**PATIENT SURVEY - APPOINTMENTS AT RAMSEY HEALTH CENTRE**

Access is a problem for most GP Practices in the UK and trying to find an appointment system which suits everyone’s preferences and needs is I fear impossible. As a practice we currently provide more than the recognised average amount of appointments/week for our patient population so to simply employ more doctors is not the answer nor is it a viable option for practices long term.

We need to ensure that our doctors are not working the 12-13 hour days that they currently work. Increasing demand for GP time from patients, along with the competing priorities of attending clinical commissioning group meetings, representing the practice at locality meetings and addressing the real and virtual paperwork that goes with being a GP all take their toll.

To meet the changing lifestyles and expectations of people in today’s world, we recognise that we need to change our working practices. We are keen to adopt an appointment system which is the best possible for the majority our patients, for their needs and preferences. Ramsey Health Centre is considering adopting the Doctor First appointment system (www.productiveprimarycare.co.uk/**doctor**-**first**.aspx) but would like to gauge your views and opinions before going any further.

Please complete the simple questionnaire below and either return to the Health Centre via our email address: [Ramsey.health-centre@nhs.net](mailto:Ramsey.health-centre@nhs.net) or leave in the box in Reception.

Using the rating of 1 being least important with 6 being most important

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| --- | --- | --- | --- | --- | --- | --- |
| **OPTION** | **1** | **2** | **3** | **4** | **5** | **6** |
| I want to be able to book an appointment **on the day** I wish to be seen **with the GP of my choice.** |  |  |  |  |  |  |
| I want to be able to **pre book** an appointment **with** **the GP of my choice** |  |  |  |  |  |  |
| I want to be able to book an appointment **on the day** I wish to be seen (I don’t mind which GP I see) |  |  |  |  |  |  |
| I want to be able to **pre book an appointment (**I don’t mind which GP I see) |  |  |  |  |  |  |
| I want to be able to speak with a GP by telephone |  |  |  |  |  |  |
|  | **YES** | | **NO** | |  | |
| I would be happy to see a healthcare worker rather than a GP if Health Centre felt it appropriate. |  | |  | |  | |