

# MARPLE COTTAGE SURGERY

## Patient Poll 2015: Appointment Access

To assess if our same day access system had improved patient experience of getting an appointment we survey patients from October 2015 – December 2015:

*“When you booked an appointment in the last 3 months, were you offered an appointment within 2 working days?”*

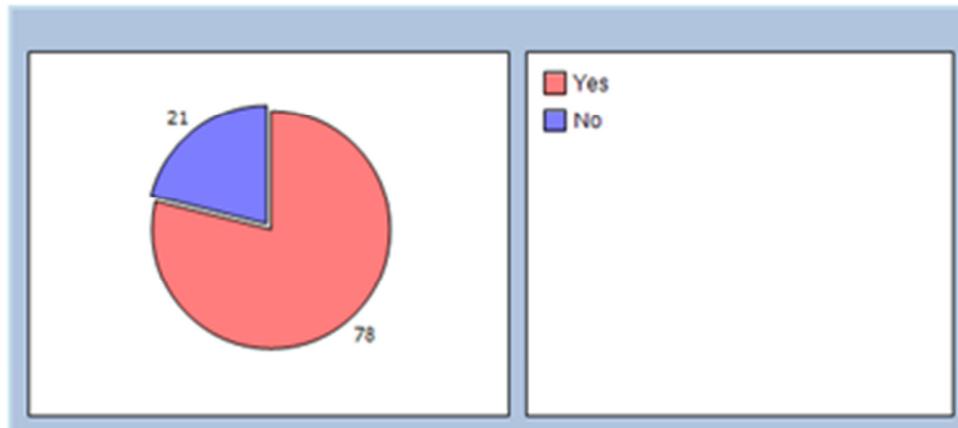
### Results:

## Marple Cottage Surgery Booking an appointment in the last 3 months?

**Number of Responses: 124**

When you booked an appointment in the last 3 months, were you offered an appointment within 2 working days?

<b>Yes</b>	<b>78%</b>
<b>No</b>	<b>21%</b>



### Outcome:

124 people answered the poll as below:

78 % of patients answered YES. This is around 97 patients.

21 % of patients answered NO. This is around 26 patients.

This demonstrates a 7% increase from results of previous survey