

In Reception, can other patients overhear what you say to the receptionist?

Yes, not happy	10%	9%
Yes but acceptable	73%	72%
Cannot be overheard	3.33%	5%
Don't know	13.66%	14%
	<u>2012</u>	<u>2013</u>

How helpful are the receptionists?

Not at all helpful	1.33%	1%
Not very helpful	1.66%	2%
Fairly helpful	37.66%	31%
Very helpful	59.33%	66%

On arriving at the surgery how long do you have to wait to see your doctor?

Too long	12%	22%
Acceptable wait	65.33%	54%
No wait	3.33%	2%
Do not mind waiting	19.33%	22%

How well does the doctor listen to your concerns?

Never listens	0.66%	0%
Not very well	3%	3%
Fairly well	32.33%	34%
Very well	64%	63%

How well does the doctor explain things to you?

Very poor explanations	0.66%	0%
Not very well	2%	3%
Fairly well	38%	39%
Very Well	59.33%	58%

How satisfied are you with the services provided by the practice nurses?

Very dissatisfied	0.66%	1%
Fairly dissatisfied	1%	1%
Acceptable	29.33%	26%
Very satisfied	69%	72%

What is your opinion on the comfort of the waiting areas?

Not comfortable	3%	4%
Fairly comfortable	21%	13%
Acceptable	58.33%	70%
Very comfortable	17.66%	13%

If you consider yourself to have a disability of any kind, does the surgery/practice meet your needs?

Yes	28%	30%
No	4.33%	2%
Did not answer so assume no disability	203 67.66%	68%