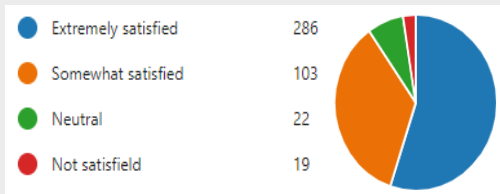
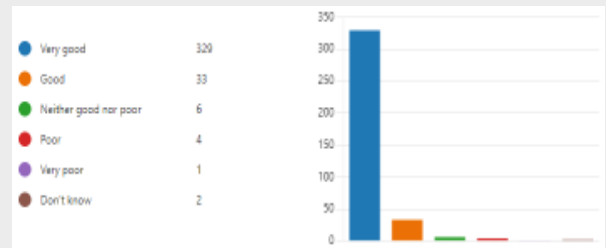


# Family and friends questionnaire responses

## Thinking about your recent contact/visit to Berry Lane Medical

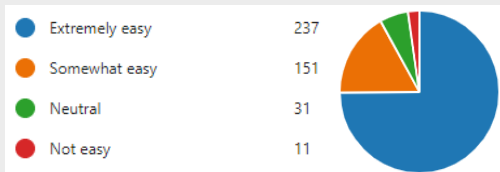
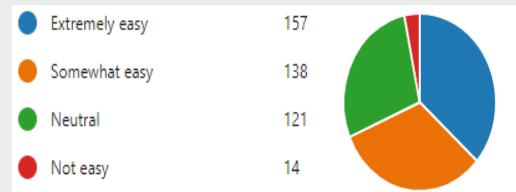
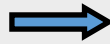
1. Overall, how was your experience of the service?

Latest Responses  
*"Very friendly staff, easy to use self booking in process."*  
*"Given time to speak and ask questions"*  
*"Little waiting Efficient and pleasant treatment"*



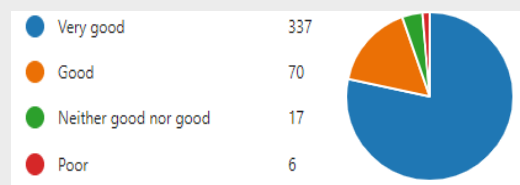
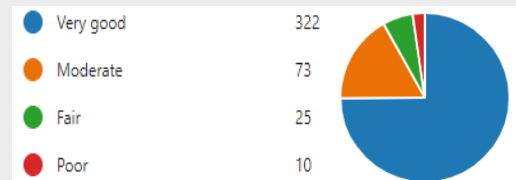
2. Generally, how easy or difficult is it to get through to someone at the Practice on the phone?

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



4. Were you satisfied with the appointment (or appointments) you were offered?

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



6. Overall, how would you describe your experience of your GP Practice?