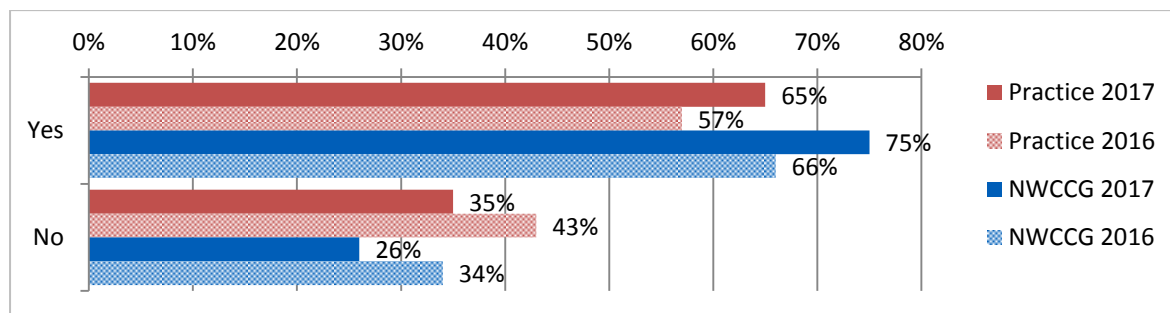


Total Responses: 434

Patient Feedback

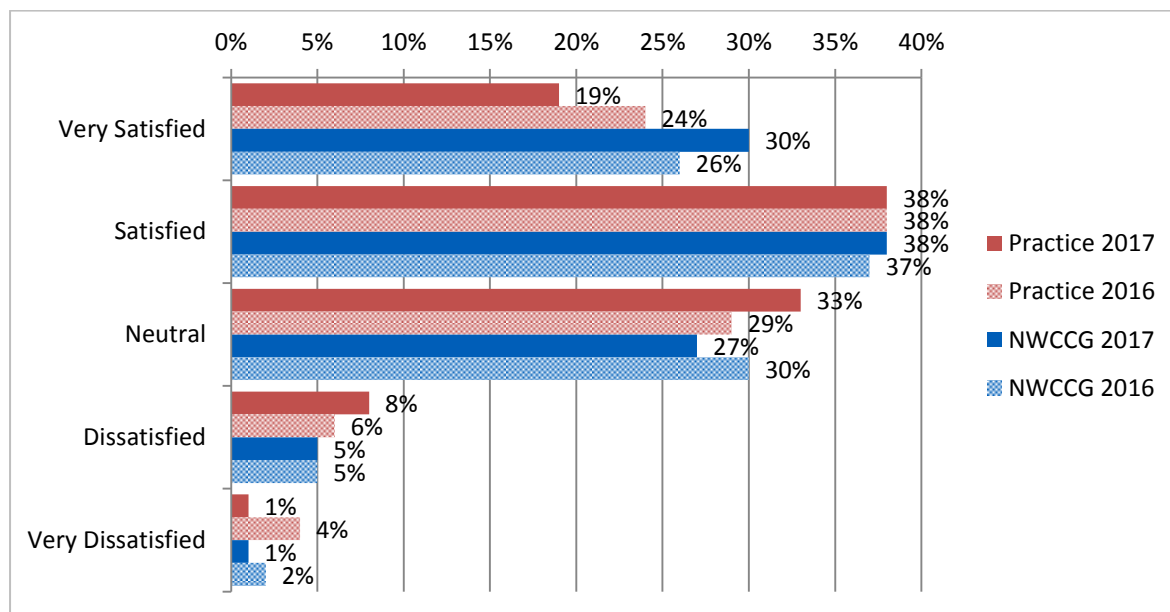
1. Are you seeing your GP or Practice Nurse of choice today?

Responses: 425



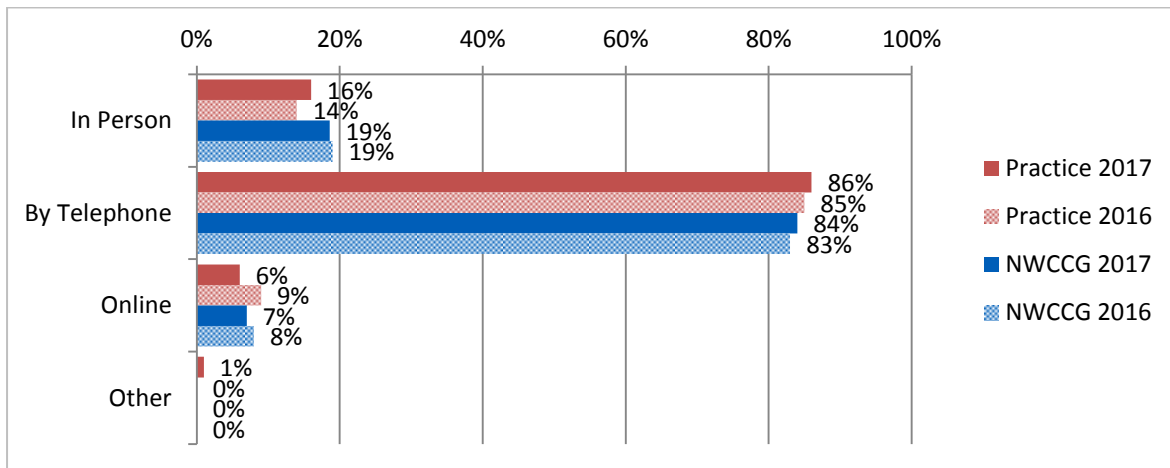
2. If you answered 'No': How do you feel about seeing another health care practitioner today?

Responses: 143



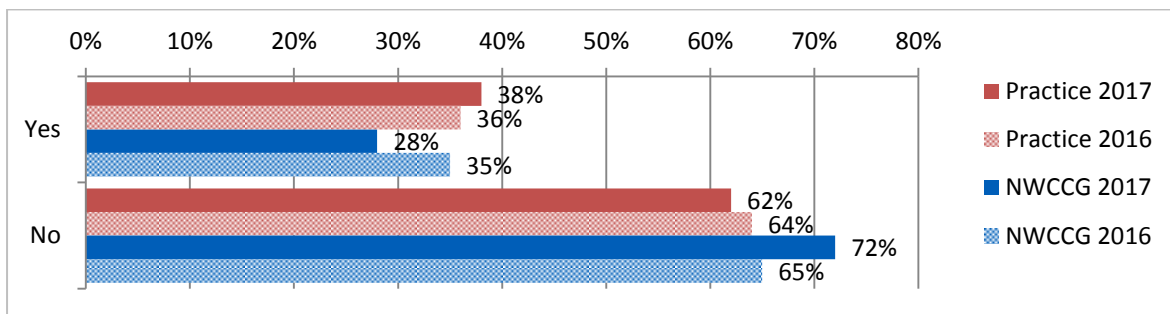
3. How do you normally book your appointments to see a GP or nurse at your GP surgery?

Responses: 430



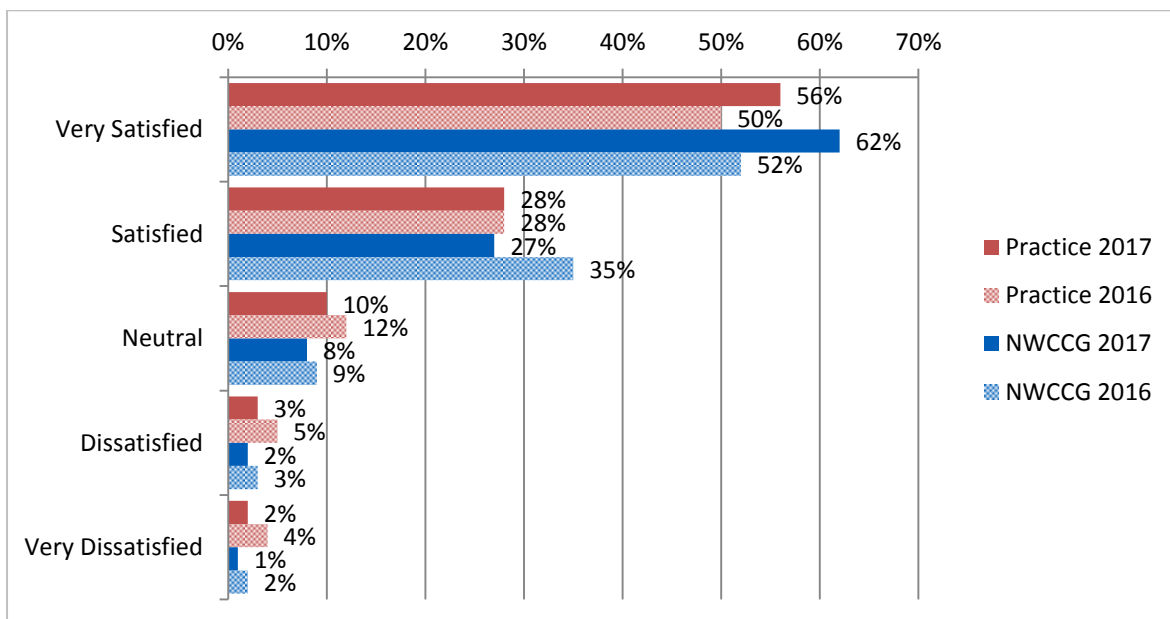
4. Is your appointment today an urgent appointment?

Responses: 425



5. Please indicate how satisfied you are with being able to book your urgent appointment

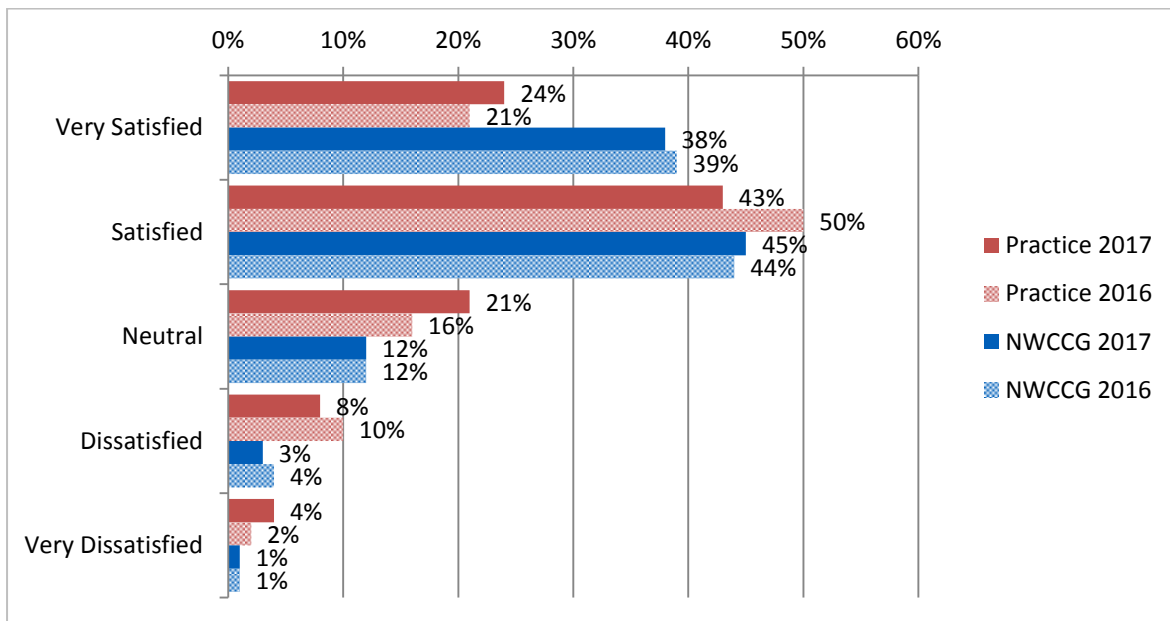
Responses: 155



6. Your views on the GP services for appointments that are not urgent

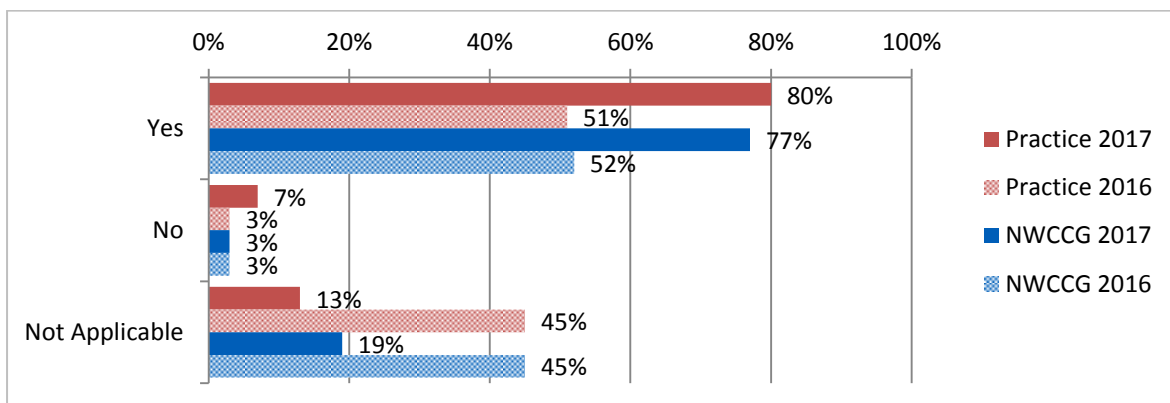
a) My telephone call being answered speedily

Responses: 395



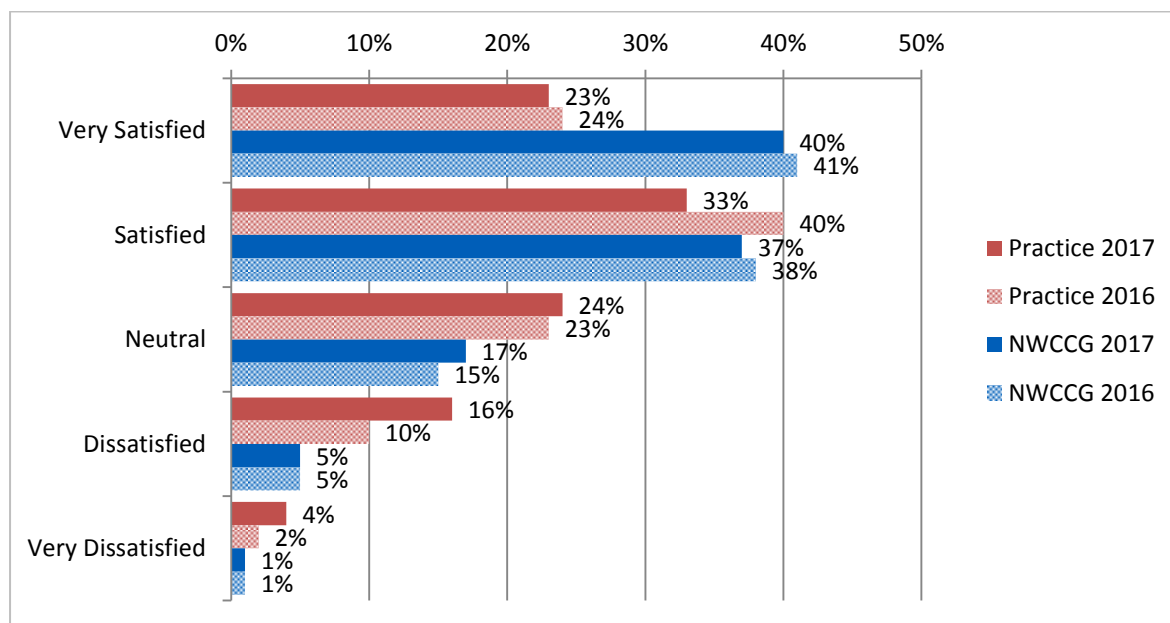
b) Was the receptionist helpful in guiding you through the different options for booking appointments and obtaining services?

Responses: 406



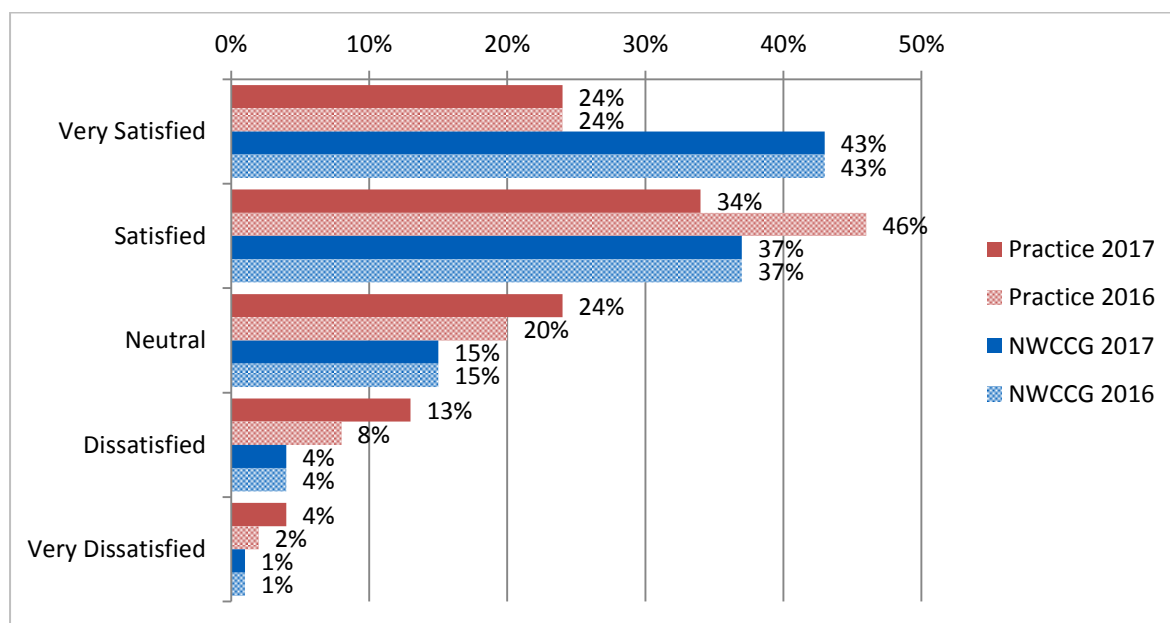
c) Ability to book an appointment with the clinician of my choice (within 1 month)

Responses: 396



d) Ability to see the GP of my choice if I book ahead

Responses: 387

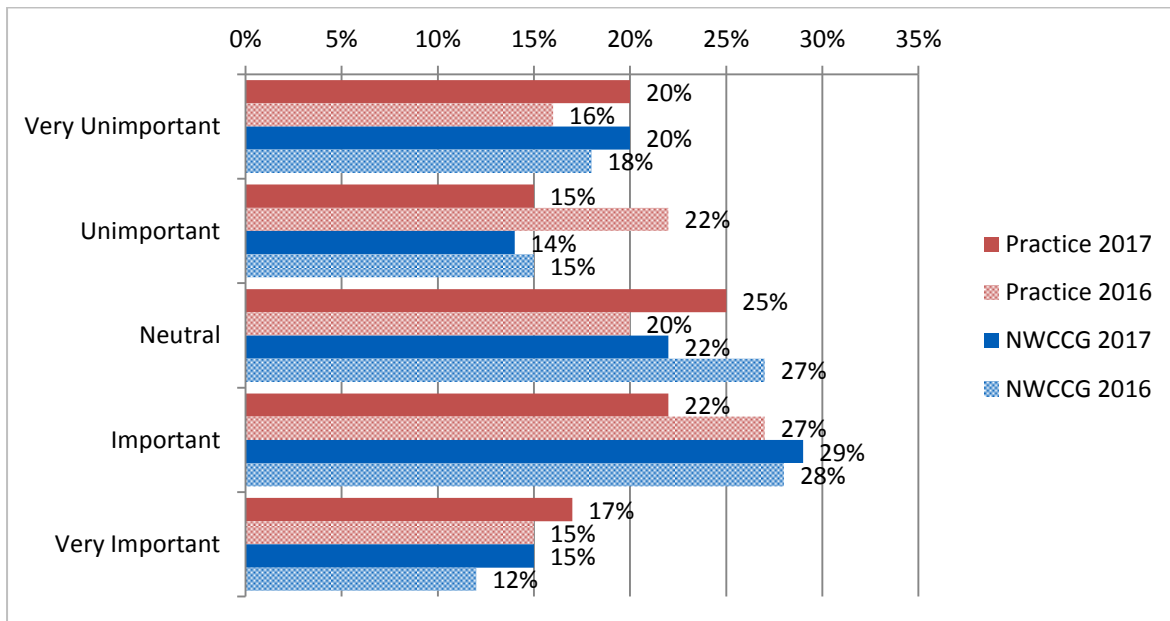


7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

Responses to this question are summarised in the qualitative section.

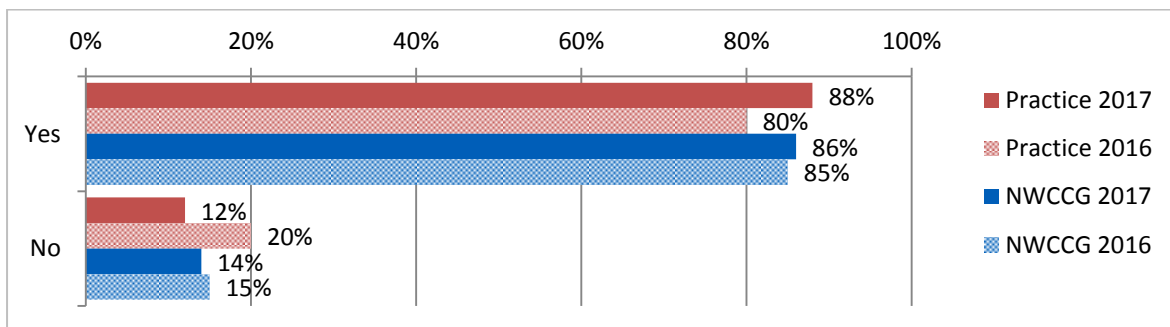
8. How important is it that you are seen by your GP of choice?

Responses: 423



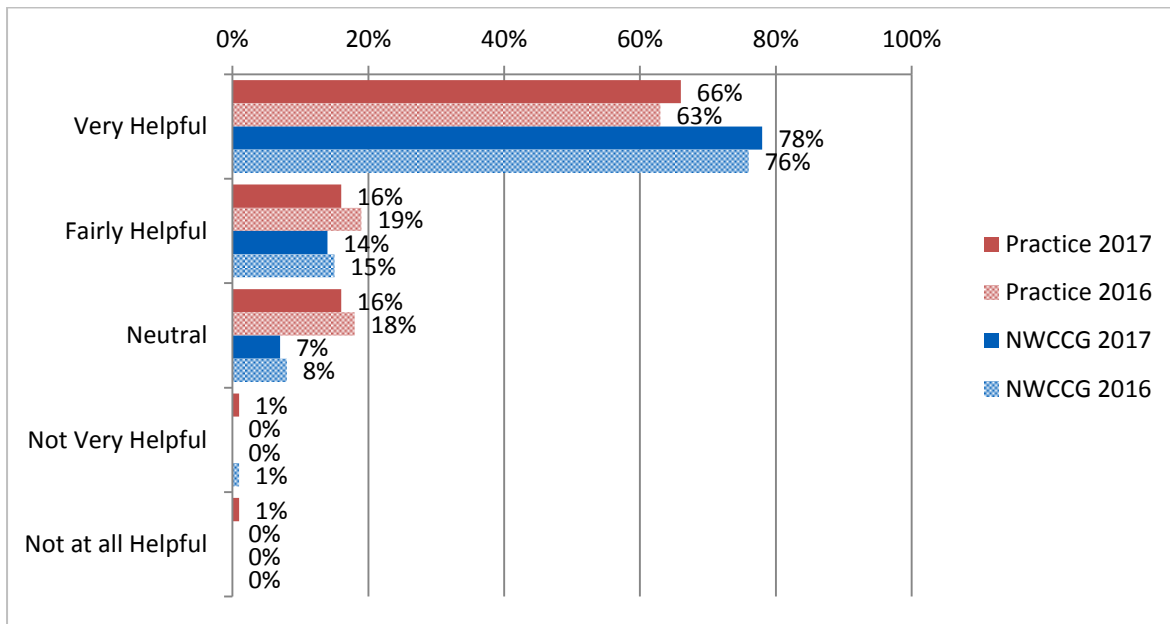
9. To gain an earlier appointment, would you be happy to be seen by a different GP or Nurse?

Responses: 405



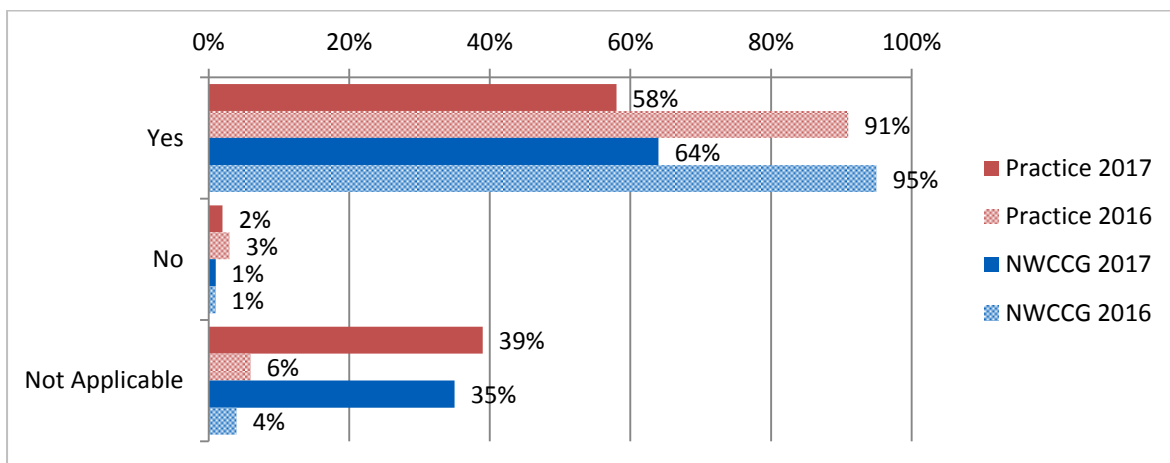
10. How helpful did you find the reception staff today?

Responses: 399



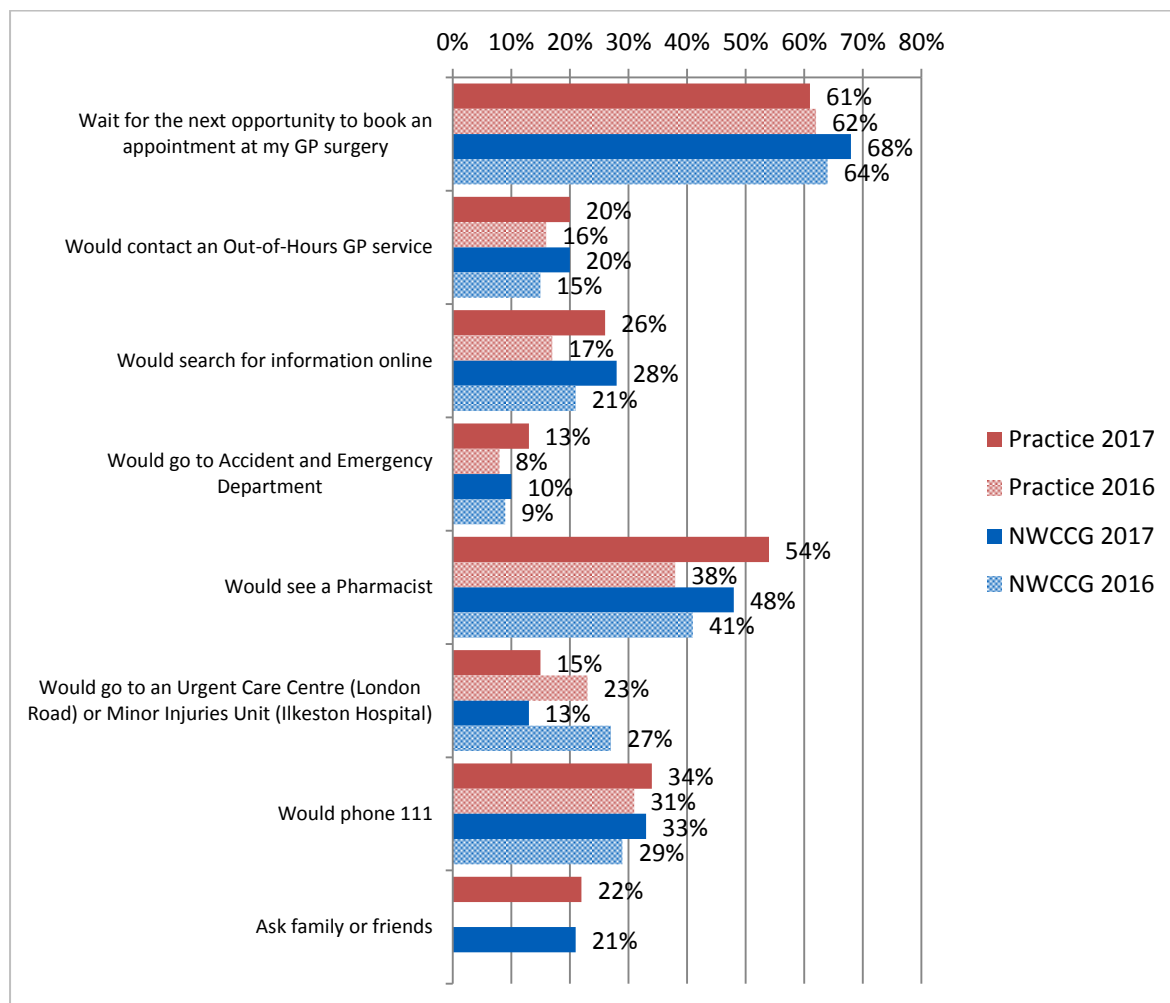
11. Did the receptionist answer all of your questions?

Responses: 405



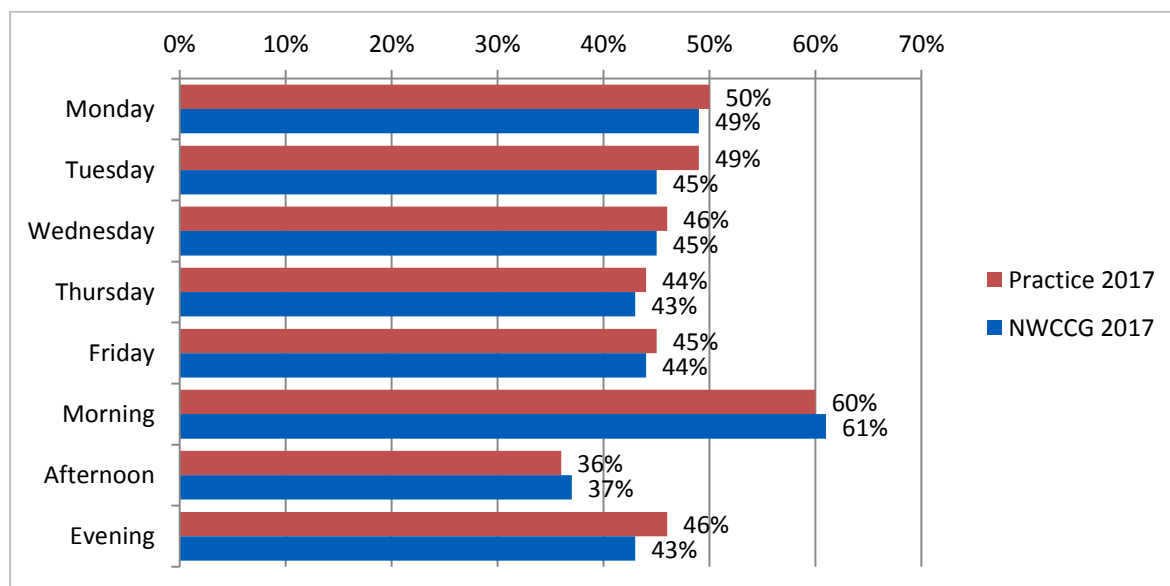
12. If your GP surgery is closed, which of the following would you use in order to obtain non-urgent medical advice?

Responses: 407



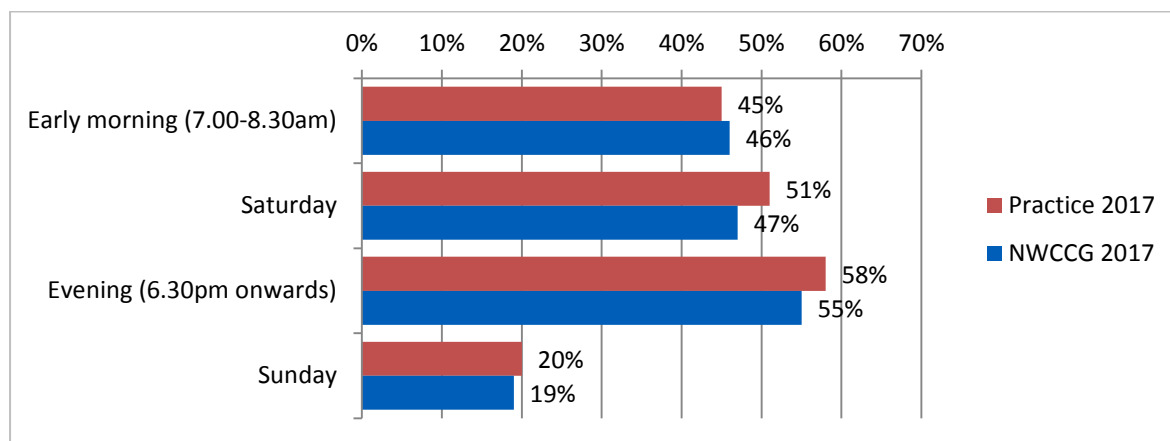
13. What would be your preferred time to see the GP during the week?

Responses: 370



14. Outside of current opening times, when would you like to have an appointment?

Responses: 338



15. What is the best thing about your GP surgery?

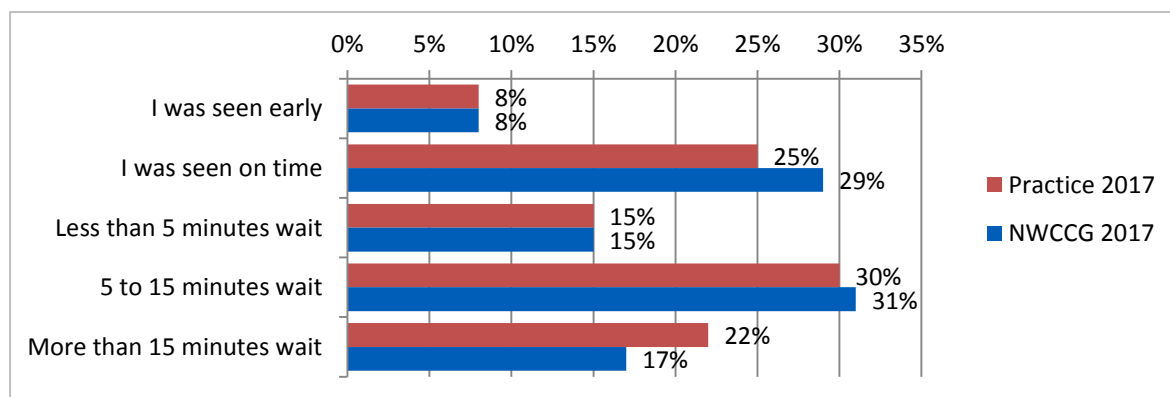
Responses to this question are summarised in the qualitative section.

16. Please tell us how the practice could improve their services or environment

Responses to this question are summarised in the qualitative section.

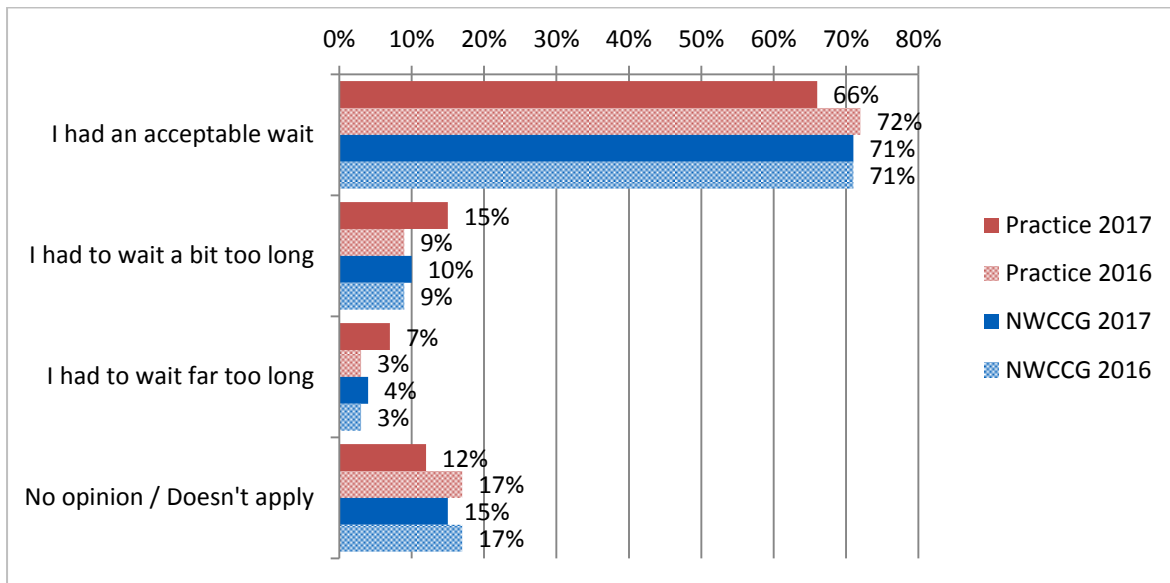
17. How long was the wait between appointment time and being seen today?

Responses: 380



18. How do you feel about the length of the wait today?

Responses: 361



Qualitative Responses

Patient responses were summarised and are presented here in order of descending frequency.

7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

1. Difficult to see GP of choice
2. Hard to get an appointment
3. Difficult to get through at 8am
4. Inconvenient/not possible to call at 8am
5. Sometimes reception staff are not helpful
6. Would like appointments available outside of working hours

15. What is the best thing about your GP surgery?

1. Friendly staff
2. Easy to get an appointment
3. Efficient
4. Location
5. Helpful
6. Dr. Atkinson

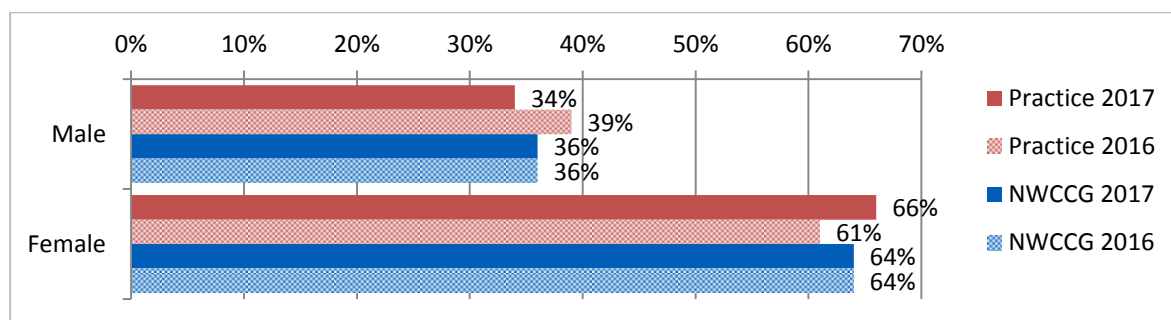
16. Please tell us how the practice could improve their services or environment

1. More appointments (Particularly online and outside of working hours)
2. Shorter waiting times
3. Easier to get through on the phone
4. Better parking
5. Improved communication from reception staff

Demographic Information

A) Gender

Responses: 411



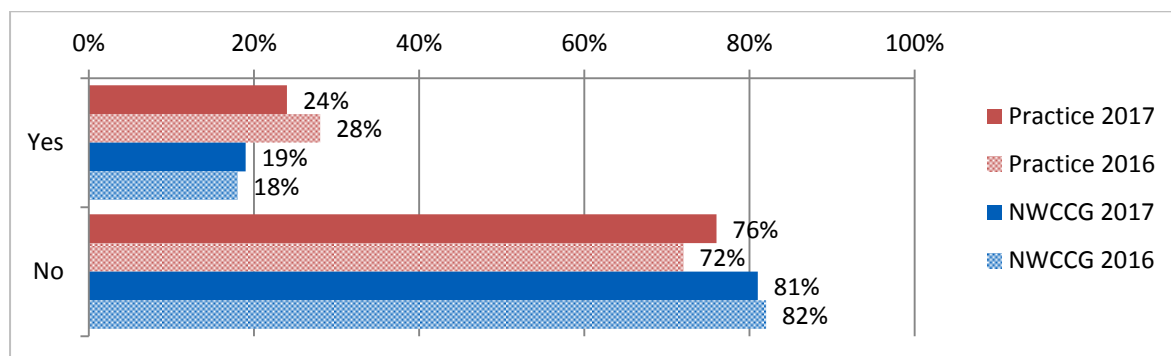
B) Age

Responses: 350

The average age of respondents for the practice was 51, whilst for the CCG it was 52.

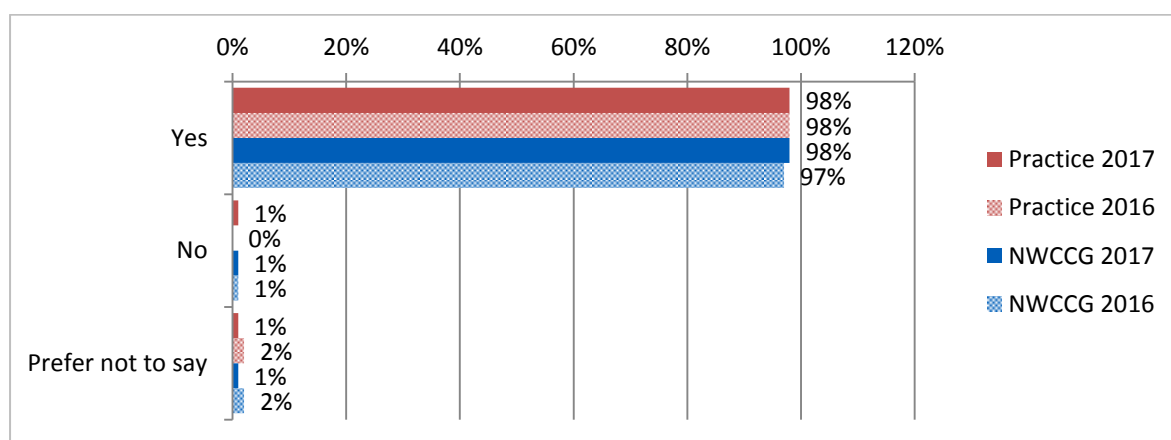
C) Do you have a disability?

Responses: 354



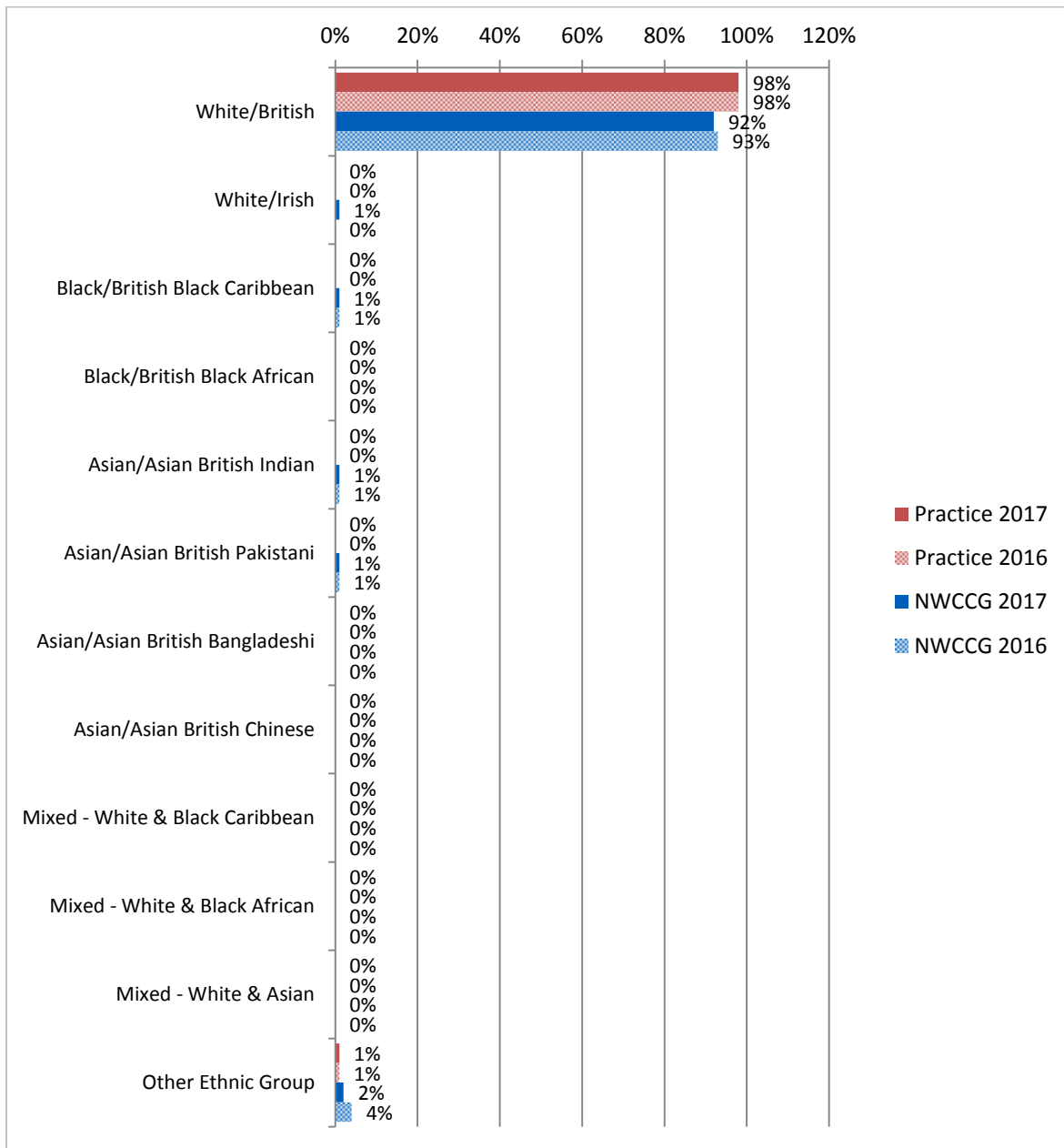
D) Is your gender the one assigned to you at birth?

Responses: 336



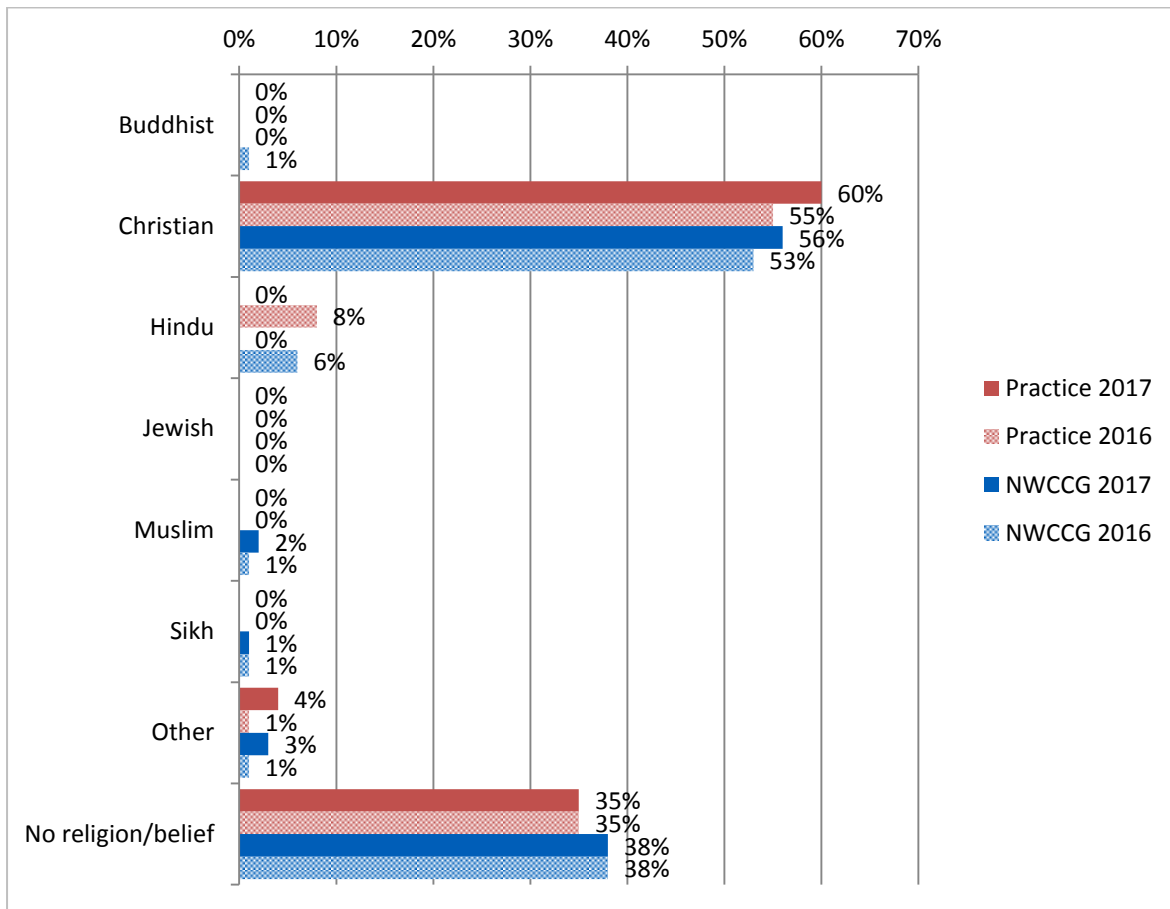
E) Ethnicity

Responses: 406



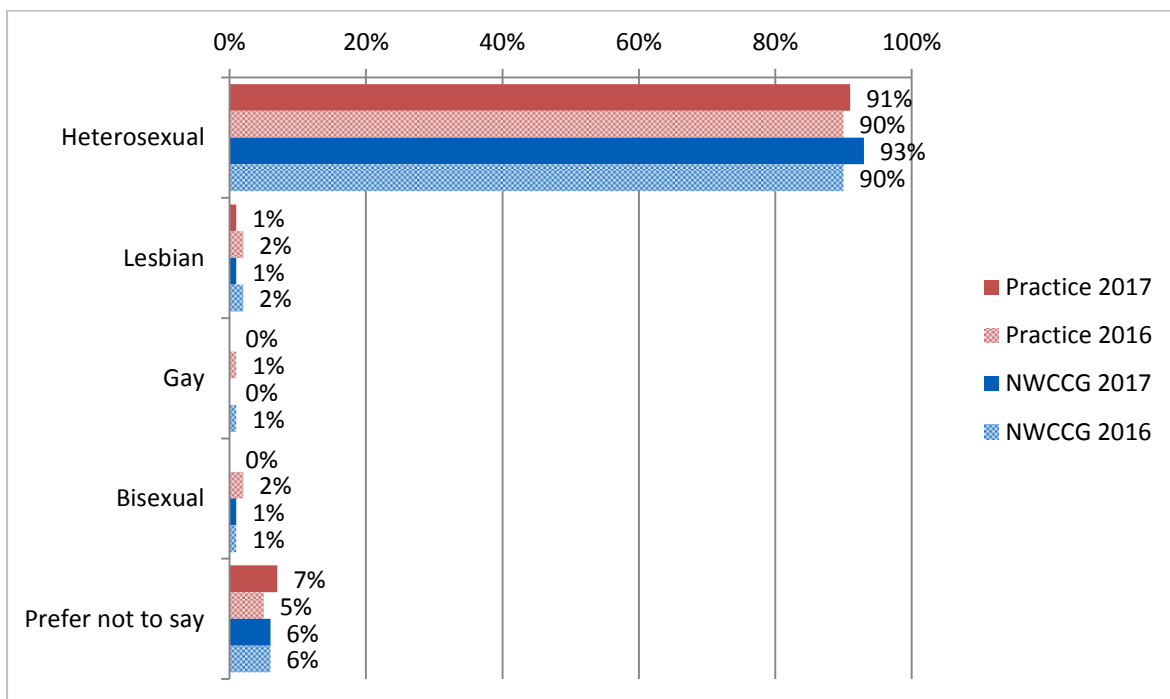
F) Religion and belief

Responses: 391



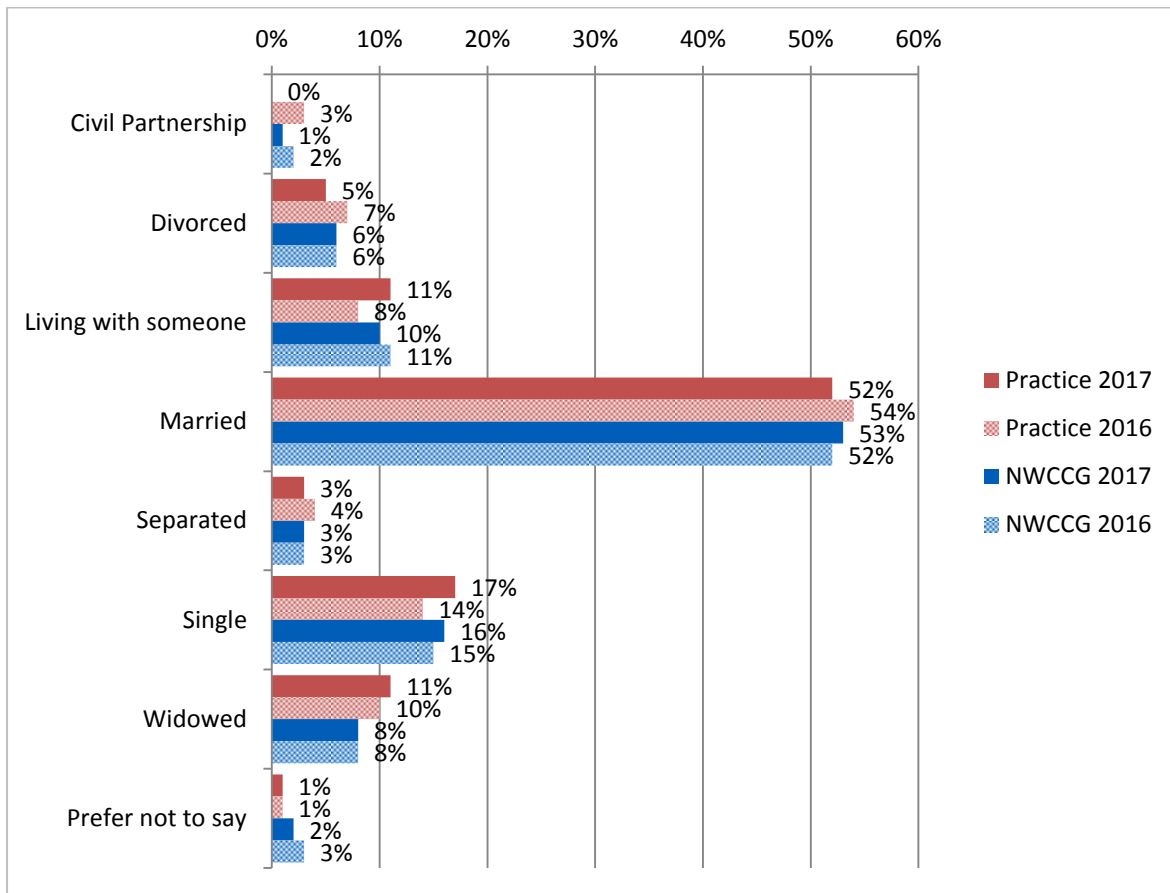
G) Sexual Orientation

Responses: 363



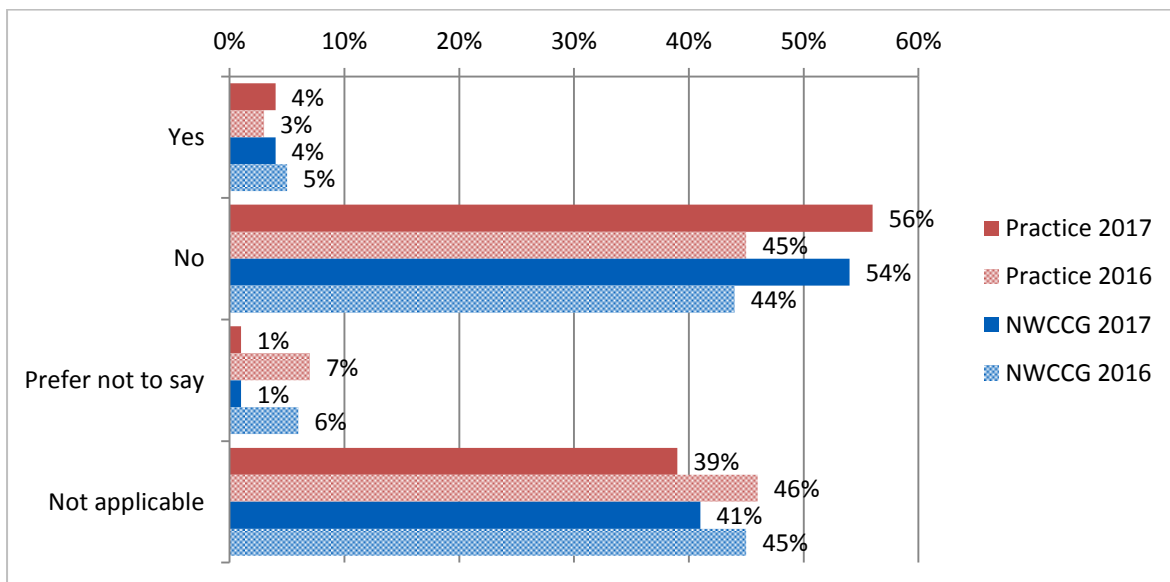
H) Marriage and Civil Partnership

Responses: 403



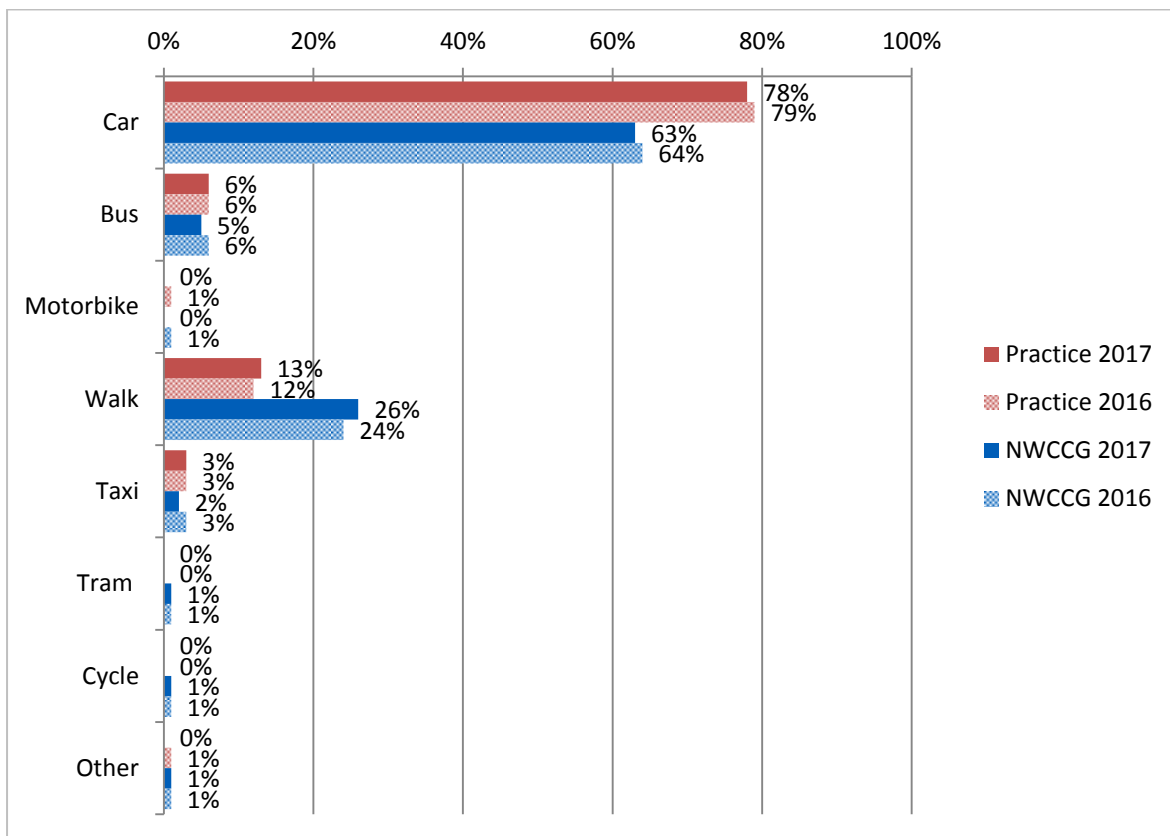
I) Pregnancy and maternity (Are you pregnant or on maternity leave?)

Responses: 346



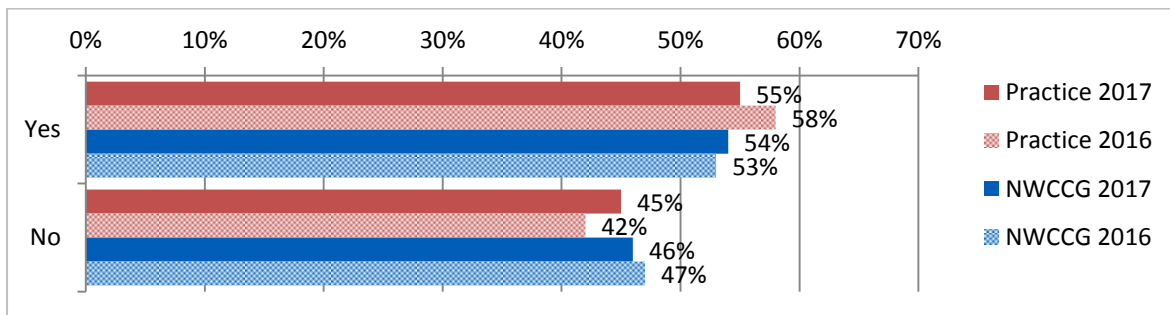
20. How did you get to the surgery today?

Responses: 409



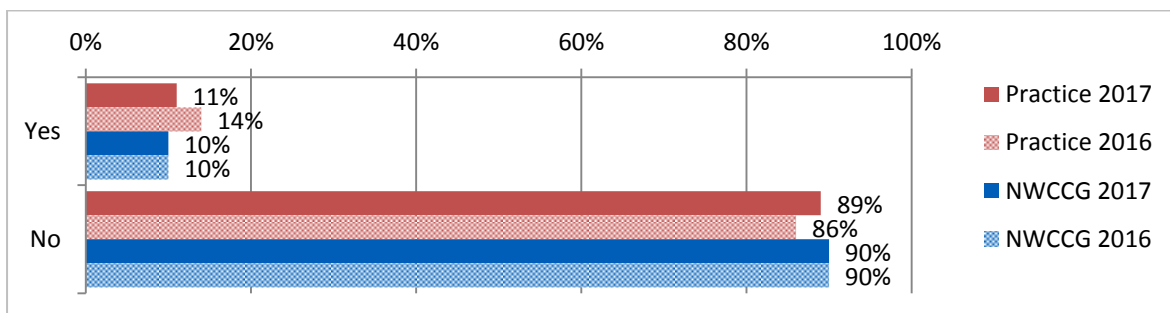
21. Do you have a long-term medical condition?

Responses: 398



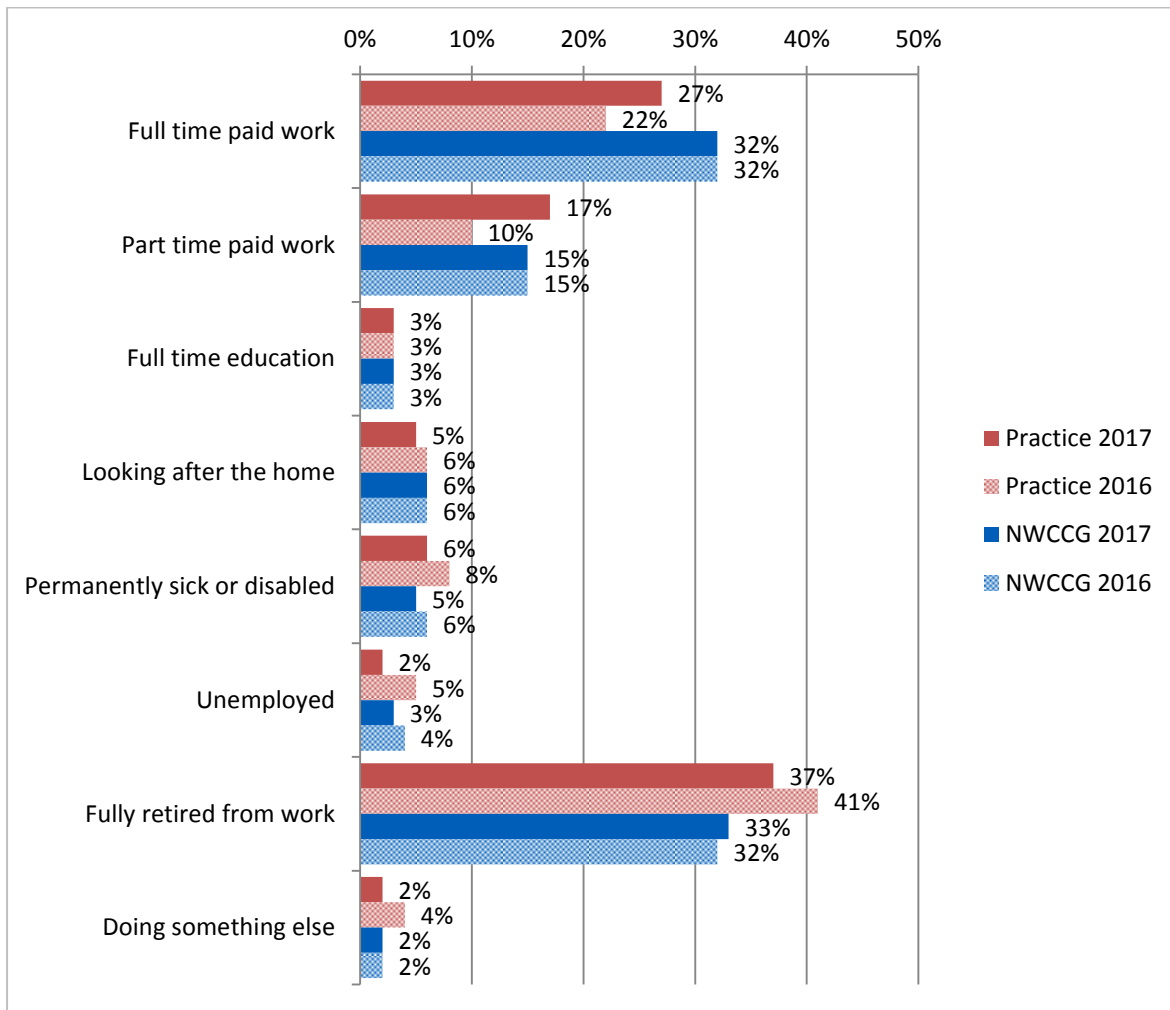
22. Are you a carer?

Responses: 400



23. Which best describes what you are doing at present?

Responses: 404



If you have any questions regarding the results of the Patient Survey, please contact Jake Clayton (Data Analyst - Nottingham West CCG)

jake.clayton1@nhs.net