

PATIENT SURVEY RESULTS – PATIENT COMMENT

Question 38: SOMETHING YOU LIKE AT THE SURGERY

- People are friendly: 46
- Polite and helpful 22
- How you are greeted and treated 6
- Good feel, atmosphere 6
- Well organised 6
- Welcoming 4
- Upbeat attitude 1
- Peaceful 1
- You are a person not a number 1
- The kind receptionists, especially Amanda and Lorraine 1
- Good quality doctors 8
- doctors are approachable 4
- Good nurse service, and all nice, good attitude 4
- Receptionists, doctors and all staff very helpful and pleasant and listen 4
- Excellent care by all and professionalism of the staff 3
- It's very comfortable and the doctors all seem to genuinely care 3
- The variety of facilities to keep you in good health and everything under one roof 3
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- Ability to get quick appointment when need one 9
- To get appointment for the future 8
- The duty team 2
- Number of doctors 2
- To be able to see doctor of my choice 1
- Efficient appointments 1
- Being able to book appointments ahead with doctor. Please don't change it 1
- Accessibility - opening hours 1
- Clean and tidy 9
- The waiting room, space, the building 7
- Checking yourself in 5
- Location 3
- Airy and light, bright, welcoming, modern 3
- Lots of little waiting areas, layout 3
- Convenience 2
- Plenty of doctors 1
- Hospitality and childcare 1
- Communication 1
- Next to a pharmacy 3
- On-line prescription ordering 2
- Patient library 1
- Magazines 1
- Blood pressure monitor 1

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Question 39: SOMETHING YOU WOULD LIKE TO CHANGE AT THE SURGERY

- Would like my appointments to be more punctual 12
- Would like to see particular doctor when I want instead of waiting, sometimes weeks, 7
- Be able to get non-emergency appt quicker 4
- To be able to see your own GP before three weeks 4
- If late due to traffic I have to make another appt, although I am kept waiting if I am on time 1
- Emergency appointment later in the day 1
- More appointments available to working people before 10.00 1
- Longer opening hours 1
- More evening appointments 1
- To see the GP I would like in an emergency 1
- Would like to be able to book further in advance 1
- More doctor appointments 1
- Queue at reception on Fridays 1

- Shouldn't have to tell receptionists what's wrong when want to see a doctor as personal 2
- Answering the phone quicker 2
- The receptionists and their questions that are asked out loud 1
- Some receptionists are not polite 1
- "The receptionists are nowhere near polite and nice enough" 1
- Receptionist attitude to patients 1
- The girls on the desk - need more smiley faces 1

- Number coming up on screens 1
- Doctors call for you - problem as I am deaf 1
- The way we are called into the room/ Go back to the buzzer for the deaf to see the light 1
- The wording on the ticket I get when I book in 1

- Better privacy at reception 16
- Where the reception is situated, layout of reception and waiting areas 4
- There should be a play area for the children 2
- Waiting area 2nd floor 1
- More seats in both nursing areas 1
- Overall presentation of surgery needs updating 1
- A brighter surgery - the walls 1
- Bigger waiting areas 1
- Stairs to nurses 1
- Smelly toilets 1

- More information on test results 1
- Notification of results 1
- More on-line contact, e.g. email to email 1
- Prescription requests 1
- Updated magazines 3
- No piped music 2

- Hope nothing changes 15

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Question 40: SOMETHING YOU WOULD LIKE TO SEE AT THE SURGERY IN THE FUTURE

- Something to let me know my waiting time to see the doctor 2
- 15 minute appointments, and less rush with doctor appointment 2
- More true appointment times 2
- To have on-line appointment booking 10
- A visual system to confirm who has the next appointment 2
- Better Buzzer system 3
- Automated appointment system 1
- Better signage system at reception, which area you need to be in 1
- More staff on reception 1
- Less congestion at reception 1
- Patient car parking 8
- More seating. And more seating on first and second floors 2
- Kids play area 2
- More segregation between reception and waiting areas 1
- More toilets 1
- A separate part of reception for repeat prescriptions 1
- Water dispenser 5
- Play equipment/books to occupy young children 4
- Hot drinks machine 2
- More magazines for men 2
- A table with second-hand books for us to buy, to donate. Seen it at other surgeries 1
- Internet access to view 1
- More community notices 1
- Access to physiotherapist and chiropodist 2
- Men's health clinic/male MOT 2
- Doctors with understanding of sports injuries 1
- Regular health checks offered 1
- Well woman clinic 1
- Treatments for fat people 1
- More health classes 1
- More midwives and health visitors 1
- Consistency with midwife - have seen 3 different ones in last 3 visits - always in a rush too 1
- TV 1
- Free money 1