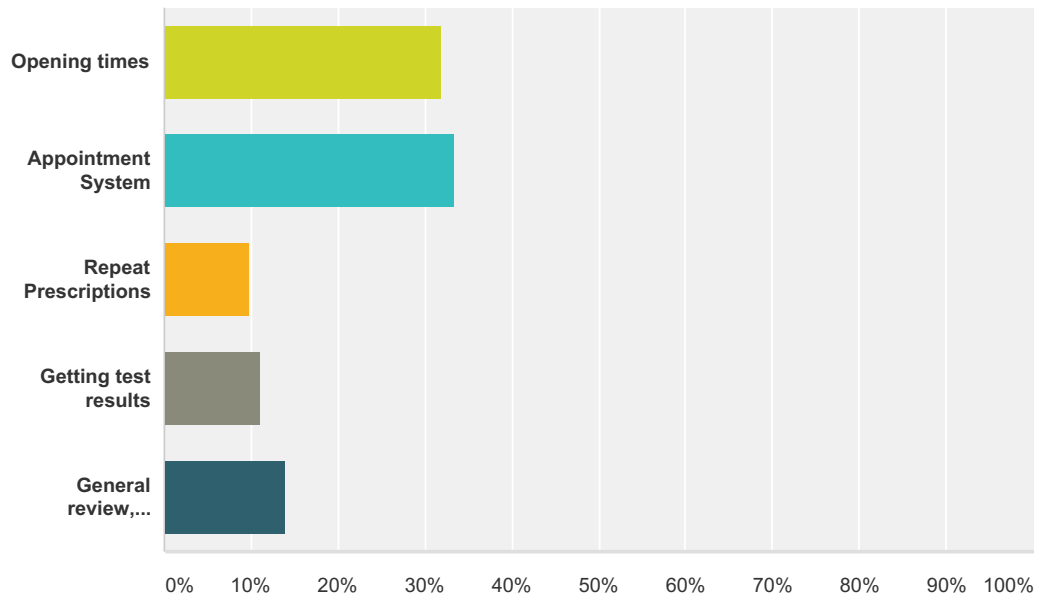


### Q1 Please tick one box to indicate what area you would like the practice to look at next

Answered: 72 Skipped: 0



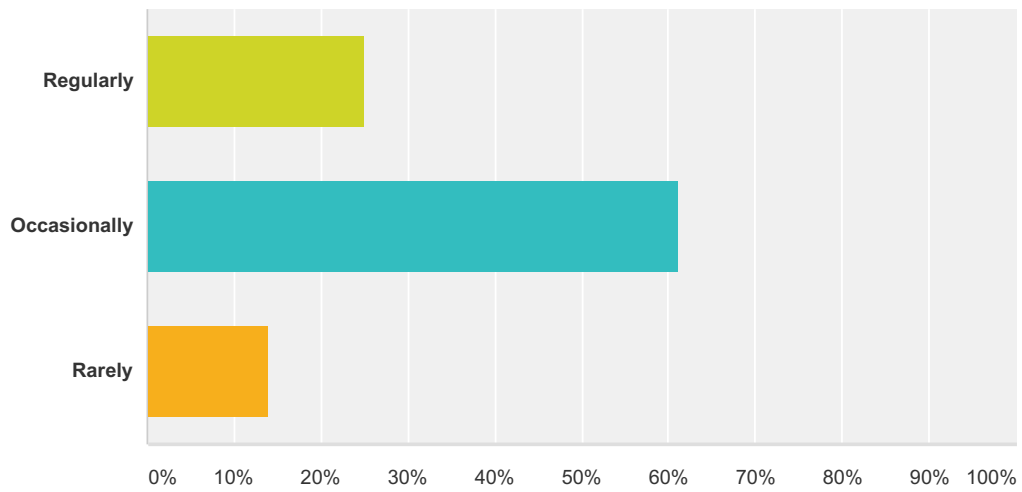
Answer Choices	Responses
Opening times	31.94% 23
Appointment System	33.33% 24
Repeat Prescriptions	9.72% 7
Getting test results	11.11% 8
General review, premises, staff, parking etc	13.89% 10
<b>Total</b>	<b>72</b>

#	Any other suggestions and comments	Date
1	Charging people who fail to show up for their appointment	2/4/2015 3:54 AM
2	Not easy to get an appointment within 2 weeks with doctor.	2/1/2015 1:01 AM
3	Too long to wait for an appointment when needed. In one case upto 4 weeks	1/23/2015 2:53 AM
4	Missed appointments are still as bad. The time has come to get rid of people who keep missing appointments	1/19/2015 3:26 AM
5	As a new patient I am so far very happy with the service that I have received.	1/19/2015 3:20 AM
6	Ability to book nurse appointments online would be good.	1/16/2015 1:16 PM
7	I think a water drinks machine would be a lovely idea in the waiting area. I do suffer with dry mouth due to medication and would really appreciate a cup of water sometimes while waiting.	1/16/2015 12:55 PM
8	rationalising renew dates on different meds.	1/16/2015 7:43 AM

9	When the nurse(or doctor) send you out and appointment for i.e. annual check or what ever if its to follow after a bloodtest is taken .why not send both out together. As half time you have an appointment to see nurse/doctor, but you can t get bloodtest done in time .so you end up trying to get both appts to tally which nine times out ten .Ends up months after you should been seen or you forget .	1/16/2015 7:32 AM
10	The surgery must rank as one of the best, my wife , Pauline is a regular visitor with her multiple problems and her GP, Dr Purcell is one of the best GP's around	1/16/2015 6:47 AM
11	Improved communication between hospital departments making referrals speedier and communication fast and efficient	1/16/2015 6:03 AM
12	When will you be going on to Electronic Prescribing	1/16/2015 5:07 AM
13	Also attitude & compassion of reception staff, have often felt very unhappy talking to these members of staff and found them to be very unhelpful.	1/16/2015 3:06 AM
14	More appointments out of normal working hours	1/16/2015 2:59 AM
15	I visited the doctor for an appointment, to find that I had had results from a previous test that had not been passed on.	1/16/2015 1:38 AM
16	It would be useful if Nurse appointments were available on the system.	1/13/2015 3:11 PM
17	One telephone line seems to be inadequate. It can take many attempts to speak to a receptionist. The Triage system is excellent. I often use the automated system.	1/13/2015 3:52 AM
18	The Childrens play room because it seems to be abused by parents not paying attention to their children. (overall you do a first class job)	1/13/2015 3:47 AM
19	Don't understand the new system that's being introduced in respect of prescriptions being sent to one designated pharmacist only.	1/12/2015 2:21 PM
20	It would be helpful also to some clarity about how to get test results from a hospital.	1/10/2015 9:27 AM
21	I'm not sure how late you open during the week, as it's not an issue for me (I'm at home during the day and am always able to access the surgery whilst my daughter is at school) but I imagine that it can be difficult getting appointment outside standard working hours.	1/7/2015 4:38 AM
22	In general I have no problems with any of the above. Only chose general review as the waiting room seating is looking rather grimy	1/6/2015 12:26 PM
23	I would love this service to be available on the online system.	1/6/2015 10:50 AM
24	Disabled/elderly entry facilities :- When my husband had MND It took a lot of time and effort to get at least a front bell disabled people could ring to get in ... I was not happy earlier last year to see it had gone and nobody was planning to do anything about it, or even realised it had gone. On a good day the doors are almost too heavy for me to open: when I hurt my back last year and was using a pusher walker I had to wait outside for someone to come along who going in, who could open the door fro me. Try it ..it's; quite humiliating and not acceptable. One day I went to book an apoinmtent and the `musik` was so loud I couldn't hear the receptionist - if I am ill the last thing I want to hear is loud music, why on earth is it needed in the waiting room???	1/6/2015 10:25 AM
25	AI would be sensible to look at!!	1/6/2015 10:07 AM
26	Had to tick an option but all of it seems to be working well from my experience, I am very pleased with all aspects and would like to pass on my thanks to veryone.	1/6/2015 7:41 AM
27	My wife and I are very happy with all of the above execept car parking and I do not see how you can alleviate that problem easily.	1/6/2015 4:50 AM

### Q2 In your opinion how often would you say you visit the surgery?

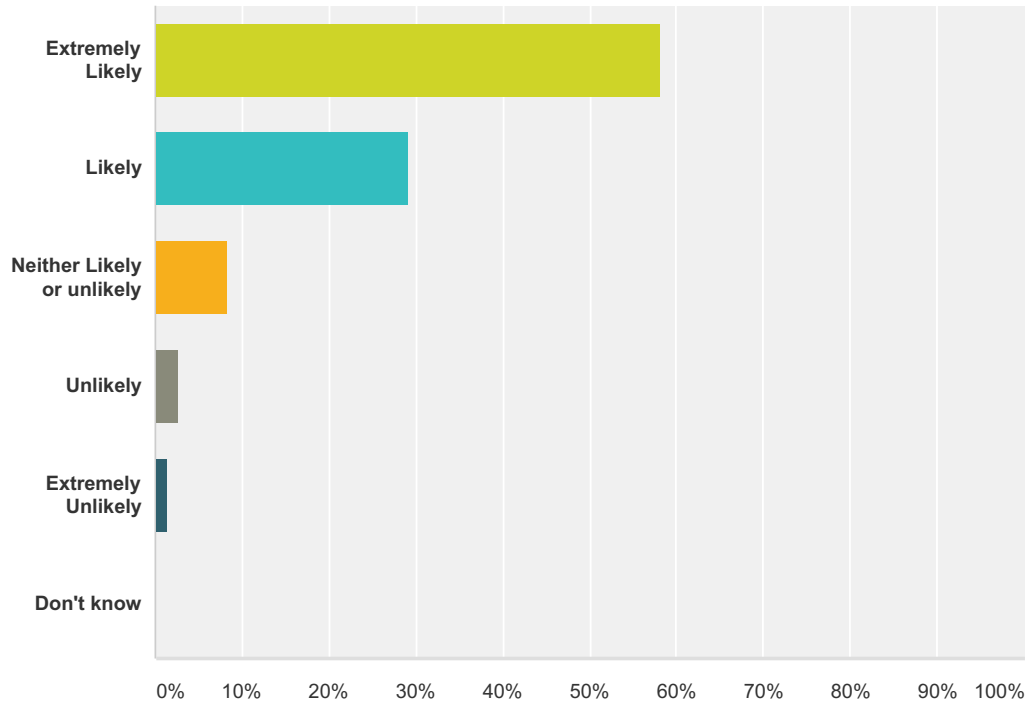
Answered: 72 Skipped: 0



Answer Choices	Responses
Regularly	25.00% 18
Occasionally	61.11% 44
Rarely	13.89% 10
<b>Total</b>	<b>72</b>

**Q3 We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Answered: 72 Skipped: 0



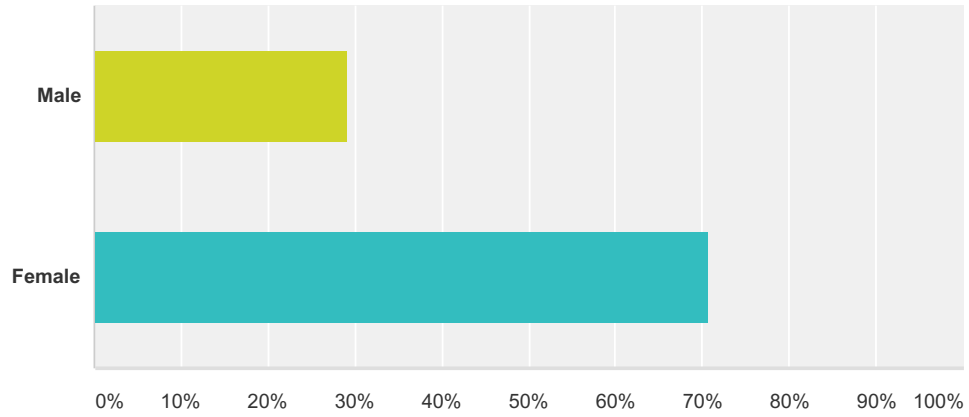
Answer Choices	Responses
Extremely Likely	58.33% 42
Likely	29.17% 21
Neither Likely or unlikely	8.33% 6
Unlikely	2.78% 2
Extremely Unlikely	1.39% 1
Don't know	0.00% 0
<b>Total</b>	<b>72</b>

#	Is there anything we could have done better?	Date
1	the turnaround time needed for repeat prescriptions	1/24/2015 7:41 AM
2	lot from me personally	1/19/2015 3:27 AM
3	Happy so far	1/19/2015 3:20 AM

4	I needed a blood test, however I was told I should go to the walk in centre at the hospital as the closest appointment with a nurse you could offer was 3/4 weeks away. I managed to get to the hospital and it was very efficient. However I was shocked that the surgery was not able to offer me a blood test within a week on the premises. My age and ability to get to the hospital was also mentioned.	1/18/2015 12:57 AM
5	Not really, the surgery has always been very accommodating. Never had a bad experience.	1/17/2015 5:01 AM
6	The new tannoy system for calling patients in can sometimes delay you getting to the Dr. You have your appointment with because the receptionist is in the back office and can't open the door. ideally you need to have someone sat at the desk all the time rather than in and out in back office getting scripts etc.,	1/16/2015 2:21 PM
7	No. You are all amazing and hearing problems from other people and their surgery, you stand out from the rest. Other surgeries should take a leaf out of your book.	1/16/2015 12:55 PM
8	no	1/16/2015 6:47 AM
9	Most GP's listen with empathy and appreciate you would not be there but for a genuine concern one GP was dismissive rushed and left me feeling I was taking up her time thoughtlessly but I know that was not the case Perhaps a different member of staff could go through follow up care and next steps with some cases so patients feel they are clear of plan what it is they need to arrange and how to do this and left confident to know what to do if symptoms worsen.	1/16/2015 6:03 AM
10	Building & waiting area all very pleasant, but service (nt including service from doctor) has not been adequate.	1/16/2015 3:06 AM
11	My last experience when I contracted "Shingles" was excellent	1/12/2015 2:21 PM
12	It is good being able to have blood tests at the surgery but not good that the waiting time is four weeks.	1/10/2015 9:27 AM
13	First class treatment from all staff.	1/7/2015 11:21 AM
14	No. I have been treated extremely well and efficiently during my recent need to see a doctor at short notice. My thanks to all involved.	1/6/2015 12:26 PM
15	Yes - the doctor could have listened to me properly, and made an urgent referral to a specialist instead of refusing until I was so ill that I insisted in on a referral to a private specialist who saved my life by providing expensive diagnostic treatment followed by emergency treatment. I have never trusted a doctor since.	1/6/2015 10:25 AM
16	Quality very good but I do feel there are areas where the practice could be more 'efficient/helpful for patients'	1/6/2015 10:07 AM
17	Time to book appointment ( typically 3 weeks) Time to get prescription ( said to be 3 days but sometimes not there even then)	1/6/2015 9:48 AM
18	Yes, open your doors ten minutes before first appointment. It is unreasonable to have an 08:30 appointment and not be able to get in premises until 08:30	1/6/2015 7:24 AM
19	No. Our doctors do very well considering they are overworked due to lack of funds in our health service.	1/6/2015 4:50 AM

### Q4 Sex

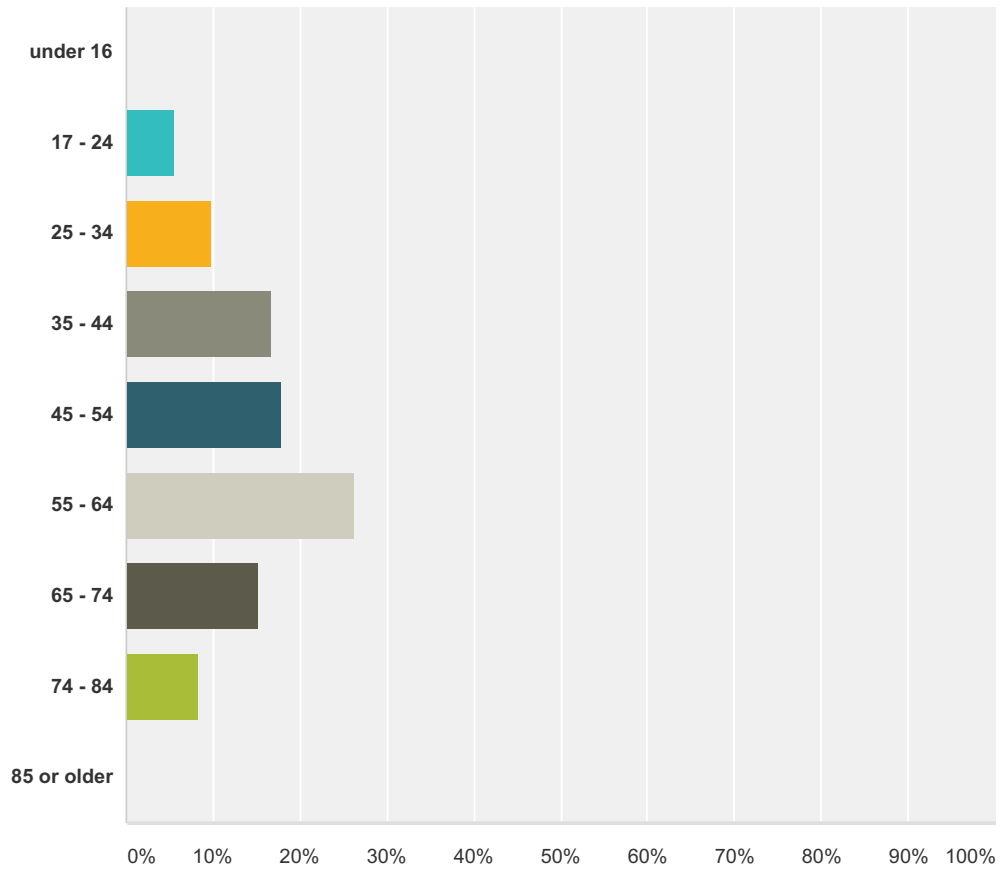
Answered: 72 Skipped: 0



Answer Choices	Responses	
Male	29.17%	21
Female	70.83%	51
<b>Total</b>		<b>72</b>

### Q5 Which category below includes your age?

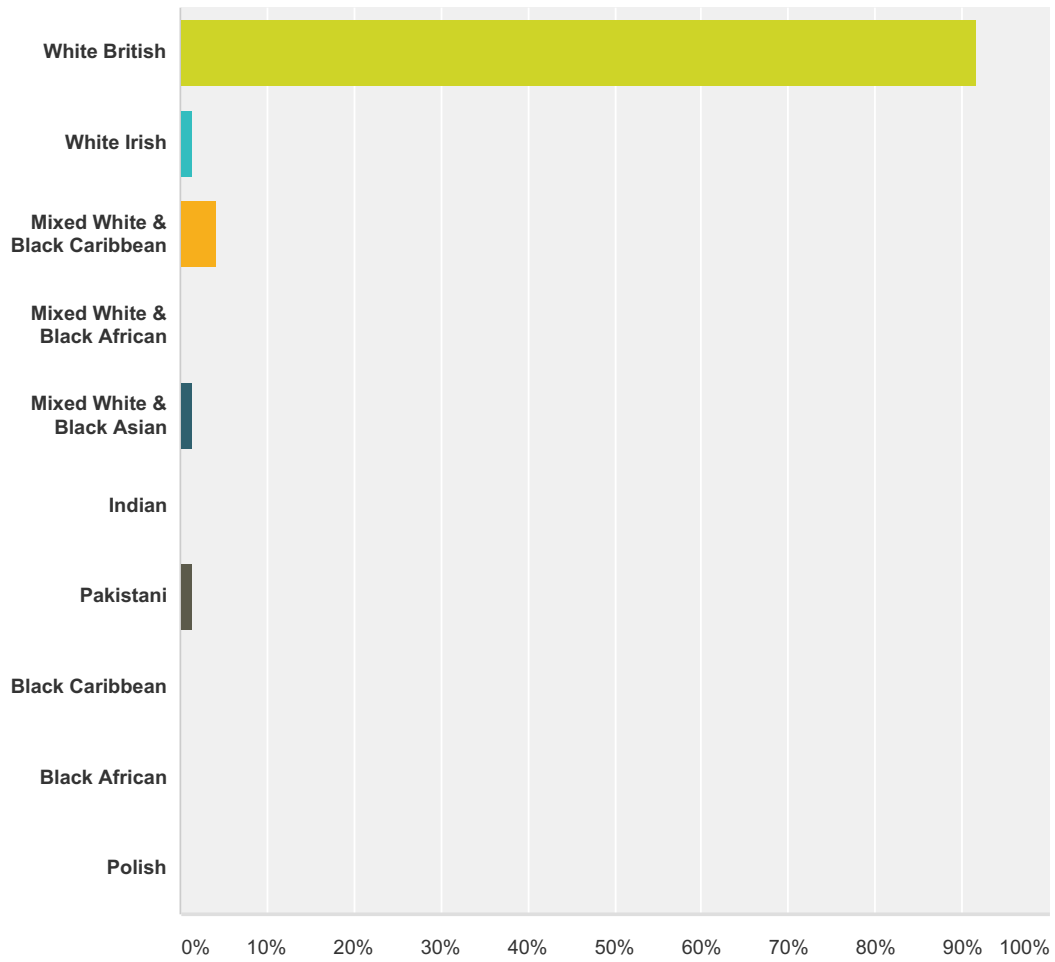
Answered: 72 Skipped: 0



Answer Choices	Responses
under 16	0.00% 0
17 - 24	5.56% 4
25 - 34	9.72% 7
35 - 44	16.67% 12
45 - 54	18.06% 13
55 - 64	26.39% 19
65 - 74	15.28% 11
74 - 84	8.33% 6
85 or older	0.00% 0
<b>Total</b>	<b>72</b>

### Q6 What is your ethnic background?

Answered: 72 Skipped: 0



Answer Choices	Responses
White British	91.67% 66
White Irish	1.39% 1
Mixed White & Black Caribbean	4.17% 3
Mixed White & Black African	0.00% 0
Mixed White & Black Asian	1.39% 1
Indian	0.00% 0
Pakistani	1.39% 1
Black Caribbean	0.00% 0
Black African	0.00% 0
Polish	0.00% 0
<b>Total</b>	<b>72</b>



#	Other (please specify)	Date
1	English.	1/6/2015 12:03 PM