

Patient Survey Final Summary 29.1.13		
Question 1 - What do you think works well at the surgery?		
Appointments		
Appointment system	38	
Late evening surgery	13	
Saturday morning	3	
Same day(emergency) appointments	17	
Online appointments	2	
Telephone appointments with GP	4	
Reception & Waiting area		
Staff friendly helpful and approachable	34	
Reception area is welcoming	3	
Waiting room very clean	1	
Well organised	1	
Phones	1	
Toilets	1	
Clinical		
GP support/respect and understanding	15	
The Doctors are good	6	
Short wait times	4	
quality of care	1	
Availability of nurses	3	
Services		
Automated arrivals	12	
Repeat prescriptions	4	
Easy access	3	
Child friendly	3	
Flexible opening times	2	
Communication	2	
Online repeat prescriptions	2	
Variety of clinics on offer	1	
Toilets	1	
Blood testing	1	
Baby clinic	1	
Travel and Yellow fever centre	1	
Text reminders	1	
Referrals	1	
Smears/implants/IUDs	1	
Overall		
Most things	23	
All	8	
Not a lot	1	

Question 2- What are(s) do you feel could be improved at the surgery?		
Appointments		
Appointment system - includes earlier/later appts; more Saturday appt;	24	
Getting though on the phone	22	
More same day appts; includes more in pm or late evening	10	
Able to see same GP	5	
More online appointments	1	
too many questions when trying to book	1	
Time of day we can book appointment at desk *	1	
Reception/Waiting room		
Confidentiality at desk	5	
Seating and layout	5	
Receptionists not friendly	8	
Informing patients of a delay	4	
Queue at reception	2	
More answering phones	1	
2 at the front desk at all times	1	
Keep TV and or Info channel	1	
Magazines	1	
Update signs and info *	1	
Childrens area	1	
Clinical		
Waiting times	18	
Booking for GP then having appt with NP on arrival	1	
Some Drs not friendly	1	
Services		
Results by post/email or text	3	
More blood tests appointments	2	
able to discuss more than one problem per appt	2	
Auto arrivals sometimes confusing	1	
Paediatrics service	1	
Text reminders	1	
Electronic prescriptions	1	
Repeat prescriptions in 24hrs	1	
Home visiting service for young babies *	1	
don't have specific clinics on set days	1	
able to use mobiles in waiting room	1	
More contraceptive advice	1	
Telephone consultations	1	
Cant hear Dr when they call you	1	
Longer opening hours esp weekends	1	

Question 3 - What new service or facility would you like to see introduced at the surgery?		
None	28	
Late appointments	9	
Walk in sessions	5	
Water cooler	5	
Online booking	4	
Podiatry	3	
Jayex board - to call in and provide info	3	
Counselling service	3	
Health "prevention classes" weight etc	2	
In person booking at all times	2	
Warfarin	2	
Minor surgery - warts moles etc	2	
Telephone advice line/consultations	2	
More post-natal info including groups *	2	
news on Tv	2	
New appointment system that works for the patient	1	
More phone lines	1	
Electronic prescriptions	1	
In house physio	1	
Bloods for children	1	
Blood and urine testing	1	
Book appointments in advance	1	
Emergency pm surgery - ring at 1pm to book for pm	1	
Weekend surgery	1	
More doctors	1	
Online prescriptions	1	
Emergency am surgery	1	
First come first serve system	1	
Repeat prescription service with pharmacy	1	
IUD fitting	1	
Well woman clinic	1	
hearing loop	1	
Information for disabled re local services	1	
Larger letter box for dropping off samples	1	
Coffee machine	1	
Wi-Fi	1	
LGBT clinic/GP/Liaison	1	
Text messaging	1	
Better toilets	1	
Female Saturday GP	1	
passport signing	1	
Music on low	1	
Out of date leaflets removed *	1	