

Total Number of Patients who took part =

79

### 1. Gender

Male	Female	No Answer
23	53	3
%	%	%
29%	67%	4%

### 2. Age Group

16-29	30-49	50-70	Over 70	No Answer
10	31	22	11	5
%	%	%	%	%
13%	39%	28%	14%	6%

### 3. In the Reception Area can other patients overhear what you say to the Receptionist?

Yes But Don't Mind	Yes & Not Happy	No	Don't Know
45	14	11	9
%	%	%	%
57%	18%	14%	11%

### 4. How helpful do you find the Receptionists at surgery?

Very	Fairly	Not Very	Not at All	No Answer
45	26	3	0	5
%	%	%	%	%
57%	33%	4%	0%	6%

**5. How long after your appointment time do you normally wait to be seen?**

Seen on Time	5 - 15 minutes	15 - 30 Minutes	More Than 30 Minutes	Can't Remember
17	43	16	2	1
%	%	%	%	%
22%	54%	20%	3%	1%

**6. If the Doctor is running late are you notified by Receptionist?**

Yes	No	No Answer
29	35	15
%	%	%
37%	44%	19%

**7. If you no longer need your appointment do you remember to cancel it?**

Yes	Sometimes	Never
70	8	1
%	%	%
89%	10%	1%

**8. How do you normally book your appointments at the Surgery?**

In Person	By Telephone	In Writing
11	68	0
%	%	%
14%	86%	0%

**9. Given the opportunity would you like to be able to book your appointments online?**

Yes	No	No Answer
39	32	8
%	%	%
49%	41%	10%

**10. Do you know that the following services are available at the Surgery?**

Yes	No	No Answer
42	37	0
%	%	%
53%	47%	0%

**11. Do you know that you can request a chaperone during your consultation?**

Yes	No	No Answer
46	32	1
%	%	%
58%	41%	1%

**13. Will the new surgery opening times be more convenient for you and your family?**

Yes	No
76	3
%	%
96%	4%