

Patient Access Survey October 2011

1 How happy are you with the hours this surgery is open?

Very happy	68%
Fairly happy	32%
Not very happy	0%
Very unhappy	0%

2 When telephoning the appointments line, how often is your call answered within a few minutes?

Most of the time	48%
About half the time	26%
Once in a while	13%
Never	13%

3 Have you ever tried to talk to a doctor on the phone? If so how easy was it to arrange this?

Have not tried	56%
Very easy	17%
Fairly easy	13%
Not easy	13%
My request was refused	0%

4 If you were able to talk to the doctor on the phone for advice on the same day, would you choose to do so instead of booking an appointment?

Very likely	38%
Fairly likely	52%
unlikely	10%

5 Are you aware you can book an appointment up to 6 weeks ahead?

Yes	43%
No	57%

6 How clear is the information on the website?

Very clear	50%
Fairly clear	50%
Not at all clear	0%

7 Have you ever tried to book an appointment online via our website? If so how easy was it to do?

Have not tried	77%
Very easy	18%
Fairly easy	5%
Not easy	0%
I could not book even though I tried	0%

8 Taking into account your most recent visit to the surgery, how would you describe the urgency of your appointment?

Very urgent (same day)	22%
Quite urgent (2-3 days)	30%
Not urgent (7-14 days)	48%

9 Taking into account your most recent visit to the surgery, which of the following options would you have preferred?

Booking in advance	9%
Booking a day or two beforehand	35%
Booking on the same day	57%