

Western Road Surgery: Website

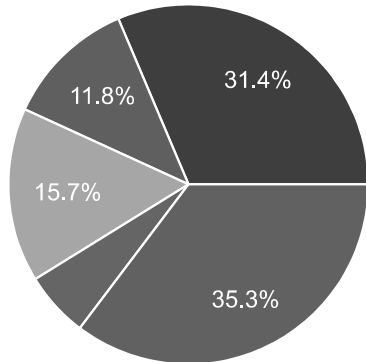
54 responses

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If you came to the website for help with booking an appointment, did you end up booking this by?

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51 responses

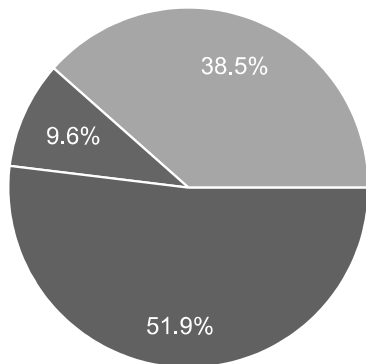


- Calling reception
- Walking in to reception
- Using SystmOne online to book an appointment
- Sending an e-consult
- I didn't need an appointment

Was the information about how to book an appointment clear and helpful?

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52 responses

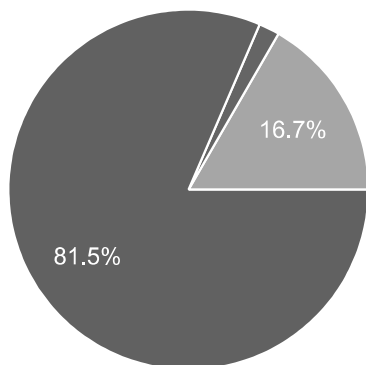


- Yes
- No
- Non Applicable

If you wanted access to SystmOne Online (the online system where you can request prescriptions, book appointments etc) was this....

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54 responses



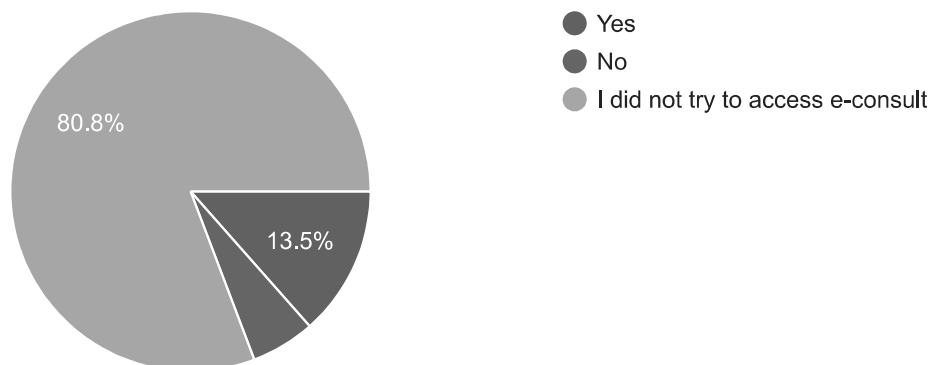
- Easy to access?
- Difficult to access?
- I did not try to access SystmOne Online



If you used the e-consult service, did you find this useful?

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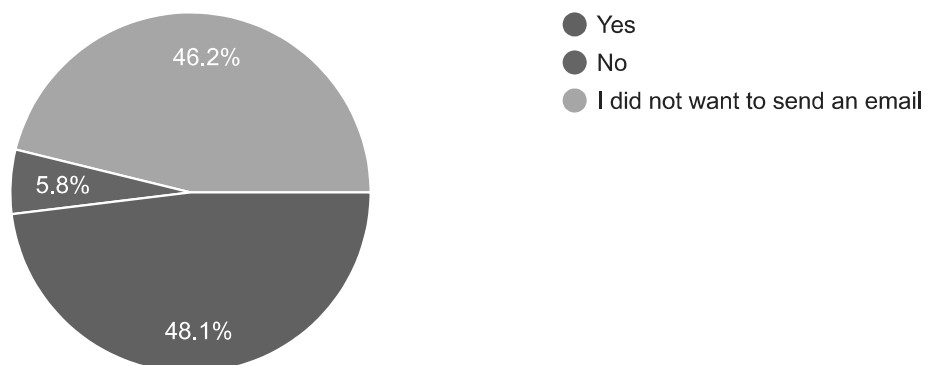
52 responses



If you wanted to email the practice, could you find the address you needed?

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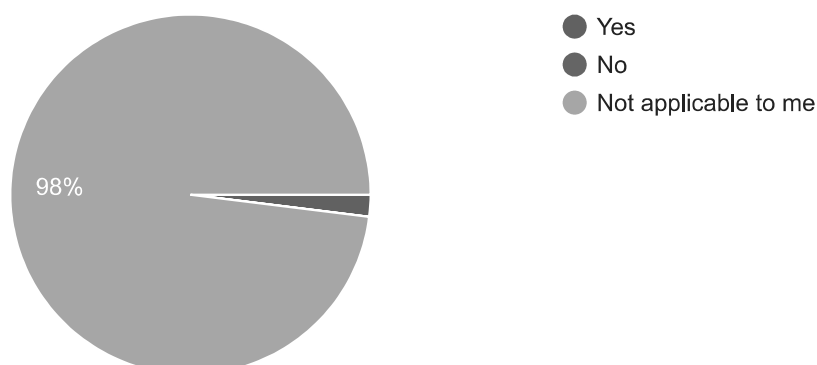
52 responses



If you are someone who struggles to access healthcare due to physical or mental health problems, did you find the website helpful enough?

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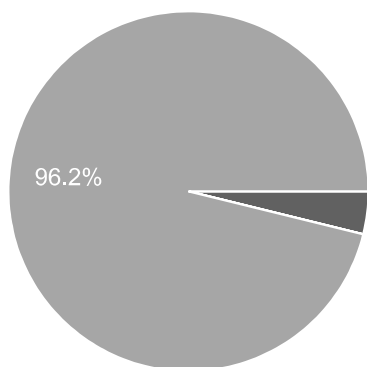
51 responses



If you used the signposting page, did you find this useful?

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52 responses

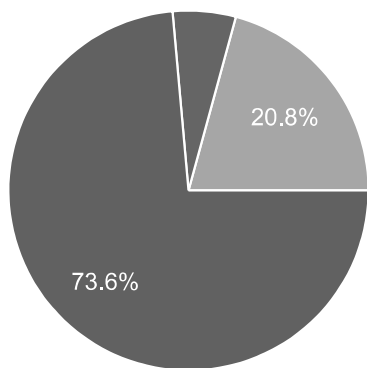


- Yes
- No
- I did not use the Signposting page.

If you wanted to order a Repeat Prescription, could you find what you wanted on the website?

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53 responses

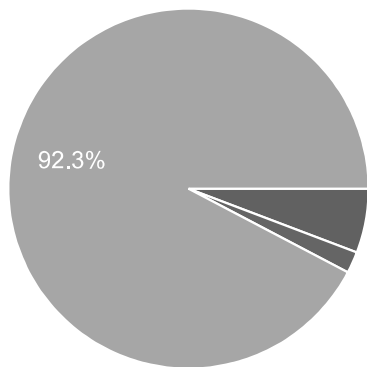


- Yes
- No
- I did not want to order a Repeat Prescription

If you wanted to Complain, could you find the information you needed?

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52 responses



- Yes
- No
- I did not want to Complain



Overall, was the system clean and easy to use?

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50 responses

