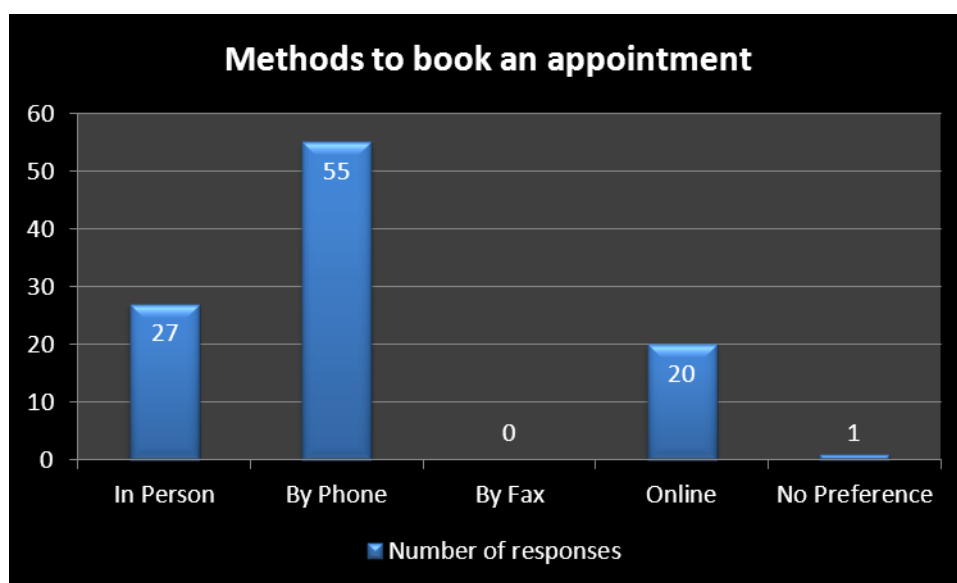


GP Patient Survey Results – January/February 2014

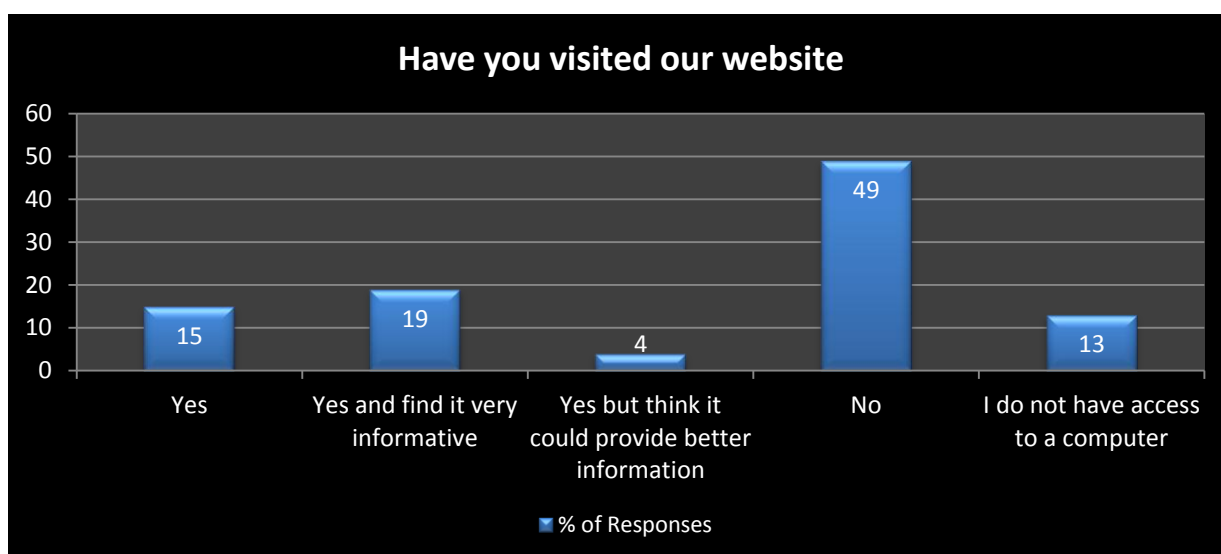
Patients attending both Weobley and Staunton on Wye for consultations were asked to complete the GP Patient Survey during a period of six weeks between mid-January and mid-February.

Total responses: 72

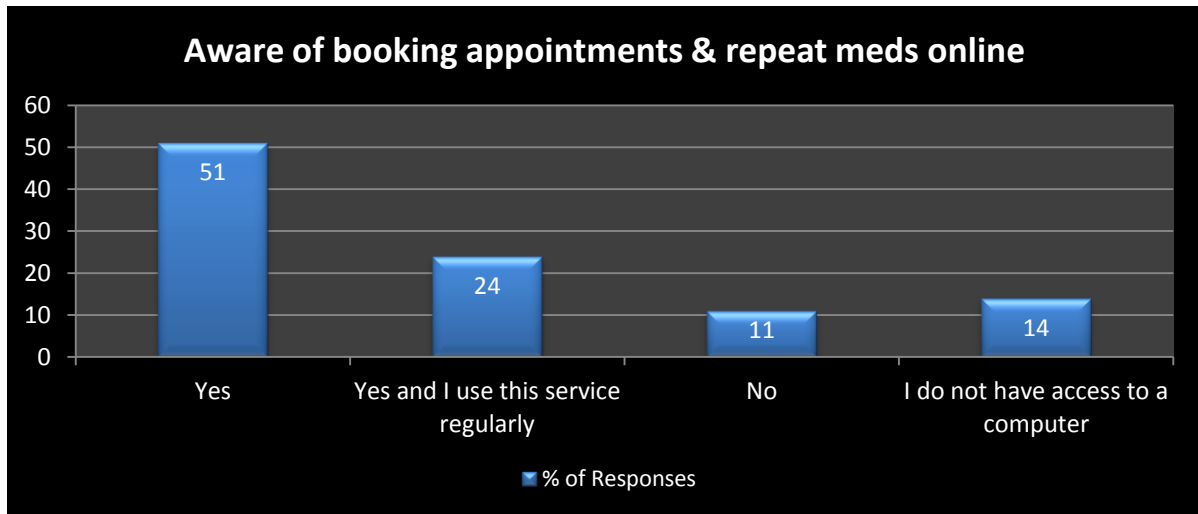
1. Which of the following methods would you prefer to use to book an appointment at the Surgery (please tick all that apply)



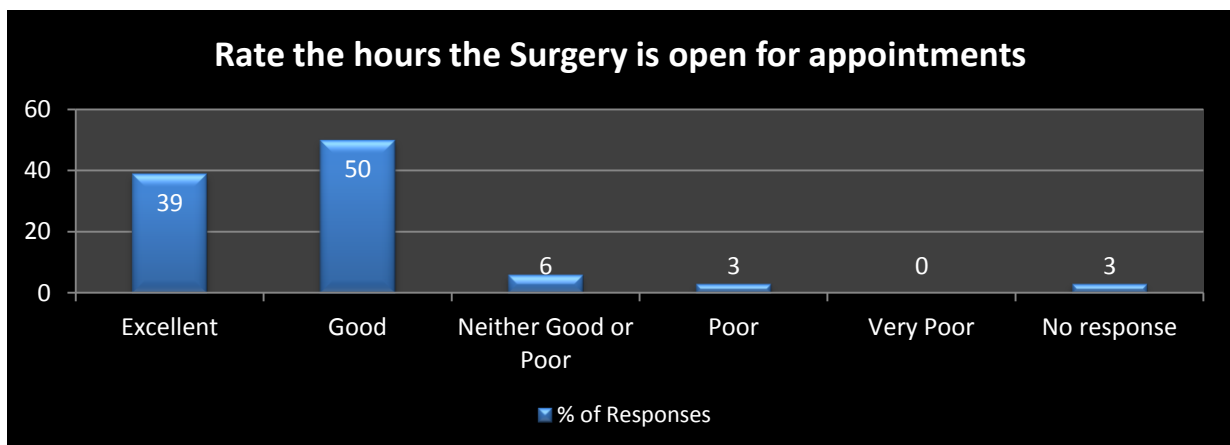
2. Have you visited our website – www.weobleyandstauntonsurgeries.nhs.uk?



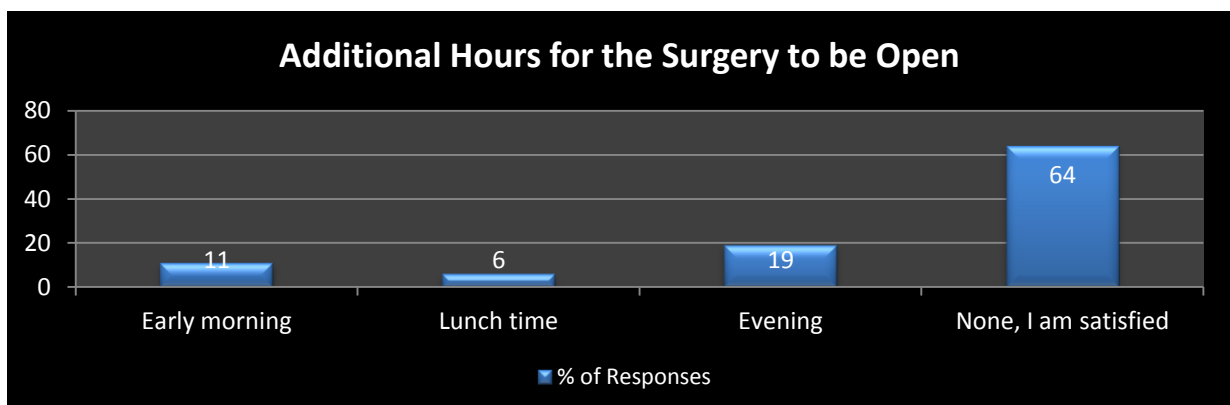
3. Are you aware that you can book appointments and order repeat medications online?



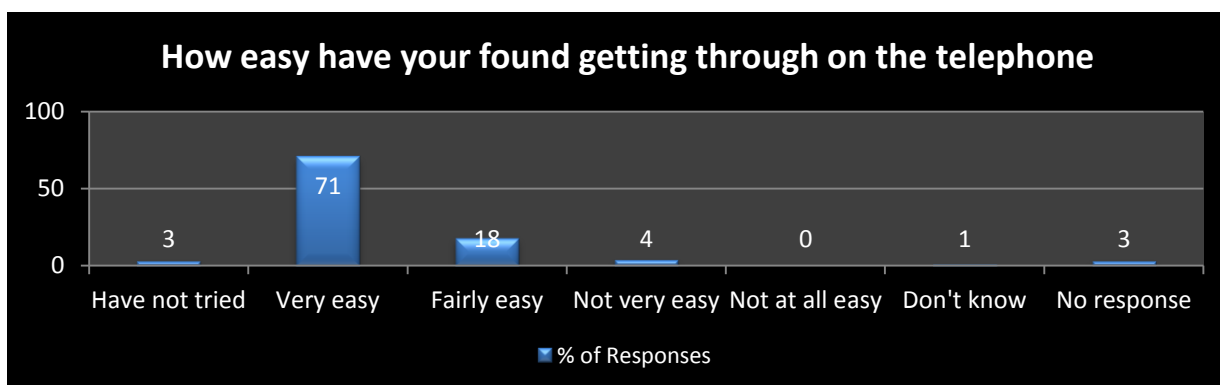
4. How do you rate the hours that the Surgery is open for appointments?



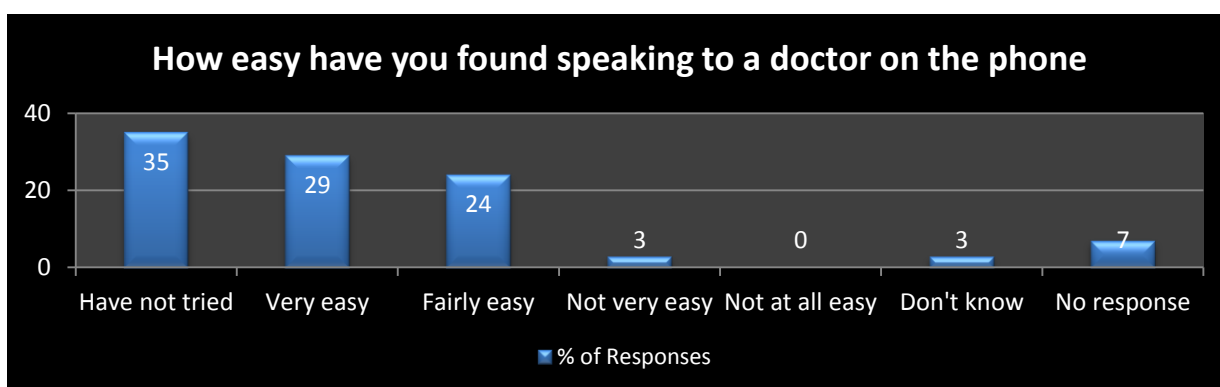
5. What additional hours would you like the surgery to be open?



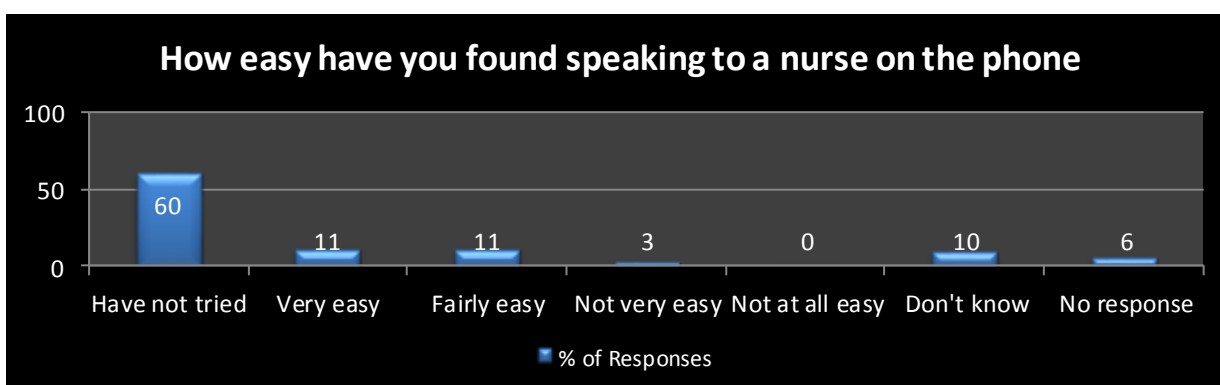
6. In the past six months how easy have you found getting through on the telephone?



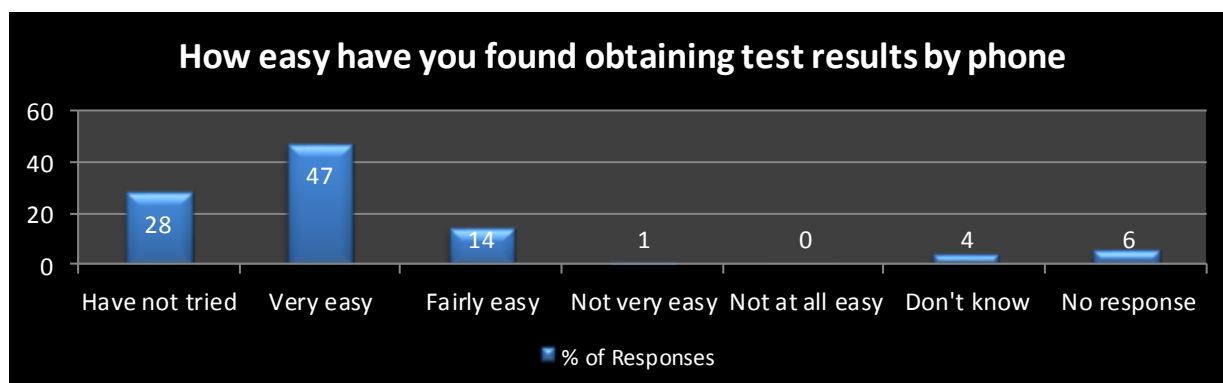
In the past six months how easy have you found speaking to a doctor on the phone?



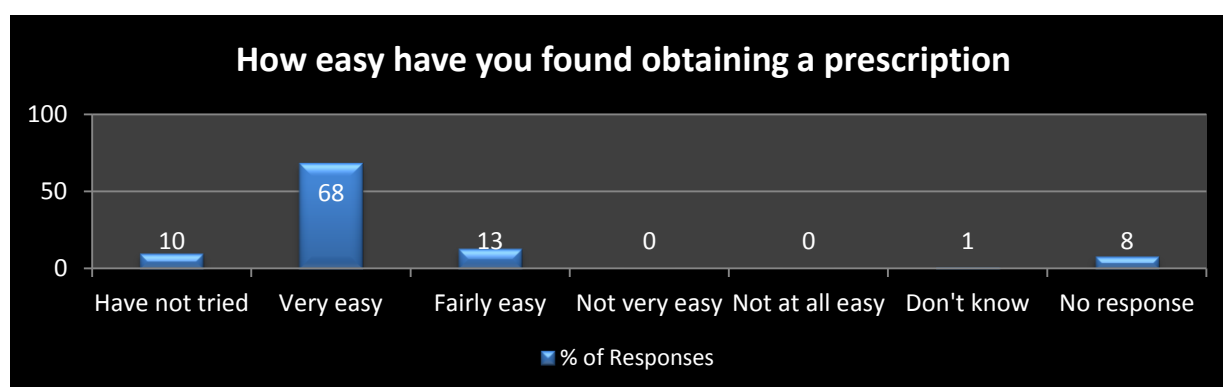
In the past six months how easy have you found speaking to a nurse on the phone?



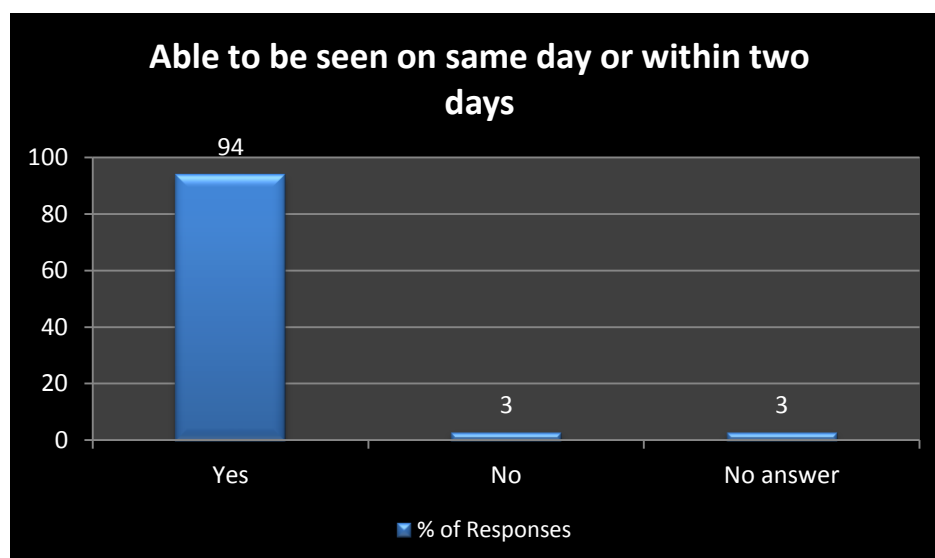
In the past six months how easy have you found obtaining test results by phone?



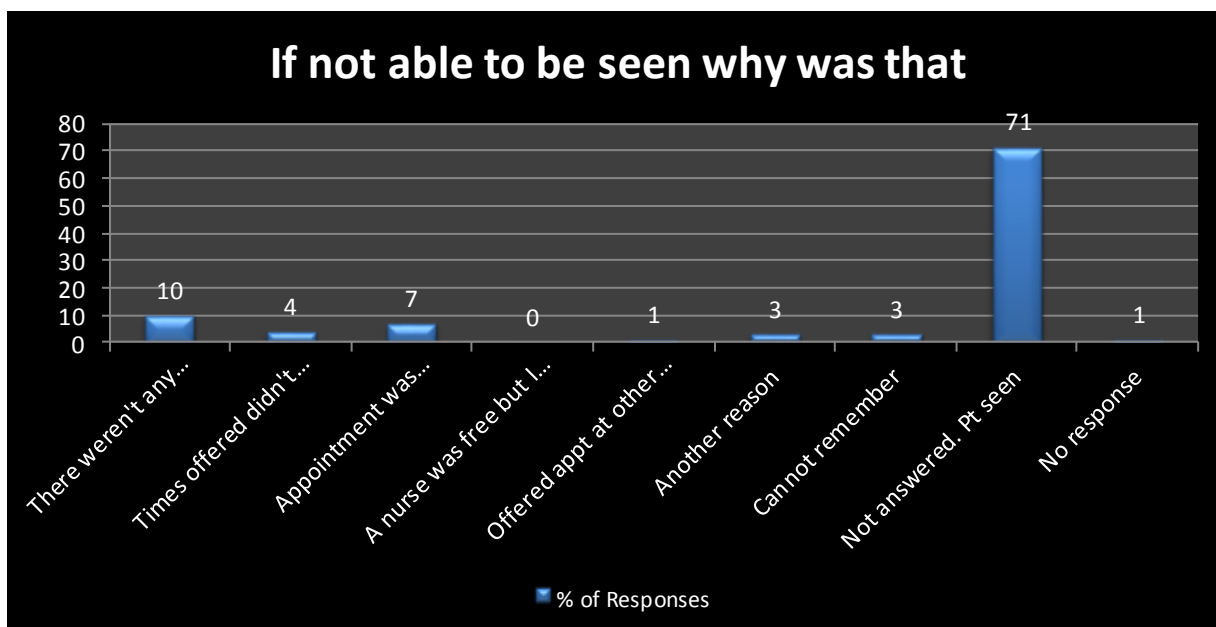
In the past six months how easy have you found obtaining a prescription?



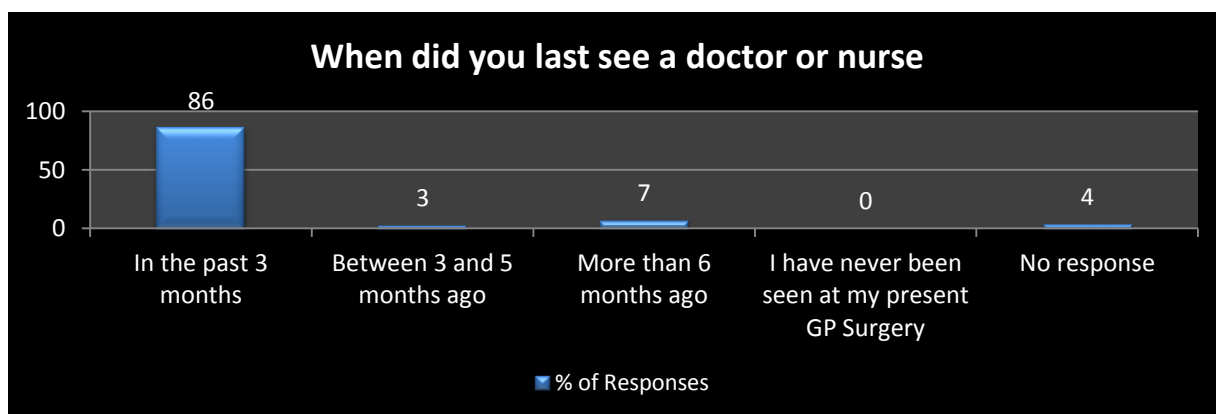
7. Think about the last time you tried to see a doctor or a nurse fairly quickly. Were you able to see a doctor or nurse on the same day or in the next two week days after the GP Surgery was open?



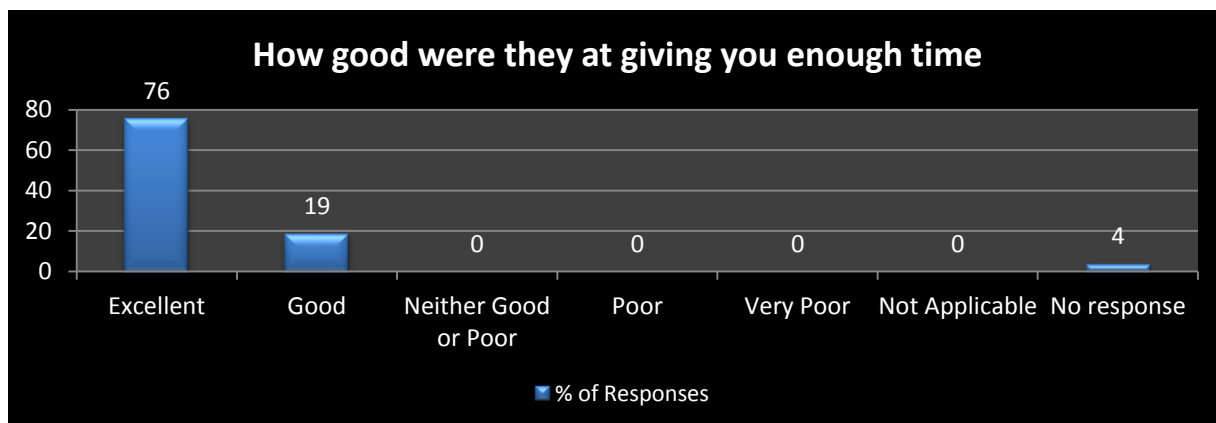
8. If you were not able to be seen in the next two week days that the Surgery was open, what was that?



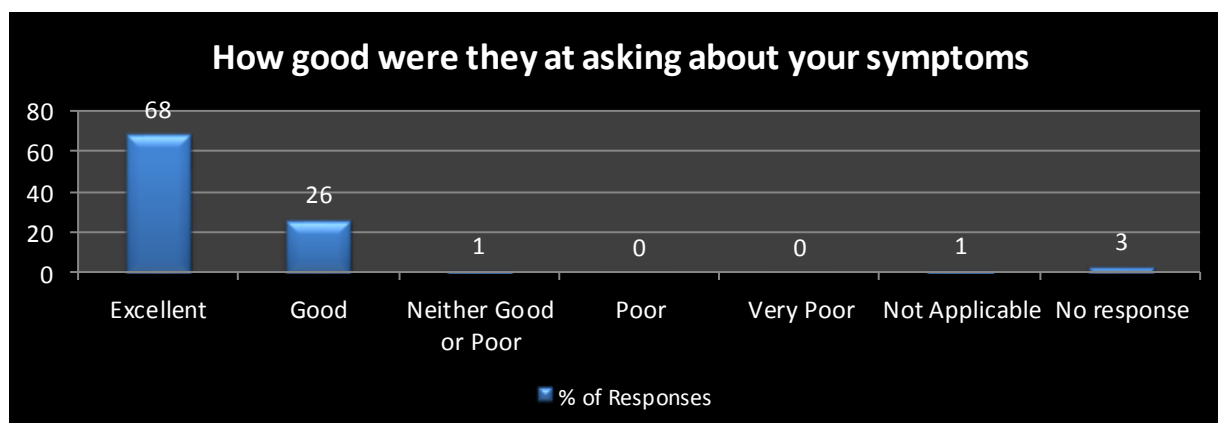
9. When did you last see a doctor or nurse at the Surgery?



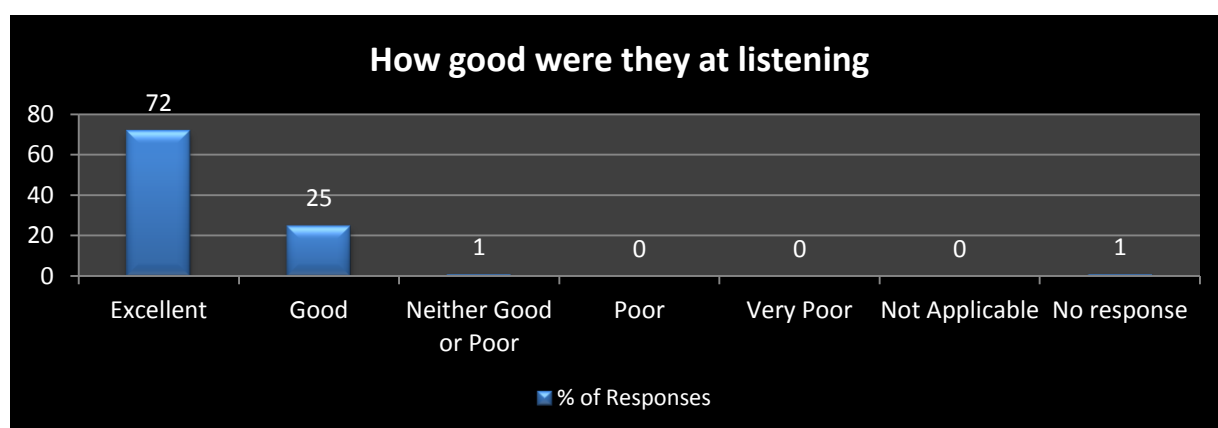
10. When you were last seen by the doctor or nurse at the Surgery, how good were they at giving you enough time?



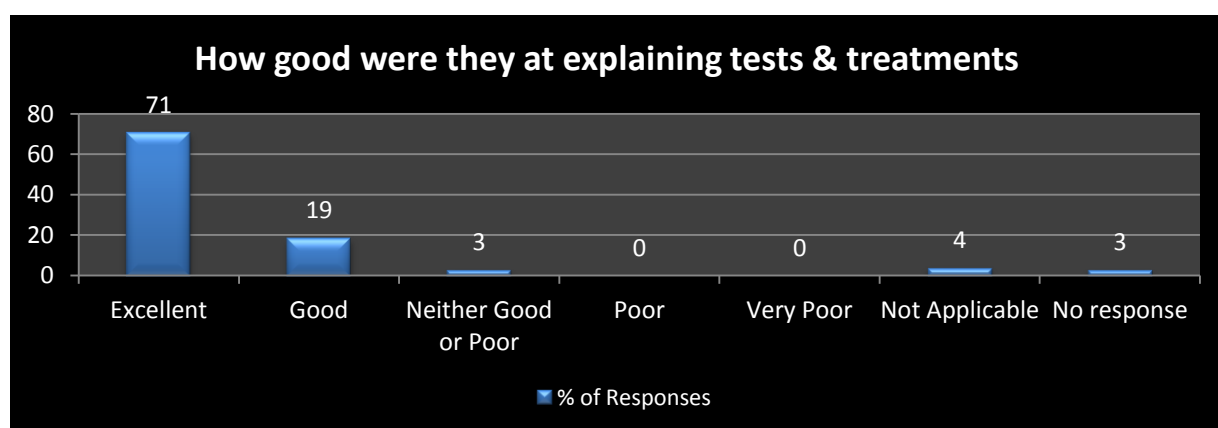
When you were last seen by the doctor or nurse at the Surgery, how good were they at asking about your symptoms?



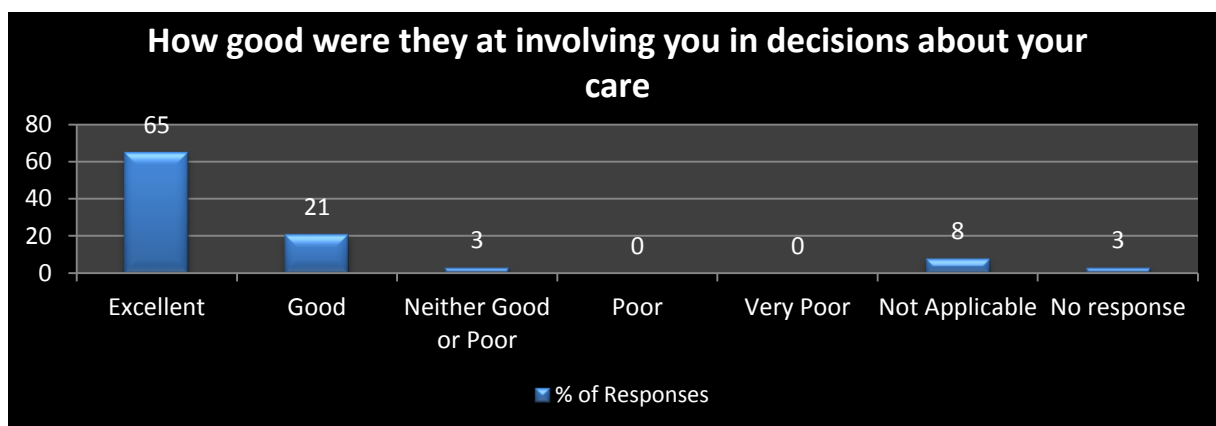
When you were last seen by the doctor or nurse at the Surgery, how good were they at listening?



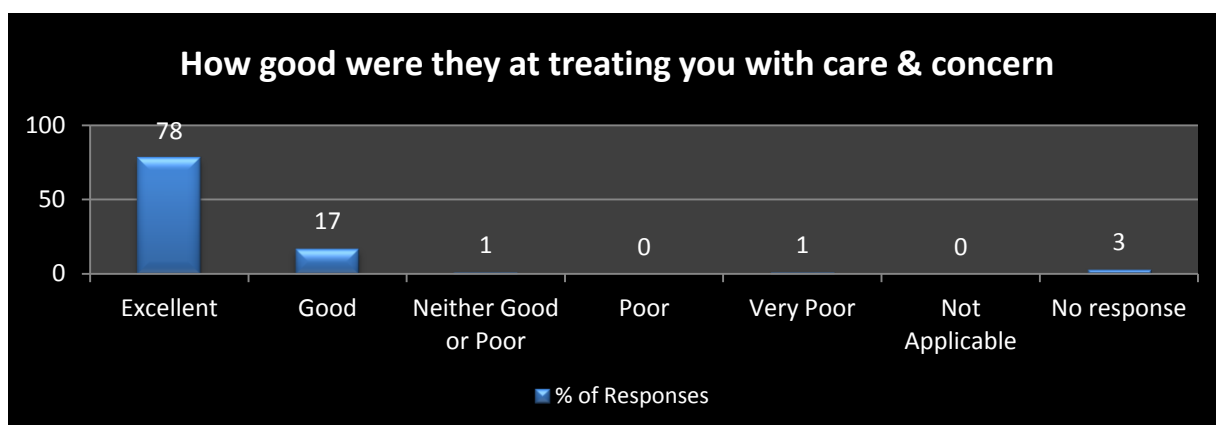
When you were last seen by the doctor or nurse at the Surgery, how good were they at explaining tests and treatments?



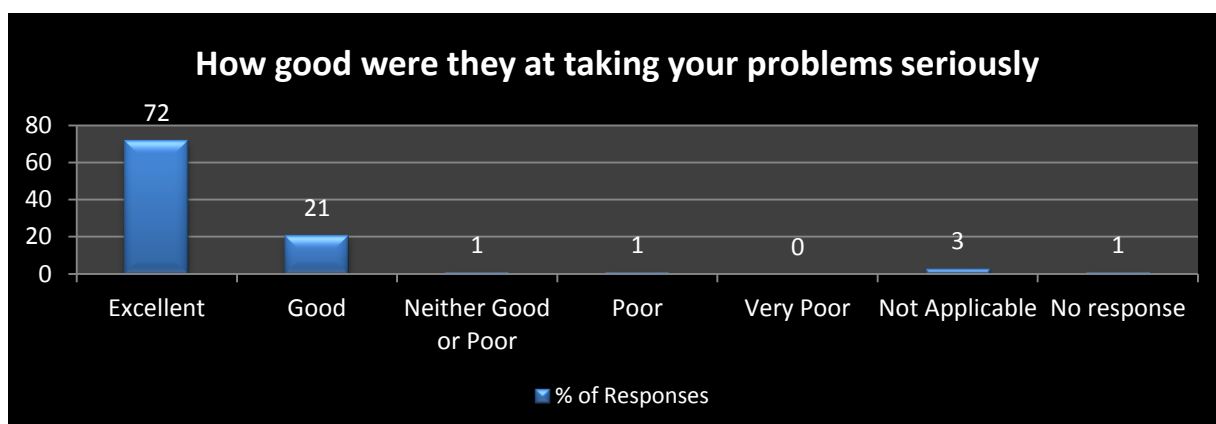
When you were last seen by the doctor or nurse at the Surgery, how good were they at involving you in decisions about your care?



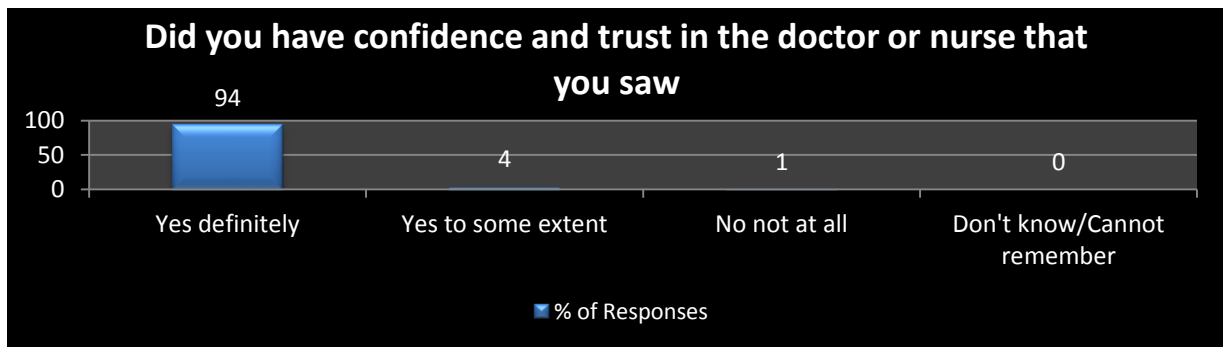
When you were last seen by the doctor or nurse at the Surgery, how good were they at treating you with care and concern?



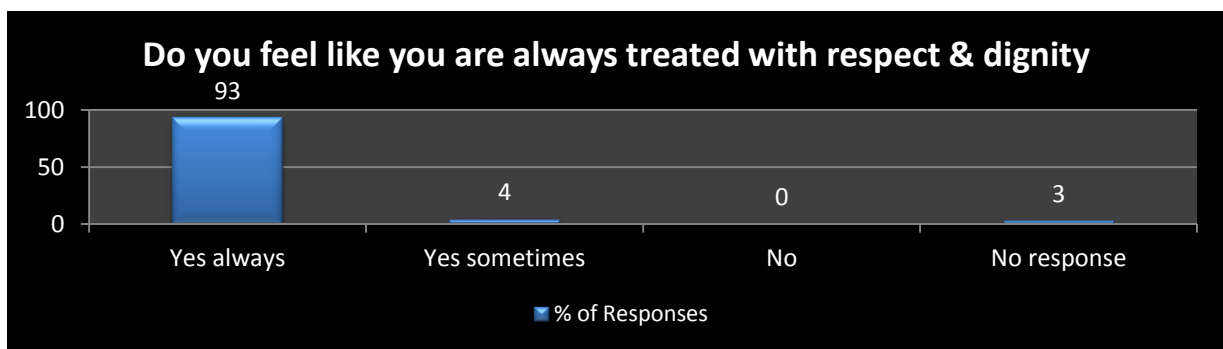
When you were last seen by the doctor or nurse at the Surgery, how good were they at taking your problems seriously?



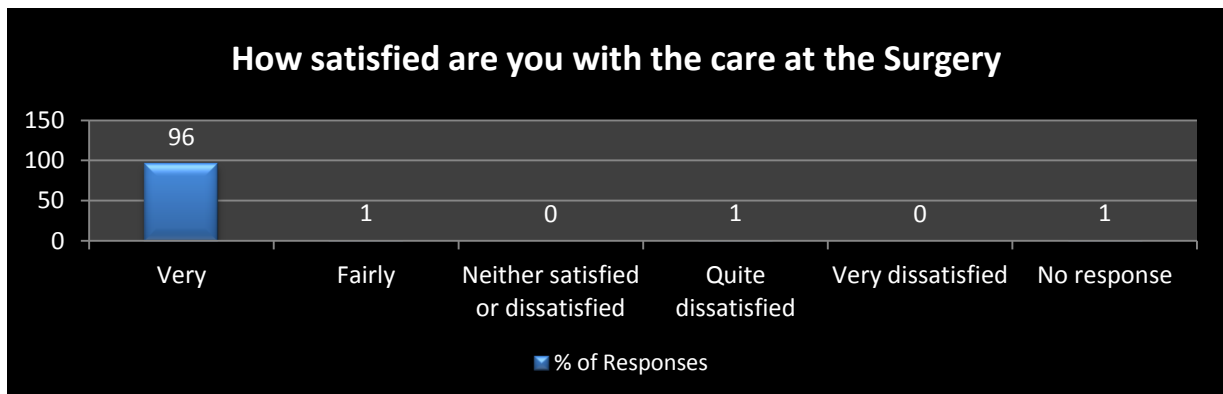
11. Did you have confidence and trust in the doctor or nurse that you saw?



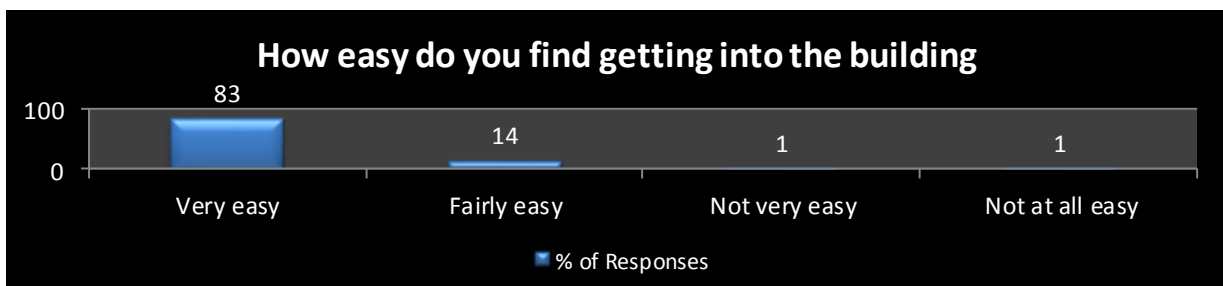
12. Do you feel like you are always treated with respect and dignity whilst at the Surgery?



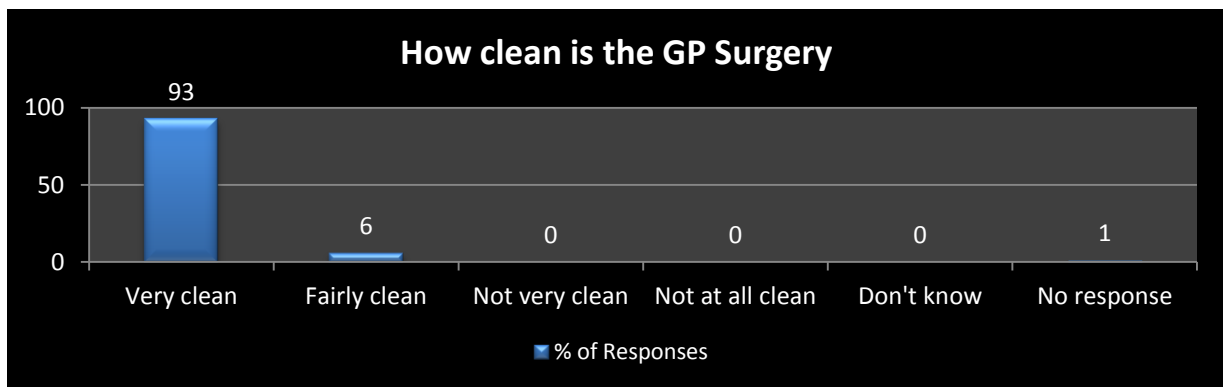
13. In general, how satisfied are you with the care at the Surgery?



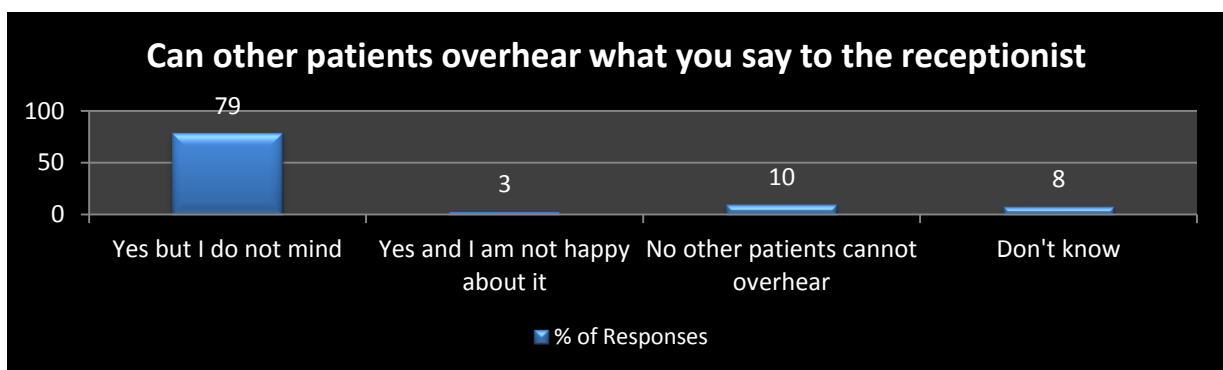
14. How easy do you find getting into the building at the surgery?



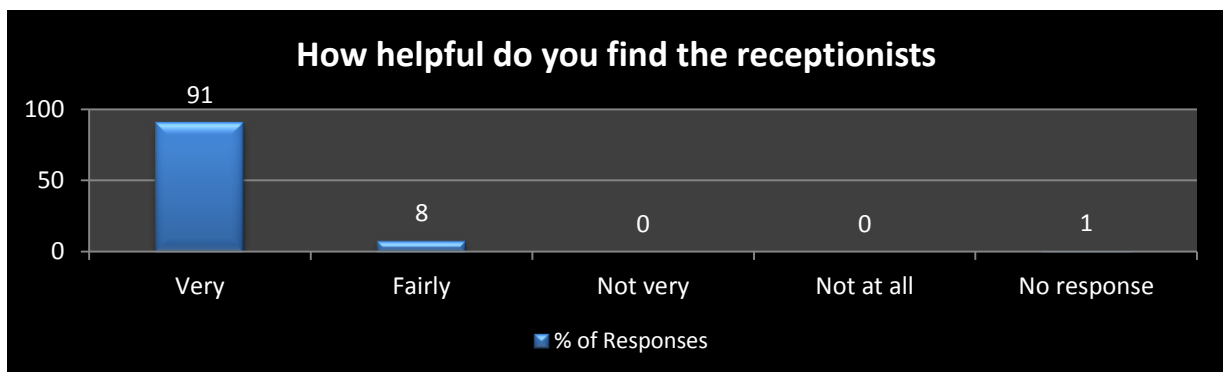
15. How clean is the GP Surgery?



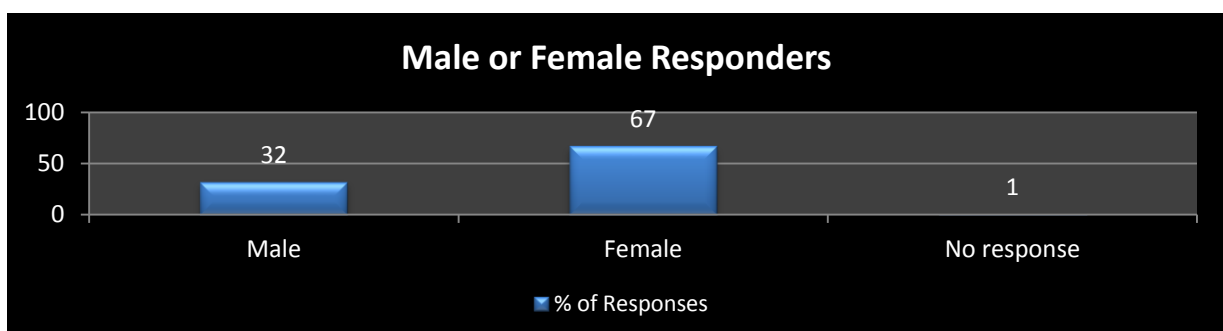
16. In the Reception Area, can other patients overhear what you say to the receptionist?



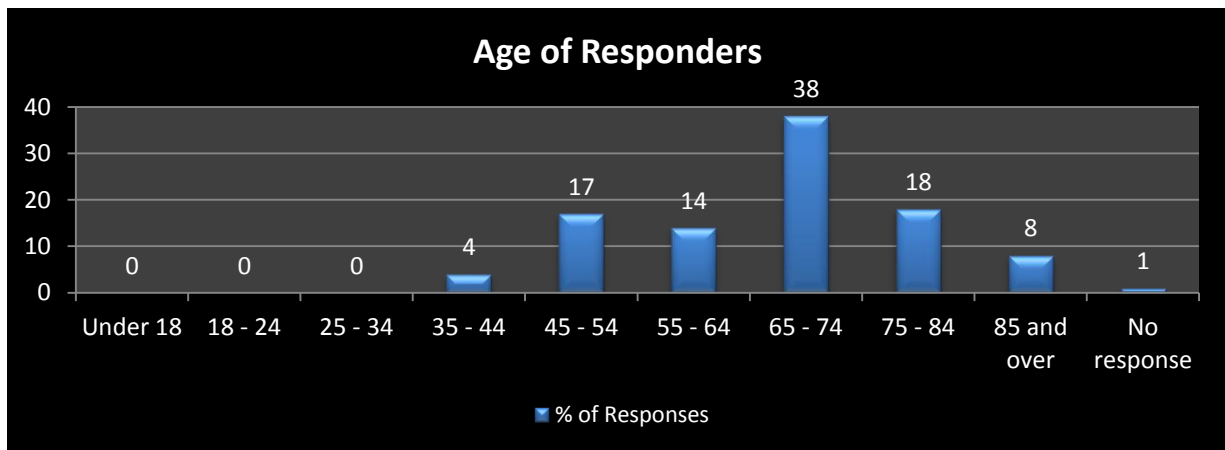
17. How helpful do you find the receptionists at the Surgery?



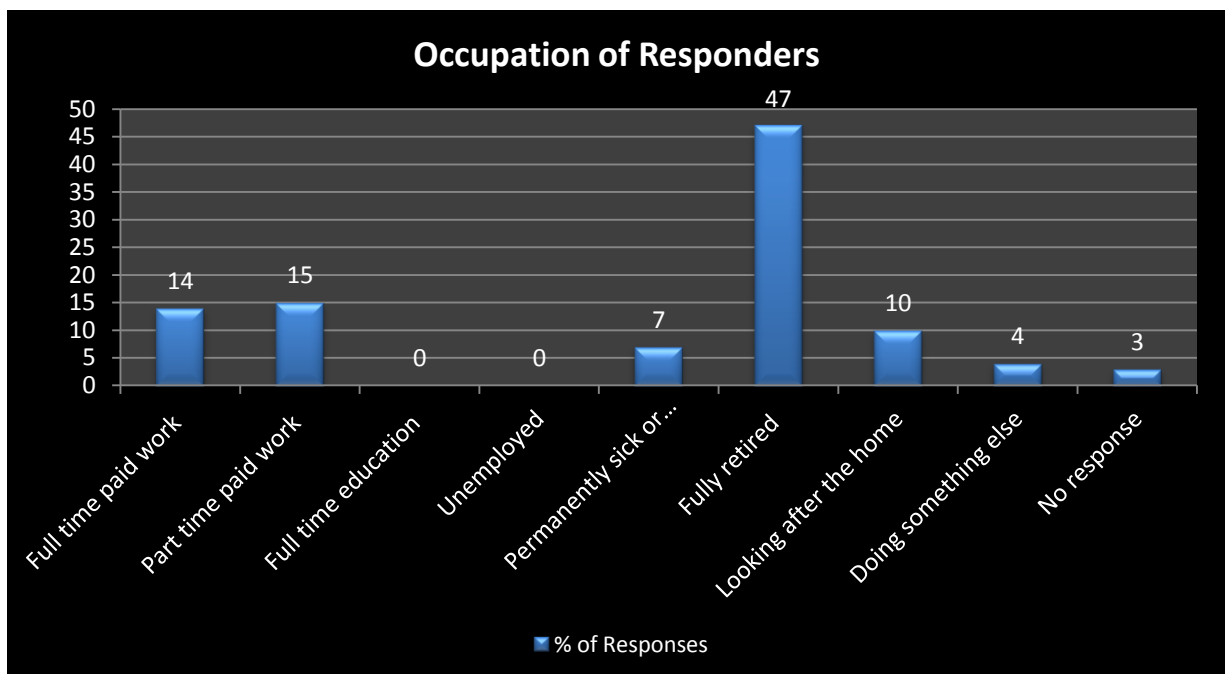
18. Are you male or female?



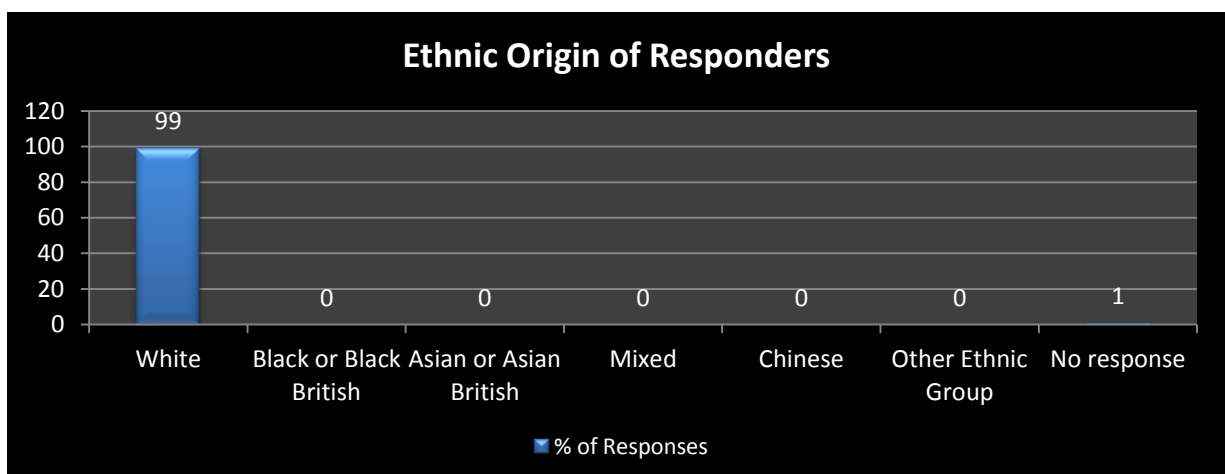
19. How old are you?



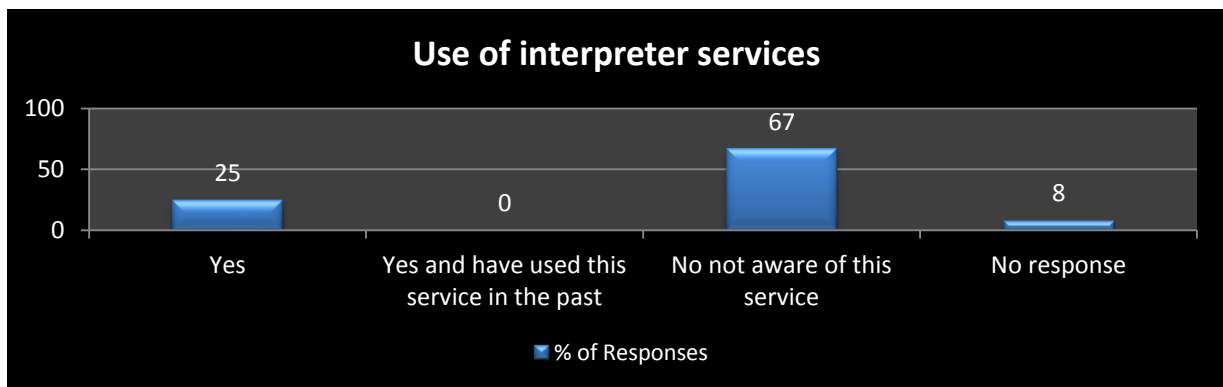
20. Which of these options best describes what you are doing at present?



21. What is your ethnic group?



22. Are you aware that the Surgery can access interpreter services?



23. Is there anything particularly good about our service you would recommend to others?

- Caring and flexible
- The service from the doctors is exceptional compared with surgeries I have known. Only naval doctors have come anywhere near.
- The doctors and staff are superb and competent. Carry on as now please!
- I have never waited more than about four days to get an appointment and I know if I had an emergency someone would be there for me immediately.
- Good team all working together providing an efficient, caring and conscientious service – an excellent GP Surgery. Local NHS Hospital and consultants fall short of this excellent standard.
- Caring and friendly
- Particularly the cheerful, courteous and helpful attention at Reception/Dispensary and care and consideration from nurses
- Simply wonderful
- All good
- If every surgery was like Weobley it would be great
- I find little or no negative comment about the Weobley practice. We feel lucky to have such a wonderfully dedicated group of medical practitioners. I have had need of treatment recently and have always felt comfortable with the level of support.
- Everything
- Genuine care and interest and concern. Up to date knowledge.
- All seemed to go very well this morning. Thank you.
- Everything good. Always recommend it.
- Your service is very good.
- Obtaining appointments when I want them has been excellent. Most of the doctors are very good at listening and taking one seriously. Had I completed this questionnaire after a previous appointment with a particular doctor my answers would have been different.
- How good it is to have you all there in whatever capacity. It would be so helpful to many people of other surgeries had the same philosophy as yours.
- Staff always helpful. Do best to get seen by doctors/nurse.
- First class surgery. Excellent services including Pharmacy. Thoroughly recommended.
- Always found to be efficient, caring, conscientious, empathetic, reliable and consistent, all staff have what is often described as a 'good bedside manner'. All staff pleasant even clearly when under some pressure. Always responsive. No delays when being referred to other specialists. Always reassuring.
- The doctors are wonderful, the staff are all very efficient and friendly. I would highly recommend this practice.
- Friendly and helpful. Good system for appointments.

- Friendliness and helpfulness of all the staff I've had contact with. Ease of getting appointments compared to my previous surgery.
- Excellent service and very friendly.
- Yes all of the service your doctors and nurses give us.
- Doctors make time, very caring, second to none.
- The staff really know us as a family and as a carer I am always accommodated if concerned whilst my mother is living with us. Great communicators – we are so lucky.
- Excellent doctors and nurses. Quite easy to get an appointment.
- I consider myself extremely lucky to be in the care of such a group of caring professional and compassionate people.
- Helpful and good to get to.
- The ability to get an appointment within two days if you are unable to get to see your usual doctor.
- I have always been impressed with the surgery esp Dr. O. Penney, Dr. R. Penney and Lydia – they always make me feel valued, even when I take up lots of their time.
- Excellent 9-5 service in all respects. Mon-Friday.
- Excellent.
- Doctors and Receptionists are good in all services. We are very very lucky.
- I have total faith in the care and support I get. Dr. Penney cannot be faulted for his time and trouble. I know this extends across his patients. Mentally I have gone through a very tough time: without the input from the surgery I may not have come through it.
- The fact that it is easy to get an appointment. All the GPs are very good and pleasant. The same for the nurses, receptionists and dispensary ladies.
- You are all doing an excellent job.
- Replicate your excellent service throughout the UK.
- Consistent high level of care and expertise. Extremely efficient service. Prompt response to enquiries. Highly professional and caring staff.
- Weobley provides an excellent service.
- Availability.
- All good.
- I'm very impressed. All GPs very good and very caring. Appointments accessible. Thank you.
- Friendliness.
- The doctors and nurses.
- GPs can be extremely helpful and good.
- All the doctors are excellent and never make you feel like you are being a nuisance.
- Particularly the politeness and helpfulness of all the staff and their professional skill throughout

24. Is there anything that could be improved at the Surgery?

- Nothing. Everything is excellent.
- No.
- There is always room for improvement although no particular area comes to mind. I find all my dealings at the surgery encouraging.
- I would like to be able to speak to a doctor after hours. Vets have their switchboard switched through to a vet on-call with whom you can discuss symptoms and decide on appropriate action. Ideally this doctor would be part of the practice and might actually know me.
- Apart from TV, coffee machine and daily papers – no
- You can't improve on perfection
- I understand that there is a chronic parking problem though it doesn't concern me. This must be improved. Personal and fairly irrelevant criticism: my names are John and Mark and I would prefer to be called Mark. I'm consistently called John. Can this be rectified?
- Can't think of anything.
- Not at all. Please don't change it.

- My husband finds surgery hours hopeless as he works 1.5 hours away and cannot attend 8.30-6. Some later evening appointments would be good and very early morning for fasting blood tests.
- It would be a great comfort to be able to have you if I was ill, really ill, in the night!
- Open Saturday morning. Have doctor on-call 24/7.
- Parking.
- Staunton – if practically possible separate access to Pharmacy in order to avoid slight congestion in passageway and I guess a little more privacy at the hatch. Tongue in cheek – car park attendant!
- Perhaps a slightly bigger car park.
- The waiting room is on the small size when there are a lot of patients waiting and a great place for passing germs around.
- Being open on Saturdays for people who work some distance away or work away during the week.
- Possibly the services of a chiropodist.
- Nothing could not have better.
- No.
- Parking.
- Perhaps a drink (water) vending machine.
- I would like my thyroxine and contraceptive prescription repeated automatically. I would also like more than one month of thyroxine at a time – I have to arrange for someone else to pick it up most of the time.
- No emergency out of office hours. 9-5 etc as above 3-4 hours wait for doctors from Bham who were off hand and indifferent.
- Open Saturday.
- No.
- Keep up the good work.
- Parking is the real issue. I have been fortunate but I would not like to walk up to the surgery from the school area (mobility problems).
- Cannot think of anything.
- Saturday opening.
- Appointment times outside of working hours. Can be hard to get nurse appointment to fit in when working. More difficult to see worse than GPs.
- Reception at Staunton.
- Nothing!
- I can't think of anything. Having music playing in the waiting room wouldn't be a good idea as patients often like to converse with each other and music would interfere with this. Similarly, having flowers or pots of plants there would not be too good either as apart from the expense the job of changing them would just be another duty for the staff. No things are ideal we know that doctors may be called out to an emergency, but everyone should be prepared for this unlikely event.