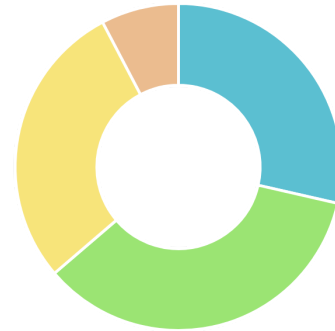


Greystoke Patient Survey - Appointments

Greystoke Surgery implemented a new system in May 2023 for getting an appointment at the practice as we were aware of difficulties and possible inequalities for some patients with the previous system of telephoning and needing to be seen on the same day. The demand was such that when patients were calling they were very quickly being told that the surgery had had to go to 'urgents only' for that day and to call back the next morning.

The new system requires a patient to complete a simple online form (this is done by receptionists for those patients who have no online access or not able to complete it themselves). The form is reviewed by a GP and the appropriate appointment given. This may be a telephone call or face to face slot either that day if urgent, or in a few days or weeks if can wait, to help those who can't always make a same day appointment at short notice.

1 How happy were you with the previous system for getting an appointment with a clinician?



29% (26)
Very happy

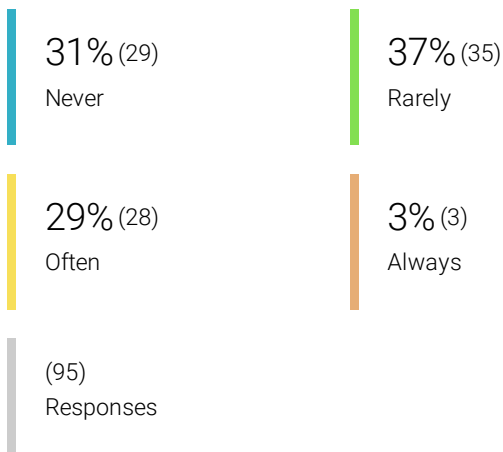
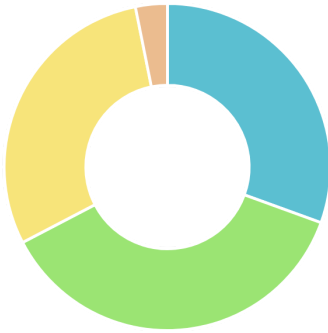
35% (32)
Happy

29% (26)
Unhappy

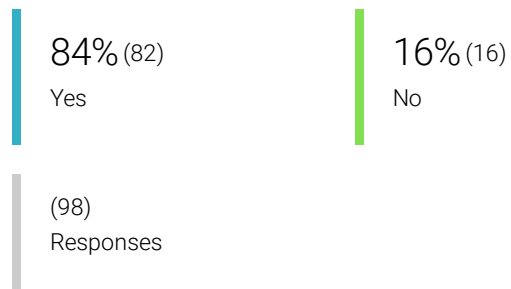
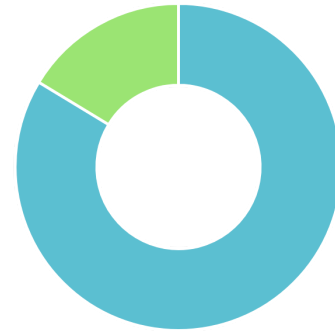
8% (7)
Very unhappy

(91)
Responses

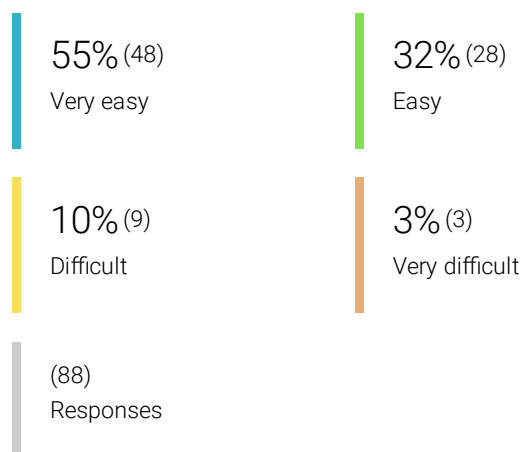
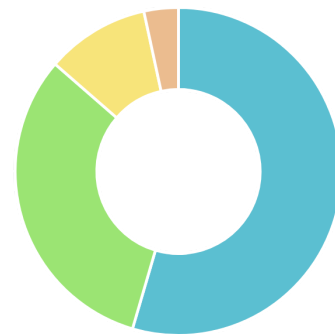
2 How often, in the last year, did you call to make an appointment and were told it was 'urgents only' and to try the next day?



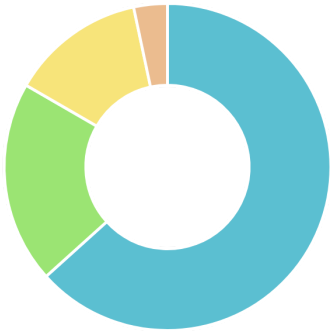
3 Have you used our new access system of completing an on-line form, that has been in place since May 2023?



4 If you have used the new system, how easy did you find the form to complete?



5 How quickly did you get a reply?



63% (57)
Less than 4 hours

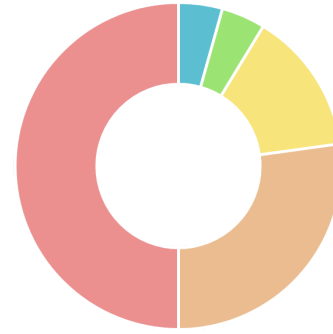
20% (18)
4-6 hours

13% (12)
6-8 hours

3% (3)
More than 8 hours

(90)
Responses

6 How satisfied are you with the new system?



4% (4)
Very dissatisfied

4% (4)
Dissatisfied

14% (13)
Neither satisfied or
dissatisfied

27% (25)
Satisfied

50% (46)
Very satisfied

(92)
Responses

(4.14 / 5)
Weighted Average

7 Do you prefer your experience of the telephone system or the online system?



30% (29)
I prefer the telephone
appointment system

70% (68)
I prefer the online
appointment system

(97)
Responses

