

Please tell us who you will be seeing today	SVS	Responses 19	% 11.73
	IH	47	29.01
	AS	46	28.40
	NW	4	2.47
	LesleyD	39	24.07
	LO	7	4.32
		162	
How do you rate the hours the Practice is open for appointments	Excellent	73	45.06
	Good	82	50.62
	Average	7	4.32
	Poor	0	0.00
		162	
If you need to see a doctor or nurse urgently, can you normally get an appointment on the same day	Yes	130	81.48
	No	32	18.58
		162	
Did you find it easy to book your appointment	Yes	157	97.52
	No	4	2.48
		161	
Do you find it easy to contact the Practice by telephone	Yes	144	88.89
	No	15	9.26
	N/A	3	1.85
		162	
Please rate the way you are treated by reception staff in the Practice	Excellently	113	69.75
	Well	43	26.54
	Average	6	3.70
	Poorly	0	0.00
	Very Poorly	0	0.00
		162	

When visiting the doctor, do you have to wait before being seen If yes, how long do you have to wait	Yes	145	90.06
	No	16	9.94
		161	
	under 5 mins	28	19.31
	under 10 mins	68	46.90
	under 20 mins	41	28.28
	under 30 mins	5	3.45
	more than 30 mins	3	2.07
		145	
When seeing the doctor or nurse are you asked about your symptoms and how you are feeling	Yes	161	99.38
	No	1	0.62
		162	
Do you feel the doctor or nurse listens to you	Yes	154	98.72
	No	2	1.28
		156	
How satisfied are you with the service you receive from the Practice	Very satisfied	100	61.73
	Satisfied	59	36.42
	Neither satisfied or dissatisfied	3	1.85
	Dissatisfied	0	0.00
	Very dissatisfied	0	0.00
		162	