

Annual Practice Survey

GENDER	TALLY
Male	76
Female	127
AGE	TALLY
Under 17	3
17 – 24	21
25 – 44	62
45 – 64	55
65 – 74	36
75 – 84	21
Over 85	5

ETHNICITY	TALLY
White British	200
White Irish	2
Any other white	1
Mixed- other	
Mixed Caribbean	
Mixed African	
Mixed Asian	
Indian	
Pakistani	
Bangladeshi	
Asian - Other	
Caribbean	
African	
Chinese	
Any other background	

SURGERY VISITS PER YEAR	TALLY
More than 4 times	58
2 – 4 times	33

Once or less	9
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Appointments

WHEN NEEDING AN URGENT APPOINTMENT:

WERE YOU ABLE TO SEE A CLINICIAN ON THE SAME DAY OR IN THE NEXT 2 DAYS OF THE PRACTICE BEING OPEN?	TALLY
Yes	121
No	11
Haven't tried	24

COMMENTS

- I rang today and got an appointment for the same day.
- Usually the same day
- Always able to get an appointment when needed
- Never had a problem
- Always
- It is pathetic how when I ring there is only one appointment or none, this is always when I ring at 8am. Something needs to be done about this.
- Always helpful and obliging
- Compared to other doctors we can get appointments ASAP
- Always brilliant
- Not happy with 'urgent appointment' told by receptionist to call back at 1pm when I said I was having a miscarriage
- I wouldn't class urgent as 2 days
- Practice fully booked by 8am, phone engaged so no appointments
- Huge improvement over past 12 months
- Same day, after some discussions
- Time slots easier to obtain
- Not always
- If phoning at 8-8.30 I have difficulty if I phone any later
- Appointments system is now ridiculous, we ring at 8am but told "no appointments left" Bring back the good old way and let patients book in at a certain day and time that suits them

- Don't call within 2 days URGENT
- Very pleased
- Would be better to ring at any time not just 8am can never get through
- Very good at seeing you
- Very good receptionist always get you an urgent appointment when needed
- Having to phone at 8am to get an appointment which isn't helpful when I have to go to work

HOW EASY IS IT TO GET AN APPOINTMENT TO SEE YOUR PREFERRED CLINICIAN?	TALLY
Very easy	83
Easy	85
Not easy	24
Very difficult	2
Haven't tried	39

COMMENTS

- Not fussed who I see
- Not bothered who I see as long as they are competent
- As working shifts, time we must call not always appropriate or if needing a later appointment told to ring back – can be confusing
- Never enough appointments when you phone up
- Would like to see a lady doctor for some complaints
- We see who is available
- Easy to make an appointment and get one ASAP
- Easy if I don't mind waiting and if I manage to get through between 8-8:10
- Always see any doctor, never the same
- Happy to see whichever doctor is available
- My preferred clinician has left the practice (Dr Wallis) and it was difficult to see her
- Since new doctor joined not seen my regular doctor so not impressed even though new doctor nice
- At the moment we never know what doctors are in the surgery
- Dr Wallis got booked up very quickly
- Never get asked who I want to see as doctors work part time
- Keep changing at the moment which isn't great when you feel comfortable with one
- Can usually see them when requested
- Can be difficult to get an appointment with any doctor, difficult to get through on phone
- Like the 01773 number as it doesn't cost me

Clinical Care**HOW SATISFIED ARE YOU WITH THE LEVEL OF CARE PROVIDED BY OUR DOCTORS &****TALLY**

NURSES IN HELPING WITH YOUR CONDITION?	
Very satisfied	101
Satisfied	87
Dissatisfied	4
Very dissatisfied	
No opinion	11

COMMENTS

- Do miss Dr Wallis as she was very sympathetic to my problems and always very helpful
- Overall good, varying advice, differs between GPs
- Fantastic service from Drs and Nurses cannot fault at all
- If need other tests GPs do send us to a nurse, hospital, etc. However I have had an illness for so long and still not truly satisfied with the result
- Recent problems handled sensitively and kindly. Occasionally phone appointments not appropriate. Would like the GP to call me in
- Was recently upset by a dramatic call minutes before closing time asking me to come in, rely on transport and felt concerned all night
- On the whole I am given what I ask for
- Get there in the end
- Felt midwife didn't pick up on the fact I had preeclampsia and very ill
- Drs and nurses are always helpful and never make you feel like you are wasting their time
- All staff are very pleasant and take time to listen and explain
- With Dr Wallis I was very satisfied, unfortunately very disappointed with other as very quick assessment with admission of antibiotics
- While I know you have to renew prescriptions every 6 months – for long term conditions on inexpensive prescriptions this seems a waste of the doctors time – once a year would be sufficient
- Always very good

HOW SATISFIED ARE YOU THAT YOUR APPOINTMENTS WITH DOCTOR/NURSE WERE LONG ENOUGH TO GIVE SUFFICIENT TIME TO FULLY DISCUSS & HELP TREAT YOUR CONDITION?	TALLY
Very satisfied	102
Satisfied	88
Dissatisfied	3
Very dissatisfied	
No opinion	6

COMMENTS

- Sometimes okay, sometimes feel rushed
- They are always very obliging
- Sometimes have to make a 2nd appointment
- Occasionally felt rushed, but that is because they are only allocated “minutes” with patients
- Would like a GP to take face to face with not the computer screen
- Limited choice for females as no female GP
- Sometimes doctor seems rushed and too busy
- Longer appointments should be available

Opening Hours

HOW SATISFIED ARE YOU WITH THE PRACTICE OPENING HOURS?	TALLY
Very satisfied	66
Satisfied	109
Dissatisfied	16
Very dissatisfied	1

COMMENTS

- Would be nice if did a late night appointment after 6pm as can be difficult to get when working
- Why close Wednesday afternoons?
- Possible Saturday morning clinic
- When I cannot get in I use a telephone appointment
- Not great for people who work long and unsociable hours
- Surely, with operating a rota system, you need not close Wednesday afternoons
- Don't feel they are open enough hours in the day, appointments are taken very quickly
- I think half day on a Wednesday is out dated
- Don't seem to cater for those that work in the village
- It would be better if the surgery was open on Saturday morning for emergencies
- Open Wednesdays?
- Never open for people who work full time
- Would like the practice to open Saturday mornings
- Not always suited around working people, when asking for last appointments, normally given 5.30 which I struggle to get back for
- Would prefer the surgery to open all day on Wednesday don't understand why they close for half a day
- Don't help people that work
- Luckily, not needed over weekend as yet
- I don't understand the half day on Wednesday, it's like you are still living in the dark ages
- Weekend surgery would be a good idea
- Could open Saturday mornings for people who work during the week
- Maybe a Saturday morning clinic could be discussed as the workers may not have time during the weekly hours
- Weekend availability
- Bit difficult when you work until 5pm
- Later appointments would help up to 7pm

- Not many options when you work for both blood tests and GP appointments
- Only place I know who has half day on Wednesday even the shops no longer do it
- Would like Saturdays
- I don't understand the open for half a day on a Wednesday

Staff

HOW HELPFUL DO YOU FIND THE RECEPTION STAFF?	TALLY
Very helpful	117
Helpful	76
Unhelpful	3
Very unhelpful	1
No opinion	6

COMMENTS

- The most helpful medical practice I have attended in the UK (lived in USA)
- Always pleasant and helpful
- Lovely ladies always helpful and polite I have seen a big improvement of late
- Sometimes can be a bit sharp
- Can be quite abrupt, and not very accommodating to your needs. I have also witnessed rolling of eyes when patients have been on the phone to them (not professional) although there seems to be new reception staff this week
- Huge improvement over last 12 months
- Rude on the phone, always talking about personal life, don't seem as though they want to help
- Get there in the end
- Very nice, kind and helpful
- Has got better, was frank and unfriendly
- Excellent

Facilities

ARE YOU SATISFIED WITH THE FACILITIES AT OUR SURGERY?	TALLY
Yes	191
No	9
Not applicable	3

COMMENTS

- Pharmacy is handy
- Toys keep children entertained
- Parking awful
- A few more seats would be helpful
- Sometimes no appointments but waiting room seems empty
- Toilet facilities need improving
- Would be nice to have larger rooms to see the GP
- Very good surgery

Access

IF YOU HAVE A DISABILITY; HOW DO YOU FIND THE ACCESS TO THE PRACTICE & INSIDE THE BUILDING ITSELF?	TALLY
Very satisfied	37
Satisfied	35
Dissatisfied	2
Very dissatisfied	
No opinion	129

COMMENTS

- I use a disabled badge and occasionally fine others using the disabled bay with no badge or blocking the bay when dropping supplies off at the pharmacy
- 1 disabled bay not enough, new touch pad for doors is a lot better, car park can get very icy (if gritted would be safer)
- Not enough space
- The new door system is ideal for disabled access and mothers with prams, etc
- I know it is not possible but a larger car park and more disabled spaces
- Not enough spaces

DO YOU HAVE ANY SUGGESTIONS FOR ANY ITEMS FOR INCLUSION IN NEXT YEARS LOCAL PRACTICE SURVEY?

COMMENTS

- Don't really visit that much to comment mainly use for children
- What do people think of new reception desk
- Urgent/emergency appointments could do with a review
- Explanation of what the survey is for and for who's benefit

IF THERE IS SOMETHING WE COULD IMPLEMENT THAT IS RELATIVELY SIMPLE TO DO TO IMPROVE SERVICES, WHAT WOULD IT BE?

COMMENTS

- To have a drop in appointment service on certain days, where you sit and wait your turn
- Get a variety of books to read while waiting
- Make more appointments available during the morning
- Make appointments for afternoon for those who work others in a morning like it used to be
- People in the waiting room can hear what you have to say to the receptionists there is not a lot of privacy
- Improve reception desk, not private, can hear everything said and on show
- Appointments on time and friendlier reception staff
- Open later or weekends
- Let people book in advance for routine appointments instead of offering ring on the day which is not always ideal to my working life
- Normally I would say more appointment times, but just lately has been better
- When phoning for an appointment it would be easier to be put in a queue rather than constantly re-dialling
- Pharmacy open Monday-Friday/Saturday
- Not having to ring at 8am to get an appointment
- A booking system would be better
- People who needed urgent appointments to be seen as soon as
- Saturday morning clinic
- New appointment system
- A tannoy system or electric display to show patients it is their turn and which doctor they will see
- Find the open hatch uncomfortable – can hear all conversations

which doesn't seem right. Can a screen be put up?

- Pleased with everything
- Change appointment system, make it easier to get through in the morning
- Introduce more GPs to improve appointment availability
- More help with hospital selection tailored to patient condition