

## Appendix 2 Results of patient survey n=112

	Unsatisfactory or very unsatisfactory	Neither	Satisfactory or very satisfactory	Not Applicable
Experience of telephone appointments system	68	10	31	1
Experience of online appointments system	22	9	4	74
Health care received at The Firs	13	10	86	
Experience of getting information eg blood tests	26	19	56	8
Waiting room and facilities	19	20	71	
Are additional needs met?	19	9	33	46

### Additional comments from patients. 64 added comments

1. Experience of booking appointments. Phone system not consistent, no availability of emergency appointments, and no facility to make appoints for next day or later that day. A lot of patients gave detailed examples of waiting for half an hour or more in a queue on the phone. And then no appointments, or being cut off.
2. Internet use. Those that have tried have found it difficult to log on, and still not get appointment
3. Health care received. Patients supporting the survey that overall doctors really helpful, reception staff good comments, but concerns raised about confidentiality. Also locums, not listening, or reading computer, poor eye contact. Particular concern for a few people who had recently been in hospital and needed after care and could not get appointments or repeat prescriptions. Online prescriptions an issue, but ordering through a chemist seemed to work well. A few patients raised concerns regarding interaction from reception and doctors around special needs, eg. Mental health, elderly care, and those with disabilities.

Parking raised as an issue by several people, particularly those with disabilities, or elderly. Could there be priority parking space in gp car park.

Overall though very positive about their gp and the nurses. Would like online appointment to see the nurse. Check in system works well. Could the surgery open longer in evenings, or weekends.

4. Getting information. Comments varied from this was fine, to poor communication. Could a text be sent to patients advising them of test results.
5. Waiting room. Overall most patients satisfied with this. However, some ideas for improvement include, flowers, book swap, refreshments, calming music, tv. Clean carpet.