**ST GEORGES SURGERY SURVEY RESULTS 2013**

**100 Surveys provided 63 returned but not all questions answered.**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Q1. How easy do you find it to access the building at your GP surgery?**  **Very easy 54 = 85%**  **Easy 7 = 11%**  **Difficult 2 = 3%** | | **Q2. Are you aware there is a room where you can speak to a member of staff in private?**  **Yes 46 = 73%**  **No 17 = 27%** | | **Q3. How helpful do you find the Receptionists at your GP Surgery?**  **Very helpful 55 = 87%**  **Helpful 8 = 13%**  **Not very helpful** | | **Q4. How do you normally book appointments to see a doctor or nurse?**  **In Person 5 = 8%**  **By phone 58 = 92%**  **By Fax machine** | | **Q5. In the past 6 months, have you tried to see a doctor fairly quickly?, i.e. the same day or in the next 2 weekdays the surgery was open**  **Yes 46 = 73%**  **No 17 = 27%** | | **Q6. In the past 6 months have you tried to book ahead for an appointment with a doctor? i.e. more than 2 full weekdays in advance.**  **Yes 40 = 66%**  **No 20 = 33%** | | **Q7. Have you ever had to wait more than 15 minutes past your appointment time?**  **Yes 20 = %**  **No 41 = 65%** | | **Q8. Would you like your surgery to open at additional times?**  **Yes 28 = 44%**  **No 30 = 67%** | | **Q9. Which one of the following additional times would you most like your surgery to be open?**  **Before 8am 5 = 18%**  **On a Saturday 22 = 81%**  **On a Sunday** | | **Comments:**  **Thank you**  **Might be helpful sometimes to be open on a Saturday**  **To tell you the truth, I like things the way they are.**  **It feels a long time until Monday morning if illness starts Friday evening.** | |