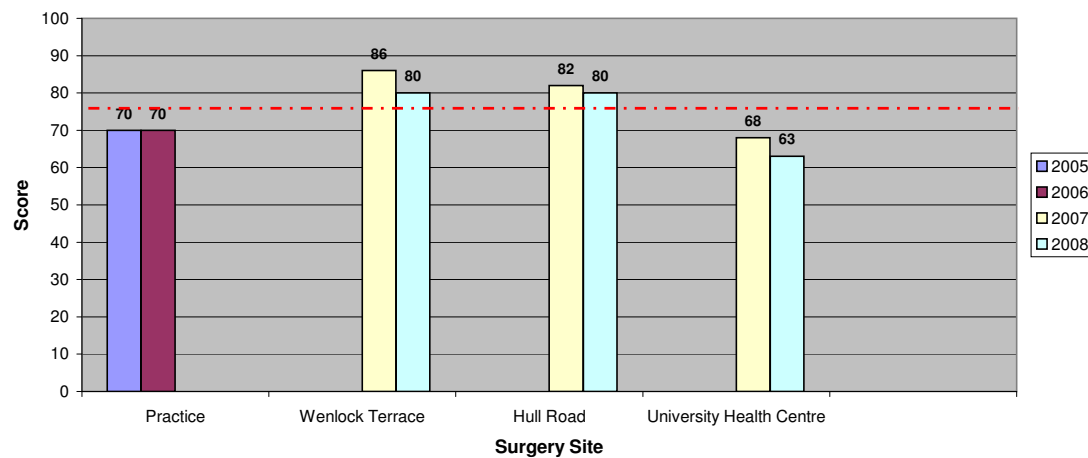




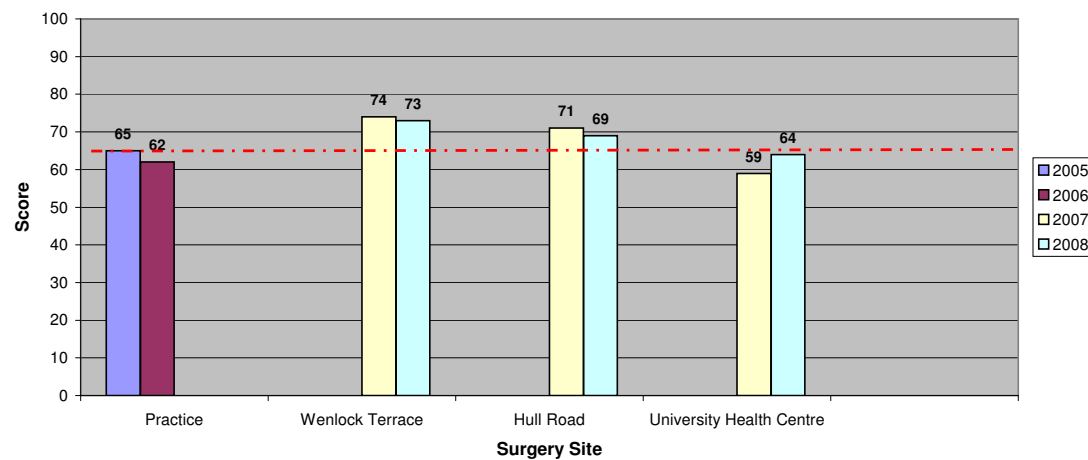
### Satisfaction with Receptionists



--- Denotes **National Benchmarks**  
2007/2008 = 75

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with Opening Hours

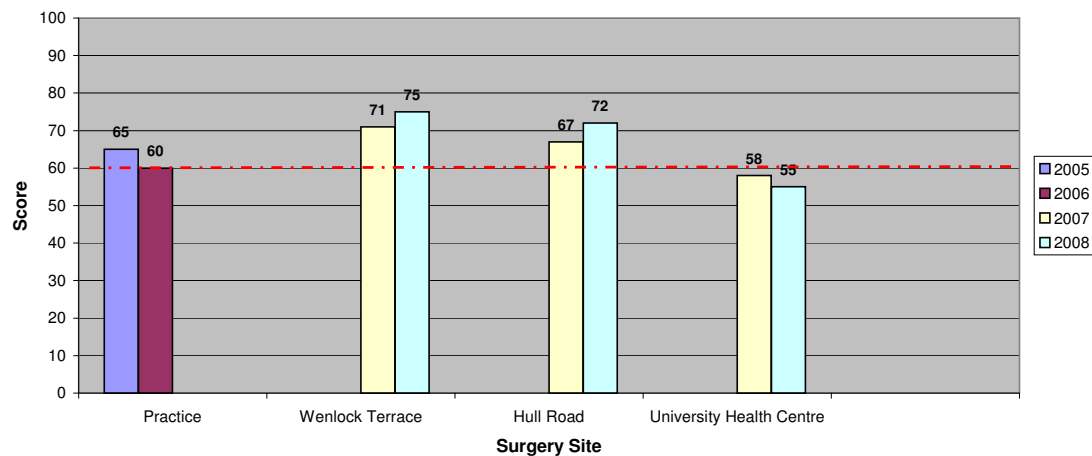


--- Denotes **National Benchmarks**  
2007/2008 = 63

**NOTE:**  
2005 & 2006 results were not split by surgery Site



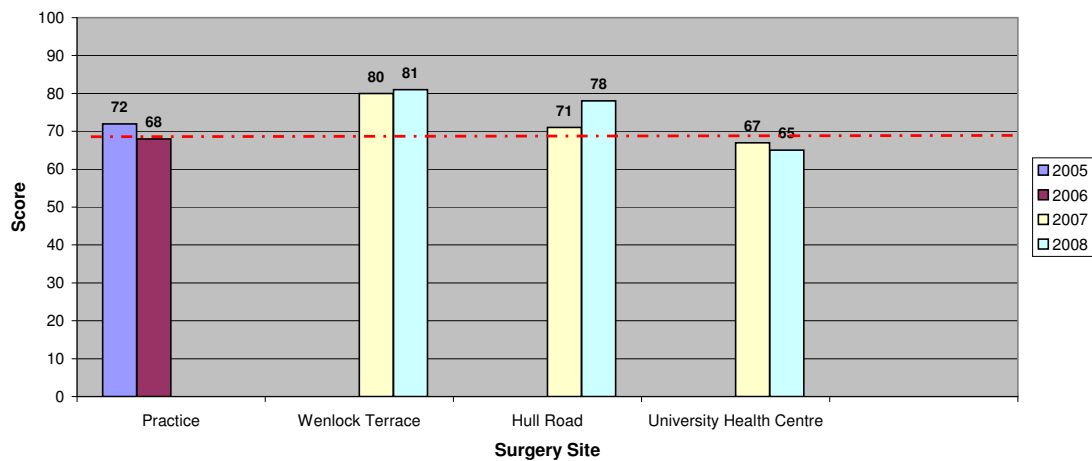
### Satisfaction with Availability of a Particular Doctor



--- Denotes **National Benchmarks**  
2007/2008 = 58

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with Availability of Any Doctor

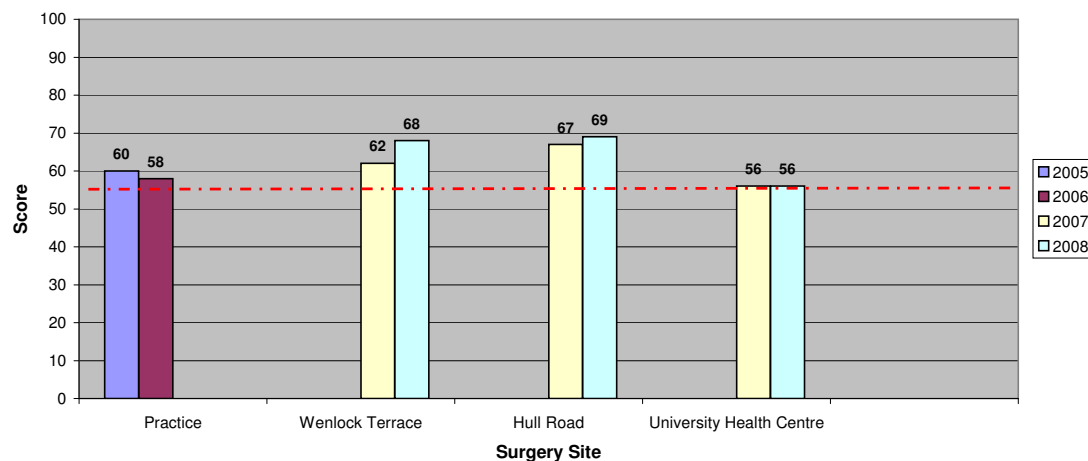


--- Denotes **National Benchmarks**  
2007/2008 = 67

**NOTE:**  
2005 & 2006 results were not split by surgery Site



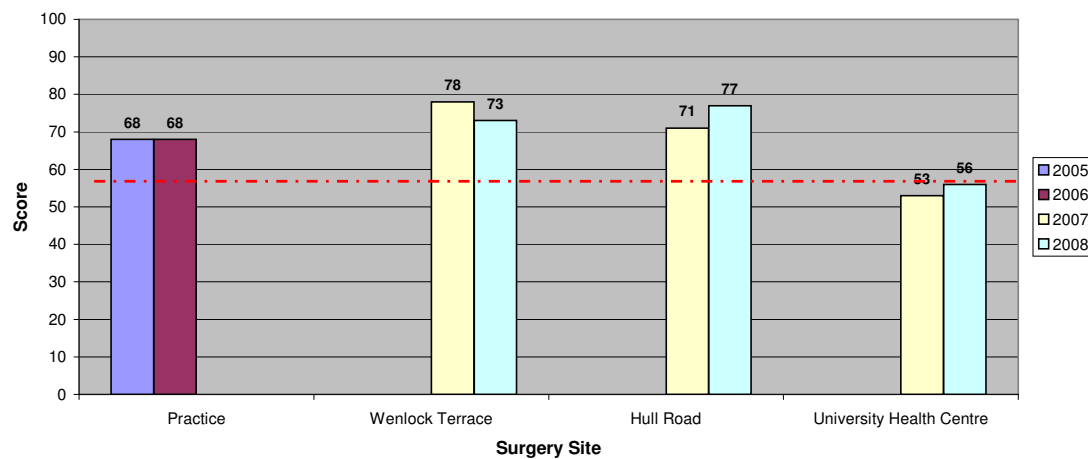
### Satisfaction with Waiting Times at Practice



--- Denotes **National Benchmarks**  
2007/2008 = 53

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with Phoning Through to the Practice



--- Denotes **National Benchmarks**  
2007/2008 = 57

**NOTE:**  
2005 & 2006 results were not split by surgery Site



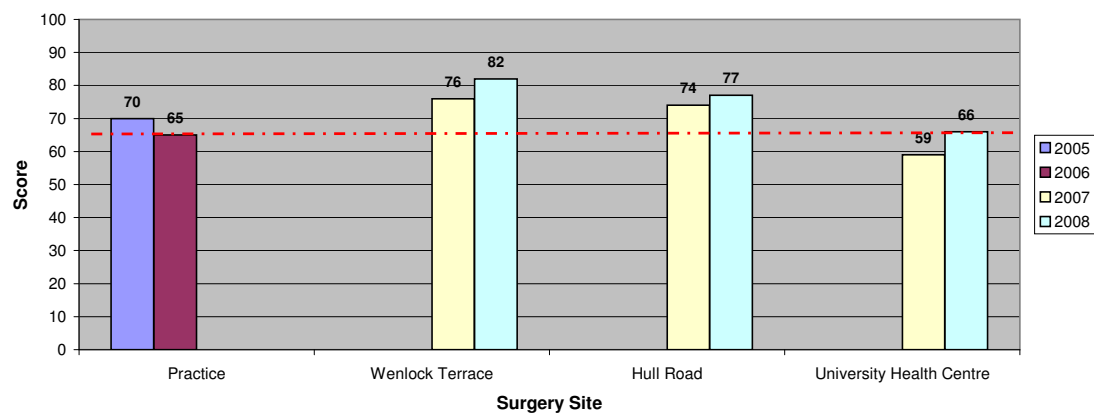
### Satisfaction with Phoning Through to Doctor for Advice



--- Denotes **National Benchmarks**  
2007/2008 = 56

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with Community Care

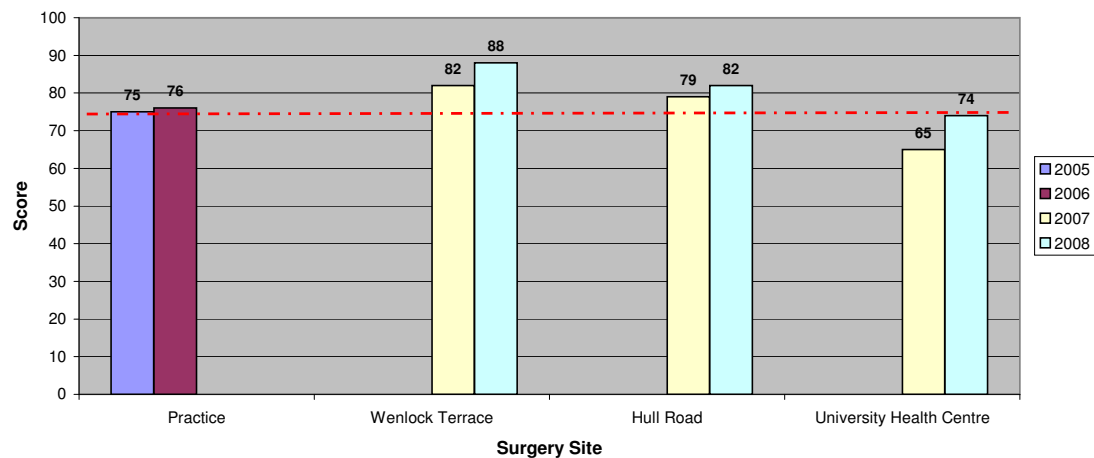


--- Denotes **National Benchmarks**  
2007/2008 = 66

**NOTE:**  
2005 & 2006 results were not split by surgery Site



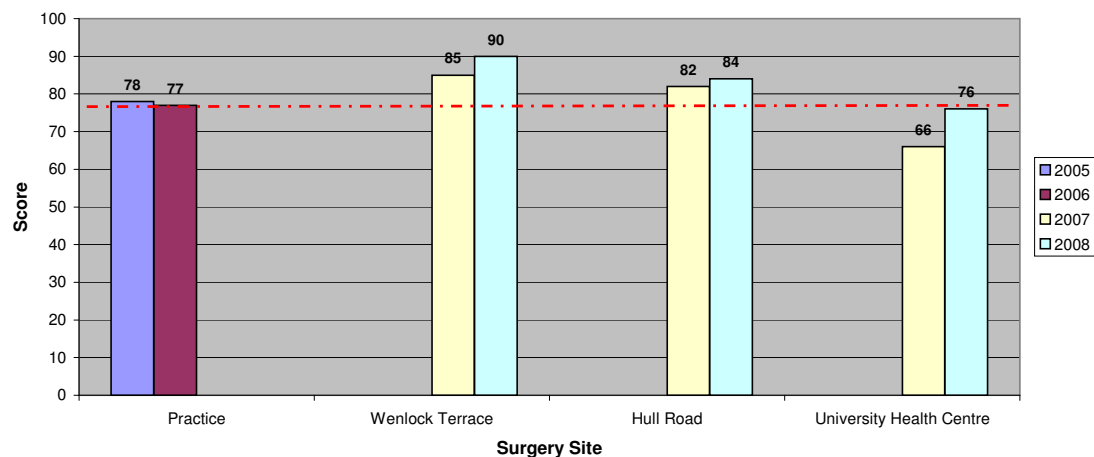
### Satisfaction with Doctor's Questioning



--- Denotes **National Benchmarks**  
2007/2008 = 75

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with How Well Doctor Listens

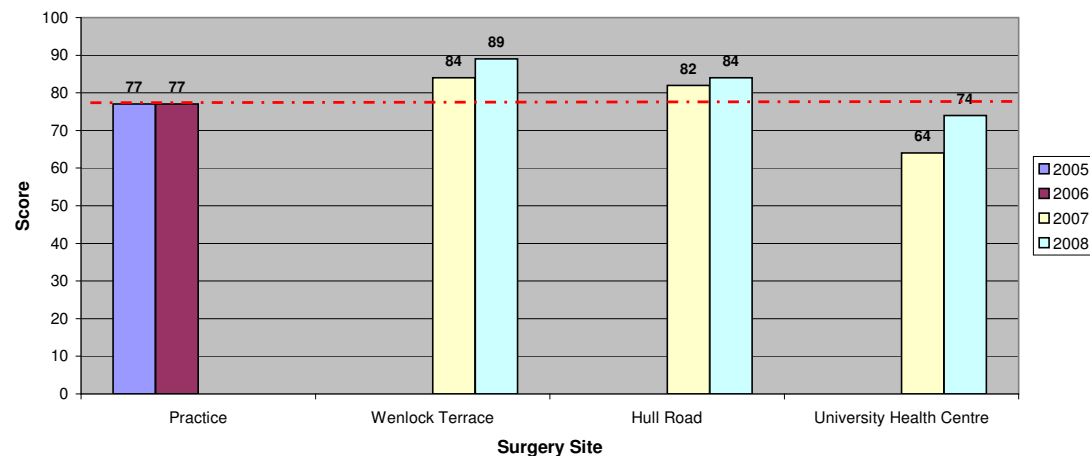


--- Denotes **National Benchmarks**  
2007/2008 = 77

**NOTE:**  
2005 & 2006 results were not split by surgery Site



### Satisfaction with How Well Doctor Puts Patient at Ease



- - - Denotes **National Benchmarks**  
2007/2008 = 78

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with How Well Doctor Involves Patient



- - - Denotes **National Benchmarks**  
2007/2008 = 75

**NOTE:**  
2005 & 2006 results were not split by surgery Site



### Satisfaction with Doctor's Explanations



- - - - - Denotes **National Benchmarks**  
2007/2008 = 77

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with Time Doctor Spends

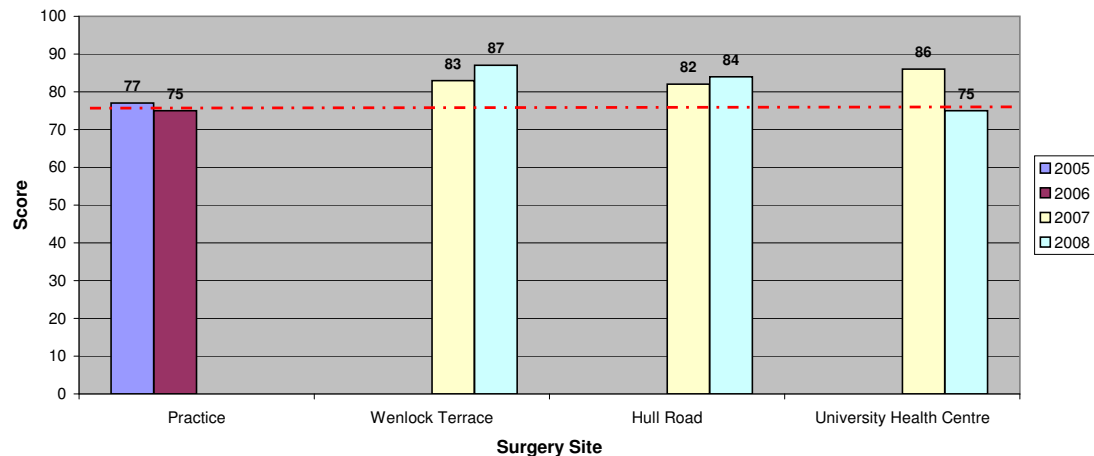


- - - - - Denotes **National Benchmarks**  
2007/2008 = 73

**NOTE:**  
2005 & 2006 results were not split by surgery Site



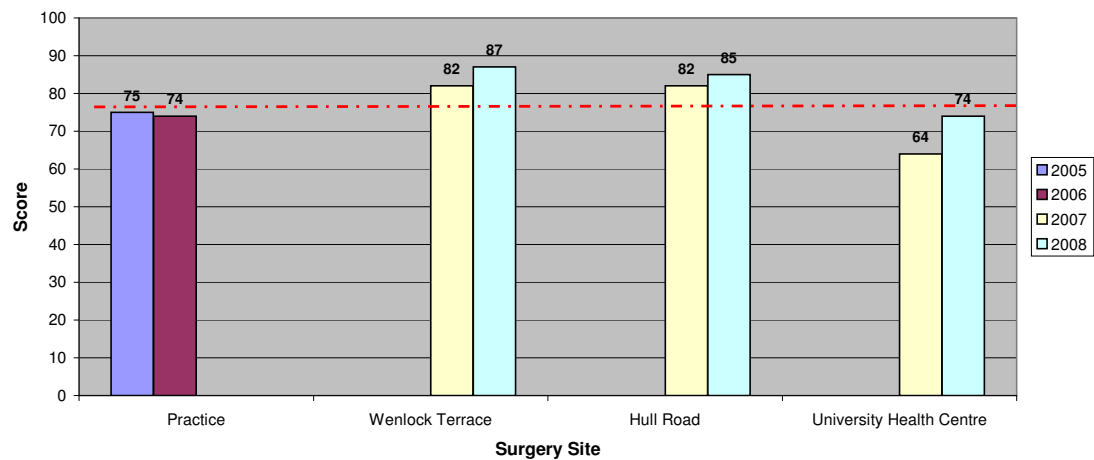
### Satisfaction with Doctor's Patience



--- Denotes **National Benchmarks**  
2007/2008 = 76

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with Doctor's Caring and Concern

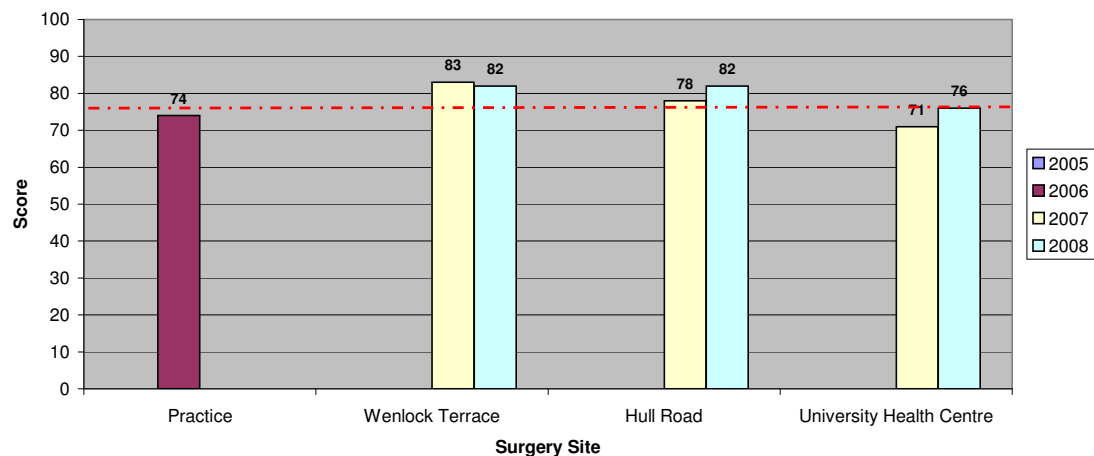


--- Denotes **National Benchmarks**  
2007/2008 = 77

**NOTE:**  
2005 & 2006 results were not split by surgery Site



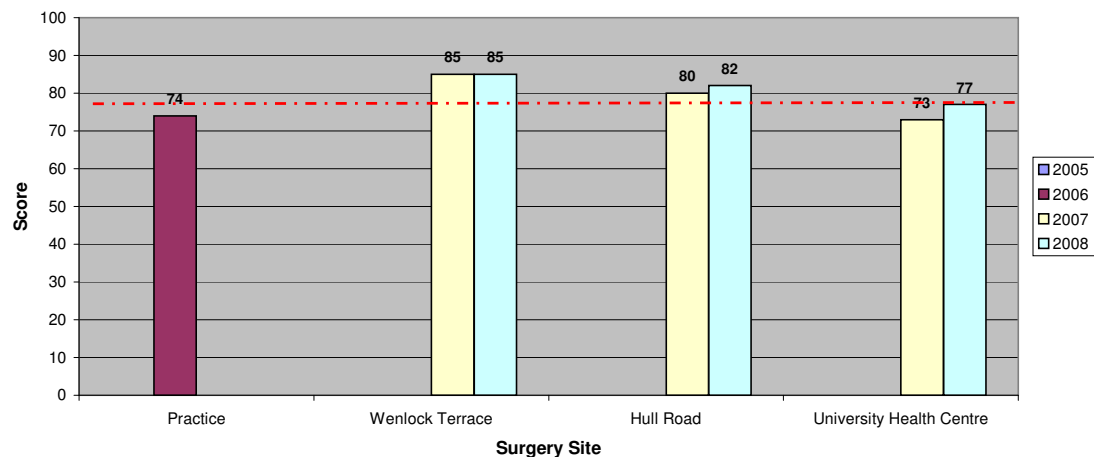
### Satisfaction with How the Nurse Listened to What You Say



--- Denotes **National Benchmarks**  
2007/2008 = 77

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Satisfaction with the Quality of Care the Nurse Provided

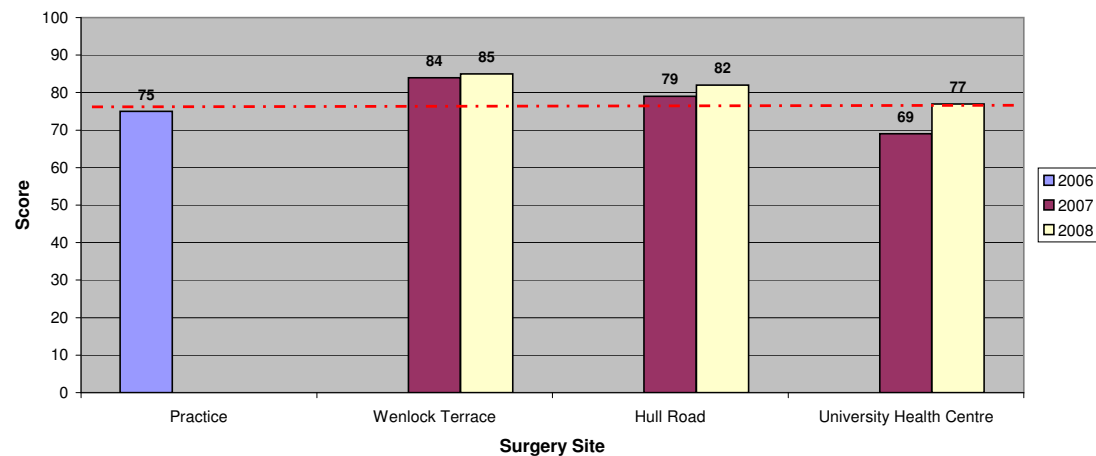


--- Denotes **National Benchmarks**  
2007/2008 = 78

**NOTE:**  
2005 & 2006 results were not split by surgery Site



### Satisfaction with How Well the Nurse(s) Explained Your Health Problems



- - - - - Denotes **National Benchmarks**  
2007/2008 = 77

**NOTE:**  
2005 & 2006 results were not split by surgery Site

### Overall Satisfaction with the Practice

