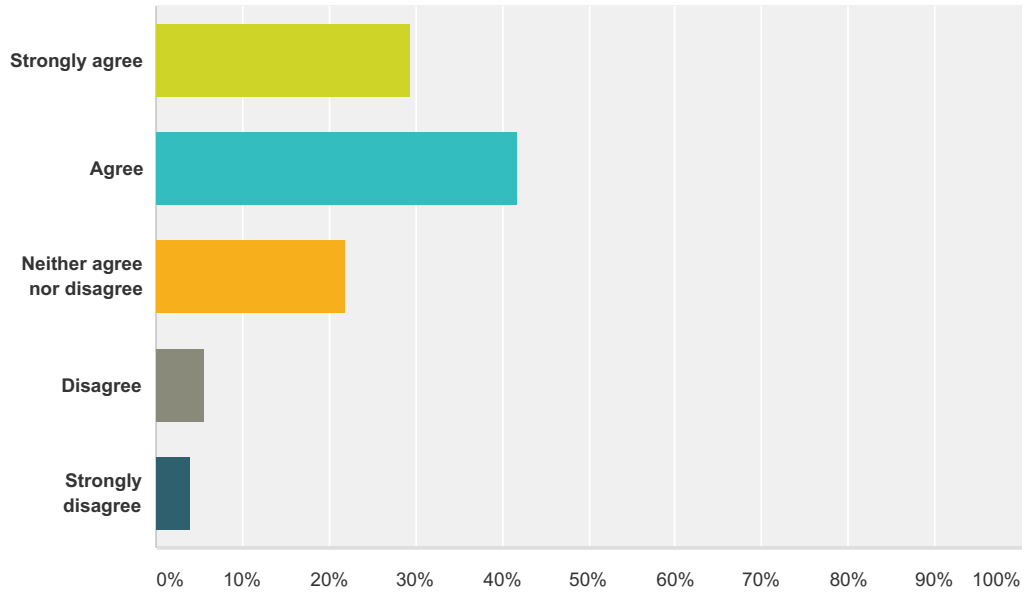


Q1 The premises move and merger went very well

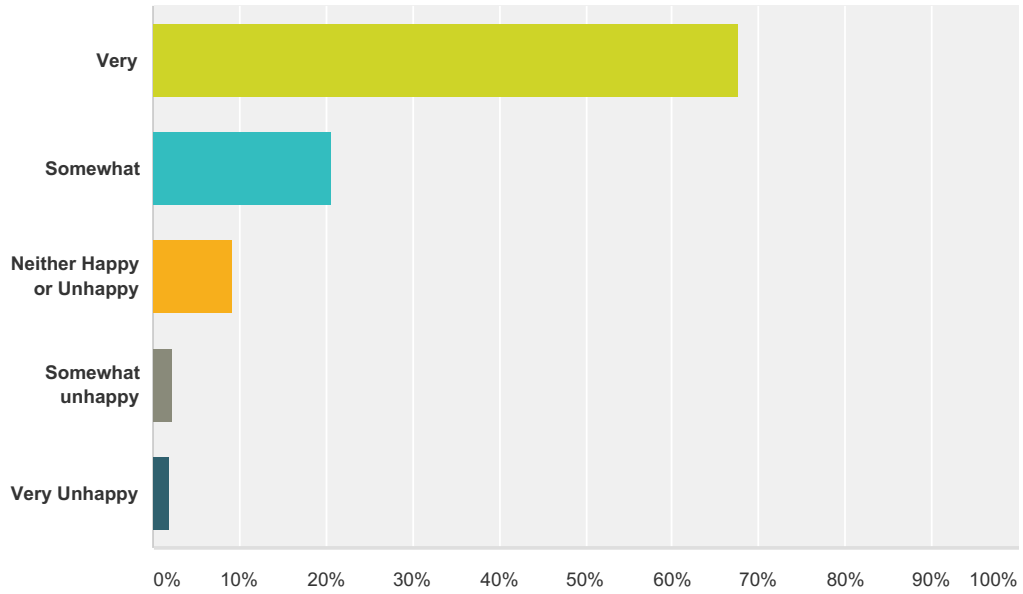
Answered: 631 Skipped: 7



Answer Choices	Responses
Strongly agree	29.48% 186
Agree	41.68% 263
Neither agree nor disagree	21.87% 138
Disagree	5.55% 35
Strongly disagree	3.96% 25
Total Respondents: 631	

Q2 Are you happy with the new Nelson Health Centre as a building?

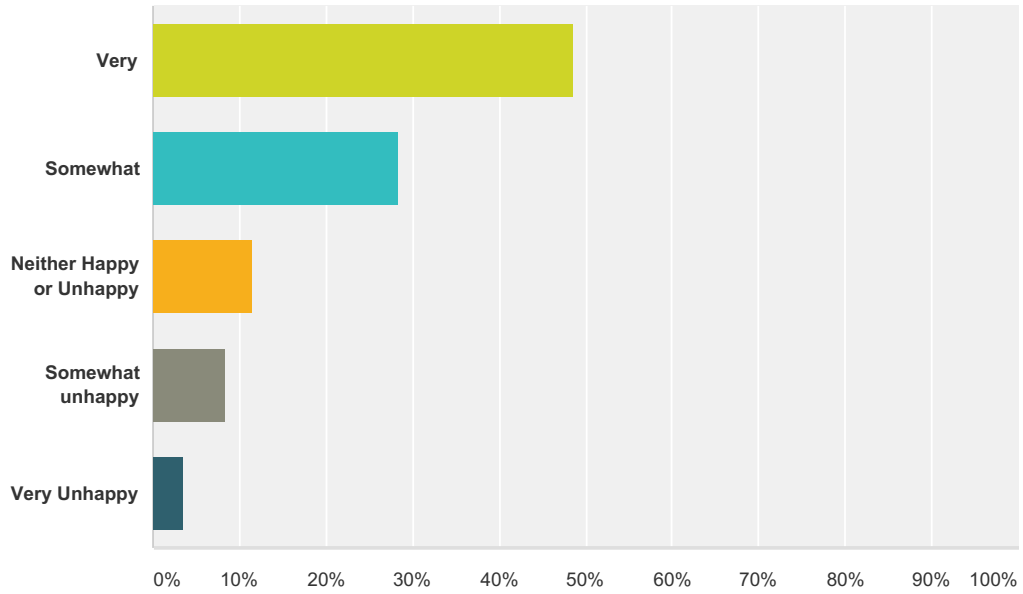
Answered: 634 Skipped: 4



Answer Choices	Responses
Very	67.67% 429
Somewhat	20.66% 131
Neither Happy or Unhappy	9.15% 58
Somewhat unhappy	2.37% 15
Very Unhappy	1.89% 12
Total Respondents: 634	

Q3 Are you happy with the new Nelson Medical Practice?

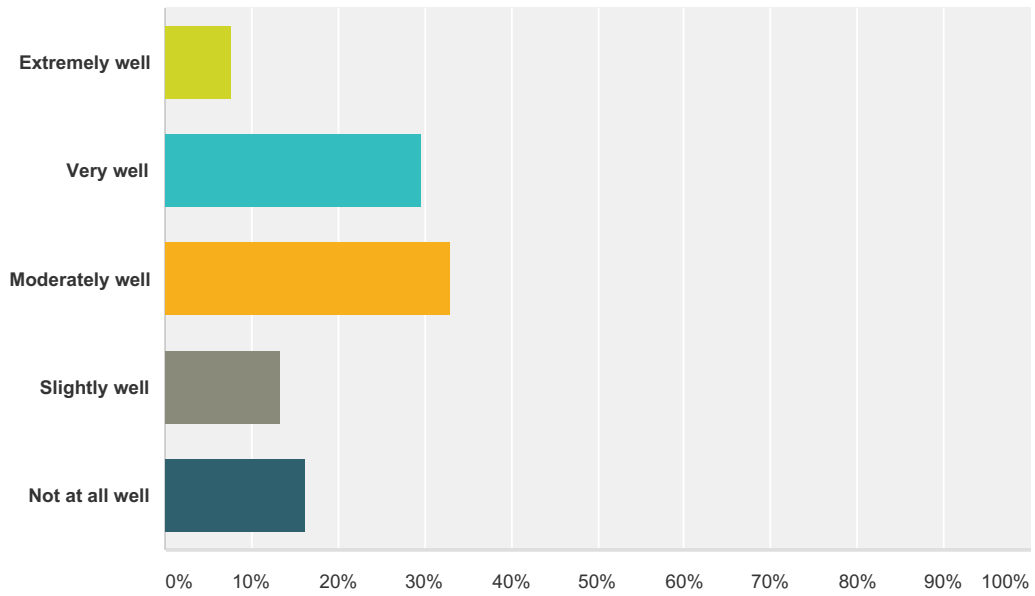
Answered: 629 Skipped: 9



Answer Choices	Responses
Very	48.65% 306
Somewhat	28.46% 179
Neither Happy or Unhappy	11.45% 72
Somewhat unhappy	8.43% 53
Very Unhappy	3.50% 22
Total Respondents: 629	

Q4 How well do we do in answering the telephone in a reasonable time?

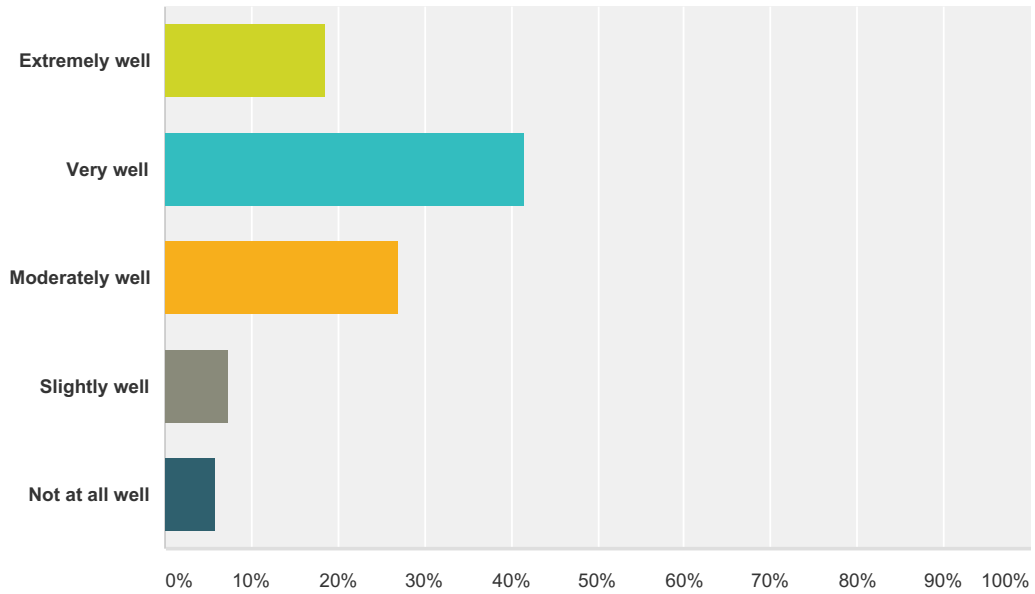
Answered: 618 Skipped: 20



Answer Choices	Responses
Extremely well	7.77% 48
Very well	29.61% 183
Moderately well	33.01% 204
Slightly well	13.27% 82
Not at all well	16.34% 101
Total	618

Q5 How well do we do in making you feel welcome at reception and dealing with your need?

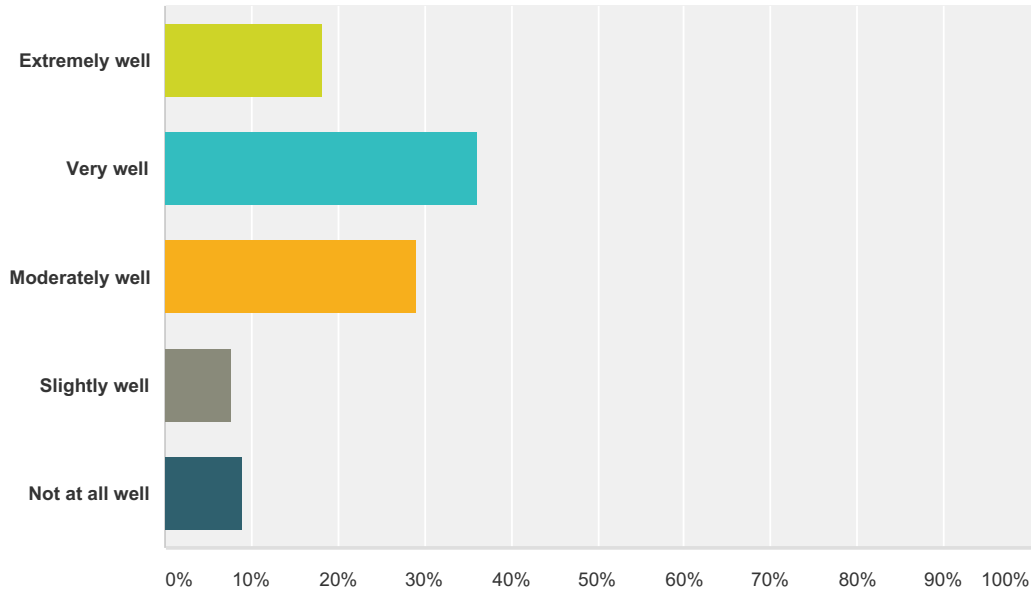
Answered: 622 Skipped: 16



Answer Choices	Responses	Count
Extremely well	18.49%	115
Very well	41.48%	258
Moderately well	27.01%	168
Slightly well	7.23%	45
Not at all well	5.79%	36
Total		622

Q6 How well do we do in dealing with urgent problems that you may have?

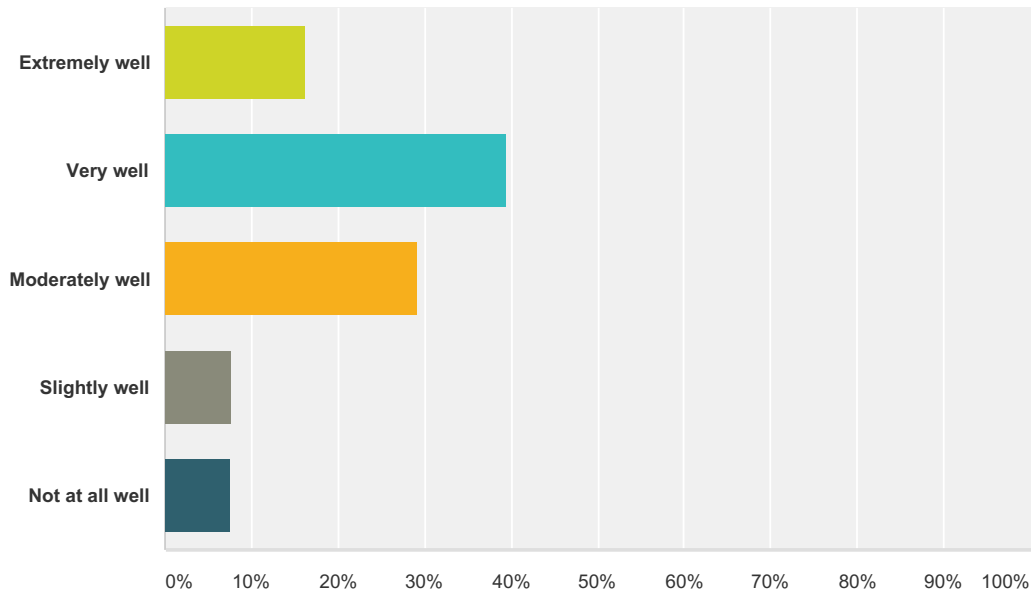
Answered: 585 Skipped: 53



Answer Choices	Responses
Extremely well	18.12% 106
Very well	36.07% 211
Moderately well	29.06% 170
Slightly well	7.69% 45
Not at all well	9.06% 53
Total	585

Q7 How well do we do in providing medical care over the telephone?

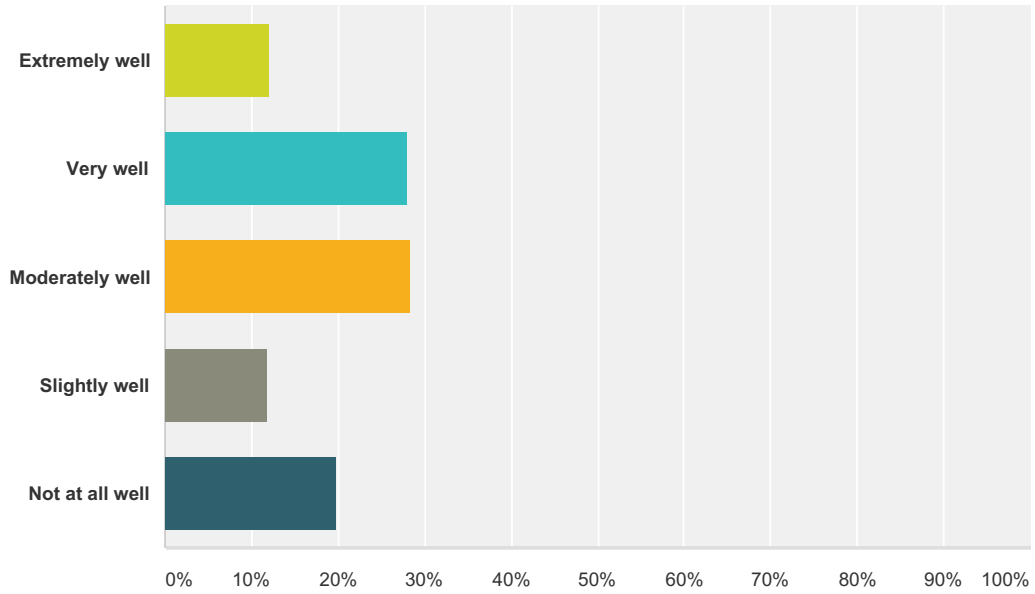
Answered: 564 Skipped: 74



Answer Choices	Responses
Extremely well	16.31% 92
Very well	39.36% 222
Moderately well	29.26% 165
Slightly well	7.62% 43
Not at all well	7.45% 42
Total	564

Q8 How well do we do in providing routine appointments when you need them?

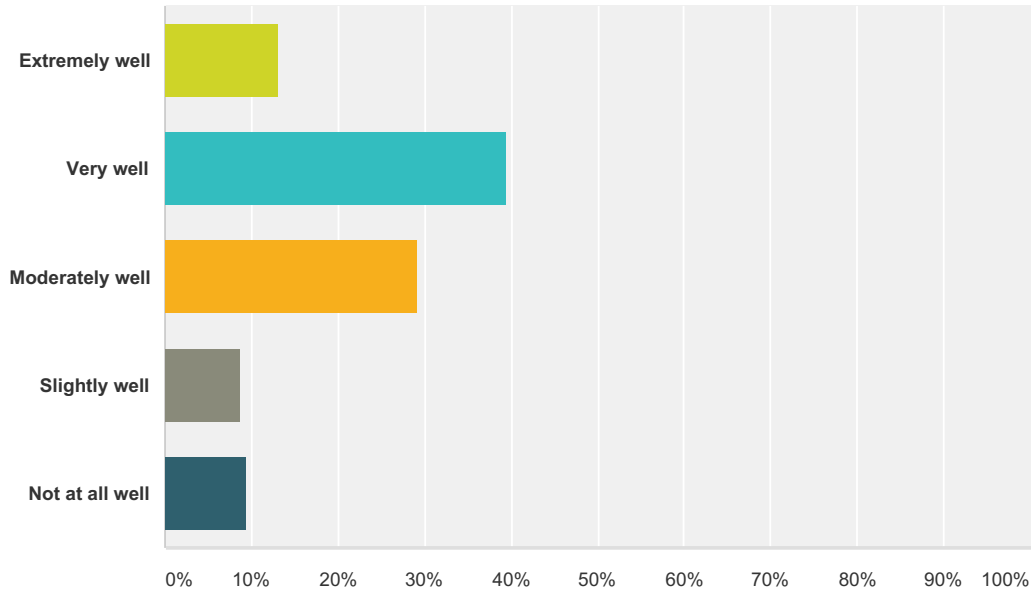
Answered: 615 Skipped: 23



Answer Choices	Responses
Extremely well	12.03% 74
Very well	27.97% 172
Moderately well	28.29% 174
Slightly well	11.87% 73
Not at all well	19.84% 122
Total	615

Q9 How well do we do in providing you with continuity of care using our clinical teams?

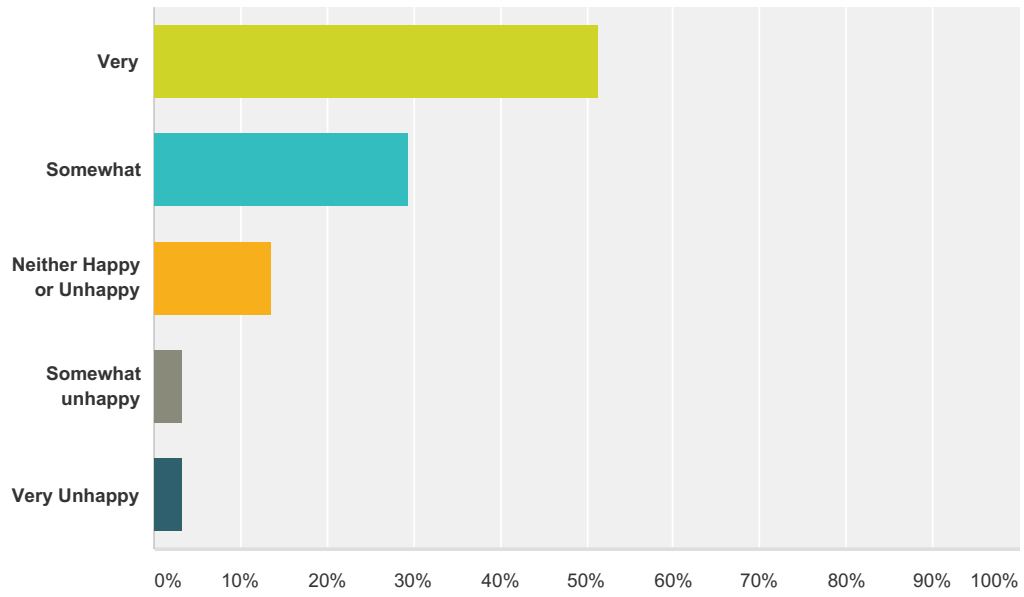
Answered: 565 Skipped: 73



Answer Choices	Responses
Extremely well	13.10% 74
Very well	39.47% 223
Moderately well	29.20% 165
Slightly well	8.85% 50
Not at all well	9.38% 53
Total	565

Q10 Do you feel confident in our clinicians?

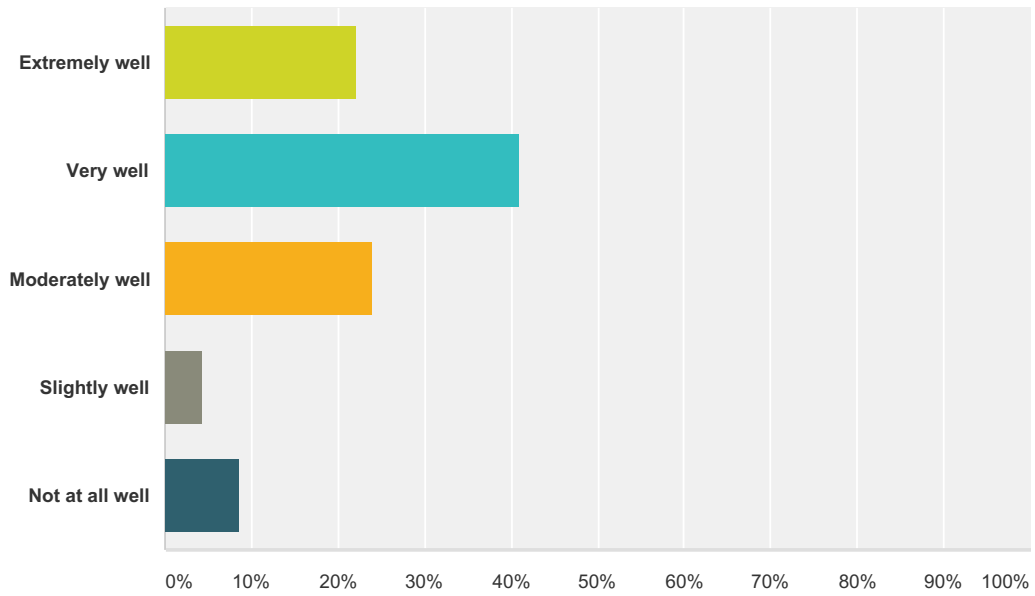
Answered: 616 Skipped: 22



Answer Choices	Responses	
Very	51.46%	317
Somewhat	29.38%	181
Neither Happy or Unhappy	13.64%	84
Somewhat unhappy	3.41%	21
Very Unhappy	3.41%	21
Total Respondents: 616		

Q11 How well do we do in dealing with repeat prescriptions?

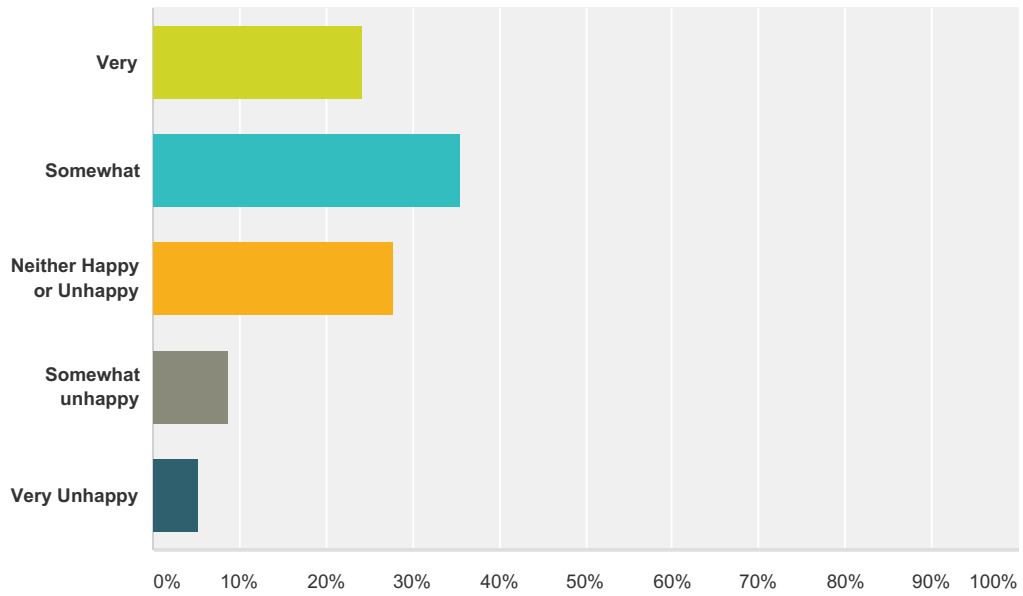
Answered: 555 Skipped: 83



Answer Choices	Responses
Extremely well	22.16% 123
Very well	40.90% 227
Moderately well	23.96% 133
Slightly well	4.32% 24
Not at all well	8.65% 48
Total	555

Q12 How helpful do you find our new website?

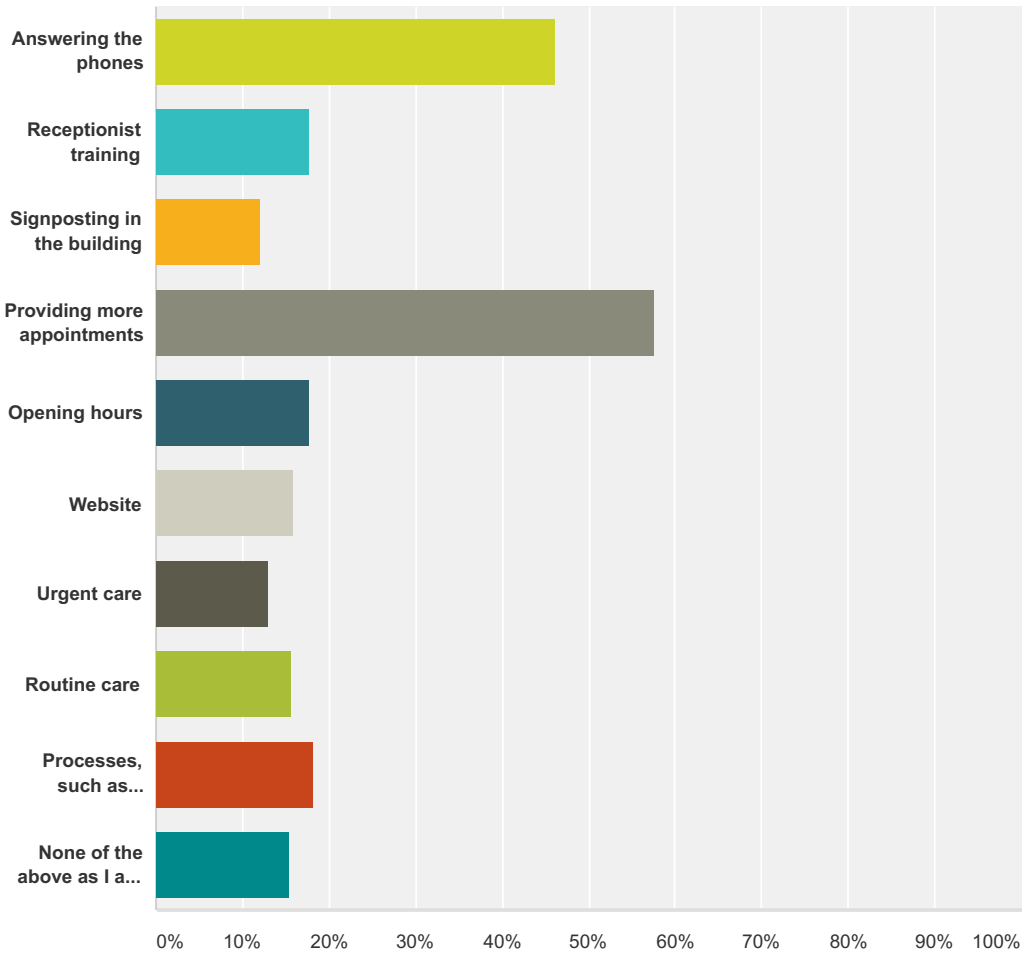
Answered: 584 Skipped: 54



Answer Choices	Responses
Very	24.14% 141
Somewhat	35.45% 207
Neither Happy or Unhappy	27.74% 162
Somewhat unhappy	8.73% 51
Very Unhappy	5.31% 31
Total Respondents: 584	

Q13 In your opinion, which of the following needs improvement at the Practice? Select the top 3.

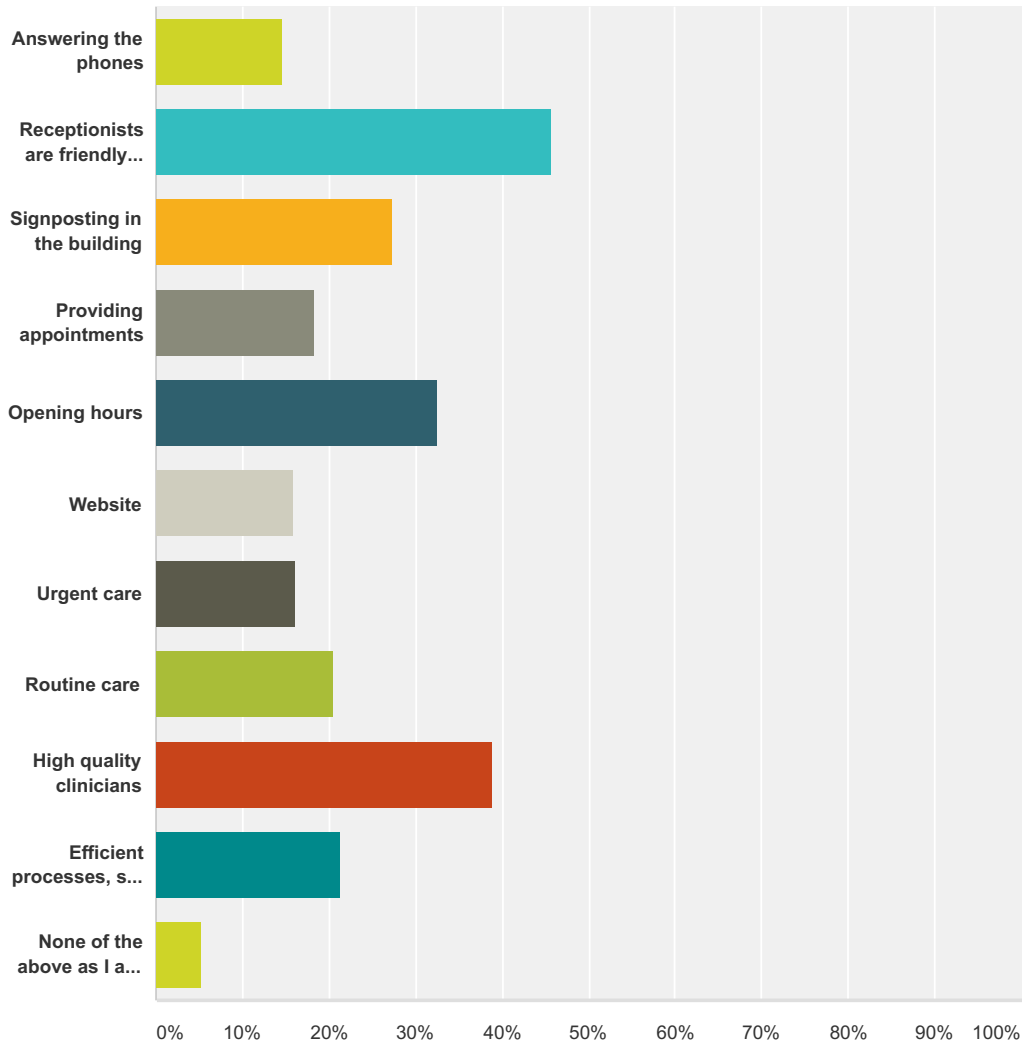
Answered: 612 Skipped: 26



Answer Choices	Responses
Answering the phones	46.08% 282
Receptionist training	17.81% 109
Signposting in the building	12.09% 74
Providing more appointments	57.68% 353
Opening hours	17.81% 109
Website	15.85% 97
Urgent care	12.91% 79
Routine care	15.69% 96
Processes, such as handling prescriptions	18.14% 111
None of the above as I am completely satisfied	15.36% 94
Total Respondents: 612	

Q14 In your opinion, which of the following do we do well at the Practice? Select the top 3.

Answered: 594 Skipped: 44



Answer Choices	Responses	Count
Answering the phones	14.65%	87
Receptionists are friendly and helpful	45.79%	272
Signposting in the building	27.44%	163
Providing appointments	18.35%	109
Opening hours	32.66%	194
Website	15.82%	94
Urgent care	16.16%	96
Routine care	20.54%	122
High quality clinicians	38.89%	231
Efficient processes, such as handling prescriptions	21.38%	127

Staff Feedback - How are we doing?

None of the above as I am completely dissatisfied	5.22%	31
Total Respondents: 594		