

## Patient Survey Results



**43 completed or part-completed surveys were received.**

### **How often do you use the surgery?**

2/3 times a week	7%
Weekly	12%
Monthly	64%
Rarely	17%

### **What sort of appointments do you use?**

GP Booked	52%
GP Walk-in	67%
GP Telephone	21%
Nurse	33%

### **How do you rate the appointment system? [from 4 as excellent to 1 as poor]**

Rating average: 3.31

### **How do you make an appointment?**

Walk-in	81%
Ring	29%
Email	2%
Support worker	12%

### **How do you rate our telephone system? [from 4 as excellent to 1 as poor]**

Rating average: 2.95

### **What improvements to our appointment system are needed?**

- First come first served is the work of the devil
- Prescribe more diazepam to help people come off alcohol; refer to Pavilions so I can get methadone
- 40 minutes plus to get through on phone
- No problems so wouldn't recommend any changes
- Would be nice to have more patients seen in the morning, 6 or 7
- More walk-ins x 2
- More time with doctor or nurse
- Always difficult getting through on phone. Takes too long to book a GP appointment
- No improvement required
- Always run well, doing the best you can
- Tim available more
- Need to be able to make an appointment by phone in an emergency

### **What services you would like to see at the surgery?**

Haircuts	12
Benefits Advice	18
Housing Advice	18
Clothing	14
Foot care	20
Health trainers	11

### **Other services mentioned:**

- Ninja training
- Hot drinks x 3
- Food x 3
- Mental health walk-in
- Snacks and music

- Showers / sheep dip for soap dodgers
- Befriending / buddy system
- Doctors already give benefit and housing support
- Job advice

**How do you rate our staff teams? [from 4 as excellent to 1 as poor]**

Reception	3.88
Nurses	3.91
Doctors	3.91

**Please add any other comments you have about our staff:**

- They are sparkly magic
- Good and work hard
- Always polite
- No complaints
- Always helpful and polite
- All very friendly; friendly, helpful x 2
- Receptionists have good people skills
- All very professional, helpful and friendly
- Staff are always nice; good staff
- Very good people
- Very helpful and polite
- They dress smart
- The staff are genuinely brilliant
- All lovely and super friendly
- Thanking all the doctors, nurses, receptionists of the past and present for all the hard work and care they've given me.
- None, all nice people
- Bright, cheerful, helpful and friendly

**What would you like to see in the waiting room?**

Books	18
Pictures	6

**Other suggestions:**

- Wider range of pamphlets
- Vending machines x 2
- A radio x 2
- More reading material (newspapers and magazines) x 4
- Wifi x 3
- TV x 3
- Happy as it is!
- Job adverts

**Please add any other comments / suggestions you would like to make below:**

- Preferential treatment for me needed!
- Good surgery
- Thanks for all your help x 3
- People who stink should wait outside
- More GP's
- You are doing a good job, keep it up please
- It's cool!
- It's good
- Thanks, your work is most valuable
- Easier access to toilets
- All you need to be is good doctors