

# Bridport Medical Centre

## Patient Survey 2012/13

We are carrying out a survey to measure the effectiveness of the telephone appointment system at Bridport Medical Centre.

We would appreciate you answering the following questions. Please tick where appropriate. If you have booked several appointments over a period of time please complete a separate survey sheet for each.

### 1. When did you last TELEPHONE the practice to BOOK AN APPOINTMENT with a DOCTOR or NURSE PRACTITIONER?

- 1 to 4 days
- 5 to 14 days
- More than two weeks ago
- I never use the telephone to book an appointment

### 2. If you answered "I never use the telephone to book an appointment", what is the reason for this?

### 3. If you have telephoned to book an appointment, at what time of day was this?

- 08:30 to 09:30
- 09:30 to 10:30
- 10:30 to 11:30

- 11:30 to 12:30
- 12:30 to 13:30
- 13:30 to 14:30
- 14:30 to 15:30
- 15:30 to 16:30
- 16:30 to 17:30
- 17:30 to 18:30

**4. On which day of the week was this?**

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

**5. How long did it take to get through to the receptionist?**

- More or less immediately
- Less than 2 minutes
- Within 5 minutes
- Within 10 minutes
- Within 15 minutes
- Within 20 minutes
- Over 20 minutes

**6. When you telephoned to book an appointment, what were you needing to book?**

- A MEDICALLY URGENT appointment (within 48 hours) with ANY GP/NURSE PRACTITIONER
- A MEDICALLY URGENT appointment (within 48 hours) with your REGULAR GP/NURSE PRACTITIONER
- A ROUTINE, PRE-BOOKABLE appointment with ANY GP/NURSE PRACTITIONER
- A ROUTINE, PRE-BOOKABLE appointment with your REGULAR GP/NURSE PRACTITIONER

**7. We aim to promote continuity of care. When you last telephoned, were you offered the next available appointment (date and time) with your regular GP?**

- We aim to promote continuity of care. When you last telephoned, were you offered the next available appointment (date and time) with your regular GP?  
Yes
- No

**8. If yes, was this appointment with your regular GP suitable?**

- If yes, was this appointment with your regular GP suitable? Yes
- No

**9. If no, were you offered a suitable alternative?**

- If no, were you offered a suitable alternative? Yes
- No

**10. If no, why was this alternative not suitable?**

**11. When the telephone was answered, did you find the response:-**

- Very welcoming
- Welcoming
- Neither welcoming nor not welcoming
- Not very welcoming

**12. When the telephone was answered, did you find the receptionist:-**

- Very helpful and polite
- Helpful and polite
- Not very helpful but polite
- Not very helpful or polite

**13. If you answered that you use the telephone appointment system will you:-**

- Continue to use the service
- Visit the medical centre to make future appointments

**14. Do you have any further suggestions for how we can improve the telephone appointment system at the medical centre?**

Thank you for your assistance.

Done