Report to Patient Group 2014

Following the Patient Group survey this year the following responses were received within the 400 questionnaires collected.

**Questions Answers**

1. How did you book your appointment? 2013 2014

1. By Telephone 274 284 **Disappointing**
2. In person 83 74
3. Online 12 20 **3% increase**

2. Do you use a:

1. A computer? 216 203
2. Smartphone? 125 165
3. Are you aware that you can register with the practice for “Patient Access” and so can go online to book appointments and/or order repeat medication?
4. Yes 190 211 **3% increase**
5. No 150 133
6. If you booked this appointment and subsequently cannot attend, do you cancel the appointment with the practice?
7. Yes 347 357
8. No 7 2

**Reality is we lose roughly 36hrs a month due to patients failing to attend, and this then stops those who want/need appointment!**

1. Are you aware the practice offers telephone consultations with the doctor?
2. Yes 311 324 **2% increase**
3. No 54 47
4. Would you consider a telephone consultation if a face to face visit was not essential?
5. Yes 326 342 **3% increase**
6. No 34 24

.

I would be grateful if the above could be considered by the patient group ready for discussion at the next group meeting, many thanks



Russell 29th July 2014