

Waiting times at the surgery

Who was your appt with

Doctor

Nurse

Other practitioner

Not answered

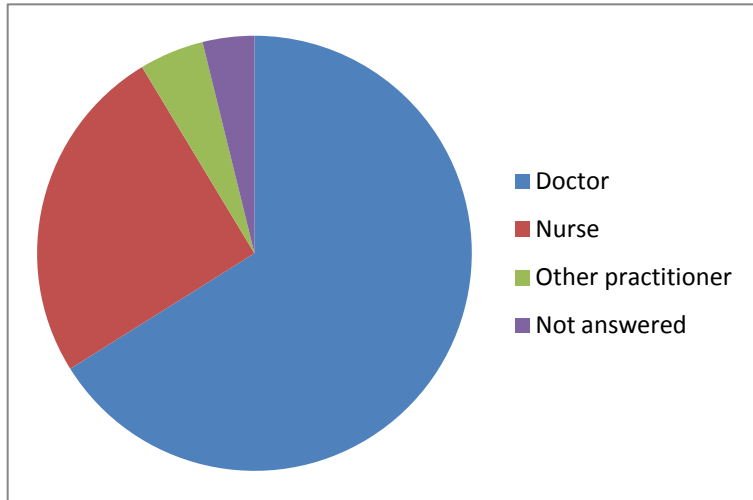
%

68.8

26.3

5

4



How long after your appointment time did you have to wait?

0 mins

<10 mins

10-20 mins

20-30 mins

>30 mins

%

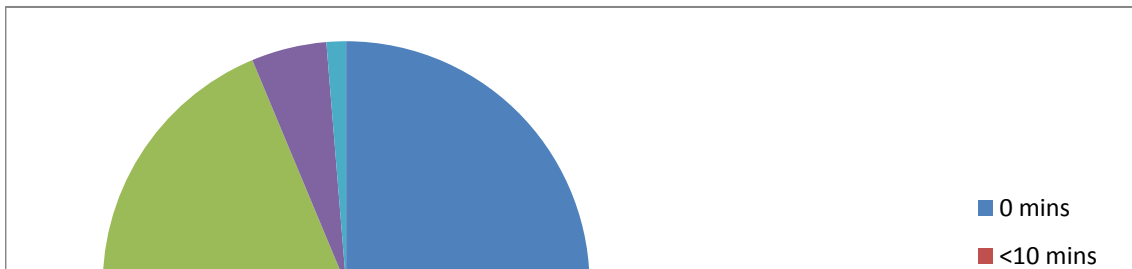
31.7

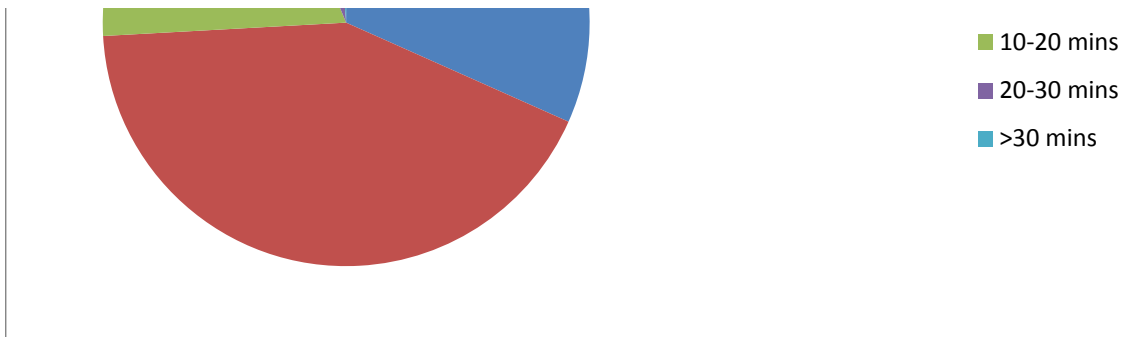
42.5

19.6

5

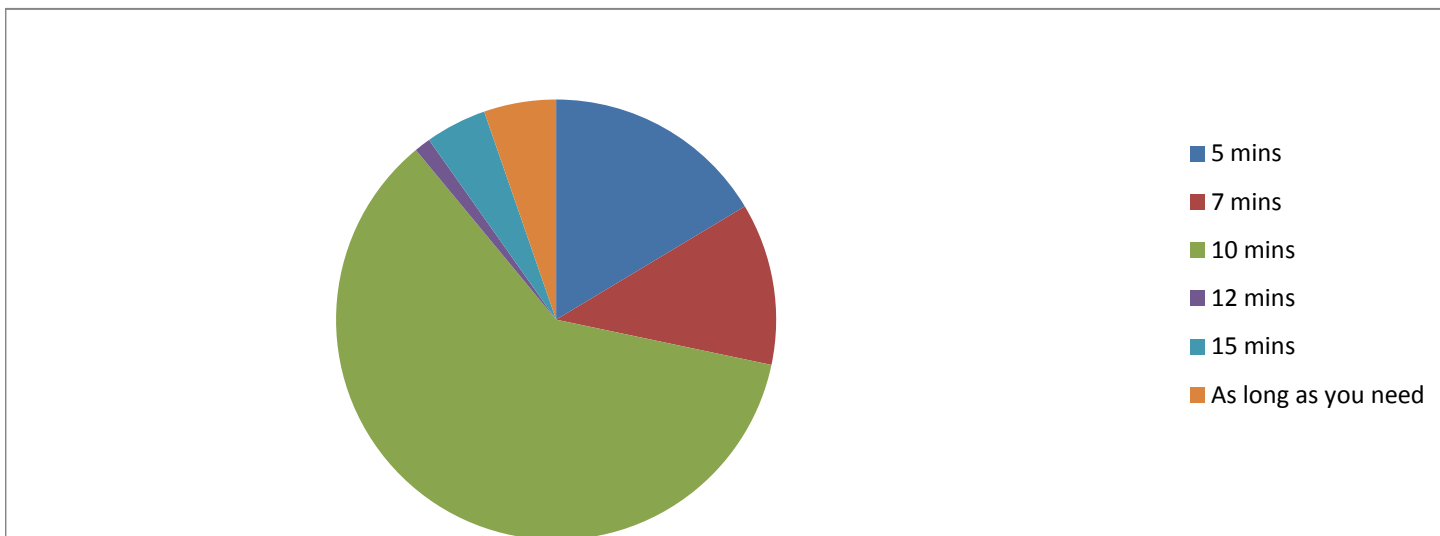
1.3





How long do you think a GP appointment slot is

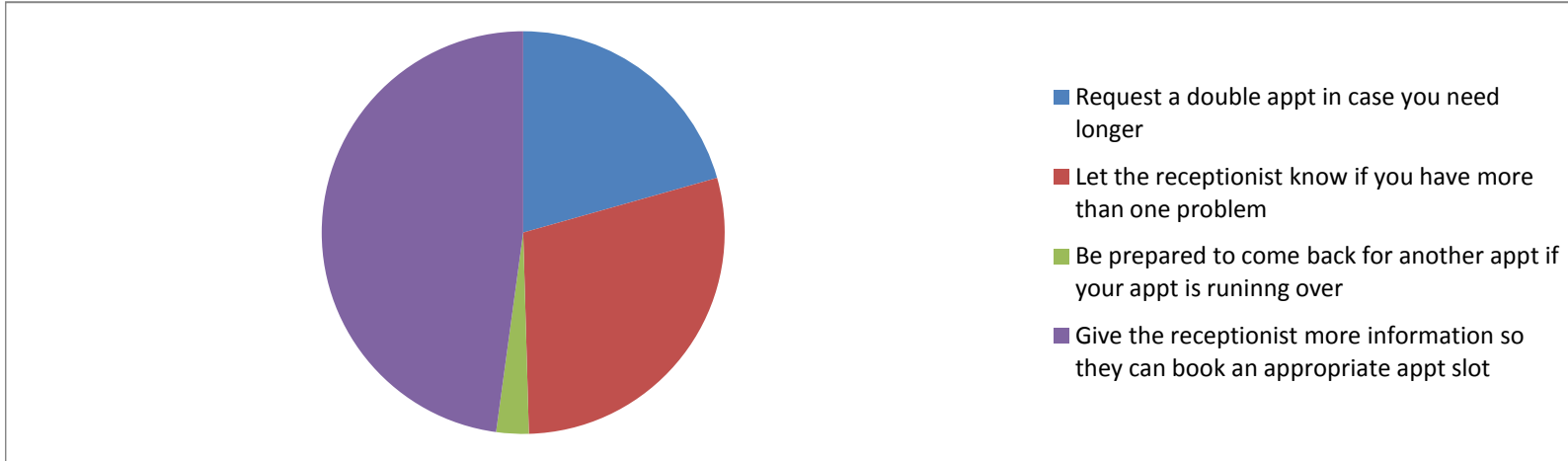
	%
5 mins	16.4
7 mins	11.9
10 mins	60.7
12 mins	1.2
15 mins	4.5
As long as you need	5.3



Which of the following do you think would be the best way to reduce waiting times

%

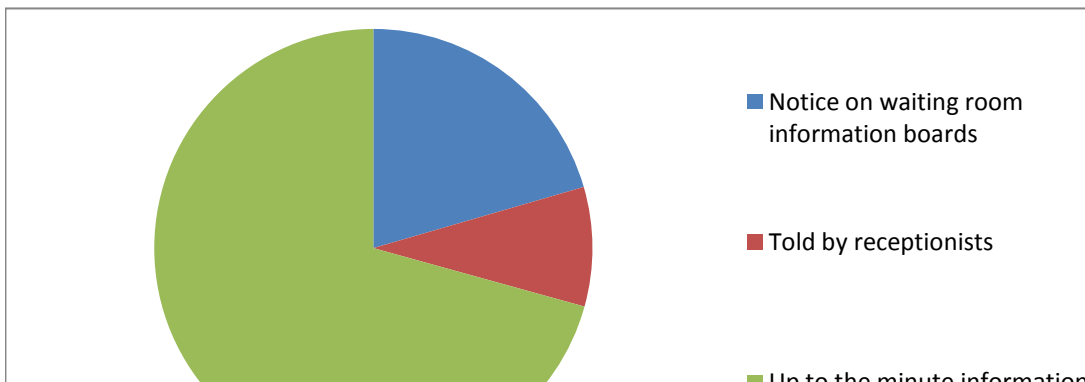
Request a double appt in case you need longer	20.6
Let the receptionist know if you have more than one problem	28.9
Be prepared to come back for another appt if your appt is runing over	2.6
Give the receptionist more information so they can book an appropriate appt slot	47.8



How would you like to be informed of waiting times?

%

Notice on waiting room information boards	20.5
Told by receptionists	8.8
Up to the minute information on the touch screen when booking in for appointments	70.7



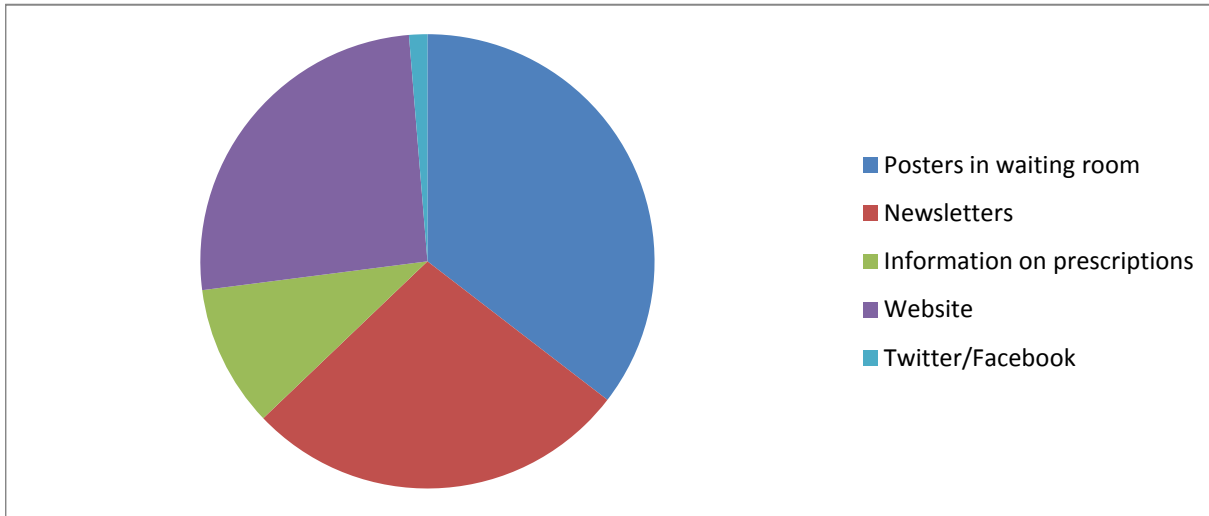


■ Up to the minute information on the touch screen when booking in for appointments

How could we best advertise self referral services to you

%

Posters in waiting room	35.4
Newsletters	27.4
Information on prescriptions	10.1
Website	25.7
Twitter/Facebook	1.3

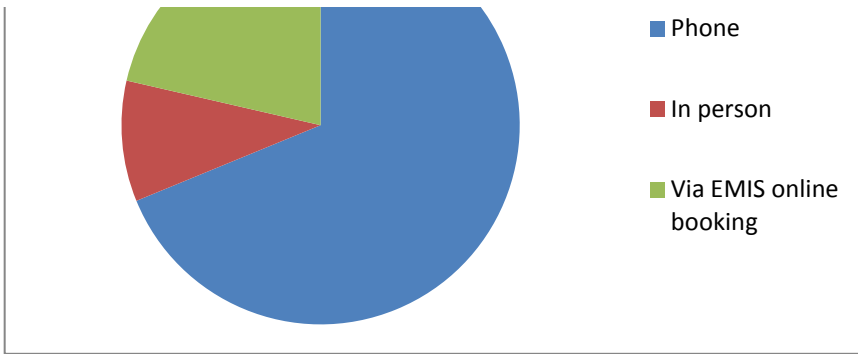


How do you normally book your appointments

%

Phone	68.8
In person	9.8
Via EMIS online booking	21.4

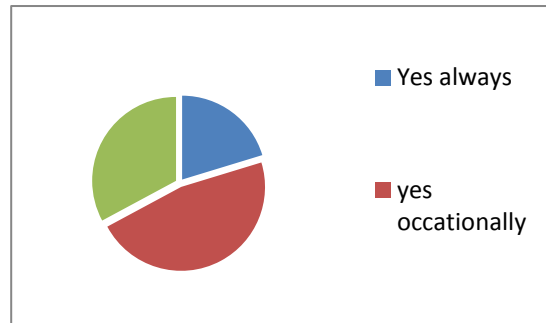




Have you had any problems getting through on the phone

%

Yes always	19.7
yes occasionally	45.5
No I can always get through	31.9



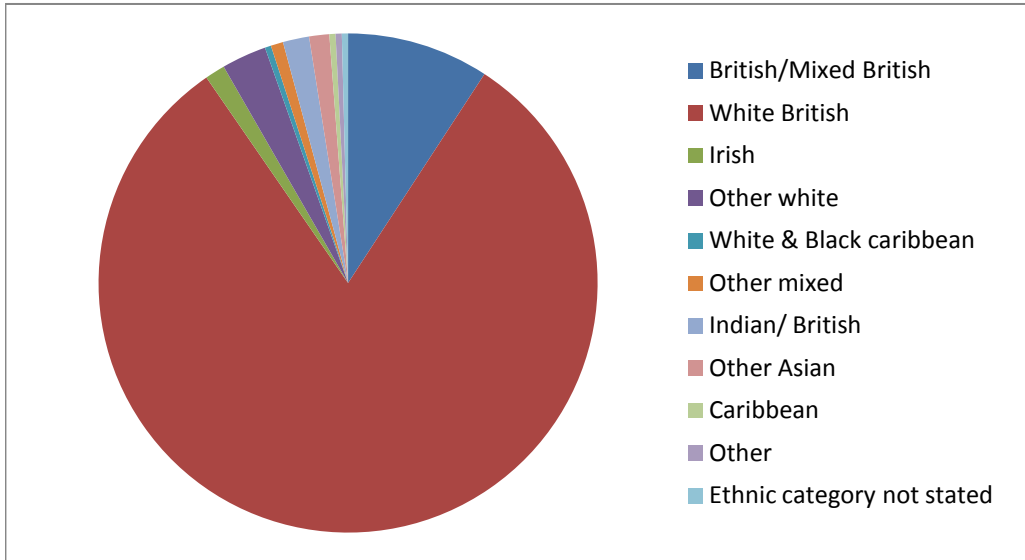
What is your ethnicity

%

British/Mixed British	9.2
White British	81.1
Irish	1.3
Other white	2.9
White & Black caribbean	0.4
Other mixed	0.8
Indian/ British	1.7
Other Asian	1.3

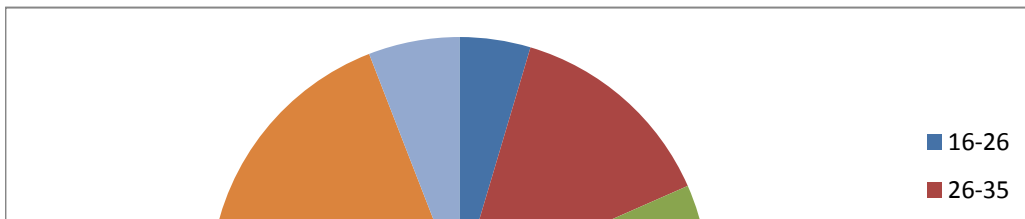
Caribbean
 Other
 Ethnic category not stated

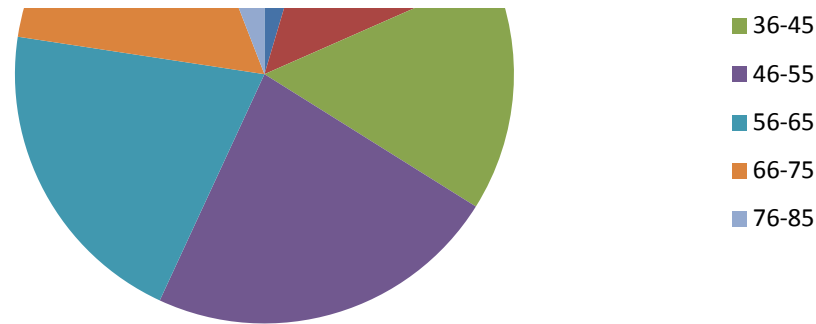
0.4
 0.4
 0.4



Age Group
 16-26
 26-35
 36-45
 46-55
 56-65
 66-75
 76-85

%
 4.6
 13.8
 15.5
 23
 20.5
 16.7
 5.9





In summary the majority of patient who saw a GP waited less than 10 minutes for their 10 minute appointment. When booking an appointment they were happy to explain to reception what they needed to see the GP for in order to have the most appropriate amount of time with the GP. In the event of a delay in seeing the GP most patients would like to be informed by the appointment checking in screen.

When advertising self referral services you would like to be informed via posters in the waiting room and on our website. Some patients suggested they were sent information via email or on a newsletter.

When booking an appointment 66% were able to see the GP they wanted to book for at a time that was suitable.

42% of those who answered the survey said that lack of evening appointments meant that their appointments were not at a convenient time . We do offer evening appointments with the nurse and GP every wednesday evening and three out of every four thursdays, with appointments up to 7:50pm.

The majority of patients in a non critical, life threatening or serious injury would contact the Surgery, NHS direct would also be contacted by 19.9% of patients with 11.9% speaking to the pharmacist, only 0.9% would attend A&E with 14% choosing to self care.

The survey was started by 244 patients, with 236 (96.7%) answering all of the questions.