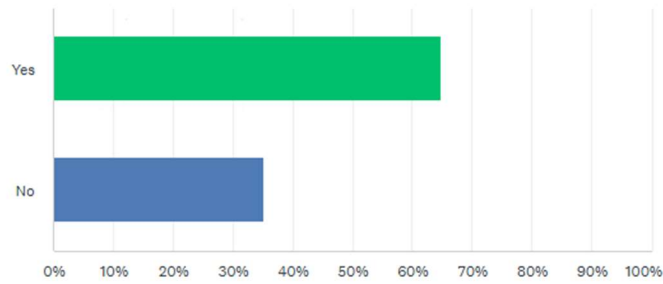


Q1

Customize Save as

### Have you contacted the surgery to book an appointment in the last month?

Answered: 679 Skipped: 5



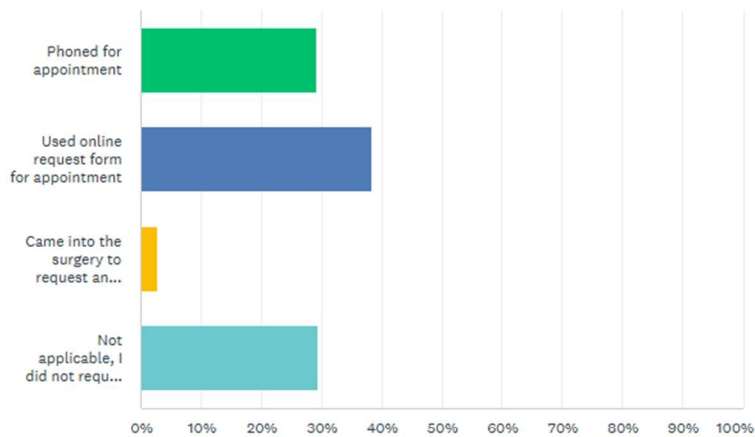
ANSWER CHOICES	RESPONSES
Yes	64.80% 440
No	35.20% 239
<b>TOTAL</b>	<b>679</b>

Q2

Customize Save as

### How did you contact the surgery?

Answered: 662 Skipped: 22



ANSWER CHOICES	RESPONSES
Phoned for appointment	29.31% 194
Used online request form for appointment	38.37% 254
Came into the surgery to request an appointment	2.87% 19
Not applicable, I did not request an appointment	29.46% 195
<b>TOTAL</b>	<b>662</b>

Q3

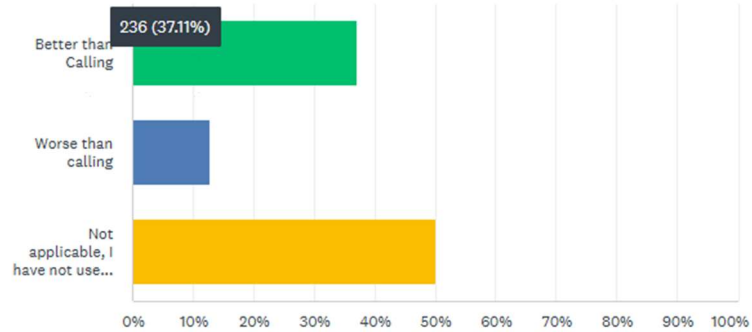


Customize

Save as ▾

If you used the online request form in the last month, did you find this:

Answered: 636 Skipped: 48



ANSWER CHOICES	RESPONSES
▼ Better than Calling	37.11% 236
▼ Worse than calling	12.74% 81
▼ Not applicable, I have not used the online form	50.16% 319
<b>TOTAL</b>	<b>636</b>

Q4

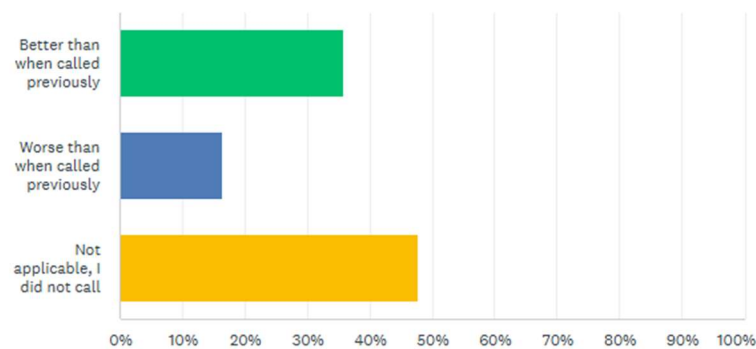


Customize

Save as ▾

If you called the surgery in the last month, did you find the service:

Answered: 643 Skipped: 41



ANSWER CHOICES	RESPONSES
▼ Better than when called previously	35.77% 230
▼ Worse than when called previously	16.49% 106
▼ Not applicable, I did not call	47.74% 307
<b>TOTAL</b>	<b>643</b>

Q5

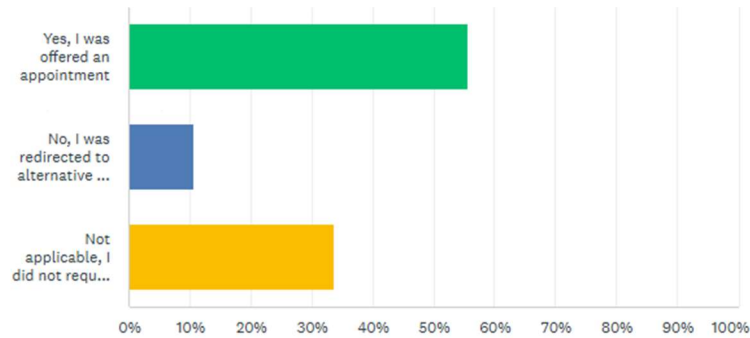


Customize

Save as ▾

If you requested an appointment, were we able to offer you an appointment:

Answered: 652 Skipped: 32



ANSWER CHOICES	RESPONSES
Yes, I was offered an appointment	55.67% 363
No, I was redirected to alternative NHS services	10.58% 69
Not applicable, I did not request an appointment	33.74% 220
<b>TOTAL</b>	<b>652</b>

Q6

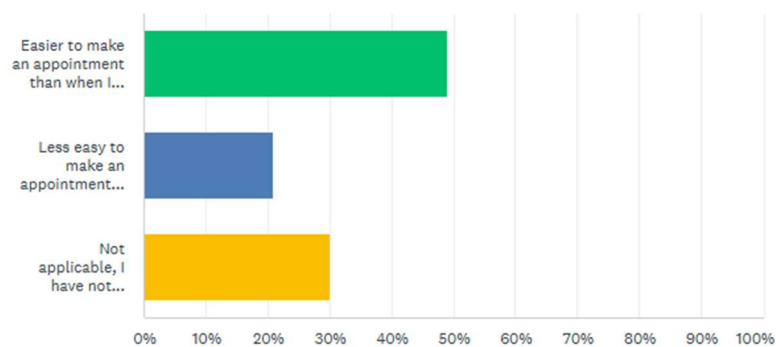


Customize

Save as ▾

If you have requested an appointment in the past month, and have used our service in the past year, did you find it :

Answered: 650 Skipped: 34



ANSWER CHOICES	RESPONSES
Easier to make an appointment than when I requested one previously	49.08% 319
Less easy to make an appointment than when I requested one previously	20.92% 136
Not applicable, I have not requested an appointment recently and in the past year	30.00% 195
<b>TOTAL</b>	<b>650</b>