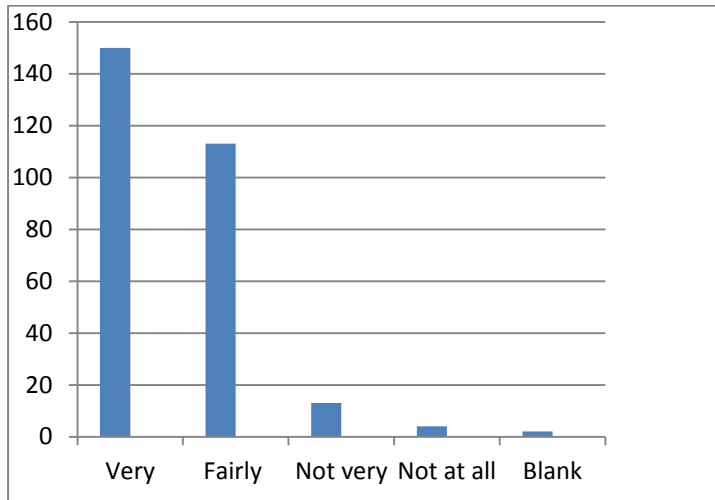
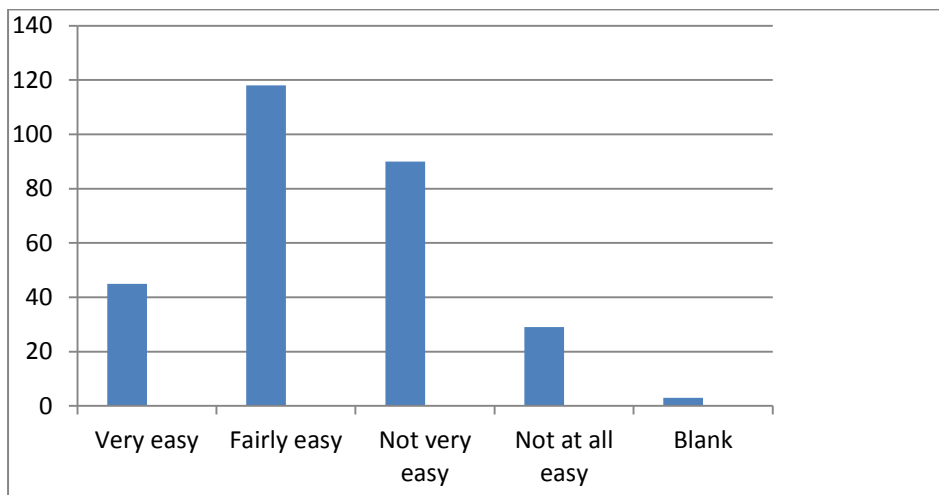


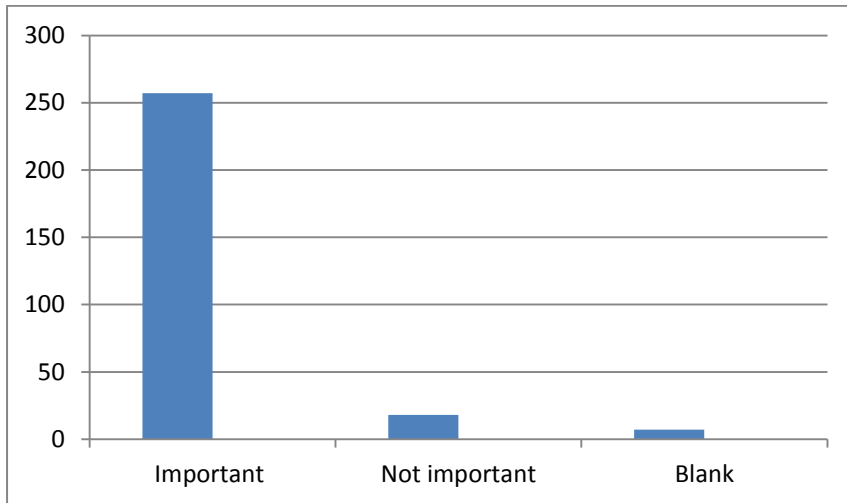
How helpful do you find the receptionists at the Surgery?



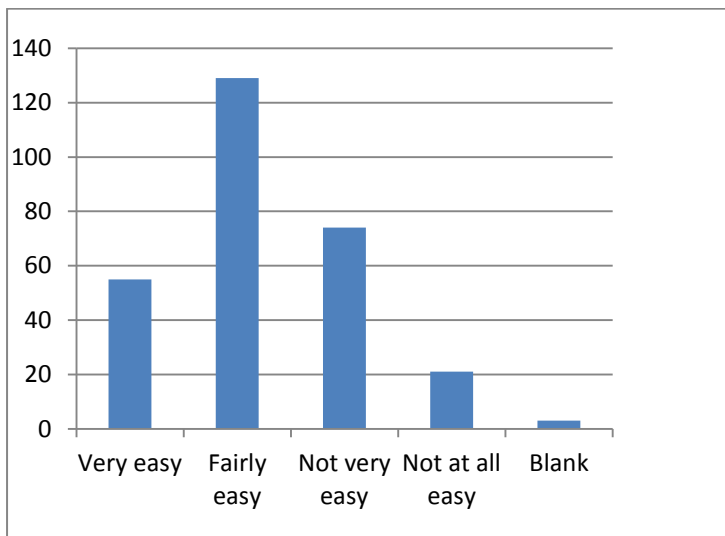
How easy is it to get through to someone at the GP practice on the phone?



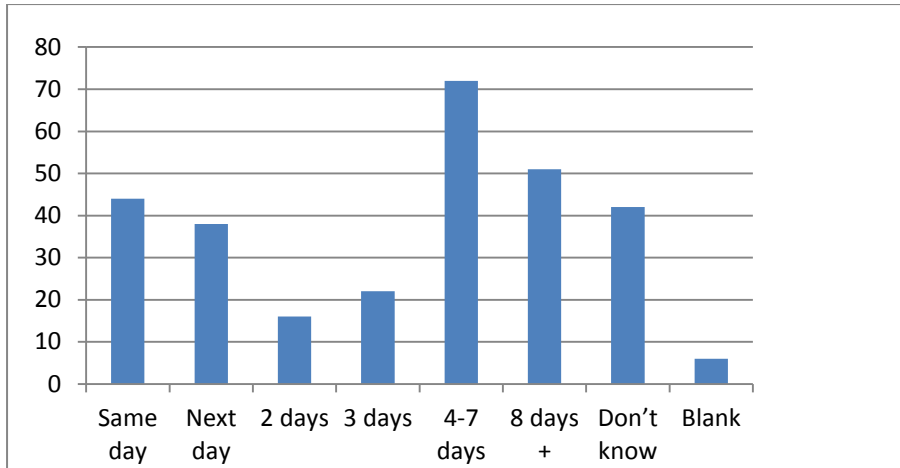
How important is it to you to be able to book appointments ahead of time in your practice?



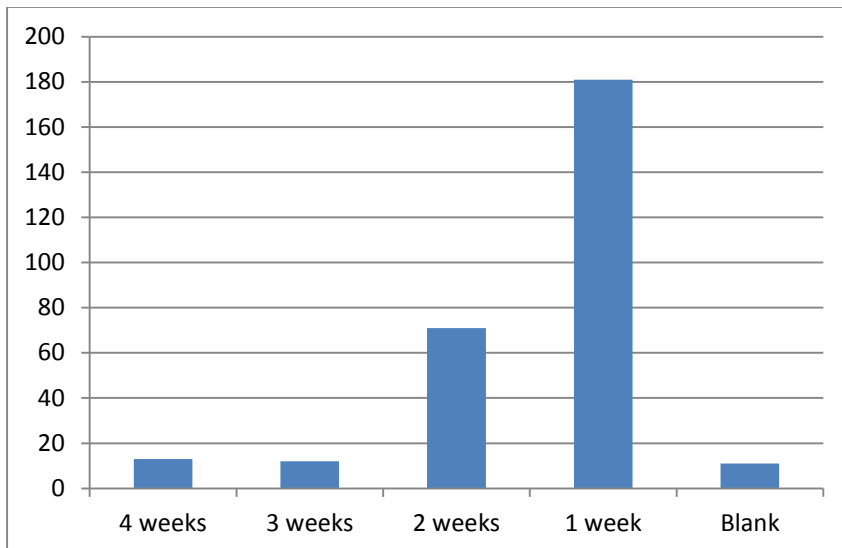
How easy is it to book ahead in the practice?



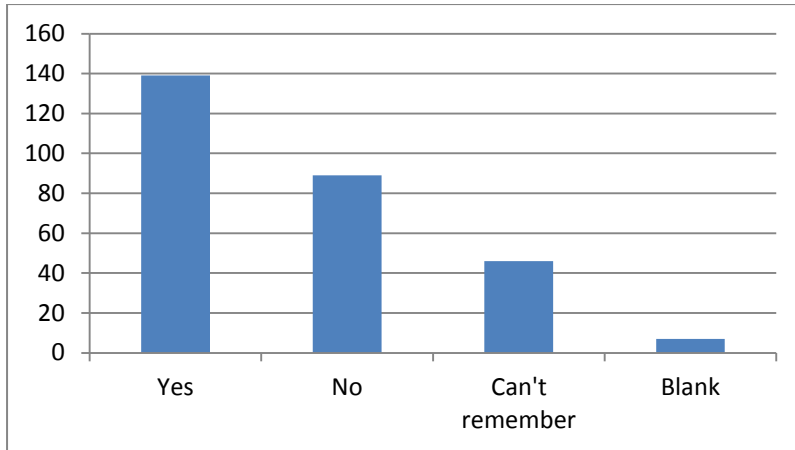
How many days do you have to wait to get an appointment with the clinician?



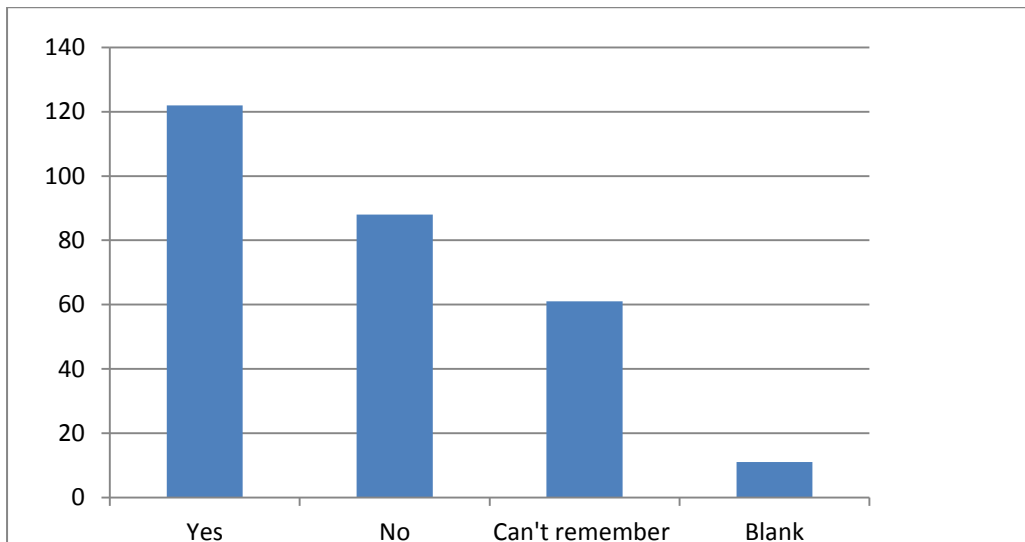
How far in advance would you lie to be able to book an appointment?



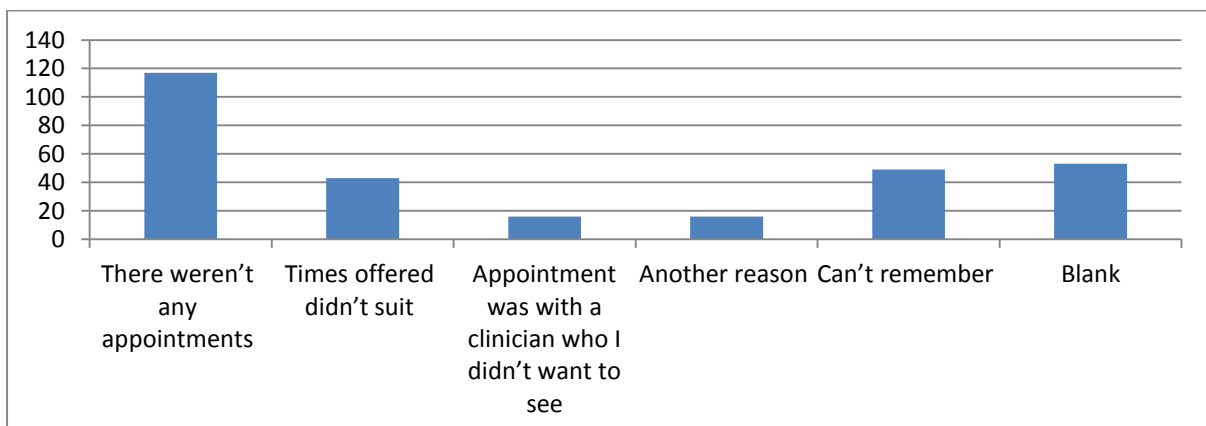
In the past 6 months have you tried to see a clinician fairly quickly?



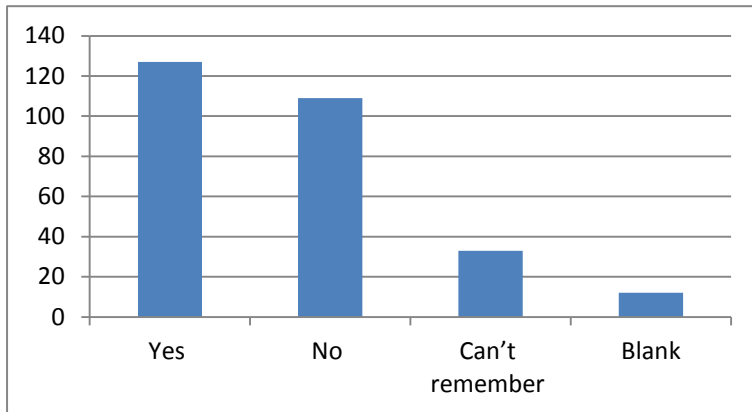
Think about the last time you tried to see a clinician fairly quickly. Were you able to see a clinician on the same day or in the next 2 week days that the GP Surgery was open?



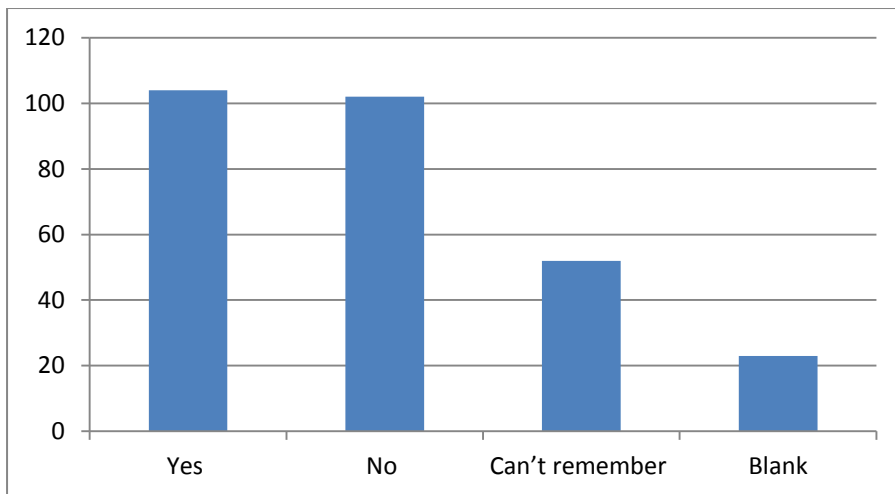
If you weren't able to be seen during the next 2 weekdays that the GP surgery was open, why was that?



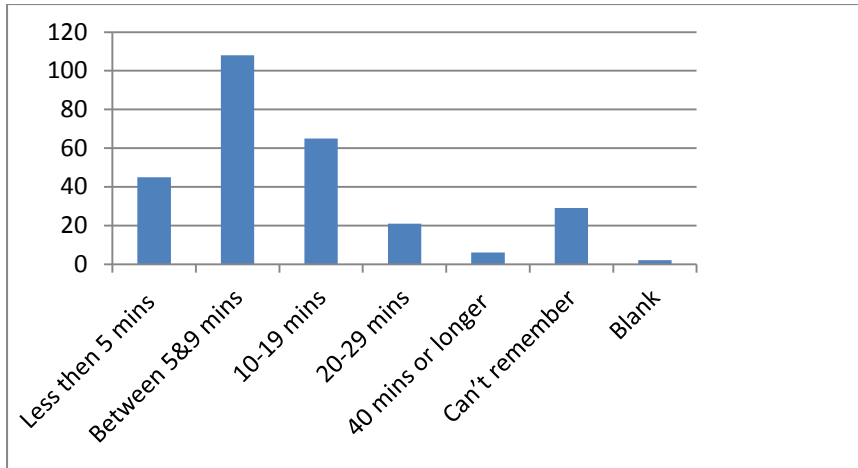
In the past 6 months, have you tried to book ahead for an appointment with a clinician? By 'booking ahead' we mean booking an appointment more than two weekdays in advance



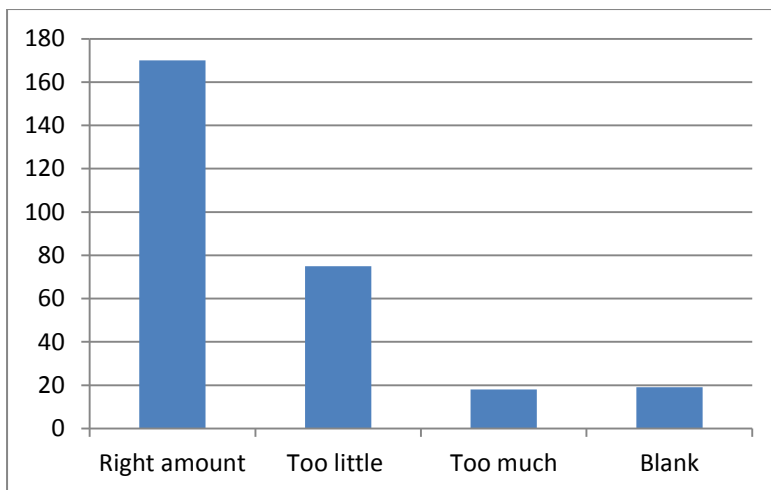
Last time you tried, were you able to get an appointment with a Clinician more than 2 weekdays in advance?



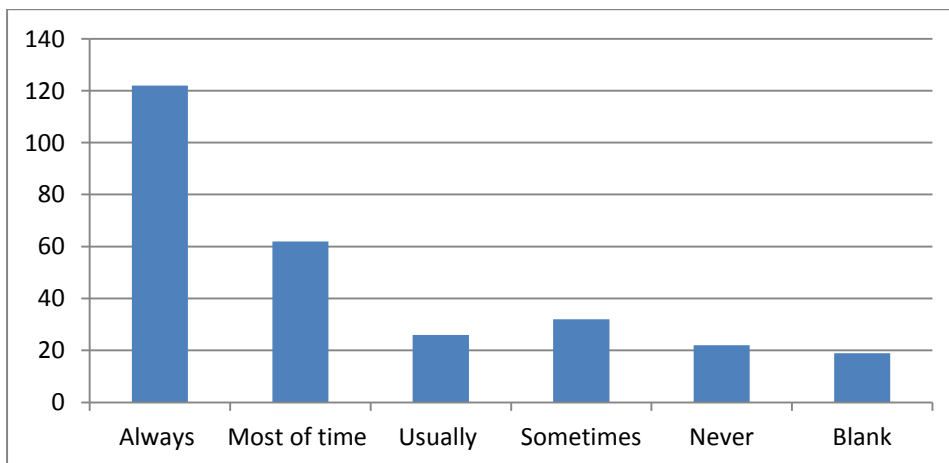
On Your last visit to the Clinician, how much time you spent with the clinician?



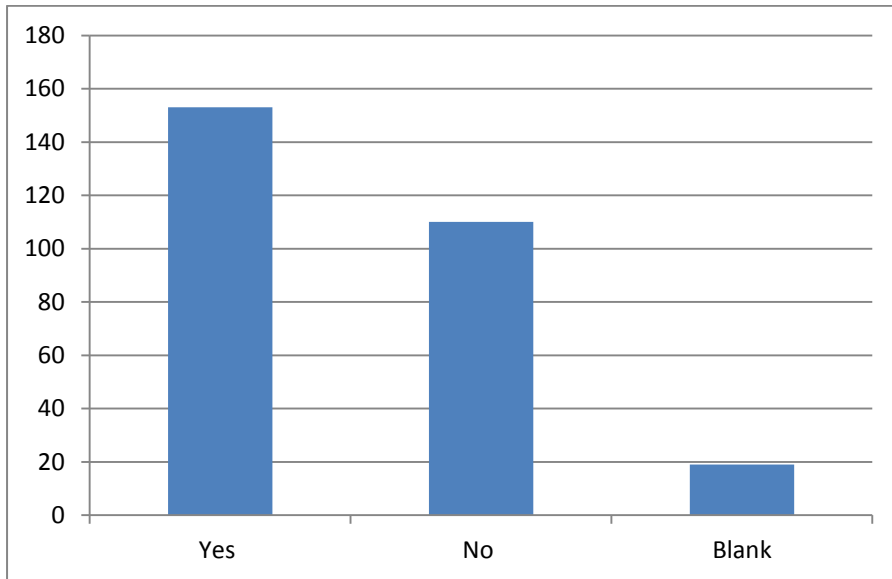
In your opinion was this the right amount of time (too little / too much) ?



Missed appointments are a problem for the practice. Can you easily contact the practice when you wish to cancel an appointment?

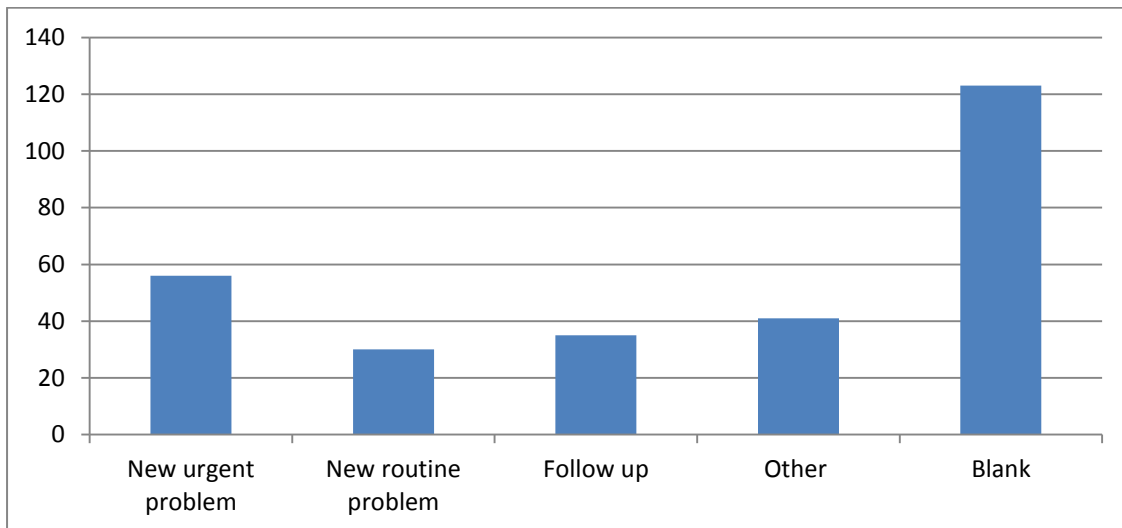


Did you know that you can book a telephone consultation with the Clinician?

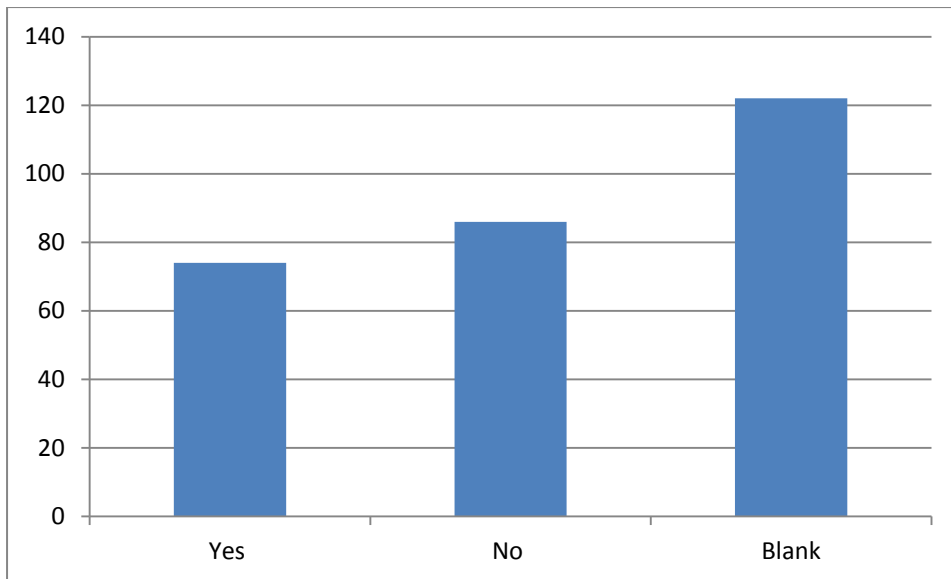


IF YOU HAD A PHONE CONSULTATION

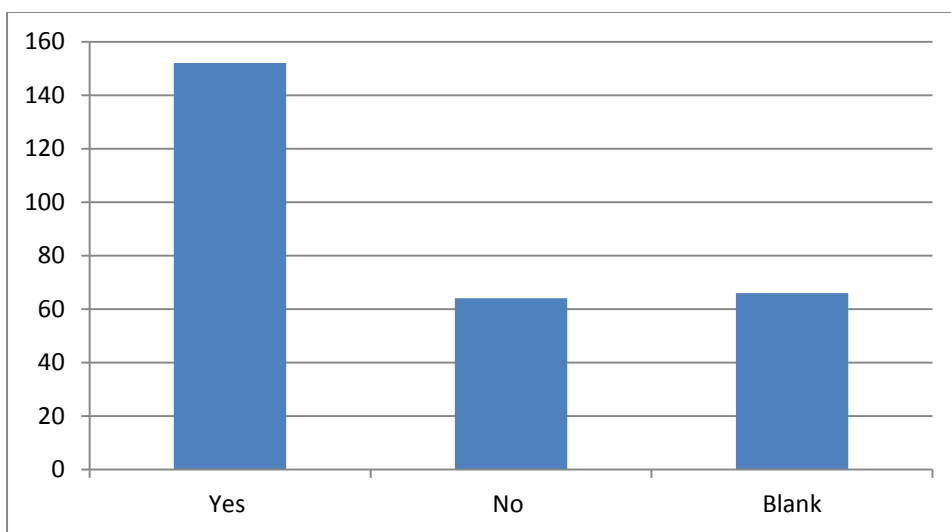
Was the consultation for



Following the telephone consultation did you require a follow up?

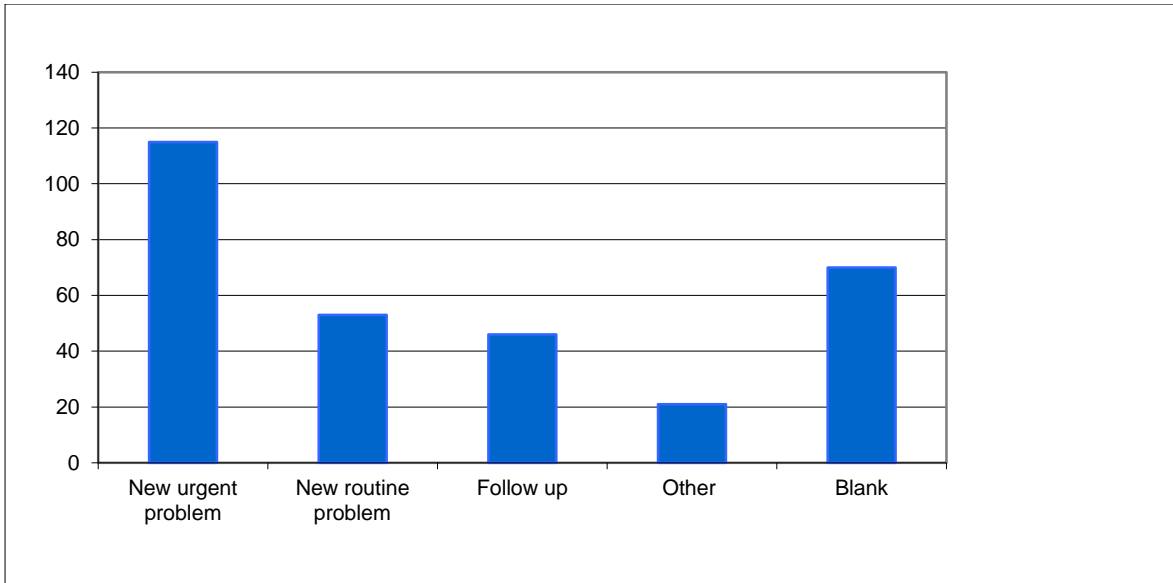


Would you consider making an appointment for a telephone consultation in future?



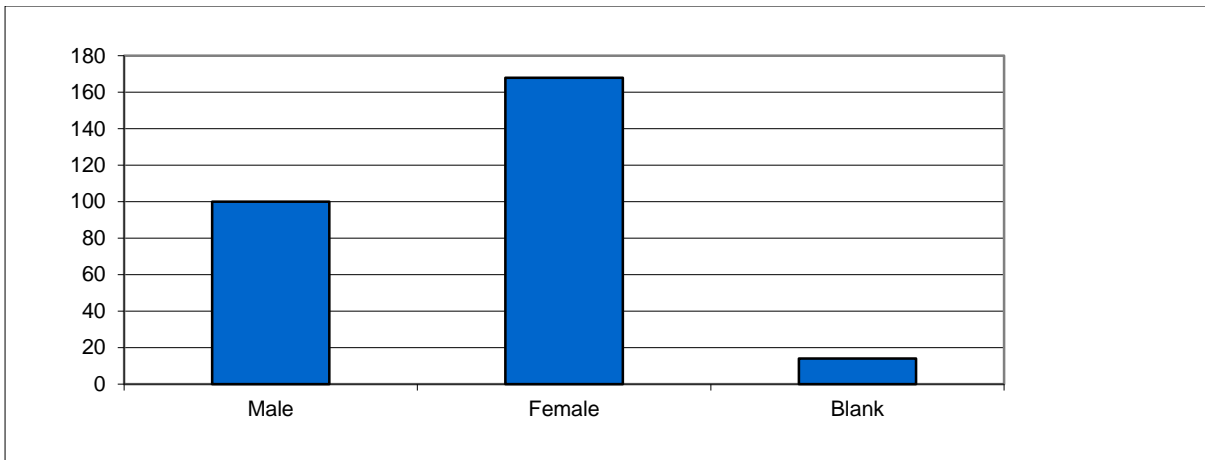
What situation would you use a telephone consultation for ?



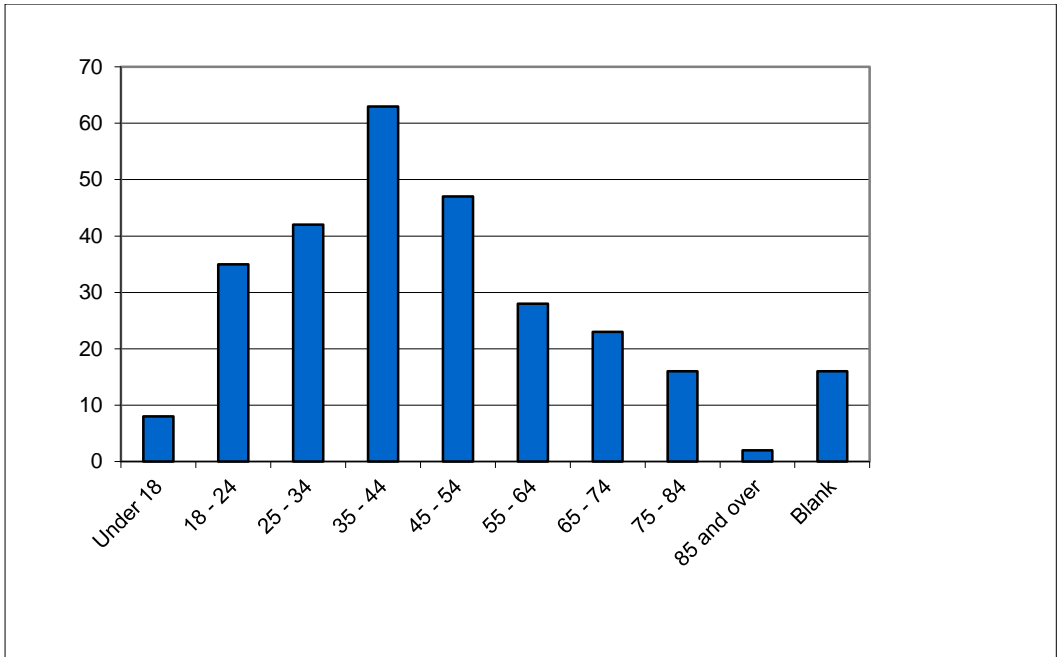


The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

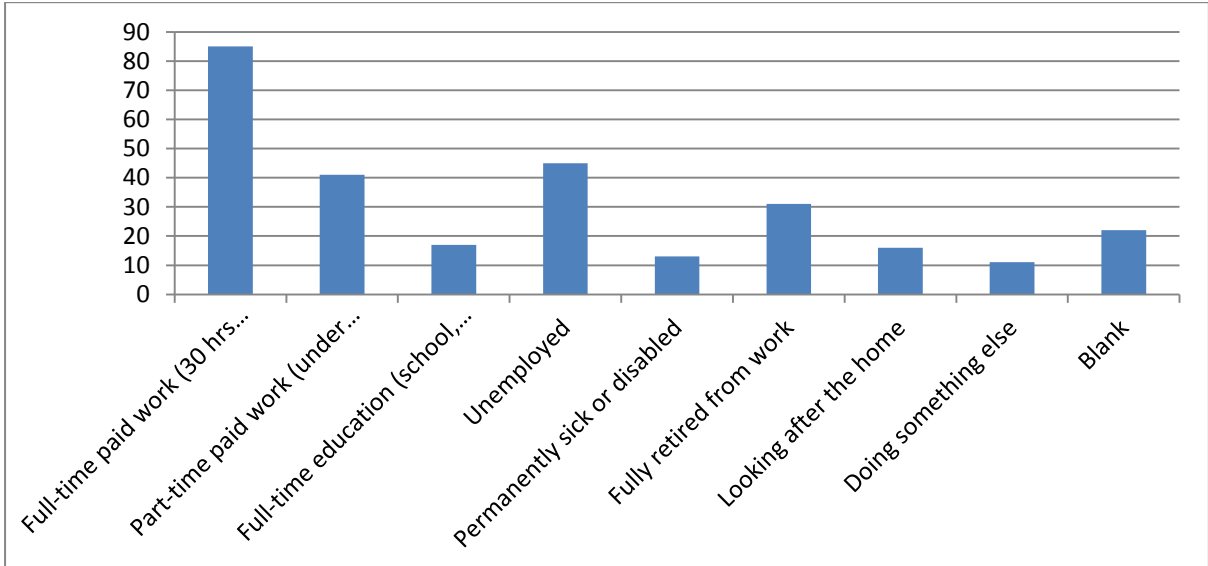
Are you male or female ?



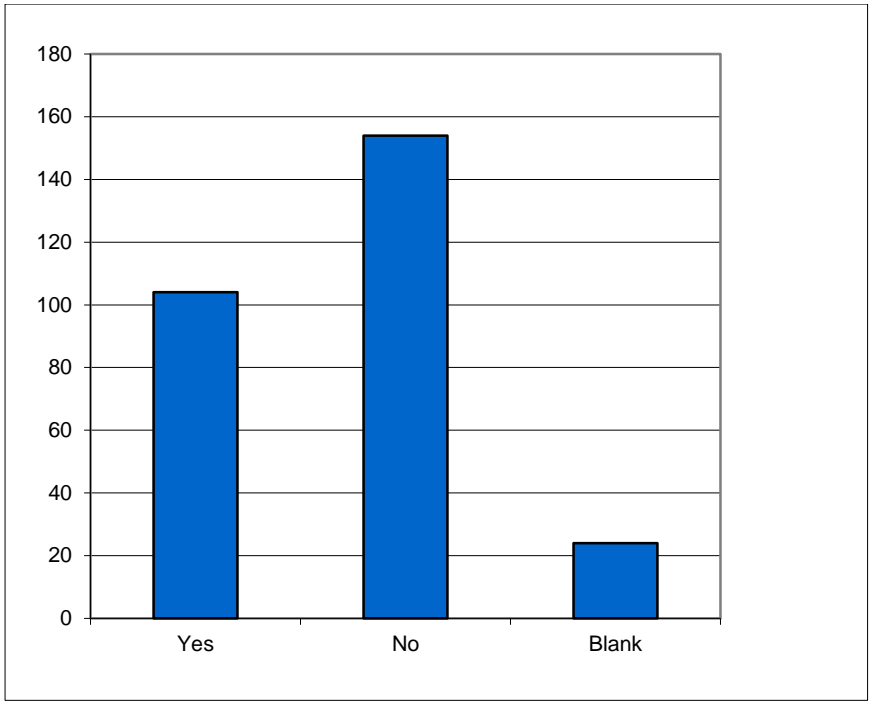
How old are you ?



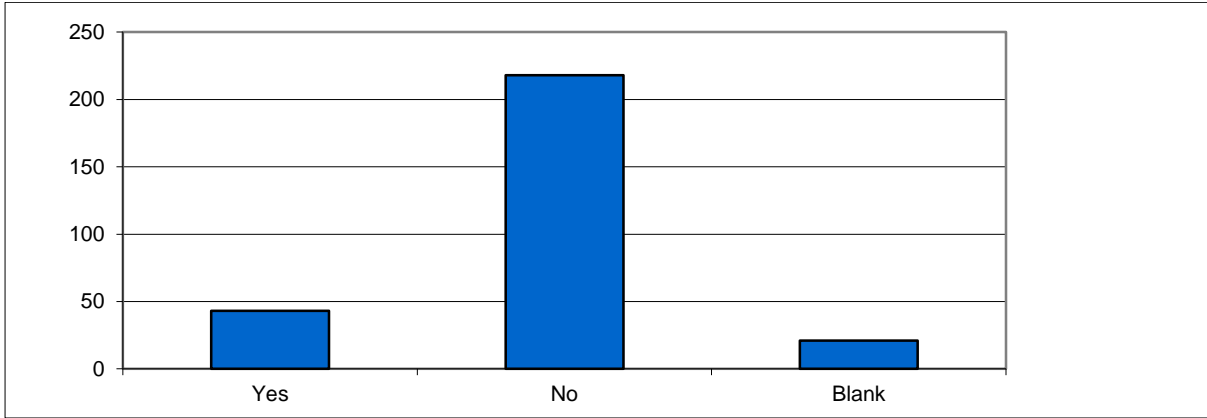
Which of these best describes what you are doing at present ? If more than one of these applies to you, please tick the main one ONLY



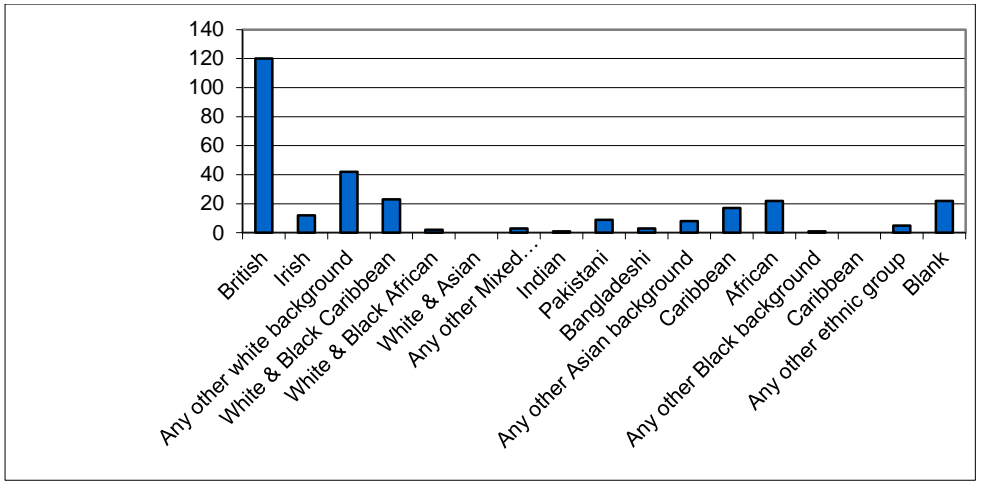
Are you a parent or a legal guardian of any children aged under 16 years currently living in your home ?



Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?



What is your ethnic group ? Choose one option from A to E below, then select the appropriate option to indicate your ethnic group



Which of the following best describes your religion ?

