

Results of the Appointment Conciliation Process

The practice would like to thank all the patients who took part in the consultation exercise on choosing which appointment system the practice will operate from January 2013.

The practice would also like to thank the members of the Patient Participation Group for their help and support in developing the options offered.

The overall number of votes received was 1244 which is over 8.24% of the practice population.

The results for the individual options were as follows.

Option 1 Stay with the existing booking system	715 votes	58%
Option 2 Book on the day, but with staggered release times	237 votes	19%
Option 3 Same day appointments plus some bookable up to a week ahead	292 Votes	23%

These results show option one to be the preferred choice of our patients' i.e.

80% of GP appointments book on the day

20% of GP appointments bookable 48 working hours in advance

An emergency doctor daily for sudden onset of **URGENT** medical conditions that medically cannot wait for the next day's routine appointments.

Follow up appointments at the doctor discretion.

The appointments will be monitored on an on-going basis but no changes will be made before 2014. However please be assured that we constantly monitor our procedures with the aim of improving the service offered to our patients.

Please note it is not possible to offer a service that satisfies 100% of patients, as such we acknowledge that some patient will be unhappy with the outcome but we have to go with the majority vote, which has been sanctioned by our Patient Participation Group.