

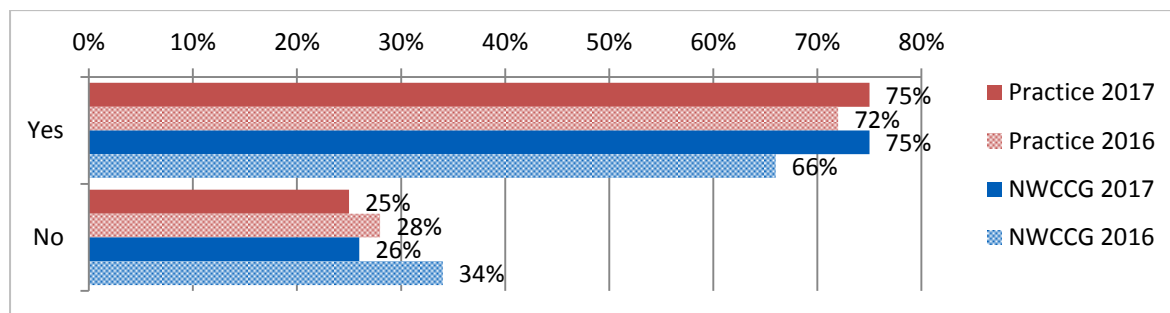
Abbey Medical Centre

Total Responses: 214

Patient Feedback

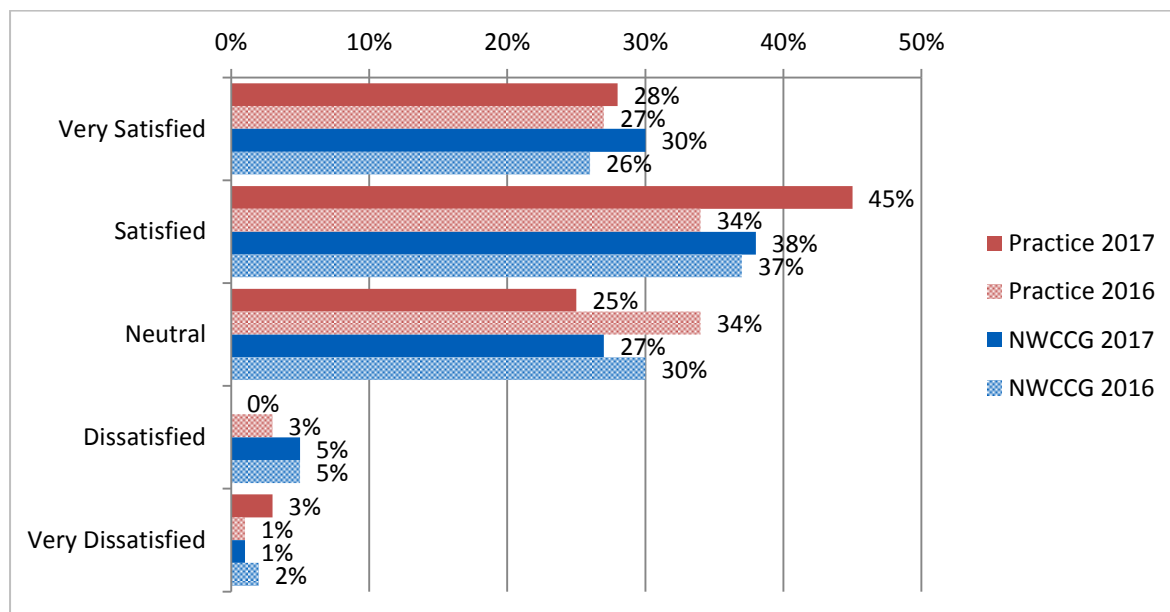
1. Are you seeing your GP or Practice Nurse of choice today?

Responses: 207



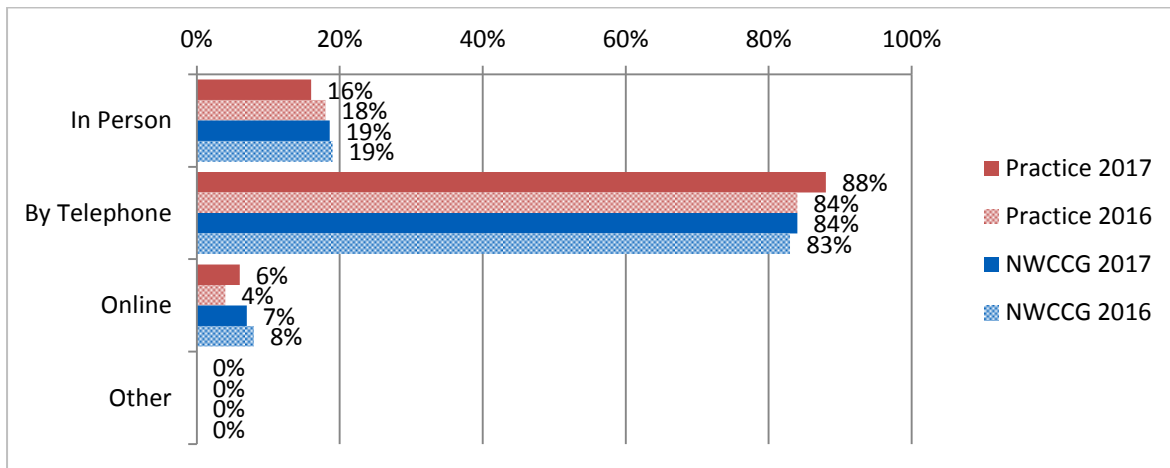
2. If you answered 'No': How do you feel about seeing another health care practitioner today?

Responses: 50



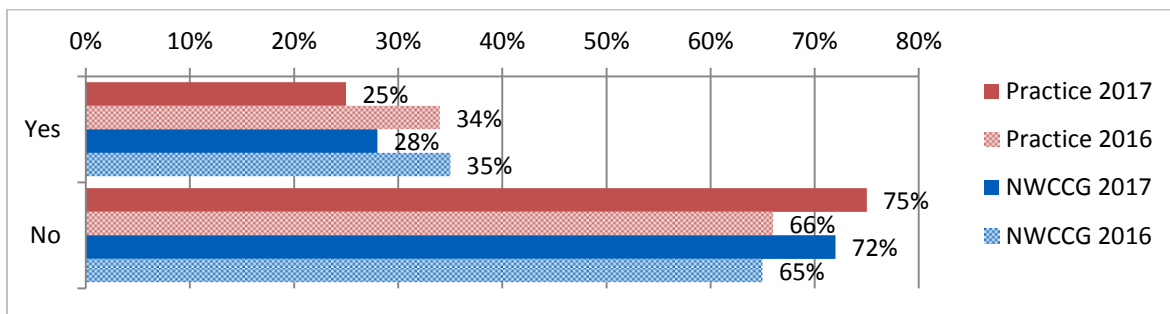
3. How do you normally book your appointments to see a GP or nurse at your GP surgery?

Responses: 213



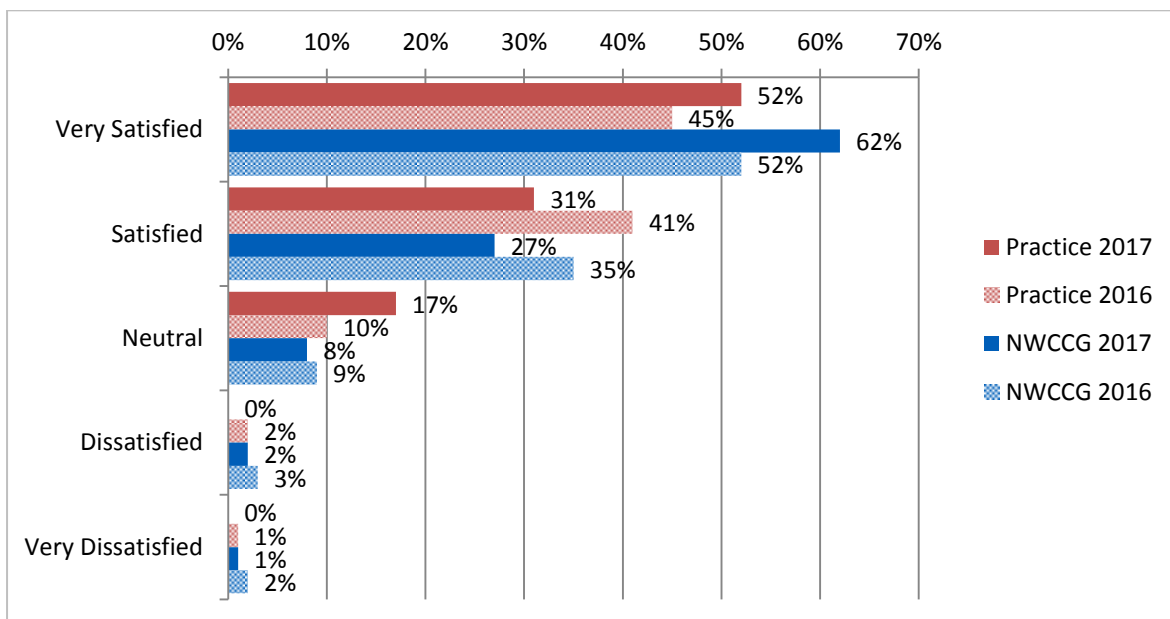
4. Is your appointment today an urgent appointment?

Responses: 212



5. Please indicate how satisfied you are with being able to book your urgent appointment

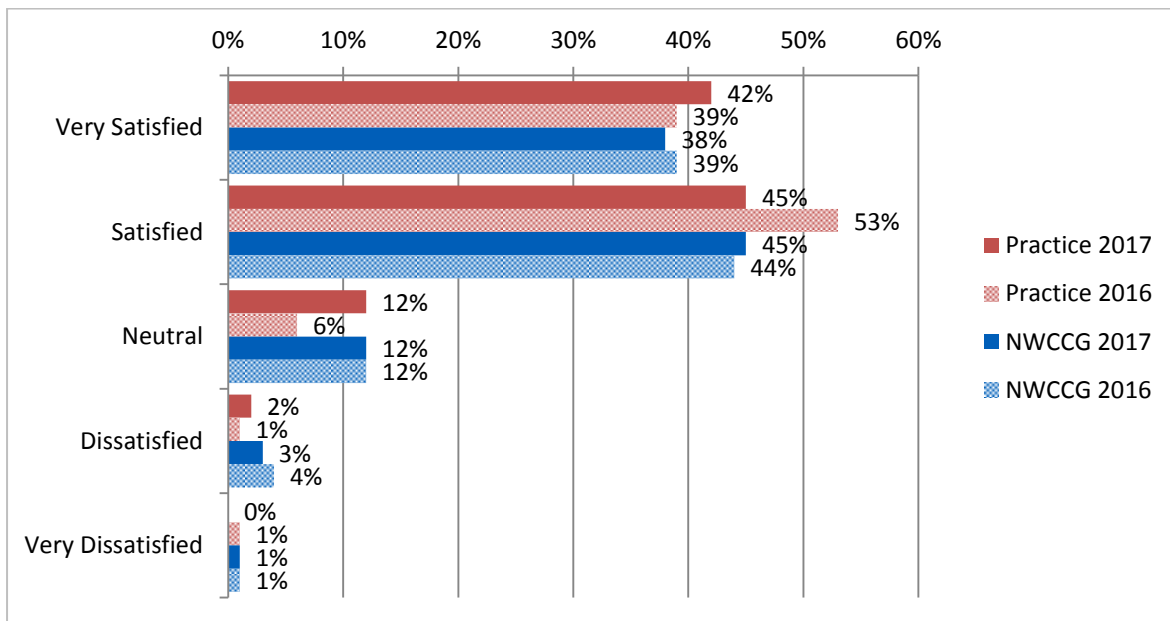
Responses: 52



6. Your views on the GP services for appointments that are not urgent

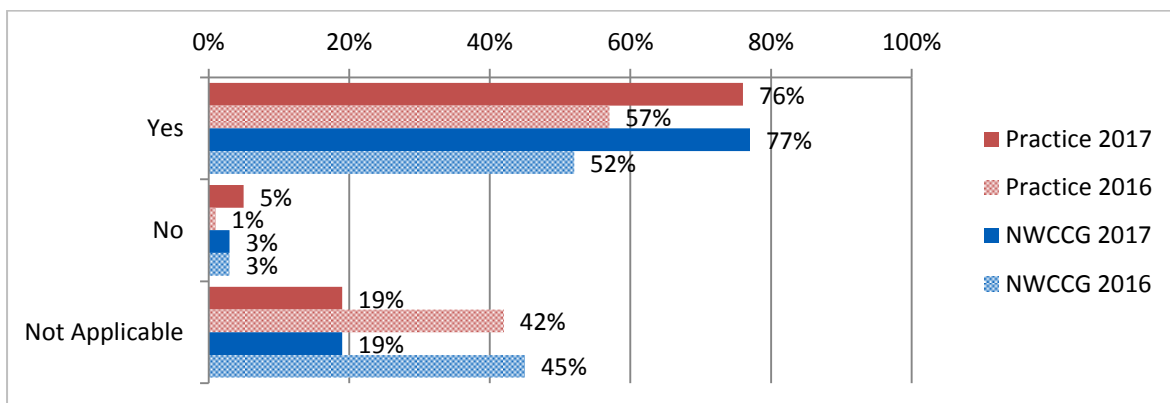
a) My telephone call being answered speedily

Responses: 195



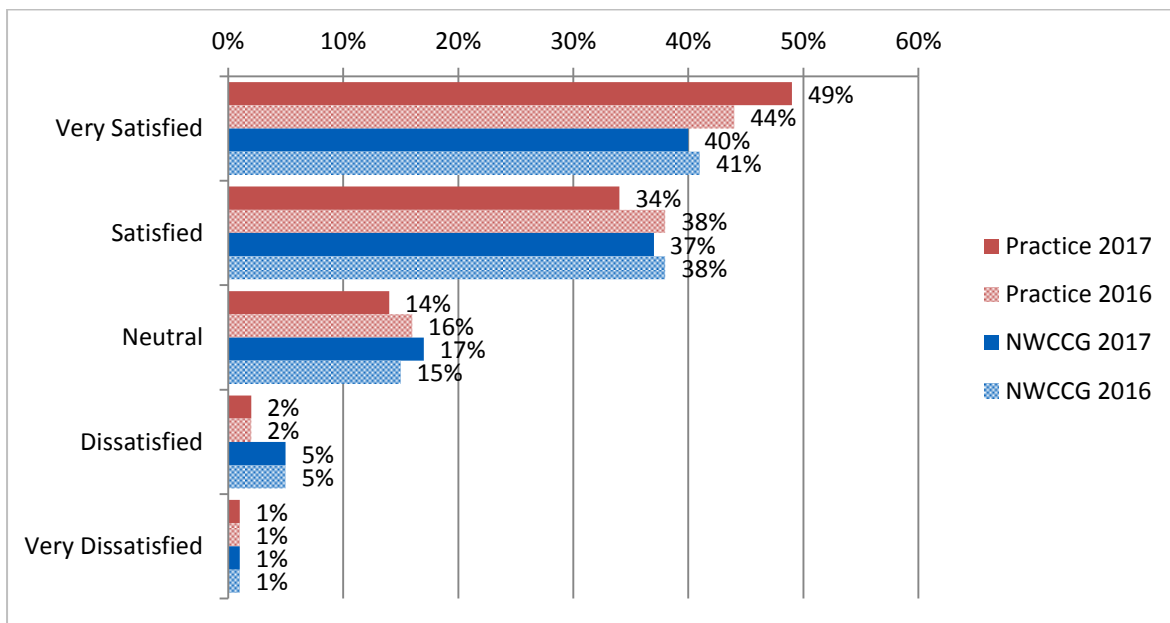
b) Was the receptionist helpful in guiding you through the different options for booking appointments and obtaining services?

Responses: 198



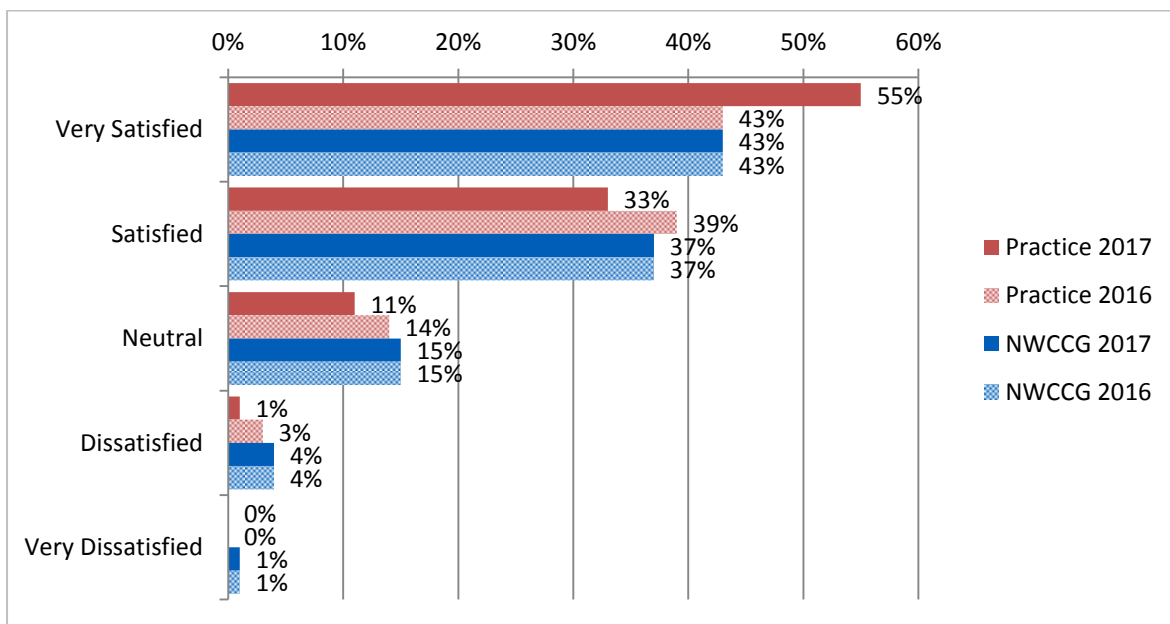
c) Ability to book an appointment with the clinician of my choice (within 1 month)

Responses: 193



d) Ability to see the GP of my choice if I book ahead

Responses: 193

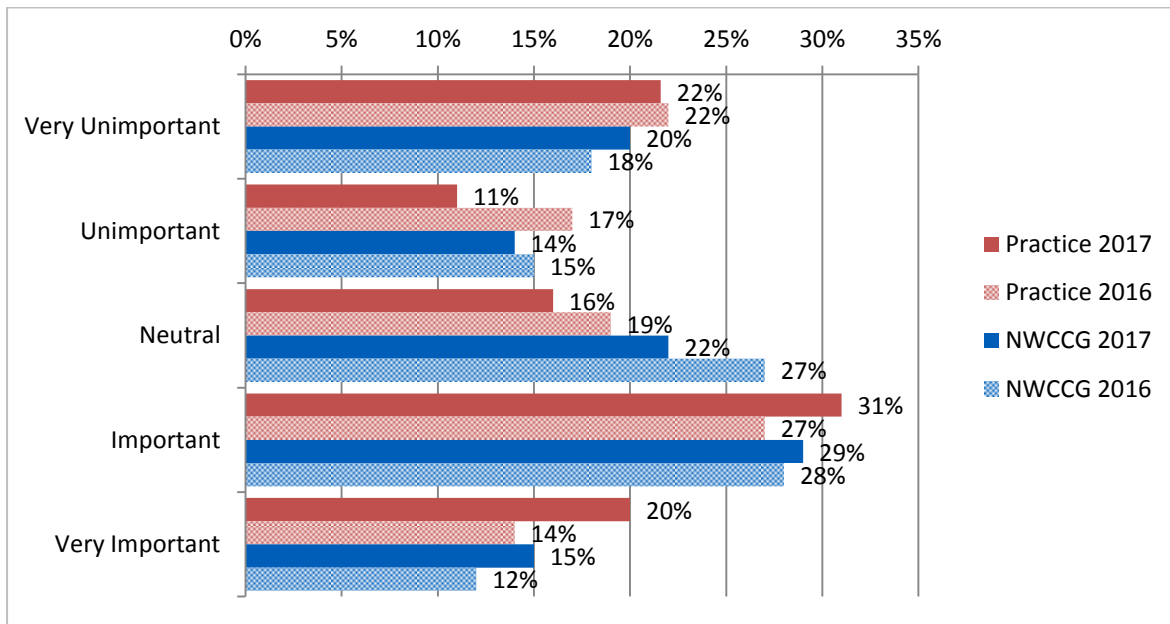


7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

Responses to this question are summarised in the qualitative section.

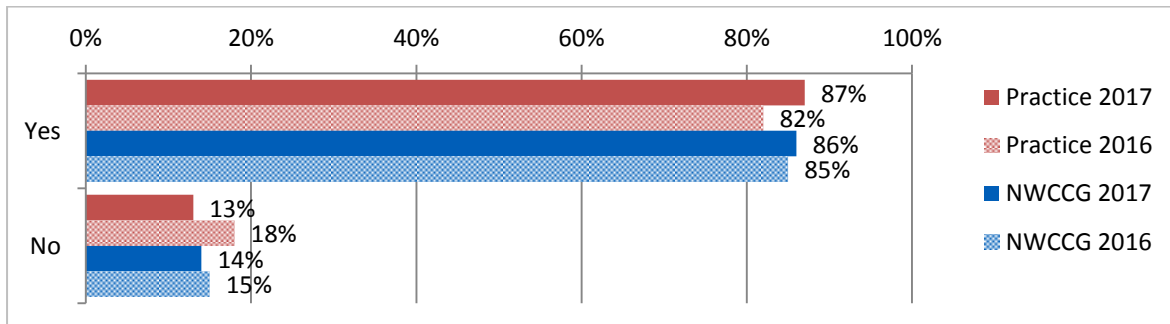
8. How important is it that you are seen by your GP of choice?

Responses: 204



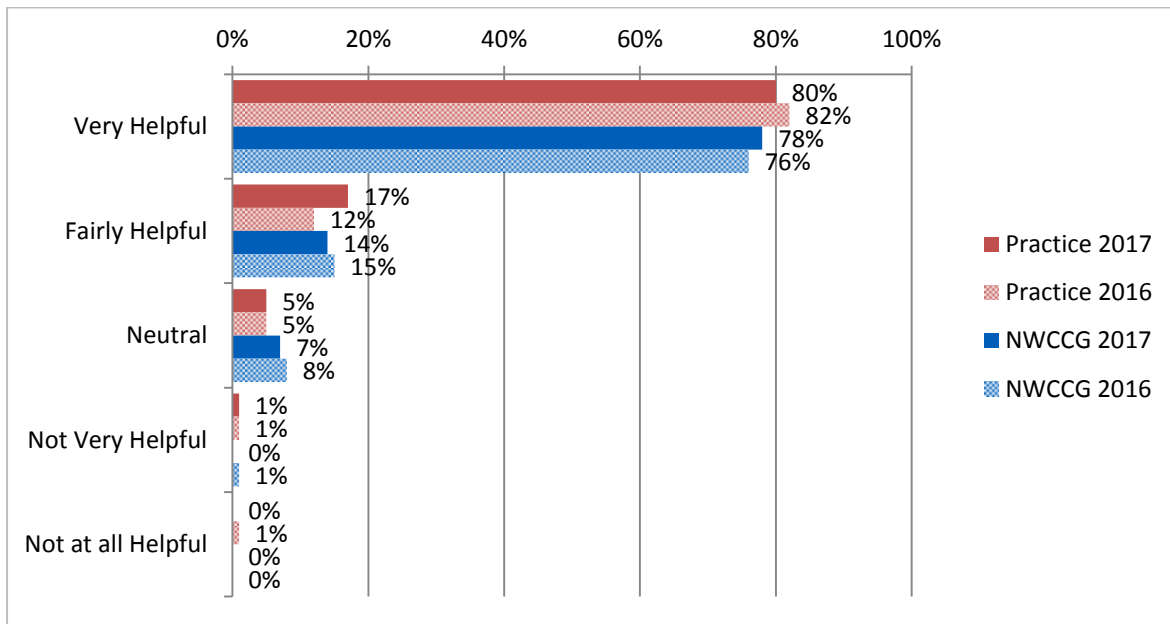
9. To gain an earlier appointment, would you be happy to be seen by a different GP or Nurse?

Responses: 198



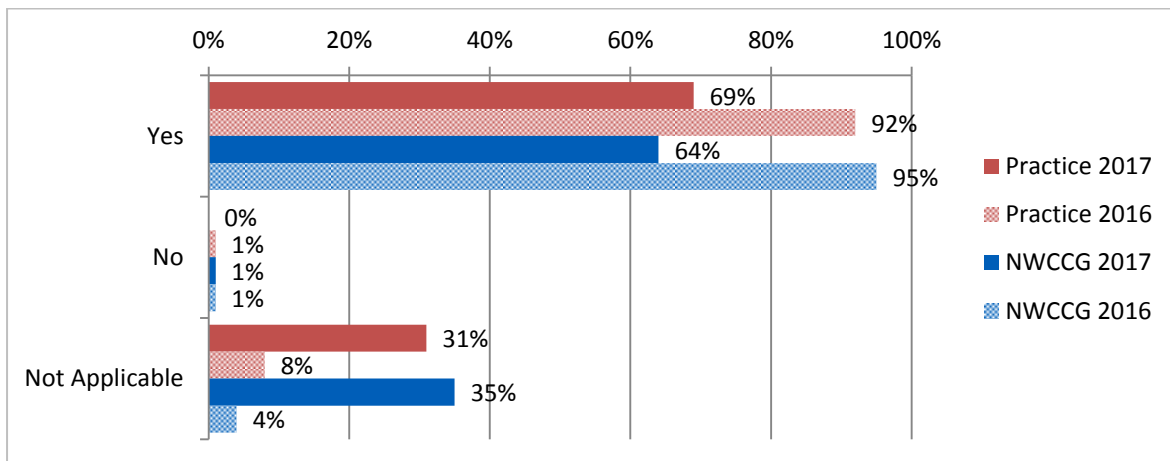
10. How helpful did you find the reception staff today?

Responses: 204



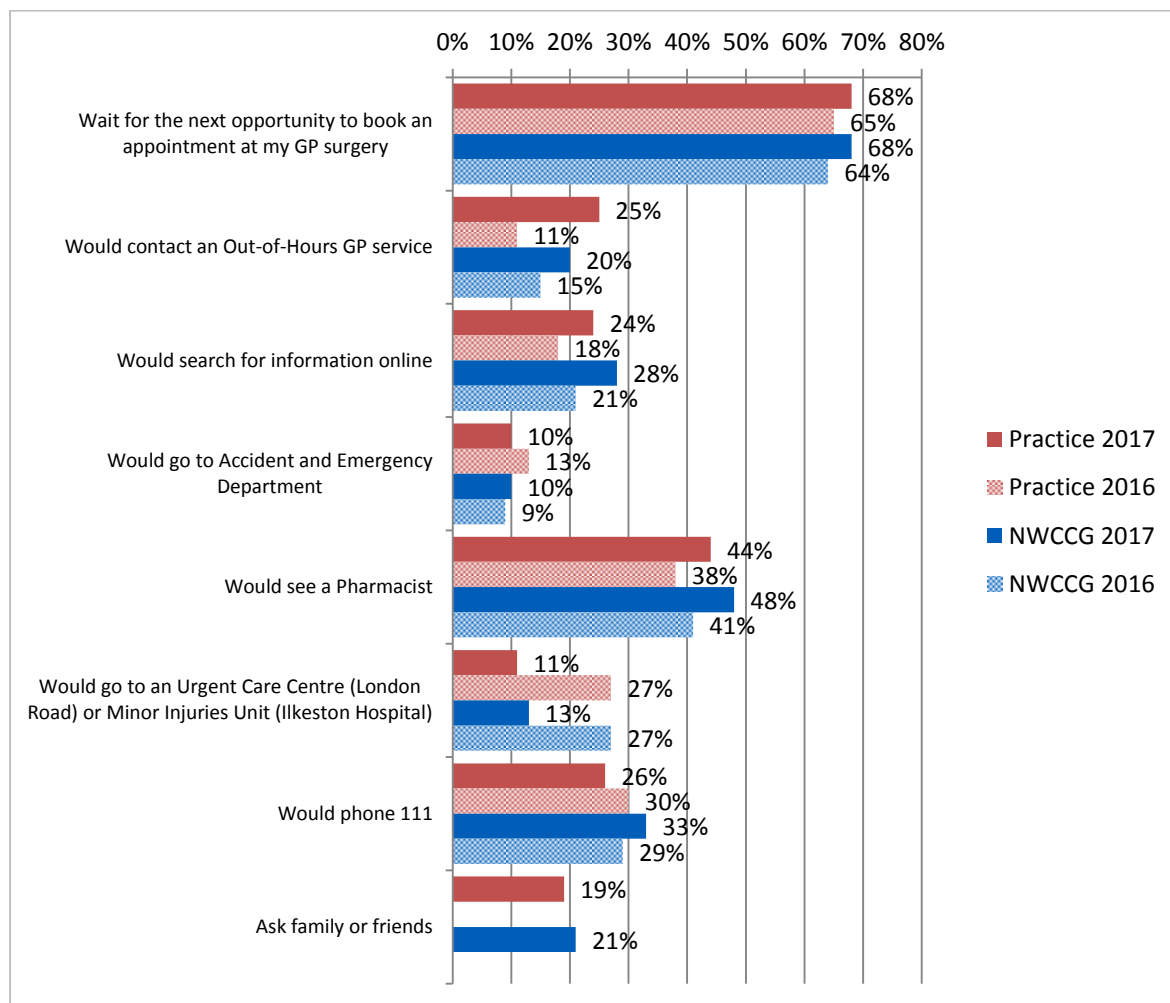
11. Did the receptionist answer all of your questions?

Responses: 207



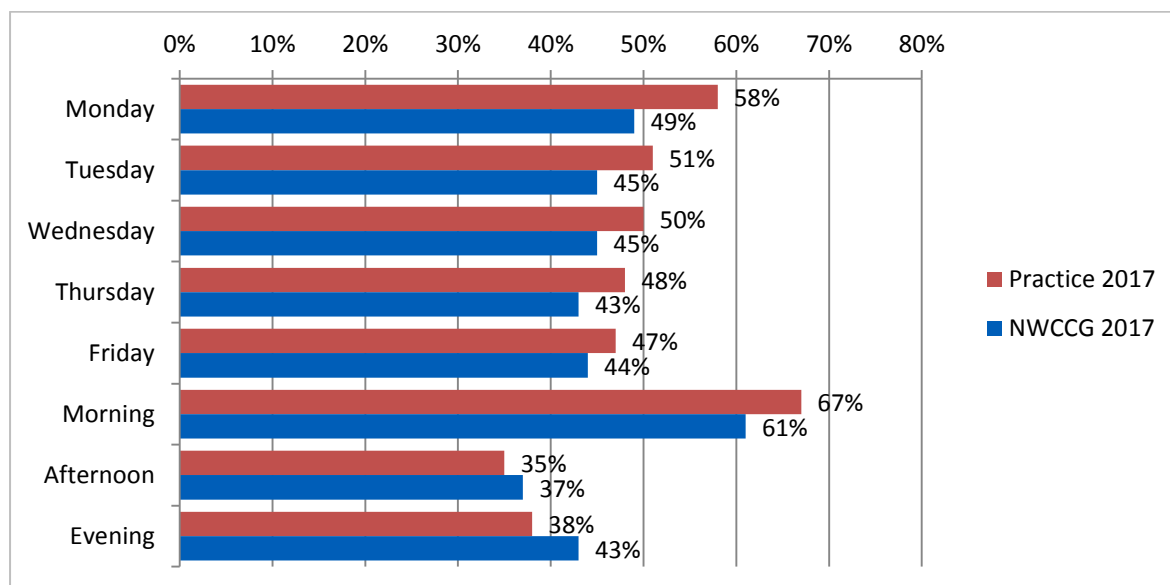
12. If your GP surgery is closed, which of the following would you use in order to obtain non-urgent medical advice?

Responses: 205



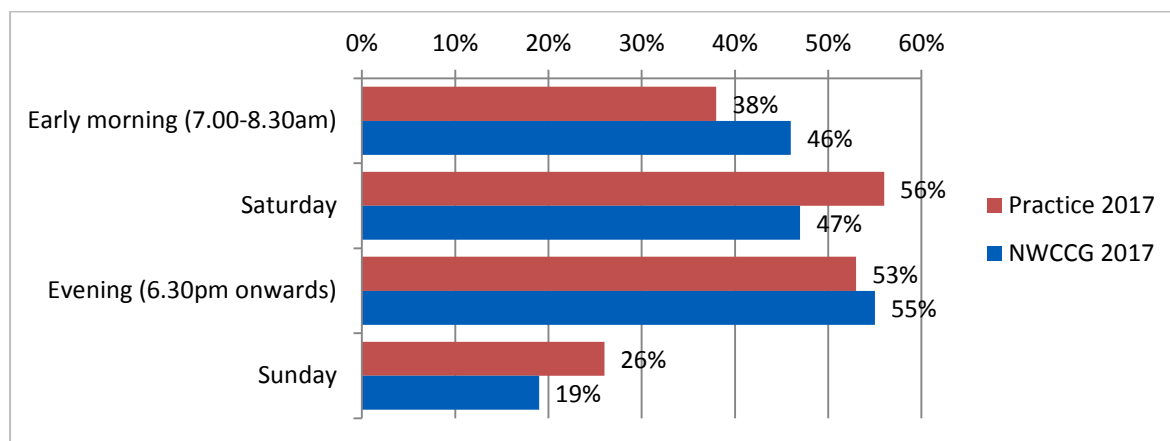
13. What would be your preferred time to see the GP during the week?

Responses: 193



14. Outside of current opening times, when would you like to have an appointment?

Responses: 151



15. What is the best thing about your GP surgery?

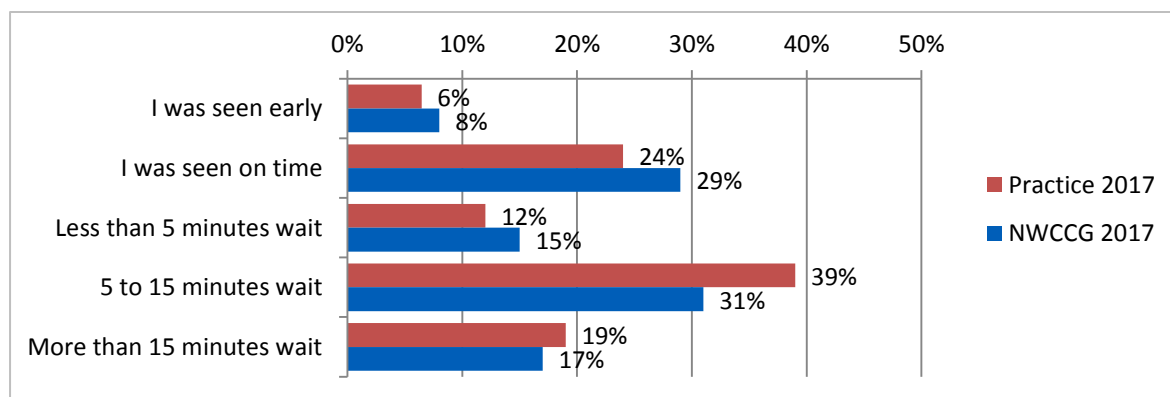
Responses to this question are summarised in the qualitative section.

16. Please tell us how the practice could improve their services or environment

Responses to this question are summarised in the qualitative section.

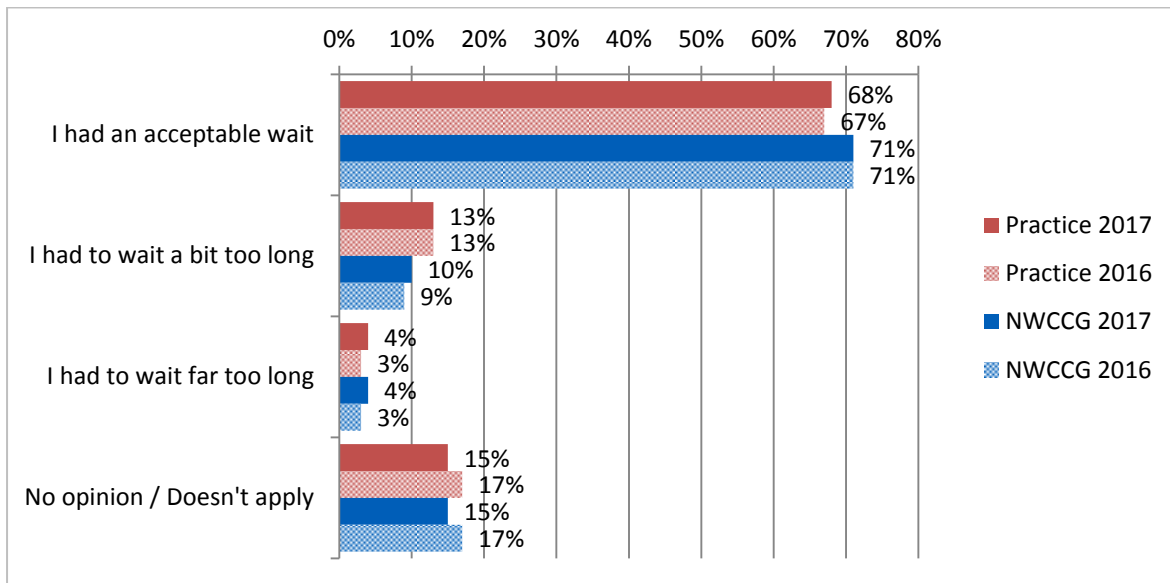
17. How long was the wait between appointment time and being seen today?

Responses: 186



18. How do you feel about the length of the wait today?

Responses: 185



Qualitative Responses

Patient responses were summarised and are presented here in order of descending frequency.

7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

1. Being able to see GP of choice / See the same GP each time
2. Greater appointment unavailability (particularly same day appointments)
3. Unaware that online booking was available

15. What is the best thing about your GP surgery?

1. Friendly staff
2. Local
3. Good Doctors
4. Good appointment availability
5. Caring
6. Dr. Browne
7. Helpful
8. Efficient

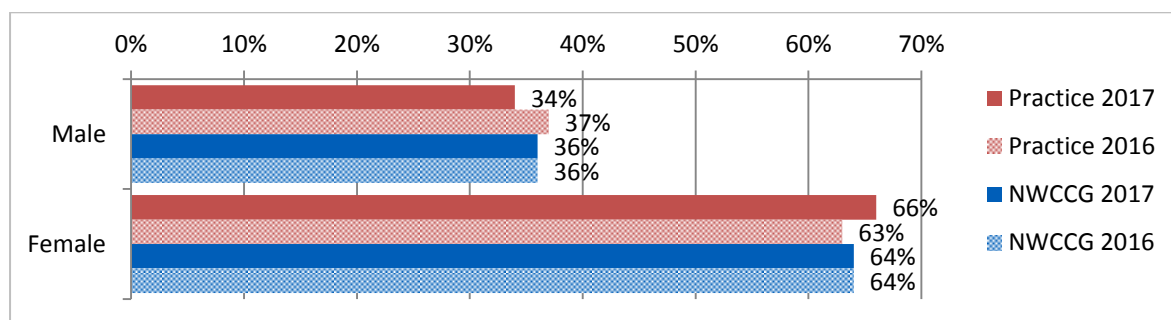
16. Please tell us how the practice could improve their services or environment

1. More appointments (Particularly in the evening)
2. Improve waiting times and provide information if there is a delay
3. Extended opening hours (Particularly evenings and Saturdays)
4. Larger waiting area

Demographic Information

A) Gender

Responses: 204



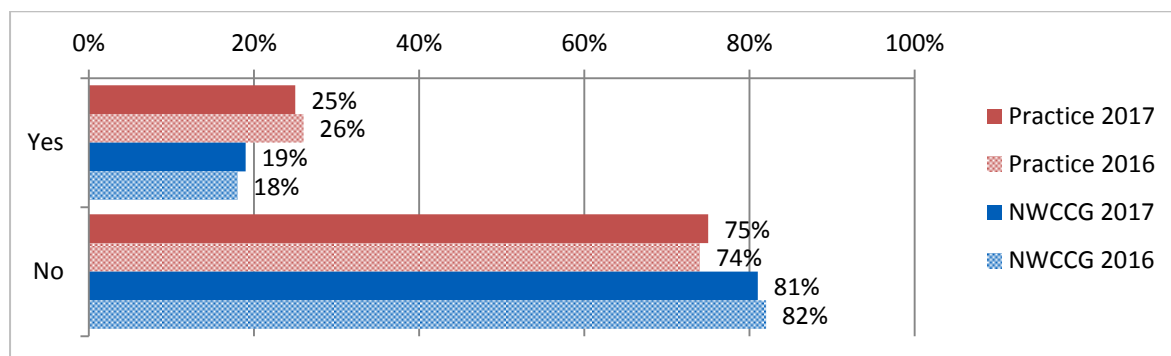
B) Age

Responses: 166

The average age of respondents for the practice was 48, whilst for the CCG it was 52.

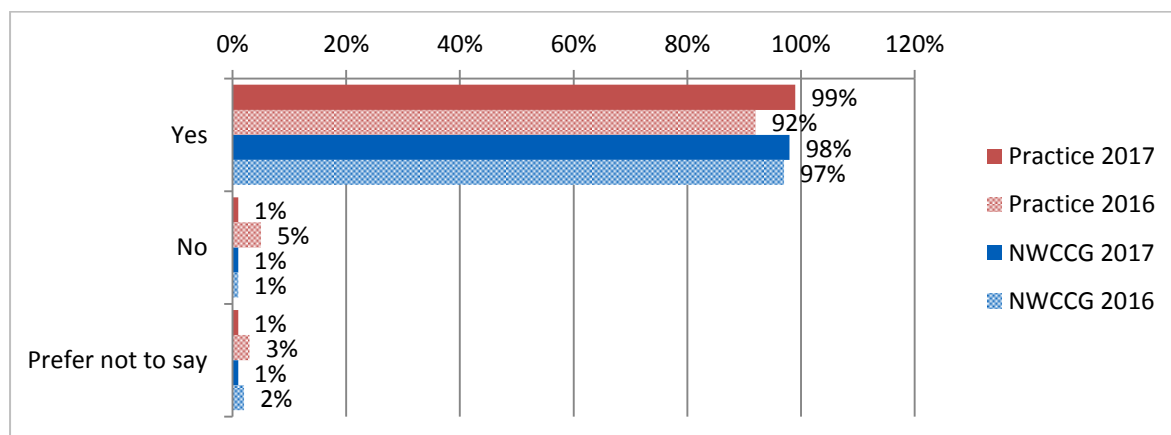
C) Do you have a disability?

Responses: 173



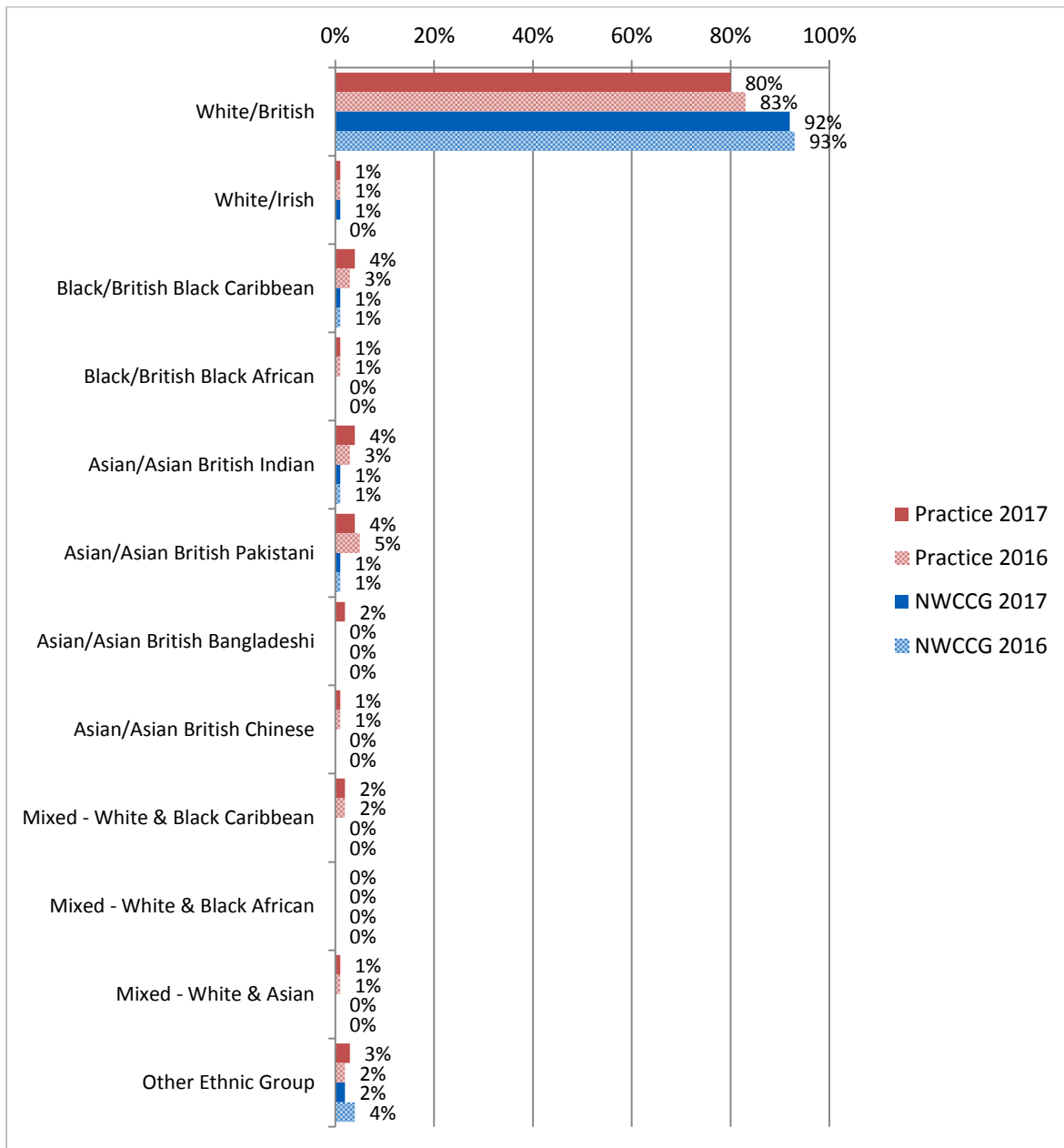
D) Is your gender the one assigned to you at birth?

Responses: 154



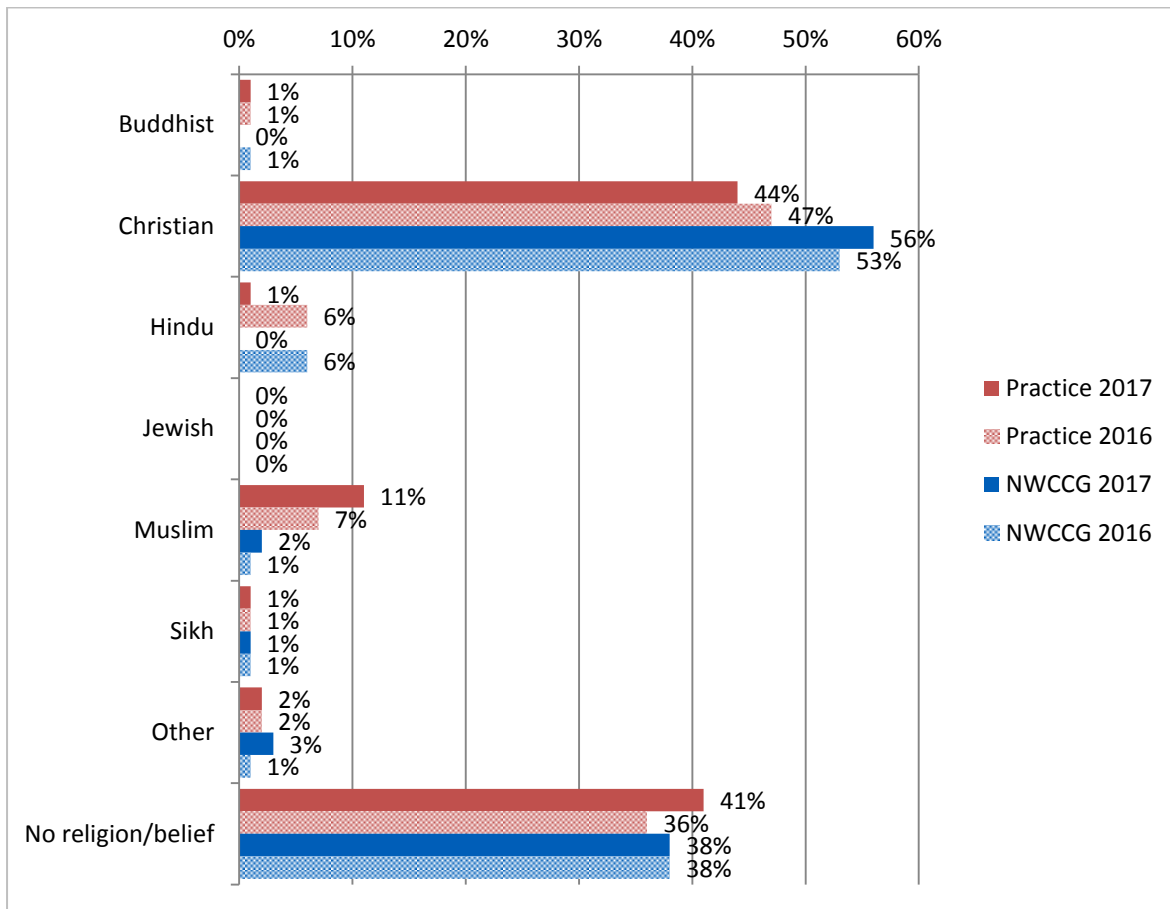
E) Ethnicity

Responses: 197



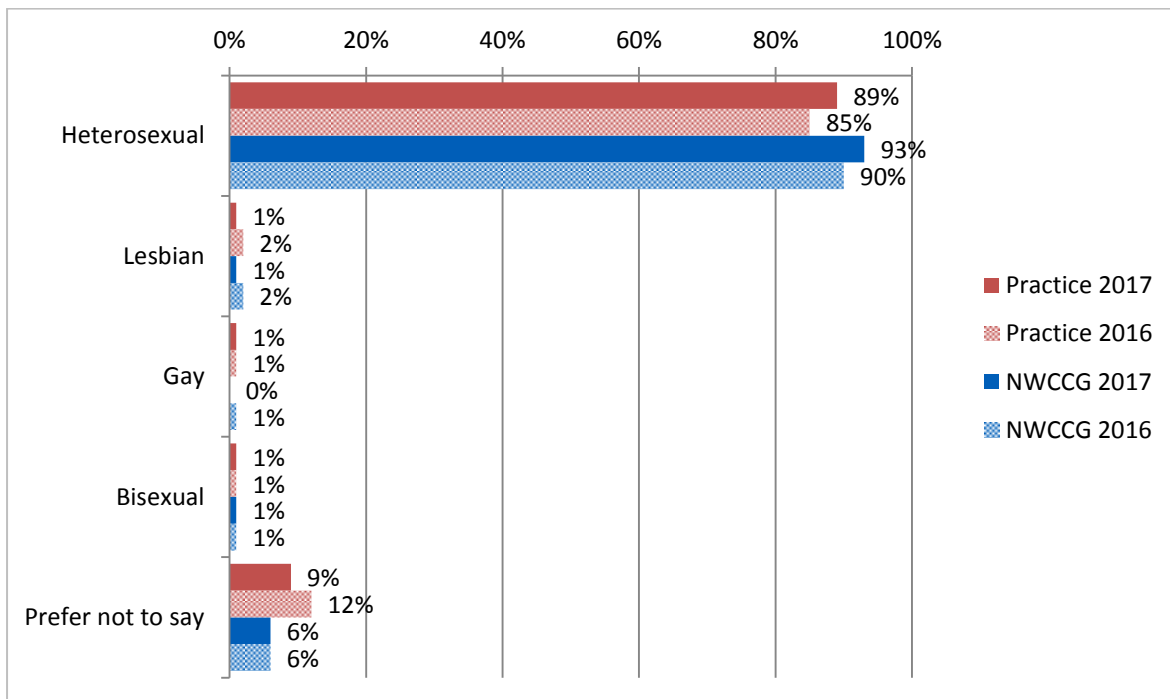
F) Religion and belief

Responses: 192



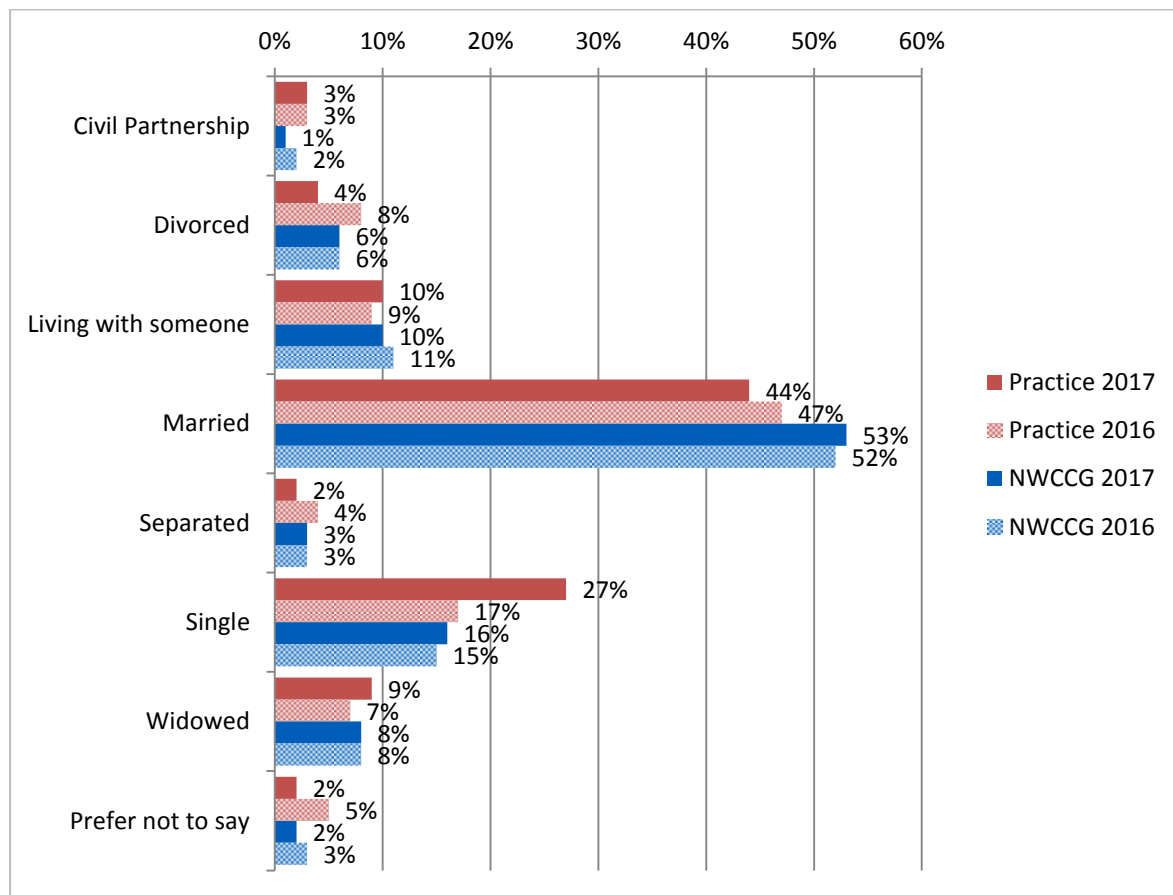
G) Sexual Orientation

Responses: 175



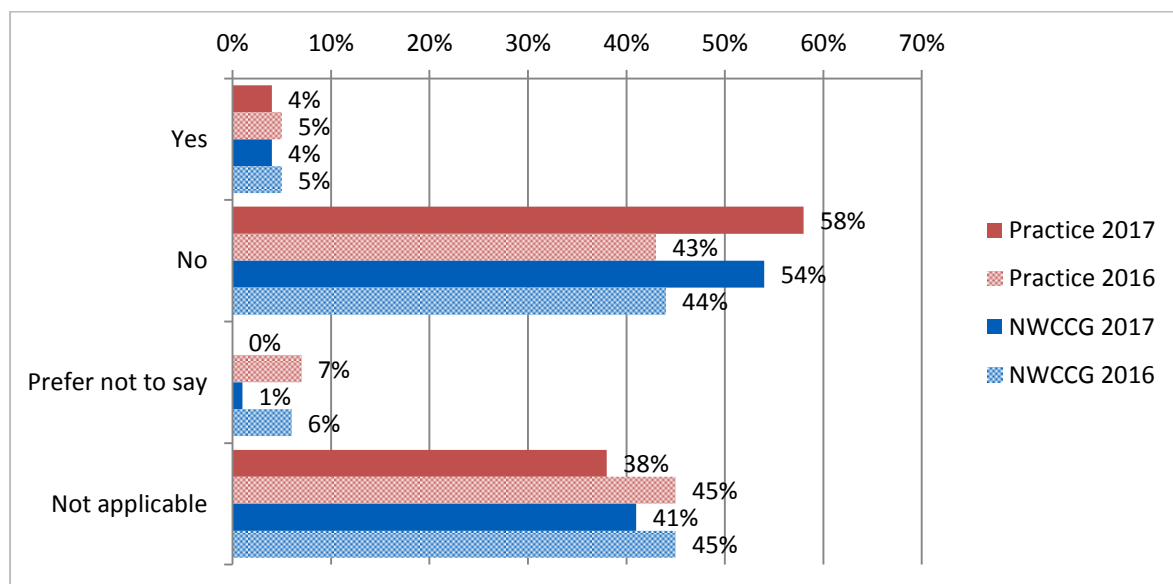
H) Marriage and Civil Partnership

Responses: 198



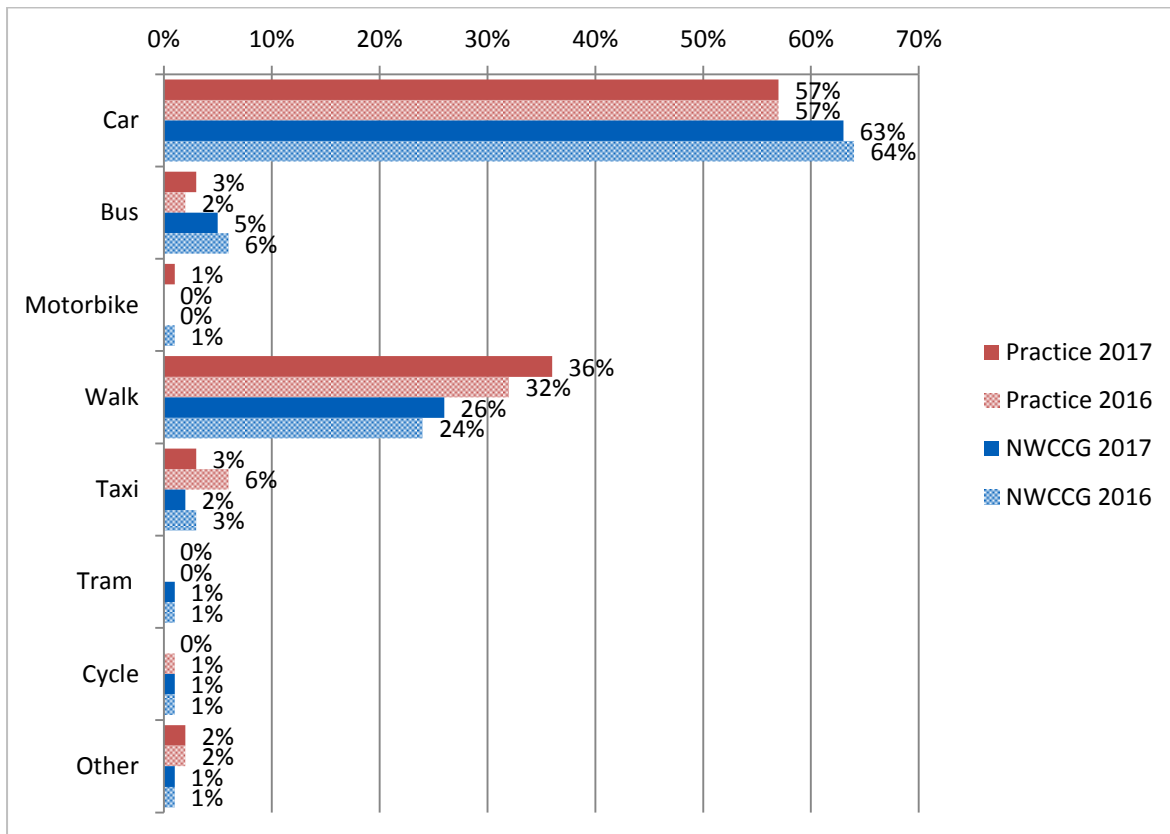
I) Pregnancy and maternity (Are you pregnant or on maternity leave?)

Responses: 174



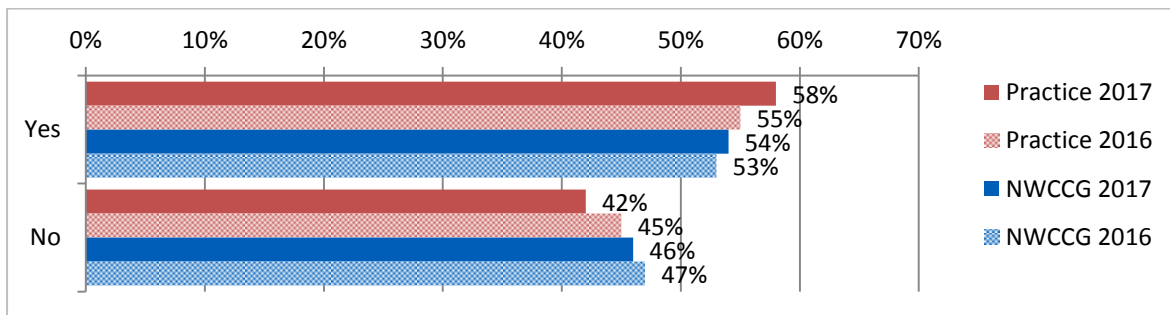
20. How did you get to the surgery today?

Responses: 198



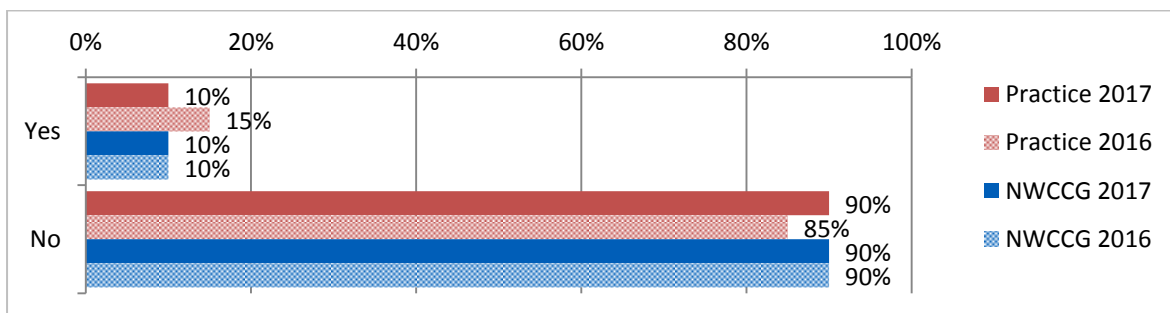
21. Do you have a long-term medical condition?

Responses: 194



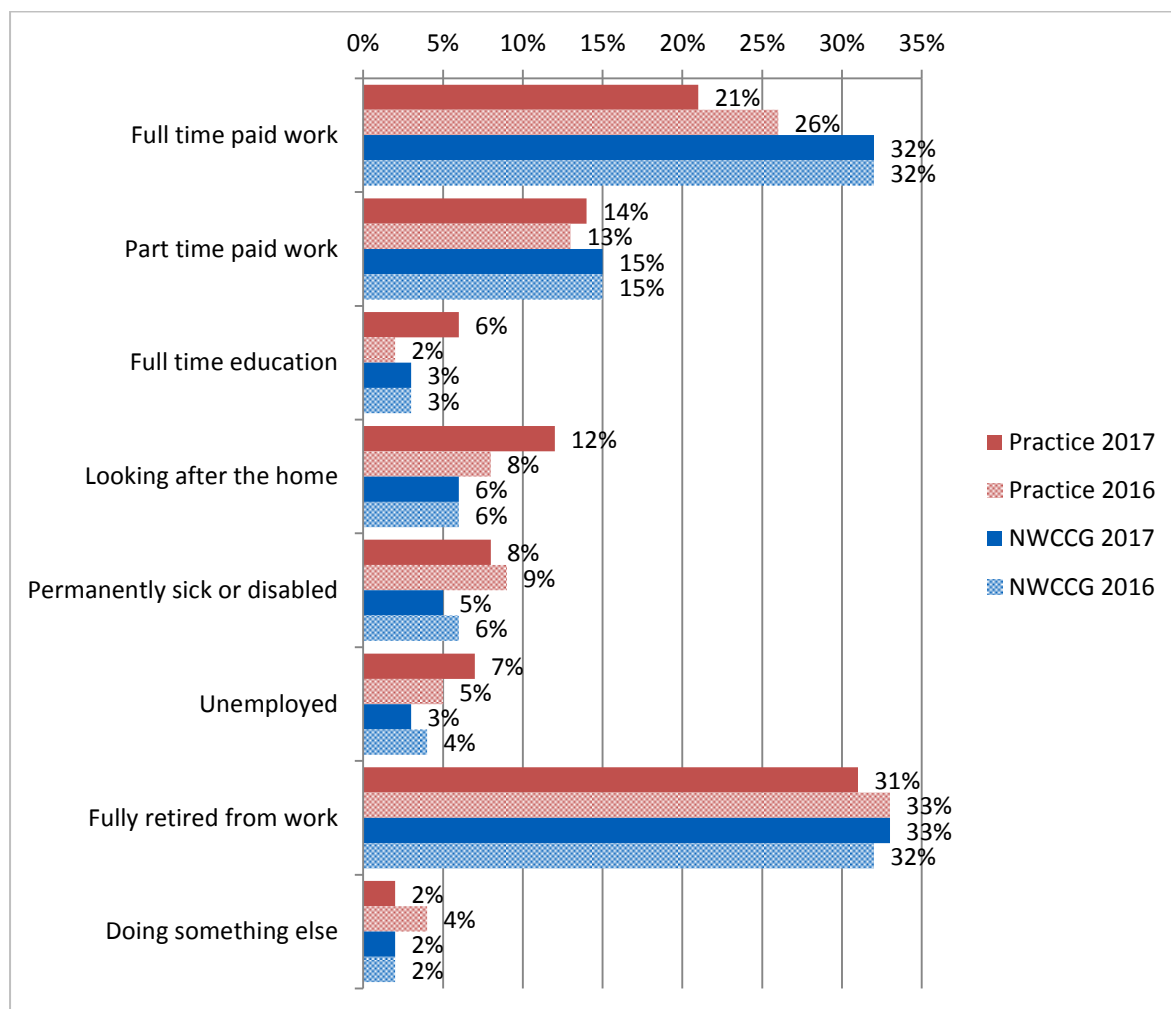
22. Are you a carer?

Responses: 188



23. Which best describes what you are doing at present?

Responses: 198



If you have any questions regarding the results of the Patient Survey, please contact Jake Clayton (Data Analyst - Nottingham West CCG)
jake.clayton1@nhs.net