



Results

Survey 31733

Number of records in this query:	623
Total records in survey:	623
Percentage of total:	100.00%





Field summary for 001

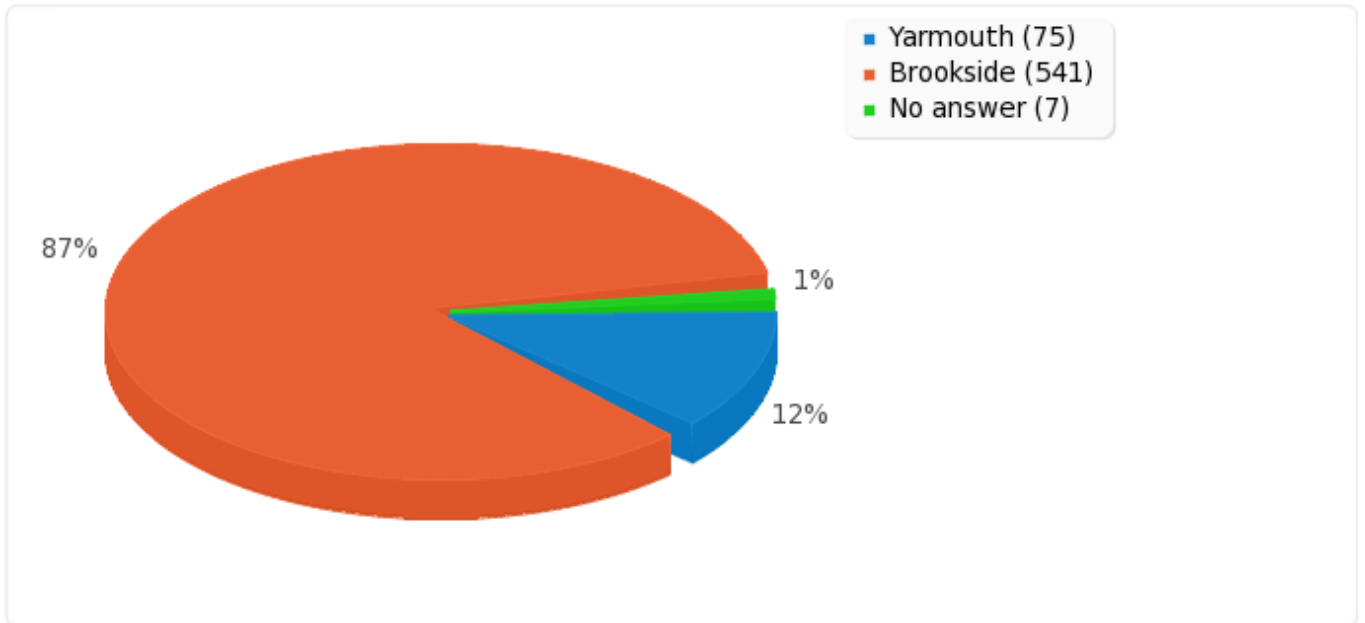
1. Which surgery do you regularly attend?

Answer	Count	Percentage
Yarmouth (A1)	75	12.04%
Brookside (A2)	541	86.84%
No answer	7	1.12%



Field summary for 001

1. Which surgery do you regularly attend?





Field summary for 002

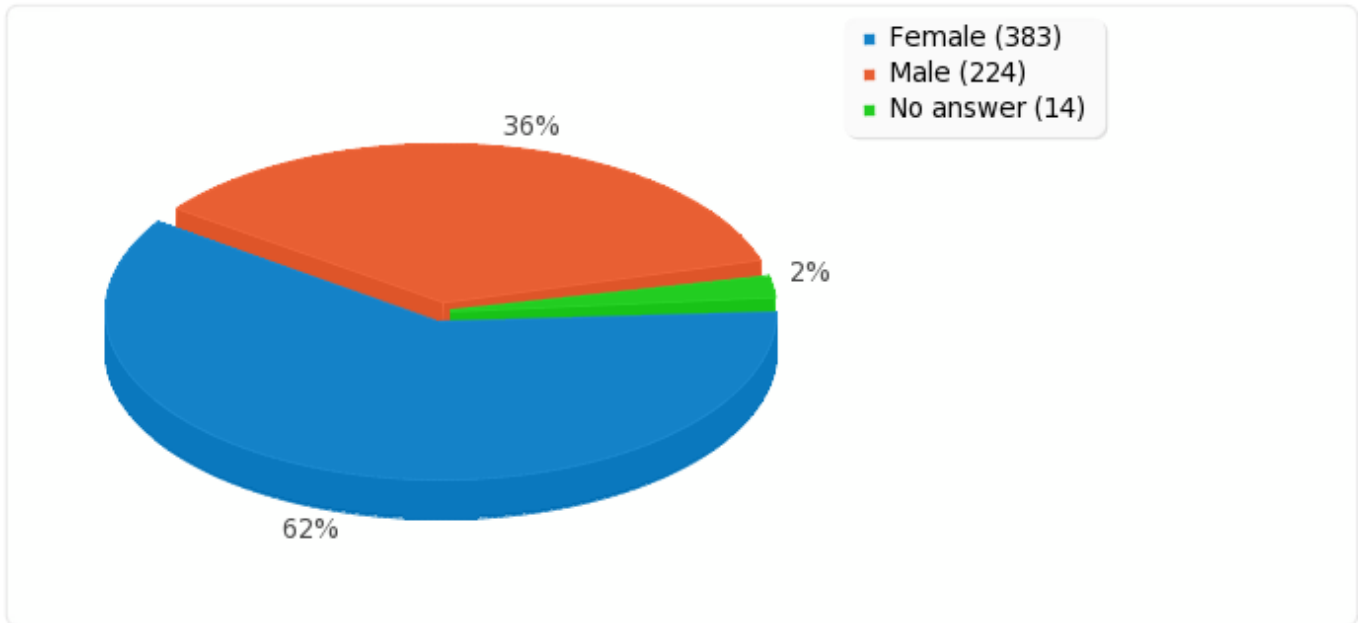
2. Are you:

Answer	Count	Percentage
Female (F)	383	61.67%
Male (M)	224	36.07%
No answer	14	2.25%



Field summary for 002

2. Are you:





Field summary for 003

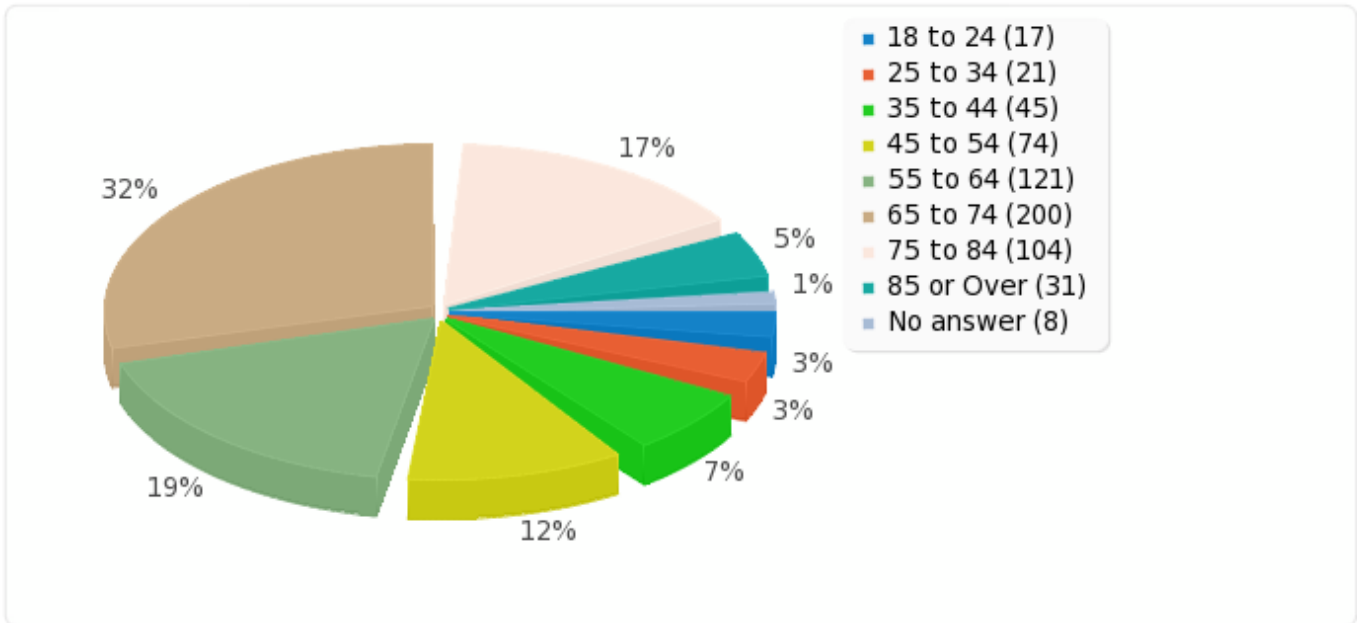
3. Which age group do you fall into?

Answer	Count	Percentage
18 to 24 (A1)	17	2.74%
25 to 34 (A2)	21	3.38%
35 to 44 (A3)	45	7.25%
45 to 54 (A4)	74	11.92%
55 to 64 (A5)	121	19.48%
65 to 74 (A6)	200	32.21%
75 to 84 (A7)	104	16.75%
85 or Over (A8)	31	4.99%
No answer	8	1.29%



Field summary for 003

3. Which age group do you fall into?





Field summary for 004

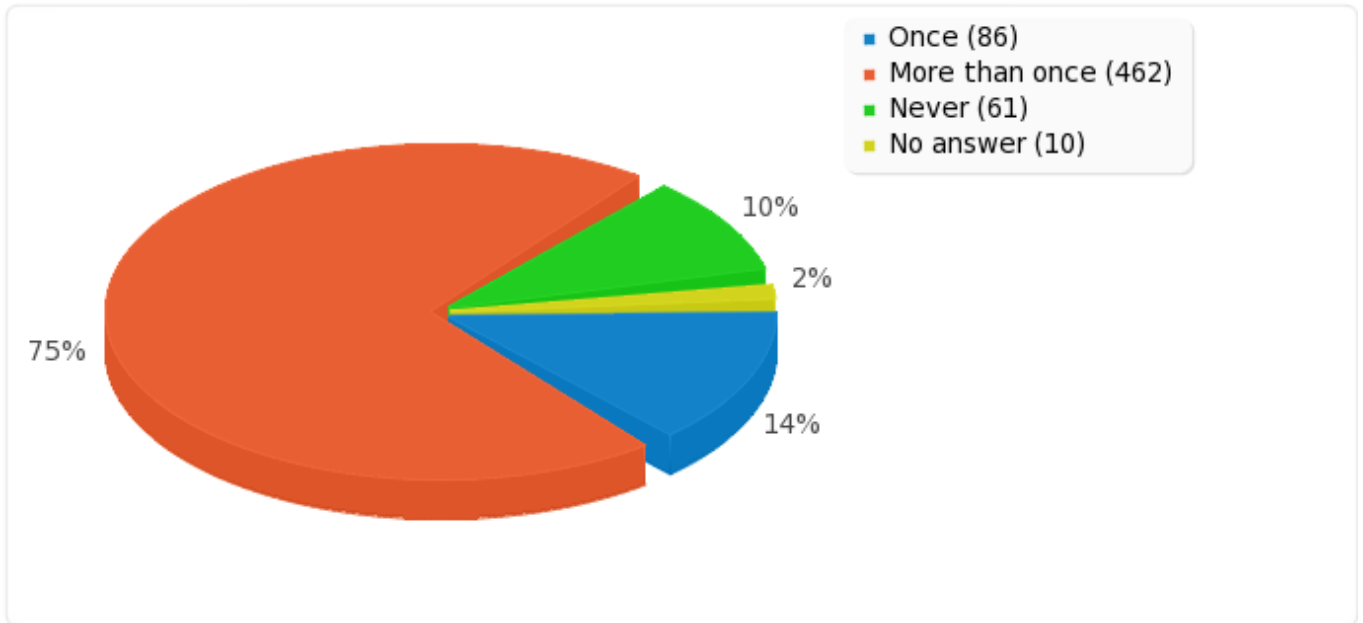
4. Have you used the new appointment system?

Answer	Count	Percentage
Once (A1)	86	13.89%
More than once (A2)	462	74.64%
Never (A3)	61	9.85%
No answer	10	1.62%



Field summary for 004

4. Have you used the new appointment system?





Field summary for 005

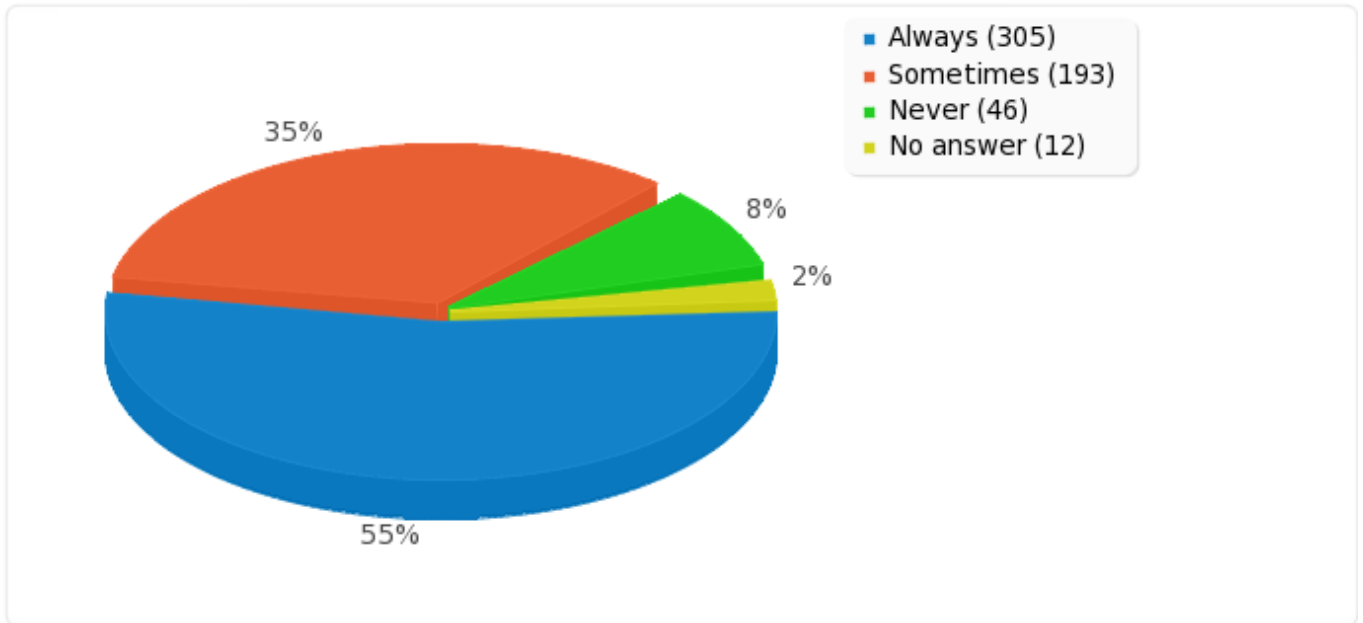
5. Did you speak to the GP of your choice?

Answer	Count	Percentage
Always (A1)	305	54.86%
Sometimes (A2)	193	34.71%
Never (A3)	46	8.27%
No answer	12	2.16%



Field summary for 005

5. Did you speak to the GP of your choice?





Field summary for 006

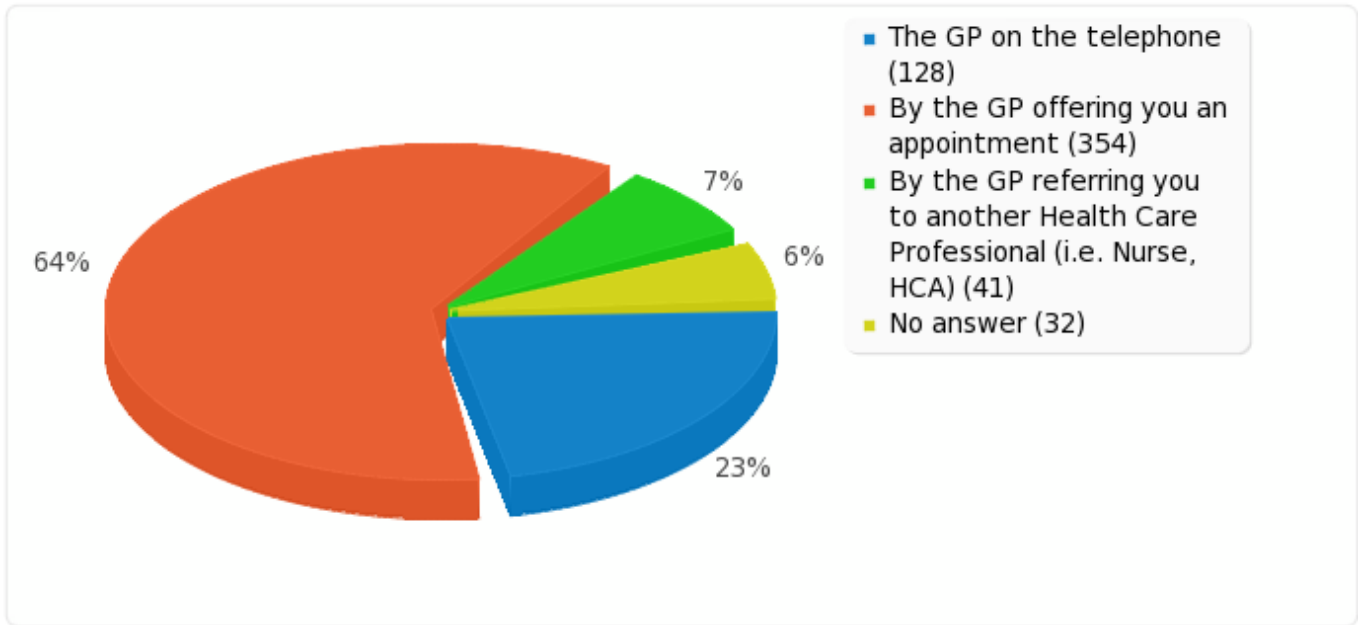
6. Was your problem dealt with by:-

Answer	Count	Percentage
The GP on the telephone (A1)	128	23.06%
By the GP offering you an appointment (A2)	354	63.78%
By the GP referring you to another Health Care Professional (i.e. Nurse, HCA) (A3)	41	7.39%
No answer	32	5.77%



Field summary for 006

6. Was your problem dealt with by:-





Field summary for 007

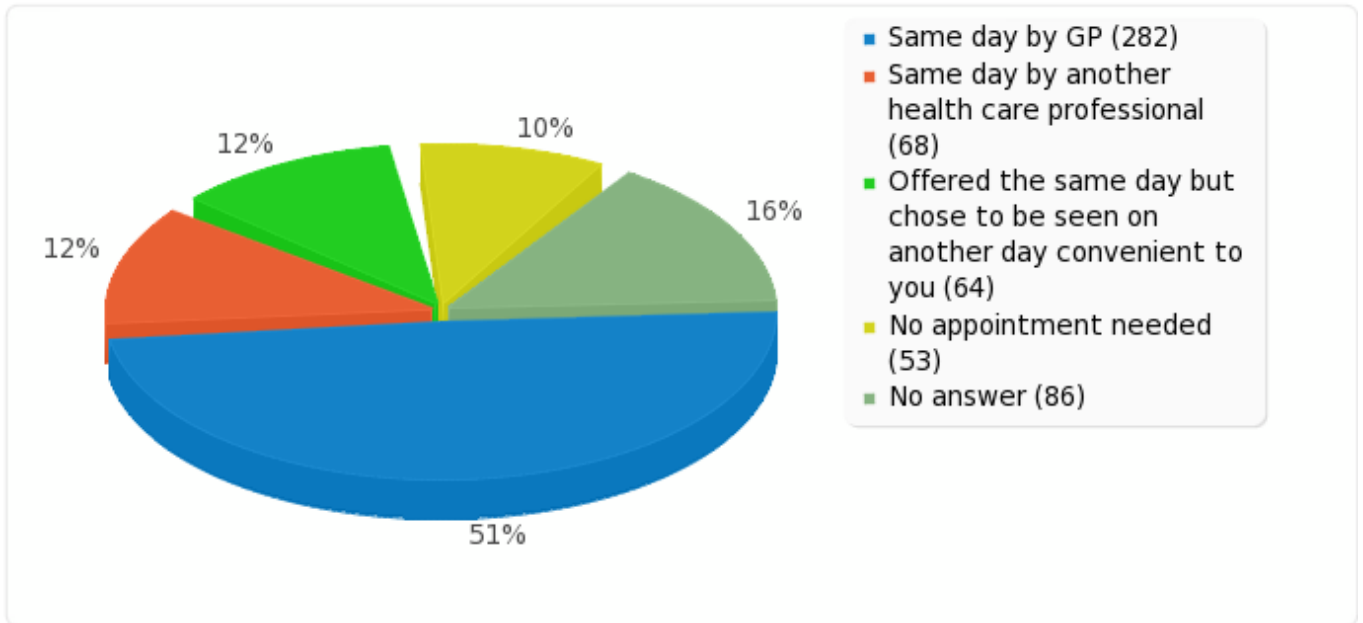
7. If you were offered an appointment how soon were you seen by the GP or other Health Care professional?

Answer	Count	Percentage
Same day by GP (A1)	282	50.99%
Same day by another health care professional (A2)	68	12.30%
Offered the same day but chose to be seen on another day convenient to you (A3)	64	11.57%
No appointment needed (A4)	53	9.58%
No answer	86	15.55%



Field summary for 007

7. If you were offered an appointment how soon were you seen by the GP or other Health Care professional?





Field summary for 008

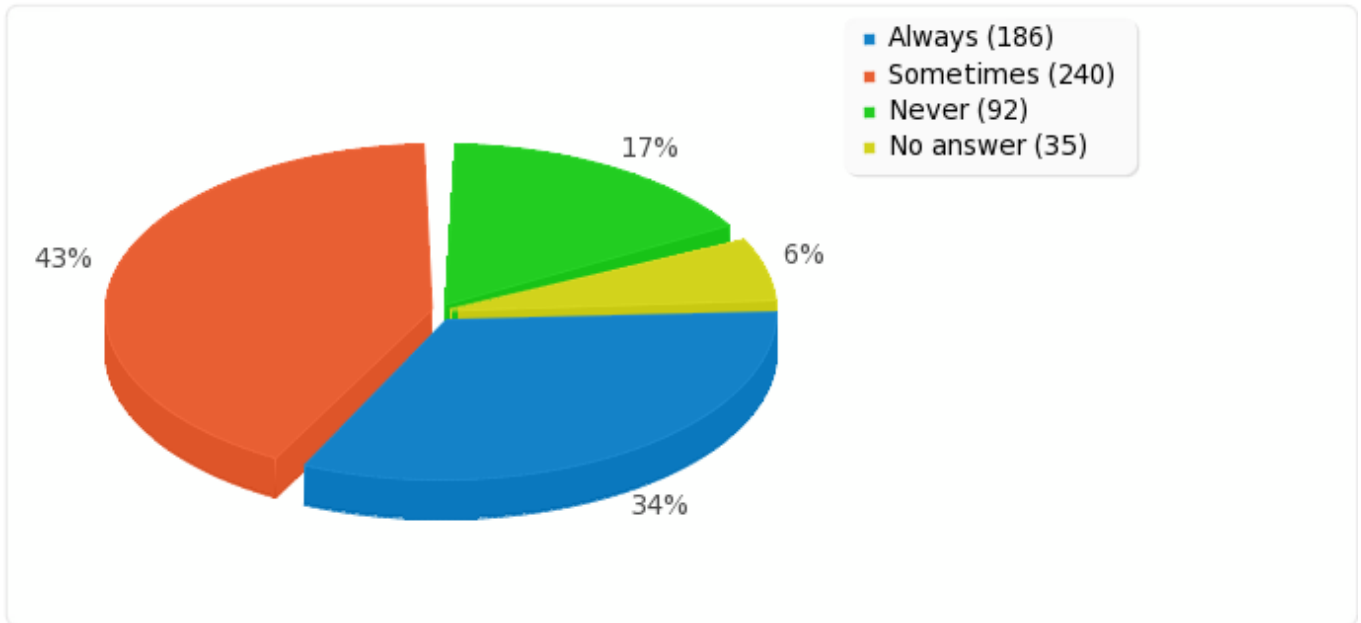
8. Do you think this new system helps you to access the GP sooner than you would have done with the old system?

Answer	Count	Percentage
Always (A1)	186	33.63%
Sometimes (A2)	240	43.40%
Never (A3)	92	16.64%
No answer	35	6.33%



Field summary for 008

8. Do you think this new system helps you to access the GP sooner than you would have done with the old system?





Field summary for 009

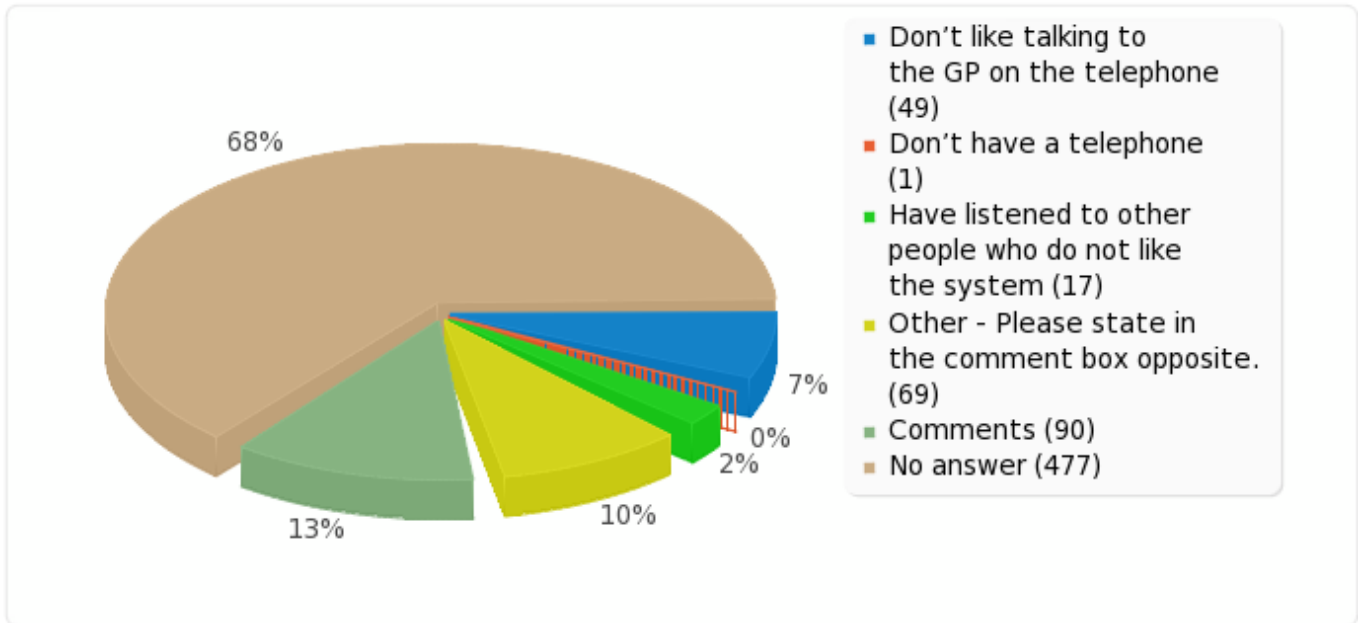
9. If you are a patient who wanted to speak to a doctor but has not used the new system as you have decided that you don't like it, please indicate the reason below:-

Answer	Count	Percentage
Don't like talking to the GP on the telephone (A1)	49	7.99%
Don't have a telephone (A2)	1	0.16%
Have listened to other people who do not like the system (A3)	17	2.77%
Other - Please state in the comment box opposite. (A4)	69	11.26%
Comments	90	14.68%
No answer	477	77.81%



Field summary for 009

9. If you are a patient who wanted to speak to a doctor but has not used the new system as you have decided that you don't like it, please indicate the reason below:-





Field summary for 010

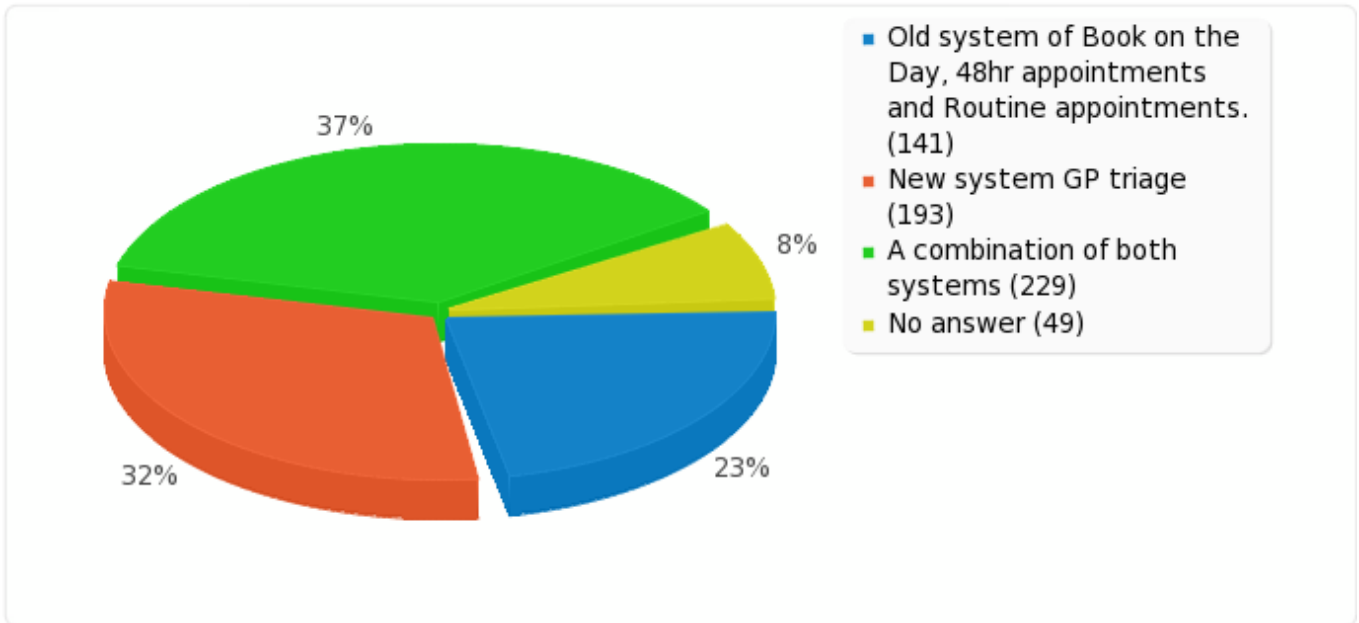
10. With the old system it was difficult to meet the demand for appointments even with the introduction of extra surgeries. Many patients had to wait for appointments, which was unsatisfactory to both patient and doctor. The telephone triage system was introduced to help us with this problem. Bearing this in mind which appointment system would you prefer?

Answer	Count	Percentage
Old system of Book on the Day, 48hr appointments and Routine appointments. (A1)	141	23.04%
New system GP triage (A2)	193	31.54%
A combination of both systems (A3)	229	37.42%
No answer	49	8.01%



Field summary for 010

10. With the old system it was difficult to meet the demand for appointments even with the introduction of extra surgeries. Many patients had to wait for appointments, which was unsatisfactory to both patient and doctor. The telephone triage system was introduced to help us with this problem. Bearing this in mind which appointment system would you prefer?





Field summary for 011

11. Please write any other comments you have below

Answer	Count	Percentage
Answer	311	51.15%
No answer	297	48.85%



Field summary for 011

11. Please write any other comments you have below

