

WESTERN ROAD SURGERY

We have recently seen the quarter 3 MORI GP Patient Survey results published and find that patient access to the surgery via the telephone is, yet again, not as good as we would like it to be. (Results can be found on our website under latest news)
In view of this we are going to implement an online booking service whereby you will be able to access the surgery appointments system via the internet. The current facility to access repeat prescriptions via the internet will also be upgraded at the same time.

We are doing this so that those patients who are able to book their GP appointment in advance will be able to do so on-line up to two weeks before the date they would like to come in. As 93% of those patients who responded to the MORI survey said they currently book their appointments by phone we hope that a new service such as this will provide greater access.

In the first instance we would like your views on this and would be obliged if you could indicate your thoughts by ticking the relevant boxes below.

Once this survey has been completed and analysed we will then start to advertise how and when you can apply for on-line services. It is envisaged that if patient response is positive then we could start accessing the new facility from May 2010.

Your assistance in this matter would be greatly appreciated.

1. Would you use a personal computer to book your GP appointment rather than using the telephone:

Yes No If your response is no will you please advise why on the lines below

.....
.....
.....
.....
.....

2. Would you use a personal computer to order your repeat prescription rather than using the telephone:

Yes No If your response is no will you please advise why on the lines below

.....
.....
.....
.....
.....

Thank you for your help and co-operation in this matter.

**Julie Jackson
Practice Manager**

(If you are viewing this survey on line and wish to participate, please print and complete a copy and drop this into the surgery by 6th April 2010)