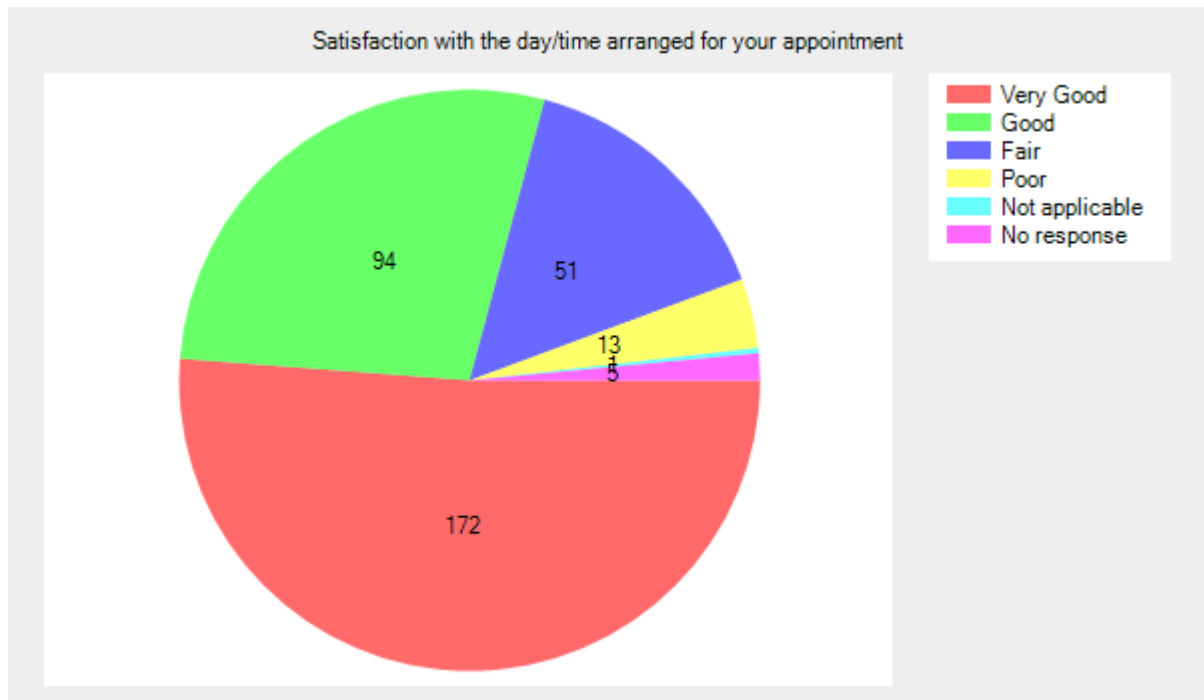


The survey had **336** responses.

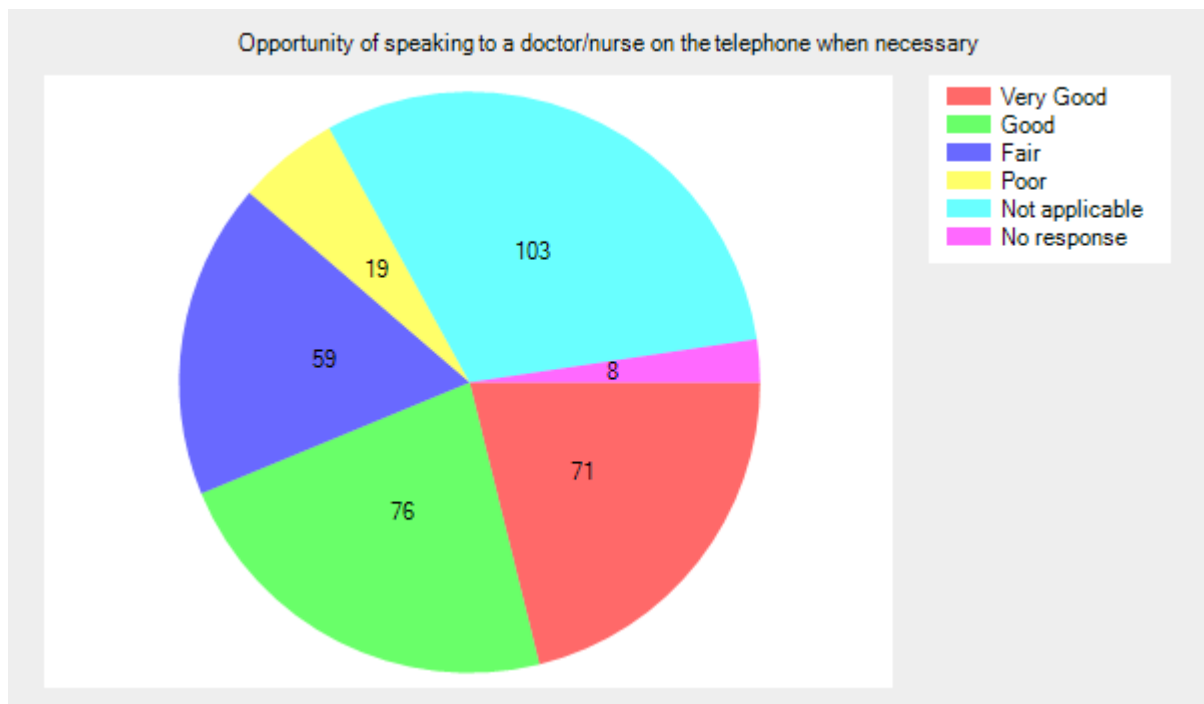
Satisfaction with the day/time arranged for your appointment

- Very Good - **172** (51.2%).
- Good - **94** (28.0%).
- Fair - **51** (15.2%).
- Poor - **13** (3.9%).
- Not applicable - **1** (0.3%).
- No response - **5** (1.5%).



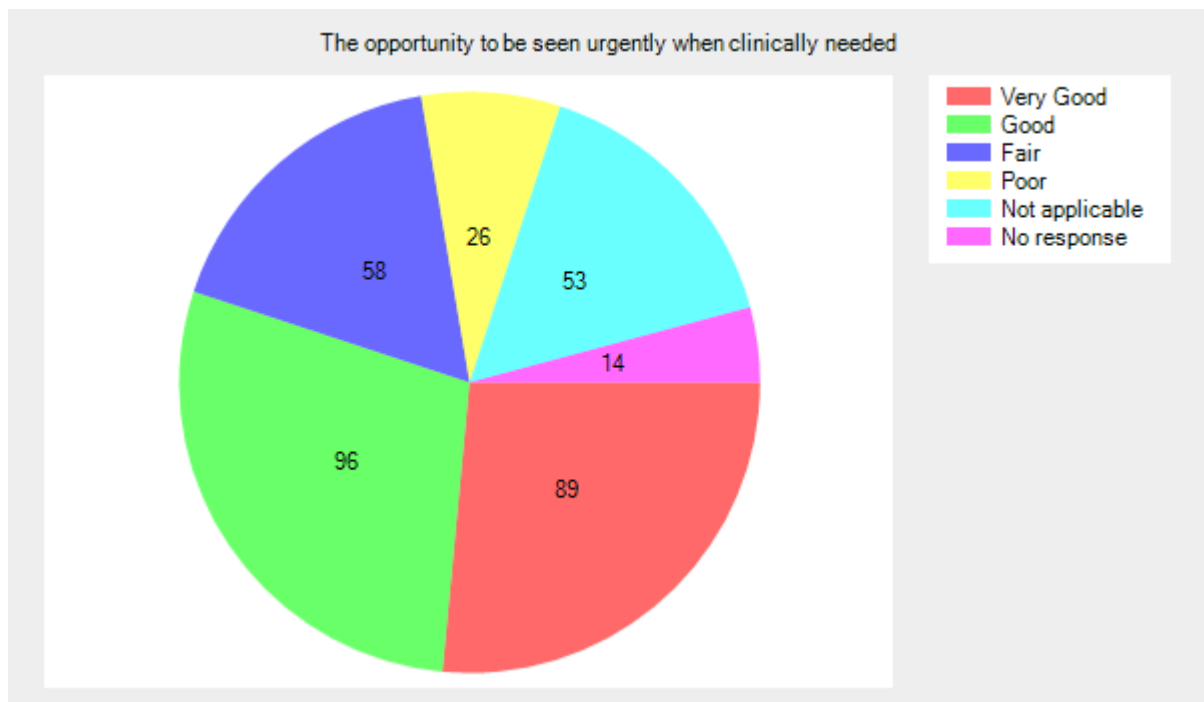
Opportunity of speaking to a doctor/nurse on the telephone when necessary

- Very Good - **71** (21.1%).
- Good - **76** (22.6%).
- Fair - **59** (17.6%).
- Poor - **19** (5.7%).
- Not applicable - **103** (30.7%).
- No response - **8** (2.4%).



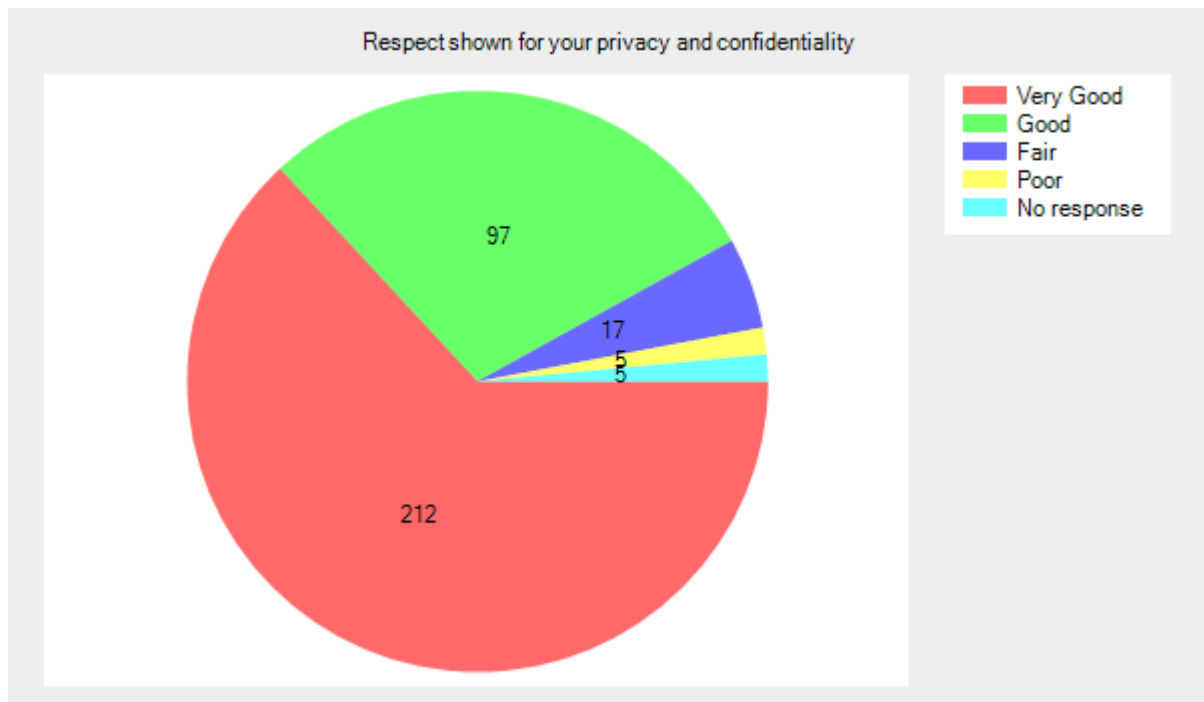
The opportunity to be seen urgently when clinically needed

- Very Good - **89** (26.5%).
- Good - **96** (28.6%).
- Fair - **58** (17.3%).
- Poor - **26** (7.7%).
- Not applicable - **53** (15.8%).
- No response - **14** (4.2%).



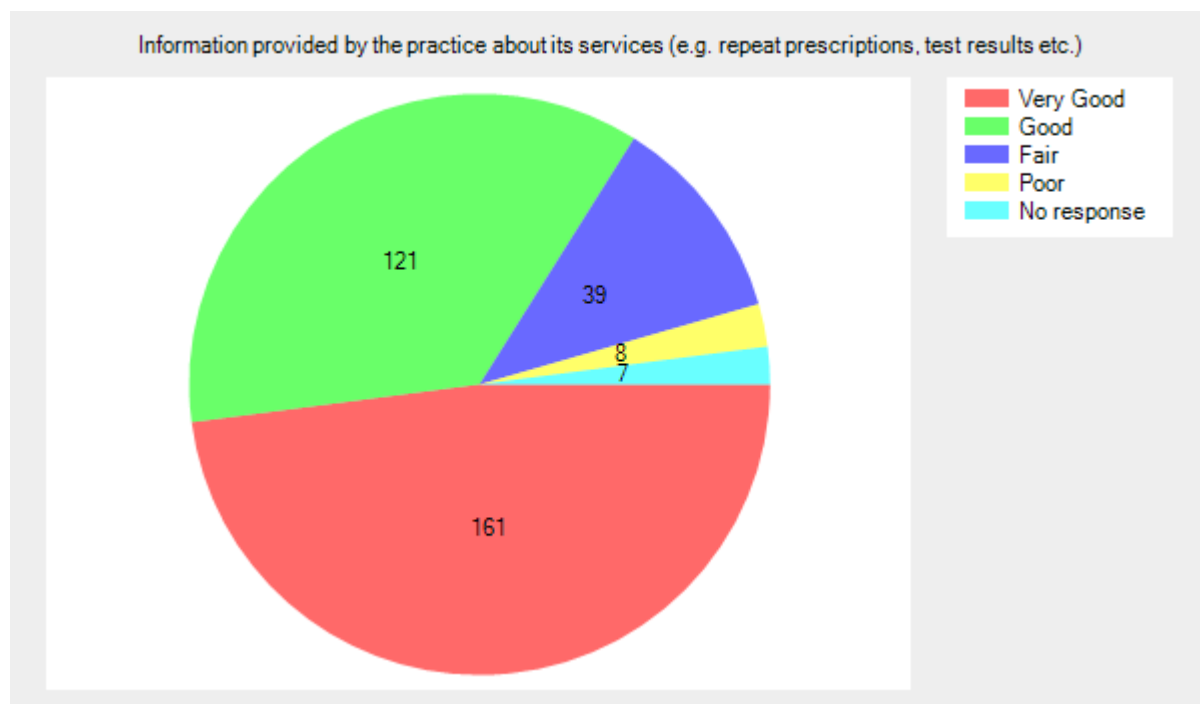
Respect shown for your privacy and confidentiality

- Very Good - **212** (63.1%).
- Good - **97** (28.9%).
- Fair - **17** (5.1%).
- Poor - **5** (1.5%).
- No response - **5** (1.5%).



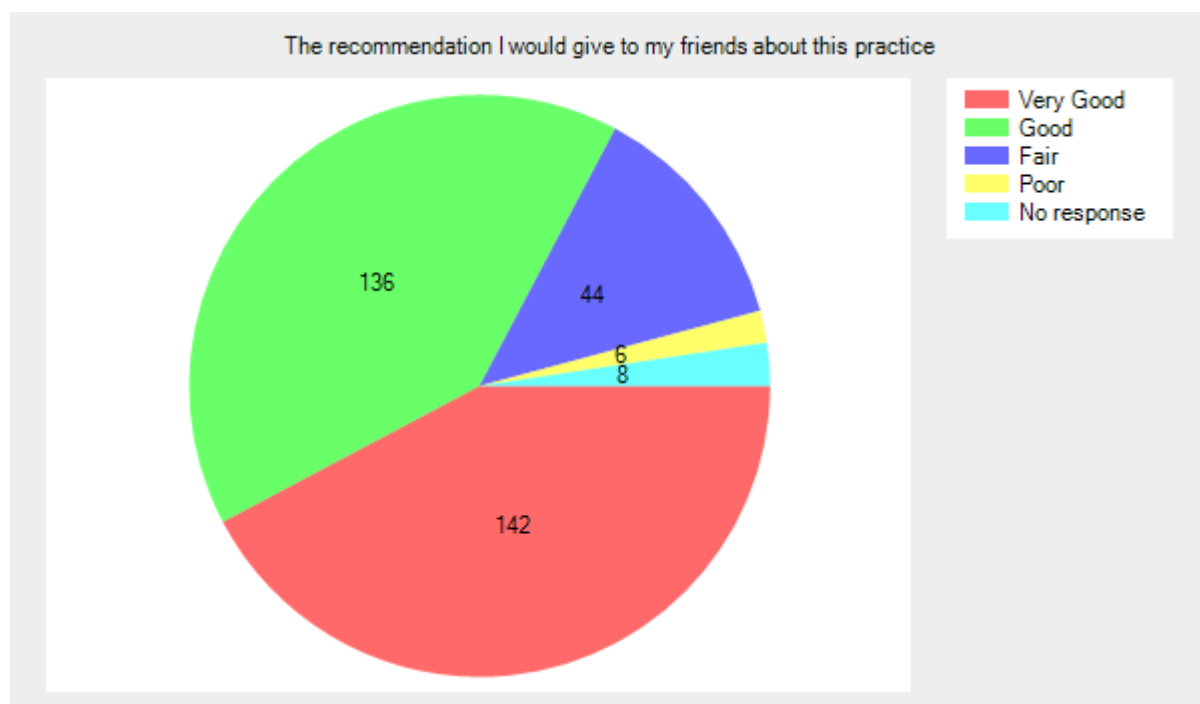
Information provided by the practice about its services (e.g. repeat prescriptions, test results etc.)

- Very Good - **161** (47.9%).
- Good - **121** (36.0%).
- Fair - **39** (11.6%).
- Poor - **8** (2.4%).
- No response - **7** (2.1%).



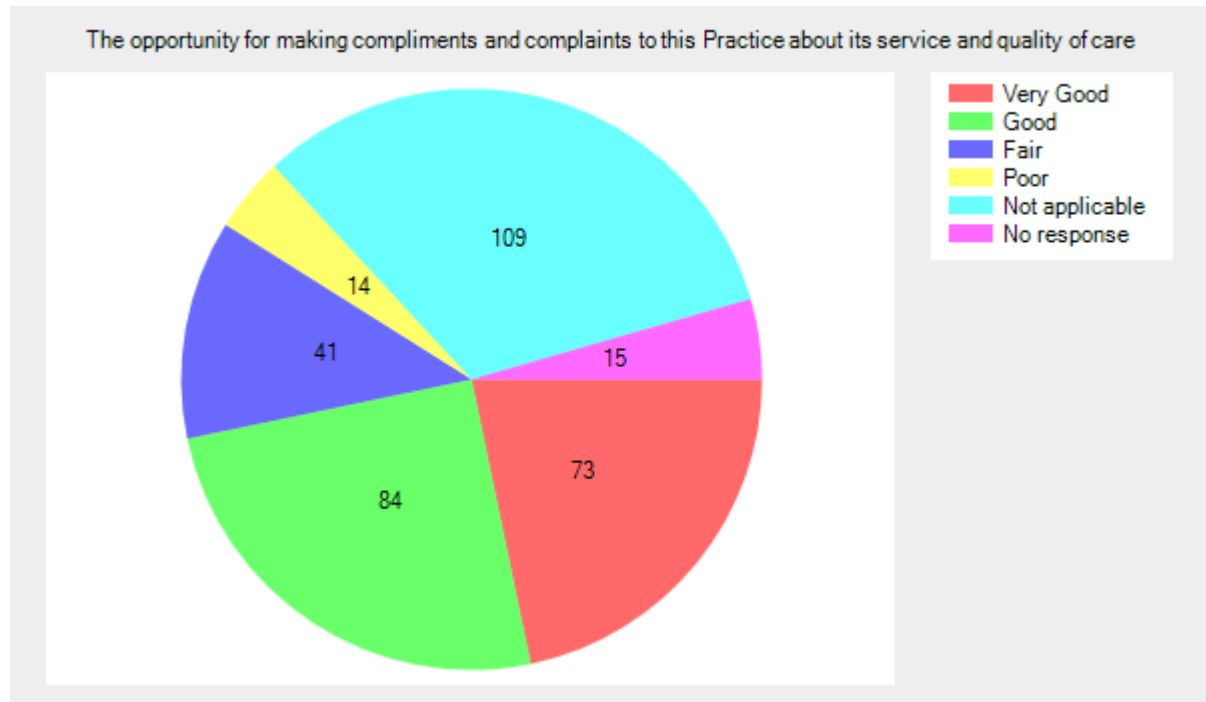
The recommendation I would give to my friends about this practice

- Very Good - **142** (42.3%).
- Good - **136** (40.5%).
- Fair - **44** (13.1%).
- Poor - **6** (1.8%).
- No response - **8** (2.4%).



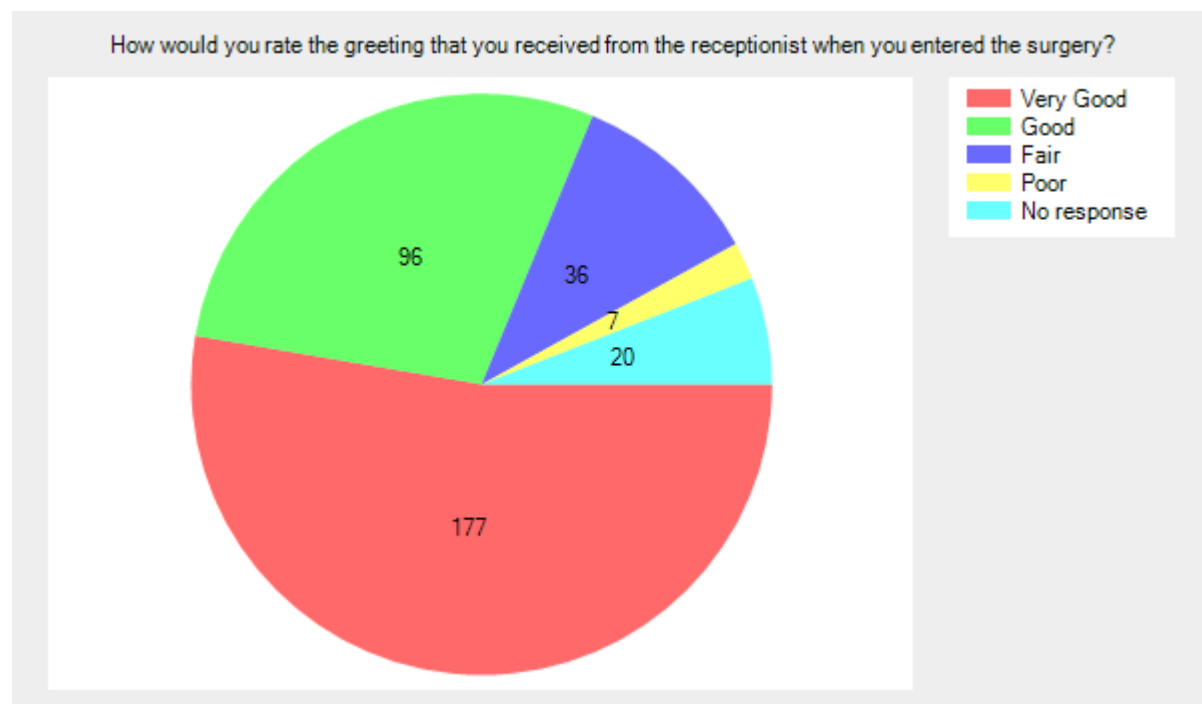
The opportunity for making compliments and complaints to this Practice about its service and quality of care

- Very Good - **73** (21.7%).
- Good - **84** (25.0%).
- Fair - **41** (12.2%).
- Poor - **14** (4.2%).
- Not applicable - **109** (32.4%).
- No response - **15** (4.5%).



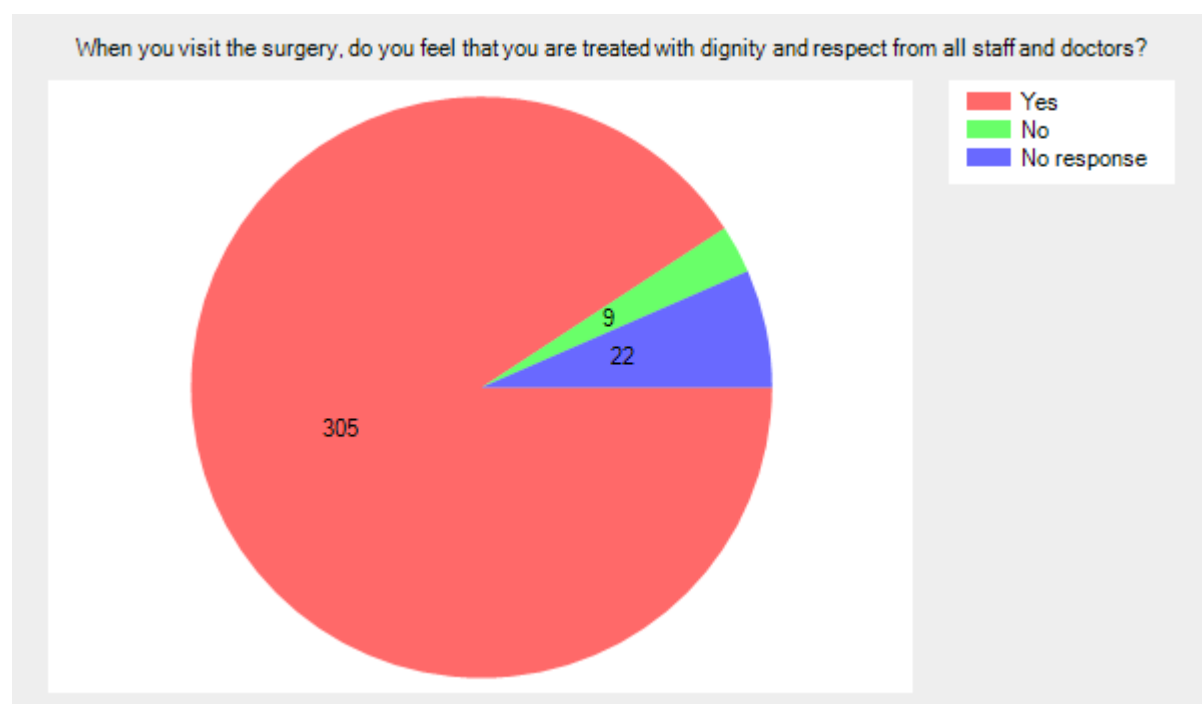
How would you rate the greeting that you received from the receptionist when you entered the surgery?

- Very Good - **177** (52.7%).
- Good - **96** (28.6%).
- Fair - **36** (10.7%).
- Poor - **7** (2.1%).
- No response - **20** (6.0%).



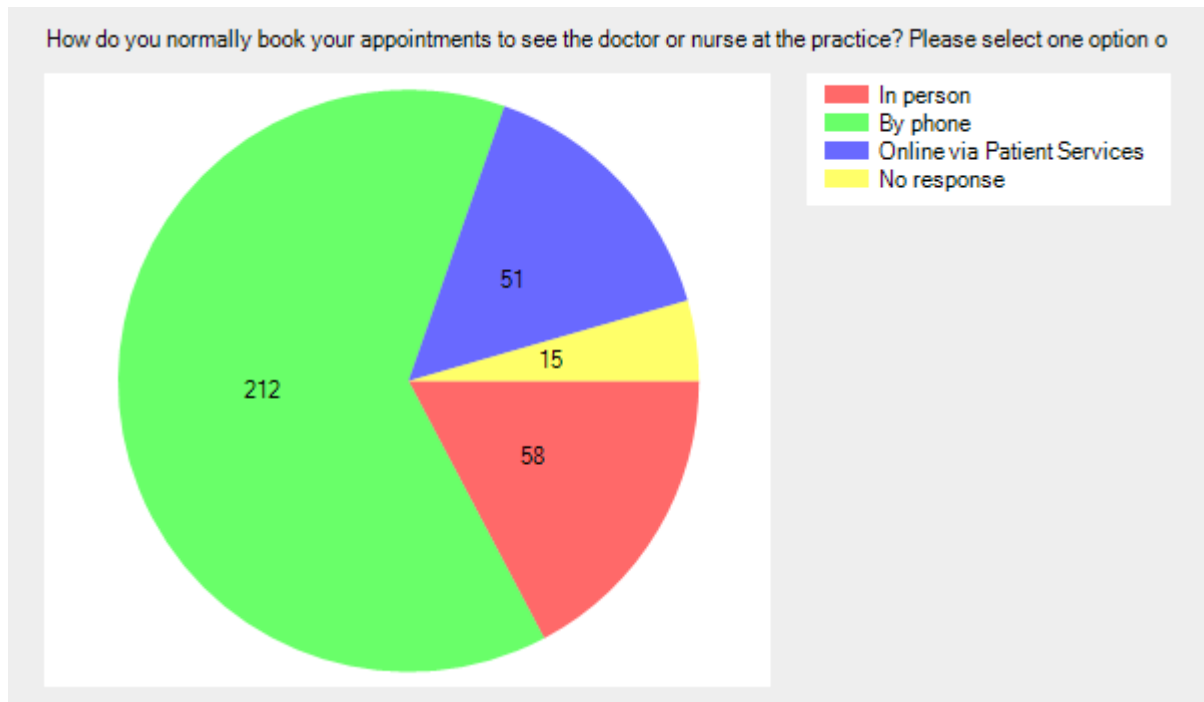
When you visit the surgery, do you feel that you are treated with dignity and respect from all staff and doctors?

- Yes - **305** (90.8%).
- No - **9** (2.7%).
- No response - **22** (6.5%).



How do you normally book your appointments to see the doctor or nurse at the practice? Please select one option only.

- In person - **58** (17.3%).
- By phone - **212** (63.1%).
- Online via Patient Services - **51** (15.2%).
- No response - **15** (4.5%).



How clean is the practice?

- Very clean - **295** (87.8%).
- Fairly clean - **27** (8.0%).
- Not very clean - **1** (0.3%).
- Not at all clean - **0** (0.0%).
- No response - **12** (3.6%).

How clean is the practice?

