

Community Research 2019

Survey on Improved Access to GP Services

592 GP surgery patients did the survey from surgeries of post codes PO1 to PO6

- 71% (420) of patients said that it's **important** to see their regular named GP
 - 29% (172) of patients said that it's **not important** to see their regular named GP

 - 56% (330) of patients said that they were **happy** to go to an alternative surgery to see a GP
 - 44% (262) of patients said that they were **not happy** to go to an alternative surgery to see a GP

 - 12% (69) of patients said that they were **aware** of the city- wide arrangements for making out of hours GP appointments
 - 88% (523) of patients said that they were **not aware** of the city- wide arrangements for making out of hours GP appointments
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Out of the 69 patients that said that they were aware of the city- wide arrangements for making out of hours GP:

- 17 out of 69 patients found out about the new arrangements through **Surgery Information**
- 3 out of 69 patients found out about the new arrangements through a **Surgery website**
- 4 out of 69 patients found out about the new arrangements through **staff/GP**
- No one found out about the new arrangements through the **Clinical Commissioning Group website**
- 4 out of 69 patients found out about the new arrangements through the **Flagship**
- 38 out of 69 patients found out about the new arrangements through **other sources**
- 27 out of 69 patients aware of the new service, have gone on to use the new arrangements for making GP appointments