

Dipton Surgery Results		
Patient Questionnaire Results		
Total responses = 72 (Not all Questions answered)		
Age	Total responses = 72	
Under 25s	6	8%
25 - 40	17	24%
41 - 65	24	33%
Over 65s	23	32%
other	2	3%
Status	Total responses = 72	
Employed FT	23	32%
Employed PT	7	10%
Retired	31	43%
Unemployed	4	5%
Other	7	10%
Offered telephone appointment	Total responses = 69	
On the day	47	68%
Following day	8	12%
Convenient day	14	20%
Following telephone appointment did Dr	Total responses = 62	
Give advice only	9	15%
Give advice & prescription	9	15%
Offer face to face appointment	44	70%
If face to face needed appointment offered	Total responses = 67	
On the day	35	53%
Following day	14	21%
Convenient day	17	26%
Did the Dr / NP ring	Total responses = 62	
Within the 1 hour time slot	44	71%
Before the 1 hour time slot	16	26%
After the 1 hour time slot	2	3%
How easy to take a telephone call	Total responses = 69	
Very easy	49	71%
Difficult due to work circumstances	15	22%
Difficult due to hearing problems	1	1%
Difficult due to other circumstances	4	6%

Dipton Surgery
Comments
When you made your appointment were you offered a telephone appointment
Very good service
Always on a day convenient for me
Sometimes on the day, other times a different day
Explain in this case a telephone consultation was not appropriate - I needed to see a GP
Receptionist extremely helpful & courteous at all times
Could only take call on the following day as off work
I would have liked to see the doctor
I was not phoned at the time given
Booked a follow up at previous appointment
I didn't accept
I am satisfied with the system
Following your Telephone appointment did the Doctor or Nurse Practitioner give: advice only, advice & prescription, face to face appointment
Appointment and advice given
Following telephone consultation was able to attend & see GP after work at 5:45
Recommended test first
Sent to dryburn for test
After discussion with receptionist I was eventually offered a face to face appointment with doctor
Did not need a telephone appointment got a face to face instead
If you needed a face to face appointment were you offered an appointment by the GP or Nurse Practitioner
Receptionists always helpful & considerate, I called in person and spoke to receptionist whilst leaving repeat
Choose a day convenient to me for a face to face appointment because of work.
It was Friday when I rang - refused a telephone call - given appointment after the weekend
It is usual for the practice to give a one hour time slot for the Doctor to ring
Always quick around from time stated
Past times the doctor has never called at the time advised - he is usually earlier than advised
Rang half an hour before time given
My appointment was made by Dr after his phone call
How easy is it for you to take a telephone call
Difficult due to other circumstances as in uni or driving.
I work in a call centre so cant always answer the phone had to use a days holiday for one appointment
I find it difficult to talk on the phone
I work for the NHS & find it difficult to take telephone calls
If at work can not make call & could not have seen doctor if need be on the day
Depends if I'm at work or not
Quite easy but need privacy
work number
Difficult due to other circumstances like my health but DR / nurse are always helpful and patient

If you didn't have a telephone appointment prior to your face to face appointment with the doctor what was the reason
New patient 1st appointment
Refused to take a telephone appointment after offered one, had a eye problem and needed to be seen
Needed a face to face appointment for ear syringe
Yes I refused for a telephone appointment because its a complicated situation. The receptionist did not offer me a face to face appointment I had to request strongly.
Compared to the traditional appointment system. What is your opinion on the telephone appointment system
I like the system because (36 comments)
It works really well
Get an appointment quicker
It works really well
I think it's a little strange but at least they can give advice before I travel down to dipton.
Works well for me
It works well if you can also come in the same day but not if you had to wait again for another appointment
Cut down cramped waiting rooms
Works well
It means you get dealt with/seen more quickly
Seems to work quite well prior to face to face appointment
Quicker to be seen or receive advice and treatment
I like it better it is more efficient
Works well, saves time
Works very well, always telephone consultations available, very quick and always resolved for me via telephone rather than coming to surgery e.g. scripts
could save time for doctor
Much more convenient
I personally think it's a much time saving system, I would think it frees up more time for both doctor and nurse to see more needy patients if they can deal with "non urgent" patients & diagnose illnesses over the telephone, with out patients having to attend the surgery.
Really easy to get the help/advice needed. Thank you.
Get to see doctor quickly
Very good
It saves time if a telephone can solve the problem rather than take up a consultation slot with the GP
It was okay
I have always been pleased with the care I have received
You get to see the doctor on the day
Better as you can always get advice
It works for me
Works very well
If it works for the practice. I am happy.
It works really well
Saves a visit when only need medicine advice
It saves me attending the surgery when all I require is tablets/treatment advice.
Good idea
Very good
Telephone appointments are ok if its urgent but I personally prefer to see a doctor face to face you can

The family's experience of using Dipton Surgery is very favourable. We think the booking system works well and being able to speak to someone before attending and then getting seen quickly when it is necessary is good, although it took a while to get used to.
The benefits of the new system that we have noticed is you get access to Julie or a doctor much quicker compared to a conventional appointment system and the waiting time for an appointment is significantly reduced. The only negative feedback is that sometimes the doctor has overrun on appointment times.
I don't like the system because 23 comments
Don't like giving personal information over the phone.
Seem to feel less reassured when not being seen and having to describe problems
Things could be missed
I work full time in call centre cant be free to answer the phone at the given time slot. I think good idea as you can get appointment and is more fair but doesn't work for me with my job. That's the only thing.
I think you should be able to make an appointment regardless especially for children.
I don't personally mind it but I think a patient should be entitled to see the doctor if they want. They may not feel comfortable discussing this over the phone.
Impersonal service, I become ill because I did not want to talk on the phone.
I am sensible & know what can be dealt with over telephone and what can not. On one occasion when coming in person to ask for an urgent face to face appointment - this was refused & I was told a doctor would need to call me first. I found this unacceptable. however on other occasions the phone system is
I need to be off work to ring or see doctor - if off two days I will get sick warning at work. I only ring for appointments when off.
You still need to see doctor anyway
I find it very impersonal
It is not always easy to speak due to work circumstances
Some calls are a waste of time because you know that you will need a face to face appointment
Its easier to just make an appointment rather than waiting to speak to doctor. Prefer old system.
Not always easy to take phone calls due to work commitments
I only phone if I know I need to see someone, I don't like having to discuss over the phone in front of work colleagues & possibly even clients.
Difficult to take calls at work
If I feel I need to see the doctor. I prefer to see him face to face or if a nurse will do that's fine
I only ask for a face to face for something I feel needs attention by a doctor
I find it very impersonal
Prefer face to face
It is impersonal
The only time I request an appointment with the doctor is when I think it is really necessary, not for minor