

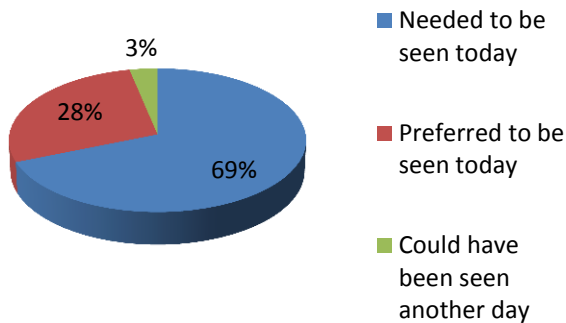
# Emergency Appointment Questionnaire Results

December 2015

Carried out by: Victoria Webb

(61 patient questionnaires completed and returned)

## 1. How urgently did you feel you needed to be seen by a doctor today?



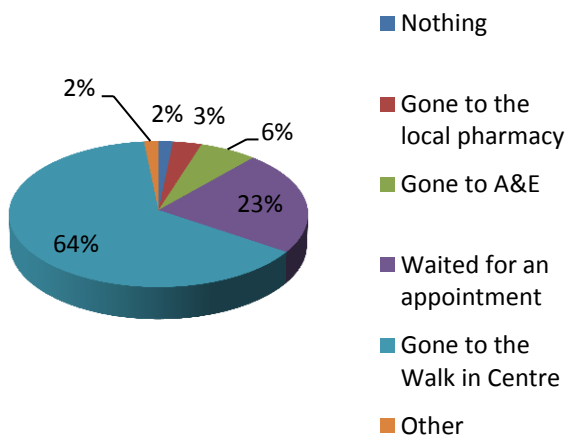
### Patient Comments

#### Practice Response / Actions

69% of patients needed to be seen today; whilst 28% said they preferred to be seen today which seems to indicate that the appointment wasn't as urgent. Inappropriate use of emergency appointments means that patients who have a genuine emergency aren't able to get appointments when necessary.

**Action:** Senior members of staff to start triaging all emergency appointment requests to ensure they allocated appropriately.

## 2. If this appointment hadn't been available, what would you have done?



### Patient Comments

'Keep trying to get appointment'

#### Practice Response / Actions

64% of patient would have used the most appropriate second point of call, the Walk in Centre. 23% of patients would have waited for an appointment, which would seem to indicate that some of these appointments weren't urgent.

**Action:** Management and Doctors to continue to monitor emergency appointments. Experience staff is to be allocated the majority of emergency appointment requests. Ongoing monitoring of this situation for improvement.

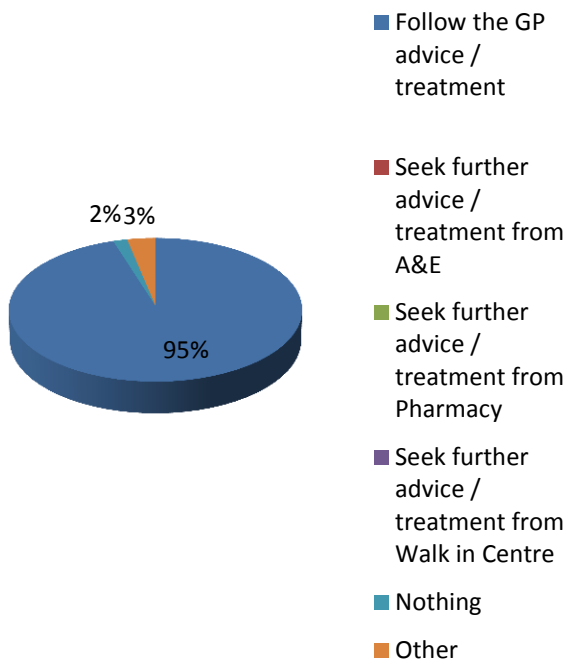
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### 3. Following this appointment will you:



### Patient Comments:

‘Depends on the outcome of the appointment’

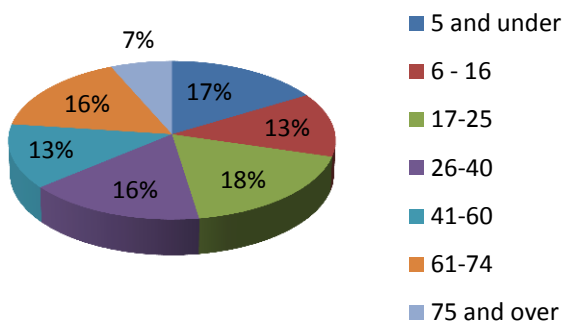
‘May seek additional advice as well’

### Practice Response / Action:

95% of patient would follow the GP advice / treatment

**Action:** None

### 4. What is the age of the patient?



### Practice Response / Action:

There is a fairly even wide range of age groups that use our emergency services. The lowest category of 7% being the elderly patients aged 75 years and over.

**Action:**

None

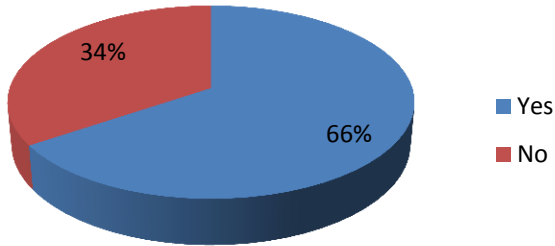
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## 5. Do you have daily commitments between 8am and 6pm



### Practices Response

66% of patients have commitments during the day. Therefore as a practice we are pleased to be able to offer early morning appointments to accommodate patients with busy daily working lives.

**Action:** None

### Patients Other Comments:

'Good Service'

*Child only 6 weeks old, wanted to address soon as possible'*

Every appointment is being arranged effortless & need being met'

Very stressful, telephone appointments would be useful

Practice very good at fitting you in for emergency appointment

I was pleased to get an appointment so soon.

Looking forward to seeing doctor – not feeling good at all

**Next Emergency Appointment Questionnaire  
due: December 2016**