

**Bakewell MC - Patient Questionnaire results**  
Feb-14

1	Are you aware that the surgery has extended opening hours on 2 days of each week? Comments - 28 - positive comments about the hours being useful especially for those who are working. 3 - did not know about them but felt extended hours would be useful to them in the future. 6 - would not need to use them as were retired people	YES 20	NO 22																42 comments made
2	GPs work on average 50 hours/week, usually from 8am-6pm, with some early and some late clinics. Do you think that time could be better divided? If so how? Comments - Wouldn't wish to tell GPs how to spend their time as they know their pressure points. Early and lates should apply to workers not elderly/children. GPs too need a work/life balance. Different rota/shift patterns? 4 comments that Saturdays monthly/short hours could be useful. OOHs GP emergency availability mentioned by one patient as could be useful.	No 20	Yes 6	Don't know 3															
3	If your GP worked more in the evenings and weekends, who would see patients during the day who wished to be seen during 'office hours'?	More GPs 6	Nurses 3	Don't know 9	Likes 'office hours' system 3	Different spread of GPs 4	Patients with unimportant illnesses 4	Eves/Wkends liked 4											29 comments made
4	How do you make appointments to see either a GP or a Nurse?	In Person 10	By phone 30	By Surgery website 5															
5	As a teaching practice, we need our patients to be prepared to see a number of GPs. Our computerised medical notes ensure that this is safe, and indeed it is often safer when doctors work as a team rather than solo. We want to know how our patients feel about this. Do you prefer?	Seeing one GP all the time (A) 13	Seeing up to 2 GPs (B) 9	See 3 or 4, not registrars (C) 8	See whichever GP is available (D) 9	Other (0) 0													
6	Whilst we always see patients the same day who need to be seen on an urgent basis - and normally have availability for all patients to see a GP - we cannot guarantee availability with a chosen GP. How do you think we can cater for those with preferences A and B in question 5?	Happy to wait for usual GP unless urgent 4	Happy to see 1 or 2 others if urgent 2	Prefer to see own GP only 2	Happy to see any if urgent 5	Patients need to be more flexible / book in advance 3	Don't know 7	?Telephone appointments 1	Weekend working 1	Limit number of patients each GP has 1	Employ more GPs 1	Trial holding back appointments 1							28 comments made