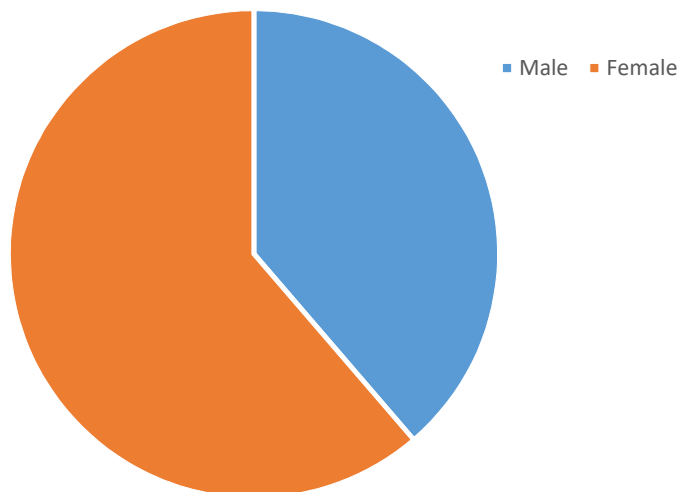
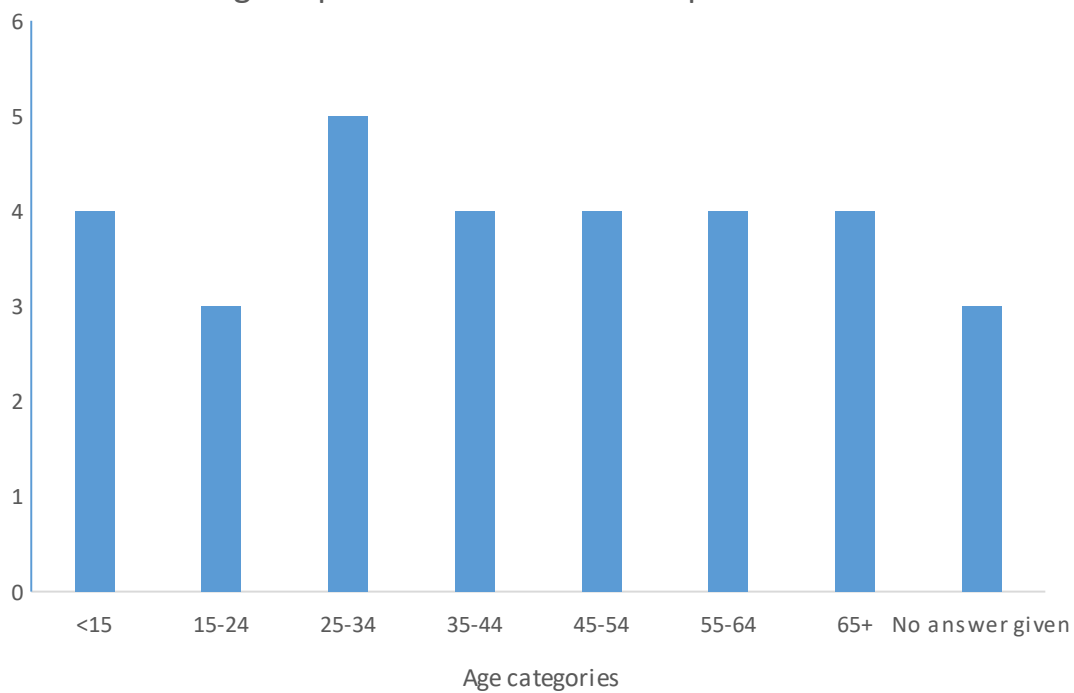


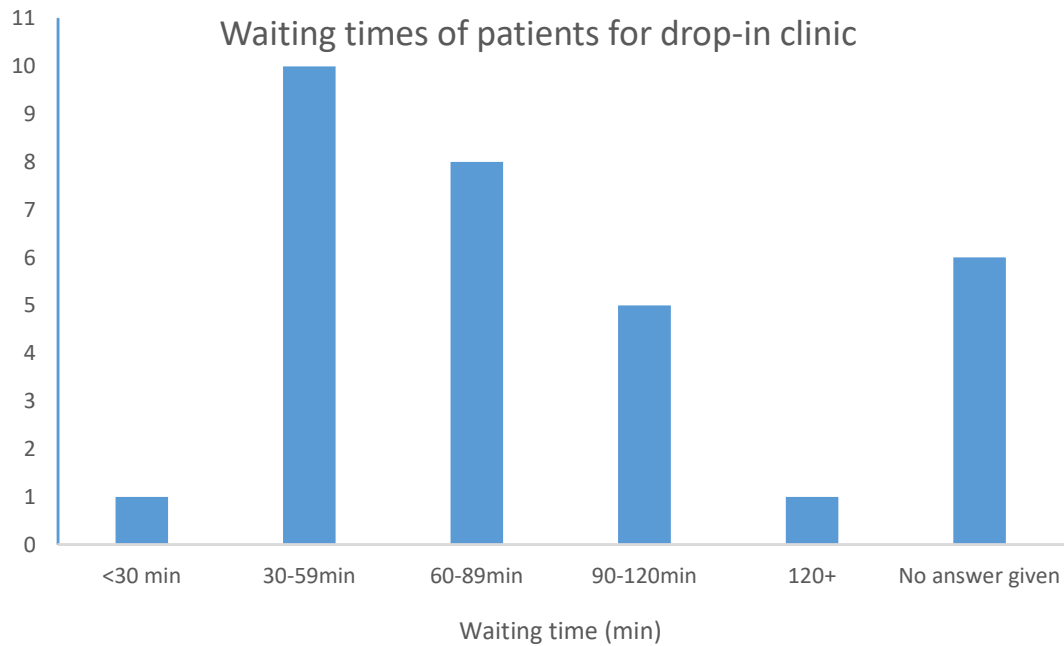
Botley Medical Centre Patient Participation Group Patient Drop-In Questionnaire.

Gender of survey respondents



Age of patients who visited drop-in clinic





Given that you knew this was a drop-in clinic, did you find the waiting time acceptable, on a scale of 1-10? (1=unacceptable, 10=very acceptable).

Mean score = 6.4

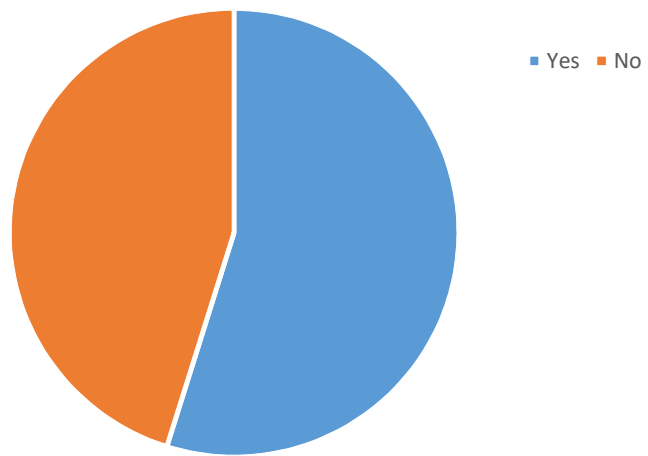
How satisfied were you with the drop-in clinic, on a scale of 1-10? (1=very dissatisfied, 10=very satisfied).

Mean score = 7.9

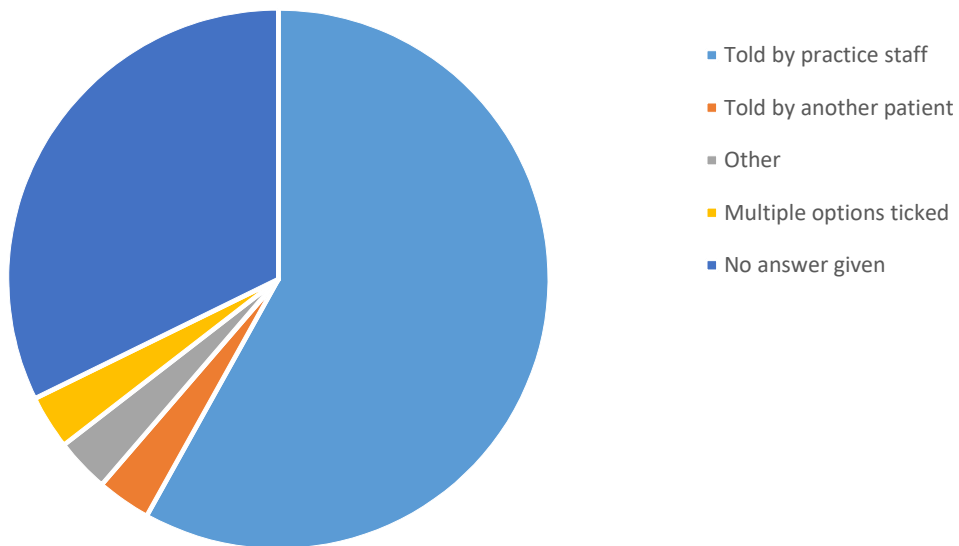
Average waiting times for the three separate survey days, and how the satisfaction scores correlate.

Date	Average waiting time	Wait time score	Clinic satisfaction score
4th Nov	48	8.5	8.9
11th Nov	72	5	7.4
14th Nov	65	5.4	6.9
All days	60	6.4	7.9

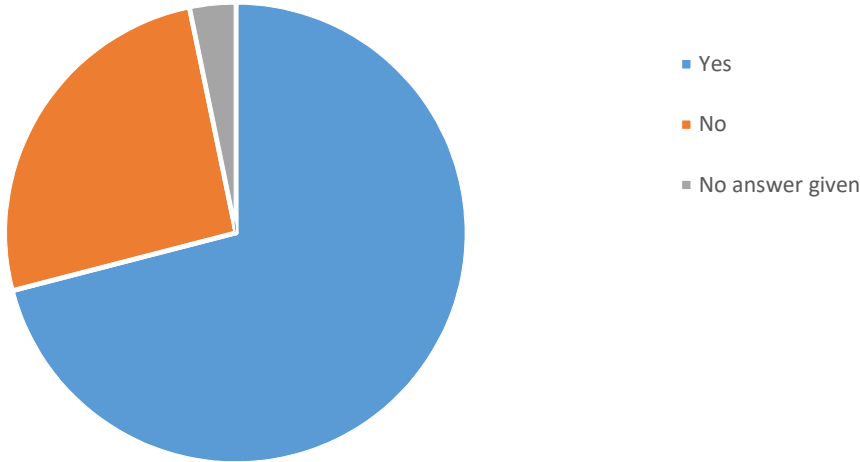
Did you know about drop in before coming to the surgery?



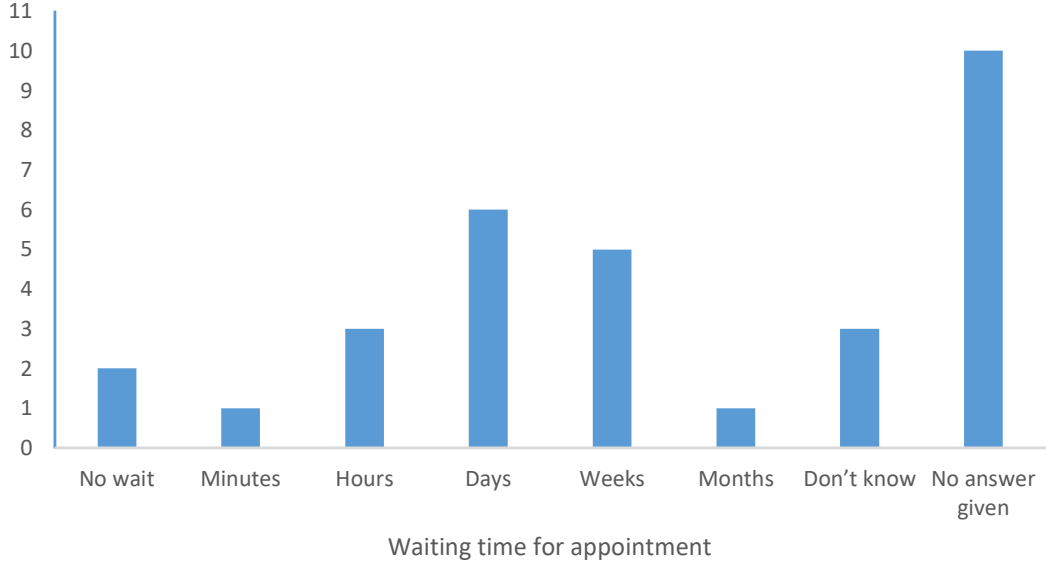
If yes, how?



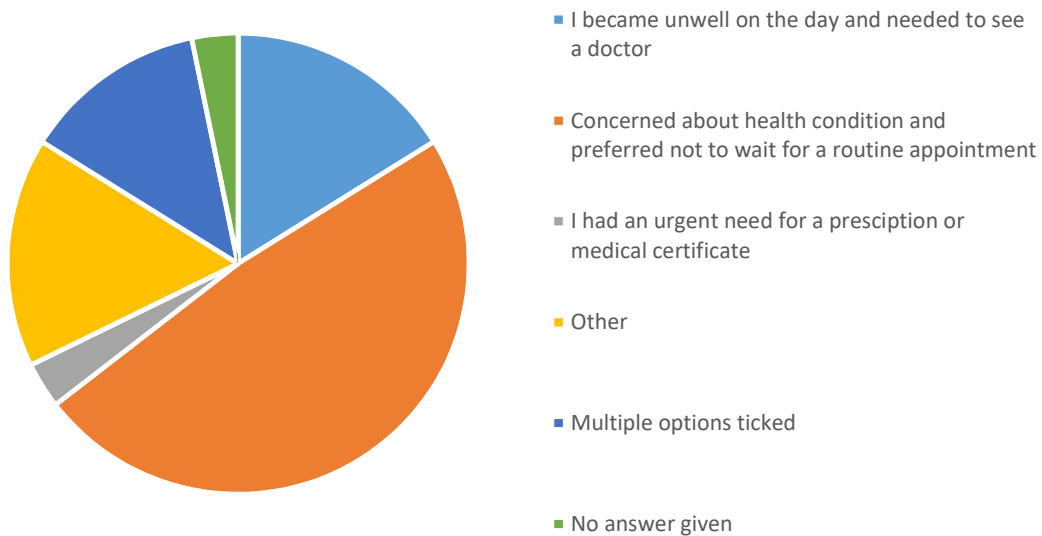
Did you try to make an appointment before coming to the Drop-in Clinic?



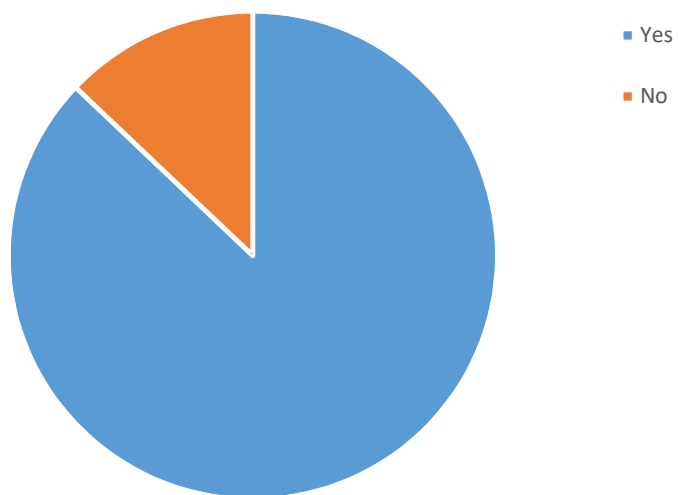
If yes, how long would you have to wait?



Why did you choose the drop-in clinic?



Do you think a drop-in clinic is a good idea?



Any other comments/suggestions.

The staff know where you are in the queue to see a doctor so they could give an estimate of when you will be seen, assuming say 10 min per patient. There could easily be some form of electronic information board as used at other surgeries, showing how long it will be before you are seen! Why not a drop in clinic early evening?

I came with my 3 year old, the appointment was for her and I had to sit waiting for nearly two hours to be seen. I don't think it works, because you don't have an allocated time.

People with urgent problems should be put at the top of the list.

Thank you very much for this extra service besides and appointment system

Due to the busy waiting room it lacked ventilation.

I have been very impressed with the service provided and the highly professional GP that I am registered with (Dr McEwan).

N/A

It's a very good idea for a drop in clinic in Botley because in emergency we have to go to hospital. Without this I could be in real trouble as I would have had to wait until 23rd november, maybe 2 weeks to go.

Maybe make it less time for a standard appointment, ie two weeks wait.

Perhaps let more people know about availability?

Wasn't seen because had to leave after 80 mins

Normally all come for an emergency, if we wait so long what's the use.

Staff are always friendly and polite and try to help as much as possible. Definitely a great surgery practice.