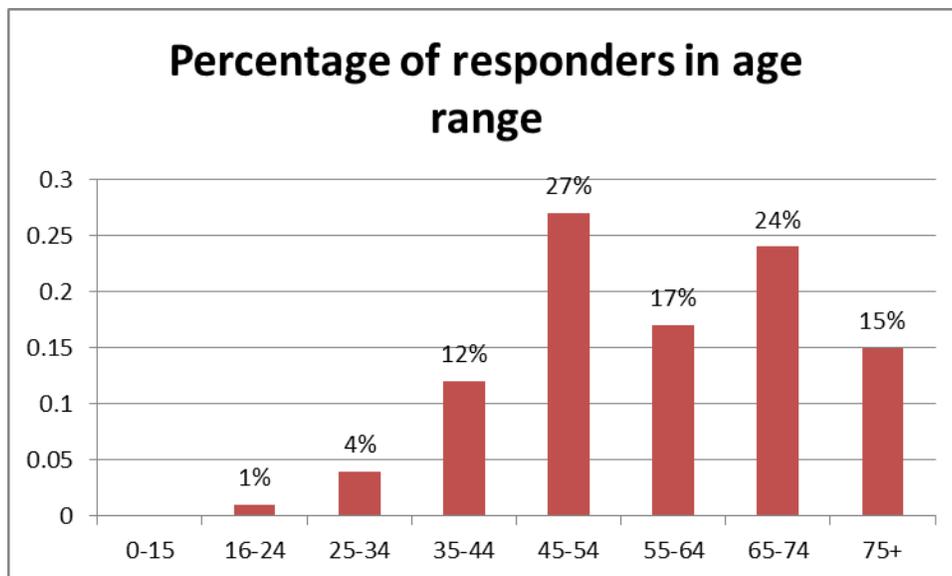
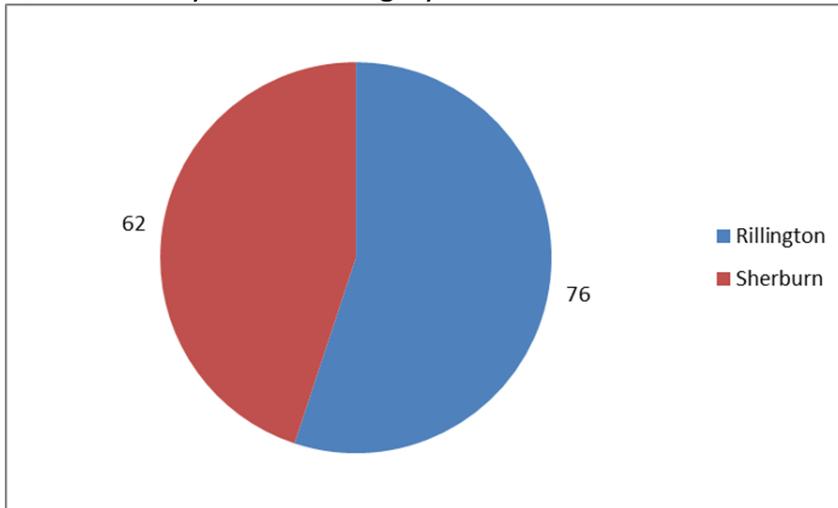


**Sherburn and Rillington Practice  
Patient Survey  
Extended Hours Access 2016  
Results based on 138 replies**

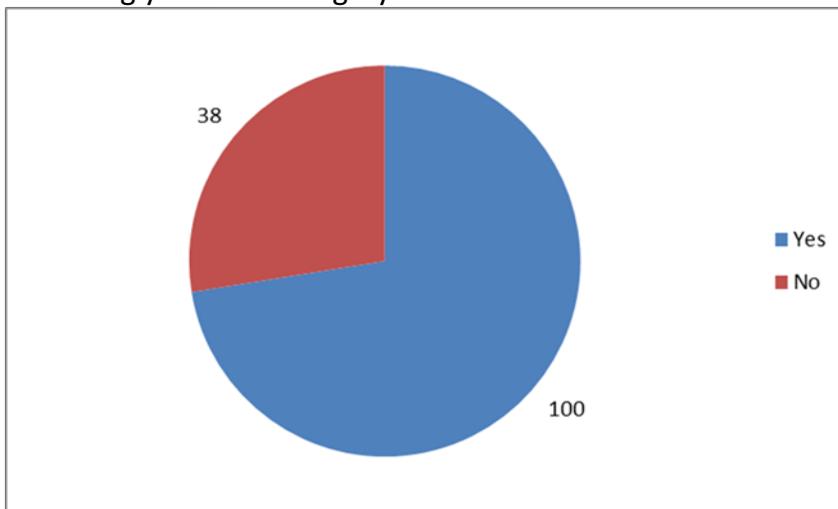
*This survey is to gather information from our patients regarding our appointments which are available outside our normal opening hours. We already provide some extended access sessions and we want to find out if these are at the most helpful times for our patients. We can't provide any new sessions but would consider changing the timings of the extended hour's sessions we do provide.*



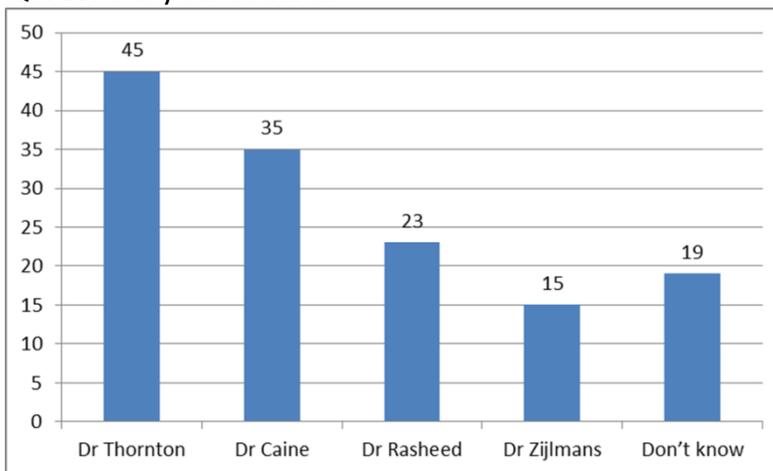
Q1. Which is your usual surgery?



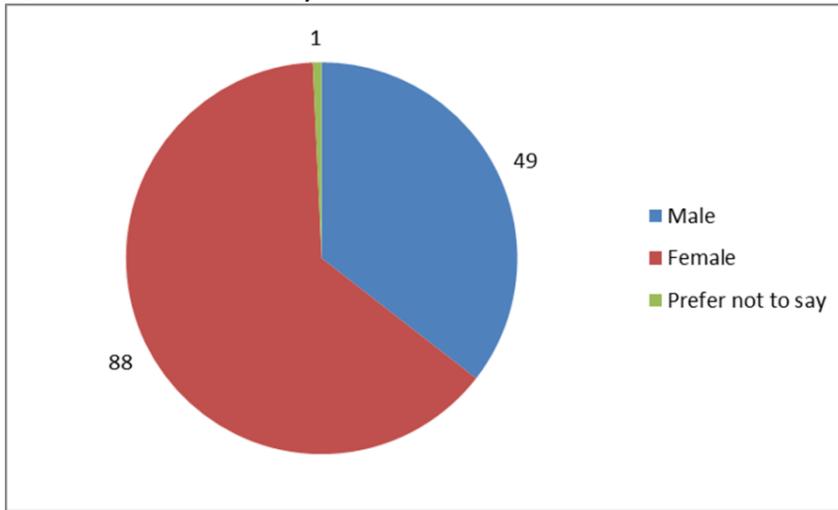
Q2. Would you be happy to travel to the other surgery for an appointment instead of attending your usual surgery?



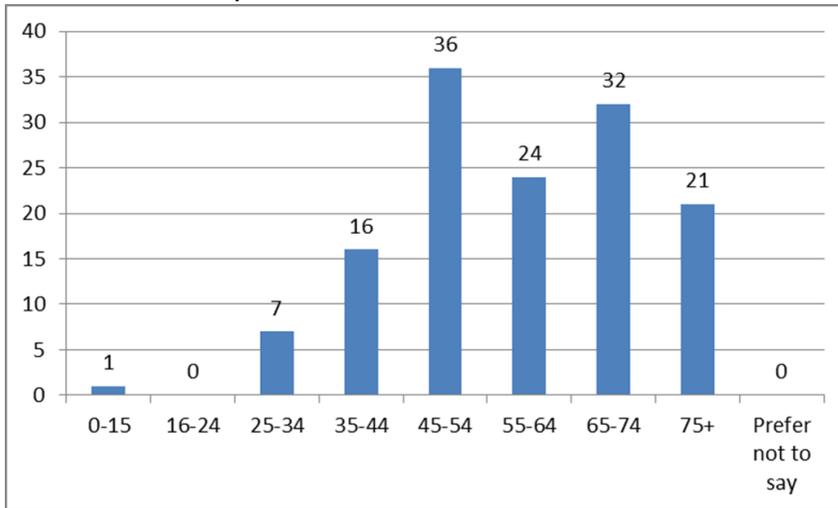
Q3. Who is your usual GP?



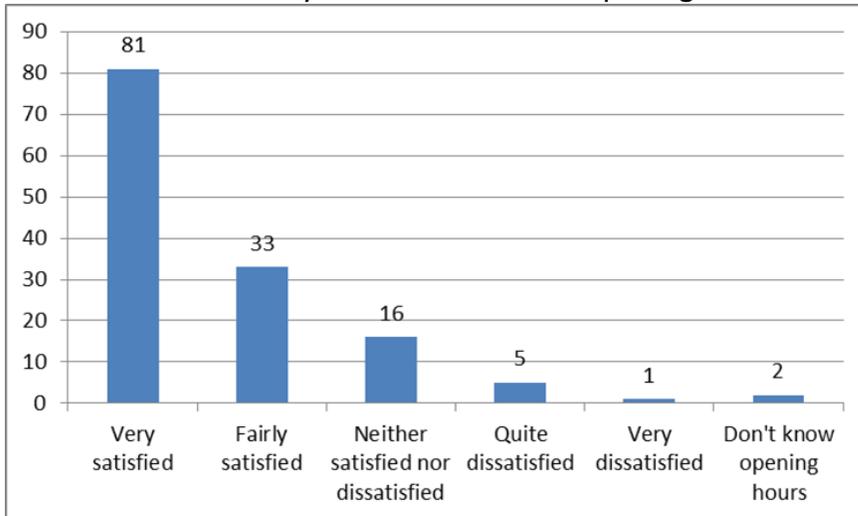
Q4. What Gender are you?



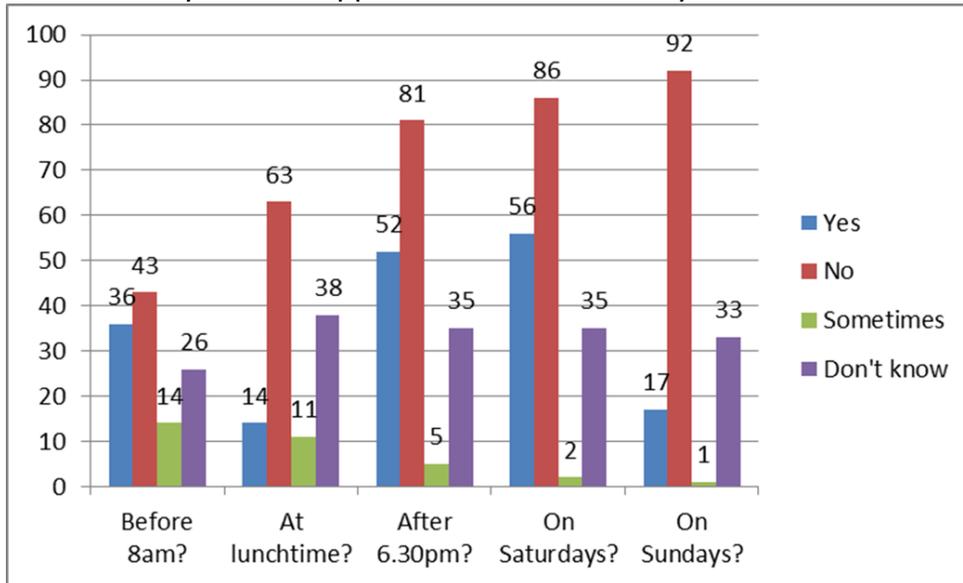
Q5. How old are you?



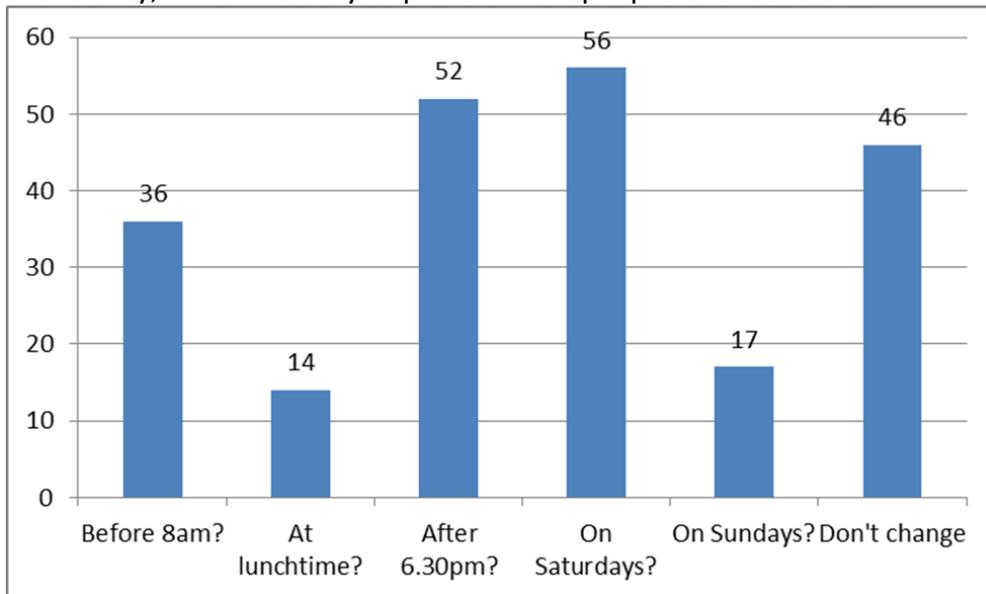
Q6. How satisfied are you with the current opening hours at the surgery?



Q7. As far as you know appointments are currently available:



Q8. If we were to consider changing our extended hour's access appointment availability, which would you prefer? Multiple preferences ticked.



## Additional comments shared

Saturday and Sunday emergency only needs (S)

I think there should be appointments available at weekends to help take pressure off A&E departments. People do get ill at weekends and need help. (R)

I was told that the first nurse appointment I could make was 9am, so appointments before 9am would be beneficial.(S)

Generally happy with the availability of appointments and the doctors are very flexible in fitting in appointments if needed urgently. Sometimes it can be hard to get an “on the day appointment” but we never hear of the nightmares that other surgeries have presented to their patients. Thanks for the flexibility. (R)

Fantastic at both surgeries, gold star ⭐ (S)

In general terms the surgery hours are acceptable but illness/concern can arise at any time. It is not so much being able to visit “by appointment” but being reassured “emergency” help is there when needed, and an “urgent” appointment (which I accept is capable of abuse) could be offered “out of normal “hours. (R)

The service is amazing!! (R)

I am more than happy with the service as it is! (R)

Very helpful staff (R)

Staff are really efficient and always helpful when trying to get an appointment, but sometimes it can be a long wait- perhaps weekend opening might alleviate this? (R)

I think the current surgery hours work well and I am pleased with the service that is offered. (S)

I don't have any trouble getting appointments, keep up the good work!! (R)

All staff and doctors are all approachable and caring and they get done what needs to be done (R)

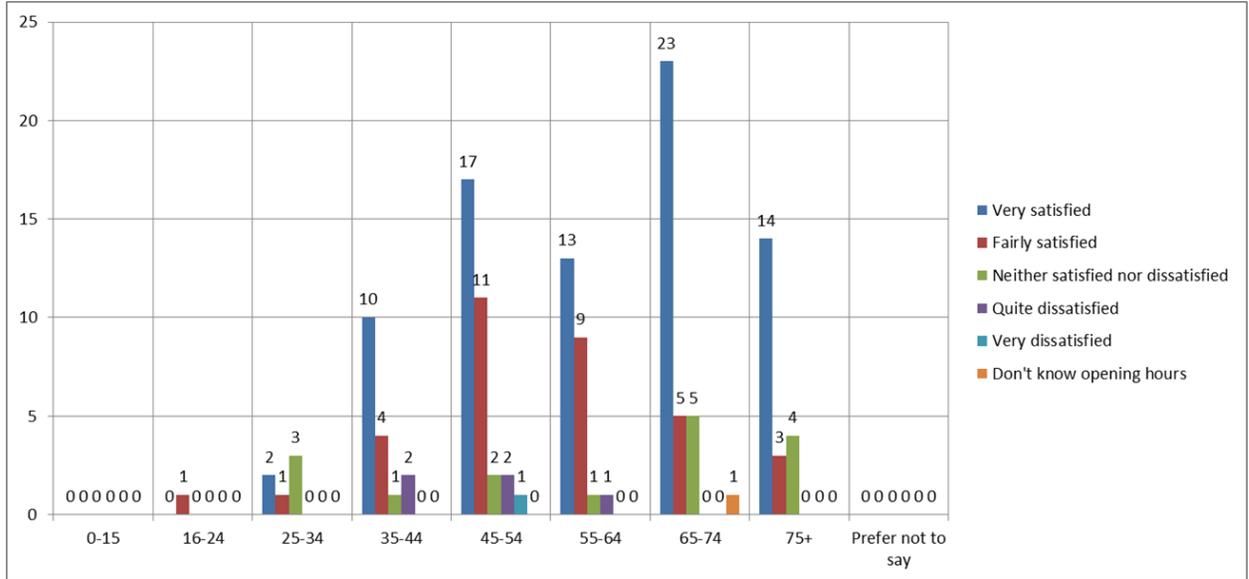
People who work cannot always pick up prescriptions after 6 therefore having a dispensary open on a Saturday morning would be helpful. (R)

Always managed to get an appointment convenient for me. (R)

When you work all week, Saturdays would be great otherwise I am losing hour's pay (S)

## Comparison Data

How satisfied patients are with the current opening hours broken into age brackets.



How satisfied patients are with the current opening hours what their preferences would be if the hours were to change.

