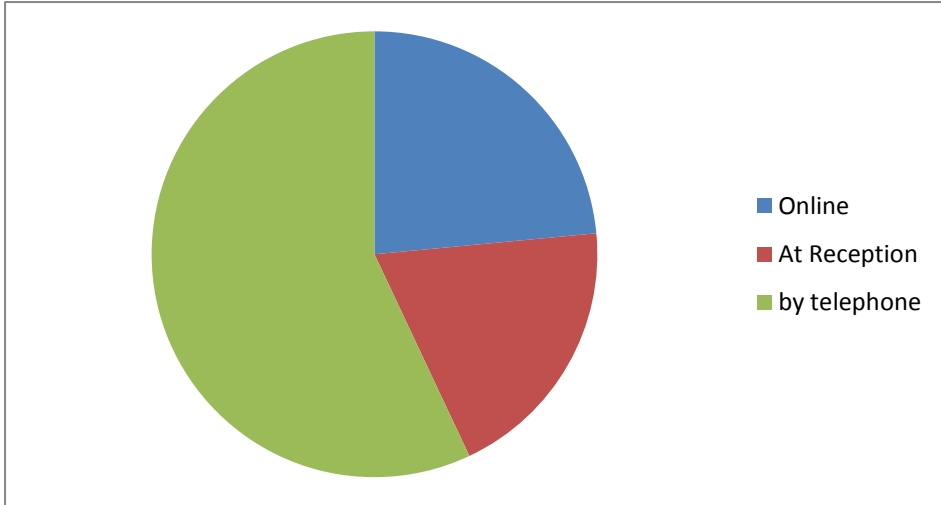


HIGHAM FERRERS SURGERY

PPG SURVEY SEPTEMBER 2017

When booking appointments do you prefer to book?

Online	At Reception	by telephone	TOTAL	
	47	39	114	200



When booking follow up appointments, are you able to book?

Immediately after at reception

Online

by telephone

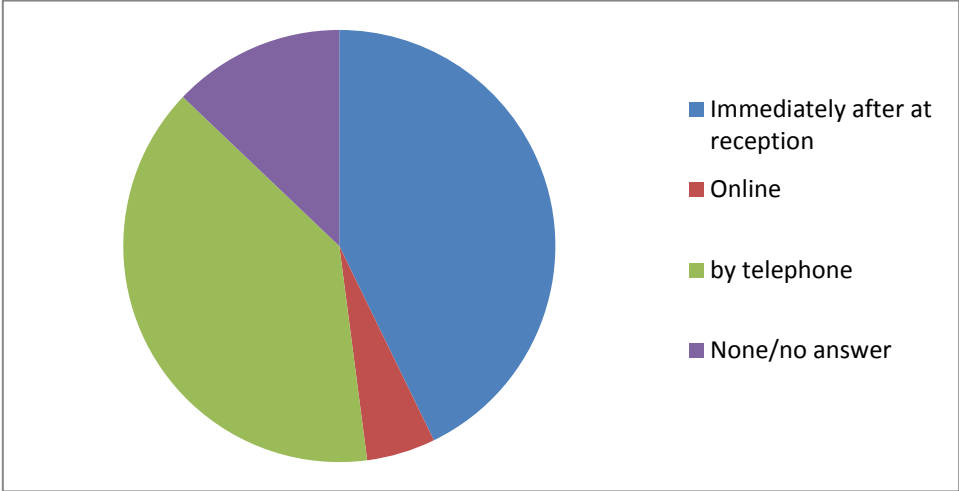
None/no answer

83

10

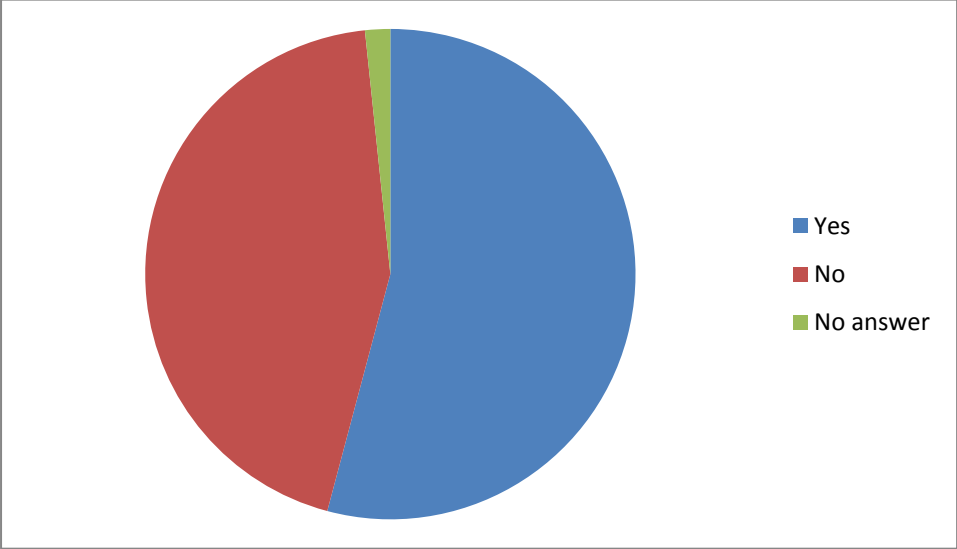
76

25

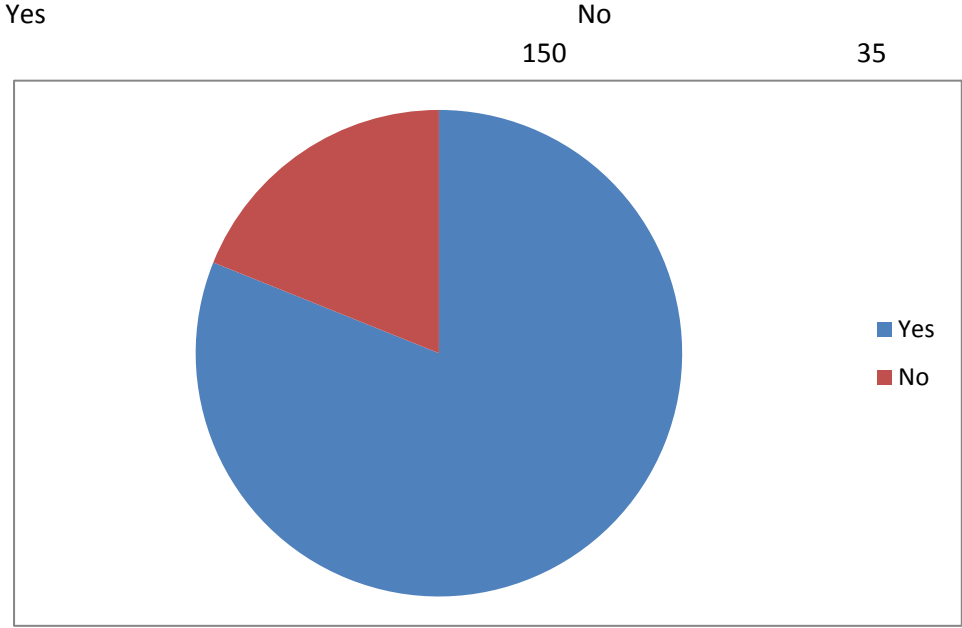


Would you like to see a Facebook type system where you can register and book online appointments with a doctor?

Yes	No	No answer	
	98	80	3

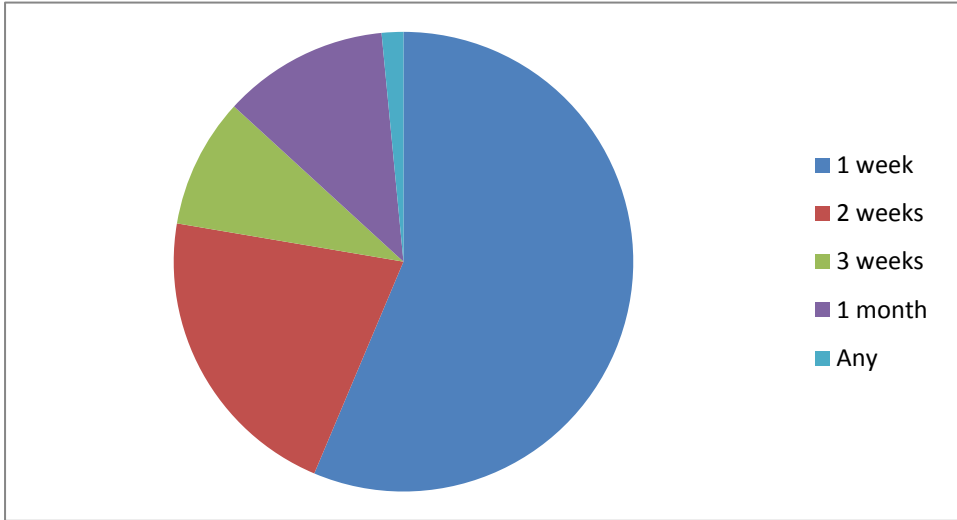


Do you find it difficult to book advance appointment?



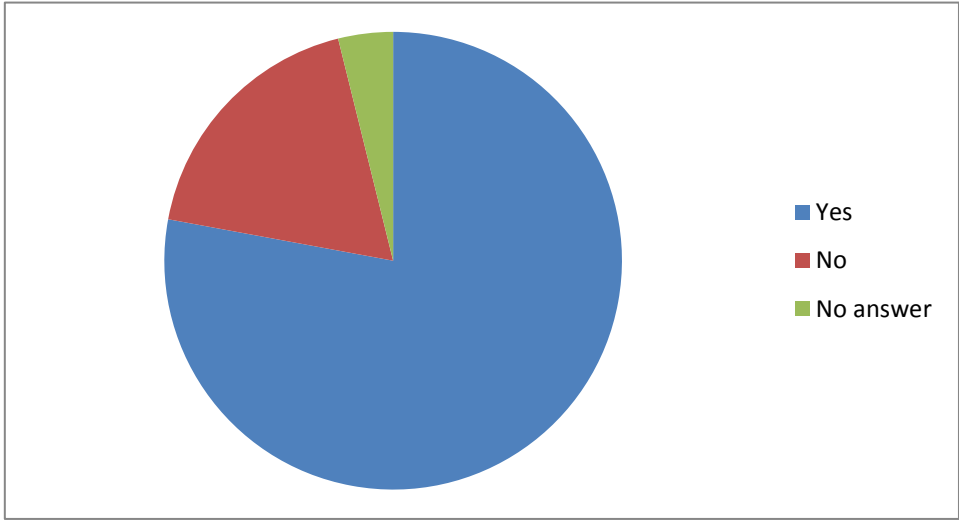
How far in advance would you like to book?

1 week	2 weeks	3 weeks	1 month	Any
111	42	18	23	3



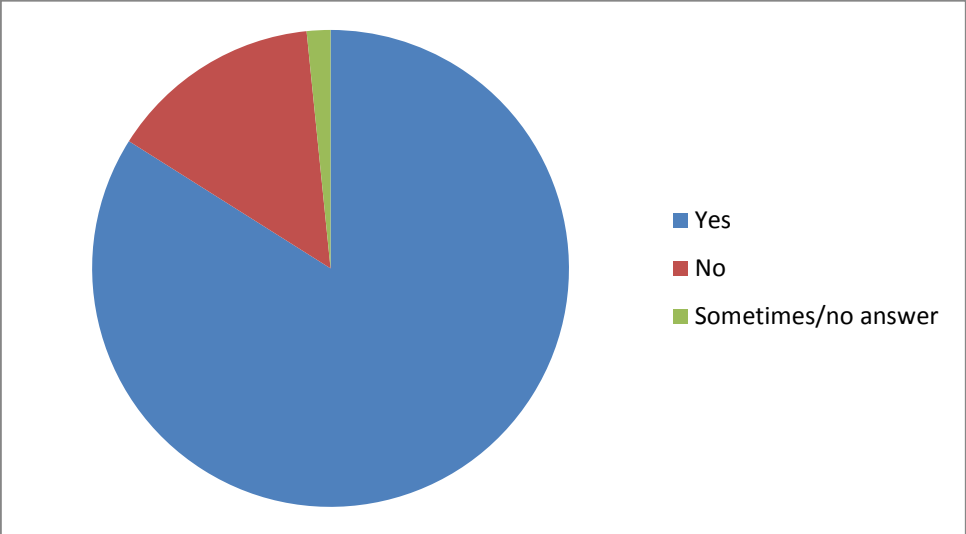
Do you find it difficult to see your doctor of choice for continuity of care?

Yes	No	No answer	
	141	33	7



Do you find it difficult to contact the practice by telephone to book on the day appointments?

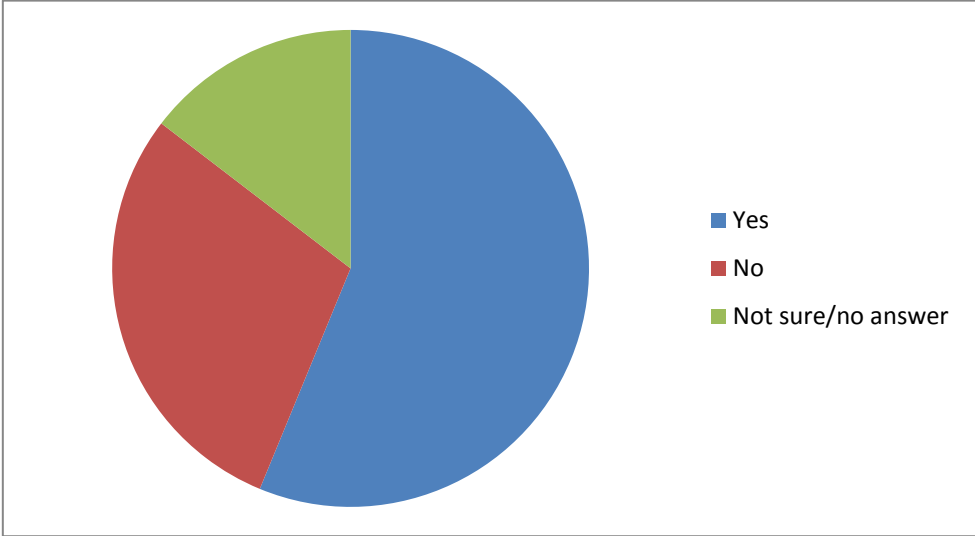
Yes	No	Sometimes/no answer	
	157	27	3



Do you feel our nurse practitioner has improved access to appointments?

Yes No Not sure/no answer

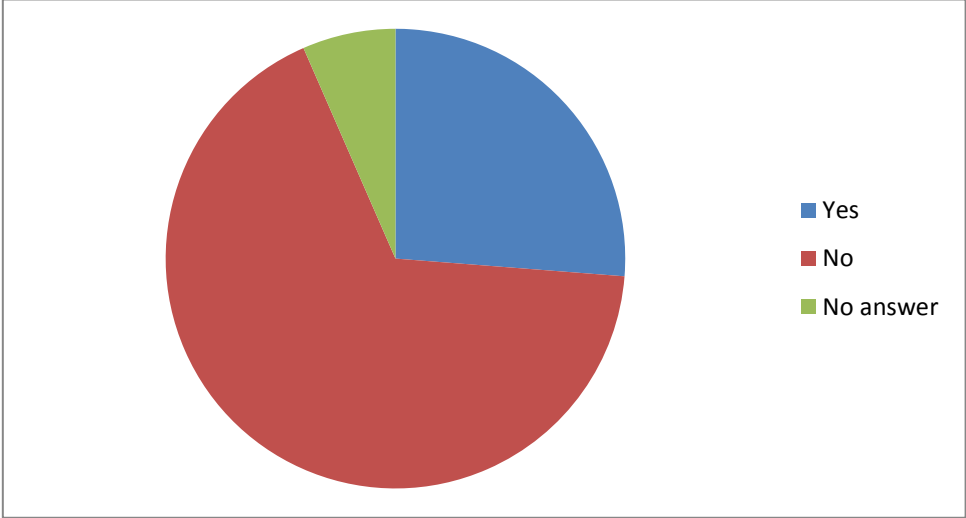
104 54 27



If you need a same day face to face emergency appointment, do you always get one?

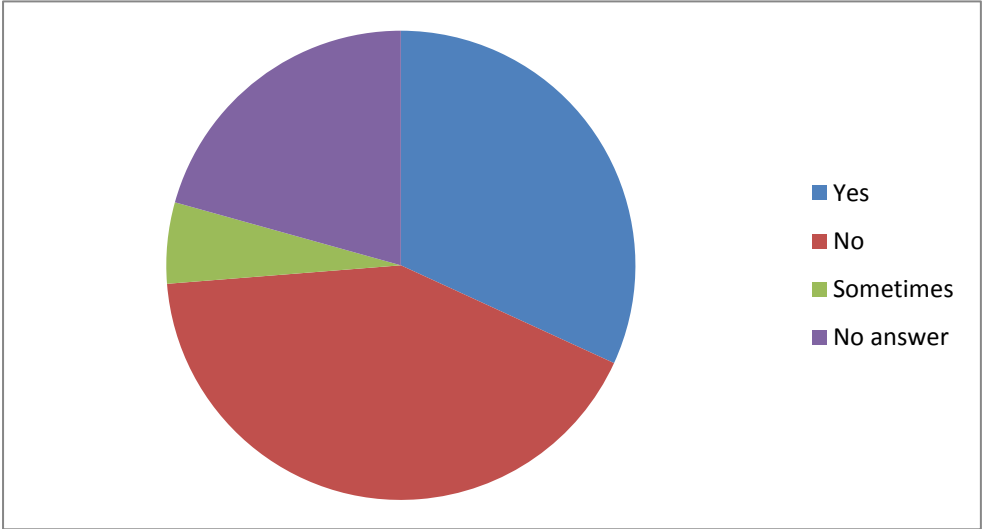
Yes No No answer
48 123

12



If no, did we offer a call back telephone consultation with a GP?

Yes	No	Sometimes	No answer
57	75	10	37



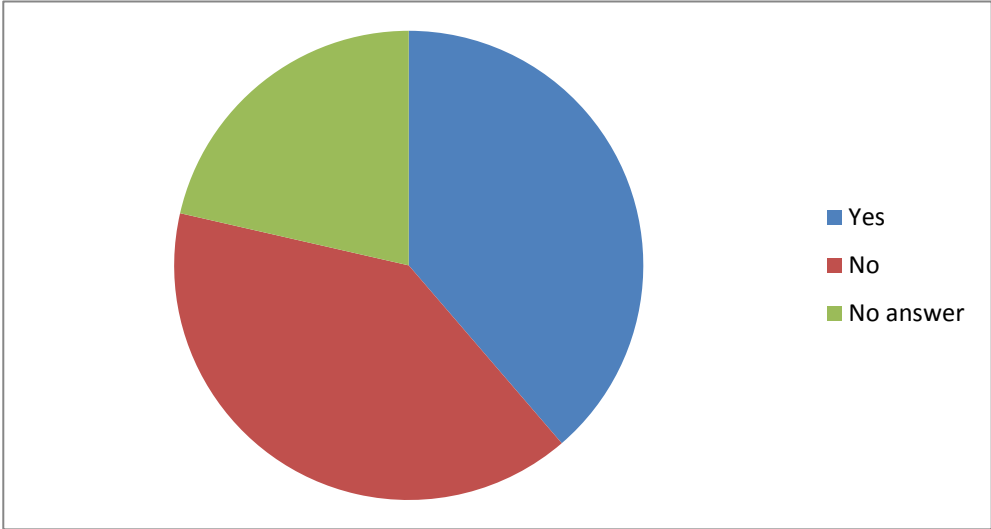
If no, would you like to be registered?

Yes

No
65

No answer
67

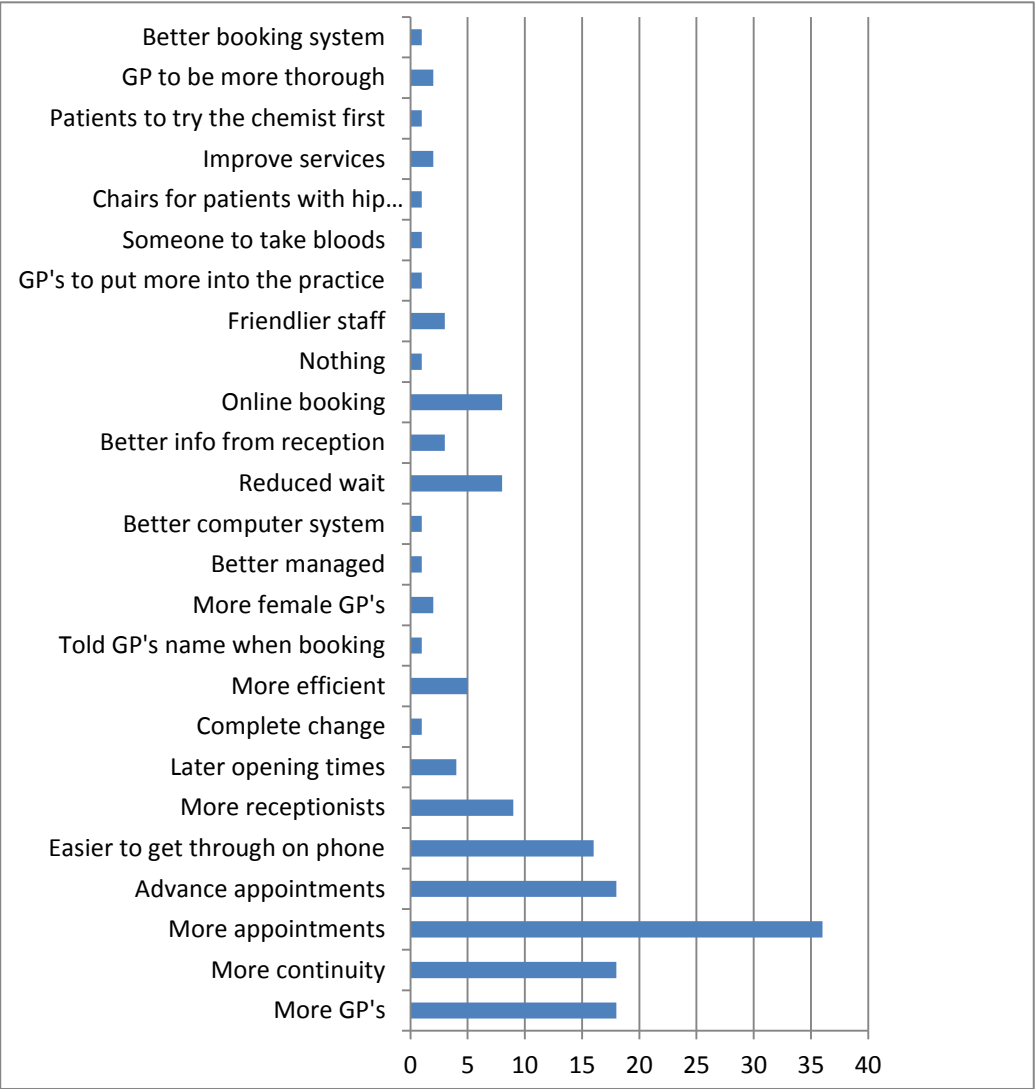
36



What would you like to see happen within the practice?

More GP's	18
More continuity	18
More appointments	36
Advance appointments	18
Easier to get through on phone	16
More receptionists	9
Later opening times	4
Complete change	1
More efficient	5
Told GP's name when booking	1
More female GP's	2
Better managed	1
Better computer system	1
Reduced wait	8
Better info from reception	3
Online booking	8
Nothing	1
Friendlier staff	3
GP's to put more into the practice	1
Someone to take bloods	1
Chairs for patients with hip replacement	1
Improve services	2
Patients to try the chemist first	1
GP to be more thorough	2
Better booking system	1

What would you like to see happen within the practice?



How long have you been registered with the practice?

Less than one year

1-5 years

6-10 years

11-20 years

20 years +

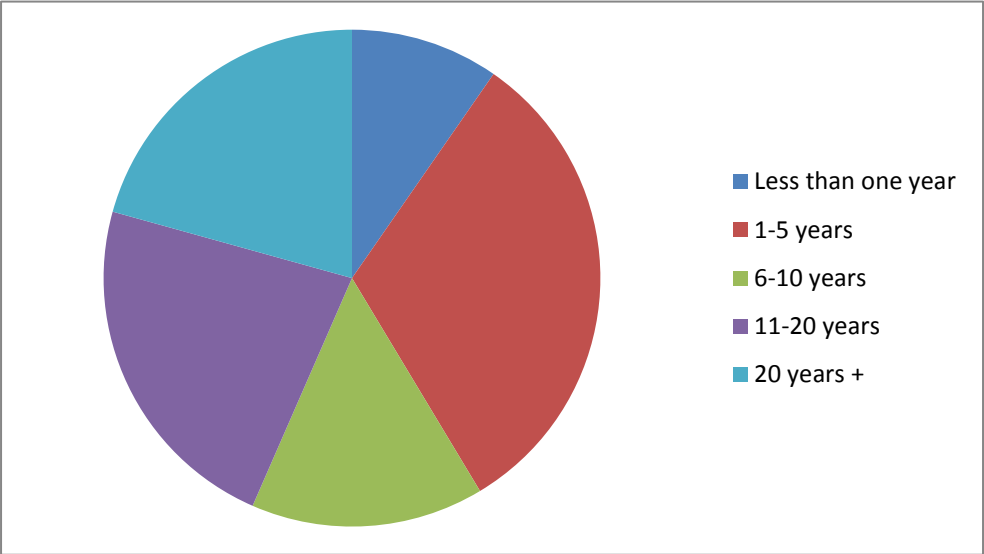
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46

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33

30



Are you:

Male

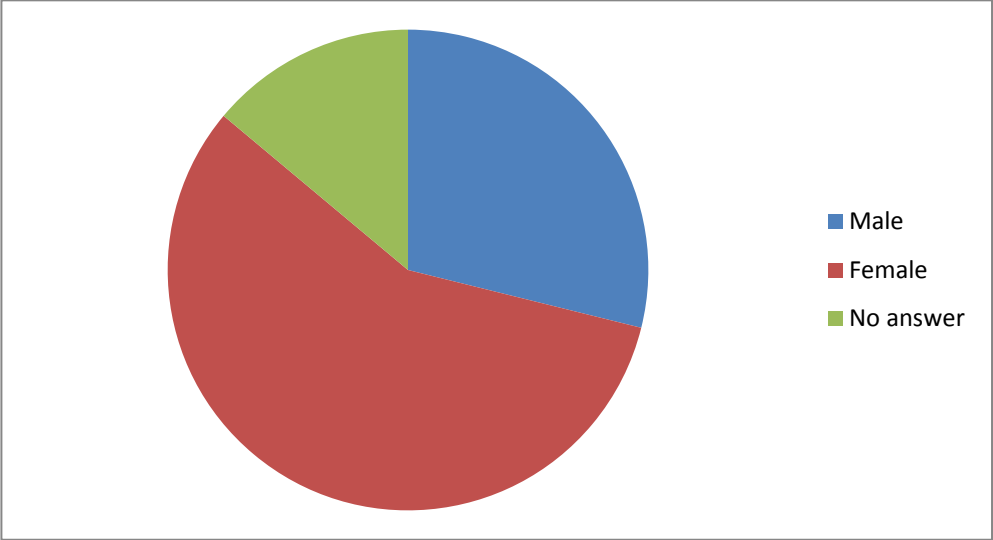
Female

No answer

56

111

27



Do you think the surgery has improved since the previous survey?

Yes	No	Unsure/no answer	
	27	100	48

