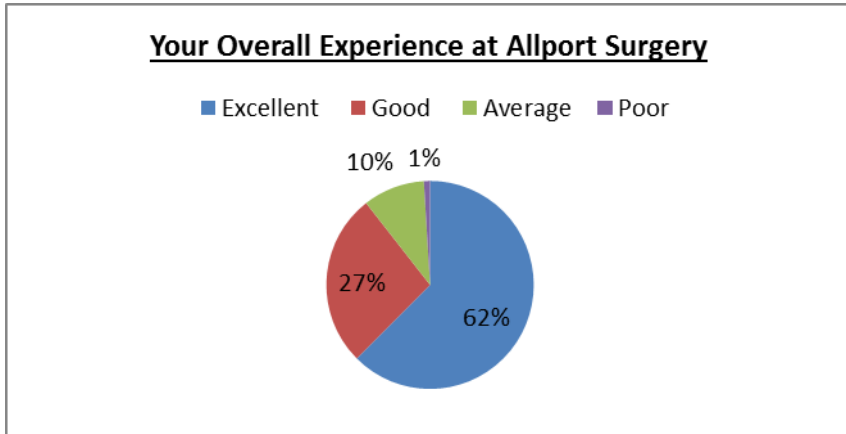


**ALLPORT SURGERY**  
**PATIENT'S SPEEDY SURVEY THE RESULTS**  
**March 2015**

Excellent    Good    Average    Poor

How would you rate your overall experience arranging  
Your appointment for today?

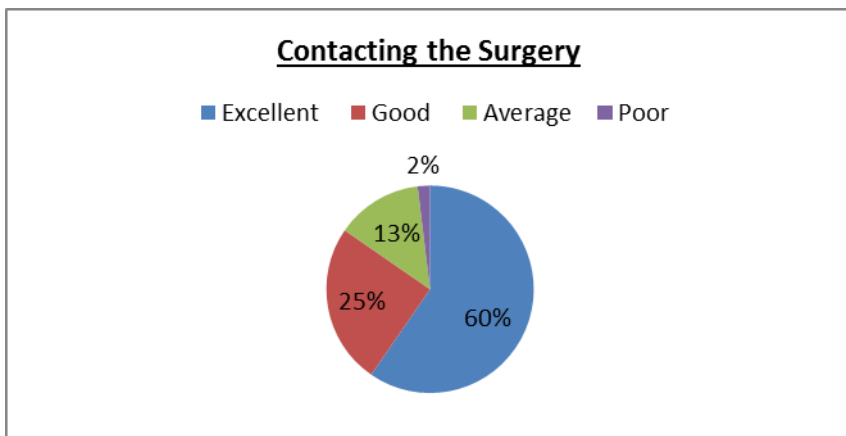
65        28        10        1



Excellent    Good    Average    Poor

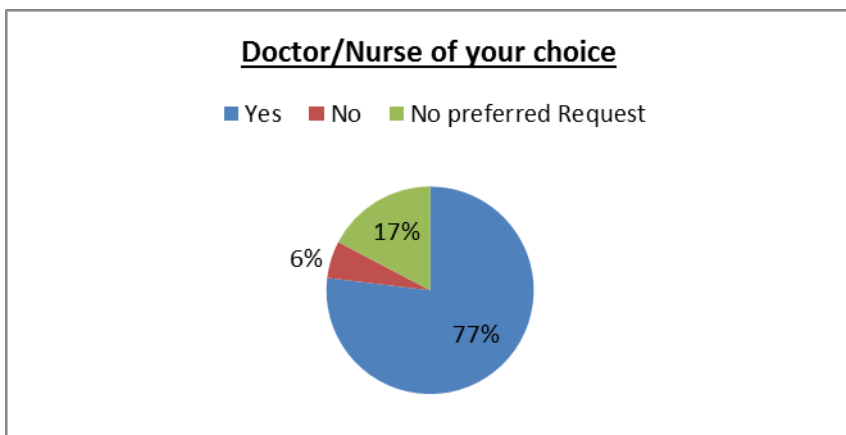
How would our rate the ease of contacting the practice  
On the telephone for today's appointment?

62        26        14        2



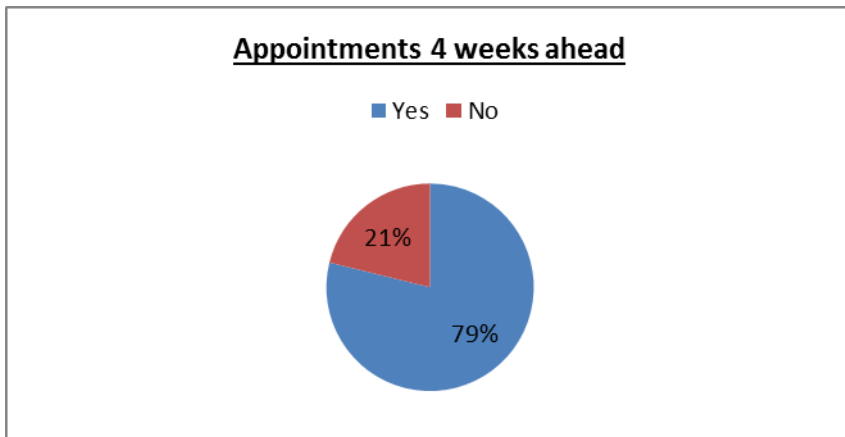
Did you see the Doctor/Nurse of your choice today?

Yes - 80    No - 6    No preference requested - 18



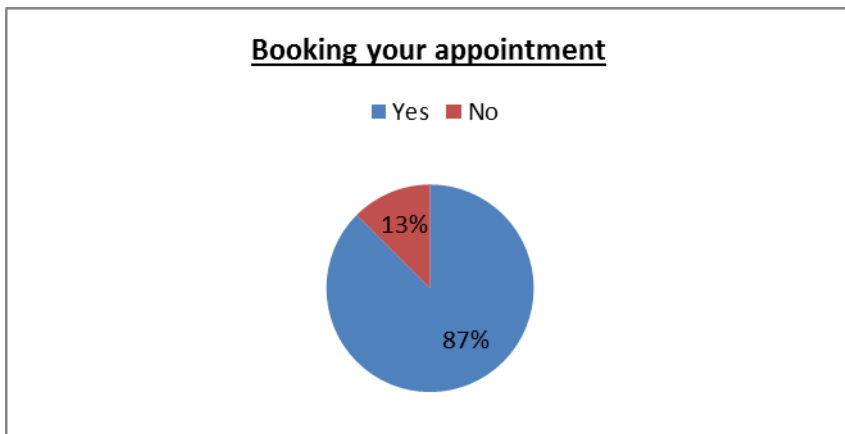
Were you aware that appointments are now bookable  
Up to 4 weeks ahead on our website?

Yes 82 No 22



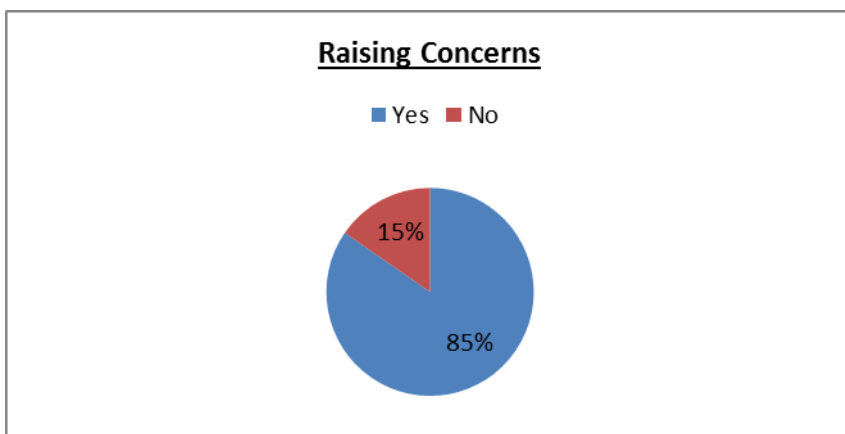
Were you able to book today's appointment at the  
First attempt? (even if you had to phone several times  
To get through)

Yes 91 No 13



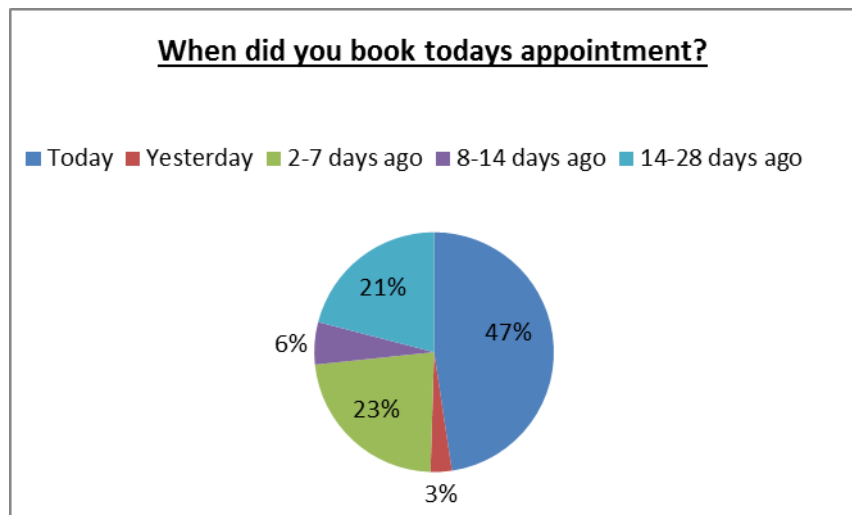
Do you know how to raise any concerns and/or provide  
Feedback about the practice?

Yes 88 No 16

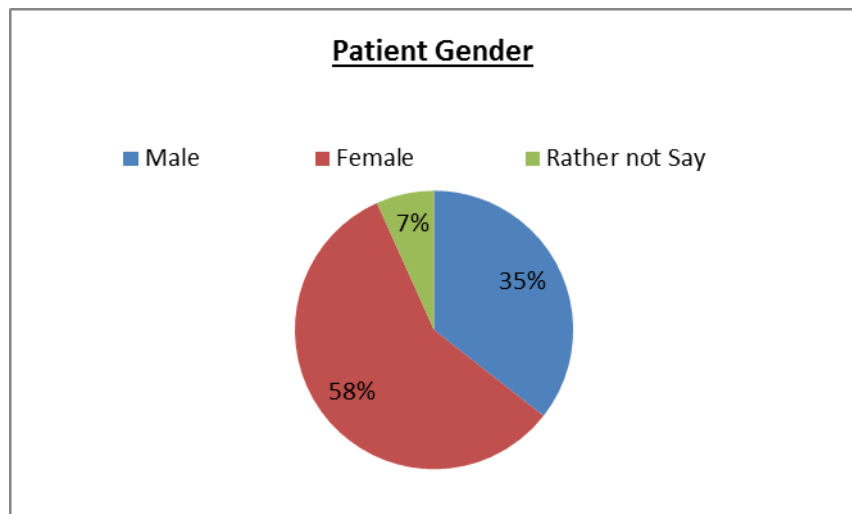


**When did you book today's appointment?**

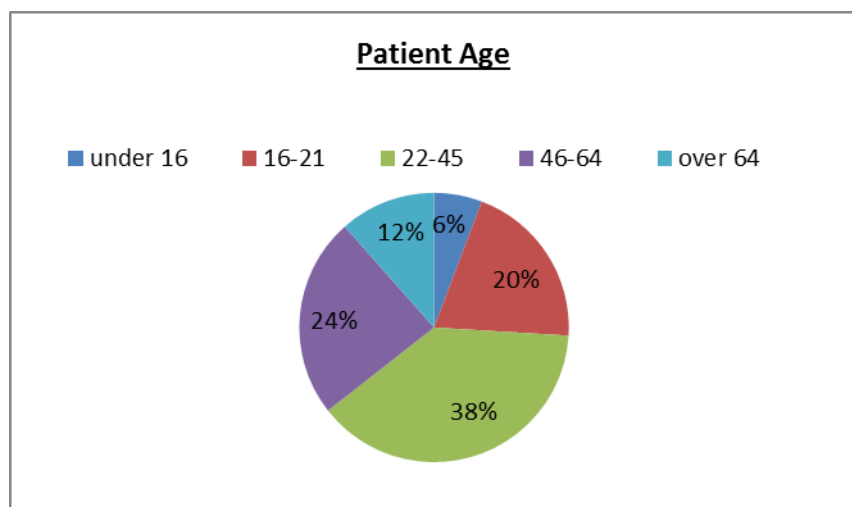
Today - 50    Yesterday - 3    2-7 days ago - 24    8-14 days ago - 6    14-28 days ago - 22



Gender: Male 37    Female 60    Rather not Say 7



Are you: Under 16 - 6    16-21 - 21    22-45 - 40    46-64 - 25    over 64 - 12



### **What did we do well?**

#### **Samples of Your Comments**

- Staff are friendly and helpful.
- Very useful being able to book 4 weeks in advance on line.
- More often than not I can get an appointment on the day with my Doctor of choice.
- Registrars are always lovely.
- Lady on reception was very kind and understanding of my problem.
- Made appointment with nurse and was seen straight away.
- It took a while to get through on the phone but when I did I got an appointment for the same day.
- Managed to get an appointment immediately.
- Very pleasant and helpful receptionist.
- Doctors are very caring and make me feel at ease.

### **Where/how could we improve?**

#### **Your Comments**

- Automatic door needed.
- Queuing system at reception is needed for confidentiality reasons.
- More availability for blood tests as I need regular blood test.
- Pre-bookable appointments are too far ahead and this must impact on the day to day urgent appointments.
- Things for children to play with in reception.
- Up-to-date magazines for patients to read.
- More receptionists, there's always a queue.
- Text to say if doctor is running late to save sitting in waiting room.
- More people to man the phones at peak times.
- Door in main waiting room is heavy and causes problems for those with poor mobility.
- More appointments after work hours.

When you are called by the doctor/nurse indicate how many minutes you were waiting

Doctor – Average 12 minutes waiting time

Nurse – Average 5 minutes waiting time