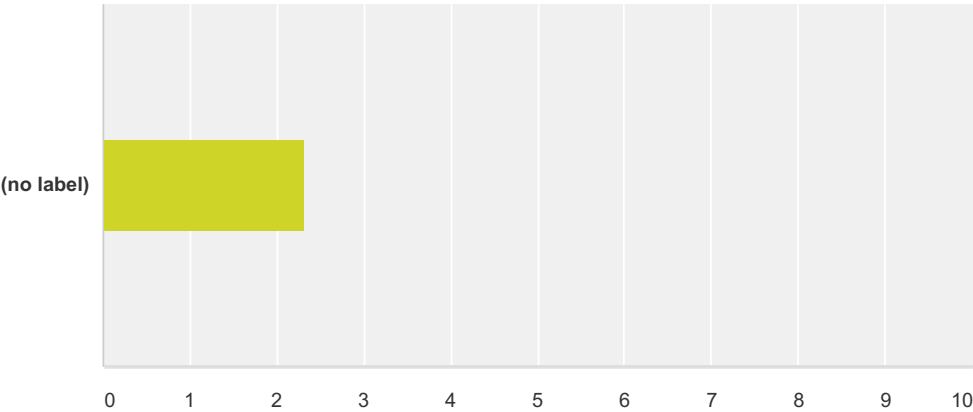


Q1 On a scale of 1 to 5 (5 being extremely satisfied, 1 being not satisfied at all) How satisfied are you with the appointment system at the surgery?

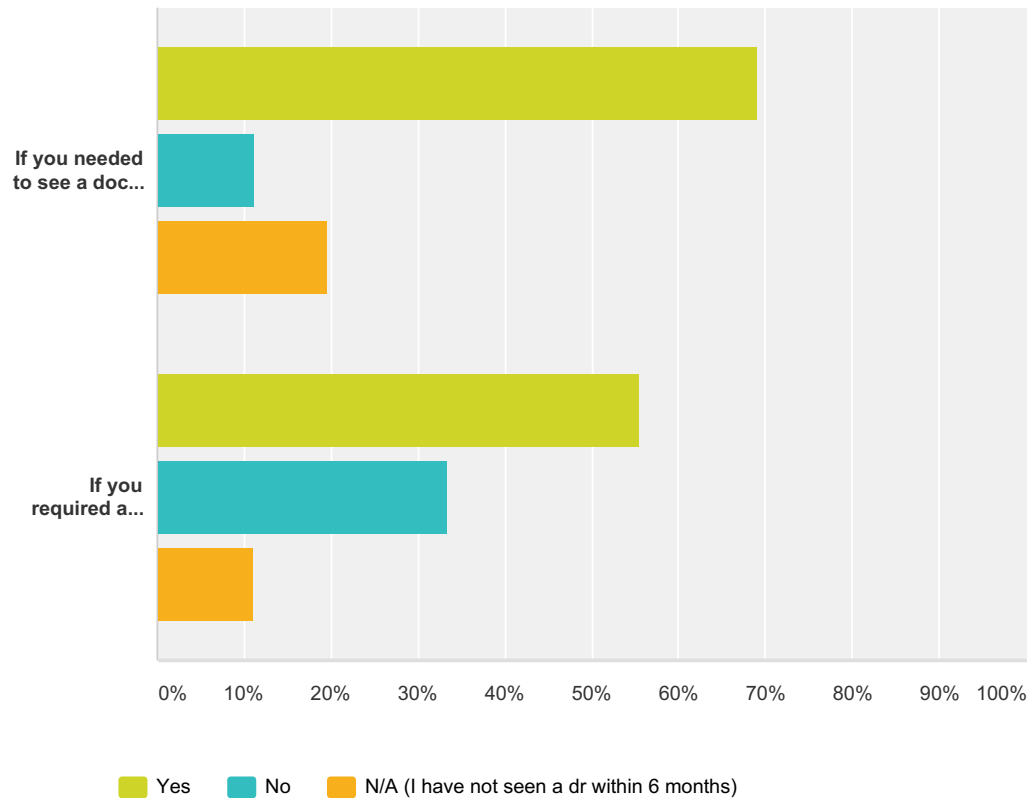
Answered: 72 Skipped: 0



	5	4	3	2	1	Total	Weighted Average
(no label)	25.00% 18	33.33% 24	30.56% 22	6.94% 5	4.17% 3	72	2.32

Q2 In the last 6 months

Answered: 72 Skipped: 0



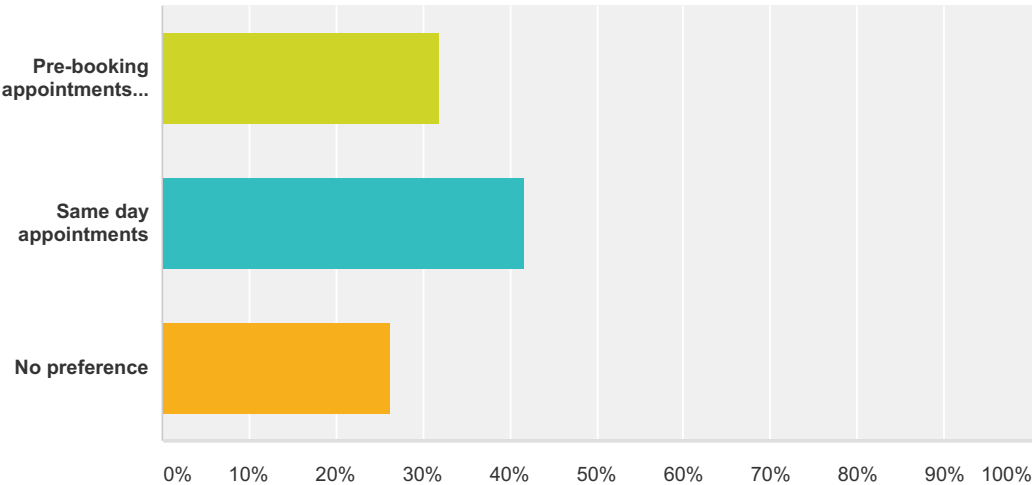
	Yes	No	N/A (I have not seen a dr within 6 months)	Total
If you needed to see a doctor urgently do you feel you were offered an appointment in an acceptable time frame?	69.01% 49	11.27% 8	19.72% 14	71
If you required a routine appointment do you feel an appointment was offered in an acceptable time frame?	55.56% 40	33.33% 24	11.11% 8	72

#	comment	Date
1	Too many patients per Doctor	3/8/2015 2:18 PM
2	3 weeks for a non urgent appointment is unacceptable. What is non urgent to the surgery is often NOT non urgent to the patient. I keep getting a rash, however, by the time of the appointment the rash is gone!!	2/25/2015 8:26 AM
3	Have not experienced any problems and always dealt with promptly if appointment was urgent.	2/24/2015 1:04 AM
4	I really appreciate having the triage service available and have had to use it a few times, particularly for my young children	2/23/2015 12:56 PM
5	11 days even through triage and not my named GP	2/23/2015 7:05 AM
6	if you need urgent appointments this is where your triage nurse is good because you can talk it through with her. 9-10 times they sort it out for you. quest 3 - depends on problem	2/23/2015 7:02 AM
7	have to wait far too long for an appointment if it is not an emergency	2/23/2015 3:01 AM
8	The triage system works really well so there is never a worry about getting seen or advice with any problem you have. But anything routine the wait is to long and not being able to book over the phone at times makes it worse as the message says unable to to book an appointment why is that ???	2/23/2015 2:54 AM

9	particularly difficult to see DR Gorrod	2/16/2015 9:53 AM
10	Rarely see a doctor but always satisfied if appointment necessary.	2/15/2015 11:42 PM
11	I was extremely pleased with the speed at which I was seen recently after being advised by the RSH walk in centre that I needed to see a doctor urgently	2/14/2015 12:16 PM
12	I haven't needed an urgent appointment, but I do think the lead time is very long	2/14/2015 3:23 AM
13	My wife and I are comfortable with the system at the present time.	2/14/2015 2:31 AM
14	Often have to wait 2 or 3 weeks to see your chosen doc	2/13/2015 3:05 PM
15	Although I have had to wait a long period of time to obtain an appointment, when I did want one urgently I was offered one with another doctor, so feel that was acceptable	2/13/2015 11:13 AM
16	My biggest concern is between these extremes. For regular monitoring type appointments on line 2 or 3 weeks ahead is fine. However there are complaints that one cannot call urgent ie those that have gone on for a week or so and you feel you should see a doctor but you then have to wait for another 2 or 3 weeks.	2/13/2015 9:04 AM
17	More than 2 weeks is not really acceptable and I think this is how " did not attend"" occurs.	2/13/2015 3:54 AM

Q3 What is more important to you?

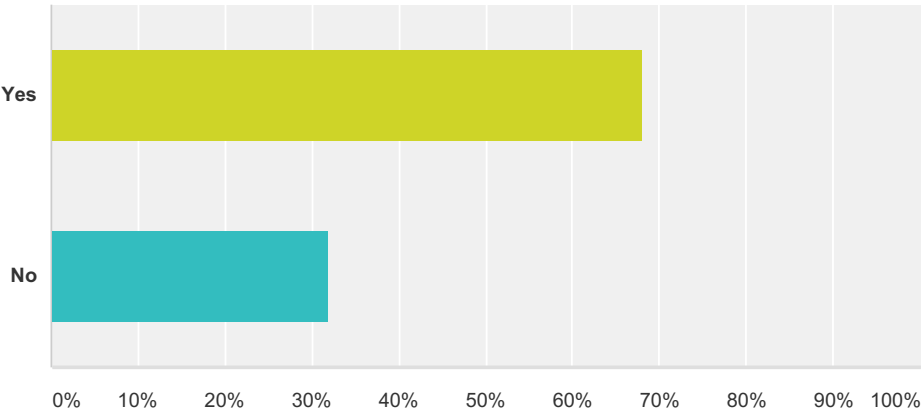
Answered: 72 Skipped: 0



Answer Choices	Responses	
Pre-booking appointments in advanced	31.94%	23
Same day appointments	41.67%	30
No preference	26.39%	19
Total		72

Q4 Are you aware the surgery offers some early morning, latenight and saturday morning appointments?

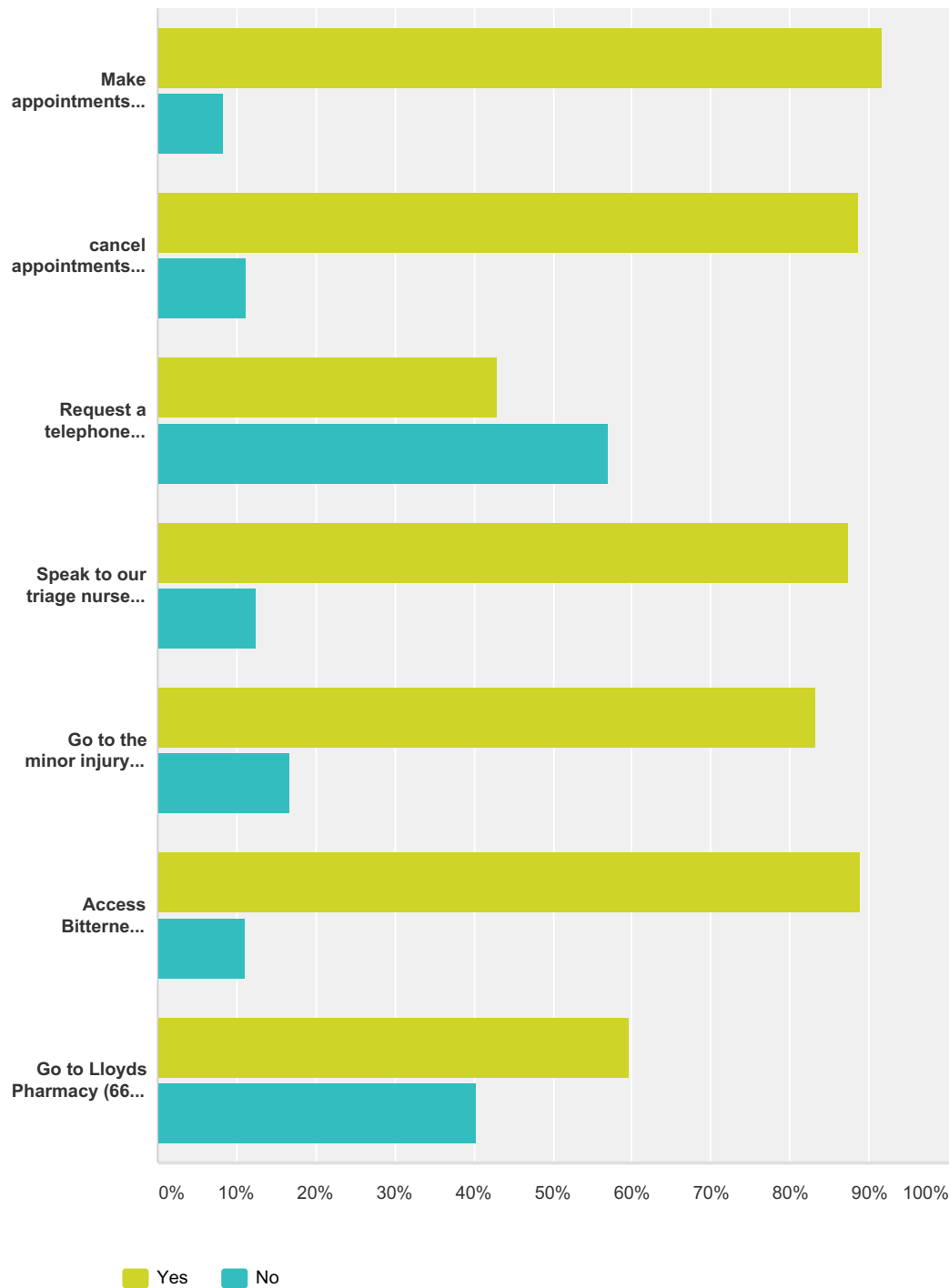
Answered: 72 Skipped: 0



Answer Choices	Responses	
Yes	68.06%	49
No	31.94%	23
Total Respondents: 72		

Q5 Are you aware you can do the following?

Answered: 72 Skipped: 0



	Yes	No	Total
Make appointments 24hours a day via our website or automated telephone system	91.67% 66	8.33% 6	72

cancel appointments via website or 24hr automated phone service	88.73% 63	11.27% 8	71
Request a telephone consultation with your GP (instead of an appointment)	43.06% 31	56.94% 41	72
Speak to our triage nurse if you have an urgent problem	87.50% 63	12.50% 9	72
Go to the minor injury unit at The Royal South Hants hospital if we have no appointments available or we are not open. They also have x-ray facilities	83.33% 60	16.67% 12	72
Access Bitterne Walk-in Centre (6.30pm - 9.30pm week days and week-ends) or call 111 if you need to be seen when we are not open.	88.89% 64	11.11% 8	72
Go to Lloyds Pharmacy (66a Portsmouth Road) with minor ailments (Upper respiratory tract infections, cough, colds, earaches, sore throats and diarrhoea)	59.72% 43	40.28% 29	72

Q6 Do you have any other opinions or views about our appointment system?

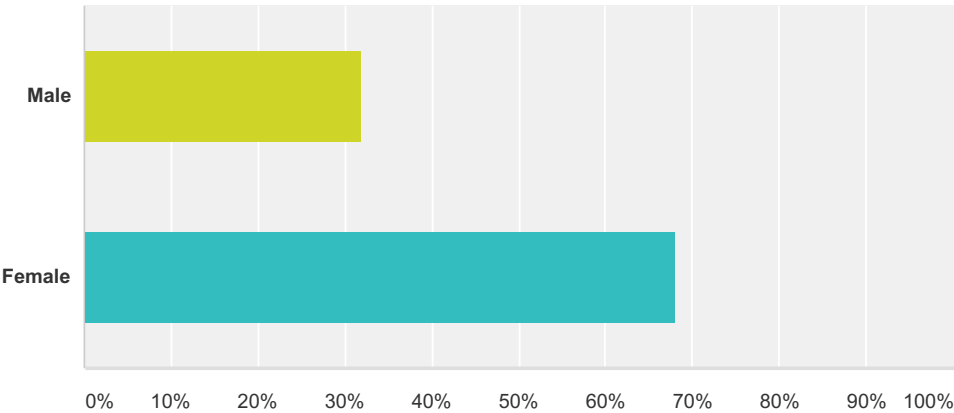
Answered: 24 Skipped: 48

#	Responses	Date
1	no	3/8/2015 2:18 PM
2	..My daughter couldn't get an appt. to see our GP for two weeks. Think it takes longer these days to get an appt. Should at least be able to get an appt.in the same week.	2/23/2015 4:22 PM
3	Telephone system can be time consuming as you have to check for an appointment doctor by doctor, even if you have no preference over who you see (eg you may just want the soonest available appointment regardless of who it's with).	2/23/2015 12:56 PM
4	nice to see patients who do not attend are written to. more appointment would be available if these people were not so thoughtless	2/23/2015 7:05 AM
5	I think triage nurse is a great back up for urgent appointments	2/23/2015 7:02 AM
6	It has worked ok for me since I had to ask for several appointments during the last few weeks.	2/23/2015 5:25 AM
7	when we've tried to book online there have never been any appointments available for several days. However, in an emergency, the service you offer is superb. I am very concerned at the number of patients who seem to prebook then not keep appointments either because they don't need them or have forgotten.	2/23/2015 3:01 AM
8	No other than not waiting so for routine appointments other than that the surgery is brilliant.	2/23/2015 2:54 AM
9	No	2/23/2015 1:06 AM
10	The triage system is great for my children being seen and treated if needed.	2/22/2015 10:56 PM
11	As well as the length of time it takes to get a routine GP appointment, the same applies to get a surgery blood test - currently waiting time of several weeks..	2/17/2015 3:47 AM
12	Question3....pre booking if possible but same day for emergencies.	2/15/2015 11:42 PM
13	For non-urgent but serious appointments, I've had to wait 3 weeks or more for an appointment. I need to arrange time off/cover at work for appointments so need to book in advance. But this time frame does not seem acceptable!	2/15/2015 12:15 PM
14	I think many people are just too chaotic and ill mannered they just don't cope with keeping to appointments I think you'd reduce dnas by having some walk in sessions . I think you have set set up as good a syatem as you can with the staff available	2/14/2015 3:24 PM
15	I personally think the current appointments system is working well especially with the opportunity to book on line	2/14/2015 12:16 PM
16	Yews, if you offer an early morning appointment allow people into the waiting room 10 minutes before first appointment.	2/14/2015 4:19 AM
17	For question three above, I would like to say that depending on the circumstances we might need to use same day or pre book system.	2/14/2015 2:31 AM
18	I personnaly I have never had a problem with getting an appointment or seeing the triage nurse	2/13/2015 4:00 PM
19	No option to book nurse appointments using the automated system	2/13/2015 3:05 PM
20	One appointment for one problem is a not a very helpful or satisfactory consultation. How can the doctor make an informed diagnosis if the patient is too intimidated to mention more than one thing	2/13/2015 10:58 AM
21	The telephone system continues to be poor and it is very frustrating when you want eg Sarah or a blood test that you cannot book on line and it takes ages to make telephone contact. It is compounded by the short opening hours for the surgery compared to many others. Shutting completely at lunchtime is very annoying for people at work trying to make contact and compresses all enquiries into a short period.	2/13/2015 9:04 AM

22	Your system works so much better than my last GP's. I have not yet had to wait a very long time for an appointment, even at very busy times, eg run up to Christmas	2/13/2015 8:37 AM
23	Happy so far with the appointment system but would like to see a member of staff at the front desk as it is more welcoming and professional to your patients .	2/13/2015 6:37 AM
24	Would it be possible to have 1 morning or 1 afternoon a week where you could just go and take your turn to see a duty doctor. No definite appointments?	2/13/2015 3:54 AM

Q7 Sex

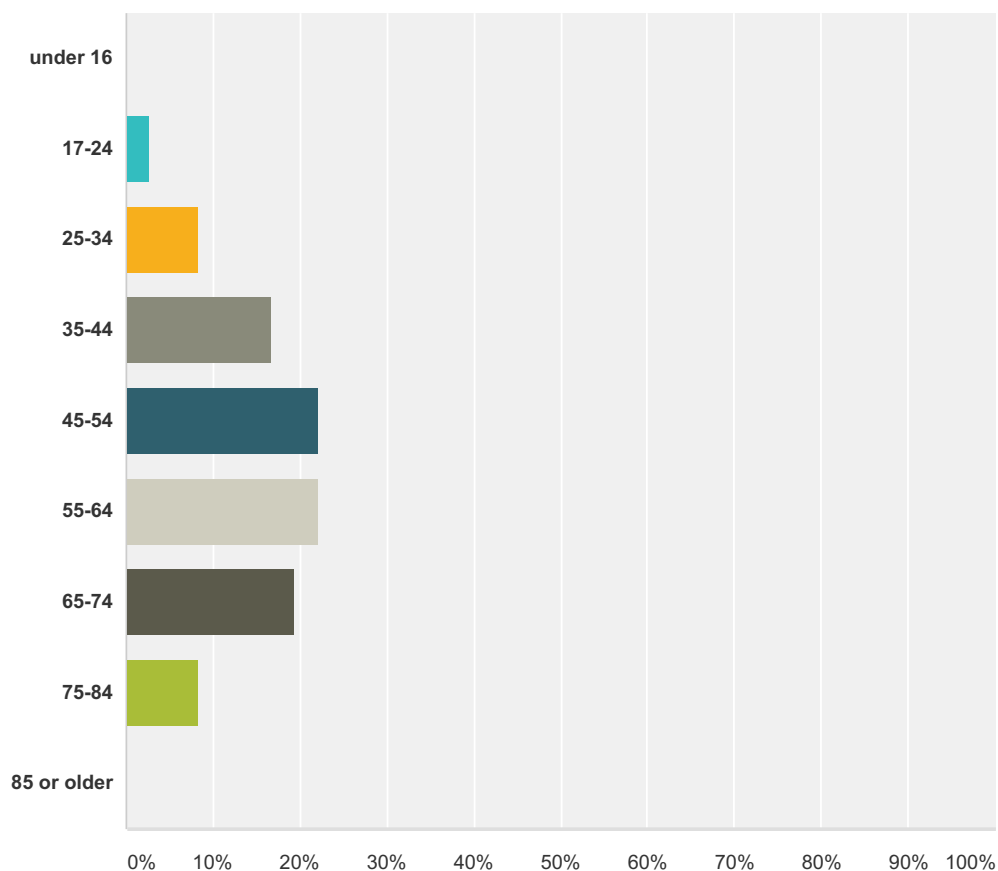
Answered: 72 Skipped: 0



Answer Choices	Responses	
Male	31.94%	23
Female	68.06%	49
Total		72

Q8 What category below includes your age?

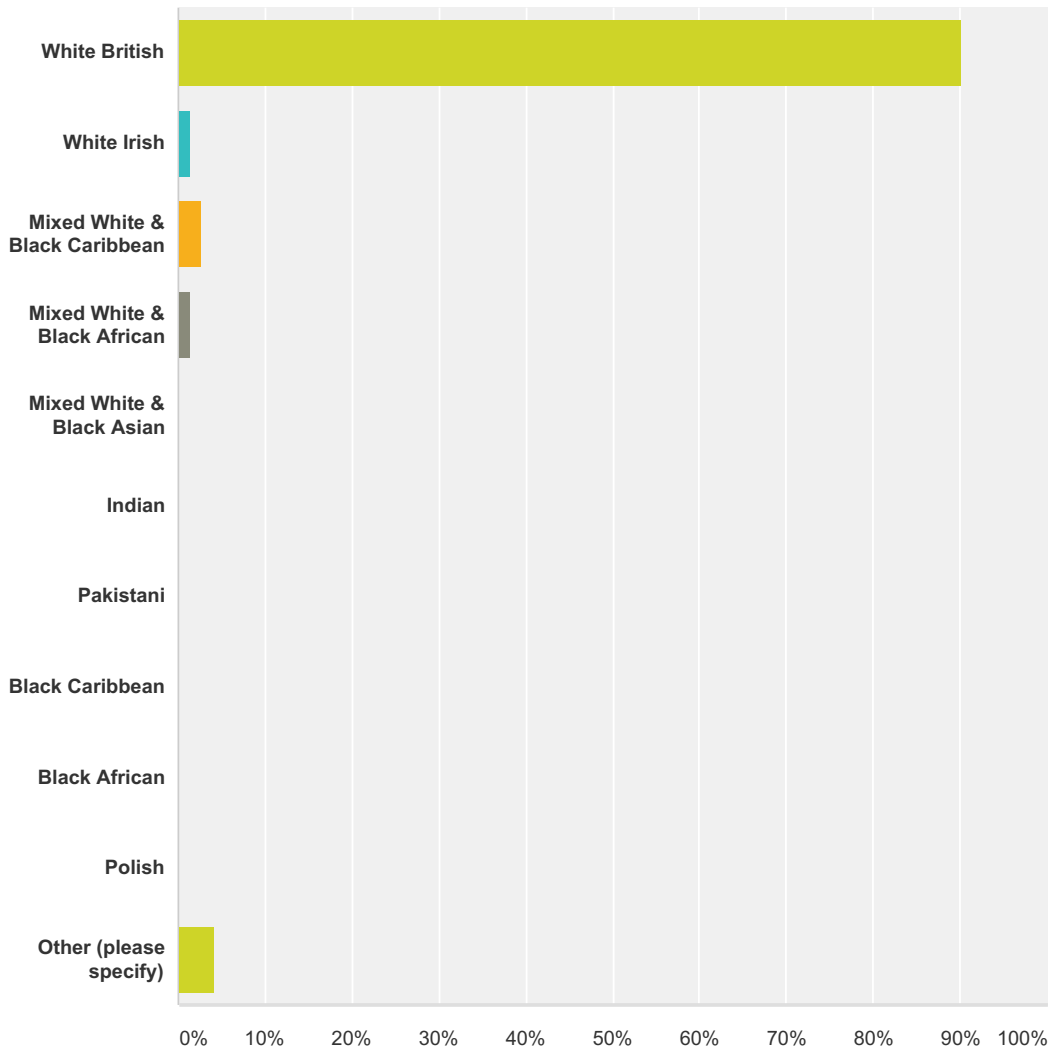
Answered: 72 Skipped: 0



Answer Choices	Responses
under 16	0.00% 0
17-24	2.78% 2
25-34	8.33% 6
35-44	16.67% 12
45-54	22.22% 16
55-64	22.22% 16
65-74	19.44% 14
75-84	8.33% 6
85 or older	0.00% 0
Total	72

Q9 What is your ethnic background?

Answered: 71 Skipped: 1



Answer Choices	Responses	
White British	90.14%	64
White Irish	1.41%	1
Mixed White & Black Caribbean	2.82%	2
Mixed White & Black African	1.41%	1
Mixed White & Black Asian	0.00%	0
Indian	0.00%	0
Pakistani	0.00%	0
Black Caribbean	0.00%	0
Black African	0.00%	0

Polish	0.00%	0
Other (please specify)	4.23%	3
Total		71

#	Other (please specify)	Date
1	Mixed white and Papua New Guinean	2/23/2015 10:06 AM
2	White other	2/23/2015 2:49 AM
3	mixed white and Indian	2/22/2015 10:56 PM