**BEDWORTH HEALTH CENTRE – PRACTICE SURVEY 2022-23 RESULTS**

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| **1. How do you normally contact the surgery for something that is not an appointment enquiry?** | |
| Via phone | 232 |
| Using the NHS App | 60 |
| In-person | 43 |
| Via the form on our website | 17 |
| TOTAL | 352 |
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| **2. If you wanted to make an appointment to see a GP, how would you do it?** | |
| Via phone (by speaking to a Receptionist) | 218 |
| Via phone (using the automated appointment booking system) | 68 |
| Using Online Services (e.g. NHS App, Patient Access etc.) | 57 |
| In-person | 36 |
| TOTAL | 379 |
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| **3. What would help you get an appointment at a time that suits you?** | |
| Appointments specifically in the morning or afternoon | 154 |
| An appointment with a GP at your preferred time, that isn’t your preferred GP | 103 |
| An evening appointment / at the weekend (even if this wasn’t with one of our GPs) | 87 |
| TOTAL | 344 |
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| **4. If you tried to make a pre-bookable appointment with a specific GP, and no appointments at your preferred time were available, would you:** | |
| Make a pre-bookable appointment with another GP | 133 |
| Call for an on-the-day appointment at your preferred time | 109 |
| Try again another time | 77 |
| TOTAL | 319 |
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| **5. On a scale of 1 to 6 (1 being extremely unfriendly and unhelpful, and 6 being extremely friendly and helpful), how friendly and helpful are Reception staff?** | |
| 1 | 9 (3%) |
| 2 | 8 (3%) |
| 3 | 12 (4%) |
| 4 | 42 (13%) |
| 5 | 129 (41%) |
| 6 | 116 (37%) |
| TOTAL | 316 |
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| **6. On a scale of 1 to 6 (1 being extremely unlikely, and 6 being extremely likely), how likely are you to recommend the surgery to family and friends?** | |
| 1 | 19 (6%) |
| 2 | 18 (6%) |
| 3 | 25 (8%) |
| 4 | 49 (16%) |
| 5 | 103 (34%) |
| 6 | 91 (30%) |
| TOTAL | 305 |
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