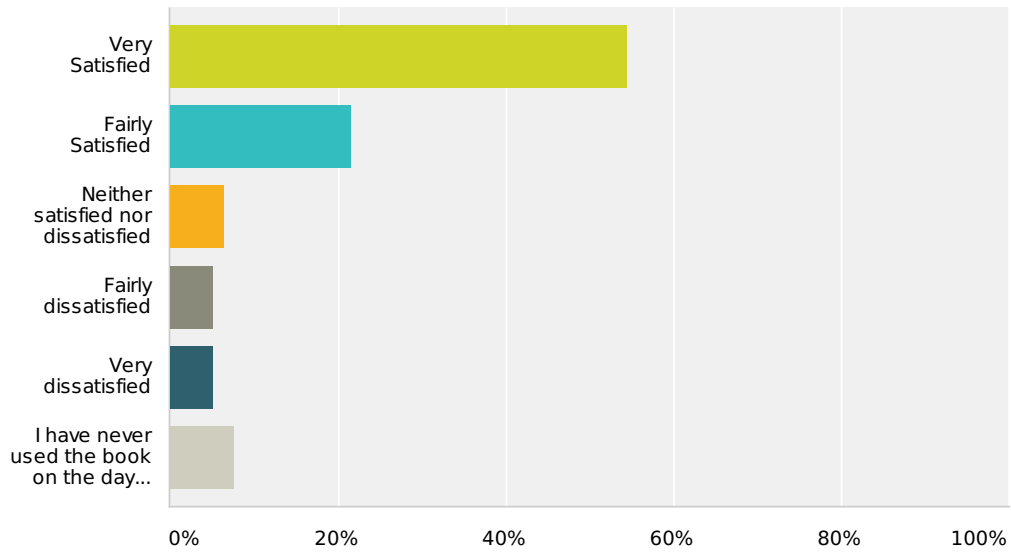


Q1 How satisfied are you with the system for booking same day appointments in the mornings?

Answered: 158 Skipped: 0

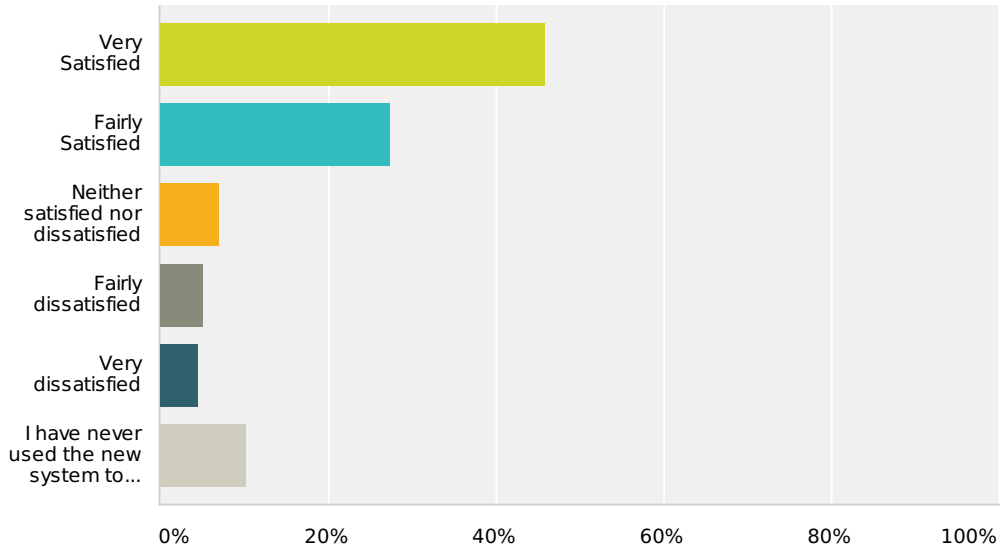


Answer Choices	Responses
Very Satisfied	54.43% 86
Fairly Satisfied	21.52% 34
Neither satisfied nor dissatisfied	6.33% 10
Fairly dissatisfied	5.06% 8
Very dissatisfied	5.06% 8
I have never used the book on the day system	7.59% 12
Total	158

Please enter any comments you may have on the book on the day appointment system (28)

Q2 How satisfied are you with the system for booking routine (Book in advance) appointments which are available afternoons only?

Answered: 157 Skipped: 1

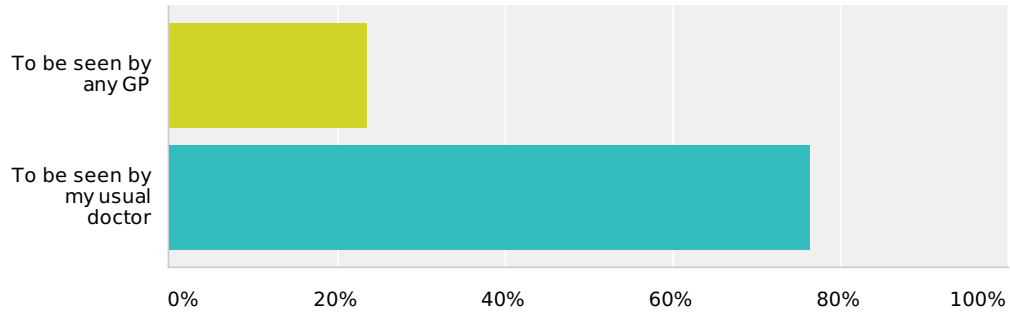


Answer Choices	Responses
Very Satisfied	45.86% 72
Fairly Satisfied	27.39% 43
Neither satisfied nor dissatisfied	7.01% 11
Fairly dissatisfied	5.10% 8
Very dissatisfied	4.46% 7
I have never used the new system to book afternoon routine appointments	10.19% 16
Total	157

Please enter any comments you may have on the book on the day appointment system (16)

Q3 When making an appointment to see a GP would you prefer:-

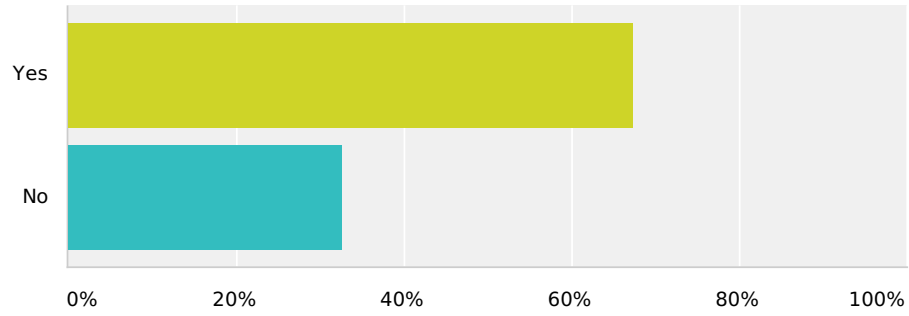
Answered: 157 Skipped: 1



Answer Choices	Responses	
To be seen by any GP	23.57%	37
To be seen by my usual doctor	76.43%	120
Total		157

Q4 When you have been given an appointment was it with the GP of your choice?

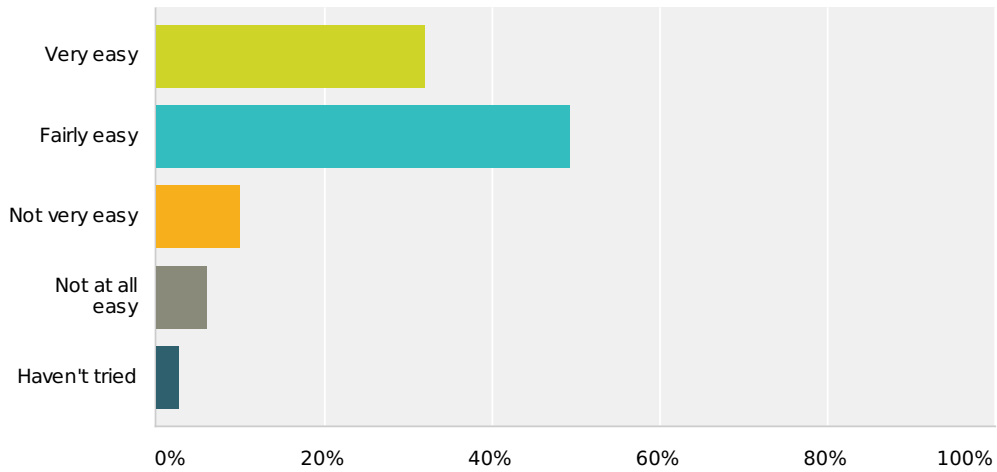
Answered: 156 Skipped: 2



Answer Choices	Responses
Yes	67.31% 105
No	32.69% 51
Total	156

Q5 Generally, how easy is it to get through to someone at the medical centre on the phone?

Answered: 150 Skipped: 8

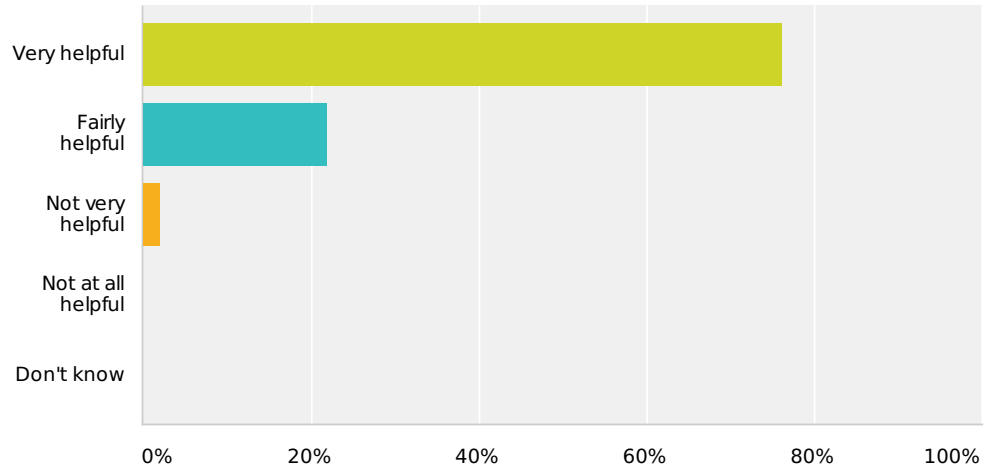


Answer Choices	Responses
Very easy	32% 48
Fairly easy	49.33% 74
Not very easy	10% 15
Not at all easy	6% 9
Haven't tried	2.67% 4
Total	150

Please enter any comments you may have (13)

Q6 How helpful do you find the receptionists at the medical centre?

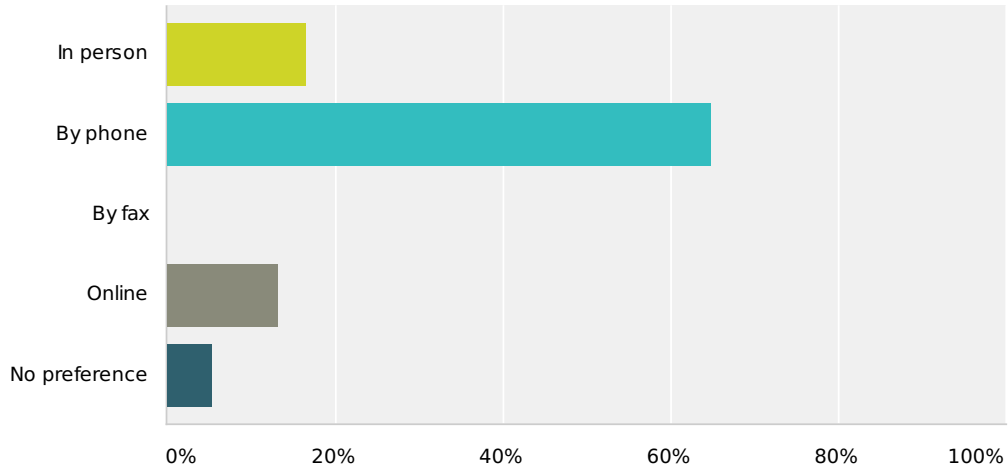
Answered: 151 Skipped: 7



Answer Choices	Responses	
Very helpful	76.16%	115
Fairly helpful	21.85%	33
Not very helpful	1.99%	3
Not at all helpful	0%	0
Don't know	0%	0
Total		151

Q7 Which of the following methods would you prefer to use to book appointments at the medical centre?

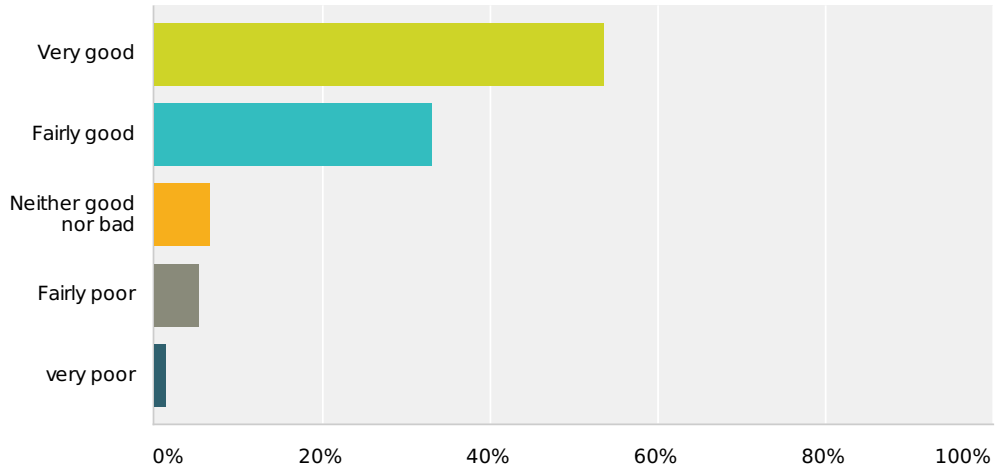
Answered: 151 Skipped: 7



Answer Choices	Responses	
In person	16.56%	25
By phone	64.90%	98
By fax	0%	0
Online	13.25%	20
No preference	5.30%	8
Total		151

Q8 Overall, how would you describe your experience of making an appointment?

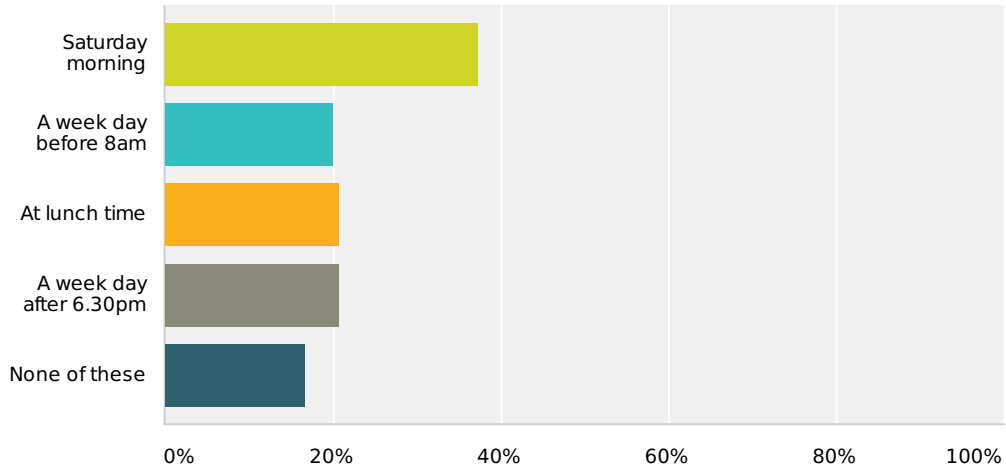
Answered: 151 Skipped: 7



Answer Choices	Responses
Very good	53.64% 81
Fairly good	33.11% 50
Neither good nor bad	6.62% 10
Fairly poor	5.30% 8
very poor	1.32% 2
Total	151

Q9 Which of the following additional opening times would make it easier for you to see or speak to a nurse or GP

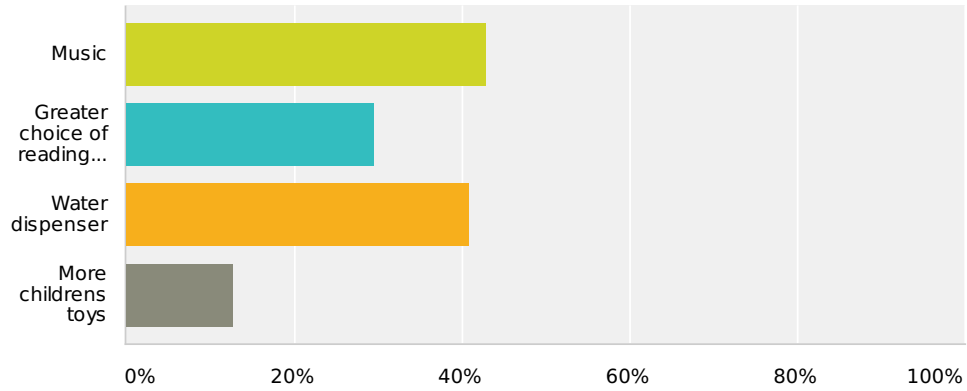
Answered: 150 Skipped: 8



Answer Choices	Responses
Saturday morning	37.33% 56
A week day before 8am	20% 30
At lunch time	20.67% 31
A week day after 6.30pm	20.67% 31
None of these	16.67% 25
Total Respondents: 150	

Q10 What would make your time in the waiting room more comfortable?

Answered: 142 Skipped: 16



Answer Choices	Responses
Music	42.96% 61
Greater choice of reading material	29.58% 42
Water dispenser	40.85% 58
More childrens toys	12.68% 18
Total Respondents: 142	

Please entre any comments you may have (26)