

UPDATE 1

Heading: Westmoreland GP Centre - Practice Participation Group (PPG)

We recently asked a random number of patient's (anonymously) to fill in a questionnaire regarding the Practice and the services we offer etc. We have combined the results from the answers given in the questionnaires and would like to publish the results with you.

(Please note these results come from a sample of around 98 patients)

Female/Male?

Male = 29

Female = 65

1. In the last 2 months roughly how many times have you seen a doctor from the practice?

Never = 4%

Once or twice = 31%

Three to five times = 33%

Between six and ten times = 22.7%

More than 11 = 9.3%

2. In the last 12 months roughly how many times have you been to A&E?

Never = 62%

Once or twice = 31%

Three to five times = 6%

Between six and ten times = 1%

More than 11 = 0%

3. Nationally, the attendances at A&E departments have increased during times of the day when GP practice are open. A lot of these patients problems could be treated in GP surgeries. What would influence you decision to attend an A&E department during normal opening hours?

I believe I will be seen quickly = 13.5%

I believe I will be seen without waiting very long = 5.9%

I would not be able to face trying to get through on the phone to the practice = 10.6%

I believe I will be seen by a more experienced and qualified doctor = 12.9%

I believe that the details of the appointment at A&E will not be shared with my doctor = 1.8%

I do not feel that my problems and concerns have been addressed by my GP = 9.4%

Other = 45.9%

4. When booking an appointment, how would you prefer to do it?

Telephone = 62.4%

Text Message = 11.9%
Online = 13.7%
At reception = 11.1%
Other = 0.9%

5. On average when making an appointment, how long does it take for your call to be answered?

Almost instantly = 1.0%
Less than a minute = 10.3%
Two to five minutes = 45.4%
More than five minutes = 43.3%

6. Do you think the time waiting on the phone to book an appointment is too long?

Yes = 54.2%
No = 34.4%
Impartial = 9.4%
Never booked an appointment by phone = 2.0%

7. How would you rate the quality of service you receive on the phonelines? (1 being Poor and 5 being Excellent)

1 = 6.2%
2 = 11.3%
3 = 27.8%
4 = 24.7%
5 = 30%

8. Would you like to receive reminders about your appointments?

Yes = 46.2%
No = 35.5%
Impartia = 18.3%

9. If we did issue reminders of appointments made, how would you like to receive them?

Text Message = 66.7%
Telephone = 21.8%
Email = 11.5%
Other = 0%

10. Would you like there to be a switchboard in place, for example individual lines for results, appointments, and enquiries?

Yes = 70.65%
No = 8.7%

Impartial = 20.65%

11. How do you rate the way you are treated by Reception staff? (1 being Poor and 5 being Excellent)

1 = 1.1%

2 = 0%

3 = 14%

4 = 37.6%

5 = 47.3%

12. Have you ever needed to be seen on the day (Without an appointment being made beforehand)?

Yes = 67.8%

No = 32.2%

13. Are you aware we are open every weekday until 7:00pm?

Yes = 72.8%

No = 27.2%

14. Would you like to see a change in our opening hours?

Yes = 14.1%

No = 44.6%

Impartial = 41.3%

15. Have you ever missed an appointment without cancelling?

Yes = 15.7%

No = 84.3%

Never booked an appointment = 0%

16. How would you rate the waiting room? (1 being Poor and 5 being Excellent)

1 = 0%

2 = 4.5%

3 = 31.1%

4 = 34.4%

5 = 30%

UPDATE 2

Heading: Would like to give the Practice feedback as well?

Any patients who would like to also fill in a questionnaire, please click **[HERE](https://docs.google.com/spreadsheet/viewform?fromEmail=true&formkey=dHk5NmtTRnJ6UDJ0Q0ZVNWJ6RU14OVE6MQ)** and fill the form in online. It is anonymous and the questionnaire will help us so we can help improve our services to you.

Thank you.