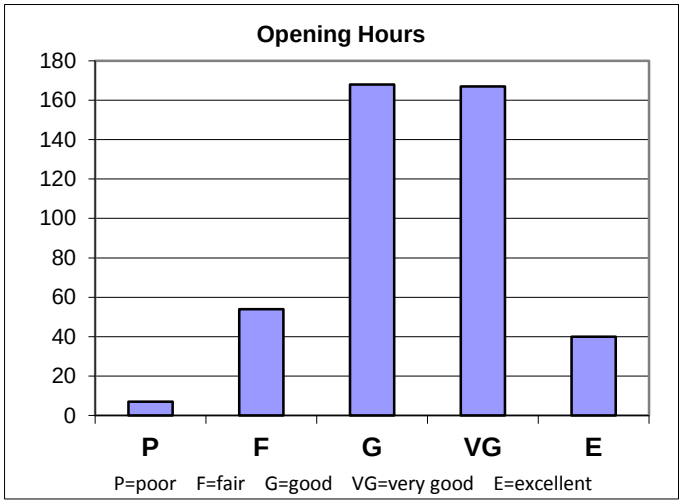
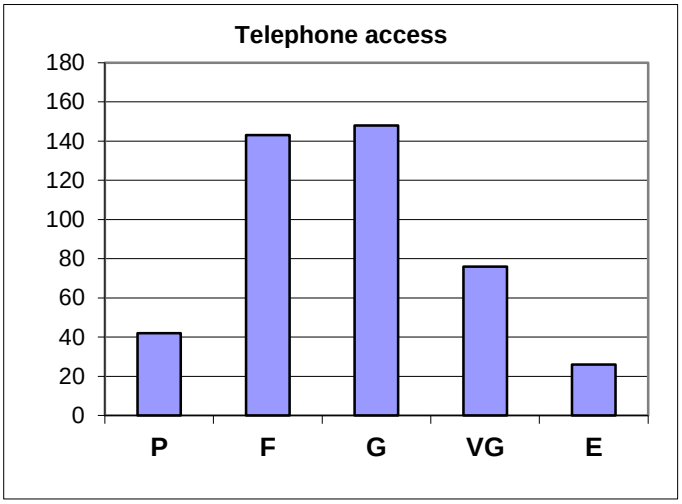
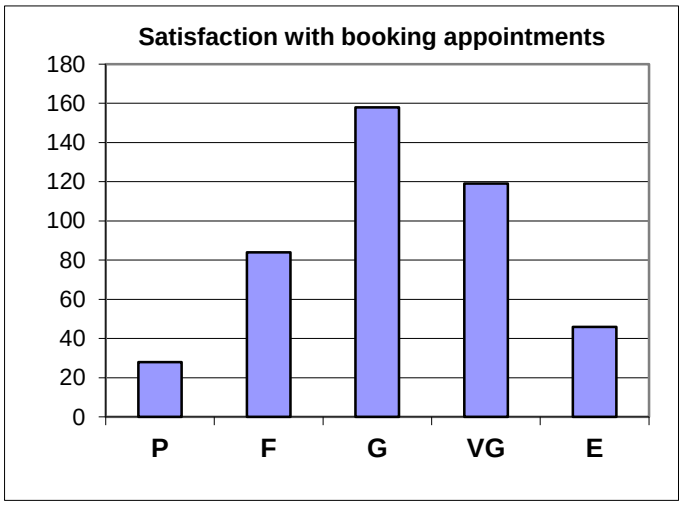
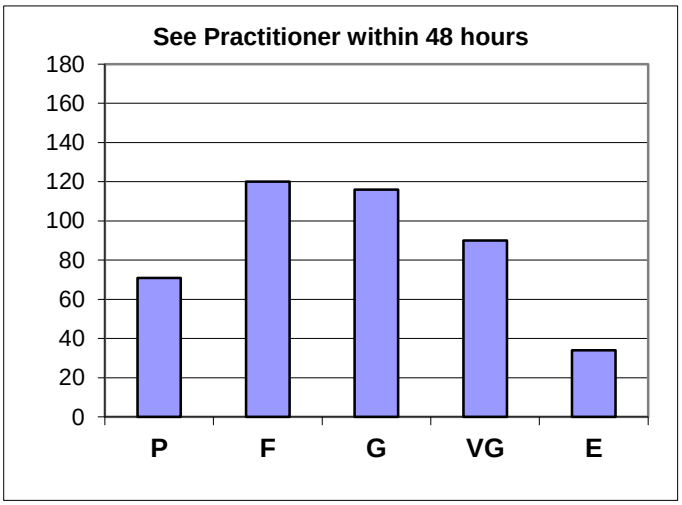
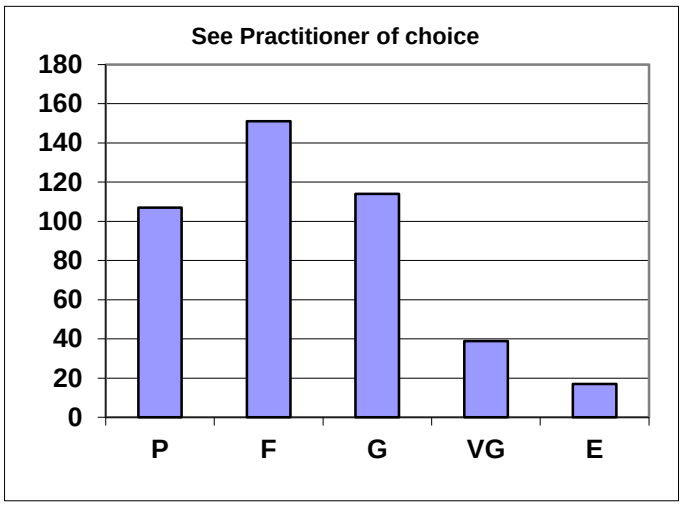
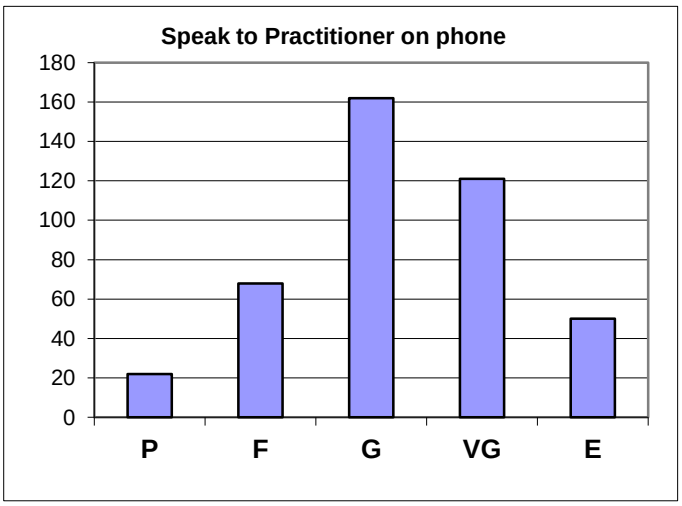

Opening Hours
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E
P=poor F=fair G=good VG=very good E=excellent

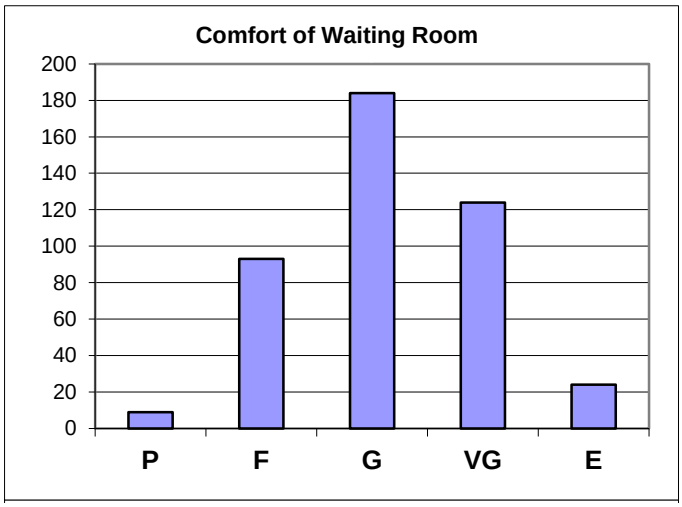

Telephone access
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

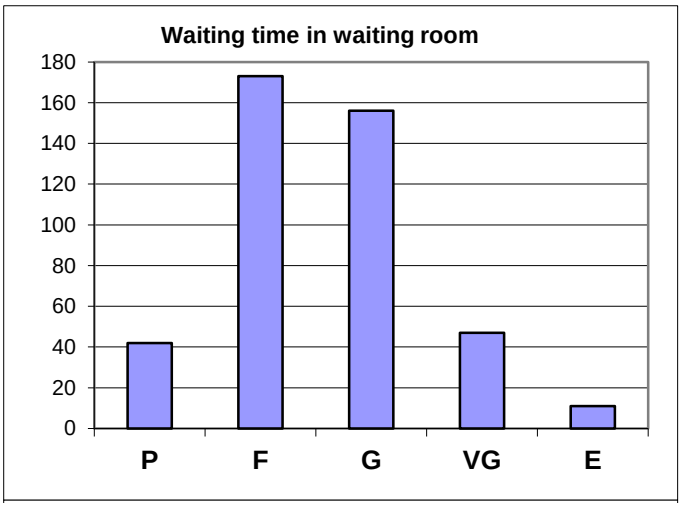

Satisfaction with booking appointments
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

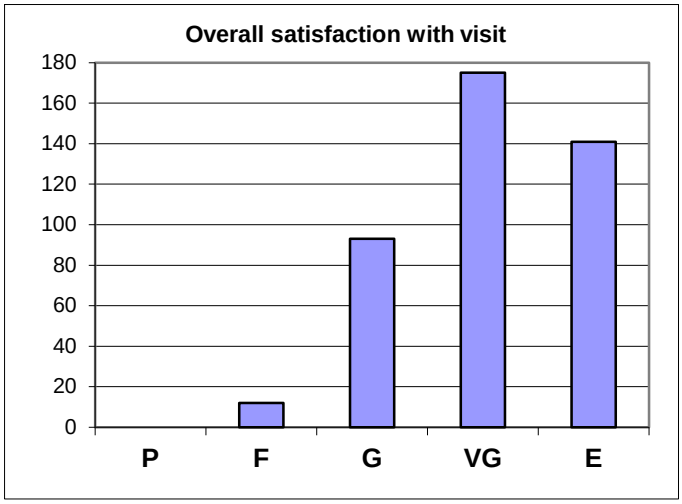

See Practitioner within 48 hours
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

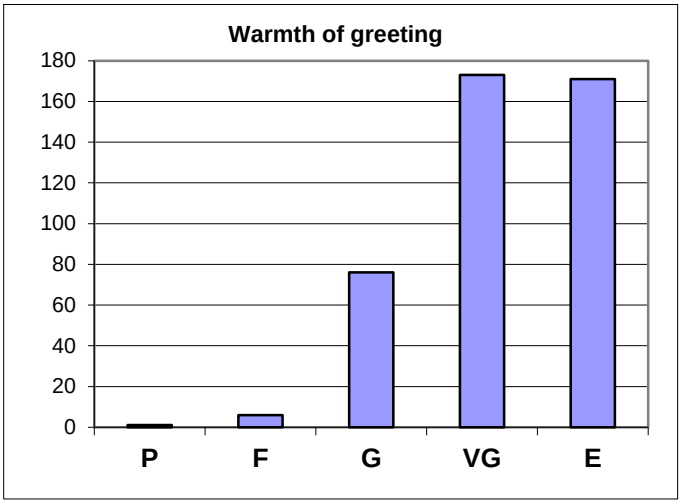

See Practitioner of choice
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

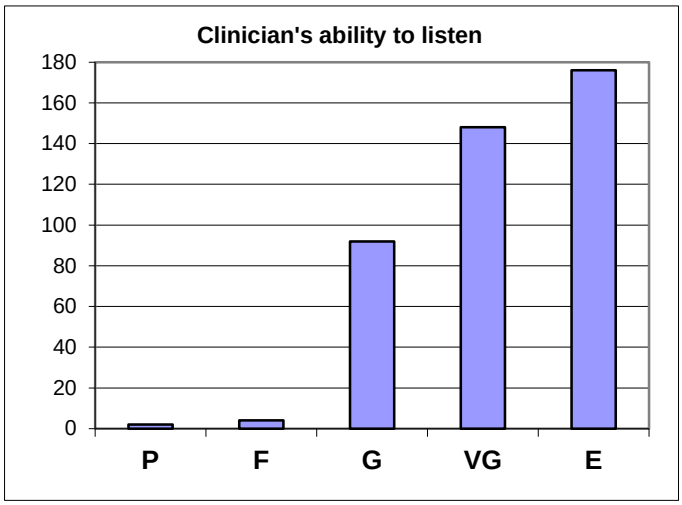

Speak to Practitioner on phone
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

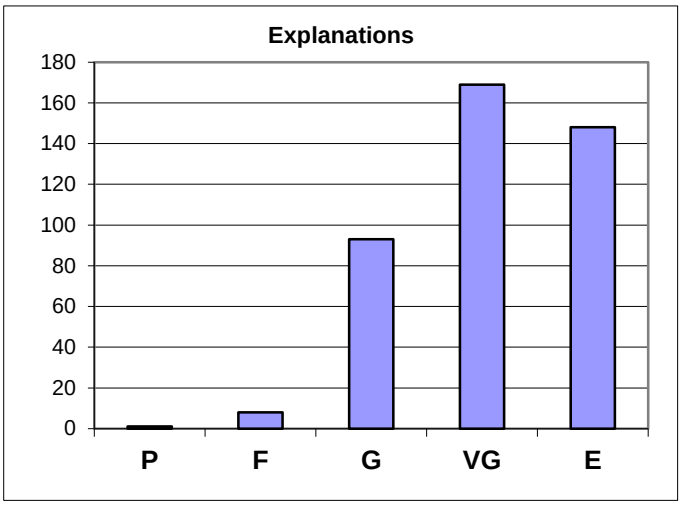

Comfort of Waiting Room
200
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

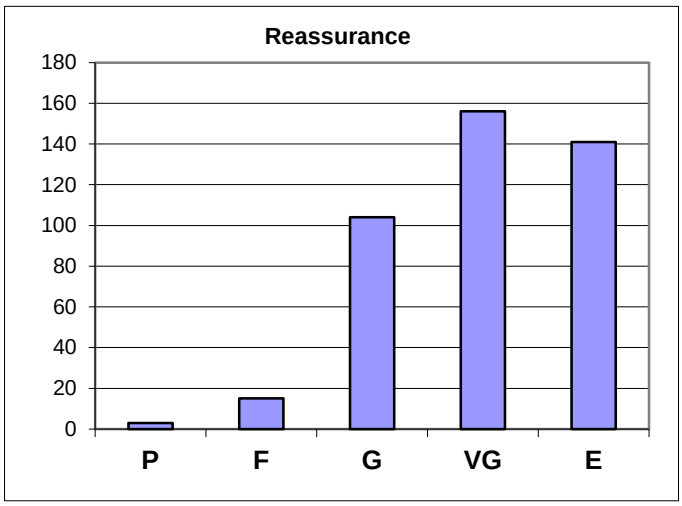

Waiting time in waiting room
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

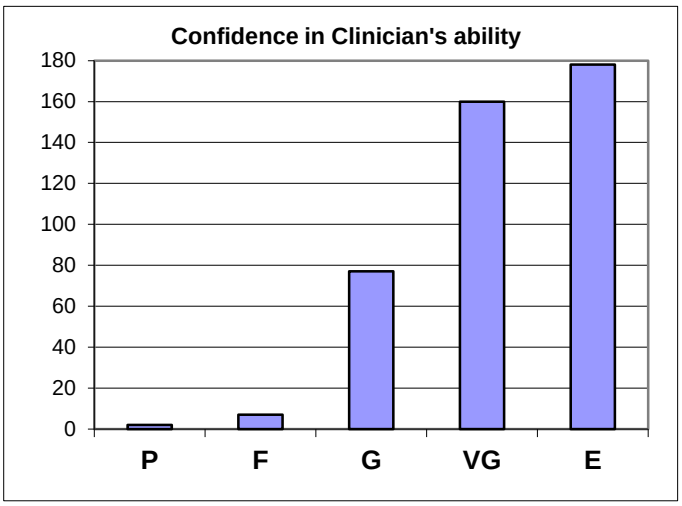

Overall satisfaction with visit
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

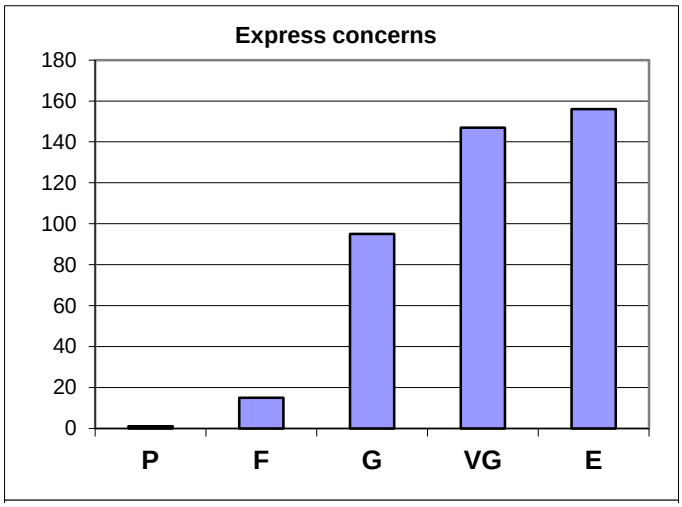

Warmth of greeting
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

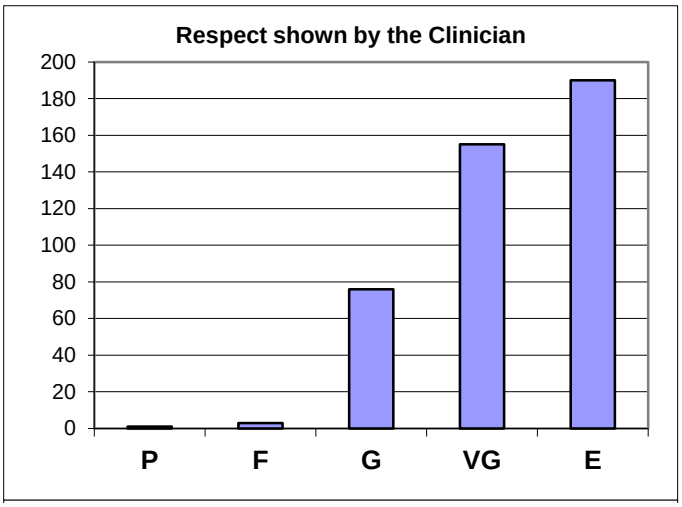

Clinician's ability to listen
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

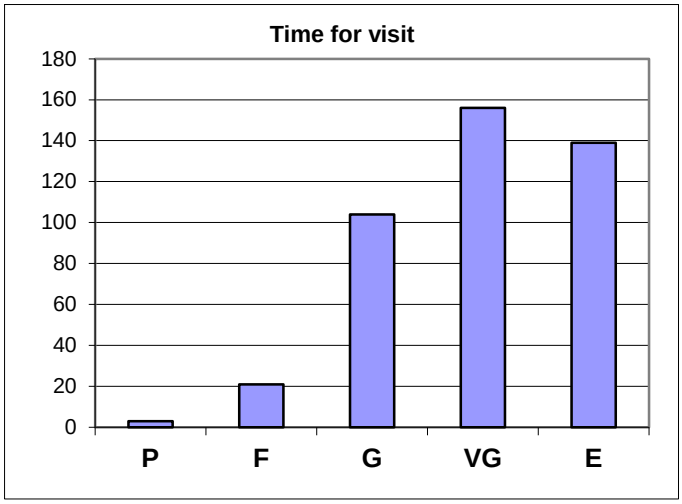

Explanations
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

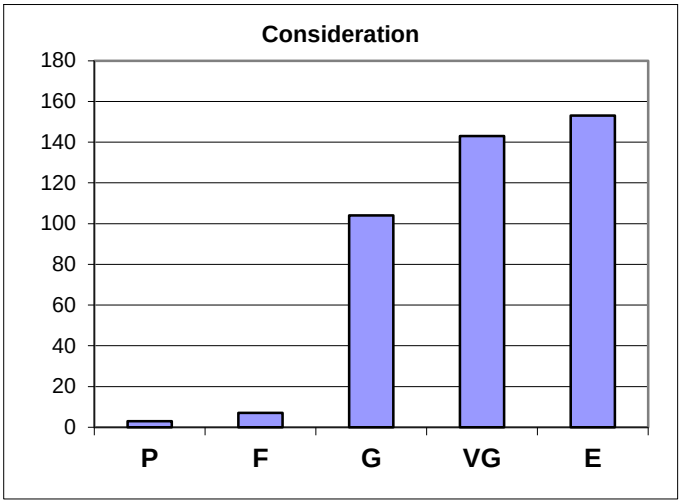

Reassurance
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

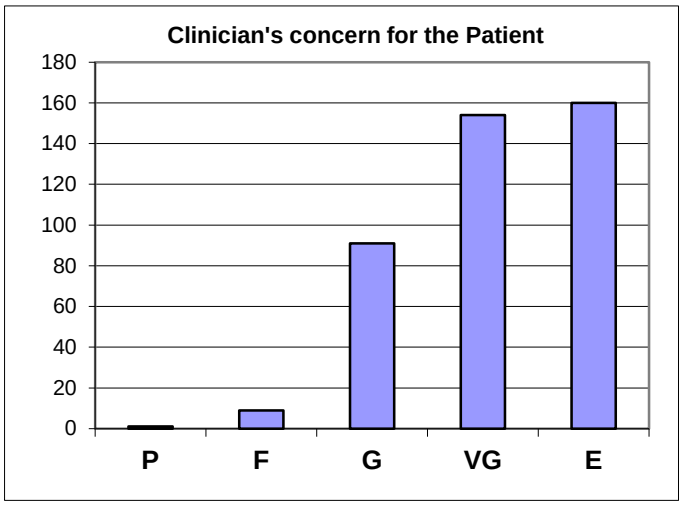

Confidence in Clinician's ability
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

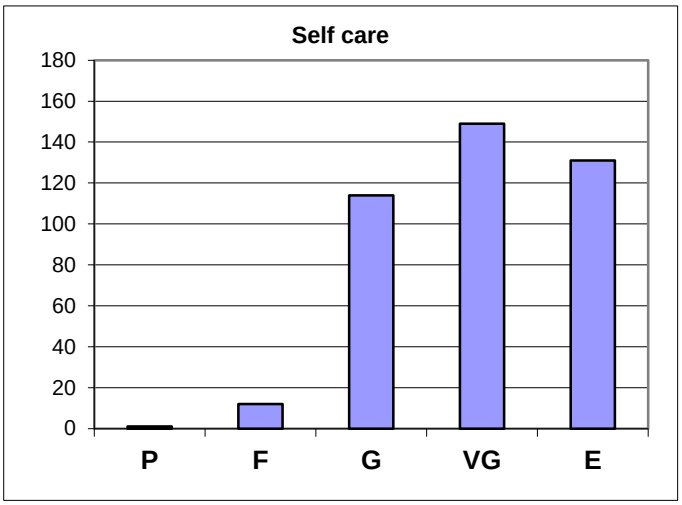

Express concerns
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

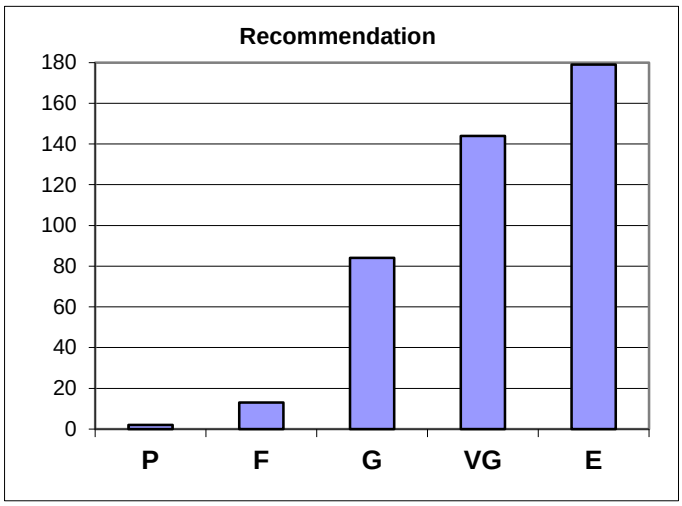

Respect shown by the Clinician
200
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

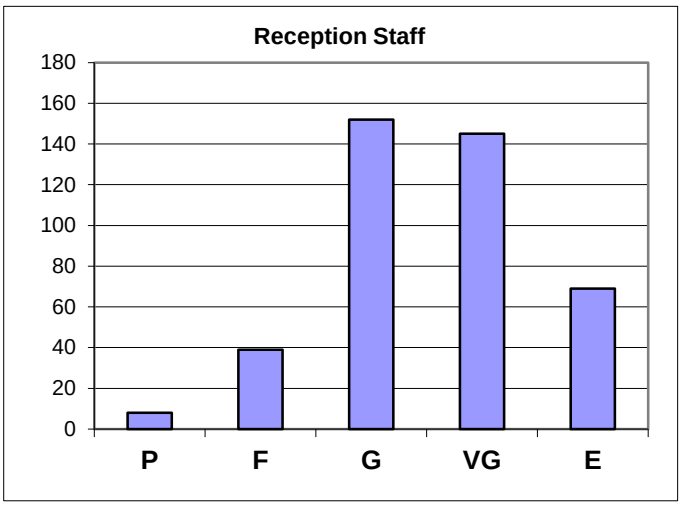

Time for visit
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

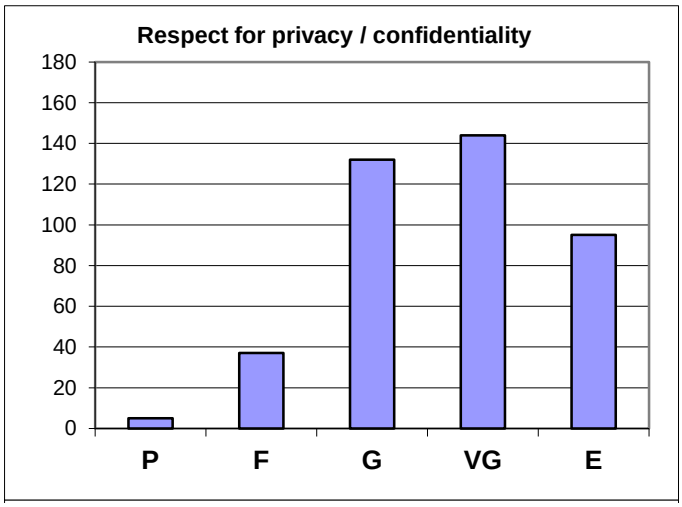

Consideration
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

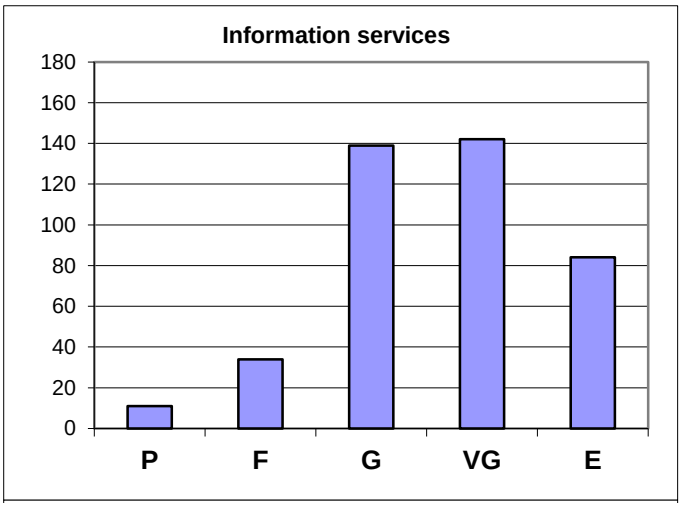

Clinician's concern for the Patient
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

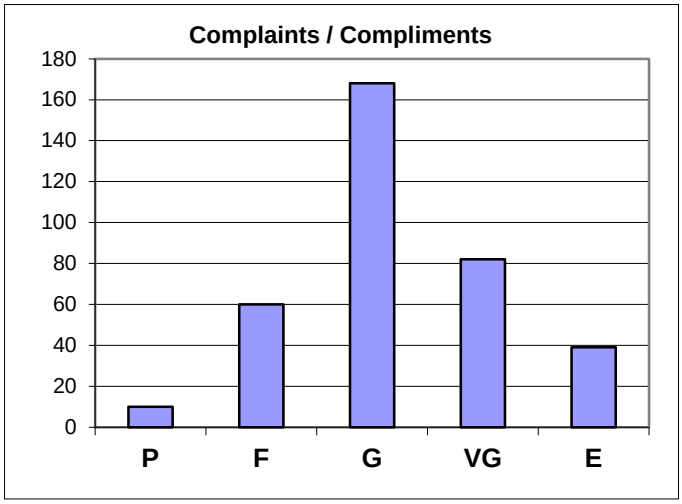

Self care
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

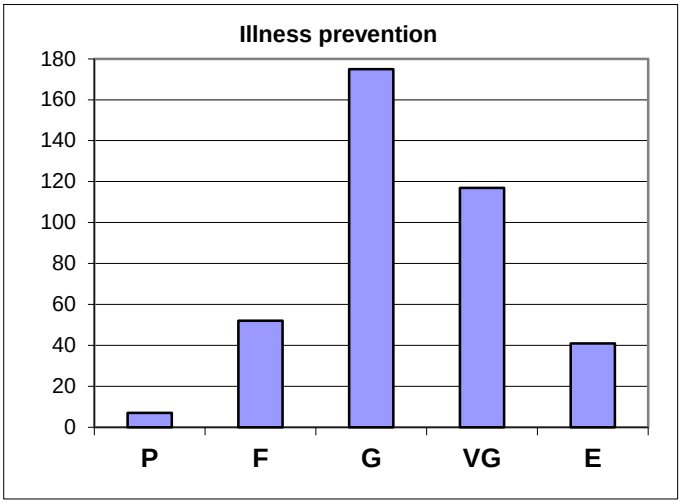

Recommendation
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

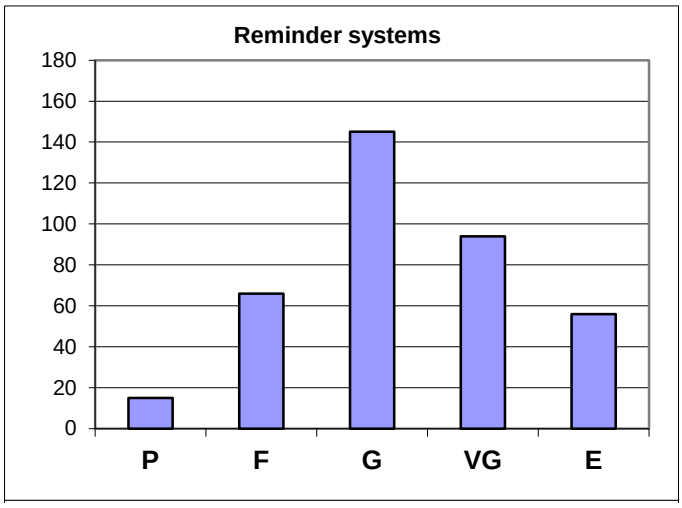

Reception Staff
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

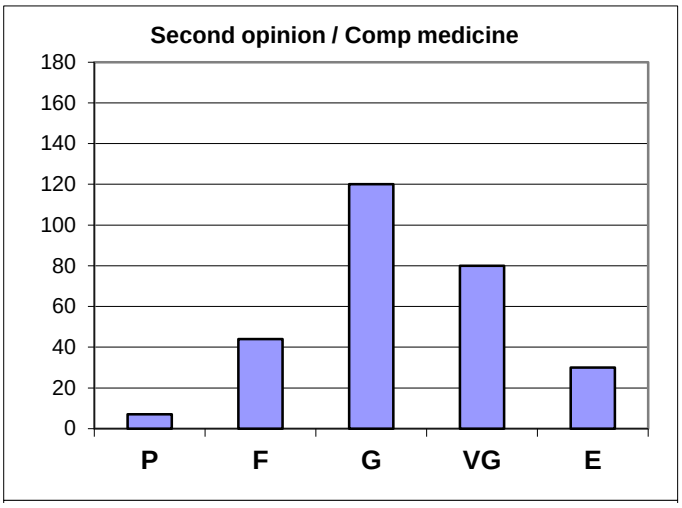

Respect for privacy / confidentiality
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

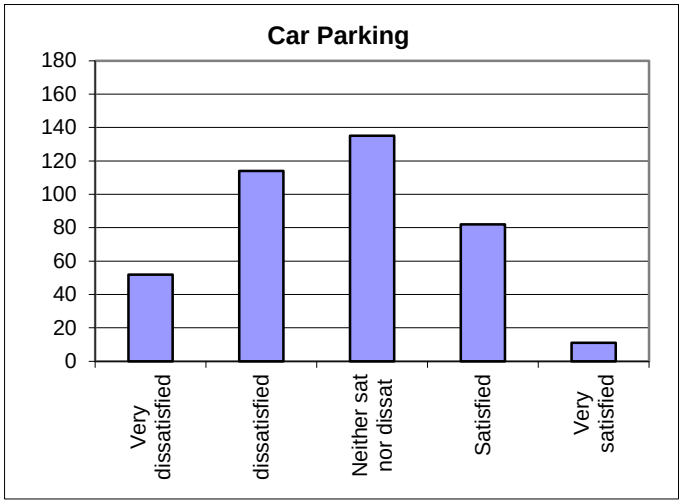

Information services
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

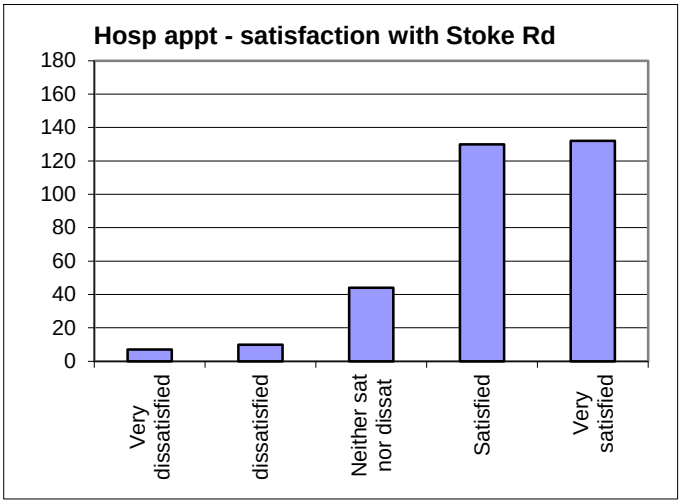

Complaints / Compliments
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

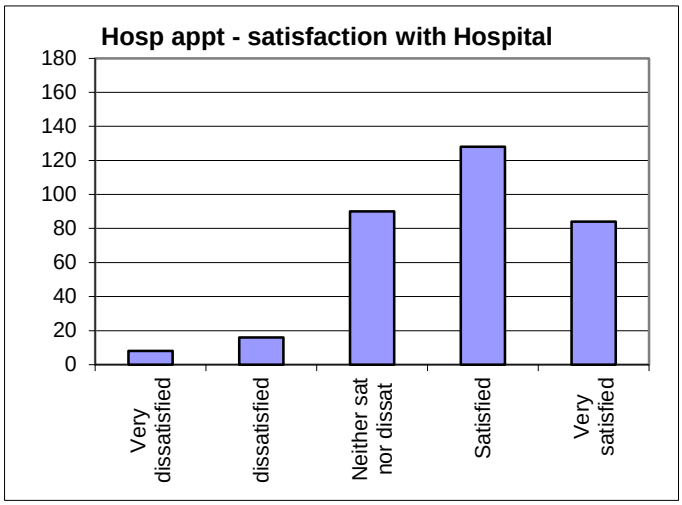

Illness prevention
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

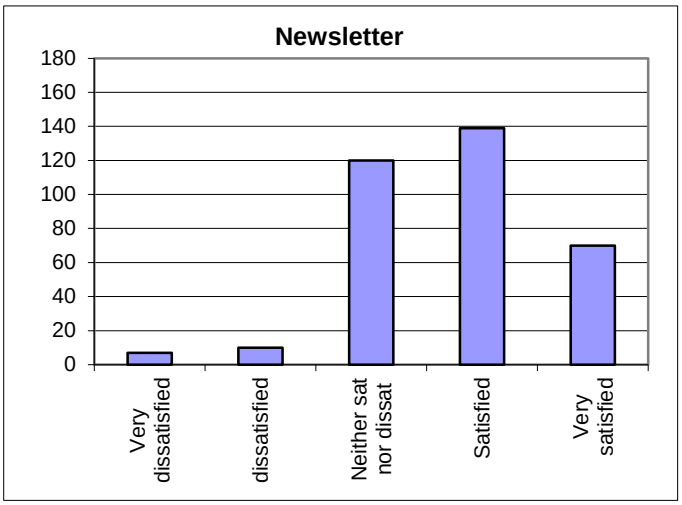

Reminder systems
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E

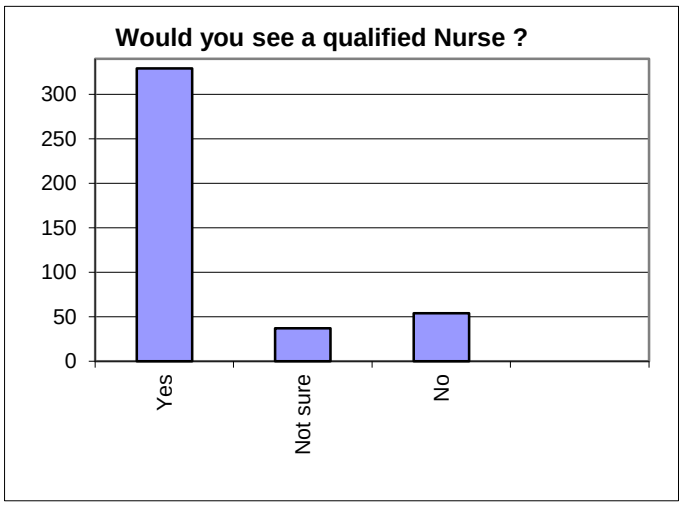

Second opinion / Comp medicine
180
160
140
120
100
80
60
40
20
0
P
F
G
VG
E


Car Parking
180
160
140
120
100
80
60
40
20
0
Very dissatisfied
dissatisfied
Neither sat nor dissat
Satisfied
Very satisfied


Hosp appt - satisfaction with Stoke Rd
180
160
140
120
100
80
60
40
20
0
Very dissatisfied
dissatisfied
Neither sat nor dissat
Satisfied
Very satisfied


Hosp appt - satisfaction with Hospital
180
160
140
120
100
80
60
40
20
0
Very dissatisfied
dissatisfied
Neither sat nor dissat
Satisfied
Very satisfied


Newsletter
180
160
140
120
100
80
60
40
20
0
Very dissatisfied
dissatisfied
Neither sat nor dissat
Satisfied
Very satisfied


Would you see a qualified Nurse ?
300
250
200
150
100
50
0
Yes
Not sure
No