

Friend and Family Test

138

Responses

03:26

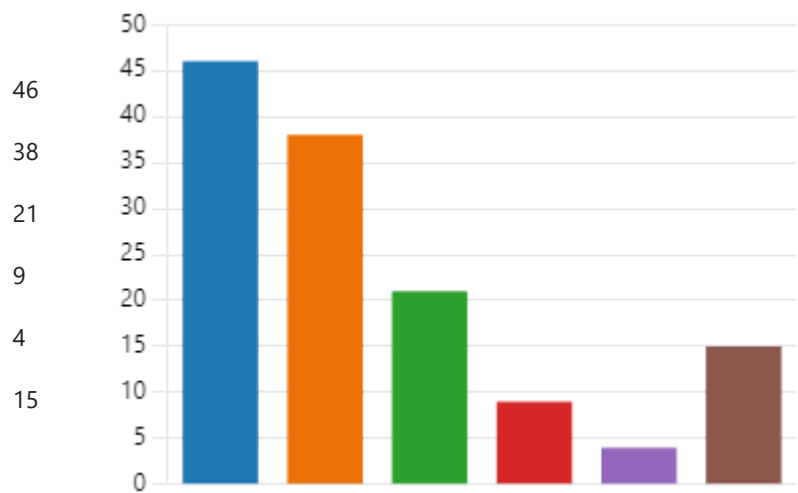
Average time to complete

Active

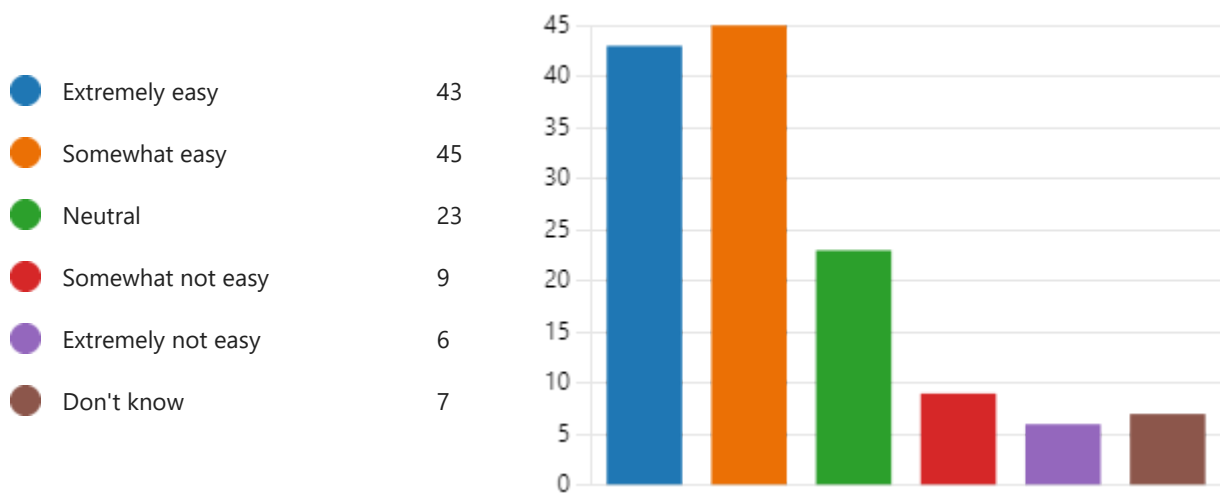
Status

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

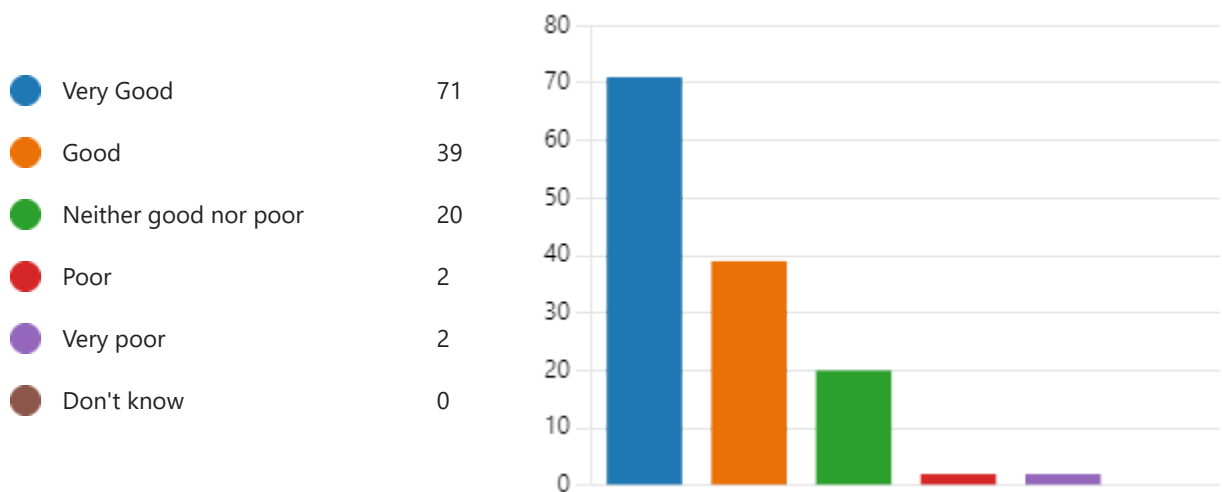
- Extremely easy
- Somewhat easy
- Neutral
- Somewhat not easy
- Extremely not easy
- Dont' know



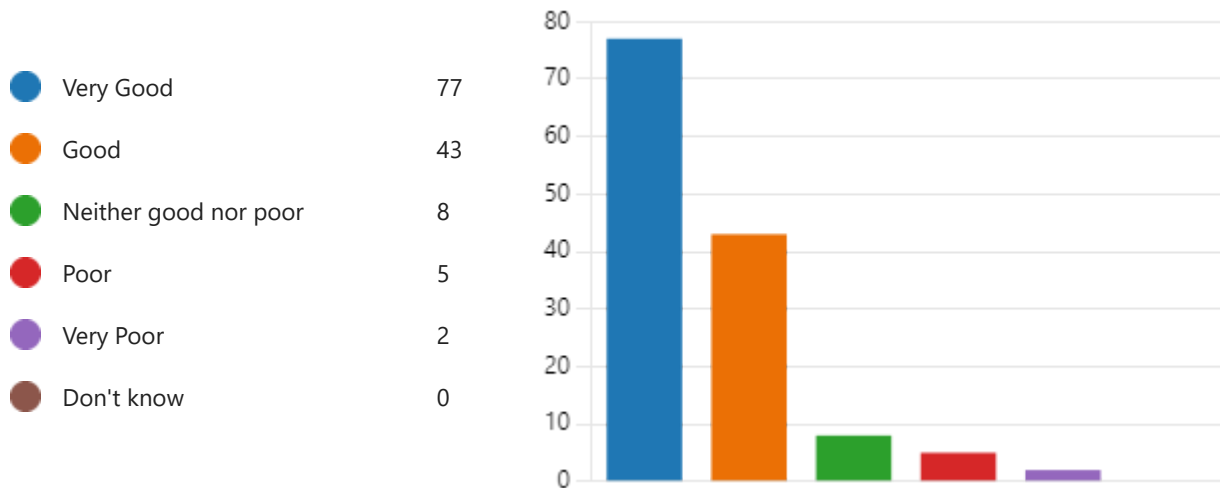
2. Generally how easy is it to get through to someone at your GP Practice on the phone?



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.



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"



7. Gender

● Male	55
● Female	75
● Non-binary	0
● Prefer not to say	2



8. Age group

● 18-25	5
● 26-45	16
● 46-65	48
● 65+	61

