

## Patient Survey June 2019

		Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
	How likely are you to recommend our service to friends and family if they need similar care or treatment?	49	26	6	0	0	2
Comments	1. It wont surprise you to hear and its not your fault but sometimes I have to wait 3 weeks for a routine appointment.						
	2. I feel sometimes some of the receptionist are gruff.						
	3. Good when you get to see the doctor but hard to get an appointment						
	4. I think the surgery is at capacity						
	5. All friendly and welcoming doctors						
	6.Havent been coming here that long yet						
	7.Everyone needs a doctor occasionally						
	8. Always helpful when I need advice or an appointment						
	9. Waiting time for appointment						
	10 Sometimes really good, sometimes wrong information given out and can be confusin and contradictory depending on who you speak to						
	11. Also had good treatment and very helpful						
	12. Always good						
	13. The appointment system is getting worse						
	14. A good surgery and staff helpful						
	15. I have always had good service						
	16. Always obliging and very professional						
	17. Friendly and helpful staff						

	18. Staff firendly and give a good level of care
	19. Because of the good care I have always received
	20. Efficient and thorough
	21. Always received good service
	22. Because the doctors are very good
	23. Always Helpful
	24. Always courteous and friendly
	25. Been with surgery for over 30 years
	26. When I come to see the dr's they always have time to listen and do their best to help
	27. I have found it is friendly and efficient
	28. Very efficient
	29. Always pleasant and helpful
	30. Dr S Ukpaka is a very good doctor, explaining properly
	31. Provide a good service, texting etc.
	32. From reception to the nursing team and dr's you are always given a friendly confidential service
	33. All staff go out of their way to help
	34. Staff very helpful and firendly
	35. Polite and efficient
	36. We have received a very good service sinve moving to the practice, all doctors and staff including reception are helpful
	37. Nice firendly doctors and reception staff
	38.All of the staff are friendly helpful and professional
	39. Friendly staff
	40. Cannot fauly the service

	41. I find the staff very helpful and very experienced						
	42. Excellent service, great staff						
	43. Very good service						
		Very helpful	Helpful	Unhelpful	Don't Know		
1	How helpful would you say our receptionist are?	62	22	1	0		
Comments			Some not all	Sometimes			
		Poster Displays	Patient Newsletter/L eaflet	Health Information Leaflets	Information Cards	No Comments	More than one choice
2	Within the waiting room, which of the following do you find the most useful to obtain information?	45	9	10	1	7	13
Comments							
		Never	About once a week	About once a month	About once a year		
3	How often do you use the Surgery website?	54	7	19	3		
Comments		Not online					
		Yes	No	Don't Know			
4	Have you tried to make an appointment within the last 6 months?	79	3	2			
Comments							
		Yes	No				
5	If yes to the above, were you able to get an appointment (even if it was not at your preferred time)?	70	8			5	
Comments			Always a 2-3 week wait				
		In person	Online	By phone			More than one choice
6	Which of the following methods would you prefer to book your appointments?	7	16	52			10
Comments							

		Very Helpful	Helpful	Unhelpful	Don't Know	No Comments		
7	If you booked by phone, how helpful were our Reception staff in addressing your needs?	53	24	1	4	3		
Comments			Some	50/50 some				
		Excellent	Very Good	Good	Fair	Poor	Very Poor	No Comment
8	How do you rate our appointment booking system?	22	26	23	8	4	1	1
Comments								
		Excellent	Very Good	Good	Fair	Poor	Very Poor	No Comment
9	Overall, how would you describe your experience with your GP Surgery?	36	24	17	8			
Comments								
10	Are there any improvements/comments to be made regarding our Administration Team?							
Comments	<p>1. Treat every patient singularly</p> <p>2. More Doctors</p> <p>3. Surgery has improved over the last year</p> <p>4. Had trouble booking online told me appointment was unavailable when tried to book but had booked it for me when phoned and spoke to reception</p> <p>5. More appointment available</p> <p>6. No</p> <p>7. Thank you for your understanding fo my emergency appointment today. In the past (over 5 years ago) the team would have been reluctant to help</p> <p>8. No. Always helpful</p> <p>9. When calling for an emergency appointment could use a queing system for all calls</p> <p>10. Appointments need to be fairer, Some staff are abrupt and unfeeling, I understand if they have had a bad day but times of compassion is needed</p> <p>11. No</p> <p>12. All girls always polite and helpful</p> <p>13. No</p> <p>14. None</p> <p>15. Cant think of anything</p> <p>16. No</p> <p>17. No</p> <p>18. Not been here long enough to make a judgement</p> <p>19. Appointment times are to long</p>							

- 20. Less waiting times for appointments
- 21. Not really, it is and always will be a difficult job
- 22. None Excellent Service
- 23. Always very helpful
- 24. No
- 25. No
- 26. No as the first question, excellent
- 27. No
- 28. No
- 29. None
- 30. None
- 31. If a repeat isn't due but has been put in, call to advise it won't be processed
- 32. None
- 33. Shorter waiting time for appointments
- 34. All very good
- 35. No, just sometimes concerned at the appointment wait times as what may be deemed routine to experts can cause worry/stress to the patient
- 36. No
- 37. None
- 38. No

### Regarding the Practice

		Yes	No	No Comment				
11	Is there a particular GP that you usually prefer to see, or speak to?	30	54	1				
Comments								
		Always	Most of the time	A lot of the time	Never or almost Never	Not Tried to see the same GP	Some of the Time	
12	If yes to the above, how often do you see or speak to that GP?	5	17	6	0	0	2	
Comments								

### Regarding your last appointment with the GP, how good were they at each of the following:

		Excellent	Very Good	Good	Fair	Poor	Very Poor	No Comment
13	Giving you enough time?	41	24	10	7	1		2
Comments								
		Excellent	Very Good	Good	Fair	Poor	Very Poor	No Comment
14	Listening to you	45	23	12	2			3

Comments									
		Excellent	Very Good	Good	Fair	Poor	Very Poor	Does not apply	No Comment
15	Explaining tests and treatments?	45	23	12	2			1	2
Comments									
		Excellent	Very Good	Good	Fair	Poor	Very Poor	Does not apply	No Comment
16	Involving you in decisions about your care?	38	25	12	4			4	2
Comments									
		Excellent	Very Good	Good	Fair	Poor	Very Poor	Does not apply	No Comment
17	Treating you with care and concern?	43	27	9	2			1	3
Comments									
		Yes, definitely	Yes, to some extent	Don't know/can't say	No, not at all				
18	Did you have confidence and trust in the GP you saw or spoke to?	70	9	4					