

The Christmas Maltings and Clements Practice

Patient Group Survey Results February 2013 – Appendix III

Our PRG chose “Type and Duration of Appointments” for the 2012/13 patient survey

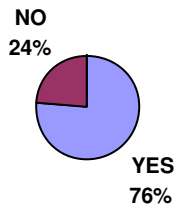
The aim was to inform patients about the wide range of services offered by the practice and the different types of appointments available.

You asked us to provide more information for patients, and we responded by:

- Providing information sheets in all waiting areas
- Displaying posters in the surgeries
- Adding information pages on TV screens in waiting areas

We wanted to measure the success of the campaign and asked patients to complete questionnaires. We received 250 completed questionnaires. Here are the results:

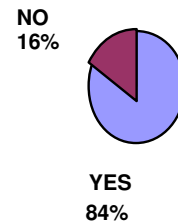
Are you aware that an appointment with your GP is 10 minutes long?



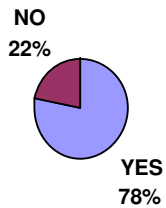
Are you aware that you can have a double appointment for a longer consultation with your GP?



Are you aware of the different services offered by the nursing team?



Are you aware that some services require a longer appointment ?



Are you aware of the different services offered to you by the healthcare assistant team?



Are you aware that some services require a longer appointment ?



Have you seen the information available in the form of a flyer, on the TV screens or a poster?

