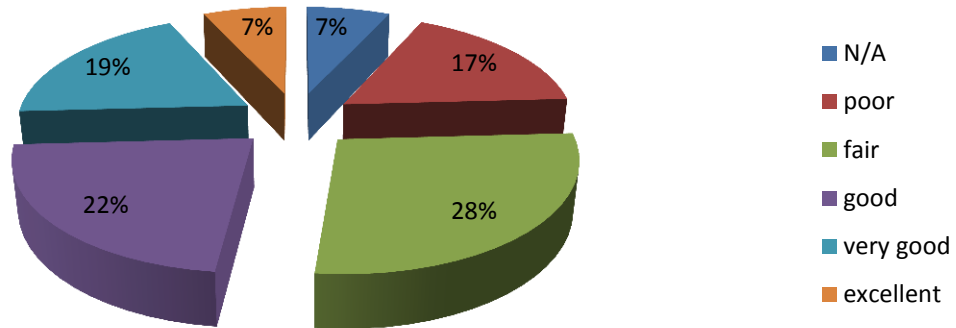


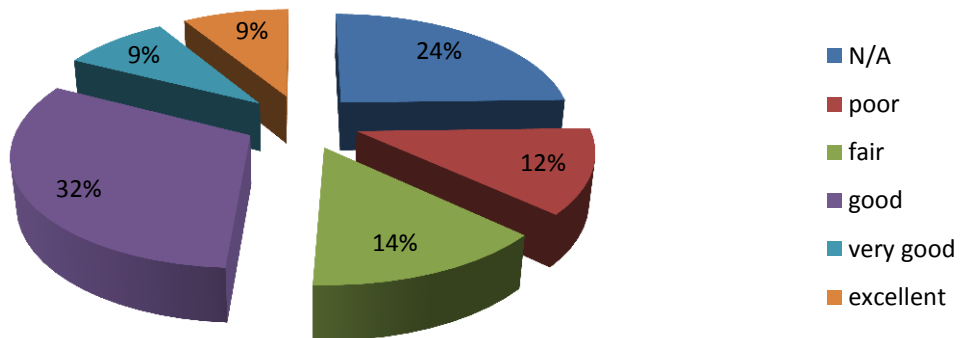
# Belmont Hill Practice Survery Results for 2011

## Access to a doctor or nurse

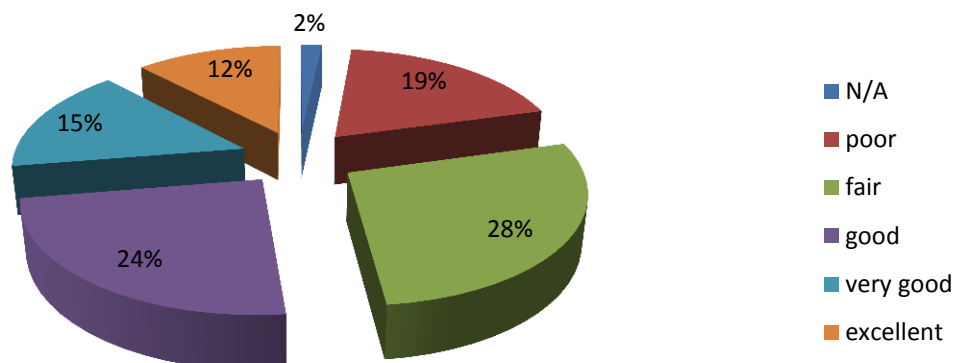
### Speed at which the telephone was answered initially



### Speed at which the telephone was answered if call transferred



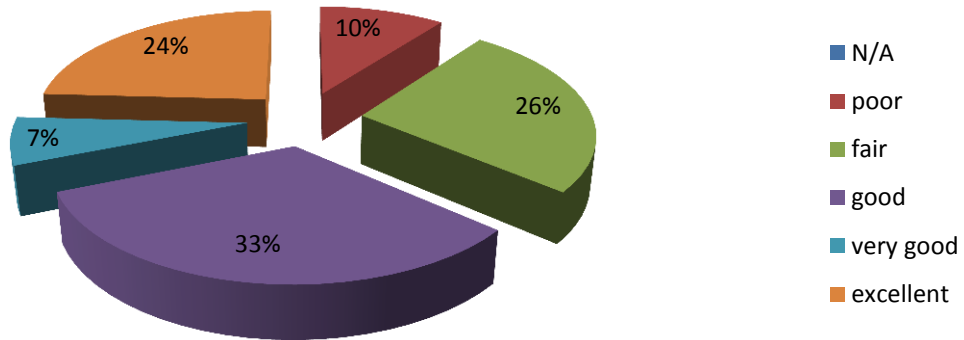
### Length of time you had to wait for an appointment



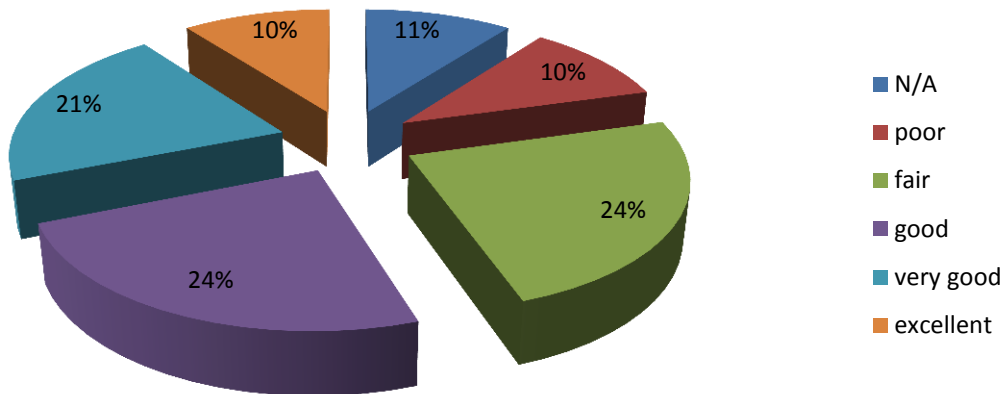
# Belmont Hill Practice Survey Results for 2011

## Access to a doctor or nurse

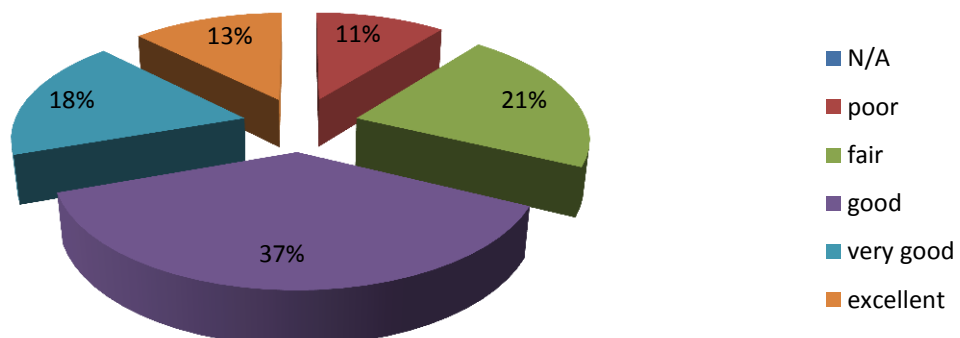
### Convenience of day and time of your appointment



### Seeing the Doctor of your choice



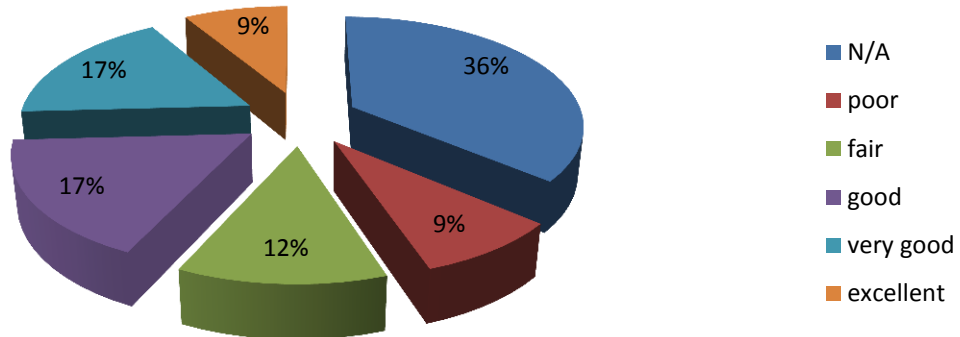
### Length of time in the waiting room waiting to see the Doctor or Nurse



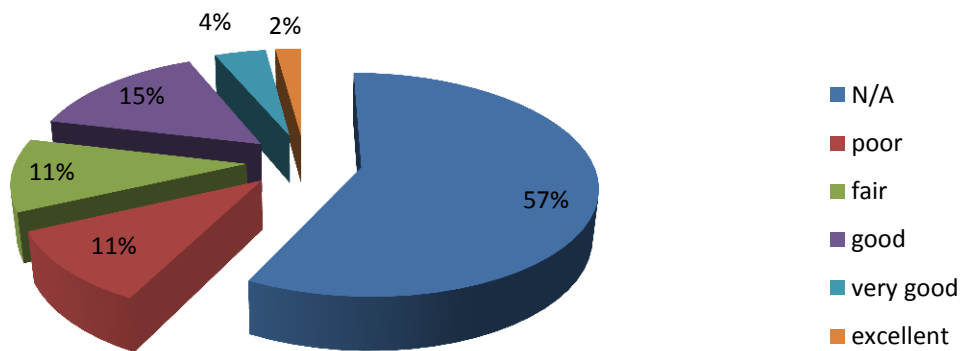
# Belmont Hill Practice Survery Results for 2011

## Access to a doctor or nurse

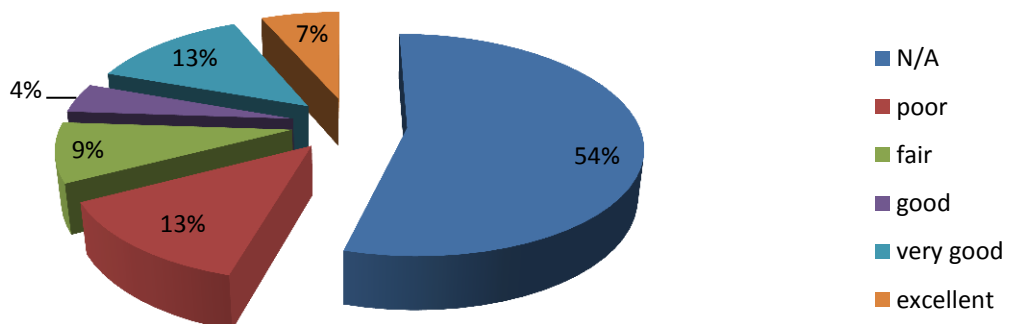
**Opportunity of speaking to a Doctor or Nurse on the telephone when necessary**



**Opportunity of obtaining a home visit when necessary**



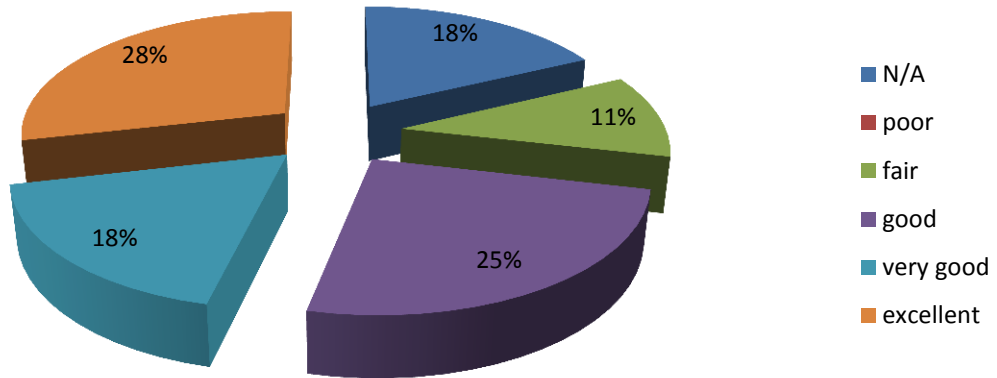
**Level of satisfaction with the after-hours service**



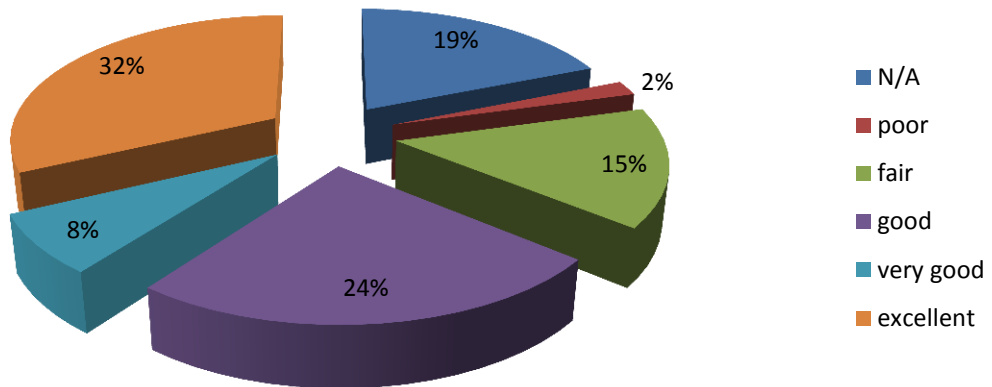
# Belmont Hill Practice Survery Results for 2011

## Otaining a repeat prescription

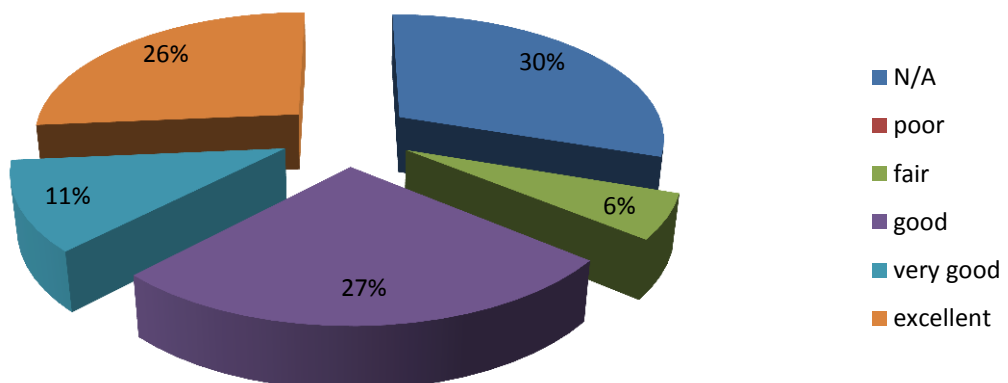
### Prescription ready on time



### Prescription correctly issued



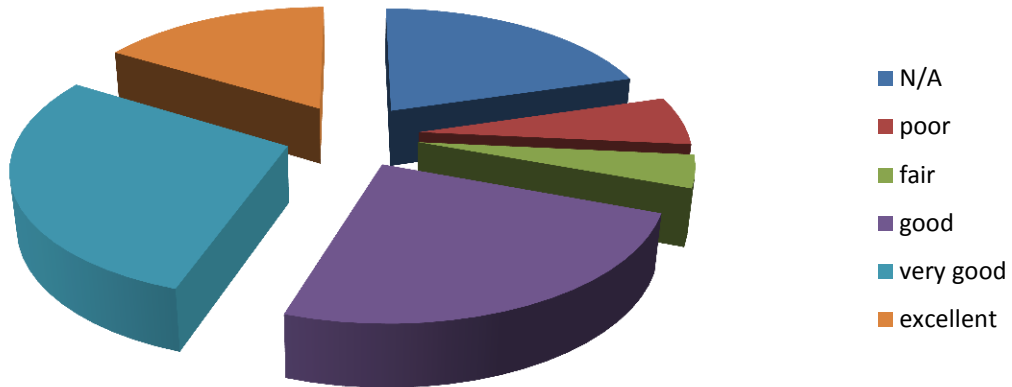
### Handling of any queries



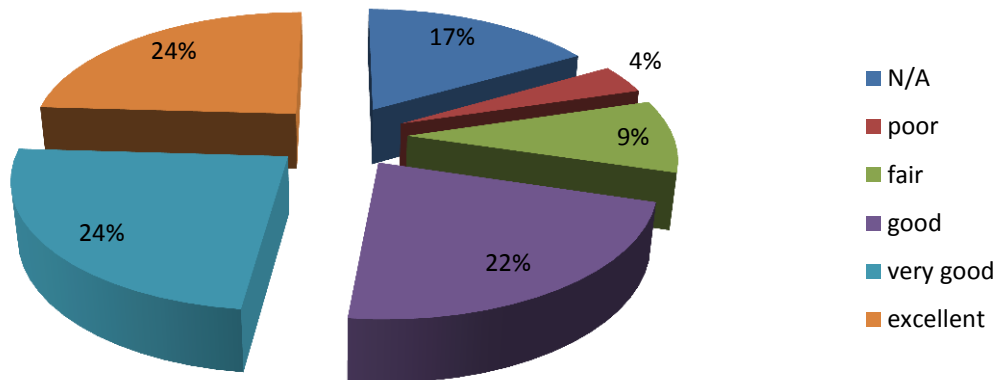
# Belmont Hill Practice Survey Results for 2011

## Otaining test results

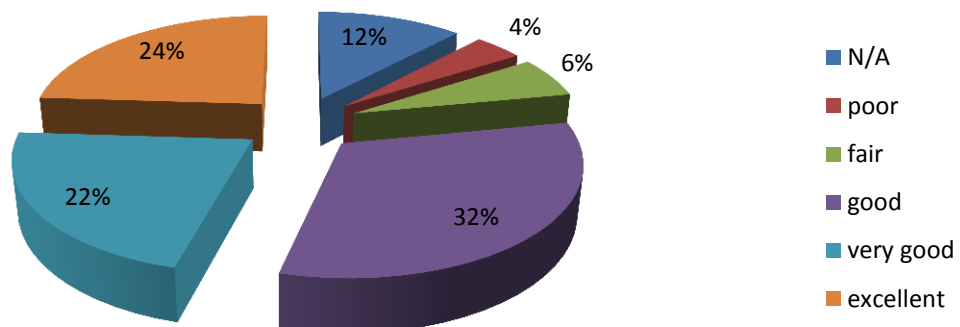
**Were you told when to contact us for your results?**



**Results available when you contacted us**



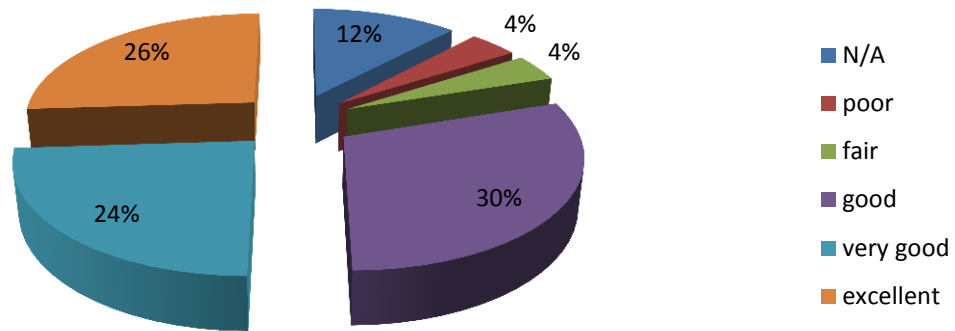
**Level of satisfaction with the amount of information provided**



# Belmont Hill Practice Survey Results for 2011

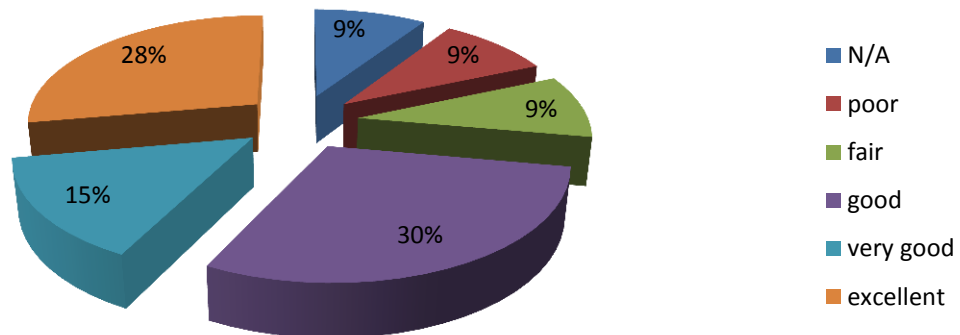
## Otaining test results

**Level of satisfaction with the manner in which the result was given**

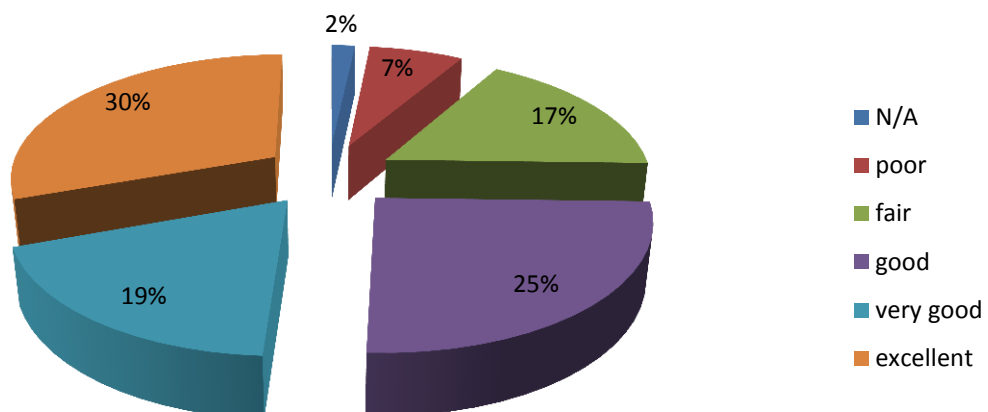


## About the staff

**The information provided by the Reception staff**



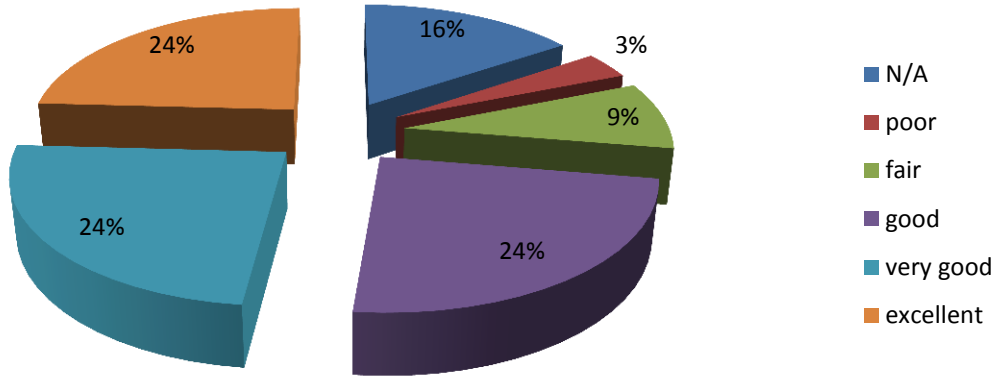
**The helpfulness of the Reception staff**



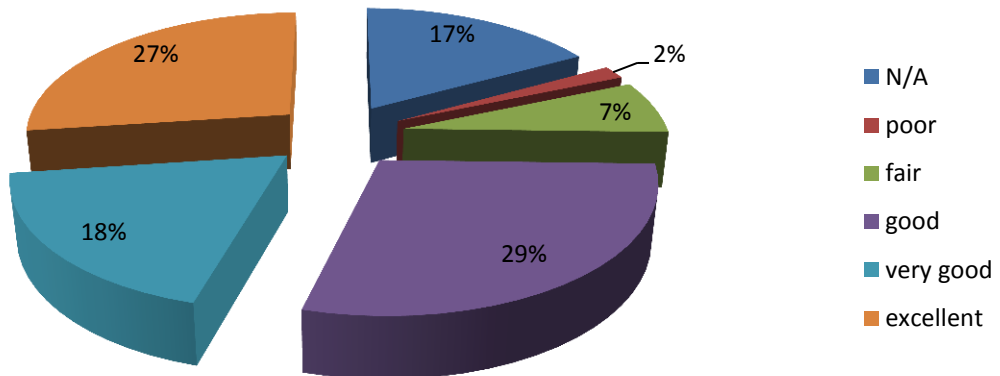
# Belmont Hill Practice Survery Results for 2011

## About the staff

### The information provided by other staff



### The helpfulness of other staff

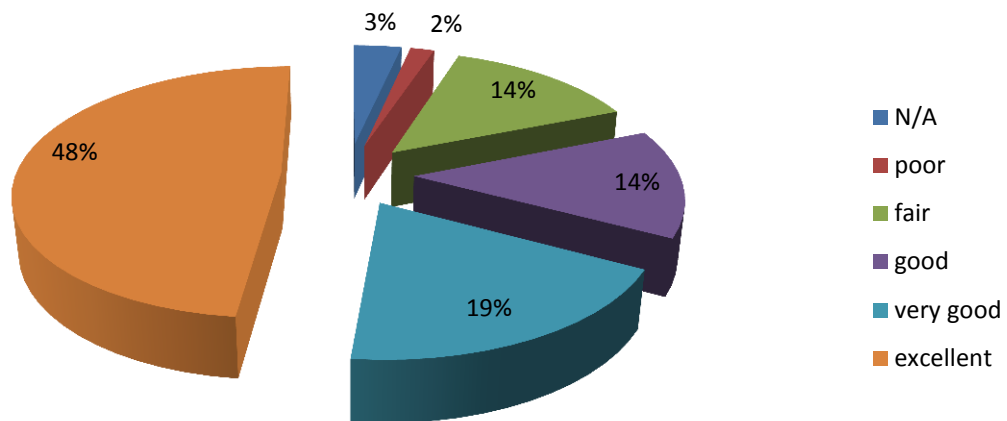


# Belmont Hill Practice Survery Results for 2011

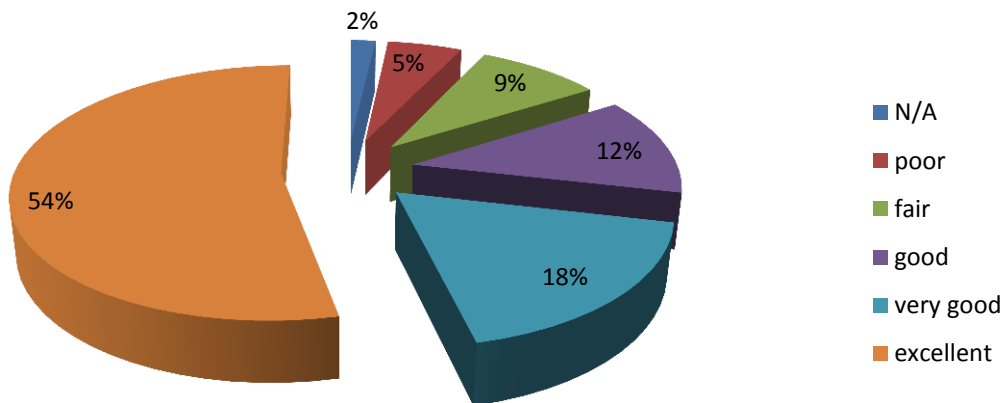
## Last GP appointment

Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following

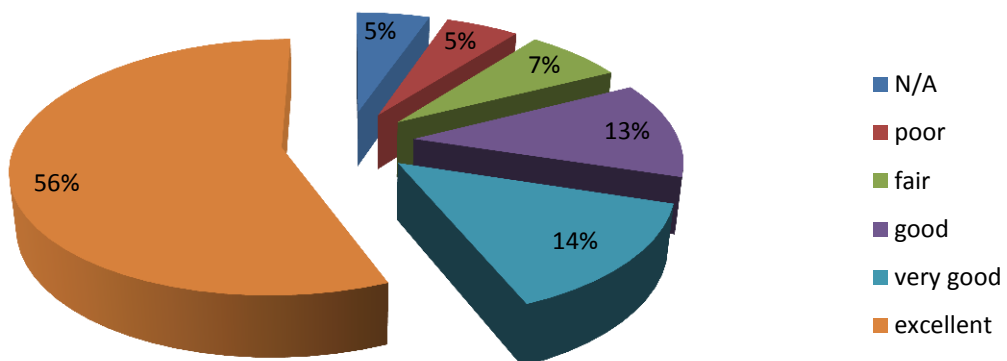
### Giving you enough time and listening to you



### Treating you with care and concerns



### Explaining test and treatments



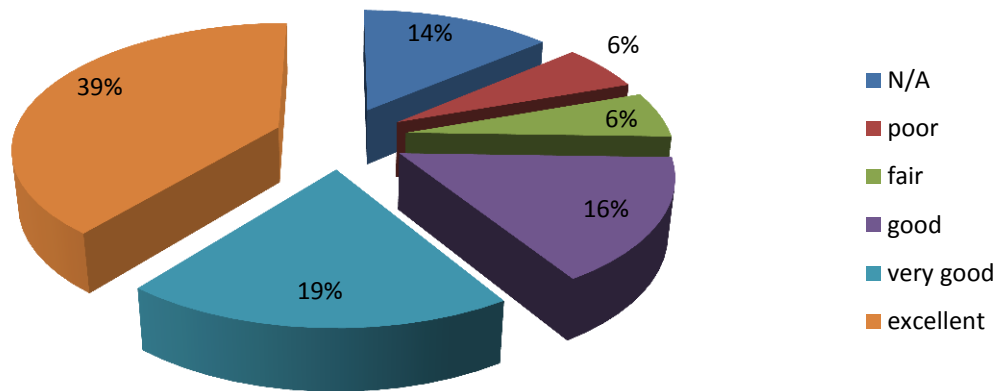


# Belmont Hill Practice Survey Results for 2011

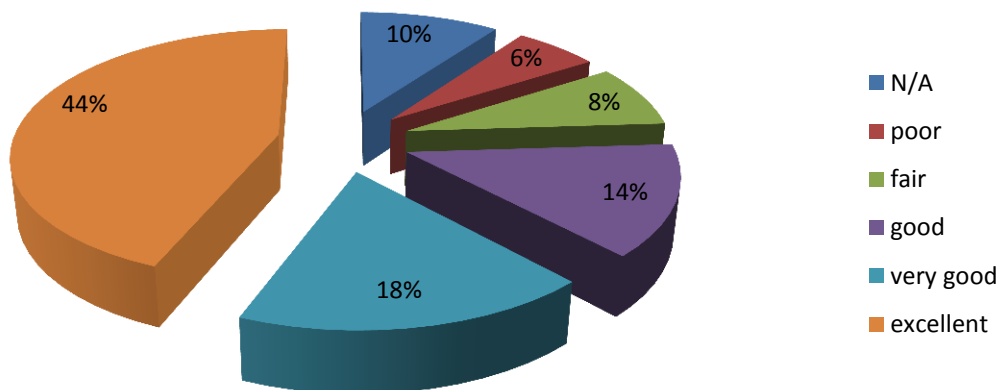
## Last Nurse appointment

Last time you saw or spoke to a Nurse from your GP surgery, how good was that nurse at each of the following

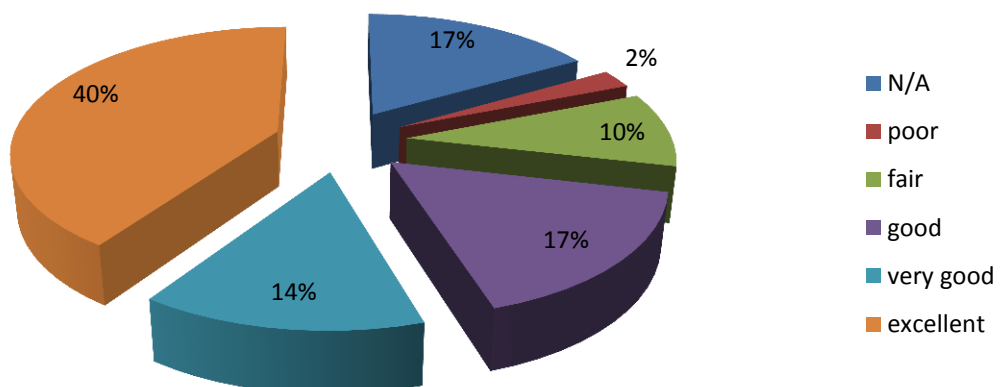
### Giving you enough time and listening to you



### Treating you with care and concerns



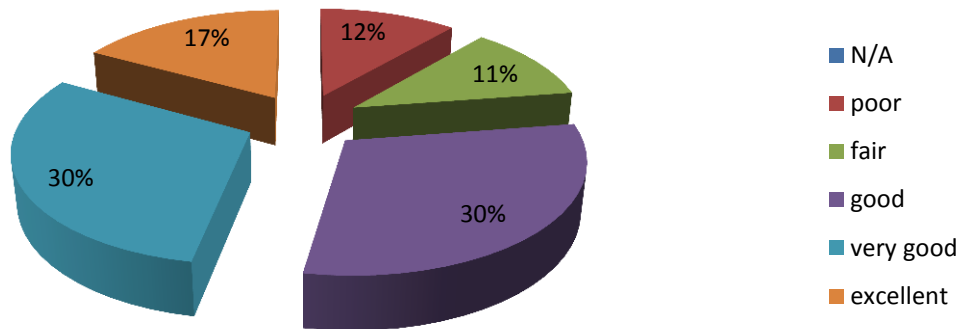
### Explaining test and treatments



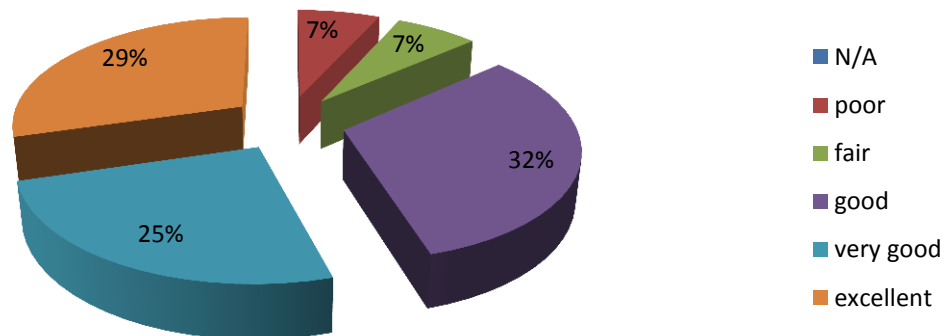
# Belmont Hill Practice Survey Results for 2011

## Opening Hours

**How satisfied are you with the hours that your GP surgery is open**



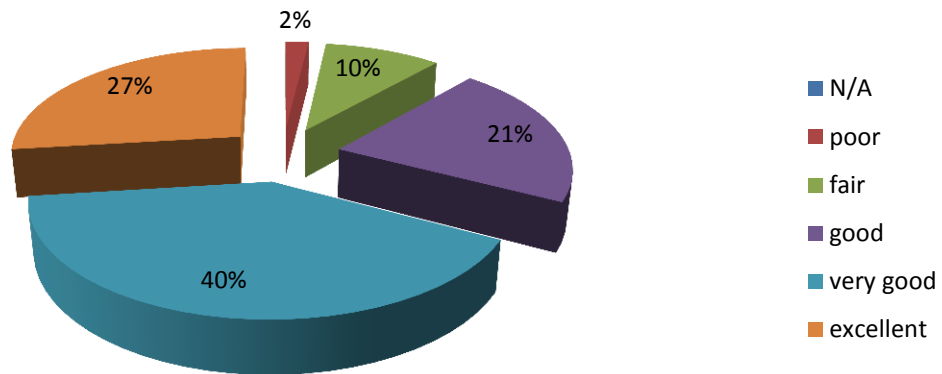
**Is your GP surgery currently open at times that are convenient for you**



# Belmont Hill Practice Survey Results for 2011

## Overall Experience

**Overall, how would you describe your experience of your GP surgery?**



**Would you recommend your GP surgery to someone who has just moved to your local area?**

