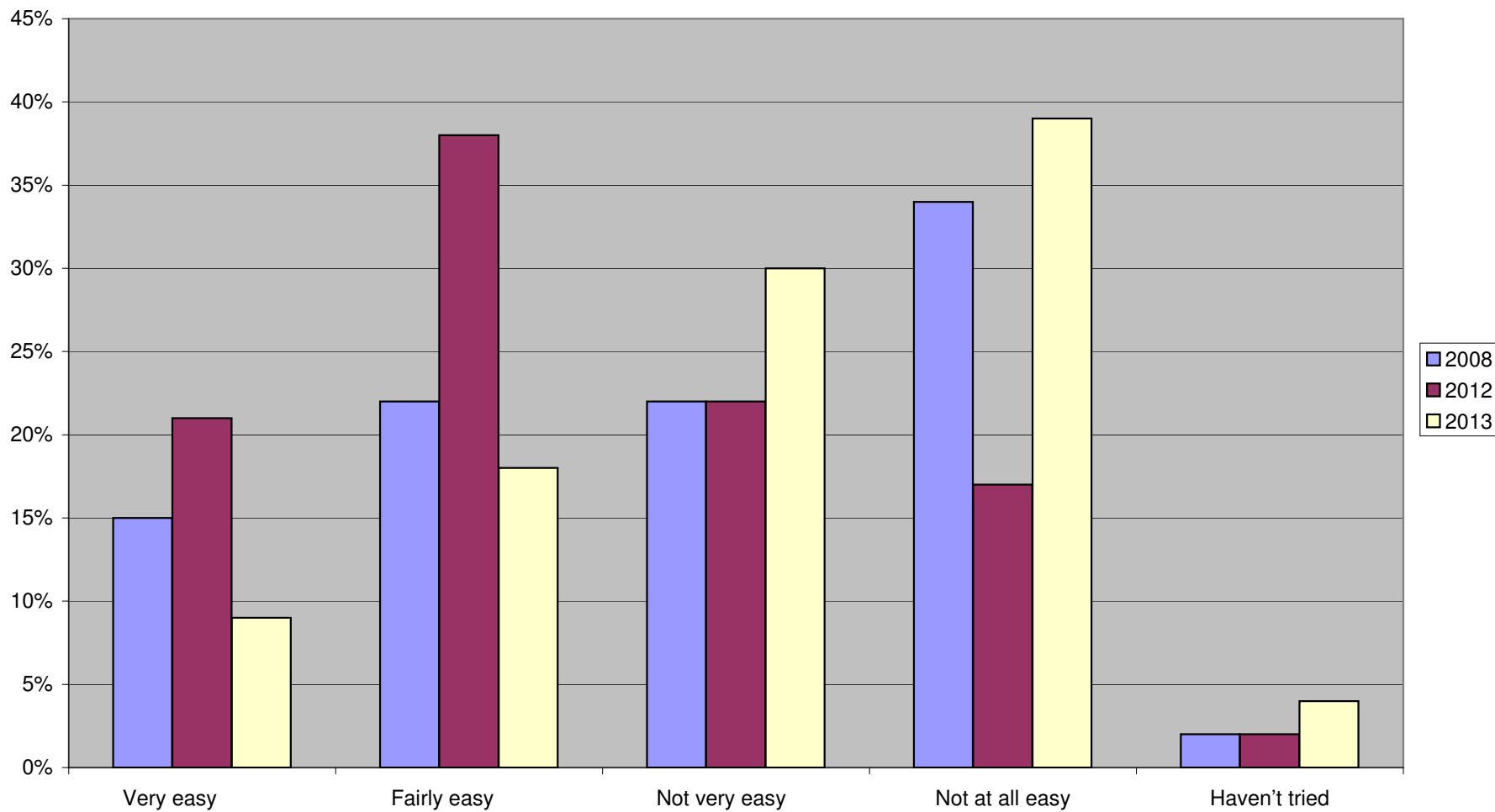
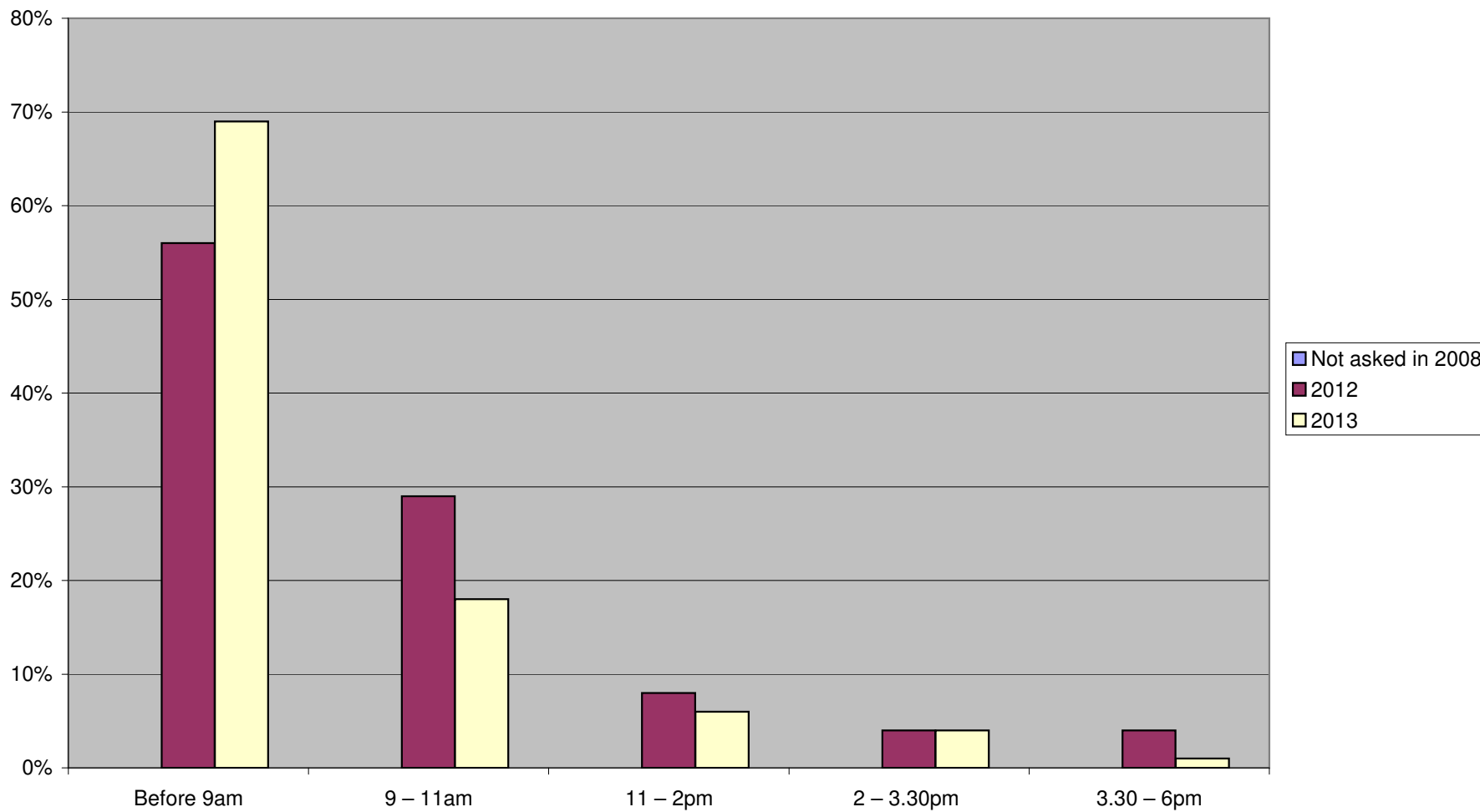


Thinking of the last time you contacted our surgery
How easy did you find it to get through on the phone to us?

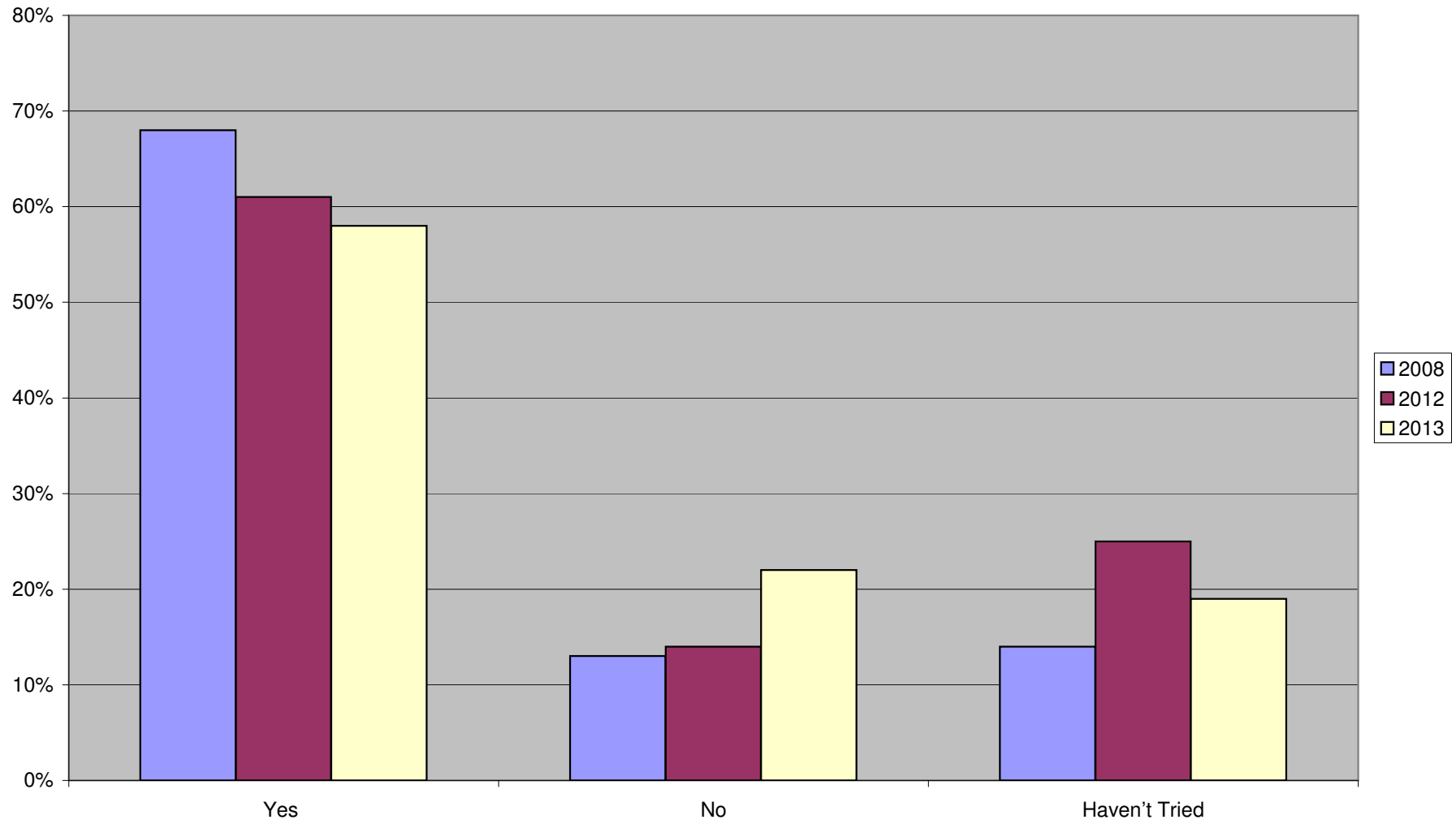


Thinking of the last time you contacted the surgery by telephone

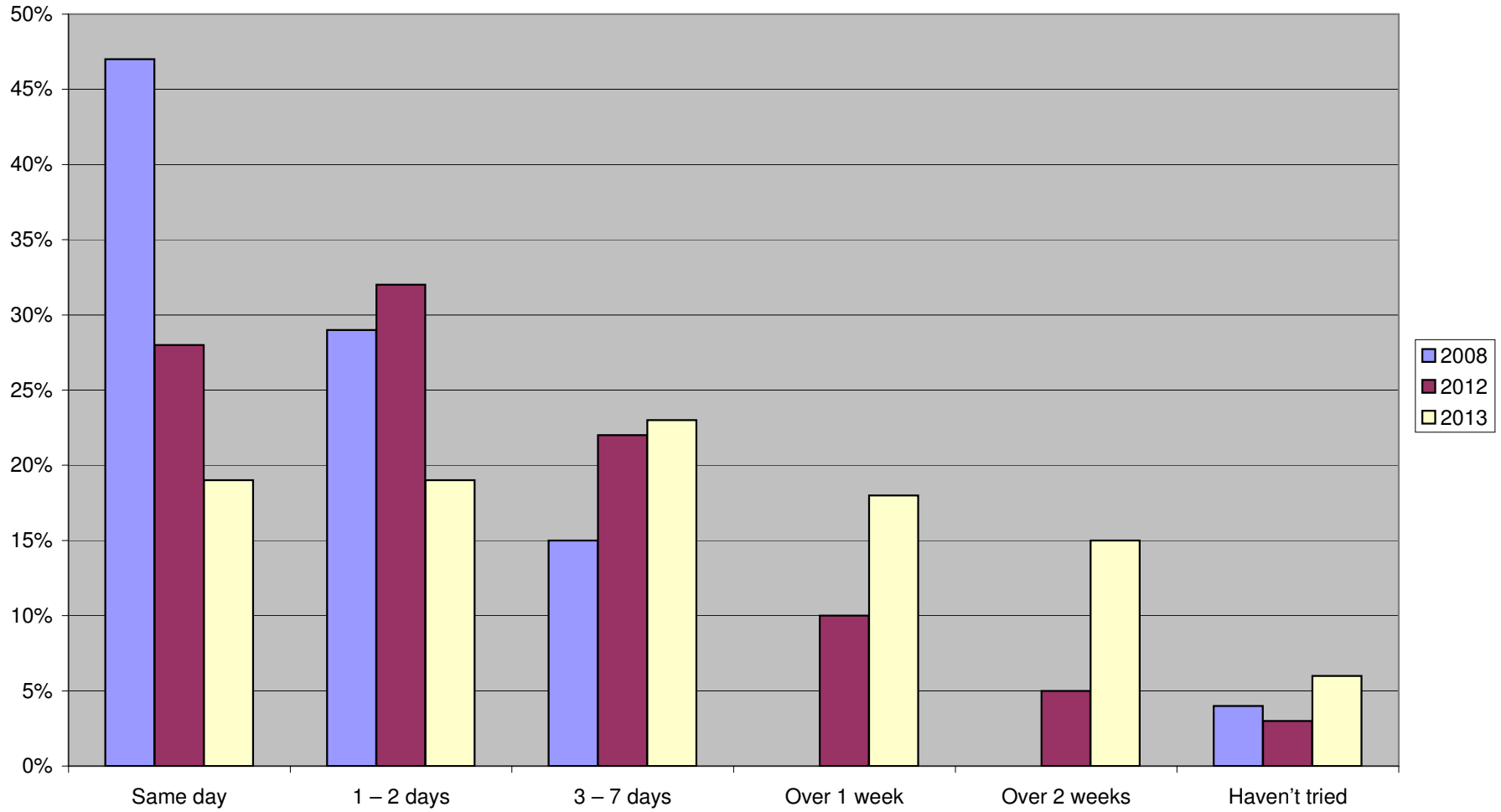
What time of day did you ring?



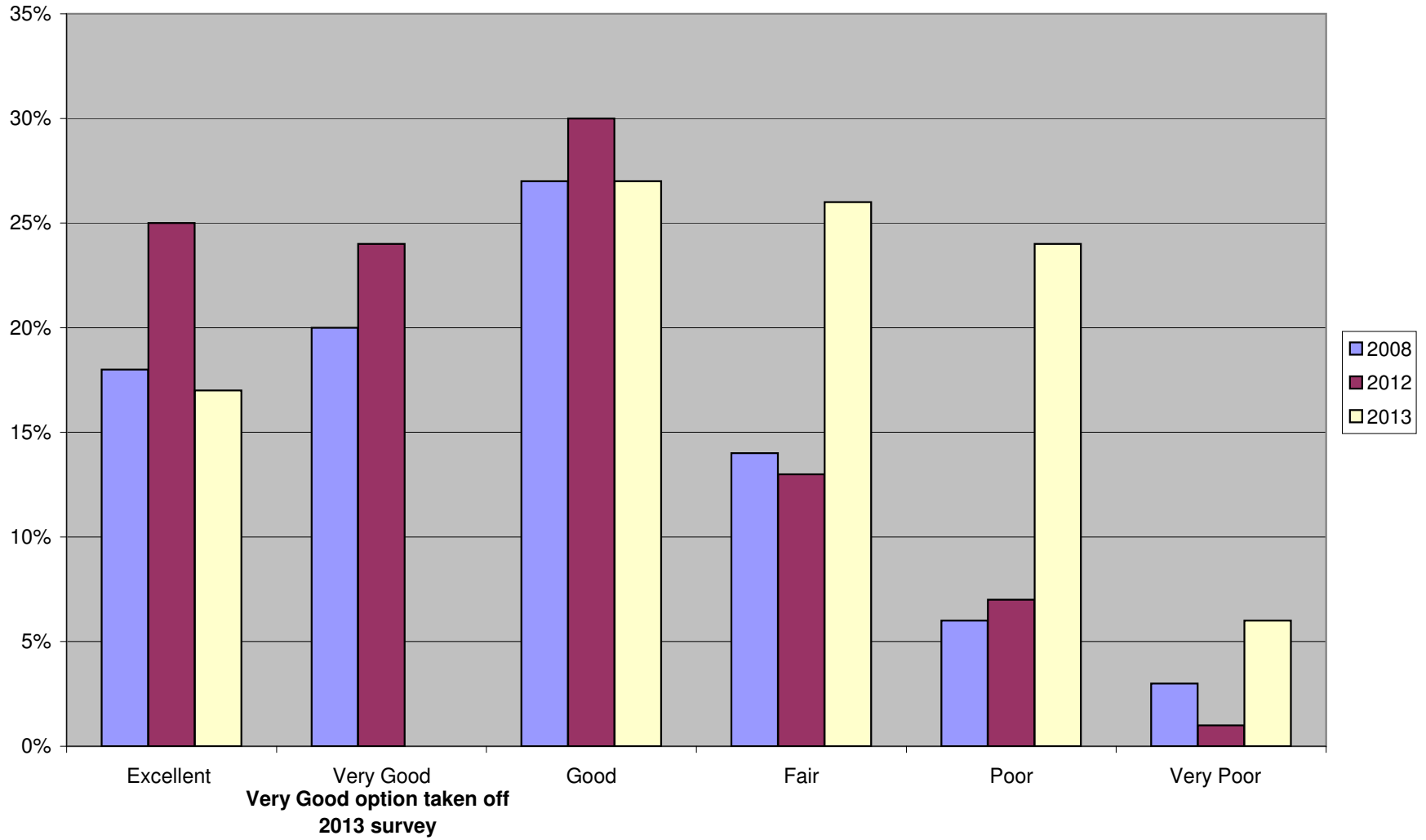
If you tell us you need to see a doctor urgently, can you normally get seen on the same day?



Thinking of the last time you made an ordinary appointment to see any doctor
How soon was an appointment offered?

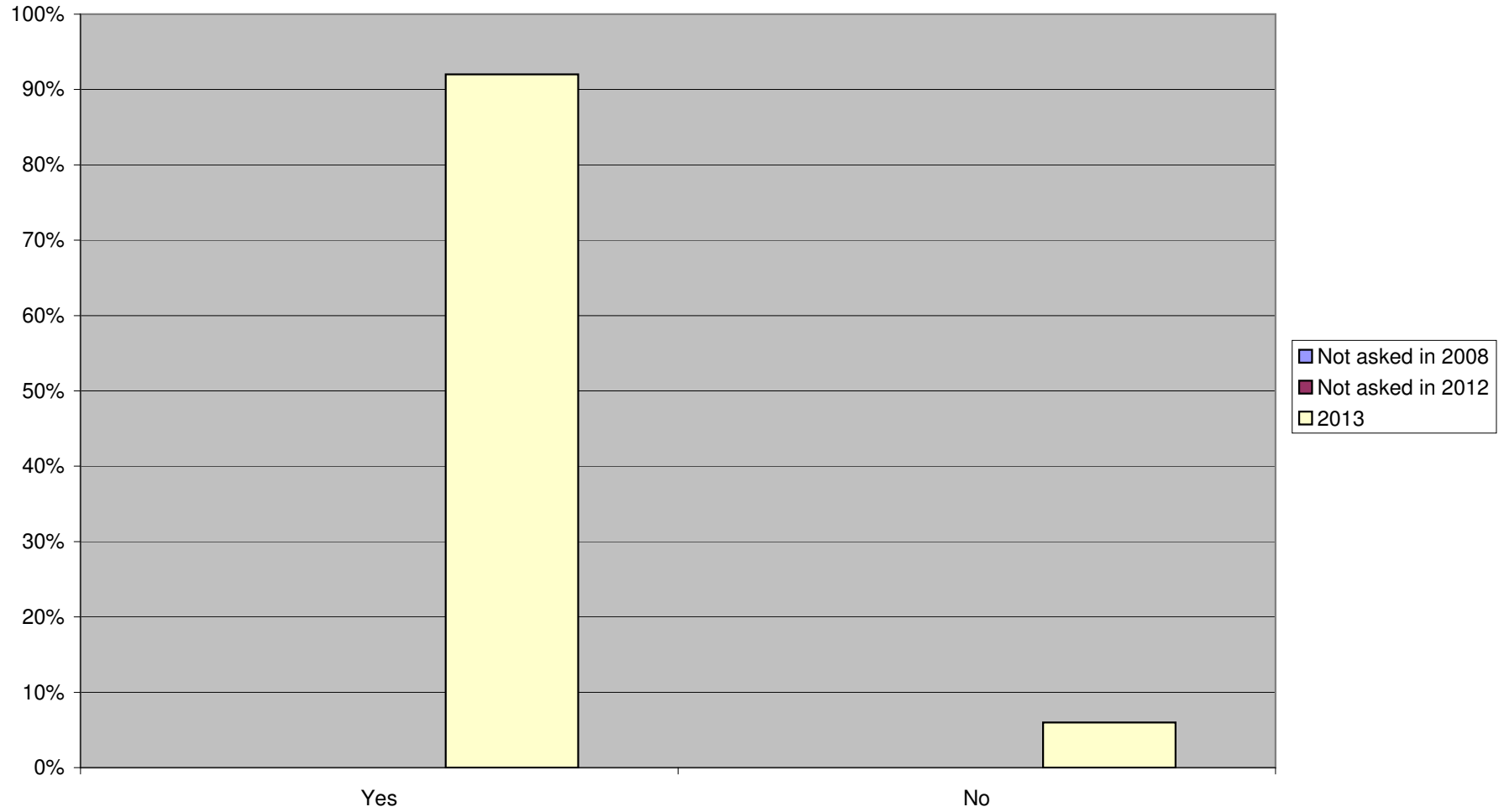


Thinking of the last time you made an ordinary appointment to see any doctor
how do you rate this?

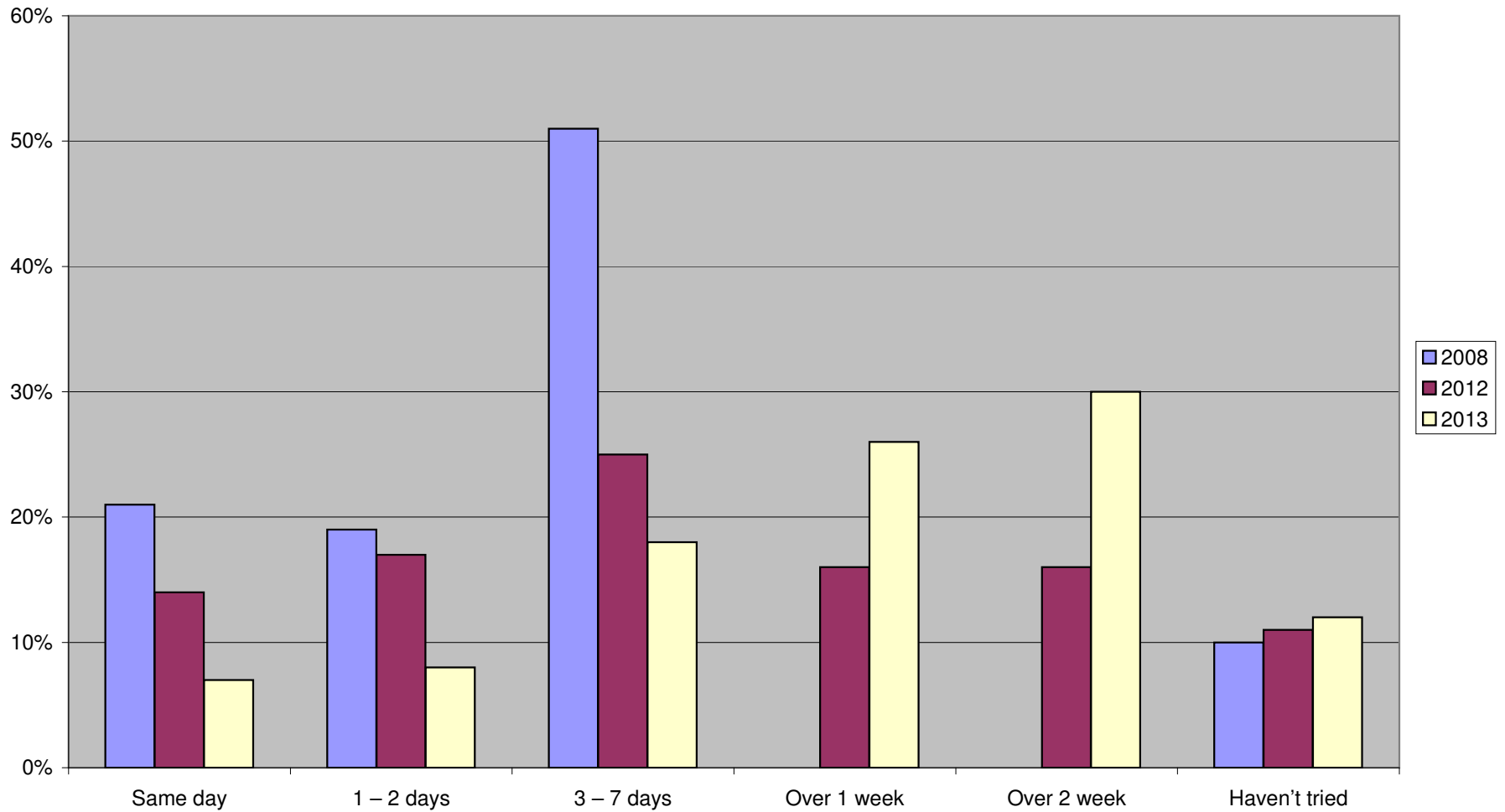


Thinking of the last time you made an ordinary appointment to see any doctor

Did the consultation meet your needs?

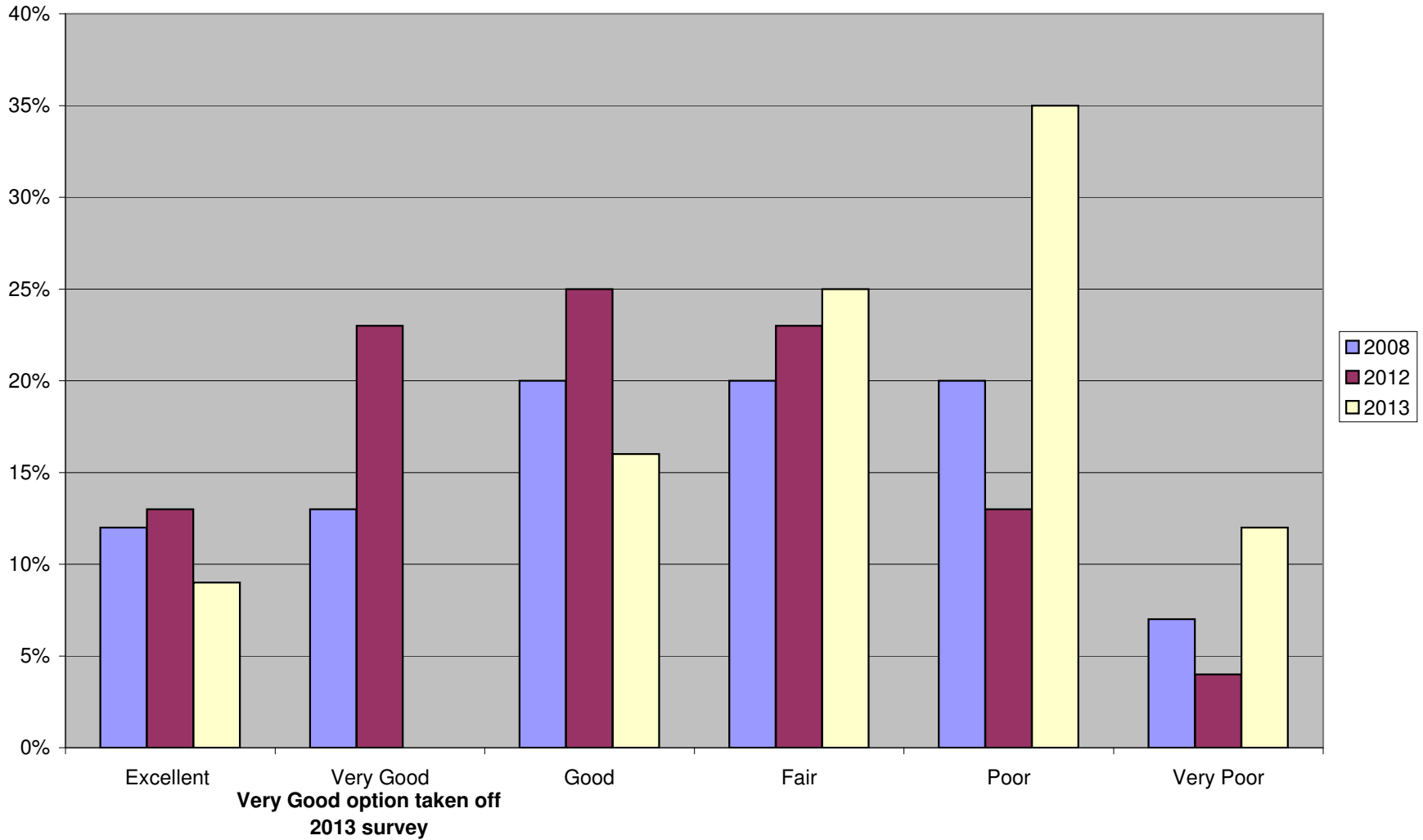


Thinking of the last time you made an ordinary appointment to see a particular doctor
How soon was an appointment offered?

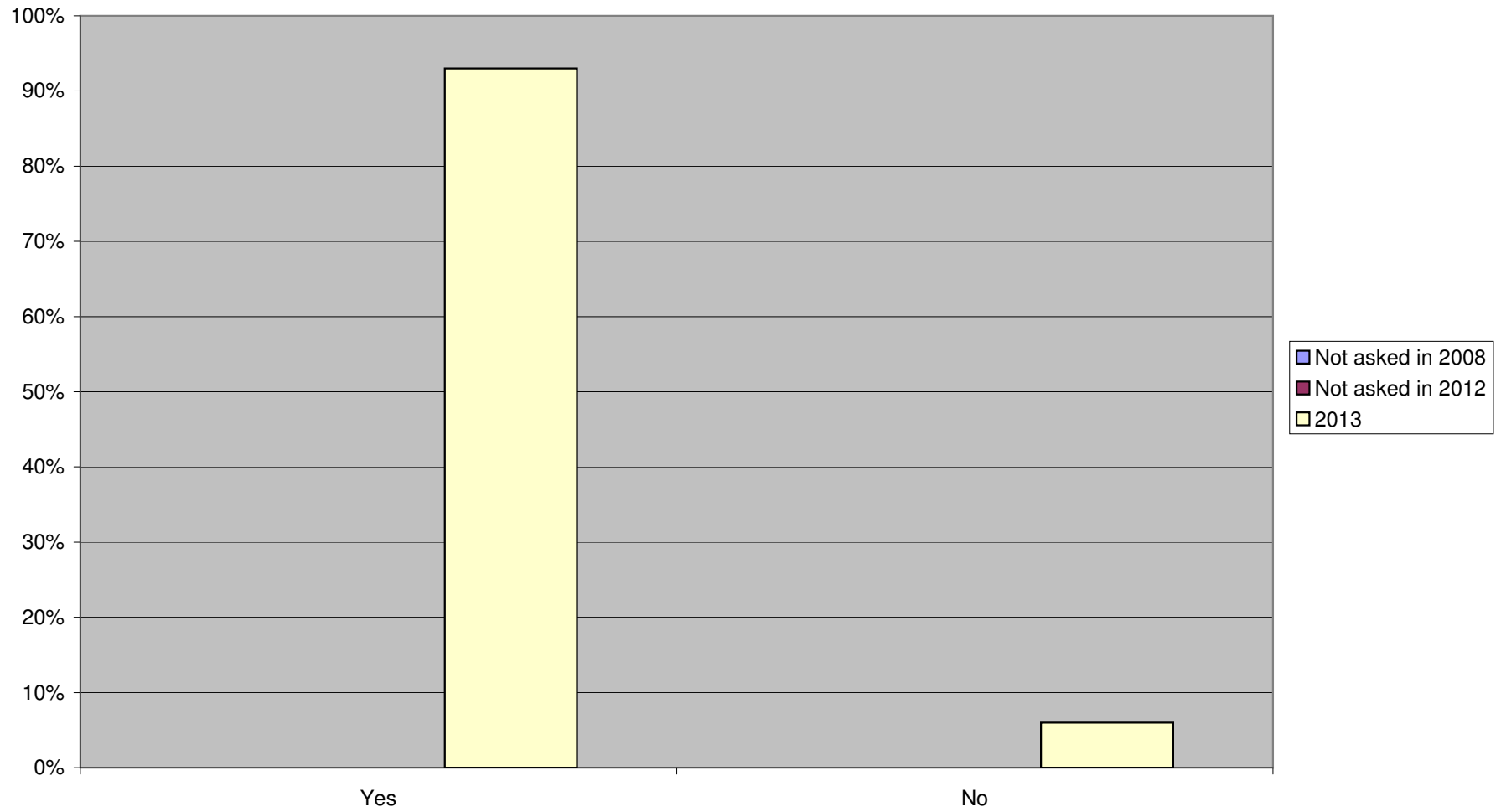


Thinking of the last time you made an ordinary appointment to see a particular doctor

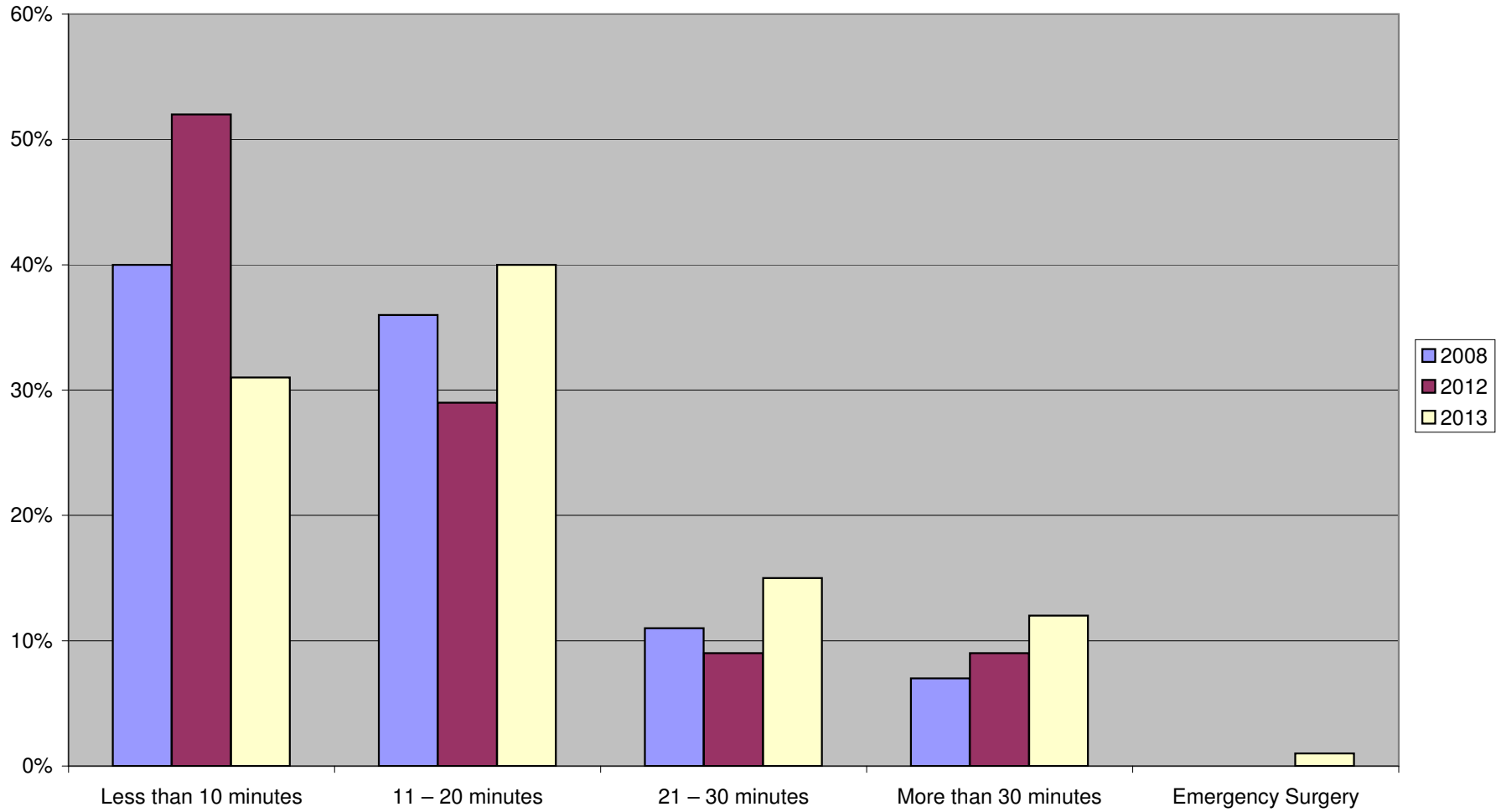
How do you rate this?



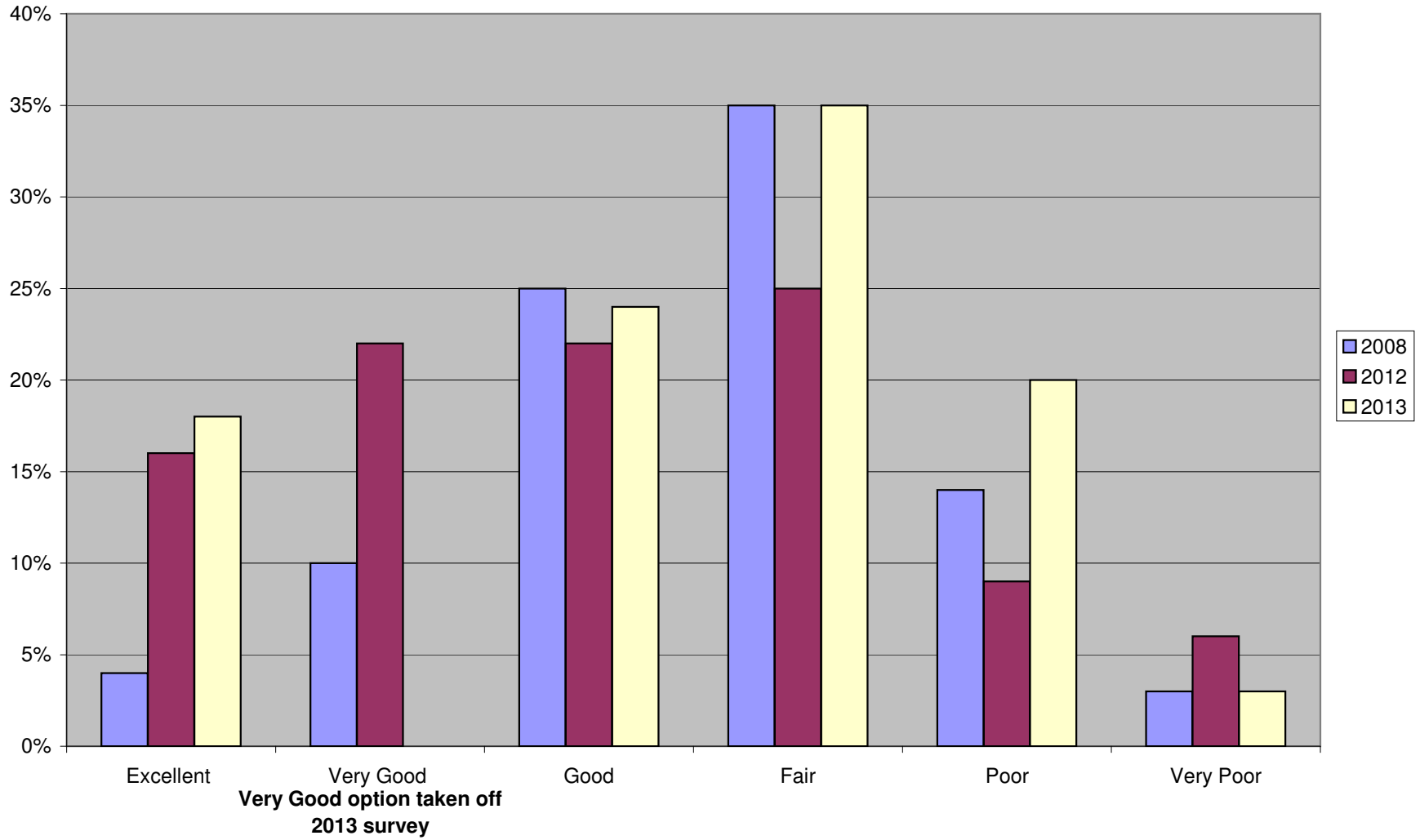
Thinking of the last time you made an ordinary appointment to see a particular doctor
Did the consultation meet your needs?



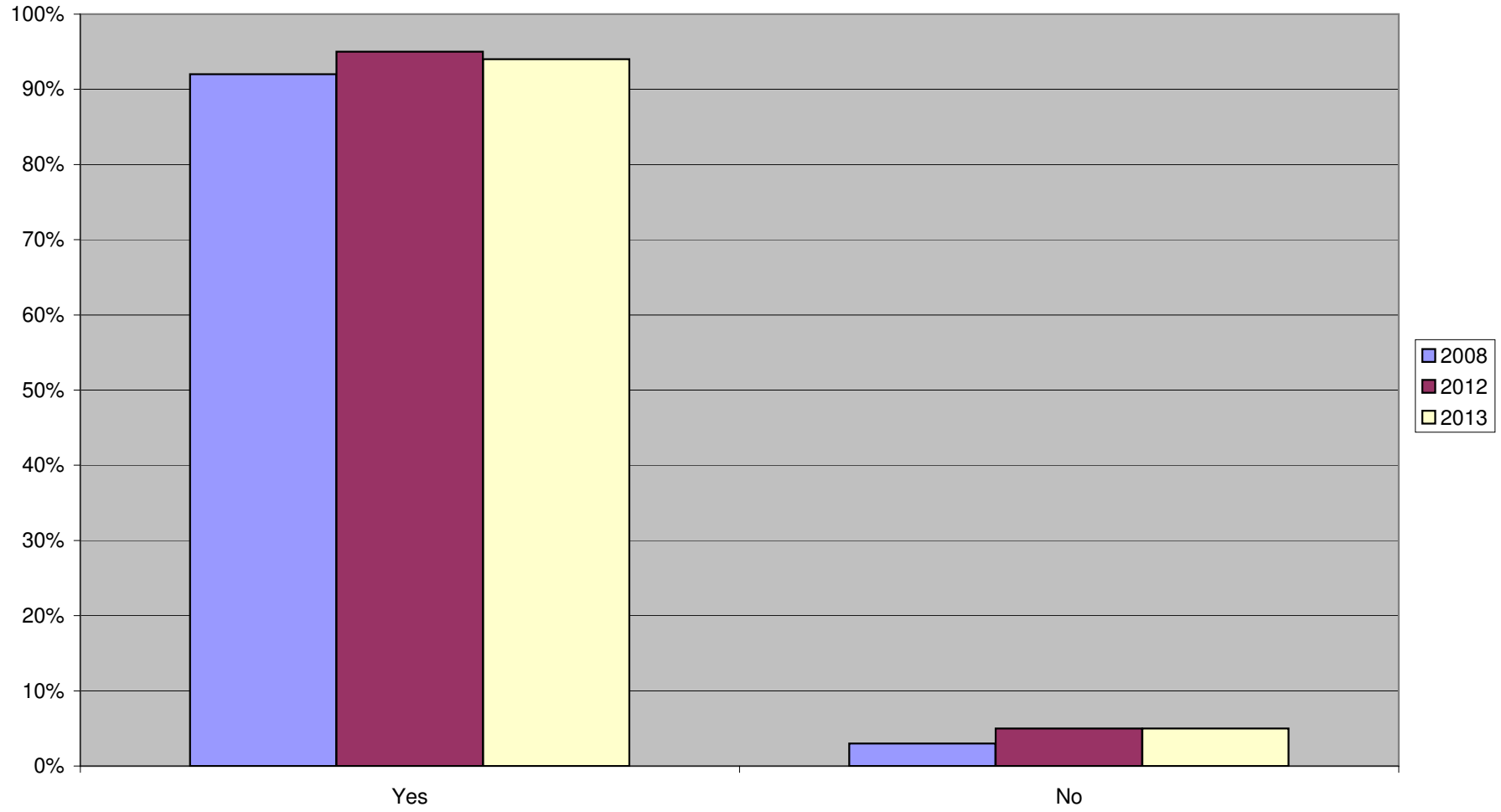
Thinking of the last time you booked an appointment
How long did you have to wait before being called in?



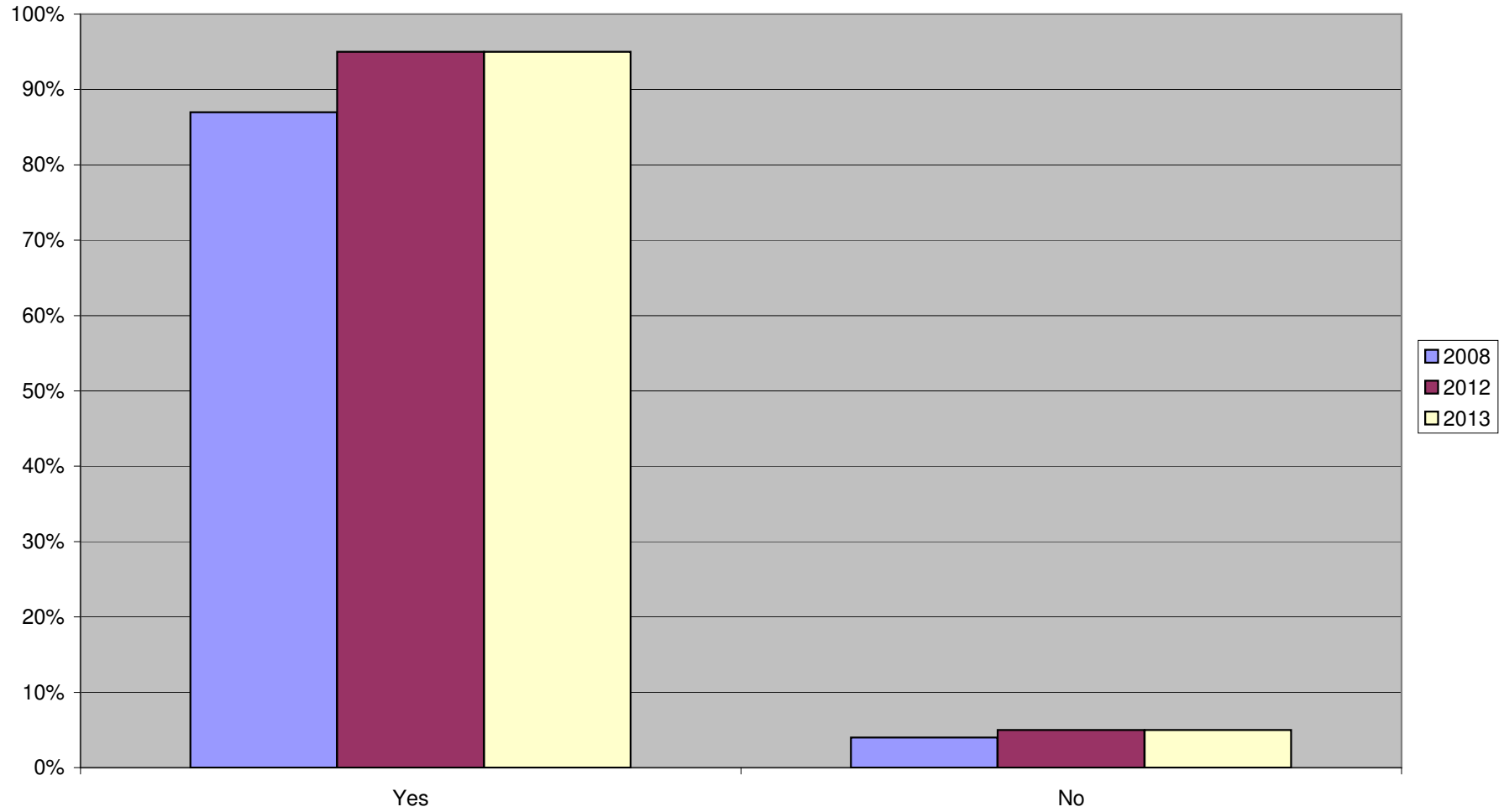
Thinking of the last time you booked an appointment
How do you rate this?



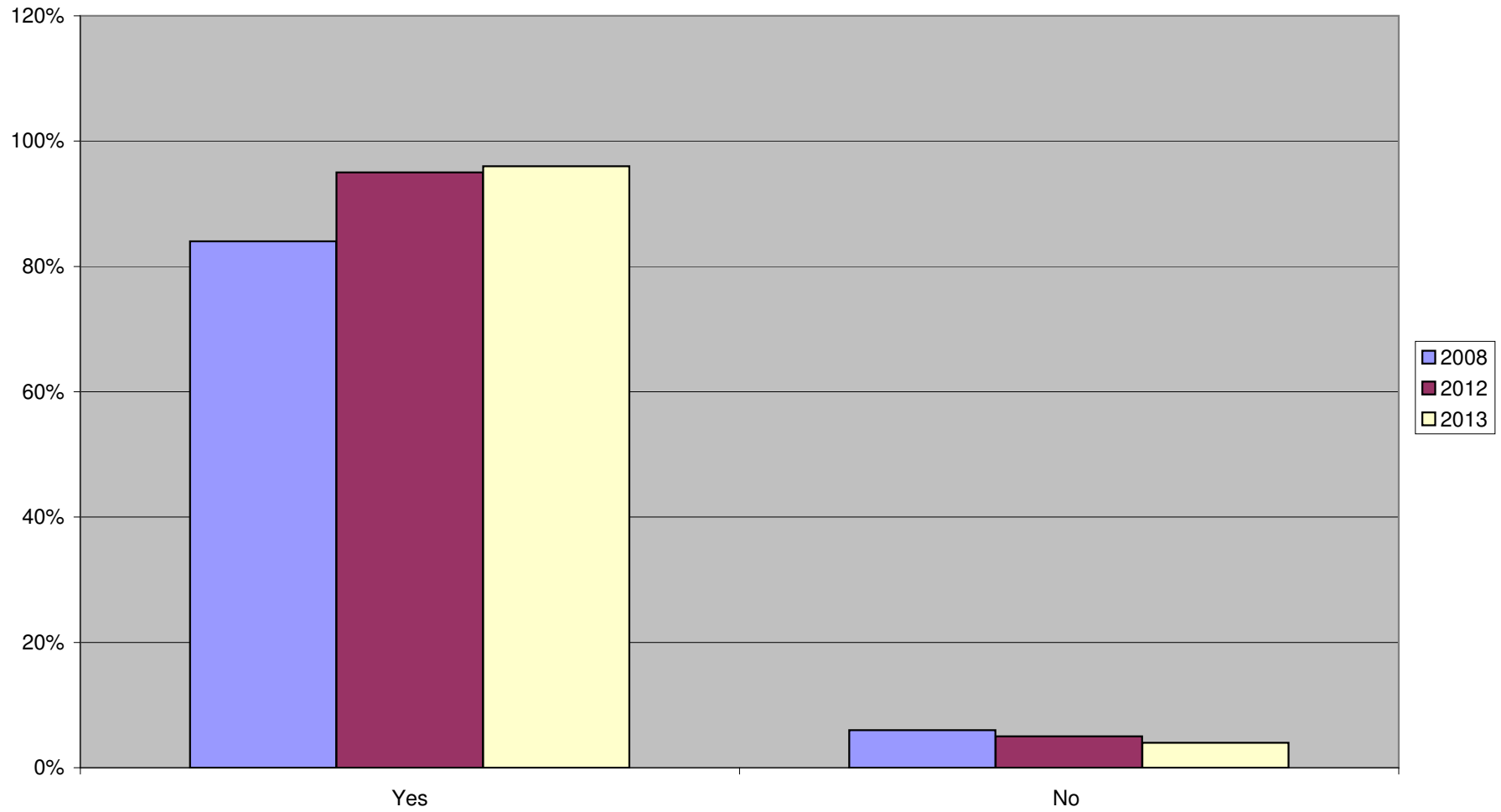
Thinking of the last time you saw a doctor
Did you feel the doctor listened to what you had to say?



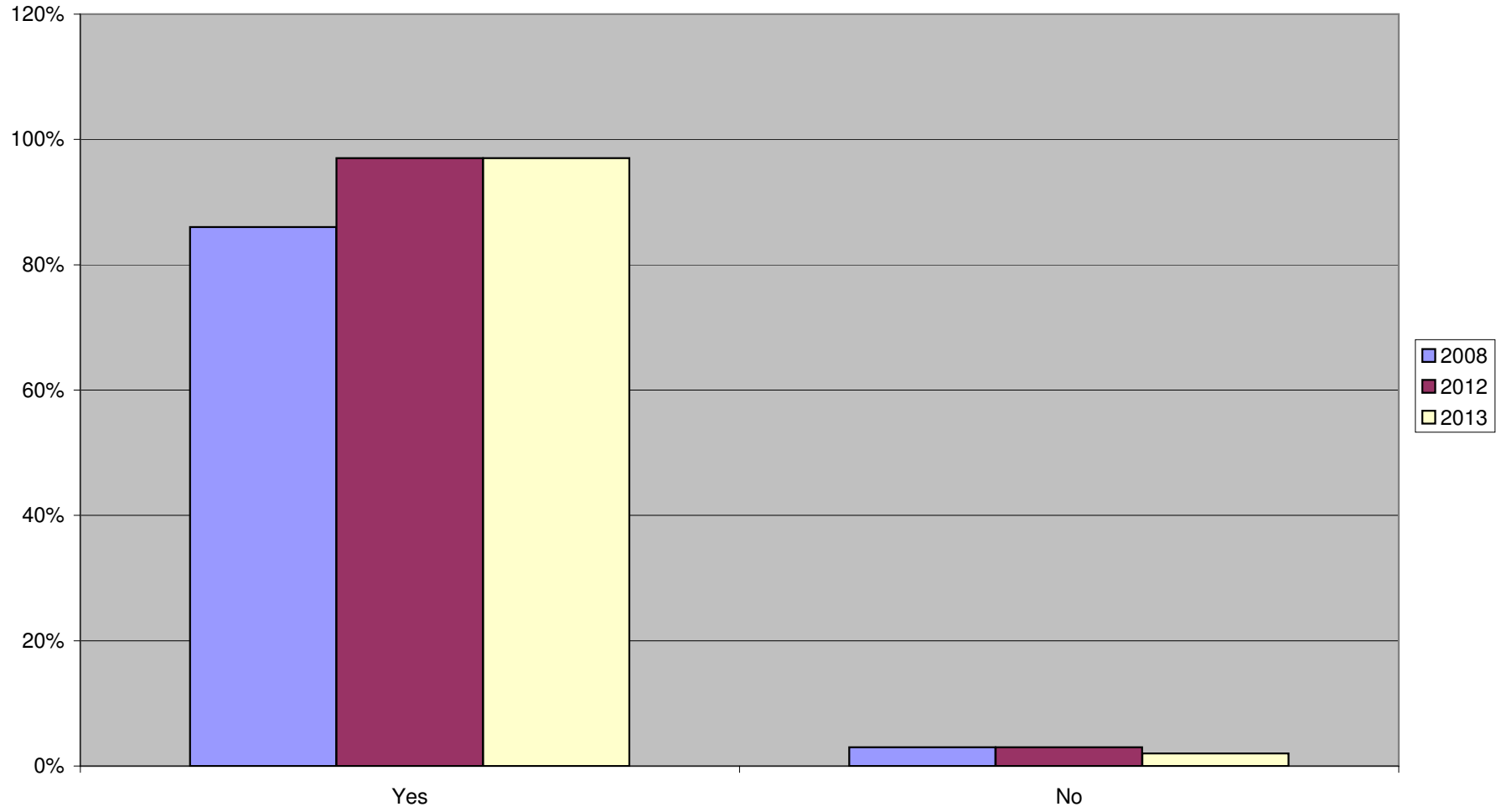
Thinking of the last time you saw a doctor
Did you feel the doctor explained things to you clearly?



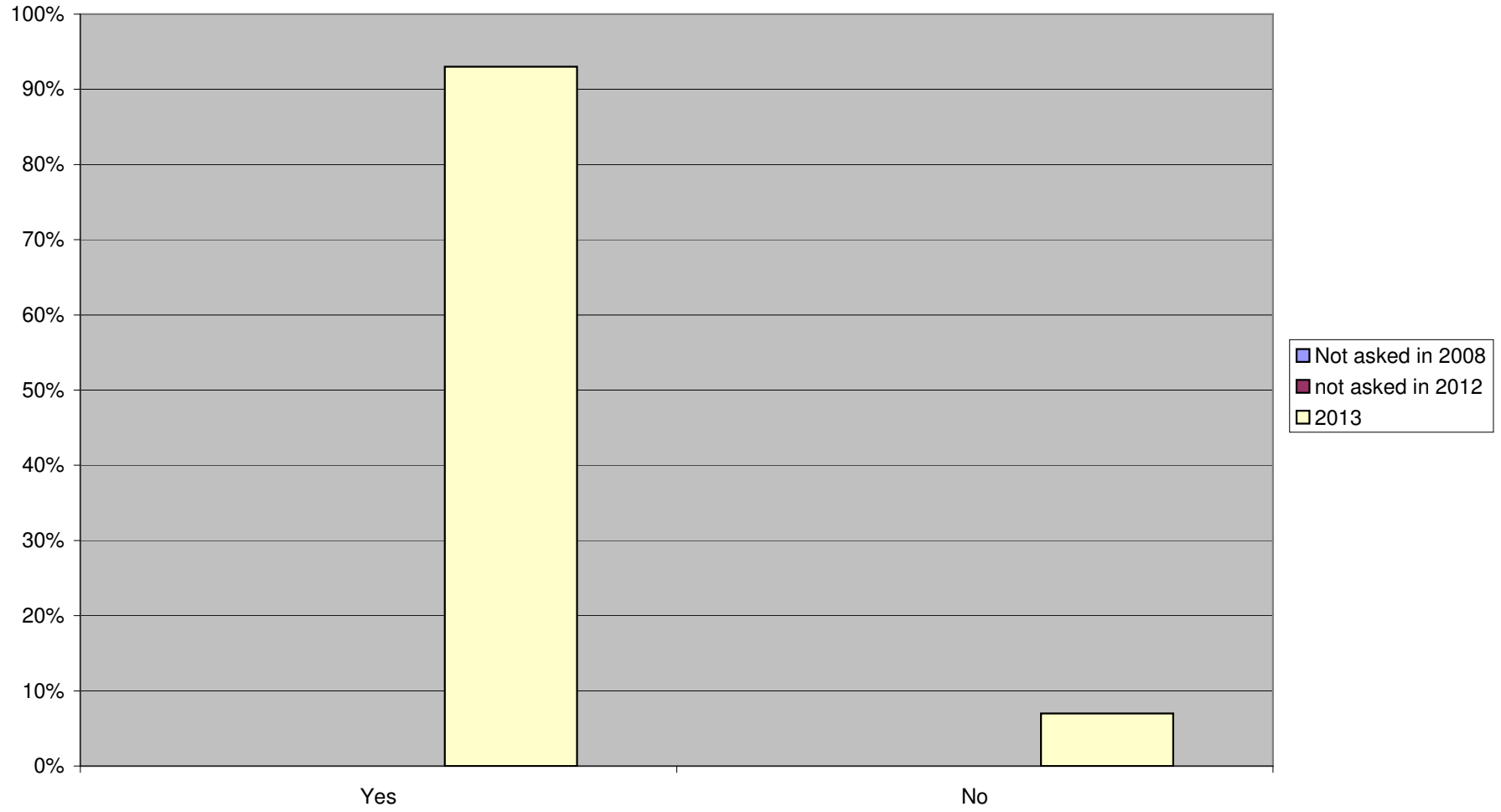
Thinking of the last time you saw a doctor
Did you think the doctor spent enough time with you?



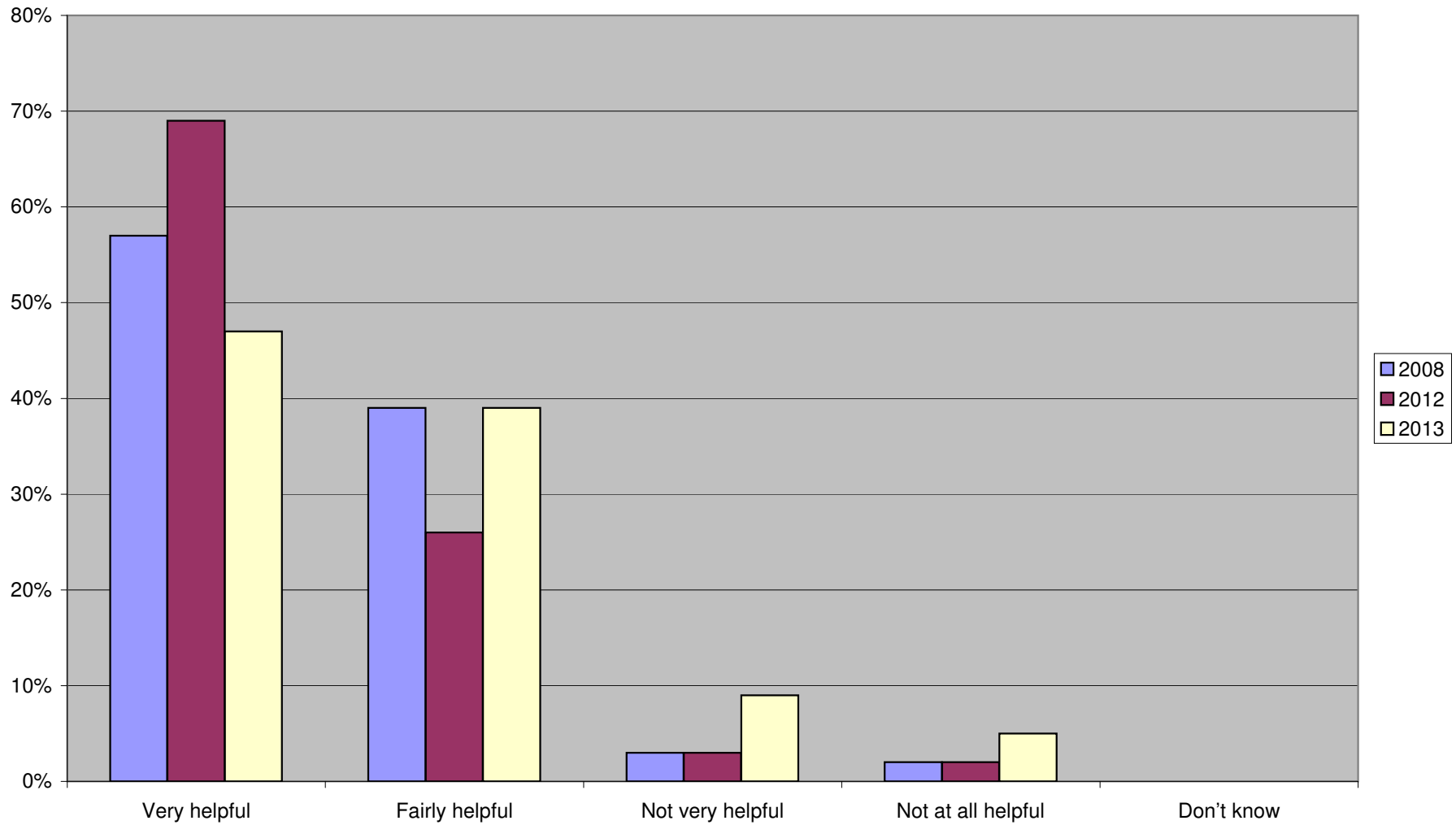
Think of the last time you saw a doctor
Did the doctor treat you with care and concern?



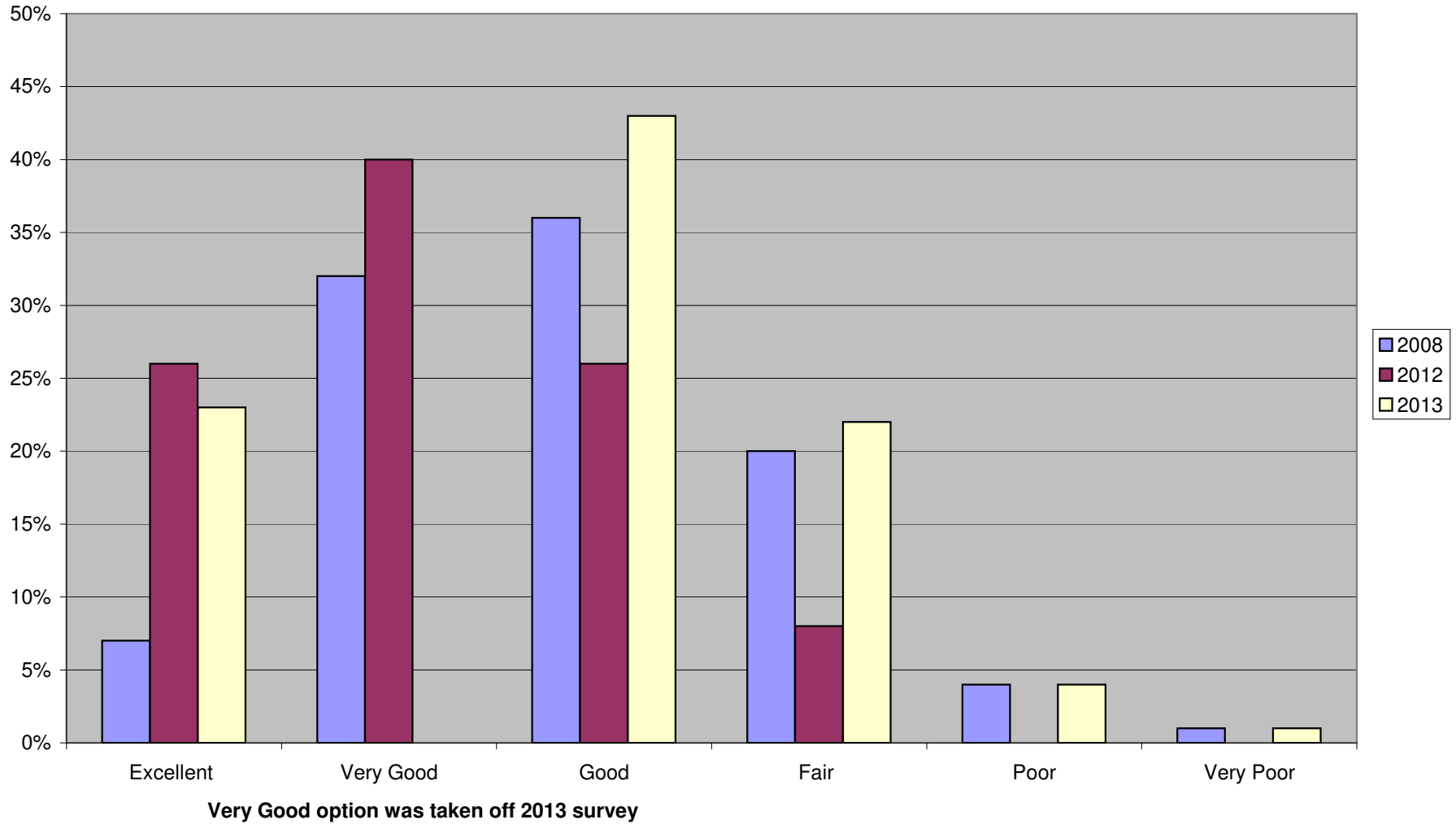
Thinking of the last time you saw a doctor
Were you happy with the outcome of the consultation?



How helpful do you find our receptionists?



How do you rate our opening hours?



Question		2008 Survey In 2008 266 Questionnaires were returned		2012 Survey In 2012 281 Questionnaires were returned		2013 Survey In 2013 211 Questionnaires were returned	
		Total	Percentage	Total	Percentage	Total	Percentage
Thinking about the last time you contacted our surgery by telephone							
How easy do you find it to get through on phone to us?	Very easy	41	15%	58	21%	20	9%
	Fairly easy	58	22%	107	38%	37	18%
	Not very easy	59	22%	63	22%	63	30%
	Not at all easy	89	34%	47	17%	83	39%
	Haven't tried	4	2%	6	2%	8	4%
What time of day did you ring?							
	Before 9am	not asked in	0%	158	56%	146	69%
	9 – 11am	not asked in	0%	81	29%	38	18%
	11 – 2pm	not asked in	0%	21	8%	13	6%
	2 – 3.30pm	not asked in	0%	10	4%	9	4%
	3.30 – 6pm	not asked in	0%	10	4%	3	1%
If you TELL US you need to see a doctor URGENTLY, can you normally get seen on the same day?							
	Yes	180	68%	172	61%	123	58%
	No	34	13%	38	14%	47	22%
	Haven't Tried	37	14%	71	25%	41	19%
Thinking of the last time you made an ordinary appointment to see ANY Doctor							
a) How soon was an appointment offered?	Same day	126	47%	78	28%	40	19%
	1 – 2 days	77	29%	89	32%	40	19%
	3 – 7 days			62	22%	48	23%
	Over 1 week			28	10%	39	18%
	Over 2 weeks	39	15%	15	5%	31	15%
	Haven't tried	10	4%	8	3%	12	6%
b) How do you rate this?	Excellent	47	18%	70	25%	35	17%
	Very Good	54	20%	67	24%	not asked in 20	0%
	Good	72	27%	83	30%	56	27%
	Fair	36	14%	35	13%	55	26%
	Poor	16	6%	20	7%	51	24%
	Very Poor	8	3%	4	1%	12	6%
c) Did the consultation meet your needs?	Yes	not asked in	0%	not asked in 20	0%	194	92%
	No	not asked in	0%	not asked in 20	0%	12	6%

Thinking of the last time you made an ordinary appointment see a PARTICULAR Doctor							
a) How soon was an appointment offered?	Same day	56	21%	39	14%	14	7%
	1 – 2 days	51	19%	48	17%	16	8%
	3 – 7 days			70	25%	37	18%
	Over 1 week			46	16%	55	26%
	Over 2 week	133	51%	46	16%	63	30%
	Haven't tried	26	10%	32	11%	26	12%
b) How do you rate this?	Excellent	31	12%	35	13%	20	9%
	Very Good	34	13%	63	23%		
	Good	52	20%	71	25%	33	16%
	Fair	54	20%	63	23%	53	25%
	Poor	52	20%	35	13%	74	35%
	Very Poor	18	7%	12	4%	26	12%
c) Did the consultation meet your needs?	Yes	not asked in	0%	not asked in 20	0%	196	93%
	No	not asked in	0%	not asked in 20	0%	12	6%
Thinking of the last time you attended for an appointment:							
How long did you have to wait before being called in?	Less than 10 minutes	105	40%	148	52%	66	31%
	11 – 20 minutes	96	36%	82	29%	85	40%
	21 – 30 minutes	28	11%	26	9%	31	15%
	More than 30 minutes	19	7%	25	9%	26	12%
	Emergency Surgery	not asked in	0%	not asked in 20	0%	3	1%
How do you rate this?	Excellent	10	4%	46	16%	37	18%
	Very Good	27	10%	62	22%	not asked in 20	0%
	Good	67	25%	63	22%	50	24%
	Fair	92	35%	69	25%	73	35%
	Poor	37	14%	25	9%	43	20%
	Very Poor	7	3%	16	6%	7	3%
Thinking of the last time you saw a Doctor:							
Did you feel that the doctor listened to what you had to say?	Yes	243	92%	268	95%	199	94%
	No	10	3%	13	5%	11	5%
Did you feel the doctor explained things to you clearly?	Yes	229	87%	268	95%	201	95%
	No	10	4%	13	5%	10	5%
Did you think the doctor spent enough time with you?	Yes	224	84%	266	95%	203	96%
	No	19	6%	15	5%	8	4%

Did the doctor treat you with care and concern?	Yes	228	86%	271	97%	204	97%
	No	11	3%	9	3%	5	2%
Were you happy with the outcome of the Consultation	Yes	not asked in	0%	not asked in 20	0%	196	93%
	No	not asked in	0%	not asked in 20	0%	15	7%
How helpful do you find our receptionists?	Very helpful	151	57%	194	69%	99	47%
	Fairly helpful	104	39%	72	26%	82	39%
	Not very helpful	9	3%	8	3%	19	9%
	Not at all helpful	5	2%	7	2%	10	5%
	Don't know	0	0%	0	0%	0	0%
Thinking about our opening hours:							
How do you rate our opening hours?	Excellent	18	7%	74	26%	49	23%
	Very Good	85	32%	111	40%	not asked in 20	0%
	Good	96	36%	72	26%	91	43%
	Fair	52	20%	23	8%	47	22%
	Poor	10	4%	0	0%	8	4%
	Very Poor	3	1%	0	0%	3	1%