




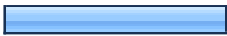











1. How important to you, is it to see the clinician of your choice?

		Response Percent	Response Count
very Important		41.8%	205
quite important		25.3%	124
sometimes important		21.4%	105
rarely important		4.7%	23
don't mind who I see		6.9%	34
		answered question	491
		skipped question	0



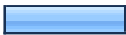


2. which type of appointments would you consider the most important to be able to choose which clinician you see?

		Response Percent	Response Count
all appointments		35.7%	174
urgent / emergency appointments		8.4%	41
routine / follow up appointments		26.8%	131
appointments for on-going conditions		46.5%	227
annual check-ups		4.5%	22
		answered question	488
		skipped question	3

3. if you could see a clinician or your choice, would you be willing to wait a little longer to see them?

		Response Percent	Response Count
yes always		24.3%	118
yes sometimes		47.7%	232
may be		14.4%	70
not all the time		11.7%	57
no never		1.9%	9
answered question			486
skipped question			5

4. what is the maximum time you would be willing to wait to see a clinican of your choice for a routine appointment?

		Response Percent	Response Count
a day or two		44.5%	216
three to four days		27.8%	135
a week		19.2%	93
two weeks		6.6%	32
more than two weeks		1.9%	9
answered question			485
skipped question			6






5. How easy have you found it to contact us by telephone?

		Response Percent	Response Count
Easy		22.7%	110
have to dial a few times		31.6%	153
varies		22.1%	107
not easy		22.3%	108
haven't tried		1.2%	6
answered question			484
skipped question			7






6. thinking about the last time you telephoned the surgery, how long did you have to wait for the telephone to be answered?

		Response Percent	Response Count
less than a minute		20.9%	100
2 - 5 minutes		50.5%	242
more than 5 minutes		21.9%	105
call not answered		6.7%	32
answered question			479
skipped question			12






7. what time of the day would be the most convenient for you to telephone the surgery for an appointment?

		Response Percent	Response Count
8:00 am - 10:00 am		72.6%	347
10:00 am - 12:00 pm		15.1%	72
12:00 pm - 2:00 pm		2.7%	13
2:00 pm - 4:00 pm		2.1%	10
4:00 pm - 6:30 pm		7.5%	36
answered question			478
skipped question			13

8. when telephoning the surgery, do you find the press button menu helpful in directing you to the right person?

		Response Percent	Response Count
yes		42.6%	201
sometimes		21.8%	103
could be shorter		23.1%	109
needs more options		1.1%	5
no		11.4%	54
answered question			472
skipped question			19

9. thinking about telephone access, what was the outcome

		Response Percent	Response Count
my needs were met at that time		75.6%	359
asked to call back at another time		9.9%	47
called back by clinician / staff member		8.4%	40
directed to another service		1.5%	7
unsatisfied with outcome		4.6%	22
	any other comments		56
		answered question	475
		skipped question	16