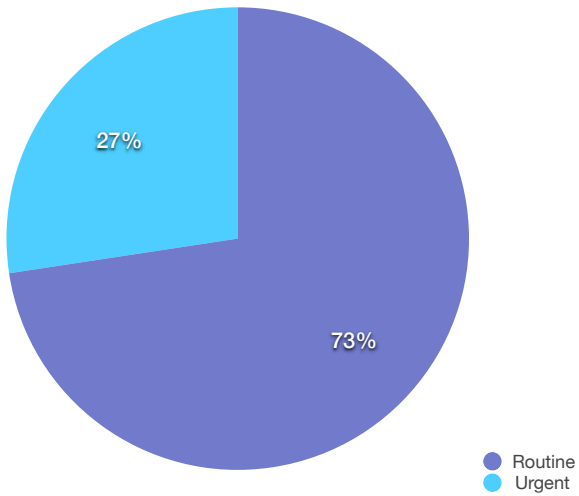


Patient Survey

The practice ran this survey over three months, September to November 2015. The questions within the survey were determined by the practice's Patient Participation Group. The survey was available online and hard copies were available. The survey was promoted within the practice and on our website.

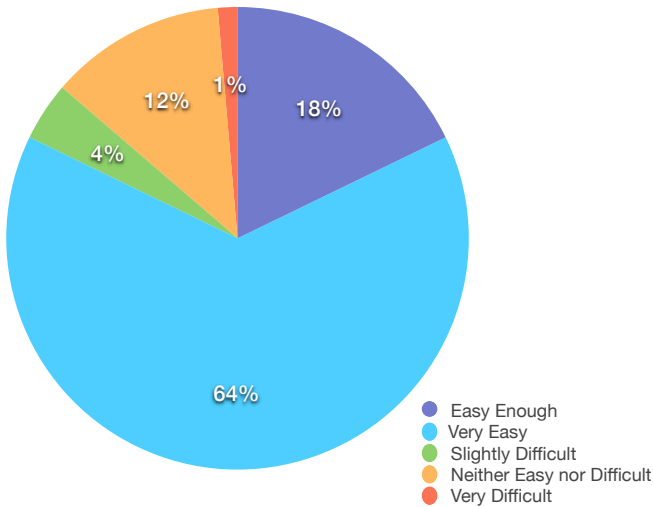
Did you make a routine or urgent appointment?

RESPONSE	COUNT
Routine	53
Urgent	20



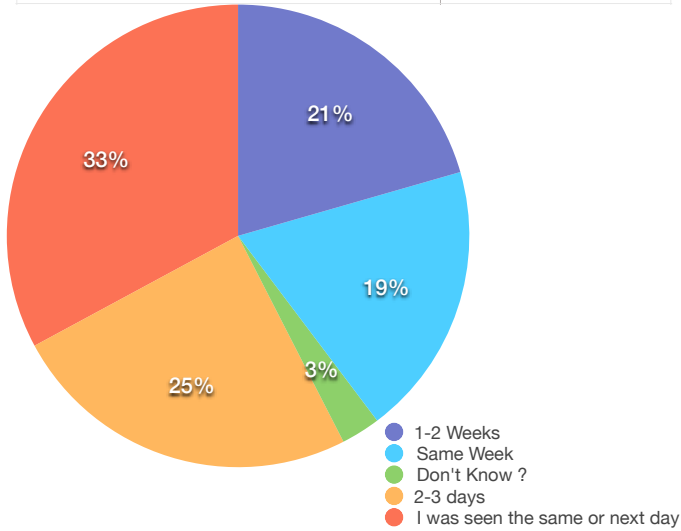
How easy did you find it to make an appointment?

RESPONSE	COUNT
Easy Enough	13
Very Easy	47
Slightly Difficult	3
Neither Easy nor Difficult	9
Very Difficult	1



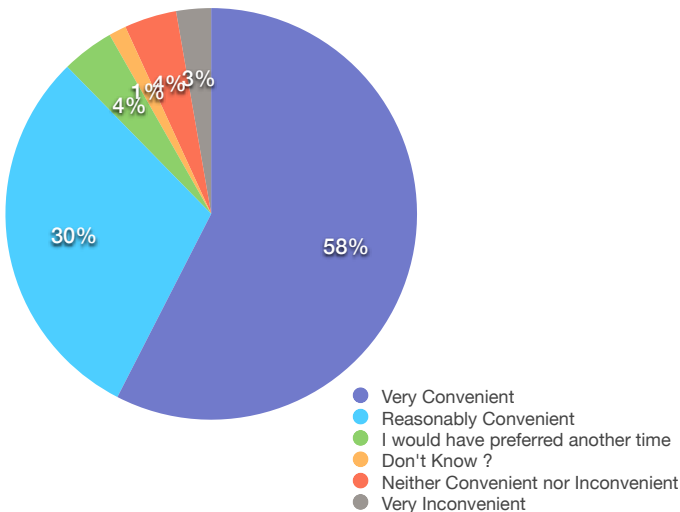
How long did you have to wait to get an appointment?

RESPONSE	COUNT
1-2 Weeks	15
Same Week	14
Don't Know ?	2
2-3 days	18
I was seen the same or next day	24



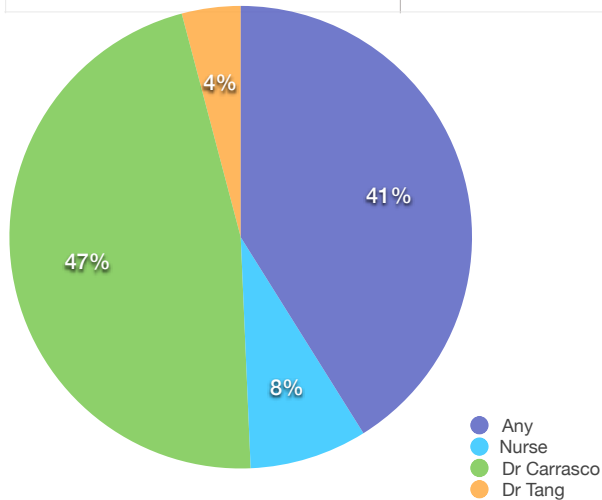
Did you get an appointment at a convenient time?

RESPONSE	COUNT
Very Convenient	42
Reasonably Convenient	22
I would have preferred another time	3
Don't Know ?	1
Neither Convenient nor Inconvenient	3
Very Inconvenient	2



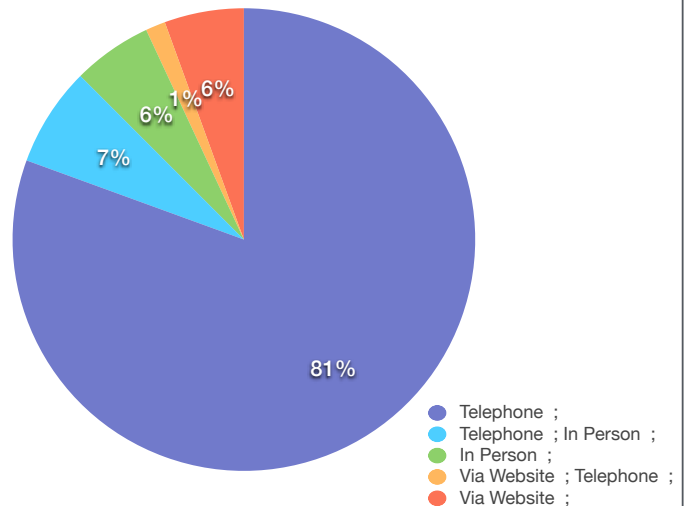
Did you request a specific clinician? If so whom?

RESPONSE	COUNT
Any	30
Nurse	6
Dr Carrasco	34
Dr Tang	3



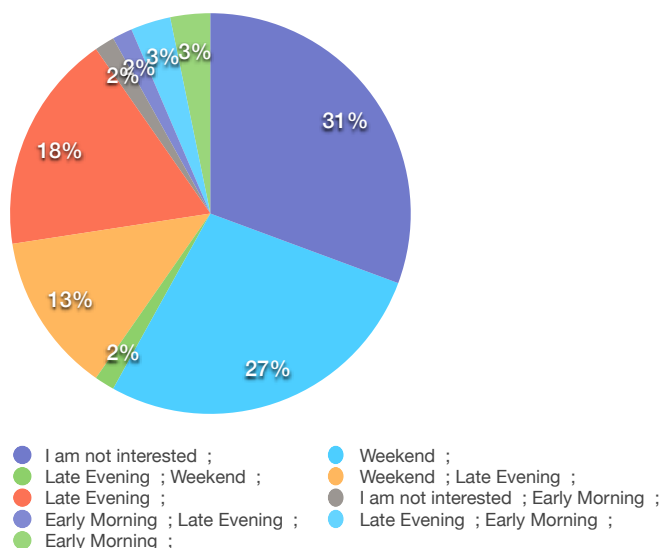
How do you prefer to book appointments?

RESPONSE	COUNT
Telephone ;	58
Telephone ; In Person ;	5
In Person ;	4
Via Website ; Telephone ;	1
Via Website ;	4



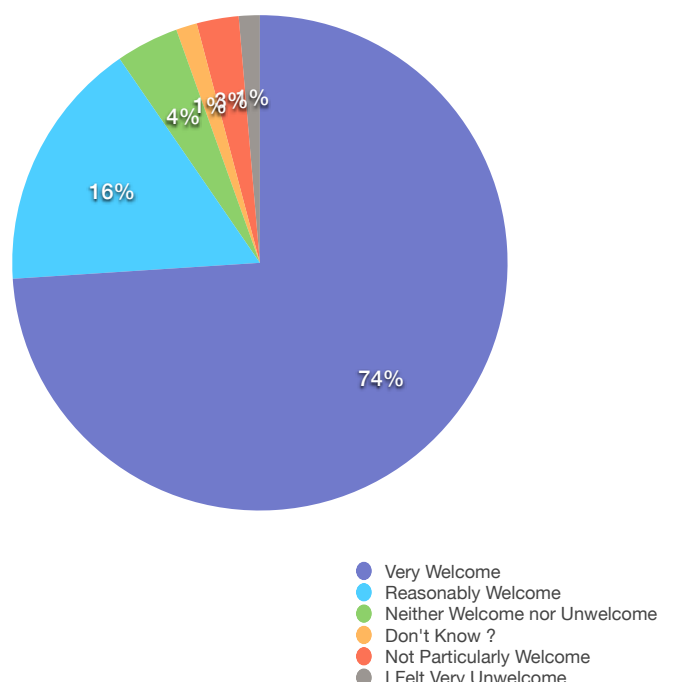
Would you be interested in alternative opening hours? If yes when?

RESPONSE	COUNT
I am not interested ;	19
Weekend ;	17
Late Evening ; Weekend ;	1
Weekend ; Late Evening ;	8
Late Evening ;	11
I am not interested ; Early Morning ;	1
Early Morning ; Late Evening ;	1
Late Evening ; Early Morning ;	2
Early Morning ;	2



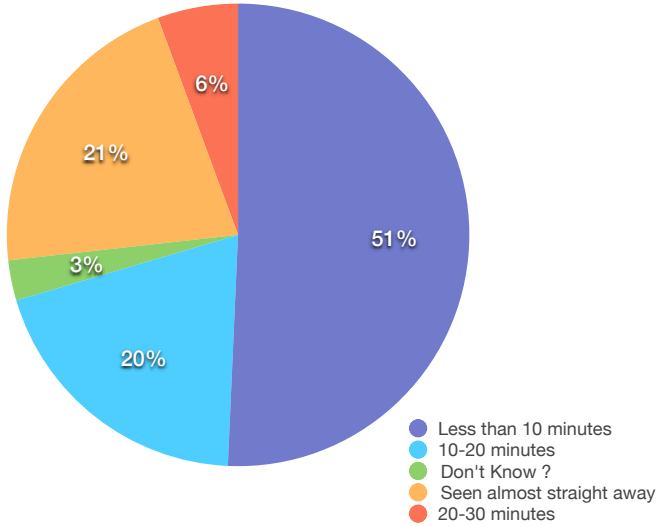
Were you made to feel welcome by the staff?

RESPONSE	COUNT
Very Welcome	54
Reasonably Welcome	12
Neither Welcome nor Unwelcome	3
Don't Know ?	1
Not Particularly Welcome	2
I Felt Very Unwelcome	1



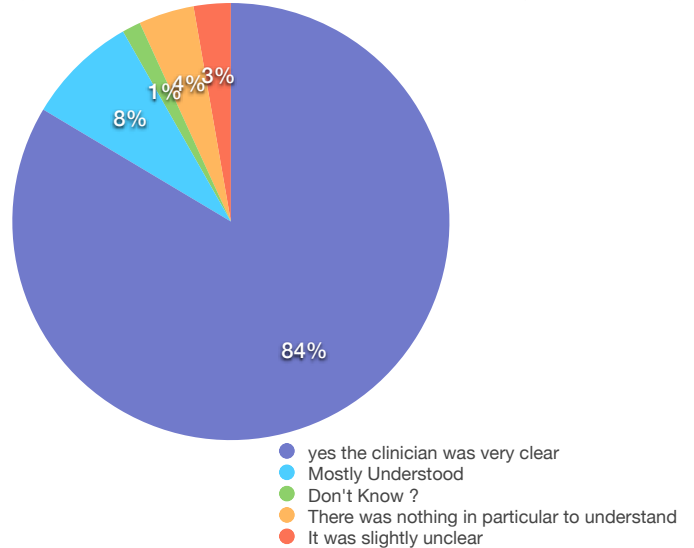
How long did you have to wait to be seen?

RESPONSE	COUNT
Less than 10 minutes	36
10-20 minutes	14
Don't Know ?	2
Seen almost straight away	15
20-30 minutes	4



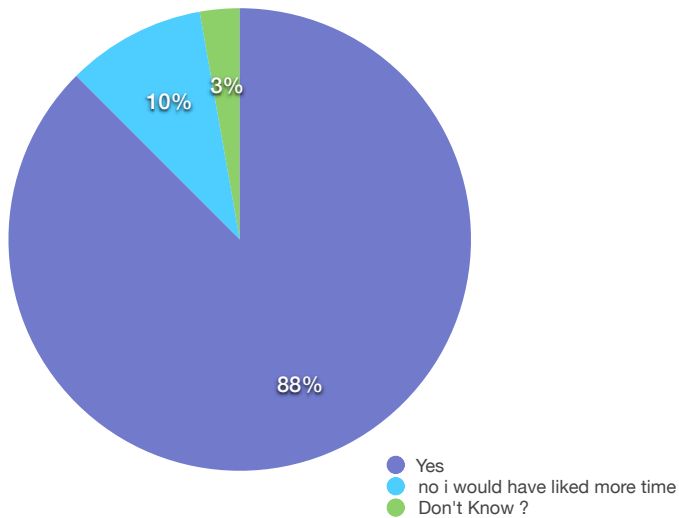
Did you understand the care/ treatment you were given?

RESPONSE	COUNT
yes the clinician was very clear	61
Mostly Understood	6
Don't Know ?	1
There was nothing in particular to understand	3
It was slightly unclear	2



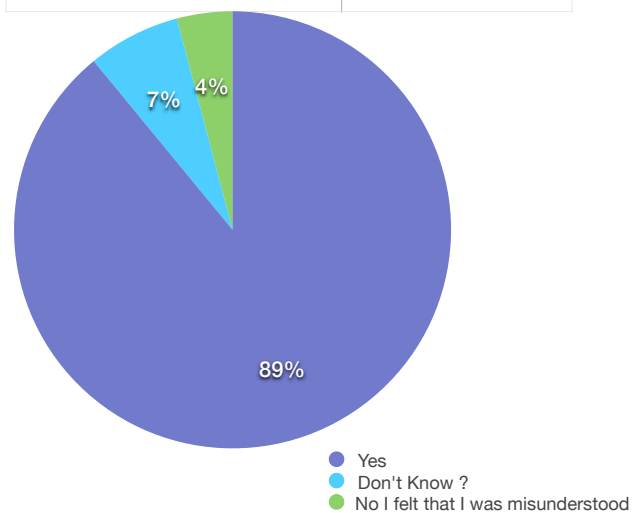
Were you given enough time with the clinician?

RESPONSE	COUNT
Yes	63
no i would have liked more time	7
Don't Know ?	2



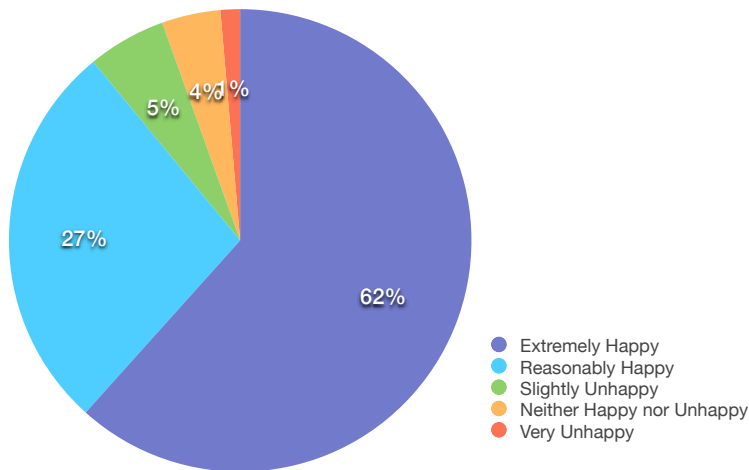
Did you feel they understood you?

RESPONSE	COUNT
Yes	65
Don't Know ?	5
No I felt that I was misunderstood	3



Overall are you happy with your care?

RESPONSE	COUNT
Extremely Happy	45
Reasonably Happy	20
Slightly Unhappy	4
Neither Happy nor Unhappy	3
Very Unhappy	1



Any other relevant comments you wish to make that are not covered by the above?

RESPONSE
Reception staff are very helpful and polite
Very welcoming staff and environment - very happy.
Continuous improvements to surgery. Receptionists are very friendly and efficient.
Open surgery as before
Very pleased to be able to visit a small local surgery
As a wheelchair user I'm glad you've made the waiting room more accessible. The disabled parking space is good but would be better if the kerb was lowered.
Surgery hours are not an issue as long as walk-in centres are in place. Preferred open surgeries being an option. Parking is becoming a real problem during the school holidays.
I still like the system of open surgery which used to exist.
I asked to see Dr Carrasco but was quite happy to see another doctor. Day/date was convenient for me. I saw Dr Khor.
Relaxing music or a diverting television programme in waiting room would be good. 1. To take your mind off appointments 2. To block out toilet noise 3. To stop listening to telephone conversations in reception.
My train was delayed so I was late - staff were very accomodating.
Very please with care provided by Dr Carrasco who is a wonderful GP - proactive and 'goes the extra mile' for my wife and myself.
Very happy with treatment since Dr Carrasco took over.
Nurse raising voice in recpetion regarding a problem with diaries and timings. Dr Khor was extremley good and very caring.
I felt that the clinician I saw today (Dr Tang) was very efficient and helpful.
It would be helpful if blood tests could still be carried out at the surgery as they have been in the past but I realise this may not be possible.
I feel i was prescribed innappropriate medication and frankly the attitude of Dr Tang was incredibly offhand and the whole experience was unhelpful and upsetting. She needs to improve her customer service skills/manner.
The waiting time to see Dr Carrasco is too long. XXXX is not very person friendly comes across very abrubt. Rude chews gum!
I find it very difficult to park to see a Doctor. I am fit and can walk well but today I was parked by the church. Not good in this very wet weather.
The doctors need to make themselves approachable and smile a little bit. I would like them to bring back the morning surgery where you come without booking appointment.
I believe asking for a particular GP is important for continuity of care and not because other GPs are not equally efficient.
I do have a hearing problem which can make it difficult for me to understand a doctor with a pronounced accent. Dr Carrasco however speaks very clearly and distinctly.
Very happy overall
I think an extraordinary effort is being made under very difficult circumstances to deliver a very professional and efficient service.
short chair yoga sessions
Feel very fortunate to be a patient at this practice. Certainly would not want to change or become part of a larger practice. The personal care is first class and gives one confidence
XXXXX was very rude when appt was booked. Not a nice person.