

BHC PRACTICE PATIENT SURVEY RESULTS (270 responses)

Question 1 – Other than for a GP appointment, why do you phone the surgery (tick all that apply)?

	TOTAL	% of respondents
To make an appointment with the Nursing team	169	63%
To discuss medication	84	31%
To obtain test results	125	46%

Question 2 – Tick *all that apply* of the below that you think best describes our Reception & Administrative staff:

	TOTAL	% of respondents
Approachable	182	67%
Empathetic	82	30%
Good communicators	150	56%
Thorough	74	27%

Question 3 – If you speak to a Receptionist to book a GP appointment, and none available are suitable, does the Receptionist normally offer an alternative appointment or healthcare professional, if *one* is available?

	TOTAL	% of respondents
Yes	199	74%
No	68	25%

Question 4 – What would help you have an appointment with your preferred GP (tick all that apply)?

	TOTAL	% of respondents
To know their working day / pattern / arrangements	125	46%
Only booking with them, rather than the first with anyone (might mean a longer wait)	87	32%
Be willing to have a phone appointment (<i>note: if you were to have a phone appointment, & the GP deemed you needed examining in-person, they'd arrange this</i>)	152	56%
More availability than currently	4	2%

Question 5 – To help you get an appointment sooner, would you be willing to (tick all that apply):

	TOTAL	% of respondents
See a health professional other than a GP	159	59%
Have a phone appointment	174	64%
Have an appointment after 6.30pm on a weekday, or on a Saturday (<i>note: these are either via phone or in-person in Bulkington; they are not with our healthcare professionals but those they are with, have access to your electronic medical record</i>)	159	59%

Question 6 – What would encourage you to do so (tick all that apply)?

	TOTAL	% of respondents
A quick response	132	49%
Being able to make an appointment	185	69%
I did not know you could contact the surgery via the website	30	11%
For it to be more user friendly	3	1%

Question 7 – 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?

	TOTAL	% of respondents	% change since last year
1	3	1%	+1%
2	5	2%	+1%
3	23	9%	-1%
4	51	19%	+5%
5	85	32%	-5%
6	106	39%	+2%

Thank you for completing our survey, if you have any additional comments, please enter them below.

COMMENT	TOTAL
The wait for a pre-bookable appointment is too long	6
It takes too long to get through to speak to someone	5
Reception have a lack of compassion / understanding; they are not friendly or helpful	3
Some Receptionists are excellent; some are terrible	3
I use Online Services	3
I have problems with Online Services	2
It's too difficult to make an appointment	2
The 'booking via phone' system needs improving	1
The website is not user friendly	1
There needs to be more GP appointments to book online	1
It would be helpful to know the GP's working pattern	1
I'd like to be able to see the same GP	1
The surgery needs more healthcare professionals	1
The quality of service Reception deliver, varies	1
Online triage' gives a different outcome to a verbal conversation	1
You should not force digital services on people	1
It's not surprising that A&E is full!	1
It's frustrating that X-ray results take so long	1
It'd be useful to have Nurse appointments online	1
There should be better communication between the surgery and secondary care	1