

**Patient Survey December 2011– Practice Opening Hours**

Your Patient Reference Group met in October 2011 and discussed your practice carrying out a patient survey to determine patient satisfaction. This survey was carried out over a period of **4 weeks** and a total of **60 patients** were surveyed.

**98.33** of patients were very satisfied or fairly satisfied with only 1 patient neither satisfied nor dissatisfied

**98.33%** of patients found the current opening hours convenient with only 1 patient unsure

**98.33%** of patients described their experience at the surgery as very good or fairly good.

The survey represents an even distribution of sex; age and employment status.

**The Survey Results**

**1. How satisfied are you with the hours that your GP surgery is open?**

- 45 Very satisfied
- 13 Fairly satisfied
- 1 Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- 1 I'm not sure when my GP surgery is open

Monday	8:00 - 7:00
Tuesday	8:00 – 7:00
Wednesday	8:00 – 7:00
Thursday	8:00 – 7:00
Friday	8:00 – 6:30
Sat	9:00 – 12:00

**2. Is your GP surgery currently open at times that are convenient for you?**

- 59 Yes
- No
- 1 Don't know

**3. Which of the following additional opening times would make it easier for you to see or speak to someone?**

- 4 Before 8am
- 4 After 7pm
- On a Saturday
- 4 On a Sunday
- 48 None of these

**4. Overall, how would you describe your experience of your GP surgery?**

- 50 Very good
- 9 Fairly good
- 1 Neither good nor poor
- Fairly poor
- Very poor

**5. Do you have a long-standing health condition?**

- 21 Yes
- 39 No
- Don't know / can't say

**6. Are you male or female?**

- 19 Male
- 31 Female

**7. How old are you?**

- 1 Under 18
- 9 18 to 24
- 8 25 to 34
- 12 35 to 44
- 8 45 to 54
- 8 55 to 64
- 6 65 to 74
- 7 75 to 84
- 1 85 or over

**8. Are you?**

- 19 Currently in employment
- 8 Unemployed/Do not work
- 16 Retired
- 4 Long Term Sick
- 3 In Education
- Carer

**Comments our patients wrote on the survey**

- More Appointments
- Happy with opening hours
- Good Attention
- No problems, I always get seen to very well
- A lovely surgery
- I feel the service from the office staff great, but have had to wait well after my appointment time on a number of occasions