

Q41 If you were unable to see a GP urgently, how would you rate the advice given?

	Number	%
Excellent	10	6.1
Very good	28	17.0
Good	33	20.0
Fair	36	21.8
Poor	18	10.9
Very poor	5	3.0
Does not apply	35	21.2
Total	165	100.0

Q42 If you need to see a Nurse urgently, can you normally get seen on the same day?

	Number	%
Yes	45	27.1
No	50	30.1
Does not apply	71	42.8
Total	166	100.0

Q43 Do you know which services your GP surgery provides?

	Number	%
Yes	58	34.1
Some	93	54.7
None	9	5.3
Does not apply	10	5.9
Total	170	100.0

Q44 Do you feel that you know how to access these services appropriately?

	Number	%
Yes	54	32.5
Some	87	52.4
None	15	9.0
Does not apply	10	6.0
Total	166	100.0

Q45 How do you rate the overall décor at the surgery?

	Number	%
Excellent	12	7.0
Very good	31	18.1
Good	53	31.0
Fair	54	31.6
Poor	13	7.6
Very poor	6	3.5
Does not apply	2	1.2
Total	171	100.0

Q46 How do you rate overall cleanliness of the surgery?

	Number	%
Excellent	23	13.5
Very good	52	30.6
Good	59	34.7
Fair	27	15.9
Poor	7	4.1
Very poor	0	0.0
Does not apply	2	1.2
Total	170	

Q47 How do you rate the physical access to the surgery?

	Number	%
Excellent	35	20.6
Very good	54	31.8
Good	59	34.7
Fair	12	7.1
Poor	5	2.9
Very poor	3	1.8
Does not apply	2	1.2
Total	170	100.0

Q48 How do you rate the surgery with regards to the administration supporting your medical care?

	Number	%
Excellent	31	18.5
Very good	51	30.4
Good	49	29.2
Fair	24	14.3
Poor	3	1.8
Very poor	1	0.6
Does not apply	9	5.4
Total	168	100.0

Q49 If you have a chronic/ongoing medical condition such as Diabetes, how do you rate the monitoring and support you receive?

	Number	%
Excellent	18	11.5
Very good	18	11.5
Good	15	9.6
Fair	10	6.4
Poor	3	1.9
Very poor	0	0.0
Does not apply	93	59.2
Total	157	100.0