

Patient Satisfaction Survey

Thank you

We would like to thank all the patients who kindly completed one of the Patient Satisfaction Surveys.

Your Comments

- ☺ Having previously had a GP in central London I have been very impressed with the caring and personal approach encountered here.
- ☺ I am treated well and I see a nurse on a regular basis for my Diabetes. My doctor is excellent, very easy to talk to.
- ☺ Always feel better after a visit. It is a caring and a competent practice of which I have great faith in.
- ☺ We are lucky to have such caring and good doctors. Have been in the same practice all my life.
- ☺ The medical team are very good with children.
- ☺ Internet facility for repeat prescriptions is very useful.
- ☺ Practice nurses are very good and very helpful, easy to talk to.
- ☺ Get seen whenever I need to be seen.
- ☺ The care I received from my midwife was excellent

- ☺ Plus, although some of you feel that one or two improvements could be made, you are happy with the service overall.

☹ **Some of you had concerns about:**

- **Car Parking**
- **Receptionists have this notion that they are doctors and should be told every personal and private detail over the phone.**
- **Waiting Room. Seating.**
- **The amount of time you wait in the surgery to see a doctor. I took my son once and waited 1½hrs to see a doctor**
- **Ability to talk to a doctor on the phone**

Our Response

- ☺ **We understand your frustrations with the car parking facilities at the surgery but have no options to provide further parking at our current location.**
- ☺ **Our receptionists ask you some brief details of your medical problem when requesting urgent same day appointments to assist the clinician in prioritising workload. You are under no obligation to state the reason for the appointment. We endeavour to keep as close as possible to appointment times for same day urgent appointments. This can be affected by numbers of patients attending and complexity of cases. On occasions the duty doctor can get called out on urgent home visits and this in turn can cause unavoidable delay.**
- ☺ **We have improved the lighting within our waiting room at the main surgery.**
- ☺ **We will be providing padded cushions on all our bench seating.**
- ☺ **All requests to speak with a doctor are noted in a message book and the doctor will call you back once they have finished surgery.**