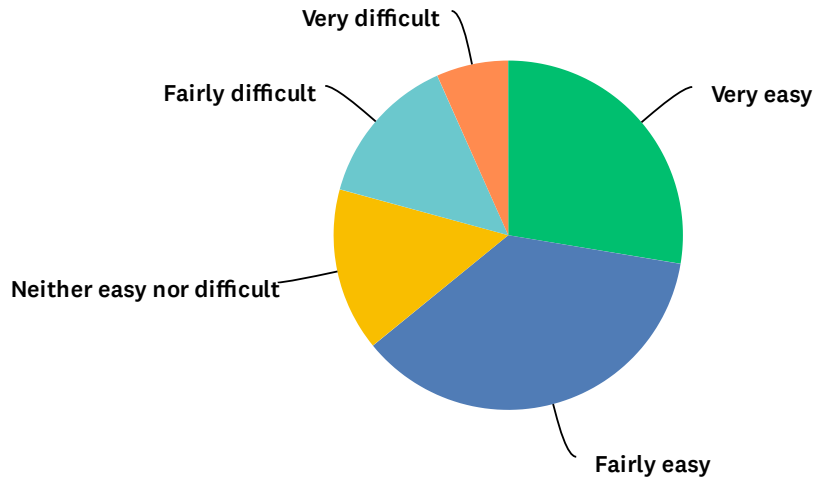


Q1 Generally, how easy or difficult is it to contact your GP practice on the phone?

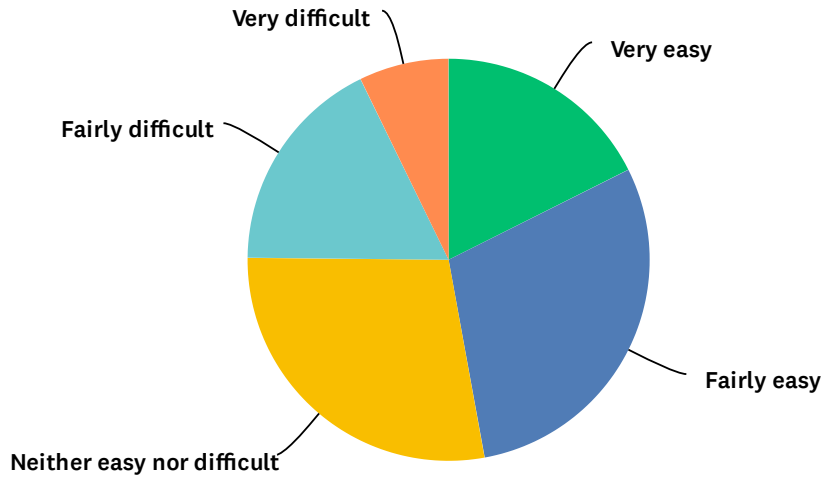
Answered: 496 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very easy	27.62%	137
Fairly easy	36.49%	181
Neither easy nor difficult	15.12%	75
Fairly difficult	14.11%	70
Very difficult	6.65%	33
TOTAL		496

Q2 Generally, how easy or difficult is it to contact your GP practice using their website?

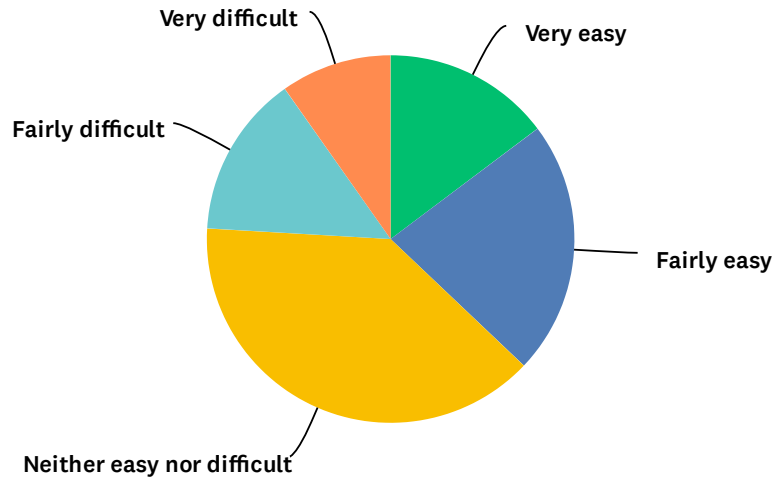
Answered: 471 Skipped: 28



ANSWER CHOICES	RESPONSES	
Very easy	17.62%	83
Fairly easy	29.51%	139
Neither easy nor difficult	28.03%	132
Fairly difficult	17.62%	83
Very difficult	7.22%	34
TOTAL		471

Q3 Generally, how easy or difficult is it to contact your GP practice using the NHSApp?

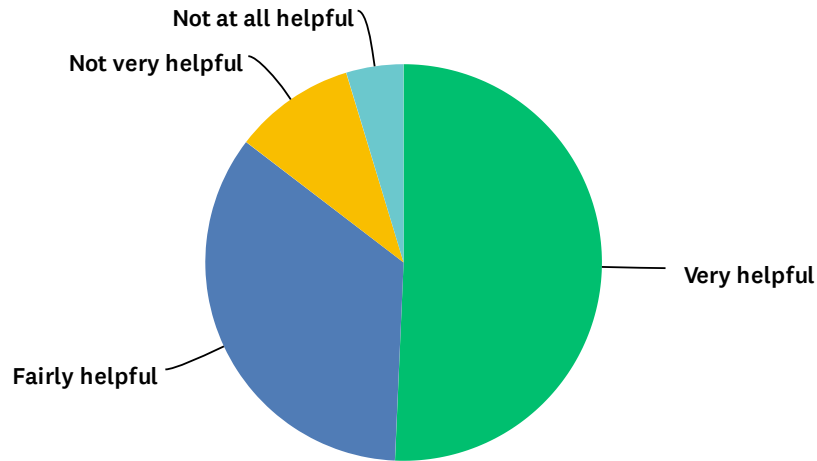
Answered: 461 Skipped: 38



ANSWER CHOICES	RESPONSES	
Very easy	14.75%	68
Fairly easy	22.34%	103
Neither easy nor difficult	38.83%	179
Fairly difficult	14.32%	66
Very difficult	9.76%	45
TOTAL		461

Q4 Overall, how helpful do you find the reception and administrative team at yourGP practice?

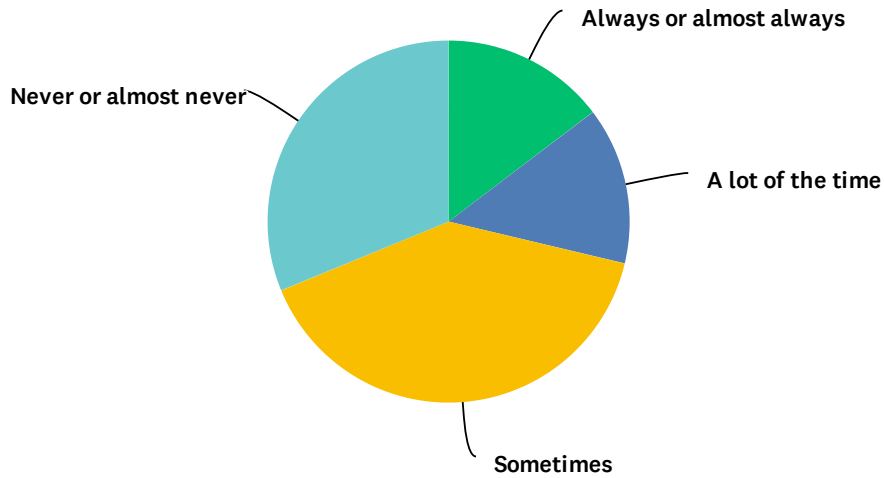
Answered: 493 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very helpful	50.71%	250
Fairly helpful	34.69%	171
Not very helpful	9.94%	49
Not at all helpful	4.67%	23
TOTAL		493

Q5 How often do you get to see or speak to your preferred healthcare professional when you ask to?

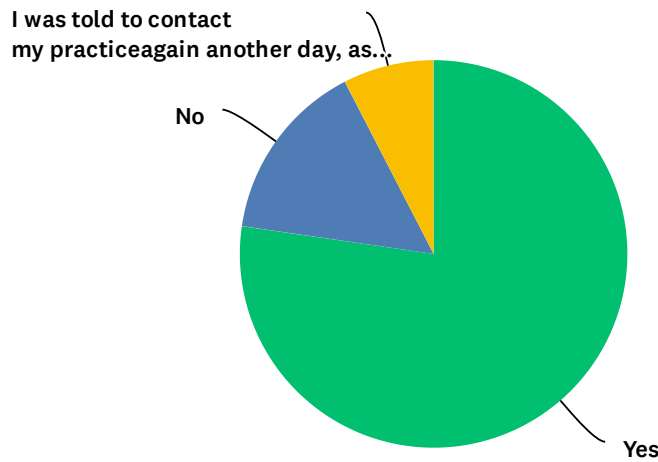
Answered: 484 Skipped: 15



ANSWER CHOICES	RESPONSES	
Always or almost always	14.67%	71
A lot of the time	14.05%	68
Sometimes	40.08%	194
Never or almost never	31.20%	151
TOTAL		484

Q6 Once you had contacted your GP practice, did you know what the next step in dealing with your request would be? For example, the next step could have been someone contacting you, being asked for more information or having an appointment booked.

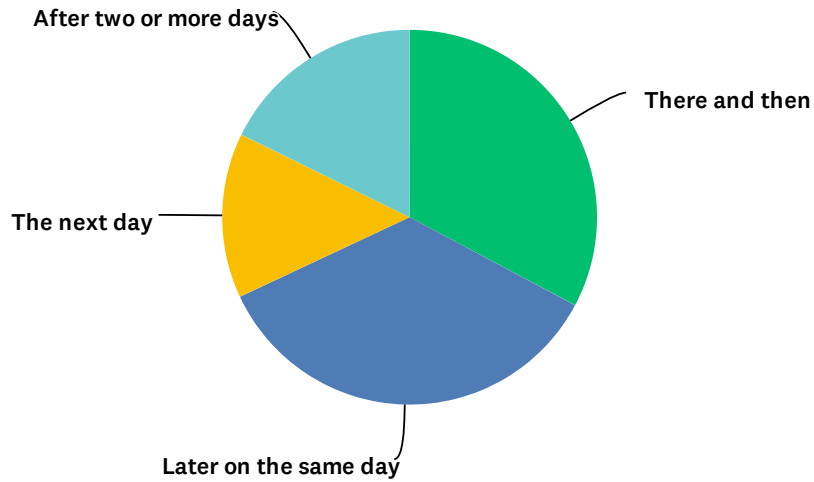
Answered: 489 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	77.30%	378
No	15.13%	74
I was told to contact my practice again another day, as they couldn't help that day	7.57%	37
TOTAL		489

Q7 How soon after you contacted your GP practice did you know what the next step would be?

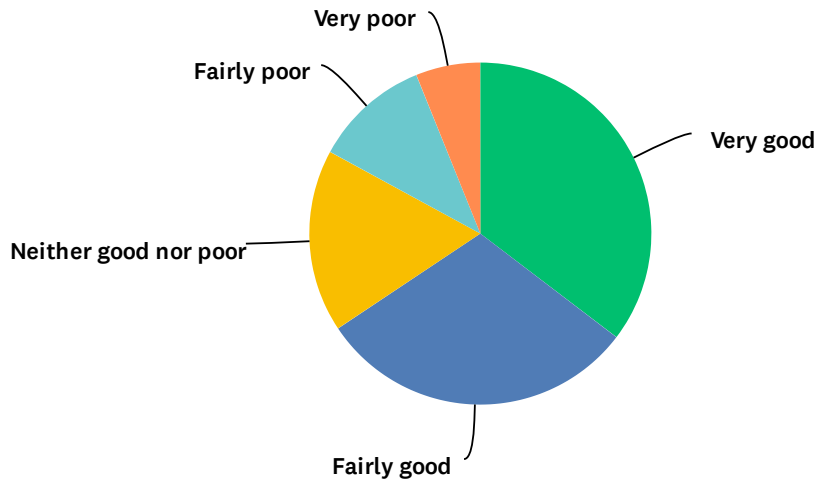
Answered: 485 Skipped: 14



ANSWER CHOICES	RESPONSES	
There and then	32.78%	159
Later on the same day	35.26%	171
The next day	14.23%	69
After two or more days	17.73%	86
TOTAL		485

Q8 Overall, how would you describe your experience of contacting your GP practice on this occasion?

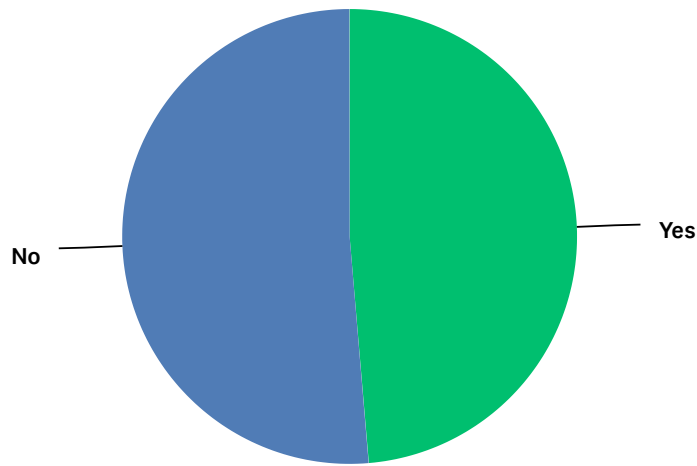
Answered: 492 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very good	35.37%	174
Fairly good	30.28%	149
Neither good nor poor	17.28%	85
Fairly poor	10.98%	54
Very poor	6.10%	30
TOTAL		492

Q9 Were you offered the choices of time and date for your appointment?

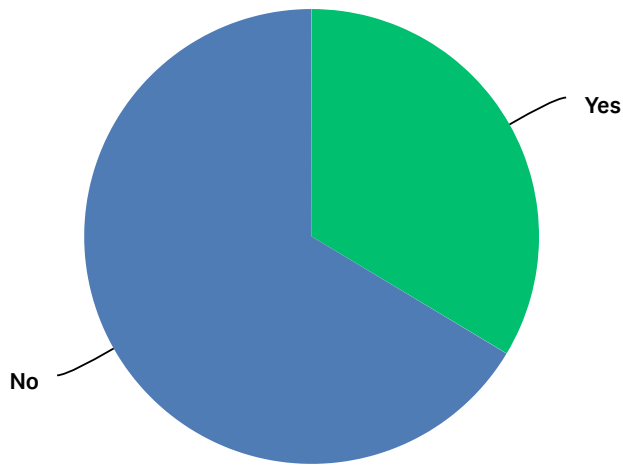
Answered: 485 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	48.66%	236
No	51.34%	249
TOTAL		485

Q10 Were you offered the choices of location for your appointment?

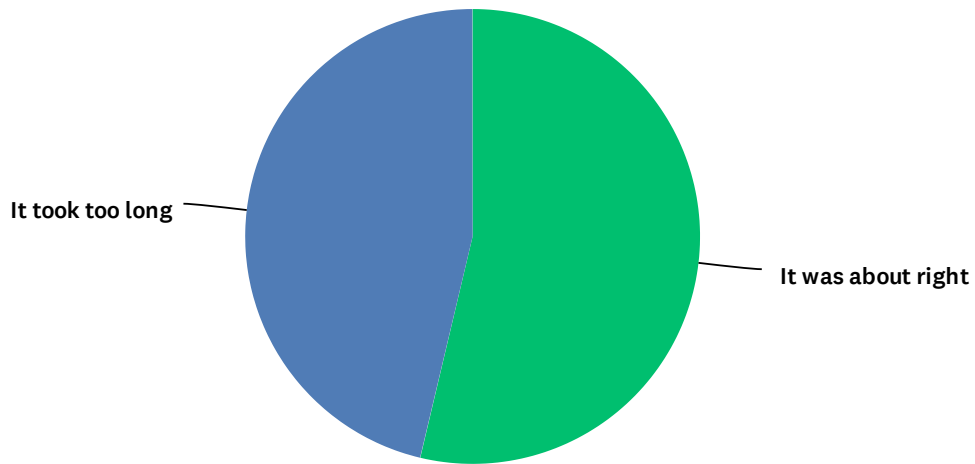
Answered: 485 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	33.61%	163
No	66.39%	322
TOTAL		485

Q11 How do you feel about how long you waited for your appointment

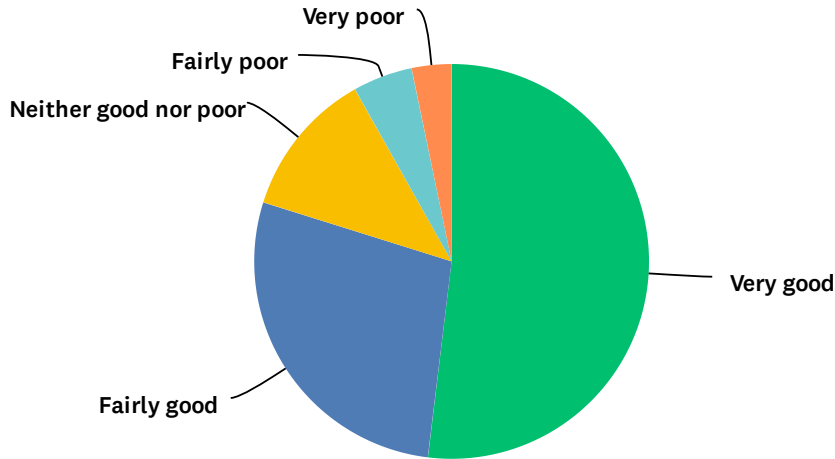
Answered: 486 Skipped: 13



ANSWER CHOICES	RESPONSES	
It was about right	53.70%	261
It took too long	46.30%	225
TOTAL		486

Q12 During your last appointment, how good was the healthcare professional at listening to you?

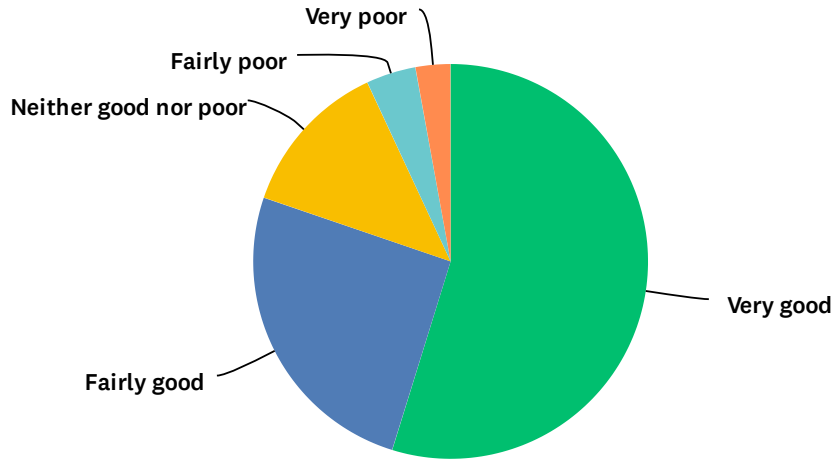
Answered: 491 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very good	51.93%	255
Fairly good	27.90%	137
Neither good nor poor	12.02%	59
Fairly poor	4.89%	24
Very poor	3.26%	16
TOTAL		491

Q13 During your last appointment, how good was the healthcare professional at treating you with care and concern?

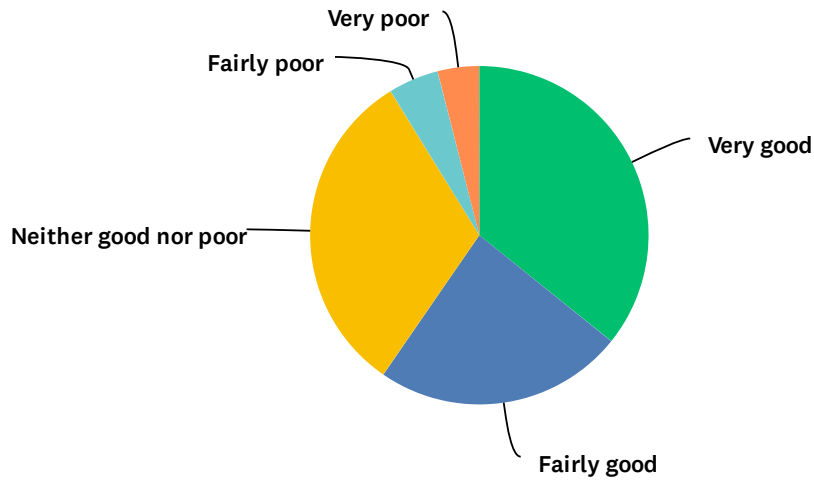
Answered: 491 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very good	54.79%	269
Fairly good	25.46%	125
Neither good nor poor	12.83%	63
Fairly poor	4.07%	20
Very poor	2.85%	14
TOTAL		491

Q14 During your last appointment, how good was the healthcare professional at considering your mental wellbeing?

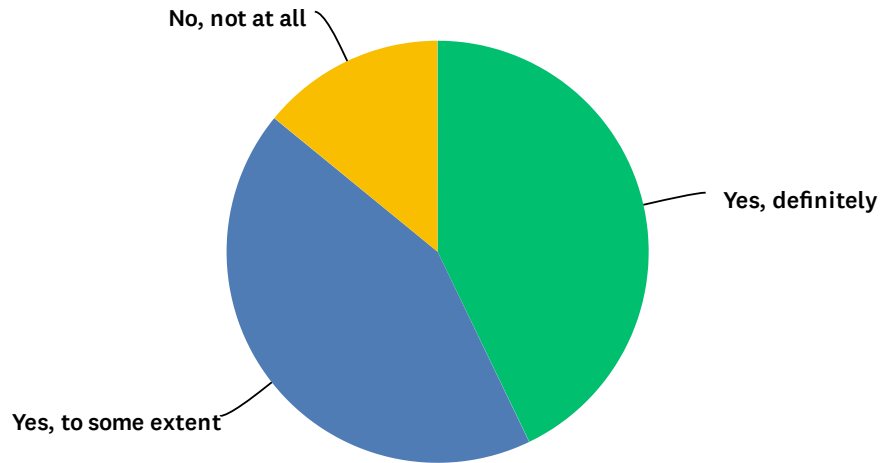
Answered: 478 Skipped: 21



ANSWER CHOICES	RESPONSES
Very good	35.77% 171
Fairly good	23.85% 114
Neither good nor poor	31.59% 151
Fairly poor	4.81% 23
Very poor	3.97% 19
TOTAL	478

Q15 Did you feel that the healthcare professional had all the information they needed about you?

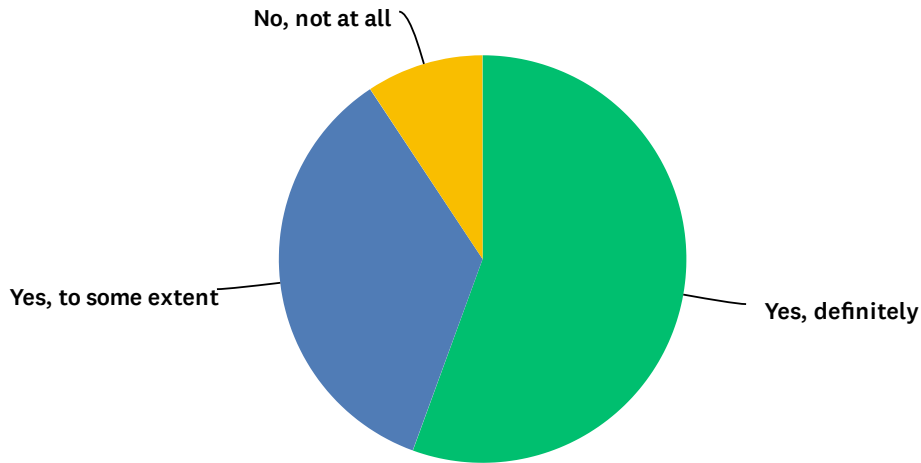
Answered: 490 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes, definitely	42.86%	210
Yes, to some extent	43.06%	211
No, not at all	14.08%	69
TOTAL		490

Q16 Did you have confidence and trust in the healthcare professional you saw or spoke to?

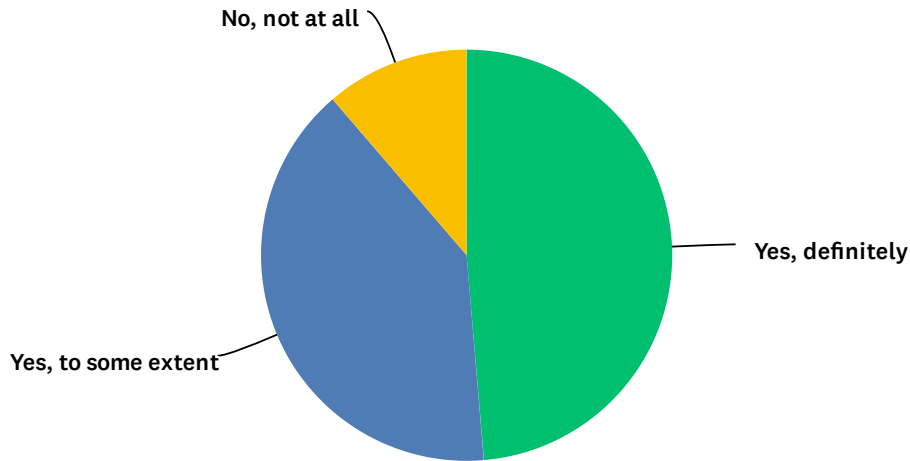
Answered: 484 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes, definitely	55.58%	269
Yes, to some extent	35.12%	170
No, not at all	9.30%	45
TOTAL		484

Q17 At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

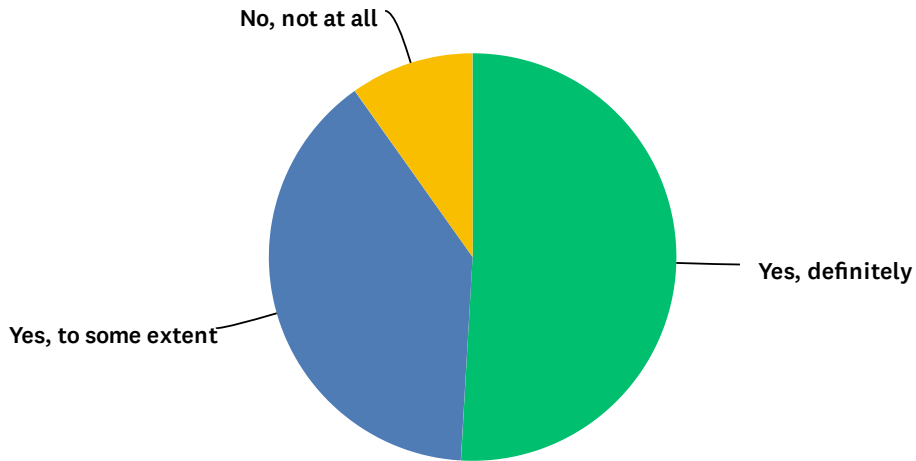
Answered: 487 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes, definitely	48.67%	237
Yes, to some extent	40.04%	195
No, not at all	11.29%	55
TOTAL		487

Q18 Thinking about the reason for your last appointment, were your needs met?

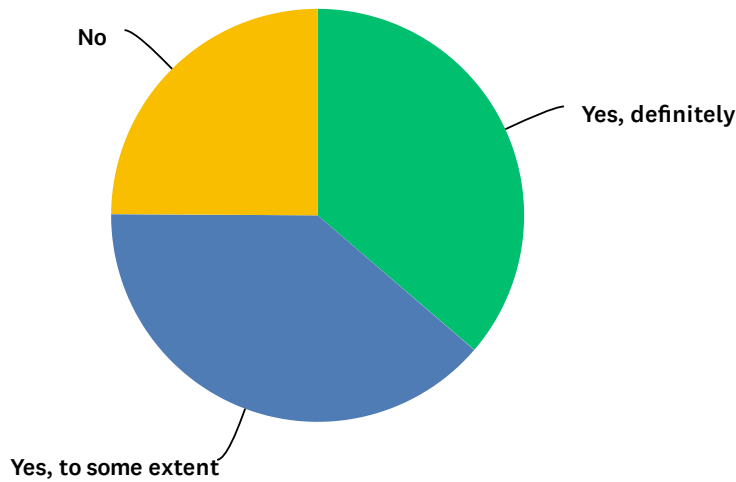
Answered: 489 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes, definitely	50.92%	249
Yes, to some extent	39.26%	192
No, not at all	9.82%	48
TOTAL		489

Q19 In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? (Please think about all services and organisations, not just health services).

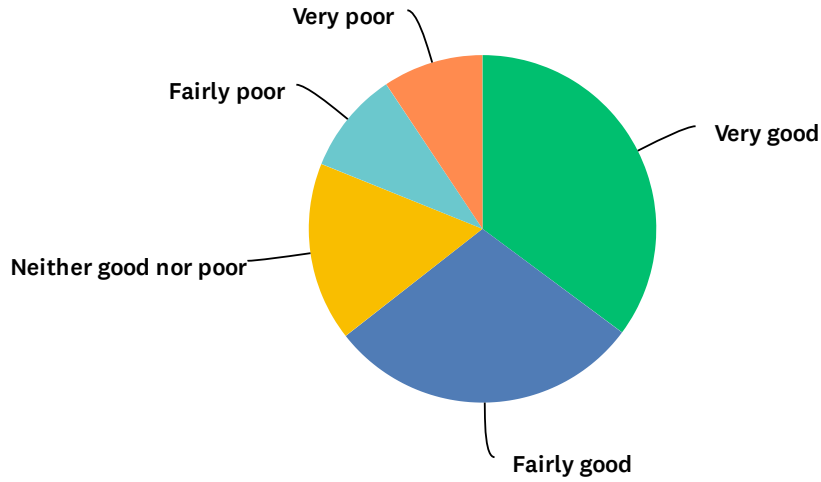
Answered: 482 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes, definitely	36.31%	175
Yes, to some extent	38.80%	187
No	24.90%	120
TOTAL		482

Q20 Overall, how would you describe your experience of your GP practice?

Answered: 492 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very good	35.16%	173
Fairly good	29.27%	144
Neither good nor poor	16.67%	82
Fairly poor	9.55%	47
Very poor	9.35%	46
TOTAL		492