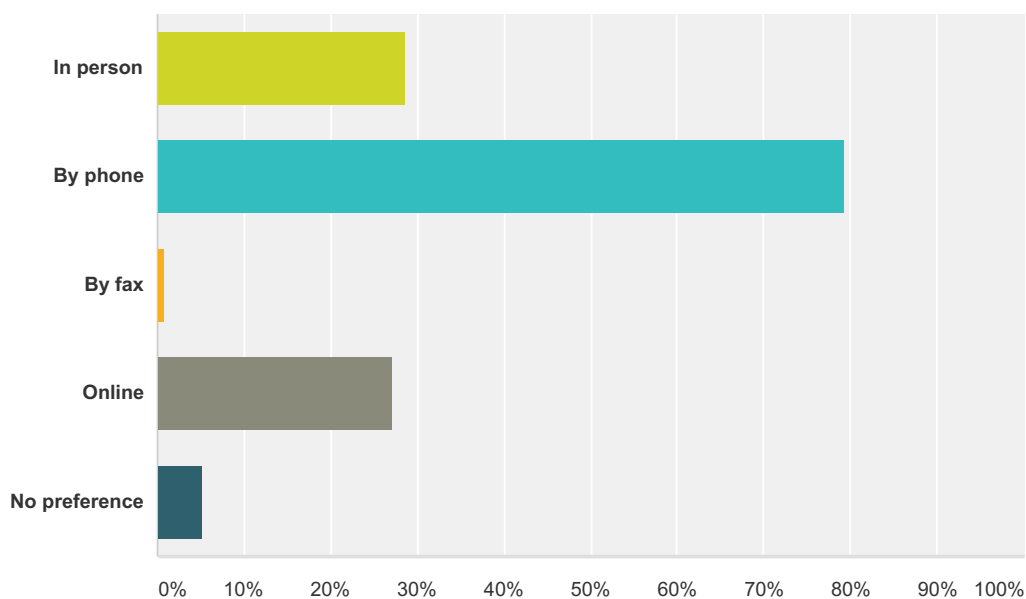


**Q1 Which of the following methods would you prefer to use to book an appointment at the Surgery? (Please tick all that apply)**

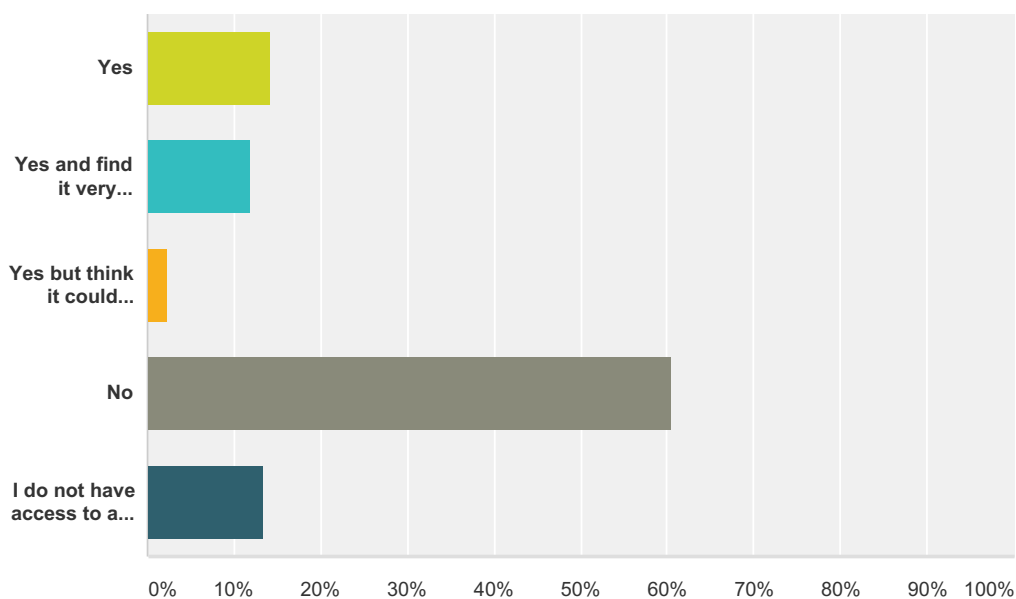
Answered: 136 Skipped: 0



Answer Choices	Responses	
In person	28.68%	39
By phone	79.41%	108
By fax	0.74%	1
Online	27.21%	37
No preference	5.15%	7
Total Respondents: 136		

**Q2 Have you visited our website -  
www.weobleyandstauntonurgeries.nhs.uk  
?**

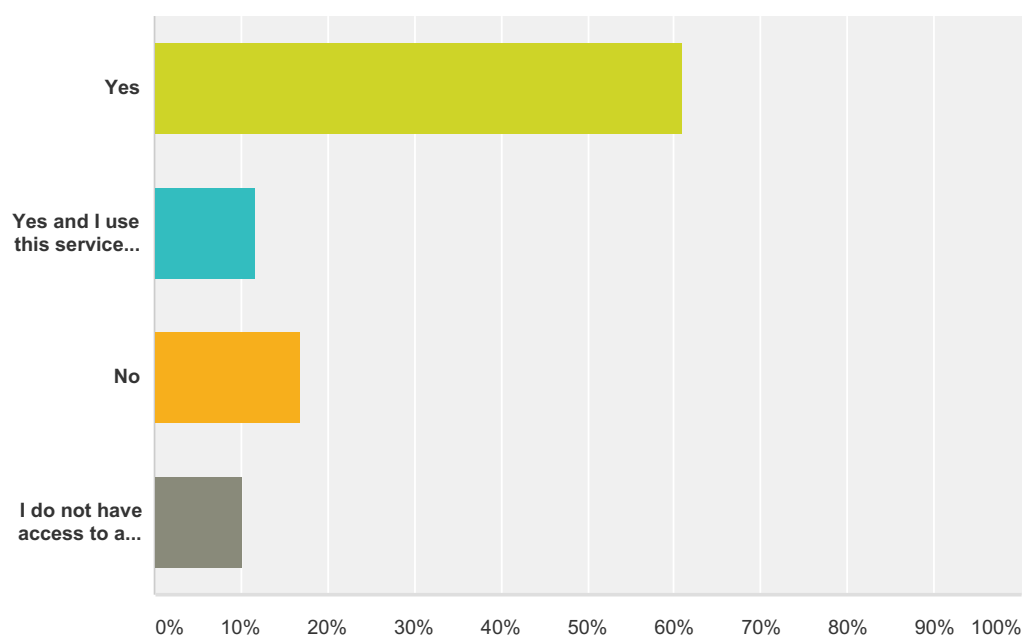
Answered: 134 Skipped: 2



Answer Choices	Responses	
Yes	14.18%	19
Yes and find it very informative	11.94%	16
Yes but think it could provide better information	2.24%	3
No	60.45%	81
I do not have access to a computer	13.43%	18
Total Respondents: 134		

### Q3 Are you aware that you can book appointments and order repeat medications online?

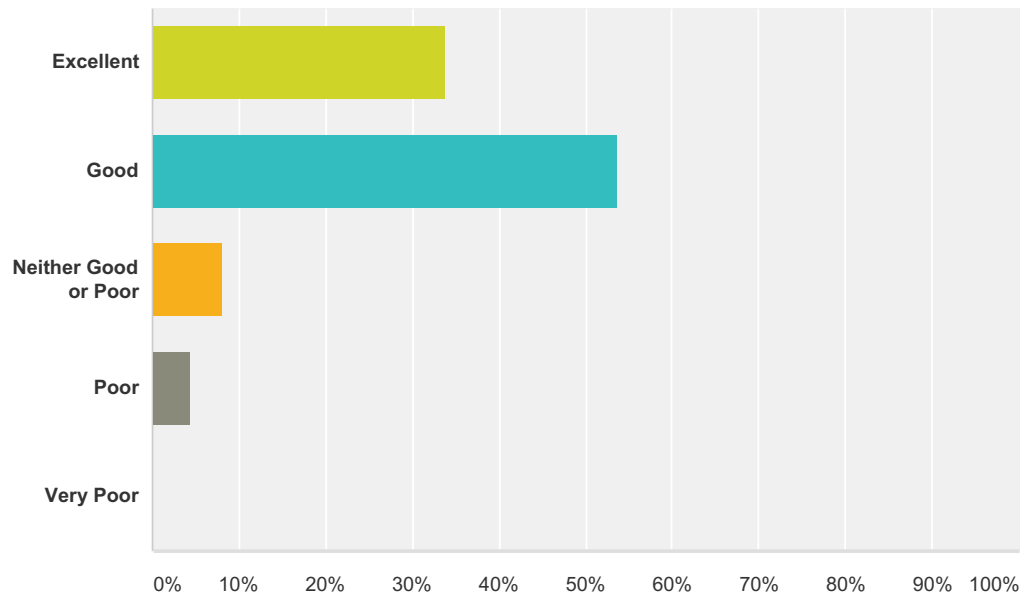
Answered: 136 Skipped: 0



Answer Choices	Responses	
Yes	61.03%	83
Yes and I use this service regularly	11.76%	16
No	16.91%	23
I do not have access to a computer	10.29%	14
<b>Total</b>		<b>136</b>

Q4 How do you rate the hours that the surgery is open for appointments?

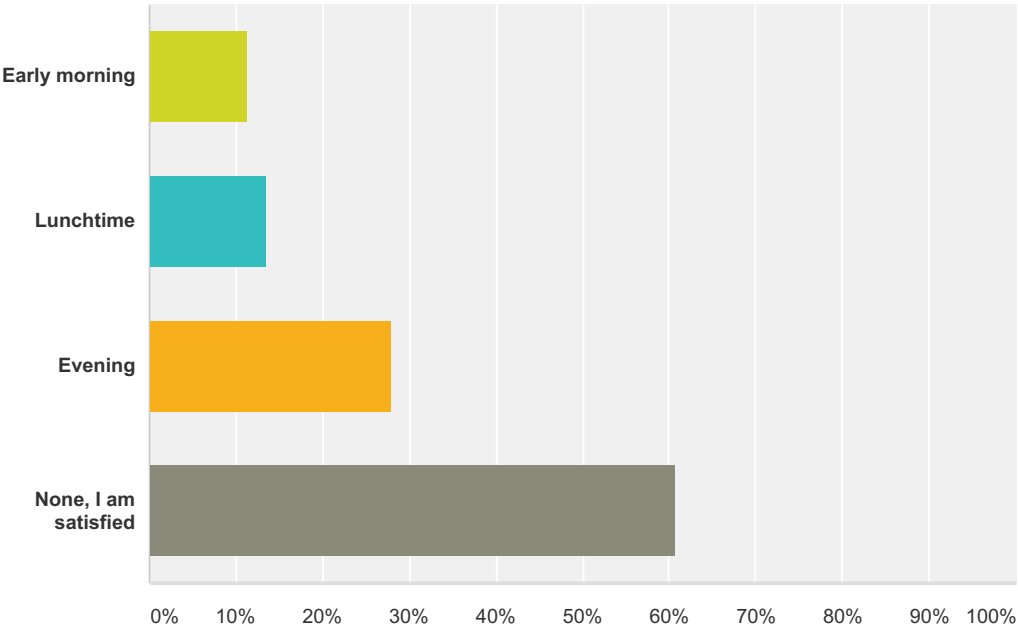
Answered: 136 Skipped: 0



Answer Choices	Responses	
Excellent	33.82%	46
Good	53.68%	73
Neither Good or Poor	8.09%	11
Poor	4.41%	6
Very Poor	0.00%	0
Total		136

Q5 What additional hours would you like the Surgery to be open? Tick all that apply

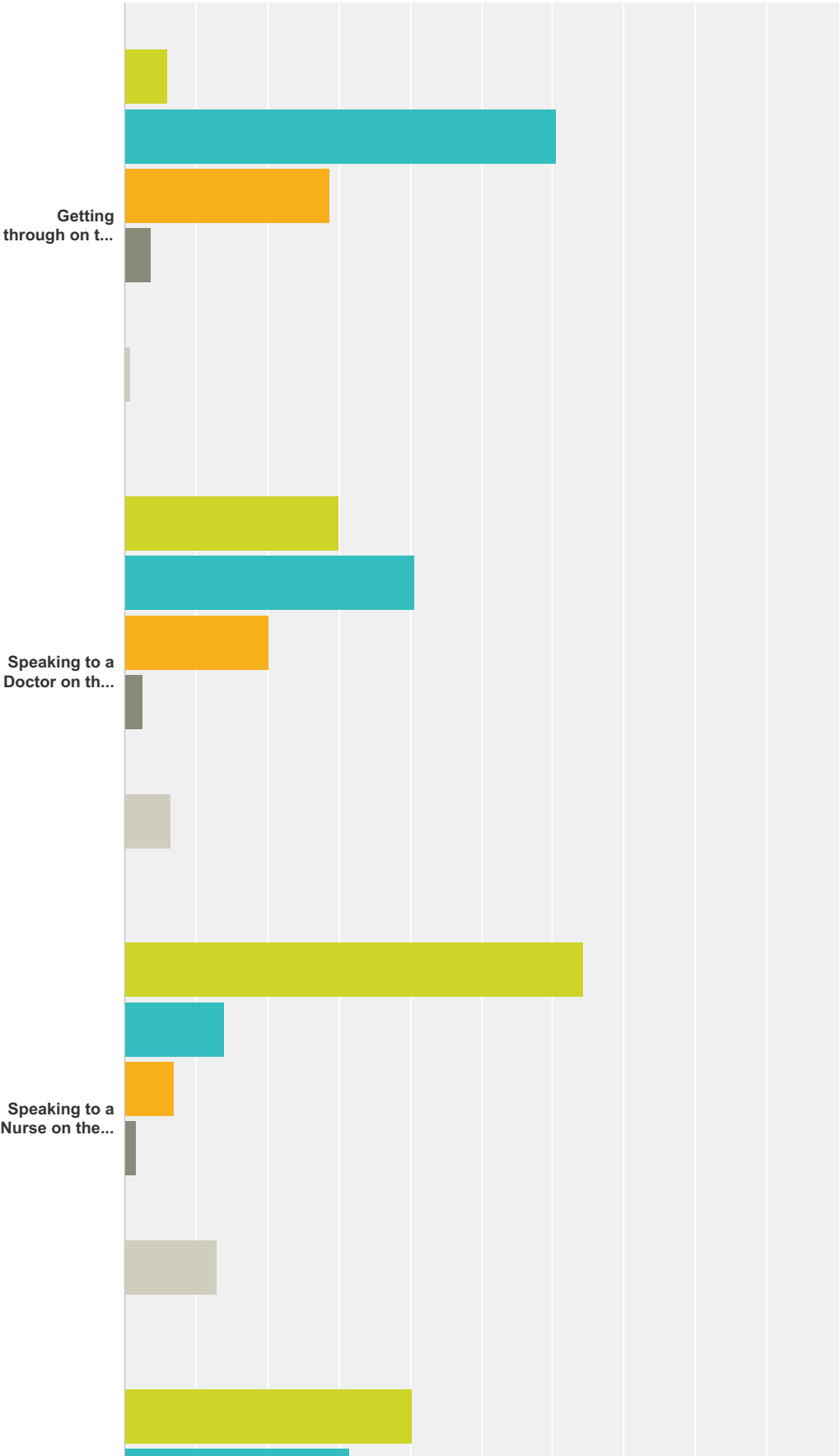
Answered: 125 Skipped: 11

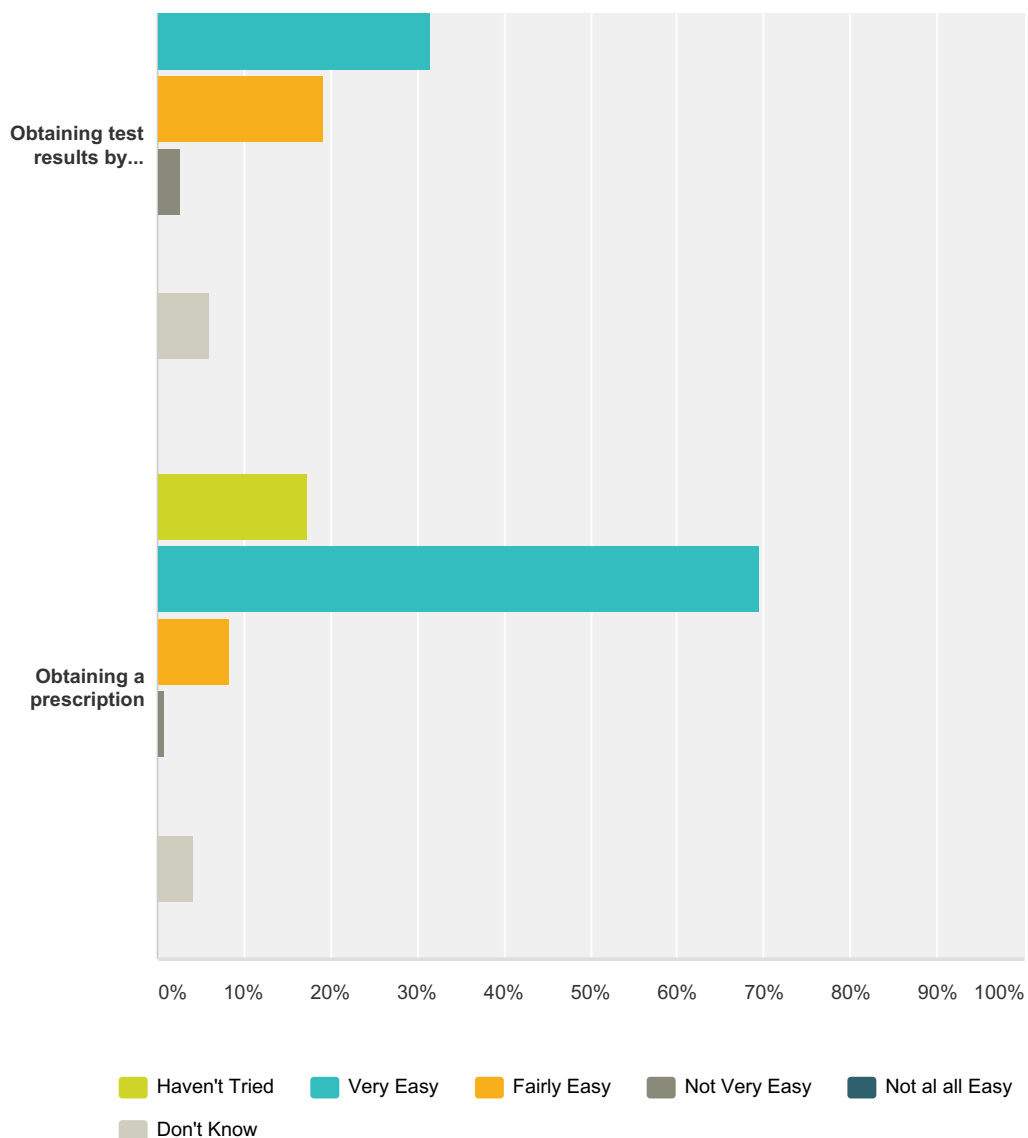


Answer Choices	Responses	
Early morning	11.20%	14
Lunchtime	13.60%	17
Evening	28.00%	35
None, I am satisfied	60.80%	76
Total Respondents: 125		

**Q6 In the past six months how easy have you found the following? Please put a tick in one box for each row**

Answered: 135 Skipped: 1

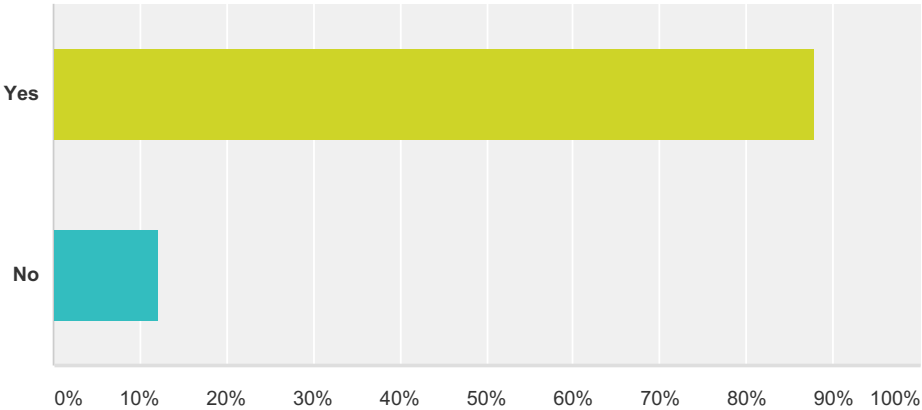




	Haven't Tried	Very Easy	Fairly Easy	Not Very Easy	Not at all Easy	Don't Know	Total
Getting through on the phone	6.06% 8	60.61% 80	28.79% 38	3.79% 5	0.00% 0	0.76% 1	132
Speaking to a Doctor on the phone	30.08% 37	40.65% 50	20.33% 25	2.44% 3	0.00% 0	6.50% 8	123
Speaking to a Nurse on the phone	64.35% 74	13.91% 16	6.96% 8	1.74% 2	0.00% 0	13.04% 15	115
Obtaining test results by phone	40.35% 46	31.58% 36	19.30% 22	2.63% 3	0.00% 0	6.14% 7	114
Obtaining a prescription	17.36% 21	69.42% 84	8.26% 10	0.83% 1	0.00% 0	4.13% 5	121

**Q7 Think about the last time you tried to see a Doctor or Nurse fairly quickly. Were you able to see a Doctor on the same day or in the next two week days that the Surgery was open?**

Answered: 132 Skipped: 4

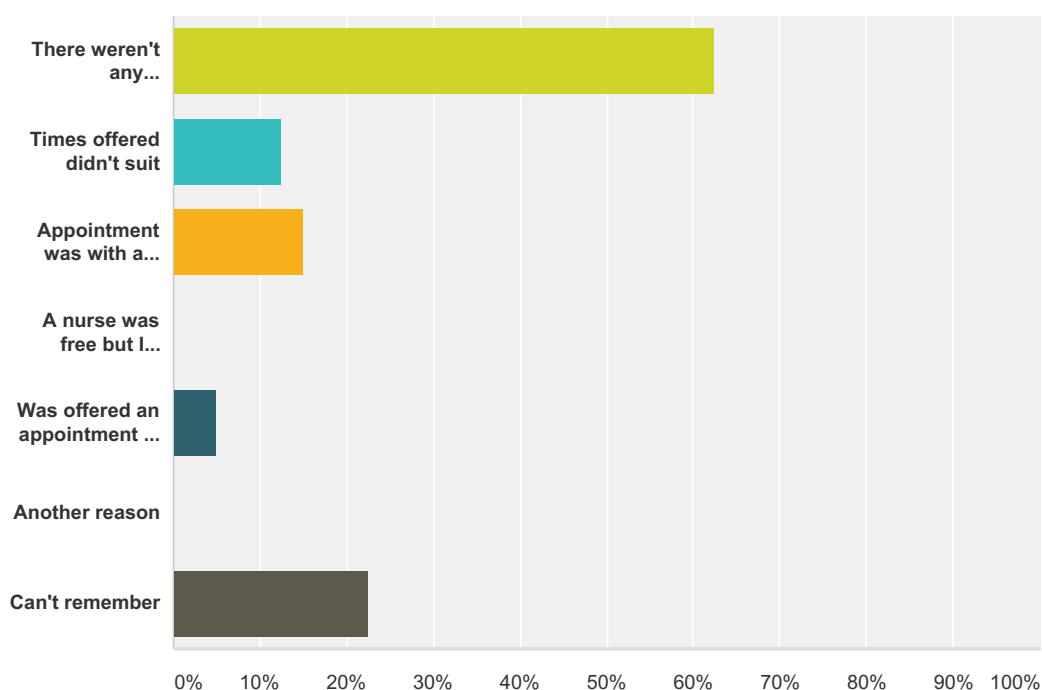


Answer Choices	Responses	
Yes	87.88%	116
No	12.12%	16
Total		132



**Q8 If you weren't able to be seen in the next two week days that the Surgery was open, why was that? Please tick all that apply**

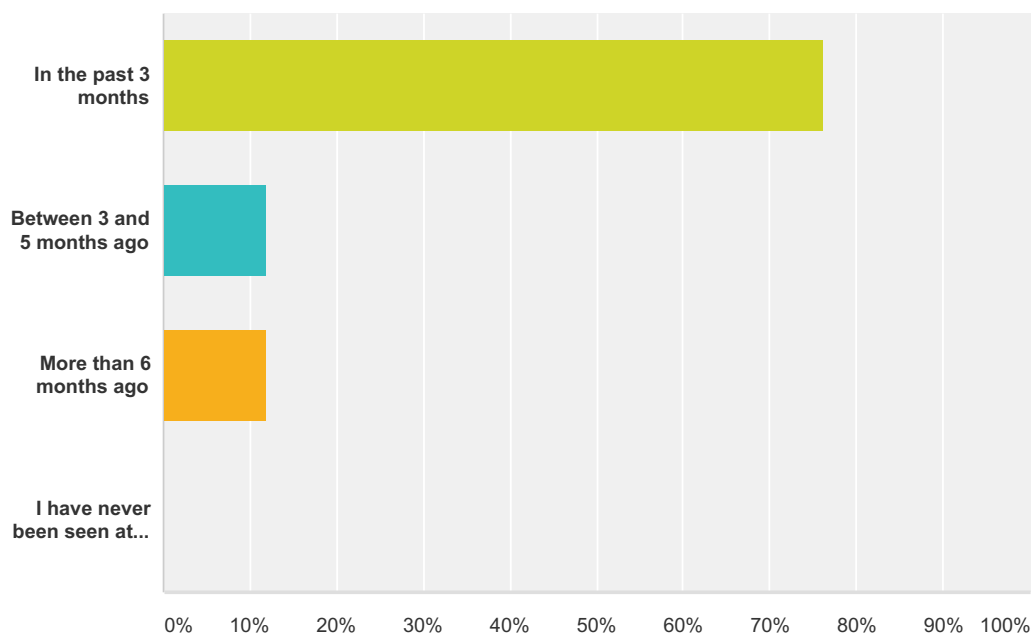
Answered: 40 Skipped: 96



Answer Choices	Responses	
There weren't any appointments	62.50%	25
Times offered didn't suit	12.50%	5
Appointment was with a doctor who I didn't want to see	15.00%	6
A nurse was free but I wanted to see a doctor	0.00%	0
Was offered an appointment at the other surgery but I could not get there	5.00%	2
Another reason	0.00%	0
Can't remember	22.50%	9
Total Respondents: 40		

### Q9 When did you last see a Doctor or Nurse at the surgery?

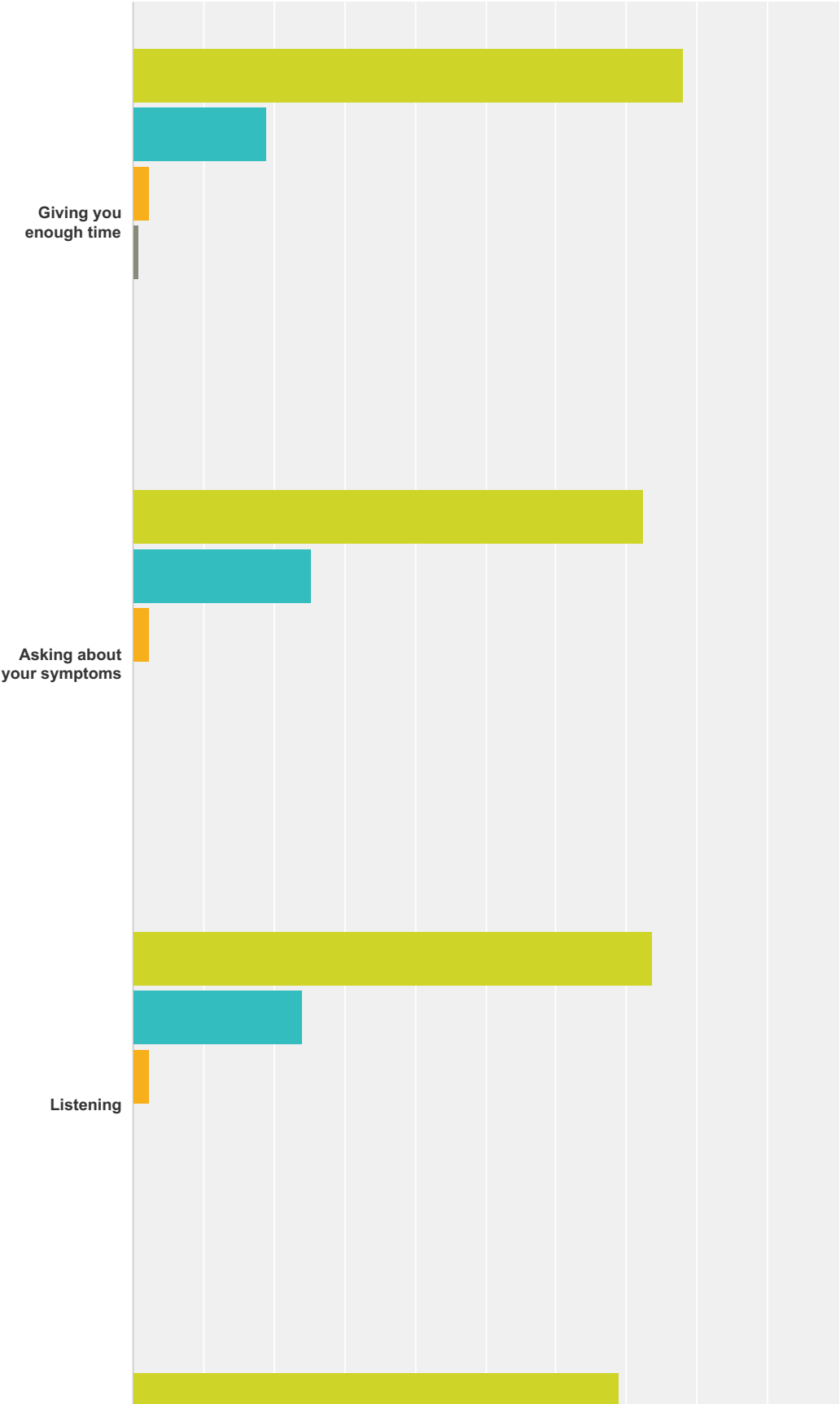
Answered: 135 Skipped: 1

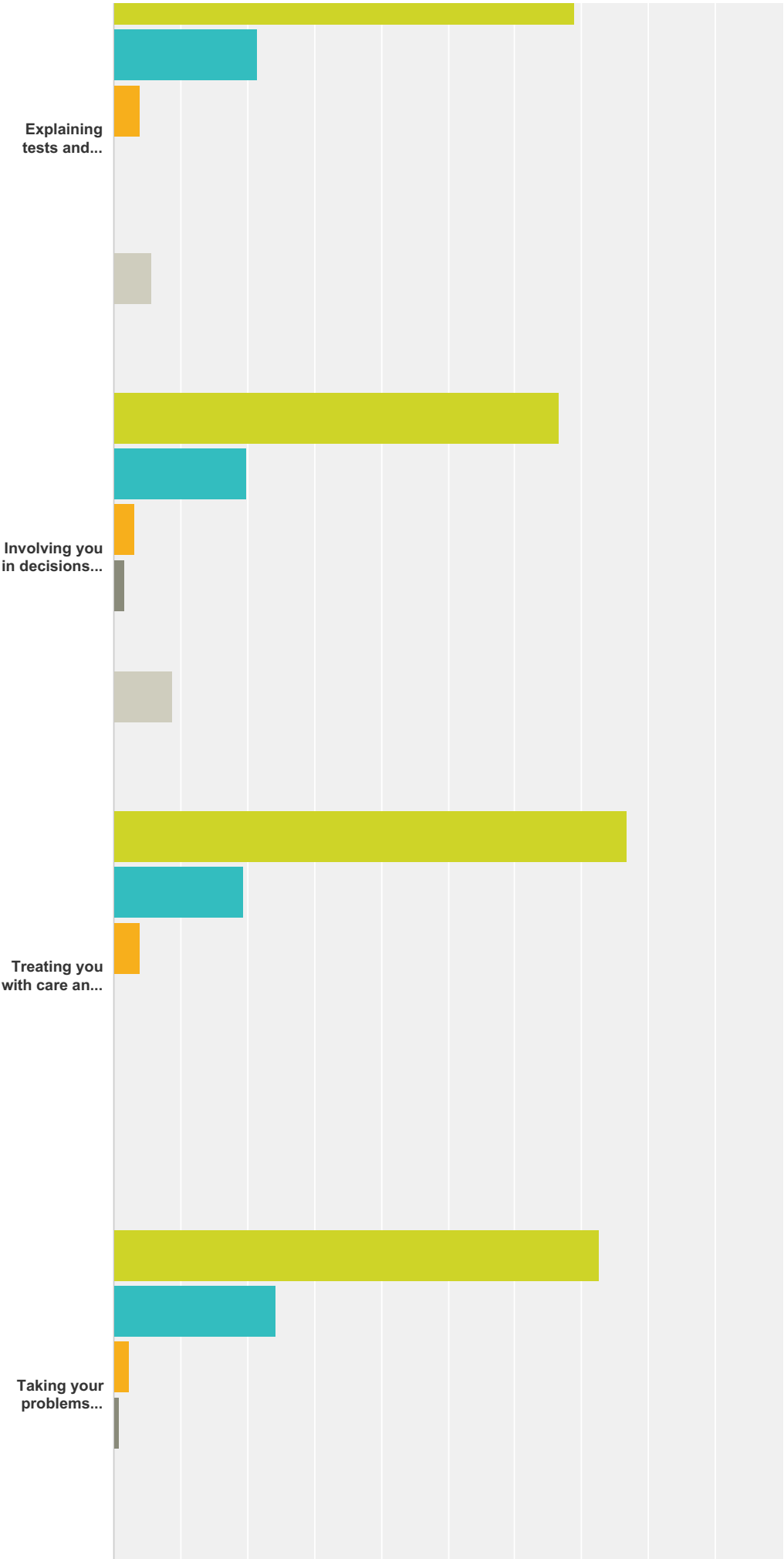


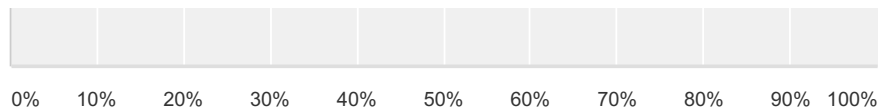
Answer Choices	Responses	
In the past 3 months	76.30%	103
Between 3 and 5 months ago	11.85%	16
More than 6 months ago	11.85%	16
I have never been seen at my present GP surgery	0.00%	0
<b>Total</b>		<b>135</b>

**Q10 When you were last seen by the Doctor or Nurse at the surgery, how good were they at each of the following? Please tick one box in each row**

Answered: 134 Skipped: 2





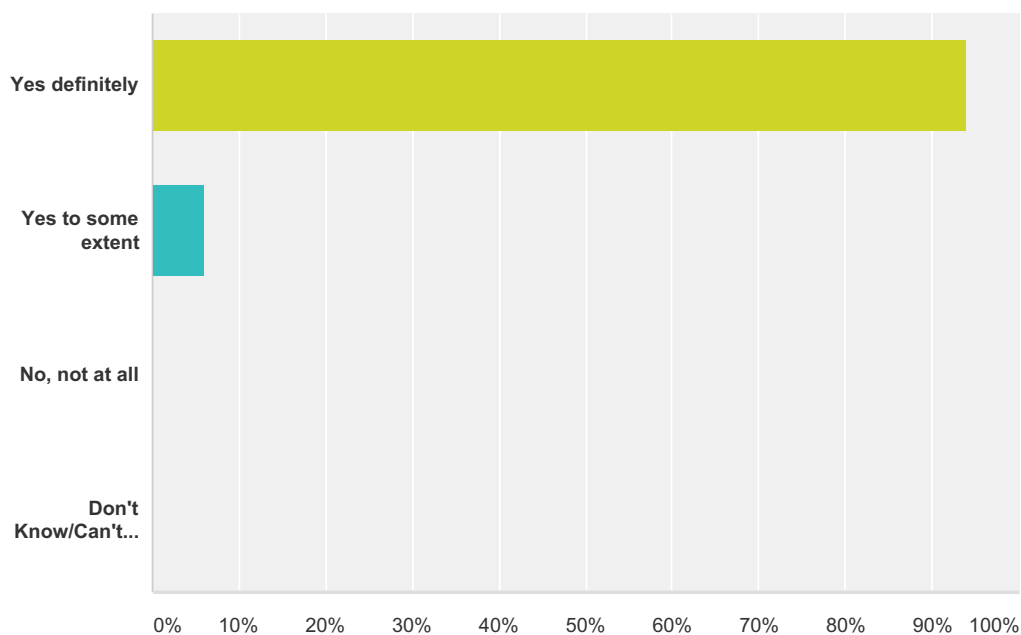


■ Excellent
 ■ Good
 ■ Neither Good or Poor
 ■ Poor
 ■ Very Poor
 ■ N/A

	Excellent	Good	Neither Good or Poor	Poor	Very Poor	N/A	Total
Giving you enough time	78.03% 103	18.94% 25	2.27% 3	0.76% 1	0.00% 0	0.00% 0	132
Asking about your symptoms	72.44% 92	25.20% 32	2.36% 3	0.00% 0	0.00% 0	0.00% 0	127
Listening	73.64% 95	24.03% 31	2.33% 3	0.00% 0	0.00% 0	0.00% 0	129
Explaining tests and treatments	68.80% 86	21.60% 27	4.00% 5	0.00% 0	0.00% 0	5.60% 7	125
Involving you in decisions about your care	66.67% 84	19.84% 25	3.17% 4	1.59% 2	0.00% 0	8.73% 11	126
Treating you with care and concern	76.74% 99	19.38% 25	3.88% 5	0.00% 0	0.00% 0	0.00% 0	129
Taking your problems seriously	72.66% 93	24.22% 31	2.34% 3	0.78% 1	0.00% 0	0.00% 0	128

### Q11 Did you have confidence and trust in the Doctor or Nurse that you saw?

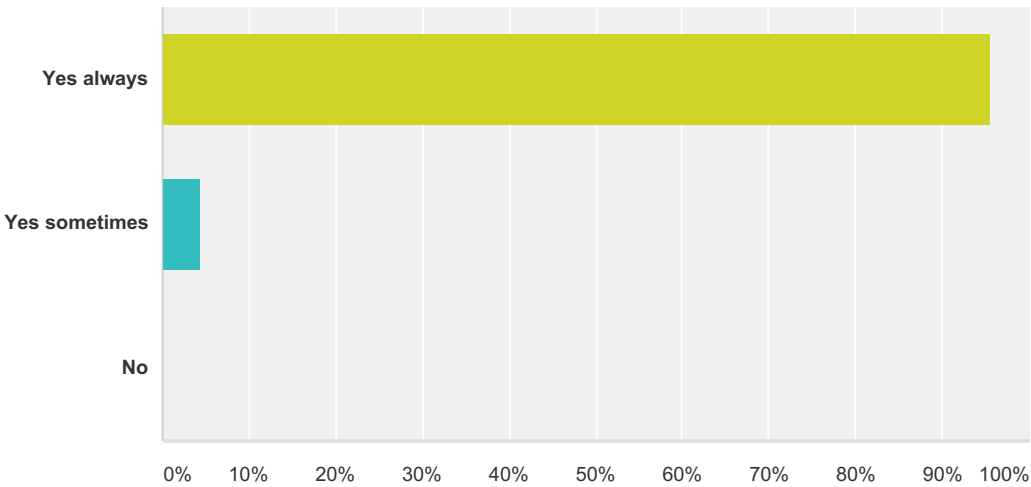
Answered: 134 Skipped: 2



Answer Choices	Responses	
Yes definitely	94.03%	126
Yes to some extent	5.97%	8
No, not at all	0.00%	0
Don't Know/Can't remember	0.00%	0
<b>Total</b>		<b>134</b>

Q12 Do you feel like you are always treated with respect and dignity whilst at the surgery?

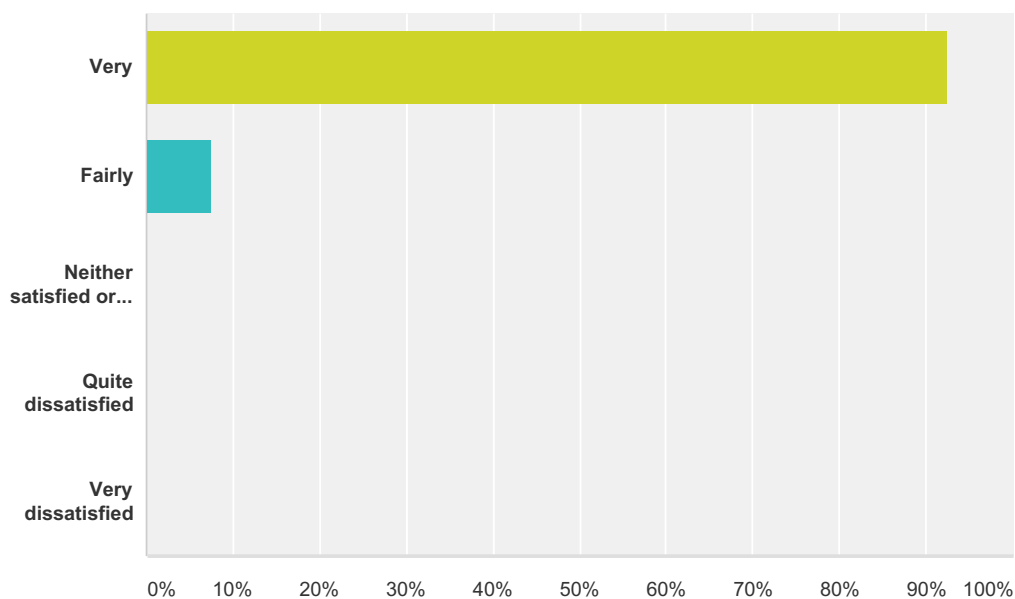
Answered: 134 Skipped: 2



Answer Choices	Responses	
Yes always	95.52%	128
Yes sometimes	4.48%	6
No	0.00%	0
Total		134

### Q13 In general, how satisfied are you with the care at the surgery?

Answered: 134 Skipped: 2

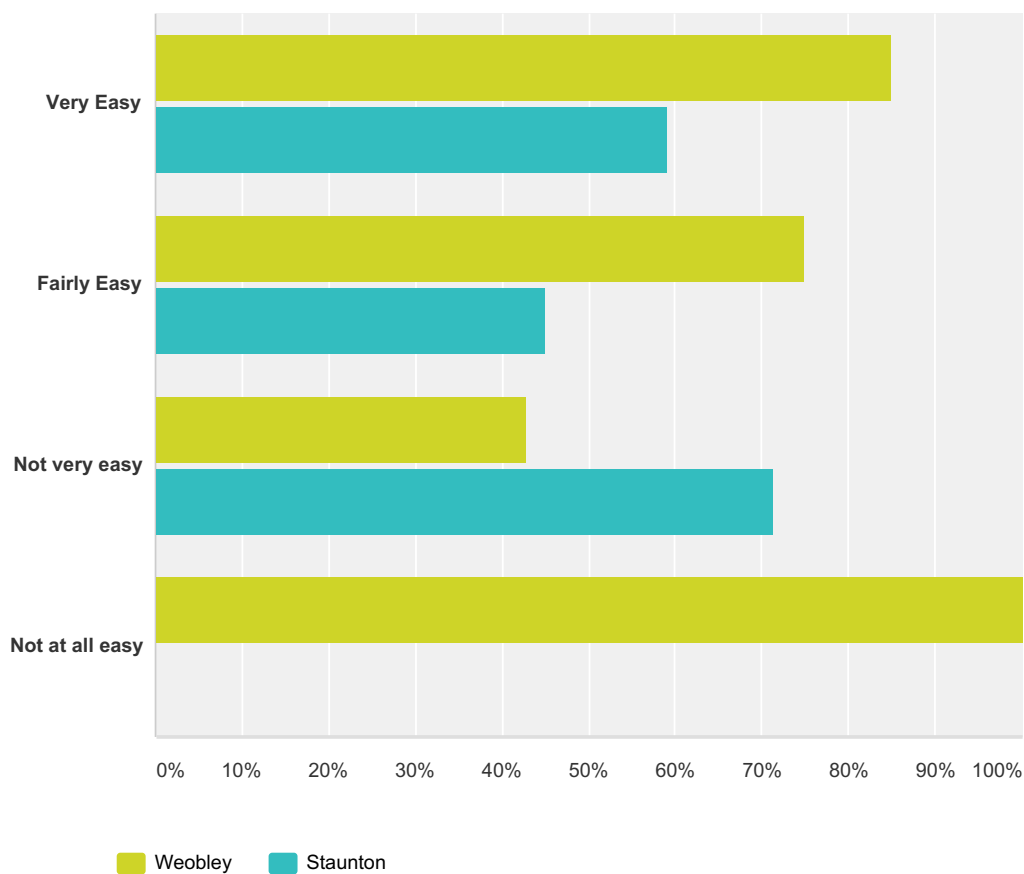


Answer Choices	Responses	
Very	92.54%	124
Fairly	7.46%	10
Neither satisfied or dissatisfied	0.00%	0
Quite dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>Total</b>		<b>134</b>



### Q14 How easy do you find getting into the building at the surgery?

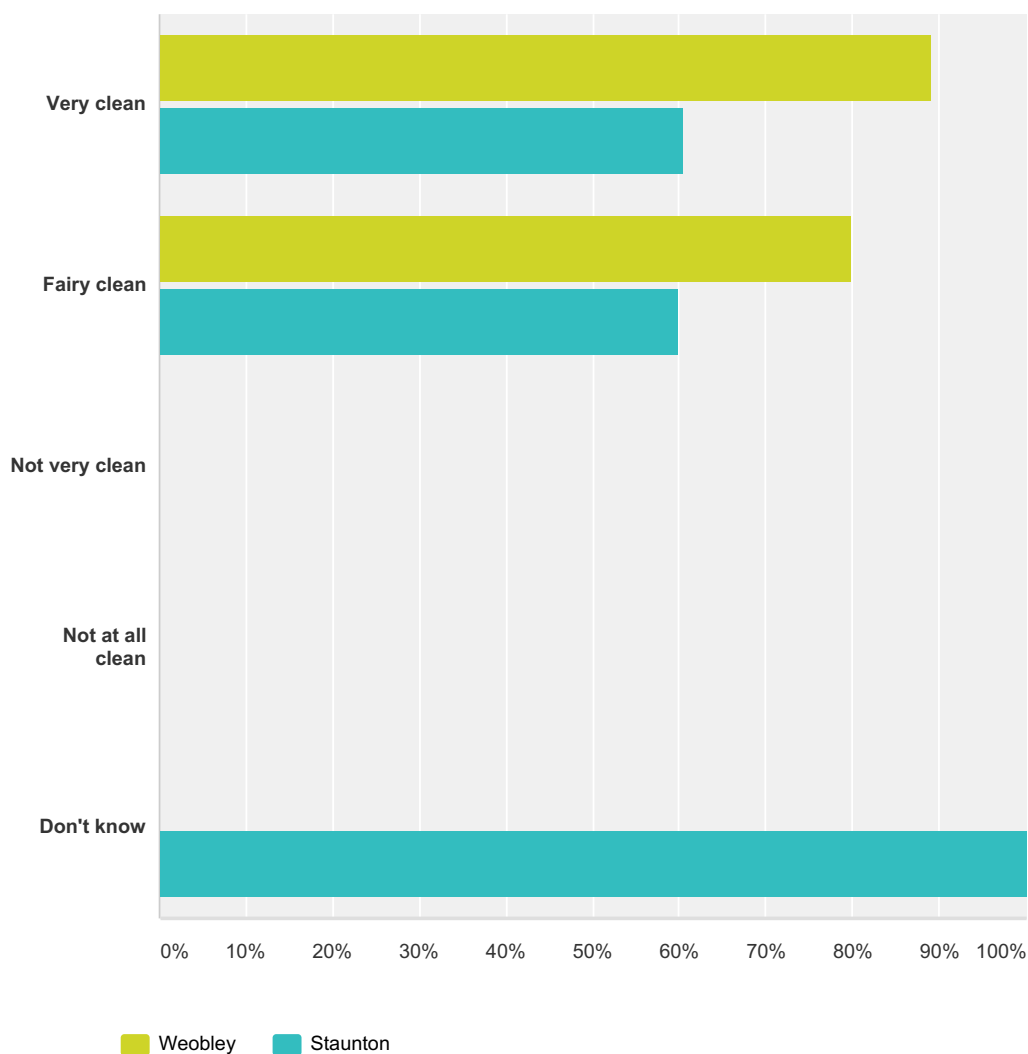
Answered: 134 Skipped: 2



	Weobley	Staunton	Total Respondents
Very Easy	85.00% 102	59.17% 71	120
Fairly Easy	75.00% 15	45.00% 9	20
Not very easy	42.86% 3	71.43% 5	7
Not at all easy	100.00% 1	0.00% 0	1

## Q15 How clean is the surgery?

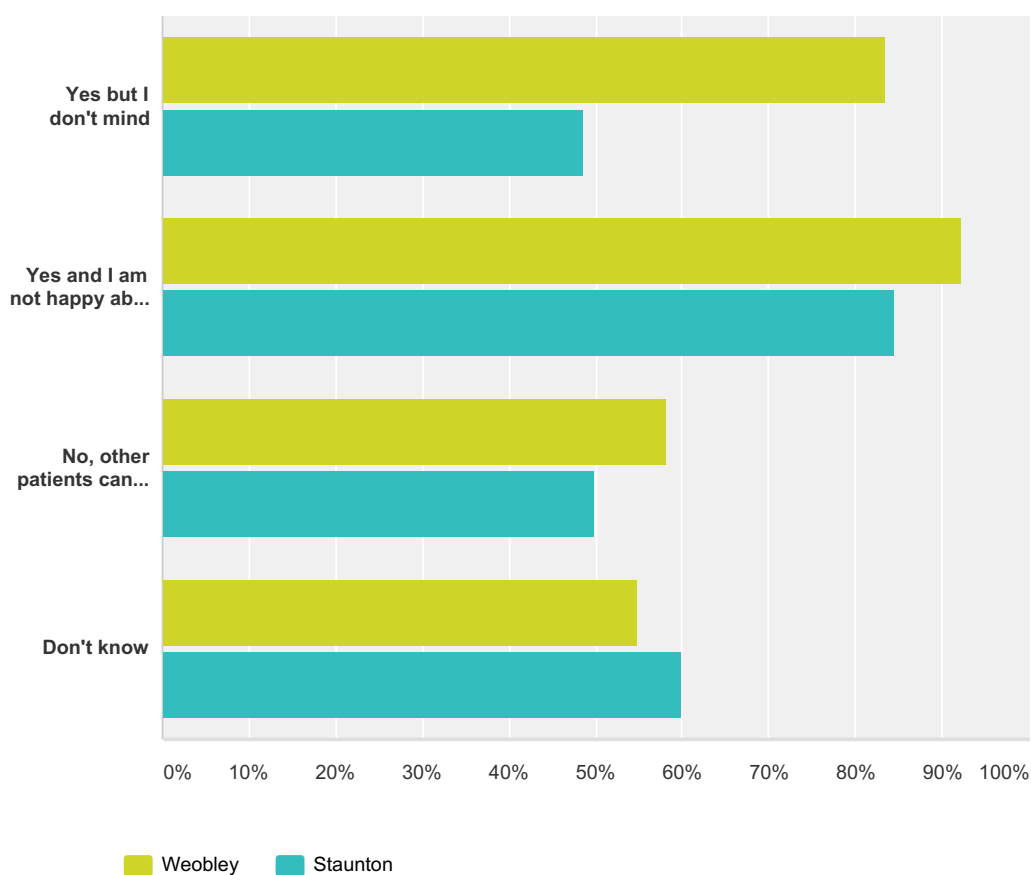
Answered: 133 Skipped: 3



	Weobley	Staunton	Total Respondents
Very clean	89.15% 115	60.47% 78	129
Fairy clean	80.00% 4	60.00% 3	5
Not very clean	0.00% 0	0.00% 0	0
Not at all clean	0.00% 0	0.00% 0	0
Don't know	0.00% 0	100.00% 3	3

### Q16 In the Reception Area, can other patients overhear what you say to the Receptionist?

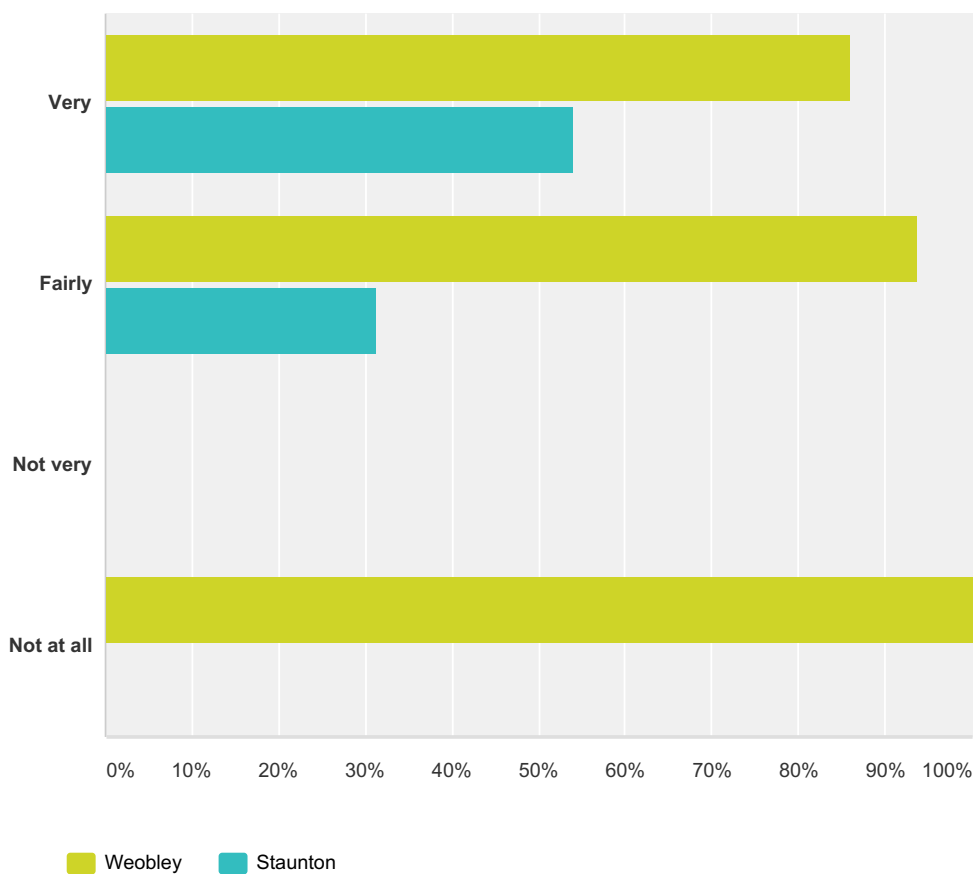
Answered: 134 Skipped: 2



	Weobley	Staunton	Total Respondents
Yes but I don't mind	83.50% 86	48.54% 50	103
Yes and I am not happy about it	92.31% 12	84.62% 11	13
No, other patients cannot overhear	58.33% 7	50.00% 6	12
Don't know	55.00% 11	60.00% 12	20

### Q17 How helpful do you find the Receptionists at the surgery?

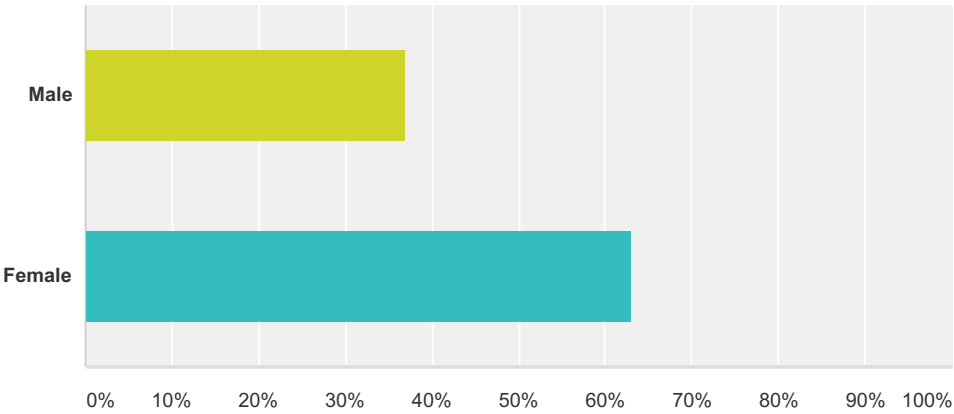
Answered: 133 Skipped: 3



	Weobley	Staunton	Total Respondents
Very	86.07% 105	54.10% 66	122
Fairly	93.75% 15	31.25% 5	16
Not very	0.00% 0	0.00% 0	0
Not at all	100.00% 1	0.00% 0	1

Q18 Are you male or female?

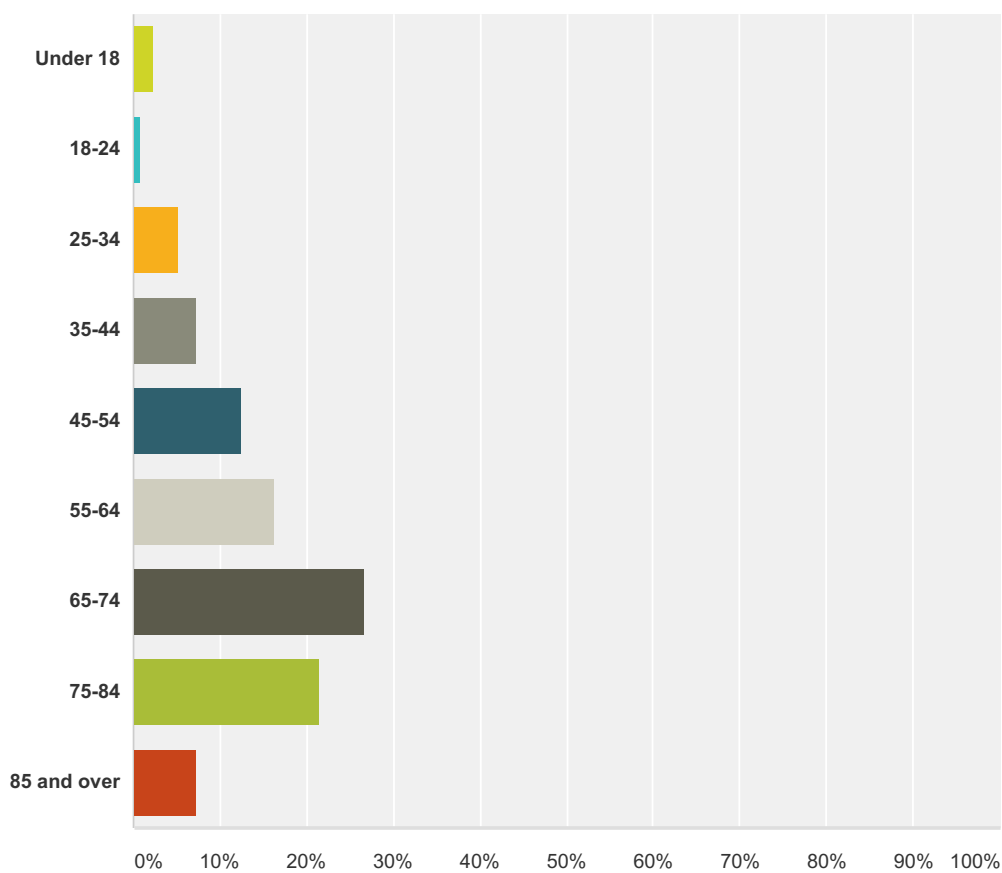
Answered: 135 Skipped: 1



Answer Choices	Responses	
Male	37.04%	50
Female	62.96%	85
Total		135

## Q19 How old are you?

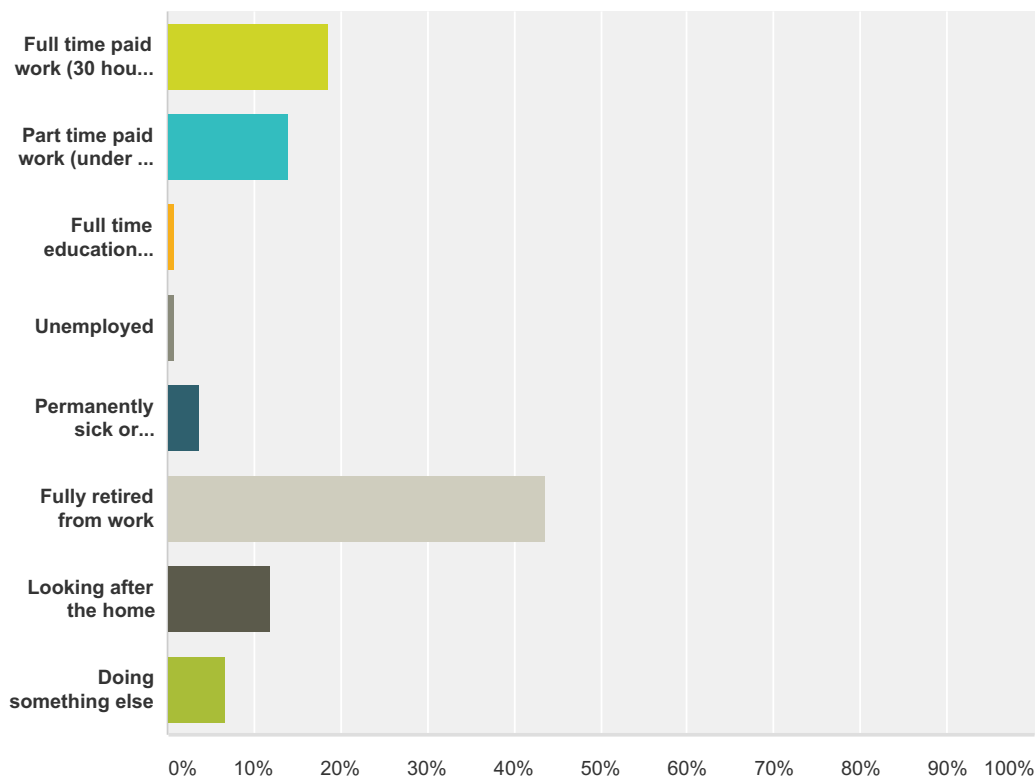
Answered: 135 Skipped: 1



Answer Choices	Responses
Under 18	2.22% 3
18-24	0.74% 1
25-34	5.19% 7
35-44	7.41% 10
45-54	12.59% 17
55-64	16.30% 22
65-74	26.67% 36
75-84	21.48% 29
85 and over	7.41% 10
<b>Total</b>	<b>135</b>

**Q20 Which of these options best describes what you are doing at present? If more than one applies to you then, please tick the main one ONLY**

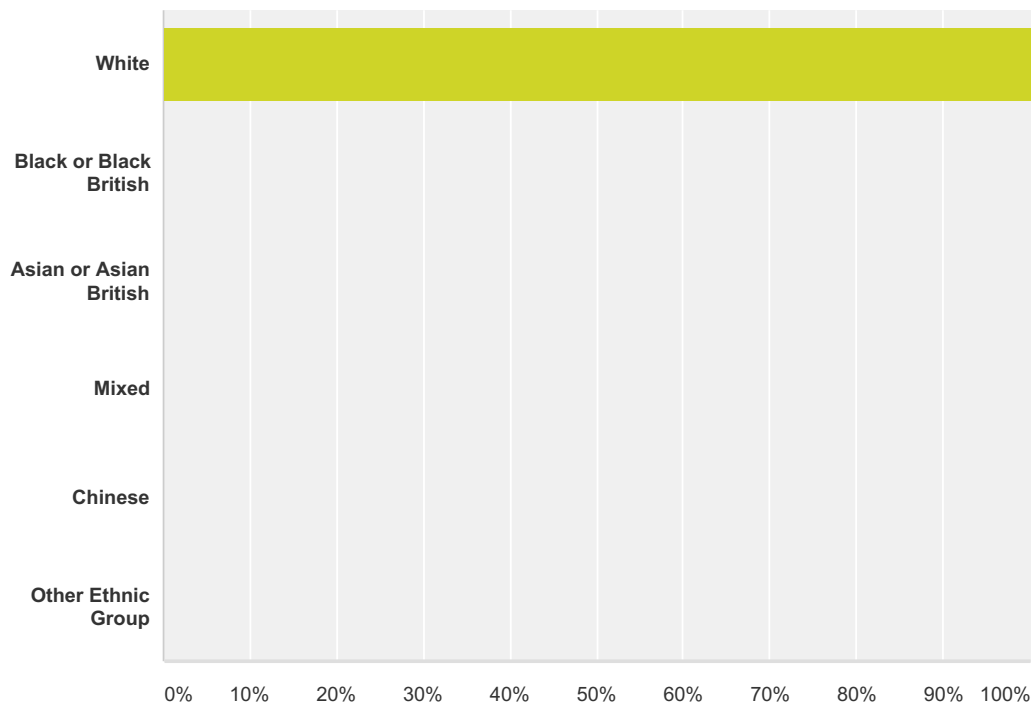
Answered: 135 Skipped: 1



Answer Choices	Responses	
Full time paid work (30 hour or more per week)	18.52%	25
Part time paid work (under 30 hours per week)	14.07%	19
Full time education (school, college, university)	0.74%	1
Unemployed	0.74%	1
Permanently sick or disabled	3.70%	5
Fully retired from work	43.70%	59
Looking after the home	11.85%	16
Doing something else	6.67%	9
<b>Total</b>		<b>135</b>

## Q21 What is your ethnic group?

Answered: 132 Skipped: 4

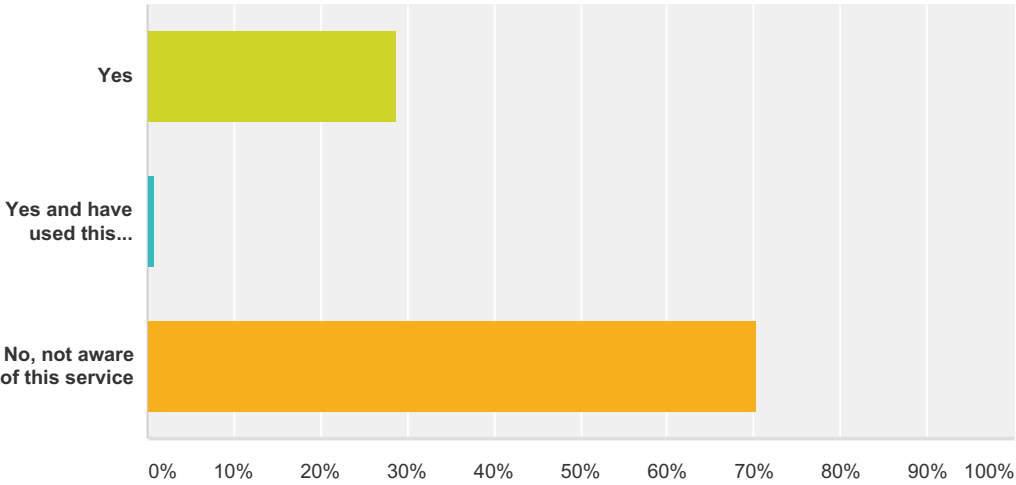


Answer Choices	Responses
White	100.00% 132
Black or Black British	0.00% 0
Asian or Asian British	0.00% 0
Mixed	0.00% 0
Chinese	0.00% 0
Other Ethnic Group	0.00% 0
<b>Total</b>	<b>132</b>



Q22 Are you aware that the surgery can access interpreter services?

Answered: 128 Skipped: 8



Answer Choices	Responses	
Yes	28.91%	37
Yes and have used this service in the past	0.78%	1
No, not aware of this service	70.31%	90
Total		128

## Q23 Is there anything particularly good about our service you would recommend to others?

Answered: 82 Skipped: 54

#	Responses	Date
1	You are all there to listen always. We couldnt ask for a better service. We have always been so lucky and grateful to our surgery.	4/27/2015 5:59 PM
2	Everything we have ticked and more. We have also recommended the surgery and services to others. We cant praise enough all the doctors, nurses and staff at the surgery. Thank you for looking after us over the last 26 years.	4/27/2015 5:57 PM
3	Easy access - good advice, easily understood, courteous treatment at all times Very helpful when needed	4/27/2015 5:54 PM
4	I would recommend this surgery to anyone. The doctors, nurses, receptionists and pharmacists are all fantastic. I consider myself lucky to be a patient at this surgery.	4/27/2015 5:53 PM
5	Yes - the surgery is a team of doctors, nurses, receptionists and pharmacists, all working hard to give the best service and care possible to all the patients and they always have a smile	4/27/2015 5:51 PM
6	A good all round service, very smart at organising vital hospital work	4/27/2015 5:50 PM
7	I feel that everyone does his/her best to ensure a really caring service	4/27/2015 5:47 PM
8	Its very good in general	4/27/2015 5:45 PM
9	I would say 'I have had such good care from all the doctors since my ongoing illness, that I changed my mind about moving! and that I think says it all. Thank you.	4/27/2015 5:39 PM
10	Interested and caring doctors, easy availability of appointments (in my experience), friendly and sympathetic receptionists, calm atmosphere	4/24/2015 12:17 PM
11	All round service	4/24/2015 12:14 PM
12	The personal touch - caring about your patients	4/24/2015 12:13 PM
13	I think that telephone consultations are extremely helpful and they save time for everybody	4/24/2015 12:12 PM
14	When I needed to see someone urgently I was fitted in the same day. I also appreciated being telephoned by the doctor a few days later to see how I was doing. Both doctors also encouraged me to come back promptly if I needed to	4/24/2015 12:10 PM
15	In the last 26 years my late husband and I have always been treated with courtesy and respect by all staff. Quite remarkable!	4/24/2015 12:08 PM
16	Yes everyone is always helpful	4/24/2015 12:05 PM
17	The ability to always be able to see a doctor possibly the day you ring or next day unlike other surgeries that I hear you can wait up to three weeks!	4/24/2015 12:02 PM
18	The surgery has a fantastic reputation - patients are nearly always seen the same day and both doctos and nurses put themselves out to go the extra mile	4/24/2015 12:00 PM
19	Warm, friendly staff Great to have a dispensary on site Compared with services I have known Staunton is wonderbar!	4/24/2015 11:58 AM
20	The surgery has a fantastic reputation - patients are nearly always seen the same day and both doctors and nurses put themselves out to go the extra mile	4/24/2015 11:58 AM
21	The staff are always happy to help. I have been booked in on short notice more than once. Very happy with Staunton Surgery (the one I use the most) Lovely understanding doctors too	4/24/2015 11:53 AM
22	All fantastic - please dont change Lovely to have pharmacy attached	4/24/2015 11:48 AM
23	A very efficient service A very pleasant & friendly service	4/24/2015 11:46 AM
24	I recommend you to everyone - all surgeries should be like this one.	4/24/2015 11:39 AM
25	I have never met a more helpful surgery in my 89 years! We are fortunate having such a set-up in Weobley - doctors, nurses and all the staff in reception and dispensary	4/23/2015 7:52 PM

26	The fact that the GPs are prepared and do home visits. I am sure the fact that they come out on a home visit - 3x to my mother meant that she did not get admitted to hospital.	4/23/2015 7:49 PM
27	Best little surgery in the west!	4/22/2015 9:34 PM
28	Yes - care and consideration - excellent	4/22/2015 9:32 PM
29	Weobley surgery is excellent all round. They take very good care of me when I need it	4/22/2015 9:29 PM
30	It is a very friendly and cheerful practice and everyone goes the extra mile for the patients	4/22/2015 9:25 PM
31	All very good	4/22/2015 9:23 PM
32	All very good Very happy with Weobley	4/22/2015 9:22 PM
33	Doctors are very caring and excellent at listening to you. Follow up care is good	4/22/2015 9:04 PM
34	Always very friendly, kind and helpful staff - all staff	4/22/2015 8:58 PM
35	This is one of the best GP surgeries I have attended in my 70 years on this planet!	4/22/2015 8:54 PM
36	Find it excellent in every way	4/22/2015 8:51 PM
37	I would like to say that all of the service is wonderful. We couldn't have a better service.	4/22/2015 8:50 PM
38	Always very friendly and helpful. We have always received a personal and professional service and find all the doctors very supportive.	4/22/2015 8:48 PM
39	Sense of humour	4/22/2015 8:45 PM
40	Very good surgery	4/22/2015 8:44 PM
41	Good service at all times	4/22/2015 8:14 PM
42	The doctors I see are excellent	4/22/2015 8:13 PM
43	Always very pleasant and helpful	4/22/2015 8:05 PM
44	The staff are always helpful and obliging and very accommodating especially when I run out of medication and need them before the usual 48 hour notice.	4/22/2015 8:02 PM
45	I have always found Weobley Surgery to be much better practice than any other I have been to (having moved about). The doctors (especially both Dr Penneys) go beyond their job descriptions. I miss Dr. Bracebridge.	4/22/2015 8:00 PM
46	Good caring doctors who listen	4/22/2015 7:57 PM
47	It is quite easy to see a doctor if your own doctor is not available another one is offered. Also if you need a referral to a specialist the doctors are very willing for you to do so and they arrange it quite quickly	4/22/2015 7:55 PM
48	Personal care by GP of choice	4/22/2015 7:53 PM
49	GPs	4/22/2015 7:51 PM
50	I am not aware of anything that is not offered to any other patient who is not legalised at this surgeryq	4/22/2015 7:50 PM
51	Convenience and there if emergency occurs	4/22/2015 7:41 PM
52	Everything	4/22/2015 7:34 PM
53	If you need an appointment the a doctor is always available. That is very important and appreciated.	4/22/2015 7:28 PM
54	Very good service and access to GP when needed	4/22/2015 7:24 PM
55	All the staff will put the patient first	4/22/2015 7:19 PM
56	Not really - but I would always say how good you all are	4/22/2015 7:16 PM
57	Everything is very good here	4/22/2015 7:01 PM
58	Im very lucky - Im not often ill. So your services are fine for my present needs. Thank you all.	4/22/2015 6:59 PM
59	Feel that the drs really take time to listen	4/22/2015 6:57 PM
60	All round friendliness and patience	4/19/2015 12:41 PM
61	Very friendly	4/19/2015 12:36 PM
62	Friendly & professional	4/19/2015 12:33 PM

63	Good care	4/19/2015 12:30 PM
64	Caring and kindness	4/19/2015 12:29 PM
65	Everybody are very kind and understanding.	4/19/2015 12:25 PM
66	All staff are extremely helpful	4/19/2015 12:22 PM
67	All staff are caring and professional	4/19/2015 12:18 PM
68	Lovely friendly staff and doctors	4/19/2015 12:17 PM
69	All very good. Could not be better all round.	4/19/2015 12:14 PM
70	I and my family have seen many of the GPs in the practice (and recent locum) and all have been professional and excellent I would have no hesitation in recommending the practice and we feel fortunate to have such good care available	4/19/2015 12:11 PM
71	The kindness and happy atmosphere	4/19/2015 12:06 PM
72	Doctors and nurses are all good with advice and help also the girls in the dispensary are always very helpful with late prescriptions and the people in reception are very helpful	4/19/2015 12:02 PM
73	Always a very excellent service	4/19/2015 11:09 AM
74	Balanced efficiency and a caring attitude across the team. Good human manner demonstrated by all	4/19/2015 11:06 AM
75	All positives mentioned are reiterated to Family & Friends	4/19/2015 11:03 AM
76	Yes - particularly the opportunity to see a doctor of my choice	4/19/2015 11:01 AM
77	Continuity - well established team over many years proving reliable, supportive	4/19/2015 10:59 AM
78	Quality of GPs and doctors (in the main) Friendliness, helpfulness, no intimidating	4/19/2015 10:54 AM
79	Really nice surgery - friendly staff and doctors	4/18/2015 5:07 PM
80	A very caring atmosphere which gives me a great deal of confidence	4/18/2015 5:05 PM
81	I think they are busy enough to recommend others.	4/18/2015 5:01 PM
82	Cleanliness of the waiting area and the civil attitude of the staff	4/18/2015 4:59 PM

## Q24 Is there anything that could be improved at the surgery?

Answered: 60 Skipped: 76

#	Responses	Date
1	A big thank you for all you have provided over the years. Hope everybody really appreciates you all.	4/27/2015 5:59 PM
2	Parking at both Weobley & Staunton.	4/27/2015 5:57 PM
3	Im pretty impressed!	4/27/2015 5:54 PM
4	No see above - says it all	4/27/2015 5:51 PM
5	Possibly extended hours (an evening, Saturday morning) ?Delivery of regular prescriptions to eg post office in my nearest village (Canon Pyon)	4/27/2015 5:50 PM
6	Parking - not an issue for me Encourage all patients and staff to join Dignity in Dying and campaign for the right to choose how to die.	4/27/2015 5:47 PM
7	Sometimes there is a long delay to see a doctor. I have had to wait a week for an appointment.	4/27/2015 5:45 PM
8	We are worried that if we are ill at a weekend we would have to go to A&E. We would much prefer to see one of our local doctors who knows us and whom we trust.	4/27/2015 5:42 PM
9	A small glass of sherry and a biscuit on arrival!!!	4/24/2015 12:14 PM
10	Some more parking. I always part at the telephone kiosk at Staunton. No problem to walk but some other people need to park closer to the surgery	4/24/2015 12:12 PM
11	Tea/coffee	4/24/2015 12:05 PM
12	No - happy - possibly parking	4/24/2015 12:02 PM
13	Nothing comes to mind	4/24/2015 12:00 PM
14	Very happy with surgeries	4/24/2015 11:56 AM
15	More parking - only a problem when its busy. I park at the school if it is a problem	4/24/2015 11:53 AM
16	Availability of appointments at different times eg. lunch time, evenings, Saturdays	4/24/2015 11:50 AM
17	Parking is a problem at times but we're fortunate to be able to use the school car park	4/24/2015 11:46 AM
18	To have a surgery email address	4/22/2015 9:34 PM
19	None	4/22/2015 9:32 PM
20	No	4/22/2015 9:29 PM
21	Timekeeping	4/22/2015 9:23 PM
22	One receptionist very good and always polite The others can be grumpy	4/22/2015 9:22 PM
23	More opening times. It is difficult to get a time to suit when working	4/22/2015 9:04 PM
24	Not really sure	4/22/2015 8:58 PM
25	No	4/22/2015 8:50 PM
26	None	4/22/2015 8:45 PM
27	Car parking	4/22/2015 8:44 PM
28	No	4/22/2015 8:14 PM
29	Better opening times ie five days a week 9-5 if that would be possible	4/22/2015 8:13 PM
30	Keeping appointment times	4/22/2015 8:11 PM
31	Open longer	4/22/2015 8:05 PM
32	Evening or weekend appointments	4/22/2015 7:57 PM
33	More appointments would be useful	4/22/2015 7:53 PM

34	Opening hours	4/22/2015 7:51 PM
35	I have been legalised at this surgery over 17 years and I can honestly say this has been the best surgery. Not sure if there is any room for improvement. Excellent	4/22/2015 7:50 PM
36	More drs on duty at anyone time and more time allocated per patient. Aware you can book double appointments but last time was used to catch up	4/22/2015 7:41 PM
37	Not a lot. if you are not satisfied - move	4/22/2015 7:34 PM
38	App for the younger generation	4/22/2015 7:32 PM
39	No - very good surgery that looks after its patients	4/22/2015 7:19 PM
40	Not really - coffee or tea	4/22/2015 7:16 PM
41	Not that I can think of	4/22/2015 7:01 PM
42	Parking at Staunton Surgery	4/22/2015 6:59 PM
43	Parking	4/19/2015 12:41 PM
44	Parking at Weobley at busy times	4/19/2015 12:40 PM
45	An elderly family member of mine has been recovering from cancer and had a major operation and after returning from hospital had to wait two weeks to see her GP. I believe patients like my relative who have been in that situation should be prioritised as he was in substantial pain for two weeks waiting to see her GP whom the hospital had told her to see.	4/19/2015 12:28 PM
46	No don't think so	4/19/2015 12:23 PM
47	No I don't think so. Except it can always be a bit of a crush between reception and pharmacy. Need more room not sure how this could be done.	4/19/2015 12:22 PM
48	Not at all!	4/19/2015 12:18 PM
49	No	4/19/2015 12:17 PM
50	Prompt reply to a phone call - sometimes I replace the phone because of the long wait. 4 years ago when my husband was very ill, the quick rely was a lifeline for me and the response so fast	4/19/2015 12:06 PM
51	Tea machine	4/19/2015 12:02 PM
52	Open on a Saturday or cover at weekends	4/19/2015 11:09 AM
53	Not at this time	4/19/2015 11:06 AM
54	Not that I can think of	4/19/2015 11:03 AM
55	More afternoon/evening opening at Staunton ?Availability at weekends/bank holidays	4/19/2015 11:01 AM
56	Especially in view of cuts to services, more info about proactive healthcare including exercise, food, alternative treatments and courses and funding for these when available	4/19/2015 10:59 AM
57	Open longer in evening hours Not every GP is helpful/sympathetic - but vast majority are	4/19/2015 10:54 AM
58	Hours of opening	4/18/2015 5:07 PM
59	Better parking - especially at Weobley	4/18/2015 5:01 PM
60	The overhearing of phone calls or talking to receptionists and pharmacists A water dispenser	4/18/2015 4:56 PM