

Question 1 – In the past 12 months, how many times have you seen a Dr from your practice?

None	2%
Once or twice	25%
Three or four times	31%
Five or six times	22%
Seven times or more	20%

Question 2– How do you rate the way you are treated by receptionists at your practice?

Very poor	2%
Poor	0%
Fair	0%
Good	5%
Very good	21%
Excellent	72%

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

Very poor	2%
Poor	0%
Fair	9%
Good	17%
Very good	21%
Excellent	23%

Question 3b– What additional hours would you like the practice to be open?

Early morning	5%
Lunchtimes	0%
Evenings	13%
Weekends	19%
None, I am satisfied	53% %

Question 4a– How quickly do you usually get to see a particular Dr?

Same day	20%
Next working day	34%
Within 2 working days	20%
Within 3 working days	5%
Within 4 working days	3%
Does not apply	11%

Question 4b– How do you rate this?

Very poor	5%
Poor	3%
Fair	5%
Good	24%
Very good	17%
Excellent	14%
Does not apply	11%

Question 5a– How quickly do you usually get seen to see the same GP?

Same day	39%
Next working day	43%
Within 2 working days	13%
Within 3 working days	3%
Within 4 working days	0%
Does not apply	13%

Question 5b– How do you rate this?

Very poor	3%
Poor	5%
Fair	11%
Good	13%
Very good	9%
Excellent	34%
Does not apply	25%

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

Yes	68%
No	13%
Don't know, never needed to	19%

Question 7a– How long do you usually have to wait at the practice for your consultation to begin

5 minutes or less	9%
6 – 10 minutes	43%
11- 20 minutes	22%
21 – 30 minutes	11%
More than 30 minutes	7%

Question 7b– How do you rate this?

Very poor	7%
Poor	5%
Fair	17%
Good	24%
Very good	17%
Excellent	13%

Question 8a– Ability to get through to the practice on the phone?

Very poor	3%
Poor	3%
Fair	11%
Good	26%
Very good	28%
Excellent	20%
Don't know	5%

Question 8b– Ability to speak to a Dr on the phone when you have a question or need medical advice?

Very poor	3%
Poor	11%
Fair	15%
Good	17%
Very good	11%
Excellent	7%
Don't know	26%

Question 9a– In general how often do you see your usual Dr?

Always	7%
Almost always	20%
A lot of the time	24%
Some of the time	20%
Almost never	5%
Never	7%

Question 9b– How do you rate this?

Very poor	5%
Poor	9%
Fair	17%
Good	13%
Very good	22%
Excellent	11%