






**1. How useful do you find the Practice Website?**

		Response Percent	Response Count
Very useful		22.7%	5
Useful		59.1%	13
Not useful		18.2%	4
answered question			22
skipped question			17



**2. What else would you like to see on the Practice Website that you would find useful?**

	Response Count
	10
answered question	10
skipped question	29

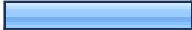
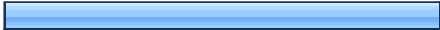
**3. Have you tried ordering a repeat prescription via the website?**

		Response Percent	Response Count
Yes		21.6%	8
No		78.4%	29
answered question			37
skipped question			2

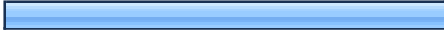
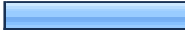
#### 4. Did you find the process easy?

		Response Percent	Response Count
Yes		87.5%	7
No		12.5%	1
answered question			8
skipped question			31



#### 5. Would you like assistance to enable you to use this service?

		Response Percent	Response Count
Yes		30.0%	6
No		70.0%	14
answered question			20
skipped question			19



#### 6. Do you use the 'self arrival screen' when you arrive for your appointment?

		Response Percent	Response Count
Yes		71.1%	27
No		28.9%	11
answered question			38
skipped question			1



### 7. Do you find this option better than waiting to register with a receptionist?

		Response Percent	Response Count
Yes		88.0%	22
No		12.0%	3
answered question			25
skipped question			14


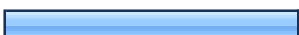
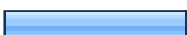

### 8. If you answered 'no' to this question is this because:

		Response Percent	Response Count
You don't like using it		50.0%	2
You would like some assistance to help you use it		50.0%	2
answered question			4
skipped question			35



### 9. Would you like to be able to book routine appointments online through the web-site?

		Response Percent	Response Count
Yes		73.0%	27
No		27.0%	10
answered question			37
skipped question			2





**10. When you are offered a routine appointment, how long do you feel it is acceptable to wait until one is available?**

		Response Percent	Response Count
One day		13.2%	5
<b>Two days</b>		<b>47.4%</b>	<b>18</b>
Three days		28.9%	11
Other		10.5%	4
<b>answered question</b>			<b>38</b>
<b>skipped question</b>			<b>1</b>


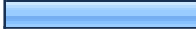


**11. Do you feel that the surgery offers enough routine appointments with a doctor?**

		Response Percent	Response Count
Yes		87.5%	28
No		12.5%	4
<b>answered question</b>			<b>32</b>
<b>skipped question</b>			<b>7</b>

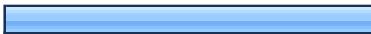




**12. Generally, how satisfied are you with the service you receive from your GP?**

		Response Percent	Response Count
<b>Very satisfied</b>		<b>62.9%</b>	<b>22</b>
Fairly satisfied		31.4%	11
Neither satisfied or dissatisfied		2.9%	1
Dissatisfied		0.0%	0
Very dissatisfied		2.9%	1
<b>answered question</b>			<b>35</b>
<b>skipped question</b>			<b>4</b>

### 13. Generally, how satisfied are you with the service you receive from the Practice Nurse?

		Response Percent	Response Count
Very satisfied		63.9%	23
Fairly satisfied		30.6%	11
Neither satisfied or dissatisfied		2.8%	1
Dissatisfied		0.0%	0
Very dissatisfied		2.8%	1
<b>answered question</b>			<b>36</b>
<b>skipped question</b>			<b>3</b>

### 14. Generally, how satisfied are you with the service you receive from Reception?

		Response Percent	Response Count
Very satisfied		59.5%	22
Fairly satisfied		24.3%	9
Neither satisfied or dissatisfied		5.4%	2
Dissatisfied		2.7%	1
Very dissatisfied		8.1%	3
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>2</b>

### 15. Are there any other issues you would like to raise with the Practice?

	Response Count
	10
<b>answered question</b>	<b>10</b>
<b>skipped question</b>	<b>29</b>