

**School Lane Surgery Appointments Questionnaire
August 2012**

Question 5.

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

Comments received:

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