

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Making an Appointment

THE KNOLL

**Q10 Last time you wanted to see or speak to a GP or nurse from your GP surgery: What did you want to do?**

See a GP at the surgery	153	86%	
See a nurse at the surgery	22	12%	
Speak to a GP on the phone	10	6%	
Speak to a nurse on the phone	1	1%	
Have someone visit me at my home	2	1%	
I didn't mind/wasn't sure what I wanted	1	1%	
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**Q11 Last time you wanted to see or speak to a GP or nurse from your GP surgery: And when did you want to see or speak to them?**

On the same day	44	25%	
On the next working day	28	16%	
A few days later	62	36%	
A week or more later	13	7%	
I didn't have a specific day in mind	26	15%	
Can't remember	1	1%	
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**Q12 Last time you wanted to see or speak to a GP or nurse from your GP surgery: Were you able to get an appointment to see or speak to someone?**

Yes	155	87%	
Yes, but I had to call back closer to or on the day I wanted the appointment	7	4%	
No	11	6%	
Can't remember	5	3%	
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**Q13 What type of appointment did you get? I got an appointment...**

...to see a GP at the surgery	137	85%	
...to see a nurse at the surgery	25	15%	
...to speak to a GP on the phone	6	4%	
...to speak to a nurse on the phone	1	1%	
...for someone to visit me at my home	1	1%	
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**Q14 How long after initially contacting the surgery did you actually see or speak to them?**

On the same day	40	25%	
On the next working day	19	12%	
A few days later	72	46%	
A week or more later	23	15%	
Can't remember	4	3%	
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**Q15 How convenient was the appointment you were able to get?**

Very convenient	83	52%	
Fairly convenient	72	45%	
Not very convenient	4	2%	
Not at all convenient	2	1%	
Convenient (total)	155	96%	
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**Q16 If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?**

There weren't any appointments for the day I wanted	5	42%	
There weren't any appointments for the time I wanted	3	25%	
I couldn't see my preferred GP	4	33%	
I couldn't book ahead at my GP surgery	0	0%	
Another reason	0	0%	
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**Q17 What did you do on that occasion?**

Went to the appointment I was offered	9	53%	
Got an appointment for a different day	4	24%	
Had a consultation over the phone	1	6%	
Went to A&E/a walk-in centre	0	0%	
Saw a pharmacist	0	0%	
Decided to contact my surgery another time	1	6%	
Didn't see or speak to anyone	3	18%	
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**Q18 Overall, how would you describe your experience of making an appointment?**

Very good	76	43%	
Fairly good	76	43%	
Neither good nor poor	19	11%	
Fairly poor	4	2%	
Very poor	1	1%	
Good (total)	152	86%	
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