

**Dr Stringer and partners**

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Questions about the appointment system

**Q1 Appointments on the day of choice**

Counts Analysis % Responses	
<b>Base</b>	<b>86 100.0%</b>
<b>Did you receive your appointment on the day of your choice?</b>	
<b>Yes</b>	70 81.4%
<b>No</b>	16 18.6%

**Q2 Appointments within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>86 100.0%</b>
<b>Mean</b>	82.56
<b>Standard Error</b>	4.09
<b>Are you usually able to get an appointment within 48 hour...</b>	
<b>Yes</b>	71 82.6%
<b>No</b>	15 17.4%
<b>Never needed to</b>	- -

5 Patients didn't need get an appointment within 48 hours

**Q3 Patients rating the ability to get an appointment within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>86 100.0%</b>
<b>Mean</b>	73.72
<b>Standard Error</b>	2.48
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	1 1.2%
<b>2</b>	2 2.3%
<b>3</b>	3 3.5%
<b>4</b>	6 7.0%
<b>5</b>	9 10.5%
<b>6</b>	4 4.7%
<b>7</b>	11 12.8%
<b>8</b>	20 23.3%
<b>9</b>	10 11.6%
<b>10 Great</b>	20 23.3%

Patients rating the ability to get an appointment within 48 hours. 100 is the best score that can be achieved. 0 the worst.

## Dr Stringer and partners

### Q4 Advanced appointments to see a GP or nurse

Counts Analysis % Responses	
<b>Base</b>	<b>64</b> 100.0%
<b>Mean</b>	85.94
<b>Standard Error</b>	4.35
<b>Are you usually able to get an appointment up to 4 weeks ...</b>	
<b>Yes</b>	55 85.9%
<b>Never needed to</b>	- -
<b>No</b>	9 14.1%

34% of patients never needed to make an appointment up to 4 weeks in advance. They have been excluded from the mean score analysis.

### Q5 Patients rating the ability to get an appointment 4 weeks in advance

Counts Analysis % Responses	
<b>Base</b>	<b>63</b> 100.0%
<b>Mean</b>	73.49
<b>Standard Error</b>	3.02
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	2 3.2%
<b>2</b>	- -
<b>3</b>	5 7.9%
<b>4</b>	1 1.6%
<b>5</b>	6 9.5%
<b>6</b>	6 9.5%
<b>7</b>	5 7.9%
<b>8</b>	16 25.4%
<b>9</b>	7 11.1%
<b>10 Great</b>	15 23.8%

Patients rating the ability to get an appointment within 4 weeks. 100 is the best score you could have achieved. 0 the worst. 30% of patients haven't needed to so the rating score is only using those that did.

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**Q6 The ease of getting through to the practice by telephone**

Counts Analysis % Responses	
<b>Base</b>	<b>86 100.0%</b>
<b>Mean</b>	58.95
<b>Standard Error</b>	3.01
<b>How easy do you find it to get through to the Practice by...</b>	
<b>1 Very difficult</b>	5 5.8%
<b>2</b>	6 7.0%
<b>3</b>	7 8.1%
<b>4</b>	10 11.6%
<b>5</b>	18 20.9%
<b>6</b>	7 8.1%
<b>7</b>	2 2.3%
<b>8</b>	9 10.5%
<b>9</b>	9 10.5%
<b>10 Very easy</b>	13 15.1%

**Q7 Asking for a telephone consultation**

Counts Analysis % Responses	
<b>Base</b>	<b>85 100.0%</b>
<b>Mean</b>	13.65
<b>Standard Error</b>	0.66
<b>Have you ever considered asking for a Telephone consultat...</b>	
<b>Yes</b>	60 70.6%
<b>No</b>	19 22.4%
<b>Didn't know we could</b>	6 7.1%

**Q8 Asking for a telephone consultation in the future**

Counts Analysis % Responses	
<b>Base</b>	<b>23 100.0%</b>
<b>Mean</b>	13.48
<b>Standard Error</b>	0.99
<b>If your answer is no is it something you would consider i...</b>	
<b>Yes</b>	15 65.2%
<b>No</b>	8 34.8%

This table suggests that 75% of patients who didn't know they could ask or hadn't previously asked for a telephone consultation, may well consider doing so in the future.

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Awareness questions

**Q9 Awareness of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>57 100.0%</b>
<b>Mean</b>	11.93
<b>Standard Error</b>	0.52
<b>Are you aware of the local Extended Hours Service 6.30pm ...</b>	
<b>Yes</b>	46 80.7%
<b>No</b>	11 19.3%

**Q10 Future use of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>11 100.0%</b>
<b>Mean</b>	10.91
<b>Standard Error</b>	0.87
<b>If your answer is no will you consider using such a servi...</b>	
<b>Yes</b>	10 90.9%
<b>No</b>	1 9.1%

**Q11 Awareness of the local out of hour service**

Counts Analysis % Responses	
<b>Base</b>	<b>87 100.0%</b>
<b>Mean</b>	11.49
<b>Standard Error</b>	0.38
<b>When we are closed are you aware of the local Out of Hour...</b>	
<b>Yes</b>	74 85.1%
<b>No</b>	13 14.9%

**Q12 Access to the Internet**

Counts Analysis % Responses	
<b>Base</b>	<b>87 100.0%</b>
<b>Mean</b>	12.30
<b>Standard Error</b>	0.45
<b>Do you have regular access to the internet?</b>	
<b>Yes</b>	67 77.0%
<b>No</b>	20 23.0%

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**Q13 Awareness of the practice web site**

Counts Analysis % Responses	
<b>Base</b>	<b>84</b> 100.0%
<b>Mean</b>	14.29
<b>Standard Error</b>	0.54
<b>We have a web site which has lots of information, and als...</b>	
<b>Yes</b>	48 57.1%
<b>No</b>	36 42.9%

**Q14 Ever visited the web site**

Counts Analysis % Responses	
<b>Base</b>	<b>40</b> 100.0%
<b>Mean</b>	15.50
<b>Standard Error</b>	0.79
<b>If the answer is yes have you ever visited it?</b>	
<b>Yes</b>	18 45.0%
<b>No</b>	22 55.0%

These people are aware of the web site and have visited it

Patient feedback

**Q15 Patients' ideas regarding advertising to patients about the latest information and services**

How do you feel we could improve advertising to make our ...
Better website -use the screen in the surgery to explain services
leaflets
New spaper and wall posters
Get email addresses and send new sletters
Poster in the practice
Standard and Pioneer
Notices in surgery
Leaflets in the practice
By Letter
Different notices in the surgery -telephone messages while waiting online
Local paper
Try to help shift workers
Posters about specific things i.e Repeats
Send information to each household
Flyers and posters
Bulleting boards
Internet and email
Hand out information when we visit
22
Out of hours information please
Bolder poster in waiting room
1
Email updates to service
Telephone and website
Email letter and new sletter
Leaflet given at desk
Local paper
Up to date services leaflet
Update the website
I think the information is quite good
Leaflets for any new procedures
Letter
Leaflets through doors
More notices around the surgery
Send a letter
Email

## Dr Stringer and partners

### Q16 Changing 3 things to make access to healthcare better

Can you think of three things that you would change to ma...
Phoning later in the day for an appointment-extended hours service
We could do with a service for seeing a consultant in E.Port hospital
Easier access to appointments
More people on the phones at busy times
Self booking slots by touch phone
Book a next day appointment of the current days appointments are all taken
Better telephone system
Children's appointments before and after school
Parking, dressing clinic, tv in reception for long w aits
Instant telephone service
Getting to see the Gp
Look at the website option - later and earlier appointments
More flexible appointment system
Very difficult to make appointment usually means taking a day off
Immunisations on another day than Friday
Make advanced appointments
More regular appointments with my own Gp -Clearer information about subjects such as painkillers
Easier appointments
Happy with the service
Make appointments easier
Information is there - just need to ask for it
Improve parking and length of telephone access
Make appointment system better
Keep some appointments working people
More people on the phone
More parking for disabled
Waiting too long for an appointment
Better toilet access -more than 1 needed
Easier to phone surgery at peak times
24hr access -Drs to give advice r home visit-choice to pay for private services
Able to make an appointment if its not an emergency
online appointment booking -online results -email consultations

### Demographics

Demographics of the people responding to the questionnaire

### Q17 - gender of the patient

Counts Analysis % Responses	
<b>Base</b>	<b>86</b> <b>100.0%</b>
<b>Are you male or female?</b>	
<b>Male</b>	28 32.6%
<b>Female</b>	58 67.4%

### Q18 Patients age

Counts Analysis % Responses	
<b>Base</b>	<b>85</b> <b>100.0%</b>
<b>How old are you?</b>	
<b>Under 18</b>	1 1.2%
<b>18 - 24</b>	7 8.2%
<b>25 - 34</b>	14 16.5%
<b>35 - 44</b>	12 14.1%
<b>45 - 54</b>	11 12.9%
<b>55 - 64</b>	16 18.8%
<b>65 - 74</b>	12 14.1%
<b>75 - 84</b>	11 12.9%
<b>85 and over</b>	1 1.2%

**Dr Stringer and partners****Q19 Ethnicity of patients responding to the questionnaire**

Counts Analysis % Responses	
<b>Base</b>	<b>86 100.0%</b>
<b>What best describes your ethnic group? (e.g. White British...</b>	
<b>White British</b>	85 98.8%
<b>African</b>	1 1.2%

**Q20 Patients with a disability**

Counts Analysis % Responses	
<b>Base</b>	<b>86 100.0%</b>
<b>Do you consider yourself to have a disability?</b>	
<b>Yes</b>	11 12.8%
<b>No</b>	75 87.2%