

ALL RESULTS ARE PERCENTAGES

## The Selsdon Park Medical Practice Patient Participation Group

2019

### Survey

The Selsdon Park Medical Practice Patient Participation Group would be delighted if you would complete this Survey. It should only take a few minutes and the results will be of real value. Once we have analysed the responses we will publish the results on the PPG section of the practice website.

Where there is a tick box, please insert a 'x' next to the tick box of your choice.

#### 1 Please tell us how satisfied you are with following ways of booking appointments

	Very Satisfied	Satisfied	Slightly Satisfied	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
In person at reception	72	27	.5	.5	—	—	
By Phone	59	35	4.5	.5	.5	.5	
On Surgery website	61	27	6	2	4	—	
By post	70	30	—	—	—	—	

#### 2 Thinking of your last attempt to make an appointment, please select the most apt description

- 72 ☐ I was able to make an appointment on the day I preferred  
11 ☐ I was able to make an appointment within two weekdays of my preferred day  
9 ☐ I was able to make an appointment at another time that was convenient to me  
6 ☐ I had to make an appointment on a day that was inconvenient to me  
2 ☐ I was unable to make an appointment and had to make other arrangements

#### 3 If you need to see a GP urgently, do you normally get seen on the same day?

- ☐ Yes 88 ☐ No 12 ☐ Don't know / never needed to

#### 4 Is it important to you to get an appointment with the GP of your choice?

- ☐ Important 55 ☐ Not Important 45

#### 5 Did you know that it is possible to book an appointment and request repeat prescriptions online?

- ☐ Yes 95 ☐ No – if no, please see reception for further details 5

#### 6 Please rate this statement –

I find it easy to get through to the surgery by telephone

- ☐ Strongly Agree 35 ☐ Agree 52 ☐ Slightly Agree 9.5  
☐ Strongly Disagree 1 ☐ Disagree 2 ☐ Slightly Disagree .5

If you disagree, please tell us why