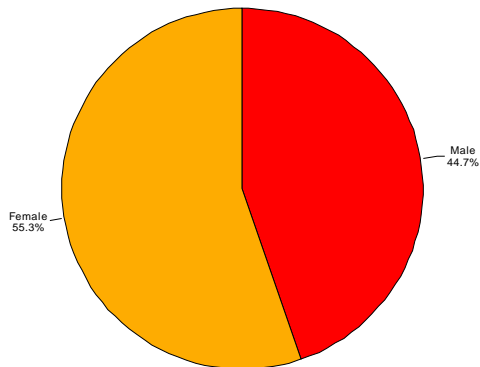


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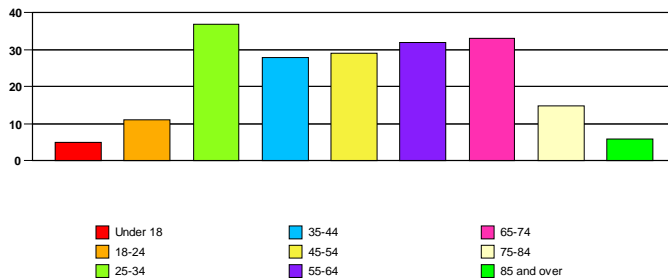
Gender of patients responding to the survey

Gender of patients responding to the survey



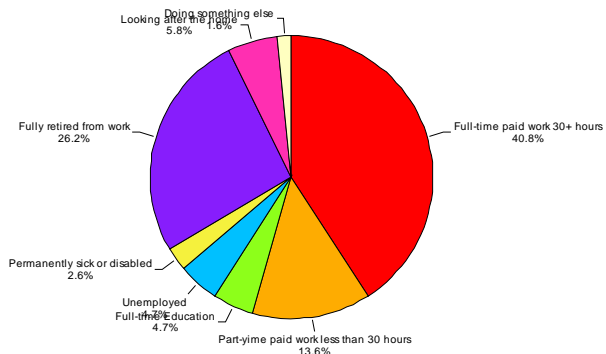
Age of patients responding to the survey

Age of patients responding to the survey



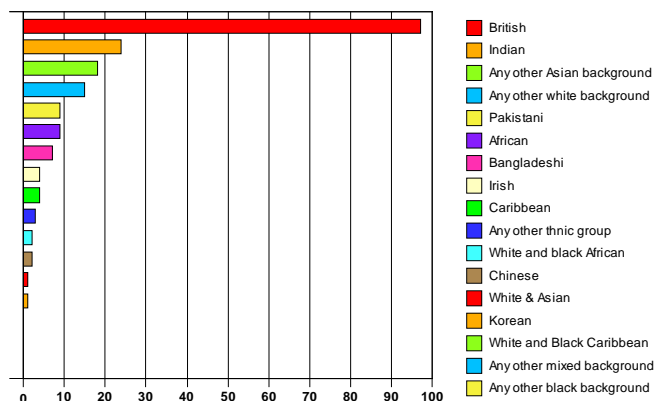
Activity of patients responding to the survey

Activity of patients responding to the survey



Ethnicity of patients responding to the survey

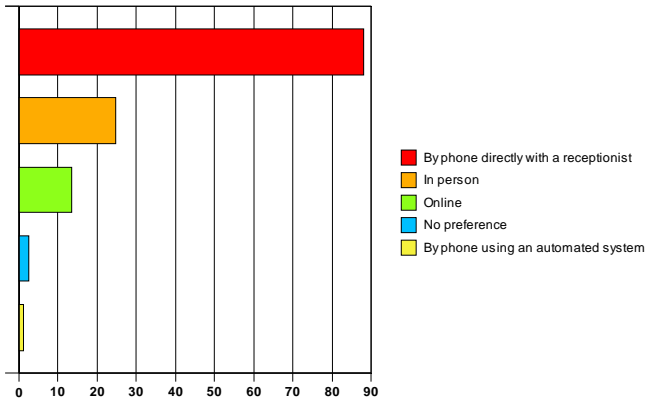
Ethnicity of patients responding to the survey



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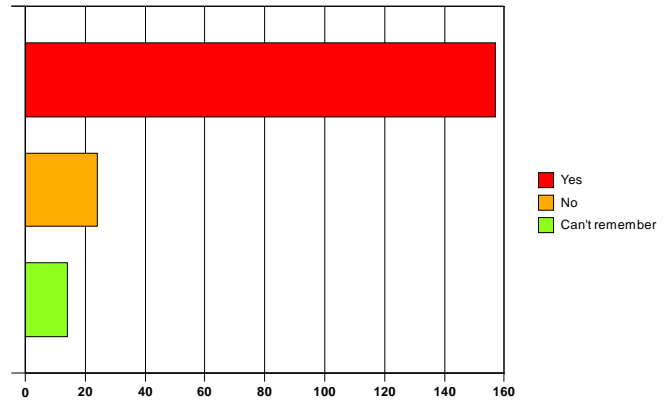
**Booking appointments**

Booking appointments



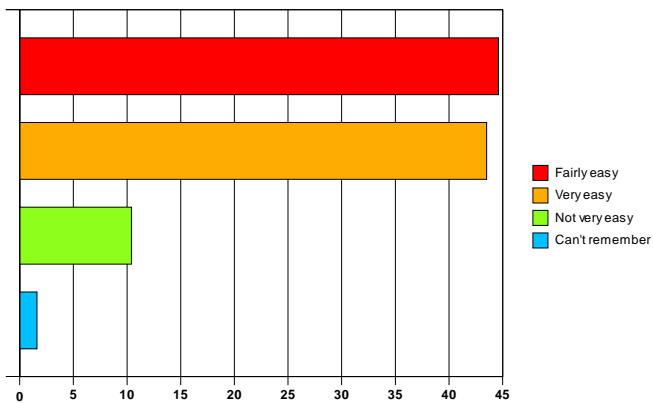
**Seeing a doctor when you wanted to**

Seeing a doctor when you wanted to



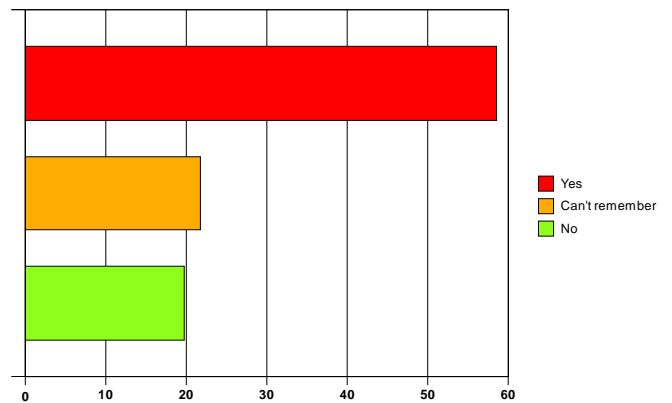
**Ease of getting an appointment**

Ease of getting an appointment



**Urgent appointments on the same day**

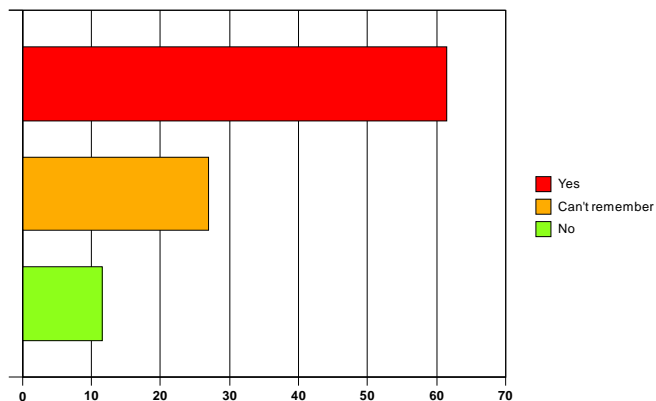
Urgent appointments on the same day



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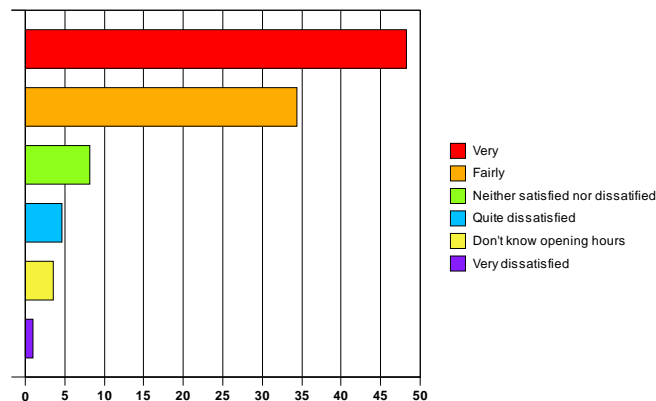
**Seeing a nurse**

Seeing a nurse



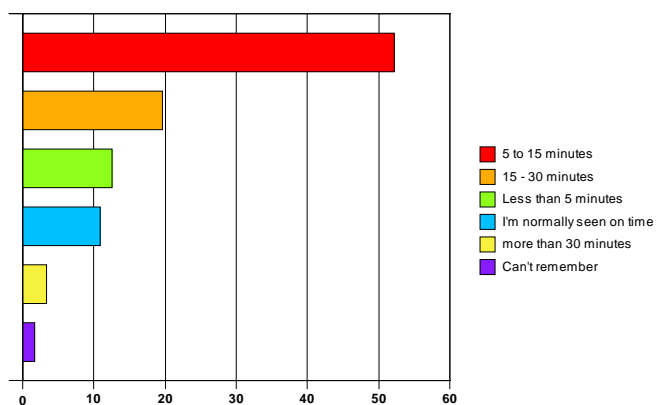
**Satisfied with opening hours**

Satisfied with opening hours



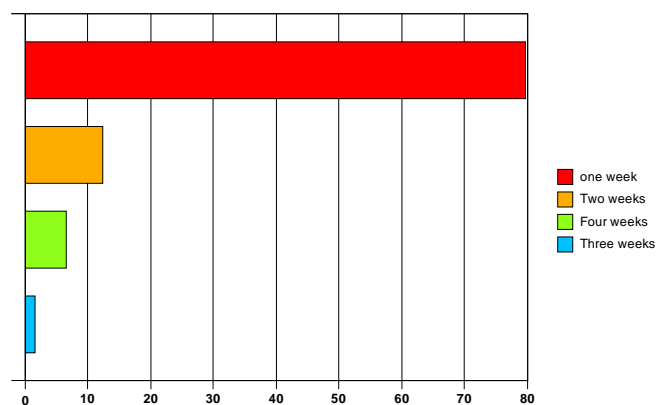
**Time waiting to be seen in the surgery**

Time waiting to be seen in the surgery



**Booking an appointment in advance**

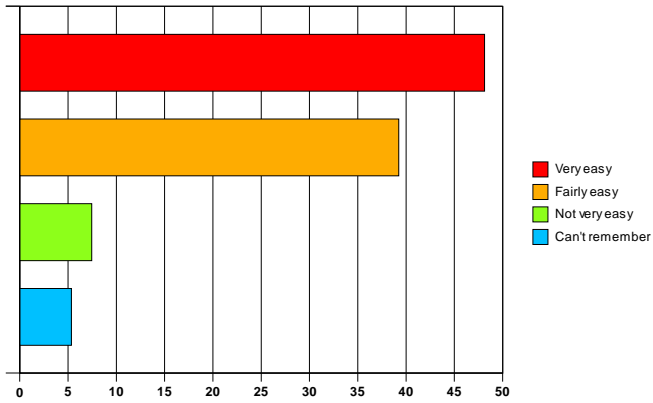
Booking an appointment in advance



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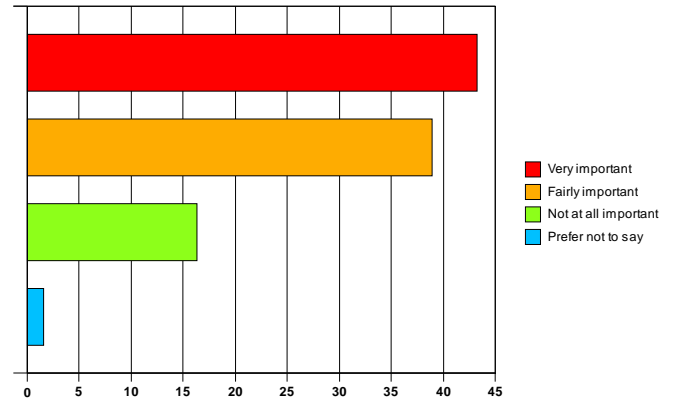
**Ease of seeing a particular GP**

Ease of seeing a particular GP



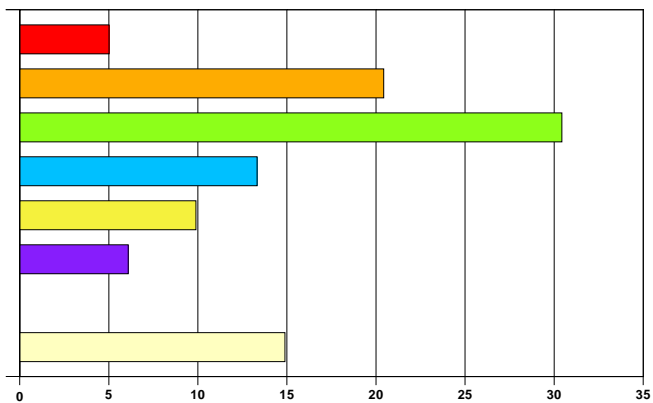
**Importance of seeing a specific GP**

Importance of seeing a specific GP



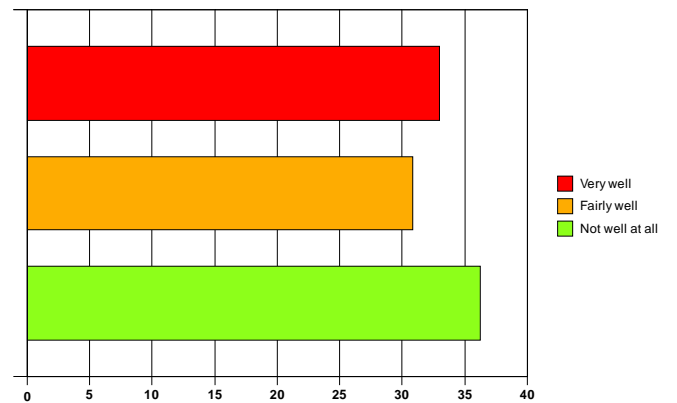
**Waiting to see the GP of your choice**

Waiting to see the GP of your choice



**Knowing the day of the week that your GP works**

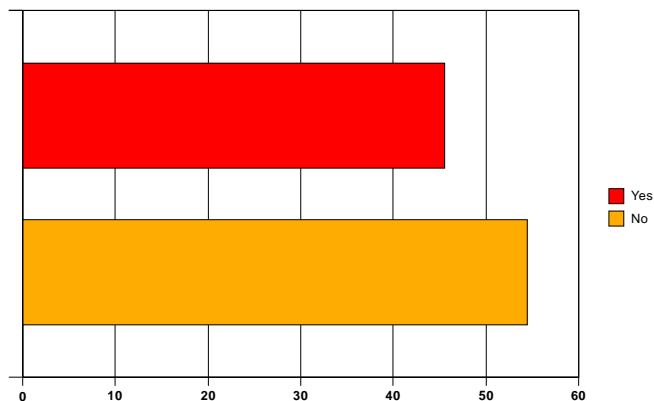
Knowing the day of the week that your GP works



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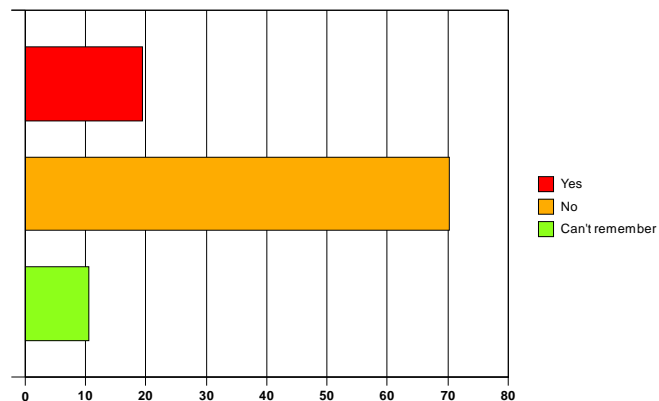
**Booking a telephone consultation with the GP of your choice**

Booking a telephone consultation with the GP of your choice



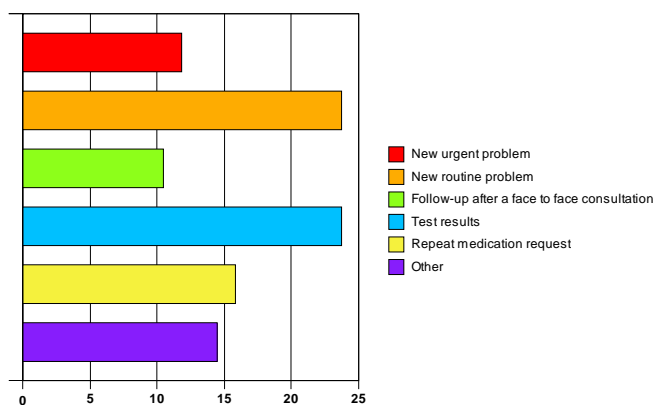
**Had a telephone consultation with a GP**

Had a telephone consultation with a GP



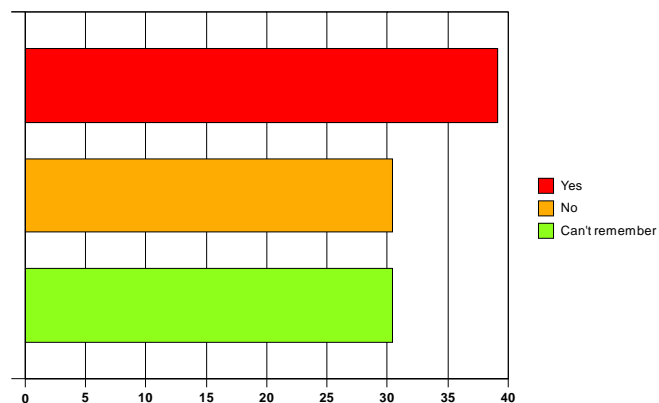
**Telephone consultation topics**

Telephone consultation topics



**Ability of GP to deal with the problem over the phone**

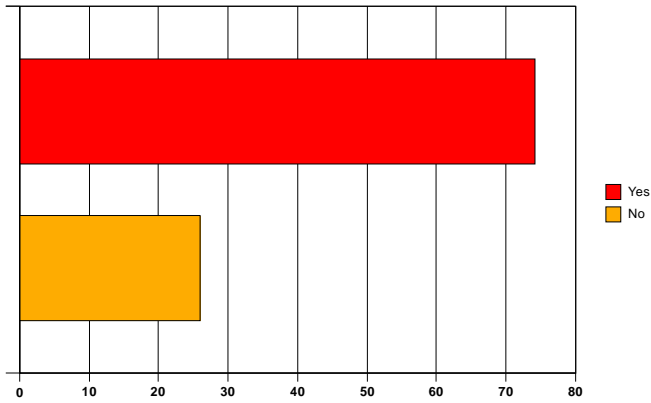
Ability of GP to deal with the problem over the phone



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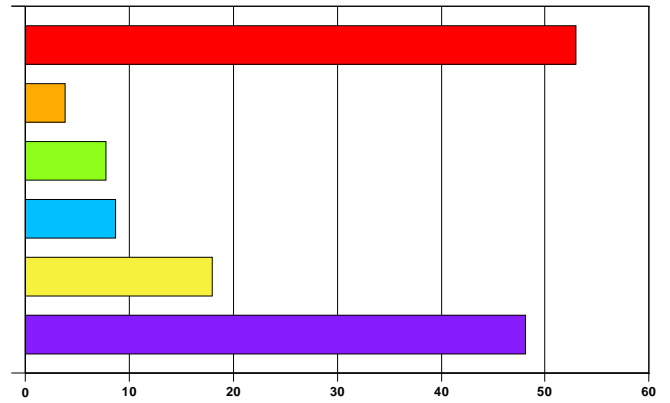
**Making a telephone consultation in the future**

Making a telephone consultation in the future



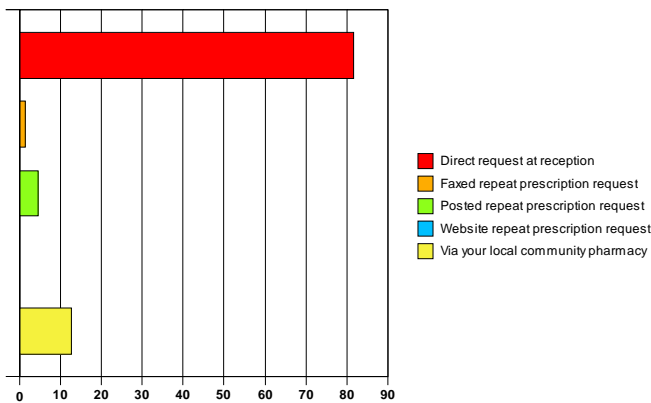
**Finding out information about the practice**

Finding out information about the practice



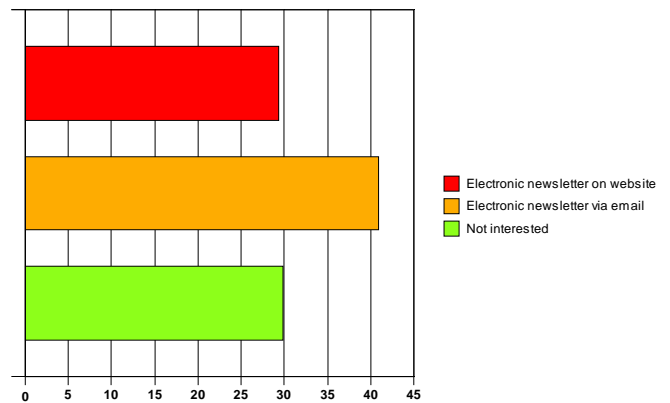
**Ordering repeat medication**

Ordering repeat medication



**Keeping you updated**

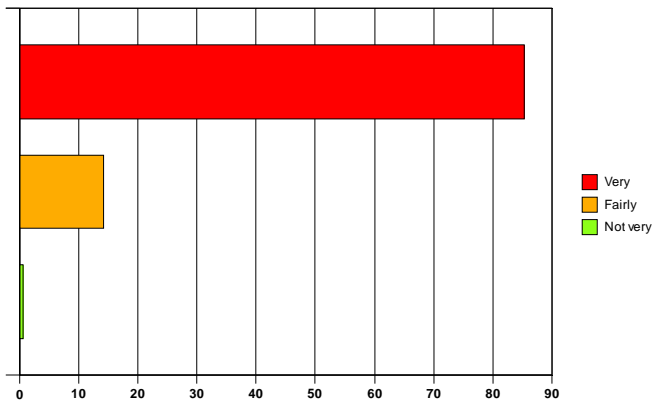
Keeping you updated



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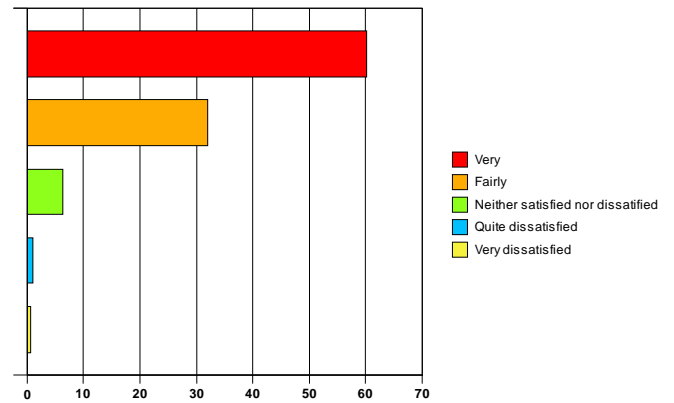
**Helpfulness of the receptionists**

Helpfulness of the receptionists



**General satisfaction with the practice**

General satisfaction with the practice



**Likelihood of recommending the practice**

Likelihood of recommending the practice

