

RESULTS OF IN-HOUSE SURVEY SEPT 10

1. In the past 6 months, how easy have you found the following?
(please put an x or ✓ in one box for each row) (% results detailed)

| | Haven't tried | Very Easy | Fairly Easy | Not very easy | Not at all easy | Don't know |
|--|---------------|-----------|-------------|---------------|-----------------|------------|
| Getting through on the telephone | 4.5 | 39.5 | 47.5 | 6.5 | 2 | 0 |
| Speaking to a doctor on the telephone | 55.5 | 15.5 | 18 | 3 | 1 | 7 |
| Speaking to a nurse on the telephone | 74.5 | 6.5 | 6.5 | 0 | 0.5 | 12 |
| Getting test results on the telephone | 42.5 | 30.5 | 14 | 6 | 2.5 | 4.5 |
| Ordering a prescription on the telephone | 65.5 | 10 | 9 | 3 | 1 | 11.5 |

Analysis: The results have given us an 87% satisfaction rate for patients accessing the surgery by telephone which is a definite improvement on the results from the MORI survey. Overall the other results are also considered to be extremely satisfactory.

2. Overall, how satisfied are you with the appointment times the Practice offers:

| | Very Satisfied | Fairly Satisfied | Not Satisfied |
|----------------------|----------------|------------------|---------------|
| Please tick or cross | 73.5 | 26.5 | |

Analysis: The results have given us a very good satisfaction rate with no one indicating that they were dissatisfied with our appointment times. Section 2.1 shows when patients would like to see an extension to hours.

2.1 What other times/days would you like the Practice to offer?

19 want late evening opening
6 want Saturday
2 want emergency appointments on a Saturday

Analysis: The Practice offers an advertised surgery on Saturday mornings from 8am to 1.00pm. The sessions are pre-booked.

We consider that 19 patients (out of 200 surveyed) requesting a late evening surgery is a minimal number. The Practice offers appointments up to 5.50pm and this is considered to be sufficient for the time being.

3. We have introduced an on-line booking service, whereby you can book an appointment with a Doctor up to two weeks in advance, for those patients who have access to a computer

3.1 Were you aware of the new on-line system Yes 91 No 105

3.2 If No, are you likely to register for this service and use the computer rather than the telephone?

Yes 66

No 63

Analysis: It was disappointing to note that just over half of those patients surveyed were unaware of the on-line service. This is well publicised within the surgery and on the surgery website. We currently have 1114 patients registered and this is growing. The Practice notes that although 105 ticked they were unaware of the on-line service 129 made comment as to whether or not they would register. It was pleasing to see that just over half of these responded positively. We will continue to publicise the service which we believe will alleviate pressure on the telephone system.

If you have any further comment to make please do so here (please continue overleaf if necessary)

Analysis:

- 1) Many patients very happy with the hours and service that we offer**
- 2) Online booking system very easy to use, makes booking appointments easier**
- 3) Nurses always really friendly and helpful**
- 4) Would like to book appointments more than 2 weeks in advance**
- 5) Reception staff always very helpful**
- 6) Car park needs monitoring**
- 7) A fine example of a well run Doctors practice. It is very efficient and the staff are extremely helpful and friendly and everyone working here is always professional and courteous**
- 8) The building is always clean and well maintained**
- 9) Finds the practice very friendly and efficient and have no concerns at all, am very grateful my family are all patients**