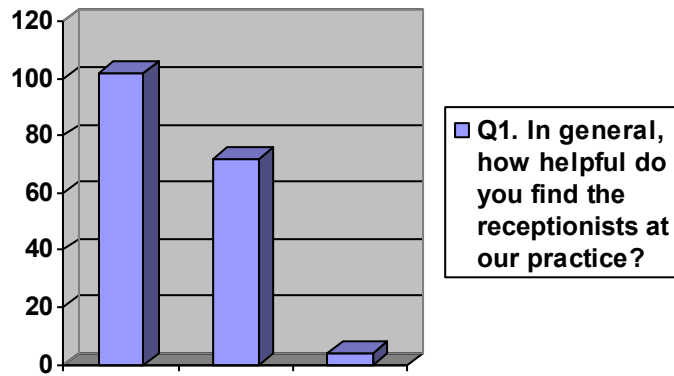
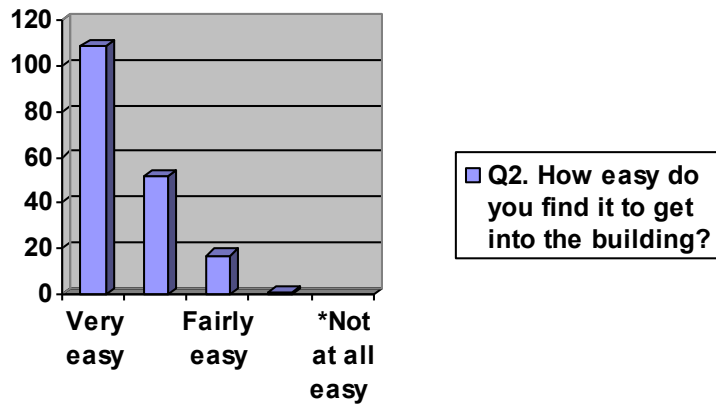


## Results of Patient Survey – March 2012

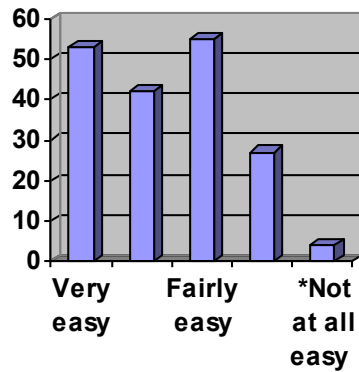
	<i>Very helpful</i>	<i>Helpful</i>	<i>Neither helpful or unhelpful</i>	<i>Unhelpful</i>	<i>*Very unhelpful</i>
<b>Q1. In general, how helpful do you find the receptionists at our practice?</b>	102	72	4		



	<i>Very easy</i>	<i>Easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>*Not at all easy</i>
<b>Q2. How easy do you find it to get into the building?</b>	109	52	17	1	

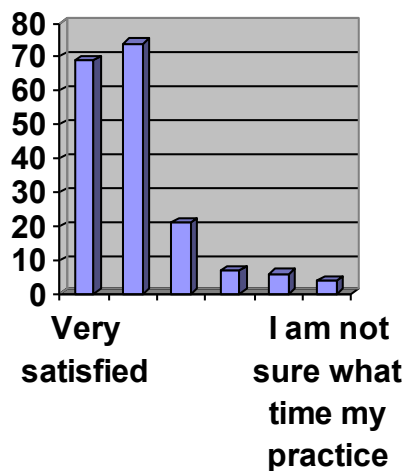


	<i>Very easy</i>	<i>Easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>*Not at all easy</i>
<b>Q3. How easy do you find it to travel to and/or park at the surgery?</b>	53	42	55	27	4



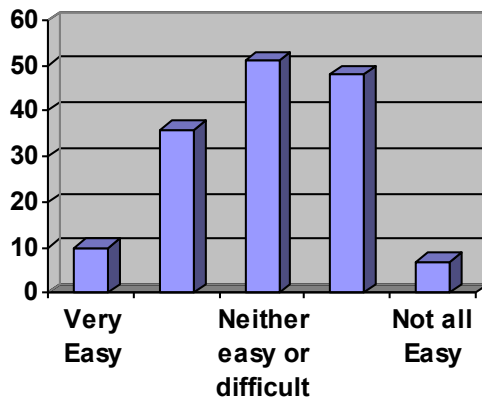
■ Q3. How easy do you find it to travel to and/or park at the surgery?

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>*Very Dissatisfied</i>	<i>I am not sure what time my practice opens</i>
<b>Q4. How satisfied are you with surgery opening hours?</b>	69	74	21	7	6	4



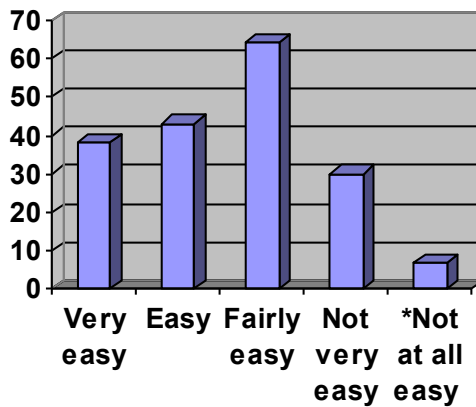
■ Q4. How satisfied are you with surgery opening hours?

	Very Easy	Easy	Neither easy or difficult	Difficult	Not all Easy
<b>Q5. How easy do you find it to get through to the surgery on the phone?</b>	10	36	51	48	7



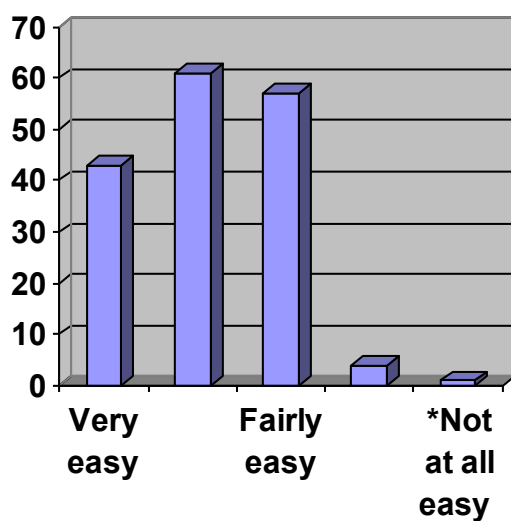
■ Q5. How easy do you find it to get through to the surgery on the phone?

	Very easy	Easy	Fairly easy	Not very easy	*Not at all easy
<b>Q6. How easy do you find it to get an appointment with a GP at the practice?</b>	38	43	64	30	7



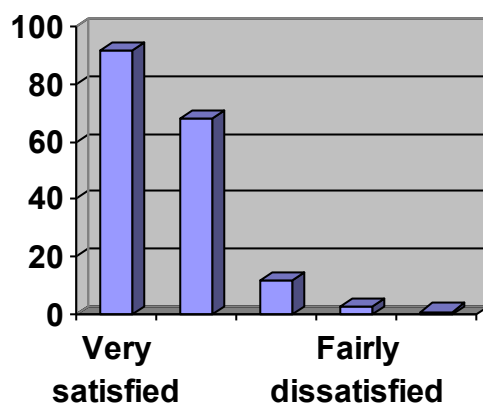
■ Q6. How easy do you find it to get an appointment with a GP at the practice?

	<i>Very easy</i>	<i>Easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>*Not at all easy</i>
<b>Q7. How easy do you find it to get an appointment with a nurse at the practice?Q6. How easy do you find it to get an appointment with a GP at the practice?</b>	43	61	57	4	1



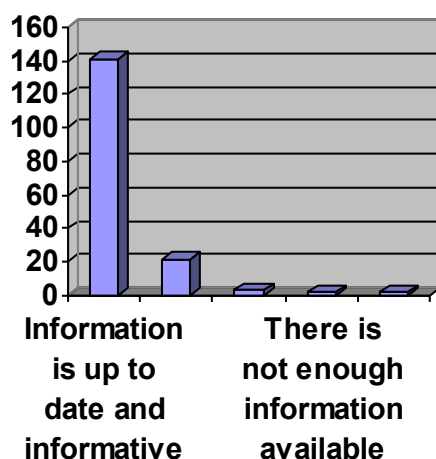
■ Q7. How easy do you find it to get an appointment with a nurse at the practice?Q6. How

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>*Very Dissatisfied</i>
<b>Q8. In general, how satisfied are you with the care you get at your GP surgery or health centre?</b>	92	68	12	3	1



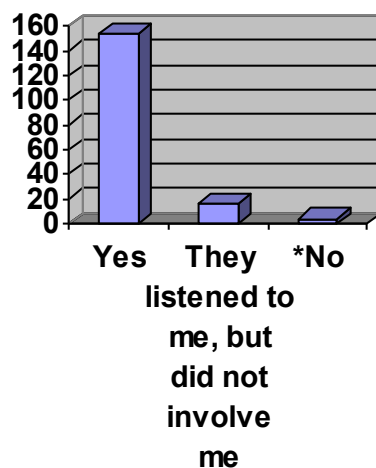
■ Q8. In general, how satisfied are you with the care you get at your GP surgery or health centre?

	Information is up to date and informative	Information provided needs to be improved	Information is not up to date informative	There is not enough information available	There is too much information available
<b>Q9. What do you think about the standard of information with which you are provided (i.e. practice notice board, patient information etc.)</b>	141	22	3	2	2



■ Q9. What do you think about the standard of information with which you are provided (i.e. practice

	Yes	<i>They listened to me, but did not involve me</i>	*No
<b>Q10. The last time you saw a GP or practice nurse; do you feel they involved you in decisions about your care?</b>	153	16	4



■ Q10. The last time you saw a GP or practice nurse; do you feel they involved you in decisions about your