

THE PRACTICE:

	Poor	Fair	Good	Very Good	Excellent	N/A
Information provided about the Practice	0	8	24	24	20	1
%age	0.00	10.39	31.17	31.17	25.97	1.30
Your satisfaction with surgery opening hours	2	9	25	20	20	1
%age	2.60	11.69	32.47	25.97	25.97	1.30

RECEPTION:

	Poor	Fair	Good	Very Good	Excellent	N/A
How well were you received by reception?	0	4	16	28	28	1
%age	0.00	5.19	20.78	36.36	36.36	1.30
Your waiting time at reception desk	3	4	17	22	28	3
%age	3.90	5.19	22.08	28.57	36.36	3.90
Consideration of your privacy in reception (as much as can be achieved in a public area)	9	9	17	17	22	3
%age	11.69	11.69	22.08	22.08	28.57	3.90
Your time waiting to be seen by a GP/ Nurse	3	7	20	20	22	5
%age	3.90	9.09	25.97	25.97	28.57	6.49

APPOINTMENT AND CONSULTATION :

A new system was introduced last summer to better prioritise appointments with the doctors. Patients now phone the surgery and give Reception their contact details for a phone back from a doctor

	Yes	No
Were you able to take a phone back the same day?	67	10
%age	87.01	12.99
Was the doctor's phone back timing as promised?	64	13
%age	83.12	16.88
Was your problem solved by speaking to the doctor?	63	14
%age	81.82	18.18
If you needed an appointment was its timing acceptable?	63	14
%age	81.82	18.18
Was the appointment with your usual doctor?	52	25
%age	67.53	32.47

	Poor	Fair	Good	Very Good	Excellent	N/A
How do you rate the new appointment system?						
%age						

OUTCOME of CONSULTATION with a DOCTOR

	Poor	Fair	Good	Very Good	Excellent	N/A
The opportunity to express my concerns was	0	8	13	20	30	6
%age	0.00	10.39	16.88	25.97	38.96	7.79
The explanations I received were	0	9	16	18	28	6
%age	0.00	11.69	20.78	23.38	36.36	7.79
The respect I received was	1	5	16	14	35	6
%age	1.30	6.49	20.78	18.18	45.45	7.79
My overall satisfaction with this visit was	1	6	8	13	45	4
%age	1.30	7.79	10.39	16.88	58.44	5.19

OUTCOME of CONSULTATION with a NURSE

	Poor	Fair	Good	Very Good	Excellent	N/A
The opportunity to express my concerns was						
%age						
The explanations I received were						
%age						
The respect I received was						
%age						
My overall satisfaction with this visit was						
%age						

YOUR CARE:

	Yes	No
Do you feel your rights to make or influence decisions about your care are respected?		
%age		
Do you feel your privacy, dignity and independence are respected?		
%age		
Were you offered the support you felt you needed?		
%age		

ABOUT YOU:

	%age	Age	%age		
Male:	29	37.66			
Female:	48	62.34			
What is your ethnic group?					
White British	70	90.91	Under 16	3	3.90
Black or Black British		0.00	16 - 24	4	5.19
Asian or Asian British	2	2.60	25 - 34	5	6.49
Polish	1	1.30	35 - 44	12	15.58
Chinese		0.00	45 - 65	33	42.86
Other Ethnic Group	4	5.19	66 - 74	15	19.48
			75 and over	5	6.49
			How often do you come to the Practice?		
			Regularly	19	24.68
			Occasionally	38	49.35
			Rarely	14	18.18
			Very Rarely	6	7.79