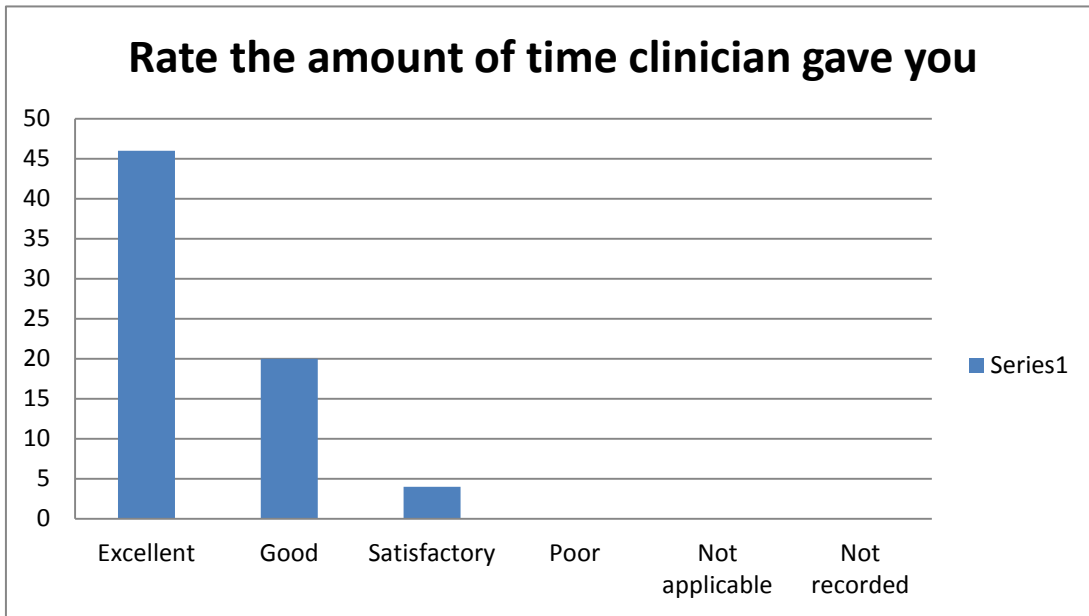
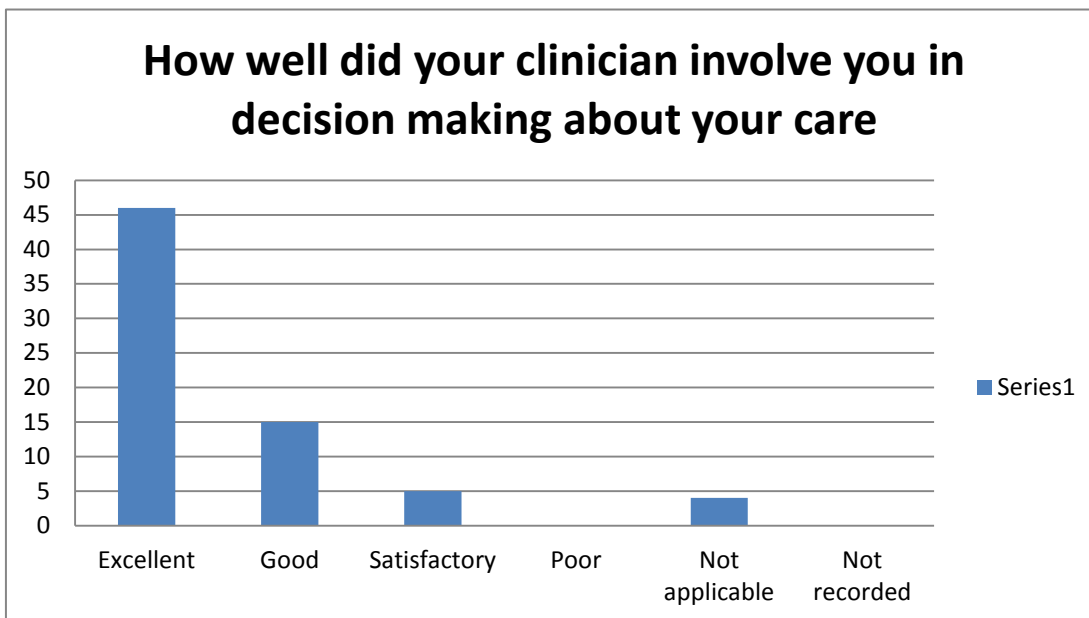


Please rate your doctor or nurse on how much time they gave you.



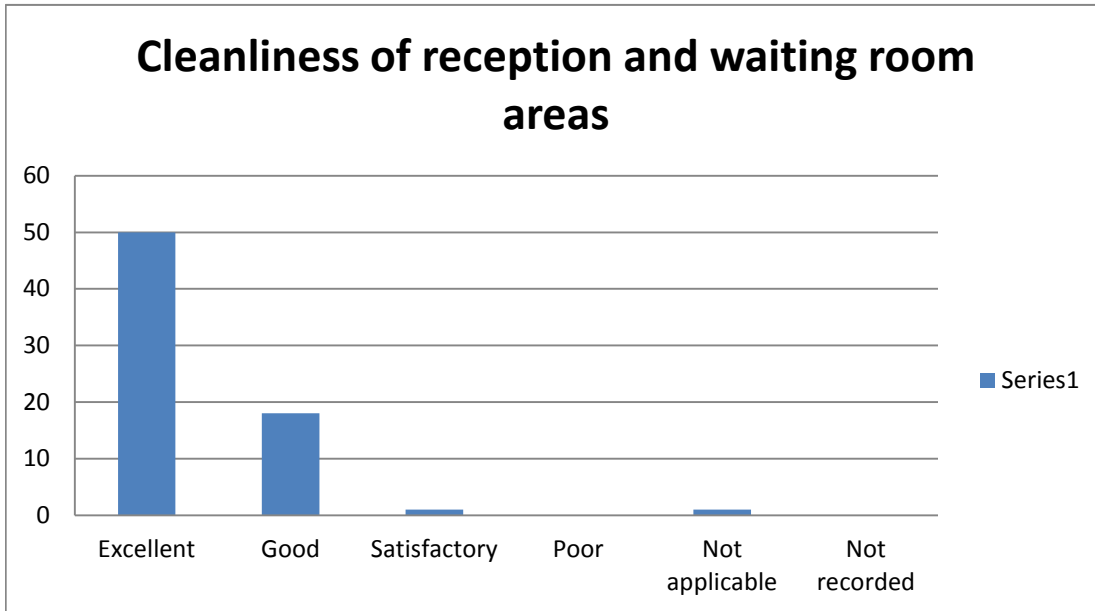
65% felt that the clinician gave them an excellent amount of time.
29% felt that the clinician gave them a good amount of time.
6% of patients felt that the clinician gave them a satisfactory amount of time.

Please indicate how well your doctor or nurse involved you in decisions about your care.



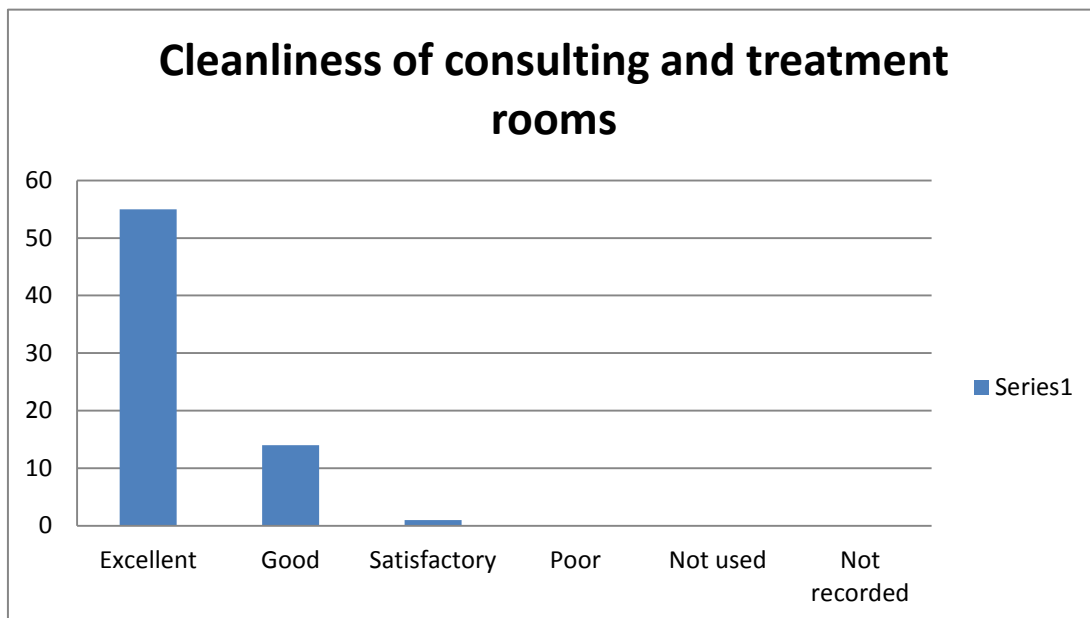
66% of patients felt that their clinician involved them in decision making to an excellent level.
21% of patients felt that their clinician involved them in decision making to a good level.
7% of patients felt that their clinician involved them in decision making to a satisfactory level.
6% of patients felt the question was not applicable to them.

We continually strive to keep the building hygienic, clean and tidy.
Please indicate how you think we are doing in the reception and waiting areas.



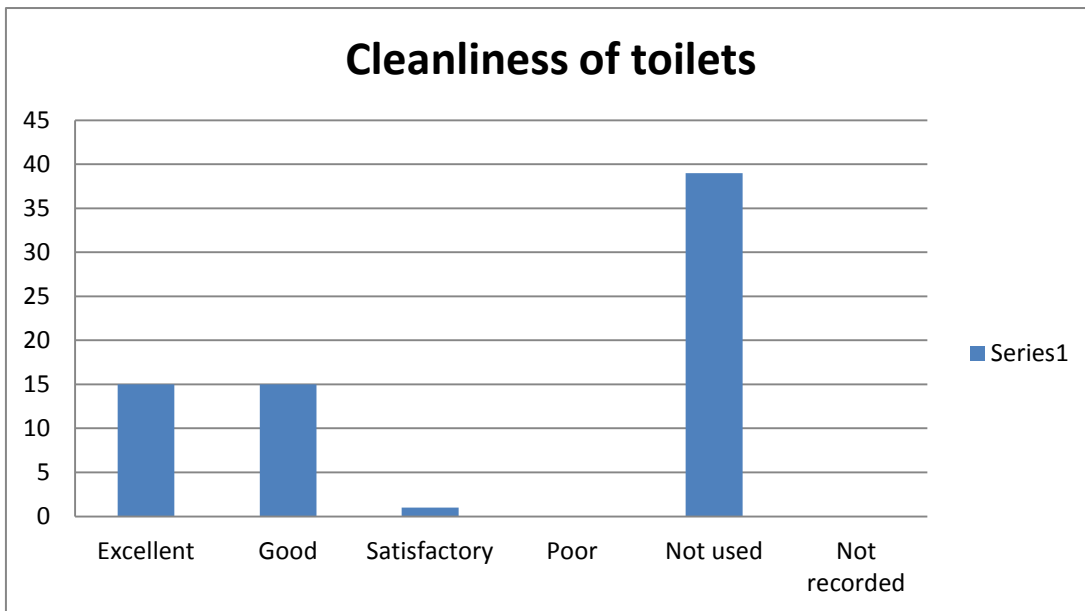
72% of patients felt that the reception and waiting areas were cleaned to an excellent standard.
26% of patients felt that the reception and waiting areas were cleaned to a good standard.
1% of patients felt that the reception and waiting areas were cleaning to a satisfactory standard.
1% of patients felt the question was not applicable to them.

Please rate the cleanliness of the consulting and treatment rooms.



79% of patients rated the cleanliness of the consulting and treatment rooms as excellent.
20% of patients rated the cleanliness of the consulting and treatment rooms as good.
1% of patients rated the cleanliness of the consulting and treatment rooms as satisfactory.

Please rate the cleanliness of the toilets.



21% of patients felt the cleanliness of the toilets was excellent.

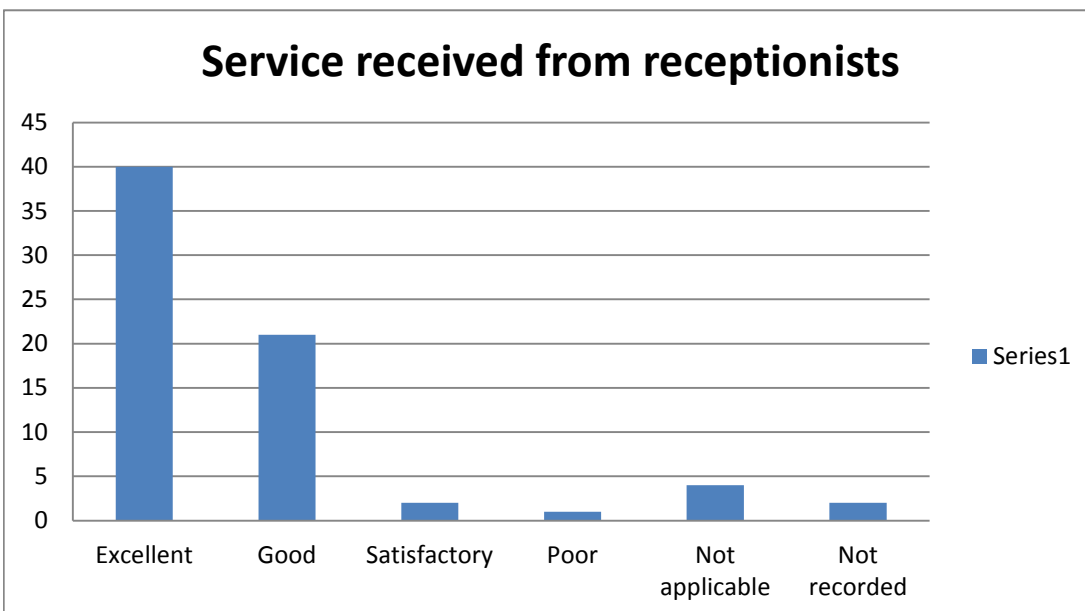
21% of patients felt the cleanliness of the toilets was good.

1% of patients felt the cleanliness of the toilets was satisfactory.

57% of patients had not used this area of the practice.

Our administrative and clerical teams are here to help you when you need them.

Please rate the service you have received from our receptionists.



58% of patients rate the service received from reception as excellent.

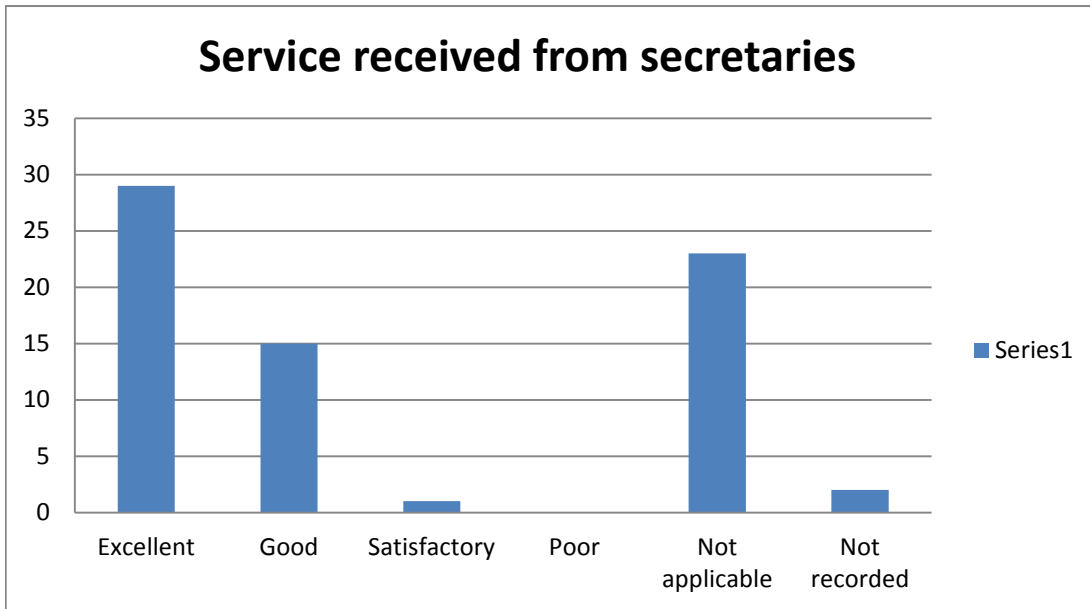
31% of patients rate the service received from reception as good.

4% of patients rate the service received from reception as satisfactory.

1% of patients rate the service received from reception as poor.

6% felt that this question was not applicable for them or did not record.

Please rate the service you have received from our secretaries.



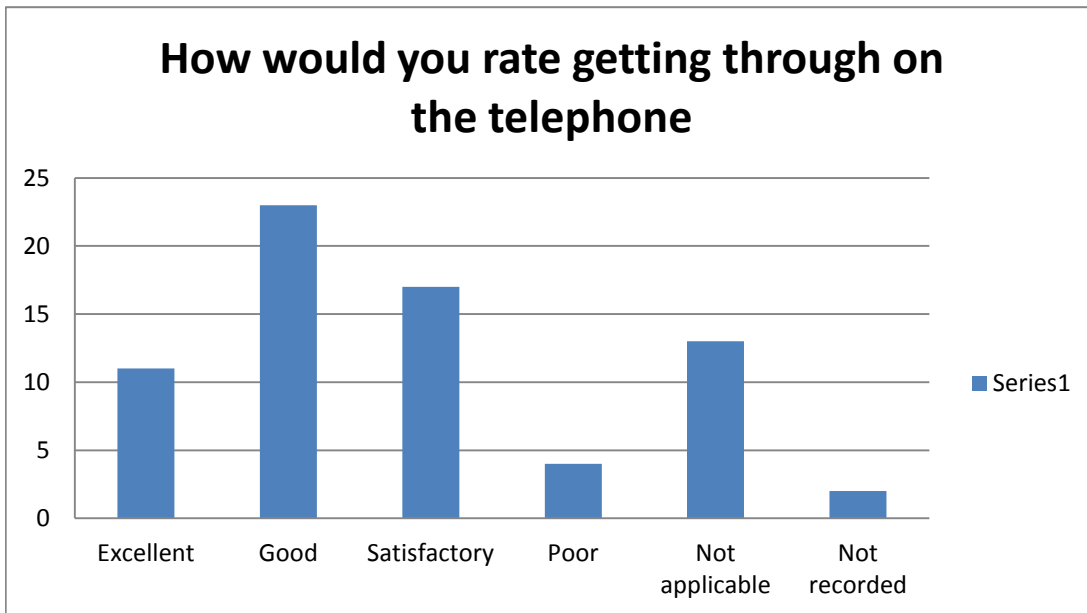
42% of patients rated the service from the secretaries as excellent.
21.5% of patients rated the services from the secretaires as good.
3.5% of patients rated the service from the secretaries as satisfactory.
33% of patients did not use secretarial team.

Please rate the service you have received from our management team.



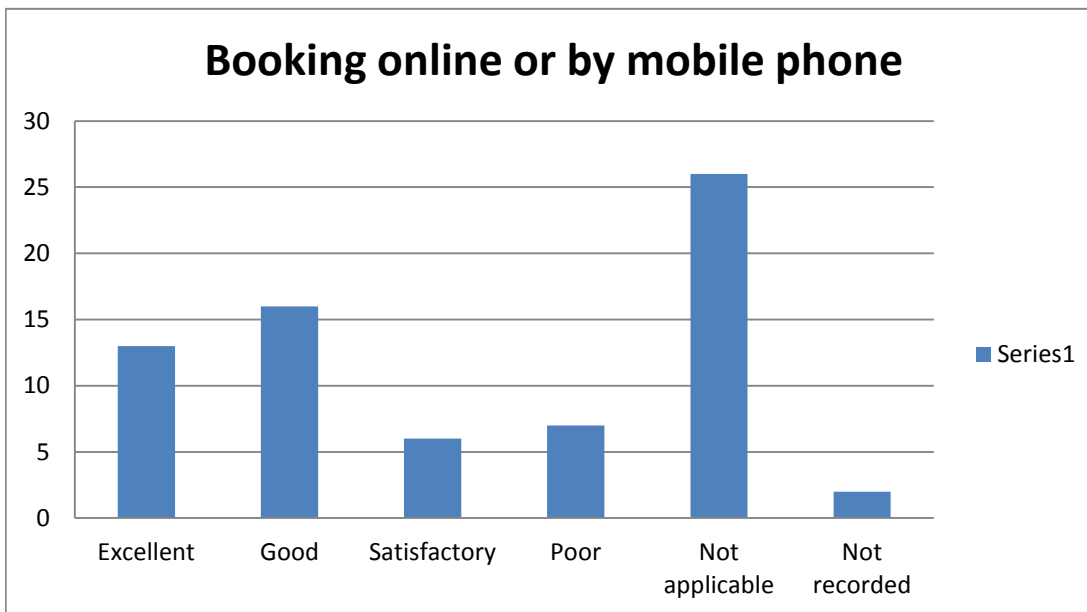
26% of patients rated the service provided by the management team as excellent.
9% of patients rated the service provided by the management team as good.
3% of patients rated the service provided by the management team as satisfactory.
62% of patients felt that this was not applicable to them.

How would you rate getting through to us on the telephone?



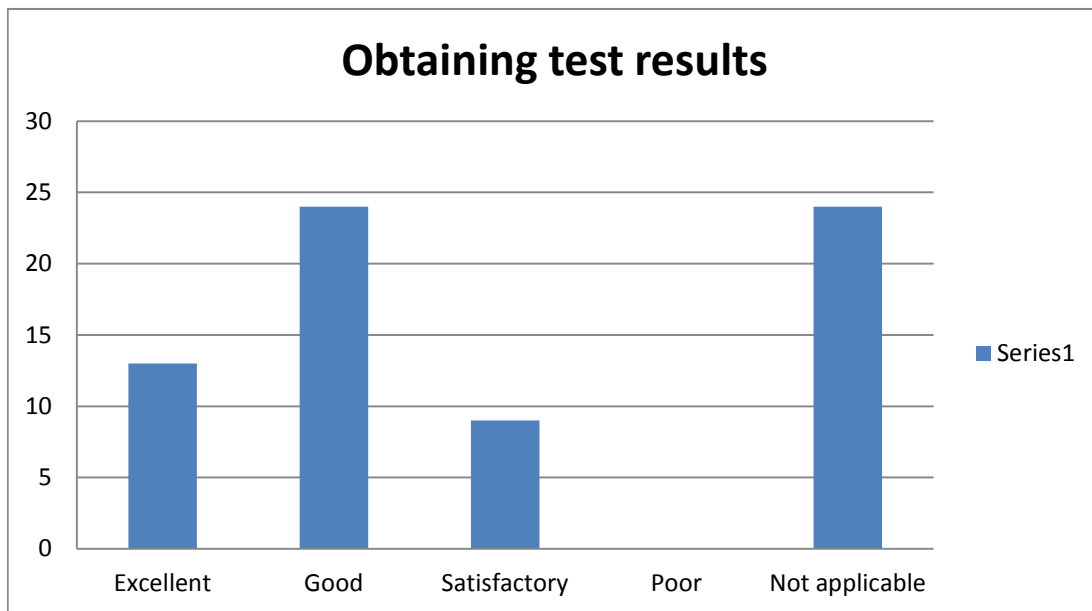
16% of patients rated getting through on the telephone as excellent.
33% of patients rated getting through on the telephone as good.
26% of patients rated getting through on the telephone as satisfactory.
6% of patients rated getting through on the telephone as poor.
19% of patients did not feel that this question was applicable to them.

How would you rate booking an appointment online, through your computer or mobile phone?



19% of patients rated getting through online or by mobile as excellent.
23% of patients rated getting through online or by mobile as satisfactory.
9% of patients rated getting through online or by mobile as poor
10% of patients were not aware that they could do this.
39% of patients felt that the question did not apply to them.

How do you rate getting test results?



19% of patients felt that obtaining test results was excellent.

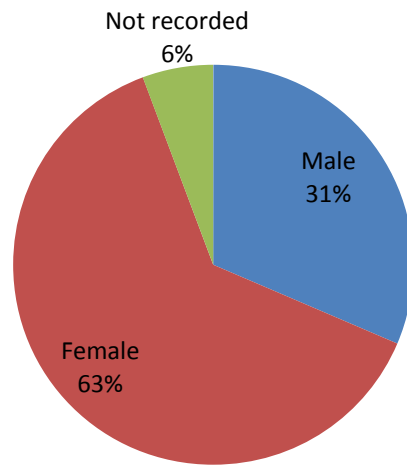
34% of patients felt that obtaining test results was good.

12% of patients felt that obtaining test results was satisfactory.

35% of patients felt that this question was not applicable to them.

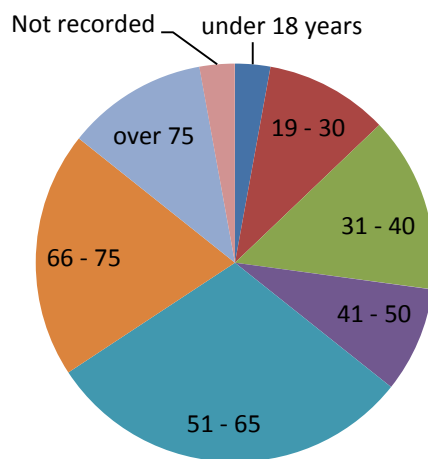
We like to know we are asking a wide range of patients about their opinions so please select your gender.

Respondents by gender



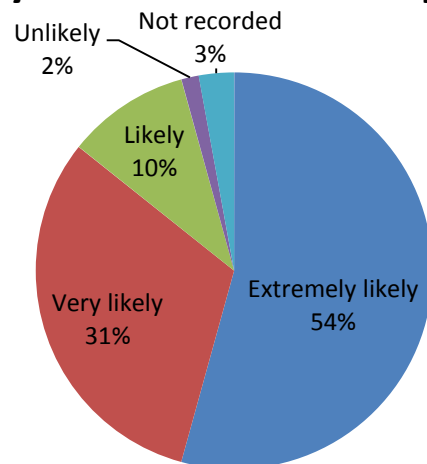
And your age group?

Respondents by age group



Based on your experience, how likely are you to recommend our GP Practice to friends and family, if they needed similar care or treatment?

Would you recommend the practice?



Summary

Question posed	Excellent	Good	Satisfactory	Poor	N/A
Time given by clinician	65%	29%	6%		
	100% patients satisfied or above.				
Involved in decisions on care	66%	21%	7%		6%
	100% patients satisfied or above.				
Cleanliness in waiting and reception rooms	72%	26%	1%		1%
	100% patients satisfied or above.				
Cleanliness in consulting and	79%	20%	1%		
	100% patients satisfied or above.				
Cleanliness of toilets	21%	21%	1%		57%
	100% patients satisfied or above.				
Service from Reception	58%	31%	4%	1%	6%
	99% of those who felt it applicable satisfied or above.				
Service from Secretarial team	42%	22%	4%		32%
	100% patients satisfied or above.				
Service from Management team	26%	9%	3%		62%
	100% patients satisfied or above.				
Getting through on the telephone	16%	33%	26%	6%	19%
	94% patients satisfied or above				
Booking online or by mobile phone	19%	23%	9%		49%
	100% patients satisfied or above.				
Obtaining Test Results	19%	34%	12%		35%
	100% patients satisfied or above.				

Summary

Question posed	Excellent	Good	Satisfactory	Poor	Not applicable
Time given by clinician	65%	29%	6%		
	100% patients satisfied or above.				
Involved in decisions on care	66%	21%	7%		6%
	100% patients satisfied or above.				
Cleanliness in waiting and reception rooms	72%	26%	1%		1%
	100% patients satisfied or above.				
Cleanliness in consulting and treatment rooms	79%	20%	1%		
	100% patients satisfied or above.				
Cleanliness of toilets	21%	21%	1%		57%
	100% patients satisfied or above.				
Service from Reception	58%	31%	4%	1%	6%
	99% of those who felt it applicable satisfied or above.				
Service from Secretarial team	42%	22%	4%		32%
	100% patients satisfied or above.				
Service from Management team	26%	9%	3%		62%
	100% patients satisfied or above.				
Getting through on the telephone	16%	33%	26%	6%	19%
	94% patients satisfied or above				
Booking online or by mobile phone	19%	23%	9%		49%
	100% patients satisfied or above.				
Obtaining Test Results	19%	34%	12%		35%
	100% patients satisfied or above.				