

Table 1

Q.1. Results by number, all respondents	Agree					Disagree		total
	5	4	3	2	1	N.A.		
1 I find it easy to make an appointment.	89	73	67	26	22	2	279	
2 The Surgery's opening hours are convenient for me.	129	72	47	15	9	7	279	
3 The Reception staff are helpful and friendly.	183	67	18	6	4	1	279	
4 I do not have to wait too long before I am seen.	56	86	83	31	17	6	279	
5 The doctors and nurses give me enough time.	161	79	26	6	2	5	279	
6 The doctors and nurses give me enough information.	160	86	20	6	3	4	279	
7 The doctors and nurses understand my condition.	163	76	26	6	4	4	279	
8 The doctors show interest in my general health.	156	72	33	8	4	6	279	
9 The doctors involve me in decisions about my care.	164	69	27	4	3	12	279	
10 The follow-up to my consultation is good.	109	81	47	13	3	26	279	
11 The staff welcome and act on feedback from me.	86	72	65	7	6	43	279	
12 I would recommend the Acorn Practice to others.	173	60	22	12	3	9	279	

Table 2

Q.1. Results by %, all respondents	Agree					Disagree		total
	5	4	3	2	1	N.A.		
1 I find it easy to make an appointment.	32	26	24	9	8	1	100	
2 The Surgery's opening hours are convenient for me.	46	26	17	5	3	3	100	
3 The Reception staff are helpful and friendly.	66	24	6	2	1	0	100	
4 I do not have to wait too long before I am seen.	20	31	30	11	6	2	100	
5 The doctors and nurses give me enough time.	58	28	9	2	1	2	100	
6 The doctors and nurses give me enough information.	57	31	7	2	1	1	100	
7 The doctors and nurses understand my condition.	58	27	9	2	1	1	100	
8 The doctors show interest in my general health.	56	26	12	3	1	2	100	
9 The doctors involve me in decisions about my care.	59	25	10	1	1	4	100	
10 The follow-up to my consultation is good.	39	29	17	5	1	9	100	
11 The staff welcome and act on feedback from me.	31	26	23	3	2	15	100	
12 I would recommend the Acorn Practice to others.	62	22	8	4	1	3	100	