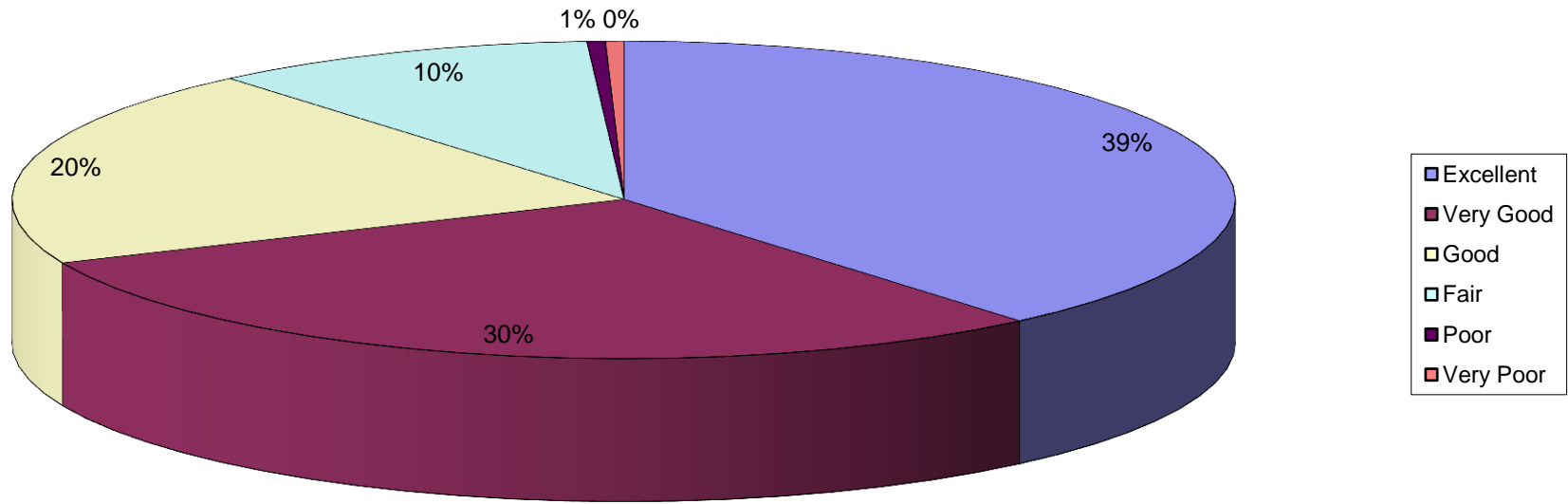
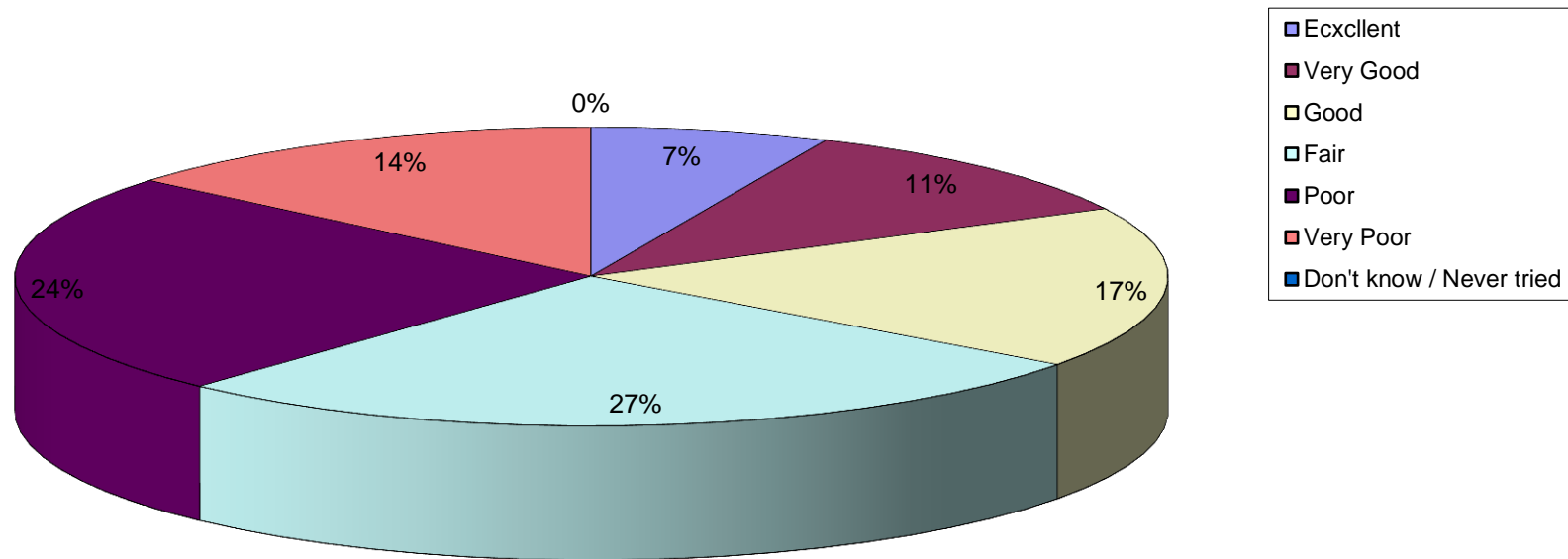


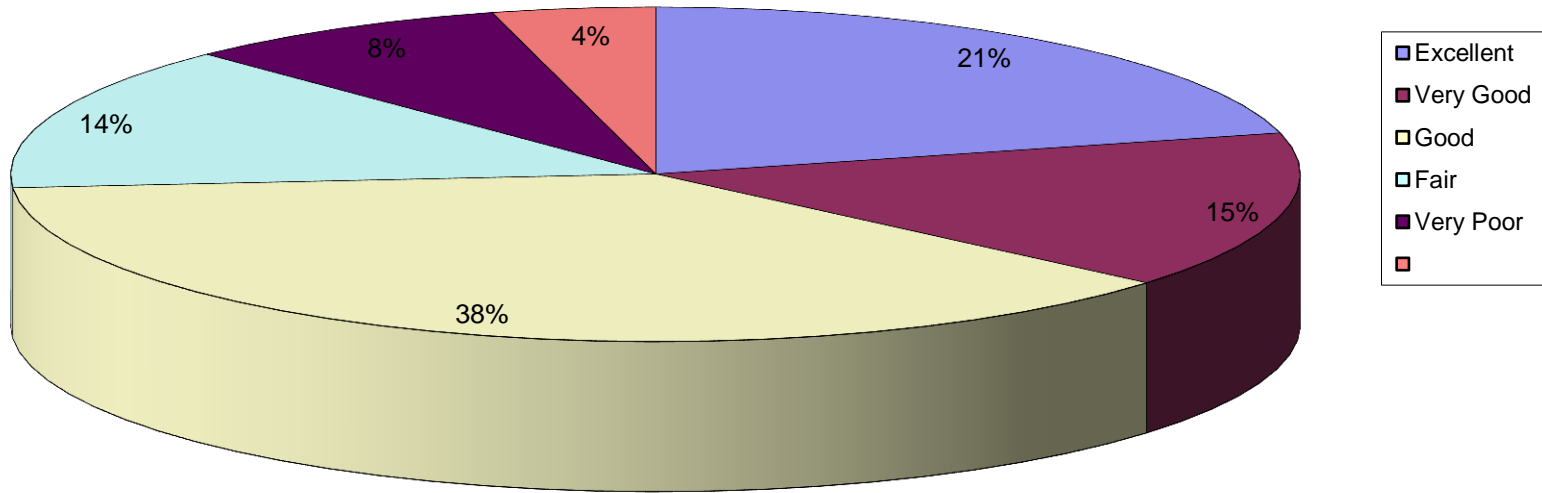
Question 1 - How do you rate the way you are treated by the receptionists at your practice?



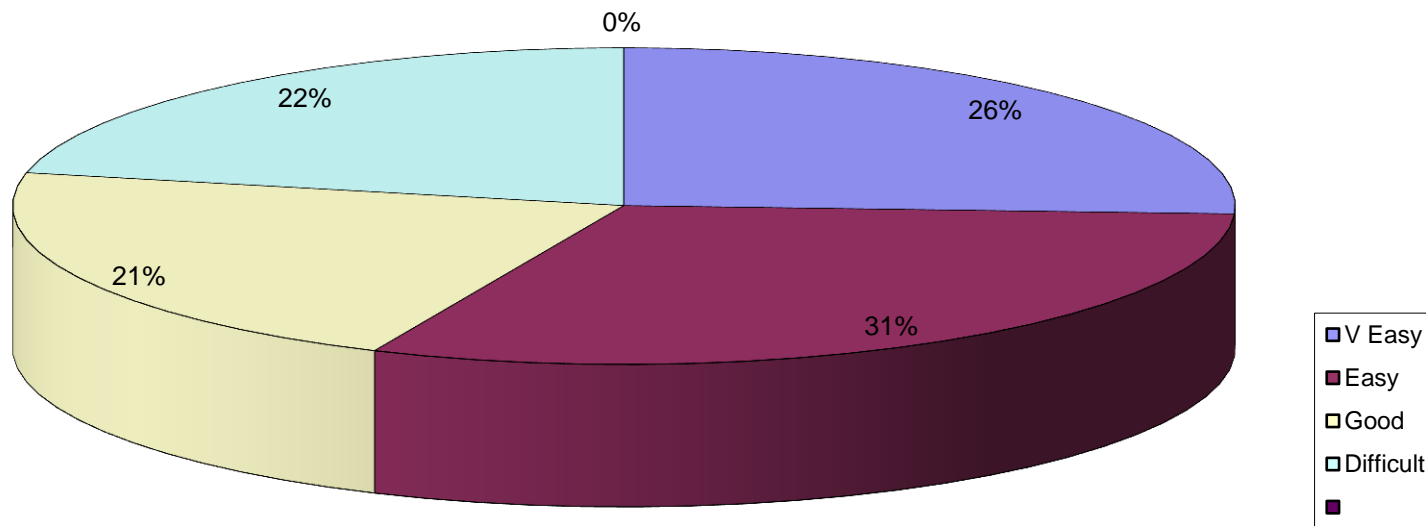
Question 2 - When you have phoned the practice, how would you rate your ability to get through to the practice on the phone?



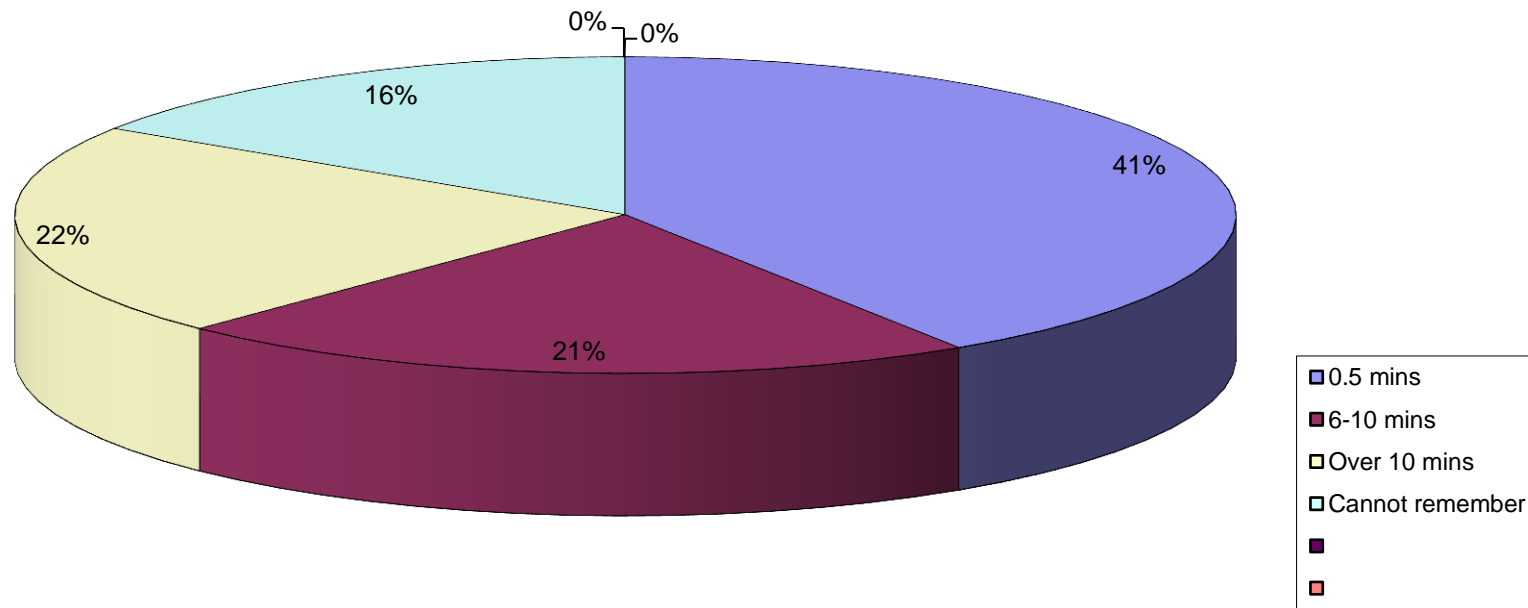
Question 3 How Clear was the automated telephone messaging service ?



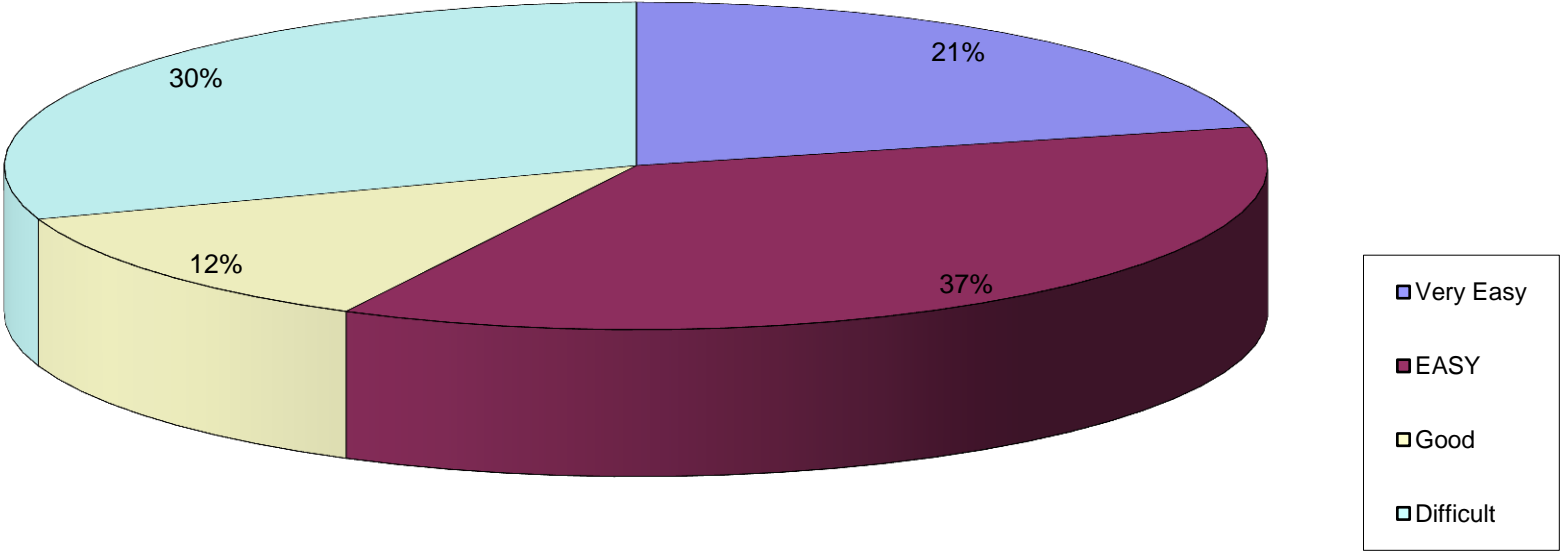
3a If you have used the telephone keypad appt booking in the last 6 months



3B thinking about your last telephone contact to the practice, how long did it take someone to answer call

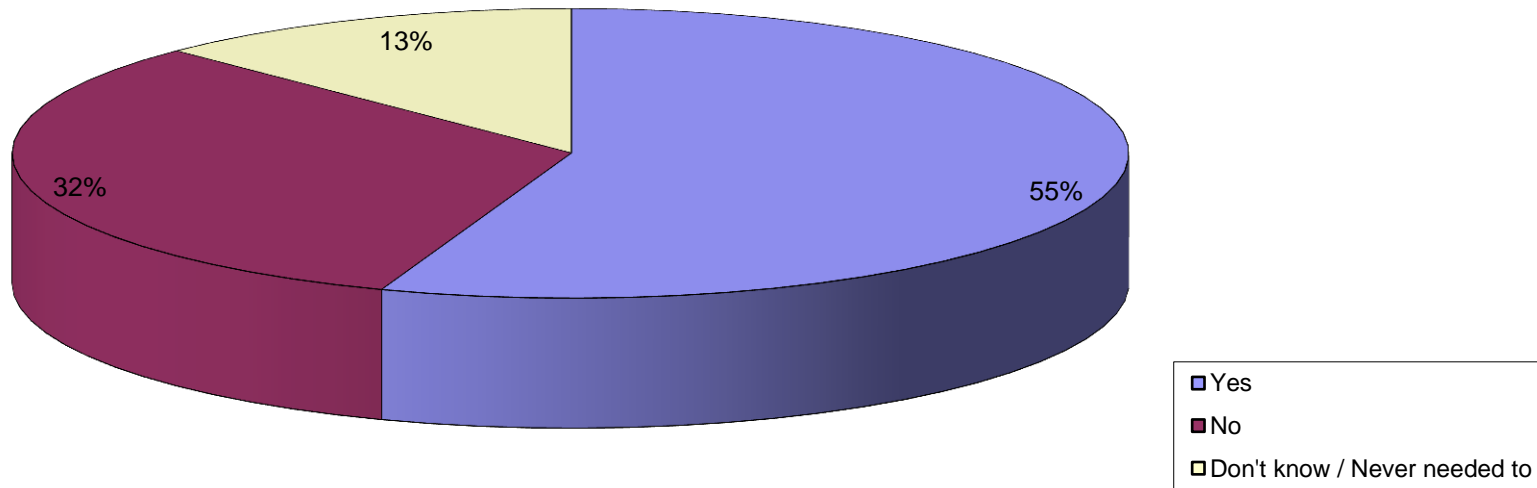


Question 3C If you have requested prescriptions via the practice website



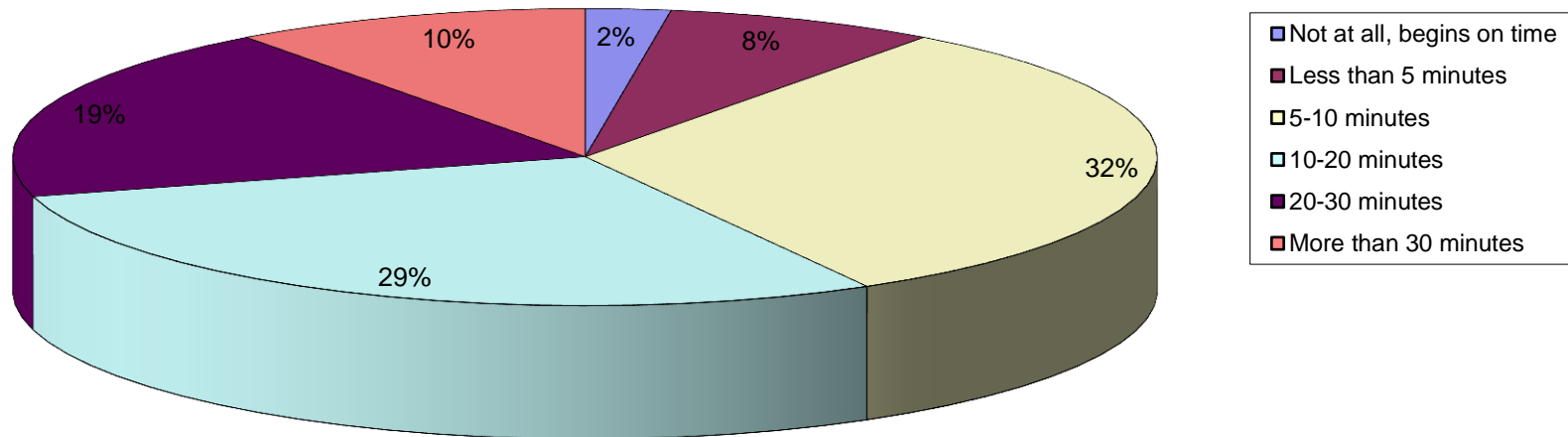
Question 4

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

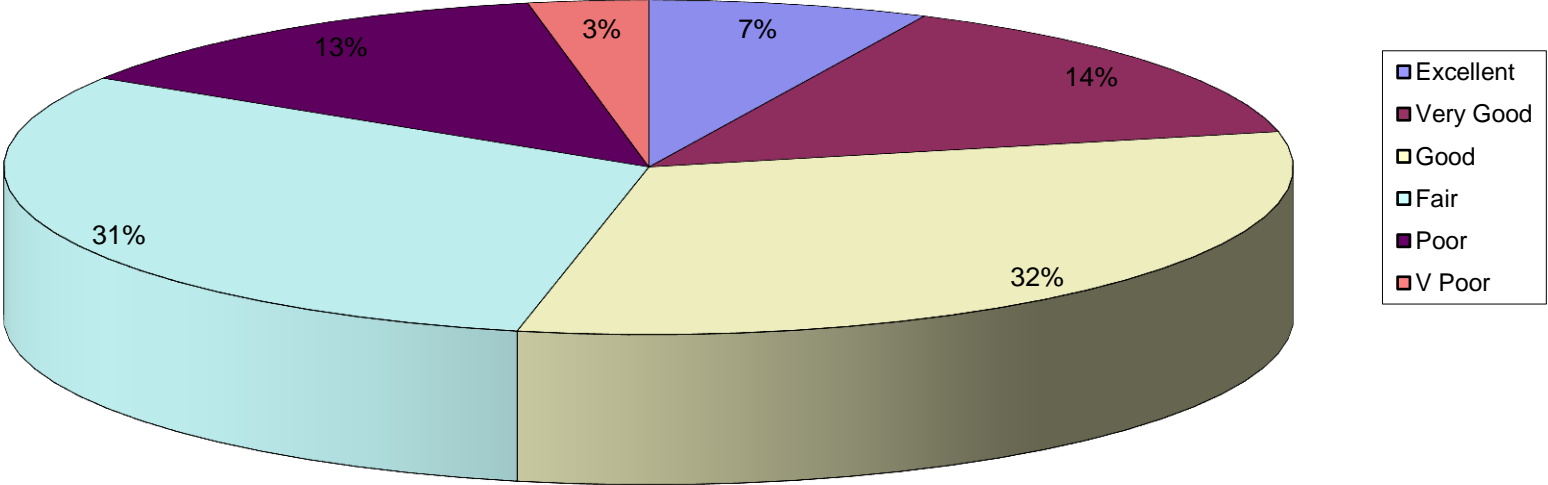


Question 5

- How long do you usually have to wait at the practice until the consultation begins?

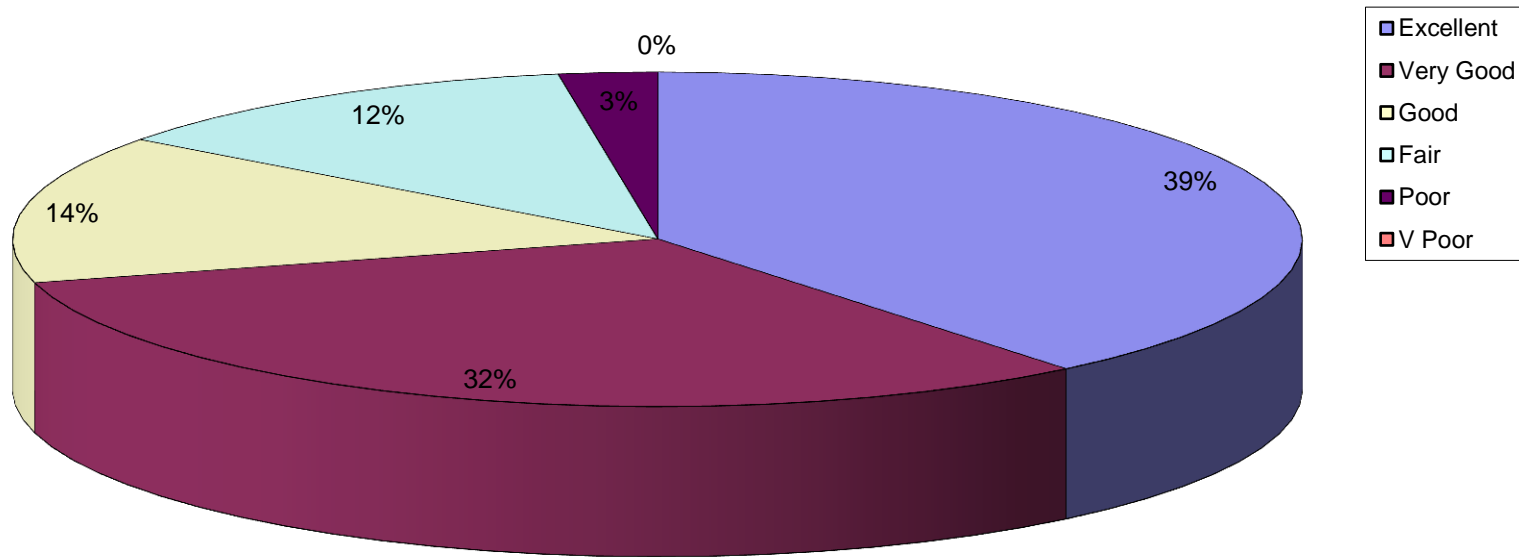


Question 5A - How do you rate this?

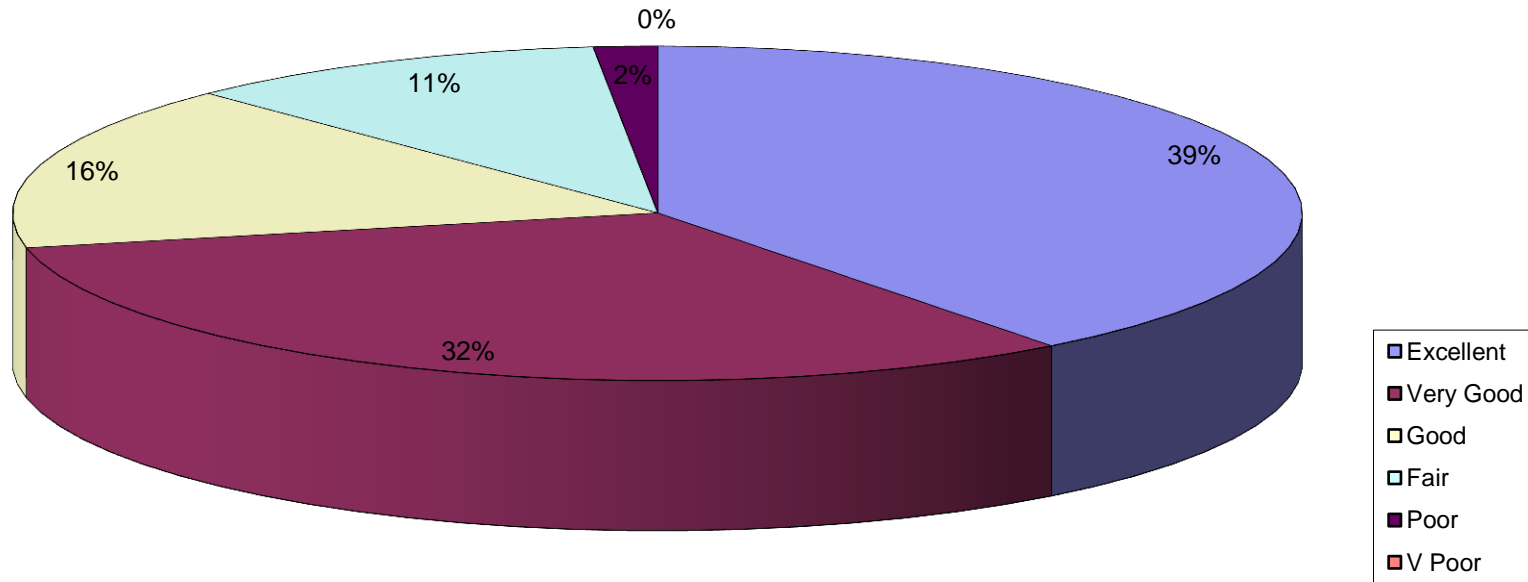


Question 6

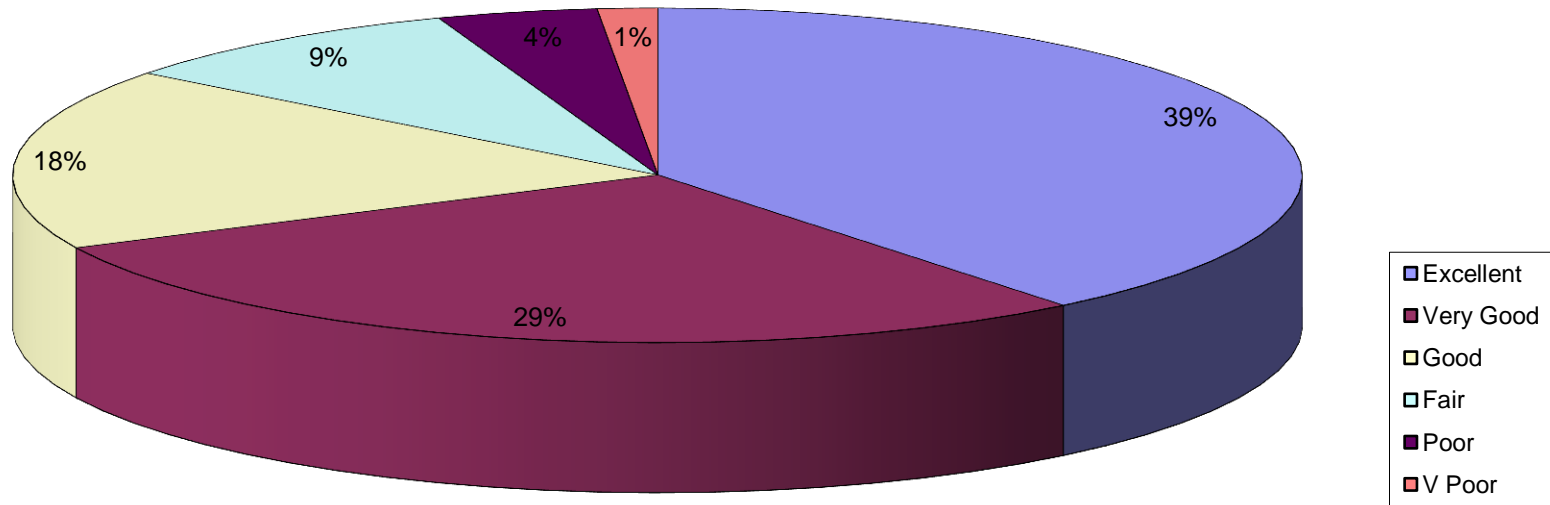
- How thoroughly your doctor asks about your symptoms and how you are feeling?



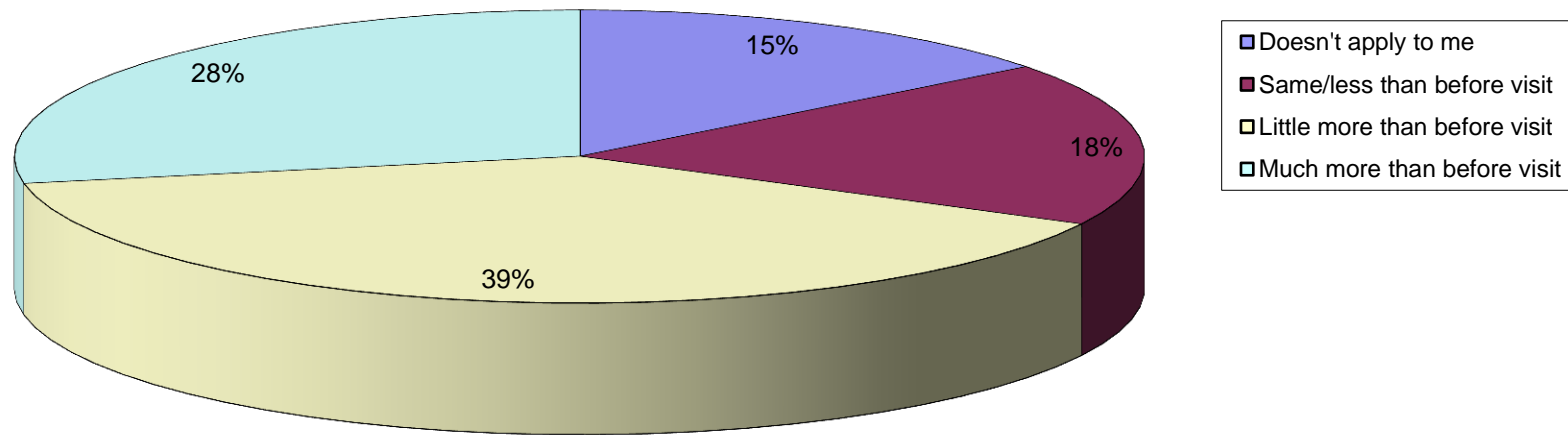
Question 6A
- How well your doctor listens to what you say?



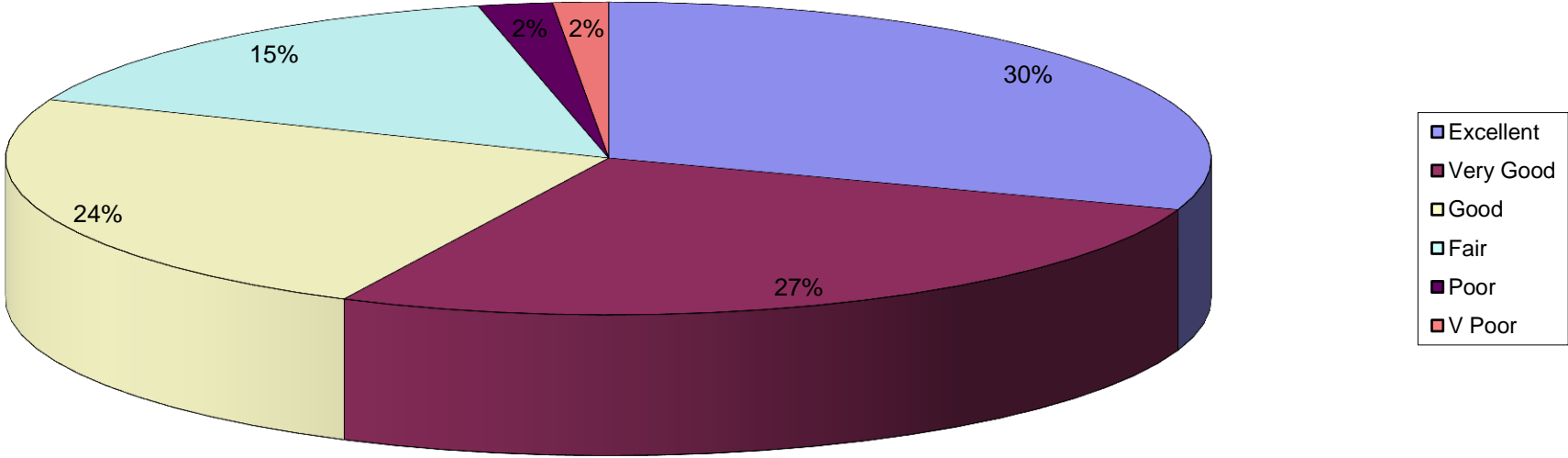
Q6B - How well your GP explains your health problems or any treatment you need?



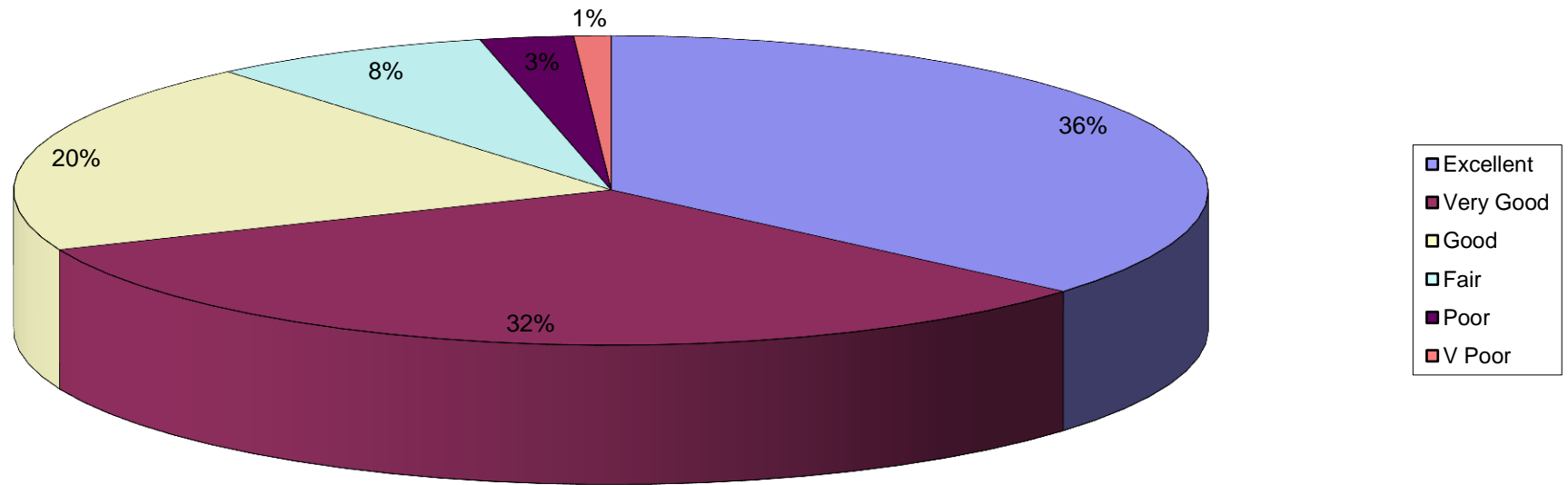
Question 7 - After a visit to your usual GP would you say that you generally feel able to understand your problem(s) or illness?



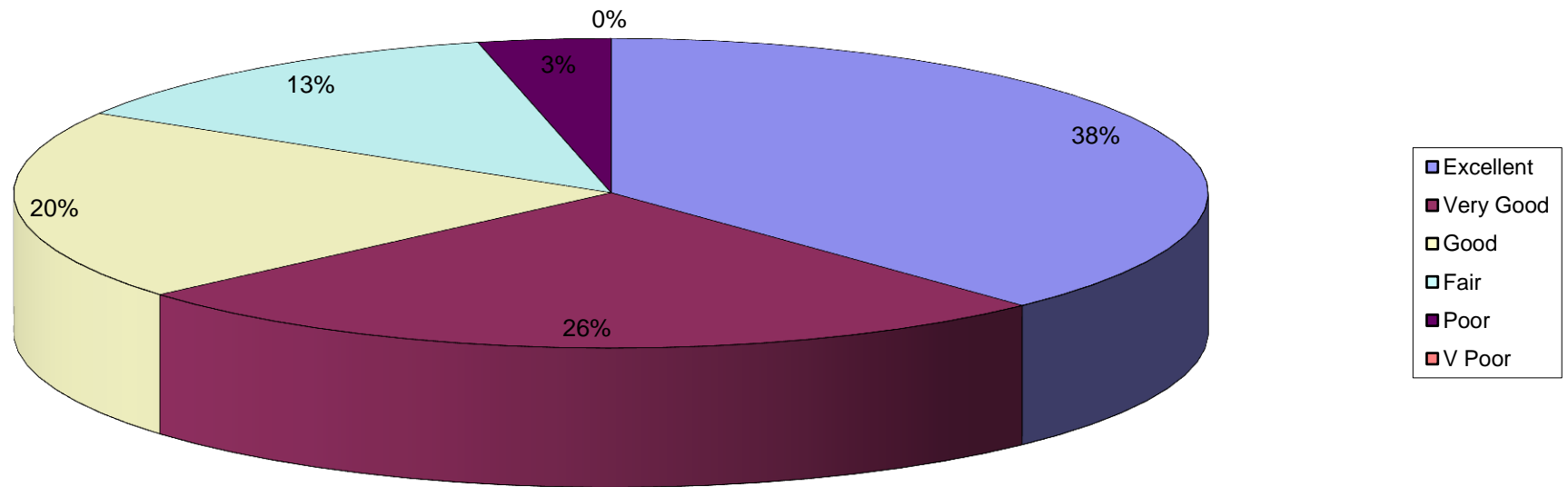
Question 8
- The amount of time your GP spends with you?



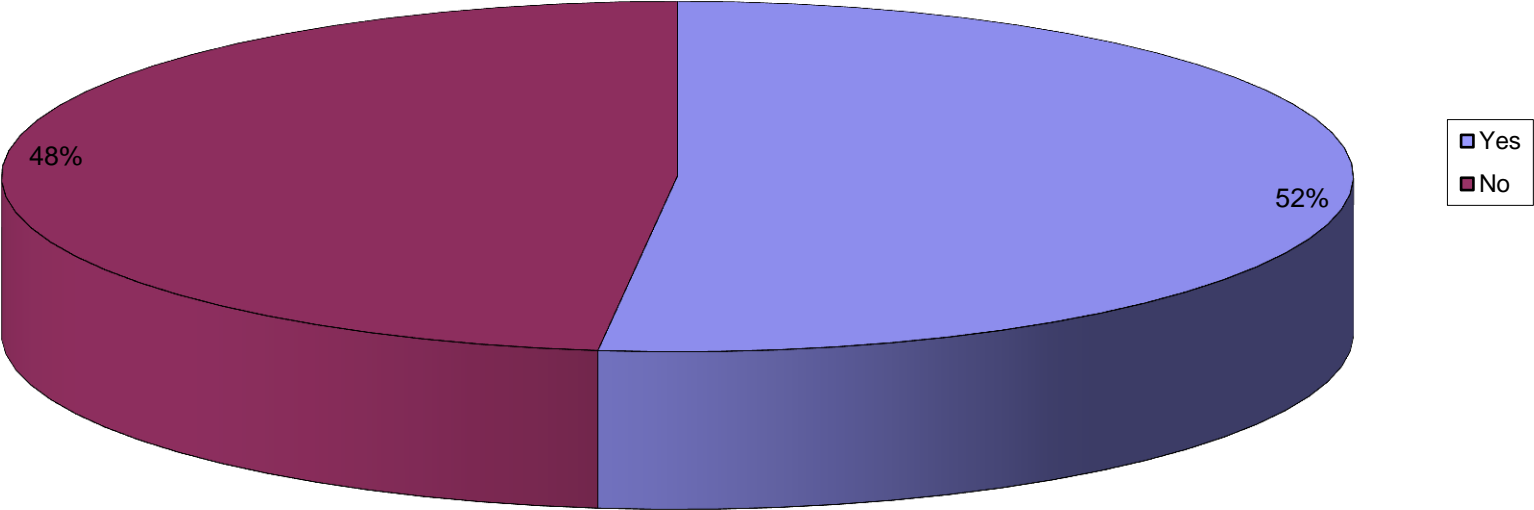
Question 9 - The GPs patience with your questions or worries?



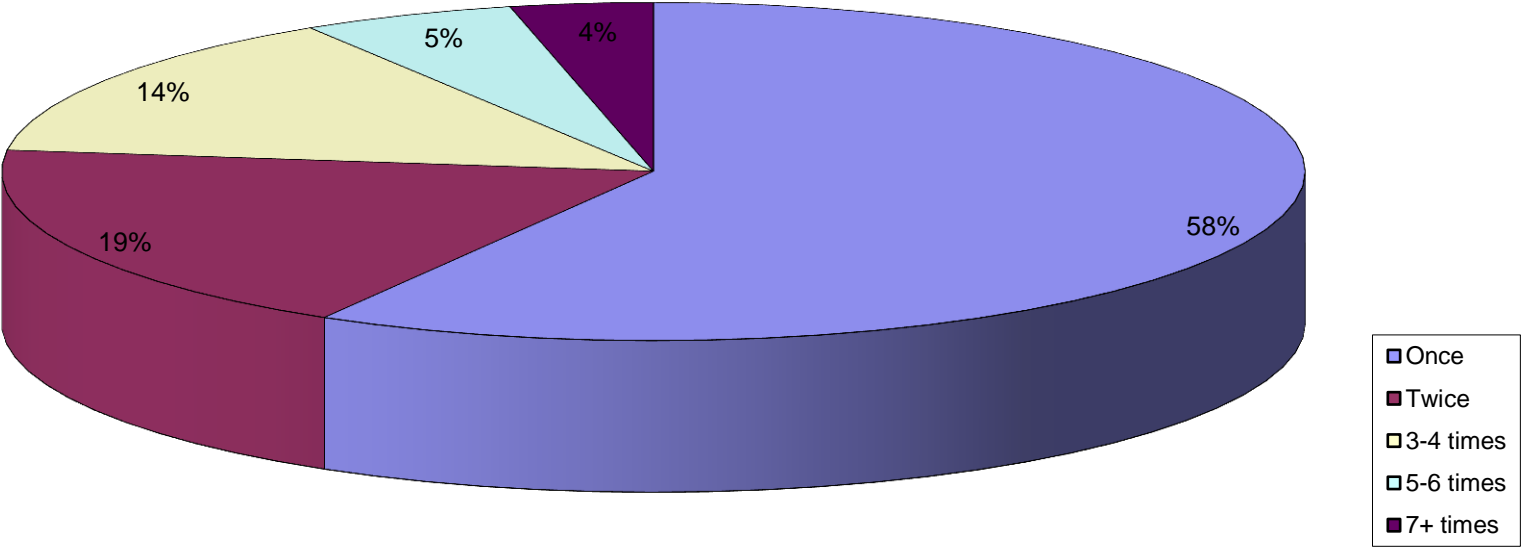
Question 9A - The GPs caring and concern for you?



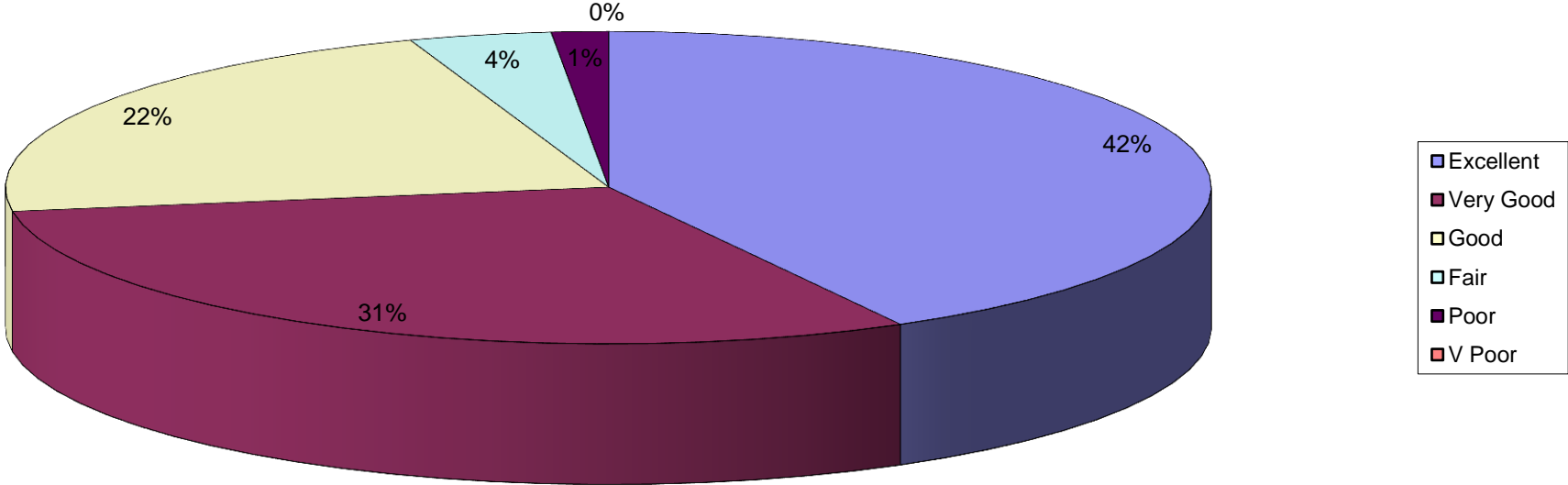
Question 10 - Have you seen a nurse from your practice in the past 12 months?



Question 11 - If yes, how many times have you seen a nurse from your practice in the past 12 months?



Question 12 - How well the nurse listens to what you say?



Question 12A- The quality of care they provide

