**Patient Survey 2015 Results**

**1. Which Surgery do you use most regularly?**

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| **2. Would you be willing to travel to another surgery (other surgeries in the area, e.g. Matlock) for an extended hours appointment (after 6:30pm)?** |
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**3. If yes, how easy would you find travelling to another surgery for an extended hour’s appointment?**

**4. How far would you be willing to travel for an extended hour’s appointment?**

**5**. **Would you benefit from telephone consultations?**

**6. If you've used the telephone consultation option, how satisfied were you with this service?**

**7. If you were not satisfied, what improvements do you think are needed?**

**“Needs a more specific time of phone call. Mine was very late and regarding a personal issue so I had to stay at home waiting.”**

**“Sometimes very difficult to describe symptoms. I prefer face to face discussions”**

**8.** **Do you feel you would benefit from having video consultations with the Doctor?**

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| **9. We are currently setting up a quarterly newsletter online, is there anything you would like to see included in it** |
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**“Opening hours, staff photo and names. Available services such as vaccinations and who qualifies”**

**“Progress re: new practice premises & what else we can do to help”**

**“How we can help with new surgery”**

**“Practice news, staff changes, info re facilities clinics etc”**

**“News of community self-help groups, dates of flu jabs, any fund raising events”**

**“Useful numbers, available services, forms”**

**“I would be interested in knowing how many appointments are not kept”**