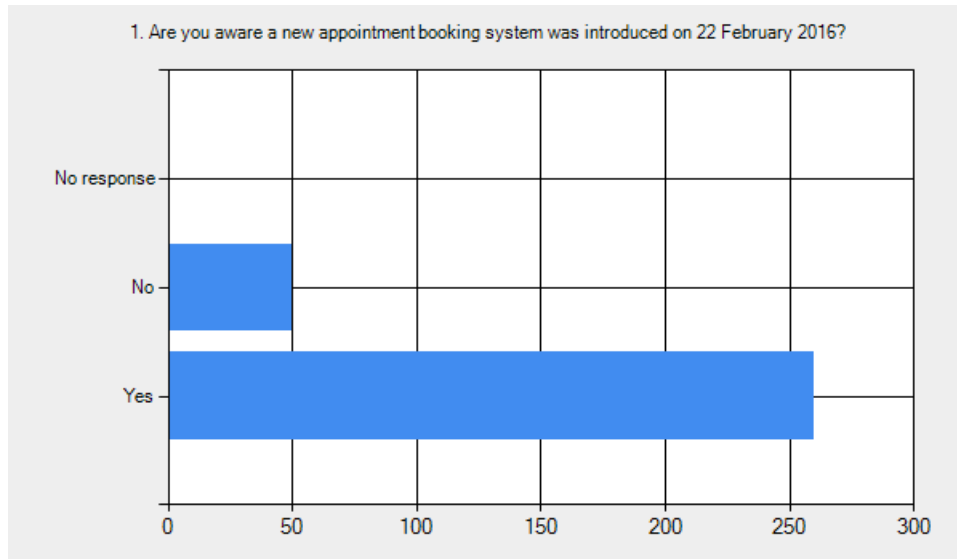


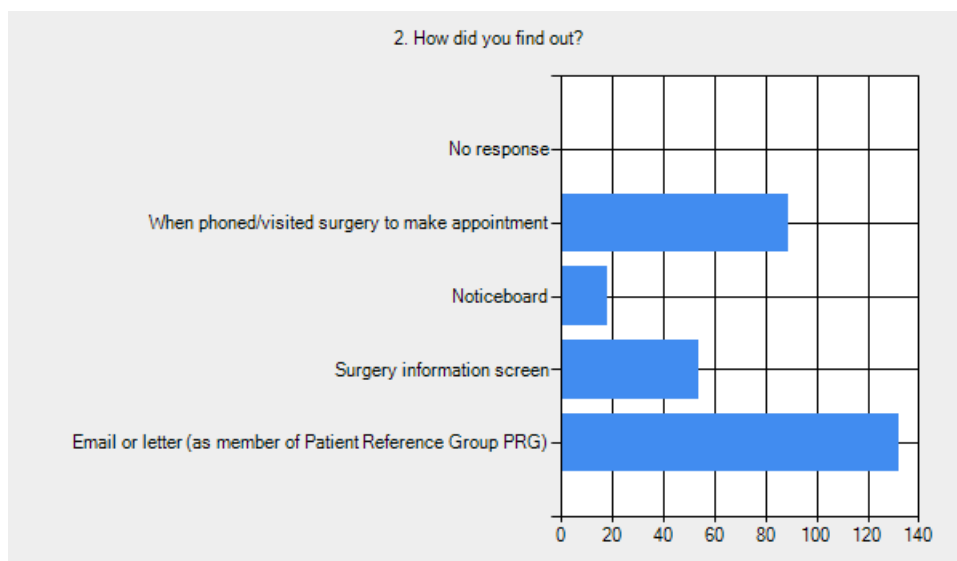
1. Are you aware a new appointment booking system was introduced on 22 February 2016? (310 responses)

- Yes - 260
- No - 50



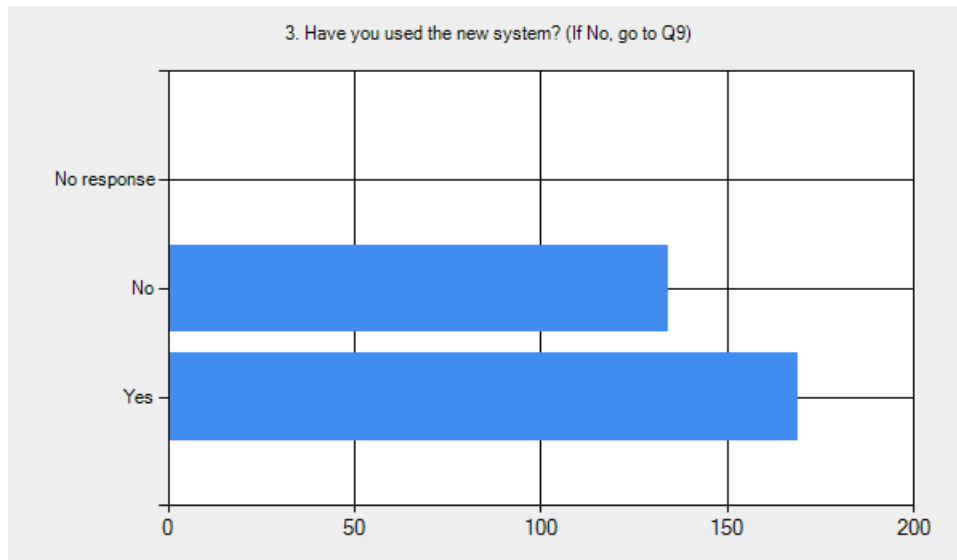
2. How did you find out? (293 responses)

- Email or letter (as member of Patient Reference Group PRG) - 132
- Surgery information screen - 54
- Noticeboard - 18
- When phoned/visited surgery to make appointment - 89



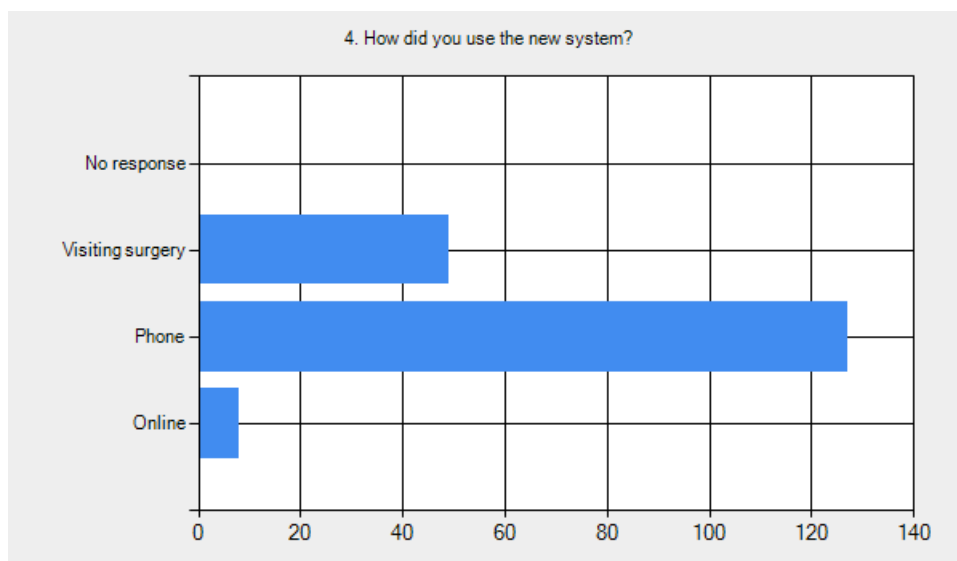
3. Have you used the new system? (If No, go to Q9) (303 responses)

- Yes - 169
- No – 134



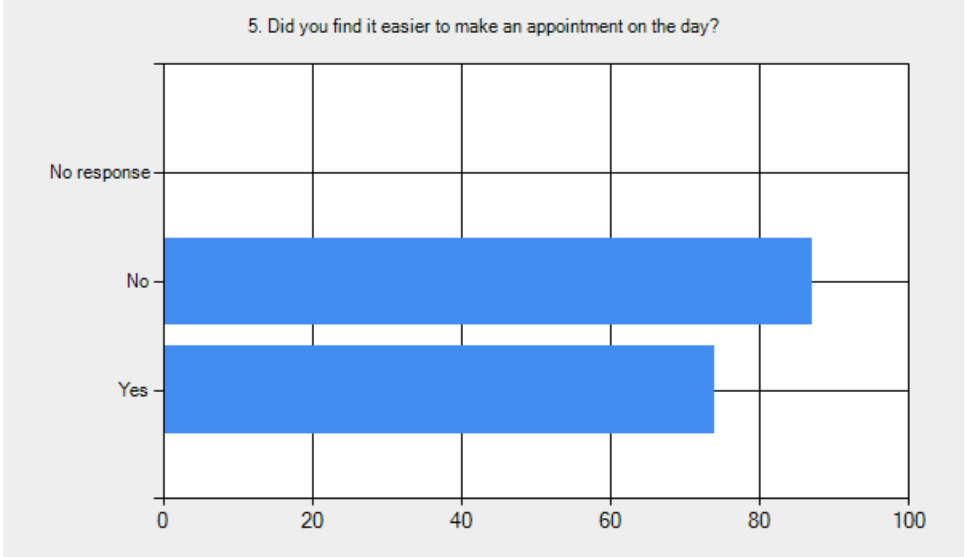
4. How did you use the new system? (184 responses)

- Online - 8
- Phone - 127
- Visiting surgery - 49



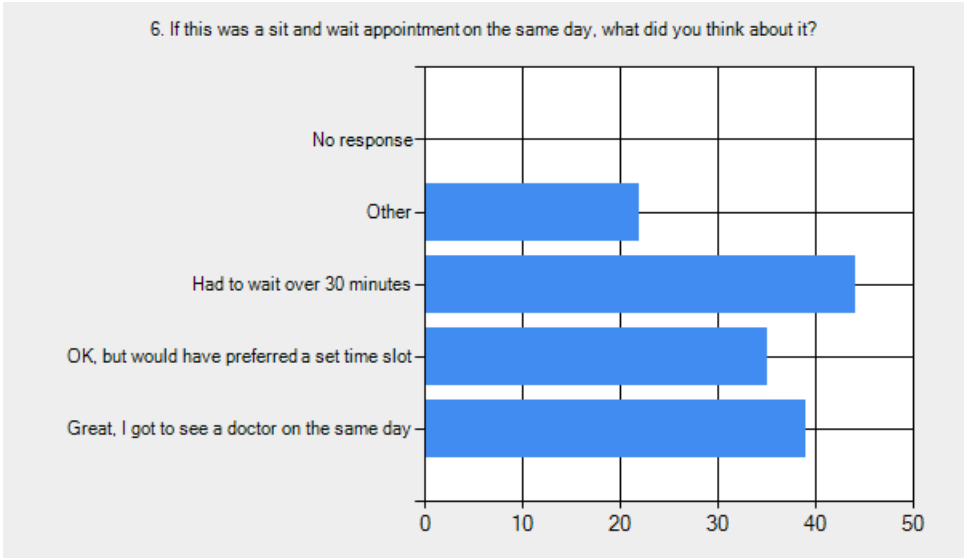
5. Did you find it easier to make an appointment on the day? (161 responses)

- Yes - 74
- No – 87



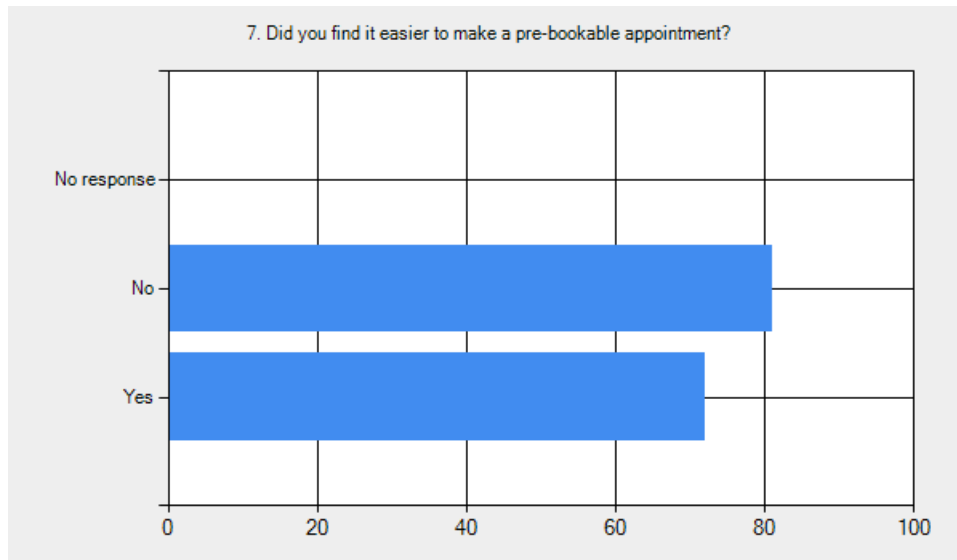
6. If this was a sit and wait appointment on the same day, what did you think about it? (140 responses)

- Great, I got to see a doctor on the same day - 39
- OK, but would have preferred a set time slot - 35
- Had to wait over 30 minutes - 44
- Other – 22



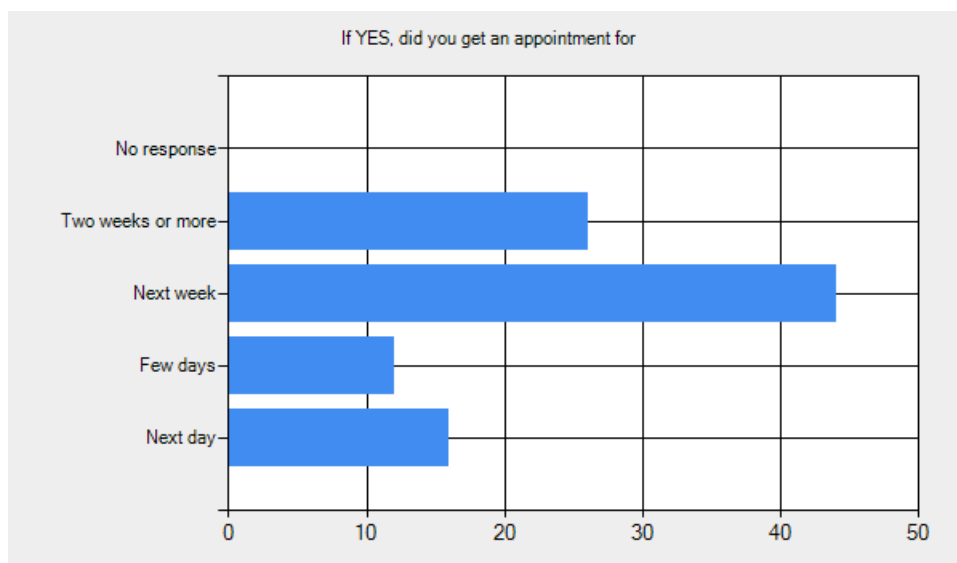
7. Did you find it easier to make a pre-bookable appointment? (153 responses)

- Yes - 72
- No – 81



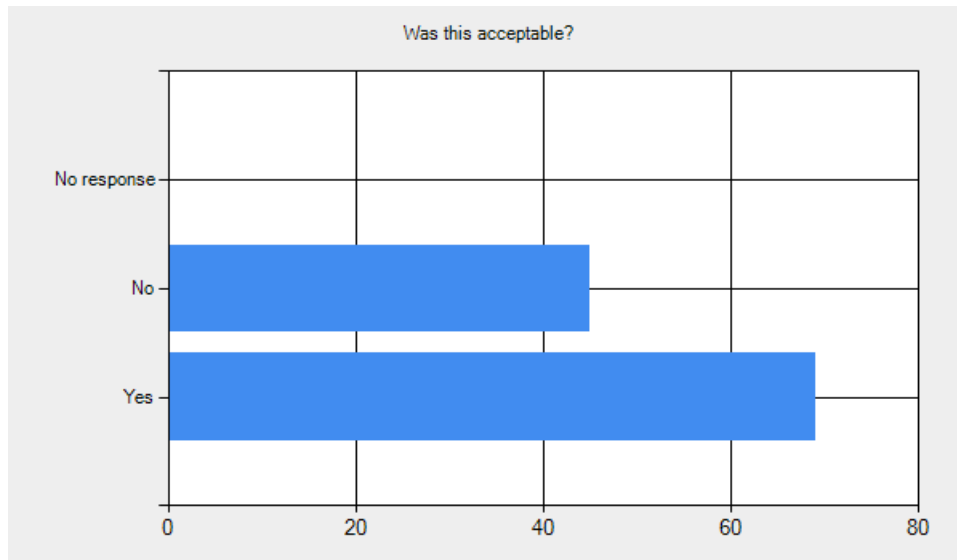
If YES, did you get an appointment for...? (98 responses)

- Next day - 16
- Few days - 12
- Next week - 44
- Two weeks or more – 26



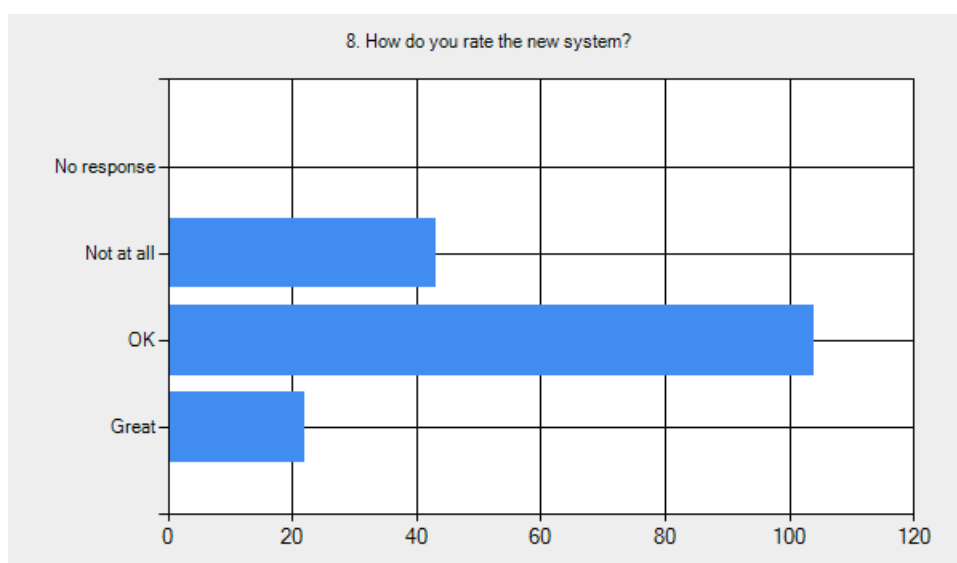
Was this acceptable? (114 responses)

- Yes - 69
- No - 45



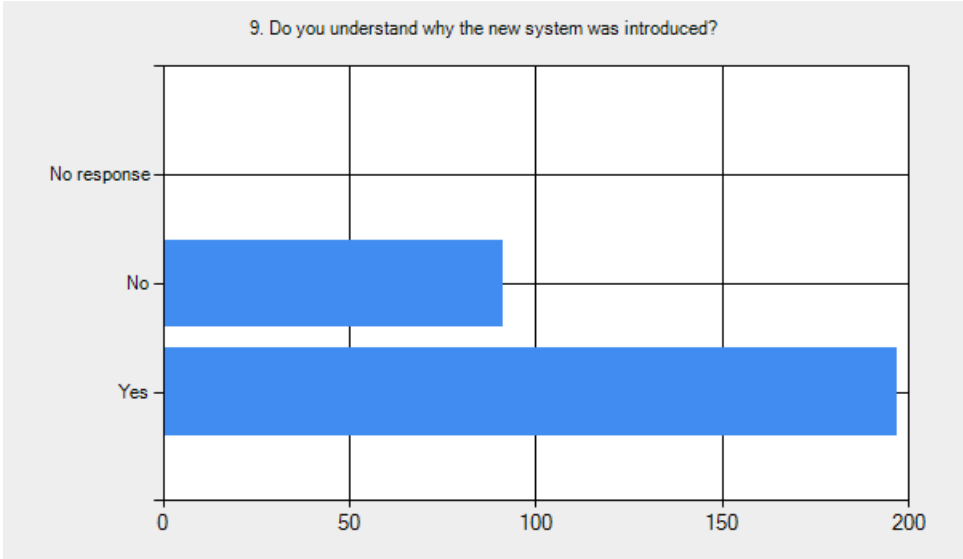
8. How do you rate the new system? (169 responses)

- Great - 22
- OK - 104
- Not at all - 43



9. Do you understand why the new system was introduced? (288 responses)

- Yes - 197
- No - 91



10. Do you have any suggestions to improve the new system or any other comments? (143 responses) See separate document

11. The following are the surgery opening hours. Please tick the times you know about.

- Monday - Friday: 0800 -1830 - **276**.
- Monday - Friday (not Wednesday): 0730 - 0800 Pre-bookable telephone consultations with GP or Prescribing Nurse - **80**.
- Monday - Friday (not Wednesday): 1830 - 1900 Pre-bookable telephone consultations with GP - **61**.
- Two Saturday mornings a month for pre-bookable appointments with GP or Prescribing Nurse. - **110**.

