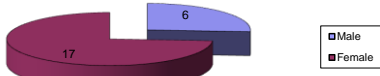
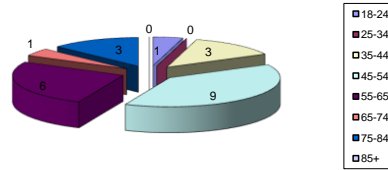


About You

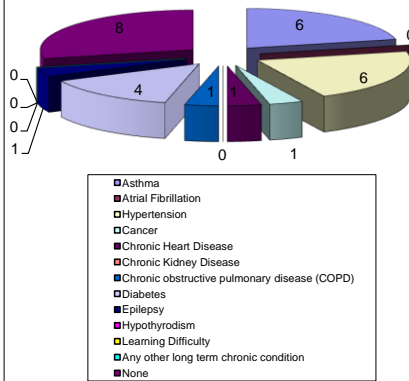
1. Gender



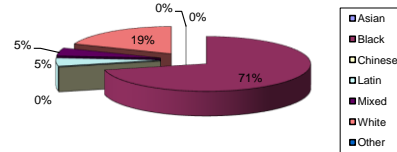
2. Age Group



3. Do you have any of the following

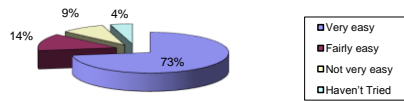


4. Ethnicity

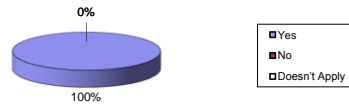


Contacting Surgery and Booking Appointments

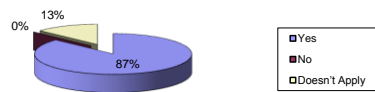
5. How easy is it to get through to the practice on the Phone?



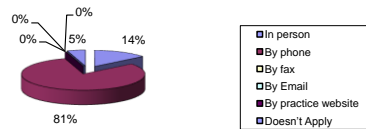
6. Did the receptionist handle your query politely?



7. Did the receptionist resolve your query?



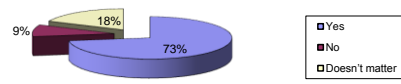
8. How would you normally book an appointment?

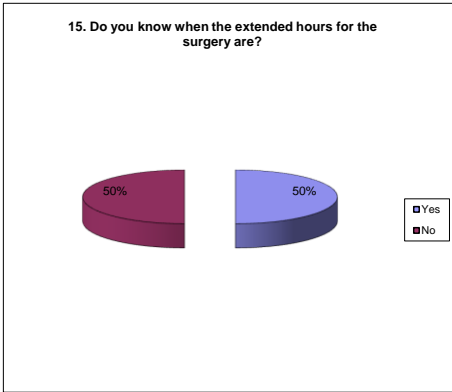
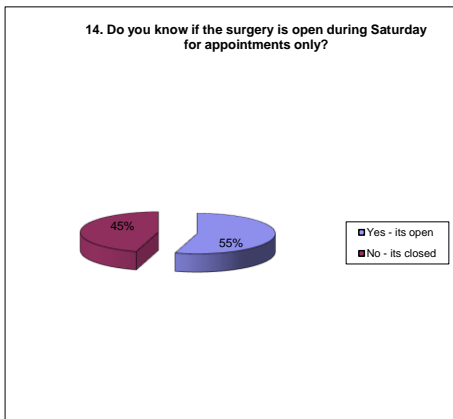
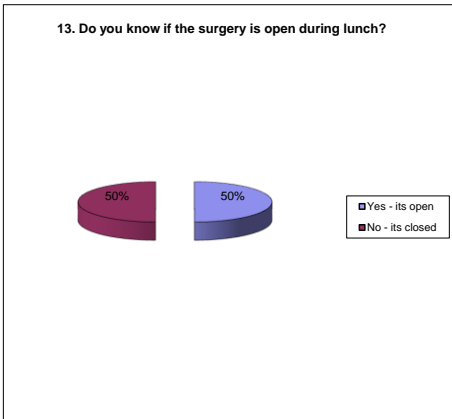
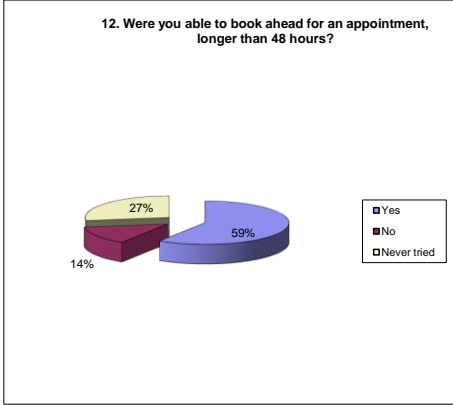
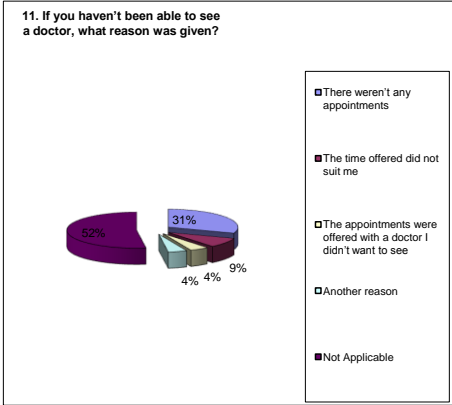


9. Have you been able to see a doctor fairly quickly?



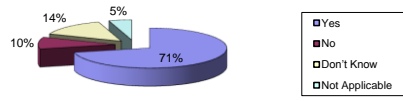
10. Were you able to see the doctor you wanted?



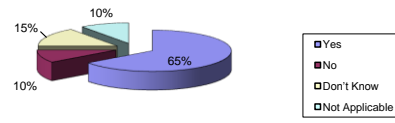


Care Given

16. Had discussions with a doctor or nurse about how best to deal with health problem

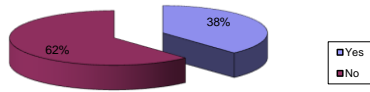


17. Doctor or nurse took notice of views about dealing with health problem

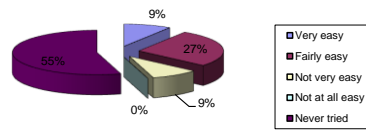


Out-of-hours

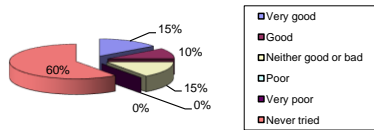
18. Know how to contact an out-of-hours GP service



19. Ease of contacting out-of-hours GP service

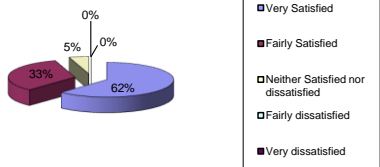


20. Rating of the care received from the out-of-hours GP service



Overall

21. Are you satisfaction with care received at surgery



22. Would you recommend this GP surgery to someone who has moved to the local area?

