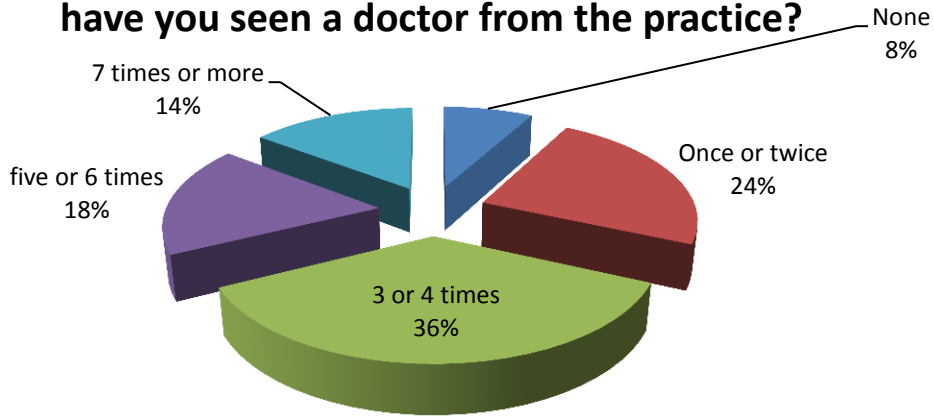
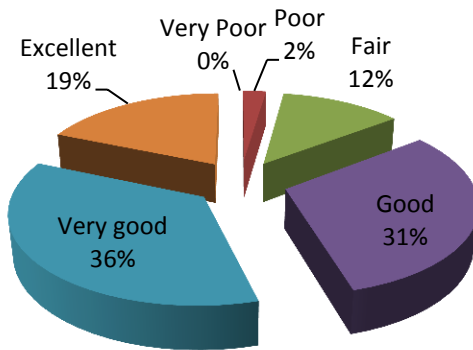


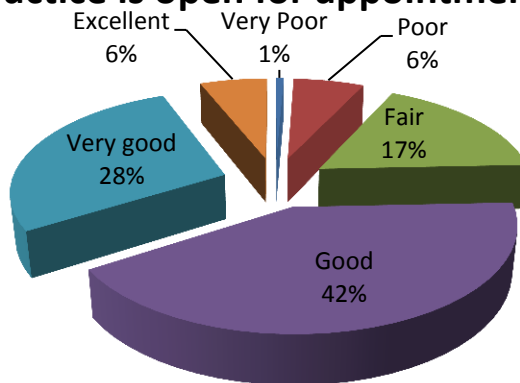
**Q 1 In the past 12 months, how many times have you seen a doctor from the practice?**



**Q 2 How do you rate the way you are treated by the receptionists at your practice?**

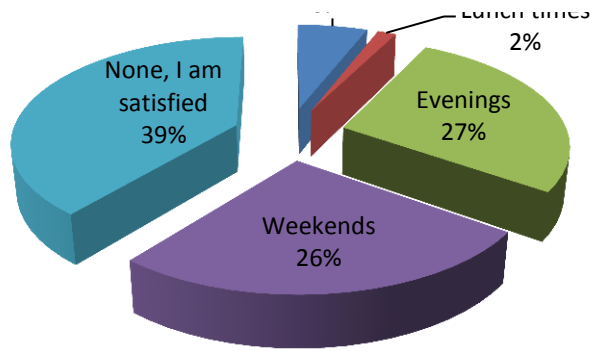


**Q 3a How do you rate the hours that your practice is open for appointments?**

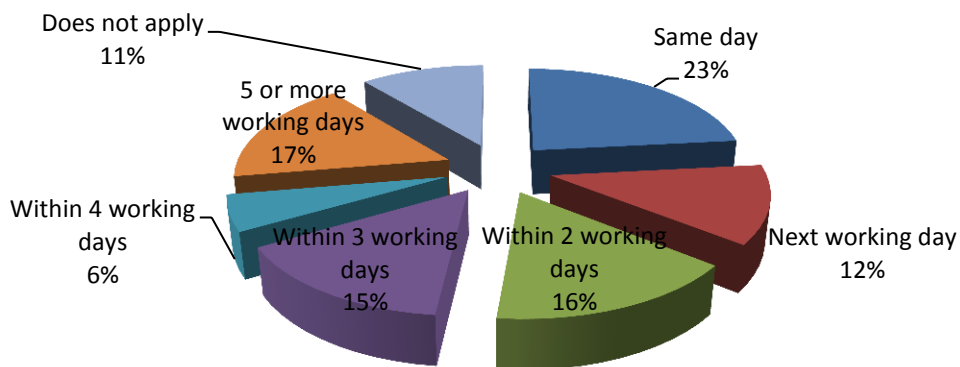


**Q 3b What additional hours would you like the practice to be open?**

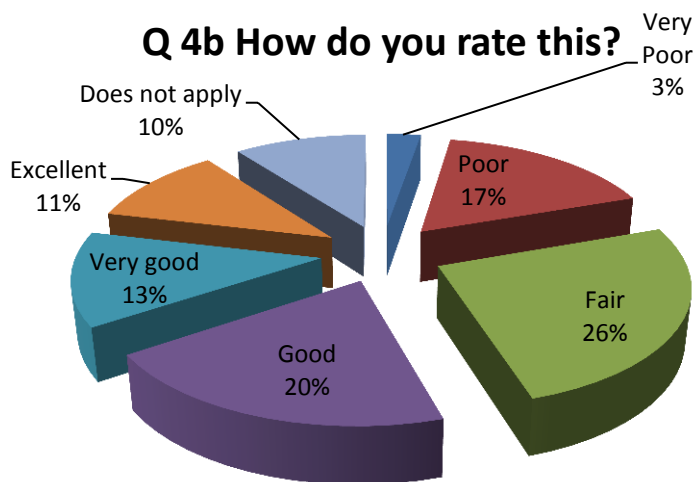
Early morning 6%      Lunch times



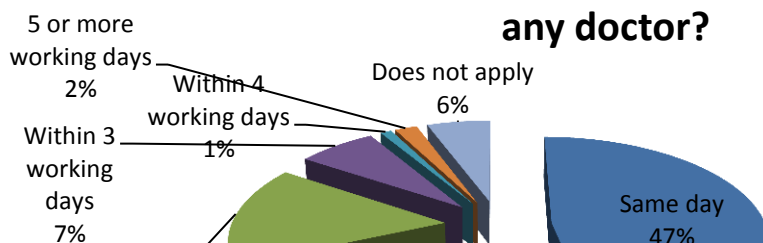
**Q 4a How quickly do you usually get to see a particular doctor you want to see?**

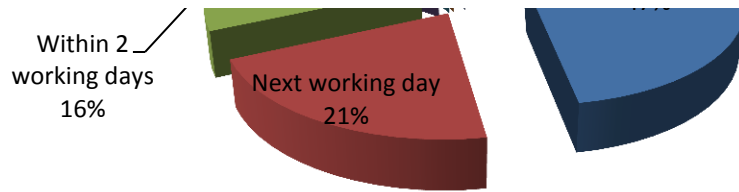


**Q 4b How do you rate this?**

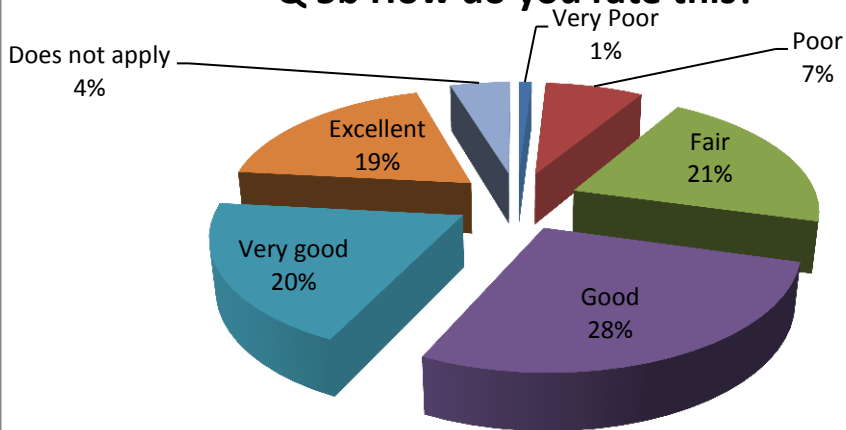


**Q 5a How quickly do you usually get seen by any doctor?**

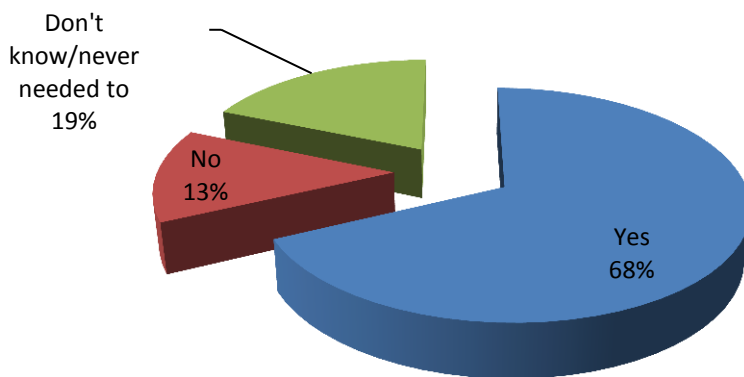




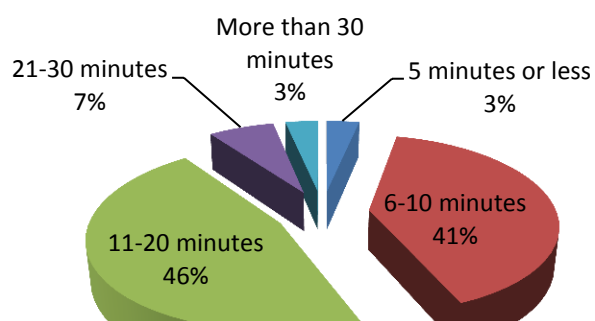
### Q 5b How do you rate this?



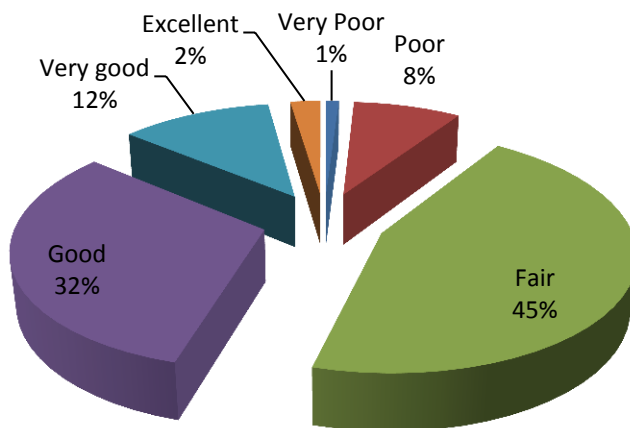
### Q 6 If you need to see a GP urgently, can you normally get seen on the same day?



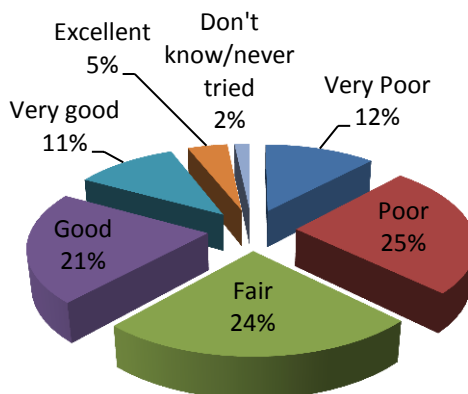
### Q 7a How long do you usually have to wait at the practice for your consultation to begin?



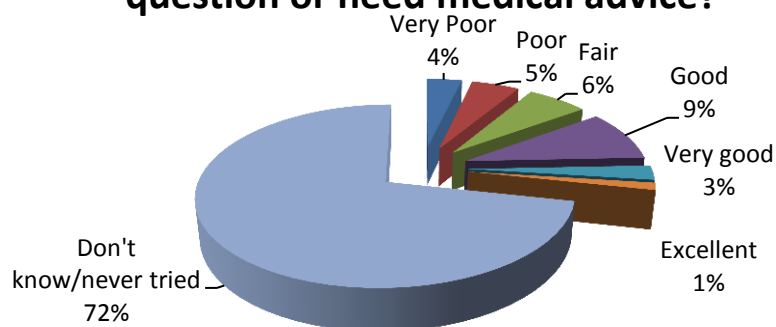
### Q 7b How do you rate this



### Q 8a How do you rate the ability to get through to the practice on the phone?

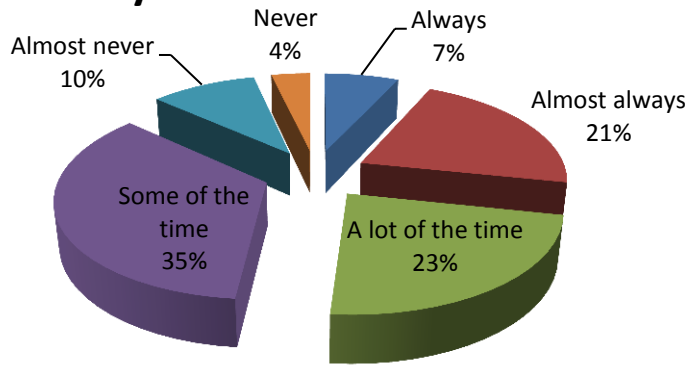


### Q 8b How do you rate the ability to speak to a doctors on the phone when you have a question or need medical advice?

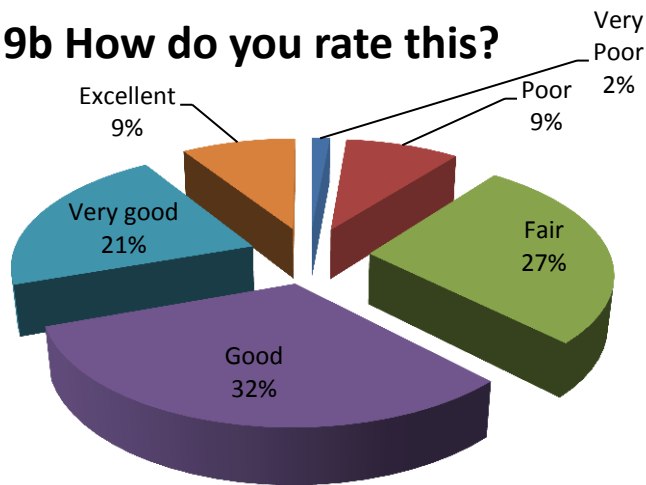


### Q 9a In general how often do you see

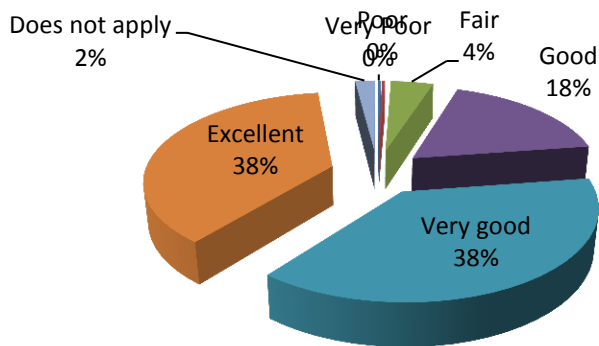
### your usual doctor?



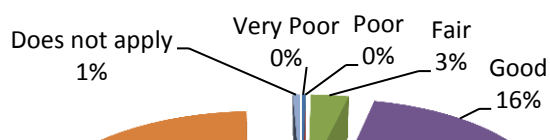
### Q 9b How do you rate this?

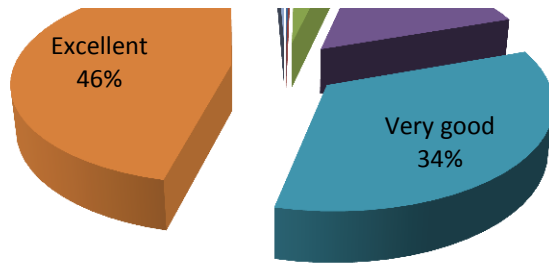


### Q 10a How do you rate how thoroughly the doctor asked about your symptoms and how you are feeling?

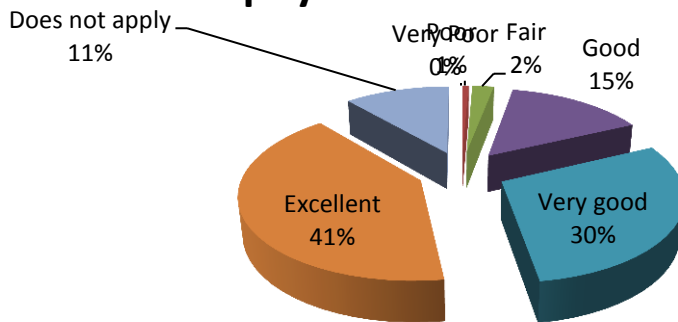


### Q 10b How do you rate how well the doctors listened to what you had to say

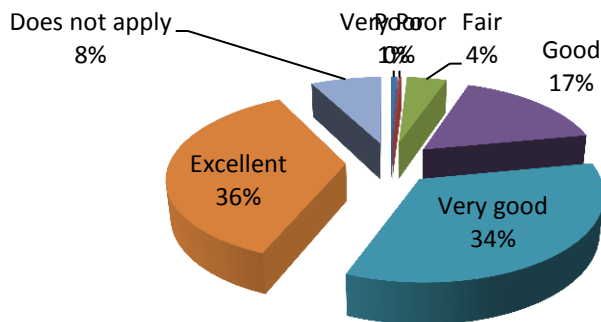




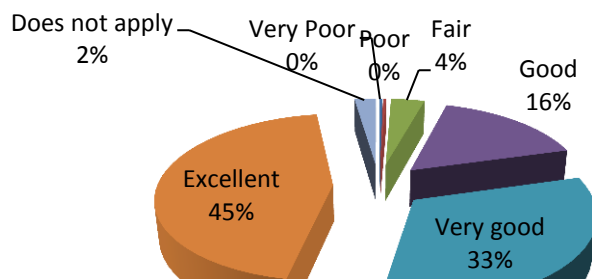
**Q 10c How do you rate how well the doctor put you at ease during your physical examination?**



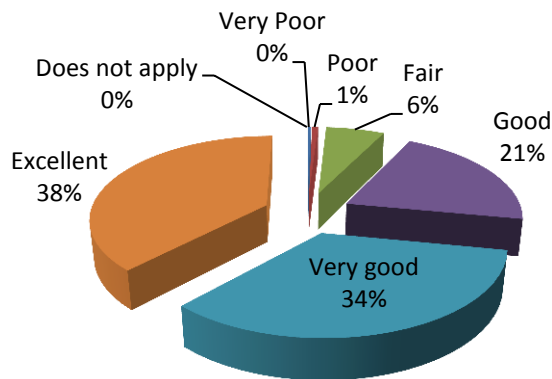
**Q 10d How do you rate how much the doctor involved you in decisions about your care?**



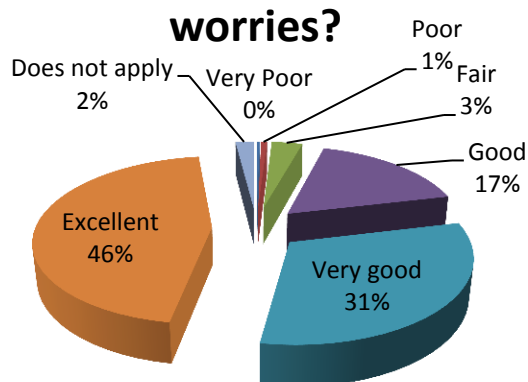
**Q 10e How do you rate how well the doctor explained your problems or any treatment that you need?**



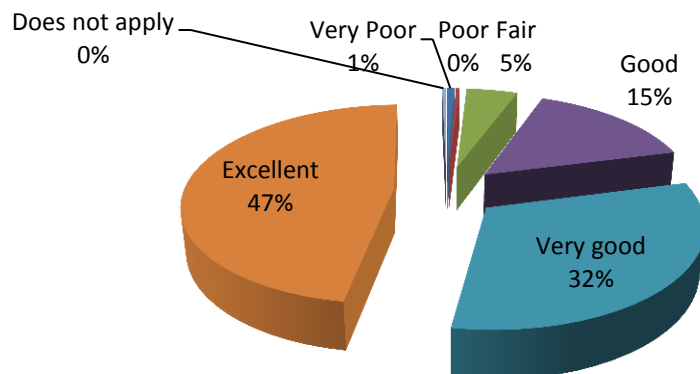
**Q 10f How do you rate the amount of time your doctor spent with you today?**



**Q 10g How do you rate the doctor's patience with your questions or worries?**

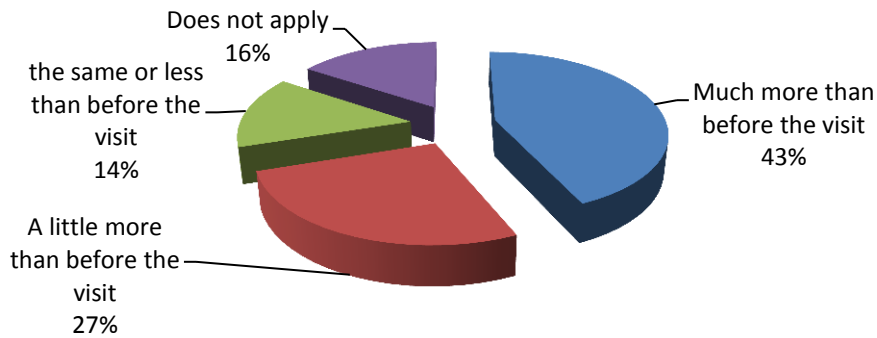


**Q 10h How do you rate the doctor's caring and concern for you?**

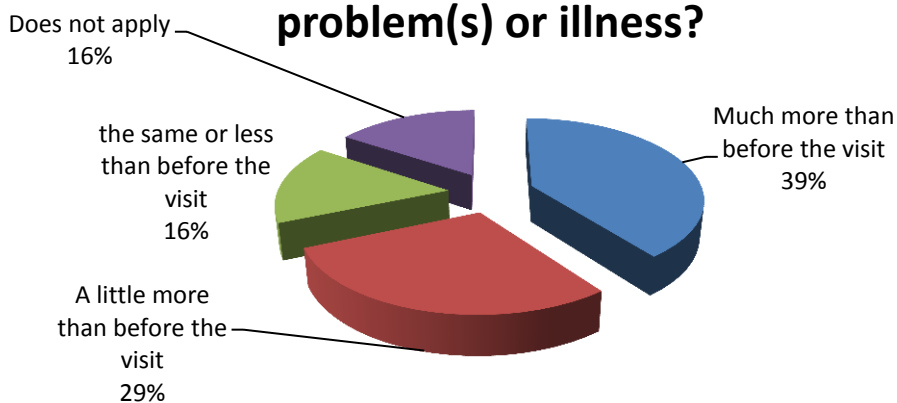


**Q 11a After seeing the doctor today do**

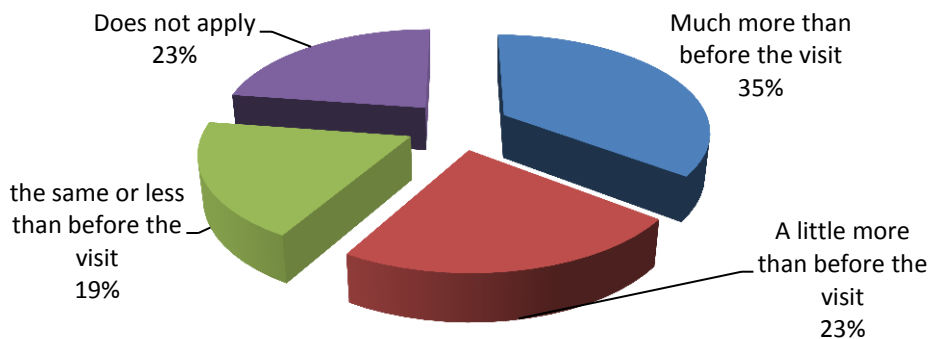
### you feel able to understand your problem(s) or illness?



### Q 11b After seeing the doctor today do you feel able to cope with the problem(s) or illness?



### Q 11c After seeing the doctor today do you feel able to keep yourself healthy?



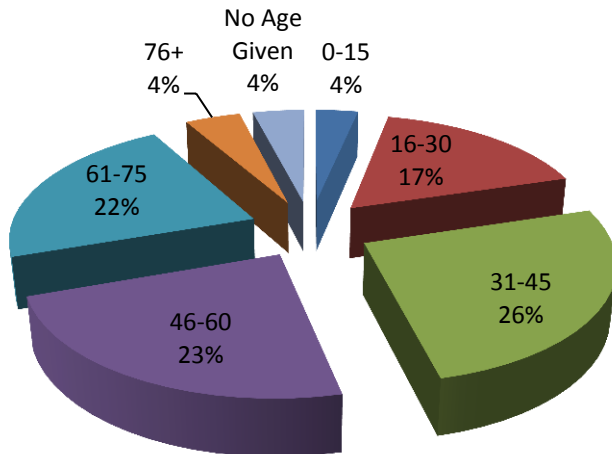
### Q 12 Are you Male or Female?



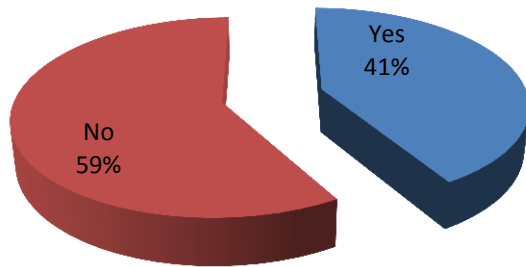




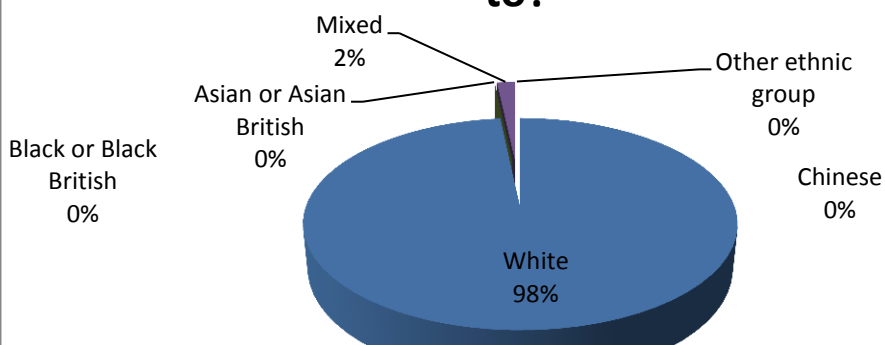
### Q 13 How old are you?



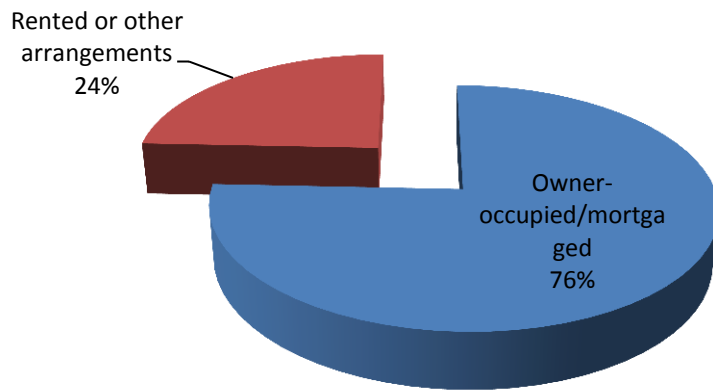
### Q 14 Do you have any long-standing illness, disability or infirmity?



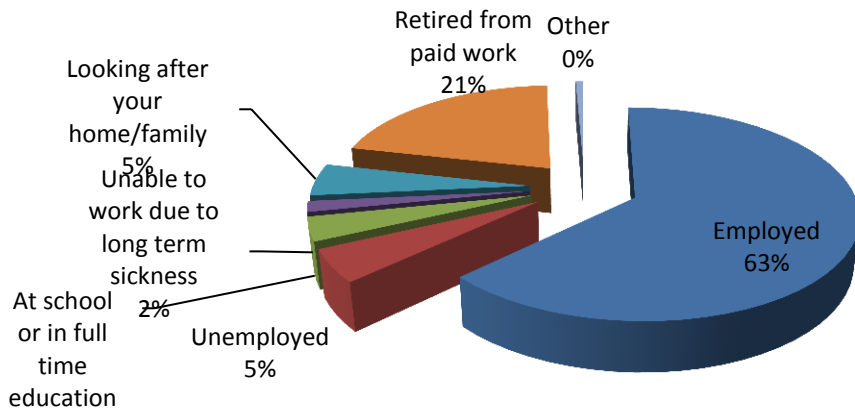
### Q 15 Which ethnic group do you belong to?



### Q16 Type of accommodation



### Q 17 Which of the following best describes you?



| Q1            | %  |
|---------------|----|
| None          | 8  |
| Once or twice | 24 |
| 3 or 4 times  | 36 |
| 5 or 6 times  | 18 |
| 7 or more     | 14 |

| Q2        |    |
|-----------|----|
| V Poor    | 0  |
| Poor      | 2  |
| Fair      | 12 |
| Good      | 31 |
| V Good    | 36 |
| Excellent | 19 |

| Q3a       |    |
|-----------|----|
| V Poor    | 1  |
| Poor      | 6  |
| Fair      | 17 |
| Good      | 42 |
| V Good    | 28 |
| Excellent | 6  |

| Q3b           |    |
|---------------|----|
| Early morning | 6  |
| Lunch time    | 2  |
| Evening       | 27 |
| Weekend       | 26 |

|           |    |
|-----------|----|
| Satisfied | 39 |
|-----------|----|

|                        |    |
|------------------------|----|
| Q4a                    |    |
| Same day               | 23 |
| next working day       | 12 |
| Within 2 working days  | 16 |
| Within 3 working days  | 15 |
| Within 4 working days  | 6  |
| 5 or more working days | 17 |
| Does not apply         | 11 |

|                |    |
|----------------|----|
| Q4b            |    |
| V Poor         | 3  |
| Poor           | 17 |
| Fair           | 26 |
| Good           | 20 |
| V Good         | 13 |
| Excellent      | 11 |
| Does not apply | 10 |

|                        |    |
|------------------------|----|
| Q5a                    |    |
| Same day               | 47 |
| next working day       | 21 |
| Within 2 working days  | 16 |
| Within 3 working days  | 7  |
| Within 4 working days  | 1  |
| 5 or more working days | 2  |
| Does not apply         | 6  |

|                |    |
|----------------|----|
| Q5b            |    |
| V Poor         | 1  |
| Poor           | 7  |
| Fair           | 21 |
| Good           | 28 |
| V Good         | 20 |
| Excellent      | 19 |
| Does not apply | 4  |

|                            |    |
|----------------------------|----|
| Q6                         |    |
| Yes                        | 68 |
| No                         | 13 |
| Don't know/never needed to | 19 |

|                |    |
|----------------|----|
| Q7a            |    |
| 5 mins or less | 3  |
| 6 - 10 mins    | 41 |
| 11 - 20 mins   | 46 |
| 21 - 30 mins   | 7  |
| > 30 mins      | 3  |

|           |    |
|-----------|----|
| Q7b       |    |
| V Poor    | 1  |
| Poor      | 8  |
| Fair      | 45 |
| Good      | 32 |
| V Good    | 12 |
| Excellent | 2  |

|                   |    |
|-------------------|----|
| Q8a               |    |
| V Poor            | 12 |
| Poor              | 25 |
| Fair              | 24 |
| Good              | 21 |
| V Good            | 11 |
| Excellent         | 5  |
| D/K - Never tried | 2  |

|                   |    |
|-------------------|----|
| Q8b               |    |
| V Poor            | 4  |
| Poor              | 5  |
| Fair              | 6  |
| Good              | 9  |
| V Good            | 3  |
| Excellent         | 1  |
| D/K - Never tried | 72 |

|        |   |
|--------|---|
| Q9a    |   |
| Always | 7 |

|                   |    |
|-------------------|----|
| Almost Always     | 21 |
| A lot of the time | 23 |
| Some of the time  | 35 |
| Almost never      | 10 |
| Never             | 4  |

|           |    |
|-----------|----|
| Q9b       |    |
| V Poor    | 2  |
| Poor      | 9  |
| Fair      | 27 |
| Good      | 32 |
| V Good    | 21 |
| Excellent | 9  |

|                |    |
|----------------|----|
| Q10a           |    |
| V Poor         | 0  |
| Poor           | 0  |
| Fair           | 4  |
| Good           | 18 |
| V Good         | 38 |
| Excellent      | 38 |
| Does not apply | 2  |

|           |    |
|-----------|----|
| Q10b      |    |
| V Poor    | 0  |
| Poor      | 0  |
| Fair      | 3  |
| Good      | 16 |
| V Good    | 34 |
| Excellent | 46 |

|                |   |
|----------------|---|
| Does not apply | 1 |
|----------------|---|

|                |    |
|----------------|----|
| Q10c           |    |
| V Poor         | 0  |
| Poor           | 1  |
| Fair           | 2  |
| Good           | 15 |
| V Good         | 30 |
| Excellent      | 41 |
| Does not apply | 11 |

|                |    |
|----------------|----|
| Q10d           |    |
| V Poor         | 1  |
| Poor           | 0  |
| Fair           | 4  |
| Good           | 17 |
| V Good         | 34 |
| Excellent      | 36 |
| Does not apply | 8  |

|                |    |
|----------------|----|
| Q10e           |    |
| V Poor         | 0  |
| Poor           | 0  |
| Fair           | 4  |
| Good           | 16 |
| V Good         | 33 |
| Excellent      | 45 |
| Does not apply | 2  |



|                |    |
|----------------|----|
| Q10f           |    |
| V Poor         | 0  |
| Poor           | 1  |
| Fair           | 6  |
| Good           | 21 |
| V Good         | 34 |
| Excellent      | 38 |
| Does not apply | 0  |

|                |    |
|----------------|----|
| Q10g           |    |
| V Poor         | 0  |
| Poor           | 1  |
| Fair           | 3  |
| Good           | 17 |
| V Good         | 31 |
| Excellent      | 46 |
| Does not apply | 2  |

|                |    |
|----------------|----|
| Q10h           |    |
| V Poor         | 1  |
| Poor           | 0  |
| Fair           | 5  |
| Good           | 15 |
| V Good         | 32 |
| Excellent      | 47 |
| Does not apply | 0  |

|           |    |
|-----------|----|
| Q11a      |    |
| Much more | 43 |

|                  |    |
|------------------|----|
| A little more    | 27 |
| The same or less | 14 |
| Does not apply   | 16 |

|                  |    |
|------------------|----|
| Q11b             |    |
| Much more        | 39 |
| A little more    | 29 |
| The same or less | 16 |
| Does not apply   | 16 |

|                  |    |
|------------------|----|
| Q11c             |    |
| Much more        | 35 |
| A little more    | 23 |
| The same or less | 19 |
| Does not apply   | 23 |

|        |    |
|--------|----|
| Q12    |    |
| Male   | 40 |
| Female | 60 |

|              |    |
|--------------|----|
| Q13          |    |
| 0 - 15       | 4  |
| 16 - 30      | 17 |
| 31 - 45      | 26 |
| 46 - 60      | 23 |
| 61 - 75      | 22 |
| 76+          | 4  |
| No age given | 4  |

|     |    |
|-----|----|
| Q14 |    |
| Yes | 41 |
| No  | 59 |

|       |    |
|-------|----|
| Q15   |    |
| White | 98 |
| Mixed | 2  |

Q16

Q17