

School Lane Surgery Patient Appointments Questionnaire Results August 2012

GP opinion on whether the appointment could have been dealt with over the phone

GP Name	MAYBE	N	NURSE APP	Y	Total	% NO
JB	2	43		3	48	90%
JL		6			6	100%
JSC		63		6	69	91%
MG		45	1	55	101	45%
MHB		12		2	14	86%
MO		8		4	12	67%
MPB		23		8	31	74%
TKT		43		6	49	88%
Grand Total	2	243	1	84	330	74%

Patient opinion on whether the appointment could have been dealt with over the phone

GP Name	DN	N	Y	Total	% NO
EJ		6		6	100%
JB	6	38	7	51	75%
JL		2		2	100%
JSC	4	30	7	41	73%
MG	1	35	26	62	56%
MHB		6		6	100%
MO		2		2	100%
MPB	3	12	3	18	67%
TKT	1	22	3	26	85%
(blank)		2		2	100%
Grand Total	15	155	46	216	72%

Correlation between GP and patient opinions on whether the appointment could have been dealt with over the phone

Could have been dealt with on phone (y/n/maybe/dna)	DN	N	Y	Grand Total	% patients agreeing with GP
GP could possibly have been dealt with over the phone			2	2	
GP could not have been dealt with over the phone	11	119	15	145	82%
GP could have been dealt with over the phone	1	18	28	47	60%
Grand Total	12	139	43	194	

**Patient opinion on whether they would like the facility to
book a telephone appointment**

GP Name	DN	N	Y	Total	% YES
EJ	2	2	2	6	33%
JB	4	22	25	51	49%
JL	1		1	2	50%
JSC	7	12	22	41	54%
MG	1	12	49	62	79%
MHB	1	3	2	6	33%
MO		1	1	2	50%
MPB	2	9	7	18	39%
TKT	3	11	12	26	46%
(blank)		1	1	2	50%
Grand Total	21	73	122	216	56%

**Patient opinion on whether they would object to having
to speak to a GP before booking an appointment**

GP Name	DN	N	Y	Total	% NO
EJ		6		6	100%
JB	1	45	5	51	88%
JL		2		2	100%
JSC	3	28	10	41	68%
MG	3	53	5	61	87%
MHB		6		6	100%
MO		2		2	100%
MPB		14	4	18	78%
TKT	2	22	2	26	85%
(blank)		1	1	2	50%
Grand Total	9	179	27	215	83%