

Great Oakley Medical Centre

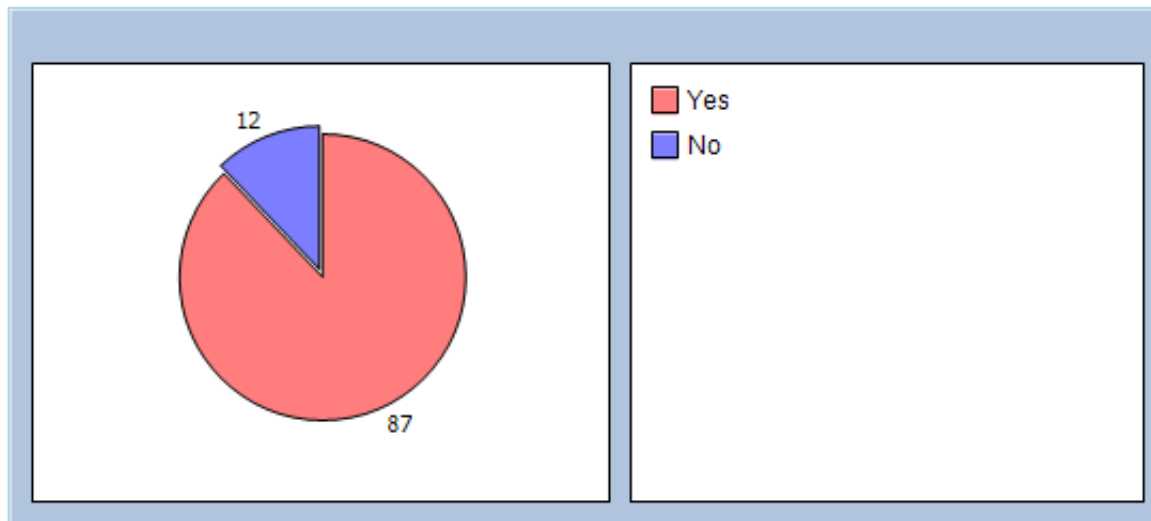
DR FIRST APPOINTMENT SURVEY 2013 (1)

Number of Responses: 258

DR FIRST APPOINTMENT SURVEY 2013

Q1 Have you contacted the surgery in the last year to speak to a doctor?

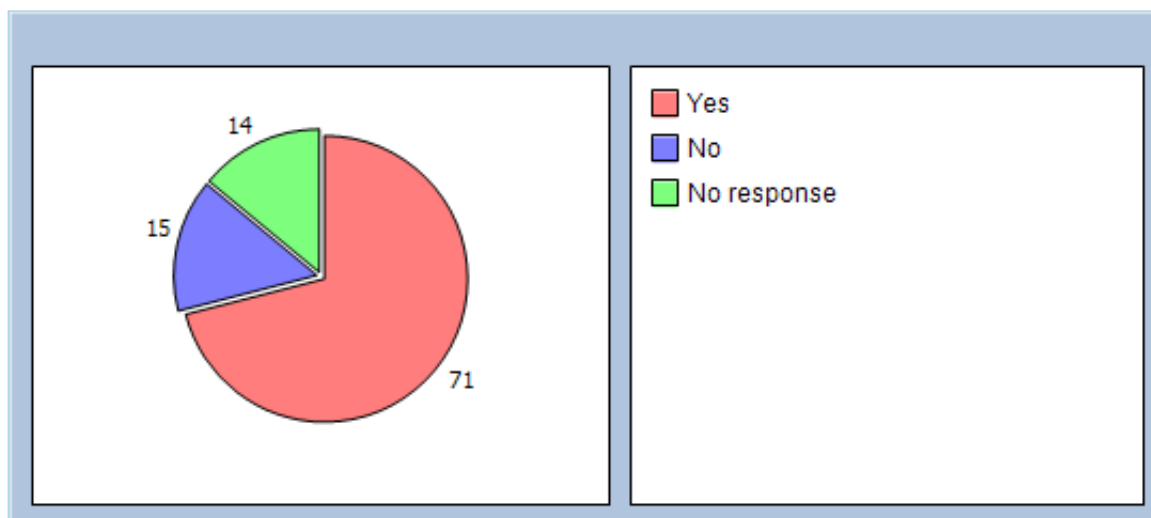
Yes 87%
No 12%



If you have answered No to the above question, please do not answer any further questions.

Q2 Did you find the appointment system easy to use?

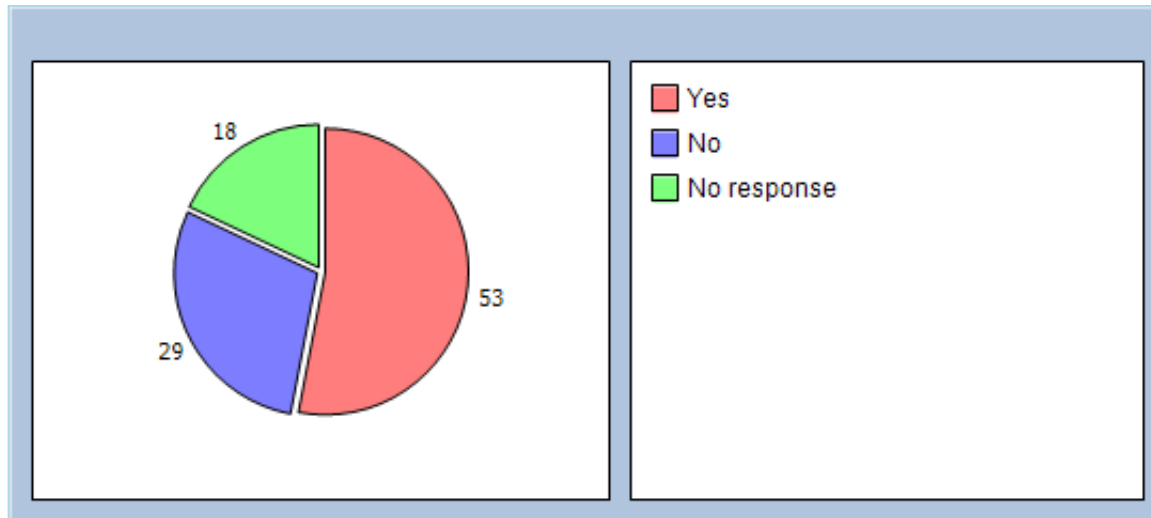
Yes 71%
No 15%
No response 14%



If you answered No, Please explain the difficulties you encountered?

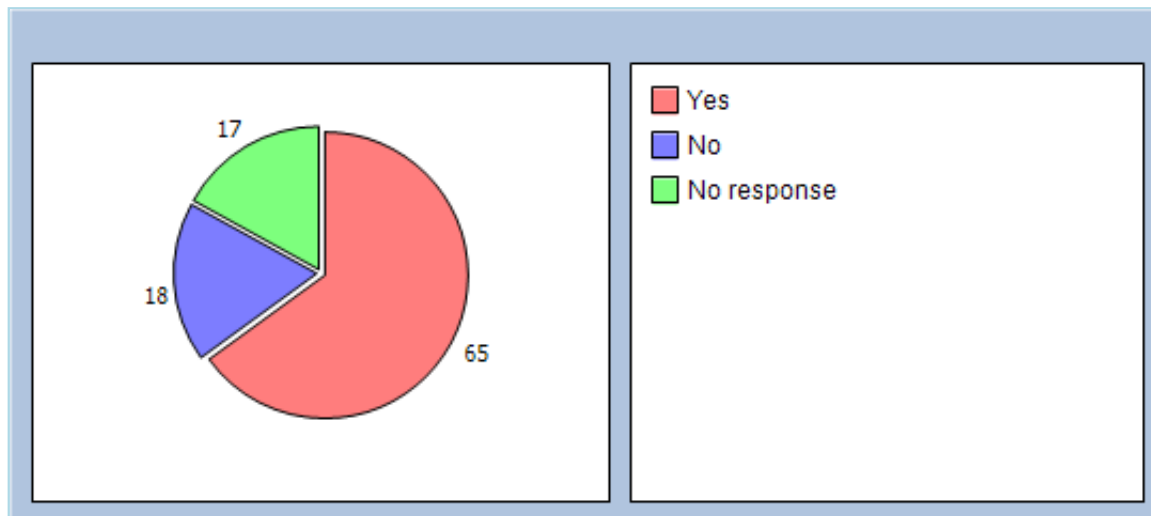
Q3 Could you speak to your preferred doctor?

Yes	53%
No	29%
No response	18%



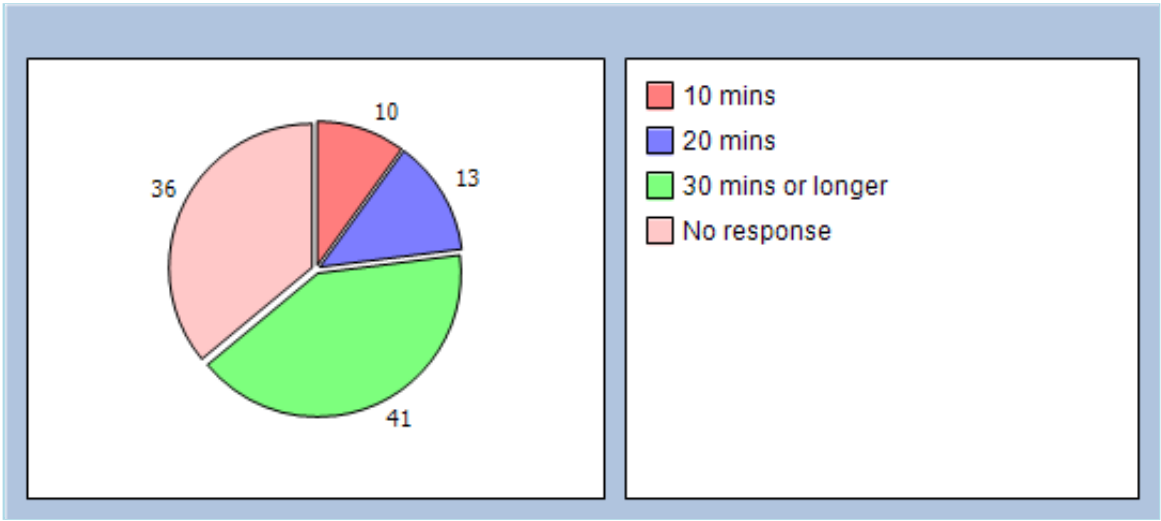
Q4 Was the time you waited for a doctor to call back acceptable?

Yes	65%
No	18%
No response	17%



Q5 How long before your call was returned?

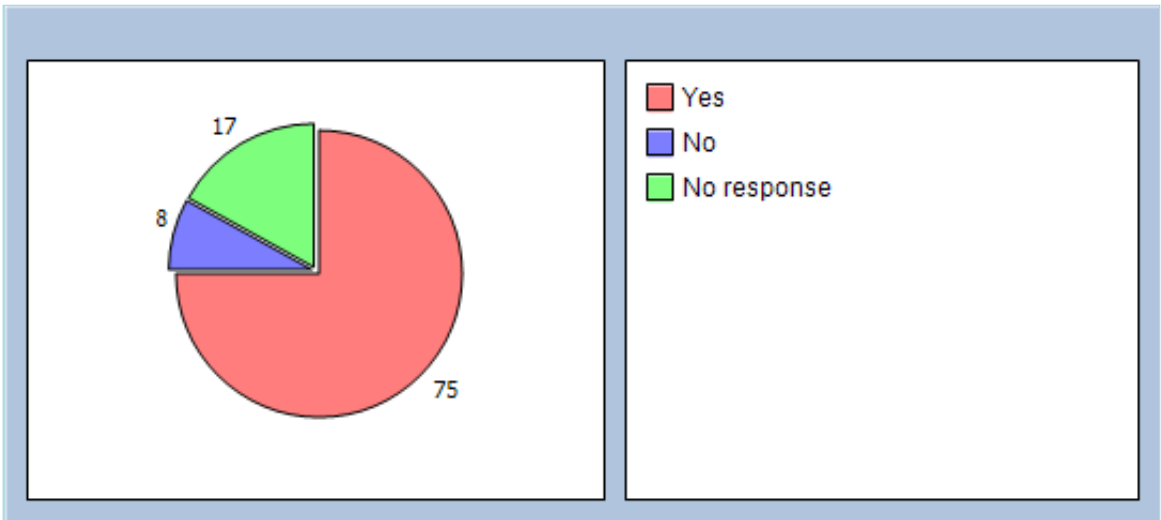
10 mins	10%
20 mins	13%
30 mins or longer	41%
No response	36%



How long was it before your call was returned?

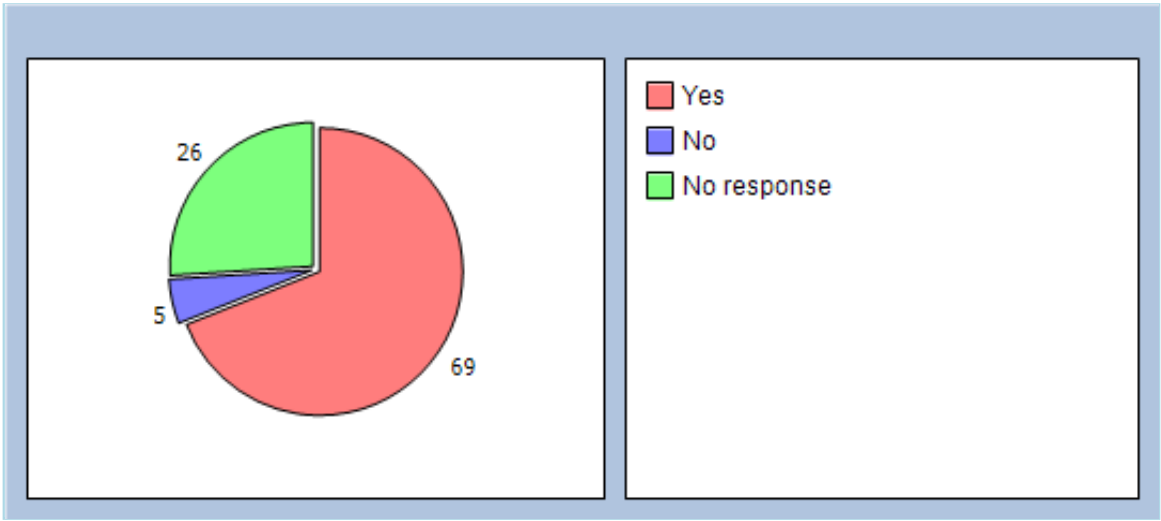
Q6 Were you satisfied with the outcome of the call from the doctor?

Yes	75%
No	8%
No response	17%



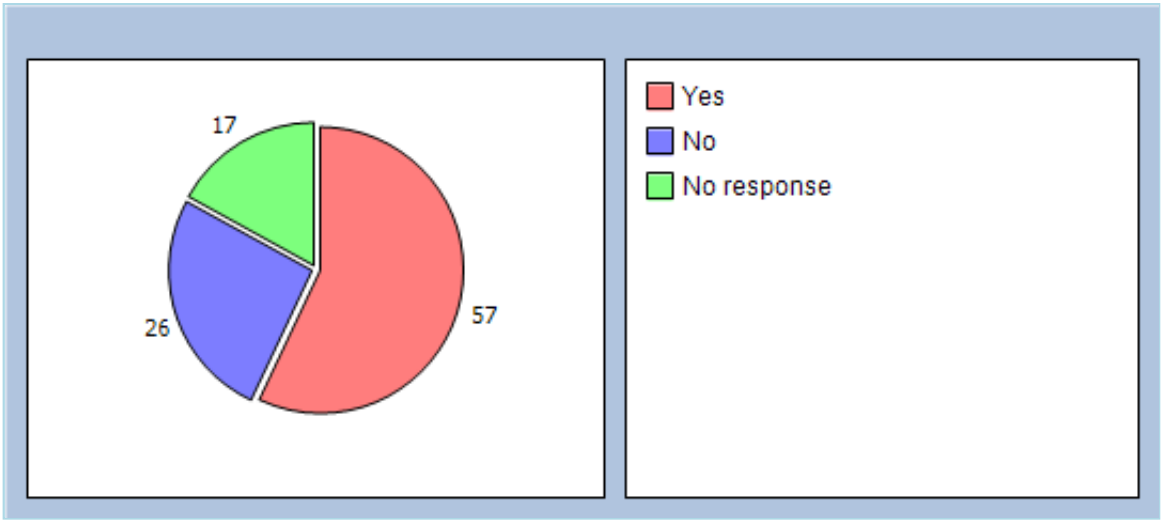
Q7 If the doctor arranged a face to face consultation, was it at a convenient time?

Yes	69%
No	5%
No response	26%



Q8 Are you generally satisfied with our current appointment system?

Yes	57%
No	26%
No response	17%

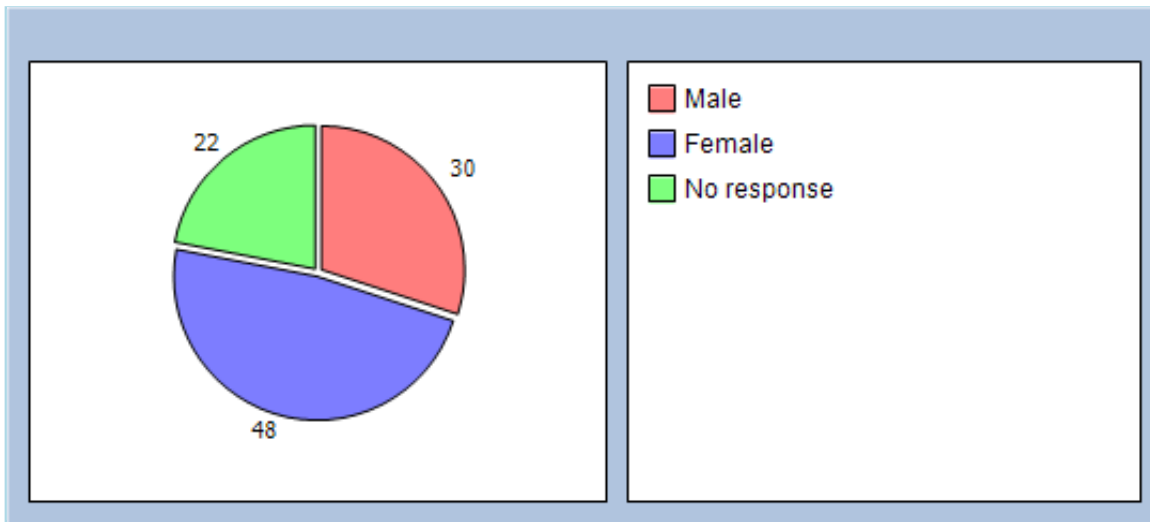


Please enter any comments about the system

To enable us to determine the range of patients we have surveyed please answer the following

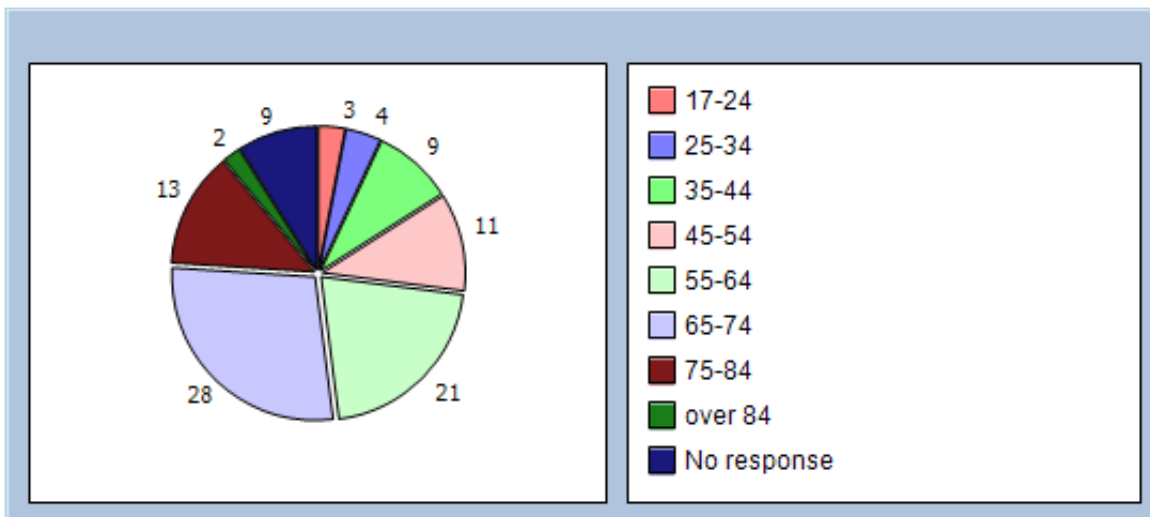
Are you

Male	30%
Female	48%
No response	22%



Please indicate your age group

Under 16	0%
17-24	3%
25-34	4%
35-44	9%
45-54	11%
55-64	21%
65-74	28%
75-84	13%
over 84	2%
No response	9%

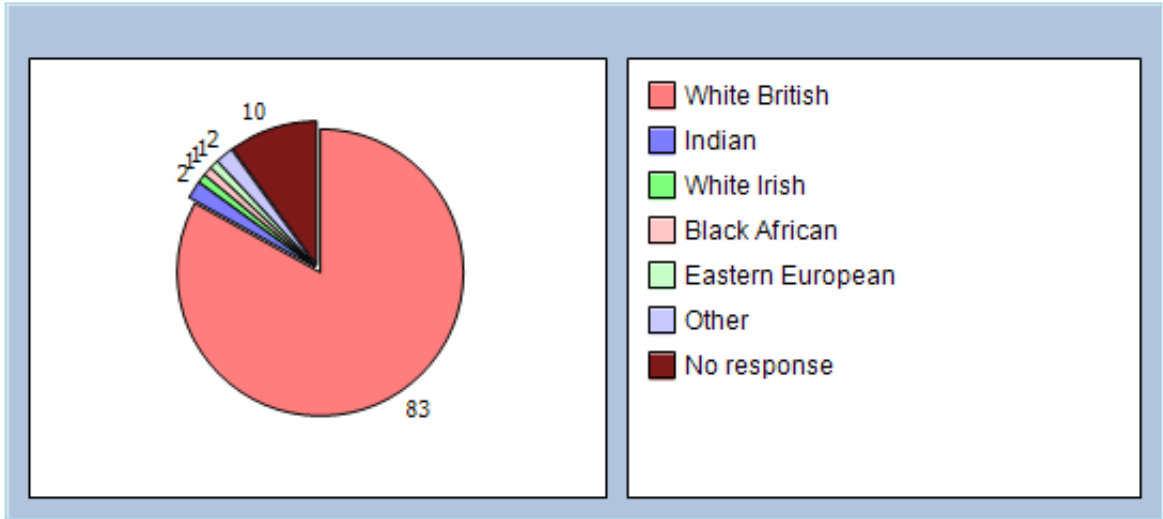


Please indicate the Ethnic background which you most identify with

White British	83%
Mixed Race Caribbean	0%
Indian	2%
Black Caribbean	0%
White Irish	1%
Mixed Race African	0%
Pakistani	0%
Black African	1%
Eastern European	1%
Mixed race Asian	0%
Bangladeshi	0%
Chinese	0%

Other
No response

2%
10%



Thank you for completing the survey which will enable us to improve our patient service. Your comments are valuable to us and we will endeavor to regard every issue