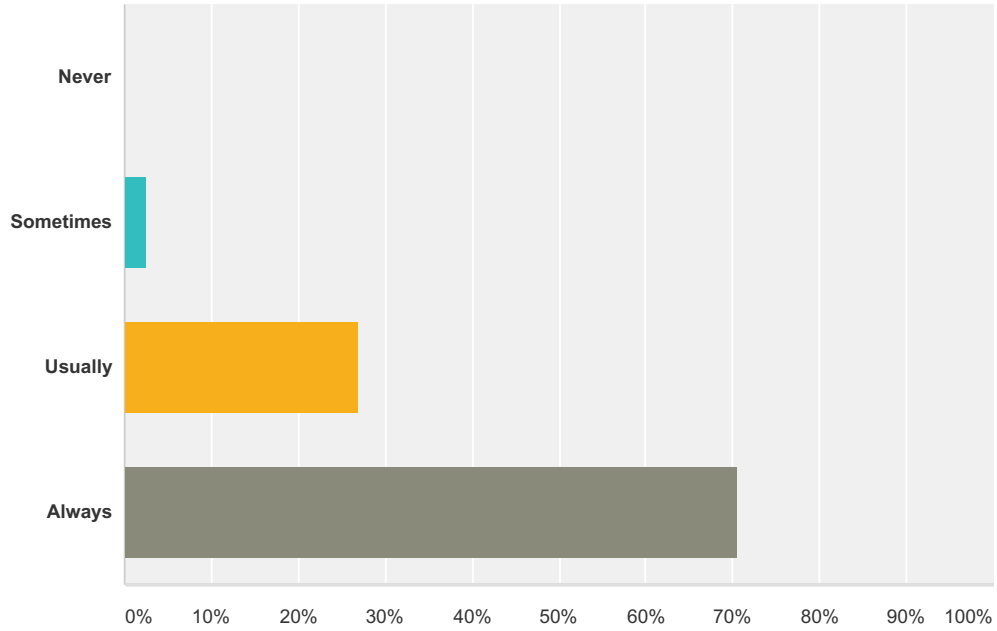


Q1 In the last 12 months, when you phoned the surgery’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

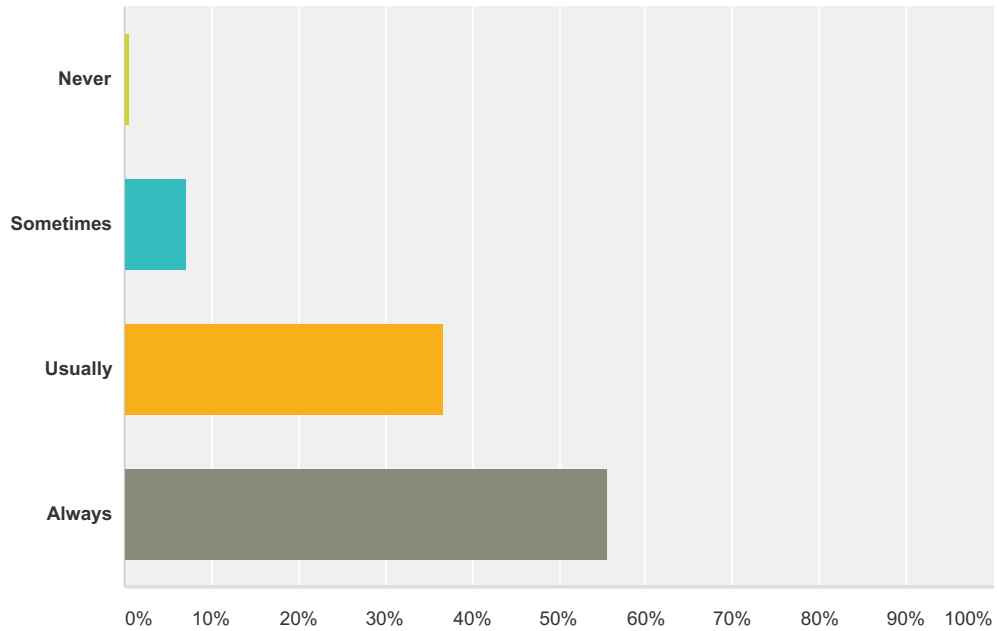
Answered: 156 Skipped: 2



| Answer Choices | Responses |
|----------------|------------|
| Never | 0.00% 0 |
| Sometimes | 2.56% 4 |
| Usually | 26.92% 42 |
| Always | 70.51% 110 |
| Total | 156 |

Q2 In the last 12 months, when you phoned the surgery’s office during regular office hours, how often did you get an answer to your medical question that same day?

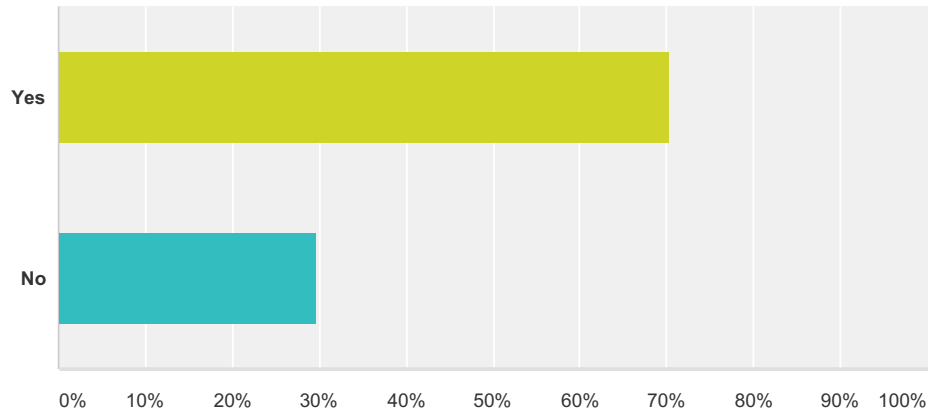
Answered: 155 Skipped: 3



| Answer Choices | Responses |
|----------------|------------|
| Never | 0.65% 1 |
| Sometimes | 7.10% 11 |
| Usually | 36.77% 57 |
| Always | 55.48% 86 |
| Total | 155 |

Q3 Wait time includes time spent in the waiting room and exam room. During your most recent visit, did you see the doctor/nurse within 15 minutes of your appointment time?

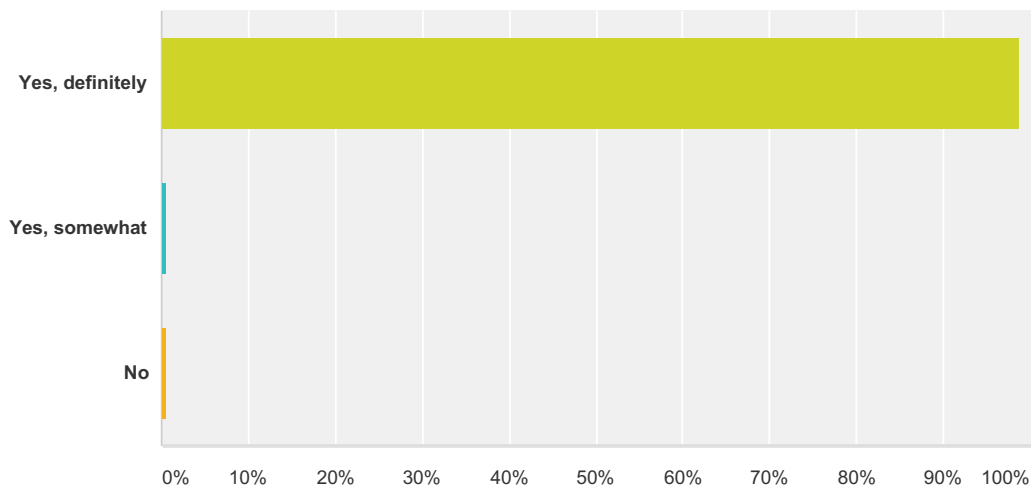
Answered: 155 Skipped: 3



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 70.32% | 109 |
| No | 29.68% | 46 |
| Total | | 155 |

Q4 During your most recent visit, did the doctor/nurse listen carefully to you?

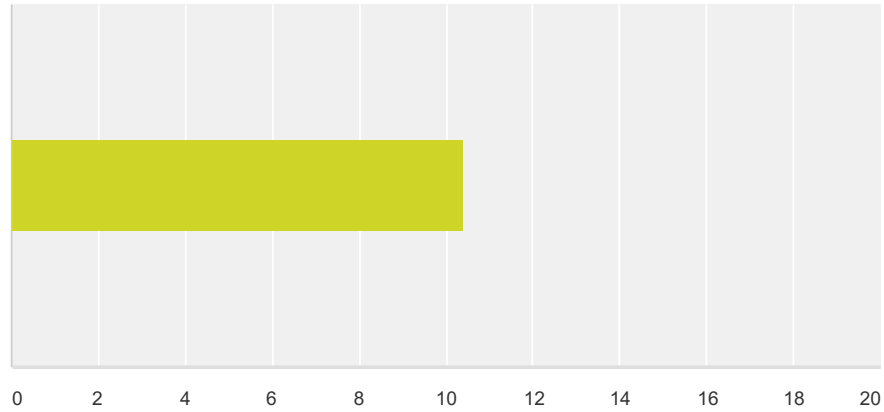
Answered: 157 Skipped: 1



| Answer Choices | Responses |
|-----------------|------------|
| Yes, definitely | 98.73% 155 |
| Yes, somewhat | 0.64% 1 |
| No | 0.64% 1 |
| Total | 157 |

Q5 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate the surgery?

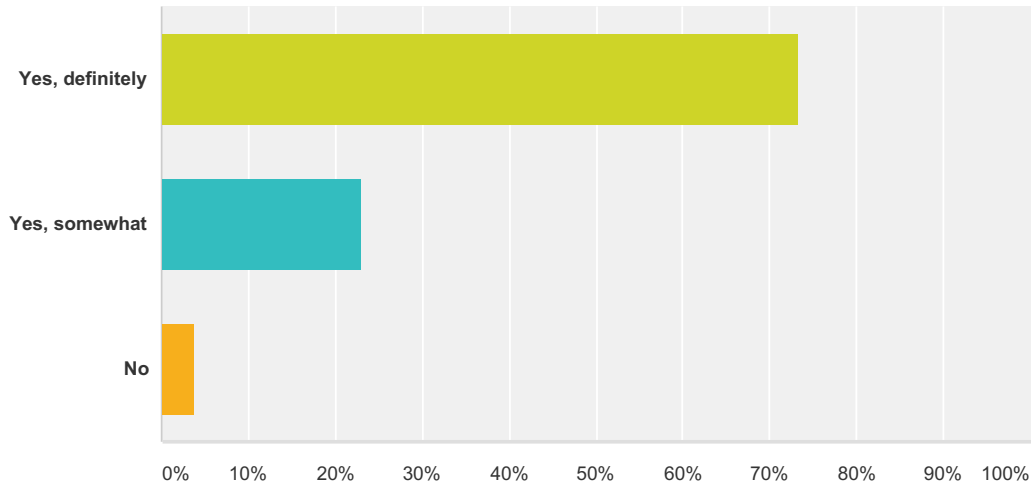
Answered: 157 Skipped: 1



| | 10 Best provider possible | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 0 Worst provider possible | Total | Weighted Average |
|---|---------------------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|---------------------------|-------|------------------|
| . | 62.42% 98 | 23.57% 37 | 10.83% 17 | 1.27% 2 | 0.64% 1 | 0.00% 0 | 0.00% 0 | 0.64% 1 | 0.00% 0 | 0.00% 0 | 0.64% 1 | 157 | 10.38 |

Q6 During your most recent visit, were clerks and receptionists at the surgery's office as helpful as you thought they should be?

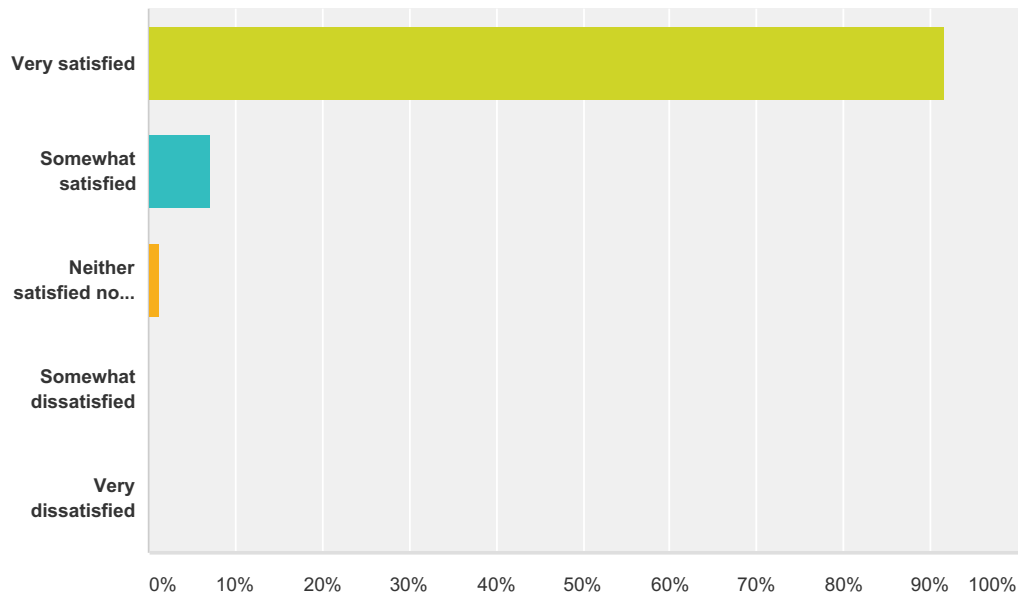
Answered: 157 Skipped: 1



| Answer Choices | Responses |
|-----------------|------------|
| Yes, definitely | 73.25% 115 |
| Yes, somewhat | 22.93% 36 |
| No | 3.82% 6 |
| Total | 157 |

Q7 Overall, how satisfied or dissatisfied were you with your last visit to our office?

Answered: 155 Skipped: 3



| Answer Choices | Responses |
|------------------------------------|------------|
| Very satisfied | 91.61% 142 |
| Somewhat satisfied | 7.10% 11 |
| Neither satisfied nor dissatisfied | 1.29% 2 |
| Somewhat dissatisfied | 0.00% 0 |
| Very dissatisfied | 0.00% 0 |
| Total | 155 |

Q8 Do you have any other comments, questions, or concerns?

Answered: 72 Skipped: 86