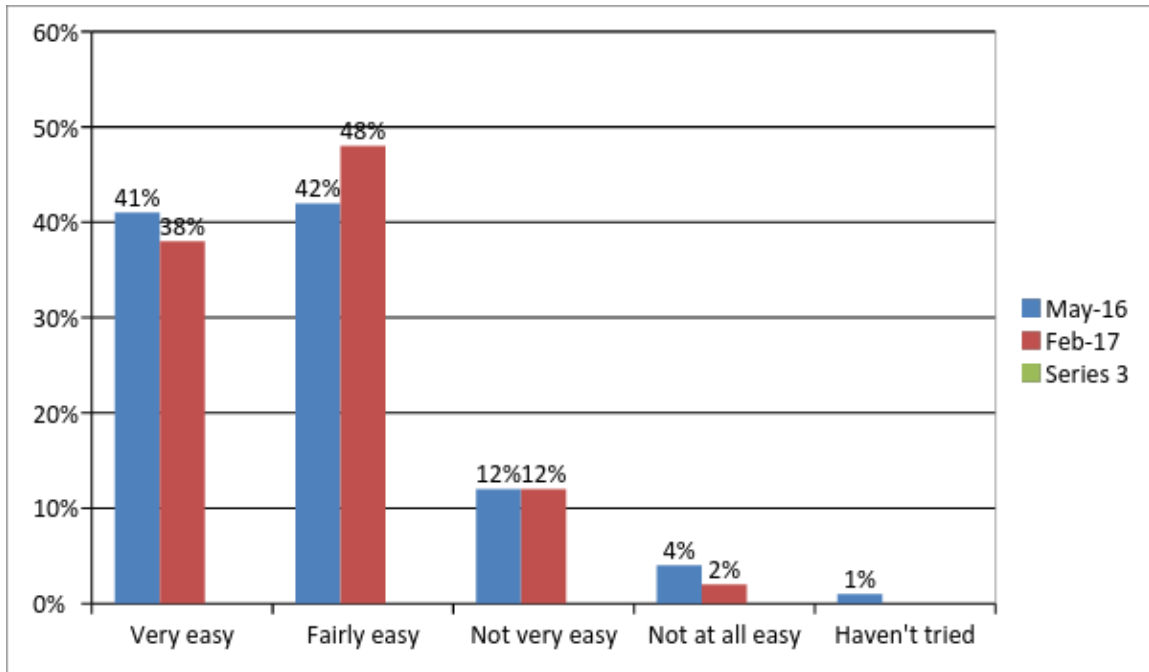


**Western Avenue Survey Results – February 2017 (58 responses)**

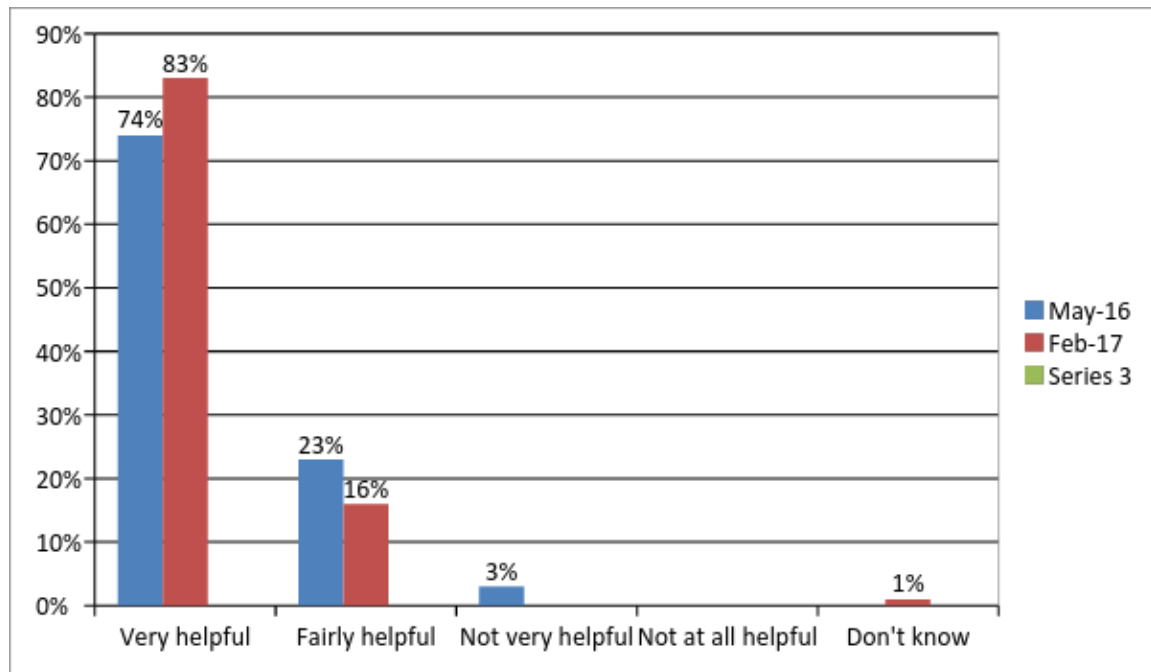
**1. How easy is it to contact the surgery by phone?**



**Comments:**

- Always engaged
- Calling after 2pm for results is busy
- Mostly answered very quickly
- More phone lines
- Always get through straight away

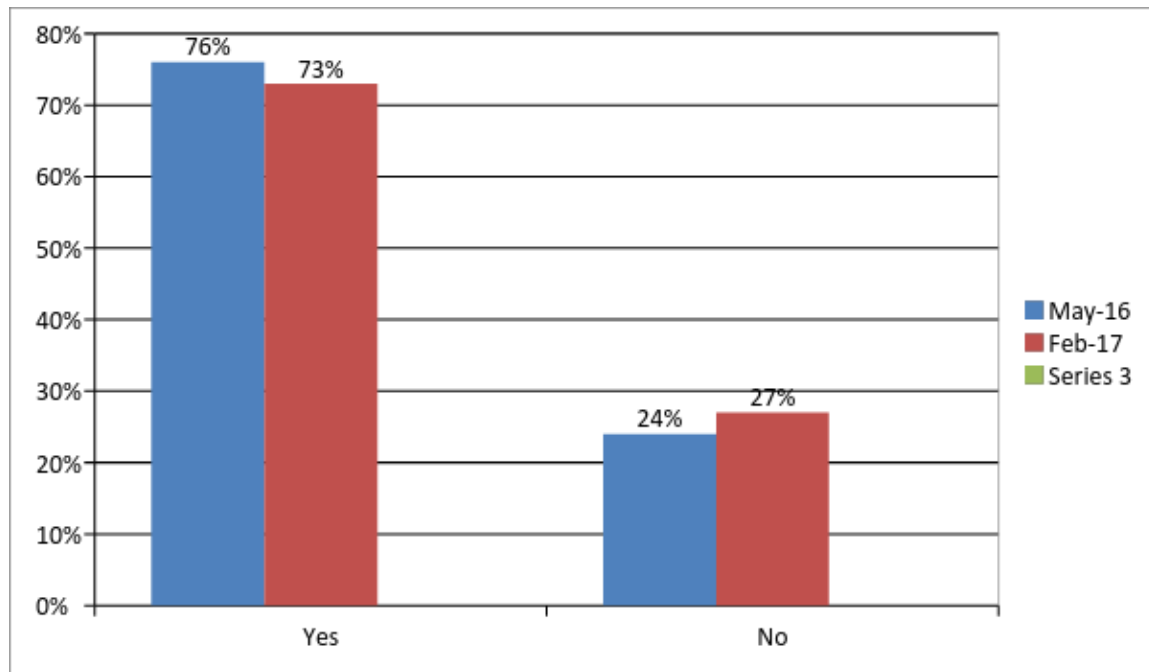
## 2. How helpful do you find the receptionists at the surgery?



### Comments:

- Easy to talk to
- Always respectful
- Friendly
- Always go out of their way to help

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



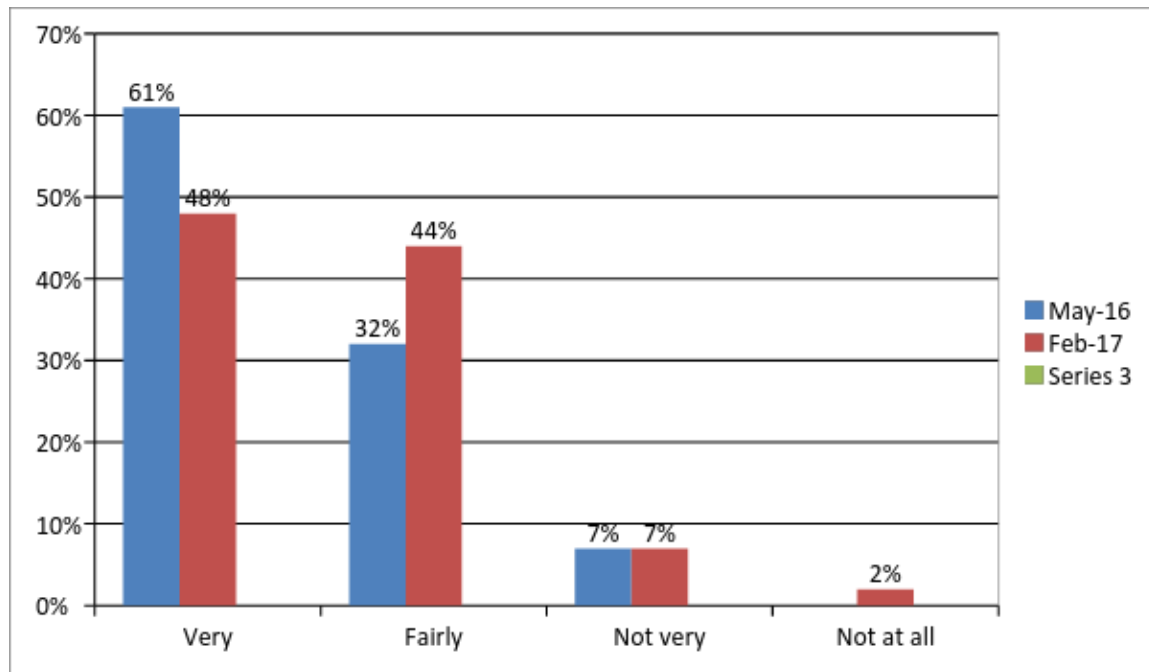
**\*Of those patients that are aware, 20% use online services**

**Comments:**

- No computer
- Like to talk to someone and ask questions
- No access to internet
- Easier to ring
- Phone service works well
- Don't know how to do it



**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:**

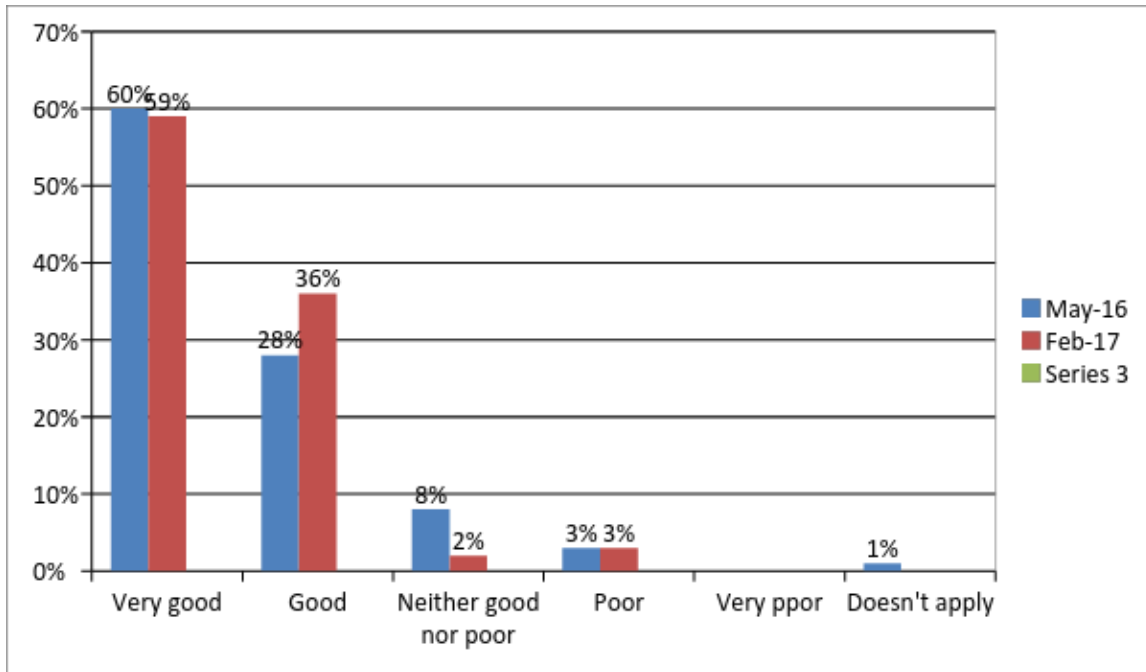
1. Appointment arranged quickly
2. Arranged around school or work
3. Able to book in advance
4. Seen by preferred GP

**Top 4 reasons for inconvenient appointments:**

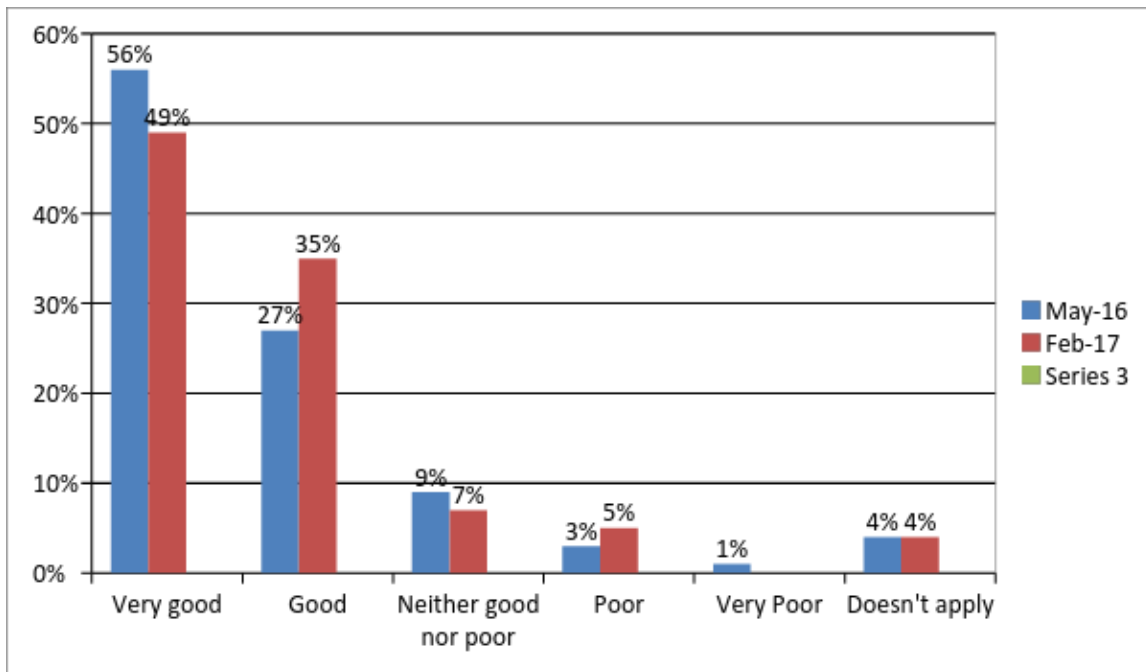
1. Couldn't book in advance
2. No appointment available
3. Couldn't see preferred GP
4. Couldn't arrange around school or work



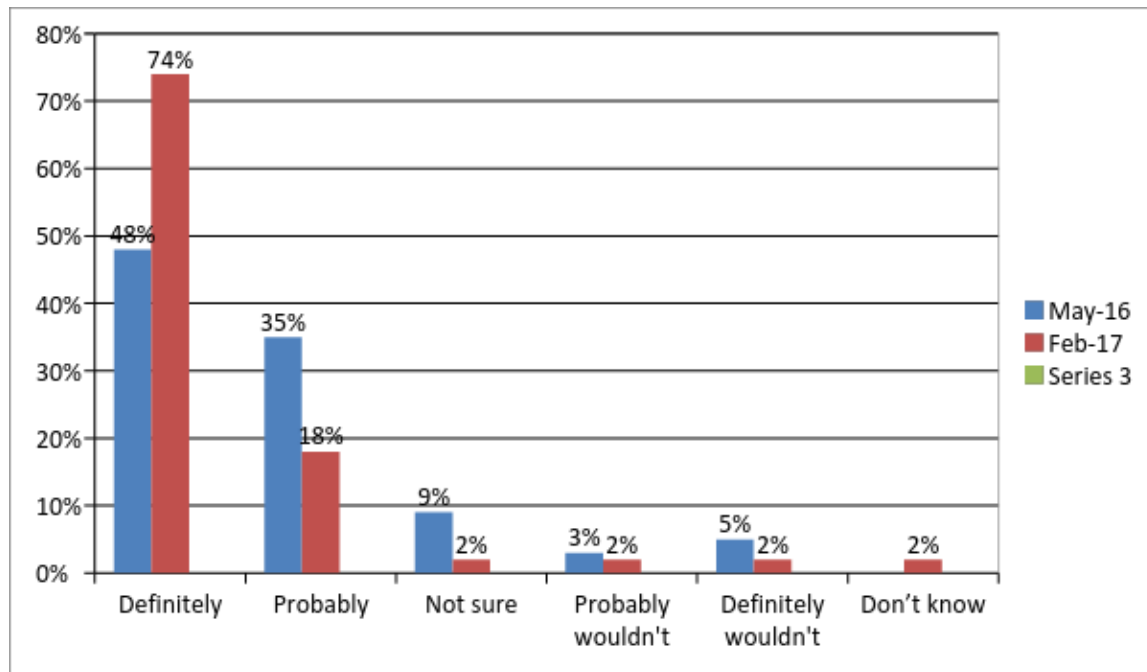
**5. Last time you saw or spoke to a GP, how good was the GP at helping you to understand decisions about your care?**



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



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



### Comments:

- Everyone tries to help
- Good service
- Friendly and helpful
- Quick service and appointments
- Greatly improved practice in recent times
- Difficult to book appointments in advance

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

- More appointments in advance
- Something for children
- More appointments
- Appointment on time
- Improve phones
- More phone lines
- Stay open longer