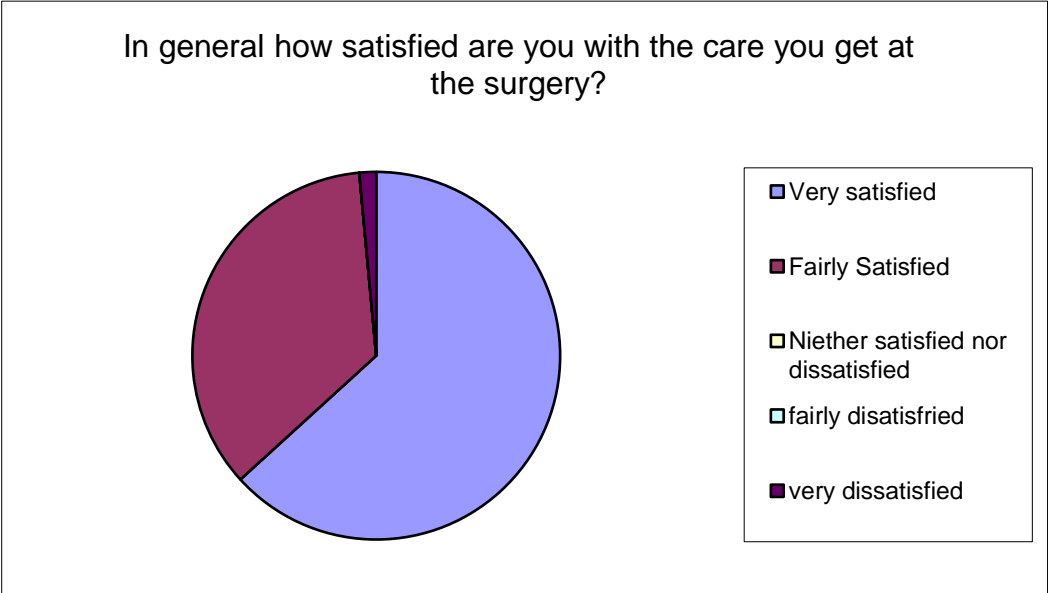
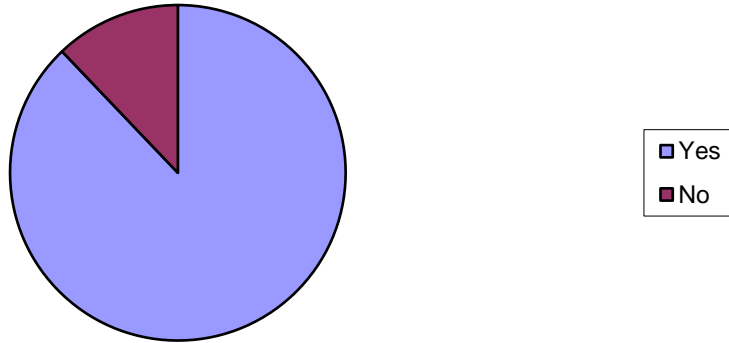


I. YOUR OVERALL SATISFACTION

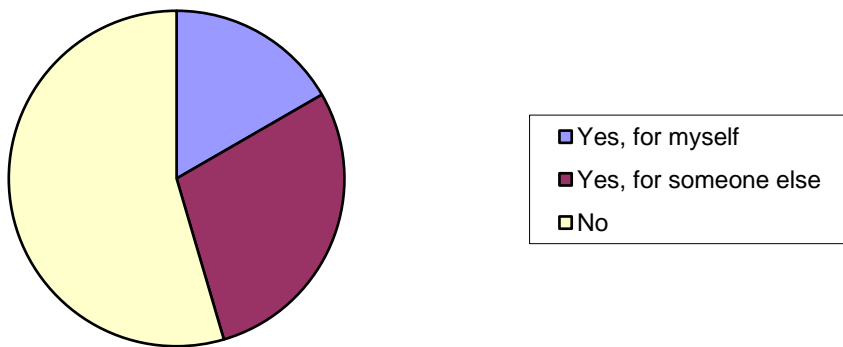


J. OUT OF HOURS CARE

**If you wanted to would you know how to contact an out of hours GP service?**

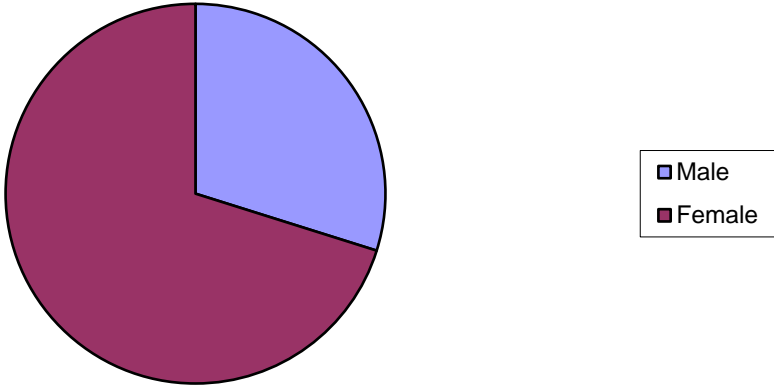


**In the past 6 months have you tried to call an out of hours GP service?**

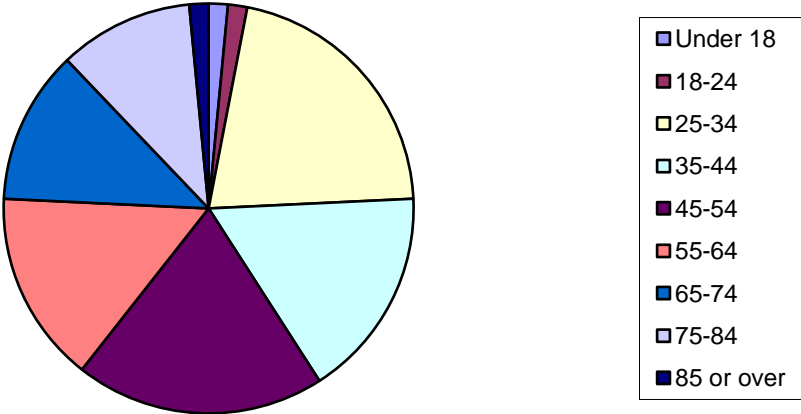


K. SOME QUESTIONS ABOUT YOURSELF

**Are you male or female?**



How old are you?



## A. ABOUT YOUR GP SURGERY OR CENTRE FOR HEALTH

Q.1 How easy do you find it to get into the building at your gp surgery

Very Easy  
48  
67%

Q.2 How clean is your GP Surgery or Health Centre?

Very Clean  
55  
55%

Q.3

Yes, But I don't mind  
44

Q4

Very helpful  
47

Q5i

Haven't tried  
3

Q5 ii

Havent tried  
18

Q5 iii

Haven't tried  
22

Qiiii

Haven't tried  
16

Q6

Yes  
61

Q7

Yes  
45

Q8

There weren't any appointments  
34

Q9

Yes  
50

Q10

Yes  
30

Q13

I don't normally have appointments at a particular time  
0

Q14

I don't have to wait too long  
18

Q15

Yes  
53

Q16	Always or almost always	27
Q17	Very satisfied	33
Q18	Yes	8
Q19	Before 8am	4
Q20i	Very Good	45
Q20ii	Very Good	41
Q20iii	Very Good	45
Q20, Part 4	Very Good	40
Q20,Part 5	Very Good	40
Very Good	Q20, Part 6	39
Q20, Part 7	Very Good	42
Q21	Yes, definitely	58
Q22	Yes	43
Q23	Haven't tried	10
Q24	Very good	38
Q24a	Very good	32
Q24b	Very good	35
Q24c	Very good	33

Q24d	
Very good	34
Q24e	
Very good	34
Q24f	
Very good	34
Q25	
Very satisfied	43
Q30	
Yes	58
Q31	
Yes, for myself	11
Q32	
Male	20
Q33	
Under 18	1

Fairy Easy	Not very easy	
	13	2
	23%	10%
Fairly Clean	Not Very Clean	
	12	1
	42%	3%
Yes, and I am not happy about it	No, other patients cannot overhear	
	7	6
Fairly helpful	Not very helpful	
	15	4
Very easy	Fairly easy	
	4	27
very easy	fairly easy	
	4	14
Very easy	Fairly easy	
	4	7
Very easy	Fairly easy	
	8	12
No	Can't remember	
	9	0
No	Can't remember	
	21	3
The times offered didn't suit me	The appt was with a GP I didn't want to see	
	8	12
No	Can't Remember	
	14	3
No	Can't remember	
	19	9
I am seen at my appointment time	Less than 5 minutes	
	3	1
I have to wait a bit too long	I have to wait far too long	
	28	11
No	There is only one GP at the surgery	
	13	0

A lot of the time	Some of the time	17
		14
Fairly satisfied	Neither satisfied nor dissatisfied	4
		29
No		
		3
At Lunchtime	After 6.30pm	13
		3
Good	Neither good nor poor	3
		17
Good	Neither good nor poor	2
		18
Good	Neither good nor poor	2
		15
Good	Neither good nor poor	3
		18
Good	Neither good nor poor	4
		17
Good	Neither good nor poor	4
		18
Good	Neither good nor poor	3
		15
Yes, to some extent	No, not at all	1
		8
No		
		24
Very easy	Fairly easy	21
		22
Good	Neither good nor poor	2
		15
Good	Neither good nor poor	2
		15
Good	Neither good nor poor	1
		16
Good	Neither good nor poor	2
		14



Good	Neither good nor poor	2
	16	
Good	Neither good nor poor	2
	16	
Good	Neither good nor poor	2
	16	
Fairly Satisfied	Niether satisfied nor dissatisfied	0
	24	
No		
	8	
Yes, for someone else	No	36
	19	
Female		
	47	
18-24	25-34	14
	1	

Not at all easy	0 0%	
Not at all Clean	0 0%	Don't know 0 0%
Don't Know	10	
Not at all helpful	0	
Not very easy	18	Not at all easy 17
Not very easy	9	Not at all easy 5
Not very easy	3	Not at all easy 3
Not very easy	6	Not at all easy 1
I could have seen a nurse but I wanted to see a doctor	4	
5-15 mins	27	16-30 mins 24
No opinion	9	

Never or almost never	Not tried at this GP Surgery	3	2
fairly dissatisfied	very dissatisfied	1	1
On a Saturday	On a Sunday	24	1
Poor	very poor	2	0
Poor	very poor	1	1
Poor	very poor	1	0
Poor	very poor	0	0
Poor	very poor	0	0
Poor	very poor	0	0
Poor	very poor	0	0
Poor	very poor	1	0
Don't Know/cant say		1	
Not very easy	Not at all easy	5	0
Poor	Very poor	0	0
Poor	Very poor	1	0
Poor	Very poor	0	0
Poor	Very poor	0	0

Poor	Very poor	0	0
Poor	Very poor	0	0
Poor	Very poor	4	0
fairly dissatisfied	very dissatisfied	0	1
35-44	45-54	11	13

Don't know

0

don't know

6

Don't know

17

Don't know

13

more than 30 mins

13

Cant remember

0

Im not sure when the surgery is open

1

doesn't apply

0

doesn't apply

0

doesn't apply

0

doesn't apply

1

doesn't apply

1

doesn't apply

1

doesn't apply

0

don't know

8

doesn't apply

1

doesn't apply

4

doesn't apply

0

doesn't apply

5

doesn't apply

2

doesn't apply

2

doesn't apply

1

55-64

65-74  
10

75-84  
8

85 or over  
7

1