

## **EXECUTIVE SUMMARY OF THE SEPTEMBER 2013 SURVEY CARRIED OUT BY THE SANDHURST GROUP PRACTICE FOCUS GROUP**

This is a précis of the opinions of those patients who took part in the survey and is best reviewed alongside the accompanying documents eg The Facts and Figures and The Analysis of Comments.

The comments made within the survey reflect the reasons and views of the 1776 patients, and from these the following are issues that need to be reviewed/addressed. (There may be some repetition of patient's comments regarding the different types of Appointments available.)

- The use of telephone consultations has been generally well received but there could be some confusion about the term 'Duty Doctor Call Back'. There is a significant difference in the responses from the two Surgeries. A number of patients did not know about the service. The same system does not appear to be used at both surgeries and therefore the percentages may not be a true reflection of its use.

Several patients still prefer to speak to their own doctor and some said the 'call back' was too late to be helpful or failed to arrive at all.

- The 'Urgent Appointment' system might have had the same issues as above but the responses from the two Surgeries are very similar. There are, however, comments indicating dissatisfaction with receptionist responses and the definition of "urgent", as well as there being no appointments available at all on several occasions.
- Approximately three-quarters of those surveyed felt the Appointment system had improved. However of the 341 patients who thought it had not improved, 59 complained that it was difficult to get an appointment, 78 that the wait for routine appointments was too long, 33 that the wait to see their own doctor was too long.
- There were differences between Sandhurst and Owlsmoor Surgeries in the use of the 'Automatic Check-in' facility, with comments on its position, its accessibility and its variable reliability.
- When to use A & E as opposed to other options, still seems to be causing confusion and 29% of the patients surveyed were unaware of the "Out of Hours" service. Of the 260 patients who made comments, 36 were unsure of what services were available.

The Analysis of Comments document contains Observations and Suggestions from the Sub Group.