Number of Responses: **413**

Patient Survey 2023

**Q1. Generally, how easy is it to get through to this GP practice on the telephone?**

Very easy: **29%**

Fairly easy: **52%**

Not very easy: **12%**

Not easy at all: **4%**

No response: **3%**



**Q2. How easy is it to use this GP practice's website to look for information or access services?**

Very easy: **22%**

Fairly easy: **17%**

Not very easy: **2%**

Not easy at all: **1%**

I haven't used the website, but I'm aware of it: **30%**

I'm not aware of it: **20%**

No response: **8%**



**Q3. Overall, how would you describe your experience of the online triage service available on our website?**

Very good: **25%**

Good: **19%**

Neither good nor poor: **3%**

Poor: **0%**

Very poor: **0%**

I haven’t used the triage service, but I'm aware of it: **27%**

I'm not aware of the triage service: **20%**

No response: **6%**



**Q4. Were you satisfied with the appointment (or appointments) you were offered?**

Yes and I accepted an appointment: **85%**

No, but I still took an appointment: **4%**

No and I didn’t accept an appointment: **0%**

I didn't need an appointment: **6%**

No response: **5%**



**Q5. Overall, how would you describe your experience of making an appointment?**

Very good: **42%**

Good: **33%**

Neither good not poor: **14%**

Poor: **3%**

Very poor: **1%**

I didn't need an appointment: **3%**

No response: **4%**



**Q6. Overall, how would you describe your experience of this GP practice?**

Very good: **57%**

Good: **33%**

Neither good not poor: **5%**

Poor: **0%**

Very poor: **1%**

No response: **4%**

