

Responses Overview Active

Responses

117

Average Time

11:11

Duration

117 Days

1. **Our 'On the Day Unit' Surgery Extension.** We have expanded the building to increase clinical space and improve patient flow. Have you used or benefitted from this improvement?



2. How helpful has this been?



3. Any comments about our 'On the Day Unit' Surgery Extension?

53

Responses

Latest Responses

"Gave peace of mind to be seen so soon and allowed for earlier cancer treatment"

...

13 respondents (27%) answered good for this question.

Update

facilities are excellent

good addition

Excellent system

Staff really helpful

appointment at the unit

Access is good

Truly excellent

urgent care

good for the nurses

day appointments

able staff

good service

good

helpful

Good system

excellent care

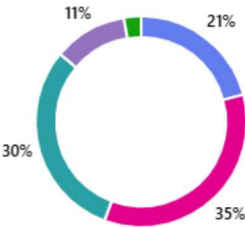
Good 😊

bmi readings

emergency appointment

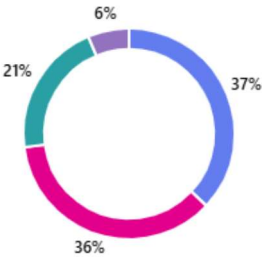
4. Appointment System - How easy do you find it to see or talk with a Clinician?

Very Easy	24
Easy	40
Neutral	35
Difficult	13
Very difficult	3



5. Have you seen an improvement compared with previous years?

Yes, significant	41
Yes, some	40
No change	23
Worse	7



6. Any comments about our Appointment System?

62
Responses

Latest Responses
"Receptionist poor attitude."
"Call back system helps the long waiting times"
...

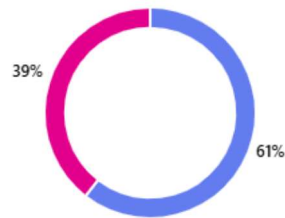
21 respondents (37%) answered appointment for this question.

Update

appointment is for example
private appointment contact
Pharmacist appointments ringing appointment
appointment in advance easier
appointment with Dr urgent appointment
access to appointments
difficult to get an appointment
no problems
good GP appointment at The Limes
service appointments are difficult
able to get an appointment

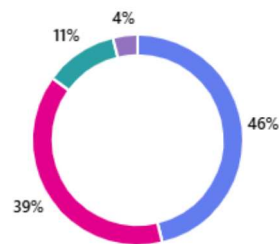
7. **Expanded Paramedical Team** - Have you been seen by a member of the paramedical team (Primary Care Paramedics, Physician Associates or Physiotherapists)?

Yes	69
No	45



8. If yes, how satisfied were you with the care received?

Very satisfied	37
Satisfied	31
Neutral	9
Dissatisfied	3
Very dissatisfied	0



9. Any comments about our Expanded Paramedical Team

38
Responses

Latest Responses
...

5 respondents (14%) answered helpful for this question.

Update

Word cloud containing terms such as: helpful, doctor, GP, advice from a GP, Paramedical team, team, good, Overall I feel, senior advice, help and advice, staff, pleased with the care, Physician associates, members of this team, patient, satisfied, advice, professional, members, treatment.

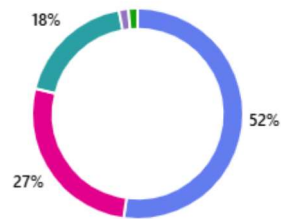
10. **Increase number of Salaried GPs** - Have you seen a Salaried GP in the last year (Dr Wiseman, Dr McGowan, Dr Mistry or Dr Khan)?

Yes	54
No	55



11. How satisfied were you?

Very satisfied	37
Satisfied	19
Neutral	13
Dissatisfied	1
Very dissatisfied	1



12. Any comments about our increased number of Salaried GPs?

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Responses

Latest Responses

"Being fortunate not to have needed many appointments | cannot comment further"
...

5 respondents (14%) answered Dr for this question.

🔄 Update

satisfied with the care Not good GPs very thorough good over the phone
staff are very thorough Need appointment Dr Good thorough appointments available
Extremely good GP Khan McGowan doctor face to face
Khan is very caring qualified Doc helpful Brinda

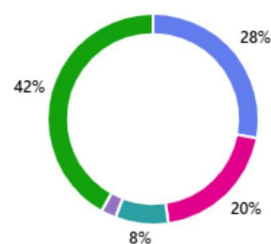
13. **In house-Pharmacist Team (Barinder and Sayma)** - Have you had medication reviews or advice from our Pharmacist team? (this is not the attached Pharmacy which is a separate business)

Yes	45
No	67



14. How helpful was this service?

Very helpful	24
Helpful	17
Neutral	7
Unhelpful	2
Not applicable	36



15. Any comments about our in-house Pharmacist team?

34
Responses

Latest Responses

"FaaannnttttaaSssttttiiiicccçooooo."

"No"

...

3 respondents (10%) answered Barinder for this question.

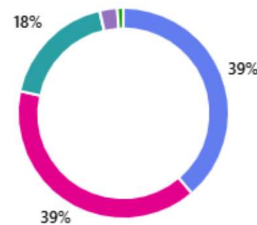
Update

pleased with the assistance
Barinda is great
BP tab
fractured nose
Telephone Appointments
Usually Seen
sugar coating
long time
sugar intolerance
contact times
Narborough Pharmacy
Brinder is very helpful
Brinda is very helpful
dose of Ramipril
different brand
delays and irritation
brand of antihistamines
long gaps
slightly increased

Barinder

16. Increased Reception team - How would you rate your recent interactions with reception?

Excellent	43
Good	44
Adequate	20
Poor	3
Very poor	1



17. Any comments about our Reception team?

50
Responses

Latest Responses

"Attitude ."

"Helpful and polite"

...

23 respondents (49%) answered helpful for this question.

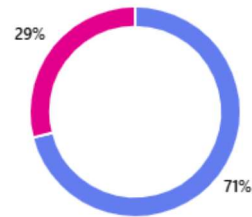
Update

Reception are very helpful
helpful either on visit
recently I found
good in my experience
polite
patient
not very helpful
system is very good
couple can be very rude
needs
good
rude
receptionist
helpful others not
staff are very helpful
helpfulThankyou receptionist
appointment needs
patient training

helpful

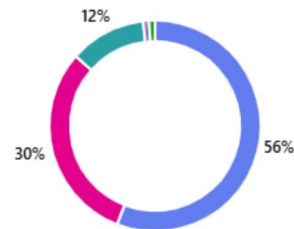
18. Updated Phone System - Have you used the new phone system?

Yes	81
No	33



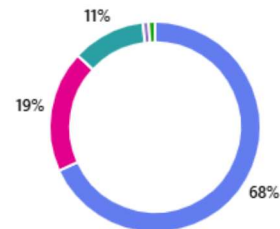
19. How helpful do you find knowing your place in the queue?

Very helpful	62
Helpful	34
Neutral	13
Unhelpful	1
Very unhelpful	1



20. How helpful do you find receiving a call-back instead of waiting on hold?

Very helpful	73
Helpful	20
Neutral	12
Unhelpful	1
Very unhelpful	1



21. Any comments about our Phone system?

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Responses

Latest Responses
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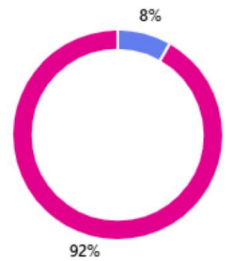
4 respondents (11%) answered system for this question.

Update

repeat prescription long time services long periods no problems
happy with this system good system easier system has been instigate
Easy and quick people enquiry line
practice ti surgery order repeat calls ring back is useful
high number mins

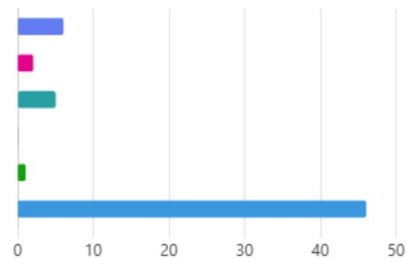
22. **Pharmacy First** - Have you used the Pharmacy First service?

Yes	9
No	100



23. How satisfied were you with the outcome?

Very satisfied	6
Satisfied	2
Neutral	5
Dissatisfied	0
Very dissatisfied	1
Not applicable	46



24. Any comments about the Pharmacy First service?

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Responses

Latest Responses

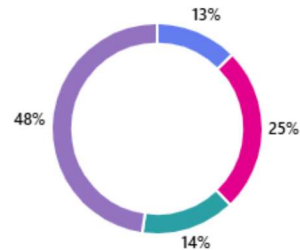
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2 respondents (13%) answered pharmacy for this question.



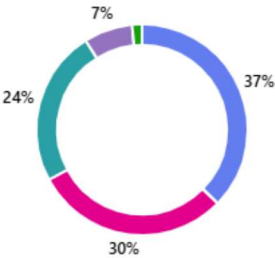
25. **Online Access (Clinical or administrative queries)** - Do you use online services for contacting the Practice?

Frequently	14
Occasionally	28
Rarely	16
Never	53



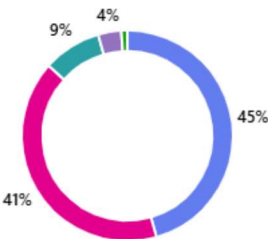
26. How helpful do you find online access?

Very helpful	25
Helpful	20
Neutral	16
Unhelpful	5
Very unhelpful	1



27. Overall experience - Thinking about the Practice overall, how would you rate your experience in the last 12 months?

Excellent	51
Good	46
Adequate	10
Poor	4
Very poor	1



28. Any comments about your overall experience?

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Responses

Latest Responses
"Not frequenting the surgery very often I feel that if the urgency was genuinely wo..."
...

6 respondents (15%) answered service for this question.

Update

care outcomes Care Assistants instead of waiting excellent practice
excellent GP problem good service Staff overall experience
Doctors good service excellent happy with the Care
Health Care Care good service couple of time respect and care
doctors have been excellent different doctor

29. **Gripes/Concerns** - Please tell us about any gripes, concerns or negative experiences you feel we should know about?

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Responses

Latest Responses

"Problem with waiting time's for prescriptions."

...

8 respondents (21%) answered appointment for this question.

Update



30. **Positive Feedback/Suggestions** - Please tell us what we are doing well and any improvements you would like to see

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Responses

Latest Responses

"As my husband's mobility is very poor I was genuinely very grateful for the distric..."

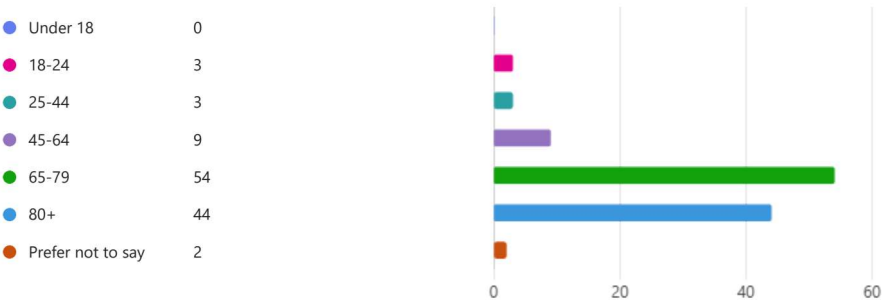
...

6 respondents (13%) answered times for this question.

Update

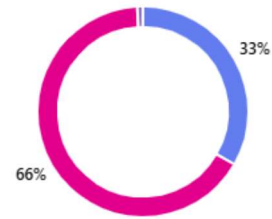


31. **Age Group**



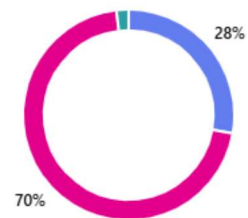
32. Gender

Male	38
Female	75
Non-binary	0
Prefer not to say	1



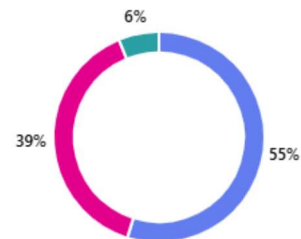
33. Carer status - Are you an unpaid carer for a friend or family member?

Yes	30
No	76
Prefer no to say	2



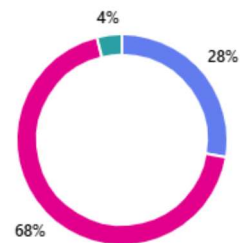
34. Long-term condition - Do you have a long-term physical or mental health condition?

Yes	62
No	44
Prefer not to say	7



35. Disability/Access Needs

Yes	29
No	72
Prefer not to say	4



36. Frequency of Practice Use

More than once a month	8
Monthly	15
Several times a year	69
Once a year or less	20

