

No.	Question	ED	VD	S	VS
1	How satisfied are you with the way the Doctor involves you in decisions about your care and tests? Totals %			12 13%	26 30%
2	How Satisfied are you with your Doctors care and concern? Totals %			13 15%	28 32%
3	How satisfied are you with your care and treatment from the Nurses? Totals		1 1%	7 9%	24 31%
4	Overall, How satisfied are you with the clinical care at the practice? Totals		1 1%	7 9%	30 33%
5	Satisfaction at getting an appointment for a routine matter including tests and checks. Totals		6 6%	16 16%	36 37%
6	How quickly do you think you should get an appointment for a routine matter? Totals		SD 14 16%	ND 13 15%	WAW 54 64%
7	How satisfied are you with the ease of making an appointment when ill? Totals	ED 1 1%	VD 4 5%	S 24 27%	VS 29 33%
8	Have you been able to book an urgent (Same day) appointment if needed? Totals				55 64%
9	How satisfied are you with the ease of arranging to speak to a Dr by telephone? Totals	ED	VD 1 1%	S 23 26%	VS 39 44%
10	Reception Service and staff Totals		2 2%	11 13%	29 34%
11	Obtaining Test Results Totals		1 1%	14 16%	33 38%

12	Communication Totals		1 1%	13 19%	26 38%
13	Other forms of Communication Totals	TEXT 25 26%	NEWSLETTER 9 9%	BLOG 1 1%	WEBSITE 34 35%
14	GP appointments and prescriptions on-line Totals	YES 58 67%	NO 11 13%	PX ONLY 3 3%	DR 4 5%
15	How satisfied are you with our opening times? Totals	ED	VD	S 24 28%	VS 37 43%
16	Cleanliness Totals	PA 47 28%	PI	PAC 68 39%	PAD
17	Overall satisfaction Totals	ED	VD	S 9 11%	VS 29 37%
18	Age Totals	0-16	17-25 6 7%	26-50 32 38%	51-65 30 35%
19	Male / Female Totals	Male 41 50%	Female 42 50.00%		
20	Years at practice Totals	<1 6 7%	one-five 25 30%	5+ 52 63%	

ES	N/A			
50				
57%			100%	
47				
53%			100%	
43	3			
55%	4%		100%	
51	1			
56%	1%		100%	
40				
41%			100%	
W2W	N/A			
3	1			
4%	1%		100%	
ES	N/A			
27	3			
31%	3%		100%	Action
NO	N/A			
2	29			
2%	34%		100%	
ES	N/A			
24	1			
28%	1%		100%	Action
44				
51%			100%	
35	3			
42%	3%		100%	

25	4			
36%	6%	100%		Action
OTHER	N/A			
2	26	e-mail		
2%	27%	100%		Action
NURSE	N/A			
4	6			
5%	7%	100%		
ES	N/A			
25				
29%		100%		Action
CA	CI			
56				
33%		100%		
ES	N/A			
41				
52%		100%		
66-75	75+			
8	9			
9%	11%	100%		
			100%	
			100%	