



Results

Survey 74944

Number of records in this query:	40
Total records in survey:	40
Percentage of total:	100.00%





Field summary for 001

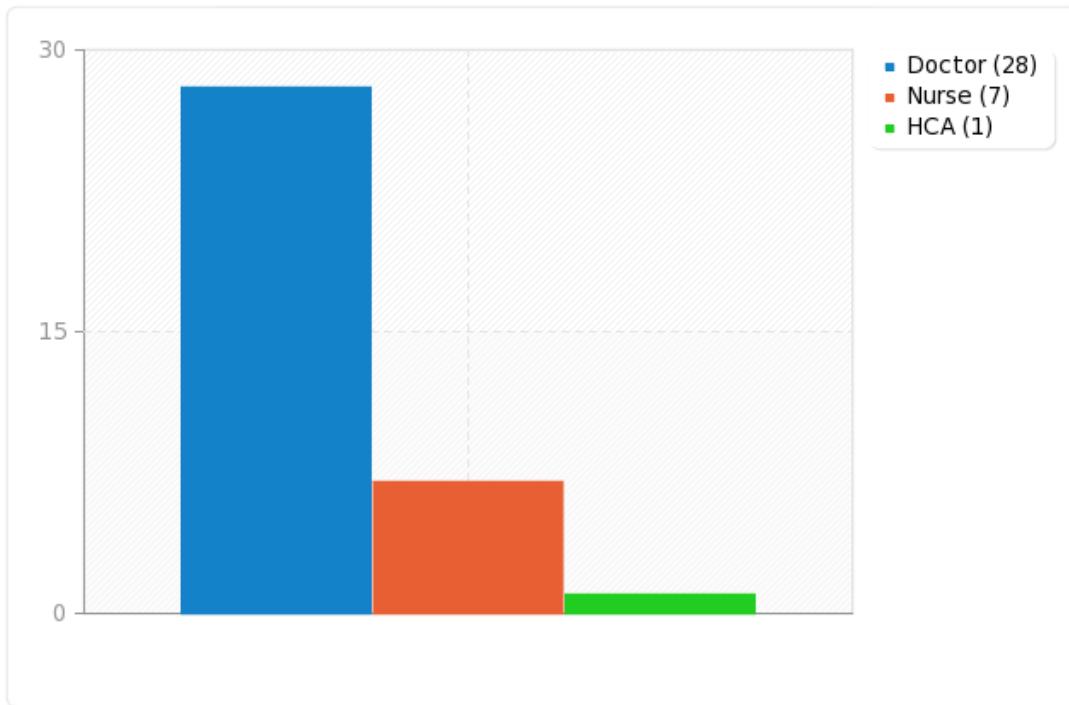
Who did you see on your most recent visit?

Answer	Count	Percentage
Doctor (SQ001)	28	70.00%
Nurse (SQ002)	7	17.50%
HCA (SQ003)	1	2.50%



Field summary for 001

Who did you see on your most recent visit?





Field summary for 002(F1)

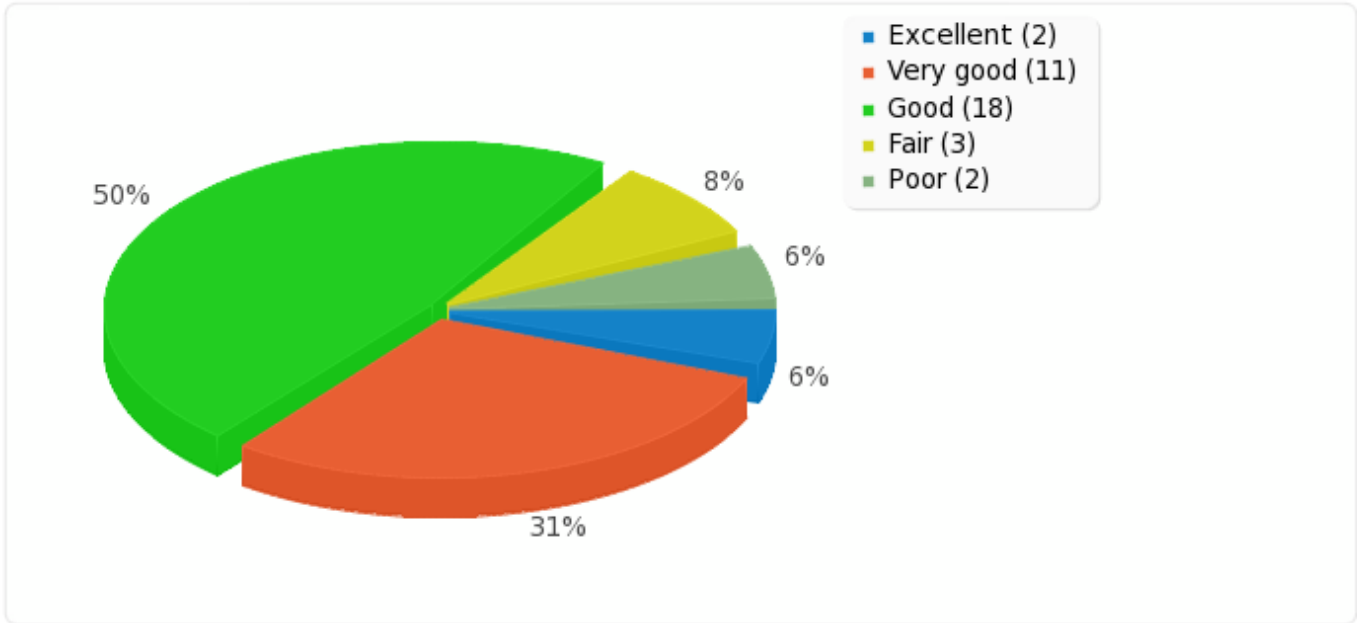
How do you rate the following?
[Access to a doctor or nurse]

Answer	Count	Percentage
Excellent (TL1)	2	5.56%
Very good (TL2)	11	30.56%
Good (TL3)	18	50.00%
Fair (TL4)	3	8.33%
Poor (TL5)	2	5.56%
N/A (TL6)	0	0.00%
No answer	0	0.00%



Field summary for 002 (F1)

How do you rate the following?
[Access to a doctor or nurse]





Field summary for 002(F2)

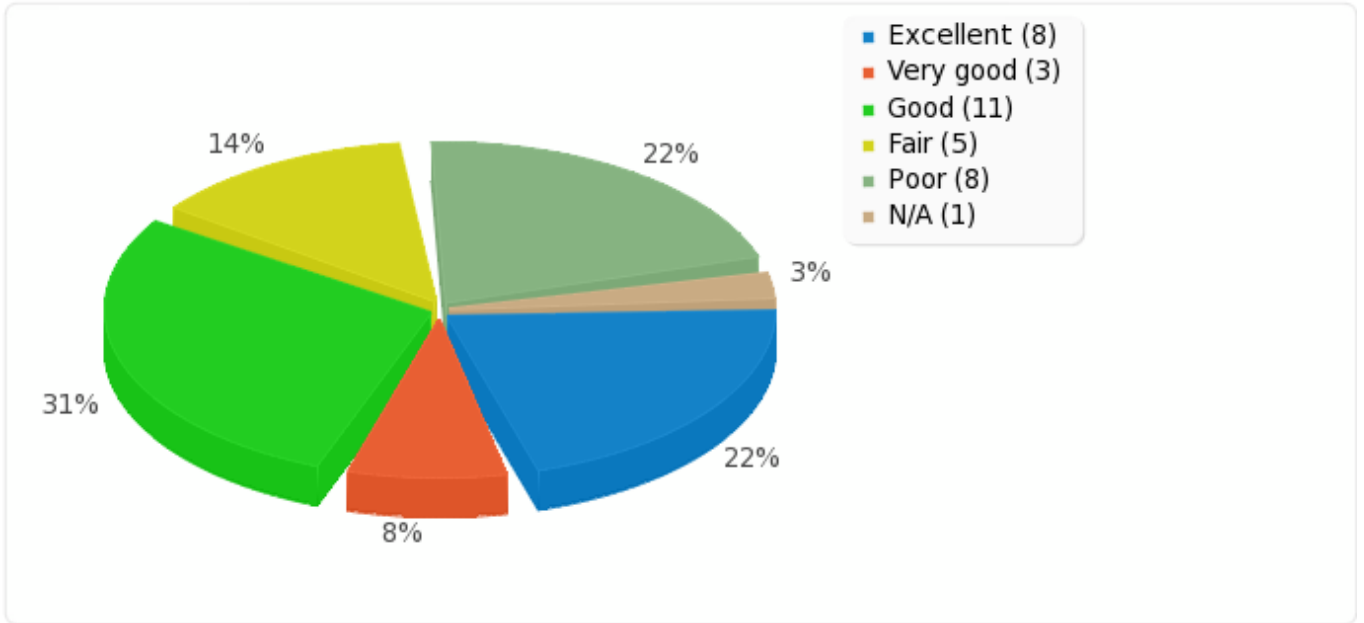
How do you rate the following?
[Length of time you had to wait for an appointment]

Answer	Count	Percentage
Excellent (TL1)	8	22.22%
Very good (TL2)	3	8.33%
Good (TL3)	11	30.56%
Fair (TL4)	5	13.89%
Poor (TL5)	8	22.22%
N/A (TL6)	1	2.78%
No answer	0	0.00%



Field summary for 002 (F2)

How do you rate the following?
[Length of time you had to wait for an appointment]





Field summary for 002(F3)

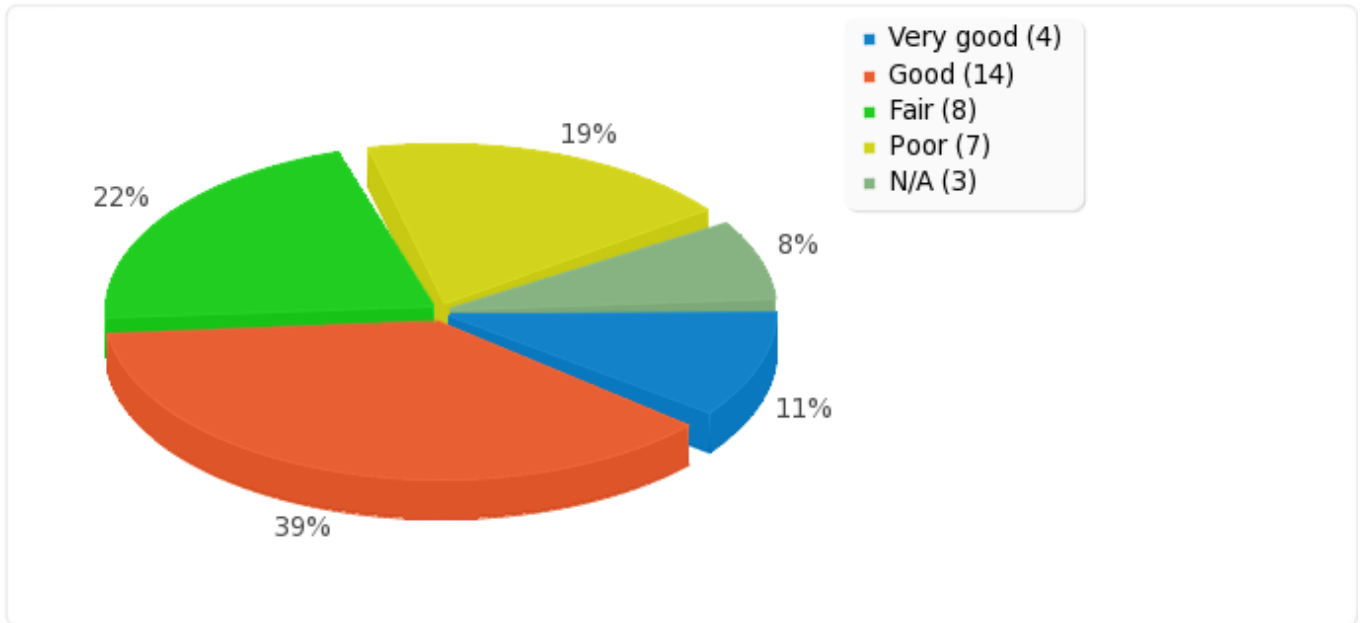
How do you rate the following?
[Ability to get through to the practice by telephone]

Answer	Count	Percentage
Excellent (TL1)	0	0.00%
Very good (TL2)	4	11.11%
Good (TL3)	14	38.89%
Fair (TL4)	8	22.22%
Poor (TL5)	7	19.44%
N/A (TL6)	3	8.33%
No answer	0	0.00%



Field summary for 002(F3)

How do you rate the following?
[Ability to get through to the practice by telephone]





Field summary for 002(F4)

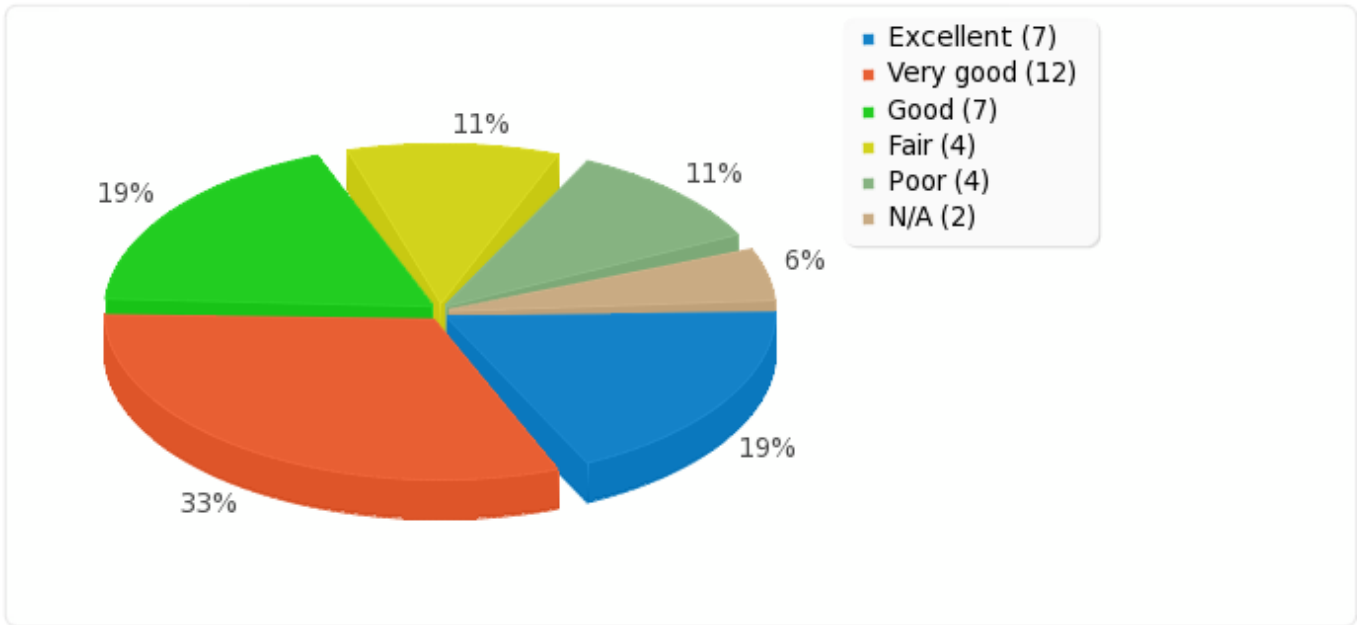
How do you rate the following?
[Ability to see a doctor quickly when necessary]

Answer	Count	Percentage
Excellent (TL1)	7	19.44%
Very good (TL2)	12	33.33%
Good (TL3)	7	19.44%
Fair (TL4)	4	11.11%
Poor (TL5)	4	11.11%
N/A (TL6)	2	5.56%
No answer	0	0.00%



Field summary for 002 (F4)

How do you rate the following?
[Ability to see a doctor quickly when necessary]





Field summary for 002(F5)

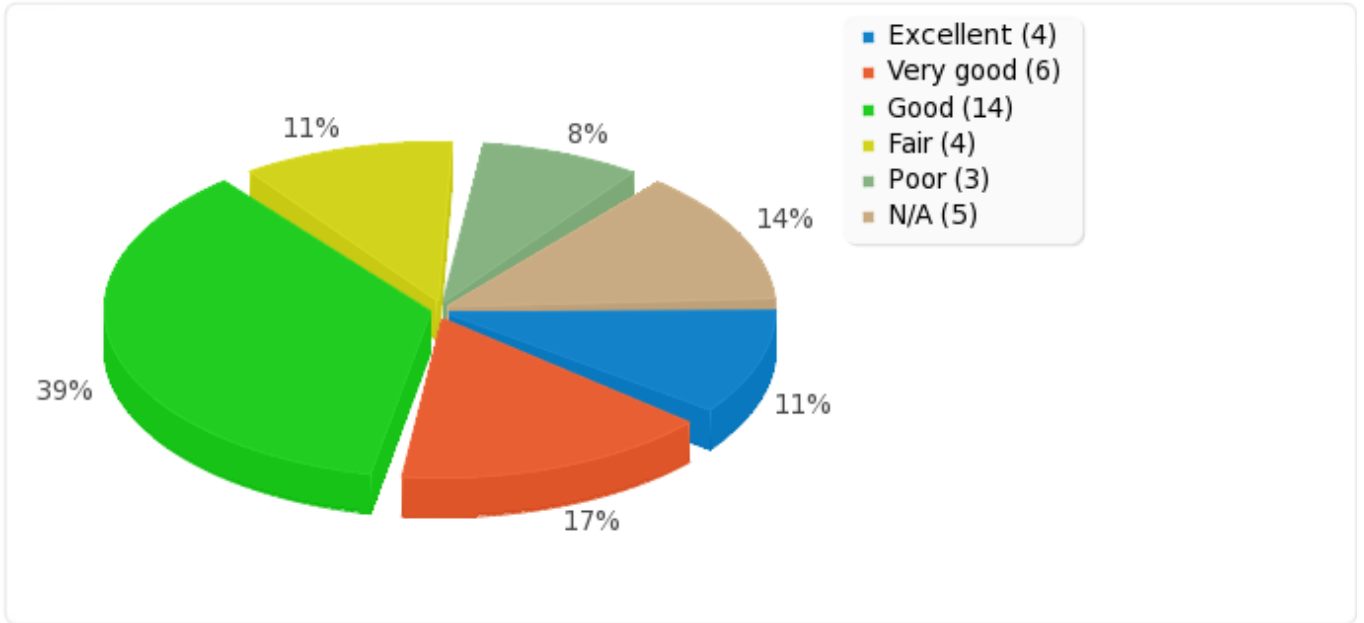
How do you rate the following?
[Ability to see the doctor of your choice]

Answer	Count	Percentage
Excellent (TL1)	4	11.11%
Very good (TL2)	6	16.67%
Good (TL3)	14	38.89%
Fair (TL4)	4	11.11%
Poor (TL5)	3	8.33%
N/A (TL6)	5	13.89%
No answer	0	0.00%



Field summary for 002(F5)

How do you rate the following?
[Ability to see the doctor of your choice]





Field summary for 002(F8)

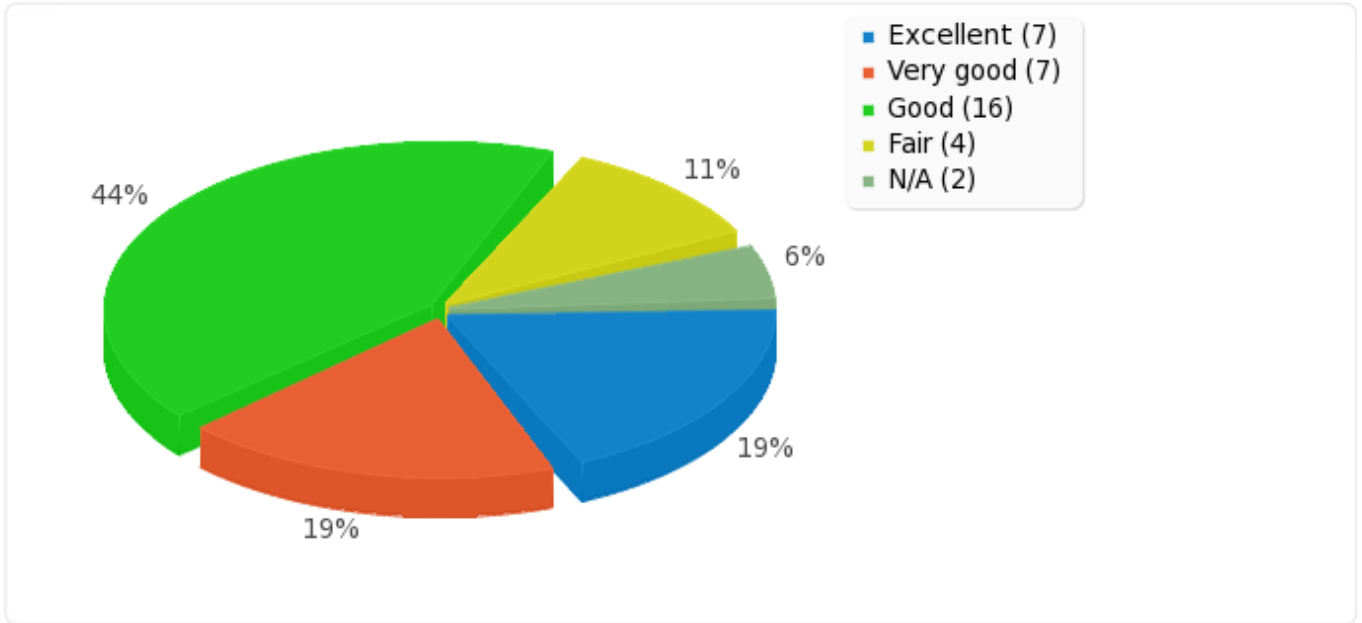
How do you rate the following?
[Length of time waiting to check in with reception]

Answer	Count	Percentage
Excellent (TL1)	7	19.44%
Very good (TL2)	7	19.44%
Good (TL3)	16	44.44%
Fair (TL4)	4	11.11%
Poor (TL5)	0	0.00%
N/A (TL6)	2	5.56%
No answer	0	0.00%



Field summary for 002 (F8)

How do you rate the following?
[Length of time waiting to check in with reception]





Field summary for 002(F6)

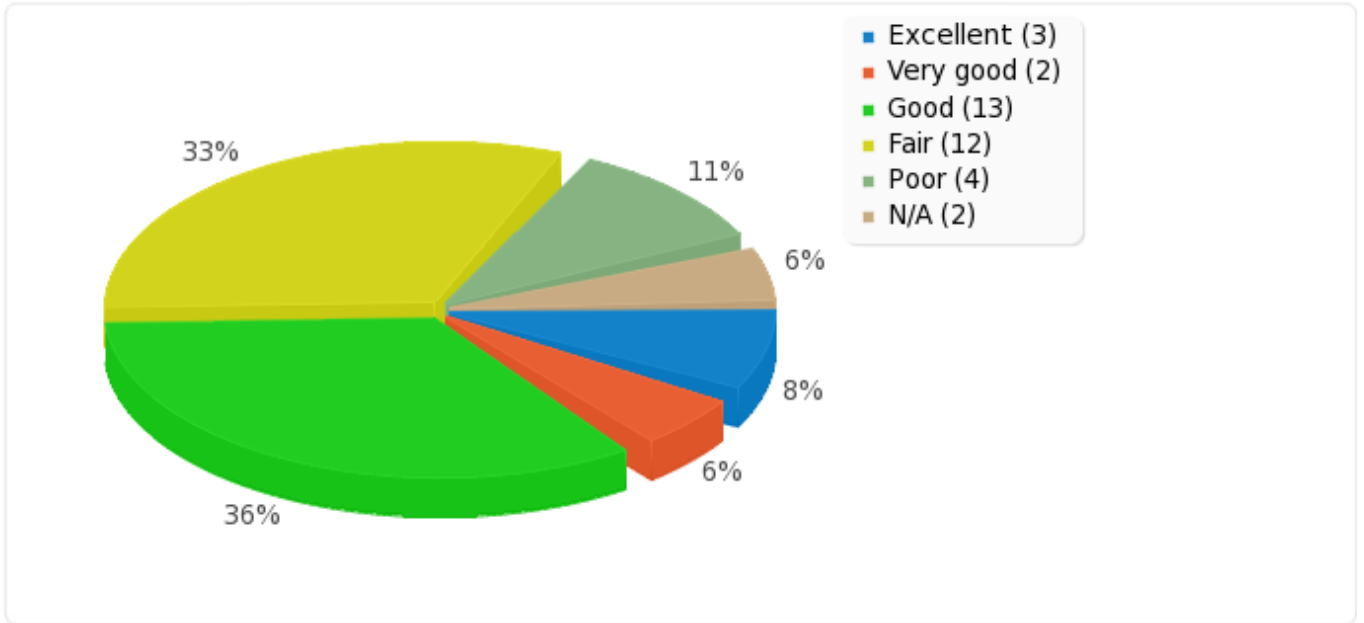
How do you rate the following?
[Length of time waiting to see the doctor or nurse]

Answer	Count	Percentage
Excellent (TL1)	3	8.33%
Very good (TL2)	2	5.56%
Good (TL3)	13	36.11%
Fair (TL4)	12	33.33%
Poor (TL5)	4	11.11%
N/A (TL6)	2	5.56%
No answer	0	0.00%



Field summary for 002(F6)

How do you rate the following?
[Length of time waiting to see the doctor or nurse]





Field summary for 002(F7)

How do you rate the following?

[Opportunity of speaking to a doctor or nurse on the telephone if necessary]

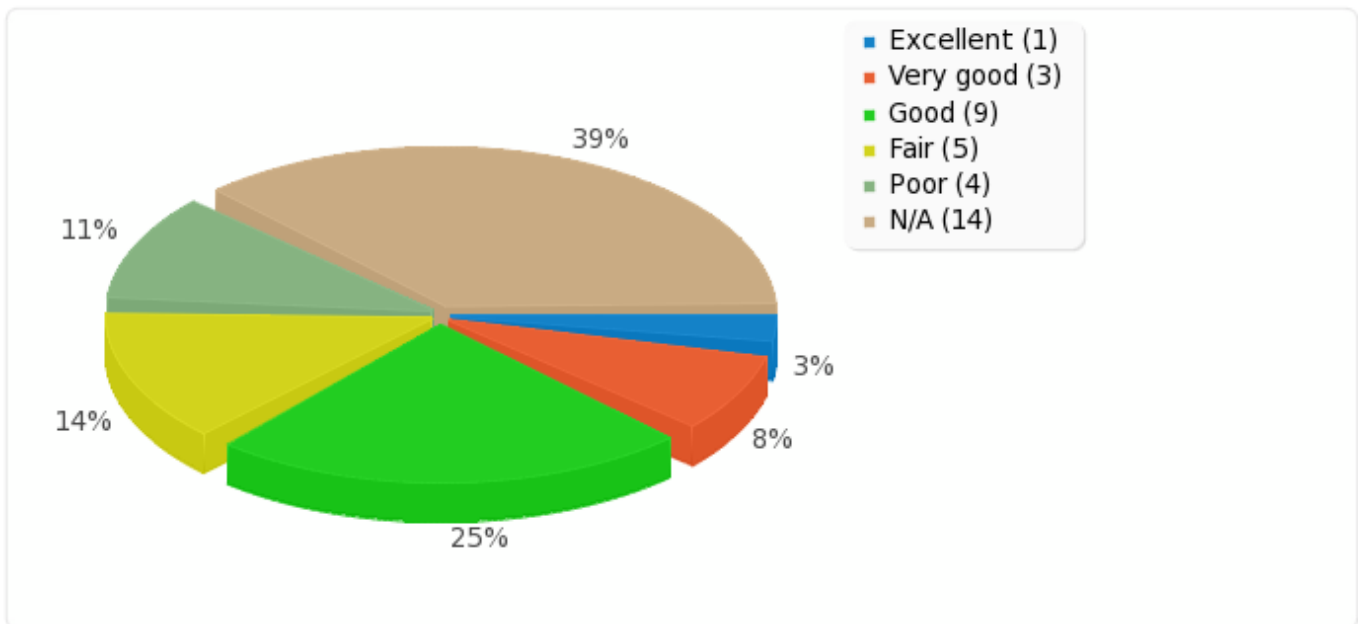
Answer	Count	Percentage
Excellent (TL1)	1	2.78%
Very good (TL2)	3	8.33%
Good (TL3)	9	25.00%
Fair (TL4)	5	13.89%
Poor (TL5)	4	11.11%
N/A (TL6)	14	38.89%
No answer	0	0.00%



Field summary for 002(F7)

How do you rate the following?

[Opportunity of speaking to a doctor or nurse on the telephone if necessary]





Field summary for 003(F1)

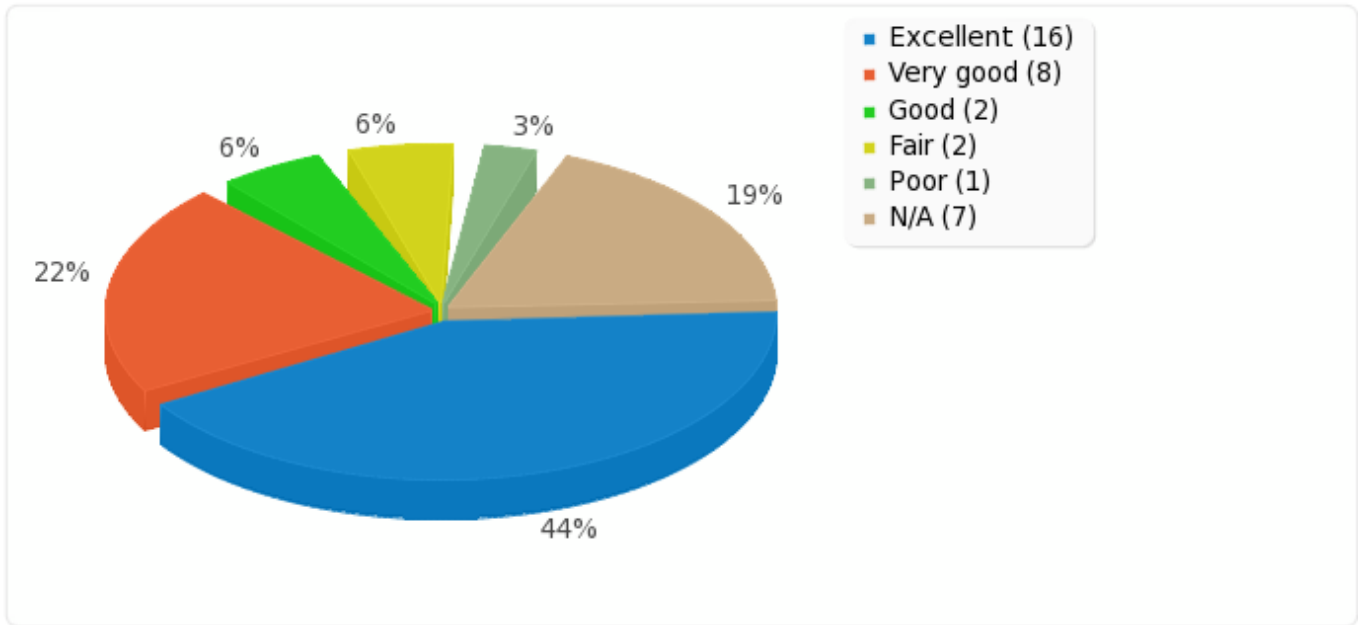
Obtaining a repeat prescription
[Prescription correctly issued]

Answer	Count	Percentage
Excellent (TL1)	16	44.44%
Very good (TL2)	8	22.22%
Good (TL3)	2	5.56%
Fair (TL4)	2	5.56%
Poor (TL5)	1	2.78%
N/A (TL6)	7	19.44%
No answer	0	0.00%



Field summary for 003(F1)

Obtaining a repeat prescription
[Prescription correctly issued]





Field summary for 003(F2)

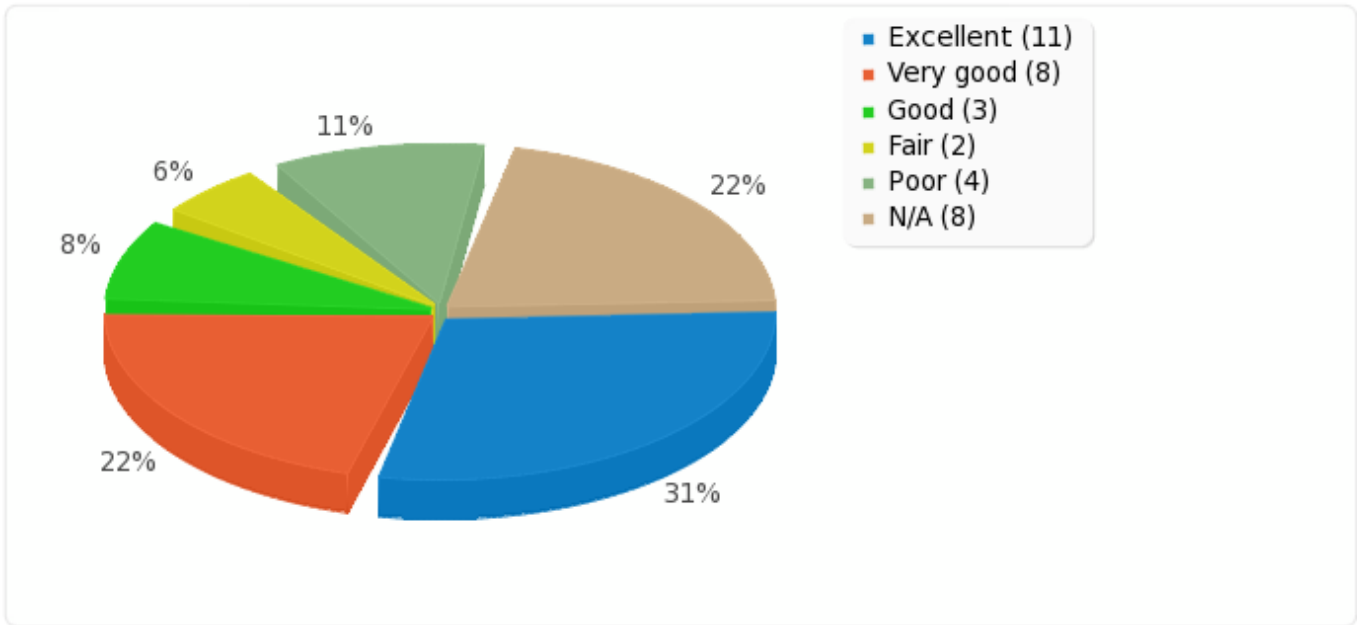
Obtaining a repeat prescription
[Handling of queries]

Answer	Count	Percentage
Excellent (TL1)	11	30.56%
Very good (TL2)	8	22.22%
Good (TL3)	3	8.33%
Fair (TL4)	2	5.56%
Poor (TL5)	4	11.11%
N/A (TL6)	8	22.22%
No answer	0	0.00%



Field summary for 003(F2)

Obtaining a repeat prescription
[Handling of queries]





Field summary for 004

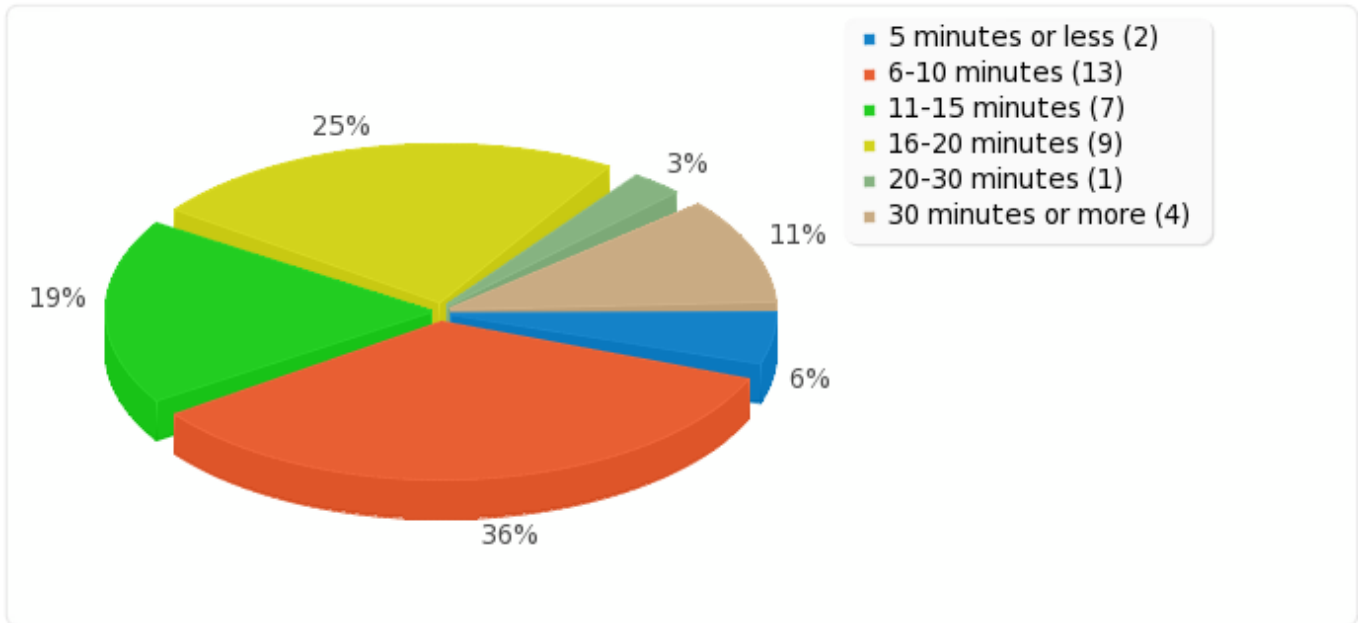
How long do you usually have to wait for your consultations to begin?

Answer	Count	Percentage
5 minutes or less (A1)	2	5.56%
6-10 minutes (A2)	13	36.11%
11-15 minutes (A3)	7	19.44%
16-20 minutes (A4)	9	25.00%
20-30 minutes (A5)	1	2.78%
30 minutes or more (A6)	4	11.11%
No answer	0	0.00%



Field summary for 004

How long do you usually have to wait for your consultations to begin?





Field summary for 005

We offer early morning doctors appointments from 7-8am to enable patients to come before they go to work.

☐ Were you aware of this service?

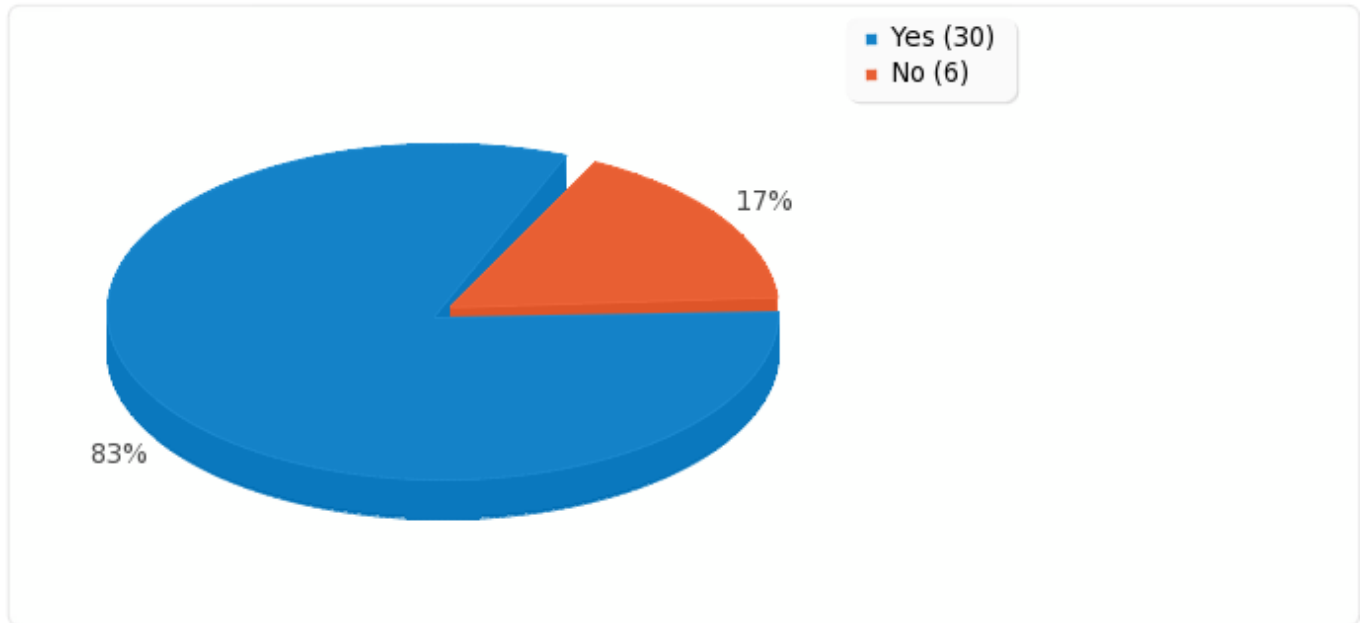
Answer	Count	Percentage
Yes (A1)	30	83.33%
No (A2)	6	16.67%
No answer	0	0.00%



Field summary for 005

We offer early morning doctors appointments from 7-8am to enable patients to come before they go to work.

Were you aware of this service?





Field summary for 006

We now offer an online appointment booking facility.

☐ Were you aware of this service?

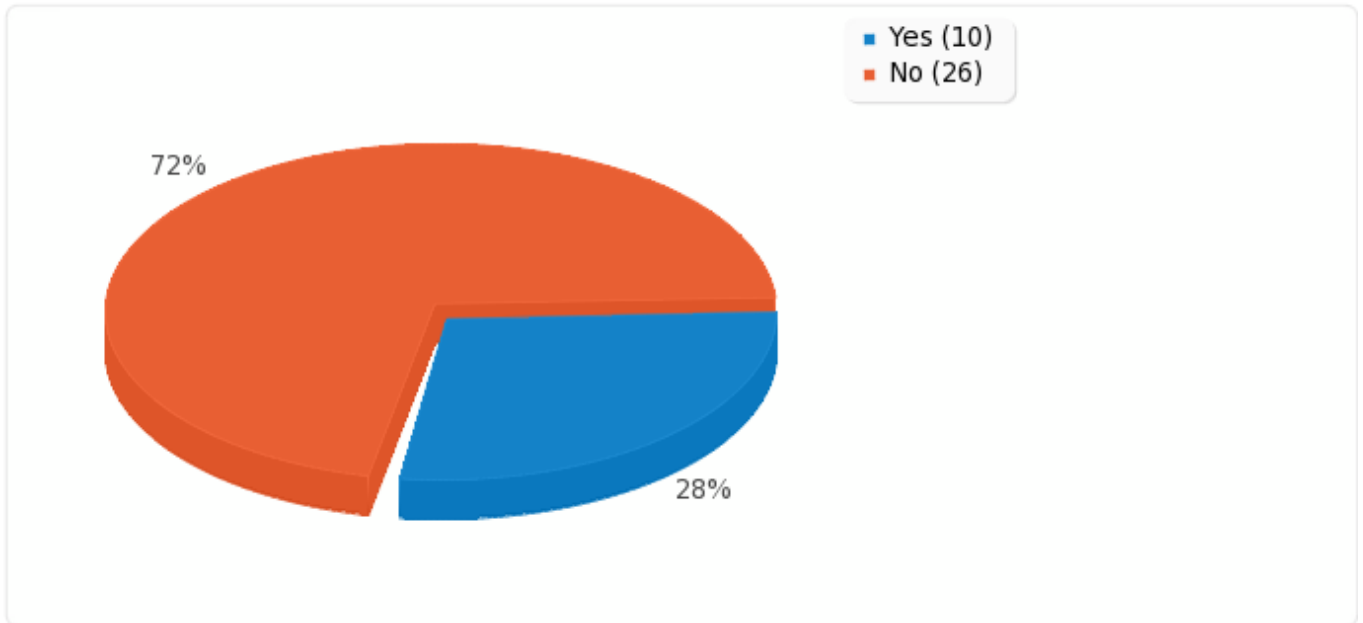
Answer	Count	Percentage
Yes (Y)	10	27.78%
No (N)	26	72.22%
No answer	0	0.00%



Field summary for 006

We now offer an online appointment booking facility.

Were you aware of this service?





Field summary for 007

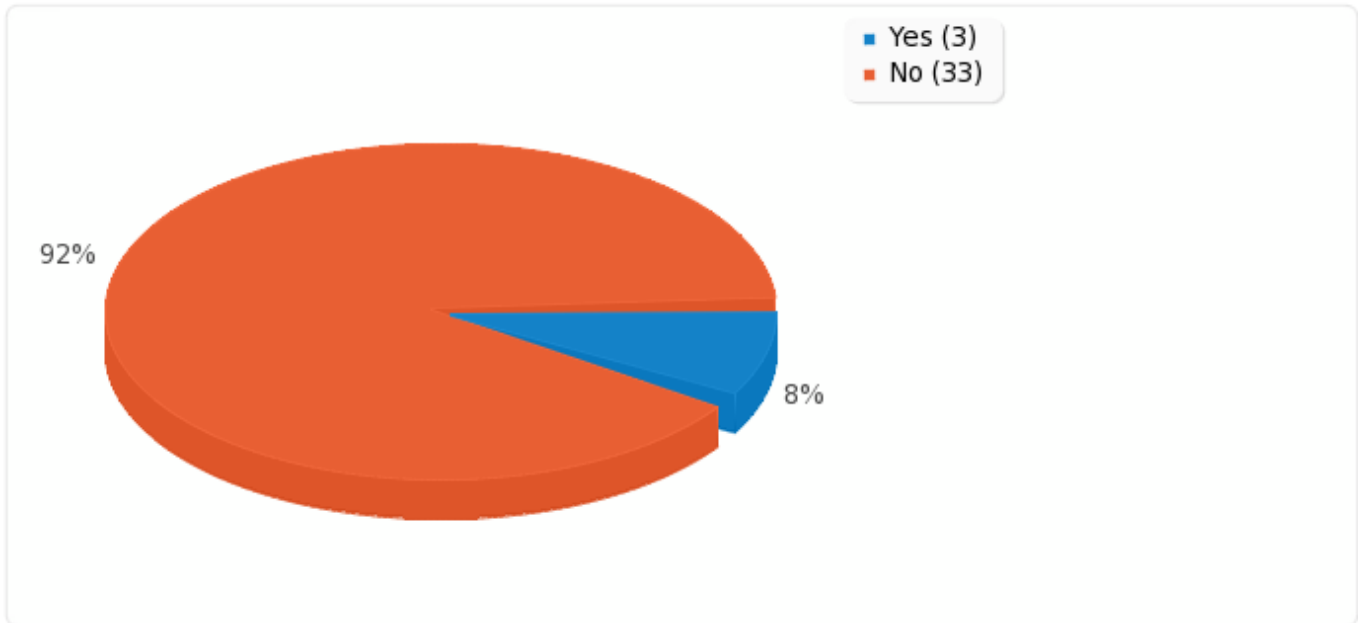
Have you used our online appointment booking facility?

Answer	Count	Percentage
Yes (Y)	3	8.33%
No (N)	33	91.67%
No answer	0	0.00%



Field summary for 007

Have you used our online appointment booking facility?





Field summary for 008

If you have used our online appointment booking facility, did you find it easy to use?

Answer	Count	Percentage
Answer	3	8.33%
No answer	33	91.67%

Responses

yes

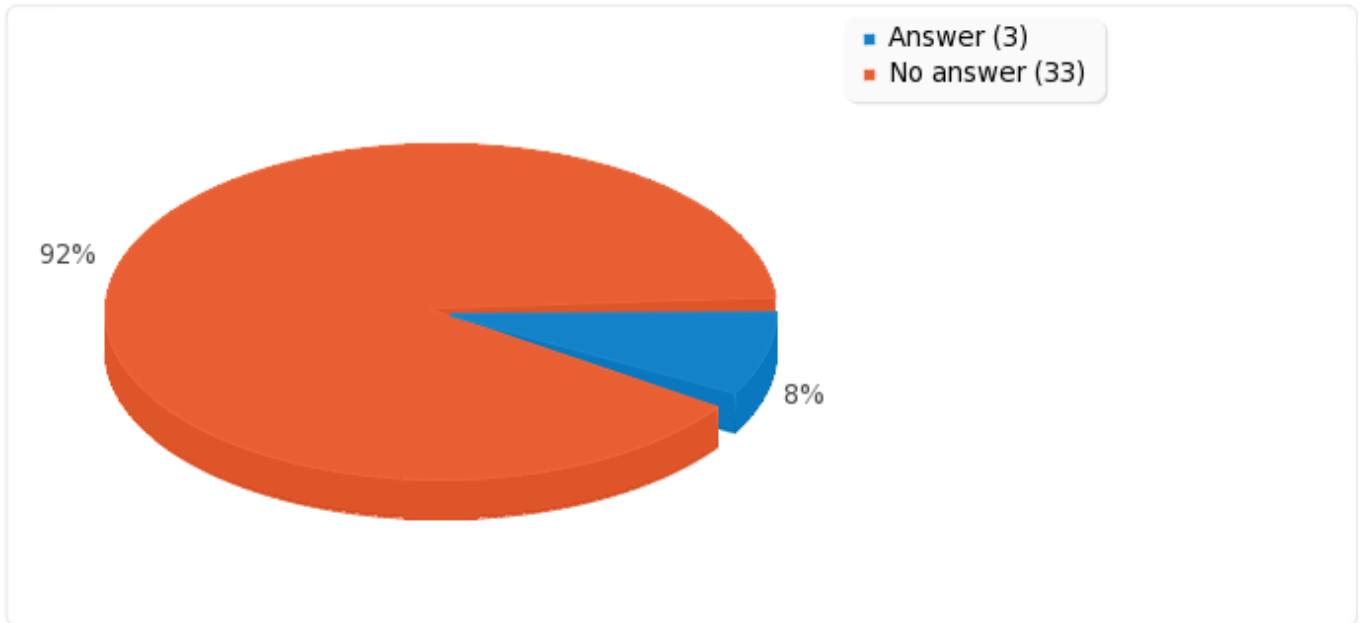
yes

yes



Field summary for 008

If you have used our online appointment booking facility, did you find it easy to use?





Field summary for 009

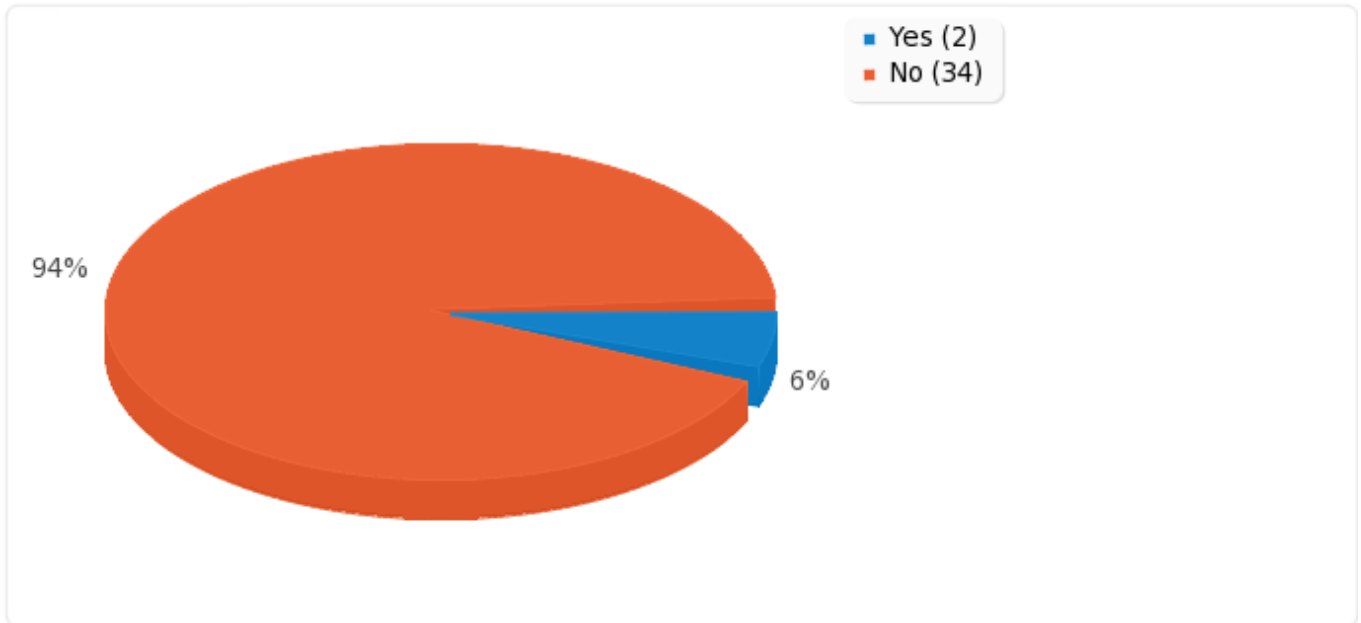
In the last six months have you attended A&E because you have been unable to get a doctors appointment at the surgery?

Answer	Count	Percentage
Yes (Y)	2	5.56%
No (N)	34	94.44%
No answer	0	0.00%



Field summary for 009

In the last six months have you attended A&E because you have been unable to get a doctors appointment at the surgery?





Field summary for 010

We are interested in any comments or suggestions you may have. Please enter them in the box below:

Answer	Count	Percentage
Answer	15	41.67%
No answer	21	58.33%

Responses

it would be useful and less expensive if one could get through quicker on the phone or given some idea how long one had to hang on. I always receive excellent and courteous attention from all staff

I AM ALWAYS EARLY FOR APPOINTMENTS. RECEPTION STAFF ARE EXCELLENT. POLITE, CURTIOUS,WITTY.ALWAYS HELPFUL. TELEPHONE CALLS HAVE ALWAYS BEEN FAIR.

Generally speaking I am personally happy with the service delivery but with exception of some of the Drs here who become so furious against your presence and more so they do not givr you the time even to finish what you are btrying to explain. the problem is mine but they stop you. other drs dont ant to attend to more than one problem. They are too rude and uncooperative

since before the cover arrangement vfor nurses have been extremely inadequae the absnace of one nurse must put pressure on the other duty of care also make diffulties for patients I informed the practice i did not want a flu vac but have received several letters asking me wheather I want the the vac. I have never been informed by letter about extended hours or online apps., I would find this out by chance what is your web site how do I book online?

Improvment of ability to get through to the practice by phone is bloody awfull. Reception staff are models of patience and courtsey. The doctors are always behind and the receptioist do not keep you informed on more than one occasion in the last two months have waited more than an hour also issue with nurses and not having arranged cover was very bad.

MY HUSBAND AND i HAVE BEEN PATIENTS AT THIS PRACTICE FOR NEARLY 3YRS WE HAVE RECEPTION STAFF POLIT AND HELPFULL WE ARE ALSO MORE THAN HAPY WITH ALL THE DOCTORS

it would be usefull if you could get through quicker on phone

reception staff excellent telephone calls have always been fair.

im always happy wiyh the service

phone answering is really poor keep holding on then get cut off its costing me money and very poor on your behalf.

telephone is rarely answered, Dr Yuessef is excellant

Dr M Corbett is the greatest, most imformative dr I have come across since I joined this GP. Please offer him residency here and relay my thanks and gratitude to him. I felt the time and care taken to check me over, explain to me the diagnosis, prognosis ect were spot on!Top Dr, top social skills, top professional. This is the way care should be done.

The only issues I have with the surgery is trying to get through on the phone to reception. There was one time I was on hold for 25 mins. But overall I do like the surgery and the people who work



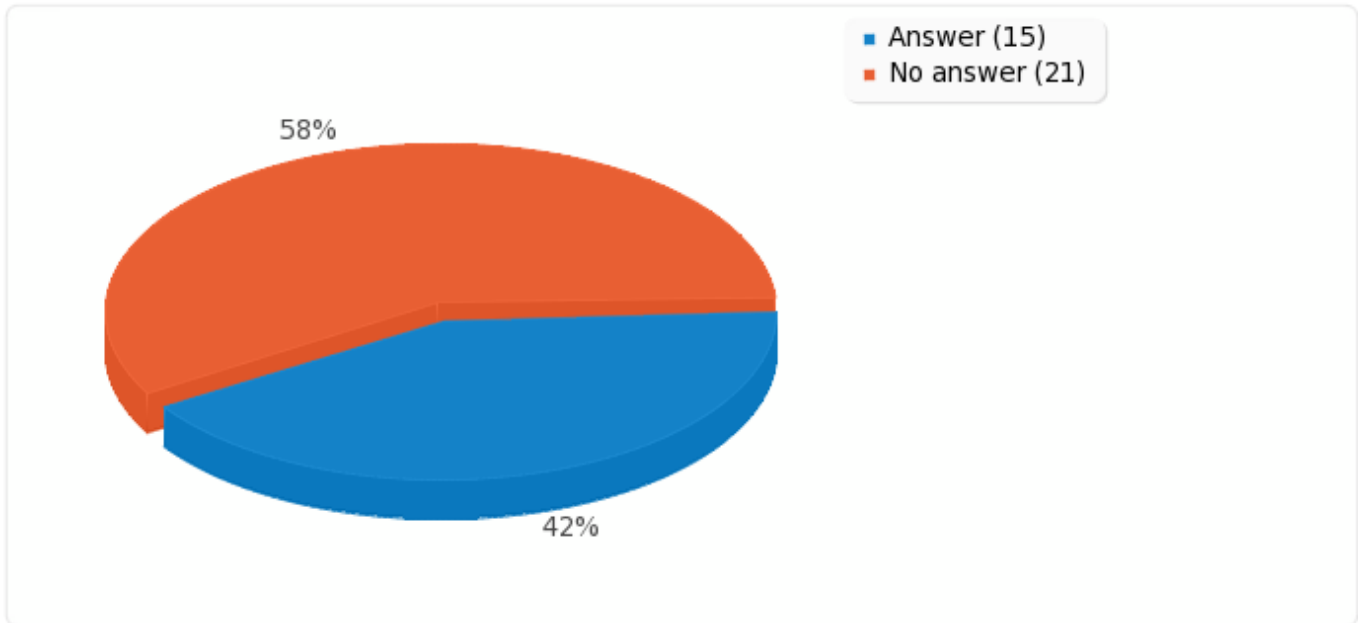
here.

Excellent service



Field summary for 010

We are interested in any comments or suggestions you may have. Please enter them in the box below:





Field summary for 011

The following questions provide us with general information about the range of people who have responded to this survey. It will NOT be used to identify you, and will remain confidential.

□ Please DO NOT write your name on this survey.

□ How old are you?

Answer	Count	Percentage
Answer	36	100.00%
No answer	0	0.00%

Responses
33
26
33
86
32
63
65
35
29
67
29
82
68
78
33
68
39
86
32
86
65
78
69
38
65
65





Field summary for 011

The following questions provide us with general information about the range of people who have responded to this survey. It will NOT be used to identify you, and will remain confidential.

⌘ Please DO NOT write your name on this survey.





Field summary for 012

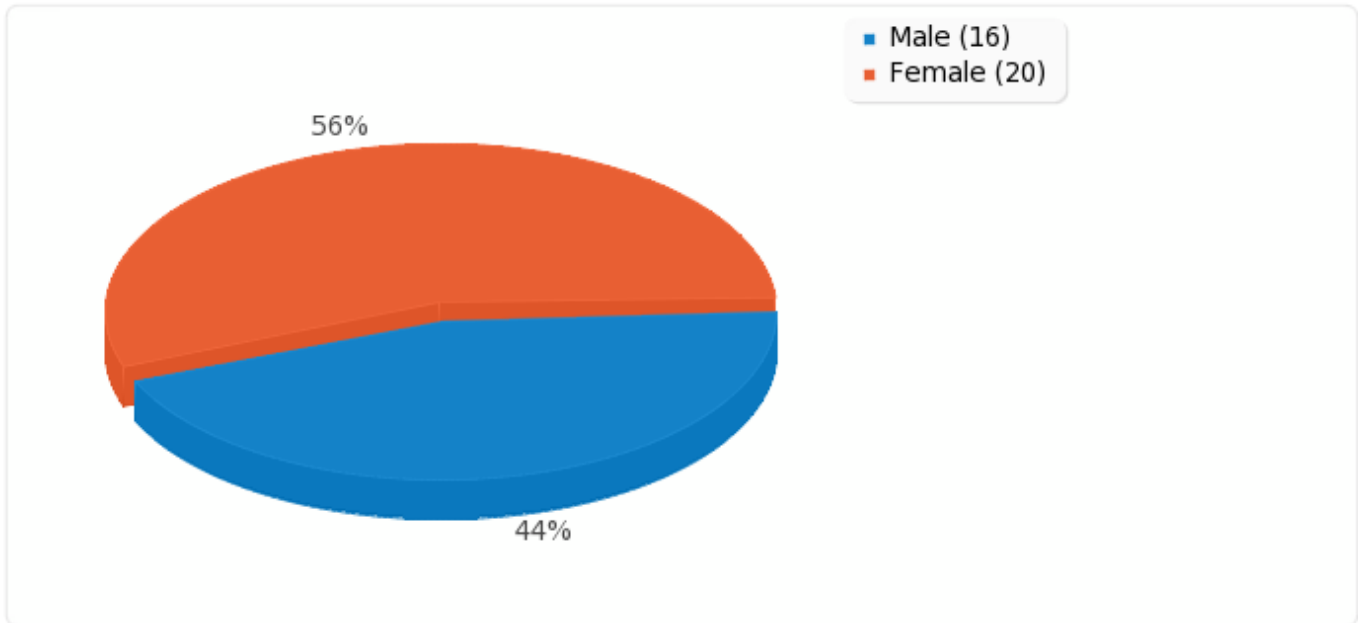
Are you male of female?

Answer	Count	Percentage
Male (A1)	16	44.44%
Female (A2)	20	55.56%
No answer	0	0.00%



Field summary for 012

Are you male or female?





Field summary for 013

Ethnicity?

Answer	Count	Percentage
Answer	33	91.67%
No answer	3	8.33%

Responses
british
british
white british
WHITE BRITISH
black african
white Btitish
white
white British
Euoption white
English
English white
white British
White british
white british
British
white
white british
Black african
white british
white british
white british
white british
english
english
white british
black british
british
white british
british
indian
british



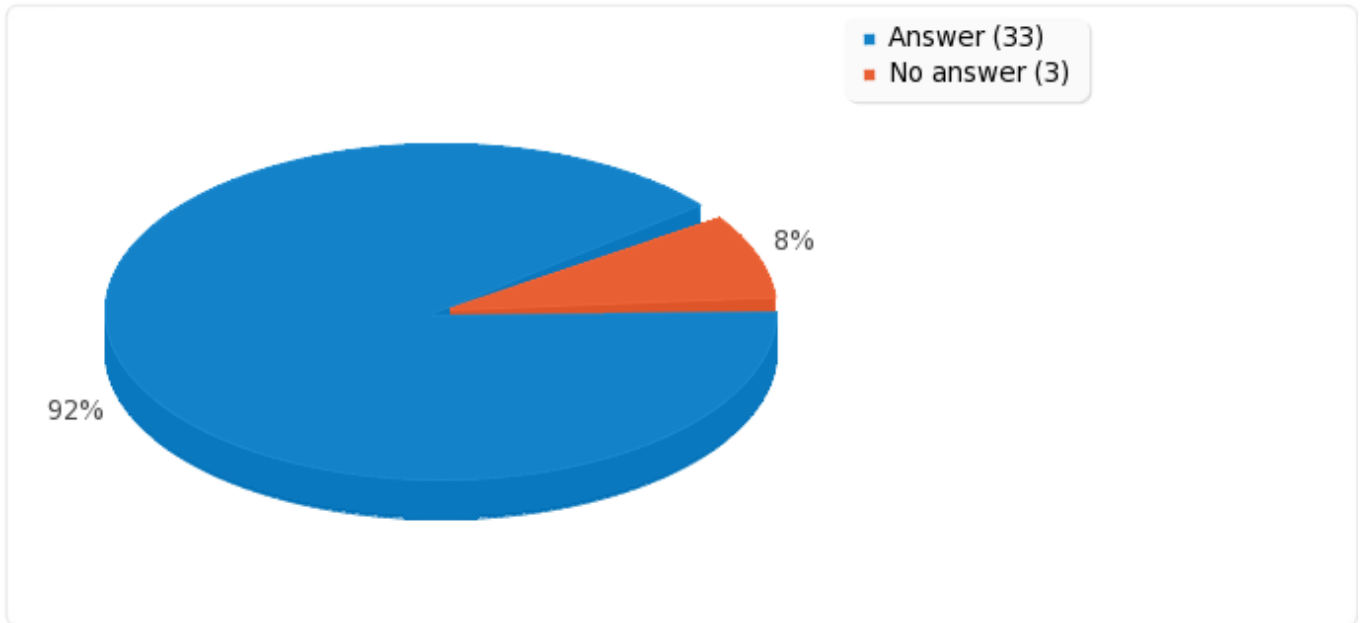
white british

black british



Field summary for 013

Ethnicity?





Field summary for 014

How many years have you been a patient at this practice?

Answer	Count	Percentage
Answer	35	97.22%
No answer	1	2.78%

Responses
4
4
50 years
2
13 YEARS
10 years
57
10
34
5
56
1
46
37
3
30
40
2
13
10
40
10
10
20
10
15
1 year
10 yrs
30
4 years approx
2





Field summary for 014

How many years have you been a patient at this practice?

