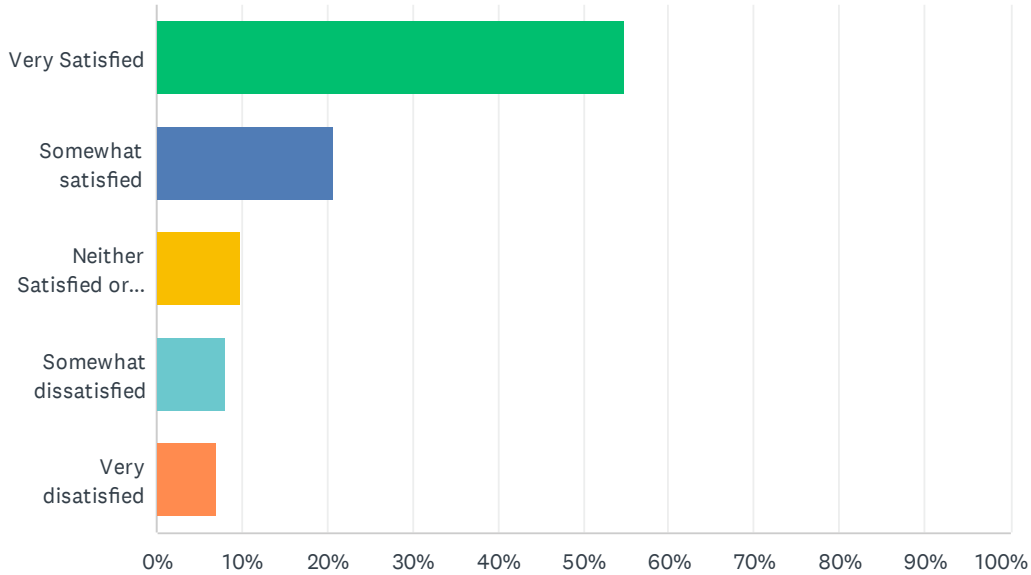


Q1 How Satisfied are you with your experience of the Online Consultancy Service?

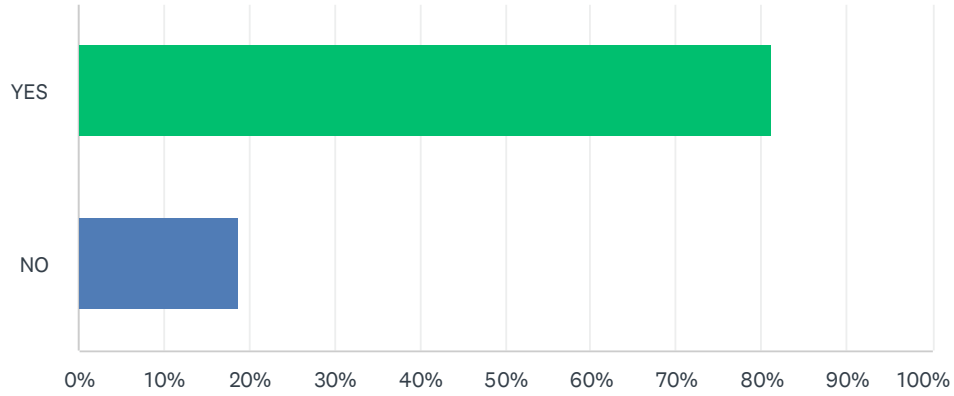
Answered: 883 Skipped: 27



ANSWER CHOICES	RESPONSES	
Very Satisfied	54.70%	483
Somewhat satisfied	20.61%	182
Neither Satisfied or dissatisfied	9.74%	86
Somewhat dissatisfied	8.15%	72
Very dissatisfied	7.13%	63
Total Respondents: 883		

Q2 Does the service meet your needs in being clear and patient friendly, providing step by step guidance?

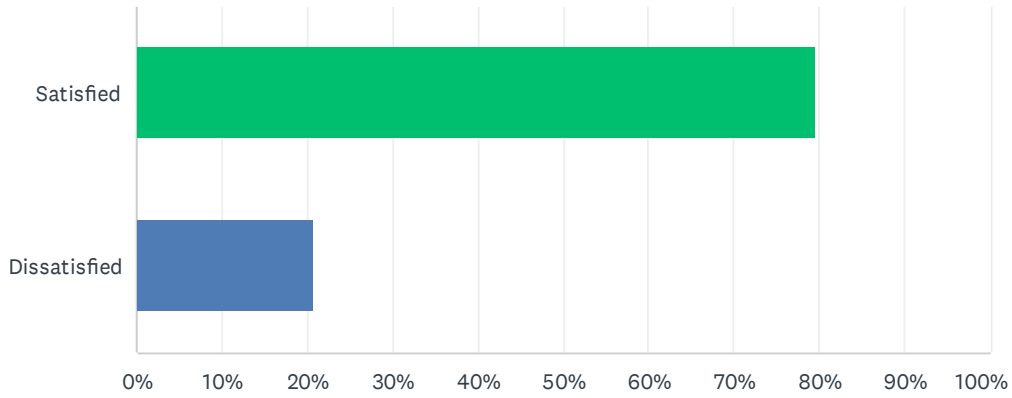
Answered: 866 Skipped: 44



ANSWER CHOICES	RESPONSES	
YES	81.18%	703
NO	18.82%	163
Total Respondents: 866		

Q3 How satisfied are you with the availability of the service

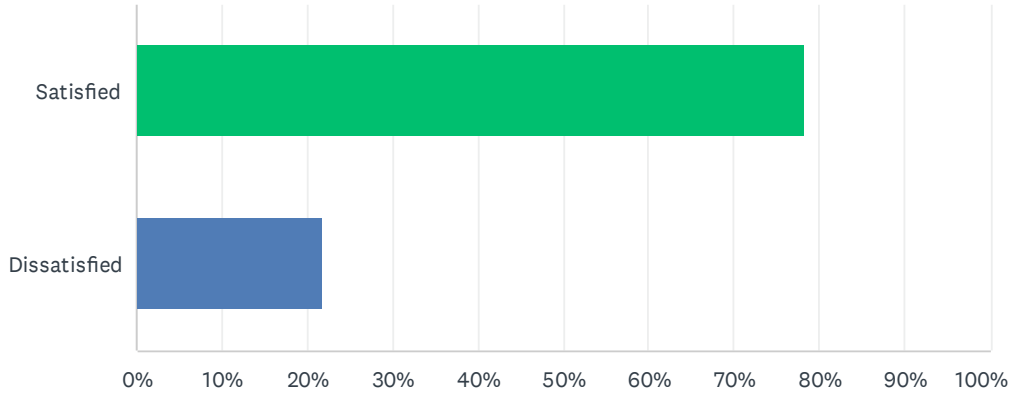
Answered: 868 Skipped: 42



ANSWER CHOICES	RESPONSES	
Satisfied	79.49%	690
Dissatisfied	20.62%	179
Total Respondents: 868		

Q4 How satisfied are you with the response time of "within 2 working days"?

Answered: 865 Skipped: 45



ANSWER CHOICES	RESPONSES	
Satisfied	78.15%	676
Dissatisfied	21.85%	189
Total Respondents: 865		

Q5 Please give your ideas of ways in which we could improve the service

Answered: 598 Skipped: 312