

Salisbury House Surgery

Results of Survey on Appointments/Out of Hours Services held November 2014

- 177 completed questionnaires were received and processed
- The “no responses” have been removed from most questions and the percentages have thereby been calculated in terms of *actual* responses to individual questions – this is the case for “Gender”, “Age”, Questions 1 to 3 and Questions 6 to 8 inclusive and Questions 14, 15 and 16
- The “no responses” to Questions 9 to 13 inclusive have been included in the final results as they are more significantly higher for this category of questions

About the Patient *(please tick as appropriate)*

Gender:	Male	42%	Female	58%				
Age:	Under 16	9%	16 – 25	10%	26 – 35	13%	36 – 45	13%
	46 – 55	18%	56 – 65	12%	Over 65	25%		

Appointments

1. Do you use the practice's on-line services to book appointments? Yes 22% No 78%

2. How many appointments have you made in the last 12 months? 1 – 5 63% 6 – 10 23% > 10 14%

3. When making your most recent appointment, was it: For yourself? 85% For a child? 12% For a friend/relative? 3%

4. Not Applicable

5. Not Applicable

6. “It is easy to obtain an appointment”:
(Tick the one that best summarises your experience)

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
14%	40%	31%	14%	1%

7. If you ticked 'Disagree' or 'Strongly Disagree' to Question 6 above, what was the principal reason? (tick one box)

Expressed as percentages of those who disagreed or strongly disagreed in Question 6 above

Unable to see a specific doctor or nurse in the time frame I required	Unable to see any doctor or nurse in the time frame I required	Unable to get an appointment in the time frame I required	Unable to get an appointment at the time of day I required	Any other reason(s)
33%	31%	22%	8%	6%

OUT OF HOURS SERVICES

8. Do you know what to do / whom to contact / where to go if a medical problem arises out of surgery hours?

Yes

72%

No

28%

If you have had a medical problem that arose out of surgery hours, which of the following services

(a) are you aware of and (b) which of these services have you made use of? (tick those that apply)

	Aware of	Used	No Response
9. Out of Hours (dialling surgery)	56%	27%	25%
10. NHS Telephone 111	56%	21%	27%
11. Available NHS Clinics	24%	9%	38%
12. NHS Choices Website	28%	12%	38%
13. Accident & Emergency (A&E)	74%	43%	23%

14. How many times have you attended A & E for yourself in the last 12 months?

0

73%

1

14%

2

8%

3

2%

4

1%

5

1%

6

0%

>6

1%

15. How many times have you attended A & E as an aide in the last 12 months?

0

72%

1

18%

2

5%

3

2%

4

1%

5

1%

6

0%

>6

1%

16. How many of these attendances at A & E were during surgery hours? (Percentages of those who had been to A&E)

0

64%

1

23%

2

9%

3

2%

4

0%

5

2%

6

0%

>6

0%

17. Any Comments?

Yes

36%

No

64%