

2012/13

Thank you to everyone who took part in our patient survey and thank you to the Patient Participation Group members for their question suggestions.

We asked	You said
Are you able to get a general appointment within 2-days?	Yes (72.5%)
Do you have a preference for a male or female doctor?	No (50%)
How easy is it to make a routine appointment?	Easy (68%)
Are you happy to accept telephone consultation appointments?	Yes (82%)
All things considered how satisfied are you with the practice?	Satisfied (86.5%)
You asked	We said
Can we have later appointments during the week?	Now that we have a third partner, Dr Mallick, we will discuss this request in 2013.
Can we order prescriptions on-line?	Yes, prescriptions on line are available; to register and for further information contact reception or go to: Dr Solway and Dr Whale We will advertise this service again on the prescription tear off in the New Year.

Freertext comments from the patient survey carried out in October 2012

Positive:

- o Efficient with blood tests
- o Town centre practice easy to get too.
- o Good, helpful doctors, especially Dr Whale
- o Great diabetic care

Negative:

- o Don't like appointments being frozen – makes it difficult to book in advance
Our reply – we keep about one third of our appointments back to allow on the day booking; if all appointments were available to book in advance there would be nothing available for emergency on the day. We prefer to drip in a fair reflection of appointment availability.
- o Difficult to see a doctor of choice without waiting for an appointment
Our reply – with the introduction of our third partner the choice will be easier.

