Q															Q 11 & 12	TOTALS BY GENDER AND AGE				
1			none		1-2 times	20	3-4 times	42	5-6 times	26	7 or more	12			MALE			FEMALE		
															under 20	2		under 20	2	
2			very poor		poor		good	15	very good	45	excellent	40			21 - 30	3		21 - 30	15	
															31 - 40	4		31 - 40	17	
3			very poor		poor		good	19	very good	36	excellent	45			41 - 50	7		41 - 50	10	
															51 - 60	8		51 - 60	9	
4			early am	3	evenings	14	week ends	21	none I am satisfied			62			61 - 70	5		61 - 70	9	
5			same day	25	next working day	55	within 2-3 working days	20	within 4-5 working days						71 - 80	3		71 - 80	5	
6			YES	68	NO	5	don't know	25	sometimes	2					over 80	1		over 80	0	
7			5 minutes or less	9	6-10 minutes	36	11-20 minutes	52	more than 30 minutes	3						33			67	
8a			very poor		poor	3	good	42	very good	33	excellent	22								
8b			very poor		poor	3	good	37	very good	30	excellent	17	not tried	13						
9a	very poor		poor	2	fair	7	good	17	very good	38	excellent	33	not apply	3						
9b	very poor	1	poor	2	fair	7	good	21	very good	30	excellent	37	not apply	3						
9c	much more than before			49	a little more than before			34	the same or less than before					17						
10a	very poor		poor		fair	2	good	14	very good	38	excellent	31	not apply	15						
10b	very poor		poor		fair	2	good	18	very good	26	excellent	38	not apply	16						
10c	much more than before			43	a little more than before			28	the same or less than before					9	no answer	20				
	Question 11 & 12 - AGE / SEX Above																			
13			YES	38	NO	48	no answer	14												
14			white	95	black or black british	2	asian or asian british	1	mixed chinese		other ethnic group	1	no answer	1						
15	employed (full or part time including self employed)							54	unemplyed and looking for work					3						
	at school or in full time education					3	unable to work due to long term sickness							14						
	looking after your home or family					10	retired from paid work			16	other									
16	NONE	83	comments	17																
17	NONE	89	comments	11																

	COMMENTS
	QUESTION 16
1	Good quality of service
2	Dr Gupta always has time to listen & understand. Doesn't matter how busy he is he will always solve your problem / illness
3	more time with patients about non-medical issues *
4	good relationship with Dr and staff
5	excellent service provided at all times
6	none keep doing what you do
7	my illness has gone on for 12 months or more I feel the nurse has helped me most
8	although don't come I often I do go away feeling better
9	I am very happy with the treatment received
10	last time I saw Dr he tried to google my illness. Doesn't give you much confidence! Medical staff accessable by phone to save appt and you rarely have to wait
11	I think everything is good. A helpful friendly place
12	I work full time so week-end opening hours would be great
13	appreciate way Dr Gupta takes time to discuss problems
14	baby weighing clinic on premises
15	overall a good service
16	Dr Gupta is a very patient Dr I am very happy with the treatment I receive
17	quite satisfied at this time
	QUESTION 17
1	I am very happy with Dr Gupta's health care
2	when waiting time is more than 10 mins maybe a board on the wall to tell patients
3	hard to get through receptionist, sometimes (often) phone phone rings out. Doesn't check answerphone, just no answer
4	like the way Dr involves you in deciding treatment / drugs etc needed and listens to your opinion
5	helpful and friendly staff (receptionist/ practise manager)
6	main thing letting the surger down is half hour plus, waiting time for the Dr. Nurse seems to manage 15!
7	none other than above*
8	very good treatment
9	very satisfied excellent
10	perhaps being able to receive prescriptions a little sooner
11	very good with all my illnesses can't thank Dr and staff enough
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