

Patient Participation Group Survey 2017

Getting Appointments and Reception.

Results

Q1. How do you normally book an appointment to see the doctor or nurse at Riverside surgery?

In person	12.2%
By telephone	91.8%
Online	0%
A combination of all three	0%

Action taken/outcomes:

We now have an increase in patients signing up to EMIS online access. We have a higher than average take up of patients using online services of 27%. This gives patients another way of booking appointments and hopefully the more this system is used to more accessible the surgery will be by phone for bookings.

Q2. Which of the following methods would you prefer to use to book an appointment at the surgery?

In person	13.3%
By telephone	77.5%
Online	8.2%
A combination of all three	9.2%
No preference	6.1%

Action taken/outcomes:

We do have pre-bookable appointments and try to give appointments rather than asking patients to call back where possible.

Q3. How easy do you find the following?

	Very easy	Fairly easy	Not very easy	Not at all easy	Very difficult
Getting through on the telephone	11.2%	40.1%	26.5%	12.2%	6.1%
Speaking to a doctor on the telephone	10.2%	15.3%	14.3%	10.2%	4.1%
Speaking to a nurse on the telephone	6.1%	18.4%	10.2%	4.1%	3.1%
Obtaining test results by telephone	18.4%	20.4%	14.3%	0%	2.1%

Q4. In the last six months have you tried to see a doctor quickly? By this we mean on the same day.

Yes	77.5%
No	18.4%

Q5. If you answered yes, were you able to get an appointment on the same day?

Yes	64.3%
No	8.2%

Q6. If you weren't able to get an appointment on the same day, what was the reason?

There weren't any appointments	28.6%
My preferred doctor was not available	18.4%

Q7. How long after your appointment time do you normally have to wait?

I am normally seen on time	8.2%
Less than 5 minutes	11.2%
5 to 15 minutes	47.9%
15 to 30 minutes	24.5%
More than 30 minutes	2.0%

Action taken/outcomes:

Reception are now asked to always inform patients on their arrival of any delays and keeping them informed. Hopefully this will help in cases when GP's do run behind or have an emergency to deal with. Receptionists have been asked to keep their appointment system updated so they can see when a GP/nurse is delayed.

Q8. How do you feel about the length of time you normally have to wait?

Q9. How helpful do you find the receptionists at the surgery?

Very helpful	67.3%
Fairly helpful	26.5%
Not very helpful	0%
Not at all helpful	0%

What is your gender?	
Male	27.55%
Female	55.1%
Rather not say	7.1%

What is your age?	
Under 20	2.0%
21 – 29	3.1%
30 – 39	8.2%
40 - 49	5.1%
50 – 59	20.4%
60 – 69	24.5%
70 - 79	18.4%
80 +	4.1%
Rather not say	10.2%

What is your ethnic origin?	
White British	80.6%
Irish	2.0%
Rather not say	10.2%