

**Dr Wall 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>198 100.0%</b>
<b>Did you receive your appointment on the day of your choice?</b>	
<b>Yes</b>	164 82.8%
<b>No</b>	34 17.2%

**Q2 Appointments within 48 hours**

Counts Analysis % Responses	
<b>Base</b>	<b>189 100.0%</b>
<b>Mean</b>	86.24
<b>Standard Error</b>	2.51
<b>Are you usually able to get an appointment within 48 hour...</b>	
<b>Yes</b>	163 86.2%
<b>No</b>	26 13.8%
<b>Never needed to</b>	- -

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

Counts Analysis % Responses	
<b>Base</b>	<b>195 100.0%</b>
<b>Mean</b>	75.90
<b>Standard Error</b>	1.69
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	4 2.1%
<b>2</b>	4 2.1%
<b>3</b>	6 3.1%
<b>4</b>	10 5.1%
<b>5</b>	18 9.2%
<b>6</b>	9 4.6%
<b>7</b>	22 11.3%
<b>8</b>	40 20.5%
<b>9</b>	28 14.4%
<b>10 Great</b>	54 27.7%

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

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

Counts Analysis % Responses	
<b>Base</b>	<b>126 100.0%</b>
<b>Mean</b>	76.98
<b>Standard Error</b>	3.75
<b>Are you usually able to get an appointment up to 4 weeks ...</b>	
<b>Yes</b>	97 77.0%
<b>Never needed to</b>	- -
<b>No</b>	29 23.0%

Patients never needed to make an appointment up to 4 weeks in advance 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>119 100.0%</b>
<b>Mean</b>	75.46
<b>Standard Error</b>	2.21
<b>How do you rate this? (Where 1 is poor and 10 is great)</b>	
<b>1 Very poor</b>	3 2.5%
<b>2</b>	2 1.7%
<b>3</b>	5 4.2%
<b>4</b>	4 3.4%
<b>5</b>	13 10.9%
<b>6</b>	8 6.7%
<b>7</b>	8 6.7%
<b>8</b>	27 22.7%
<b>9</b>	15 12.6%
<b>10 Great</b>	34 28.6%

Patients rating the ability to get an appointment within 4 weeks. 100 is the best score you could have achieved. 0 the worst.

## Dr Wall and partners

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

Counts Analysis % Responses	
<b>Base</b>	<b>192 100.0%</b>
<b>Mean</b>	62.34
<b>Standard Error</b>	2.02
<b>How easy do you find it to get through to the Practice by...</b>	
<b>1 Very difficult</b>	13 6.8%
<b>2</b>	13 6.8%
<b>3</b>	9 4.7%
<b>4</b>	14 7.3%
<b>5</b>	34 17.7%
<b>6</b>	19 9.9%
<b>7</b>	16 8.3%
<b>8</b>	21 10.9%
<b>9</b>	19 9.9%
<b>10 Very easy</b>	34 17.7%

### Q7 Asking for a telephone consultation

Counts Analysis % Responses	
<b>Base</b>	<b>194 100.0%</b>
<b>Mean</b>	17.42
<b>Standard Error</b>	0.50
<b>Have you ever considered asking for a Telephone consultat...</b>	
<b>Yes</b>	79 40.7%
<b>No</b>	86 44.3%
<b>Didn't know we could</b>	29 14.9%

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

Counts Analysis % Responses	
<b>Base</b>	<b>110 100.0%</b>
<b>Mean</b>	14.00
<b>Standard Error</b>	0.47
<b>If your answer is no is it something you would consider i...</b>	
<b>Yes</b>	66 60.0%
<b>No</b>	44 40.0%

This table suggests that 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>193</b> 100.0%
<b>Mean</b>	11.97
<b>Standard Error</b>	0.29
<b>Are you aware of the local Extended Hours Service 6.30pm ...</b>	
<b>Yes</b>	155 80.3%
<b>No</b>	38 19.7%

**Q10 Future use of extended hours**

Counts Analysis % Responses	
<b>Base</b>	<b>38</b> 100.0%
<b>Mean</b>	10.53
<b>Standard Error</b>	0.36
<b>If your answer is no will you consider using such a servi...</b>	
<b>Yes</b>	36 94.7%
<b>No</b>	2 5.3%

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

Counts Analysis % Responses	
<b>Base</b>	<b>196</b> 100.0%
<b>Mean</b>	11.68
<b>Standard Error</b>	0.27
<b>When we are closed are you aware of the local Out of Hour...</b>	
<b>Yes</b>	163 83.2%
<b>No</b>	33 16.8%

**Q12 Access to the Internet**

Counts Analysis % Responses	
<b>Base</b>	<b>195</b> 100.0%
<b>Mean</b>	12.56
<b>Standard Error</b>	0.31
<b>Do you have regular access to the internet?</b>	
<b>Yes</b>	145 74.4%
<b>No</b>	50 25.6%

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**Q13 Awareness of the practice web site**

Patient feedback

Counts Analysis % Responses	
<b>Base</b>	<b>192</b> <b>100.0%</b>
<b>Mean</b>	14.84
<b>Standard Error</b>	0.36
<b>We have a web site which has lots of information, and als...</b>	
<b>Yes</b>	99 51.6%
<b>No</b>	93 48.4%

**Q14 Ever visited the web site**

Counts Analysis % Responses	
<b>Base</b>	<b>98</b> <b>100.0%</b>
<b>Mean</b>	15.20
<b>Standard Error</b>	0.50
<b>If the answer is yes have you ever visited it?</b>	
<b>Yes</b>	47 48.0%
<b>No</b>	51 52.0%

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

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

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#### How do you feel we could improve advertising to make our ...

Reception telling patients about times etc  
 Post information for people w ho don't visit the surgery  
 Poster in surgery or use the prescriptions  
 More posters  
 Collect email addresses -paper to people w ithout internet  
 Text and email  
 22  
 On telephone w hile holding  
 Information leaflets  
 Send text messages  
 Don't need to  
 2  
 Volunteers in the w aiting room to talk them through the service  
 Leaflets  
 Texts or email  
 Too much advertising so people ignore it  
 More on the w eb  
 No problems w ith the information already available  


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 6 month email and flyer to home address  
 Local paper  
 Text service  
 More notices in the surgery  
 2  
 Postal adverts  
 Email people  
 Take an email from patients  
 Leaflets  
 2  
 Better posters in surgery  
 Regular information by post -local papers  
 Possibly forms like this every so often  
 Quarterly new sletters by post  
 Leaflets in w aiting room  
 All ready done  
 More visual aids  
 Email certain things  
 Information board  
 Info sheets to patients as they arrive  
 A leaflet  
 Leaflets in surgery and chemist  
 Write to individuals or inform them w hen they attend appointments  
 Freebie new spacer  
 Emails  
 Local radio and paper  
 Leaflet at reception  
 Make people aw are of the w ebsite  
 Posters on w alls  
 Current booklet of services like the one given out w hen a baby is born

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

Can you think of three things that you would change to ma...
Improve getting through to the practice by phone-allow appointments for the following day
More receptionists to take appointment calls - not to be fobbed off when you call -Patients to be treated as a patient not an inconvenience
Getting the appointment on the day I need it
Easier telephone access
Booking in advance - not just on the day
I enjoy the way they operate
Book appointment on the day to suit you
For me OK as it is
More parking- longer appointments
Advance appointments
Being able to ring later in the day
Easier to get through to make an appointment - not being quizzed by receptionists-not waiting so long in surgery so long
Appointment system
No happy with healthcare received by myself and family
Making appointments in advance
Better parking for long term patients/visitors
See a lady doctor for lady problems- Appointment making for next day
Pleased as it is
Extended hours - make it easier to pre book an appointment via internet / telephone
Improve pre-bookable appointments
Only having 5 minutes to book an appointment at 8am isn't right
Text alerts for appointments- Triage could be better
Easier telephone access-midday drs appointments
More communication
Early morning bookings can be a problem
Appointment system-Easy information on Well woman clinic-Repeat prescriptions, right first time
Easier to get appointment -shorter waiting times-more than 1 illness per visit
More phone lines to book an appointment
Better training for receptionists - especially pointless
Faster test results please
Less waiting time
Toilet in upstairs surgery -it's a problem with a wheelchair
More appointments-Better help on the phone-Advised of other options
See the same doctor-Waiting for a pre-booked appointment
Appointments go too soon
Free phone calls - long message before you get through
More info-weekend appointments - longer hours
More parking and see your own dr
Appointments to suit individuals
Better access to appointment on day - not so many pre-booked taking up space
Better access to appointments - if none available book for next day
Appointment when needed -regular annual checkups for long term conditions
Easier to call in the morning
Telephone and website are good -would like to see my own doctor
Book appointments in advance
Book appointment for following day
Easier to get through on the phone
Telephone lines
More pre bookable appointments
Sick of waiting 35 minutes for an appointment to start
Medicine reminders
Advance booking of appointments
Car parking spaces for people not working at the practice
More access to appointments

**Demographics**

Demographics of the people responding to the questionnaire

**Q17 - gender of the patient**

Counts Analysis % Responses	
<b>Base</b>	<b>195 100.0%</b>
<b>Are you male or female?</b>	
<b>Male</b>	72 36.9%
<b>Female</b>	123 63.1%

**Q18 Patients age**

Counts Analysis % Responses	
<b>Base</b>	<b>192 100.0%</b>
<b>How old are you?</b>	
<b>Under 18</b>	3 1.6%
<b>18 - 24</b>	13 6.8%
<b>25 - 34</b>	20 10.4%
<b>35 - 44</b>	36 18.8%
<b>45 - 54</b>	41 21.4%
<b>55 - 64</b>	32 16.7%
<b>65 - 74</b>	27 14.1%
<b>75 - 84</b>	15 7.8%
<b>85 and over</b>	5 2.6%

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

Counts Analysis % Responses	
<b>Base</b>	<b>193</b> <b>100.0%</b>
<b>What best describes your ethnic group? (e.g. White Britis...</b>	
<b>White British</b>	184 95.3%
<b>White Irish</b>	6 3.1%
<b>Any other white background</b>	1 0.5%
<b>C. Asian or Asian British</b>	2 1.0%

**Q20 Patients with a disability**

Counts Analysis % Responses	
<b>Base</b>	<b>192</b> <b>100.0%</b>
<b>Do you consider yourself to have a disability?</b>	
<b>Yes</b>	44 22.9%
<b>No</b>	148 77.1%