

Brunswick Surgery - Appointments Survey

Number of Responses: 69

4Dear Patient,

Many thanks for agreeing to take this short survey to help our practice understand how our appointment system can be improved, if at all.

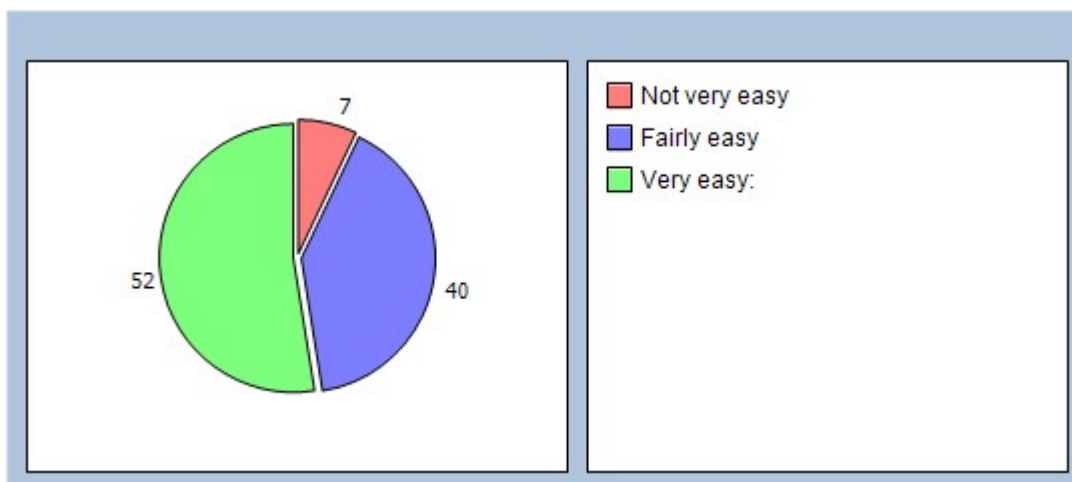
Please answer all of the questions and click Send when you are done.

Q1: Last time you made an appointment, how easy was it to get an appointment for the time you wanted?

Not very easy 7%

Fairly easy 40%

Very easy: 52%

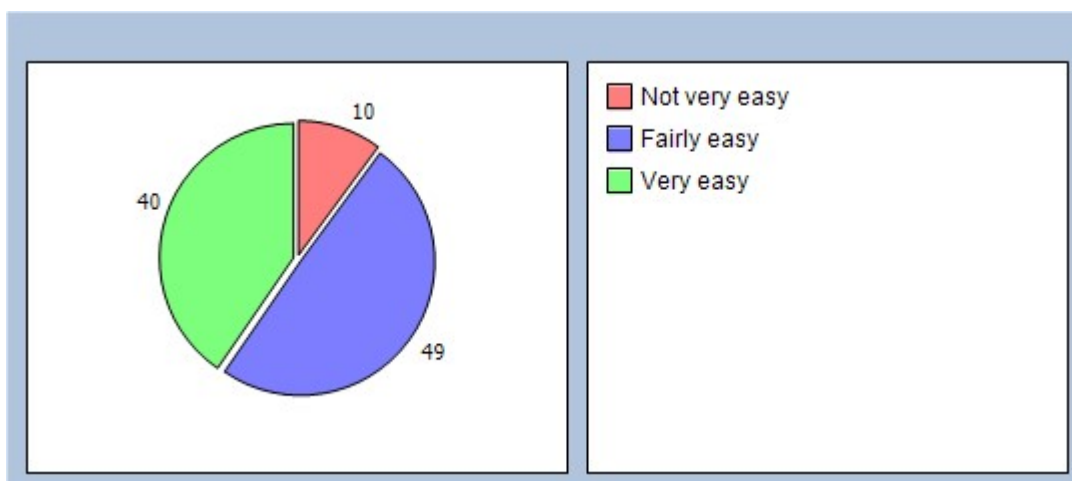


Q3: Last time you made an appointment, how easy was it to get an appointment with the GP you wanted to see?

Not very easy 10%

Fairly easy 49%

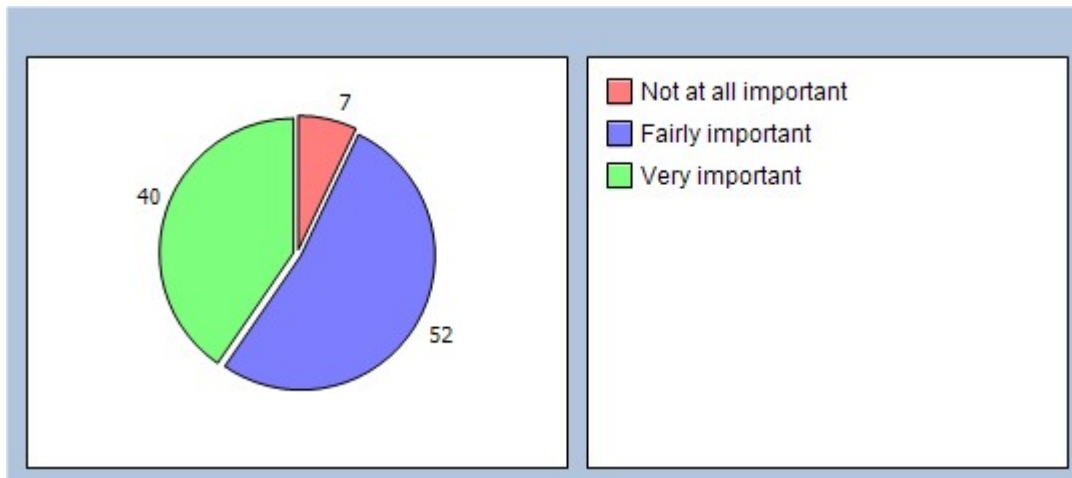
Very easy 40%



Q3: How important is it to you that you see a specific GP when coming to this practice?

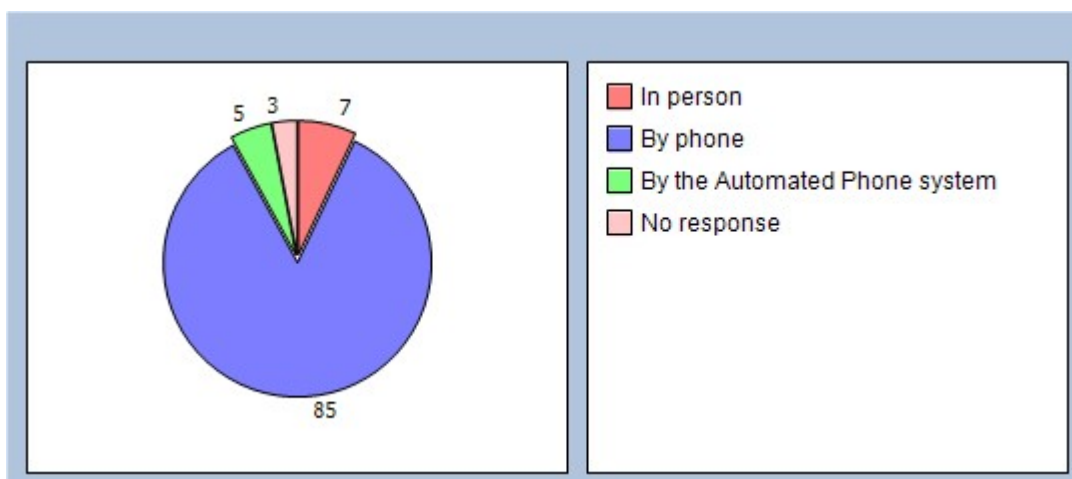
Prefer not to say 0%

Not at all important **7%**
 Fairly important **52%**
 Very important **40%**



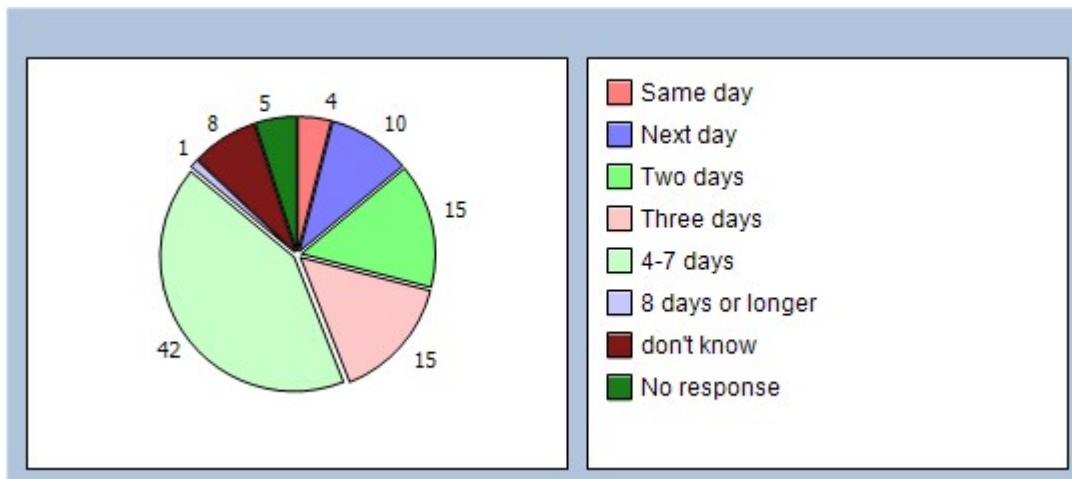
Q4: How do you normally book your appointments?

In person **7%**
 By phone **85%**
 By the Automated Phone system **5%**
 No response **3%**



Q5: How many days do you usually have to wait to get an appointment with the GP of your choice?

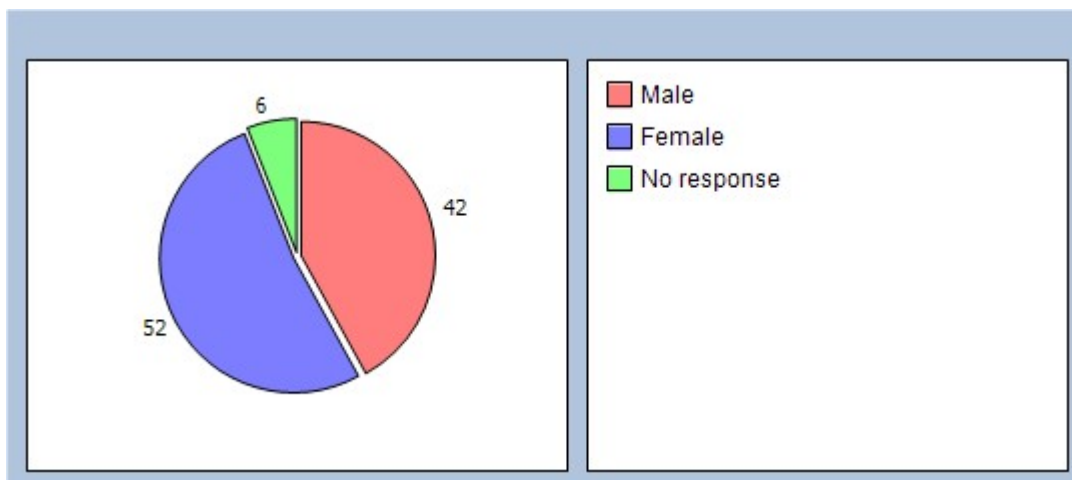
Don't usually get an appointment with the GP of my choice **0%**
 Same day **4%**
 Next day **10%**
 Two days **15%**
 Three days **15%**
 4-7 days **42%**
 8 days or longer **1%**
 don't know **8%**
 No response **5%**



To help us analyse your answers please tell us a few things about yourself:

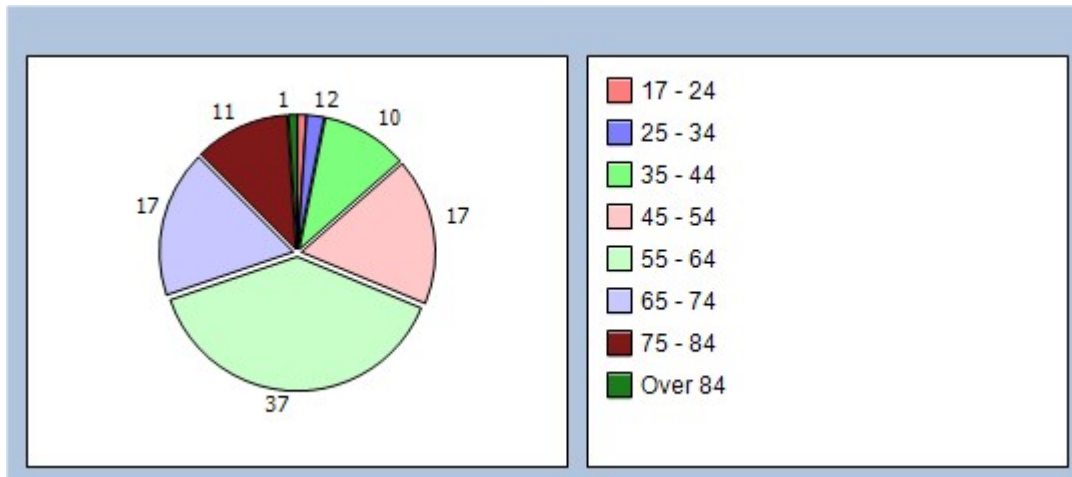
Are you male or female?

Male **42%**
 Female **52%**
 No response **6%**



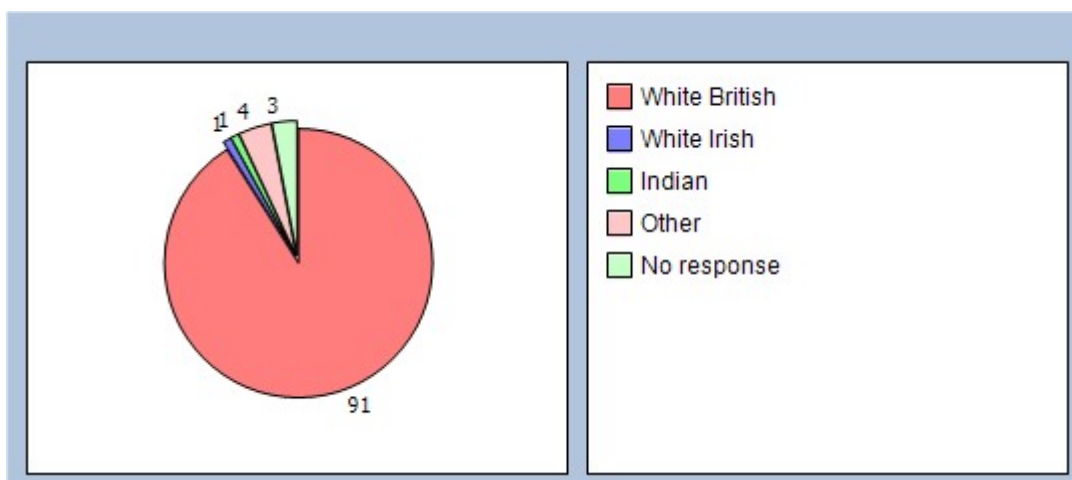
What age are you?

Under 16 **0%**
 17 - 24 **1%**
 25 - 34 **2%**
 35 - 44 **10%**
 45 - 54 **17%**
 55 - 64 **37%**
 65 - 74 **17%**
 75 - 84 **11%**
 Over 84 **1%**



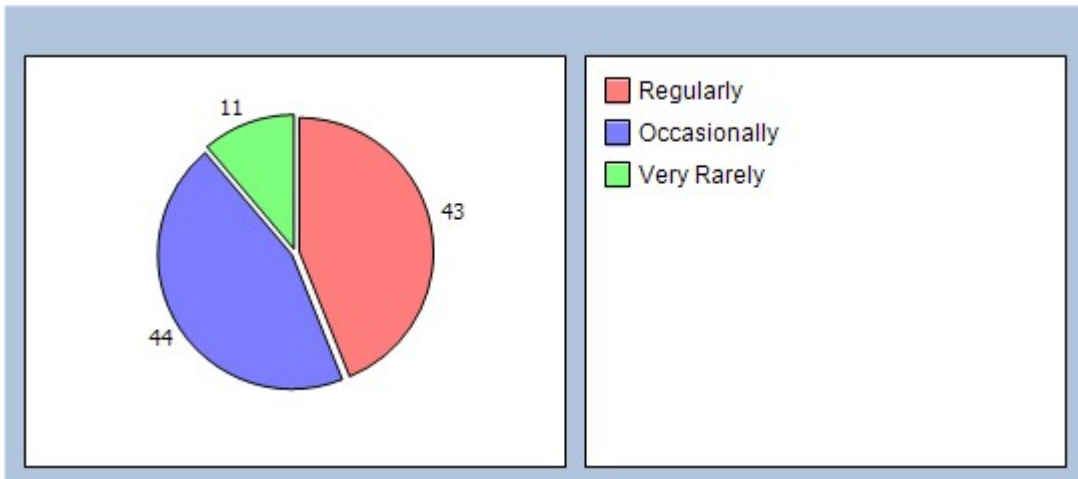
What is the ethnic background with which you most identify?

White British **91%**
 White Irish **1%**
 Mixed White & Black Caribbean **0%**
 Mixed White & Black African **0%**
 Mixed White & Black Asian **0%**
 Indian **1%**
 Pakistani **0%**
 Bangladeshi **0%**
 Black Caribbean **0%**
 Black African **0%**
 Chinese **0%**
 Other **4%**
 No response **3%**



How would you describe how often you come to the practice?

Regularly **43%**
 Occasionally **44%**
 Very Rarely **11%**



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