

Friends and Family Questionnaire

Your response from your recent visit at Stonebridge Surgery

1. Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?

[More Details](#)

Extremely easy	48
Somewhat easy	59
Neutral	21
Somewhat not easy	13
Extremely not easy	9



2. How easy is it to use your GP practice's website to look for information or access services?

[More Details](#)

Extremely easy	40
Somewhat easy	48
Neutral	43
Somewhat not easy	7
Extremely not easy	3



3. Were you satisfied with the appointment or appointments you were offered?

[More Details](#)

Yes	142
No	2
Maybe	4



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

[More Details](#)

[Insights](#)

Moderate	18
Fair	31
Poor	10
Low	2
Very good	88

