

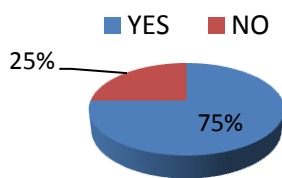
Q1. Who did you see at the surgery today?



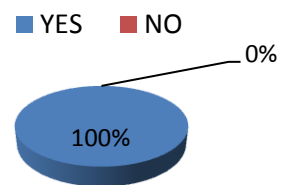
Q5. In the past 6 months, how easy have you found getting through on the telephone?



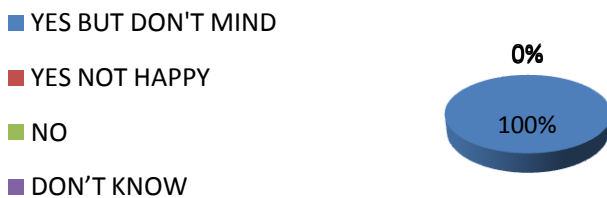
Q2. Did you find it easy to get this appointment?



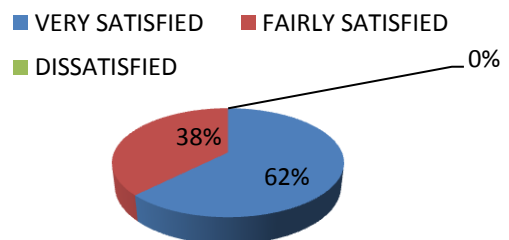
Q6. In the past 6 months, have you tried to book ahead?



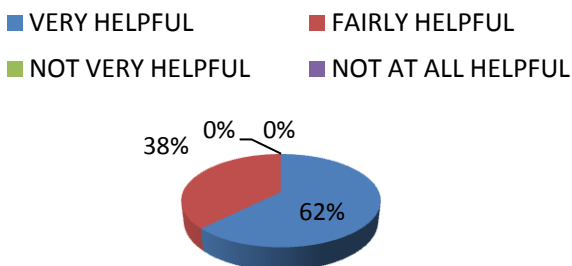
Q3. Can patients overhear what you say to the receptionist?



Q7. If yes to Q6, how satisfied were you with the outcome?



Q4. How helpful did you find the receptionists?



Q8. How satisfied are you with surgery opening hours?

