**BHC PRACTICE SURVEY DATA COLLECTION SHEETS**

**Question 1 – What frustrates you the most when you phone the surgery *before* your call is answered? (choose one)**

|  |  |
| --- | --- |
|  | TOTAL |
| Having to wait in the queue for the call to be answered | **87** |
| Not being able to get through | **100** |
| Anxiety at not being able to get an appointment | **6** |
| Getting cut off before call is answered | **2** |
| Not being able to make an appointment for children online | **1** |
| Hold music is too loud | **1** |
| **TOTAL** | **197** |

**Question 2 – If you phone to make appointments for ‘non-urgent’ problems, when do you call? (choose one)**

|  |  |
| --- | --- |
|  | TOTAL |
| 8.30 to 10.30 | **89** |
| 10.31 to 12.30 | **38** |
| 12.31 to 2.30 | **21** |
| 2.31 to 4.30 | **32** |
| 4.31 to 6.30 | **9** |
| **TOTAL** | **188** |

**Question 3 – What would help you get an appointment at a time that suits you? (please specify)**

|  |  |
| --- | --- |
| **ANSWER** | **COUNT** |
| More staff | **11** |
| To phone later in the day | **3** |
| Alternate numbers for urgent / non-urgent problems | **1** |
| 24/7 Reception | **1** |
| More online appointments | **11** |
| More appointments | **17** |
| More availability at different times | **7** |
| Set time for phone appointment | **1** |
| To be able to book ‘on-the-day’ online | **1** |
| Reduce list size | **1** |
| Increase ‘appointments’ option queue length | **2** |
| A regular Receptionist | **1** |
| **TOTAL** | **57** |

**Question 4 – Do you use GP Online Services to make appointments, order prescriptions & view your medical record (commonly through the ‘NHS App’ or ‘Patient Access’ (but you may use another provider))?**

|  |  |
| --- | --- |
|  | TOTAL |
| Yes | **89** |
| No | **71** |
| **TOTAL** | **160** |

**Question 5 – Why don’t you use GP Online Services? (choose one)**

|  |  |
| --- | --- |
|  | TOTAL |
| The appointment I wanted was not available to book | **25** |
| I do not want to | **18** |
| It did not work | **9** |
| I do not know how to | **36** |
| Doesn’t work for children | **2** |
| **TOTAL** | **90** |

**Question 6 – Have you used our automated booking system before?**

|  |  |
| --- | --- |
|  | TOTAL |
| Yes | **63** |
| No | **100** |
| **TOTAL** | **163** |

**Question 7 – On a scale of 1 to 6 (1 being extremely unfriendly and unhelpful, and 6 being extremely friendly and helpful), how friendly and helpful are Reception staff?**

|  |  |
| --- | --- |
|  | TOTAL |
| 1 | **0** |
| 2 | **6** |
| 3 | **15** |
| 4 | **27** |
| 5 | **71** |
| 6 | **71** |
| **TOTAL** | **190** |

**Question 8 – On a scale of 1 to 6 (1 being extremely unlikely, and 6 being extremely likely), how likely are you to recommend the surgery to family and friends?**

|  |  |
| --- | --- |
|  | TOTAL |
| 1 | **3** |
| 2 | **9** |
| 3 | **15** |
| 4 | **26** |
| 5 | **45** |
| 6 | **50** |
| **TOTAL** | **148** |

**Thank you for completing our survey, if you have any additional comments, please enter them below.**

|  |  |
| --- | --- |
| **ANSWER** | **COUNT** |
| Positive | **9** |
| Didn’t know you had Patient Partner | **1** |
| Don’t like queueing at 8.30am | **1** |
| Staff unhelpful / rude | **5** |
| Staff helpful | **7** |
| Annoying that can’t get through | **2** |
| Phone system confusing | **1** |
| Long wait for appointments | **2** |
| Should have hand gel by touch screen | **1** |
| More appointment availability | **13** |
| Online services good | **2** |
| Building needs cleaning | **1** |
| Need more staff | **2** |
| Don’t understand why waiting room is empty | **1** |
| **TOTAL** | **48** |