



Patients' Survey 2015

Executive Summary – Appointments and Treatment

Number	Question	% Yes	% No	N° Yes	N° No
Q1	Was it easy to get an appointment?	91	9	281	29
Q2	Have you ever booked and not attended?	10	90	30	278
Q3	Are you satisfied with the opening hours?	91	9	283	27
Q5 i	Are you satisfied with how your condition was assessed?	98	2	290	5
Q5 ii	Are you satisfied with how your condition / treatment was explained to you?	99	1	253	5
Q5 iii	Are you happy with how you've been involved in your treatment?	98	2	253	6
Q5 iv	Are you happy with how your treatment has been arranged?	99	1	298	5

Summary of recommendations

1. Maintaining the excellent appointments process
2. Introduce an “out of business hours” Practice Nurse session
3. Implement the Prime Minister’s Challenge initiative to introduce more later sessions
4. To consider whether there are problems in arranging treatment for patients
5. The top 6 health topics are displayed during their national awareness weeks
6. A calendar of locally available health related presentations is displayed
7. The Do Not Attend policy is reviewed and prominently displayed

Friends and Family Test = 83.94%

