

Informal Mystery Shopper Exercise of GP Surgeries in North West London

Target time for access to a GP (unnamed) is 48hrs**Access to a GP – Outcome of 6 calls made to different GP Practices in NW London**

Appointment offered within Target Times?	Date of Call	Time of Call	Number of attempts if phone engaged	Holding time, if put on hold	Comments
Yes within 24hrs	12.6.06	9.10.30am	N/A	N/A	
No	19.6.06	9.30am	N/A	2/3mins	
Yes	6.6.06	8.43am	7 times- between 8.04 and 8.43am	30 seconds approx	
Yes	27.6.06	11.03am	N/A	N/A	
Yes	16.6.06	8.55am	N/A	N/A	
Yes	21.7.06	8.45am	2 times	N/A	

Target time for access to a Practice Nurse is 24hrs**Access to a Practice Nurse – Outcome of 6 calls made to different GP Practices in NW London**

Appointment offered within Target Times?	Date of Call	Time of Call	Number of attempts if phone engaged	Holding time, if put on hold	Comments
No	7.6.06	5.10pm	N/A	N/A	
No	29.6.06	10.26am	N/A	N/A	
Yes	3.7.06	12.05pm	Once	N/A	
Yes	10.7.06	12.30pm	N/A	20 seconds	
No	15.6.06	11.30am			Practice Nurse only available Tuesday & Thursday, single handed Practice
No	25.7.06	10.30am	10 times	5mins	Earliest appt to see a Doctor or Nurse is usually 5-7 days

