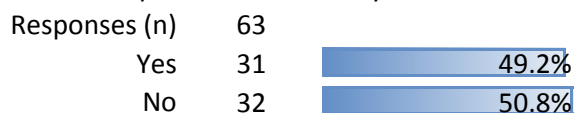
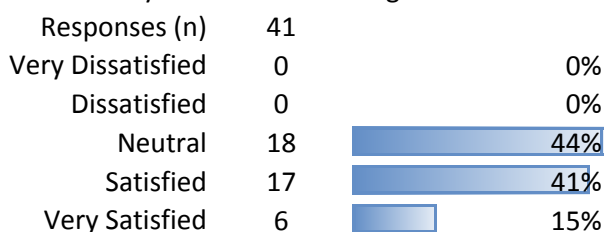


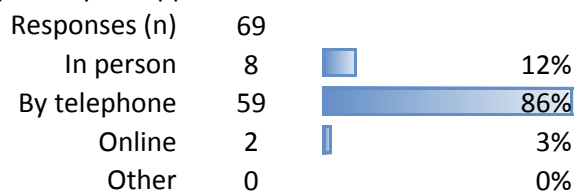
1. Are you seeing your usual GP or practice nurse today?



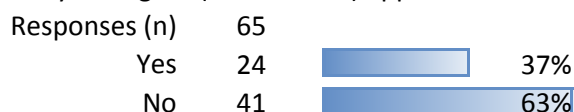
2. If you answered 'No': How do you feel about seeing another health care practitioner today?



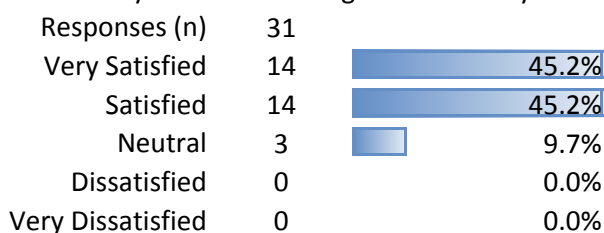
3. How do you normally book your appointments to see a GP or nurse at your GP surgery?



4. Is your appointment today an urgent (non-routine) appointment?

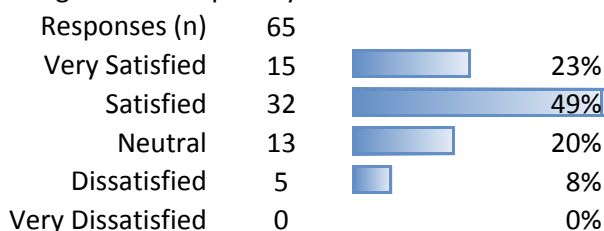


5. Please indicate how satisfied you are with being able to book your urgent appointment

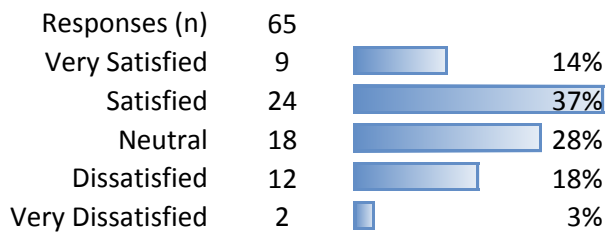


6. Which aspects of the current access to GP services for routine (non-urgent) appointments are you most satisfied or dissatisfied?

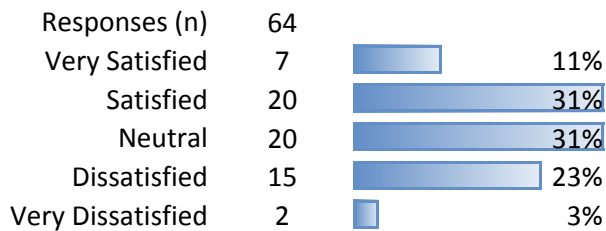
a) My telephone call being answered speedily



b) Ability to book a routine appointment with the clinician of my choice (within 1 month)



c) Ability to book to see the GP of my choice if I book ahead



7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

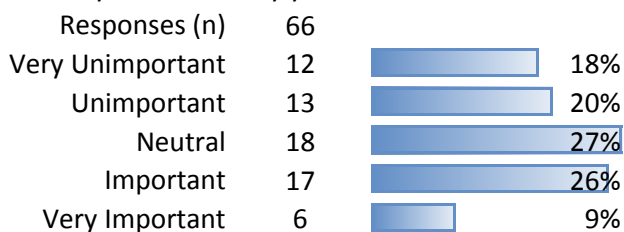
Negative

- Change to booking early am appt. Would like to prebook instead of on the day
- More home visits particularly for elderly patients living on their own in winter.
- Sometimes no routine appointments available
- Really hard to book an appt especially if working. Need to call at a specific time and appts hard to get
- I wasn't able to get an appointment at usual practice or doctor
- Appointments only becoming available on a certain day at a certain time is very limiting as unable to phone after 8am when at work
- Can you install a TV monitor to see the queue?
- See one GP in group practice for ongoing mental health problems - would be reassuring if I could book him couple months in advance
- Having to phone on the morning of a required appointment does leave one a little apprehensive as to whether one will get in or not.
- When I ring up for an appointment (non-urgent) I am only offered an appointment for that day; I haven't been able to book for an 'advance' appointment
- Can't get to see doctor I want to see easily
- Unable to get a PM appointment
- Sometimes unable to see my regular GP who knows my case history
- Everyone has to ring at 8am for an appointment and you just can't get through. Really frustrating trying to book an advance appointment.
- Easier booking system for non-emergency appt - eg appt that fit rather than having to phone after 0800
- Booking ahead for an appointment, even with a 1-4 week wait for non-urgent appointment is very difficult and always booked up when I call again

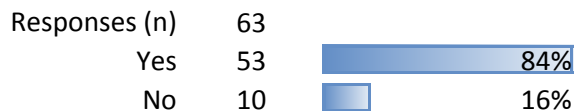
Positive

- It is good that online booking is an option
- I am very happy with the system on the whole
- Availability of appointments online within 10 days
- Excellent, friendly reception staff always going out of their way to provide an appointment 'ASAP'!

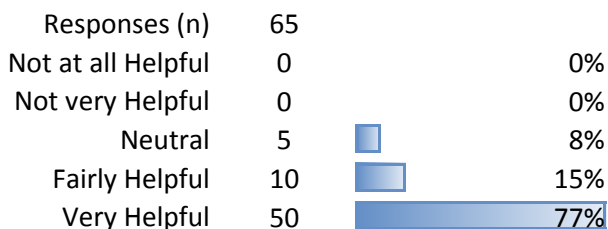
8. How important is it that you are seen by your own GP?



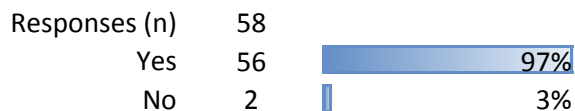
9. To gain an earlier appointment, would you be happy to be seen by a different GP or Nurse Practitioner?



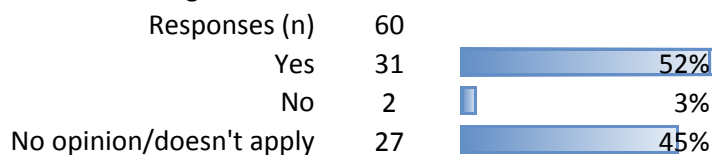
10. How helpful did you find the reception staff today?



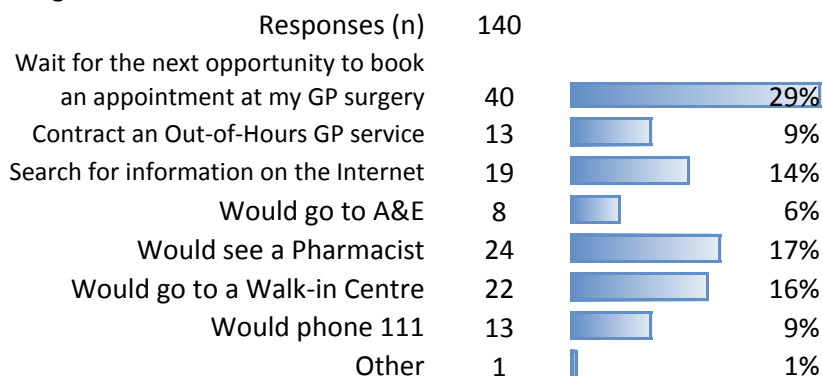
11. Did the receptionist answer all of your questions?



12. Was the receptionist helpful in guiding you through the different options for booking appointments and obtaining services?



13. If your GP surgery is closed, which of the following would you use in order to obtain non-urgent medical advice?



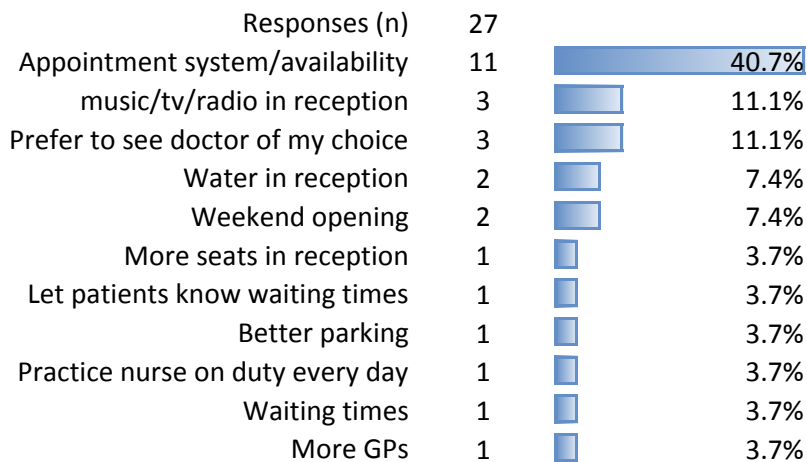
14. What would be your preferred time to see a GP during the week?

	Mon	Tues	Wed	Thurs	Fri
07:00	22	21	21	22	22
07:30	23	22	22	23	23
08:00	24	23	23	24	24
08:30	24	23	23	24	24
09:00	28	27	27	28	28
09:30	20	19	19	20	20
10:00	21	20	20	21	21
10:30	20	19	19	20	20
11:00	20	19	19	20	20
11:30	19	18	18	19	19
12:00	8	7	7	8	9
12:30	8	7	7	8	9
13:00	5	4	4	5	6
13:30	5	4	4	5	6
14:00	5	4	4	5	6
14:30	5	4	4	5	6
15:00	7	6	6	7	8
15:30	5	4	4	5	6
16:00	8	7	7	8	9
16:30	9	8	8	9	10
17:00	13	12	12	13	13
17:30	13	12	12	13	13
18:00	15	14	14	15	15
18:30	14	12	12	14	14
19:00	15	14	14	15	15
19:30	14	13	13	14	14
20:00	14	13	13	14	14

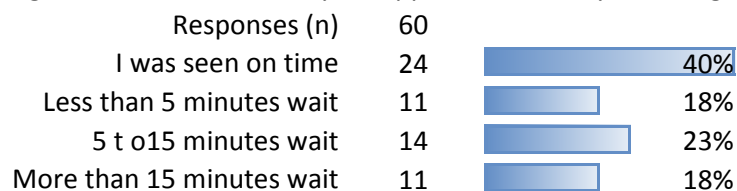
15. What is the best thing about your GP surgery?

Responses (n)		
Location	20	28%
Friendly	11	15%
Helpful	6	8%
Reception	5	7%
Clean	5	7%
GPs	4	6%
Prompt	3	4%
Facilities	3	4%
Efficient	3	4%
Convenient	3	4%
Quality	2	3%
Access to appointments	2	3%
Waiting Room	1	1%
Professional	1	1%
Polite	1	1%
Phlebotomist	1	1%

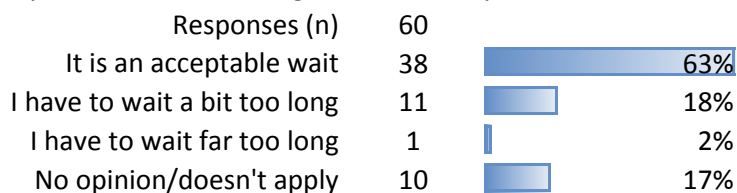
16. Please tell us about how we could further improve our services to you



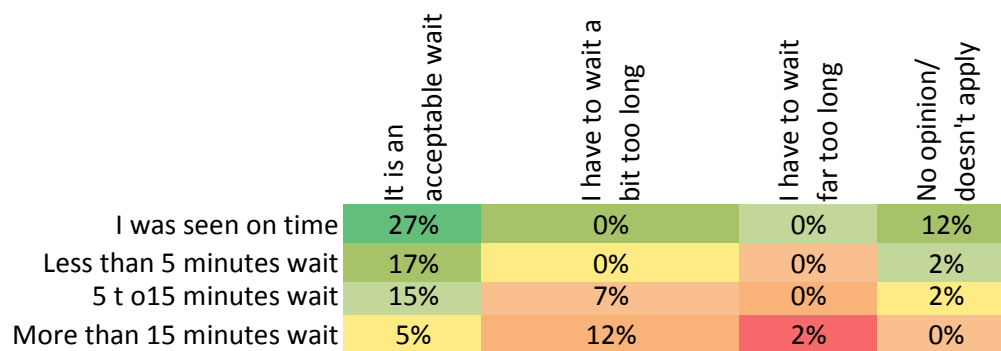
17. How long was the wait between your appointment and your being seen today?



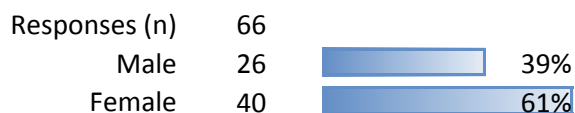
18. How do you feel about the length of wait today?



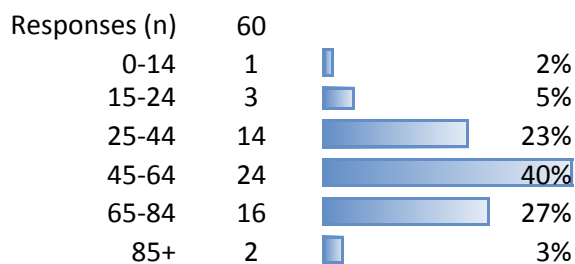
Length of wait against how patient feels about length of wait



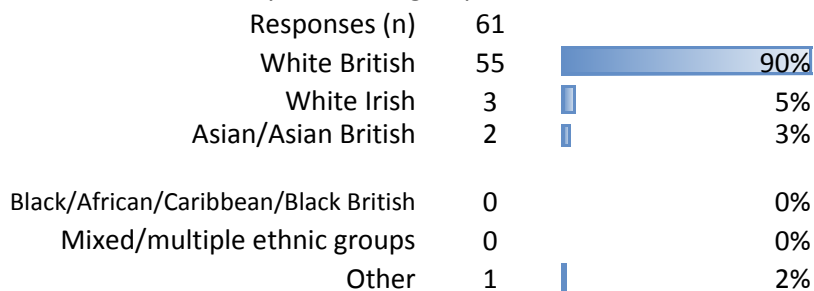
19. Gender



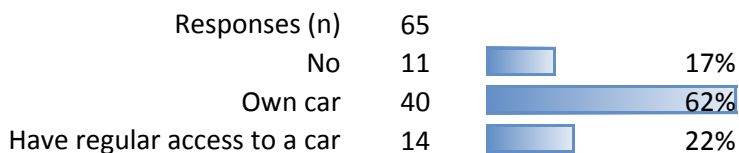
20. Age



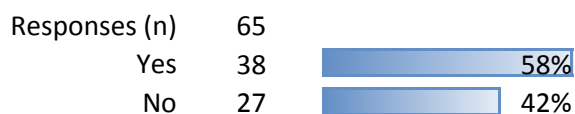
21. Which best describes your ethnic group?



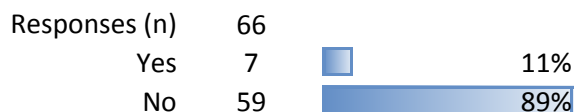
22. Do you either own or have access to a car?



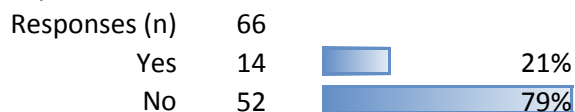
23. Do you have a long-term medical condition?



24. Are you a carer?



25. Do you have a disability?



26. Which best describes you are doing at present?

