

Timestamp	Which session in you atte	How was the trainers deliv	How was the pace of the i	How was the training cont	Would you recommend to if not, please state why	Overall, how would you ra	Any additional comments:
9/22/2020 11:28:41	9.30am - 11.30am	4	4	4	4 Yes	4	
9/23/2020 11:34:21	9.30am - 11.30am	5	5	5	5 Yes	5	
9/23/2020 11:36:39	9.30am - 11.30am	4	4	4	4 Yes	4	
9/23/2020 11:37:48	9.30am - 11.30am	5	5	5	5 Yes	5	
9/23/2020 13:50:14	12pm - 2pm	4	4	4	4 Yes	4	
9/23/2020 13:50:19	12pm - 2pm	5	5	5	5 Yes	5	
9/23/2020 13:50:43	12pm - 2pm	4	4	4	4 Yes	4	
9/23/2020 13:50:46	12pm - 2pm	4	4	4	4 Yes	4	
9/23/2020 13:51:28	12pm - 2pm	4	5	4	4 Yes	4	
9/23/2020 15:05:08	12pm - 2pm	5	5	5	5 Yes	5	
9/23/2020 16:56:52	3pm - 5pm	4	4	4	4 Yes	4	
9/23/2020 16:57:05	3pm - 5pm	5	5	5	5 Yes	5	
9/23/2020 16:57:16	3pm - 5pm	2	3	2	2 No	3	didn't think much of the content was relevant to GP Surgery more suited to general life situations not specific to surgery environment.
9/29/2020 14:25:40	12pm - 2pm	4	4	4	4 Yes	4	
9/29/2020 15:00:49	9.30am - 11.30am	3	3	3	3 Yes	3	It is more difficult to deliver training remotely which is appreciated
9/29/2020 16:36:25	9.30am - 11.30am	3	2	2	2 No	3	Nothing new
9/29/2020 20:44:49	9.30am - 11.30am	5	5	5	5 Yes	5	Great training, well done. It must have been quite a challenge doing this remotely
9/30/2020 10:31:32	12pm - 2pm	4	4	4	4 Yes	5	
9/30/2020 11:24:25	12pm - 2pm	5	4	4	4 No	3	Could completely understand the reason for the course, but don't think it was right for a GP practice.
9/30/2020 12:00:04	12pm - 2pm	4	4	4	4 Yes	4	
9/30/2020 13:18:17	9.30am - 11.30am	5	5	5	5 Yes	5	
9/30/2020 14:27:28	3pm - 5pm	5	5	5	5 Yes	5	
9/30/2020 16:29:23	3pm - 5pm	4	4	4	4 Yes	4	
9/30/2020 22:59:47	3pm - 5pm	5	5	5	5 Yes	5	
10/1/2020 9:25:04	9.30am - 11.30am	5	5	5	5 Yes	5	
10/6/2020 11:19:47	3pm - 5pm	4	4	4	4 Yes	4	

Timestamp	Which session in you atte	How was the trainers deli	How was the pace of the i	How was the training cont	Would you recommend to colleagues?	If not, please state why	Overall, how would you re	Any additional comments:
9/17/2020 16:44:49	9.30am - 11.30am	4	4	4	Yes		4	
9/17/2020 19:13:45	9.30am - 11.30am	4	4	4	Yes		4	
9/18/2020 8:19:08	12pm - 2pm	4	3	3	No	Videos were American and didn't really apply to a GP surgery. Bit too long winded, 1 hour would have been enough.	3	
9/18/2020 9:27:06	12pm - 2pm	4	3	3	No	I felt some of the content eg videos shown, were not a true picture of what would be happening in the situation in a Doctors Surgery setting	3	
9/18/2020 10:21:43	12pm - 2pm	5	5	5	Yes	& would have been better if it was shown in a customer service scenario happening in this country, rather than over in the USA as they approach the situation different to how we would here.	5	
9/21/2020 11:20:02	12pm - 2pm	5	5	5	Yes		5	enjoyed this training found it very useful

Timestamp	Which session in you atte	How was the trainers deli	How was the pace of the	How was the training cont	Would you recommend to If not, please state why	Overall, how would you ra	Any additional comments:			
9/30/2020 11:03:28	9.30am - 11.30am	5	5	5	Yes	5				
9/30/2020 13:17:38	12pm - 2pm	4	4	4	Yes	4				
9/30/2020 13:17:39	12pm - 2pm	4	4	4	Yes	4				
9/30/2020 13:18:22	12pm - 2pm	5	5	5	Yes	5				
9/30/2020 13:20:01	12pm - 2pm	4	3	4	Yes	4				
9/30/2020 16:03:37	3pm - 5pm	5	4	5	Yes	5				
9/30/2020 16:17:41	3pm - 5pm	4	5	3	Yes	4				
9/30/2020 16:17:41	3pm - 5pm	3	2	2	No	3	Not relevant to our job roles, perhaps more suited to new members of staff			
9/30/2020 16:18:35	3pm - 5pm	4	4	3	Yes	4				
10/1/2020 9:48:51	12pm - 2pm	5	5	5	Yes	5	Good insight into many different ways to approach telephone skills			
10/1/2020 9:49:49	9.30am - 11.30am	4	4	4	Yes	4	It was good to have a review as a reminder of how we deal with phone calls. Thank you.			
10/1/2020 11:43:07	12pm - 2pm	5	5	5	Yes	5				
10/1/2020 14:37:23	9.30am - 11.30am	5	5	5	Yes	5				
10/6/2020 8:38:51	9.30am - 11.30am	5	5	5	Yes	5				