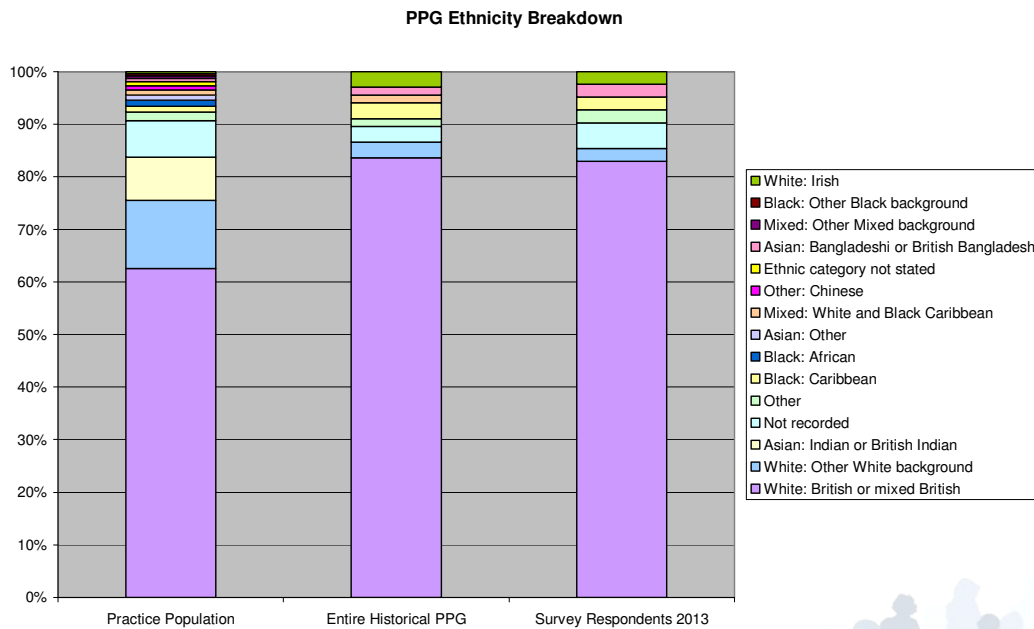
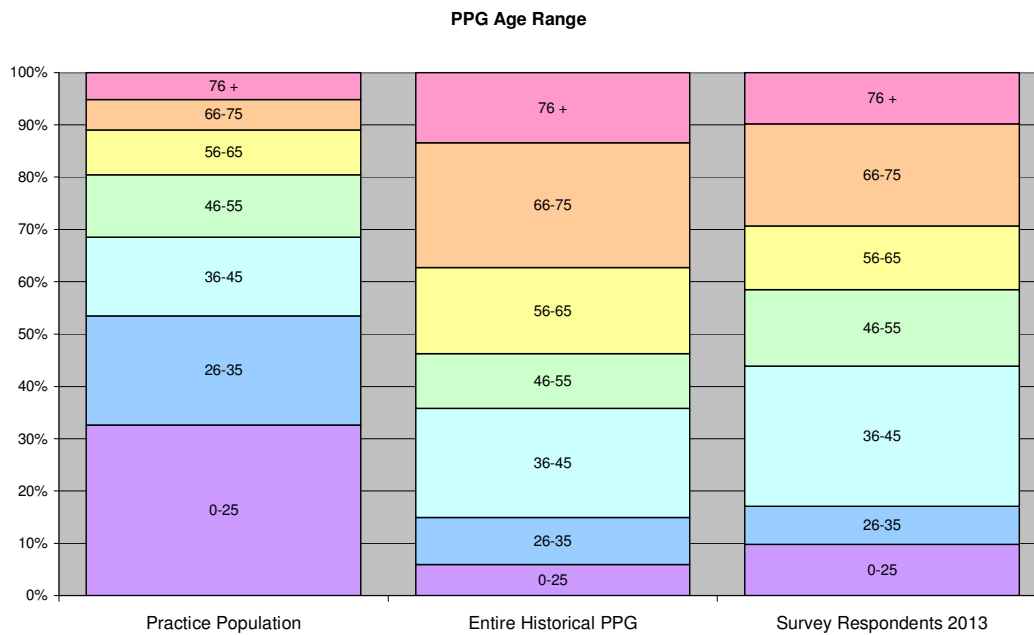


## PATIENT PARTICIPATION GROUP SURVEY – MARCH 2013

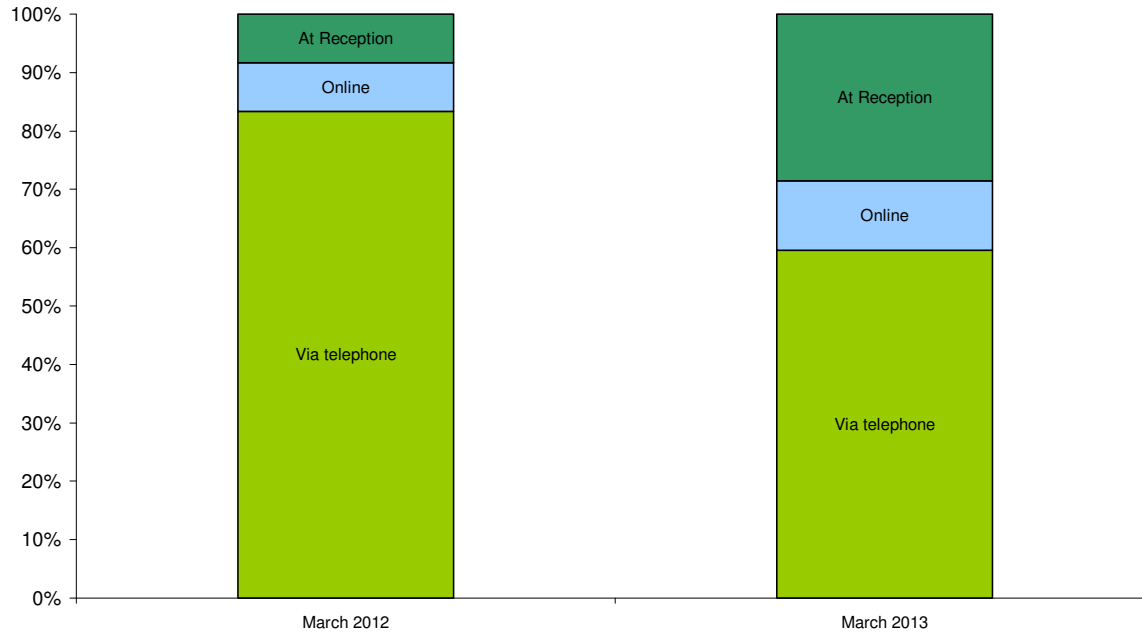
- Survey emailed/text to prior respondents.
- Supplied to patients at reception.
- Posted link on Facebook Page.
- 41 responses. 4 paper-based responses had one or more missing answers; where possible their other answers have been included.

### RESPONDENTS DEMOGRAPHICS BREAKDOWN



# APPOINTMENTS

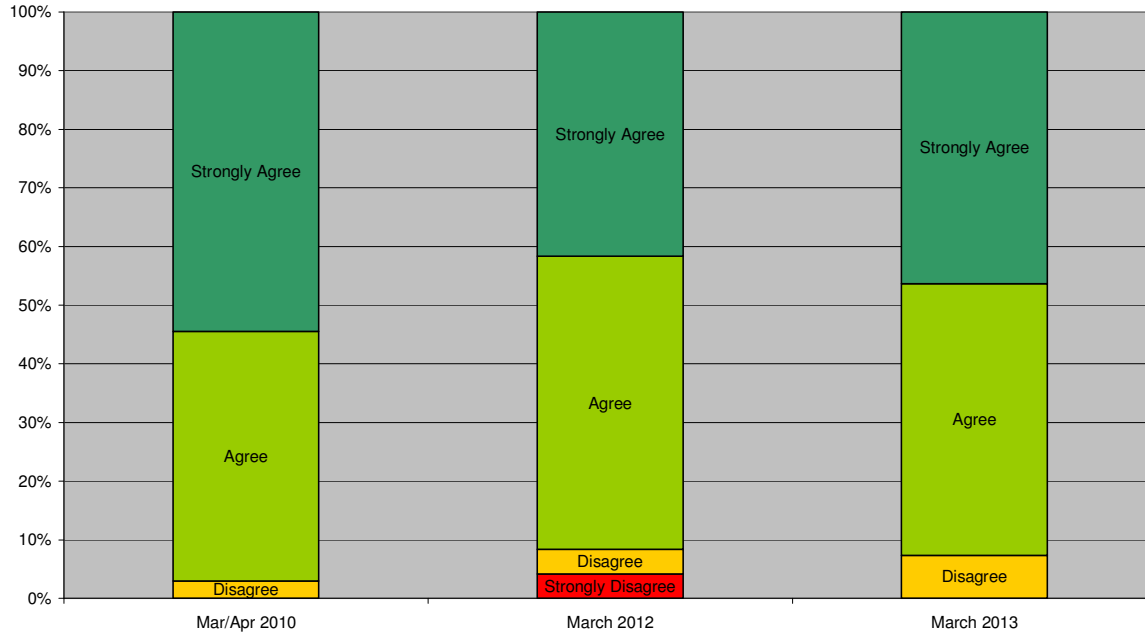
## 2. How do you mainly book your appointments?



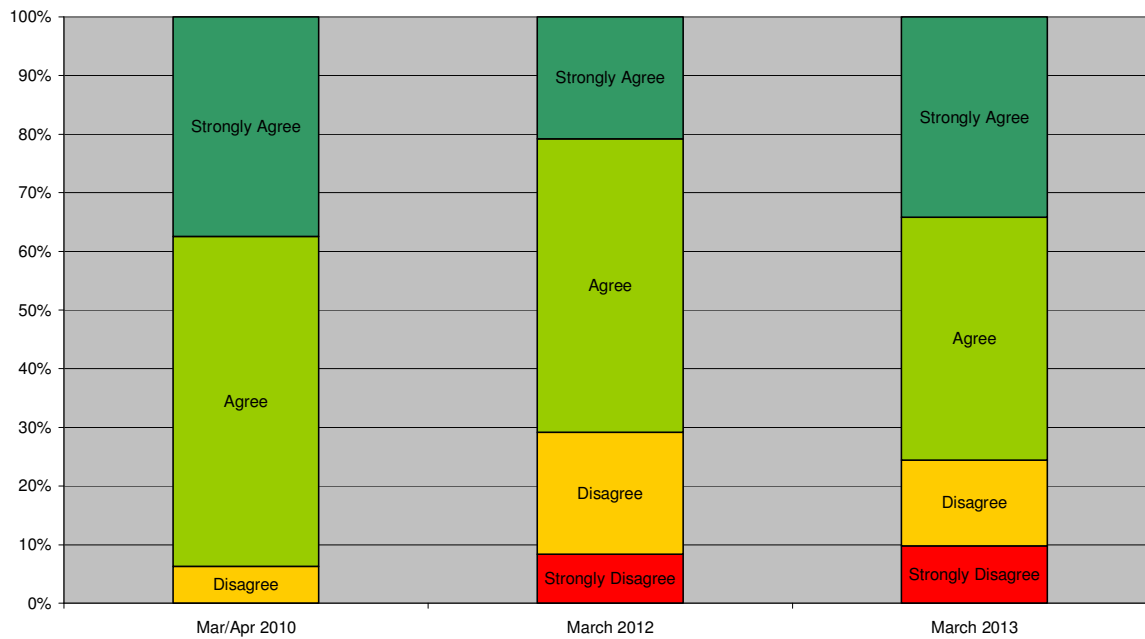
## 3. If you need to cancel an appointment, how do you normally let us know?



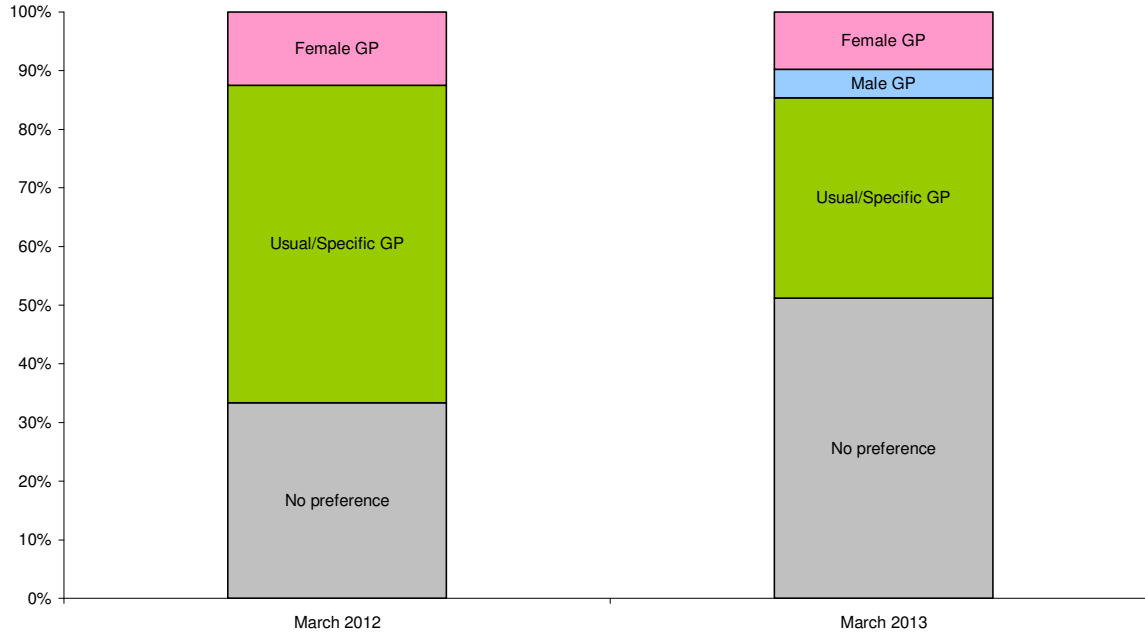
**4a. I feel I am able to get a GP consultation within 2 days.**



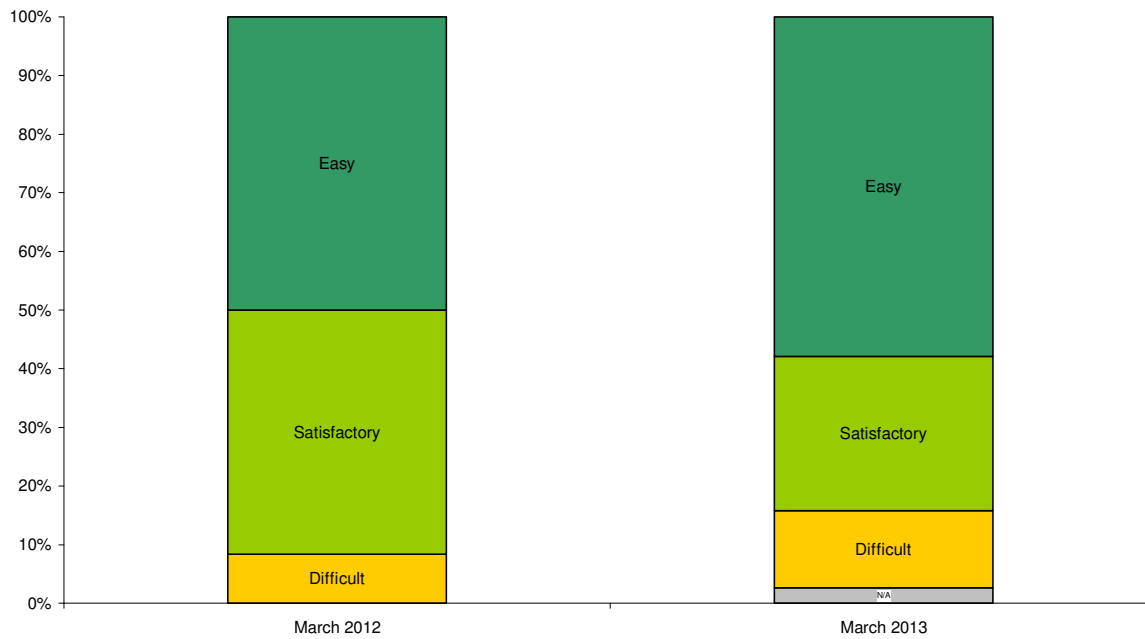
**4b. I feel I am able to book in advance to see a GP.**



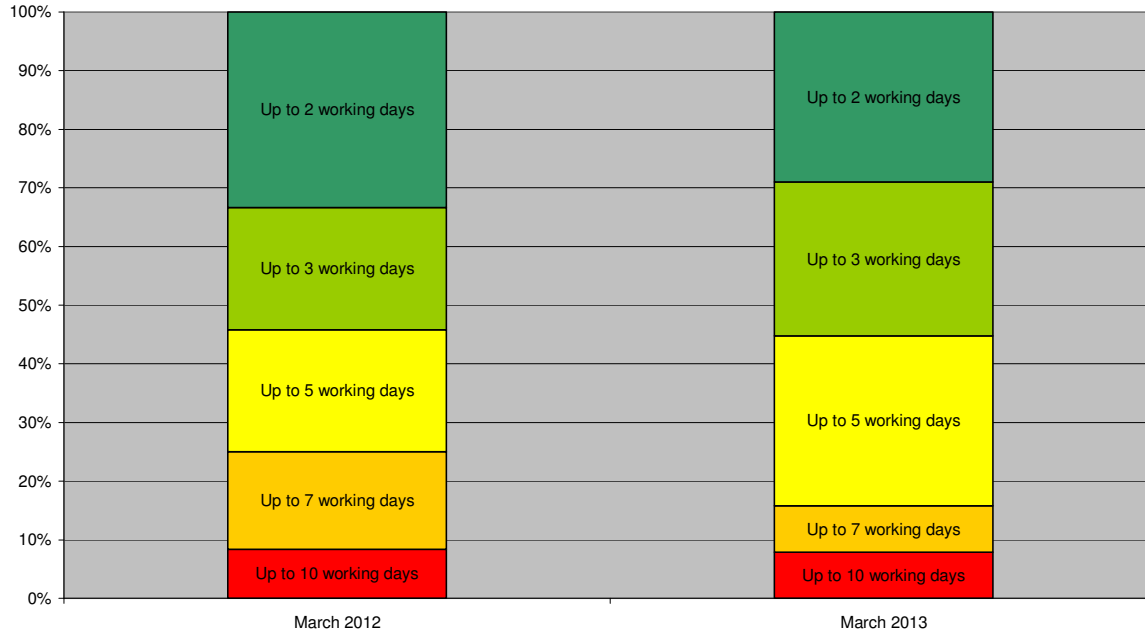
**5. Do you have a preference for which GP you see?**



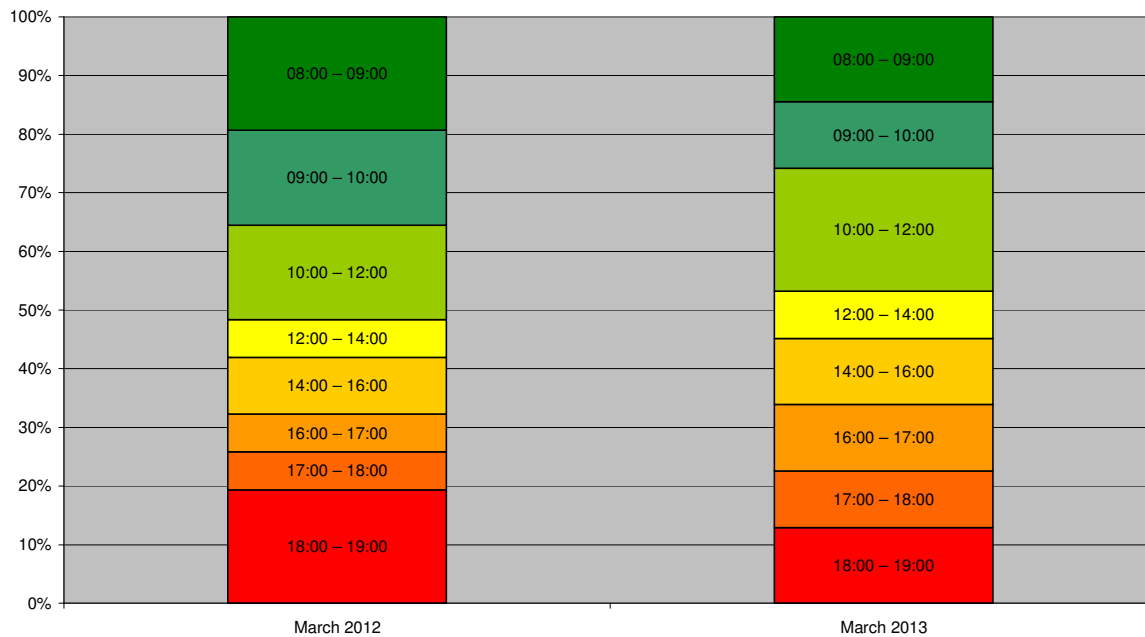
**6. How easy do you find it to make a routine (non-urgent) appointment?**



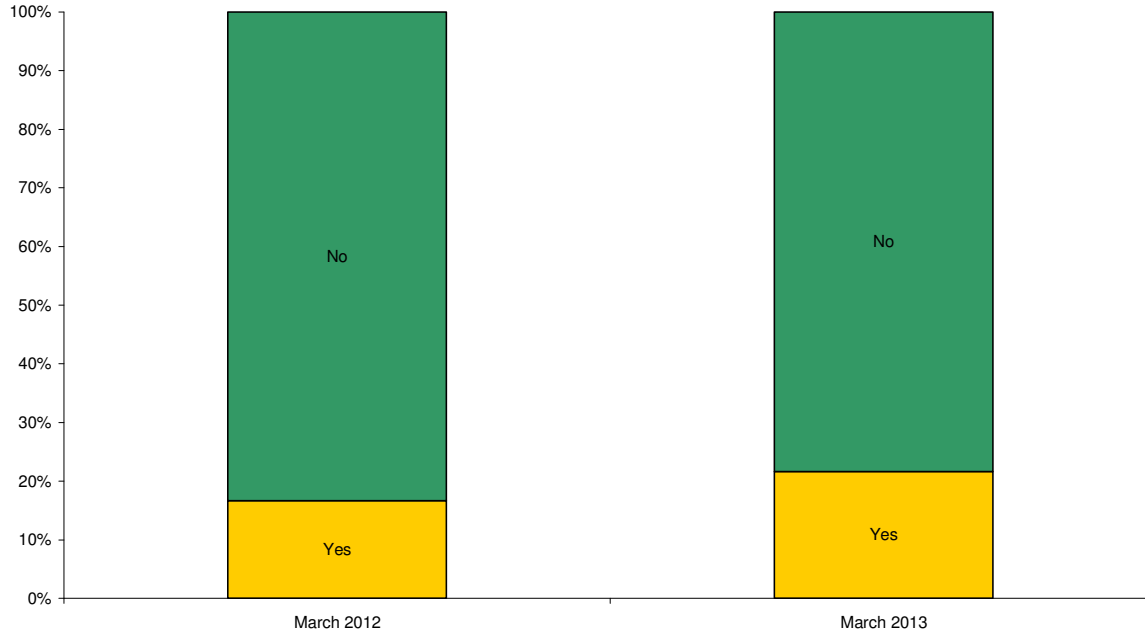
**7. How long do you think is reasonable to wait for a routine (non-urgent) appointment?**



**8. What times of day do you prefer to come for a routine appointment?**

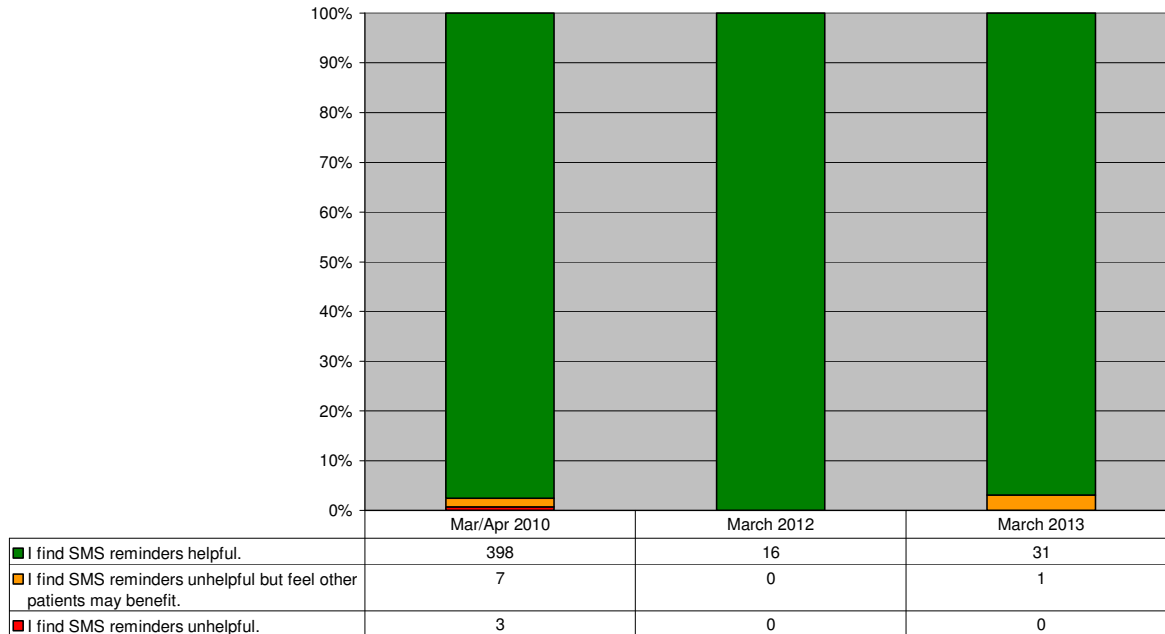


9. Do you find it difficult to attend during our normal hours? (Mon-Fri, 08:00-18:30)



## SMS ALERTS

10a. Text Message (SMS) Appointment Reminders: Received Texts



10b. Text Message (SMS) Appointment Reminders: Not Received Texts

