

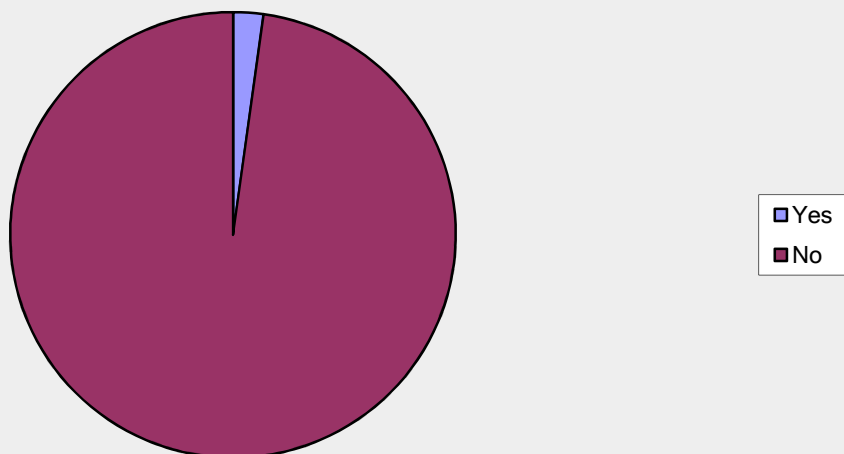
Islip Medical Practice Patient Satisfaction Survey 2013

At Islip surgery ,we operate a routine and an urgent appointment system for Doctors. Urgent appointments are for when you have a problem that you would like to see a doctor about, within 24 hours. These are usually in one of our dedicated appointments bookable from 8am, for that morning, with the duty doctor. Routine appointments are for ongoing problems or disease monitoring, when it is best to see your usual or preferred doctor and are booked in advance. This is usually possible if you book 10 working days in advance. During doctors annual leave this is occasionally longer. 1. Have you had any problems accessing an urgent appointment?

Answer Options	Response Percent	Response Count
Yes	2.2%	3
No	97.8%	135
If yes please comment		8
<i>answered question</i>		138
<i>skipped question</i>		2

Number	Response Date	If yes please comment	Categories
1	Jan 12, 2014 10:39 AM	Can never get urgent appointments - very unhelpful	
2	Jan 3, 2014 5:52 AM	Not aware that such appointments were available.	
3	Dec 18, 2013 8:40 AM	Have not tried	
4	Dec 9, 2013 12:49 PM	Always able to get an urgent appointment the same day	
5	Nov 19, 2013 9:21 AM	not been able to see doctor on day	
6	Nov 19, 2013 8:58 AM	not used urgent system	
7	Nov 10, 2013 6:04 PM	But have only booked one.	
8	Nov 4, 2013 10:44 AM	No problems booking an Appointment. Which is much appreciated	

Have you had a problem booking an urgent appointment?

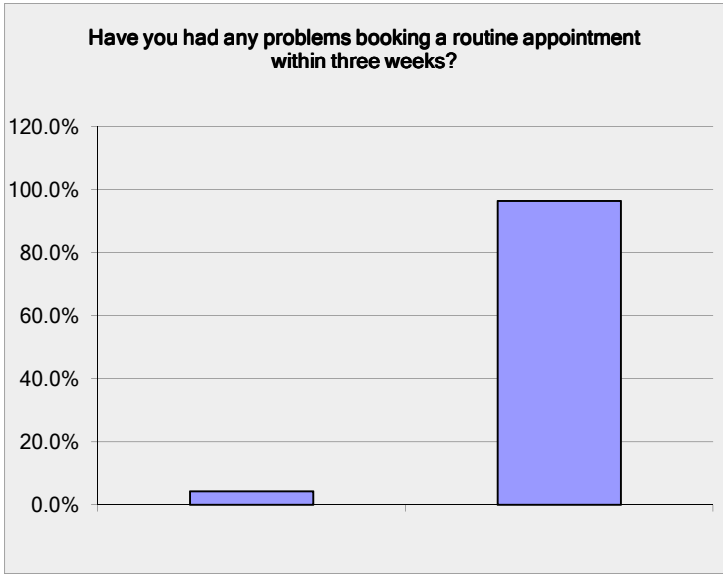


**Islip Medical Practice Patient Satisfaction Survey
2013**

Have you had any problems booking a routine appointment within three weeks?

Answer Options	Response Percent	Response Count
Yes	4.3%	6
No	96.4%	133
If yes please comment		5
<i>answered question</i>		138
<i>skipped question</i>		2

Response Date	If yes please comment	Categories
Jan 14, 2014 3:36 PM	sometimes difficult to see usual doctor	
Jan 12, 2014 10:39 AM	Always a problem seeing usual doctor sometimes can get in with another doctor you have never seen before!	
Dec 30, 2013 4:52 PM	It can take so long to see usual dr.	
Dec 10, 2013 11:38 AM	when trying to get a double appointment for diabetic annual with sister denton and dr lbbs I had to try 3 times and couldn't get one within 8 weeks. Problems accessing Dr lbbs	
Dec 10, 2013 11:02 AM	very very occasionally	

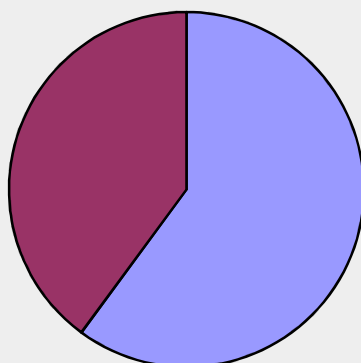


Islip Medical Practice Patient Satisfaction Survey 2013

Were you aware that we offer double, twenty minute, appointments, with a doctor if you would like a longer appointment or have more than one problem to discuss (a standard appointment is ten minutes). These are bookable by telephone.

Answer Options	Response Percent	Response Count
Yes	60.1%	83
No	39.9%	55
<i>answered question</i>		138
<i>skipped question</i>		2

Were you aware that we offer double, twenty minute, appointments, with a doctor if you would like a longer appointment or have more than one problem to discuss (a standard appointment is ten minutes). These are bookable by telephone.



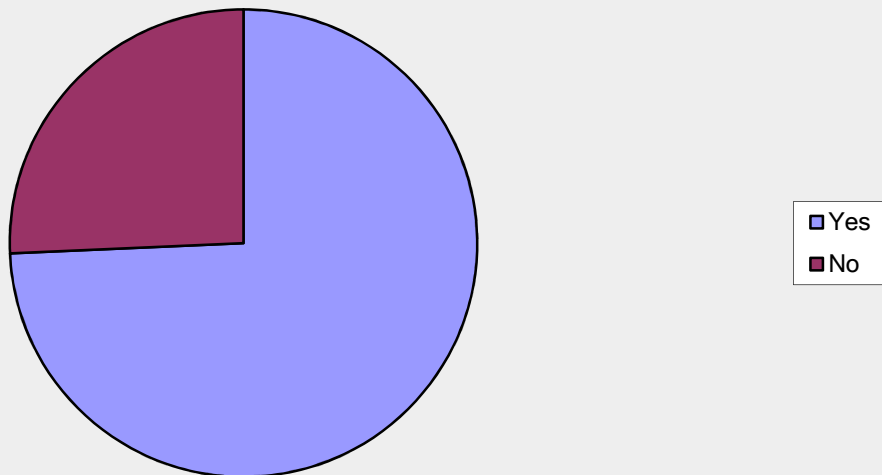
■ Yes
■ No

Islip Medical Practice Patient Satisfaction Survey 2013

We have a new system so that you can now order repeat prescriptions by email, online, by fax, or in writing. There are safety concerns about patients requesting repeat prescriptions by telephone, so we stopped being able to accept phoned requests from 1st Sept. We ran an information campaign for three months before this date to let patients know. We also still operate a system where we can issue your repeat prescriptions automatically or arrange home delivery which you can arrange with dispensary. Were you aware of this new system?

Answer Options	Response Percent	Response Count
Yes	74.3%	101
No	25.7%	35
	<i>answered question</i>	136
	<i>skipped question</i>	4

Are you aware of the new system for ordering repeat prescriptions?

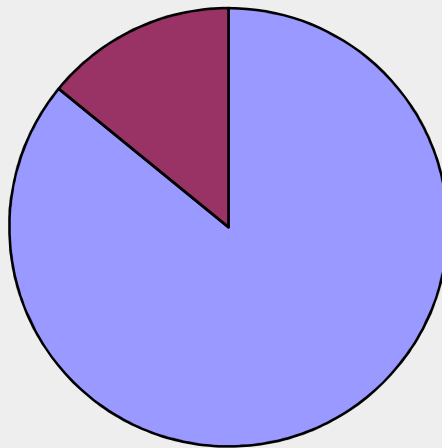


Islip Medical Practice Patient Satisfaction Survey 2013

Are you aware that we provide a health information leaflet stand, displayed in reception?

Answer Options	Response Percent	Response Count
Yes	85.9%	116
No	14.1%	19
<i>answered question</i>		135
<i>skipped question</i>		5

Are you aware that we provide a health information leaflet stand, displayed in reception?



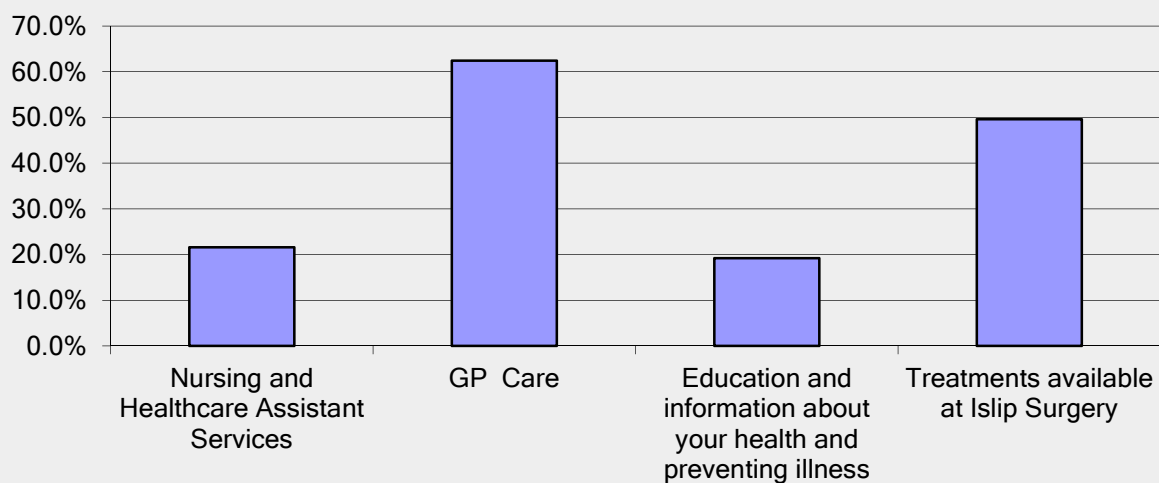
■ Yes
■ No

Islip Medical Practice Patient Satisfaction Survey 2013

We have had feedback that you would like us to focus on “clinical care.” Please tick which areas you would like us to prioritise:

Answer Options	Response Percent	Response Count
Nursing and Healthcare Assistant Services	21.6%	27
GP Care	62.4%	78
Education and information about your health and Treatments available at Islip Surgery	19.2%	24
	49.6%	62
<i>answered question</i>		125
<i>skipped question</i>		15

We have had feedback that you would like us to focus on “clinical care.” Please tick which areas you would like us to prioritise:



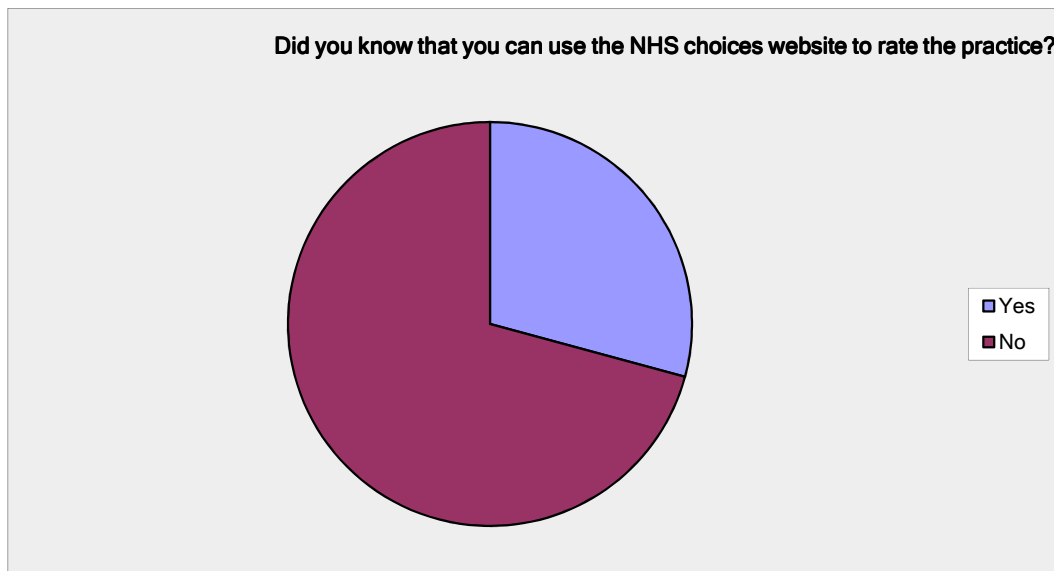
Islip Medical Practice Patient Satisfaction Survey 2013

Did you know that you can use the NHS choices website to rate Islip surgery (a maximum of 5 stars), and provide feedback (positive as well as negative)? It would be helpful to the practice if more patients rated us.

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43529>

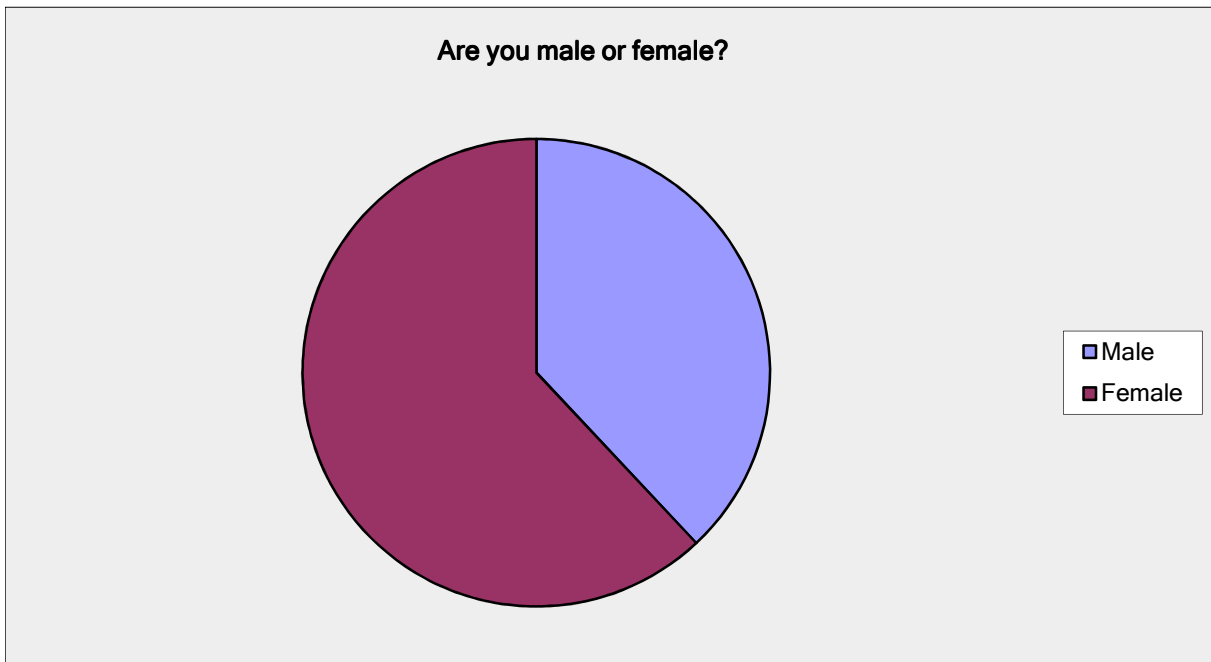
Answer Options	Response Percent	Response Count
Yes	29.2%	40
No	70.8%	97
Comments:		15
<i>answered question</i>		137
<i>skipped question</i>		3

Number	Response Date	Comments:	Categories
1	Jan 14, 2014 3:33 PM	Will do!	
2	Jan 14, 2014 3:32 PM	no computer	
3	Jan 14, 2014 3:29 PM	All very good	
4	Dec 30, 2013 4:45 PM	will investigate	
5	Dec 10, 2013 11:41 AM	very good service	
6	Dec 10, 2013 11:34 AM	Have no problems excellent practice	
7	Dec 10, 2013 11:32 AM	I am not computerised and therefore cannot comment	
8	Nov 27, 2013 11:23 PM	I have completed a rating survy form at the surgery	
9	Nov 19, 2013 9:29 AM	i dont use website	
10	Nov 19, 2013 9:08 AM	will check out	
11	Nov 19, 2013 9:07 AM	Happy to do that	
12	Nov 19, 2013 9:05 AM	didn't know	
13	Nov 19, 2013 9:03 AM	don't have a computer	
14	Nov 19, 2013 8:57 AM	not on website	
15	Nov 19, 2013 8:53 AM	will review on website	



Islip Medical Practice Patient Satisfaction Survey 2013

Are you male or female?		
Answer Options	Response Percent	Response Count
Male	38.0%	52
Female	62.0%	85
<i>answered question</i>		137
<i>skipped question</i>		3



Islip Medical Practice Patient Satisfaction Survey 2013

Which category below includes your age?

Answer Options	Response Percent	Response Count
17 or younger	0.7%	1
18-20	2.1%	3
21-29	5.7%	8
30-39	17.1%	24
40-49	10.7%	15
50-59	19.3%	27
60 or older	44.3%	62
<i>answered question</i>		140
<i>skipped question</i>		0

Which category below includes your age?

