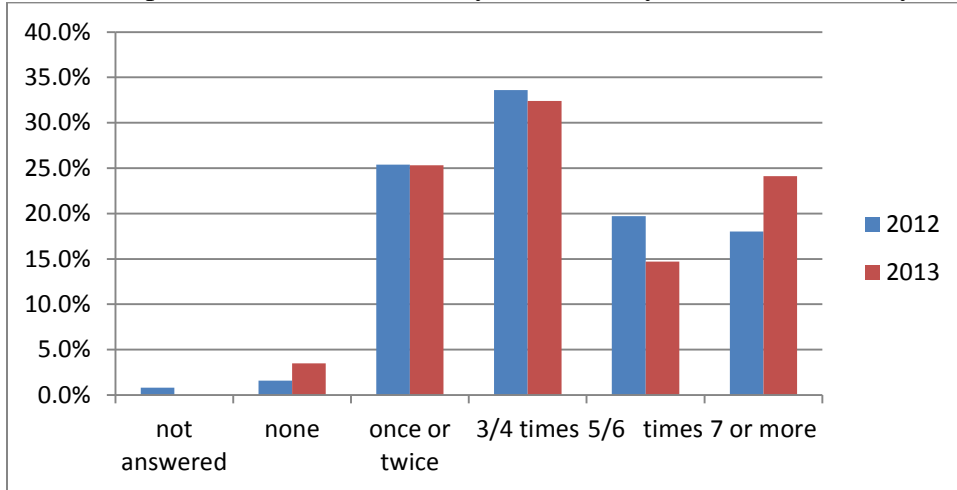
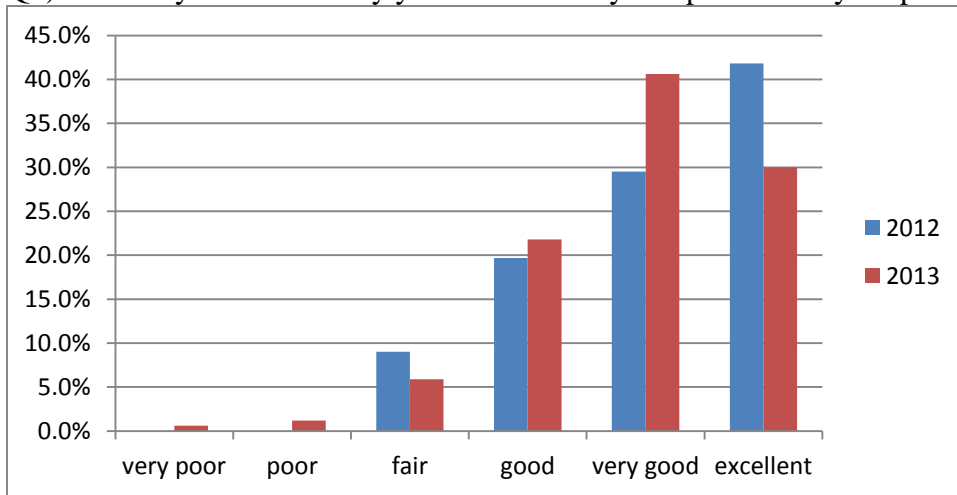


Q1) In the past 12 months, how many times have you seen a Dr from your practice?



Q2) How do you rate the way you are treated by receptionists at your practice?

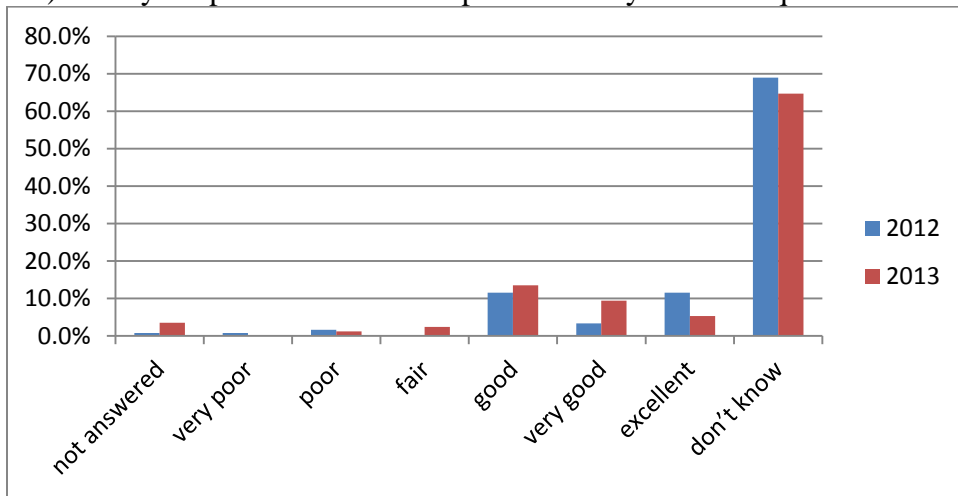


3) Thinking of times you have phoned the practice, how do you rate the following:

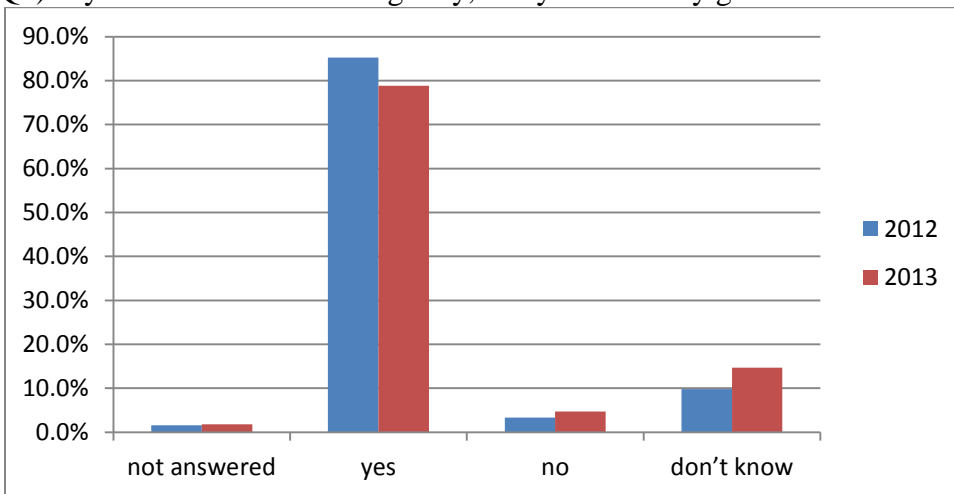
a) Ability to get through to the practice on the phone?



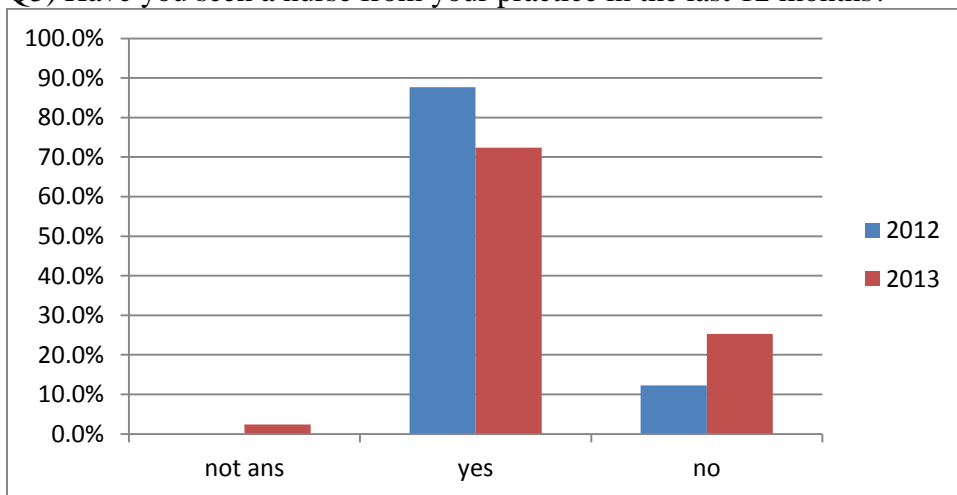
3b) Ability to speak to a Dr on the phone when you have a question or need medical advice?



Q4) If you need to see a GP urgently, can you normally get seen on the same day?

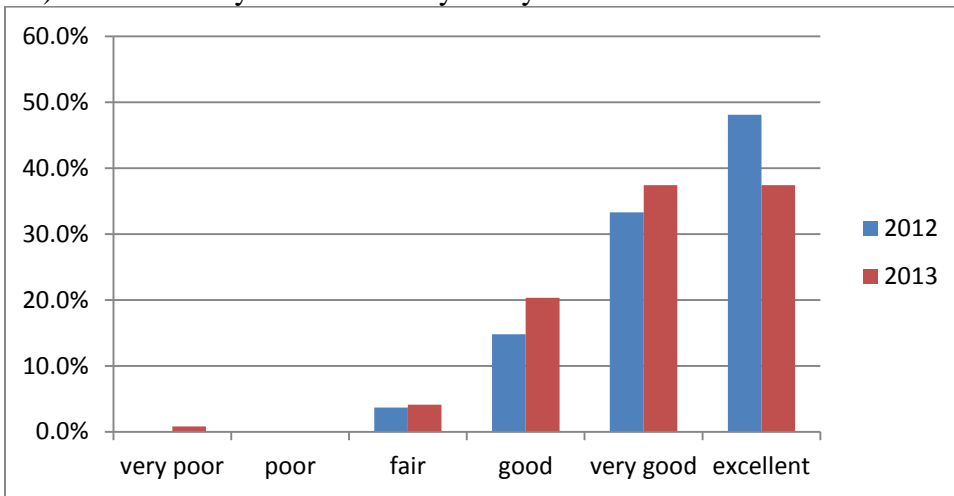


Q5) Have you seen a nurse from your practice in the last 12 months?

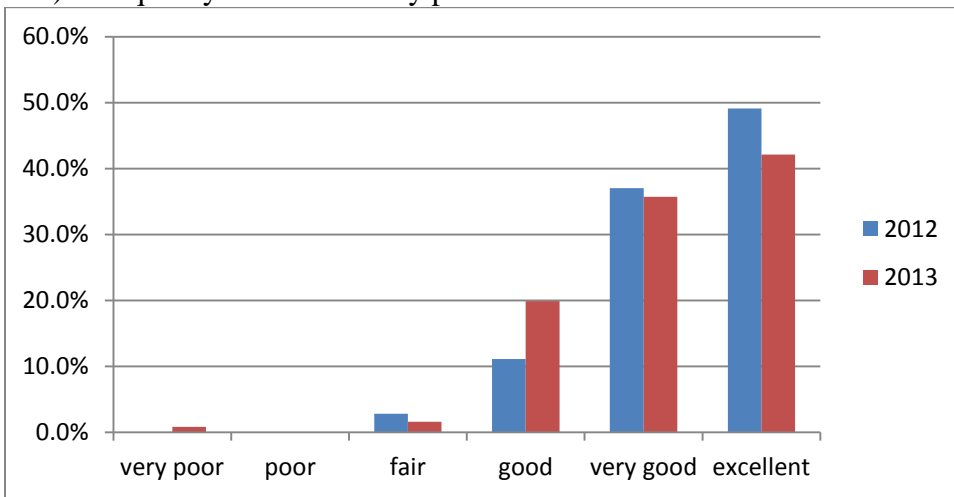


Q6) Thinking about the nurse you have seen, how do you rate the following:

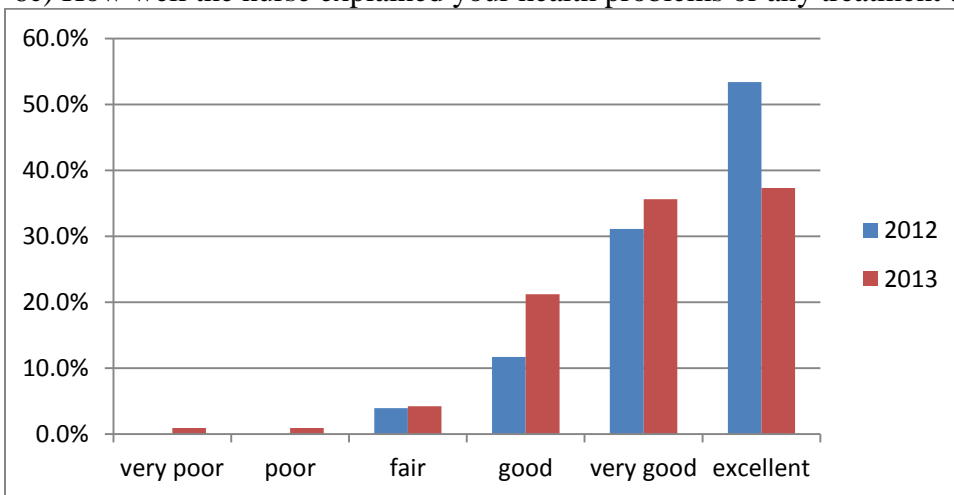
a) How well they listen to what you say?



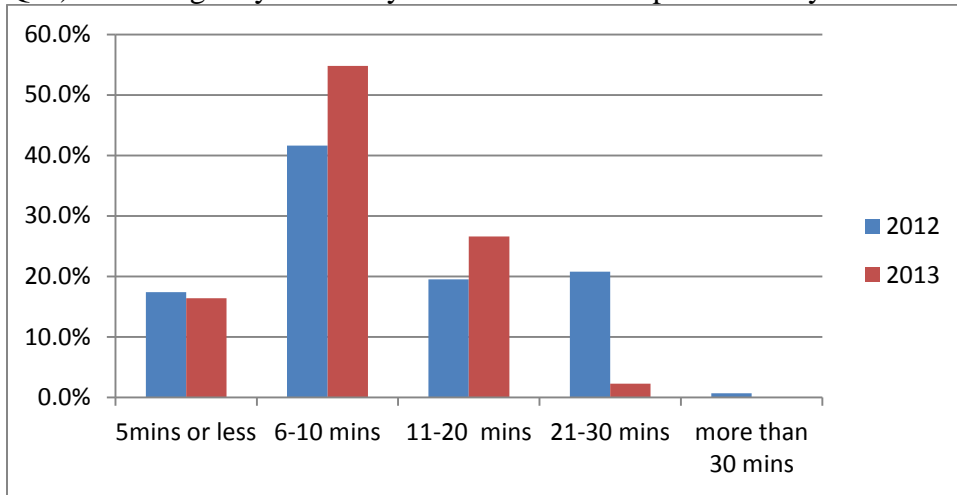
b) The quality of the care they provide?



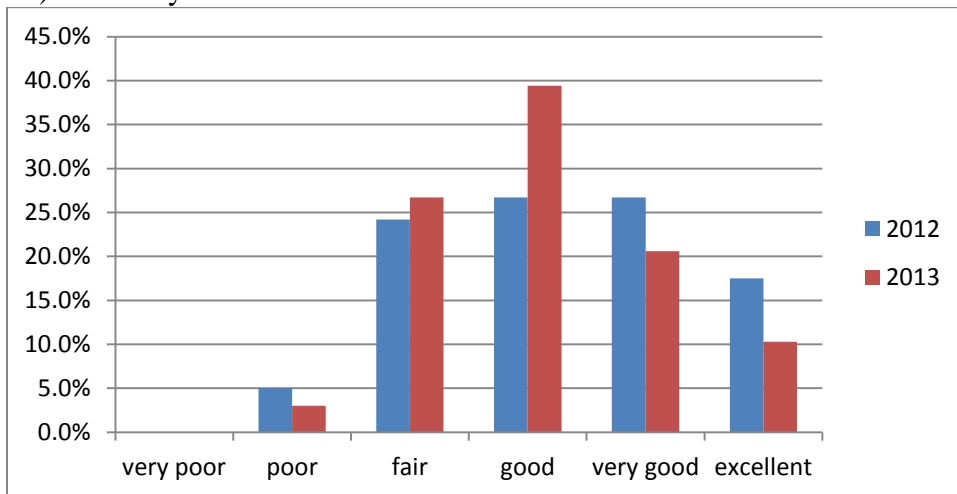
c) How well the nurse explained your health problems or any treatment that you need?



Q7a) How long do you usually have to wait at the practice for your consultations to begin?

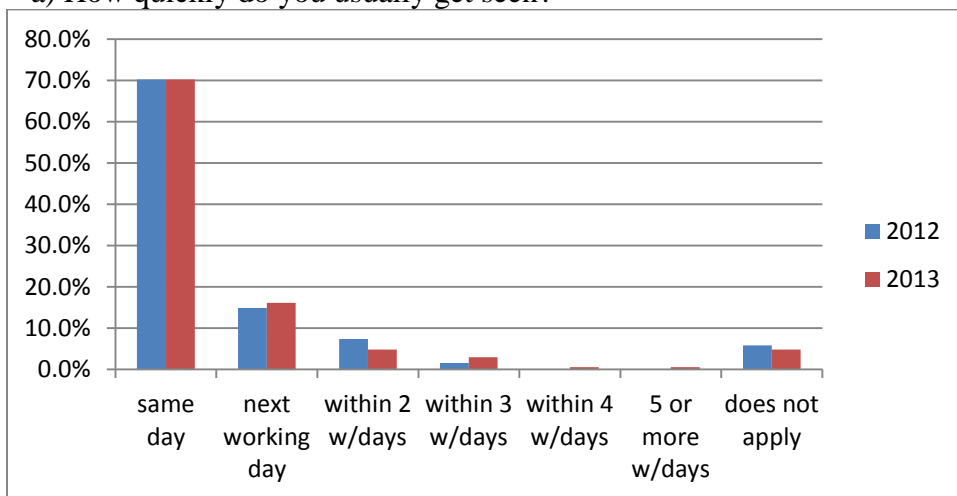


7b) How do you rate this?

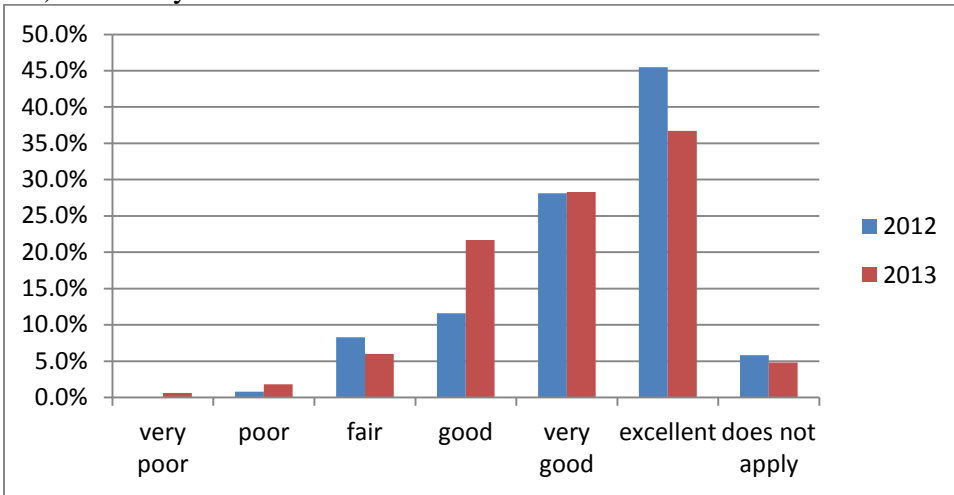


Q8) Thinking of times when you are willing to see any Dr:

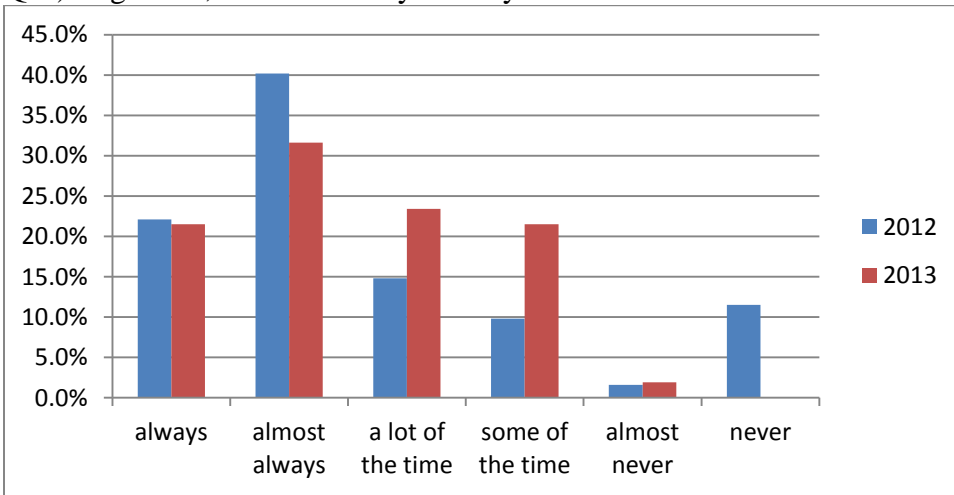
a) How quickly do you usually get seen?



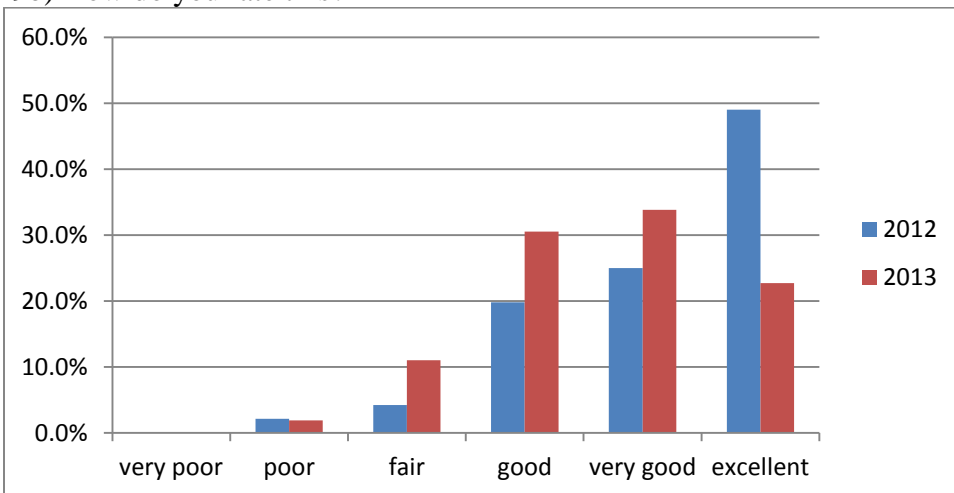
8b) How do you rate this?



Q9a) In general, how often do you see your usual Dr?

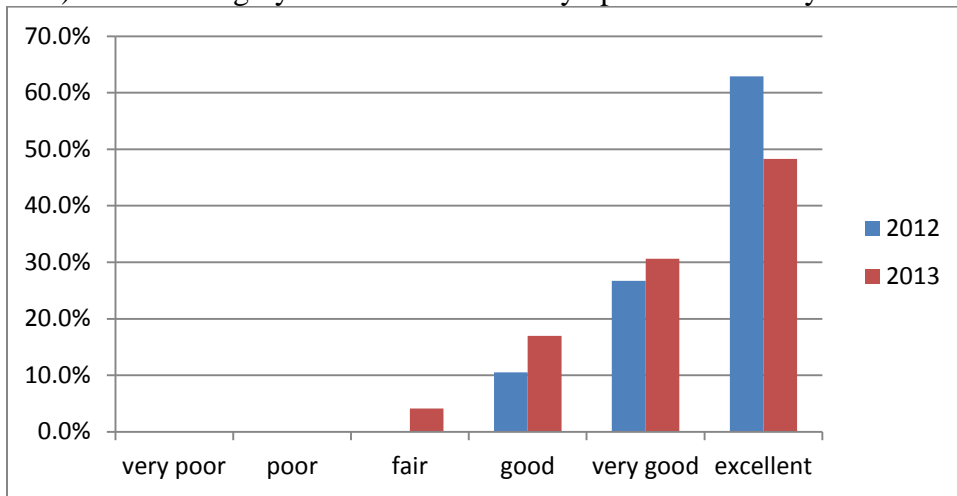


9b) How do you rate this?

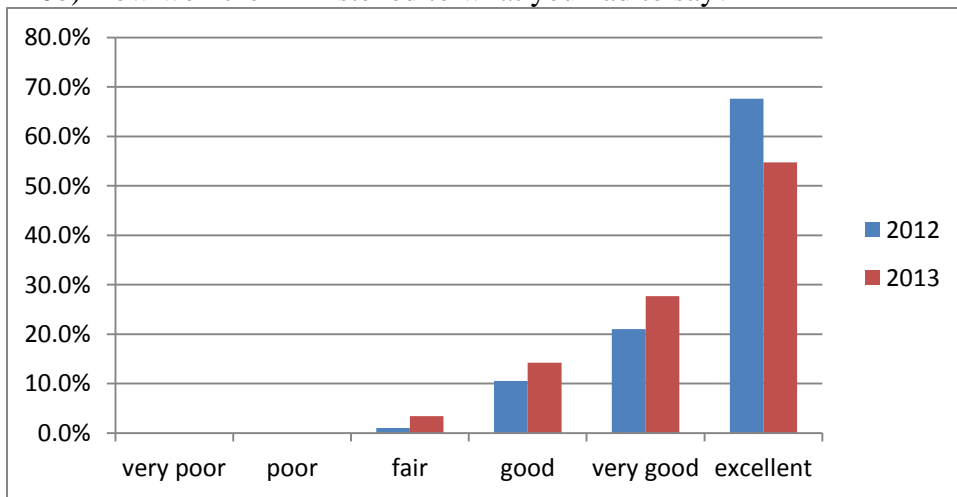


Q10) Thinking about your consultation with the Dr how do you rate the following:

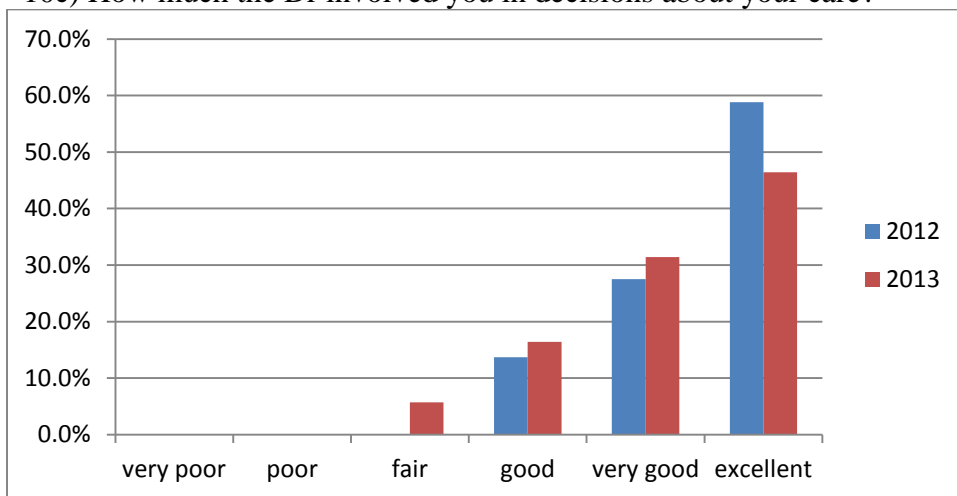
a) How thoroughly the Dr asked about symptoms and how you are feeling?



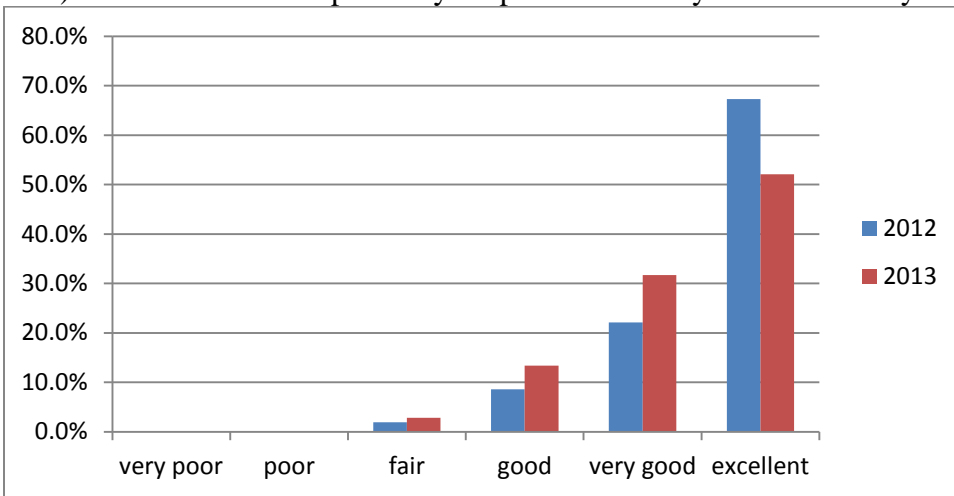
10b) How well the Dr listened to what you had to say?



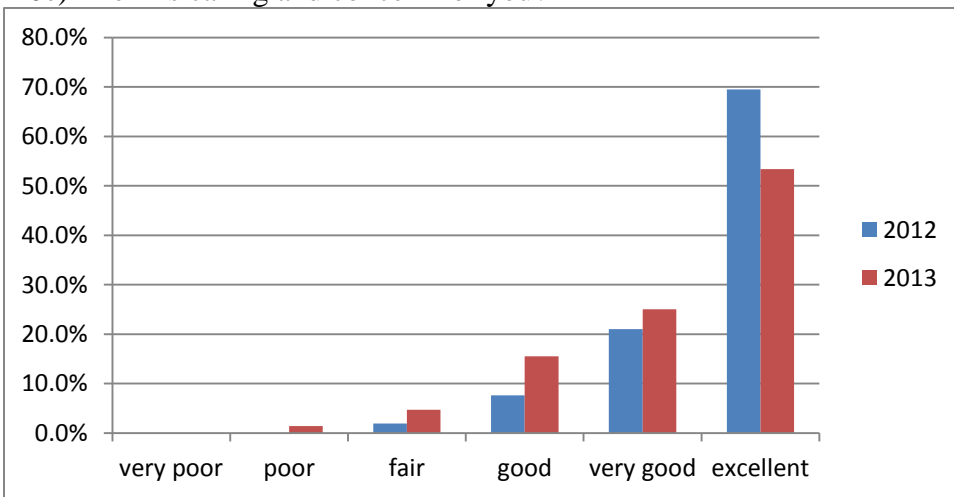
10c) How much the Dr involved you in decisions about your care?



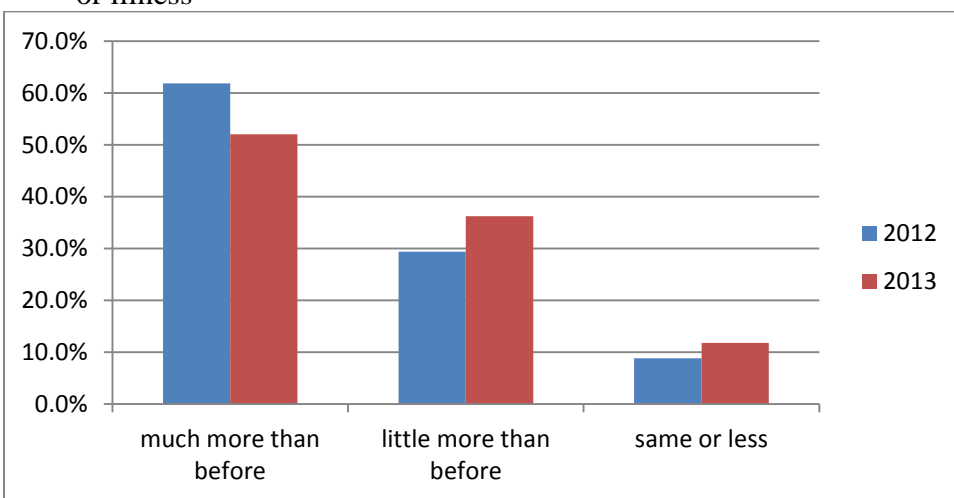
10d) How well the Dr explained your problems or any treatment that you need?



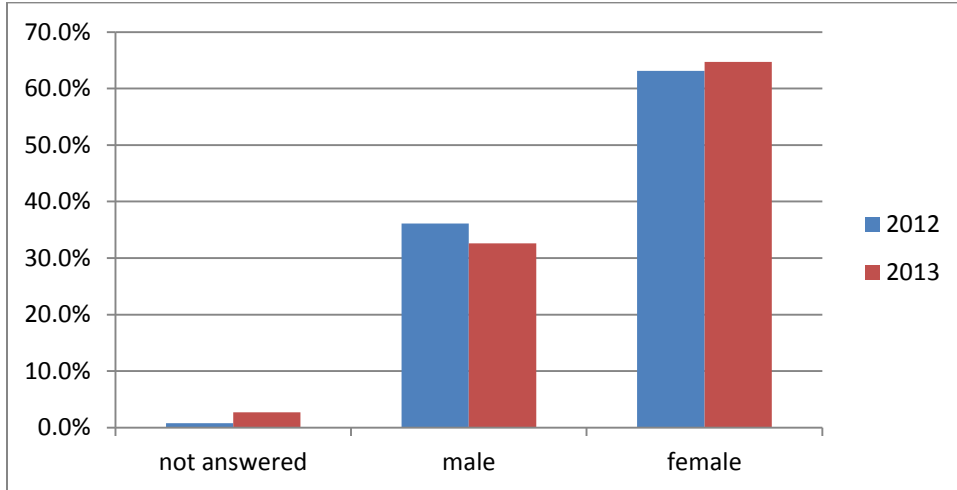
10e) The Drs caring and concern for you?



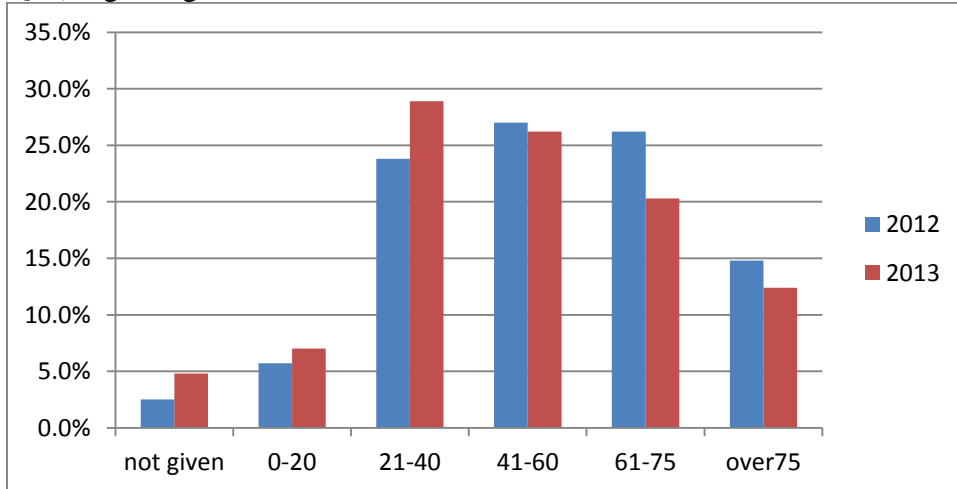
Q11) After seeing the Dr today do you feel able to understand and cope with your problem(s) or illness



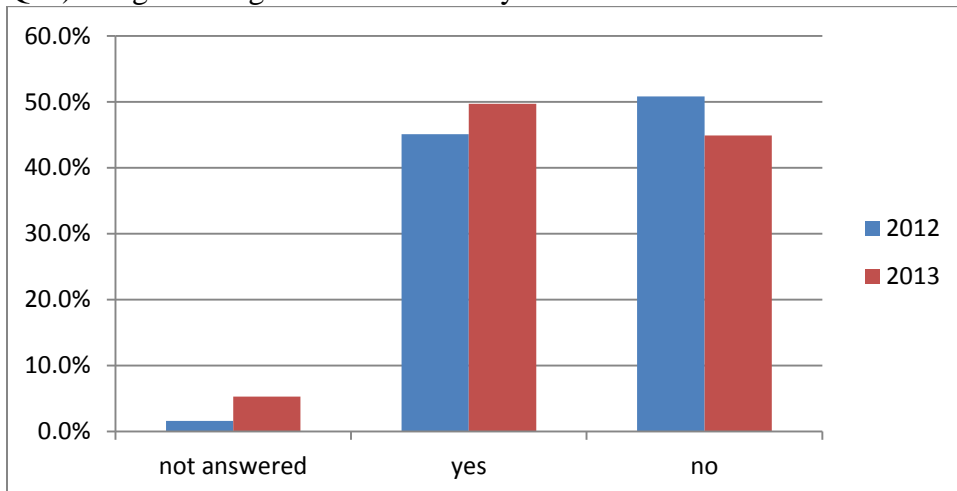
Q12) Male or Female



Q13) Age range

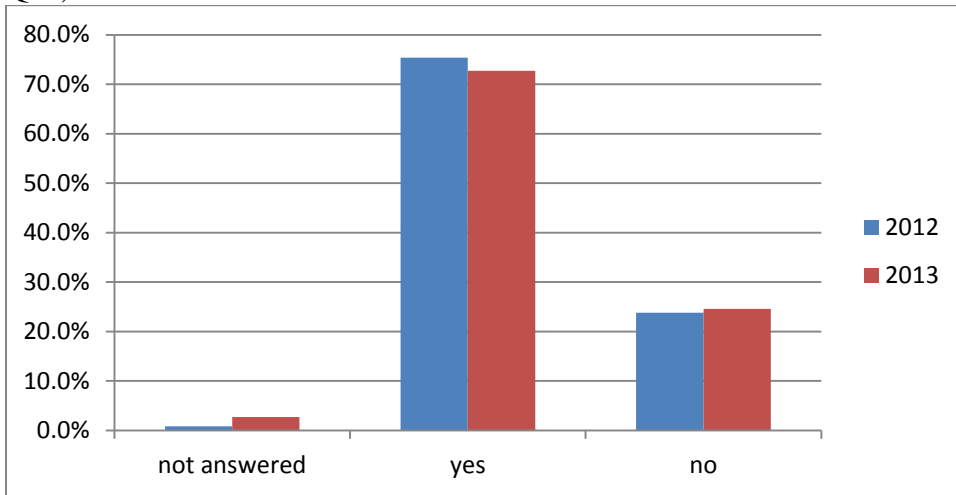


Q14) Long standing illness or disability





Q15) Access to the internet



Q16) Aware of the Patient Group (no figures for 2012)

