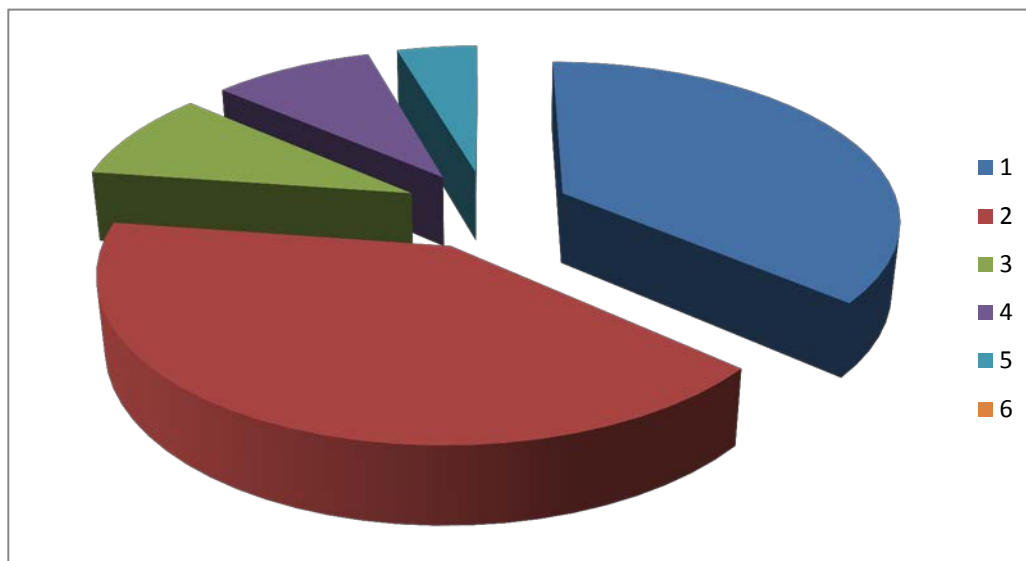


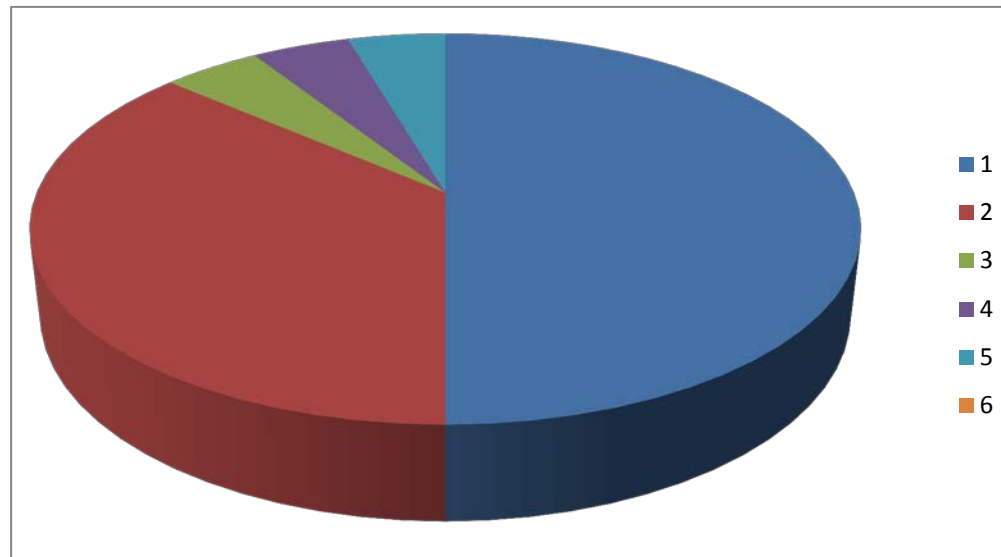
Question 1

How was the GP?		Very Good	Good	Satisfactory	Poor	Very Poor	Does Not Apply
Putting you at ease?		8	9	2	2	1	0



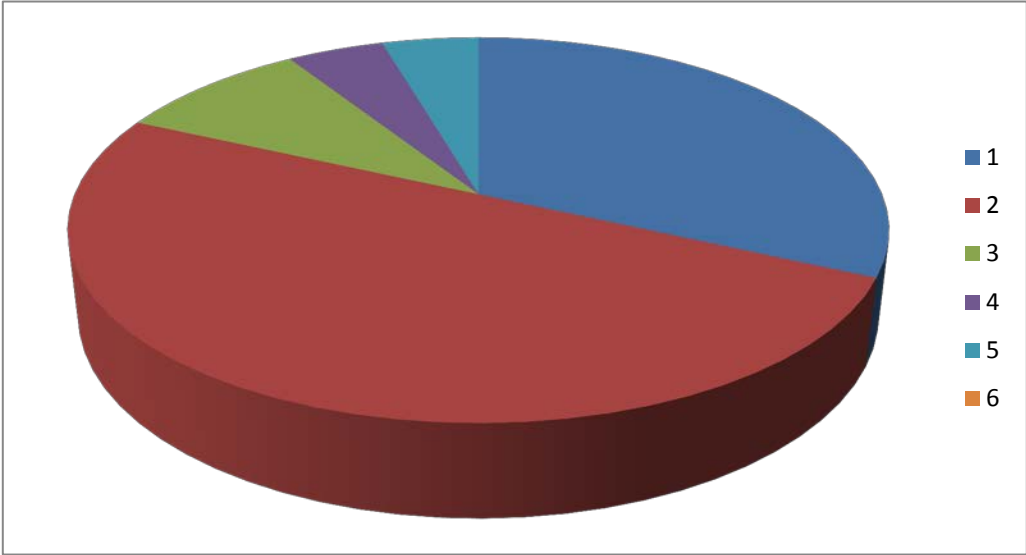
Question 2

		Very Good	Good	Satisfactory	Poor	Very Poor	Does Not Apply
How was the GP?							
Being Polite & Considerate?		11	8	1	1	1	0



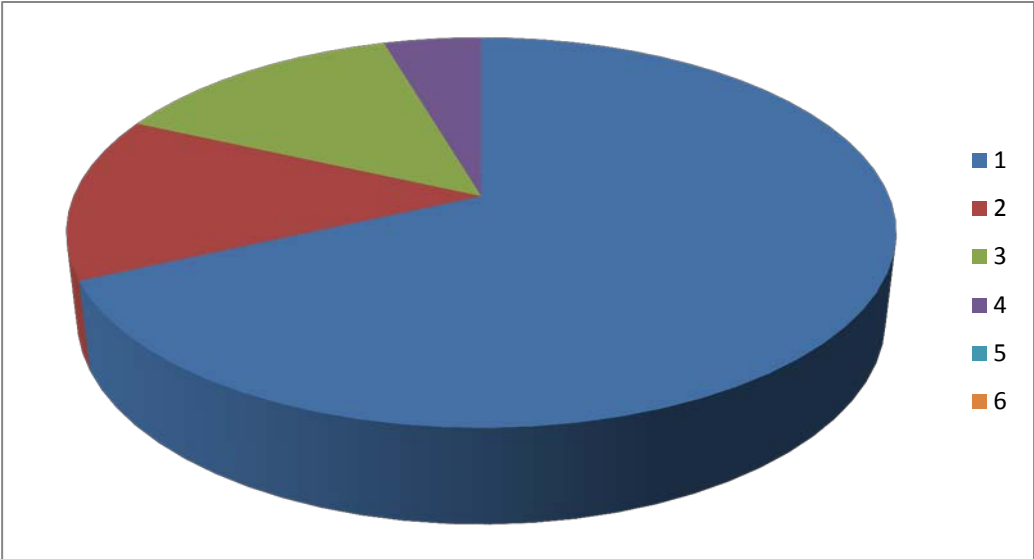
Question 3

How was the GP?		Very Good	Good	Satisfactory	Poor	Very Poor	Does Not Apply
Listening to you		7	11	2	1	1	0



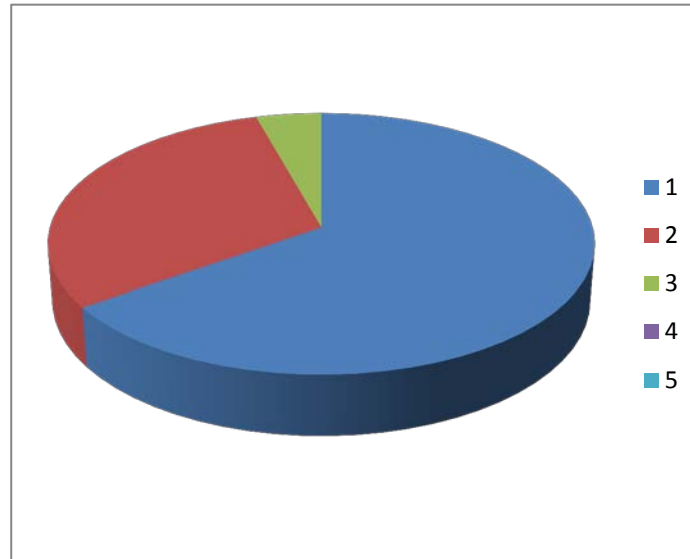
Question 4

How was the GP?		Very Good	Good	Satisfactory	Poor	Very Poor	Does Not
Giving you enough time?		15	3	3	1	0	0



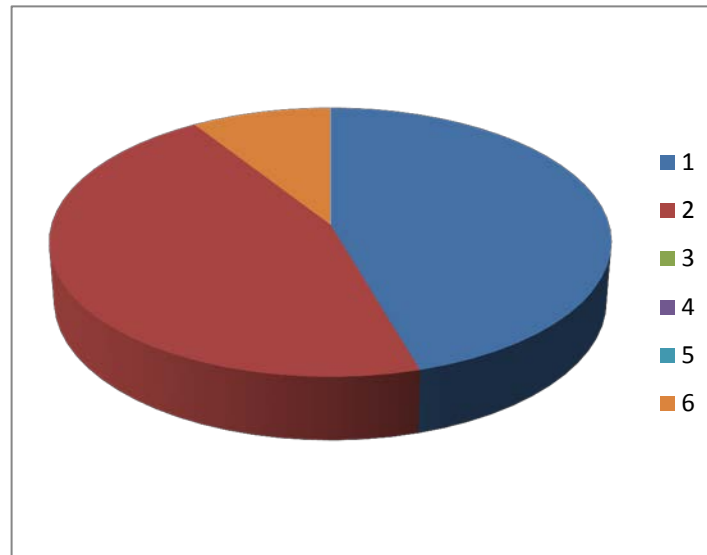
Question 5

		Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know
How Helpful do you find the receptionist at your GP practice?		15	7	1	0	0



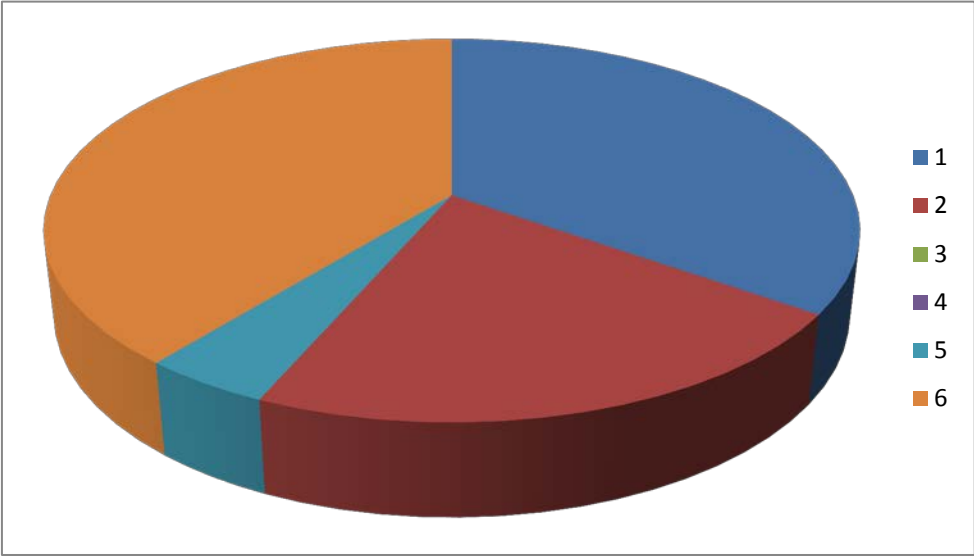
Question 6

		Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
How easy is it to get through to someone at your GP practice on the phone?		10	10	0	0	0	2



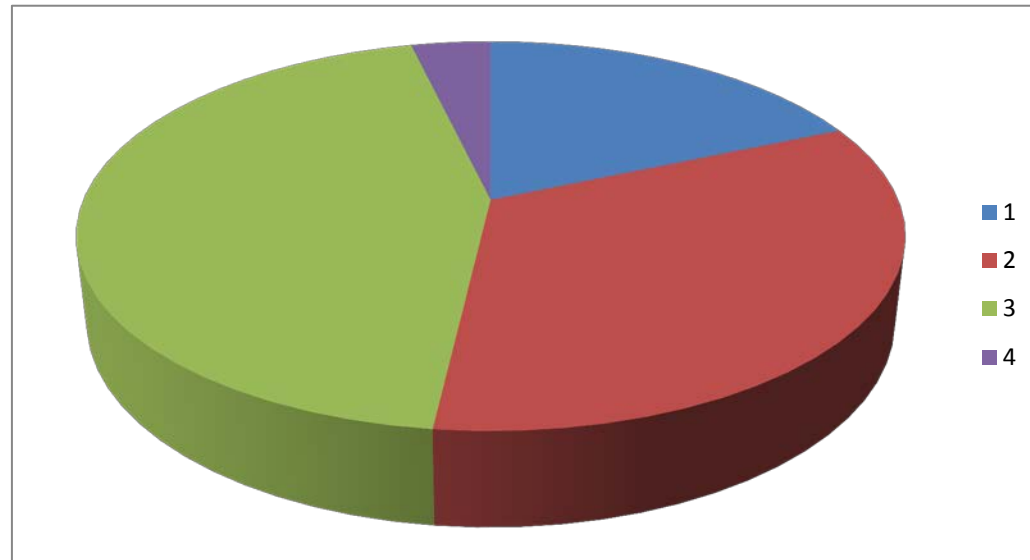
Question 7

		Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
How easy is it to speak to a doctor or nurse on the phone at The Haven Practice?		8	5	0	0	1	9



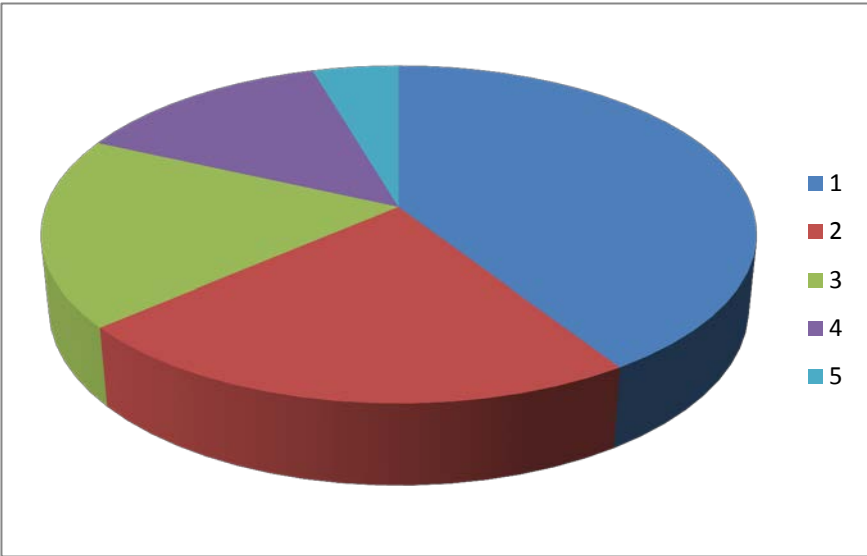
Question 8

		In person	By phone	Patient Access	Doesn't apply
How do you normally book your appointments at The Haven?		5	9	12	1



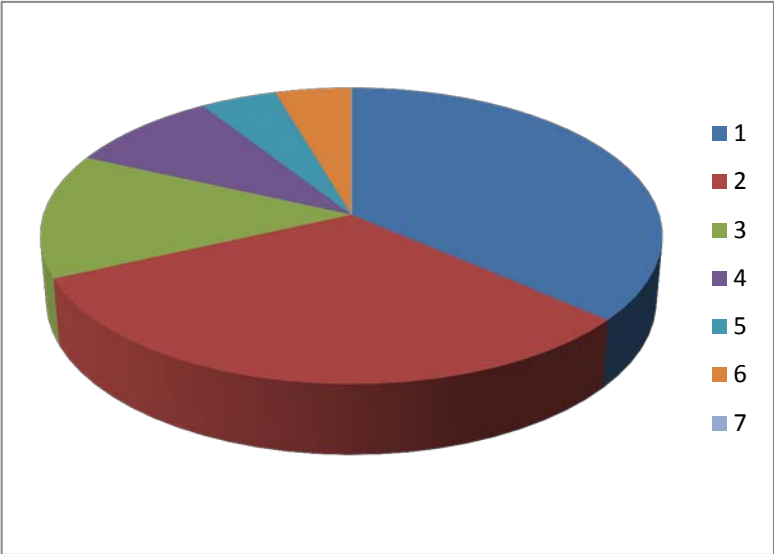
Question 9

		Same day or next day	2-4 days	5 days or more	Doesn't usually need to be seen quickly	Don't know never tried
How quickly do you usually get seen?		9	5	4	3	1



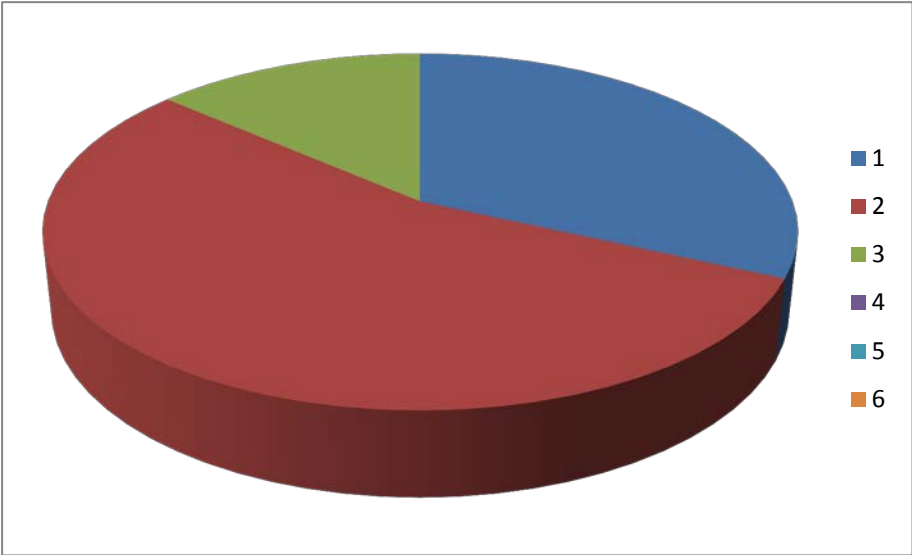
Question 10

		Excellent	Very Good	Good	Satisfactory	Poor	Very Poor	Doesn't Apply
How do you rate how quickly you were seen?		8	7	3	2	1	1	0



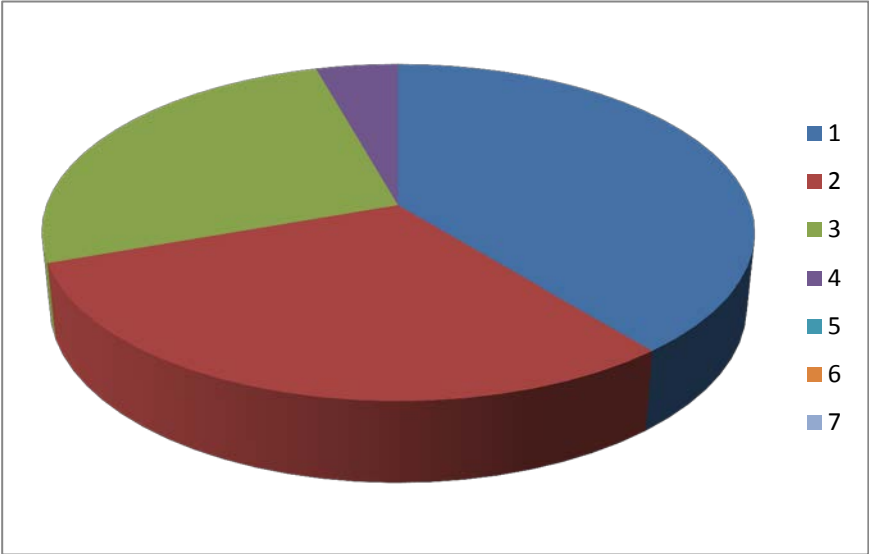
Question 11

		less than 5 minutes	5-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes	There was no set time for my consultation
How long did you wait for your consultation to start?		7	12	3	0	0	0



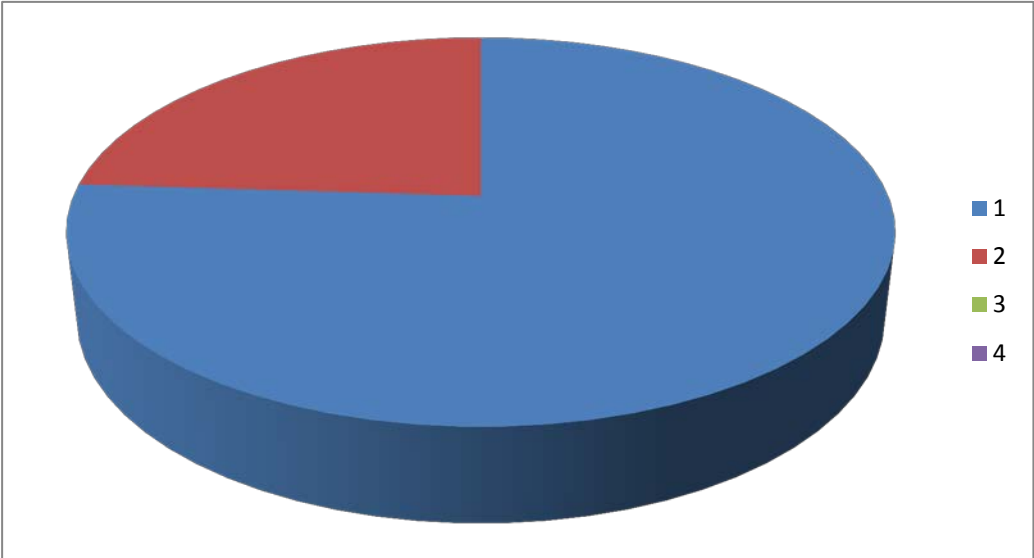
Question 12

		Excellent	Very Good	Good	Satisfactory	Poor	Very Poor	Doesn't Apply
How do you rate how ling you waited?		9	7	6	1	0	0	0



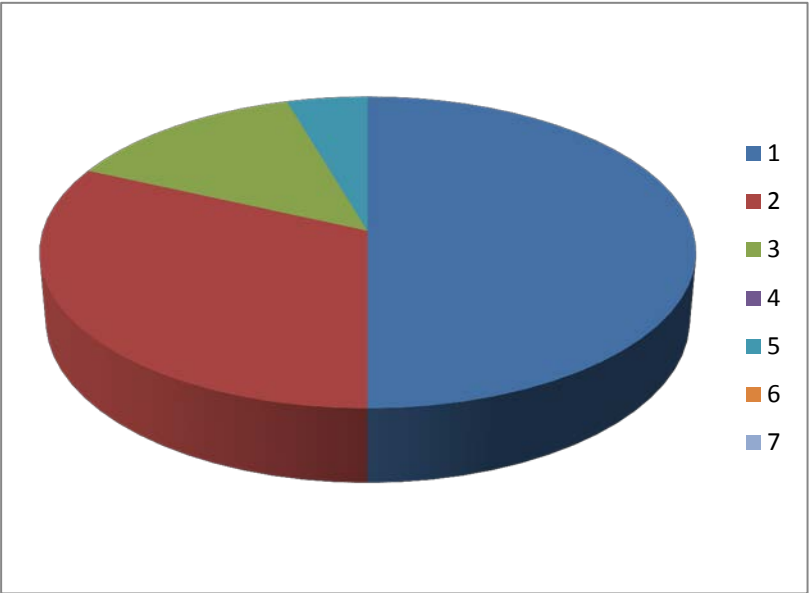
Question 13

The practice help you to:		Very Well	Unsure	Not very well	Doesn't Apply
Understand your health problems?		19	6	0	0



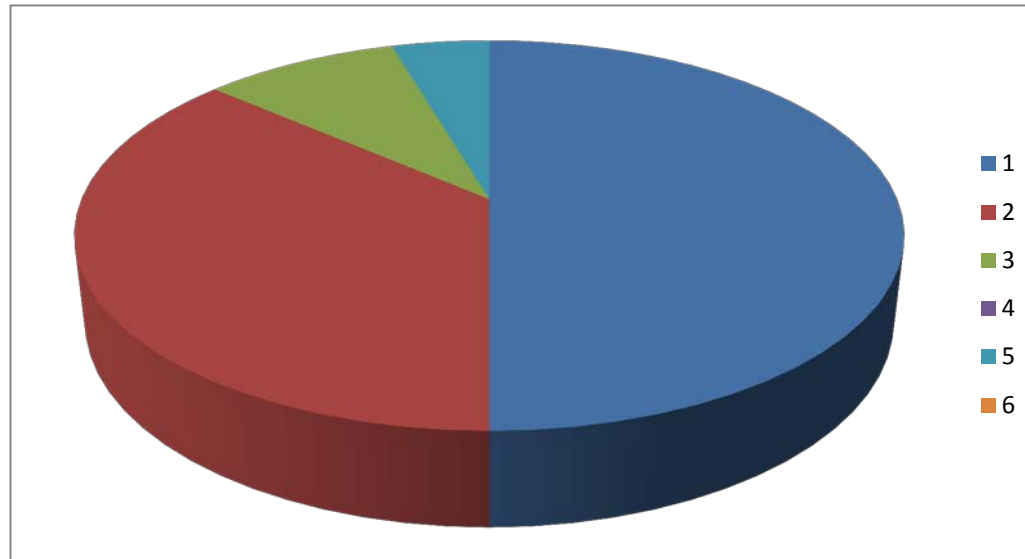
Question 14

		Excellent	Very Good	Good	Satisfactory	Poor	Very Poor	Doesn't Apply
Overall, how would you describe your experience of you GP at The Haven?		11	7	3	0	1	0	0



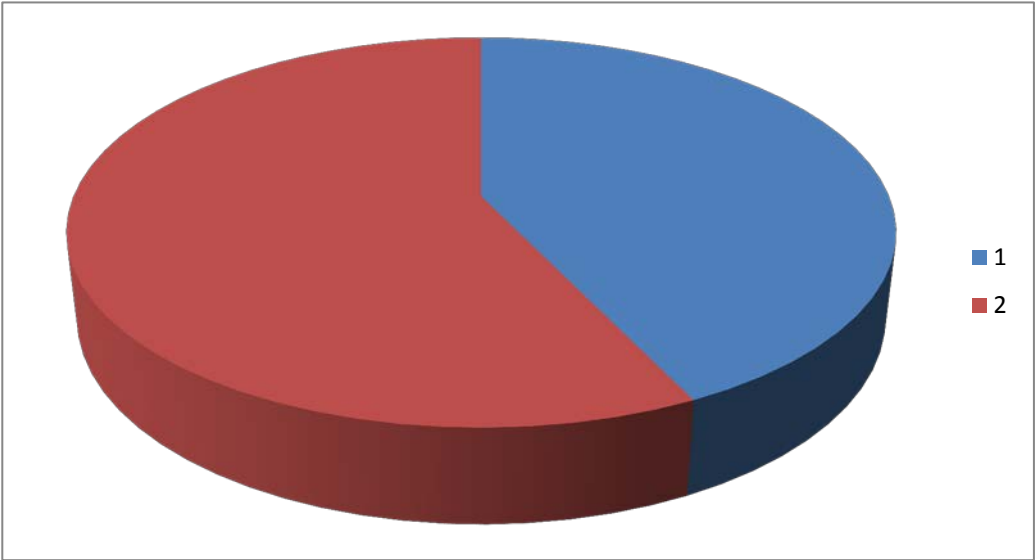
Question 15

		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't Know
How likely are you to recommend your GP Surgery to friends and family if they need similar care or treatment?		11	8	2	0	1	0



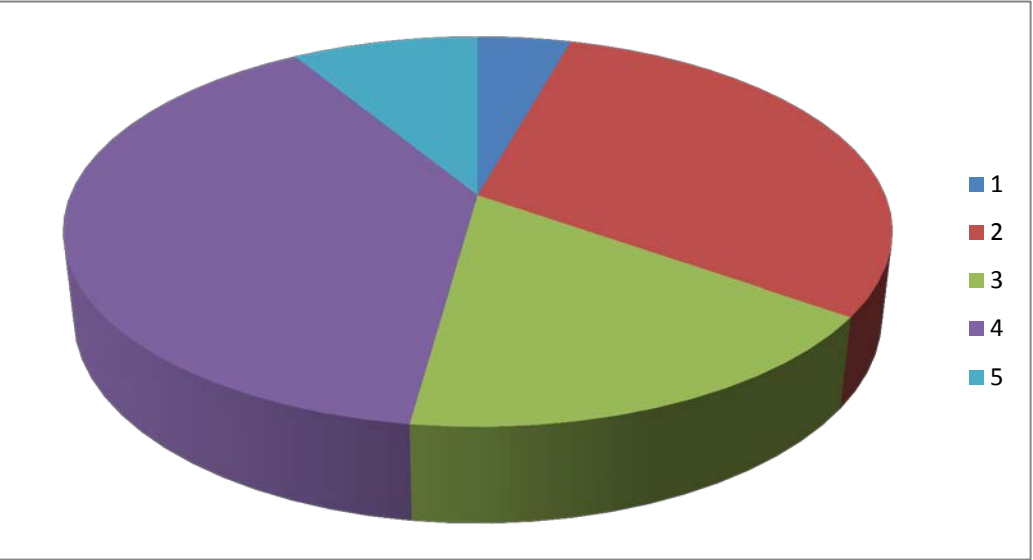
Question 16

	Male	Female
Gender	9	12



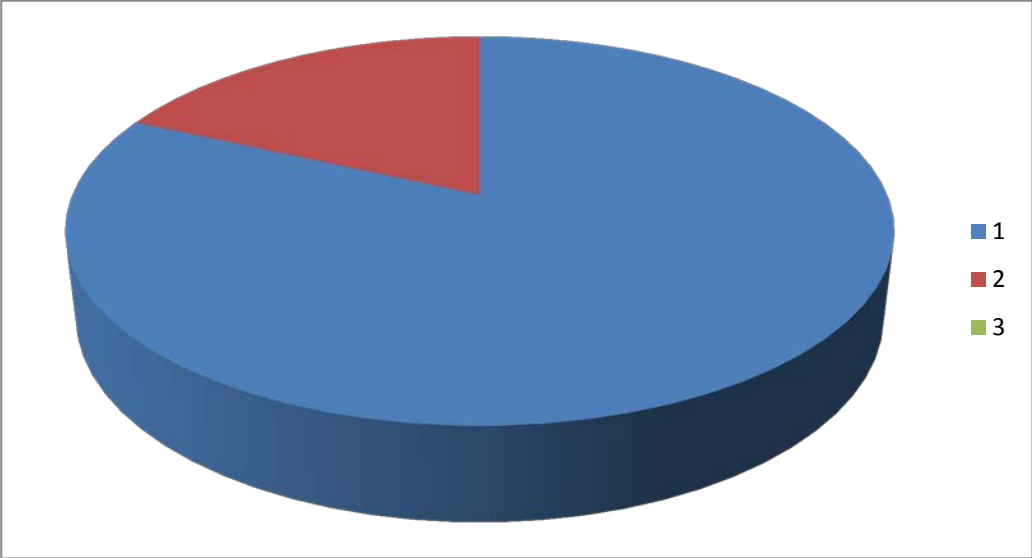
Question 17

	Under 16	16-44	45-64	65-74	75 and over
Age	1	7	4	9	2



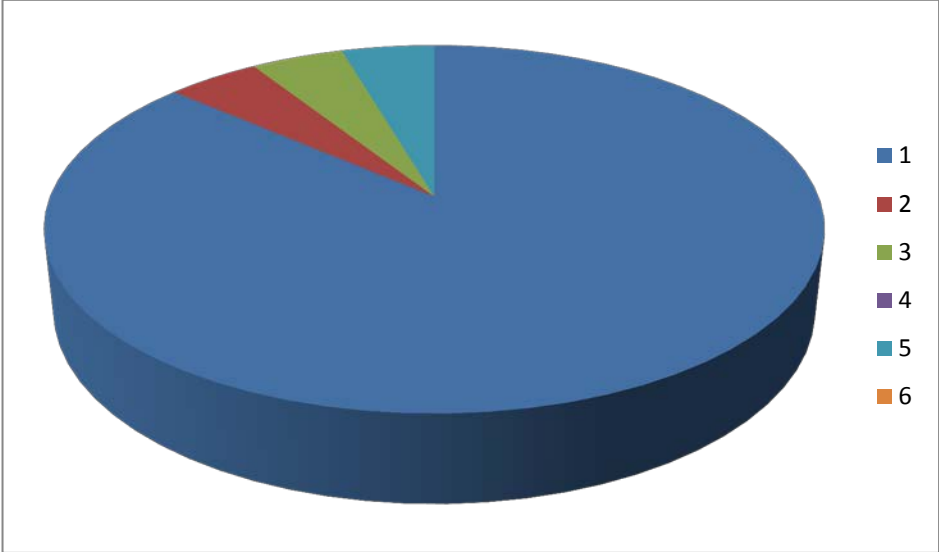
Question 18

	Yes	No	Don't know/ won't say
Do you have a long standing health condition?	18	4	0



Question 19

	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group
What is your ethnic group?	19	1	1	0	1	0



Question 20

	Employed	Unemployed	At school/Full time education	Unable to work due to long term sickness	Looking after your home/family	Retired from paid work	Other
Which of the groups best describes you?	9	0	0	2	1	4	1

