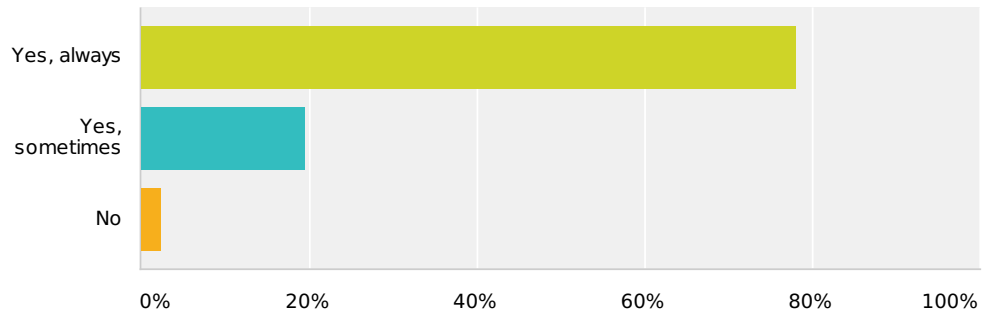


Q1 Do you feel that you are treated with respect and dignity when you attend the Practice?

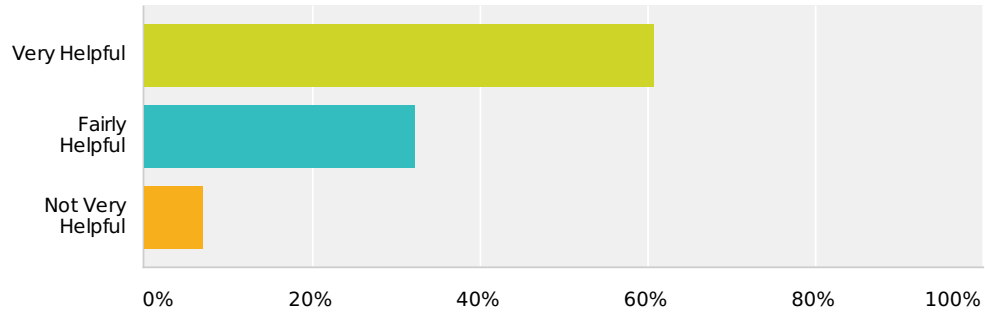
Answered: 128 Skipped: 2



Answer Choices	Responses
Yes, always	78.13% 100
Yes, sometimes	19.53% 25
No	2.34% 3
Total Respondents: 128	

Q2 Do you find the Dolphins Staff Helpful

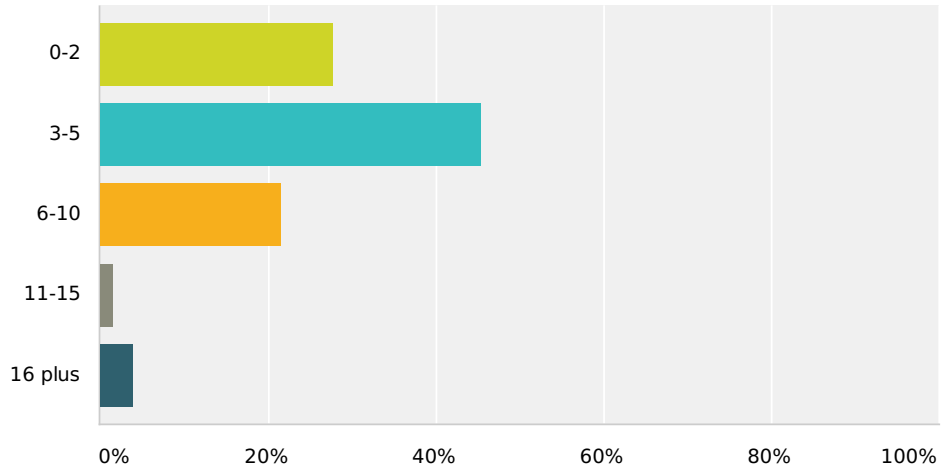
Answered: 130 Skipped: 0



Answer Choices	Responses	
Very Helpful	60.77%	79
Fairly Helpful	32.31%	42
Not Very Helpful	6.92%	9
Total Respondents: 130		

Q3 How many times in the last 12 months have you attended the Practice?

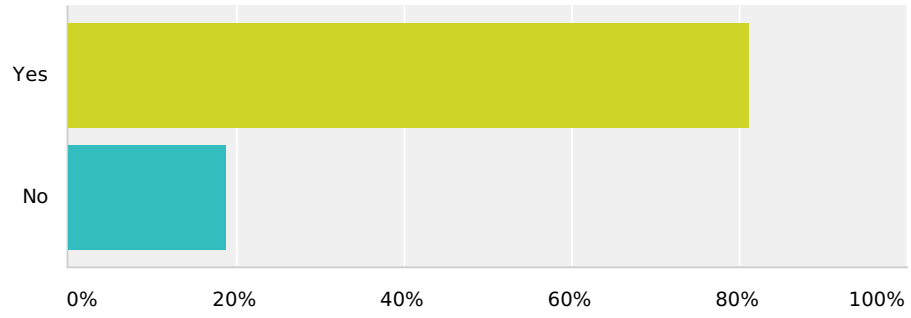
Answered: 130 Skipped: 0



Answer Choices	Responses
0-2	27.69% 36
3-5	45.38% 59
6-10	21.54% 28
11-15	1.54% 2
16 plus	3.85% 5
Total Respondents: 130	

Q4 Are the appointment times at the Practice convenient to you?

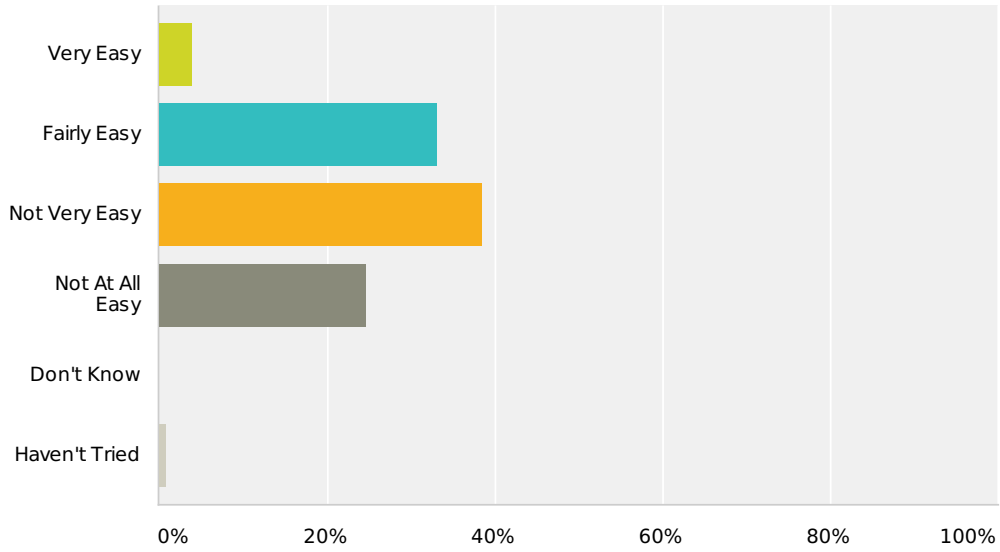
Answered: 128 Skipped: 2



Answer Choices	Responses
Yes	81.25% 104
No	18.75% 24
Total Respondents: 128	

Q5 How easy is it to get through to the practice via telephone?

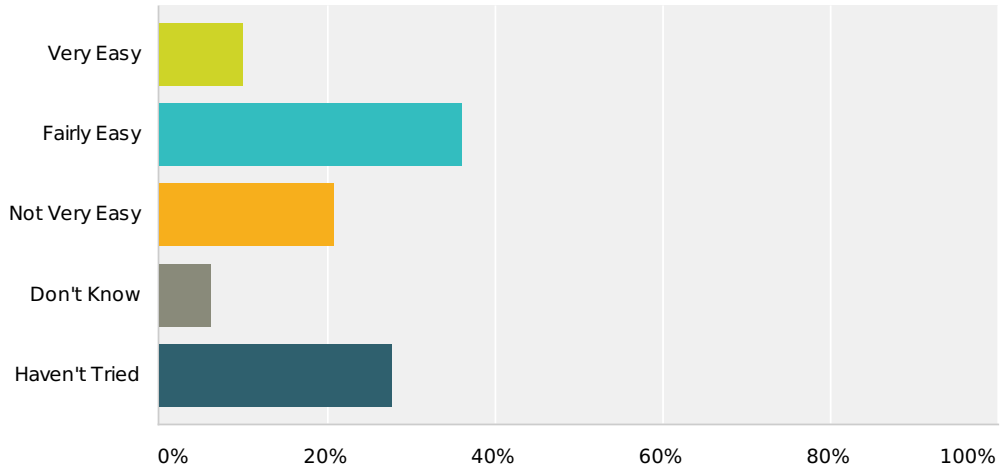
Answered: 130 Skipped: 0



Answer Choices	Responses	
Very Easy	3.85%	5
Fairly Easy	33.08%	43
Not Very Easy	38.46%	50
Not At All Easy	24.62%	32
Don't Know	0%	0
Haven't Tried	0.77%	1
Total Respondents: 130		

Q6 How easy is it to speak with a Doctor or Nurse

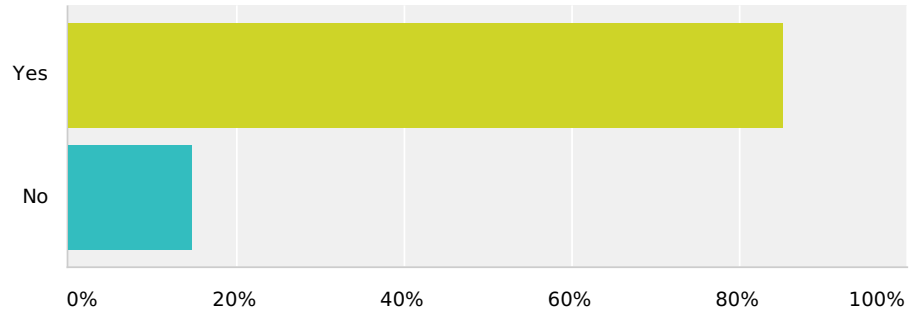
Answered: 130 Skipped: 0



Answer Choices	Responses
Very Easy	10% 13
Fairly Easy	36.15% 47
Not Very Easy	20.77% 27
Don't Know	6.15% 8
Haven't Tried	27.69% 36
Total Respondents: 130	

Q7 If you need to see a GP urgently, are you normally seen on the same day

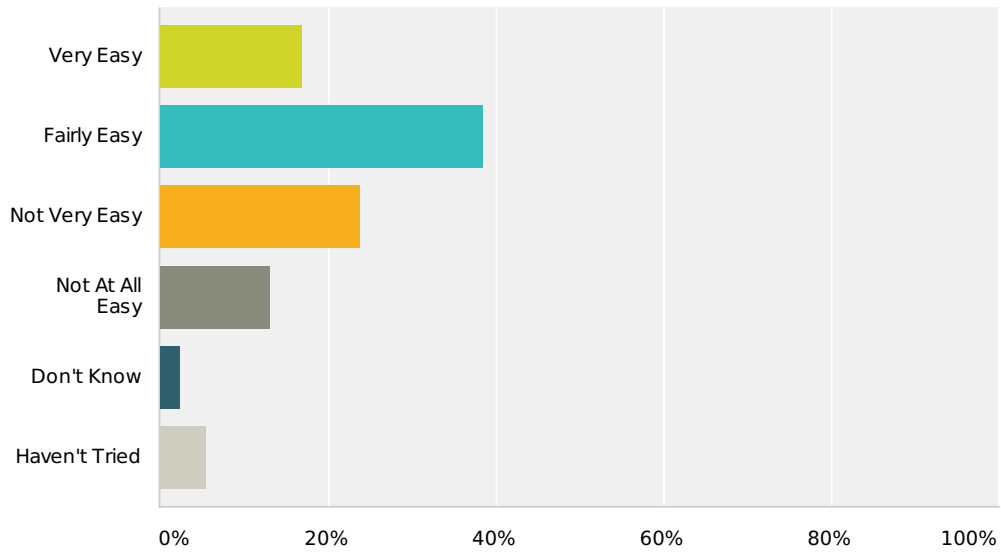
Answered: 115 Skipped: 15



Answer Choices	Responses
Yes	85.22% 98
No	14.78% 17
Total Respondents: 115	

Q8 How easy is it to book an appointment ahead

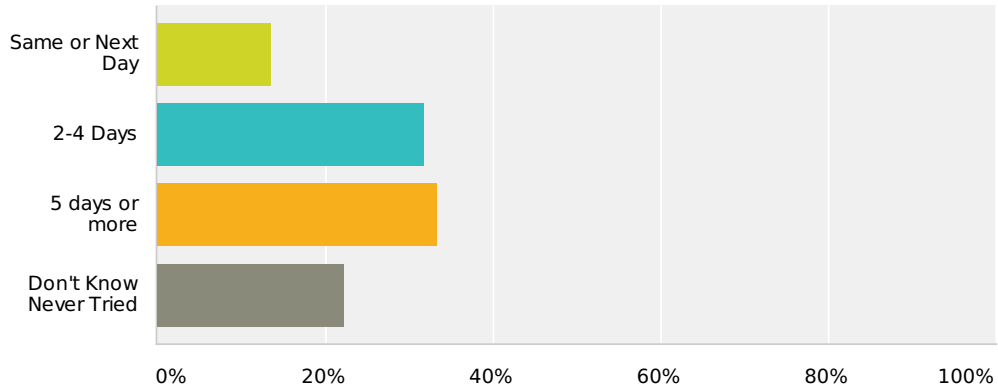
Answered: 130 Skipped: 0



Answer Choices	Responses
Very Easy	16.92% 22
Fairly Easy	38.46% 50
Not Very Easy	23.85% 31
Not At All Easy	13.08% 17
Don't Know	2.31% 3
Haven't Tried	5.38% 7
Total Respondents: 130	

Q9 When you see a particular GP how quickly do you usually get seen

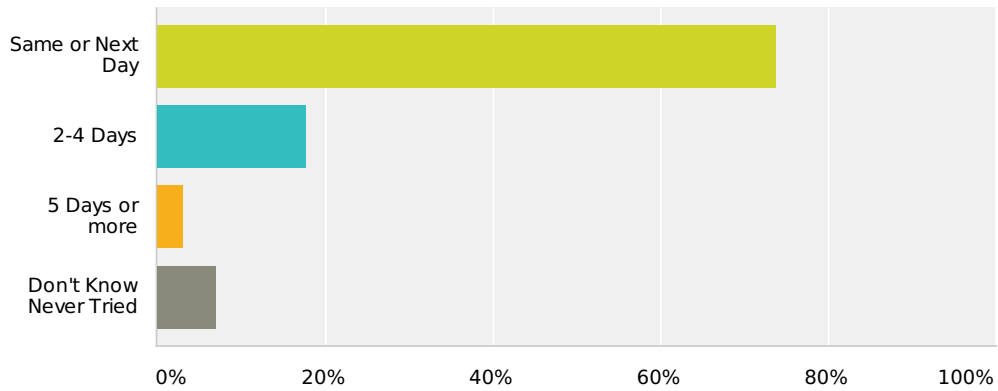
Answered: 126 Skipped: 4



Answer Choices	Responses
Same or Next Day	13.49% 17
2-4 Days	31.75% 40
5 days or more	33.33% 42
Don't Know Never Tried	22.22% 28
Total Respondents: 126	

Q10 When you are willing to see any GP how quickly do you usually get seen

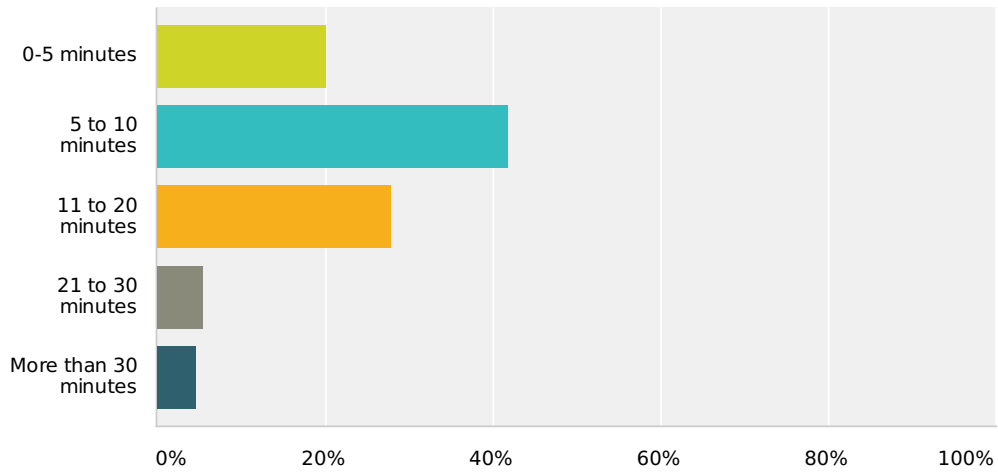
Answered: 130 Skipped: 0



Answer Choices	Responses
Same or Next Day	73.85% 96
2-4 Days	17.69% 23
5 Days or more	3.08% 4
Don't Know Never Tried	6.92% 9
Total Respondents: 130	

Q11 On your recent visit to the Practice how long did you wait to be seen, after your appointment time

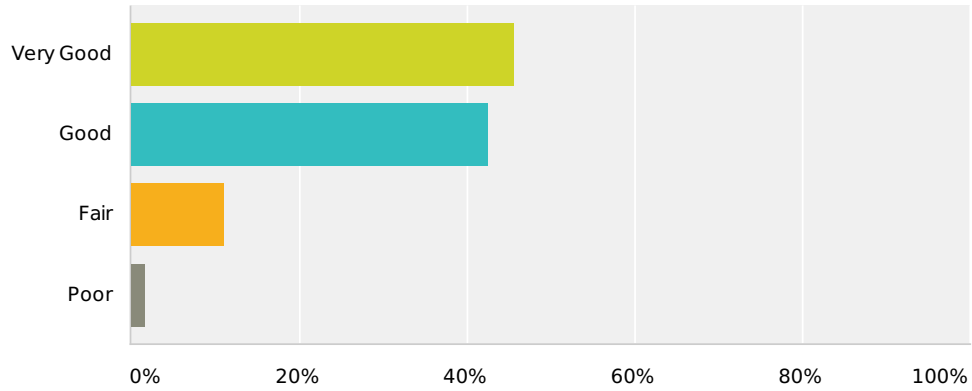
Answered: 129 Skipped: 1



Answer Choices	Responses	
0-5 minutes	20.16%	26
5 to 10 minutes	41.86%	54
11 to 20 minutes	27.91%	36
21 to 30 minutes	5.43%	7
More than 30 minutes	4.65%	6
Total Respondents: 129		

Q12 When last visiting your GP, were you given enough time

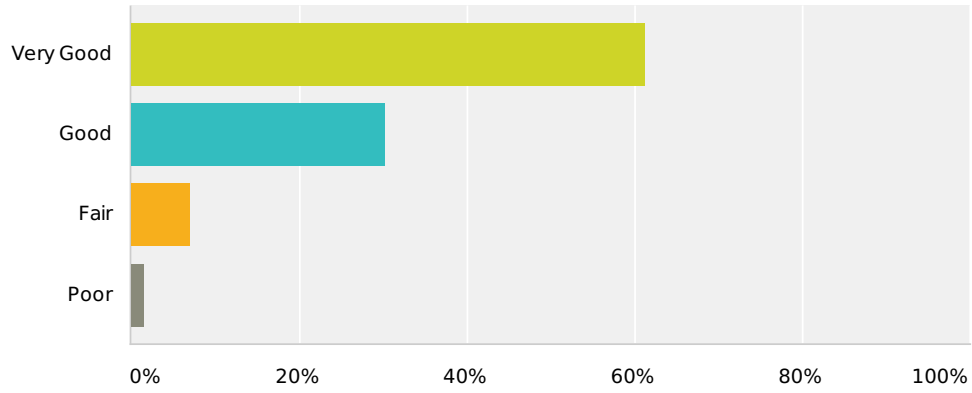
Answered: 127 Skipped: 3



Answer Choices	Responses
Very Good	45.67% 58
Good	42.52% 54
Fair	11.02% 14
Poor	1.57% 2
Total Respondents: 127	

Q13 When last visiting your GP did he/she listen to you

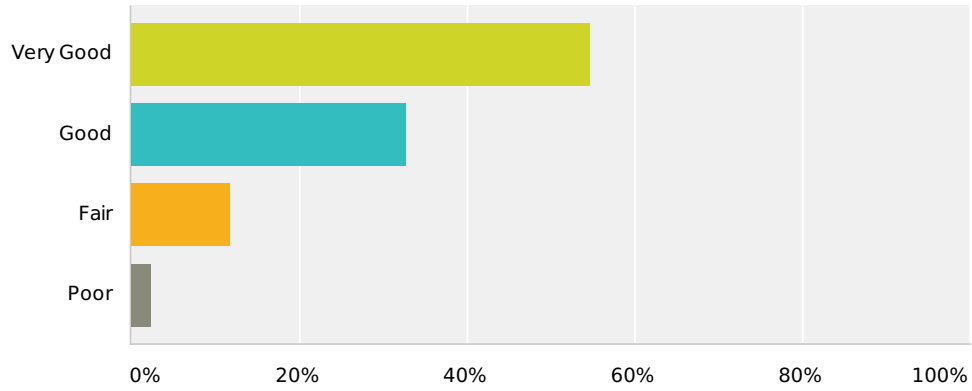
Answered: 129 Skipped: 1



Answer Choices	Responses
Very Good	61.24% 79
Good	30.23% 39
Fair	6.98% 9
Poor	1.55% 2
Total Respondents: 129	

Q14 When visiting your GP did you feel the results regarding tests and treatments was explained

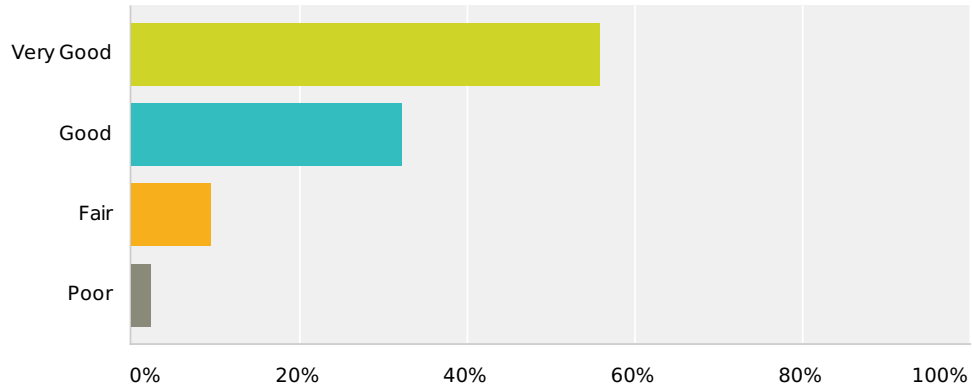
Answered: 128 Skipped: 2



Answer Choices	Responses
Very Good	54.69% 70
Good	32.81% 42
Fair	11.72% 15
Poor	2.34% 3
Total Respondents: 128	

Q15 When visiting your GP did you feel involved in the decisions about your care

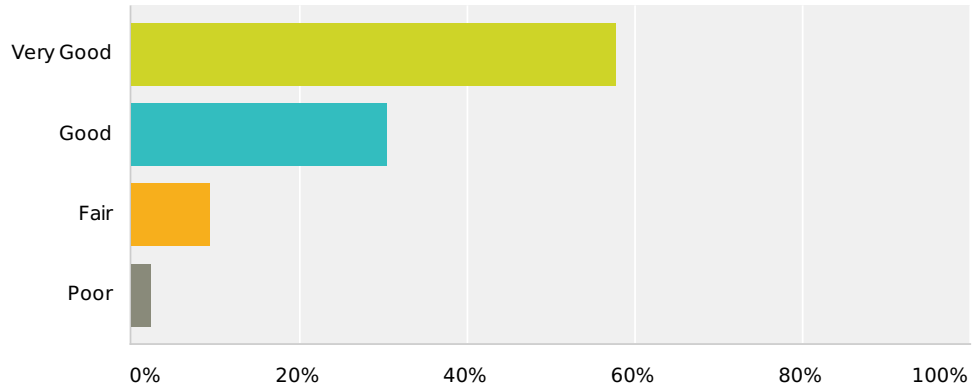
Answered: 127 Skipped: 3



Answer Choices	Responses
Very Good	55.91% 71
Good	32.28% 41
Fair	9.45% 12
Poor	2.36% 3
Total Respondents: 127	

Q16 When visiting your GP did you feel that you were treated with care and concern

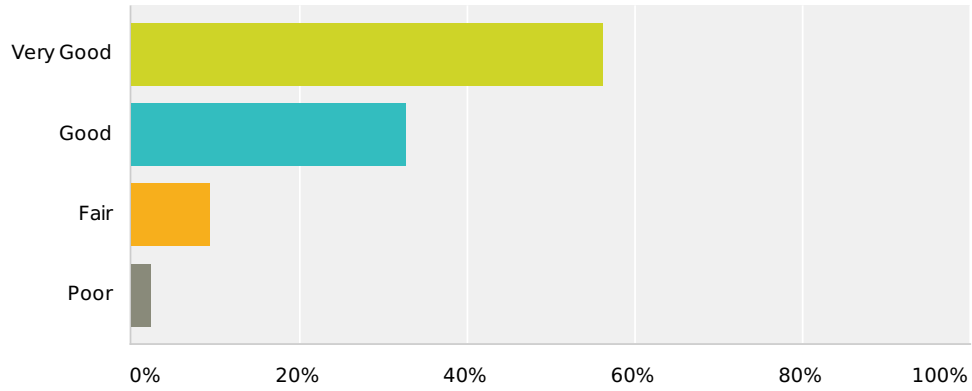
Answered: 128 Skipped: 2



Answer Choices	Responses
Very Good	57.81% 74
Good	30.47% 39
Fair	9.38% 12
Poor	2.34% 3
Total Respondents: 128	

Q17 When visiting your GP did you have confidence and trust in the GP that you saw or spoke to

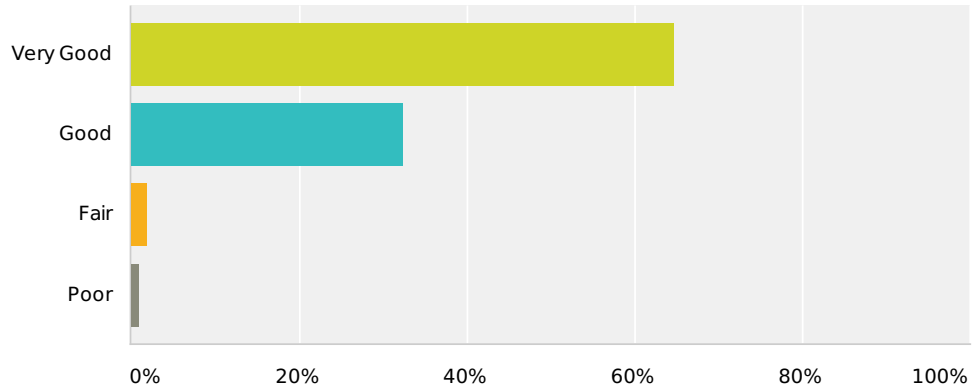
Answered: 128 Skipped: 2



Answer Choices	Responses
Very Good	56.25% 72
Good	32.81% 42
Fair	9.38% 12
Poor	2.34% 3
Total Respondents: 128	

Q18 When last visiting the Practice Nurse, were you given enough time

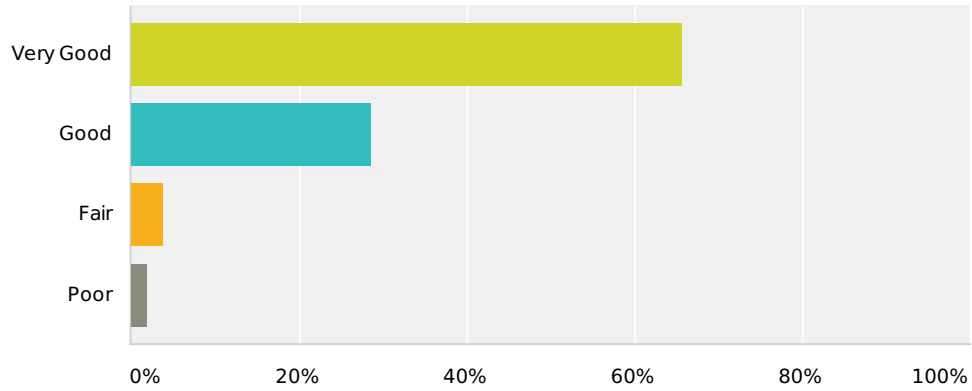
Answered: 105 Skipped: 25



Answer Choices	Responses
Very Good	64.76% 68
Good	32.38% 34
Fair	1.90% 2
Poor	0.95% 1
Total Respondents: 105	

Q19 When last visiting the Practice Nurse, did she listen to you

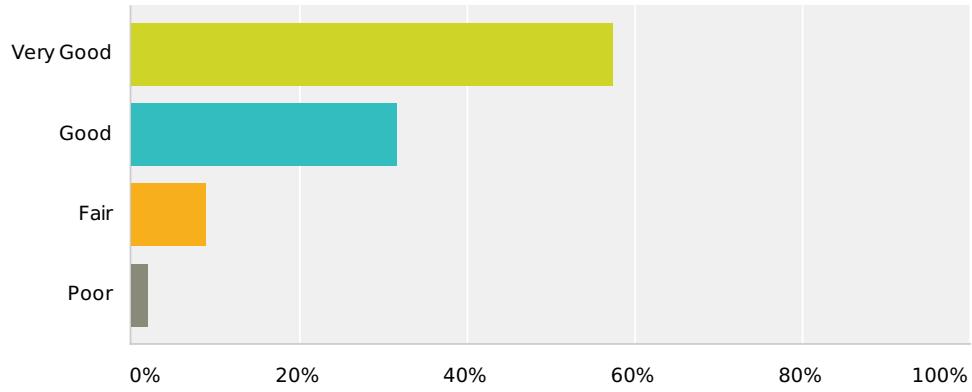
Answered: 105 Skipped: 25



Answer Choices	Responses
Very Good	65.71% 69
Good	28.57% 30
Fair	3.81% 4
Poor	1.90% 2
Total Respondents: 105	

Q20 When last visiting the Practice Nurse, did you feel that the results regarding tests and treatments was explained

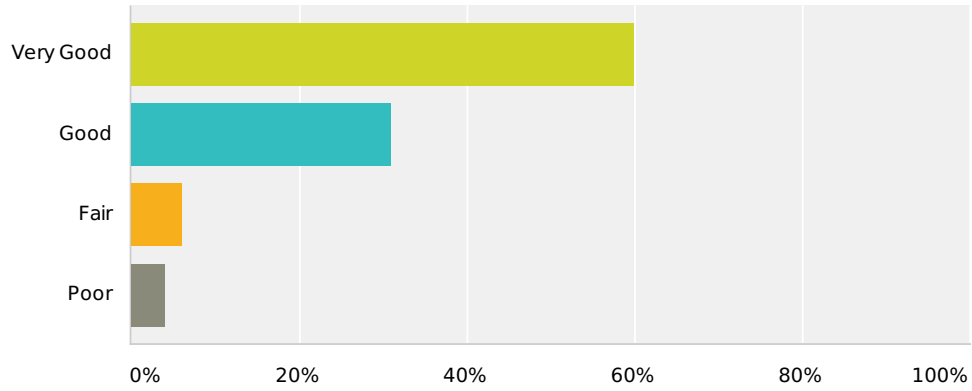
Answered: 101 Skipped: 29



Answer Choices	Responses	
Very Good	57.43%	58
Good	31.68%	32
Fair	8.91%	9
Poor	1.98%	2
Total Respondents: 101		

Q21 When last visiting the Practice Nurse, did you feel involved in the decisions about your care

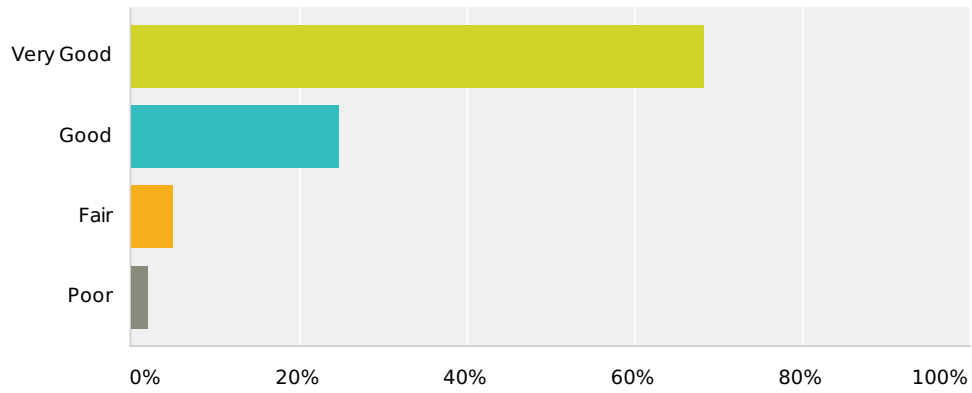
Answered: 100 Skipped: 30



Answer Choices	Responses
Very Good	60% 60
Good	31% 31
Fair	6% 6
Poor	4% 4
Total Respondents: 100	

Q22 When last visiting the Practice Nurse, did you feel that you were treated with care and concern

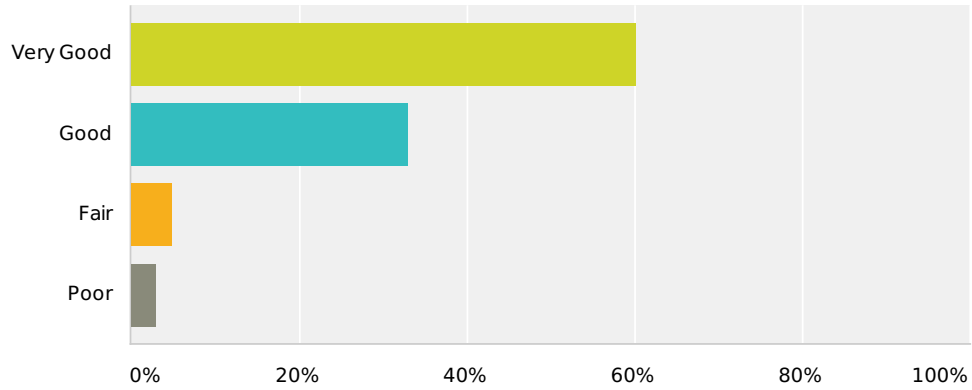
Answered: 101 Skipped: 29



Answer Choices	Responses
Very Good	68.32% 69
Good	24.75% 25
Fair	4.95% 5
Poor	1.98% 2
Total Respondents: 101	

Q23 When last visiting the Practice Nurse, did you have confidence and trust in the Nurse that you saw or spoke to

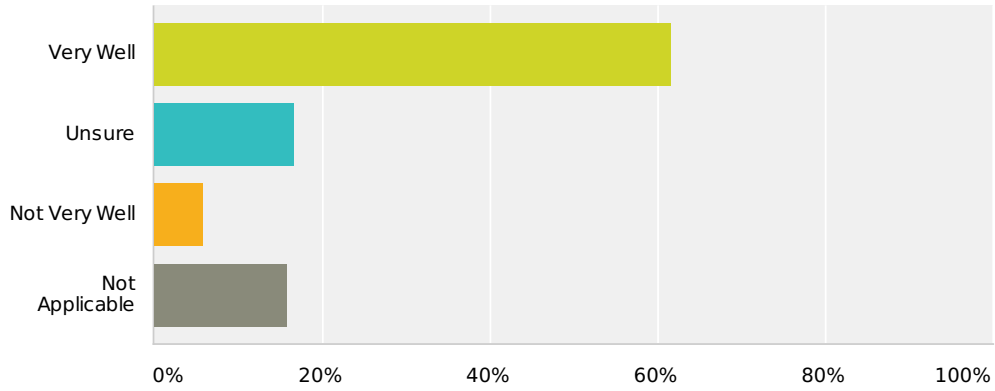
Answered: 103 Skipped: 27



Answer Choices	Responses	
Very Good	60.19%	62
Good	33.01%	34
Fair	4.85%	5
Poor	2.91%	3
Total Respondents: 103		

Q24 How well do you feel that the clinical team help you to understand your health problems

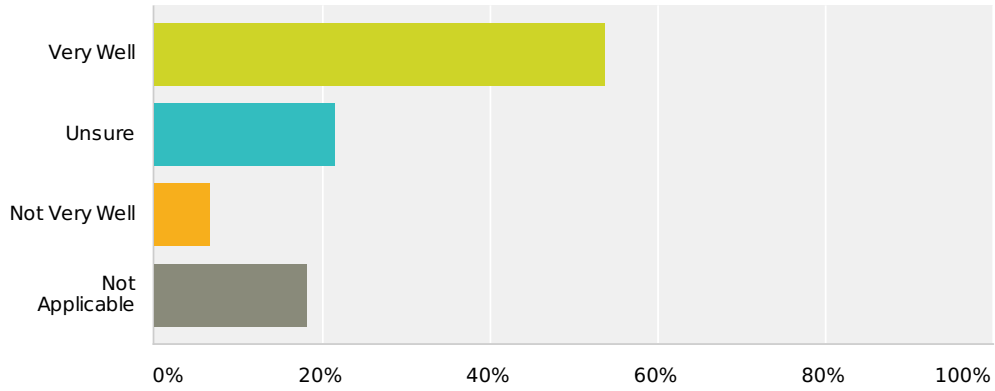
Answered: 120 Skipped: 10



Answer Choices	Responses
Very Well	61.67% 74
Unsure	16.67% 20
Not Very Well	5.83% 7
Not Applicable	15.83% 19
Total Respondents: 120	

Q25 How well do you feel that the clinical team help you to keep yourself healthy

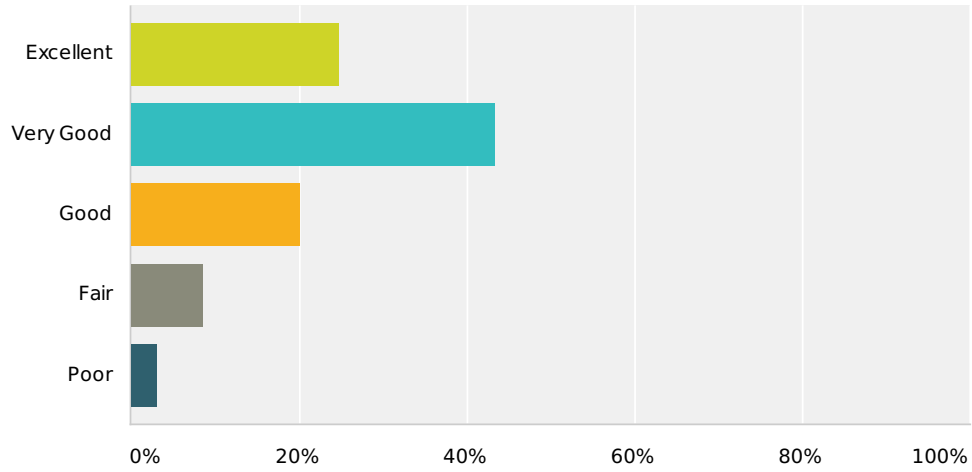
Answered: 121 Skipped: 9



Answer Choices	Responses
Very Well	53.72% 65
Unsure	21.49% 26
Not Very Well	6.61% 8
Not Applicable	18.18% 22
Total Respondents: 121	

Q26 How would you best describe the overall experience of Dolphins Practice

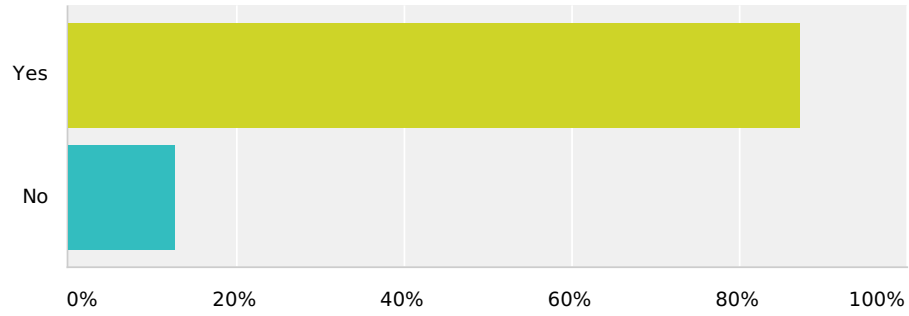
Answered: 129 Skipped: 1



Answer Choices	Responses
Excellent	24.81% 32
Very Good	43.41% 56
Good	20.16% 26
Fair	8.53% 11
Poor	3.10% 4
Total Respondents: 129	

Q27 Would you recommend Dolphins Practice to someone who has just moved to the area

Answered: 126 Skipped: 4



Answer Choices	Responses
Yes	87.30% 110
No	12.70% 16
Total Respondents: 126	

**Q28 In your experience of the NHS
Services that you have used, what
works well**

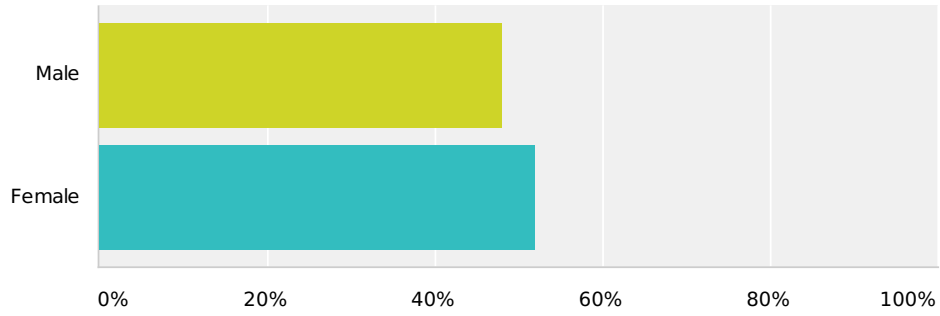
Answered: 130 Skipped: 0

Q29 In your experience of the NHS Services that you have used, what works badly

Answered: 130 Skipped: 0

Q30 It will help us understand your answers if you could tell us a little more about yourself - Are You

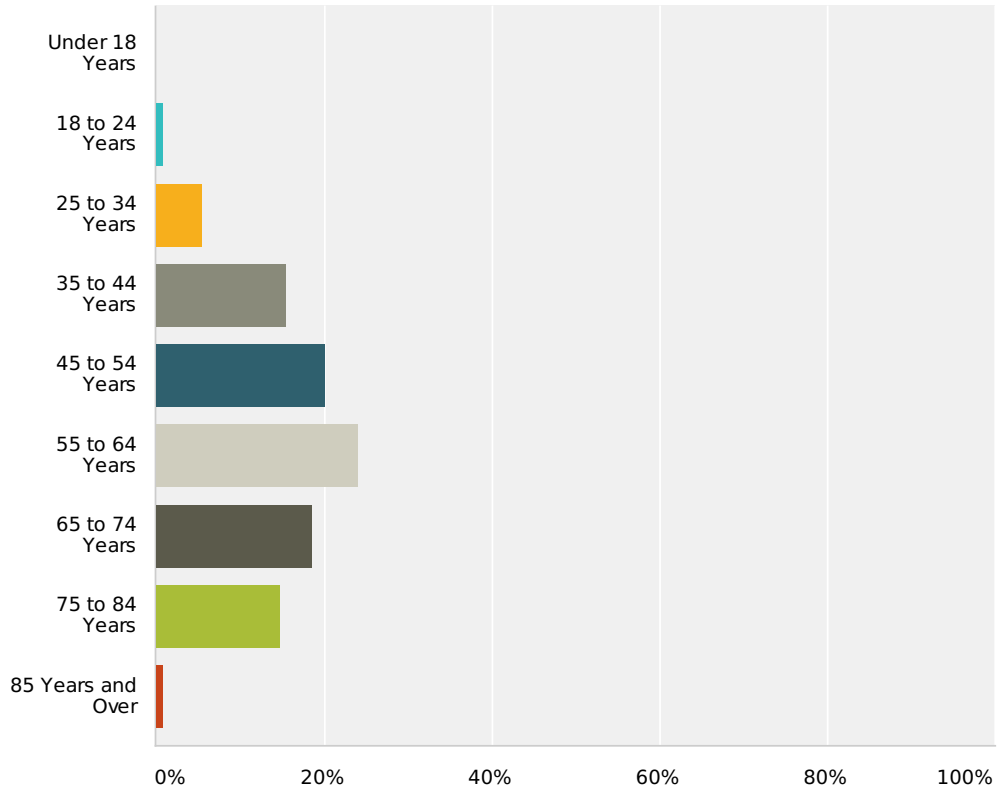
Answered: 129 Skipped: 1



Answer Choices	Responses
Male	48.06% 62
Female	51.94% 67
Total Respondents: 129	

Q31 How old are you

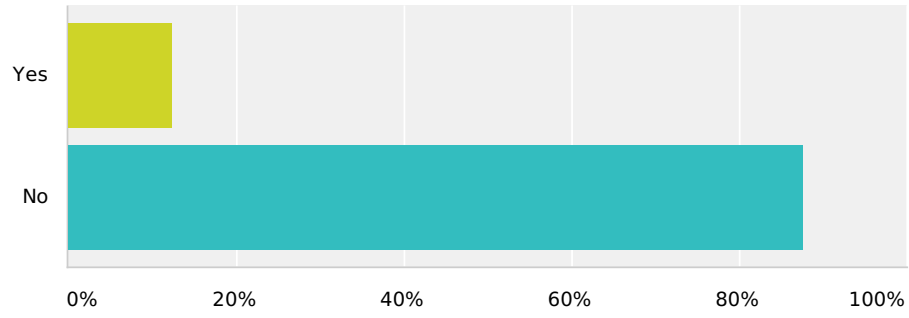
Answered: 129 Skipped: 1



Answer Choices	Responses
Under 18 Years	0% 0
18 to 24 Years	0.78% 1
25 to 34 Years	5.43% 7
35 to 44 Years	15.50% 20
45 to 54 Years	20.16% 26
55 to 64 Years	24.03% 31
65 to 74 Years	18.60% 24
75 to 84 Years	14.73% 19
85 Years and Over	0.78% 1
Total Respondents: 129	

Q32 Do you consider yourself to have a disability

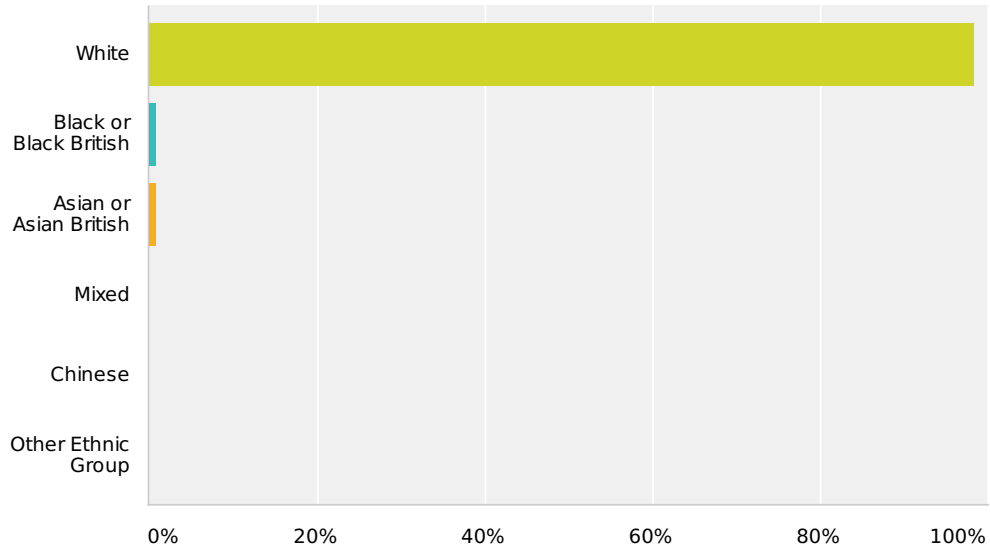
Answered: 129 Skipped: 1



Answer Choices	Responses	
Yes	12.40%	16
No	87.60%	113
Total Respondents: 129		

Q33 What best describes your ethnic group

Answered: 126 Skipped: 4



Answer Choices	Responses
White	98.41% 124
Black or Black British	0.79% 1
Asian or Asian British	0.79% 1
Mixed	0% 0
Chinese	0% 0
Other Ethnic Group	0% 0
Total Respondents: 126	