

**School Lane Surgery Appointments Questionnaire  
August 2012**

**Question 5.**

Please feel free to provide any ideas about improving access to GP appointments.

Comments received:

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| Open surgery hour in evening to drop in and wait until you can see a doctor   |
| More flexible booking times to make an appointment  |
| Have to say it does, but more staggered shifts and weekend would help! We live in 24hr society now...   |
| Maybe open on Saturdays or longer during the week   |
| Very happy with present system  |
| The wait for routine appointment is too long- perhaps the opportunity for a telephone consultation could be part of the answer  |
| Maybe having evening or Saturday surgeries  |
| Please please have more female GP's or hold a monthly well woman's surgery and thank you because all staff here are friendly and helpful  |
| A text for change appointment would be good as didn't receive letter in time  |
| I used to go to a clinic in Finchley church end in London which had a website which allowed me to make and cancel appointment online  |
| I would like to be able to ring up straight away from home to make an emergency appointment to see a doctor/  |
| I think we should be able to sit and wait for an appointment to speak to a doctor at anytime and not ring and wait for the doctor to phone back!  |
| There needs to be available appointments more quickly, maybe if 2 family members need to see the same doctor, could share appointment.  |
| Eve appointments are especially useful for those who work 9-5. Could a regular time- say a block of 2 hours a day? I've booked online directly by patients in 10 min slots? Especially as you only need name/ dob) maybe as an experiment. (cancellation made easier to if just able to cancel online too)                                      |
| Access is great   |
| Look at a walk in and wait system. Depends on the integrity of your patients  |
| A text or a phone call would definitely help patients if these are consistent and become a standard procedure. Also it would improve patient confidence to be seen by the same GP. In order to clean up some trust. Having the ability to book a routine appointment that doesn't make the patient wait for 3 to 4 week would also be a benefit |