



## Local Patient Survey January 2013

This questionnaire has been devised with the help of a representative group of patients from Chew Medical Practice. The results will be used to develop an action plan for the surgery based directly on patients' views. Thank you for taking part.

**Please return the completed form to the surgery by Friday 8 February.**

**134 people completed the survey: 71 in hard copy, 63 online**

### Section 1: Urgent care

1.1 Have you needed urgent (same day) care from a doctor at the surgery in the last year (ie within the normal working day, not Out of Hours)?

|     |          |    |          |
|-----|----------|----|----------|
| Yes | 61 / 47% | No | 70 / 53% |
|-----|----------|----|----------|

1.2 If you answered Yes to question 1.1, what was your experience of the process?

|   | Excellent | Good     | Adequate | Poor   |
|---|-----------|----------|----------|--------|
| Time taken to get through on the phone                            | 22 / 41%  | 24 / 44% | 6 / 11%  | 2 / 4% |
| Receptionist's manner and helpfulness                             | 30 / 56%  | 17 / 31% | 6 / 11%  | 1 / 2% |
| Time taken for doctor to call you back                            | 28 / 50%  | 23 / 41% | 4 / 7%   | 1 / 2% |
| Doctor's manner and helpfulness                                   | 40 / 74%  | 11 / 20% | 2 / 4%   | 1 / 2% |
| Time taken for a doctor to arrive for a home visit if you had one | 1 / 50%   |          | 1 / 50%  |        |

|   | Yes      | No       |
|---|----------|----------|
| When the doctor rang you back, were you offered an appointment?   | 35 / 67% | 17 / 33% |
| If not, were you satisfied that your problem was resolved over the phone?   | 29 / 97% | 1 / 3%   |
| Did you request a home visit?   | 4 / 8%   | 49 / 92% |
| If so, did the doctor agree to visit?   | 3 / 75%  | 1 / 25%  |
| Did you need to follow up with any further phone calls on the same day or afterwards about the same problem? <i>If so, please tell us below whether or not the experience was satisfactory.</i> | 13 / 27% | 36 / 73% |
| <i>Do you have any comments that you would like to make about the practice's system for dealing with urgent problems?</i>   |          |          |

Just called regarding urine test – was fine

Some of the doctors are more polite than others when speaking to people

If I have an urgent problem, I have been telephoned very quickly. If I want to ask my doctor a non-urgent problem and I do not want to take up an appointment I wait in for hours for a phone

call. This has only happened twice this year so is not really a problem.

The communication set up to speak to a Duty Doctor works well and efficiently – they call back very quickly!

I have two small children, and there have been a couple of occasions when I have phoned and seen a doctor within a few hours and I cannot fault this service, we are always seen so promptly and the dr's are always very helpful.

Wonderful

Very helpful, caring and efficient. Doctor called me back almost immediately and showed concern. I felt very well looked after.

Whenever I've needed to see a doctor on the same day I've been able to. I think this part of care is excellent.

I think the system of duty doctor ringing back to assess the urgency/importance of the need for an urgent appointment/home visit is excellent.

No problems with how the system works

Seems very good thanks

They don't believe you

The first comment on the answerphone message "if this is an emergency dial 999" would tempt me to do just that and not pursue waiting for a reply from reception if I didn't know better

Sufficient in this case

Almost impossible to make an appointment with one's choice of doctor without waiting for weeks. Appointment offered with duty doctor for same day if urgent.

Why can't a Saturday morning surgery see urgent appointments, saving extra distress and discomfort?

My job as a teacher does not allow me to take a phone call so when I needed an urgent appointment I was advised by the receptionist to phone later - I had an extremely sore throat and ended up going to the walk in centre so I could see someone that day - sometimes waiting for a doctor to phone back is not possible.

Excellent emergency response

The initial assessment and subsequent referral to RUH were handled in a sympathetic and efficient manner

The referral system seems to be inadequate - I was told that my urgent referral had not been received yet 5 days later and was then told it was faxed not emailed.

Seems to work

Excellent help and support, very reassuring

The call back system and dealing with problems by phone (where appropriate) works well - keep up the good work

I really like the Duty Dr process you have in place, especially for young toddlers who are ill. It's re-assuring to talk to someone on the phone instead of waiting for an appointment & continue to worry

Always good

I think it is very good that a doctor will phone back on any given day and deal with my problem.

A good service

## Section 2: Coming out of hospital

2.1 Have you, or someone you care for, been admitted to hospital in the past year?

|     |          |    |          |
|-----|----------|----|----------|
| Yes | 27 / 22% | No | 98 / 78% |
|-----|----------|----|----------|

2.2 If you answered Yes to question 2.1, what was your experience of the care you received from the surgery after you were discharged? *Please tick whichever of the statements below best describes what happened (may be more than one)*

|   |          |
|---|----------|
| I was contacted by the surgery soon after my discharge                                  | 4 / 17%  |
| I rang the surgery to ask for a home visit and received one promptly                    | 2 / 8%   |
| I rang the surgery to ask for a home visit and was asked to come to the surgery instead |          |
| I needed changes to my medication and these were arranged promptly                      | 7 / 30%  |
| I needed changes to my medication and there were difficulties arranging this            | 1 / 2%   |
| I had no contact with the surgery   | 10 / 43% |

*Do you have any comments that you would like to make about the way the practice supports patients who have been discharged from hospital?*

A phone call would be good, even better a home visit to check patient welfare and medication?  
It can be a very stressful and emotional time in hospital.

No contact from surgery after any operation when discharged

I received excellent care

I found the practice quite poor in this area. As my mother's case was quite complicated I would have liked more support.

Had baby via caesarean section and was seen by midwife

Thorough and acted as if genuinely cared and understood

In the case of my wife and her spinal fusion the care prior and post surgery was excellent.

The only contact I have received from the surgery after discharge from hospital is if I make an appointment to see a doctor myself.

The surgery does not set down what it should or would do post-discharge, especially for

patients living alone.

I was surprised not to have some contact, always had in the past

### Section 3: The new surgery

Tell us what you think about the following aspects of the new surgery building:

|   | Excellent | Good     | Acceptable | Poor     |
|---|-----------|----------|------------|----------|
| Access by car                             | 51 / 44%  | 43 / 37% | 16 / 14%   | 6 / 5%   |
| Access on foot                            | 48 / 48%  | 34 / 34% | 14 / 14%   | 3 / 4%   |
| Parking                                   | 29 / 26%  | 31 / 27% | 35 / 31%   | 18 / 16% |
| Reception arrangements                    | 59 / 50%  | 47 / 40% | 8 / 7%     | 3 / 3%   |
| Waiting area                              | 66 / 57%  | 43 / 37% | 7 / 6%     | 0        |
| Information – finding your way around     | 48 / 42%  | 53 / 47% | 12 / 11%   | 0        |
| Information – finding out what's going on | 33 / 30%  | 57 / 52% | 18 / 16%   | 2 / 2%   |
| Toilets                                   | 35 / 29%  | 77 / 64% | 9 / 7%     | 0        |
| Dispensary – collecting prescriptions     | 58 / 50%  | 43 / 37% | 12 / 10%   | 2 / 3%   |

*If you have responded "Acceptable" or "Poor" to any of the questions, please tell us what you think could be improved.*

Remove all the cars parked down the side road. OK out of hours but very often no places to park during surgery time. More often than not the queue [dispensary] is out of the door and when you've been given a prescription from a Dr the wait is often very long.

Access by car: Dairy Way narrow. Access on foot: footpath from CM poorly maintained and overgrown by hedge/brambles in some stretches. Parking: difficult and will be even worse when there is building on the opposite side of the drive into the surgery. Reception: no privacy at all. Toilets: too public.

More parking is needed, especially near to the surgery for the disabled

Parking can be shambolic and threatened by 2 way traffic and enormously obstructive pavements.

When cars are parked on approach road opposite Magna Minors, if half way along people coming out don't wait at corner. Also have to wait in Dairy Way often which must be most annoying for residents. Seems the grassed area by the surgery could be used for additional parking leaving the entrance free of parked cars.

Needs more room for parking at peak times

Access poor due to lack of parking and parking on access road. Removal of grass will improve overall.

Not enough patient parking spaces. So many cars parked on lane from junction with Chew Lane that difficult to progress if someone coming towards you. Why no newspapers in waiting area?

On occasions no vacant space.

Couldn't tell you where the treatment rooms are

As a Chew Magna resident I find it too far to walk and difficult to park

Not enough parking spaces

Have parking for staff cars to free up lower road. Map on wall showing layout – not sure if this is already there – haven't noticed if it is.

Marjorie phoned about appointment and said she would ring back about flu injection but never did. Consequently I went on waiting list.

Car park is still not big enough and disabled parking could be closer

Dispensary often gives things I have not requested – makes me think they look at the screen and not at my form.

Access by car and on foot is fine but it is often difficult to find a parking space. The waiting area seems that the chairs are very close together.

In the reception/waiting area, better signage about what to do on arrival would be helpful especially to new patients and those who visit the surgery infrequently. The dispensary area looks terribly bleak – dark and bare compared to the other surgery areas.

Lovely new surgery, well thought out

Access in and out of the surgery is poor as parked cars block your view at the junction – such a shame that cars park “anywhere” – a wonderful surgery but *more* parking needed.

Poor parking – there is not enough and too often the cars overspill into Dairy Way and the surrounding neighbourhood.

Often difficult to park, need for more parking

Less cars on the access road would help a lot! Time taken from seeing a Dr then having medication given was nearly 1 hour. Collecting monthly repeats queue too long and not always correct.

Always difficulty in finding my prescription. I get the impression that they are not filed alphabetically but I may be wrong. Not a big fault as I have lots of time!!!

Sometimes no room (parking)

Because the entrance is via residential road access is not good. People arriving by car drive too fast and don't stop coming out of surgery. People are parking in Dairy Way. Access would be better from Chew Lane.

No problems with reception. We are Dairy Way residents and at times a lot of patients park down Dairy Way as inadequate parking at the surgery.

Too far for me to walk, but not a problem as I have a car. Re information - I've never looked for information so cannot give a valid opinion. Re toilets - I've never used the toilets! Dispensary - sometimes seems disorganised - staff cannot find drugs.

More parking spaces

Limited spaces at certain times, do you have more space available?

The dispensary properly reading the emails requesting repeat prescriptions would be a good

start.

More car parking spaces

Dispensary staff have difficulty in finding prescriptions which slows service down leading to longer queues

When you get to the end of the short corridor going towards the consulting rooms, it would help if there were signs saying which rooms are in which direction - I had trouble finding the nurse's room. Perhaps having different areas of the waiting rooms devoted to different aspects of 'what's on' and clearly labelling them would make it easier to find ie in the surgery building, locally, charities etc. The toilets seem overly public - it feels like everyone can hear what's going on. Not great for giving samples, but I'm not sure what can be done about it.

Provide more parking space. I mentioned this to Practice Manager and was told only that parking is much better than Chew Magna. Very difficult to turn car around near entrance.

More parking spaces please

There doesn't seem to be enough parking and there are always too many cars parked on the drive into the surgery.

Not enough parking at times

On occasions the dispensary has been very good, but on some occasions I have not had the right prescription put up, an item has been missing from my prescription and I have also been there when other people have had the wrong items etc, so I know it is not just a 'one off' error!!

I cannot easily see what is on offer at the surgery or linked activities

Access by road should be from the main road, not on narrow roads through a housing estate. Cars parked along the bottom access road cause difficulties.

At busy times there are no parking spaces available. I've parked down the road on occasions

Regards parking you have only 4 disabled bays to which they are used by anyone and no one seems to care / I came down the other day with my mother who is disabled and I had to park down on the bottom road not very good

Limited parking available during peak hours. Not sure what can be done.

Disabled parking near dropped curb and door

Waiting time to collect prescriptions sometime no staff at all on the desk & people waiting back to the door.

Single lane only to the car parks, causing congestion and parking hell at times. The reception does not feel as private as the old surgery (I'd feel slightly embarrassed asking for some appointments in such a large environment)

At busy times it is difficult to park or come in or out.

Haven't visited toilet.

#### Section 4: General attitudes to the surgery

Please tell us whether you agree or disagree with the following statements. *Please tick one box on each line*

|   | Strongly agree | Agree    | Disagree | Strongly disagree |
|---|----------------|----------|----------|-------------------|
| I would recommend this GP practice to a friend  | 55 / 48%       | 54 / 47% | 6 / 5%   |                   |
| I am able to get through to the practice easily by telephone                                | 46 / 41%       | 55 / 50% | 8 / 7%   | 2 / 2%            |
| I am able to get an appointment when I need one urgently                                    | 33 / 31%       | 60 / 57% | 9 / 9%   | 3 / 3%            |
| I am able to get a routine appointment when I want one – with a doctor of my choice         | 21 / 19%       | 55 / 49% | 28 / 25% | 8 / 7%            |
| I am able to get a routine appointment when I want one – with any doctor                    | 33 / 31%       | 62 / 59% | 10 / 9%  | 1 / 1%            |
| I am treated with dignity and respect by the staff  | 56 / 50%       | 53 / 48% | 2 / 2%   | 0                 |
| This GP practice involves me in decisions about my care and treatment                       | 36 / 37%       | 58 / 60% | 3 / 3%   | 0                 |
| This GP practice provides accurate and up to date information on services and opening hours | 47 / 42%       | 62 / 55% | 4 / 3%   | 0                 |

*If you have responded "Disagree" or "Strongly disagree" to any of the questions, please explain why in the box below*

Phone not at busy times. Dr of choice is usually a long wait. Any Dr can still be a long wait. [Information] No I do not feel they do as I knew the surgery opened Saturday mornings came with a very sick child and was sent away because I had no appointment. I was not aware that it was by appointment only ended up waiting 5 hours to see a Dr in out of hours.

I have to book weeks ahead to see the doctor of my choice, The staff at the old surgery were more friendly and helpful. These behave like traffic wardens – making and not sorting difficulties.

Usually a long wait for my choice of doctor. Patients like continuity of care, although we are told that our records are on computer and can be accessed by all doctors.

My daughter suffers with eczema. It has taken me 4-5 weeks to get an appointment to see the doctor who specialises in skin. I understand that she is part time but with my daughter's work/uni and doctors' days of work it's hard. If I could book further in advance it would make it easier.

Was not told in writing drs were moving and what dr I am under when Dr Raffety went

Hate the impersonal response to telephone, plus hate press-button system. Your idea of urgent must be different from patient's idea.

It takes a long time to get through to reception with all the different choices. You can't hardly get an appointment with the doctor you want for a couple of weeks.

## Unable to obtain appointment

It can be a matter of weeks when trying to book an appointment with a particular doctor

I find it difficult to arrange an appointment with a doctor of my choice. It is not possible to see a doctor on the weekends if my wife or I feel unwell on a Saturday or Sunday.

If I'm asked "come back and see me in a fortnight" it's impossible to book an appointment. One ends up leaving it two weeks and calling at 8am for 48 hours' time, then there's nothing available and so it goes on.

Opening hours are fabulous, really helpful for fitting in an appointment or collecting a prescription after work – well thought out with patients in mind.

I value continuity of treatment with the same doctor. Appointments can be 2-3 weeks' time, not much good when treatment is urgent. Duty doctors have to start from scratch. I would suggest some appointment space is left for "at risk" patients.

My doctor is booked 3 weeks ahead so if I need to see him I know it won't be possible unless pre-arranged in advance (Dr Sephton).

If wanting to see popular doctors at this practice the waiting time is far too long. Thankfully I don't mind seeing any dr.

I often cannot get an appointment with the doctor of my choice.

Trying to get a routine appointment with Dr Sephton when I want one is a nightmare.

Over the last few months I've booked three appointments. Two of them were cancelled by the surgery. Not good enough!

Prescription review not taken seriously enough, not enough time, though I do have rather a list of drugs

Normally online you have to take any doctor if you need to be seen in a reasonable time.

I would prefer prescriptions - then at least I'd know I was getting the right drugs at the right time.

Often have to make do with conversation with a Doctor on telephone and have to wait several weeks for appointment with Doctor of choice.

Difficult to get an appointment with the doctor of my choice--Dr Sephton.

Greeted by an answer phone, not very personal. He goes on about if my call is urgent replace the receiver etc. If my call was life threatening, I like 99% of the population would dial 999!. It would be nice just to go through straight to Reception and hear a nice cheery voice, especially when you feel ill! Getting an appointment when one is needed urgently is NOT always the case. Getting a routine appointment when I want one with a doctor of my choice only happens if you're prepared to wait up to a month!

It can be difficult getting an appointment for specific doctors without waiting for many weeks. Clearly, the doctors that are more known and more liked are more popular. Perhaps you could have a 'Get to know your doctors' evening/Saturday and people could find out what the ones they don't know are like.

Usually have to wait too long

It is hard to get an appointment with dr of choice. Hard to speak to prescription service about their mistakes in repeat prescriptions (ie phone only open 2 hrs per day but this isn't clear on the website).

Still have a problem getting through to reception and find it easier to call in

When (due to weather) the appointment was cancelled, the surgery contacted promptly. Each step of care over the past year has been positive and supportive. The reception staff are stars - caring, personable and efficient.

Routine appointments "when I want one" with a doctor of my choice are as rare as hens' teeth. I usually have to wait several weeks. However I can usually get an appointment with another doctor within a couple of days.

Often options given on the recorded message are not actually available without joining a long queue. Perhaps a dedicated appointment line would free up receptionists.

The telephone system, when I last tried, almost makes the toleration of illness preferable. Admin staff seem not always to be aware that they are employed to serve and assist patients, who are their ultimate employers.

Very difficult to see Dr that knows you unless you wait 4 - 6 weeks

The time lag between booking an appointment with a named doctor is far too long. As a result I take what's going & have seen at least four different doctors in the last year. I feel that with a little more continuity I would not have had to visit so often.

I had not booked my regular depo injection, and when I phoned up a week before it was due, there were no appointments left. Reception said they would call me back, they didn't, so when I phoned again, I got to speak to a nurse, who make an appointment available. I like to use online appointment system, but the nurses are no longer on it. So I have to phone.

Lengthy ( more than 2 weeks) advance booking periods are not uncommon.

Have found sometimes no routine doctor appointments available for several days.

## Section 5: Patient experience

Thinking about the last time you had an appointment at the surgery, please say which of the words in the left hand column best expressed how you felt at different stages of the process. So if you felt frustrated when you made the appointment, put a tick in the box under the Making an appointment column and in the Frustrated line. *Please choose one word or phrase for each column.*

|           | Making an appointment | Arriving and checking in | Finding information | Waiting  | Consultation |
|-----------|-----------------------|--------------------------|---------------------|----------|--------------|
| Respected | 40 / 24%              | 29 / 20%                 | 9 / 8%              | 21 / 16% | 43 / 26%     |
| Pleased   | 39 / 23%              | 45 / 31%                 | 30 / 27%            | 26 / 20% | 28 / 17%     |
| Valued    | 12 / 7%               | 13 / 9%                  | 10 / 9%             | 11 / 8%  | 22 / 13%     |
| Cared for | 18 / 11%              | 11 / 8%                  | 6 / 5%              | 7 / 5%   | 34 / 20%     |

|                 |          |          |          |          |          |
|-----------------|----------|----------|----------|----------|----------|
| Involved        | 14 / 8%  | 10 / 7%  | 3 / 3%   | 8 / 6%   | 21 / 13% |
| OK              | 32 / 19% | 34 / 24% | 49 / 45% | 54 / 41% | 14 / 8%  |
| Not listened to | 3 / 2%   |          | 1 / 1%   |          |          |
| Hurried         | 1 / <1%  |          |          |          | 2 / 2%   |
| Frustrated      | 7 / 5%   |          | 2 / 2%   | 5 / 3%   | 1 / <1%  |
| Angry           | 1 / <1%  |          |          |          |          |
| Anxious         |          | 2 / 1%   |          | 1 / 1%   | 1 / <1%  |

Please tell us more about why you have chosen the words you did: were the staff friendly, did you have to wait too long, did the doctor explain clearly what would happen next?

I have always been extremely happy with my consultations with my doctor. Also with the nurse who takes my blood. The medical staff are excellent, kind and helpful.

Very often seen late on early morning appointments with GP. Could understand it more at later appointments in the day.

I hold the staff and service in high regard

I am very pleased with all aspects of the new practice

Involved as a human being in consultation – whoopee!

Dr Sephton very good, reassuring. Receptionist on the day – very poor.

No problems at all

Consultation very good, doctor listened and explained everything to me. Not waited very long, arranged next appointment.

Just had to wait long to get an appointment. Checking in was good. Information was all around and on the noticeboard. They were running about 10-15 mins late. Doctor was good – any problems to come back.

All good

Had a long wait on my second appointment with my son – 25-30 mins. Otherwise very pleased with the services provided.

The attitude of staff and doctor's consultation were as good as one could possibly wish for

Very friendly staff from reception to doctors

As my problem arose before Christmas I was *very* pleased to be seen and sorted almost immediately

The checking in process is excellent, didn't have to wait at all for 9.40 appointment. Very impressed and grateful for the way Dr Alexander dealt, and helped me deal, with my concerns.

I am satisfied with the service I receive

Luckily I have not had need to visit the surgery recently but when I last visited I was pleased with all aspects of the visit

In the past we have been used to having a doctor who knew us and our family. We usually saw that doctor but not always. We felt that doctor was interested in us as patients and would go the extra mile for us. We now think that we are seen as patients of the practice, any doctor can read our information on his/her computer and we are not treated as the prime patients of a

particular doctor.

Pleased with visit and info over phone

Anxious on arrival as infrequent user of the surgery - there was nothing to indicate the check-in procedure. Only by observation did I see other patients using the computerised system (I had walked past it).

As I am pregnant I have seen GPs, midwives and Becky the nurse fairly often over the last 7 months. I have always felt looked after, cared for and never forgotten even when the surgery is busy. All the reception staff cannot do enough to help and have a lovely manner. The GPs are very professional and again very caring – I have never felt rushed or like I am being a pain or wasting their time as I often did at my previous practice in Midsomer Norton – I am very happy indeed with Chew Medical Practice – keep up the fabulous work!

I feel that all doctors are caring and want to help

Sometimes the reception staff can be a bit slow in dealing with a query, and it can be difficult to explain things to them and try to understand their systems. However, I have recently had a baby, so required lots of visits, and every healthcare professional, from the doctors to nurses to midwives, have been fantastic – helpful and clear to understand.

I came for a flu vaccination having never had one before. I checked in and was told to sit down. It was after my appt time so I asked whether I was next and found I should have had a coloured symbol which I had NOT. Can you check this system for new patients please.

Once an acceptable appointment is made, the service is very good. Sometimes, an appointment is not necessary but just to touch base, via email perhaps, is reassuring for long term illnesses.

No problems with anything or one

I felt very valued and cared for – lovely courteous staff – “real people” – never feel rushed

The experience of visiting the surgery is generally very good. However I do find that my contact time with the doctors is rushed and I often find myself leaving things out or not explaining problems fully. Have also been told not to worry about complaints without a full check.

I had to wait a long time for my appointment to be called. Doctor apologised.

The staff are very friendly but take a lot of flack from complaining patients

I had an acceptable wait. Dr Fenn was very helpful and following discussion I was referred to a consultant.

Staff very friendly and helpful. Will miss Wendy and Marje when they go. They are particularly helpful.

Excellent service

Friendly and polite staff. The doctors are very clear and helpful.

Never any problems. Staff most helpful.

Generally speaking the reception staff and everyone I have met have been courteous, helpful and efficient. One or two of the GPs have been abrupt and in one case rude and patronising.

Was all fine - as we would expect

Since attending the new practice in Chew Stoke I have been thrilled with the easy access, parking and the check-in waiting room. I have only the highest praise for my recent treatment by Dr Alexander and nurses I have seen.

The staff really go above and beyond to meet your needs and try to find the information you need straightaway if they don't already know it.

My last appointment was for a flu jab, so a lot of the words/phrases do not apply.

Using computer systems for making appointments, checking in etc. does not impact on feelings.

Appointment, check etc done by computer, efficient but not friendly. Waiting area vast improvement on old surgery: fewer television screens? Nurse appointments and call outs excellent, respectful and caring.

There is a culture of inclusion and honesty at all consultations which are handled with the greatest of professionalism and sensitivity

Doctor did not seem to worry too much about the condition I mentioned so much so that I now need another appointment to see if I can get it resolved

Frustrated about not getting apt. earlier, once there waiting not too bad, Doctor attentive and informative.

I had an appointment with a locum doctor (Dr Thomas) and I was very happy with the way I was treated.

Dr Vanessa, she is brilliant!

There is not much interaction with reception staff if you do self-check in. The doctor was mostly friendly and helpful, but I did feel fobbed off in relation to one particular issue.

Used screen check-in so no contact with any staff whatsoever until met with dr. this is ok, but quite impersonal.

My appointment was running late but I don't mind having to wait as I understand that some patients need a bit longer than others, better to wait than not be able to see anyone at all. We can't all fit into the allocated slot!

I love the fact that you can book appointments and order repeat prescriptions on line. I have always found the staff at the surgery friendly and accommodating. My doctor listens, is respectful and involves me in the decision making. I am very happy with the service I receive. Having previously avoided visiting the doctors, I have been put at ease with the welcome and treatment I have received. I have even undertaken routine checks that I have previously shied away from.

Staff exemplary

I hate bothering the Drs, and over the past year have needed their help a great deal, mostly in caring for other close relatives. Hence I am anxious, because when I contact it often is when I have reached a crisis point, however the care and help received has been greatly valued by me.

Once had to wait 30 minutes

The surgery is working extremely well with caring staff, nurses and doctors

I find the staff friendly and interested in providing a good service and response. The doctors and nurses I have seen are patient and careful to ensure all my issues are addressed.

I find your choice of words odd. For example, Respected, Valued or Cared for are not words I could use for "Waiting" hence the OK answer. I'd describe my consultation as "off hand" - ie better than your negative answers but not as good as the positives, hence the OK.

Staff always friendly and helpful

I booked my appointment on line and there was one available for a week later (which was good). I checked in on the screen and was called in only a few minutes after my appointment time. The doctor thoroughly explained everything and what the next course of action will be depending on further blood test results.

I have no problems whatsoever with the members of staff at the surgery I feel that we are extremely fortunate to have staff & premises so futuristic

Doctors I find take a lot of time to explain and discuss symptoms and solutions. The surgery is generally very considerate of the people in its care.

Clinical services are excellent, much more so with doctors. Nurses are variable in their attitude, knowledge and punctuality. It is unfortunate that the 'front of house' services are perceived as a barrier to, rather than as a gateway to, clinical services.

I've not answered waiting, because no words fitted. Waiting (always too long, but it's better to have a dr take his time than rush!)

Time pressures are almost always felt during consultation causing extra anxiety at times.

## Section 6: Tell us about yourself

5.1 Are you:

|        |          |      |          |
|--------|----------|------|----------|
| Female | 74 / 62% | Male | 45 / 38% |
|--------|----------|------|----------|

5.2 What age are you?

|         |          |            |          |
|---------|----------|------------|----------|
| 17 – 24 | 2 / 2%   | 65 – 74    | 30 / 25% |
| 25 – 44 | 24 / 20% | 75 – 84    | 21 / 18% |
| 45 – 64 | 40 / 33% | 85 or over | 3 / 2%   |

5.3 How often do you visit the surgery to see a doctor or nurse?

|                      |          |                       |          |
|----------------------|----------|-----------------------|----------|
| At least weekly      | 0        | Once or twice a year  | 25 / 22% |
| Once a month or more | 36 / 31% | Less than once a year | 3 / 2%   |
| 3 or 4 times a year  | 52 / 45% |                       |          |

5.4 How did you find out about this survey?

|                             |          |
|-----------------------------|----------|
| Handed to me in the surgery | 38 / 35% |
| Put through my letterbox    | 22 / 20% |
| Sent by email by a friend   | 4 / 3%   |
| Other (please say what)     | 3 / 2%   |
| On surgery website          | 43 / 40% |

5.5 Which village do you live in/near?

|                  |          |
|------------------|----------|
| Chew Magna       | 21 / 18% |
| Chew Stoke       | 19 / 17% |
| Bishop Sutton    | 17 / 15% |
| Winford          | 11 / 10% |
| Pensford         | 9 / 8%   |
| Dundry           | 8 / 7%   |
| Felton           | 7 / 6%   |
| Stanton Drew     | 6 / 5%   |
| Clutton          | 5 / 4%   |
| East Harptree    | 3 / 3%   |
| Compton Martin   | 2 / 2%   |
| Ubley            | 1 / <1%  |
| Chelwood         | 1 / <1%  |
| Stowey           | 1 / <1%  |
| Norton Malreward | 1 / <1%  |
| Whitchurch       | 1 / <1%  |
| Redhill          | 1 / <1%  |
| Butcombe         | 1 / <1%  |

***Thank you very much for your help***