**Results of patient survey December 2012**

**150 patients surveyed at random**

124 of these patients felt they had a good or better experience when visiting the surgery

The findings were:

* 93 of these patients were interested in having on-line appointments
* 106 were interested in having an appointment text message reminder
* No real issues with the district nurses moving to Grappenhall Clinic
* 73 Patients still not aware that they can book appointments 12 weeks in advance
* Only 22 patients not aware they can use local chemist to order repeat prescriptions

**Negative Individual comments:**

* Would like to order medication on line earlier – can order 10 days in advance, cannot be any earlier for patient safety reasons
* Practice to be open 5 minutes earlier – Grappenhall no reason given
* Problems getting to see GP of choice – can book 12 weeks in advance with GP of choice, if wanting emergency on the day appointment should be happy to see any GP.
* Wait too long for blood test appointment- all advised re other alternatives, handout at reception
* Book on day appointments after 9.40 not great for workers, early appointments go quick – book on day appointments intended for patients that are too ill for work that day, early appointments available as pre bookable 12 weeks in advance
* Difficulty getting appointments and getting through on phone at Grappenhall – only ever have one receptionist on duty
* Phones lines insufficient, cannot get through in a morning
* Notices in reception a bit rude, repeat prescription