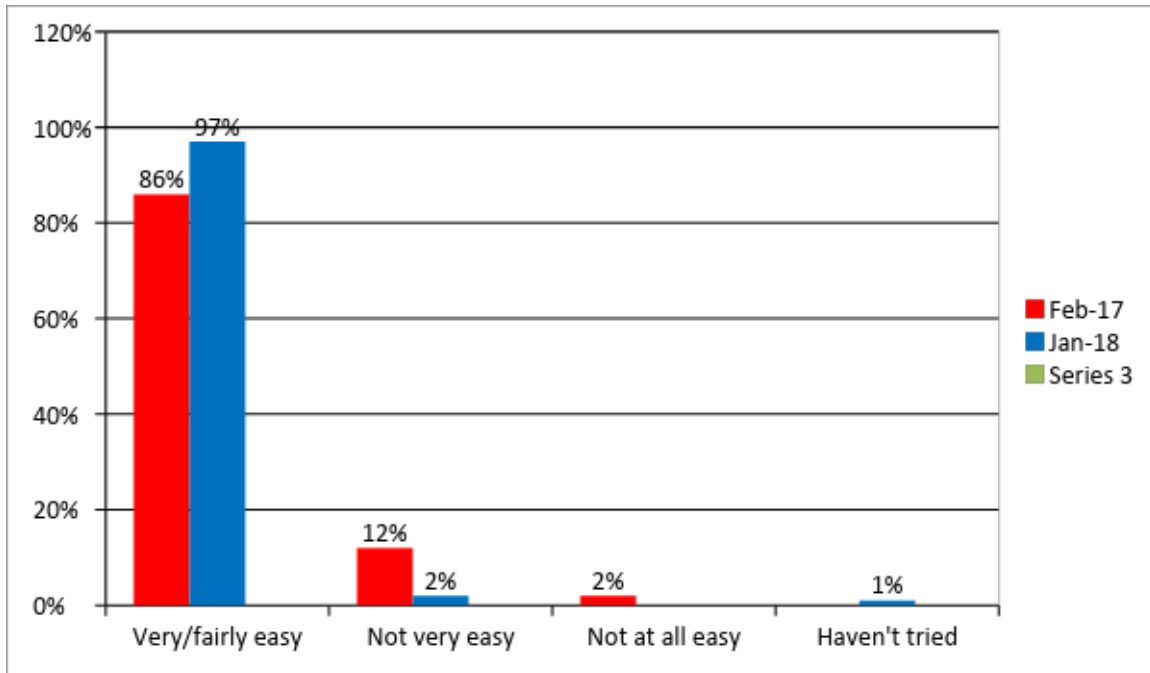


Western Avenue Survey Results – January 2018 (104 responses)

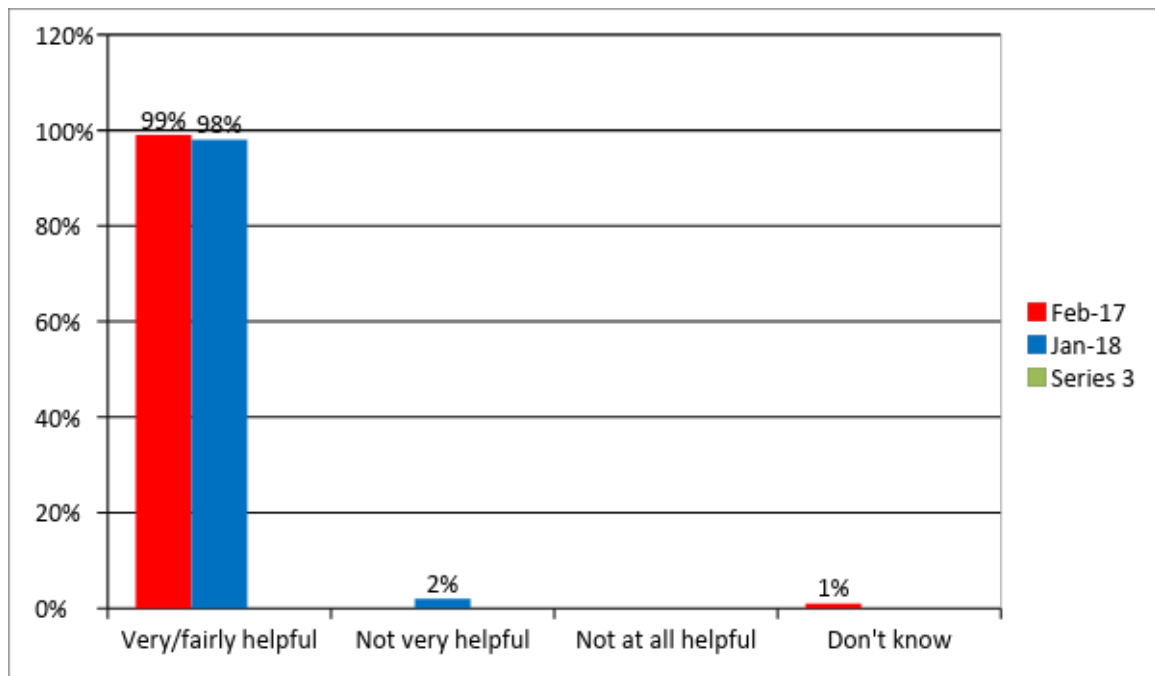
1. How easy is it to contact the surgery by phone?



Comments:

- Never have a problem getting through
- The new queueing system is very good
- Easier to get through after the early morning rush
- Better since introducing caller waiting system

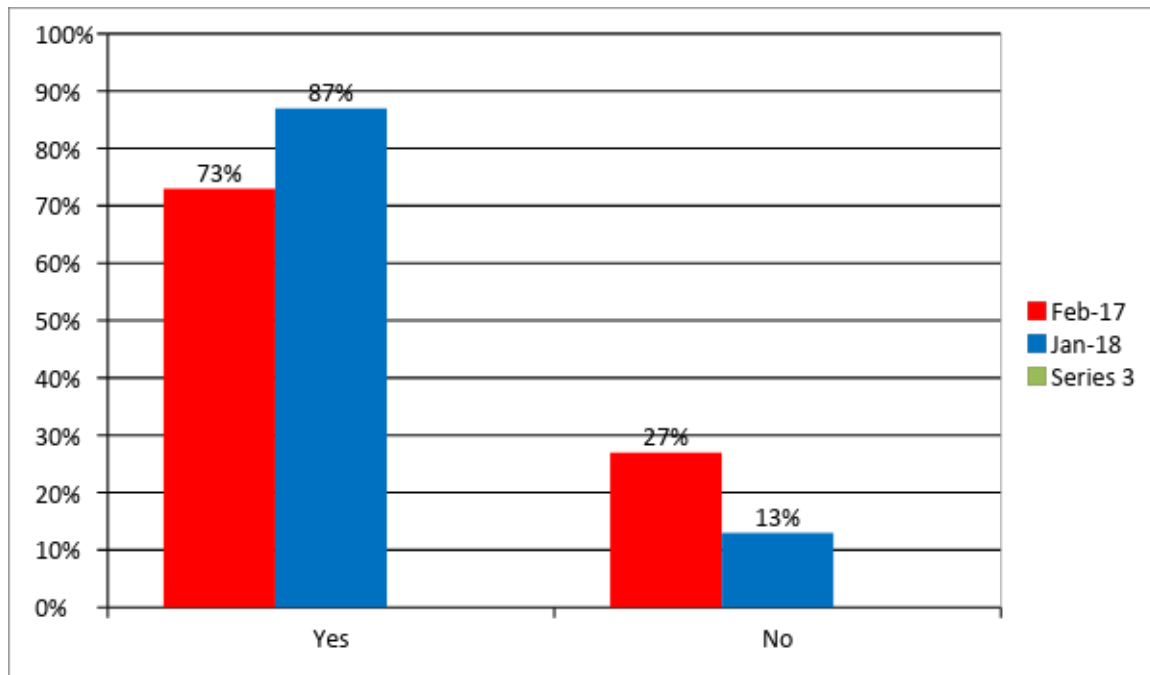
2. How helpful do you find the receptionists at the surgery?



Comments:

- Quick and efficient
- Always direct me to appointments with the right people
- Easy to talk to
- Depends who you speak to

3. Are you aware that you can book appointments and request repeat prescriptions online?

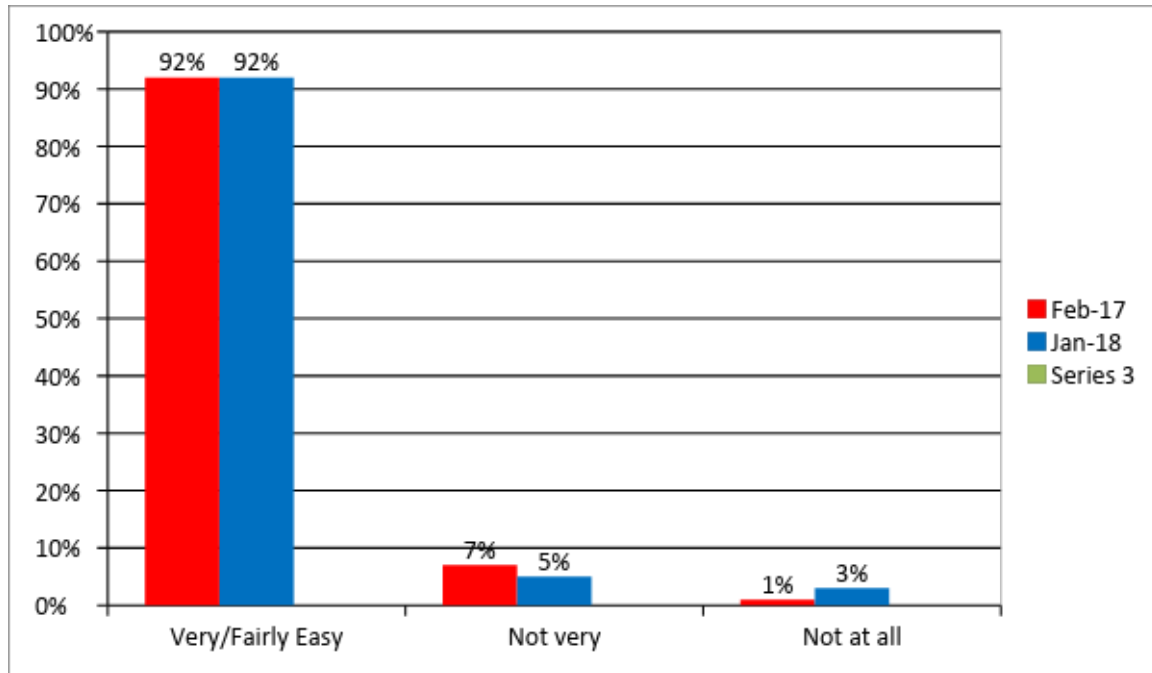


*Of those patients that are aware, **26%** use online services

Comments:

- Don't have the internet
- Can't use a computer
- Easier to phone or come in
- Not confident using a computer

4. Last time you wanted to see or speak to a GP or Nurse, how convenient was the appointment?



Top 4 reasons for convenient appointments:

- | | |
|------------------------------------|------------|
| 1. Appointment booked for same day | 47% |
| 2. Arranged around school or work | 22% |
| 3. Able to book in advance | 21% |
| 4. Seen by preferred GP | 10% |

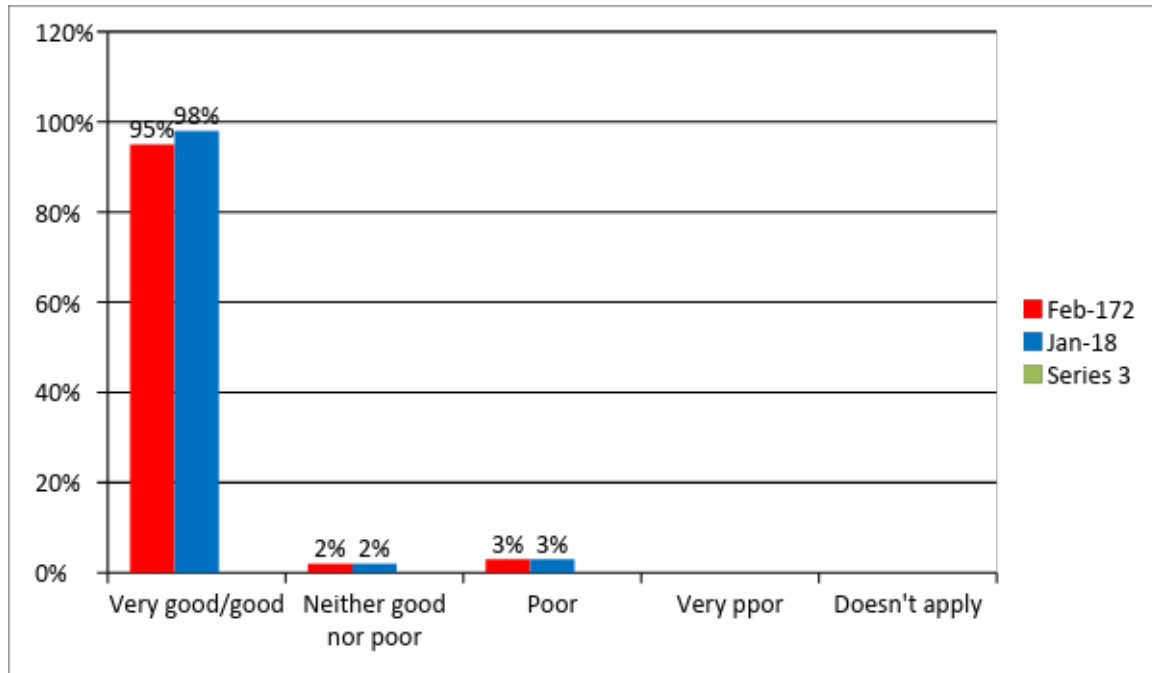
Top 4 reasons for inconvenient appointments:

- | | |
|---|------------|
| 1. Couldn't book in advance | 33% |
| = 1. No appointments available | 33% |
| 3. Couldn't see preferred GP | 22% |
| 4. Couldn't arrange around school or work | 12% |

Comments:

- Always appointments available
- Sometimes it's hard to see a GP
- When doctors are running late, patients who are affected should be notified by text

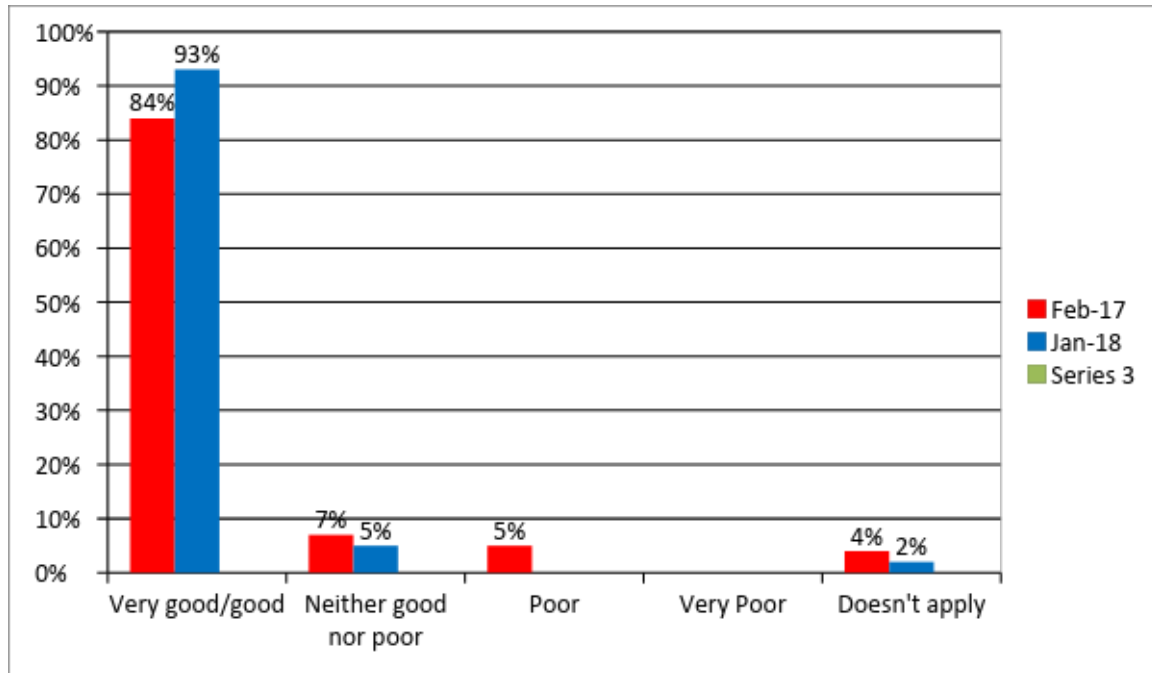
5. Last time you saw or spoke to a GP, how good was the GP at helping you to understand decisions about your care?



Comments:

- Sorted tests out quickly
- Got the information I needed and seen at hospital
- Knows my medical needs and when to prescribe
- Felt rushed

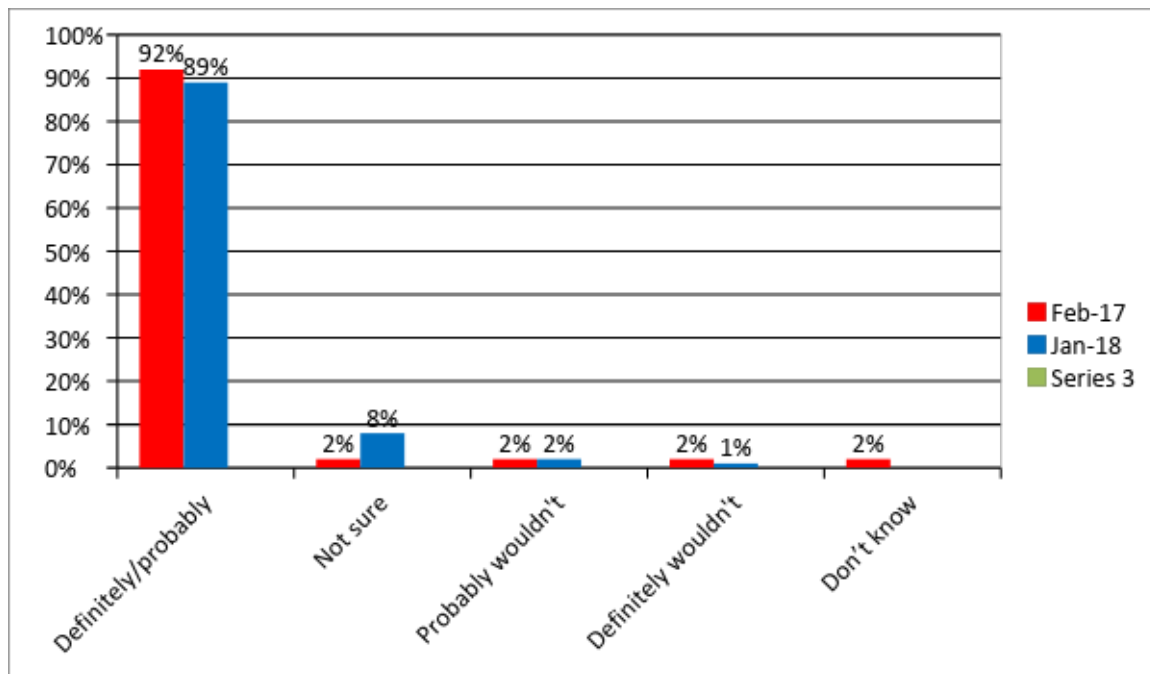
6. Last time you saw or spoke to a Nurse, how good was the Nurse at helping you to understand decisions about your care?



Comments:

- Very good care
- Explains my condition well and the action required to improve

7. Would you recommend the surgery to friends and family?



Comments:

- Never have any issues
- Happy with overall service
- Good surgery
- Greatly improved practice
- Easy to make an appointment
- Appointments are really hard to get if you work
- Hard to get appointments sometimes
- Waiting time for appointments is too long
-

8. What changes would you make to improve the service offered to patients?

- Bigger car park
- More appointments
- Being seen by the doctor on time
- More lines open for calls at 8am
- More doctors and reception staff
- Emergency appointments for people who are desperate
- Additional room for patients who can't go in the waiting room
- More appointments bookable in advance
- Stop changing doctors
- Complex patients to have 15 minute appointments as they always run late.