

ANALYSIS OF SURVEY 2

GETTING AN APPOINTMENT

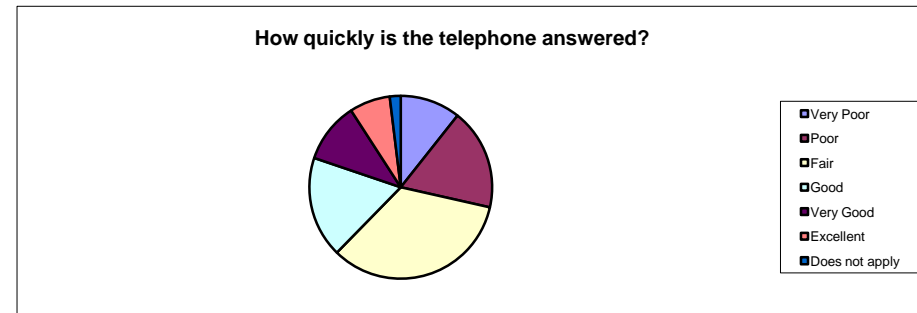
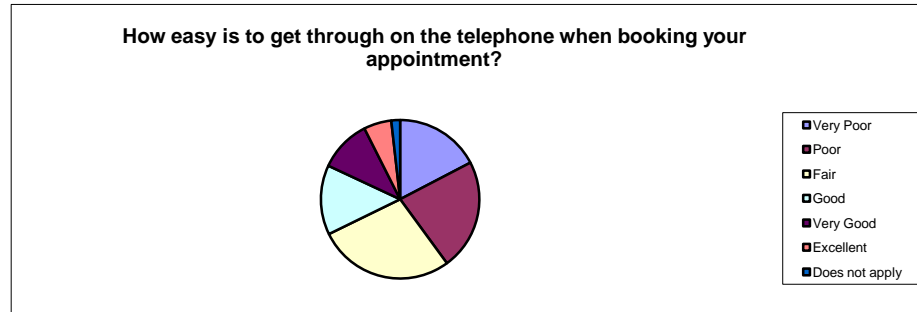
	No of Responses	Overall %
How easy is it to get an appointment?		
Very Poor	76	10%
Poor	114	15%
Fair	225	30%
Good	139	19%
Very Good	114	15%
Excellent	58	7%
Does not apply	0	0%

How easy is it to get through on the telephone when booking your appointment?		
Very Poor	126	17%
Poor	164	22%
Fair	202	27%
Good	103	14%
Very Good	77	10%
Excellent	41	5%
Does not apply	13	1%

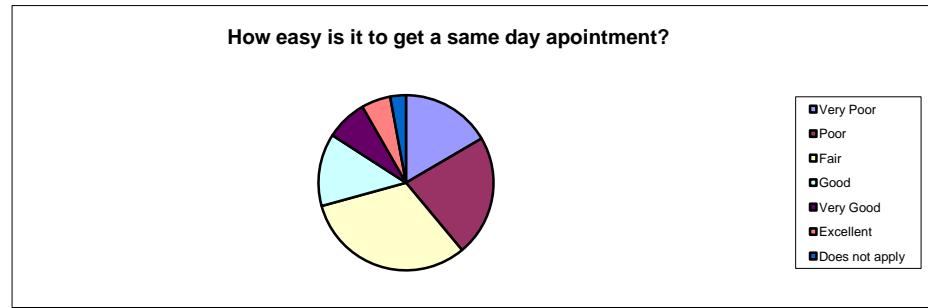
How quickly is the telephone answered?		
Very Poor	77	10%
Poor	129	17%
Fair	244	33%
Good	129	17%
Very Good	77	10%
Excellent	52	7%
Does not apply	14	1%

How easy is it to get an appointment with your Doctor?		
Very Poor	96	13%
Poor	140	19%
Fair	222	30%
Good	134	18%
Very Good	79	10%
Excellent	49	6%
Does not apply	4	0%

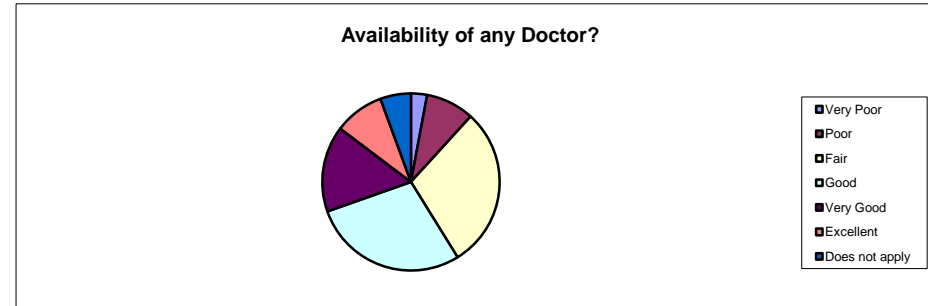
APPENDIX E



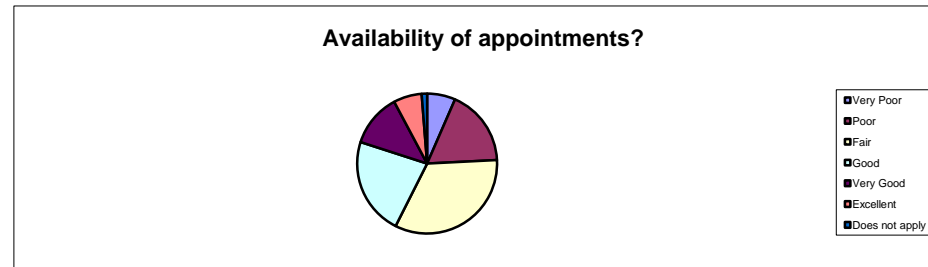
	No of Responses	Overall %
How easy is it to get a same day appointment?		
Very Poor	120	16%
Poor	162	22%
Fair	230	31%
Good	97	13%
Very Good	55	7%
Excellent	39	5%
Does not apply	21	2%



Availability of any Doctor?		
Very Poor	21	2%
Poor	63	8%
Fair	210	29%
Good	203	28%
Very Good	112	15%
Excellent	65	9%
Does not apply	40	5%



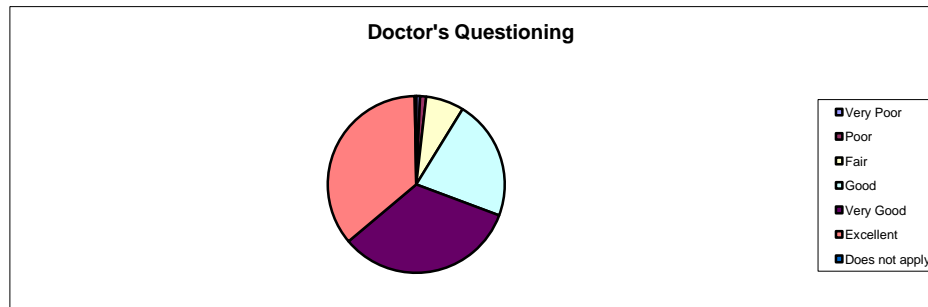
Availability of appointments?		
Very Poor	47	6%
Poor	127	17%
Fair	239	33%
Good	162	22%
Very Good	88	12%
Excellent	47	6%
Does not apply	9	1%



ANALYSIS OF SURVEY 2 CLINICAL CARE

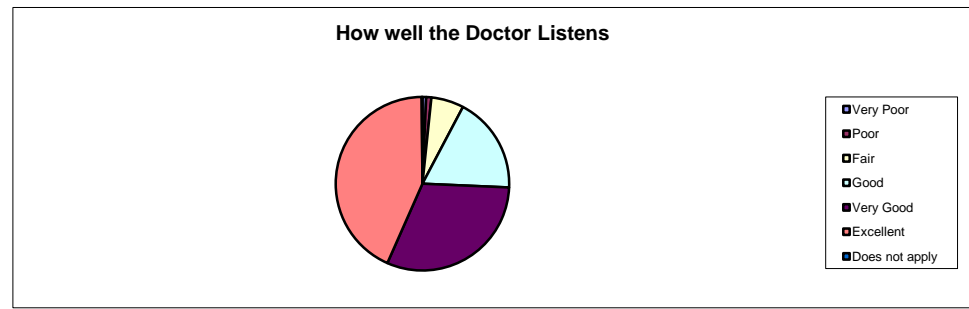
	No of Responses	Overall %
Doctor's Questioning		
Very Poor	5	0%
Poor	8	1%
Fair	50	6%
Good	157	21%
Very Good	238	33%
Excellent	257	35%
Does not apply	2	0%

APPENDIX E



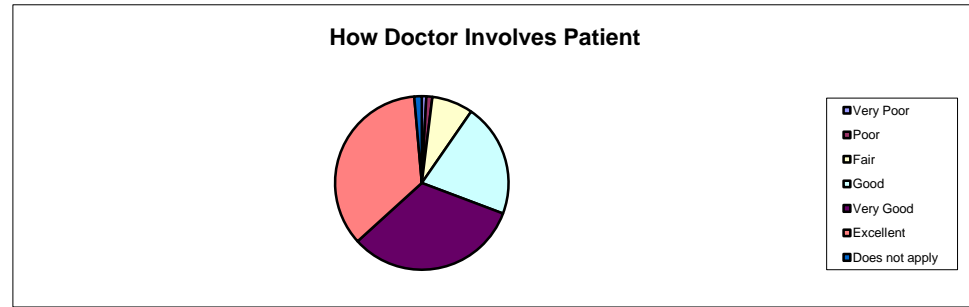
How well the Doctor Listens

Category	No of Responses	Overall %
Very Poor	5	0%
Poor	7	0%
Fair	44	6%
Good	130	17%
Very Good	224	30%
Excellent	313	43%
Does not apply	1	0%



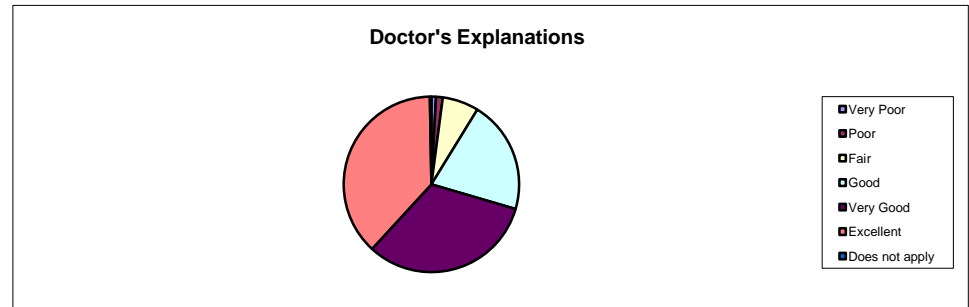
How Doctor Involves Patient

Category	No of Responses	Overall %
Very Poor	6	0%
Poor	8	1%
Fair	55	7%
Good	151	21%
Very Good	233	32%
Excellent	253	35%
Does not apply	10	1%



Doctor's Explanations

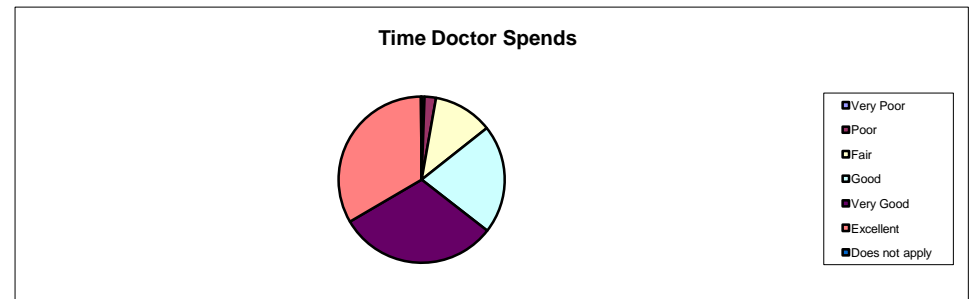
Category	No of Responses	Overall %
Very Poor	6	0%
Poor	9	1%
Fair	48	6%
Good	149	20%
Very Good	232	32%
Excellent	272	37%
Does not apply	2	0%



Time Doctor Spends

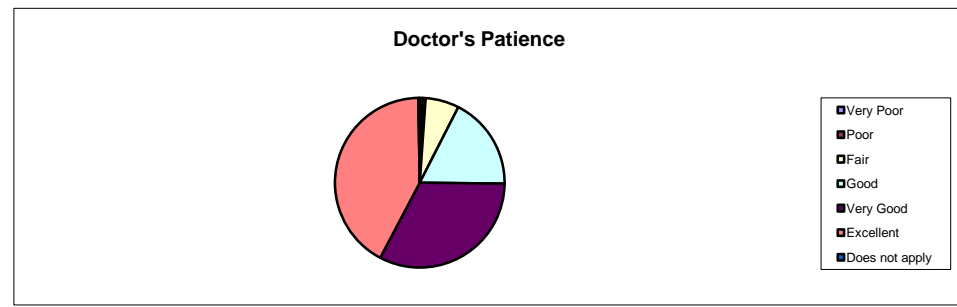
No of Responses Overall %

Category	No of Responses	Overall %
Very Poor	4	0%
Poor	16	2%
Fair	83	11%
Good	152	21%
Very Good	223	31%
Excellent	239	33%
Does not apply	1	0%



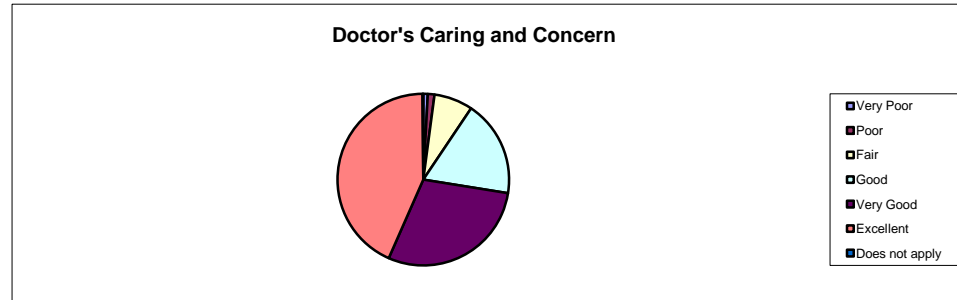
Doctor's Patience

Very Poor	4	0%
Poor	4	0%
Fair	46	6%
Good	127	17%
Very Good	234	32%
Excellent	302	42%
Does not apply	2	0%



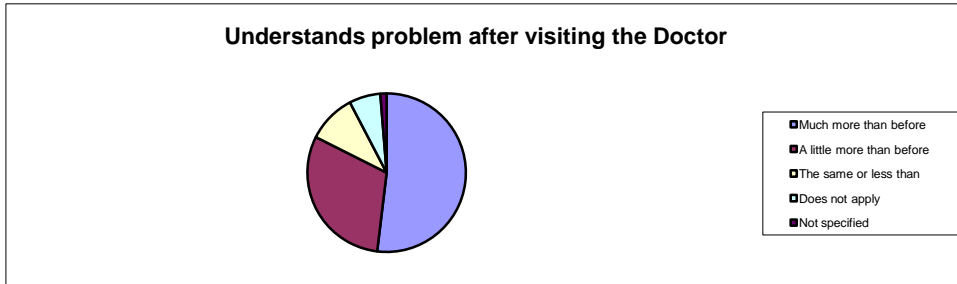
Doctor's Caring and Concern

Very Poor	6	0%
Poor	9	1%
Fair	52	7%
Good	129	18%
Very Good	207	29%
Excellent	308	43%
Does not apply	1	0%



Understands problem after visiting the Doctor

Much more than before	366	51%
A little more than before	215	30%
The same or less than	70	9%
Does not apply	45	6%
Not specified	9	1%



Cope with the problem after visiting the Doctor

	No of Responses	Overall %
Much more than before	330	46%
A little more than before	228	32%
The same or less than	79	11%
Does not apply	54	7%
Not specified	13	1%

