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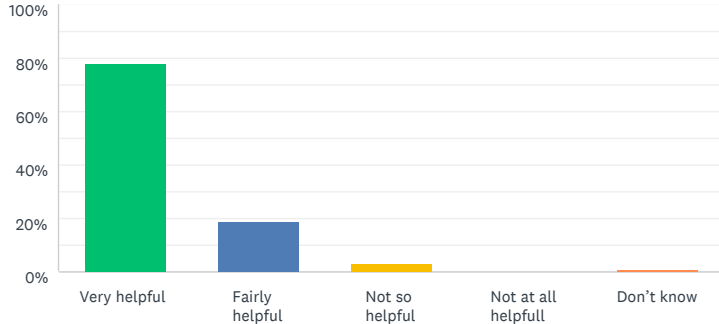


The Haven Practice Survey 2020

Q1

How helpful do you find the receptionist at your GP Practice

Answered: 99 Skipped: 1

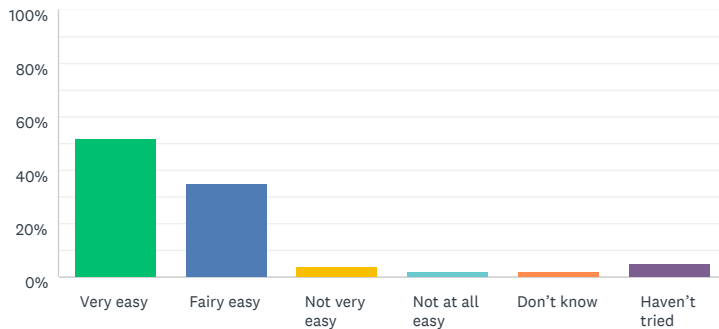


ANSWER CHOICES	RESPONSES	
Very helpful	77.78%	77
Fairly helpful	19.19%	19
Not so helpful	3.03%	3
Not at all helpfull	0.00%	0
Don't know	1.01%	1
Total Respondents: 99		

Q2

How easy is it to get through to someone at your GP Practice on the phone?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	52.00%	52
Fairy easy	35.00%	35
Not very easy	4.00%	4
Not at all easy	2.00%	2
Don't know	2.00%	2
Haven't tried	5.00%	5
TOTAL		100

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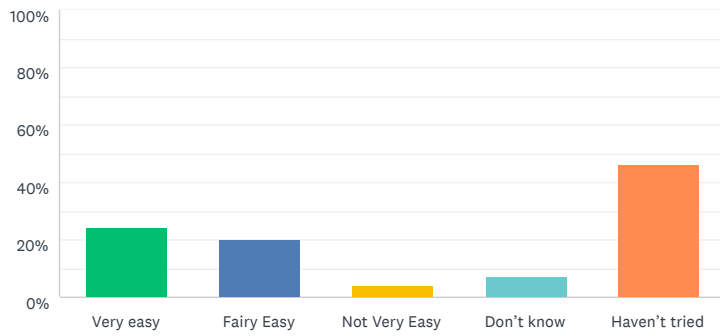


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How easy is it to speak to the doctor or nurse on the phone at your GP Practice?

Answered: 100 Skipped: 0

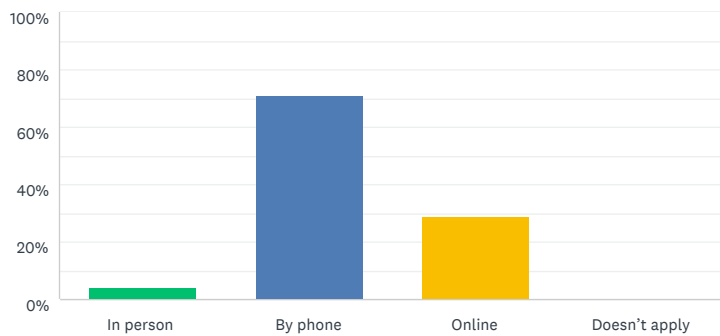


ANSWER CHOICES	RESPONSES	
Very easy	24.00%	24
Fairy Easy	20.00%	20
Not Very Easy	4.00%	4
Don't know	7.00%	7
Haven't tried	46.00%	46
Total Respondents: 100		

Q4

How do you normally book your appointments at your practice?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
In person	4.00%	4
By phone	71.00%	71
Online	29.00%	29
Doesn't apply	0.00%	0
Total Respondents: 100		

Q5

Thinking of times when you are willing to see any doctor, how long do you usually wait to be seen?

Answered: 100 Skipped: 0



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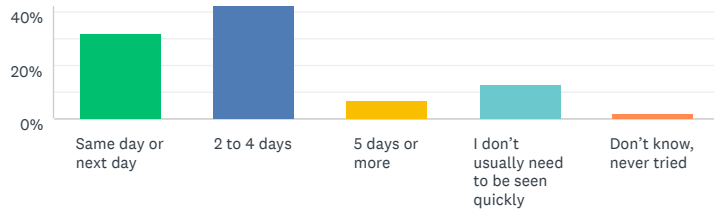
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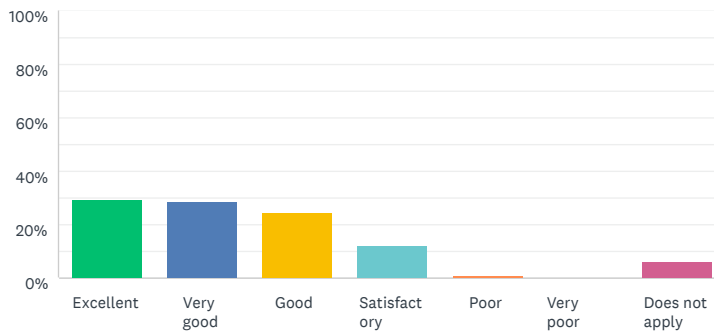
ANSWER CHOICES	RESPONSES	
Same day or next day	32.00%	32
2 to 4 days	50.00%	50
5 days or more	7.00%	7
I don't usually need to be seen quickly	13.00%	13
Don't know, never tried	2.00%	2
Total Respondents: 100		

Q6



How do you rate how quickly you were seen?

Answered: 98 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	29.59%	29
Very good	28.57%	28
Good	24.49%	24
Satisfactory	12.24%	12
Poor	1.02%	1
Very poor	0.00%	0
Does not apply	6.12%	6
Total Respondents: 98		

Q7



Are you satisfied with our opening hours

Answered: 99 Skipped: 1



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ANSWER CHOICES	RESPONSES	
Yes	95.96%	95
No	4.04%	4
Total Respondents: 99		

Q8 🗨

Do you find it easy getting nurse appointments

Answered: 98 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	89.80%	88
No	11.22%	11
Total Respondents: 98		

Q9 🗨

Would you recommend the practice to your family or friends

Answered: 99 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	78.79%	78
No	22.22%	22
Total Respondents: 99		

Q10 🗨

Are you Male or Female

Answered: 90 Skipped: 10

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Female	51.11%	46
Other	1.11%	1

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