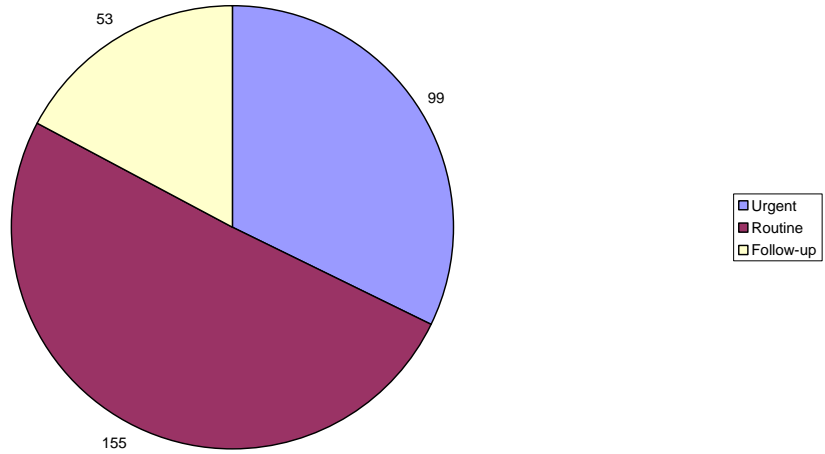


# Ashgrove Survey Results 2011

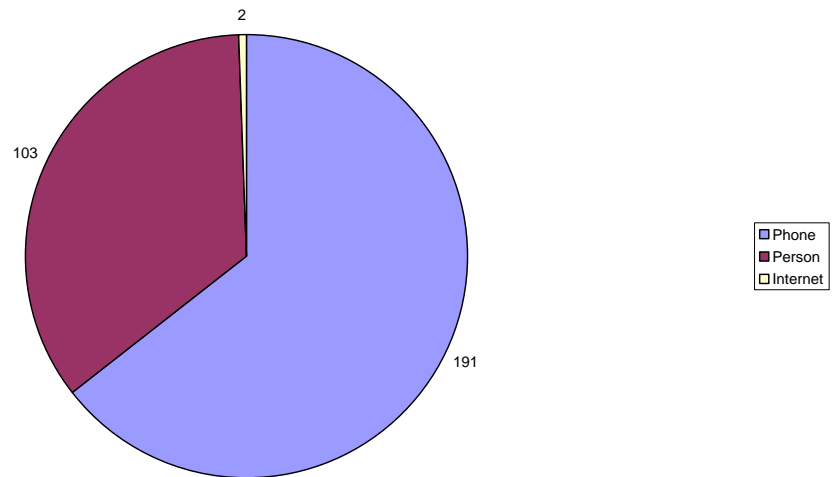
Question 1 – What type of appointment did you book today?

Distribution of Appointments



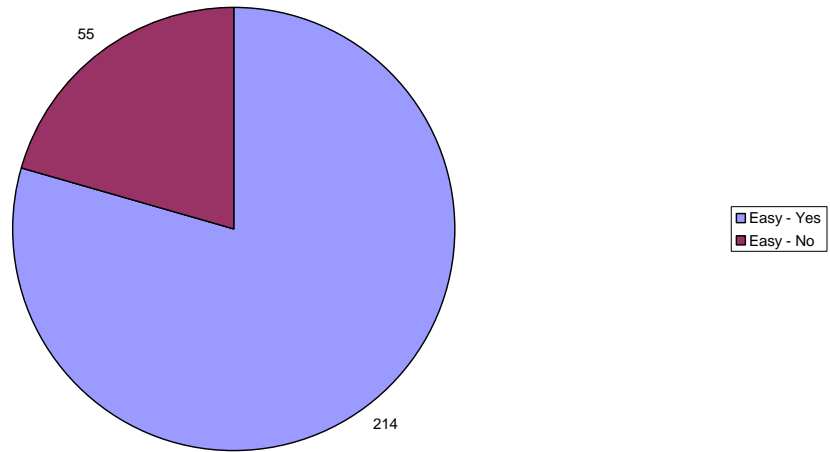
Question 2 – How did you book your appointment today?

Appointments - How Booked



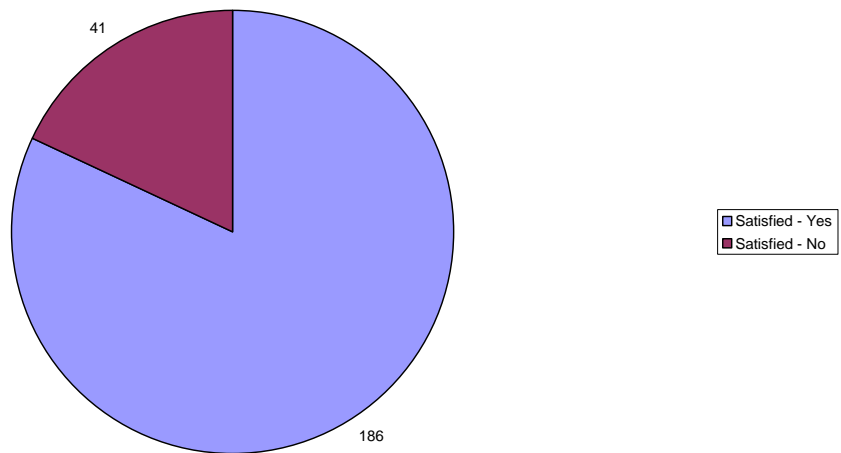
### Question 3 – Ease of booking appointment

Ease of Appointment Booking

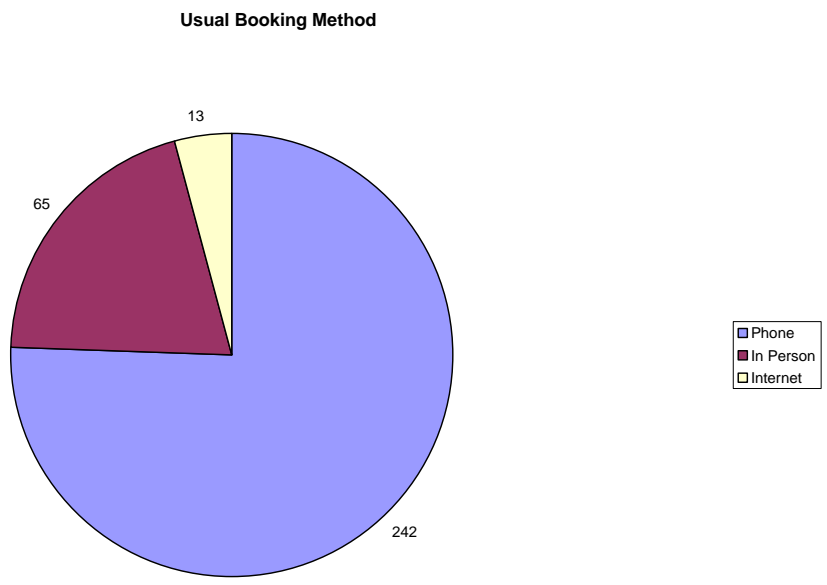


### Question 4 – Were you satisfied with the booking of your appointment?

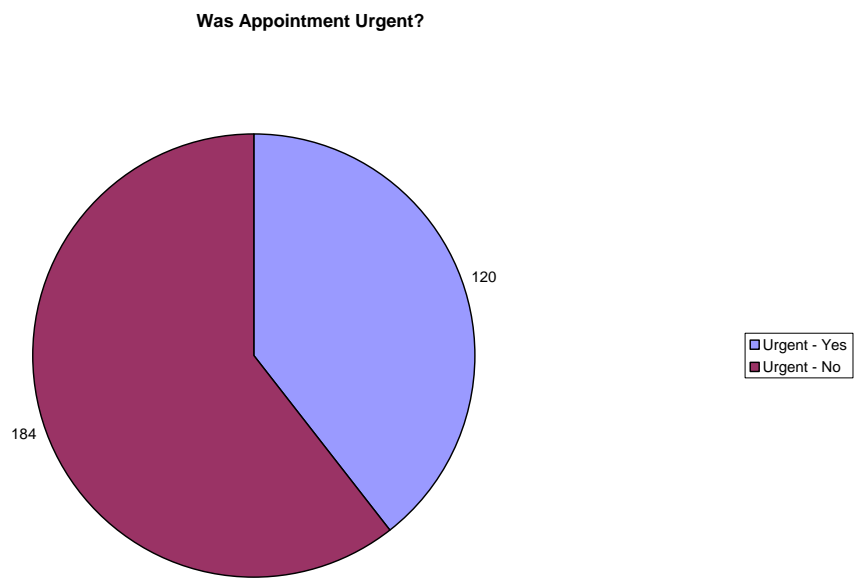
Appointment Booking - Satisfaction



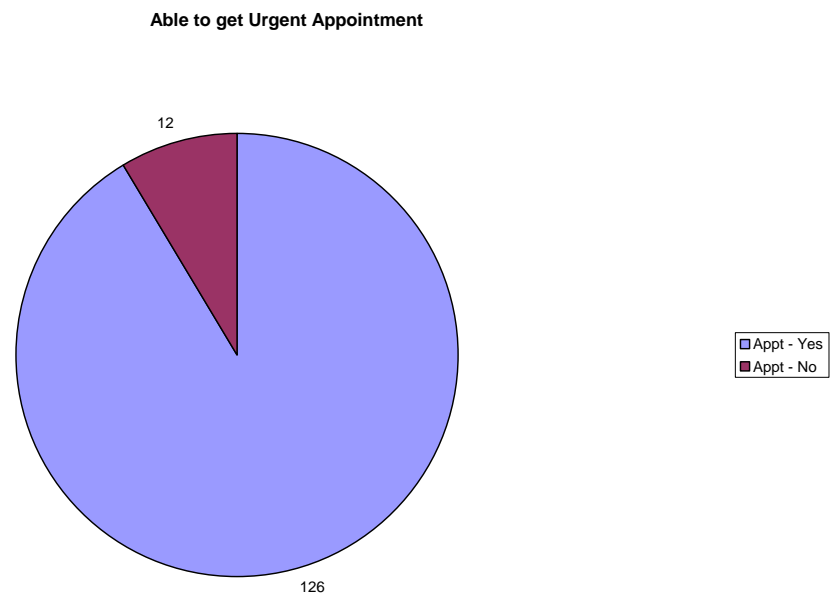
Question 5 – How do you usually book your appointments?



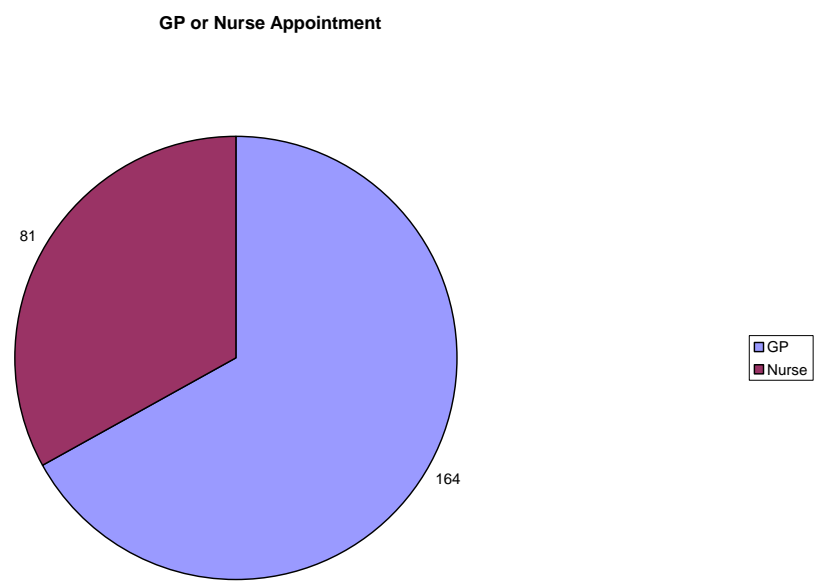
Question 6 – Was your appointment urgent?



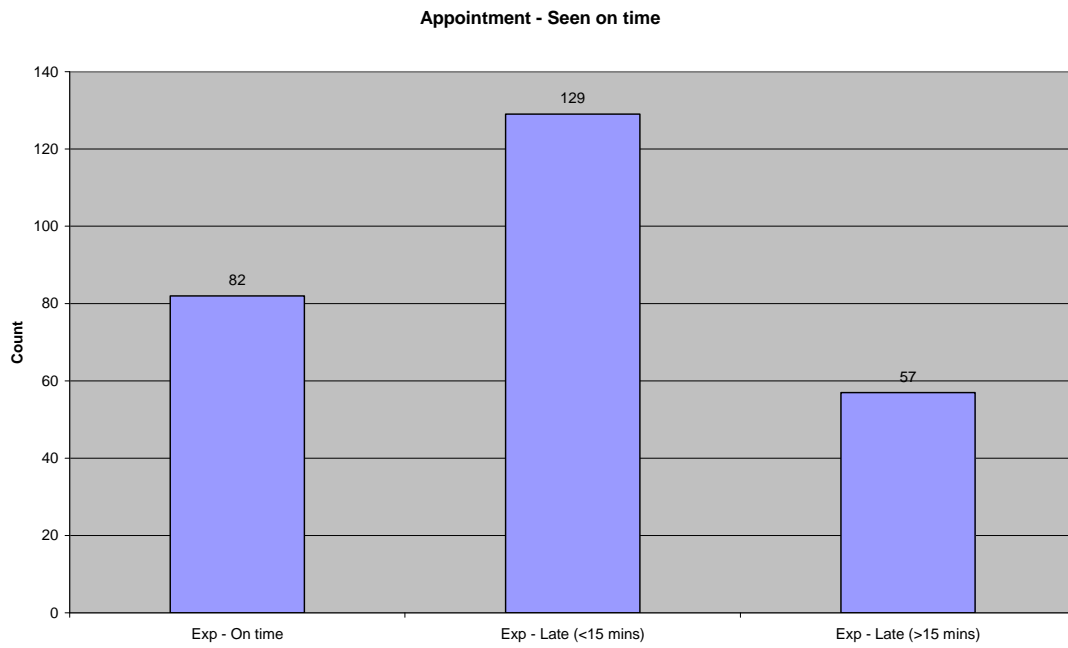
Question 7 – Were you able to an urgent appointment if needed?



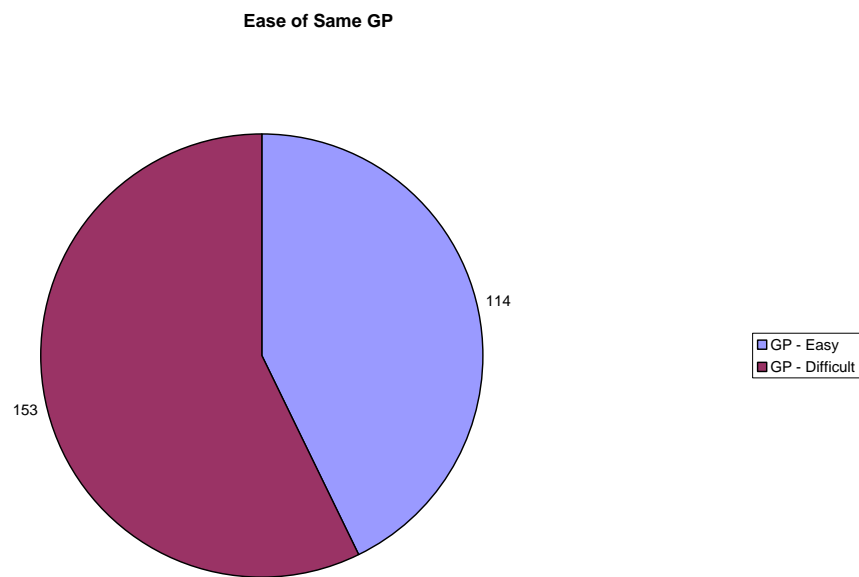
Question 8 – Was your appointment today with a GP or a nurse?



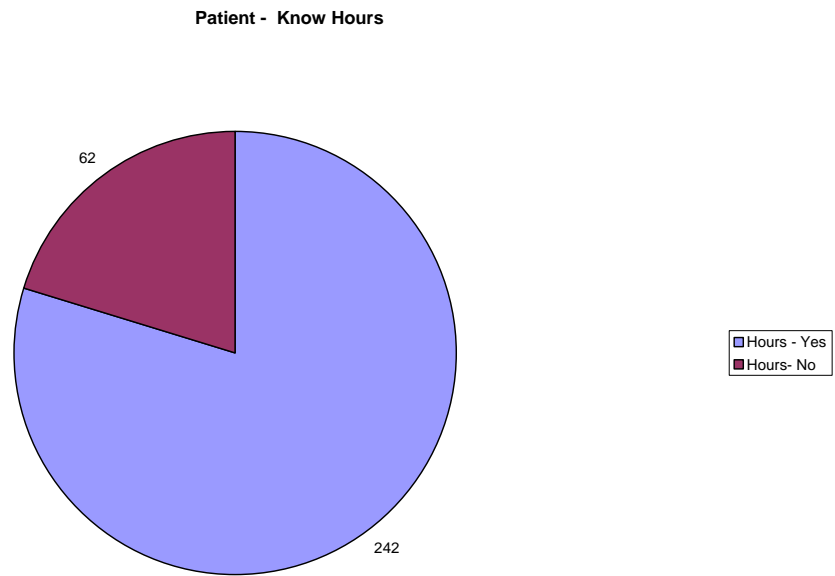
Question 9 – In your experiences, are you usually seen on time?



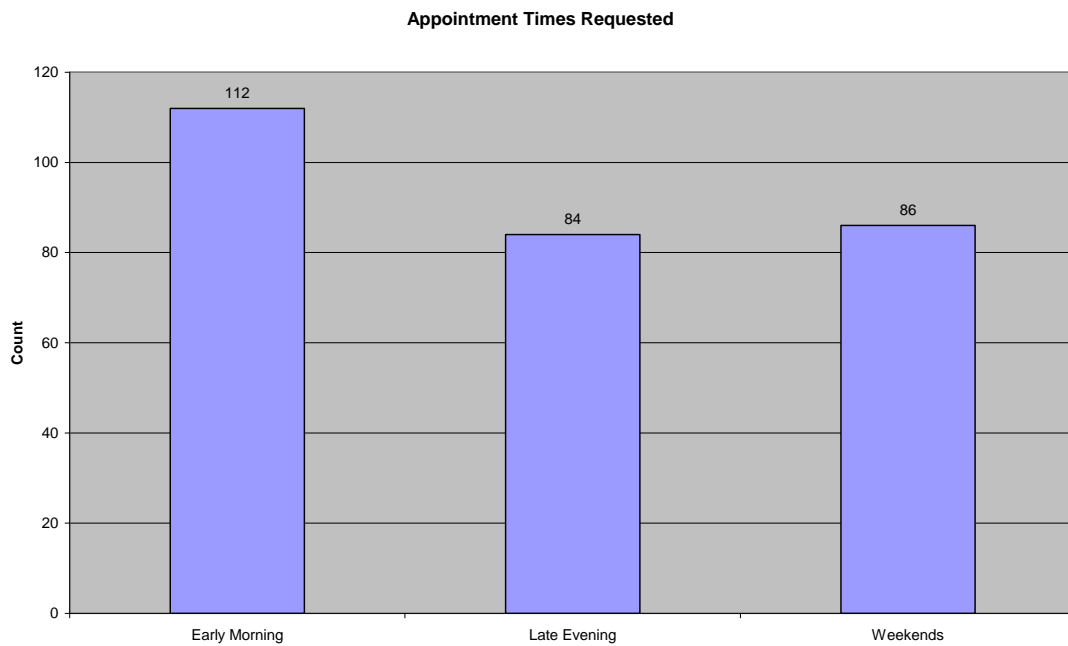
Question 10 – How easy is it to see your usual GP?



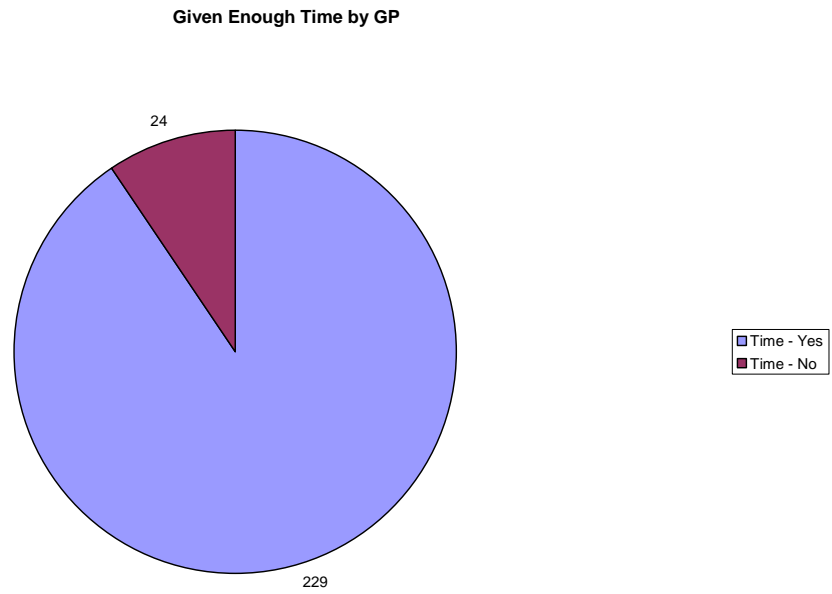
Question 11 – Are you aware of the practice opening times?



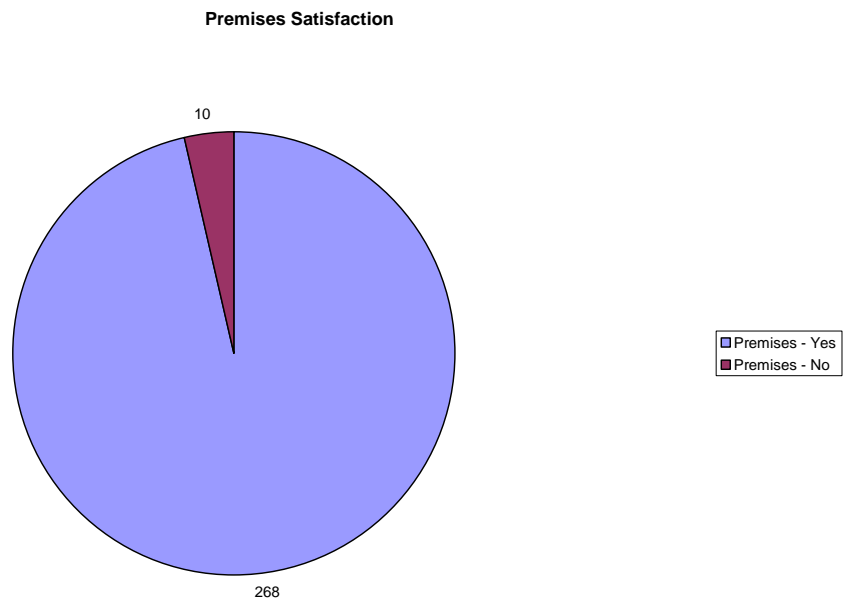
Question 12 – Would you like any more appointment hours?



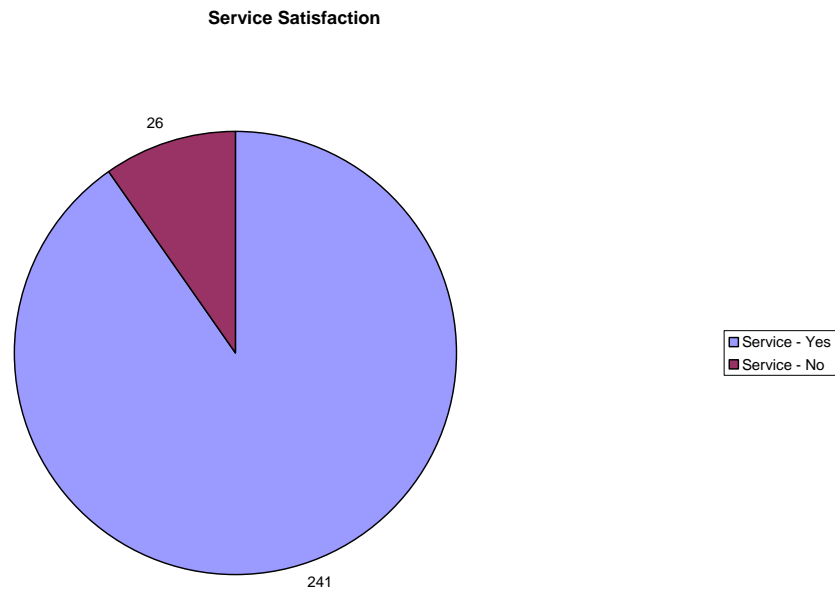
Question 13 – Do you feel you are given enough time in your consultations by the GP?



Question 14 – Are you satisfied with the premises?



Question 15 – Are you satisfied with the services offered by Ashgrove?



Other comments –

Telephone appointments could be improved, costly – (34 people)

Long waiting times – (9 people)

More appointments – (9 people)

Car parking a problem at busy times – (8 people)

Had to plead for urgent appointment – (2 people)

Would like to see same GP – (3 people)

Would like to have bloods and appointment on same day – (3 people)

E-mail address for queries would be good – (1 person)

Would be helpful if symptoms could be discussed more privately – (2 people)

Seats not comfortable – (1 person)

More to do in waiting room - (1 person)

Reception staff are helpful – (2 people)

General compliments regarding doctors – (5 people)