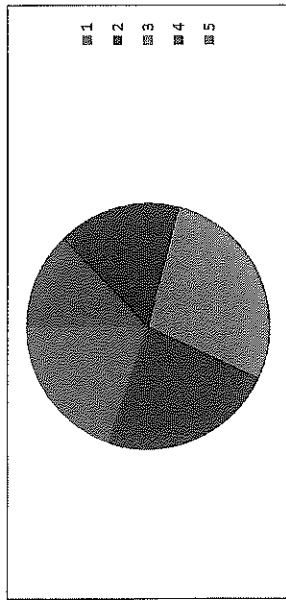
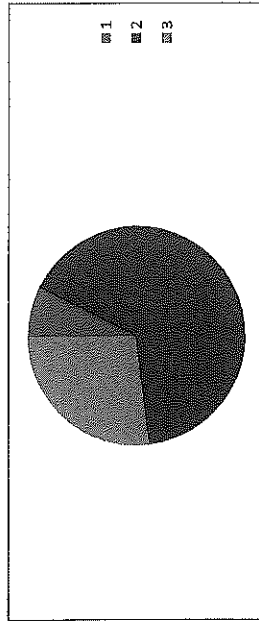


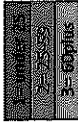
IMPROVING PRACTICE QUESTIONNAIRE FEB 2020 - PIE CHART RESULTS



Results as a % of Patient answers to questionnaire 2020



Results as a % of age range of Patients answering survey.



QUESTIONS ASKED

- Your level of satisfaction with the practices opening hours
- Ease of contacting the practice on the phone
- Chances of seeing a clinician within 48 hours
- Chances of seeing a clinician of your choice
- Opportunity of speaking to a clinician on the phone
- My overall satisfaction with the visit with the clinician
- On this visit I would rate the clinician's ability to listen to me
- The clinician's explanations of things to me were
- The extent to which I felt reassured by the clinician was
- My confidence in the clinician's ability is
- The respect shown to me by the clinician was
- The recommendation to friends I would give about the clinician
- The manner in which you were treated by reception staff
- Respect shown for your privacy and confidentiality
- Information provided about its service
- The opportunity for making compliments or complaints to the practice about its service and quality of care
- The information provided by the practice about how to prevent illness and stay healthy.