



Patient Questionnaire 2016

1. Accessing your G.P. Services

Appointments

Are you able to get an urgent/same day appointment?

Yes	64%
No	14%
Haven't tried	19%
No answer	3%

How easy is it to get to see a preferred clinician?

Very Easy	3%
Easy	25%
Not Easy	35%
Very Difficult	28%
Haven't tried	9%

Would you prefer to book on the day or in advance?

On the day	62%
In advance	16%
Both	22%

How many times do you visit the surgery per year?

1 or less	49%
2 to 4	24%
More than 4	6%
No answer	21%

How satisfied are you with the practice opening hours?

Very satisfied	36%
Satisfied	49%
Dissatisfied	3%
Very dissatisfied	7%
No opinion	5%

How satisfied are you with the practice's extended opening hours?

Very satisfied	49%
Satisfied	33%
Dissatisfied	3%
Very dissatisfied	0%
No opinion	15%

Telephone Access

Are your calls to the practice answered promptly?

Yes	31%
No	59%
No answer	10%

How long did you wait for your call to be answered?

Less than 1 minute	11%
1 – 2 minutes	19%
2 – 3 minutes	11%
More than 3 minutes	43%
No answer	16%

Practice Staff

How satisfied are you with level of care provided by GP'S and nurses?

Very satisfied	47%
Satisfied	43%
Dissatisfied	4%
Very dissatisfied	1%
No opinion	5%

How helpful are the receptionists?

Very helpful	48%
Helpful	37%
Unhelpful	3%
Very unhelpful	3%
No opinion	9%

Practice Facilities and Access

Are you satisfied with the surgery's facilities?

Yes	86%
No	4%
No answer	10%

Are you satisfied with the access into the practice and inside the building itself?

Very satisfied	16%
Satisfied	23%
Dissatisfied	1%
Very dissatisfied	0%
No opinion	60%

Patient Demographics

Ethnic Origin

White British	91%
White Irish	2%
Any other White	5%
Mixed Caribbean	1%
Mixed Other	1%

Age

Under 17	4%
17-24	6%
25-44	28%
45-64	31%
65-74	10%
75-84	1%
85 and over	1%
No answer	19%

ACTION PLAN 2015/16

The practice will continue to look at ways to improve telephone access. The practice has expressed an interest to be a pilot site for Voice Connect/Patient Partner – a system that will allow patients to telephone the surgery 24 hours per day to make their own appointment.

We have added a separate extension on the telephone system to allow patients quick access to cancel appointments.

Work is being undertaken to enable the practice to manage the demand for appointments.

Each month the practice will publish the number of GP appointments that were not utilised because patients did not attend for their appointment, and whether the appointment was booked on the same day or pre-booked in advance.