

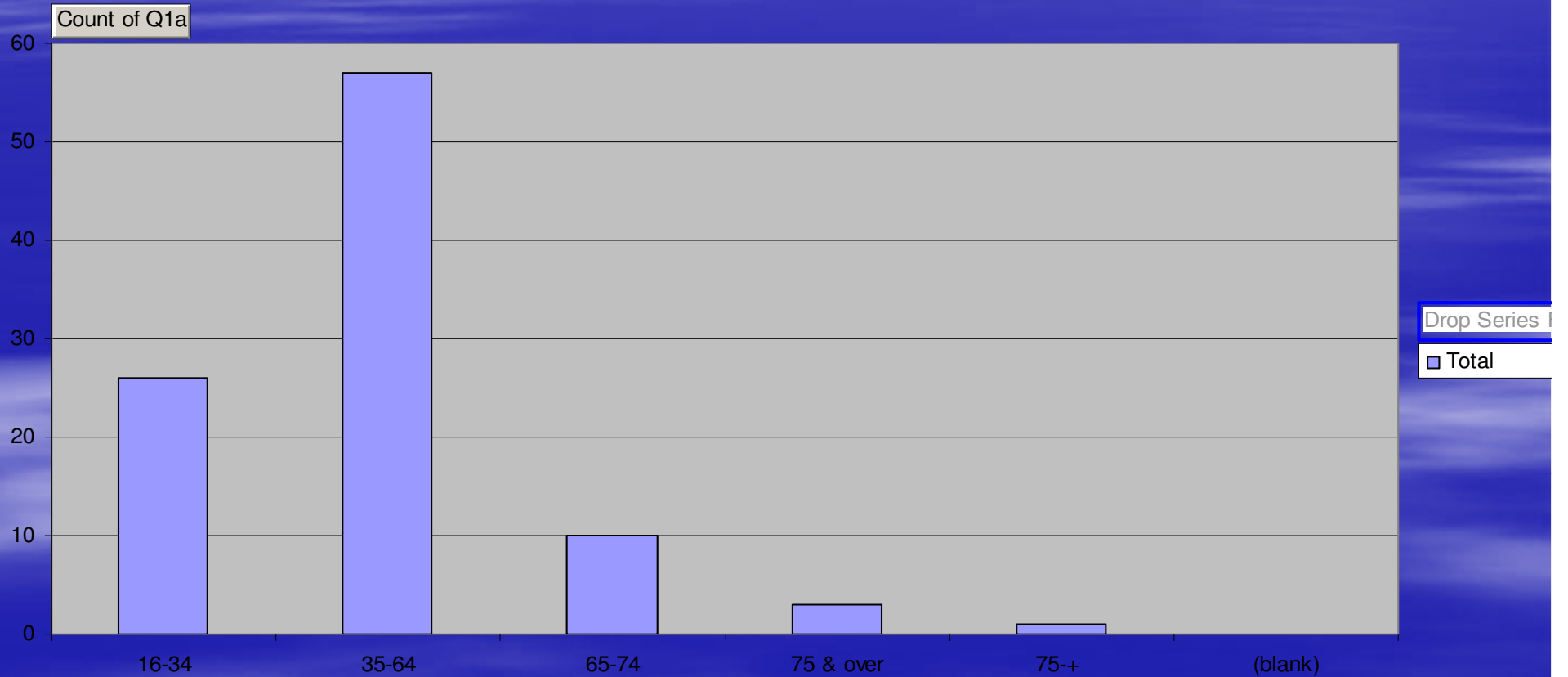
Patient Survey 2014

Demographics of patients surveyed

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Age Groups

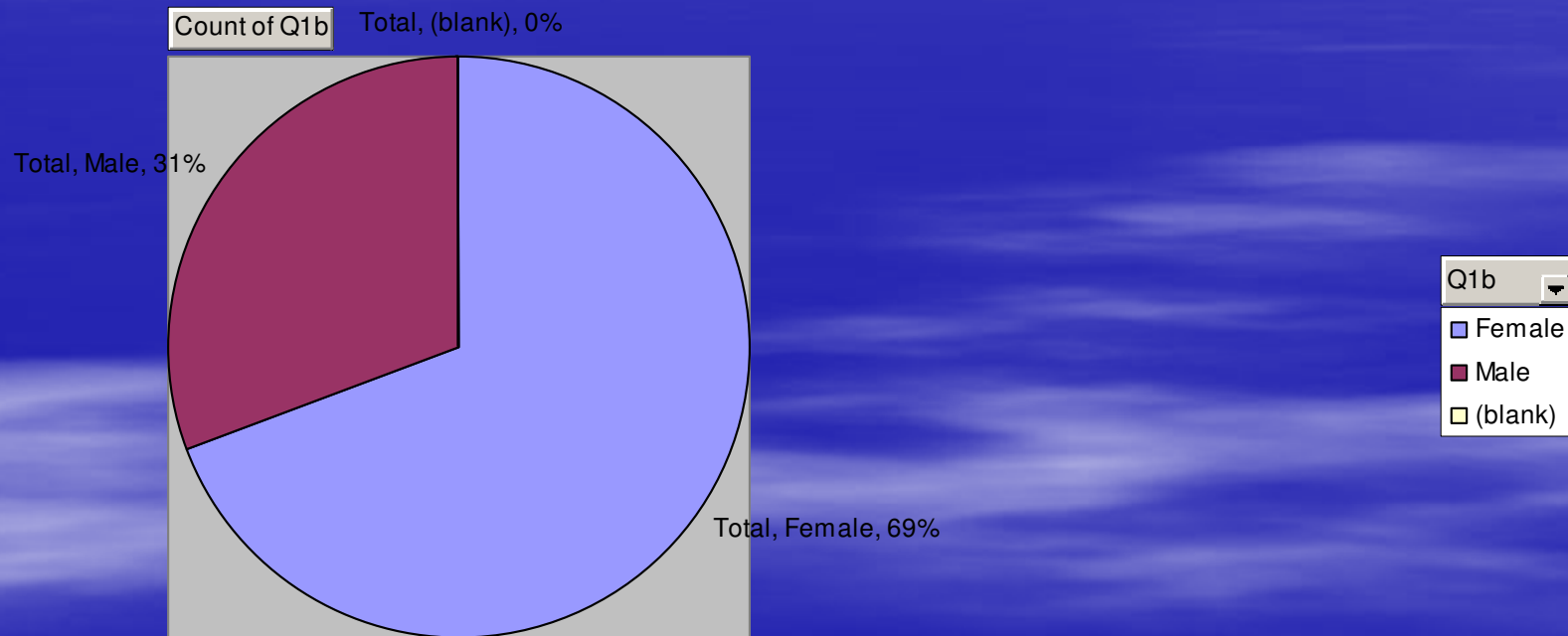
Total



Gender

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Total

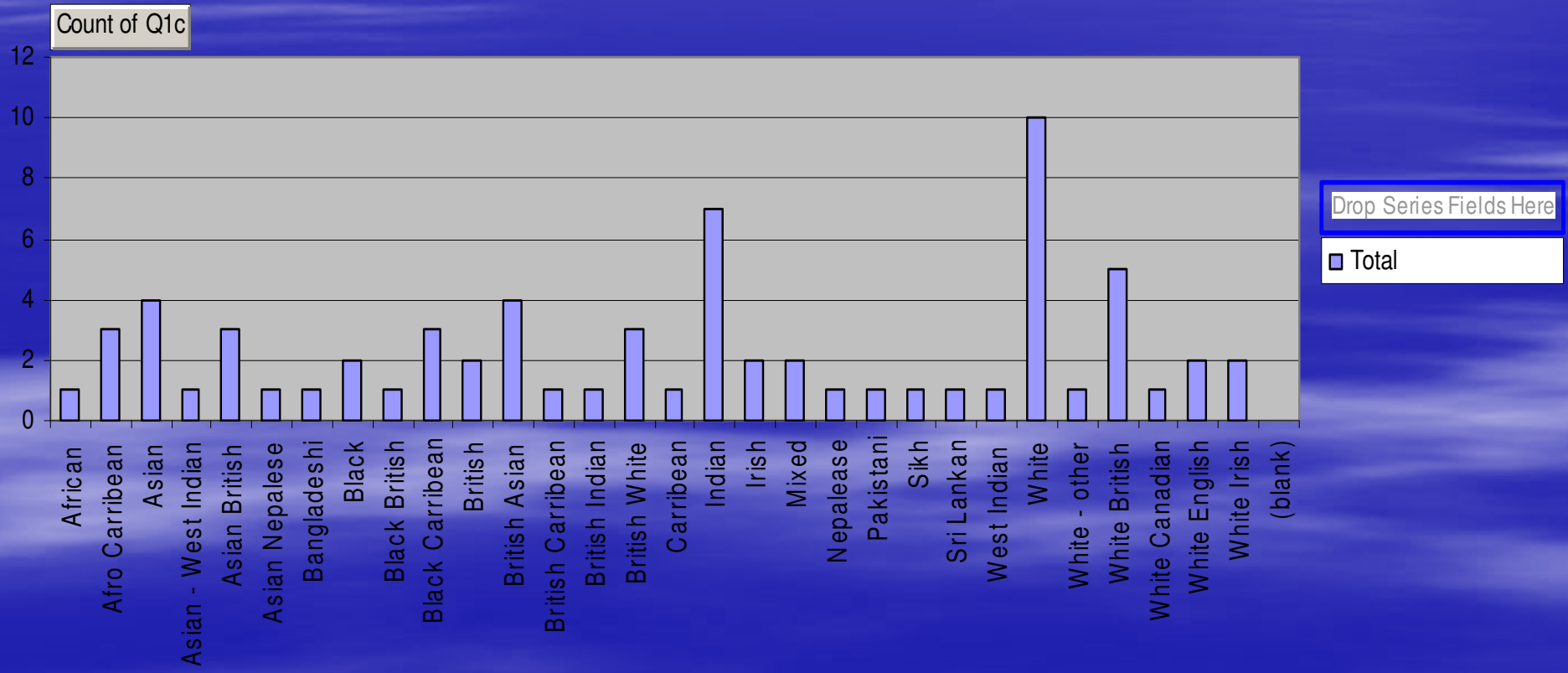


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Ethnicity

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Total



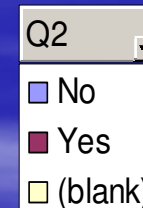
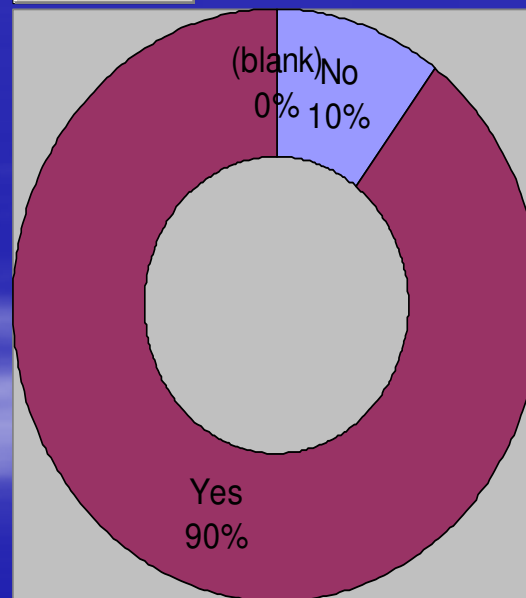
Q1c

Been with the practice for more than 6 months?

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Total

Count of Q2

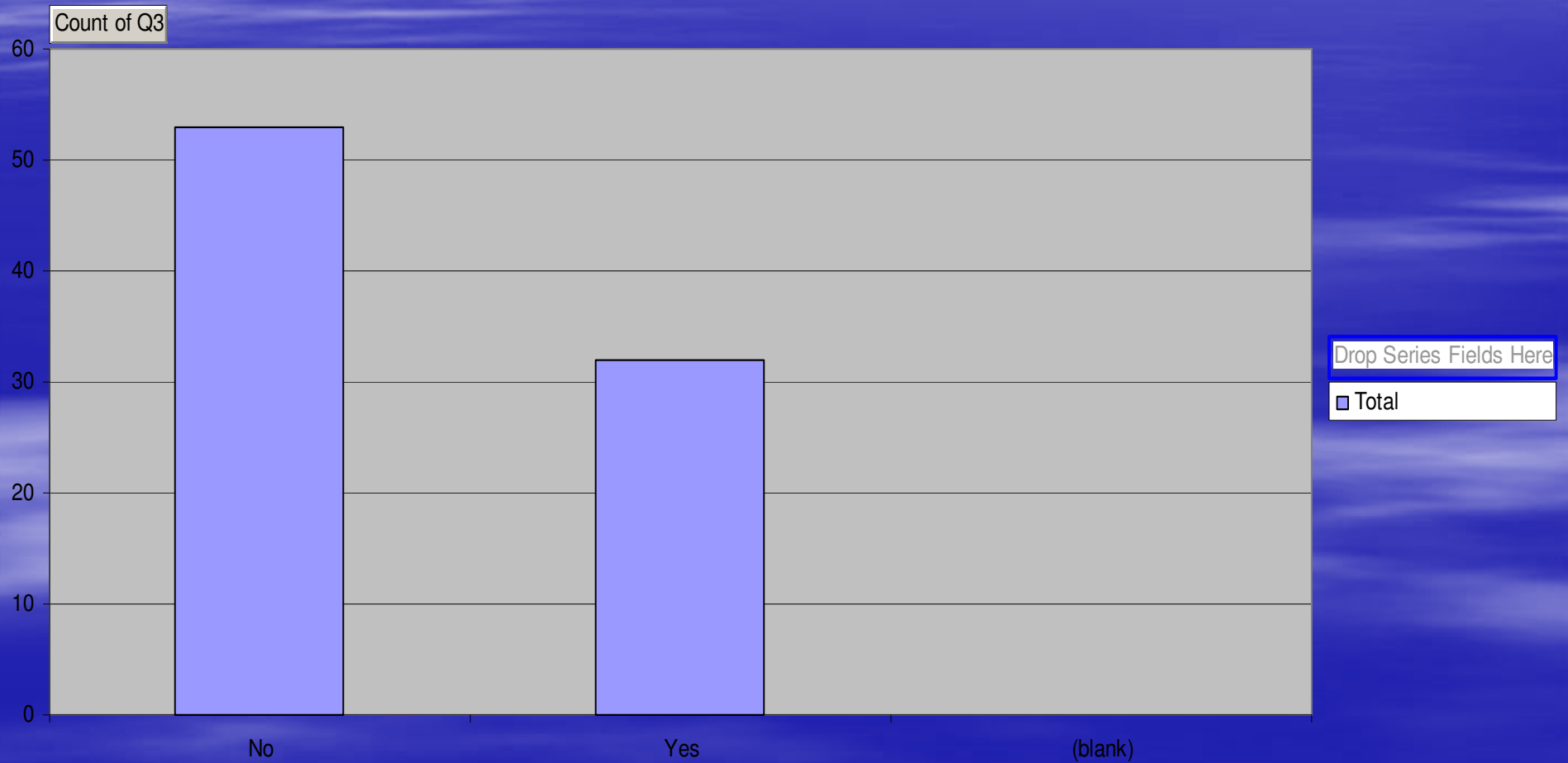


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Longstanding Health Needs?

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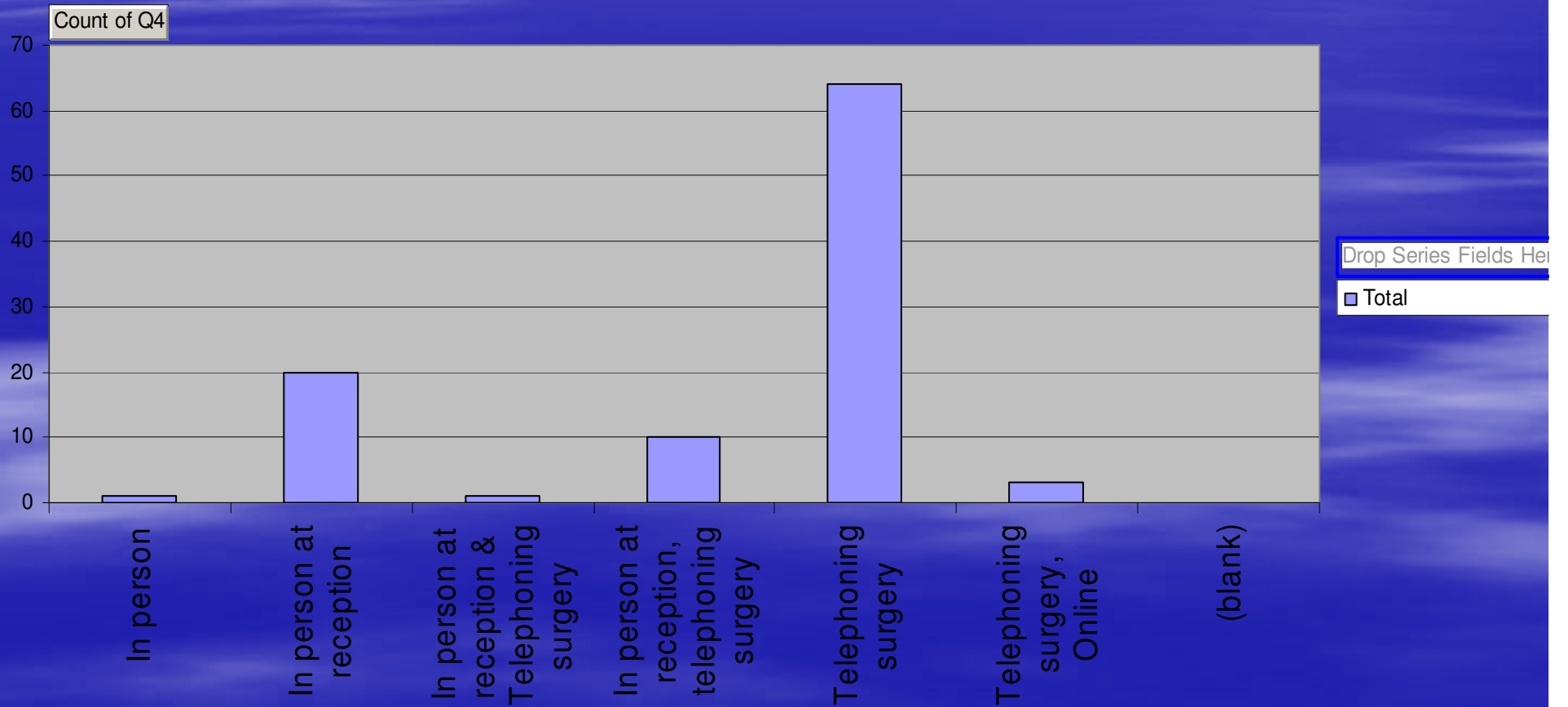
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Patients booking appointments

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Total

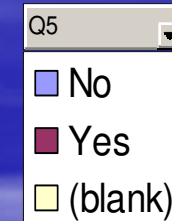
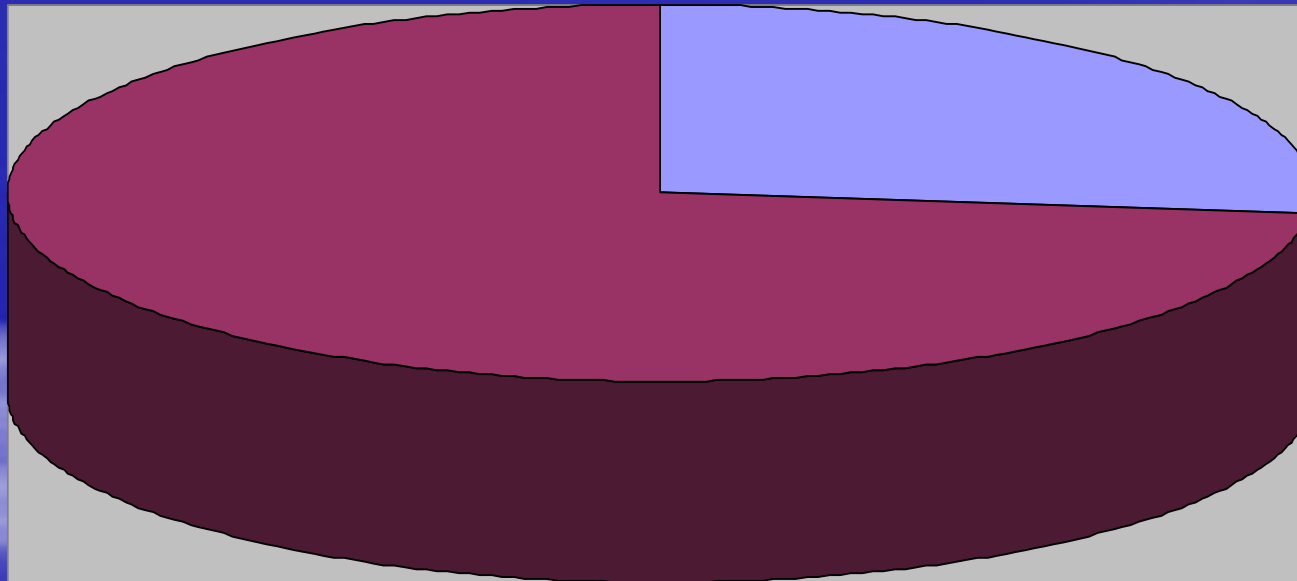


Satisfaction with the date/time offered

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Total

Count of Q5

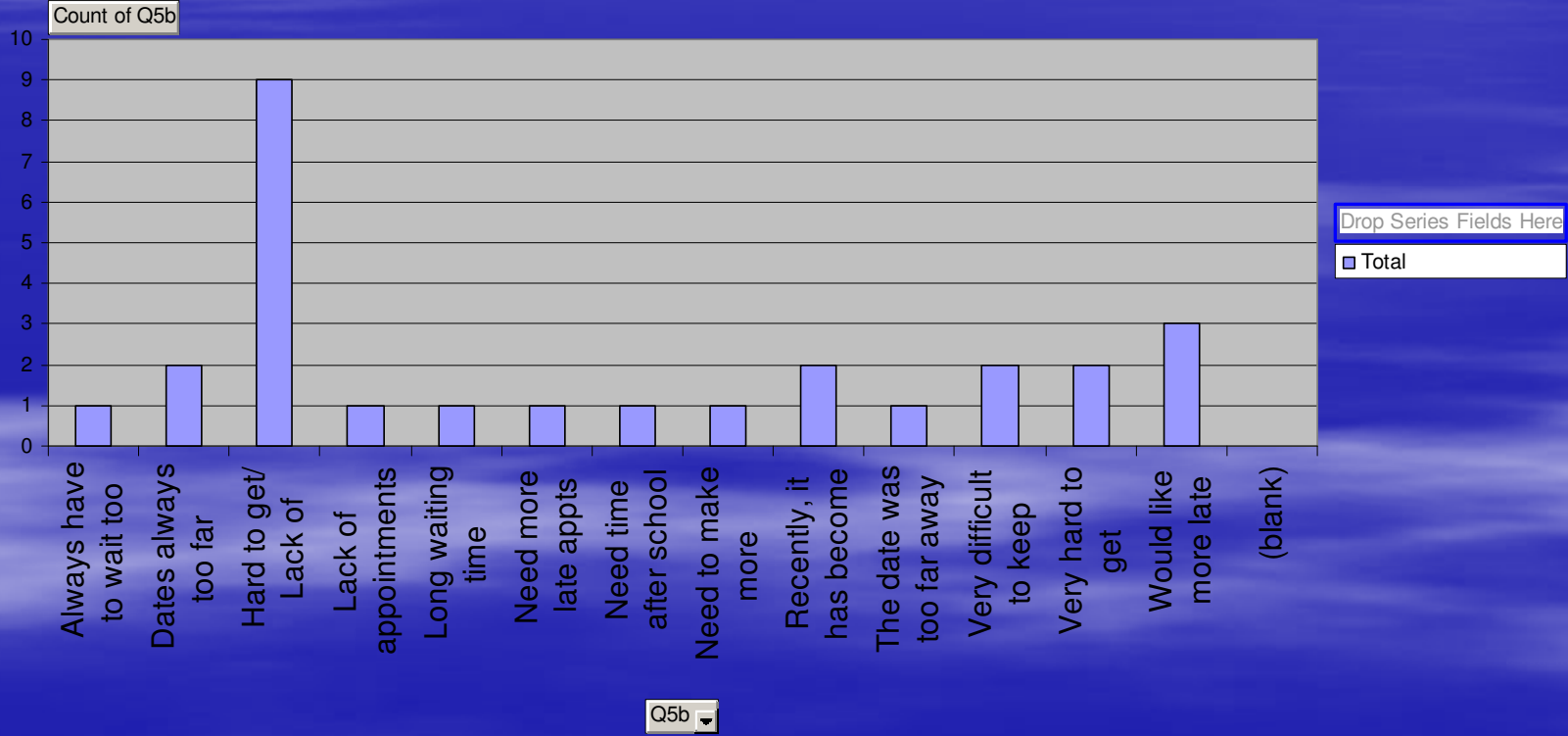


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Reasons for not being satisfied with date/time offered

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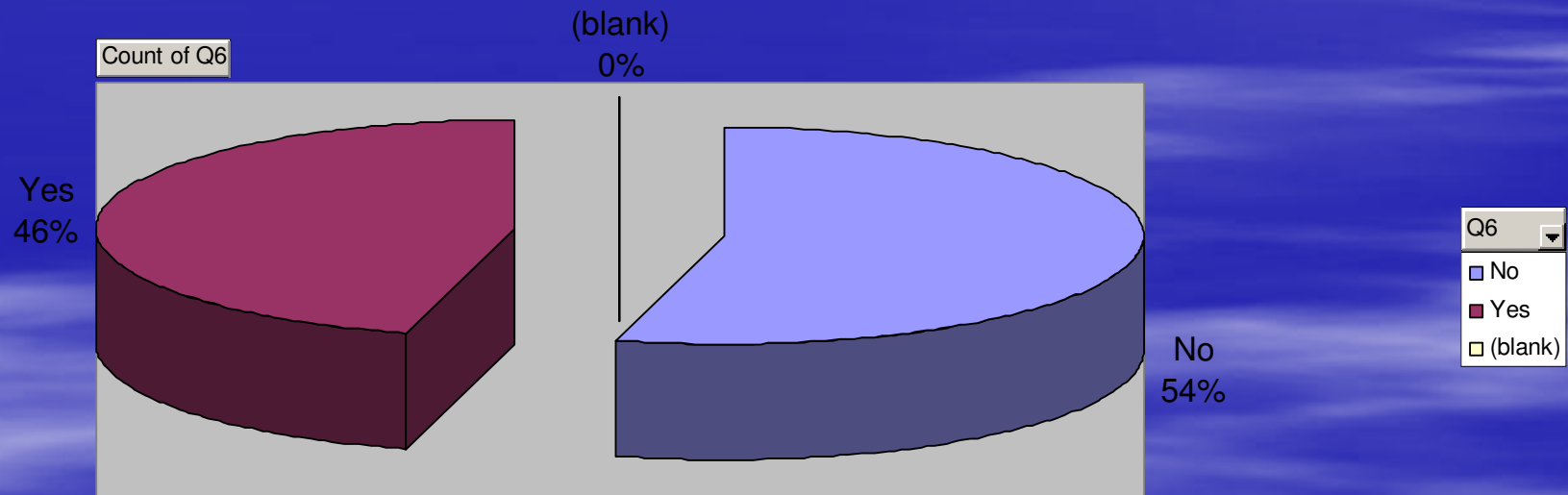
Total



Awareness about Saturday Morning Pre-booked appointments

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Total

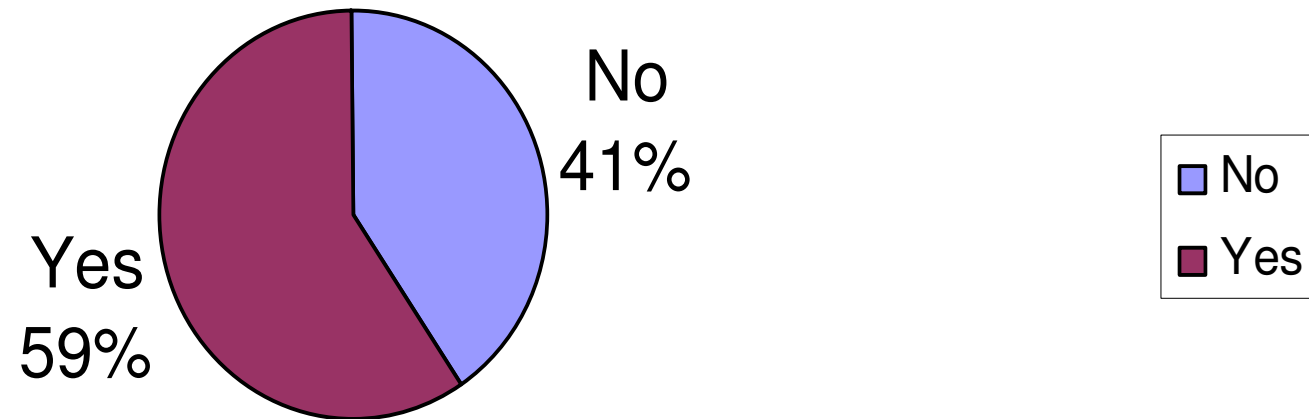


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Comments about extended hours

| | |
|-------------------------------------|----|
| Appreciated and welcomed | 1 |
| Booked up all the time | 1 |
| Excellent idea | 2 |
| Good service | 13 |
| Helpful | 1 |
| Just found out recently | 1 |
| Lifeline for working individuals | 1 |
| Need to advertise this more | 1 |
| Not happy with GP services | 1 |
| Really good for working individuals | 4 |
| Work on Saturdays till 2pm | 1 |
| Would like later appts too | 3 |

Satisfied with the system of calling back at 2pm for an afternoon appt?



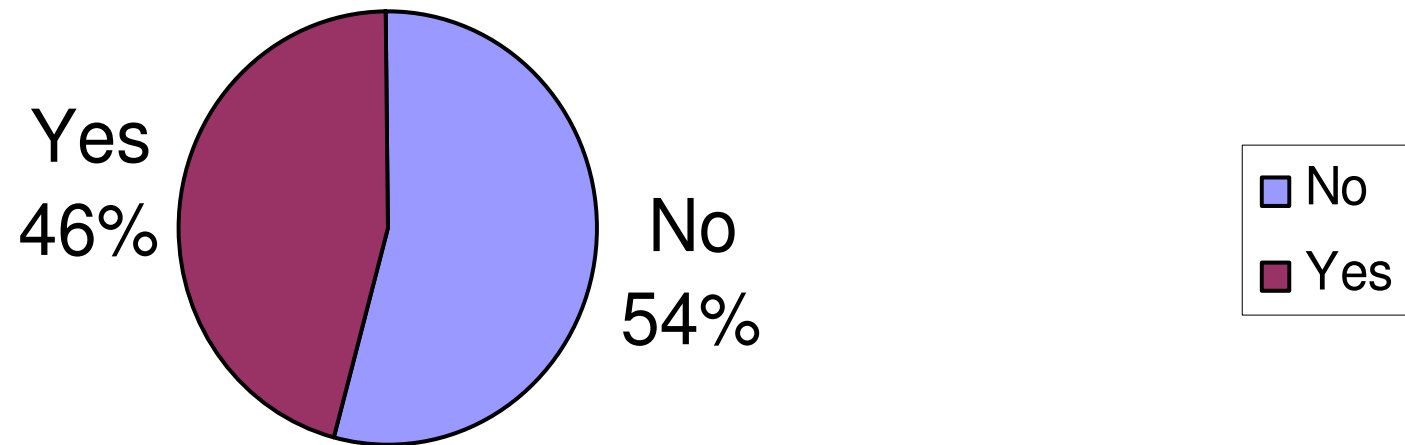
Comments about calling back on the day at 2pm for an afternoon appt

| | |
|---|---|
| Awkward if the appt is shortly after calling. | 1 |
| Costs money and time | 1 |
| Difficult to get appt | 3 |
| Difficult to keep calling whilst at work | 3 |
| Good idea | 1 |
| I was not aware | 1 |
| Inconvenient to callback in the afternoon. Would like to know in the morning | 6 |
| Inefficient | 1 |
| It gives another chance to get an appt if the morning surgery is missed | 1 |
| Long waiting time | 1 |
| Not able to call back at 2pm due to teaching profession so not able to get appointments | 1 |
| Phone line is usually busy | 1 |
| Takes time to get through | 1 |
| Teacher Inconvenient to callback in the afternoon. Would like to know in the morning | 1 |
| V difficult to get appt even if we call later | 1 |
| V difficult to get through and get appointments | 8 |
| V stressful if child needs to be seen urgently | 1 |

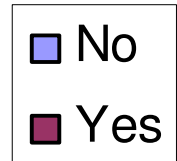
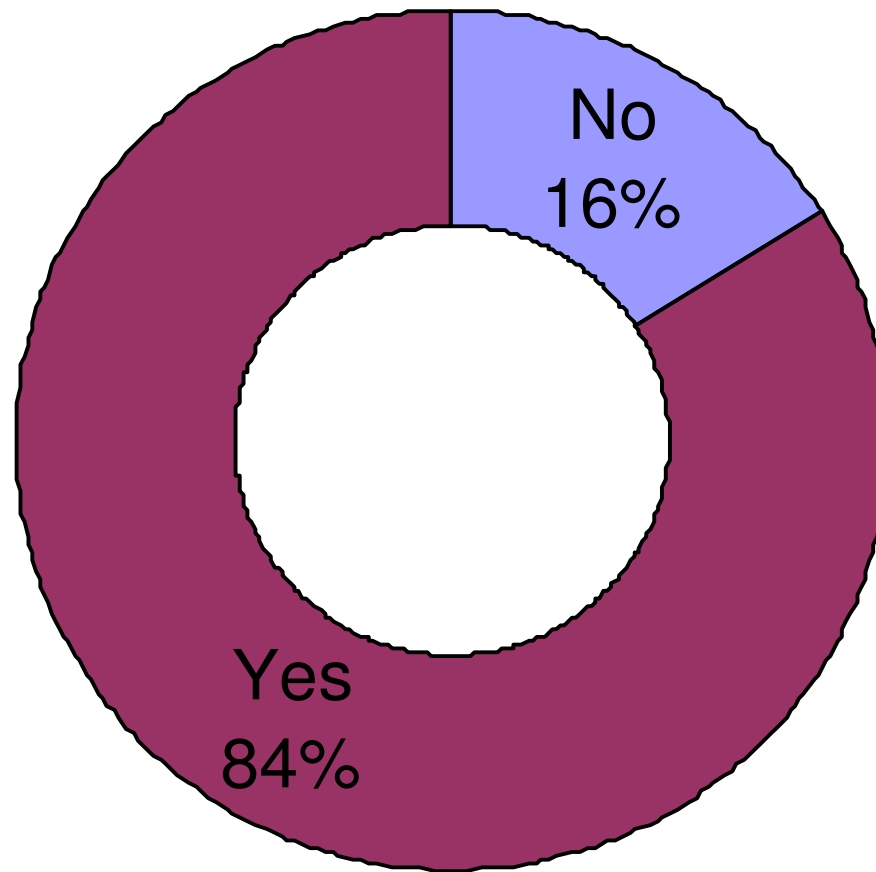
Type of appointment preferred

| | |
|---|----|
| Booking in advance | 36 |
| Booking in advance, Urgent on the day | 4 |
| Booking in advance, Urgent on the day, Walk in Access | 8 |
| Booking in advance, walk in access | 3 |
| Don't Know | 5 |
| Urgent on the day | 31 |
| Urgent on the day, Booking in advance | 2 |
| Urgent on the day, Walk in Access | 4 |
| Walk in Access | 3 |

Ever had telephone consultation with GP?



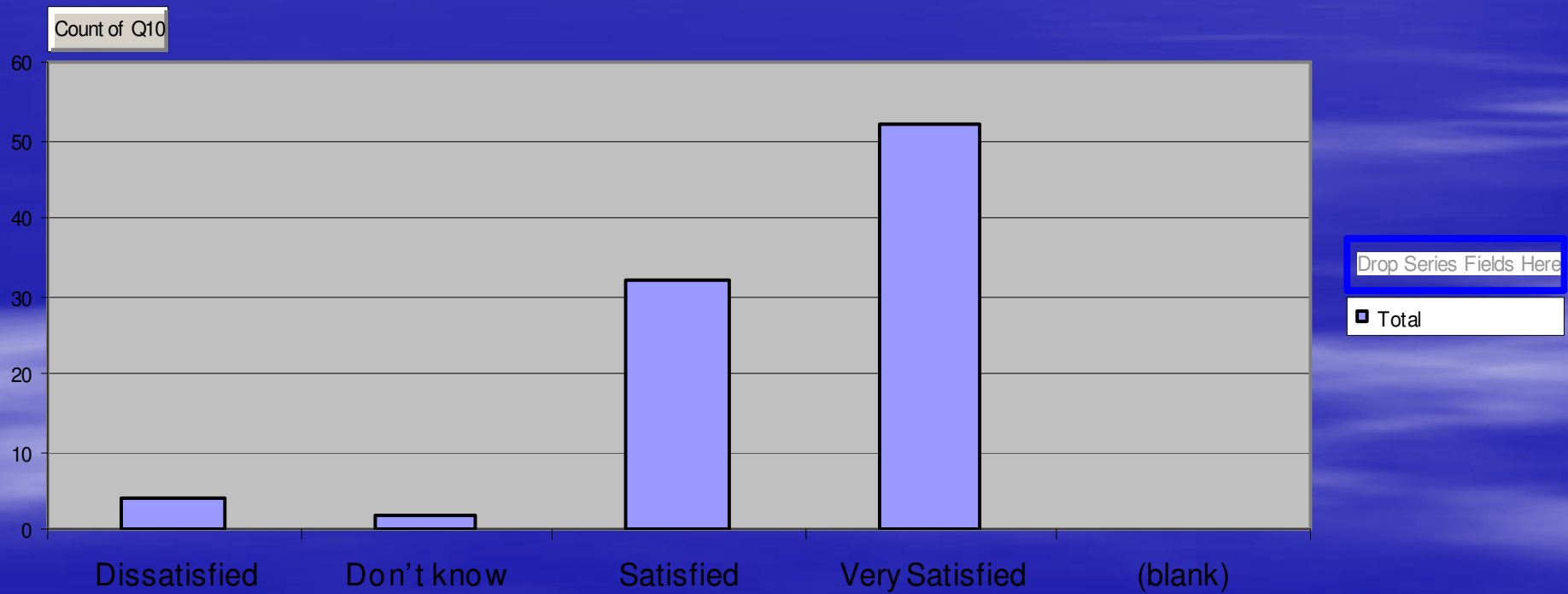
Satisfied with telephone consultation?



Satisfaction level with Reception Staff

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Total



Q10

Comments about Reception Staff

| | |
|--|----|
| Can be nicer | 1 |
| Excellent | 7 |
| Feel that there are never any appointments available. | 1 |
| Friendly, helpful and smiley | 7 |
| Have no problem. Team is very helpful | 1 |
| Helpful but unable to offer options I need | 1 |
| Lovely | 1 |
| More evening appts and delivery to other pharmacies apart from Shaftesbury Circle | 1 |
| not friendly | 1 |
| Not well behaved | 1 |
| Polite & courteous | 3 |
| Queuing system on telephone. Availability of pre-booked appts in a reasonable time frame | 1 |
| Some are more 'people friendly' than others | 1 |
| Try hard to accommodate appts but are restricted due to practice opening hrs | 1 |
| Usually v helpful, especially new staff | 1 |
| V helpful | 7 |
| Very friendly and willing to help | 12 |
| Very good. The best so far! | 1 |
| Very helpful and polite | 12 |

Changes patients would like to see over the next 12 months

| | |
|---|---|
| Be able to call in the morning and book appt for anytime of the day | 1 |
| Bigger toilets | 1 |
| Bring back health visitor | 1 |
| Children should be given priority for appts | 1 |
| Ensure that doctors see the patients on time | 5 |
| Generally fine. On a couple of occasions have been negligent in sending referrals | 1 |
| Late night opening hrs till 9pm | 1 |
| Less waiting time | 4 |
| More appts | 6 |
| More appts available after school hrs | 1 |
| More appts on line and Saturdays | 4 |
| More appts, more on the day appts, telephone triage | 3 |
| More late appts on weekdays and weekends | 6 |
| Online consultation with the Doctor | 1 |
| Phone is left ringing | 2 |
| Receptionists need to treat patients well. | 1 |
| Satisfied with the service provided and would like to see this continue | 1 |
| Waiting time and lack of appts with lady doctor | 1 |
| Would like more privacy at Reception area | 1 |

Any other comments on the service we provide

| | |
|--|----|
| Advised to see a dietician last year. Still unable to get an appt. | 1 |
| Appts to run on time | 1 |
| Baby Changing facilities | 1 |
| More doctors and nurses appts | 1 |
| More late appts with nurses as well | 1 |
| More privacy needed at Reception | 1 |
| N/A | 1 |
| No | 1 |
| Not enough Doctors | 1 |
| Not happy with GP | 1 |
| Play music in waiting room | 1 |
| Reception must treat patient with more care | 1 |
| Registered for online appts but havent heard back. | 1 |
| Service provided is very good | 13 |
| Very difficult to get an appointment | 1 |