**APPOINTMENTS / SYSTEMS**

The percentages below represent the responses from 132 patients who replied to our questionnaire. This survey as compiled is not a true reflection of the patient population as 129 replies were from white ethnic groups and only 3 responses from other ethnicities.

**WE ASKED**

How often do you generally see or speak to a doctor or nurse?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 2 weeks | Once a month | Every 3 months | 6 months | Once a year | Less than once a year |
| Doctor | 1% | 12% | 28% | 31% | 20% | 8% |
| Nurse | 1% | 3% | 13% | 28% | 31% | 24% |

How do you normally make or cancel an appointment?

|  |  |  |  |
| --- | --- | --- | --- |
| In person | By phone | Another person | Other |
| 19% | 76% | 4% | 1% mini com type talk |

How would you like to make or cancel an appointment?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| In person | By phone | On-line | No pref. | Other |
| 20% | 48% | 21% | 9% | 2% mini com |

**PRACTICE RESPONSE:** There is now a facility to book and cancel appointments on-line. This can be done by completing a SystmOne online registration form from reception. You can also cancel via the practice website [www.TheMathewsPractice.co.uk](http://www.TheMathewsPractice.co.uk) via phone or in person.

How easy is it to get an appointment with a doctor or nurse at a convenient time for you?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Not very easy | Fairly easy | Very easy | Haven’t tried |
| Doctor | 49% | 41% | 6% | 4% |
| Nurse | 19% | 60% | 13% | 8% |

**PRACTICE RESPONSE:** The Practice has now increased the number of Clinicians available. We are investigating our processes and protocols in depth to try and increase patient access. We do recognise that this issue is of genuine concern.

How often do you see or speak to the doctor or nurse you prefer?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | None preferred | Always | Most times | Some times | Never | Haven’t tried |
| Doctor | 43% | 12% | 14% | 23% | 7% | 1% |
| Nurse | 68% | 8% | 9% | 9% | 3% | 3% |

Were you able to see a doctor or nurse on the same day if you needed to see someone quickly?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | No | Cannot remember | Not applicable |
| 60% | 32% | 3% | 5% |

Were you aware that appointments can be made to speak to a doctor?

|  |  |
| --- | --- |
| No | Yes |
| 18% | 82% |

Were you aware that both surgeries are open late one night and one Saturday morning each fortnight?

|  |  |
| --- | --- |
| No | Yes |
| 66% | 34% |

**PRACTICE RESPONSE:** This facility is available predominantly for emergency appointments or for patients who cannot attend an appointment during core opening times, for example, due to work commitments. The Practice is considering trialling some early morning and late evening opening times to allow more flexibility for patients.

Have you ever been asked to make a follow-up appointment? If yes were you able to make an appointment before leaving the surgery?

|  |  |  |
| --- | --- | --- |
|  | No | Yes |
| White Lane | 22% | 78% |
| Belgrave | 2% | 98% |

**PRACTICE RESPONSE:** The Practice will endeavour to enable patients to book appointments up to 6 weeks in advance at all times.