




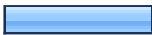











1. What do you think of the Apples opening hours?

		Response Percent	Response Count
Good, wide range of times		56.2%	109
Acceptable		30.9%	60
I would like you to open more Saturday mornings		18.0%	35
I would like you to open later in the evening, what time?		3.1%	6
I would like you to open earlier in the morning, what time?		0.5%	1
answered question			194
skipped question			3






2. How would you describe the wait for your GP or Nurse once you have arrived at The Apples

		Response Percent	Response Count
Acceptable		23.2%	45
Rarely have to wait		8.8%	17
There is sometimes a wait but i don't mind		64.4%	125
There is sometimes a wait and I do mind		7.7%	15
Unacceptable		1.0%	2
answered question			194
skipped question			3

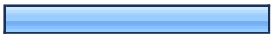
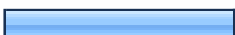
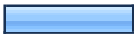

3. How easy is it to find parking at The Apples?

		Response Percent	Response Count
Extremely easy		14.1%	26
Very easy		31.5%	58
Moderately easy		44.0%	81
Slightly easy		3.3%	6
Not at all easy		7.1%	13
answered question			184
skipped question			13





4. How easy is it to order a repeat prescription by email, online or by telephone?

		Response Percent	Response Count
Extremely Easy		47.6%	81
Very Easy		29.4%	50
Moderately Easy		10.6%	18
Easy		8.8%	15
Can Be Difficult		4.1%	7
Very Difficult		0.0%	0
answered question			170
skipped question			27






5. How helpful are the staff in the Dispensary when you come to order or collect your Prescriptions?

		Response Percent	Response Count
Happy to do anything to help you		42.3%	60
Very Helpful		36.6%	52
Helpful and Polite		20.4%	29
Quite helpful but distracted		2.8%	4
Not very helpful		0.0%	0
answered question			142
skipped question			55

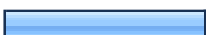

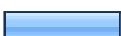

6. How quickly does your doctor's reception team help you when you need help?

		Response Percent	Response Count
Extremely quickly		25.3%	42
Very quickly		54.2%	90
Moderately quickly		19.3%	32
Slightly quickly		1.2%	2
Not at all quickly		0.0%	0
answered question			166
skipped question			31

7. How do you rate the atmosphere and service you receive on arrival at The Apples?

		Response Percent	Response Count
Extremely friendly		29.3%	51
Very friendly		52.3%	91
Moderately friendly		14.9%	26
Slightly friendly		2.9%	5
Not at all friendly		0.6%	1
answered question			174
skipped question			23

8. How friendly are your GP's reception staff?

		Response Percent	Response Count
Extremely friendly		32.0%	56
Very friendly		45.7%	80
Moderately friendly		18.3%	32
Slightly friendly		4.0%	7
Not at all friendly		0.0%	0
answered question			175
skipped question			22






9. How easy is it to get to speak to your GP by telephone?

		Response Percent	Response Count
Extremely easy		15.3%	27
Very easy		46.0%	81
Moderately easy		31.8%	56
Slightly easy		4.0%	7
Not at all easy		2.8%	5
answered question			176
skipped question			21





10. How easy is it to book an urgent appointment, within 48 hours, with ANY GP at the Apples when you're ill?

		Response Percent	Response Count
Extremely easy		29.0%	51
Very easy		40.9%	72
Moderately easy		23.3%	41
Slightly easy		5.1%	9
Not at all easy		1.7%	3
answered question			176
skipped question			21





11. How easy is it to book a routine appointment in advance with YOUR GP at the Apples?

		Response Percent	Response Count
Extremely easy		32.0%	58
Very easy		43.1%	78
Moderately easy		19.9%	36
Slightly easy		3.9%	7
Not at all easy		1.1%	2
answered question			181
skipped question			16






12. How easy is it to book an appointment with a Practice Nurse or Health Care Assistant at the Apples?

		Response Percent	Response Count
Extremely easy		31.9%	58
Very easy		54.9%	100
Moderately easy		12.1%	22
Slightly easy		1.1%	2
Not at all easy		0.0%	0
answered question			182
skipped question			15





13. During a typical consultation with your GP, does your doctor spend too much time with you, too little time with you, or about the right amount of time with you?

		Response Percent	Response Count
Much too much		0.0%	0
Somewhat too much		0.0%	0
Slightly too much		0.0%	0
About the right amount		92.4%	158
Slightly too little		5.8%	10
Somewhat too little		1.2%	2
Much too little		0.6%	1
answered question			171
skipped question			26






14. How well does your GP listen to you about your problem(s)?

		Response Percent	Response Count
Extremely well		40.1%	69
Very well		45.9%	79
Moderately well		12.8%	22
Slightly well		0.6%	1
Not at all well		0.6%	1
answered question			172
skipped question			25





15. How helpful is your GP at explaining your medical condition(s)?

		Response Percent	Response Count
Extremely helpful		38.4%	66
Very helpful		51.7%	89
Moderately helpful		8.1%	14
Slightly helpful		1.7%	3
Not at all helpful		0.0%	0
answered question			172
skipped question			25






16. How helpful is the information you find in our Waiting Room?

		Response Percent	Response Count
Extremely helpful		13.7%	23
Very helpful		47.0%	79
Moderately helpful		32.7%	55
Slightly helpful		5.4%	9
Not at all helpful		1.2%	2
answered question			168
skipped question			29






17. How much do you trust your GP to make medical decisions that are in your best interests?

		Response Percent	Response Count
A great deal		54.4%	98
A lot		33.3%	60
A moderate amount		11.1%	20
A little		1.1%	2
Not at all		0.0%	0
answered question			180
skipped question			17

18. Overall, are you satisfied with your GP?

		Response Percent	Response Count
Extremely satisfied		46.7%	85
Very satisfied		41.8%	76
Moderately satisfied		7.7%	14
Neither satisfied nor dissatisfied		2.7%	5
Moderately dissatisfied		1.1%	2
Very dissatisfied		0.0%	0
Extremely dissatisfied		0.0%	0
answered question			182
skipped question			15

19. How likely are you to recommend your GP or The Apples to family or friends?

		Response Percent	Response Count
Extremely likely		46.1%	83
Very likely		40.6%	73
Moderately likely		9.4%	17
Slightly likely		2.8%	5
Not at all likely		1.1%	2
answered question			180
skipped question			17

20. Any Other Comments or Suggestions?

	Response Count
	42
answered question	42
skipped question	155