

Local Patient Survey January 2014

This questionnaire has been devised with the help of a representative group of patients from Chew Medical Practice. The results will be used to develop an action plan for the surgery based directly on patients' views. Thank you for taking part.

Please return the completed form to the surgery by Friday 31 January 2014

218 people completed the survey – 135 in hard copy, 83 online

Section 1: Urgent medical care

1.1 Please tell us which of the following services you would contact initially for the problems listed. The first grid is for weekdays between 8am and 6pm, the second grid is for evenings and weekends. Please tick which service you would choose first.

Weekdays 8am – 6pm	Pharmacist	Hospital A&E	GP surgery	Out of Hours GP	NHS 111	999
Breathlessness	2 / 1%	17 / 7.5%	142 / 63.5%	Closed	48 / 21.5%	14 / 6.5%
Sprained ankle	11 / 5.5%	39 / 19%	136 / 65.5%		21 / 10%	0
Feverish child	9 / 5%	2 / 1%	188 / 80.5%		29 / 17%	4 / 2.5%
Chest pains	1 / 0.5%	37 / 15%	88 / 36%		30 / 12.5%	87 / 36%
Rash	29 / 13%	0	166 / 77%		21 / 10%	0
Emergency contraception	69 / 46%	3 / 2%	63 / 42%		15 / 10%	0
Tonsillitis	12 / 6%	0	176 / 86.5%		15 / 7.5%	0

Comment on your choices:

For some of the above, eg tonsillitis/feverish child/sprained ankle – I wouldn't bother going anywhere

GP would advise different contact if needed

I would call the surgery in the hope of speaking to a doctor to seek advice

Breathlessness – just shortness GP, acute asthmatic 999. Feverish child – if rigors A&E or 999, otherwise GP. Rash – depending on severity pharmacist or GP. Sprained ankle – A&E as xray would be required.

All depends on severity – in all cases may not contact anyone

Would hope I didn't have to wait 1.5 hours when I had slipped disc for ambulance. Not taken to hospital. GP visited in morning & diagnosed, then xrayed.

Unless really serious GP would be first choice

I don't know about NHS 111. I would only go to GP for breathlessness if persistent.

An option of "None" would be useful, eg for sprained ankle. My thoughts? Is it life threatening, if no would it need treatment?

Would only contact A&E if real emergency

Evenings & weekends	Pharmacist	Hospital A&E	GP surgery	Out of Hours GP	NHS 111	999
Breathlessness	3 / 1.5%	38 / 19%	Closed	54 / 27%	88 / 44.5%	16 / 8%
Sprained ankle	15 / 9%	79 / 49%		26 / 16%	43 / 26%	0
Feverish child	11 / 6.5%	35 / 20%		67 / 38.5%	59 / 34%	2 / 1%
Chest pains	3 / 1.5%	57 / 27%		21 / 10%	43 / 20.5%	87 / 41%
Rash	47 / 27.5%	8 / 4.5%		52 / 30.5%	63 / 37%	1 / 0.5%
Emergency contraception	85 / 63.5%	6 / 4.5%		22 / 16.5%	21 / 15.5%	0
Tonsillitis	49 / 28%	7 / 4%		71 / 40.5%	49 / 27.5%	0

Comment on your choices:

I would normally try and sort problems first. 111 service are a waste of time having had a few dealings with them recently

Wait till GP reopened Monday for sprained ankle, rash, tonsillitis

Would call 111 but found bad reputation & not reliable

Normally an out of hours GP

Except for severe chest pains I wouldn't bother to consult anybody ay evenings & weekends

Probably wait till Monday morning for those which are applicable

The choice very much depends on the severity of the symptom. 111 is useless and time-wasting

Some of these could wait until the surgery reopens

I try to contact the surgery if possible, or the NHS 111 phone line, which isn't as good as the previous helpline

The one time I telephoned 111 it was useless. For non-urgent conditions I would telephone when the surgery re-opened. There is very little choice after hours.

I suffer from mild epilepsy & rely on my 75 year old wife to drive

I would use 999 rather than direct to A&E as I think I would get medical aid quicker.

Trying to be as realistic as possible. But having had a very poor experience with NHS 111 I really wouldn't bother with it when you can work out your own symptoms and just need confirmation. But a route I'd rather avoid.

Minor injuries such as sprained ankle I would put up with at home rather than travel to hospital A&E. Would be more concerned and seek further advice for breathlessness & chest pains.

Unless I felt I needed urgent advice I would always wait until local surgery open

I believe that GPs should provide an out of hours service themselves – they know their patients and surely a rota service is possible. Medicine was never a 9-5 or 9-6 job.

Prefer not to go to hospital for visits unless really necessary

Minor problems would wait till Monday & visit or phone the surgery

Choice would depend on which service would provide prompt attention

Other than x in boxes (breathlessness, feverish child, chest pain), would wait for Monday!

Most times would wait until normal surgery hours

As a mum of a child with asthma we only tend to contact NHS 111 or use A&E when the surgery is closed. Unless I could see it was an emergency we would try & use GP out of hours or a chemist.

I probably should use pharmacist more but not sure to what extent they can help

Not too sure about NHS 111.

If possible to contact/visit pharmacist, otherwise 111

Most would wait until Monday unless gets much worse

I would only go to A&E if the symptoms were severe

Minor ailments, wait for GP surgery to open

If the breathlessness were severe, I would contact Emergency Services first.

GP best able to assess if more urgent care is needed.

Answers for breathlessness and chest pain would vary depending on the severity.

So much depends on severity - normally I would start with GP for breathlessness but would ring 999 if unable to breath except with great difficulty

Would go nowhere with sprained ankle unless it was possible that it was broken - the probably

A & E

If it was out of hours I'd wait until the next day with the exception of chest pains.

I would call 999 if the breathlessness was very severe. Also if a child had a very high temp (over 40 c) and was very lifeless or seizing I would call 999.

The GP would be my first point of contact for advice unless I knew it was an emergency,

If I needed help in normal working hours my GP would be my usual first line. I would expect that I would have already gone down the route of simple homely remedies e.g. analgesia, so the pharmacist would not be my first line (mainly because I'm one!). I would only dial 999 if I thought it was an emergency e.g. severe chest pain. If the rash was non-blanching then I may choose to dial 999 rather than visit the GP.

Referral for breathlessness and chest pains would depend on severity. If severe 999 might well be called

Have not used the new 111 service, but I felt that the old telephone out-of-hours service was literally a waste of time.

For sprained ankle and rash I would initially deal with them myself and only if they didn't improve would I contact the GP.

In severe cases I would go straight to A & E rather than contact the GP surgery.

in general primary care problems seem to be referred to A&E by 111 as safe default as GP's do not provide adequate access/timely appt's. There may be some exceptions.

The GP surgery is the nearest medical facility to my house. If I was at home I would call or go there before anything else, unless I thought my symptoms were serious enough for an ambulance. If I was unsure as to whether I needed to go to the doctors or phone an ambulance, I would call 111.

I would hope for an appointment the same day, not 2 or 3 weeks hence, which has been my experience. I have been able to speak to a duty doctor at my insistence, but I much prefer to speak to someone face to face and be able to discuss issues rather than have a very brief tel. conversation.

I would expect my GP surgery to recommend alternative if necessary.

I would not go anywhere for a sprained ankle, however 'none' is not an option you give, in some cases possibly with a rash I would not bother, depending on severity.

The surgery would be my first choice for the majority of the above. The chest pains I would assume could be a heart attack. Sprained ankle ? fracture would only show up on Xray.

Again, if the chest pains were severe, I would contact Emergency Services first.

Other than the obvious like a sprained ankle any of the others could require urgent attention.

In reality some things could wait until morning/ next GP working day eg rash or tonsillitis.

Would much prefer if out of hours GP comes from Chew Medical Practice, not from "outer space".

Most things can wait

Silly question really as there are so many variables such as other symptoms that go with these problems and what time of day or night etc that they occur!

I would use NHS 111 out of normal working hours to ensure that I would be accessing the most appropriate service whether that means taking advice from the operator, referral to the out-of-hours GP or going to A+E.

Wait until morning for rash, contraception or tonsillitis

I would wait until the following day for the others

If possible I would avoid the hospital and contact the GP Surgery on the Monday.

Might wait until surgery open in some cases.

Bit daft putting pharmacist down as option as generally closed when GP surgery closed!!

I would always go to the walk-in centre if the GP surgery was closed. If that was closed then I would call 111 before going to A&E. I would call 111 before 999 unless I thought my symptoms were life-threatening.

I very much regret that GP's, unlike all the other emergency services, do not cater for their patients throughout the day and night. With group practices employing a number of GPs, it should be possible to arrange shifts so that there is always someone available in an emergency. It's no good everyone complaining when patients go to A& E because there is often no local option available. If the Fire, Ambulance and hospital services can work 24/7,- and even the AA!-, why cannot GPs do this too?

I believe your GP should be the first point of contact.

Rash if it seemed an allergy the pharmacist but not if with a temp.

1.2 If you need to use a hospital Accident & Emergency service, which are you most likely to go to?

Bristol Royal Infirmary	94 / 43%
Royal United Hospital, Bath	52 / 23.5%
South Bristol Community Hospital Urgent Care Centre (Hengrove)	65 / 29.5%
Weston Hospital	6 / 3%
Frenchay Hospital	1 / 0.5%

1.3 Think about the last time you needed medical help and **did not** come to the surgery.

What day of the week and time was it (roughly)?	Weekday during surgery hours: 23 / 23% Weekday out of surgery hours: 27 / 27% Weekend or bank holidays: 50 / 50%	
What was the general nature of the problem?	Pain	7
	Severe nosebleed	2
	Eye problems	3
	Gall bladder	2
	Epileptic seizure	1
	Broken bone	6
	Post –surgery problems	4
	Chest infection	5
	Chest pain	3
	UTI/kidney infection	7
	Faintness/lack of consciousness	4
	Cuts	6
	Breathlessness	5
	Bites	4
	Shingles	2
	Sprains	4
	D&V / food poisoning	3
	Back pain	4
	Ear problems	3
	Misc minor injuries	6
	Kidney stone	1
	Stomach pain	1
	Flu	1
	Trapped nerve	1
	Feverish child	1
	Cardiac arrest	1
	Cellulitis	1
	Gout	1
	Abcess	1
	Head injury	1
Irregular heart rate	2	
Depression	1	
Skin problems	1	
Pregnancy discomfort	1	
Convulsion	1	
MS patient – loss of feeling	1	
TIA	1	
Haematoma	1	
Where did you go for help?	NHS 111: 18 / 18% Out of Hours GP: 9 / 9% Hengrove urgent care centre: 13 / 13%	

	999: 13 / 14%	
	Hospital A&E: 32 / 32%	
	Paulton: 7 / 7%	
	Chemist 1 / 1%	
	Other: 7 / 7% (mainly self-help or alternative therapists)	
Why did you not go to the surgery?	Surgery was closed	61 / 50%
	No appointments available	10 / 8.5%
	Ambulance required	16 / 13.5%
	Thought other service was more appropriate	17 / 13.5%
	Poor experience previously at surgery	1 / 1%
	Other – please explain below	15 / 13.5%

Further comment:
<p>After visiting Hengrove I still needed to see my own GP later that week</p> <p>Cut was too deep to stitch at surgery</p> <p>999 – this is what I was told to do by specialist</p> <p>Helpline gave good advice</p> <p>This (epileptic seizure) was just before Christmas some years ago – my family thought it might be a stroke</p> <p>Ankle broken at Lyme Regis</p> <p>I used Frenchay as I know the specialist foot & ankle service is based within NBHT</p> <p>Exceptional service from Hengrove, then referred to BRI on same day</p> <p>Tried surgery first, was told to ring “out of hours”. Then prescription sent to chemist in Stapleton Road that was not a dispensing chemist! (only delivered to care homes)</p> <p>(RUH) Look after very well</p> <p>Visited Bath hospital because I was in pain in Bath. Found not to be heart origin.</p> <p>Bad pain in chest. Did not think it was serious enough to call ambulance. Went to surgery they called an ambulance. Went to hospital BRI. Receptionist at surgery was excellent!!</p> <p>I think I got number of Paulton from surgery phone</p> <p>Just because you feel ill, you don't have to have medical help</p> <p>I don't like to use A&E unless there is no other option. After calling 111 was advised to go to A&E.</p> <p>Was in Bristol (BRI) closest option. Could not have driven to surgery.</p> <p>First class treatment by paramedics/hospital staff (had cardiac arrest in ambulance)</p>

111 service is not that good. They appear to be admin assistants ticking boxes then advising callers to go to A&E. It would be better if callers could speak to health professionals.

Out of hours GP spoke to me and gave reassurance

Section 2: Urgent care at the surgery

2.1 Have you needed urgent (same day) care from a doctor at the surgery in the last year (ie within the normal working day, not Out of Hours)?

Yes	85 / 39%	No		If No, please go to Section 3
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2.2 If you answered Yes to question 2.1, what was your experience of the process?

	Excellent	Good	Adequate	Poor
Time taken to get through on the phone	34 / 43.5%	35 / 45%	5 / 6.5%	4 / 5%
Receptionist's manner and helpfulness	43 / 55%	26 / 33%	6 / 7%	3 / 5%
Time taken for doctor to call you back	29 / 37%	42 / 54%	3 / 4%	4 / 5%
Doctor's manner and helpfulness	44 / 56.5%	30 / 38.5%	2 / 2.5%	2 / 2.5%
Time taken for a doctor to arrive for a home visit if you had one	1 / 33%	1 / 33%	0	1 / 33%

	Yes	No
When the doctor rang you back, were you offered an appointment?	62 / 84%	12 / 16%
If not, were you satisfied that your problem was resolved over the phone?	26 / 90%	3 / 10%
Did you request a home visit?	4 / 4.5%	
If so, did the doctor agree to visit?	3 / 75%	1 / 25%
Did you need to follow up with any further phone calls on the same day or afterwards about the same problem? <i>If so, please tell us below whether or not the experience was satisfactory.</i>	8 / 10%	37 / 43.5%
<i>Do you have any comments that you would like to make about the practice's system for dealing with urgent problems?</i>		

Surgery excellent

We have found this system very good & effective. Doctor's phone calls were helpful & prescriptions provided if necessary

Excellent

Seems very good

Doctor who came was in such a hurry, I didn't ask all the questions I wanted, forgot 2 of the symptoms. As a result I had to phone the surgery – I was told that doctors only make phone calls in the morning & that I would have to wait until next day. I broke down in tears and only then was it agreed that a doctor would phone me.

On this occasion – I was pleased that the doctor saw me that day and gave me an injection in my shoulder to relieve the pain

Need more hours for surgery to be open at weekends

Old people especially find it difficult getting to the surgery if unwell – are they fit to drive? The alternative, ringing emergency services, results in an ambulance & paramedics arriving – equally daunting

Excellent!!

How do you know if the problem is urgent? I waited a month for an appointment after reporting unusual symptoms. I was then referred to BRI immediately.

Telephone calls always give excellent advice or an appointment

The system works well. Out of hours not so good.

UTI – dealt with straight away at 6pm. Very happy with everyone – receptionist, dr, pharmacy.

Antibiotics given were not working so rang 111 2 days later (Sunday). Advised to go to Paulton hospital where a doctor gave me additional antibiotics.

Initial problem not cleared with medication

Really good – same day appointments – excellent

Have not had a serious problem but it is very good that you can speak to a dr on the day

Always offered an appointment with duty doctor

Always get seen by the duty doctor

I am very satisfied with the surgery

This was from a road traffic accident where I needed my back checked over to see if I needed to go to A&E. Typically though the times offered for appointments are up to 3-4 weeks off which is ridiculous.

Excellent service when I had some urgent concerns regarding my small baby. Very accessible, helpful and thorough.

Dr and district nurses both responded quickly and effeciently

I had shingles and was in a bit of a state....i had initially called 111 and was sent to paulton hospital where i received a prognosis. However after a week i called for an appointment and the best date was over 2 weeks away. I was told to call at 8am the next day to see if an appointment could be made earlier. I did this, much to my relief i got one sooner but still 5 days after my phone call.

I was having further chest pains and breathlessness so Doctor advised me to go direct to a&e

I didn't phone I visited reception

I rang up, the receptionist took my name and number and the duty doctor called me back. I got an appointment the same day. It was great.

I believe that the full situation is not dealt with by a telephone call because there is not the opportunity to ask relevant questions connected with my general health.

The Doctor followed up after initial appointment I was sent to the RUH Bath

Section 3: General attitudes to the surgery

Please tell us whether you agree or disagree with the following statements. *Please tick one box on each line*

	Strongly agree	Agree	Disagree	Strongly disagree
I would recommend this GP practice to a friend	91 / 47.5%	82 / 43%	17 / 9%	1 / 0.5%
I am able to get through to the practice easily by telephone	70 / 37%	105 / 55%	11 / 5.5%	4 / 2.5%
I am able to get an appointment when I need one urgently	46 / 25%	98 / 53%	29 / 16%	11 / 6%
I am able to get a routine appointment at a time that is convenient – with a doctor of my choice	25 / 13.5%	75 / 39.5%	70 / 37%	19 / 10%
I am able to get a routine appointment at a time that is convenient – with any doctor	40 / 21%	118 / 61.5%	31 / 16%	3 / 1.5%
I am usually seen within 10 minutes of my appointment time	31 / 16%	121 / 61.5%	37 / 19%	7 / 3.5%
I am treated with dignity and respect by the staff	104 / 53.5%	86 / 44.5%	2 / 1%	2 / 1%
This GP practice involves me in decisions about my care and treatment	72 / 38%	103 / 55%	12 / 6.5%	1 / 0.5%
This GP practice provides accurate and up to date information on services and opening hours	69 / 36.5%	113 / 59.5%	7 / 3.5%	1 / 0.5%

If you have responded "Disagree" or "Strongly disagree" to any of the questions, please explain why in the box below

I find it really difficult to get an appointment for myself or my children at a time that works for me. Always causes huge childcare/work re-arranging. I rarely use the GP – sometimes because of this.

I have been happy to see any doctor

Appt with dr of my choice – had to wait 3 weeks

I always find everybody very helpful & considerate

Routine appointments generally mean a 2-3 week wait. For some problems you need to be

seen earlier but it is not an emergency. There is nothing in between.

(involvement in decisions) I don't count a questionnaire like this . I've heard the surgery no longer issues hearing aid batteries. They didn't consult me.

I just don't feel the practice is run for the benefit of the patients

Sometimes a suitable appointment is not available for 2 or more weeks

There is often a very long wait to see doctor of choice

The waiting time is a problem, also I think there should be more receptionists at the desk, as in the old surgery

My wife makes the appointments and tells me that it is difficult to rate "with a doctor of my choice" as anything other than "strongly disagree"

Choice of doctor is not offered

It's easier to get an urgent appointment with a nurse, and then you get immediate referral to a doctor when needed

Speaking to friends who use other surgeries, I would say that this surgery is not as good as theirs. Usually a 2 week wait for a routine appointment, and this is too long

Have in the past found difficulty in getting to see the doctor who is dealing with my concerns. I wish to be seen by the doctor of choice.

Getting an appointment is not easy – usually got to wait

An appt usually takes over a week to obtain with a specific doctor. I believe that patients should be able to see the same doctor and not a different one each time –unless you know when you are ill!

Follow-up appointments are not always available with the doctor of choice who knows your history of treatment

Waiting for 25 minutes today. Tough to get appointments with preferred doctors.

Waiting time up to two weeks

Difficult to get appointments. Don't follow things through always.

Almost impossible to get a routine appointment certainly not with a chosen doctor. Have only received call backs and drugs prescribed.

The fallback is a GP will call me back. This is fine. All the GPs are fine so I wouldn't have a preference. Unfortunately my appointment is usually 20-30 minutes delayed. I am pleased to receive the continuity of support & care I have from my GP.

Very busy surgery. Very hard to get appointments on the day. Doctors are usually late.

Routine appointments can take 10 days to see doctor.

Doctors only work on "some" days so to get the dr you want is difficult enough let alone at a convenient time too

Agree can get to see dr of my choice provided the practice is given adequate future notice.

Agree can get urgent appointment but only after speaking to duty doctor.

Routine appointments usually circa 2 weeks.

Many times when calling I have been unable to see my GP

One cannot get an appointment of your choice sometimes for several weeks, even though dr has asked to see you again in a month. Most patients like to see the same doctor to continue with continuity of care.

Find this form very ambiguous

It takes at least 3 weeks to see the GP you want to see

Phone is often engaged for several minutes

For a routine appointment it is quicker to take any available appointment than one with a specific doctor

On many occasions I have waited over 20 minutes to be seen. Once over 45 minutes. To see the doctor of my choice I would have to wait 3 weeks in most cases.

Usually have to wait a week or two for appointment

It is not always possible to see the doctor you want to see, which is understandable. All the doctors in surgery are good.

Not always able to see doctor of choice in a reasonable time

Regular experience has been v good

At times have had to wait up to a week/10 days for an appointment for a fairly urgent matter

Sometimes they are not taking any more bookings as they are fully booked, so have to ring back days later to get an appointment, hopefully

Getting an appointment for (what may be) urgent problems seems to be difficult

Had longer waits

Difficult to get an appointment due to work. Often waiting longer than 10 minutes for appointment.

Over the past few years I have found it difficult to get through on the phone although I think this is improving, & 3 weeks is too long to wait for an appointment

Reception can sometimes be abrupt & not very sympathetic

My preferred choice of GP is Dr Sephton and I find that he very quickly gets his appointments taken up.

Usually have to wait 10-14days to see a doctor of my choice

Unfortunately I asked for a specialist referral years into my treatment for a specific condition and the Gp chose not to refer at that time. Six months later I asked a different Gp at the practice and was referred with no difficulty. This referral resulted in me seeing two superb specialists in my condition, a conclusive diagnosis, fine tuning of medication, a huge improvement in my well being, a major reduction in my anxiety and stress and that of my husbands. A specialist referral could have been offered years before this or when I initially asked. Gp's do a superb job but I feel it is important that they recognise when a specialist referral is required.

Our experiences at the practice with my wife's depression have been very poor. Everything from long waits between appointments, small amounts on prescriptions forcing us to buy smaller more expensive amounts. Rude to unhelpful receptionists. Doctors that did not refer my wife for therapy despite asking for 2 years just kept pumping her full of drugs and asking us to go to couples therapy. Since coming off the drugs and going to therapy on her own and a herbalist her problems have been halved.

I usually have long wait to see my preferred Doctor. If desperate, I can always get an appointment with another.

The wait for a specific doctor is sometimes too long.

Very difficult to get an appointment with my chosen doctor within two weeks. I prefer continuity of care and being seen by a doctor with whom I have some rapport.

Often have to wait-but I don't mind this as understand that some issues take longer to deal with and these are not predictable.

I was "triaged" by a receptionist - someone who is totally medically unqualified. I am a clinician and recognise when symptoms are potentially serious - despite me being polite, the receptionist was rude and brusque and the doctor who gave me telephone advice was useless - she seemed confused and to have little knowledge. My situation worsened and I blame the service I received at Chew for not recognising a problem and examining me that day.

Two- to four-week waits are common, which seems excessive.

Because the doctor takes the time needed, I often need more than the allotted appointment so am happy to wait so others also get the care they need.

I normally have to wait 3 weeks to see a doctor of my choice, or am told "we have no appointments with that doctor, call back in a week and new appointments will be up" .. always a long wait. I waited 45 minutes last week to see a doctor

I was not able to get a routine appt with my preferred GP but appreciate this was mainly due

to my very limited availability so is not the fault of the practice!

Very limited routine appointments available

Pharmacy - not always dispense correct medications with mistakes on repeat prescriptions and dosset boxes

Frequently difficult to get an appointment

If you need a appointment it's usually for a reason, you need to see a doctor! But unless it's an emergency it's usually a 2 - 3 week wait.

Although I have not had to see a doctor recently, it is not always easy to get to see a specific doctor at a specific time.

I am finding when I ask for an appointment I often have to wait 2 weeks even if I do not ask for a particular Doctor

Please note I have put agree to most of these but actually there is a design fault with this survey. You have not included the option of "no experience". Neither myself, my husband or my child have used the surgery in the two years since we registered. Due to the automated phone system you have callers can only access the service if they have a touch phone, so they can press 1-5 to choose an option. I was in the position where I tried to get through using a phone where this was not an option and as there is no default to reception it meant I could not get through. There should clearly be a default option to get through without choosing an option.

There seems to be a constant turnover of Doctors and so a professional relationship with a doctor is difficult. E.g Drs. Alban, Wilkins, Tasker(?) V.Wilkins, et al

The waiting period to see a doctor of my choice is often two to three weeks.

Always have to wait a while but understand why and at least I get seen

I do not like the new (choices) telephone line. Appointments are often difficult to get. Some of the staff are quite offhand or condescending.

Difficult to get continuity of care. Sometimes have to wait a long time for any appointment

There is often a longish wait for an appointment and I find that to see the doctor of my choice I can be waiting 3 weeks.

I was sent to the RUH Bath for investigations 3 months ago and have heard nothing from anyone since.

The popular Doctor is not always available.

You cannot get an appointment with our designated GP always at a time which fits in with your commitments. Recently I have had a prolonged period of going to and fro to hospital, when if the GP had done as I requested that could have been avoided. .

Sometimes appointments with a doctor of choice are difficult to make.

It is possible to get an appointment with a doctor of one's choice providing plenty of notice is given. In my experience 10 days to a fortnight.

Not used yet. should have 'neither agree or disagree' as an option.

The practice has served me well, even though I have a complex medical history and present with unusual problems. I would like to be seen by the same GP so as to have confidence that my background is known. This has not always been possible recently

I would prefer a surgery where the GP is willing to see patients to discuss problems. I have been told to wait from 2 to 3 weeks for an appointment, yet when I have visited the surgery in the afternoon there has not been a single person waiting to be seen. It should be made clear to patients how to obtain an urgent appointment. I do NOT want to talk about my problem to the receptionist, but that is what seems to be required in order to be offered an appointment to be seen by a doctor.

I would not recommend to a friend purely on the fact that it is far too busy! It is very difficult to get an appointment at the surgery. I don't think I have been able to see the doctor of my choice at all last year. Appointments are normally 15-20 mins late.

I have not required an urgent appt

Appointments with doctors have to be thought about well in advance of needing it if possible. To get non-urgent treatment you may have to wait several weeks for an appointment. Most times appointment overrun but understand this cannot be helped.

Section 4: Tell us about yourself

4.1 Are you:

Female	140 / 70%	Male	59 / 30%
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4.2 What age are you?

17 – 24	15 / 7.5%	65 – 74	49 / 25.5%
25 – 44	32 / 16%	75 – 84	31 / 15.5%
45 – 64	65 / 32.5%	85 or over	6 / 3%

4.3 How often do you visit the surgery to see a doctor or nurse?

At least weekly	2 / 1%	Once or twice a year	53 / 27%
Once a month or more	32 / 16%	Less than once a year	16 / 8%
3 or 4 times a year	94 / 48%		

4.4 How did you find out about this survey?

Handed to me in the surgery	106 / 54%
Put through my letterbox	15 / 7.5%

Sent by email by a friend	47 / 24%
Surgery website	27 / 13.5%
Saw notice in surgery	2 / 1%

4.5 Which village do you live in/near?

Winford	32 / 17.5%
Chew Magna	30 / 16.5%
Chew Stoke	22 / 12%
Stanton Drew	16 / 9%
Pensford	15 / 8%
Regil	12 / 6.5%
Bishop Sutton	11 / 5.5%
Dundry	10 / 5.5%
Others	33 / 19%

(Clutton 6, Compton Martin 5, East Harptree 5, Nempnett Thrubwell 4, Chelwood 3, Ubley 3, Publow, Stowey, Temple Cloud, Blagdon, West Harptree, Norton Hawkfield, Hinton Blewitt 1 each)

Thank you very much for your help