

ABOUT INFORMATION SHARING, PATIENT CARE AND THE PRACTICE

Q41 Comfort Level of Waiting Room?

	Number	%
Excellent	118	31.5
Very good	144	38.4
Good	84	22.4
Fair	25	6.7
Poor	1	0.3
Very poor	2	0.5
No answer	1	0.3
Total	375	100.0

Q42 Respect shown for your privacy and confidentiality?

	Number	%
Excellent	167	44.7
Very good	137	36.6
Good	50	13.4
Fair	10	2.7
Poor	0	0.0
Very poor	0	0.0
No answer	10	2.7
Total	374	100.0

Q43 The opportunity for making compliments or complaints to this Practice, about its service and quality of care?

	Number	%
Excellent	87	24.2
Very good	85	23.6
Good	61	16.9
Fair	10	2.8
Poor	4	1.1
Very poor	0	0.0
No answer	113	31.4
Total	360	100.0

Q44 The information provided by this Practice on health promotion issues (i.e. risks of smoking, alcohol use etc)?

	Number	%
Excellent	119	33.1
Very good	113	31.5
Good	58	16.2
Fair	11	3.1
Poor	1	0.3
Very poor	0	0.0
No answer	57	15.9
Total	359	100.0

Q45 How clean is the practice?

	Number	%
Very clean	305	82.0
Fairly clean	55	14.8
Not clean at all	7	1.9
No answer	5	1.3
Total	372	100.0

Q46 In your opinion how would you rate the facilities for people with physical disabilities to move around the Practice?

	Number	%
Excellent	151	42.1
Very good	134	37.3
Good	61	17.0
Fair	10	2.8
Poor	2	0.6
Very poor	1	0.3
Total	359	100.0

Q47 Do you find literature or correspondence from the practice easy to understand?

	Number	%
Very easy to understand	207	56.3
Fairly easy	110	29.9
Fairly difficult	2	0.5
Very difficult	0	0.0
No answer	49	13.3
Total	368	100.0

Q48 If you have used the online service to make appointments or order prescriptions, how would you rate this to others?

	Number	%
Excellent	49	14.2
Very good	19	5.5
Good	11	3.2
Fair	6	1.7
Poor	0	0.0
Very poor	2	0.6
Does not apply	259	74.9
Total	346	100.0

Q49 Recommendation I would give to my friends about the practice

	Number	%
Excellent	115	41.1
Very good	115	41.1
Good	36	12.9
Fair	5	1.8
Poor	0	0.0
Very poor	0	0.0
Does not apply	9	3.2
Total	280	100.0