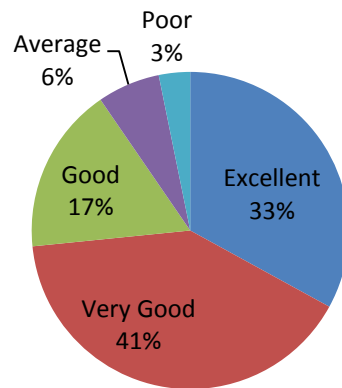


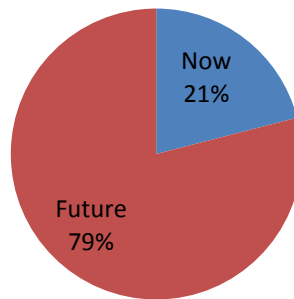
Sample Size: 97 patients

UNGP Patient Participation Survey Results

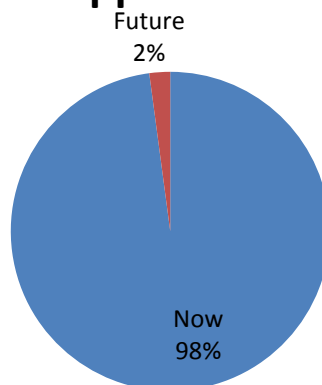
### How helpful is the information we provide ?



### Internet Appointment Booking



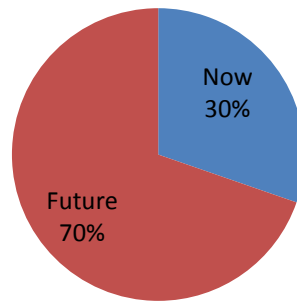
### Telephone Appointment Booking



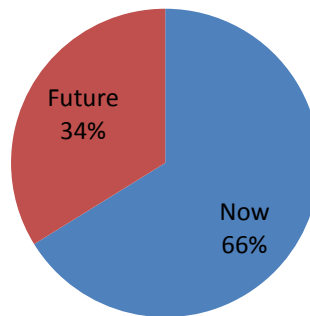
Sample Size: 97 patients

UNGP Patient Participation Survey Results

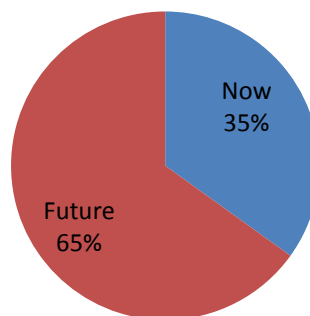
### Internet Repeat Prescription Request



### Telephone Consultations With A Doctor



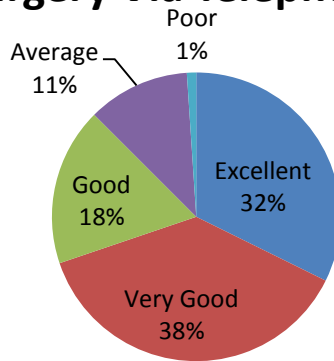
### Email Repeat Prescription Requests



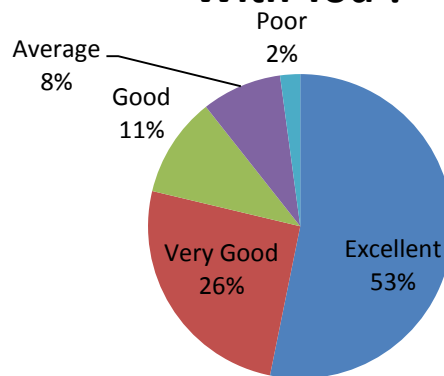
Sample Size: 97 patients

UNGP Patient Participation Survey Results

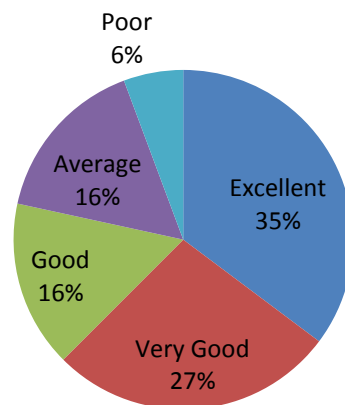
### How Easy Do You Find It To Get Through To The Surgery Via Telephone ?



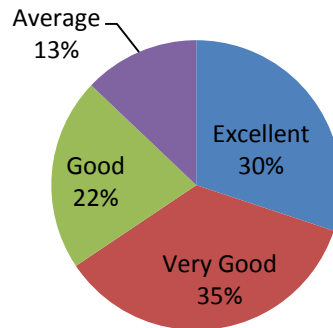
### How Would You Rate The Way Receptionists Deal With You ?



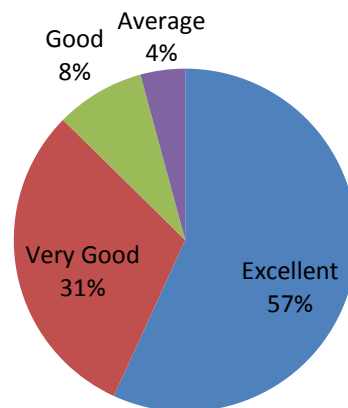
### How Good Is Our System For Providing You With An Appointment On The Same Day ?



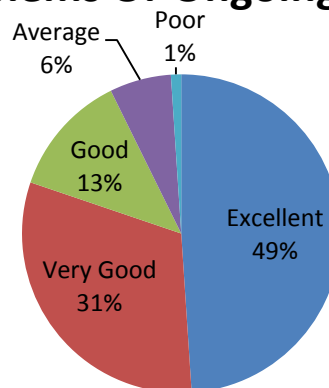
### How Good Is Our System In Booking Different Types Of Appointments More Than Two Days In Advance ?



### How Would You Rate The Doctors Or Nurses Attitude The Last Time You Saw Them ?



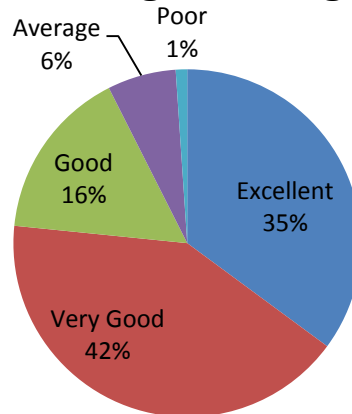
### How Well Did You Feel They Dealt With Your Urgent Problems Or Ongoing Conditions ?



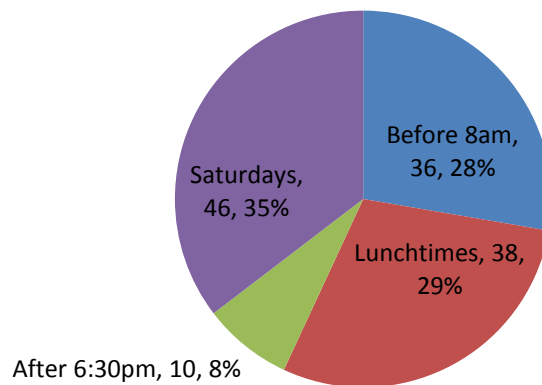
Sample Size: 97 patients

UNGP Patient Participation Survey Results

### How Would You Rate Our Ability To Help You With Any Urgent Problems Or Ongoing Problems When Contacting The Surgery ?



### As Far As You Know When Is The Surgery Open ?



### Are We Meeting Your Expectations ?

