

Patient Participation Group – Patient Survey July - September 2014

In June 2014, it was agreed by your Patient Participation Group to carry out a survey based on the recent changes to our appointment system. The results are as follows:

		Yes	No	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)	% Satisfaction
Q1	Have you used our telephone triage system to request an on-the-day appointment	27	6						81%
Q2	Were you happy with the length of time it took to be called back?	22	8						66%
Q3	Were you happy with the advice you were given?	26	4						78%
Q4	Would you use the telephone triage again?	23	6						69%
Q5	Have you recently booked an appointment in advance to see your GP/Nurse?	24	6						72%
Q6	Were you happy with the date/time of the appointment offer to you?	14	19						42%
Q7	Are you aware that you can book appointments online?	13	19						39%
Q8	Have you used the online service yet?	5	27						15%
Q9	On a scale of 1 – 5 (5 being highest) how happy are you with the recent changes to our service			7	5	12	4	3	1 = 21% 2 = 15% 3 = 36% 4 = 12% 5 = 9%



Overall the results were good and patients like the fact that they could be assessed on the phone instead of attending the surgery or that they could be seen on the day if needed

Additional Survey Comments

Q2. Were you happy with the length of time it took to be called back:

- Yes most time, once was at the end of the day

Q3. Were you happy with advice you were given?

- Ok

Q6. Were you happy with the date/time of the appointment offered to you?

- Ok, bit far out
- I am distressed that it now takes several weeks to see my doctor (who is very good)
- This practice is very busy and it is difficult to get an appointment well in advance. I appreciate the staff does as much as possible to accommodate patients
- Too long had to wait 3 weeks for an appointment, appointment system needs to change as people are working

Q8. Have you used the online service yet?

- No, and will not

Q9. I am not able to see my doctor within a reasonable time. I had to wait 4 weeks



We are committed in working to improve the service we provide to our patients and are continuously looking at ways to reduce the waiting time for appointments

THANK YOU FOR YOUR COMMENTS.
YOUR FEEDBACK IS IMPORTANT TO US!