



1. Accessing your G.P. Services

Appointments

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

Yes	64%
No	14%
Haven't tried	17%
No answer	5%

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

Very Easy	4%
Easy	34%
Not Easy	24%
Very Difficult	27%
Haven't tried	11%

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

On the day	24%
In advance	60%
Both	16%

How many times do you visit the surgery per year?

1 or less	5%
2 to 4	27%
More than 4	48%
No answer	20%

How satisfied are you with the practice opening hours?

Very satisfied	42%
Satisfied	50%
Dissatisfied	3%
Very dissatisfied	1%
No opinion	4%

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

Very satisfied	42%
Satisfied	40%
Dissatisfied	1%
Very dissatisfied	0%
No opinion	17%

Telephone Access

Are your calls to the practice answered promptly?

Yes	43%
No	46%
No answer	11%

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

Less than 1 minute	13%
1 – 2 minutes	21%
2 – 3 minutes	11%
More than 3 minutes	43%
No answer	12%

Practice Staff

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

Very satisfied	56%
Satisfied	41%
Dissatisfied	0%
Very dissatisfied	0%
No opinion	3%

How helpful are the receptionists?

Very helpful	56%
Helpful	34%
Unhelpful	1%
Very unhelpful	1%
No opinion	8%

Practice Facilities and Access

Are you satisfied with the surgery's facilities?

Yes	97%
No	2%
No answer	1%

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

Very satisfied	24%
Satisfied	25%
Dissatisfied	2%
Very dissatisfied	0%
No opinion	49%

Patient Demographics

Ethnic Origin

White British	90.65%
White Irish	6.85%
Any other White	2.18%
Mixed Other	0.32%

Age

Under 17	1.58%
17-24	6.85%
25-44	16.82%
45-64	30.22%
65-74	19.63%
75-84	8.4%
85 and over	0.62%
No answer	15.88%

ACTION PLAN 2013/14

The practice will continue to look at ways to improve telephone access.

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.