

### Q1 How long have you been going to your surgery?

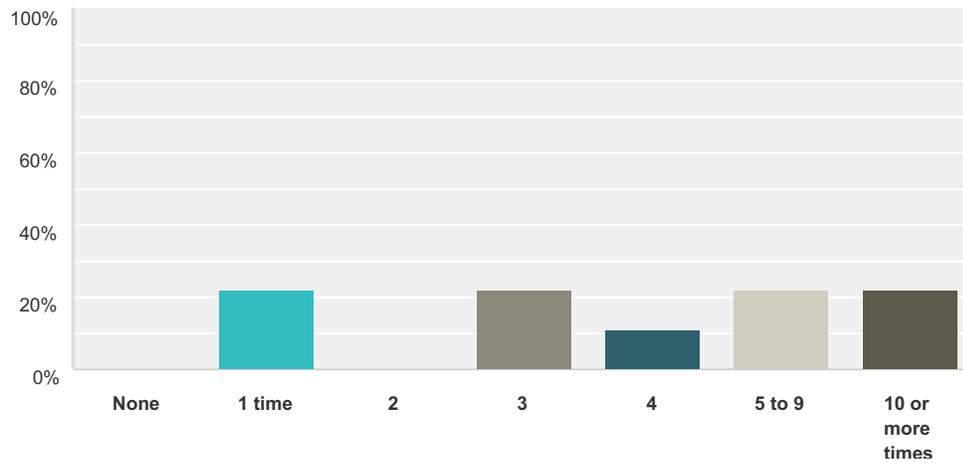
Answered: 9 Skipped: 0



Answer Choices	Responses
Less than 6 months	11.11% 1
At least 6 months but less than 1 year	0.00% 0
At least 1 year but less than 3 years	0.00% 0
At least 3 years but less than 5 years	0.00% 0
5 years or more	88.89% 8
<b>Total</b>	<b>9</b>

### Q2 In the last 12 months, how many times did you visit your surgery?

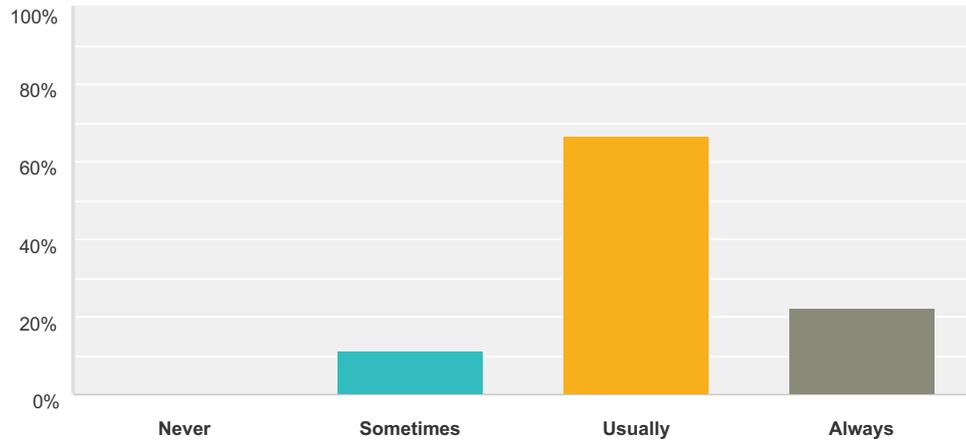
Answered: 9 Skipped: 0



Answer Choices	Responses
None	0.00% 0
1 time	22.22% 2
2	0.00% 0
3	22.22% 2
4	11.11% 1
5 to 9	22.22% 2
10 or more times	22.22% 2
<b>Total</b>	<b>9</b>

**Q3 In the last 12 months, when you phoned your surgery’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?**

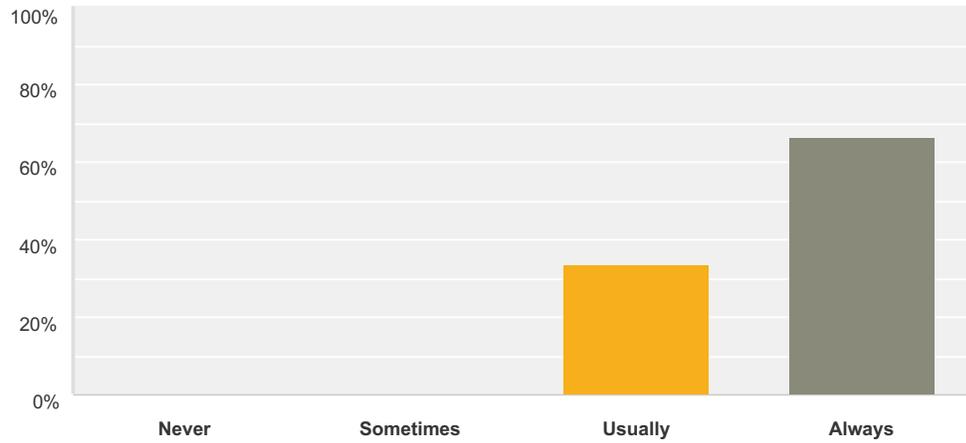
Answered: 9 Skipped: 0



Answer Choices	Responses	
Never	0.00%	0
Sometimes	11.11%	1
Usually	66.67%	6
Always	22.22%	2
<b>Total</b>		<b>9</b>

**Q4 In the last 12 months, when you made an appointment for a check-up or routine care with your surgery, how often did you get an appointment as soon as you needed?**

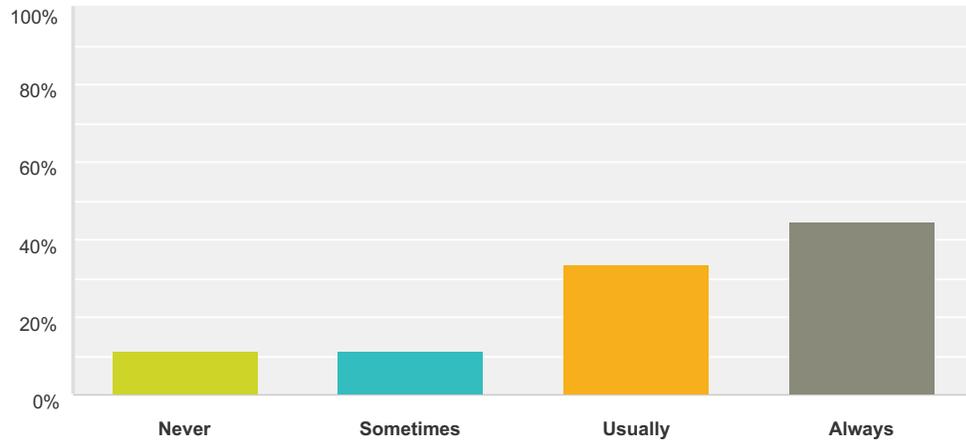
Answered: 9 Skipped: 0



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	33.33% 3
Always	66.67% 6
<b>Total</b>	<b>9</b>

**Q5 In the last 12 months, when you phoned your surgery’s office during regular office hours, how often did you get an answer to your medical question that same day?**

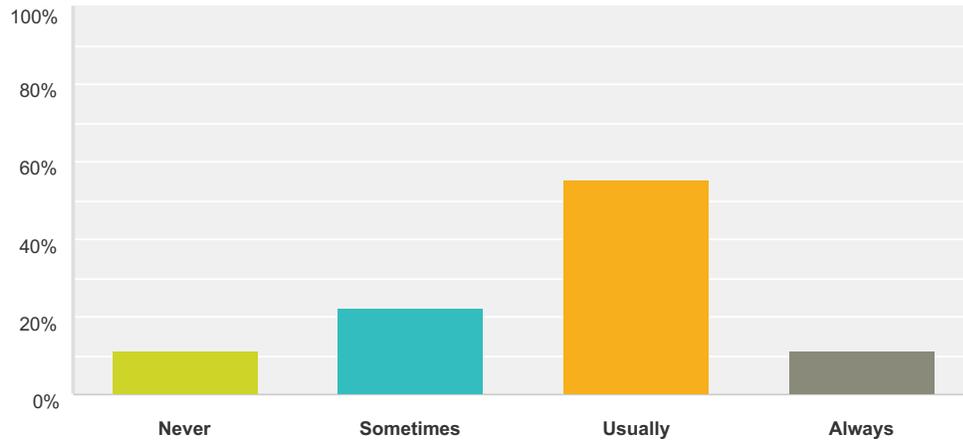
Answered: 9 Skipped: 0



Answer Choices	Responses
Never	11.11% 1
Sometimes	11.11% 1
Usually	33.33% 3
Always	44.44% 4
<b>Total</b>	<b>9</b>

**Q6 Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see the doctor or nurse within 15 minutes of your appointment time?**

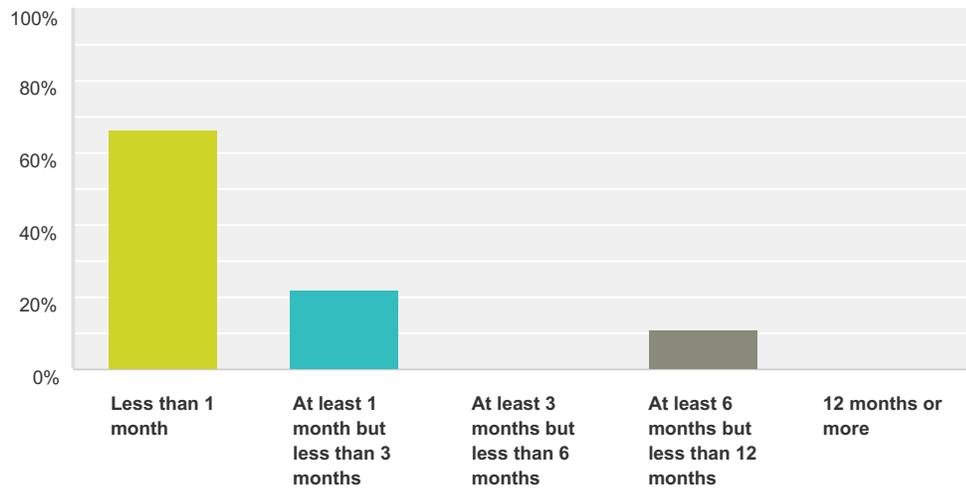
Answered: 9 Skipped: 0



Answer Choices	Responses
Never	11.11% 1
Sometimes	22.22% 2
Usually	55.56% 5
Always	11.11% 1
<b>Total</b>	<b>9</b>

### Q7 How long has it been since your most recent visit with your surgery?

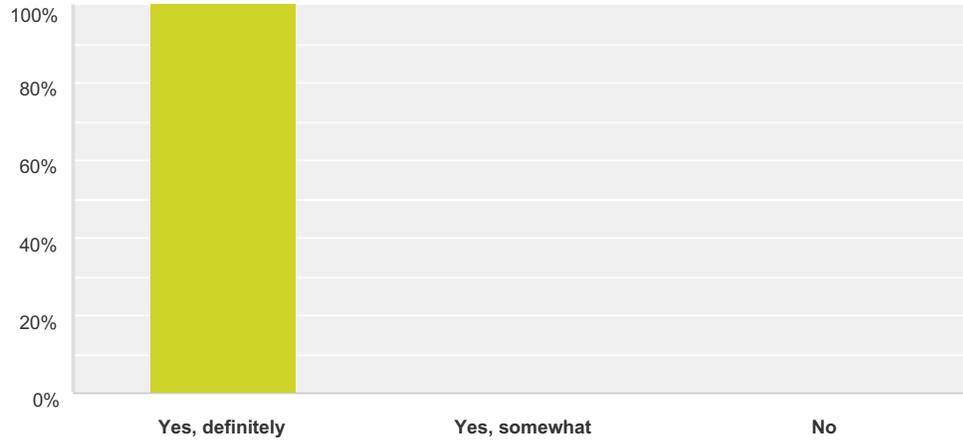
Answered: 9 Skipped: 0



Answer Choices	Responses
Less than 1 month	66.67% 6
At least 1 month but less than 3 months	22.22% 2
At least 3 months but less than 6 months	0.00% 0
At least 6 months but less than 12 months	11.11% 1
12 months or more	0.00% 0
<b>Total</b>	<b>9</b>

**Q8 During your most recent visit, did the doctor or nurse explain things in a way that was easy to understand?**

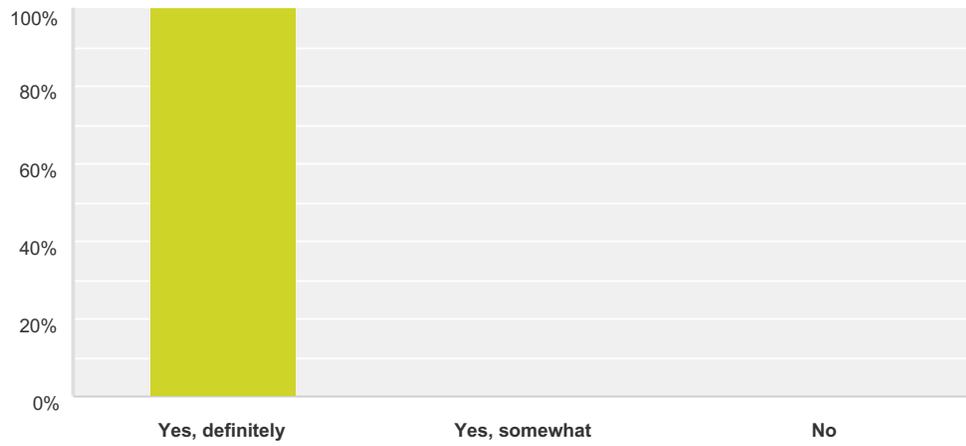
Answered: 9 Skipped: 0



Answer Choices	Responses
Yes, definitely	100.00% 9
Yes, somewhat	0.00% 0
No	0.00% 0
<b>Total</b>	<b>9</b>

### Q9 During your most recent visit, did doctor or nurse listen carefully to you?

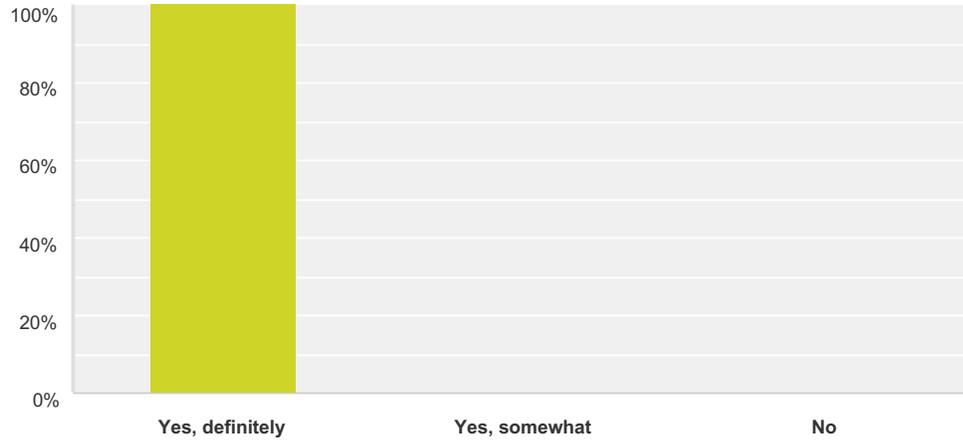
Answered: 9 Skipped: 0



Answer Choices	Responses
Yes, definitely	100.00% 9
Yes, somewhat	0.00% 0
No	0.00% 0
<b>Total</b>	<b>9</b>

### Q10 During your most recent visit, did your surgery seem to know the important information about your medical history?

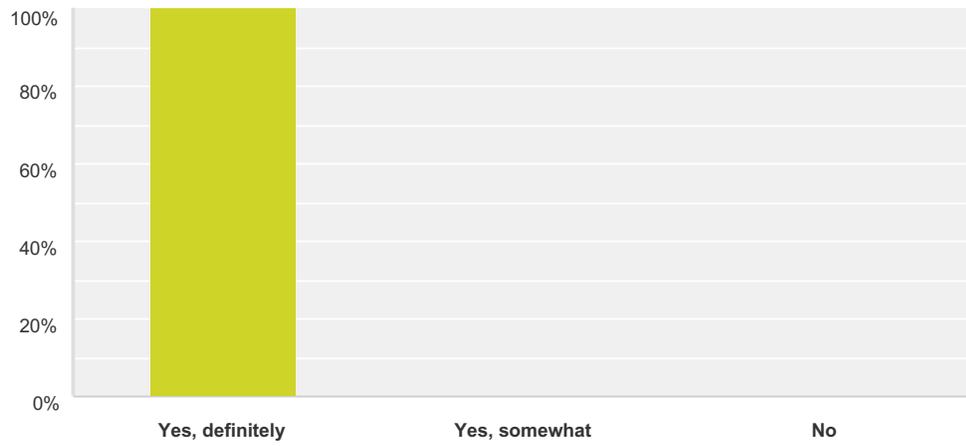
Answered: 9 Skipped: 0



Answer Choices	Responses
Yes, definitely	100.00% 9
Yes, somewhat	0.00% 0
No	0.00% 0
<b>Total</b>	<b>9</b>

### Q11 During your most recent visit, did the staff show respect for what you had to say?

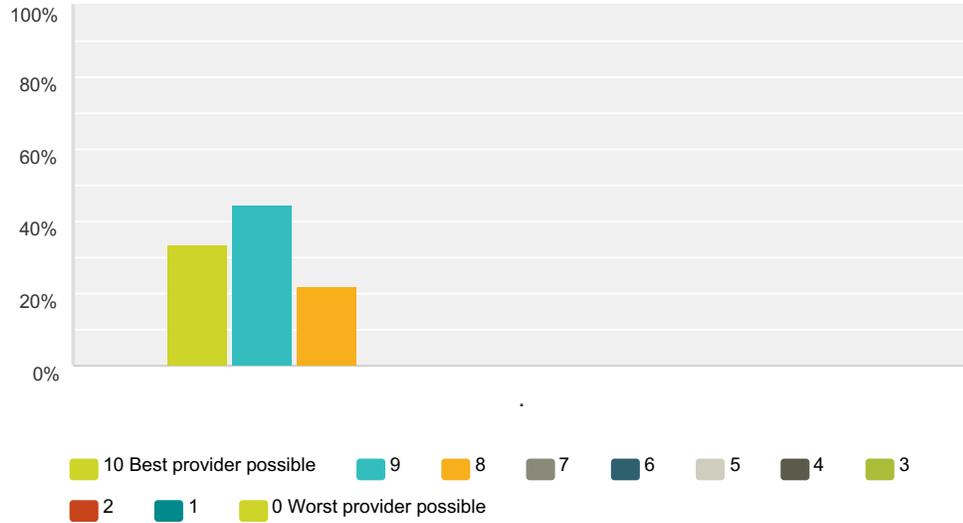
Answered: 9 Skipped: 0



Answer Choices	Responses
Yes, definitely	100.00% 9
Yes, somewhat	0.00% 0
No	0.00% 0
<b>Total</b>	<b>9</b>

**Q12 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate your surgery?**

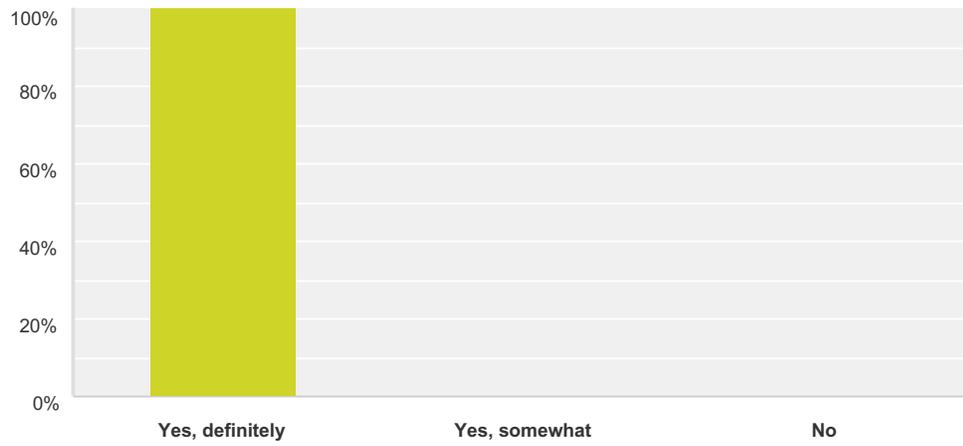
Answered: 9 Skipped: 0



	10 Best provider possible	9	8	7	6	5	4	3	2	1	0 Worst provider possible	Total	Weighted Average
.	33.33% 3	44.44% 4	22.22% 2	0.00% 0	9	10.11							

### Q13 Would you recommend your surgery's office to your family and friends?

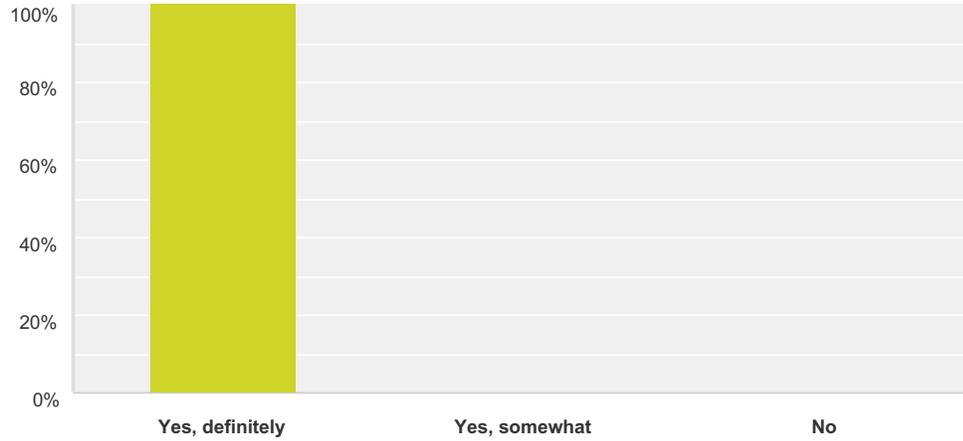
Answered: 9 Skipped: 0



Answer Choices	Responses
Yes, definitely	100.00% 9
Yes, somewhat	0.00% 0
No	0.00% 0
<b>Total</b>	<b>9</b>

**Q14 During your most recent visit, were clerks and receptionists at your surgery's office as helpful as you thought they should be?**

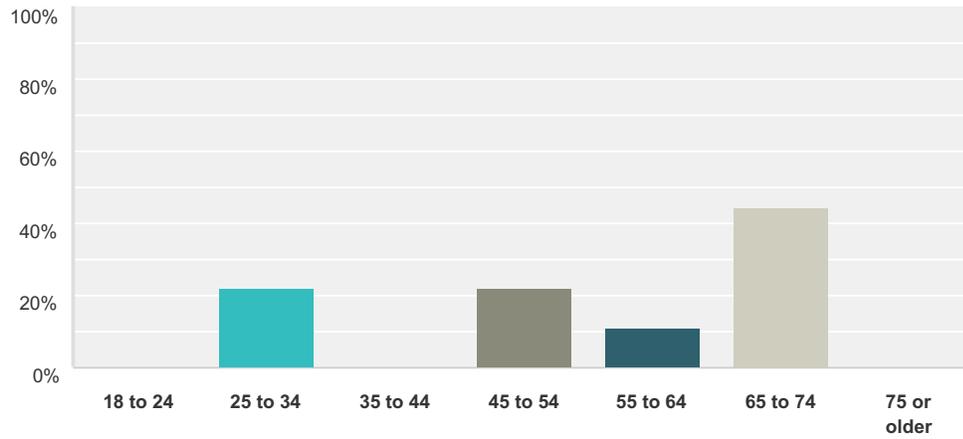
Answered: 9 Skipped: 0



Answer Choices	Responses
Yes, definitely	100.00% 9
Yes, somewhat	0.00% 0
No	0.00% 0
<b>Total</b>	<b>9</b>

### Q15 What is your age?

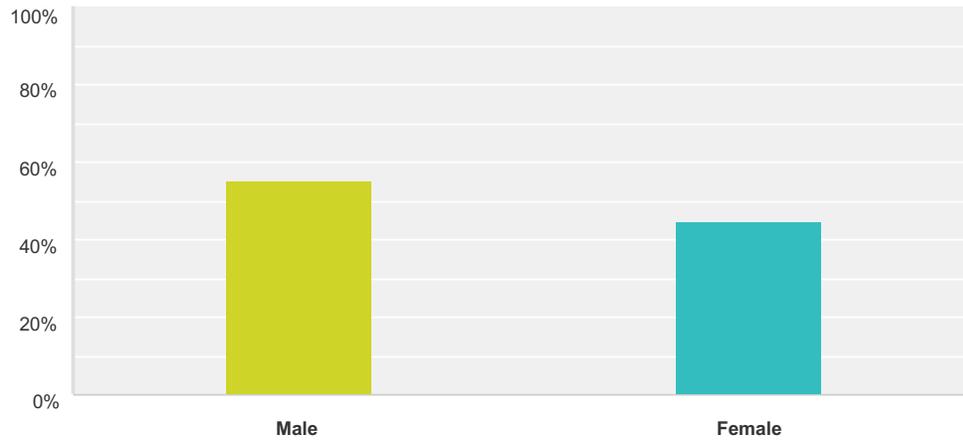
Answered: 9 Skipped: 0



Answer Choices	Responses
18 to 24	0.00% 0
25 to 34	22.22% 2
35 to 44	0.00% 0
45 to 54	22.22% 2
55 to 64	11.11% 1
65 to 74	44.44% 4
75 or older	0.00% 0
<b>Total</b>	<b>9</b>

### Q16 Are you male or female?

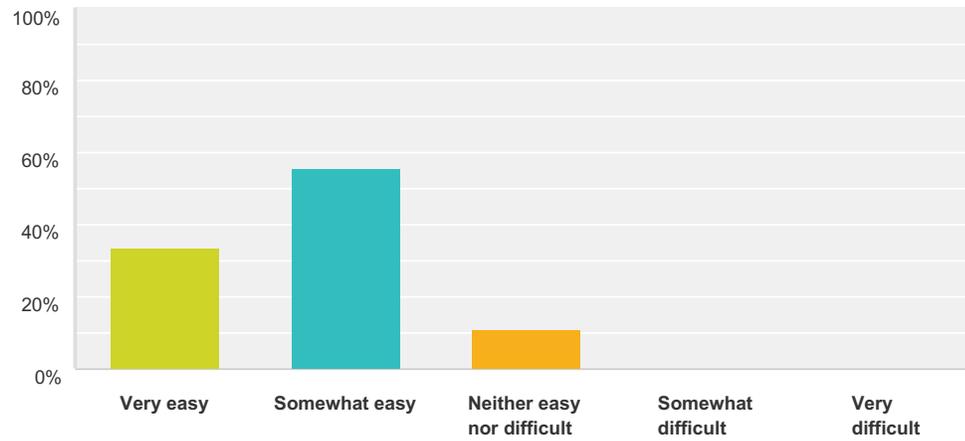
Answered: 9 Skipped: 0



Answer Choices	Responses
Male	55.56% 5
Female	44.44% 4
<b>Total</b>	<b>9</b>

### Q17 How easy or difficult was it to schedule your appointment at a time that was convenient for you?

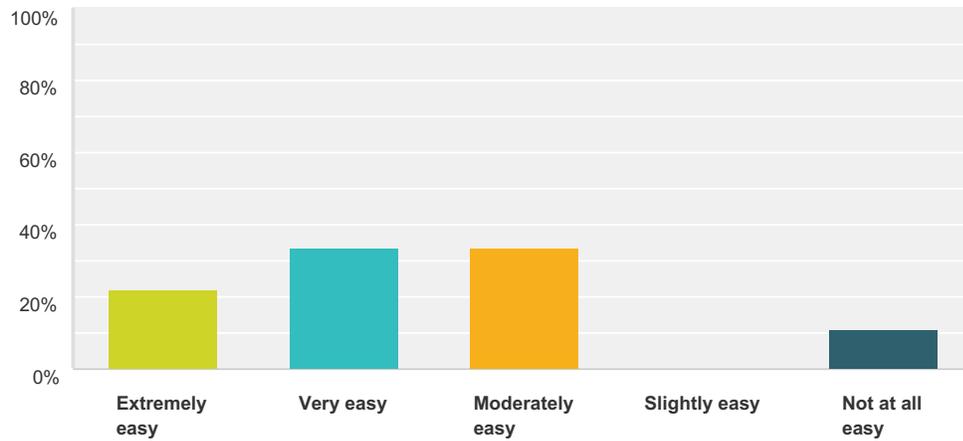
Answered: 9 Skipped: 0



Answer Choices	Responses
Very easy	33.33% 3
Somewhat easy	55.56% 5
Neither easy nor difficult	11.11% 1
Somewhat difficult	0.00% 0
Very difficult	0.00% 0
<b>Total</b>	<b>9</b>

### Q18 How easy is it to schedule urgent appointments with your doctor when you're ill?

Answered: 9 Skipped: 0



Answer Choices	Responses	Count
Extremely easy	22.22%	2
Very easy	33.33%	3
Moderately easy	33.33%	3
Slightly easy	0.00%	0
Not at all easy	11.11%	1
<b>Total</b>		<b>9</b>

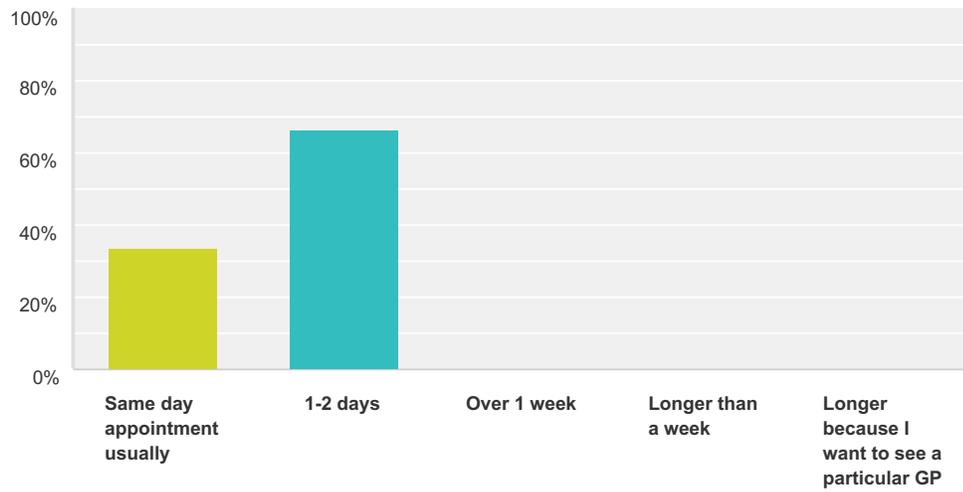
## Q19 Are there any areas we could improve on?

Answered: 3 Skipped: 6

#	Responses	Date
1	When entering arrival details on touchpad, if possible - inform patient how many persons are to be seen by that Dr/Nurse beforehand or if there is a delay & by how long.	11/10/2015 8:54 PM
2	More Choice of online appointments with preferred GP	11/10/2015 5:49 PM
3	nope	11/10/2015 4:48 PM

### Q20 How long do you wait on average to see a GP?

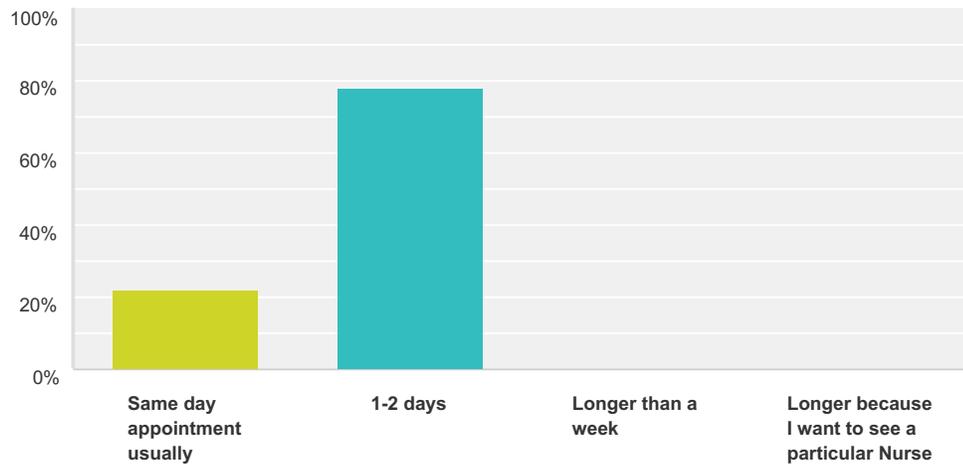
Answered: 9 Skipped: 0



Answer Choices	Responses
Same day appointment usually	33.33% 3
1-2 days	66.67% 6
Over 1 week	0.00% 0
Longer than a week	0.00% 0
Longer because I want to see a particular GP	0.00% 0
<b>Total</b>	<b>9</b>

### Q21 How long do you wait on average to see a Nurse or Healthcare Assistant?

Answered: 9 Skipped: 0



Answer Choices	Responses
Same day appointment usually	22.22% 2
1-2 days	77.78% 7
Longer than a week	0.00% 0
Longer because I want to see a particular Nurse	0.00% 0
<b>Total</b>	<b>9</b>