

	Total
About Your Visit to the GP	
How good was the GP at	
Q1 Being polite and considerate?	
Very good	125
Good	26
Satisfactory	3
Poor	2
Very poor	0
Does not apply	0
	156
Q2 Giving you enough time?	
Very good	119
Good	30
Satisfactory	4
Poor	2
Very poor	0
Does not apply	1
	156
Q3 Assessing your medical condition?	
Very good	93
Good	45
Satisfactory	11
Poor	4
Very poor	0
Does not apply	3
	156
How good was the GP at:	
Q4 Explaining your condition and treatment?	
Very good	91
Good	52
Satisfactory	6
Poor	4
Very poor	1
Does not apply	2
	156
Q5 Involving you in decisions about your care?	
Very good	88
Good	50
Satisfactory	10
Poor	2
Very poor	1
No answer	5
	156

Q6 Providing or arranging treatment for you?	
Very good	99
Good	38
Satisfactory	10
Poor	0
Very poor	2
Does not apply	5
No answer	2
	156
Q7 Did you have confidence that the GP is honest and trustworthy?	
Yes, definitely	139
Yes, to some extent	11
No, not at all	3
Don't know / can't say	3
	156
Q8 Did you have confidence that the doctor will keep your information confidential?	
Yes, definitely	142
Yes, to some extent	3
No, not at all	4
Don't know / can't say	7
	156
About Receptionists and Appointments	
Q9 How helpful do you find the receptionists at your GP practice?	
Very helpful	125
Fairly helpful	27
Not very helpful	2
Not at all helpful	1
Don't know	1
	156
Q10 How easy is it to get through to someone at your GP practice on the phone?	
Very easy	33
Fairly easy	85
Not very easy	28
Not at all easy	6
Don't know	2
Haven't tried	2
	156
Q11 If you need to see a GP urgently, can you normally get seen on the same day?	
Yes	116
No	22
Don't know / never needed to	18
	156
Q12 How easy is it to book ahead in your practice?	
Very easy	59
Fairly easy	64
Not very easy	25
Not at all easy	4
Haven't tried	4
	156

Q13 How do you normally book your appointments at your practice? (please X all boxes that apply)	
In person	45
By phone	110
Online	44
	199
Thinking of times when you are willing to see any doctor:	
Q14 How quickly do you usually get seen?	
2-4 days	91
5 days or more	40
I don't usually need to be seen quickly	14
Don't know, never tried	11
	156
Thinking of your most recent consultation with a doctor or nurse	
Q15 How long did you wait for your consultation to start?	
Less than 5 minutes	25
5 – 10 minutes	61
11 – 20 minutes	40
21 – 30 minutes	19
More than 30 minutes	5
There was no set time for my consultation	4
Did not answer	2
	156
Q16 Is your GP practice currently open at times that are convenient to you?	
Yes	133
No	18
Did not answer	5
	156
Q17 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all	
Before 8am	5
At lunchtime	7
After 6.30pm	16
On a Saturday	25
On a Sunday	12
None of these	32
Did not answer	59
	156
Q18 Is there a particular GP you usually prefer to see or speak to?	
Yes	98
No (Go to Q20)	38
Did not answer	20
	156
Q19 How often do you see or speak to the GP you preferred?	
Always or almost always	34
A lot of the time	25
Some of the time	25
Never or almost never	3
Did not answer	69

How good was the Nurse you last saw at: (If you haven't seen a nurse in the last 6 months please go to Q25).	
Q20 Listening to you?	
Very good	73
Good	29
Satisfactory	2
Poor	0
Very poor	0
	104
Q21 Explaining your condition and treatment?	
Very good	65
Good	29
Satisfactory	6
Poor	0
Very poor	1
Did not answer	55
	156
Q22 Involving you in decisions about your care?	
Very good	59
Good	32
Satisfactory	9
Poor	0
Very poor	1
Did not answer	55
	156
Q23 Providing or arranging treatment for you?	
Very good	70
Good	22
Satisfactory	7
Poor	1
Very poor	0
Did not answer	56
	156
Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:	
Q24 Understand your health problems?	
Very well	118
Unsure	13
Not very well	4
Did not answer	21
	156
Q25 Cope with your health problems	
Very well	116
Unsure	9
Not very well	4
Did not answer	27
	156
Q26 Keep yourself healthy	
Very well	108

Unsure	25
Not very well	5
Did not answer	18
	156

Q27 Overall, how would you describe your experience of your GP surgery?	
Excellent	13
Very good	65
Good	35
Satisfactory	26
Poor	1
Very poor	1
Did not answer	15
	156
Q28 Would you recommend your GP surgery to someone who has just moved to your local area?	
Yes, definitely	101
Yes, probably	45
No, probably not	3
No, definitely not	1
Did not answer	6
	156
It will help us to understand your answers if you could tell us a little about yourself	
Q29 Are you ?	
Male	52
Female	101
Did not answer	3
	156
Q30 How old are you?	
Under 16	0
16 to 44	31
45 to 64	51
65 to 74	30
75 or over	41
Did not answer	3
	156