

# Doctor First Patient Survey September 2012

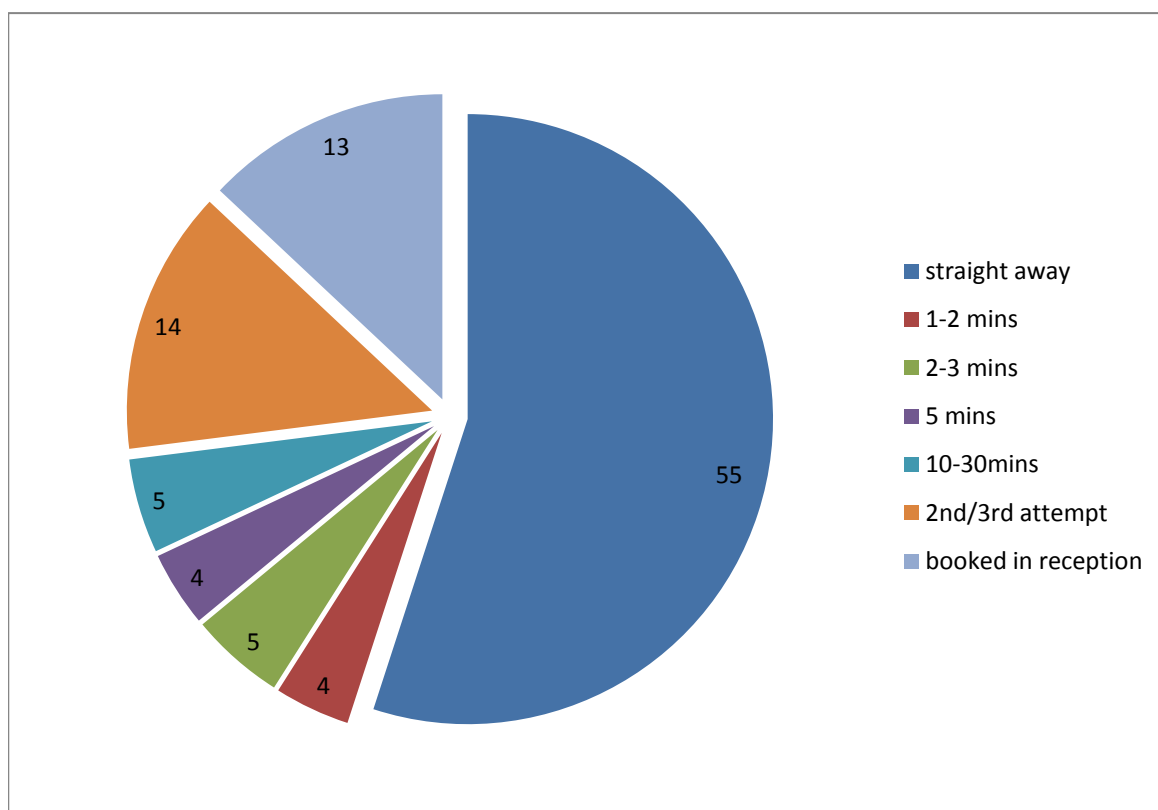
Monday 10th - Friday 21st September 2012

Between Monday 10th September and Friday 21st September 100 patients, 78 from Davenal House and 22 from Stoke Prior Surgery, were telephoned by reception staff regarding the Doctor First appointment system. They were asked a series of questions, responses were recorded then collated. The results are as follows:-

## Question 1

**How long did you have to wait on the telephone, before getting through to the surgery?**

Results	
straight away/few rings	55
1-2 mins	4
2-3 mins	5
5 mins	4
10 - 30 mins	5
2nd/3rd attempt	14
booked in reception	13
Total	100

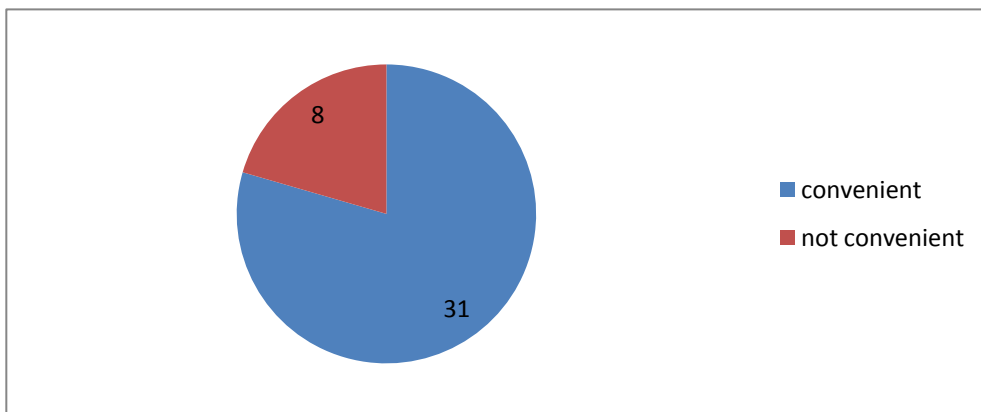
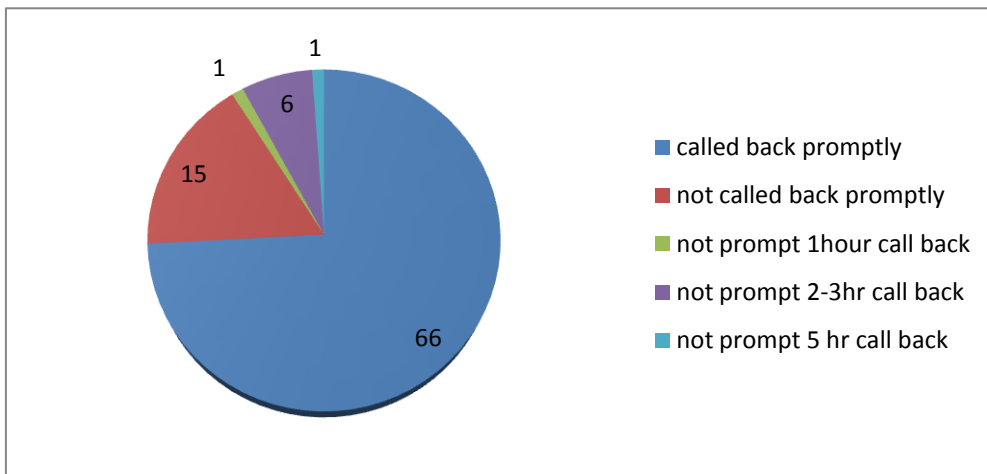


**Question 2**

**Were you called back promptly and /or at a time convenient to you?**

Results

called back promptly	66
not called back promptly	15
not prompt 1 hour	1
not prompt 2-3hrs	6
not prompt 5hrs	1
Total	89/100
convenient	31
not convenient	8
Total	39/100

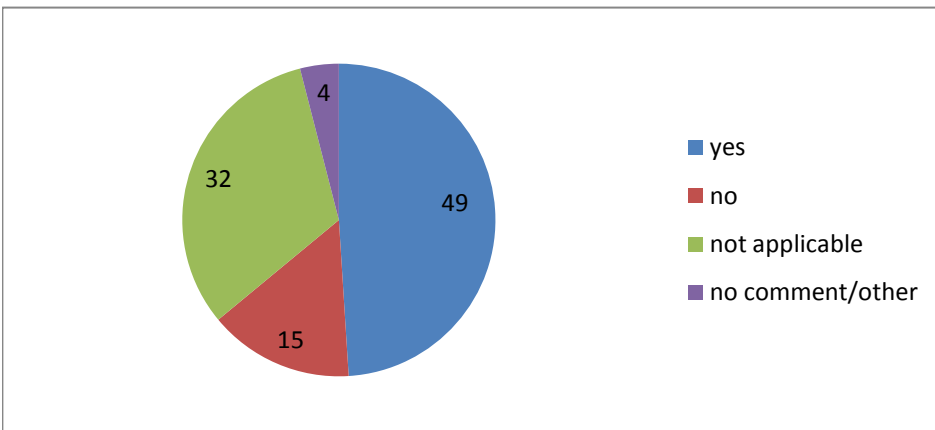


**Question 3**

**If you received a telephone appointment only, were you satisfied with the outcome?**

Results

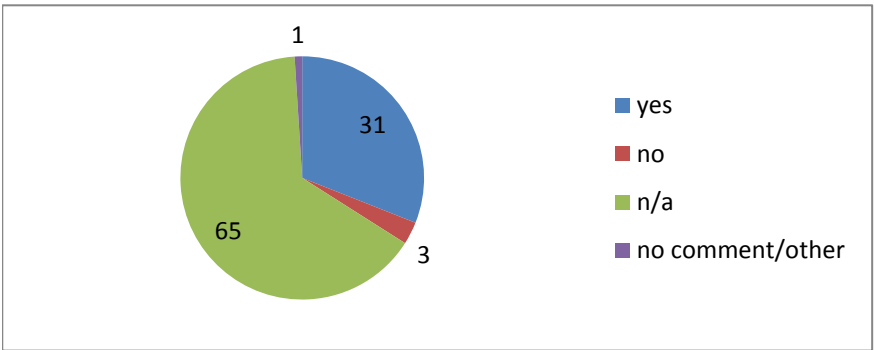
yes	49
no	15
not applicable as pt received f/f appointment	32
no comment/other	4
Total	100



**Question 4**

**If a face to face appointment was booked, were you satisfied with the appointment time?**

Result	
yes	31
no	3
not applicable as received telephone appointment	65
no comment/other	1
Total	100



### Question 5

#### In general, how do you feel about the appointment system?

Result	
very pleased/good idea/efficient/much better system	15
ok/quite happy/generally ok	22
successful on this occasion, but unsure about future appointments	6
Unsure/didn't like to start with, does now	3
Pros/cons, 50/50, not much experience, unsure if working???	11
not happy all at, waste of time, prefers old system	33
no comment	1
ok, but still refer old system/f2f appointment	9
Total	100

