



Appointment & Access Survey January 2012

Summary of Survey Results

Aims & Objectives of Survey

- To identify those areas of care working well
- To identify any areas of care not working well
- To provide an opportunity for patients to suggest possible alternatives
- To educate our patients on alternatives already available that they may not be aware of
- To formulate an Action Plan to address, where possible, areas for improvement

Survey Population

Target Audience comprised:

- 359 members of the Virtual Patient Representative Group
- Hard copies of the survey made available at surgery
- 241 responded; 117 unresponded; 1 opted out

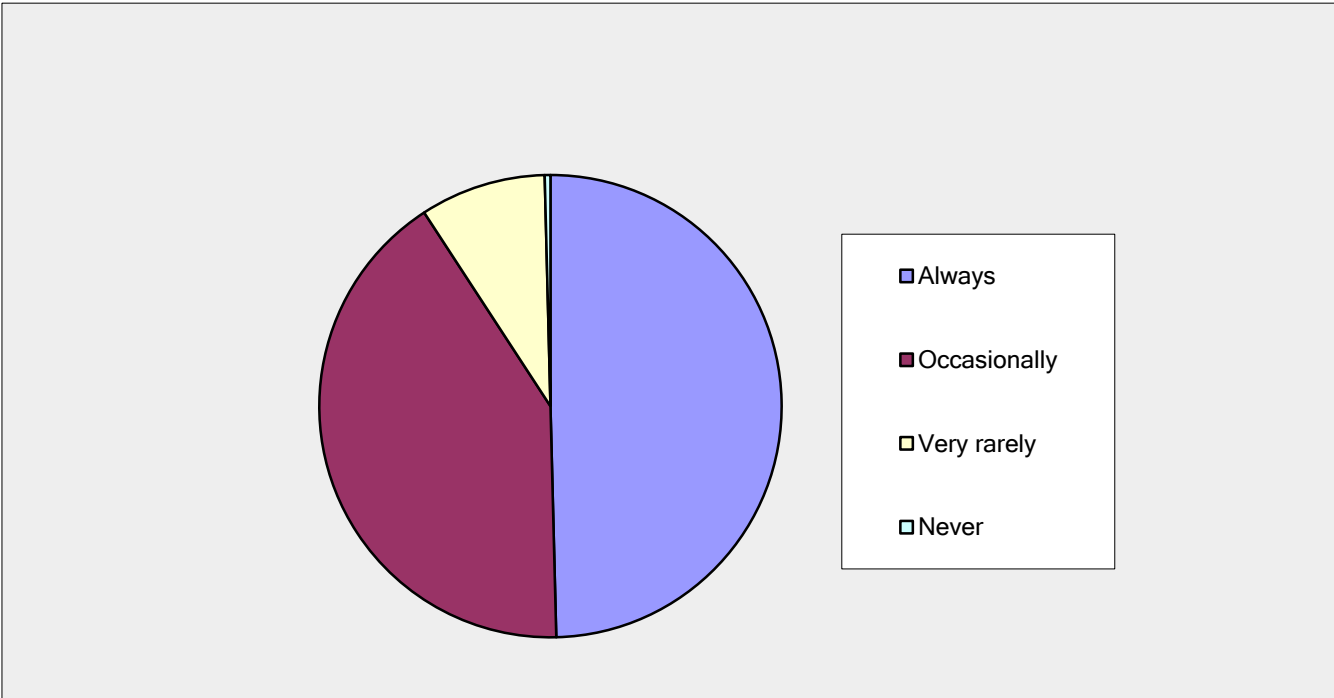
Gender of Responders:

- 148 responders were female
- 91 responders were male
- 2 responders preferred not to say

Age Range of Responders:

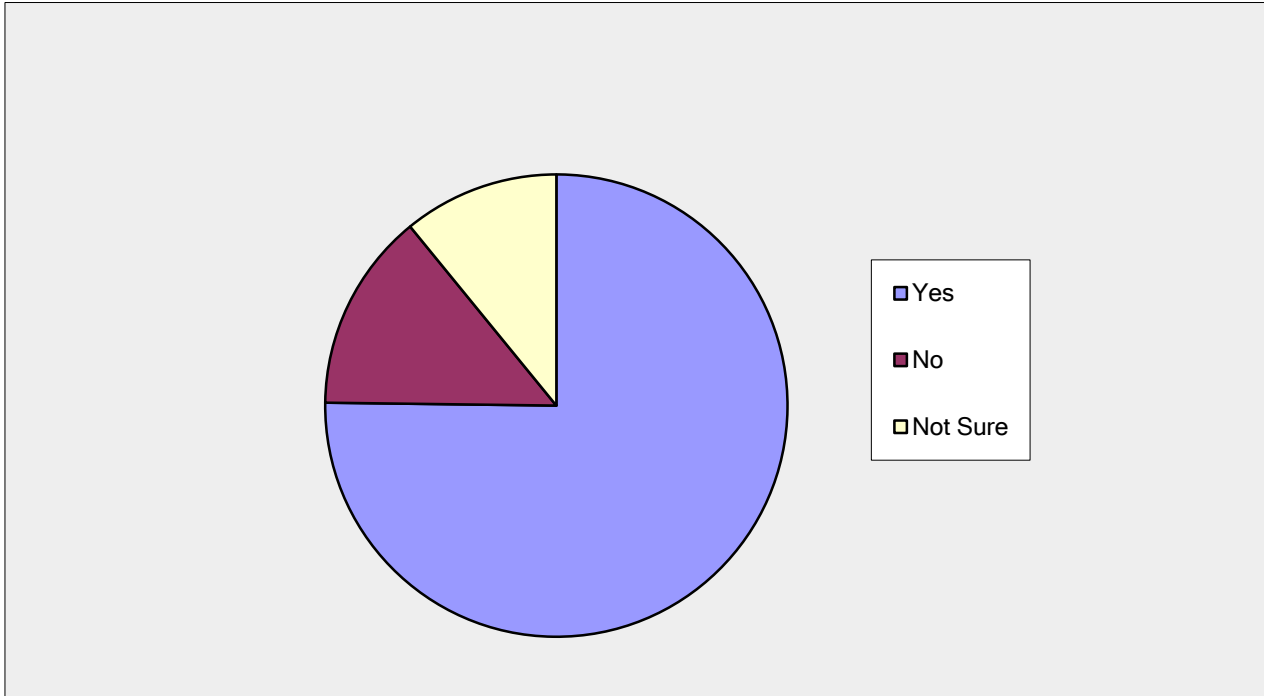
- | | | |
|-----------------|----------------------------------|---------------|
| • 23.1% - 55-64 | 22.3% - 65-74 | 20.1% - 45-54 |
| • 19.7% - 35-44 | 7.6% - 25-34 | 5.9% - 75+ |
| • 1.3% - 16-24 | 3 responders chose not to answer | |

How frequently do you have difficulty getting through to the surgery on the telephone?



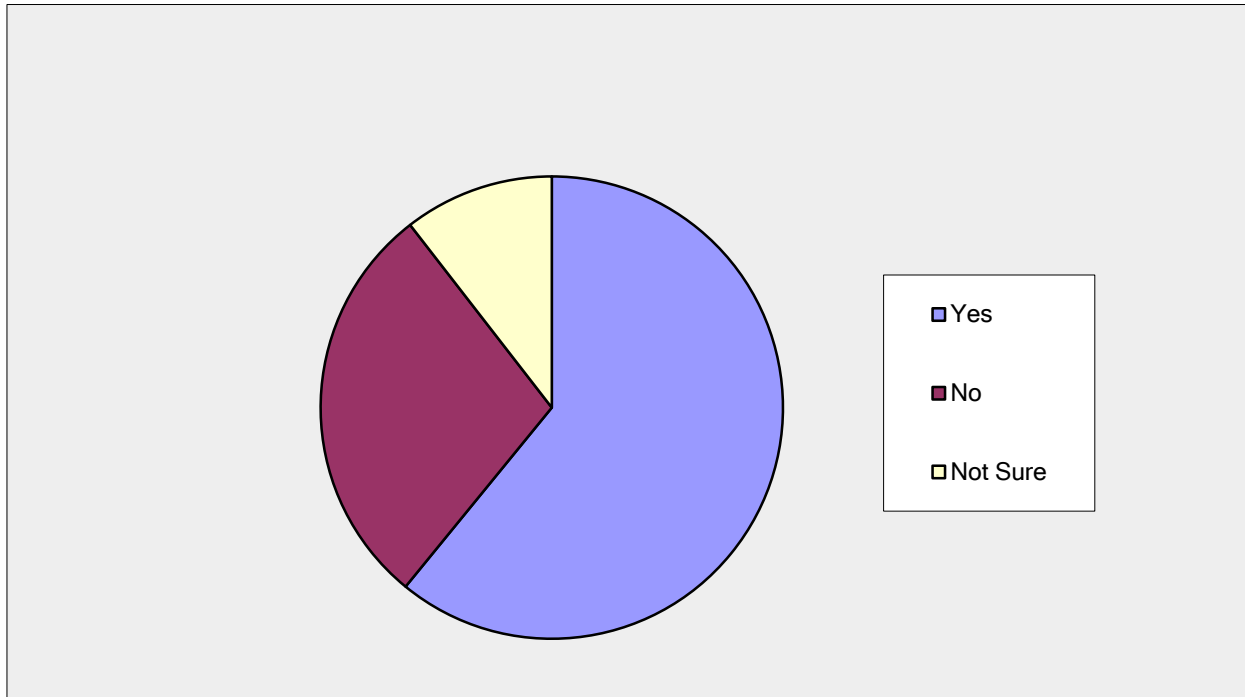
Answer Options	Response Percent	Response Count
Always	49.6%	118
Occasionally	41.2%	98
Very rarely	8.8%	21
Never	0.4%	1
	answered question	238
	skipped question	3

Would you like an automated Call Queuing System at the surgery "you are in position 2....."



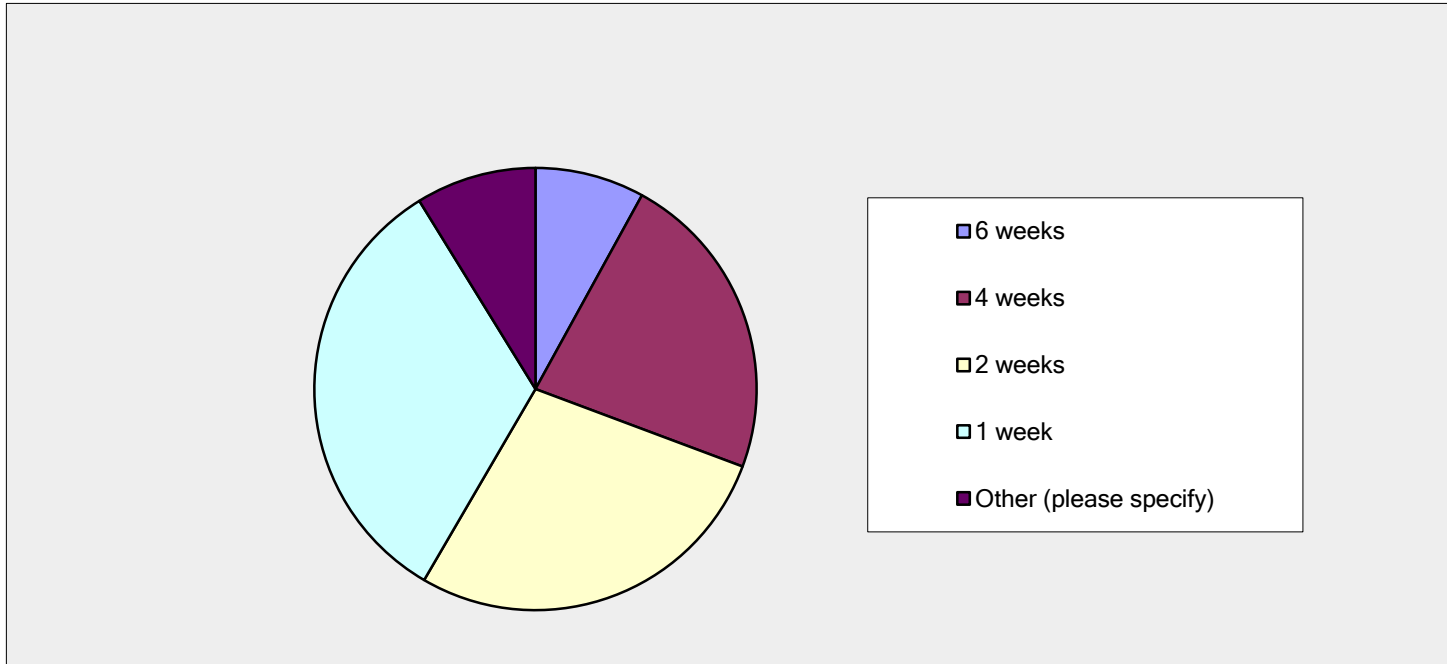
Answer Options	Response Percent	Response Count
Yes	75.2%	179
No	13.9%	33
Not Sure	10.9%	26
	answered question	238
	skipped question	3

Would you like an automated Call Filtering System at the surgery -"press 1 for appointments, 2 for....."



Answer Options	Response Percent	Response Count
Yes	60.9%	145
No	28.6%	68
Not Sure	10.5%	25
	answered question	238
	skipped question	3

How far in advance would you like to be able to book an appointment to see a GP or nurse?

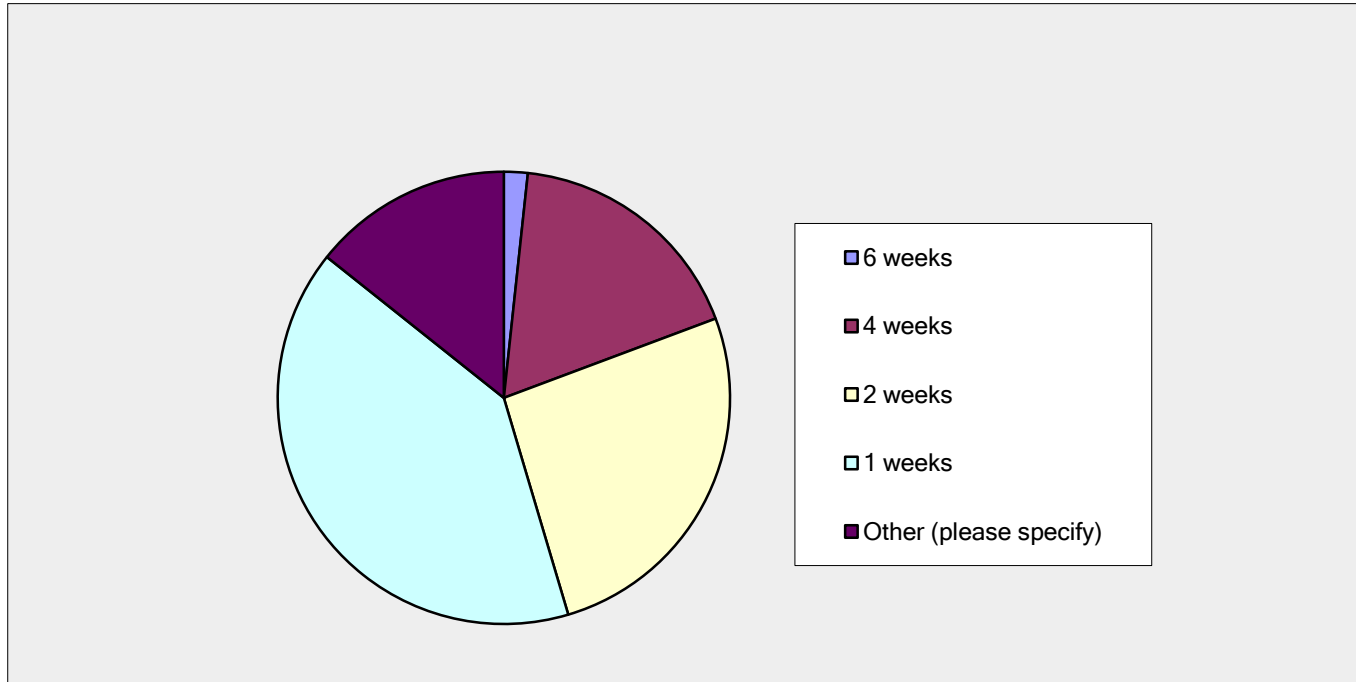


Answer Options	Response Percent	Response Count
6 weeks	8.0%	19
4 weeks	22.7%	54
2 weeks	27.7%	66
1 week	32.8%	78
Other (please specify)	8.8%	21
	answered question	238
	skipped question	3

Other (please specify)

- 4 hours
- 1, 2, 3 & 4 days
- Depends on issue

How far in advance do you need to be able to book an appointment to see a GP or nurse?

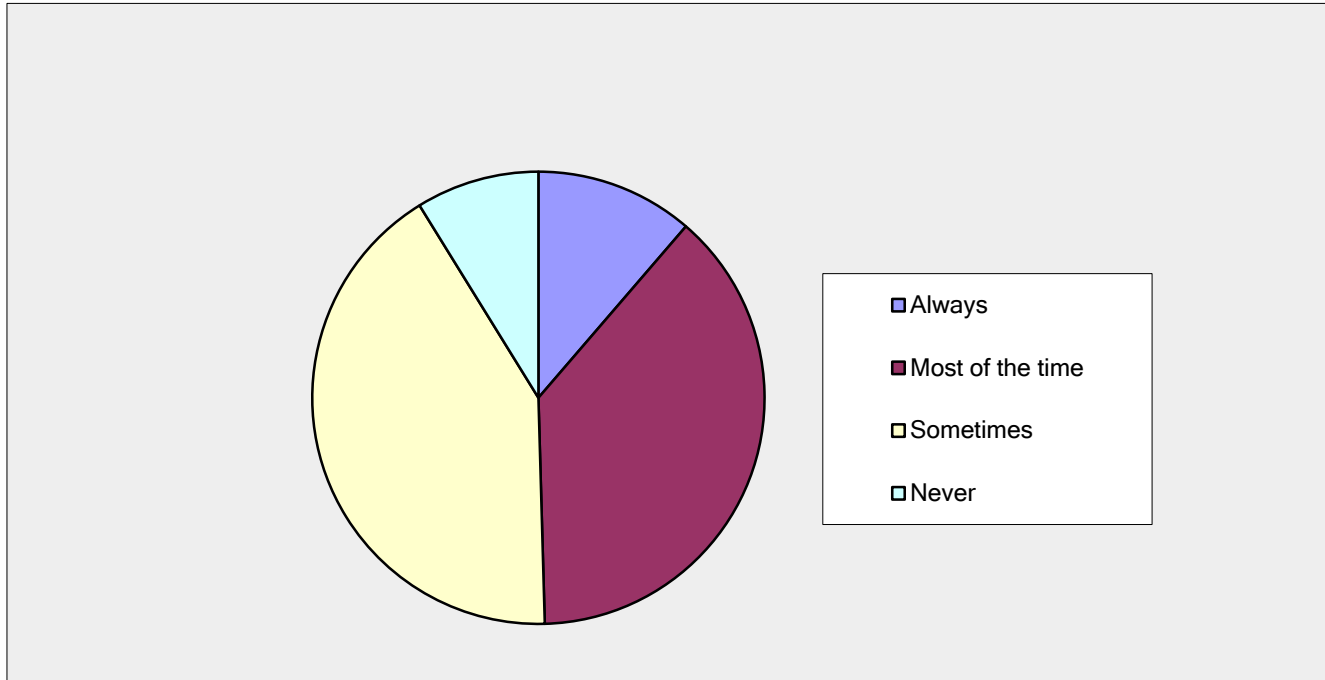


Answer Options	Response Percent	Response Count
6 weeks	1.7%	4
4 weeks	17.6%	42
2 weeks	26.1%	62
1 weeks	40.3%	96
Other (please specify)	14.3%	34
	answered question	238
	skipped question	3

Other (please specify);

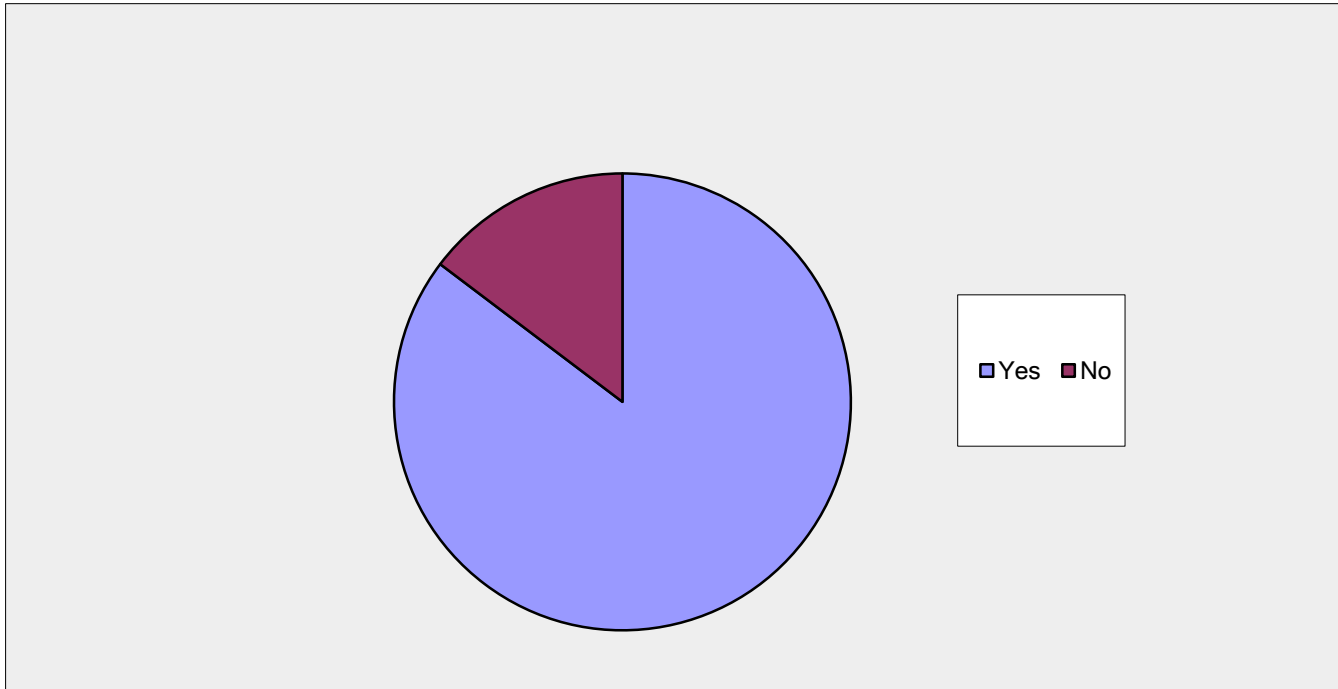
- Same day
- Depends on issue
- No preference
- 12 weeks

How easily can you book an appointment to see a GP and/or nurse within 3 days?



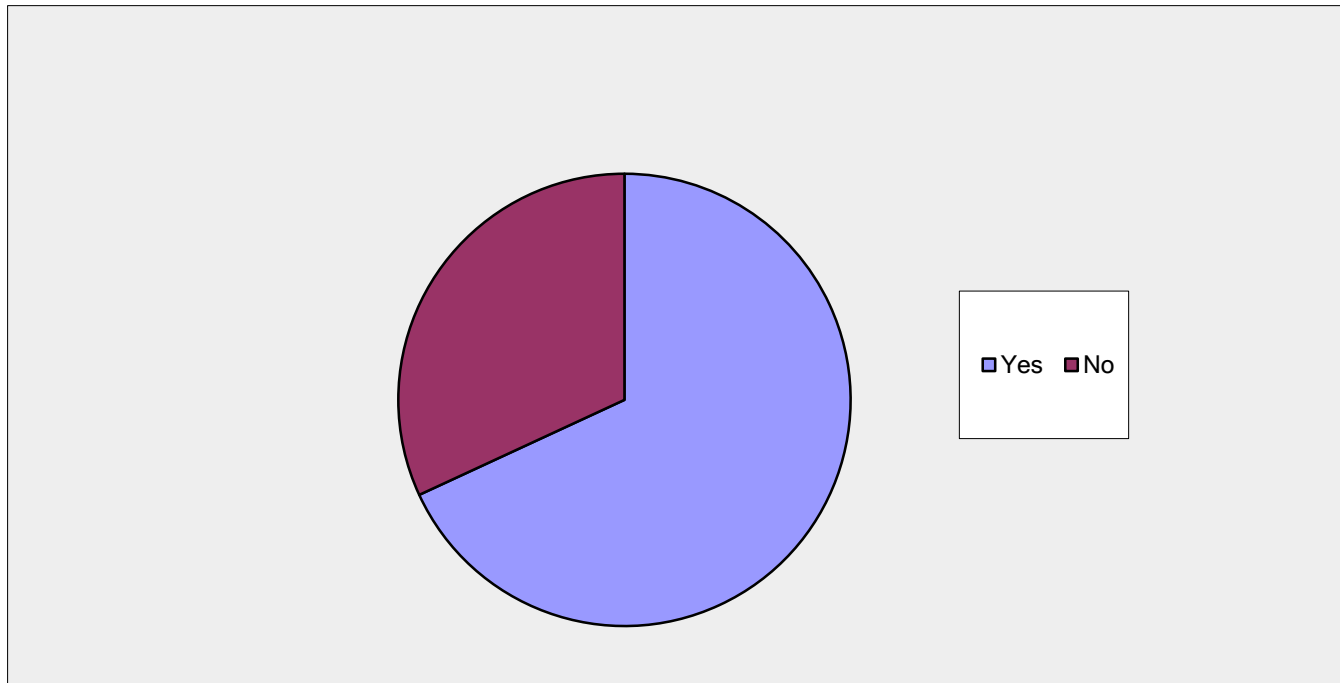
Answer Options	Response Percent	Response Count
Always	11.3%	27
Most of the time	38.2%	91
Sometimes	41.6%	99
Never	8.8%	21
answered question		238

Did you know that you can register to book and cancel your appointments on line?



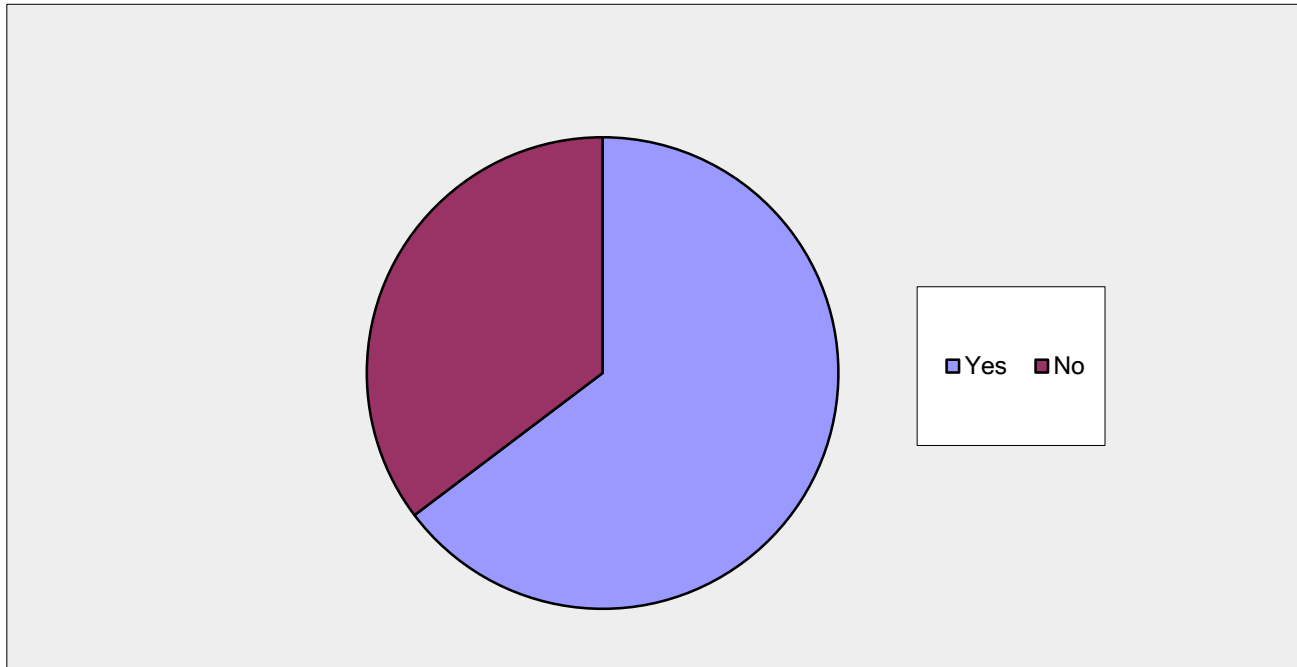
Answer Options	Response Percent	Response Count
Yes	85.3%	203
No	14.7%	35
	answered question	238
	skipped question	3

Did you know the surgery has 3 evening commuter clinics from 1830hrs-2000hrs?



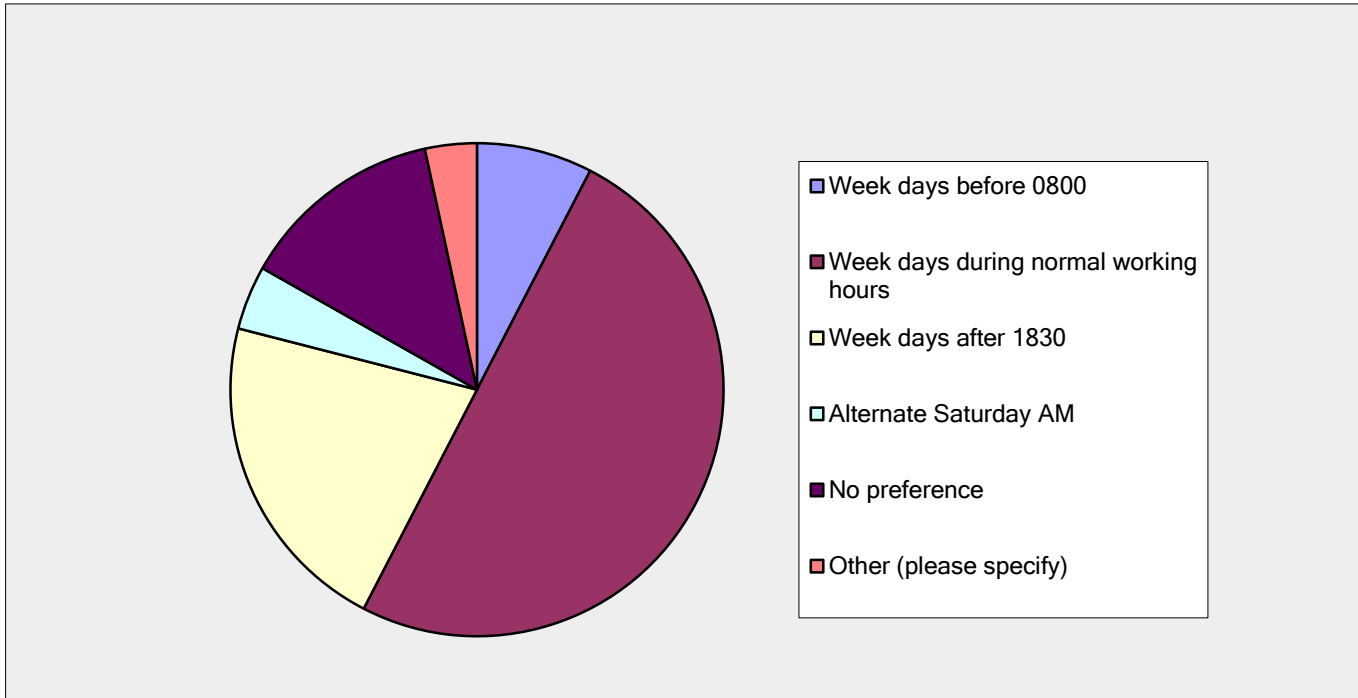
Answer Options	Response Percent	Response Count
Yes	68.1%	162
No	31.9%	76
	answered question	238
	skipped question	3

Do you/would you find the commuter clinics useful?



Answer Options	Response Percent	Response Count
Yes	64.7%	154
No	35.3%	84
	answered question	238
	skipped question	3

Of the following appointment times, which would you use most?

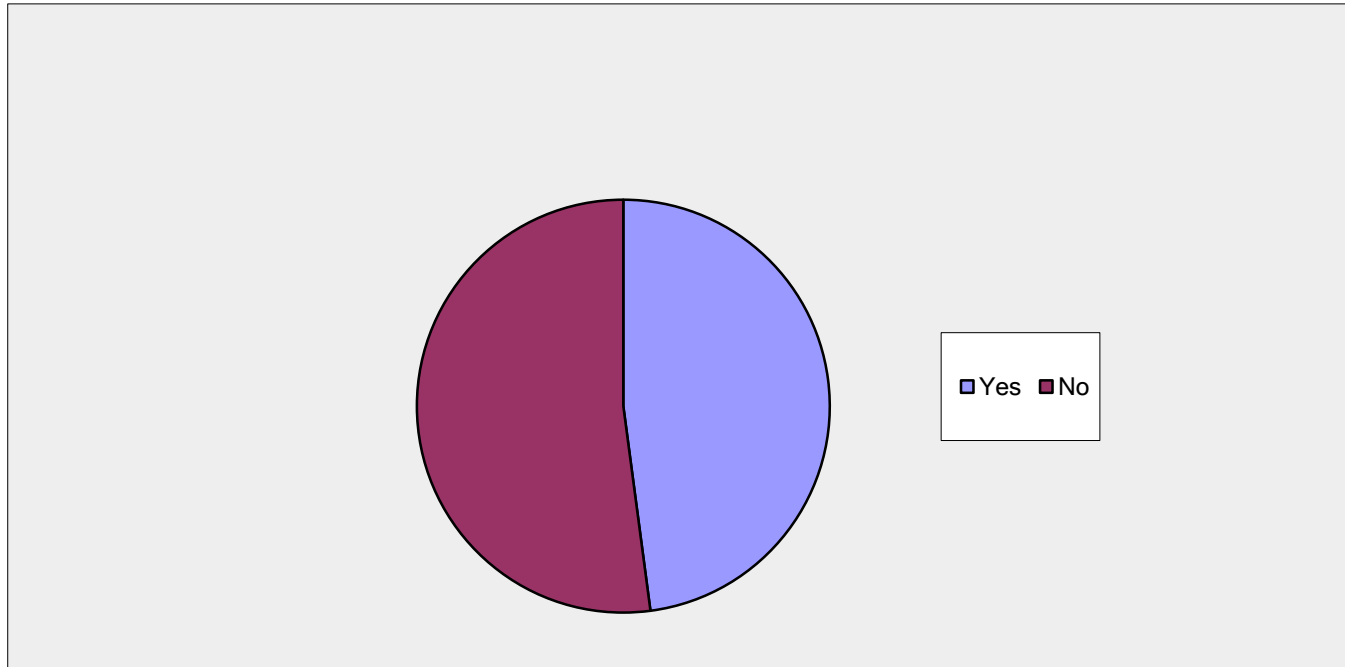


Answer Options	Response Percent	Response Count
Week days before 0800	7.6%	18
Week days during normal working hours	50.0%	119
Week days after 1830	21.4%	51
Alternate Saturday AM	4.2%	10
No preference	13.4%	32
Other (please specify)	3.4%	8
	answered question	238
	skipped question	3

Other (please specify)

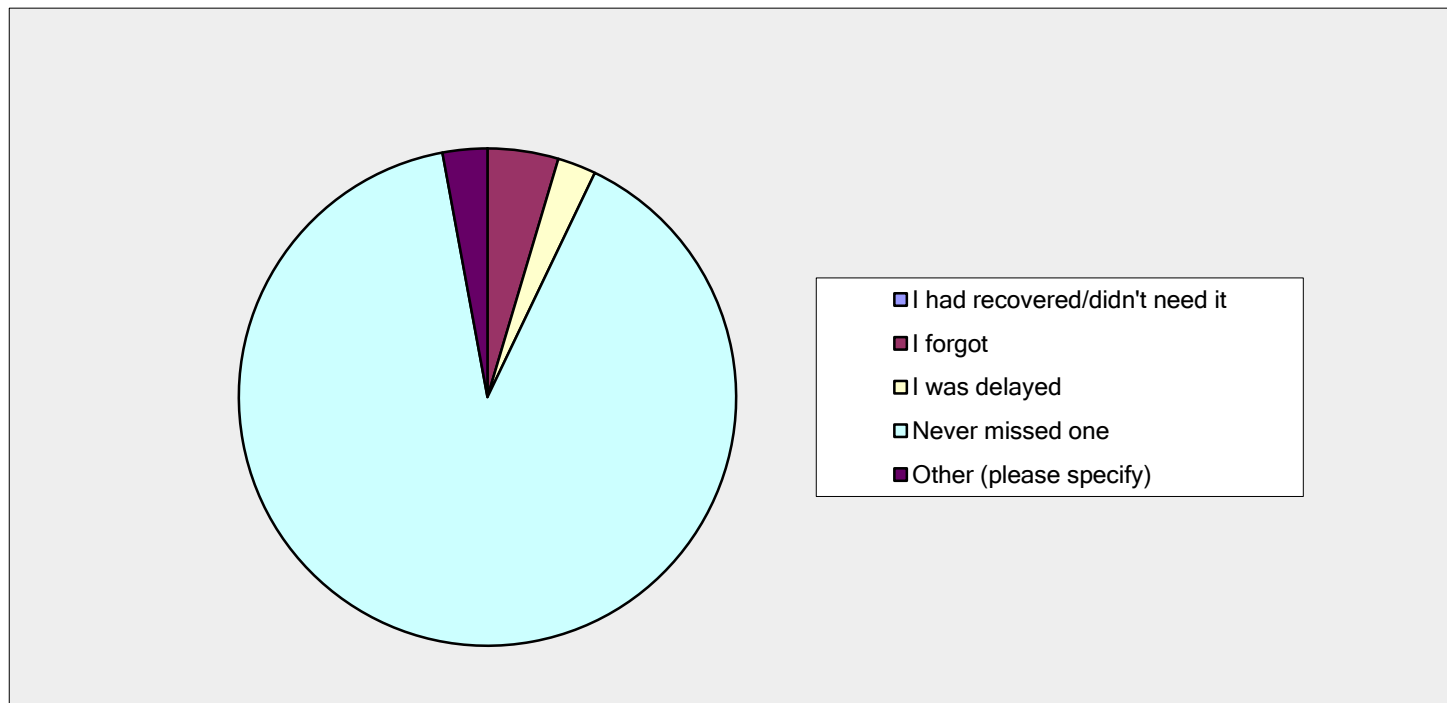
- 5.30pm-6.30pm
- Depends on issue

Did you know that our Senior Practice Nurse can treat you at her Minor Illness Clinic, weekday mornings, for cuts, sprains, coughs, colds and infections?



Answer Options	Response Percent	Response Count
Yes	47.9%	114
No	52.1%	124
	answered question	238
	skipped question	3

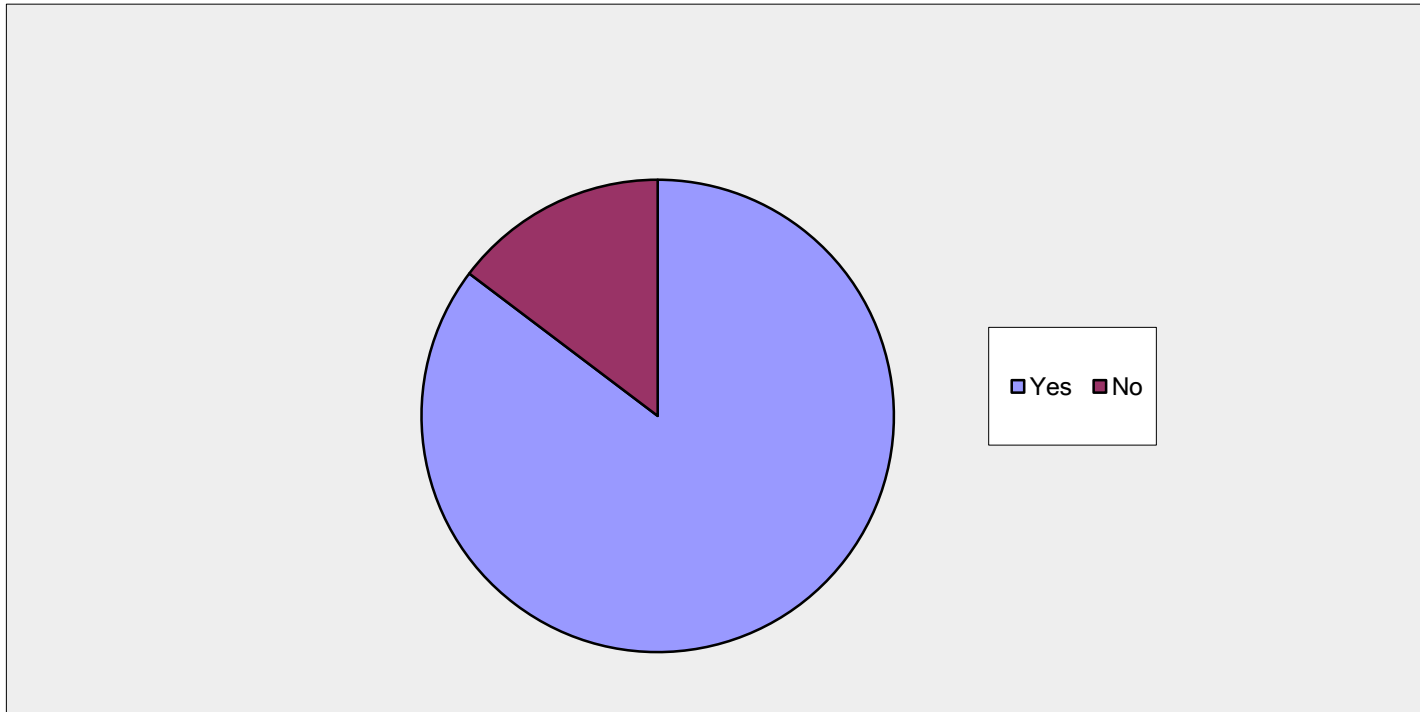
Have you ever missed an appointment and if so, why?



Answer Options	Response Percent	Response Count
I had recovered/didn't need it	0.0%	0
I forgot	4.6%	11
I was delayed	2.5%	6
Never missed one	89.9%	214
Other (please specify)	2.9%	7
	answered question	238
	skipped question	3

- Other (please specify)**
- Too ill to attend
 - Misunderstood time

Would you like a reminder about your appointment and if so, how?

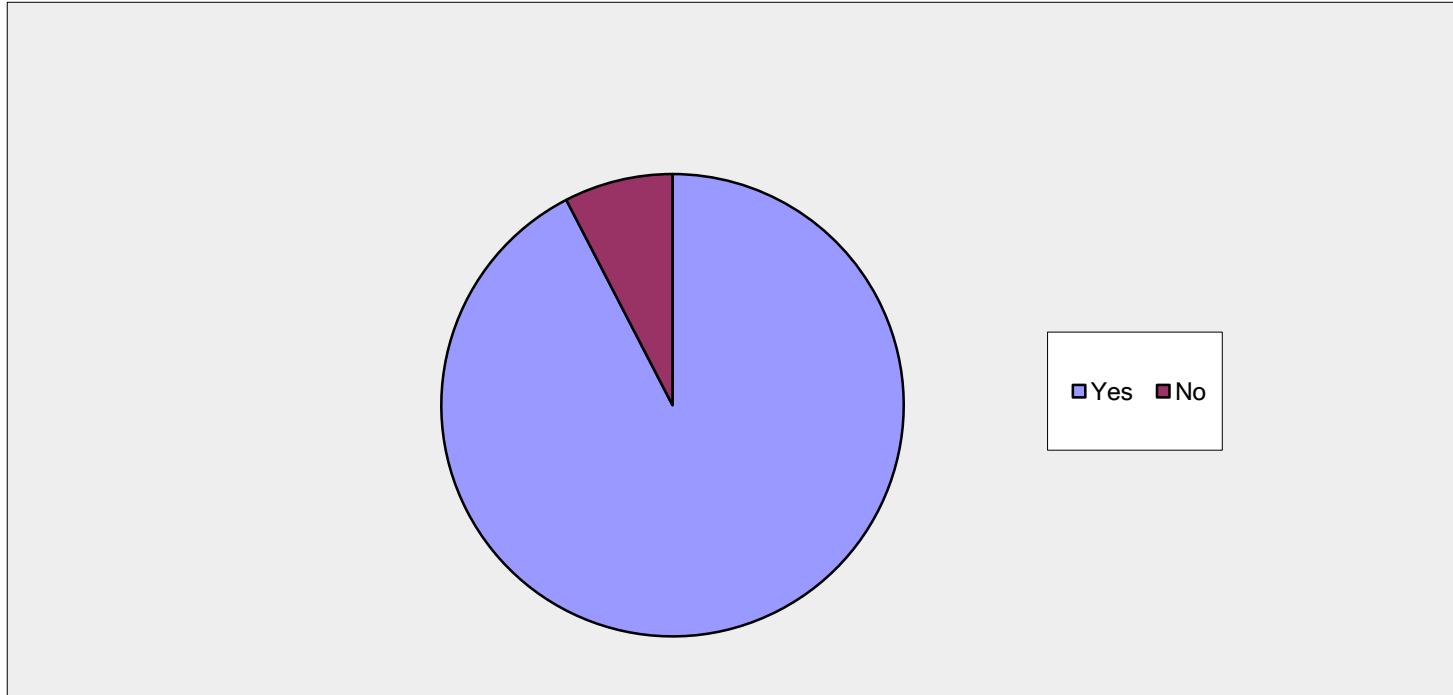


Answer Options	Response Percent	Response Count
Yes	85.3%	203
No	14.7%	35
	answered question	238
	skipped question	3

Suggested Methods:

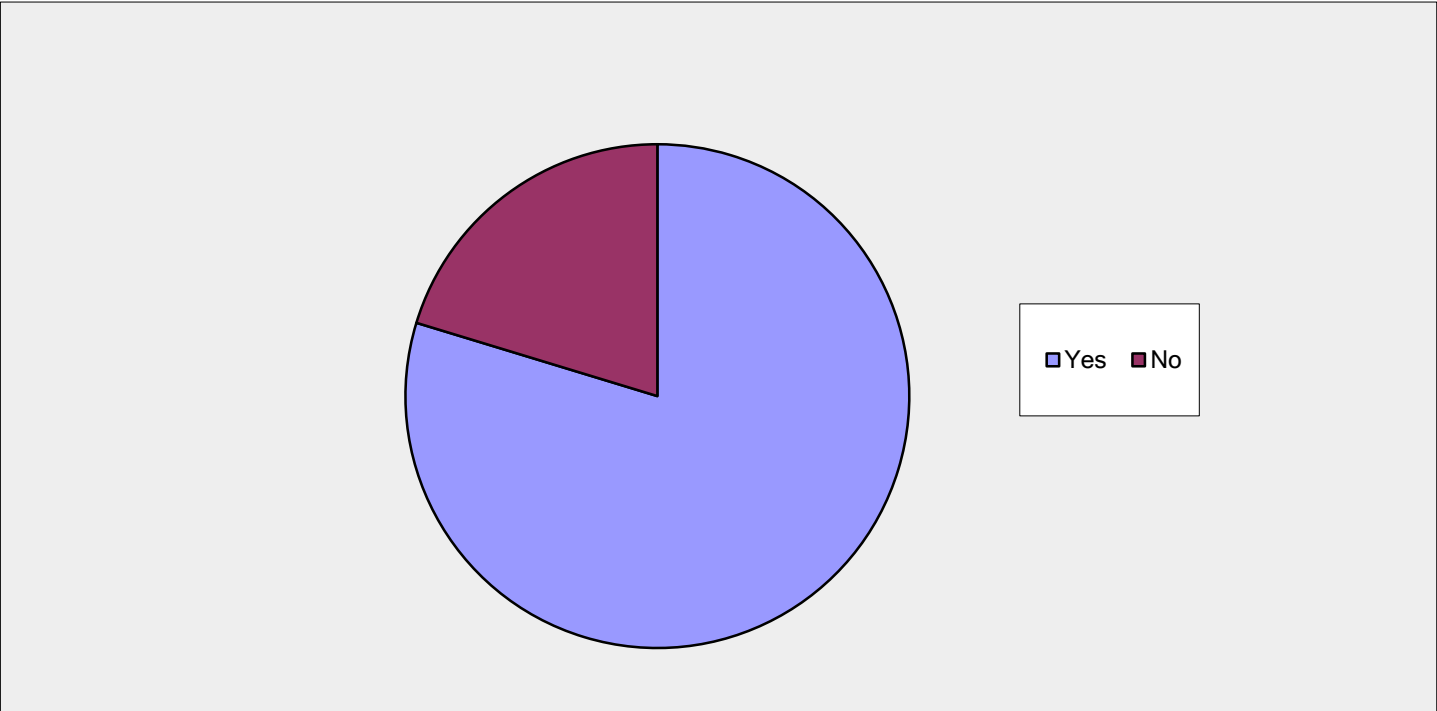
- Text message
- Email
- Appointment Card
- No need, now check on line

Did you know you can book a telephone consultation with a GP?



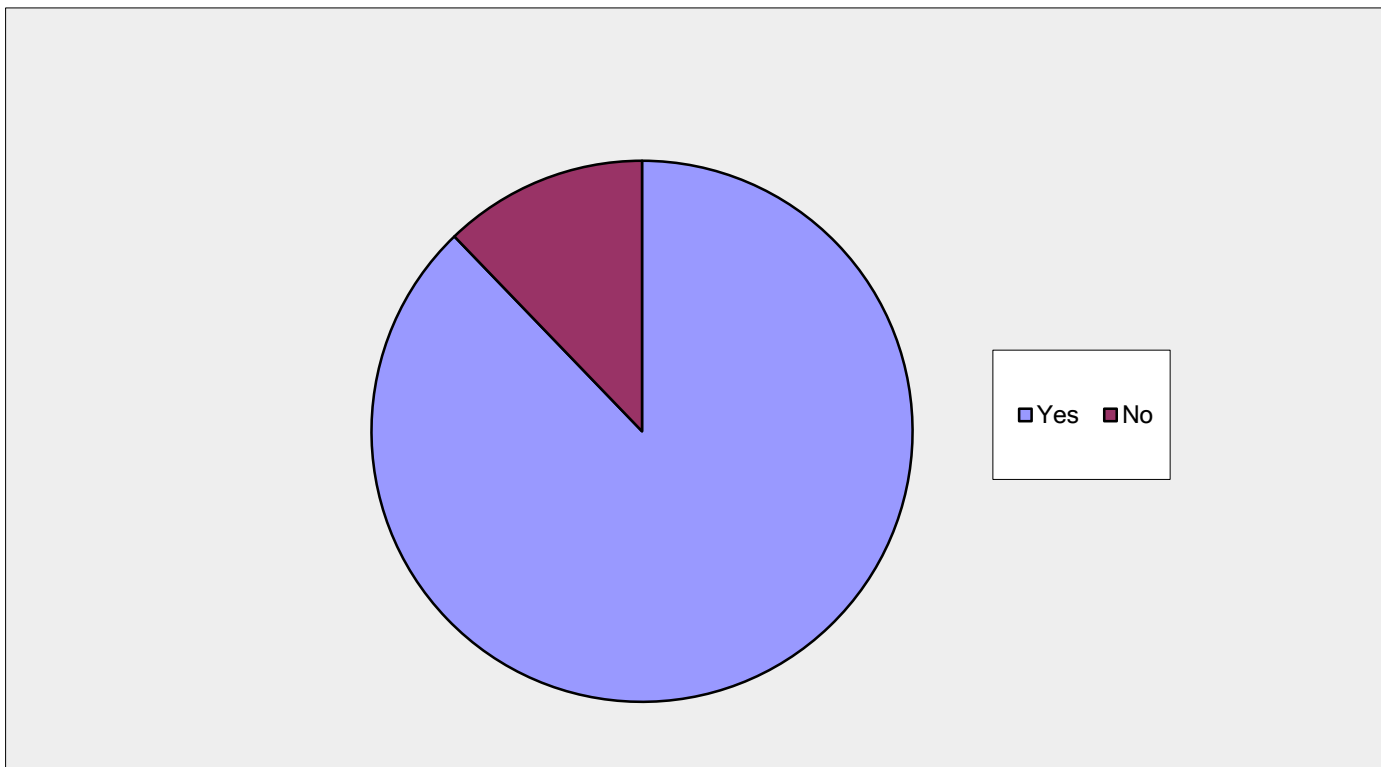
Answer Options	Response Percent	Response Count
Yes	92.4%	220
No	7.6%	18
	answered question	238
	skipped question	3

Have you ever had a telephone consultation?



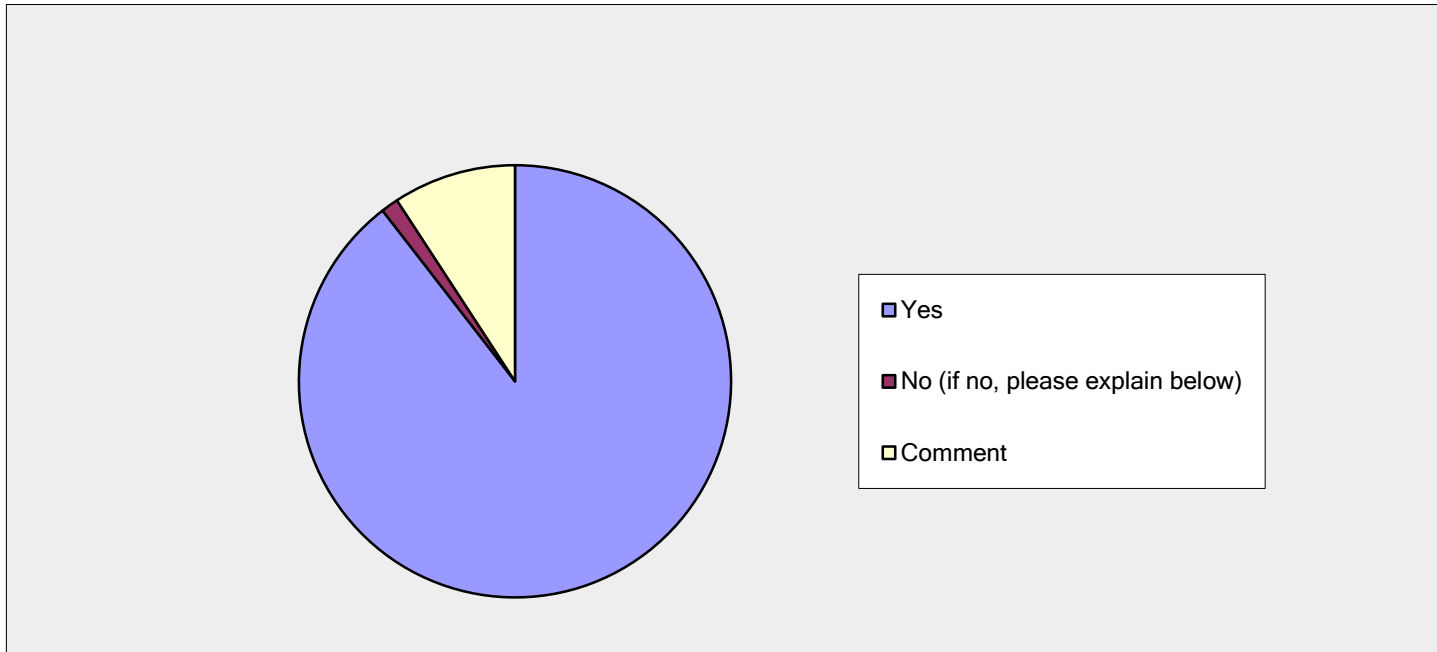
Answer Options	Response Percent	Response Count
Yes	79.7%	189
No	20.3%	48
	answered question	237
	skipped question	4

And was the GP able to deal with your problem by telephone?



Answer Options	Response Percent	Response Count
Yes	87.8%	173
No	12.2%	24
	answered question	197
	skipped question	44

Would you use a telephone consultation again and/or for the first time?

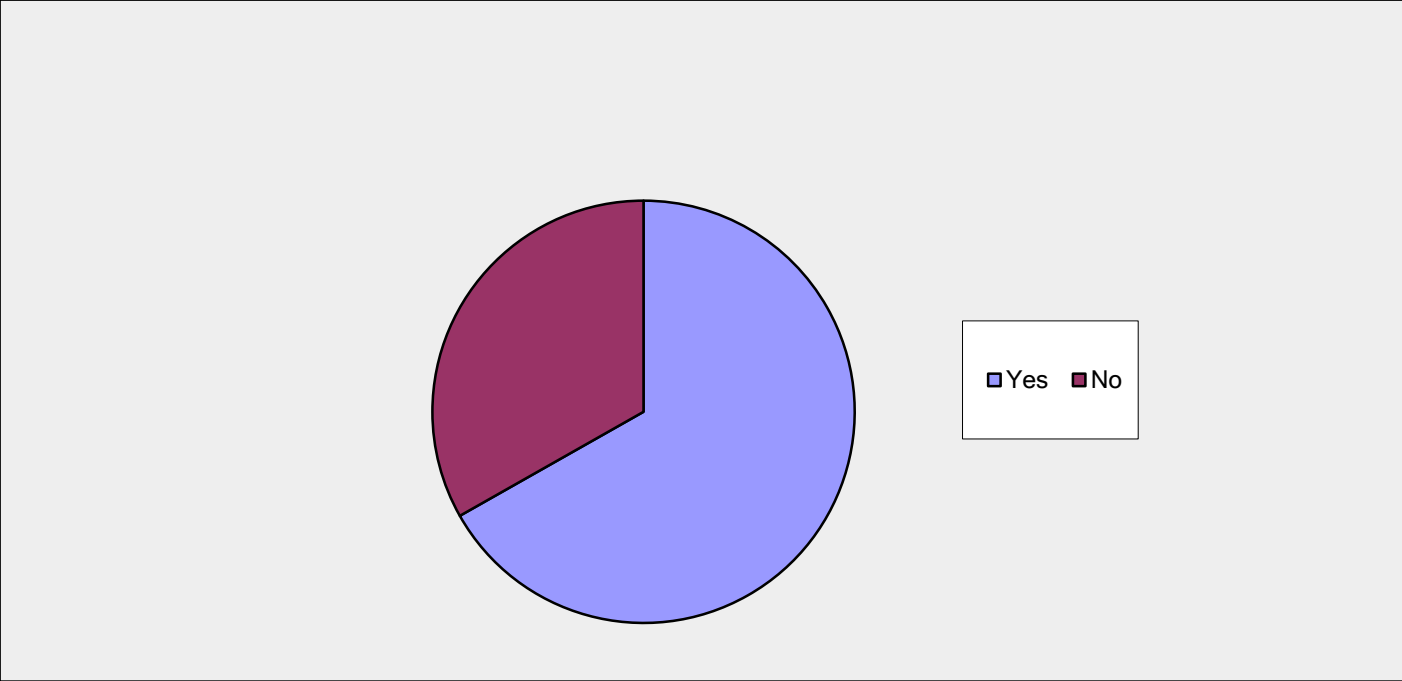


Answer Options	Response Percent	Response Count
Yes	89.5%	213
No	1.3%	3
Comment	9.2%	22
	answered question	238
	skipped question	3

Comment:

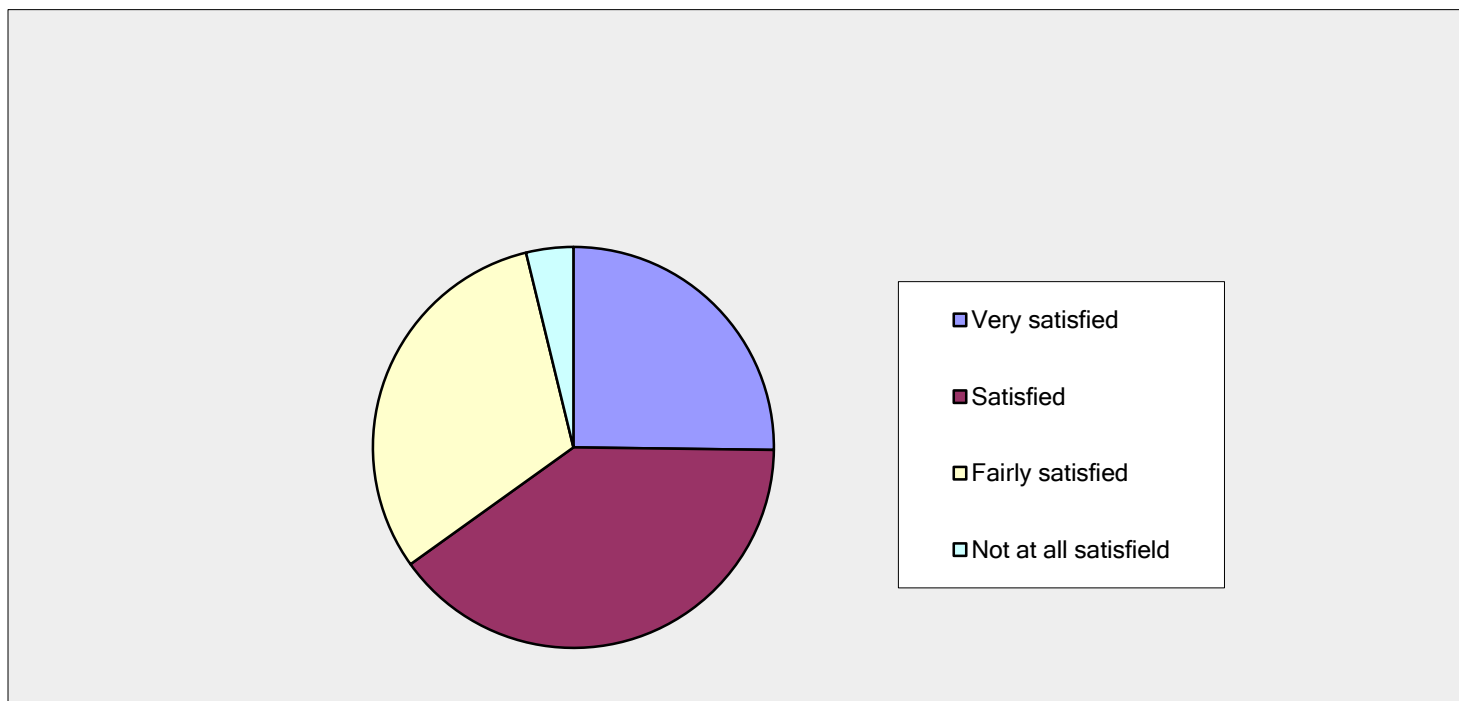
- Prefer to see a GP
- Only use if no examination needed
- Excellent for quick reassurance
- Easier for full time worker
- Depends on issue

Has this questionnaire made you aware of other available options for accessing medical care and appointments at the surgery?



Answer Options	Response Percent	Response Count
Yes	66.8%	159
No	33.2%	79
	answered question	238
	skipped question	3

Overall, how satisfied are you with the available choices for access to care and for making appointments taking in to account any additional choices you are now aware of from this questionnaire?



Answer Options	Response Percent	Response Count
Very satisfied	25.2%	60
Satisfied	39.9%	95
Fairly satisfied	31.1%	75
Not at all satisfied	3.8%	8
	answered question	238
	skipped question	3