

THE PRACTICE:									
		Poor	Fair	Good	Very Good	Excellent	N/A		
Information provided about the Practice		0	0	6	51	52	4	113	
	%age	0.00	0.00	5.31	45.13	46.02	3.54		
Your satisfaction with surgery opening hours		1	2	9	52	47	1	112	
	%age	0.88	1.77	7.96	46.02	41.59	0.88		
RECEPTION:									
		Poor	Fair	Good	Very Good	Excellent	N/A		
How well were you received by reception?		0	1	2	27	83	2	115	
	%age	0.00	0.89	1.79	24.11	74.11	1.79		
Your waiting time at reception desk		1	1	7	32	67	8	116	
	%age	0.86	0.86	6.03	27.59	57.76	6.90		
Consideration of your privacy in reception (as much as can be achieved in a public area)	%age	2	7	17	32	41	14	113	
	%age	1.77	6.19	15.04	28.32	36.28	12.39		
Your time waiting to be seen by the doctor		2	5	11	44	45	3	110	
	%age	1.82	4.55	10.00	40.00	40.91	2.73		
APPOINTMENT AND CONSULTATION :									
A new system was introduced last summer to better prioritise appointments with the doctors. Patients now phone the surgery and give Reception their contact details for a phone back from a doctor									
				Yes	No				
Were you able to take a phone back the same day?				72	5			77	
	%age			93.51	6.49				
Was the doctor's phone back timing as promised?				72	5			77	
	%age			93.51	6.49				
Was your problem solved by speaking to the doctor?				63	13			76	
	%age			82.89	17.11				
If you needed an appointment was its timing acceptable?				92	15			107	
	%age			85.98	14.02				
Was the appointment with your usual doctor?				45	34			79	
	%age			56.96	43.04				
OUTCOME of CONSULTATION with a DOCTOR									
		Very Poor	Poor	Fair	Good	Very Good	N/A		
The opportunity to express my concerns was		0	3	3	33	71	4	114	
	%age	0.00	2.63	2.63	28.95	62.28	3.51		
The explanations I received were		0	1	6	33	70	3	113	
	%age	0.00	0.88	5.26	28.95	61.40	2.63		
The respect I received was		1	1	2	26	80	3	113	
	%age	0.88	0.88	1.75	22.81	70.18	2.63		
My overall satisfaction with this visit was		0	3	5	28	76	1	113	
	%age	0.00	2.63	4.39	24.56	66.67	0.88		
OUTCOME of CONSULTATION with a NURSE									
		Very Poor	Poor	Fair	Good	Very Good	N/A		
The opportunity to express my concerns was		0	3	3	33	71	4	114	
	%age	0.00	0.00	2.63	28.95	71.00	4.00		
The explanations I received were		0	1	6	33	70	3	113	
	%age	0.00	0.88	5.26	28.95	61.40	2.63		
The respect I received was		1	1	2	26	80	3	113	
	%age	0.88	0.88	1.75	22.81	70.18	2.63		
My overall satisfaction with this visit was		0	3	5	28	76	1	113	
	%age	0.00	2.63	4.39	24.56	66.67	0.88		
How involved did you feel in your plan		0	1.00	9	30	66	6		
	%age	0.00	0.88	7.89	26.32	57.89	5.26		
ABOUT YOU:									
	%age		Age				%age		
Male:	34	29.06		Under 16		1	0.86		
Female:	83	70.94		16 - 24		7	6.03		
				25 - 34		13	11.21		
				35 - 44		18	15.52		
What is your ethnic group?				45 - 65		50	43.10		
White	108	94.74		66 - 74		16	13.79		
Black or Black British	1	0.88		75 and over		11	9.48		
Asian or Asian British	0	0.00							
Mixed	0	0.00							
Chinese	0	0.00							
Other Ethnic Group	5	4.39							
				How often do you come to the Practice?					
				Regularly		21	18.10		
				Occasionally		60	51.72		
				Rarely		20	17.24		
				Very Rarely		15	12.93		