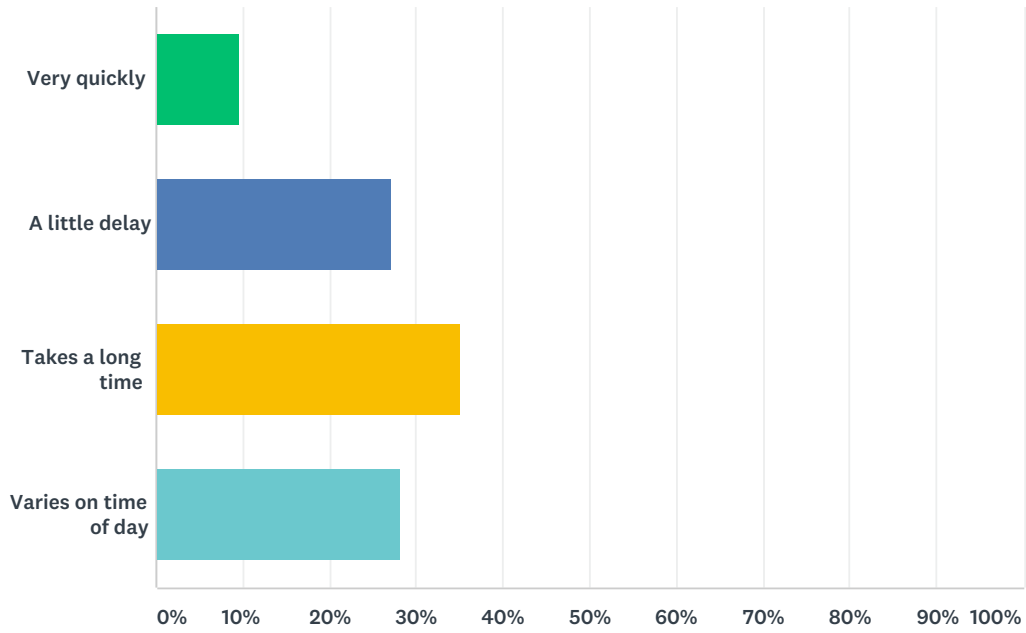


Q1 How quickly are your telephone calls to the Medical Centre answered?

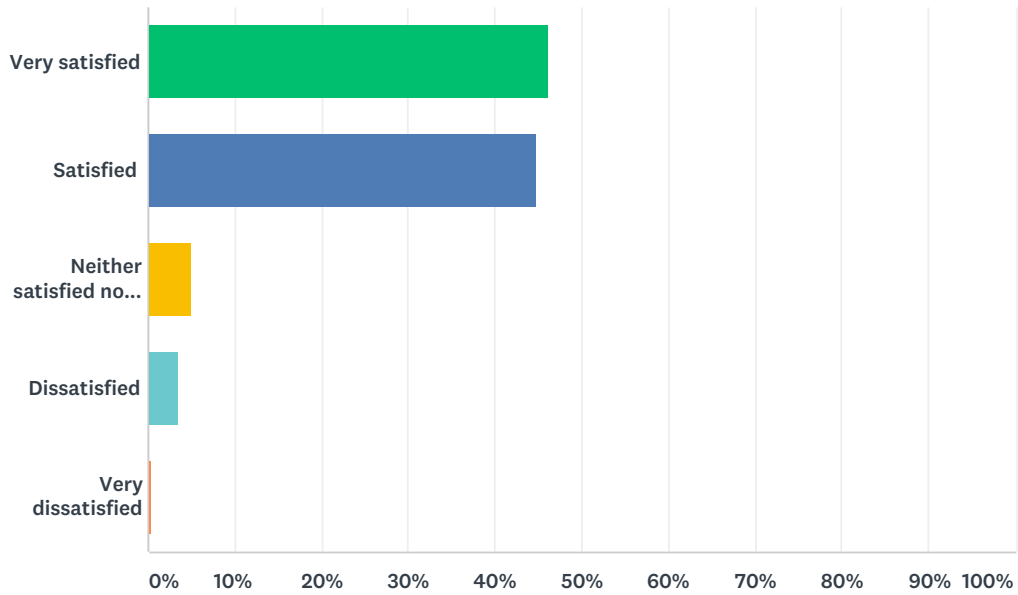
Answered: 199 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very quickly	9.55%	19
A little delay	27.14%	54
Takes a long time	35.18%	70
Varies on time of day	28.14%	56
TOTAL		199

Q2 How satisfied are you with the way your call was handled

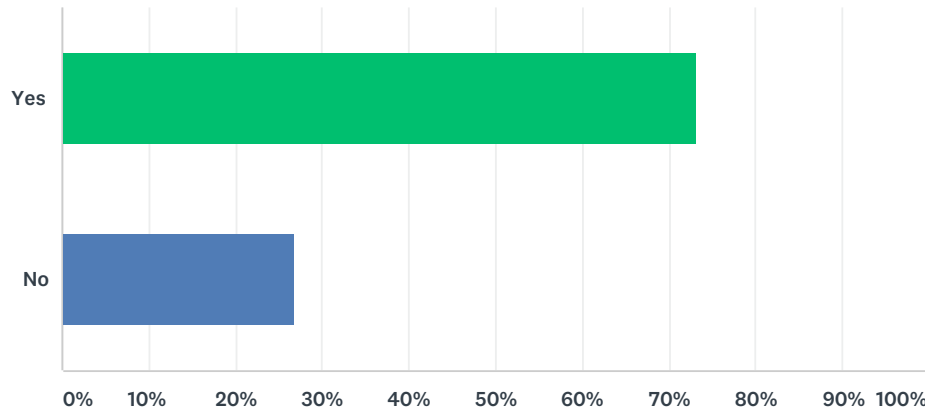
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	46.27%	93
Satisfied	44.78%	90
Neither satisfied nor dissatisfied	4.98%	10
Dissatisfied	3.48%	7
Very dissatisfied	0.50%	1
TOTAL		201

Q3 Did you use the new Triage System

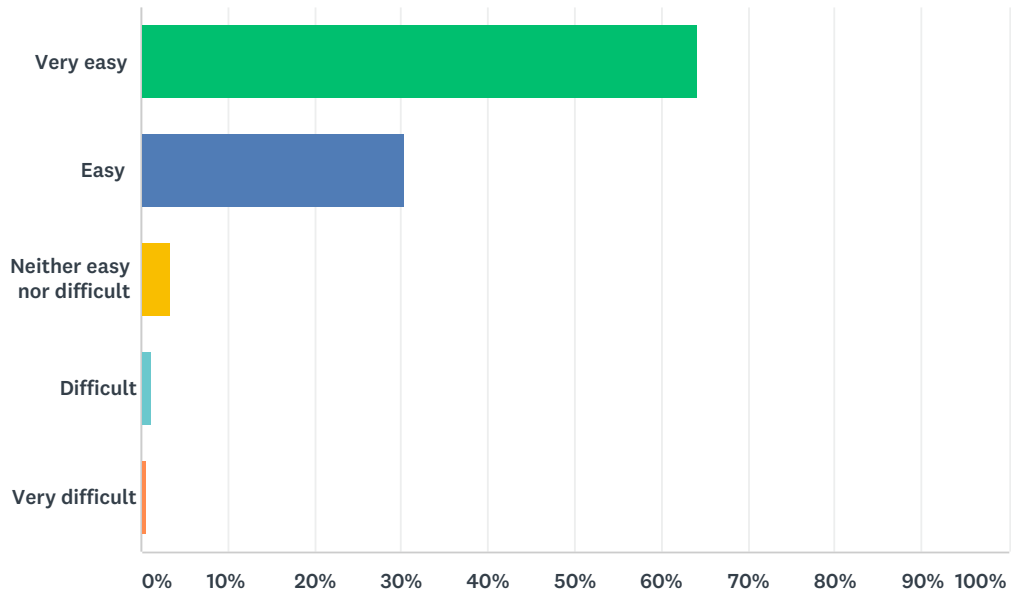
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.13%	147
No	26.87%	54
TOTAL		201

Q4 How easy was it to access the Triage System

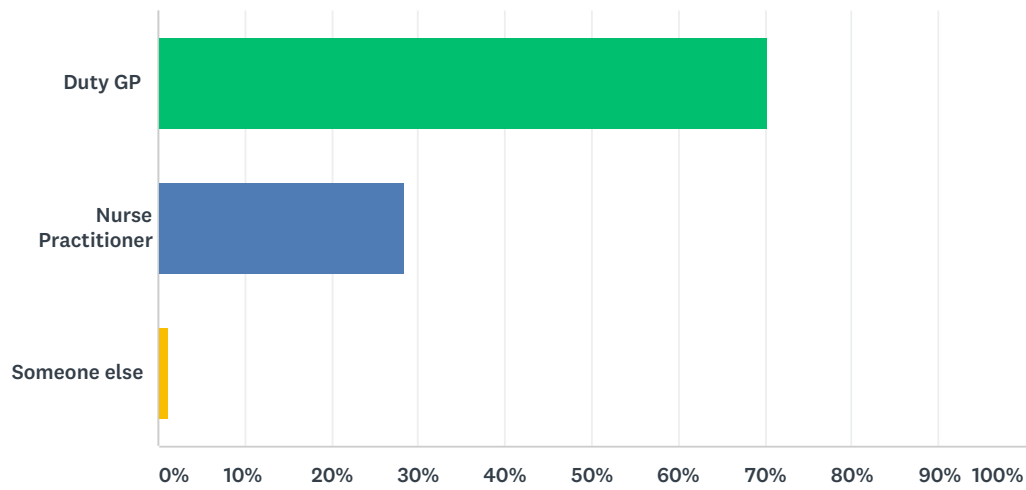
Answered: 148 Skipped: 53



ANSWER CHOICES	RESPONSES	
Very easy	64.19%	95
Easy	30.41%	45
Neither easy nor difficult	3.38%	5
Difficult	1.35%	2
Very difficult	0.68%	1
TOTAL		148

Q5 Who called you back

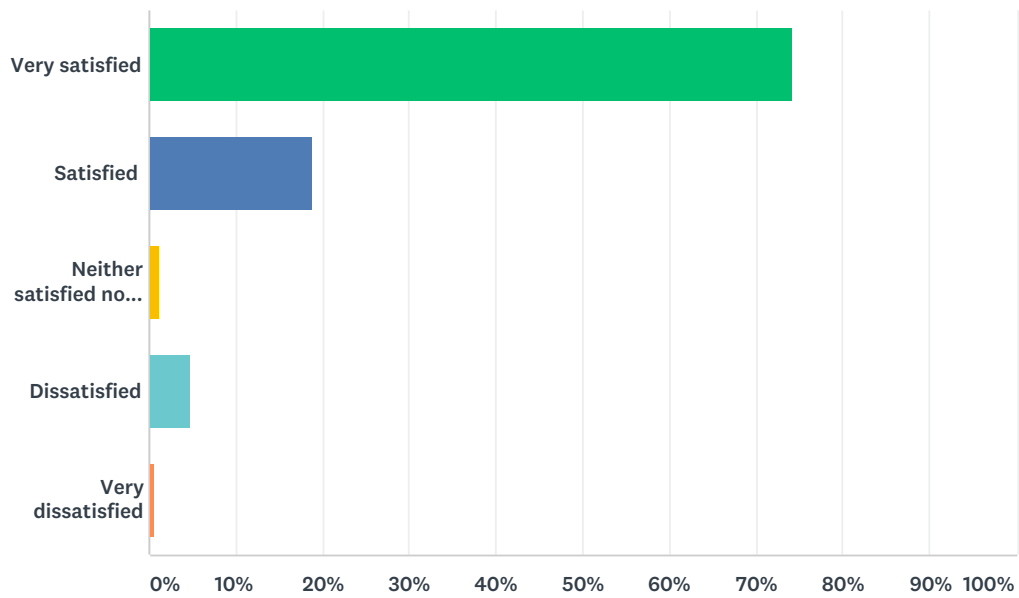
Answered: 148 Skipped: 53



ANSWER CHOICES	RESPONSES	
Duty GP	70.27%	104
Nurse Practitioner	28.38%	42
Someone else	1.35%	2
TOTAL		148

Q6 How satisfied are you with the outcome?

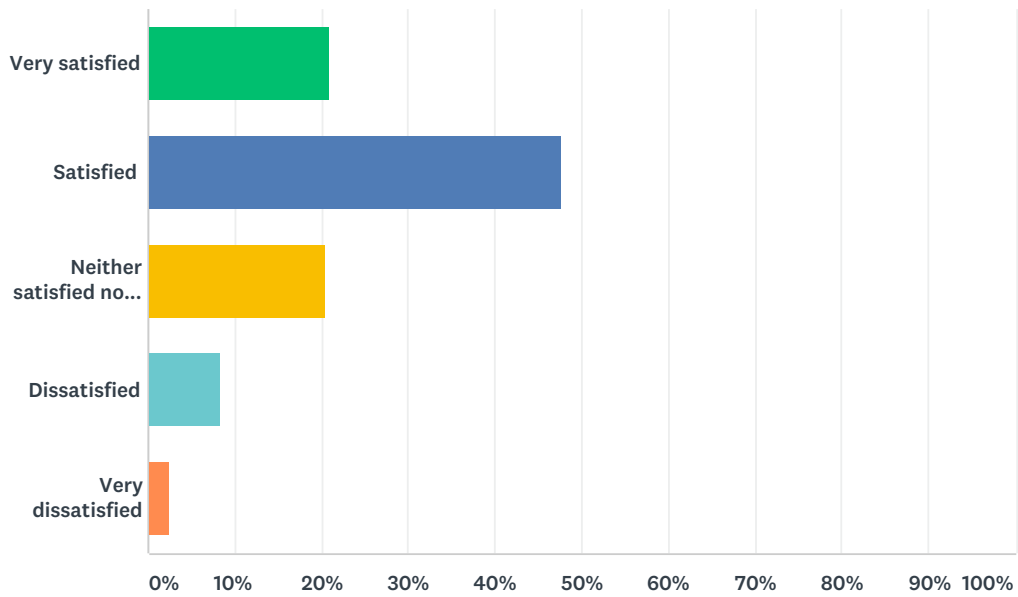
Answered: 148 Skipped: 53



ANSWER CHOICES	RESPONSES	
Very satisfied	74.32%	110
Satisfied	18.92%	28
Neither satisfied nor dissatisfied	1.35%	2
Dissatisfied	4.73%	7
Very dissatisfied	0.68%	1
TOTAL		148

Q7 Overall how satisfied are you with the way we are dealing with the National lack of GPs?

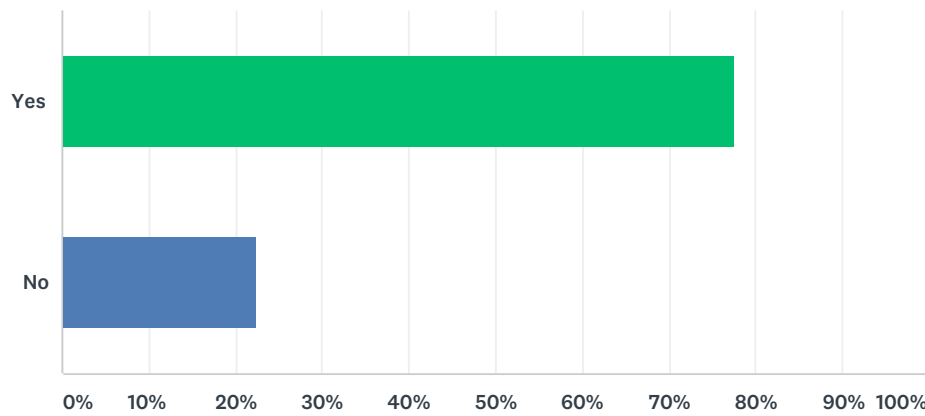
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	20.90%	42
Satisfied	47.76%	96
Neither satisfied nor dissatisfied	20.40%	41
Dissatisfied	8.46%	17
Very dissatisfied	2.49%	5
TOTAL		201

Q8 Do you have access to the Internet?

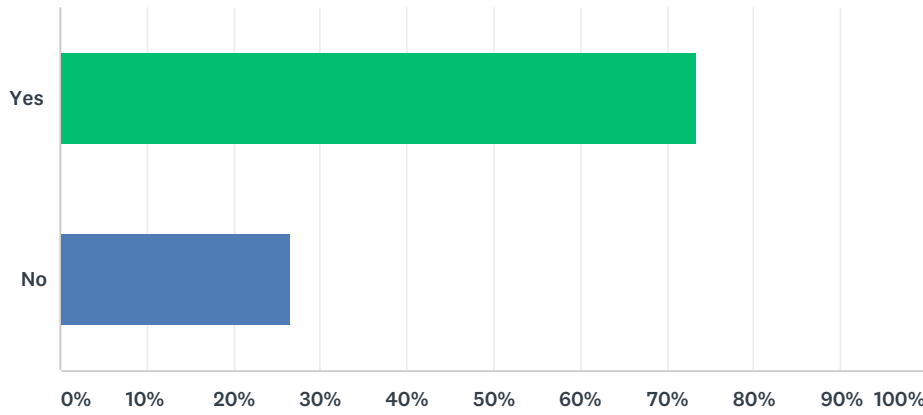
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.61%	156
No	22.39%	45
TOTAL		201

Q9 In the future would you like access to Medical Advice On-Line?

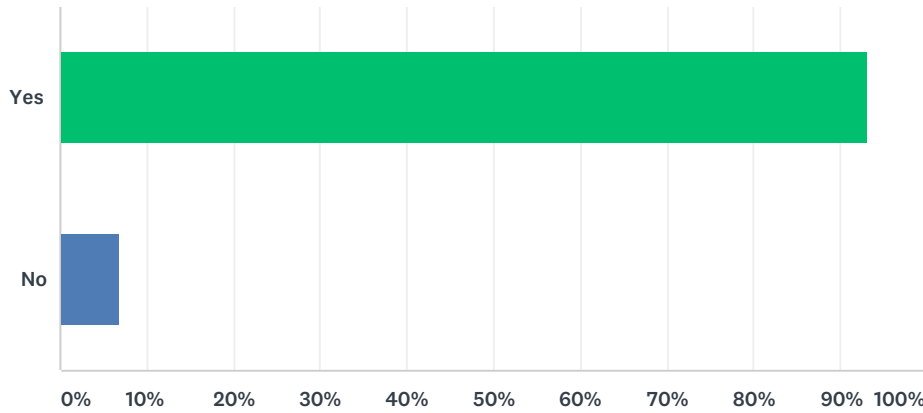
Answered: 158 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes	73.42%	116
No	26.58%	42
TOTAL		158

Q10 You will have noticed that the Waiting Room doors have been removed to improve access for the less-abled. Is this a good idea?

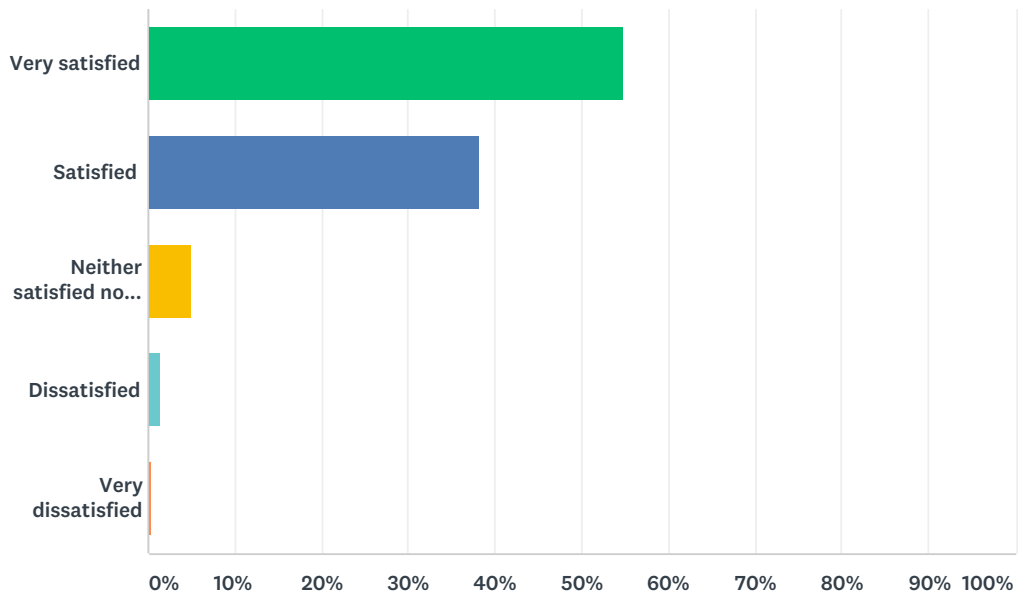
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.03%	187
No	6.97%	14
TOTAL		201

Q11 Overall how satisfied are you with the care this Medical Centre offers to you and your family?

Answered: 201 Skipped: 0



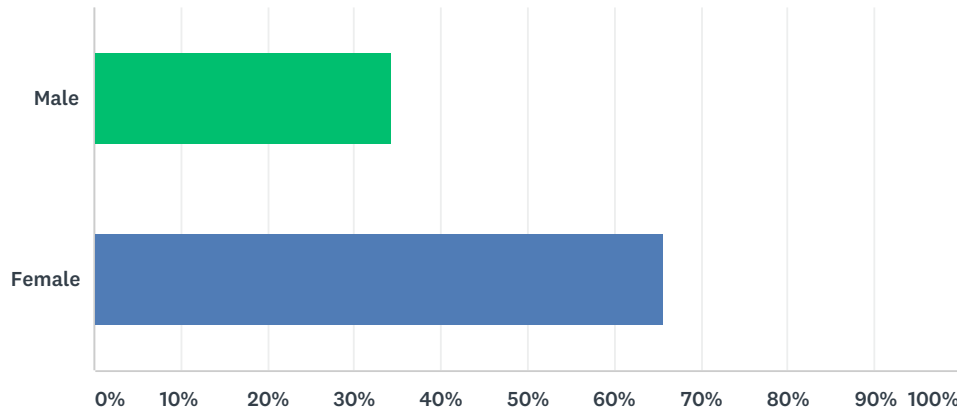
ANSWER CHOICES	RESPONSES	
Very satisfied	54.73%	110
Satisfied	38.31%	77
Neither satisfied nor dissatisfied	4.98%	10
Dissatisfied	1.49%	3
Very dissatisfied	0.50%	1
TOTAL		201

Q12 Do you have any comments or suggestions which you feel will be beneficial to the Patients of this Medical Centre?

Answered: 201 Skipped: 0

Q13 Gender

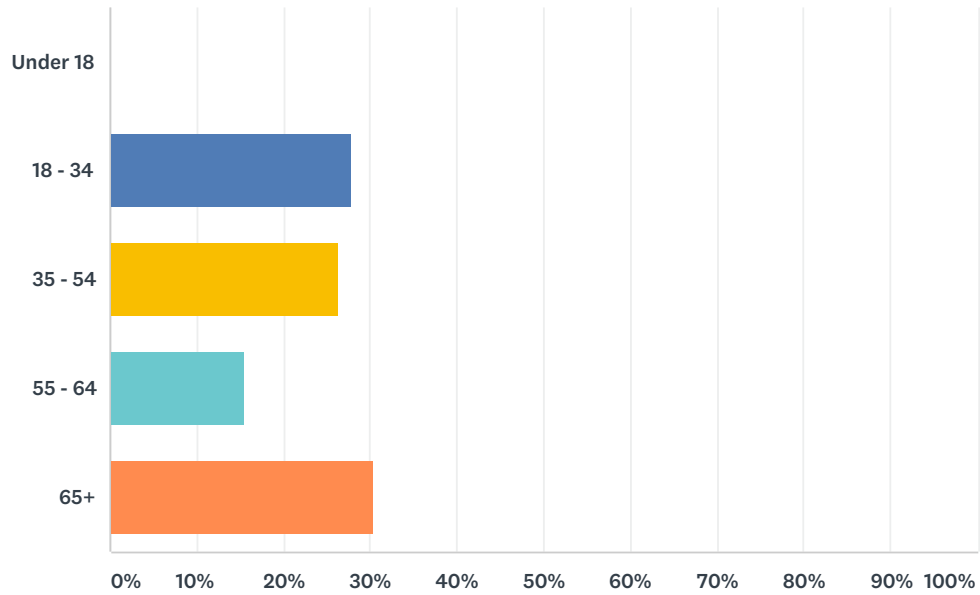
Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	34.33%	69
Female	65.67%	132
TOTAL		201

Q14 Age group

Answered: 201 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18 - 34	27.86%	56
35 - 54	26.37%	53
55 - 64	15.42%	31
65+	30.35%	61
TOTAL		201