

## Orchard Surgery Patient Group Meeting

*Date of Meeting:* July 2013

### Survey

Results of the Survey were shared with the PRG via email. 209 patients responded.

#### **Q1. Over the last twelve months, when phoning the practice has the service:**

Got Worse **14%**  
Got Better **24%**  
Remained the same **56%**  
No response **6%**

#### **Q2. Over the last twelve months, when visiting the practice has the service:**

Got Worse **8%**  
Got Better **33%**  
Remained the same **58%**

#### **Q3. Have you visited the Orchard Surgery Website in the last six months?**

Yes **43%**  
No **42%**  
N/A I do not use the internet **14%**

#### **Q4. Our research shows that 52% of appointments start within 10 minutes of the scheduled time and 78% start within 20 minutes. Are these figures acceptable to you?**

Yes **74%**  
No **24%**  
No response **2%**

#### **Q5. We are looking to review our opening hours. Which of these are your preferred option:**

Open 8am to 6pm Monday to Friday **49%**  
Open 8am to 6:30pm Monday to Friday and close for an hour each Lunchtime 1pm to 2pm **27%**  
Carry on with existing hours 8am to 6:30pm on Monday, Tuesday, Thursday and Friday, and 8am to Midday on Wednesday **22%**  
No response **2%**

### Actions

It was agreed with the PRG that this was a good representation of our patients and as such opening hours would be amended to include Wednesday afternoons to meet patient demand.

New opening hours: 8am to 6pm Monday to Friday, in addition to extended hours.

**Other Business:** Next Meeting – Face to face 12<sup>th</sup> September 2013 at 10.30am