

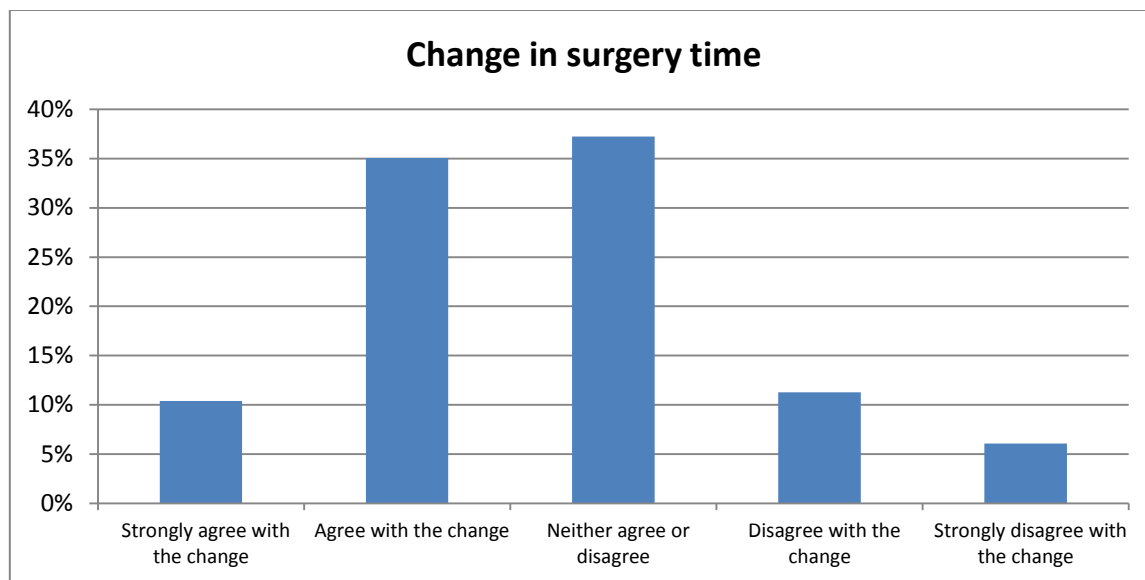
RESULTS of the PPG Survey 2013/2014

The survey was completed by 231 people.

28% completed the survey on line with the remaining 72% completing a survey at the surgery.

- Holly Tree Surgery changed the afternoon surgery hours on 3rd June this year. The change will hopefully be of significant benefit to the majority of our patients who regularly attend i.e. the elderly who will now be able to attend in daylight during the winter months and mums with young children. We are aware that for some patients, particularly those who work some distance from Rowledge, our hours may not be as convenient but we continue to look at options for optimising services to all our patients.**

How do you feel about this change?



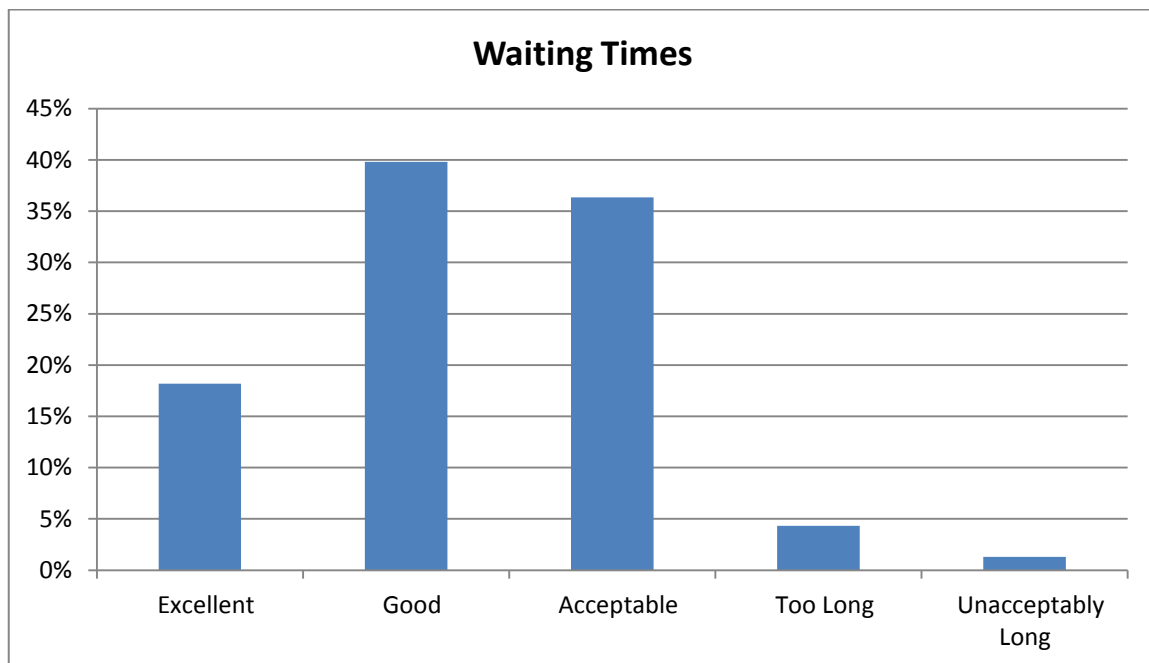
Not surprisingly most people who disagreed or strongly disagreed with the change were of working age and generally attended surgery in the afternoon.

Most comments against the change stated how it was now impossible to get to the doctors if you worked normal hours and that time would need to be taken off work. Concern was raised that appointments would be put off and may lead to conditions getting worse before diagnosis. A number of patients asked for one late evening surgery and/or Saturday morning. Some people who agreed with the change commented that although it worked for them it may not be good for working people.

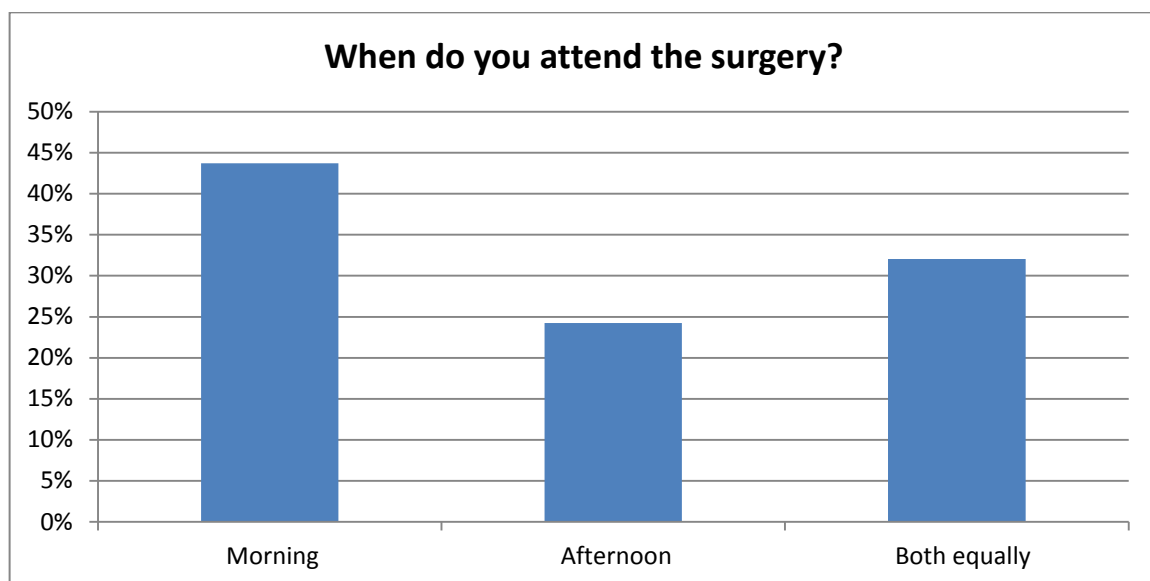
On the positive side people felt that it had reduced the waiting times and was better for the elderly and mothers with young children.

There were comments from both people that agreed and those who did not agree that they did not want an appointment system brought in.

2. Do you feel that (in general) the time in the waiting room between booking in at reception and seeing a doctor is:

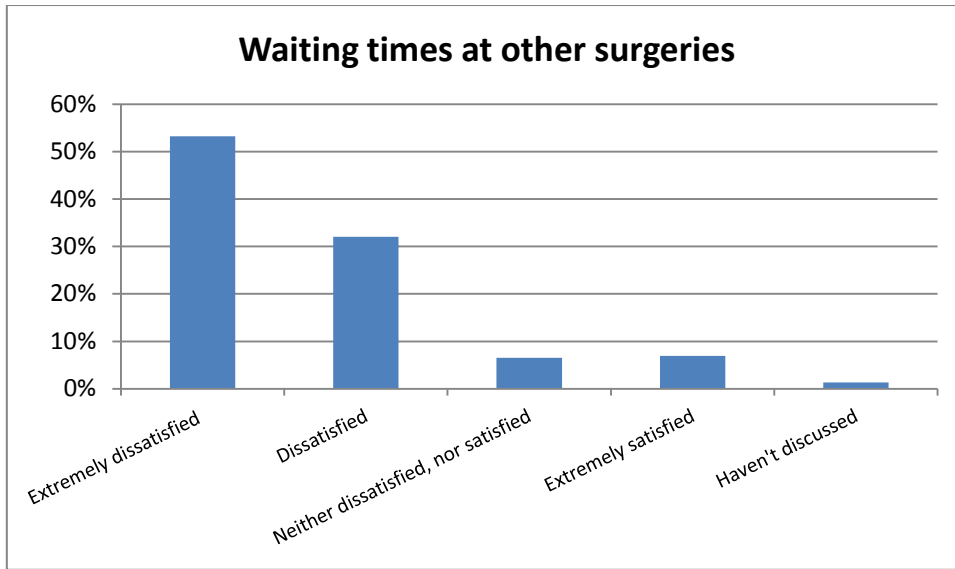


3. In general do you use the morning or afternoon surgery?

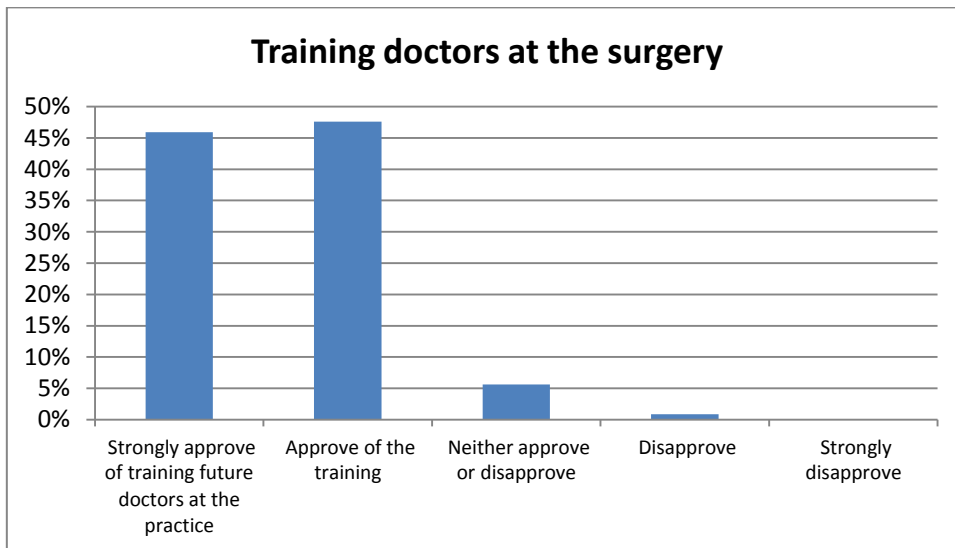


4. When you speak with friends and relations about their experiences in doctors' surgeries where they are required to make appointments in advance, do they generally seem:

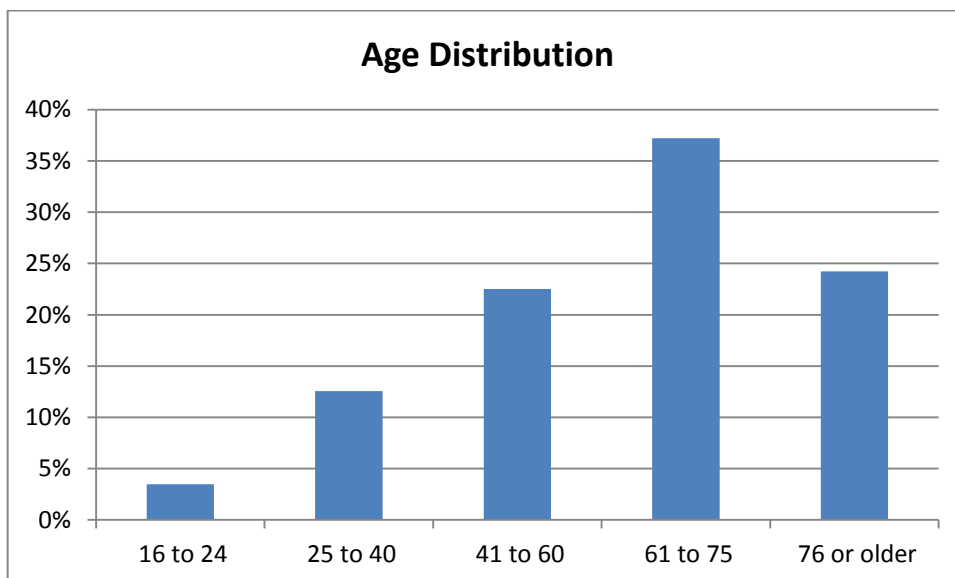
This question should really have been provided with an alternative answer, "I don't know". There were a number of comments that they had never asked their friends. Interestingly men tended to think their friends were completely satisfied whereas women thought the opposite.



5. The practice has junior doctors including GP registrars (i.e. GPs in training) working at the practice seeing patients themselves or observing consultations. Do you:



6. What is your age?



Age Distribution	Percentage of All Forms	Percentage distribution of forms filled in at Surgery	Percentage distribution of forms filled in on Line
16 to 24	3%	5%	0%
25 to 40	13%	16%	3%
41 to 60	23%	20%	30%
61 to 75	37%	34%	47%
76 or older	24%	26%	20%

7. What is your gender?

