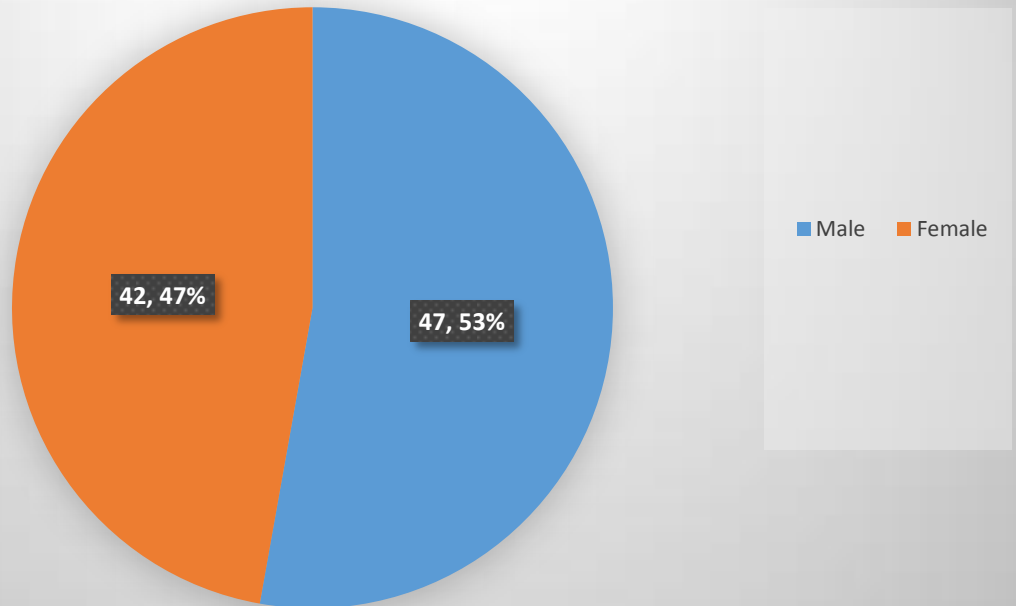
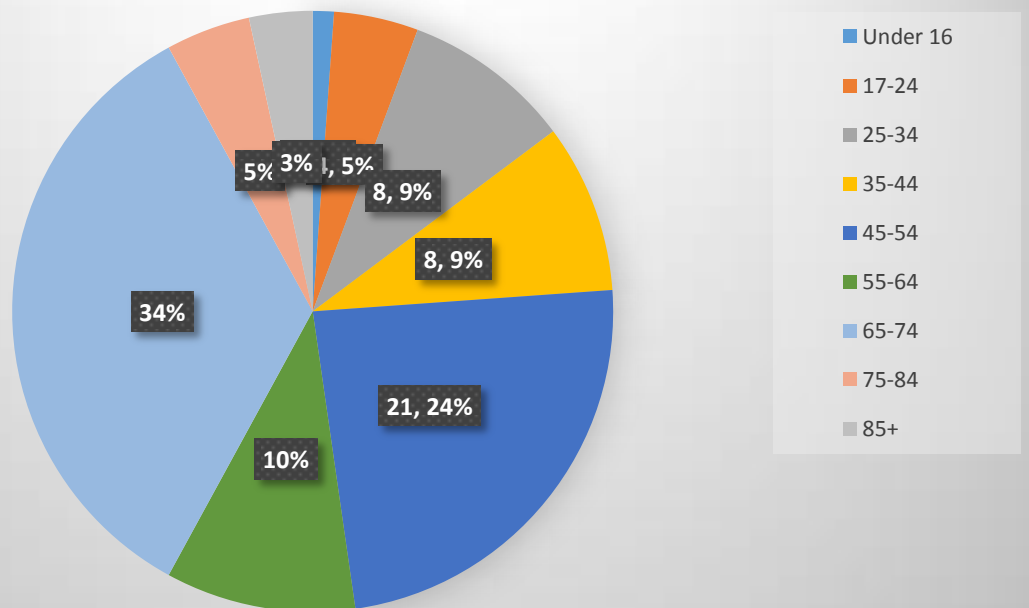


Wolston Surgery Patient Survey 2018

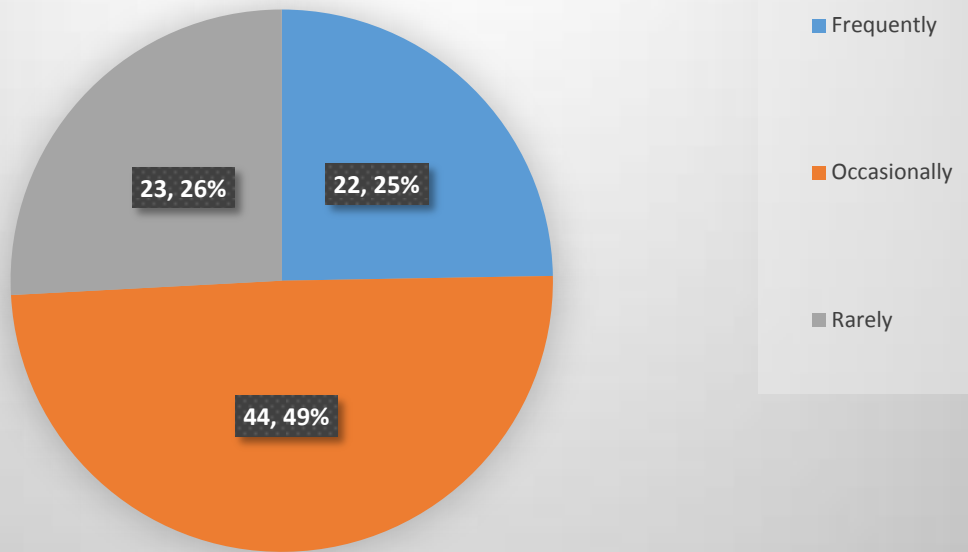
Male or Female



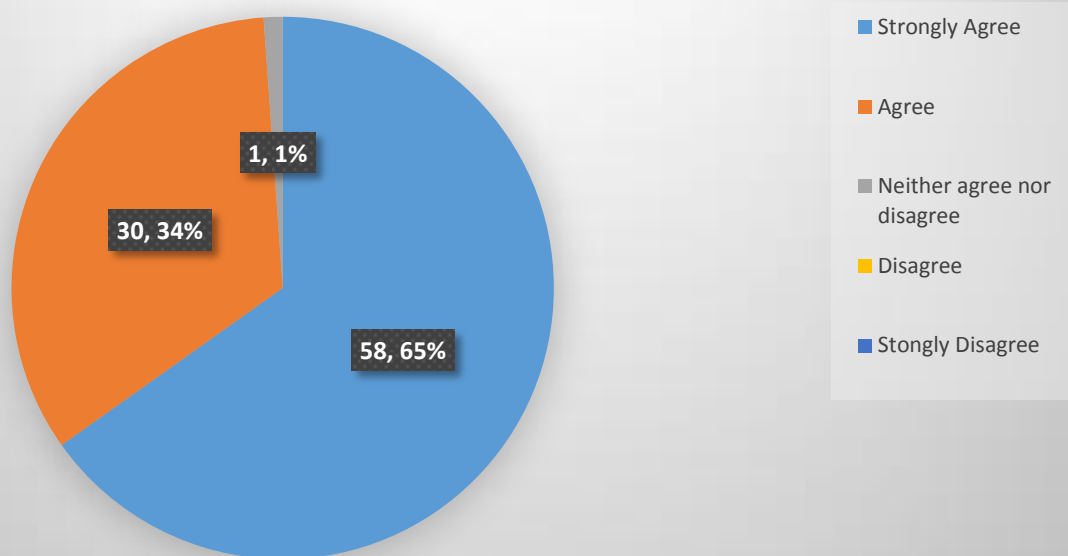
Age Group



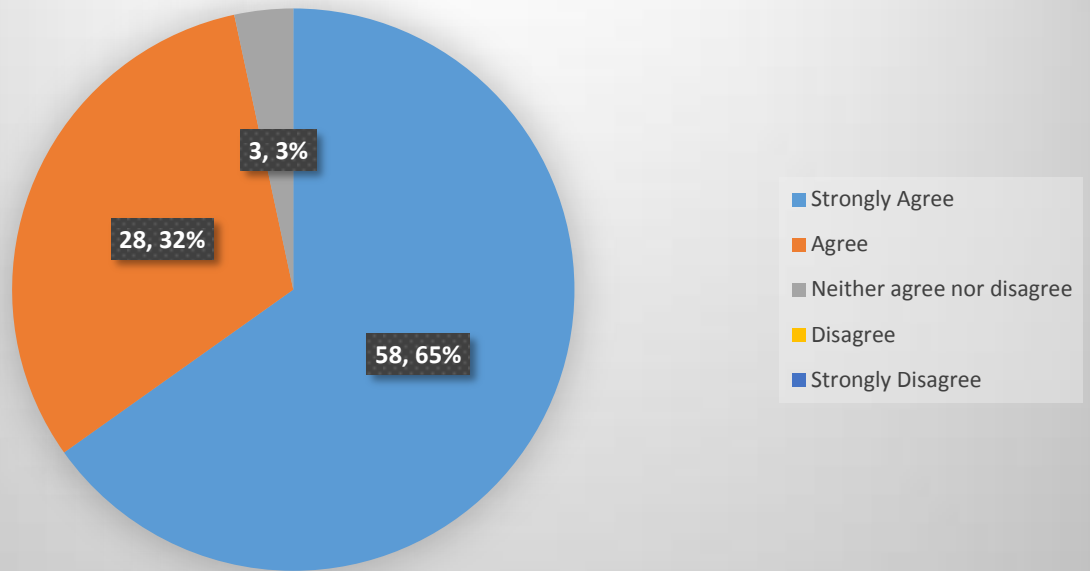
How would you describe how often you come to the practice



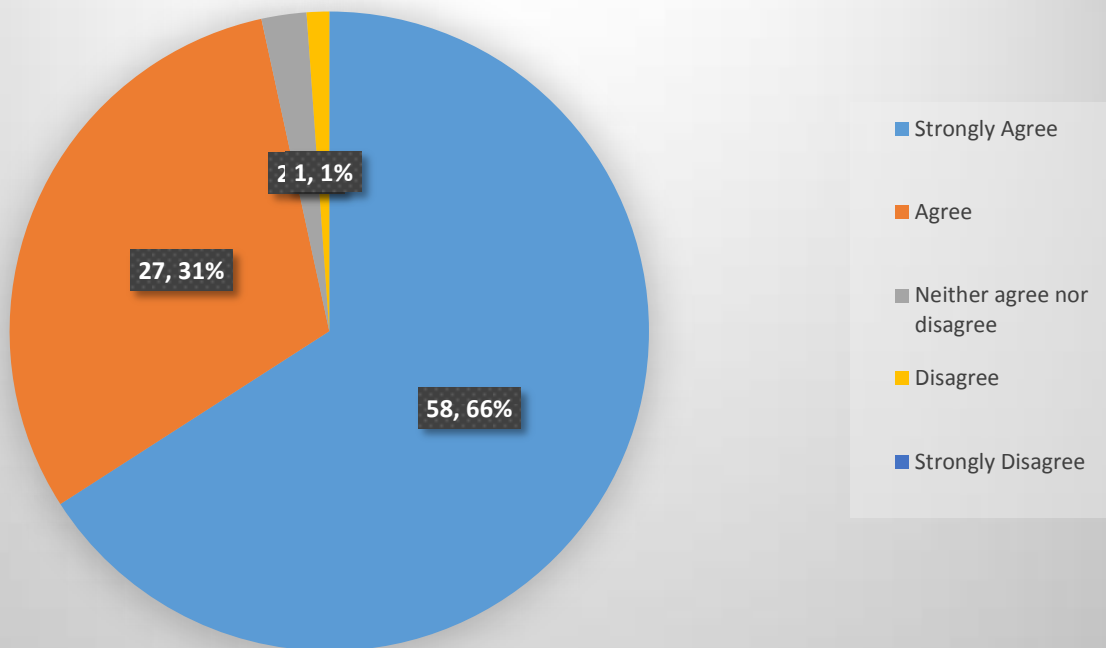
If I need an urgent appointment I am usually seen on the same day or a doctor rings me



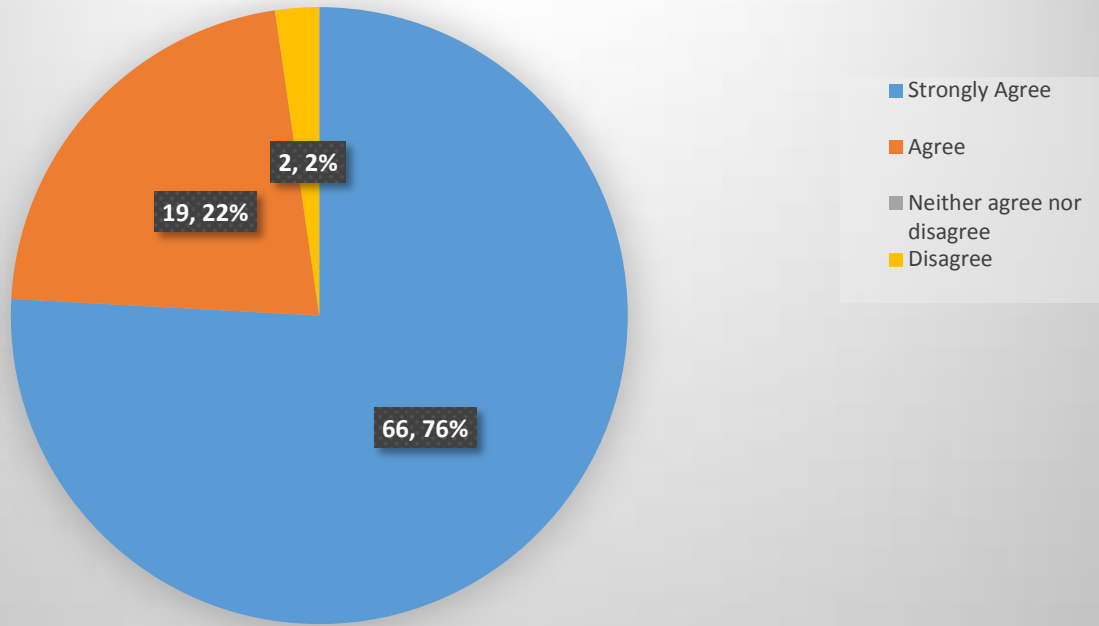
If I need a non urgent appointment I am usually seen within one week by any doctor



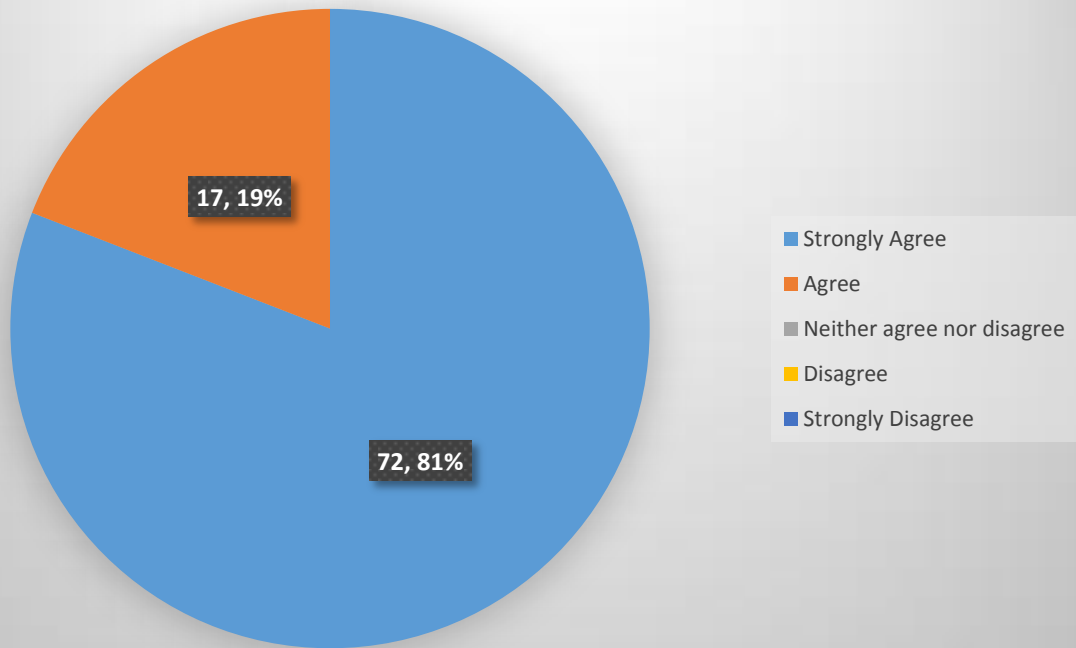
I am happy with the current appointment system



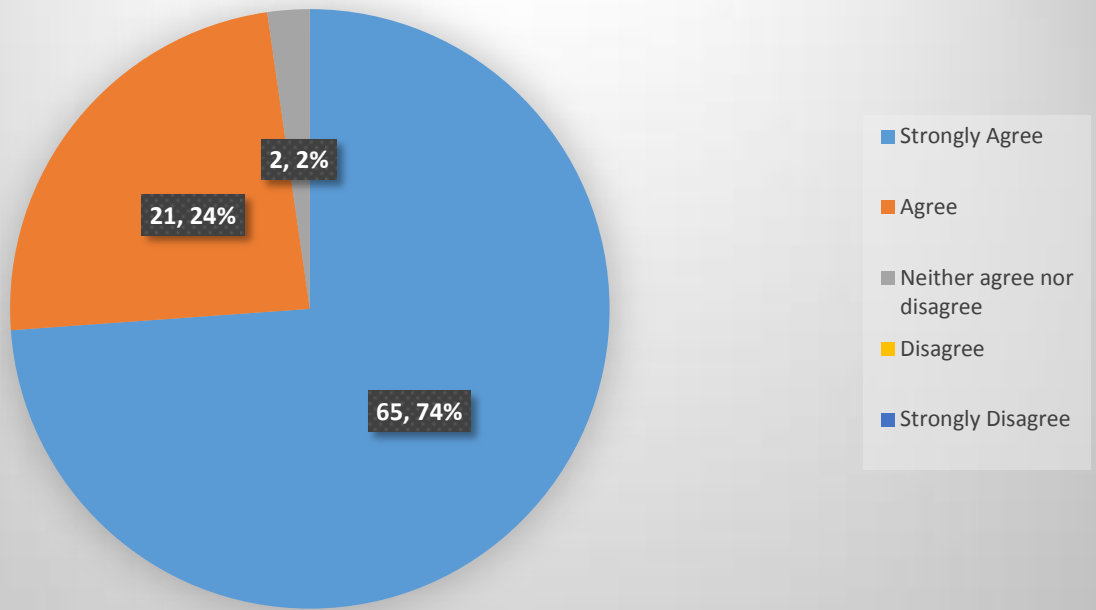
The Practice is easy to get to



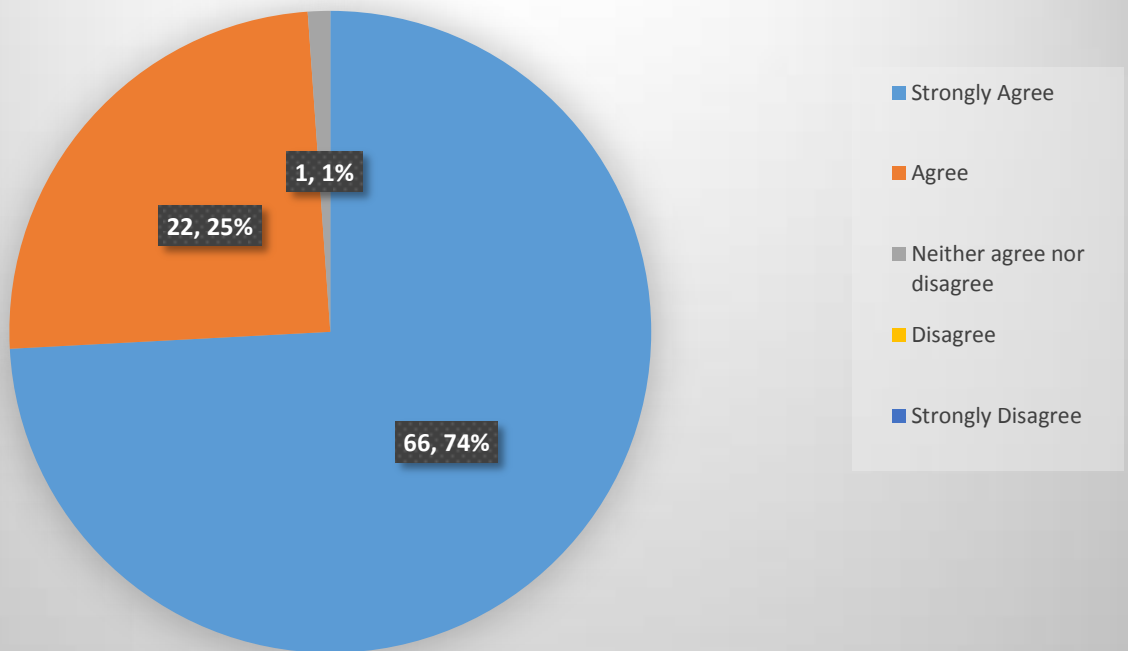
The Staff are friendly and approachable



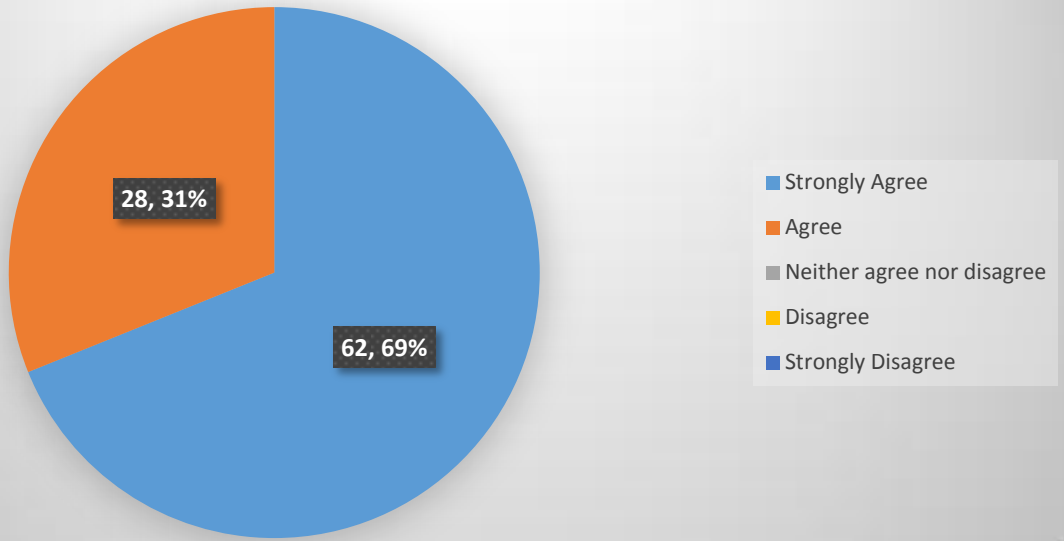
The Practice is clean and tidy



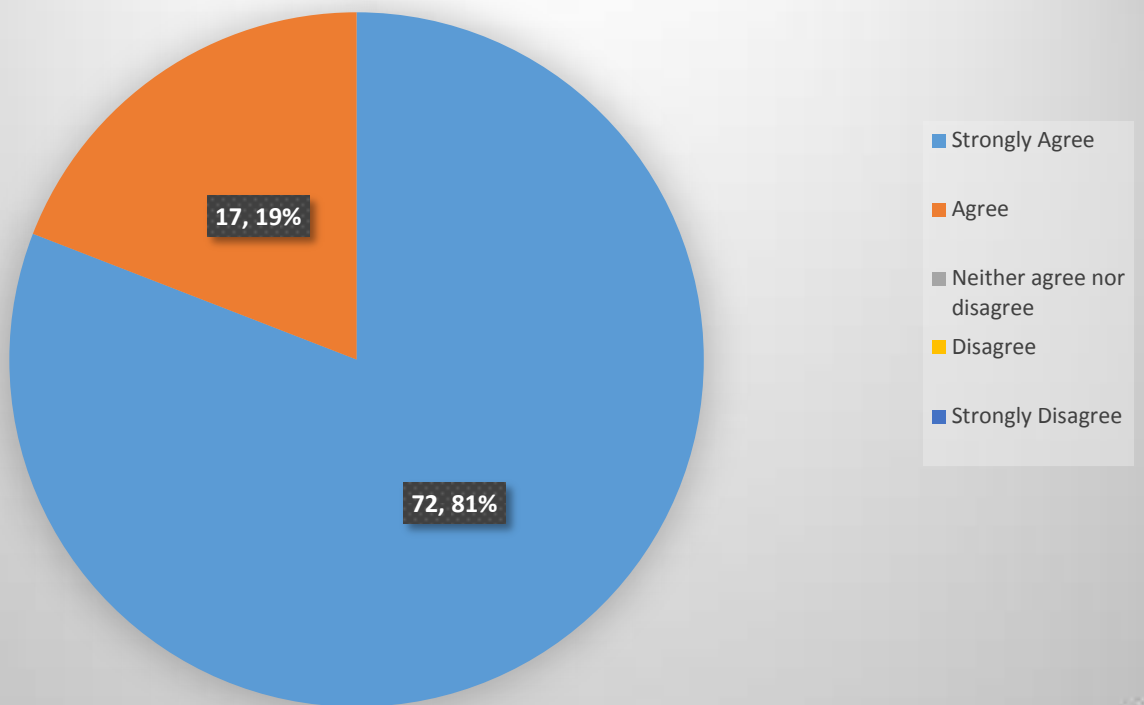
Overall I think the Practice is welcoming



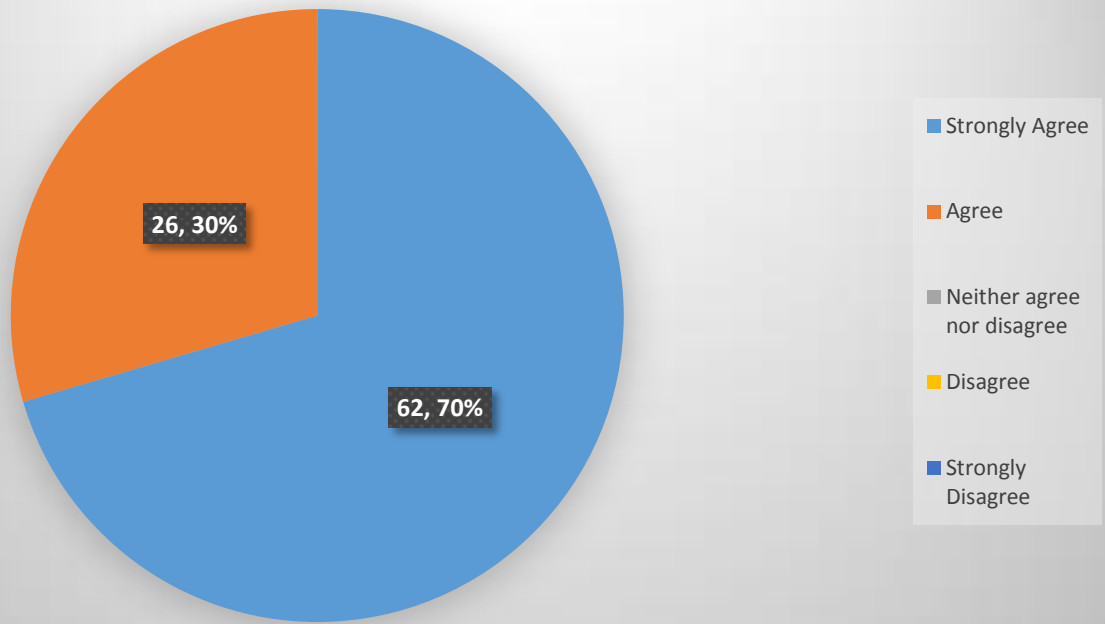
I feel listened to by my doctor



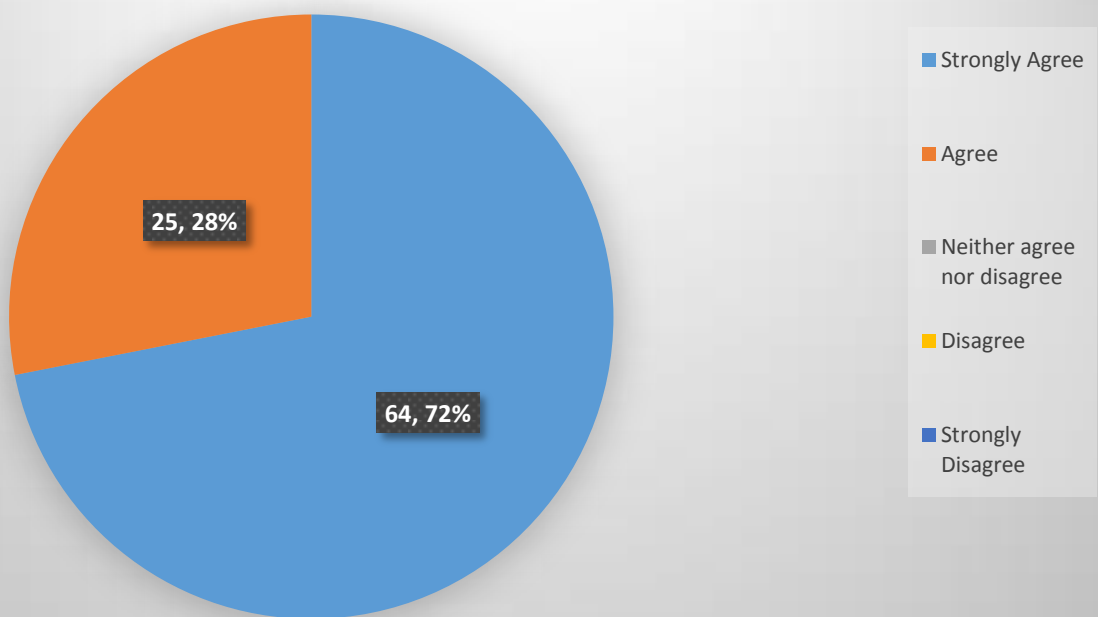
My doctor treats me with dignity and respect,



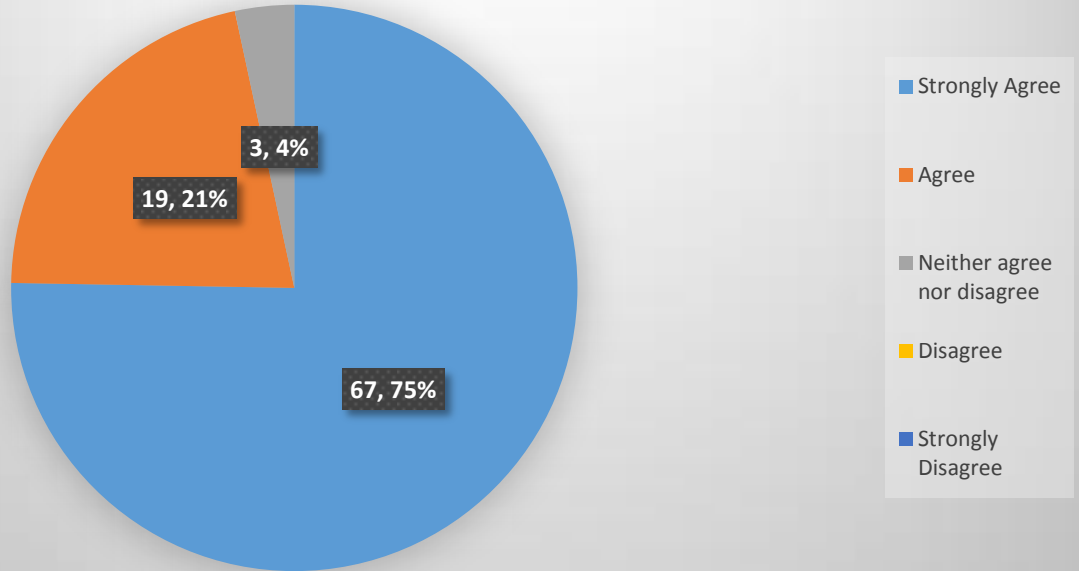
I am confident in the treatment I receive by the GP



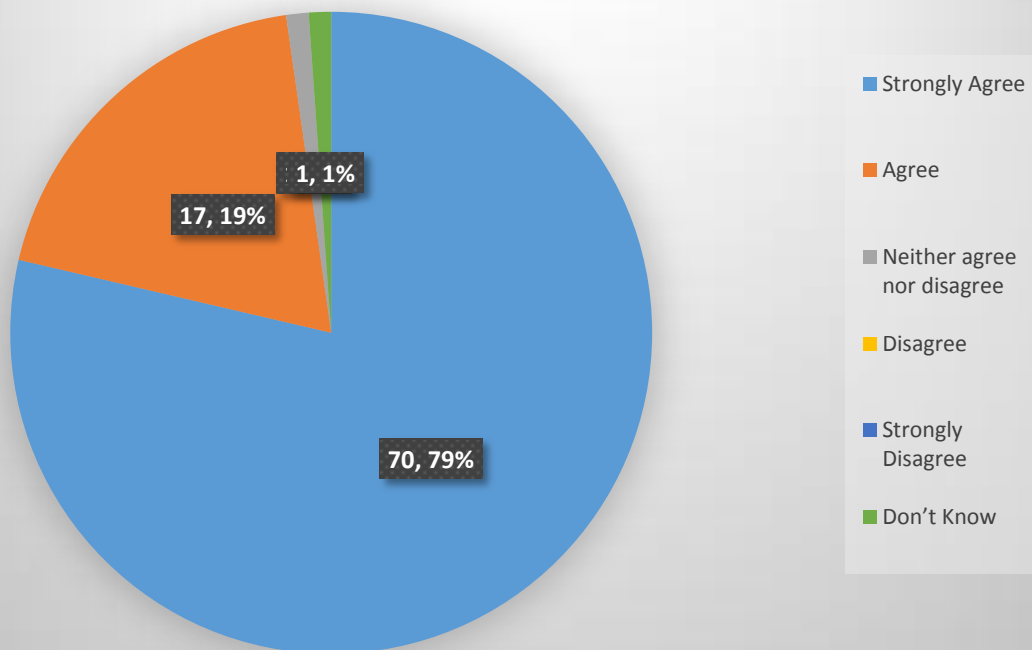
I am happy with the clinical care I receive by my GP



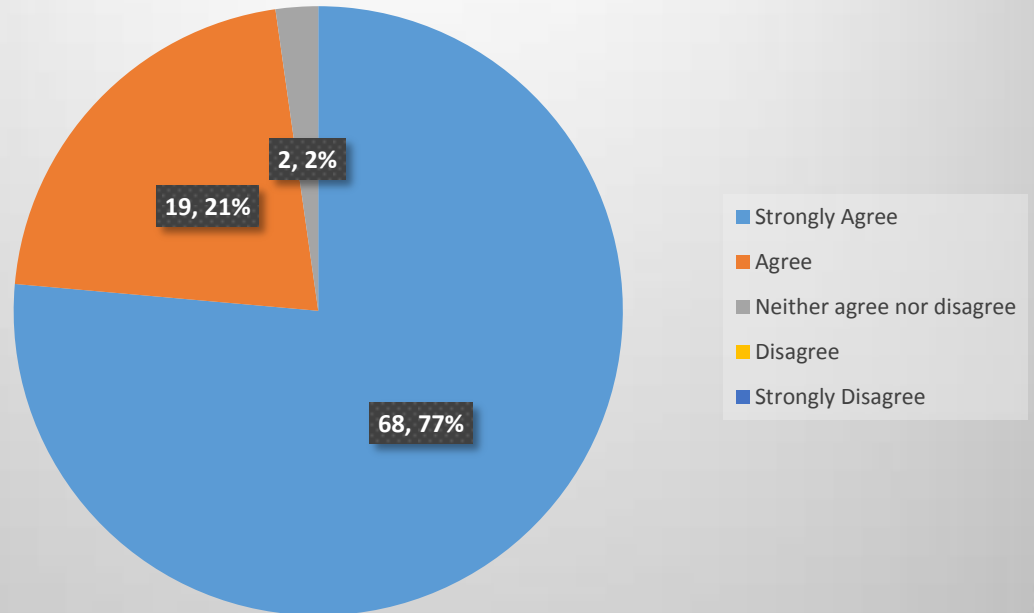
I feel listened to by the practice nurse



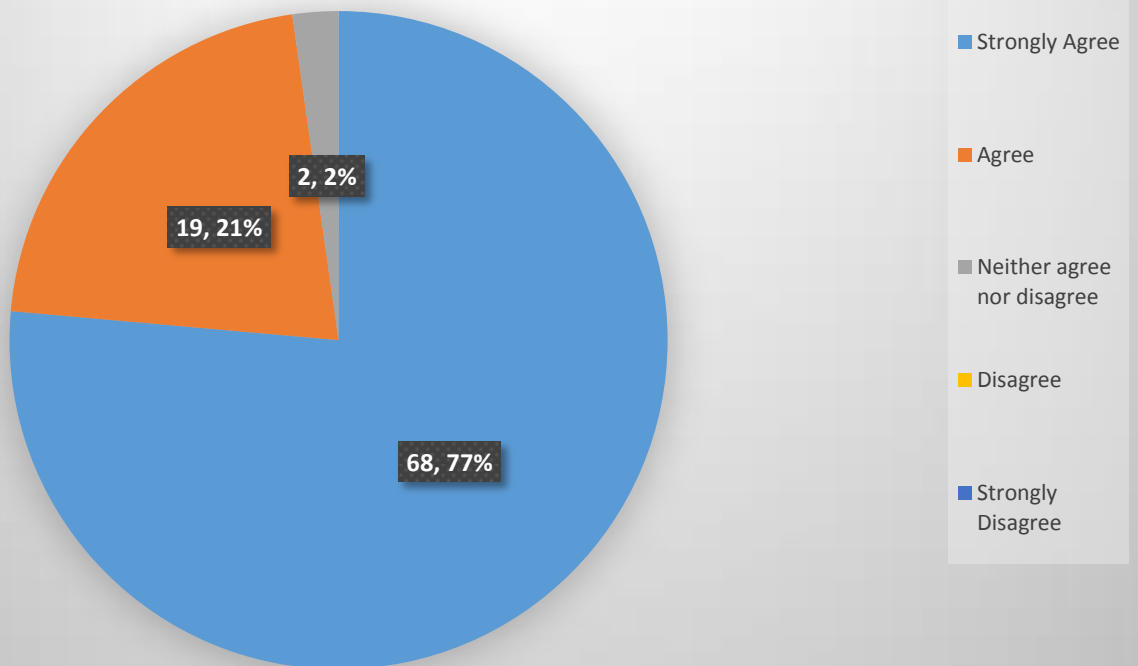
The nurse treats me with dignity and respect



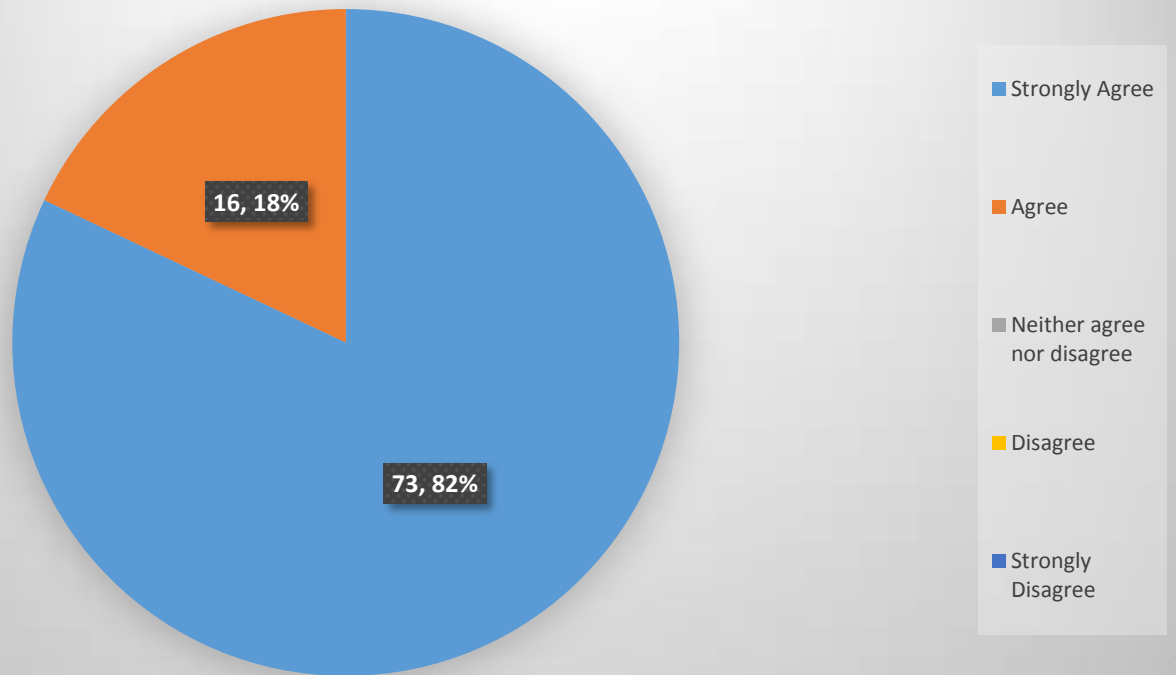
I am confident in the treatment I receive by the nurse



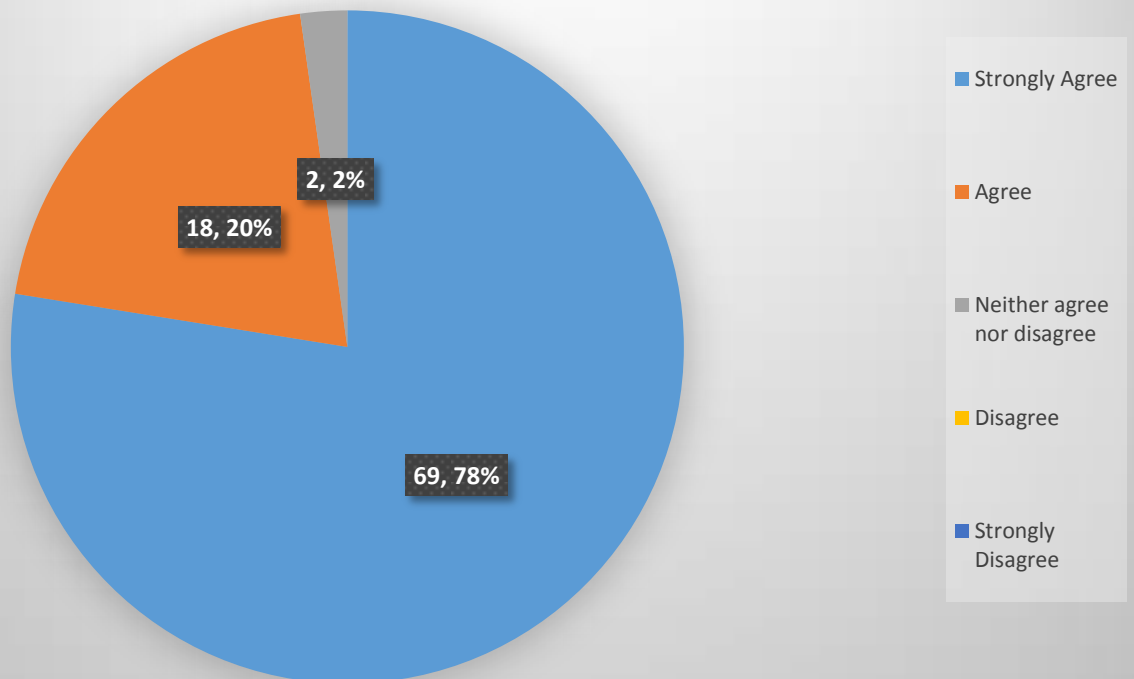
I am happy with the clinical care I receive by the nurse



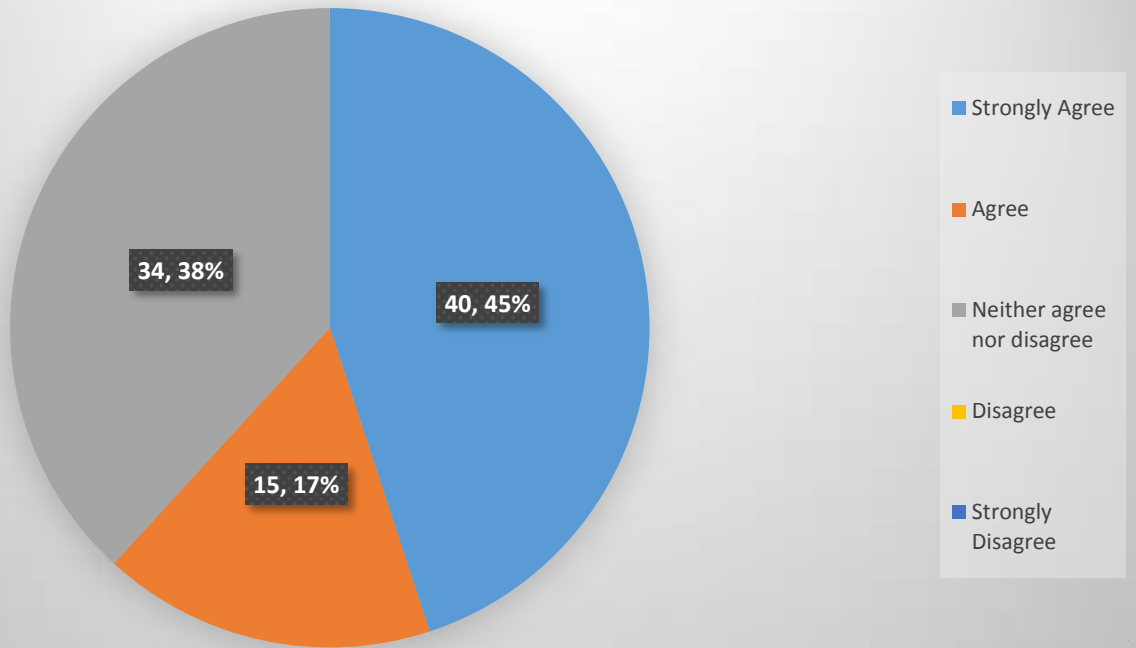
The receptionist is polite and welcoming



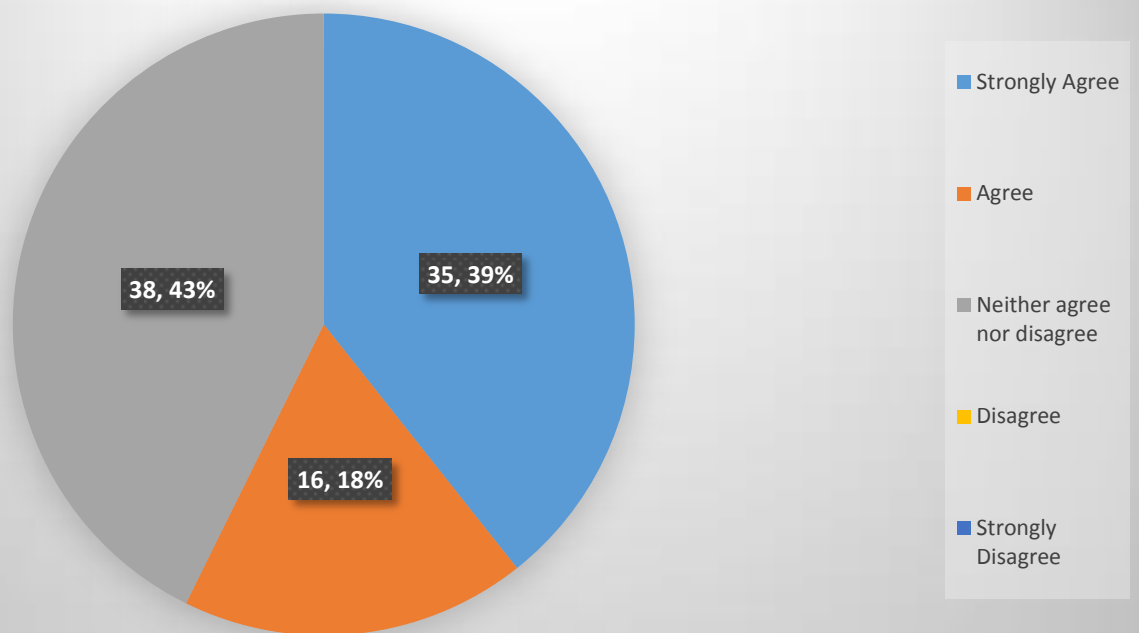
The receptionist offers me a range of appointment options (where applicable)



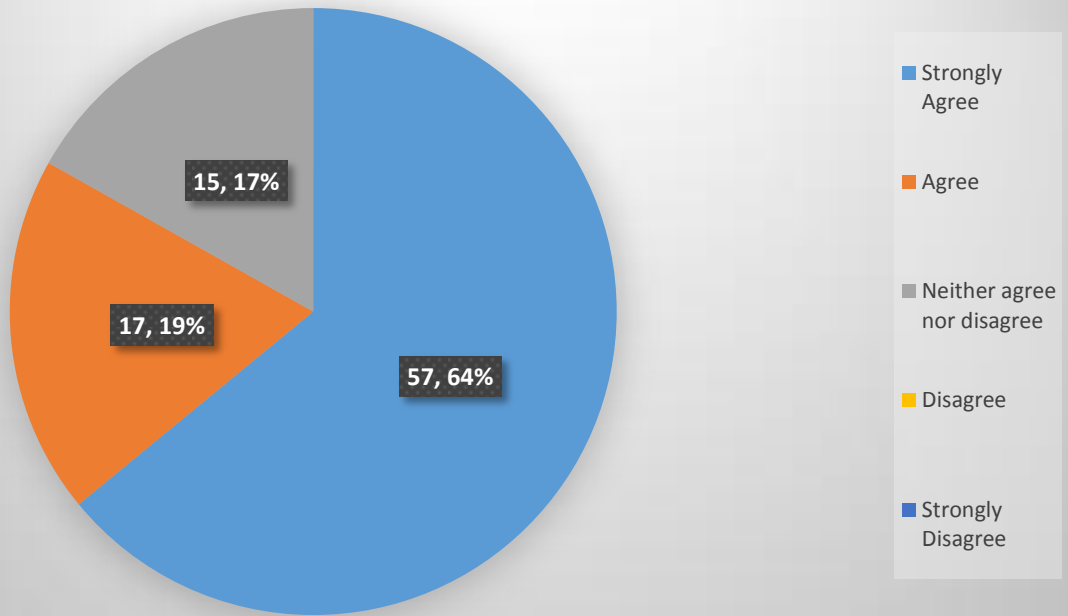
I am able to speak to a doctor on the telephone



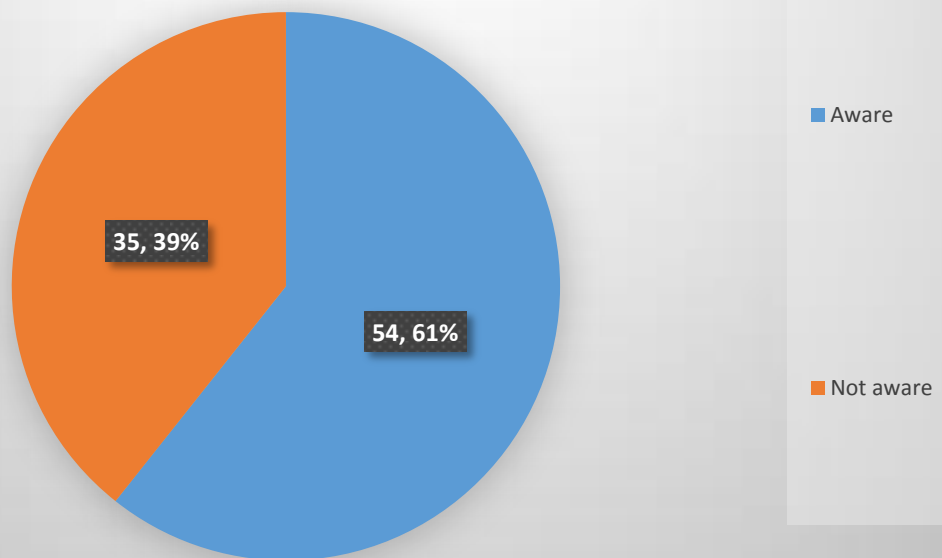
I am able to speak to a nurse on the telephone



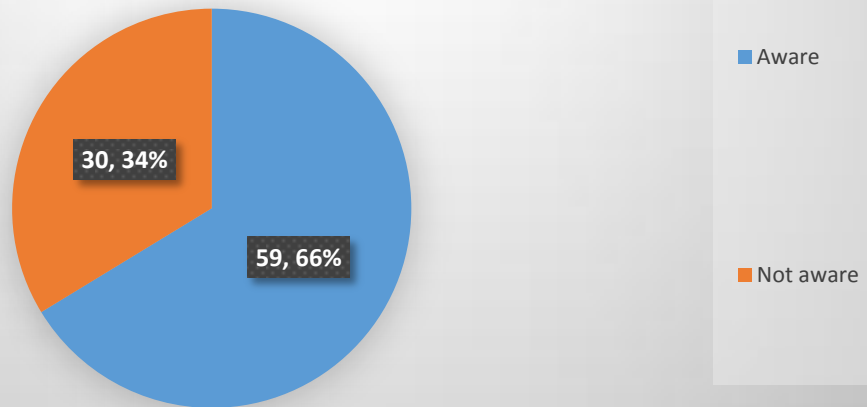
I can obtain my test results by telephone



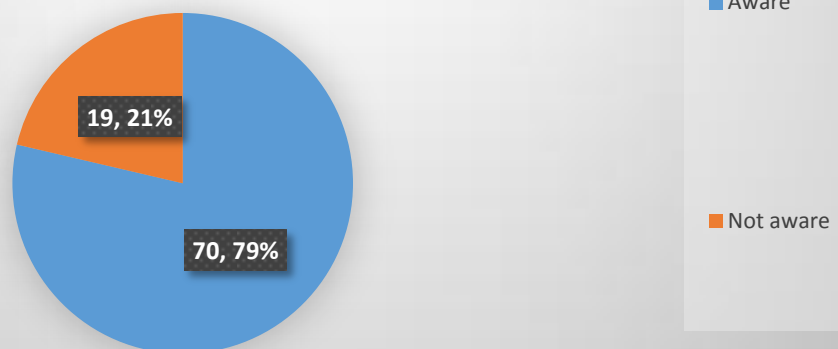
I am aware that I can book a pre-bookable appointment 3 months in advance



I am aware that I can book appointments with a GP (24/7 hour/7 days a week)



I am aware that I can order my repeat prescription online GP (24/7 hour/7 days a week)



Additional Comments

Everyone is fantastic at the surgery and everyone is professional, lovely, friendly and approachable. Being able to access appointments and request repeat medication 24/7, 365 days a year is amazingly great, however it would be helpful to be able to make more than two appointments on the system. Thank you to all the staff and thank you for providing a service that is second to none. First class all the time.

Sometimes more difficult to get evening appointments which I need due to working full-time in Coventry

Getting appointment is not a problem usually very quick

Overall an excellent service.

Happy with everything

It is sometimes difficult to get an appointment due to surgery times and opening times, especially when working full time 30 minutes away.

Very happy

I am very lucky to have an excellent service on my doorstep, All top class people

Always an A1 service and experience at Wolston Surgery. Even under pressure when the surgery is very busy, all staff are always friendly, helpful, professional and often go above and beyond to help you and others. I feel extremely lucky to have such an amazing doctor surgery- with an appointment available often the very same day

Usual complaint parking

Excellent services keep the high standard

Fantastic GP surgery. Extremely friendly reception staff, who are always very helpful, an asset to the surgery. Pharmacy staff are fantastic, friendly and helpful. Can always get an appointment when needed. All doctors are wonderful clinicians and very caring. Incredibly impressed with this surgery

Parking issues

I have never in the 20 years at the practice had any problems. Long may it continue

Best surgery I have known, very happy with everything and everyone, Fantastic

Very pleased with all the current systems

Everyone at the surgery is lovely

I think the practice gives fantastic service. All staff are excellent

Please keep up all the good work

Everyone is wonderful from here at the surgery and you cannot improve on excellence

Always do a brilliant care of myself and my family

Everyone at the surgery is fantastic and are just the best and lovely, you all deserve a pay rise

The patient carpark could do with a little TLC, although it is useful to have one available

Very happy with everything

First class service

Find Appointments given are now 7 days after request. So not as available as when Ducharmes here

I think we are very lucky to have this practice

I cannot praise the service and attitude of this practice enough

Really happy with this service compared to the other practices, this service is excellent

Always grateful for the prompt, courteous personal approach that the surgery offeres.

Dr Atkins is a lovely very caring. Reception staff are wonderful parking is a nightmare – especially when pregnant

Very welcoming great doctors surgery

Excellent surgery

Good friendly surgery

Best practice ever visited, receptionists, doctors and nurses are very good

Please can we have a different way of calling patients in to see the doctors, Sorry we can't hear

I feel the doctors need expanding along with the expansion of the village itself, especially the car park. Also it would be nice to continue to see the same GP instead of random GP's (Just saying)

Always feel so lucky when speak to family and friends about theirs doctors surgery and how difficult it is for them to get an appointment

I feel the outside areas could be tidier

Car Parking

All ok

The staff are very professional in their line of work, all very helpful

My only concern is paying for and collecting prescriptions. I am not always able to ring between 11-12 to pay by card and struggle to collect at surgery opening times due to work, ordering online and delivery service is great but not so great trying to pay for prescriptions

Wolston is a small village; some parking advice could be good

The Surgery and its staff are fabulous, the parking is an issue and one of the receptionists is rather rude and makes you feel uncomfortable

Everyone is fabulous at the surgery, all are very professional at all times and all the staff are a credit to the surgery and to the NHS. The staff at the surgery of second to none

Car parking is a real issue for people visiting the surgery outside the village. Parking cars on School Street at the entrance of the surgery is very dangerous as drivers leaving the surgery cannot see the road. What can be done about this?

It would be useful for some of us on patient EMIS to be able to make more than two appointments on the system as sometimes I need more than two and I am limited in booking them and have to bother the receptionist who have enough to do. For some of us it would also be useful to have access to Health Care Assistant and Practice Nurse or more especially for me

I have been with the surgery for 47 years this year and the whole staff go above and beyond the call of duty and cannot do enough for you. It's still a family orientated surgery and I cannot thank everyone enough and all the staff deserve all the Cornish biscuits I bring them as a little treat to show my thanks and appreciation for everything they do for me and my Mum. Nothing is too much trouble for any of the staff. We love and appreciate you all