

Date of Survey	Total Responses	QUESTION 1					QUESTION 2				
		How likely are you to recommend our Practice					Gender				
		Don't know	Unlikely	Neither likely or unlikely	Likely	Extremely likely	Male	Female	Other	Skipped Question	16-24
01/03/2022	1					1		1			
15/11/2022	2	1				1		1	1		
04/01/2023	2					2	1	1			
05/01/2023	2					2	1	1			
09/01/2023	5				1	4	2	3			
10/01/2023	7				2	5		7		1	

11/01/2023	2			1	1		1	1			
12/01/2023	10				6	4	7	3			
13/01/2023	16	1		3	6	6	7	9			1
14/01/2023	1				1			1			

16/01/2023	11			1	3	7	3	8			
	3					3	1		2	3	

Given to RM  
on 15/2 (not  
dated)

8				8		2	1	5	8	
1			1			1				
1		1						1		
		1								
			2							
				3						





# FRIENDS AND FAMILY SURVEY RESULT

QUESTION 3						QUESTION 4		QUESTION 5					
Age Group						Do you consider yourself to have a disability		Ethnicity					
25-34	35-44	45-54	55-64	75-84	85+	Yes	No	White British	White Irish	Asian or Asian British - Indian	Asian or Asian British - Chinese		
			1				1	1					
			1		1	1	1	2					
1		1					2	1		1			
	1		1				2	2					
	1	3	1				5	5					
	1	1	2	2		1	6	7					

		1		1			2	1			1		
	2		3	4	1		10	8	1	1			
1			5	8	1	2	14	16					
			1				1	1					











# TS

		QUESTION 6				QUESTION 7			Comments
		Are you				Happy to Share this information			
	The Patient	The Patient and parent/ carer	The parent or carer	Patient's family	Patient's Friend	Yes	No	Skipped Question	
			1					1	
	1	1				1	1		Q4. "dead"
	2					1	1		
	2					2			
	5					5			Q1. Very efficient and seen extremely quickly. Q1. Prompt efficient and caring service. Q1. Seen within 3 hours and excellent help by Dr Parul Karia
	6	1				6	1		Q1. There's only 2 surgeries in the area. Q4. Asthma. Q1. Very good with appointments and seeing us. Q1. Prompt appt. Q1. Provided same day appointment and dr took swift action to resolve my issue. Q1. I have always managed to see one of the GPs

	2					2			Q1. Excellent doctor. The doctor was patient and helpful. The receptionist was impatient and I felt that I was taking up too much of her time in a two minutes telephone call. Q1. I am not a frequent visitor so this is just m opinion.
	10					9	1		Q1. Very friendly and very helpful. Q1. Never experienced any problems.
	15		1			12	4		Q1. Because the issue got resolved quick. Q1. I have never had anything less than excellent response from this surgery. Q1. No particular reason. Q4. swollen legs. Q1. Good and efficient practice. Q1. Good response and advice. Q1. Good service. Q1. Lack of service over the past few years. Q1. Good service informative, took time to explain. Q1. Nothing in particular. Q1. Often difficult to get an appointment, have to say it's urgent.
	1					1			Q1. Didn't have to wait too long for appt.

	7	1	3			10	1		<p>Q1. They seem to compare favourably with other people's experiences of their surgeries and Dr Karia? Is very professional and kind. Q1. They are very vigilant on checking medical review dates and blood results, also they actually listen listen and discuss treatment. Q4. Not really. Q1. I felt listened to.</p> <p>Q1. Very understanding gp. Q5. Asthma.</p> <p>Q1. I asked for an appointment and was given one within 15 minutes. Q1. Friendly staff. Q1. Got an appointment when I rang at 8.30 for 10.40am marvellous caring treatment by Dr Karia. Q1. Fast reply. Q1. Professional but kind.</p>
	3					3			<p>Q1. The doctors are very helpful, Nurse very helpful and Reception staff friendly. Q1 Drs very helpful - no problems setting appointments.</p> <p>Q1. Always helpful staff on phone and them and doctors willing to help.</p>

	8								<p>Q1. follow ups to see Doctor are often slow especially if you need advice on your condition. Q1. Have been a patient here many many years, always very good service.</p> <p>Q1. Taking care</p> <p>Q1. Friendly &amp; accomodating service. Q1. Generally consistent care. Q1. Have not had any problems so far once you can get an appointment. Q1. I have been with Baldiwns Lane Surgery my whole life (25 years). They have always been great at offering an appointment (especially in emergencies) when I need one. The only bad experience I have encountered was abrupt reception staff a few years ago telling me to transfer surgery when I had moved to Uni part-time (they were rather unhelpful with advice).</p>
						1			<p>Q1. When I'm seen the doctors are professional however speaking to someone on the phone you don't feel welcome or its like I'm putting them out.</p>
									<p>Q1. Very difficult to actualy see a doctor.</p>
								1	<p>Extremely Unlikely - never gets to see a doctor</p>
								2	<p>Not a place you choose to come. Sometimes friendly helpful receptionist but not all the time</p>
								3	<p>I am very happy with the care I am given here. It can be hard to get an appointment, but I do understand the constraints.</p> <p>Doctors of high quality, can typically get an appointment. No issues, simple booking of appt and text confirmation.</p>





