

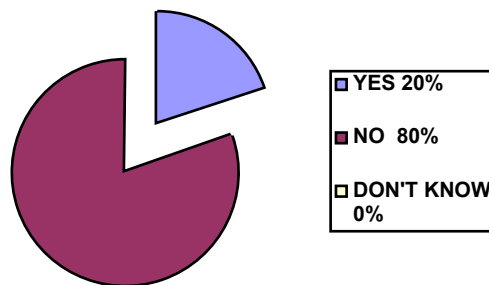
**YORKSHIRE STREET MEDICAL CENTRE**  
**PATIENT SURVEY RESULTS**  
**JANUARY 2012**

During January 2012 patients attending the surgery to either see a clinician or those visiting for other reasons were asked to complete a questionnaire. Patients who have signed up to the 'Virtual Patient Participation Group' were also emailed a copy of the questionnaire for completion.

A total of 127 questionnaires were completed and returned 63.5%

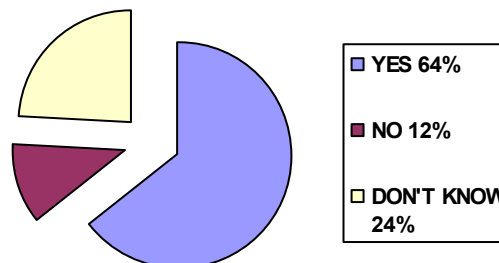
**QUESTION 1**

- During a recent appointment have you had to wait for a prolonged period before being called in to see the doctor or nurse?



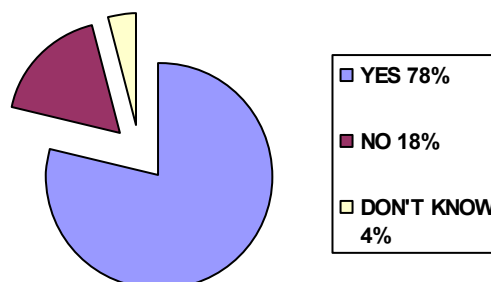
**QUESTION 2**

- The Practice is considering the introduction of blocking some of the time during surgeries in order for the doctors to have catch-up time between patients. This will not reduce the amount of appointments available. Do you feel this could help the problem of patients being kept waiting?



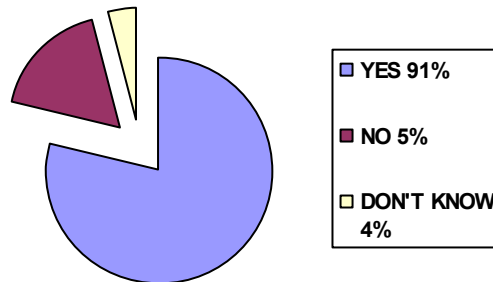
**QUESTION 3**

- Our current policy for dealing with patients who are more than 10 minutes late for their appointment is to ask them to rebook. Do you think this is fair?



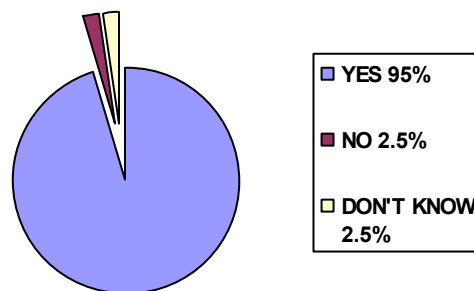
#### QUESTION 4

- We are considering altering our policy for late patients, to one where the patient will be given the option of waiting until the doctor has the opportunity of seeing them without making other patients wait who are on time. Although the patient will not know how long they will have to wait, they will have the choice of waiting or rebooking. Patients who arrive on time will be seen ahead of the patient who is late. Do you think this would be an improvement on the current policy?



#### QUESTION 5

- Do you feel that the clinical staff are caring and listen to your needs?



#### OVERALL RESULTS

