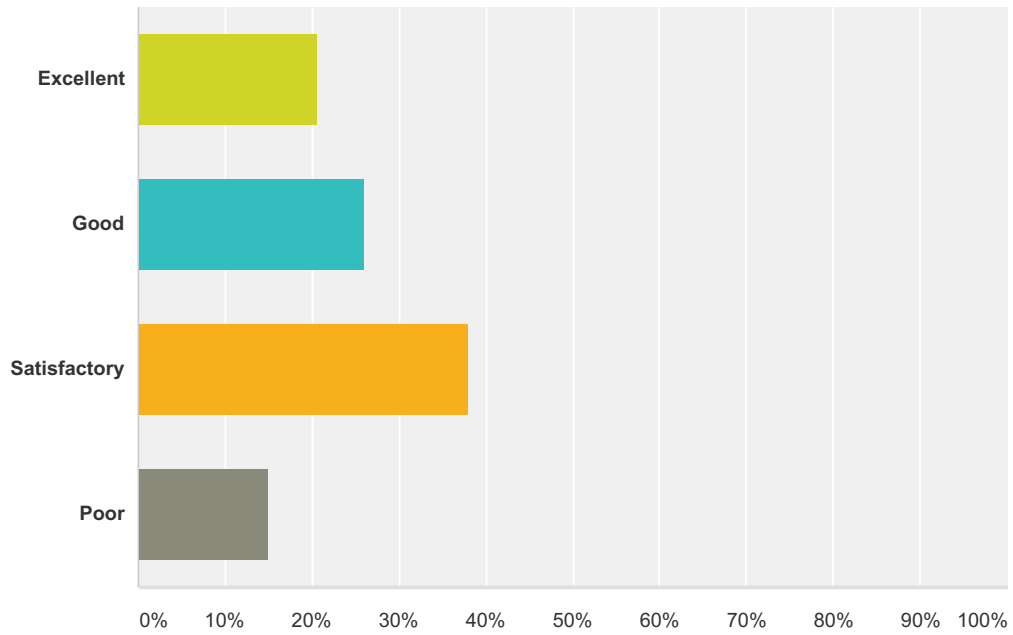


Q1 How have you found our on the day telephone triage system?

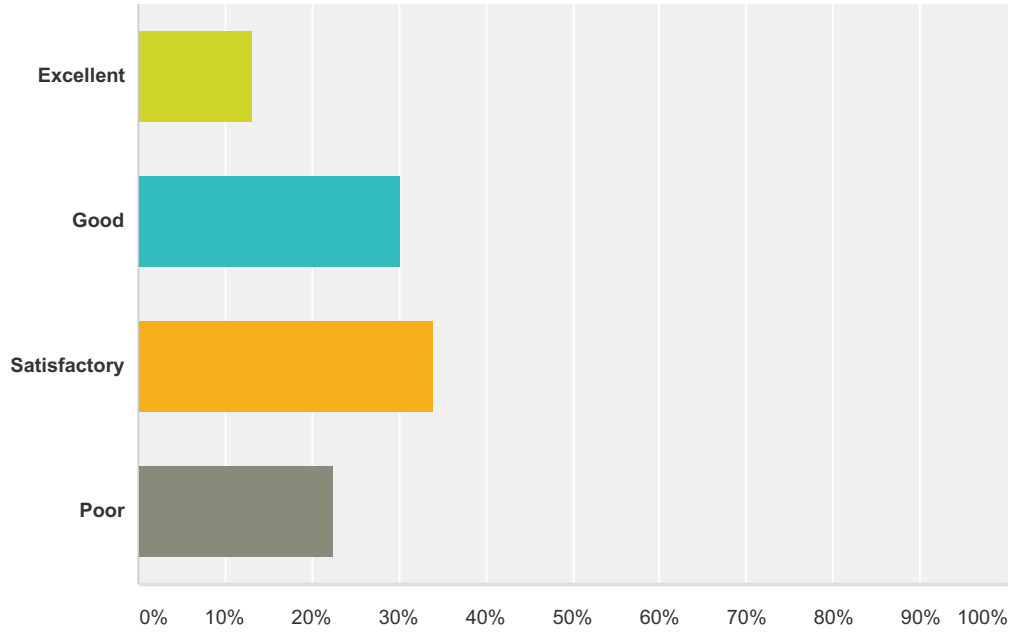
Answered: 126 Skipped: 7



Answer Choices	Responses	Count
Excellent	20.63%	26
Good	26.19%	33
Satisfactory	38.10%	48
Poor	15.08%	19
Total		126

Q2 How easy has it been to get through on the telephone bearing in mind we ask for patients to call between 8-10am for urgent on the day problems?

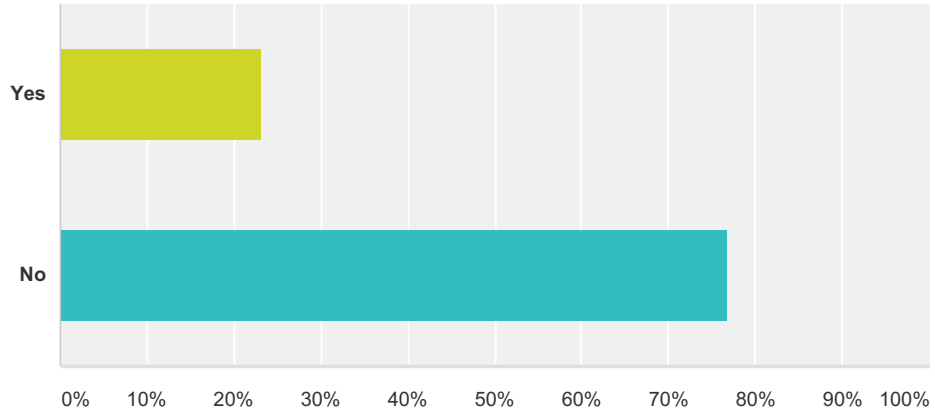
Answered: 129 Skipped: 4



Answer Choices	Responses
Excellent	13.18% 17
Good	30.23% 39
Satisfactory	34.11% 44
Poor	22.48% 29
Total	129

Q3 Did you realise we have two late surgeries in the evening (6-8pm) every week and early morning bookable telephone consultations (7.30-8am)? Have you used these and do you have any comments?

Answered: 129 Skipped: 4



Answer Choices	Responses
Yes	23.26% 30
No	76.74% 99
Total	129

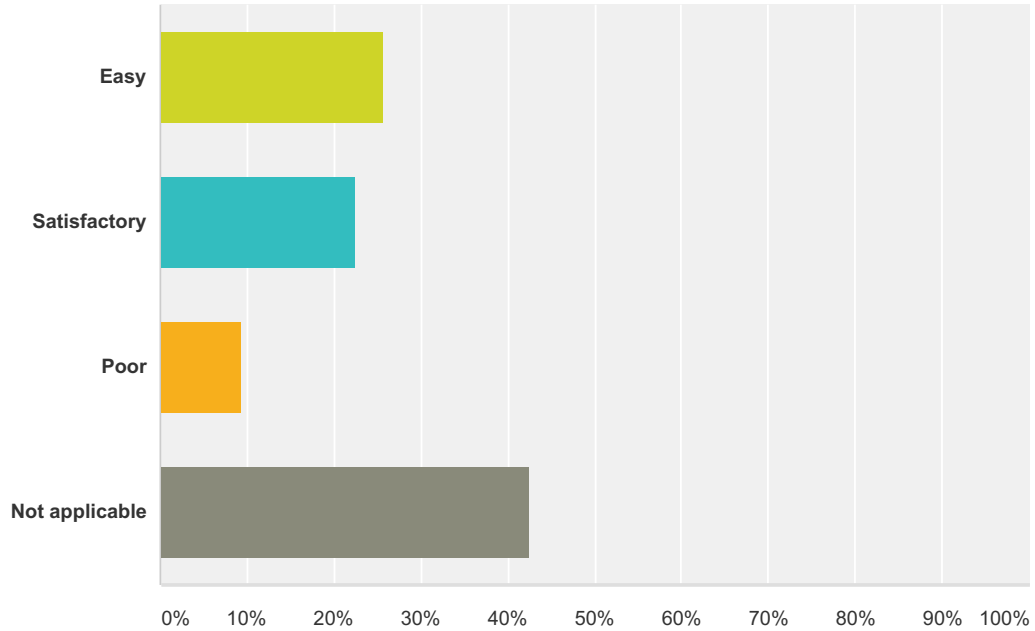
#	Comments	Date
1	lates fit in with working hours	2/3/2015 3:55 AM
2	Never heard about it	2/3/2015 1:46 AM
3	Didn't know	2/3/2015 1:44 AM
4	Not aware of these surgeries	2/3/2015 1:44 AM
5	if you are open at 8am why do you not start taking calls til 8.15 on average?	2/3/2015 1:43 AM
6	good if you need it at that time of night	2/3/2015 1:41 AM
7	Have been satisfied with my calls	2/3/2015 1:39 AM
8	I realise how busy the staff are	2/3/2015 1:36 AM
9	Did not know	2/3/2015 1:35 AM
10	Didn'y know about and haven't used- Good to know	2/3/2015 1:35 AM
11	never knew you could call between 7.20-8	2/3/2015 1:34 AM
12	Never explained to me	2/3/2015 1:33 AM
13	brilliant	2/3/2015 1:30 AM
14	But you can never get an appointment	2/2/2015 12:23 AM
15	Did not know- when are they	1/28/2015 6:14 AM

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16	Great help thanks	1/27/2015 1:05 PM
17	That's never been explained	1/15/2015 11:58 AM
18	Thank you they really help as it is hard for my husband to get time off work in the usual surgery hours	1/15/2015 4:46 AM
19	No I did not know, I have never been offered a late appointment. Woking in London it's difficult to get back, but could make the late, if I knew it was available.	1/13/2015 2:04 PM
20	Would not mind attending in the evening if an appointment was offered.	1/12/2015 5:19 AM
21	Was never informed of this even when I asked the office hours over the phone one day.	1/11/2015 4:33 AM
22	Very impersonal a Doctor should need to see you face to face not prescribe over the phone.	1/9/2015 8:39 AM
23	However it has been impossible for myself or members of my family to secure one of these appointments	1/9/2015 7:11 AM
24	I was not aware.	1/9/2015 7:00 AM
25	Not really necessary for retired people	1/9/2015 6:47 AM
26	Was not aware of these times.	1/5/2015 7:44 AM
27	I did n't realise and haven't therefore used them.	1/2/2015 3:43 AM
28	Was not aware of the early morning appointments. Perhaps you should send out text messages or emails	12/24/2014 12:47 PM
29	Being in my nineties I'm hardly likely to use these facilities, but think it's an excellent idea.	12/21/2014 2:16 AM
30	Have not needed to	12/18/2014 11:36 AM
31	Still very difficult to get an appointment though	12/18/2014 11:24 AM
32	Sorry i did not But the last 4 times i have been to the FMG the television was not on in the waitng area which i understand was going to show this infomation .Although your website does show the times .	12/18/2014 4:37 AM
33	Don't like telephone consultations full stop	12/18/2014 2:19 AM

Q4 How easy has it been to arrange your asthma, diabetes reviews or any other chronic disease management?

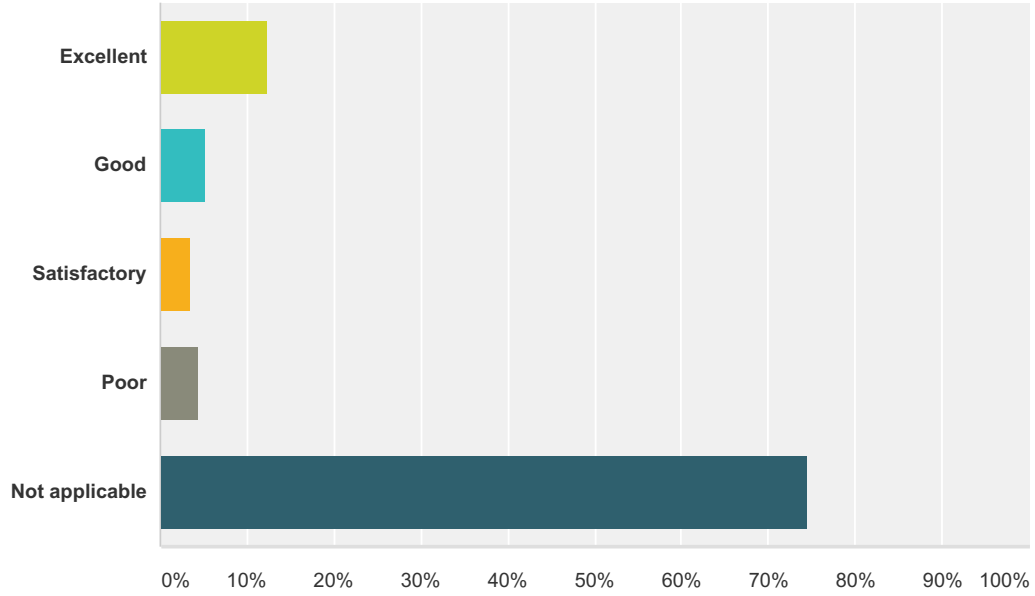
Answered: 129 Skipped: 4



Answer Choices	Responses
Easy	25.58% 33
Satisfactory	22.48% 29
Poor	9.30% 12
Not applicable	42.64% 55
Total	129

Q5 If you are diabetic how have you found the support of our staff with your ongoing care plan?

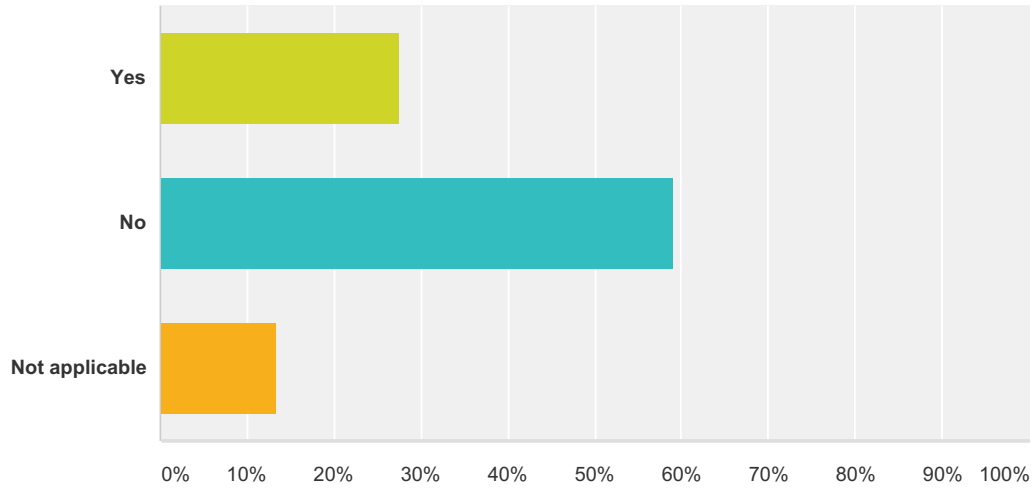
Answered: 114 Skipped: 19



Answer Choices	Responses	
Excellent	12.28%	14
Good	5.26%	6
Satisfactory	3.51%	4
Poor	4.39%	5
Not applicable	74.56%	85
Total		114

Q6 Have you been asked by your local pharmacy to nominate them for our new electronic prescribing service? (If not please ask your pharmacy when you next visit)

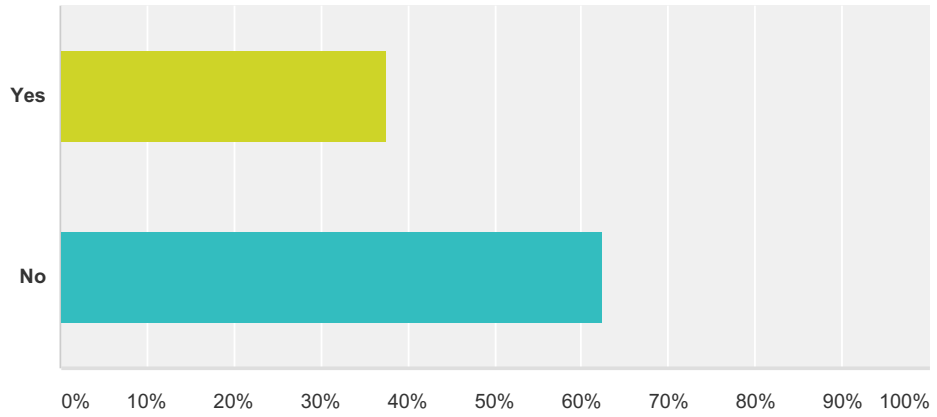
Answered: 120 Skipped: 13



Answer Choices	Responses	
Yes	27.50%	33
No	59.17%	71
Not applicable	13.33%	16
Total		120

Q7 Have you visited our new website?

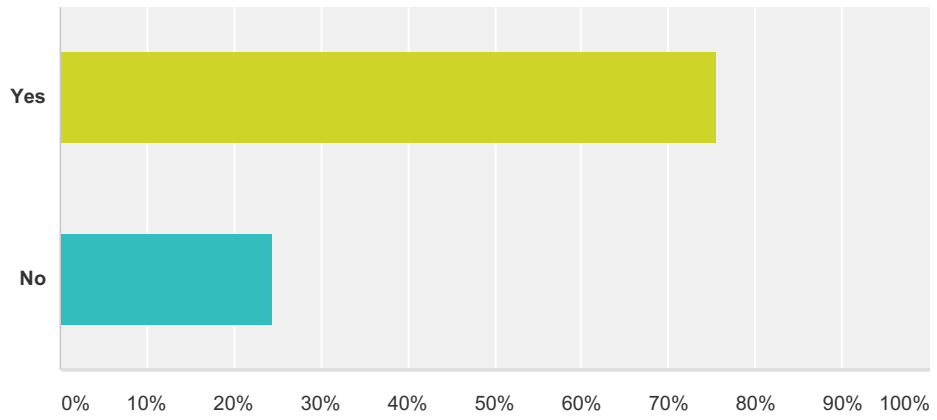
Answered: 125 Skipped: 8



Answer Choices	Responses	
Yes	37.60%	47
No	62.40%	78
Total		125

Q8 Do you find our new website more user friendly?

Answered: 53 Skipped: 80



Answer Choices	Responses
Yes	75.47% 40
No	24.53% 13
Total	53

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Q9 Is there anything further we can add to our website?

Answered: 21 Skipped: 112

#	Responses	Date
1	Nothing I can think of right now	2/3/2015 1:36 AM
2	never used	2/3/2015 1:33 AM
3	remember a lot of elderly people do not have the facilities and so need other lines of communication	1/28/2015 6:15 AM
4	Online appointment booking, used before at my previous GP practise	1/27/2015 12:15 PM
5	Booking appointments up to three weeks in advance for non urgent cases would be great	1/15/2015 4:47 AM
6	N a	1/15/2015 12:50 AM
7	Information regarding any Minor Injuries Unit in our area	1/14/2015 6:37 AM
8	Appointment booking facility please	1/11/2015 7:54 AM
9	No	1/11/2015 4:34 AM
10	No you seem to have covered most eventualities	1/9/2015 8:40 AM
11	It fills me with dread when I need to ring to make an appointment when I am poorly. First you have to negotiate the phone system then the receptionist and finally you have to wait by the phone for upto 2 hrs for a doctor to call. This results in high stress levels and this doesn't help when you already have a heart condition that is made worse by stress.	1/9/2015 7:17 AM
12	Will have a look at it.	1/9/2015 7:01 AM
13	more information regarding the Doctor's medical/surgical experience/preferences. comment on 4 I made an appointment as soon as I received my annual invitation. I did not appreciate a letter telling me I had not attended. I saw Perdi about this and she apologised and said there were so many letters to send out(1000?) she could not check individual s this I accept. However when an appointment is made cannot this be logged on the patient's notes - I have been asked to see certain care assistants because there is a problem taking my blood. I took the first appointment offered me. comments on 6 I do not wish to use this system as my requirements vary.	1/2/2015 3:43 AM
14	why take ongoing medications off prescription list which then has to be reinstated.	12/27/2014 12:25 PM
15	n/a	12/21/2014 2:16 AM
16	we could actually see a Doctor rather than just deal over the phone which is unacceptable	12/18/2014 1:52 PM
17	On line bookings	12/18/2014 11:24 AM
18	infomation to clearly show what this electronic prescribing service means. has the meetings been stopped ?	12/18/2014 4:37 AM
19	Not that I can think of, it covers all the information that i have needed.	12/18/2014 2:48 AM
20	e-mail addresses?	12/18/2014 2:20 AM
21	Nothing springs to mind	12/18/2014 2:07 AM