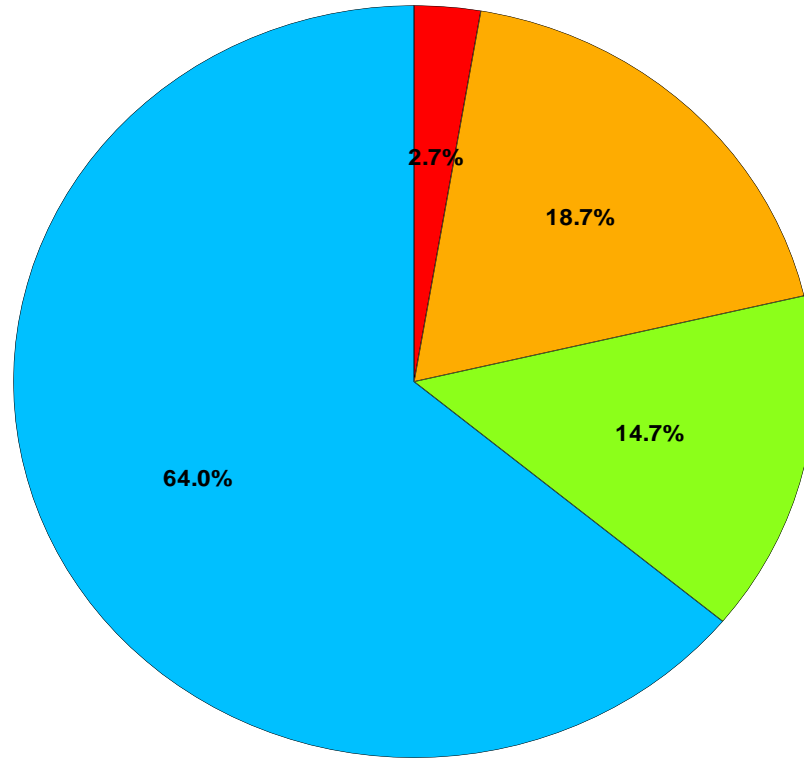


**General Practice
Patient Satisfaction Survey
2011/12**

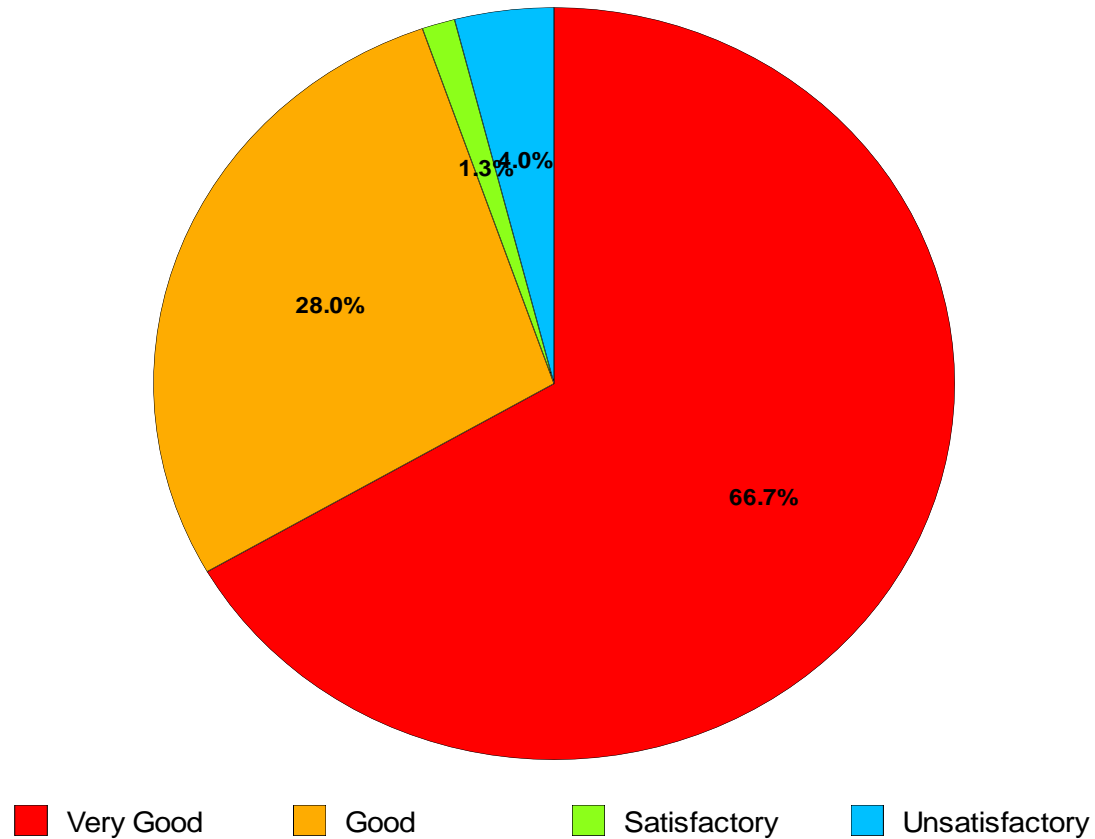
Whitchurch Village Practice
July 2011

Q1. How long have you been registered with the practice?

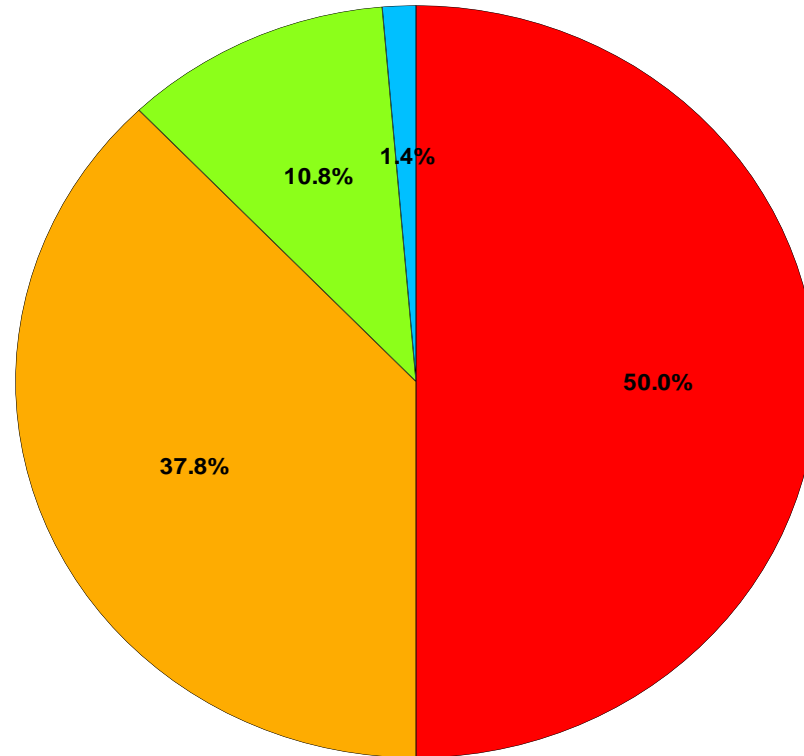


■ Less than a year ■ 1 - 5 years ■ 5 - 10 years ■ Over 10 years

Q2. How would you rate the opening times at your GP practice?



Q3. How would you rate booking an appointment at your GP practice?

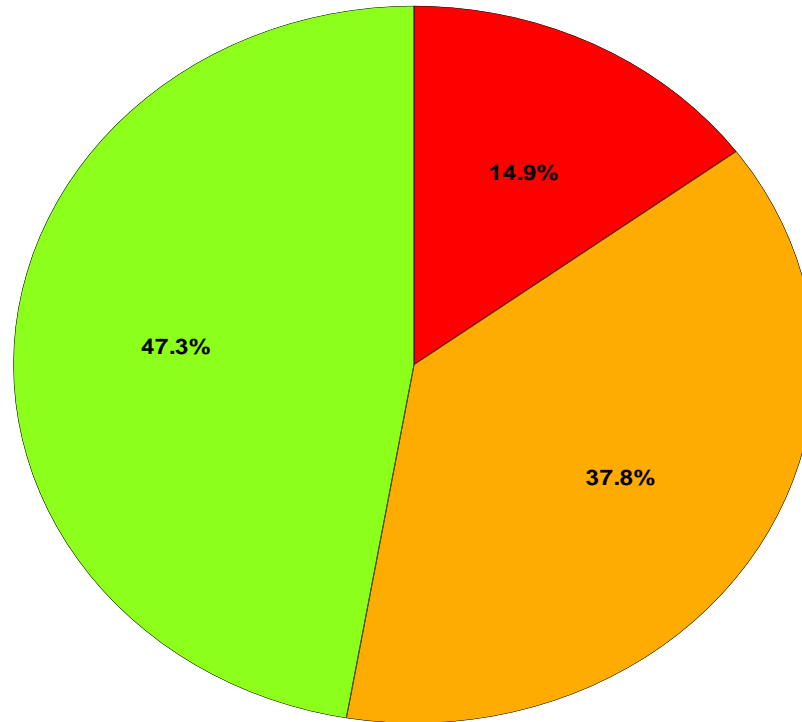


Very Easy Easy Difficult Very Difficult

Q4. If Difficult or Very Difficult please comment:

Comment		Comment
The phone line is always busy & it can take 20 minutes to get through at peak times and then you asked to hold. One time, they forgot that I was on hold and left me there for 10 minutes		Telephone always busy
Clash with working hours therefore problems getting an appointment after 4:30 including nurse		Depends whether its an emergency or routine, impossible to book a routine appointment with a GP a couple of weeks in advance
Appointments seem to require 4 days notice for doctor of your choice, nurses ex difficult		Not always able to get an appointment with original doctor when needed
Limited times available, Routine appointments too far in the future. Surgery not open at weekends and late in the evenings.		Getting through on phone
Difficult to get appointments to fit in with work commitments		

Q5. How long do you usually have to wait for an appointment with a GP of your choice?

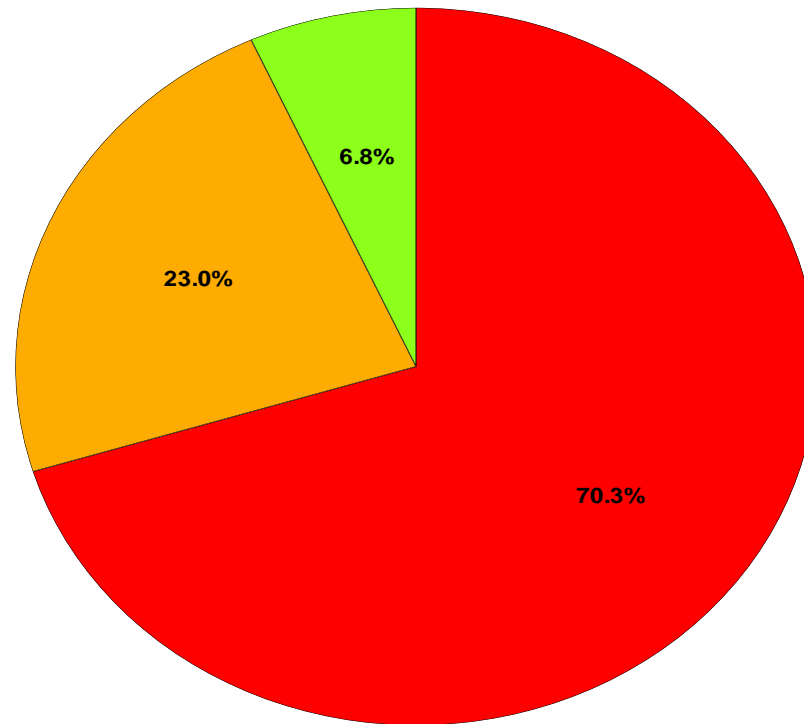


■ Within 24 Hours

■ 24 Hours to 48 Hours

■ 48 Hours or more

Q6. How long do you usually have to wait for an appointment with any GP?

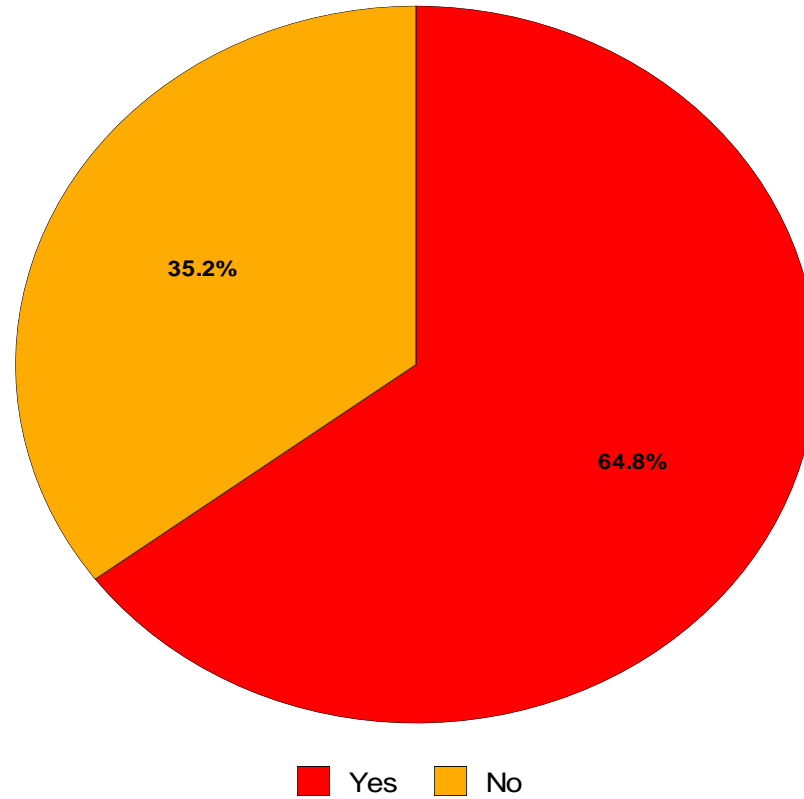


■ Within 24 Hours

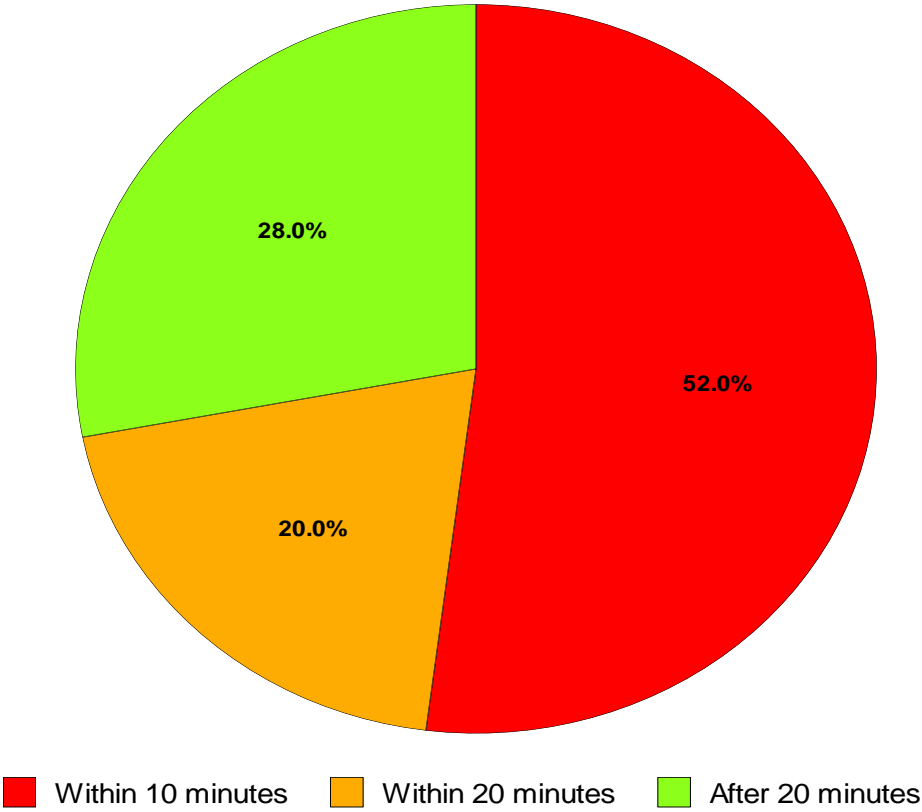
■ 24 Hours to 48 Hours

■ 48 Hours or more

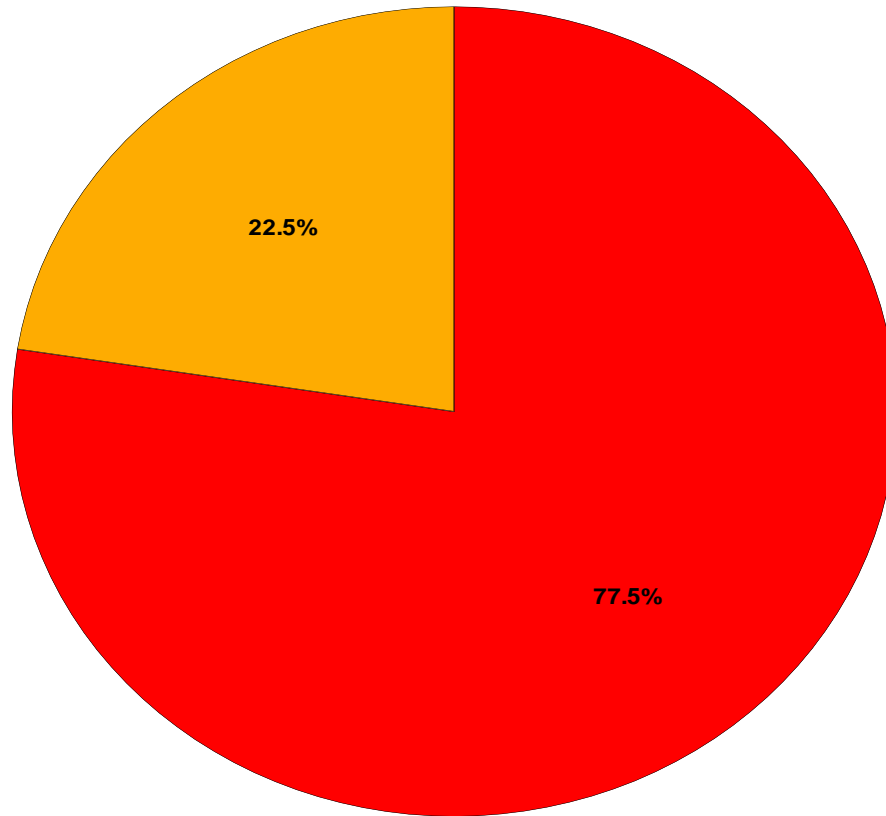
Q7. Today, were you seen at your allocated appointment time?



Q8. If no, how long after your appointment time were you seen?

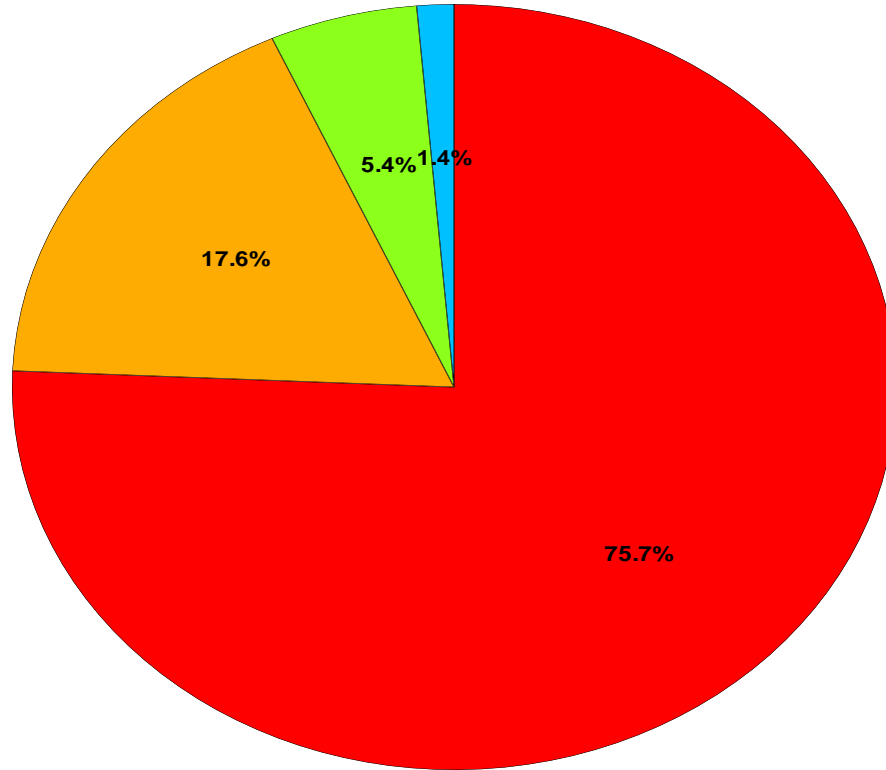


Q9a. How would you rate the following:
Access i.e. ramps. steps etc.



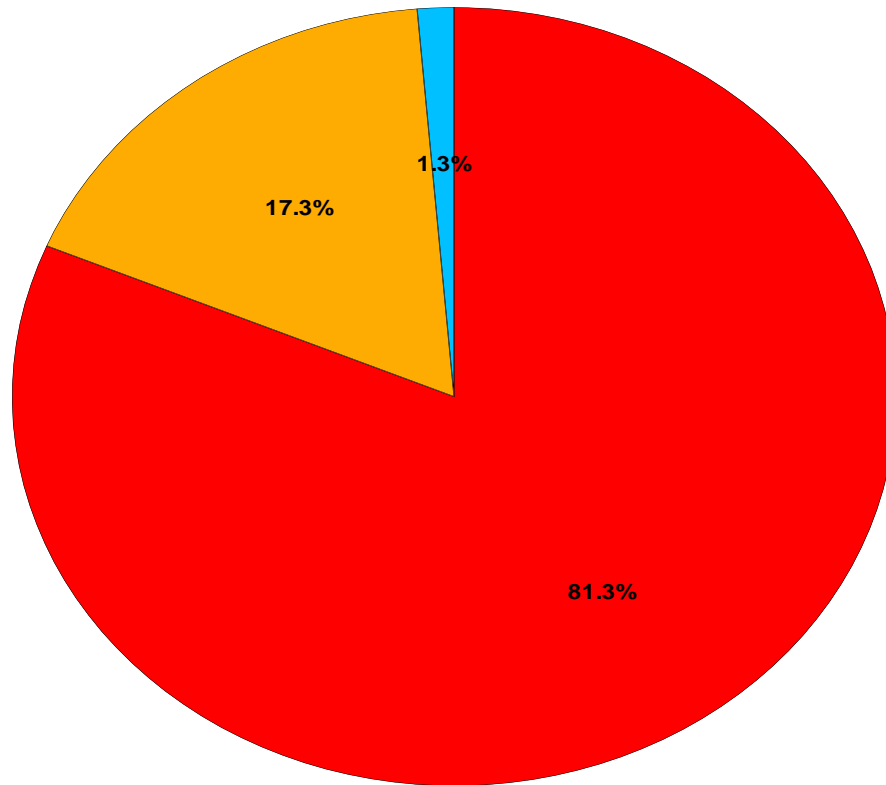
■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

Q9b. How would you rate the following:
Helpfulness of staff.



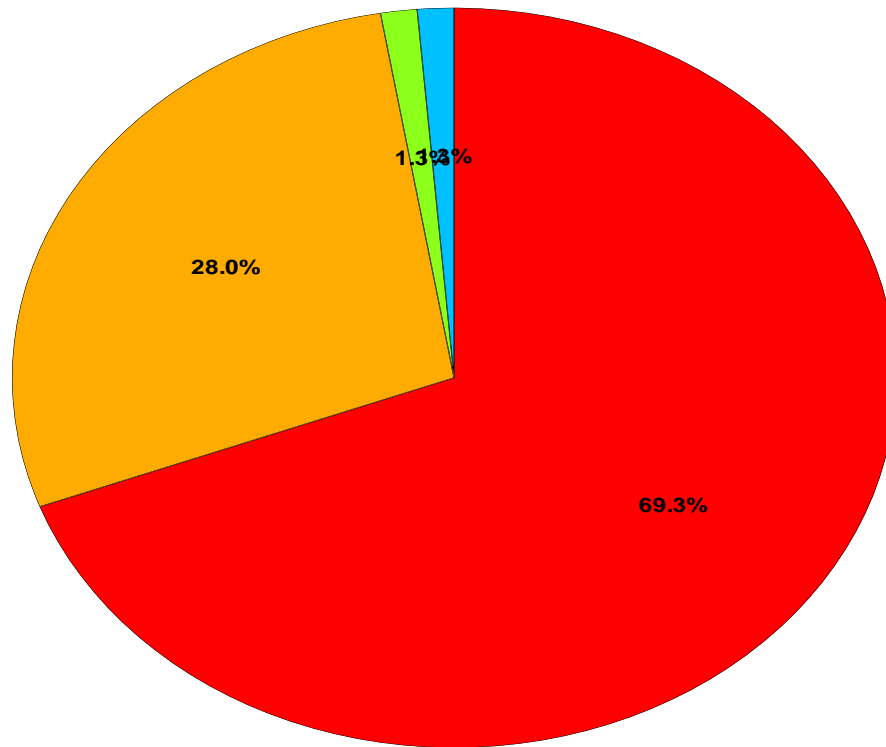
■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

Q9c. How would you rate the following:
Cleanliness of waiting area.



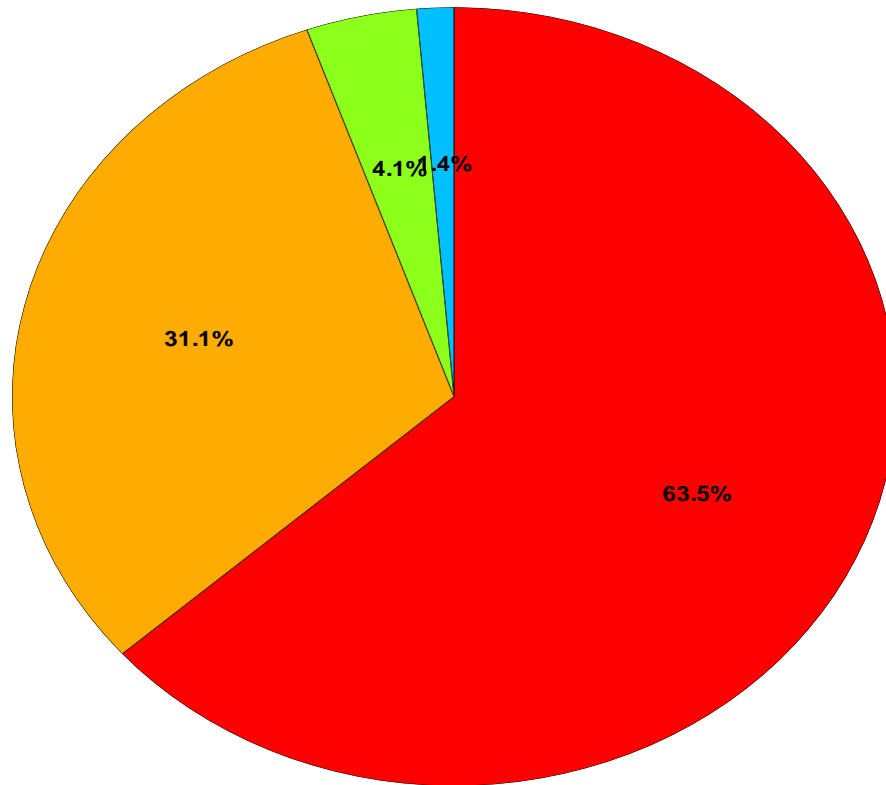
■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

Q9d. How would you rate the following:
Seating arrangements.



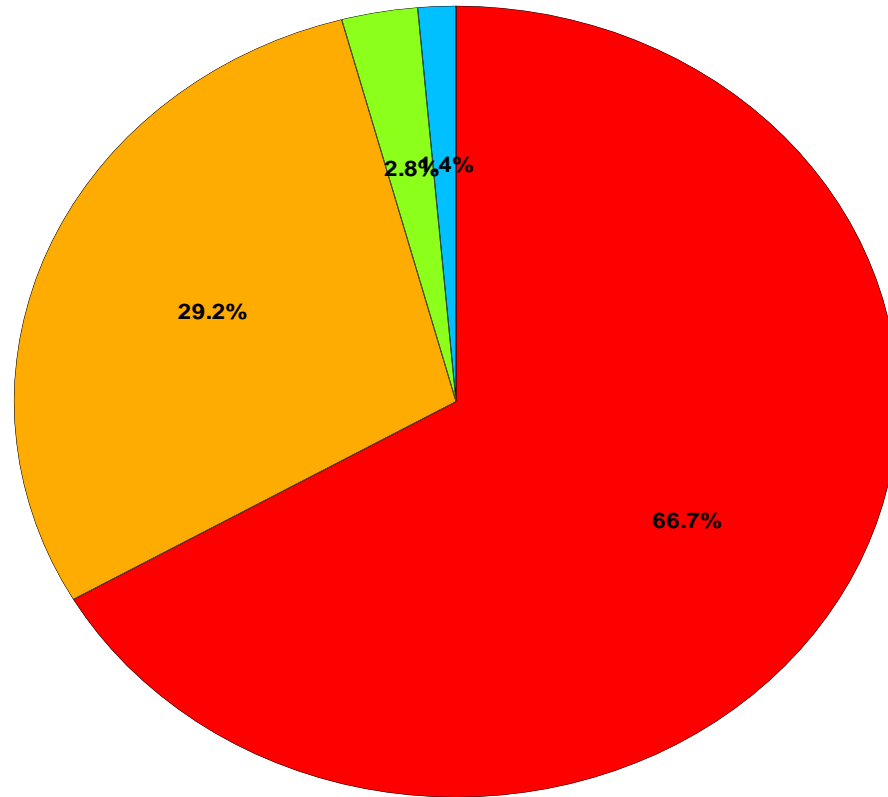
■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

Q9e. How would you rate the following:
Information on display.



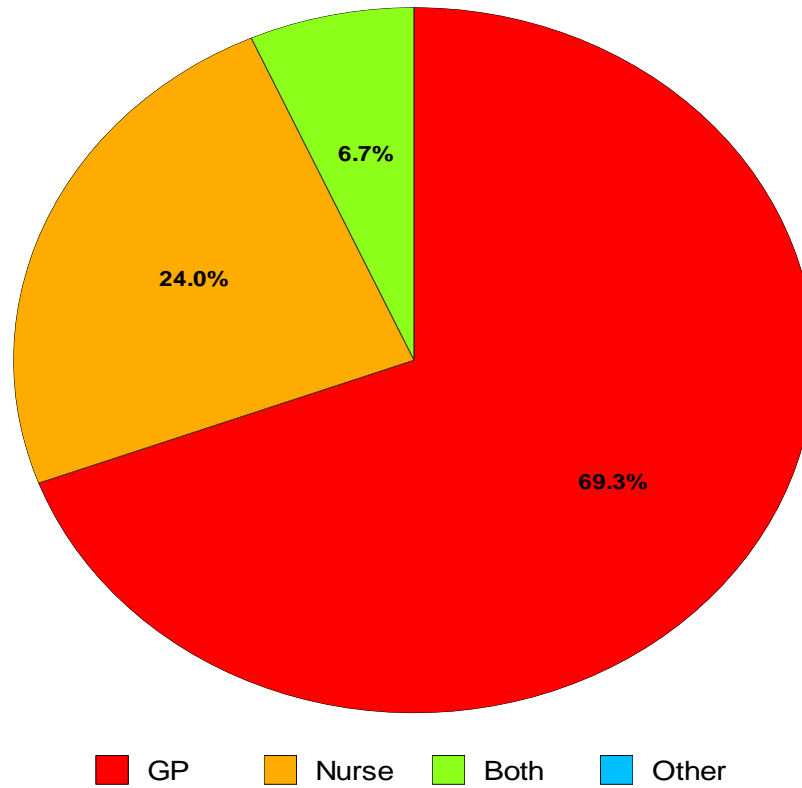
■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

Q9f. How would you rate the following:
Toilet facilities.



■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

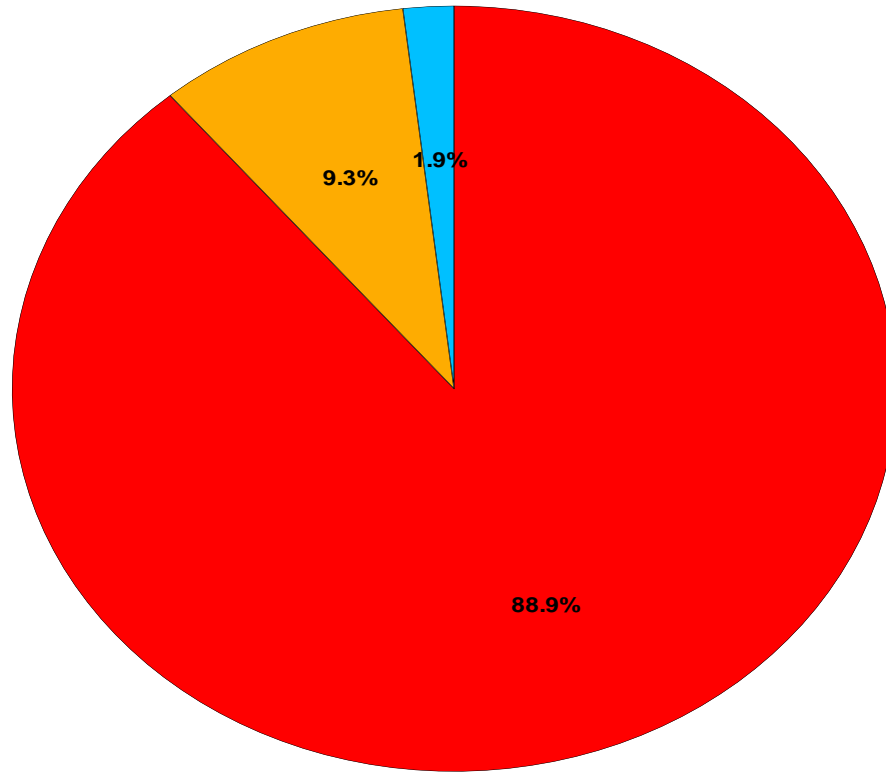
Q10. Who did you see today?



Q11. If other, which healthcare professional did you see?

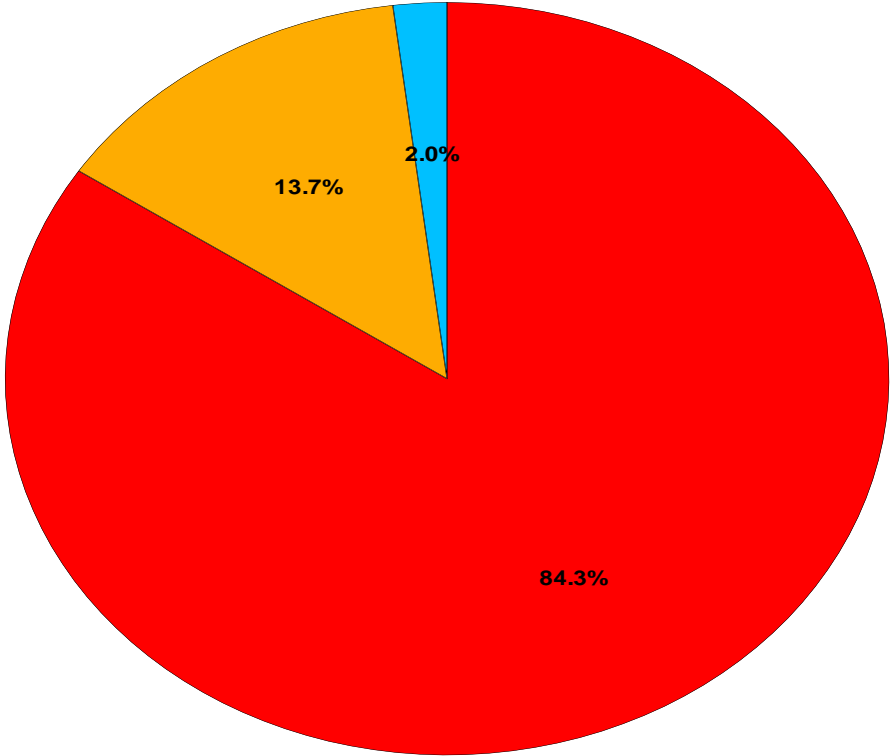
Comment		Comment

Q12a. How would you rate the following about your GP?
Greeting



■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

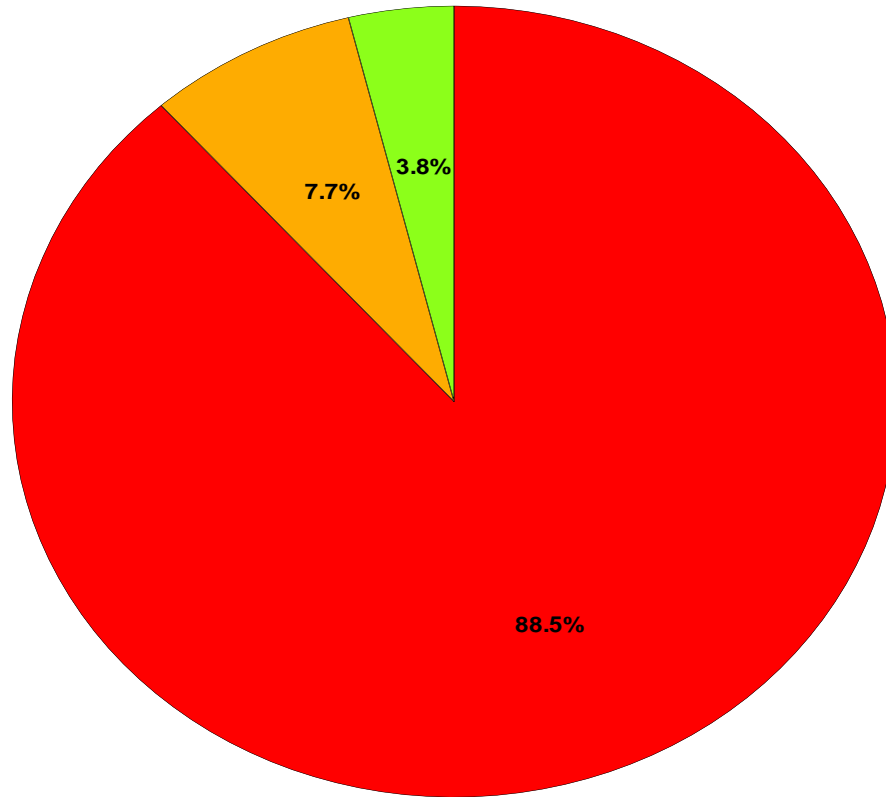
Q12b. How would you rate the following about your GP?
Understanding of concerns



■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

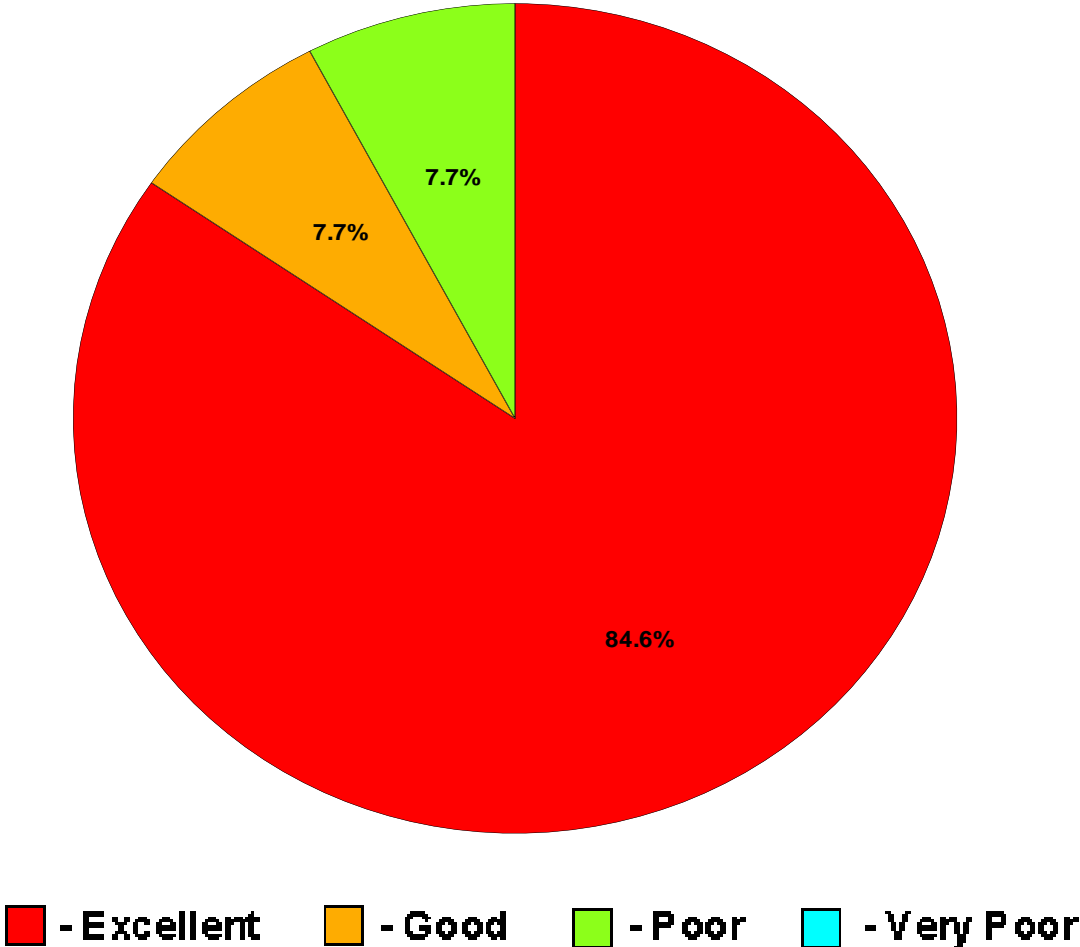
Q12c. How would you rate the following about your GP?

Treatment explanations

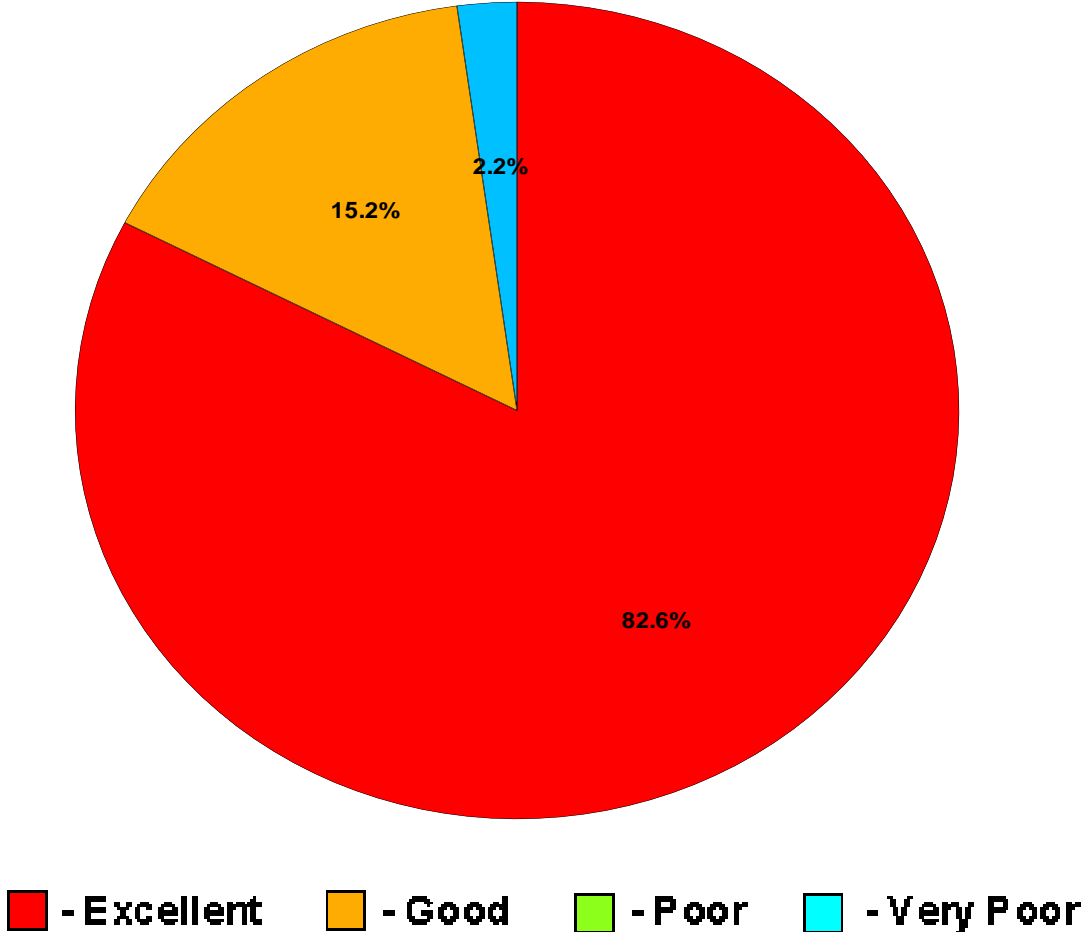


■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

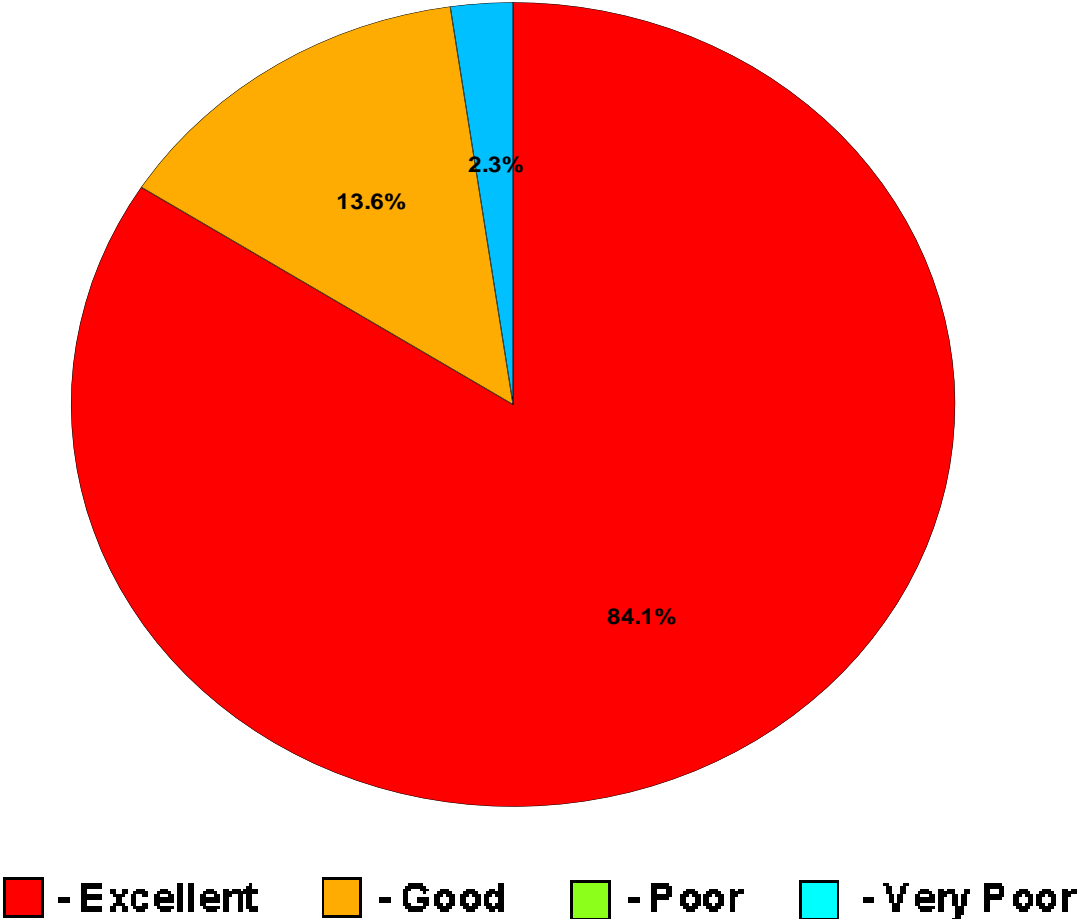
Q12d. How would you rate the following about your GP?
Awareness of your medical history



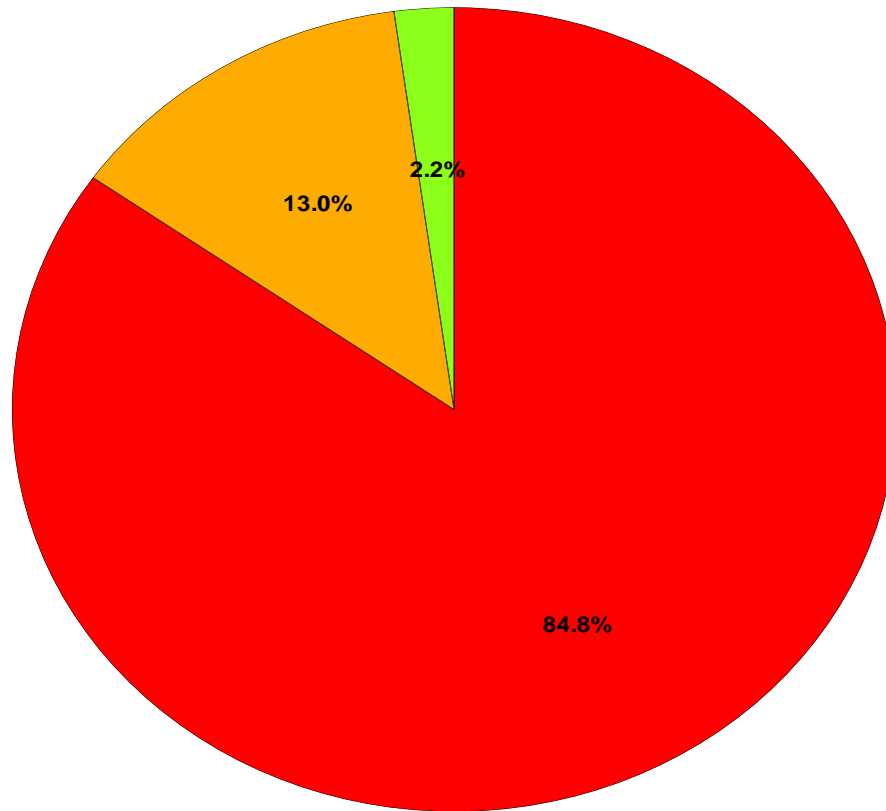
Q13a. How would you rate the following about your Nurse?
Greeting



Q13b. How would you rate the following about your Nurse?
Understanding of concerns

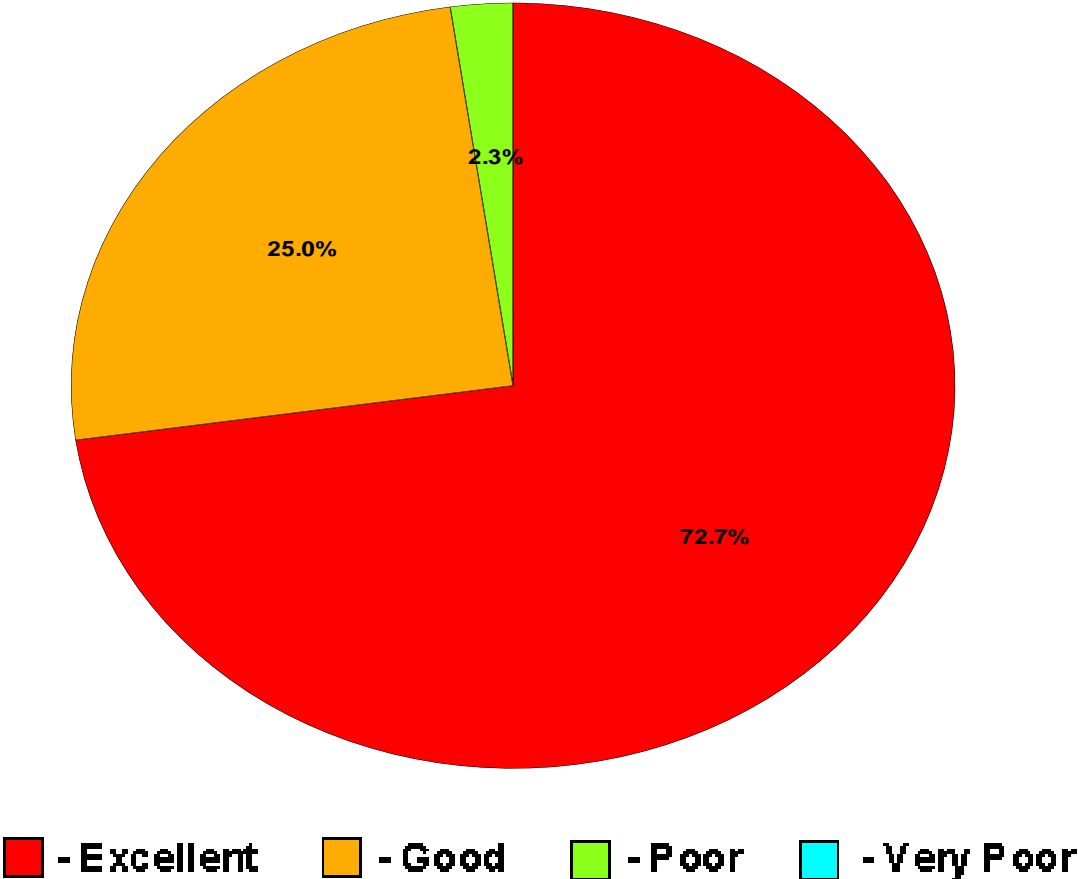


Q13c. How would you rate the following about your Nurse?
Treatment explanations

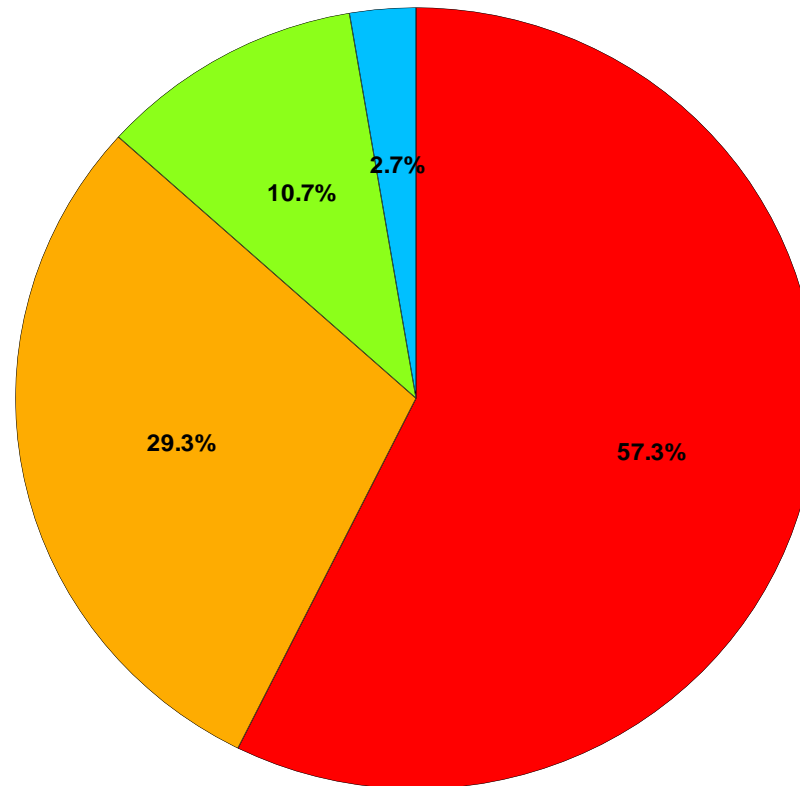


■ - Excellent ■ - Good ■ - Poor ■ - Very Poor

Q13d. How would you rate the following about your Nurse?
Awareness of your medical history



Q14. How would you rate your experience of this GP practice?



■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor ■ Very Poor

Q15. Do you have any additional comments you wish to make regarding your GP practice or other healthcare professional seen?

Comment		Comment
The staff are always helpful & cheerful. It's a very good practice		I have received excellent service from the doctors whenever I have seen them in the past.
Just booking an issue for me, rest is fine		A great example of how all practices should be run
Waited 50 minutes for my appointment		I hope to see Dr Davies at the practice very soon
Receptionist always happy/ very helpful. If emergency always fits you in. routine appointments a bit difficult to see doctor of your choices as this can take a good few weeks		My GP of choice, apart from illness I am most reassured, as he is also fully acquainted with aspects of my illness that are not physical. I.e. Psychiatric. I am very thankful that follow up checks are carried out with separate aspects of my ailments. This applies to all doctors and nurses.
I like the idea of the computer for your appointments when you go in to the practice. I have been with practice for 55 years, I think they are very good		Main Dr and his partners always have time to chat and discuss any worries about my epilepsy but it is well controlled
Very happy with practice, always fits me and kids in when necessary.		Best practice I have experienced with most helpful GPs. Very accommodating with appointments
Confidentiality on reception an issue, often overhear sensitive discussions on phone.		I have always found the GPs and nurses to be very professional and understanding. They have time for all patients and will go the extra mile to help when they can.

Q15 cont. Do you have any additional comments you wish to make regarding your GP practice or other healthcare professional seen?

Comment		Comment
A certain decision was made where a doctor decided to take someone off a MRI scan list whilst knowing the patient has had numerous back problems and was taken off due to the age of the patient. This decision was made with no notification to the patient.		I know time has gone by since Christmas, but finding a doctor to sort me because I had swine flu was very difficult. I lost a stone in weight and had a terrible Christmas and New Year
A very friendly practice		Some GPs are better than others
I have been with this practice since 1956 and would never change. The only thing I think should be brought back are house calls for elderly and children		More than pleased with our doctors, nurses and all staff at this practice
Always very caring		Very pleasant, helpful staff & GPs
Don't mind the wait, got to see such an excellent Doctor		