






1. Which is your GP practice?

	Response Percent	Response Count
3D Medical Centre (Dr Naqvi)	0.0%	0
Agarwal & Partners (Farnworth Health Centre)	0.0%	0
Ariff, Chowdhury and Patel (Alistair Ross Health Centre)	0.0%	0
Atkinson & Partners (Heaton Medical Centre)	0.0%	0
Barua (Farnworth Health Centre)	0.0%	0
Bolton Community Practice	0.0%	0
Caldwell & Partners (Swan Lane Medical Centre)	0.0%	0
Caswell (Crescent Road Surgery)	0.0%	0
Dakshina-Murthi (Pikes Lane)	0.0%	0
Dalefield Surgery (Avondale)	0.0%	0
Dr A Kumar (Egerton & Dunscar)	0.0%	0
Falouji (Pikes Lane)	0.0%	0
Fletcher & Partners (Mandalay Medical Centre)	0.0%	0
Hunt & Partner (Halliwell Surgery)	0.0%	0
Jain (Little Lever Health Centre)	0.0%	0
Kent (Bolton Road Surgery)	0.0%	0
Kirby & Partners (Crompton Health Centre)	0.0%	0
Kumar A (Deane Medical Centre)	0.0%	0
Lancashire & Partners (Harwood Health Centre)	0.0%	0


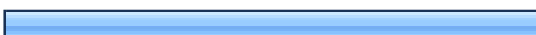

Littlewood & Partners (Pikes Lane)	0.0%	0
Liversedge & Partner (Egerton/Dunscar Health Centre)	100.0%	384
Loomba & Partner (Lever Chambers)	0.0%	0
Lowe & Partners (Tonge Fold Health Centre)	0.0%	0
Lynch & Partners (Dunstan Medical Centre)	0.0%	0
Lyon & Partners (Lever Chambers)	0.0%	0
Malhotra & Partners (Pike View Medical Centre)	0.0%	0
McLardy, Jeyam & Jesudas (Halliwell Surgery)	0.0%	0
Nagle & Partners (Unsworth Group Practice)	0.0%	0
Naqvi SMH (Greenland Road)	0.0%	0
Newgrosh (Great Lever Health Centre)	0.0%	0
Ormiston & Partners (Burnside Surgery)	0.0%	0
Parikh & Partners (Little Lever Health Centre)	0.0%	0
Patel & Partners (St Helens Road Practice)	0.0%	0
Prasad (Shanti Medical Centre)	0.0%	0
Rout (Laxmi Medical Centre)	0.0%	0
Saul & Partners (Spring House Surgery)	0.0%	0
Selvarajan (Deane Clinic)	0.0%	0
Shri-Kant & Partner (Spring View Medical Centre)	0.0%	0
Sidda (Charlotte Street Surgery)	0.0%	0
Silvert & Partners (Stonehill Medical Centre)	0.0%	0

Singh & Partners (Wyresdale Road Surgery)	0.0%	0
SSP Bolton MC (Great Lever)	0.0%	0
SSP Health (Marsden House)	0.0%	0
Symes, Fildes & Symes (Stable Fold Surgery)	0.0%	0
Tabor & Partners (Kildonan House)	0.0%	0
The Olive Family Practice (Pikes Lane)	0.0%	0
Walker & Partner (Cornerstone Surgery)	0.0%	0
Wall & Partners (Kearsley Medical Centre)	0.0%	0
Walmsley & Partners (Crompton Health Centre)	0.0%	0
Woods & Partners (Halliwell Surgery)	0.0%	0
Zarrouk (Bradford Street Surgery)	0.0%	0
	Other (please specify)	4
answered question		384
skipped question		0







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

		Response Percent	Response Count
Today or in the last week		8.4%	32
In the past 3 months		66.2%	251
Between 3 and 6 months ago		17.7%	67
More than 6 months ago		7.4%	28
I have never been seen at my present GP or health centre		0.3%	1
		answered question	379
		skipped question	5




3. How do you normally book your appointments to see a doctor or nurse at the surgery? Please tick all that apply

		Response Percent	Response Count
In person		25.5%	97
By phone		86.4%	329
Online		0.8%	3
		answered question	381
		skipped question	3

4. Which of the following methods would you prefer to use to book an appointment at the surgery? Please tick all that apply

		Response Percent	Response Count
In person		31.9%	121
By phone		83.9%	318
By fax		0.0%	0
Online		38.8%	147
Digital TV		0.8%	3
Email		10.8%	41
Text		5.5%	21
answered question			379
skipped question			5






5. Thinking about your last visit, did you see a GP, nurse or nurse practitioner?

		Response Percent	Response Count
Nurse		17.2%	62
GP		72.3%	261
Nurse practitioner		10.5%	38
answered question			361
skipped question			23

6. If you contacted the practice by telephone in the past 6 months, how was your experience in getting through?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	I have not tried	Response Count
Getting through on the phone	54.0% (202)	32.6% (122)	5.6% (21)	2.9% (11)	1.1% (4)	3.7% (14)	374
Speaking to a doctor on the phone	28.6% (93)	12.0% (39)	3.7% (12)	1.2% (4)	1.8% (6)	52.6% (171)	325
Speaking to a nurse on the phone	8.2% (25)	4.6% (14)	3.3% (10)	0.7% (2)	1.3% (4)	82.0% (250)	305
Getting test results on the phone	18.5% (58)	10.8% (34)	3.8% (12)	0.6% (2)	1.0% (3)	65.3% (205)	314
answered question							379
skipped question							5

7. Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery/ health centre was open?

		Response Percent	Response Count
Yes		59.4%	222
No but I wanted to		17.1%	64
No but I was happy to wait		7.0%	26
Can't remember		7.2%	27
Not applicable		9.4%	35
answered question			374
skipped question			10

8. How satisfied are you with the opening hours of the practice?

		Response Percent	Response Count
Very satisfied		62.6%	236
Fairly satisfied		32.4%	122
Neither		2.9%	11
Fairly dissatisfied		1.6%	6
Very dissatisfied		0.5%	2
answered question			377
skipped question			7

9. Generally, how do you feel about your wait after registering at reception to be seen by a health care professional?

		Response Percent	Response Count
I didn't have to wait, I was seen more or less at my appointment time		17.1%	65
I felt the wait was acceptable		67.9%	258
I had to wait longer than acceptable		13.2%	50
I can't remember		1.8%	7
answered question			380
skipped question			4





10. Did you have confidence and trust in the person you saw?

		Response Percent	Response Count
Yes, definitely		86.7%	326
Yes, to some extent		12.5%	47
Not really		0.8%	3
Definitely not		0.0%	0
answered question			376
skipped question			8






11. Were you treated with dignity and respect?

		Response Percent	Response Count
Yes, all of the time		95.7%	359
Yes, some of the time		4.3%	16
Not really		0.0%	0
Definitely not		0.0%	0
answered question			375
skipped question			9

12. Were you given helpful information about the different options, choices or treatments available to you? Tick all that apply

		Response Percent	Response Count
Yes, in a printed leaflet or booklet		23.5%	87
Yes, verbally (by a health professional)		68.5%	254
No information was given		4.0%	15
No, because no treatment or action was needed		13.7%	51
		answered question	371
		skipped question	13

13. Were you involved as much as you wanted to be in decisions about your care and treatment?

		Response Percent	Response Count
Yes, definitely		68.7%	257
Yes, to some extent		18.7%	70
Not really		2.9%	11
Definitely not		0.5%	2
No decisions had to be made		9.1%	34
		answered question	374
		skipped question	10

14. We are continuously looking at ways to improve our services. As well regularly asking for experiences of being a patient at their practice, we would like to know what your priorities are for the future and your views on how we are currently performing. Thinking about your GP practice, which of these listed below are the most important to you? Please tick up to FIVE boxes only in the left hand column. Which are the areas where improvements could be made? Please tick up to FIVE boxes only in the right hand column

	Important (Tick up to 5)	Improving (Tick up to 5)	Response Count
Access to more diagnostic tests at your practice (blood tests, etc)	84.1% (127)	25.2% (38)	151
Access to see a GP at time convenient to you	89.8% (211)	29.8% (70)	235
Access to a nurse at GP practice	84.5% (82)	21.6% (21)	97
Access to screening programmes (e.g. smears, bowel screening)	82.0% (100)	26.2% (32)	122
Alternative ways of booking appointments, i.e. by text, online.	58.2% (71)	57.4% (70)	122
Access to interpretation and translation services	28.6% (2)	85.7% (6)	7
Appointment reminder system i.e. via text	51.1% (46)	57.8% (52)	90
Getting to see a GP urgently	88.6% (210)	37.1% (88)	237
Earlier opening hours in the week	65.4% (34)	55.8% (29)	52
Opening hours in the week	59.1% (26)	43.2% (19)	44
Opening hours at the weekend	64.4% (65)	52.5% (53)	101
Getting through on the phone to book an appointment	81.0% (102)	31.0% (39)	126
Being able to speak to a GP on the phone	89.3% (109)	23.8% (29)	122
Being able to speak to a nurse on the phone	72.7% (24)	30.3% (10)	33
Repeat prescriptions system	82.0% (114)	27.3% (38)	139
The friendliness and helpfulness of the receptionists	83.1% (108)	24.6% (32)	130

Length of time spent in the waiting room before seeing a GP	68.5% (100)	54.1% (79)	146
Other	50.0% (9)	55.6% (10)	18

Please specify 9

answered question	351
skipped question	33

15. If you travelled by car, how satisfied were you with availability of car parking?

		Response Percent	Response Count
Very satisfied		17.3%	61
Fairly satisfied		38.5%	136
Neither		6.5%	23
Fairly dissatisfied		23.2%	82
Very dissatisfied		8.8%	31
Not applicable		5.7%	20
answered question			353
skipped question			31




16. How easy did you find getting into the building?

		Response Percent	Response Count
Very easy		93.4%	341
Fairly easy		6.6%	24
Not very easy		0.0%	0
Not at all easy		0.0%	0
answered question			365
skipped question			19




17. If you didn't find it easy, please tell us why

	Response Count
	16
answered question	16
skipped question	368





18. How satisfied or dissatisfied are you with the general condition of the practice building?

		Response Percent	Response Count
Very satisfied		83.2%	307
Fairly satisfied		15.4%	57
Neither		1.4%	5
Fairly dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
Don't know		0.0%	0
	answered question		369
	skipped question		15



19. How helpful were the receptionists?

		Response Percent	Response Count
Very helpful		72.5%	266
Fairly helpful		25.9%	95
Not very helpful		1.6%	6
Not at all helpful		0.0%	0
Not applicable		0.0%	0
answered question			367
skipped question			17


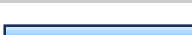



20. How would you rate the comfort of the waiting area (e.g. temperature, seating etc)?

		Response Percent	Response Count
Very good		68.9%	255
Fairly good		29.7%	110
Neither good nor poor		1.1%	4
Fairly poor		0.3%	1
Very poor		0.0%	0
answered question			370
skipped question			14

21. How would you rate the cleanliness of the health centre?

		Response Percent	Response Count
Very clean		84.6%	302
Fairly clean		15.4%	55
Not very clean		0.0%	0
Not at clean at all		0.0%	0
Don't know		0.0%	0
answered question			357
skipped question			27

22. Did the person you saw on your last visit know about any previous care or treatment you had received?

		Response Percent	Response Count
Yes, definitely		60.8%	220
Yes, to some extent		30.4%	110
Not really		3.9%	14
Definitely not		0.3%	1
Don't know/can't remember		4.7%	17
answered question			362
skipped question			22




23. Were you given enough time to discuss your health or medical condition?

		Response Percent	Response Count
Yes, definitely		78.5%	288
Yes, to some extent		18.8%	69
Not really		0.3%	1
Definitely not		0.5%	2
Don't know/can't remember		0.5%	2
I did not need to discuss anything		1.4%	5
answered question			367
skipped question			17










24. Did the person you saw explain the reasons for any treatment or action in a way that you could understand?

		Response Percent	Response Count
Yes, definitely		79.3%	288
Yes, to some extent		14.0%	51
Not really		1.1%	4
Definitely not		0.6%	2
Don't know/can't remember		0.6%	2
No treatment or action was needed		4.4%	16
answered question			363
skipped question			21


25. Overall, how do you feel about the length of time your health professional spent with you?

		Response Percent	Response Count
Not enough time		1.6%	6
About the right amount of time		97.8%	357
Too much time		0.0%	0
Don't know/can't remember		0.5%	2
answered question			365
skipped question			19

26. How much confidence and trust do you have in the health care professional that treated you? Please rate on a scale of 1 to 10 with 1 being not confident at all and 10 being completely confident.

		Response Percent	Response Count
1		0.3%	1
2		0.6%	2
3		0.0%	0
4		0.3%	1
5		1.7%	6
6		0.6%	2
7		4.7%	17
8		14.0%	51
9		20.9%	76
10		57.0%	207
answered question			363
skipped question			21

27. If you needed any interpreting support to communicate i.e. language or British Sign Language (BSL), was this provided / offered for you by the practice?

		Response Percent	Response Count
Yes		0.0%	0
Yes, but I declined		0.0%	0
No, I had to provide someone to interpret for me		0.0%	0
Not applicable		100.0%	286
answered question			286
skipped question			98

28. If yes, please indicate whether it was British sign language or foreign language.

		Response Percent	Response Count
BSL		0.0%	0
Foreign language		0.0%	0
answered question			0
skipped question			384

29. Would you recommend this service to your friends or colleagues? Please answer on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely.

		Response Percent	Response Count
0		0.6%	2
1		0.0%	0
2		0.0%	0
3		0.9%	3
4		0.6%	2
5		1.8%	6
6		1.2%	4
7		4.9%	16
8		16.3%	53
9		17.8%	58
10		55.8%	182
answered question			326
skipped question			58


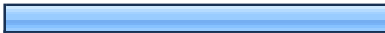
30. Overall, how satisfied were you with the service you received?

		Response Percent	Response Count
Very satisfied		77.2%	268
Fairly satisfied		19.9%	69
Neither		0.9%	3
Fairly dissatisfied		0.9%	3
Very dissatisfied		1.2%	4
answered question			347
skipped question			37








31. Please use this space to tell us what about your experience affected your answers. (This might include what we are doing well or areas we could improve on).

	Response Count
	74
answered question	74
skipped question	310











32. Are you?

		Response Percent	Response Count
Male		38.4%	138
Female		61.6%	221
	answered question		359
	skipped question		25








33. What is your age (years)?

		Response Percent	Response Count
18-24		6.1%	21
25-34		9.6%	33
35-44		20.3%	70
45-54		20.3%	70
55-64		25.9%	89
65-74		14.2%	49
75+		3.5%	12
	answered question		344
	skipped question		40








34. To which of these groups do you consider you belong?

		Response Percent	Response Count
White British, English, Welsh, Scottish or Northern Irish		94.3%	331
White Irish		1.4%	5
Gypsy or Irish Traveller		0.3%	1
White Other		1.1%	4
Mixed White and Black Caribbean		0.3%	1
Mixed White and Black African		0.0%	0
Mixed White and Asian		0.3%	1
Mixed Other		0.9%	3
Indian		0.9%	3
Pakistani		0.3%	1
Bangladeshi		0.0%	0
Chinese		0.0%	0
Asian Other		0.0%	0
Black African		0.0%	0
Black Caribbean		0.0%	0
Black Other		0.0%	0
Arab		0.0%	0
Any other ethnic group		0.3%	1
answered question			351
skipped question			33





35. Do you consider yourself to have a disability or a long-term limiting illness? Under the Disability Discrimination Act 1995, a disabled person is someone who has, or has had, a physical or mental impairment, which has a substantial or long-term adverse effect to his/her ability to carry out normal day-to-day activities. Please tick all that apply

		Response Percent	Response Count
Physical impairment		23.4%	18
Visual impairment		5.2%	4
Hearing impairment/deaf		3.9%	3
Mental health condition		27.3%	21
Learning disability		1.3%	1
Long-standing illness or health condition (such as cancer, diabetes, chronic heart disease or epilepsy)		51.9%	40
Other		9.1%	7
		answered question	77
		skipped question	307

36. What is your religion or beliefs?

		Response Percent	Response Count
Buddhist		0.6%	2
Christian		75.9%	252
Hindu		0.6%	2
Jewish		0.3%	1
Muslim		0.6%	2
Sikh		0.0%	0
None		19.6%	65
Other		2.4%	8
answered question			332
skipped question			52

37. What is your sexual orientation?

		Response Percent	Response Count
Heterosexual/straight		98.5%	338
Gay/Lesbian		0.6%	2
Bisexual		0.3%	1
Other		0.6%	2
answered question			343
skipped question			41

Page 1, Q1. Which is your GP practice?

1	Dr M. Mcurdie	Feb 12, 2012 4:07 PM
2	Dunscar and Egerton Health centre	Feb 10, 2012 3:53 PM
3	DUNSCAR HEALTH CENTRE	Feb 10, 2012 3:48 PM
4	Dunscar & Egerton Health Centre	Feb 10, 2012 2:22 PM

Page 4, Q14. We are continuously looking at ways to improve our services. As well regularly asking for experiences of being a patient at their practice, we would like to know what your priorities are for the future and your views on how we are currently performing.

Thinking about your GP practice, which of...

1	procedures such as ear syringing	Feb 19, 2012 6:10 PM
2	I am happy with the way the surgery is run. I am retired and do not have a problem with timings	Feb 16, 2012 2:30 PM
3	Unable to get test results still don't know results of last test!	Feb 15, 2012 5:34 PM
4	I don't see that any part of the service needs changing or improving.	Feb 12, 2012 7:12 PM
5	I havent got any concerns about my gp practice. The service has always been excellent and served my needs	Feb 11, 2012 11:07 PM
6	I seriously dont have any problems with my practice.	Feb 10, 2012 9:39 PM
7	To get new prescriptions by phone to save fuel.By "E" mail did not work.	Feb 10, 2012 8:22 PM
8	having a pharmacy to coincide with surgery hours	Feb 10, 2012 3:37 PM
9	Being able to deal only with one (own) GP consistently when needed.	Feb 10, 2012 2:28 PM

Page 5, Q17. If you didn't find it easy, please tell us why

1	car access is difficult at school start and finish as parents use car park for dropping off and collecting children	Mar 15, 2012 7:51 PM
2	parking - sometimes very busy. not enough spaces, especially around school opening and closing	Mar 15, 2012 7:48 PM
3	parents from school parking in health centre car park	Feb 19, 2012 6:14 PM
4	some car parking at entrance shows inconsideration to other users, not easy when busy	Feb 19, 2012 5:39 PM
5	school using the car park	Feb 19, 2012 4:57 PM
6	parent/ child parking would be useful	Feb 19, 2012 4:09 PM
7	school pick ups parking on car park	Feb 19, 2012 2:22 PM
8	car park quite full. maybe due to scholl near by	Feb 19, 2012 12:12 PM
9	The school next door tends to use the car park as their own - the last time I went to the surgery at 'school times' I did find a gentlemen who was being an attendant keeping 'school mums' off the car, and free for 'patients' - very pleased with this :)	Feb 16, 2012 7:11 PM
10	the changes to the car park are very disappointing - very few car parking places given the high population	Feb 15, 2012 8:40 PM
11	not enough car parking spaces especially at school opening/ closing times	Feb 15, 2012 6:15 PM
12	not enough parking spaces	Feb 15, 2012 2:36 PM
13	larger car park	Feb 15, 2012 11:57 AM
14	Egerton Health centre has been re designed, with fewer car spaces.However selfish parents from school opposite use these at school time, suggest you tell school head to tell parents not to park there.elderly patients have to walk as a consequence.As for me i walk to the clinic now, it does me good to walk a mile or so!	Feb 10, 2012 4:22 PM
15	It is difficult sometimes on the car park due to school traffic parking on or around the car park	Feb 10, 2012 3:48 PM
16	Since the car park alterations parking is much more restricted and often finding somewhere is difficult.	Feb 10, 2012 2:57 PM

Page 8, Q31. Please use this space to tell us what about your experience affected your answers. (This might include what we are doing well or areas we could improve on).

1	Dr Wong is a very experienced and amiable doctor. In our experience he has always given us complete focus and ask all the right questions. We feel he is a doctor that truly understands his patients and is fully interested in them	Mar 15, 2012 7:58 PM
2	I have no cause for complaint about this Practice. Everyone helpful, friendly & courteous & the service is excellent. It's the people that make this happen within the constraints for which they are governed to work.	Feb 24, 2012 2:00 PM
3	I recently had blood taken and sent off to be analysed. At the moment you are not ringing patients if no further action is required as a result of these type of tests. I would have preferred to be informed even though the results needed no further consultation with the GP. Perhaps patients could be given the choice about being informed. I realise this consumes extra staff time, but reassurance is important.	Feb 22, 2012 9:53 AM
4	really appreciate being able to see a doctor when I feel it is urgent. Also appreciated being able to talk to a doctor first on phone so he/she could assess whether I needed to come to surgery. Sometimes difficult to see a doctor in non-urgent cases within 24 or 48 hours,	Feb 21, 2012 3:31 PM
5	being known to the receptionists helps with the overall level of satisfaction with the practice	Feb 19, 2012 5:48 PM
6	have used service for many years and always found doctors/ receptionists/ nurses very helpful/ friendly	Feb 19, 2012 5:40 PM
7	i have always found all staff at all levels very helpful and very friendly. i do feel that all staff at all levels are brainwashed and should now be looking at alternative remedies.	Feb 19, 2012 5:33 PM
8	very often the appointments with nurses are 15 minutes late	Feb 19, 2012 5:17 PM
9	trying to park when the school is finishing is sometimes difficult	Feb 19, 2012 5:08 PM
10	the centre is always clean and tidy. the waiting room is very comfortable and warm. GPs, nurses and receptionists are very helpful	Feb 19, 2012 4:25 PM
11	i use online repeat prescriptions and am very happy with this facility	Feb 19, 2012 4:21 PM
12	i always end up waiting for longer than ideal when seeing the gp (which is hard with small children) a toy area would be useful but i realise space is an issue	Feb 19, 2012 4:12 PM
13	good attitude of all staff. good condition of facilities and ease of booking second appointment	Feb 19, 2012 3:49 PM
14	trying to book appointments - very difficult. usually have to wait 4 to 5 days unless it's urgent but if it was urgent would go to the hospital! recently put off about trying to book - so put up with problems/ illnesses	Feb 19, 2012 3:40 PM
15	last time i came i was waiting about an hour and a half after my appointment time, but the reception did keep apologizing. you could have some children's or teen magazines that they enjoy to read whilst waiting eg top of the pops.	Feb 19, 2012 3:18 PM
16	thorough testing and very approachable staff. thank you for all you do.	Feb 19, 2012 2:38 PM

Page 8, Q31. Please use this space to tell us what about your experience affected your answers. (This might include what we are doing well or areas we could improve on).

17	reception is a very important part of the experience and sometimes i found the reception staff to be quite rude, not looking up to greet you when you attend and quite difficult over the phone, but Andrea and Deborah are an asset to this practice and as long as one of them is in the building i never have reason to complain. i am happy with the treatment myself and my children receive and feel overall the practice is a good one.	Feb 19, 2012 2:20 PM
18	everyone is wonderful	Feb 19, 2012 2:11 PM
19	my biggest concern is that when you phone to make an appointment with a doctor, there's never any available for days in advance. you end up seeing whoever is available, so this is someone who is different everytime, there's no continuity in treatment.	Feb 19, 2012 2:08 PM
20	I had to wait 45 minutes past my appointment time at my last visit. I understand how busy doctors are but there was no reason given for the wait. I had made the appointment two weeks in advance and had left work early to get there on time. I would be happy to wait if I'd made a last minute appointment and had been 'squeezed in', but I expect to be seen within ten to fifteen minutes of my appointment time if it's been booked in advance. Other than that, I feel the service I receive at this practise is exceptional.	Feb 19, 2012 12:31 PM
21	could improve by being able to see your chosen doctor sooner, rather than having to wait several weeks.	Feb 19, 2012 12:22 PM
22	i rarely have a bad experience and i am satisfied with the service. more appointments on Saturdays would be useful due to hours at work.	Feb 19, 2012 12:06 PM
23	The doctor that I saw spent a lot of time discussing my problem and was reluctant to prescribe drugs for it which I thought was reasonable given the circumstances.	Feb 17, 2012 10:35 AM
24	why cannot repeat prescriptions be ordered by phone? Waiting room always too hot! Very glad that Dunscar have a straightforward phone number and not one where we are held "in a queue". Also we can ring and be answered quickly and not told as in a nearby health centre to phone after 8.30 and then be told that we are "too late and can you try again tomorrow?" Dunscar know how to run a health centre and could teach some of the other ones how to do it right! Well done everybody!	Feb 16, 2012 8:09 PM
25	Have been at this surgery for about 9 years now, changed to Liversedge about 5 years ago, from Fadra & Umbuani as I felt they were generally disinterested - which was half acceptable before I was pregnant but didn't want a disinterested doctor dealing with my pregnancy. I am delighted with the care I have had from Doctors Liversedge & Wong, and then more recently Dr Jayakumar. Drs Liversedge & Jayakumar in particular always make the time to explain in enough detail what is wrong, why it is wrong, and what I can do to help - I can't fault them at all - thank you	Feb 16, 2012 7:19 PM
26	Only came for a routine flu jab	Feb 16, 2012 5:20 PM
27	The level of interest and consideration shown by different GPs is remarkable. Dr Wong & Dr McCurdie are extremely helpful. Dr Liversedge can be very difficult and off-hand.	Feb 16, 2012 2:54 PM

Page 8, Q31. Please use this space to tell us what about your experience affected your answers. (This might include what we are doing well or areas we could improve on).

28	I assumed that Q29 and 30 related to interpretation	Feb 16, 2012 2:33 PM
29	The Car Parking at this practice is a real problem. Following the changes to the building and the surrounding layout of the car park there are fewer spaces. It is common to arrive for an appointment and not be able to find a parking space. This must lead to delays with appointment times and certainly does not help the blood pressure!!!	Feb 16, 2012 2:17 PM
30	There is never anywhere to park, because it seems to be full of cars either from the school, or from people not using the health centre. The wait for appointments is utterly ridiculous. I have ended up having to call NHS direct so many times about small issues I have had in order to get treatment in time. This then involves going to a walk in centre. For example, I once had a water infection and was told the wait at the surgery to see somebody would be 13 DAYS! I rang NHS direct and they said that this could be potentially dangerous if I waited that long and told me to visit a walk in centre as soon as possible. The receptionists used to chat to themselves and look at you as if you were a hindrance, interrupting their conversations but now they seem a lot better. Nothing really seems like too much trouble for them so this is definitely an improvement. I know the surgery is trying to improve the length of waiting times for appointments once you have arrived but there is still a long way to go it would seem. For a lot of people an appointment may have to be squeezed in between work or errands that need running, so when you end up waiting 40 minutes longer than you should it can ruin your plans for the rest of the day. There is no excuse for this. I have visited many times in the morning (between 8 and 9) and have still had to wait a long time. This would suggest that the staff are not very punctual in the morning, how can appointments become that delayed so early in the day otherwise? The centre is incredibly clean and from what I can remember, always has been. This has been my local health centre since I was a small child and there always seems to be improvements taking place with regards to the layout etc but I think more time and money should be spent on tackling some of the issues that I have outlined above, as I am sure many others will agree.	Feb 16, 2012 10:52 AM
31	The doctor was kind and patient listened to me and acted appropriately	Feb 16, 2012 9:57 AM
32	receptionists are very helpful. Drs are brilliant they always recognise me as an individual and treatment is excellent.	Feb 15, 2012 8:51 PM
33	it's impossible to book a regular appointment on the same day, you always have to book it as an emergency. appointments gets booked up too quickly. need more doctors.	Feb 15, 2012 8:42 PM
34	i have an excellent relationship with Dr Liversedge who i find to be helpful, thoughtful and very clear in his advice and analysis. recently i had a course of health improvement with Fiona Ashton who again was helpful and clear, and maintained an excellent relationship.	Feb 15, 2012 8:17 PM
35	only small thing - very occasionally could not get an appointment	Feb 15, 2012 7:47 PM
36	I dont mind waiting a while after registering with the receptionist as the doctor can then spend as much time as it takes with me. . When different doctors have a different way of treating your problem, eg changing your medication, it can be confusing as to which one is right. I also feel that if you ask for an emergency appt you should be judged on whether you have	Feb 15, 2012 6:47 PM

Page 8, Q31. Please use this space to tell us what about your experience affected your answers. (This might include what we are doing well or areas we could improve on).

	abused the system in the past before being refused.	
37	I am very satisfied with the care and attention I receive. I do not have any complaints at all. I am a carer and as such have received opportunities for regular check ups. I have a number of health problems and have been treated with respect and care.	Feb 15, 2012 6:04 PM
38	I need answers for my condition I am suffering and an accurate diagnosis. I suffer with P.T.S.D. and have been told I suffer with C.F.S. It would be good to be recognised of needing help with such conditions and understanding support towards such who suffer with these conditions?	Feb 15, 2012 5:59 PM
39	having suffered my condition since 93 and i have only received a vague diagnosis of suffering chronic fatigue in 2012. has been quite traumatic due to the lack of support that i should have been receiving much sooner!	Feb 15, 2012 5:56 PM
40	Was told where I had to have not treatment and not given options of other centres I could have attended and as a result did not have treatment. Music in waiting area can be annoying at times.	Feb 15, 2012 5:37 PM
41	I always feel confident when Blood Samples are taken by the nurses and I am impressed with their efficient approach when discussing health issues. I value the information that I am given by the Doctor during my annual check-up sessions and I feel relaxed on these occasions. The receptionists are extremely helpful and friendly.	Feb 15, 2012 5:31 PM
42	i have always found the practice friendly and they have always been very helpful	Feb 15, 2012 5:10 PM
43	felt like the services was going backwards and forwards between different services - no examination of my ankle and no improvements with treatment given over 18 months	Feb 15, 2012 3:32 PM
44	in all we are very satisfied with the service we receive from our GP	Feb 15, 2012 2:23 PM
45	we are completely satisfied with all aspects of the practice.	Feb 15, 2012 2:20 PM
46	fantastic service all round	Feb 15, 2012 1:29 PM
47	The receptionists are always helpful and polite, and the doctors and nurses are reassuring. The only thing that is a problem is the waiting time to see a nurse. On many occasions I have checked in with reception and had to wait between 10 and 15 mins before being called through, sometimes even longer. Although, when I am seen the nurses always apologize for the wait.	Feb 14, 2012 8:17 PM
48	I have seen the Nurse Practitioner on a few occasions as there have been no appointments last minute to see G.P .. excellent standard of care and always feel like ive been well looked after and she listens and discusses any issues i have .. Brilliant	Feb 14, 2012 12:14 PM
49	Improve opening times evenings and weekends	Feb 13, 2012 6:25 PM
50	The system at the clinic works very well, the only thing that I think is not a good idea is that if you ring to make an appointment with a GP, the GP will ring through the day to see if a visit to the practice should be made.	Feb 13, 2012 9:58 AM

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51	I have been a patient of this practice for little over 12 months and in the few times I have had to visit, I have twice been "forgotten" or had my appointment changed whilst at the practice. Communication was not the best although it was clear the reception staff attempted to correct the error(s) and I have spent over 1 hour in the waiting room. The car parking facilities at school opening/closing times are abysmal as the car park is used by the school - I have contacted the Head Teacher to discuss the situation but it remains poor. There is an NHS sign but it is not policed by the health centre.	Feb 13, 2012 8:51 AM
52	Our G.P is always willing to discuss any concerns we have. He is very efficient and makes rapid referral where necessary. He is courteous and to the point.	Feb 12, 2012 4:16 PM
53	The car park obviously does not have enough spaces for the GPs, staff and patients. An obvious cause is the school next door (the problem is significantly worse at school dropping off and picking up times), but would probably still be an issue if the school wasn't there. I am aware that attempts to tackle this have been made previously but obviously haven't worked. Not everyone is able or willing to walk or take public transport to the surgery, especially in poor weather - it needs looking at!	Feb 12, 2012 4:10 PM
54	The interaction with every member of staff we encounter is absolutely outstanding.	Feb 12, 2012 10:30 AM
55	It is very annoying to have tests done and either not to get answers that seem to be understood by the receptionist or not to get the results at all and get the feeling the receptionist thinks you should not need to find out the results in the first place.	Feb 11, 2012 11:22 PM
56	I saw a gp during a particularly difficult time in my life. He didn't fob me off or make me feel that my difficulties were insignificant but listened and helped me.	Feb 11, 2012 11:14 PM
57	I think it is unclear that you have to report your arrival to reception - only then you will be called in to the doctor - a notice should be on display. Also if this could be done by the patient even as simply as a tick list it would save the receptionists a lot of time	Feb 11, 2012 10:25 PM
58	I very much appreciate being able to see the same GP on each visit as it increases the confidence I feel in him.	Feb 11, 2012 6:04 PM
59	I have seen Dr McCurdie regularly over the last few years and find him thorough and conscientious. We seem to have developed a good rapport. Being retired I have always had morning appointments and found the service excellent at that time. I observe there is a low turnover of reception staff which implies they are happy in their work, are skilled and competent and deliver high quality customer care.	Feb 11, 2012 9:56 AM
60	To some extent it was difficult to complete this survey as I have had different experiences with different medical professionals at the practice, however, on the whole I have always received a good service from the surgery, and my only main issue is in trying to get a speedy appointment when there is something pressing but not 'urgent'. It might be easier if I understood what they define as urgent as to me something urgent is something that requires a visit to A & E.	Feb 11, 2012 9:24 AM

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61	The repeat prescription system does not tell you when your tablets are ready and even when it is acknowledged it does not mean that they have actually done it. The text system to let you know that an appointment has been canceled does not work, it should have an automatic text back so if the surgery doesn't receive it they know that you have not got it.	Feb 11, 2012 9:07 AM
62	Receptionist didn't make a note of my arrival for my appointment so I had to wait for almost an hour to see the doctor, this has happened before	Feb 11, 2012 12:23 AM
63	did not feel as though they explained the results of the blood test when i asked what level my thyroid was at the beginning of treatment and after 6 months on thyroxine felt that they thought i would not understand but as i am a nurse i was eager to know	Feb 10, 2012 8:57 PM
64	I know this isn't the fault of the practice but trying to park at the surgery between 8:30-9:30am and 3:30-4:00pm is nearly impossible. The parents from St John's are so inconsiderate. I know parking is difficult for them but they shouldn't park on the surgery car park. Perhaps an attendant during these times would prevent abuse of the car park. This system is in operation at Bolton Arena on matchdays and works very well.	Feb 10, 2012 6:35 PM
65	Appointments are too far in the future. I ring when I need an appointment quickly and cannot wait weeks!	Feb 10, 2012 5:59 PM
66	Very happy with our local health centre, i do know that some times it is not always easy to see a doctor, but i have had one urgent call which Doctor Wong phoned me back and asked me in at end of surgery, very good of him	Feb 10, 2012 4:26 PM
67	Very impressed with the NHS local services including my recent operation at the Bolton Hospital Day Care Unit ! My wife also had a very positive view of the NHS staff during a recent major operation at Bolton Royal Hospital.	Feb 10, 2012 4:25 PM
68	the surgery is usually too hot, the wait time can be too long.	Feb 10, 2012 3:59 PM
69	You are treated as an individual. I felt I was being listened to.	Feb 10, 2012 3:45 PM
70	I am not aware of any screening programmes that may be relevant to me (as a 54 year old male) i.e. bowel screening, prostate screening but that may be due to Government policy or a lack of funding.	Feb 10, 2012 3:38 PM
71	First rate medical practice. Car parking spaces are few however	Feb 10, 2012 3:29 PM
72	I would be happier if there was no piped music, I loathe it.	Feb 10, 2012 3:00 PM
73	generally I feel that the practice supports me and my partner quite well. However, whilst we have confidence in, and feel at ease with Dr. McCurdie, this does not apply to all GP's at the practice. I don't visit the practice very often, but when I need to see my GP it does not help to be told I may have to wait longer than several days to do so. Could there be a screening system enabling patients with long term illness's to be placed ahead of waiting lists when they need to see their GP? This is a major issue for us.	Feb 10, 2012 2:40 PM
74	The GP that i saw on my last visit to the surgery was a little dismissive of my symptoms, he also appeared to be rushing the consultation somewhat.	Feb 10, 2012 1:59 PM