| **Woodlands Patient Participant Group working on your behalf.** | | | | | | | |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |
| **When did you book today's consultation?** | | | | | | | |  |
|  | Today | 2 Wrk days | 5 Wrk days | 1 Week | 10 Wrk days | Longer | Pharmacy |  |
|  | 128 | 27 | 15 | 20 | 11 | 79 | 5 | 285 |
|  |  |  |  |  |  |  |  |  |
| **Was this an emergency Appointment?** | | | | | | | |  |
|  |  |  | Yes | No | Pharmacy |  |  |  |
|  |  |  | 110 | 170 | 5 |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **Is your appointment to see** | | | | | | | |  |
|  |  | Doctor | Nurse Practitioner | Nurse | Pharmacy |  |  |  |
|  |  | 166 | 55 | 59 | 5 |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **Were you wanting to see a particular doctor?** | | | | | | | |  |
|  |  |  | Yes | No | Pharmacy |  |  |  |
|  |  |  | 129 | 151 | 5 |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **When phoning this practice how easy is it to follow the automated instructions?** | | | | | | | |  |
|  | Very Hard | Hard | Fair | Easy | Very Easy | Simple | Not Used |  |
|  | 39 | 29 | 45 | 103 | 32 | 14 | 23 | 285 |
|  |  |  |  |  |  |  |  |  |
| **Did you know you can book an appointment online?** | | | | | | | |  |
|  |  | Yes | No | No  Internet |  |  |  |  |
|  |  | 137 | 99 | 49 |  |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **Did you know you can have a telephone consultation with a GP?** | | | | | | | |  |
|  |  |  | Yes | No |  |  |  |  |
|  |  |  | 238 | 47 |  |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **Were you aware that WPPG often carries out surveys about Woodlands Family Medical Centre?** | | | | | | | |  |
|  |  |  | Yes | No |  |  |  |  |
|  |  |  | 87 | 198 |  |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **Would you like to know more about WPPG?** | | | | | | | |  |
|  | Yes - please leave your contact details. | | | | No |  |  |  |
|  | 9 | | | | 276 |  |  | 285 |
|  |  |  |  |  |  |  |  |  |
| **Is there anyway which you feel the service could be improved or have you any other comments?** | | | | | | | |  |
| Comment Category | | | | | | | |  |
| May | Appointment | Drs | Facility | Practice | Scripts | Staff | Total |  |
| 9th | 6 | 0 | 12 | 3 | 0 | 2 | 23 |  |
| 10th | 5 | 2 | 3 | 5 | 0 | 0 | 15 |  |
| 11th | 17 | 3 | 6 | 1 | 0 | 1 | 28 |  |
| 12th | 21 | 2 | 13 | 4 | 0 | 2 | 42 |  |
| 13th | 8 | 0 | 9 | 7 | 1 | 0 | 25 |  |
| 16th | 6 | 0 | 6 | 0 | 0 | 1 | 13 |  |
| 17th | 6 | 0 | 10 | 5 | 0 | 2 | 23 |  |
| 18th | 14 | 1 | 13 | 2 | 0 | 2 | 32 |  |
| 19th | 2 | 1 | 6 | 0 | 0 | 1 | 10 |  |
| 20th | 8 | 1 | 14 | 7 | 0 | 0 | 30 |  |
|  |  |  |  |  |  |  | 241 |  |