

	Q1 Appts available at convenient times	Q2 Appts at a convenient location	Q3 Seen promptly	Q4 I feel involved in my warfarin management	Q5 I have the chance to ask questions	Q6 Results & info clearly explained	Q7 Results & dose always recorded in	Q8 Easy to contact outside my appt.	Q9 I am happy with the service
Strongly Agree	73.17%	70.73%	65.85%	75.61%	78.05%	82.93%	-	48.78%	80.49%
Agree	26.83%	26.83%	34.15%	21.95%	21.95%	17.07%	78.05%	46.34%	19.51%
Uncertain	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	4.88%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	0.00%	0.00%
Unanswered	0.00%	2.44%	0.00%	2.44%	0.00%	0.00%	21.95%	0.00%	0.00%

***Based on a return of 41 responses in total**

Comments:-

"During the last 14 years I have needed my INR checked I have had the best"

"I can always arrange my visits to surgery for treatment to suit my travel arrangements by public services. I've never had a problem except to say I must have appointments now after 10.00 because of changes to timetables Any times after 10.00 will suit me and the staff are always very obliging"

"As part of the practice improvements to the computer system, the ability to e-mail directly to the practice nurse would be advantageous. This opportunity did exist with heather during our extended tour of New Zealand in 2009. Also, 'clever clogs' system for warfarin management does not allow much flexibility for dosage-eg could be better with 3 day cycle of dosage"

"Very happy with the excellent service"

"Don't mend something that is not broken. The practice nurses do a very good job and without their help and understanding some of us would be worse off"

"Pleased with the service"

"Service very good"

" 3 stars for Heather"

"All the staff are friendly knowledgeable and understanding of lifes ups and downs making regular visits a pleasure rather than a chore"

"After being on warfarin for about 15 years, your service contains everything that I need and want"