

# THE GRANGE SURGERY

## PATIENT ACCESS SURVEY JULY 2018

Dr Kathryn Bannell  
Dr Penny Mileham



The Causeway  
Petersfield  
Hants  
GU31 4JR  
01730 267722

### TECHNOLOGY

If you can access a computer, it is much easier and much less time consuming for you to order repeat prescriptions and book an appointment with your doctor instantly online. You can also access your medical records online.

Do you have access to the internet? YES  94% NO  6%

Do you use these online services? YES  37% NO  63%

Please tell us why not:

I don't know how it works	<input type="checkbox"/> 25%
I prefer to spend time on the phone	<input type="checkbox"/> 21%
Unaware of the service	<input type="checkbox"/> 10%
Question not answered	<input type="checkbox"/> 44%

Would you like support or training from the practice to use the online services? YES  24% NO  76%

We currently use a confidential numbering and buzzer system to call patients into their appointments. This model gives patients an idea of when they will be seen.

Would you like the surgery to consider moving away from this confidential system and placing a screen in reception which shows your name to call you to your appointment. An automated check in system can be installed alongside this.

*Automated check in does not work with the confidential system* YES  55% NO  45%

### MEDICAL ADVICE

Pharmacists are well qualified and are able to advise on minor conditions and suggest simple over the counter treatments. They will always advise you if they feel you need to go to your GP.

Do you use your pharmacy for advice? YES  76% NO  24%

**NO**, because;

I don't feel they are capable	<input type="checkbox"/> 40%
They cannot prescribe	<input type="checkbox"/> 20%
I will have to see the GP after anyway	<input type="checkbox"/> 40%

Fully qualified specialist nurses are able to diagnose and treat a number of acute conditions where a GP appointment may be unnecessary.

Would you be prepared to consult with a trained nurse instead of a GP for same day appointments?

YES	90%	NO	10%
-----	-----	----	-----