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## Results

### Survey 31153

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Number of records in this query:	144
Total records in survey:	144
Percentage of total:	100.00%





Field summary for 001

1. Which do you think is the most important issue on which we should consult our patients?

Answer	Count	Percentage
Clinical care (A1)	73	52.52%
Getting an appointment (A2)	51	36.69%
Reception (A3)	1	0.72%
Opening times (A4)	6	4.32%
Other, please specify (A5)	0	0.00%
Comments	20	14.39%
No answer	8	5.76%

**Other Responses**

health is why we come

Very happy with current system regarding booking appointments. Would not want to change to same as some other local practices, i.e. ringing up on the day appointment is required to book appointment for that day.

"i think that they are all as important"

" very important never seem to be able to see my own GP"

But had to wait 3 weeks to see specific doctor

ALL ARE IMPORTANT!!

VERY IMPORTANT

Online? do not know how to do this ..

and reception

and opening times

+ getting an appointment

+ opening times

+ reception.

some receptionists are very rude!

find it so hard to get an appointment

and opening times as they are just as important

+ getting an appointment

+getting an appointment

+opening times

all important

getting an appointment- 3 weeks ahead on the system makes it impossible to get monthly routine appointments

+ getting an appointment

+reception

+opening times

Never any evening appointments despite evening opening hours, none on website and reception say they cannot book in advance until the "diary" goes out that far. Yet the very day the "diary" is



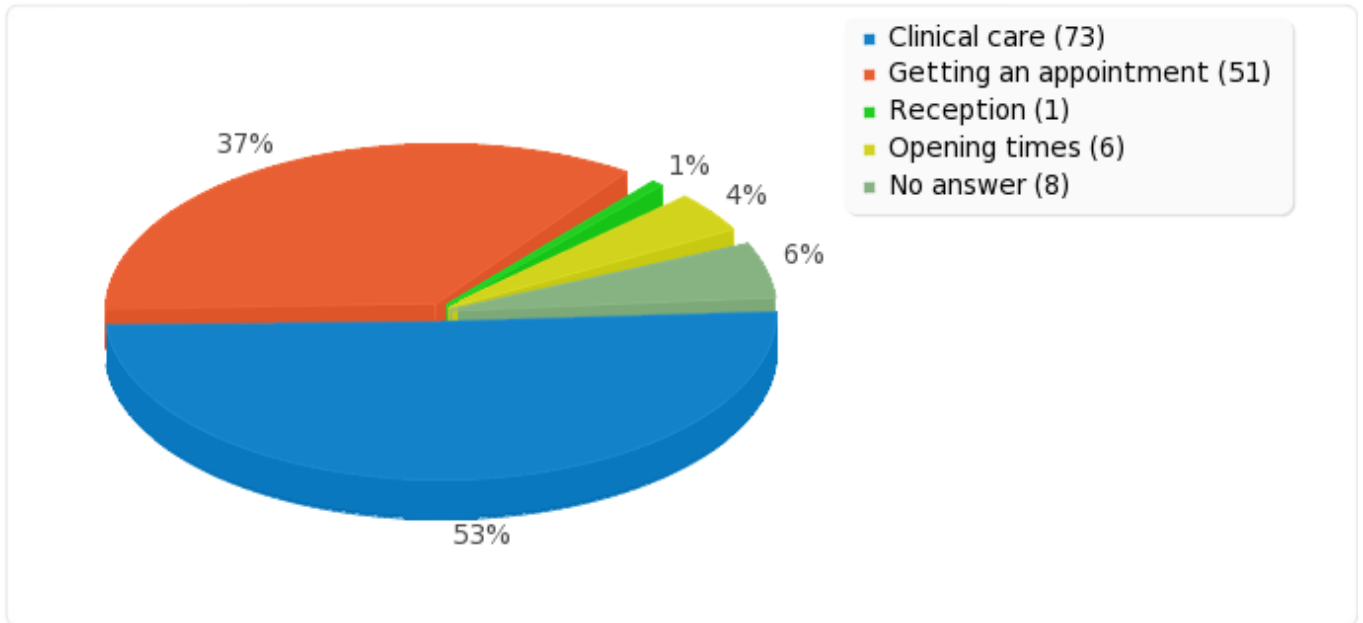
extended STILL no evening appointments, how come if no-one can book until the "diary" goes out that far? Often one cannot make appointment 4 weeks in advance and are told to call nearer the time, by which time you can only get middle of the day appointments.



Field summary for 001

1. Which do you think is the most important issue on which we should consult our patients?

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Field summary for 002

2. Have you made an appointment at the surgery in the last 6 months?

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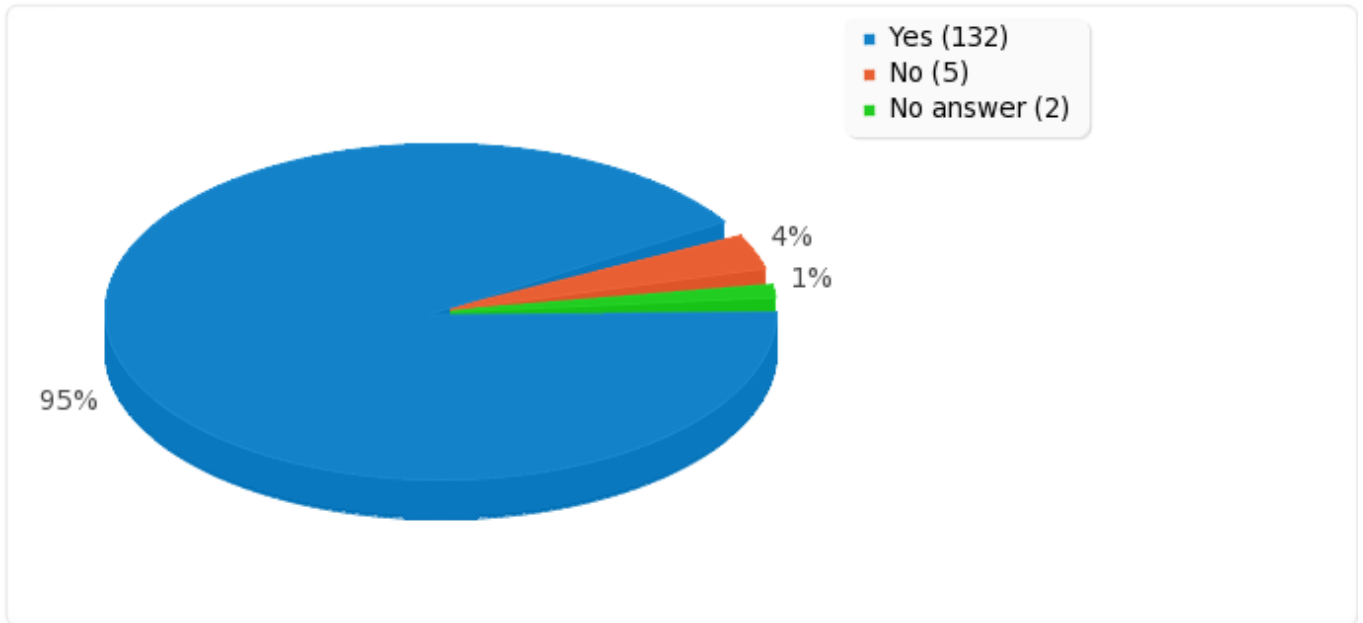
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	132	94.96%
No (A2)	5	3.60%
No answer	2	1.44%



Field summary for 002

2. Have you made an appointment at the surgery in the last 6 months?

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Field summary for 003

3. Did you find it easy to get this appointment?

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Answer	Count	Percentage
Yes (A1)	107	76.98%
No (A2)	27	19.42%
No answer	5	3.60%

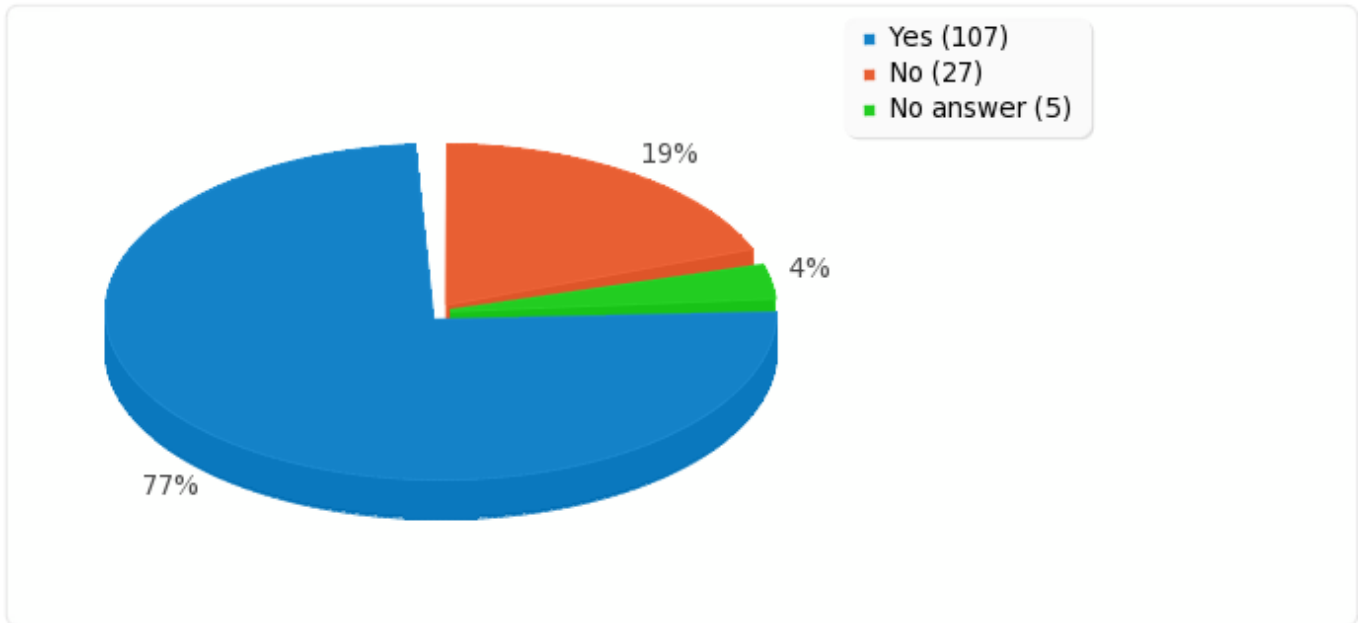




Field summary for 003

3. Did you find it easy to get this appointment?

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Field summary for 004

4. Which service was your appointment with?

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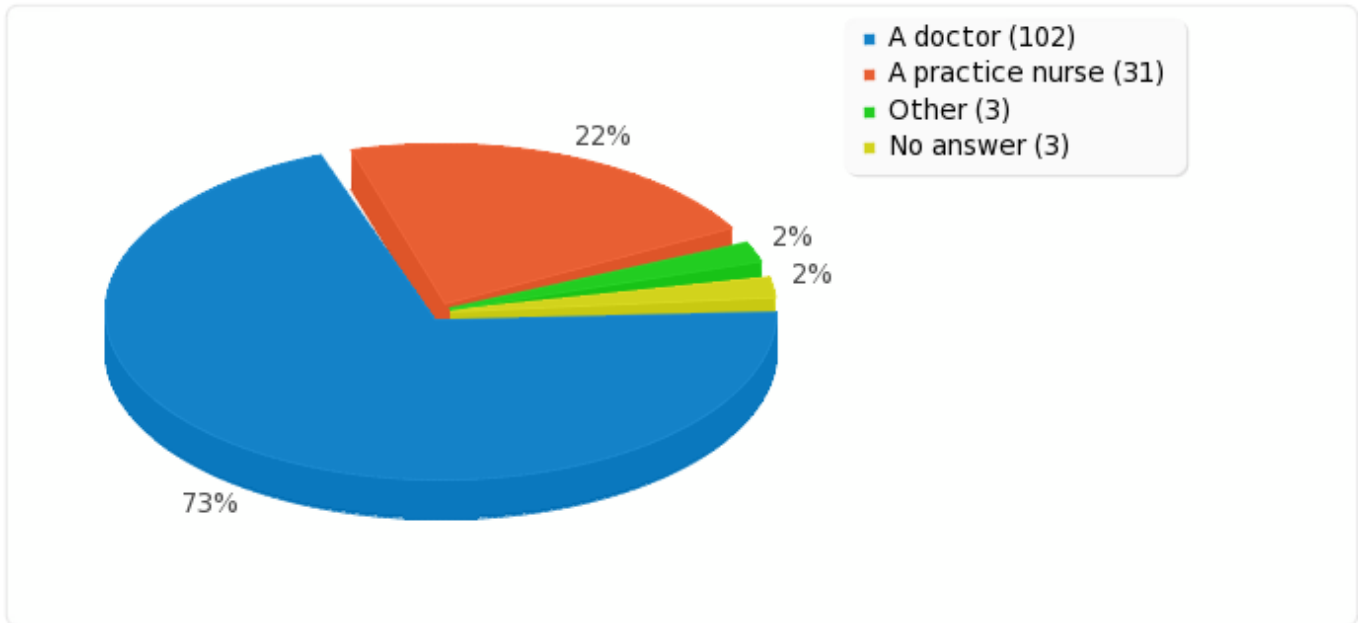
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
A doctor (A1)	102	73.38%
A practice nurse (A2)	31	22.30%
Other (A3)	3	2.16%
No answer	3	2.16%



Field summary for 004

4. Which service was your appointment with?

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Field summary for 005

5. If you have a mobile phone would you be happy to receive a text message reminding you of your appointment?

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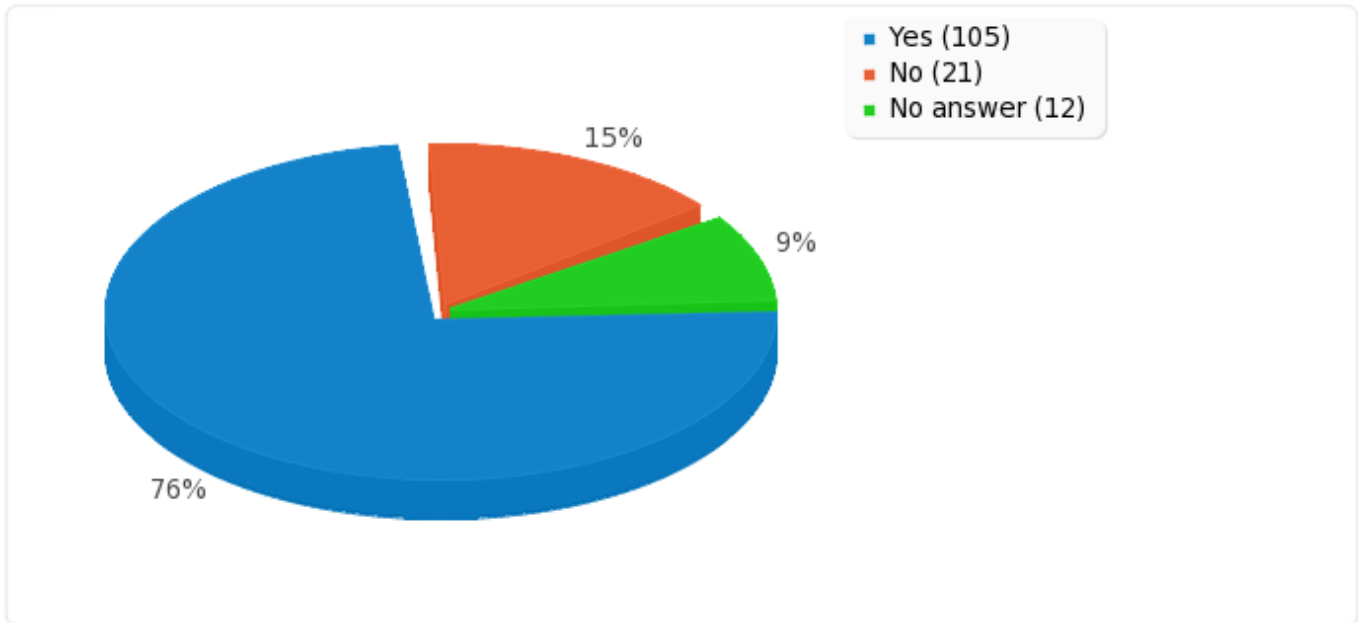
Answer	Count	Percentage
Yes (A1)	105	76.09%
No (A2)	21	15.22%
No answer	12	8.70%



Field summary for 005

5. If you have a mobile phone would you be happy to receive a text message reminding you of your appointment?

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Field summary for 006

6. In the past six months, how easy have you found it to get through to the Medical Centre on the phone?

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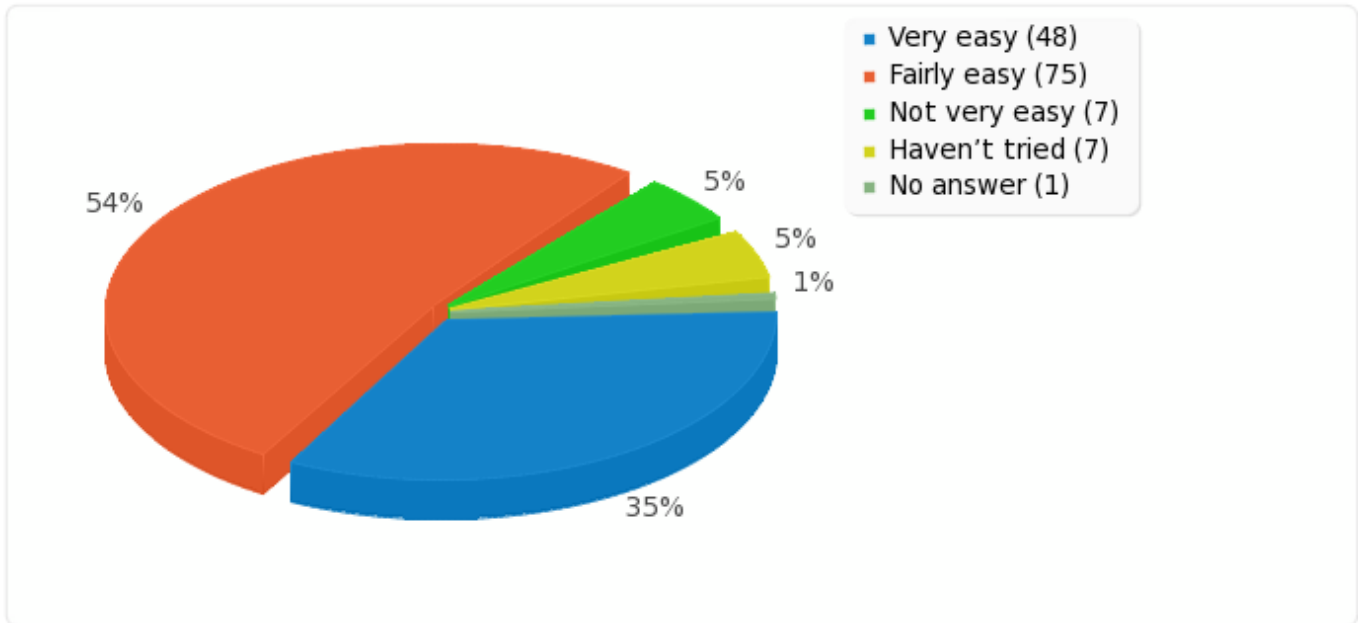
Answer	Count	Percentage
Very easy (A1)	48	34.78%
Fairly easy (A2)	75	54.35%
Not very easy (A3)	7	5.07%
Haven't tried (A4)	7	5.07%
No answer	1	0.72%



Field summary for 006

6. In the past six months, how easy have you found it to get through to the Medical Centre on the phone?

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Field summary for 007

7. How satisfied are you with the services at the Medical Centre?

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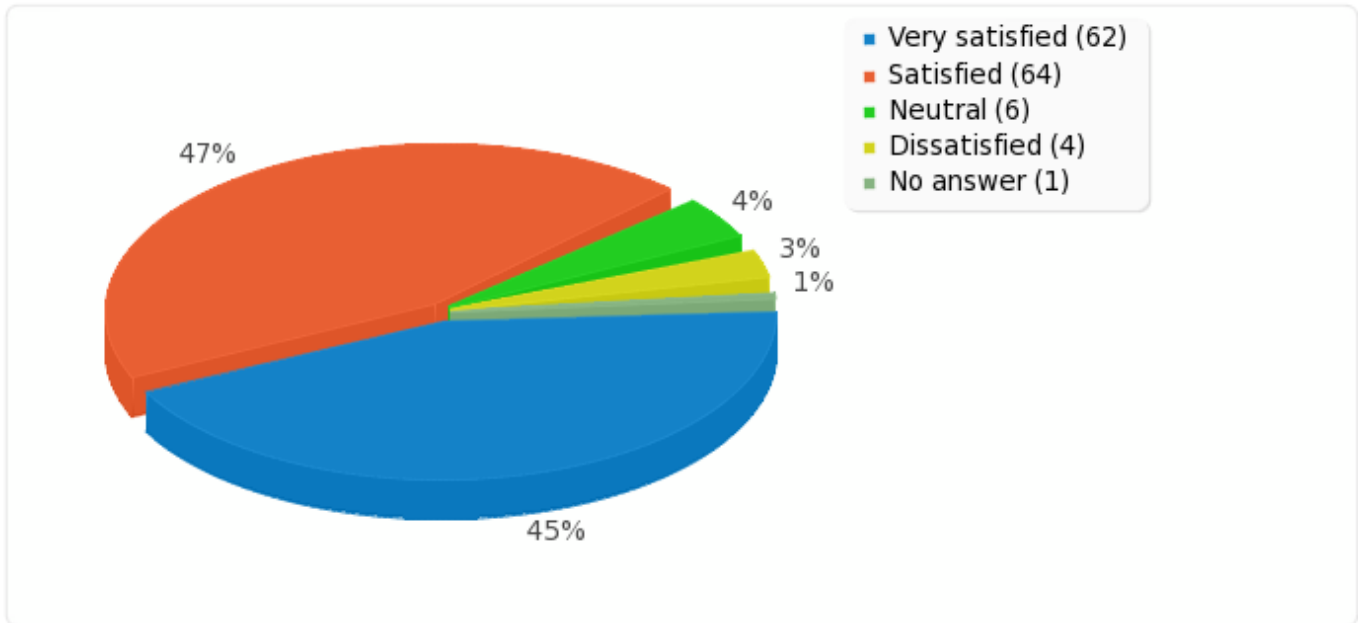
Answer	Count	Percentage
Very satisfied (A1)	62	45.26%
Satisfied (A2)	64	46.72%
Neutral (A3)	6	4.38%
Dissatisfied (A4)	4	2.92%
No answer	1	0.73%





Field summary for 007

7. How satisfied are you with the services at the Medical Centre?





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Field summary for 008

8. How helpful do you find the Reception/Admin. Staff at the Medical Centre?

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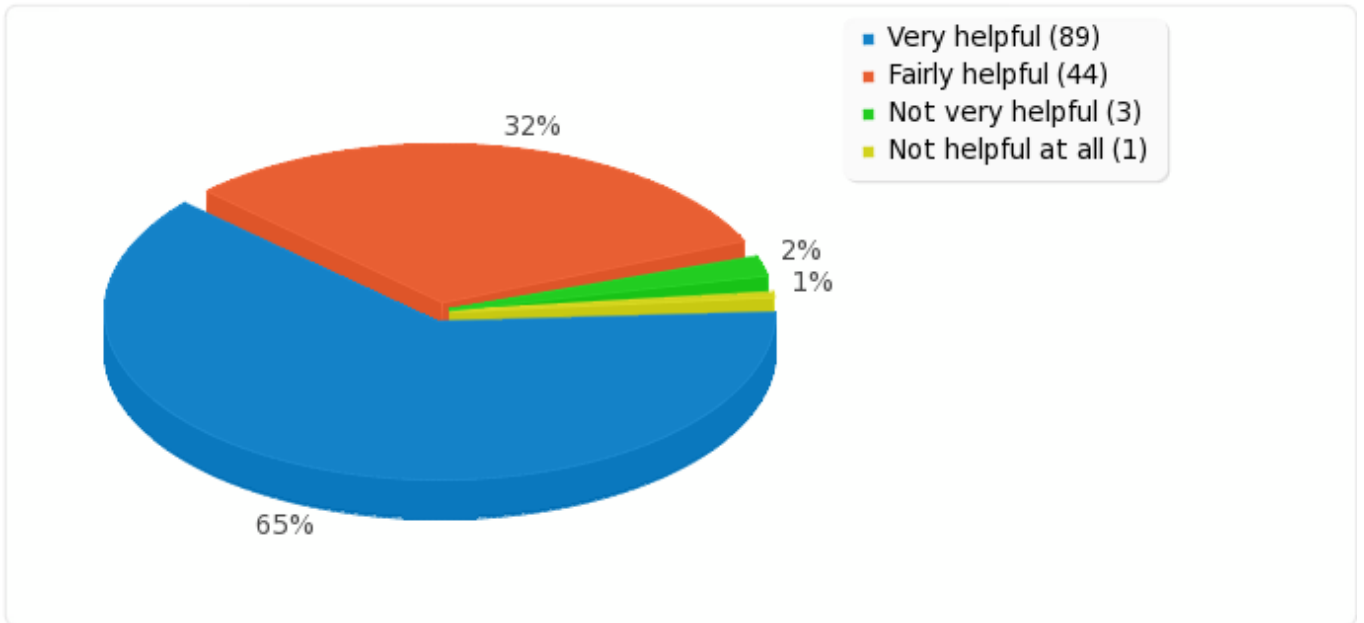
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Very helpful (A1)	89	64.96%
Fairly helpful (A2)	44	32.12%
Not very helpful (A3)	3	2.19%
Not helpful at all (A4)	1	0.73%
No answer	0	0.00%



Field summary for 008

8. How helpful do you find the Reception/Admin. Staff at the Medical Centre?

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Field summary for 009

9. Overall, how would you rate Medical Centres communication with you?

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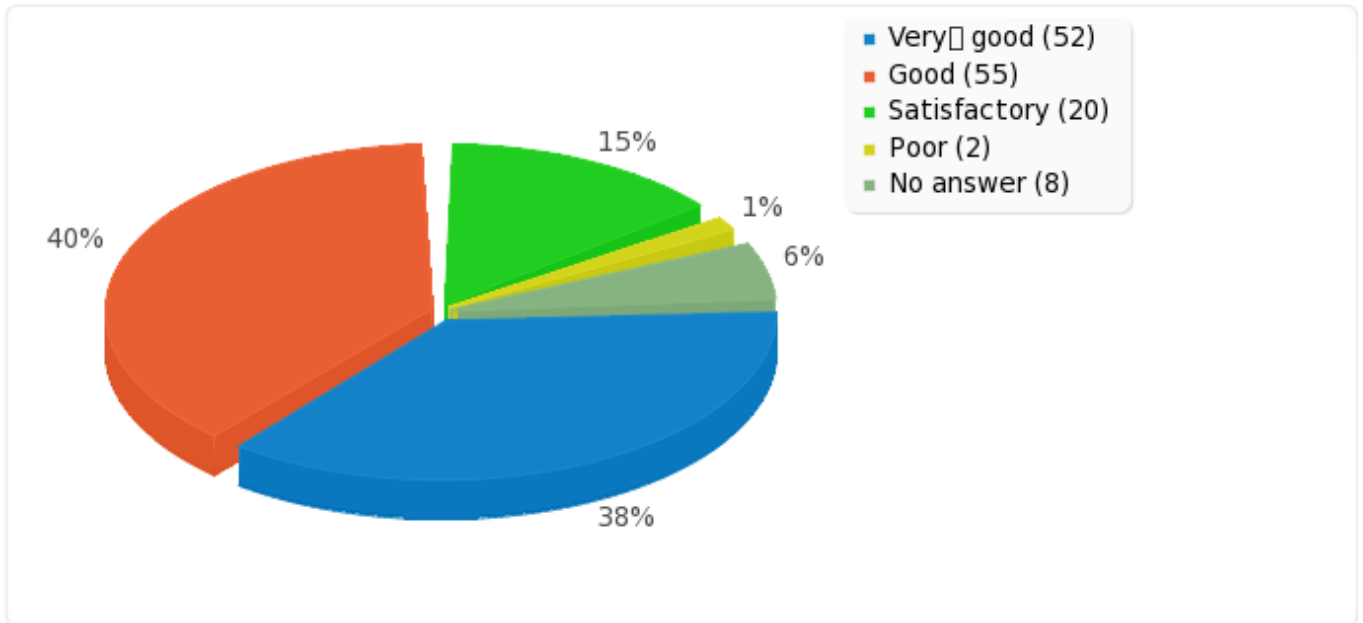
Answer	Count	Percentage
Very% good (A1)	52	37.96%
Good (A2)	55	40.15%
Satisfactory (A3)	20	14.60%
Poor (A4)	2	1.46%
Very poor (A5)	0	0.00%
No answer	8	5.84%



Field summary for 009

9. Overall, how would you rate Medical Centres communication with you?

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Field summary for 010

10. Are you aware of the on-line appointment booking and repeat prescription service?

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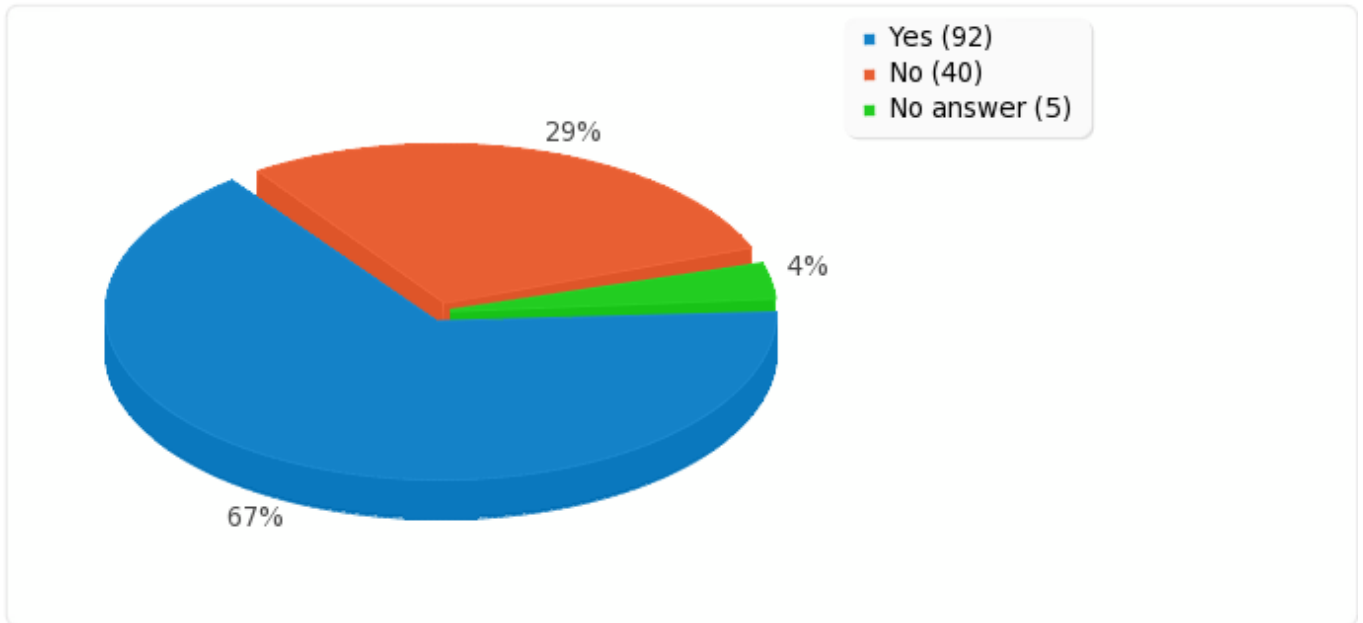
Answer	Count	Percentage
Yes (A1)	92	67.15%
No (A2)	40	29.20%
No answer	5	3.65%



Field summary for 010

10. Are you aware of the on-line appointment booking and repeat prescription service?

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Field summary for 011

11. How often do you use the on-line appointment booking and repeat prescription service?

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Answer	Count	Percentage
Frequently (A1)	51	37.23%
Rarely (A2)	10	7.30%
Never (A3)	70	51.09%
No answer	6	4.38%





Field summary for 011

11. How often do you use the on-line appointment booking and repeat prescription service?

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