

Barnoldswick Medical Centre
Annual Appointment Audit – March 2019

The Audit was carried out week commencing March 11th 2019
The following questions were asked:

How did you book the appointment you are here for today?

Telephone In person Patient access Third party (someone booked on my behalf)

1. Was booking the appointment an easy experience?

Yes No Comments:

2. Did you get the appointment date/ time slot you wanted or did we have to give you an alternative?

Yes No Comments:

3. Have you any suggestions to how to improve our appointment system?

51 completed forms were returned.

Of those:

32 patients had booked their appointment by phoning the practice

4 patients had booked in person

2 appointments were booked by a third party

13 patients had booked online

51 patients said booking an appointment was an easy experience

49 patients got the appointment date and time they wanted

2 were given a suitable alternative

Comments made were:

Keep up the good work

Had to wait 2 weeks for an appointment

No suggestions and when I talk to others it seems the system is very well run

No suggestions, it works perfect

Not always easy to get appointment but it was this time

It would be better if you could book appointments online

Staff are always helpful when booking

Very good service and quick

Just walked in and dealt with very well, helpful and polite

Personally I am happy with things as they are

Excellent

It works very well

Would be good to have urgent appointments available online

Always an excellent service

It's great