



	No Experience	Poor	Fair	Good	Very Good	Excellent
Q1. Speed at which the telephone was answered initially	6	18	15	13	3	5
Q2. Length of time you had to wait for a pre-booked appointment	9	9	17	17	4	4
Q3. Do you know about the extended access opening times with appointments available from 6pm to 9.30pm Monday to Friday and 10am to 1pm Saturday and Sunday? Even if you have not use service, do what do you think of this idea?	19	5	5	14	7	10
Q4. Seeing the Doctor of your choice on a pre booked appointment	4	10	13	16	7	10
Q5. Opportunity of speaking to a Doctor on the telephone when you thought you needed to	13	7	13	12	9	6
Q6. Opportunity of speaking to the Practice Nurse on the telephone when you thought you needed to	16	7	14	11	5	7
Q7. Do you feel that the HCP recognised or understood your Mental Health needs during last appointment	17	4	16	9	6	8
Q8. Do you feel involved in the decisions for your care	11	6	14	11	7	10
Q9. Do you feel the Health Care Professional listened during your last appointment	11	5	9	18	7	10
Q10. How helpful are Reception Staff	4	7	9	18	8	13
Q11. How useful is info information from Reception Staff	5	9	7	14	9	16
Q12. Overall satisfaction with this Practice	4	8	13	13	9	13