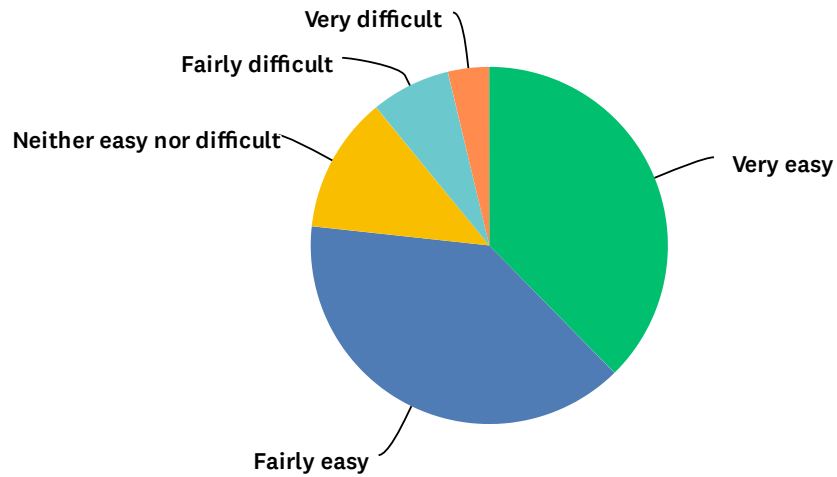


## Q1 Generally, how easy or difficult is it to contact your GP practice on the phone?

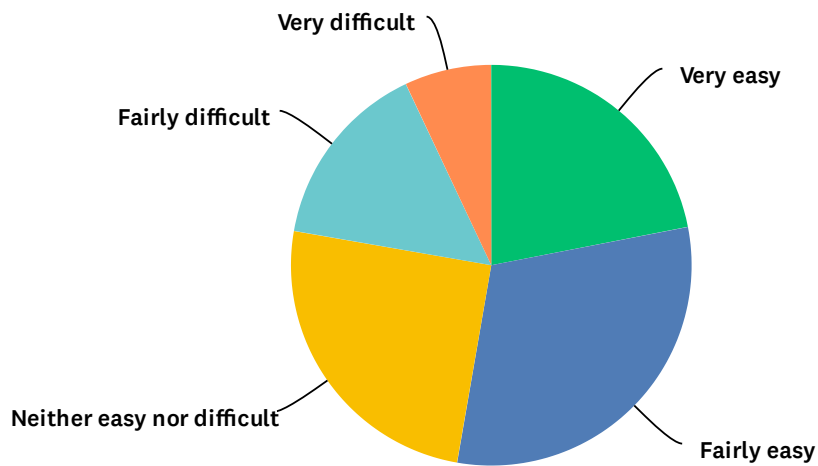
Answered: 348 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	37.64%	131
Fairly easy	39.08%	136
Neither easy nor difficult	12.36%	43
Fairly difficult	7.18%	25
Very difficult	3.74%	13
TOTAL		348

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

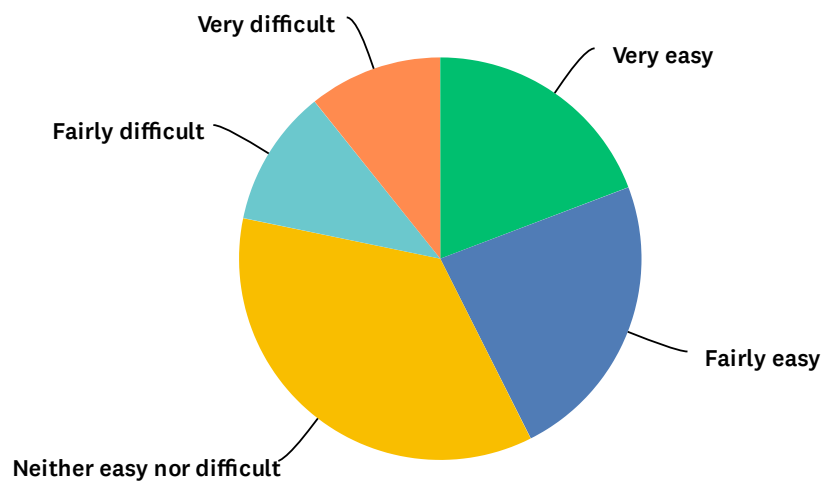
Answered: 328 Skipped: 20



ANSWER CHOICES	RESPONSES	
Very easy	21.95%	72
Fairly easy	30.79%	101
Neither easy nor difficult	25.00%	82
Fairly difficult	15.24%	50
Very difficult	7.01%	23
TOTAL		328

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

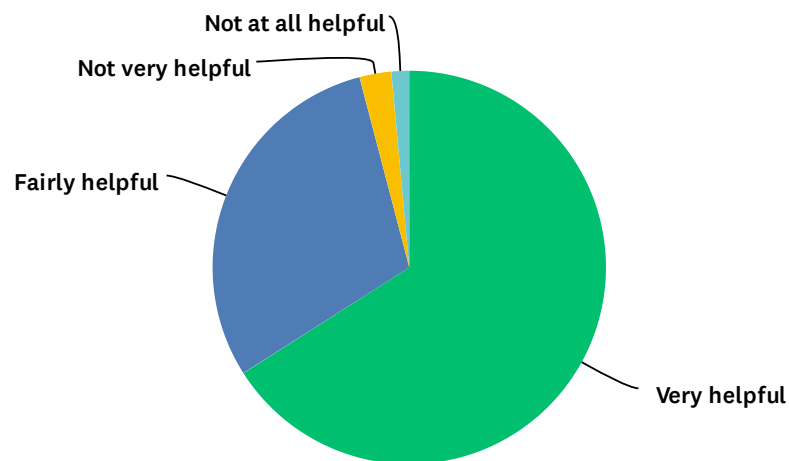
Answered: 317 Skipped: 31



ANSWER CHOICES	RESPONSES	
Very easy	19.24%	61
Fairly easy	23.34%	74
Neither easy nor difficult	35.65%	113
Fairly difficult	11.04%	35
Very difficult	10.73%	34
TOTAL		317

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

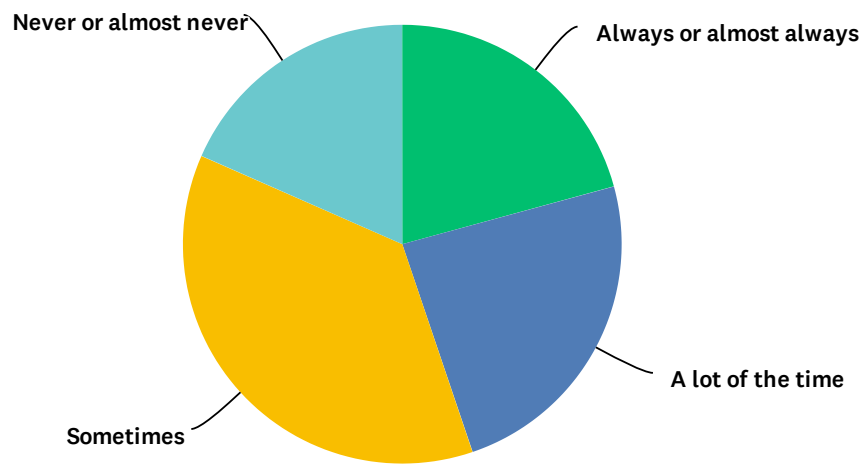
Answered: 344 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very helpful	65.99%	227
Fairly helpful	29.94%	103
Not very helpful	2.62%	9
Not at all helpful	1.45%	5
TOTAL		344

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

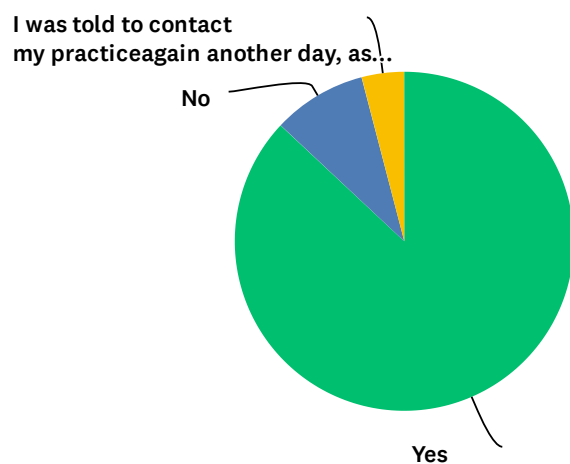
Answered: 337 Skipped: 11



ANSWER CHOICES	RESPONSES	
Always or almost always	20.77%	70
A lot of the time	24.04%	81
Sometimes	36.80%	124
Never or almost never	18.40%	62
TOTAL		337

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.

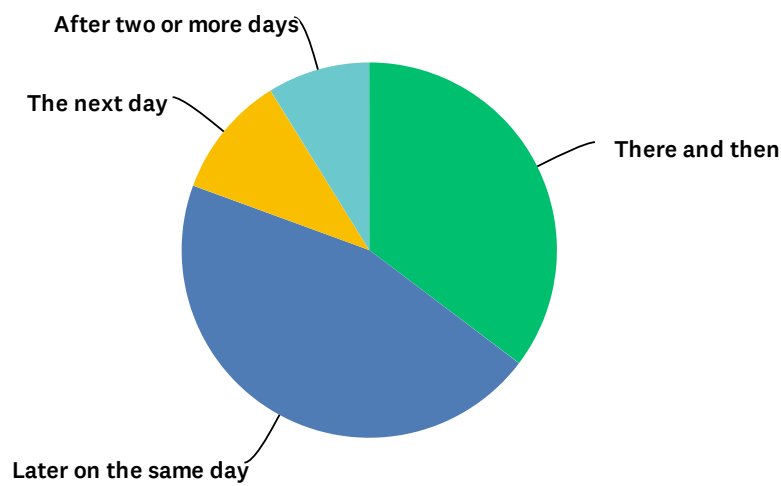
Answered: 346 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	86.99%	301
No	8.96%	31
I was told to contact my practice again another day, as they couldn't help that day	4.05%	14
TOTAL		346

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

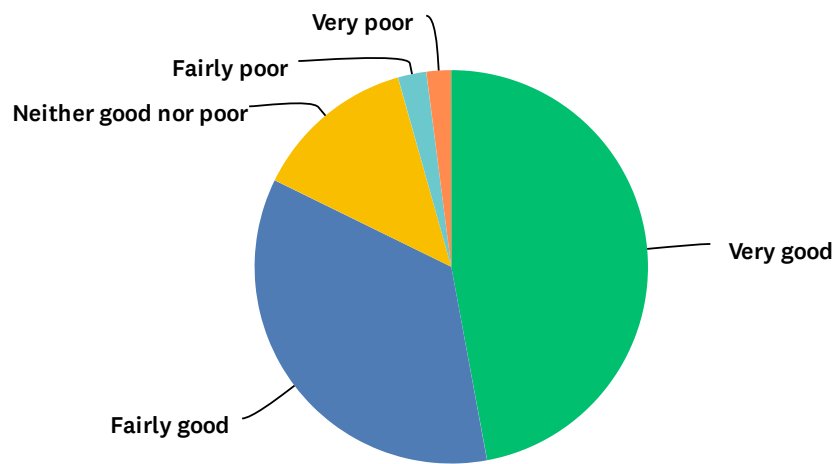
Answered: 340 Skipped: 8



ANSWER CHOICES	RESPONSES	
There and then	35.29%	120
Later on the same day	45.29%	154
The next day	10.59%	36
After two or more days	8.82%	30
TOTAL		340

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

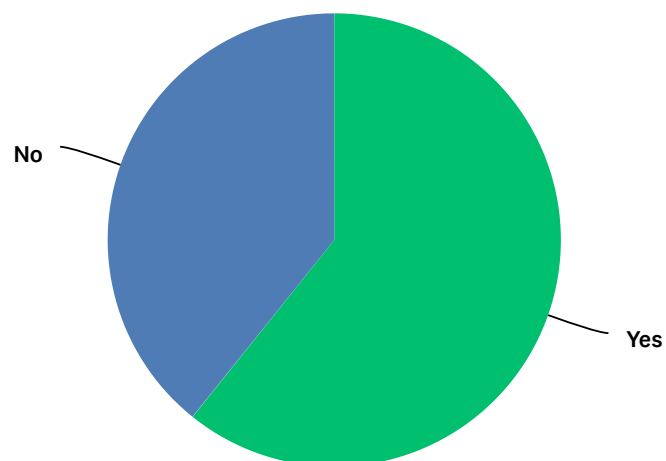
Answered: 344 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very good	47.09%	162
Fairly good	35.17%	121
Neither good nor poor	13.37%	46
Fairly poor	2.33%	8
Very poor	2.03%	7
TOTAL		344

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

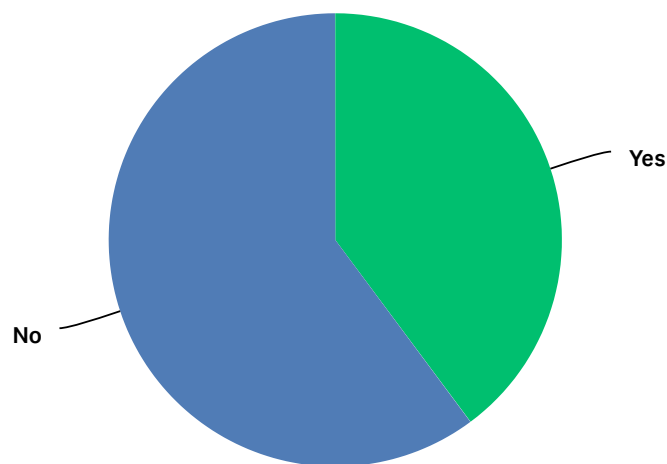
Answered: 344 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	60.76%	209
No	39.24%	135
TOTAL		344

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

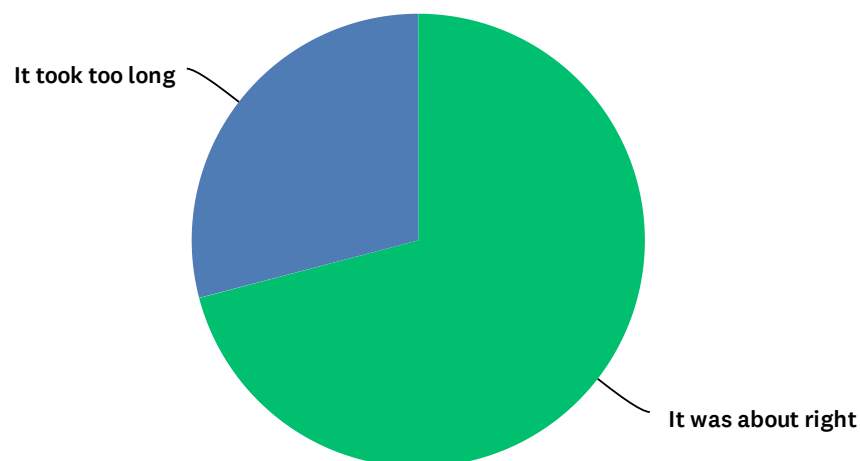
Answered: 344 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	39.83%	137
No	60.17%	207
TOTAL		344

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

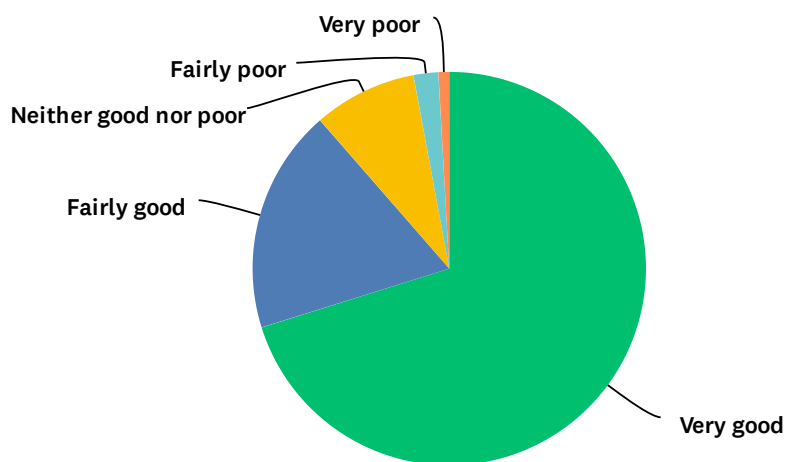
Answered: 337 Skipped: 11



ANSWER CHOICES	RESPONSES	
It was about right	70.92%	239
It took too long	29.08%	98
TOTAL		337

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

Answered: 342 Skipped: 6

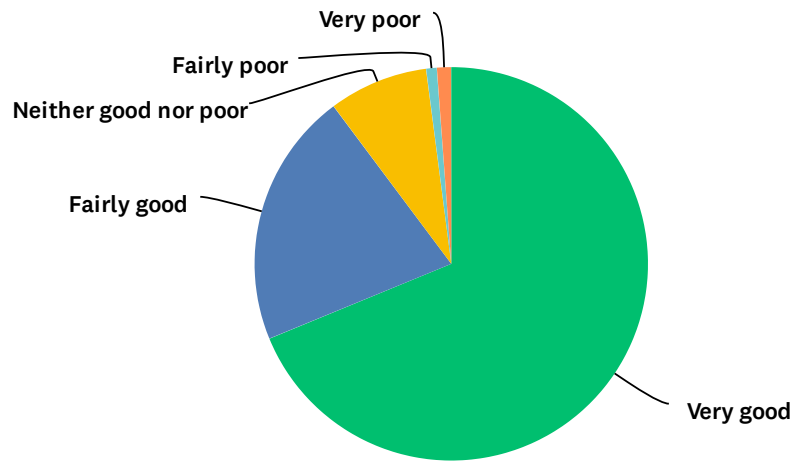


ANSWER CHOICES	RESPONSES	
Very good	70.18%	240
Fairly good	18.42%	63
Neither good nor poor	8.48%	29
Fairly poor	2.05%	7
Very poor	0.88%	3
TOTAL		342

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

Answered: 343 Skipped: 5

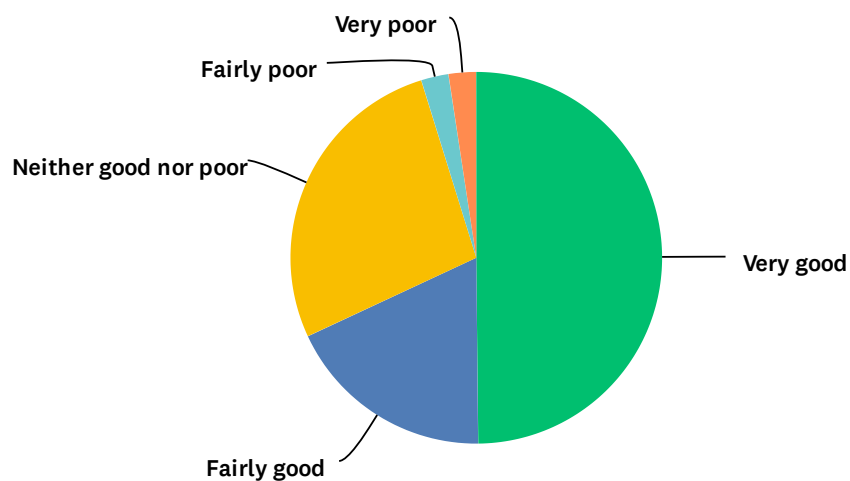




ANSWER CHOICES	RESPONSES	
Very good	68.80%	236
Fairly good	20.99%	72
Neither good nor poor	8.16%	28
Fairly poor	0.87%	3
Very poor	1.17%	4
TOTAL		343

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

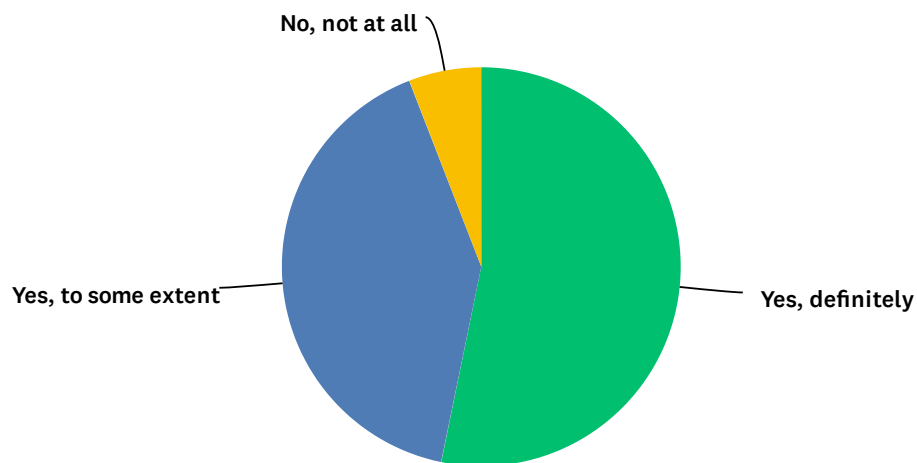
Answered: 335 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very good	49.85%	167
Fairly good	18.21%	61
Neither good nor poor	27.16%	91
Fairly poor	2.39%	8
Very poor	2.39%	8
TOTAL		335

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

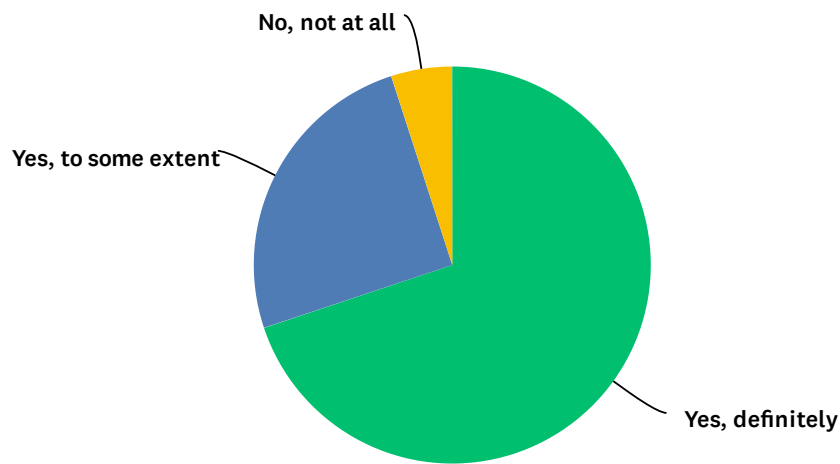
Answered: 340 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes, definitely	53.24%	181
Yes, to some extent	40.88%	139
No, not at all	5.88%	20
TOTAL		340

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

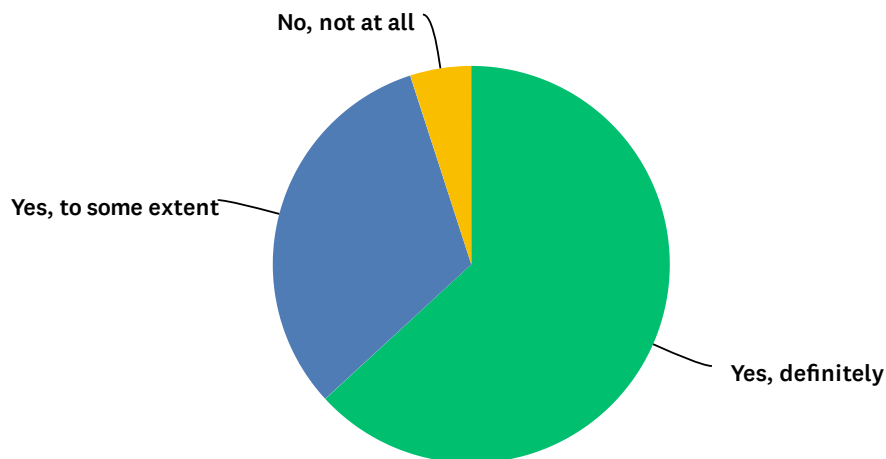
Answered: 342 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes, definitely	69.88%	239
Yes, to some extent	25.15%	86
No, not at all	4.97%	17
TOTAL		342

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

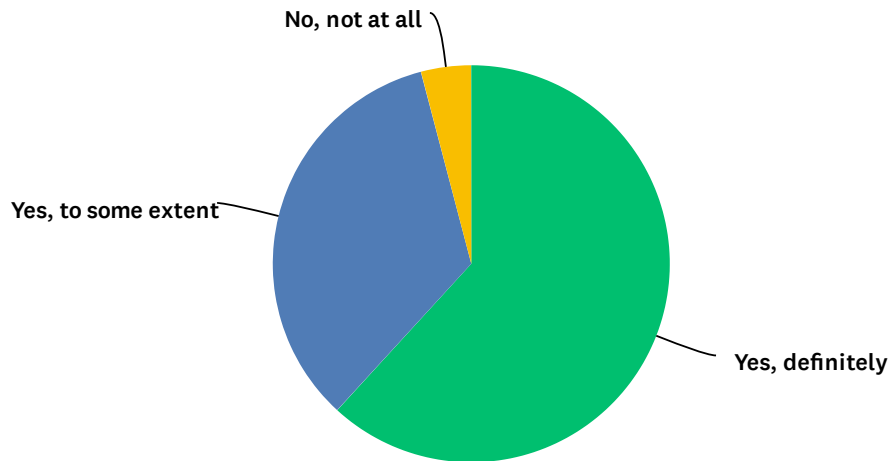
Answered: 342 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes, definitely	63.16%	216
Yes, to some extent	31.87%	109
No, not at all	4.97%	17
TOTAL		342

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

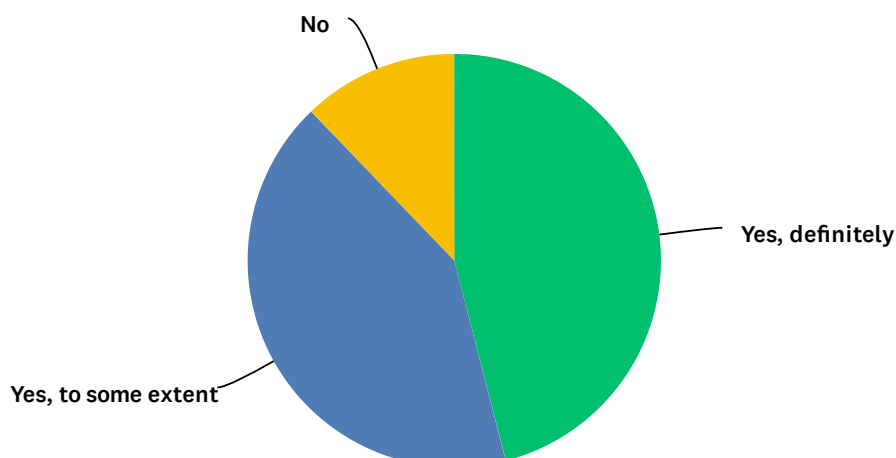
Answered: 343 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes, definitely	61.81%	212
Yes, to some extent	34.11%	117
No, not at all	4.08%	14
TOTAL		343

## 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).

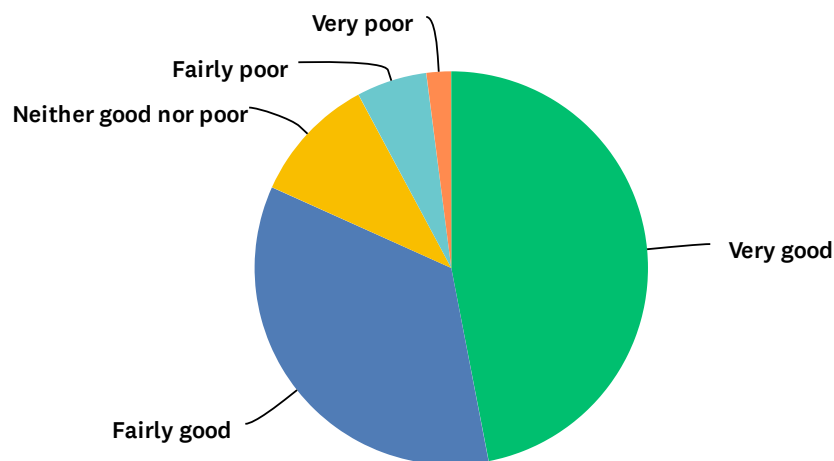
Answered: 337 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes, definitely	45.99%	155
Yes, to some extent	41.84%	141
No	12.17%	41
TOTAL		337

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

Answered: 345 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very good	46.96%	162
Fairly good	34.78%	120
Neither good nor poor	10.43%	36
Fairly poor	5.80%	20
Very poor	2.03%	7
TOTAL		345