

Patient Participation Group

Patient and Carer Survey 2017

Responses from all sources



Surgery Opening Hours

Total Responses **66**

How would you prefer the existing number of appointments to be spread over the week?

Seven days per week from 8.00am until 8.00 pm	26%
Monday to Friday from 8.00 am until 8.00 pm plus Saturday morning	48%
Monday to Friday from 8.00 am until 8.00 pm only	5%
As at present: Monday to Friday from 8.00 am until 6.00 pm with late opening one day per week until 8.00 pm	9%
Some other configuration. Please specify	6%
No preference stated	6%

Other Suggestions for Opening Hours

No point in ringing. They have you on hold only to be told all appointments have gone.
As at present but with Saturday morning opening
I like morning appointments
Should have 2 late nights
As it already is plus Saturday morning
Wish improvements be made to get appointments
Improve available appointments
extend 8am - 8pm to one late evening
Difficulty in getting calls answered
Phones not open until 6.00 pm
Difficulty in making appointments
More staff at 8 am to answer the phone

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Online Bookings

Total Responses **66**

Please tell us which of the following best describes your feelings about using the online system

I am already using SystmOnline and am broadly happy with it.	36%
I am already using SystmOnline but find it confusing or difficult to use.	11%
I do not use SystmOnline, but I might use it if it was more user-friendly	14%
I have no wish to use SystmOnline: I prefer to talk by telephone or in person	33%
I did not know about SystmOnline, please send me more information	2%
No answer	5%

Please give us any suggestions you have for making SystmOnline better

I have been to surgery 4 times to reset my password. It is totally a waste of time.
No suggestions - am happy with it
I find it difficult to find the section for repeat prescriptions. It seems to be only possible to make evening appointments on-line. You can't make daytime appointments
I am happy with the online system, however elderly people with no computer would struggle
Appointments needed
More appointments needed
I would use it if I would not make it it is quicker
There are no appointments available
There are no appointments
Releasing more than 4-5 appointments
Timings!! And more slots needed - should be able to book ahead for routine appointments.
Prefer to phone or call personally to make an appointment
Show me how to use the online system
Interested in being shown how to use the system