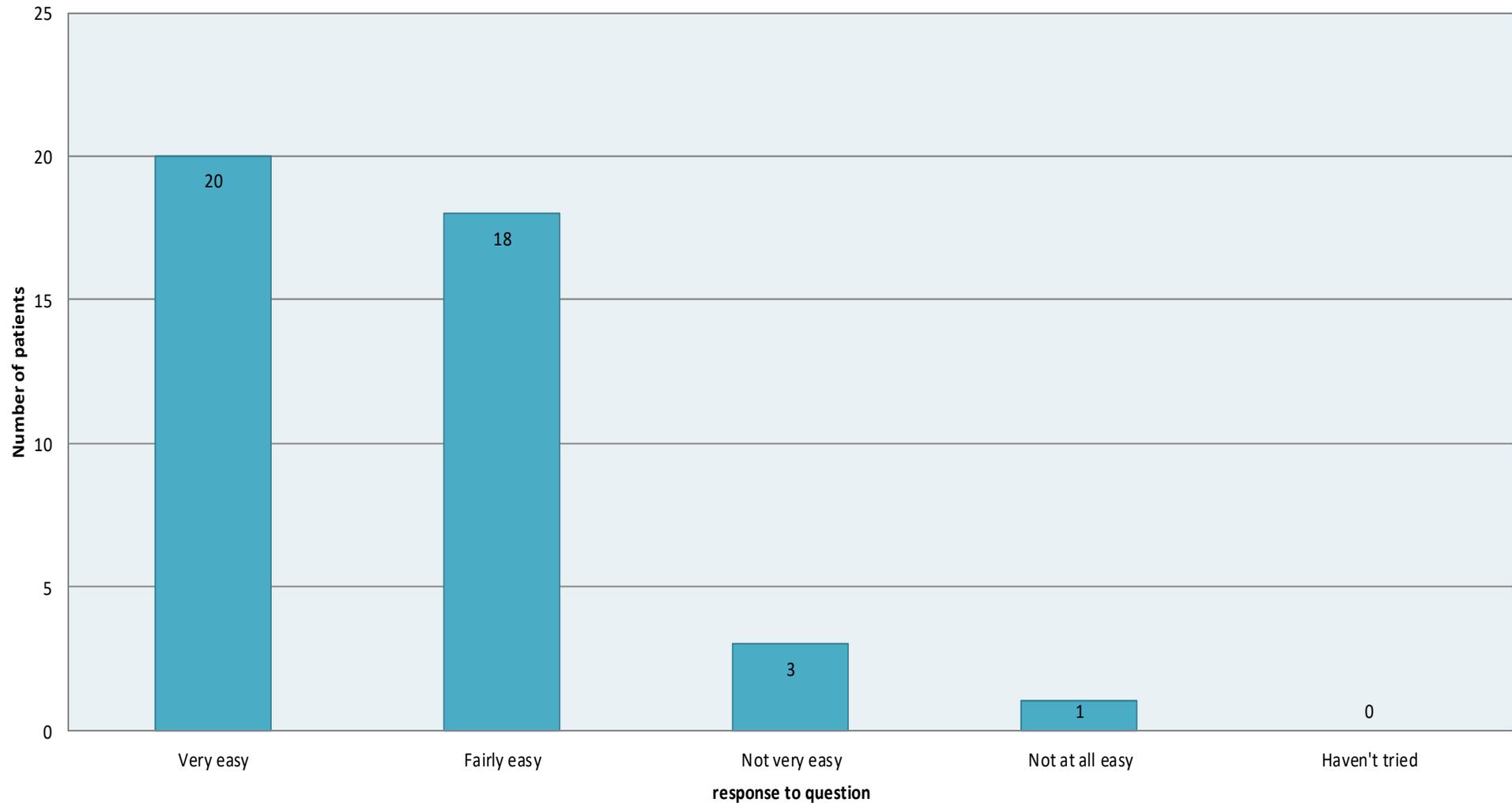
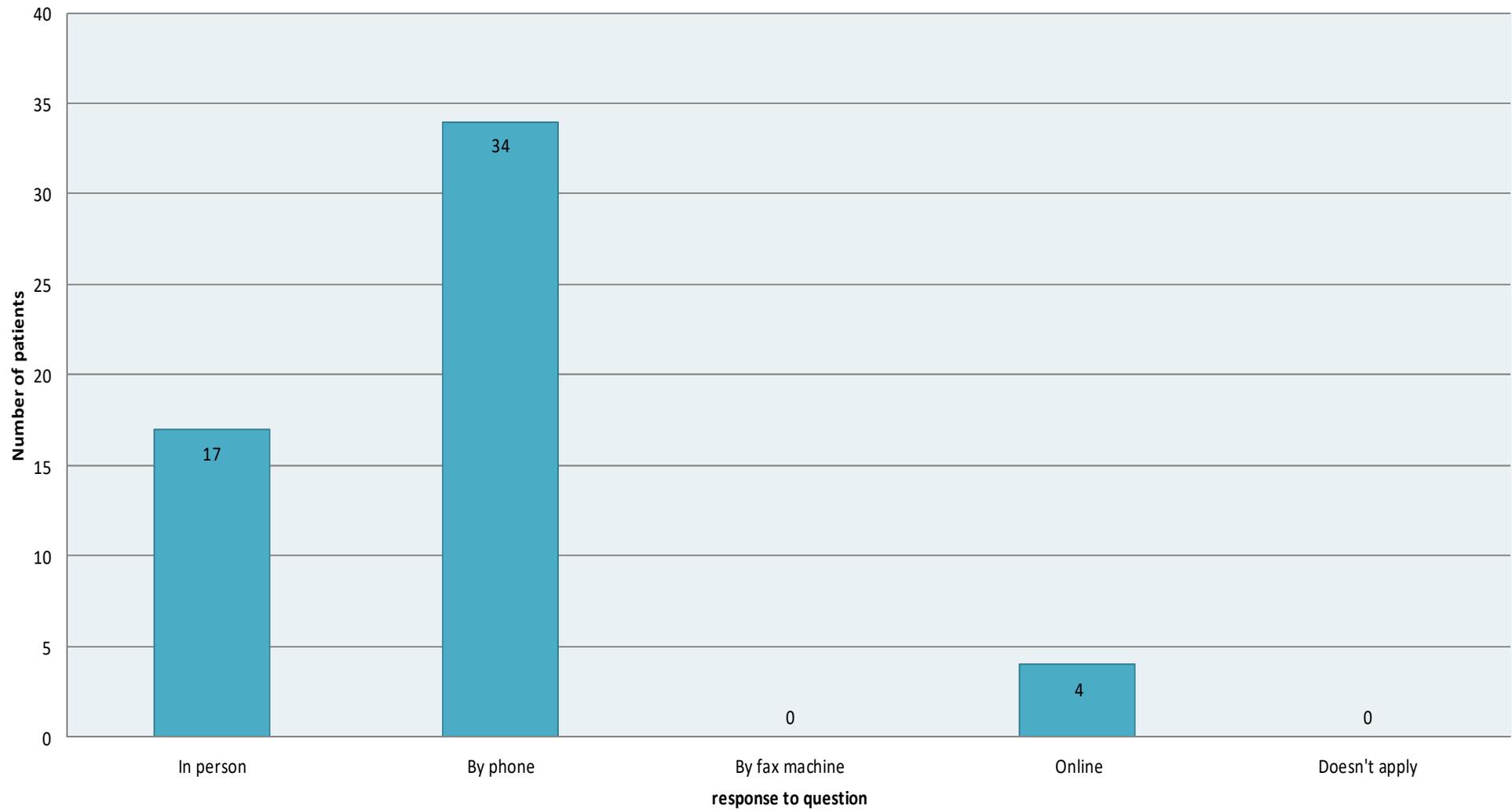


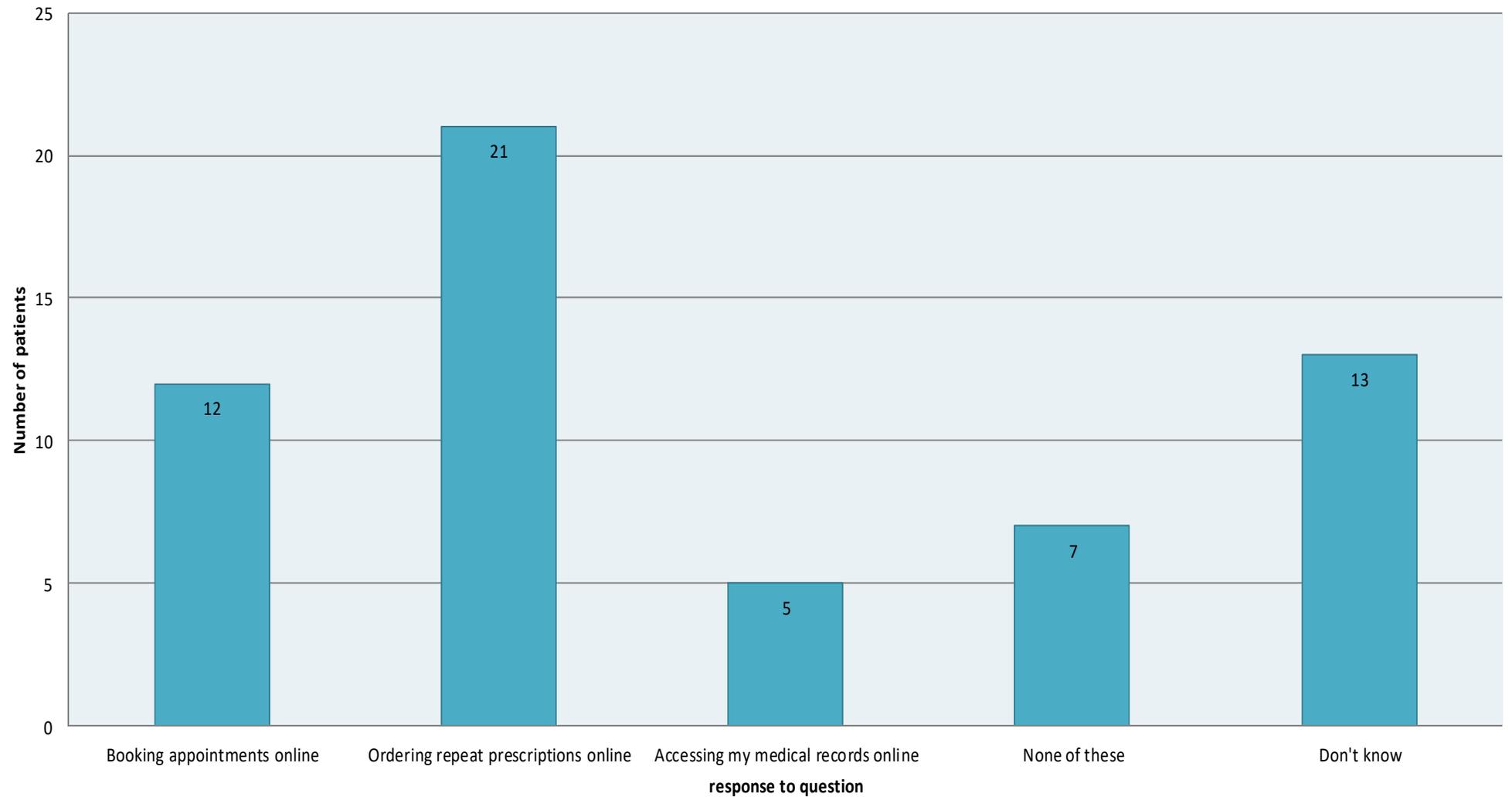
Q3: Generally, how easy is it to get through to the surgery on the phone?



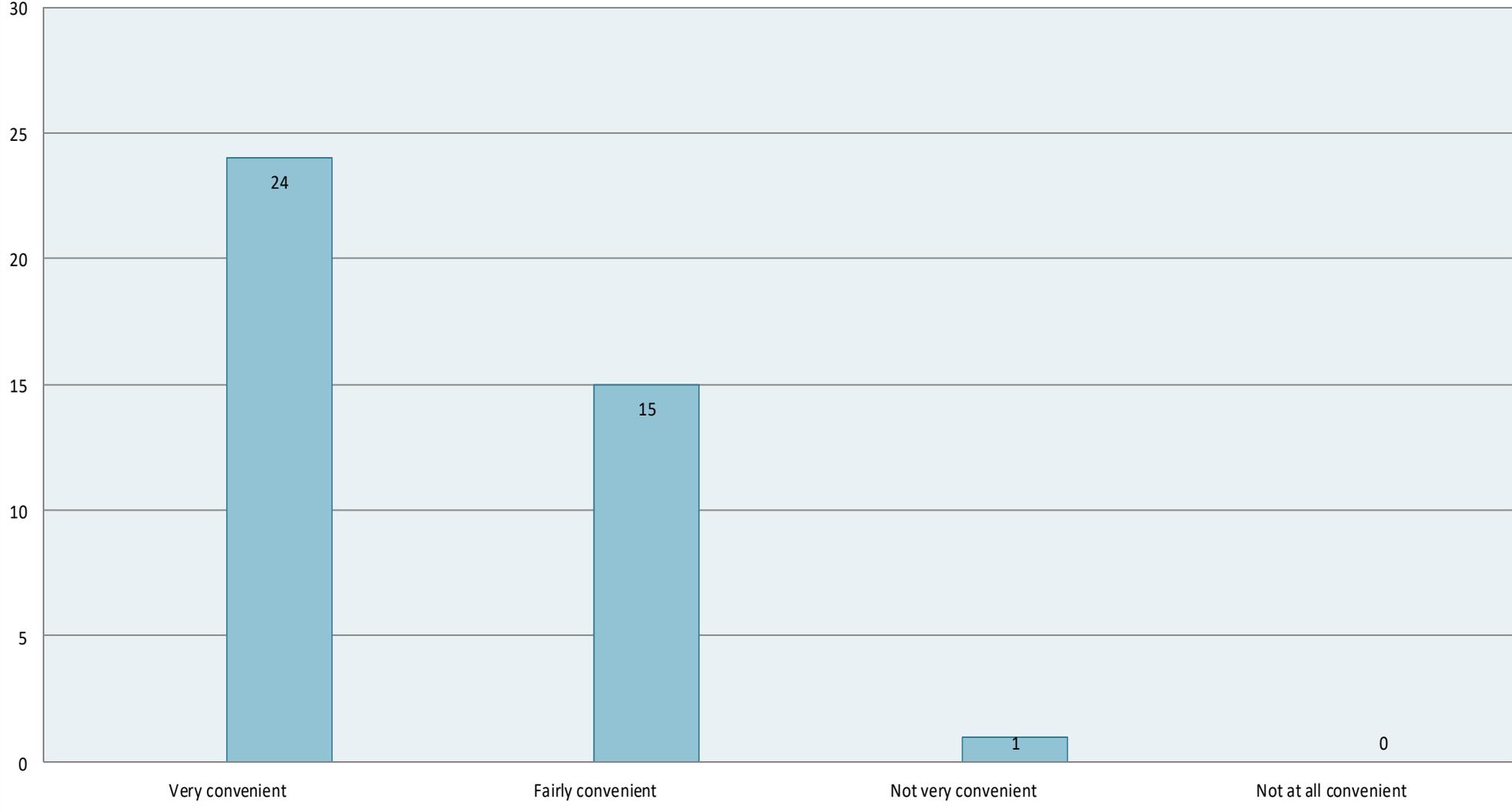
Q5 How do you normally book appointments to see a GP or a Nurse at your surgery?



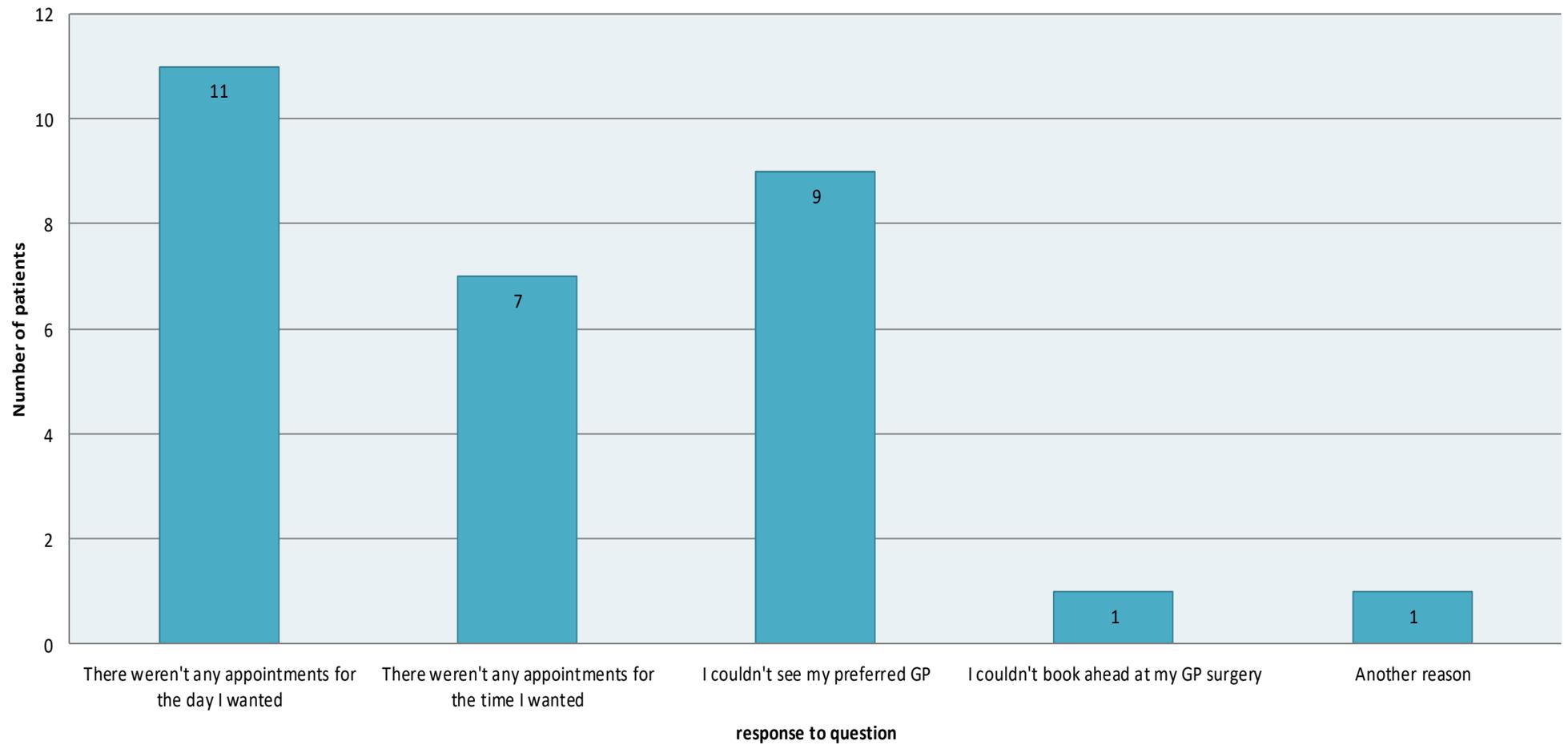
Q6: As far as you know, which of the following services does your GP surgery offer?



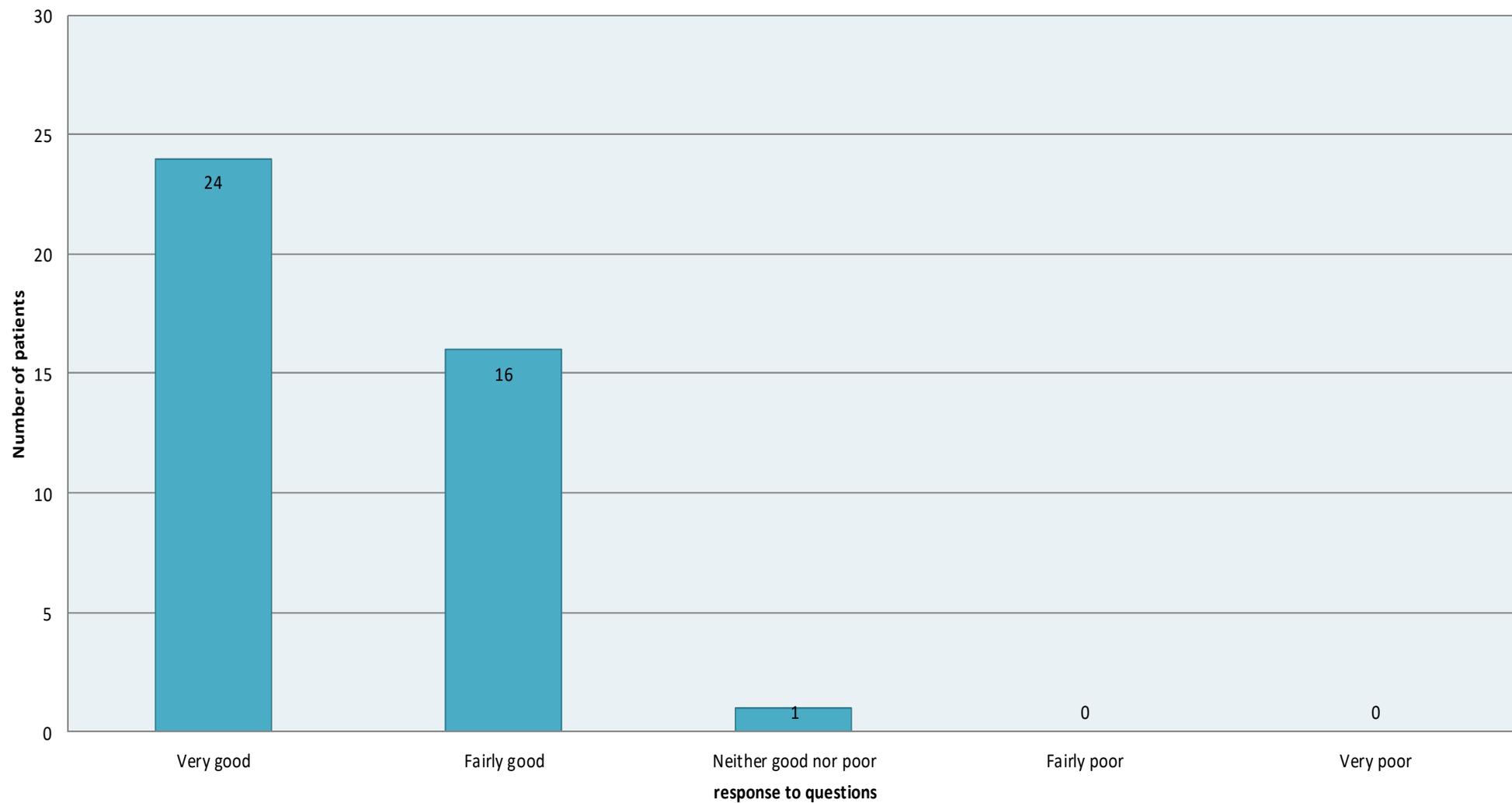
Q11 How convenient was the appointment that you were able to get?



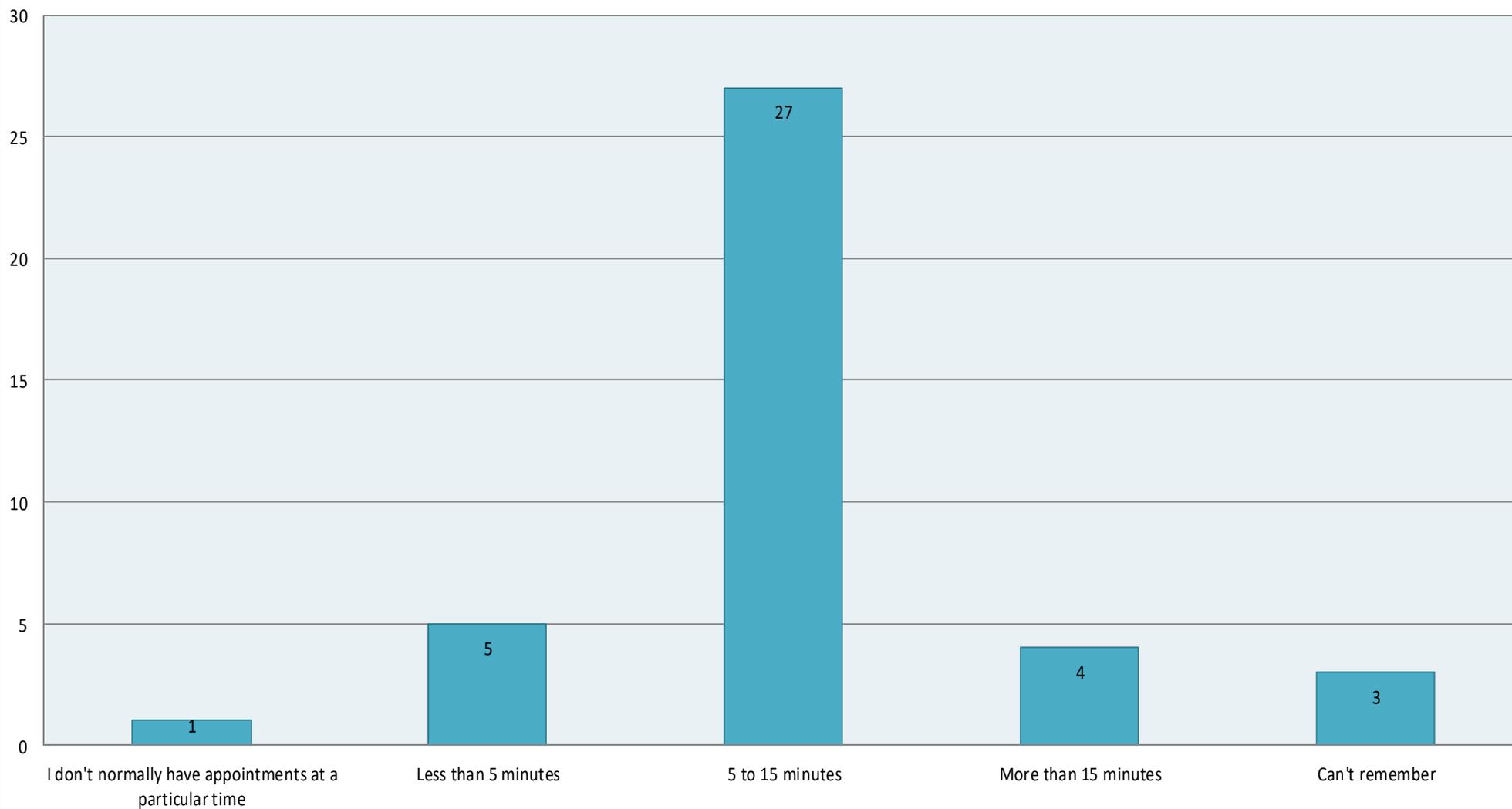
Q12.1 If you weren't able to get an appointment or the appointment wasn't convenient, why was that?



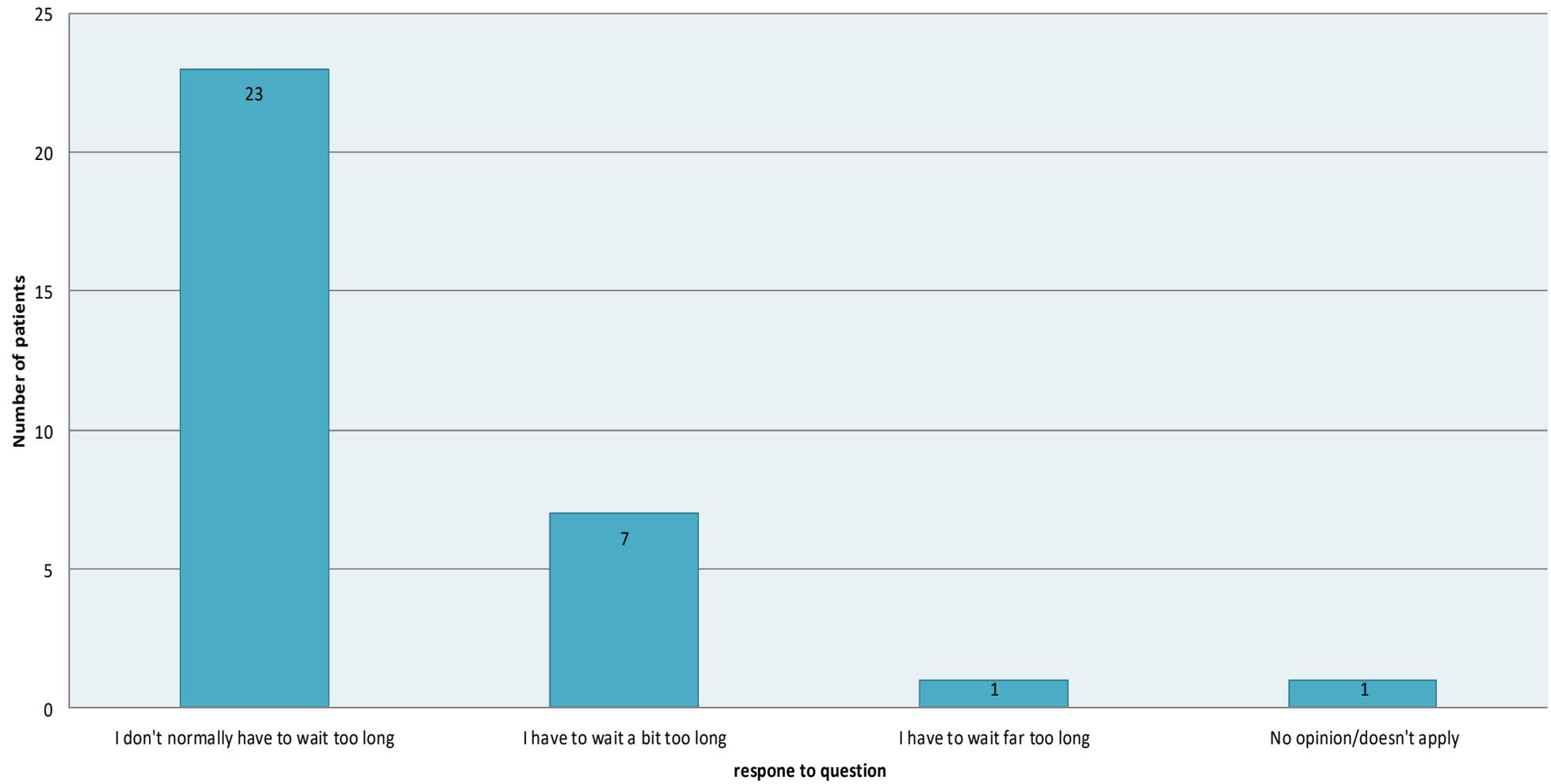
Q12: Overall, how would you describe your experience of making an appointment?



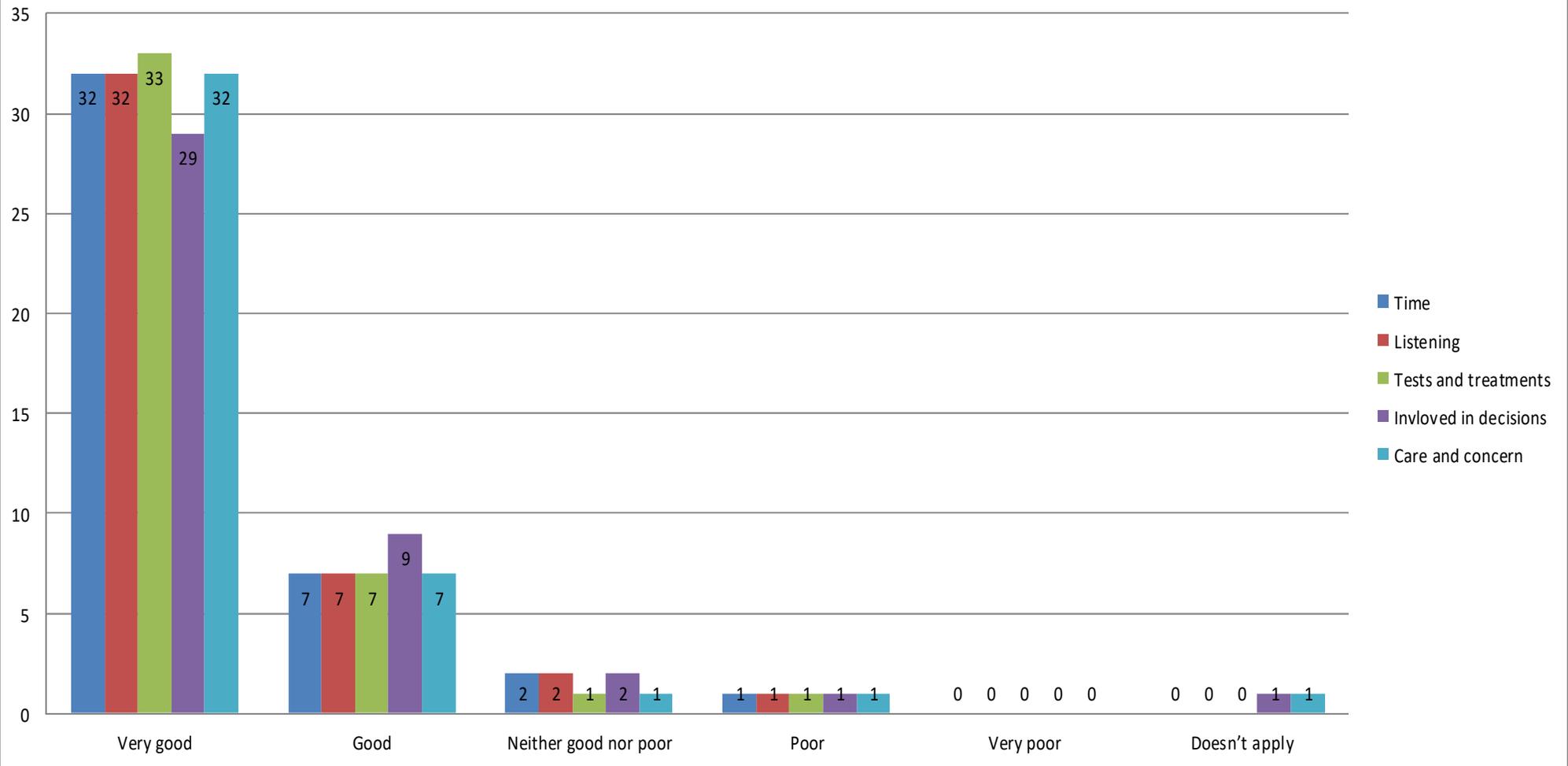
Q13 How long after your appointment time do you normally wait to be seen?



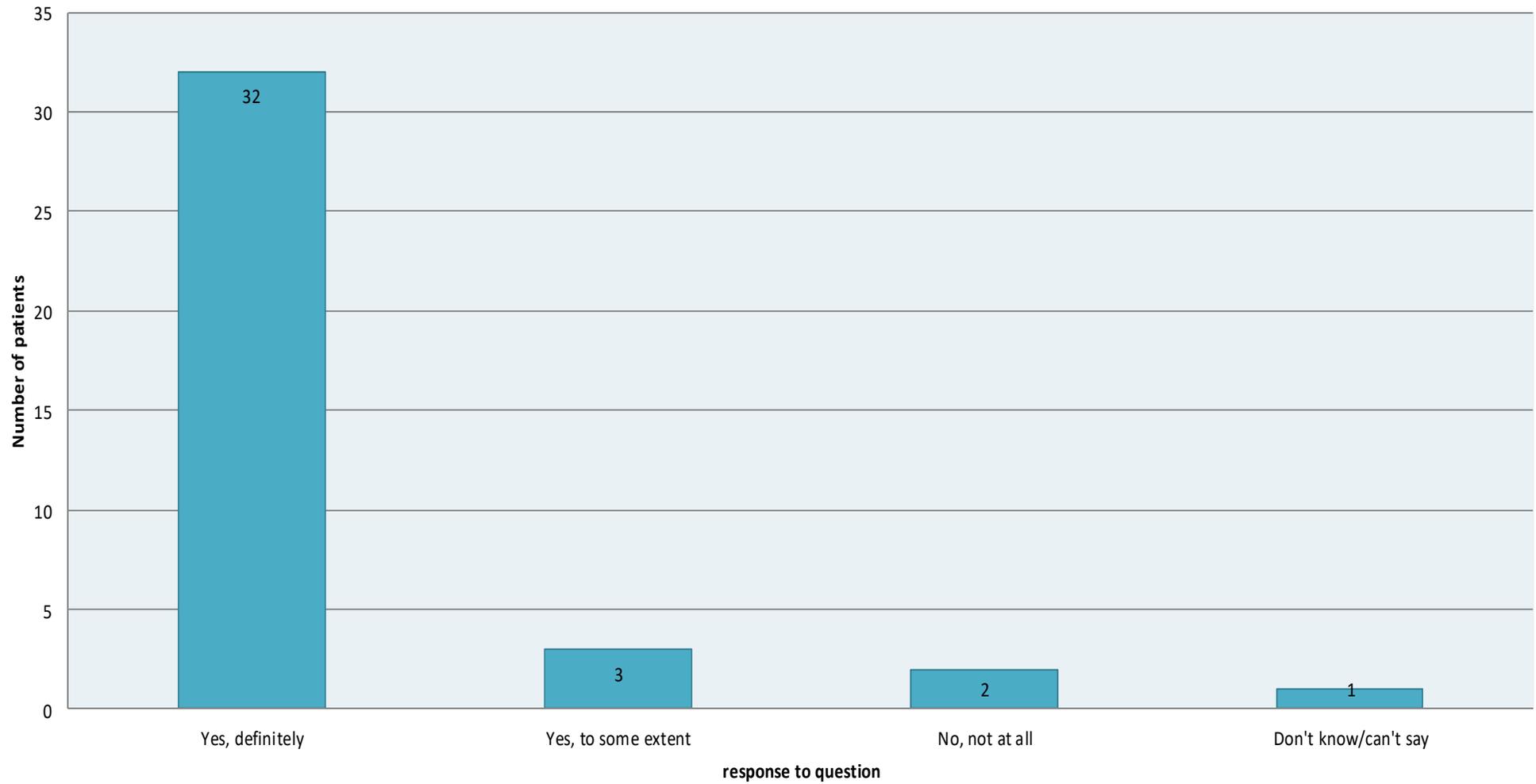
Q14: How do you feel about how long you normally have to wait to be seen?



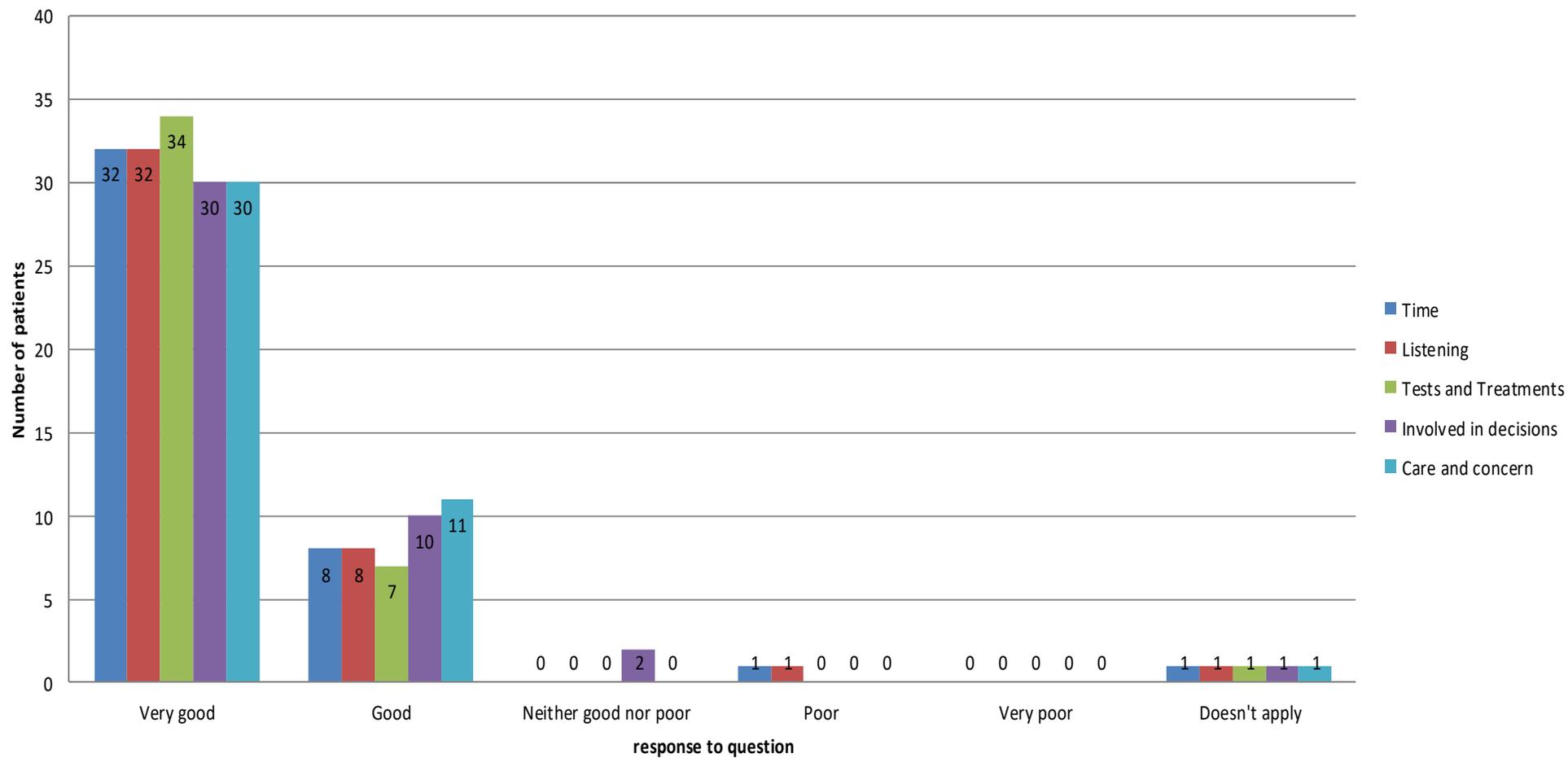
Q15: Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?



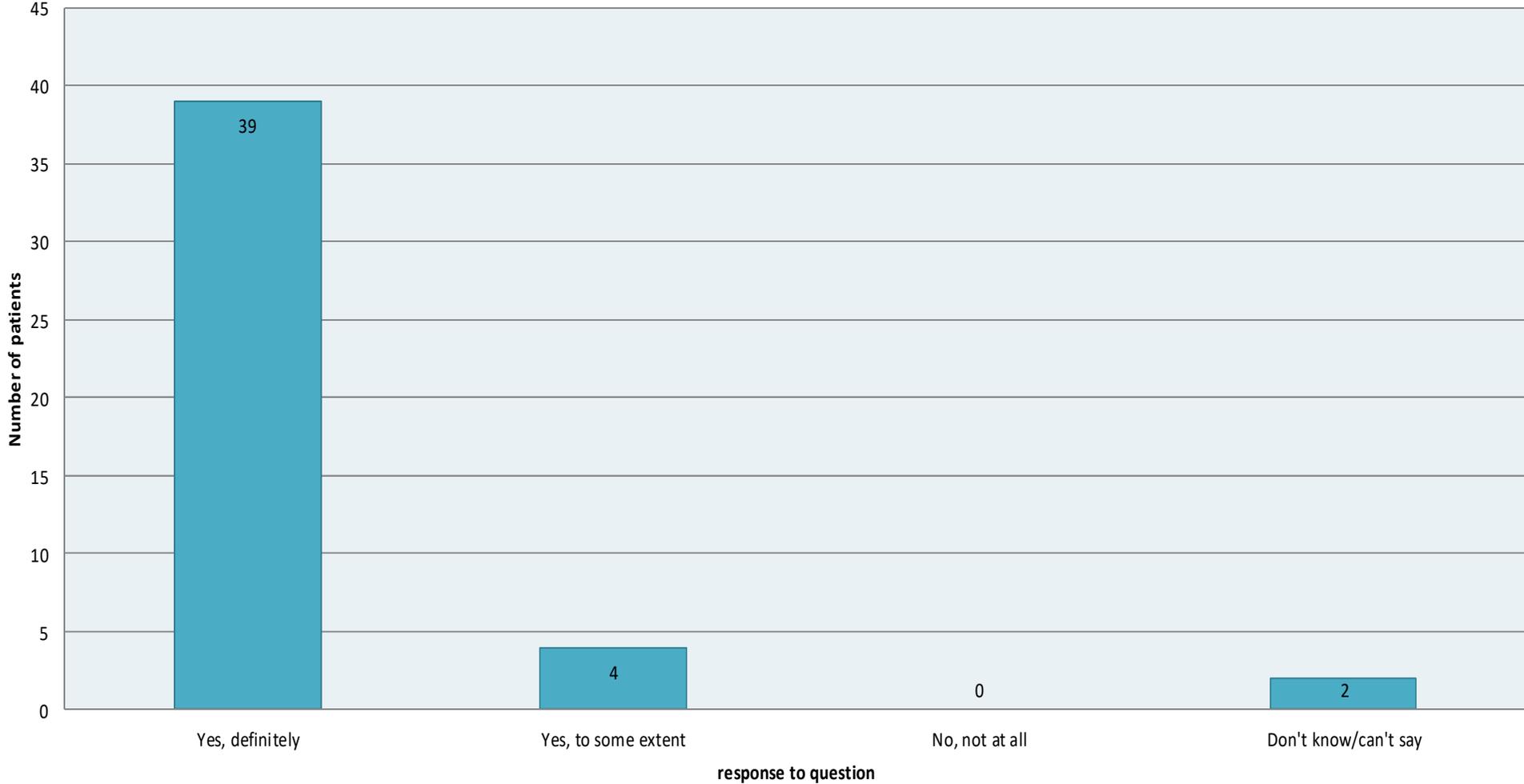
Q16: Did you have confidence and trust in the GP you saw or spoke to?



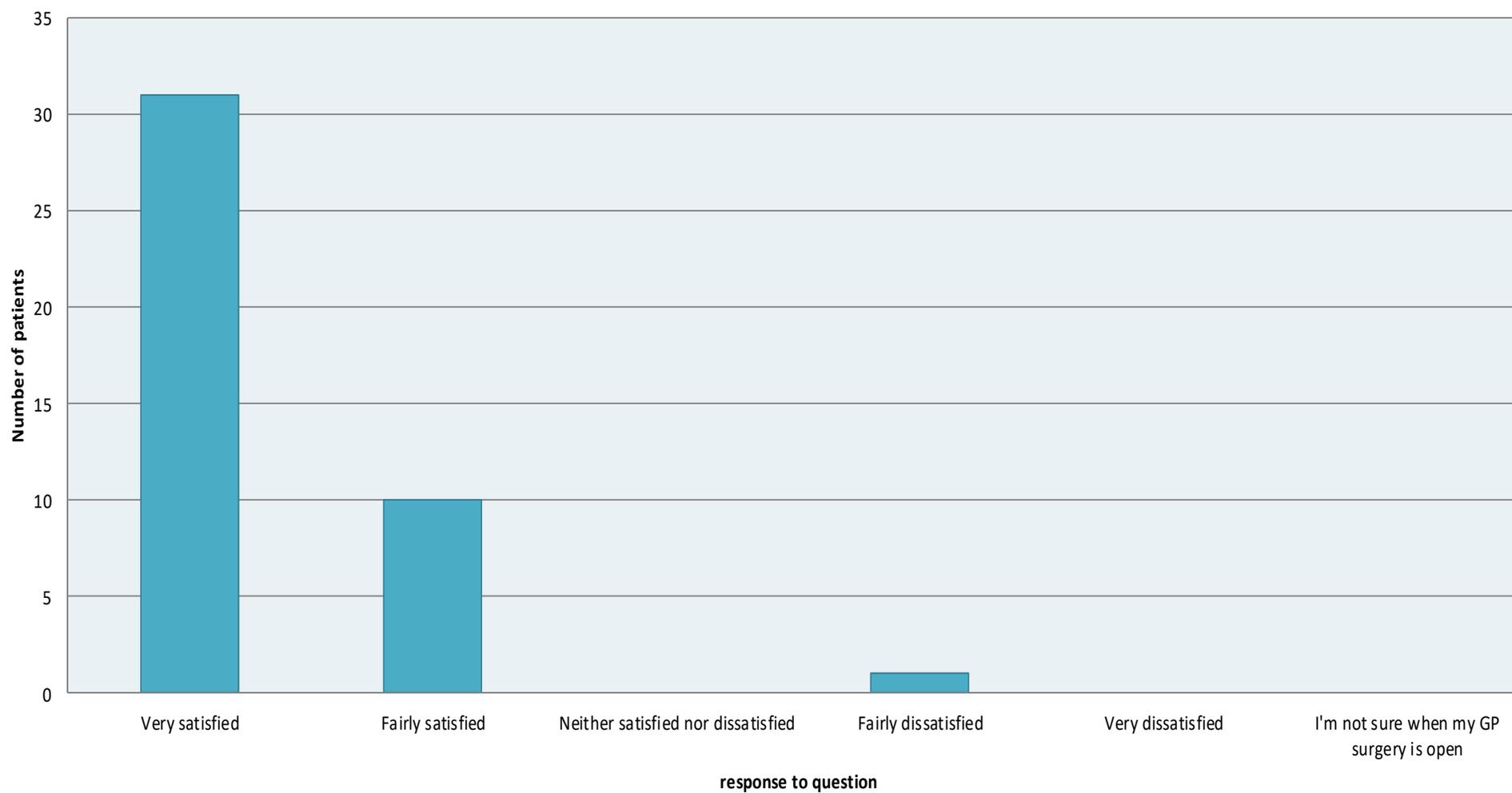
Q17: Last time you saw or spoke to a Nurse from your GP surgery, how good was that Nurse at each of the following?



Q18: Did you have confidence and trust in the Nurse you saw or spoke to?



Q19: How satisfied are you with the hours that your GP surgery is open?



Q22: Overall, how would you describe your experience of your GP surgery?

