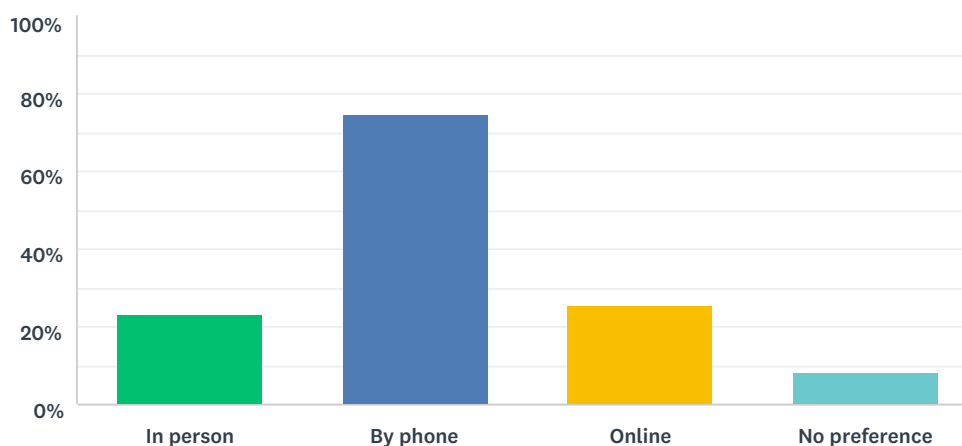


## Q1 Which of the following methods would you prefer to use to book an appointment at the Surgery? (Please tick all that apply)

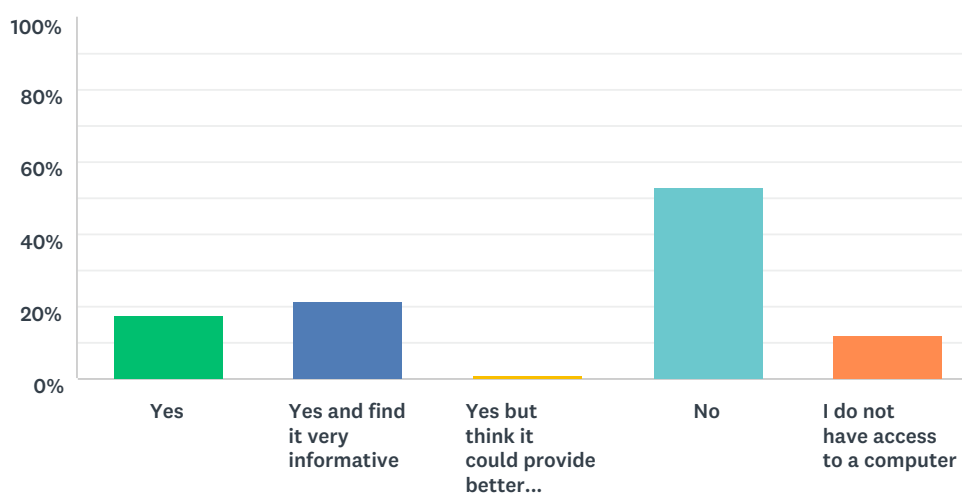
Answered: 208 Skipped: 0



ANSWER CHOICES	RESPONSES	
In person	23.08%	48
By phone	75.00%	156
Online	25.48%	53
No preference	8.17%	17
Total Respondents: 208		

## Q2 Have you visited our website - [www.weobleyandstauntonsurgeries.nhs.uk](http://www.weobleyandstauntonsurgeries.nhs.uk)?

Answered: 206 Skipped: 2

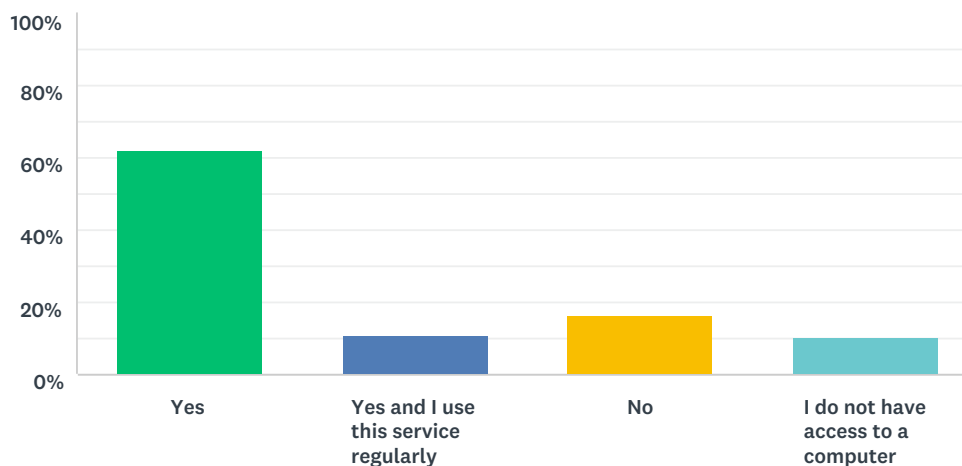


ANSWER CHOICES	RESPONSES	
Yes	17.48%	36
Yes and find it very informative	21.36%	44
Yes but think it could provide better information	0.97%	2

No	52.91%	109
I do not have access to a computer	12.14%	25
Total Respondents: 206		

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

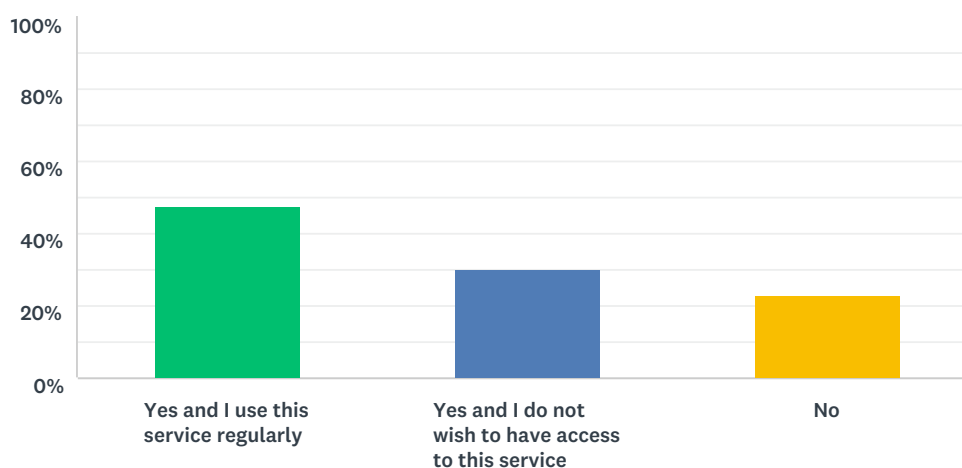
Answered: 207 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	61.84%	128
Yes and I use this service regularly	11.11%	23
No	16.43%	34
I do not have access to a computer	10.63%	22
TOTAL		207

### Q4 Are you aware that you can receive text and voice message reminders about your appointments, prescription requests and chronic disease reviews?

Answered: 205 Skipped: 3

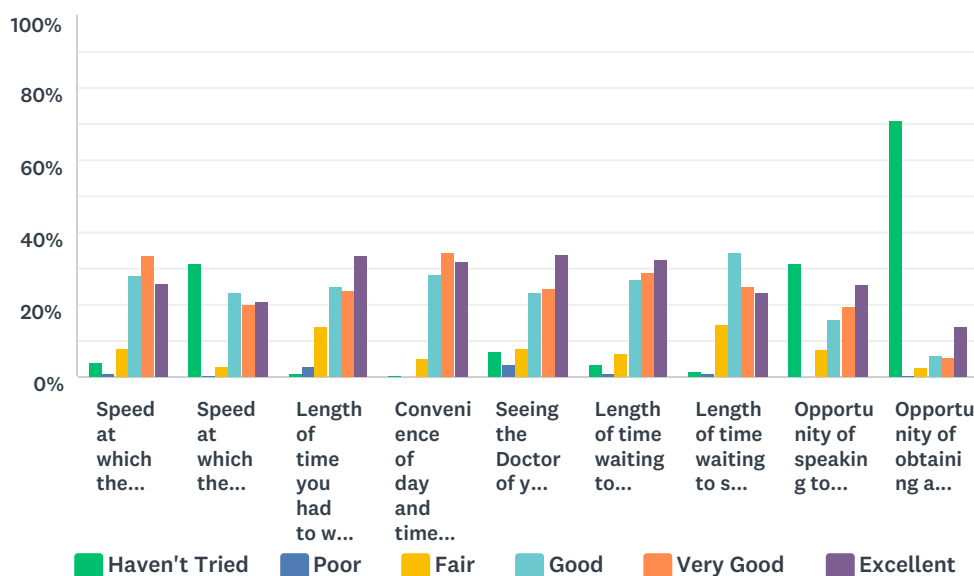


ANSWER CHOICES	RESPONSES
----------------	-----------

Yes and I use this service regularly	47.32%	97
Yes and I do not wish to have access to this service	29.76%	61
No	22.93%	47
<b>TOTAL</b>		<b>205</b>

## Q5 Access to a Doctor or Nurse? Please put a tick in one box for each row

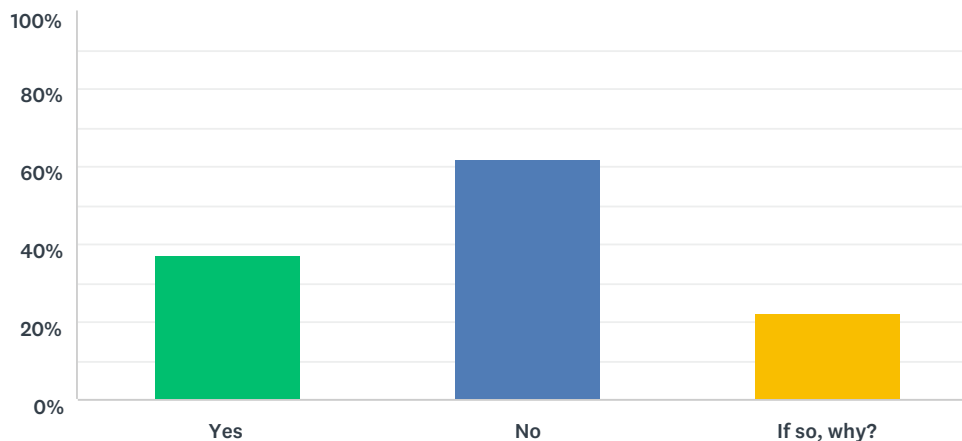
Answered: 207 Skipped: 1



	HAVEN'T TRIED	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
Speed at which the telephone was answered initially	3.90% 8	0.98% 2	7.80% 16	27.80% 57	33.66% 69	25.85% 53	205
Speed at which the telephone was answered if call transferred	31.75% 60	0.53% 1	3.17% 6	23.28% 44	20.11% 38	21.16% 40	189
Length of time you had to wait for an appointment	1.00% 2	2.99% 6	13.93% 28	24.88% 50	23.88% 48	33.33% 67	201
Convenience of day and time of your appointment	0.50% 1	0.00% 0	4.98% 10	28.36% 57	34.33% 69	31.84% 64	201
Seeing the Doctor of your choice	6.93% 14	3.47% 7	7.92% 16	23.27% 47	24.26% 49	34.16% 69	202
Length of time waiting to check in with Reception	3.47% 7	0.99% 2	6.44% 13	27.23% 55	29.21% 59	32.67% 66	202
Length of time waiting to see the Doctor or Nurse	1.49% 3	0.99% 2	14.36% 29	34.65% 70	25.25% 51	23.27% 47	202
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	31.50% 63	0.00% 0	7.50% 15	16.00% 32	19.50% 39	25.50% 51	200
Opportunity of obtaining a home visit when necessary	70.98% 137	0.52% 1	2.59% 5	6.22% 12	5.70% 11	13.99% 27	193

## Q6 Your Clinician - Have you asked to specifically see this clinician?

Answered: 187 Skipped: 21



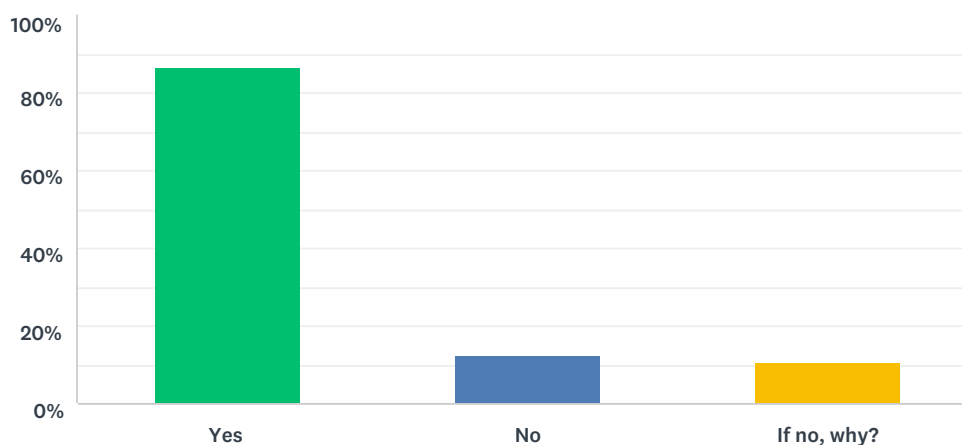
ANSWER CHOICES	RESPONSES	
Yes	37.43%	70
No	62.03%	116
If so, why?	22.46%	42
Total Respondents: 187		

#	IF SO, WHY?	DATE
1	Aware of medical condition history	10/2/2017 2:58 PM
2	Has background knowledge of me	10/2/2017 2:54 PM
3	Excellent service	10/2/2017 2:42 PM
4	Always seen them	10/2/2017 2:00 PM
5	Surgery lead doctor for diabetes	10/2/2017 1:52 PM
6	Because the doctor is familiar with my problems	10/2/2017 1:10 PM
7	Used to this doctor now	10/2/2017 12:52 PM
8	Being female I prefer a lady doctor	10/2/2017 12:51 PM
9	Saves times and energy explaining things if they know you and your problems	10/2/2017 12:49 PM
10	continuity, personal touch	10/2/2017 12:45 PM
11	Follow up to phone conversation	10/2/2017 12:42 PM
12	Very satisfied with the same doctor	10/2/2017 12:39 PM
13	Feel that continuity is important	10/2/2017 12:38 PM
14	Hes been dealing with particular problem	10/2/2017 12:24 PM
15	Female issues	10/2/2017 11:56 AM
16	He was the first available	10/2/2017 11:55 AM
17	Regard him as my doctor	10/2/2017 11:52 AM
18	Have seen him for many years	10/2/2017 11:50 AM
19	Follow up visit	10/2/2017 11:48 AM
20	Only for female problems when I ask for a female doctor	10/2/2017 11:39 AM
21	Know and trust them	10/2/2017 11:22 AM
22	Continuity of care and support is vitally important	10/2/2017 11:19 AM
23	Doctor knows my background and has never failed me	10/2/2017 11:11 AM
24	Continuity	10/2/2017 10:59 AM
25	Ongoing	9/19/2017 10:25 AM
26	Particularly when the issue is complicated and he/she is familiar with it	9/19/2017 10:24 AM
27	Continuity and understanding of continuing issues	9/18/2017 10:13 AM

28	Been with the Penneys for 25 years	9/18/2017 10:09 AM
29	because knows history and shortcuts explanations	9/18/2017 10:07 AM
30	Follow on appointment	9/18/2017 10:04 AM
31	Female	9/18/2017 10:02 AM
32	Relates to a previous condition	9/18/2017 10:00 AM
33	He knows me	9/18/2017 9:55 AM
34	I like to have my own GP who gets to know me and whom I can get to know so am totally at ease discussing anything I may need to do so	9/8/2017 11:10 AM
35	We have both seen him for many years and found him always pleasant and very efficient	9/8/2017 11:06 AM
36	Doctor knows my case.	9/6/2017 8:36 AM
37	Because she is sorting my ear problem out and so far so good	9/6/2017 8:23 AM
38	Very good doctor who knows my medical condition well	9/6/2017 8:19 AM
39	I wanted to see a female doctor at the time	9/6/2017 8:16 AM
40	It is helpful to see the same doctor regularly	9/6/2017 8:13 AM
41	Previously seen doctor about ongoing problems	9/5/2017 6:19 PM
42	Not to repeat history	9/5/2017 6:05 PM

## Q7 Your Clinician - Would you be happy to see an alternative clinician?

Answered: 183 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	86.34%	158
No	12.57%	23
If no, why?	10.93%	20
Total Respondents: 183		

#	IF NO, WHY?	DATE
1	Only if absolutely necessary	10/2/2017 2:02 PM
2	Take a while to get used to different doctors	10/2/2017 12:52 PM
3	I feel that my own doctor is more aware of my history	10/2/2017 12:51 PM
4	I would always prefer to see GP of choice but if the need to see a GP is urgent am happy to see whoever	10/2/2017 12:49 PM
5	If female	10/2/2017 11:56 AM

6	In an emergency or my doctor not available for some time	10/2/2017 11:52 AM
7	Occasionally	10/2/2017 11:50 AM
8	Not by choice	10/2/2017 11:35 AM
9	no confidence	10/2/2017 11:22 AM
10	Only in an emergency	10/2/2017 11:19 AM
11	For minor things only	10/2/2017 11:11 AM
12	All clinicians are excellent	10/2/2017 11:01 AM
13	I would still be happy to see an alternative clinician as all are excellent, helpful, dedicate and very caring	10/2/2017 10:59 AM
14	Too far as live in the village	9/19/2017 10:28 AM
15	because few appointments available with chosen doctor	9/18/2017 10:07 AM
16	Continuity	9/18/2017 10:00 AM
17	Only if desperate	9/11/2017 10:57 AM
18	In an emergency if my GP were unavailable	9/8/2017 11:10 AM
19	Not really as they would not know my medical condition so well	9/6/2017 8:19 AM
20	Everyone is approachable and professional	9/6/2017 8:16 AM

## Q8 Obtaining a Repeat Prescription/Test Results

Answered: 205 Skipped: 3

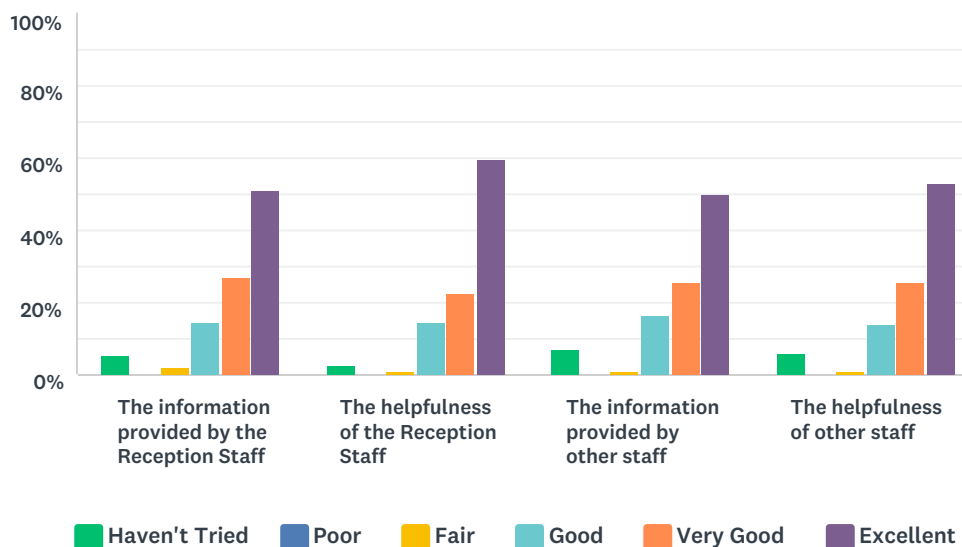


	HAVEN'T TRIED	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
Prescription ready on time	8.91% 18	1.49% 3	1.49% 3	13.37% 27	20.79% 42	53.96% 109	202
Prescription correctly issued	7.73% 14	0.00% 0	1.66% 3	13.81% 25	18.23% 33	58.56% 106	181
Handling of any queries	15.64% 28	0.00% 0	3.35% 6	12.29% 22	15.64% 28	53.07% 95	179
Were you told when to contact us for your results	17.53% 34	1.03% 2	4.12% 8	21.13% 41	24.74% 48	31.44% 61	194
Results available when you contacted us	18.56% 36	1.55% 3	5.15% 10	20.62% 40	25.26% 49	28.87% 56	194
Level of satisfaction with the amount of information provided	15.26% 29	0.00% 0	3.68% 7	23.68% 45	24.21% 46	33.16% 63	190

Level of satisfaction with the manner in which the result was given	16.58%	0.00%	3.11%	20.73%	21.76%	37.82%	
	32	0	6	40	42	73	193

## Q9 About the Staff

Answered: 200 Skipped: 8



	HAVEN'T TRIED	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
The information provided by the Reception Staff	5.50% 11	0.00% 0	2.00% 4	14.50% 29	27.00% 54	51.00% 102	200
The helpfulness of the Reception Staff	2.50% 5	0.00% 0	1.00% 2	14.50% 29	22.50% 45	59.50% 119	200
The information provided by other staff	7.07% 14	0.00% 0	1.01% 2	16.67% 33	25.25% 50	50.00% 99	198
The helpfulness of other staff	6.19% 12	0.52% 1	1.03% 2	13.92% 27	25.26% 49	53.09% 103	194

## Q10 Overall Satisfaction

Answered: 200 Skipped: 8



	HAVEN'T TRIED	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
--	---------------	------	------	------	-----------	-----------	-------

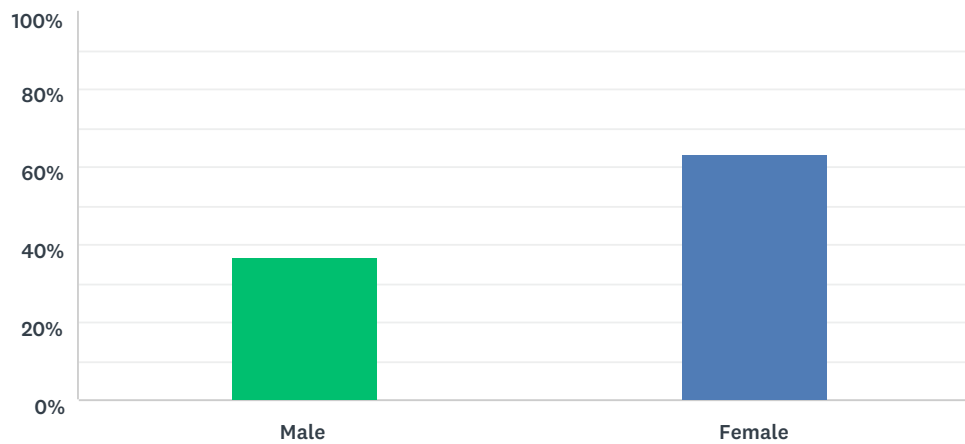
My overall satisfaction with this Practice

0.50%  
10.00%  
01.00%  
29.50%  
1924.50%  
4964.50%  
129

200

## Q11 Are you male or female?

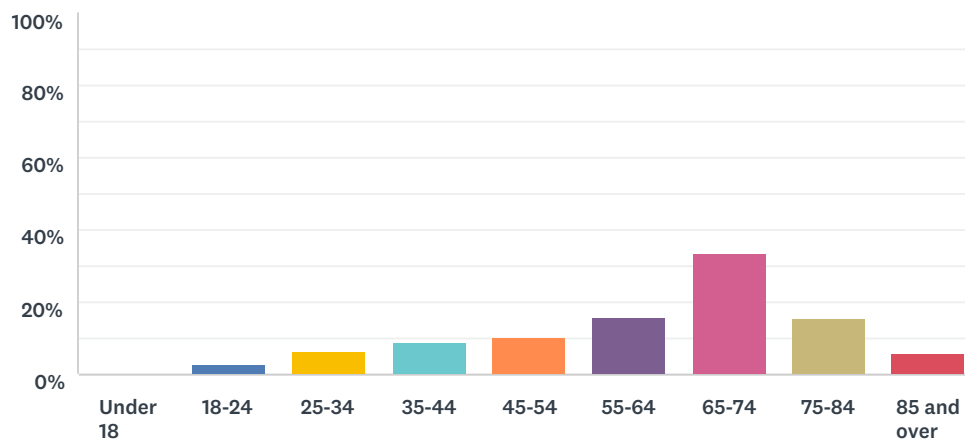
Answered: 201 Skipped: 7



ANSWER CHOICES		RESPONSES	
Male		36.82%	74
Female		63.18%	127
TOTAL			201

## Q12 How old are you?

Answered: 201 Skipped: 7



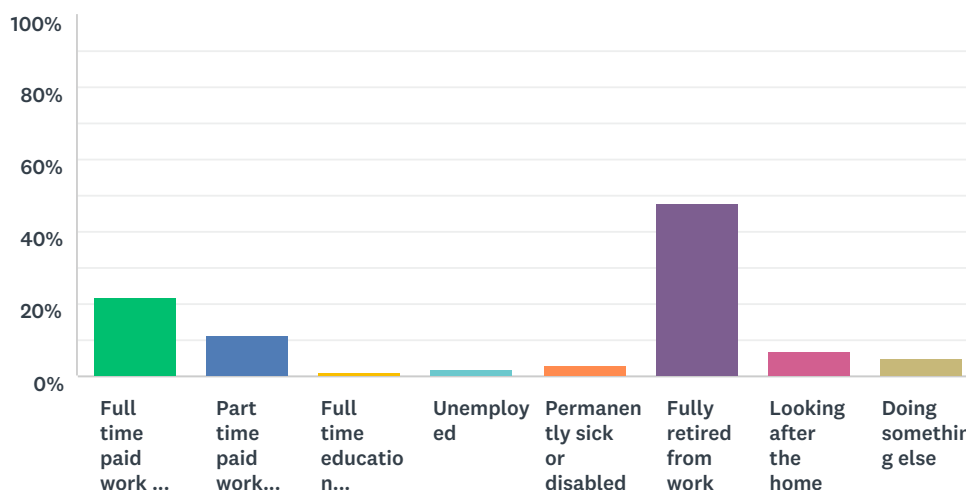
ANSWER CHOICES		RESPONSES	
Under 18		0.50%	1
18-24		2.99%	6
25-34		6.47%	13
35-44		8.96%	18
45-54		10.45%	21
55-64		15.92%	32
65-74		33.33%	67



75-84	15.42%	31
85 and over	5.97%	12
<b>TOTAL</b>		<b>201</b>

### Q13 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: 198 Skipped: 10



ANSWER CHOICES	RESPONSES	
Full time paid work (30 hour or more per week)	22.22%	44
Part time paid work (under 30 hours per week)	11.62%	23
Full time education (school, college, university)	1.01%	2
Unemployed	2.02%	4
Permanently sick or disabled	3.03%	6
Fully retired from work	47.98%	95
Looking after the home	7.07%	14
Doing something else	5.05%	10
<b>TOTAL</b>		<b>198</b>

### Q14 Is there anything particularly good about our service you would recommend to others?

Answered: 127 Skipped: 81

#	RESPONSES	DATE
1	Good staff-patient relationship, efficient and welcoming. Medical provision very good and generally choice of treatment options.	10/2/2017 3:02 PM
2	I have never been to such a good surgery before. They are always helpful and lovely and look after my family well. Thank you.	10/2/2017 2:59 PM
3	Courteous, prompt attention of reception staff and dedicated caring GPs	10/2/2017 2:58 PM

4	Doctors and nurses very friendly.	10/2/2017 2:54 PM
5	Very good GPs. Always flexible. In-house dispensary is great.	10/2/2017 2:52 PM
6	All of the above.	10/2/2017 2:49 PM
7	Doctors have been excellent! Very reassuring. Text message reminders is good.	10/2/2017 2:45 PM
8	No	10/2/2017 2:43 PM
9	Excellent service.	10/2/2017 2:42 PM
10	Most people know how good Weobley surgery is. We are lucky to have you. Thank you.	10/2/2017 2:41 PM
11	New to practice - so far very good!	10/2/2017 2:39 PM
12	New to the practice. So far - very good.	10/2/2017 2:38 PM
13	Join this practice!	10/2/2017 2:37 PM
14	Excellent practice	10/2/2017 2:35 PM
15	Very recently moved to the practice. I am impressed by the quality of care I've been offered. Ive been to both Staunton and Weobley, care is equitable across both.	10/2/2017 2:08 PM
16	Friendly helpful staff - only been in the area a short time. Very good welcome.	10/2/2017 2:05 PM
17	Good staff, great doctors	10/2/2017 2:04 PM
18	A very caring practice - we are very fortunate	10/2/2017 2:03 PM
19	The love and care shown by all the staff	10/2/2017 2:02 PM
20	You get to the bottom of the problem no matter what. All doctors really helpful as are other staff. Reception and dispensary. Clean in all areas.	10/2/2017 1:59 PM
21	Positive friendly attitude - can do attitude.	10/2/2017 1:52 PM
22	Personal as opposed to impersonal feel to the practice	10/2/2017 1:12 PM
23	All the staff at the surgery are very willing to help and very reassuring and kind when problems occur	10/2/2017 1:10 PM
24	A very good service.	10/2/2017 1:02 PM
25	Friendly professionalism and sympathetic efficiency at all times	10/2/2017 12:55 PM
26	Everything 100% excellent	10/2/2017 12:52 PM
27	We are just so pleased and thankful to have you in our village.	10/2/2017 12:51 PM
28	The friendliness, helpfulness and humanity which informs the whole atmosphere - we are so lucky. Thank you.	10/2/2017 12:49 PM
29	Continuity. Personal service from local based staff and doctors.	10/2/2017 12:45 PM
30	Excellent service all round	10/2/2017 12:43 PM
31	Appointment slots very good.	10/2/2017 12:42 PM
32	The whole organisation at Staunton Surgery is excellent. The counter staff are superb.	10/2/2017 12:41 PM
33	Staunton surgery is one of the best. We are all so very lucky to have it. Doctors, nurses, and all staff are warm and friendly and always helpful.	10/2/2017 12:39 PM
34	You can more often than not get an appointment the same day as you call - seems that this is not common with other practices.	10/2/2017 12:38 PM
35	I would and do recommend everything. I cannot praise this wonderful surgery enough.	10/2/2017 12:34 PM
36	The doctors	10/2/2017 12:33 PM
37	The whole package	10/2/2017 12:32 PM
38	Staff are very friendly and helpful.	10/2/2017 12:27 PM
39	Have always found it pleasant to visit and people pleasant to deal with	10/2/2017 12:24 PM
40	The total friendliness, helpfulness and kindness of all the staff. The patient and dedication of medics.	10/2/2017 11:56 AM
41	Knowledgeable staff. They help reassure people about their issues and attempt to aid for help.	10/2/2017 11:55 AM
42	The ability to see a doctor when you need to even if not own GP. The envy of my friends who attend other surgeries that don't match Weobley standards.	10/2/2017 11:52 AM

43	The level of care offered by the doctors.	10/2/2017 11:49 AM
44	excellent surgery overall. Very helpful and friendly.	10/2/2017 11:48 AM
45	Availability of help Understandable website	10/2/2017 11:42 AM
46	I can get a same day appointment and was impressed that my daughter who was visiting was also able to get a same day appointment.	10/2/2017 11:41 AM
47	No just the overall excellence of the service	10/2/2017 11:39 AM
48	Whole ethos	10/2/2017 11:37 AM
49	Excellent caring doctors and staff	10/2/2017 11:36 AM
50	Brilliant doctors and staff	10/2/2017 11:35 AM
51	No long term waiting. if ill an appointment is relatively quick.	10/2/2017 11:34 AM
52	Making patients feel like there are options not just standard responses of 'not available'	10/2/2017 11:32 AM
53	Clean friendly environment	10/2/2017 11:28 AM
54	Online patient access	10/2/2017 11:25 AM
55	Yes - always been able to get an appointment. Great doctors.	10/2/2017 11:24 AM
56	All of it - good example to poor practices (lots of them)	10/2/2017 11:22 AM
57	The waiting room is nice.	10/2/2017 11:21 AM
58	Really lovely surgery and doctors.	10/2/2017 11:20 AM
59	Fairly easy to get an appointment to see the doctor you want to. Doctors - brilliant.	10/2/2017 11:17 AM
60	yes - I have always been treated as a person and not a number. Couldn't imagine a more caring doctors surgery right across the board. Thank you for taking care of myself and my family's health for years	10/2/2017 11:15 AM
61	Caring staff, nurses and doctors	10/2/2017 11:13 AM
62	The speed with which prescriptions are issued after seeing a doctor. All staff and helpful and happily interact with one another. Excellent service.	10/2/2017 11:11 AM
63	Excellent service - competent, friendly, helpful, considerate, professional, efficient - what more can I say.	10/2/2017 11:08 AM
64	Excellent staff, excellent team overall.	10/2/2017 11:05 AM
65	Staff always cheerful. You can always get an appointment when you need it. Doctors go the extra mile to sort things out.	10/2/2017 11:04 AM
66	Everyone is helpful, caring, approachable and fun. Please don't change a thing and being a bit selfish, don't tell everyone.	10/2/2017 11:01 AM
67	The dedication and care to patients has always been an excellent and caring service. with such dedication it is already a top class surgery. Moving away from Staunton on Wye is not an option.	10/2/2017 10:59 AM
68	Can get an emergency appointment when needed	10/2/2017 10:44 AM
69	Very friendly, helpful practice.	10/2/2017 10:41 AM
70	Excellent caring and responsive reception team. Excellent and caring GP.	10/2/2017 10:40 AM
71	Excellent at Weobley & Staunton. Thank you for your service.	10/2/2017 10:39 AM
72	This is an excellent surgery. All the staff are very kind, friendly and helpful.	10/2/2017 10:37 AM
73	Local availability	10/2/2017 10:36 AM
74	Lovely practice - don't change	10/2/2017 10:34 AM
75	We are extremely fortunate to have such an excellent surgery in Weobley	10/2/2017 10:32 AM
76	Always very helpful.	10/2/2017 10:31 AM
77	All staff at both surgeries are always very helpful and caring.	10/2/2017 10:29 AM
78	Very polite staff and always on time	9/19/2017 10:29 AM
79	General helpfulness and professionalism. Cheerful surroundings. Genuine concern for you as an individual. Friendliness.	9/19/2017 10:24 AM

80	Very helpful and friendly staff	9/18/2017 10:16 AM
81	Overall excellent service	9/18/2017 10:15 AM
82	First class surgery and staff. Highly recommended.	9/18/2017 10:14 AM
83	The doctors are excellent - very understanding and I never feel rushed. The nurses are very attentive. The receptionists and dispensary staff are very professional and extremely helpful and understanding.	9/18/2017 10:13 AM
84	All good	9/18/2017 10:11 AM
85	Always feel we are given full attention	9/18/2017 10:09 AM
86	Kindness and understanding from most of the doctors	9/18/2017 10:07 AM
87	This practice is warm, helpful, always feel like family.	9/18/2017 10:03 AM
88	Friendly, thorough, helpful and considerate manner during all consultations	9/18/2017 10:00 AM
89	It is clean, efficient, friendly and professional	9/18/2017 9:55 AM
90	Attitude of staff is exemplary! Patients are never felt to be unwelcome. Well done!	9/13/2017 2:32 PM
91	Nothing in particular because everything is good. Nothing but praise.	9/13/2017 1:47 PM
92	The doctors' responses to patients' situations is impressive and much appreciated. eg. I once fainted at the village hall and a doctor came to treat me and then took me home. Doctors have thought about a condition after I have left the surgery - telephoned me later or written. In conversations with other people I have found that Weobley Surgery outperforms surgeries in many other places.	9/13/2017 9:30 AM
93	Clinical excellence, thoughtfulness, thoroughness	9/13/2017 9:27 AM
94	Everybody at the Practice works extremely hard and the staff are very helpful. I would recommend the Practice to anybody.	9/11/2017 10:59 AM
95	Everyone very helpful and friendly - doctors always do their best for you.	9/11/2017 10:57 AM
96	Range of available appointments are brilliant - always something to suit.	9/8/2017 11:11 AM
97	The whole ambience in the surgery is so relaxed, friendly and helpful it's a joy to have to come! It's a proper old fashioned atmosphere and makes me, as a patient, feel a person who matters. So important for every patient.	9/8/2017 11:10 AM
98	Overall excellent	9/8/2017 11:07 AM
99	Generally excellent	9/8/2017 11:06 AM
100	Friendly, helpful approach	9/6/2017 12:52 PM
101	It is excellent. I would/do always recommend it to others.	9/6/2017 12:37 PM
102	This whole service is very good and would recommend to others without hesitation.	9/6/2017 8:38 AM
103	Very caring all round.	9/6/2017 8:36 AM
104	Quick and efficient.	9/6/2017 8:34 AM
105	Always helpful and informative. Doctors have time to listen to you.	9/6/2017 8:33 AM
106	Best service I have encountered and friendly approach of staff.	9/6/2017 8:32 AM
107	The offer to loan books to read based on your condition.	9/6/2017 8:30 AM
108	I am always impressed with the courtesy shown by everyone at this practice. Staff are friendly and welcoming which for a surgery I'm sure can be difficult at times. I have seen staff having to deal with some very rude and difficult patients with great tact!	9/6/2017 8:27 AM
109	Caring, responsive, excellent service.	9/6/2017 8:25 AM
110	The dispensing facility.	9/6/2017 8:23 AM
111	I am always able to get an appointment with doctor of my choice within a reasonable length of time with no restrictions on when to phone. I find my doctor extremely good.	9/6/2017 8:19 AM
112	All the staff members are very friendly and you always feel welcome. The doctors and nurses are also very professional and approachable - you feel you can tell them anything and they don't seem to judge you.	9/6/2017 8:16 AM
113	Very friendly and helpful.	9/6/2017 8:13 AM
114	Everything is very good. Would highly recommend.	9/6/2017 7:51 AM

115	In an emergency you can be seen straight away. GPs are very caring and thorough. Dispensary at the surgery is brilliant.	9/5/2017 6:26 PM
116	It is all fantastic. Thank you all.	9/5/2017 6:21 PM
117	The atmosphere - warm and friendly and personal but also very professional.	9/5/2017 6:17 PM
118	Very good	9/5/2017 6:13 PM
119	Yes	9/5/2017 6:11 PM
120	Everything	9/5/2017 6:09 PM
121	Very wonderful service	9/5/2017 6:08 PM
122	Just joined surgery - everyone seems very pleasant and helpful	9/5/2017 6:05 PM
123	No complaints at all. Have been a patient here for almost 30 years and always received excellent care for myself and my family.	9/5/2017 6:02 PM
124	Everything about our surgery cannot be beaten	9/5/2017 6:01 PM
125	Second to none	9/5/2017 5:59 PM
126	N/A	9/5/2017 5:57 PM
127	Do not have to wait long	9/5/2017 5:55 PM

## Q15 Is there anything that could be improved at the surgery?

Answered: 90 Skipped: 118

#	RESPONSES	DATE
1	Repeat prescriptions will not work on a fixed monthly period if most regular prescriptions are for four weeks (ie not calendar month) - this will lead to shortages. Prescription delivery service would be very valuable.	10/2/2017 3:02 PM
2	Occasional GP surgery overrunning particularly PM	10/2/2017 2:58 PM
3	Maybe weekend opening. Access to the nurse can be a bit slow.	10/2/2017 2:52 PM
4	No	10/2/2017 2:49 PM
5	Waiting time - it is difficult to wait for 45 minutes when you have a toddler.	10/2/2017 2:48 PM
6	Use of technology - cards etc.	10/2/2017 2:43 PM
7	No	10/2/2017 2:42 PM
8	I am a big believer in improvement but at the moment I have nothing to add. If the patient engages with patients regarding specific improvements to the service or environment I would welcome the opportunity to partake.	10/2/2017 2:08 PM
9	None	10/2/2017 2:04 PM
10	No	10/2/2017 2:03 PM
11	More information on test results	10/2/2017 2:00 PM
12	Nothing	10/2/2017 1:59 PM
13	A little privacy at reception when discussing things - but I realise this would be difficult.	10/2/2017 1:10 PM
14	I was told by one receptionist when I had been particularly poorly with a chest infection that there were no appointments to see a doctor for another week!	10/2/2017 12:56 PM
15	Weight of exterior/entrance door very difficult for older patients.	10/2/2017 12:55 PM
16	All as it should be.	10/2/2017 12:52 PM
17	Not the surgery but the car park is always full to overflowing which means parking elsewhere.	10/2/2017 12:51 PM
18	Felt rather lost when first became a carer and fell between various stools at first but that was some time ago. I expect information etc and the way to understand services is more clearly signposted now.	10/2/2017 12:49 PM
19	Nothing to be improved.	10/2/2017 12:43 PM

20	No	10/2/2017 12:42 PM
21	No	10/2/2017 12:39 PM
22	More parking spaces	10/2/2017 12:35 PM
23	I cannot think of anything that would improve my surgery because it is simply the best.	10/2/2017 12:34 PM
24	I think it is a good practice and we are lucky to have your service.	10/2/2017 12:33 PM
25	No	10/2/2017 12:32 PM
26	The Dispensary	10/2/2017 12:30 PM
27	Parking	10/2/2017 12:26 PM
28	Not that I can think of	10/2/2017 12:24 PM
29	Parking.	10/2/2017 11:56 AM
30	No	10/2/2017 11:50 AM
31	Quite satisfied.	10/2/2017 11:42 AM
32	Better parking facilities	10/2/2017 11:36 AM
33	No	10/2/2017 11:35 AM
34	Very little.	10/2/2017 11:34 AM
35	N/A	10/2/2017 11:32 AM
36	Complete anonymity of patient - birth details can be seen by others on screen. The design of questionnaires involving a service of millions of pounds of NHS funding needs to be done more carefully. This questionnaire should be redesigned perhaps professionally. It would be a good use of money. Some questions are ambiguous and there is plenty of guidance out there on how to design questionnaires.	10/2/2017 11:28 AM
37	More minor treatments available	10/2/2017 11:22 AM
38	No.	10/2/2017 11:21 AM
39	I'd like to see more support for self-help in relation to health and exercise especially eg. fitness assessments including bloody assays, heart monitoring etc (eg. see TV programme how to stay young). Exercise is proving to be the key to health.	10/2/2017 11:19 AM
40	Telephone could be answered quicker.	10/2/2017 11:17 AM
41	No - keep on as you are. Well done everyone. Top marks.	10/2/2017 11:15 AM
42	Out of hours service.	10/2/2017 11:13 AM
43	Entry door to surgery is very hard to open and keep open especially for frail or disabled folk. Otherwise the best surgery I have every known and I have known a few.	10/2/2017 11:11 AM
44	Corridor next to reception desk.	10/2/2017 11:08 AM
45	No.	10/2/2017 11:05 AM
46	No	10/2/2017 11:04 AM
47	Nothing	10/2/2017 10:44 AM
48	They are 1st class.	10/2/2017 10:40 AM
49	Cant think of anything as service is excellent	10/2/2017 10:37 AM
50	Login for prescription collection. Would save a queue!	10/2/2017 10:36 AM
51	Car parking	10/2/2017 10:34 AM
52	Parking sometimes a bit difficult but we appreciate the problems.	10/2/2017 10:32 AM
53	Books for the young kids	9/19/2017 10:29 AM
54	Probably - but cannot think of anything at the moment!	9/19/2017 10:24 AM
55	No - all excellent	9/18/2017 10:20 AM
56	Parking.	9/18/2017 10:13 AM
57	Nothing springs to mind	9/18/2017 10:11 AM
58	Availability to see doctors of our choice at Weobley Surgery	9/18/2017 10:09 AM

59	One of the doctors lacks empathy. Everyone else excellent within time constraints of appointments.	9/18/2017 10:07 AM
60	No - it is exceptionally good	9/18/2017 10:00 AM
61	The parking and access for elderly and disabled is a problem	9/18/2017 9:55 AM
62	Parking	9/13/2017 2:32 PM
63	The car park.	9/13/2017 1:47 PM
64	Nothing of importance. Weobley is very fortunate to have such a team but you could change the music on the phone system - it's dreadful.	9/13/2017 9:30 AM
65	Please change the awful music on the telephone system.	9/13/2017 9:27 AM
66	Nothing that I can think of at this time	9/11/2017 10:59 AM
67	Classical music to calm you down.	9/11/2017 10:57 AM
68	Not for me. I think you're all wonderful.	9/8/2017 11:10 AM
69	Not to our knowledge	9/8/2017 11:06 AM
70	I don't think so.	9/6/2017 12:37 PM
71	The mark of any organization is the staff are happy. This is evident to me when I visit the surgery. I feel also that patients attitude have a part to play in the running of the services provided.	9/6/2017 8:38 AM
72	Just be there.	9/6/2017 8:34 AM
73	No.	9/6/2017 8:33 AM
74	Only problem can be the parking.	9/6/2017 8:32 AM
75	No	9/6/2017 8:30 AM
76	No.	9/6/2017 8:23 AM
77	The reception can be slow at times.	9/6/2017 8:19 AM
78	Not that I can think of!	9/6/2017 8:16 AM
79	No.	9/6/2017 8:13 AM
80	No	9/6/2017 7:51 AM
81	The length of time I have to wait to see Oliver and Rachel for a non-emergency appointment. Quite often it is two weeks.	9/5/2017 6:26 PM
82	Better parking outside the surgery.	9/5/2017 6:23 PM
83	It is perfect.	9/5/2017 6:21 PM
84	Management could be improved.	9/5/2017 6:14 PM
85	No	9/5/2017 6:11 PM
86	Parking	9/5/2017 6:09 PM
87	None	9/5/2017 6:01 PM
88	None	9/5/2017 5:59 PM
89	N/A	9/5/2017 5:57 PM
90	I am satisfied with everything	9/5/2017 5:55 PM