

# Results Summary

## 1. Page 1

### 1. How helpful do you find the receptionists at your GP practice?

			Response Percent	Response Total
1	Very helpful		82.56%	161
2	Fairly helpful		16.41%	32
3	Not very helpful		0.51%	1
4	Not at all helpful		0.51%	1
5	Don't know		0.00%	0
			answered	195
			skipped	0

### 2. How easy is it to get through to someone at your GP practice on the phone?

			Response Percent	Response Total
1	Very easy		35.94%	69
2	Fairly easy		48.96%	94
3	Not very easy		9.90%	19
4	Not at all easy		2.60%	5
5	Don't know		0.52%	1
6	Haven't tried		2.08%	4
			answered	192
			skipped	3

### 3. Which of the following methods would you prefer to use to book appointments at your practice?

			Response Percent	Response Total
1	In person		20.00%	39
2	By phone		60.00%	117
3	Online		18.97%	37
4	Doesn't apply		1.03%	2
			answered	195
			skipped	0

### 4. Is your GP practice currently open at times that are convenient to you ?

			Response Percent	Response Total
1	Yes		84.66%	160
2	No		11.64%	22
3	Dont Know		3.70%	7
			answered	189
			skipped	6

**5. Which of the following additional opening hours would make it more likely for you to see or speak to someone ?**

			Response Percent	Response Total
1	Before 8am		23.32%	45
2	At lunchtime		18.65%	36
3	after 6.30pm		37.82%	73
4	On a Saturday morning		39.38%	76
5	None of these		20.73%	40
			answered	193
			skipped	2

**6. How would you prefer to request a repeat issue of your regular medication ?(tick one or more)**

			Response Percent	Response Total
1	by hand at the clinic		47.78%	86
2	fax		1.11%	2
3	email		32.22%	58
4	Online - through our website		36.67%	66
5	through a smartphone "app"		26.67%	48
6	Other (please specify):		9.44%	17
			answered	180
			skipped	15

**Answers for: Other (please specify):**

*17 answers*

1	10/01/14 11:43AM ID: 8817623	Lloyds Chemist
2	21/02/14 11:26AM ID: 9423803	Via pharmacy
3	08/03/14 7:01PM ID: 9616355	phone and speak to a receptionist
4	08/03/14 7:14PM ID: 9616492	
5	08/03/14 7:17PM ID: 9616510	phone and speak to a receptionist
6	08/03/14 7:21PM ID: 9616541	phone

7	08/03/14 7:54PM ID: 9616783	lloyds chemist
8	08/03/14 7:57PM ID: 9616796	lloyds pharmacy repeat prescription service
9	08/03/14 8:39PM ID: 9617015	via asda pharmacy.
10	09/03/14 7:07AM ID: 9619122	n/a
11	09/03/14 7:39AM ID: 9619260	
12	09/03/14 7:56AM ID: 9619333	chemist
13	09/03/14 8:06AM ID: 9619383	to chemist
14	09/03/14 8:43AM ID: 9619597	from doctors
15	09/03/14 11:18AM ID: 9620525	
16	09/03/14 11:45AM ID: 9620674	phone
17	09/03/14 11:48AM ID: 9620686	

### 7. Would you recommend your GP surgery to someone who has just moved to your local area?

			Response Percent	Response Total
1	Yes, definitely		71.27%	129
2	Yes, probably		25.97%	47
3	No, probably not		2.76%	5
4	No, definitely not		0.00%	0
5	Don't know		0.00%	0
			answered	181
			skipped	14

### 8. Overall, how would you describe your experience of your GP surgery?

			Response Percent	Response Total
1	Excellent		54.70%	99
2	Very good		33.15%	60
3	Good		8.29%	15
4	Fair		3.31%	6
5	Poor		0.55%	1
6	Very poor		0.00%	0
			answered	181

**9. Every month around 100 appointments are wasted through patients not cancelling unwanted bookings with us. We would like your help in reducing this waste - please tell us which method you think might work best to reduce this waste :**

			Response Percent	Response Total
1	Pay a fine each time an appointment is missed		34.64%	62
2	Automatic removal from the list		3.35%	6
3	Warning postcard with each missed appointment		22.35%	40
4	make a cancellation hotline		31.28%	56
5	allow cancelling appts by text or online		43.58%	78
6	other - please comment below - we will discuss all comments in our patient focus group In December.		2.23%	4
			answered	179
			skipped	16

**Answers for: Comments:**

26 answers

1	16/09/13 2:27PM ID: 7738601	If there is a very good reason some allowance to be made
2	16/09/13 2:27PM ID: 7738774	If there is a very good reason some allowance to be made
3	19/09/13 4:53PM ID: 7774475	Postcards should be limited to 3 occasions and then removed from list.
4	08/03/14 7:01PM ID: 9616355	phone asap with notice not someday unless emergency
5	08/03/14 7:06PM ID: 9616415	send a reminder text 24hrs ahead of appt as you are now v. good
6	08/03/14 7:29PM ID: 9616591	remind appts via text
7	08/03/14 7:44PM ID: 9616715	identify what group of patients they are, some options would be distressing.
8	08/03/14 7:52PM ID: 9616760	Reception was a bit stressful at one time, it has now improved greatly.
9	08/03/14 7:51PM ID: 9616777	love this surgery
10	08/03/14 7:55PM ID: 9616794	love this surgery
11	08/03/14 7:57PM ID: 9616796	1 missed appointment allowed, thereafter a fine.
12	08/03/14 8:09PM ID: 9616876	3 strikes and your out
13	08/03/14 8:11PM ID: 9616881	automatic removal after 3 missed appointments
14	08/03/14 8:14PM ID: 9616883	2 warnings then a fine only if text reminder has been sent.
15	08/03/14 8:24PM	after 1 missed appt then be charged.

	ID: 9616957	
16	08/03/14 8:39PM ID: 9617015	collection of fine may prove difficult/time consuming? not in favour of automatic removal from list but supportive of 3 strikes and automatic removal.
17	08/03/14 8:47PM ID: 9617048	although i did cancel my appt and made another a week in advance. for some reason the revised appointment was not made.
18	08/03/14 8:54PM ID: 9617082	i am a very satisfied patient. thank you all at ridge green.
19	09/03/14 7:25AM ID: 9619202	appointment alert by text, if that is missed then any measure will be ideal.
20	09/03/14 7:35AM ID: 9619234	3 strikes you are out.only allow out of peak lines for frequent offenders.
21	09/03/14 7:44AM ID: 9619275	people circumstances change all the time- cancellation hotline would ease burdon on people stressful lives.
22	09/03/14 8:00AM ID: 9619354	fine without good reason.
23	09/03/14 8:34AM ID: 9619552	text alert reminder of appointment
24	09/03/14 11:08AM ID: 9620436	warning should warn of more severe sanctions if further appointments are missed
25	09/03/14 11:20AM ID: 9620540	perhaps introduce a fine if two or more missed in close succession
26	09/03/14 11:37AM ID: 9620627	2 missed appointments should give automatic removal.

## 10. Are you

			Response Percent	Response Total
1	Male		36.11%	65
2	Female		63.89%	115
			answered	180
			skipped	15

## 11. How old are you

			Response Percent	Response Total
1	under 16		0.00%	0
2	16-44		35.36%	64
3	45-64		44.20%	80
4	65-74		11.60%	21
5	75 or over		8.84%	16
			answered	181
			skipped	14

## 12. Which of the following best describes you ?

			Response Percent	Response Total
1	Employed (full or part time, including self-employed)		58.01%	105
2	Unemployed / looking for work		3.87%	7
3	At school or in full time education		1.66%	3
4	Unable to work due to long term sickness		8.29%	15
5	Looking after your home/family		6.63%	12
6	Retired from paid work		20.99%	38
7	Other		0.55%	1
			answered	181
			skipped	14

**13. Finally, please do tell us about your experiences at the surgery - all comments will be treated with confidence and discussed at our Patient participation group meeting held at least twice a year.**

			Response Percent	Response Total
1	Open-Ended Question		100.00%	98
1	16/09/13 2:27PM ID: 7738601	From my families experience we have been very satisfied usually it some other aspect that we have been frustrated by		
2	16/09/13 2:27PM ID: 7738774	From my families experience we have been very satisfied usually it some other aspect that we have been frustrated by		
3	19/09/13 4:53PM ID: 7774475	Outstanding in every department. Some flowers in the waiting room would be nice. Silk? Not plain green plants.		
4	20/09/13 1:22PM ID: 7781173	all aspects very good		
5	25/09/13 12:51PM ID: 7824275	excellent service		
6	08/10/13 7:36AM ID: 7917845	My most recent experiences have been very good, caring compassionate and interested in me. Thank you.		
7	02/01/14 7:20PM ID: 8761889	I find the staff helpful and curious, but find trying to get a general/routine appointment quite difficult and not always with the doctor that I wish to see.		
8	10/01/14 11:43AM ID: 8817623	My last visit to see a doctor was approx 9mths to 1year ago.Informed i had a suspected HERNIA.Told i would get an appointment to visit an hospital.I am still waiting!!!![Patient-Mr Ramon Farrow]		
9	18/01/14 11:54AM ID: 8908716	I have always recieved excellent service/treatment from receptionists and any doctor I have met with		
10	21/02/14 11:26AM ID: 9423803	All of the consultants I have seen very knowledgeable and able to impart their knowlwdge in easy to understand terms. This ensures confidence. Excellent.		
11	08/03/14 7:01PM ID: 9616355	very helpful easy to talk to		
12	08/03/14 7:08PM ID: 9616433	don't let alison leave she is fab		
13	08/03/14 7:16PM ID: 9616504	very good service		
14	08/03/14 7:18PM ID: 9616522	one receptionist is not as friendly or as helpful and can be rude at time		

15	08/03/14 7:24PM ID: 9616559	the surgery is generally very good one of the better surgeries i have been registered at.
16	08/03/14 7:27PM ID: 9616567	helpful but appts can never be on the day you all, i.e. if you call s+d sore throat sickness e.g. common health implants. of if you need to see a dr about a condition you have and you can't get appointment for 1 week it make worrying for yourself when all you need is to see a doctor/nurse at the time / day you ring
17	08/03/14 7:29PM ID: 9616591	i live far from the surgery so its hard to get to the doctors just to put in a repeat prescription
18	08/03/14 7:32PM ID: 9616619	i have always received a satisfactory service though out the 10 years i have been a registered patient
19	08/03/14 7:35PM ID: 9616647	girls are always nice when you come in . sometimes i think it silly can't get appointment when you have them, you all do a great jo and look after me and my family !! love the txt service too.
20	08/03/14 7:40PM ID: 9616688	It is well planned. It covers all grounds, Thank you for arrangements
21	08/03/14 7:44PM ID: 9616702	i would like option of a telephone consultation for minor ailments.
22	08/03/14 7:44PM ID: 9616715	i find the phlebotomy service particularly difficult to understand
23	08/03/14 7:45PM ID: 9616727	i have been at the surgery for 20 years and have always thought it was great I miss Dr Reddy and I wise alison tarrant
24	08/03/14 7:47PM ID: 9616735	my ply concern is waiting time for appointments - can be as long as 2 weeks.
25	08/03/14 7:48PM ID: 9616744	i can always get an appointment when needed and am a fan of the triage line. i think it works well.
26	08/03/14 7:49PM ID: 9616753	make it eassier for working people who do not work close too this surgery appointments early or late.
27	08/03/14 7:53PM ID: 9616784	very helpful and polite
28	08/03/14 7:57PM ID: 9616796	dr dwivedi is excellent.
29	08/03/14 8:01PM ID: 9616816	i have been with the surgery for a few years, drs, nurses and reception are all very kind and helpful, very pleased with the practice.
30	08/03/14 7:59PM ID: 9616821	appointment within 2 days as the norm
31	08/03/14 8:02PM ID: 9616835	felt like patience get fobbed off and make to feely quitty about visiting our surgery
32	08/03/14 8:04PM ID: 9616846	very happy with this surgery, never had any problems.
33	08/03/14 8:05PM ID: 9616857	I using this surgery since i was born and. Lovely friendly staff.
34	08/03/14 8:06PM ID: 9616865	very good
35	08/03/14 8:08PM ID: 9616871	excellent never had a problem
36	08/03/14 8:10PM ID: 9616874	very satisfied with all appointments i have had.
37	08/03/14 8:14PM ID: 9616883	never had to wait long, appt generally on time. find it hard making an appt, often nothing available so told to go elsewhere.
38	08/03/14 8:12PM ID: 9616888	nothing but praise
39		good that reception told me on arrival that doctor running late so i could rearrange

	08/03/14 8:13PM ID: 9616895	appt if needed and or let work know i would be late in.
40	08/03/14 8:15PM ID: 9616902	it takes longer to get an appt these days sometimes having to wait up to 2 weeks should not have to wait mores than 2-3 days. this could be a reasons why people do not turn up for appt - illness may have passed.
41	08/03/14 8:21PM ID: 9616914	very difficult to get through on the phone, suggest you add more lines or staff. also a little annoying is when you call the main number which can take several minutes then you have to get in another queue to speak to the triage nurse. i waited over approx 10 minutes.
42	08/03/14 8:17PM ID: 9616920	all very good
43	08/03/14 8:19PM ID: 9616927	good
44	08/03/14 8:22PM ID: 9616949	over all very good, but does take weeks just to get review appointments,
45	08/03/14 8:24PM ID: 9616957	only had 1 mishap with surgery in 4 yrs. otherwise have nothing but praise for all who work there.
46	08/03/14 8:25PM ID: 9616969	have always had excellent care when needed
47	08/03/14 8:27PM ID: 9616971	excellent reception staff, approachable gps.
48	08/03/14 8:30PM ID: 9616976	overall i had no major problems. i have found some of the receptionists very rude and unhelpful at times. though i find the triage line very helpful and useful.
49	08/03/14 8:32PM ID: 9616993	fab, sometimes appts are a little late but i guess that happens.
50	08/03/14 8:39PM ID: 9617015	very satisfactory experiences over the past 8 yrs with a varying number of illnesses involved.
51	08/03/14 8:42PM ID: 9617034	friendly
52	08/03/14 8:47PM ID: 9617048	always professional and helpful. keep up the good work.
53	08/03/14 8:50PM ID: 9617062	very good.
54	08/03/14 8:51PM ID: 9617073	always very helpful and friendly.
55	08/03/14 8:54PM ID: 9617082	the collaboration with ridge green and gwh is excellent.
56	08/03/14 8:59PM ID: 9617100	find it difficult to get a routine appointment waiting time to long. find the receptionist-polite and helpful at all times.
57	09/03/14 7:06AM ID: 9619105	generally good but find it hard to make an appointment been on phone for over 15 minutes waiting also been cut off. if ring at 8.30 and by the time i get through appointments generally gone. always been good to our daughter despite this.
58	09/03/14 7:18AM ID: 9619164	caryl and dr krischan have been great but i have had a bad experience with dr dwivedi being rude, unhelpful and insensitive.
59	09/03/14 7:25AM ID: 9619202	i like the friendly environment and efficiency of staff members. good service carry on.
60	09/03/14 7:28AM ID: 9619214	all good
61	09/03/14 7:30AM ID: 9619219	generally good- partcularly reception staff. cancelled appointments at late notice. a concern.
62	09/03/14 7:32AM ID: 9619224	very impressed with surgery in all aspects.

63	09/03/14 7:35AM ID: 9619234	keeping doctors for longer periods at the surgery would be better for patients.
64	09/03/14 7:44AM ID: 9619275	always friendly and joking with me. great practice. although i still dont like gerry who i had a issue with ace before.
65	09/03/14 7:52AM ID: 9619317	its not bad. a couple of the doctors are great.
66	09/03/14 7:56AM ID: 9619333	they are always helpful and we have had no problems seeing a doctor or nurse.
67	09/03/14 7:58AM ID: 9619343	i have been registered at another surgery in the past, this surgery is by far so much better in every aspect. so happy with the service and staff.
68	09/03/14 8:00AM ID: 9619354	very friendly and positive.
69	09/03/14 8:02AM ID: 9619363	very good
70	09/03/14 8:04AM ID: 9619370	very satisfied.
71	09/03/14 8:06AM ID: 9619383	i have always found the reception staff and doctors very pleasant.
72	09/03/14 8:09AM ID: 9619403	always helpful
73	09/03/14 8:12AM ID: 9619414	recently i have depended on my practice for support.the doctors and staf have helped me through a difficult period in my life. i appreciate the support past and present.
74	09/03/14 8:14AM ID: 9619439	all your staff are outstanding.
75	09/03/14 8:23AM ID: 9619490	fantastic supportive. dr waldock especially.
76	09/03/14 8:26AM ID: 9619508	i love this surgery. the receptionists sharon and anne are excellent.
77	09/03/14 8:35AM ID: 9619560	all gps are good.
78	09/03/14 8:43AM ID: 9619597	seeing a doctor when is convinient for me is very good service of ramleaze surgery.
79	09/03/14 10:48AM ID: 9620321	perfection always
80	09/03/14 10:52AM ID: 9620350	staff always friendly and helpful
81	09/03/14 10:53AM ID: 9620363	straight forward
82	09/03/14 10:55AM ID: 9620374	Doctors I have seen are all friendly and listen to what you have to say, I have never even made to feel that i am wasting their time,
83	09/03/14 10:58AM ID: 9620397	very hard to get an appointment with my doctor
84	09/03/14 11:08AM ID: 9620436	My biggest concern is that there is a long delaying making appointment to see a doctor for a non urgent appointment to see a doctor of a non urgent appointment, which seems to have lengthened recently. I have tried several times aver the past year and had to wait 5-7 working days. 2 all the doctors and nurses treatment has been very good, my current GP Dr B is first class in my opinion. 3. the receptionists are always friendly and helpful.
85	09/03/14 11:11AM ID: 9620480	i have always been extremely pleased with the service my family and i have received over the many years we have been registered with Freshbrook Surgery
86	09/03/14 11:13AM ID: 9620503	very pleased with all aspects of the surgery

87	09/03/14 11:15AM ID: 9620514	much better than previous surgery i have been at ! Thank you
88	09/03/14 11:18AM ID: 9620525	there is one receptionist who is not very and friendly and this makes the experience unpleasant as when your not well you need a friendly face and voice.
89	09/03/14 11:26AM ID: 9620580	very calm - The waiting room is now very comfortable
90	09/03/14 11:31AM ID: 9620604	I've always found the staff to be helpful and accommodating.
91	09/03/14 11:37AM ID: 9620627	happy, great fun with all at the surgery
92	09/03/14 11:38AM ID: 9620637	The staff are just Great, and so iix th nurse and doctors would no go anywhere but this surgery
93	09/03/14 11:40AM ID: 9620644	always helpful
94	09/03/14 11:42AM ID: 9620650	Doctors are great when you get to see one, 2 weeks of a late time appointment is not great when previous Dr Reddy it was 3-4 days at most
95	09/03/14 11:43AM ID: 9620659	helpful clear and encouraging
96	09/03/14 11:44AM ID: 9620665	very good when we phoned up we got a quick emergency appointment.
97	09/03/14 11:48AM ID: 9620686	difficult to get appointment when needed urgently.
98	18/03/14 4:42PM ID: 9726544	Always extremely pleased how quick they see my children

answered	98
skipped	97