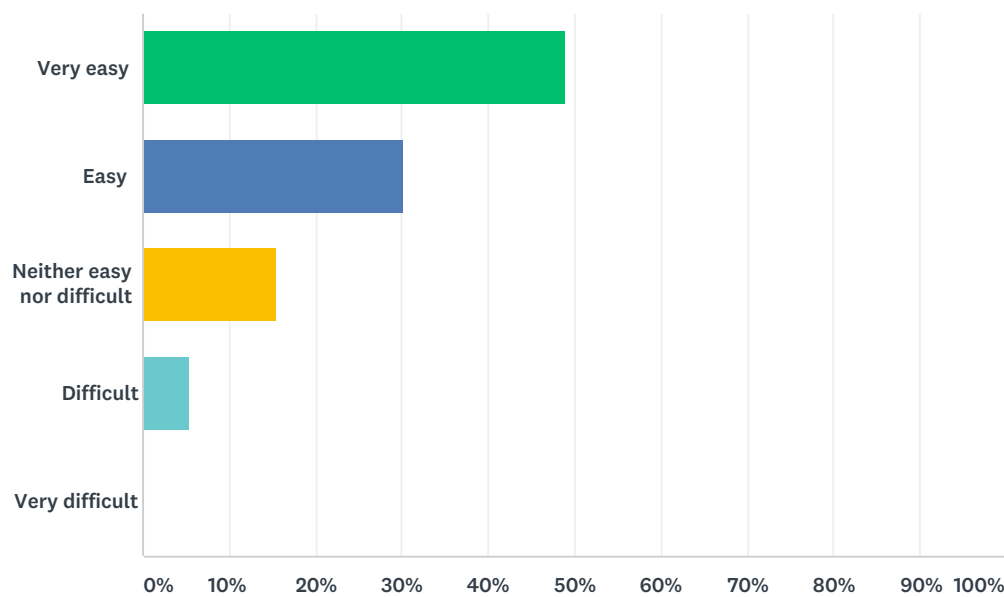


## Q1 How easy do you find it to get through to the practice by telephone?

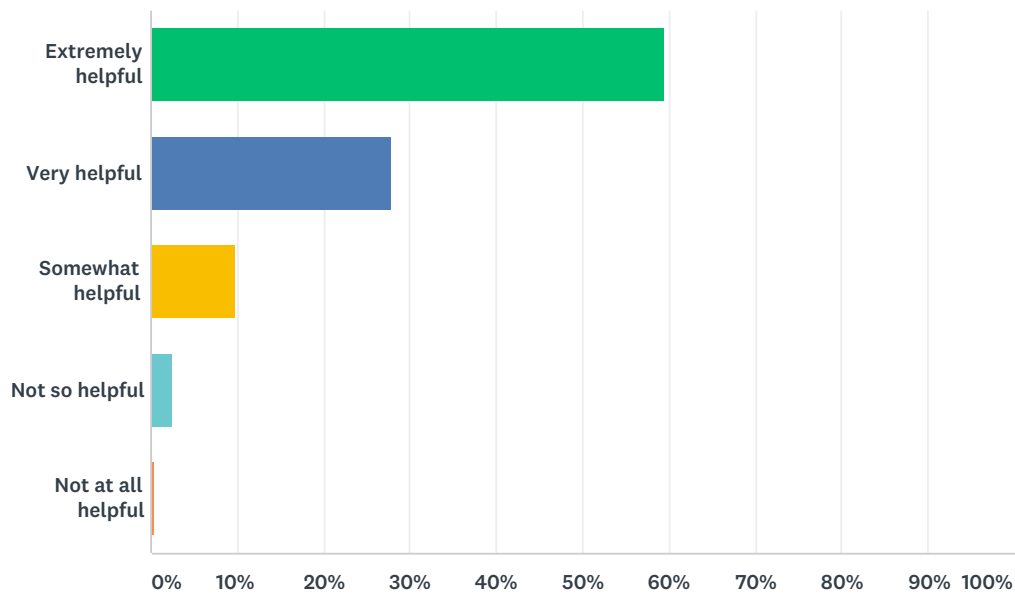
Answered: 206 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	49.03%	101
Easy	30.10%	62
Neither easy nor difficult	15.53%	32
Difficult	5.34%	11
Very difficult	0.00%	0
Total Respondents: 206		

## Q2 How helpful do you find the receptionists at the Practice?

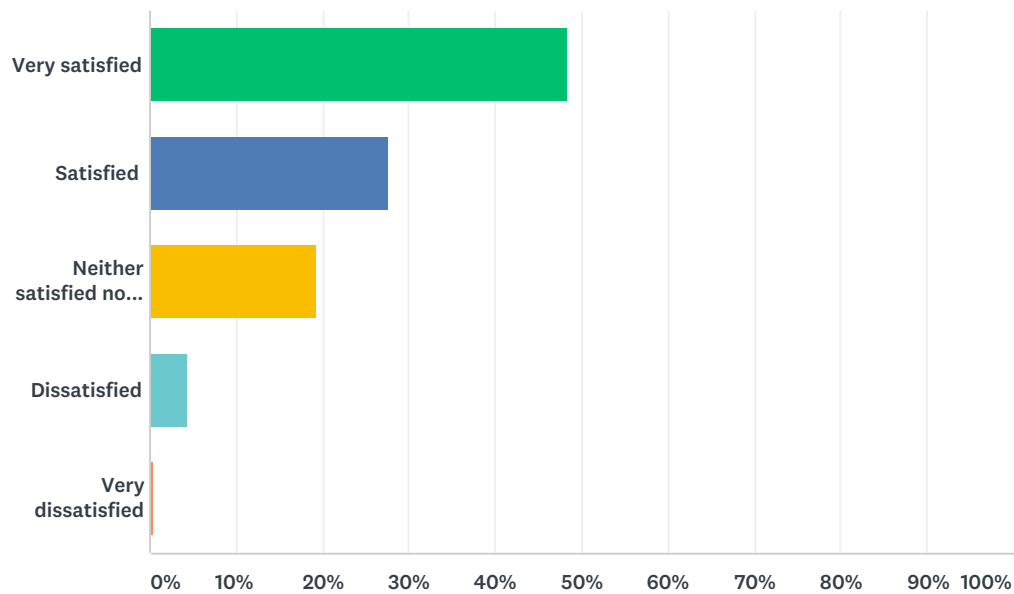
Answered: 205 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely helpful	59.51%	122
Very helpful	27.80%	57
Somewhat helpful	9.76%	20
Not so helpful	2.44%	5
Not at all helpful	0.49%	1
Total Respondents: 205		

### Q3 How satisfied are you with the Practice's appointment times?

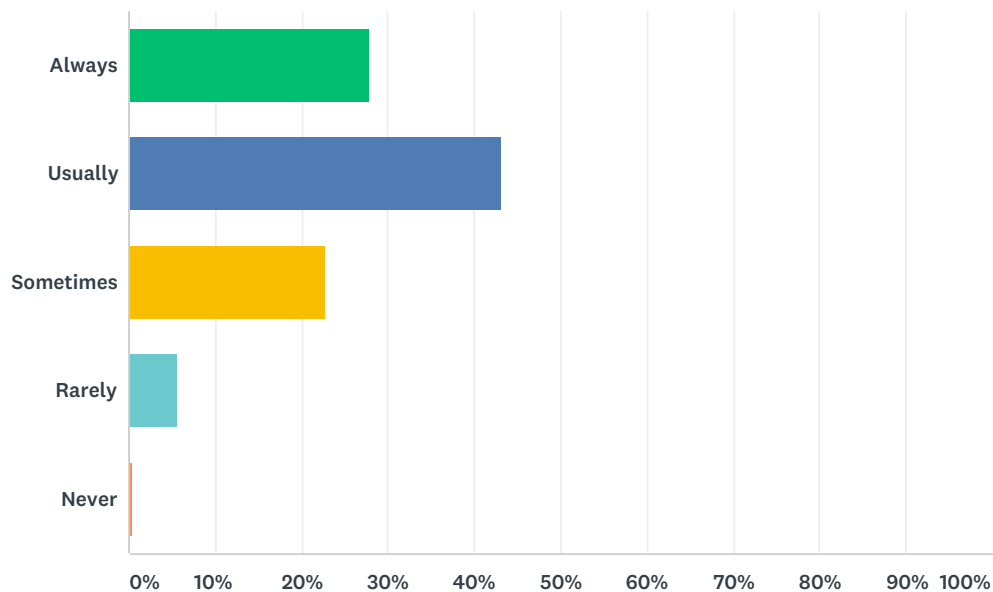
Answered: 203 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	48.28%	98
Satisfied	27.59%	56
Neither satisfied nor dissatisfied	19.21%	39
Dissatisfied	4.43%	9
Very dissatisfied	0.49%	1
Total Respondents: 203		

## Q4 Do you get to see or speak to your preferred GP when you would like to?

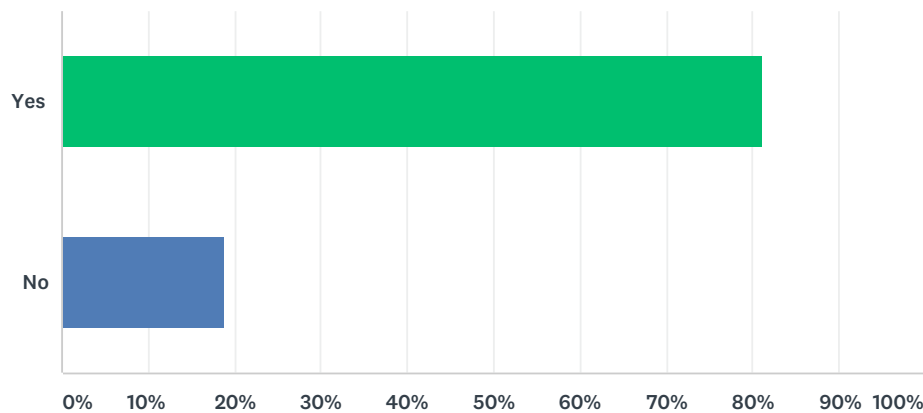
Answered: 197 Skipped: 10



ANSWER CHOICES	RESPONSES	
Always	27.92%	55
Usually	43.15%	85
Sometimes	22.84%	45
Rarely	5.58%	11
Never	0.51%	1
TOTAL		197

## Q5 Were you offered a choice of appointment when you last tried to make an appointment at the Practice?

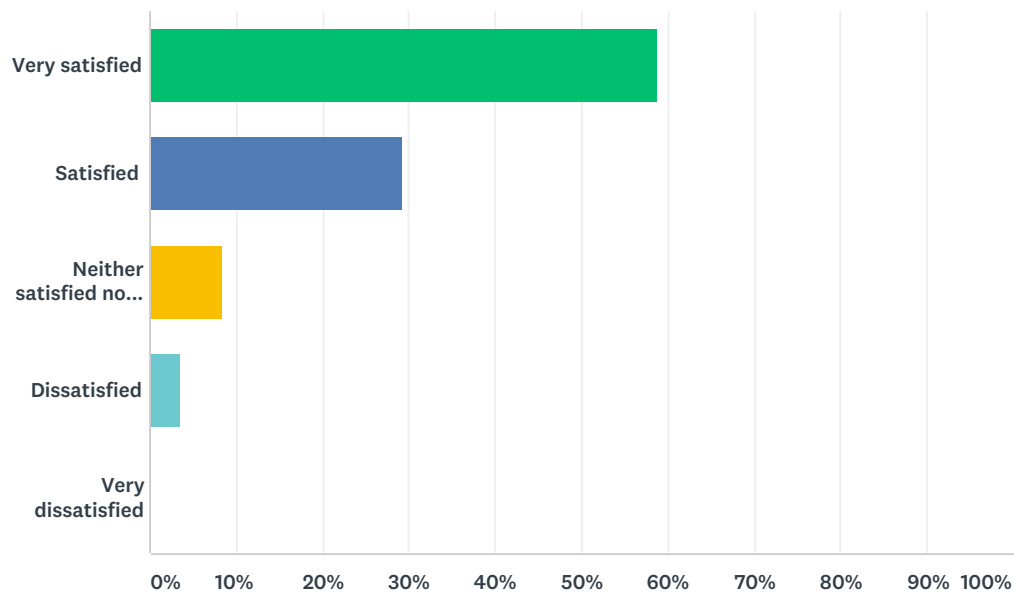
Answered: 202 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	81.19%	164
No	18.81%	38
Total Respondents: 202		

## Q6 Were you satisfied with the type of appointment you were last offered?

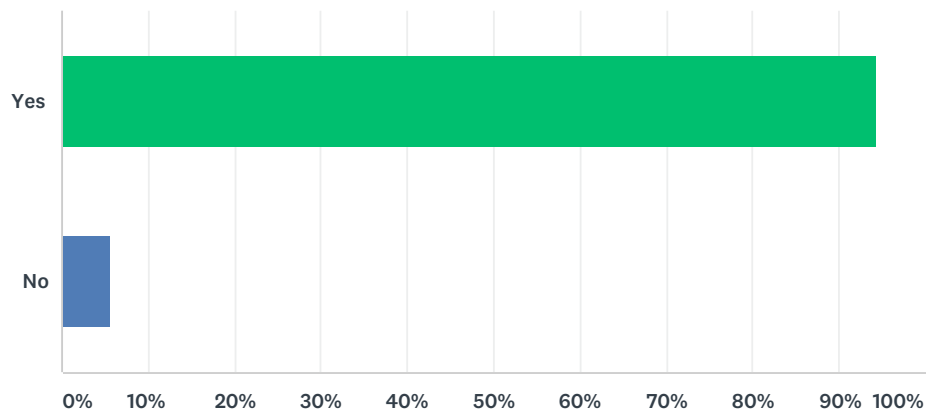
Answered: 201 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very satisfied	58.71%	118
Satisfied	29.35%	59
Neither satisfied nor dissatisfied	8.46%	17
Dissatisfied	3.48%	7
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>201</b>

## Q7 Did you accept the last appointment that you were offered?

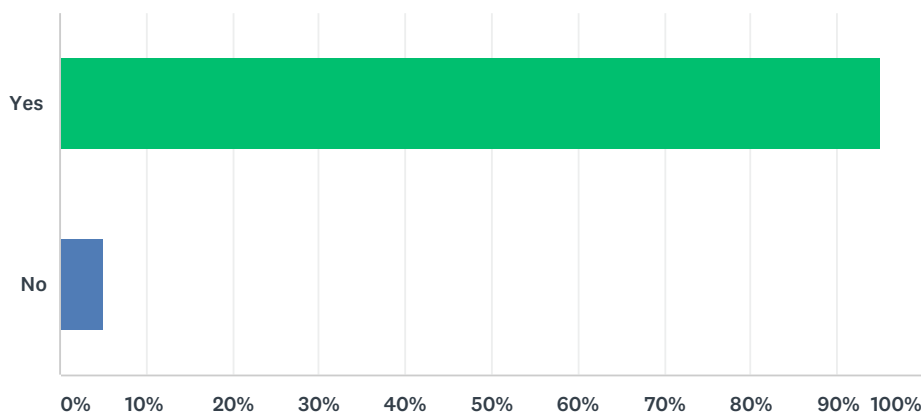
Answered: 198 Skipped: 9



ANSWER CHOICES		RESPONSES	
Yes		94.44%	187
No		5.56%	11
TOTAL			198

## Q8 Would you describe your experience of making an appointment as good?

Answered: 203 Skipped: 4

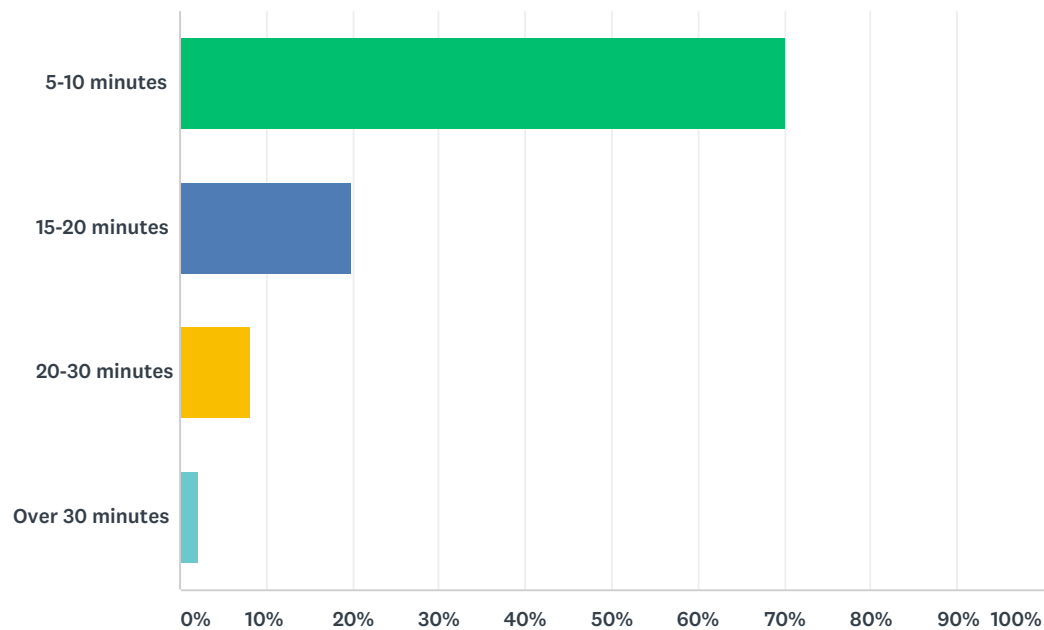


ANSWER CHOICES	RESPONSES	
Yes	95.07%	193
No	4.93%	10
TOTAL		203



## Q9 How long did your wait to be seen after your scheduled appointment time at your last appointment?

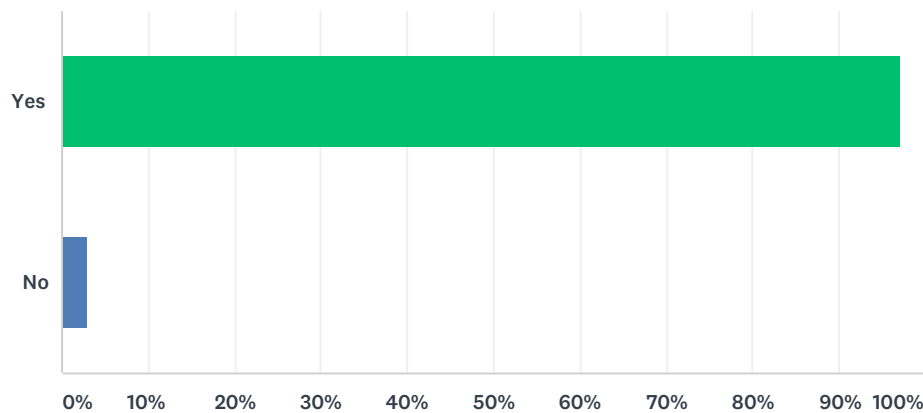
Answered: 197 Skipped: 10



ANSWER CHOICES	RESPONSES	
5-10 minutes	70.05%	138
15-20 minutes	19.80%	39
20-30 minutes	8.12%	16
Over 30 minutes	2.03%	4
TOTAL		197

## Q10 Did the healthcare professional you saw or spoke to give you enough time during your last appointment at the Practice?

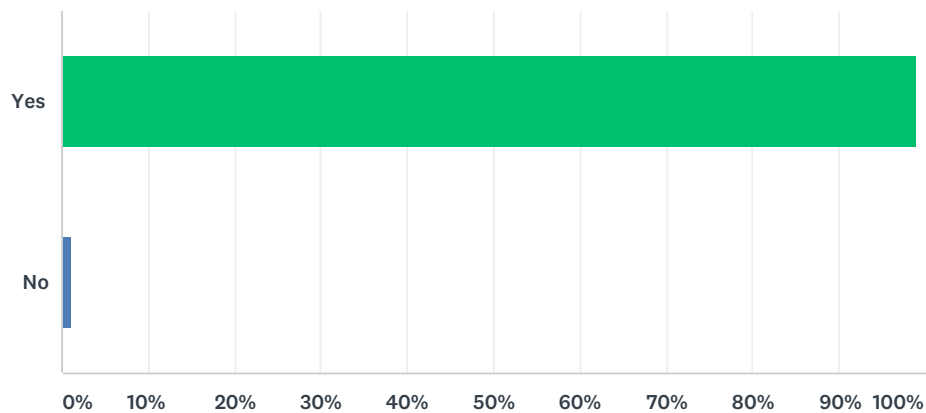
Answered: 199 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	96.98%	193
No	3.02%	6
TOTAL		199

## Q11 Was the healthcare professional you spoke to or saw at your last appointment at the Practice good at listening to you?

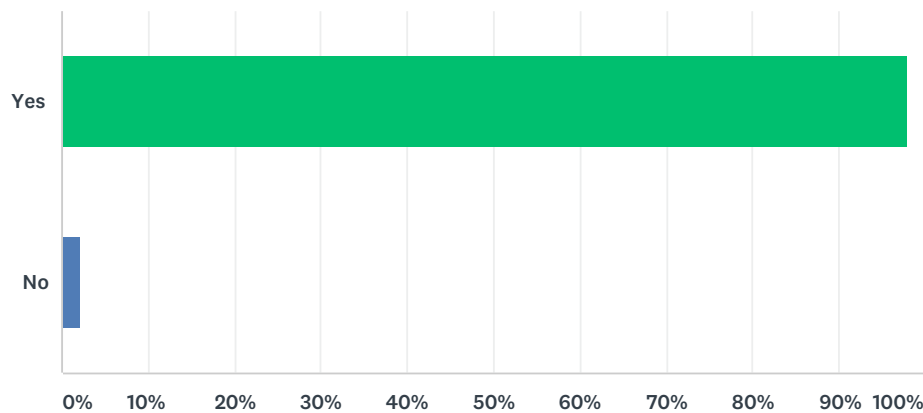
Answered: 197 Skipped: 10



ANSWER CHOICES		RESPONSES	
Yes		98.98%	195
No		1.02%	2
TOTAL			197

## Q12 Was the healthcare professional you saw or spoke to at your last Practice appointment good at treating you with care and concern?

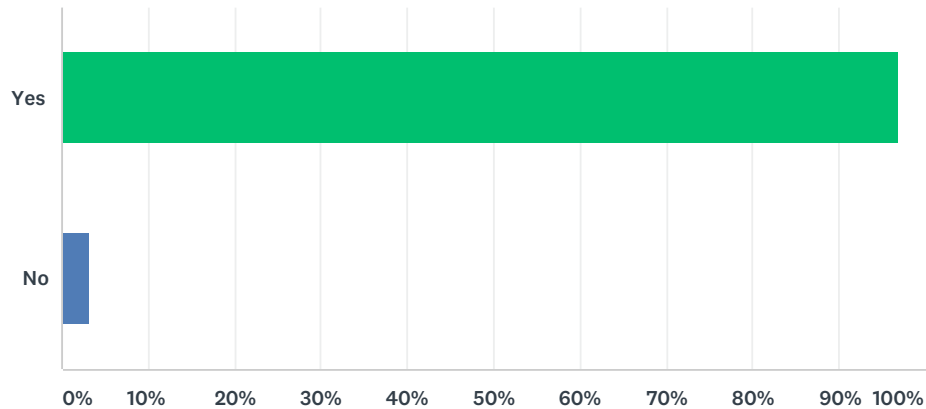
Answered: 198 Skipped: 9



ANSWER CHOICES		RESPONSES	
Yes		97.98%	194
No		2.02%	4
TOTAL			198

### Q13 Did you feel involved as much as you wanted to be in any decisions about your care and treatment during your last appointment at the Practice?

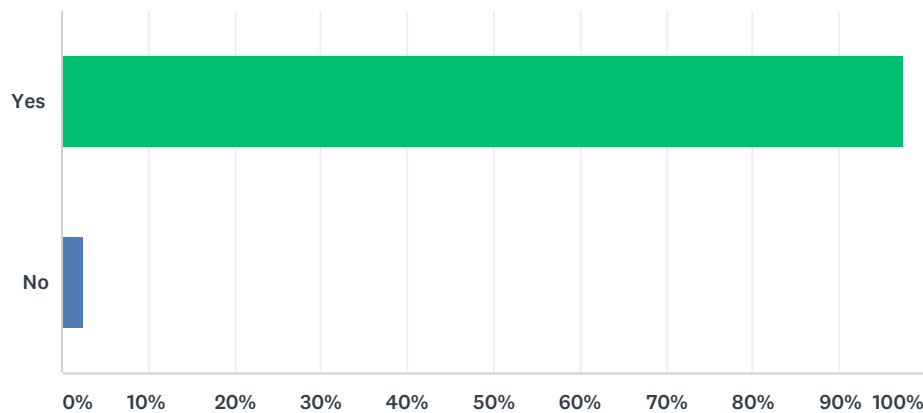
Answered: 196 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	96.94%	190
No	3.06%	6
TOTAL		196

## Q14 Did you have confidence and trust in the healthcare professional you spoke to or saw during your last appointment at the Practice?

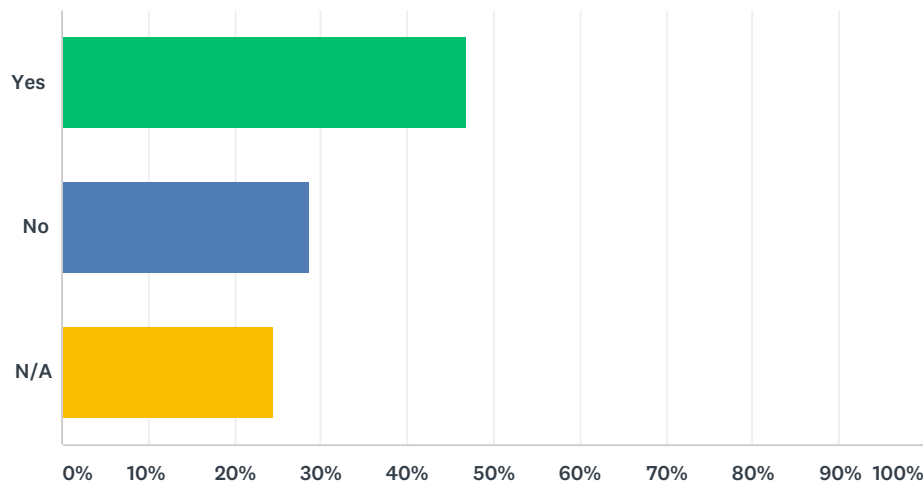
Answered: 197 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	97.46%	192
No	2.54%	5
TOTAL		197

## Q15 Did you feel that the healthcare professional recognised or understood any mental health needs during your last appointment at the Practice?

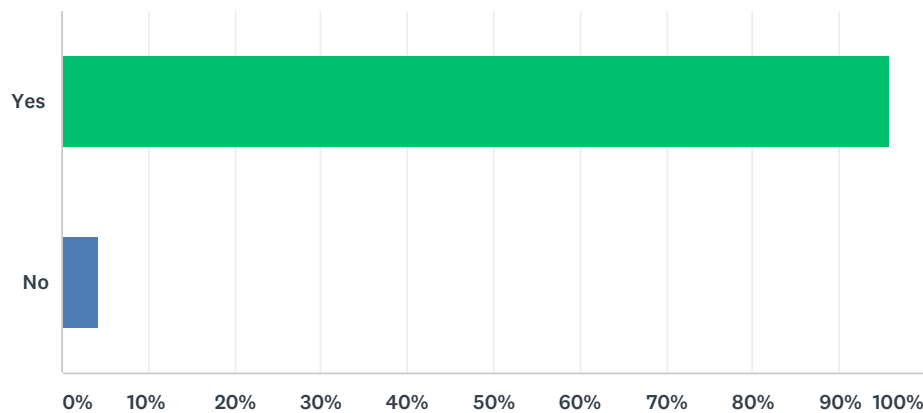
Answered: 192 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	46.88%	90
No	28.65%	55
N/A	24.48%	47
TOTAL		192

## Q16 Did you feel that your needs were met during your last appointment at the Practice?

Answered: 194 Skipped: 13

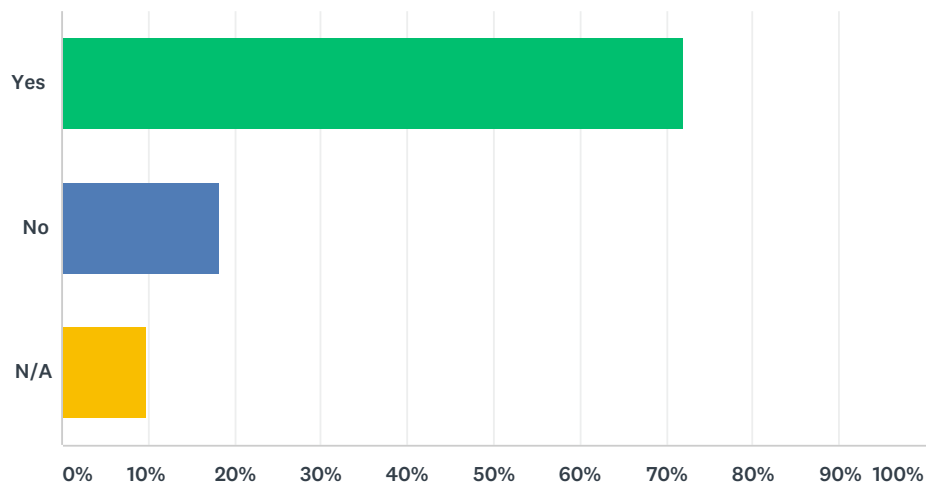


ANSWER CHOICES		RESPONSES	
Yes		95.88%	186
No		4.12%	8
TOTAL			194



## Q17 Do you feel that you have had enough support in the last 12 months to help manage any long term condition?Yes

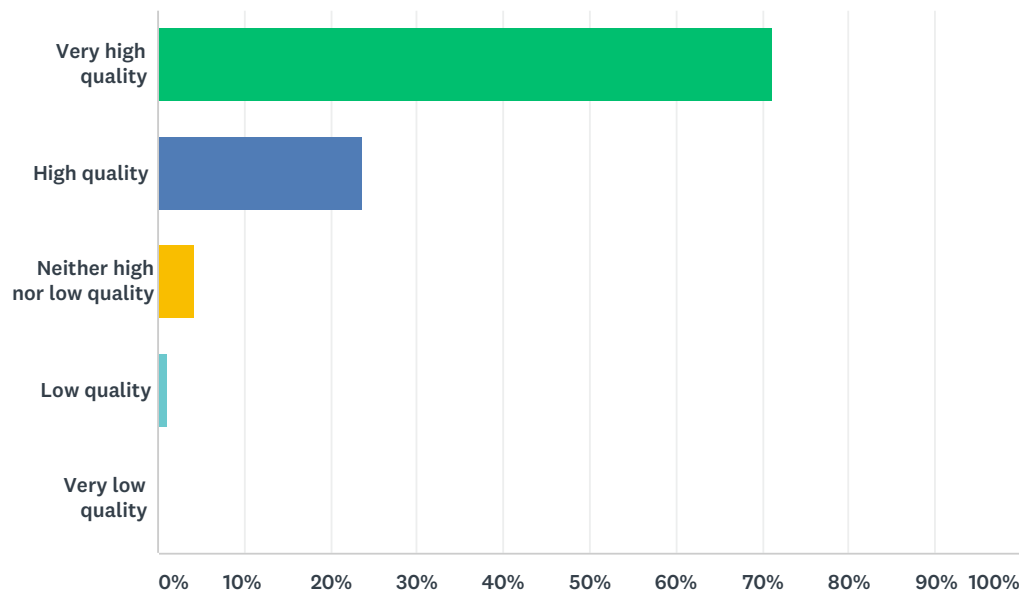
Answered: 193 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	72.02%	139
No	18.13%	35
N/A	9.84%	19
TOTAL		193

## Q18 How would you describe your overall experience of the Practice?

Answered: 194 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very high quality	71.13%	138
High quality	23.71%	46
Neither high nor low quality	4.12%	8
Low quality	1.03%	2
Very low quality	0.00%	0
<b>TOTAL</b>		<b>194</b>

**Q19 If you would like to discuss your comments with a member of the Practice Team please provide your contact details below:**

Answered: 7   Skipped: 200