

Ivel Medical Centre					
Responses from Survey carried out at Open Session and in the Practice during November and December 2014					
	Very important	Quite important	Important	Not very important	Not at all important
<b>Staffing and Customer Care</b>					
It's easy to get through on the phone	67	9	6	1	
The staff are polite and friendly	67	9	6	1	
The staff are helpful and understanding	69	8	7	1	
The Practice offers a choice of male and female GPs	50	17	7	7	
The Practice have GP/nurses with specialist interests eg Diabetes, Cancer	56	22	6	1	
There is good information on services available	45	24	10	1	
<b>Getting seen</b>					
You can get an appointment within 48 hours	68	15		1	
You can book an appointment 3 or more days ahead	50	27	3	1	1
<b>Forward Planning</b>					
The Practice develops plans for the future needs of their patients	49	23	12		
The Practice is able to adapt to changing need	47	21	14		