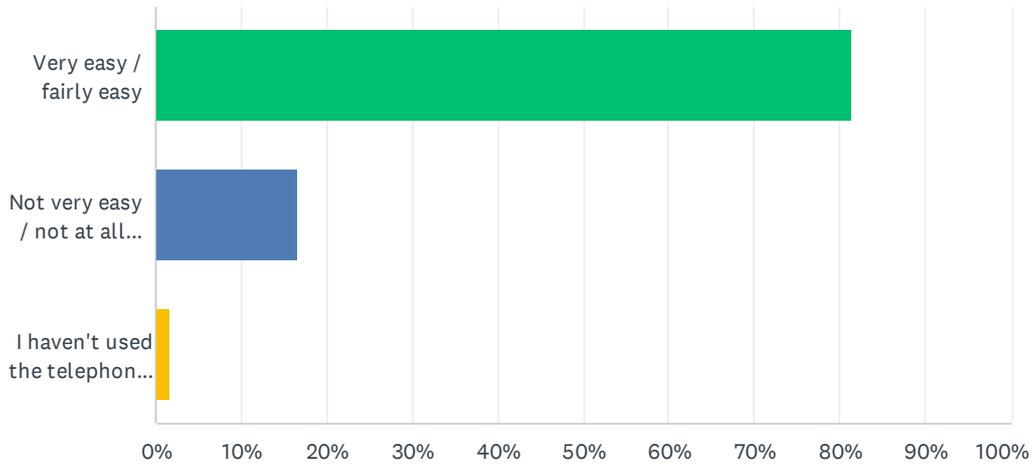


Q1 Generally, how easy or difficult is it to get through to someone at the practice on the phone?

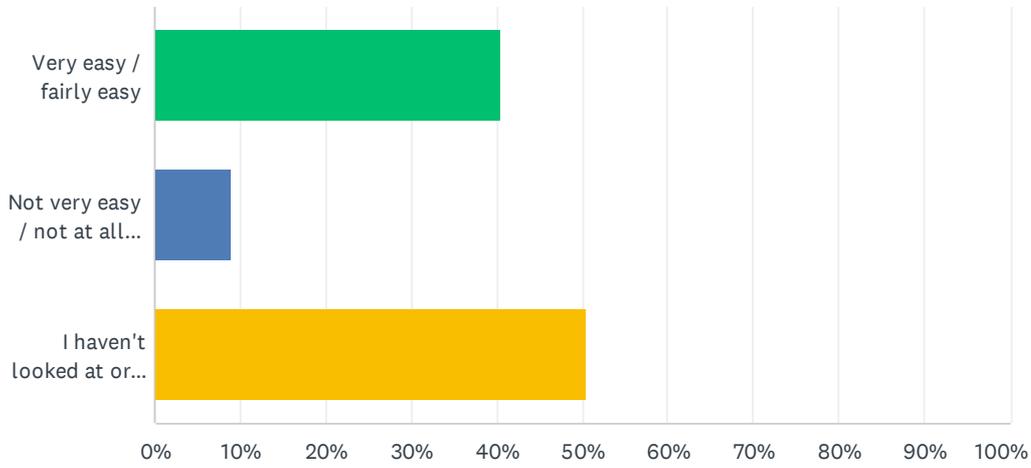
Answered: 168 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|------------|
| Very easy / fairly easy | 81.55% | 137 |
| Not very easy / not at all easy | 16.67% | 28 |
| I haven't used the telephone to contact the practice / not applicable | 1.79% | 3 |
| TOTAL | | 168 |

Q2 How easy is it to use the practice's website to look for information or access services?

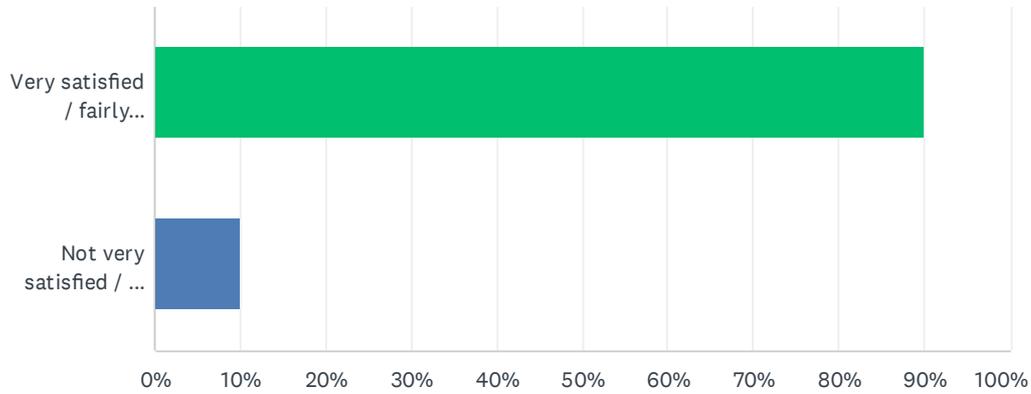
Answered: 168 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| Very easy / fairly easy | 40.48% | 68 |
| Not very easy / not at all easy | 8.93% | 15 |
| I haven't looked at or used the website / not applicable | 50.60% | 85 |
| TOTAL | | 168 |

Q3 Were you satisfied with the appointment (or appointments) you were offered?

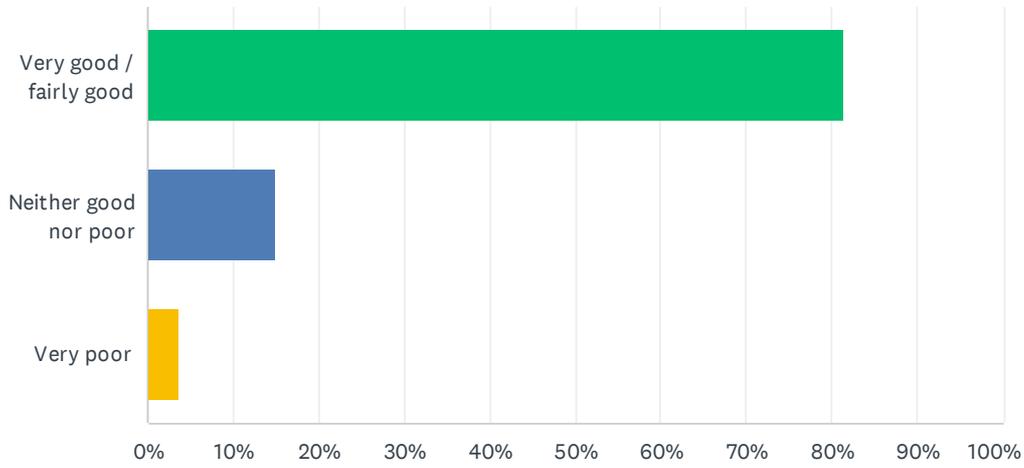
Answered: 168 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|------------|
| Very satisfied / fairly satisfied | 89.88% | 151 |
| Not very satisfied / not at all satisfied | 10.12% | 17 |
| TOTAL | | 168 |

Q4 Overall, how would you describe your experience of making an appointment?

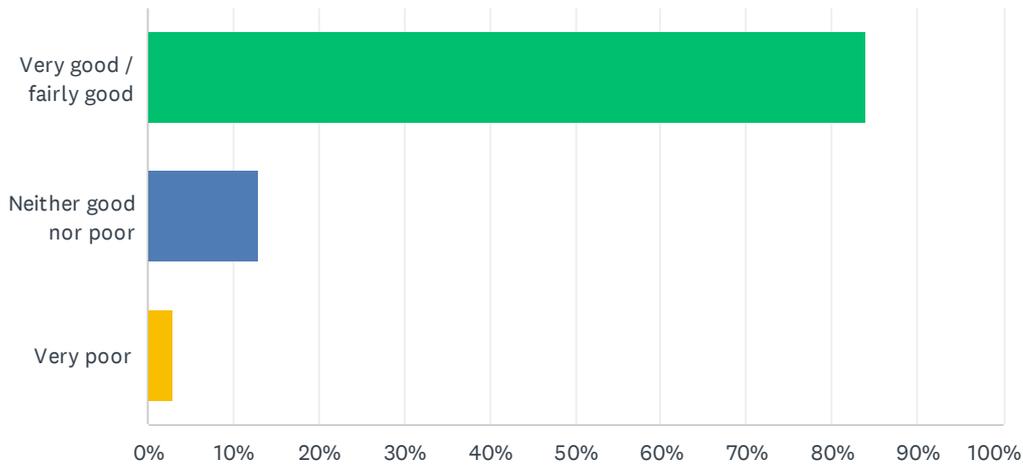
Answered: 168 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|-----|
| Very good / fairly good | 81.55% | 137 |
| Neither good nor poor | 14.88% | 25 |
| Very poor | 3.57% | 6 |
| TOTAL | | 168 |

Q5 Overall, how would you describe your experience of your practice?

Answered: 168 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Very good / fairly good | 83.93% | 141 |
| Neither good nor poor | 13.10% | 22 |
| Very poor | 2.98% | 5 |
| TOTAL | | 168 |