**HAVERHILL FAMILY PRACTICE**

**PATIENT REFERENCE GROUP SURVEY RESULTS APRIL 2018**

**Total number of surveys completed = 313**

**Ages of Participants**

**QUESTION 1. Did you find it easy to make an appointment?**

**QUESTION 2. How did you book todays appointment?**

**QUESTION 3. Were you aware that 214 patients DNA’d in March 2018?**

**QUESTION 4. If you were unable to attend your appointment, how would you normally cancel?**

**QUESTION 5. Did you know we had the following Healthcare Profesionals?**

**QUESTION 6. Were you satisfied with your last consultation with one of our clinical team?**

**QUESTION 7. Would you recommend the surgery to your friends and family?**

**HAVERHILL FAMILY PRACTICE**

**PATIENT REFERENCE GROUP SURVEY RESULTS APRIL 2018**

Survey Comments

*Always pleased with the surgery and its practices*

*Walked into the surgery this morning and got an appointment for 8:30 – Great!*

*Generally very satisfied with treatment*

*Good service*

*Today (23rd April) got through and was offered appointment for me and my son. Excellent service.*

*Very friendly staff*

*Emergency service is very good. Thank you.*

*Great surgery*

*It would be good to book a slot with nurse online*

Surgery: Unfortunately this is not possible as the nurses have a variety of consultation types which all have different time allocation. This may result in an appointment being booked inappropriately*.*

*Would be good to have more online slots for doctors*

Surgery: When appointment slots are released for booking they are all available both online and at reception.

*The surgery and its staff are all lovely but far too oversubscribed!*

Surgery: The surgery is trying to recruit more doctors. We temporarily closed our list for six months to ensure patient and staff safety. We have since recruited a part-time salaried GP and another Nurse Practitioner to help with the demand.

*Fab team*

*A lot of social media slate the Haverhill doctors. Every time I need an appointment I always manage to get one at least on the day. No issues at all. Always very helpful.*

*Unable to get through by telephone*

Surgery: Our reception staff endeavour to answer the telephone as quickly as possible. The telephone lines are usually very busy first thing in the morning and afternoon. If your call is not urgent it may be easier to get through to the surgery late morning or late afternoon.

*In 20 years Dr Selby (and Dr Lawfield) have been incredible in their efforts to help me and my family. I can never thank them enough.*