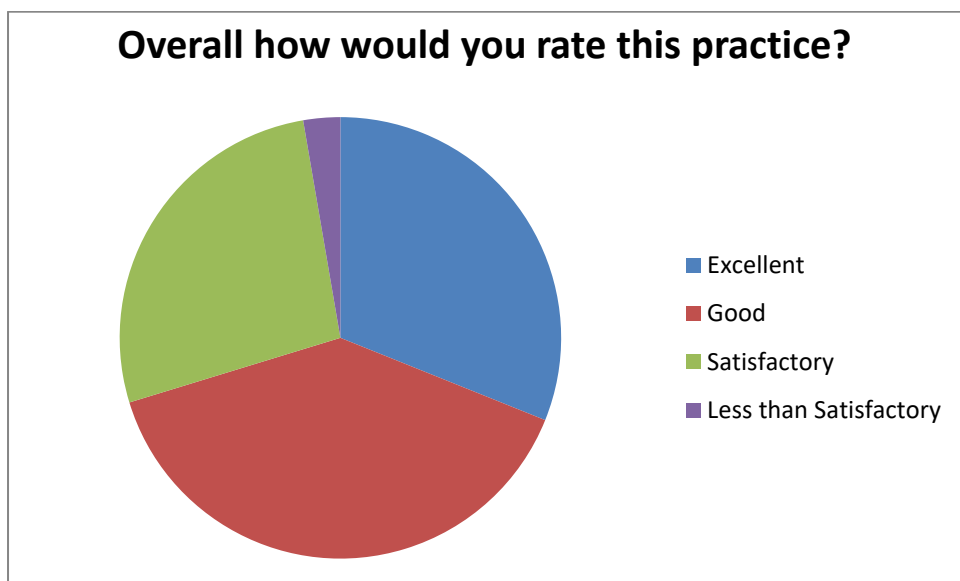
Question 19 - At what times could appointments be more convenient?



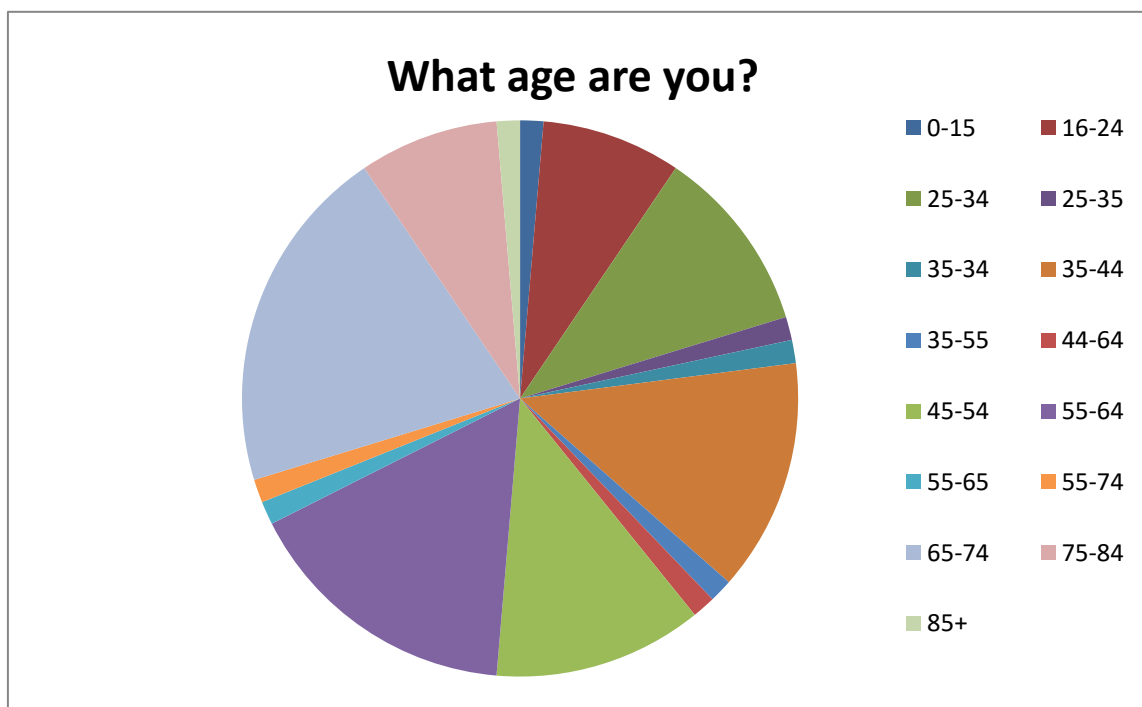
Question 20 - How would you describe your experience of making appointments?

76% of patients surveyed described their experience of making appointments as satisfactory or better

Question 21 – Overall how would you rate this practice?



Question 22 – What age are you?



Question 23 – What is your ethnic group?

