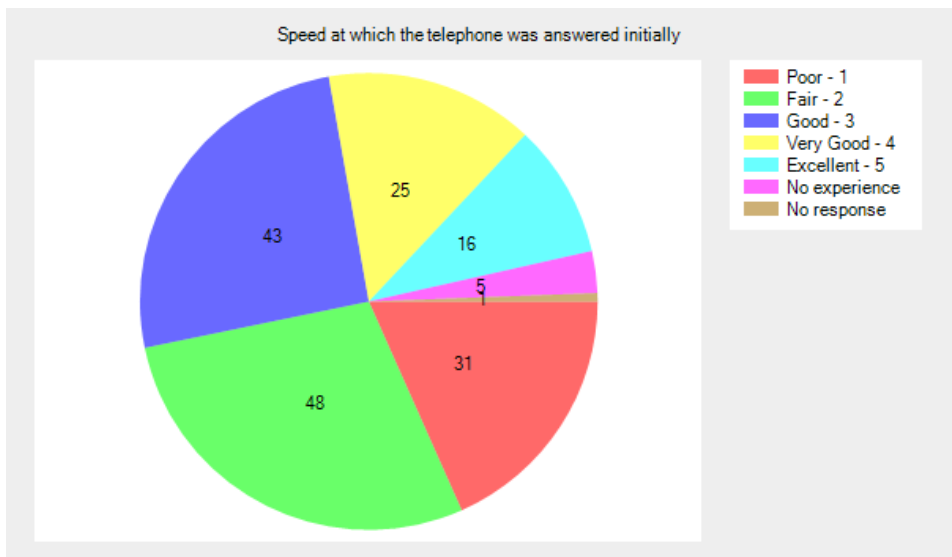


The survey had **169** responses.

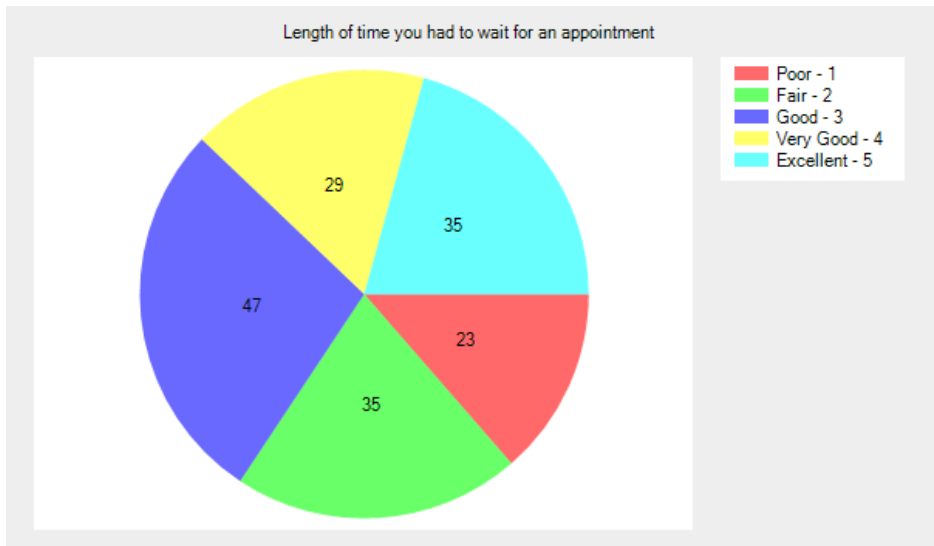
### Speed at which the telephone was answered initially

- Poor - 1 - **31** (18.3%).
- Fair - 2 - **48** (28.4%).
- Good - 3 - **43** (25.4%).
- Very Good - 4 - **25** (14.8%).
- Excellent - 5 - **16** (9.5%).
- No experience - **5** (3.0%).
- No response - **1** (0.6%).



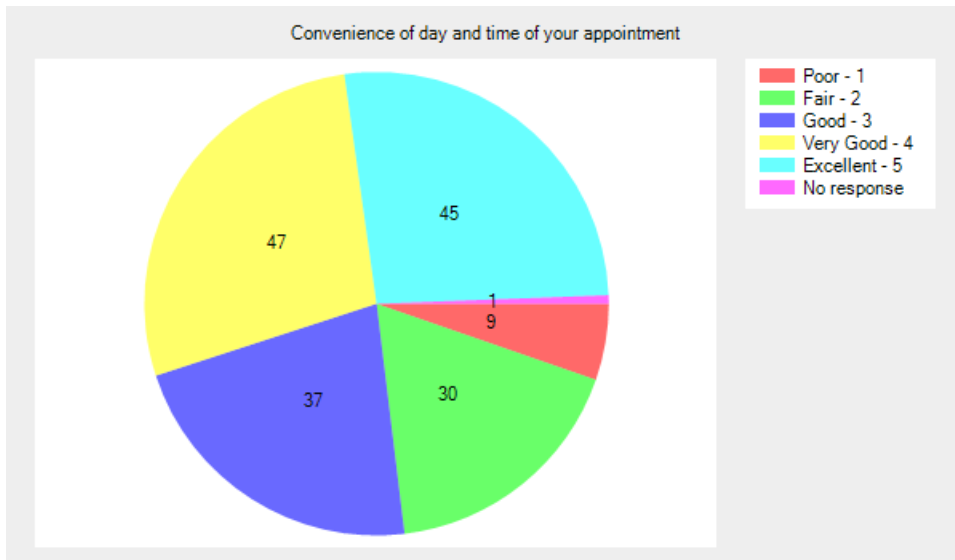
### Length of time you had to wait for an appointment

- Poor - 1 - **23** (13.6%).
- Fair - 2 - **35** (20.7%).
- Good - 3 - **47** (27.8%).
- Very Good - 4 - **29** (17.2%).
- Excellent - 5 - **35** (20.7%).
- No experience - **0** (0.0%).
- No response - **0** (0.0%).



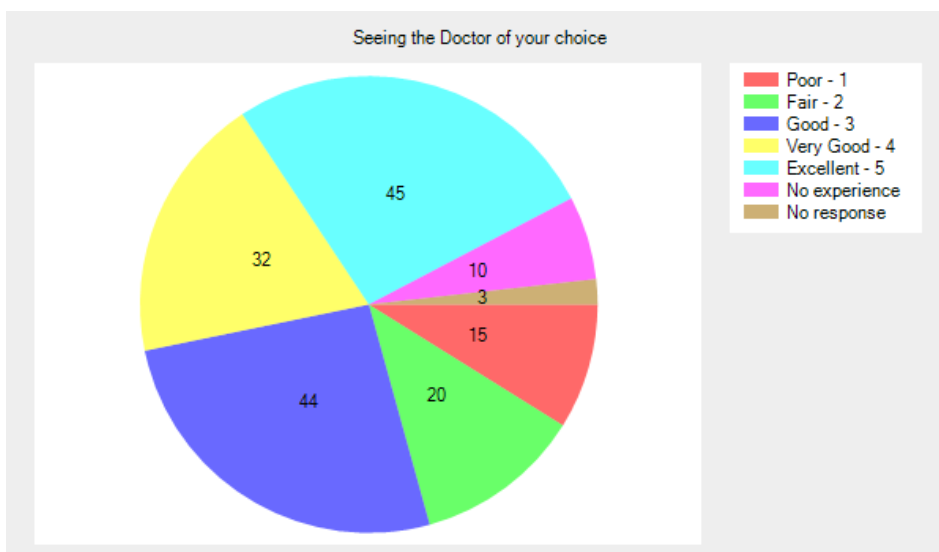
## Convenience of day and time of your appointment

- Poor - 1 - **9** (5.3%).
- Fair - 2 - **30** (17.8%).
- Good - 3 - **37** (21.9%).
- Very Good - 4 - **47** (27.8%).
- Excellent - 5 - **45** (26.6%).
- No experience - **0** (0.0%).
- No response - **1** (0.6%).



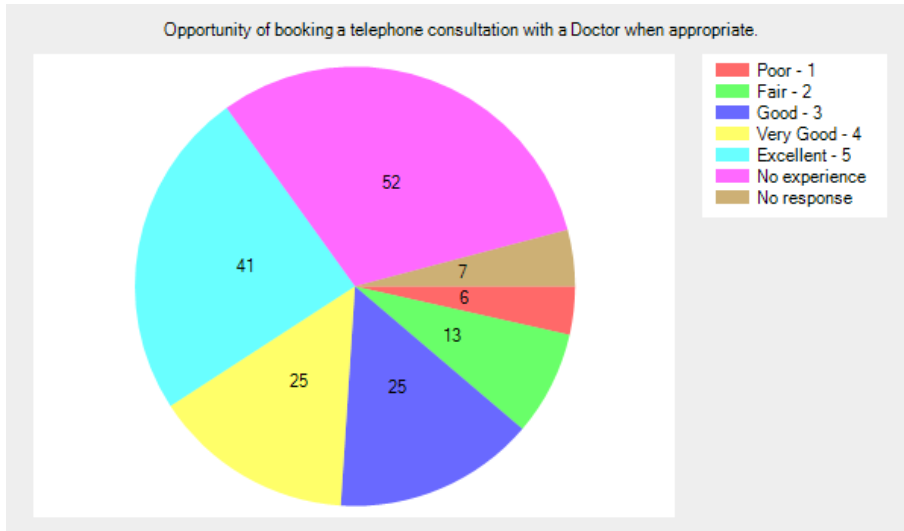
## Seeing the Doctor of your choice

- Poor - 1 - **15** (8.9%).
- Fair - 2 - **20** (11.8%).
- Good - 3 - **44** (26.0%).
- Very Good - 4 - **32** (18.9%).
- Excellent - 5 - **45** (26.6%).
- No experience - **10** (5.9%).
- No response - **3** (1.8%).



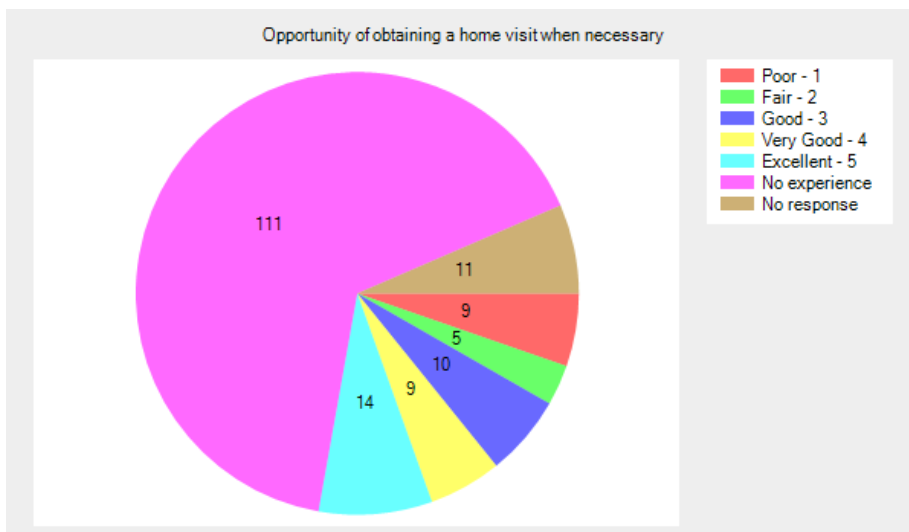
### Opportunity of booking a telephone consultation with a Doctor when appropriate.

- Poor - 1 - **6** (3.6%).
- Fair - 2 - **13** (7.7%).
- Good - 3 - **25** (14.8%).
- Very Good - 4 - **25** (14.8%).
- Excellent - 5 - **41** (24.3%).
- No experience - **52** (30.8%).
- No response - **7** (4.1%).



### Opportunity of obtaining a home visit when necessary

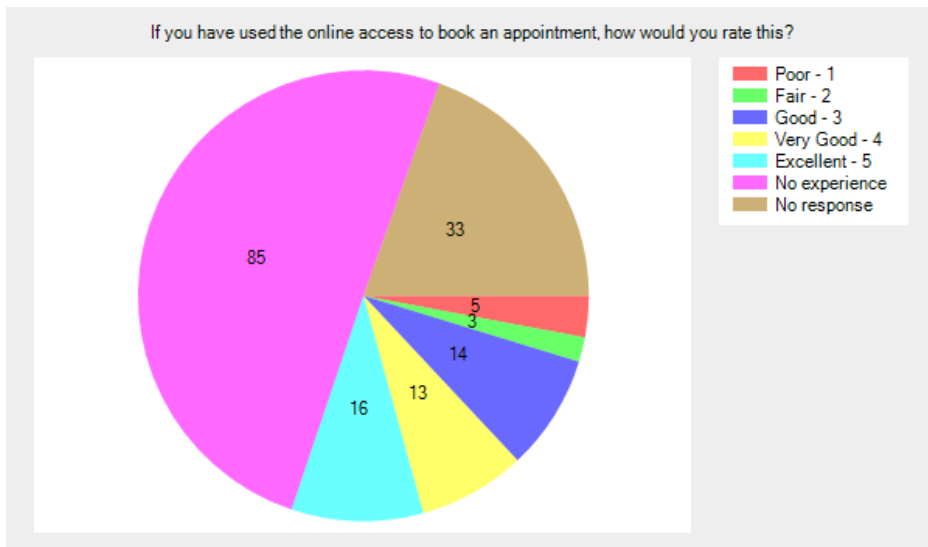
- Poor - 1 - **9** (5.3%).
- Fair - 2 - **5** (3.0%).
- Good - 3 - **10** (5.9%).
- Very Good - 4 - **9** (5.3%).
- Excellent - 5 - **14** (8.3%).
- No experience - **111** (65.7%).
- No response - **11** (6.5%).



**\* We have facilities to allow you to book appointments, order prescriptions online and to send your prescription directly to the pharmacy of your choice. If you are not signed up for this service, but would be interested in doing so, please ask Reception for details.**

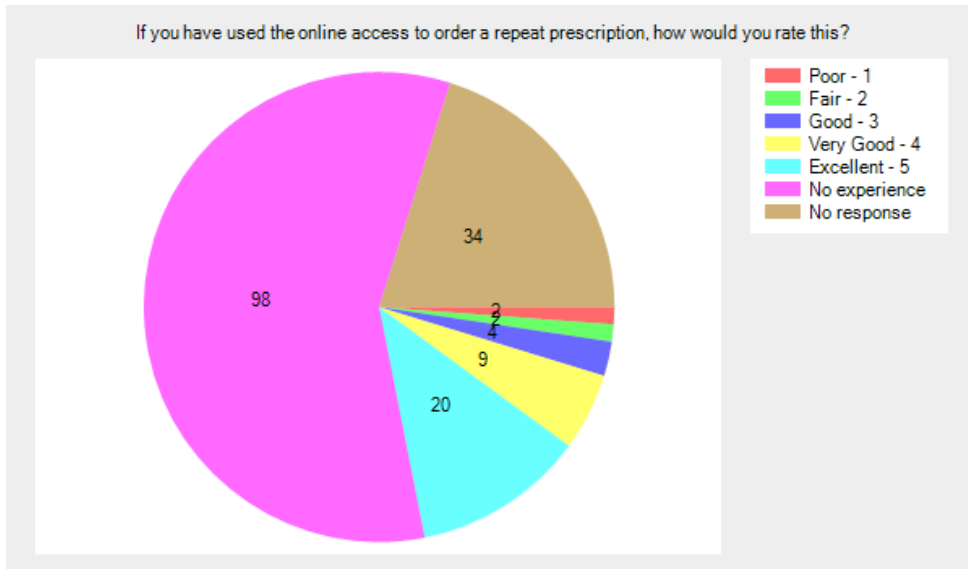
**If you have used the online access to book an appointment, how would you rate this?**

- Poor - 1 - **5** (3.0%).
- Fair - 2 - **3** (1.8%).
- Good - 3 - **14** (8.3%).
- Very Good - 4 - **13** (7.7%).
- Excellent - 5 - **16** (9.5%).
- No experience - **85** (50.3%).
- No response - **33** (19.5%).



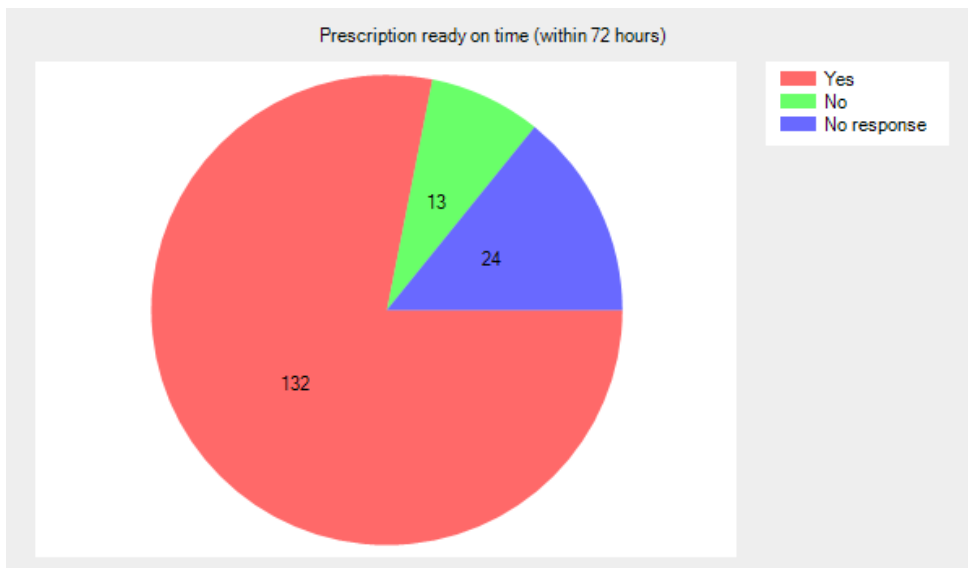
### If you have used the online access to order a repeat prescription, how would you rate this?

- Poor - 1 - **2** (1.2%).
- Fair - 2 - **2** (1.2%).
- Good - 3 - **4** (2.4%).
- Very Good - 4 - **9** (5.3%).
- Excellent - 5 - **20** (11.8%).
- No experience - **98** (58.0%).
- No response - **34** (20.1%).



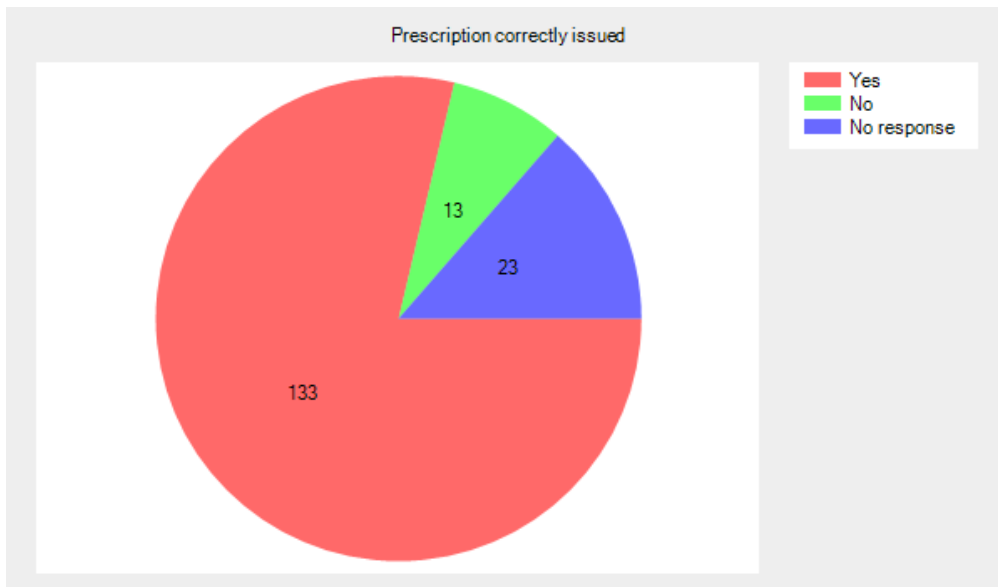
### Prescription ready on time (within 72 hours)

- Yes - **132** (78.1%).
- No - **13** (7.7%).
- No response - **24** (14.2%).



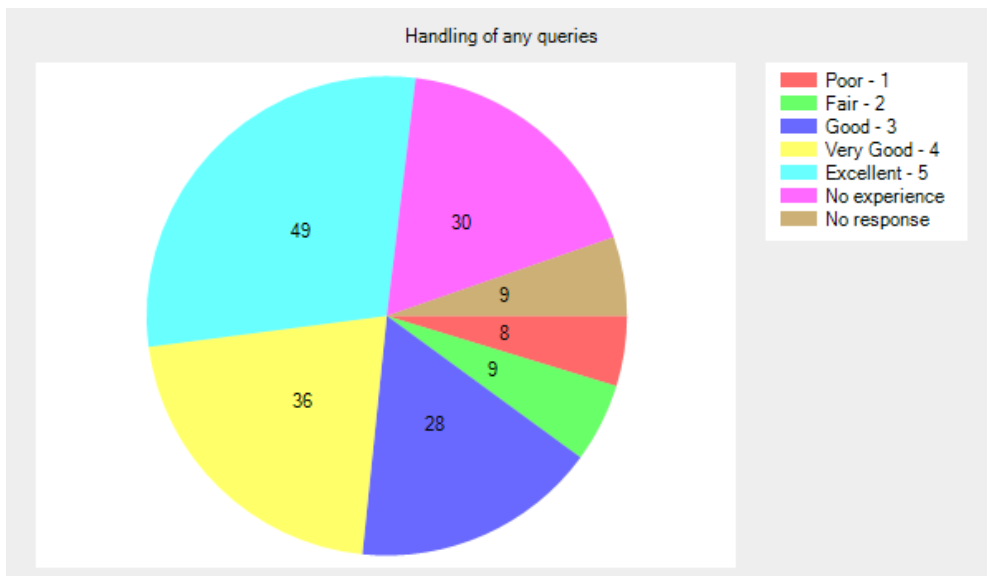
## Prescription correctly issued

- Yes - **133** (78.7%).
- No - **13** (7.7%).
- No response - **23** (13.6%).



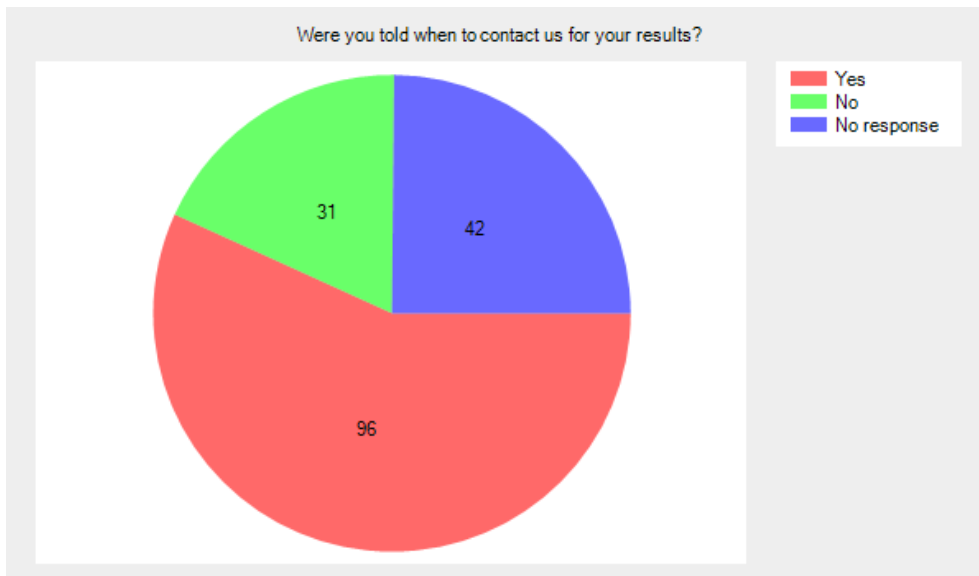
## Handling of any queries

- Poor - 1 - **8** (4.7%).
- Fair - 2 - **9** (5.3%).
- Good - 3 - **28** (16.6%).
- Very Good - 4 - **36** (21.3%).
- Excellent - 5 - **49** (29.0%).
- No experience - **30** (17.8%).
- No response - **9** (5.3%).



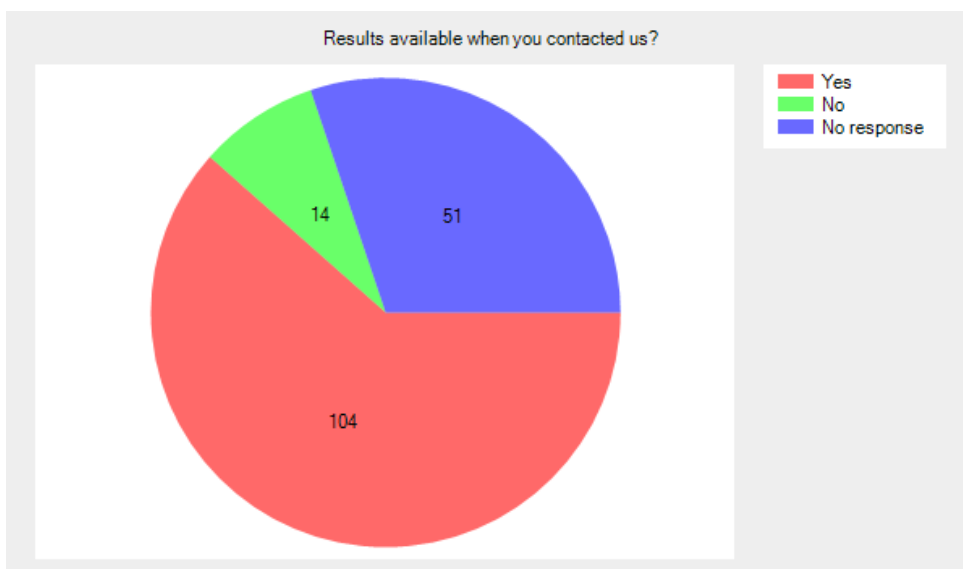
### Were you told when to contact us for your results?

- Yes - **96** (56.8%).
- No - **31** (18.3%).
- No response - **42** (24.9%).



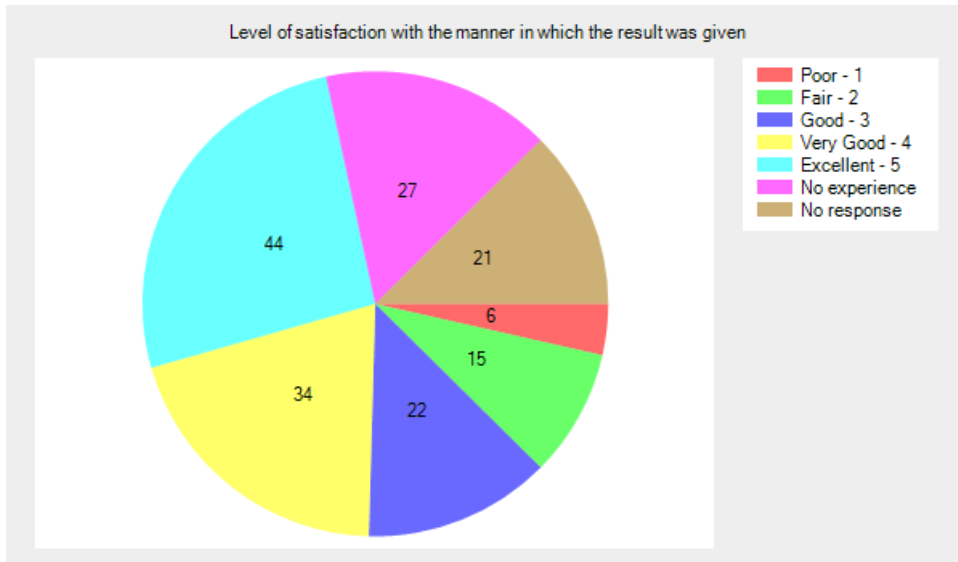
### Results available when you contacted us?

- Yes - **104** (61.5%).
- No - **14** (8.3%).
- No response - **51** (30.2%).



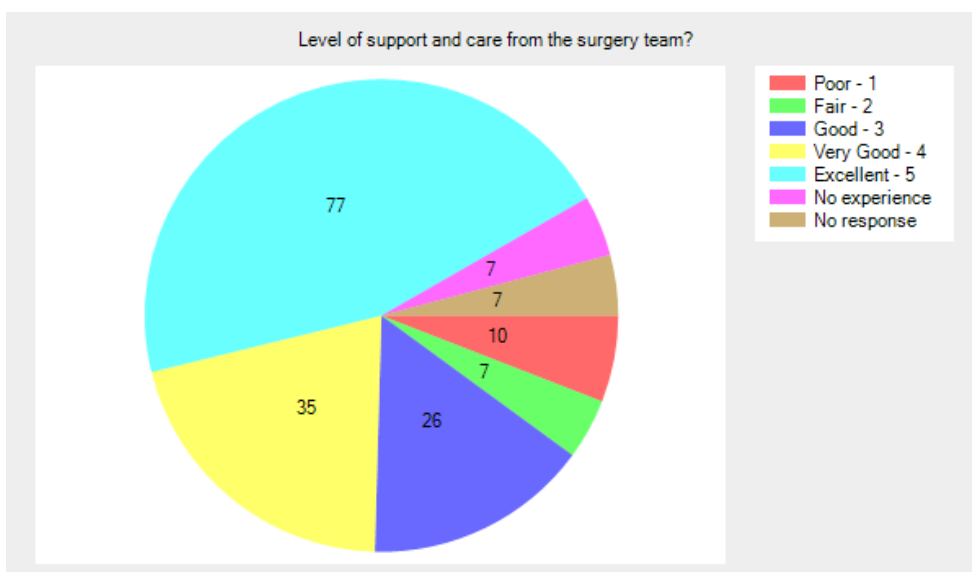
## Level of satisfaction with the manner in which the result was given

- Poor - 1 - **6** (3.6%).
- Fair - 2 - **15** (8.9%).
- Good - 3 - **22** (13.0%).
- Very Good - 4 - **34** (20.1%).
- Excellent - 5 - **44** (26.0%).
- No experience - **27** (16.0%).
- No response - **21** (12.4%).



## Level of support and care from the surgery team?

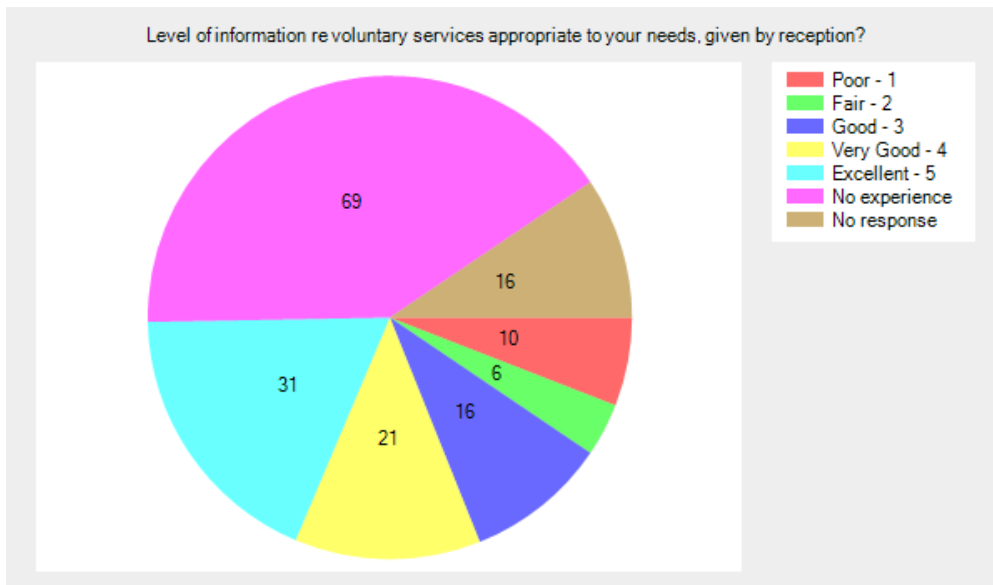
- Poor - 1 - **10** (5.9%).
- Fair - 2 - **7** (4.1%).
- Good - 3 - **26** (15.4%).
- Very Good - 4 - **35** (20.7%).
- Excellent - 5 - **77** (45.6%).
- No experience - **7** (4.1%).
- No response - **7** (4.1%).





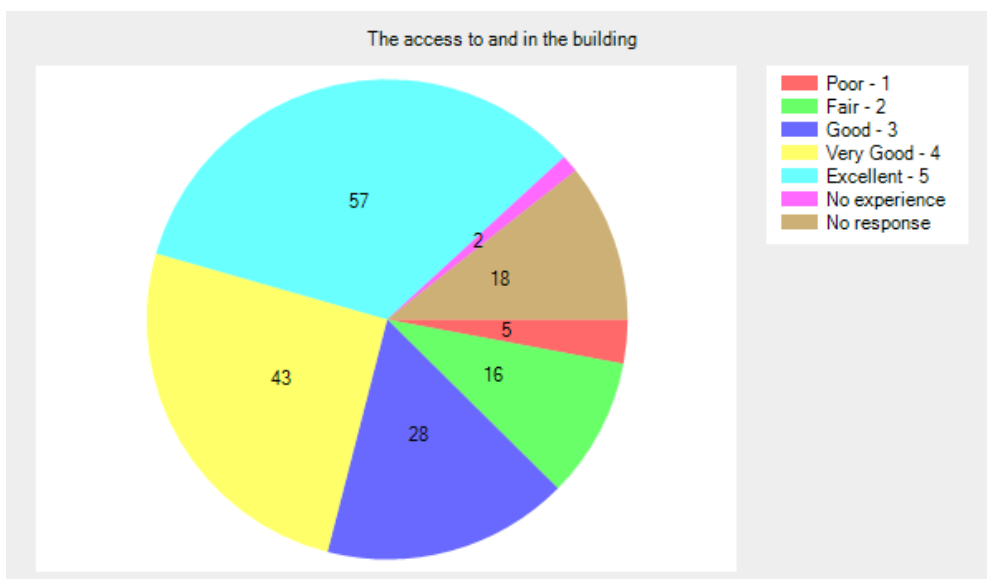
## Level of information re voluntary services appropriate to your needs, given by reception?

- Poor - 1 - **10** (5.9%).
- Fair - 2 - **6** (3.6%).
- Good - 3 - **16** (9.5%).
- Very Good - 4 - **21** (12.4%).
- Excellent - 5 - **31** (18.3%).
- No experience - **69** (40.8%).
- No response - **16** (9.5%).



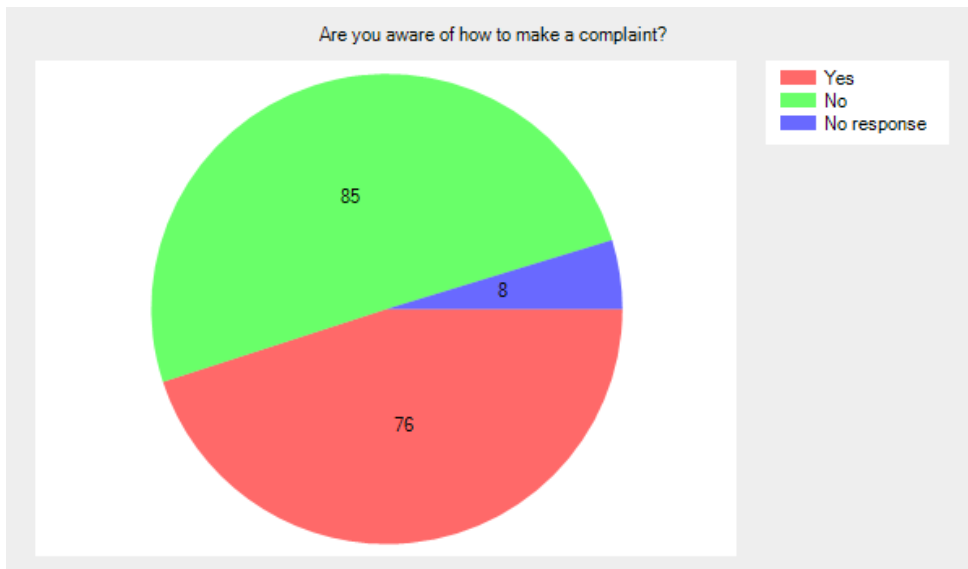
## The access to and in the building

- Poor - 1 - **5** (3.0%).
- Fair - 2 - **16** (9.5%).
- Good - 3 - **28** (16.6%).
- Very Good - 4 - **43** (25.4%).
- Excellent - 5 - **57** (33.7%).
- No experience - **2** (1.2%).
- No response - **18** (10.7%).



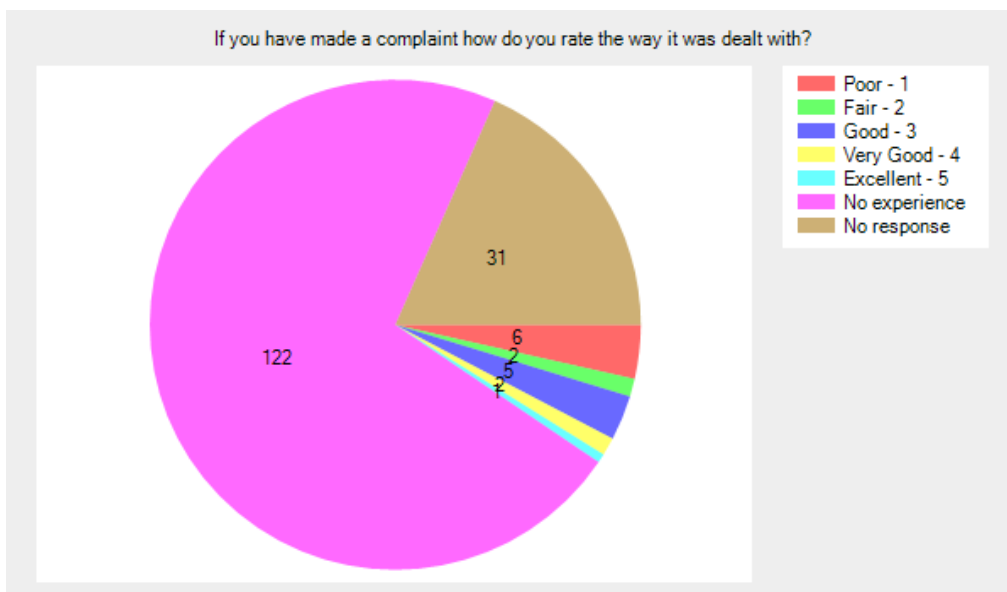
## Are you aware of how to make a complaint?

- Yes - **76** (45.0%).
- No - **85** (50.3%).
- No response - **8** (4.7%).



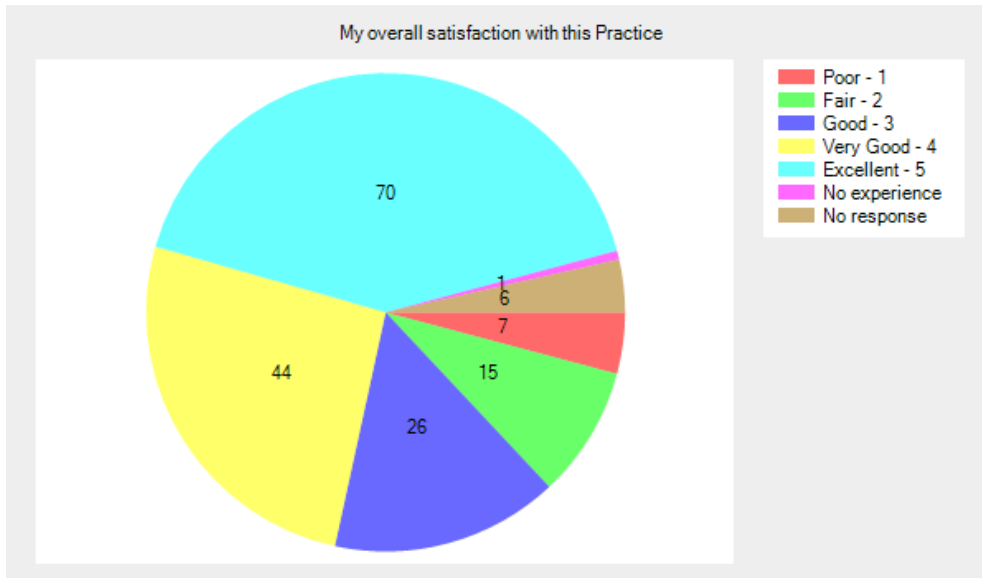
## If you have made a complaint how do you rate the way it was dealt with?

- Poor - 1 - **6** (3.6%).
- Fair - 2 - **2** (1.2%).
- Good - 3 - **5** (3.0%).
- Very Good - 4 - **2** (1.2%).
- Excellent - 5 - **1** (0.6%).
- No experience - **122** (72.2%).
- No response - **31** (18.3%).



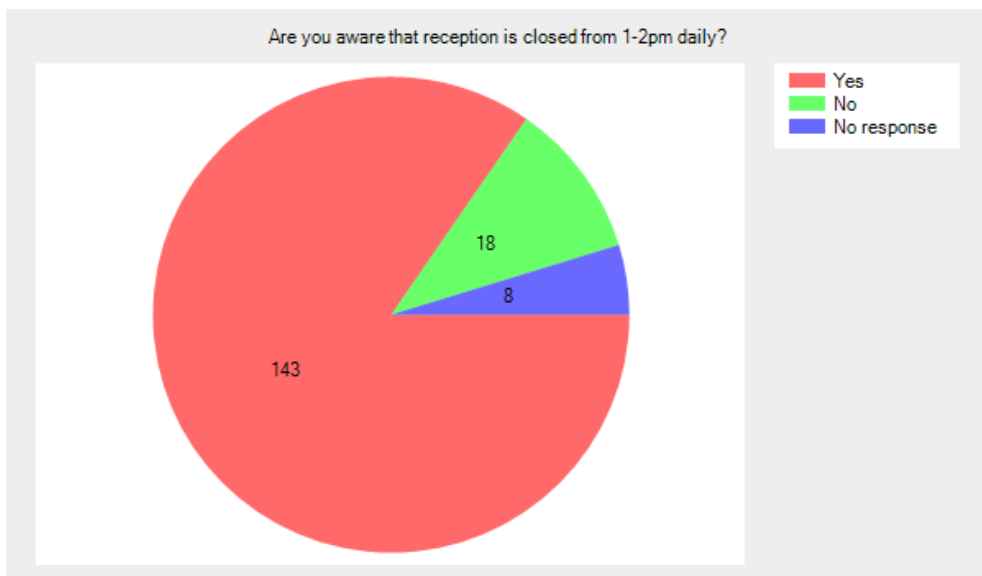
## My overall satisfaction with this Practice

- Poor - 1 - **7** (4.1%).
- Fair - 2 - **15** (8.9%).
- Good - 3 - **26** (15.4%).
- Very Good - 4 - **44** (26.0%).
- Excellent - 5 - **70** (41.4%).
- No experience - **1** (0.6%).
- No response - **6** (3.6%).



## Are you aware that reception is closed from 1-2pm daily?

- Yes - **143** (84.6%).
- No - **18** (10.7%).
- No response - **8** (4.7%).



**How satisfied are you with the current opening hours, which are: 0800-1830 Monday to Friday 1830-2045 One weekday evening a week as advertised Reception closed 1-2pm daily**

- Poor - 1 - **5** (3.0%).
- Fair - 2 - **16** (9.5%).
- Good - 3 - **33** (19.5%).
- Very Good - 4 - **41** (24.3%).
- Excellent - 5 - **64** (37.9%).
- No experience - 2 (1.2%).
- No response - **8** (4.7%).

