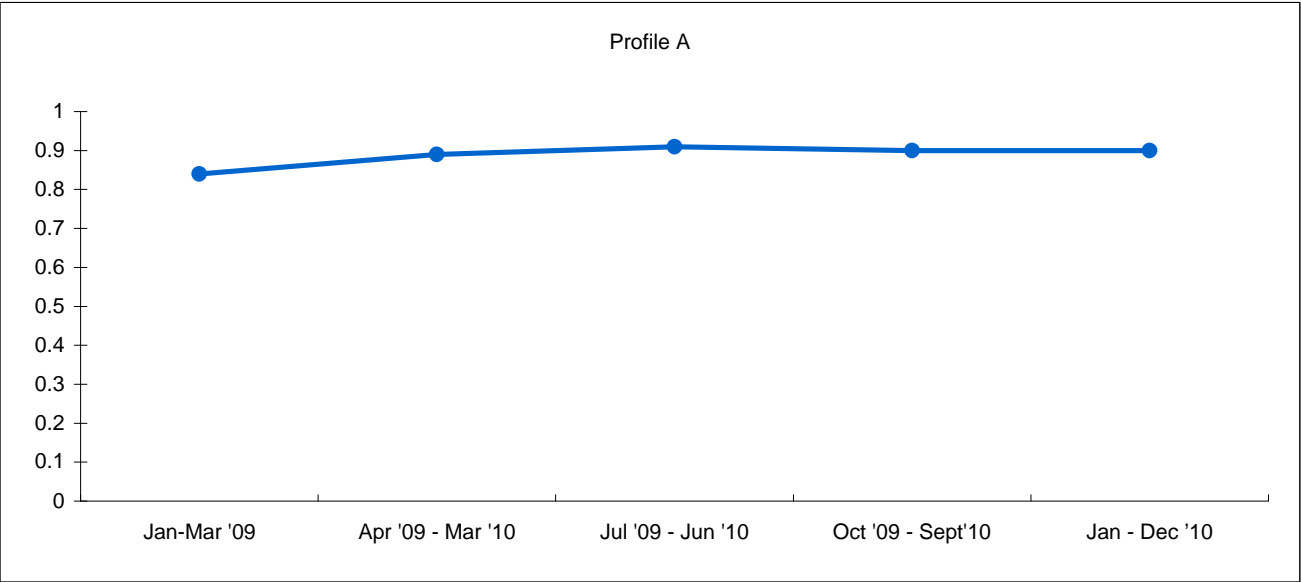


Correlation with the GP Patient Survey

In general, how satisfied are you with the care you get at your GP surgery or health centre?

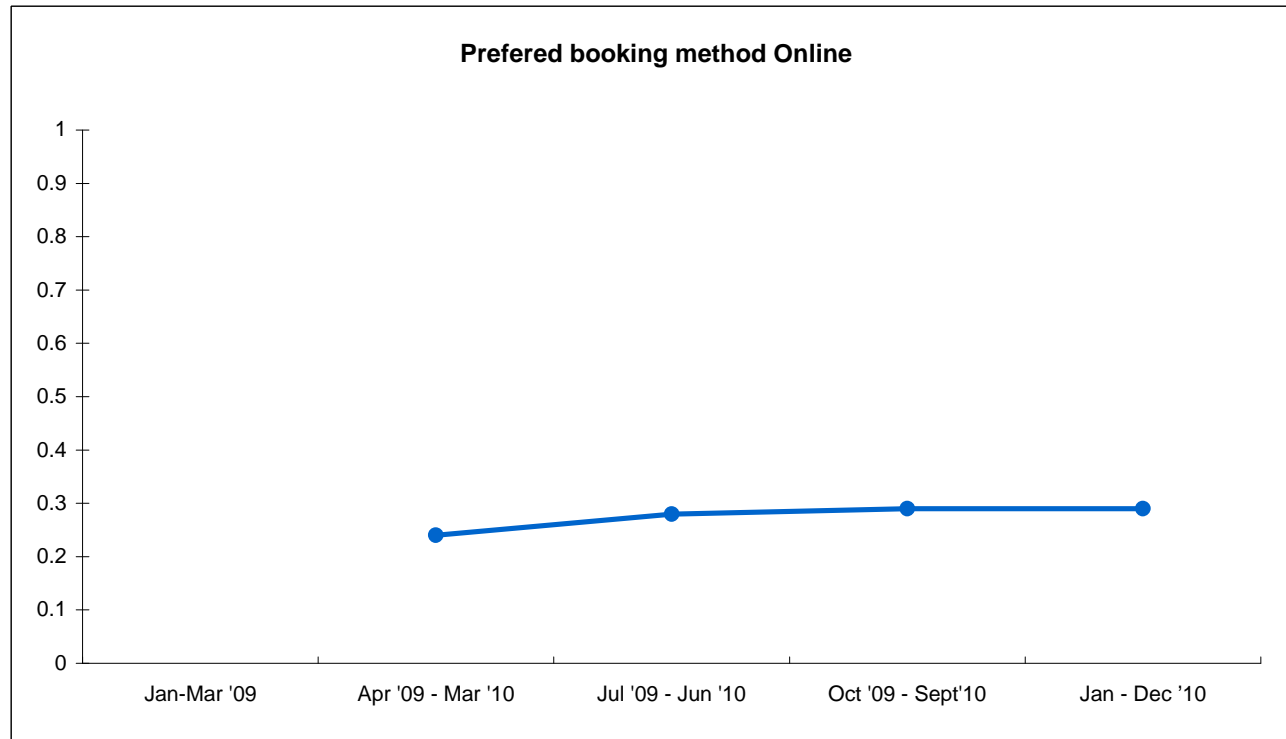


Outcome

High satisfaction in both data sets with service development opportunities highlighted below.

Service Improvements Opportunities

Which of the following methods would you prefer to use to book appointments at your GP surgery or health centre? Example Online Booking



Outcome

The data would suggest that there is an increasing number of patients that would prefer online booking of appointments. Availability of such an option may reduce the negative comments regarding obtaining an appointment (process).

