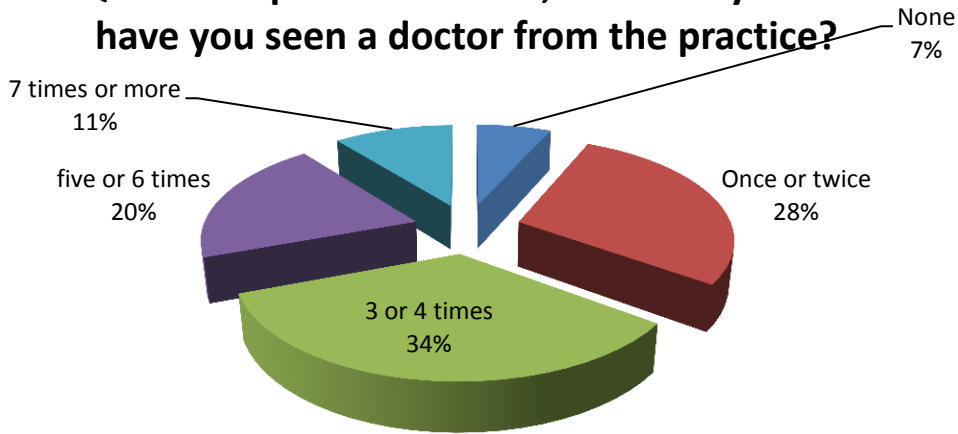
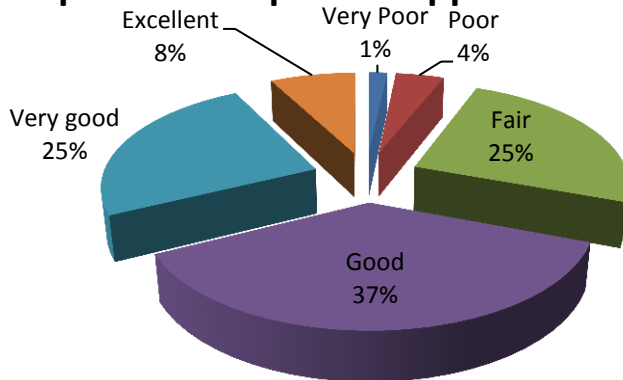


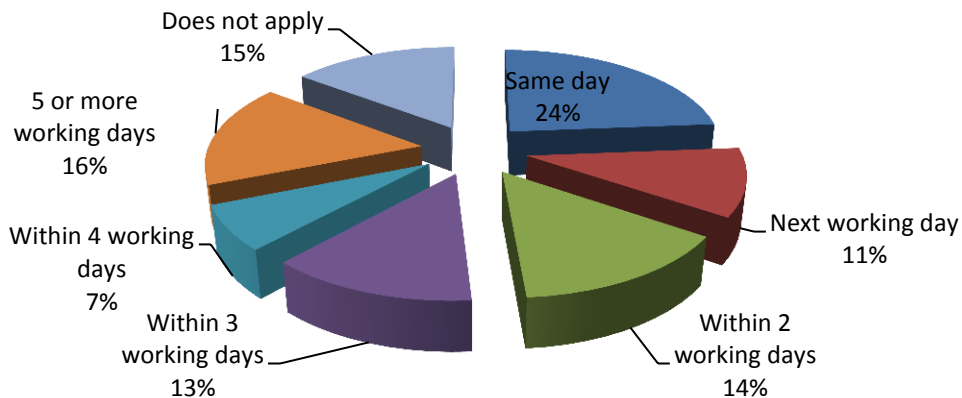
Q 1 In the past 12 months, how many times have you seen a doctor from the practice?



Q 3a How do you rate the hours that your practice is open for appointments?

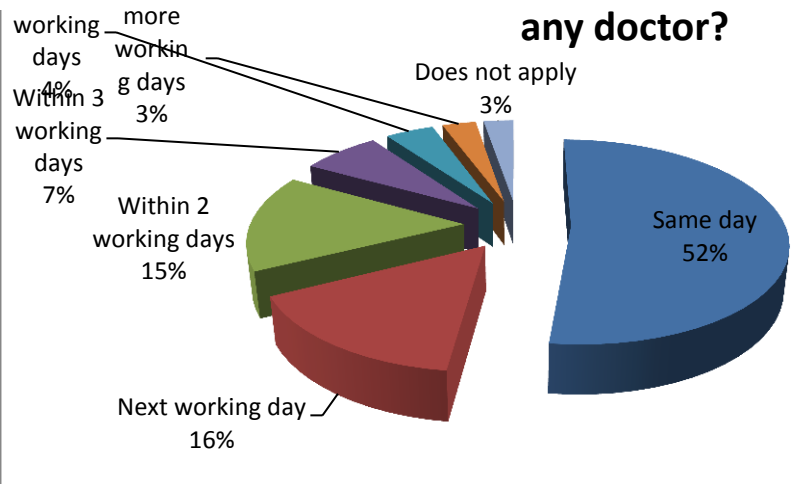


Q 4a How quickly do you usually get to see a particular doctor you want to see?

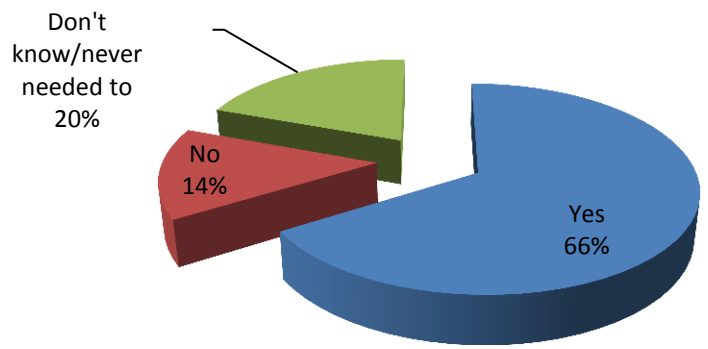


Within 4 5 or

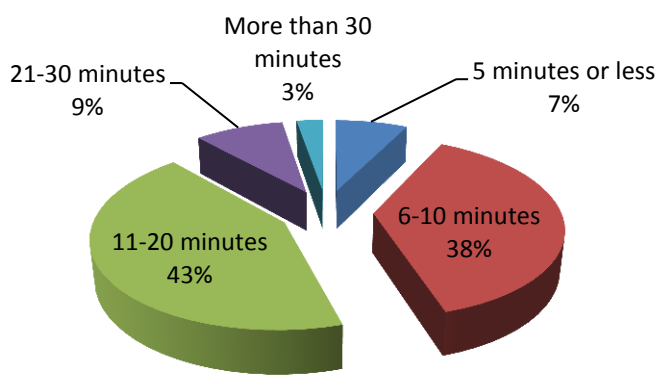
Q 5a How quickly do you usually get seen by



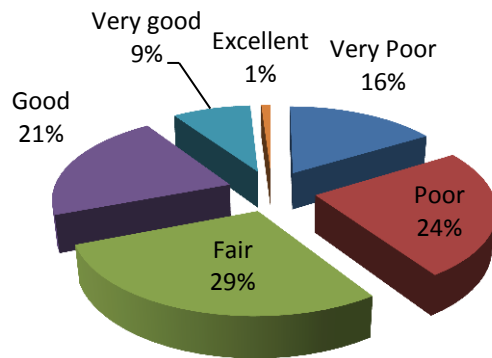
Q 6 If you need to see a GP urgently, can you normally get seen on the same day?



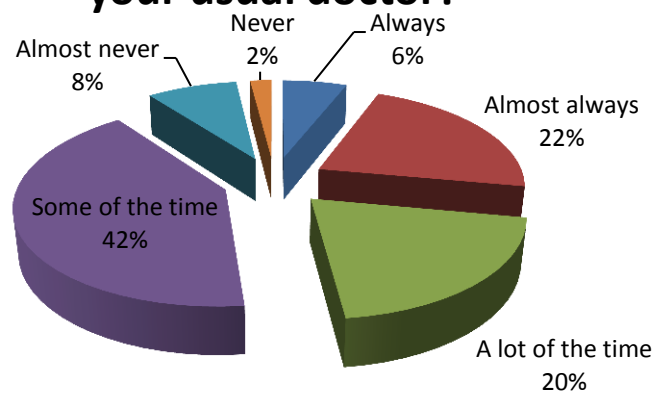
Q 7a How long do you usually have to wait at the practice for your consultation to begin?



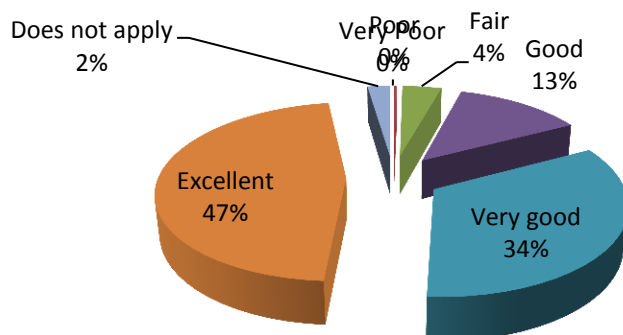
Q 8a How do you rate the ability to get through to the practice on the phone?



Q 9a In general how often do you see your usual doctor?

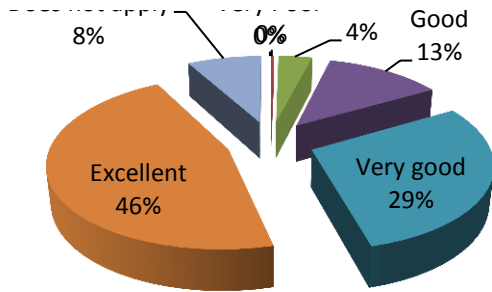


Q 10a How do you rate how thoroughly the doctor asked about your symptoms and how you are feeling?

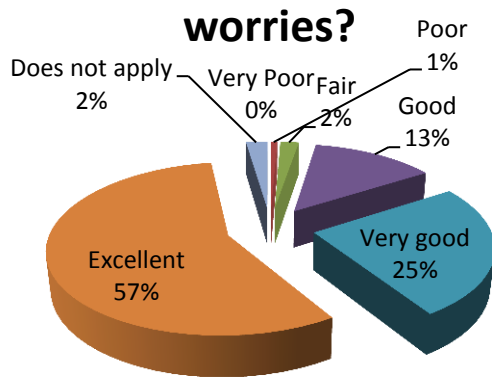


Q 10d How do you rate how much the doctor involved you in decisions about your care?

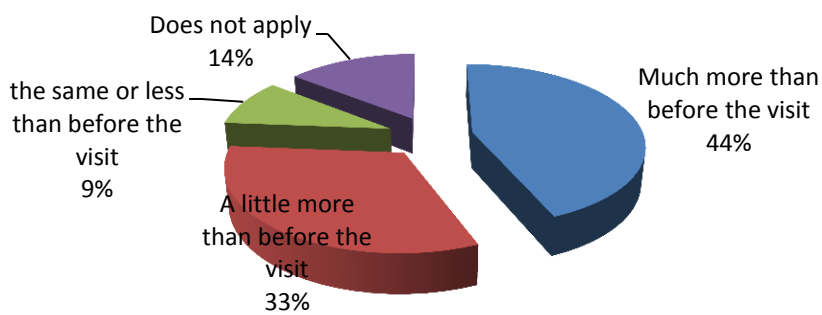
Does not apply _ Very Poor Fair _ .



Q 10g How do you rate the doctor's patience with your questions or worries?



Q 11a After seeing the doctor today do you feel able to understand your problem(s) or illness?

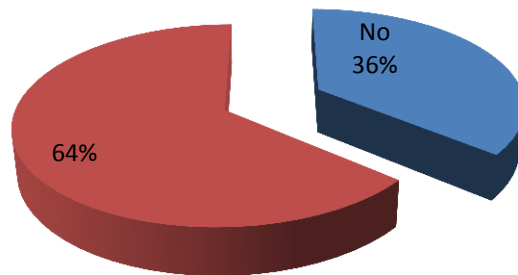


Q 12 Are you Male or Female?

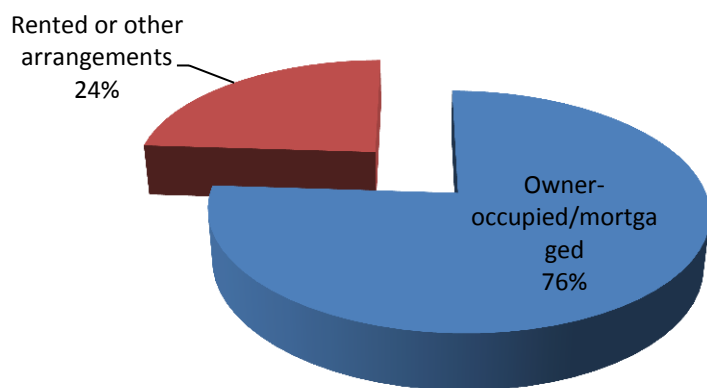




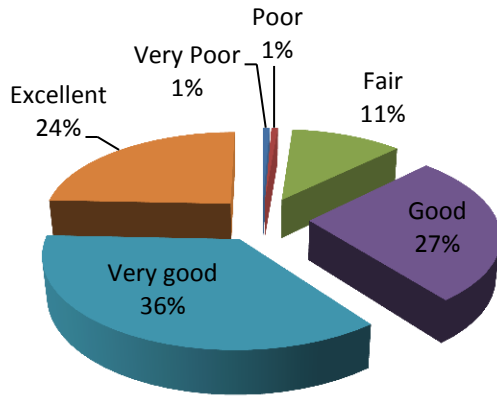
Q 14 Do you have any long-standing illness, disability or infirmity?



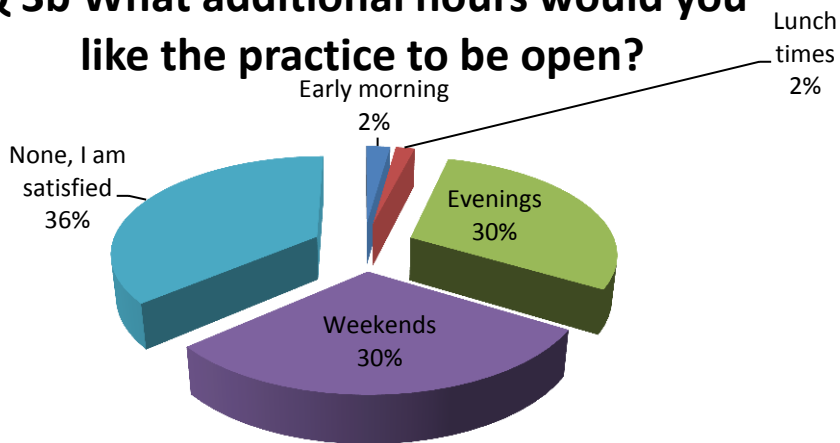
Q16 Type of accommodation



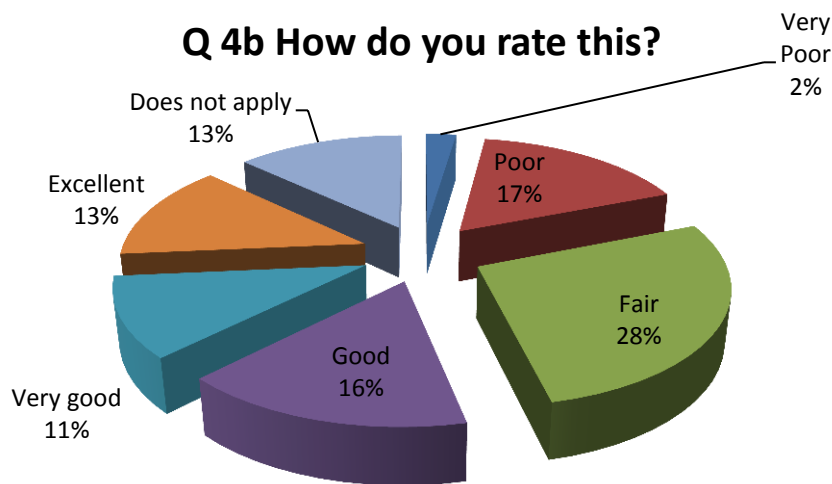
Q 2 How do you rate the way you are treated by the receptionists at your practice?



Q 3b What additional hours would you like the practice to be open?

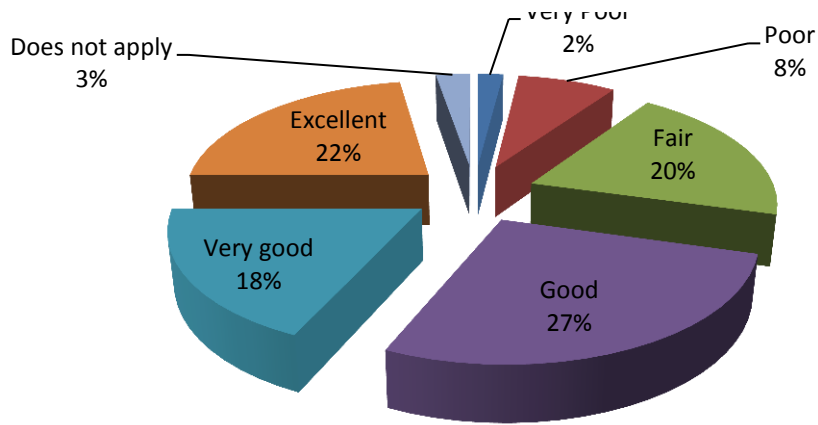


Q 4b How do you rate this?

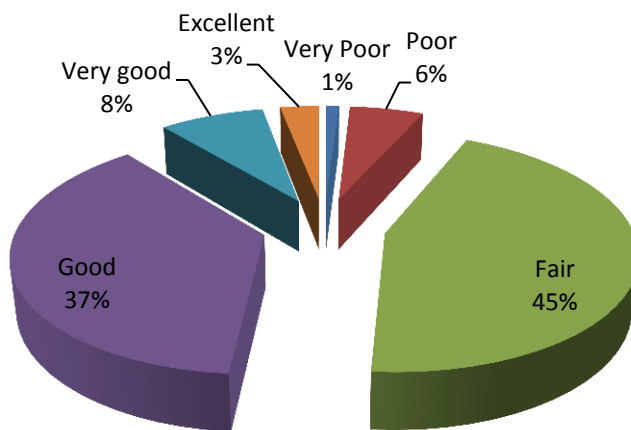


Q 5b How do you rate this?

Very Poor

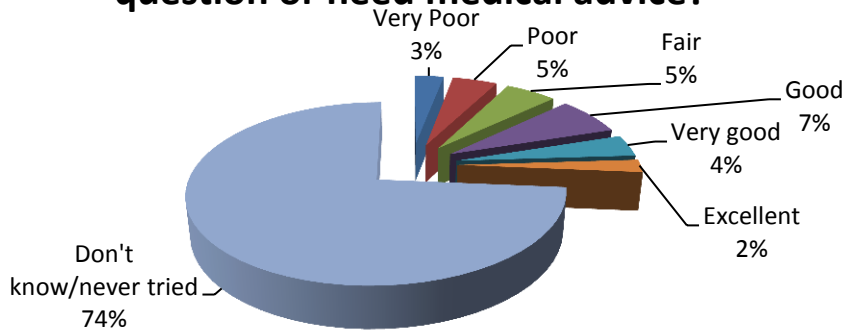


Q 7b How do you rate this

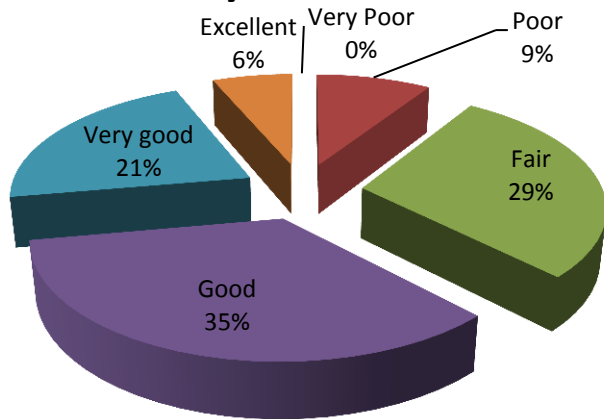


Q 8b How do you rate the ability to speak to a doctors on the phone when you have a question or need medical advice?

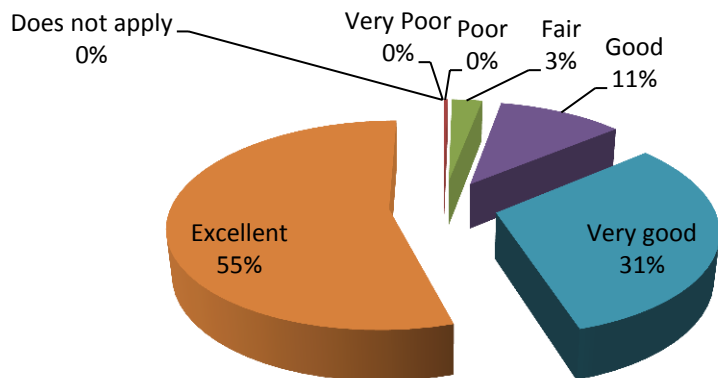
QUESTION OF NEED MEDICAL ADVICE:



Q 9b How do you rate this?

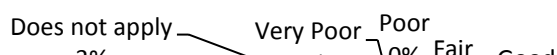


Q 10b How do you rate how well the doctors listened to what you had to say

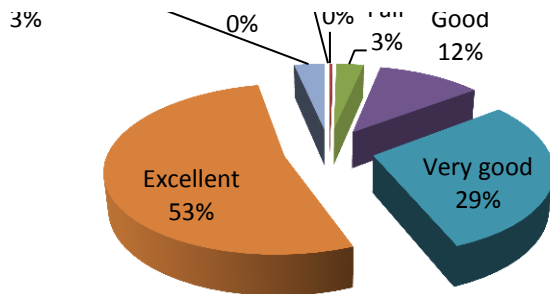


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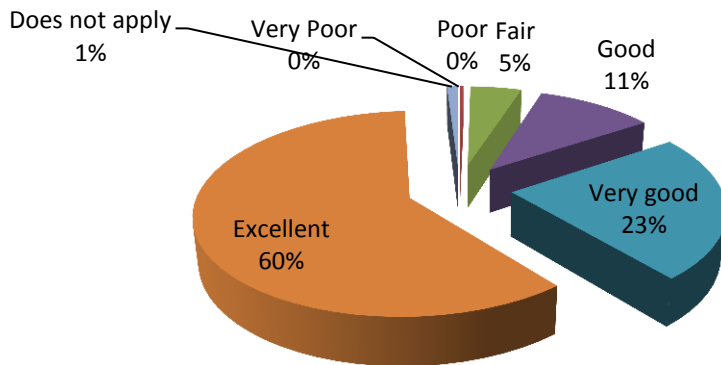
Q 10e How do you rate how well the doctor explained your problems or any treatment that you need?



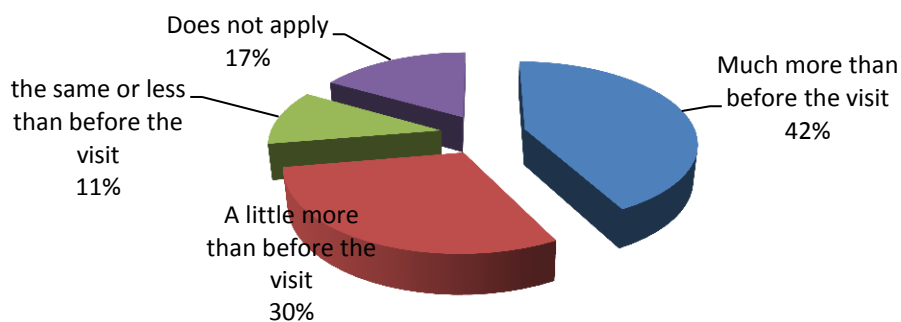
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Q 10h How do you rate the doctor's caring and concern for you?

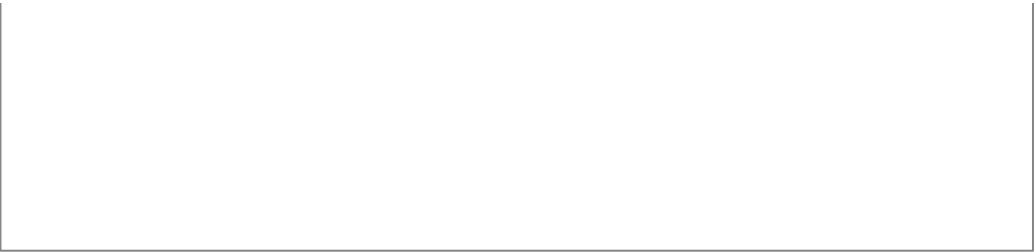


Q 11b After seeing the doctor today do you feel able to cope with the problem(s) or illness?

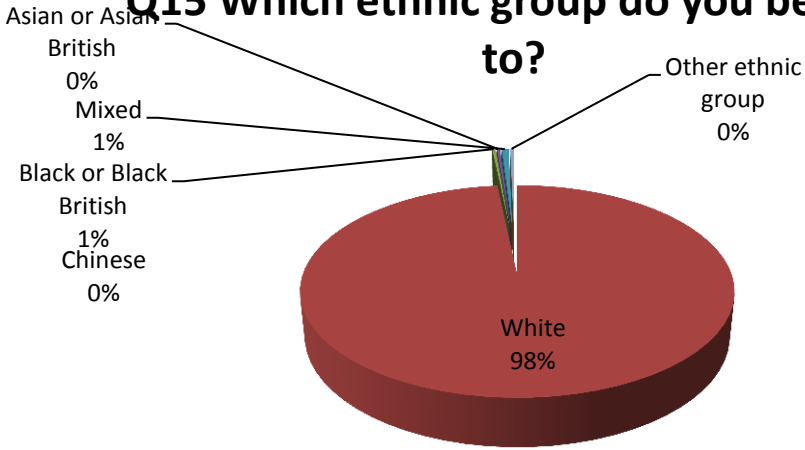


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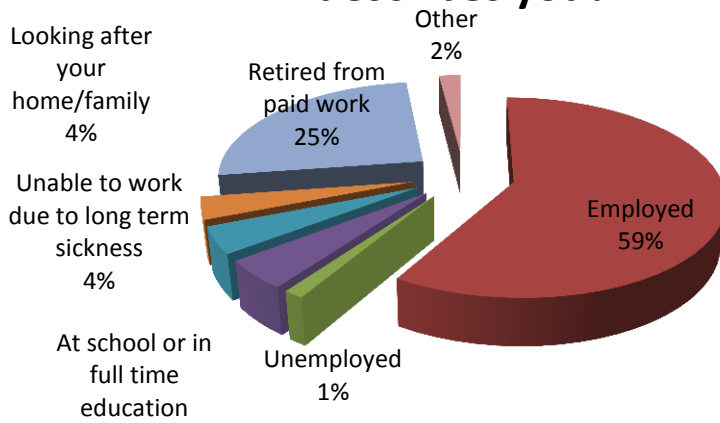
Q 13 How old are you?



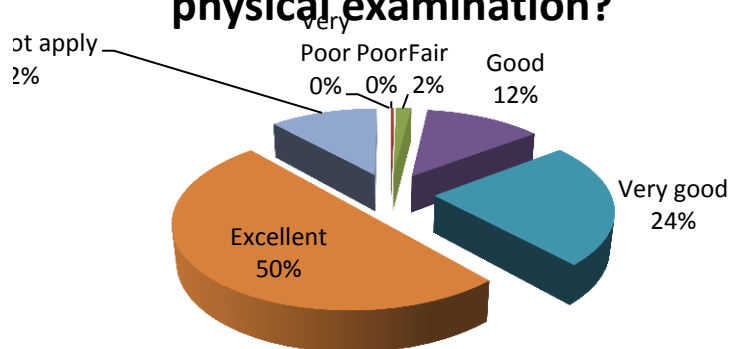
Q15 Which ethnic group do you belong to?



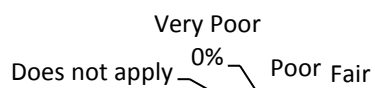
Q17 Which of the following best describes you?

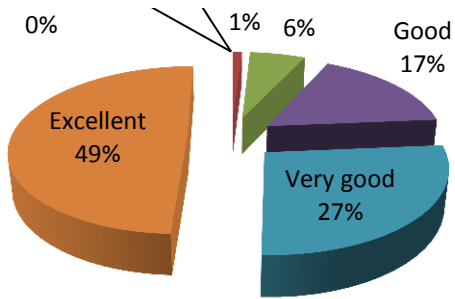


Q 10c How do you rate how well the doctor put you at ease during your physical examination?



Q 10f How do you rate the amount of time your doctor spent with you today?





Q 11c After seeing the doctor today do you feel able to keep yourself healthy?

