

| Question                                                           | Rating    |       |      |       |      |       |      |       |           |       | No | Yes | Number who completed the question |  |
|--------------------------------------------------------------------|-----------|-------|------|-------|------|-------|------|-------|-----------|-------|----|-----|-----------------------------------|--|
|                                                                    | Very Poor | %     | Poor | %     | Fair | %     | Good | %     | Very Good | %     |    |     |                                   |  |
| <b>GENERAL QUESTIONS</b>                                           |           |       |      |       |      |       |      |       |           |       |    |     |                                   |  |
| How easy have you found it to make an appointment                  | 14        | 7.1%  | 15   | 7.7%  | 58   | 29.6% | 63   | 32.1% | 46        | 23.5% |    |     | 196                               |  |
| How easy is it to get an appointment that suits you                | 18        | 9.4%  | 25   | 13.0% | 50   | 26.0% | 71   | 37.0% | 28        | 14.6% |    |     | 192                               |  |
| How would you rate reception by phone and/or in person             | 6         | 3.2%  | 7    | 3.7%  | 33   | 17.6% | 76   | 40.6% | 65        | 34.8% |    |     | 187                               |  |
| How would you rate the phone system                                | 15        | 7.7%  | 16   | 8.2%  | 64   | 32.7% | 71   | 36.2% | 30        | 15.3% |    |     | 196                               |  |
| How would you rate the overall experience of making an appointment | 20        | 10.6% | 18   | 9.6%  | 57   | 30.3% | 66   | 35.1% | 27        | 14.4% |    |     | 188                               |  |
| Would you recommend this GP surgery to someone else                | 8         | 4.4%  | 3    | 1.7%  | 33   | 18.2% | 64   | 35.4% | 56        | 30.9% | 7  | 10  | 181                               |  |
| <b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE DOCTOR</b>     |           |       |      |       |      |       |      |       |           |       |    |     |                                   |  |
| How do you rate the amount of time spent with the doctor           | 1         | 0.6%  | 6    | 3.3%  | 26   | 14.4% | 83   | 45.9% | 65        | 35.9% |    |     | 181                               |  |
| How well did they listen to you                                    | 1         | 0.6%  | 7    | 3.9%  | 20   | 11.2% | 69   | 38.8% | 81        | 45.5% |    |     | 178                               |  |
| How well did they explain the tests and treatments                 |           |       | 4    | 2.3%  | 23   | 13.1% | 71   | 40.6% | 77        | 44.0% |    |     | 175                               |  |
| How well did they involve you in decisions about your care         |           |       | 8    | 4.6%  | 19   | 10.9% | 80   | 46.0% | 67        | 38.5% |    |     | 174                               |  |
| How well did you feel you were treated e.g. with care and concern  | 1         | 0.6%  | 2    | 1.1%  | 18   | 10.2% | 81   | 45.8% | 75        | 42.4% |    |     | 177                               |  |
| How much confidence and trust did you have in the doctor           | 2         | 1.1%  | 8    | 4.6%  | 20   | 11.4% | 65   | 37.1% | 80        | 45.7% |    |     | 175                               |  |

|                                                                                                          |                  |          |                           |          |             |          |                     |          |                  |          |     |
|----------------------------------------------------------------------------------------------------------|------------------|----------|---------------------------|----------|-------------|----------|---------------------|----------|------------------|----------|-----|
| How satisfied are you with the overall quality of care                                                   | 3                | 1.7%     | 4                         | 2.3%     | 21          | 12.0%    | 69                  | 39.4%    | 78               | 44.6%    | 175 |
| <b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE NURSE</b>                                            | <b>Very Poor</b> | <b>%</b> | <b>Poor</b>               | <b>%</b> | <b>Fair</b> | <b>%</b> | <b>Good</b>         | <b>%</b> | <b>Very Good</b> | <b>%</b> |     |
| How do you rate the amount of time spent with the nurses                                                 |                  |          |                           |          | 13          | 8.1%     | 67                  | 41.6%    | 81               | 50.3%    | 161 |
| How well did they listen to you                                                                          |                  |          |                           |          | 7           | 4.5%     | 68                  | 43.6%    | 81               | 51.9%    | 156 |
| How well did they explain the tests and treatments                                                       |                  |          |                           |          | 11          | 7.7%     | 59                  | 41.5%    | 72               | 50.7%    | 142 |
| How well did they involve you in decisions about your care                                               |                  |          |                           |          | 11          | 7.3%     | 69                  | 45.7%    | 71               | 47.0%    | 151 |
| How well did you feel you were treated e.g. with care and concern                                        |                  |          | 1                         | 0.7%     | 12          | 7.8%     | 64                  | 41.8%    | 76               | 49.7%    | 153 |
| How much confidence and trust did you have in the nurse                                                  |                  |          |                           |          | 11          | 7.2%     | 59                  | 38.6%    | 83               | 54.2%    | 153 |
| How satisfied are you with the overall quality of care                                                   |                  |          |                           |          | 10          | 6.4%     | 65                  | 41.7%    | 81               | 51.9%    | 156 |
| <b>IF YOU HAVE A LONG-STANDING HEALTH CONDITION PLEASE COMPLETE THE FOLLOWING:</b>                       | <b>Yes fully</b> |          | <b>Yes to some extent</b> |          | <b>No</b>   |          | <b>Not required</b> |          |                  |          |     |
| Have you had enough support from this surgery to help you manage your long term health condition         | 61               | 48.8%    | 35                        | 28.0%    | 8           | 6.4%     | 21                  | 16.8%    |                  |          | 125 |
| Have you had enough support from other local services to help you manage your long term health condition | 39               | 33.3%    | 28                        | 23.9%    | 17          | 14.5%    | 33                  | 28.2%    |                  |          | 117 |

Total Number of Surveys completed/completed in part = 196

| Number Of Visits within last 12 months. |            |
|-----------------------------------------|------------|
| Not given                               | 75         |
| First Visit                             | 5          |
| Less than 5                             | 39         |
| 5-10 visits                             | 50         |
| 10+ visits                              | 18         |
| 20+ visits                              | 6          |
| 30+ visits                              | 1          |
| 50+ visits                              | 2          |
| <b>TOTAL</b>                            | <b>196</b> |

**GENERAL COMMENTS ADDED TO QUESTIONNAIRE**

|                                                                                                                                                |                                                                                                                                    |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>This practice is excellent if you can get an appointment. You either need to increase doctor appointments or reduce number of patients.</p> | <p>I have been with practice for nearly forty years (from Hanover Street days) and I wouldn't want to change.</p>                  | <p>Difficulty getting through to Reception. Cost of phone calls, holding on, reception staff caring but not listening to concerns related to waiting for reply. Have been with practice for 20+ years. Not as easy to get an appointment. Considering changing practice unless improvements made.</p> | <p>I believe you should give an explanation and apology to explain to patients when visits are running late. I rarely get to make an appointment on the day needed when I am ill. I think you should give the option to be able to book an appointment for the next day if the surgery is full.</p> | <p>Almost impossible to get continuity of service i.e. the same doctor each visit. This is mainly due to the fact that appointments cannot be booked ahead. I rate the nurses very highly but even they need you to be at the surgery by 8 am if needing a particular person. Not good for elderly people without transport (quite a lot of us).</p> | <p>The phone appointment system is a bug bear of mine. Often and nearly always I don't need to see a doctor immediately so why can't I make an appointment a few days in advance. Having to arrange an appointment at 8 am adds to the anxiety. It is often a mad scramble. Sometimes you find the phone engaged. On one occasion, it was only once, I was informed when I did get through that the days appointments were fully booked up. Having said all that the reception staff are very thoughtful and helpful. I used to work on reception myself and I know how hard and frantic it can be.</p> |
| <p>I found one of the doctors very unapproachable, also very unempathic. Therefore, I request not to see him. All the others are great.</p>    | <p>Would like to be able to see the same doctor each time you visit. Can't build up a trust especially with ongoing treatment.</p> | <p>Dislike appointments with trainee doctors.</p>                                                                                                                                                                                                                                                     | <p>Reception staff - polite, accommodating and professional. Doctors - very good care, patient and caring.</p>                                                                                                                                                                                      | <p>I find only being able to book on the day difficult as by the time you get through all the appointments have gone.</p>                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |