

Harlequin Surgery

Appointments Survey

Number of Responses: 462



[Excel Report \(click here for full dataset\)](#)

Dear Patient,

As you may have read in the press there is a national problem with GP recruitment and our practice is currently experiencing difficulty in recruiting GPs into vacant posts. For this reason we have taken the decision to change our appointment system.

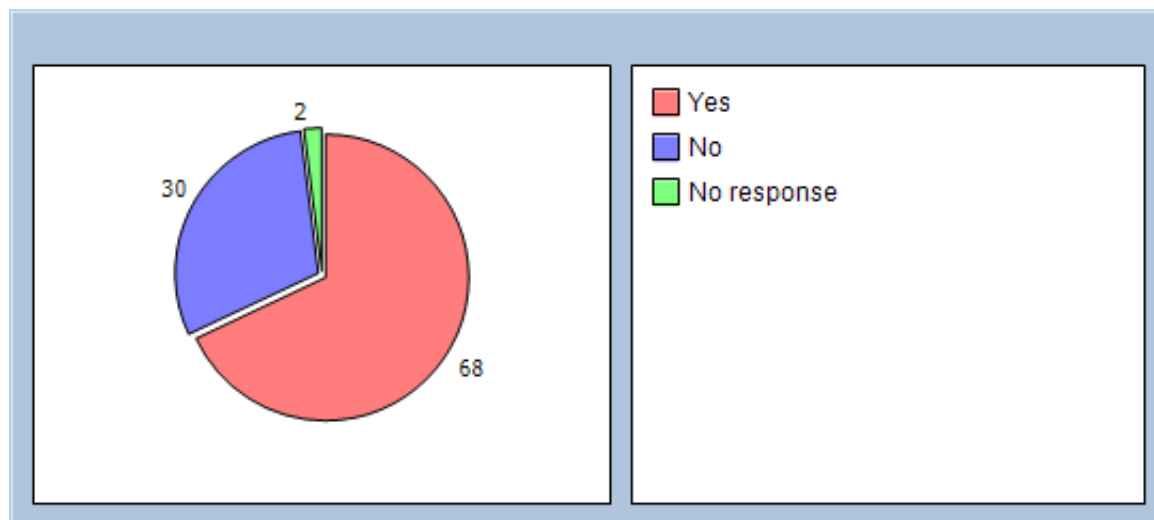
The main area of change is the booking of on the day appointments. We can no longer guarantee an appointment if you ring between 8.30am - 11.00am, however once all of the appointments have been allocated you will be offered telephone triage. The triage nurse or duty doctor will ring you back and discuss your condition with you.

To help us evaluate our appointment system we would be grateful if you could complete this short survey.

Please answer all of the questions and click send when you are done.

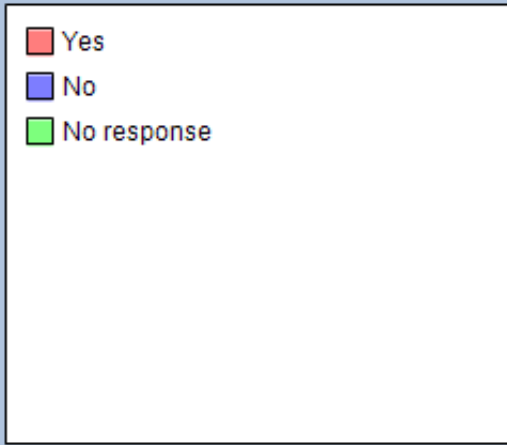
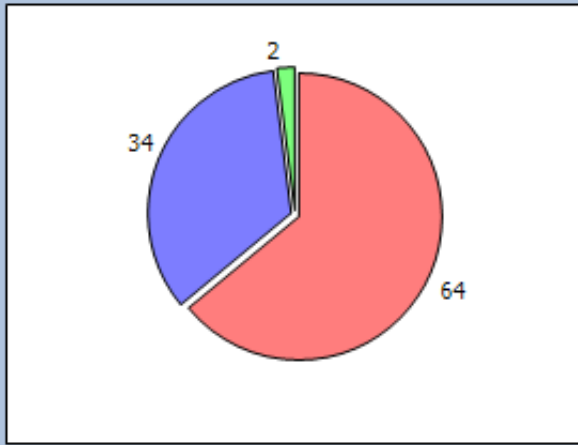
Q1: Were you able to book your appointment on the day you wanted?

Yes	68%
No	30%
No response	2%



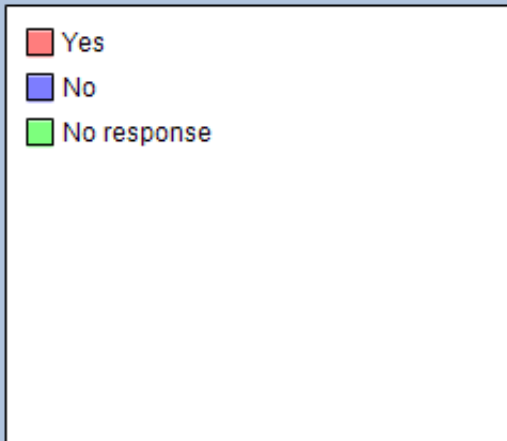
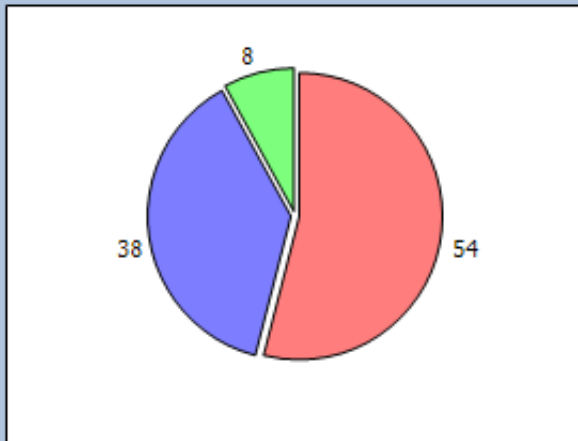
Q2: Were you able to book your appointment at the time you wanted?

Yes	64%
No	34%
No response	2%



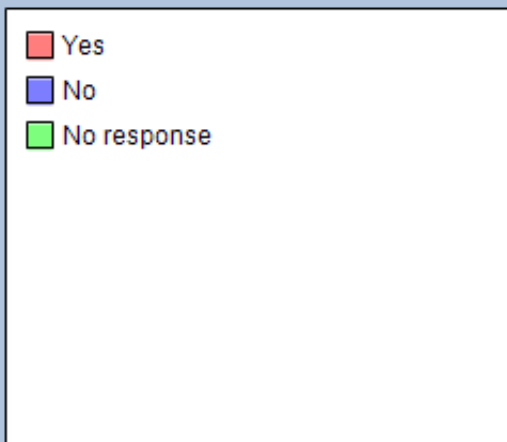
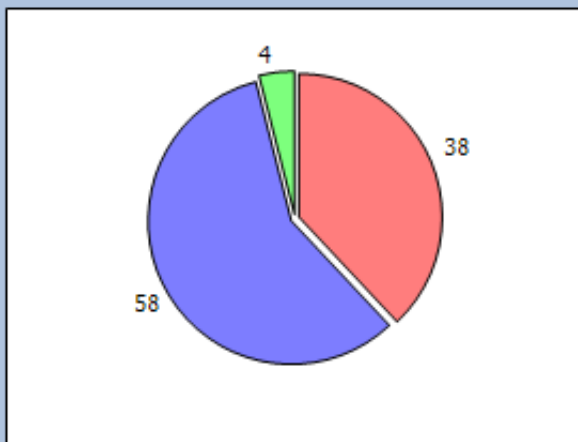
Q3: Were you able to book your appointment with the clinician you wanted?

Yes 54%
No 38%
No response 8%



Q4: Are you aware that you can register to book your appointments online? (overs 16's only)?

Yes 38%
No 58%
No response 4%

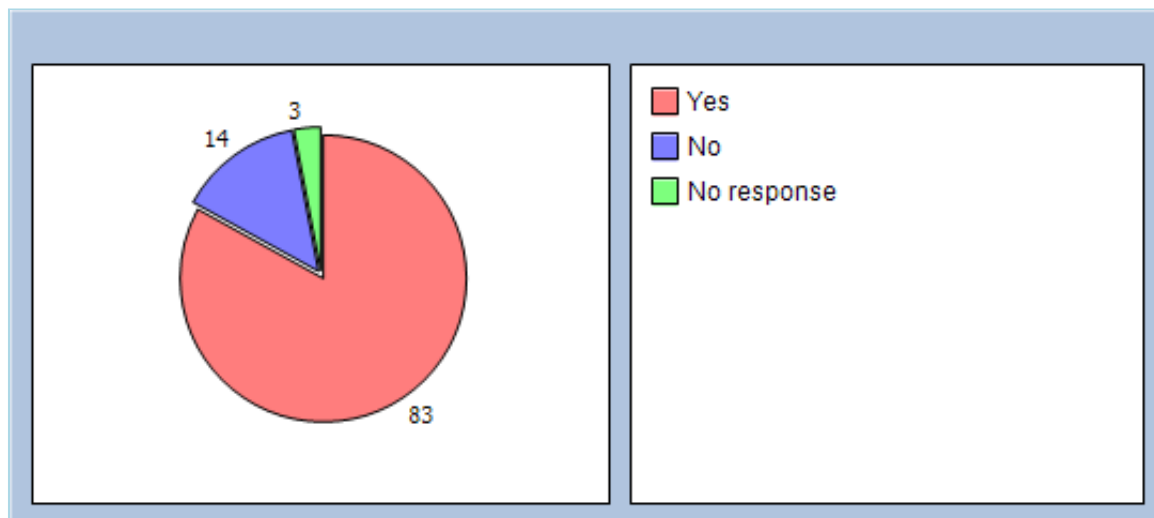


Q5: How do you currently book your appointments?

In Person 37%
Telephone 83%
Online 4%

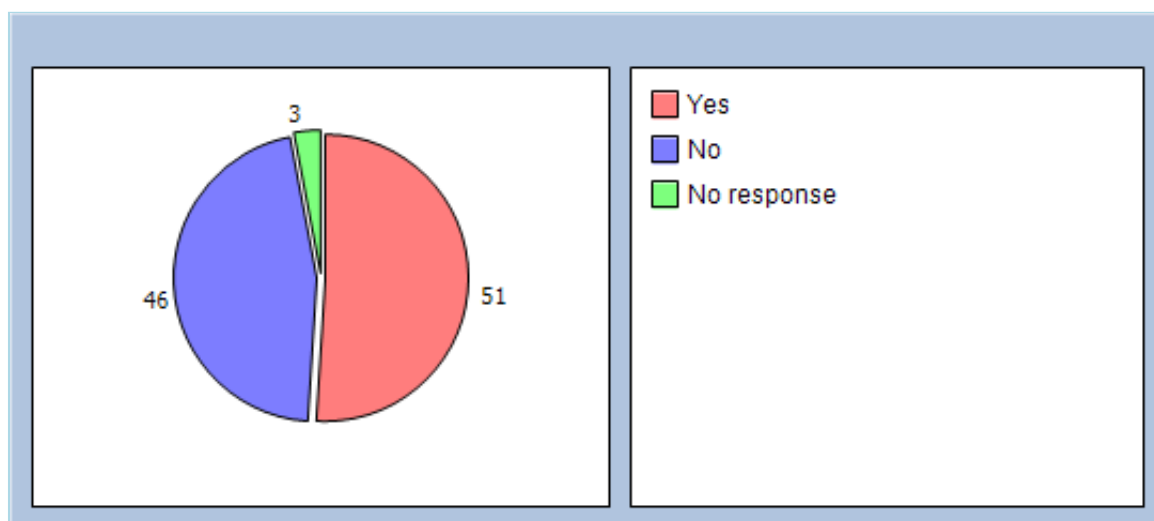
Q6: Are you aware that you only need to ring between 8.30am and 11.00am if you want to book an on the day appointment? For all other appointments or queries you can ring during normal opening times?

Yes 83%
No 14%
No response 3%



Q7: Did you know that you can book a doctors appointment up to 2 weeks in advance?

Yes 51%
No 46%
No response 3%



If any of the changes have either a negative or positive impact on you please can you give brief details below:

[View Comments](#)

Many thanks for your time in answering the questions on this survey.