

University of Reading Medical Practice

www.readinguniversitymedicalpractice.nhs.uk

Patient Survey | November 2014

Appointment Availability at the Medical Practice

Whenever we have run a patient survey it is clear that patients want to be able to contact us easily, and to get an appointment as and when they need to.

We strive to achieve excellent levels of access from the moment you contact us –from the first phone call to actually being able to book the appointment.

We measure our performance in a number of ways as follows:

- Statistical reports from our telephone system
- Online booking activity
- Spot checks for the 3rd available appointment
- Patient surveys

Long term patients may feel that the practice is a lot busier than it used to be; you would be entirely correct as we have seen patient numbers grow from approximately 13,500 in April 2011 to the current 18,000. This is a growth of over 30% and we are delighted to welcome so many new patients to the practice.

We have managed the new demands proactively and over the years have increased staff numbers to meet these. In particular we have increased doctor time substantially and now have 44% more clinical time than in April 2011.

It is not just about numbers though we also try to adapt the provision of our appointments to reflect current patient demand. I'd therefore be grateful if you could take a few minutes to answer the questions **overleaf** about how you prefer to access our services. Most of the questions refer to the present time and will help us redesign current resources; some questions refer to the future and will help us in making sure our strategy reflects your need.

Tips to ensure you are getting the most out of our appointment system

- 😊 You can access on line appointments 7 days a week, 24 hours a day – ask at Reception if you do not have access yet
- 😊 Routine appointments can be booked up to 6 weeks in advance
- 😊 The telephone is busiest between 8am to 10am. If your call is not urgent you will get through more easily later in the day.
- 😊 Reception is available for calls or visits from 8am to 6.30pm Monday to Friday. We do not close for lunch.

- 😊 Embargoed appointments are released in two batches – first on the afternoon of the day before, and second on the morning of the day itself
- 😊 We have a daily Duty Doctor who is not pre booked and is available for urgent requirements. It is best to contact Reception to make a phone appointment for the duty doctor as they may well be able to help on the phone and if you just arrive at the practice you could experience some delay



PTO

Patient Questionnaire

1. Approximately how often have you contacted this GP practice in the last 12 months (either for yourself or someone you look after)?

Once 2 - 4 times
5 – 10 times More than 10 times
Can't remember / don't know

2. Thinking of the last time you contacted this GP practice by **phone**, how easy was it for you to get through?

Very easy Fairly easy Not easy
Can't remember / don't know I haven't tried to phone

3. The last time you needed to see or speak to a doctor or nurse quite urgently, how long did you wait? Please tick **ONE** box only

I saw or spoke to a doctor or nurse on the same day. Go to **Q5**
I saw or spoke to a doctor or nurse within 1 or 2 working days. Go to **Q5**
I waited more than 2 working days to see or speak to a doctor or nurse. Go to **Q4**
I haven't needed to see or speak to a doctor or nurse urgently in the Last 12 months. Go to **Q5**
Can't remember Go to **Q5**

4. What was the main reason you waited longer than 2 working days? Please tick **ONE** box only

The person I wanted to see was not available in the next 2 days
The times available in the next 2 days were not convenient for me
I was not offered a chance to see or speak to anyone within 2 working days.
Another reason

5. When you arrange to see a doctor at your GP practice can you **usually** see the doctor you prefer?

Yes No I don't have a doctor I prefer to see

6. Overall how would you rate the arrangements for getting to see a doctor and/or nurse

Getting to see a doctor		Getting to see a nurse	
Excellent	<input type="checkbox"/>	Excellent	<input type="checkbox"/>
Good	<input type="checkbox"/>	Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>	Fair	<input type="checkbox"/>
Poor	<input type="checkbox"/>	Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>	Very Poor	<input type="checkbox"/>
I did not try to see a doctor	<input type="checkbox"/>	I did not try to see a nurse	<input type="checkbox"/>

7. For visits to your GP which are not urgent, please tick 5 choices below of times/days which are most convenient to you.

Monday – Friday

Pre 8am
8am-10am
10am-12pm
12pm-2pm
2pm-4pm
4pm-6pm
6pm-8pm

Saturday

Pre 8am
8am-10am
10am-12pm
12pm-2pm
2pm- 4pm
4pm–6pm
6pm- 8pm

Sunday

Pre 8am
8am-10am
10am-12pm
12pm-2pm
2pm- 4pm
4pm- 6pm
6pm- 8pm