

Brook Medical Centre Appointments Survey

We operate an appointments service of which 2/3 of appointments are bookable in advance and 1/3 are released on the day at 8am. For patients who find it difficult to attend surgery during the day we have a late evening surgery on Wednesday which runs until 7.15pm and an early Nurse Clinic on a Friday which starts at 7.30am. Appointments can also be booked and cancelled on line.

During October 2018 over a 1 week period we surveyed patients who attended surgery for appointments. We received 53 responses the results of which are below.

	Question	Poor	Fair	Good	Very Good	Excellent
1	Ease of contacting the practice on the telephone	2 (4%)	4 (8%)	14 (26%)	17 (32%)	16 (30%)
2	Satisfaction with the day and time arranged for your appointment	0 (0%)	7 (13%)	18 (34%)	10 (19%)	18 (34%)
3	Chances of seeing a GP/Nurse within 48 hours	2 (4%)	7 (13%)	21 (40%)	16 (30%)	7 (13%)
4	Chances of seeing a GP/Nurse of your choice	2 (4%)	8 (15%)	13 (25%)	19 (36%)	11 (21%)
5	Opportunity of speaking to a GP/Nurse on the telephone when necessary	2 (4%)	7 (16%)	12 (27%)	17 (38%)	7 (16%)
6	Length of time waiting in the practice	2 (4%)	9 (17%)	22 (42%)	9 (17%)	10 (19%)

	Question	Poor	Fair	Good/Very Good/ Excellent
1	Ease of contacting the practice on the telephone	2 (4%)	4 (8%)	47 (88%)
2	Satisfaction with the day and time arranged for your appointment	0 (0%)	7 (13%)	46 (87%)
3	Chances of seeing a GP/Nurse within 48 hours	2 (4%)	7 (13%)	44 (83%)
4	Chances of seeing a GP/Nurse of your choice	2 (4%)	8 (15%)	43 (82%)
5	Opportunity of speaking to a GP/Nurse on the telephone when necessary	2 (4%)	7 (16%)	36 (81%)
6	Length of time waiting in the practice	2 (4%)	9 (17%)	37 (79%)

Percentages were calculated from the number of people who answered each question, as N/A was entered in some cases. Scores of good/very good/excellent were over 80% in all areas except waiting time in the practice which scored 79%. This was an improvement on the last survey where the score was 72%. Poor scores were consistent at 4%

Patient Comments from the Survey

- I have had a very good experience of using the practice so far. All staff are lovely & appear to always go that extra mile to help
- Best GP's I've had in years
- Excellent communication & excellent service
- All round wonderful
- It's hard to get through if I want an appointment
- I was not aware you had an online service
- Do not know practice had an online service until now. Will use in the future
- Length of time waiting in the practice surely depends on how long the patient(s) before need. You have a pleasant and spacious waiting room and I am old enough to be a patient patient!
- Really like seeing x 2 nurses in particular – very helpful & friendly
- Afternoon appointments – can be waiting a long time. Worst experience – 45 mins +
- I've always been really pleased and satisfied with the practice. Thanks for your hard work.
- Very impressed with the approach to finding me an appointment with the nurse. Receptionist explained that no appointments were available and to phone back tomorrow. An hour later she rang with a cancellation for the following day- excellent service many thanks.