

## How likely are you to recommend our G

<b>2015/16</b>	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely
May	5	4	1	0	1
June	3	6	0	4	4
July	24	4	1	0	2
August	31	5	2	0	3
September	12	3	0	0	0
October	10	3	2	2	1
November	12	1	2	0	0
December	7	1	3	0	1
January	10	3	4	0	1
February	12	1	2	2	2
March	17	0	2	0	0
<b>Total</b>	143	31	19	8	15
<b>%</b>	64	14	9	4	7

### Comments

Is it possible to collect scrips from Pharmacy?

Is it possible to send an e-mail to my GP?

Very friendly staff

Prompt and thorough appointment

Felt at ease during my coil fit, many thanks

Impressed at able to see Nurse Practitioner on the day

Appointment system unacceptable, want to see my own GP when I want

Always receive excellent care

New patient, very pleased with care

Electronic check in not working

<b>2016/17</b>	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely
April	12	2	1	0	0
May	8	0	1	0	0
June	9	2	1	0	0
July	9	3	1	0	0
August	0	0	0	0	0
September	8	4	5	1	2
October	0	0	0	0	0
November	0	0	0	0	0
December	0	0	0	0	0
January	0	0	0	0	0
February	30	3	4	3	6
March	0	0	0	0	0
<b>Total</b>	76	14	13	4	8

%                      64                      12                      11                      3                      7

**Comments**

I am a new patient so had lots of questions. Polite and friendly receptionist where nothing was too much  
 I have never had a problem with this Surgery  
 I cannot find how to place a rpt prescription online, please can you make more obvious  
 2 weeks wait to see own GP is unacceptable!  
 Online Service has changed, where is my appt time?  
 E-mail address available for Surgery?  
 Booked online appt with Physio rather than GP

<b><u>2017/18</u></b>	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely
April	0	0	0	0	0
May	13	3	0	5	2
June	24	9	1	0	2
July	16	1	3	1	3
August	10	7	0	1	1
September	14	2	5	1	2
October	0	0	0	0	0
November	0	0	0	0	0
December	17	5	1	3	5
January	14	1	1	5	1
February	0	0	0	0	0
March	18	5	0	2	6
<b><u>Total</u></b>	126	33	11	18	22
<b><u>%</u></b>	58	15	5	8	10

**Comments**

Check in screen not working  
 Reception layout not ideal  
 Issue with location of Urgent Care Centres  
 Outside of surgery untidy with leaves  
 Disappointed GPs do no sign Passports  
 Contact us page, e-mail address?  
 Difficulty getting non-urgent GP appt within a week

<b><u>2018/19</u></b>	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely
April	0	0	0	0	0
May	0	0	0	0	0
June	8	3	1	5	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	0	0	0

October	13	3	1	0	0
November	10	0	3	1	0
December	0	0	0	0	0
January					
February					
March					
<b>Total</b>	31	6	5	6	0
%	65	13	10	13	0

**Action:**

No e-mail address for Practice - Updated website

Difficulty getting appt with preferred GP on the day - unable to change, need for communication - leaflet

## iP Practice to friends and family if they needed treatment?

Don't know	<u>Total</u>
0	11
0	17
1	32
1	42
1	16
0	18
1	16
0	12
1	19
0	19
1	20
	0
6	222
3	

### Action

Yes, sign up to Electronic prescribing and Pharmacy of choice -> Promote

No, but you can send a message to our Reception team via online ->Newsletter

There may be a 1-3 week wait to see your GP of choice

This does sometimes crash during a Thurs evening update, we have raised with IT provider

Don't know	<u>Total</u>	
1	16	
1	10	
0	12	
1	14	
0	0	Not enough returns submitted so saved for Sept
0	20	
0	0	
0	0	Not enough returns submitted so saved for these months
0	0	
0	0	
0	46	
0	0	Not enough returns submitted
	0	
3	118	

trouble. Seen by GP within a few minutes of appt time.

**Actions**

Made butto  
This is likely  
We are not  
No, but we  
Clinician sh

Don't know	<u>Total</u>	
0	0	Not enough returns submitted
2	25	
0	36	
1	25	
0	19	
1	25	
0	0	Not enough returns submitted
0	0	Not enough returns submitted
1	32	
0	22	
0	0	Not enough returns submitted
2	33	
	0	
7	217	
3		

**Actions**

Contacted IT for better reliabil  
Will review layout in any propo  
Know this is under review by C  
To get gardener in on schedule  
GPs will continue to not sign p  
Will review using generic Surge  
Non-urgent appts with GP will

Don't know	<u>Total</u>
0	0
0	0
0	17
0	0
0	0
0	0

0	17
0	14
0	0
	0
	0
	0
	0
0	48
0	

created



on more visible

/ to be wait time to see own GP for routine issue, may need to publish in next newsletter re wait times?

aware of any changes

do take online messages via online services

ould be clearly marked

ity

used development

CG

?

assports and concentrate on devoting time to patient care

ery e-mail address

unfortunately be longer than a week, Urgent Care Nurse may be able to assist aso. Please ask at recepti







on