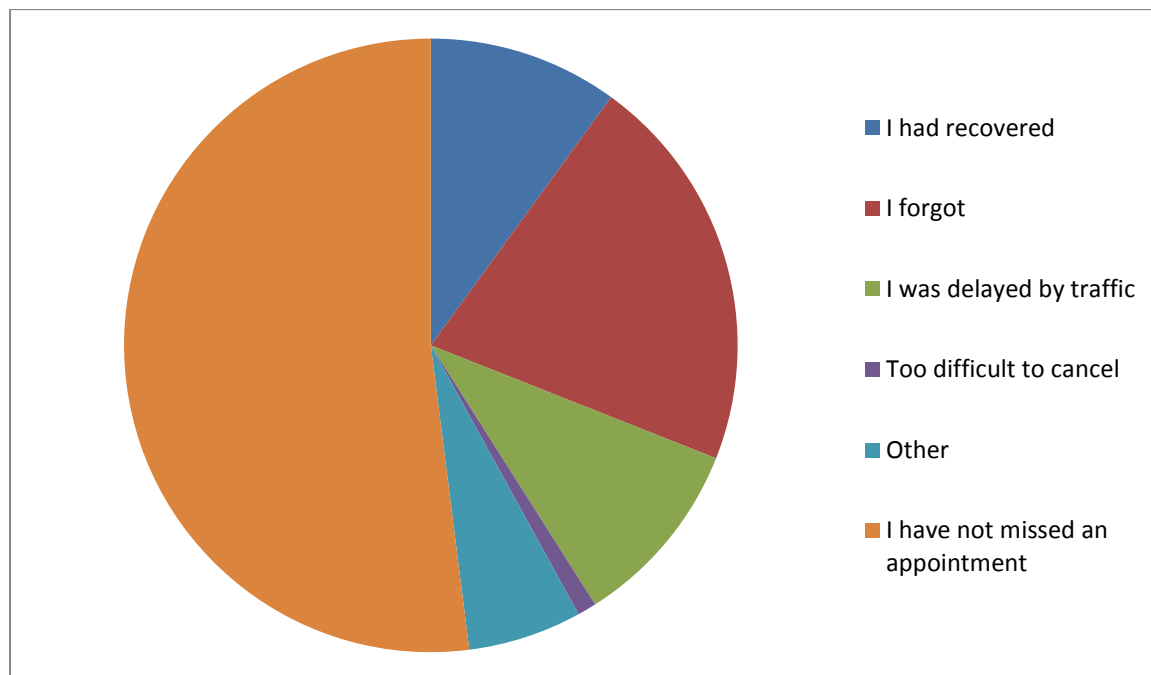


Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q1. Have you ever missed an appointment because:



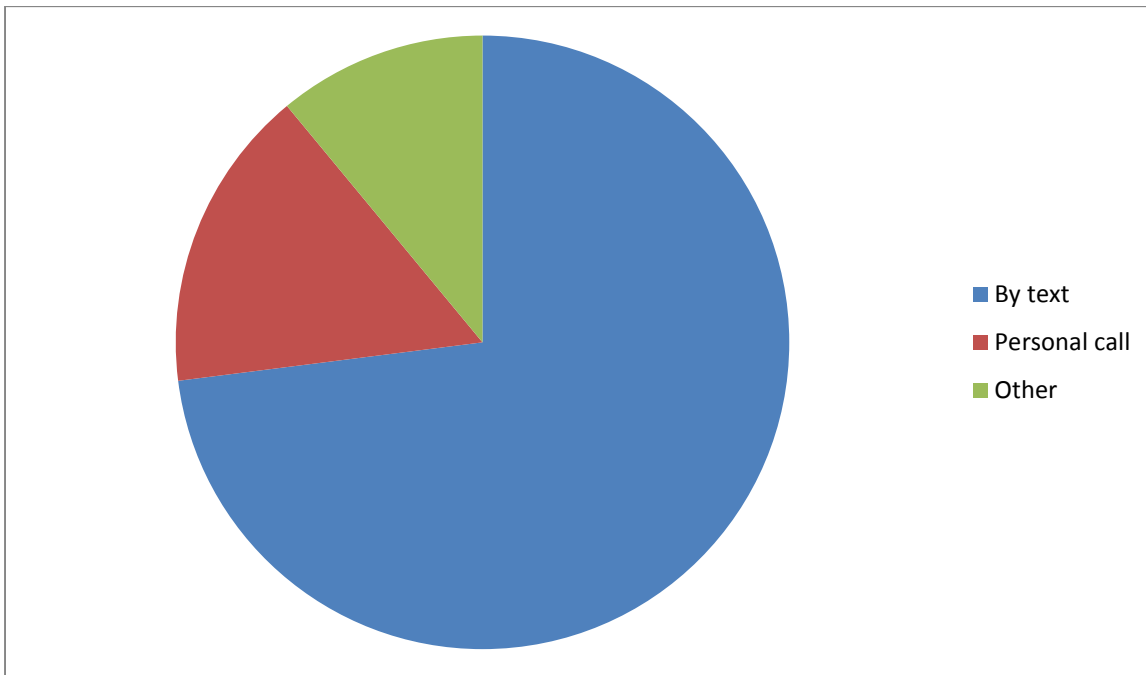
Comments:

- I had recovered so there was no need to see the doctor
- I always phone and cancel so other patients can have my appointment
- Misunderstanding over what time
- Sometimes you cannot get appointments within a couple of days and I need to book in advance on the phone. With a busy life, a text reminder would prevent this
- I rang and cancelled
- Every time I've missed an appointment I've always tried to phone ahead to either cancel and rearrange
- I have forgot when distracted by my children, apologies
- Surgery fitted me in with a cancellation
- Got the day wrong
- This is very rare and only if my appointment is quite a distance away
- I was rushed to hospital and missed it
- Yes I will have to hold my hands up, very sorry I should know better I work for NHS Bournemouth Trust
- I had a stroke, my son rang in
- Maybe on one occasion but normally always cancel the appointment
- Not a doctor's appt – a nurse for injections
- Work commitments
- Delayed, seen at the end of surgery

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q2. How would you like to be reminded about your appointment:



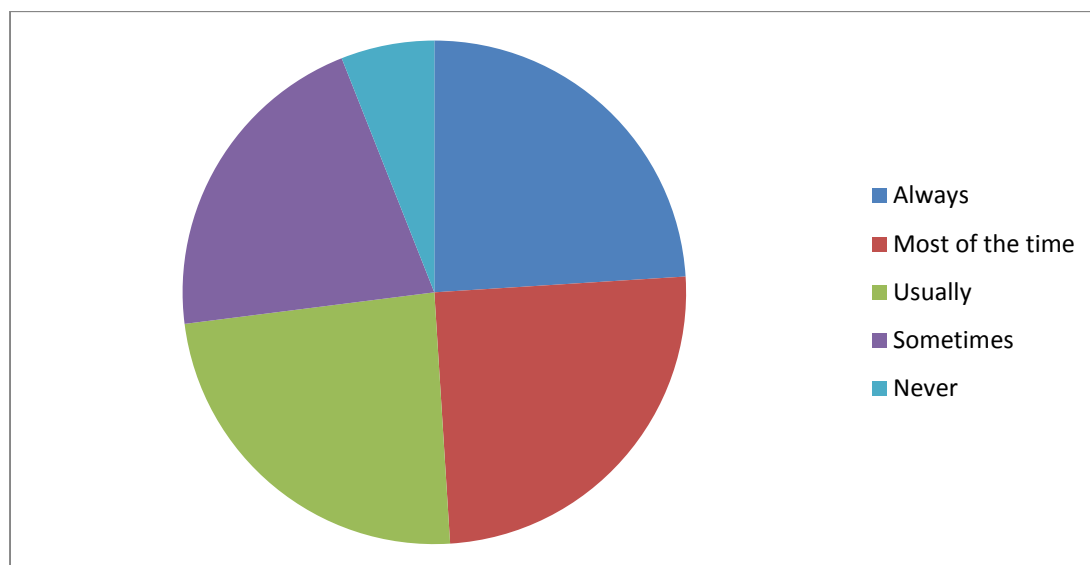
Comments:

- By text for would be better for me but some peoples do not have mobiles
- I don't really need to be reminded as I use a wall planner. I would suggest that patients 'opt in' to a reminder scheme rather than 'opt out' as it could be expensive unless you use the system like Bournemouth hospitals, which does automatic dialling in the early evening.
- This would be a GREAT idea and would certainly help me! I get these from other service providers e.g. hair and beauty salons whose appointments are less important!
- I always remember (calender)
- By phone or letter
- Text would be very helpful
- Text if I remember to charge the mobile
- I normally make a note on my cell phone with a reminder about the appointment
- Will be nice to receive a text, I book my appointments or for my children in my diary as a reminder
- I remember by putting the date on the calender
- Not really necessary – thanks
- Not really
- I use my diary, quite satisfied

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q.3 Are you able to book an appointment when you need one?



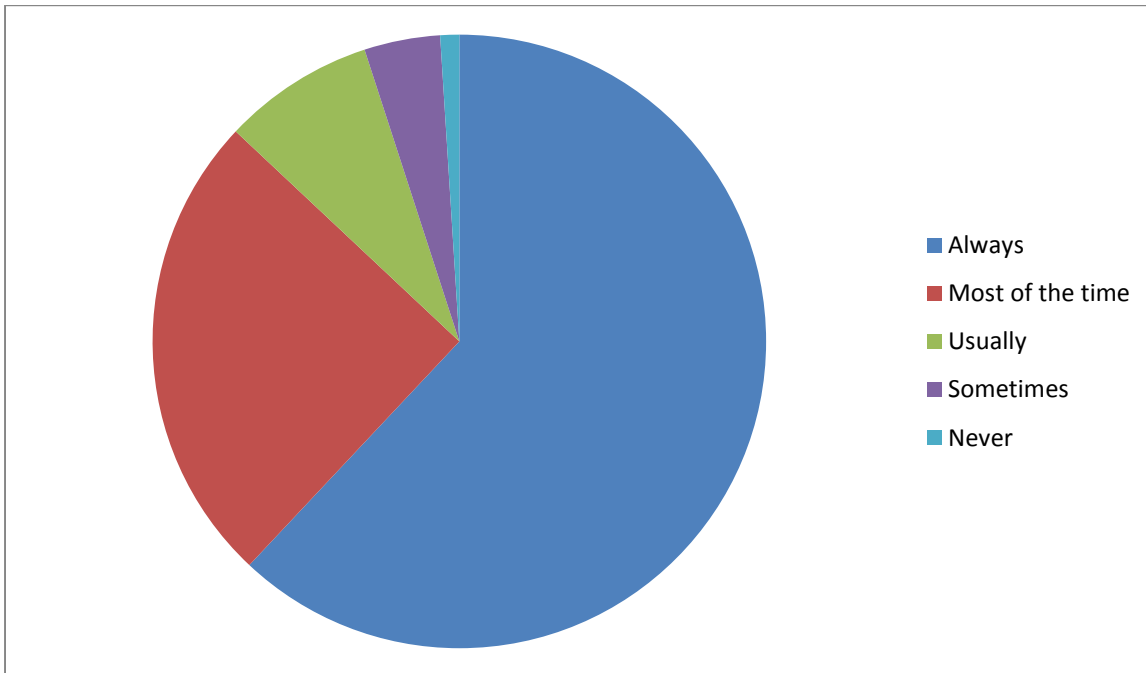
Comments:

- Sometimes as appointments are for my young daughters I would like to get earlier appointments but it is always booked.
- I made an appointment for my father by phone, when we arrived no appointment was on the system
- I do often find it hard to get an appointment when I need one. This is a busy surgery and since I have work commitments and a family it is hard to sort things
- Depending on when I feel ill and need to see a Dr
- Not always
- Yes
- Always manage to have an appointment
- Very accommodating staff
- Don't often need to see a GP, but when I ring to see a doctor I have to wait many days for an appointment
- Most of the time, apart from just recently
- Often problematic to get an appointment within 2 or 3 days
- Most of the time yes or if not available they offer me a phone call appointment
- Yes you can book but usually it's about a week's wait – by that time I'm usually better
- Especially when really ill and need to access someone urgently. Only able to book 3-4 weeks in advance which in most cases is not soon enough
- When you phone say on a Monday an appointment is offered for the following Friday, when you need to see a doctor that day. Receptionists need to go on a patient relations course as very abrupt and uncaring!
- Sometimes have to change app due to constant alternating of NHS shift patterns
- Phoned 8.30am on Thursday, next available appointment was Tuesday. I was unable to come for the 11am 'drop in' due to 2 children.
- The majority of the time – only tends to be a couple of days after
- Do not book many appointments and new to the practice
- Very frustrating as you can't always predict you are going to be ill a week in advance
- I find it very frustrating to wait very often 1 week for an appt. Totally inappropriate for most ailments – especially for my children
- Emergency clinics were always very helpful especially for childrens sickness
- Usually come to the surgery

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q.4 Missed appointments are a problem for the practice. Can you easily contact the practice when you wish to cancel an appointment?



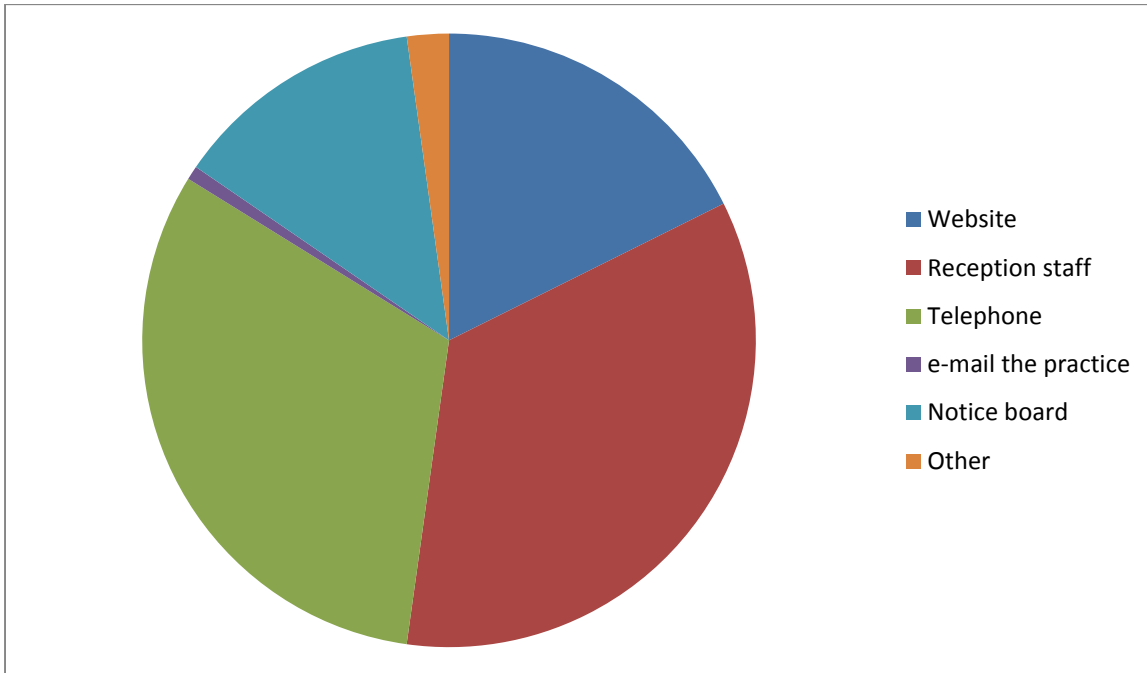
Comments:

- There is always a way to cancel an appointment
- I always try to phone and cancel prior as feel other patients should be offered appointment
- I can get through but sometimes it takes several attempts across a day
- Yes
- Haven't had to cancel one yet
- I don't have to cancel my appointments but for sure I will cancel if needed in the future because I know that other people may need
- Telephones usually answered quickly, no problem.
- Ring the staff
- When I call there can be a delay but the answer phone message comes on
- Yes but you have to be consistent as the line is always engaged as you are busy
- I have only needed to ring once to advise I was stuck in traffic

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q5. Which of the following do you use to find out information about the surgery practice?



Comments:

- Website is very easy to access
- Family
- I don't normally
- I didn't know I could e-mail the practice, I might do this in the future
- The good doctors and nurses
- Never been on the website to get information
- Reception staff – getting to a hospital appointment
- Reception – always very helpful and informative
- Did not know you had a website
- Never asked

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q.6 What non-clinical information would you like the receptionists to be able to you advise on?

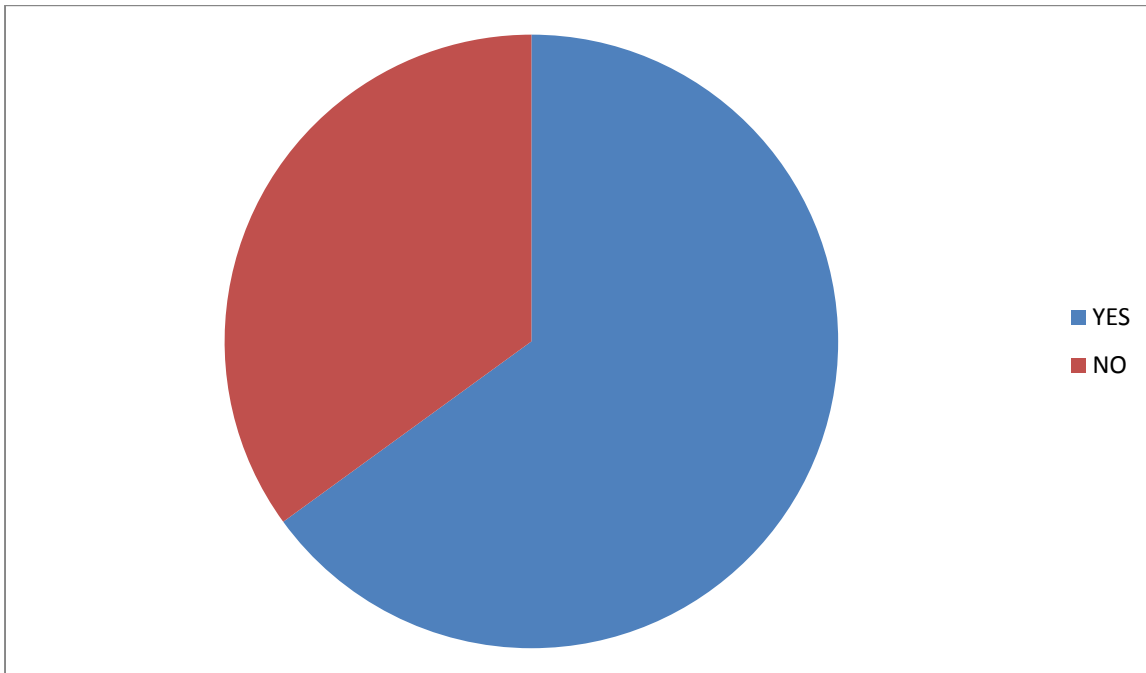
Comments:

- None
- Nothing really – they always seem to have more than enough work to do!
- General information
- Appointments, length of possible delay/waiting time, nearest pharmacies etc
- At present nothing
- Nothing in particular
- Flu symptoms
- Would ring for this information
- Travel injections
- Anything is useful
- Nothing in particular
- Physio exercise
- Weight management
- Waiting times
- See when doctors are available
- Anything
- First visit
- I always actually ask for some advice when I cannot get an appointment for the same day. Just asking what I should do for the next step eg where to go or call.
- Can't think of any
- What can I ask a pharmacist
- Clinic times
- Prescriptions
- Dr availability
- Perhaps whether certain prescriptions are available over the counter
- Best practice – use of doctor/nurse

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q7. Would you like an alternative to e-mail where you can see a list of your repeat medications and request your prescription electronically?



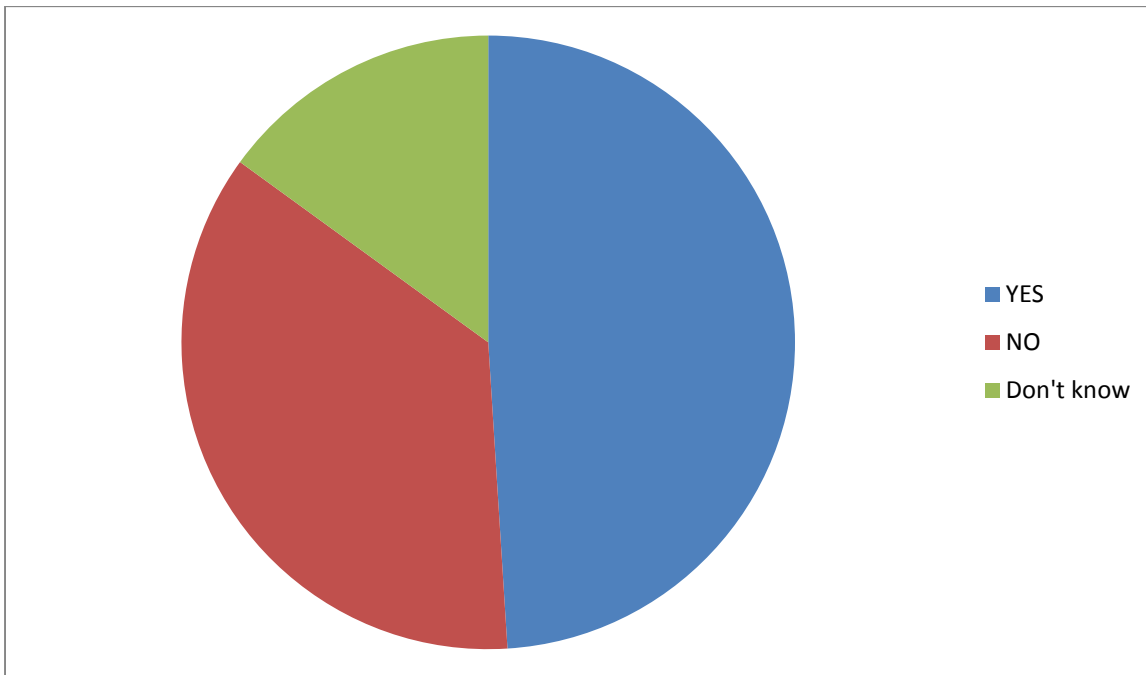
Comments:

- Doesn't really apply to me
- e-mail would be good I'm not sure how to get in touch with surgery via e-mail
- Now that would be a really good idea as if you have a lot of different medicines you can just tick a box
- A further enhancement would be an automatic e-mail to say when the prescriptions were ready or had been actually collected by the different pharmacies possibly.
- Anything to make the process quicker and easier for full time workers would be good
- Good idea
- Would be easier
- Would need a computer
- By post
- I have a chemist that does my repeat prescriptions
- Ability to request repeat prescriptions
- Would be nice, I don't need but my partner always needs to ask for a repeat prescription, it would save time.
- I have a 2 monthly prescription – no problem whatsoever
- Not seen mine on e-mail?

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q.8 Do you think there are enough blood test appointments available at the surgery?



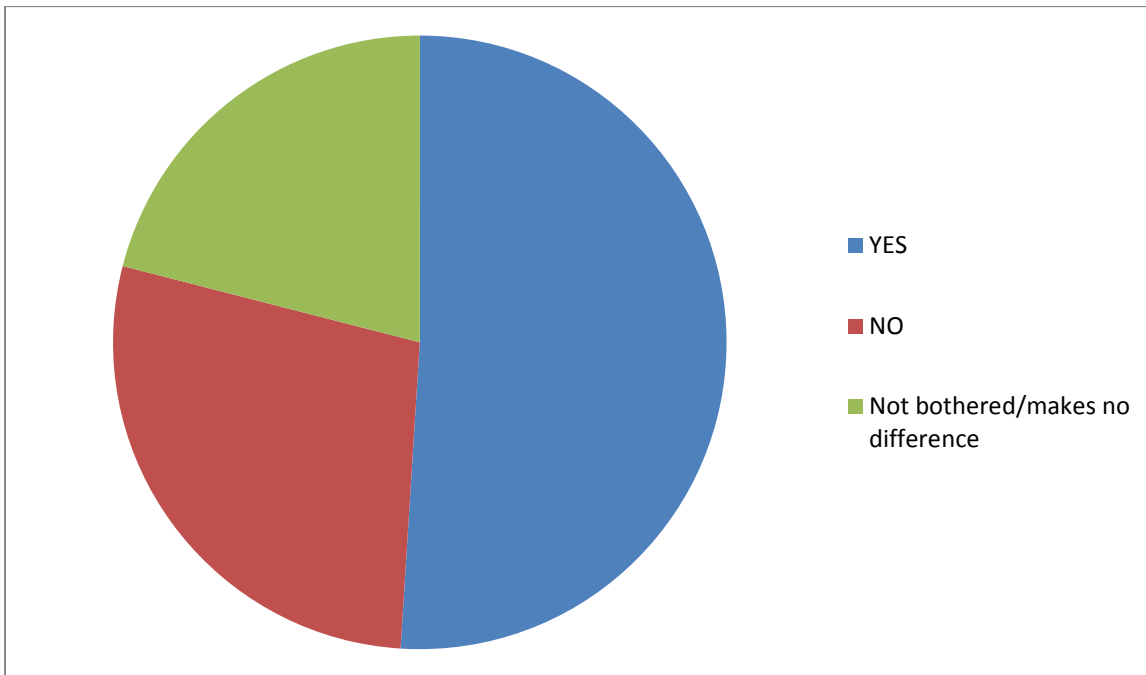
Comments:

- I always go to the hospital
- But if there was money to be made by the practice in conducting more blood tests even for other surgeries I would say increase the available days and times
- Need one or two mornings
- Again maybe a fortnight wait for a blood test
- They only seem to be one morning a week which is inadequate for the number of clients
- Difficult for those of us who work full time. In my experience waiting 2-3 weeks for blood test appointments is no good – need it that week
- I go to the hospital for my blood test
- Although the blood test at the hospital especially are quick, surgery would be an option

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q.9 Would you like to receive your blood test in the afternoon as opposed to the morning at the surgery?



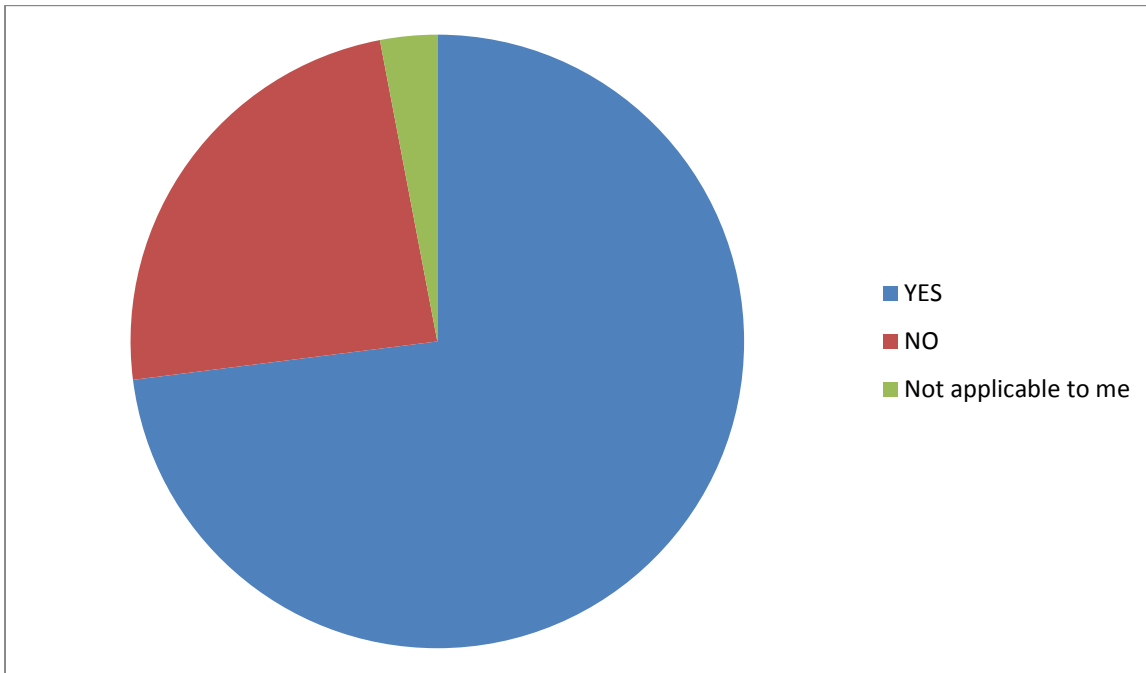
Comments:

- I have no preference but those on a fasting blood test would maybe not want an afternoon appointment
- Either at the very start or very end of work days would be ideal for someone like me
- If I need one, yes
- You can get through on the phone in the afternoon rather than the morning surgery
- Maybe a morning and afternoon appointment time would mean less waiting time
- Early or late afternoon
- A range of appointments would be good

Woodlea House Surgery Practice Survey Results

(100 questionnaires completed)

Q.10 Would you like more information on clinics /groups outside the surgery where you could go for advice if you have a chronic health condition?



Comments:

- That could be very helpful
- Not really
- This could be through online links maybe?
- Would be very useful
- That would be helpful, nights weekends etc
- Definitely
- I think it is very important to get advice and to have someone to talk to apart from their family
- As I have lupus
- For pain
- n/a to me but would be very useful to those suffering and in need
- if asked for