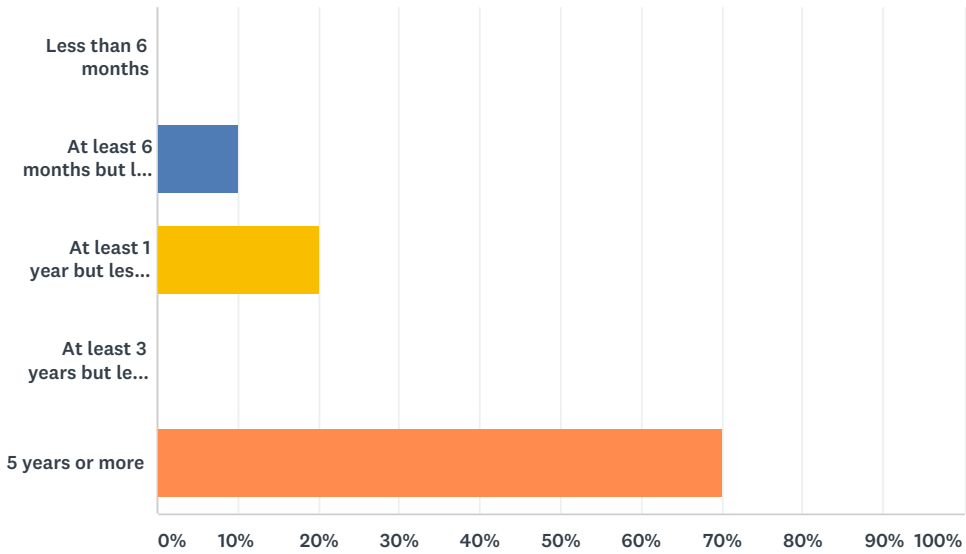


Q1 How long have you been going to your surgery?

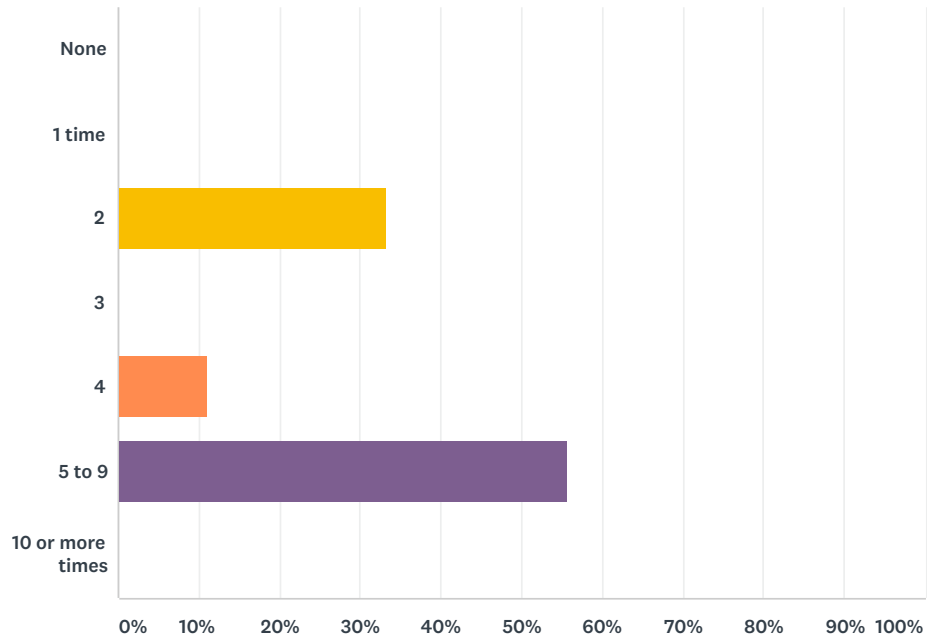
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than 6 months	0.00% 0
At least 6 months but less than 1 year	10.00% 1
At least 1 year but less than 3 years	20.00% 2
At least 3 years but less than 5 years	0.00% 0
5 years or more	70.00% 7
TOTAL	10

Q2 In the last 12 months, how many times did you visit your surgery?

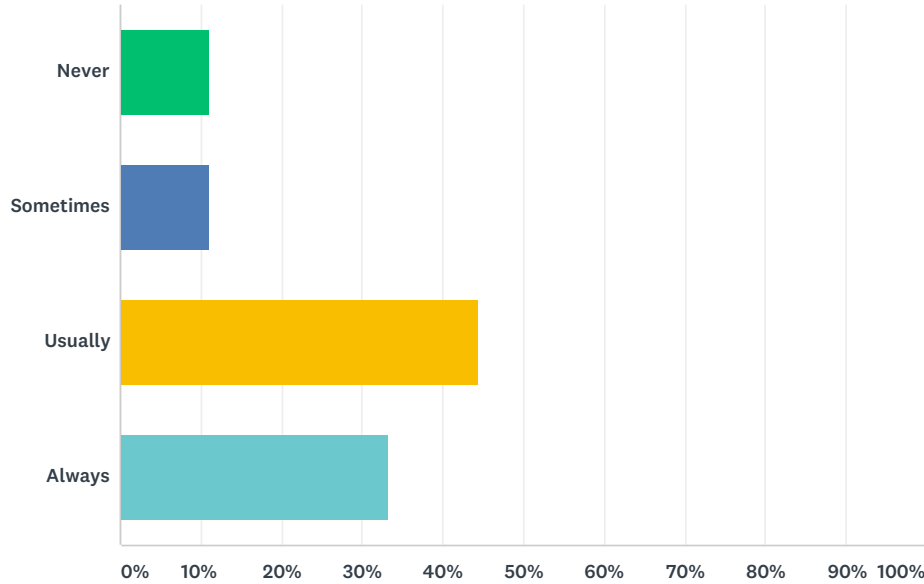
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
None	0.00%	0
1 time	0.00%	0
2	33.33%	3
3	0.00%	0
4	11.11%	1
5 to 9	55.56%	5
10 or more times	0.00%	0
TOTAL		9

Q3 In the last 12 months, when you phoned your surgery’s office to get an appointment for care you needed Urgently, how often did you get an appointment as soon as you needed?

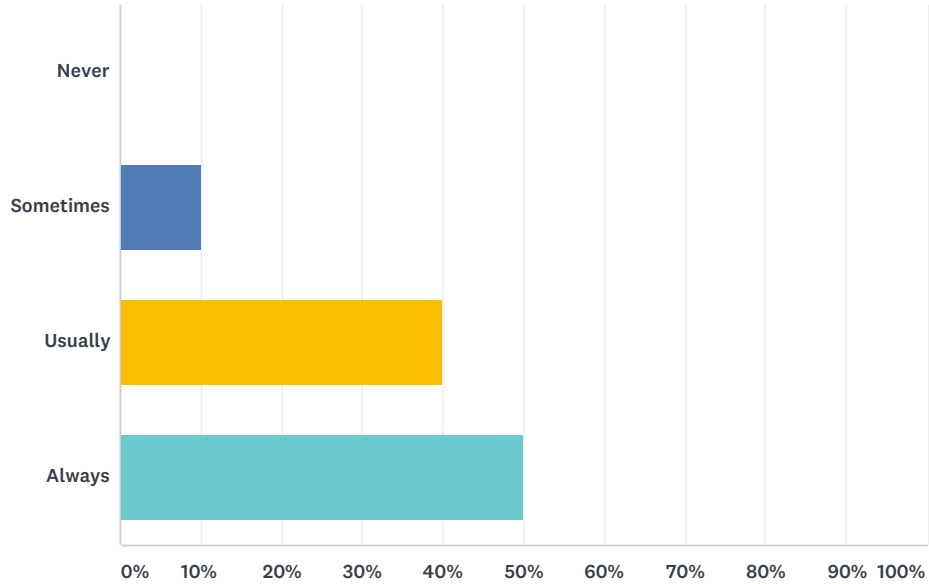
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES
Never	11.11% 1
Sometimes	11.11% 1
Usually	44.44% 4
Always	33.33% 3
TOTAL	9

Q4 In the last 12 months, when you made an appointment for a check-up or routine care with your surgery, how often did you get an appointment as soon as you needed?

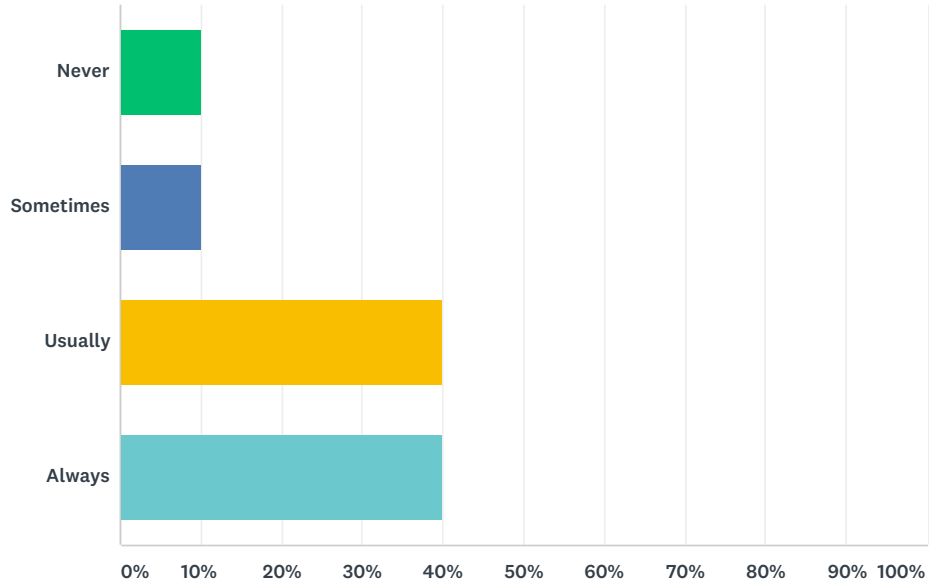
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	10.00% 1
Usually	40.00% 4
Always	50.00% 5
TOTAL	10

Q5 In the last 12 months, when you phoned your surgery's office during regular office hours, how often did you get an answer to your medical question that same day?

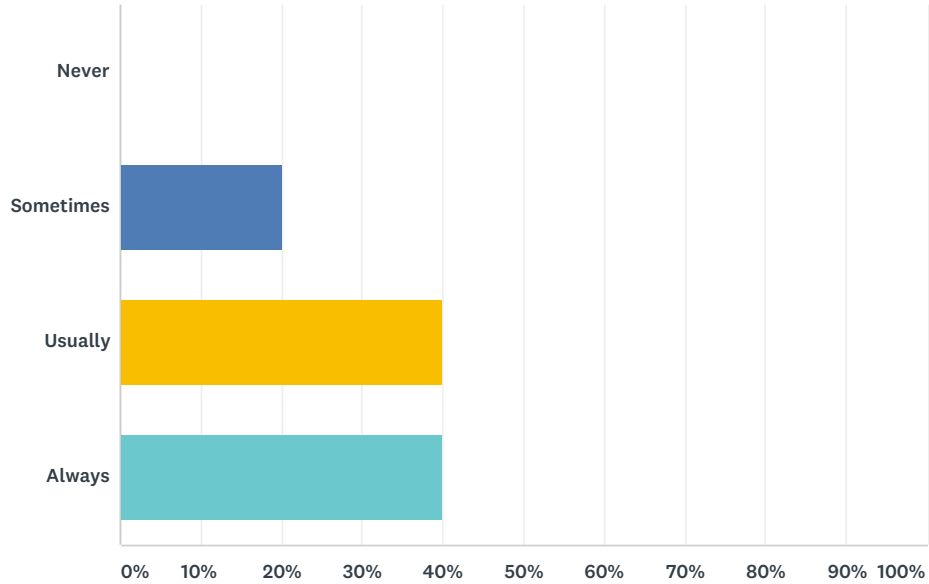
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	10.00%	1
Sometimes	10.00%	1
Usually	40.00%	4
Always	40.00%	4
TOTAL		10

Q6 Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see the doctor or nurse within 15 minutes of your appointment time?

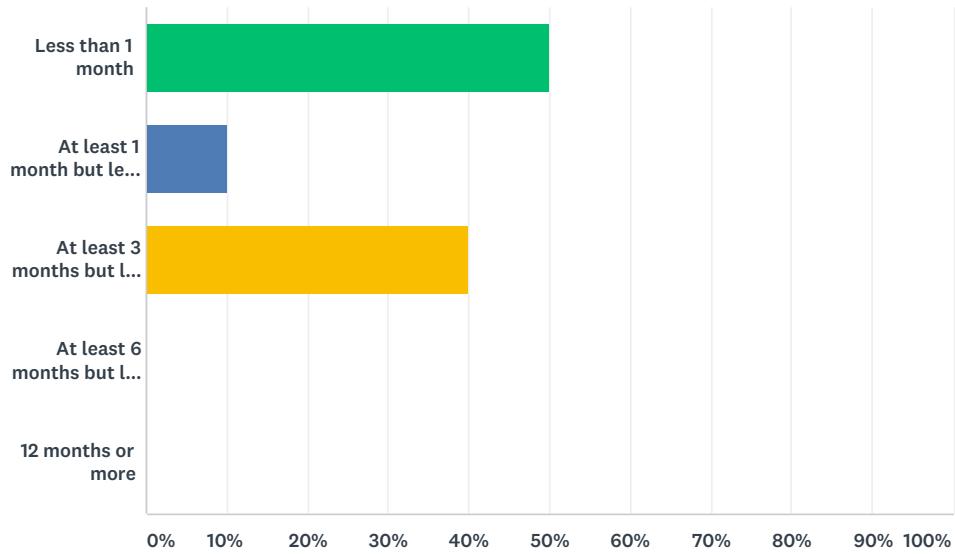
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	20.00%	2
Usually	40.00%	4
Always	40.00%	4
TOTAL		10

Q7 How long has it been since your most recent visit with your surgery?

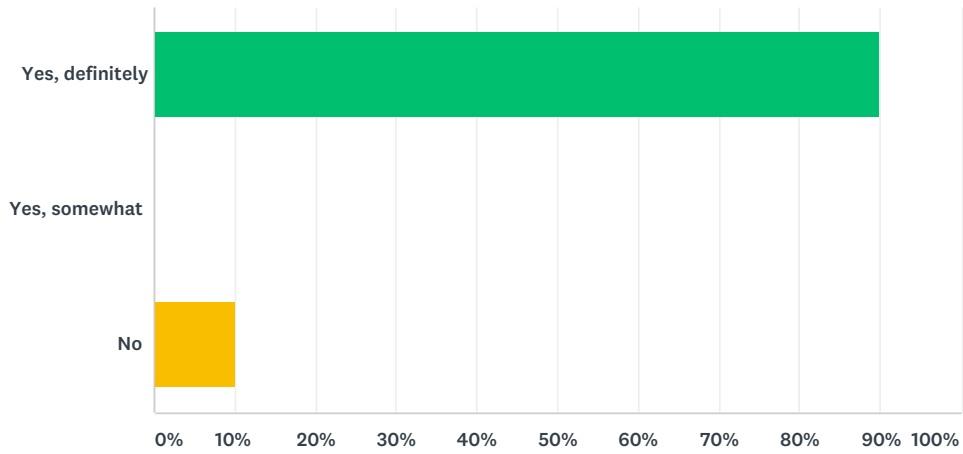
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 1 month	50.00%	5
At least 1 month but less than 3 months	10.00%	1
At least 3 months but less than 6 months	40.00%	4
At least 6 months but less than 12 months	0.00%	0
12 months or more	0.00%	0
TOTAL		10

Q8 During your most recent visit, did the doctor or nurse explain things in a way that was easy to understand?

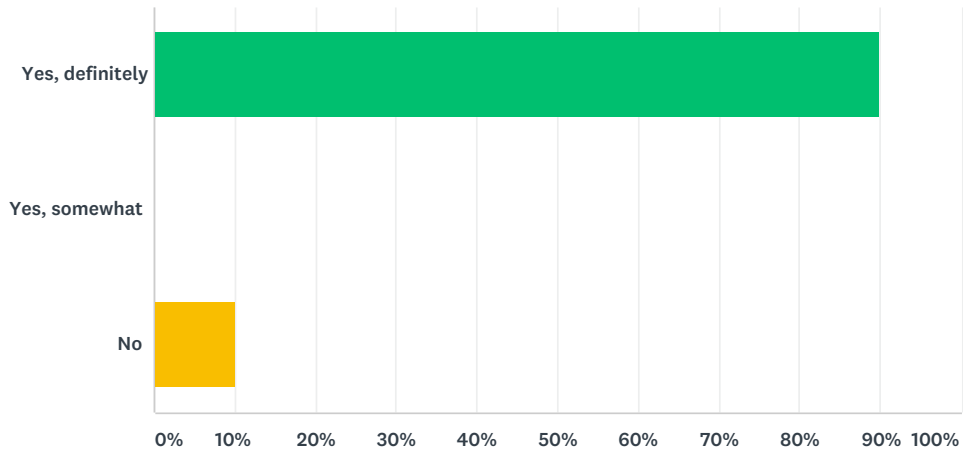
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	90.00%	9
Yes, somewhat	0.00%	0
No	10.00%	1
TOTAL		10

Q9 During your most recent visit, did doctor or nurse listen carefully to you?

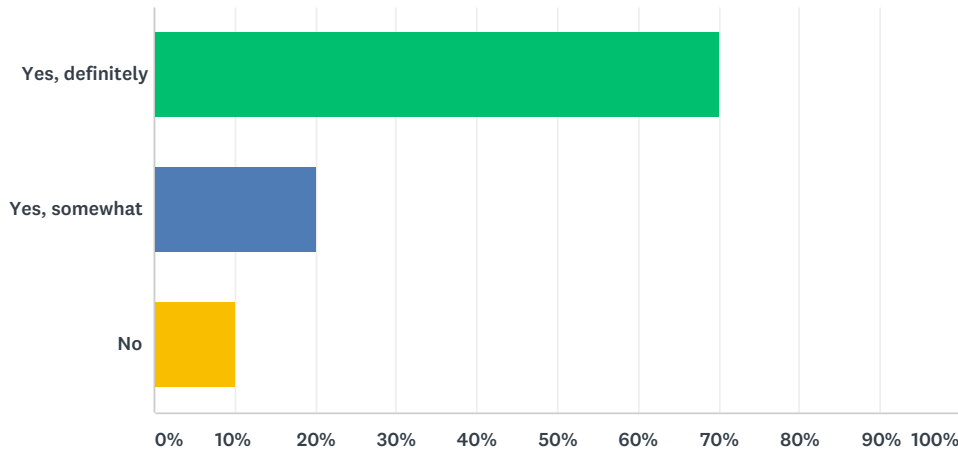
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	90.00%	9
Yes, somewhat	0.00%	0
No	10.00%	1
TOTAL		10

Q10 During your most recent visit, did your surgery seem to know the important information about your medical history?

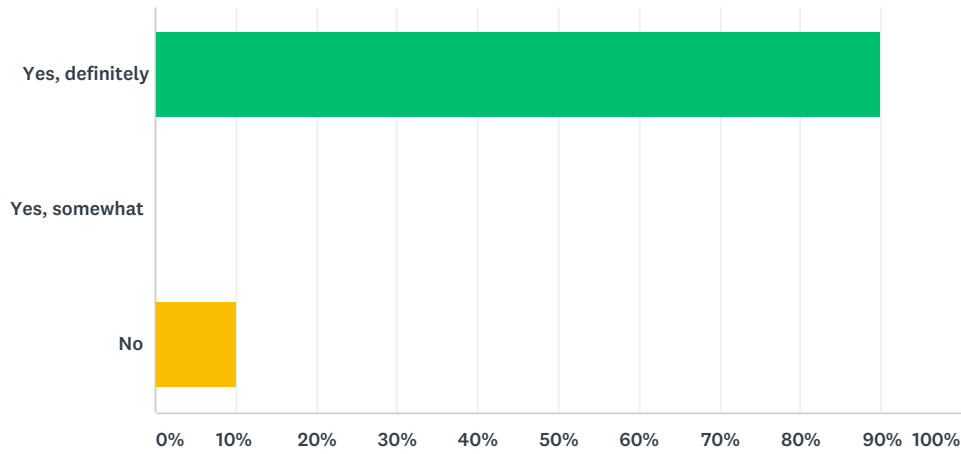
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, definitely	70.00% 7
Yes, somewhat	20.00% 2
No	10.00% 1
TOTAL	10

Q11 During your most recent visit, did the staff show respect for what you had to say?

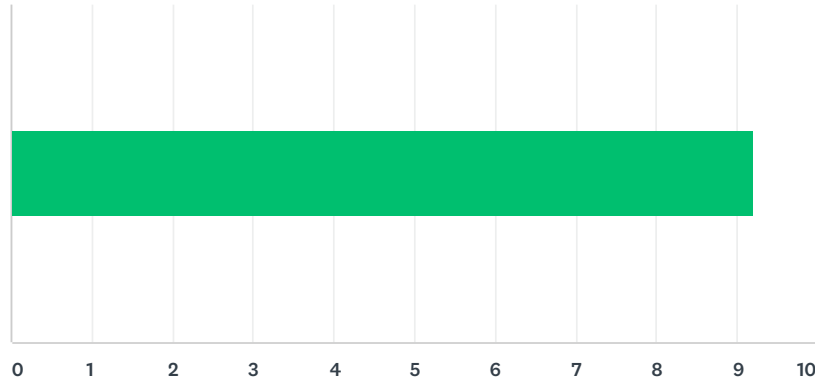
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	90.00%	9
Yes, somewhat	0.00%	0
No	10.00%	1
TOTAL		10

Q12 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate your surgery?

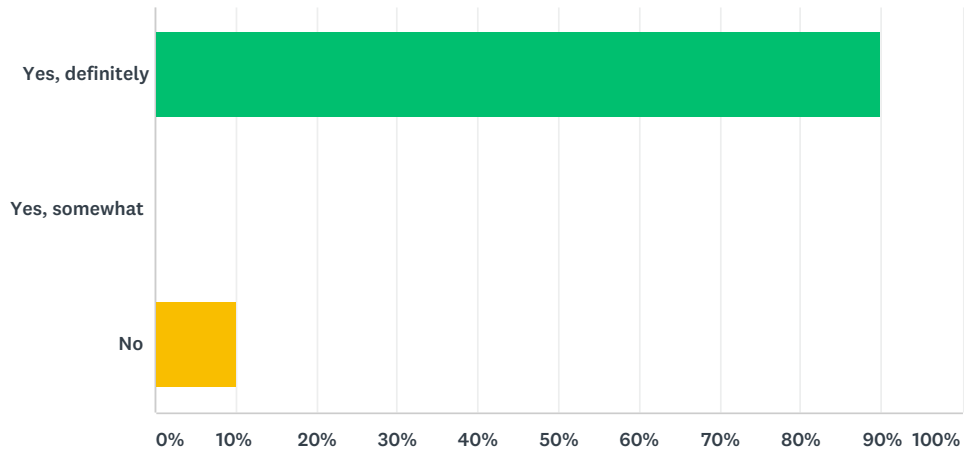
Answered: 10 Skipped: 0



	10 BEST PROVIDER POSSIBLE	9	8	7	6	5	4	3	2	1	0 WORST PROVIDER POSSIBLE	TOTAL	WEIGHT AVERAG
.	40.00%	20.00%	20.00%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10.00%	0.00%	10	€
	4	2	2	1	0	0	0	0	0	1	0		

Q13 Would you recommend your surgery's office to your family and friends?

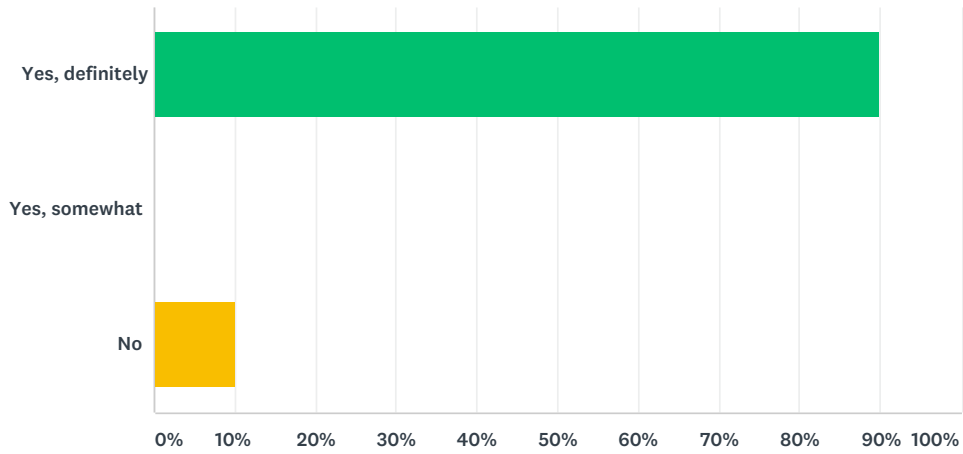
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	90.00%	9
Yes, somewhat	0.00%	0
No	10.00%	1
TOTAL		10

Q14 During your most recent visit, were clerks and receptionists at your surgery's office as helpful as you thought they should be?

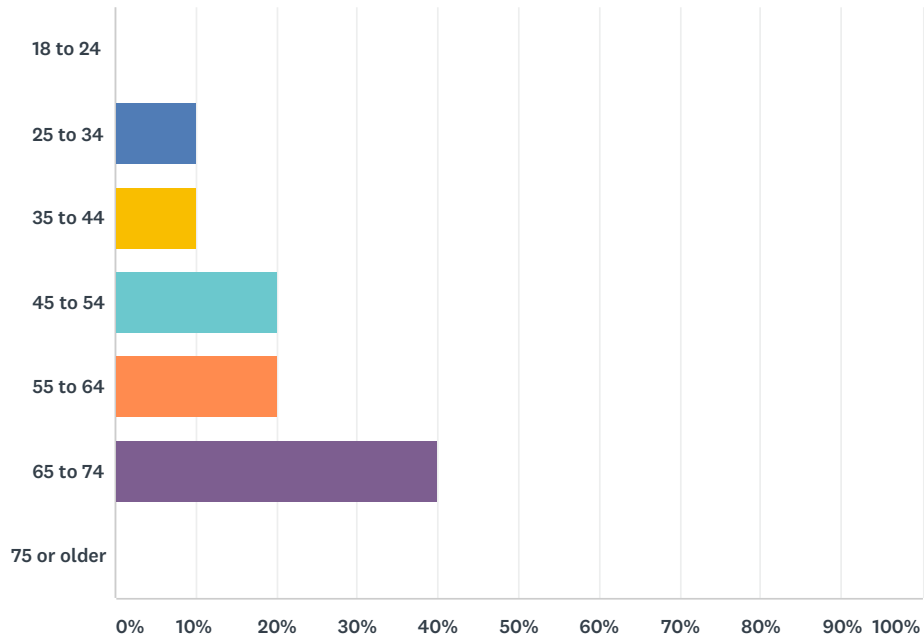
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, definitely	90.00%	9
Yes, somewhat	0.00%	0
No	10.00%	1
TOTAL		10

Q15 What is your age?

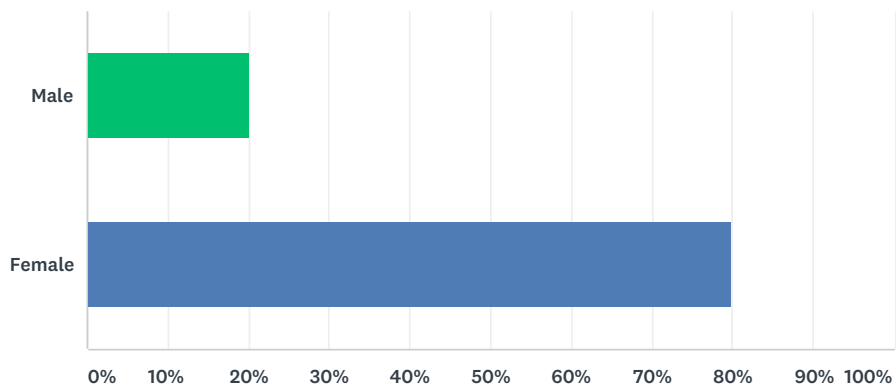
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
18 to 24	0.00% 0
25 to 34	10.00% 1
35 to 44	10.00% 1
45 to 54	20.00% 2
55 to 64	20.00% 2
65 to 74	40.00% 4
75 or older	0.00% 0
TOTAL	10

Q16 Are you male or female?

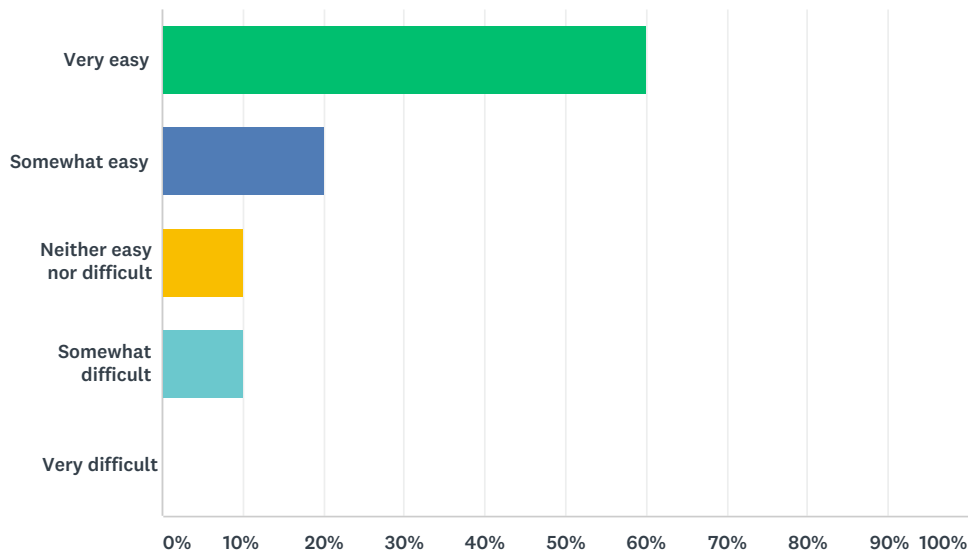
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	20.00%	2
Female	80.00%	8
TOTAL		10

Q17 How easy or difficult was it to schedule your appointment at a time that was convenient for you?

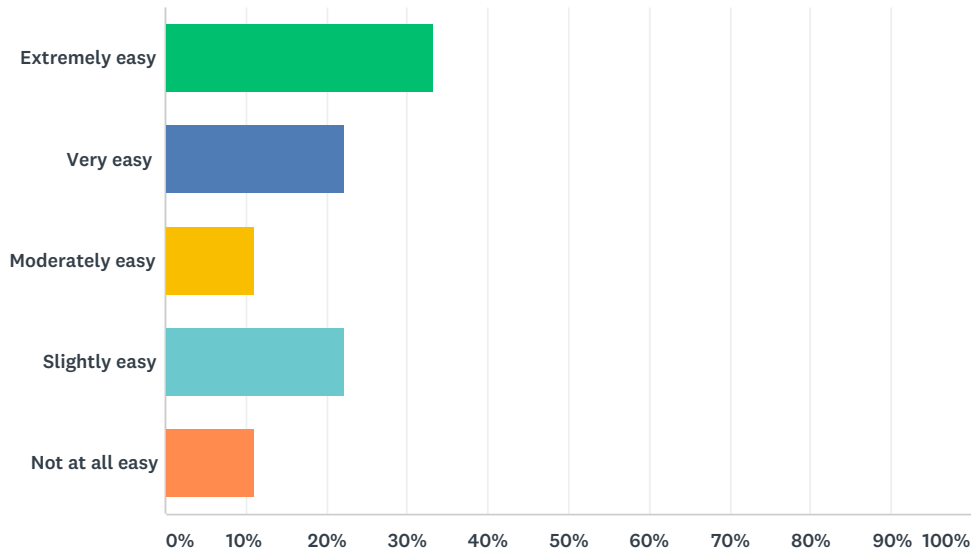
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	60.00%	6
Somewhat easy	20.00%	2
Neither easy nor difficult	10.00%	1
Somewhat difficult	10.00%	1
Very difficult	0.00%	0
TOTAL		10

Q18 How easy is it to schedule urgent appointments with your doctor when you're ill?

Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely easy	33.33%	3
Very easy	22.22%	2
Moderately easy	11.11%	1
Slightly easy	22.22%	2
Not at all easy	11.11%	1
TOTAL		9

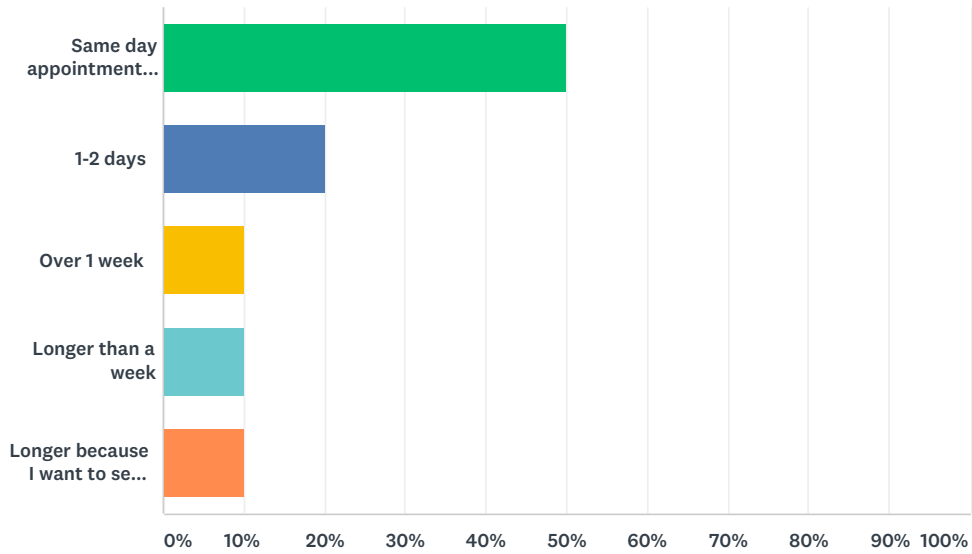
Q19 Are there any areas we could improve on?

Answered: 2 Skipped: 8

#	RESPONSES	DATE
1	The wording of this survey could be improved. The word 'urgent' is used in questions 3 and 18. However there is no box to tick if the visit wasn't urgent. I have not ticked those boxes, as, on the my visits to the surgery this year were not urgent.	8/7/2017 1:56 PM
2	More doctors. Doctors that respond to questions, and are able to chat and make patients feel comfortable.	8/7/2017 1:18 PM

Q20 How long do you wait on average to see a GP?

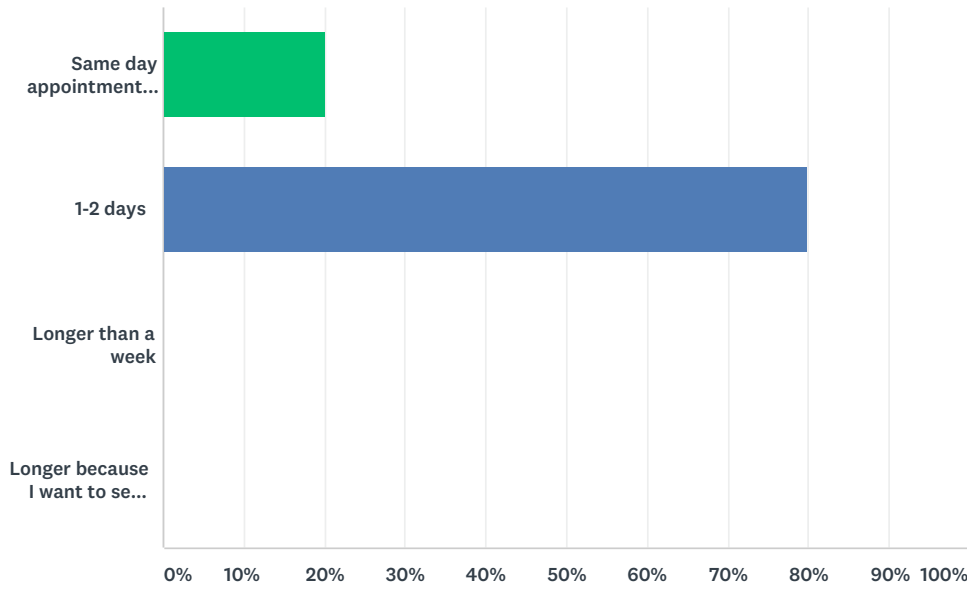
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Same day appointment usually	50.00%	5
1-2 days	20.00%	2
Over 1 week	10.00%	1
Longer than a week	10.00%	1
Longer because I want to see a particular GP	10.00%	1
TOTAL		10

Q21 How long do you wait on average to see a Nurse or Healthcare Assistant?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Same day appointment usually	20.00%	2
1-2 days	80.00%	8
Longer than a week	0.00%	0
Longer because I want to see a particular Nurse	0.00%	0
TOTAL		10

Q22 Is there anything we could have done to improve your last visit?

Answered: 3 Skipped: 7

#	RESPONSES	DATE
1	No. Nurse Marie is excellent.	8/7/2017 1:56 PM
2	Receptionist could have been more accepting and accommodating of my request to see a different doctor instead of being defensive over the phone. Receptionist could welcome at the desk instead of ignoring and waiting for me to sign in using the screen. Doctor did a huge sigh when I left their room, made me feel like a burden and made me think doctors don't want to be there.	8/7/2017 1:18 PM
3	no	8/7/2017 12:31 PM

Q23 Do you have any feedback for the practice? (Can be positive feedback as well)

Answered: 3 Skipped: 7

#	RESPONSES	DATE
1	Please thank all staff for their excellent help and assistance.	8/7/2017 1:56 PM
2	I've had a very pleasant experience with office staff up until my last interaction. That together with last 2 visits to 2 separate doctors for the same thing has made me lose faith in Mallard and want to change practice.	8/7/2017 1:18 PM
3	I have not had any major issues. so far all going smoothly.	8/7/2017 12:31 PM