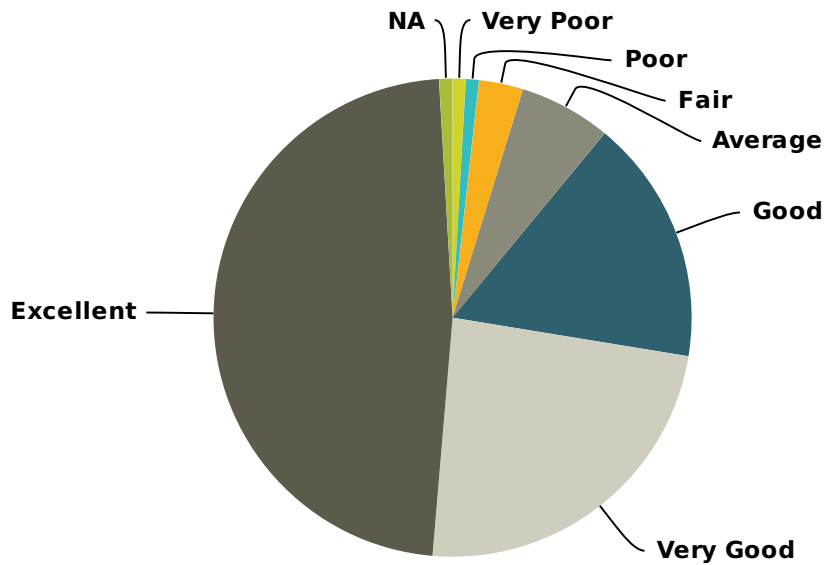


Q1 How do you rate how you are treated by the Receptionists at the practice?

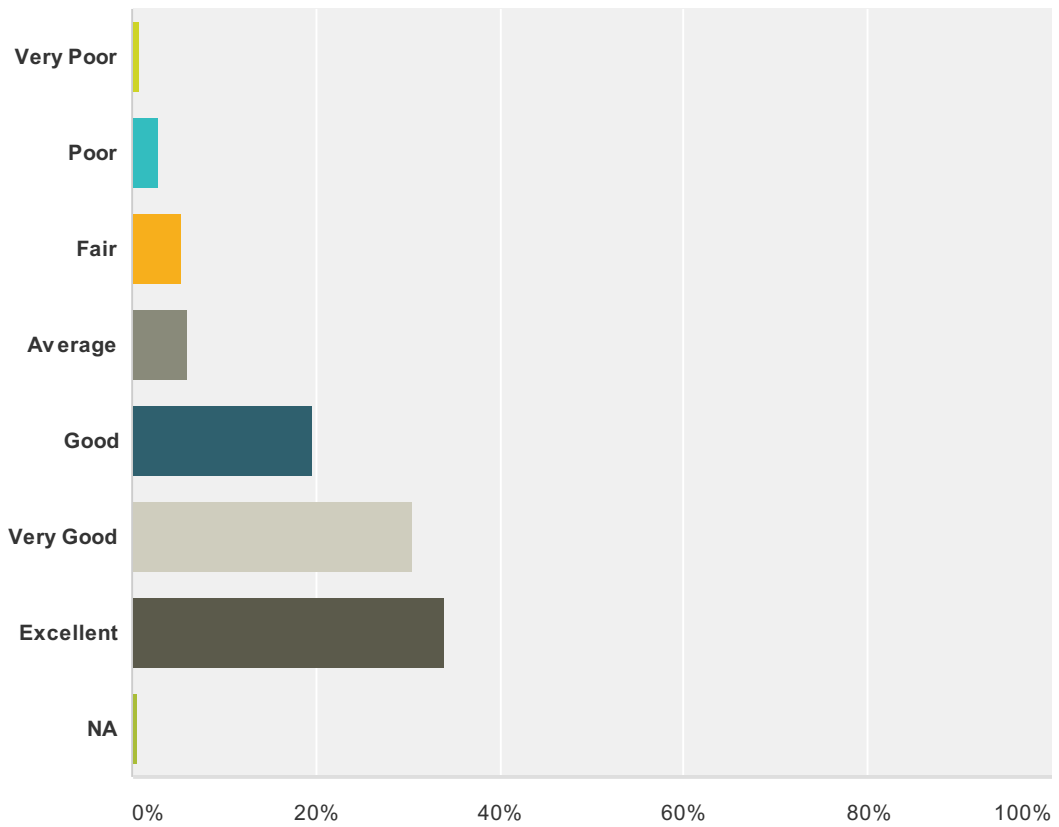
Answered: 337 Skipped: 1



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.89% | 3 |
| Poor | 0.89% | 3 |
| Fair | 2.97% | 10 |
| Average | 6.23% | 21 |
| Good | 16.62% | 56 |
| Very Good | 23.74% | 80 |
| Excellent | 47.77% | 161 |
| NA | 0.89% | 3 |
| Total | | 337 |

Q2 How do you rate the hours your practice is open for appointments?

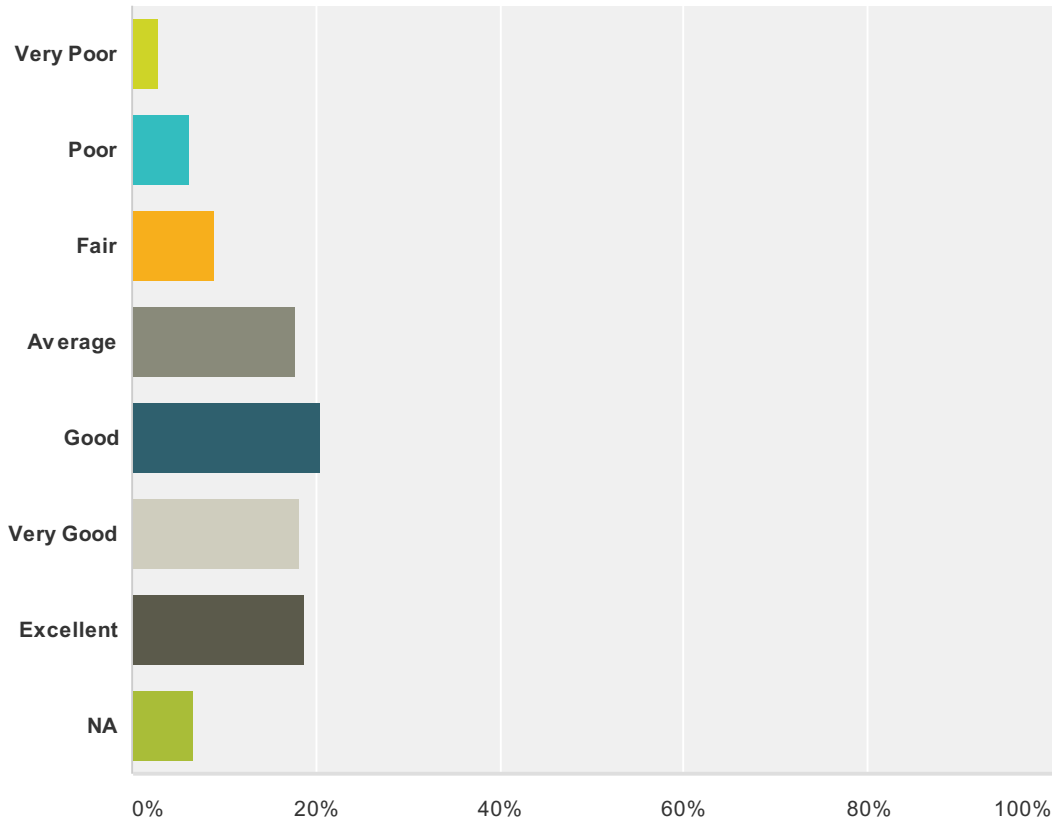
Answered: 335 Skipped: 3



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 0.90% 3 |
| Poor | 2.99% 10 |
| Fair | 5.37% 18 |
| Average | 5.97% 20 |
| Good | 19.70% 66 |
| Very Good | 30.45% 102 |
| Excellent | 34.03% 114 |
| NA | 0.60% 2 |
| Total | 335 |

Q3 When you ask for a particular doctor rate how quickly you are seen by that doctor

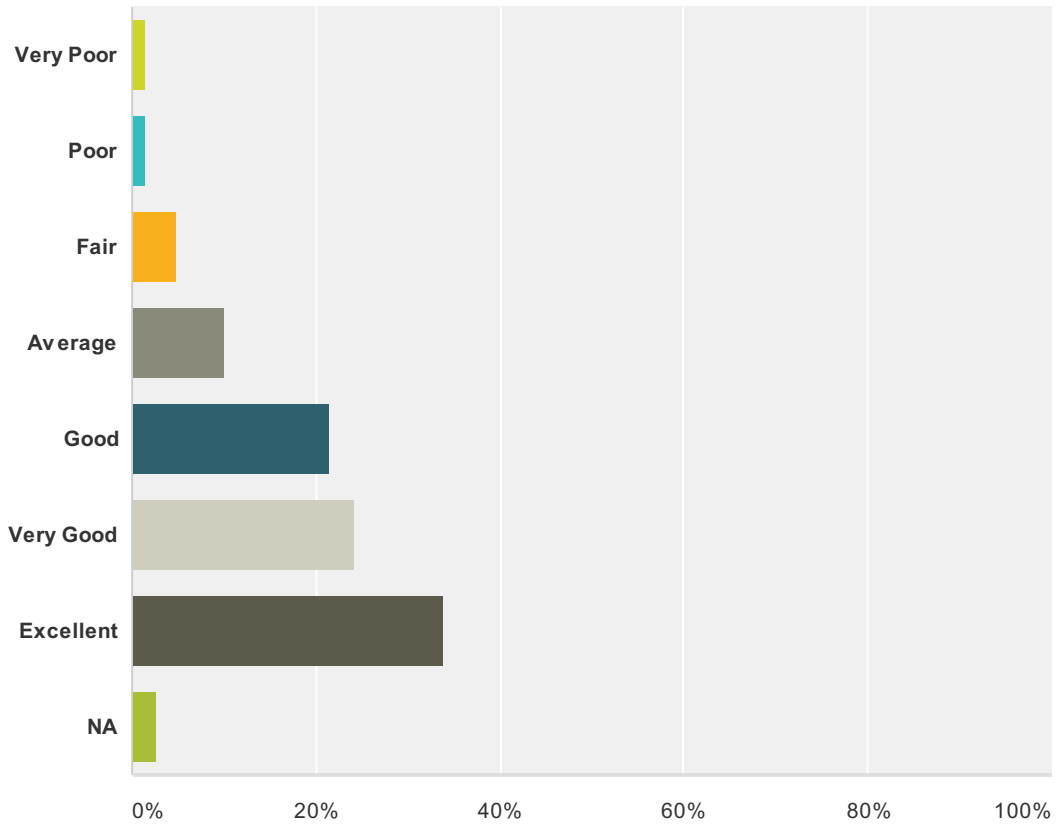
Answered: 334 Skipped: 4



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 2.99% 10 |
| Poor | 6.29% 21 |
| Fair | 8.98% 30 |
| Average | 17.66% 59 |
| Good | 20.36% 68 |
| Very Good | 18.26% 61 |
| Excellent | 18.86% 63 |
| NA | 6.59% 22 |
| Total | 334 |

Q4 When you are willing to see any doctor rate how quickly you are seen

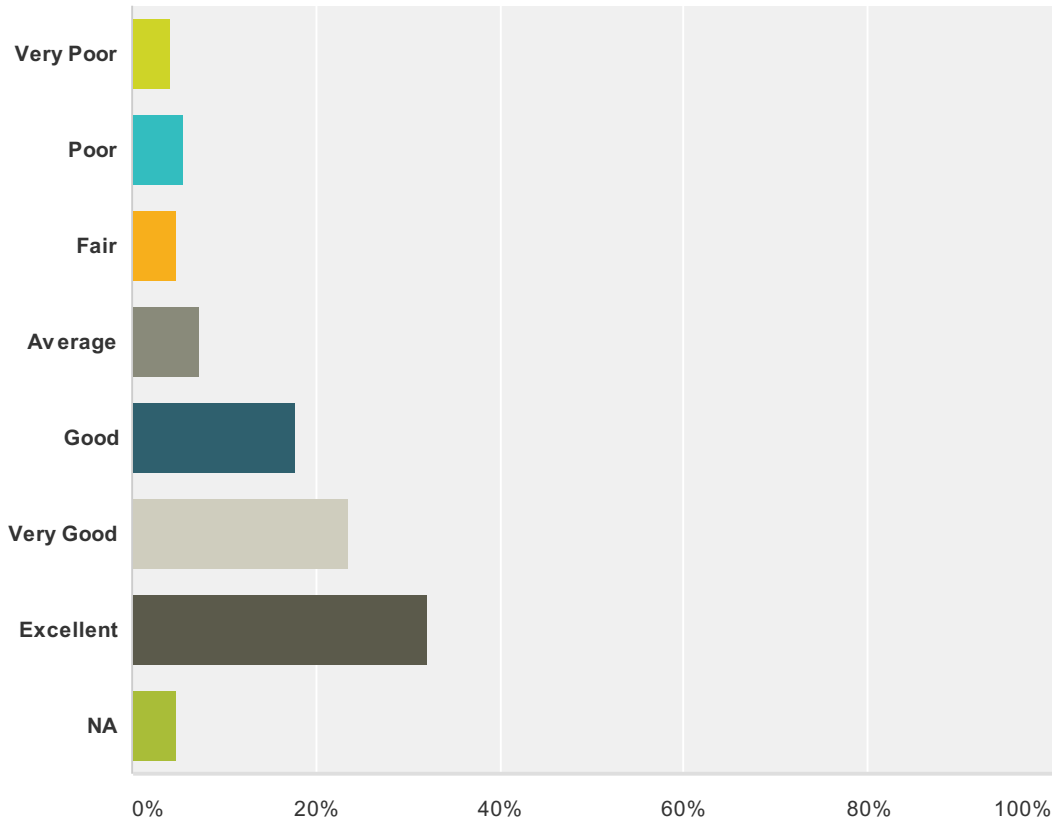
Answered: 331 Skipped: 7



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 1.51% 5 |
| Poor | 1.51% 5 |
| Fair | 4.83% 16 |
| Average | 9.97% 33 |
| Good | 21.45% 71 |
| Very Good | 24.17% 80 |
| Excellent | 33.84% 112 |
| NA | 2.72% 9 |
| Total | 331 |

Q5 If you need to see a doctor urgently on the same day rate how quickly you are seen

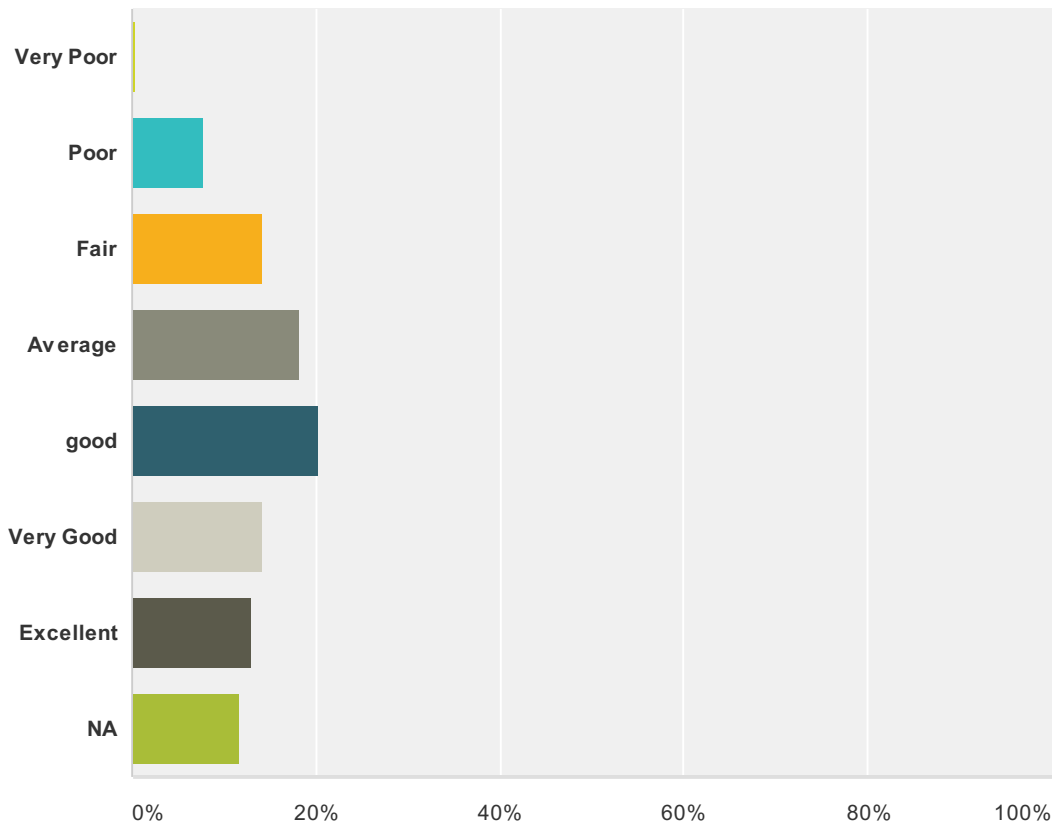
Answered: 289 Skipped: 49



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 4.15% 12 |
| Poor | 5.54% 16 |
| Fair | 4.84% 14 |
| Average | 7.27% 21 |
| Good | 17.65% 51 |
| Very Good | 23.53% 68 |
| Excellent | 32.18% 93 |
| NA | 4.84% 14 |
| Total | 289 |

Q6 How long did you have to wait to be seen e.g. seen on time, rate this

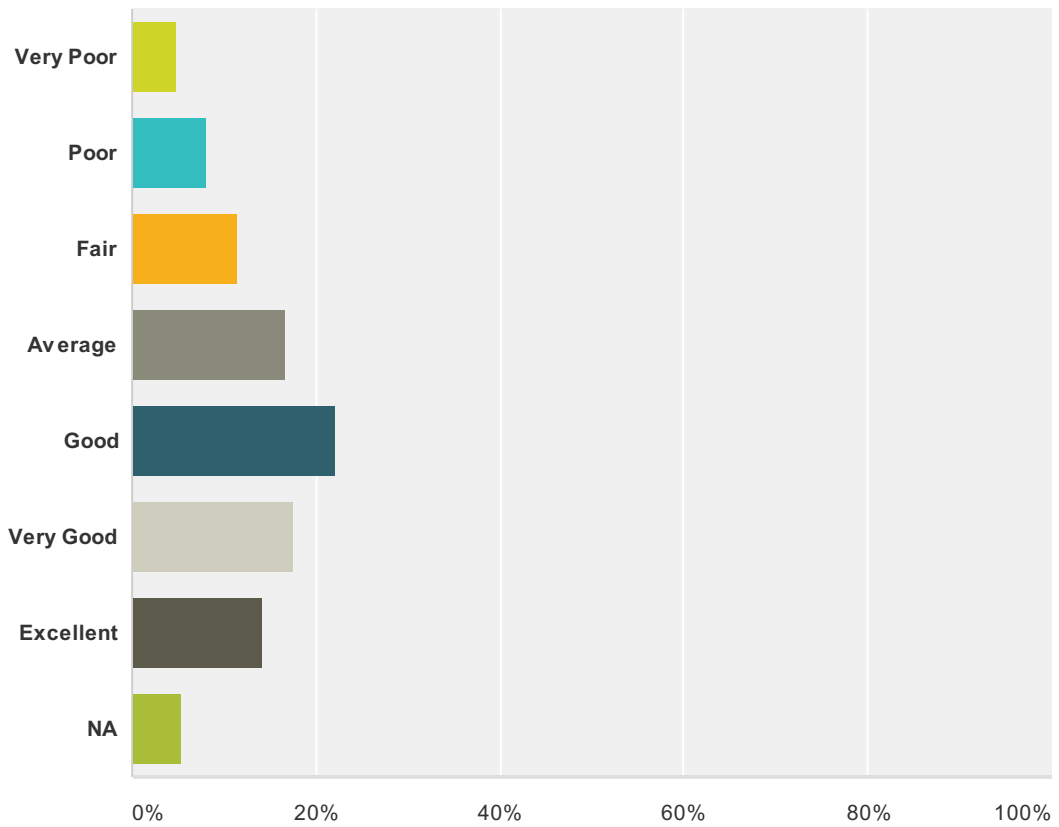
Answered: 231 Skipped: 107



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.43% | 1 |
| Poor | 7.79% | 18 |
| Fair | 14.29% | 33 |
| Average | 18.18% | 42 |
| good | 20.35% | 47 |
| Very Good | 14.29% | 33 |
| Excellent | 12.99% | 30 |
| NA | 11.69% | 27 |
| Total | | 231 |

Q7 when you phone the practice rate how long it takes for your call to be answered

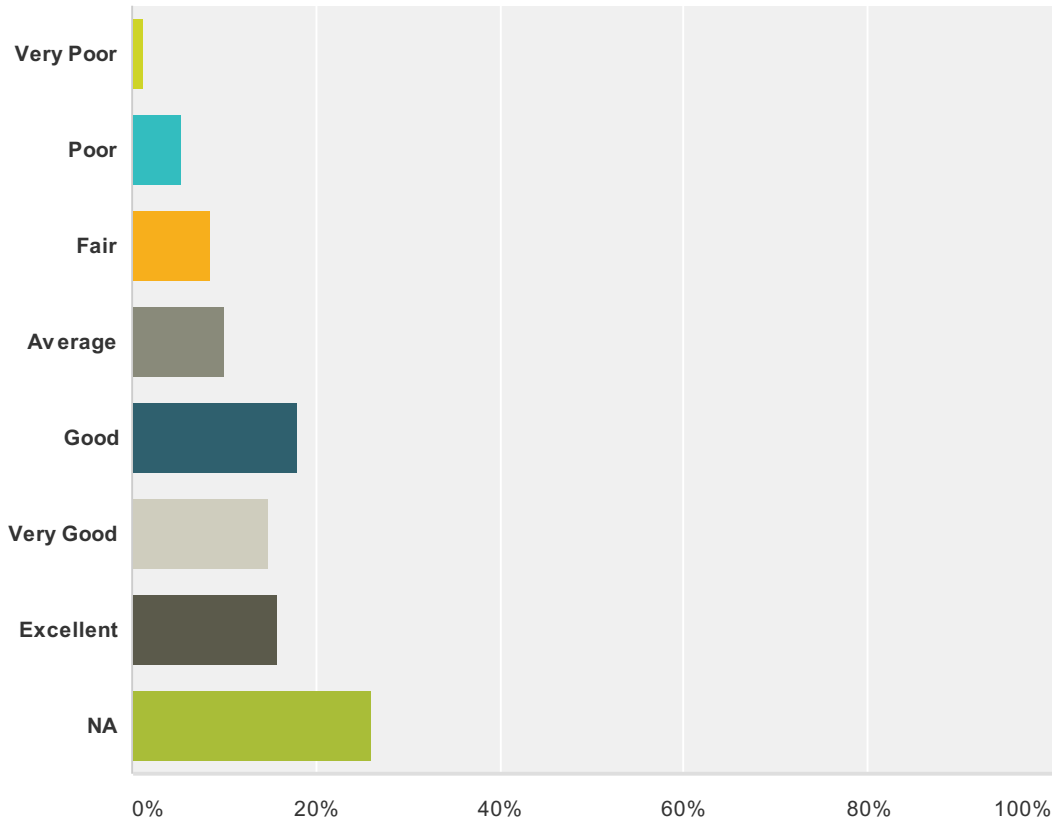
Answered: 330 Skipped: 8



| Answer Choices | Responses | |
|-------------------------------|-----------|----|
| Very Poor | 4.85% | 16 |
| Poor | 8.18% | 27 |
| Fair | 11.52% | 38 |
| Average | 16.67% | 55 |
| Good | 22.12% | 73 |
| Very Good | 17.58% | 58 |
| Excellent | 14.24% | 47 |
| NA | 5.45% | 18 |
| Total Respondents: 330 | | |

Q8 When you phone the practice rate the time it took to speak to a doctor when you need medical advice

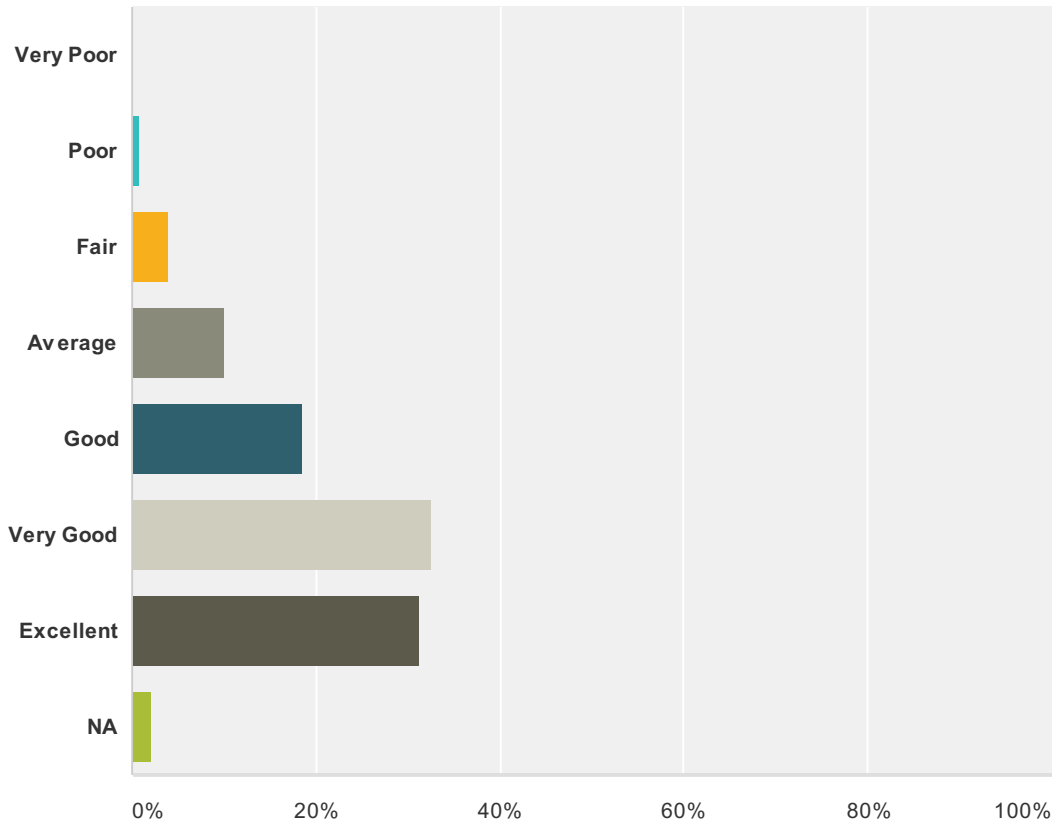
Answered: 329 Skipped: 9



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 1.22% 4 |
| Poor | 5.47% 18 |
| Fair | 8.51% 28 |
| Average | 10.03% 33 |
| Good | 17.93% 59 |
| Very Good | 14.89% 49 |
| Excellent | 15.81% 52 |
| NA | 26.14% 86 |
| Total | 329 |

Q9 When you see a Doctor how thoroughly does the doctor ask about your symptoms

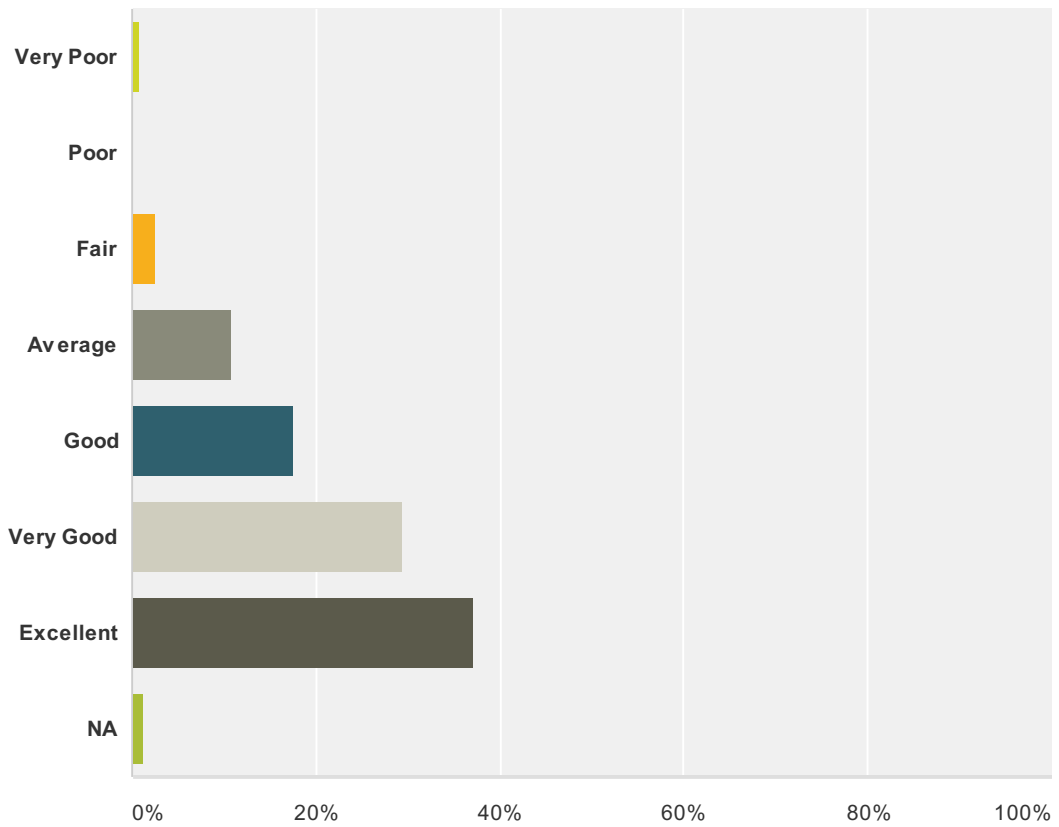
Answered: 328 Skipped: 10



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 0.30% 1 |
| Poor | 0.91% 3 |
| Fair | 3.96% 13 |
| Average | 10.06% 33 |
| Good | 18.60% 61 |
| Very Good | 32.62% 107 |
| Excellent | 31.40% 103 |
| NA | 2.13% 7 |
| Total | 328 |

Q10 Rate how well the doctor listens to you

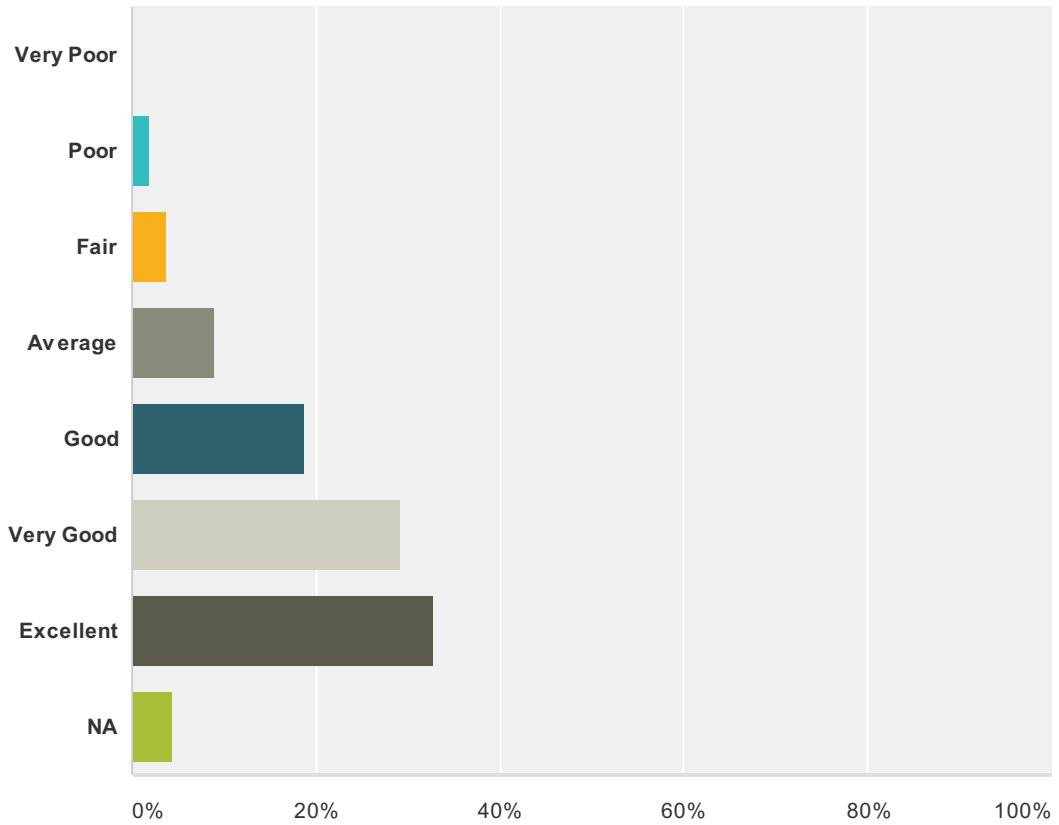
Answered: 329 Skipped: 9



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 0.91% 3 |
| Poor | 0.30% 1 |
| Fair | 2.43% 8 |
| Average | 10.94% 36 |
| Good | 17.63% 58 |
| Very Good | 29.48% 97 |
| Excellent | 37.08% 122 |
| NA | 1.22% 4 |
| Total | 329 |

Q11 Rate how much the doctor involves you in decisions about your care

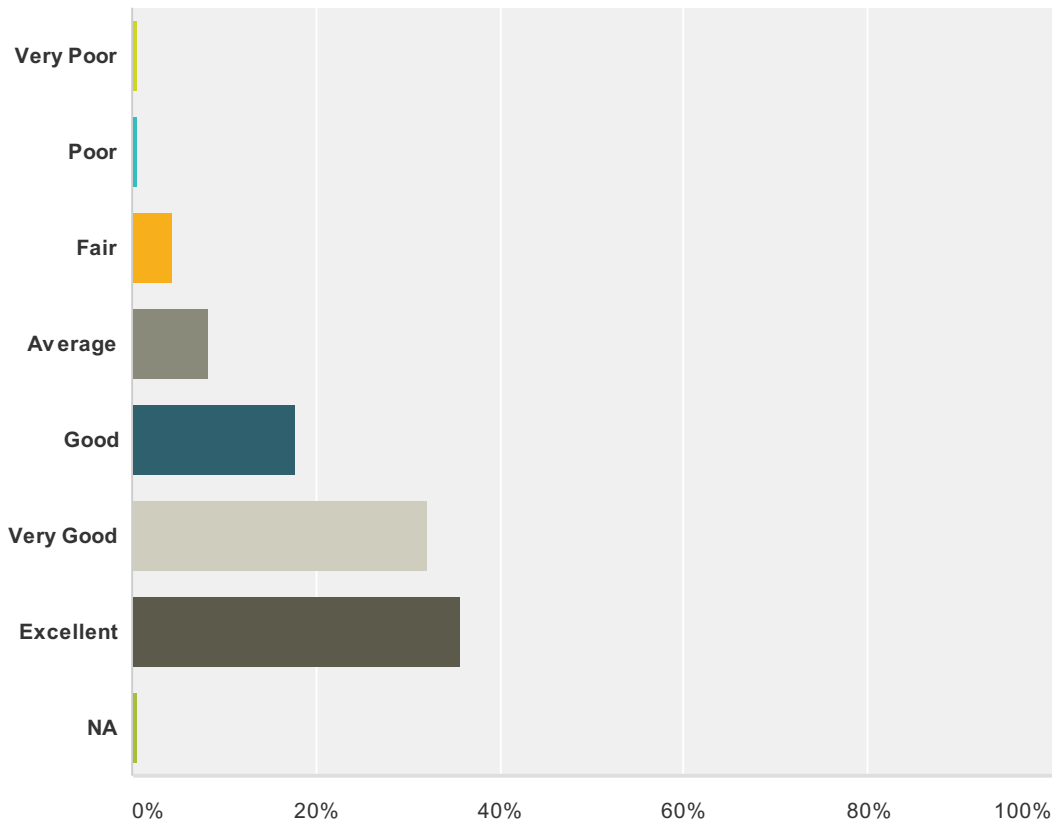
Answered: 324 Skipped: 14



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.31% | 1 |
| Poor | 1.85% | 6 |
| Fair | 3.70% | 12 |
| Average | 8.95% | 29 |
| Good | 18.83% | 61 |
| Very Good | 29.32% | 95 |
| Excellent | 32.72% | 106 |
| NA | 4.32% | 14 |
| Total | | 324 |

Q12 Rate how well the doctor explains your problems or any treatment you might need

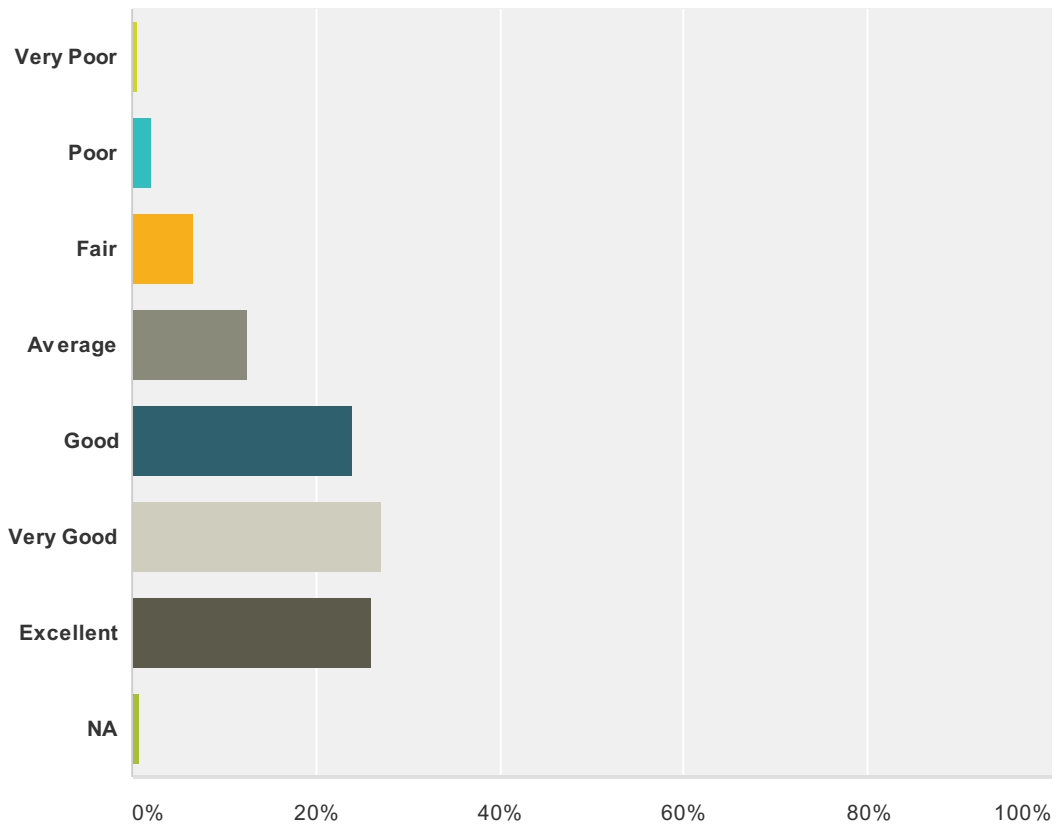
Answered: 327 Skipped: 11



| Answer Choices | Responses |
|----------------|------------|
| Very Poor | 0.61% 2 |
| Poor | 0.61% 2 |
| Fair | 4.28% 14 |
| Average | 8.26% 27 |
| Good | 17.74% 58 |
| Very Good | 32.11% 105 |
| Excellent | 35.78% 117 |
| NA | 0.61% 2 |
| Total | 327 |

Q13 Rate the amount of time the doctor spends with you

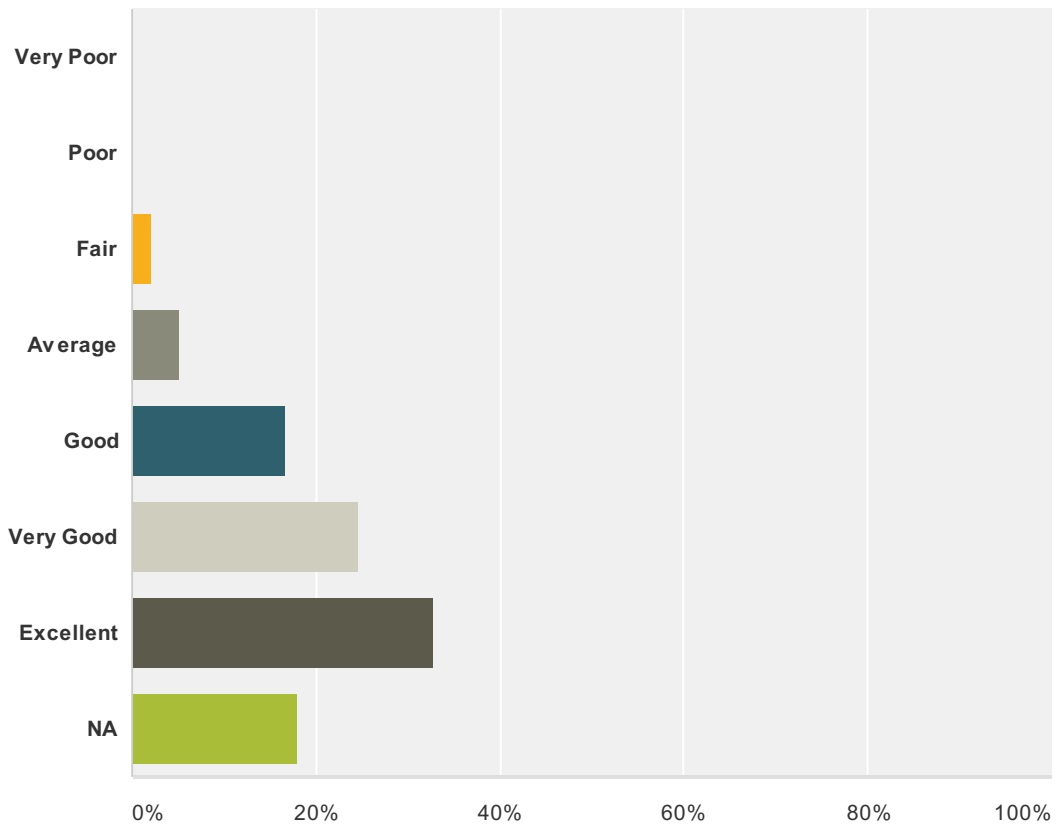
Answered: 329 Skipped: 9



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.61% | 2 |
| Poor | 2.13% | 7 |
| Fair | 6.69% | 22 |
| Average | 12.46% | 41 |
| Good | 24.01% | 79 |
| Very Good | 27.05% | 89 |
| Excellent | 26.14% | 86 |
| NA | 0.91% | 3 |
| Total | | 329 |

Q14 When you see a Nurse rate how well the nurse listens to you

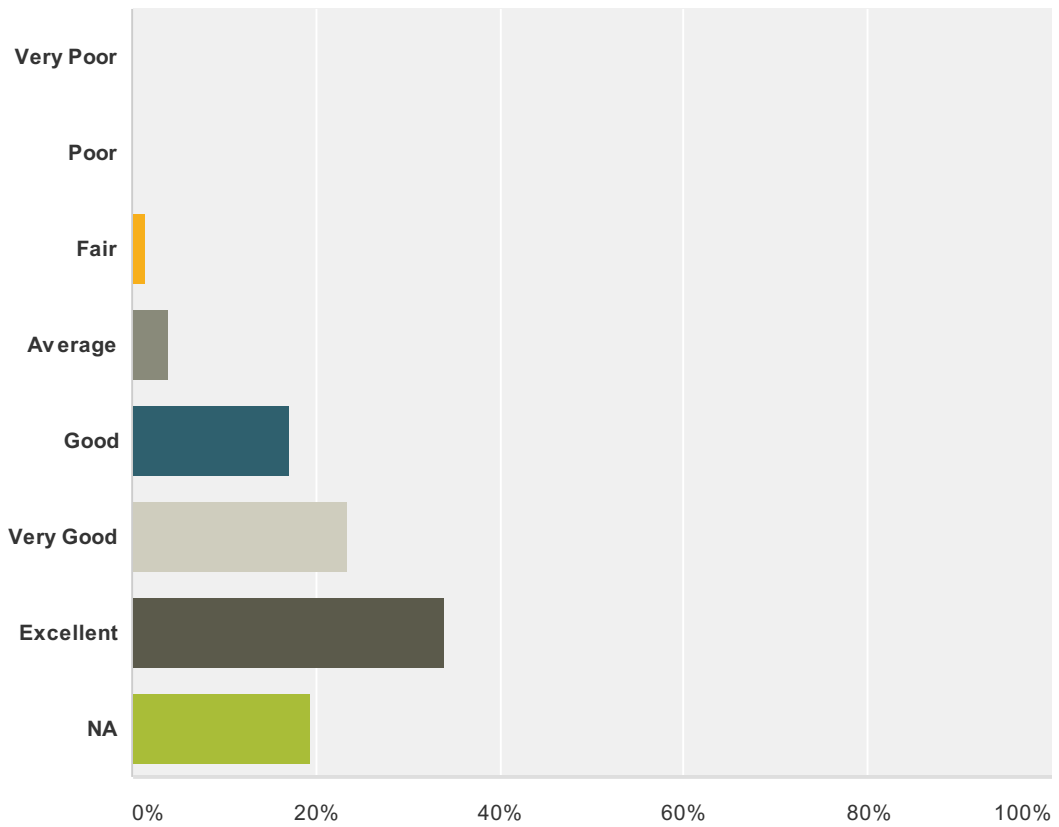
Answered: 329 Skipped: 9



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.30% | 1 |
| Poor | 0.30% | 1 |
| Fair | 2.13% | 7 |
| Average | 5.17% | 17 |
| Good | 16.72% | 55 |
| Very Good | 24.62% | 81 |
| Excellent | 32.83% | 108 |
| NA | 17.93% | 59 |
| Total | | 329 |

Q15 How well does the Nurse explain your problem or treatment rate this

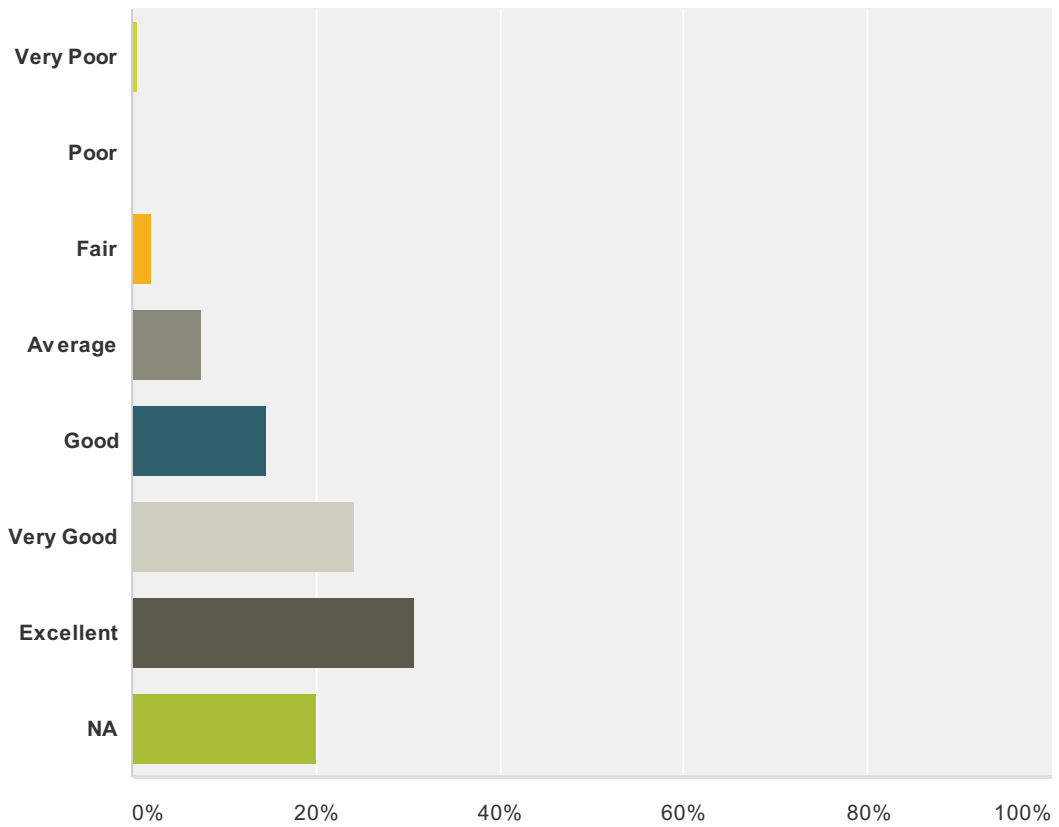
Answered: 329 Skipped: 9



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.30% | 1 |
| Poor | 0.30% | 1 |
| Fair | 1.52% | 5 |
| Average | 3.95% | 13 |
| Good | 17.02% | 56 |
| Very Good | 23.40% | 77 |
| Excellent | 34.04% | 112 |
| NA | 19.45% | 64 |
| Total | | 329 |

Q16 Rate the amount of time the nurse spends with you

Answered: 323 Skipped: 15



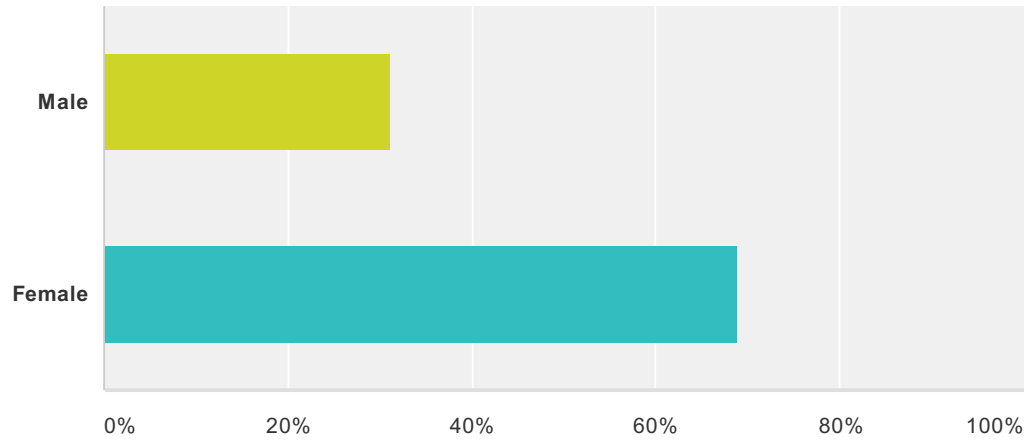
| Answer Choices | Responses | |
|----------------|-----------|------------|
| Very Poor | 0.62% | 2 |
| Poor | 0.31% | 1 |
| Fair | 2.17% | 7 |
| Average | 7.43% | 24 |
| Good | 14.55% | 47 |
| Very Good | 24.15% | 78 |
| Excellent | 30.65% | 99 |
| NA | 20.12% | 65 |
| Total | | 323 |

Q17 How Old are you?

Answered: 325 Skipped: 13

Q18 Are you male or female?

Answered: 328 Skipped: 10



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Male | 31.10% | 102 |
| Female | 68.90% | 226 |
| Total | | 328 |