December 2013 to March 2014

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| Q1Satisfaction at the Speed at which the telephone was answered initially | 80% |
| Q2 Length of time you had to wait for an appointment | 81% |
| Q3. Satisfaction with convenience of day and time of your appointment | 78% |
| Q4. Satisfaction with availability of particular doctor | 75% |
| Q5. Satisfaction with the waiting time to see the doctor or nurse | 75% |
| Q7. Satisfaction with the opportunity of speaking to a doctor or nurse on the telephone when necessary | 77% |
| Q8Satisafaction of obtaining a home visit when necessary | 81% |
| Q9 Level of Satisfaction with the extended hours offered at the surgery | 80% |
| Q10. Satisfaction with prescription being ready on time | 89% |
| Q11 Satisfaction with correct prescription being issued | 85% |
| Q12. Satisfaction with how easy it is to obtain test results  | 82% |
| Q13. Satisfaction in the way you are treated by the receptionist. | 79% |
| Q14. Satisfaction with doctor's explanations | 78% |
| Q15. Satisfaction with the time doctor spends | 82% |
| Q16. Satisfaction with doctor's patience | 78% |
| Q17. Satisfaction with doctor's caring and concern | 77% |
| Q18. Ability to understand problem after visiting doctor | 79% |
| Q19. Ability to cope with problem after visiting doctor | 81% |
| Q20 Would you like to be able to order prescriptions and book appointments online | 73% |