

Keele Practice GP Patient Survey Report 2018

Survey Done in November 2018

50 questionnaires per clinician

Benchmarking taken from Ipsos Mori GP Survey July 2017

Accessing Your GP Services

Q1. Generally, how easy is it to get through to someone at this Practice on the phone?

	Very easy	Fairly Easy	Not very easy	Not at all easy	Haven't tried
Dr O	74%	14%	0%	2%	10%
Dr D	64%	28%	2%		6%
Dr C	56%	34%			
ML	64%	20%	2%		14%
YF	78%	30%			2%
%	56%	36%			8%
Average %	65.3%	27.0%	<1%	<1%	6.7%
Benchmark	22%	46%	19%	10%	4%

Benchmark: Total of easy: 68.0%

Keele Practice: Total of easy: 92.3%

Q2. How helpful do you find the receptionists at the Practice

	Very	Fairly	Not very	Not at all	Don't know
Dr O	72%	26%			2%
Dr D	74%	24%	2%		
Dr C	68%	32%			
ML	84%	16%			
YF	80%	18%	2%		
%	69%	31%			
Average %	74.5%	24.5%	<1%	0.0%	<1%
Benchmark	43%	44%	8%	2%	3%

Benchmark: Total of helpful: 87.0%

Keele Practice: Total of helpful: 99.0%

Q3. How do you normally book your appointment?

	In person	by phone	online
Dr O	21%	70%	9%
Dr D	17%	69%	14%
Dr C	14%	65%	21%
ML	25%	69%	6%
YF	21%	68%	11%
KG	21%	77%	2%
Average	19.8%	69.7%	10.5%
Benchmark*	32%	60%	8%

The NHS is encouraging patients to use online services. The survey shows that more of the patients at Keele Practice book their appointments online than the national average

Q4. As far as you know, which of the following online services does the Practice offer?

	Appoints	repeat prescriptions	med records	none	don't know
Dr O	37%	26%	13%		24%
Dr D	35%	34%	14%	1%	16%
Dr C	34%	28%	16%		22%
ML	37%	26%	14%		23%
YF	41%	33%	14%		12%
KG	34%	26%	7%	2%	31%
Average %	36.3%	28.8%	13.0%	<1%	21.3%
Benchmark	30%	27%	9%	5%	29%

The survey shows that more patients are aware of the online services offered than the national average

Making an Appointment

Q5. When you made your appointment for this consultation, when did you want it for?

	same day	next day	few days	a week or more	didn't mind
Dr O	40%	26%	16%	4%	14%
Dr D	42%	8%	26%	10%	14%
Dr C	38%	10%	40%	2%	10%
ML	38%	26%	12%	10%	14%
YF	42%	20%	24%	2%	12%
KG	24%	20%	20%	8%	28%
Average %	37.3%	18.3%	23.0%	6.0%	15.4%
Benchmark*	44%	15%	22%	4%	15%

Q6. When were you able to make it for?

	same day	next day	few days	a week or more	rang back
Dr O	36%	34%	22%	8%	
Dr D	36%	14%	40%	8%	2%
Dr C	34%	20%	38%	2%	6%
ML	36%	32%	22%	8%	2%
YF	40%	36%	18%	6%	
SC	14%	28%	48%	10%	
Average %	32.7%	27.3%	31.3%	7.0%	1.7%

79.5% of patients got their first choice of appointment when they rang. 20.5% of patients did not get their first choice of appointment, with 1.7% of patients having to ring back to get this, as the appointments were not released at the time for the day/time of their choice when they initially rang

Benchmark who wanted same day appointments : 44%,
Patients who got these: 33%

Keele Practice patients who wanted same day appointments: 37.3%
Patients who got these: 32.7%

Benchmark exceeded

Q7. How convenient was the appointment that you were able to get?

	Very	Fairly	Not very	Not at all
Dr O	65%	31%	4%	
Dr D	60%	36%	4%	
Dr C	58%	42%		
ML	76%	22%	2%	
YF	77%	21%	2%	
KG	67%	33%		
Average %	67.2%	30.8%	2.0%	0.0%

Q8. Overall how would you describe your experience of making an appointment when you need one?

	Very good	Fairly good	Neither g/p	Fairly poor	Very poor
Dr O	80%	18%		2%	
Dr D	66%	26%	6%	2%	
Dr C	56%	40%	4%		
ML	71%	29%			
YF	77%	23%			
KG	70%	28%	2%		
Average %	70.0%	27.3%	2.0%	<1%	0.0%
Benchmark	30%	39%	16%	10%	5%

Benchmark total good experience: 69%
 Keele Practice total: 97.3%%

Benchmark exceeded

Waiting Times

Q9. How long do you usually wait to be seen at the surgery after your appointment time?

	<5 mins	5-15 mins	>15 mins	Can't remember
Dr O	63%	35%		2%
Dr D	65%	33%	2%	
Dr S	45%	51%		4%
ML	49%	49%	2%	
YF	47%	51%		2%
KG	41%	55%	2%	2%
Average %	51.7%	45.7%	1.0%	1.6%

Benchmark: 15 mins or less 69%
 More than 15 mins 31%

Keele Practice: 15 mins or less 96%
 More than 15 mins 1%

Benchmark exceeded

Q10. How do you feel about how long you normally have to wait?

	Not too long	bit too long	far too long	no opinion
Dr O	92%	2%		6%
Dr D	98%	2%		
Dr C	84%	6%		10%
ML	86%	8%		6%
YF	98%			2%
KG	92%	2%		6%
Average	91.7%	3.3%	0.0%	5.0%

Your Appointment Today

Q11. How good was your clinician at the following?

Listening to you

	very good	good	neither g/p	poor	very poor
Dr O	92%	8%			
Dr D	90%	10%			
Dr C	88%	12%			
ML	78%	22%			
YF	75%	25%			
KG	81%	17%	2%		
Average	84.0%	15.9%	<1%	0.0%	0.0%

Benchmark	Good	89%	Poor:	3%
Keele Practice	Good	99.9%	Poor:	0%

Giving you enough time

	very good	good	neither g/p	poor	very poor
Dr O	90%	10%			
Dr D	96%	4%			
Dr C	74%	24%	2%		
ML	78%	20%	2%		
YF	77%	23%			
KG	78%	20%	2%		
Average	82.2%	16.8%	1.0%	0.0%	0.0%

Benchmark	Good	87%	Poor	4%
Keele Practice	Good	99.0%	Poor	0%

Explaining

	very good	good	neither g/p	poor	very poor
Dr O	88%	12%			
Dr D	88%	8%	4%		
Dr C	82%	16%	2%		
ML	86%	12%	2%		
YF	80%	18%	2%		
KG	70%	22%	8%		
Average	82.3%	14.7%	3.0%	0.0%	0.0%

Involving you

	very good	good	neither g/p	poor	very poor
Dr O	92%	8%			
Dr D	90%	8%	2%		
Dr C	82%	14%	4%		
ML	76%	22%	2%		
YF	83%	17%			
KG	74%	20%	6%		
Average	82.9%	14.8%	2.3%	0.0%	0.0%

Benchmark	Yes	93%	No	7%
Keele Practice	Yes	97.7%	No	0%

Treating you with care and concern

	very good	good	neither g/p	poor	very poor
Dr O	94%	6%			
Dr D	94%	6%			
Dr C	90%	8%	2%		
ML	80%	20%			
YF	87%	13%			
KG	81%	19%			
Average %	87.7%	12.0%	<1%	0.0%	0.0%

Benchmark	Good	87%	Poor	13%
Keele Practice	Good	99.7%	Poor	0%

All Benchmarks were exceeded

Q12. Did you have confidence and trust in the clinician you saw today?

	Yes definitely	Yes some extent	No not at all	Don't know
Dr O	96%	4%		
Dr D	88%	12%		
Dr C	94%	6%		
ML	90%	8%		2%
YF	84%	16%		
KG	86%	14%		
Average	90%	10%		<1%

Benchmark	Yes	95%	No	5%
Keele Practice	Yes	100%	No	0%

Opening Hours

Q13. How satisfied are you with the hours that the surgery is open?

	Very	Fairly	Neither s/dis	Fairly dis	Very dis	Not sure when open
Dr O	54%	36%	4%	2%		4%
Dr D	54%	34%	4%		2%	6%
Dr C	46%	36%	8%	2%		8%
ML	58%	34%		4%		4%
YF	53%	35%	8%	2%		2%
KG	57%	31%	8%			4%
Average %	53.6%	34.3%	5.3%	1.7%	<1%	4.7%
Benchmark	24%	41%	17%	10%	7%	1%

Benchmark- total of satisfied: 65%

Keele Practice: 87.9%

Benchmark exceeded

Q14. Is the surgery currently open at times that are convenient to you?

	Yes	No	Don't know
Dr O	92%		8%
Dr D	86%	10%	4%
Dr C	92%		8%
ML	94%	4%	2%
YF	90%	8%	2%
KG	90%	2%	8%
Average %	90.7%	4.0%	5.3%

Q15. Which of the following additional opening times would make it easier for you?

	Before 8am	lunchtime	after 6.30pm	Satur	Sunday	none of these
Dr O	5%	3%	14%	47%	14%	17%
Dr D	3%	6%	21%	38%	15%	17%
Dr C	6%	9%	24%	37%	15%	9%
ML	3%	9%	17%	41%	16%	14%
YF	11%	9%	31%	34%	6%	9%
KG	2%	4%	24%	38%	13%	19%
Average	5.0%	6.7%	21.8%	39.2%	13.2%	14.1%

Overall Experience

Q16. Overall, how would you describe your experience of the surgery?

	Very good	Fairly good	Neither good/poor	Fairly poor	very poor
Dr O	72%	28%			
Dr D	82%	16%	2%		
Dr C	67%	33%			
ML	74%	24%	2%		
YF	87%	13%			
KG	71%	27%	2%		
Average	75.5%	23.5%	1.0%	0.0%	0.0%

Benchmark Good 84% Poor 6%

Keele Practice: Good 99% 0% **Benchmark exceeded**

Q17. Would you recommend this surgery to someone who has just moved to your local area?

	Yes definitely	Yes probably	Not sure	No probably not	No definitely not	Don't know
Dr O	76%	22%		2%		
Dr D	75%	21%		2%		2%
Dr C	64%	32%	2%	2%		
ML	80%	14%	4%			2%
YF	76%	24%				
KG	76%	20%	2%			2%
Average %	74.5%	22.2%	1.3%	1.0%	0.0%	1.0%

Out of Hours

Q18. In the past 6 months, have you contacted an NHS service when you wanted to see a GP but the surgery was closed?

	Yes- myself	Yes someone else	No
Dr O	18%	6%	76%
Dr D	19%		81%
Dr C	24%		76%
ML	8%	2%	90%
YF	6%	2%	92%
KG	12%	8%	80%
Average %	14.5%	3.0%	82.5%
Benchmark	13%	10%	78%

More of this practice's patients have contacted other services than the benchmark

If you answered yes:

Q19. Which of the following happened on that occasion?

	111- call back - HP	111- visit	A&E	pharm	walk-in	Waited	can't remember
Dr O	53%		8%	8%	8%	8%	15%
Dr D	45%		22%		11%	11%	11%
Dr C	25%	5%	25%	15%	20%	5%	5%
ML	34%		16%			16%	34%
YF	50%			25%			25%
KG	25%		33%		33%	9%	
Average %	38.7%	0.8%	17.3%	8.0%	12.0%	8.2%	15.0%
Benchmark	25%	5%	36%	12%	18%		5%

There was no benchmark for waited until the practice was open. The practice is involved in a project to minimise A&E attendances, which shows that it is successful against the national average i.e. 17.3% of the practice patients attended compared to 36%.

Q.20. Did you have to attend the surgery following this for the same problem?

	Yes recommended	Yes not satisfied with the service received	No
Dr O	25%	8%	67%
Dr D	45%		55%
Dr C	62%	15%	23%
ML	67%		33%
YF	25%	25%	50%
KG	30%	20%	50%
Average %	42.3%	11.3%	46.4%

Q21. Overall, how would you describe this experience?

	Very good	Fairly good	neither g/p	Fairly poor	Very poor
Dr O	42%	42%	16%		
Dr D	78%	22%			
Dr C	46%	38%	8%	8%	
ML	25%	50%	25%		
YF	50%	50%			
KG	40%	50%	10%		
Average %	46.9%	42.0%	9.8%	1.3%	0.0%

Benchmark	Good	69%	Poor	15%
Keele Practice	Good	88.9%	Poor	1.3%

Some Questions About You

The survey shows the demographics of the patients who took part in the survey at Keele Practice, and the average of the participants in the national survey

Q22. Are you a male or a female?

	Male	Female
Dr O	40%	60%
Dr D	32%	68%
Dr C	34%	66%
ML	18%	82%
YF	21%	79%
KG	22%	78%
Average %	27.8%	72.2%
National	49%	51%

Q23. How old are you?

	with child <18	Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Dr O			72%	8%	8%	4%		6%		2%
Dr D	2%		74%	2%		4%	10%	6%	2%	
Dr C	2%		72%	12%	6%	6%		2%		
ML	2%		74%	8%	6%		2%		8%	
YF			70%	15%		9%	2%	4%		
KG		2%	86%	4%	2%	4%		2%		
Average %	1.0%	<1%	74.6%	8.2%	3.7%	4.5%	2.3%	3.3%	1.7%	<1

			16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
National			11%	16%	16%	18%	16%	13%	7%	3%

This table shows that the practice's demographics are not in line with the national average, which is correct as the practice is situated within the Keele University campus, and the majority of patients are students

Q24. What is your ethnic group?

White/Mixed/multiple/Arab/Any other ethnic group

	White				Mixed/multiple				Other	Any other
	British	Irish	Gypsy travel	other	White & Black Caribbean	White & Black African	White & Asian	other	Arab	
Dr O	62%	4%		8%	2%	6%	2%	2%		
Dr D	74%	2%		6%			%		2%	
Dr C	70%			6%	2%	2%	4%	4%		2%
ML	44%	2%		8%	6%		4%	2%	2%	
YF	68%	2%		2%	4%	2%	2%	2%	4%	2%
KG	62%			8%		2%	2%	4%		4%
Average	63.3%	1.7%	0.0%	6.3%	2.4%	2.0%	2.4%	2.4%	1.3%	1.3%
National	77%	1%	0%	7%	0%	0%	0%	0%	0%	2%

Asian/Asian British /Black/Black British

	Asian/Asian British					Black/Black British		
	Indian	Pakistani	Bangladeshi	Chinese	other	African	Caribbean	other
Dr O	4%			6%		4%		
Dr D	6%	2%		2%		2%		
Dr C	4%	2%			2%	2%		
ML	8%	2%			10%	8%	2%	2%
YF	8%		2%		2%			
KG	8%		2%	2%		4%		2%
Average	6.3%	1.0%	0.6%	1.7%	2.4%	3.3%	<1%	0.6%
National	3%	2%	1%	1%	2%	2%	1%	0%

Q25. Do you have a long-standing medical condition?

	Yes	No
Dr O	45%	55%
Dr D	52%	48%
Dr C	52%	48%
ML	29%	71%
YF	25%	75%
KG	35%	65%
Average	39.7%	60.3%
National	52%	48%

Q26. What best describes what you are doing at present?

	Full-time work	Part-time work	Full-time education	Unemployed	Permanently sick or disabled	Retired	Looking after home	Something else
Dr O	14%	4%	73%			9%		
Dr D	13%	7%	67%		2%		11%	
Dr C	18%	4%	74%		2%	2%		
ML	13%	4%	73%			8%	2%	
YF	11%	6%	73%	4%		6%		
KG	13%	4%	79%			4%		
Average	13.7%	4.8%	73.1%	0.7%	0.7%	4.8%	2.2%	0.0%
National	44%	13%	5%	4%	4%	22%	5%	3%

Comments made by patients

Dr O'Byrne

- As a returnee after an absence of nearly 9 years, it's a joy to be back! But I've only needed to use the surgery once to date, so these are my responses after a single experience. Thank you all so much
- More opening times
- Recently it has been more difficult to get an appointment on the day
- All GP's I have seen are excellent, they treat me with great compassion and they always listen to my needs
- Lovely Practice. Great staff
- Excellent!
- Exceptional, professional and efficient
- The surgery offers a 5 star service
- Friendly and welcoming
- Dr was very friendly and helpful, listened to my concerns and took me seriously
- In general the staff are very friendly and polite. Never experience any inconvenience when booking an appointment
- Very good experience & GP does care, and sent re follow-up with a couple of relevant checks

Dr Deaville

- Dr Deaville is fab
- Everyone at the surgery is very helpful. I moved my mum here when I came and she said she has had gold start treatment from Dr O'Byrne and the other Dr's if he had not been available. This is very reassuring for us as a family to know that our Mum is being taken care of. Thank you
- Both Dr Deaville & Dr O'Byrne are fantastic GP's who work to the best of their ability to help their patients to make sure the ideal thing is advised. Dr Deaville is really understanding and patient
- Brilliant surgery and fantastic staff. Keep it up
- Jane on reception is always friendly and helpful and full of information if you ask her any questions or advice. the nurse that we have seen twice is lovely too (Yvette)
- Dr Deaville is very calming and comforting- much appreciated. Excellent, helpful, friendly. Last time I checked, surgery no longer offered blood tests (few months ago- may have changed). I thought this service was very useful & valuable to me. I've had many repeat tests here. I would welcome the surgery to offer these again
- Very helpful & friendly staff. Surgery very clean. Service prompt
- I have always had a very positive experience with this surgery. I often hear complaints from people about other surgeries locally as I work for the NHS, but I have never had any issues
- Very professional and all kind and respectful
- This is a very good surgery with exceptionally professional staff, both the medical doctors and supportive personnel
- Dr Deaville is the best practitioner I have ever seen. When I book appointments I ask for her as she is very compassionate and listens
- Very friendly staff
- Appointments are always really easy to get and all the staff are very friendly
- Outstanding- staff all. Reception, nurses and GP's all superb
- I find the surgery very efficient and all the staff- Doctors, Nurses, & Receptionist very pleasant and helpful
- I cannot praise this surgery enough. Every single person whether it be the clinicians, receptionists, practice manager, domestic staff etc. give a service of an exceptionally high

standard, delivered in a friendly reassure and supportive manner. I count myself as EXTREMELY fortunate to have been accepted by this practice. It is a PRIVILEGE for which I will be eternally grateful

Dr Clarson

- They are all very polite and helpful. A receptionist was rude to me once on the phone when I needed an appointment on a Thursday, which led me to calling 111 and getting an emergency appointment at the hospital
- One of the best doctors/surgeries that I have been to
- I have been with Keele Practice surgery for 5 years. Never ever have I been spoken to untoward. The reception staff/nursing staff/Lesley/Nadine GP above and beyond their job. All GP's are empathetic and do the best for me and my hubby, daughter. This is the best practice I have ever had. Provide an excellent service no matter who you are.
- Dr Clarson has been a fantastic caring doctor every time I have come to see him. The other doctors are amazing too. I have seen them too. All in all thank you to all of you for working so hard and providing Keele a fantastic service
- More gender options (on form)
- Dr Clarson is fantastic
- Good surgery. Can always get an appointment in the same week if not on the day
- Very good doctor and surgery
- Very good service
- The front staff are quite nice. Dr Clarson is one of the best GP's I have come across. I would recommend him to anyone
- Dr Clarson is outstanding, so I always try to see him, actually treats you
- They are all really nice and helpful
- Friendly staff. Welcoming atmosphere
- Even is the surgery is not open on a weekend you should still be able to make an appointment over the phone
- Best surgery I have ever been to. Student away from home
- The app sometimes plays up. Confusing that "next day" can be several days in the future. Dr Clarson is always very supportive and goes above and beyond. Keep up the good work
- Brilliant and helpful
- The staff at reception are always really friendly and helpful at all times. Dr Clarson is excellent, always takes time to listen to me and explains everything properly. I never feel rushed and always leave the surgery feeling reassured. Thank you
- Very thorough. Thank you
- Always wish to see Dr Clarson as I feel like he really cares and does his very best for his patients. Best doctor I have seen in terms of his understanding nature which is so important, especially
- With my mental health concerns. Could not fault him. Also love the app, find it so helpful especially when my anxiety is too bad to ring up for an appointment
- Most people are friendly and polite (staff). Easy to talk to and take concerns seriously. Some GP's try to rush you out the door before you even sit down, but they do not take away from the nice staff here. (Dr Clarson is very nice and a good dr. My last Dr here was not). Dr Clarson is awesome
- Weekend availability is good from a recipient point of view- but not from the practitioner's viewpoint!
- The surgery and Dr Clarson are excellent. I feel that I can talk to the doctor and I am always

treated very well, and given plenty of time and information about treatments/tests etc.

- The doctor was very helpful

Marilyn Liu – Nurse Practitioner

- Friendly, helpful. Surgery is extremely quick at giving appointments, especially same day. My fave GP :-)
- Nurse Marilyn was very friendly, she was very kind. I found it easy to talk to her and she provided me with the medication I needed
- Marilyn was very friendly and helpful
- The service and care is second to none. All the doctors and staff at the practice really care and are reactive and helpful. Marilyn is so helpful
- :-)
- First class all round
- Very good
- From previous visits I sometime found that the healthcare professional of my concern. I've seen this not only with me but also with my friends that use the service
- Very happy with the care I receive every time I visit the surgery
- Lovely clinicians + reception staff, especially Dr Deaville, Yvette + Marilyn who are very compassionate + kind
- Marilyn is the loveliest nurse I have ever encountered. No nonsense, but extremely caring. Many thanks
- Survey too long
- Marilyn made me feel at ease and answered my concerns with ease
- It's nice to feel that I can put trust back into a GP practice again!
- Nurse Marilyn was great. The staff at the surgery are excellent

Yvette Fawcett – Nurse Practitioner

- Very kind and caring staff. A credit to the NHS
- I am very happy with the service you provide, especially with the nurse. I saw Yvette today
- Excellent service provided by professional people who are very caring
- Staff always take me seriously which was rare at my previous practice as a young adult. Especially Dr Deaville, she has been excellent at helping me with treatments and referrals
- This surgery is the best that I have ever been to - thank you so much!
- Everyone at the surgery is helpful and efficient. I moved house and to a different surgery, but soon transferred back to Keele as the service is exceptional and put the others to shame!
- Very good nurse as always
- Have recommended the practice to friends and family. Yvette was great very friendly. Pleased with the service from the Practice
- This is the best surgery that I have been a patient at. Appointments are always available at a time that is convenient for me. I get seen quickly and the staff/nurses/ Dr's are all great

Katherine Gatensbury – Nurse Practitioner

- Staff are really friendly
- Really friendly and calming
- Very friendly
- Love Keele Practice. I am always singing its praises to people complaining about their GP :-)
- Everyone was friendly and helpful on the three occasions I've come to the surgery

- As far as I am aware, this is the only GP surgery that you can get an appointment the same day in my recognised catchment area. I have already recommended my next door neighbour, who has now been a patient at Keele for 2 years. & is as happy with the practice as I am. I would never think of changing my Dr!!!!
- All extremely friendly and helpful. Seen very quickly after I wanted an appointment

Conclusion from the findings

This year, the IPSOS GP survey was used. The PPG were able to help out on some of the days to give the surveys to patients and answer any questions.

The practice is unique as it has a high younger person population as it is situated in the middle of Keele University, although there are still non- student patients on the list.

The practice exceeded all of the benchmarks, which is very pleasing and confirms that the patients are happy with the service.

The practice is still actively promoting the use of online services, but many of the students surprisingly would prefer to ring or call into the practice in person, although more this year are aware of the service than last year, which is a positive as the promoting of this service seems to be working.

The practice is attempting to reduce the attendances to A&E, and is encouraging patients to use either 111, the pharmacy, or walk-in-centres as a first point of contact rather than going to A&E as this can be accessed easily, and it allows patients who are an emergency to be seen more quickly at A&E. The survey shows that the practice is successfully achieving this as at this practice 17.3% of patients attended A&E from this practice compared to 36% nationally.

Patients were happy with the opening times of the practice, but when asked when they would like to access a GP outside existing surgery hours if they were able, the majority said Saturday's and after 6.30pm. The practice has now participated in the local GP Federation, who are providing routine GP, Nurse Practitioner and Practice Nurse appointments at various locations around the Newcastle, Moorlands and Stoke area. Appointments for these can be made during surgery hours by the receptionists, or by 111 outside surgery opening hours.

The survey showed that over 90% of patients were happy with their consultations and the way that their consultant treated them during that consultation, and would be happy to recommend the practice to someone else. The patients also showed that they had confidence in their clinician. There were very positive and complementary comments made by quite a few patients, which the practice was happy to see.

Access via the telephone this year has improved due to the new phone system, and although there was a GP on leave the weeks that the survey was done, this did not seem to impact on the accessibility of appointments or have a negative effect on the patient experience.

The practice would like to thank everyone who took the time to fill in one of the survey questionnaires