

Summary of the results of the patient survey 2012

Questions about routine appointments

Only 5% patients thought making an appointment was difficult. Of these patients most said that they had to wait too long to see their preferred doctor, the available times did not fit in with their work and they did not like phoning in at 8 am to get an on the day appointment

70% patients thought that the wait to see a doctor for a routine appointment should be under 4 days.

Evening and Early morning appointments are popular with patients

25% patients found it difficult to attend the surgery during their working day

60% patients did not have a preference for which doctor they see

38% patients were not aware they could book a telephone appointment with a doctor or nurse

Questions about Urgent appointments

Of those patients who had needed an urgent appointment, 71% were offered an appointment by reception straight away, 29% were called back by the duty doctor

Patients who were offered an appointment straight away:

95% had under 30 min wait once they had arrived for their appointment

93% thought the wait was reasonable

97% were satisfied or very satisfied with the way we dealt with their urgent problem
(64% very satisfied)

Patients who were called back by the duty doctor:

85% were called back within 1 hour

90% thought the wait to be called back was reasonable

When the doctor rang back, 33% were given advice over the phone, 20% were given a prescription without seeing the doctor, 36% were given an on the day appointment, 3% had a home visit, 1% were given an appointment on another day (7% other)

96% were satisfied with the way we dealt with their urgent problem (50% very satisfied)

Questions about Clinical care

The majority of patients thought the doctor or nurse who they had seen had been either very good or good when we asked about different aspects of clinical care such as giving you enough time, asking about your symptoms and listening to you.