

The Practice**Q1 - How easy is it to get through to someone on the phone?**

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very	19%	19%	20%
2 Easy	44%	43%	47%
3 Difficult	29%	28%	30%
4 Very Difficult	6%	8%	3%
5 Don't know	1%	2%	0%

Q2 - How easy is it to speak to a Doctor or nurse on the phone?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very Easy	17%	14%	20%
2 Easy	51%	52%	50%
3 Difficult	19%	16%	23%
4 Very difficult	6%	7%	5%
5 Don't know	7%	10%	2%

Q3 - How helpful do you find the receptionists at the Practice?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very helpful	57%	60%	53%
2 Helpful	37%	37%	38%
3 Unhelpful	5%	4%	6%
4 Very unhelpful	1%	0%	3%

Q4 - How easy is it to book a routine appointment ahead at the Practice

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very easy	14%	15%	14%
2 Easy	43%	46%	38%
3 Difficult	30%	29%	32%
4 Very difficult	13%	10%	17%

Q5 - How easy is it to get an emergency appointment at the Practice?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very easy	25%	26%	23%
2 Easy	48%	44%	54%
3 Difficult	16%	14%	19%
4 Very difficult	3%	4%	1%
5 Don't know	8%	12%	3%

About the Doctors**Q6 - How well do you feel the Doctors listen?**

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	50%	47%	54%
2 Well	44%	47%	38%
3 Not well	6%	5%	7%
4 Not at all	0%	0%	0%

Q7 - How well do you feel the Doctors explain tests and treatments to you?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	45%	40%	53%
2 Well	48%	54%	40%
3 Not well	6%	6%	7%
4 Not at all	0%	1%	0%

Q8 - To what extent do you feel the Doctors involve you in decisions about your care?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	39%	32%	48%
2 Well	53%	59%	44%
3 Not well	8%	9%	6%
4 Not at all	1%	1%	1%

Q9 - How well do you rate the Doctors in treating you with care and concern?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	51%	51%	52%
2 Well	44%	45%	44%
3 Not well	4%	4%	3%
4 Not at all	0%	0%	1%

About the Nurses**Q10 - When you last saw a Nurse how well do you feel she listened to you?**

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	57%	54%	63%
2 Well	33%	34%	32%
3 Not well	4%	6%	2%
4 Not at all	0%	0%	0%
5 Does not apply	5%	7%	3%

Q11 - How well do you feel the Nurses explain tests and treatments to you?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	49%	47%	51%
2 Well	42%	40%	45%
3 Not well	2%	4%	0%
4 Not at all	0%	0%	0%
5 Does not apply	7%	9%	4%

Q12 - How well do you feel the Nurses involve you in decisions about you care?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	42%	38%	47%
2 Well	44%	45%	43%
3 Not well	2%	3%	1%
4 Not at all	0%	0%	0%
5 Does not apply	12%	14%	9%

Q13 - To what extent do you feel the Nurses treat you with care and concern?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very well	53%	47%	62%
2 Well	39%	42%	34%
3 Not well	1%	2%	0%
4 Not at all	0%	0%	0%
5 Does not apply	7%	9%	4%

Q14 - Overall how would you describe your experience of the Practice?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Very good	44%	44%	43%
2 Good	50%	51%	49%
3 Poor	5%	4%	7%
4 very poor	1%	1%	1%

Q15 - Would you recommend the Practice to someone who has just moved into the area?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Yes definitely	56%	58%	55%
2 Yes probably	35%	34%	37%
3 No probably not	7%	7%	6%
4 No definitely not	2%	1%	2%

Q16 - Are you?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Male	31%	35%	27%
2 Female	69%	65%	73%

Q17 - How old are you?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 Under 16	1%	0%	2%
2 16 - 44	45%	40%	53%
3 45 - 64	35%	35%	35%
4 65 - 74	10%	12%	6%
5 75 or over	9%	12%	4%

Q18 - what is your ethnic group?

	<i>Overall</i>	<i>Main</i>	<i>Roundshaw</i>
1 White	84%	83%	85%
2 Black or Black British	5%	4%	5%
3 Asian or Asian British	5%	4%	5%
4 Mixed Race	3%	4%	2%
5 Chinese	0%	0%	0%
6 Other Ethnic Group	3%	4%	2%