**PATIENT SURVEY 2023-24**

* Carried out in February 2024 by members of our Patient Participation Group
* Based on the results of the national 2023 GP Patient Survey, ours focused on the findings of that, that showed respondents:
* *find it difficult to get through to the surgery by phone*;
* *are unsatisfied with GP appointment times*.
* We asked respondents to our survey to tell us:
* *whether it was more frustrating to not get through at all, or to get through and then have to wait for the call to be answered;*
* *what time they call to make appointments for ‘non-urgent’ problems;*
* *what would help them get an appointment at a convenient time;*
* *if they use Online Services, and if not, why not;*
* *if they’d used our phone system’s automated booking system before.*

The results and actions were:

**You said:** “*it is equally frustrating not being able to get through*” (51% of respondents), “*or to get through and then have to wait on hold*” (45% of respondents).

**We did:** increased the call queue length at our busiest time, to allow more callers to get through; we also: added messages to the on-hold music, and our website, and added a video to our waiting room TV screens, advertising the ‘call-back’ facility.

**You said:** “*nearly half of all callers*” (47% of respondents) “*call between 8.30am & 10.30am to make appointments for non-urgent appointments*”.

**We did:** updated all of our phone system’s messages so they are more educational.

**You said:** “*having more appointments available via Online Services would help patients get an appointment at a convenient time*” and “*of those patients who don’t use it*” (44% of respondents) “*over a third*” (40% of respondents) “*said it was because they didn’t know how to*”.

**We did:** published NHS App ‘how-to’ videos on our waiting room TV screens and our website; we also: made more GP appointments available to book via Online Services.

**You said:** “*nearly two thirds*” (61% of respondents) “*have not used the phone’s automated booking system before*”.

**We did:** promoted the system by refreshing our in-surgery display and moving it to a more prominent location, and updated the background of our ‘welcome’ screen on our self-check-in machines to advertise it.

*\*Full survey results available on request*