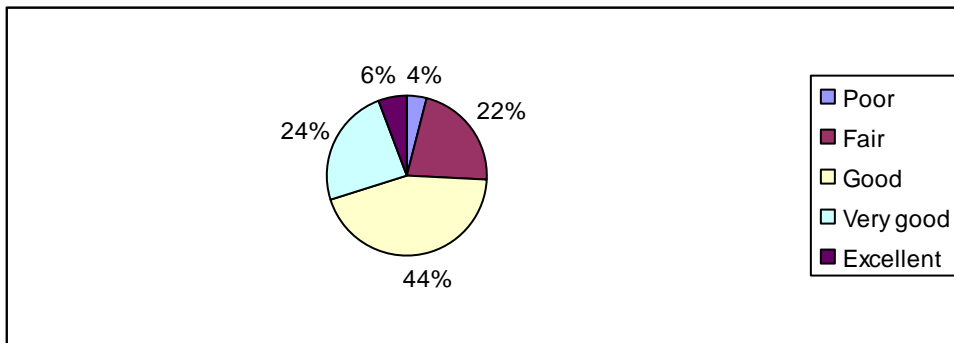


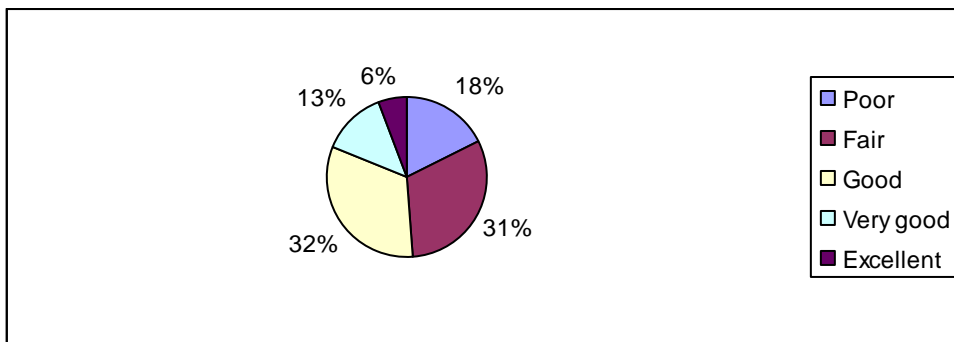
# 2014 Patient Survey Analysis

## SECTION 1 – About the Practice

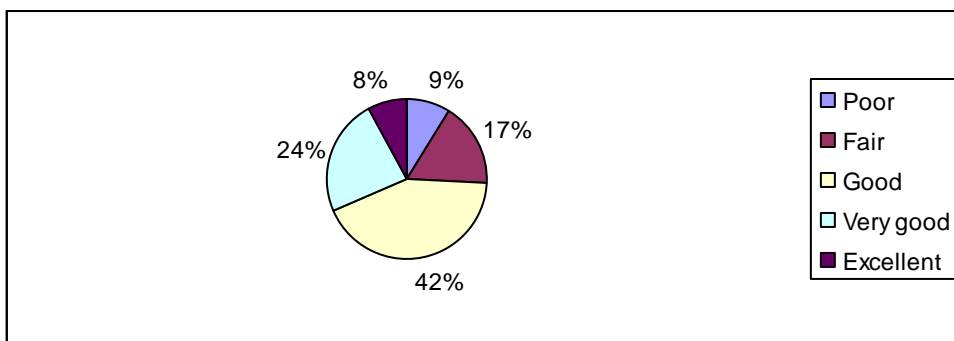
Q1. Level of satisfaction with the Practice's opening hours



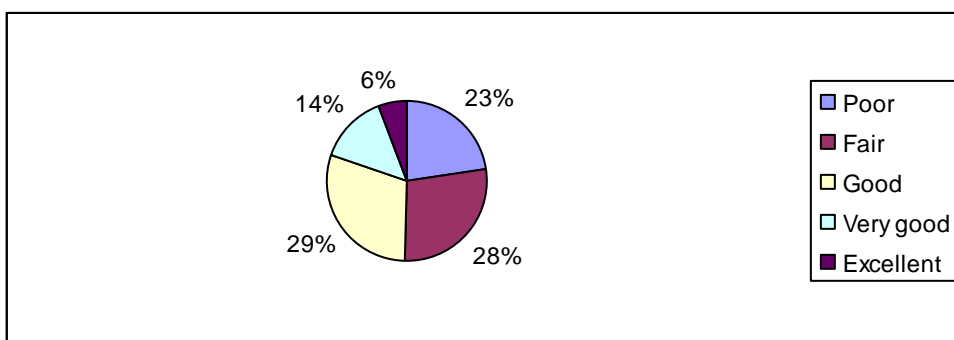
Q2. Ease of contacting the Practice on telephone



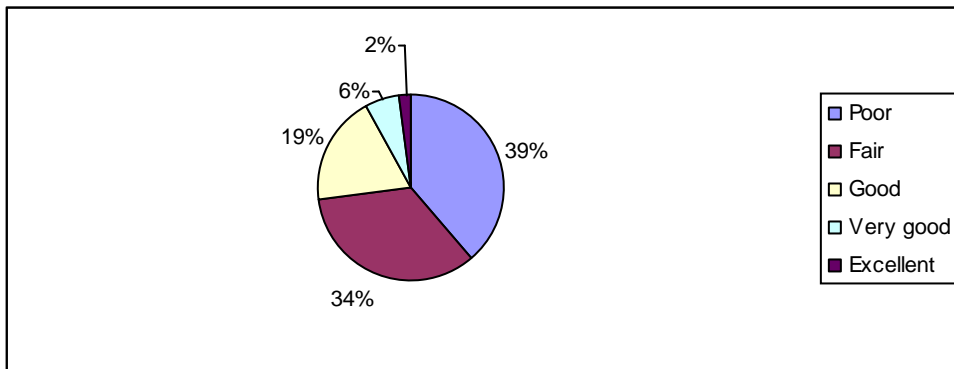
Q3. Satisfaction with the date and time arranged for your appointment



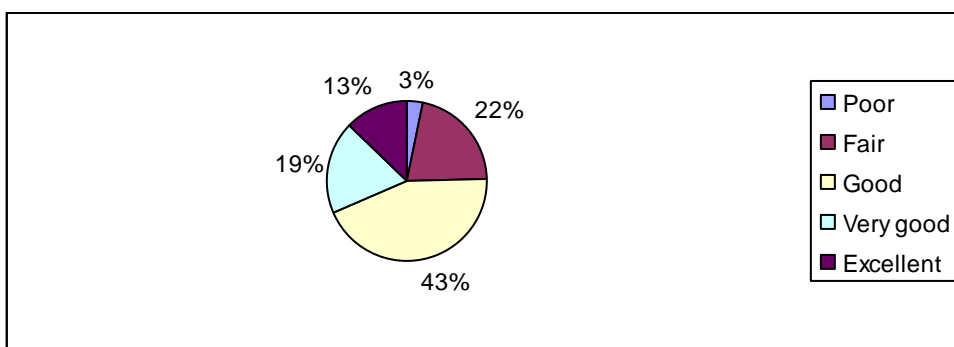
Q4. Chances of seeing a Doctor/Nurse within 48 hours



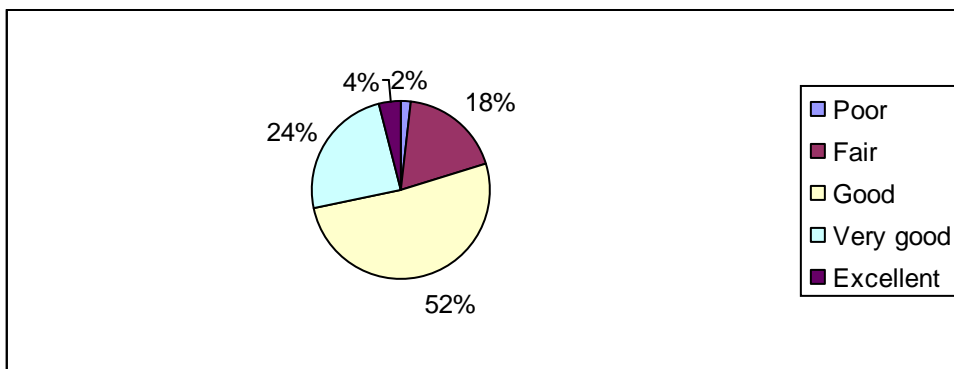
Q5. Chances of seeing a Doctor/Nurse of your choice



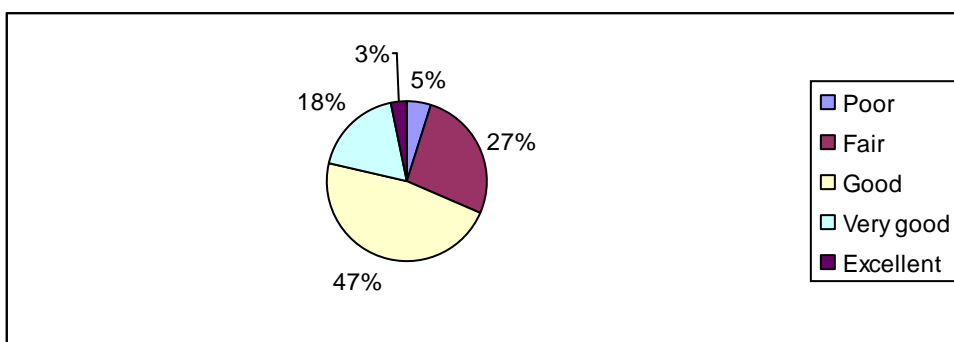
Q6. Opportunity of speaking to a Doctor/Nurse on the phone when necessary



Q7. Comfort level of the waiting room

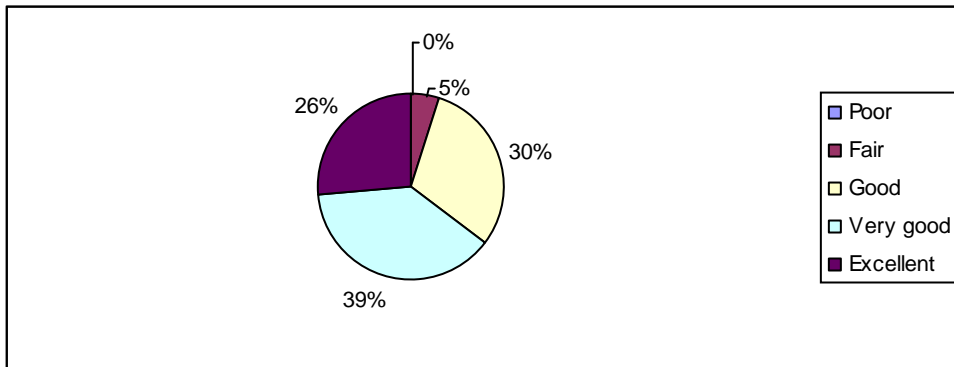


Q8. Length of waiting time in the Practice

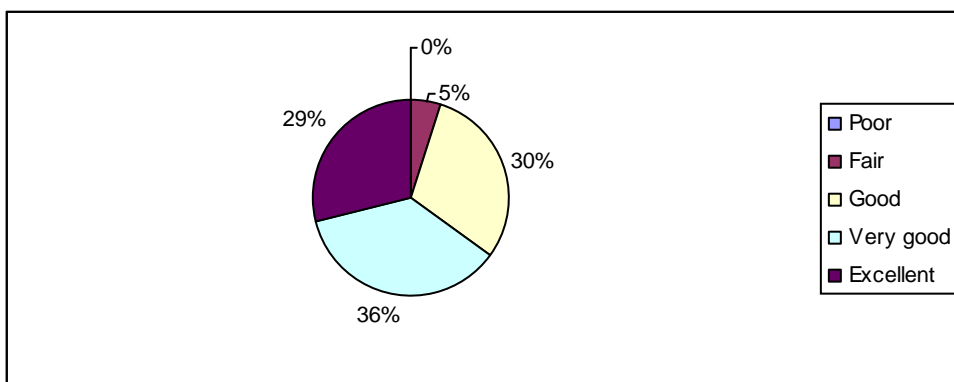


## SECTION 2 – About the Doctor/Nurse (whom you have just seen)

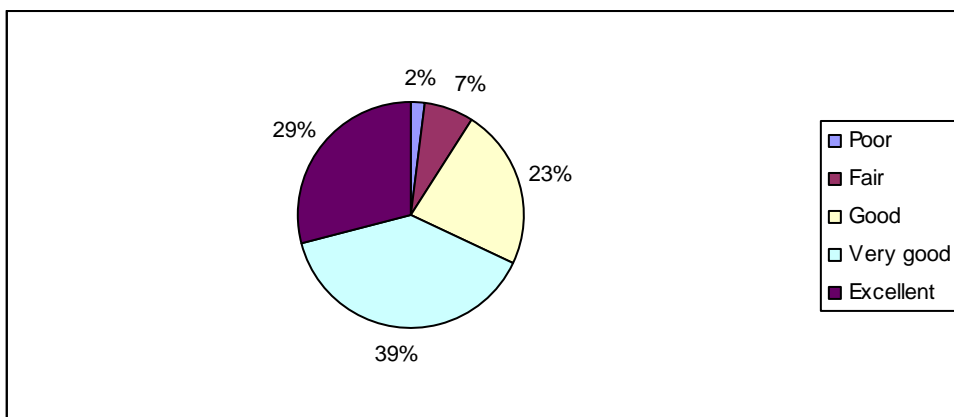
Q9. My overall satisfaction with this visit to the Doctor/Nurse was



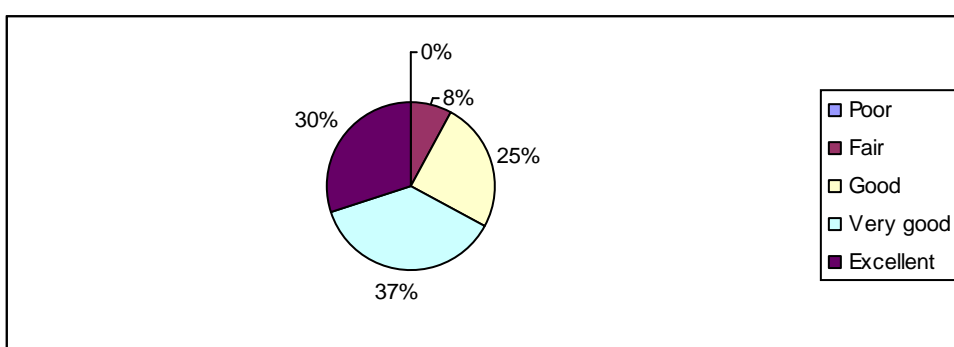
Q10. The warmth of the Doctor/Nurse's greeting to me was



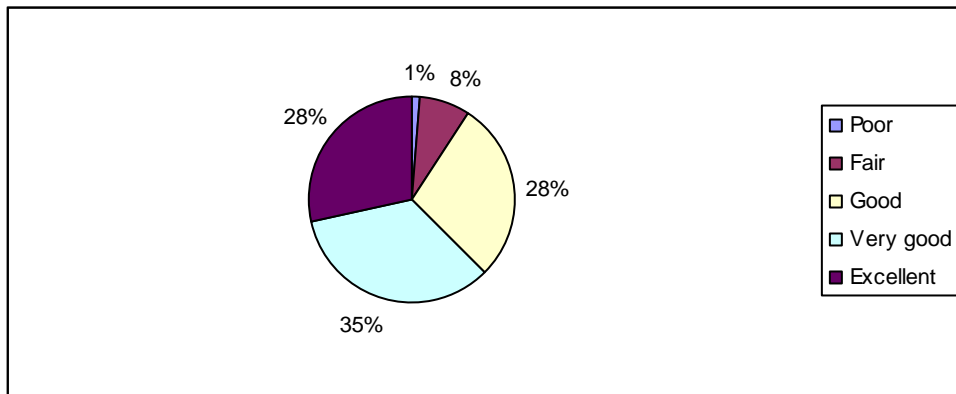
Q11. On the visit I would rate the Doctor/Nurse's ability to really listen to me as



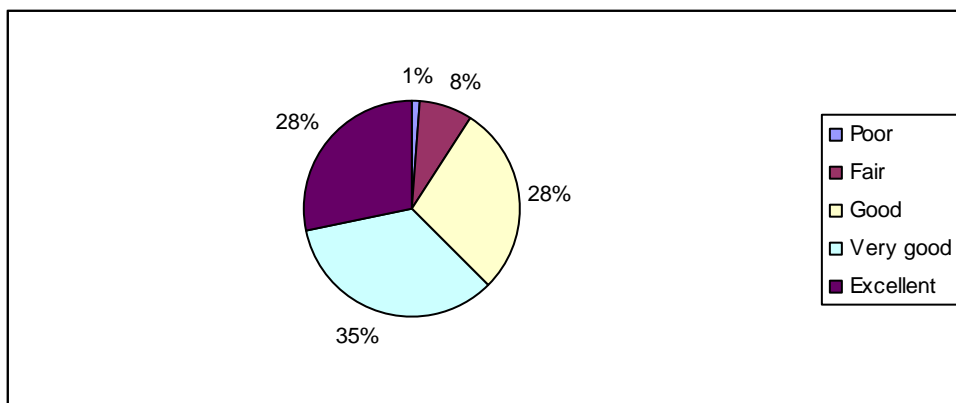
Q12. The Doctor/Nurse's explanation of things to me were



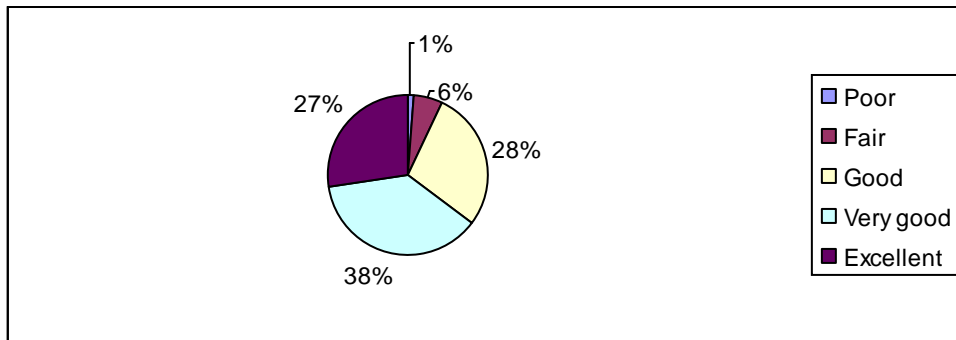
Q13. The extent to which I felt reassured by this Doctor/Nurse was



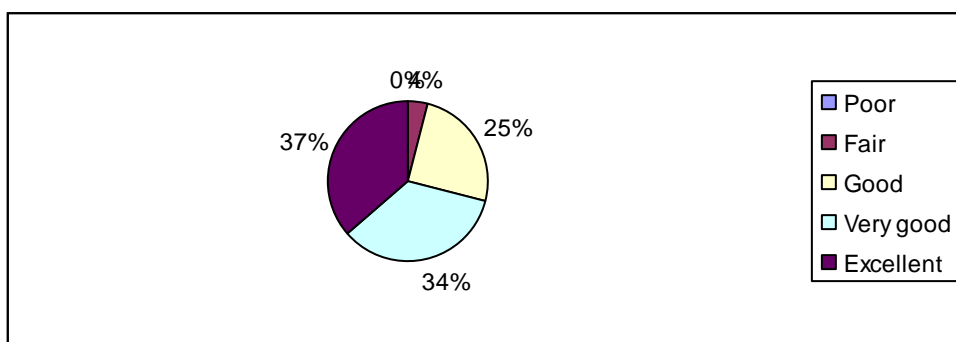
Q14. My Confidence in this Doctor/Nurse's ability is



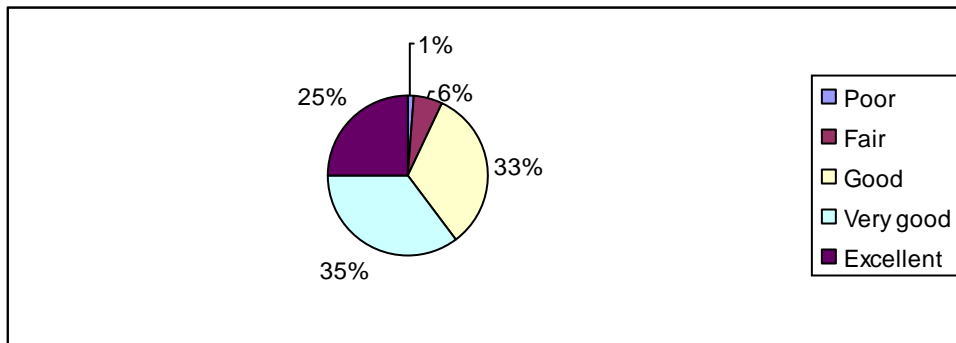
Q15. The opportunity this Doctor/Nurse gave me to express my concerns or fears was



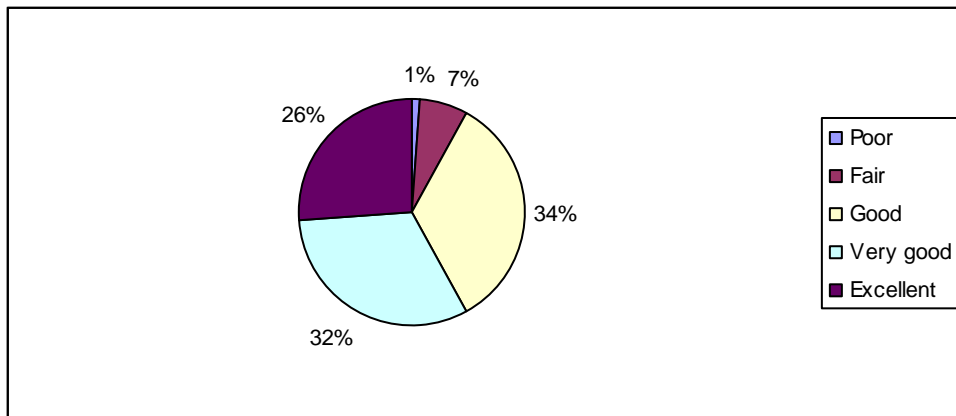
Q16. The respect shown to me by this Doctor/Nurse was



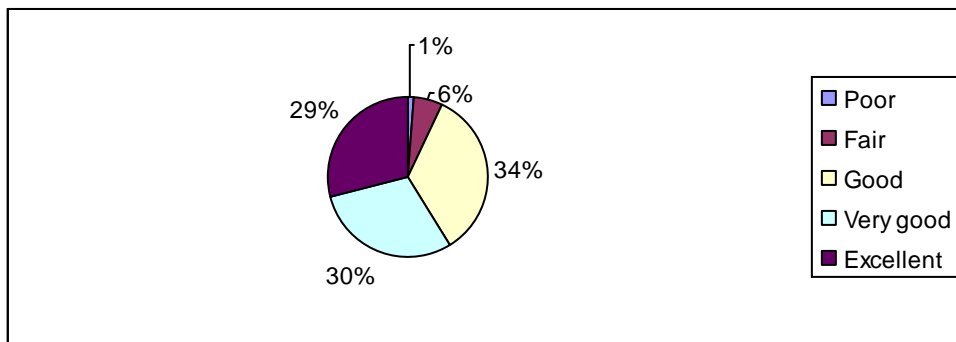
Q17. The amount of time given to me for this visit was



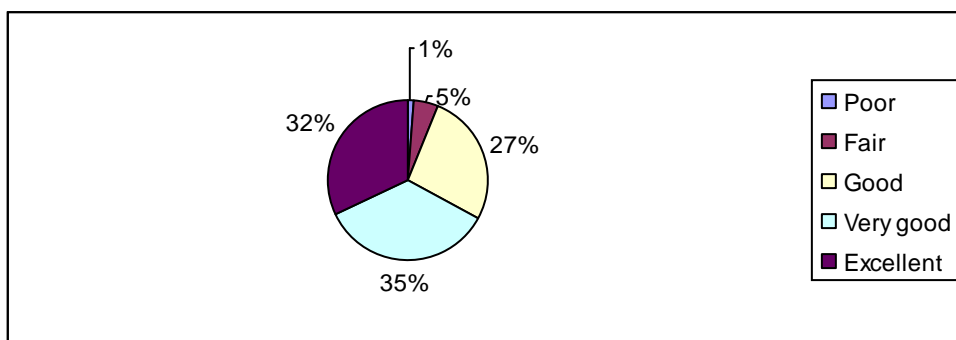
Q18. This Doctor/Nurse's concern for me as a person on this visit was



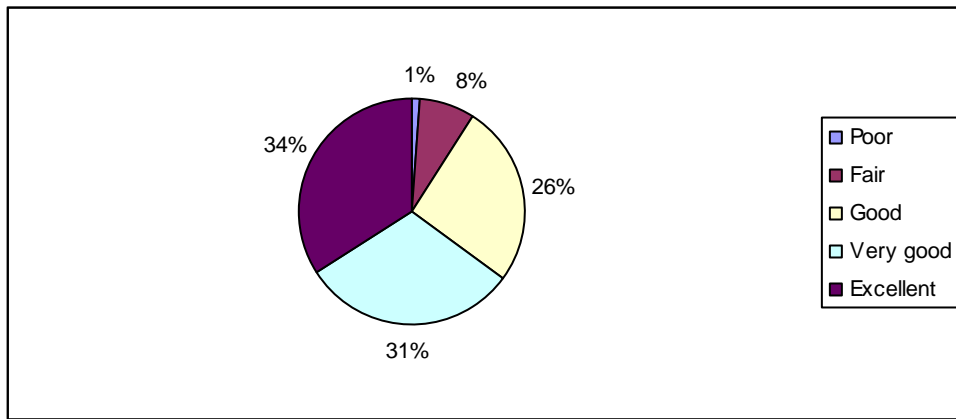
Q19. The Doctor/Nurse's concern for me as a person on this visit was



Q20. The extent to which the Doctor/Nurse helped me to take care of myself was

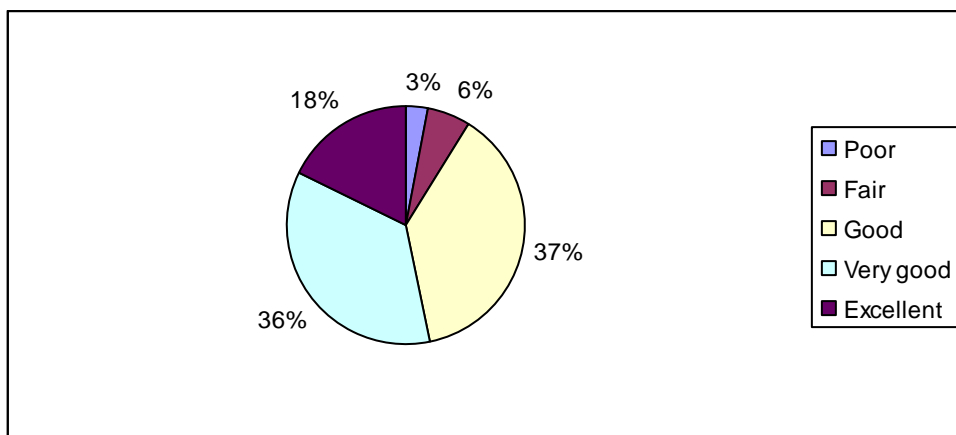


Q21. The recommendation I would give to my friends about this Doctor/Nurse would be

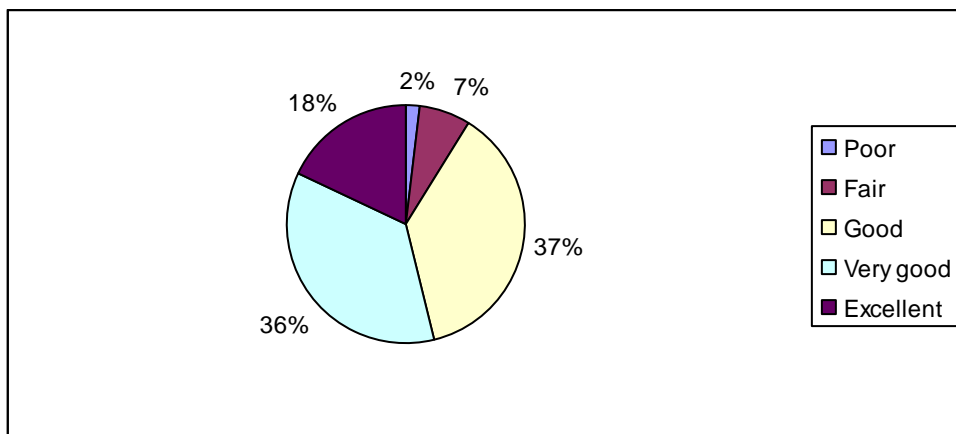


### SECTION 3 – About the staff

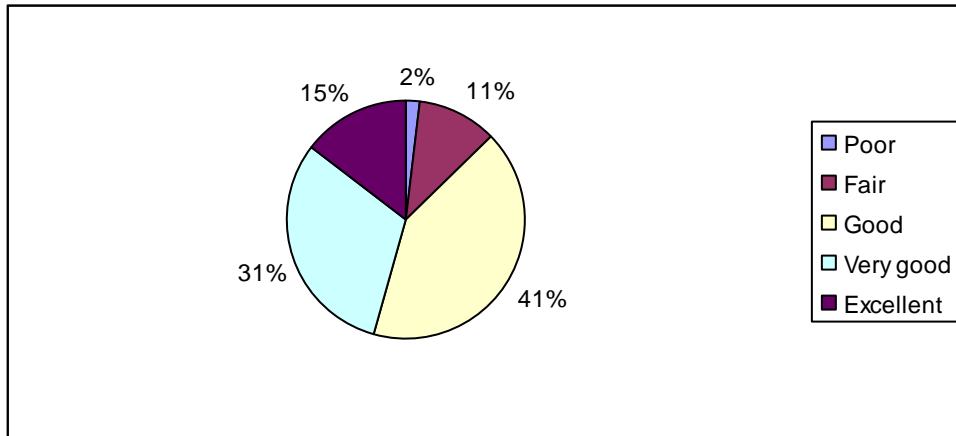
Q22. The manner in which you were treated by the reception staff was



Q23. The respect shown for your privacy and confidentiality was

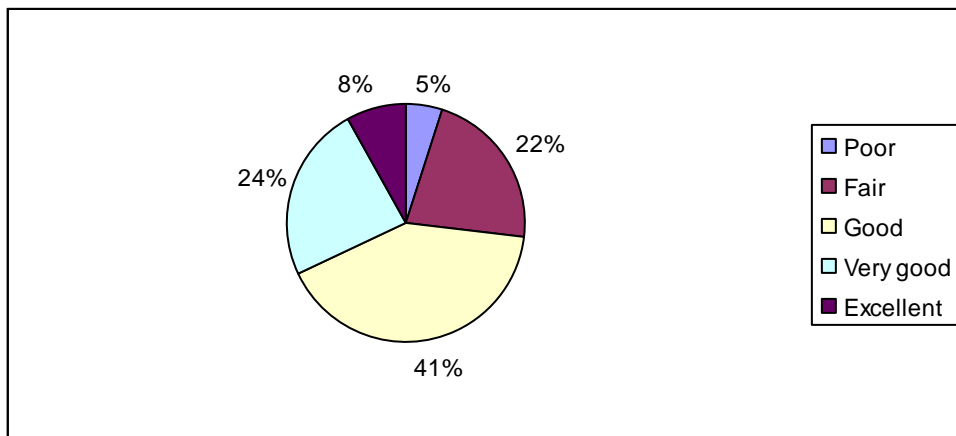


Q24. Information provided by the Practice about services was

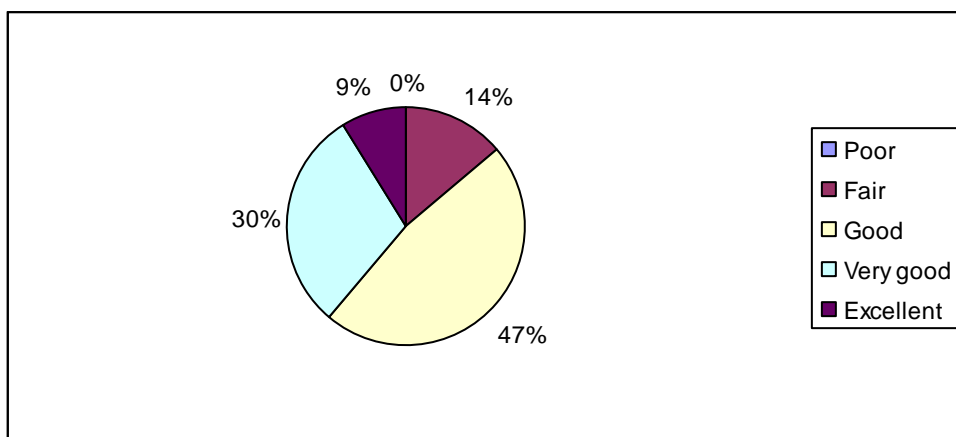


#### SECTION 4 - Finally

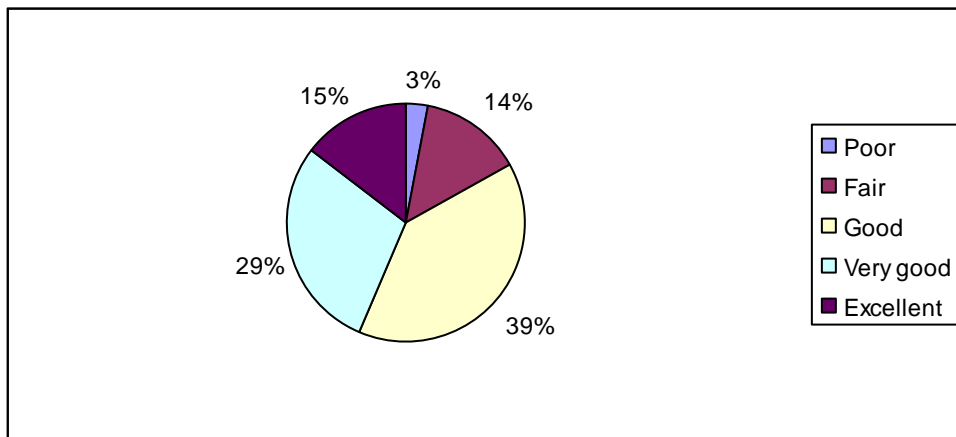
Q25. The opportunity for making compliments or complaints about services and quality of care was



Q26. The information provided about how to prevent illnesses and stay healthy was



Q27. The availability and administration of reminder systems for ongoing health checks is



Q28. The Practice's respect of your right to seek a second opinion was

