

	A	B	C	D	E	F
1	<b>Patient Survey January 2013</b>					
2	<b>Question 1</b>		<b>Question 2</b>		<b>Question 3</b>	
3						
4	late surgeries	13	phoning for appts	12	more phones to answer	1
5	appointment system	35	Confidentiality at desk	5	counselling service	3
6	GP call backs	3	2 at the desk at all times	1	None	28
7	easy access	3	Repeat prescriptions in 24hrs	1	Electronic prescriptions	1
8	staff approachable/nice/helpful	34	None	15	LGBT Clinic/GP/Liaison	1
9	flexible opening times	2	Text reminders for appointments	1	in house physio	1
10	emergency book service	6	Appointment system	10	Later appointments pm	9
11	Saturday morning appointments	3	Electronic prescriptions	1	text message service	1
12	Very child friendly	3	day before not on day appts	2	online booking	4
13	Short wait times	4	Appointment system only	1	in person booking	2
14	"no appointment system"	1	Magazines	1	Drop in/walk in sessions	5
15	Auto arrivals	12	Home service for young babies	1	New appointment system that works for the patient	1
16	GP/PN support/respect/understand	14	Waiting times	18	New blood and urine test system	1
17	Most things	23	Seating	4	Warfarin	2
18	On day appointments	10	Keeping to time for appts	2	out of date leaflets	1
19	All	8	calling for on day appts	2	more post-natal info	2
20	Variety of clinics on offer	1	waiting for phone to be answered	8	news on tv	2
21	Patient consultations by GP	1	Emergency appointment system	3	podiatry service	3
22	Communication	2	More on the day appts pm	3	water cooler	5
23	Appointment time	1	seeing same GP	5	better toilets	1
24	Appointment bookings	1	Reception not friendly-	2	bloods for children	1
25	blood testing	3	Too many questions when booking appointment	1	coffee machine	1
26	quality of care	1	times pats able to book appointments	1	emergency pm surgery ring at 1pm for pm appt	1
27	Toilets	1	update signs and info	1	book in advance	1

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28	text reminders	1	Keep TV on	1	jayex board - pat caller and local news	3
29	The Doctors	6	seating layout	1	music on low	1
30	keep changing the appt sytem	1	getting appt within 48hrs	2	hearing loop	1
31	the procedures	1	informing pats if a delay	3	information for disabled services	1
32	well organised	1	earlier appointments	1	weekend surgery	1
33	repeat prescription	4	more answering phones	1	more doctors	1
34	phones	1	more late appointments	5	health" prevention classes"	2
35	waiting room very clean	1	more Saturday appointments/later	3	well woman clinic?	1
36	online repeat prescriptions	2	longer opening hours and weekends	1	minor surgery - warts/moles	2
37	reception area is welcoming	3	length of time between appts	1	online prescriptions	1
38	out of hours telephone contact	1	cant hear drs calling patients	1	wi-fi	1
39	online appointments	2	coat of paint	1	passport signing	1
40	availability of nurses for services	1	pay rise for hard working staff	1	IUD fitting	1
41	smears/implants/iuds	1	more polite receptionists	3	emergency am surgery	1
42	callbacks with doctors	1	wait for phlebotomy appts	2	larger letter box for samples drop off	1
43	not a lot	1	auto arrivals sometimes confusing	1	telephone advice line	2
44	referrals	1	discuss +1 problem in one appt	2	repeat script service with pharmacy	1
45	seeing nurses	2	results by post/email/text	3	first come first serve system	1
46	baby clinic	1	able to use mobiles in waiting room	1	female Sat GP	1
47	travel/yellow fever	1	more online appts	1		
48			queue at reception	2		
49			childrens area	1		
50			telephone consultations	1		
51			more contraception advice	1		

	A	B	C	D	E	F
52			paediatrics	1		
53			afternoon/even appt availability	1		
54			No health visitor service			
55			don't have specific clinics on set days	1		
56			clearer waiting times	1		
57			booking for GP then seeing NP	1		
58			SOME Drs not friendly	1		
59			advance booking appts	1		

## **COMMENTS SHEET**

do not wish to hear conversations/disputes with reception while waiting

Counselling on site rather than travel and 2 month wait to be seen for this is too long

it's a full service which covers my families needs

All works well; no concerns

home service for families of young babies that falls out of midwives duties as you don't want to take a young baby to A&E

Support from the doctors when the midwives failed to give me the medical help I needed\*

Happy with the surgery always receive good service

I wouldn't change anything

cant think of any new services now bloods/injections/physio is on site

nothing major - good surgery

first visit so too soon to tell

in general terms the Greyswood is one of the best of the area we have a complete service

I have not observed any area for improvement yet

Drs treat you with a lot of respect. Drs Scott and Osborne are amazing women who really helped me .....

all services adequate, I'm very happy with the surgery and extremely fortunate that this is my local surgery

cant get through at 8.30am and when you do appts all gone Do not wish to see several doctors does not keep to good communication

blood and urine testing so I don't have to go to hospital

seats with cushions and arms for patients with bad backs or disabilities

maybe more phone lines

always get what I need form the surgery

happy with the present service

improvements have been made to appointment system but would be good to call in the morning and get an evening appointment that day

struggle with timings to book appts, last week someone came to desk to book and though no-one waiting was told to wait half an hour before they could book

post-natal services and centres are available

happy with everything, appointments work well, nurses are lovely also the receptionists as well

Flu clinic signs are old

happy with surgery everyone very helpful and has improved

reception desk too open have heard peoples results problems illnesses

too many people ring at 8.30 so hard to get through

if doctors used intercom it would lessen waiting times

classes on healthy eating weight control not sure how tho

never rushed in my appointment

stricter rules re loud speaking/no mobiles

keep the info tv on

getting through on phones - we go to hospital they say go to GP

3 week old baby when moved to area and no HV came to see me

helpful if we could ring anytime to book appointments in advance

	MALE		FEMALE		NOT SPECIFIED	
<25	2		5			
25-50	22		57		8	
50-65	7		22		4	
>65	7		7		3	
Sign up to patient group			10			