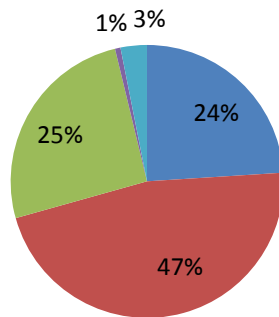


# Claremont Bank Surgery patient survey 2015

Total questionnaires completed: 255

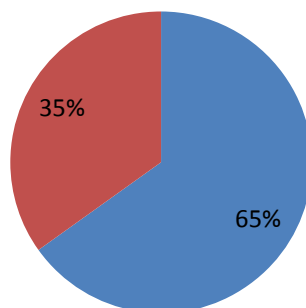
**Q1) Which of the following do you use to find information out about the practice?**

■ Website ■ Telephone ■ Notice Board ■ NHS Choices ■ Other



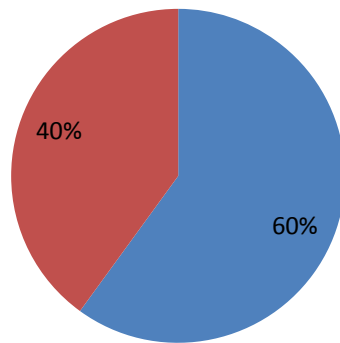
**Q2) Do you know we have our own website?**

■ YES ■ NO



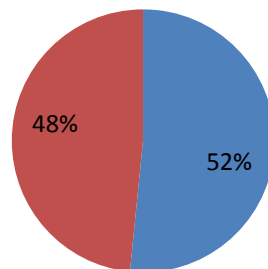
**Q3) Did you know that you can order repeat prescriptions online?**

■ YES ■ NO



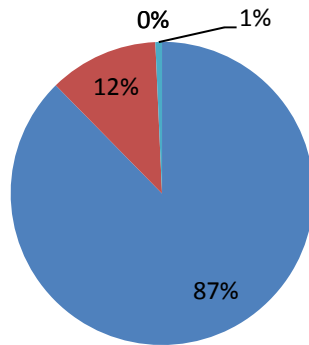
**Q4) Did you know that you can book appointments with your GP online and also your blood test appointments for Princess House?**

■ YES ■ NO



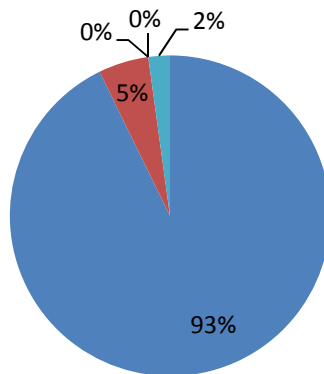
### Q5) How satisfied are you with the care you receive from the Doctor?

- Very Satisfied
- Fairly Satisfied
- Not very satisfied
- Not at all satisfied
- Never seen



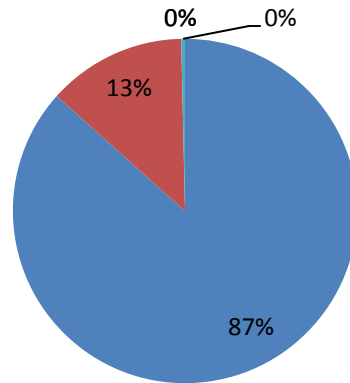
### Q6) How satisfied are you with the care you receive from the Nurse?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied
- Never seen



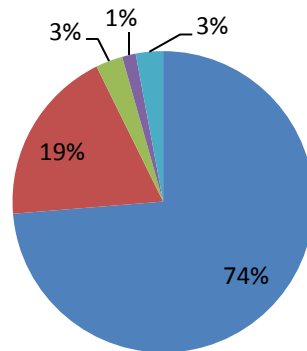
### Q7) How satisfied are you with the care you receive from the reception staff?

■ Very satisfied ■ Fairly satisfied ■ Not very satisfied ■ Not at all satisfied ■ Never seen



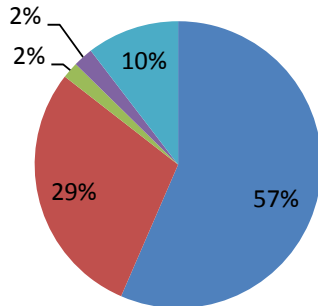
### Q8) How involved do you feel in the decisions made about your care?

■ Very involved ■ Fairly involved ■ Not very involved  
■ Not all involved ■ Not applicable



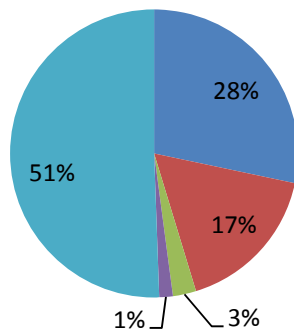
**Q9) In the past six months how easy have you found getting through on the phone?**

■ Very easy ■ Fairly easy ■ Not very easy ■ Not at all easy ■ Haven't tried



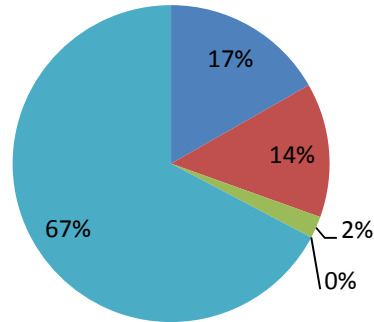
**Q10) In the past six months how easy have you found getting through to a Doctor on the phone?**

■ Very easy ■ Fairly easy ■ Not very easy ■ Not at all easy ■ Haven't tried



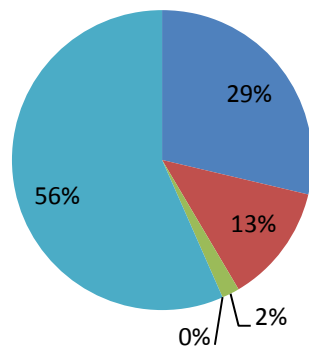
**Q11) In the past six months how easy have you found it getting through to a Nurse on the phone?**

■ Very easy ■ Fairly easy ■ Not very easy ■ Not at all easy ■ Haven't tried



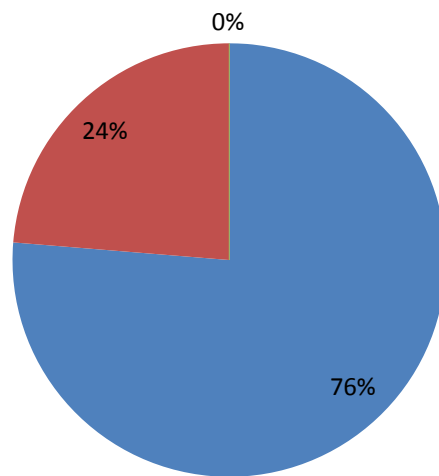
**Q12) In the past six months how easy have you found obtaining results by the phone?**

■ Very easy ■ Fairly easy ■ Not very easy ■ Not at all easy ■ Haven't tried



### Q13) How clean is the surgery?

■ Very clean ■ Clean ■ Not very clean



### The following comments were written by patients on their questionnaires:

- Very pleasant staff, very helpful, nice to have films on the TV to watch while you wait
- Doctors who I always see have left
- I have been with the practice since I was born. My whole family have and I wouldn't got anywhere else
- Claremont Bank Surgery is the best surgery that we have ever had.
- The surgery is that clean you could eat your dinner off the floors
- Very good
- Could do with more variety of childrens toys and my son gets bored and only 2 children can play at a time
- Very good practice all round
- I have no complaints at all, as I am looked after very, very well by all the surgery
- A very through care for all our family, thank you
- Very pleased
- Top marks

- Keep it up
- A lot of these questions depend on whether you are competent on a computer
- Always had excellent care. Everyone is very professional and caring
- Doctors and staff and usually very helpful and pleasant
- Need more nurse appointments please
- A good group to belong too
- Found the practice very helpful
- Completely satisfied with the service given
- Everything is fine
- As of 24.09.2015 I am very satisfied with everything
- I luckily don't need the doctor/nurse very often but when I do I always get an appointment and I understand that can't be said of all doctors surgeries
- Many thanks
- Excellent medical practice
- As I have only been signed up with the surgery for 6 months or less, I cannot yet judge the answers to some of these questions
- No complaint at all, well run surgery and use online services
- I am reassured by the way I am treated by everyone at the practice that my well fair is in good hands.
- I have not had a reason to see a Doctor or nurse or use the surgery in the last six months. I work in Birmingham and it is very difficult to see a doctor if I needed to see one.
- All reception staff except for one are lovely
- I do not own a computer so cannot go online
- Having been a patient for many years with Claremont Bank it is proof of satisfaction
- Very good practice
- Brilliant surgery, cannot fault it, well done everyone
- All ok
- I am very satisfied with all treatment I receive from doctor and staff
- Satisfied customer
- Have always found it an excellent practice
- Very satisfied all round
- I find Claremont Bank Surgery very friendly and very competent
- Excellent service, no complaints



- I cannot fault the practice for any reason, I have been very well taken care of, there should be more practices of this nature through the country (MP should be notified of this)
- Excellent surgery, appointments always available
- Surgery is a bit dated and small in comparison to others
- Happy to see more online services, time saving 😊
- I see you don't ask the question of how easy is it to get an appointment with a doctor
- Excellent practice with caring staff
- Upset two years ago by two practice doctors (not usual for me as a businessman who's has to handle customers with grate care)
- I am very happy with all aspects of my care over the past year – thank you
- Very pleased to be here
- The website is brilliant. The amount of time and stress it has spared me is fantastic
- Very pleasant with all aspects I have come across
- I have my prescriptions electronically
- Brilliant
- Can't fault anything. Excellent service always
- Lovely surgery, nasty car park
- Half a century of care, thank you