

1. How easy is it to get through to speak to someone at your surgery?	very easy 16	fairly easy 17	Easy 16
	fairly difficult 7	very difficult 2	
2. The last time you wanted to see or speak to someone at your surgery, were you able to get an appointment to see or speak to someone?	Yes 42	No 6	
3. Overall how would you describe your experience of making an appointment?	very easy 21	fairly easy 8	Easy 7
	fairly difficult 6	very difficult 4	
4. In the past 6 months which of the following online services have you used at your GP surgery	booking appointments online 11	ordering repeat prescriptions online 11	accessing my medical records online 11
	none of these 16	don't know anything about it 5	