





Porter Brook Patient Feedback 2019

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|  | <p>Access to appointments within the same week</p> <p>We offer telephone access <u>for everyone</u> if their requirements are urgent and they cannot wait</p> |
|  | <p>Follow-up appointments waiting</p> <p>The clinician will usually book you in then and there for a follow-up</p> |



A greater understanding of mental health needs.

Access to specialist mental health clinicians now at the practice.



Call queuing

We now inform you where you are in the queue



Issues with access to results

This has been reviewed resulting in clear instructions when to call and preferred method of contact.



Interferrance and interruption of the telephone lines

The phone system is being upgraded in December 2019



Confidentiality in the waiting room

The radio is on to reduce the risk of conversations overhead at the desk

What you said we did best – National GP Patient Survey



94% of respondents are satisfied with the general practice appointment times available
Local (CCG) average: 64% National average: 65%



87% of respondents describe their experience of making an appointment as good
Local (CCG) average: 67% National average: 67%



82% of respondents were offered a choice of appointment when they last tried to make a general practice appointment
Local (CCG) average: 63% National average: 62%



83% find it easy to get through to this GP practice by phone

Local (CCG) average: 66% National average: 68%



93% describe their overall experience of this GP practice as good

Local (CCG) average: 84% National average: 83%