

Greensward Surgery

Contact Details

DES Patient Survey Report 2011 -2012

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Greensward Surgery

Mean rating scores

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

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Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

- Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually achievable.

- Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.

- Your scores out of 100 for the rated questionnaires enable you to look at the strong and weak areas of each topic area.

- Frequency tables for each question- where you can see exactly how your patients responded to each question.

- Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

200 replies were received and analysed



This patient survey is being conducted by the Greensward practice. The results of the survey will be used to plan patient specific services as well as informing us of our current performance. Completing the survey is entirely voluntary anonymous and confidential

BACKGROUND INFORMATION (Please tick the following)

Q1 Are you male or female? Male43.4%
Female56.6%

Q2 How old are you?
Under 18.....4.6%
18 - 244.6%
25 - 344.1%
35 - 4411.7%
45 - 5415.2%
55 - 6417.3%
65 - 7423.9%
75 - 8415.7%
85 and over.....3.0%

Q3 What is your ethnic group?
White99.5%
Black or Black British0.5%
Asian or Asian British.....0.0%
Mixed0.0%
Chinese.....0.0%
Other ethnic group0.0%

Q4 Do you consider yourself to have a disability?
Yes.....14.1%
No85.9%

Q5 If yes what type of disability do you have

Physical disability, such as using a wheelchair to get around	100.0%
Blind or Have A Serious Visual Impairment	100.0%
Deaf or Have A Serious Hearing Impairment	100.0%
Mental Health Condition Such As Depression or Schizophrenia	100.0%
Learning Disability or Cognitive Impairment	100.0%
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy	100.0%
Other	100.0%

Q6 If you have disability, do you have difficulty moving around the surgery? Yes.....10.8%
No78.4%
Not applicable10.8%

Q7 Are you a carer? Yes.....8.1%
No83.8%
Not applicable8.1%

ACCESS TO YOUR SURGERY

Q8 How many times in the last 12 months have you attended the surgery?
0-2.....29.6%
3 - 5.....40.3%
6 - 10.....21.9%
11 - 15.....5.1%
16 +.....3.1%

Q9	In the past 12 months, have you found the surgery opening times at the practice convenient for you?	Yes.....	93.1%
	<i>If Yes, please specify</i>	No.....	6.9%
			100.0%

Q10 Practice matters

	<i>All the time</i>	<i>Most of the time</i>	<i>Some of the time</i>	<i>Never or hardly ever</i>	<i>Not Applicable</i>
Can you get through via the telephone to your GP surgery within a satisfactory time?	17.2%	59.4%	19.8%	3.1%	0.5%
Are the Receptionists as helpful as you think they should be?	54.5%	36.5%	7.9%	1.1%	0.0%

Q11 Practice matters

	<i>All the time</i>	<i>Most of the time</i>	<i>Some of the time</i>	<i>Never or hardly ever</i>	<i>Not Applicable</i>
Are you able to book an urgent appointment when you need one?	24.6%	48.1%	12.8%	4.8%	9.6%
Are you able to see a particular Doctor when you would like to?	13.4%	39.0%	19.3%	7.0%	21.4%
Do you feel that you have enough time during a consultation?	50.0%	33.5%	13.7%	0.5%	2.2%

Q12 How far in advance would you like to be able to book an appointment?

100.0%

ABOUT YOUR DOCTOR

Q13 GP experience

	<i>All the time</i>	<i>Most of the time</i>	<i>Some of the time</i>	<i>Never or hardly ever</i>	<i>Not Applicable</i>
Does your GP listen to you no matter how busy he/she is?	72.4%	23.4%	2.6%	0.5%	1.0%
Does your GP treat you with dignity and respect?	86.6%	12.3%	0.5%	0.0%	0.5%
Does your GP treat you as you would wish when giving you a physical examination?	83.7%	8.7%	1.1%	0.0%	6.5%
Does your GP know enough about your medical history?	53.8%	29.1%	11.5%	3.3%	2.2%

Q14 GP experience

	<i>All the time</i>	<i>Most of the time</i>	<i>Some of the time</i>	<i>Never or hardly ever</i>	<i>Not Applicable</i>
Do you feel that your GP knows what treatment is best for you?	46.3%	43.2%	8.9%	0.0%	1.6%
Does your GP give you enough information about your condition or treatment?	56.3%	30.6%	9.3%	0.5%	3.3%
Do you feel able to ask as many questions as you would like?	68.6%	25.4%	3.8%	1.1%	1.1%
Do you feel that your GP explains about your condition/ treatment in a way that is easy to understand?	61.0%	29.9%	5.9%	0.5%	2.7%

ABOUT THE PRACTICE NURSES

Q15 Thinking about the last time you saw a nurse at your GP surgery did the nurse know enough about your condition or treatment? (tick one only)

Yes	73.5%
Something but not enough.....	13.8%
Little or nothing.....	1.7%
Can't say.....	11.0%

Q17 On that occasion do you feel that the nurse took appropriate action to deal with the reason(s) for your visit (that is, gave you the right medicine, treatment, tests, advice etc.)? (tick one only)

There was no need to take action.....	33.5%
Yes	54.0%
No.....	1.7%
Can't say	10.8%

Q16 On that occasion did the nurse answer the questions that you asked? (tick one only)

Yes	76.1%
Some	10.2%
None.....	0.6%
I did not ask any	13.1%

Q18 If the nurse took action, did they explain the reason for that action in a way that you found easy or difficult to understand? (tick one only)

Very easy to understand.....	77.3%
Fairly easy to understand.....	18.9%
Fairly difficult to understand.....	2.3%
Very difficult to understand	0.8%
Reasons were not explained at all.....	0.8%

OTHER COMMENTS

Q19 If there is anything else you would like to tell us about being a patient at Greensward Surgery.
100.0%

FUTURE SERVICES

Q20 Would you like us to expand our online service to book appointments?

Yes	54.1%
No.....	45.9%
Other? Please specify	100.0%

Q22 If yes, how would you like your information?

Online	50.5%
Books.....	7.6%
Leaflets.....	41.9%
Other Please specify below	0.0%

Q21 Would you like more information about services at the surgery?

Yes.....	60.0%
No.....	40.0%

Q23

Have you any suggestions that would help us give you a better service?

100.0%

Thank you for participating in this study for Greensward surgery, your opinions are very important to us.

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Patients responding to the questionnaire - gender

Counts Analysis % Responses	
Base	198 100.0%
Are you male or female?	
Male	86 43.4%
Female	112 56.6%

Patients responding to the questionnaire - Age

Counts Analysis % Responses	
Base	197 100.0%
How old are you?	
Under 18	9 4.6%
18 - 24	9 4.6%
25 - 34	8 4.1%
35 - 44	23 11.7%
45 - 54	30 15.2%
55 - 64	34 17.3%
65 - 74	47 23.9%
75 - 84	31 15.7%
85 and over	6 3.0%

Patients responding to the questionnaire - Ethnicity

Counts Analysis % Responses	
Base	193 100.0%
What is your ethnic group?	
White	192 99.5%
Black or Black British	1 0.5%
Asian or Asian British	-
Mixed	-
Chinese	-
Other ethnic group	-

Patients responding to the questionnaire - Disability

Counts Analysis % Responses	
Base	185 100.0%
Do you consider yourself to have a disability?	
Yes	26 14.1%
No	159 85.9%

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Patients responding to the questionnaire - Type of disability

Counts Break % Responses	Base	
	23	23
Physical disability, such as using a wheelchair to get around	7 30.4%	7 30.4%
Blind or Have A Serious Visual Impairment	4 17.4%	4 17.4%
Deaf or Have A Serious Hearing Impairment	6 26.1%	6 26.1%
Mental Health Condition Such As Depression or Schizophrenia	4 17.4%	4 17.4%
Learning Disability or Cognitive Impairment	2 8.7%	2 8.7%

Difficulty moving around the surgery

Counts Analysis % Responses	Base	
	37	100.0%
If you have disability, do you have difficulty moving aro...		
Yes	4 10.8%	
No	29 78.4%	
Not applicable	4 10.8%	

Patients who are a carer

Counts Analysis % Responses	Base	
	37	100.0%
Are you a carer?		
Yes	3 8.1%	
No	31 83.8%	
Not applicable	3 8.1%	

Attendance at the surgery in the last 12 months

Counts Analysis % Responses	Base	
	196	100.0%
How many times in the last 12 months have you attended th...		
0-2	58 29.6%	
3 - 5	79 40.3%	
6 - 10	43 21.9%	
11 - 15	10 5.1%	
16 +	6 3.1%	

Greensward Surgery**Surgery opening times**

Counts Analysis % Responses	
Base	174 100.0%
In the past 12 months, have you found the surgery opening...	
Yes	162 93.1%
No	12 6.9%

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Surgery opening times

If Yes, please specify

As I am retired I am free to attend at any time.

I do not work so am able to be very flexible as to when I can attend.

Open around other work hours.

Late opening is convenient for working hours.

Open 8-6.30

Before 8 one morning a week.

Any time convenient as retired.

Whenever I ring up there is always a slot morning afternoon at evening.

Any time is ok by me.

I am flexible with appointment times.

Retired so flexible.

I work untill 5pm so late opening on Mondays is very helpful.

Very flexible.

Have had no problem.

Not used much.

Yes fine, only the appointment by telephone can be challenging.

Can call early to ensure an appointment. Surgery stays open late for those who are working during the day.

Whenever we need an appointment we always get one.

Although sat Am would improve things for patients who work.

Appointments available early morning and evening.

There is a variety of appointment times available including very early and late appointments on the day which is helpful.

Generally late PM is ok for me.

Evening times good.

Dont attend enough to worry

But would like to make appointment few days away.

No issues

It opens when I need it

We have always been accomodated for appointments

It helps that there is a choice of male and female doctors.

Extra hours on a monday

As I dont work, any time is convenient

Mornings and late appointments ideal

I have never had any problems getting an appointment that suits me.

Able to make an early morning appointment if booked ahead.

Late night good as I work

Always have an appointment on the day

Being open on my day of.

Better with later appointments.

Open early for pre-booked appointments.

Most times

Retired. Able to attend whenever

Greensward Surgery**Surgery opening times****If Yes, please specify**

Retired. Most times are convenient.

No problem in obtaining a suitable appointment.

No problem getting appointments. Same day appointment is very good.

I am retired so any time is convenient for me.

The early appointments are good, I have work so I can attend before.

I get an appointment on the day.

Retired, flexible with time.

Because I live over the road.

Open early hours.

This is the first time I have been.

I am free at any time

Had no problems.

Early mornings and late evenings. Appointments have been helpful

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Practice matters

Counts Analysis % Responses	Base							
		Mean	Standard Error	All the time	Most of the time	Some of the time	Never or hardly ever	Not Applicable
Base	926	77.69	0.68	292 31.5%	403 43.5%	137 14.8%	31 3.3%	63 6.8%
Are the Receptionists as helpful as you think they should be?	178	86.10	1.29	97 54.5%	65 36.5%	14 7.9%	2 1.1%	- -
Do you feel that you have enough time during a consultation?	182	83.99	1.38	91 50.0%	61 33.5%	25 13.7%	1 0.5%	4 2.2%
Are you able to book an urgent appointment when you need one?	187	75.59	1.52	46 24.6%	90 48.1%	24 12.8%	9 4.8%	18 9.6%
Can you get through via the telephone to your GP surgery within a satisfactory time?	192	72.77	1.27	33 17.2%	114 59.4%	38 19.8%	6 3.1%	1 0.5%
Are you able to see a particular Doctor when you would like to?	187	68.71	1.73	25 13.4%	73 39.0%	36 19.3%	13 7.0%	40 21.4%

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Advanced appointments

How far in advance would you like to be able to book an a...

Current arrangements are ok.

1 week

1 week

1 week

1 week

2 weeks

2-3 weeks

4 Week.

3 days

Same day

2 days

2 weeks minimum

1 day

A few days

1 week

1 week

2 weeks

48 hours

Month

Day.

2 weeks

A couple of days.

1 day

1 month

4 days

1-2 days

1-2 weeks and for the next day or two.

Few days.

2 weeks

1 week

3 days

2-3 days

2 weeks

24 hours

2 weeks

2 weeks

1 week

A couple of days.

3 weeks

24 hours

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Advanced appointments

How far in advance would you like to be able to book an a...

2-3 weeks

1 week

1 week

1 month

1 week

1 week

2 days

2 week

1 week

2-3 days

1 week

1 day

4 weeks

1 month

2 weeks

1 day

1 day

2-3 days

1 month

Next day

4 weeks

Up to a month

2 days

2 days

1 week

A month

48 hours

1 week

A few weeks

1-3 days

1 week

2 days

3 days

1 week

2 weeks

1 week

I am happy the way it is at the moment.

A few days

1 week

1 month

Greensward Surgery**Advanced appointments**

How far in advance would you like to be able to book an a...

1 day

1 week

1 week

Day before

1 day

Week

1 month

2-3 days

2 weeks

1 day before

3-4 weeks

1 week

1-2 days

1 month

5

5 days

1 week

Daily

1 week

A week

few days

Sometimes a week in advance would be helpful.

Like to book any time.

7 days

2-3 days

2 days

month

Day before

1 week

2 weeks

1 week

2-3 days

1 week

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GP experience

Counts Analysis % Responses	Base							
		Mean	Standard Error	All the time	Most of the time	Some of the time	Never or hardly ever	Not Applicable
Base	1490	90.15	0.41	985 66.1%	378 25.4%	81 5.4%	11 0.7%	35 2.3%
Does your GP treat you as you would wish when giving you a physical examination?	184	97.09	0.68	154 83.7%	16 8.7%	2 1.1%	- -	12 6.5%
Does your GP treat you with dignity and respect?	187	96.64	0.65	162 86.6%	23 12.3%	1 0.5%	- -	1 0.5%
Does your GP listen to you no matter how busy he/she is?	192	92.37	0.99	139 72.4%	45 23.4%	5 2.6%	1 0.5%	2 1.0%
Do you feel able to ask as many questions as you would like?	185	90.85	1.13	127 68.6%	47 25.4%	7 3.8%	2 1.1%	2 1.1%
Do you feel that your GP explains about your condition/ treatment in a way that is easy to understand?	187	88.87	1.17	114 61.0%	56 29.9%	11 5.9%	1 0.5%	5 2.7%
Does your GP give you enough information about your condition or treatment?	183	86.86	1.30	103 56.3%	56 30.6%	17 9.3%	1 0.5%	6 3.3%
Do you feel that your GP knows what treatment is best for you?	190	84.49	1.18	88 46.3%	82 43.2%	17 8.9%	- -	3 1.6%
Does your GP know enough about your medical history?	182	84.13	1.53	98 53.8%	53 29.1%	21 11.5%	6 3.3%	4 2.2%

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Nurses experience - knowledge of condition

Counts Analysis % Responses	
Base	181 100.0%
Mean	87.43
Thinking about the last time you saw a nurse at your GP s...	
Can't say	20 11.0%
Yes	133 73.5%
Something but not enough	25 13.8%
Little or nothing	3 1.7%

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Nurses experience - answering questions

Counts Analysis % Responses	
Base	176 100.0%
Mean	84.09
On that occasion did the nurse answer the questions that ...	
Yes	134 76.1%
Some	18 10.2%
None	1 0.6%
I did not ask any	23 13.1%

Nurses experience - taking appropriate action

Counts Analysis % Responses	
Base	176 100.0%
Mean	74.86
On that occasion do you feel that the nurse took appropri...	
There was no need to take action	59 33.5%
Yes	95 54.0%
No	3 1.7%
Can't say	19 10.8%

Nurses experience - explaining reasons for action

Counts Analysis % Responses	
Base	132 100.0%
Mean	93.51
If the nurse took action, did they explain the reason for...	
Very easy to understand	102 77.3%
Fairly easy to understand	25 18.9%
Fairly difficult to understand	3 2.3%
Very difficult to understand	1 0.8%
Reasons were not explained at all	1 0.8%

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Comments from patients

If there is anything else you would like to tell us about...

Would like nurse appointments to be available after 5pm.

I find the service and treatment I receive from the junior doctor is excellent. They find out the back ground of the illness and understand it.

I would like to say that I have noticed such a difference in the manner of the receptionists in recent months, it has improved so much. I now find all but one to have a friendly and positive disposition, which as a sick patient makes all the world of difference.

Not representative as attend doctors very rarely.

You are all very good.

Too bigger turn over of GP's noone here long enough to get to know you. New reception area not private enough.

More available appointments in the evenings would be good to save the having to keep leaving work which adds to the worry.

Excellent receptionists.

Veryv satisfied, no problems at present.

Just sometimes I would like to see the same doctor. I find it hard to explain my case each time I come.

Should have same opening times at weekends- saturday morning and not just one late evening on a Monday.

To process for getting an appointment on the day is difficult if you commute. Its hard to call at 8.15am

Do not wish to discuss with the receptionist why I need appointment. Waiting room full of patients, cannot fail to listen to conversation with receptionist.

I like my doctor

More privacy on the phone and in person.

Its still hard to get through on the phones in the morning. Could appointments be made for the next day as well when phoning in the mornings.

Have not seen the nurse that much.

Everything ok.

Please allow prams back in- its a nightmare with a toddler not being able to keep them contained.

The appointment system is terrible for people at work.

I think this is the best GP surgery I have ever used, both for myself and my 3 children. Thank you.

I know its probably difficult but it would be nice to see the same doctor doctor and to build trust in that doctor rather than see a different doctor each time we come. Having said that I feel every doctor I have seen has been very good.

I have been patient with this practice since 1956 and have had no problems with this practice since.

I feel that one receptionists are rude on one phone. They could be more polite.

Lack of privacy on arrival at the surgery.

The surgery has improved in the past 12 months however it would be nice to be able to book follow up appointments with the discharging doctor to enable continuation of care when necessary.

Improving in the appointment procedure.

The appointment line has improved a massive amount and now I am always able to get an appointment for the same day with my requested doctor. I have had to be having regular visits to see my doctor over the past year and he has been a fantastic help in getting me all the help and treatment I need. As have the reception staff at chasing appointments and letting me know test results. Friendly and helpful surgery.

A patient for 37 yearsI have always found the doctors understanding and the practice as a whole seems well run.

On my last visit to see the nurse, I found her to be quite abrupt.

Unfortunately we no longer have a designated doctor and if we do we are unaware of who they are.

Seem to see a different doctor every time, would be helpful to see the same doctor with continuing complaint.

They are very efficient.

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Comments from patients

If there is anything else you would like to tell us about...

Very good

Having been a patient since 1977, I have had no problem. I have seen many doctors come and go and they have utmost care, so definitely no complaints

I have always been treated with courtesy and can only wish you all well.

I am very happy with the treatment I have received since being a patient at the surgery (14years)

The nurses phone times are useless for anyone who works 9-5. I would like the receptionists to be able to give me more information or for any evening phone line to a nurse to be available.

I have been a patient with the surgery for over 40 years and I am happy with the treatment and service received.

Receptionists are very helpful. Nurses are very good when giving injections and taking blood pressure.

Staff are always courteous and helpful. Phoning for same day appointment can be a pain.

As I am in a wheel chair I find the surgery very easy to get around and receptionists helpful when I attend.

I have always received a very good service and have no complaints.

It is my view that the service provided is excellent. I find that the personel department are always helpful and courteous and very knowledgeable.

My husband and I are very satisfied with the treatment we receive from this surgery. Thank you very much and keep up the good work.

Being a teaching practice the only trouble is, you or the doctor does not have time to get to know one another before they have to leave.

1

The practice has been and continues to be very good.

None, thank you

I have found reception staff and doctors helpful in accomodating me to access medical care. Thank you

Always been perfectly happy with the treatment I receive. Always polite and helpful

I think the surgery is excellent.

Would rather not be asked when making an appointment. To tell receptionists the problem.

I am very satisfied with the treatment I receive at the surgery.

Would be nice to see the same doctor. The rotation of doctors is unbelievable never see the same one twice. Feel that the doctor always passes me to the hospital.

It is extremely frustrating if you are told when you phone to make an appointment that all appointments have gone and you must phone from 8.15am to book an appointment for that day and when you call its always engaged. I can understand that you must be extremely busy but I am also restricted by my own timetable and working conditions. This means I would have to book a holiday just to use the telephone and to be told that all appointments are gone.

I would love to be able to see the same doctor and feel that they might be interested in me as a person.

Excellent. Thank you.

Super friendly informative surroundings, excellent since refurbishment and receptionists are really helpful.

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Online appointments

Counts Analysis % Responses	
Base	148 100.0%
Would you like us to expand our online service to book ap...	
Yes	80 54.1%
No	68 45.9%

More information

Counts Analysis % Responses	
Base	170 100.0%
Would you like more information about services at the sur...	
Yes	102 60.0%
No	68 40.0%

The format for more information

Counts Analysis % Responses	
Base	100 100.0%
If yes, how would you like your information?	
Online	52 52.0%
Leaflets	41 41.0%
Books	7 7.0%

Greensward Surgery**Suggestions for a better service****Have you any suggestions that would help us give you a be...**

Generally I am extremely pleased with the care I receive. Thank you.

Better opening times.

It would help when phoning into make an appointment before 9am.

Appointments that can be booked for the next day and another later opening day in the week so people who work and commute can get appointment without having to take a day off.

To be able to book appointment other then 8.30 in the morning and the phone lines were continuously engaged

The system in the waiting area could be clearer. A selection of magazines for adults and children would be helpful in case of delays.

Change the message you get when the phone is answered, it is too long winded especially if the patient is in need of an urgent appointment.

For your doctor to be kept the same when you book appointment its hard to keep going through it over and over again.

I waited 40 minutes after appointment to see the doctor and noone apologised or even warned me maybe if doctors are running late could be warned.

If you cannot get through on the phone on time, you should be able to make an appointment for the next day.

More understanding towards each other.

Not enough privacy at reception. Privacy is essential for patients.

To be able to talk privately to a nurse or GP and the nurse could be more helpful at times.

Your service is very good, there is nothing I can add for it to improve.

No, I am quite satisfied.

I would like to book an appointment 2-3 days ahead.

More disabled parking could be useful.

None Thank you.

You are doing just fine.

I think the receptionists are very helpful and caring and do a wonderful job. I dont think I could suggest anything that could give me a better service. Thank you.

Use text to request appointments.

Maybe a screen to show name and room number called out as sometimes it is unclear.