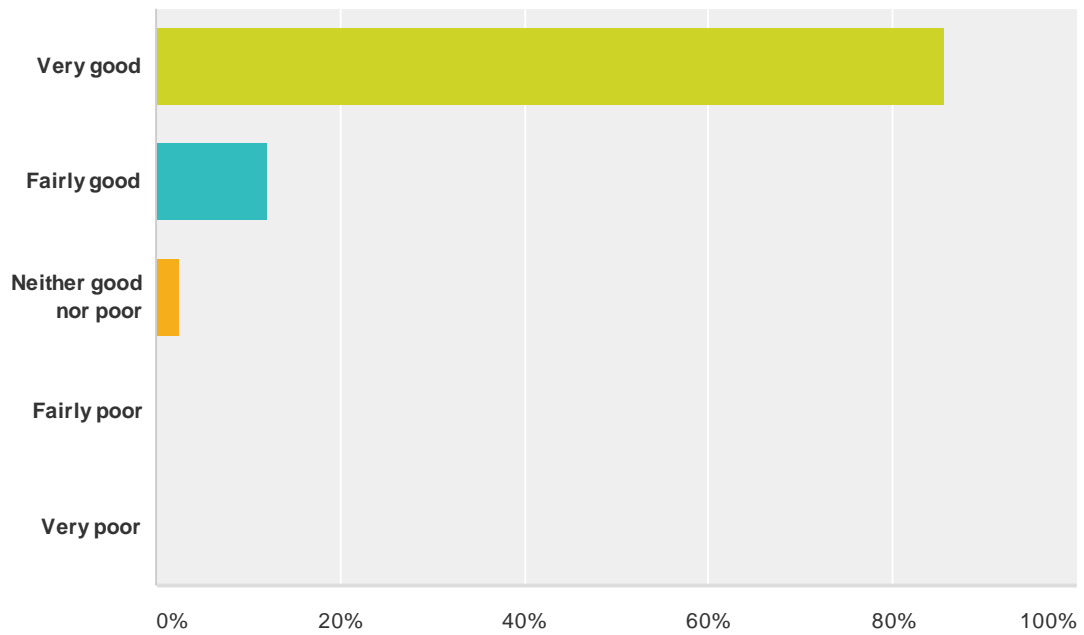


Q1 Overall, how would you describe your experience of Braeside Surgery?

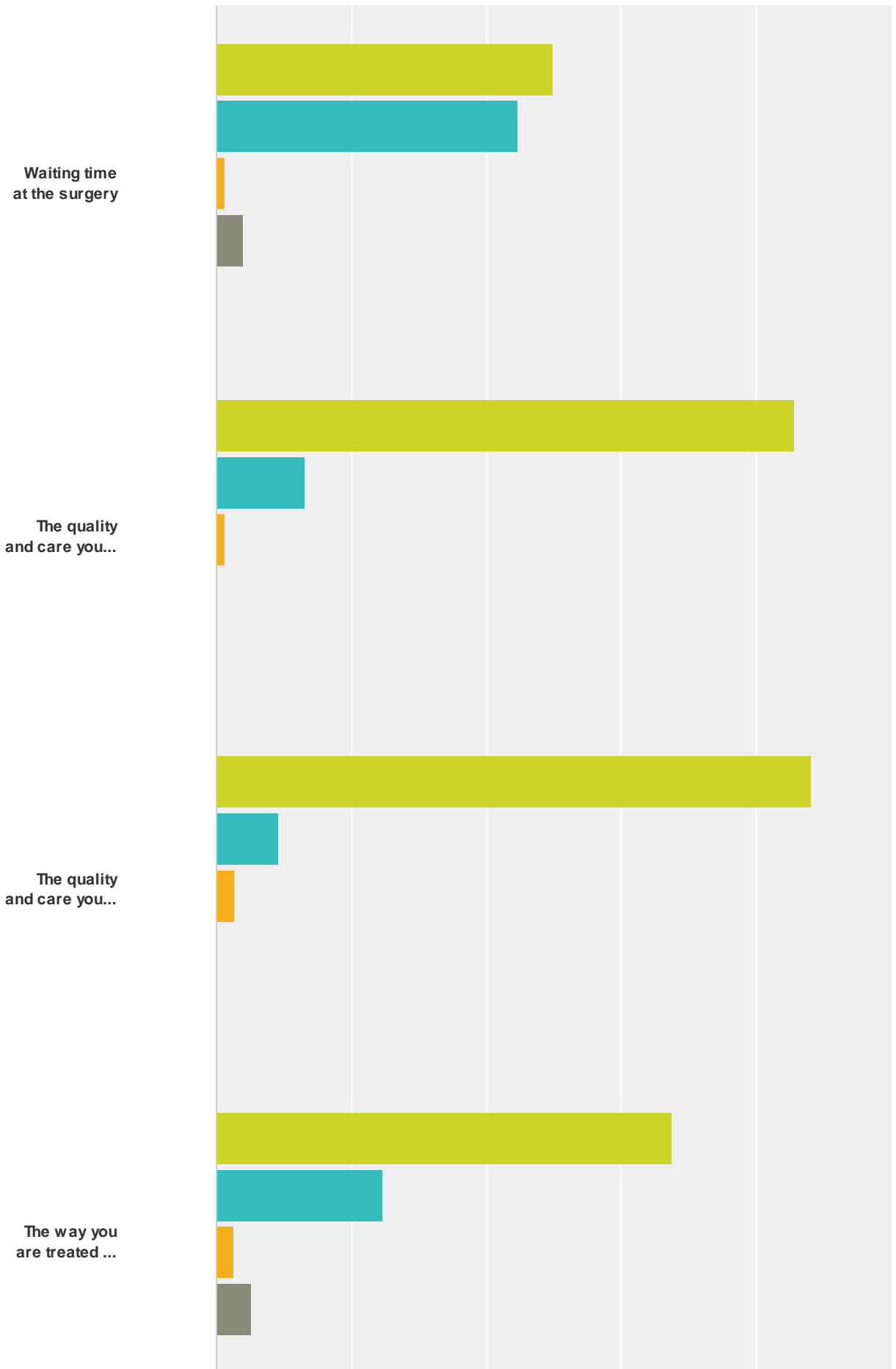
Answered: 83 Skipped: 1



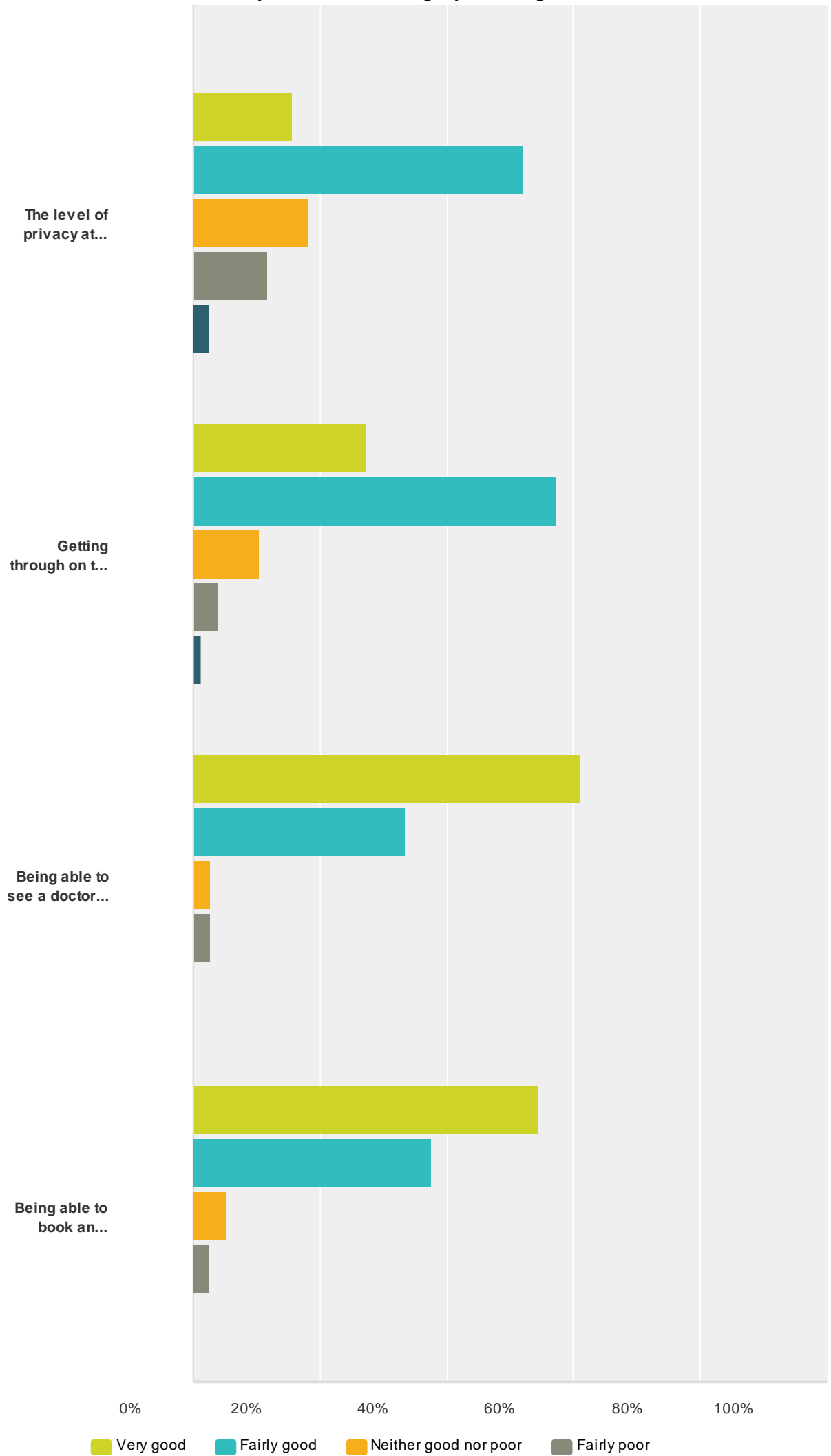
Answer Choices	Responses	
Very good	85.54%	71
Fairly good	12.05%	10
Neither good nor poor	2.41%	2
Fairly poor	0%	0
Very poor	0%	0
Total		83

Q2 How would you rate this practice on each of the following? If you feel unable to answer any point, please leave blank.

Answered: 77 Skipped: 7



GP Practice Survey - Braeside Surgery Farningham 2014



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Very poor

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Total
Waiting time at the surgery	50% 38	44.74% 34	1.32% 1	3.95% 3	0% 0	76
The quality and care you have received from the doctors	85.53% 65	13.16% 10	1.32% 1	0% 0	0% 0	76
The quality and care you have received from the nurses	88.16% 67	9.21% 7	2.63% 2	0% 0	0% 0	76
The way you are treated by the receptionists	67.53% 52	24.68% 19	2.60% 2	5.19% 4	0% 0	77
The level of privacy at reception	15.58% 12	51.95% 40	18.18% 14	11.69% 9	2.60% 2	77
Getting through on the phone quickly	27.27% 21	57.14% 44	10.39% 8	3.90% 3	1.30% 1	77
Being able to see a doctor quickly, if it is urgent	61.11% 44	33.33% 24	2.78% 2	2.78% 2	0% 0	72
Being able to book an appointment for a time that suits you	54.55% 42	37.66% 29	5.19% 4	2.60% 2	0% 0	77

Q3 What improvements or changes would you like this practice to make?

Answered: 54 Skipped: 30

#	Responses	Date
1	An additional telephone number for incoming calls	3/17/2014 9:57 AM
2	I would like to see better hygiene when taking blood and not using the same gloves and a skin wipe to used.	3/15/2014 11:39 AM
3	N/A	3/14/2014 1:04 AM
4	Weekend surgery	3/12/2014 4:00 PM
5	receptionists are so rude and unfriendly except the new young lady	3/12/2014 1:53 AM
6	It suits us as it is.	3/11/2014 11:41 AM
7	I think there should be some way to provide a degree of privacy at reception for those who feel they need it- I am thinking of elderly ladies in particular.	3/10/2014 12:39 PM
8	The facility to make online appointments	3/10/2014 12:01 PM
9	Nothing springs to mind!	3/10/2014 9:57 AM
10	Slicker check in	3/10/2014 9:12 AM
11	none	3/10/2014 8:46 AM
12	none that I can think of	3/10/2014 8:41 AM
13	Nothing major we have had excellent service, more space for the receptionist to allow privacy would be beneficial but obviously space is limited.	3/10/2014 8:11 AM
14	Be open longer - offer more opportunities for appointments. Home visits for serious cases.	3/10/2014 7:15 AM
15	More appointments. Better reception.	3/10/2014 7:00 AM
16	Being able to make appointments by email	3/10/2014 4:02 AM
17	More space - at times the waiting room can be packed	3/10/2014 3:24 AM
18	None, but I must admit that I come very seldom.	3/9/2014 12:15 PM
19	The practice is clearly stretched for room and I feel sure additional accommodation would be desirable.	3/9/2014 1:56 AM
20	Easier car parking but accept that it is a very restricted site.	3/9/2014 1:50 AM
21	Ease of communication, faster response to e-mails	3/8/2014 3:33 PM
22	none	3/8/2014 7:26 AM
23	Cannot think of any.	3/8/2014 5:09 AM
24	none other than a larger building for our doctors to operate in.	3/7/2014 2:40 PM
25	Could be open on Saturday mornings as it is along time from Friday evening till Monday morning if you are poorly or anxious for advice from staff who know you.	3/7/2014 9:59 AM
26	Better parking facilities	3/7/2014 9:22 AM
27	none	3/7/2014 8:33 AM
28	I really cannot think of any as I don't have any complaints. My husband and I always receive the best treatment from Dr's or Nurses and usually come away happy.	3/7/2014 8:06 AM
29	Any conversation with the receptionist is inevitably overheard but I don't know how this could be overcome in the present available space.	3/7/2014 7:21 AM
30	Receptionists need to speak quietly when speaking to patients some of them are so loud that you can't help but hear what is being said. Patients are still not being told when there is a delay to see them and this can cause anxiety for some	3/7/2014 6:57 AM
31	Parking is a problem. Not sure that can be solved though.	3/7/2014 4:33 AM

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32	Nothing my experiences have been positive.	3/7/2014 1:41 AM
33	Improve on times to see doctor, week ahead apps could cause anxiety. Some people may find difficulty in assessing 'what is urgent', and this could be abused in both ways, ie should have been urgent, and was not really urgent.	3/7/2014 1:30 AM
34	Better service at Pharmacy while waiting to be served when staff are chatting & drinking coffee	3/7/2014 12:44 AM
35	nonethe	3/7/2014 12:37 AM
36	Maybe the reception area could be more private but is okay.	3/6/2014 11:45 PM
37	Reception	3/6/2014 11:22 PM
38	More commuter surgeries or Sat opening	3/6/2014 3:30 PM
39	I'm happy with the practice	3/6/2014 2:11 PM
40	None ...keep up the good work	3/6/2014 1:25 PM
41	Privacy at reception	3/6/2014 1:14 PM
42	None	3/6/2014 12:14 PM
43	More confidentiality at reception	3/6/2014 12:08 PM
44	no info was supplied nor offered concerning the new criteria for flu jabs, I was asked as to why I was having one and that I wasn't really entitled to have one, had I have known I would have gone to asda and got one for £7, maybe I will do this next year, why was a booking given knowing I should not be there for the jab?????	3/6/2014 11:46 AM
45	Wait time	3/6/2014 11:44 AM
46	maybe a better level of privacy around the reception area and move the dispensary so it's not right next to the entrance, when you're in a queue for your prescription it can be a pain with people coming in and out	3/6/2014 11:23 AM
47	Online appointment booking	3/6/2014 11:08 AM
48	none	3/6/2014 10:54 AM
49	a bit more privacy at the reception desk	3/6/2014 10:33 AM
50	None spring to mind - although if a bit more privacy at the Reception Desk might be good but not essential	3/6/2014 10:14 AM
51	I want to be able to collect my prescription medication from the surgery. Apparently some crazy legislation says if I'm x miles as the crow flies I have to go to a chemist anywhere, but not to the surgery dispensary. Has this crazy government legislation ended yet?	3/6/2014 10:08 AM
52	The attitude of some of the receptionists could be much improved. I don't like being looked/talked down to.	3/6/2014 10:06 AM
53	On line bookings	3/6/2014 9:57 AM
54	On line booking of appointments Can you do anything about the parking?	3/4/2014 2:13 AM

Q4 What is already particularly good about this practice?

Answered: 58 Skipped: 26

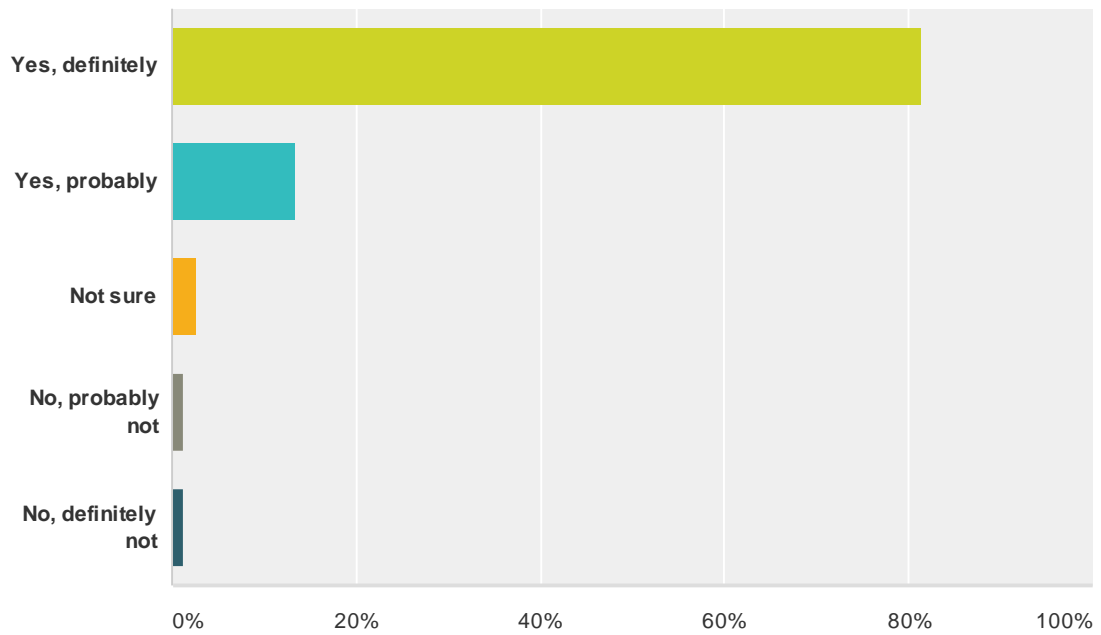
#	Responses	Date
1	The frienliness of all staff from practitioners to administrators.	3/17/2014 9:57 AM
2	quick service	3/15/2014 11:39 AM
3	The professionalism of the doctors.	3/14/2014 1:04 AM
4	Nice cheerful receptionists and very good caring doctors	3/12/2014 4:00 PM
5	Human beings with a sense of humour and decency are employed although I have cringed at the way some members of the public seem to feel they can address you and on one or two occasions have been tempted to step in.	3/11/2014 11:41 AM
6	Having a pharmacy, and the friendliness and helpfulness of all staff.	3/10/2014 12:39 PM
7	The fact that one can usually book an appointment within a week, normally less	3/10/2014 12:01 PM
8	The ability, almost invariably, to be seen by the doctor with whom one is registered and who is familiar with one's medical history.	3/10/2014 9:57 AM
9	It's very well organised	3/10/2014 9:12 AM
10	Having a dispensary Ease of getting an appointment	3/10/2014 8:46 AM
11	friendliness, efficient issue of prescriptions after a consultation with a doctor, availability of appointments	3/10/2014 8:41 AM
12	We are patients of Dr Watts and he always has time to discuss and explain any problems. We also had cause to visit Claire on numerous occasions and would thank her for her excellent care.	3/10/2014 8:11 AM
13	Sometimes it is very good - but the behaviour of receptionists varies. It can be abrupt & intrusive verging on rude.	3/10/2014 7:15 AM
14	I like my doctor very much.	3/10/2014 7:00 AM
15	Sending my repeat prescriptions by email	3/10/2014 4:02 AM
16	The staff and doctors	3/10/2014 3:24 AM
17	Very friendly and helpful staff	3/9/2014 1:10 PM
18	Friendly and efficient	3/9/2014 12:15 PM
19	The level of care extended by all staff to their patients.	3/9/2014 1:56 AM
20	The pharmacy works extremely well. Nursing back up for routine tests is very efficient.	3/9/2014 1:50 AM
21	Good doctors, availability for urgent cases	3/8/2014 3:33 PM
22	Being able to get an appointment quickly. Having everything properly explained.	3/8/2014 3:23 PM
23	All the staff	3/8/2014 7:26 AM
24	Friendliness	3/8/2014 5:09 AM
25	All staff and doctors are friendly and welcoming	3/7/2014 10:29 PM
26	Total confidence in the doctors at Braeside, offering a service that must at times be difficult for them as their patient list is now vast.	3/7/2014 2:40 PM
27	The comprehensive care received from all staff	3/7/2014 9:59 AM
28	Being able to get appointments reasonably quickly	3/7/2014 9:22 AM
29	everything	3/7/2014 8:33 AM
30	We always get a fairly quick appointment and always when it suits us. If we both need to come either for blood tests or Dr. the receptionists will do their best to get us in at similar times. This saves on visits and of course our petrol.	3/7/2014 8:06 AM

GP Practice Survey - Braeside Surgery Farningham 2014

31	Friendly faces in reception	3/7/2014 7:21 AM
32	Doctors are brilliant.	3/7/2014 6:57 AM
33	It's good to be able to get an appointment quickly. Friends who use the Swanley surgeries have to wait up to three weeks for an appointment.	3/7/2014 4:33 AM
34	Follow ups regarding tests and when put on new medication is very good.	3/7/2014 1:41 AM
35	Staff friendliness	3/7/2014 1:30 AM
36	Overall good but could improve in all departments service has slipped	3/7/2014 12:44 AM
37	the care the doctors give you	3/7/2014 12:37 AM
38	nurses receptionists most of the G.P'S in practice are excellent.	3/6/2014 11:45 PM
39	Freindly	3/6/2014 11:22 PM
40	You can get an appointment quickly	3/6/2014 3:30 PM
41	Quality of care and able to book appointments in advance	3/6/2014 2:11 PM
42	Great doctors, who listen to what you are saying!	3/6/2014 2:11 PM
43	Doctors are goodreceptionist good with very good patient liasion	3/6/2014 1:25 PM
44	Efficiency of nurses	3/6/2014 1:14 PM
45	In house pharmacy.	3/6/2014 12:14 PM
46	Being able to collect prescriptions on site	3/6/2014 12:08 PM
47	being with Dr. Watts, after my illness he did say he would do all he could to help me, and he has done just that, sorry, but this is a personal level only	3/6/2014 11:46 AM
48	All of the staff are very professional and I have complete confidence in their care.	3/6/2014 11:44 AM
49	it's an all round good practice, i have always considered myself very lucky to have access to the Braeside surgery. it's rarely an issue getting an appointment to see a doctor or nurse and the staff are always helpful and polite.	3/6/2014 11:23 AM
50	The staff	3/6/2014 11:08 AM
51	THE quality of the doctors. And the politeness of the staff.	3/6/2014 10:54 AM
52	Friendliness	3/6/2014 10:44 AM
53	Always bright	3/6/2014 10:33 AM
54	Being able to talk to the Doctors easily and having things explained thoroughly.	3/6/2014 10:14 AM
55	First, superb, excellent doctors. Second superb nurses. Third the support staff are hyper efficient and make the whole system easy. I'm very happy indeed with my surgery.	3/6/2014 10:08 AM
56	The care I have received from Dr Watts is 100% first class.	3/6/2014 10:06 AM
57	You can usually see your own doctor	3/6/2014 9:57 AM
58	Welcoming atmosphere Able to get prescriptions dispensed Doctor Watts greets you	3/4/2014 2:13 AM

Q5 Would you recommend Braeside surgery to someone who has just moved to your local area?

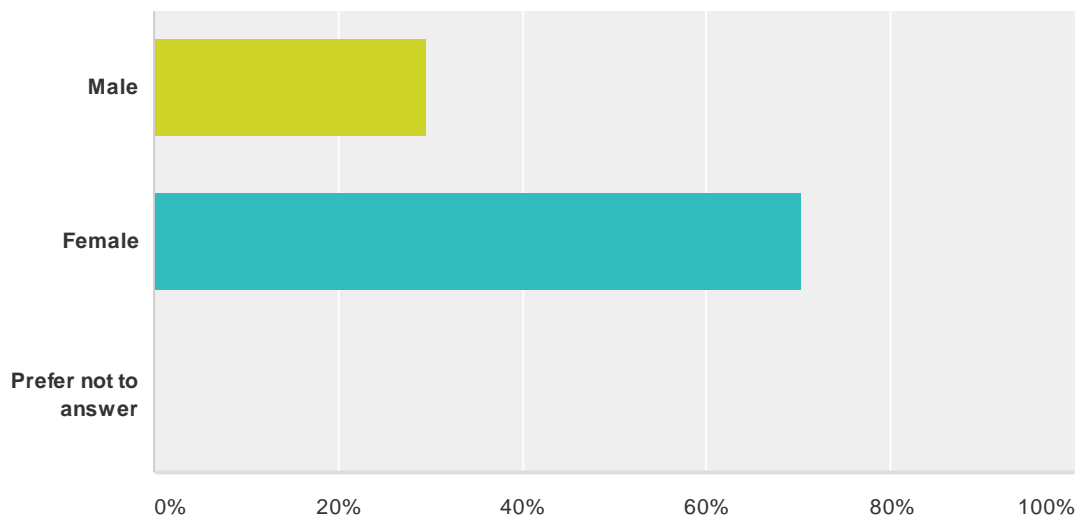
Answered: 75 Skipped: 9



Answer Choices	Responses
Yes, definitely	81.33% 61
Yes, probably	13.33% 10
Not sure	2.67% 2
No, probably not	1.33% 1
No, definitely not	1.33% 1
Total	75

Q6 Please indicate your gender below:

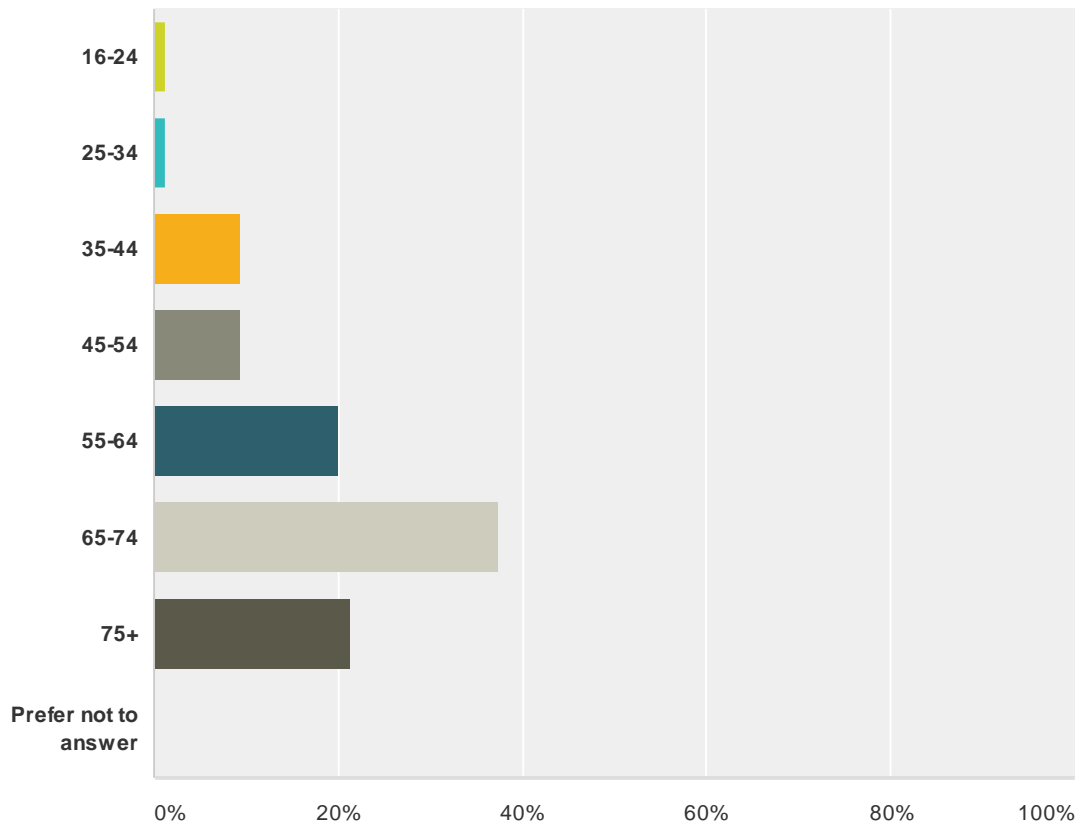
Answered: 74 Skipped: 10



Answer Choices	Responses
Male	29.73% 22
Female	70.27% 52
Prefer not to answer	0% 0
Total	74

Q7 Which of the following age groups do you fall into?

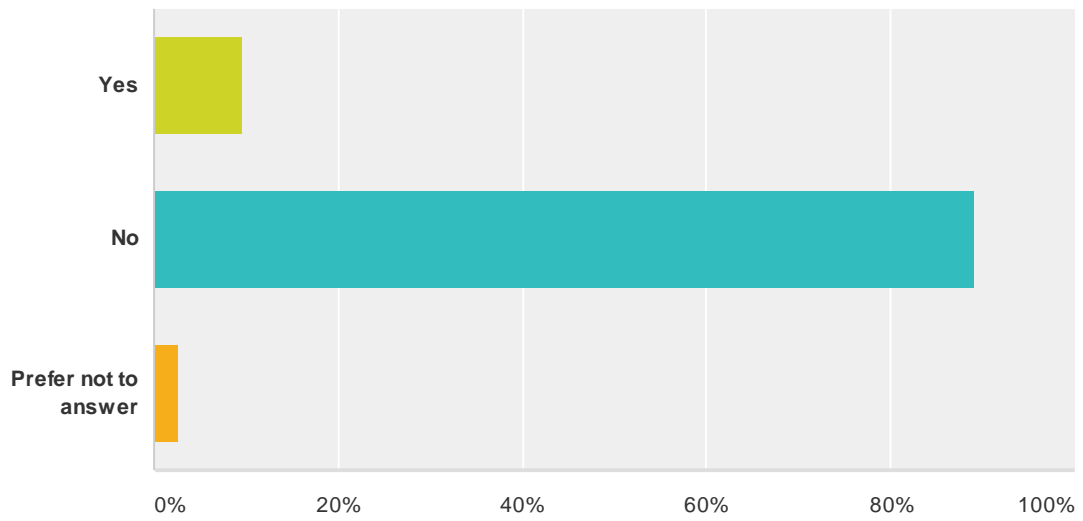
Answered: 75 Skipped: 9



Answer Choices	Responses
16-24	1.33% 1
25-34	1.33% 1
35-44	9.33% 7
45-54	9.33% 7
55-64	20% 15
65-74	37.33% 28
75+	21.33% 16
Prefer not to answer	0% 0
Total	75

Q8 Do you have any children under 16 years old living at home?

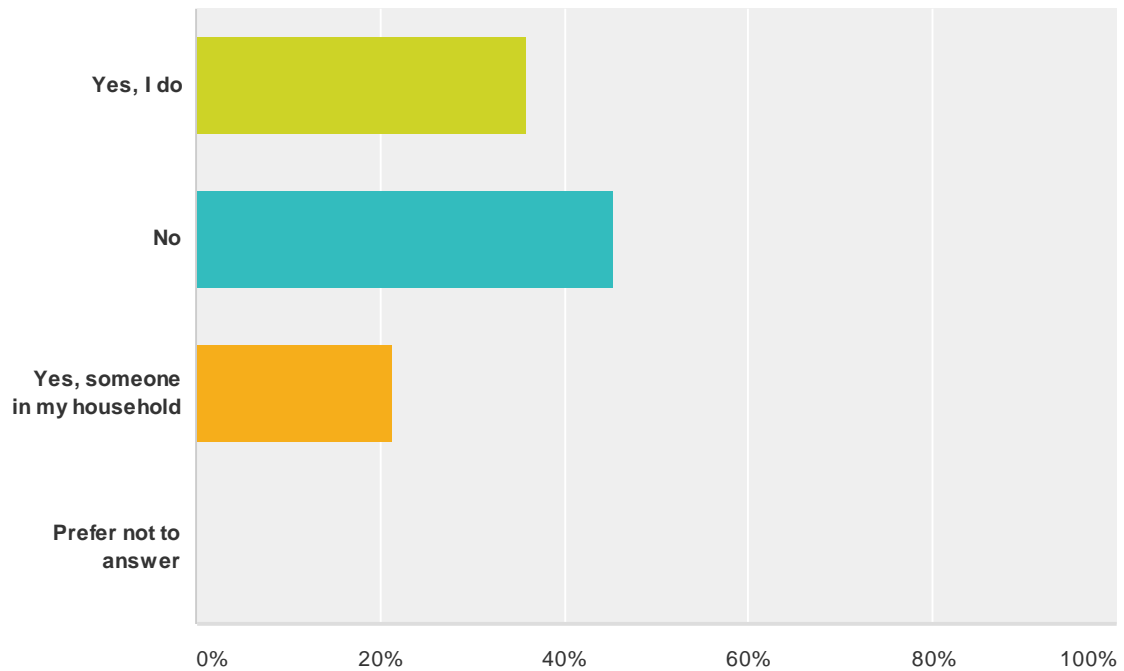
Answered: 73 Skipped: 11



Answer Choices	Responses
Yes	9.59% 7
No	89.04% 65
Prefer not to answer	2.74% 2
Total Respondents: 73	

Q9 Do you or anyone in your household have any long standing illness, disability or infirmity?

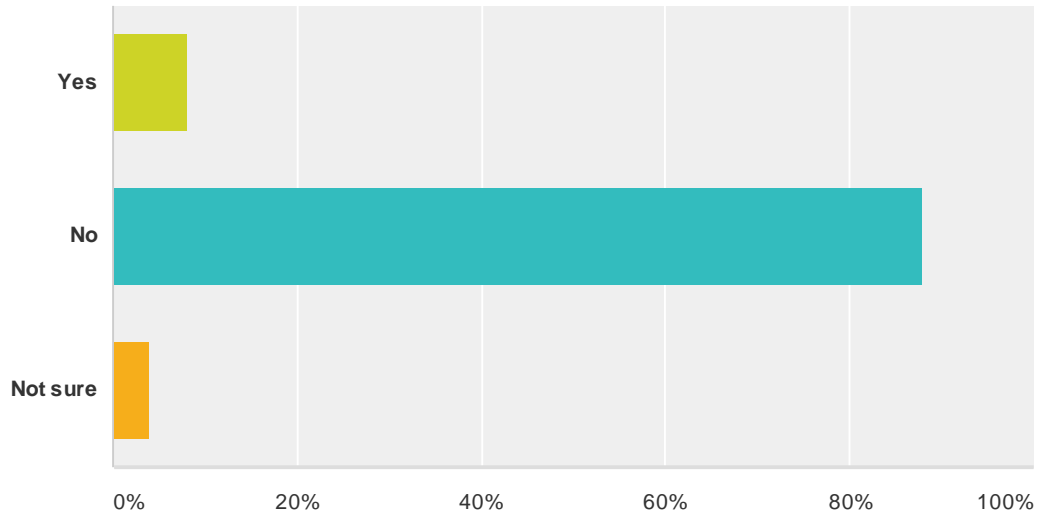
Answered: 75 Skipped: 9



Answer Choices	Responses
Yes, I do	36% 27
No	45.33% 34
Yes, someone in my household	21.33% 16
Prefer not to answer	0% 0
Total Respondents: 75	

Q10 Is anyone in your household on the Carer's register?

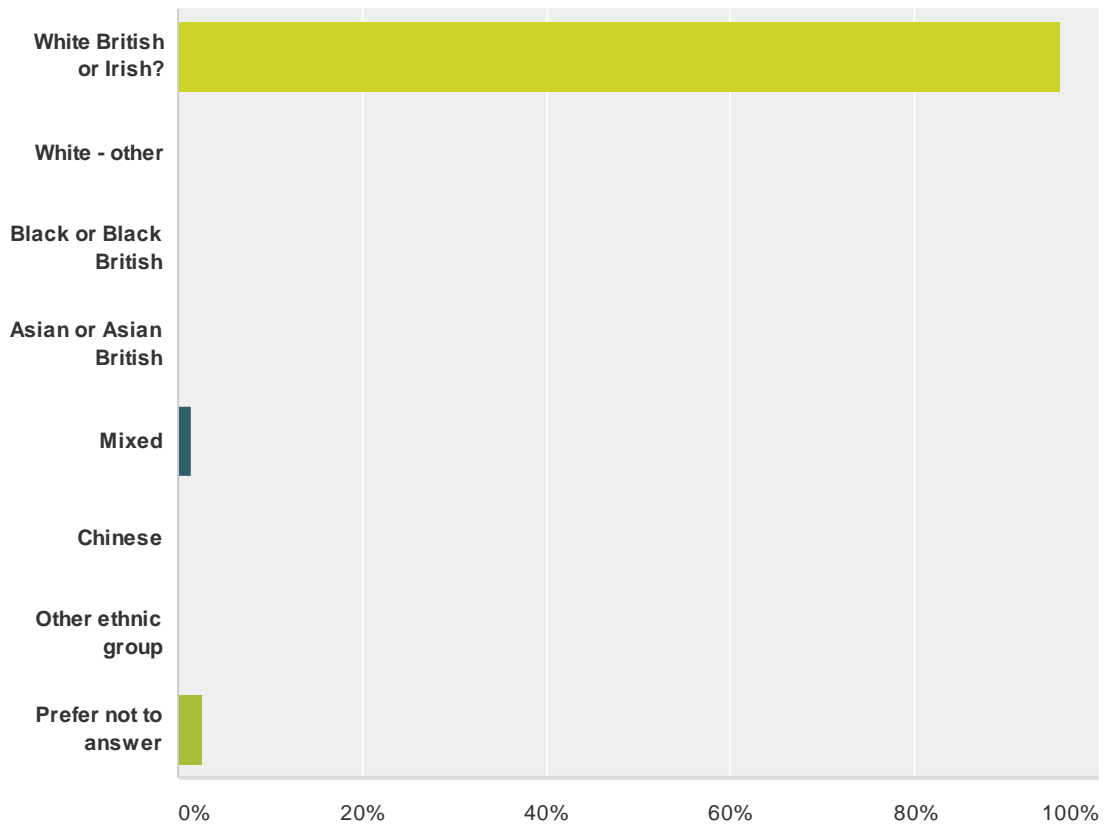
Answered: 74 Skipped: 10



Answer Choices	Responses	
Yes	8.11%	6
No	87.84%	65
Not sure	4.05%	3
Total		74

Q11 Please indicate your ethnic origin, are you?

Answered: 73 Skipped: 11



Answer Choices	Responses	Count
White British or Irish?	95.89%	70
White - other	0%	0
Black or Black British	0%	0
Asian or Asian British	0%	0
Mixed	1.37%	1
Chinese	0%	0
Other ethnic group	0%	0
Prefer not to answer	2.74%	2
Total		73