

## **APPOINTMENTS SURVEY RESULTS AND CHANGES**

Thank you very much to all those of you who took part in our recent patient survey. We collected 431 questionnaires over one week in February, from patients who were attending for routine GP appointments.

78% of you were happy with our current system

86% felt that they had had no difficulties booking an appointment.

Around 40% of you thought it would be a good idea to offer more appointments on the day, and a similar number would like some appointments that could be booked 1-2 days ahead.

**We have made some changes to the appointments system.**

- Most of our appointments will remain available to book on the same day only. We advise you to ring as early as possible after 8am, especially if you require a particular doctor. Information about each doctor's usual working days is available on our website or from reception.

For most days there will now be:

- 2 appointments per doctor that can be booked up to 4-5 weeks in advance.
- 3 appointments per Doctor which will be available 2-3days in advance.
- 2 appointments per doctor most mornings that will become available the previous afternoon.  
The exception to this is Mondays - these are always our busiest days and so there will be more appointments that can be booked only on the day, and so less appointments that are available in advance.
- We have also introduced an 'early afternoon' surgery which will run from 1.30 - 3.40pm and this is in addition to our standard 'late afternoon' surgery which runs from 4.20-6.20pm. These should be available weekly with one of our Doctors.

**We are always very happy to have feedback from our patients, and we try to achieve the best service that we can for you**

June 2010