

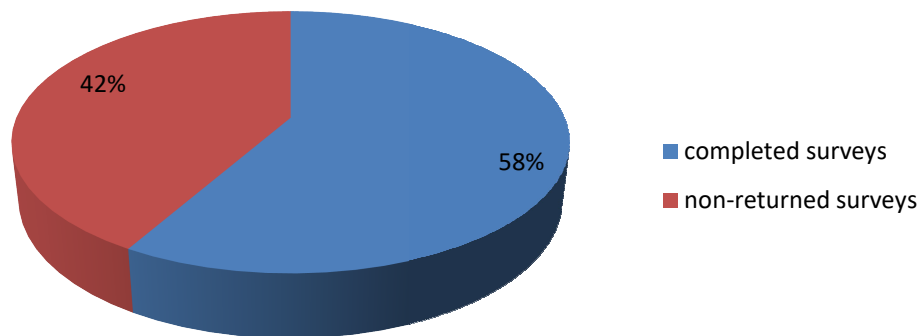
Vine House Health Centre

Patient Access Survey 2019 - Results

Results from a recent GP Patient National Survey have shown some disappointing and somewhat surprising results for Vine House with regards to patient access. In order to look into the reason for these results we compiled our own survey.

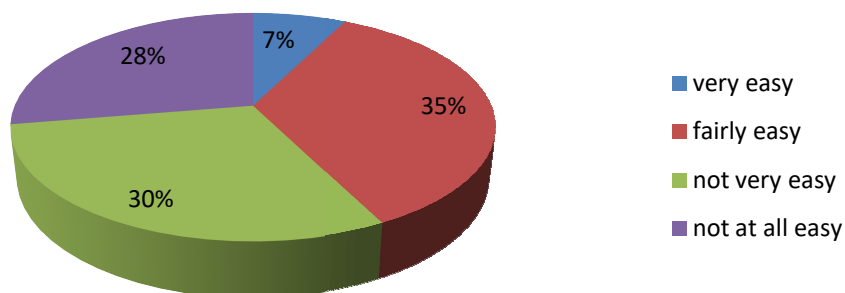
A total of 230 surveys were either given out or left for patients to pick up in the waiting room. A member of our Patient Participation Group also attended one of our local primary schools (with permission from the Head) to distribute surveys to our patients at the school gates. A total of 134 (58%) were returned.

230 surveys taken for completion



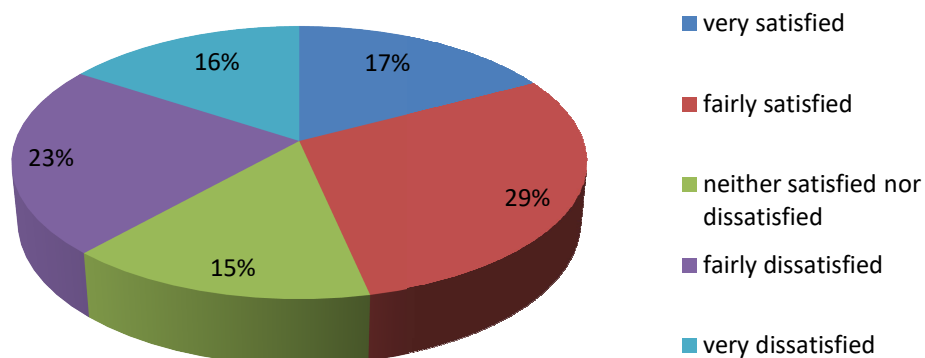
Results of Questions:

Generally how easy is it to get through to someone at the practice on the phone?



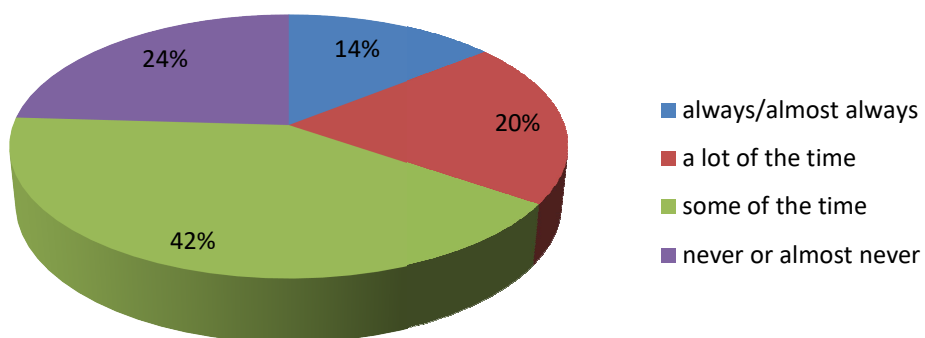
42% of patients found it very easy or fairly easy to get through to someone at the practice on the phone.

How satisfied are you with the appointment times that are available to you?



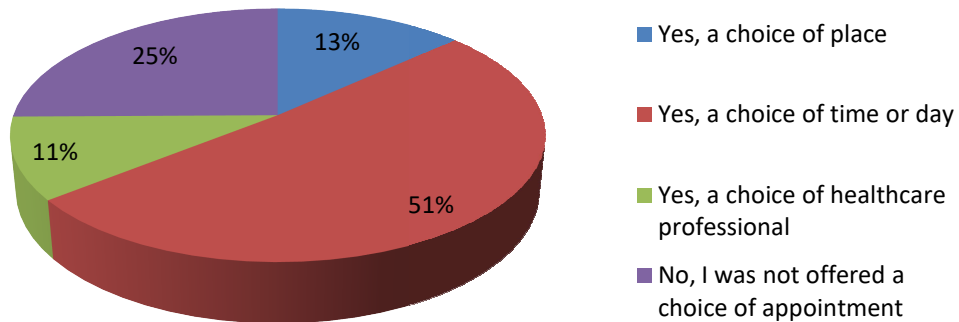
46% of patients were very satisfied or fairly satisfied with the appointment times available.

How often do you see or speak to your preferred GP when you would like to?



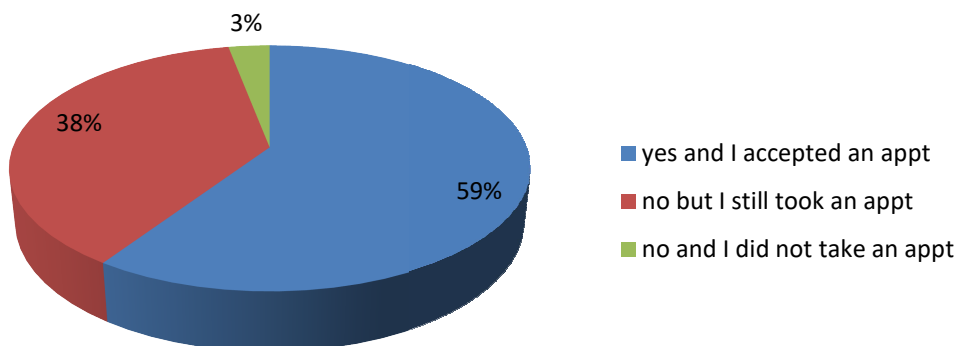
34% of patients speak to their preferred GP when they would like to.

Were you offered a choice of appointment?



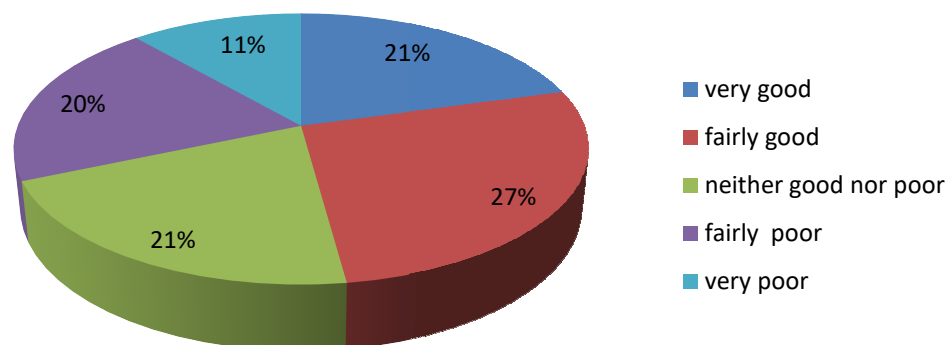
75% of patients were offered either a choice of place, time, day or healthcare professional

Were you satisfied with the type of appointment(s) you were offered?



59% of patients were satisfied with the type of appointment offered and 97% took the appointment offered.

Overall how would you describe your experience of making an appointment?

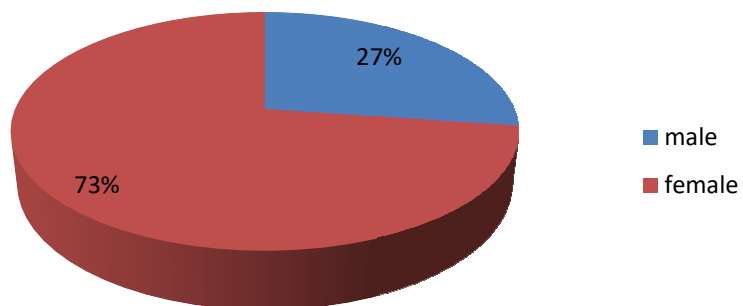


48% of patients described their experience of making appointment as very good or fairly good.

The following figures relate to those who answered yes or no. Not everyone answered all the questions.

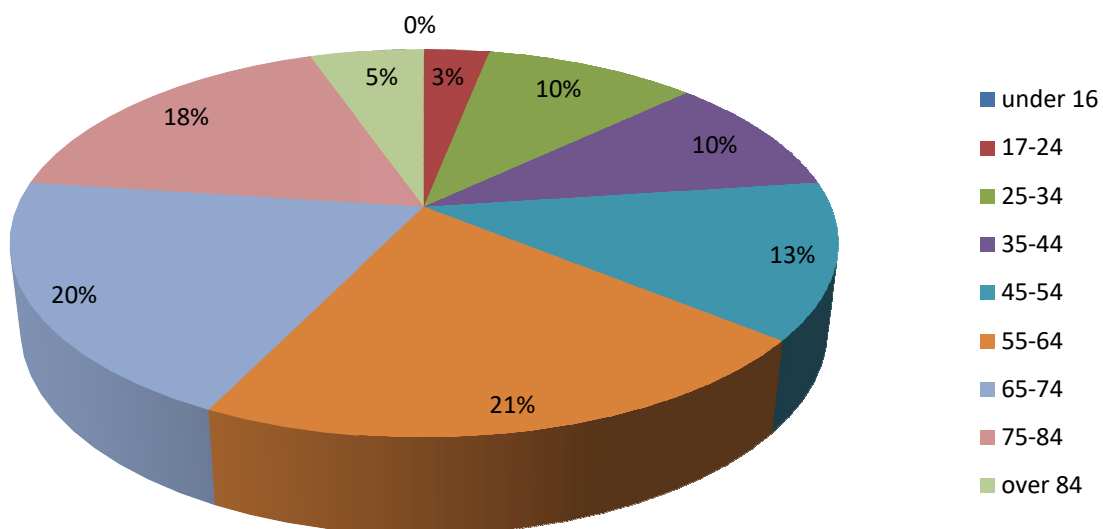
	Yes	No
Do you know that:		
We have appointments up 10.00 pm on most weekdays? This may be at another surgery.	51	84
We have appointments from 7.00 am?	68	67
We have appointments on a Saturday and Sunday?	99	35
You can attend the weekday 4.00 pm urgent walk-in clinic without an appointment?	116	19
You can sign up to Patient Access to book appointments online?	95	40

Are you male or female?



What age are you?

(0% = under 16's)



What is the background with which you most identify?

