

Appendix

Additional Questions with answers by Age and Sex

Q47 Comfort Level of Waiting Room?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	99	37.1	48	49.0	51	30.4	18	27.3	81	40.3
Very good	116	43.4	31	31.6	84	50.0	30	45.5	86	42.8
Good	42	15.7	16	16.3	26	15.5	14	21.2	28	13.9
Fair	8	3.0	2	2.0	6	3.6	3	4.5	5	2.5
Poor	1	0.4	1	1.0	0	0.0	0	0.0	1	0.5
Very poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
No answer	1	0.4	0	0.0	1	0.6	1	1.5	0	0.0
Total	267	100	98	100	168	100	66	100	201	100

Q48 Respect shown for your privacy and confidentiality?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	140	52.2	52	53.1	88	52.1	31	47.0	109	54.0
Very good	88	32.8	34	34.7	54	32.0	20	30.3	68	33.7
Good	27	10.1	7	7.1	19	11.2	9	13.6	18	8.9
Fair	8	3.0	3	3.1	5	3.0	5	7.6	3	1.5
Poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Very poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
No answer	5	1.9	2	2.0	3	1.8	1	1.5	4	2.0
Total	268	100.0	98	100.0	169	100.0	66	100.0	202	100.0

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Q49 The opportunity for making compliments or complaints to this Practice, about its service and quality of care?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	96	35.8	34	34.7	62	36.7	23	34.8	73	36.1
Very good	70	26.1	24	24.5	46	27.2	13	19.7	57	28.2
Good	26	9.7	10	10.2	15	8.9	8	12.1	18	8.9
Fair	8	3.0	3	3.1	5	3.0	3	4.5	5	2.5
Poor	1	0.4	0	0.0	1	0.6	1	1.5	0	0.0
Very poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
No answer	67	25.0	27	27.6	40	23.7	18	27.3	49	24.3
Total	268	100	98	100	169	100	66	100	202	100

Q50 The information provided by this Practice on health promotion issues (i.e. risks of smoking, alcohol use etc)?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	107	39.9	43	43.9	64	37.9	27	40.9	80	39.6
Very good	83	31.0	31	31.6	52	30.8	19	28.8	64	31.7
Good	32	11.9	12	12.2	19	11.2	9	13.6	23	11.4
Fair	3	1.1	1	1.0	2	1.2	1	1.5	2	1.0
Poor	1	0.4	0	0.0	1	0.6	1	1.5	0	0.0
Very poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
No answer	42	15.7	11	11.2	31	18.3	9	13.6	33	16.3
Total	268	100	98	100	169	100	66	100	202	100

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Q51 How clean is the practice?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Very clean	250	93.3	95	96.9	154	91.1	56	84.8	194	96.0
Fairly clean	17	6.3	3	3.1	14	8.3	10	15.2	7	3.5
Not clean at all	1	0.4	0	0.0	1	0.6	0	0.0	1	0.5
No answer	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	268	100	98	100	169	100	66	100	202	100

Q52 In your opinion how would you rate the facilities for people with physical disabilities to move around the Practice?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	110	41.0	44	44.9	66	39.1	32	48.5	78	38.6
Very good	119	44.4	38	38.8	81	47.9	25	37.9	94	46.5
Good	31	11.6	14	14.3	16	9.5	6	9.1	25	12.4
Fair	7	2.6	2	2.0	5	3.0	2	3.0	5	2.5
Poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Very poor	1	0.4	0	0.0	1	0.6	1	1.5	0	0.0
Total	268	100	98	100	169	100	66	100	202	100

Q53 Do you find literature or correspondence from the practice easy to understand?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Very easy to understand	183	68.5	73	74.5	110	65.5	47	72.3	136	67.3
Fairly easy	58	21.7	19	19.4	38	22.6	13	20.0	45	22.3
Fairly difficult	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Very difficult	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
No answer	24	9.0	6	6.1	18	10.7	4	6.2	20	9.9
Total	241	100.0	98	100.0	168	100.0	65	100.0	202	100.0

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Q54 If you have used the online service to make appointments or order prescriptions, how would you rate this to others?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	54	20.2	20	20.4	34	20.2	13	20.0	41	20.3
Very good	24	9.0	6	6.1	18	10.7	6	9.2	18	8.9
Good	5	1.9	1	1.0	3	1.8	2	3.1	3	1.5
Fair	1	0.4	1	1.0	0	0.0	0	0.0	1	0.5
Poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Very poor	2	0.7	1	1.0	1	0.6	1	1.5	1	0.5
Does not apply	181	67.8	69	70.4	112	66.7	43	66.2	138	68.3
Total	78	100.0	98	100.0	168	100.0	65	100.0	202	100.0

Q55 Recommendation I would give to my friends about the practice?

	Total	%	Male	% Male	Female	% Female	Under 45	% Under 45	Over 45	% Over 45
Excellent	177	66.5	65	66.3	112	67.1	42	64.6	135	67.2
Very good	72	27.1	27	27.6	44	26.3	20	30.8	52	25.9
Good	12	4.5	6	6.1	6	3.6	2	3.1	10	5.0
Fair	2	0.8	0	0.0	2	1.2	1	1.5	1	0.5
Poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Very poor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Does not apply	3	1.1	0	0.0	3	1.8	0	0.0	3	1.5
Total	249	100.0	98	100.0	167	100.0	65	100.0	201	100.0