

**Dr Warren and partners**

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Questions about the appointment system

**Q1 Appointments on the day of choice**

| Counts<br>Analysis %<br>Responses                                  |                       |
|--|-----------------------|
| <b>Base</b>  | <b>111<br/>100.0%</b> |
| <b>Did you receive your appointment on the day of your choice?</b> |                       |
| <b>Yes</b>   | 98<br>88.3%           |
| <b>No</b>  | 13<br>11.7%           |

**Q2 Appointments within 48 hours**

| Counts<br>Analysis %<br>Responses                                   |                       |
|---|-----------------------|
| <b>Base</b>   | <b>107<br/>100.0%</b> |
| <b>Mean</b>   | 91.59                 |
| <b>Standard Error</b>   | 2.68                  |
| <b>Are you usually able to get an appointment within 48 hour...</b> |                       |
| <b>Yes</b>  | 98<br>91.6%           |
| <b>No</b>   | 9<br>8.4%             |
| <b>Never needed to</b>  | -<br>-                |

Some patients didn't need get an appointment within 48 hours

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

| Counts<br>Analysis %<br>Responses                              |                       |
|--|-----------------------|
| <b>Base</b>  | <b>110<br/>100.0%</b> |
| <b>Mean</b>  | 80.64                 |
| <b>Standard Error</b>  | 1.75                  |
| <b>How do you rate this? (Where 1 is poor and 10 is great)</b> |                       |
| <b>1 Very poor</b>   | 1<br>0.9%             |
| <b>2</b>   | -<br>-                |
| <b>3</b>   | 1<br>0.9%             |
| <b>4</b>   | 3<br>2.7%             |
| <b>5</b>   | 8<br>7.3%             |
| <b>6</b>   | 7<br>6.4%             |
| <b>7</b>   | 10<br>9.1%            |
| <b>8</b>   | 31<br>28.2%           |
| <b>9</b>   | 19<br>17.3%           |
| <b>10 Great</b>  | 30<br>27.3%           |

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

**Dr Warren and partners****Q4 Advanced appointments to see a GP or nurse**

| Counts<br>Analysis %<br>Responses                                   |                            |
|---|----------------------------|
| <b>Base</b>   | <b>54</b><br><b>100.0%</b> |
|   |                            |
| <b>Mean</b>   | 77.78                      |
| <b>Standard Error</b>   | 5.66                       |
| <b>Are you usually able to get an appointment up to 4 weeks ...</b> |                            |
| <b>Yes</b>  | 42<br>77.8%                |
| <b>Never needed to</b>  | -<br>-                     |
| <b>No</b>   | 12<br>22.2%                |

Some 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<br>Analysis %<br>Responses                              |                            |
|--|----------------------------|
| <b>Base</b>  | <b>52</b><br><b>100.0%</b> |
|  |                            |
| <b>Mean</b>  | 79.62                      |
| <b>Standard Error</b>  | 3.06                       |
| <b>How do you rate this? (Where 1 is poor and 10 is great)</b> |                            |
| <b>1 Very poor</b>   | 2<br>3.8%                  |
| <b>2</b>   | -<br>-                     |
| <b>3</b>   | 1<br>1.9%                  |
| <b>4</b>   | 2<br>3.8%                  |
| <b>5</b>   | 3<br>5.8%                  |
| <b>6</b>   | 1<br>1.9%                  |
| <b>7</b>   | 2<br>3.8%                  |
| <b>8</b>   | 17<br>32.7%                |
| <b>9</b>   | 10<br>19.2%                |
| <b>10 Great</b>  | 14<br>26.9%                |

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

**Dr Warren and partners****Q6 The ease of getting through to the practice by telephone**

| Counts<br>Analysis %<br>Responses                                   |                       |
|---|-----------------------|
| <b>Base</b>   | <b>107<br/>100.0%</b> |
| <b>Mean</b>   | 66.45                 |
| <b>Standard Error</b>   | 2.52                  |
| <b>How easy do you find it to get through to the Practice by...</b> |                       |
| <b>1 Very difficult</b>   | 6<br>5.6%             |
| <b>2</b>  | 2<br>1.9%             |
| <b>3</b>  | 7<br>6.5%             |
| <b>4</b>  | 8<br>7.5%             |
| <b>5</b>  | 11<br>10.3%           |
| <b>6</b>  | 11<br>10.3%           |
| <b>7</b>  | 19<br>17.8%           |
| <b>8</b>  | 14<br>13.1%           |
| <b>9</b>  | 8<br>7.5%             |
| <b>10 Very easy</b>   | 21<br>19.6%           |

**Q7 Asking for a telephone consultation**

| Counts<br>Analysis %<br>Responses                                   |                       |
|---|-----------------------|
| <b>Base</b>   | <b>106<br/>100.0%</b> |
| <b>Mean</b>   | 19.53                 |
| <b>Standard Error</b>   | 0.67                  |
| <b>Have you ever considered asking for a Telephone consultat...</b> |                       |
| <b>Yes</b>  | 28<br>26.4%           |
| <b>No</b>   | 55<br>51.9%           |
| <b>Didn't know we could</b>   | 23<br>21.7%           |

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

| Counts<br>Analysis %<br>Responses                                   |                      |
|---|----------------------|
| <b>Base</b>   | <b>71<br/>100.0%</b> |
| <b>Mean</b>   | 12.82                |
| <b>Standard Error</b>   | 0.53                 |
| <b>If your answer is no is it something you would consider i...</b> |                      |
| <b>Yes</b>  | 51<br>71.8%          |
| <b>No</b>   | 20<br>28.2%          |

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<br>Analysis %<br>Responses                                   |                            |
|---|----------------------------|
| <b>Base</b>   | <b>90</b><br><b>100.0%</b> |
| <b>Mean</b>   | 11.56                      |
| <b>Standard Error</b>   | 0.38                       |
| <b>Are you aware of the local Extended Hours Service 6.30pm ...</b> |                            |
| <b>Yes</b>  | 76<br>84.4%                |
| <b>No</b>   | 14<br>15.6%                |

**Q10 Future use of extended hours**

| Counts<br>Analysis %<br>Responses                                   |                            |
|---|----------------------------|
| <b>Base</b>   | <b>14</b><br><b>100.0%</b> |
| <b>Mean</b>   | 10.71                      |
| <b>Standard Error</b>   | 0.69                       |
| <b>If your answer is no will you consider using such a servi...</b> |                            |
| <b>Yes</b>  | 13<br>92.9%                |
| <b>No</b>   | 1<br>7.1%                  |

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

| Counts<br>Analysis %<br>Responses                                   |                             |
|---|-----------------------------|
| <b>Base</b>   | <b>103</b><br><b>100.0%</b> |
| <b>Mean</b>   | 11.55                       |
| <b>Standard Error</b>   | 0.36                        |
| <b>When we are closed are you aware of the local Out of Hour...</b> |                             |
| <b>Yes</b>  | 87<br>84.5%                 |
| <b>No</b>   | 16<br>15.5%                 |

**Q12 Access to the Internet**

| Counts<br>Analysis %<br>Responses                  |                             |
|--|-----------------------------|
| <b>Base</b>  | <b>110</b><br><b>100.0%</b> |
| <b>Mean</b>  | 13.00                       |
| <b>Standard Error</b>                              | 0.44                        |
| <b>Do you have regular access to the internet?</b> |                             |
| <b>Yes</b>   | 77<br>70.0%                 |
| <b>No</b>  | 33<br>30.0%                 |

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**Q13 Awareness of the practice web site**

Patient feedback

| Counts<br>Analysis %<br>Responses                                   |                             |
|---|-----------------------------|
| <b>Base</b>   | <b>106</b><br><b>100.0%</b> |
| <b>Mean</b>   | 15.38                       |
| <b>Standard Error</b>   | 0.48                        |
| <b>We have a web site which has lots of information, and als...</b> |                             |
| <b>Yes</b>  | 49<br>46.2%                 |
| <b>No</b>   | 57<br>53.8%                 |

**Q14 Ever visited the web site**

| Counts<br>Analysis %<br>Responses                     |                            |
|---|----------------------------|
| <b>Base</b>   | <b>46</b><br><b>100.0%</b> |
| <b>Mean</b>   | 16.09                      |
| <b>Standard Error</b>                                 | 0.72                       |
| <b>If the answer is yes have you ever visited it?</b> |                            |
| <b>Yes</b>  | 18<br>39.1%                |
| <b>No</b>   | 28<br>60.9%                |

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

**Dr Warren and partners****Q15 Patients' ideas regarding advertising to patients about the latest information and services****Q15 Patients' ideas regarding advertising to patients about the latest information and services****How do you feel we could improve advertising to make our ...**

Poster and leaflets - on screens around the practice

Leaflets

Advertise website

Booklets once a year

New sletter 3 times a year

Notice boards not appealing

Local papers

2

Handouts about new services -Days and times doctors work

2

Notice board

2

Info leaflets sent to people homes

Email

Text service

advertise the website

2

It's OK now

Tv Scrolling slow er

Email or letter

Larger posters for people with poor eyesight

Receptionists

Out of hours pharmacies

Extended hours on the website needs to be more prominent

Website chemist library

Handout with appointments

By post

Leaflet or small card sent to patients

A leaflet

Surgery talks

Text and email messages

Local press

Advertise in the local free paper

Text information

Letter

Text messages

Leaflets

Leaflets

2

Leaflet listing services and phone numbers

Online

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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...                              |
|---|
| Telephone consultations-easier repeat prescriptions-more communication                    |
| Called each year for an mot   |
| Easier access by phone  |
| Surgery is very cold  |
| More disabled car spaces -more suitable appt times - text message appt reminder           |
| Later opening hours   |
| I prefer to go to the hospital as there is poor service here                              |
| Website is a great idea   |
| See my ow n Gp  |
| The preamble on the phone is frustrating  |
| A bigger percentage of bookable appointments  |
| When a doctor wants to see you the appointment should be automatic - not phone on the day |
| Friendlier reception staff  |
| Had good service  |
| Access to a nurse appointment easier  |
| Continuity with the same dr   |
| Widen the doors to allow w heelchairs   |
| Appt on day -see a dr you trust-Receptionists to smile occasionally                       |
| Car parking   |
| Answer the phone faster   |
| To see my ow n Gp-Annual checkups- Blood results over the phone                           |
| Can never make an appointment   |
| Pre-bookable general appointments   |
| Easier to make appointments   |
| A female doctor available each day  |
| Easier to get through on the phone and being able to book in advance                      |
| More time w ith Gp  |
| Being asked to explain my problem isn't necessary   |

**Demographics**

Demographics of the people responding to the questionnaire

**Q17 - gender of the patient**

| Counts<br>Analysis %<br>Responses |                       |
|-----------------------------------|-----------------------|
| <b>Base</b>                       | <b>110<br/>100.0%</b> |
| <b>Are you male or female?</b>    |                       |
| <b>Male</b>                       | 41<br>37.3%           |
| <b>Female</b>                     | 69<br>62.7%           |

**Q18 Patients age**

| Counts<br>Analysis %<br>Responses |                       |
|-----------------------------------|-----------------------|
| <b>Base</b>                       | <b>105<br/>100.0%</b> |
| <b>How old are you?</b>           |                       |
| <b>Under 18</b>                   | 2<br>1.9%             |
| <b>18 - 24</b>                    | 11<br>10.5%           |
| <b>25 - 34</b>                    | 16<br>15.2%           |
| <b>35 - 44</b>                    | 13<br>12.4%           |
| <b>45 - 54</b>                    | 10<br>9.5%            |
| <b>55 - 64</b>                    | 17<br>16.2%           |
| <b>65 - 74</b>                    | 16<br>15.2%           |
| <b>75 - 84</b>                    | 17<br>16.2%           |
| <b>85 and over</b>                | 3<br>2.9%             |

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**Q19 Ethnicity of patients responding to the questionnaire**

| Counts<br>Analysis %<br>Responses                                   |                       |
|---|-----------------------|
| <b>Base</b>   | <b>107<br/>100.0%</b> |
| <b>What best describes your ethnic group? (e.g. White Britis...</b> |                       |
| <b>White British</b>  | 100<br>93.5%          |
| <b>White Irish</b>  | 2<br>1.9%             |
| <b>Any other white background</b>                                   | 1<br>0.9%             |
| <b>White &amp; Black Caribbean</b>                                  | 1<br>0.9%             |
| <b>White &amp; Black African</b>                                    | 1<br>0.9%             |
| <b>White &amp; Asian</b>  | 1<br>0.9%             |
| <b>Chinese</b>  | 1<br>0.9%             |

**Q20 Patients with a disability**

| Counts<br>Analysis %<br>Responses                     |                       |
|---|-----------------------|
| <b>Base</b>   | <b>105<br/>100.0%</b> |
| <b>Do you consider yourself to have a disability?</b> |                       |
| <b>Yes</b>  | 26<br>24.8%           |
| <b>No</b>   | 79<br>75.2%           |