

# QUEENS AVENUE

## PATIENT SURVEY JULY 2023

Patients who attended the surgery 11<sup>th</sup> July – 26<sup>th</sup> July 2023 were able to complete the survey after seeing a Doctor or Nurse. The survey was available in paper format or could be completed online via a QR code or our website. Immersive reader for patients with visual impairment was available online.

47 questionnaires were returned with an overall patient satisfaction of 4.91% out of 5.

A full breakdown of responses can be found at:

[https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=kB6oLu01HW3ZWlov43Ri4C0UQ0BBQfuE&id=qGneRpgUeEuTL6\\_4DbZkeDSz1BpJv2dBrLaZ2xDQLdZUODBNRDdITk9INjRESkNTWIRQVVQzQzdFWi4u](https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=kB6oLu01HW3ZWlov43Ri4C0UQ0BBQfuE&id=qGneRpgUeEuTL6_4DbZkeDSz1BpJv2dBrLaZ2xDQLdZUODBNRDdITk9INjRESkNTWIRQVVQzQzdFWi4u)

Thank you to all the patients who completed the survey and took the time to make the following comments:

- "I always find the receptionists helpful.
- I have seen a few different doctors recently and always been treated with care and kindness. I feel lucky to be with Queens Ave Surgery. "
- Honestly one of the nicest doctors I have ever been too. Everyone is lovely.
- Very happy with the service provided by the surgery
- We are very lucky with this practice
- I think it will take a lot to be better than Queens Avenue Sugery.
- I have hardly required to see GP - however have have always had good service.
- Compared to the stories told by friends and family regarding their GP surgeries, it makes us realise how lucky we are with Queens Avenue Surgery.
- In the last four years I have had my illness, the medical and reception staff have been helpful and supportive.
- An excellent surgery in every respect. Never had a complaint been with them since 1976.
- Excellent service which is very much appreciated.
- What is there to say the surgery is excellent.
- Best surgery around.
- Great professional experience overall.
- The staff are always courteous kind and helpful.
- I don't like waiting too long.
- Thank you everyone
- Always Helpful
- An Excellent Surgery
- Good efficient service
- I have always had excellent service from everyone at QA Surgery.
- Very helpful.
- The receptionists are amazing as are the doctors and nurses.
- It would be great to get appointments earlier.
- I am so lucky to have such a excellent doctor in Dr Stubbs, I have great trust in her.
- would like to book appointments online
- would like to book appointments further than a month ahead. Well oiled machine, with empathy
- very helpful and friendly
- you are brilliant! this surgery represents the best of the NHS
- I usually see Dr Phillips & Dr Stubbs- I find them both caring and understanding whilst being thorough and professional. Helen is a great nurse and brilliant at bloods