

**SURVEY OF 1776 PATIENTS 2013**  
**THE FACTS AND FIGURES**

**Telephones and Appointments**

**90%** had used the **telephone** to contact the Surgery, and when they did do so **28%** had found that the number was engaged, and of those of who persisted , **33%** had to call back once, **25%** twice and **42%** more than twice.

Only 226 patients recorded the time span in which they called, which is not enough to be statistically reliable, but the highest percentage was for **before 10 am 48%**

Having reached the recorded 'phone message, patients were asked to rate the delay they encountered **"good" 36%** **"reasonable" 56%** **"poor" 8%**

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**93%** of them knew of the **Automatic Check-in System** and **79%** used it. There were comments about difficulties with its use and these are being analysed.

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**Duty Doctor Call-Back Appointments** were used by **47%** of patients with ratings of **"very good" 51%** **"good" 44%** **"unsatisfactory" 5%**

**Urgent Cases Appointments** were used by **49%** of patients with ratings of **"very good" 45%** **"good" 48%** **"unsatisfactory" 7%**

**76%** of patients thought these changes **had improved** the appointments system, and of those patients **29%** rated them **"much better"** and **71%** **"better"**.

**Use of Out-of-Hours Care and of Accident/Emergency Departments**

**71%** of patients were aware of the **GP Out-of-Hour** service but **29%** were not .

In the past 12 months **275** of patients used an **A&E Department** for help, rather than their **GP** or **Out-of-Hours** service. Comments about this are also being analysed

### Facts about You

**45%** of patients were registered at **Owlsmoor**, **55%** at **Sandhurst** (3% no response)

**68%** of them were female and **32%** male

**7%** of them were **under 25**      **29%** of them from **25 to 45**

**36%** of them from **46 to 65**      **28%** of them **over 65**

### COMMENTS ON THESE FIGURES

1. The new telephone system is not providing a good service if **28%** of patients found the Surgery numbers **engaged** when they called
2. There is significant ignorance of the care available for patients when the Surgeries are closed with **29%** of them unaware of the **“Out of Hours”** service.