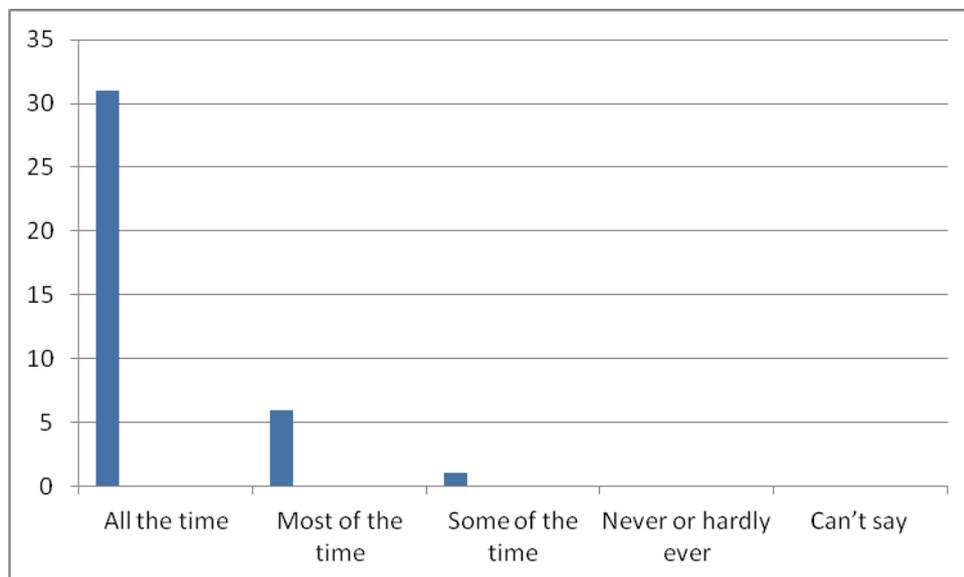


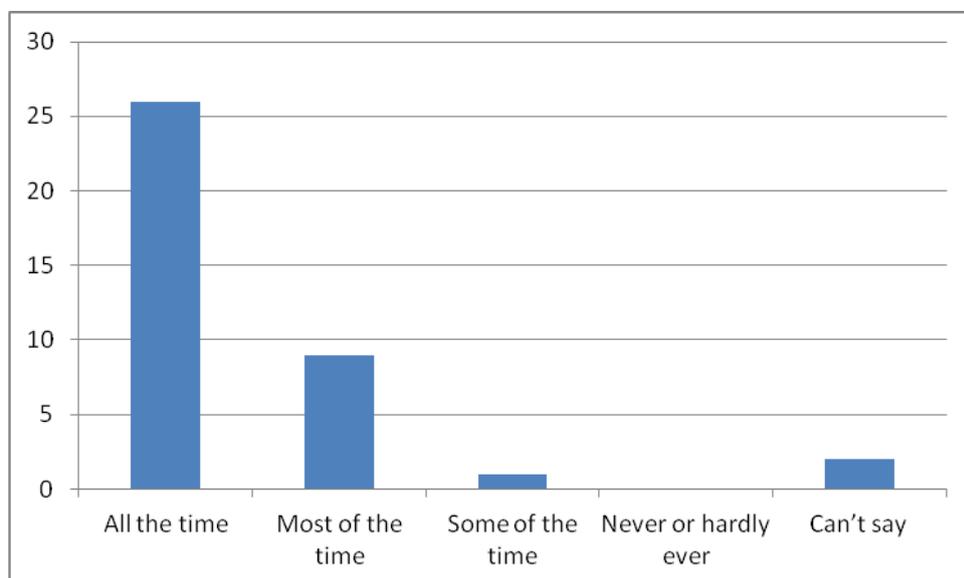
## Castle Street Medical Survey 2013

Many thanks to all the patients who took the time to give us the following valuable feedback.

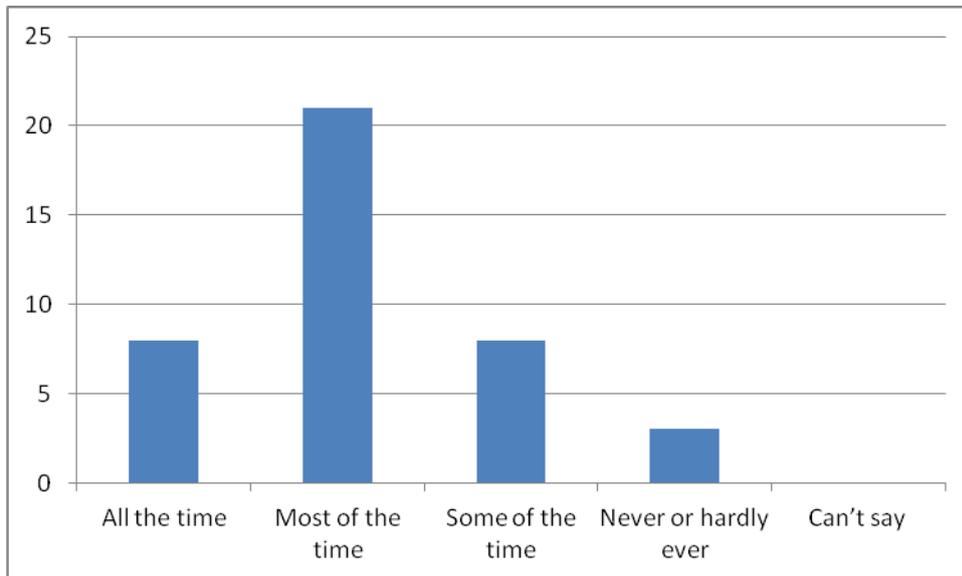
**Q01. Are the receptionists polite and helpful**



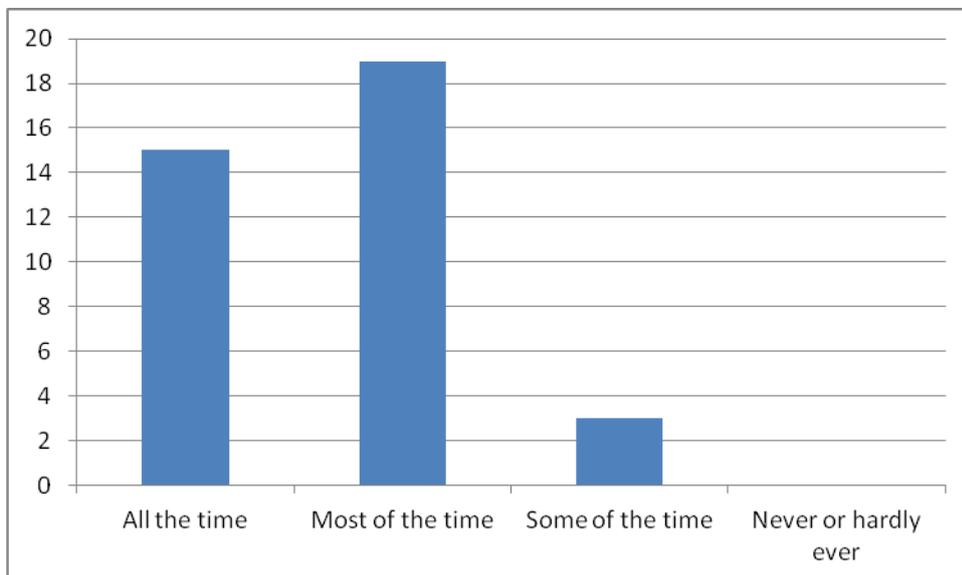
**Q02. Do the receptionists listen to your concerns**



**Q03. Can you get through to the surgery on the telephone without too long a wait?**

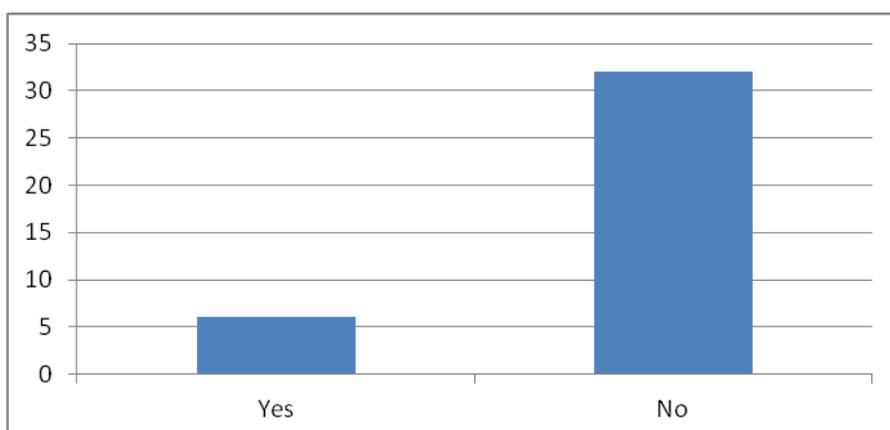


**Q04. Do you feel the receptionist has the knowledge to deal with your query?**

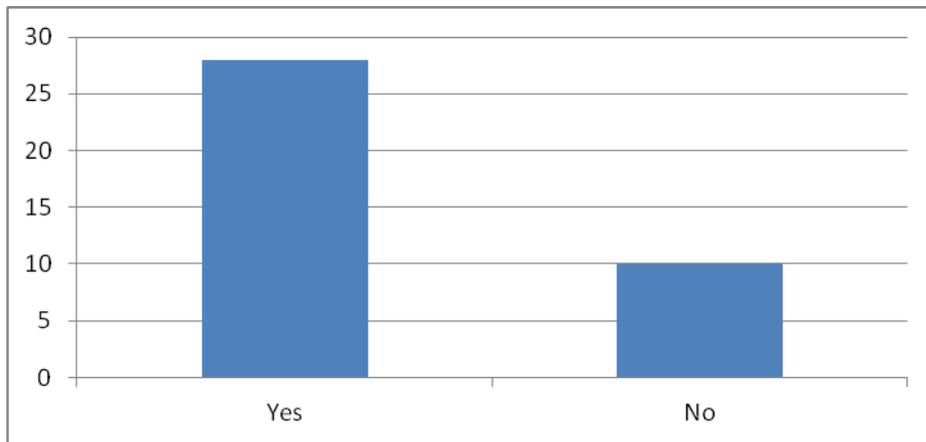


## Opening Times

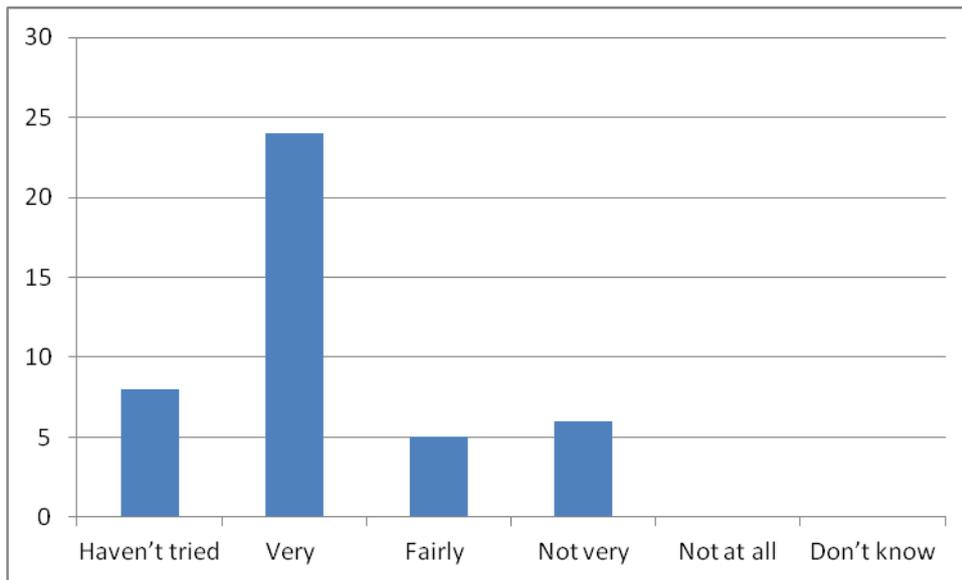
**Q06. In the past 12 months have you ever been put off going to see a GP or nurse because the surgery times are inconvenient for you?**



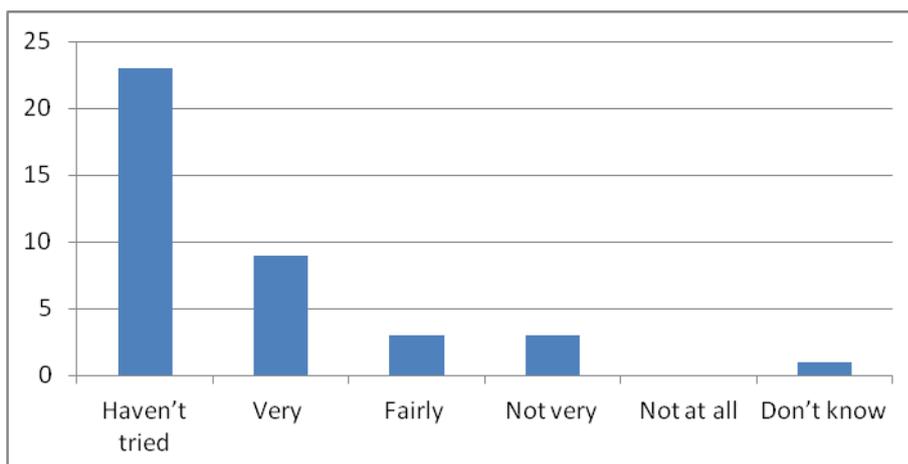
**Q07. Are you aware the Practice is open for extended hours one evening per week and that these are for patients who can't normally attend during normal working hours?**



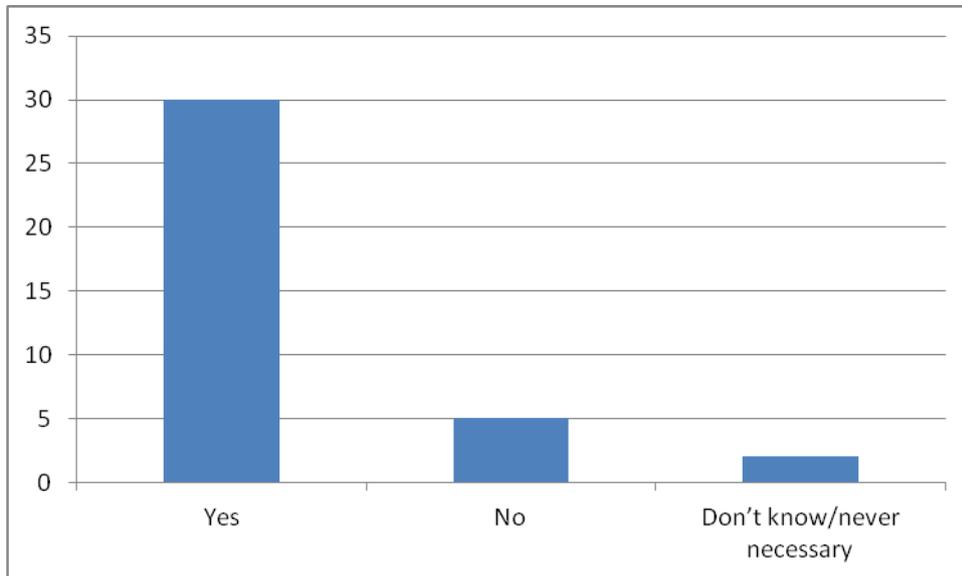
**Q08. How easy is it for you get an appointment with the Practice Nurse at the surgery ?**



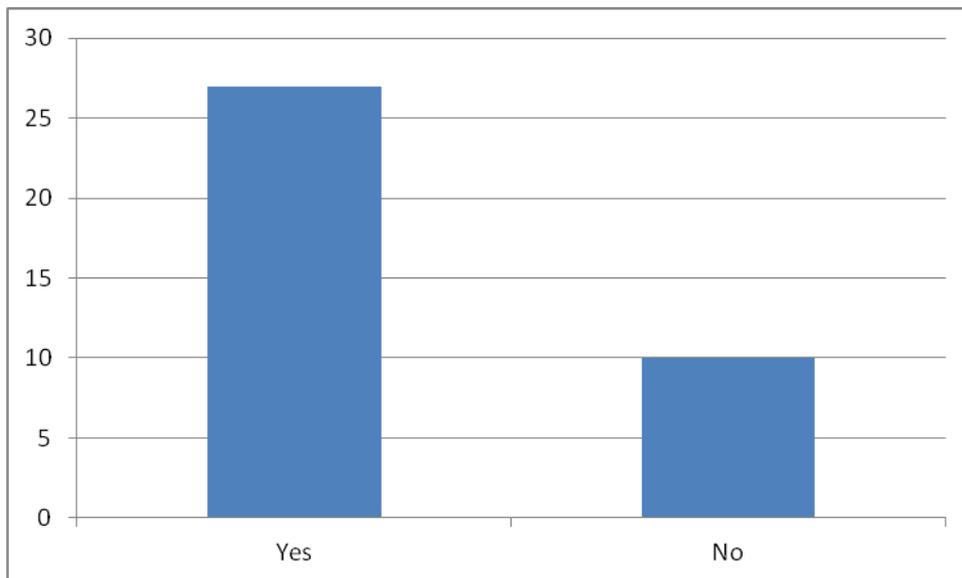
**Q09. How easy is it for you get an appointment with the Phlebotomist/Health Care Assistant at the surgery ?**



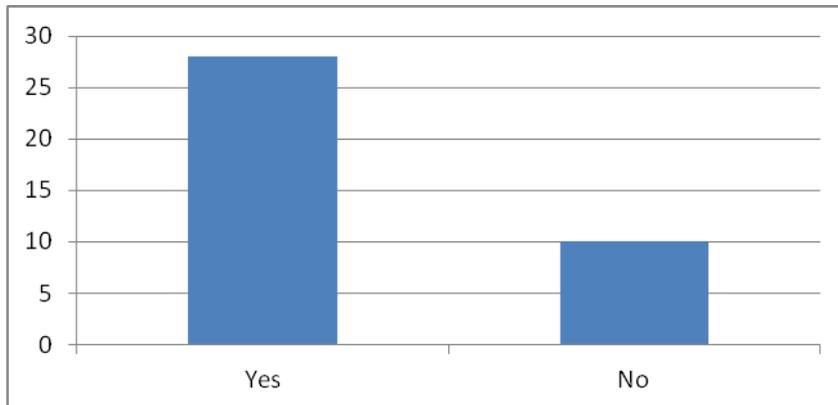
**Q10. Thinking about the times you need to see a GP urgently:  
If you need to see any available GP urgently, can you normally get an appointment for the same day or next working day?**



**Q11. Are you aware that our GP's may only work on certain days of the week**

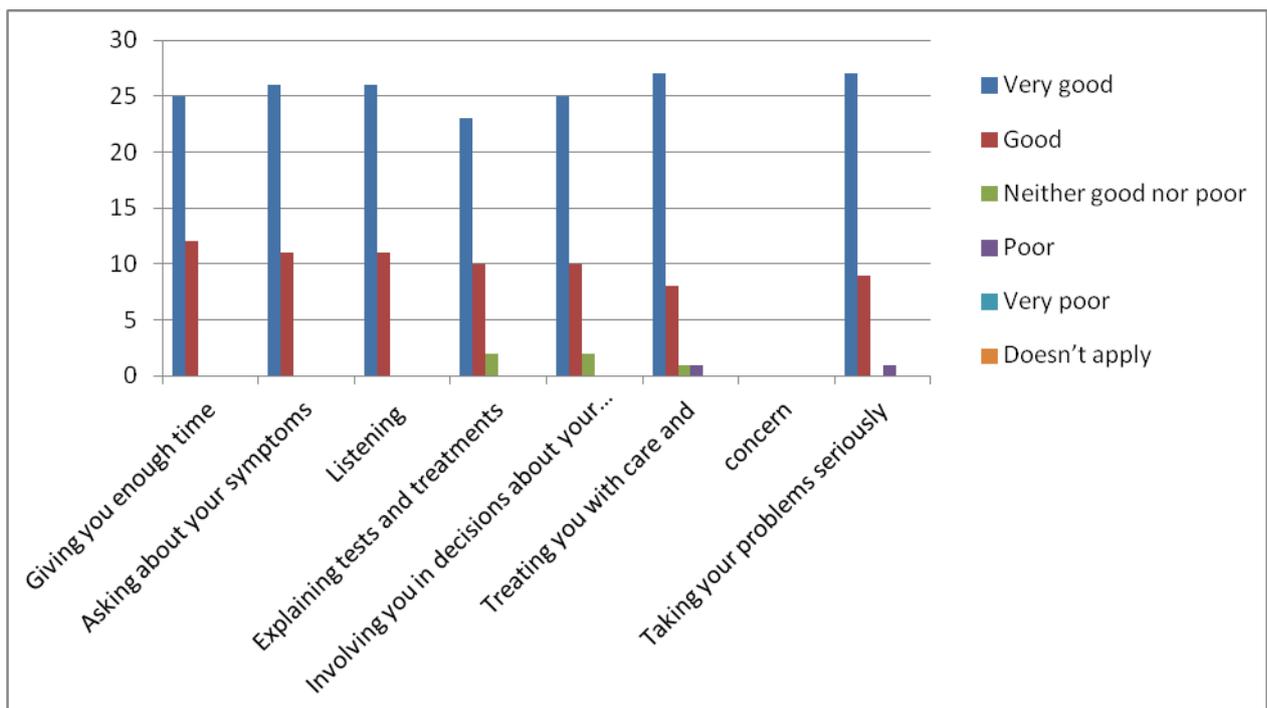


**Q12. Are you aware that we are a training Practice and that we have a rotation of GP registrars as well as medical students (GP registrars are fully qualified Doctors who are training to be GPs and are with us for 4 months or 12 months. Medical students are with us for 6 weeks)**

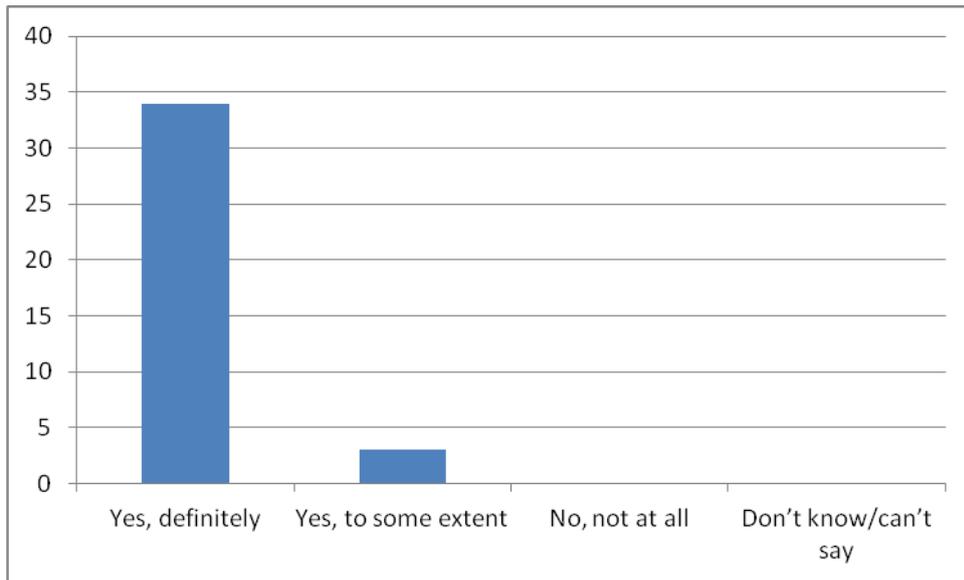


**Clinical Care: Dr Kar**

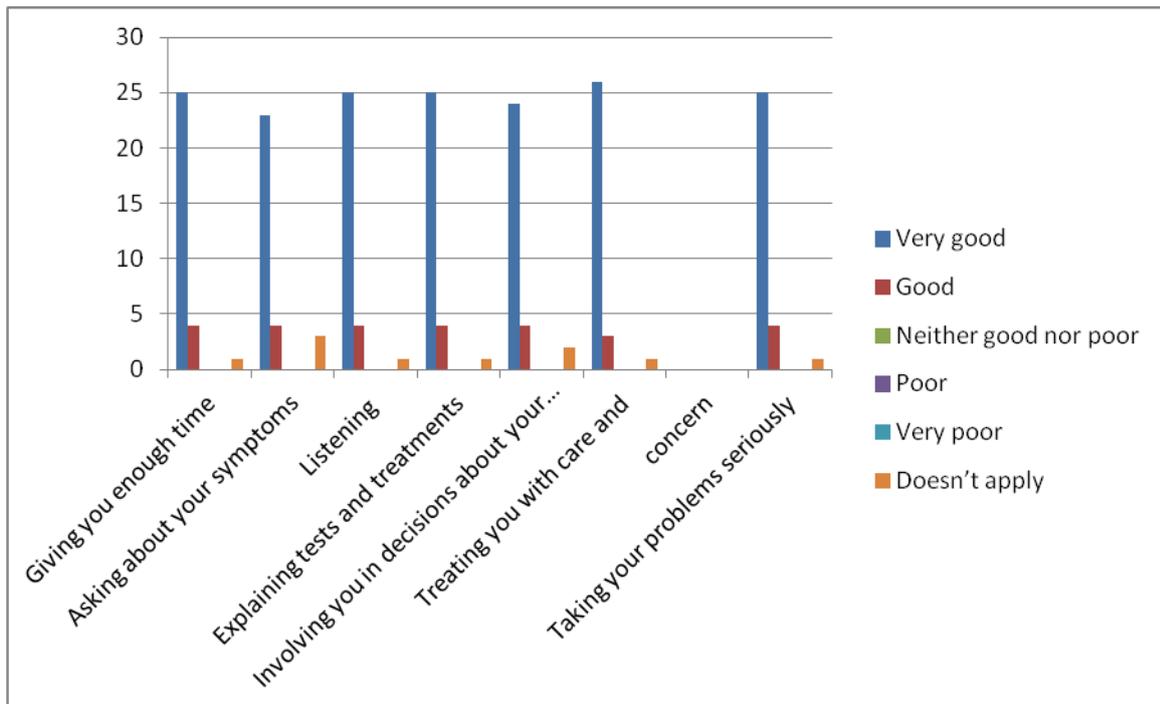
**Q13. The last time you saw your usual doctor ( named above) how good was the Dr at each of the following ? Please put a tick in one box for each row**



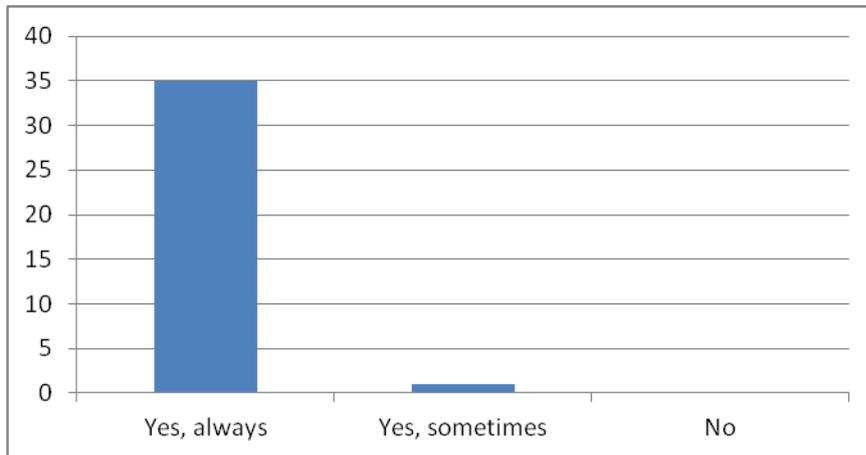
**Q14. Did you have confidence and trust in the doctor you saw ?**



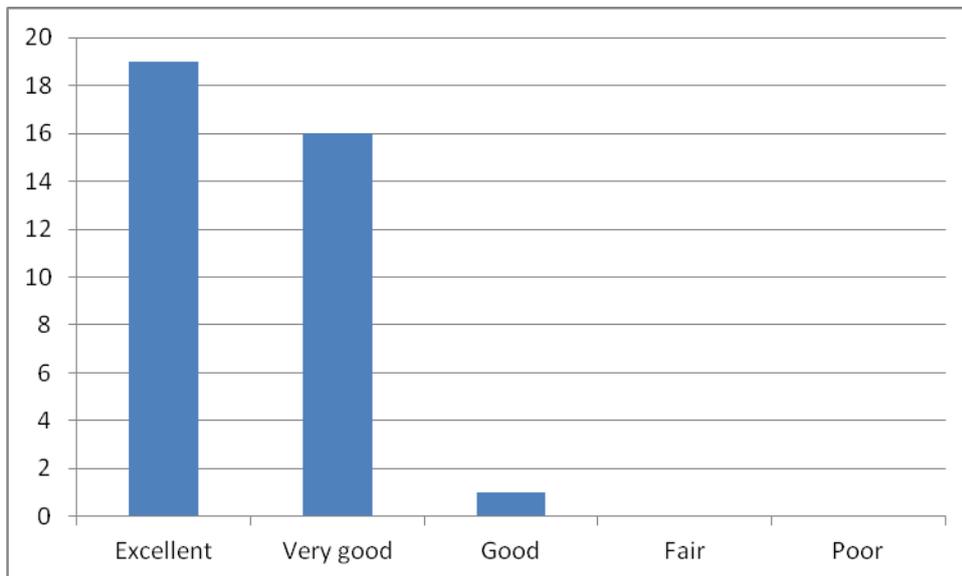
**Q16. Last time you saw the Practice Nurse or Health Care Assistant as named above, how good did you find the following? Results For Judith Deehan**



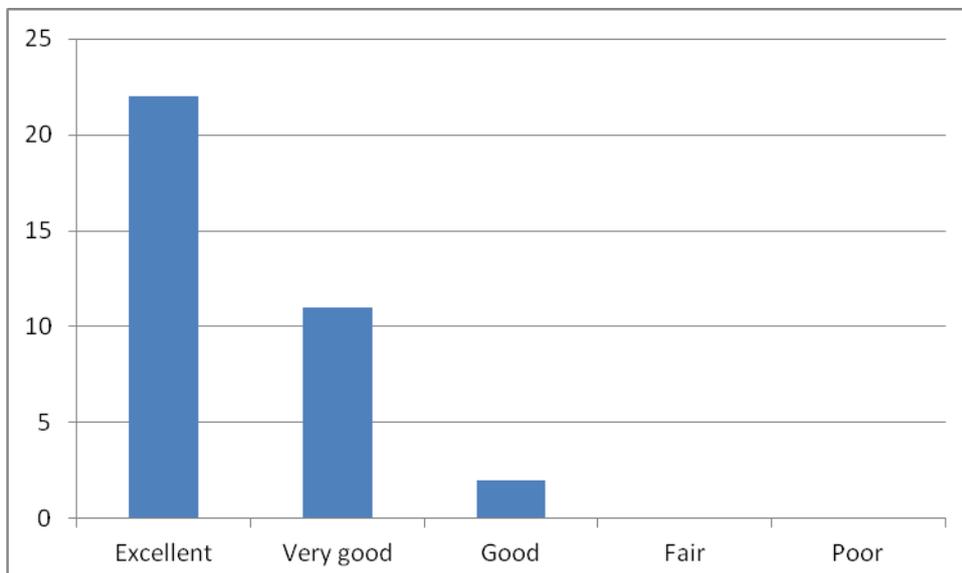
**Q17. Did You feel you were treated with respect and dignity while you were in the surgery**



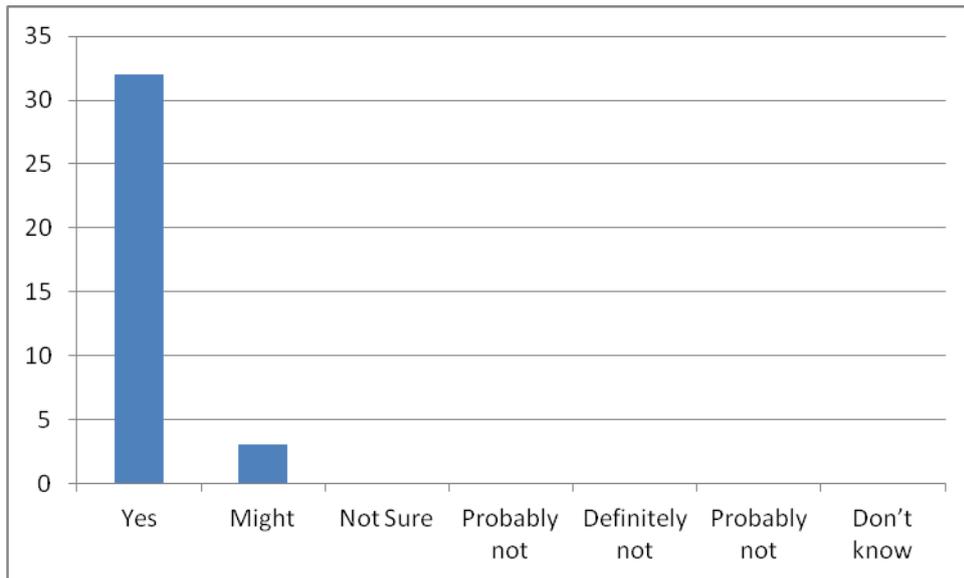
**Q18. How would you rate the way the surgery team work together**



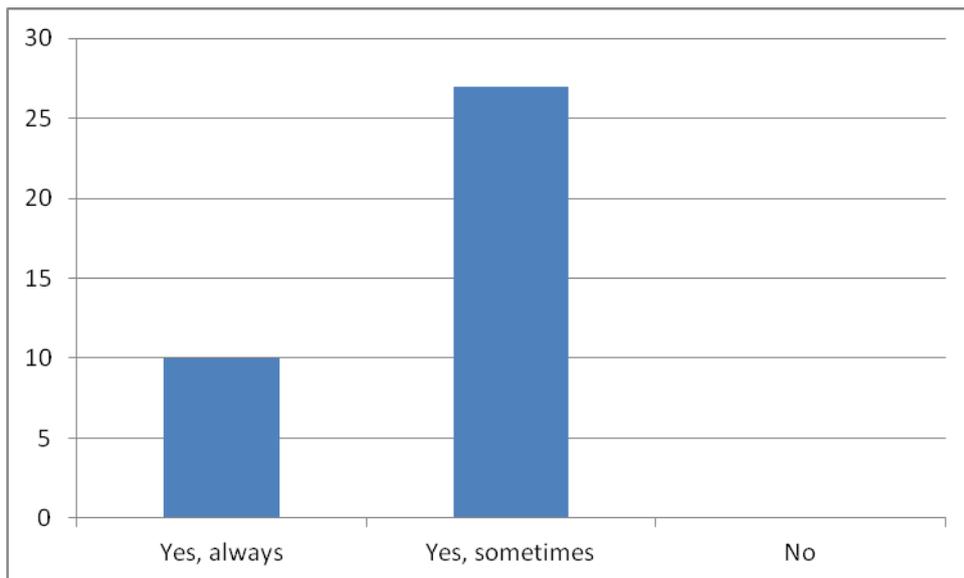
**Q19. How would you rate the care you receive**



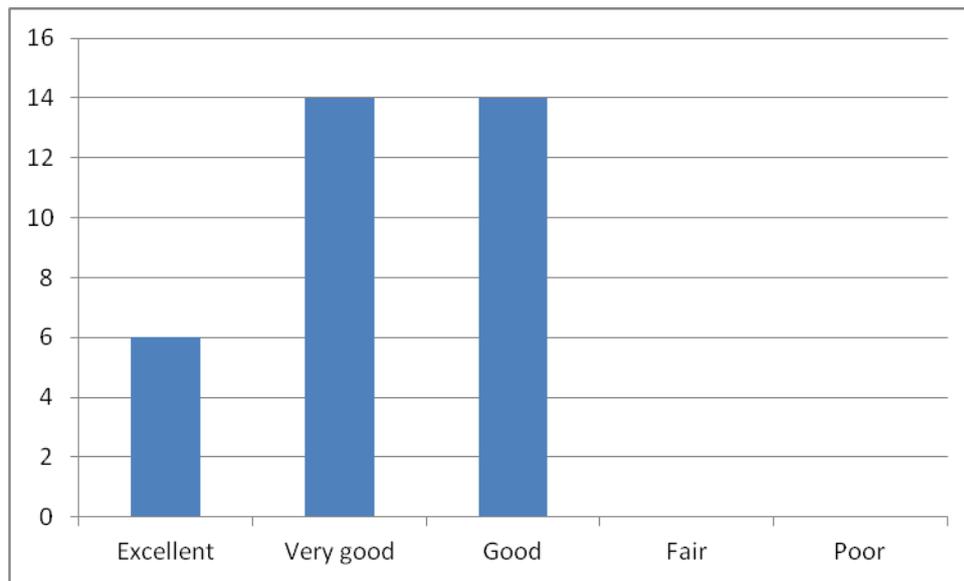
**Q20. Would you recommend the Surgery to someone who has just moved to your local area.?**



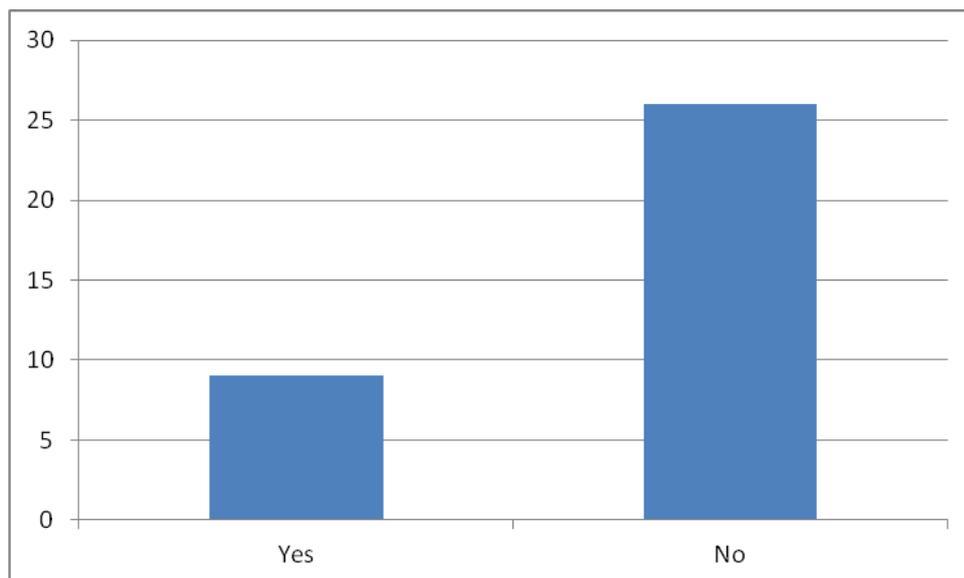
**Q21. Do you read the information displayed on our notice boards?**



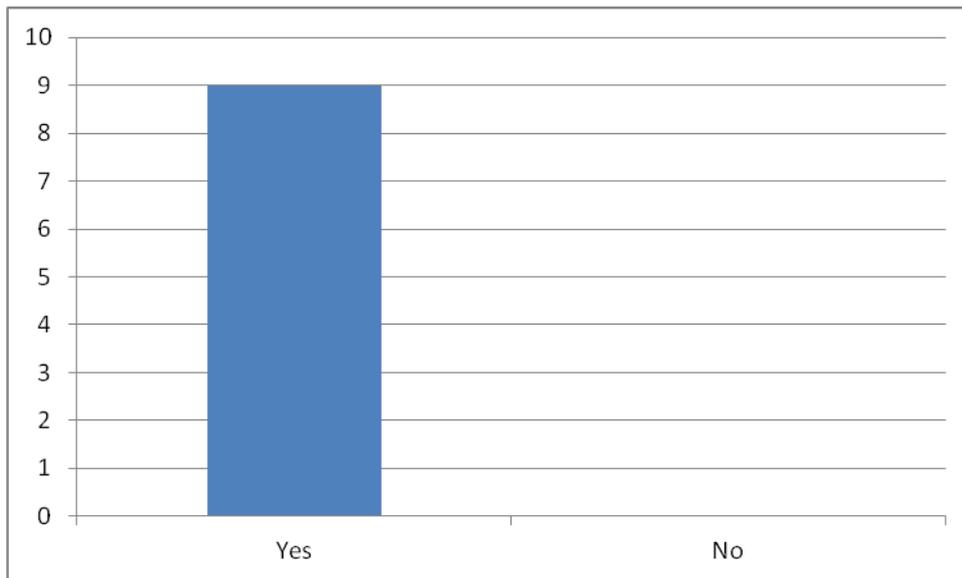
**Q22. How useful do you find the information on our notice boards?**



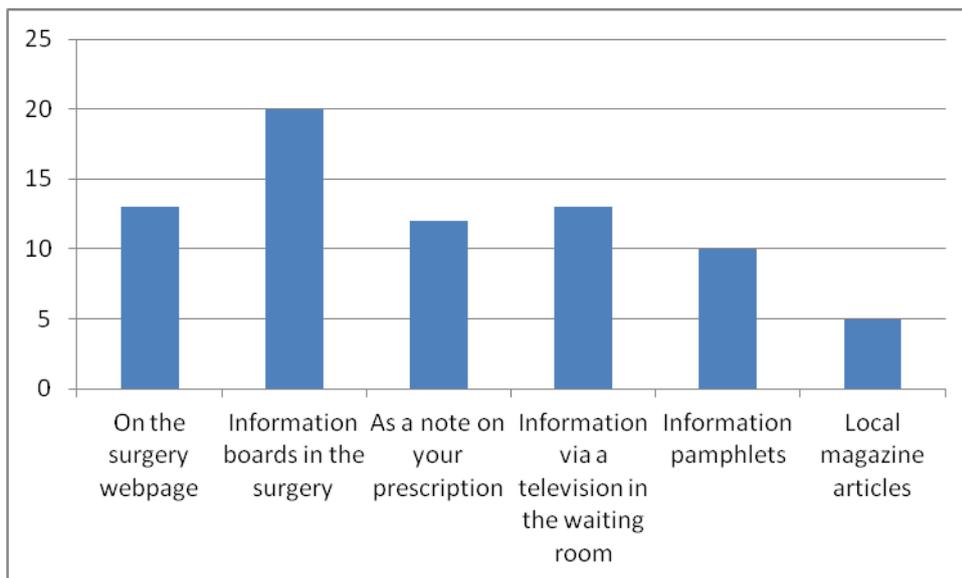
**Q23. We are currently re-designing our webpage. Have you used the surgery website?**



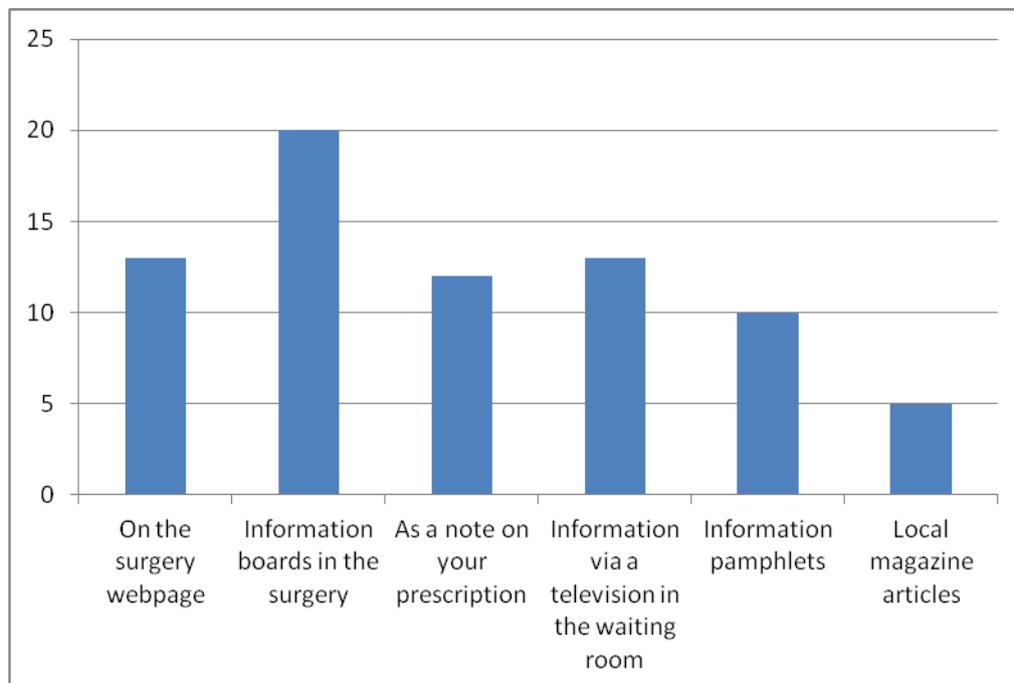
**Q24.If yes was the information on the webpage readily available?**



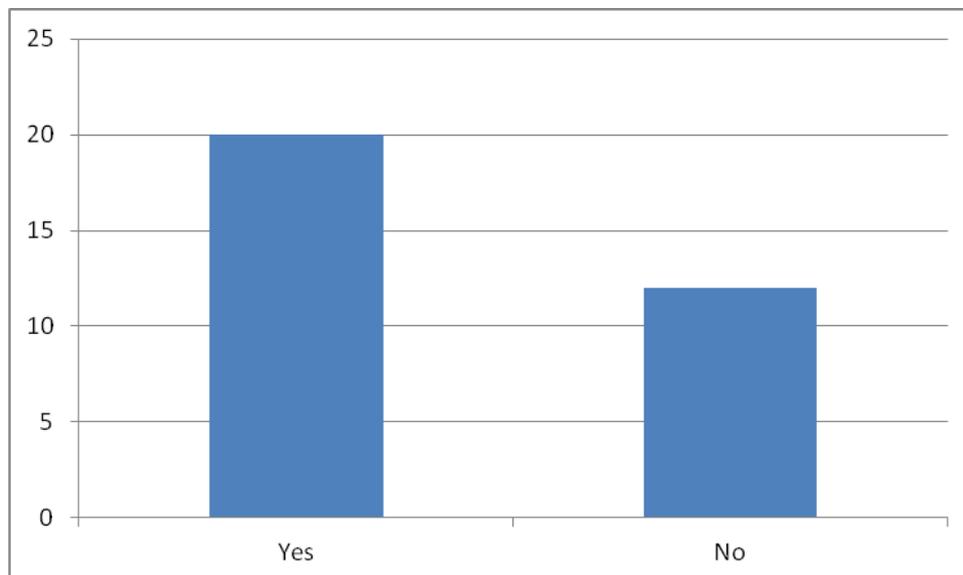
**Q25. We wish to keep you up to date with all the latest health news and we are currently doing a project to improve the information available for you. Please tick any of the following to show how you would like us to present information useful to your well being.**



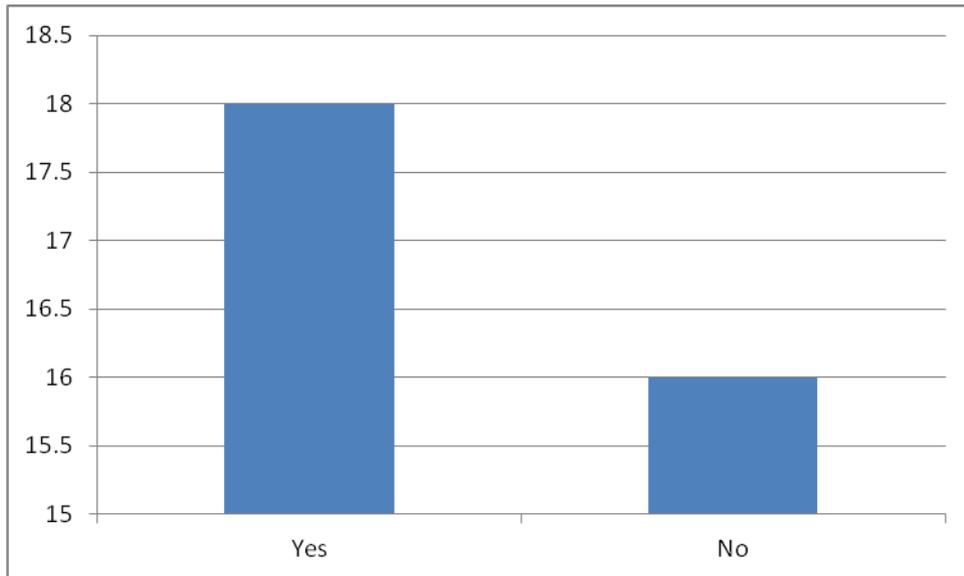
**Q25. We wish to keep you up to date with all the latest health news and we are currently doing a project to improve the information available for you. Please tick any of the following to show how you would like us to present information useful to your well being.**



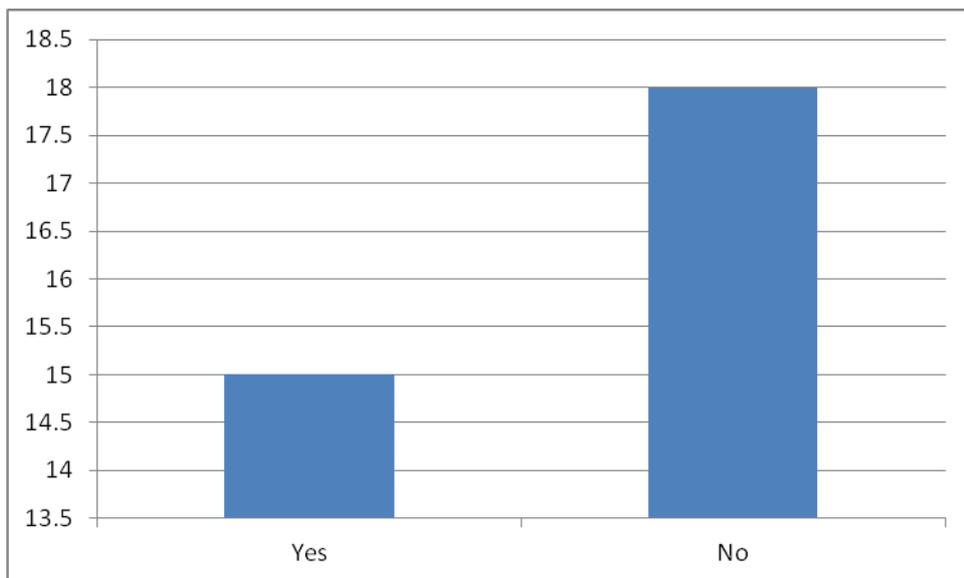
**Q27. Are you aware you can order your repeat prescriptions on line?**



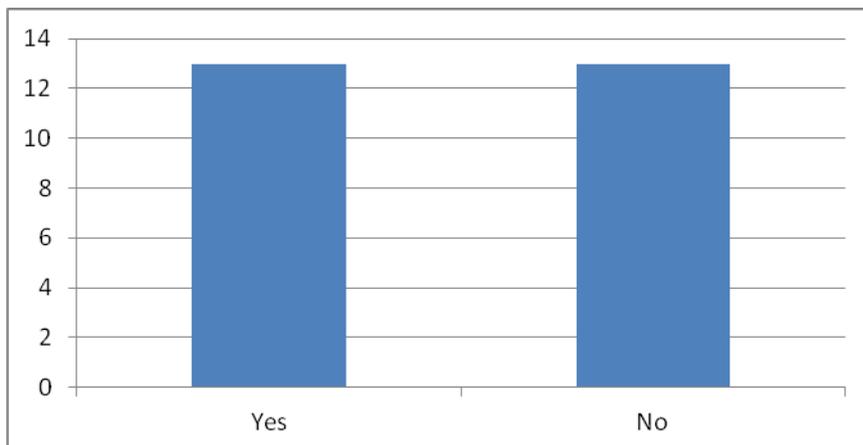
**Q28. Are you aware we have a very active Patient Participation group?**



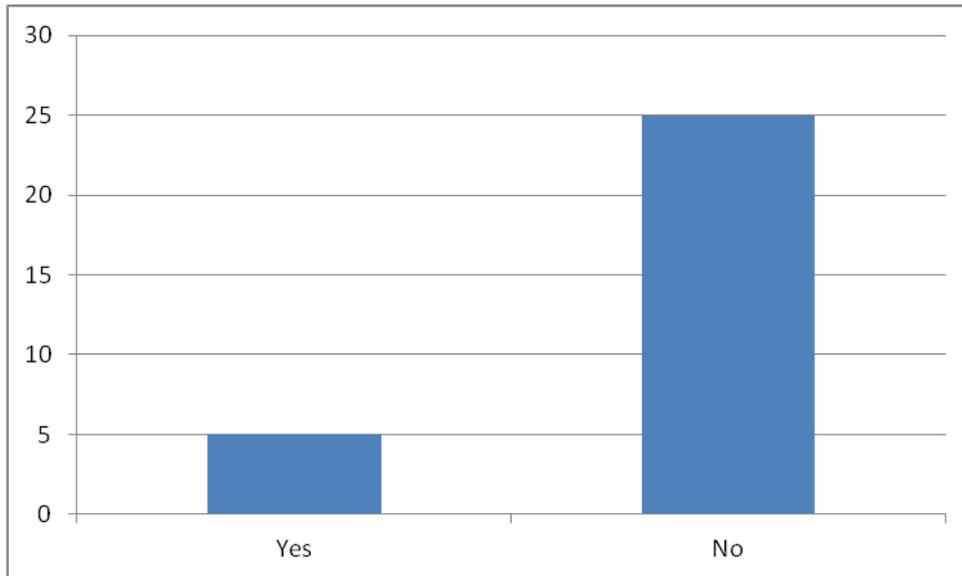
**Q29. Have you heard about our Patient's Participation Group (PPG)**



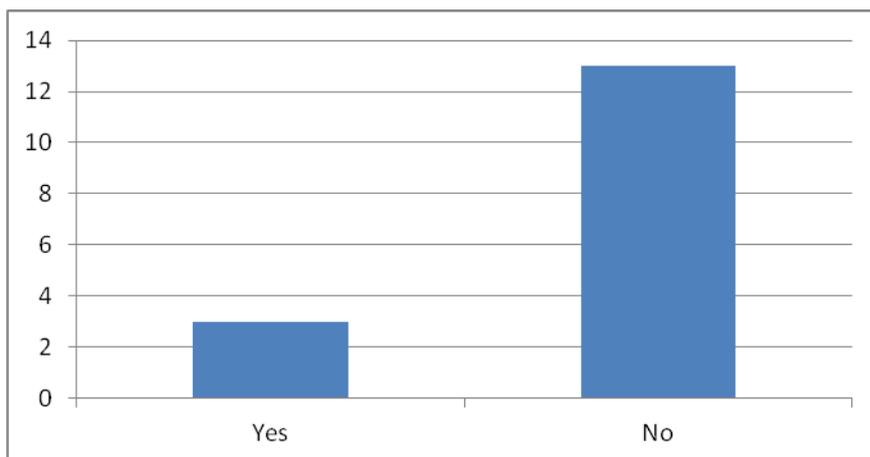
**Q30. If "Yes", do you know what the PPG does?**



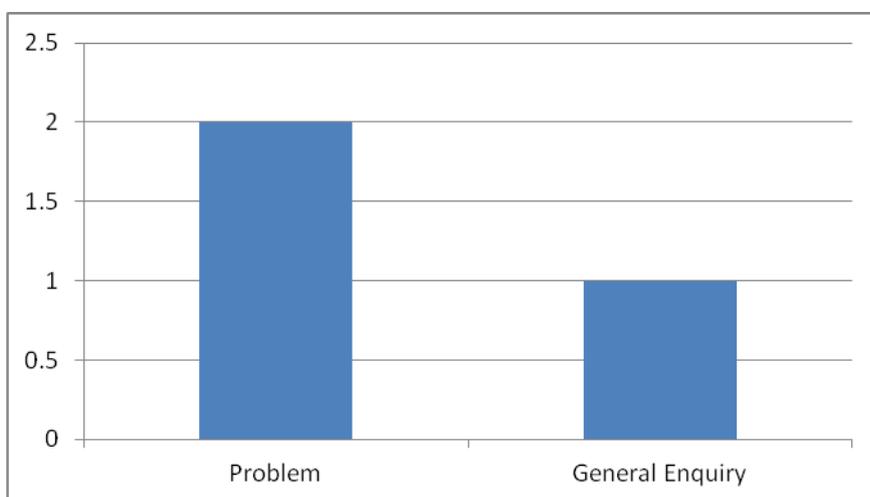
**Q31. Do you know anyone on the PPG?**



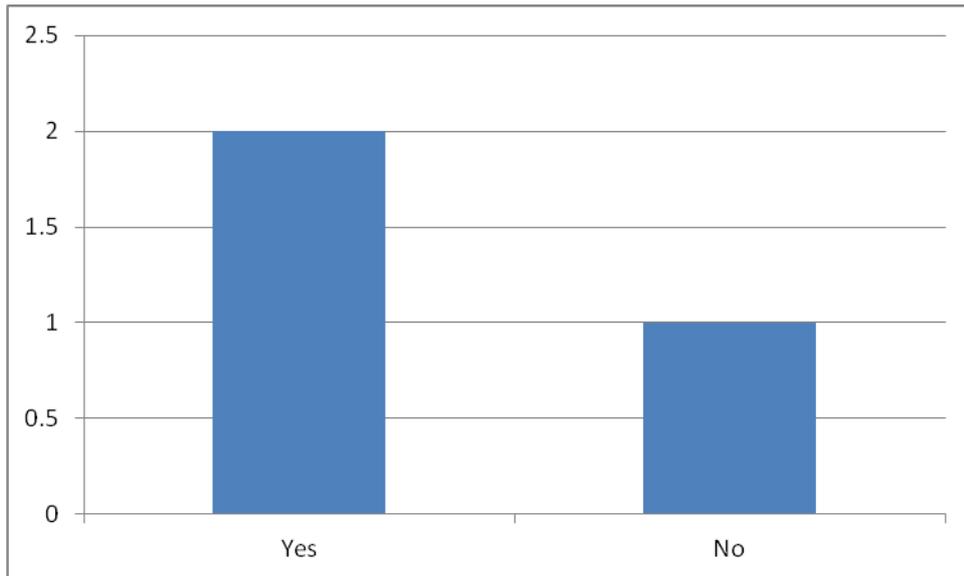
**Q32. If you do know someone on the PPG, have you spoke to them about the practice?**



**Q33. If "Yes", was this about a problem, or just a general enquiry?**

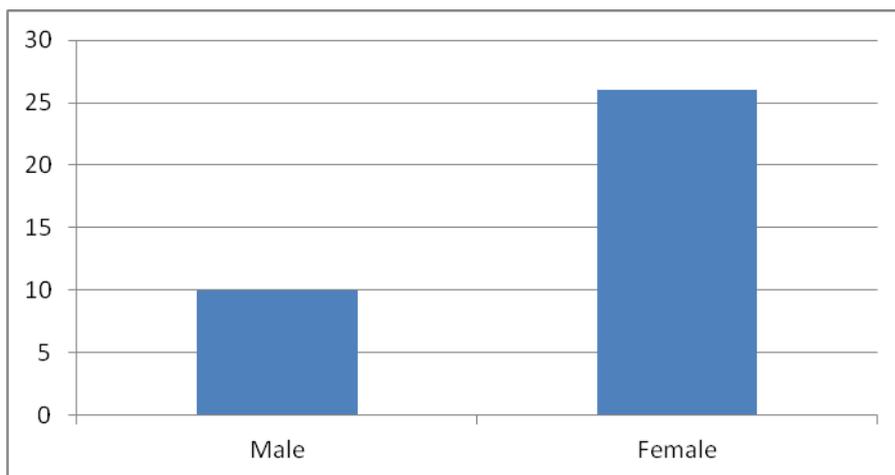


**Q34. Were you satisfied with the response of the PPG member?**

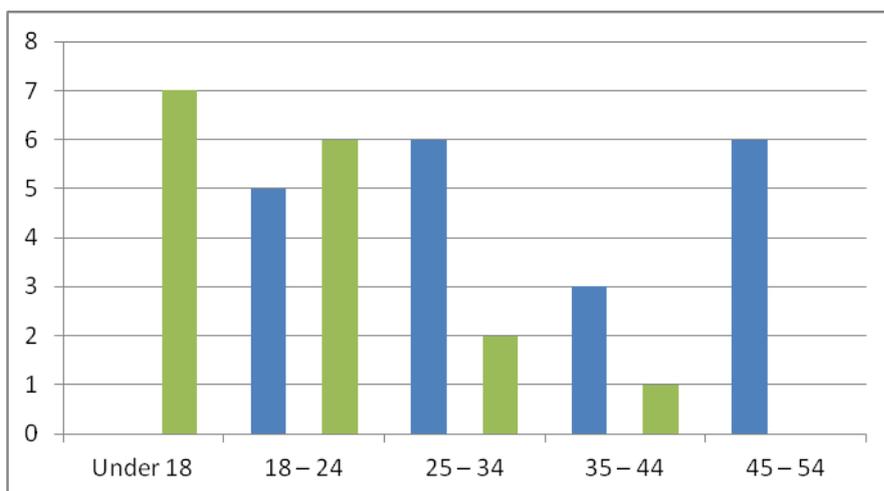


**Some Questions About You?**

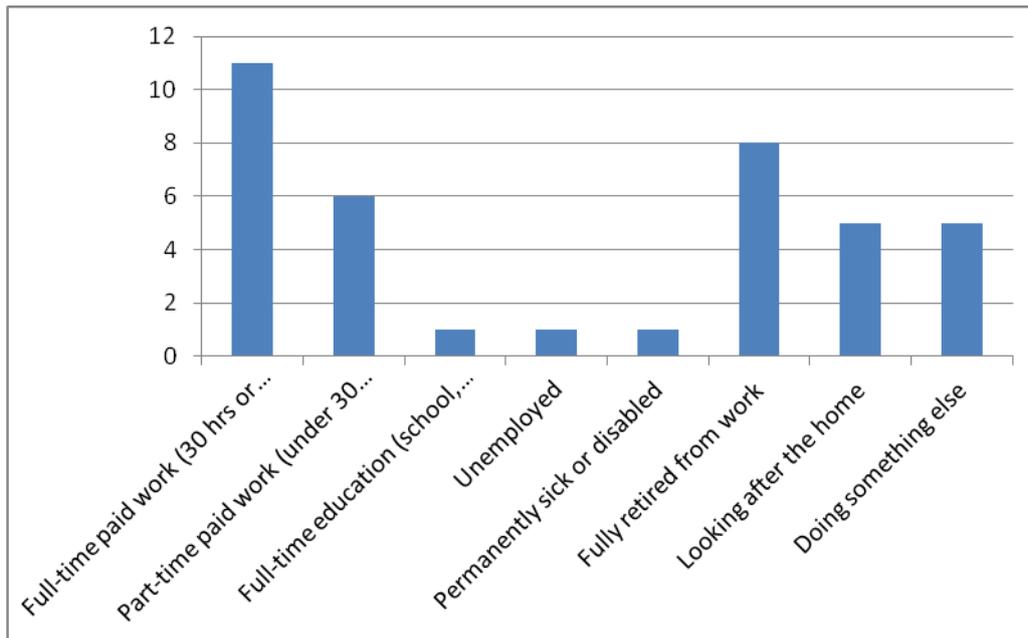
**Are you male or female ?**



**How old are you ?**



## Which of these best describes what you are doing at present ?



### Comments:

I am pleased with my doctor and staff.

Being able to pre book appointments would be much more helpful. Need more privacy at reception.

Sometimes getting through on the phone is a bit frustrating.

A receptionist may ask why I want to see a doctor but this is not always their concern

Nicky on reception is always very friendly and helpful.

Maybe have a private hatch where I can take a urine sample etc as I don't think it is always very private/confidential in reception.

I don't understand how all appointments can be booked up when I call at 8am and get through 5 minutes later. People are obviously pre booking appointments although I am told this is not allowed.

Sometimes I cannot get an appointment on the same day.

Judie is lovely, so is Judy the midwife.

I understand that building work will make the surgery better but the vans parked outside making parking difficult for patients with small children.

I work and tend to find convenient appointments have already been taken.

My only concern is related to my request for a home visit.

Do think privacy could be better on reception

Waiting over 25 minutes to get through on the telephone

I never mind which doctor I see. They always have time for me and I haven't seen a doctor that hasn't made me feel glad I came.

A little more privacy (reception)

To get an appointment ring at 8am- very busy as only time to ring

Very limited pre bookable appointments. Therefore have to ring at 8am to get an appointment. If all appointments taken have to keep ringing at 8am early morning . Took me a week to get an appointment once.

Excellent Nurse very approachable and caring

Not easy to get an appointment

If we could get an appointment without having to phone up at 8am. To get an appointment after that time you can't get in.