

Respondent	Date	Quality of Consultation			
		Last time you saw or spoke to a GP or nurse from your GP surgery, how would you rate that GP or nurse at the following?			
		Giving you enough time	Listening to you	Explaining tests & Treatments	Involving you in decisions about your care
1	18/12/2021	Very good	Very good	Good	Very good
2	18/12/2021	Very good	Very good	Very good	Good
3	18/12/2021	Good	Good	Doesn't apply	Good
4	17/12/2021	Good	Very good	Very good	Very good
5	13/12/2021	Good	Good	Doesn't apply	Good
6	10/12/2021	Good	Very good	Very good	Very good
7	10/12/2021	Good	Good	Good	Good
8	03/12/2021	Very good	Good	Good	Neither good nor poor
9	14/11/2021	Very good	Very good	Very good	Very good
10	15/11/2021	Very good	Very good	Very good	Very good
11	15/11/2021	Good	Good	Good	Good
12	22/11/2021	Very good	Very good	Very good	Very good
13	22/11/2021	Very good	Very good	Very good	Very good
14	15/11/2021	Good	Good	Very good	Good
15	15/11/2021	Very good	Very good	Very good	Very good

16	15/11/2021	Very good	Very good	Very good	Very good
17	15/11/2021	Very good	Very good	Very good	Very good
18	15/11/2021	Very good	Very good	Very good	Very good
19	14/11/2021	Very poor	Good	Good	Neither good nor poor
20	21/11/2021	Very good	Very good	Very good	Very good
21	21/11/2021	Very good	Very good	Very good	Very good
22	16/11/2021	Good	Very good	Good	Very good
23	16/11/2021	Very good	Very good	Very good	Good
24	19/11/2021	Very good	Very good	Good	Good
25	15/11/2021	Very good	Very good	Very good	Very good
26	15/11/2021	Good	Good	Good	Good
27	06/12/2021	Neither good nor poor	Neither good nor poor	Neither good nor poor	Neither good nor poor
28	06/12/2021	Very good	Very good	Very good	Very good
29	06/12/2021	Very good	Very good	Very good	Very good
30	06/12/2021	Good	Good	Good	Good
31	06/12/2021	Good	Good	Good	Good
32	06/12/2021	Very good	Very good	Very good	Very good
33	14/11/2021	Good	Good	Good	Neither good nor poor
34					
35	13/11/2021	Good	Good	Good	Good
	13/11/2021	Good	Good	Good	Neither good nor poor
36	13/11/2021	Very good	Very good	Very good	Very good

37	13/11/2021	Very good	Very good	Very good	Very good
38	13/11/2021	Very good	Very good	Doesn't apply	Doesn't apply
39	13/11/2021	Very good	Very good	Good	Good
40	13/11/2021	Neither good nor poor	Very poor	Good	Poor
41					
42	13/11/2021	Good	Good	Good	Good
43	08/11/2021	Very good	Very good	Very good	Very good
44	08/11/2021	Very good	Very good	Very good	Very good
45	09/12/2021	Very good	Very good	Very good	Very good
46	08/11/2021	Very good	Very good	Very good	Very good
47	12/11/2021	Very good	Very good	Good	
48	12/11/2021	Very good	Very good	Very good	Very good
49	12/12/2021	Very good	Very good	Very good	Very good
50	13/11/2021	Very good	Very good	Very good	Very good
51					
52	13/11/2021	Very good	Very good	Very good	Good
53	13/11/2021	Good	Very good	Good	Good
54	13/11/2021	Good	Very good	Good	Good
55	13/11/2021	Very good	Very good	Very good	Very good
56					
57	13/11/2021	Very good	Very good	Good	Good
58	12/11/2021	Very good	Very good	Very good	Very good
59	26/02/2022	Very good	Very good	Good	Very good
	26/02/2022	Good	Good	Very good	Very good

61	26/02/2022 Good	Good	Good	Very good
62	26/02/2022 Very good	Very good	Very good	Very good
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		Accessing your GP services and making an appointment	
How good was			
Treating you with care & concern	Did you have confidence in the GP or nurse you saw or spoke to?	How satisfied are you with the hours your GP surgery is open?	Generally, how easy is it to get through to someone at your GP surgery on the phone?

Good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Good	Yes, definitely	Very satisfied	Very easy
Good	Yes, definitely	Fairly satisfied	Fairly easy
Poor	Yes, to some extent	Very dissatisfied	Not at all easy
Very good	Yes, definitely	Fairly satisfied	Very easy
Good	Don't know / can't say	Fairly satisfied	Very easy
	Don't know / can't say	Very satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Not at all easy
Very good	Yes, definitely	Very satisfied	Very easy
Good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Very easy
Good	Yes, definitely		
Very good	Yes, definitely	Very satisfied	Very easy

Very good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely		
Very good	Yes, to some extent	Very dissatisfied	Not at all easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely		
Very good	Yes, definitely	Very dissatisfied	Very easy
Very good	Yes, definitely		Fairly easy
Good	Yes, to some extent	Fairly satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Very easy
Good	Yes, to some extent	Fairly satisfied	Fairly easy
Neither good nor poor	Don't know / can't say	Very satisfied	Fairly easy
Very good	Yes, definitely		Not at all easy
Very good	Yes, definitely		
Good	Yes, to some extent	Very satisfied	Very easy
Good	Yes, to some extent	Very satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Good	Yes, to some extent	Fairly satisfied	Not very easy
Good	Yes, to some extent	Fairly satisfied	Fairly easy
Neither good nor poor	Yes, to some extent	Very satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Very easy

Very good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely	Neither satisfied nor	Fairly easy
Good	Yes, definitely	dissatisfied	Fairly easy
		Very satisfied	Fairly easy
Good	No, not at all	Very satisfied	Very easy
Doesn't apply	Yes, definitely	Fairly satisfied	Not at all easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Fairly satisfied	Fairly easy
Very good	Yes, definitely	Fairly satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Fairly satisfied	Fairly easy
Good	Yes, to some extent	Fairly satisfied	Fairly easy
Good		Neither satisfied nor	Fairly easy
Very good	Yes, definitely	dissatisfied	Fairly easy
Very good	Yes, definitely	Very satisfied	Very easy
		Very satisfied	Very easy
Good	Yes, definitely	Very satisfied	Very easy
Very good	Yes, definitely	Very satisfied	Very easy
Good	Yes, definitely	Very satisfied	Fairly easy
Very good	Yes, definitely	Fairly satisfied	Fairly easy

Very good Yes, definitely Very satisfied Fairly easy

Very good Yes, definitely Fairly satisfied Fairly easy

appointment			Managing your health	
Last time you wanted to see or speak to a GP or nurse from your GP surgery, when did you <u>want</u> to speak to see or speak to them?	Were you able to get an appointment to see or speak to someone?	Overall, how would you describe your experience of <u>making</u> an appointment?	Do you have a long-standing health condition?	In the last 6 months, have you had enough support from local services or organisations to manage your long-term health condition(s)?
On the same day	Yes	Very good	No	
On the same day	Yes	Very good	Yes	Yes, definitely
On the same day	Yes	Very good	Yes	Yes, definitely
I didn't have a specific day in mind	Yes, but I had to call back closer to or on the day I wanted the appointment	Good	No	
On the same day	Yes, but I had to call back closer to or on the day I wanted the appointment	Good	No	Yes, to some extent
On the same day	Yes	Good	Yes	Yes, definitely
On the same day	Yes	Very good	Yes	
On the same day	Yes	Very good	Don't know / can't say	Don't know / can't say
On the same day	Yes	Poor	Yes	Yes, definitely
On the same day	Yes	Very good	No	Yes, definitely
I didn't have a specific day in mind	Yes	Very good	Yes	Yes, definitely
On the same day	Yes	Very good	Yes	Yes, definitely
On the next working day	Yes	Very good	No	Don't know / can't say
On the same day	Yes	Very good	Yes	Yes, to some extent

On the same day	Yes	Very good	Yes	Yes, definitely
On the next working day	Yes	Very good	Yes	Yes, definitely
On the same day		Poor	Yes	No, not at all
On the next working day	Yes	Very good	Yes	Yes, definitely
On the same day	Yes	Very good	Yes	Yes, definitely
On the same day	Yes	Very good	Yes	Yes, to some extent
On the same day	Yes, but I had to call back closer to or on the day I wanted the appointment	Good	No	
On the same day	Yes	Very good	Yes	Yes, definitely
On the next working day	Yes, but I had to call back closer to or on the day I wanted the appointment	Good	No	Yes, to some extent
On the same day	No			Yes, definitely
On the same day	Yes	Good	Yes	Don't know / can't say
On the same day	Yes	Good	Yes	Don't know / can't say
On the same day	Yes	Very good	Yes	Yes, definitely
On the same day	No	Poor	Yes	Yes, definitely
On the same day	Yes, but I had to call back closer to or on the day I wanted the appointment	Good	Yes	No, not at all
On the same day	Yes, but I had to call back closer to or on the day I wanted the appointment	Good	No	
On the same day	Yes	Very good	Yes	Yes, definitely

On the same day	No	Very good	Yes	Yes, definitely
On the same day	Yes	Good	No	
On the same day	Yes	Good		
On the next working day	Yes	Good	No	
	Yes, but I had to call back closer to or on the day I wanted the appointment			
Can't remember		Good	No	
On the same day	Yes	Very good	No	I haven't needed such support
On the same day	Yes	Very good	No	I haven't needed such support
A few days later	Yes	Very good	No	
On the same day	Yes	Very good	No	Don't know / can't say
On the same day	Yes	Very good	No	Yes, definitely
A week or more later	Yes	Very good	No	
On the same day	Yes	Good	No	
On the same day	Yes	Very good	Yes	Yes, definitely
On the same day	Yes	Very good	Yes	Yes, definitely
	Yes, but I had to call back closer to or on the day I wanted the appointment			
On the next working day		Very good	Yes	Yes, to some extent
On the same day	Yes	Very good	Don't know / can't say	Yes, to some extent
On the same day				Yes, to some extent
On the same day	Yes	Very good	Yes	No, not at all
On the same day	Yes	Very good	Yes	Yes, definitely
	Yes, but I had to call back closer to or on the day I wanted the appointment			
On the same day		Good	Yes	No, not at all
On the same day		Very good	Yes	Yes, definitely
On the same day	Yes	Neither good nor poor	No	
On the same day	Yes	Neither good nor poor	No	

	Yes, but I had to call back closer to or on the day			
On the next working day	I wanted the appointment	Neither good nor poor	No	
On the same day	Yes	Neither good nor poor	No	I haven't needed such support

	Overall experience	
How confident are you that you can manage your own health?	Overall, how would you describe your experience of your GP surgery?	Would you recommend your GP surgery to someone who has just moved to your local area?

Very confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would probably recommend
	Very good	Yes, would definitely recommend
Fairly confident	Good	No, would definitely not recommend
Very confident	Very good	Yes, would definitely recommend
	Good	
	Very good	Yes, would probably recommend
Very confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Very confident	Very good	
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend

Very confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
	Very good	Yes, would definitely recommend
Not at all confident	Good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
	Very good	
Fairly confident	Very good	Yes, would definitely recommend
Not very confident	Very good	Yes, would definitely recommend
Fairly confident	Good	Yes, would probably recommend
Very confident	Very good	Yes, would definitely recommend
Fairly confident	Good	Yes, would probably recommend
Very confident		
	Very good	Yes, would definitely recommend
Not at all confident	Very good	Yes, would definitely recommend
Not at all confident	Good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Good	Yes, would probably recommend
Fairly confident	Good	Yes, would probably recommend
	Good	Yes, would probably recommend
Very confident	Very good	Yes, would definitely recommend

Very confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would probably recommend
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Good	
Fairly confident	Good	Yes, would probably recommend
Fairly confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
Fairly confident	Good	Not sure
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
Not at all confident	Good	Yes, would probably recommend
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Fairly confident	Good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend
Very confident	Very good	Yes, would definitely recommend
Fairly confident	Very good	Yes, would definitely recommend

Very confident Very good Yes, would definitely recommend

Very confident Very good Yes, would definitely recommend

Additional feedback

Dr and reception also nurses very caring.

When I call for a appointment, I normaly do get one on the same day.

Very friendly nurse and doctor. Feel welcomed a a new patient. Thanks.

Excellent care from all in surgery.

No comment

This Kingsmead Healthcare are very good, they always come to help anytime.

It's ok.

Same day appointment should be better.

I would like to express how helpful and polite Carol Welch the receptionist she always relax me when I a

I find that the receptionist are very helpful and give very good advice. Carol receptionist is always polite
Doctor was great with my service.

GP service very helpful.

Appointment can be hectic at times. One call early morning or afternoon for appointment only to be tol

No comments. Service has always been excellent.

Very good treatment.

arrive for my appt. Thank you very much.

and listen to my problems and help me to feel confident when I arrive at the GP practice for my appointment.

It's full up.

intment.