



Patient survey results (June – Dec 2017)

The questions in our patient survey are based on research which outlined key areas of patient importance.

We received 79 pieces of feedback during this period, many thanks to those of you who took part and for your very kind and appreciative comments.

This word cloud represents patient verbatim comments - **the larger the font size the more times the words appeared.**

Answers to patient feedback;

Disabled Parking bays – these are situated as close to the main entrance as possible allowing for emergency ambulance access. To maximise patient access to car parking, staff do not park in the top car park and have day time access to parking at Chew Valley Rugby Club.

Our GP:Patient ratio is the best in BaNES and waiting times are always kept to a minimum. We apologise if you experience a delay in seeing a chosen doctor.

Clinician appointments are carefully monitored and driven by patient need. Whilst it is not always possible for us to take bloods immediately after a GP appointment, we can usually offer an appointment very soon afterwards.

Our friendly Dispensing team can help patients check repeat prescription orders on collection or provide a quiet room for patients to do this in private, if necessary.

We welcome your feedback and please let us know if you would like to join our patient participation group. You can also keep up-to-date with BaNES Clinical Commissioning Group health information and public meetings by following 'Bath and North Somerset CCG' on facebook.

Helen Harris, Practice Business Manager