

## Results of The Avenue Surgery's 2014/15 Patient Survey compared to 2013/14 Survey

Questions	2013/14 Survey	2014/15 Survey
Percentage of patients who were aware of our new on line service for booking an appointment with a doctor and ordering repeat prescriptions	35%	64%
Percentage of patients who have used the on line appointment service who were very satisfied or satisfied with it	87%	97%
Percentage of patients who have used the on line repeat prescription service who were very satisfied or satisfied with it	89%	100%
Percentage of patients who are aware that we recently made changes to our appointment system and that they can now able to pre-book an appointment with a doctor up to 6 weeks in advance	37%	89%
Percentage of patients who were very satisfied or satisfied that they can now pre-book an appointment with a doctor up to 6 weeks in advance	77%	95%

### A few of your free text comments:

The online system is excellent, easy to navigate.

As a family we feel it has improved now using technology to enable the surgery to be more patient focused and meet individual needs when dealing with appointment and repeat prescriptions etc.

Easy to get appointments and friendly practice staff. I love the online system as working.