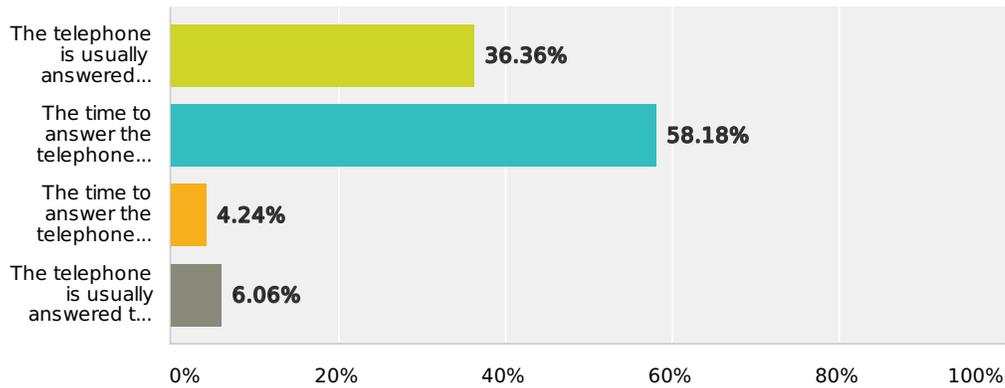


## Q1 What is your experience of phoning the practice?

Answered: 165 Skipped: 3



Answer Choices	Responses
<b>The telephone is usually answered quickly</b>	<b>36.36%</b> 60
<b>The telephone is usually answered too slowly</b>	<b>6.06%</b> 10
<b>The time to answer the telephone varies and is NOT acceptable</b>	<b>4.24%</b> 7
<b>The time to answer the telephone varies but is acceptable</b>	<b>58.18%</b> 96

Total Respondents: 165

Please comment further ( 21 )

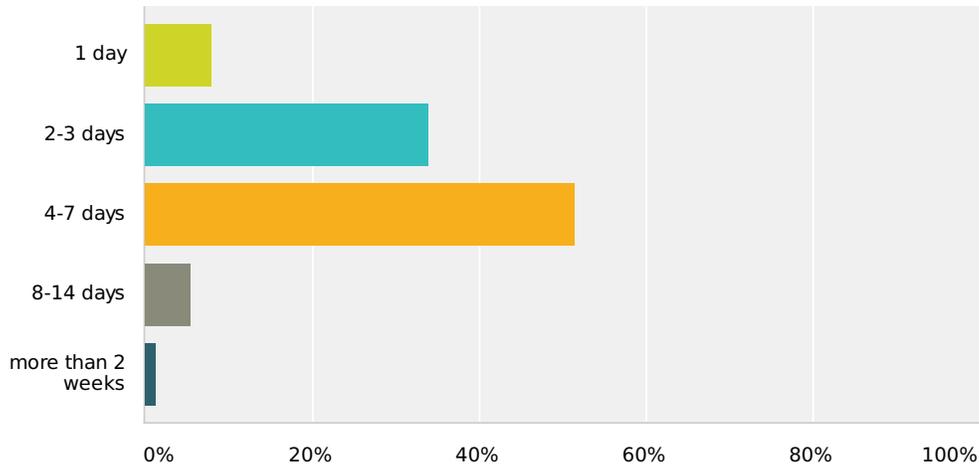
#	Please comment further	Date
1	Only phoned twice	2/28/2013 5:19 AM
2	If the receptionist are busy it just keeps ringing there must be a voice mail to say ring back	2/25/2013 7:38 AM
3	Generally goes	2/25/2013 7:36 AM
4	Very good	2/25/2013 7:30 AM
5	Its not the phone its waiting to see the doctor always 30 mins	2/25/2013 7:25 AM
6	Sometimes it rings untill it rings off	2/25/2013 7:24 AM
7	Sometimes	2/25/2013 7:23 AM
8	Mostly telephone answered quickly	2/21/2013 7:26 AM
9	Time to answer the phone is too long staff spend too much time talking when the phone is ringing	2/21/2013 7:12 AM
10	Would be helpful to have some way of knowing if the receptionist is already on the phone rather than continuous ringing as if it is being ignored.	2/19/2013 1:09 PM
11	Calling for an emergency appointment at 8.30 can be very slow	2/19/2013 7:17 AM
12	Usually quite quickly very rare to wait too long	2/19/2013 6:30 AM
13	Only phoned twice	2/19/2013 6:26 AM
14	Staff very helpful	2/19/2013 6:21 AM
15	Pretty good	2/19/2013 6:20 AM
16	It always rings for a long time	2/19/2013 5:54 AM
17	The telephone varies	2/19/2013 4:54 AM

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#	Please comment further	Date
18	Service good	2/18/2013 7:02 AM
19	Sometimes I can wait a few minutes or so for someone to answer	2/18/2013 6:43 AM
20	Simetimes I can wait a few minutes for someone to answer	2/15/2013 4:40 AM
21	Always polite and helpful	2/12/2013 8:24 AM

## Q2 How many days do you usually wait to see the doctor or nurse of your choice for a non-urgent appointment?

Answered: 165 Skipped: 3



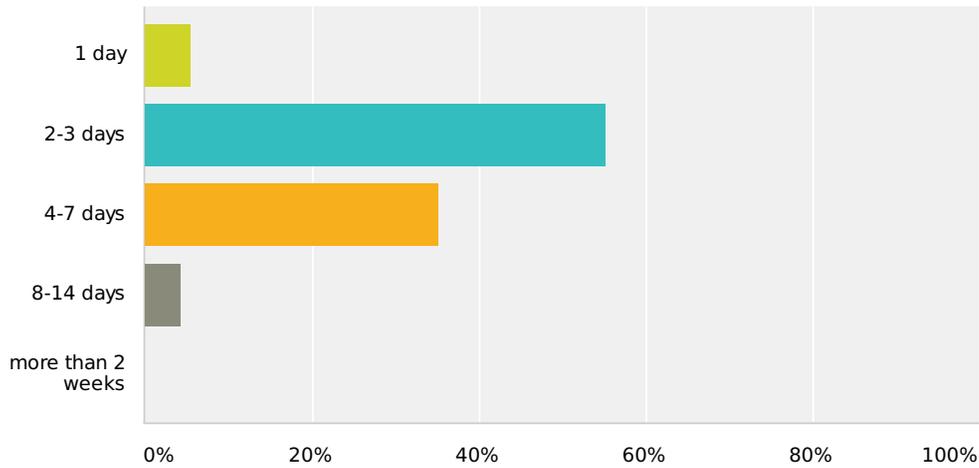
Answer Choices	Responses
<b>1 day</b>	<b>7.88%</b> 13
<b>2-3 days</b>	<b>33.94%</b> 56
<b>4-7 days</b>	<b>51.52%</b> 85
<b>8-14 days</b>	<b>5.45%</b> 9
<b>more than 2 weeks</b>	<b>1.21%</b> 2
Total	165

Other (please specify) ( 6 )

#	Other (please specify)	Date
1	It is variable.	3/3/2013 9:35 AM
2	Based on one experience	2/28/2013 5:19 AM
3	very good	2/25/2013 7:30 AM
4	working days	2/21/2013 7:34 AM
5	Not visited the gp very much in years but its all good	2/21/2013 7:20 AM
6	I see any doctor available	2/18/2013 6:39 AM

### Q3 What is the maximum number of days you think it is acceptable to wait for a non-urgent appointment ?

Answered: 165 Skipped: 3



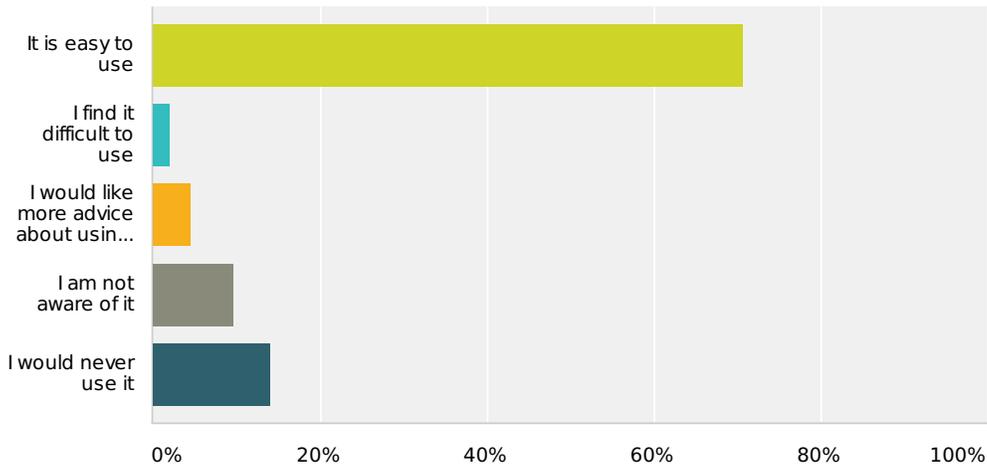
Answer Choices	Responses
<b>1 day</b>	<b>5.45%</b> 9
<b>2-3 days</b>	<b>55.15%</b> 91
<b>4-7 days</b>	<b>35.15%</b> 58
<b>8-14 days</b>	<b>4.24%</b> 7
<b>more than 2 weeks</b>	<b>0%</b> 0
Total	165

Further comments ( 6 )

#	Further comments	Date
1	Too long	2/28/2013 5:19 AM
2	Perhaps the booking system needs tweaking, especially on the internet. I use the internet to book and usually start to think about booking a non-urgent appointment or routine check-up about two weeks before. This means I have more choice. If I leave it until much later sometimes all the dates have gone. Are there dates available if I phone that aren't available on the internet?	2/27/2013 6:24 AM
3	Same Day	2/21/2013 7:04 AM
4	Service always good	2/19/2013 6:20 AM
5	Good	2/19/2013 5:52 AM
6	However I feel there is a big difference between 4 and 7. 4 I am happy with, 7 I feel is too long. Especially as it means I am tempted to call for a urgent appointment as sometimes a week is too long to wait.	2/18/2013 1:12 AM

## Q4 What do you think about the automated booking machine at the reception desk?

Answered: 157 Skipped: 11



Answer Choices	Responses
<b>It is easy to use</b>	<b>70.70%</b> 111
<b>I find it difficult to use</b>	<b>1.91%</b> 3
<b>I would like more advice about using it</b>	<b>4.46%</b> 7
<b>I am not aware of it</b>	<b>9.55%</b> 15
<b>I would never use it</b>	<b>14.01%</b> 22
Total Respondents: 157	

Further comments ( 18 )

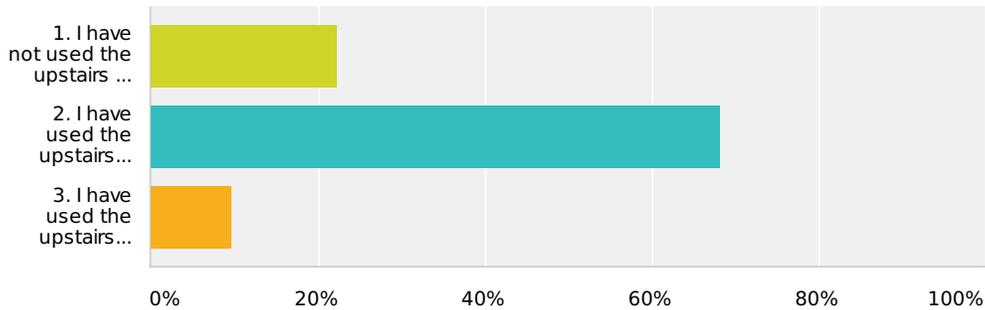
#	Further comments	Date
1	If there is a cue don't ignore us someone else come out and help	3/6/2013 2:03 PM
2	Great idea	2/28/2013 5:24 AM
3	I really like it. No more waiting around in a queue.	2/27/2013 6:24 AM
4	I havent needed to use it but it looks simple enough	2/25/2013 7:34 AM
5	Its ok	2/25/2013 7:32 AM
6	Prefer person contact	2/21/2013 7:20 AM
7	If you know your dob	2/21/2013 7:06 AM
8	Dosent always book you in	2/19/2013 7:18 AM
9	Is this the one when you arrive?	2/19/2013 7:17 AM
10	Quickly easy no time wasted	2/19/2013 6:33 AM
11	Never used it	2/19/2013 6:31 AM
12	Because no pakistan Button	2/19/2013 6:06 AM
13	Great idea	2/19/2013 6:05 AM
14	It should tell you if you are upstairs or down	2/19/2013 5:54 AM
15	Helpful	2/18/2013 7:05 AM

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#	Further comments	Date
16	There should be regular messages on the red display sign reminding people to book in at the machine	2/18/2013 7:00 AM
17	But prefer to book in with receptionist	2/18/2013 6:37 AM
18	always use this	2/12/2013 8:24 AM

## Q5 We have recently opened doctors consulting rooms upstairs and now have an upstairs waiting room. What are your comments on this?

Answered: 157 Skipped: 11



Answer Choices	Responses
<b>1. I have not used the upstairs waiting room.</b>	<b>22.29%</b> 35
<b>2. I have used the upstairs waiting room and it works well</b>	<b>68.15%</b> 107
<b>3. I have used the upstairs waiting room and i think it should be improved-please comment below</b>	<b>9.55%</b> 15

Total Respondents: 157

suggestions for improvement to upstairs waiting room ( 20 )

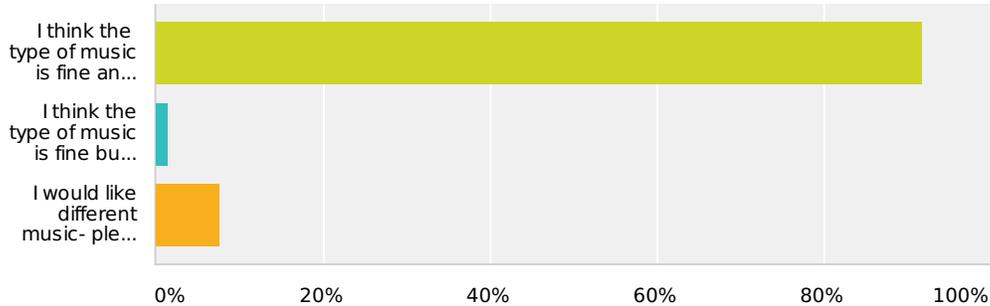
#	suggestions for improvement to upstairs waiting room	Date
1	Turn the music off an make sure the lift works.	3/6/2013 2:03 PM
2	Only once tho	2/28/2013 11:25 PM
3	Not aware of it	2/28/2013 5:19 AM
4	We don't see the electronic messages which are displayed downstairs. I didn't realise how they had changed until I had a blood test.	2/27/2013 6:24 AM
5	The receptionist needs to tell you which one to wait in I was sitting in the wrong one with my sick daughter	2/25/2013 7:32 AM
6	I think a beep upstairs to see doctors	2/25/2013 7:23 AM
7	When the lift was not working I had to climb the stairs and found it difficult I believe plans should be in place for this type of eventuality	2/21/2013 7:30 AM
8	Ventilation especially when people are coughing	2/21/2013 7:10 AM
9	Feel insecure if doctors run late	2/21/2013 7:06 AM
10	Upstairs all ok	2/19/2013 6:20 AM
11	Brighter	2/19/2013 5:59 AM
12	Waiting 30 mins for an appointment is not acceptable	2/19/2013 5:58 AM
13	Just to put a water machine in there	2/19/2013 4:54 AM
14	Water cooler like downstairs	2/19/2013 4:44 AM
15	Make it moe like the one dapwnstairs screens, magazines etc	2/18/2013 6:56 AM
16	CCTV to reception in case of difficulties	2/18/2013 6:48 AM

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#	<b>suggestions for improvement to upstairs waiting room</b>	<b>Date</b>
17	Door can be difficult to use	2/18/2013 1:12 AM
18	Very pleasant space	2/12/2013 8:24 AM
19	No drinking water - I wasn't sure if the water in the tap was OK to drink.	2/12/2013 3:45 AM
20	Can hear conversations taking place with Doctors! Also, it does not feel safe or secure!	2/11/2013 10:13 AM

## Q6 We play easy listening music and local radio in our waiting rooms to improve the privacy of people talking at the desk. What are your comments on this?

Answered: 146 Skipped: 22



Answer Choices	Responses
<b>I think the type of music is fine and the volume is fine</b>	<b>91.78%</b> 134
<b>I think the type of music is fine but it is too loud</b>	<b>1.37%</b> 2
<b>I would like different music- please specify below</b>	<b>7.53%</b> 11

Total Respondents: 146

Other (please specify) or comment further ( 21 )

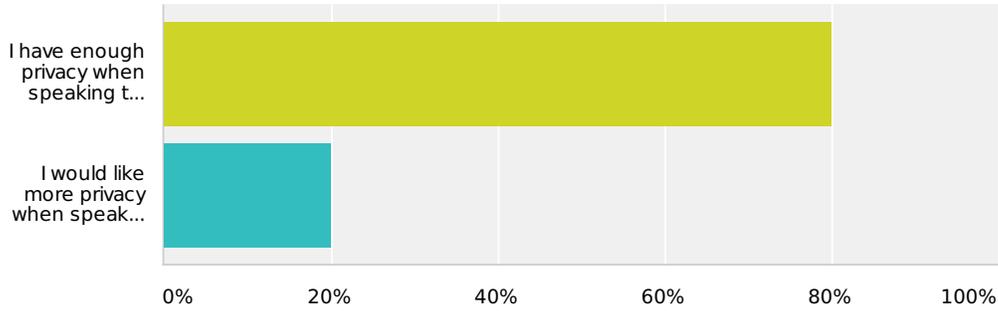
#	Other (please specify) or comment further	Date
1	Turn it OFF	3/6/2013 2:03 PM
2	I dont think music improves privacy I am sat at the other end of the room and I can still hear whats being said	2/28/2013 5:19 AM
3	Jack FM	2/28/2013 5:09 AM
4	I have no feelings about this, except if the music was too loud I would say something at the time.	2/27/2013 6:24 AM
5	Jack FM or Radio 4	2/25/2013 7:34 AM
6	Never heard the music	2/25/2013 7:30 AM
7	Absolute radio	2/25/2013 7:18 AM
8	You can still hear peolpe talking	2/25/2013 7:17 AM
9	RNB	2/21/2013 7:36 AM
10	Radio 1	2/21/2013 7:31 AM
11	Music ok	2/21/2013 7:15 AM
12	I dislike radio music calssical music would be great	2/21/2013 7:07 AM
13	Turn it off	2/21/2013 7:06 AM
14	Music quite soft	2/19/2013 6:20 AM
15	Never heard music	2/19/2013 6:20 AM
16	Radio Oxford	2/19/2013 4:53 AM
17	I think if its not always on you can hesar everything going on its not private enough	2/19/2013 4:46 AM

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#	Other (please specify) or comment further	Date
18	Classical not childrens music upstairs	2/19/2013 4:44 AM
19	I do not want music at all	2/18/2013 7:00 AM
20	To frantic	2/18/2013 6:56 AM
21	classical	1/16/2013 6:00 AM

## Q7 Do you feel you have enough privacy at the reception desk when you are speaking to the receptionist?

Answered: 155 Skipped: 13



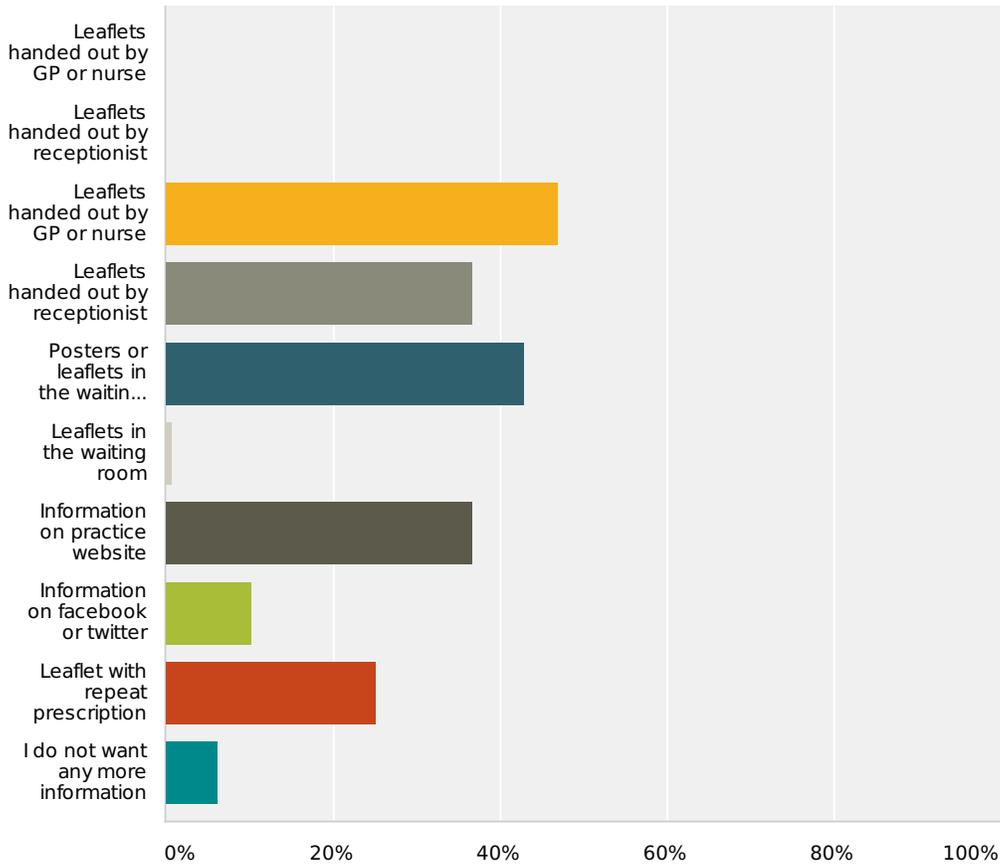
Answer Choices	Responses	Count
<b>I have enough privacy when speaking to receptionists</b>	<b>80%</b>	124
<b>I would like more privacy when speaking to receptionists</b>	<b>20%</b>	31
<b>Total</b>		<b>155</b>

comments on privacy at desk ( 14 )

#	comments on privacy at desk	Date
1	Put a door between waiting room and desk	2/28/2013 5:19 AM
2	Could be better	2/25/2013 7:36 AM
3	Depends on te subject	2/25/2013 7:33 AM
4	Very good	2/25/2013 7:30 AM
5	No other people can hear talking at thier desk	2/25/2013 7:23 AM
6	Normaly repeat it back to you loudly	2/25/2013 7:21 AM
7	Sometimes gets too crowded	2/21/2013 7:36 AM
8	Booths for patients to talk to reception staff	2/21/2013 7:15 AM
9	Depends on what I am talking about	2/21/2013 7:06 AM
10	Most of the time its fine	2/19/2013 6:30 AM
11	Desk always good	2/19/2013 6:20 AM
12	Neither sometimes no privacy	2/18/2013 7:05 AM
13	Perhaps have a sign -please wait behind untill called to reception	2/18/2013 7:00 AM
14	I have not had a need to speak privately to the receptionist but I don't feel if I needed to, it feels private enough.	2/18/2013 1:12 AM

**Q8 We would like to help patients identify the problems that can be discussed over the phone with your doctor or nurse. How can we best inform you of this? Tick as many options as apply.**

Answered: 147 Skipped: 21



Answer Choices	Responses
<b>Leaflets handed out by GP or nurse</b>	<b>0%</b> 0
<b>Leaflets handed out by receptionist</b>	<b>0%</b> 0
<b>Leaflets handed out by GP or nurse</b>	<b>46.94%</b> 69
<b>Leaflets handed out by receptionist</b>	<b>36.73%</b> 54
<b>Posters or leaflets in the waiting room</b>	<b>42.86%</b> 63
<b>Leaflets in the waiting room</b>	<b>0.68%</b> 1
<b>Information on practice website</b>	<b>36.73%</b> 54
<b>Information on facebook or twitter</b>	<b>10.20%</b> 15
<b>Leaflet with repeat prescription</b>	<b>25.17%</b> 37
<b>I do not want any more information</b>	<b>6.12%</b> 9

Total Respondents: 147

Other (please specify) ( 8 )

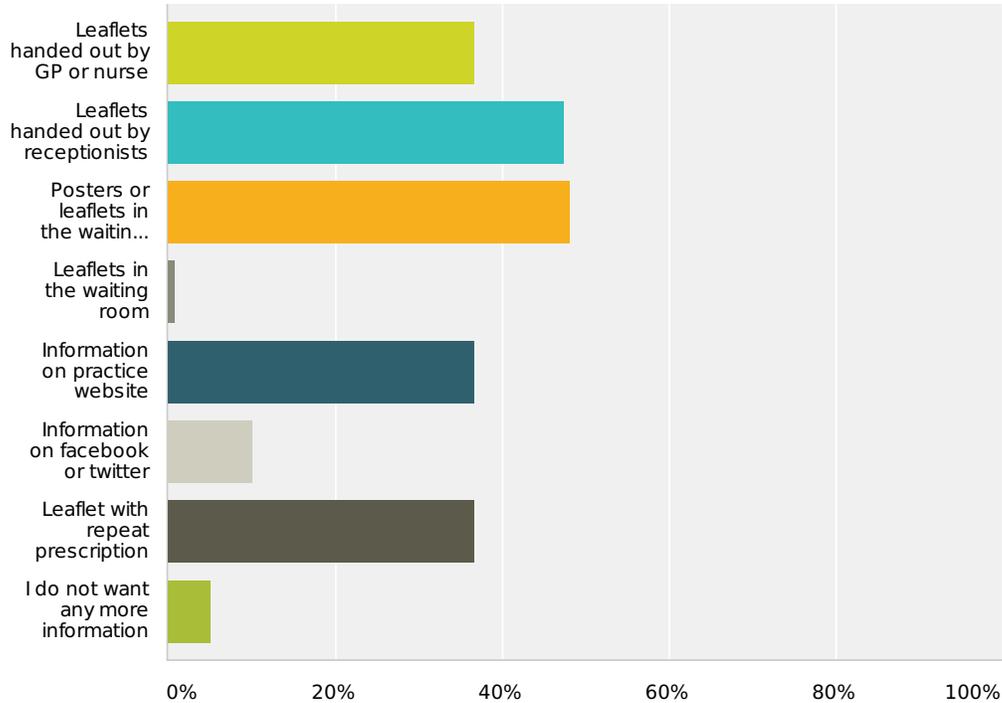
#	Other (please specify)	Date
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#	Other (please specify)	Date
1	Leave these to the discretion of the nurses - also leaflet through doors and newspaper	2/28/2013 5:24 AM
2	mailshots in case you do not go to the surgery often.	2/26/2013 2:36 AM
3	email	2/25/2013 7:28 AM
4	As long as you done follw the bury knowle practice eg discussing over the phone rather than an appoitment to see the doctor	2/21/2013 7:39 AM
5	Books that educate and easy to read	2/21/2013 7:15 AM
6	No soap in the toilet	2/21/2013 7:08 AM
7	By telephone message or email	2/19/2013 4:40 AM
8	I am happy to be told at an appointment that I could have been served in another way or by another person.	2/18/2013 1:12 AM

## Q9 We would like to help patients book appointments or order repeat medication through our website. How can we best do this? Tick as many as apply

Answered: 139 Skipped: 29



Answer Choices	Responses
<b>Leaflets handed out by GP or nurse</b>	<b>36.69%</b> 51
<b>Leaflets handed out by receptionists</b>	<b>47.48%</b> 66
<b>Posters or leaflets in the waiting room</b>	<b>48.20%</b> 67
<b>Leaflets in the waiting room</b>	<b>0.72%</b> 1
<b>Information on practice website</b>	<b>36.69%</b> 51
<b>Information on facebook or twitter</b>	<b>10.07%</b> 14
<b>Leaflet with repeat prescription</b>	<b>36.69%</b> 51
<b>I do not want any more information</b>	<b>5.04%</b> 7

Total Respondents: 139

Other (please specify) ( 15 )

#	Other (please specify)	Date
1	At least one, for the elderly i think reception then not able to forget it	2/28/2013 11:25 PM
2	As above	2/28/2013 5:24 AM
3	QR code linking to the website	2/28/2013 5:09 AM

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#	Other (please specify)	Date
4	I already do this and it works very well most of the time. However, if more people book appointments through the website what happens when there are no appointments left? This does sometimes happen. Also, if a doctor is away it would be helpful to have a date for their return. Maybe if the doctors or nurses actually spoke to their patients about using the internet it could help people understand that it does work! (But only if they have access to a computer. Find that out first of course.)	2/27/2013 6:24 AM
5	information to home addresses	2/26/2013 2:36 AM
6	email	2/25/2013 7:28 AM
7	When I try to order repeat meds through the website it dosent work so far	2/21/2013 7:39 AM
8	Ive tried to make an appointment on line and was told to call the receptionist	2/21/2013 7:34 AM
9	Not on website	2/21/2013 7:20 AM
10	No hand cleanser downstairs its discusting fro a doctors surgery	2/21/2013 7:08 AM
11	Happy ans satisfied with the way things are never had an issue	2/19/2013 6:33 AM
12	What Website	2/19/2013 4:53 AM
13	Should be able to phone for repeat prescriptions	2/18/2013 7:05 AM
14	I already use this service	2/18/2013 7:00 AM
15	A better website	2/11/2013 10:13 AM

## Q10 Which parts of our service do you think we should improve next?

Answered: 75 Skipped: 93

#	Responses	Date
1	I think that you should be able to book nurses appointments through the website	3/10/2013 4:14 AM
2	Sort the parking and make a effort to leave the blue badge for the disabled,don't ignore it.i nearly went home last time I couldn't park.	3/6/2013 2:03 PM
3	The quality of service from the reception staff varies. Most are very pleasant, but I have noticed that one is often abrupt and unwelcoming, both at the counter and over the phone. That lets down the generally welcoming environment of the Medical Centre.	3/4/2013 7:56 AM
4	Help us parents manage the time we have with you by telling us the best approach for whats wrong with us - receptionist ask you if its urgent this is a diifcult question how do I know if my appointment is sufficiently urgent - coffee machine	2/28/2013 5:24 AM
5	I was given a handout when I joined the practice about booking appointnemtns on line great idea, the leaflet was badly produced and very unprofessional lookingthe instructions for registering were bad there were omissions and errors and the instructions were not consistant I wrote an email with constructive feedback and it bounced back - very unimpressed	2/28/2013 5:19 AM
6	The time you have to wait for your appointment especially for the midwife, I except that there may be emergencies but not every time I have an appointment	2/28/2013 5:14 AM
7	Ive been with other surgeries and I think this one is excellant staff friendly and helpful	2/28/2013 5:09 AM
8	Works fine	2/28/2013 5:07 AM
9	The Pharmacy	2/28/2013 5:05 AM
10	Will it be possible to boook nurse appointments on the website? And, perhaps blood tests? It would be informative if there could be a analysis of the number of missed appointments that have been boooked on the internet. Does the system encourage people to make the effort to attend, or to cancel more easily if they find they can't attend?	2/27/2013 6:24 AM
11	To make the request come pass through quicker within 24 hours	2/25/2013 7:38 AM
12	After missing an appointment I had to wait a week for another - a shorter time would be better	2/25/2013 7:34 AM
13	N/A	2/25/2013 7:32 AM
14	Dont know	2/25/2013 7:30 AM
15	I am happy with this	2/25/2013 7:29 AM
16	None	2/25/2013 7:28 AM
17	Please install urdu language in hte self check in machine because there are a lot of pakistan communitys	2/25/2013 7:26 AM
18	None	2/25/2013 7:24 AM
19	Waiting time here - water machine upstairs please	2/25/2013 7:23 AM
20	Answering the telephone	2/25/2013 7:17 AM
21	I am very happy with the service I recieve	2/25/2013 7:04 AM
22	Always have well trained staff	2/25/2013 7:02 AM
23	The service provided is on a scale of 1-10 about an 8, I believe it is always difficult dealing the public and everyone is doing a good job when this is considered.	2/25/2013 2:42 AM
24	Parking and the wesite	2/21/2013 7:39 AM
25	The waiting around because when upstairs no one was being seen and I had to wait for 40 Minutes	2/21/2013 7:36 AM
26	Parking is always an issue when coming here	2/21/2013 7:34 AM

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#	Responses	Date
27	Everything is quite satisfactory	2/21/2013 7:33 AM
28	N/A	2/21/2013 7:32 AM
29	Wifi facility	2/21/2013 7:29 AM
30	Make some more arrangements to contact the doctor by phone or email when unable to walk	2/21/2013 7:26 AM
31	Appointments being made through the website	2/21/2013 7:22 AM
32	Very happy with GP service	2/21/2013 7:20 AM
33	None its all good	2/21/2013 7:19 AM
34	Waiting room when doctors and nurses are late coffee and food	2/21/2013 7:15 AM
35	Telephone answering service	2/21/2013 7:12 AM
36	Open saturday mornings and evenings	2/21/2013 7:10 AM
37	Toilets	2/21/2013 7:08 AM
38	letting patients know about delays when they are booked in	2/21/2013 7:06 AM
39	I am satisfied with the practice	2/21/2013 7:04 AM
40	Saturday appointments with Doctors would be really helpful.	2/19/2013 1:09 PM
41	Asking for help to make an appointment in reception can be difficult I have had to wait for a response and it can be terse	2/19/2013 7:17 AM
42	Waiting time when in the practice	2/19/2013 6:36 AM
43	Its all good	2/19/2013 6:31 AM
44	It would be very useful to be able to book childrens appointments on line	2/19/2013 6:30 AM
45	None	2/19/2013 6:27 AM
46	None	2/19/2013 6:22 AM
47	I think we have excellent service	2/19/2013 6:21 AM
48	Initial conversation with doctor save waiting over a week for appt	2/19/2013 6:18 AM
49	Waiting time	2/19/2013 5:58 AM
50	Parking and waiting time	2/19/2013 5:54 AM
51	I think all of the service part is good but sometimes I need an emergency appointment and he cant see me - please improve this	2/19/2013 4:57 AM
52	Q2 To be seen quicker	2/19/2013 4:54 AM
53	Waiting time Speedy appointment availability More late appointments	2/19/2013 4:44 AM
54	None	2/19/2013 4:41 AM
55	Appointment by phone - Reminder by sms	2/19/2013 4:40 AM
56	Booking appointments - with an urgent appointment we have to wait too many days	2/19/2013 4:38 AM
57	Have an appointment with the doctor the same day	2/19/2013 4:32 AM
58	The waiting time to see your doctor as you never get seen at your appointment time it's normally around 30 minutes later	2/18/2013 8:50 AM
59	So far so good	2/18/2013 7:07 AM
60	Telephone repeat prescriptions	2/18/2013 7:05 AM
61	Repeat medication is sometimes difficult to organise Being able to order through the website would be helpful	2/18/2013 7:03 AM
62	Service is fine	2/18/2013 7:02 AM
63	Non because its all good	2/18/2013 7:01 AM

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#	Responses	Date
64	None all adequate	2/18/2013 6:57 AM
65	Privacy at reception accessibility to services	2/18/2013 6:56 AM
66	Waiting time to see doctor once appointment made ie appt time @5.30 not seen untill 6.00 - 6.15 happens on a regular basis	2/18/2013 6:53 AM
67	Receptionist customer service	2/18/2013 6:49 AM
68	Not that I can think of	2/18/2013 6:43 AM
69	None its working very well	2/18/2013 6:40 AM
70	Online services	2/18/2013 6:39 AM
71	Emergency services most, especially late night	2/18/2013 6:35 AM
72	Not that I can think of	2/15/2013 4:40 AM
73	Perhaps being able to discuss a problem over the phone with the doctor or nurse would cut down on having to come in for appts if the problem could be solved over the phone - more advise on the phone.	2/13/2013 1:32 AM
74	The only problem at times is the car parking, I am very happy with the service and treatment that I receive at the practice	2/12/2013 8:24 AM
75	Booking telephone appointments via the web site.	2/12/2013 3:45 AM