|  |  |  |  |
| --- | --- | --- | --- |
| **289 Surveys sent out by NHS England****122 Surveys returned****42% completion rate** | **PRACTICE RESULTS** | **SHROPSHIRE RESULTS (Practices within Shropshire Telford & Wrekin) Integrated Care Board** | **NATIONAL RESULTS** |
| Good overall experience of making an appointment | 66% | 55% | 54% |
| Easy to get through to the Practice by phone | 78% | 48% | 50% |
| Helpfulness of receptionists | 92% | 82% | 82% |
| Satisfied with general practice appointment times available | 44% | 52% | 53% |
| Offered choice of appointment when last tried to make a general practice appointment | 73% | 58% | 59% |
| Satisfied with the appointment offered | 72% | 73% | 72% |
| **Good Overall Experience of this GP Practice** | **83%** | 73% | 71% |

**What we have done**

|  |  |
| --- | --- |
| To improve appointment availability: | * Extended Access (out of hours) appointments available to our patients at local Practices eg Bridgnorth, Ditton Priors
* Since Covid we have offered a choice of face to face or telephone appointments in addition to online triage
* Online Triage replaced E Consult – simpler form to use
* GP telephone and face to face appointments available to book online
* GP appointments released on the day, week in advance, two weeks in advance
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**We continue to review our appointment system and availability as part of our on-going quality improvement plans.**