

# PPG Survey #1 Results

10 March 2012 – 27 March 2012

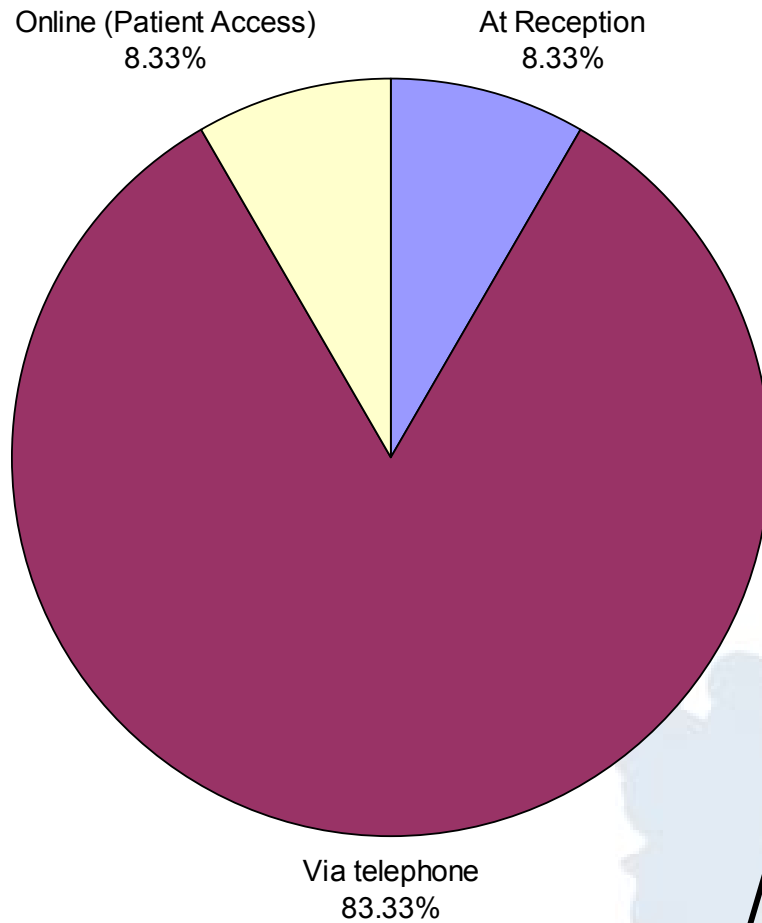
Patient Participation Group

## Overview

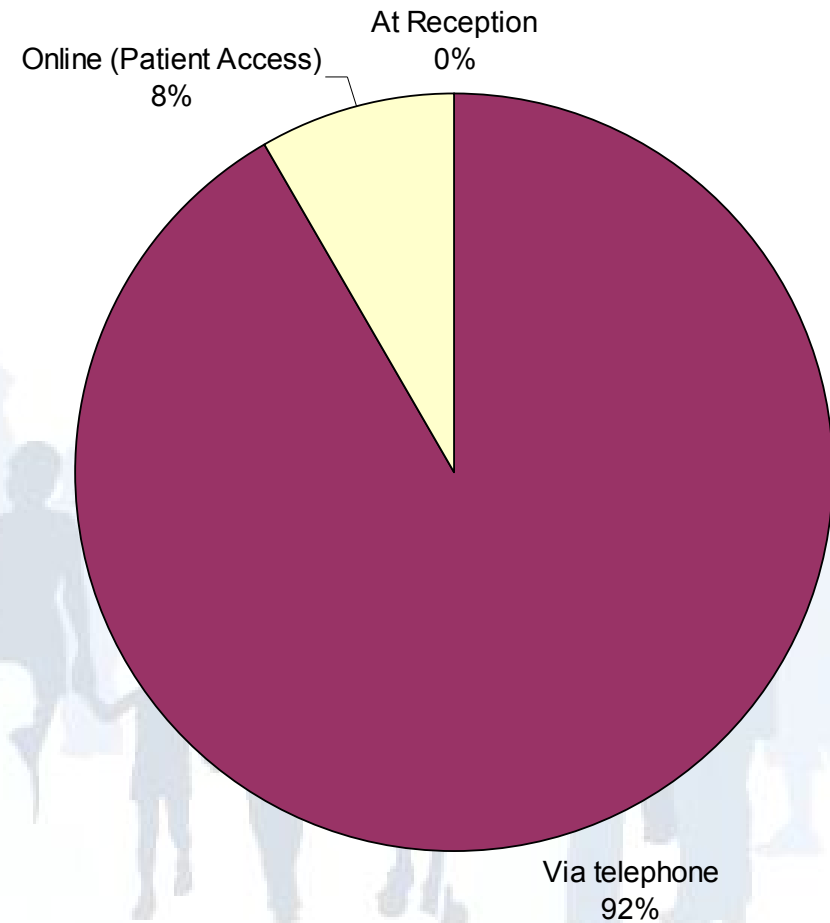
- Posters were displayed in the practice from August 2011 inviting patients to note their interest in becoming part of the PPG and to ensure their contact details were correct by completing a form available from Reception.
- On Saturday, 10 March 2012 all patients with an email address on file (576) were sent details of the survey. The survey remained open until Wednesday, 27 March 2012.
- 24 patients chose to complete the survey.
- Some questions were re-used from prior one off 'mini-surveys' for comparison.
- Question #1 was used to identify patients without them needing to enter their personal details online.



## 2. How do you mainly book your appointments?

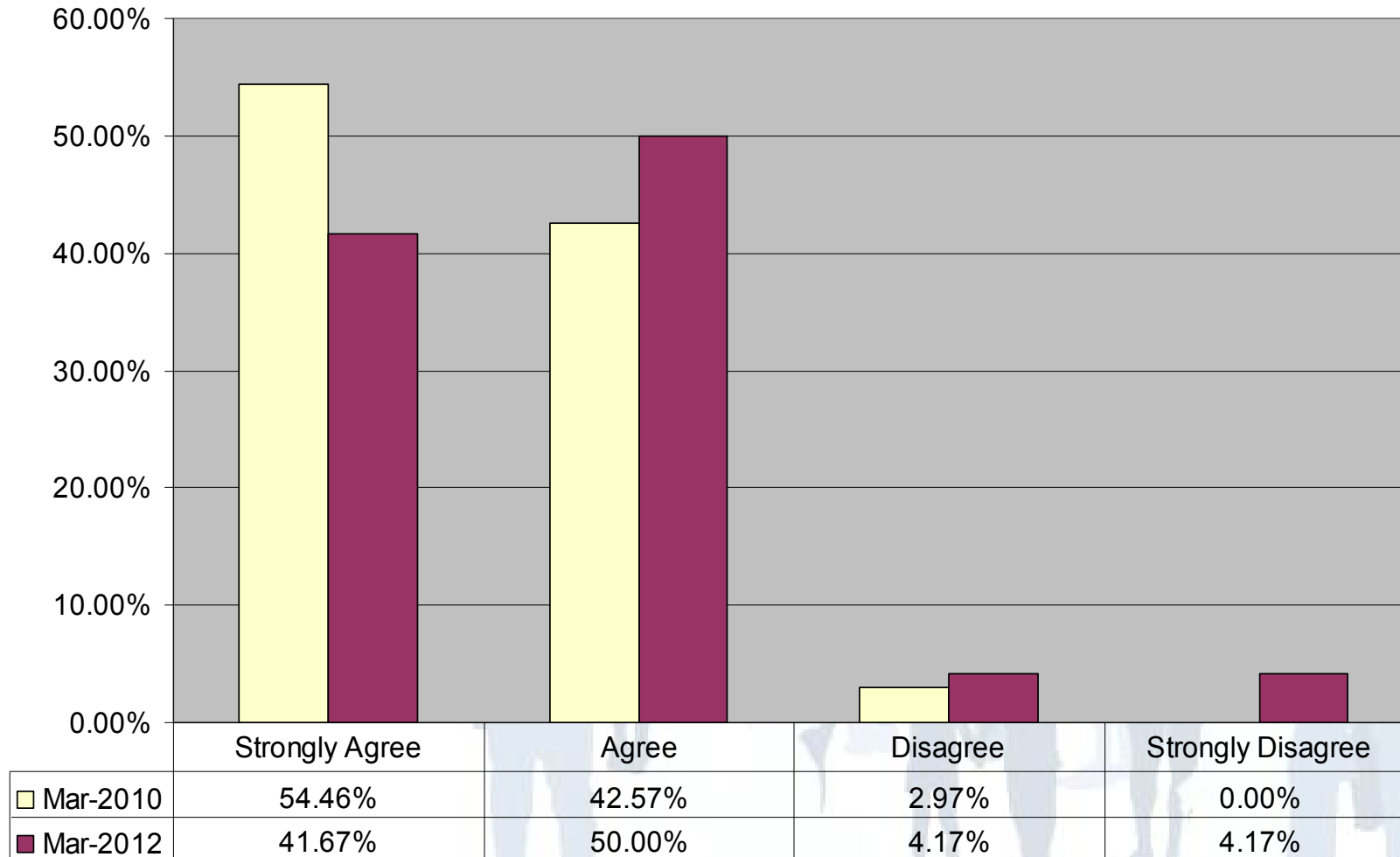


## 3. If you need to cancel an appointment, how do you normally let us know?



## 4a. I feel I am able to get a GP consultation within 2 days.

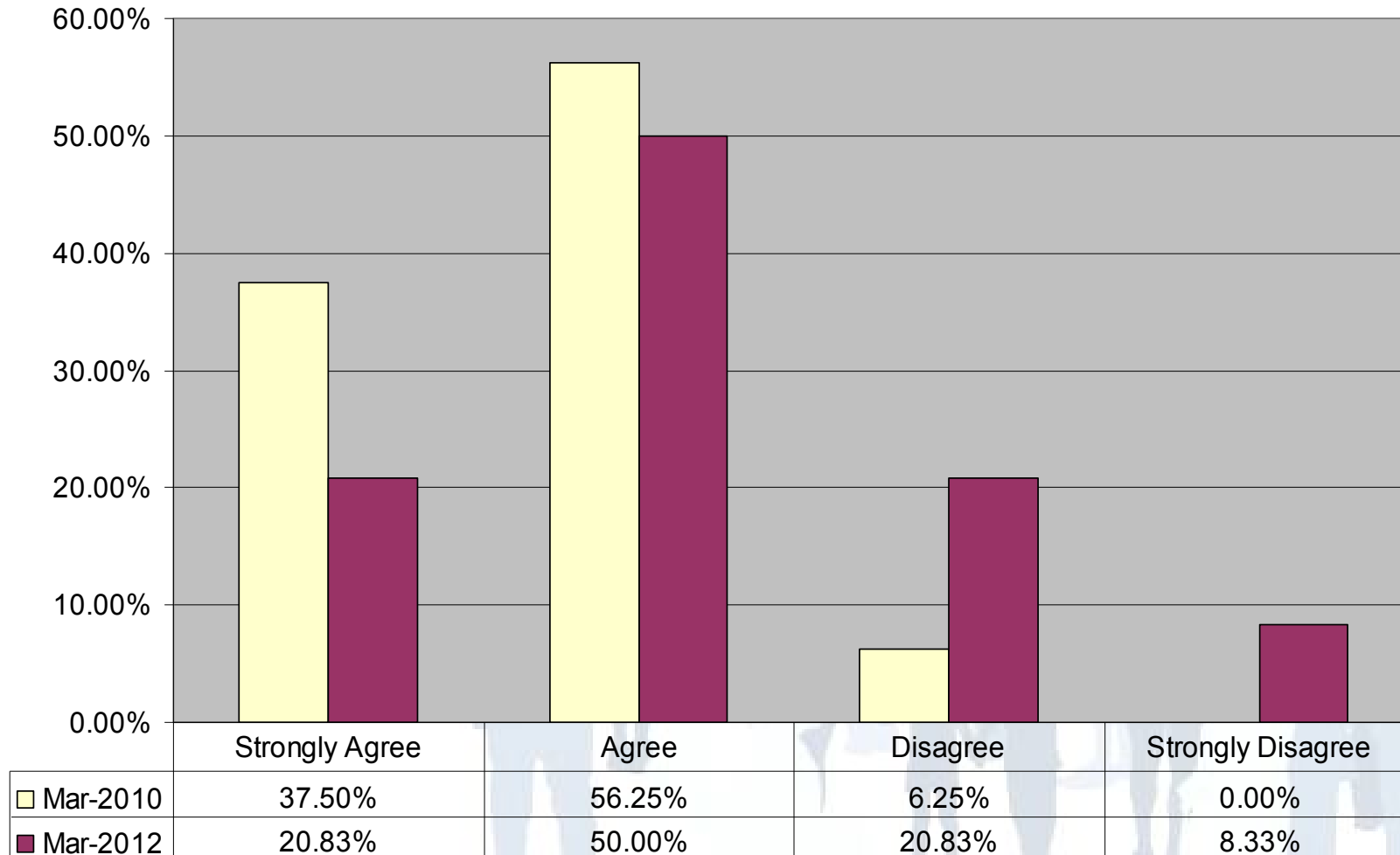
This question has been used previously in the surgery. The past results are shown in yellow, the PPG results are shown in red.



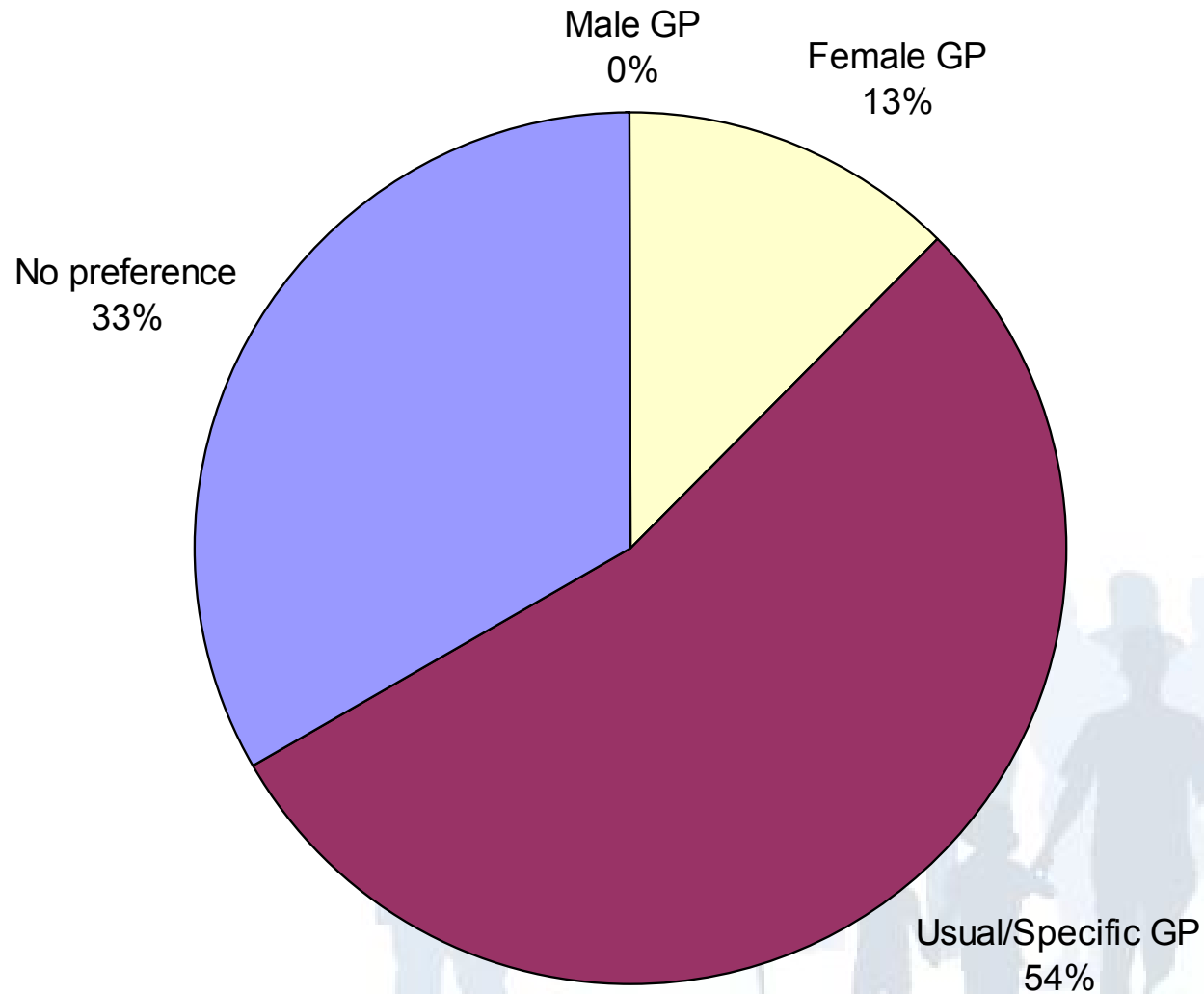
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## 4b. I feel I am able to book in advance to see a GP.

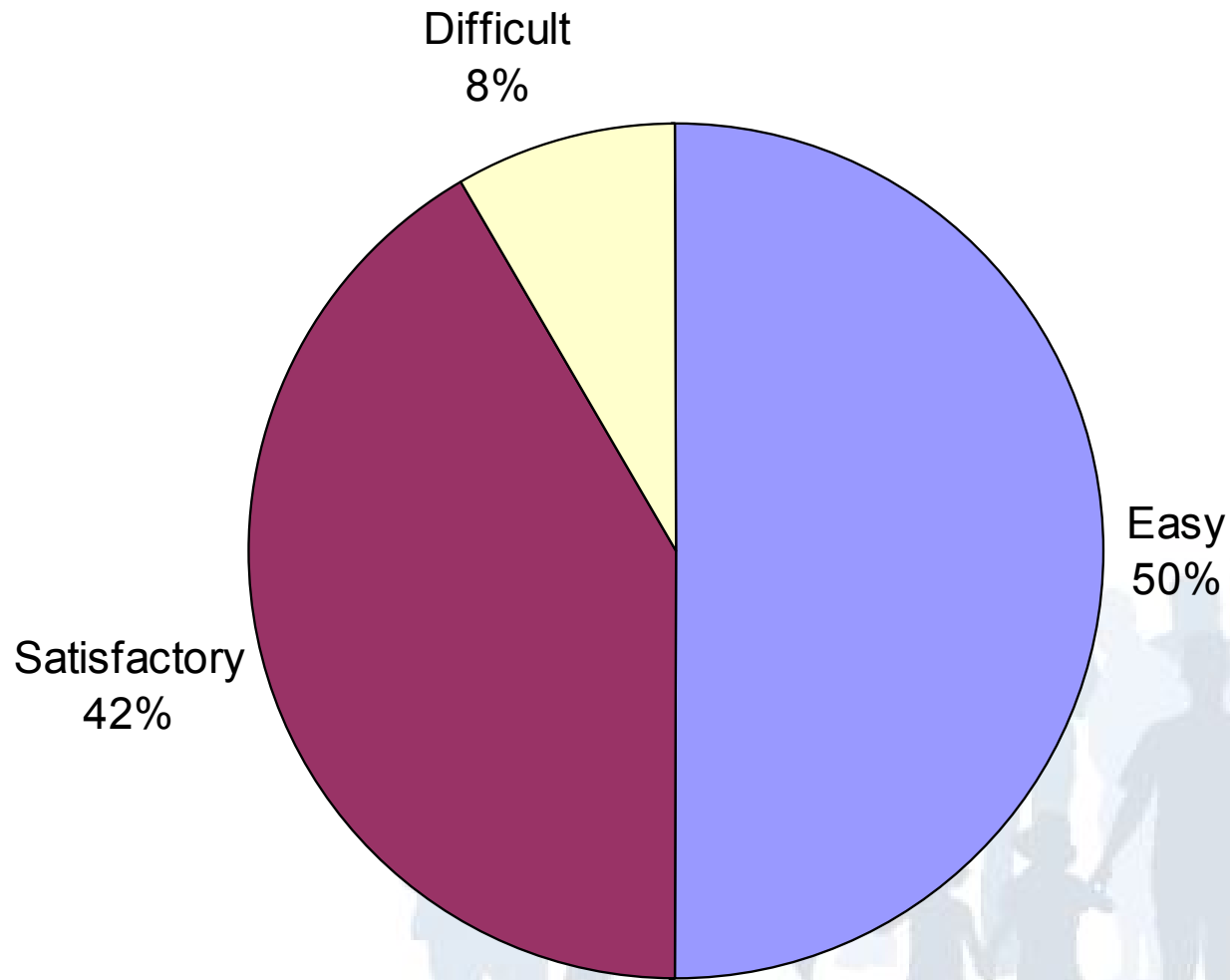
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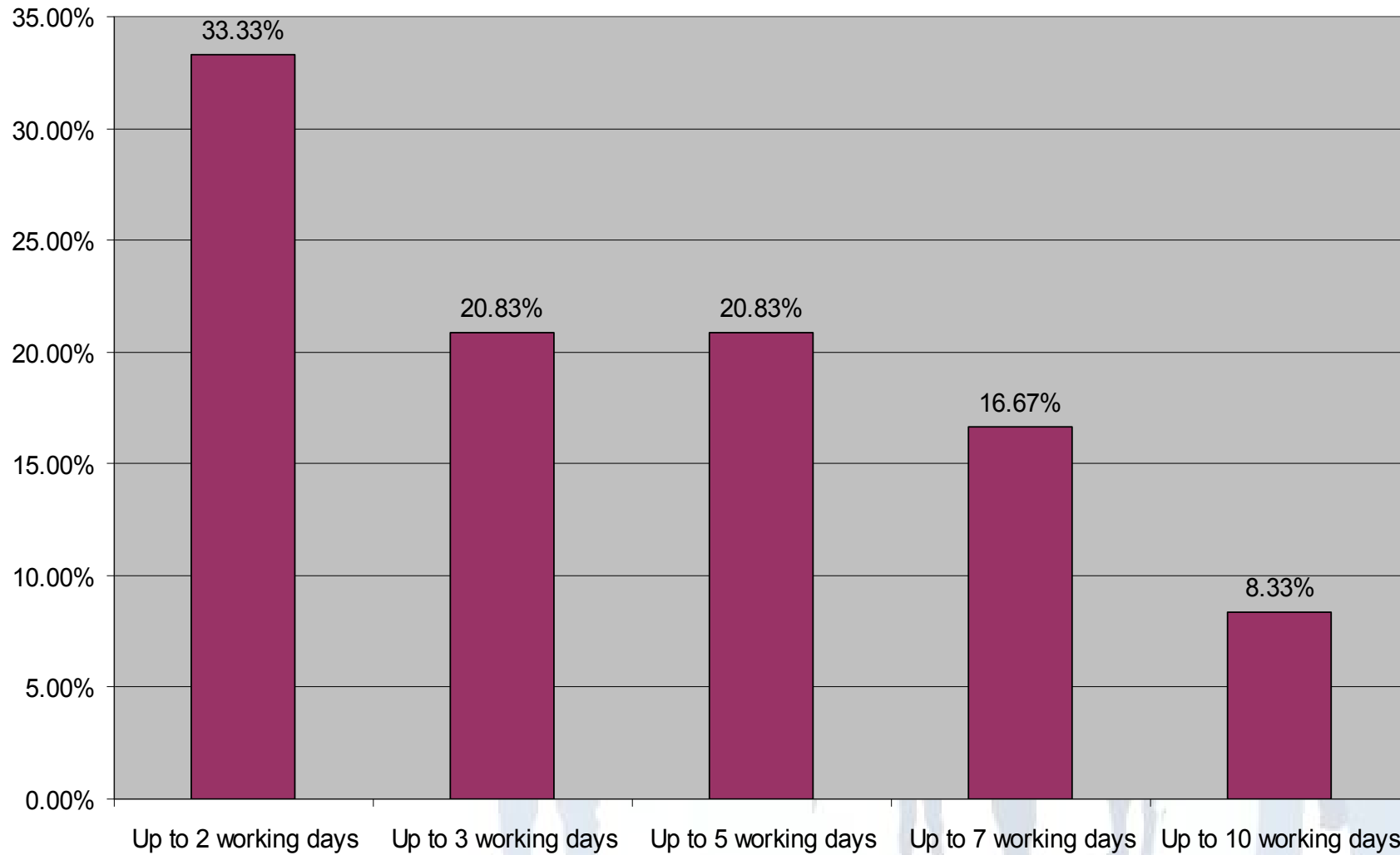
## 5. Do you have a preference for which GP you see?



6. How easy do you find it to make a routine (non-urgent) appointment?



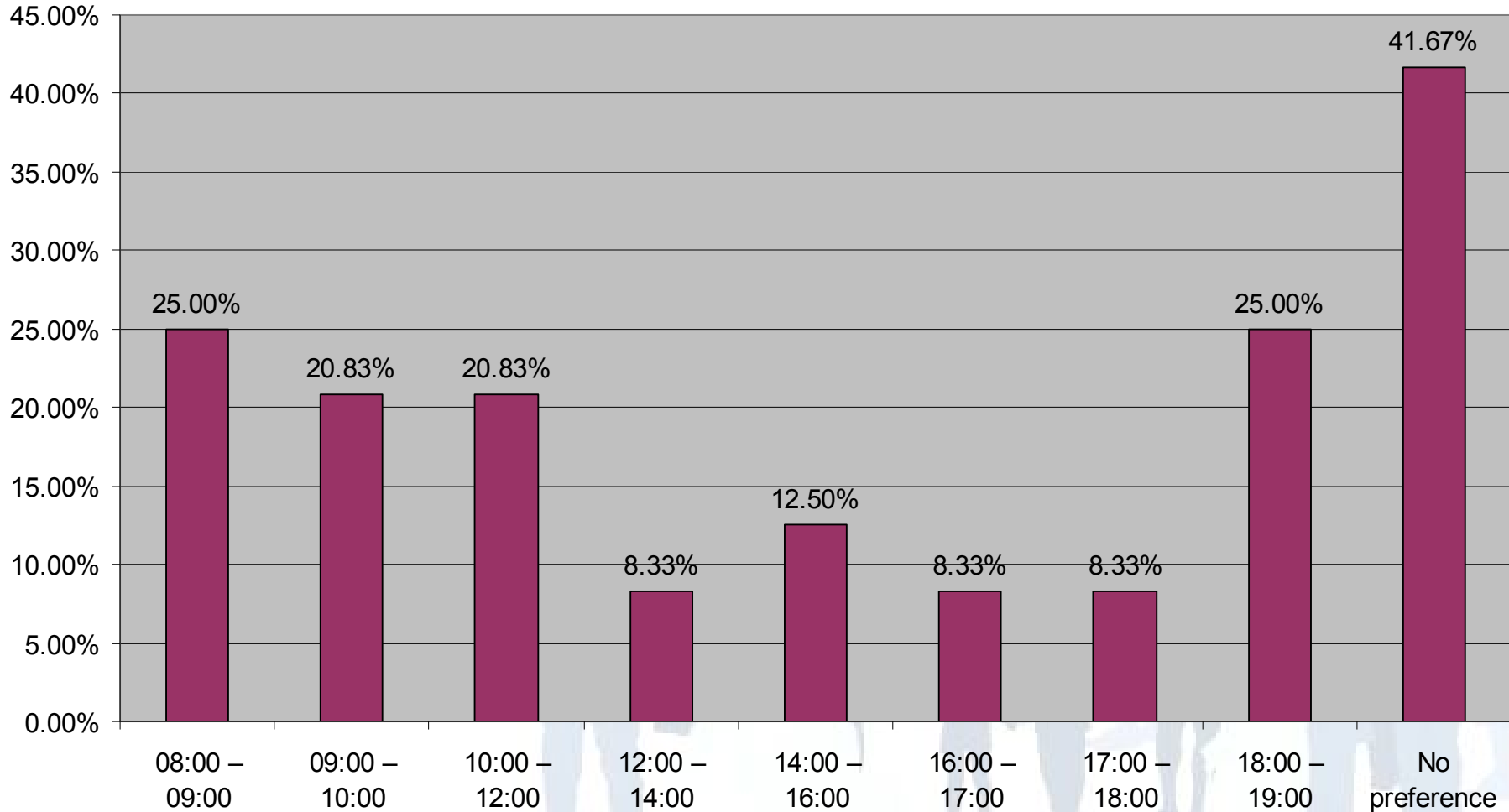
## 7. How long do you think is reasonable to wait for a routine (non-urgent) appointment?



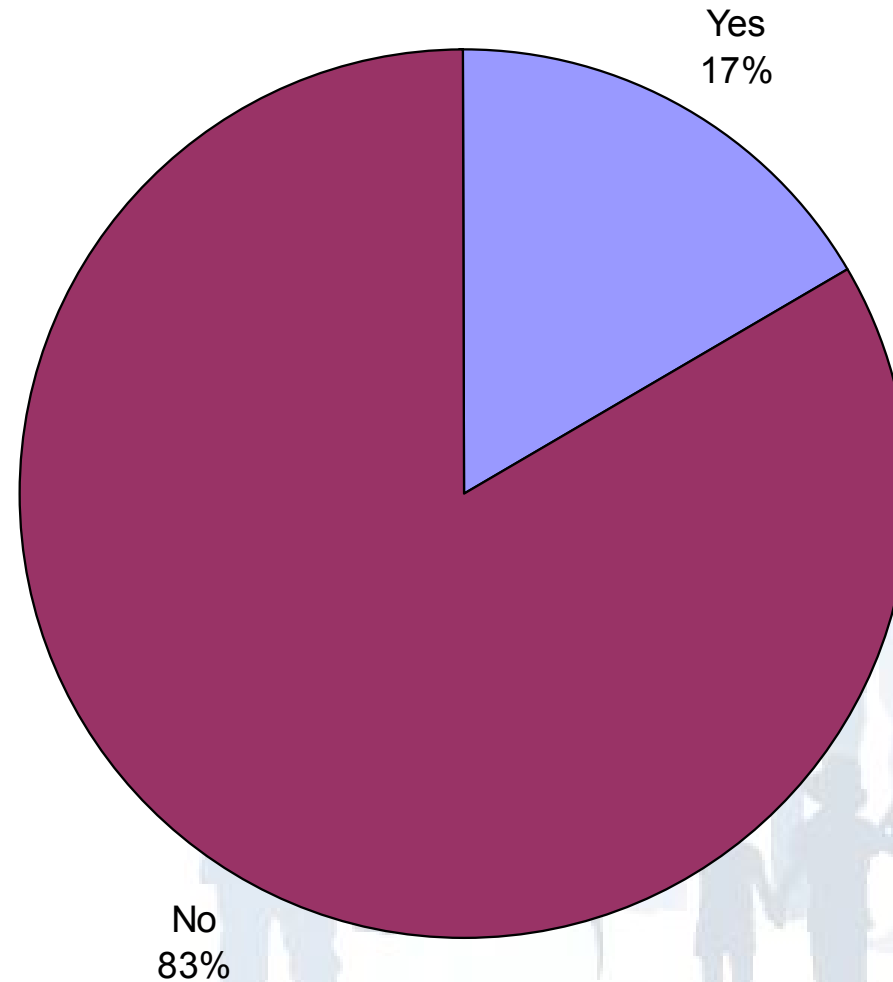


## 8. What times of day do you prefer to come for a routine appointment?

This question allowed multiple answers so results are percent of those that responded rather than percent of total responses.



**9. Do you find it difficult to attend during our normal hours?  
(Mon-Fri, 08:00-18:30)**

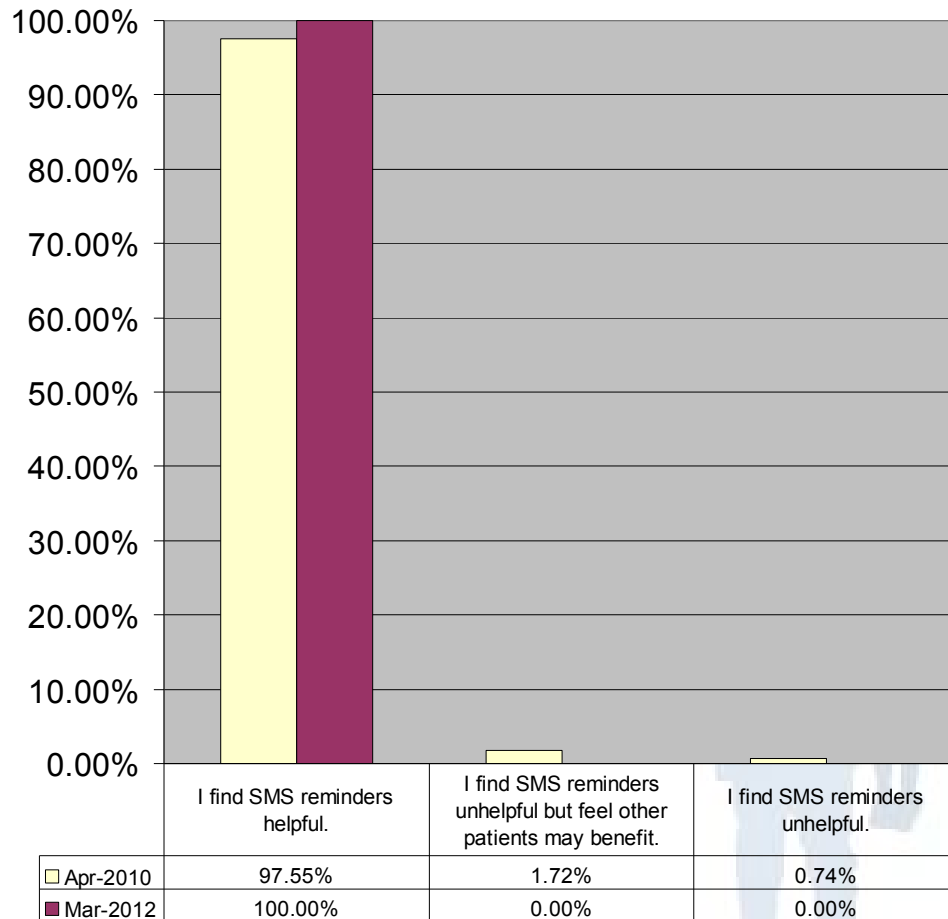


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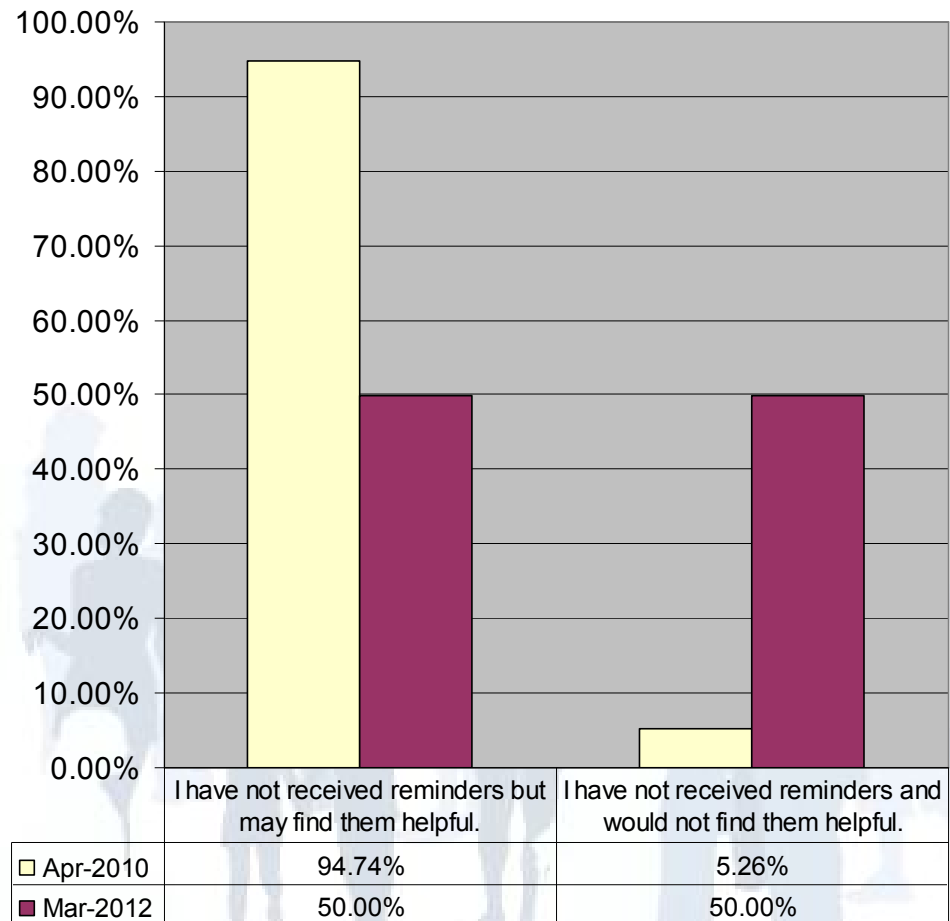
# 10. Text Message (SMS) Appointment Reminders

These questions has been used previously in the surgery. The past results are shown in yellow, the PPG results are shown in red.

## Those that have received reminders...



## Those that have NOT received reminders...

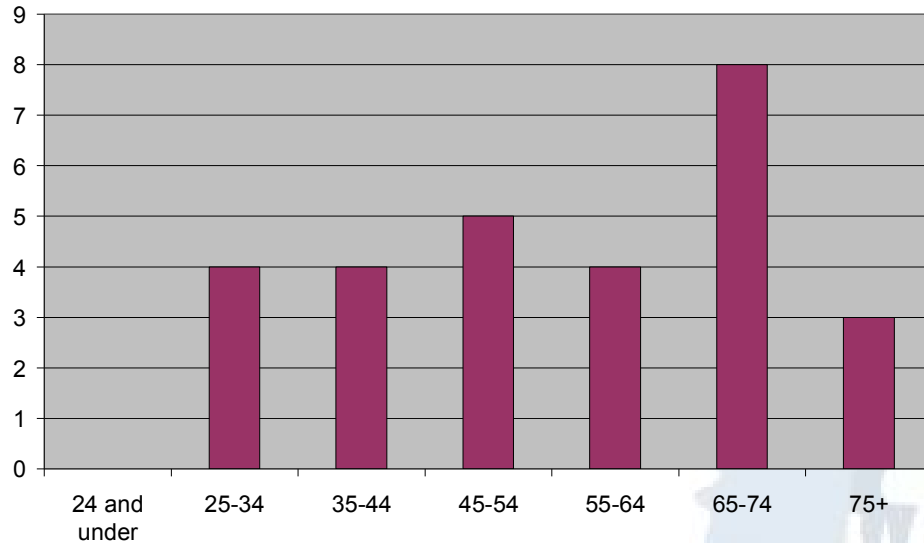


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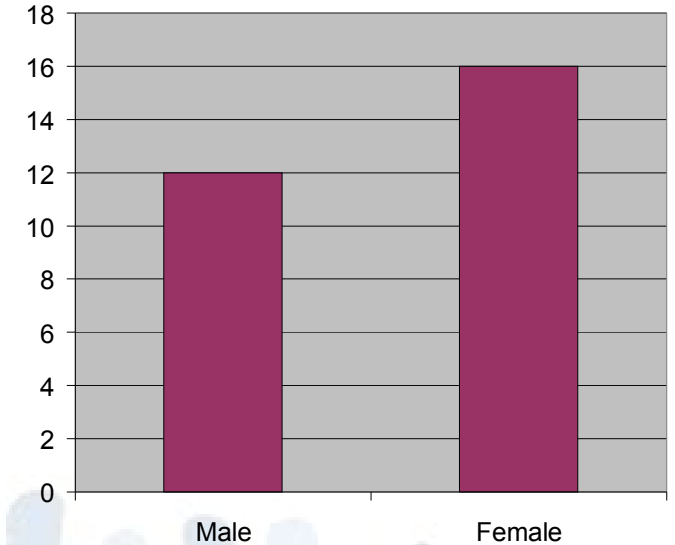
# PPG Demographics

The demographics include patients that have noted their interest in being part of the PPG in the practice but not responded to the survey.

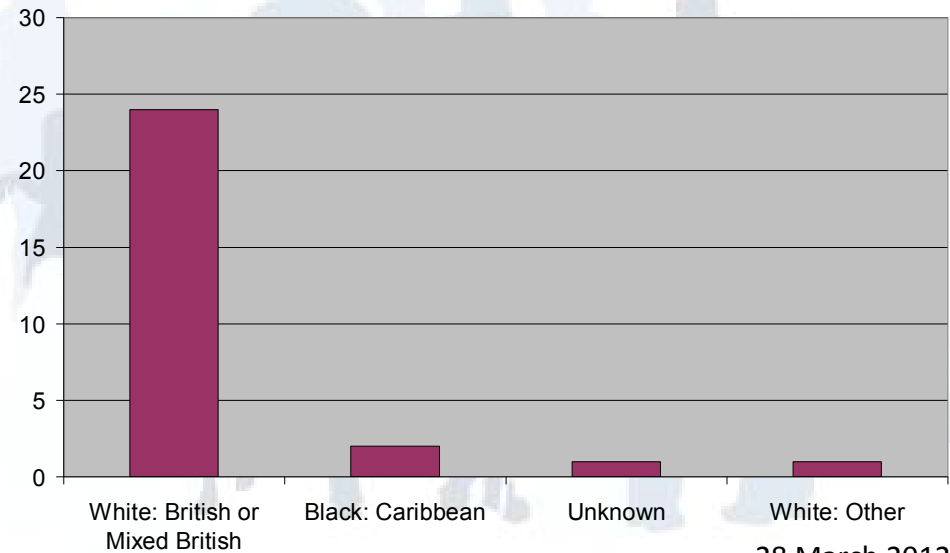
## Age Group



## Gender



## Ethnicity



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