

# Family and Friends Questionnaire

## Your responses from your recent visits to Stonebridge Surgery

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

[More Details](#)

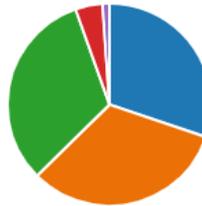
Extremely easy	91
Somewhat easy	110
Neutral	46
Somewhat not easy	31
Extremely not easy	15



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

[More Details](#)

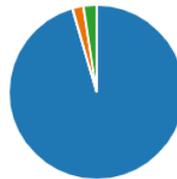
Extremely easy	84
Somewhat easy	90
Neutral	89
Somewhat not easy	12
Extremely not easy	3



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

[More Details](#)

Yes	278
No	6
Maybe	7

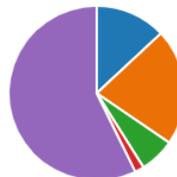


4. Overall, how would you describe your experience of making an appointment?

[More Details](#)

[Insights](#)

Moderate	38
Fair	63
Poor	19
Low	5
Very good	167



5. Overall, how would you describe your experience of your GP practice?

[More Details](#)

[Insights](#)

263  
Responses

Latest Responses

"When you finally get to see or talk to the doctor the experience is one of relief. ...

"Efficient"

"Excellent"