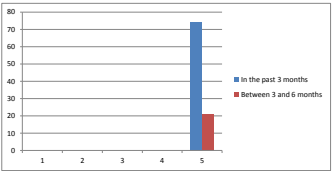


Patient Survey - Appointments - March 2014

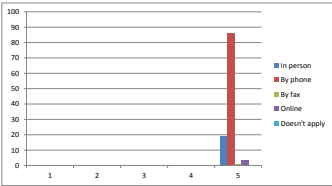
1. When did you last see a Doctor at the surgery?

Responses	%	
In the past 3 months	74.32	110
Between 3 and 6 months	20.95	31
	95.27	



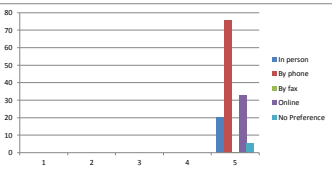
2. How do you normally book your appointments to see a Doctor at the surgery?

Responses	%	
In person	18.92	28
By phone	86.49	128
By fax	0.68	1
Online	3.38	5
Doesn't apply	0.00	0
	109.46	



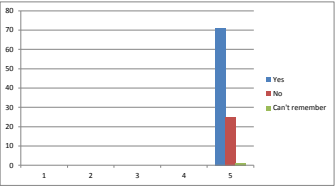
3. Which of the following methods would you prefer to use to book an appointment at the surgery?

Responses	%	
In person	20.27	30
By phone	75.68	112
By fax	0.68	1
Online	33.11	49
No Preference	5.41	8
	135.14	



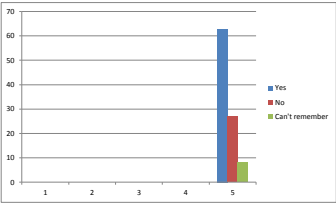
4. In the past 6 months have you tried to see a Doctor fairly quickly? (on the same day or in the next 2 weekdays that the surgery is open)

Responses	%	
Yes	70.95	105
No	25.00	37
Can't remember	1.35	2
97.30		



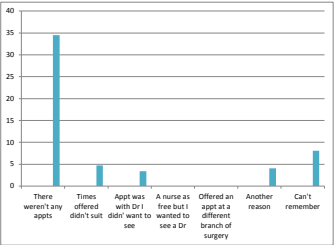
5. Think about the last time you tried to see a Doctor fairly quickly. Were you able to see a Doctor on the same day or in the next2 weekdays that the surgery was open?

Responses	%	
Yes	62.84	93
No	27.03	40
Can't remember	8.11	12
97.97		



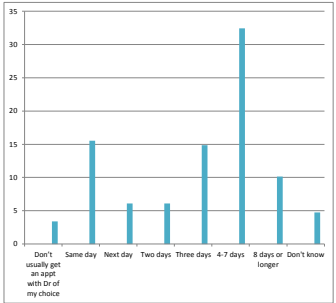
6. If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?

Responses	%	148
There weren't any appts	34.46	51
Times offered didn't suit	4.73	7
Appt was with Dr I didn't want	3.38	5
A nurse as free but I wanted	0	0
Offered an appt at a different	0.00	0
Another reason	4.05	6
Can't remember	8.11	12
	54.73	



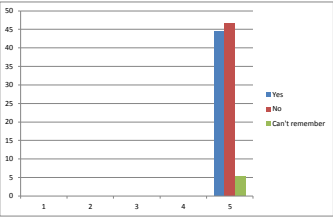
7. How many days do you usually have to wait to get an appointment with the Doctor of your choice?

Responses	%	148
Don't usually get an appt with Dr of my choice	3.38	5
Same day	15.54	23
Next day	6.08	9
Two days	6.08	9
Three days	14.86	22
4-7 days	32.43	48
8 days or longer	10.14	15
Don't know	4.73	7
	93.24	



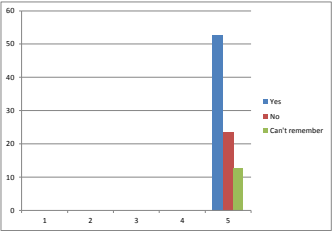
8. In the past 6 months, have you tried to book ahead for an appointment with a Dr? (more than 2 weekdays in advance)

Responses	%	
Yes	44.59	66
No	46.62	69
Can't remember	5.41	8
96.62		



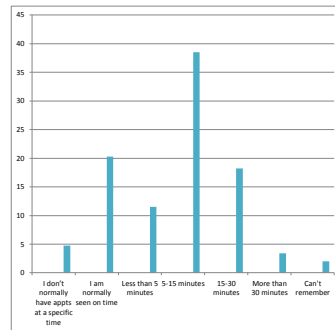
9. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?

Responses	%	
Yes	52.7	78
No	23.6	35
Can't remember	12.8	19
89.2		



10. How long after your appointment time do you normally wait to be seen?

Responses	%	148
I don't normally have appts at a specific time	4.73	7
I am normally seen on time	20.27	30
Less than 5 minutes	11.49	17
5-15 minutes	38.51	57
15-30 minutes	18.24	27
More than 30 minutes	3.38	5
Can't remember	2.03	3
	98.65	



Notes: Percentages are calculated based on the total number of patients responding.

It should be noted that some patients did not answer all of the questions and this is reflected in the percentage totals being less than 100%.

Where percentage totals exceed 100%, the questions (2 and 3) allowed for multiple answers.

Note also that, although 12 questions were asked in the paper based survey only 10 have been used in the results.

This is simply because we were only able to ask 10 questions in the on-line version so only 10 were used to maintain consistency.