

Same Day Appointment Survey

The purpose of the questionnaire is to find out whether as a practice we should be releasing more appointments for advanced booking, or whether these appointments are needed for illness that could not be allowed to wait longer.

1: On this occasion, were you able to book an appointment when you first tried?

Yes / No

67% 33%

2: How many separate attempts to book an appointment have you had to make during this episode of illness?

Less than 3 / Between 3 and 10 / More than 10

56% 33% 11%

3: How long has the current illness lasted already?

Less than 3 days / between 3 and 10 days / More than 10 days

15% 17% 68%

4: Do you consider that your need for an appointment today was urgent?

Yes / No

66% 34%

5: Have you been able to see your preferred clinician today?

Yes / No / No answer

51% 31% 18%

6: How far in advance would you have been prepared to book in order to see your preferred doctor?

Less than 3 days / between 3 and 7 days / More than 7 days / No answer

38% 28% 30% 4%

Summary

As 67% of patients were able to book an appointment at their first attempt of contacting the surgery it was decided to keep the routine appointments to only be booked up to one week in advance.

It was also decided to keep the current procedure of having an on the day dedicated duty doctor for urgent on the day problems. This was based on the 66% of patients who felt that their appointment was considered to be urgent for the day.

October 2019