

## Thank you for your views! – The Appointment Process Survey Aug 2023



The Practice is very conscious that there are not always enough appointments available to meet demand, also, that making a booking is not always as easy and quick a process as any of us would like. We are always looking to improve the patient experience. Earlier this year the Practice and our Patient Participation Group (PPG) Chair reviewed the general feedback on our patients' Practice experience. Unsurprisingly the appointment experience was where there was most dissatisfaction.

We asked our PPG if they would construct a survey specifically around the appointment process. At the same time we asked for suggestions and views on how the process may be improved, something that the annual GP Patient Survey does not cater for.

During August an impressive 197 responses were received. A big thank you to all of you. A comprehensive review of the results was carried out by our PPG Chair and the results were then jointly analysed and considered by the Practice and PPG. The Chair's review included the 2023 GP Patient Survey. It was completed by 132 of our patients and results showed that 68% describe their experience of making an appointment as 'good'. This compares well when compared with Derbyshire wide, 53% and nationally, 54%. The number describing the experience as 'poor' was 10%. Again, this compares well with Derbyshire as a whole, 29% and nationally, 28% (21% described it as neither good or poor, very similar to Derbyshire and nationally). In our August survey you were asked 'Please rate your experience of the appointments booking system'. The result was between 'neither poor nor good' and 'good'.

There were 122 comments received. We have evaluated all the comments and as a result we are planning some changes to our outdated phone system. This is all subject to funding from the NHS. The most asked for change was for online appointment bookings. As a result of demand from patients there has recently been a small number of online bookable non urgent appointments released every week. This is being monitored to see if and when more may be added. However, as many of you will have noticed, online booking across the NHS is very limited. One of the key reasons for this is inappropriate appointments being made that can and do take slots away from more urgent cases. In short there are too few slots available and so some form of triaging is required to either signpost elsewhere or prioritise. The Practice and the NHS more widely are continually looking at how this can be improved upon. As soon as there are any affordable solutions available, they will be implemented across the NHS, not just in our Practice.

Please note. If you use Patient Access or the NHS App, you can see all your past and future Practice appointments, however booked, and you can cancel them here too.

In response to queries in the survey we will be publishing Frequently Asked Questions relating to appointment booking. We are very grateful to these wonderful volunteers who help the Practice in many ways. If you have an interest in helping improve the patient experience in our Practice and have some skills and time that you think can help, please consider joining our PPG. Visit our PPG website page or ask at Reception.