

## Patient Survey June 2017 - Results

### 1. What type of clinician is your appointment with today?

GP	61%
Nurse Practitioner	15%
Practice Nurse	12%
Other	12%

### 2. When did you book your appointment?

Today	44%
Yesterday	11%
2 or more days ago	45%

### 3. If you phoned to make your appointment, how easy was it to get through?

Very Easy	25%	65% (Very Easy + Fairly Easy)
Fairly Easy	40%	
Not Easy	17%	35% (Not Easy + Difficult)
Difficult	18%	

### 4. When making your appointment, how helpful was the person you dealt with?

Very Helpful	65%	93% (Very Helpful + Fairly Helpful)
Fairly Helpful	28%	
Not Very Helpful	5%	7% (Not Very Helpful + Very Unhelpful)
Very unhelpful	2%	

### 5. How satisfied are you with the date and time of the appointment you were given?

#### 5.1 All Appointments (GP, Nurse Practitioner, Nurse, etc..)

Very Satisfied	56%	88% (Very Satisfied + Satisfied)
Satisfied	32%	
Not Very Satisfied	8%	12% (Not Very Satisfied + Not Satisfied at All)
Not Satisfied at All	4%	

#### 5.2 All GP Appointments

Very Satisfied	54%	88% (Very Satisfied + Satisfied)
Satisfied	34%	
Not Very Satisfied	7%	12% (Not Very Satisfied + Not Satisfied at All)
Not Satisfied at All	5%	

### 5.3 GP Advance Appointments Only

Very Satisfied	41%	83% (Very Satisfied + Satisfied)
Satisfied	42%	
Not Very Satisfied	5%	17% (Not Very Satisfied + Not Satisfied at All)
Not Satisfied at All	12%	

## 6. Overall, how satisfied were you with arrangements for making your appointment?

### All Appointments (GP, Nurse Practitioner, Nurse, etc..)

Very Satisfied	37%	84% (Very Satisfied + Satisfied)
Satisfied	47%	
Not Very Satisfied	10%	16% (Not Very Satisfied + Not Satisfied at All)
Not Satisfied at All	6%	

### All GP Appointments

Very Satisfied	37%	82% (Very Satisfied + Satisfied)
Satisfied	45%	
Not Very Satisfied	11%	18% (Not Very Satisfied + Not Satisfied at All)
Not Satisfied at All	7%	

### GP Advance Appointments Only

Very Satisfied	33%	74% (Very Satisfied + Satisfied)
Satisfied	41%	
Not Very Satisfied	14%	26% (Not Very Satisfied + Not Satisfied at All)
Not Satisfied at All	12%	

## 7. How do you rate the arrangements for checking in for your appointment today?

Very Good	53%	84% (Very Good + Good)
Good	31%	
Adequate	14%	14% (Adequate)
Not Very Good	1%	2% (Not Very Good + Poor)
Poor	1%	

## 8. Comments Made by Several Patients

Stop asking people to call back at 2pm, as this just causes frustration  
I don't like being asked what my medical issue is when making an appointment  
It's difficult to get through by phone at 08:30