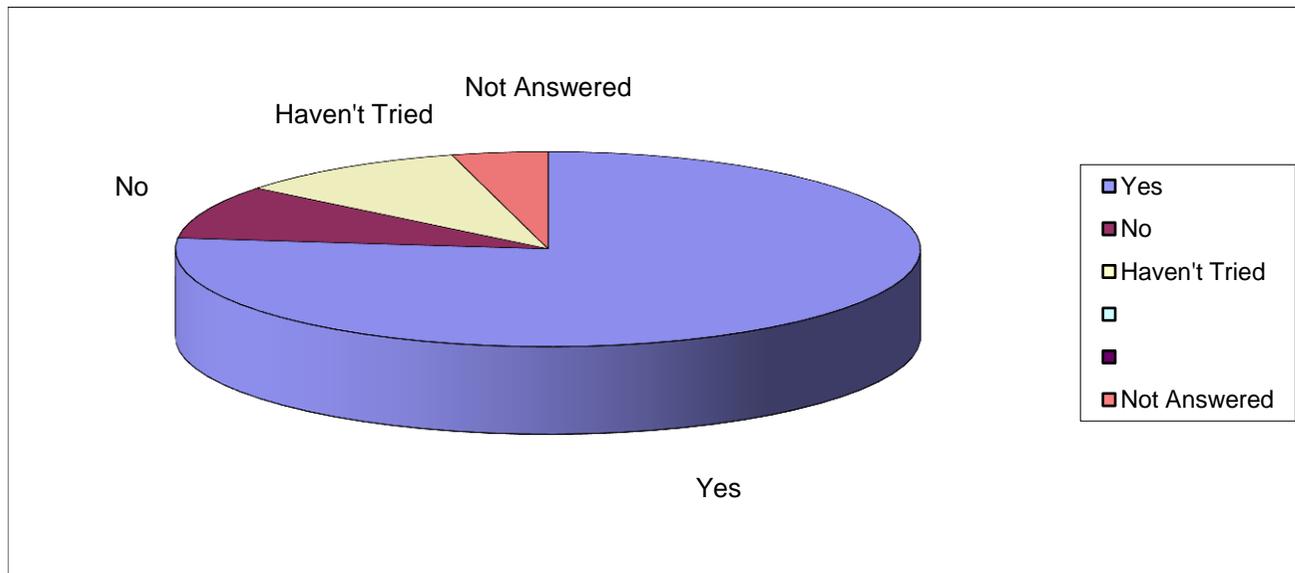


**APPOINTMENTS**

**When needing an urgent appointment - were you able to see a Doctor on the same day or in the next 2 days the Practice was open?**

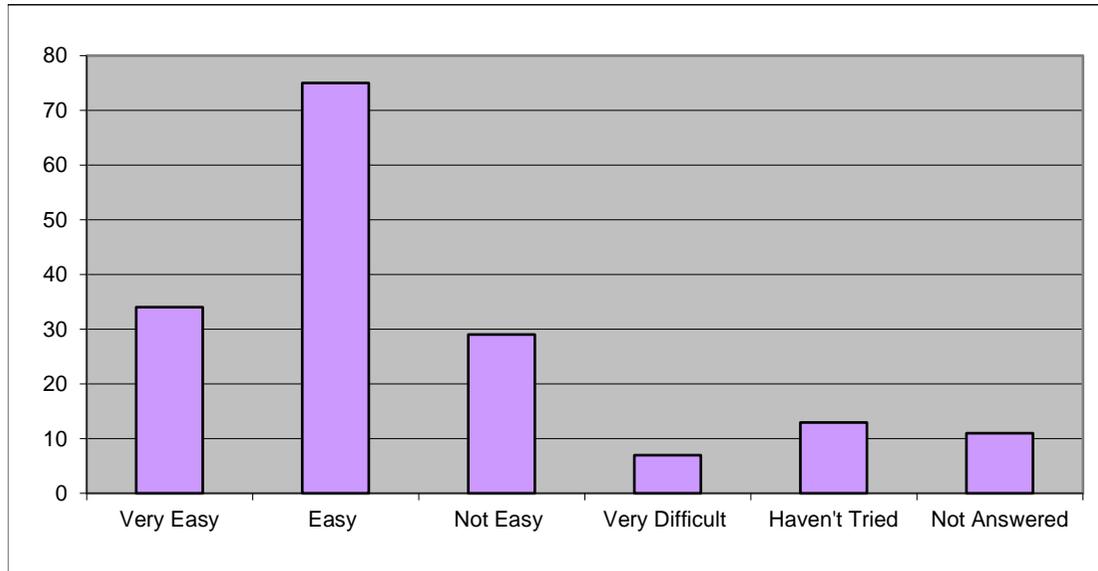
Yes	No	Haven't Tried	Not Answered	Total Responses
129	15	17	7	168



## APPOINTMENTS

How easy is it to get an appointment to see your preferred Doctor?

Very Easy	Easy	Not Easy	Very Difficla	ven't Tried	ot Answered	Total Responses
34	75	29	7	13	11	169

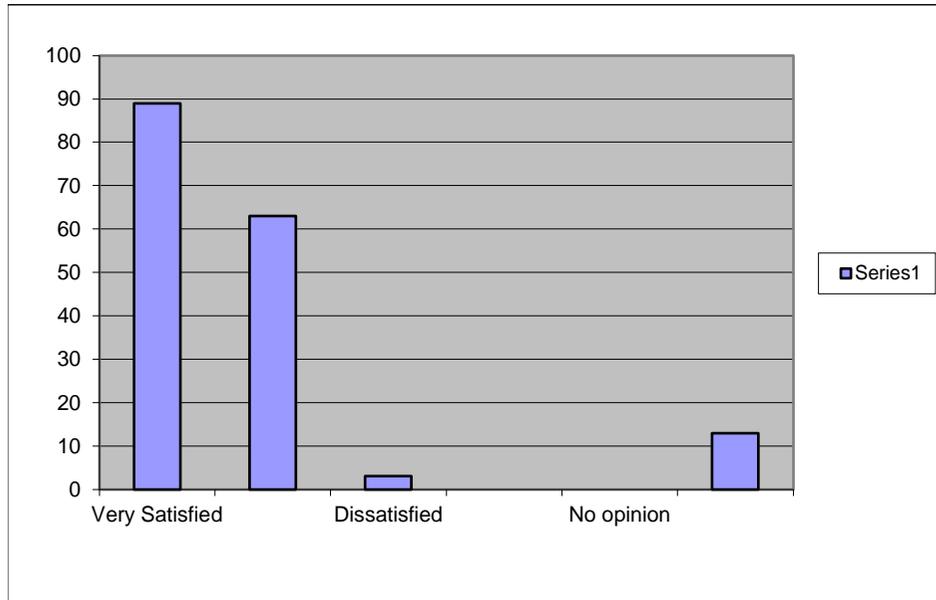


## CLINICAL CARE

How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition?

Clinical Care - level of care from our  
Very Satisfied 89  
Satisfied 63  
Dissatisfied 3  
Dissatisfied 0  
No opinion 0  
Not Answered 13

Total Responses  
168



## CLINICAL CARE

How satisfied are you that your appointments with the Doctor/Nurse were long enough to give sufficient time to fully discuss and help treat your c

### Appointment length

Very Satisfie Satisfied Dissatisfiecy Dissatisf No opinion Not Answered

Total Responses

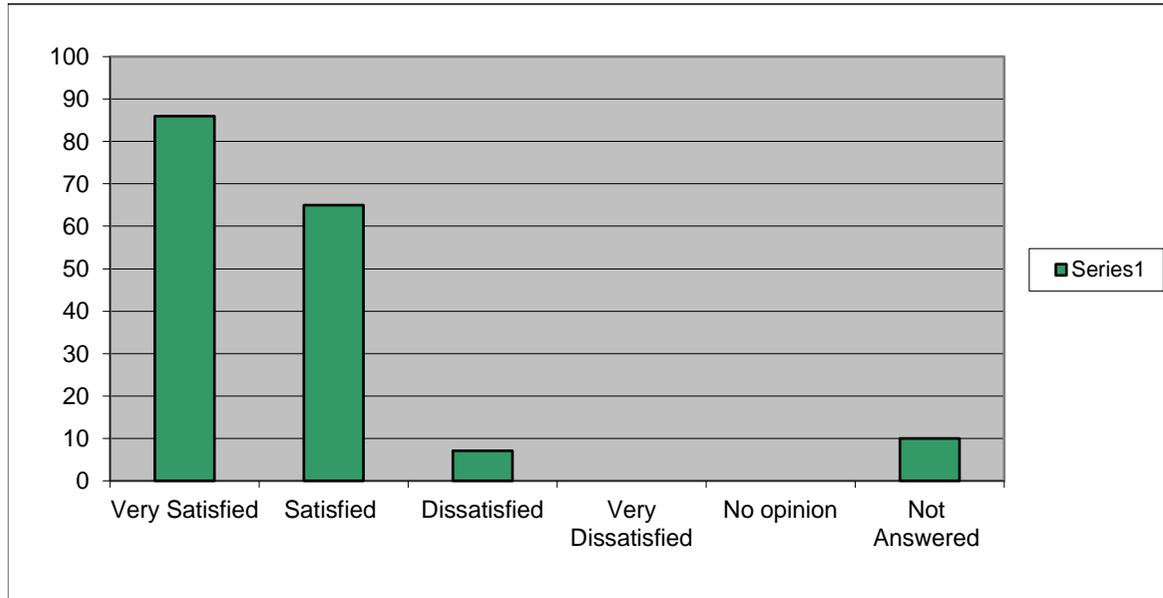
86

65

7

10

168



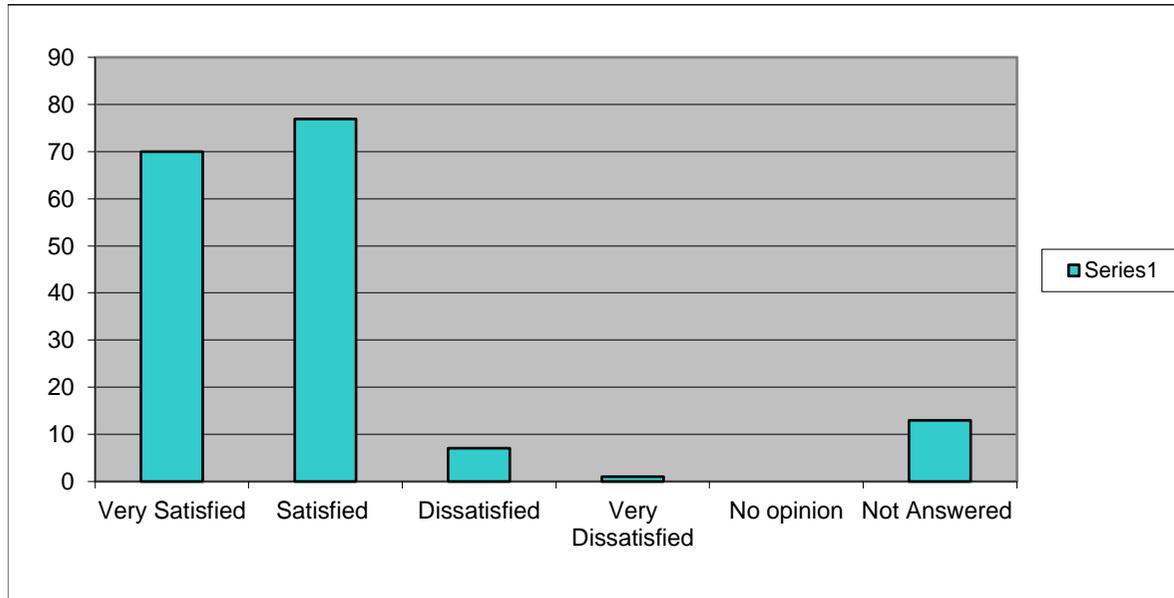
## OPENING HOURS

How Satisfied are you with the Practice opening hours?

Opening Hours

Very Satisfie Satisfied Dissatisfiery Dissatisfi No opinion Not Answered

Total Responses  
168



## OPENING HOURS

How satisfied are you with the Practice's extended hours?  
(2 clinics 7am-8am on Wednesday at Renishaw and Eckington the alternate weeks)

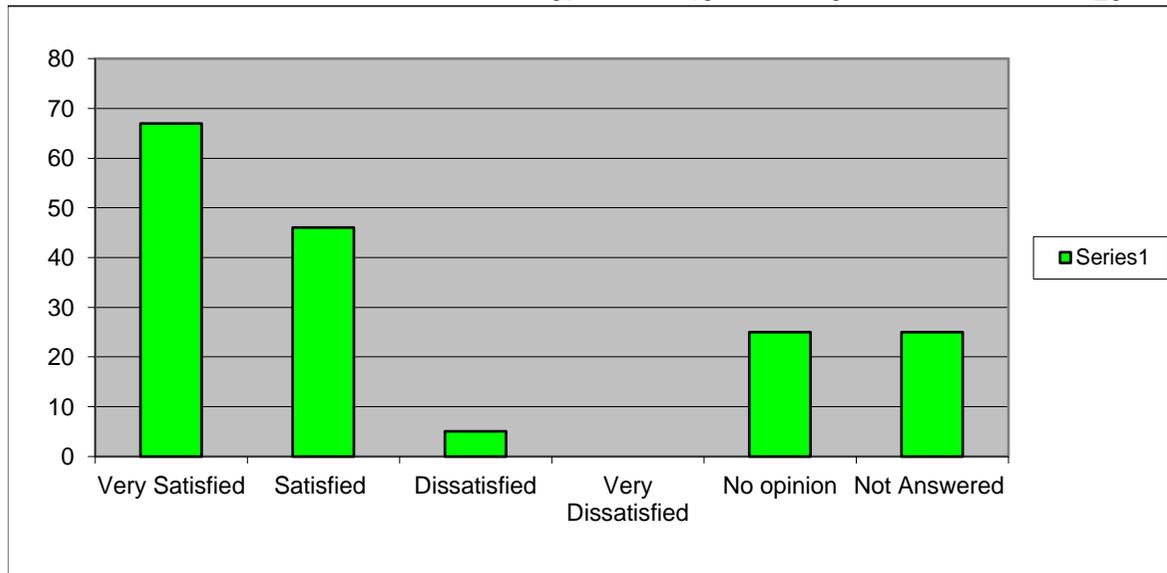
Extended Hours

Very Satisfie Satisfied Dissatisfiecy Dissatisf No opinionot Answered

Total Responses

67 46 5 25 25

168



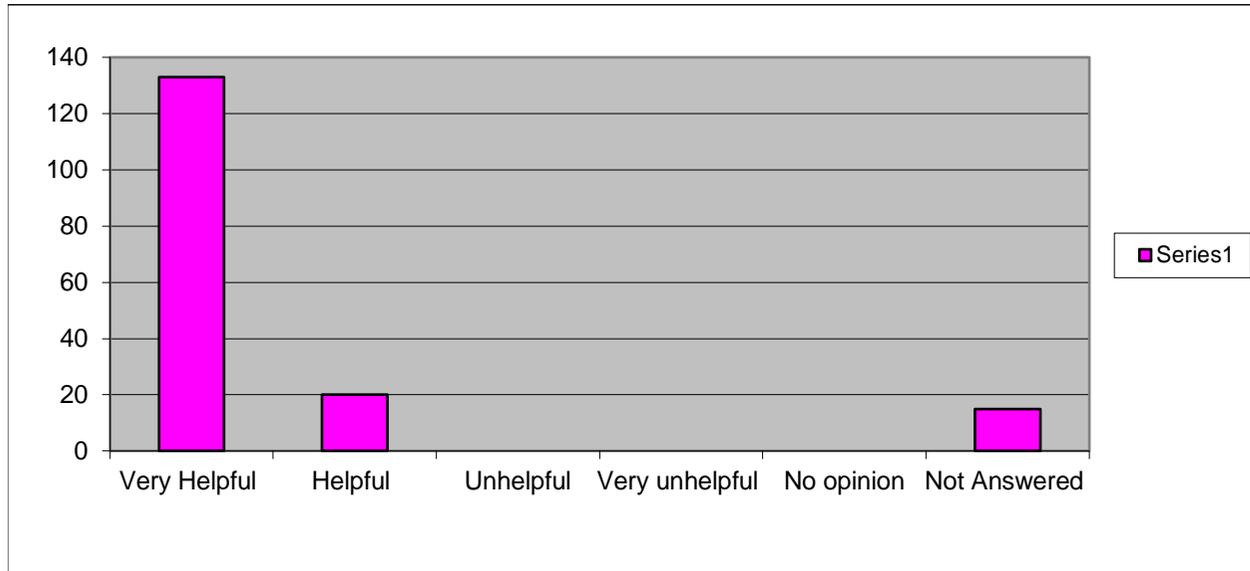
## STAFF

How Helpful do you find the reception staff?

Staff Helpfulness

Very Helpful 133    Helpful 20    Unhelpful 0    Very unhelpful 0    No opinion 0    Not Answered 15

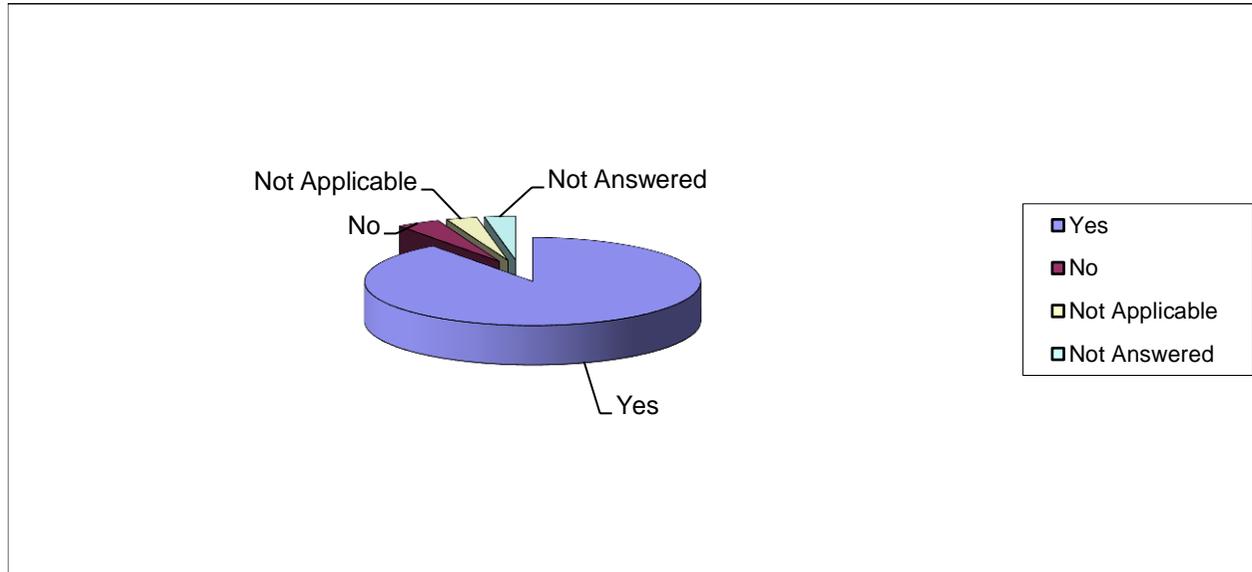
Total Responses  
168



## FACILITIES

Are you satisfied with the facilities on offer at our surgeries?

Are Facilities satisfactory?	Yes	No	Not Applicable	Not Answered	Total Responses
	151	7	5	5	168



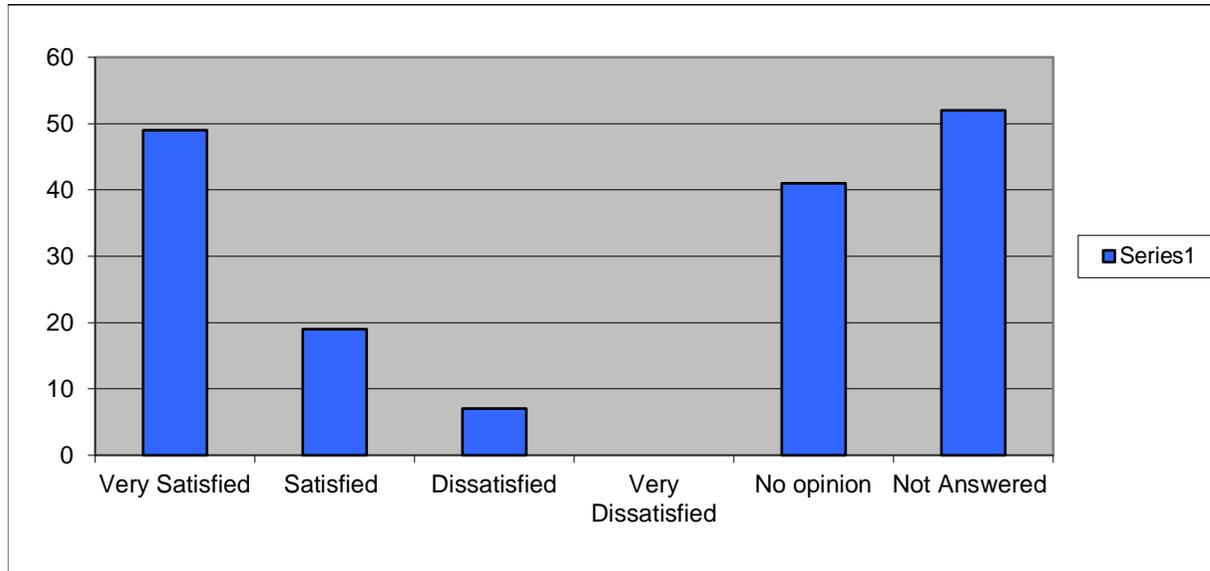
## ACCESS

If you have a disability; how do you find the access into the Practice and inside the building itself?

Practice Access

Very Satisfie 49 Satisfied 19 Dissatisfiecy 7 Dissatisf 0 No opinion 41 Not Answered 52

Total Responses  
168



## PRESCRIPTIONS

Are you satisfied with the prescription ordering and collecting service?

Prescriptions

Very Satisfie Satisfied Dissatisfiecy Dissatisfi No opinion Not Answered

100

46

4

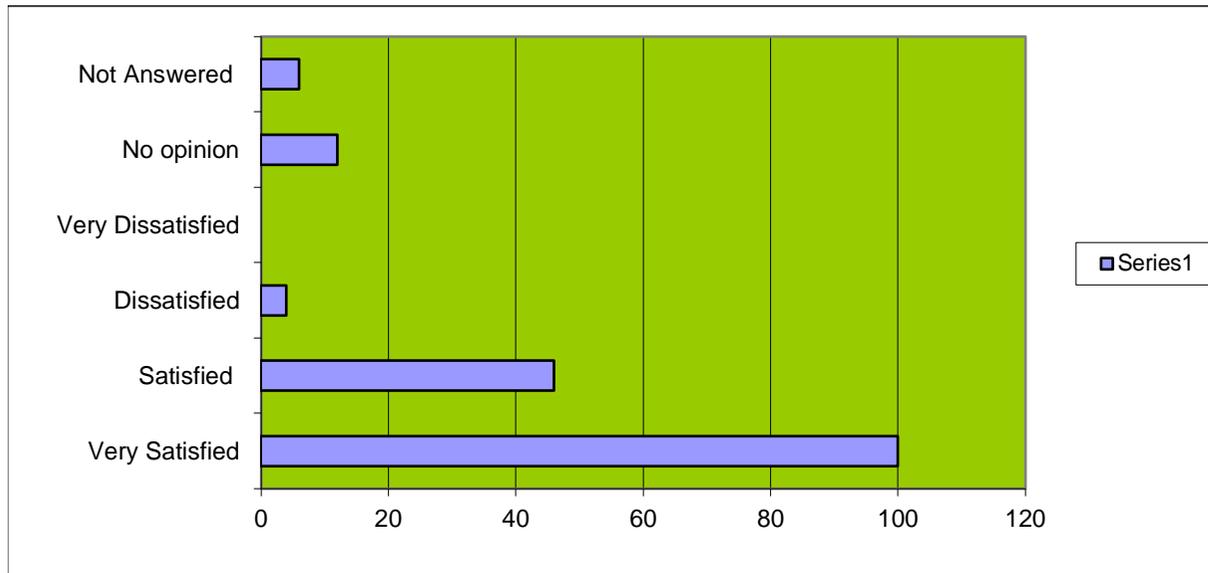
0

12

6

Total Responses

168









condition?