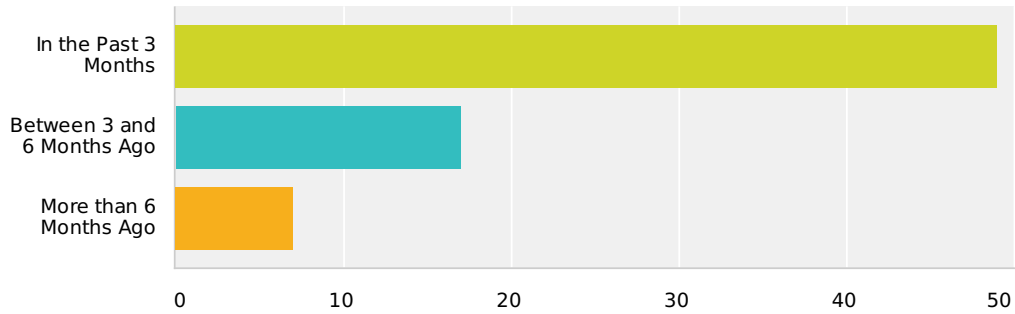


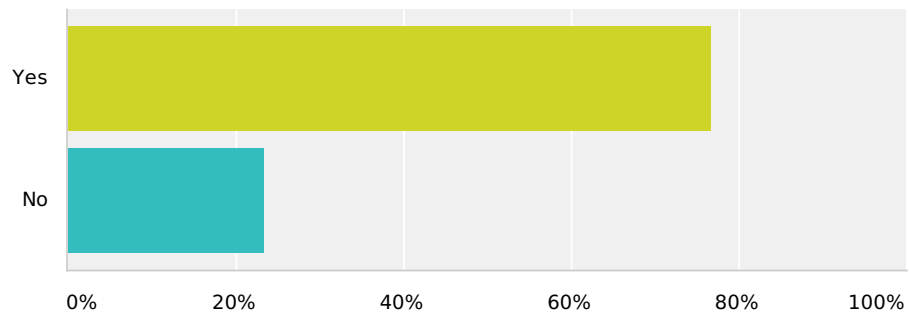
Q1 When did you last see a Doctor at this surgery

Answered: 73 Skipped: 1



Q2 2. Is there a particular Doctor you prefer to see?

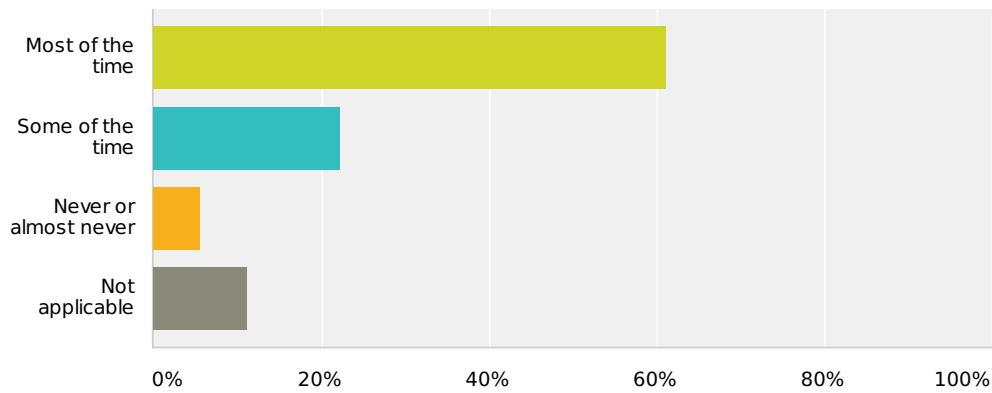
Answered: 73 Skipped: 1



Answer Choices	Responses	
Yes	76.71%	56
No	23.29%	17
Total		73

Q3 How often do you get to see the Doctor you prefer

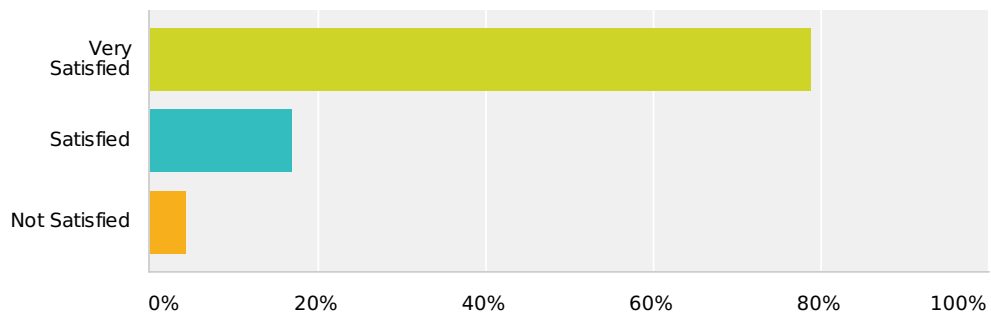
Answered: 72 Skipped: 2



Answer Choices	Responses	Count
Most of the time	61.11%	44
Some of the time	22.22%	16
Never or almost never	5.56%	4
Not applicable	11.11%	8
Total		72

Q4 How satisfied are you with the clinical care you receive from the Doctors at this surgery

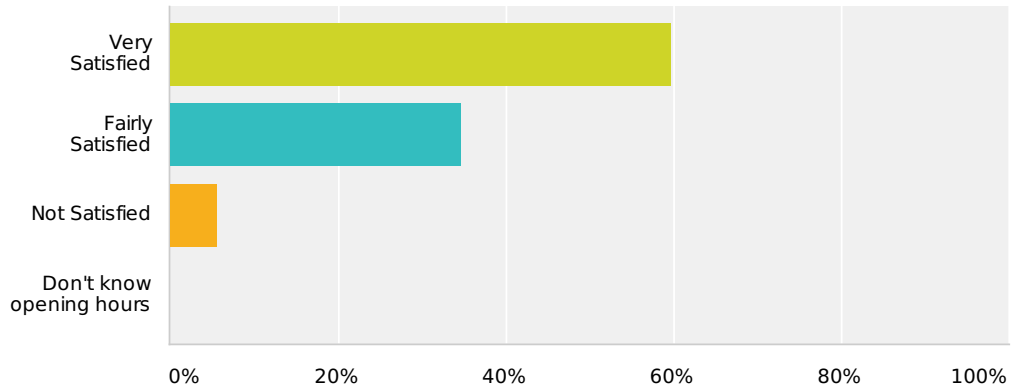
Answered: 71 Skipped: 3



Answer Choices	Responses	Count
Very Satisfied	78.87%	56
Satisfied	16.90%	12
Not Satisfied	4.23%	3
Total		71

Q5 How satisfied are you with the opening hours of the surgery

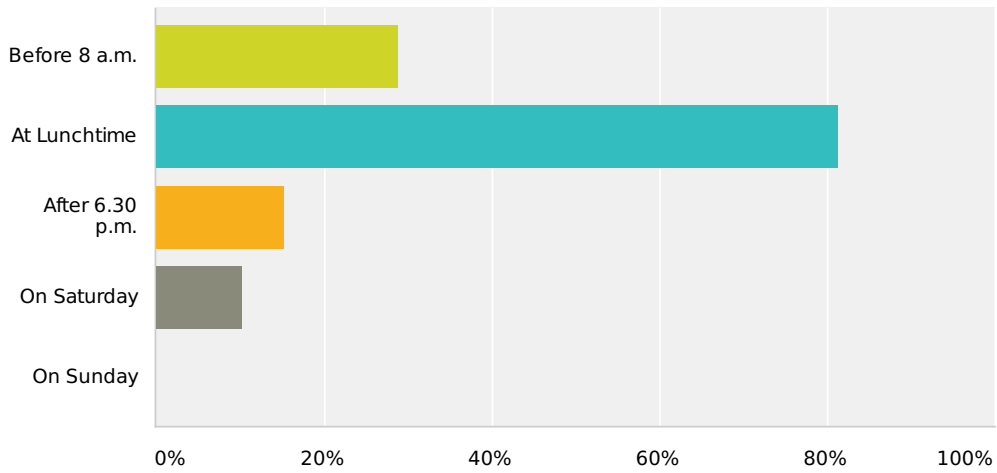
Answered: 72 Skipped: 2



Answer Choices	Responses	
Very Satisfied	59.72%	43
Fairly Satisfied	34.72%	25
Not Satisfied	5.56%	4
Don't know opening hours	0%	0
Total		72

Q6 As far as you know the surgery is open (please tick each appropriate one)

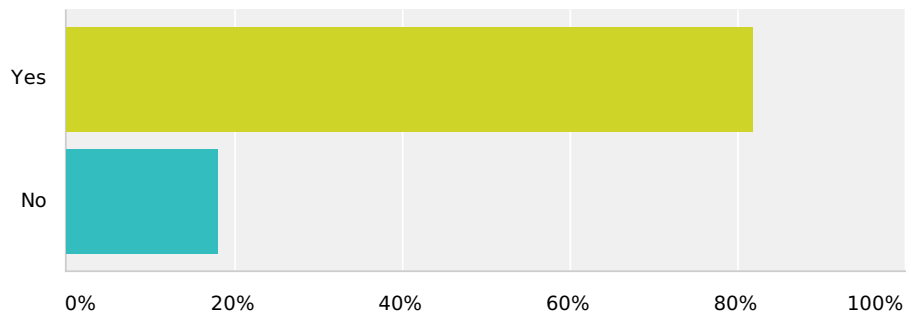
Answered: 59 Skipped: 15



Answer Choices	Responses
Before 8 a.m.	28.81% 17
At Lunchtime	81.36% 48
After 6.30 p.m.	15.25% 9
On Saturday	10.17% 6
On Sunday	0% 0
Total Respondents: 59	

Q7 Do you know that this surgery offers telephone appointments with the Doctors and Nurses

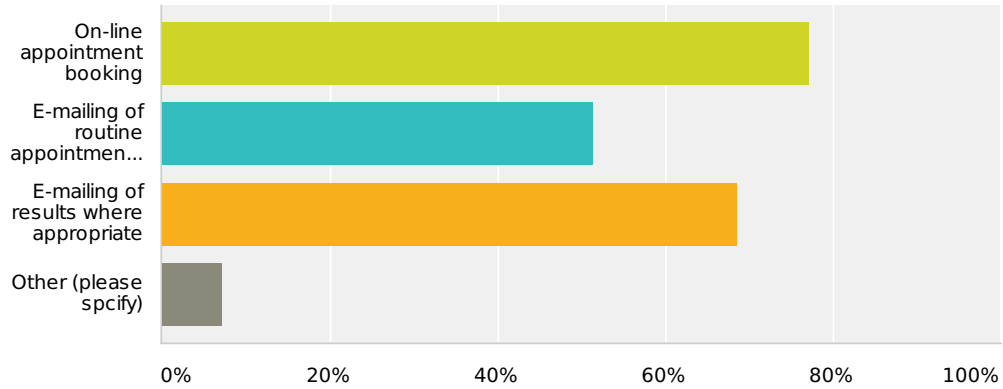
Answered: 72 Skipped: 2



Answer Choices	Responses
Yes	81.94% 59
No	18.06% 13
Total	72

Q8 How would you like us to improve our communication with you?

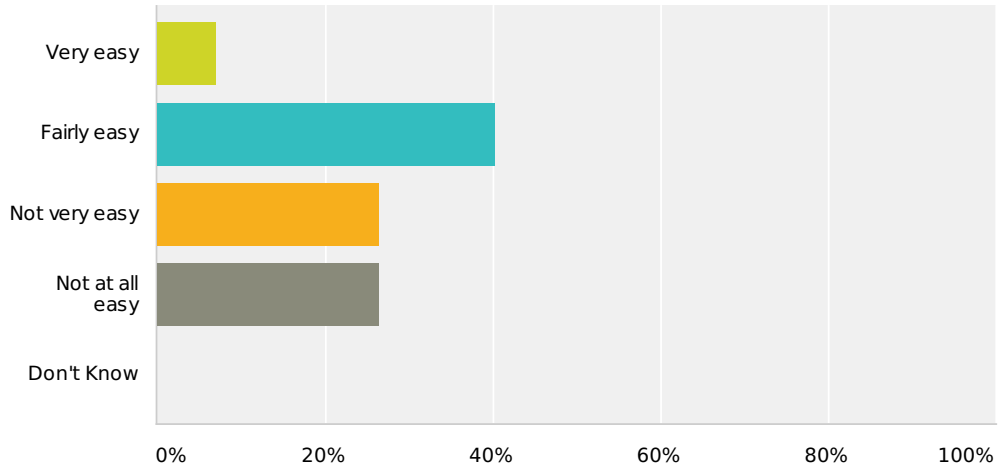
Answered: 70 Skipped: 4



Answer Choices	Responses
On-line appointment booking	77.14% 54
E-mailing of routine appointment requests	51.43% 36
E-mailing of results where appropriate	68.57% 48
Other (please specify)	7.14% 5
Total Respondents: 70	

Q9 How easy do you find getting through on the telephone?

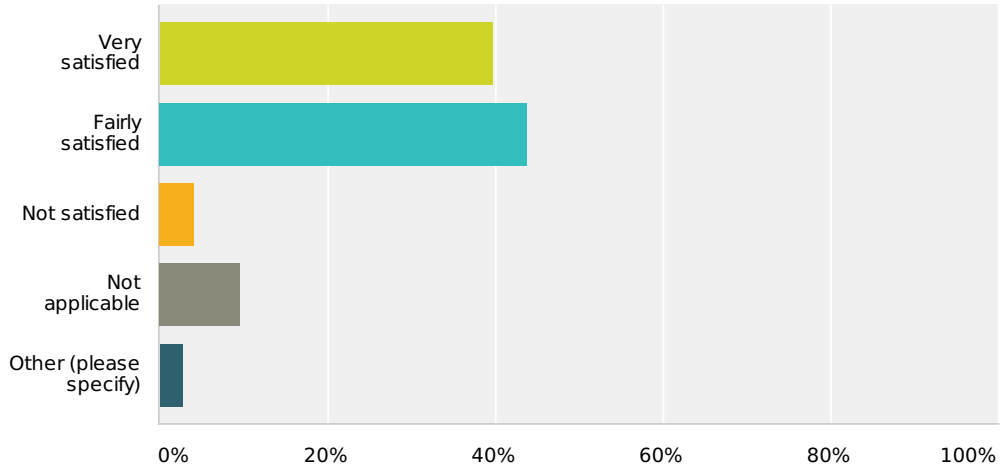
Answered: 72 Skipped: 2



Answer Choices	Responses
Very easy	6.94% 5
Fairly easy	40.28% 29
Not very easy	26.39% 19
Not at all easy	26.39% 19
Don't Know	0% 0
Total Respondents: 72	

Q10 When you have not seen your preferred Doctor how satisfied have you been with the other members of our tem?

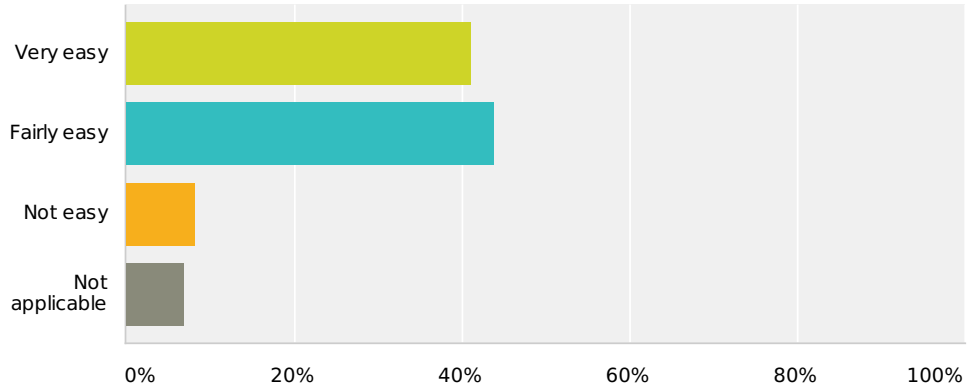
Answered: 73 Skipped: 1



Answer Choices	Responses	
Very satisfied	39.73%	29
Fairly satisfied	43.84%	32
Not satisfied	4.11%	3
Not applicable	9.59%	7
Other (please specify)	2.74%	2
Total Respondents: 73		

Q11 How easy is it for you to see a Nurse at this surgery

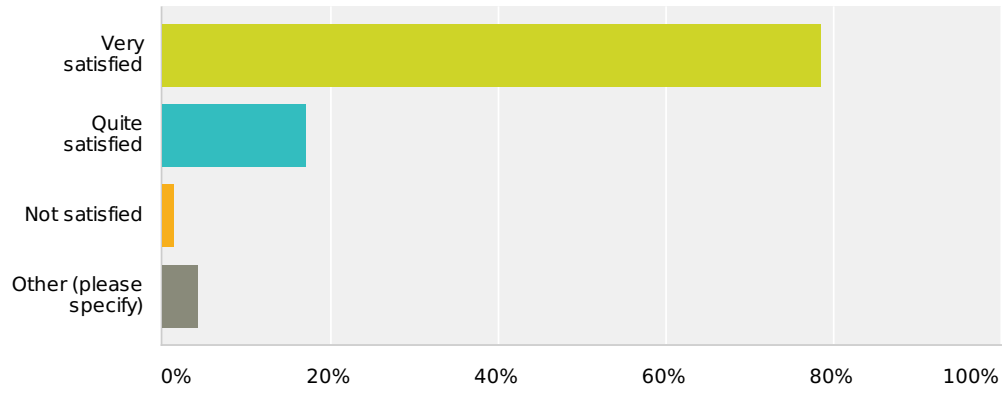
Answered: 73 Skipped: 1



Answer Choices	Responses
Very easy	41.10% 30
Fairly easy	43.84% 32
Not easy	8.22% 6
Not applicable	6.85% 5
Total Respondents: 73	

Q12 If you have seen a nurse how satisfied were you with the care you received?

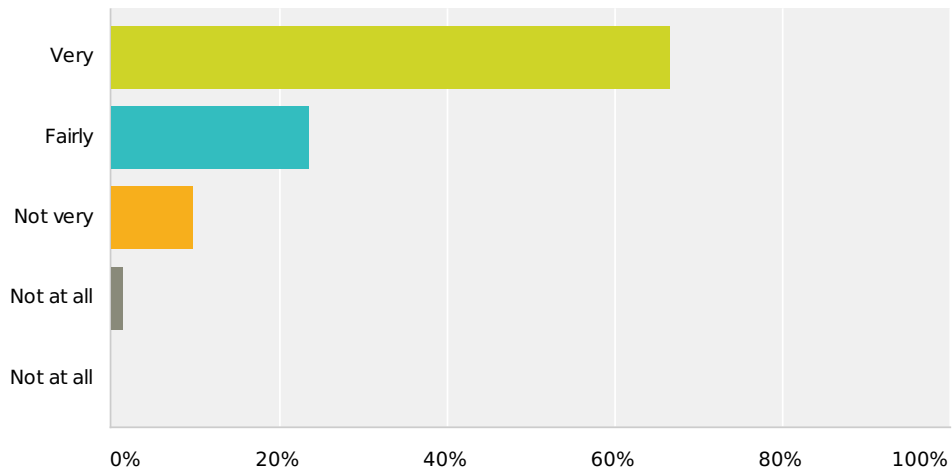
Answered: 70 Skipped: 4



Answer Choices	Responses
Very satisfied	78.57% 55
Quite satisfied	17.14% 12
Not satisfied	1.43% 1
Other (please specify)	4.29% 3
Total Respondents: 70	

Q13 How helpful do you find the Receptionist at the surgery?

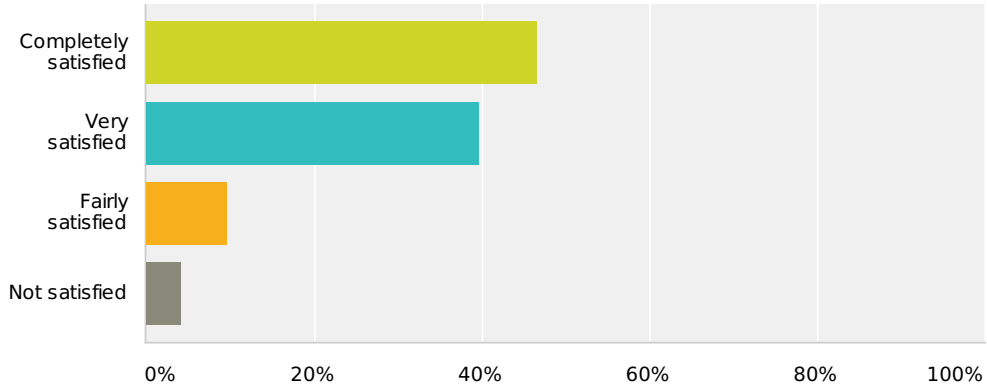
Answered: 72 Skipped: 2



Answer Choices	Responses	
Very	66.67%	48
Fairly	23.61%	17
Not very	9.72%	7
Not at all	1.39%	1
Not at all	0%	0
Total Respondents: 72		

Q14 All things considered, how satisfied are you with Sunny Meed Surgery?

Answered: 73 Skipped: 1



Answer Choices	Responses
Completely satisfied	46.58% 34
Very satisfied	39.73% 29
Fairly satisfied	9.59% 7
Not satisfied	4.11% 3
Total Respondents: 73	