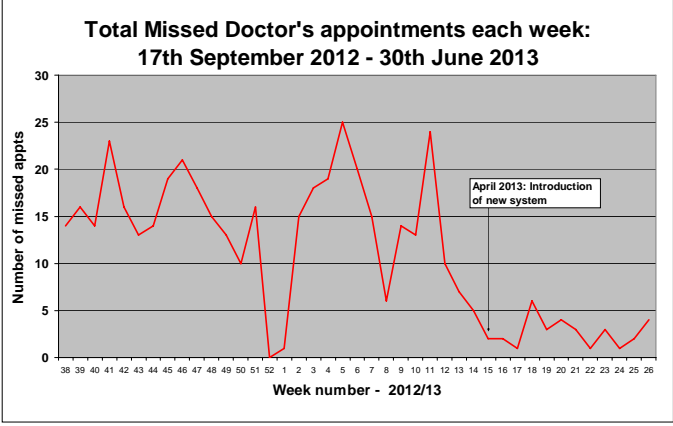
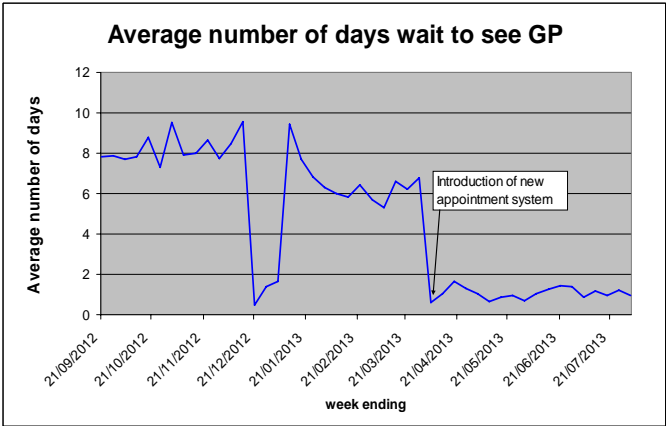


Appointment System Fact Sheet: August 2013

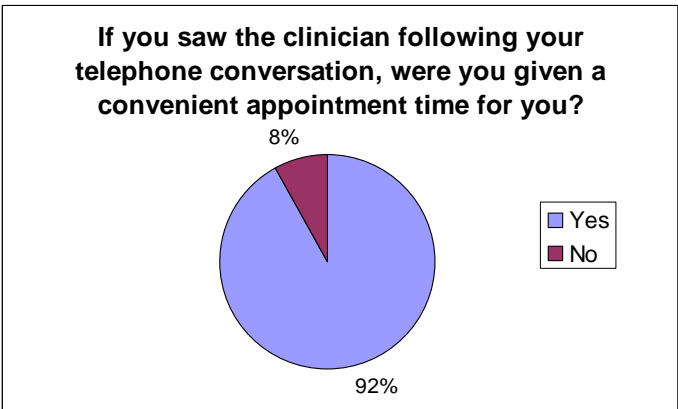
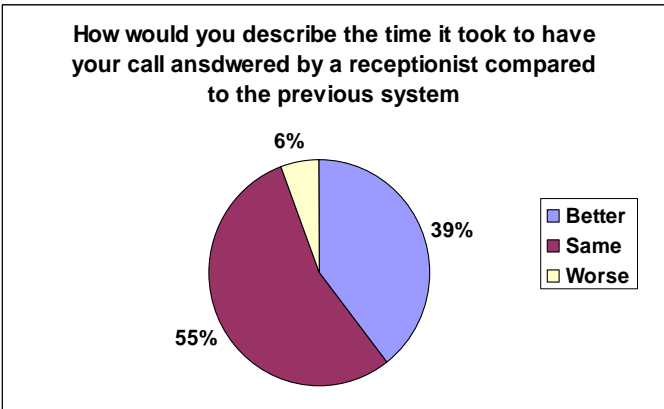
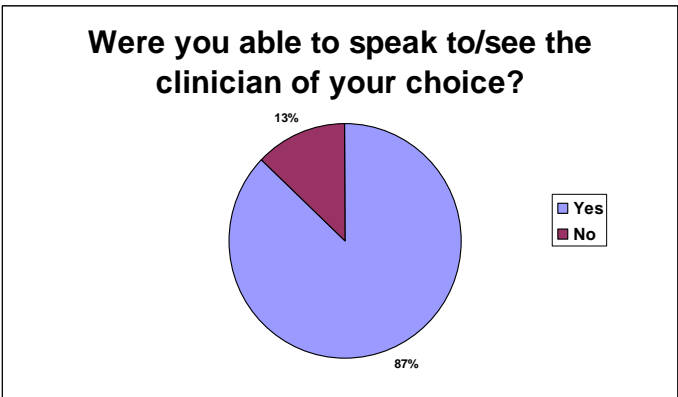
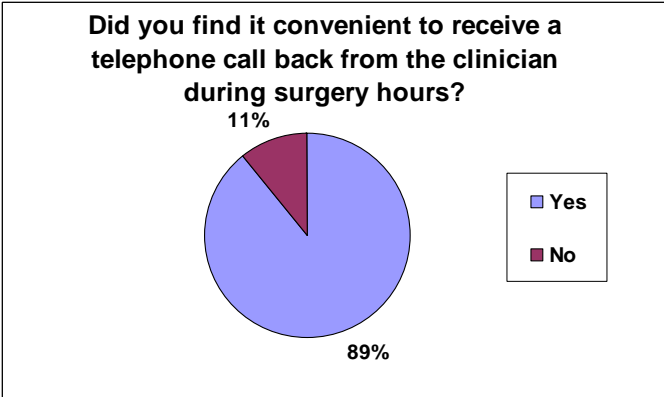
In the month of July Stowhealth has a list size of 17,500 patients and our clinicians (GPs and Nurses) provided 7,390 consultations to patients. This is an average of 321 consultations for each working day.

With the introduction of the new system we have managed to improve GP continuity, reduce waiting times and the number of missed GP appointments.

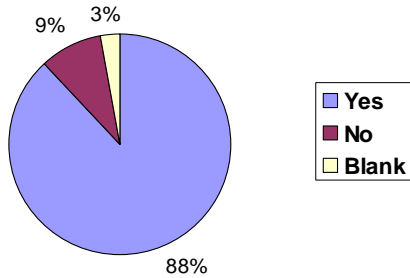


What do patients think of the new system?

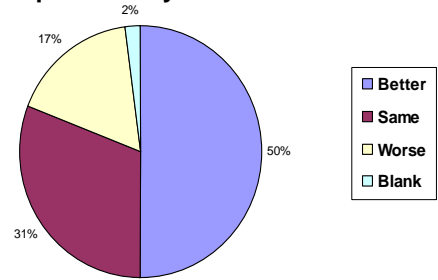
In July the practice asked 300 people to complete a patient survey here are the results of the 108 responses.



Were you satisfied with the outcome of your telephone consultation?



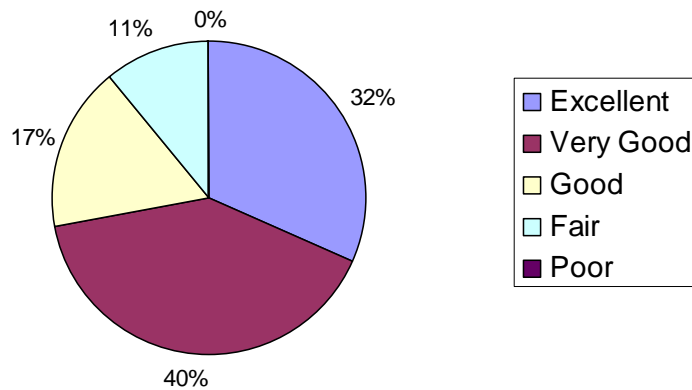
How was your experience of our new appointment system compared to our previous system?



How have patient views about the quality of our care changed over time?

Over the past 3 years Stowhealth patients have been asked the same question about the quality of our care provided as part of an ongoing process of service improvement. In the most recent July 2013 survey the result was...

How would you rate the overall quality of care provided by Stowhealth?



These responses in 2013 can be broken down to provided an overall quality score for the practice of 79.3%

Level of quality	No. of Responses	Weighted Value	Quality Score
Excellent	35	5	175
Very Good	45	4	180
Good	19	3	57
Fair	12	2	24
Poor	0	1	0
Total Responses	110		Total Score 436
			Max score 550

Percentage Quality Score 79.3% (436/550)

In 2012 the practice had a quality score of 75.3% and in 2011 a score of 66% demonstrating that we are making progress in responding to patients concerns.