

Suggestions for survey in August / September 2012
Getting through on the phone first time that patient calls the surgery
An appointment being available when the patient gets through on the phone
That the patient is not asked to call back on another day
That the patient can speak to a doctor on the phone
That the Practice Opening Hours are satisfactory
That the patient is offered an appointment with their doctor of choice
Information requested by receptionist for triage is appropriate
The level of comfort in the waiting room is satisfactory
For what reason would you attend A&E?
1. Chest / Stomach / Head Pain
2. Serious Injury (e.g. Broken bones)
3. Minor Injury (e.g. Cuts & Grazes)
4. Coughs and colds
5. Other (Please Specify)

Why they would book an appointment for a future date. The questions asked were as follows:

Because of child care arrangements
Because of work commitments
Just in case their condition didn't improve and they may need a future appointment
Because there are no appointments available for the same day
Other reasons