





Student Health Patient Feedback 2019

	<p>Booking an appointment is difficult</p> <p>Wednesday drop-in service implemented</p>
	<p>Getting a late appointment while on placement is difficult</p> <p>3 protected appointments 5-5.30 for those on placement</p>



The surgery was not opened late enough.

We have extended our opening hours from 4.30 until 5.30 per day. We have also opened earlier from 8.30 (including extended hours at Porter Brook 7 am/8 pm Tue/Wed, Sat am)



A greater understanding of mental health needs.

Access to specialist mental health clinicians now at the practice.



Access by phone is difficult

We offer drop-in to reduce impact, promote on-line booking more.



Booking an appointment is difficult

Drop in extended from Wednesday to 3 additional days per week.



Issues with access to results

A review of the system now with clear instructions when to call and preferred contact.

What you said we did best – National 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%