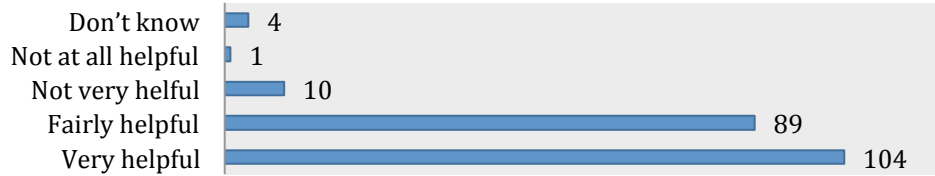
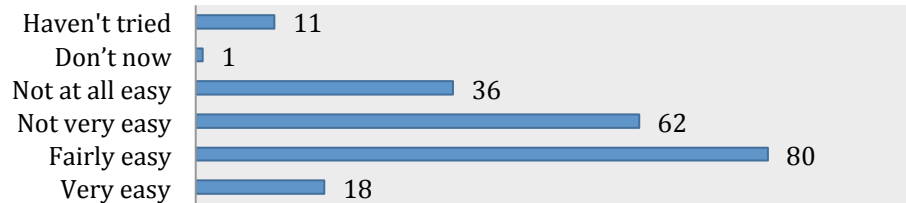


# About Receptionists & Appointments

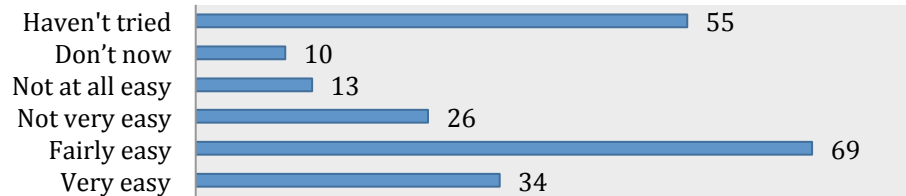
## Q.1 How helpful do you find the receptionists at your GP practice?



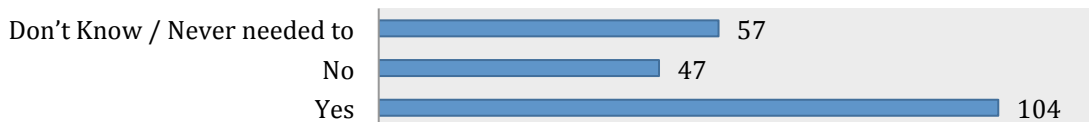
## Q.2 How easy it is to get through to someone at your practice on the phone?



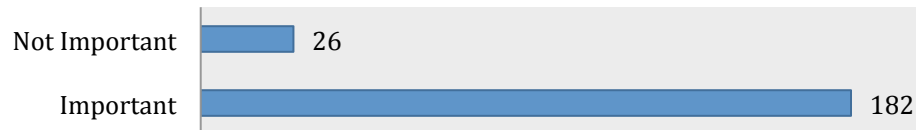
## Q.3 How easy it is to speak to a doctor or nurse on the phone at your GP practice?



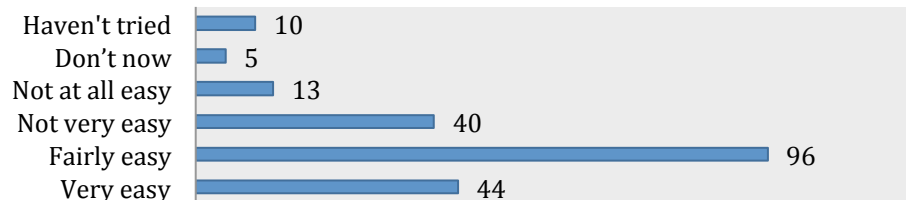
## Q.4 If you need a GP urgently, can you normally get seen on the same day?



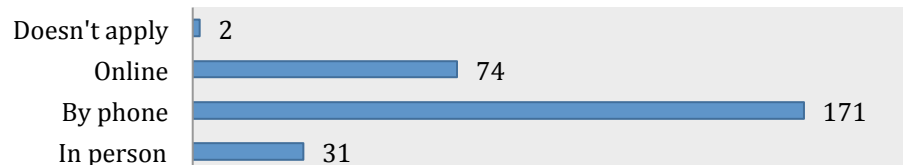
## Q.5 How important is it to you to be able to book appointments ahead of time in your practice?



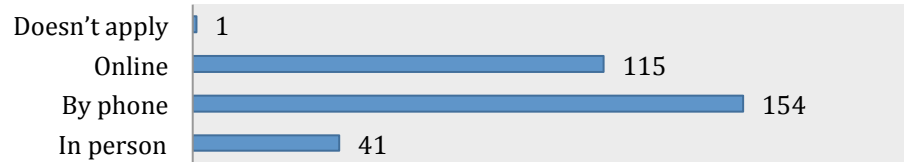
## Q.6 How easy is it to book ahead in your practice ?



## Q.7 How do you normally book your appointments at your practice?

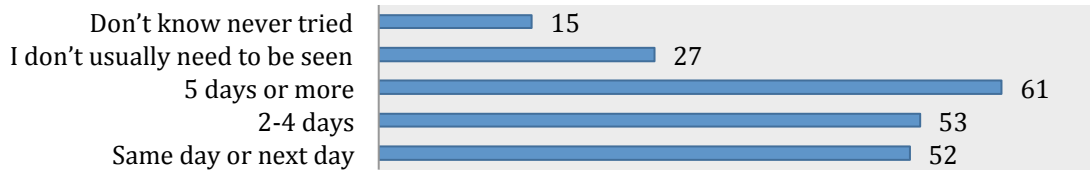


**Q.8 Which of the following methods would you prefer to use to book appointments at your practice?**

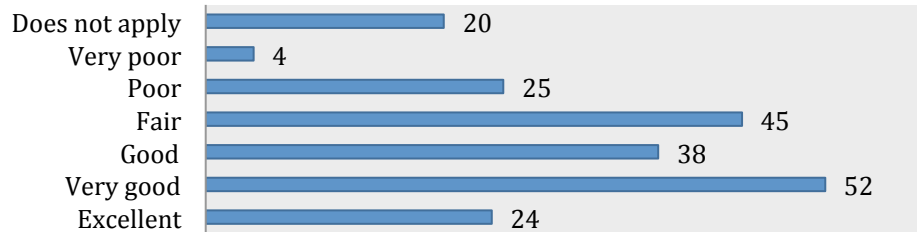


**About Receptionists & Appointments  
(Thinking of times when you want to see a particular doctor)**

**Q.9 How quickly do you usually get seen?**

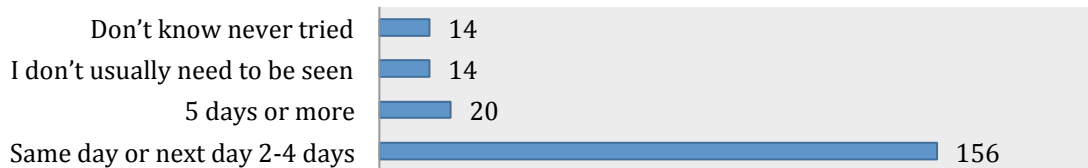


**Q.10 How do you rate this?**

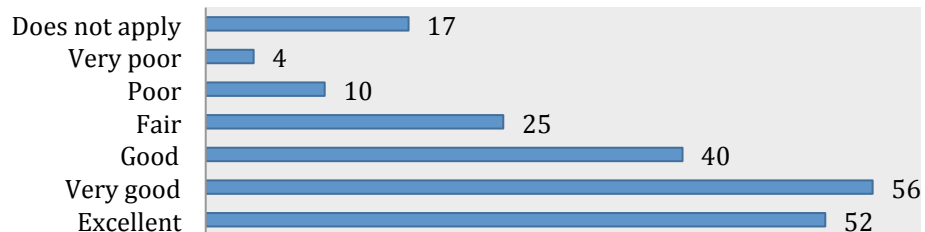


**About Receptionists & Appointments  
(Thinking of times when you want to see any doctor)**

**Q.11 How quickly do you usually get seen?**

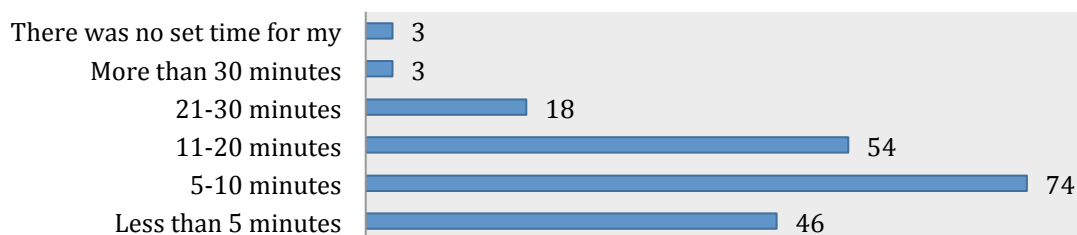


**Q.12 How do you rate this?**

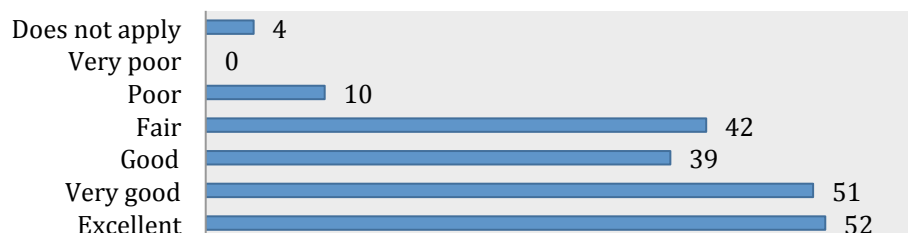


## About Receptionists and Appointments (Thinking of the most recent consultation with a doctor or nurse)

### Q.13 How long did you wait for your consultation to start?

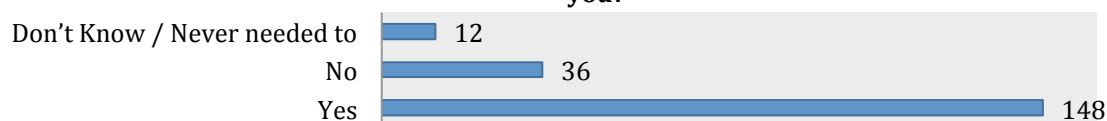


### Q.14 How do you rate this?

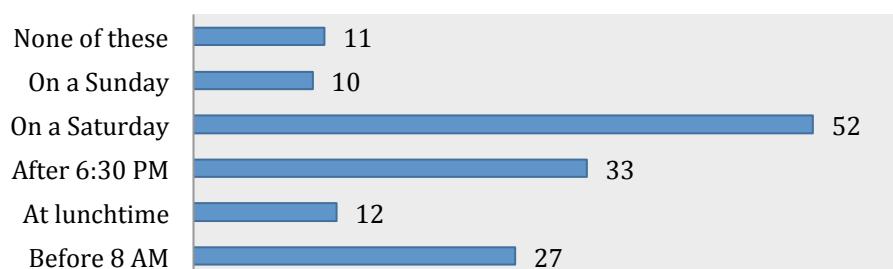


## About opening times

### Q.15 Is your GP Practice currently open at times that are convenient to you?

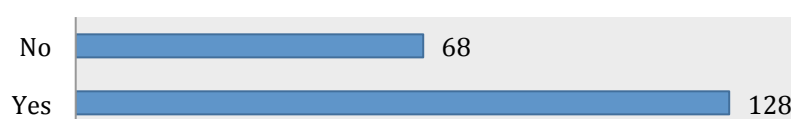


### Q.16 Which of the following additional house would make it easier for you to see or speak to someone?

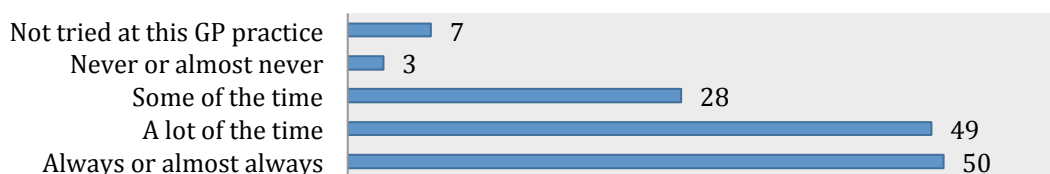


## About seeing the doctor of your choice

### Q.17 Is there a particular GP you usually prefer to see or speak to?

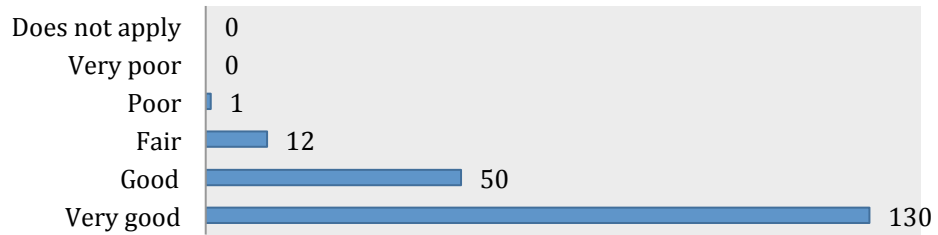


### Q.18 How often do you see or speak to the GP you prefer?

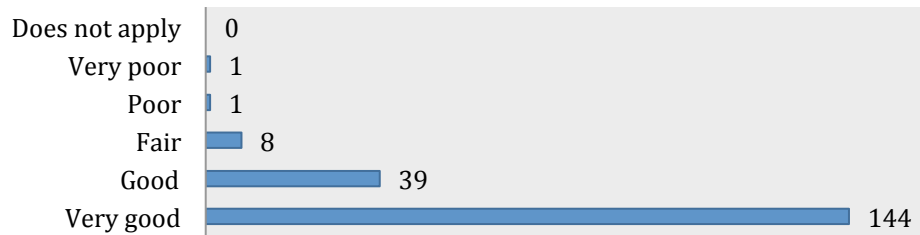


## How good was the last GP you saw at each of the following?

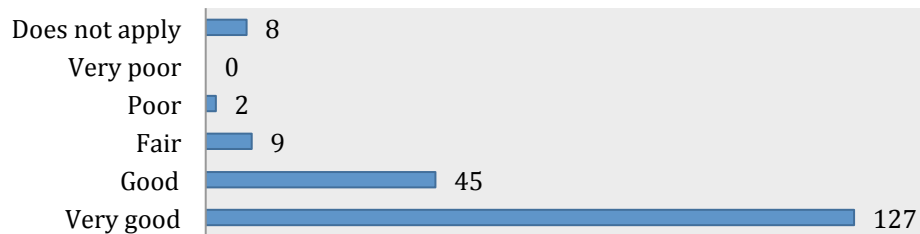
### Q.19 Giving you enough time?



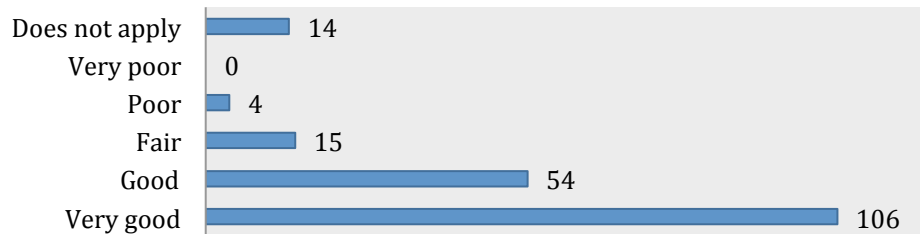
### Q.20 Listening to you?



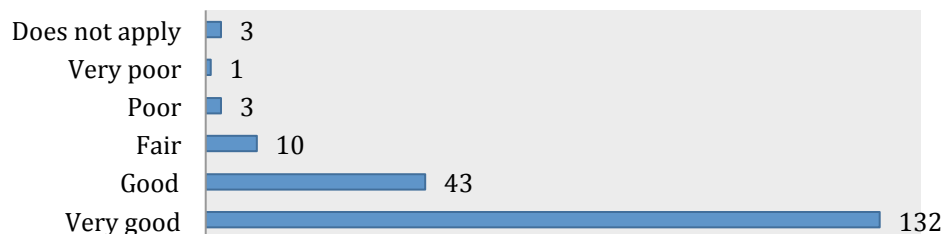
### Q.21 Explaining tests and treatments?



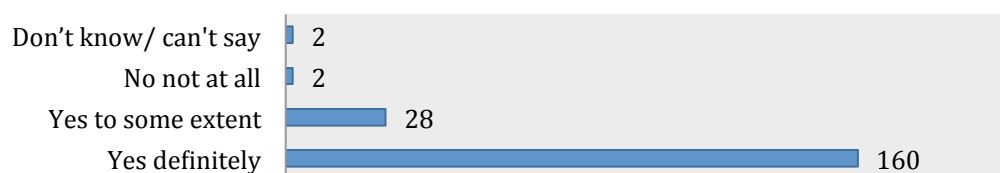
### Q.22 Involving you in decisions about your care?



### Q.23 Treating you with care and concern?

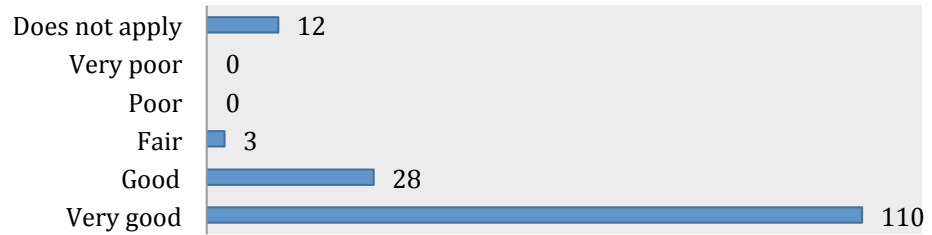


### Q.24 Did you have confidence and trust in the the GP you saw or spoke to?

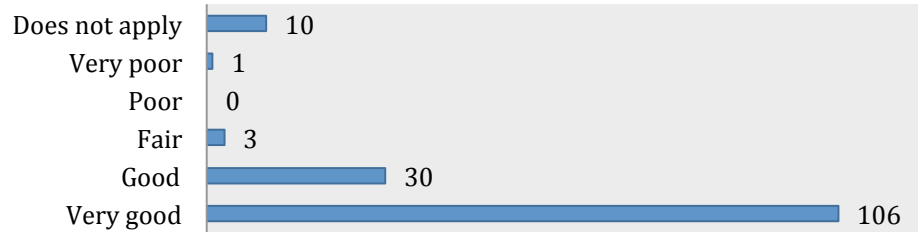


## How good was the last nurse you saw at each of the following?

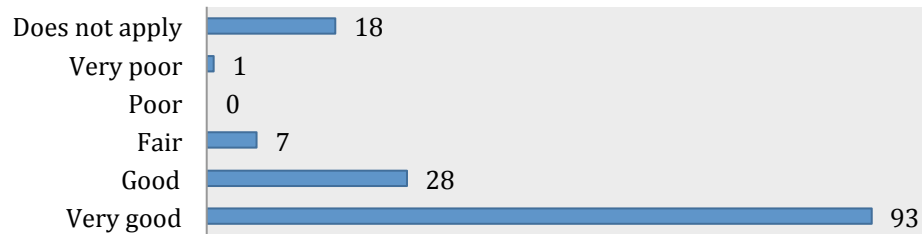
**Q.25 Giving you enough time?**



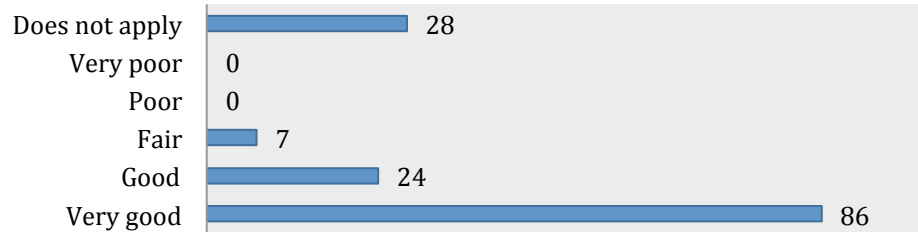
**Q.26 Listening to you?**



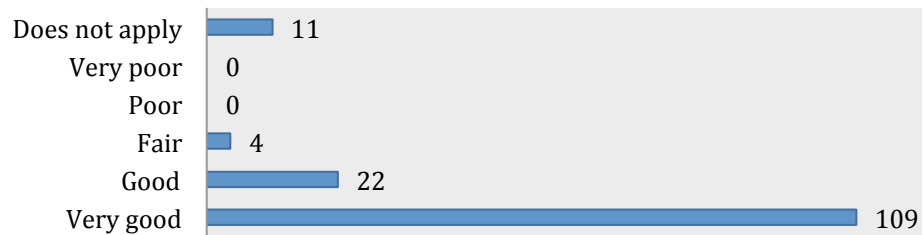
**Q.27 Explaining tests and treatments?**



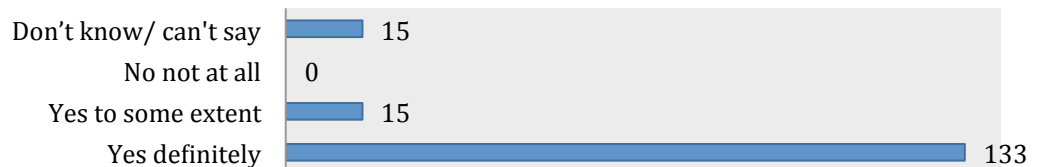
**Q.28 Involving you in decisions about your care?**



**Q.29 Treating you with care and concern?**

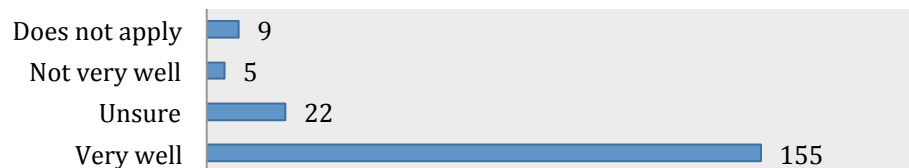


**Q.30 Did you have confidence and trust in the the GP you saw or spoke to?**

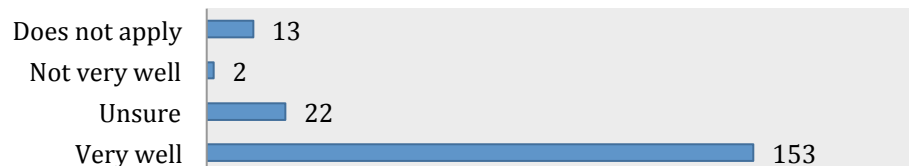


## About care from your doctors and nurses (Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:)

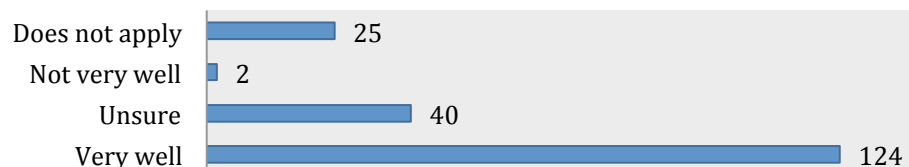
### Q.31 Understand your health problems?



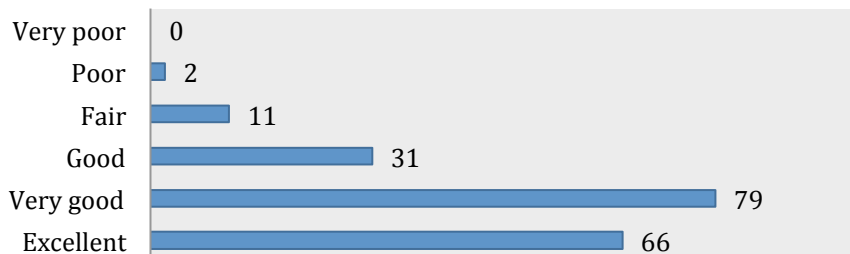
### Q.32 Cope with your health problems?



### Q.33 Keep yourself healthy?



### Q.34 Overall, how would you describe your experience of your GP Surgery?



### Q.35 Would you recommend your GP Surgery to someone who has just moved to your local area?

