PATIENT APPOINTMENT SURVEY

This survey was conducted from January 2017 to March 2017 .

The reason for this survey was to address the issues around appointment availability . A telephone survey as well as a written response was conducted so we could get an overall picture of how patients perceived the appointments system.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | Excellent | Good | satisfactory | Poor | Comments |
| 65+ | 1 | 3 | 2 | 1 | Don’t like waiting 2 weeks for pre-book ableDon’t like to phone at 8am , prefers booking online Don’t like the hub |
| 31/64 | 4 | 4 | 1 | 0 | Pain getting through. 2x need more phone lines, more late appointment , 2x don’t like automated system |
| 0/30 | 1 | 3 | 1 | 1 | More pre-bookable appt. Has to try for 3 days to get apt. Doesn’t get the Dr they prefer. Likes sit and wait appt |
| No age | 8 | 12 | 5 | 2 | More late appointments needed |
|  |  |  |  |  |  |
| Total | 14 | 22 | 9 | 4 |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Summary of results**

91% of patients who were surveyed believed the appointment system was satisfactory or better and 9% believed the surgery had a poor appointment system

**Actions Taken**

* We increased the number of online appointments and introduced a new system where appointments were triaged by the GP.
* This survey will be repeated in January 2018