## 2013/14 Patient Survey Results The results so far are shown below. Total responses: 107 Generally how easy is it to get through to a receptionist on the phone? 24 Very easy 57 53% Fairly easy Not very easy 19 Not at all easy 6 5% I Haven't tried 0 0% 2 How helpful do you find our receptionists? 78 Very helpful 74% Fairly helpful 23 21% Not very helpful 3 2% Not at all helpful 0% 1 0 0% I don't know 3 Which of the following methods would you prefer to use to book appointments? By phone using the automated service 4 3% By phone speaking to a receptionist 66 61% In person 15 14% 56 Online 52% Is there a particular GP you usually prefer to see or speak to? 81 Yes 77% No 24 22% If you answered Yes to above question, How often do you see or speak to the GP you prefer? Almost always 33 40% A lot of the time 18 22% 28 Some of the time 34% 2 Almost never 2% When you contact the surgery for a GP appointment, WHEN do you usually want to see or speak to them? On the same day 68% The next day 4% A few days later 21 20% A week or more later 1 0% I didn't mind 6 5% 0 0% I can't remember Did you get your appointment when you wanted it as per previous question? Yes 65 63% Yes, but I had to call back closer to, or on 38 the day that I wanted the appointment Overall, how would you describe your experience of making an appointment? Very good 40 38% Fairly good 44 42% 11 10% Neither good nor poor Fairly poor 9 8% 0 0% Very poor How satisfied are you with the hours that we are open? Very Satisfied 47 45% Fairly satisfied 41 39% Neither satisfied nor dissatisfied 9 8% Fairly dissatisfied 4 3% Very dissatisfied 0 0% 2 1% I'm not sure of the Surgery opening hours 10 Which of the following additional opening times would make it easier for you to see or speak to someone? Before 8am 20 18% At Lunchtime 14 13% 38 35% After 6:30pm 41 On a Saturday 38% None of these 25 11 Do you use the practice Website? Yes 78 74% 27 25% No

57

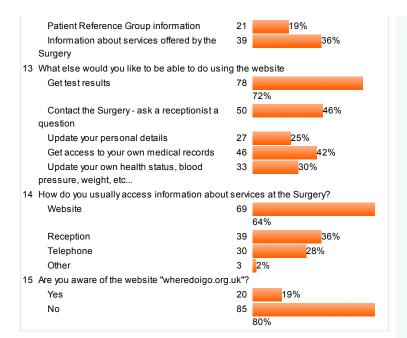
61%

53%

12 Do you use the website for any of the following?

Booking an appointment

Ordering repeat prescriptions



## Resources **FULL LIST OF SERVICES GP Registrar Training** • Patient Access • Policies Find out more ▶ Antenatal Care Coronary Heart Disease. Minor Surgery Test Results Asthma Diabetes Phlebotomy Clinic Travel Clinic Cervical Smears Flu Vaccination Planning Your Pregnancy Weight Management Childhood Immunisations Heart Monitoring Postnatal Care Non NHS Work Sexual Health Contraception Hypertension COPD Shingles Vaccination Stop Smoking