

Brook Medical Centre

Appointments Survey 2014 Report

Dear Patient,

We understand that it is often difficult to get through to the surgery on the telephone. Since April 2013 this has been due to technical changes and faults which we have been trying to solve with BT to provide a better service for you.

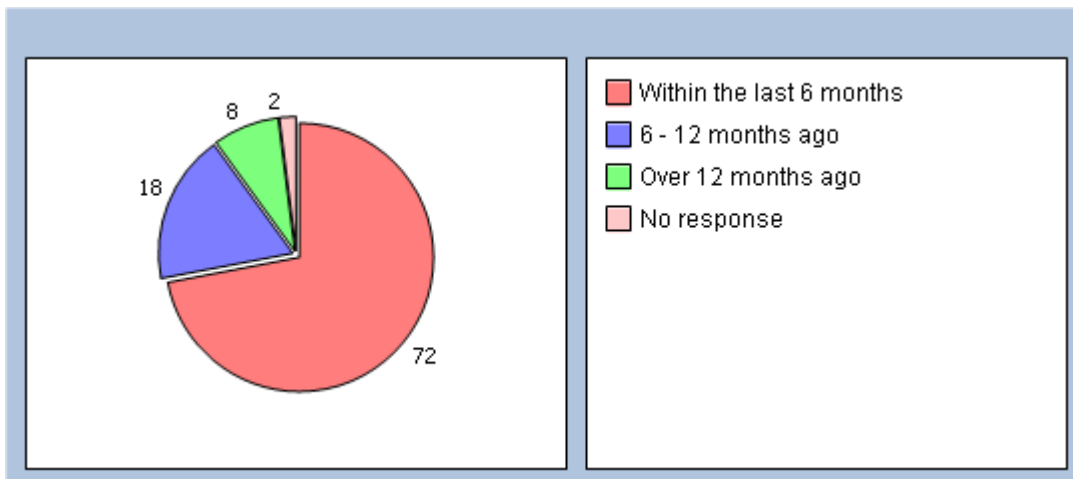
At the end of November 2013, we implemented another solution and it seems that this has gone some way to giving better access to the surgery on the telephone. We hope that you are starting to experience the improvements.

At the same time, we have tried to implement an automated service for checking and cancelling appointments on a 24/7 basis. We hope to expand this service over the coming months to include booking appointments.

Many thanks for agreeing to take this survey about the appointment system. We will publish the results on the website and a display in the Waiting Room.

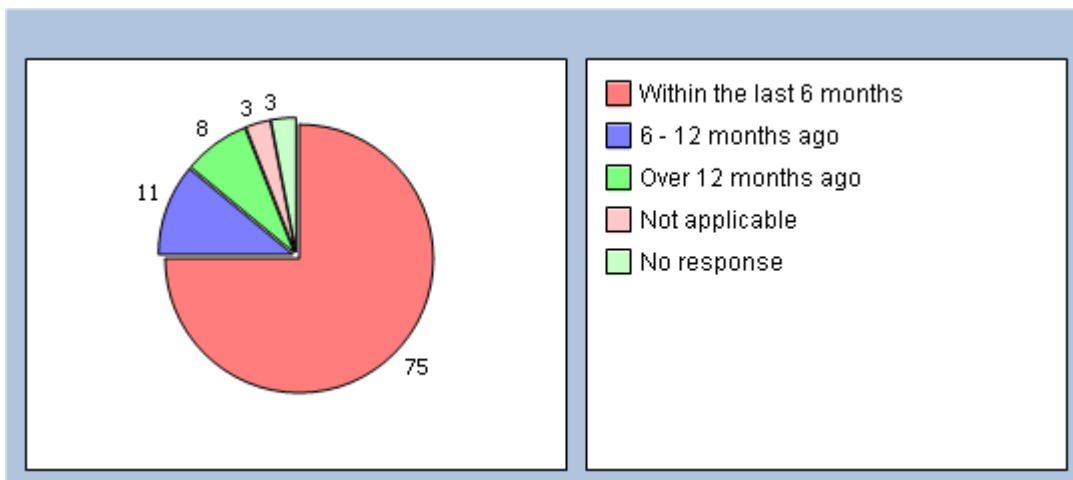
Q1: When did you last visit your GP?

Within the last 6 months 72%	Over 12 months ago 8%	No response 2%
6 - 12 months ago 18%	Not applicable 0%	



Q2: When did you last contact the surgery by phone?

Within the last 6 months 75%	Over 12 months ago 8%	No response 3%
6 - 12 months ago 11%	Not applicable 3%	

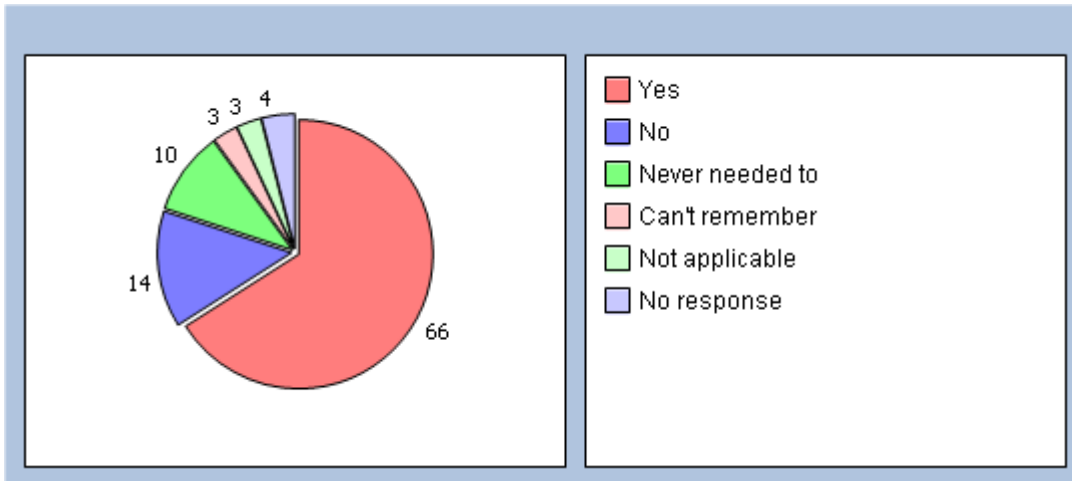


LENGTH OF TIME WAITED FOR AN APPOINTMENT

If you need to be seen **urgently** we will try our best to give you an appointment on the same day, or within 24 hours. This appointment might not be with your regular doctor/nurse.

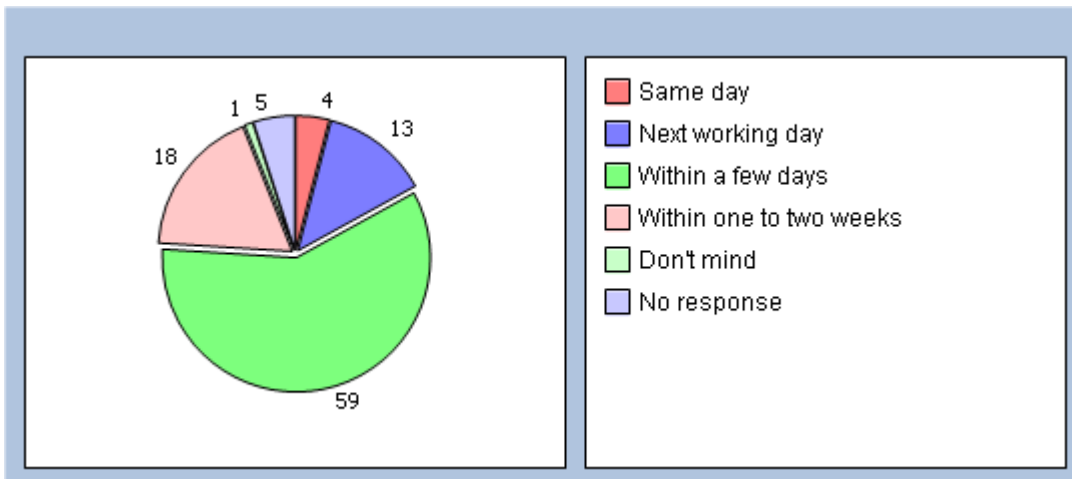
Q3. If you need an urgent appointment are you usually seen within 24 hours?

Yes 66%	Never needed to 10%	Not applicable 3%
No 14%	Can't remember 3%	No response 4%



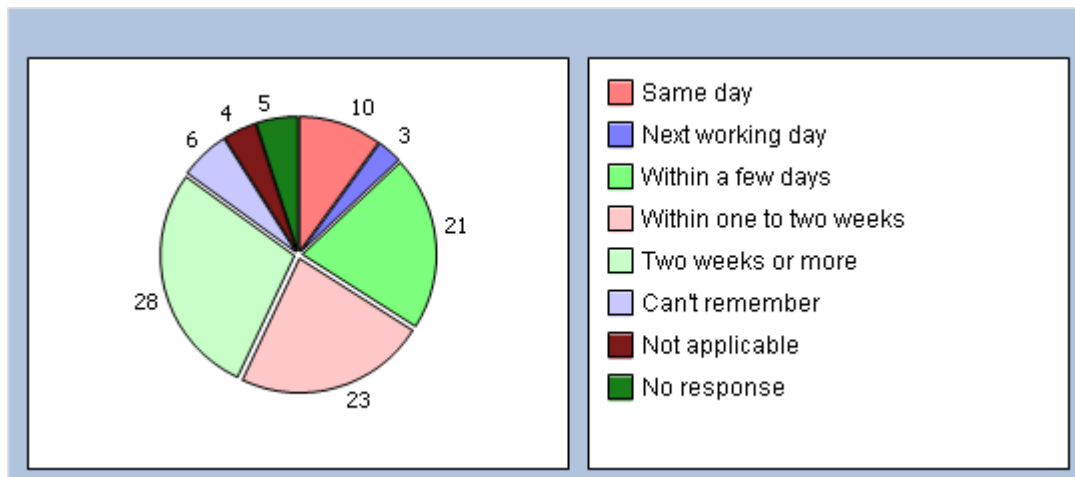
Q4: If you want to make a non-urgent appointment with a GP, what do you consider to be a reasonable length of time to wait?

Same day 4%	Within one to two weeks 18%	No response 5%
Next working day 13%	Don't mind 1%	
Within a few days 59%	Not applicable 0%	



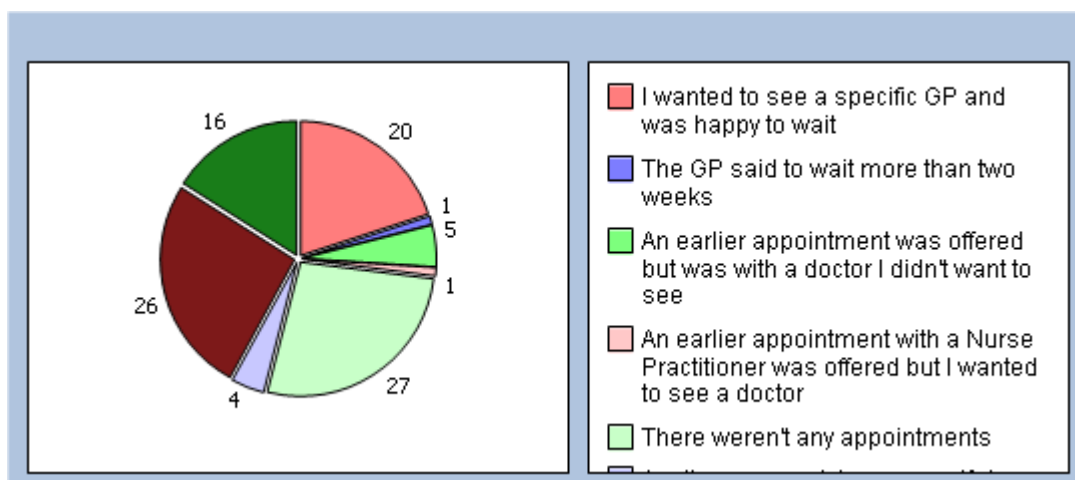
Q5: The last time you made a non-urgent appointment which of the following applied to you? Did you get an appointment:

Same day 10%	Within one to two weeks 23%	Not applicable 4%
Next working day 3%	Two weeks or more 28%	No response 5%
Within a few days 21%	Can't remember 6%	



Q6: If you waited two weeks or more, was this because:

I wanted to see a specific GP and was happy to wait 20%
The GP said to wait more than two weeks 1%
An earlier appointment was offered but was with a doctor I didn't want to see 5%
An earlier appointment with a Nurse Practitioner was offered but I wanted to see a doctor 1%
There weren't any appointments 27%
Another reason (please specify in the box below) 4%
Not applicable 26%
No response 16%



APPOINTMENT WITH

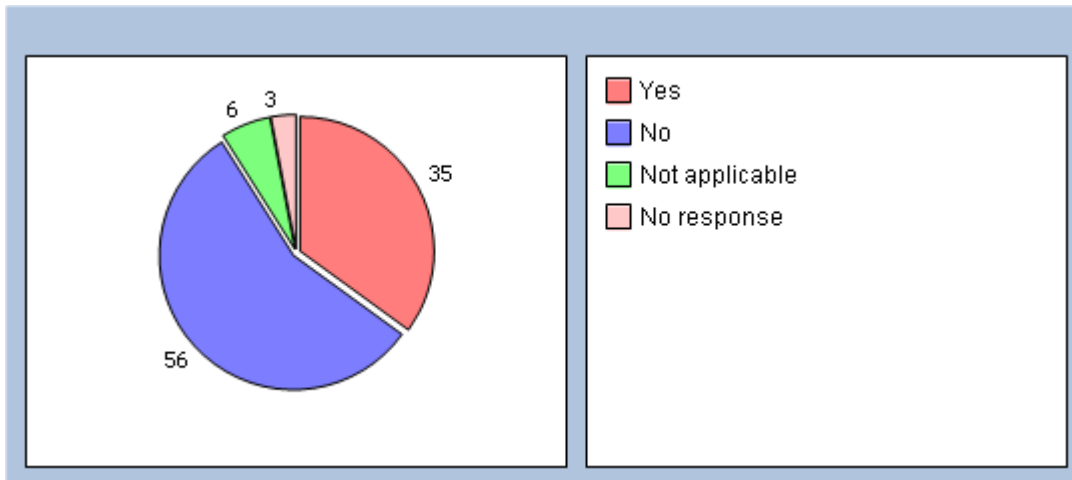
Q7: At your last non-urgent appointment, did you ask to see a specific doctor?

Yes 35%

Not applicable 6%

No 56%

No response 3%



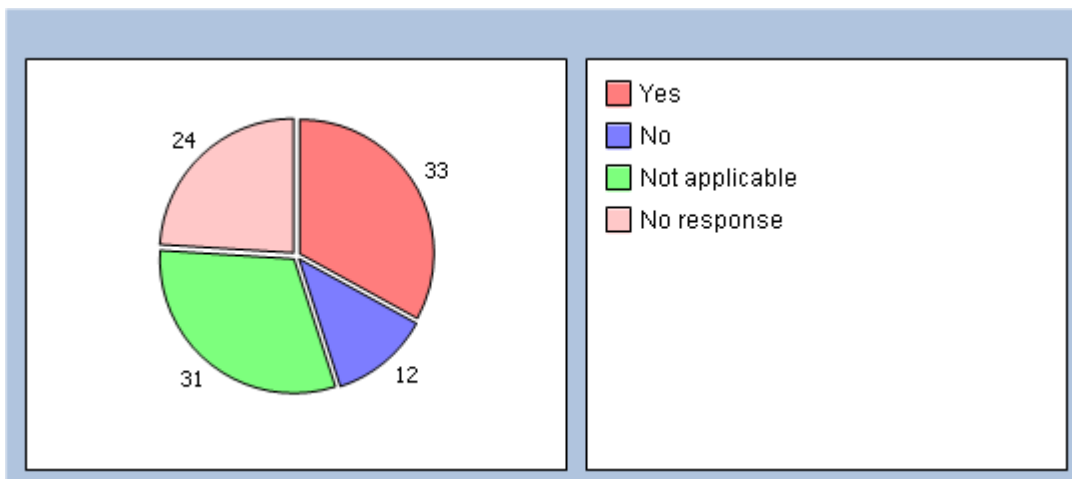
Q8: If yes, were you willing to wait longer to get an appointment with that specific doctor?

Yes 33%

Not applicable 31%

No 12%

No response 24%

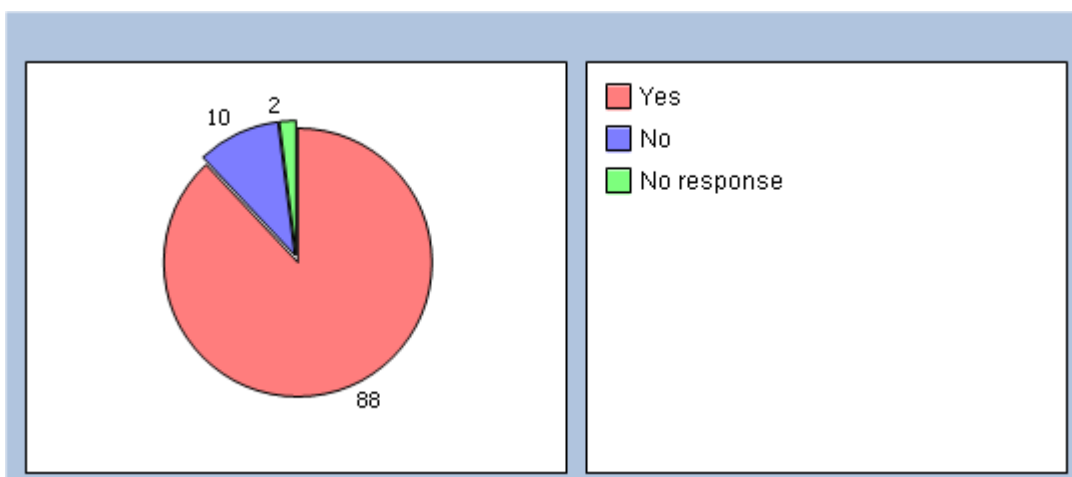


Q9. Are you aware that our Nurse Practitioners are able to diagnose minor illnesses and ailments, and prescribe medication such as antibiotics?

Yes 88%

No 10%

No response 2%

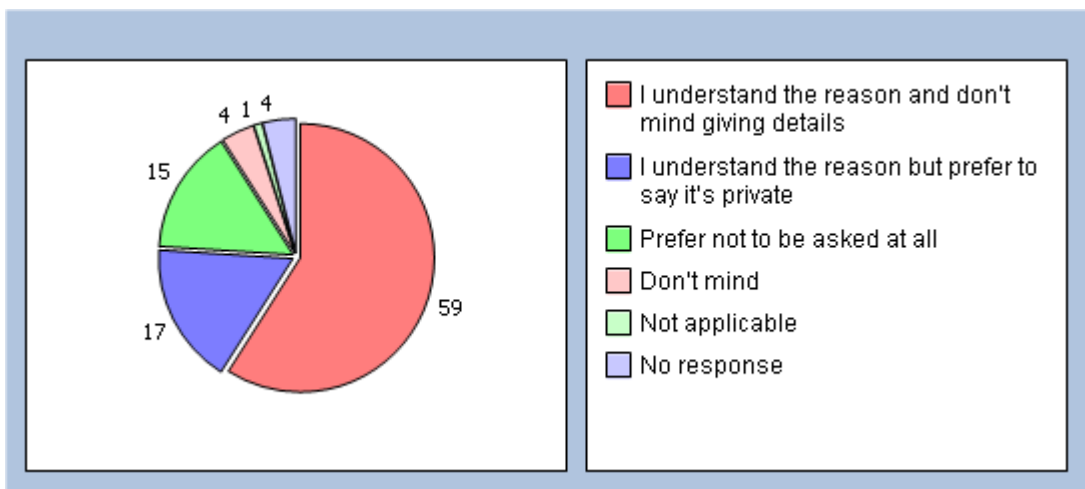


Previous surveys have found that a significant number of GP appointments were taken up with ailments or enquiries that could have been more appropriately seen by a Nurse Practitioner, Practice Nurse, or Healthcare Assistant (HCA), or could have been dealt with by phone.

As a result, the Partners (Dr Parkinson and Dr Gilby) have set down the policy that receptionists ask patients the reason for their appointment request so that they can be directed to the most appropriate clinician. Patients can always say it is a private matter if they prefer.

Q10. Taking this into consideration, how do you feel about receptionists asking about the reason for your appointment:

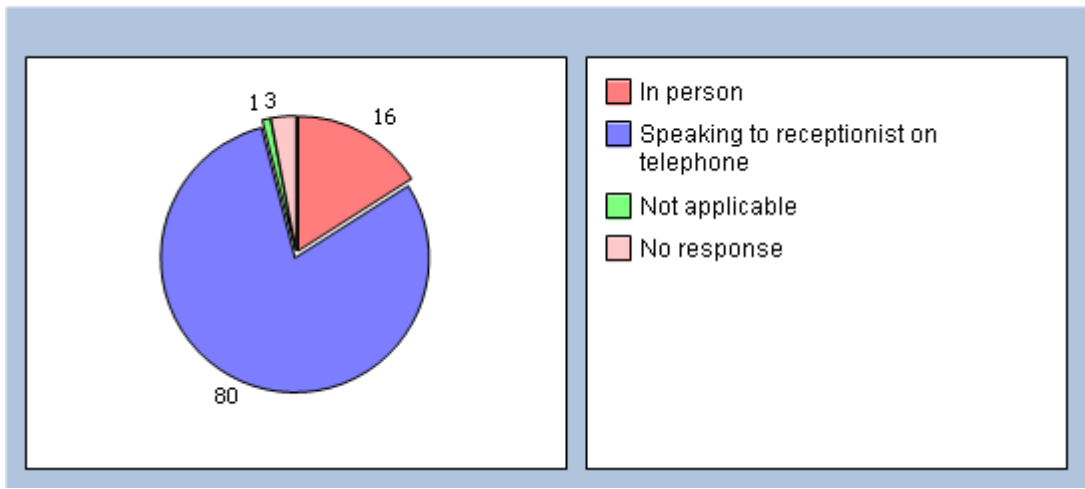
- I understand the reason and don't mind giving details 59%
- I understand the reason but prefer to say it's private 17%
- Prefer not to be asked at all 15%
- Don't mind 4%
- Not applicable 1%
- No response 4%



METHODS FOR MAKING APPOINTMENTS

Q11. What is the usual method that you make an appointment?

- In person 16%
- Speaking to receptionist on telephone 80%
- Not applicable 1%
- No response 3%



Q12. How would you prefer to make an appointment?

In person 13%

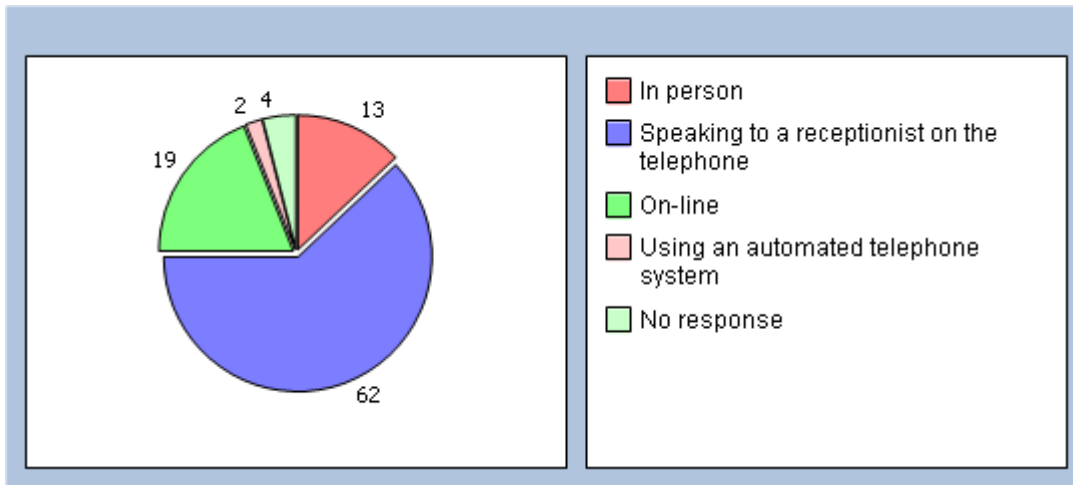
Speaking to a receptionist on the telephone 62%

On-line 19%

Using an automated telephone system 2%

Not applicable 0%

No response 4%



We have recently installed an automated telephone system to enable you to check and cancel times of appointments, both in surgery hours and outside them. For this to work, and also to enable us to contact you if necessary, we need your current telephone number.

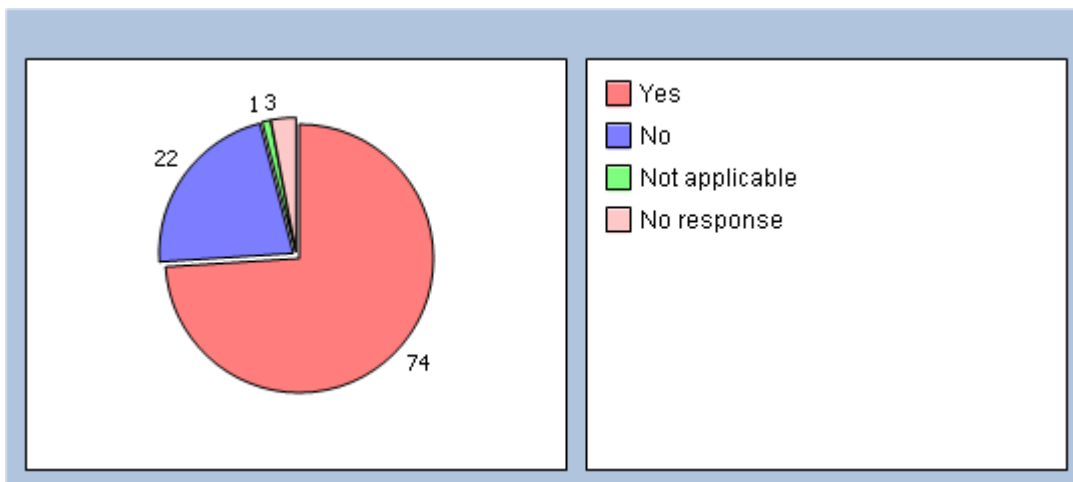
Q13. Do you know if the surgery has your current number on record (both mobile and/or land line)?

Yes 74%

Not applicable 1%

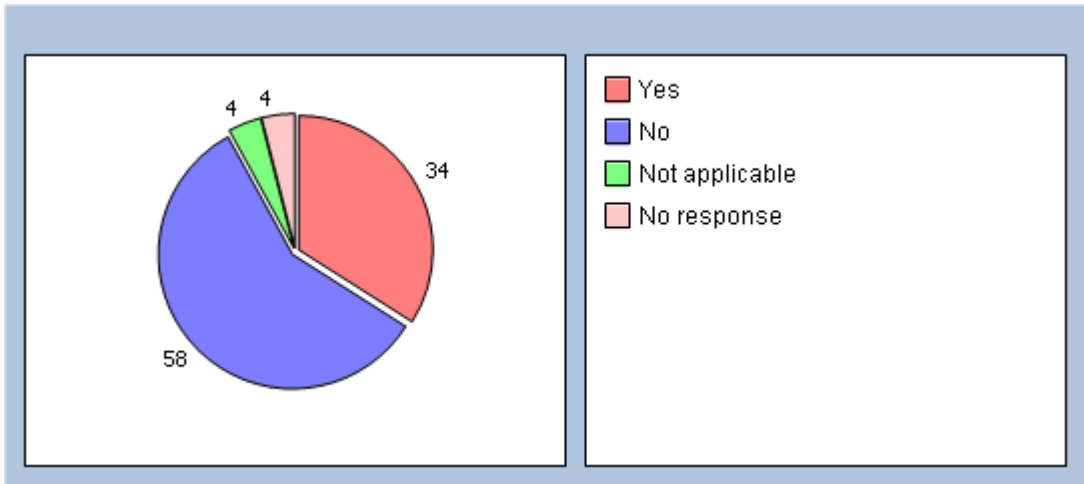
No 22%

No response 3%



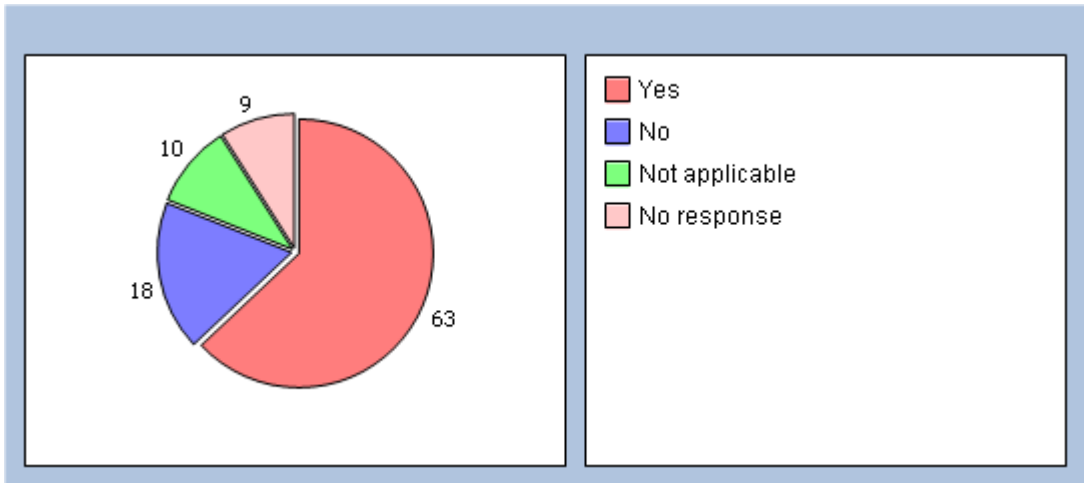
Q14. Have you recently been asked by a receptionist what your current telephone number is?

Yes 34% Not applicable 4%
 No 58% No response 4%



Q15. If you have a mobile phone, would you like the surgery to send a text message to your mobile to remind you of an appointment?

Yes 63% Not applicable 10%
 No 18% No response 9%



TELEPHONE CONSULTATIONS

We do not currently run routine clinics for telephone consultations, but they are a possibility in the future. The majority of consultations done over the phone are by the Nurse Practitioners in the Emergency Access Clinics.

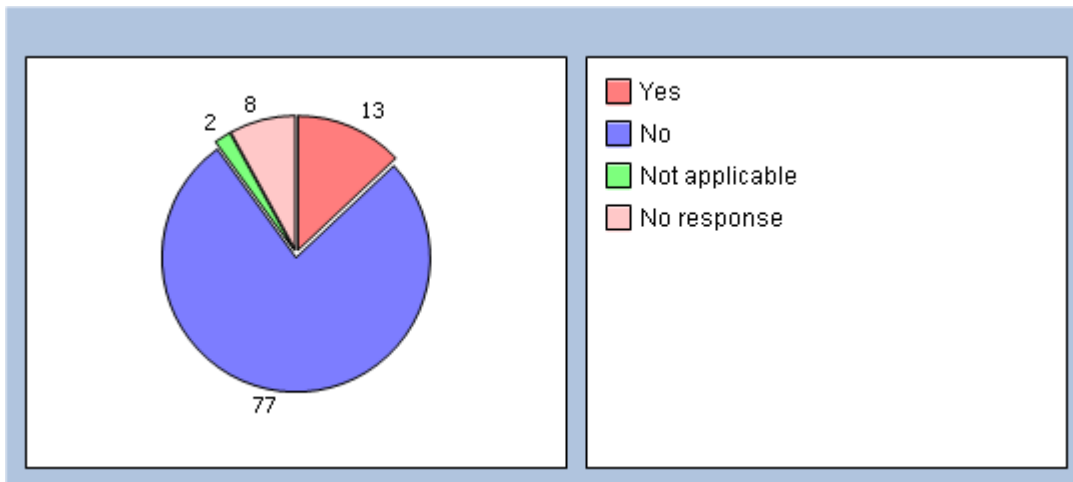
Q16. Have you ever had a telephone consultation?

Yes 13%

Not applicable 2%

No 77%

No response 8%



Q17. Were you satisfied with the process, rather than seeing someone face-to-face?

Very satisfied 6%

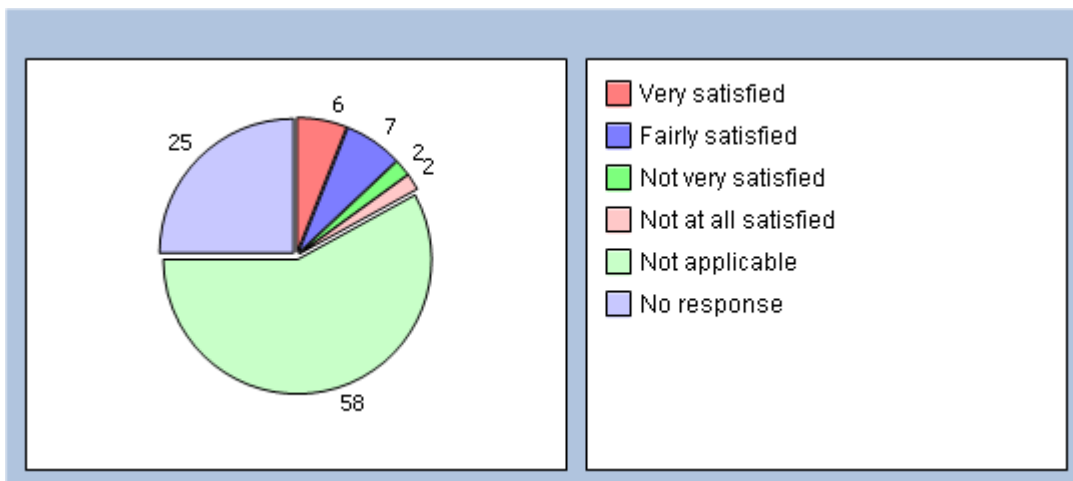
Not very satisfied 2%

Not applicable 58%

Fairly satisfied 7%

Not at all satisfied 2%

No response 25%



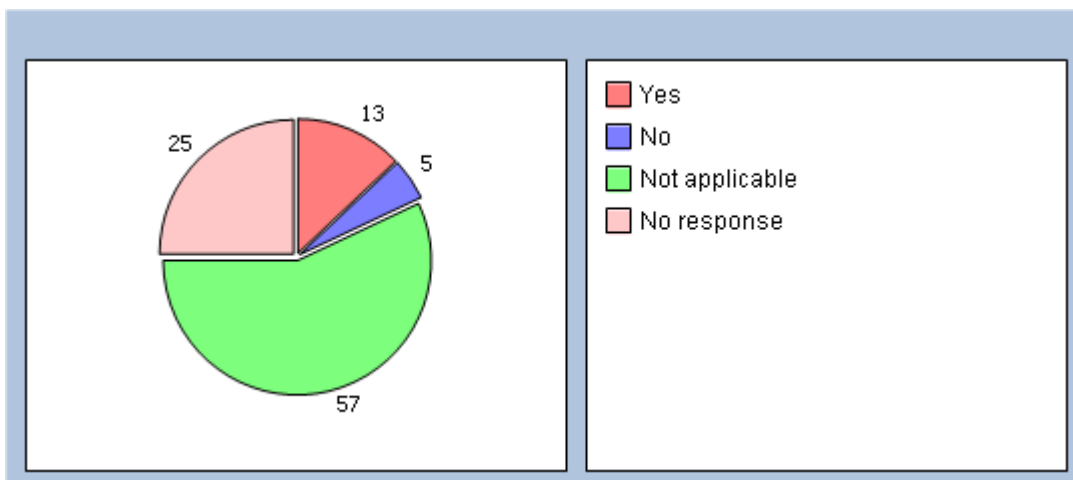
Q18. Following the telephone consultation, did you still need to be seen?

Yes 13%

Not applicable 57%

No 5%

No response 25%



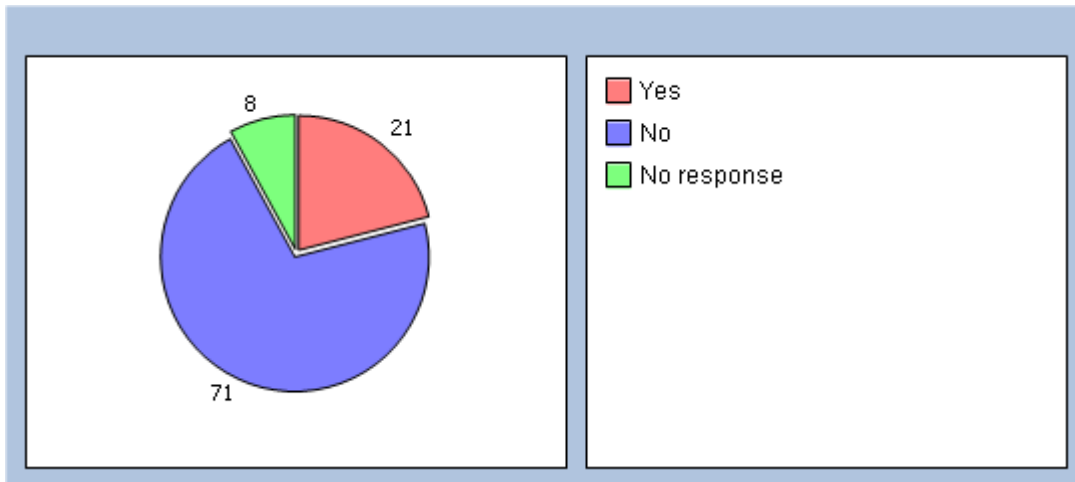
CANCELLED APPOINTMENTS

Q19. Have you cancelled an appointment in the last six months?

Yes 21%

No 71%

No response 8%



Q20. If you needed to cancel an appointment, how did you do it?

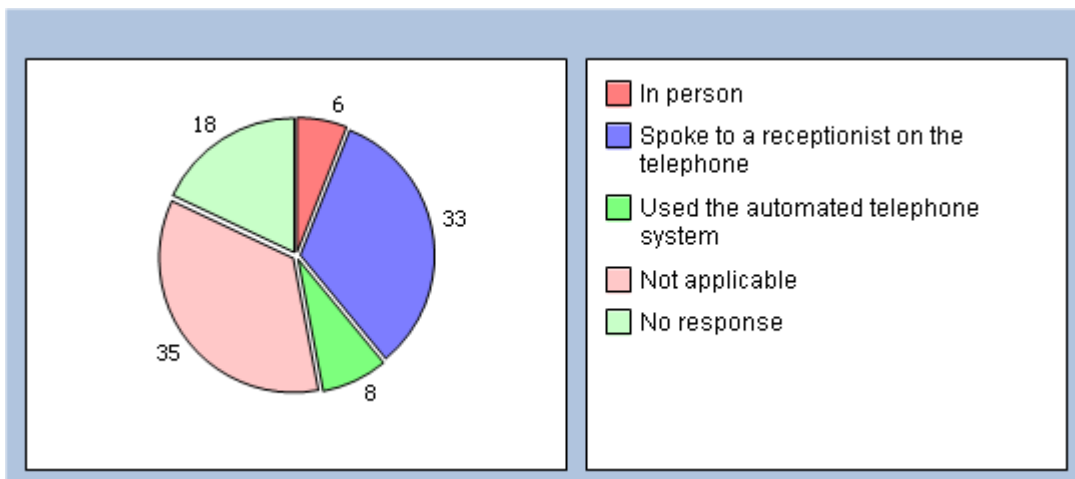
In person 6%

Spoke to a receptionist on the telephone 33%

Used the automated telephone system 8%

Not applicable 35%

No response 18%

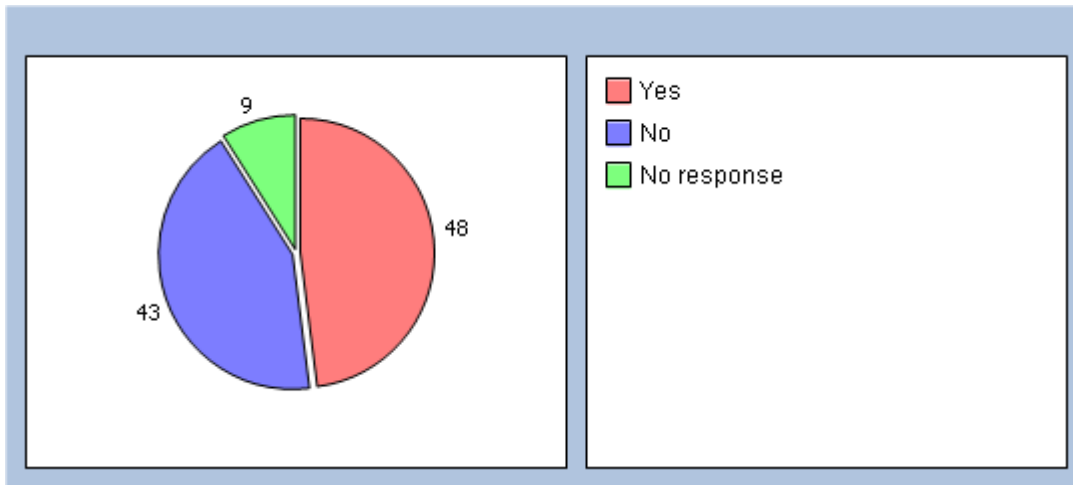


Q21. Were you aware that you can cancel an appointment using the automated telephone system at any time, day or night?

Yes 48%

No 43%

No response 9%

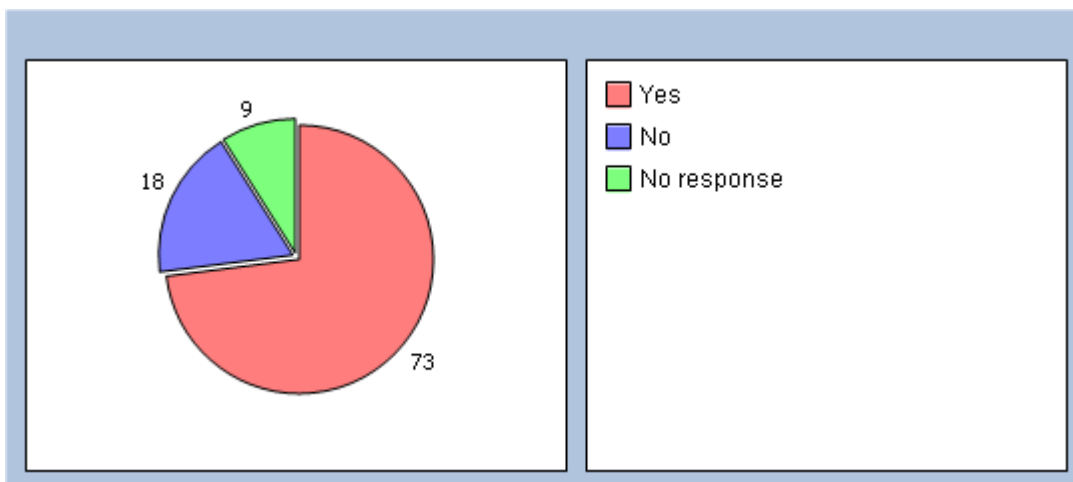


Q22. The automated telephone system allows you to check an appointment time, or cancel an appointment, at any time, day or night? Is this something you would use?

Yes 73%

No 18%

No response 9%



DNA APPOINTMENTS

A Did Not Attend (DNA) appointment is one that the patient has not attended and has not informed the surgery, or has informed the surgery too late for the appointment to be re-booked for someone else. We acknowledge that anyone can miss the occasional appointment due to unforeseen circumstances, but there are patients who persistently miss all of their appointments

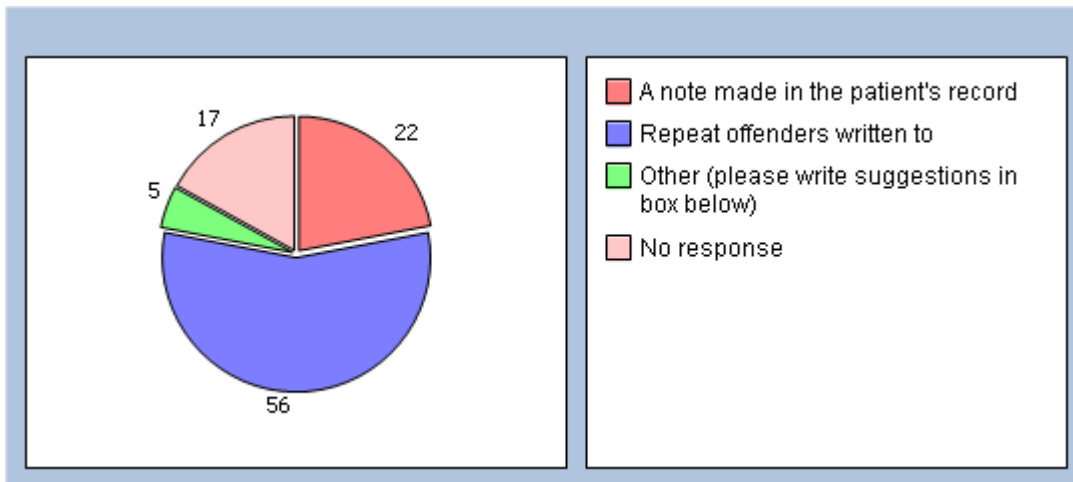
Q23. How do you think repeatedly missed appointments should be handled?

A note made in the patient's record 22%

Other (please write suggestions in box below) 5%

Repeat offenders written to 56%

No response 17%



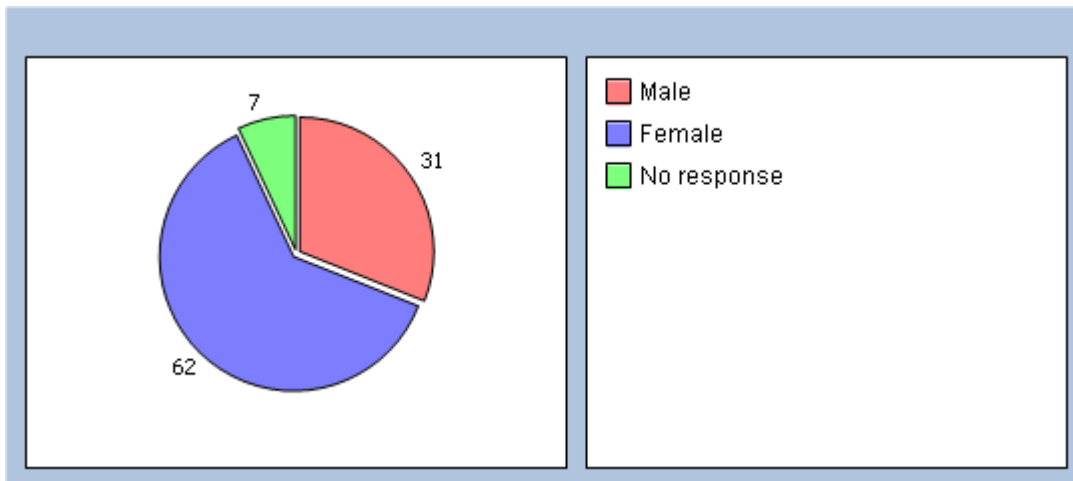
To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

Male 31%

Female 62%

No response 7%



What age are you?

Under 16 1%

35 - 44 12%

65 - 74 14%

No response 8%

17 - 24 7%

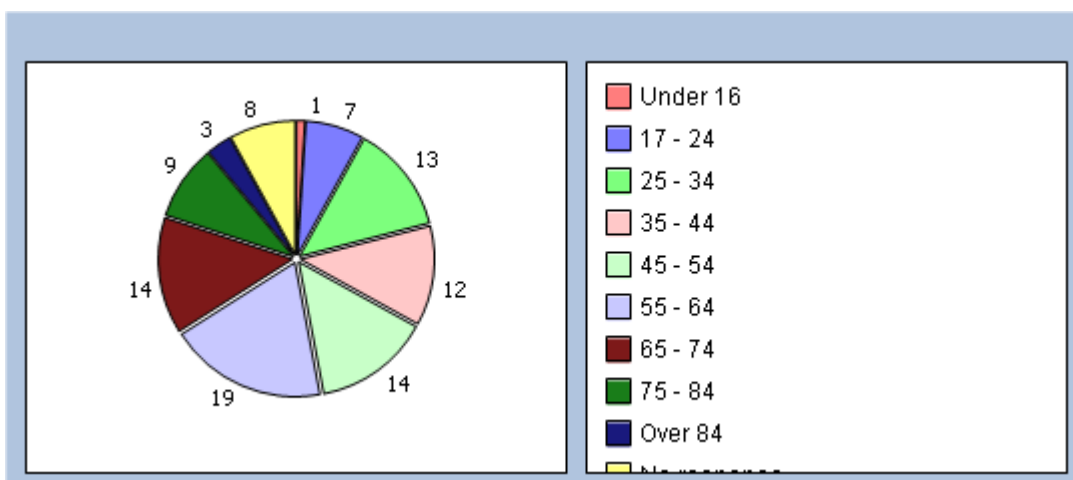
45 - 54 14%

75 - 84 9%

25 - 34 13%

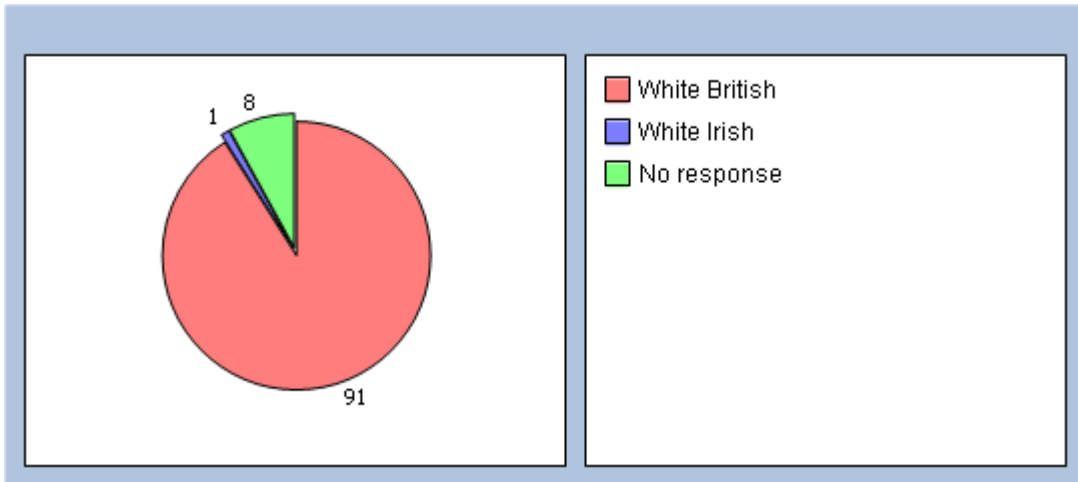
55 - 64 19%

Over 84 3%



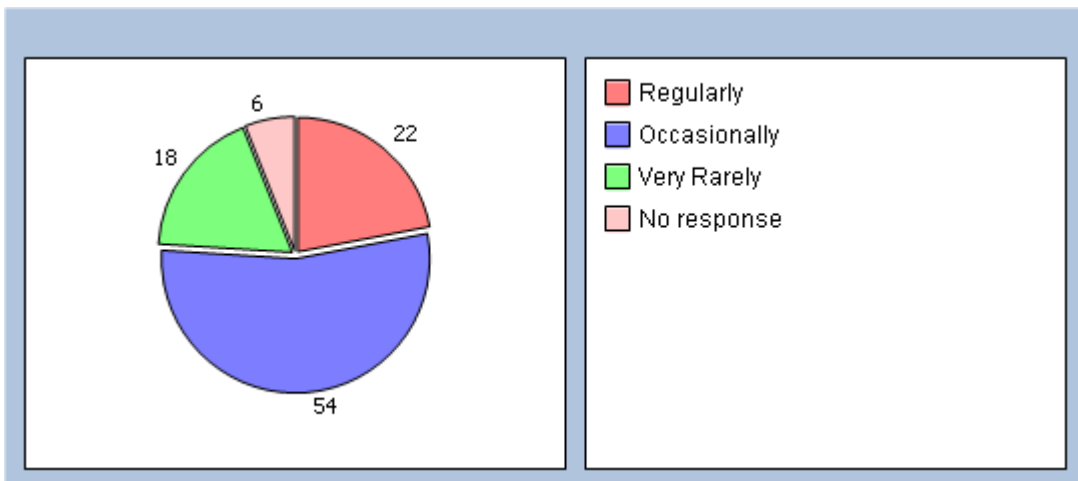
What is the ethnic background with which you most identify?

White British 91%	Mixed White & Black Asian 0%	Black African 0%
White Irish 1%	Indian 0%	Chinese 0%
Mixed White & Black	Pakistani 0%	Other 0%
Caribbean 0%	Bangladeshi 0%	No response 8%
Mixed White & Black African 0%	Black Caribbean 0%	



How would you describe how often you come to the practice?

Regularly 22%	Very Rarely 18%
Occasionally 54%	No response 6%



Many thanks for your time in answering the questions on this survey.