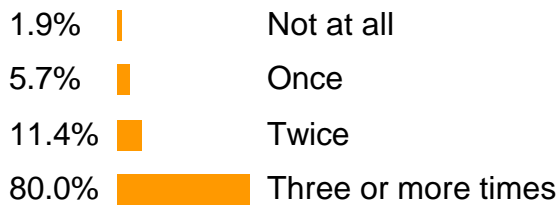


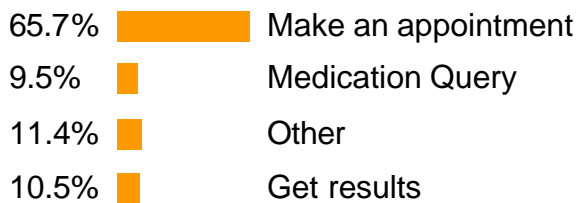
Summary of Survey Responses - Feb 2014

Survey response summary

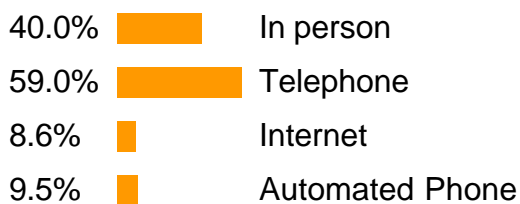
1.
How often have you or members of your household visited the surgery for an appointment during 2013
[select one]



2.
Please mark the nature of your last contact with the surgery
[select one]



3.
How do you normally book an appointment
[select any]



Summary of Survey Responses - Feb 2014

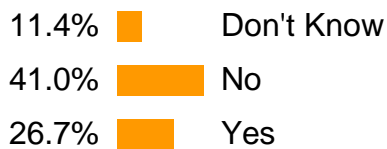
4.

If you use the Automated Telephone Booking system, how clear are the options
[select one]



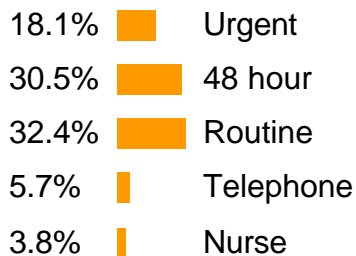
5.

Once you have selected an option, were you satisfied with the length of time before the call was answered
[select one]



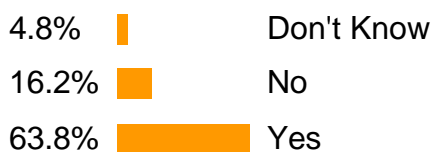
6.

What type of appointment were you offered
[select any]



7.

Were you satisfied with the type of appointment you were offered
[select one]



Summary of Survey Responses - Feb 2014



8.

Are you registered for online internet appointment bookings
[select one]

63.8%  No
30.5%  Yes

9.

Are you satisfied with this service
[select one]

26.7%  No, if not state why
33.3%  Yes

- 1.0% | cannot get early appt
- 1.0% | cant get through on the phone
- 1.0% | cant make appt with preferred doctor
- 1.0% | cant register online
- 1.0% | difficult to see preferred gp
- 1.0% | expensive 0844
- 1.0% | find difficult even though able with computers
- 1.0% | impossible to make an emergency appt
- 1.0% | never available
- 1.0% | no appts available
- 1.0% | no gp appts appear available
- 1.0% | not iused
- 1.9% | not used
- 1.0% | phones not answered
- 1.0% | poor system
- 1.0% | sometimes does not accept password
- 1.0% | unable to do it
- 1.0% | usually no appts

Summary of Survey Responses - Feb 2014

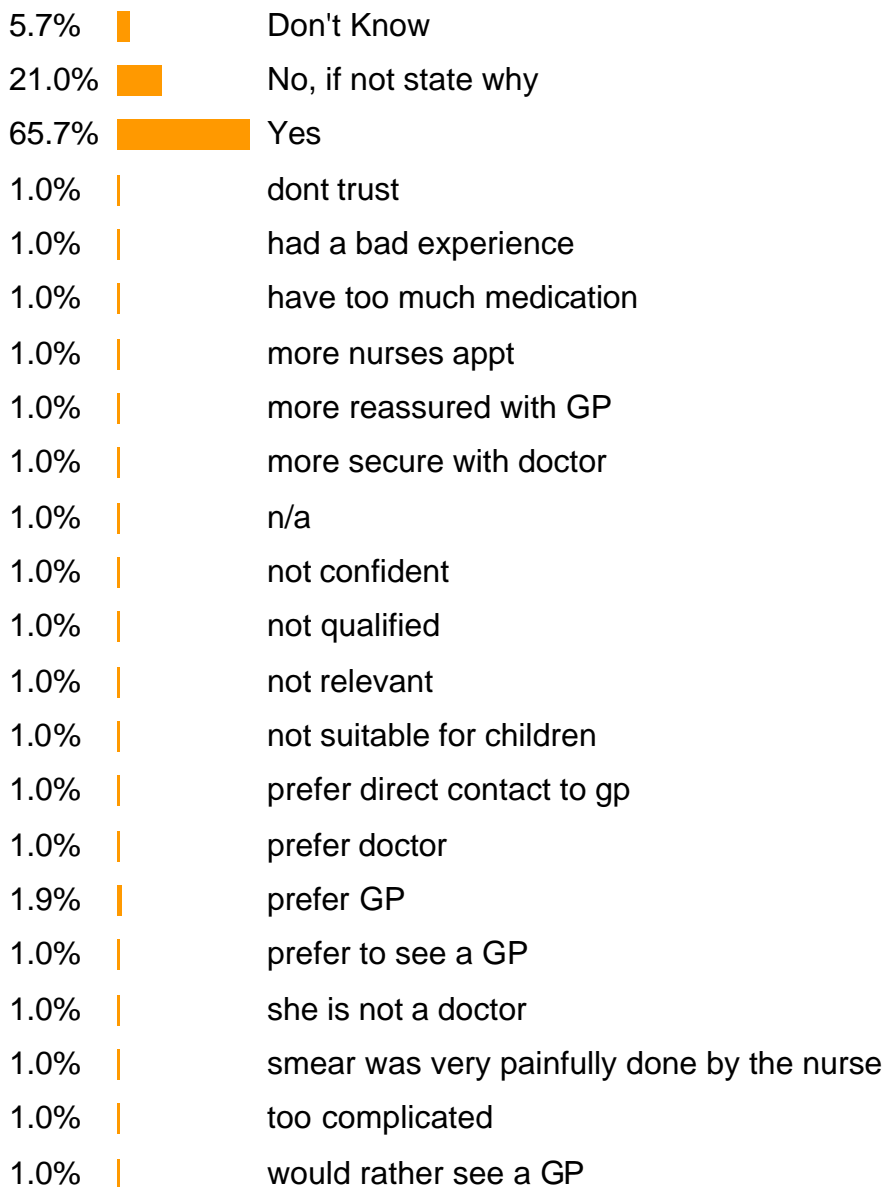
10.

Are you receiving mobile text message reminders regarding your appointment
[select one]



11.

Our nurse practitioner is able to see some patients with diabetes, heart problems and respiratory problems as well as see some urgent problems. She can also prescribe medication. Would you consider seeing our nurse practitioner
[select one]



Summary of Survey Responses - Feb 2014

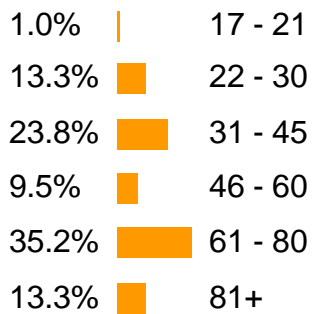
12.

What are your ethnic origins
[freetext]

16.2%	■	white british
15.2%	■	british
13.3%	■	jewish
8.6%	■	white
3.8%	■	indian
3.8%	■	english
2.9%	■	black african
2.9%	■	british asian
1.9%	■	pakistani
1.9%	■	chinese
1.9%	■	black british
1.0%	■	ASIAN OTHER
1.0%	■	greek orthodox
1.0%	■	american
1.0%	■	irish
1.0%	■	italian
1.0%	■	east european
1.0%	■	spanish
1.0%	■	asian indian
1.0%	■	african
1.0%	■	white jewish
1.0%	■	polish
1.0%	■	london
1.0%	■	hindu indian
1.0%	■	anglo indian
1.0%	■	portuguese

Summary of Survey Responses - Feb 2014

13.
What is your age group
[select one]



14.
Are you male/female
[select one]



15.
Do you have any comments or suggestions which would help our service to patients
[freetext]

- 1.9% | change to 0208 number
- 1.9% | bad phone service
- 1.0% | poor appt availability and phone system
- 1.0% | thanks for fantastic care
- 1.0% | problems with phone service
- 1.0% | need better appt system
- 1.0% | poor phone system and expensive to call
- 1.0% | sometimes reception staff rude
- 1.0% | better phone and internet system
- 1.0% | impossible to make appt
- 1.0% | poor phone system
- 1.0% | better phone service
- 1.0% | indicate whether doctor running on time
- 1.0% | prefer to see same doctor

Summary of Survey Responses - Feb 2014

- 1.0% | hard to get app by phone
 - 1.0% | very happy
 - 1.0% | excellent service except expensive phone costs
 - 1.0% | automated system no very good
 - 1.0% | bad waiting area
 - 1.0% | more staff on phones and more gps
 - 1.0% | bad appt system
 - 1.0% | difficult making appt
 - 1.0% | should have 0208
 - 1.0% | can someone answer the phones
 - 1.0% | violently object to dialling 0844
 - 1.0% | cant get through on phone
 - 1.0% | change phone number asap
 - 1.0% | delay answering phones
 - 1.0% | phone lines busy. trying to make appt for 2 weeks
 - 1.0% | bad phone system
 - 1.0% | delayed telephone service
 - 1.0% | phone appts system bad. on more than 3 occasions i waited over 10 mins and gave up
 - 1.0% | continuity of doctor
 - 1.0% | difficult making appt and premium rate
 - 1.0% | delay answeringcalls
-