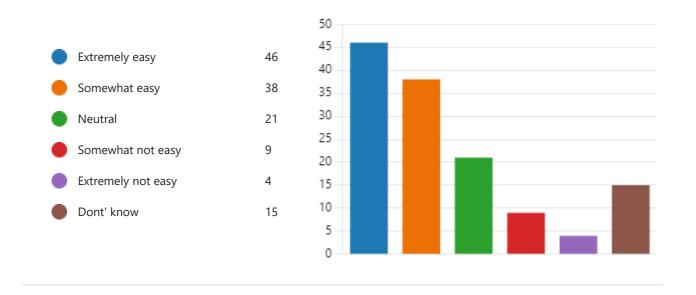
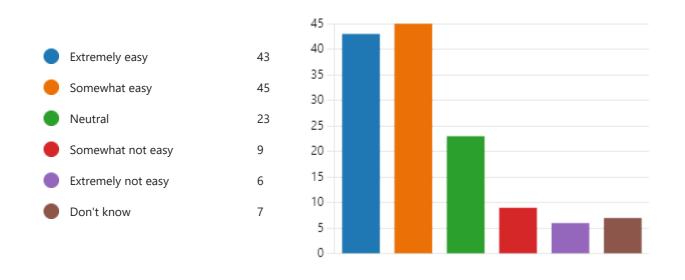
Friend and Family Test



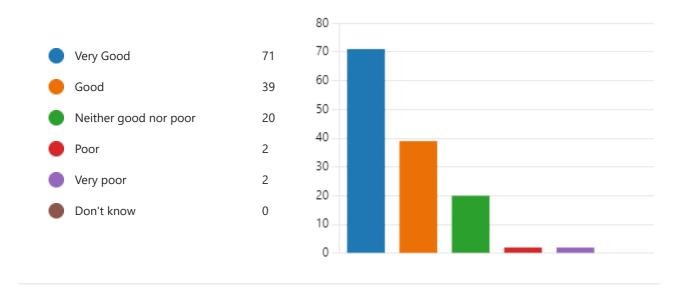
1. How easy it is to use your GP practice website to look for information or access services?



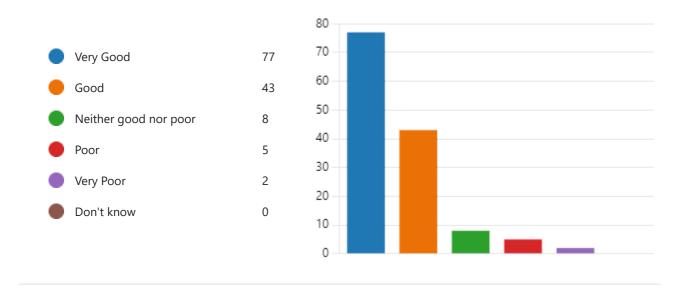
2. Generally how easy is it to get through to someone at your GP Practice on the phone?



3. How would you describe your experience of making an appointment?



4. Overall, how was your experience of our service?



5. Please can you tell us why you gave your answer?

111 Responses Latest Responses

"Because it was easy to get through"

"My appointment was with wrong nurse. Nurse doesn't know ...

"Long wait on phone"

27 respondents (**24**%) answered **appointments** for this question. appointments over the phone time for appointments appointment do appointment time Dr doctors appointment was yesterday nurse appointments available appointment Service helpful telep phone staff VERY helpful doctors a appointment on the same day appointment on request appointments very easy appointment for I 6. Please tell us about anything that we could have done better.

74 Responses Latest Responses

"Nothing "

"Need more activities."

"Improve making personal appointment with doctor"

12 respondents (16%) answered appointment for this question.

page for appointments

no appointments

personal app

phone or face

appointment with doctor

appt

online appointment appointment

phone resul waiting folk

phoned an he earlier phone line future appointments better

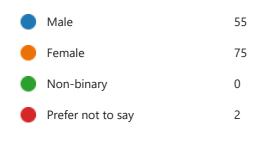
face to face

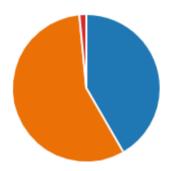
phone staff

appoin

appointment with the nurse

7. Gender





8. Age group



