

# Patient Survey 2014 - Results

## Abbey View Medical Centre

**380 replies in total**

**358 on paper                    22 by email**

**How do you *usually* make any appointments you need? Please choose ONE.**

Telephone	<b>323</b>	<b>85%</b>
In person	<b>57</b>	<b>15%</b>

**How else would you like to be able to make an appointment? Please choose ONE.**

On line	<b>169</b>	<b>45%</b>
Out of hours – using a telephone booking system	<b>177</b>	<b>47%</b>

**What kind of appointments do you use most often?**

Telephone/triage (you ask for the doctor to telephone you)	<b>104</b>	<b>27%</b>
Book ahead (you book an appointment for some time in the future – usually for something non-urgent))	<b>178</b>	<b>47%</b>
Same day (you book an appointment for the same day – usually for an urgent or acute problem)	<b>114</b>	<b>30%</b>

**What kind of appointments would you prefer to use if all were available?**

Telephone/triage	<b>53</b>	<b>14%</b>
Book ahead	<b>154</b>	<b>41%</b>
Same day	<b>208</b>	<b>55%</b>

**How else would you like to be able to see/talk to a doctor?**

Via email                    **67     18%**

Later in the evenings   **136    36%**

Early mornings           **101    27%**

Other:

**Weekends     5 patients**

**Webcam       5 patients**

**What is the *biggest* problem you encounter when trying to book an appointment? Please pick ONE of those below.**

Can't get through on the telephone                    **178     47%**

Can't get one at a time to suit you                    **35      9%**

Can't get one with your preferred GP                **68      18%**

Can't get one soon enough?                            **52      14%**

Can't get one without speaking to a GP first?      **25      7%**

Other?

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**Once you have made an appointment would a reminder of the appointment time by text be useful to you?**

Yes                    **145     38%**

No                     **217     57%**