

**THE GP PATIENT SURVEY conducted March 2012**

***Your level of satisfaction with the Practice***

65% Excellent  
33% Good  
2% Fair

***Ease of contacting the practice on the phone***

27% Excellent  
55% Good  
17% Fair  
1% Poor

***Satisfaction with the day and time arranged for your appointment***

45% Excellent  
52% Good  
3% Poor

***Booking an appointment in advance with the Doctor of your choice***

45% Excellent  
45% Good  
8% Fair  
2% Poor

***Opportunity of speaking to the Doctor on the telephone if necessary***

27% Excellent  
65% Good  
8% Fair

***Comfort level of waiting room***

32% Excellent  
47% Good  
15% Fair  
6% Poor

***Length of time waiting in the Practice***

30% Excellent  
55% Good  
15% Fair

***My overall satisfaction with this visit to the Doctor is***

72% Excellent  
28% Good

***The amount of time given to me by this visit was***

65% Excellent  
35% Good

***Would I recommend this practice to a friend***

65% Excellent  
33% Good  
2% Fair

***Respondents Gender***

Male 30%      Female 70%

***Age***

Under 25      6%  
25-59      27%  
60+      67%