**Responses to Survey**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No | Question | Response | | Response | |
| YES | Number | NO | Number |
| 1 | Do you have problems getting an appointment with the doctor of your choice? | 8.2% | 30 | 91.8% | 335 |
| 2 | Are you aware routine appointments can be booked 2 weeks in advance? | 51.5% | 188 | 48.5% | 177 |
| 3 | Do you think waiting times in the surgery have improved in the last 12 months? | 64.4% | 235 | 35.6% | 130 |
| 4 | Waiting times can be minimised by restricting consultations to 10 minutes only. Would you find this an acceptable solution or would you prefer the doctor to give the time needed to each patient? | 27.7% | 101 | 72.3% | 264 |
| 5 | Would you like to see extended hours?  If so please indicate your preferences:  8am – 9am  6pm – 7pm  Saturday mornings | 29%  52.8%  62.8% | 78  142  169 |  |  |
| 6 | Are you happy with the services currently provided by the surgery? | 94.8% | 345 | 5.2% | 19 |

The Patient Group met to discuss the issues to include in the survey. It was agreed to survey patient views on waiting times in the practice as this was highlighted as an issue in our previous year’s survey. A draft of the proposed survey questions was sent to all Patient Group members for their comments prior to the survey being sent out.

400 patients were asked to complete the survey which equates to 8% of our practice population. Of these 365 patients (7.3% of our practice population) returned their questionnaires. Questionnaires were handed out to all patients coming into the surgery during the period 21 January – 22 February 2013. The survey was also available for completion via our website and notices were put up around the surgery to inform patients.

Volunteers from the Patient Group assisted in the analysis of the data and an action plan was circulated to all members of the group for comment prior to its publication.

We would like to thank all the patients for their time taken to complete our survey.

The survey this year was based on the findings of our previous survey and changes implemented as a result of that. The one area we have regularly received negative comments about is the waiting time in the surgery and we have tried hard to improve on this by introducing 15 minute appointment slots in some surgeries and by ensuring surgeries commence on time.

The survey results were overwhelmingly positive with the majority of patients having no difficulties in getting an appointment with the doctor of their choice.There were a lot of additional comments with over 90% being positive eg

“Happy with overall service”

“Friendly staff, very helpful doctors”

“Love on line repeat prescriptions”

“I think it is well run and a pleasant atmosphere. The telephone consultation service is very helpful and avoids time wasting”

“It’s the best I’ve ever been a patient at ….. I am very happy with the services it provides and would be sorry to see it change”

64.4% of patients consider waiting times have improved, whilst the majority of those patients who indicated there has been no improvement went on to comment that they did not perceive the waiting times to be a problem anyway. In an effort to reduce waiting times further we could limit consultations to 10 minutes only but the response to this question was that the majority of patients feel it is important the doctor continues to give each individual the time that is needed during their consultation.

It still remains a concern that only 51.5% of patients are aware appointments can be booked in advance and we plan to work closely with our patient group to improve communication with patients and ensure everyone is aware of the systems and services in place at the surgery.

**Action: Practice Manager/Patient Group**

**Timescale: September 2013**

Consideration will be given to the question of extended hours. The matter will be discussed at our next Partners’ Meeting.

**Action: Practice Manager/Partners**

**Timescale: May 2013**

The results of the survey will be published on the surgery website, displayed in the waiting room and summarised in our Spring Newsletter.

**Action: Practice Manager**

**Timescale: April 2013**

**Surgery Opening Hours**

Monday 8.00 am - 6.30 pm

Tuesday 8.00 am - 6.30 pm

Wednesday 8.00 am - 6.30 pm

Thursday 8.00 am - 1.00 pm

Friday 8.00 am - 6.30 pm

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ref  No | Gender | | White | | Mixed | | | Asian | | | Black | | Chinese | | Age Group | | | | | | | | |
| Male | Female | British group | Irish | White &Black Caribbean | White &Black African | White & Asian | Indian | Pakistani | Bangladeshi | Caribbean | African | Chinese | Any Other | -16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | +84 |
| 1 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |  |  |  |
| 2 | X |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |
| 3 | X |  |  |  |  |  |  |  |  |  | X |  |  |  |  |  |  | X |  |  |  |  |  |
| 4 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |
| 5 | X |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |
| 6 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |  |  |  |
| 7 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |  |  |
| 8 |  | X |  |  |  |  |  |  |  |  | X |  |  |  |  |  |  |  | X |  |  |  |  |
| 9 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |  |
| 10 | X |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |
| 11 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |
| 12 |  | X | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | X |  |  |  |  |