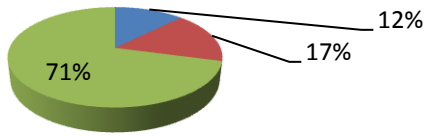


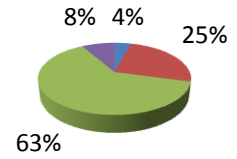
Q1. Who did you see at the surgery today?

■ OTHER ■ PRACTICE NURSE ■ DOCTOR



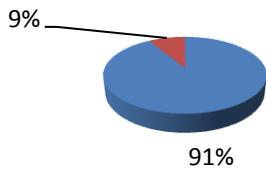
Q5. In the past 6 months, how easy have you found getting through on the telephone?

■ HAVEN'T TRIED
■ VERY EASY
■ FAIRLY EASY
■ NOT VERY EASY



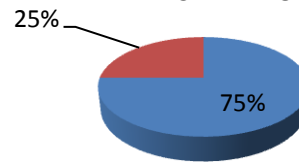
Q2. Did you find it easy to get this appointment?

■ YES ■ NO



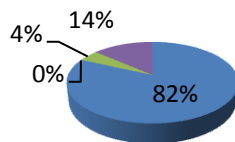
Q6. In the past 6 months, have you tried to book ahead?

■ YES ■ NO



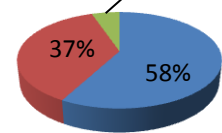
Q3. Can other patients overhear what you say to the receptionist?

■ YES BUT DON'T MIND
■ YES NOT HAPPY
■ NO
■ DON'T KNOW



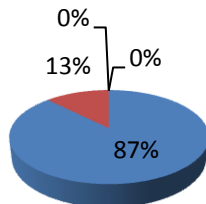
Q7. If yes to Q6, how satisfied were you with the outcome?

■ VERY SATISFIED ■ FAIRLY SATISFIED
■ DISSATISFIED



Q4. How helpful did you find receptionists?

■ VERY HELPFUL
■ FAIRLY HELPFUL
■ NOT VERY HELPFUL
■ NOT AT ALL HELPFUL



Q8. How satisfied are you with surgery opening hours?

■ VERY SATISFIED
■ FAIRLY SATISFIED
■ DISSATISFIED
■ UNSURE

