

ABOUT INFORMATION SHARING, PATIENT CARE AND THE PRACTICE

Q47 Comfort Level of Waiting Room?

	Number	%
Excellent	97	30.6
Very good	128	40.4
Good	80	25.2
Fair	11	3.5
Poor	1	0.3
Very poor	0	0.0
No answer	0	0.0
Total	317	100.0

Q48 Respect shown for your privacy and confidentiality?

	Number	%
Excellent	136	42.6
Very good	131	41.1
Good	45	14.1
Fair	7	2.2
Poor	0	0.0
Very poor	0	0.0
No answer	0	0.0
Total	319	100.0

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

	Number	%
Excellent	69	22.3
Very good	97	31.3
Good	49	15.8
Fair	12	3.9
Poor	0	0.0
Very poor	1	0.3
No answer	82	26.5
Total	310	100.0

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

	Number	%
Excellent	117	37.5
Very good	85	27.2
Good	60	19.2
Fair	11	3.5
Poor	1	0.3
Very poor	0	0.0
No answer	38	12.2
Total	312	100.0

Q51 How clean is the practice?

	Number	%
Very clean	279	88.9
Fairly clean	30	9.6
Not clean at all	4	1.3
No answer	0	0.0
Total	313	99.7

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

	Number	%
Excellent	122	39.4
Very good	119	38.4
Good	56	18.1
Fair	12	3.9
Poor	1	0.3
Very poor	0	0.0
Total	310	100.0

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

	Number	%
Very easy to under	202	64.1
Fairly easy	85	27.0
Fairly difficult	1	0.3
Very difficult	0	0.0
No answer	22	7.0
Total	310	98.4

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

	Number	%
Excellent	49	16.3
Very good	29	9.7
Good	11	3.7
Fair	3	1.0
Poor	3	1.0
Very poor	0	0.0
Does not apply	205	68.3
Total	300	100.0

Q55 Recommendation I would give to my friends about the practice

	Number	%
Excellent	156	50.6
Very good	108	35.1
Good	34	11.0
Fair	5	1.6
Poor	0	0.0
Very poor	1	0.3
Does not apply	4	1.3
Total	308	100.0