

Appointments – December 2016

We have tried to develop an appointment system which meets the needs of our patients. We offer appointments for booking up to six weeks in advance. We keep back a limited number of appointments for each day which are “book on the day”, for those patients who need to be seen that day.

During December 2016 1108 appointments were booked for patients of Chelmer Village Surgery. 55 appointments were unused.

69% of appointments were booked within 48 hours of the appointment time.

85% of appointments were booked within one week of the appointment date.

Bookings	Dec-16
Within 48 hours	758
Within one week	188
Two Weeks	111
Month	47
More than a month	4
Total	1108

57 patients failed to keep their booked appointment wasting over nine hours of clinical time. Of those 57 patients, 26 had already failed to keep at least one other appointment here previously.

The average waiting time to see the nurse was 8 minutes.

The average waiting time to see a GP was 7 minutes.

If you use the online booking system, you can book any appointment that is available to Reception to book – up to six weeks ahead (this is for appointments with one of the doctors only at the moment).

16.1% of patients have registered for online service but less than 7% of GP appointments were booked in December using the online system.

If you have internet access, please consider using the online system. The Receptionist will be happy to help you register for this.