



Patient Survey Report – March 2013

Overview

Eric Moore Partnership conducted a patient survey over a period of 2 weeks during February 2013.

The results were shared with the practice's Patient Reference Group (PRG) via email, and the PRG were asked to give feedback on what changes they felt the practice could make to improve the services we provide based on these results.

Unfortunately no responses to this question were received from the PRG, so the practice made the decision to repeat the survey after a period of 6 months to allow additional time for the practice to attempt to better engage with the PRG.

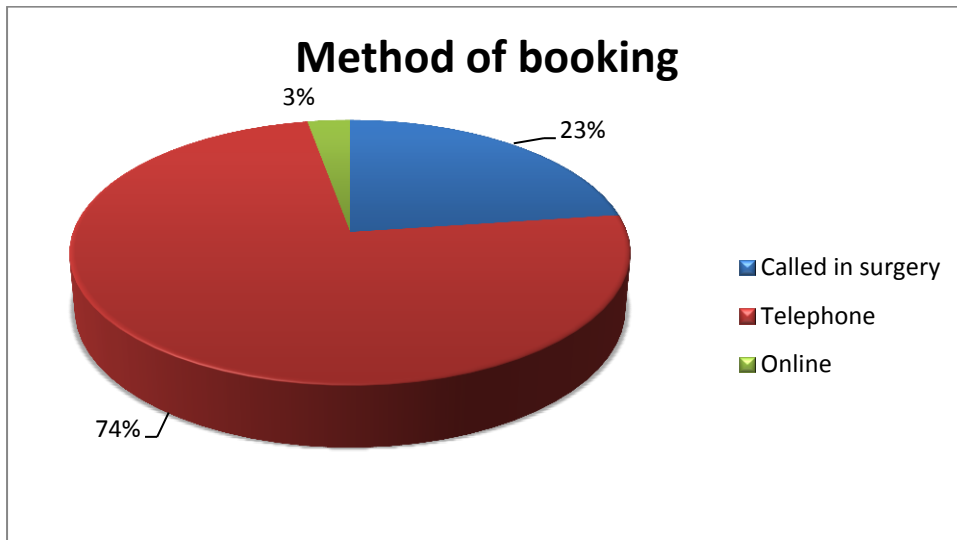
The practice was concerned that almost half of the patients surveyed felt that it was not easy to book an appointment at the practice, and that 62% of those patients felt that the telephone systems were the major barrier in ease of booking appointments, and so made a decision to act on this problem in a timely manner.

The practice will be implementing a new telephone system in April / May 2013 which we hope will improve the problems currently being encountered by our patients.

Please see results of the survey overleaf

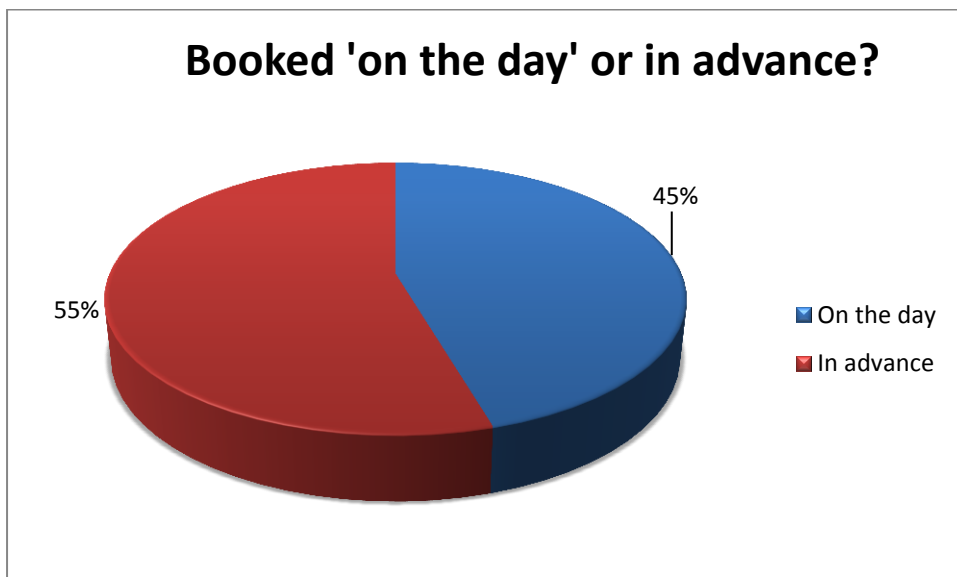
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Question 1: Thinking of the last time you made an appointment at the surgery, how did you make the appointment?



This shows us that a large majority of our patients book their appointments over the phone

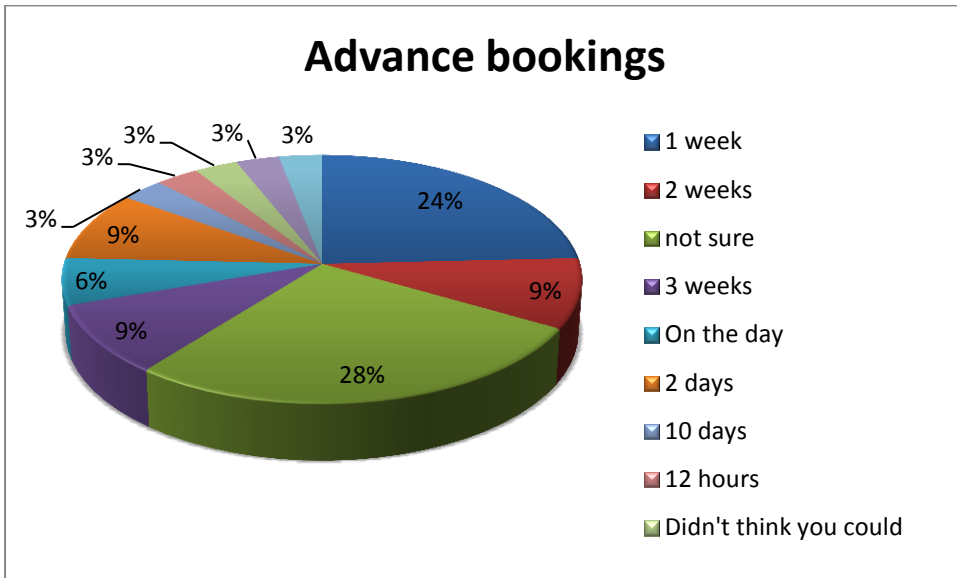
Question 2: Did you book your appointment on the day or in advance?



This shows a fairly even split in the preferred or required timeliness of booking appointments

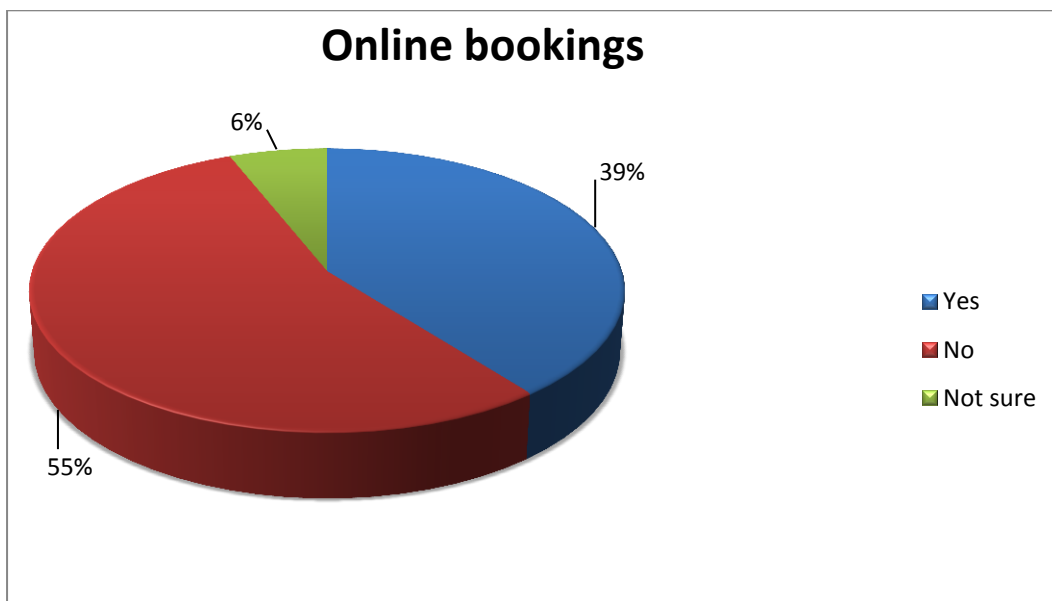
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Question 3: How far in advance do you think you can book an appointment?



This shows our patients' knowledge of our advance book system could be better facilitated

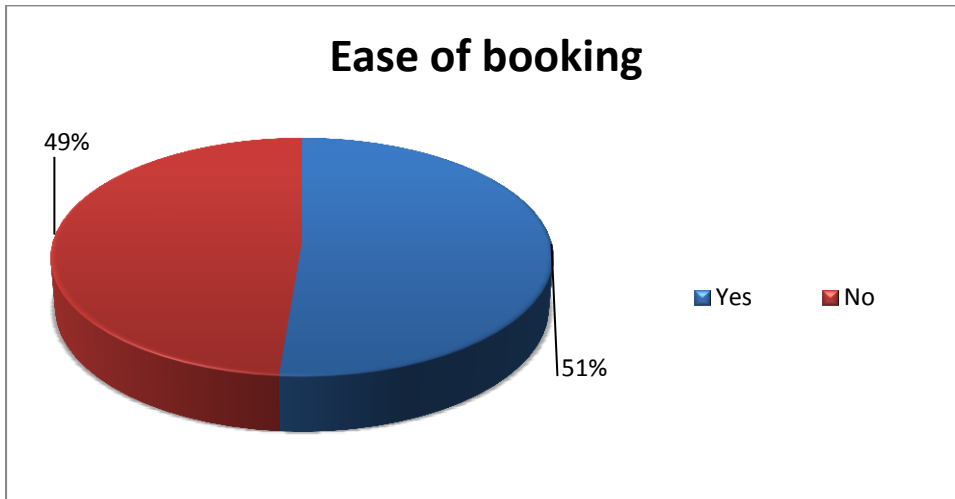
Question 4: Did you know you could book an appointment online using our secure booking system?



This shows that a large percentage of patients are not aware of our online booking system

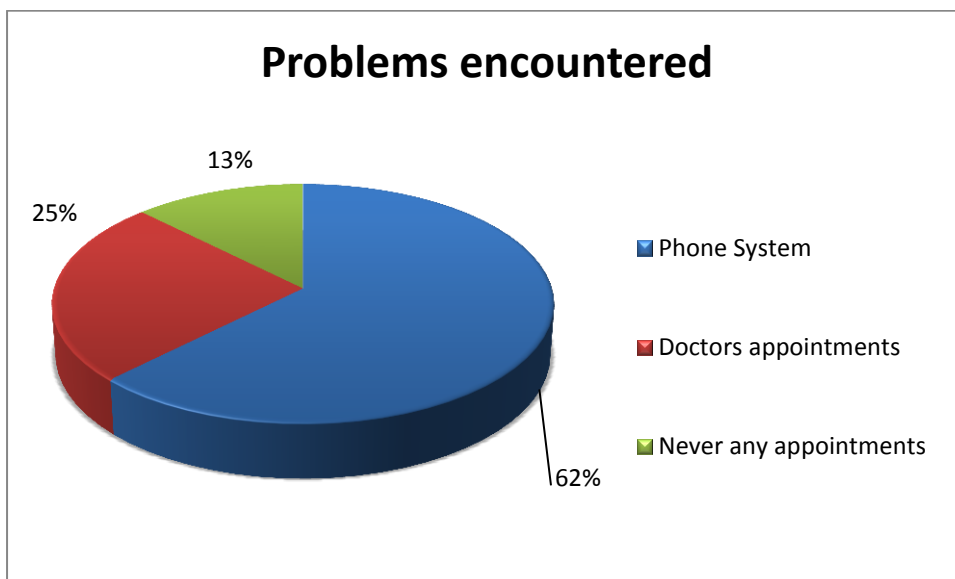
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Question 5a: Did you find it easy to make an appointment?



This shows that there is an even split between patients who feel it is easy to book appointments, and those who find this process difficult

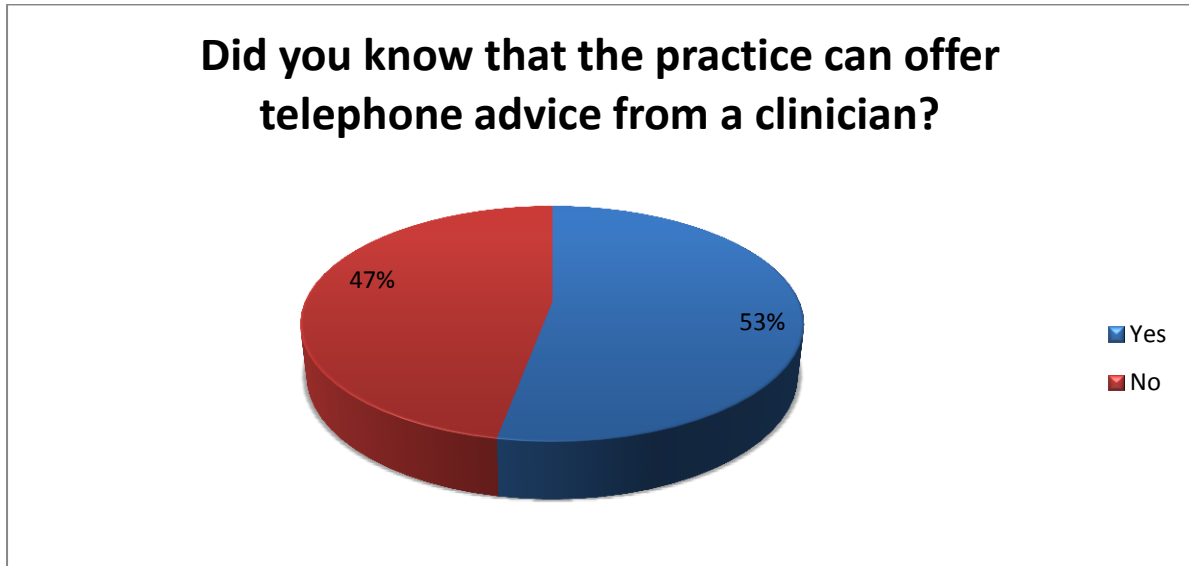
Question 5b: Of the patients who told us that they found it difficult to book appointments, we asked specifically what problems had been encountered.



62% of patients who found it difficult to book an appointment state that this was because of our telephone system, 25% of our patients had a problem seeing the same doctor each time and 13% stated that there are not enough appointments

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Question 6: Did you know that the practice can offer telephone advice from a clinician?



This shows that just over half of the patients surveyed were aware that we offer telephone advice appointment

Question 7: Is there anything about the system for making appointments that you would like to see change?

