

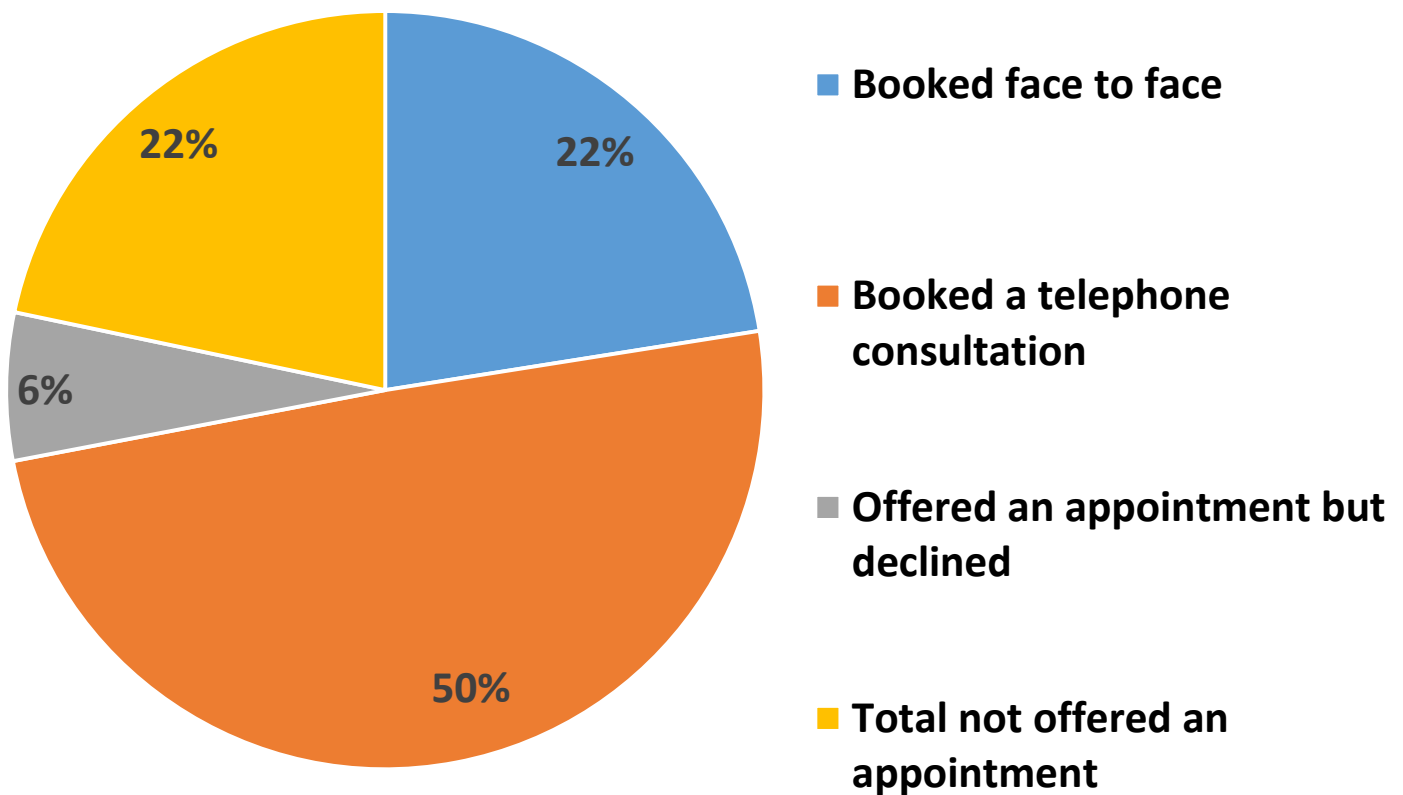
APPOINTMENT DEMAND SURVEY

YOU have repeatedly told us you have difficulty in getting an appointment

WHAT HAVE LOMBARD MEDICAL CENTRE DONE ABOUT THIS?

For a period of two weeks the surgery logged the result of every telephone call made by a patient. It was called our **APPOINTMENT DEMAND SURVEY**

Appointment Demand Survey **2014**



- Although 78% of patients telephoning for an appointment were offered one:
- 21% of those telephoning for an appointment were not able to be offered one.

THIS WAS NOT A GOOD OUTCOME

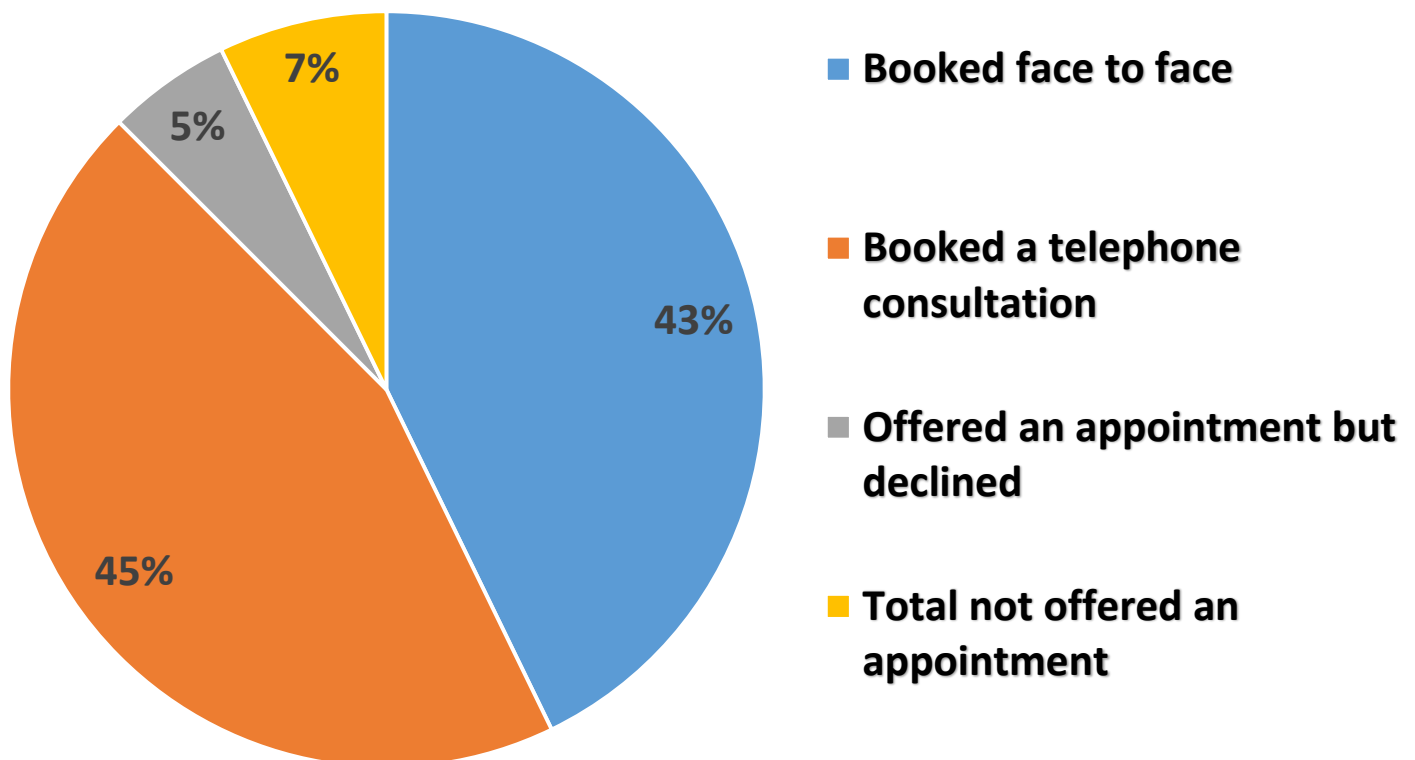
WHAT DID LOMBARD MEDICAL CENTRE DO ABOUT THIS?

They increased the number of ways you could speak to or see a doctor

- By appointing more doctors to the surgery
- By increasing the number of doctor telephone appointments so that the doctor could telephone you at home
- By increasing the number of appointments which could be made online

In 2015 the survey was repeated and it was found that the percentage of patients not being offered an appointment had reduced by 15%.

Appointment Demand Survey **2015**



HOW WILL WE MAINTAIN THIS?

Lombard Medical Centre will repeat this survey every six months to ensure that they are able to offer appointments to as many patients who need them.