

Patient satisfaction survey - all doctors in practice					
	<b>Yes, definitely</b>	<b>Yes, to some extent</b>	<b>Not really</b>	<b>Definitely not</b>	<b>Does not apply</b>
1. Was the doctor polite and considerate?	88 (99%)	1			
2. Did the doctor listen to what you had to say?	88 (99%)	1			
3. Did the doctor give you enough opportunity to ask questions?	84 (94%)	5			
4. Did the doctor answer all your questions?	88 (99%)	1			
5. Did the doctor explain things in a way you could understand?	86 (98%)	2			1
6. Are you involved as much as you want to be in the decisions about your care and treatment?	77 (95%)	4			8
7. Did you have confidence in the doctor?	83 (95%)	4			2
8. Did the doctor respect your views?	81 (98%)	2			6
9. If the doctor examined you did he or she:					
a) ask your permission?	72 (97%)	2			15
b) respect your privacy and dignity?	74 (99%)	1			14
10. By the end of the consultation did you feel better able to understand and/or manage your condition and your care?	78 (96%)	3			8
11. Overall, how satisfied were you with the doctor you saw?	86 (98%)	2			1
12. How satisfied were you with the front of house staff?	85 (98%)	2			1
13. How satisfied were you with the office staff?	76 (95%)	4			9
14. How satisfied were you with timekeeping?	74 (84%)	10	4		1
15. How satisfied were you with the environment?	80 (90%)	9			