

d	When you made your appointment with the reception team were you provided with information about our appointment system and the options available to you?
	YES 50% NO 40% NA 10% Did you understand the options you were given? YES 53% NO 7% NA 39% (it was obvious that this question was not clear and will be removed next time)
e	How would you rate our system for making appointments?
	1 poor 2 fair <u>3 good</u> 4 very good 5 excellent 6 no opinion
f	How informative do you find our attached leaflet "How to make your appointment"?
	1 poor 2 fair 3 good <u>4 very good</u> 5 excellent 6 no opinion
g	Do you request repeat prescriptions for medication you take regularly?
	YES 73% NO 23% NA 4% Please note that it is necessary to allow 48 hours (2 working days) for prescriptions to be ready due to the volume and complexity. Allowing for this if you have answered YES, how do you rate our ability to provide this service? 1 poor 2 fair 3 good <u>4 very good</u> 5 excellent 6 no opinion
h	How do you rate the cleanliness of the building? The average response is underline The general areas including toilets, waiting room The treatment room area The Doctors/Practice Nurses rooms All rated - 1 poor 2 fair 3 good <u>4 very good</u> 5 excellent 6 no opinion
7	If you have internet access how informative do you find our Practice website? (www.churchstreetpractice.nhs.uk) The average response is underlined based on 71% (29% did not answer this question or did not have access to the internet)
	1 poor 2 fair 3 good 4 very good <u>5 excellent</u> 6 no opinion (please circle) If you answered 1, 2 or 3 please let us know how we can improve this. To summarise the few responses received – complicated; out of date; issues accessing on-line booking and making appointments for children
8	Would you recommend a friend/neighbour/family member to join the Practice?
	<u>YES 94%</u> (further improvement on last year's score of 85%) NO 4% NA 2% Whilst this excellent rating speaks for itself your additional comments were plentiful and varied given the number of returned surveys - 20% provided comments with some of the more detailed comments broken down further giving a total of 126 specific comments. There are too many to detail but to summarise:- 48% positive comments about doctors, nurses and the general running of the Practice (very happy; inspires great confidence; very helpful & professional; friendly & efficient; caring, kind & helpful; well run; Walk in centre on site; wide variety of services; staff listen; brilliant; privileged). 27% criticised our appointment system. Although we rated a credible "good" in question 6e your comments included the length of time to get an appointment with own doctor and in general; lack of continuity. 10% general negative comments such as some doctors are brusque; general communication; consultation time not long enough; too many part time doctors. 5% commented about other services we use such as the Walk in Centre (delay with ear syringing and blood tests); delay in test results from hospital. 10% commented on the building – cost of parking; waiting areas; lack of magazines; building dated & poor state of waiting room; length of time it takes to get through on the phone One suggestion was for doctors to see all patients every 18 months