



You told us:

"It's getting harder to access an appointment with a doctor"



What we did: Survey

2102
RESPONSES

Key Findings: Booking a slot

GETTING THROUGH ON THE PHONE TO MAKE A GP APPOINTMENT

+
53%
Easy



-
46%
Not Easy

OVERALL EXPERIENCE OF MAKING A GP APPOINTMENT

+
48%
Good



-
38%
Poor

CALL BACK / TRIAGE SYSTEMS



Work for some

Frustrating for others

"Telephone call back systems are extremely difficult when you are a carer or work"

Access

WIDE VARIATION IN WAIT TO SEE A DOCTOR ACROSS CORNWALL



Nearly half given "same day appointment"



But only 1/10 want "same day appointment"



and half want "a few days later"

Your Preferences - Why GP appointments are not convenient

1. Couldn't see preferred doctor
2. Couldn't book ahead



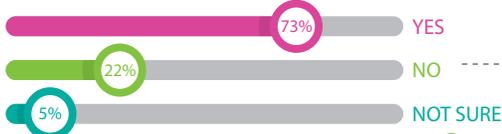
Seeing same doctor "more important than" speed of access to a GP



If not important to see same doctor 8/10 willing to travel 30 mins to see a GP but 3/4 want access to medical records

2/3 WANT MORE ONLINE SERVICES

Current opening hours sufficient?



Alternatives:

1. WEEKDAY EVENINGS
2. SATURDAY AM
3. SATURDAY PM

"Service good once through the door!"



13% Not sure where to go if can't see GP

Where now?

9/10 happy to see a different health professional

11 Recommendations made

Next steps