**PATIENT SURVEY 2022-23**

* Carried out in February 2023 by members of our Patient Participation Group
* Based on the results of the 2022 GP Patient Survey, ours focused on the findings of that, that showed patients:
* *find it difficult to get through to the surgery by phone*;
* *are unsatisfied with GP appointment times*;
* *do not usually get to see / speak to their preferred GP.*
* We asked respondents to our survey to tell us:
* *how they normally contacted us for something not appointment related;*
* *the method they normally used to make an appointment to see a GP;*
* *what would help them get an appointment at a convenient time;*
* *what they would do if no pre-bookable appointments were available, with their preferred GP, at their preferred time.*

The results and actions were:

**You said:** “*we normally contact you* (66% of respondents), *and make appointments by* (76% of respondents)*, phone*”.

**We did:** increased advertisements of alternate methods of contacting us and making appointments.

**You said:** “*appointments at a specific time of day (morning or afternoon) are helpful*” (45% of respondents) & “*having an appointment at our preferred time, is more important than it being with our preferred GP*” (25% of respondents).

**We did:** increased advertisements of available appointment times & the facility to see a GP in the evening or at the weekend.

**You said:** “*we make the first available appointment with any GP*” (42% of respondents) & “*we make on-the-day appointments to get seen quicker*” (34% of respondents).

**We did:** increased advertisements / instructions / guidance for patients with regards booking of appointments.

*\*Full survey results available on request*