

Patient Survey Results

Analysis Detail

Fakenham Medical Practice

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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	305	78.8%
Good (75)	63	16.3%
Satisfactory (50)	17	4.4%
Poor (25)	0	0.0%
Very poor (0)	2	0.5%
Does not apply	0	
Did not answer	3	
Total	390	

Good	Not Good
95.1%	4.9%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	335	86.8%
Good (75)	44	11.4%
Satisfactory (50)	6	1.6%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
Total	390	

Good	Not Good
98.2%	1.8%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	328	84.8%
Good (75)	47	12.1%
Satisfactory (50)	11	2.8%
Poor (25)	0	0.0%
Very poor (0)	1	0.3%
Does not apply	0	
Did not answer	3	
Total	390	

Mean scores for Q3	
Your patients	95.3
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	96.9%	3.1%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	294	76.2%
Good (75)	70	18.1%
Satisfactory (50)	21	5.4%
Poor (25)	0	0.0%
Very poor (0)	1	0.3%
Does not apply	0	
Did not answer	4	
Total	390	

Mean scores for Q4	
Your patients	92.5
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	94.3%	5.7%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	279	73.0%
Good (75)	76	19.9%
Satisfactory (50)	21	5.5%
Poor (25)	4	1.0%
Very poor (0)	2	0.5%
Does not apply	4	
Did not answer	4	
Total	390	

Good	Not Good
92.9%	7.1%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	281	74.9%
Good (75)	64	17.1%
Satisfactory (50)	23	6.1%
Poor (25)	6	1.6%
Very poor (0)	1	0.3%
Does not apply	11	
Did not answer	4	
Total	390	

Good	Not Good
92.0%	8.0%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	256	69.9%
Good (75)	86	23.5%
Satisfactory (50)	19	5.2%
Poor (25)	4	1.1%
Very poor (0)	1	0.3%
Does not apply	19	
Did not answer	5	
Total	390	

Mean scores for Q7	
Your patients	90.4
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	93.4%	6.6%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	265	74.2%
Good (75)	69	19.3%
Satisfactory (50)	20	5.6%
Poor (25)	2	0.6%
Very poor (0)	1	0.3%
Does not apply	24	
Did not answer	9	
Total	390	

Good	Not Good
93.6%	6.4%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	356	94.7%
Yes, to some extent (50)	19	5.1%
No, not at all (0)	1	0.3%
Don't know / can't say	7	
Did not answer	7	
Total	390	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.7%	0.3%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	357	95.2%
Yes, to some extent (50)	16	4.3%
No, not at all (0)	2	0.5%
Don't know / can't say	6	
Did not answer	9	
Total	390	

Yes	No
99.5%	0.5%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	378	98.7%
No (0)	5	1.3%
Did not answer	7	
Total	390	

Yes	No
98.7%	1.3%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	210	57.4%
Fairly helpful (66)	138	37.7%
Not very helpful (33)	15	4.1%
Not at all helpful (0)	3	0.8%
Don't know	3	
Did not answer	21	
Total	390	

Mean scores for Q12	
Your patients	83.6
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	95.1%	4.9%

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	44	11.9%
Fairly easy (66)	165	44.7%
Not very easy (33)	105	28.5%
Not at all easy (0)	55	14.9%
Don't know	2	
Haven't tried	7	
Did not answer	12	
Total	390	

Mean scores for Q13	
Your patients	50.8
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	56.6%	43.4%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	54	17.6%
Fairly easy (66)	149	48.7%
Not very easy (33)	74	24.2%
Not at all easy (0)	29	9.5%
Don't know	15	
Haven't tried	56	
Did not answer	13	
Total	390	

Mean scores for Q14	
Your patients	57.8
GPAQ Mean	69.9

Easy	Not Easy
66.3%	33.7%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	153	56.3%
No	119	43.8%
Don't know / never needed to	95	
Did not answer	23	
Total	390	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	332	88.8%
Not important	42	11.2%
Did not answer	16	
Total	390	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	73	20.5%
Fairly easy (66)	200	56.2%
Not very easy (33)	60	16.9%
Not at all easy (0)	23	6.5%
Don't know	5	
Haven't tried	14	
Did not answer	15	
Total	390	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	76.7%	23.3%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	122	26.3%
By phone	327	70.5%
Online	14	3.0%
Doesn't apply	1	0.2%
Did not answer	15	
Total	479	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	131	25.2%
By phone	301	58.0%
Online	81	15.6%
Doesn't apply	6	1.2%
Did not answer	14	
Total	533	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	23	6.2%
2-4 days	56	15.2%
5 days or more	236	64.0%
I don't usually need to be seen quickly	29	7.9%
Don't know, never tried	25	6.8%
Did not answer	21	
Total	390	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	31	8.8%
Very good (80)	62	17.6%
Good (60)	87	24.6%
Satisfactory (40)	85	24.1%
Poor (20)	70	19.8%
Very poor (0)	18	5.1%
Does not apply	16	
Did not answer	21	
Total	390	

Mean scores for Q21	
Your patients	51.2
GPAQ Mean	70.7

Good	Not Good
51.0%	49.0%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	106	28.4%
2-4 days	130	34.9%
5 days or more	84	22.5%
I don't usually need to be seen quickly	21	5.6%
Don't know, never tried	32	8.6%
Did not answer	17	
Total	390	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	35	10.0%
Very good (80)	86	24.6%
Good (60)	85	24.4%
Satisfactory (40)	92	26.4%
Poor (20)	40	11.5%
Very poor (0)	11	3.2%
Does not apply	18	
Did not answer	23	
Total	390	

Good	Not Good
59.0%	41.0%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	86	24.6%
5 - 10 minutes	140	40.1%
11 - 20 minutes	86	24.6%
21 - 30 minutes	24	6.9%
More than 30 minutes	11	3.2%
There was no set time for my consultation	2	0.6%
Did not answer	41	
Total	390	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	69	19.8%
Very good (80)	82	23.6%
Good (60)	86	24.7%
Satisfactory (40)	85	24.4%
Poor (20)	21	6.0%
Very poor (0)	5	1.4%
Does not apply	1	
Did not answer	41	
Total	390	

Mean scores for Q25	
Your patients	64.5
GPAQ Mean	67.8

Good	Not Good
68.1%	31.9%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	306	88.2%
No	41	11.8%
Don't know	16	
Did not answer	27	
Total	390	

Yes	No
88.2%	11.8%

Q27. Opening
Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	54	17.9%
At lunchtime	19	6.3%
After 6.30pm	73	24.3%
On a Saturday	95	31.6%
On a Sunday	41	13.6%
None of these	19	6.3%
Did not answer	203	
Total	504	

Q28. Choice
Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	223	61.3%
No	141	38.7%
There is usually only one doctor in my surgery	0	
Did not answer	26	
Total	390	

Yes	No
61.3%	38.7%

Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	74	29.2%
A lot of the time (66)	84	33.2%
Some of the time (33)	77	30.4%
Never or almost never (0)	18	7.1%
Not tried at this GP practice	20	
Did not answer	117	
Total	390	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	62.5%	37.5%

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	208	70.0%
Good (75)	73	24.6%
Satisfactory (50)	13	4.4%
Poor (25)	3	1.0%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	87	
Total	390	

Good	Not Good
94.6%	5.4%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	183	62.0%
Good (75)	84	28.5%
Fair (50)	25	8.5%
Poor (25)	2	0.7%
Very poor (0)	1	0.3%
Does not apply	6	
Did not answer	89	
Total	390	

Mean scores for Q31	
Your patients	87.8
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	90.5%	9.5%

Q32. Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	196	67.4%
Good (75)	67	23.0%
Fair (50)	26	8.9%
Poor (25)	2	0.7%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	92	
Total	390	

Mean scores for Q32	
Your patients	89.3
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	90.4%	9.6%

Q33. Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	173	61.8%
Good (75)	76	27.1%
Fair (50)	27	9.6%
Poor (25)	3	1.1%
Very poor (0)	1	0.4%
Does not apply	18	
Did not answer	92	
Total	390	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	88.9%	11.1%

Q34. Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	157	59.2%
Good (75)	75	28.3%
Fair (50)	30	11.3%
Poor (25)	3	1.1%
Very poor (0)	0	0.0%
Does not apply	33	
Did not answer	92	
Total	390	

Mean scores for Q34	
Your patients	86.4
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	87.5%	12.5%

Q35. Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	163	62.2%
Good (75)	75	28.6%
Fair (50)	24	9.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	36	
Did not answer	92	
Total	390	

Good	Not Good
90.8%	9.2%

Q36. Would you be completely happy to see this nurse again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	283	96.6%
No (0)	10	3.4%
Did not answer	97	
Total	390	

Yes	No
96.6%	3.4%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	294	81.9%
Unsure (50)	59	16.4%
Not very well (0)	6	1.7%
Does not apply	11	
Did not answer	20	
Total	390	

Mean scores for Q37	
Your patients	90.1
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	279	79.5%
Unsure (50)	61	17.4%
Not very well (0)	11	3.1%
Does not apply	18	
Did not answer	21	
Total	390	

Mean scores for Q38	
Your patients	88.2
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	245	74.2%
Unsure (50)	70	21.2%
Not very well (0)	15	4.5%
Does not apply	40	
Did not answer	20	
Total	390	

Mean scores for Q39	
Your patients	84.8
GPAQ Mean	88.7

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	108	29.4%
Very good (80)	120	32.7%
Good (60)	84	22.9%
Fair (40)	41	11.2%
Poor (20)	11	3.0%
Very poor (0)	3	0.8%
Did not answer	23	
Total	390	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	85.0%	15.0%

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	134	38.0%
Yes, probably (66)	152	43.1%
No, probably not (33)	53	15.0%
No, definitely not (0)	14	4.0%
Don't know	9	
Did not answer	28	
Total	390	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	81.0%	19.0%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	138	37.1%
Female	234	62.9%
Did not answer	18	
Total	390	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	9	2.4%
16 to 44	140	37.8%
45 to 64	138	37.3%
65 to 74	66	17.8%
75 and over	17	4.6%
Did not answer	20	
Total	390	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	172	51.2%
No	164	48.8%
Don't know / never needed to	31	
Did not answer	23	
Total	390	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	367	98.9%
Black or Black British	1	0.3%
Asian or Asian British	0	0.0%
Mixed	2	0.5%
Chinese	1	0.3%
Other ethnic group	0	0.0%
Did not answer	19	
Total	390	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	206	56.0%
Unemployed / looking for work	11	3.0%
At school or in full time education	13	3.5%
Unable to work due to long term sickness	22	6.0%
Looking after your home/family	21	5.7%
Retired from paid work	91	24.7%
Other	4	1.1%
Did not answer	22	
Total	390	

Comments

Reception unsatisfactory. Sometimes no one behind the desk. Some receptionists are not helpful or seem disinterested & don't put you at ease. Reception needs re-organising. Long queues block the entrance and the automatic book-in system. Not good to see receptionists chatting in office behind reception desk when reception is unmanned.

Triage can be quite aggressive when assessing urgency. I was made to feel quite uncomfortable. Which was unpleasant and me feel that I had to push my case to be seen

Doctors and Nurses are excellent. Booking appointments to see doctors are impossible. It can take 10 minutes waiting on the phone and when you do get through you have to wait 3 weeks to see a doctor by that time it's a waste of time in some cases

Dr Hasan is a very understanding and effective doctor. It has been many years since I felt so comfortable and supported by a GP.

Can never find fault with the practice

Receptionists can sometimes come across as trying to put you off same day appointment. It can feel like you are a nuisance

Some of the reception staff are wonderful and very helpful others have a manner that is rude and seem to be deliberately unhelpful. When asked by a GP to make an apt for 4 weeks to be told by reception we can't because the lady that does the diary hasn't done it yet is not a good enough - a week later then cannot get the apt because "diary is full" totally unacceptable* Privacy not good when apt screens show things like "midwife" etc announcing to the whole surgery your condition. * next week not available then - full etc.

The last 3 times I have visited the surgery the automatic checkin has not been working! = overrun reception.

Recently relocated and finding the surgery excellent

Only one thing I would like to change and that's to see a doctor regarding more than one problem in one appointment, rather than separate appointments for separate issues

Hearing stories from other practices, I am glad to be with this practice.

Generally made to feel at ease and doctors and nurses always are pleasant

Since moving to Fakenham in March 2014 the care we have received has been outstanding

Receptionists are often abrupt and should be more understanding

Wasn't happy with receptionist giving test results over the phone thought results should be read and given by GP in private. Not from front desk phone when other patients waiting to check in

Thank you for helping me I feel a lot more confident and I'm very relieved that I can trust Dr Pink

Staff always polite and helpful, a very good experience for a GP visit. Should consider weekend surgeries to help reduce acute A&E attendance

My overall experience at the doctors is good but my concerns are how long you have to wait for appointments! My appointment today 28.10.14 was booked two weeks ago and that was the soonest a routine appointment was available.

One nurse over the phone and Dr Bennett in person were extremely rude, dismissive & disrespectful when I required urgent care for severe pain. Drs Pink & Qreshi have provided excellent care as my routine / reg. GPs. However this instance with the nurse and Dr Bennett and a separate occasion with front receptionist is disturbing as needlessly argumentative/ combative/ disrespectful @ times. Suggestion: Can blood test appointments be booked online also please?

Save on heat loss. I have seen doors open & shut just because people waiting for reception moved. Apart from that it's a pretty good surgery - making appointments by phone are hard work & time consuming - also the length of time you have to wait for an appointment is sometimes too long to wait.

More support regarding underactive thyroid problems would be fantastic as it's very poor.

Some of the receptionists would benefit from learning better manners. Fed up with never being able to get a convenient appointment.

Why is there only one person on reception during busy periods? Why is it so difficult to get through to the surgery on the telephone? When I have an early appointment (8.30) why is the doctor already running 20/30 minutes late?

Would be nice to be able to ring up and book a "pm" appointment in the morning rather than having to ring again after 2 pm. Not always easy to ring if at work.

I've not seen a nurse but when I do they are fantastic

As far as I am concerned Fakenham Surgery and all the doctors, nurses and staff are first class

Came to ask in person for an urgent appointment was told to go home and wait for a phone call. Was given an appointment for the day following. This was not acceptable I needed to see a doctor/nurse on the same day. Ended up at N/N hospital to see a specialised (?) within 10 days. Doctors can't assess what they can't see.

I would like the people who answer the phones to be more polite

Dr Hughes is the best doctor I have ever seen

Would very much like to be able to see my own GP without waiting weeks!!

Generally V Good Service, but would like the waiting times to see my own doctor to come down from approx 3 weeks to under one week if possible

Very helpful and polite and considerate to my needs

Would be useful to be able to collect prescriptions on a Saturday. Would be useful to be able to make check up appointments for more than a month in advance

I am unable to answer some of the questions as it very much depends on who you see from reception onwards

So grateful that they are so near home and so good

Very friendly surgery and couldn't do more to help

Walsingham GP practice is exemplary: receptionists, nurses, GPs the waiting room's calm atmosphere all contribute to a feeling of well-being but seeing Dr Bennett makes being ill worthwhile. He is a treasure and must NEVER be allowed to retire.

We are absolutely delighted with the service we have received over the past 24 years. Long may it continue

Its very convenient having the surgery in Walsingham

Walsingham - excellent. Fakenham - very difficult to get through to a person to talk to especially if feeling poorly

Very good, helpful & friendly all round

Generally a very good practice & the GPs are superb as are the nurses

The wait to see anyone (nurse or doctor) is longer than it used to be. Recently I got to see a nurse quite quickly but still had to see a doctor a week later. Seeing the Nurse first seemed like an unnecessary step. Like wise steps between doctor & consultant can be frustrating, time consuming and expensive. (i.e. I had to travel to Cromer twice, Norwich once and still hadn't got near a consultant. The triage clinic in West Norwich Hosp. particularly seemed to be a total waste of time.

The last time I came to see a GP I was waiting for over 30 minutes after seeing him he had told he had to put me through for a scan at Cromer hospital. This scan still hadn't come through after 3 weeks. I rang Cromer and they told me it wasn't even at Cromer it's at Norwich

I think they should have more receptionists on duty instead of the one at peak times

Friendliness ++ at reception. Not to be kept waiting when appt has been made esp (?) to Dr. For music to be played, as background. Provide water.

Always found them helpful & caring

Get rid of that infernal answering machine and employ another receptionist to answer the telephone

Always late! Appointments are never on time

None of my family have ever had issues with the service provided, especially my children. All round great service from Drs, Nurses, receptionists Well done!

Never can get an appointment when needed especially with certain Doctors.

Reception staff too busy, unable to find an appointment at a convenient time for working people or more than three weeks away, usually abrupt to point of rudeness, bad attitude

Retrain all receptionists - they are rude, do not pass on the correct information, most of all absolutely (sic) no confidentiality what's so ever, I have heard conversations about patient's and there (sic) health problems - which gives me no confidence about my confidentiality. I myself work in a GP surgery and would get the sack for any of these reasons. Drs I have seen have been excellent - just shame reception lets the place down, and they are the first point of contact

For a "free" service there's not much/anything to complain about! Staff seem happy to help when & however they can. Pay rises all round!

Would like weekend appointments as I work away from the area OR to get a Monday morning or Friday PM appointments

I receive repeat prescriptions which I arranged to pick up from Boots. For the last 2 months they were not available. On checking with Pharmacy told I had signed to pick up from Co-op. Despite being told I had never been there the staff refused to accept they had made a mistake. I checked with Co-op pharmacy who had no signed authorisation. This shows a worrying lack of care in a pharmacy

I miss my family doctor who I have had for 17 years which was Dr Kendal. Best ever doctor I have ever seen. I have Dr Bjonson (sic) now she seems very nice as well

The main problem is the phone booking system which is time consuming and frustrating. **I have been very happy with my GP Dr Bjonson** - less happy prior to her being my GP as I was not happy with Dr Ahmed in his dealing with my request to refer for othotics and in his treatment of my thyroid condition. This has now been stabilised and I am happy

Unable to get an appointment when ill, normally two weeks wait. (never able to see own doc). Receptionists unhelpful. Docs do not know anything about you. (Only a quick read of your notes before your appointment. Hate coming, a complete waste of time always leave feeling dissatisfied!

I very rarely visit the GP so some questions were difficult to answer.

I have been a patient here since 1990 I have always been extremely happy with the care I receive from all the doctors, nursing and auxillary staff and receptionists. The surgery is always spotless - the cleaning staff do a great job. All in all, I think this is an excellent GP practice. Very happy with all aspects of my visits.

All nurse appointments should be one on one in a private room not in the "lab" with other patients. Your appointment screen should not read "phlebotomy" no other person should know why a patient is attending any clinic.

If the computer screen where you key in you have arrived for an appt is not working then there should be more than one receptionist on the desk. While waiting to register I was worrying I would miss my appointment

It is always extremely difficult to make an appointment by phone (a 20-30 minute wait on hold). I can very rarely get to see my own Dr. , and sometimes it's quicker and less stressful to just drive 3 miles just to make an appointment (more staff needed at the desk would help). But all of the Drs + nurses give help + advice & receptionists are helpful & friendly

Very happy with my gp. She does listen and give me time to explain I don't feel rushed as I sometimes have found with other Drs, sometimes it's hard to get through on the phone to get an appointment for the same day or even the next day, would be nice to have week-end opening. But we understand Doctors Need time off as well.

I wish it didn't take so long to get through to the doctors

Receptionists sometimes can be a little unhelpful if they are having a bad day!

Today was great seen quickly great. Other times waited up to half an hour, also making an appointment takes a while on the phone. Also I've waited up to 4 weeks to see a doctor

Keep up the good work have not found a bad member of staff have all been excellent thank you

It would be good if we could book an appointment more than 3 weeks ahead

Turn the heat down. Provide drinking water in waiting rooms. Thank you

Once able to get see doctor they are great & very helpful! Receptionists./ Most of the receptionists make it hard work to get appointments & have an attitude! When you are feeling ill this isn't helpful!

I normally only want to see a GP after trying to "heal myself", therefore it is important to me to be seen in a timely fashion. Sadly this is never usually the case. Once into the system the level of care is excellent but getting to see anyone is a nightmare!

Always pleased with service I get from the practice

First available appointment when I called, with any doctor was in 10 days time. Fortunately it was not urgent but my mind could have been eased and my problem hopefully, solved earlier.

I have full confidence in this surgery and its team. I would like all staff i.e. non medical / nursing staff to have mental health awareness training as sometimes when its very busy and staff get stressed it can get frightening for me.

Would be lovely to choose next available doctor when booking on phone, as well as an option to see own doctor. Would get seen quicker, especially as not seen my own doctor for about 5 yrs.

Not enough telephone receptionists - cannot get through on phone

Jolly Good

Usually I am advised that the next available routine appointment will be between 10-14 days. I only visit the surgery if I am ill and so this could be very alarming as the chance is my problem wouldn't still exist by the time I was seen. It does feel that I need to fully explain my condition to reception under interregation for them to triage me. It does take a long time for the phone to be answered.

The service is very good at both ends of the spectrum - i.e. it is possible to be seen urgently (though the clunky telephone triage system still needs work) and possible to book well ahead and arrange follow-up appointments with the doctor , however trying to arrange less urgent or routine appointments is difficult and not very satisfactory

Reception staff and booking in staff is exceptionally poor & I have found most rude & very unhelpful. I find the doctors @ this surgery great I do also think the nurses have far too much to do this affects there (sic) abilities (sic) too rushed