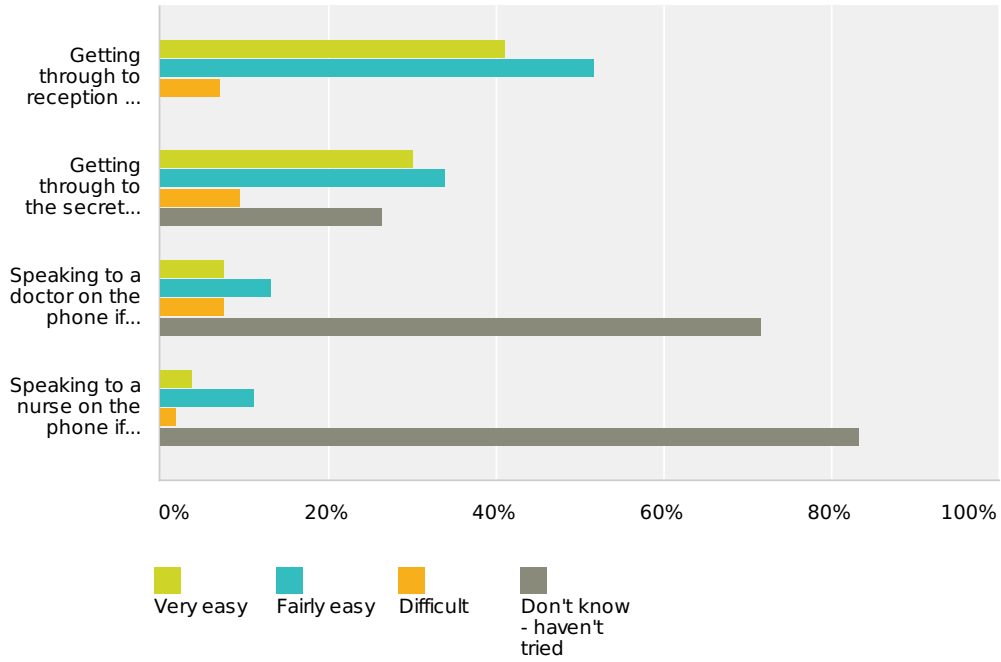


Q1 In the past 12 months how easy have you found the following?

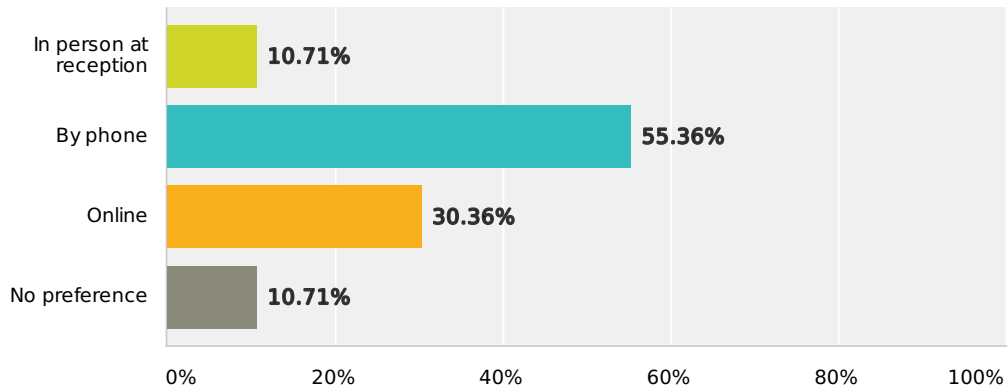
Answered: 56 Skipped: 0



	Very easy	Fairly easy	Difficult	Don't know - haven't tried	Total	Average Rating
Getting through to reception on the phone (option 1)	41.07% 23	51.79% 29	7.14% 4	0% 0	56	1.66
Getting through to the secretary team on the phone (option 2)	30.19% 16	33.96% 18	9.43% 5	26.42% 14	53	2.32
Speaking to a doctor on the phone if required	7.55% 4	13.21% 7	7.55% 4	71.70% 38	53	3.43
Speaking to a nurse on the phone if required	3.70% 2	11.11% 6	1.85% 1	83.33% 45	54	3.65

Q2 Which of the following methods do you prefer to use to book a routine appointment?

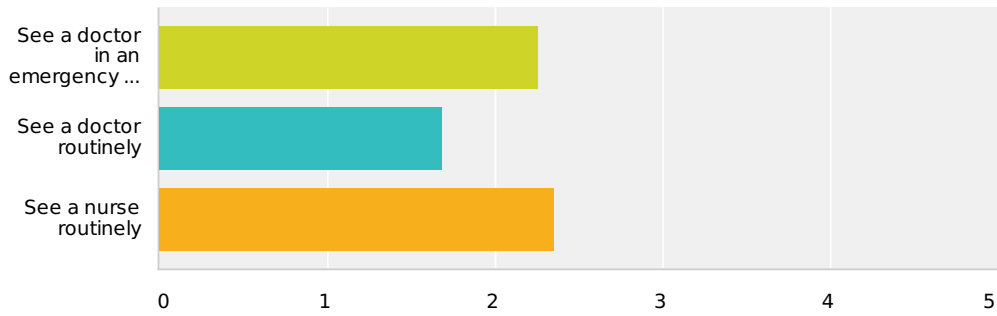
Answered: 56 Skipped: 0



Answer Choices	Responses
In person at reception	10.71% 6
By phone	55.36% 31
Online	30.36% 17
No preference	10.71% 6
Total Respondents: 56	

Q3 In the past 12 months, how easy have you found it to:

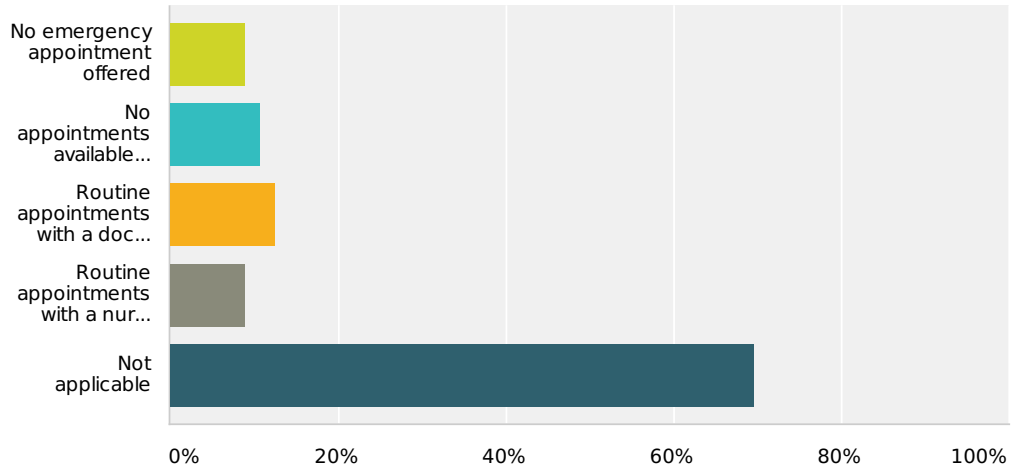
Answered: 56 Skipped: 0



	Very easy	Fairly easy	Difficult	Don't know - haven't tried	Total	Average Rating
See a doctor in an emergency (ie same day)	33.33% 18	33.33% 18	7.41% 4	25.93% 14	54	2.26
See a doctor routinely	51.85% 28	33.33% 18	9.26% 5	5.56% 3	54	1.69
See a nurse routinely	41.18% 21	15.69% 8	9.80% 5	33.33% 17	51	2.35

Q4 If you have found it difficult to see a doctor or nurse as an emergency or routinely what were the issues for this?

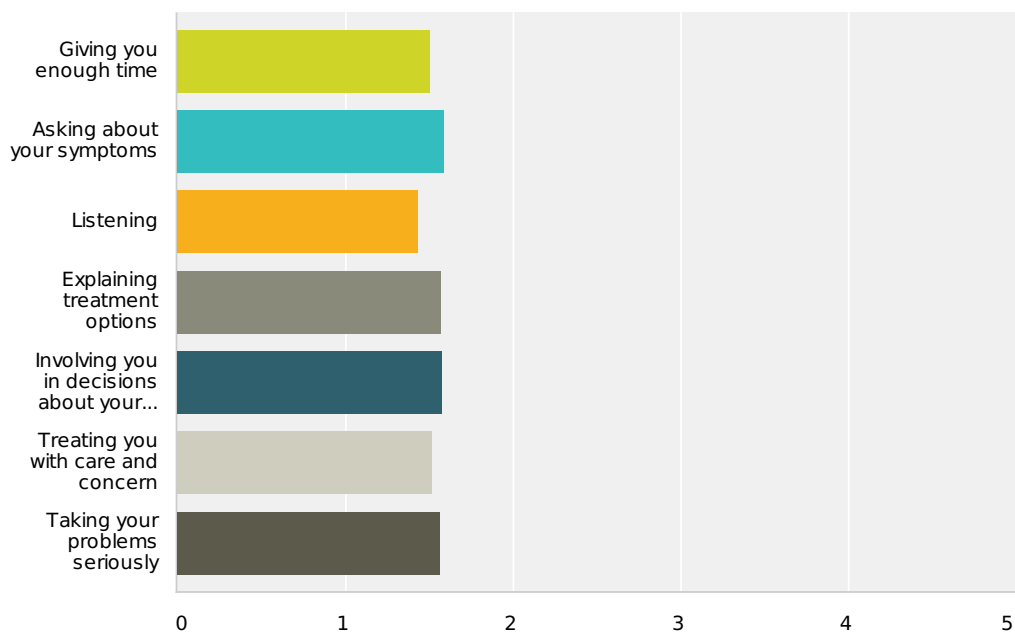
Answered: 56 Skipped: 0



Answer Choices	Responses
No emergency appointment offered	8.93% 5
No appointments available with preferred clinician	10.71% 6
Routine appointments with a doctor not available on a day or at a time to suit my needs	12.50% 7
Routine appointments with a nurse not available on a day or at a time to suit my needs	8.93% 5
Not applicable	69.64% 39
Total Respondents: 56	

Q5 The last time you saw a doctor or nurse at the practice how good were they at each of the following?

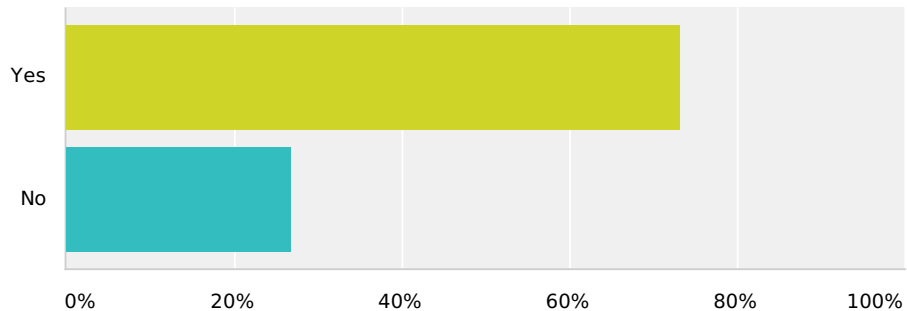
Answered: 56 Skipped: 0



	Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	N/A	Total	Average Rating
Giving you enough time	57.14% 32	28.57% 16	7.14% 4	1.79% 1	0% 0	5.36% 3	56	1.51
Asking about your symptoms	54.55% 30	23.64% 13	12.73% 7	1.82% 1	0% 0	7.27% 4	55	1.59
Listening	62.50% 35	23.21% 13	8.93% 5	0% 0	0% 0	5.36% 3	56	1.43
Explaining treatment options	55.56% 30	24.07% 13	7.41% 4	1.85% 1	1.85% 1	9.26% 5	54	1.57
Involving you in decisions about your care	51.85% 28	20.37% 11	7.41% 4	1.85% 1	1.85% 1	16.67% 9	54	1.58
Treating you with care and concern	58.18% 32	18.18% 10	14.55% 8	0% 0	0% 0	9.09% 5	55	1.52
Taking your problems seriously	56.36% 31	20% 11	16.36% 9	0% 0	0% 0	7.27% 4	55	1.57

Q6 Do you feel you get enough information about the practice and the services we offer?

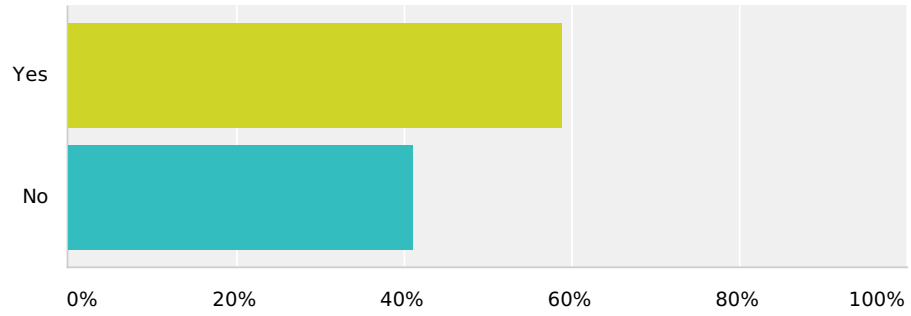
Answered: 56 Skipped: 0



Answer Choices	Responses
Yes	73.21% 41
No	26.79% 15
Total	56

Q7 Are you aware of our practice leaflet?

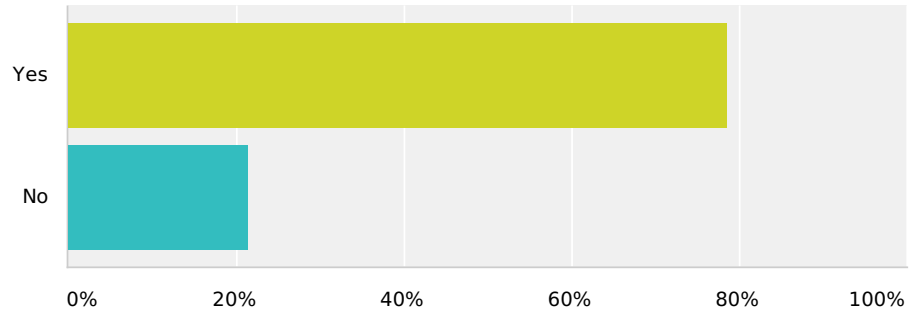
Answered: 56 Skipped: 0



Answer Choices	Responses	
Yes	58.93%	33
No	41.07%	23
Total		56

Q8 Are You Aware of Our Practice Website?

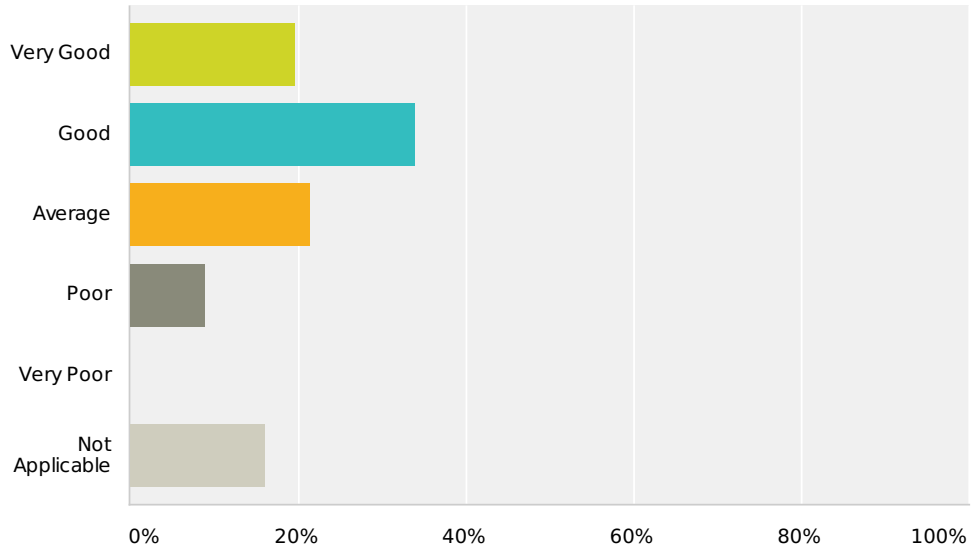
Answered: 56 Skipped: 0



Answer Choices	Responses	
Yes	78.57%	44
No	21.43%	12
Total		56

Q9 How would you rate the information we give you about other services available to you?

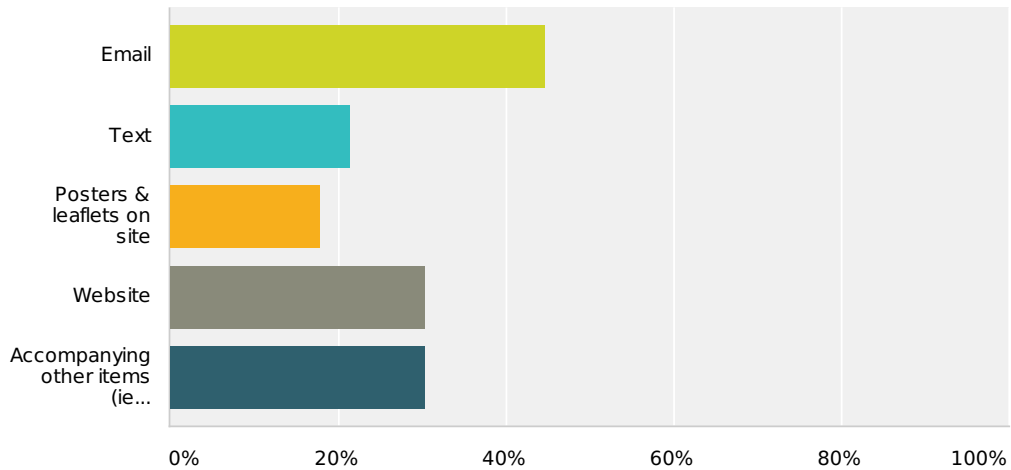
Answered: 56 Skipped: 0



Answer Choices	Responses	
Very Good	19.64%	11
Good	33.93%	19
Average	21.43%	12
Poor	8.93%	5
Very Poor	0%	0
Not Applicable	16.07%	9
Total		56

Q10 How would you prefer to receive information about the practice or other services?

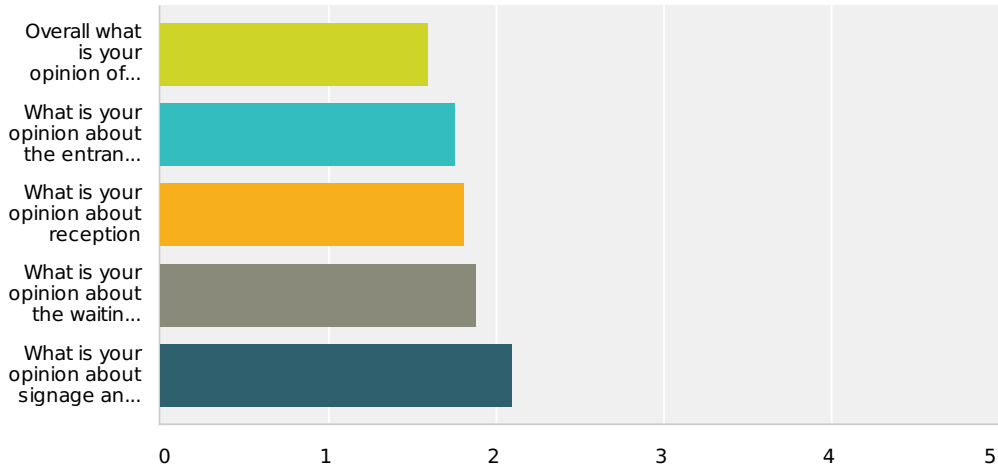
Answered: 56 Skipped: 0



Answer Choices	Responses
Email	44.64% 25
Text	21.43% 12
Posters & leaflets on site	17.86% 10
Website	30.36% 17
Accompanying other items (ie prescriptions/letters)	30.36% 17
Total Respondents: 56	

Q11 We are now located in new premises, so we are interested to hear what you have to say about this.

Answered: 56 Skipped: 0

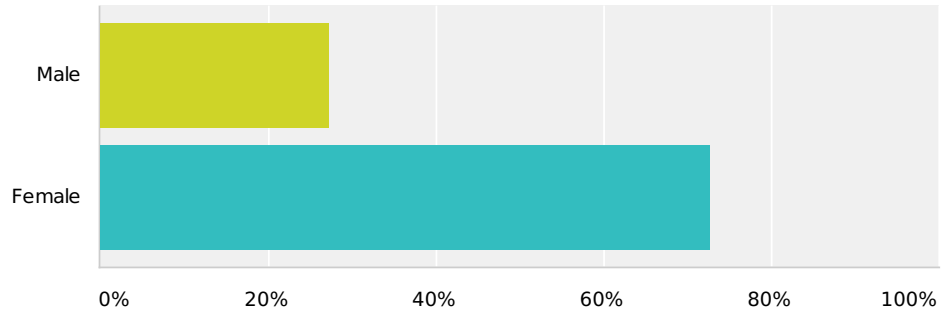


	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	N/A	Total	Average Rating
Overall what is your opinion of the new building	54.55% 30	30.91% 17	3.64% 2	3.64% 2	1.82% 1	5.45% 3	55	1.60
What is your opinion about the entrance & access	50% 28	25% 14	16.07% 9	0% 0	3.57% 2	5.36% 3	56	1.75
What is your opinion about reception	44.64% 25	30.36% 17	14.29% 8	3.57% 2	1.79% 1	5.36% 3	56	1.81
What is your opinion about the waiting areas	44.64% 25	26.79% 15	12.50% 7	5.36% 3	3.57% 2	7.14% 4	56	1.88
What is your opinion about signage and check-in facilities	30.36% 17	30.36% 17	17.86% 10	10.71% 6	0% 0	10.71% 6	56	2.10

Other Comment (20)

Q12 Are you male or female?

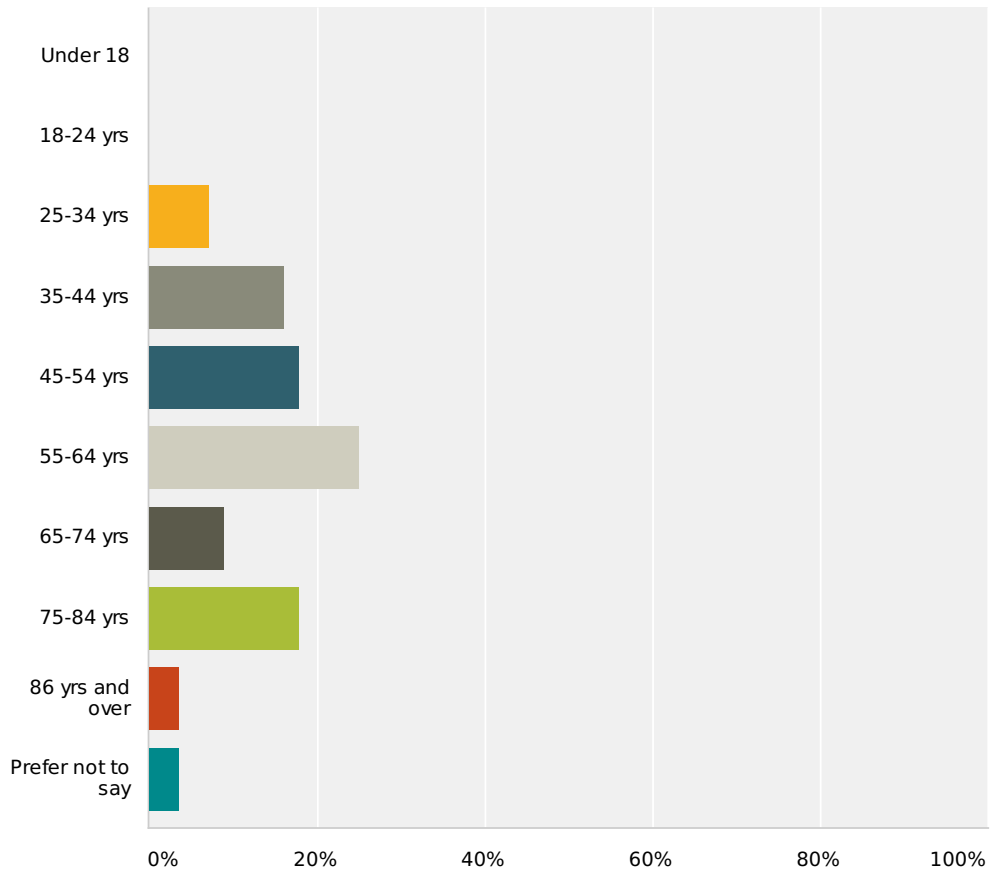
Answered: 55 Skipped: 1



Answer Choices	Responses	
Male	27.27%	15
Female	72.73%	40
Total		55

Q13 How Old Are You? Please select an answer below

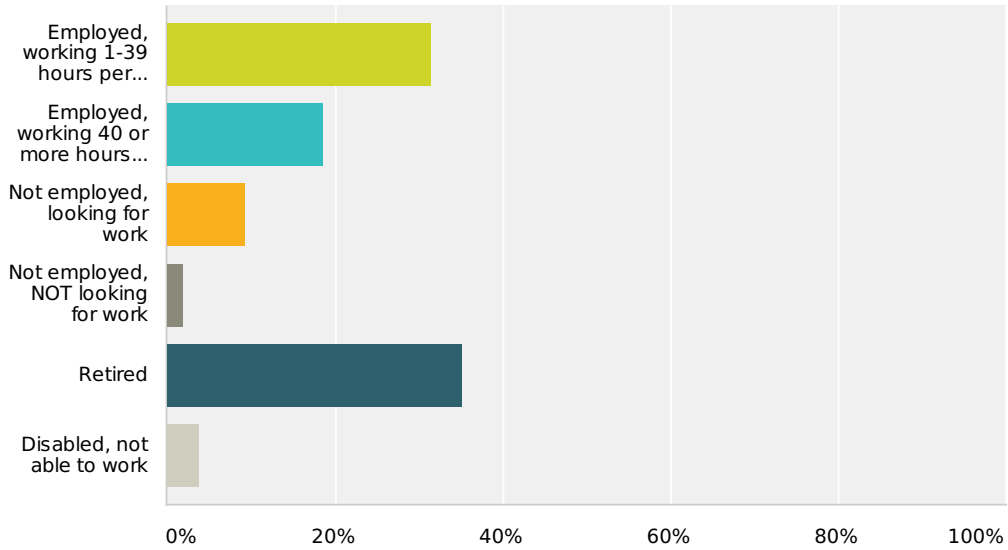
Answered: 56 Skipped: 0



Answer Choices	Responses
Under 18	0% 0
18-24 yrs	0% 0
25-34 yrs	7.14% 4
35-44 yrs	16.07% 9
45-54 yrs	17.86% 10
55-64 yrs	25% 14
65-74 yrs	8.93% 5
75-84 yrs	17.86% 10
86 yrs and over	3.57% 2
Prefer not to say	3.57% 2
Total	56

Q14 Which of the following categories best describes your employment status?

Answered: 54 Skipped: 2



Answer Choices	Responses
Employed, working 1-39 hours per week	31.48% 17
Employed, working 40 or more hours per week	18.52% 10
Not employed, looking for work	9.26% 5
Not employed, NOT looking for work	1.85% 1
Retired	35.19% 19
Disabled, not able to work	3.70% 2
Total	54