

**Summary of Practice Survey results**  
**Accessing the Practice**  
**January 2012**

**Question 1 – Are you happy with the practice's opening hours?**

**YES 93%                      NO 7%**

**Question 2 – Are you happy with the opportunity of seeing a GP of your choice?**

**YES 77%                      NO 23%**

**Question 3 – Would you be happy to be held on a stacking system rather than receiving the engaged tone when telephoning the Practice?**

**YES 77%                      NO 23%**

**Question 4 – If the Practice were to implement on-line appointment booking, would you find this service useful?**

**YES 70%                      NO 30%**

**Question 5 – If the Practice were to increase the number of telephone appointments available, would you be happy to discuss appropriate problems with the GP over the telephone rather than a face to face consultation?**

**YES 80%                      NO 20%**