

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

	Haven't Tried	Very Easy	Fairly Easy	Not Very Easy	Not At All Easy	Don't Know	Rating Average	Response Count
Getting through on the phone	2.5% (1)	75.0% (30)	20.0% (8)	0.0% (0)	2.5% (1)	0.0% (0)	2.25	40
Speaking to a doctor on the phone	35.0% (14)	37.5% (15)	20.0% (8)	5.0% (2)	2.5% (1)	0.0% (0)	2.03	40
Speaking to a nurse on the phone	40.0% (16)	35.0% (14)	20.0% (8)	2.5% (1)	2.5% (1)	0.0% (0)	1.93	40
Obtaining test results by phone	22.5% (9)	60.0% (24)	15.0% (6)	0.0% (0)	2.5% (1)	0.0% (0)	2.00	40

2. When did you last see a doctor at the practice?

	Response Percent	Response Count
In the past three months	87.5%	35
Between three and six months ago	5.0%	2
Between six months and twelve months ago	5.0%	2
More than 12 months ago	2.5%	1
I have never been seen at this practice	0.0%	0

3. Have you seen a practice nurse at the practice in the last 12 months?

	Response Percent	Response Count
Yes	80.0%	32
No	20.0%	8

4. In the past 12 months have you tried to see a doctor quickly? That is, on the same day or in the next two weekdays that the practice was open.

	Response Percent	Response Count
Yes	92.5%	37
No	2.5%	1
Can't Remember	5.0%	2

5. Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply

answered question **40**

skipped question **0**

	Response Percent	Response Count
In person	52.5%	21
By phone	85.0%	34
By fax	2.5%	1
Online	10.0%	4
Digital TV	0.0%	0
Other	2.5%	1
I don't make an appointment	5.0%	2

6. How do you feel about how long you normally have to wait?

	Response Percent	Response Count
I don't usually have to wait long	80.0%	32
I have to wait a bit too long	15.0%	6
I have to wait far too long	2.5%	1
No opinion/doesn't apply	2.5%	1

7. The last time you saw a doctor or nurse at the practice, how good were they at each of the following? Please choose one option for each row

	Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Doesn't Apply	Rating Average	Response Count
Giving you enough time	62.5% (25)	27.5% (11)	5.0% (2)	0.0% (0)	2.5% (1)	2.5% (1)	1.60	40
Asking about your symptoms	60.0% (24)	35.0% (14)	0.0% (0)	0.0% (0)	2.5% (1)	2.5% (1)	1.58	40
Listening	65.0% (26)	27.5% (11)	2.5% (1)	0.0% (0)	2.5% (1)	2.5% (1)	1.55	40
Explaining tests and treatments	55.0% (22)	30.0% (12)	7.5% (3)	0.0% (0)	2.5% (1)	5.0% (2)	1.80	40
Involving you in decisions about your care	67.5% (27)	20.0% (8)	2.5% (1)	0.0% (0)	2.5% (1)	7.5% (3)	1.73	40
Treating you with care and concern	70.0% (28)	20.0% (8)	2.5% (1)	2.5% (1)	2.5% (1)	2.5% (1)	1.55	40
Taking your problems seriously	70.0% (28)	20.0% (8)	2.5% (1)	2.5% (1)	2.5% (1)	2.5% (1)	1.55	40

8. In general, how satisfied are you with the care you get at the practice?

	Response Percent	Response Count
Very satisfied	72.5%	29
Fairly satisfied	17.5%	7
Neither satisfied nor dissatisfied	2.5%	1
Quite dissatisfied	2.5%	1
Very dissatisfied	5.0%	2

9. How helpful do you find the receptionists at the practice?

	Response Percent	Response Count
Very helpful	72.5%	29
Fairly helpful	17.5%	7
Average	7.5%	3
Not very helpful	0.0%	0
Not at all helpful	0.0%	0
Never spoken to a receptionist at the practice	2.5%	1

10. How clean is the practice building?

answered question 40

skipped question 0

	Response Percent	Response Count
Very clean	72.5%	29
Fairly clean	25.0%	10
Not very clean	0.0%	0
Not at all clean	2.5%	1