**On-line services and Missed Appointments**

Number of Responses: **70**

**Please complete the following survey and click SEND when you are done. This survey will close on 14th March 2012.**

**On-line Services**

**Q1 How useful would you find being able to book and cancel appointments on line?**

Very helpful  57%

Fairly helpful  18%

Not very helpful at all  21%

Don't know  2%



**Q2 Would you be interested in being able to order your repeat prescriptions on-line?**

Very useful  64%

Fairly useful  14%

Not very useful at all  20%

Don’t know  1%



**Q3 Would you find it beneficial to have access to the practice newsletter via our web-site with information such as flu clinics and general information relating to the surgery?**

Very useful  55%

Fairly useful  20%

Not very useful at all  22%

Don’t know  1%



**Missed Appointments**

**Q4 Would you find it helpful to have a text reminder of your appointment date and time?**

Yes, very helpful  70%

Fairly helpful  18%

Not very useful at all  7%

Don't have a mobile phone  4%



**Q5 Do you think it is beneficial to publish the cost to the practice of missed appointments on our web-site and noticeboard?**

Very beneficial  55%

Fairly beneficial  31%

Not beneficial at all  11%

No response  3%



**Q6 In the reception area, can other patients overhear what you say to the receptionists?**

Yes, but I don't mind  75%

Yes, and I'm not happy about it  14%

No, other patients can't hear  1%

Don't know  7%

No response  3%



**Q7 How helpful do you find the receptionists at the surgery?**

Very helpful  97%

Fairly helpful  2%

Not very helpful  0%

Not at all helpful  0%



**Q8 In the past six months, how easy have you found getting through to the surgery on the telephone?**

Very easy  92%

Fairly easy  7%

Not easy at all  0%



**Finally, please add any other comments you would like to make about your GP practice:**

Thank you for taking the time to complete this survey, it is much appreciated!