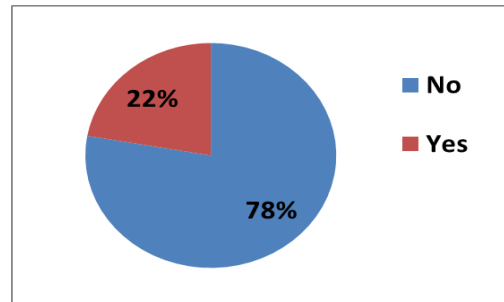
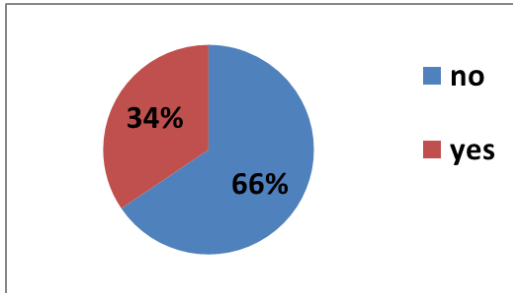


# Ripon Spa Surgery Patient Participation Group Survey March 2013

There were 764 responses to this survey during November and December 2012.

**Question 1: Were you aware the Practice opening hours had altered?**

**Question 2: Have you ever been to an evening appointment; 6.30pm – 8.00pm?**

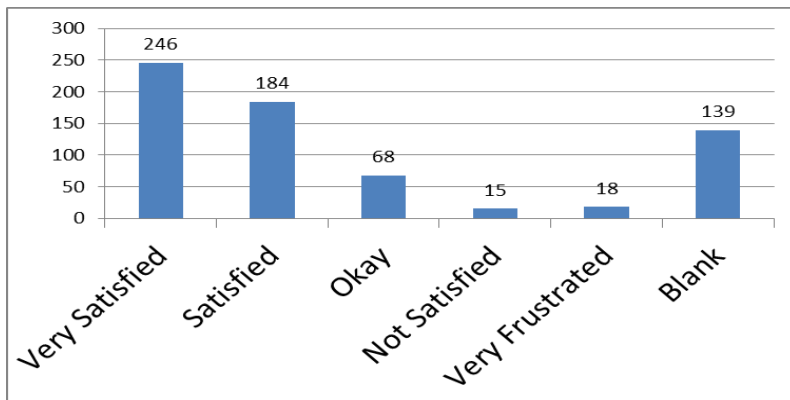


There were 194 comments on **opening hours**  
135 x very happy, 44 x medium and 16 x low response  
Comments including .....

"Need to make Patients Aware, Used to like Saturday am, Prescription collection on Sat am, More convenient as a working mother thank you, Sat am would be useful, What happened to Sat am? Like Early Appointments, Would prefer 7-8am. This is brilliant. Reduces cancellations or "no shows" Now I know this will help when making appointments, Now I know this will help when making appointments, Suggest could be printed on reverse of appointment cards, very good that it is open longer very grateful, I think the surgery is excellent and has good opening times."

**Question 3: Have you experienced the Triage system? Yes 506, No 157**

**Question 4: How satisfied are you with the "Triage" system?**



**94% Okay or better**  
**157 Q 3 No experience of Triage**

There were 298 comments on **Triage**  
Positive x 215, Negative x 34, Middle Ground x 30  
Comments included .....

"IT WORKED FOR ME, BRILLIANT IDEA I HAVE USED THIS SERVICE ALOT AND THE DOCTORS HAVE BEEN GREAT, RESOLVED THE PROBLEM I HAD WITHOUT HAVING TO WAIT FOR AN APPOINTMENT, TRYING TO GET IN FOR AN APPOINTMENT IS TERRIBLE, SOMETIMES IT IS NOT EASY TO JUDGE WHETHER YOU NEED TO SEE A DOCTOR THIS METHOD TAKES THE DOUBT AWAY YOU DON'T FEEL YOU ARE WASTING THE DOCTORS TIME, EXCELLENT BECAUSE IT TAKES A SHORT TIME TO DEAL WITH AN ISSUE AND IT CAN BE DECIDED IF AN APPOINTMENT IS NECESSARY EVERYBODY WINS, I STILL THINK IT WOULD BE NICE IF THE DUTY DOCTOR DID WALK IN'S, SOMETIMES AWKWARD TO DISCUSS SYMPTOMS WHEN AT WORK, Doctor called me back discussed symptoms and arranged a quicker appointment. Excellent service, even without appointments available reassuring that the doctor will call you. As an army family we have moved all over the country and this practice's duty of care has been the best we have experienced, Came into surgery as a drop-in and was informed quite firmly that this was not the way the system worked but to go home ring in and then come back into Ripon which would have been silly."

**Question 5: Have you read the Practice Newsletter?**

Yes - 49, No - 595, Blank - 29  
 Comments x 24 including.....

"12 x Didn't Know, VERY GOOD, CLEAR AND PRECISE, should be in waiting room, where can I see it? Could pdf be sent to all patients with e mail details on a regular basis or as an APP to patient phones, seems good, good reading"

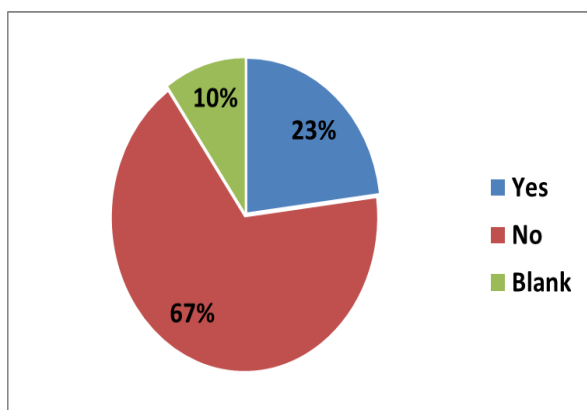
**Question 6: Have you viewed the Practice website?**

Yes - 558, No -59, Blank - 57  
 Comments x 29 included ....

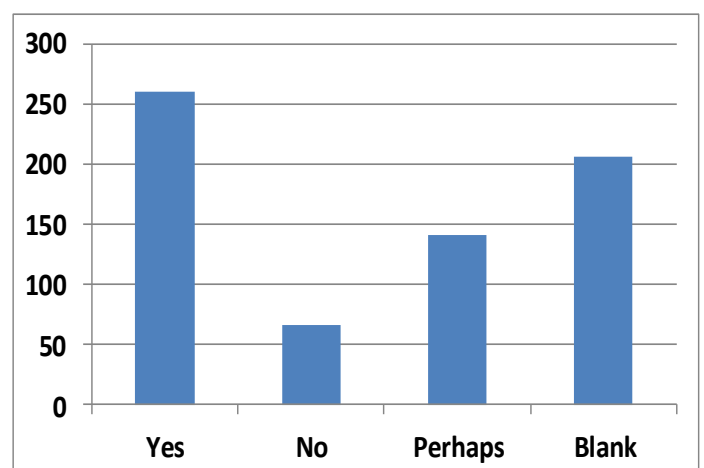
"Not on the Internet x 6, Not aware there was one x 8, Easy to Use x 3, Good x 2 Very basic suits all users, its good has all info I need/have needed to date, online appointments would be good, Excellent"

**Question 7:**

**Do you use the Practice Pharmacy?**

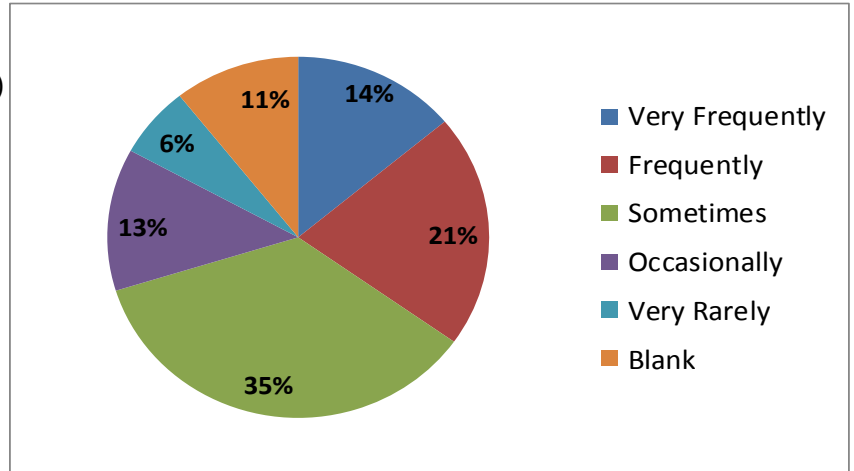


**If the Pharmacy facility could be made available to all, would you use it?**



**Question 8: How would you describe how often you come to the practice?**

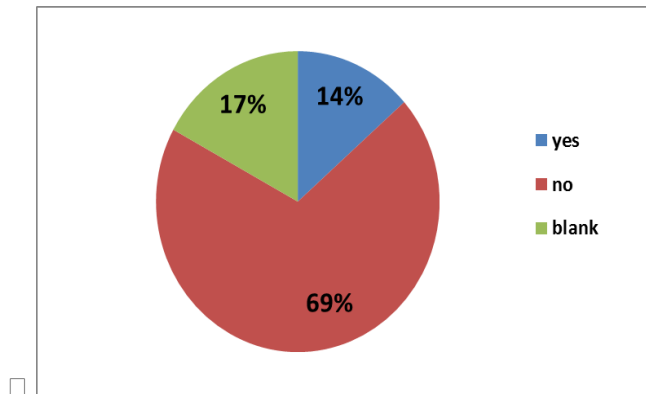
- Very frequently (more than 12 times / year)
- Frequently (more than 6 times / year)
- Sometimes (2-6 times / year)
- Occasionally (2 times / year)
- Very rarely (less than 1 time / year)



**Question 9: Is there anything that the practice does at the moment that you would like us to do differently?**

Total Comment 112  
Significant themes

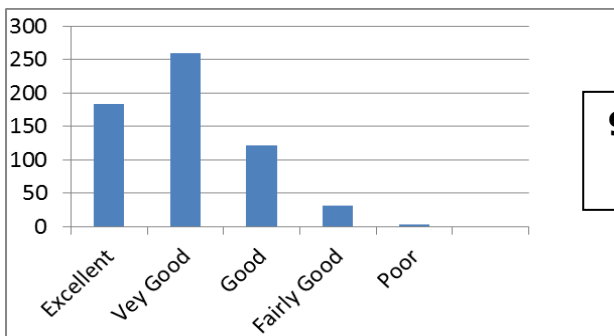
- 43 Appointment Related
- 19 Reception
- 5 Prescription
- 13 Same GP
- 10 Telephone System



**Question 10:**

**In general how do you rate the overall service you receive from the Practice?**

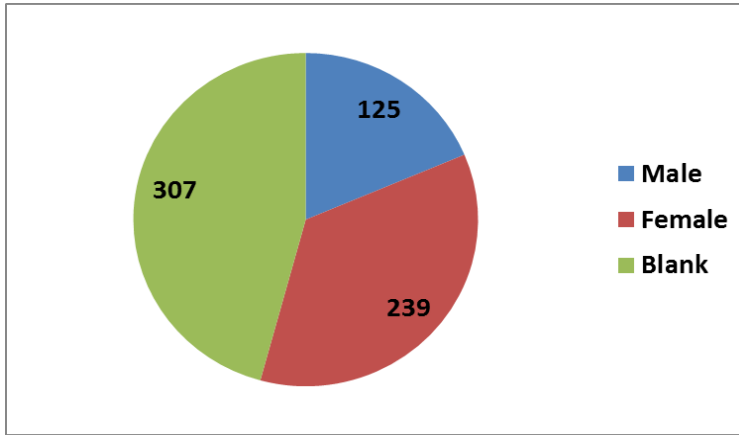
Total 63 Comments Positive 42, Negative 15, Middle Ground 6



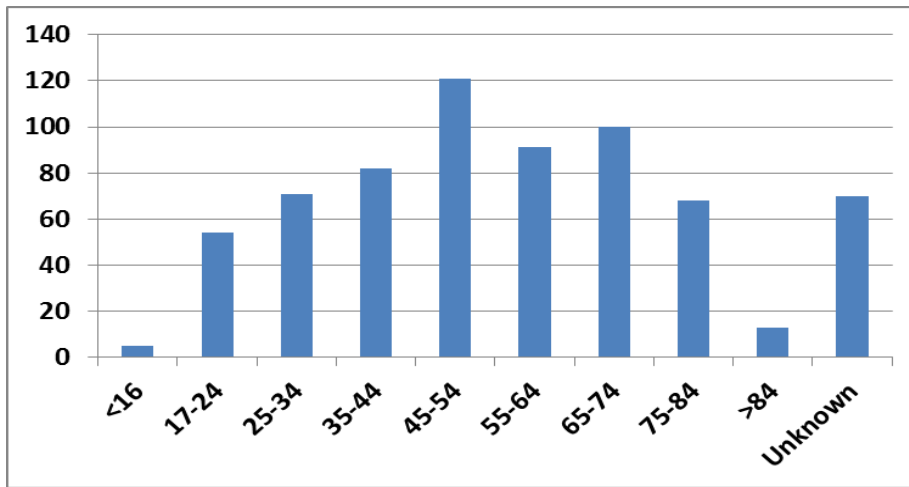
**94.2% Good or above vs 2012 90%  
600 Responses v 351 Responses**

## Demographics

### Gender Split:



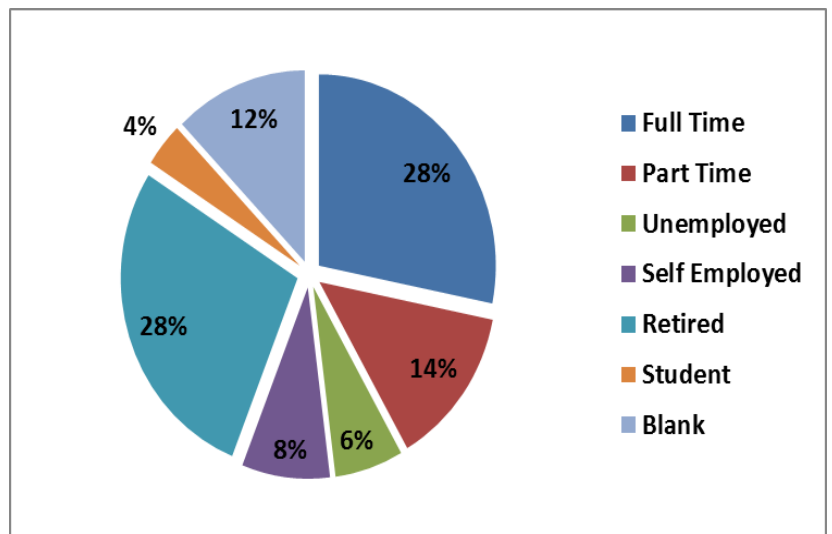
### Age Group:



### With which ethnic background do you most closely identify with:

White British	510
African	1
Asian	2
German	1
Polish	1
Australian	1
English	1
Mixed	1
Welsh	1
Blank	148

### Employment



Please see appendix for full comments