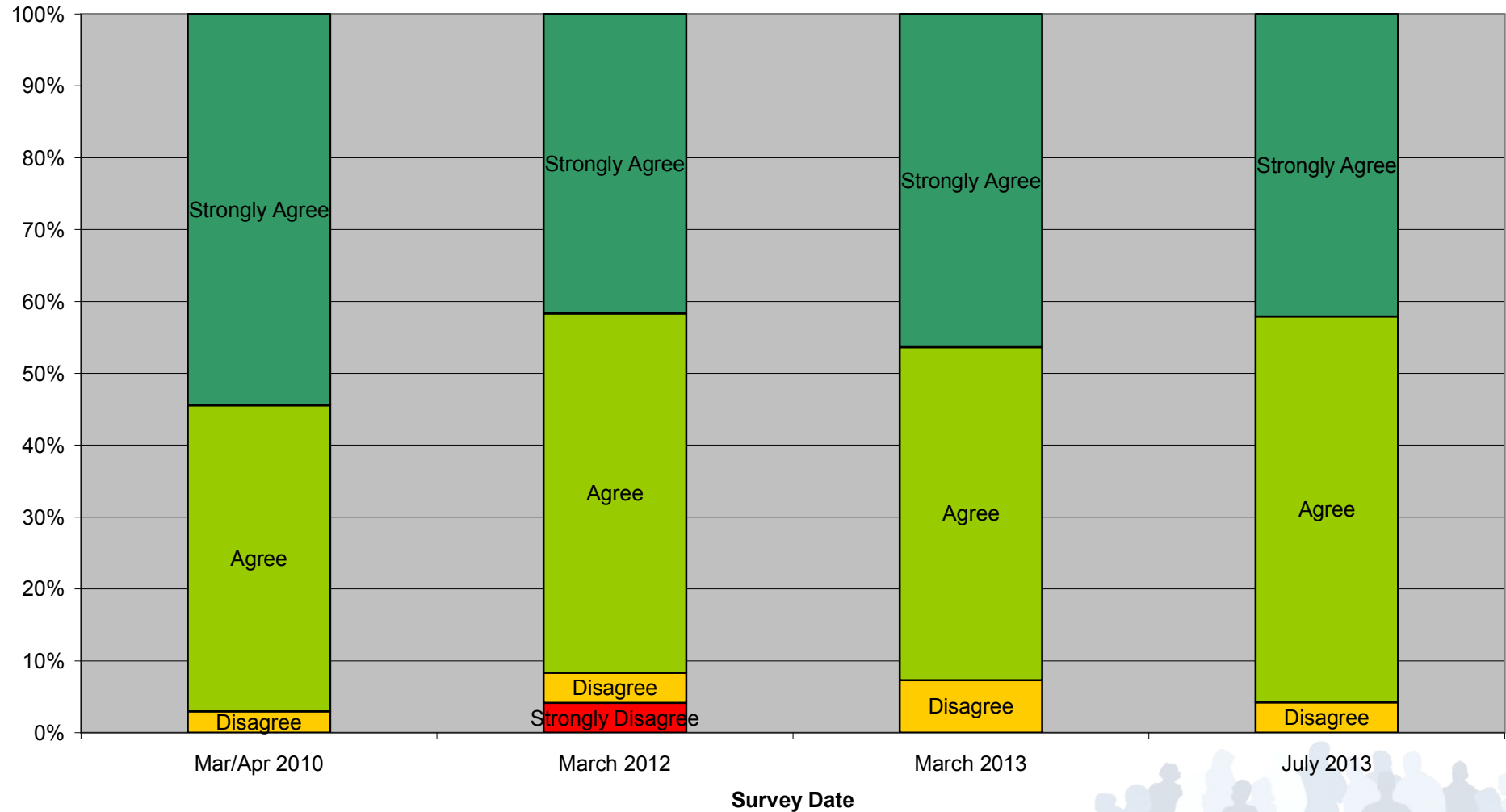


## PATIENT PARTICIPATION GROUP SURVEY – JULY/AUGUST 2013

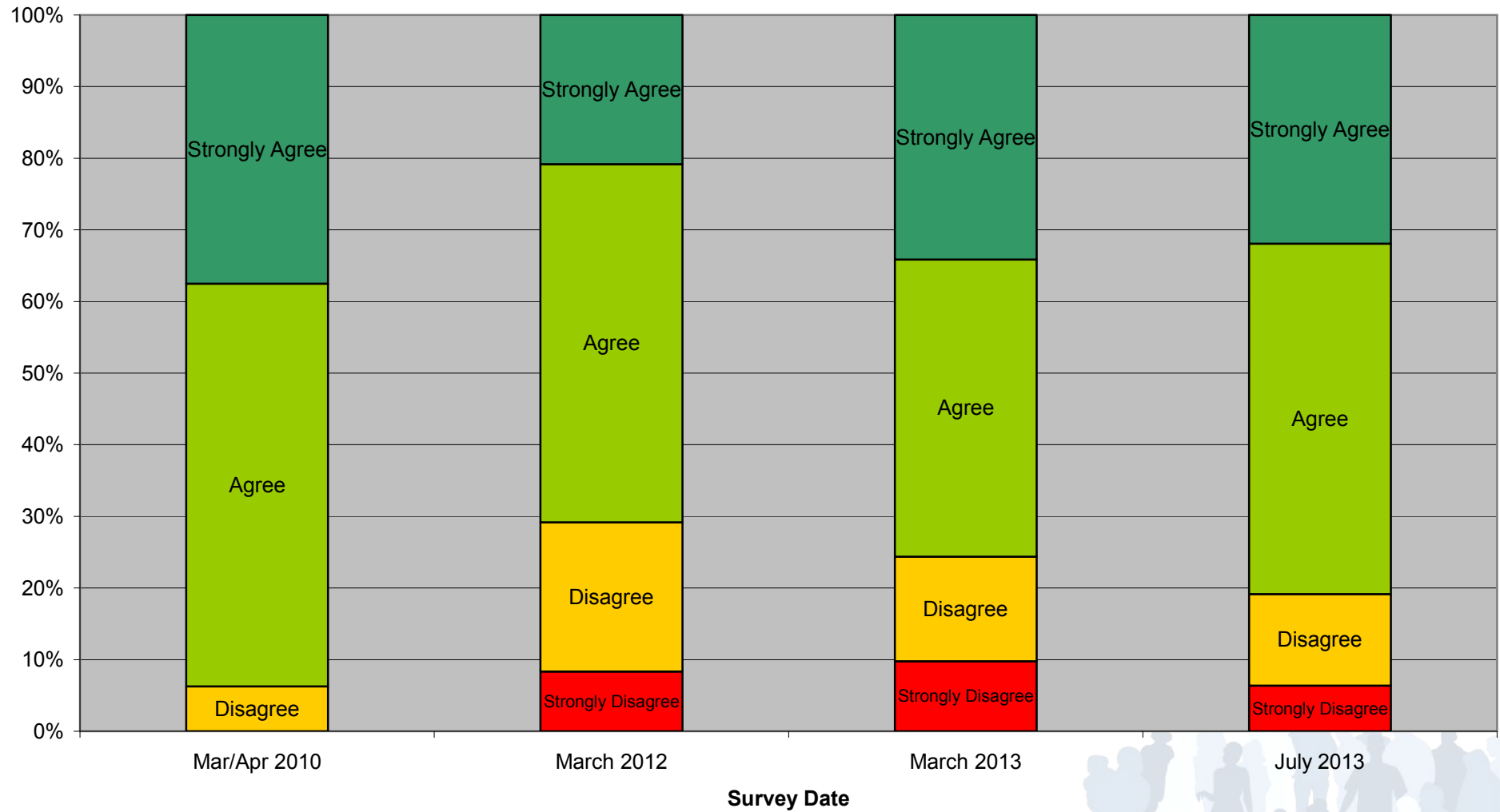
- Survey emailed to 446 patients (23 July 2013), text to 401 (24 July 2013).
- Posted link on Facebook Page (23 July 2013).
- Posted displayed on reception desk with paper-surveys available.
- Reception also asked patients to complete on ad-hoc basis.
- Survey closed mid-afternoon 07 August 2013 with 100 responses.



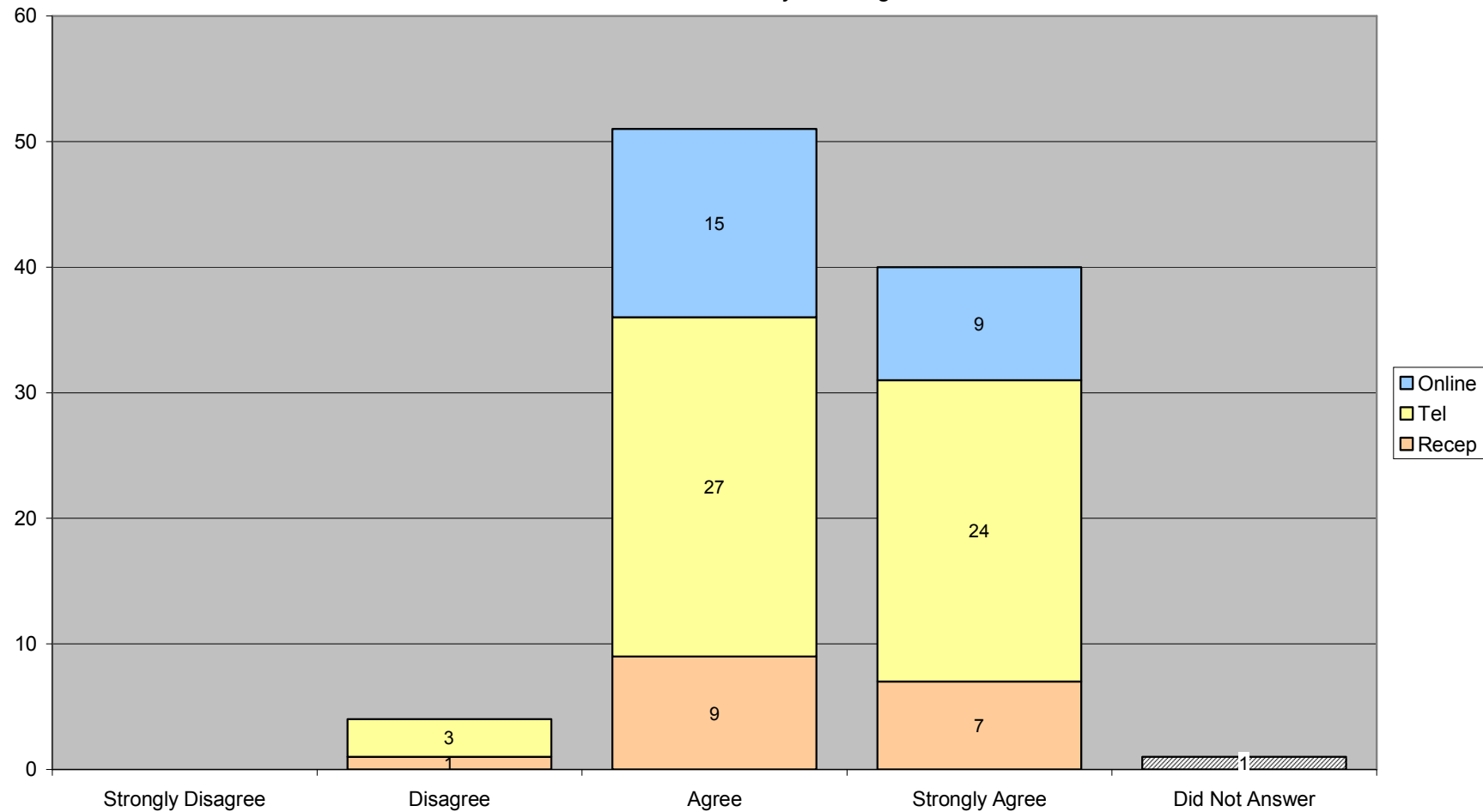
I feel I am able to get a GP consultation with 2 days  
(Comparison to prior surveys)



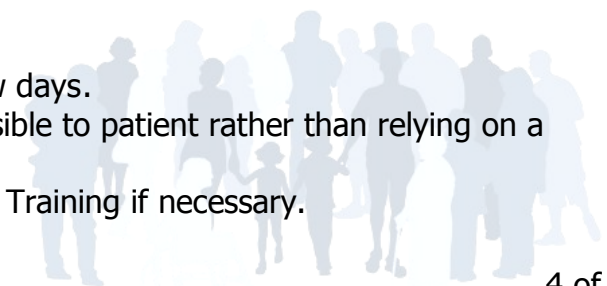
**I feel I am able to book in advance to see a GP**  
(Comparison to prior surveys)



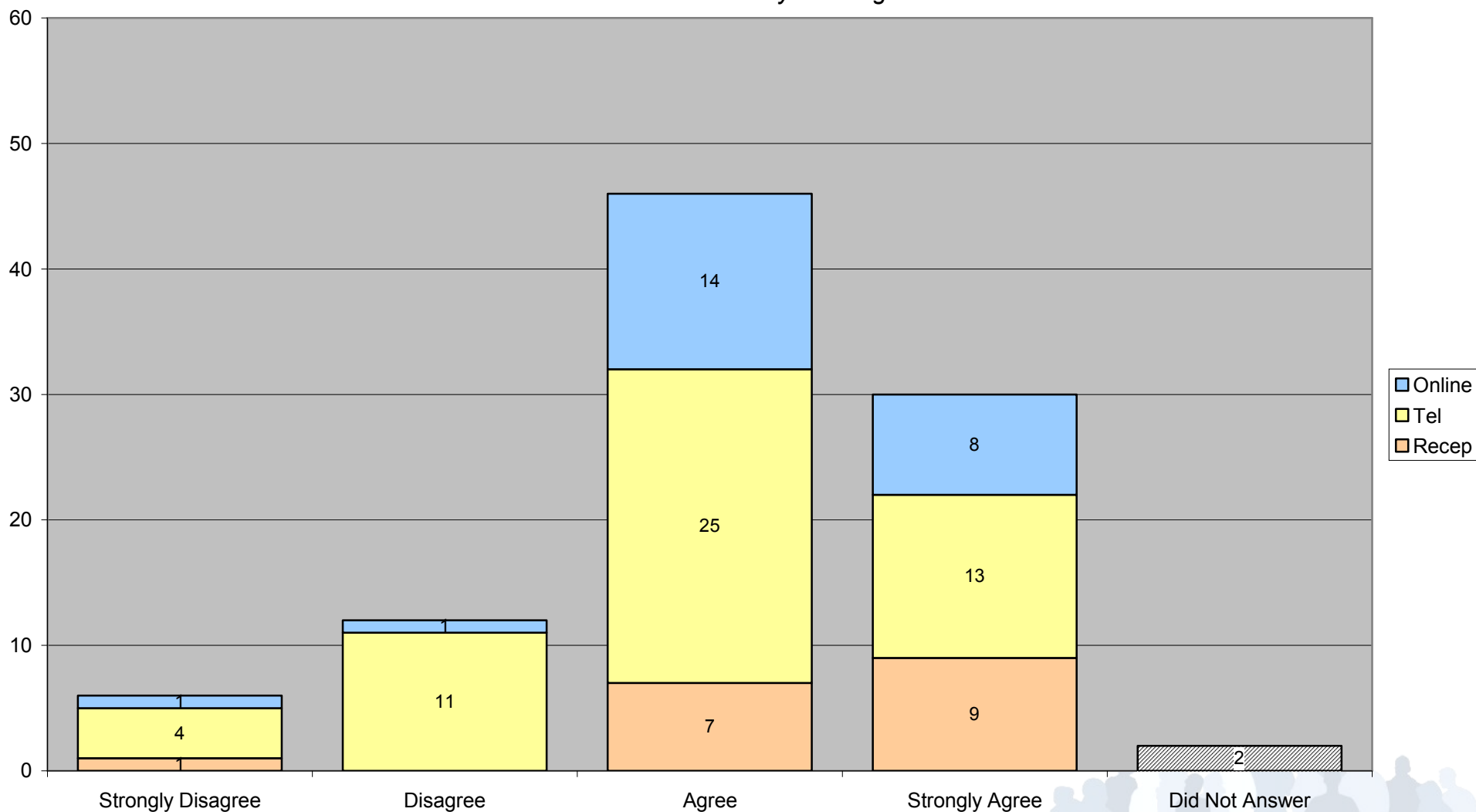
**Rate the following statement: I feel I am able to get a GP consultation within 2 days**  
Result breakdown: Primary Booking Method



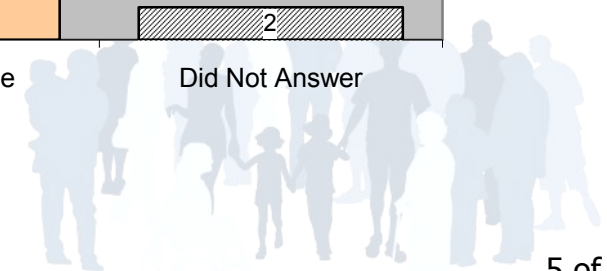
- Data suggests that those that book online find it easier to book an appointment in the next few days. Possibly due to this being a patient-led booking. i.e. Selection of available appointments are visible to patient rather than relying on a dialogue between patient and staff.
- IT Coordinator to investigate staff knowledge/effectiveness at using 'Free Slot Search' tool etc. Training if necessary.



**Rate the following statement: I feel I am able to get a GP consultation in advance**  
*Result breakdown: Primary Booking Method*

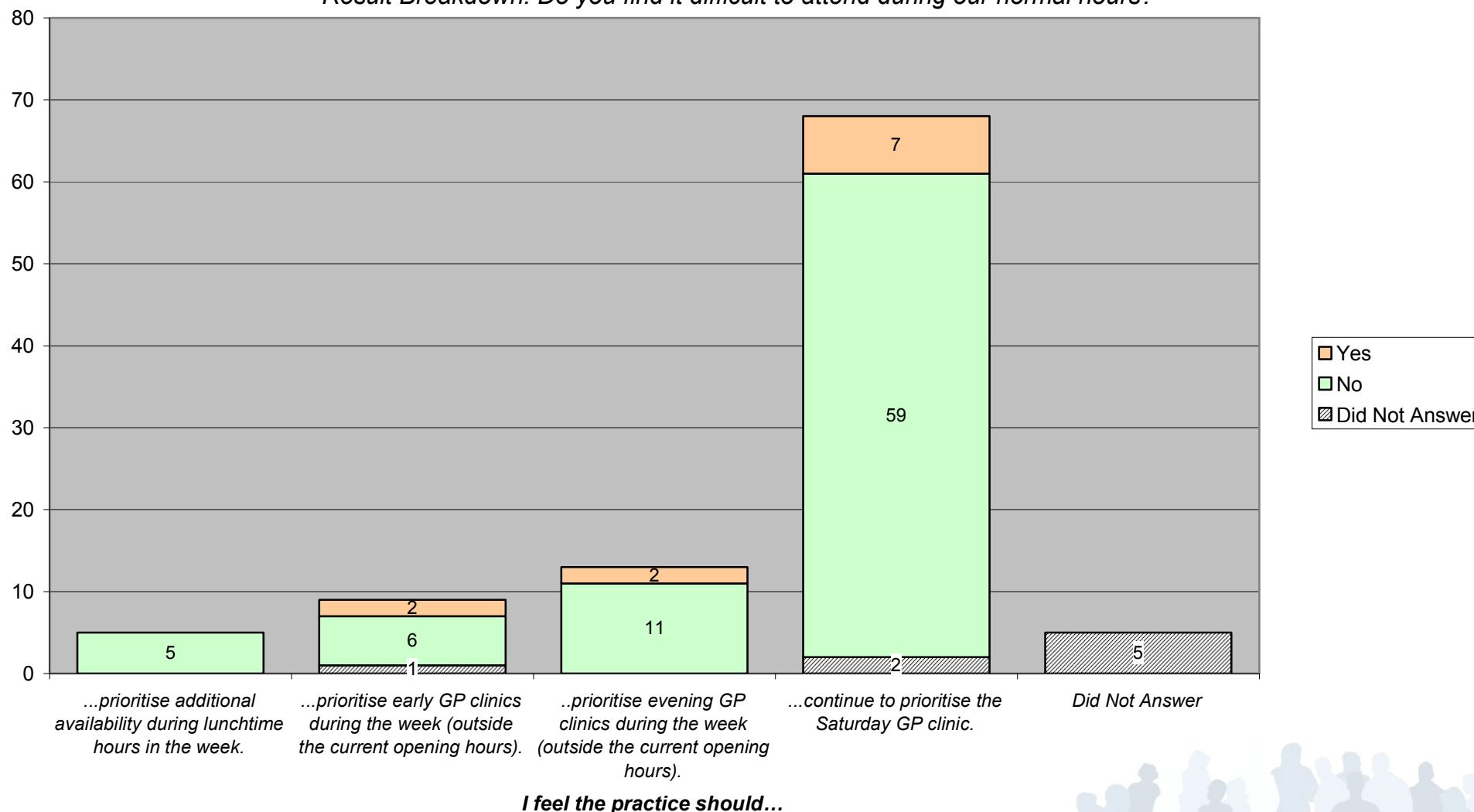


- Responses spread to negative answers for patients trying to book beyond 2 days in advance.

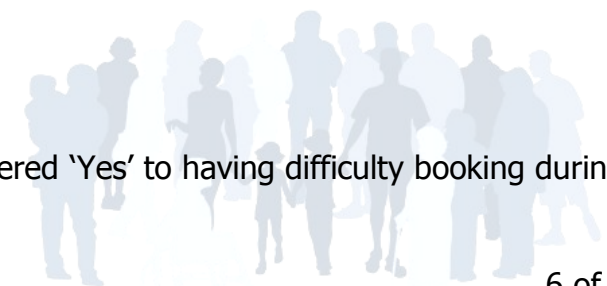


**We operate a weekly extended hours Saturday morning GP clinic (pre-bookable only).**

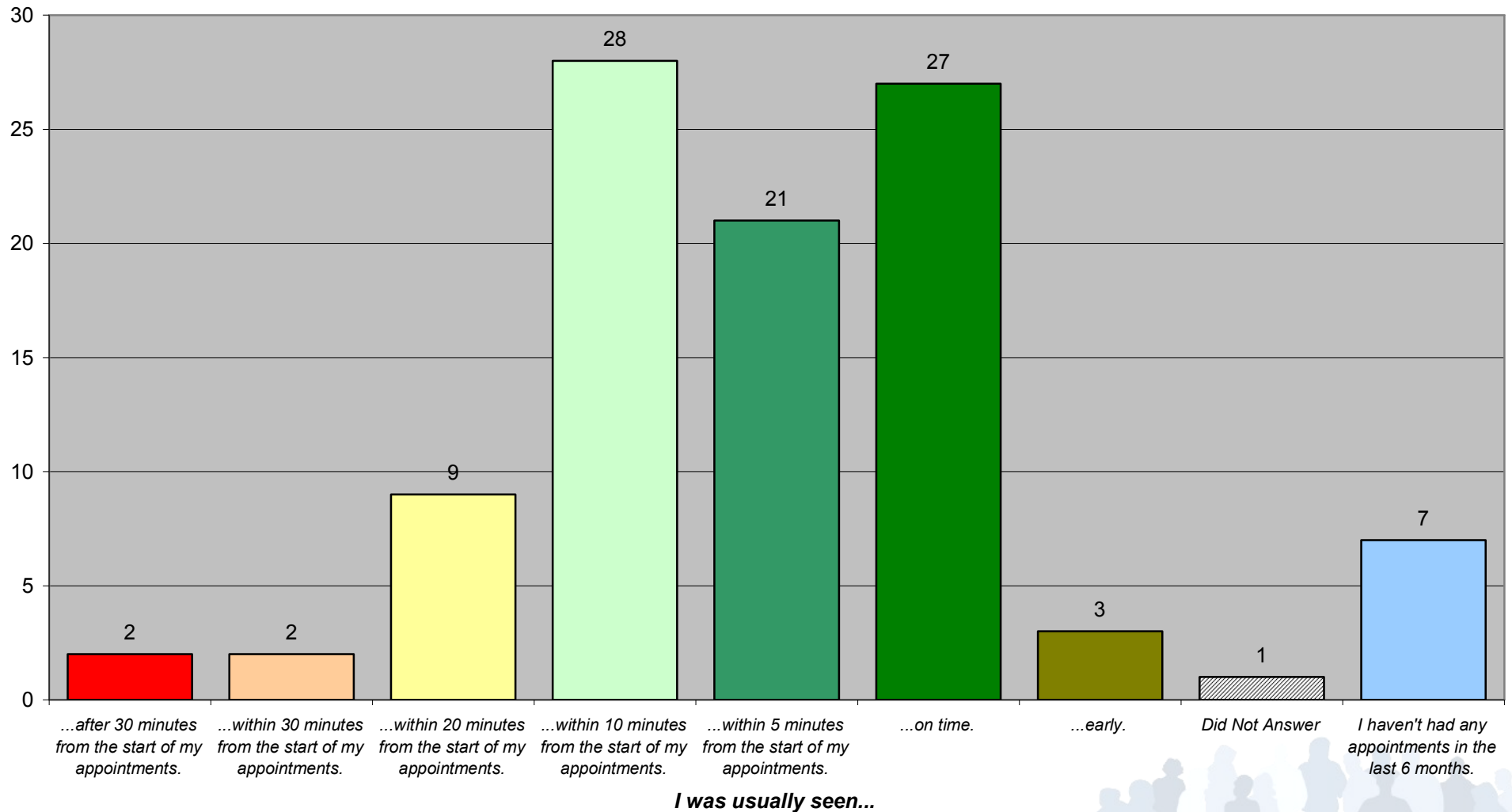
*Result Breakdown: Do you find it difficult to attend during our normal hours?*



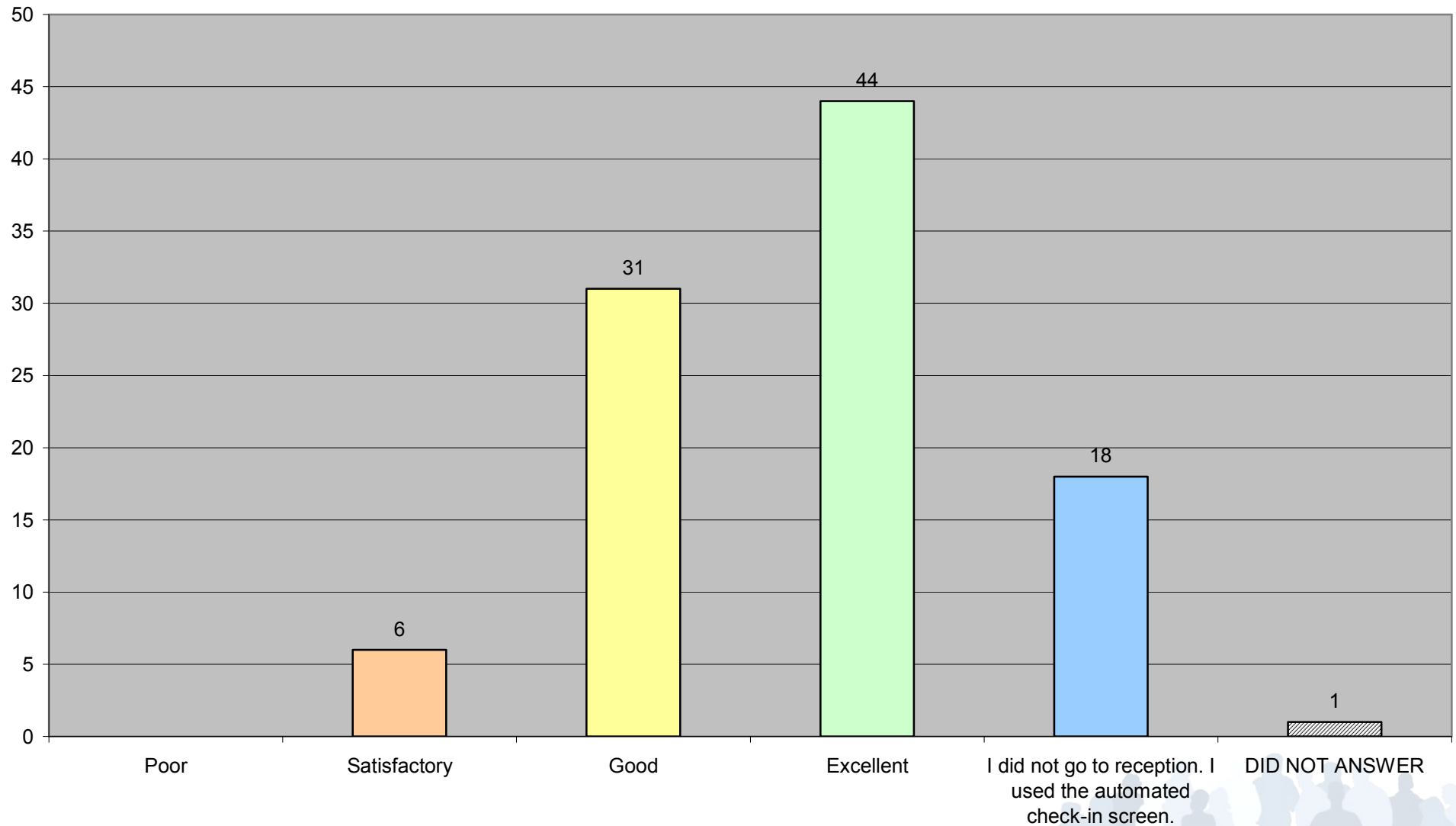
- Overall patients seem in favour of the Saturday clinic including the majority of those that answered 'Yes' to having difficulty booking during normal opening hours.



### Average waiting times in last 6 months



### How would you rate the helpfulness of reception staff?





### How would you describe the overall cleanliness of the building?

