

Question 1 – In the past 12 months, how many times have you seen a Dr from your practice?

None	0%
Once or twice	25%
Three or four times	33%
Five or six times	28%
Seven times or more	14%

Question 2– How do you rate the way you are treated by receptionists at your practice?

Very poor	1%
Poor	0%
Fair	0%
Good	3%
Very good	20%
Excellent	76%

Question 3a– How do you rate the hours that your practice is open for appointments?

Very poor	0%
Poor	0%
Fair	5%
Good	20%
Very good	25%
Excellent	50%

Question 3b– What additional hours would you like the practice to be open?

Early morning	1%
Lunchtimes	0%
Evenings	12%
Weekends	13%
None, I am satisfied	75%

Question 4a– How quickly do you usually get to see a particular Dr?

Same day	45%
Next working day	36%
Within 2 working days	11%
Within 3 working days	7%
Within 4 working days	1%
Does not apply	0%

Question 4b– How do you rate this?

Very poor	0%
Poor	0%
Fair	9%
Good	15%
Very good	41%
Excellent	35%
Does not apply	0%

Question 5a– How quickly do you usually get seen to see the same GP?

Same day	25%
Next working day	40%
Within 2 working days	10%
Within 3 working days	24%
Within 4 working days	0%
Does not apply	1%

Question 5b– How do you rate this?

Very poor	10%
Poor	25%
Fair	11%
Good	11%
Very good	9%
Excellent	34%
Does not apply	0%

Question 6– If you need to see a GP urgently, can you normally get seen on the same day?

Yes	80%
No	10%
Don't know, never needed to	10%

Question 7a– How long do you usually have to wait at the practice for your consultation to begin

5 minutes or less	15%
6 – 10 minutes	48%
11- 20 minutes	30%
21 – 30 minutes	6%
More than 30 minutes	1%

Question 7b– How do you rate this?

Very poor	4%
Poor	3%
Fair	31%
Good	26%
Very good	26%
Excellent	10%

Question 8a– Ability to get through to the practice on the phone?

Very poor	1%
Poor	2%
Fair	14%
Good	24%
Very good	34%
Excellent	18%
Don't know	7%

Question 8b– Ability to speak to a Dr on the phone when you have a question or need medical advice?

Very poor	1%
Poor	8%
Fair	14%
Good	35%
Very good	30%
Excellent	7%
Don't know	5%

Question 9a– In general how often do you see your usual Dr?

Always	10%
Almost always	25%
A lot of the time	35%
Some of the time	25%
Almost never	3%
Never	2%

Question 9b– How do you rate this?

Very poor	8%
Poor	25%
Fair	36%
Good	9%
Very good	17%
Excellent	5%