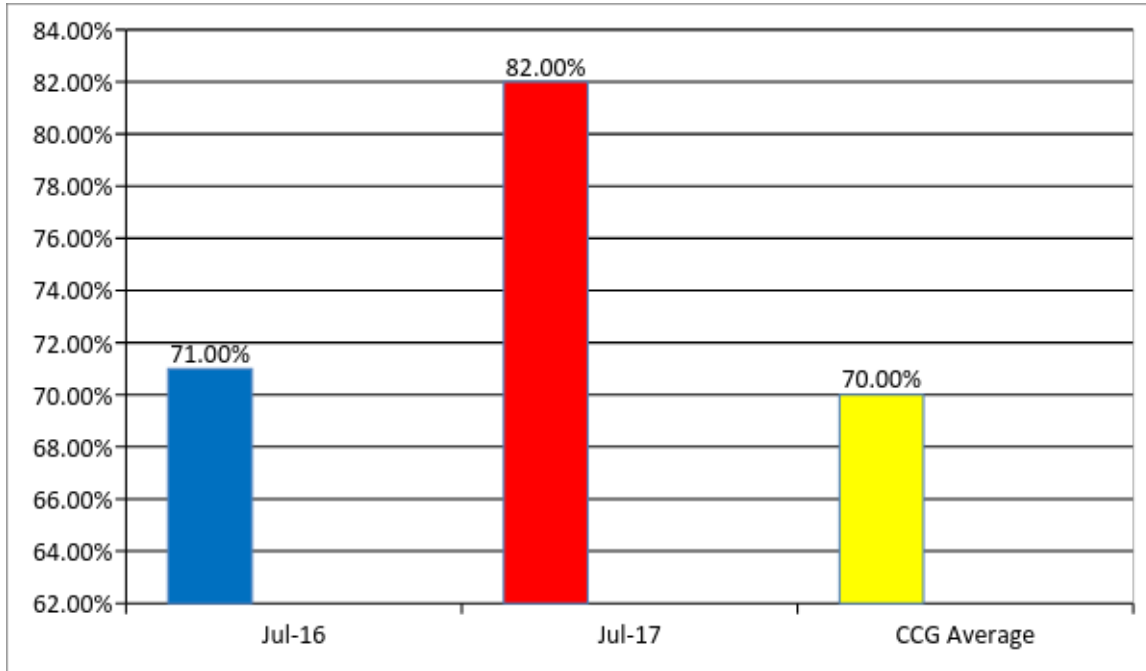


WESTERN AVENUE MEDICAL CENTRE

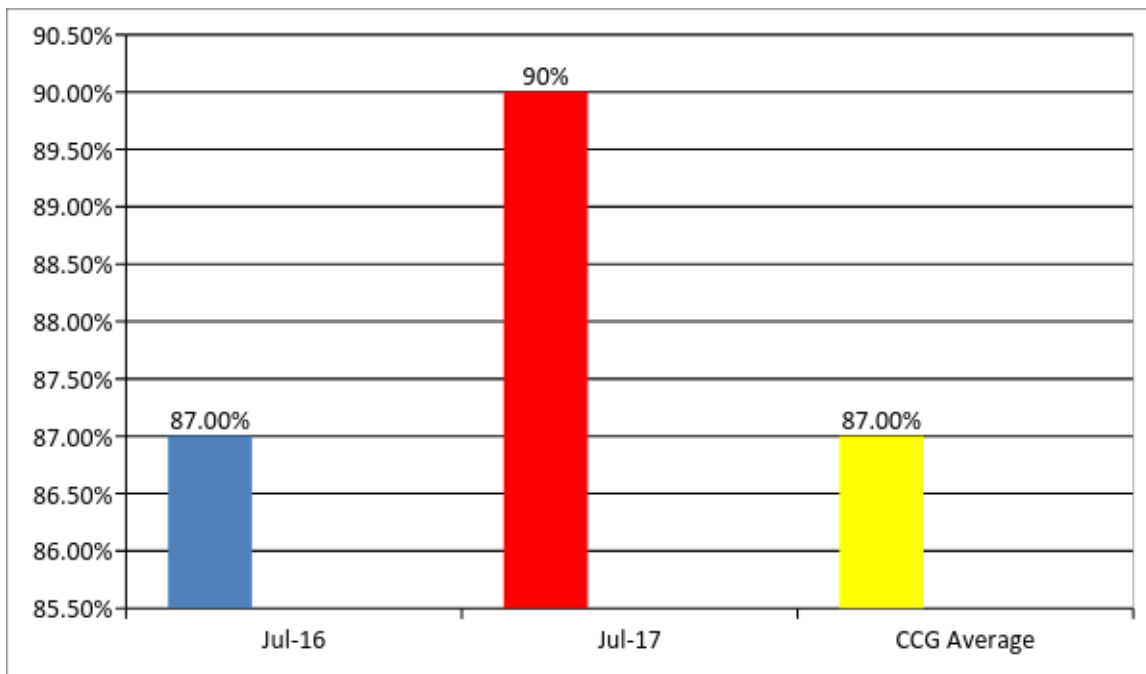
IPSOS Mori Survey Results July 2017

1. How easy is it to get through to the surgery by phone?



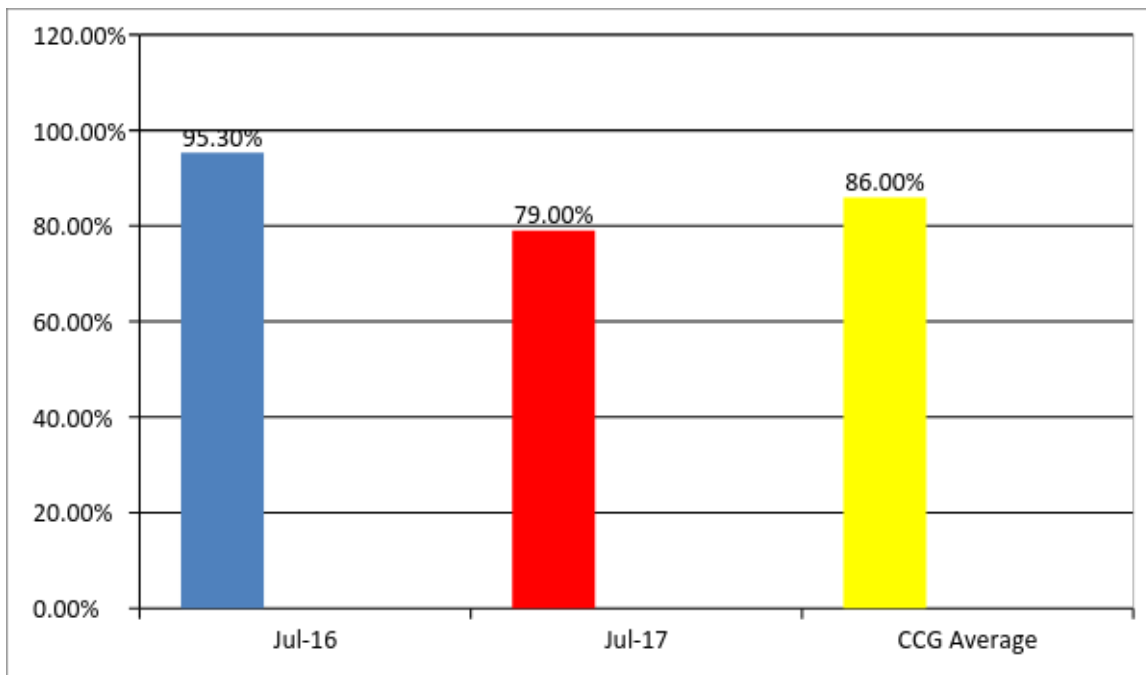
Results based on patients responding 'very easy' or 'fairly easy'

2. How helpful do you find the receptionists?



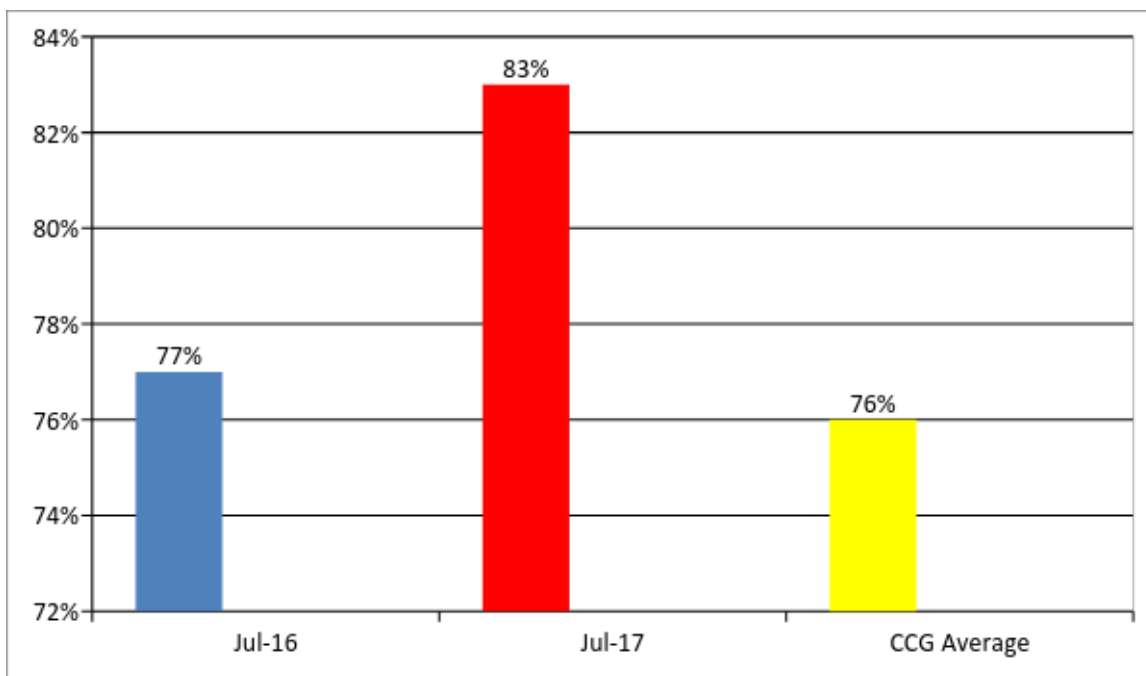
Results based on patients responding 'very helpful' or 'fairly helpful'

3. How convenient was the last appointment that you were able to get?



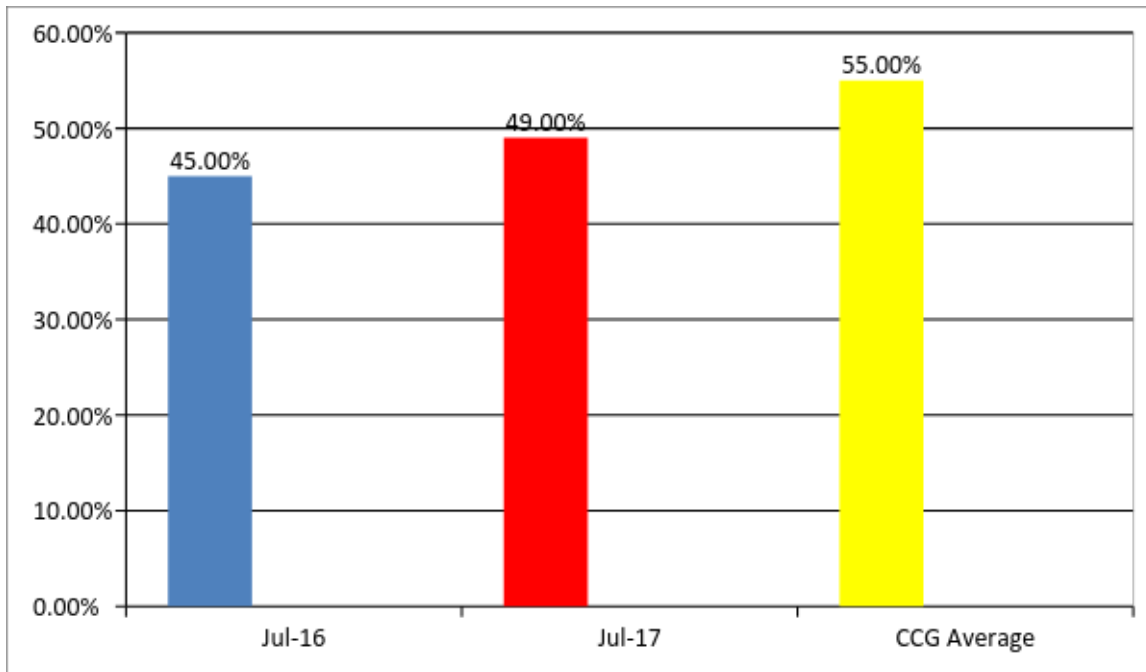
Results on patients responding 'very convenient' or 'fairly convenient'

4. Overall experience of making an appointment?



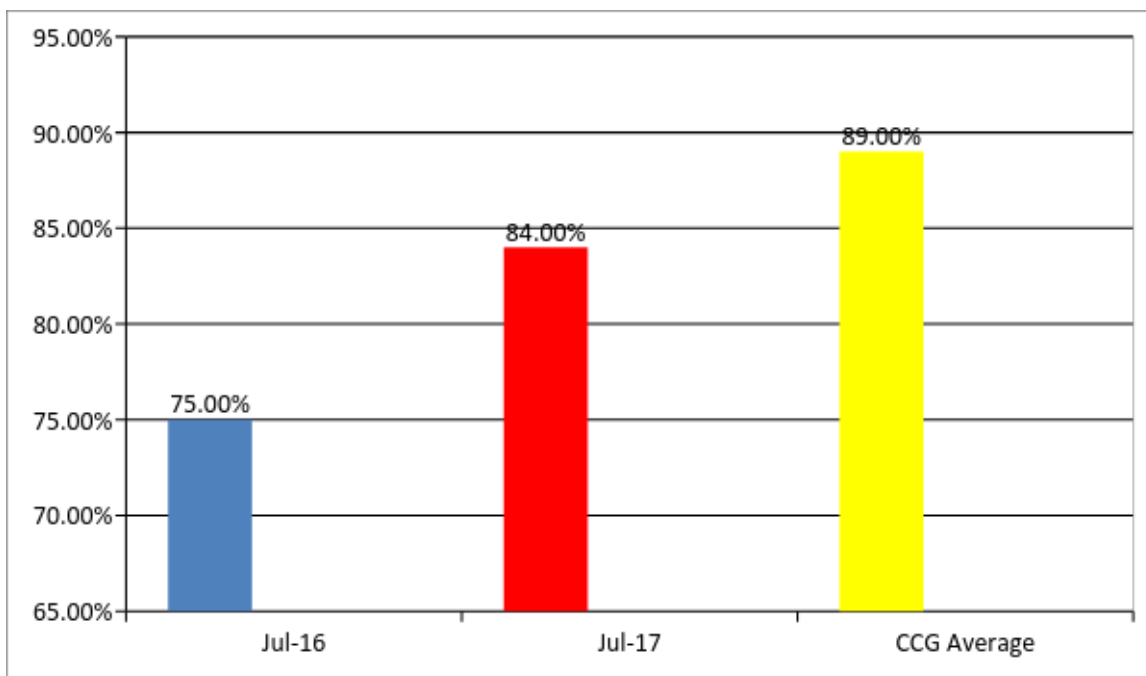
Results based on patients responding 'very good' or 'fairly good'

5. How often do you speak to the GP that you prefer?



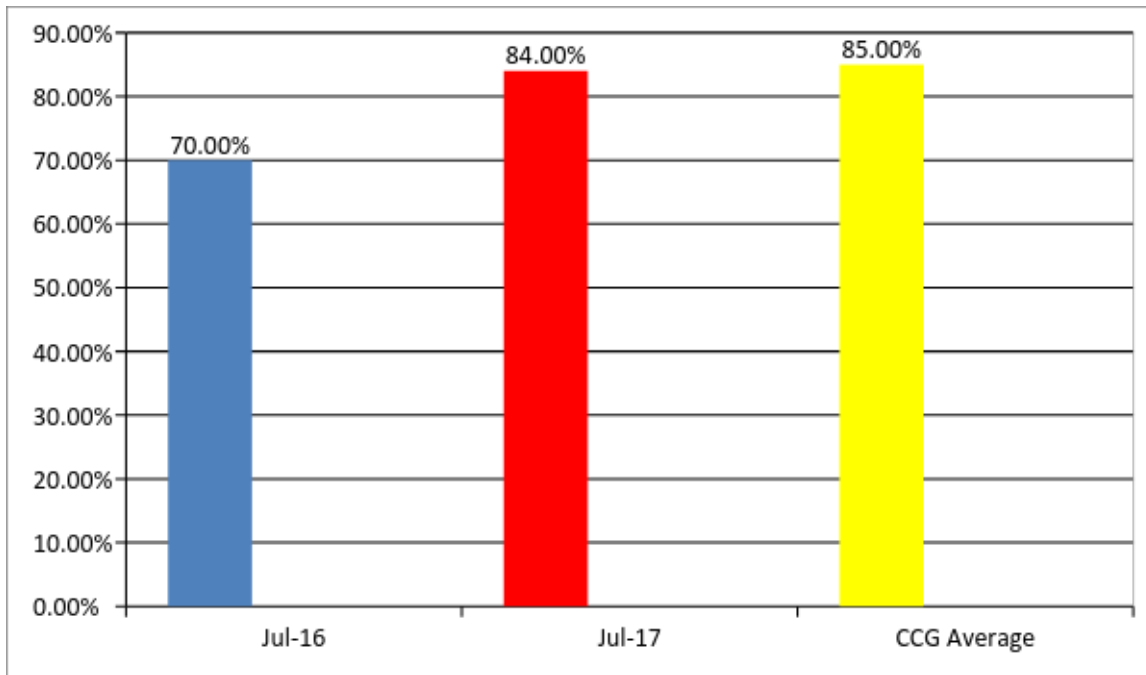
Results based on patients responding 'very often' or 'fairly often'

6. Last time you saw or spoke to a GP, how good was that GP at explaining tests and treatments?



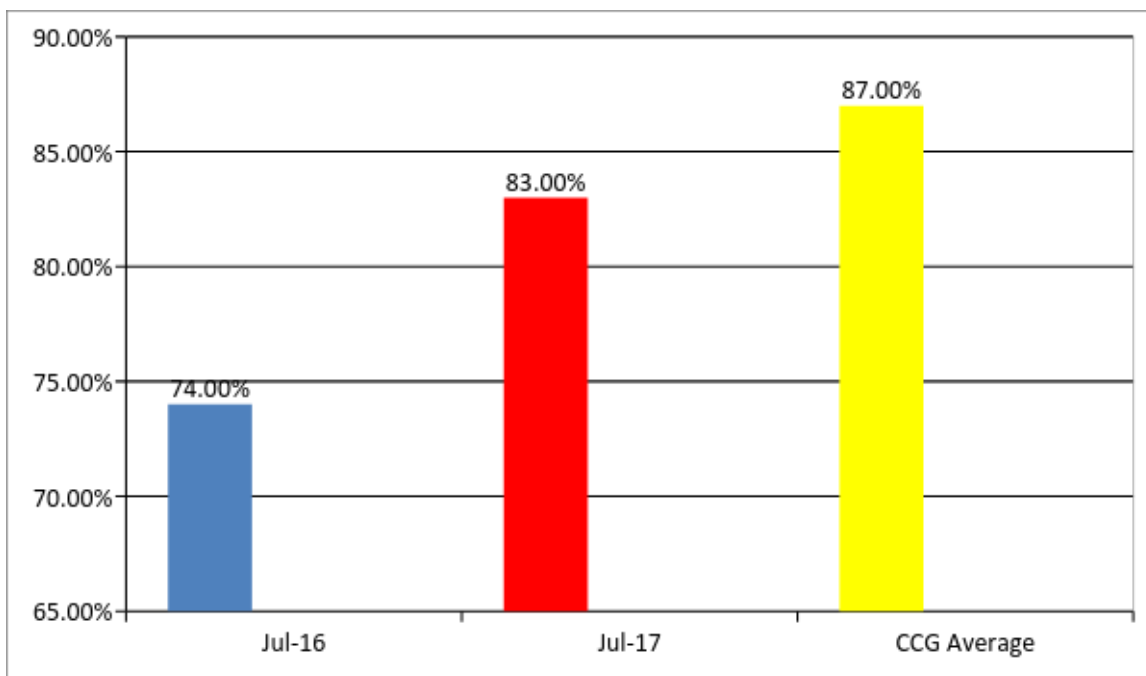
Results based on patients responding 'very good' or 'fairly good'

7. Last time you saw or spoke to a GP from your surgery, how good was that GP at involving you in decisions about your care?



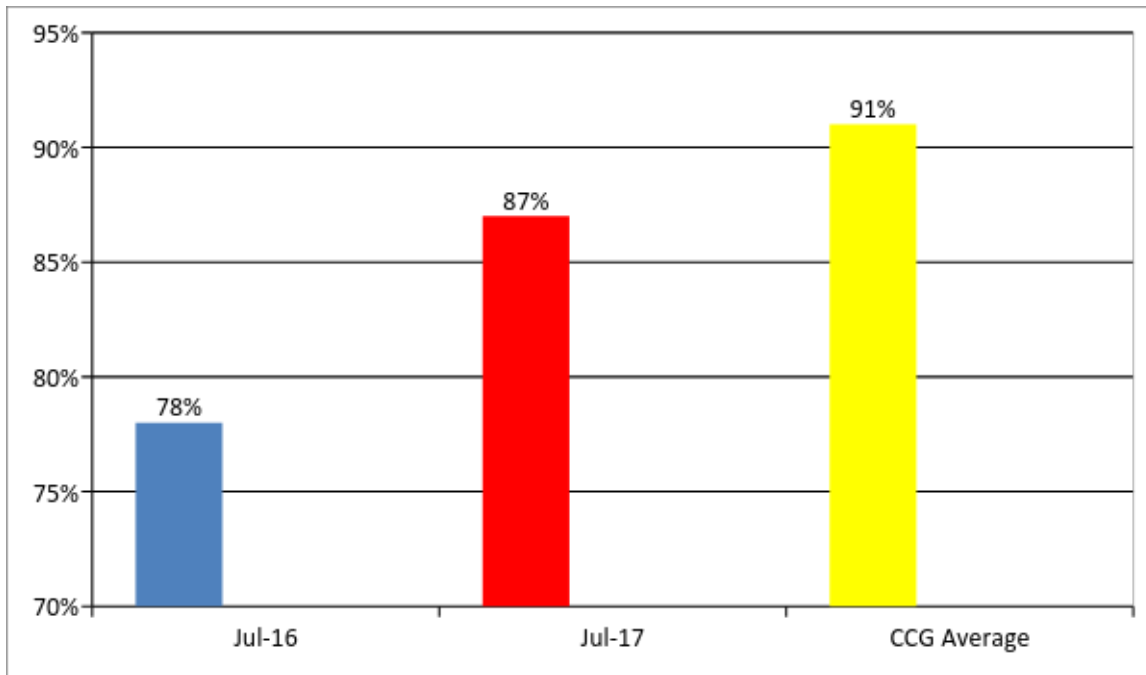
Results based on patients responding 'very good' or 'fairly good'

8. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at involving you in decisions about your care?

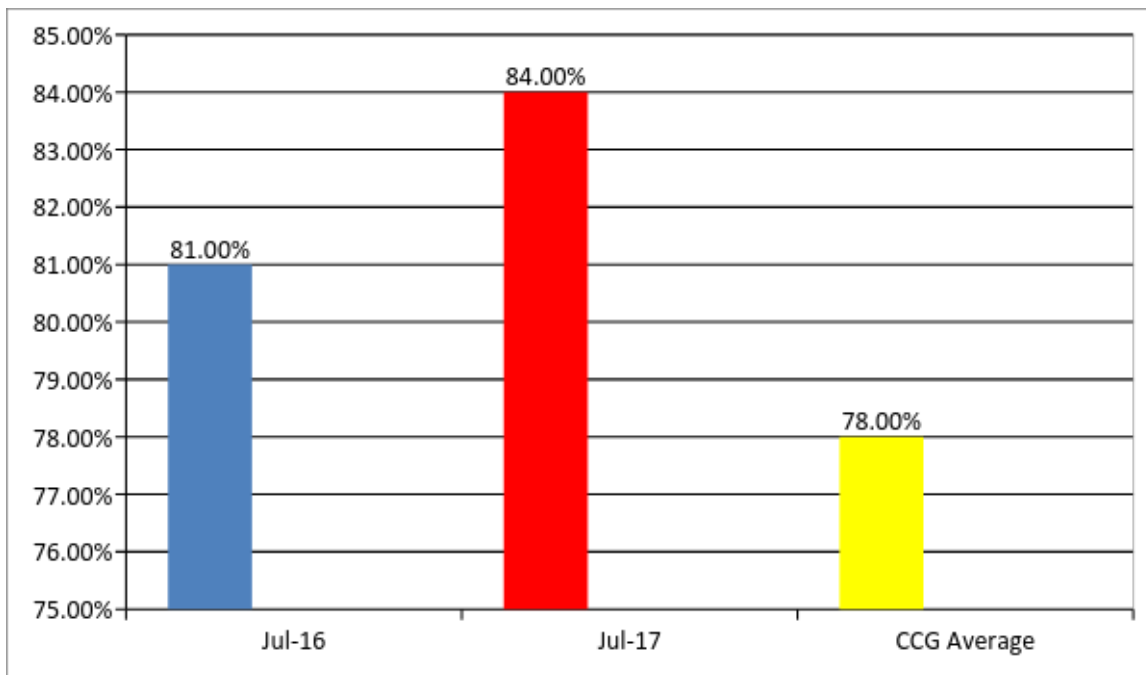


Results based on patients responding 'very good' or 'fairly good'

9. Last time you saw or spoke to a Nurse, how good was that Nurse at explaining tests and treatments?

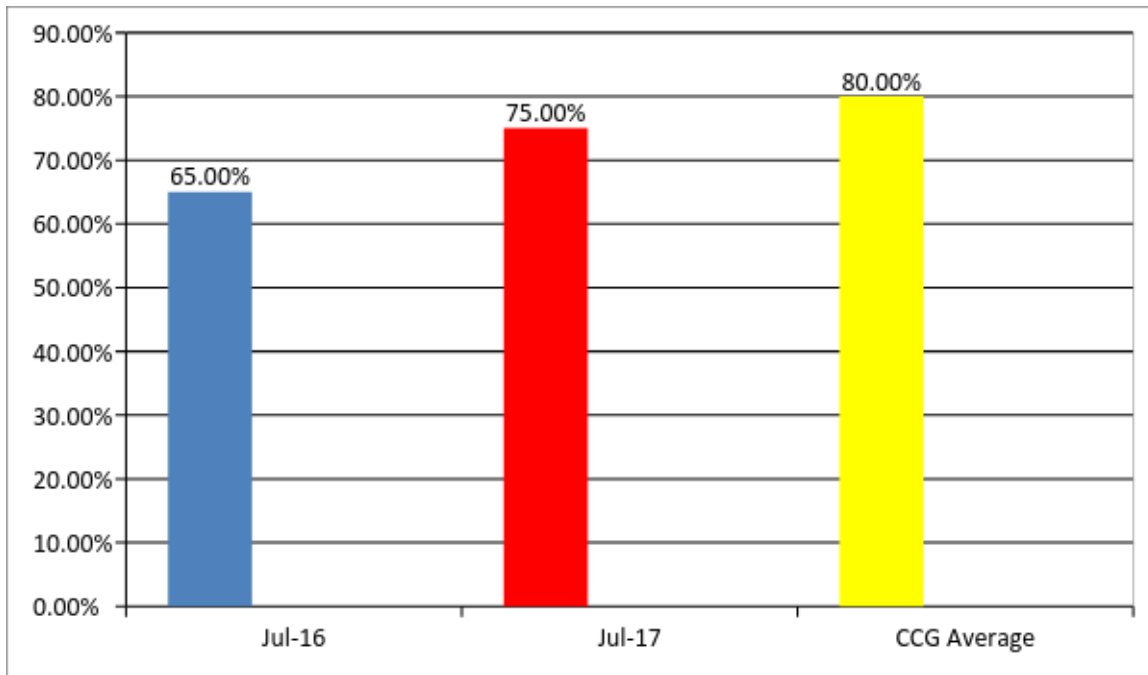


10. How satisfied are you with the hours that your GP surgery is open?



Results based on patients responding 'very satisfied' or 'fairly satisfied'

11. How likely are you to recommend the GP surgery to someone who has just moved to the area?



Results based on patients responding 'very likely' or 'fairly likely'