

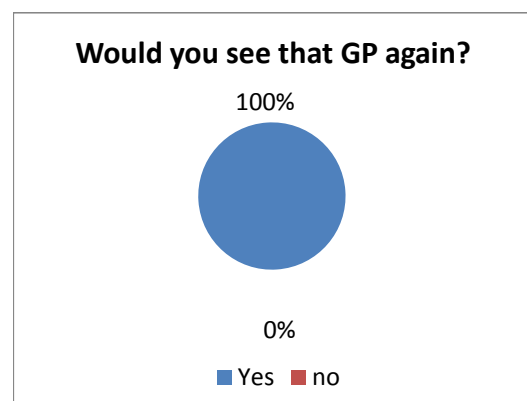
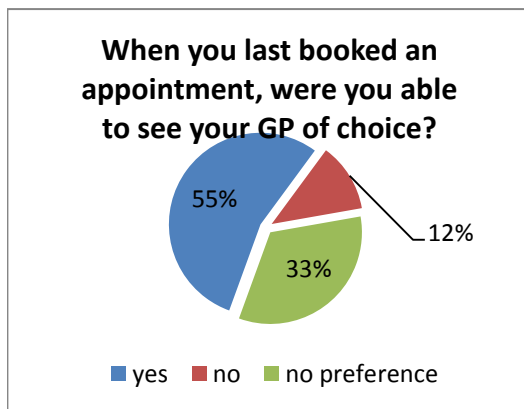
Ashfield Appointments Survey June 2014

Following some poor publicity Ashfield Medical Centre had received on NHS Choices with negative comments having been submitted about the ability to book an appointment and the unpopularity of a particular GP, we decided to undertake a survey to see if these views were widely held, or restricted to those who had made the comments.

A questionnaire was therefore issued during June to patients who attended the surgery. In total 33 questionnaires were returned and the results were as follows:

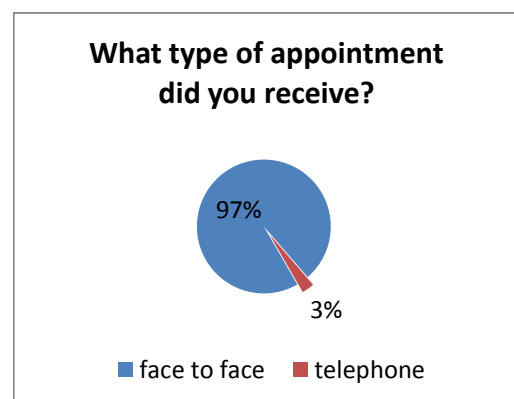
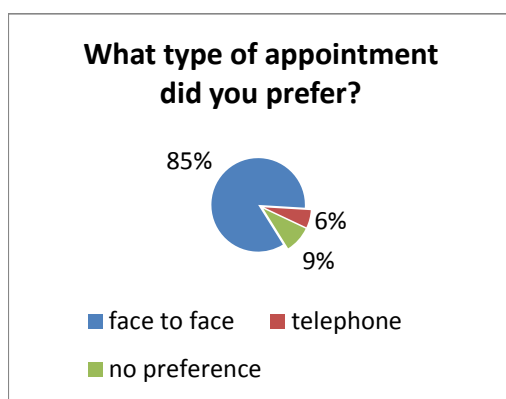
Getting to see the preferred GP

As the charts below show, the vast majority of patients were able to see their GP of choice or they had no preference. Having seen the GP, they all stated that they would be happy to see the same one again. All the GPs who usually work at Ashfield were present during the survey period and therefore it does not appear that any one of them was unpopular.



Type of appointment requested

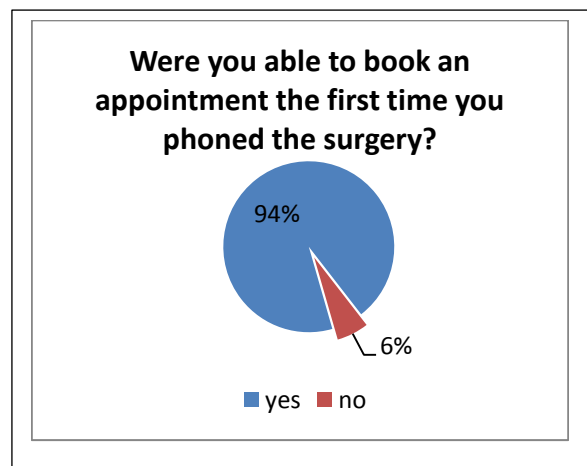
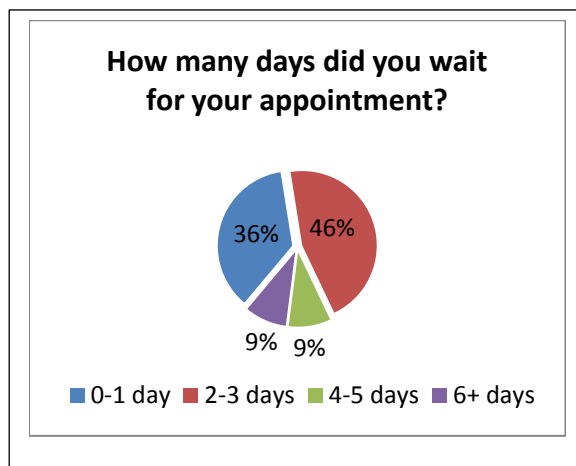
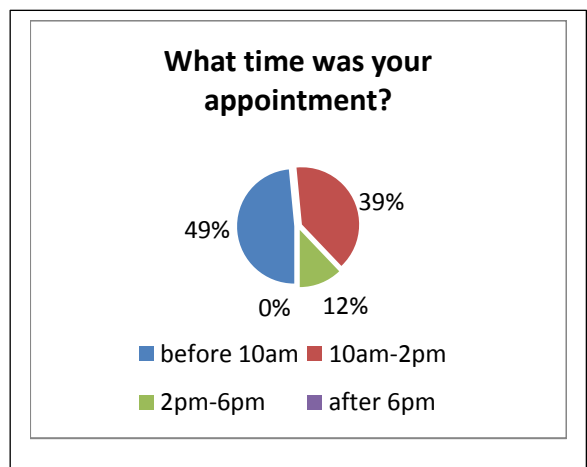
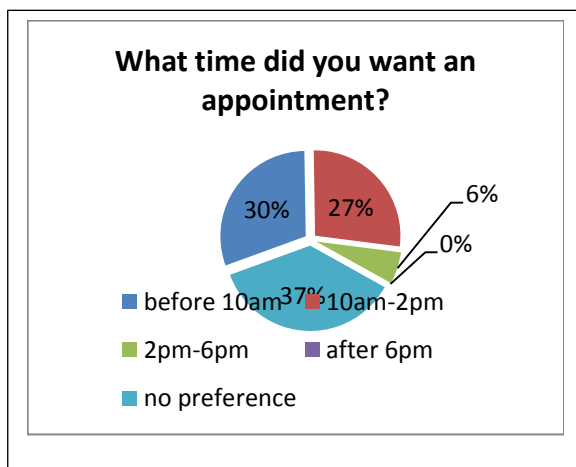
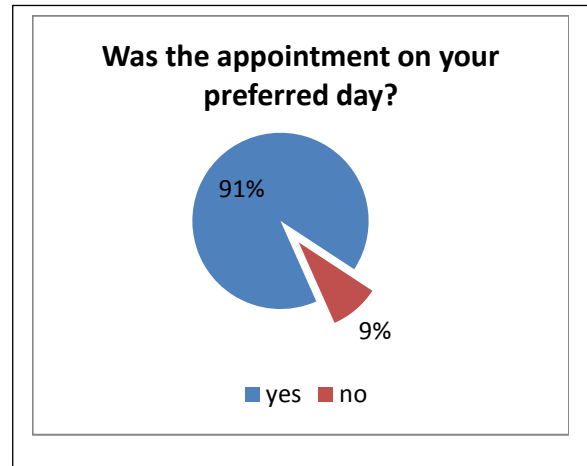
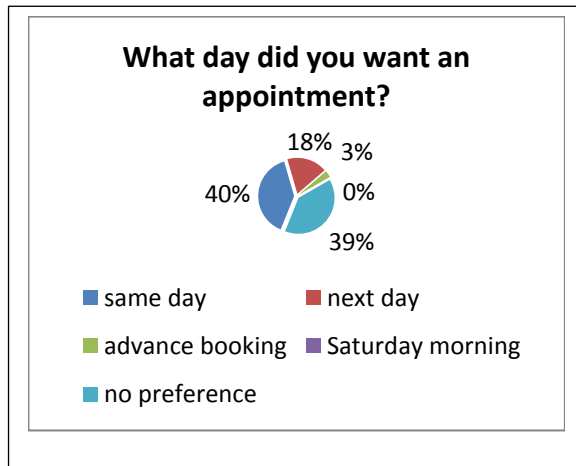
Most patients preferred a face-to-face appointment and received one. There was a small number of patients who would have preferred a telephone slot, but came in. We now have more telephone slots available to book.



Preferred day and time

There had been comments that it was difficult to get an appointment on the day or at the time preferred. The evidence from this survey suggests that patients prefer to be seen quickly and during the week. Nobody reported wanting to book in advance for an appointment or to be seen on a Saturday or after 6:00pm.

The majority of patients were seen on their preferred day and within their preferred time slot. The vast majority were seen within a week, with 96% being seen within 3 days. In addition, 94% of patients were able to book an appointment the first time they contacted the surgery.



Some patients took the trouble to make additional comments, which were greatly appreciated. These were:

- No problems at all.
- Really good surgery compared to my previous ones.
- ✘ When I make a time for an appointment, I never ever get in on time, I always have to wait at least 15-20 mins after my appointment time.
- Fantastic Dr, fantastic surgery.
- ✘ Sometimes struggle with getting through on the phone as I phone early in a morning.
- I have no complaints at all about booking, I can always get in more or less when I need, it's about being flexible.
- Due to military background I've had to move around a lot, and due to poor health had a lot of intervention with my GPs. This practice is really good, as is all reception staff.

Conclusion

Most patients appear to be happy with the services we provide and the views expressed on NHS Choices are not representative of patients as a whole.

That having been said, we cannot be complacent and must always strive to improve.

The doctors have discussed ways to improve time-keeping with the increasingly complex problems that patients need help with. We hope to be rolling out improvements to the appointment system in the near future.

In addition, we hope to increase accessibility by making some appointments available to book online, reducing the need to telephone the surgery.