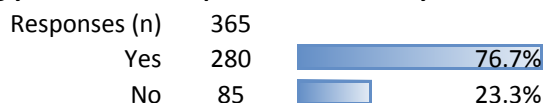
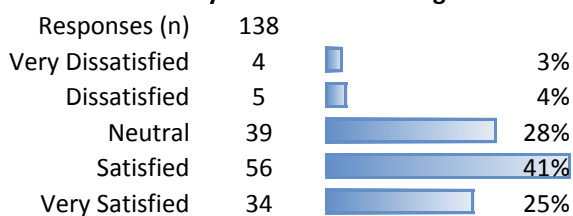


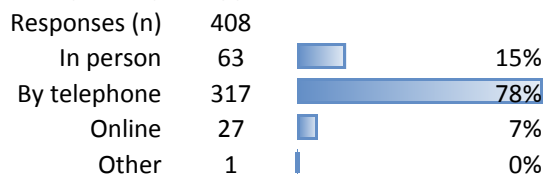
1. Are you seeing your usual GP or practice nurse today?



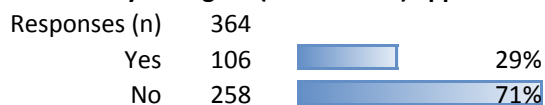
2. If you answered 'No': How do you feel about seeing another health care practitioner today?



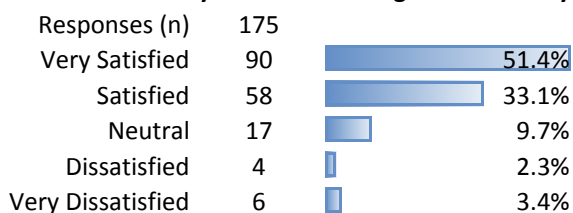
3. How do you normally book your appointments to see a GP or nurse at your GP surgery?



4. Is your appointment today an urgent (non-routine) appointment?

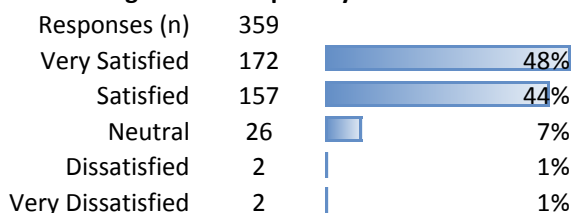


5. Please indicate how satisfied you are with being able to book your urgent appointment

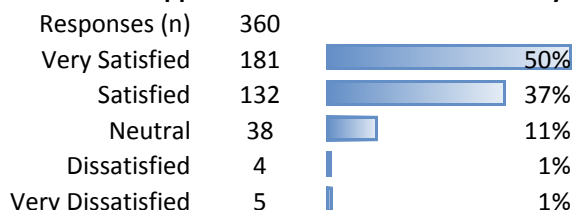


6. Which aspects of the current access to GP services for routine (non-urgent) appointments are you most satisfied or dissatisfied?

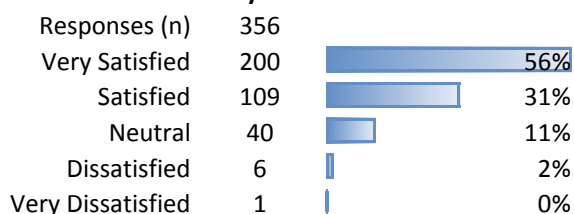
a) My telephone call being answered speedily



b) Ability to book a routine appointment with the clinician of my choice (within 1 month)



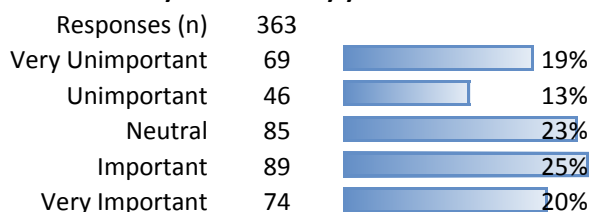
c) Ability to book to see the GP of my choice if I book ahead



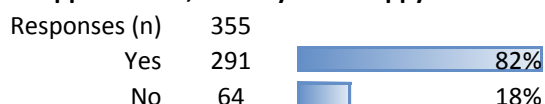
7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

See separate comment sheet

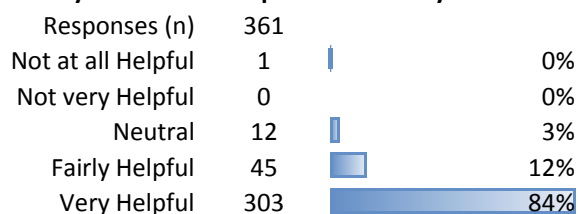
8. How important is it that you are seen by your own GP?



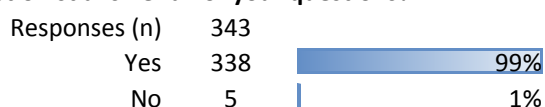
9. To gain an earlier appointment, would you be happy to be seen by a different GP or Nurse Practitioner?



10. How helpful did you find the reception staff today?

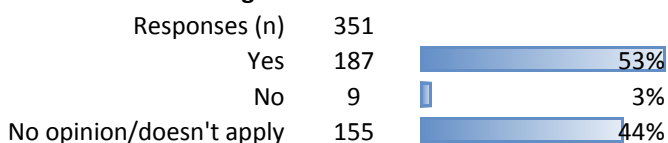


11. Did the receptionist answer all of your questions?

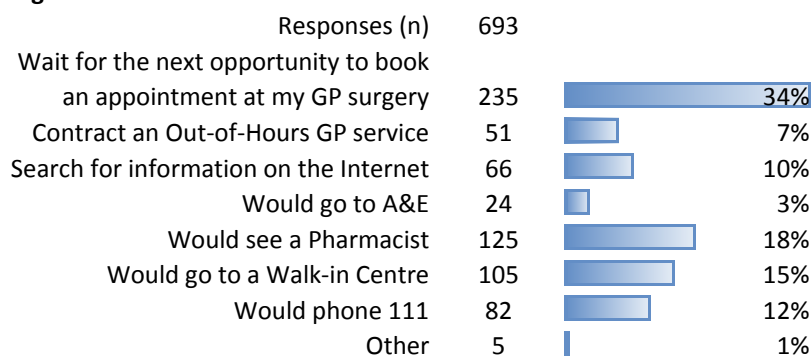


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12. Was the receptionist helpful in guiding you through the different options for booking appointments and obtaining services?



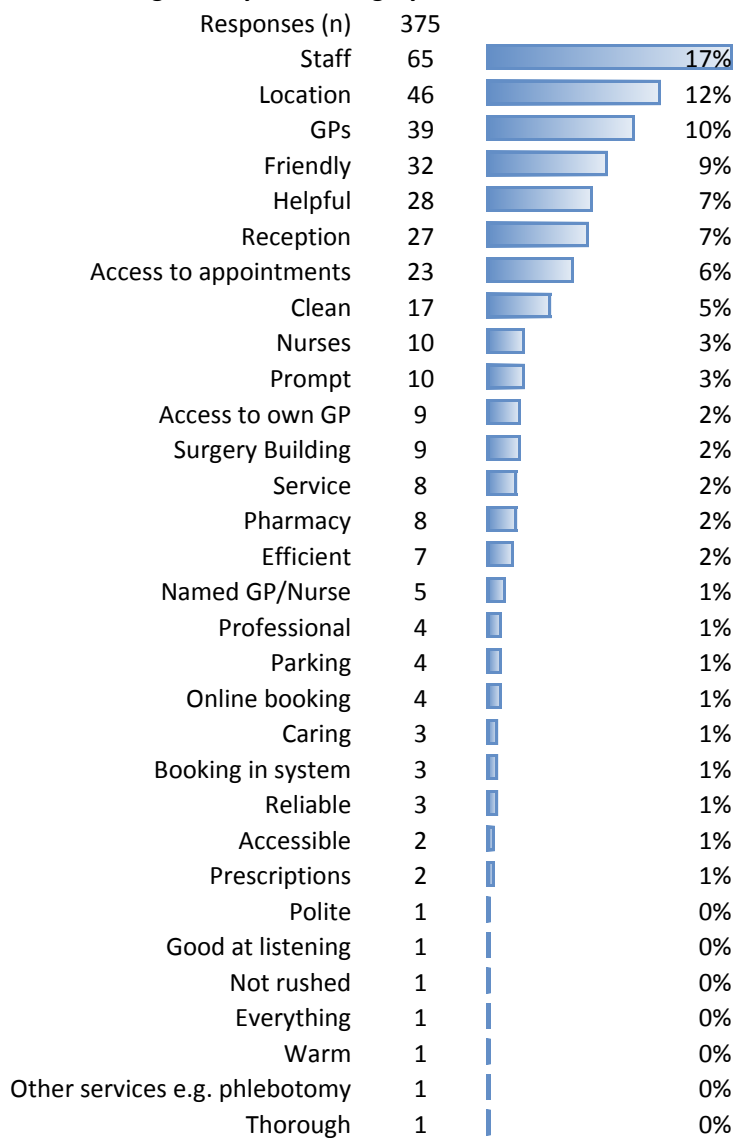
13. If your GP surgery is closed, which of the following would you use in order to obtain non-urgent medical advice?



14. What would be your preferred time to see a GP during the week?

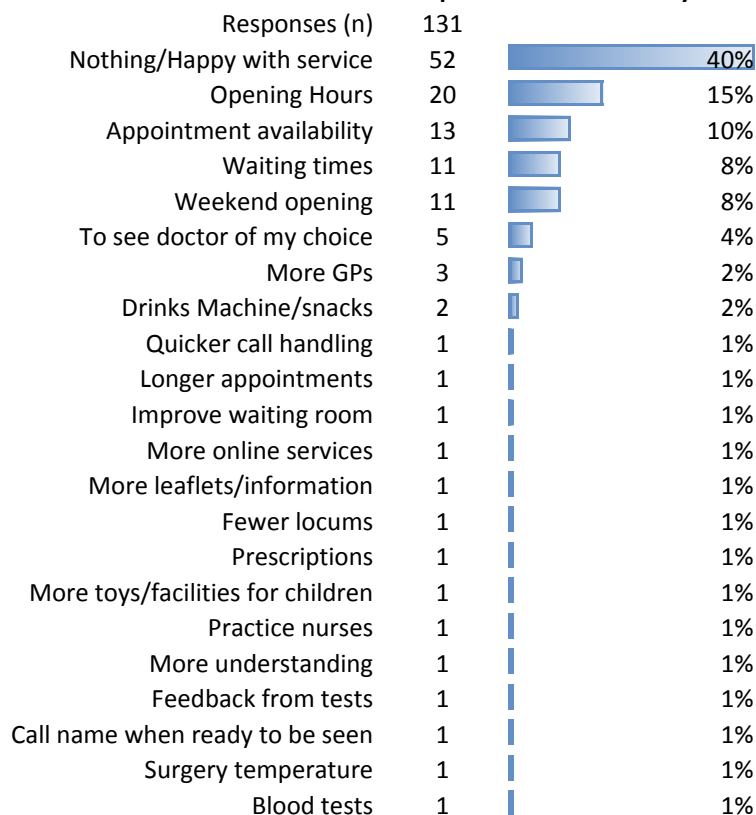
	Mon	Tues	Wed	Thurs	Fri
07:00	190	188	189	188	192
07:30	189	187	187	187	191
08:00	191	189	189	189	193
08:30	190	188	188	188	192
09:00	169	167	167	167	171
09:30	167	165	165	165	169
10:00	176	174	174	174	178
10:30	179	177	177	177	181
11:00	180	178	178	178	182
11:30	177	175	175	175	179
12:00	115	114	114	114	120
12:30	113	112	112	112	118
13:00	114	113	113	113	119
13:30	114	113	113	113	119
14:00	112	111	111	111	117
14:30	110	109	109	109	115
15:00	108	107	107	107	113
15:30	109	108	108	108	114
16:00	125	124	124	124	130
16:30	128	127	127	127	133
17:00	133	131	132	132	136
17:30	137	135	136	136	140
18:00	139	137	138	138	142
18:30	135	133	134	134	138
19:00	132	130	131	131	135
19:30	132	130	131	131	135

15. What is the best thing about your GP surgery?

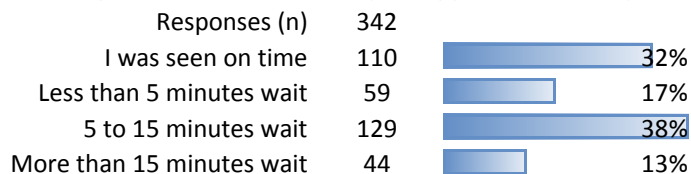


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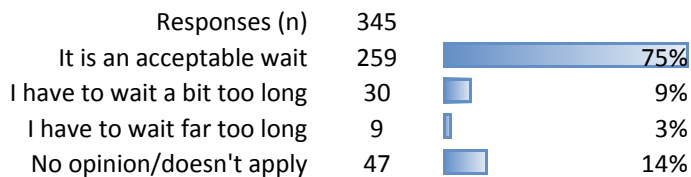
16. Please tell us about how we could further improve our services to you



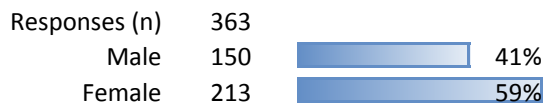
17. How long was the wait between your appointment and your being seen today?



18. How do you feel about the length of wait today?

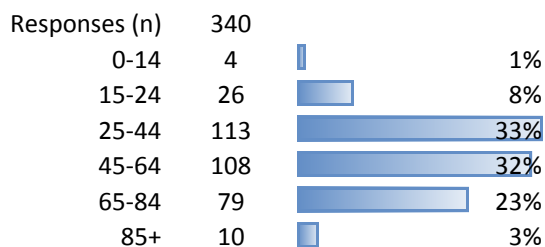


19. Gender

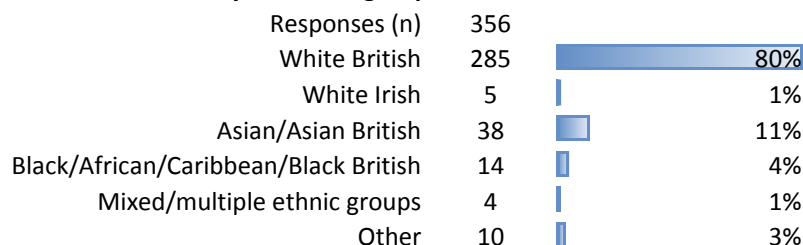


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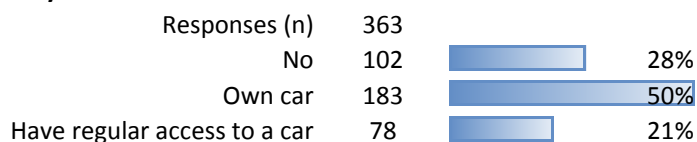
20. Age



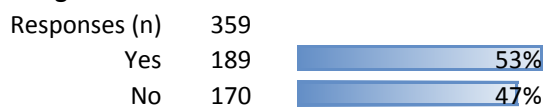
21. Which best describes your ethnic group?



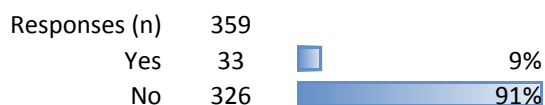
22. Do you either own or have access to a car?



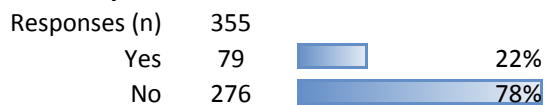
23. Do you have a long-term medical condition?



24. Are you a carer?



25. Do you have a disability?



26. Which best describes you are doing at present?

