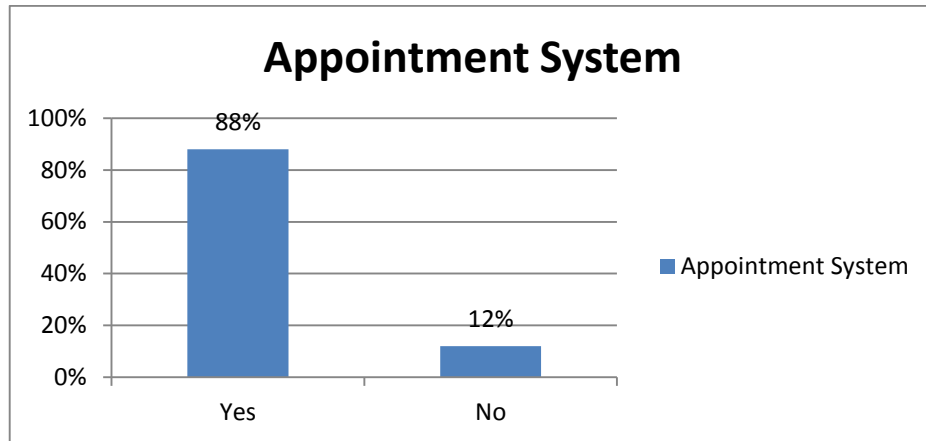


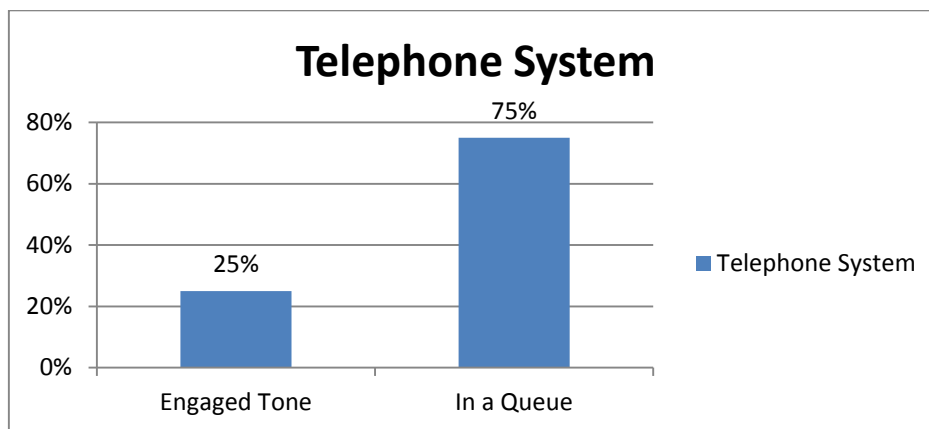
**Results of Newbold Surgery Patient Survey January 2014**

**Appointments and Communication – Conducted by members of the PPG**

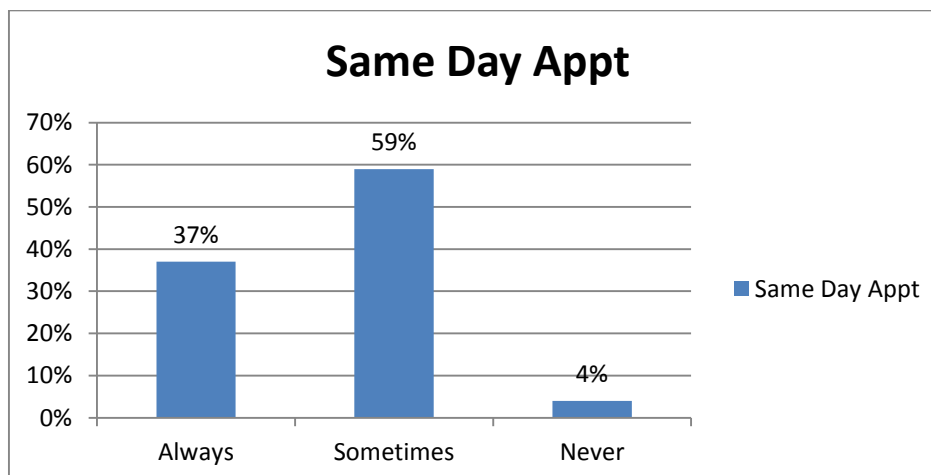
**Question 1:** Are you happy with the current appointment system?



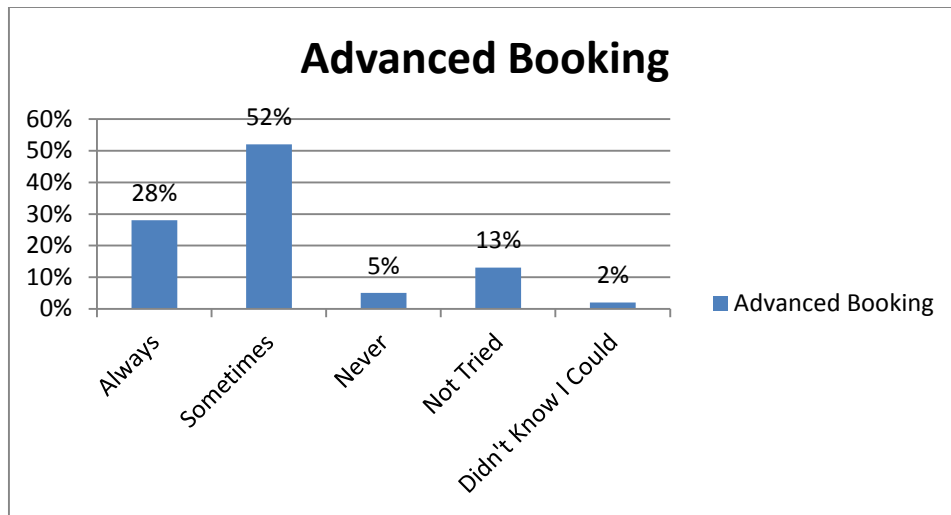
**Question 2:** If you are not able to get through to the surgery straight away, would you prefer to hear a) an engaged tone b) that you are in a queue



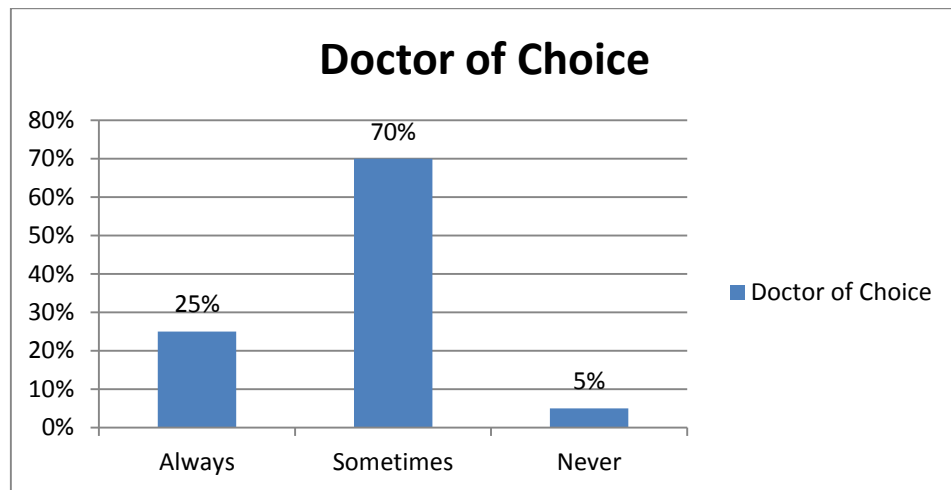
**Question 3:** Are you able to get an appointment on the same day?



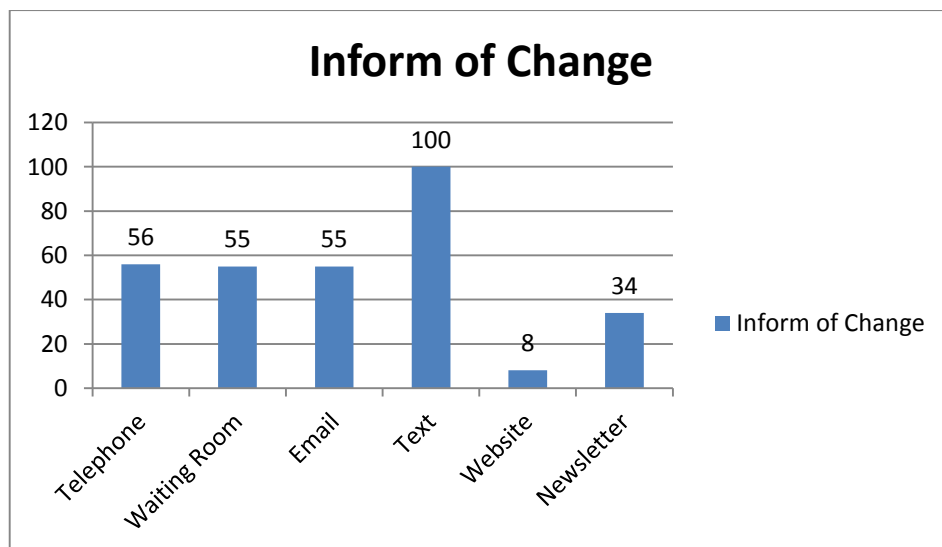
**Question 4:** Are you able to book an appointment in advance?



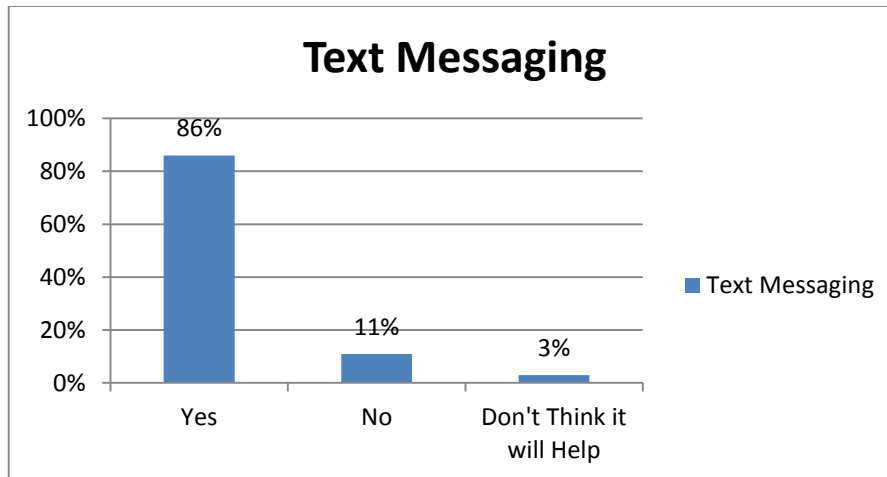
**Question 5:** Are you able to get an appointment with the doctor of your choice?



**Question 6:** How would you like the practice to inform you of any changes?



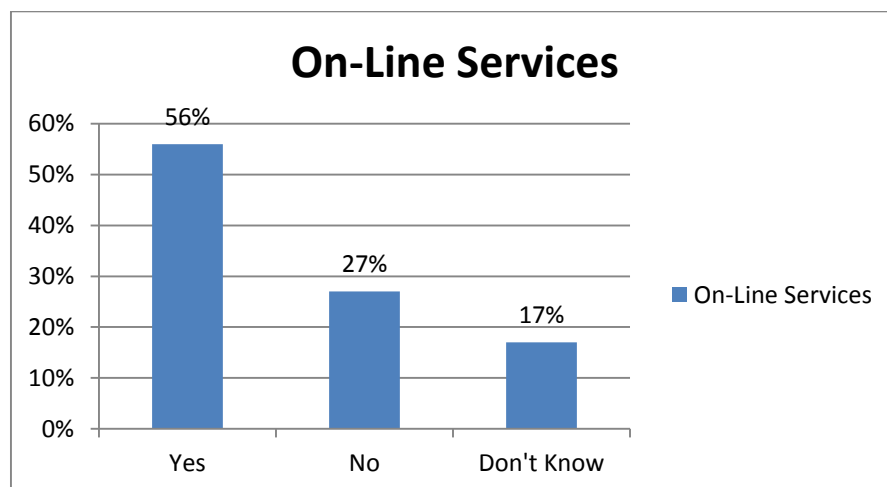
**Question 7:** Are you happy to receive text messages to help us reduce the number of non-attenders?



**Question 8:** Do you have any suggestions to help reduce wasted appointment time?

Top 5 suggestions were: 1) Fine/Charge 2) Warning letter 3) Restrict repeat offenders from pre-booking 4) 3 strikes and you're out 5) Display wasted time in waiting room

**Question 9:** We are setting up on-line appointment booking and prescription ordering; Would you use this facility?



**Question 10:** Would you be happy to participate in future patient surveys via email or on-line?

