

10. For what reason did you miss your appointment and not cancel?

- (a) I completely forgot []
- (b) I was too ill to attend the surgery []
- (c) I made the appointment too far in advance []
- (d) Somebody else made the appointment for me and it wasn't suitable []
- (e) Got delayed at work, late train or heavy traffic []
- (f) I felt better so no further need for the appointment []
- (g) I booked two for convenience and kept one – did not need the other []
- (h) Family commitments made it inconvenient []
- (i) Other – Please state []

11. Do you know you can view/make/cancel/change your appointment on-line (24 hours per day) through Emis Access?

[Yes]

[No] – Please ask reception for more details about Emis Access and to obtain a PIN

Please go to the next question

12. Are the numbers of missed appointments (105 in September):

More than you expect? []

Less than you expect? []

About what you would expect? []

Failure to attend appointments is such a problem that we write to patients who miss more than two appointments.

Do you have any suggestions on other ways we should manage missed appointments?

Thank you for taking the time to complete this questionnaire. We value your co-operation and input to the Practice. If you are interested in taking part in more surveys - please add your name, date of birth and email address to the bottom of this form.

Please place this survey in the box at reception or email it to: patientfeedback@gp-E86001.nhs.uk

If you would like to join our **Patient Participation Group** please call:

Mrs Pam Grimwade (Chair) 01923 827791 or Gillian Tobin (Practice Manager) for more information

If you would like to email suggestions for discussion at our PPG Meetings please email

patientfeedback@gp-E86001.nhs.uk