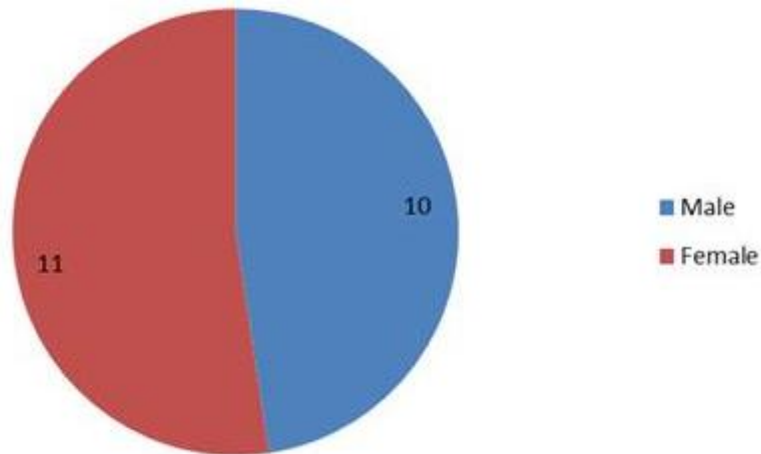


**Dr. C. Hallikeri and Partners**

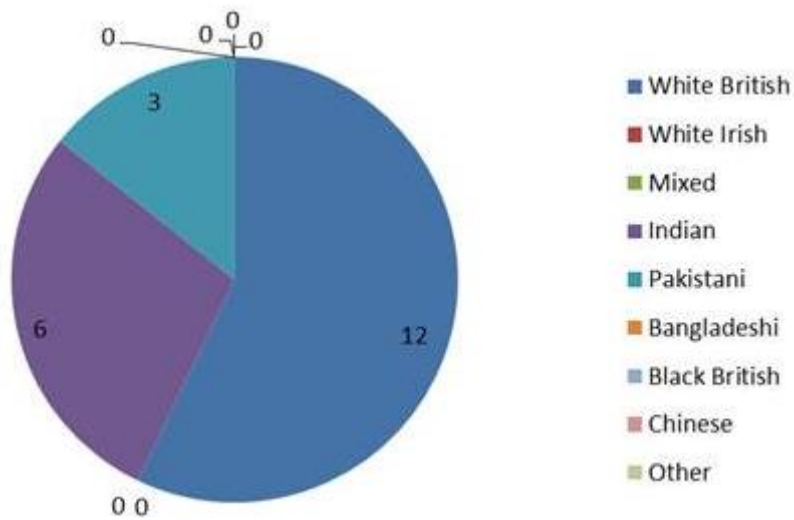
**Patient Survey June/July 2021**

Description of the profile of the members of the Patient Reference Group for this practice:-

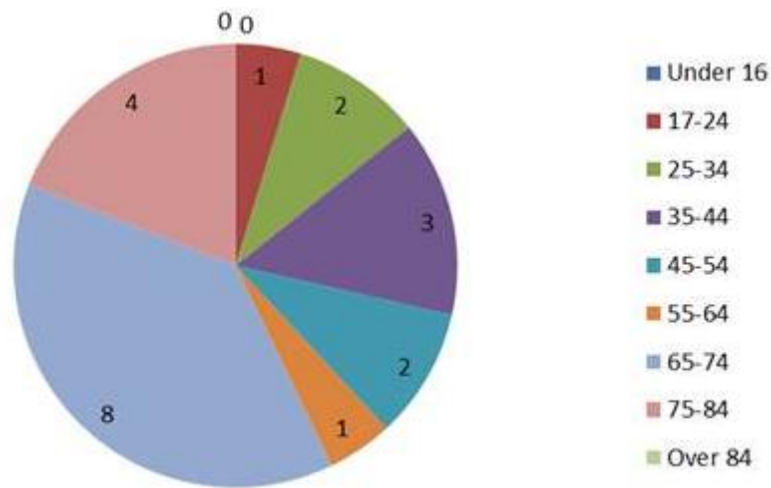
Sex Breakdown of PPG:



Ethnic Group Breakdown of PPG



Age Breakdown of PPG:



The patient group was emailed the practice survey. The survey was also emailed to all patients with a verified email address and was on the practice website for 1 month.

A total of 139 responses were received by the surgery.

<b>How do you normally book your appointment?</b>	By telephone	75%
	Via Online Consult	10%
	Using an APP	10%
	In Person	5%

<b>We are currently operating a telephone triage system for appointments with a doctor, pharmacist or advanced nurse practitioner. Are you aware that these appointments can be booked up to 6 weeks in advance?</b>	Yes	89%
	No	11%

<b>Telephone triage allows our clinicians to speak to more patients every day and allows us to offer face to face appointments to patients most in need. Has our triage system been explained to you by our admin team?</b>	Yes	95%
	No	5%

<b>How easy do you find it to get through on the telephone?</b>	Very easy	85%
	Easy	5%
	Neither easy nor difficult	2%
	Difficult	8%
	Very Difficult	0%

<b>Did you know you can visit our practice website and fill in a short online consultation form to get health information and to speak to a clinician?</b>	Yes	70%
	No	30%

<b>Our practice pharmacist can offer medication reviews and see patients for many routine problems including chest infections, coughs and cold etc. Would you be happy to speak to a pharmacist rather than a doctor for minor problems?</b>	Yes	85%
	No	15%

<b>Last time you wanted to book a routine appointment to see or speak to a doctor how long did you have to wait for an appointment??</b>	Within a week	91%
	Within 2 weeks	8%
	Within 3 weeks	1%
	Within 4 weeks	0
	Above 4 Weeks	0

### **Action Plan for the Practice.**

Overall the survey results were very positive.

90 % of patients would find it Very easy / Easy to get through via telephone.

One main areas for improvement:-

30% of our patients have not used or are aware we offer online consultations. All staff members to inform patients at every opportunity the benefits of using an online consultation rather than phoning the surgery.

If the 30% of patients can be persuaded to use online consultation rather than ringing the surgery directly then this would free our lines for urgent phone calls at peak times.