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### Core Questions

#### **NEWLAND SURGERY**

#### Q26 Is your GP surgery currently open at times that are convenient for you?

| Yes        | 42 66%       |
|------------|--------------|
| No         | 14 22%       |
| Don't know | <u>7</u> 11% |
|            | 64           |

## Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

| Very easy       | 29 43% |
|-----------------|--------|
| Fairly easy     | 32 48% |
| Not very easy   | 5 8%   |
| Not at all easy | 0 0%   |
| Haven't tried   | 0 0%   |
| Easy (total)    | 61_91% |
|                 | 66     |

## Q4 How helpful do you find the receptionists at your GP surgery?

| Very helpful       | 32 | 49% |  |
|--------------------|----|-----|--|
| Fairly helpful     | 30 | 45% |  |
| Not very helpful   | 4  | 6%  |  |
| Not at all helpful | 0  | 0%  |  |
| Don't know         | 0  | 0%  |  |
| Helpful (total)    | 62 | 94% |  |
|                    | 66 | •'  |  |

#### Overall, how would you describe your experience of <u>making</u> an appointment?

| Very good             | 26 | 41% |  |
|-----------------------|----|-----|--|
| Fairly good           | 29 | 46% |  |
| Neither good nor poor | 6  | 10% |  |
| Fairly poor           | 2  | 3%  |  |
| Very poor             | 0  | 0%  |  |
| Good (total)          | 55 | 87% |  |
|                       | 64 |     |  |

#### Q9 How often do you see or speak to the GP you prefer?

| Always or almost always      | 23 | 59% |  |
|------------------------------|----|-----|--|
| A lot of the time            | 11 | 28% |  |
| Some of the time             | 4  | 10% |  |
| Never or almost never        | 0  | 0%  |  |
| Not tried at this GP surgery | 1  | 3%  |  |
|                              | 40 |     |  |







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### Core Questions

#### **NEWLAND SURGERY**

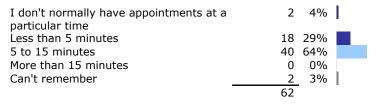
# Last time you saw or spoke to a <u>GP</u> from your GP surgery, how good was that GP at the following? Giving you enough time

| Vomegood              | 26 | 57% |  |
|-----------------------|----|-----|--|
| Very good             | 30 | 5/% |  |
| Good                  | 16 | 25% |  |
| Neither good nor poor | 8  | 13% |  |
| Poor                  | 3  | 5%  |  |
| Very poor             | 0  | 0%  |  |
| Doesn't apply         | 0  | 1%  |  |
| Good (total)          | 52 | 82% |  |
| •                     | 64 |     |  |

# Last time you saw or spoke to a <u>GP</u> from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

| Very good             | 26 | 41% |  |
|-----------------------|----|-----|--|
| Good                  | 22 | 35% |  |
| Neither good nor poor | 8  | 13% |  |
| Poor                  | 4  | 6%  |  |
| Very poor             | 1  | 1%  |  |
| Doesn't apply         | 3  | 4%  |  |
| Good (total)          | 48 | 76% |  |
|                       | 63 |     |  |

## O19 How long after your appointment time do you normally wait to be seen?



## Q22 Did you have confidence and trust in the GP you saw or spoke to?

| Yes, definitely      | 42 | 66% |   |
|----------------------|----|-----|---|
| Yes, to some extent  | 17 | 27% |   |
| No, not at all       | 4  | 6%  |   |
| Don't know/can't say | 0  | 0%  | _ |
|                      | 63 |     |   |







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Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

> Yes, would definitely recommend Yes, would probably recommend Not sure

No, would probably not recommend No, would definitely not recommend Don't know

#### **NEWLAND SURGERY**

| 30 | 46% |  |
|----|-----|--|
| 22 | 33% |  |
| 9  | 14% |  |
| 1  | 1%  |  |
| 4  | 6%  |  |
| 0  | 1%  |  |
| 66 |     |  |





