

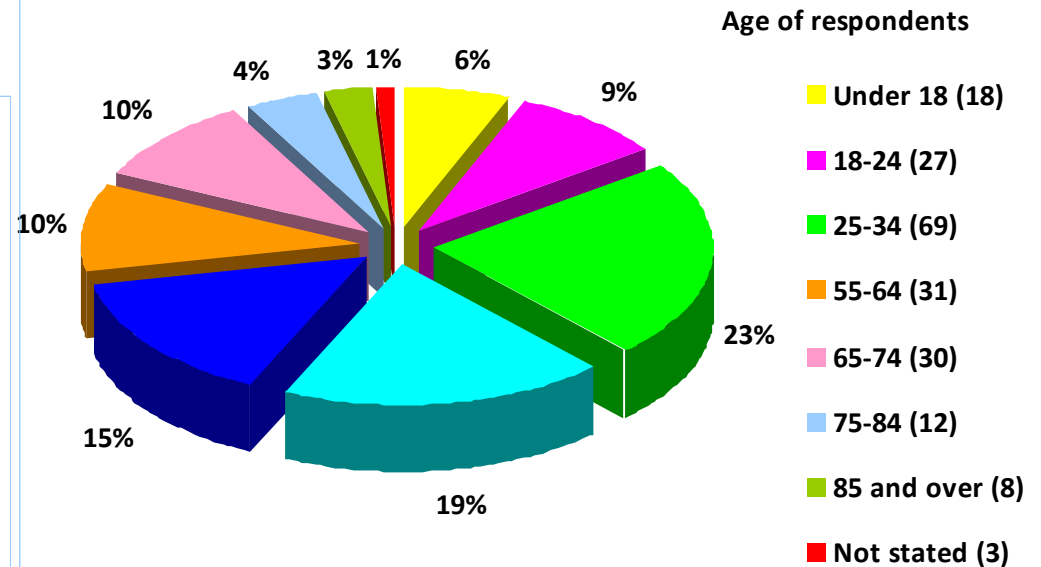
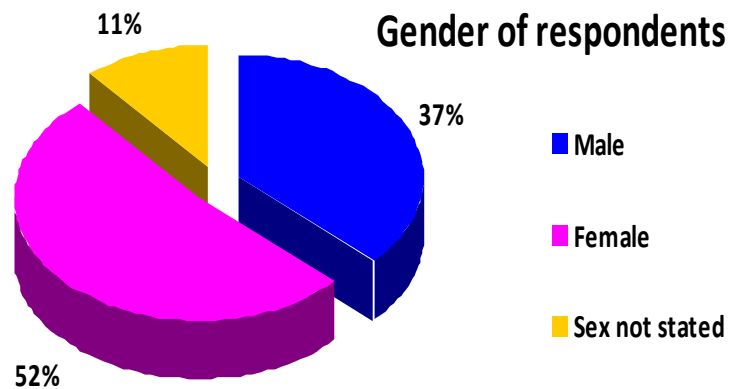
# Andover Medical Centre

## Analysis of Patient Survey Results

2013 – 2014

The research content of this survey has been previously agreed with members of the PPG (Dec 2013).

The survey forms were completed anonymously. Number of Respondents: 300 (processed)(450 survey forms handed out in February and March 2014)





## Telephone Access

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- 56%(169)patients could get through in less than 2 calling attempts.
- 36% (107)patients attempted 3 to 10 times to get through the phone
- 8% prefer face to face contact or never call.
- 43%(201) patients said that their phone call were answered in less than one minute, 24%(73)were answered between one and two minutes, and 28% (83) patients were answered between 2.5 to 10 minutes.



# Appointments

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- 68%(206)patients waited less than 15minutes at the surgery for their appointment.
- 35%(106) patients would like to be seen on the day. 54%(162) within a week.
- 27%(75) were seen at the surgery on the day. 56%(156) within the week.
- 73% (219) patients were satisfied with the outcome of appointment given.



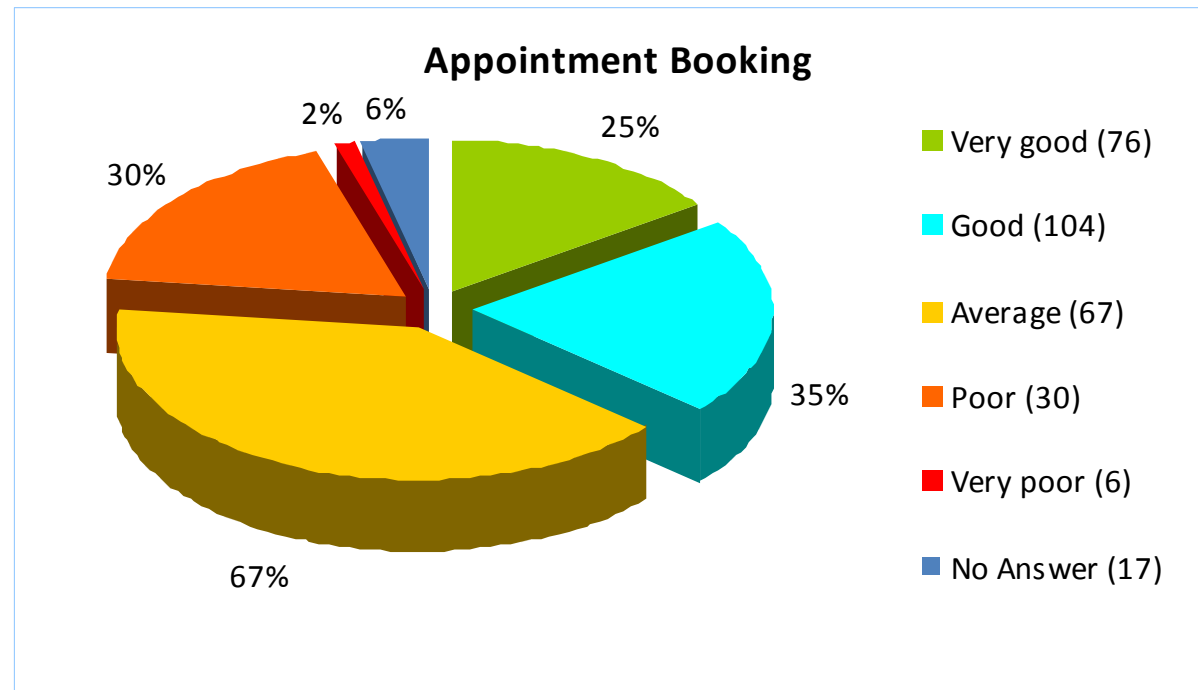
## Patients not satisfied with their appointment booking outcome

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- 23%(70)respondents were not satisfied with the outcome of booking an appointment and had to seek an alternative solution
- 49%(34)of these 70 respondents accepted the appointment offered anyway and the remaining 51%(36) used other alternatives (A&E, pharmacist, contacted the surgery another time or did not see or speak to any GP or nurse at all)

# Experience of Making an Appointment

- Described as very good to average by 82%(247)





## Surgery Opening Times

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- 80%(239) patients were satisfied with the opening times
- 81%(244) patients were satisfied with the extended hours opening times.
- 76% (229) would like to see the surgery open for additional times –
  - 68% specifically on Saturdays.
  - 18% Lunch time
  - 14% Before 8 am



## Doctors and clinical care

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- 66%(198)found it easy and fairly easy to see the GP of their choice.
- 63%(191)said that it is fairly and very important to see a specific GP.
- 80%(241)are fairly and very satisfied with the clinical care received at the surgery by all the clinicians (Doctors, nurse an HCA)



## Self-care and Prevention

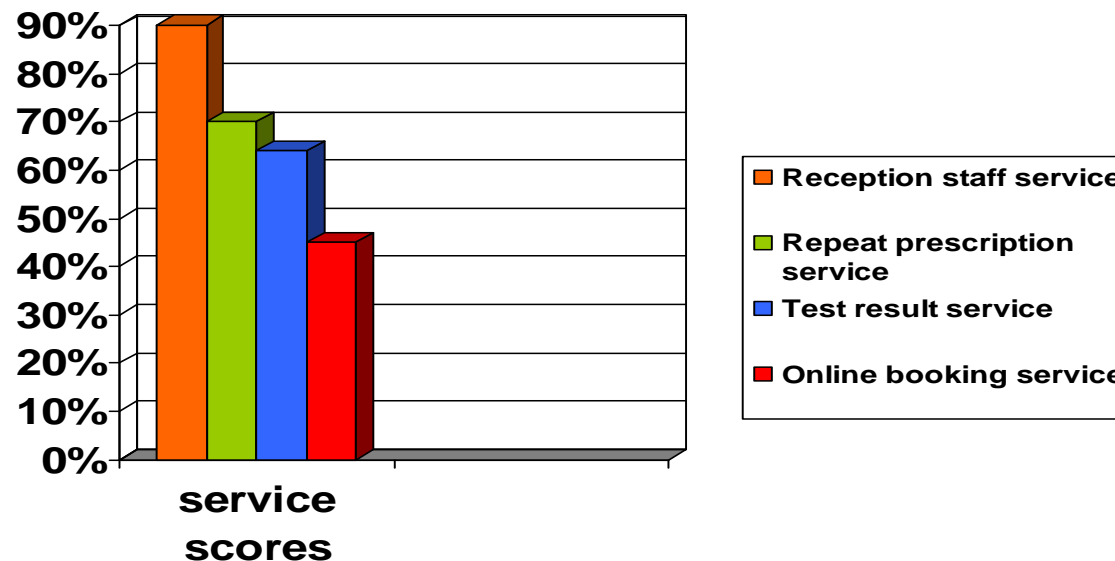
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- 68%(204) are satisfied with self-care and prevention information provided by the surgery.



# Customer Service

- **Reception staff 90%(269)** respondents rated the service very and fairly satisfactory.
- **Online booking 45%(134)** aware of this service.
- **Repeat prescription 70%(210)** respondents found it very and fairly satisfactory.
- **Test result service 64%(191)** respondents found it fairly and very satisfactory.



# Summary of Results

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- Group discussion and action plan

