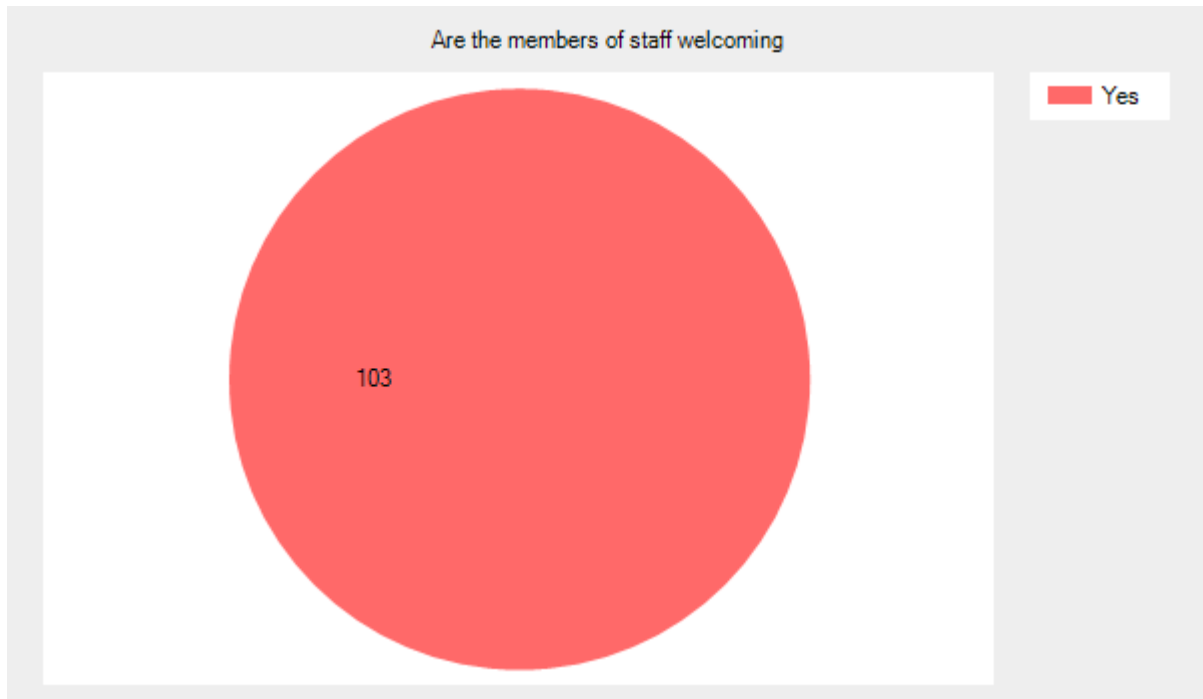


Practice Survey 2012

The survey had **103** responses.

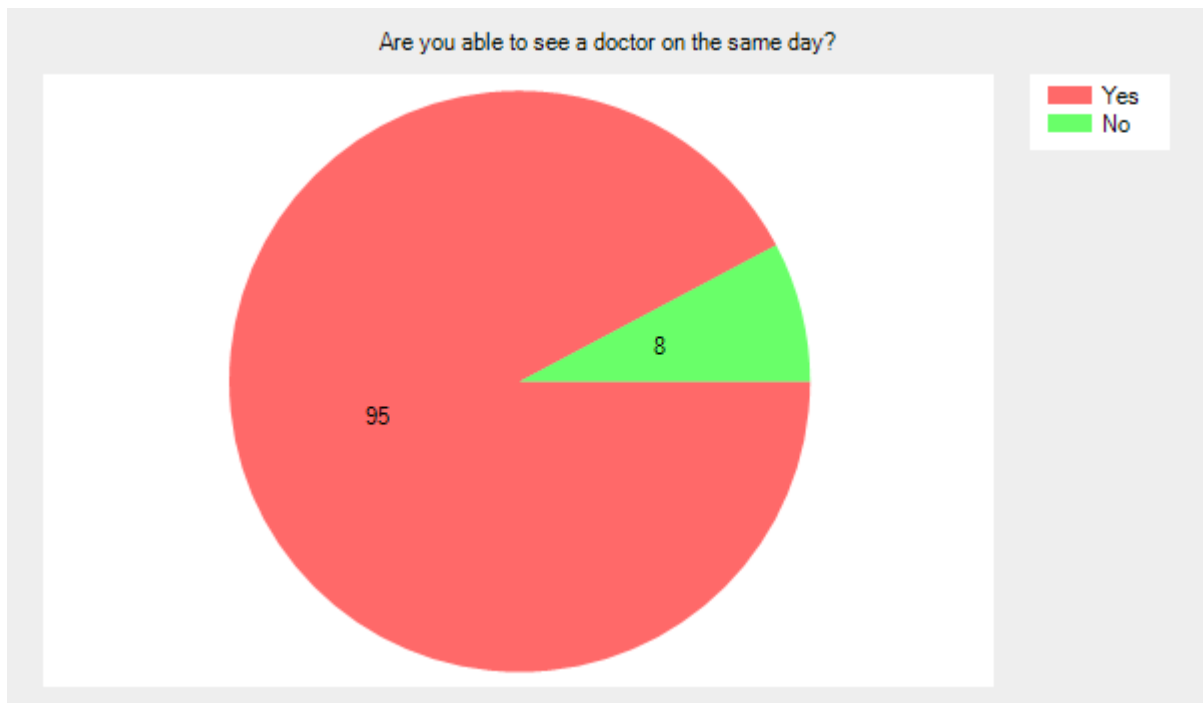
Are the members of staff welcoming

- Yes - **103** (100.0%).
- No - **0** (0.0%).
- No response - **0** (0.0%).



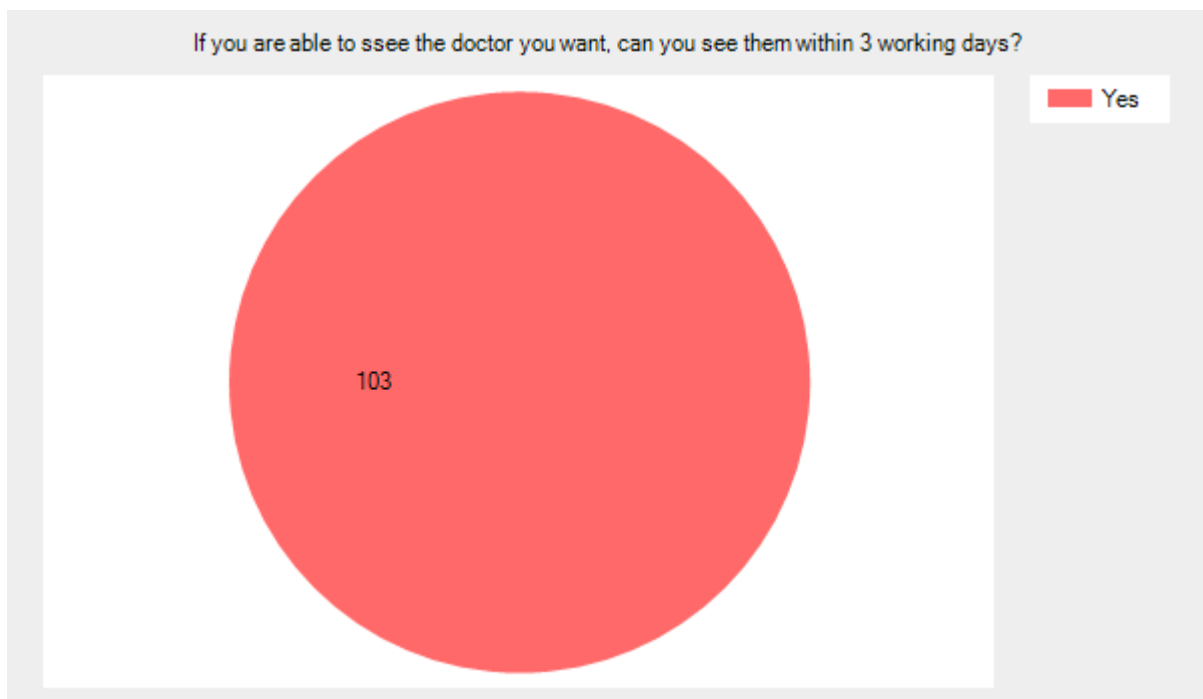
Are you able to see a doctor on the same day?

- Yes - **95** (92.2%).
- No - **8** (7.8%).
- No response - **0** (0.0%).



If you are able to ssee the doctor you want, can you see them within 3 working days?

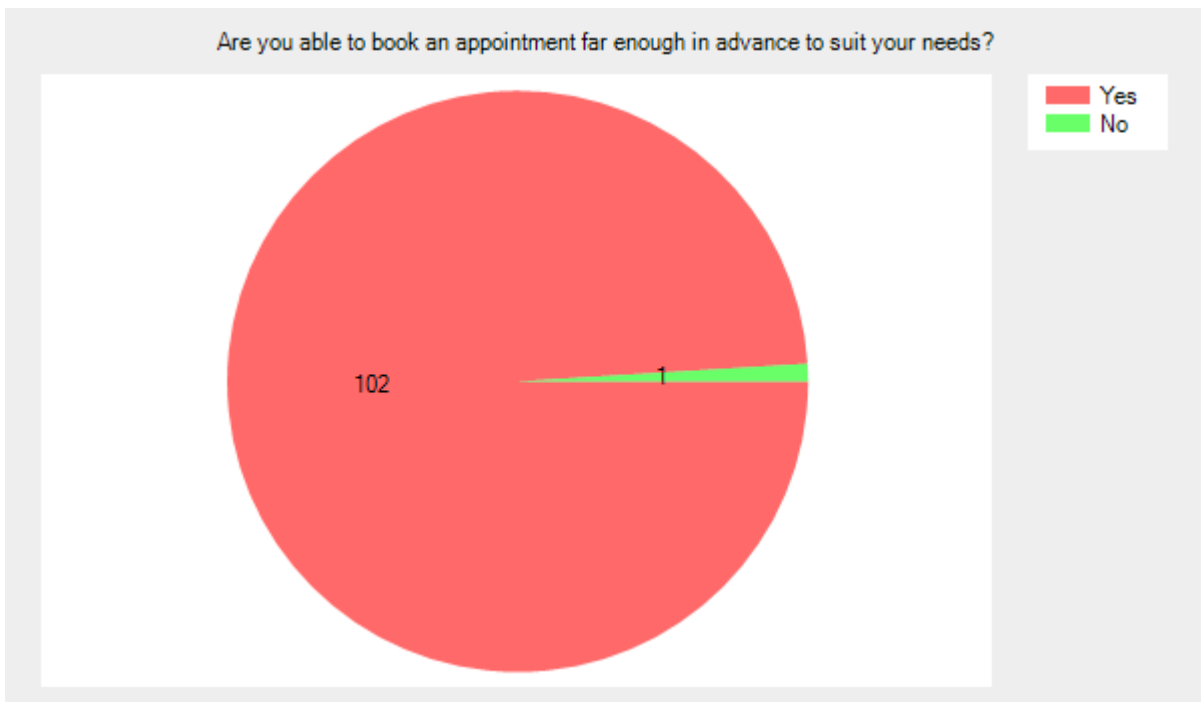
- Yes - **103** (100.0%).
- No - **0** (0.0%).
- No response - **0** (0.0%).



Are you able to book an appointment far enough in advance to suit your needs?

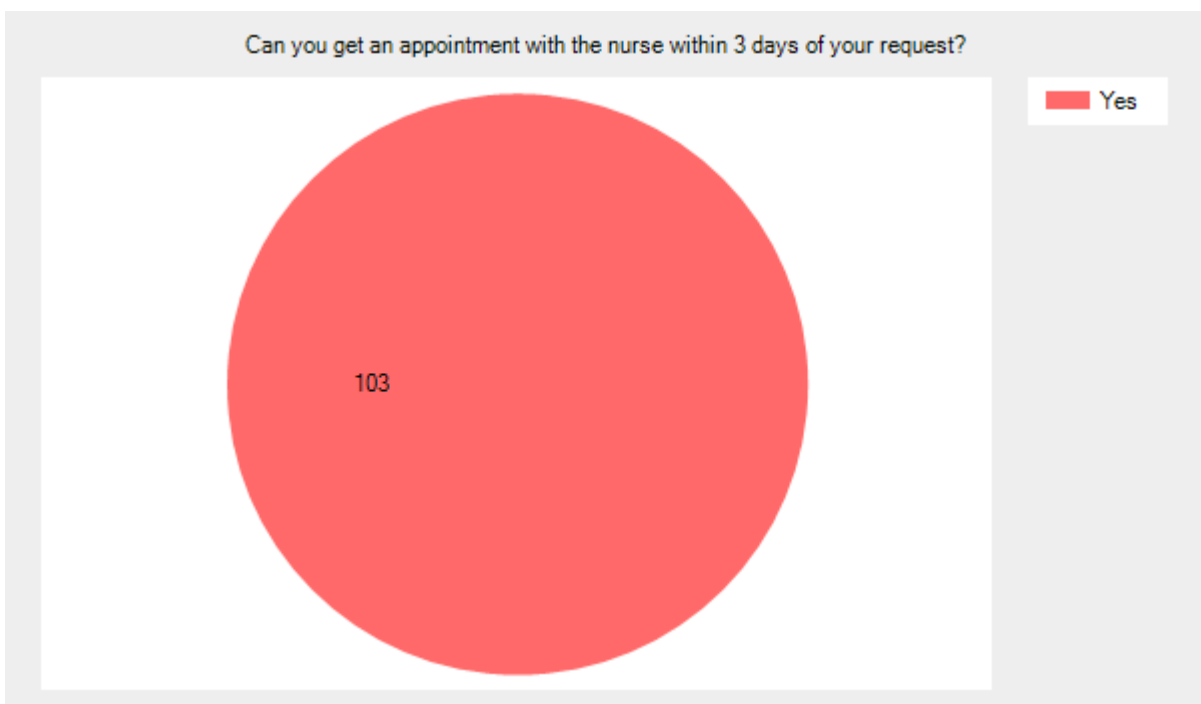
- Yes - **102** (99.0%).
- No - **1** (1.0%).

- No response - 0 (0.0%).



Can you get an appointment with the nurse within 3 days of your request?

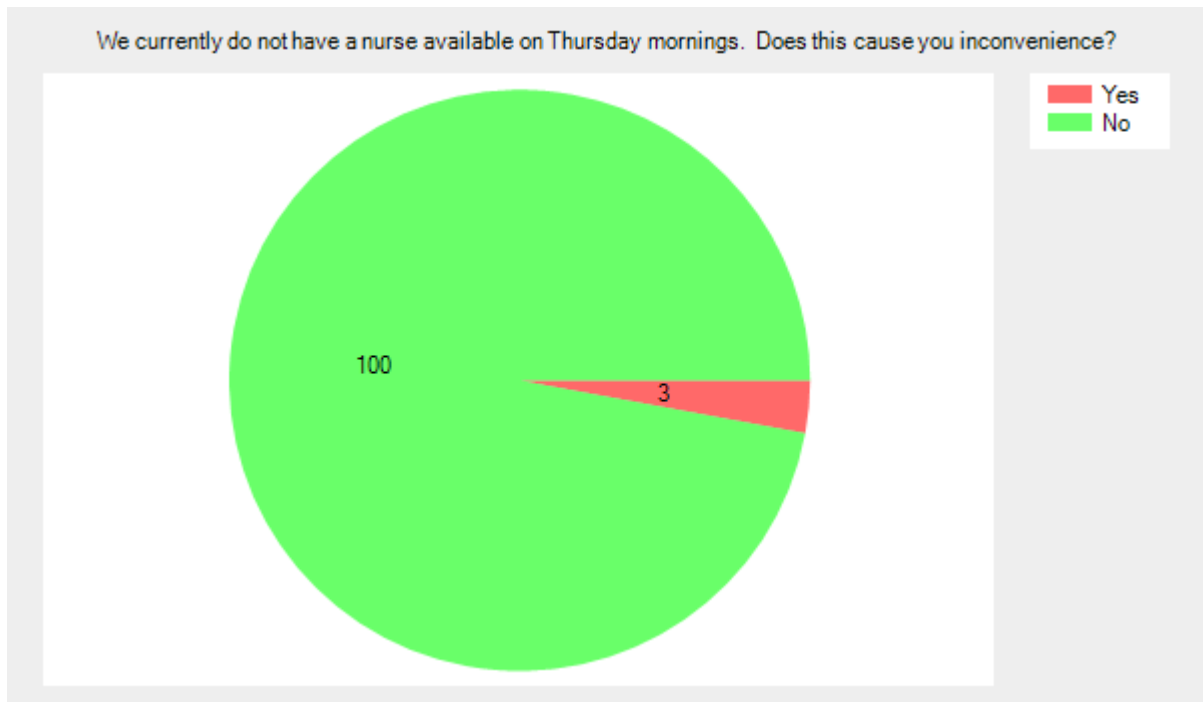
- Yes - 103 (100.0%).
- No - 0 (0.0%).
- No response - 0 (0.0%).



We currently do not have a nurse available on Thursday mornings. Does this cause you inconvenience?

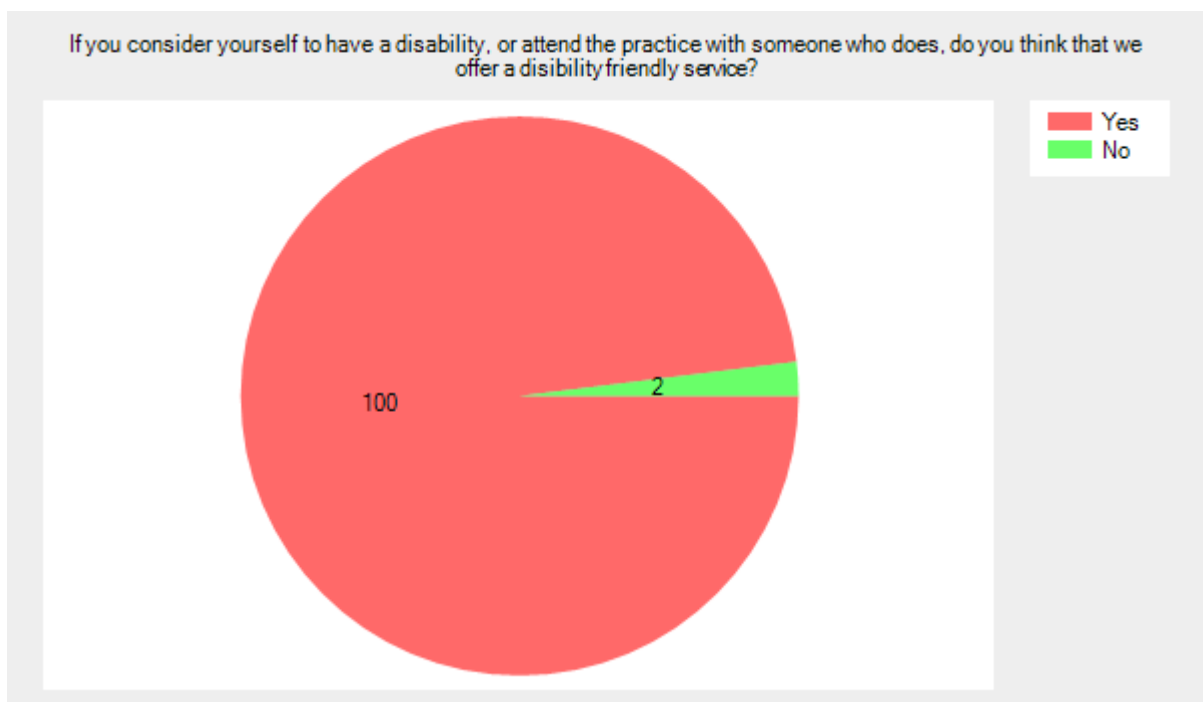
- Yes - 3 (2.9%).

- No - **100** (97.1%).
- No response - **0** (0.0%).



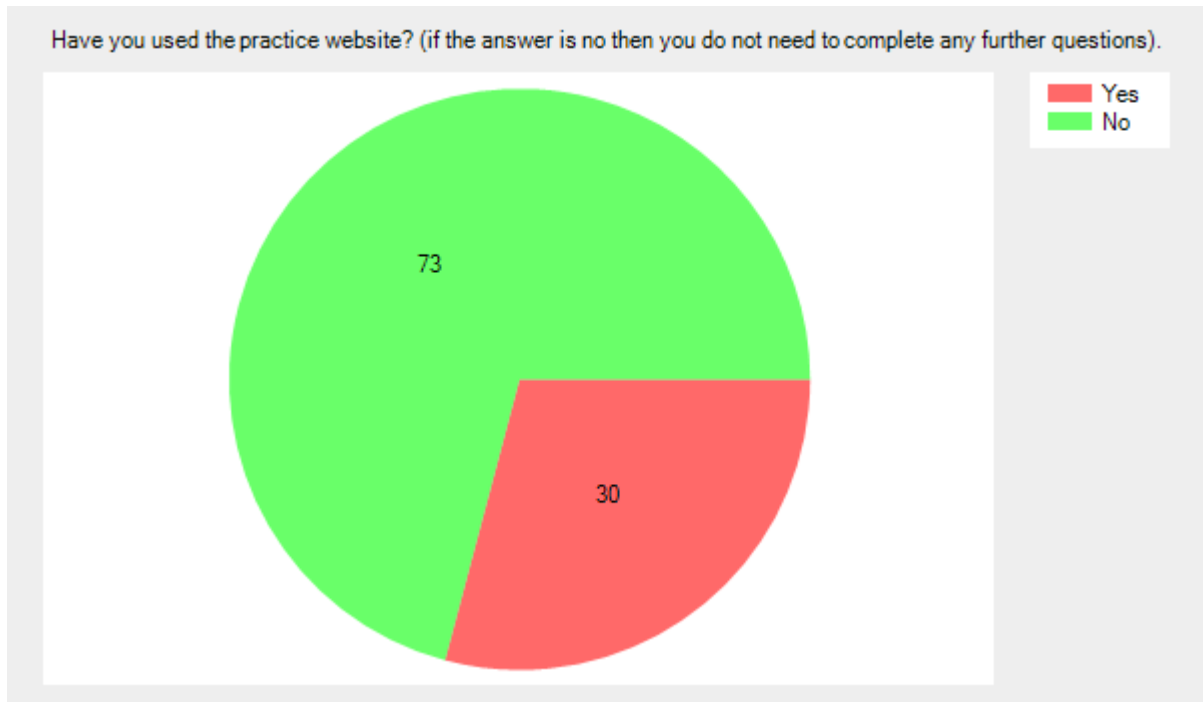
If you consider yourself to have a disability, or attend the practice with someone who does, do you think that we offer a disability friendly service?

- Yes - **100** (97.1%).
- No - **2** (1.9%).
- No response - **0** (0.0%).



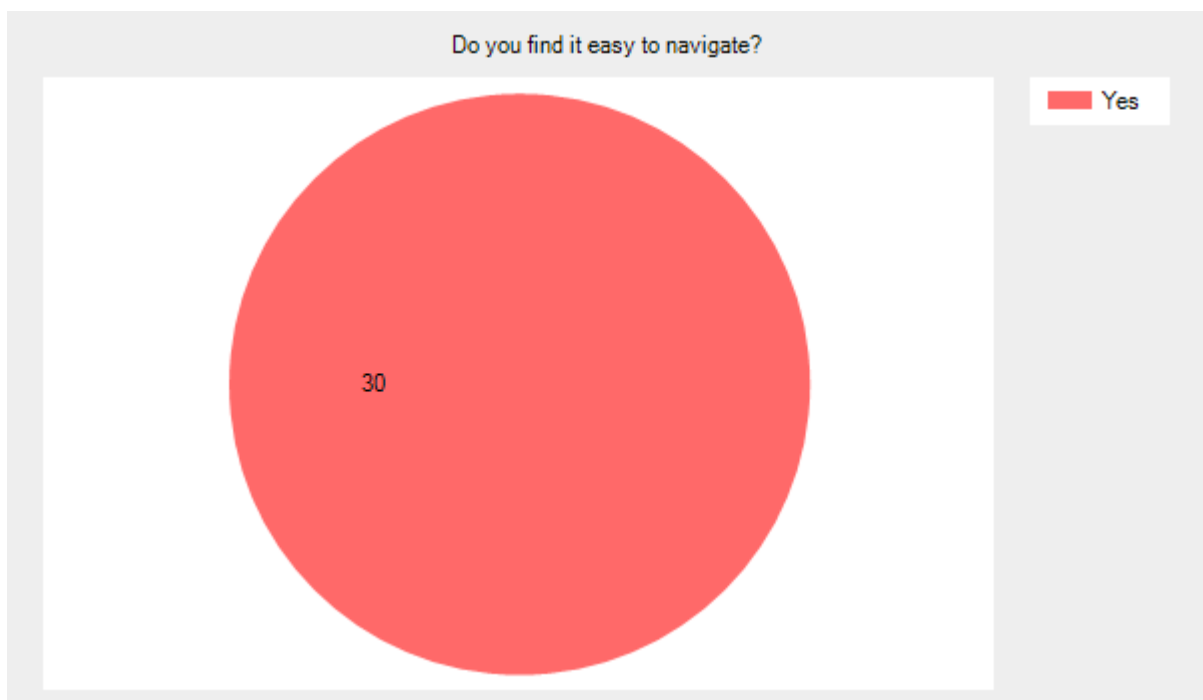
Have you used the practice website? (if the answer is no then you do not need to complete any further questions).

- Yes - **30** (29.1%).
- No - **73** (70.9%).
- No response - **0** (0.0%).



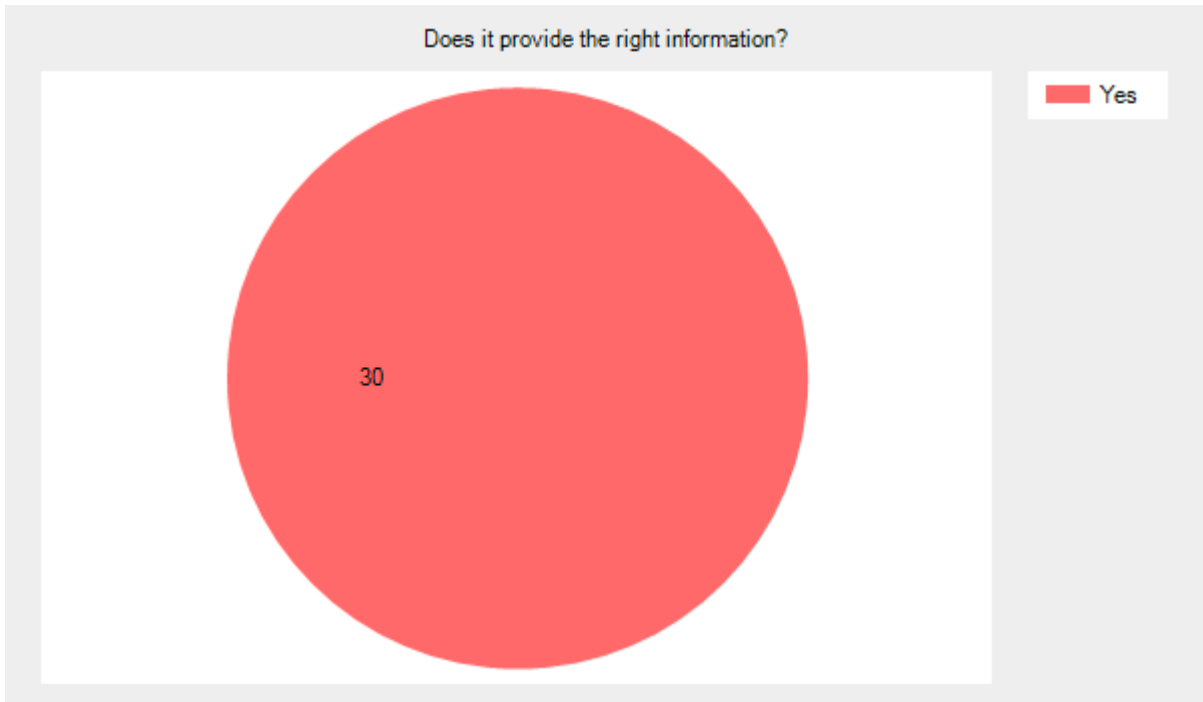
Do you find it easy to navigate?

- Yes - **30** (29.1%).
- No - **0** (0.0%).
- No response - **0** (0.0%).



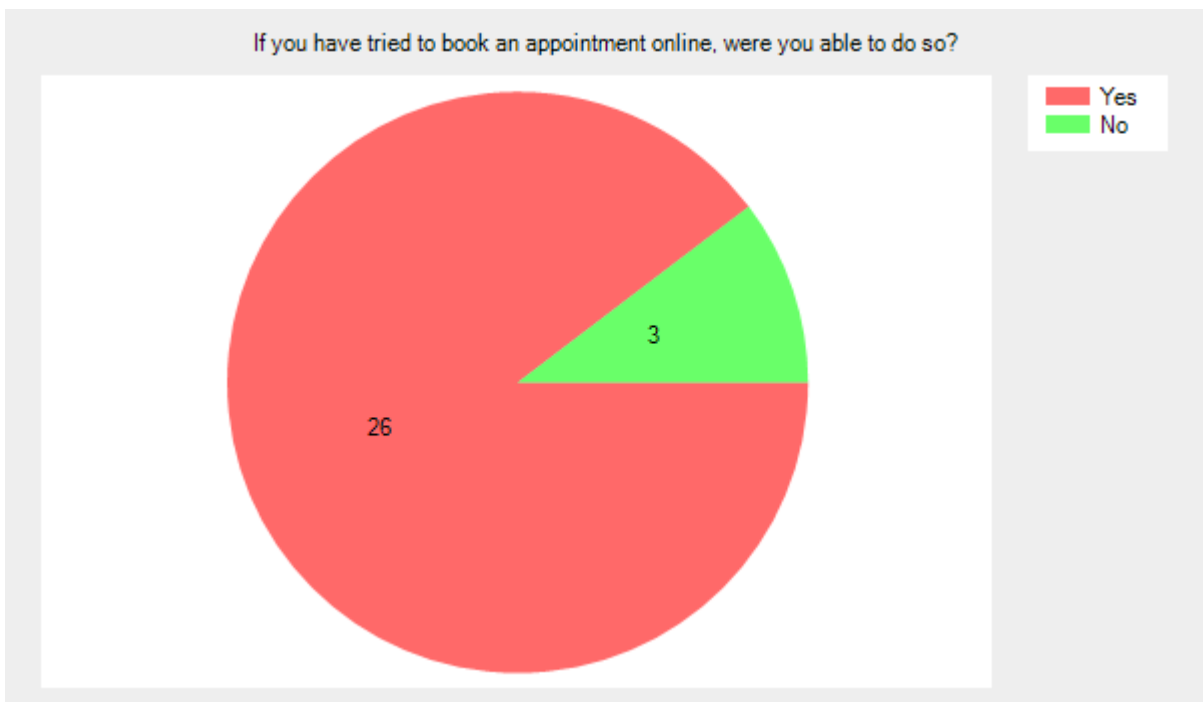
Does it provide the right information?

- Yes - **30** (29.1%).
- No - **0** (0.0%).
- No response - **0** (0.0%).



If you have tried to book an appointment online, were you able to do so?

- Yes - **26** (25.2%).
- No - **3** (2.9%).
- No response - **0** (0.0%).



If you have tried to order a prescription online, were you able to do so?

- Yes - **28** (27.2%).
- No - **1** (1.0%).
- No response - **0** (0.0%).

