

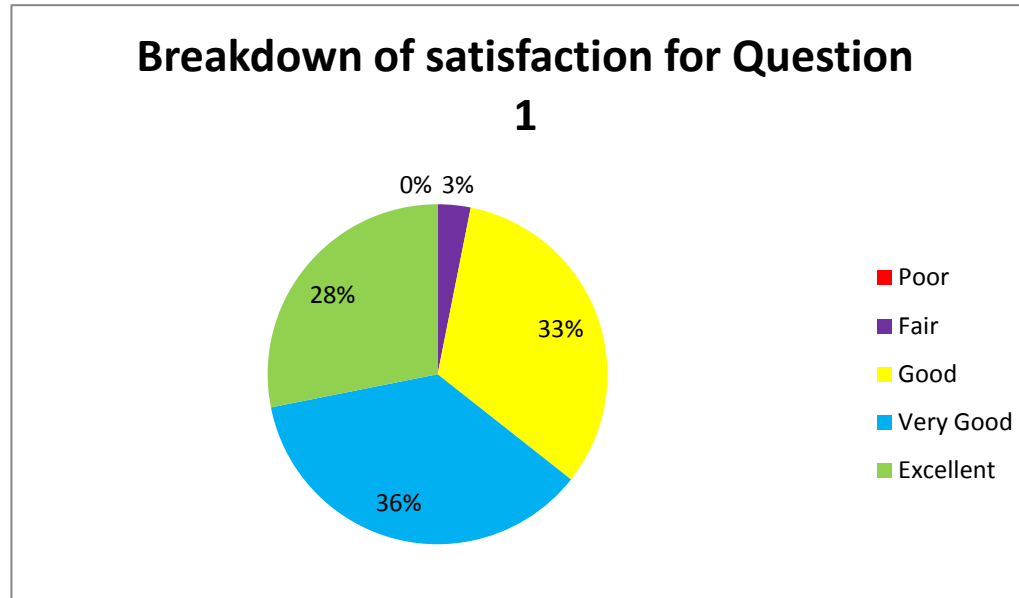
## Access to a Doctor or Nurse Consultant

Question 1 Speed at which the telephone was answered initially

Q1 Results	Responses	%
Poor	0	0
Fair	5	3
Good	52	33
Very Good	58	36
Excellent	45	28
<b>Total</b>	<b>160</b>	<b>100</b>

Audit Population 160

No Experience	11
No Answer	3



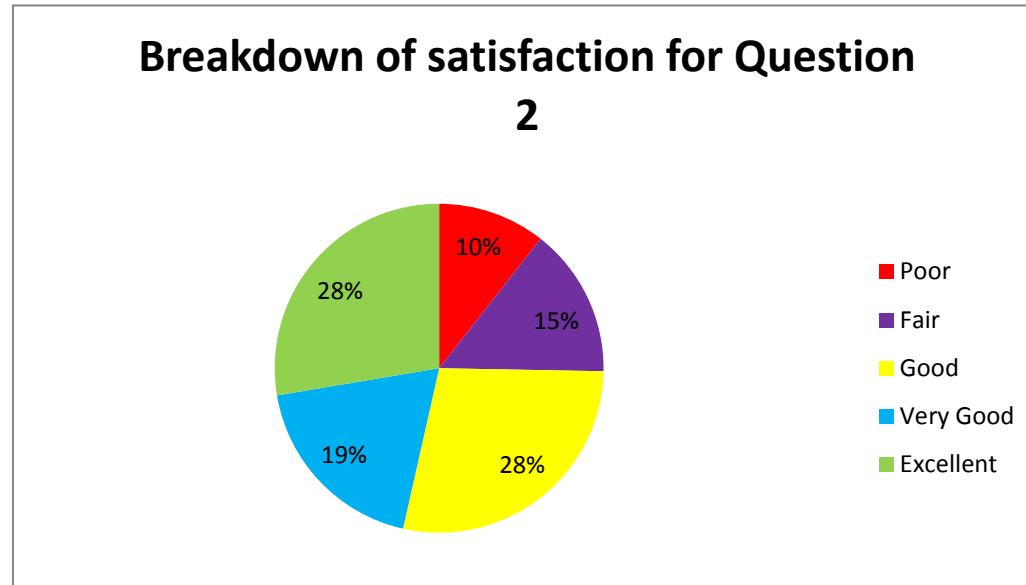
## Access to a Doctor or Nurse Consultant

Question 2 Length of time you had to wait for an appointment.

Q2 Results	Responses	%
Poor	18	11
Fair	25	15
Good	48	28
Very Good	32	19
Excellent	47	28
<b>Total</b>	<b>170</b>	<b>100</b>

Audit Population 170

No Experience	1
No Answer	3



## Access to a Doctor or Nurse Consultant

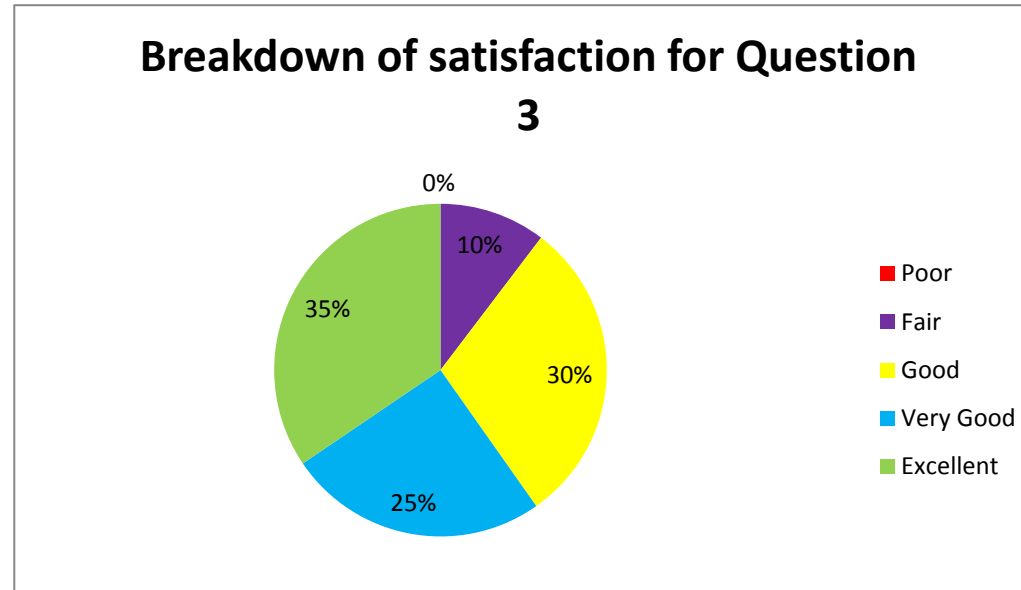
### Question 3

Convenience of day and time of your appointment.

Q3 Results	Responses	%
Poor	0	0
Fair	18	10
Good	52	30
Very Good	44	25
Excellent	60	34
<b>Total</b>	<b>174</b>	<b>100</b>

Audit Population 174

No Experience	0	0
No Answer	0	0



## Access to a Doctor or Nurse Consultant

### Question 4

Seeing the Doctor of your choice

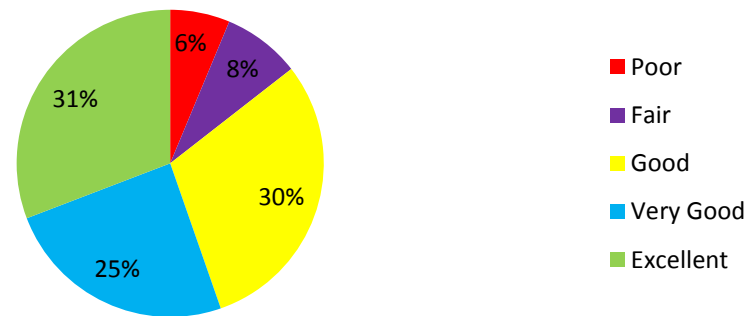
Q4 Results	Responses	%
Poor	10	6
Fair	13	8
Good	48	30
Very Good	39	25
Excellent	49	31
<b>Total</b>	<b>159</b>	<b>100</b>

Audit Population 159

No Experience	12
No Answer	3

### Breakdown of satisfaction for Question

4



## Access to a Doctor or Nurse Consultant

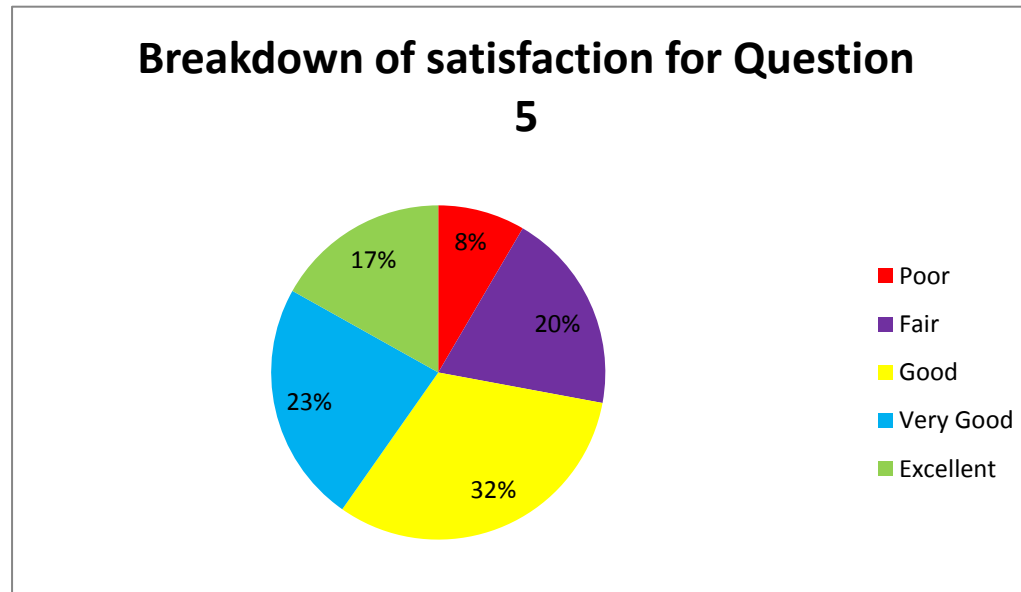
### Question 5

Length of time waiting to see the Doctor or Nurse Consultant.

Q5 Results	Responses	%
Poor	13	8
Fair	30	19
Good	49	32
Very Good	36	23
Excellent	26	17
<b>Total</b>	<b>154</b>	<b>100</b>

Audit Population 154

No Experience	1
No Answer	19



## Access to a Doctor or Nurse Consultant

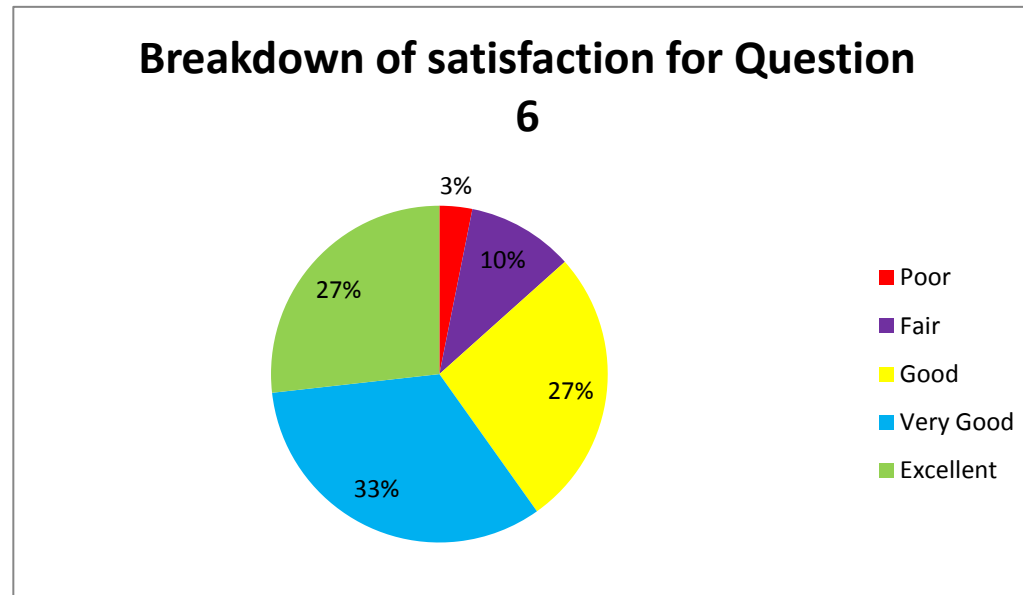
### Question 6

Opportunity of speaking to a Doctor or Nurse Consultant on the telephone when necessary.

Q6 Results	Responses	%
Poor	4	3
Fair	13	10
Good	34	27
Very Good	42	33
Excellent	34	27
<b>Total</b>	<b>127</b>	<b>100</b>

Audit Population 127

No Experience	42	33
No Answer	5	4



## Access to a Doctor or Nurse Consultant

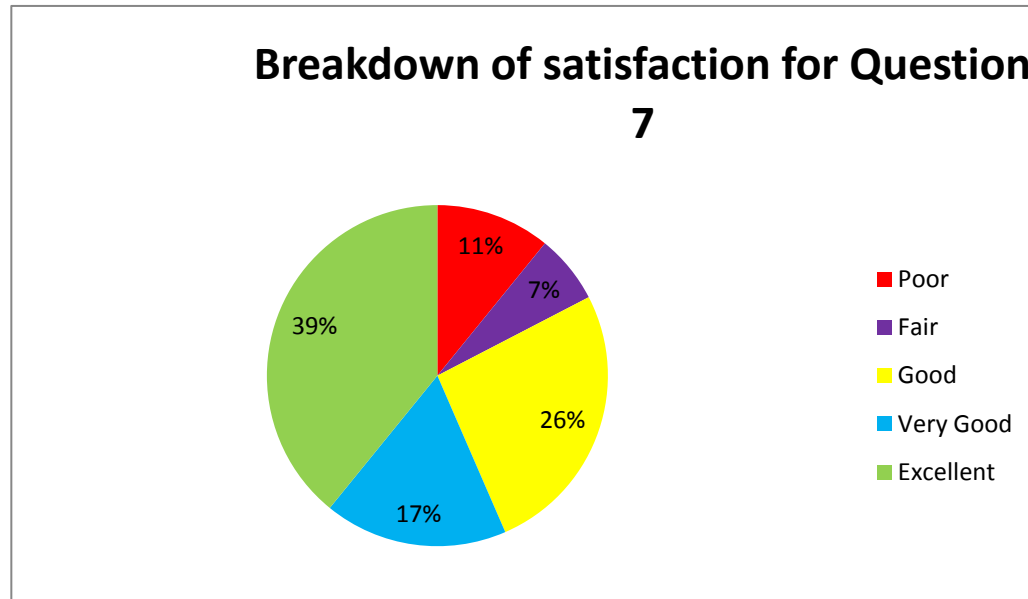
### Question 7

Opportunity of obtaining a home visit when necessary.

Q7 Results	Responses	%
Poor	5	11
Fair	3	7
Good	12	26
Very Good	8	17
Excellent	18	39
<b>Total</b>	<b>46</b>	<b>100</b>

Audit Population 46

No Experience	116
No Answer	12



## Consultation

Thinking about your consultation with the Doctor or Nurse Consultant today, how do you rate the following:-

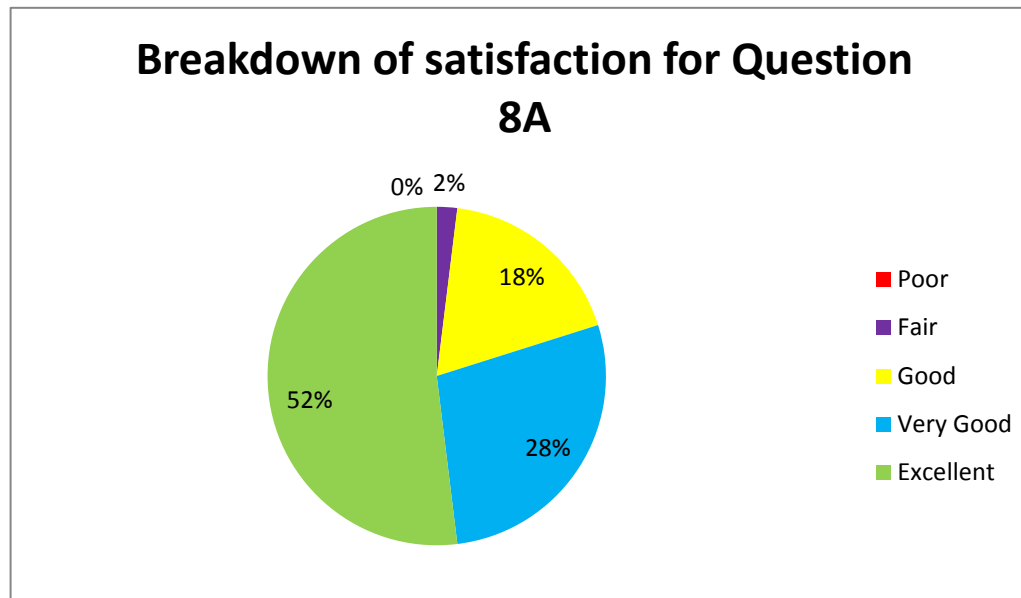
### Question 8a

How thoroughly the Doctor or Nurse Consultant asked about your symptoms and how you are feeling?

Q8A Results	Responses	%
Poor	0	0
Fair	3	2
Good	28	18
Very Good	43	28
Excellent	80	52
<b>Total</b>	<b>154</b>	<b>100</b>

Audit Population 154

No Experience	3
No Answer	17





## Consultation

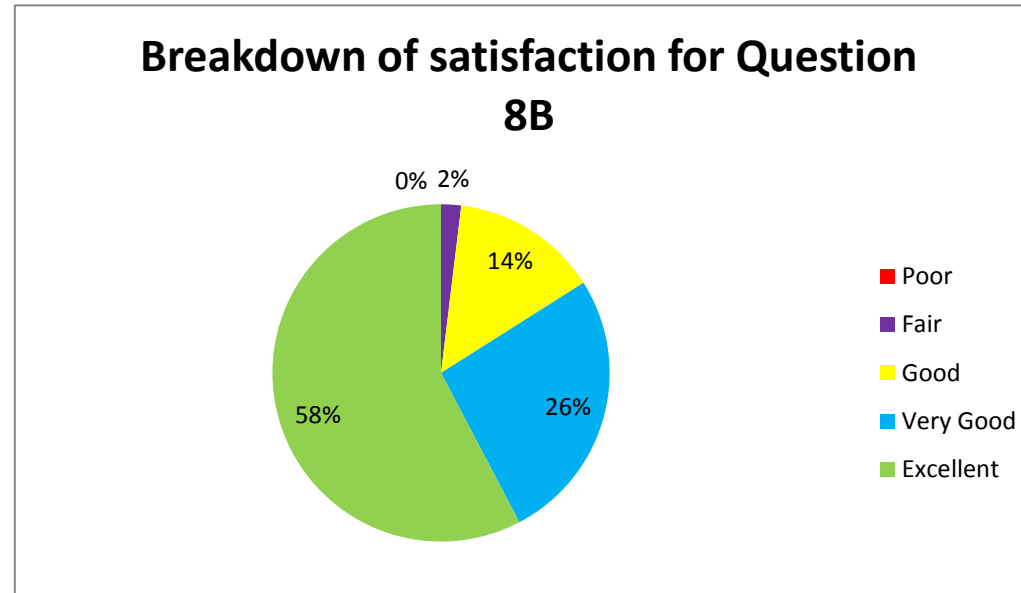
### Question 8b

How well the Doctor or Nurse Consultant listened to what you had to say?

Q8B Results	Responses	%
Poor	0	0
Fair	3	2
Good	22	14
Very Good	41	26
Excellent	90	58
<b>Total</b>	<b>156</b>	<b>100</b>

Audit Population 156

No Experience	2
No Answer	16



## Consultation

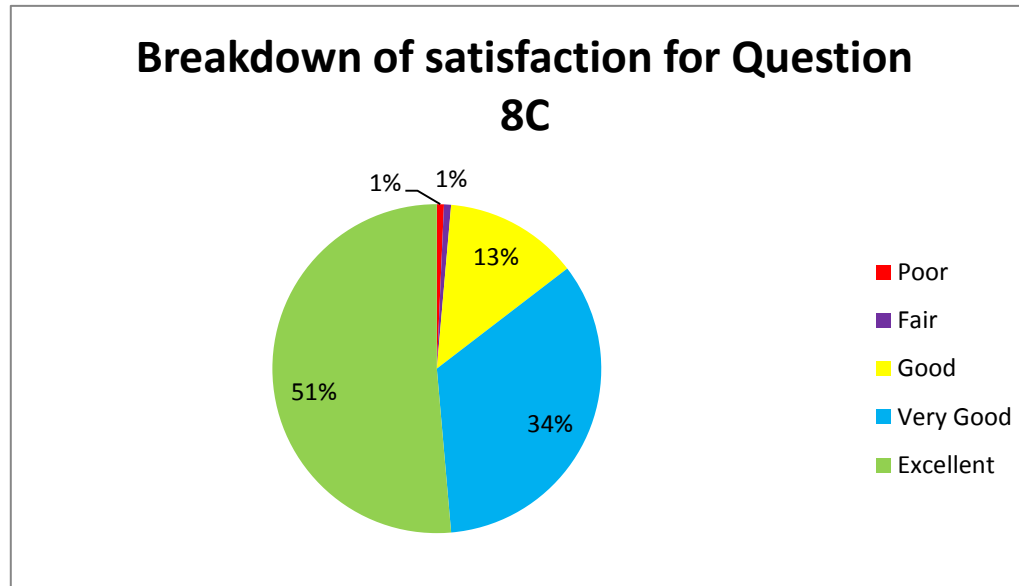
### Question 8c

How well the Doctor or Nurse Consultant put you at ease during you physical examination?

Q8C Results	Responses	%
Poor	1	1
Fair	1	1
Good	19	13
Very Good	49	34
Excellent	74	51
<b>Total</b>	<b>144</b>	<b>100</b>

Audit Population 144

No Experience	13	9
No Answer	17	12



## Consultation

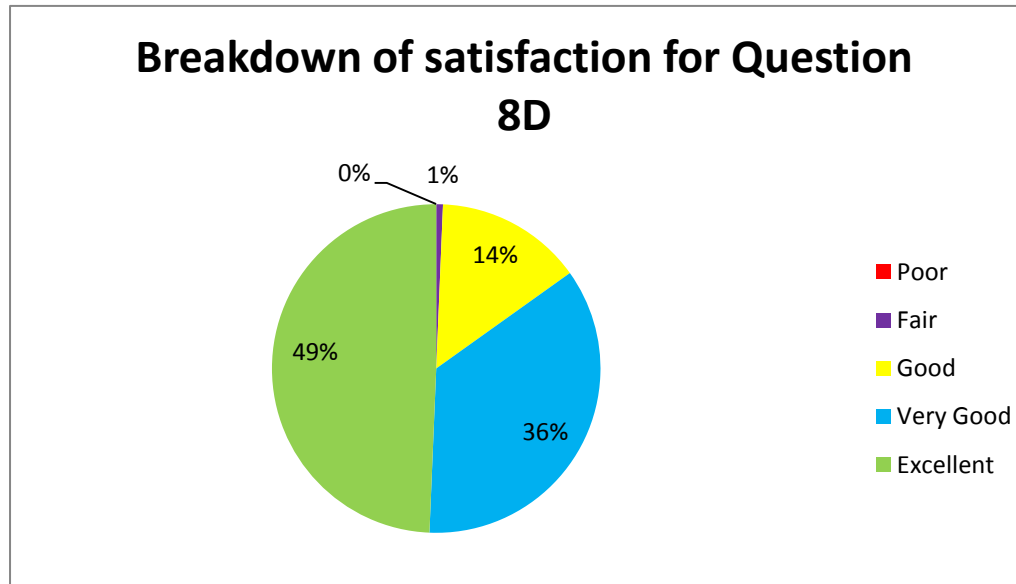
### Question 8d

How much the Doctor or Nurse Consultant involved you in decision about your care?

Q8D Results	Responses	%
Poor	0	0
Fair	1	1
Good	22	14
Very Good	54	36
Excellent	75	49
<b>Total</b>	<b>152</b>	<b>100</b>

Audit Population 152

No Experience	5
No Answer	17



## Consultation

### Question 8e

How well the Doctor or Nurse Consultant explained your problems or any treatment that you need?

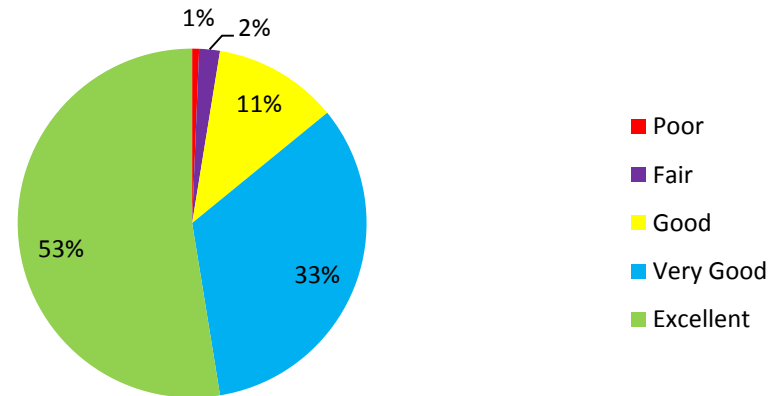
Q8E Results	Responses	%
Poor	1	1
Fair	3	2
Good	18	12
Very Good	52	33
Excellent	82	53
<b>Total</b>	<b>156</b>	<b>100</b>

Audit Population 156

No Experience	2
No Answer	16

### Breakdown of satisfaction for Question

8E



## Consultation

### Question 8f

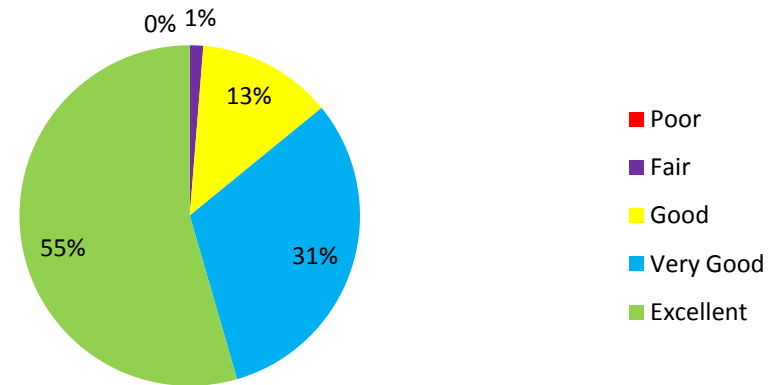
The amount of time your Doctor or Nurse Consultant spent with you today?

Q8F Results	Responses	%
Poor	0	0
Fair	2	1
Good	20	13
Very Good	49	31
Excellent	85	54
<b>Total</b>	<b>156</b>	<b>100</b>

Audit Population 156

No Experience	2
No Answer	16

### Breakdown of satisfaction for Question 8F



## Consultation

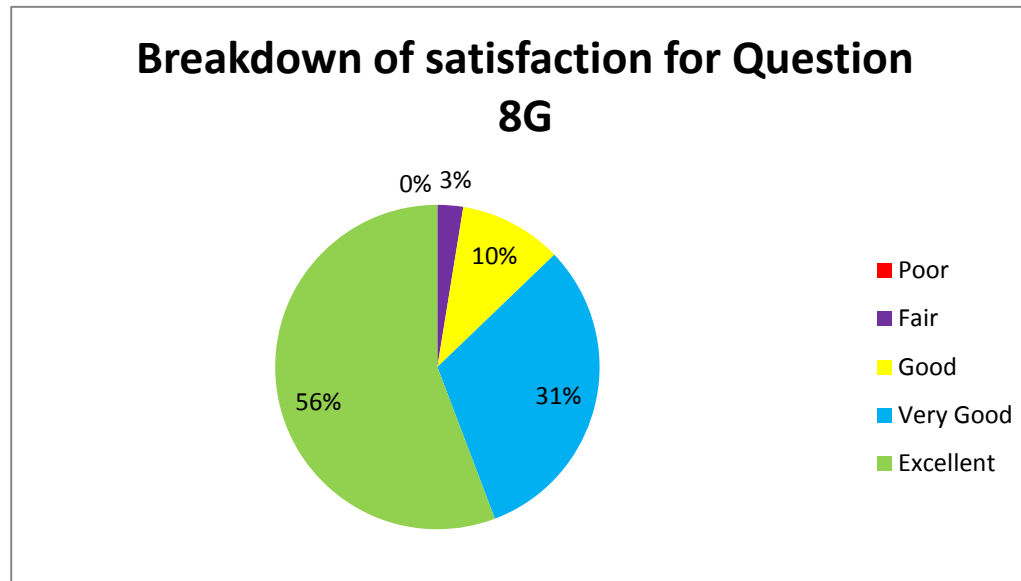
### Question 8g

The Doctor or Nurse Consultants patience with your questions or worries?

Q8G Results	Responses	%
Poor	0	0
Fair	4	3
Good	16	10
Very Good	49	31
Excellent	87	56
<b>Total</b>	<b>156</b>	<b>100</b>

Audit Population 156

No Experience	1
No Answer	17



## Consultation

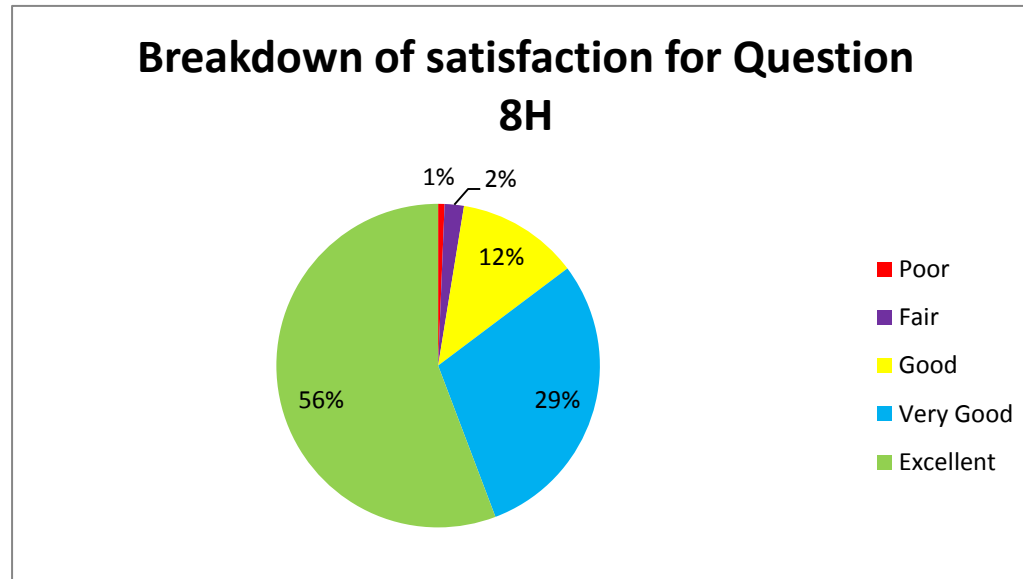
### Question 8h

The Doctor or Nurse Consultants caring and concern for you?

Q8H Results	Responses	%
Poor	1	1
Fair	3	2
Good	19	12
Very Good	46	29
Excellent	87	56
<b>Total</b>	<b>156</b>	<b>100</b>

Audit Population 156

No Experience	1
No Answer	17



## Consultation

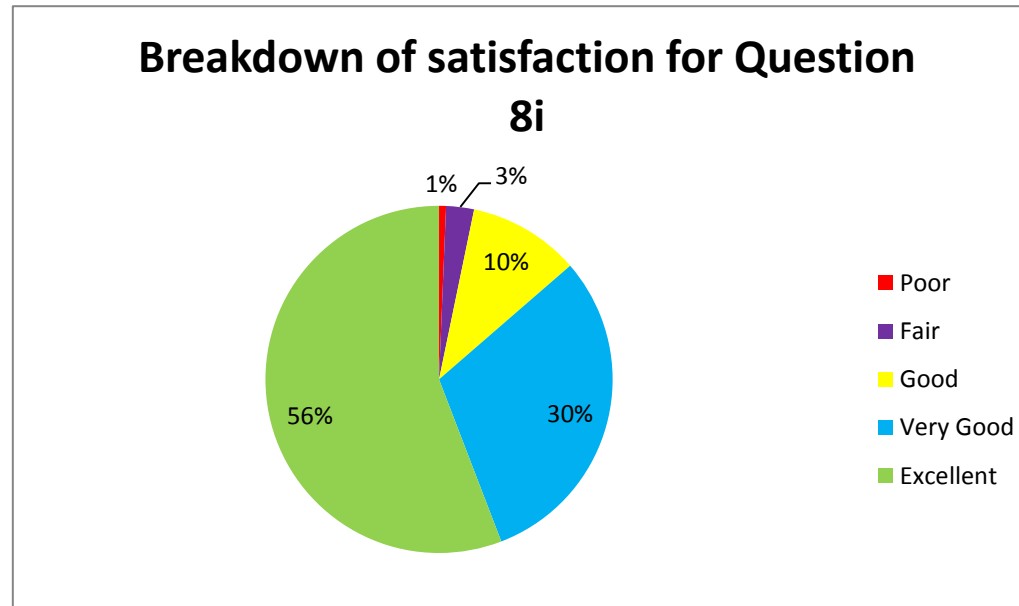
### Question 8i

The ability to understand your problem(s) or illness following today's consultation?

Q8i Results	Responses	%
Poor	1	1
Fair	4	3
Good	16	10
Very Good	47	31
Excellent	86	56
<b>Total</b>	<b>154</b>	<b>100</b>

Audit Population 154

No Experience	2
No Answer	18





## Obtaining a Repeat Prescription

### Question 9

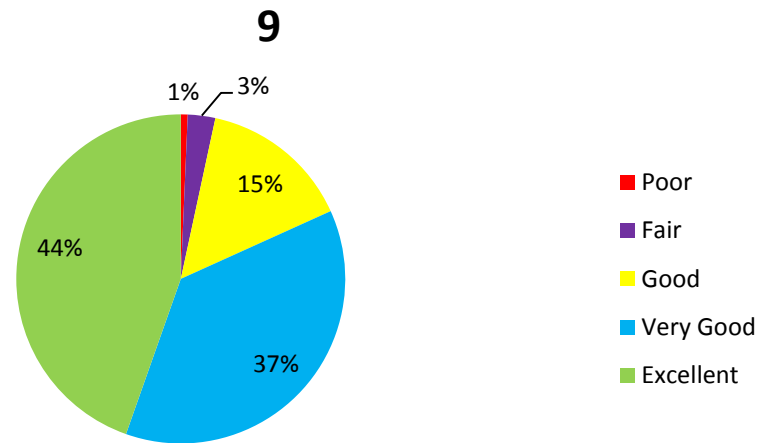
Prescription ready on time?

Q9 Results	Responses	%
Poor	1	1
Fair	4	3
Good	22	15
Very Good	55	37
Excellent	66	45
<b>Total</b>	<b>148</b>	<b>100</b>

Audit Population 148

No Experience	16
No Answer	10

### Breakdown of satisfaction for Question 9



## Obtaining a Repeat Prescription

### Question 10

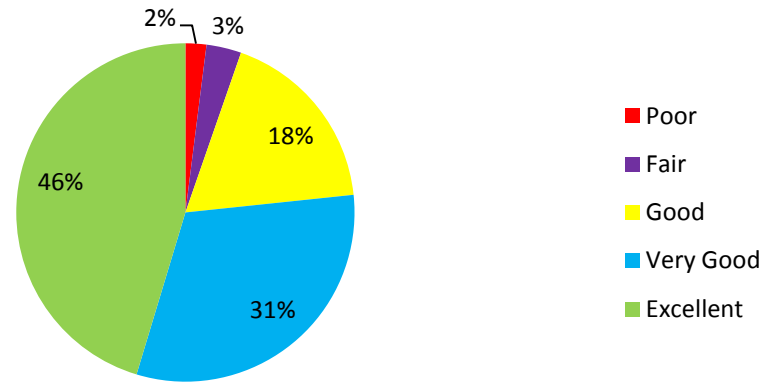
Prescription correctly issued?

Q10 Results	Responses	%
Poor	3	2
Fair	5	3
Good	27	18
Very Good	47	31
Excellent	68	45
<b>Total</b>	<b>150</b>	<b>100</b>

Audit Population 150

No Experience	15	10
No Answer	9	6

**Breakdown of satisfaction for Question 10**



## Obtaining a Repeat Prescription

### Question 11

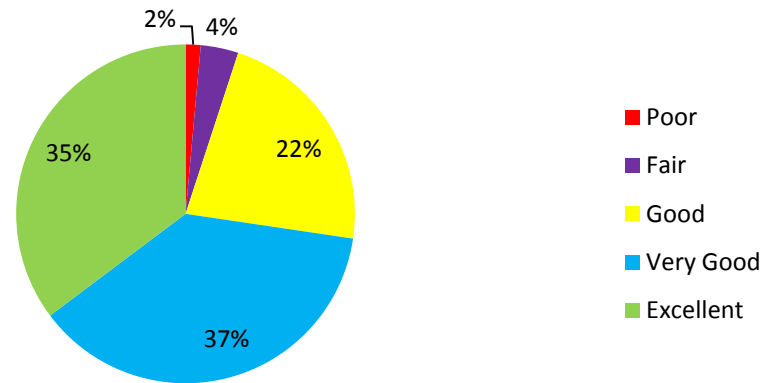
Handling of any queries.

Q11 Results	Responses	%
Poor	2	1
Fair	5	4
Good	31	22
Very Good	52	37
Excellent	49	35
<b>Total</b>	<b>139</b>	<b>100</b>

Audit Population 139

No Experience	23	17
No Answer	12	9

**Breakdown of satisfaction for Question 11**



## Obtaining Results

### Question 12

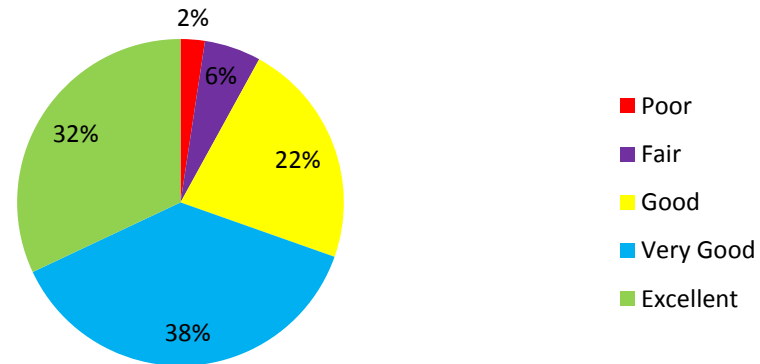
Were you told when to contact us for your results?

Q12 Results	Responses	%
Poor	3	2
Fair	7	6
Good	28	22
Very Good	47	38
Excellent	40	32
<b>Total</b>	<b>125</b>	<b>100</b>

Audit Population 125

No Experience	34
No Answer	15

### Breakdown of satisfaction for Question 12



## Obtaining Results

### Question 13

Results available to you when you contact us?

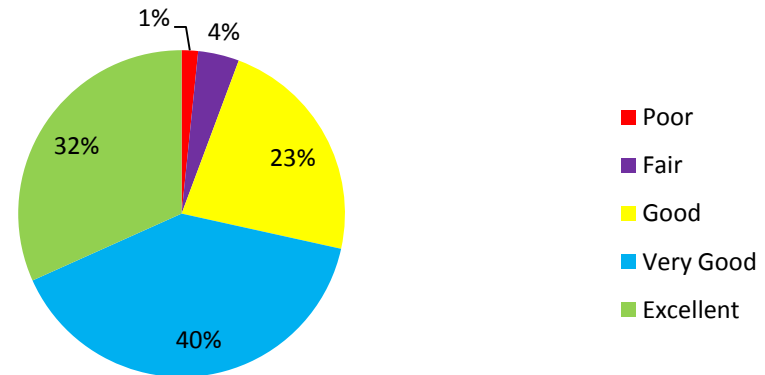
Q13 Results	Responses	%
Poor	2	2
Fair	5	4
Good	28	23
Very Good	49	40
Excellent	39	32
<b>Total</b>	<b>123</b>	<b>100</b>

Audit Population 123

No Experience	36
No Answer	15

### Breakdown of satisfaction for Question

13



## Obtaining Results

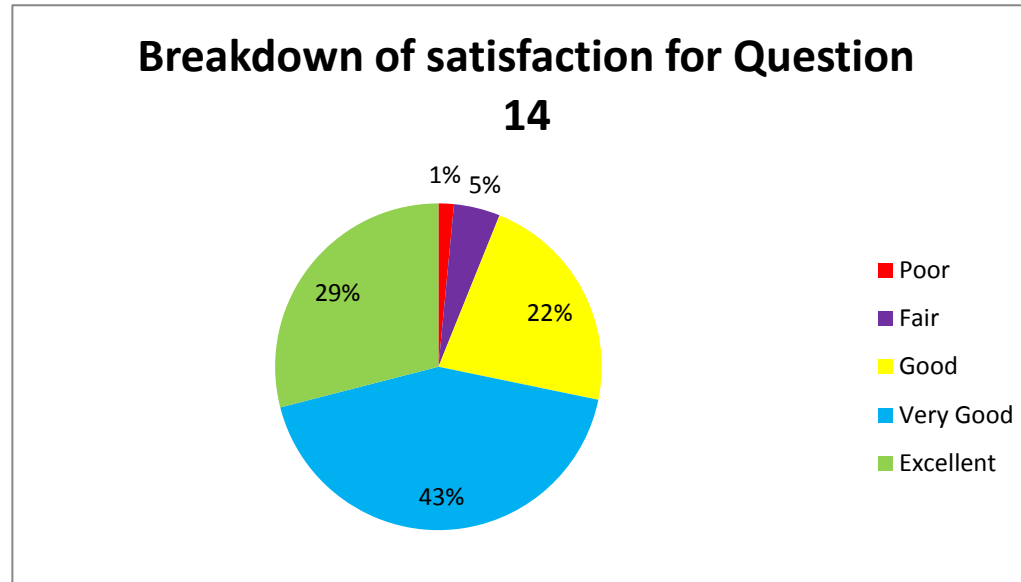
### Question 14

Level of satisfaction with the amount of information provided.

Q14 Results	Responses	%
Poor	2	2
Fair	6	5
Good	29	22
Very Good	56	43
Excellent	38	29
<b>Total</b>	<b>131</b>	<b>100</b>

Audit Population 131

No Experience	28
No Answer	15



## About the Staff

### Question 15

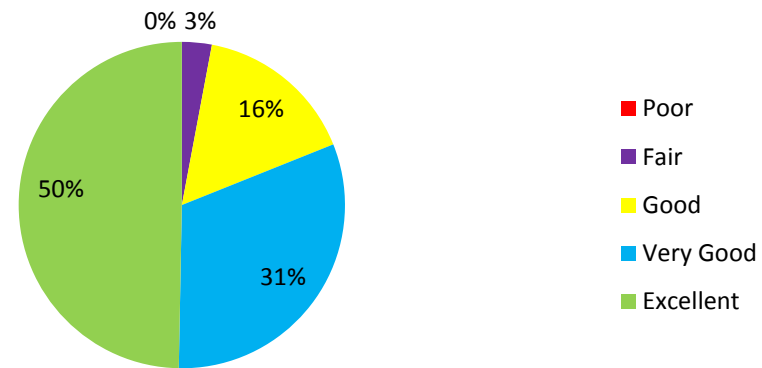
The helpfulness of the Reception staff.

Q15 Results	Responses	%
Poor	0	0
Fair	5	3
Good	27	16
Very Good	53	31
Excellent	84	50
<b>Total</b>	<b>169</b>	<b>100</b>

Audit Population 169

No Experience	0
No Answer	5

### Breakdown of satisfaction for Question 15



## About the Staff

### Question 16

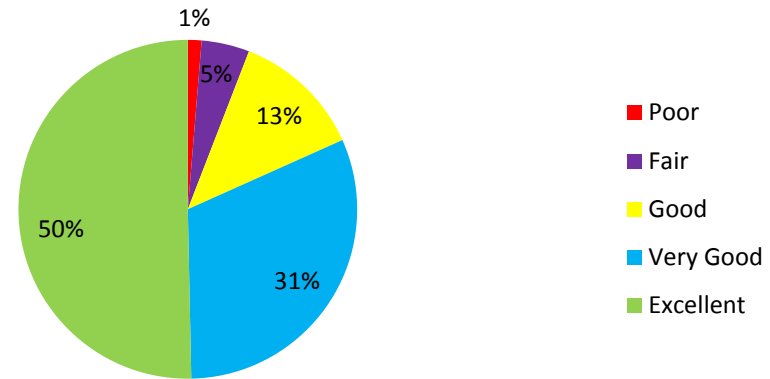
The helpfulness of Dispensary.

Q16 Results	Responses	%
Poor	2	1
Fair	7	5
Good	19	12
Very Good	48	31
Excellent	77	50
<b>Total</b>	<b>153</b>	<b>100</b>

Audit Population 153

No Experience	11
No Answer	10

### Breakdown of satisfaction for Question 16





## About the Staff

### Question 17

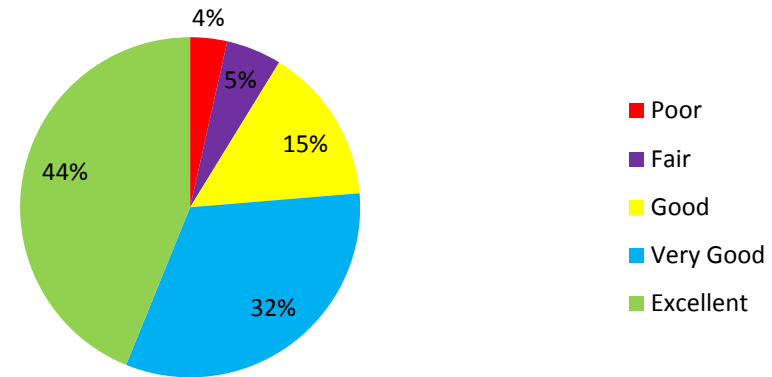
The helpfulness of the Secretary.

Q17 Results	Responses	%
Poor	4	4
Fair	6	5
Good	17	15
Very Good	37	32
Excellent	50	44
<b>Total</b>	<b>114</b>	<b>100</b>

Audit Population 114

No Experience	49
No Answer	11

### Breakdown of satisfaction for Question 17



## Parking

### Question 18

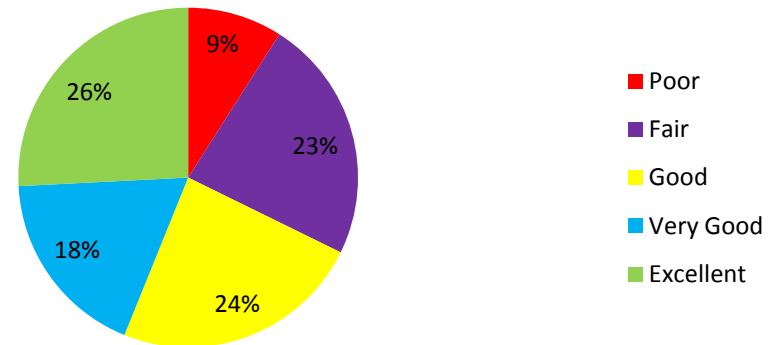
How easy do you find it to park at the surgery (is there adequate space?)

Q18 Results	Responses	%
Poor	14	9
Fair	36	23
Good	37	24
Very Good	28	18
Excellent	40	26
<b>Total</b>	<b>155</b>	<b>100</b>

Audit Population 155

No Experience	13
No Answer	6

### Breakdown of satisfaction for Question 18



## Overall Satisfaction

### Question 19

My overall satisfaction with this Practice.

Q19 Results	Responses	%
Poor	1	1
Fair	9	5
Good	25	15
Very Good	62	37
Excellent	70	42
<b>Total</b>	<b>167</b>	<b>100</b>

Audit Population 167

No Experience	0
No Answer	7

