**Practice One**

Patient Participation Survey 2013/14 results and actions

Q3: Appointment satisfaction

Appendix 4

**Comments obtained from questionnaire on how to improve Practice One’s Services**

1. On-line appointments for Nurses
2. Message to put on screen in waiting room if surgeries are running late.
3. Records to be kept up to date as receives unnecessary reminders.
4. Long waiting time to see Doctor of choice.
5. Problems with Parking.
6. Length of time spent waiting beyond appointment time.
7. Happy with the service if I need an appointment urgently can usually see Practice Nurse.
8. Occasionally feels uncomfortable asking for different appointments – Receptionist some time inpatient – Sister Francis was fantastic.
9. Improvements in waiting area – e.g. displays/cleanliness/tidiness.
10. Problems making late appointment for people who work.
11. Will now book appointments on-line – previously not aware.

Appendix 6

**Review of Comments**

1. Unfortunately due to the Nurses dealing with different areas of patient healthcare, it is felt that this would be too difficult to monitor/control if their appointments were available on-line.
2. It is possible to put a message onto the screen if surgeries are running late so training will be given to all reception staff.
3. Updating records, occasionally updating can sometimes be missed, the Nursing and Administration Staff will asked to remember to update when necessary.
4. Unfortunately the waiting time to see the Doctor of the patients’ choice can be several weeks away. We are trying to combat this problem through some patients being seen by our Nurse Practitioners, we also offer telephone appointments which enables patients to speak to their preferred doctor which is often sooner that when an appointment can be offered.
5. Due to the location of the surgery, on street parking is the only option. However, there are different lengths of parking time depending on which side of the road patients are able to park on.
6. The Doctors do try to see their patients on time, but unfortunately due to emergencies this is not always possible.
7. Nothing to discuss.
8. It is not our aim to make patients feel uncomfortable when asking for several appointments and as this has been highlighted we will look into some staff training.
9. We do try to keep our displays up to date and the reception area is cleaned and tidied every evening after surgery. We will ask the reception staff to make the Caretaker aware if there are any problems.
10. We do try to accommodate patients with regards to our later appointments; however these do seem to get booked quite quickly.
11. We are trying to promote our on-line appointment system, a display has been put up in the waiting room and this information is in our Practice Leaflet and on our website.