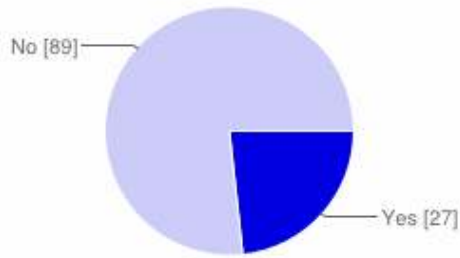


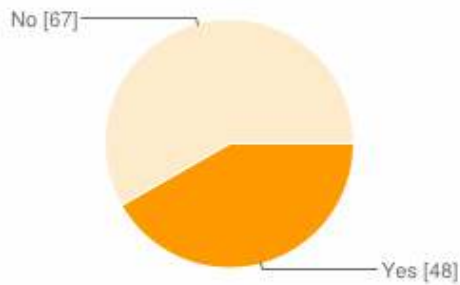
# Summary

## Have you registered with the practice in the last year?



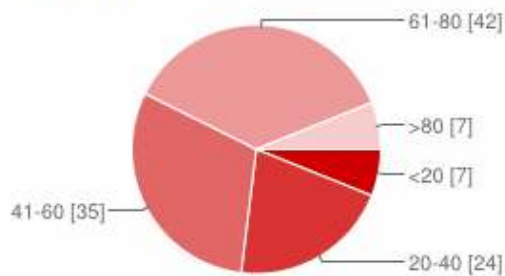
Yes	27	23%
No	89	77%

## Have you visited our website?



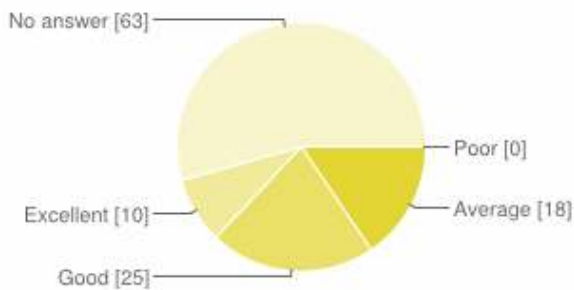
Yes	48	42%
No	67	58%

## Your age range:



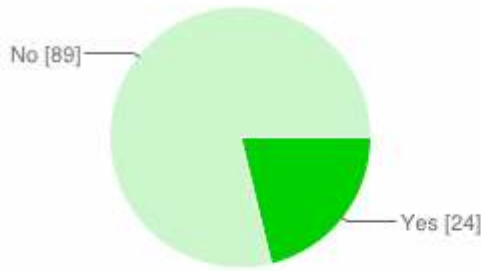
<20	7	6%
20-40	24	21%
41-60	35	30%
61-80	42	37%
>80	7	6%

## How do you rate our website?



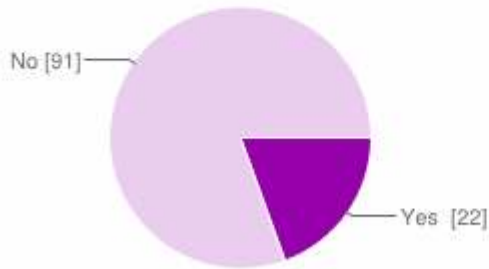
Poor	0	0%
Average	18	16%
Good	25	22%
Excellent	10	9%
No answer	63	54%

### Have you used our website to order online prescriptions?



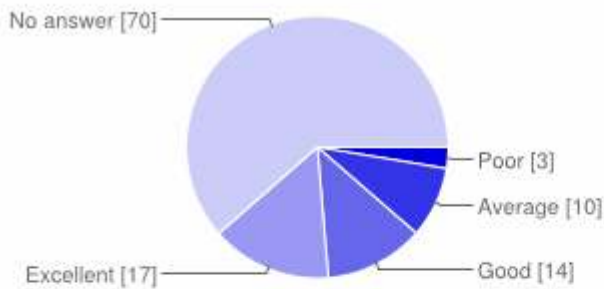
Yes	24	21%
No	89	79%

### Have you registered with a pharmacy to use electronic prescriptions?



Yes	22	19%
No	91	81%

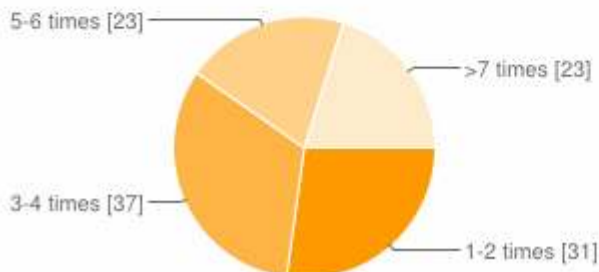
### How do you rate this service?



Poor	3	3%
Average	10	9%
Good	14	12%
Excellent	17	15%
No answer	70	61%

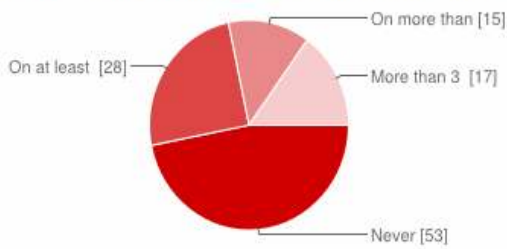
unable to say as I have no internet    Cancelled it.

### How many times have you seen the Dr in the past year?



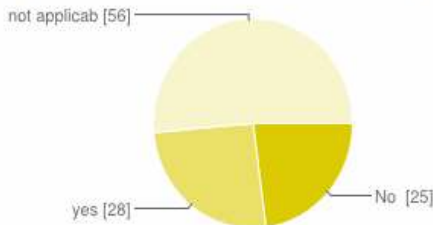
1-2 times	31	27%
3-4 times	37	32%
5-6 times	23	20%
>7 times	23	20%

**When booking an 'on the day appointment' how often are you unsuccessful on your first attempt?**



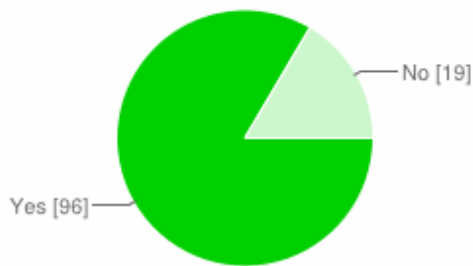
Never	53	47%
On at least one occasion	28	25%
On more than one occasion	15	13%
More than 3 occasions	17	15%

**If you have been unsuccessful in making an appointment and have highlighted it was an emergency, were you offered a telephone call?**



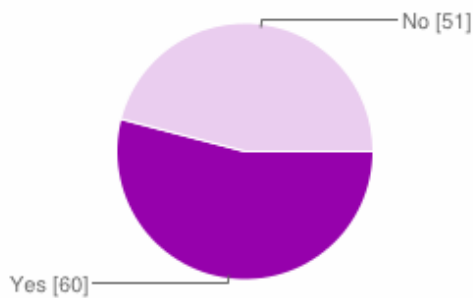
No	25	23%
yes	28	26%
not applicable	56	51%

**Were you aware you can book appointments in advance?**



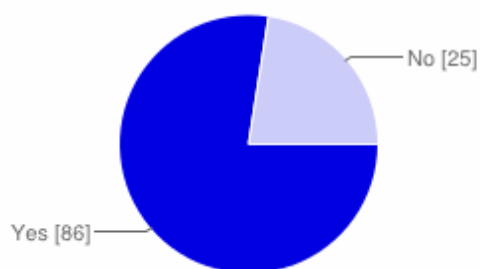
Yes	96	83%
No	19	17%

**Are you aware that you can book appointments online?**



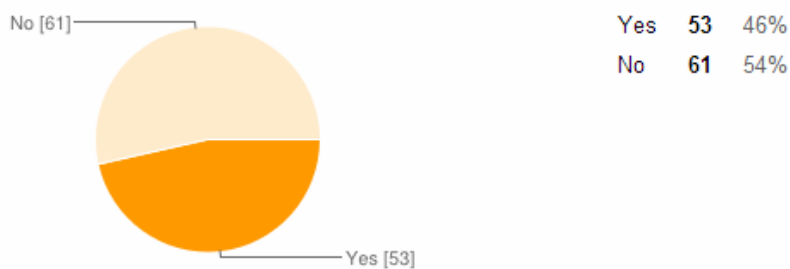
Yes	60	54%
No	51	46%

**Do you try to see your allocated Dr?**



Yes	86	77%
No	25	23%

## Are you aware of our extended surgeries early on Tuesday mornings, and one Saturday a month?



## Any comments, suggestions how we could improve our service?

- If possible, a quicker time to see the nurse
- Difficult to get in on the phone, and then all appointments taken
- Shorter waiting times for non-urgent appointments
- Service very good, thank you
- When calling for an appointment in the morning, I will call at 8.30 when the answering machine says the phone is open, but the answering machine is never switched off until just before 9.00
- Very good service
- If the doctors have particular specialisms, perhaps this could be written on your website (eg. Sports injuries)
- I think you all do a good job
- More telephone lines – I have tried to book the day before and not been successful
- A longer period in the morning to phone for appointments or another phone as it always takes about 30 minutes to get through
- Not happy having to ring on the day for appointments, it's sometimes very hard trying
- Did not see any info about online appointments on any noticeboards
- We are fortunate to have such a wonderful team of doctors, nurses and clerical staff
- Usually find it easier to come to reception rather than phone for appointments
- We always receive excellent service and are glad to have moved to the surgery
- Getting through on the phone in the mornings to make an appointment
- Unfortunately, opening phone lines in the morning at 8.30am impacts mothers taking their children to school and it always takes 10 minutes of constant ringing back to get through. Signals are not great near school to use mobiles
- Can lines open at 8am or have separate morning appointments and a chance to call at lunchtime for afternoon appointments
- Had trouble registering online which has deterred me from booking an appointment – but then I am in the 61-80 oldies category!
- Every attempt to book appointments online equals not available or off-line
- No, it's very good keep it up
- From a personal point of view, I find your services very satisfactory
- Be aware that there are some people who are not in use of computers
- Have more phone lines to book an appointment in the morning, it took me 37 times to get through to make an appointment
- Have tried to use website for online prescriptions, but found it too confusing
- I have always had excellent service
- No – very amenable and helpful
- I have always had excellent service from Dr Peter Cottrell
- We were moved from Dr Cottrell's list after 30 years with no notice. A letter would have been nice
- I have tried to book the day before but have not been successful
- A drop in service would be helpful as you are never seen on time
- Good service from doctor and staff
- Improve the on the day appointments, when ring can never get through, then when I do, all the appointments have gone. Very poor system
- More people on the phone. I had to ring 92 times this morning
- More bookable appointments
- Email potential with doctors for transactional info
- When I get through at 8.30am, it would be good to be part of a queuing system so I know how many people are in front of me

- When we ring for same day appointments, it takes between 10-20 mins
- Yes – in my profession, it is unacceptable to keep clients waiting over extended periods – especially without any communication. Amazingly – there was no apology either!! Why do doctors feel exempt from this? Especially as many patients have to take time off work to attend the clinic and have to explain/apologise to their clients for being subsequently late!!!
- All good
- None, it works very well
- You could have an early screening programme to detect prostate cancer