


# East Finchley Medical Practice Appointments Survey 2012 (FINAL)

**Number of Responses: 75**

 [Excel Report \(click here for full dataset\)](#)

Dear Patient,

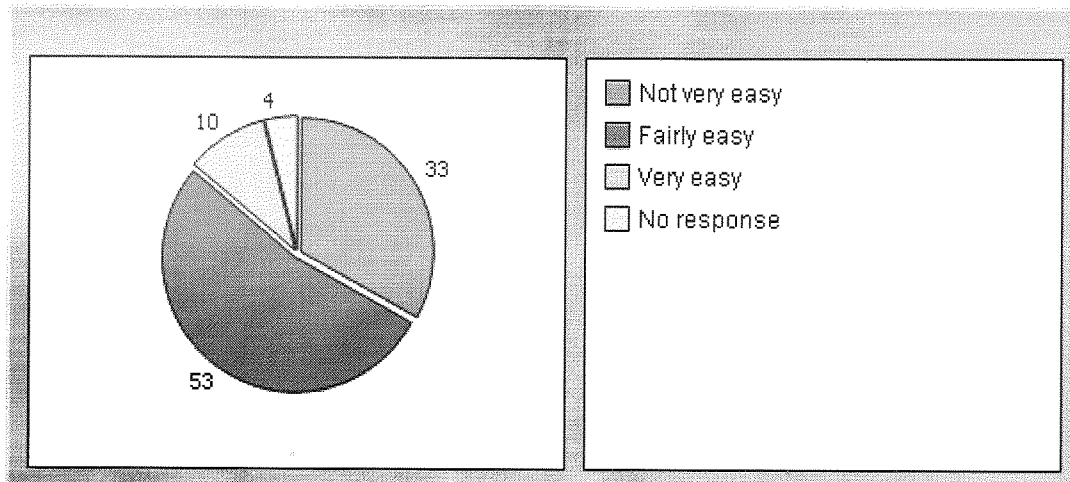
Many thanks for agreeing to take this short survey to help our practice understand how our appointment system can be improved.

Please answer all of the questions and click Send when you are done.

**Based on your recent experience:**

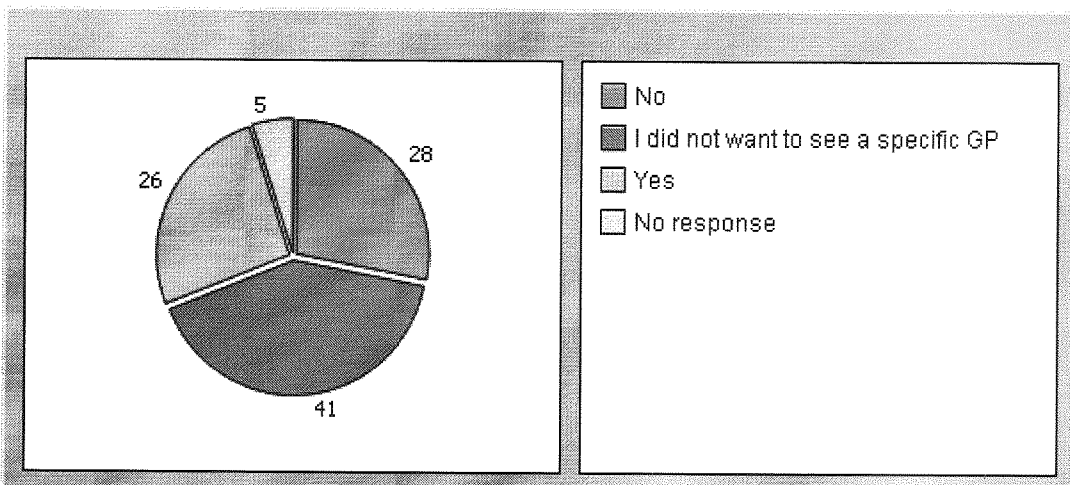
**Q1: How easy was it to get an appointment with a GP for the time you wanted?**

|                      |            |
|----------------------|------------|
| <b>Not very easy</b> | <b>33%</b> |
| <b>Fairly easy</b>   | <b>53%</b> |
| <b>Very easy</b>     | <b>10%</b> |
| <b>No response</b>   | <b>4%</b>  |



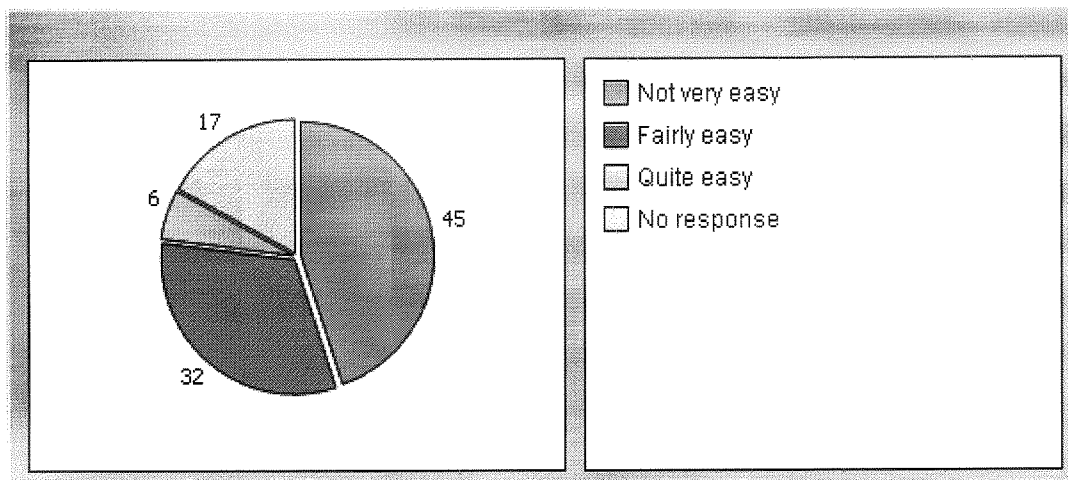
**Q2: Were you able to see the GP you wanted to see?**

|  |            |
|--|------------|
| <b>No</b>                                  | <b>28%</b> |
| <b>I did not want to see a specific GP</b> | <b>41%</b> |
| <b>Yes</b>                                 | <b>26%</b> |
| <b>No response</b>                         | <b>5%</b>  |



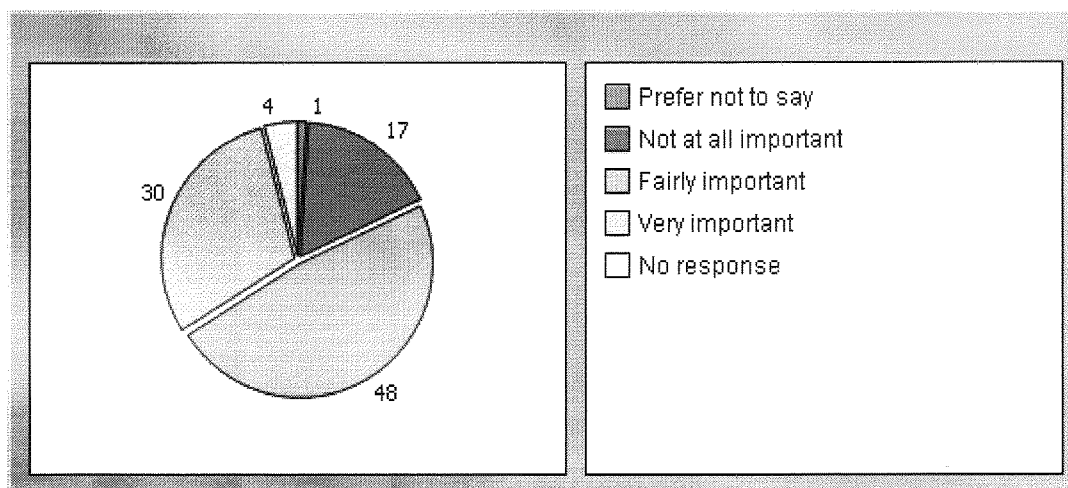
**Q3: How easy was it to get an appointment with the GP you wanted to see?**

|                      |            |
|----------------------|------------|
| <b>Not very easy</b> | <b>45%</b> |
| <b>Fairly easy</b>   | <b>32%</b> |
| <b>Quite easy</b>    | <b>6%</b>  |
| <b>No response</b>   | <b>17%</b> |



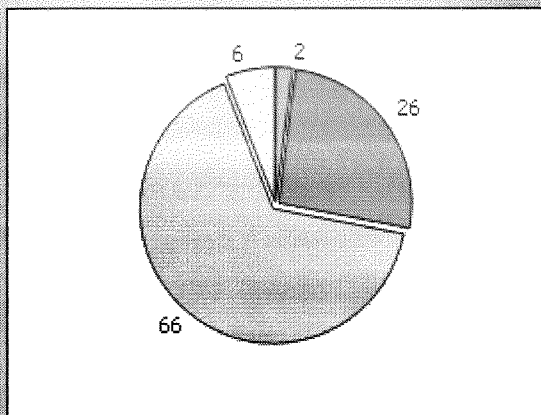
**Q4: How important is it to you that you see a specific GP when coming to this practice?**

|                             |            |
|-----------------------------|------------|
| <b>Prefer not to say</b>    | <b>1%</b>  |
| <b>Not at all important</b> | <b>17%</b> |
| <b>Fairly important</b>     | <b>48%</b> |
| <b>Very important</b>       | <b>30%</b> |
| <b>No response</b>          | <b>4%</b>  |



**Q5: How well do you know which days of the week your GP is available?**

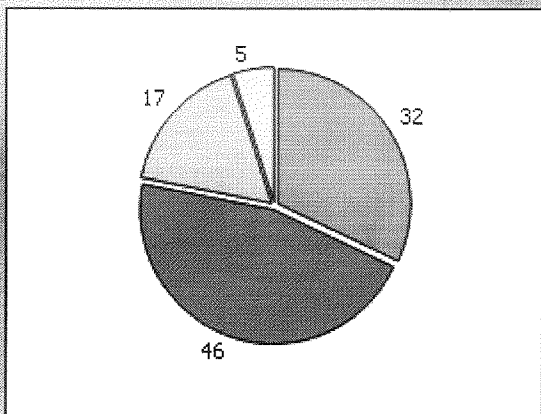
|                        |            |
|------------------------|------------|
| <b>Very well</b>       | <b>0%</b>  |
| <b>Quite well</b>      | <b>2%</b>  |
| <b>Not very well</b>   | <b>26%</b> |
| <b>Not at all well</b> | <b>66%</b> |
| <b>No response</b>     | <b>6%</b>  |



- Quite well
- Not very well
- Not at all well
- No response

**Q6: What would be the best time for you to see your GP?**

|   |            |
|---|------------|
| <b>Early morning between 07:00hrs and 08:00hrs</b>  | <b>32%</b> |
| <b>During the normal surgery hours</b>              | <b>46%</b> |
| <b>Late afternoon between 17:30hrs and 18:30hrs</b> | <b>17%</b> |
| <b>No response</b>                                  | <b>5%</b>  |



- Early morning between 07:00hrs and 08:00hrs
- During the normal surgery hours
- Late afternoon between 17:30hrs and 18:30hrs
- No response

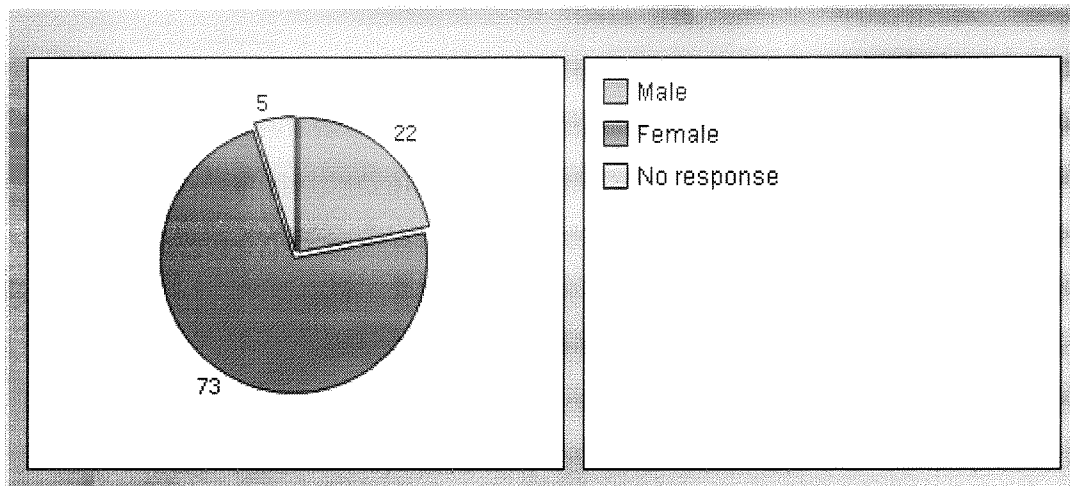
**ANY OTHER COMMENTS:**

[View Comments](#)

**To help us analyse your answers please tell us a few things about yourself:**

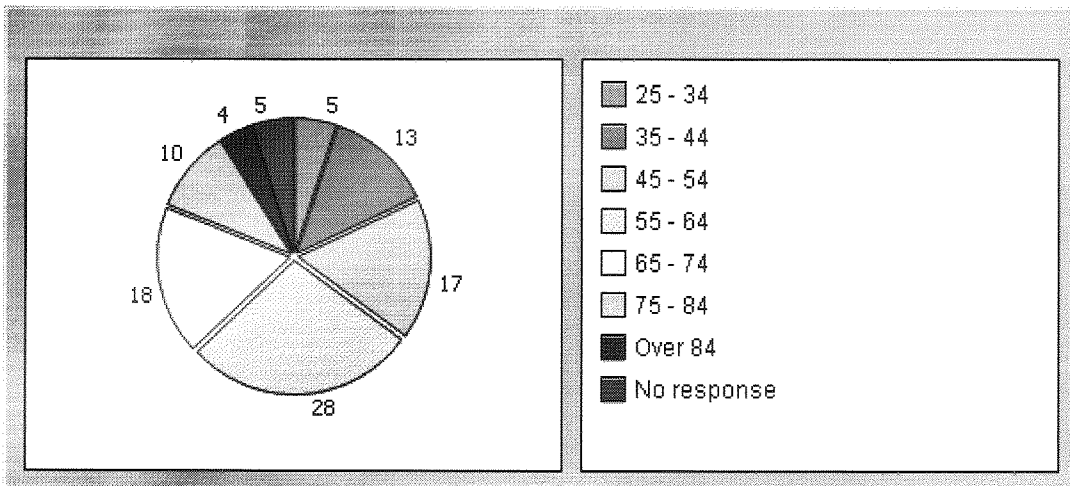
**Are you male or female?**

|                    |            |
|--------------------|------------|
| <b>Male</b>        | <b>22%</b> |
| <b>Female</b>      | <b>73%</b> |
| <b>No response</b> | <b>5%</b>  |



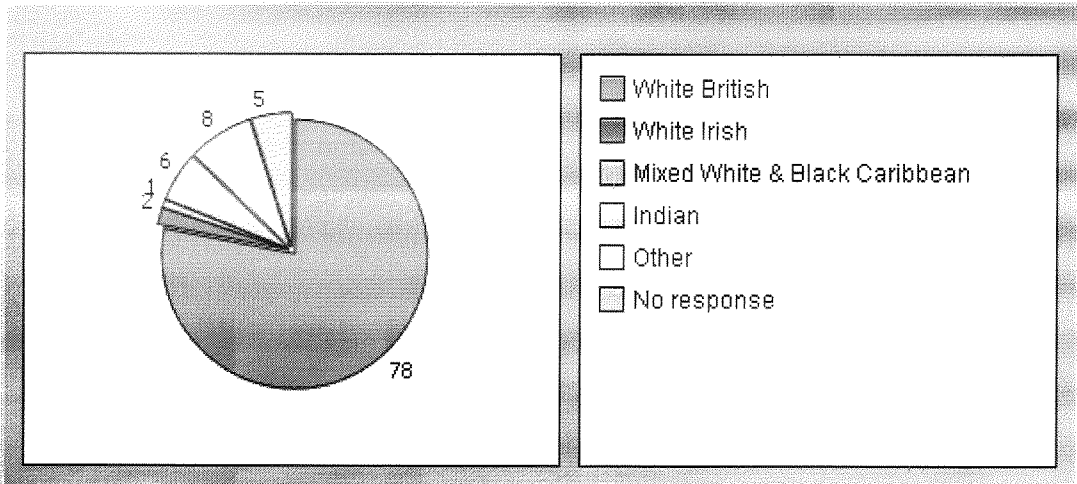
**What age are you?**

|                    |            |
|--------------------|------------|
| <b>Under 16</b>    | <b>0%</b>  |
| <b>17 - 24</b>     | <b>0%</b>  |
| <b>25 - 34</b>     | <b>5%</b>  |
| <b>35 - 44</b>     | <b>13%</b> |
| <b>45 - 54</b>     | <b>17%</b> |
| <b>55 - 64</b>     | <b>28%</b> |
| <b>65 - 74</b>     | <b>18%</b> |
| <b>75 - 84</b>     | <b>10%</b> |
| <b>Over 84</b>     | <b>4%</b>  |
| <b>No response</b> | <b>5%</b>  |



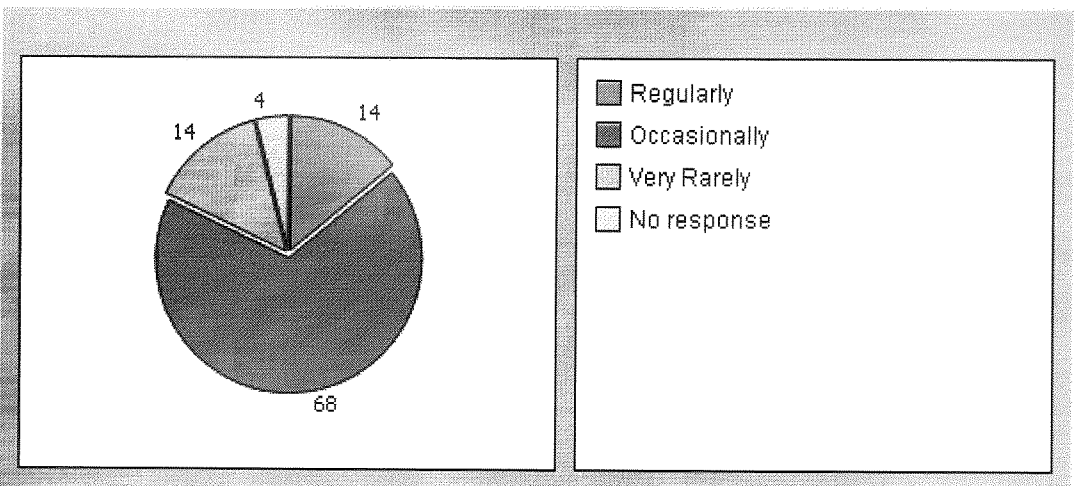
**What is the ethnic background with which you most identify?**

|  |            |
|--|------------|
| <b>White British</b>                     | <b>78%</b> |
| <b>White Irish</b>                       | <b>2%</b>  |
| <b>Mixed White &amp; Black Caribbean</b> | <b>1%</b>  |
| <b>Mixed White &amp; Black African</b>   | <b>0%</b>  |
| <b>Mixed White &amp; Black Asian</b>     | <b>0%</b>  |
| <b>Indian</b>                            | <b>6%</b>  |
| <b>Pakistani</b>                         | <b>0%</b>  |
| <b>Bangladeshi</b>                       | <b>0%</b>  |
| <b>Black Caribbean</b>                   | <b>0%</b>  |
| <b>Black African</b>                     | <b>0%</b>  |
| <b>Chinese</b>                           | <b>0%</b>  |
| <b>Other</b>                             | <b>8%</b>  |
| <b>No response</b>                       | <b>5%</b>  |



**How would you describe how often you come to the practice?**

|                     |            |
|---------------------|------------|
| <b>Regularly</b>    | <b>14%</b> |
| <b>Occasionally</b> | <b>68%</b> |
| <b>Very Rarely</b>  | <b>14%</b> |
| <b>No response</b>  | <b>4%</b>  |



Many thanks for your time in answering the questions on this survey.

Delete Responses