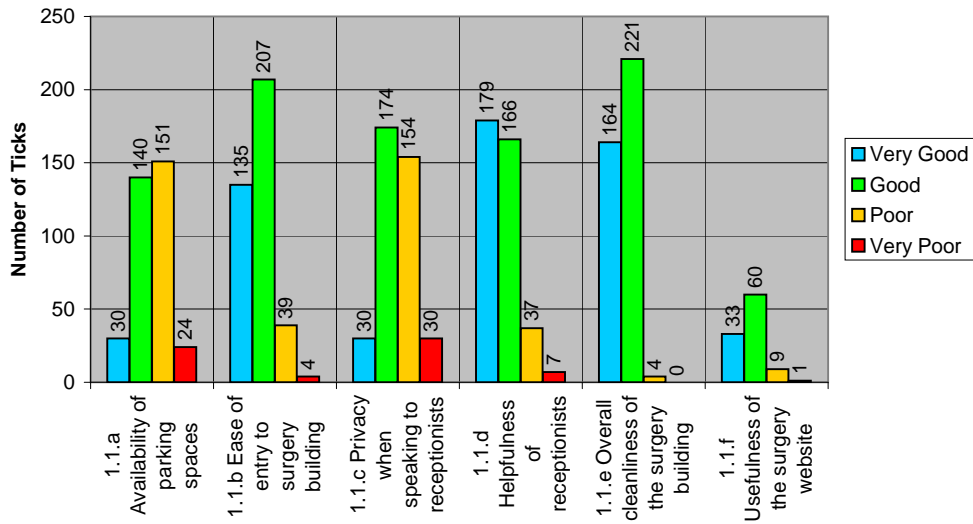
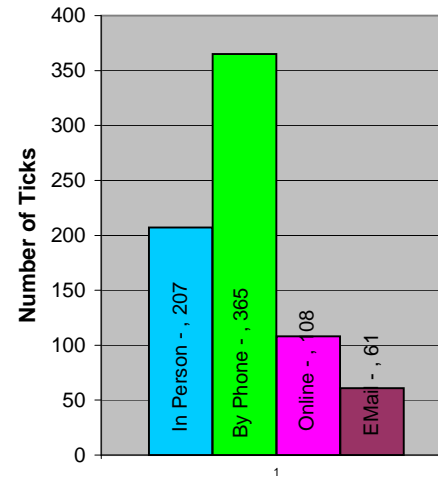


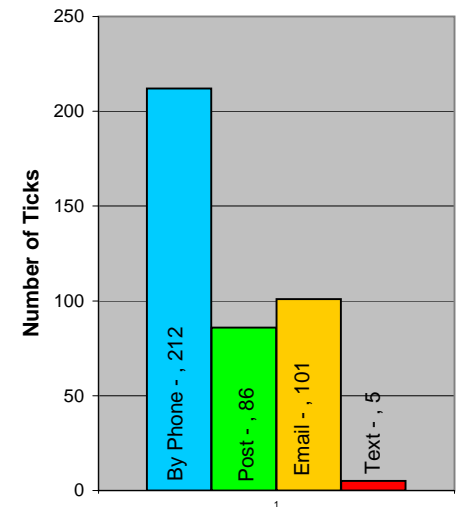
1.1 Surgery Satisfaction



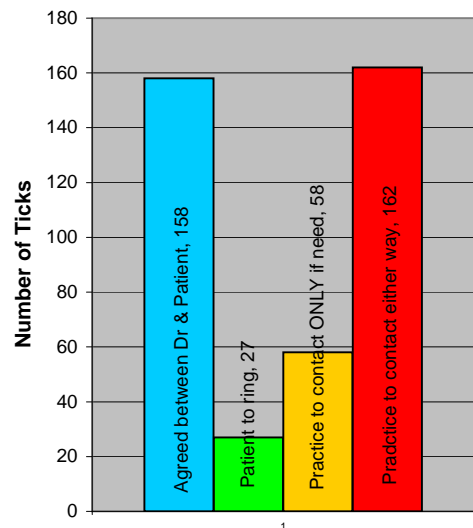
1.2 How would you like to be able to book appt.s



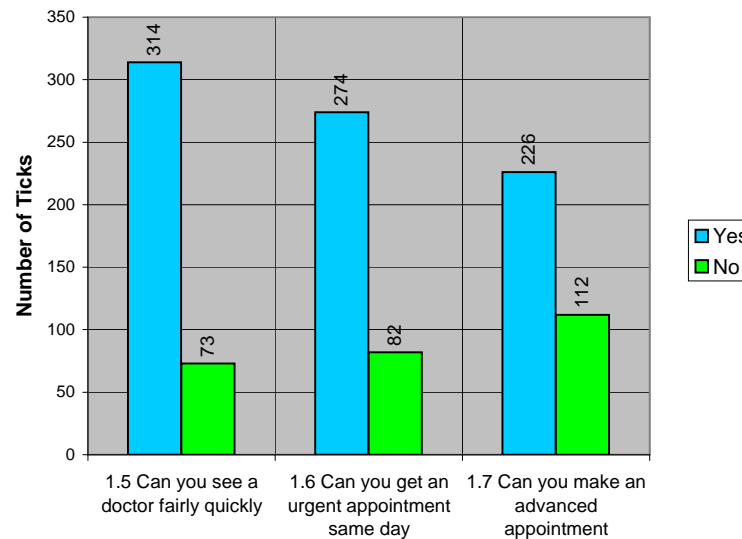
1.3 Commuicaion From Surgery



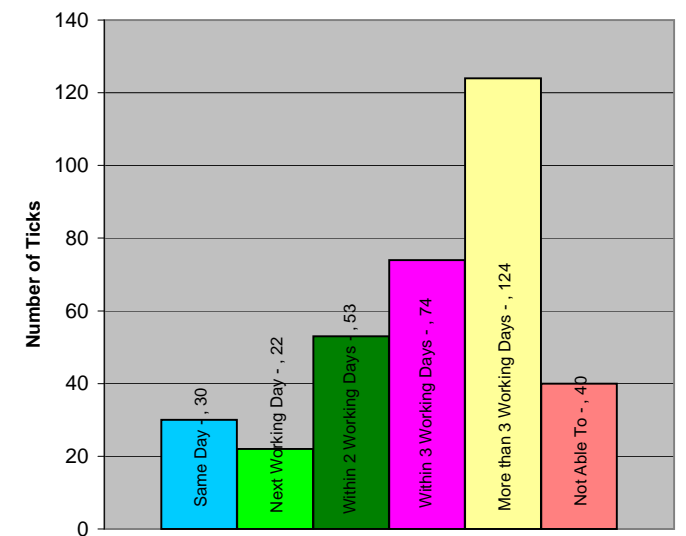
1.4 Commuicaion of test results



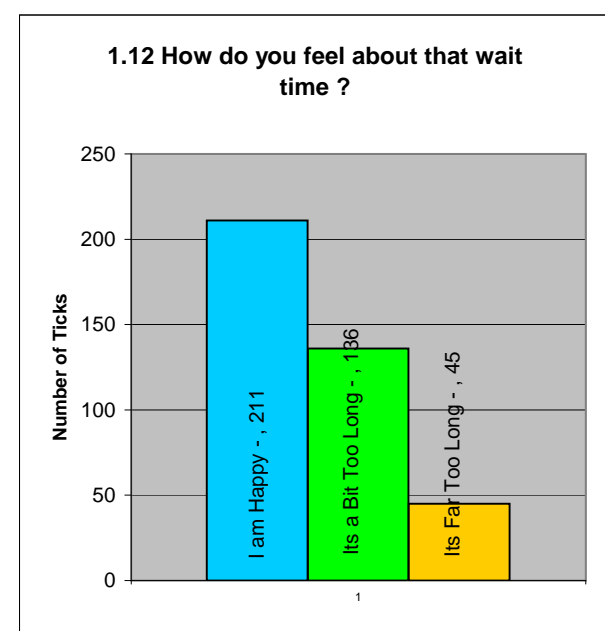
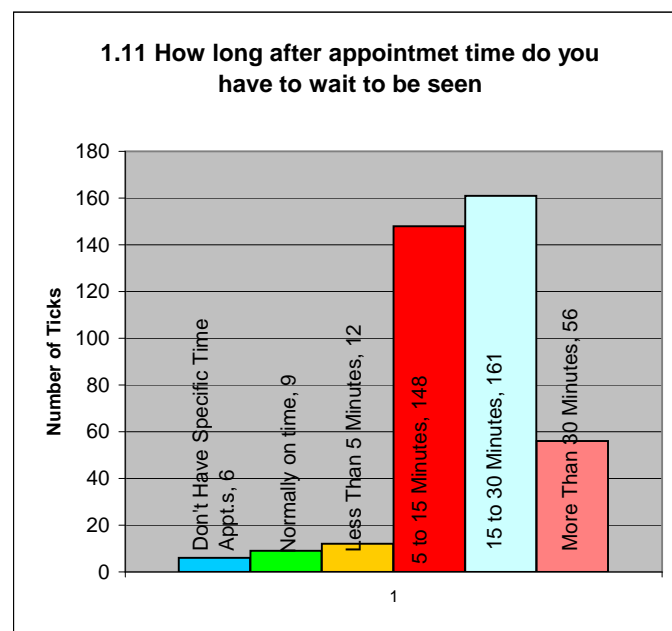
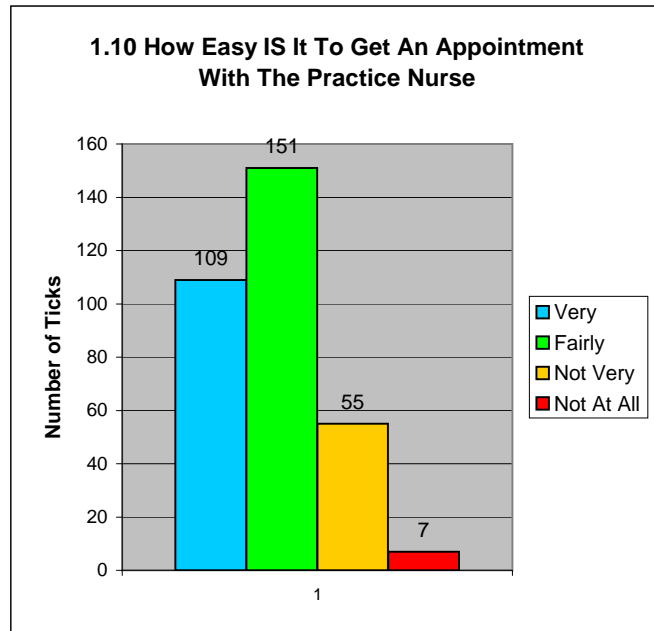
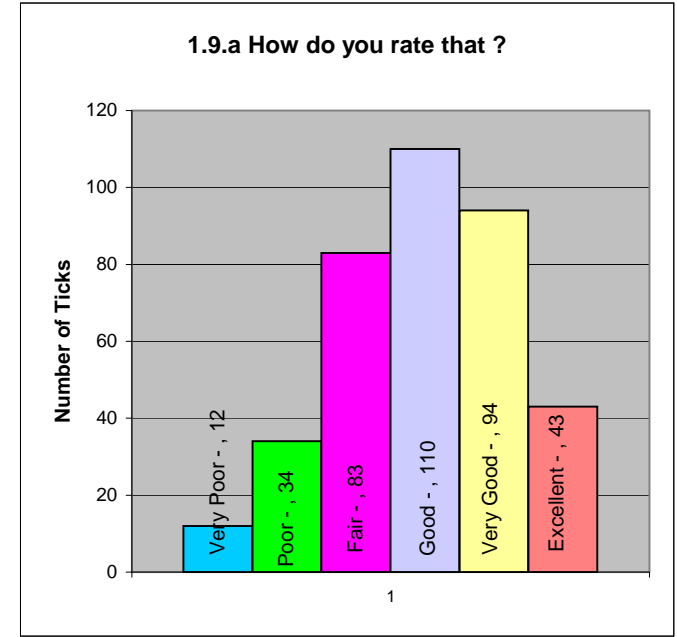
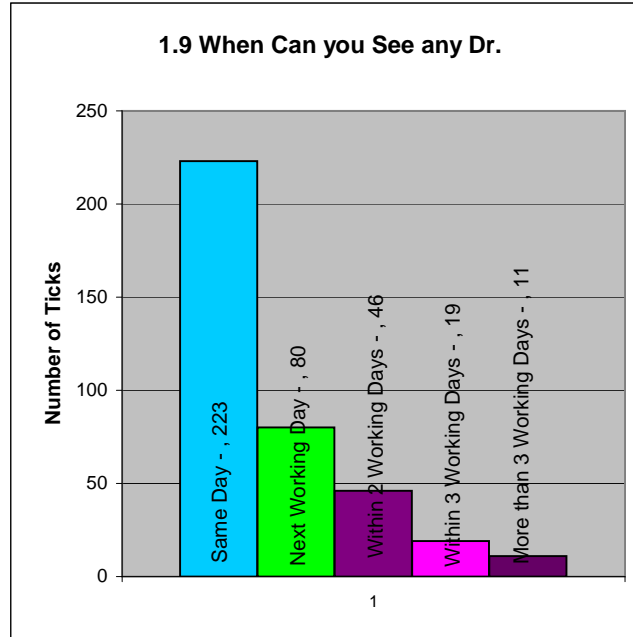
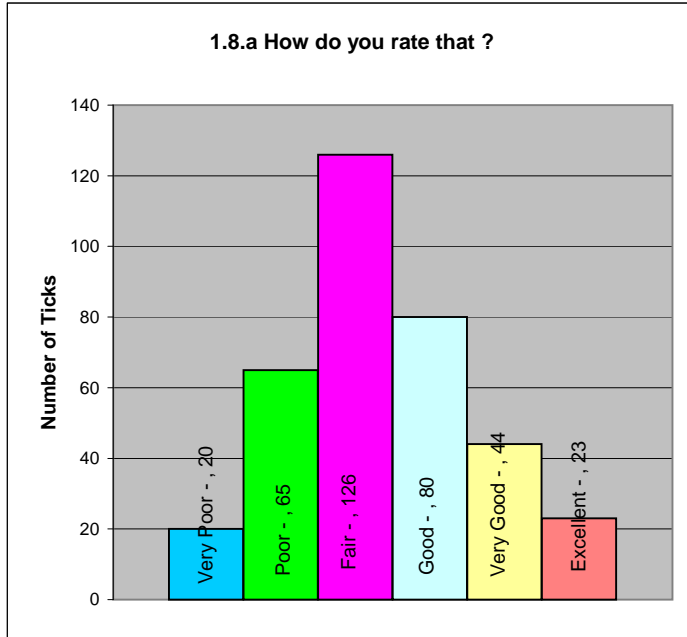
1.5 - 1.7 Making Appointments



1.8 When Can you See a Preferred Dr.

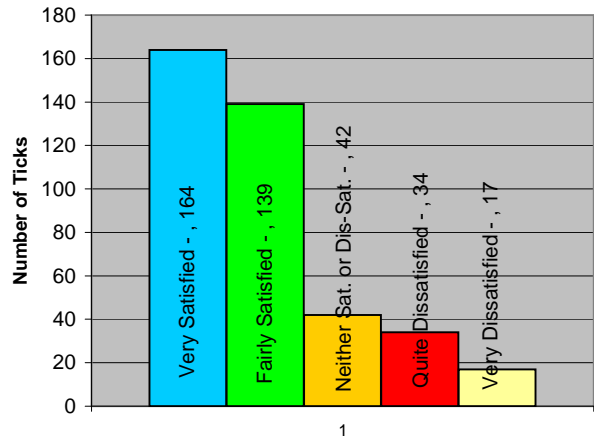


Capelfield Surgery Questionnaire Analysis

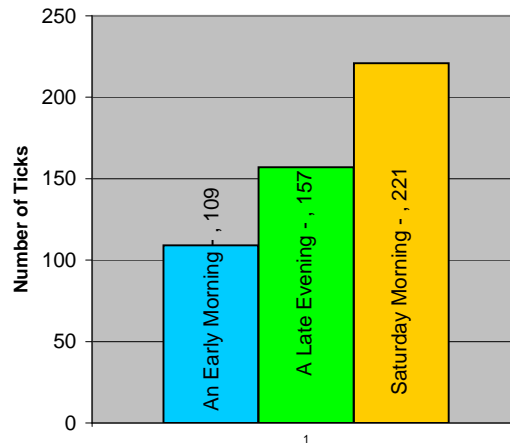


Capelfield Surgery Questionnaire Analysis

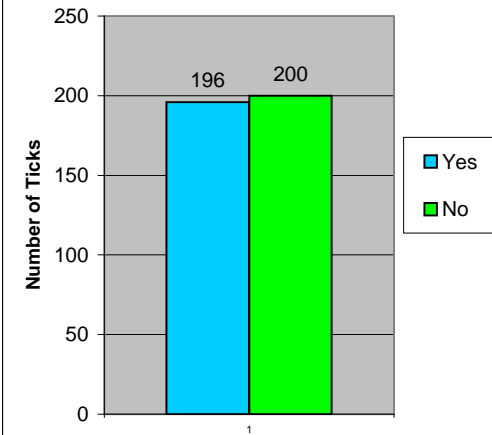
1.13 How Satisfied are You with Surgery Opening Hours



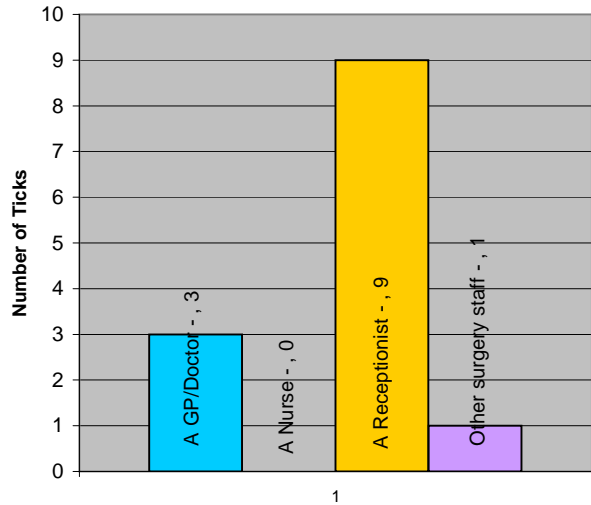
1.13.a When else might you like to see the surgery open ?



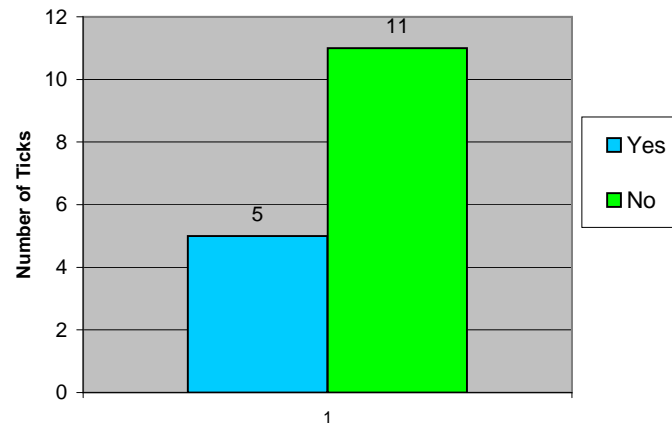
1.14 Are you aware there is a formal complaints procedure ?



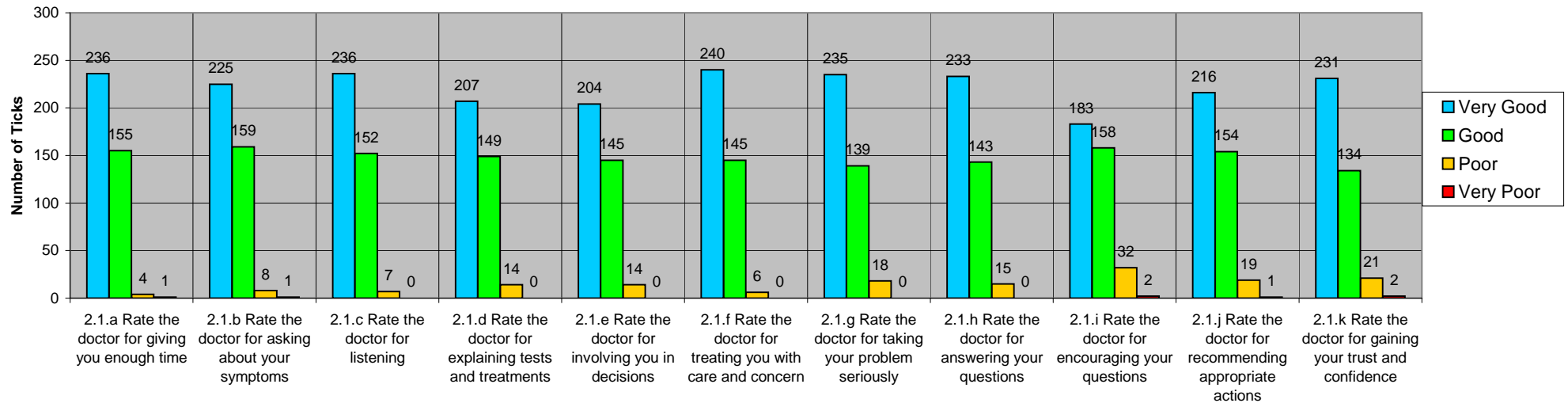
1.15 Who have you complained about



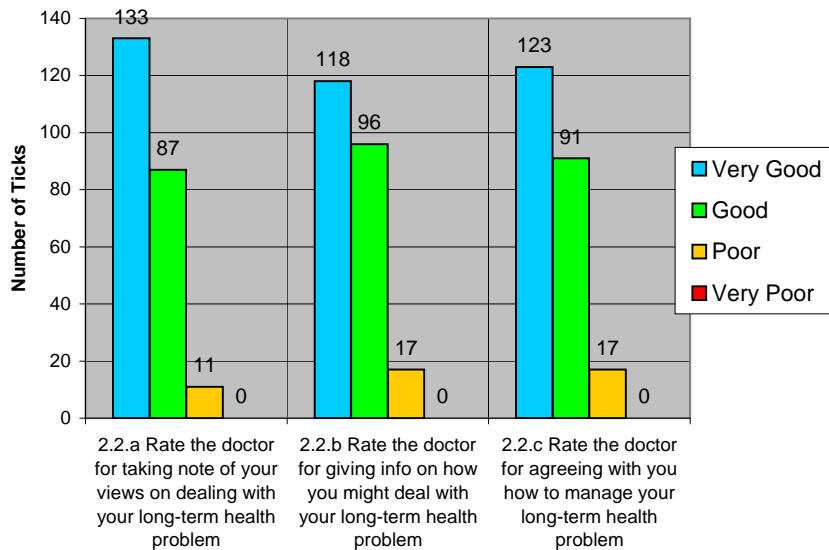
1.16 If you made a complaint were you satisfied with the process



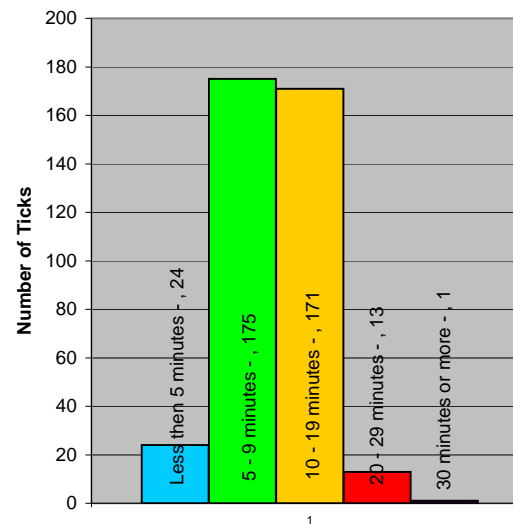
2.1 Last time you saw him/her how good was the Dr. at....



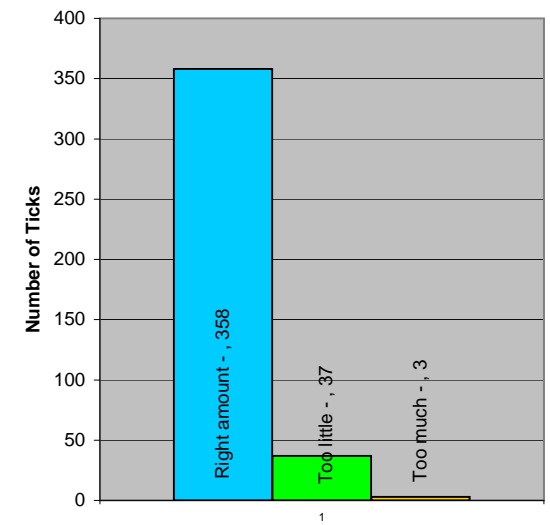
2.2 If long standing health problem, how good was Dr at



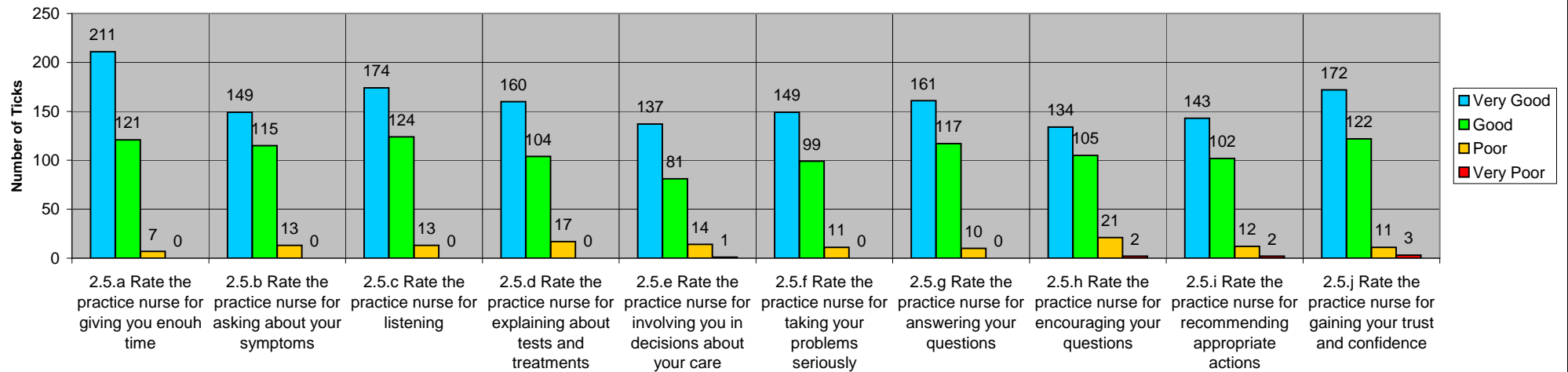
2.3 On last visit, how much time did you spend with the Dr.



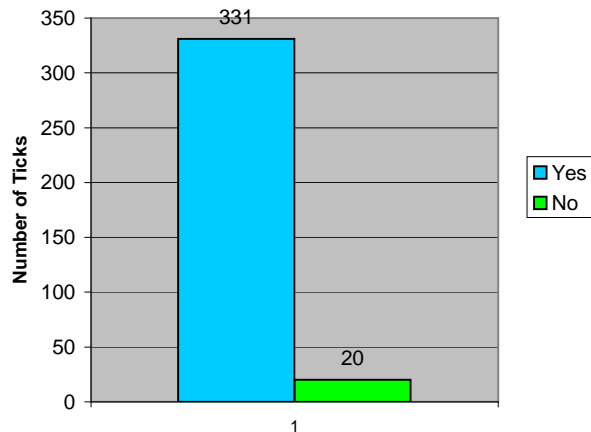
2.4 Was the time spent with the Dr. the right amount ?



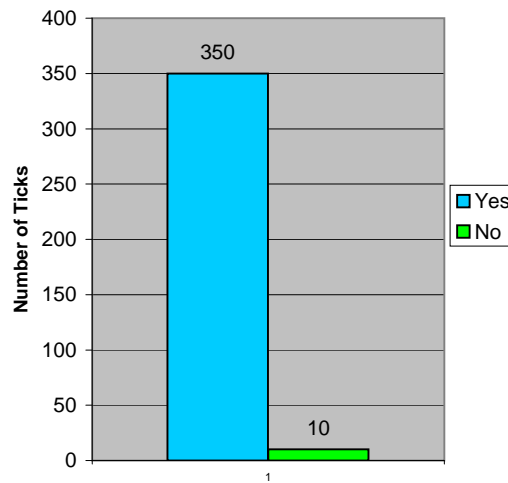
2.5 How good was the Practice Nurse at



2.6 Are you satisfied with the repeat prescription process



2.7 Are you satisfied with treatment of your confidential information



3.1 Overall Satisfaction

