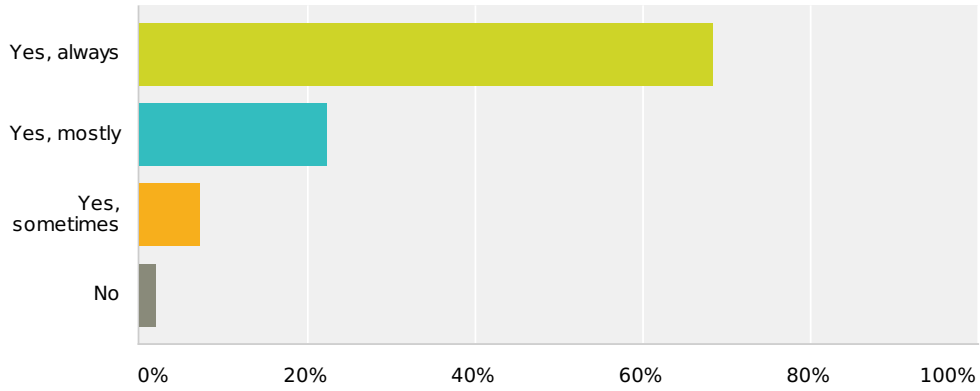


Q1 Do you feel that you are treated with respect and dignity when you attend the Practice?

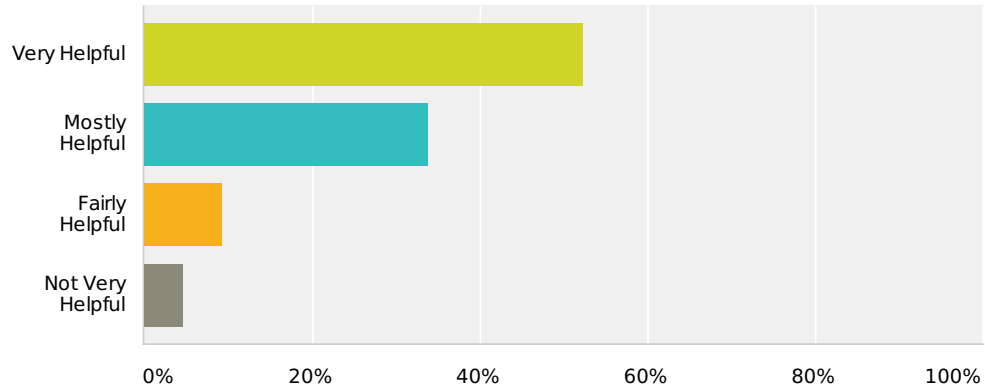
Answered: 152 Skipped: 0



Answer Choices	Responses
Yes, always	68.42% 104
Yes, mostly	22.37% 34
Yes, sometimes	7.24% 11
No	1.97% 3
Total Respondents: 152	

Q2 Do you find the Dolphins Staff helpful?

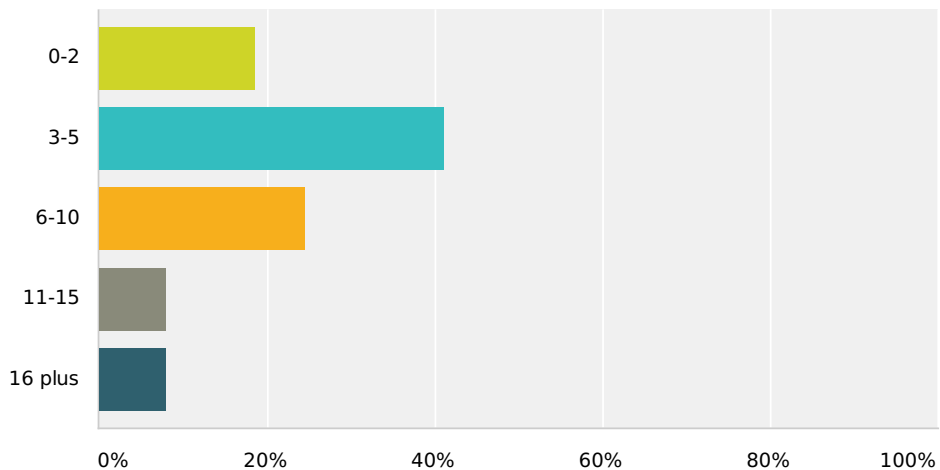
Answered: 151 Skipped: 1



Answer Choices	Responses
Very Helpful	52.32% 79
Mostly Helpful	33.77% 51
Fairly Helpful	9.27% 14
Not Very Helpful	4.64% 7
Total Respondents: 151	

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

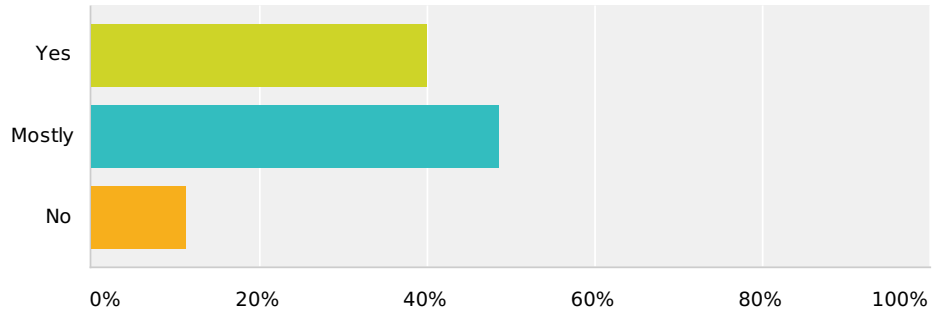
Answered: 151 Skipped: 1



Answer Choices	Responses
0-2	18.54% 28
3-5	41.06% 62
6-10	24.50% 37
11-15	7.95% 12
16 plus	7.95% 12
Total Respondents: 151	

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

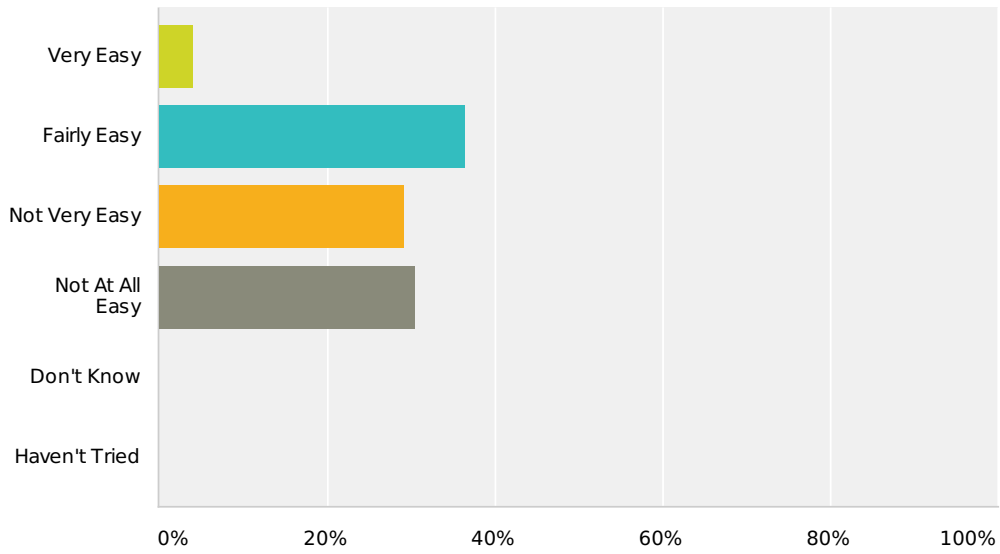
Answered: 150 Skipped: 2



Answer Choices	Responses	
Yes	40%	60
Mostly	48.67%	73
No	11.33%	17
Total Respondents: 150		

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

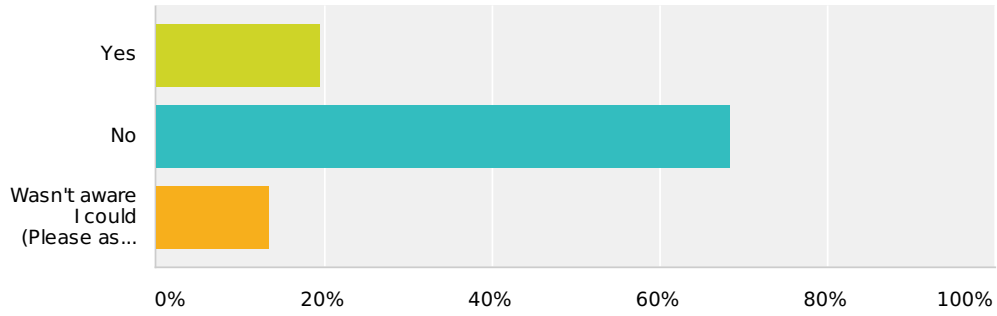
Answered: 151 Skipped: 1



Answer Choices	Responses	
Very Easy	3.97%	6
Fairly Easy	36.42%	55
Not Very Easy	29.14%	44
Not At All Easy	30.46%	46
Don't Know	0%	0
Haven't Tried	0%	0
Total Respondents: 151		

Q6 Have you used the internet to book an appointment?

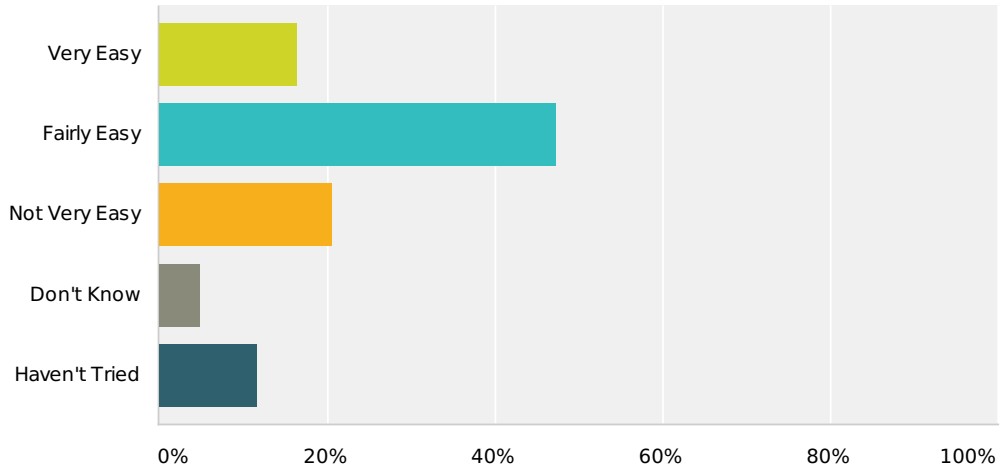
Answered: 149 Skipped: 3



Answer Choices	Responses
Yes	19.46% 29
No	68.46% 102
Wasn't aware I could (Please ask at Reception For Details)	13.42% 20
Total Respondents: 149	

Q7 How easy is it to speak with a Doctor or Nurse?

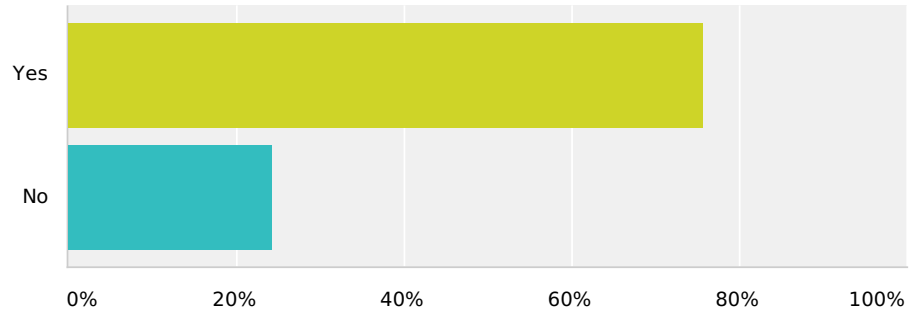
Answered: 146 Skipped: 6



Answer Choices	Responses
Very Easy	16.44% 24
Fairly Easy	47.26% 69
Not Very Easy	20.55% 30
Don't Know	4.79% 7
Haven't Tried	11.64% 17
Total Respondents: 146	

Q8 If you need to see a GP urgently, are you normally seen on the same day?

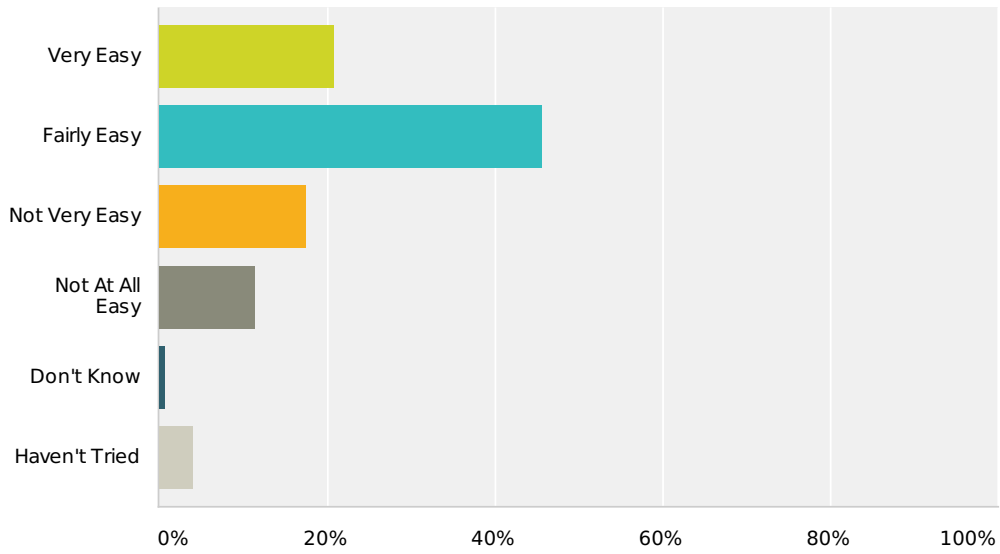
Answered: 132 Skipped: 20



Answer Choices	Responses
Yes	75.76% 100
No	24.24% 32
Total Respondents: 132	

Q9 How easy is it to book an appointment ahead?

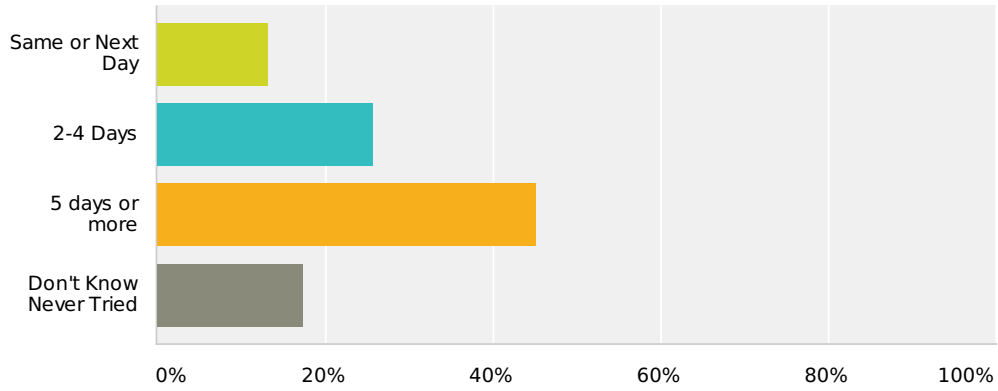
Answered: 149 Skipped: 3



Answer Choices	Responses
Very Easy	20.81% 31
Fairly Easy	45.64% 68
Not Very Easy	17.45% 26
Not At All Easy	11.41% 17
Don't Know	0.67% 1
Haven't Tried	4.03% 6
Total Respondents: 149	

Q10 When you want to see a particular GP how quickly do you usually get seen?

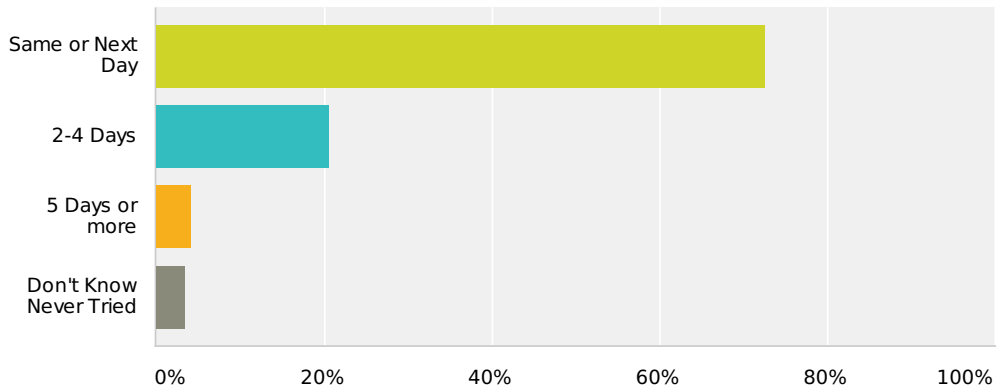
Answered: 144 Skipped: 8



Answer Choices	Responses
Same or Next Day	13.19% 19
2-4 Days	25.69% 37
5 days or more	45.14% 65
Don't Know Never Tried	17.36% 25
Total Respondents: 144	

Q11 When you are willing to see any GP how quickly do you usually get seen?

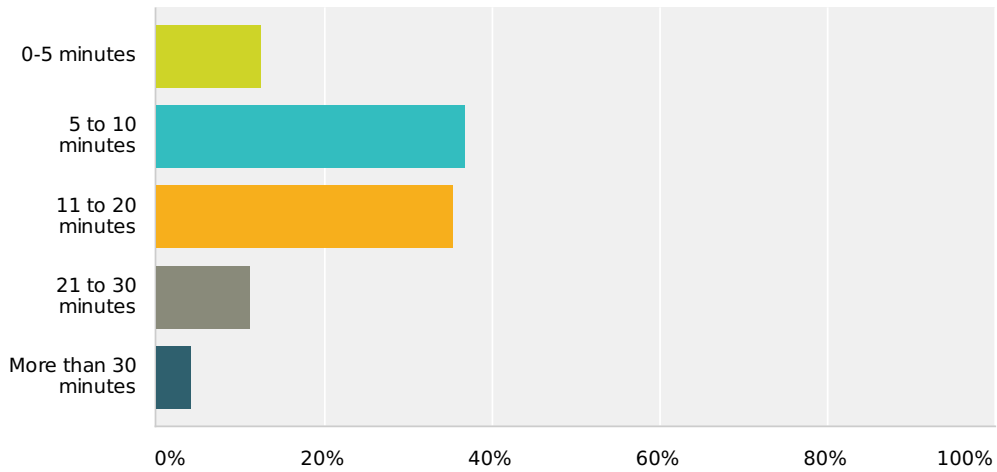
Answered: 146 Skipped: 6



Answer Choices	Responses
Same or Next Day	72.60% 106
2-4 Days	20.55% 30
5 Days or more	4.11% 6
Don't Know Never Tried	3.42% 5
Total Respondents: 146	

Q12 On your recent visit to the Practice how long did you wait to be seen, after your appointment time?

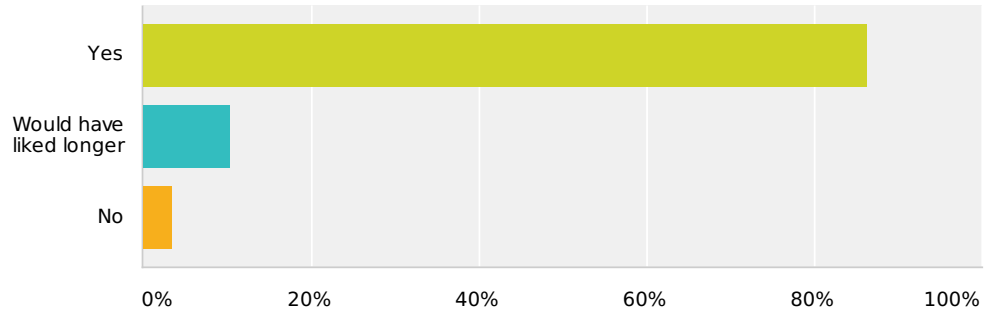
Answered: 144 Skipped: 8



Answer Choices	Responses
0-5 minutes	12.50% 18
5 to 10 minutes	36.81% 53
11 to 20 minutes	35.42% 51
21 to 30 minutes	11.11% 16
More than 30 minutes	4.17% 6
Total Respondents: 144	

Q13 When last visiting your GP, were you given enough time?

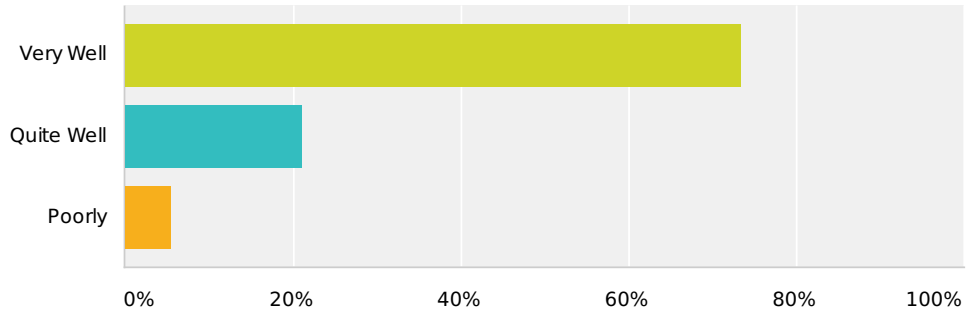
Answered: 146 Skipped: 6



Answer Choices	Responses	
Yes	86.30%	126
Would have liked longer	10.27%	15
No	3.42%	5
Total Respondents: 146		

Q14 When last visiting your GP did he/she listen to you?

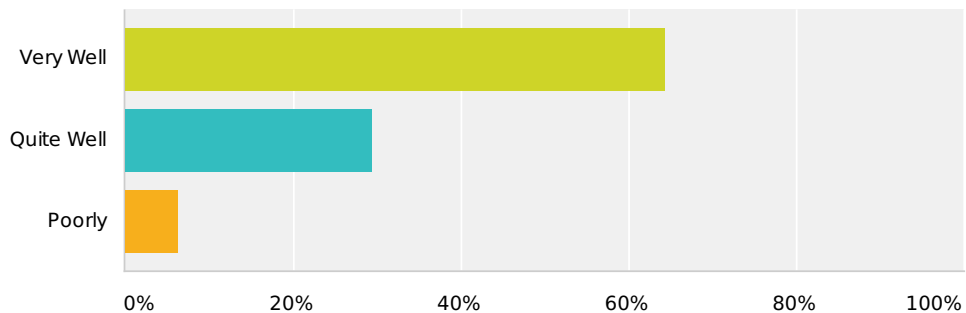
Answered: 147 Skipped: 5



Answer Choices	Responses	
Very Well	73.47%	108
Quite Well	21.09%	31
Poorly	5.44%	8
Total Respondents: 147		

Q15 When last visiting your GP did you feel the results regarding tests and treatments were explained

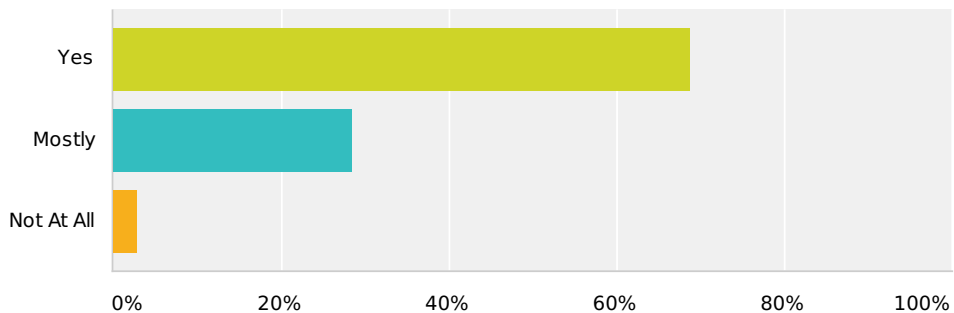
Answered: 143 Skipped: 9



Answer Choices	Responses
Very Well	64.34% 92
Quite Well	29.37% 42
Poorly	6.29% 9
Total Respondents: 143	

Q16 When last visiting your GP did you feel involved in the decisions about your care?

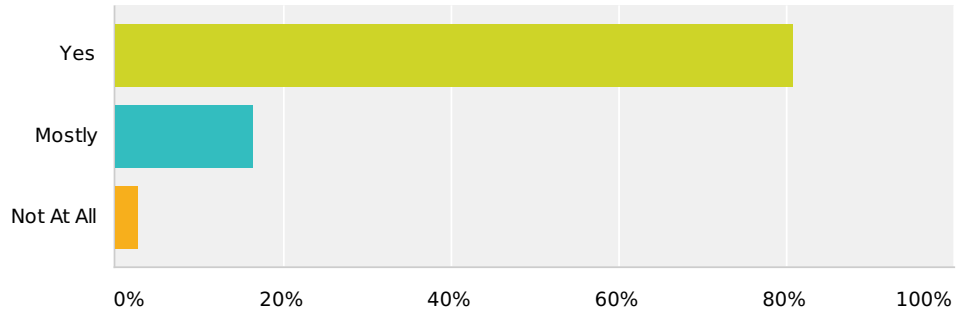
Answered: 144 Skipped: 8



Answer Choices	Responses
Yes	68.75% 99
Mostly	28.47% 41
Not At All	2.78% 4
Total Respondents: 144	

Q17 When last visiting your GP did you feel that you were treated with care and concern?

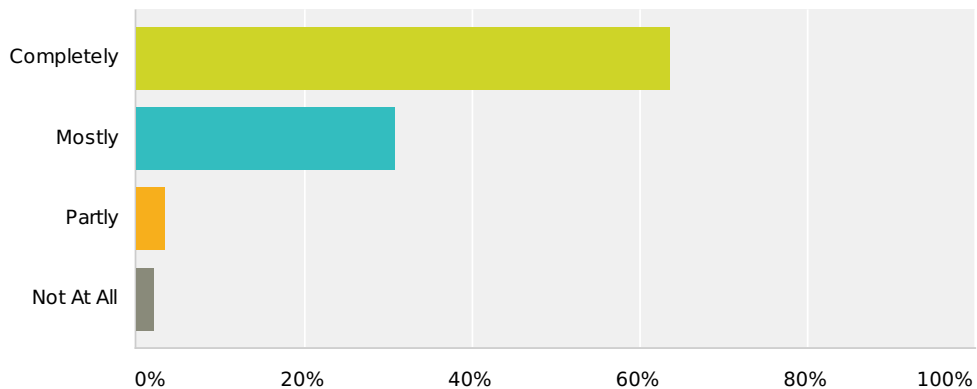
Answered: 146 Skipped: 6



Answer Choices	Responses
Yes	80.82% 118
Mostly	16.44% 24
Not At All	2.74% 4
Total Respondents: 146	

Q18 When last visiting your GP did you have confidence and trust in the GP that you saw or spoke to?

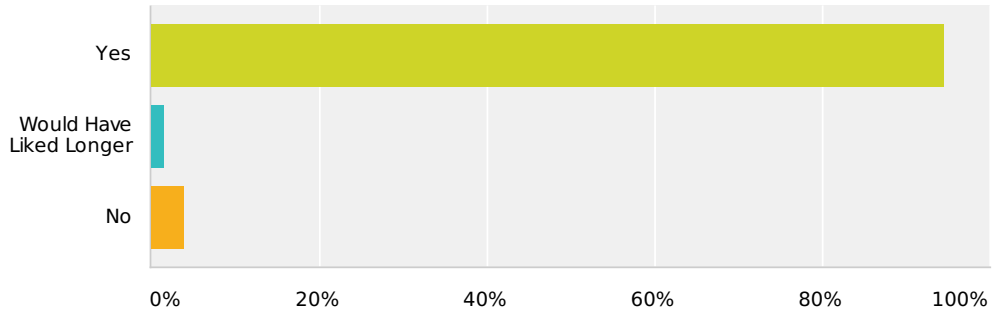
Answered: 146 Skipped: 6



Answer Choices	Responses
Completely	63.70% 93
Mostly	30.82% 45
Partly	3.42% 5
Not At All	2.05% 3
Total Respondents: 146	

Q19 When last visiting the Practice Nurse, were you given enough time?

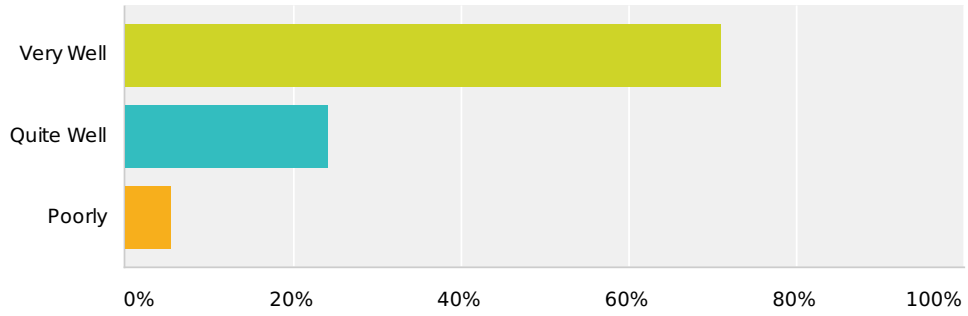
Answered: 129 Skipped: 23



Answer Choices	Responses
Yes	94.57% 122
Would Have Liked Longer	1.55% 2
No	3.88% 5
Total Respondents: 129	

Q20 When last visiting the Practice Nurse, did she listen to you?

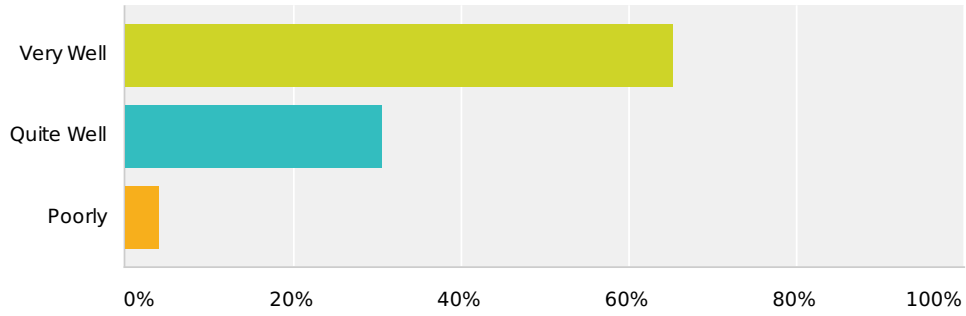
Answered: 128 Skipped: 24



Answer Choices	Responses	
Very Well	71.09%	91
Quite Well	24.22%	31
Poorly	5.47%	7
Total Respondents: 128		

Q21 When last visiting the Practice Nurse, did you feel that the results regarding tests and treatments were explained?

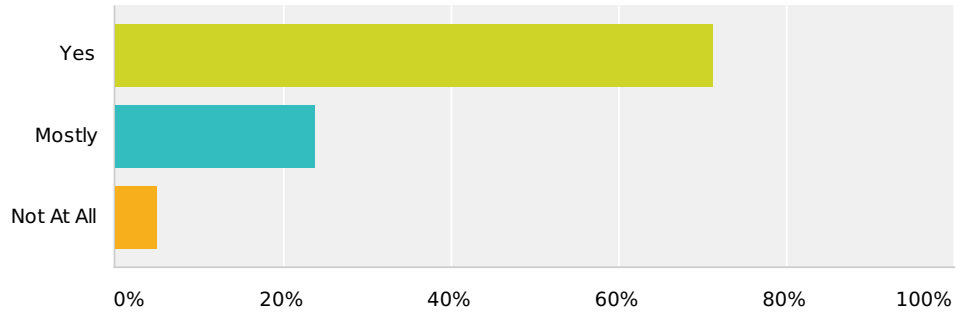
Answered: 124 Skipped: 28



Answer Choices	Responses
Very Well	65.32% 81
Quite Well	30.65% 38
Poorly	4.03% 5
Total Respondents: 124	

Q22 When last visiting the Practice Nurse, did you feel involved in the decisions about your care?

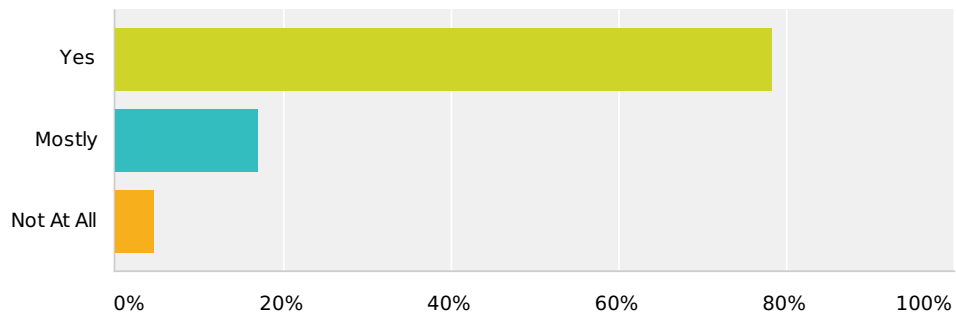
Answered: 122 Skipped: 30



Answer Choices	Responses
Yes	71.31% 87
Mostly	23.77% 29
Not At All	4.92% 6
Total Respondents: 122	

Q23 When last visiting the Practice Nurse, did you feel that you were treated with care and concern?

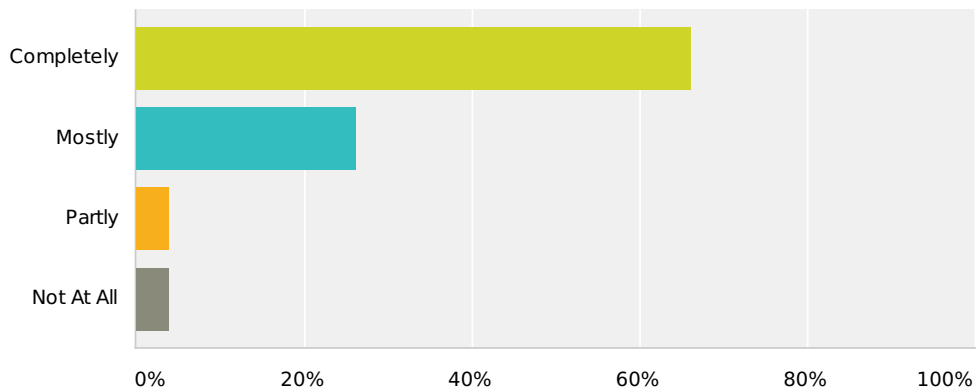
Answered: 129 Skipped: 23



Answer Choices	Responses
Yes	78.29% 101
Mostly	17.05% 22
Not At All	4.65% 6
Total Respondents: 129	

Q24 When last visiting the Practice Nurse, did you have confidence and trust in the Nurse that you saw or spoke to?

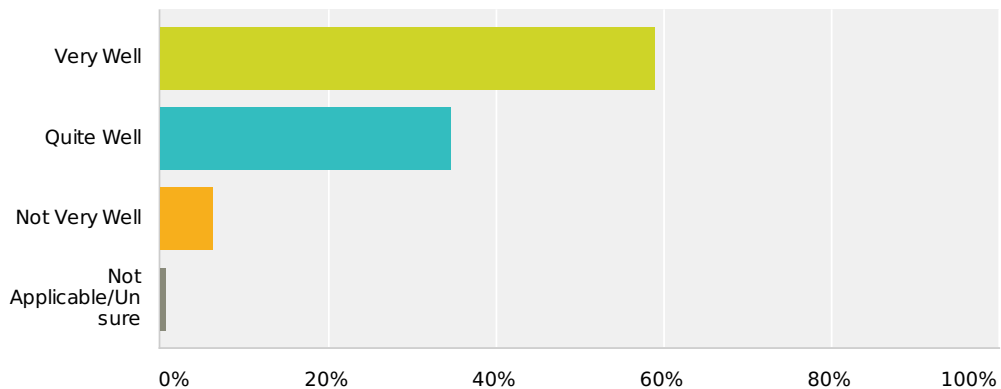
Answered: 130 Skipped: 22



Answer Choices	Responses	
Completely	66.15%	86
Mostly	26.15%	34
Partly	3.85%	5
Not At All	3.85%	5
Total Respondents: 130		

Q25 How well do you feel that the doctors and nurses help you to understand your health problems?

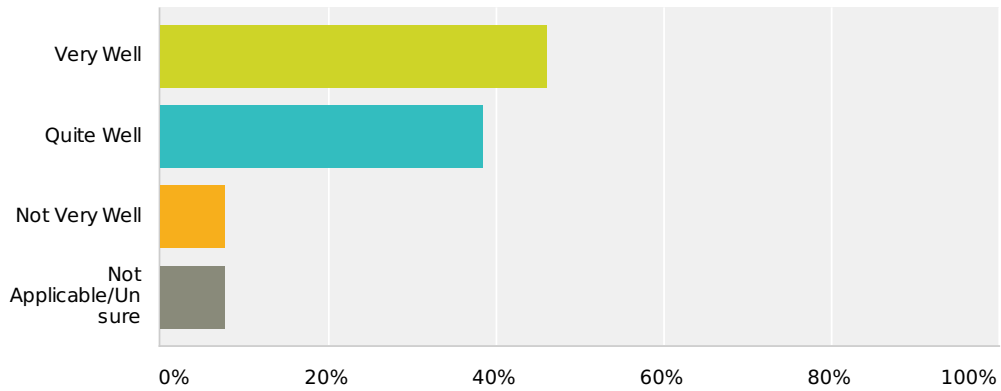
Answered: 144 Skipped: 8



Answer Choices	Responses
Very Well	59.03% 85
Quite Well	34.72% 50
Not Very Well	6.25% 9
Not Applicable/Unsure	0.69% 1
Total Respondents: 144	

Q26 How well do you feel that the doctors and nurses help you to keep yourself healthy?

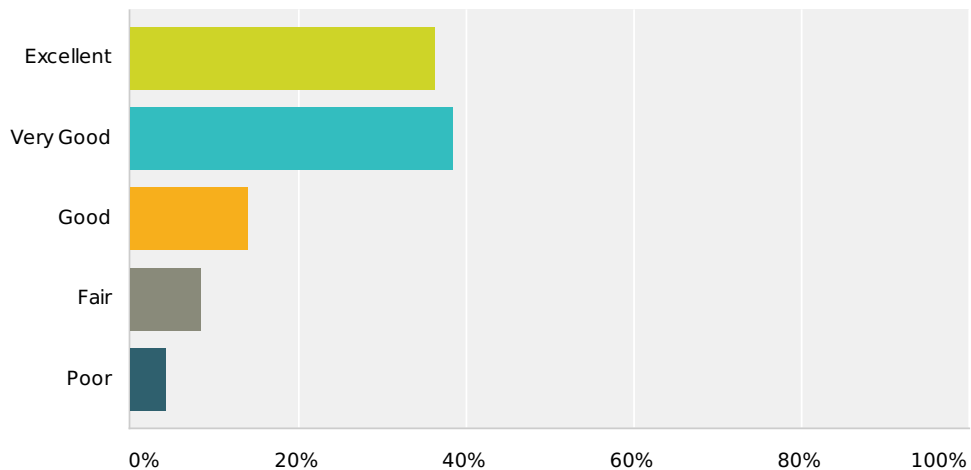
Answered: 143 Skipped: 9



Answer Choices	Responses
Very Well	46.15% 66
Quite Well	38.46% 55
Not Very Well	7.69% 11
Not Applicable/Unsure	7.69% 11
Total Respondents: 143	

Q27 How would you best describe the overall experience of Dolphins Practice?

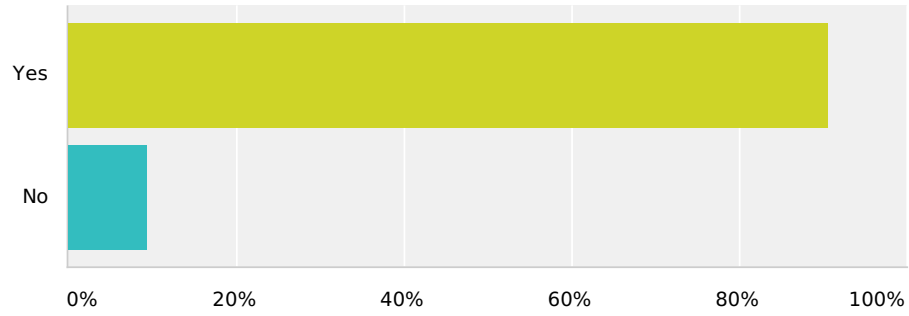
Answered: 143 Skipped: 9



Answer Choices	Responses
Excellent	36.36% 52
Very Good	38.46% 55
Good	13.99% 20
Fair	8.39% 12
Poor	4.20% 6
Total Respondents: 143	

Q28 Would you recommend Dolphins Practice to someone who has just moved to the area?

Answered: 139 Skipped: 13



Answer Choices	Responses
Yes	90.65% 126
No	9.35% 13
Total Respondents: 139	

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

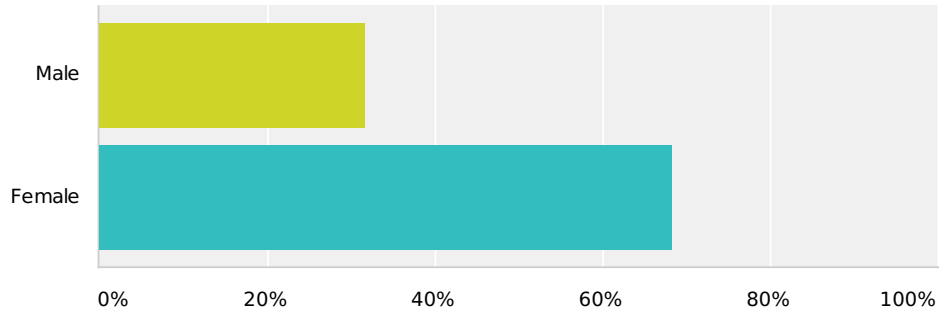
Answered: 152 Skipped: 0

**Q30 In your experience of the NHS
Services that you have used, what
works badly?**

Answered: 152 Skipped: 0

Q31 It will help us understand your answers if you could tell us a little more about yourself - are you

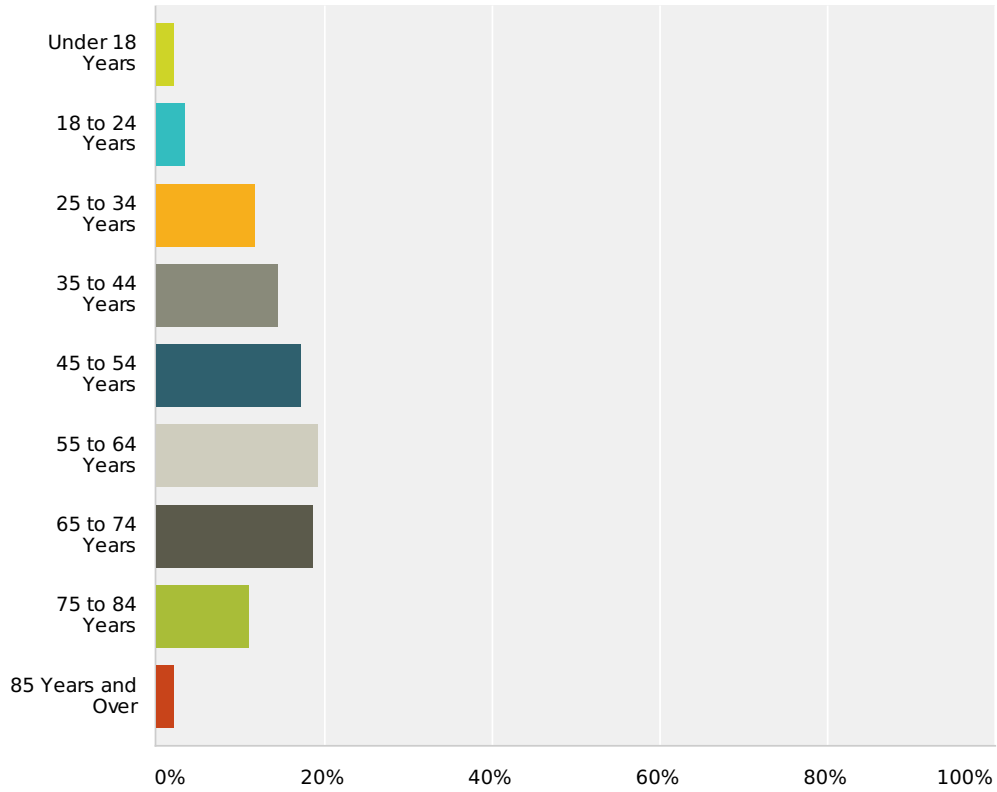
Answered: 142 Skipped: 10



Answer Choices	Responses
Male	31.69% 45
Female	68.31% 97
Total Respondents: 142	

Q32 How old are you

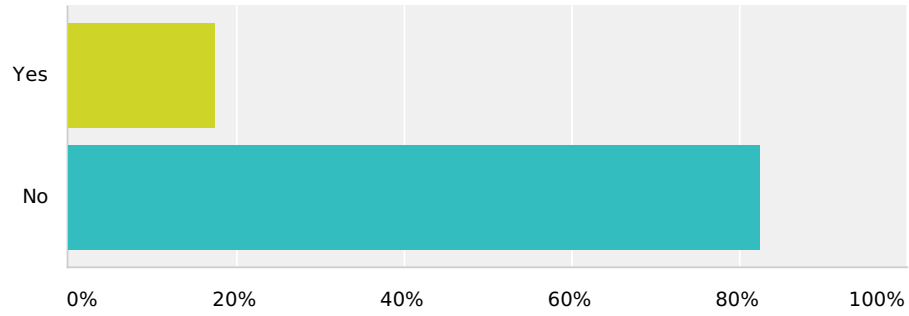
Answered: 145 Skipped: 7



Answer Choices	Responses
Under 18 Years	2.07% 3
18 to 24 Years	3.45% 5
25 to 34 Years	11.72% 17
35 to 44 Years	14.48% 21
45 to 54 Years	17.24% 25
55 to 64 Years	19.31% 28
65 to 74 Years	18.62% 27
75 to 84 Years	11.03% 16
85 Years and Over	2.07% 3
Total Respondents: 145	

Q33 Do you consider yourself to have a disability

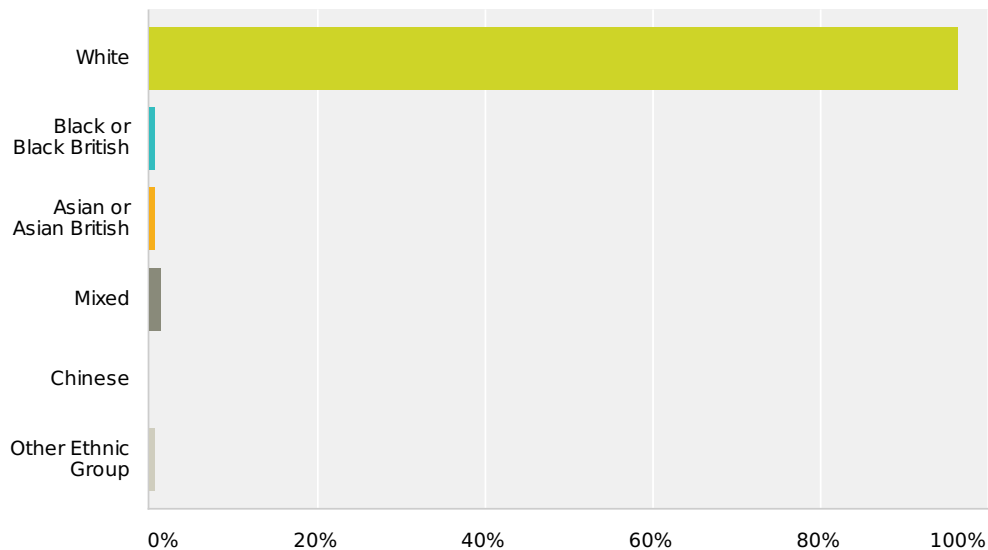
Answered: 143 Skipped: 9



Answer Choices	Responses	
Yes	17.48%	25
No	82.52%	118
Total Respondents: 143		

Q34 What best describes your ethnic group

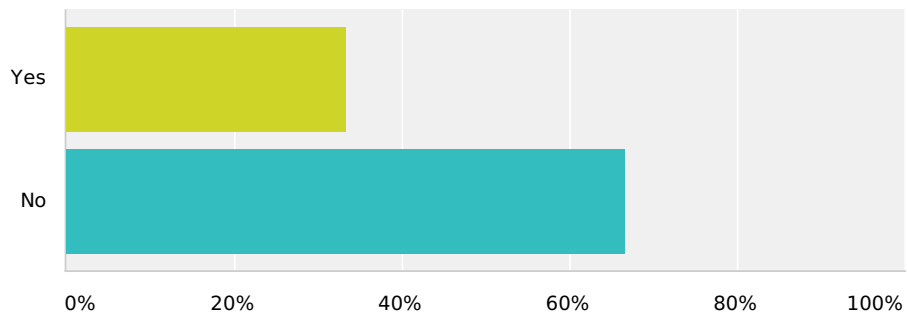
Answered: 143 Skipped: 9



Answer Choices	Responses
White	96.50% 138
Black or Black British	0.70% 1
Asian or Asian British	0.70% 1
Mixed	1.40% 2
Chinese	0% 0
Other Ethnic Group	0.70% 1
Total Respondents: 143	

Q35 Did you know that the Dolphin's Practice Patient Participation Group can help with your non-medical concerns/questions/queries?

Answered: 144 Skipped: 8



Answer Choices	Responses
Yes	33.33% 48
No	66.67% 96
Total Respondents: 144	