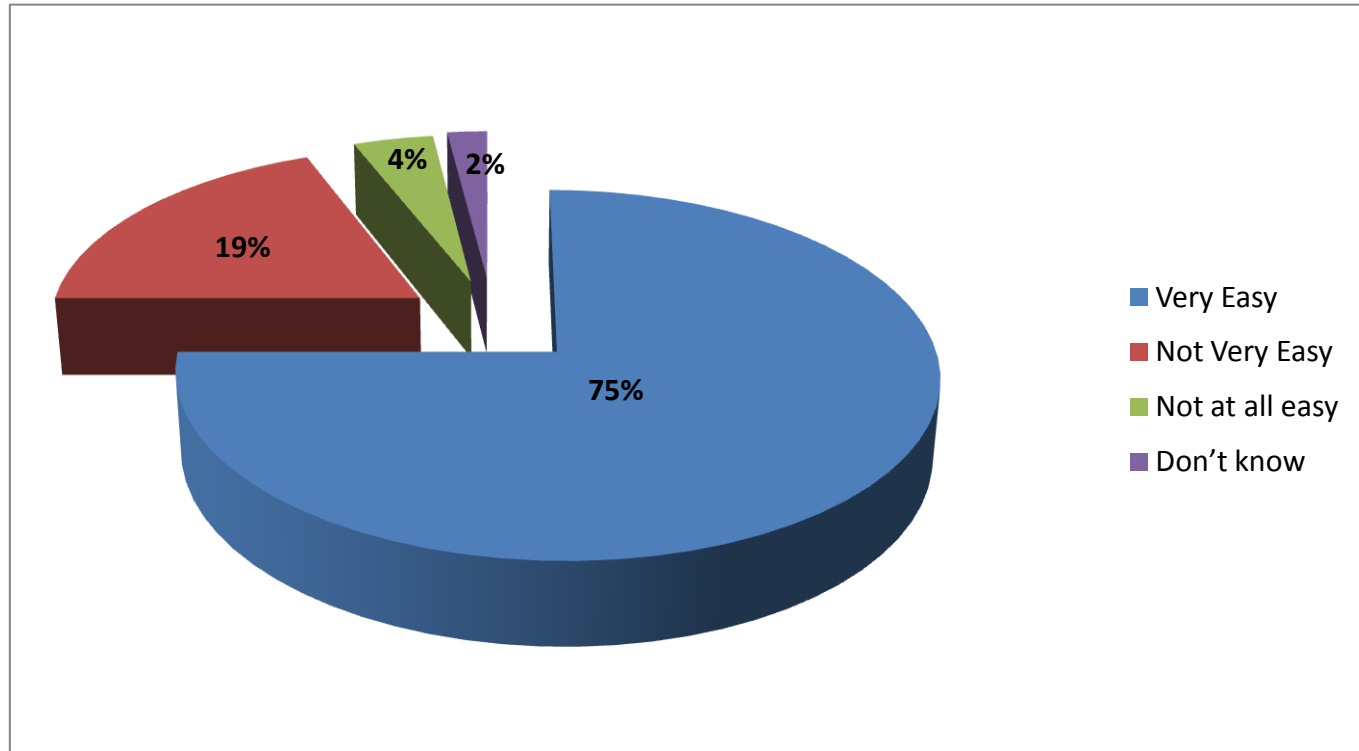


Q1

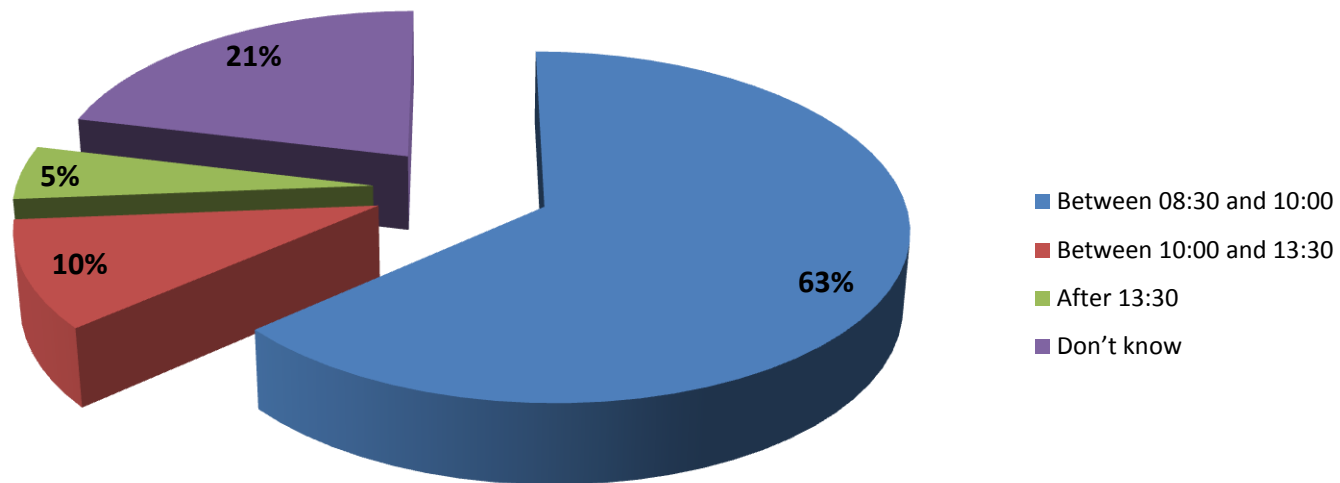
Very Easy	Not Very Easy	Not at all easy	Don't know
75%	19%	4%	2%

In the past 6 months how easy have you found the getting through on the phone?



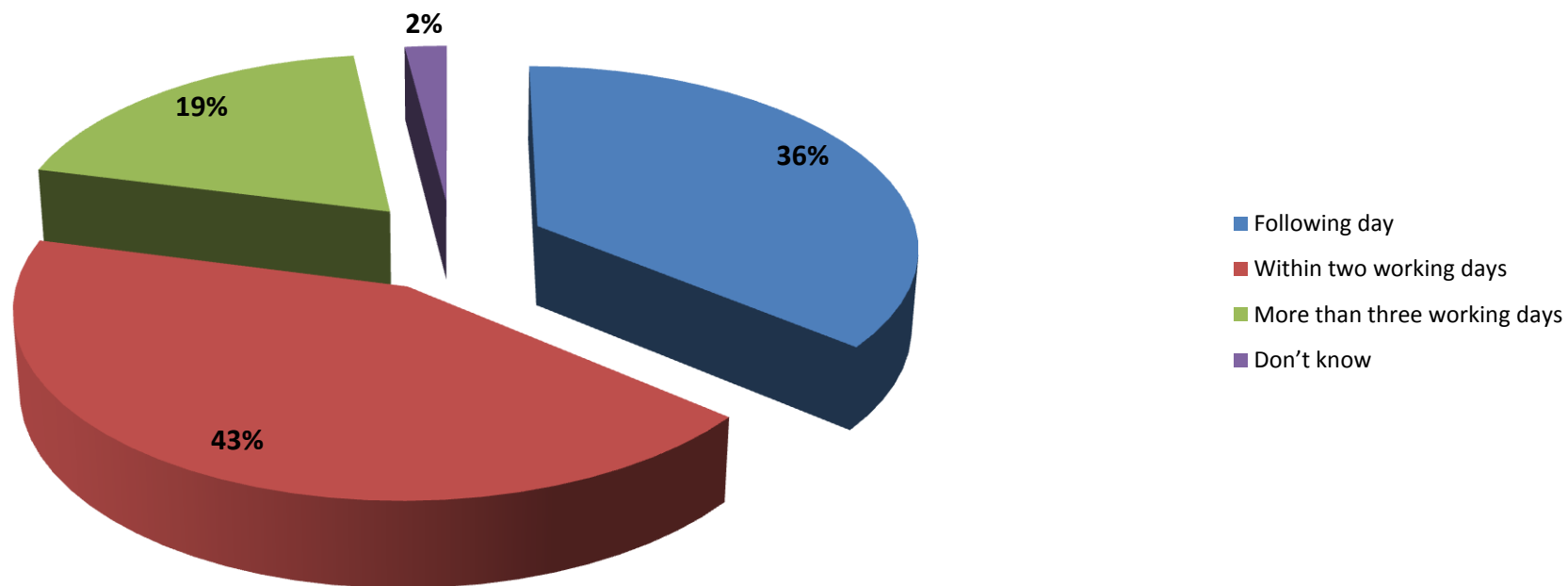
Q2	Between 08:30 and 10:00	Between 10:00 and 13:30	After 13:30	Don't know
	63%	10%	5%	21%

Thinking back to Q1 what time of day did you phone?



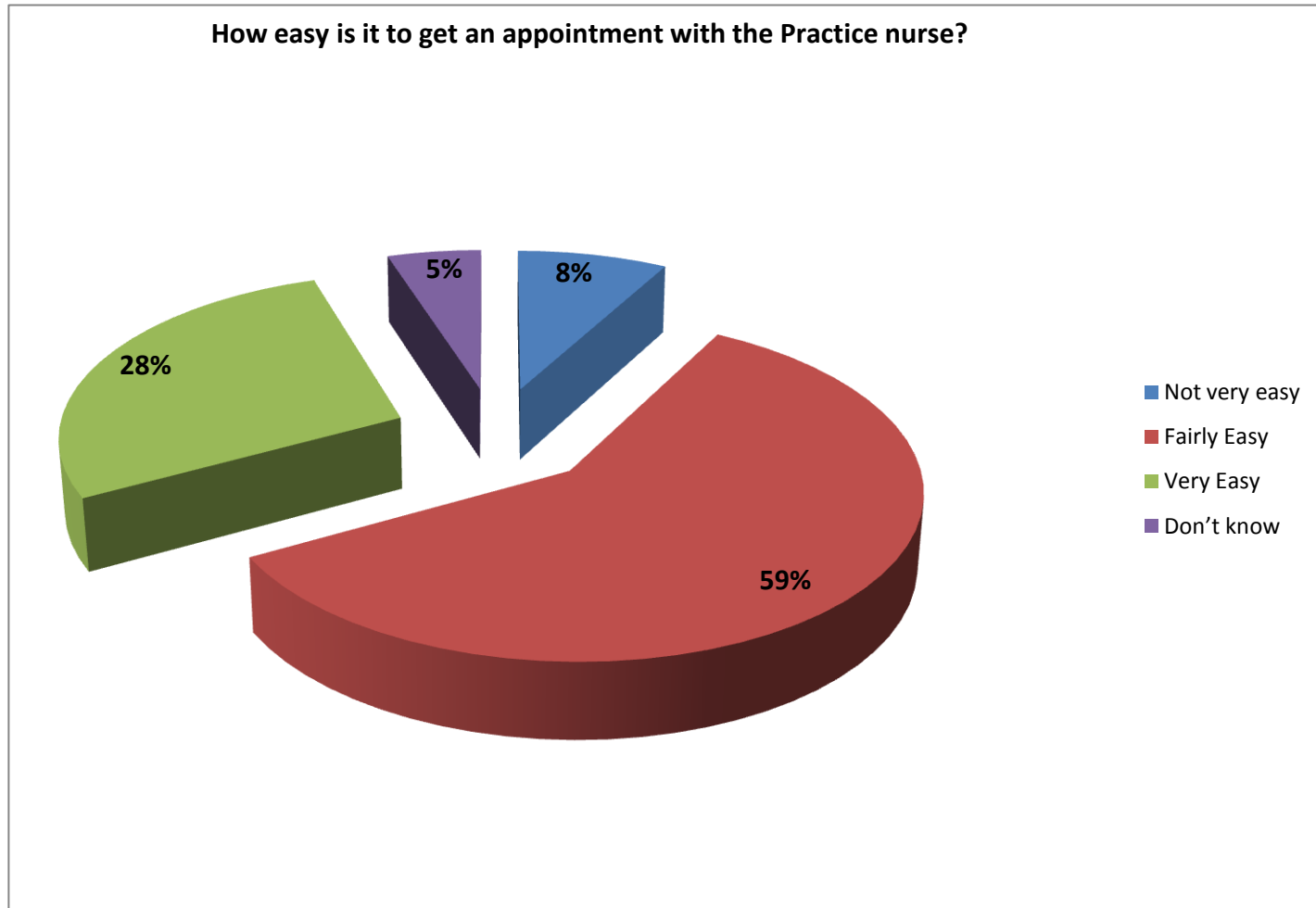
Q3	Following day	Within two working days	More than three working days	Don't know
	36%	43%	19%	2%

How many days do you usually have to wait to get an appointment with a Doctor of your choice?



Q4

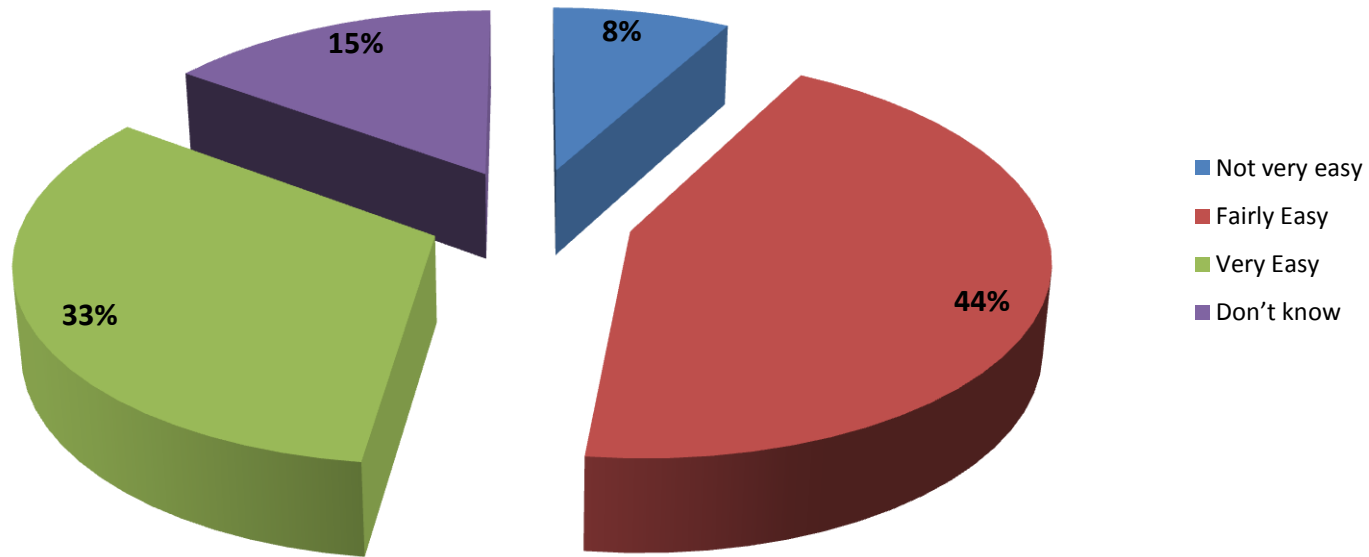
Not very easy	Fairly Easy	Very Easy	Don't know
8%	59%	28%	5%



Q5

Not very easy	Fairly Easy	Very Easy	Don't know
8%	44%	33%	15%

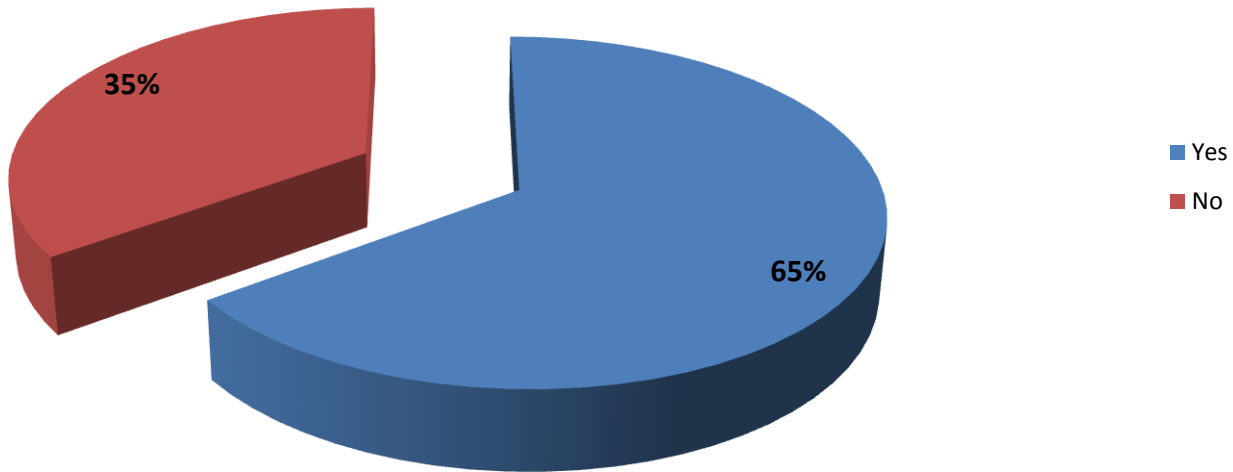
How easy is it to get an appointment with the Practice nurse?



Q6

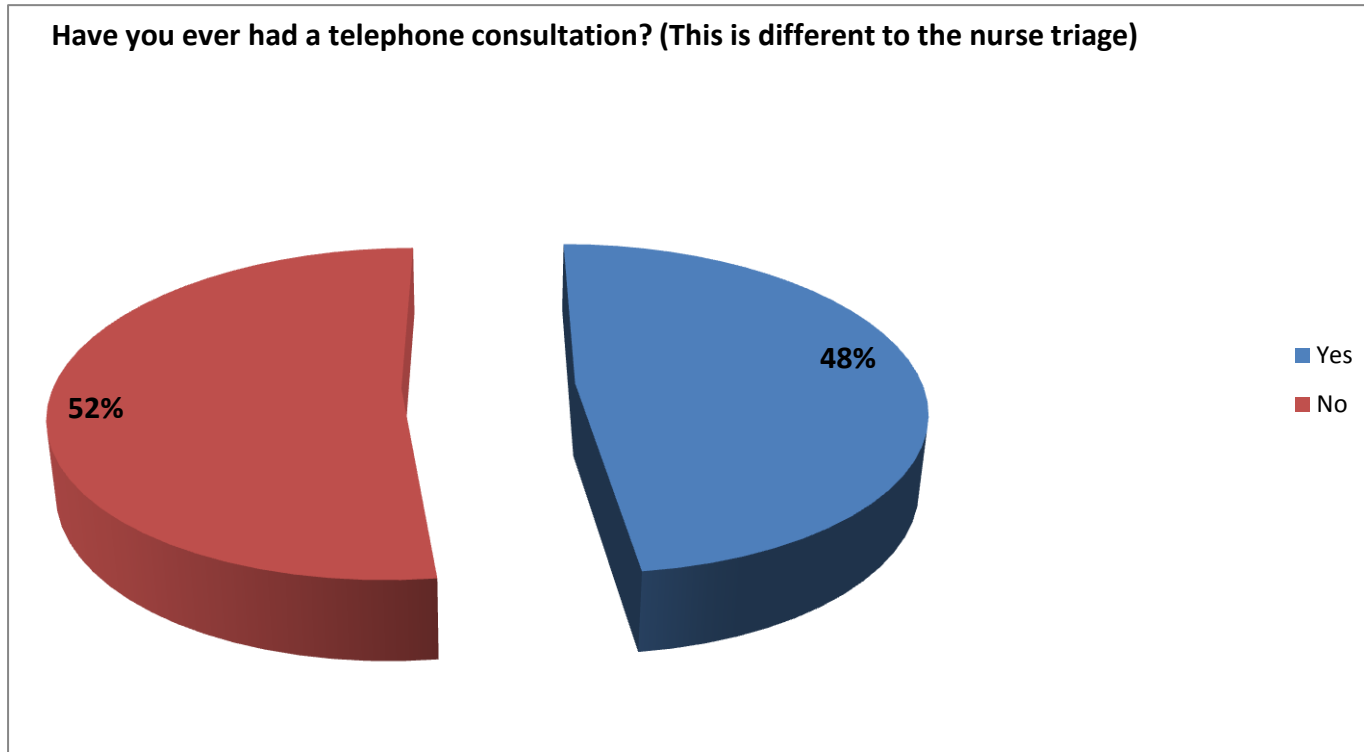
Yes	No
65%	35%

Did you know that you can book a telephone consultation With a Doctor?



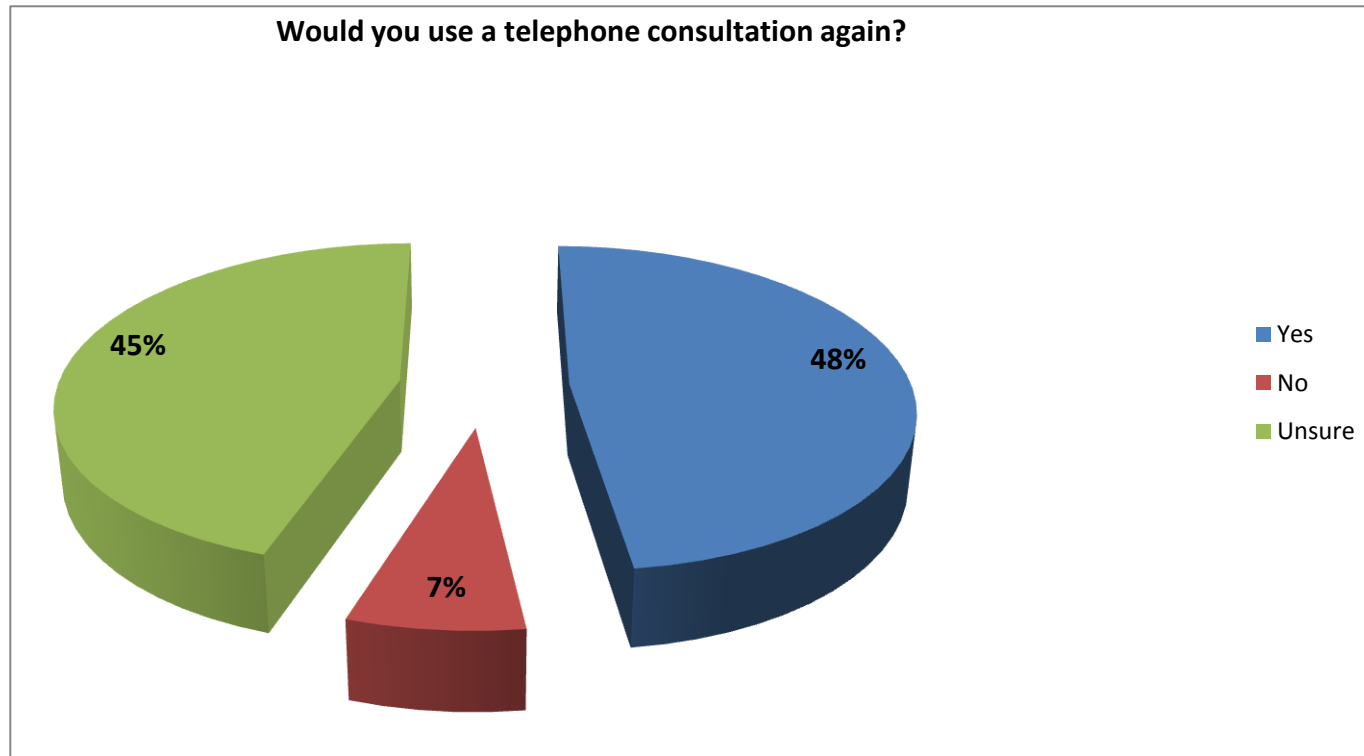
Q7

Yes	No
48%	52%



Q8

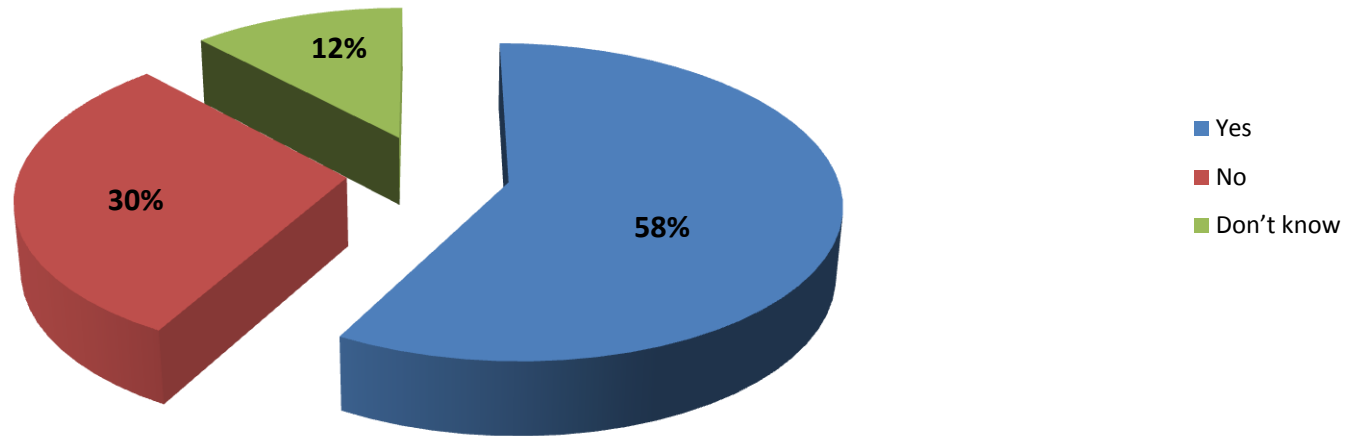
Yes	No	Unsure
48%	7%	45%



Q9

Yes	No	Don't know
58%	30%	12%

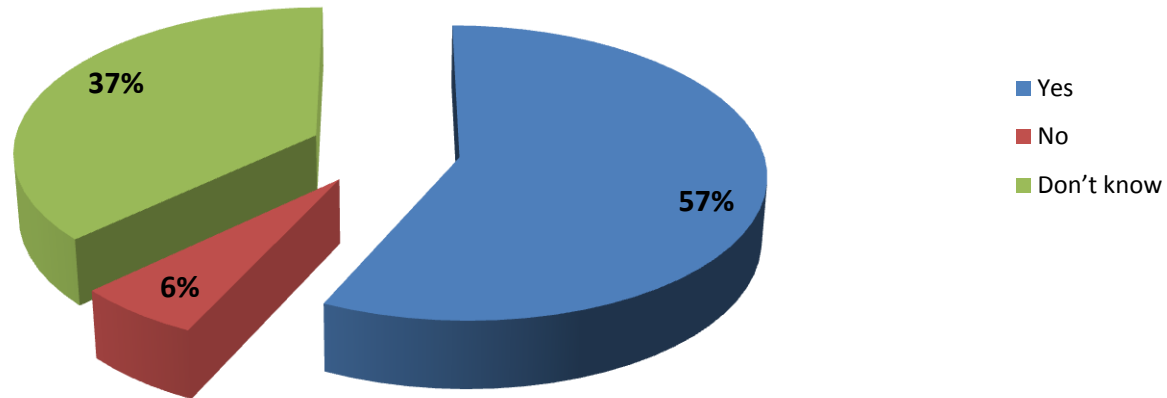
Appointments required on the day are managed by triage; this is when a Doctor or a Nurse will speak to you about your symptoms. Have you used the triage system?



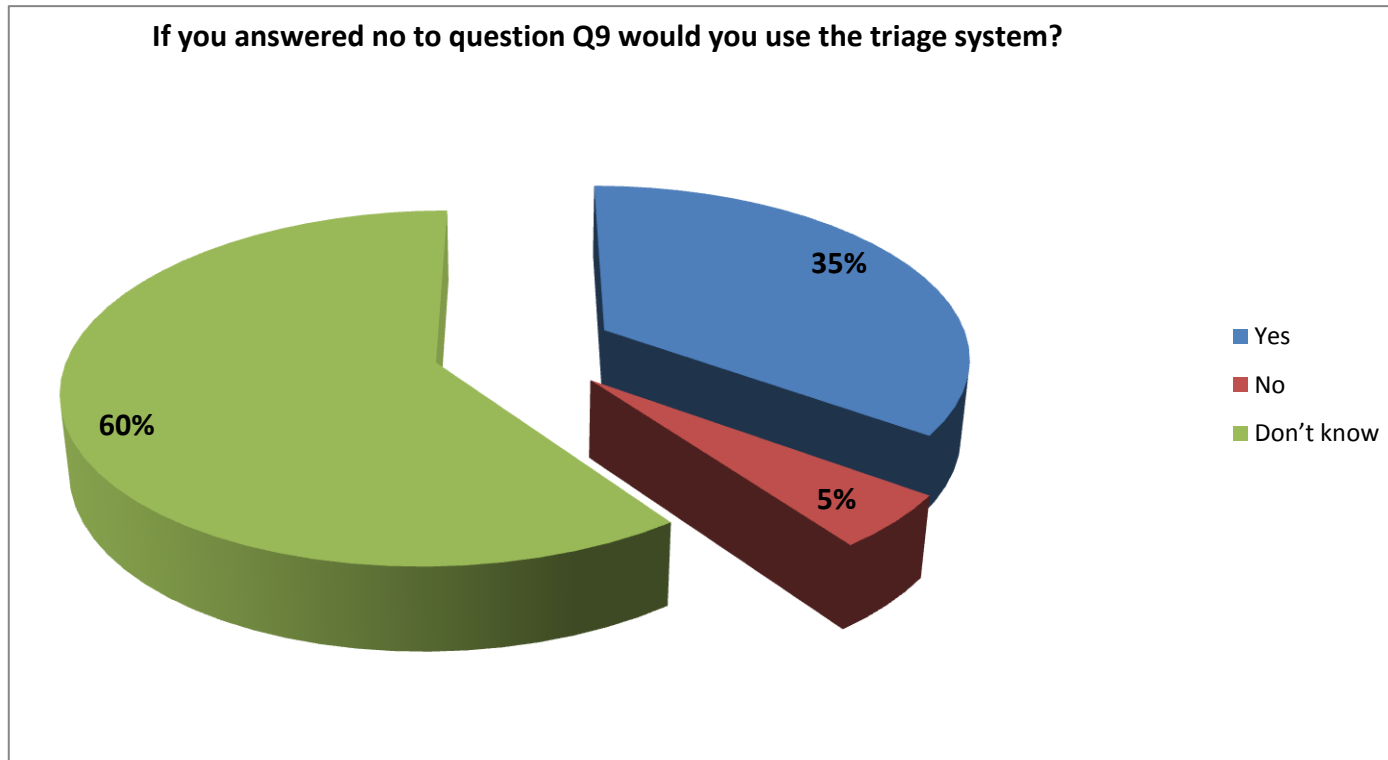
Q10

Yes	No	Don't know
57%	6%	37%

if you answered yes to Q9 were you satisfied with the triage system?



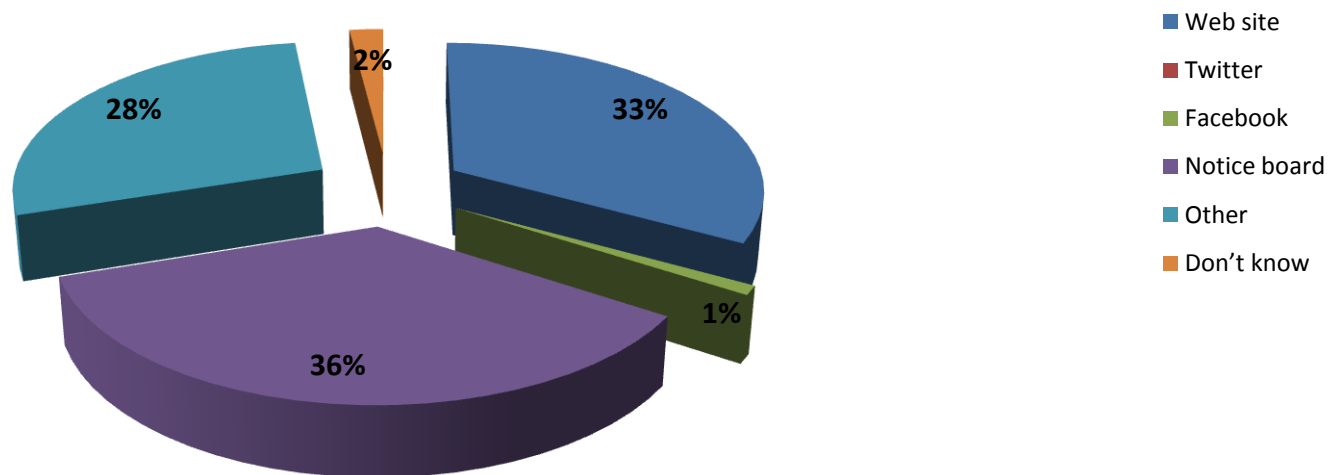
Q11	Yes	No	Don't know
	35%	5%	60%



Q12

Web site	Twitter	Facebook	Notice board	Other	Don't know
33%		1%	36%	28%	2%

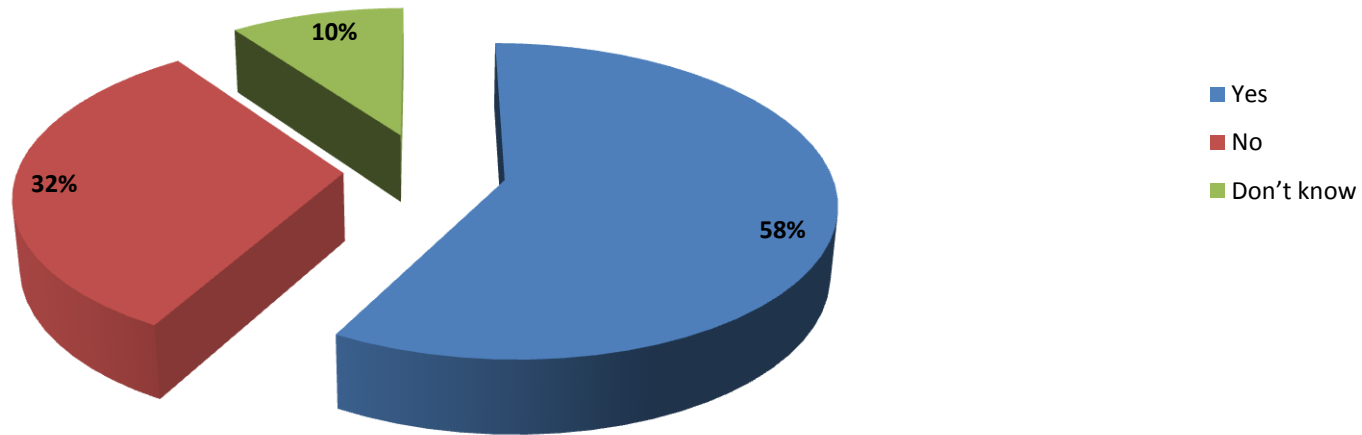
Which of the following do you use to find out information about the Practice?



Q13

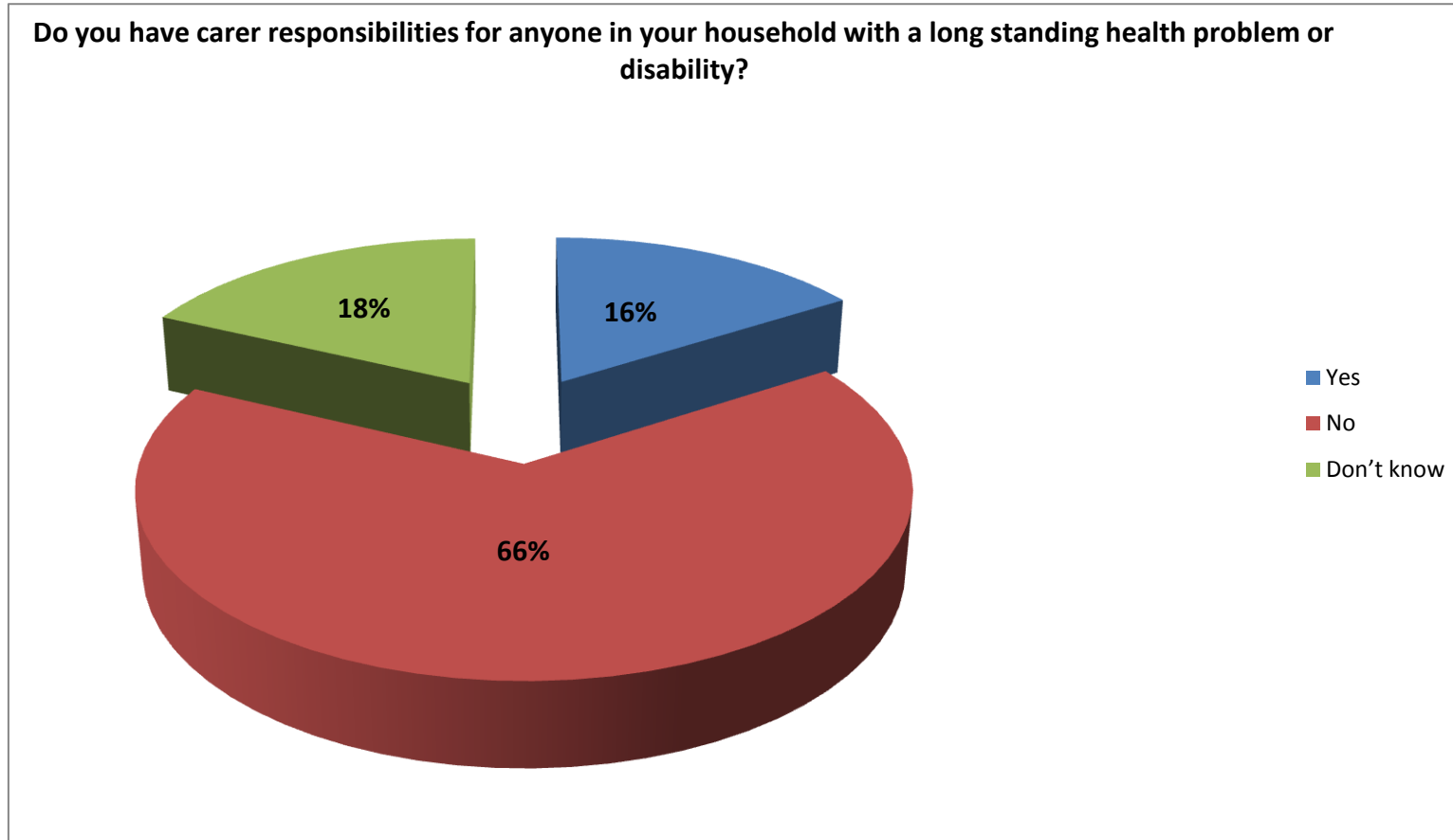
Yes	No	Don't know
58%	32%	10%

At present the only way to book an appointment is either by telephone or at the reception desk would you find it beneficial to be able to book appointments on line?



Q14

Yes	No	Don't know
16%	66%	18%



Positive	
Admin	
Staff are polite and helpful	4
Receptionists helpful and efficient	7
Reception staff go the extra mile	1
Staff are brilliant and can not help enough	2

Clinical	
Never been let down by treatment or care	1

Systems	
Like the convenience of ordering prescriptions online	1
online bookings would be beneficial and would free up phone lines	1
In general it is easy to get an appointment	3
Good idea to increase use of online services	1
Appointments for children are quick	4
Ability to book appointments online would be useful	1
Triage system is great	1

General	
I find good service all round	35
Never had any complaint about the Practice	4
All friendly	4
Lovely Practice	1
They sort out any problems I have	1
Satisfactory	3
The Practice is clean, welcoming and efficient	1
One very happy customer thank you	1
The service offered is far superior to other Practice's	2
The Practice offers a personal touch	1
Found it beneficial being given the survey finding out about previously unknown services	1
Very accomodating to new mums and babies	1
I have recommended the Practice to friends	1

Total	83
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Negative	
Admin	
Not enough reception staff	1
Phones not answered	3
Too many patients taken on resulting in stress on reception	3
Receptionists not as pleasant seem stressed	1

Clinical	
Some of the Dr's rude no interpersonal skills	1
Named person - improved hygiene	1
Named person - does not seem bothered about pt's	1
Both Doctors and staff have little experience in caring for dementia patients who cares for the carer	1
Doctors are very impersonal and need to be more responsible for what they do	1

Systems	
Unable to book appointments as quick as used to	8
Frustrated with new systems not patient or friendly	1
Long wait for appointments for adults	2
Longer waiting time for prescriptions	1
Not comfortable speaking on the triage when in work	1
Would like more than a 1 month prescription	1
Would like the call in system back up and running	1
Long wait to see the nurse	2
Dont believe the re call service is very responsive	1

General	
Would like to see the same Dr as more personal	2
Would like it to go back to how it used to be	3
The music is nice but needs changing	3
Need update on staff	2
More Dr's and Nurses Thank you	2
Would like to be able to order prescriptions over the phone	1
It would be helpful to be able to see a Dr the same day you phone	1
Would like the text messaging service to start again	1
Patients are not listened to like they used to be	1
Quick change over of Doctors	2
The surgery is busier than it used be and I do not feel these changes are for the better	1
A water cooler would be nice	1
Practice overall not as good as it used to be	1
Not as caring as it used to be	2
Open at some point over the weekend	1

Total	55
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