



---

## Results

### Survey 74654

---

Number of records in this query:	146
Total records in survey:	146
Percentage of total:	100.00%

---



Field summary for 001

Q1. How satisfied are you with the hours that we are currently open?

If fairly or very dissatisfied, please make any comments in the dialog box opposite.

Answer	Count	Percentage
Very Satisfied (A1)	94	64.38%
Fairly Satisfied (A2)	41	28.08%
Neither Satisfied Nor Dissatisfied (A3)	6	4.11%
Fairly Dissatisfied (A4)	1	0.68%
Very Dissatisfied (A5)	2	1.37%
Comments	8	5.48%
No answer	2	1.37%

Other Responses

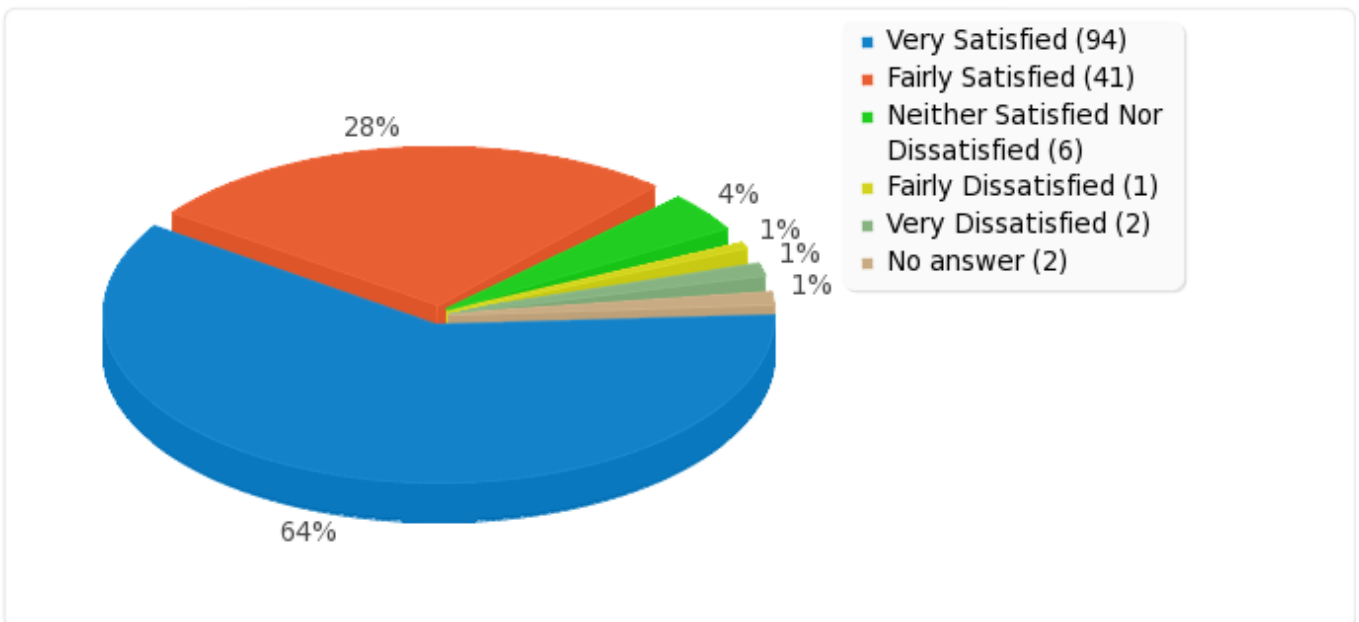
Although tricky for people that work long hours (my son, for instance, has a 12 hour day in London - Monday to Friday). later appointments would be beneficial

Too few afternoon surgeries

All day Saturday would be good

later appointments would be useful for patients who work

I work in London so would like to see the surgery open for say a half hour later Mon - Fri. I appreciate it is open on Sat mornings

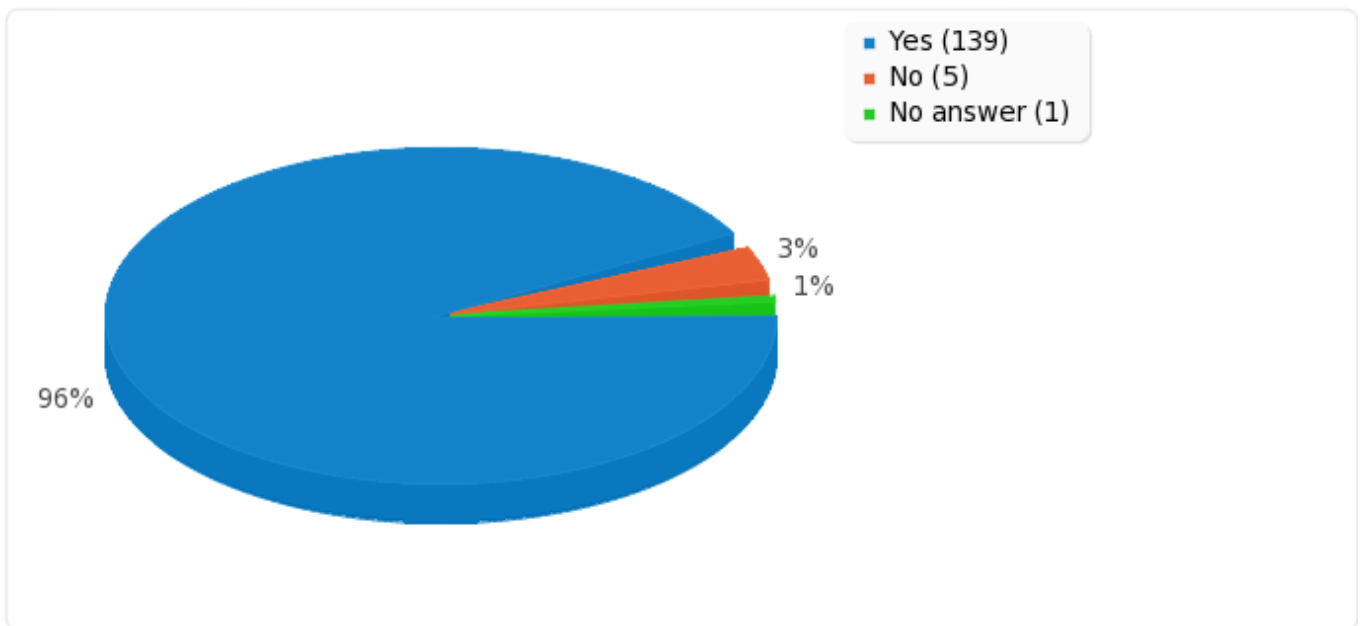




Field summary for 002

Q2. Is it acceptable to be seen within 10 minutes of your appointment time?

Answer	Count	Percentage
Yes (Y)	139	95.86%
No (N)	5	3.45%
No answer	1	0.69%

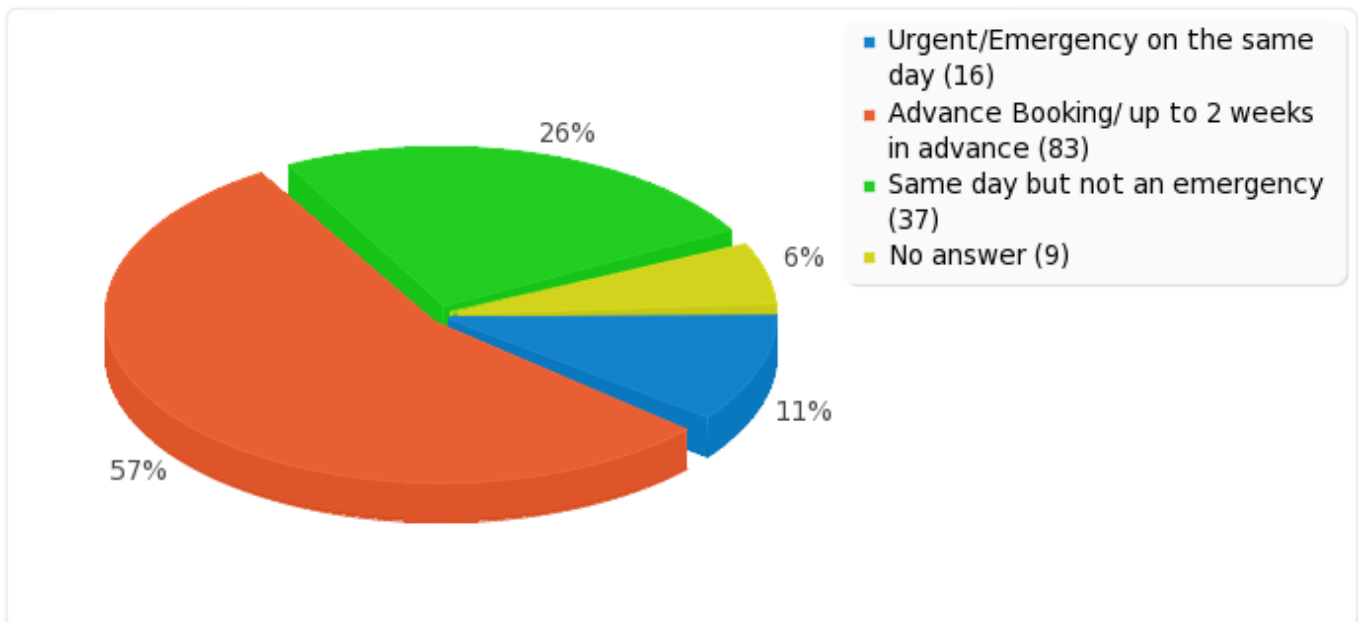




Field summary for 003

Q3. What type of appointment do you usually book?

Answer	Count	Percentage
Urgent/Emergency on the same day (A1)	16	11.03%
Advance Booking/ up to 2 weeks in advance (A2)	83	57.24%
Same day but not an emergency (A3)	37	25.52%
No answer	9	6.21%

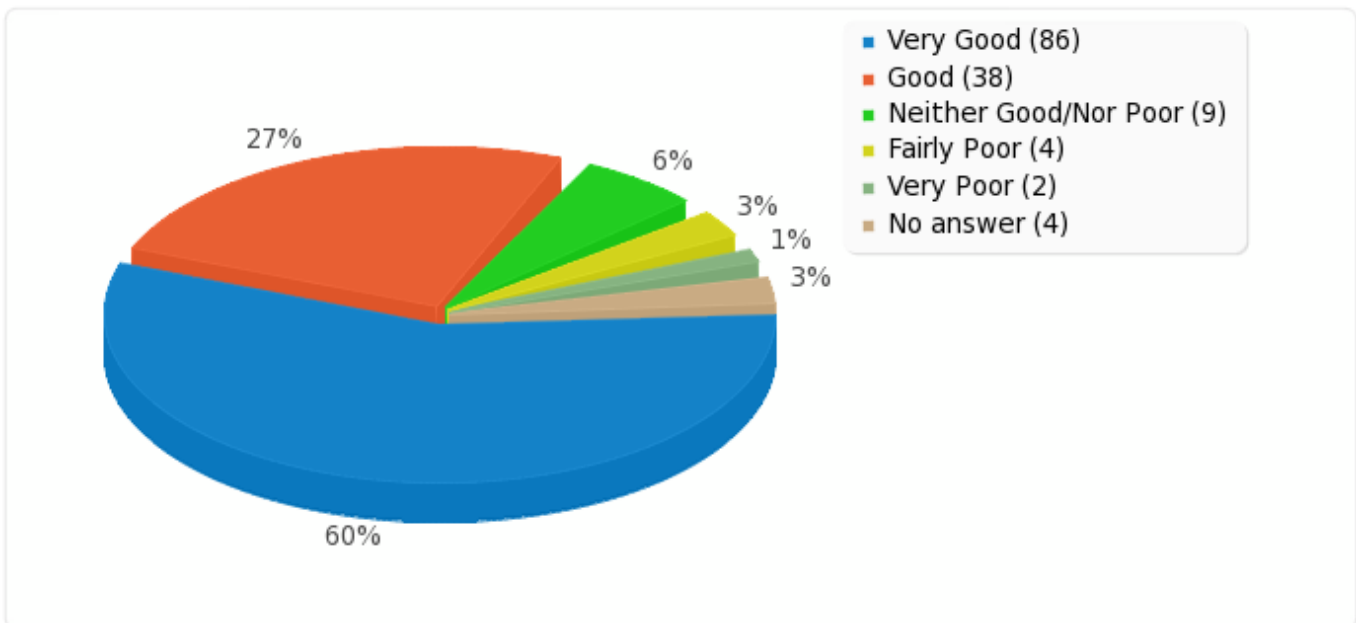




Field summary for 004

Q4. How do you rate this service?

Answer	Count	Percentage
Very Good (A1)	86	60.14%
Good (A2)	38	26.57%
Neither Good/Nor Poor (A3)	9	6.29%
Fairly Poor (A4)	4	2.80%
Very Poor (A5)	2	1.40%
No answer	4	2.80%

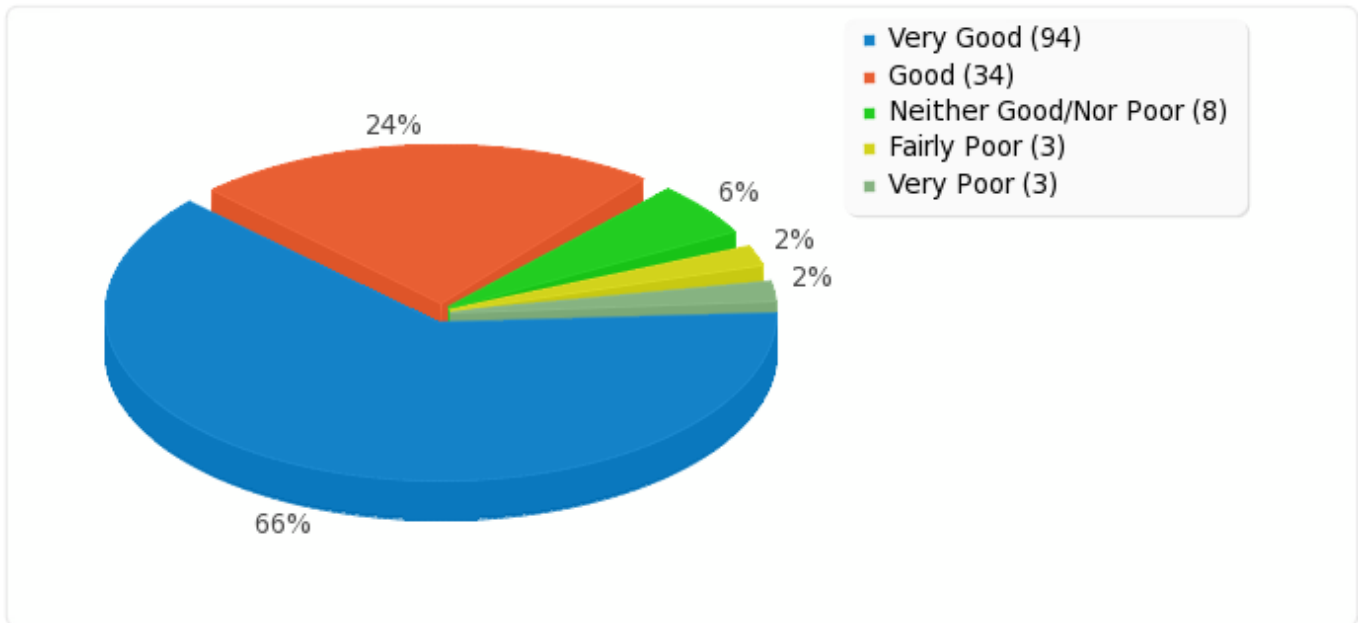




Field summary for 005

Q5. The last time you saw your doctor/nurse how good were they at listening to what you said?

Answer	Count	Percentage
Very Good (A1)	94	66.20%
Good (A2)	34	23.94%
Neither Good/Nor Poor (A3)	8	5.63%
Fairly Poor (A4)	3	2.11%
Very Poor (A5)	3	2.11%
No answer	0	0.00%

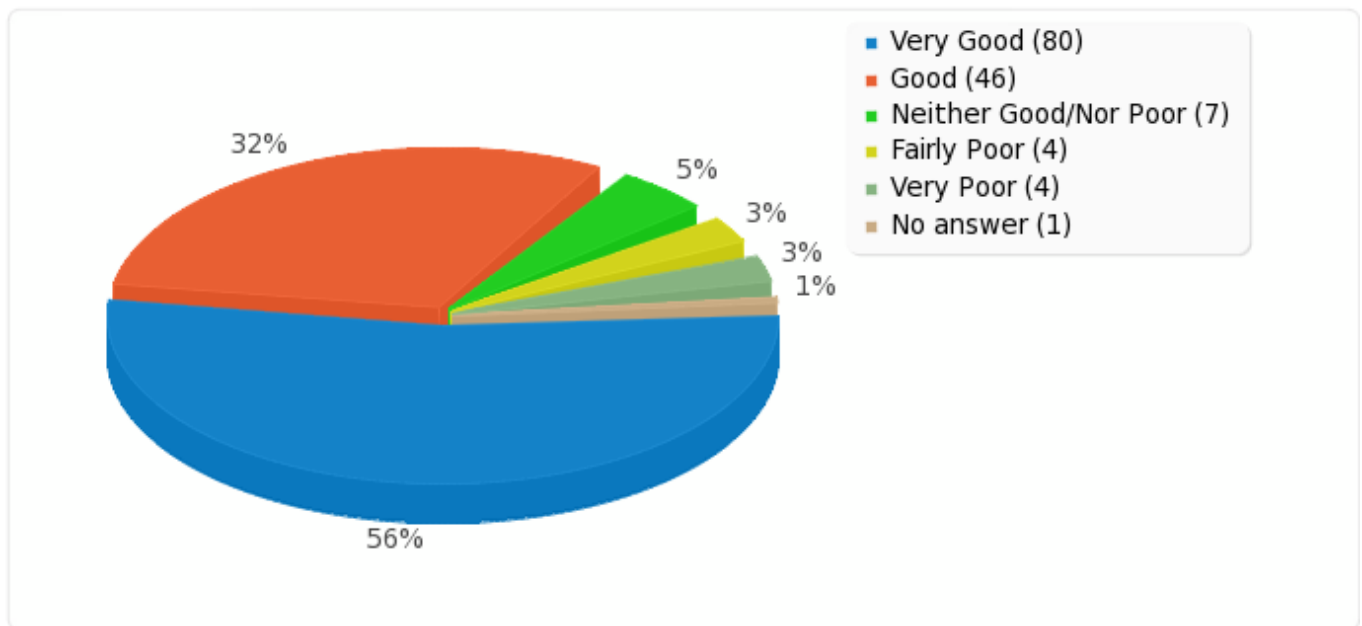




Field summary for 006

Q6. The last time you saw your doctor/nurse how good were they at explaining the diagnosis?

Answer	Count	Percentage
Very Good (A1)	80	56.34%
Good (A2)	46	32.39%
Neither Good/Nor Poor (A3)	7	4.93%
Fairly Poor (A4)	4	2.82%
Very Poor (A5)	4	2.82%
No answer	1	0.70%

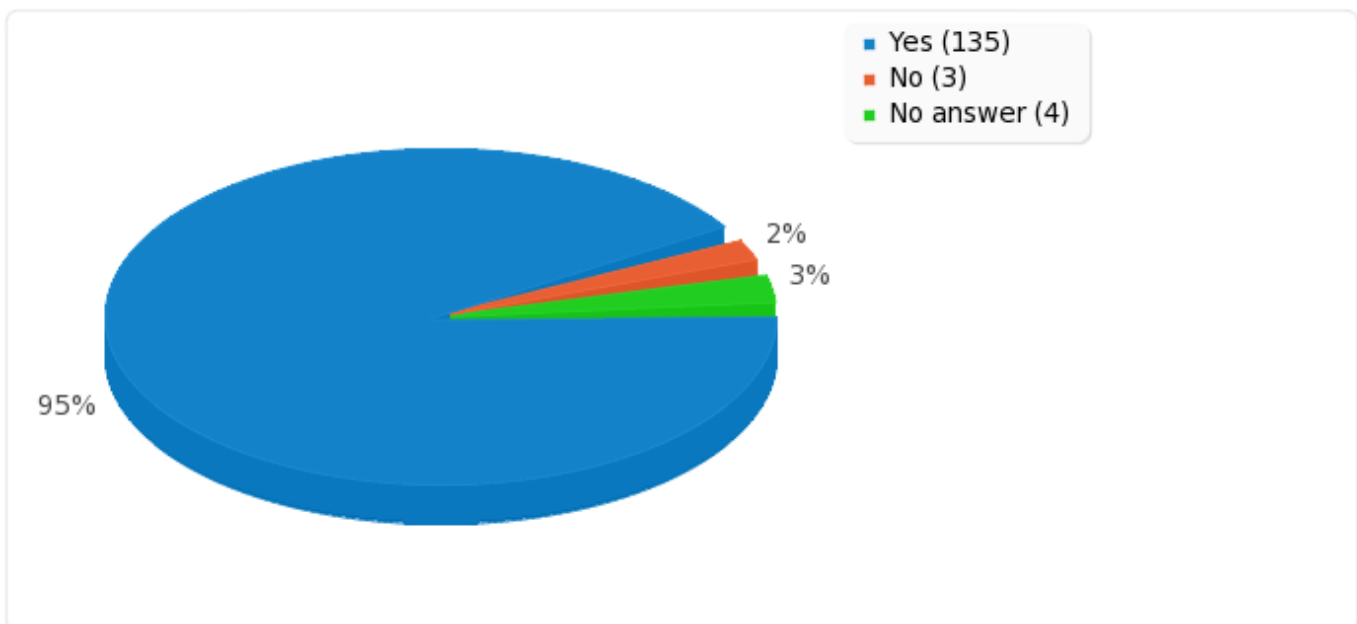




Field summary for 007(SQ001)

Q7. Do you feel you are generally treated with respect and dignity by:  
[Doctors]

Answer	Count	Percentage
Yes (A1)	135	95.07%
No (A2)	3	2.11%
No answer	4	2.82%



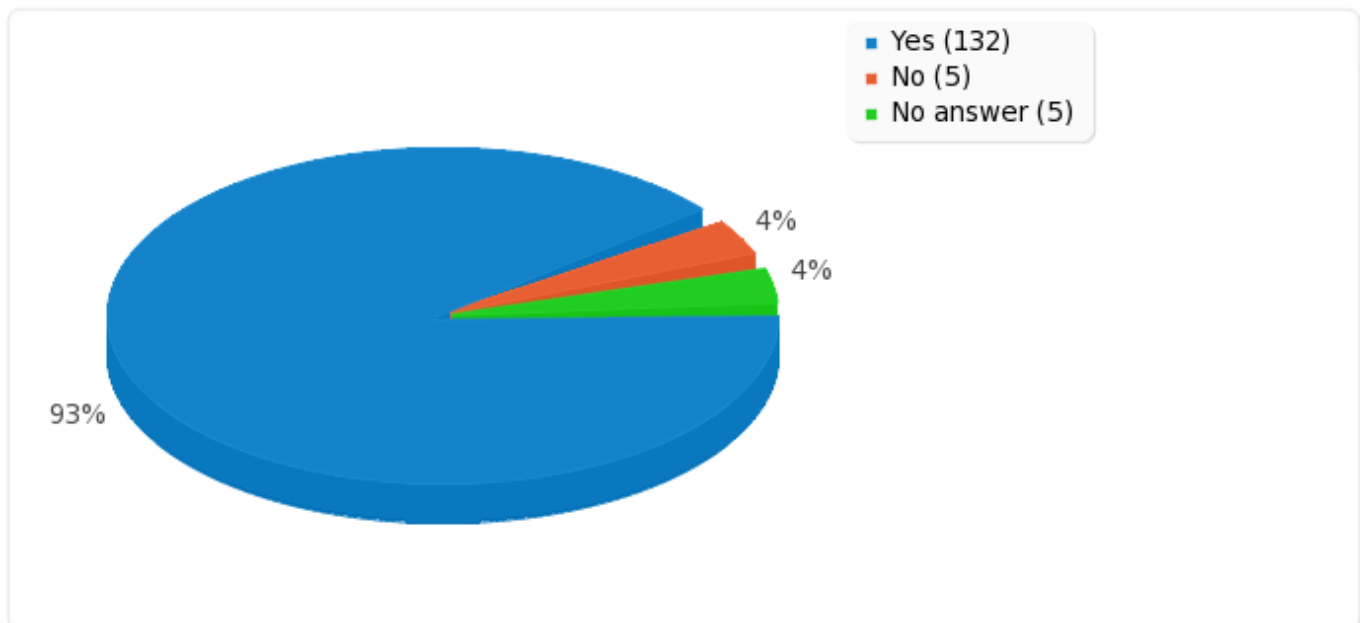




Field summary for 007(SQ002)

Q7. Do you feel you are generally treated with respect and dignity by:  
[Nurses]

Answer	Count	Percentage
Yes (A1)	132	92.96%
No (A2)	5	3.52%
No answer	5	3.52%

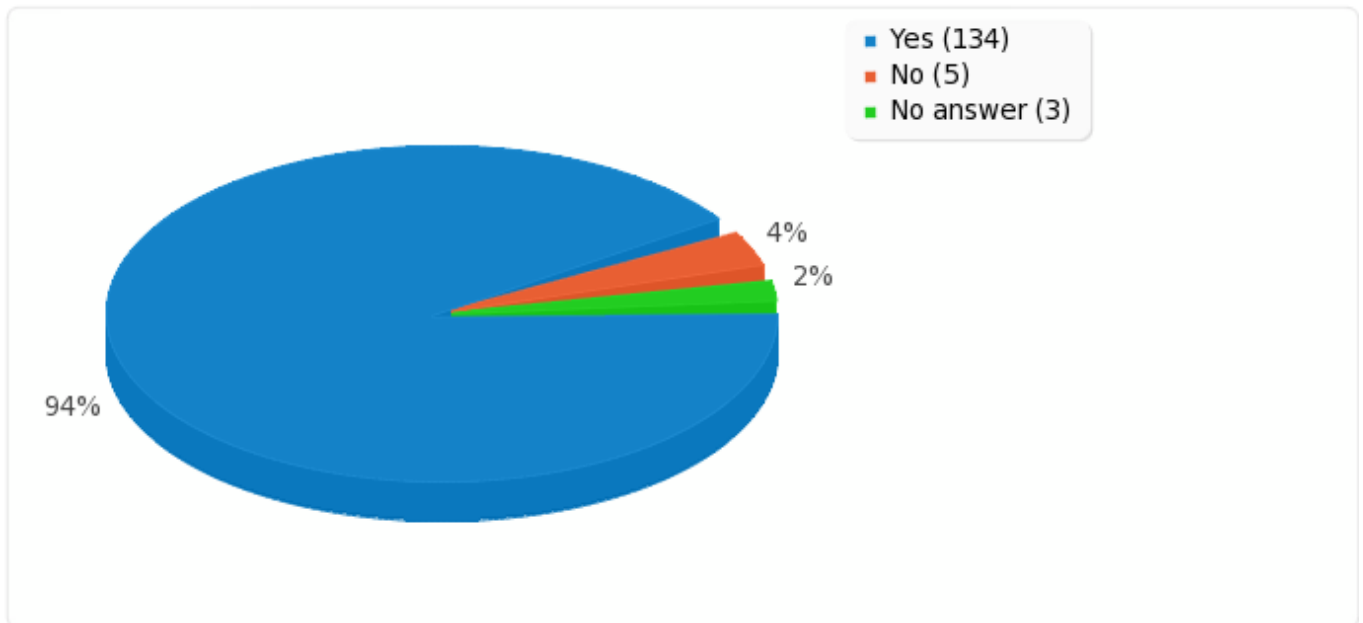




Field summary for 007(SQ003)

Q7. Do you feel you are generally treated with respect and dignity by:  
[Reception Staff]

Answer	Count	Percentage
Yes (A1)	134	94.37%
No (A2)	5	3.52%
No answer	3	2.11%

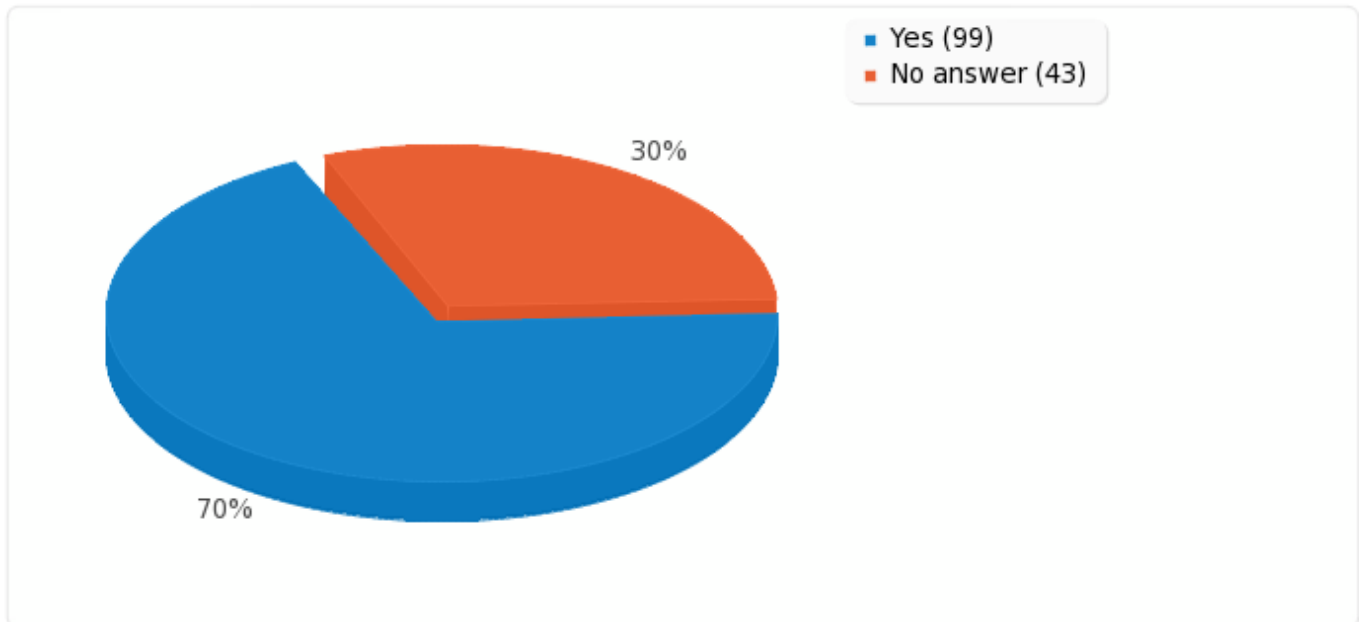




Field summary for 007(SQ004)

Q7. Do you feel you are generally treated with respect and dignity by:  
[Other Practice Staff]

Answer	Count	Percentage
Yes (A1)	99	69.72%
No (A2)	0	0.00%
No answer	43	30.28%

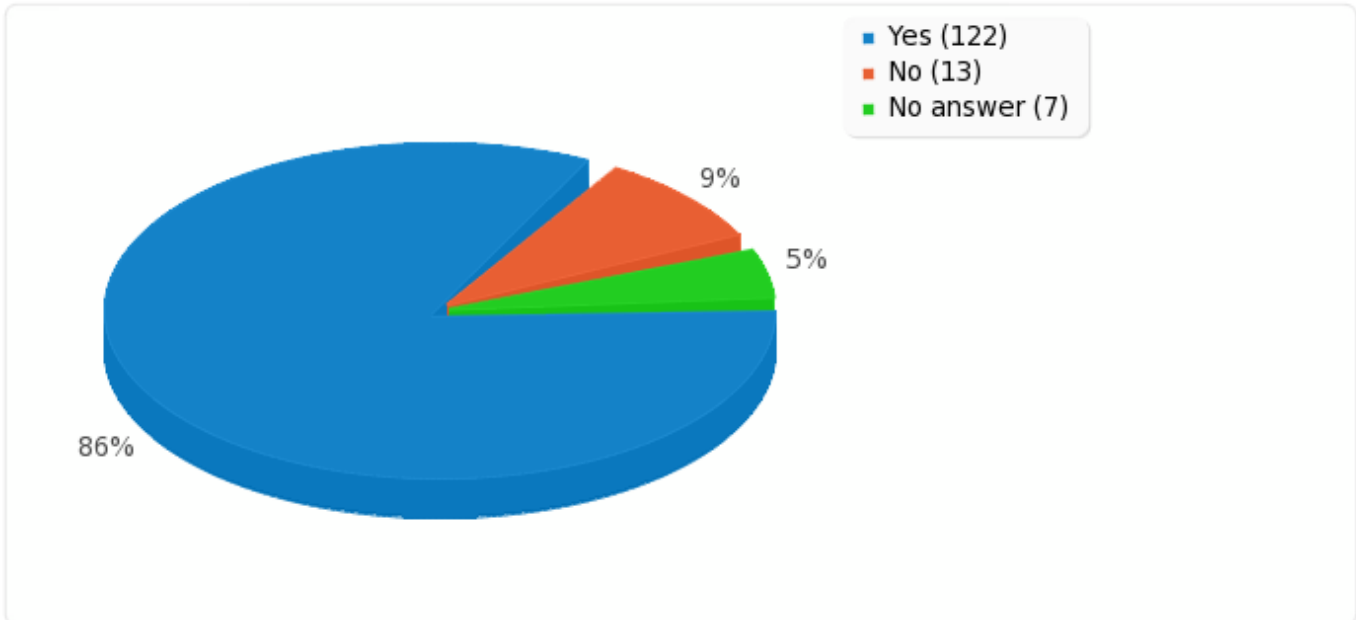




Field summary for 008

Q8. Can you normally get an appointment within 2 working days to see any doctor?

Answer	Count	Percentage
Yes (Y)	122	85.92%
No (N)	13	9.15%
No answer	7	4.93%

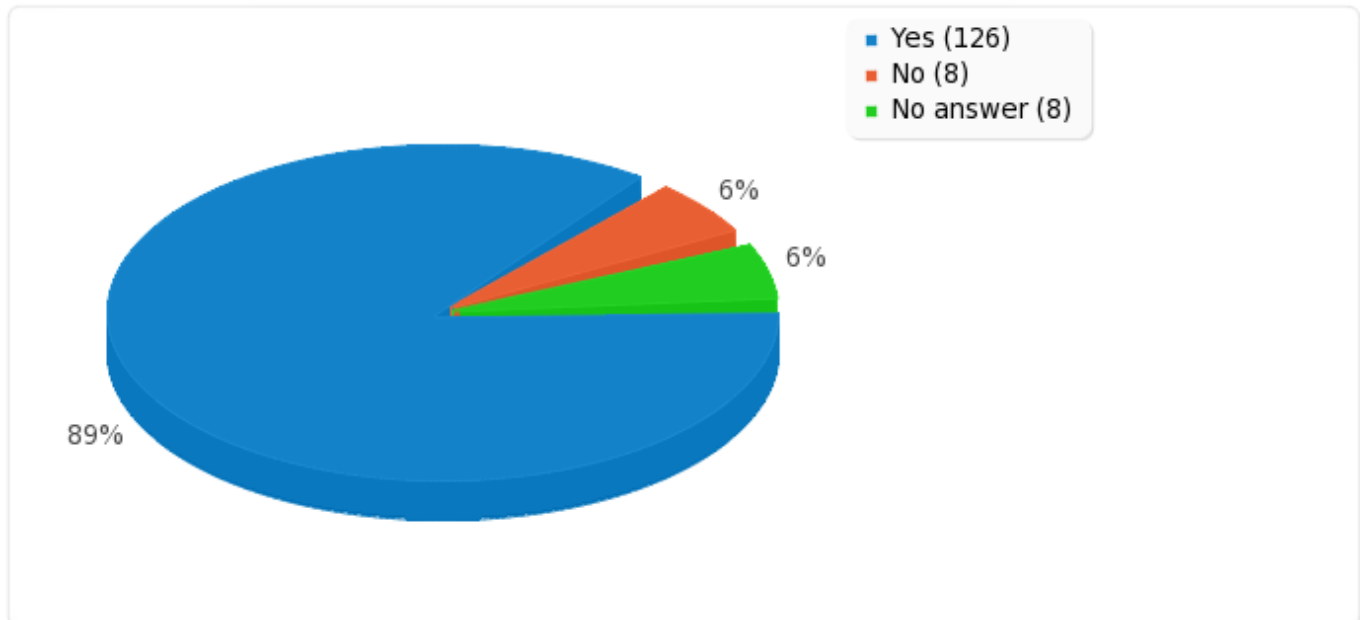




Field summary for 009

Q9. Can you normally get an appointment to see a doctor of your choice within 4 working days?

Answer	Count	Percentage
Yes (Y)	126	88.73%
No (N)	8	5.63%
No answer	8	5.63%





Field summary for 010

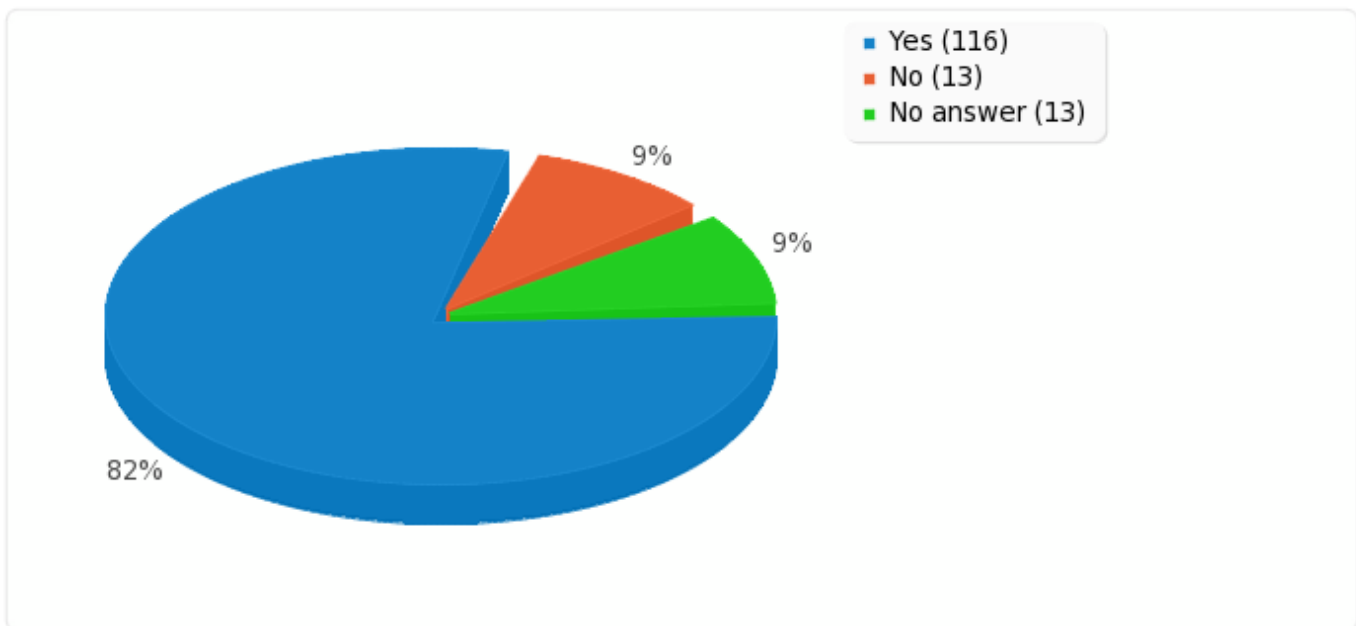
Q10.Can you normally get an appointment with a nurse within 2 working days or when you require it?

□ If the answer is no, please make your comments in the dialog box opposite.

Answer	Count	Percentage
Yes (A1)	116	81.69%
No (A2)	13	9.15%
Comments	10	7.04%
No answer	13	9.15%

Other Responses

- Normally booking for routine check which is a week in advance
- On the very rare occasion that I have requested this, usually told following week available. Last occasion, I had to stress that I needed to be seen and subsequently given an appt.
- Excellent appt availability
- Not been needed
- usually have to wait for a week or so because I need a morning appointment as I work in West End
- I don't know
- I don't know
- Haven't needed to see the nurse within 2 days



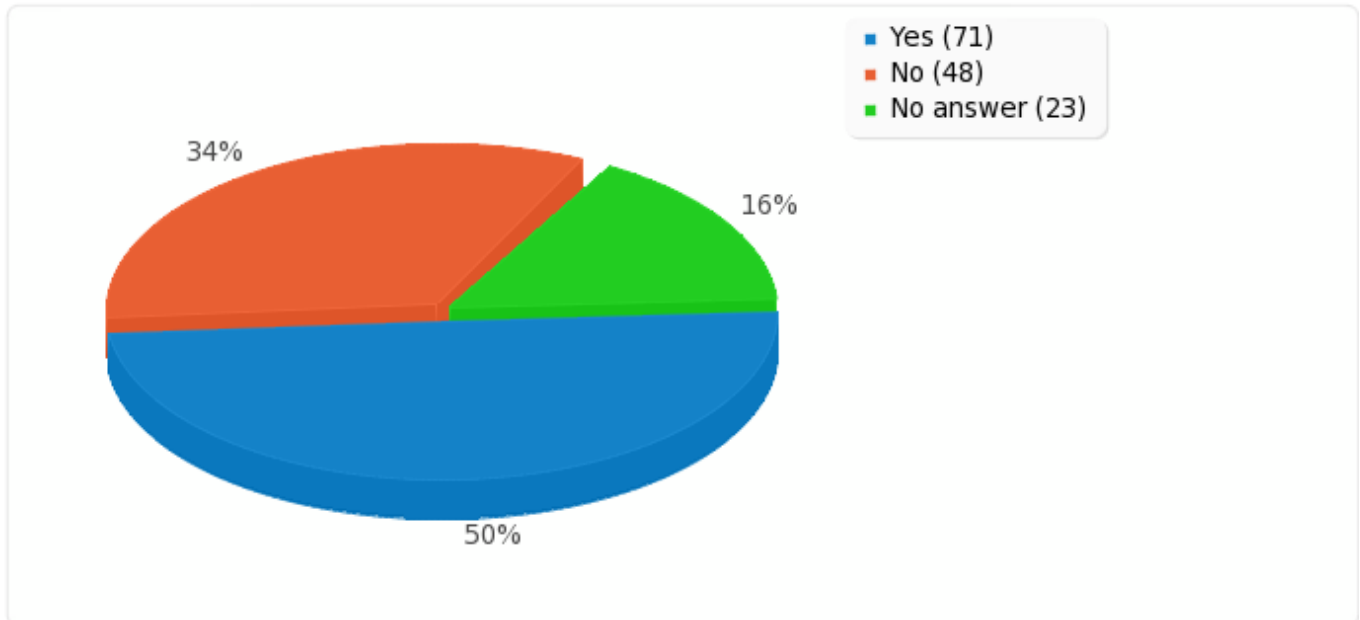


Field summary for 011

Q11. If you prefer to see a particular doctor, is it because you have a long term condition or on-going illness?

---

Answer	Count	Percentage
Yes (Y)	71	50.00%
No (N)	48	33.80%
No answer	23	16.20%

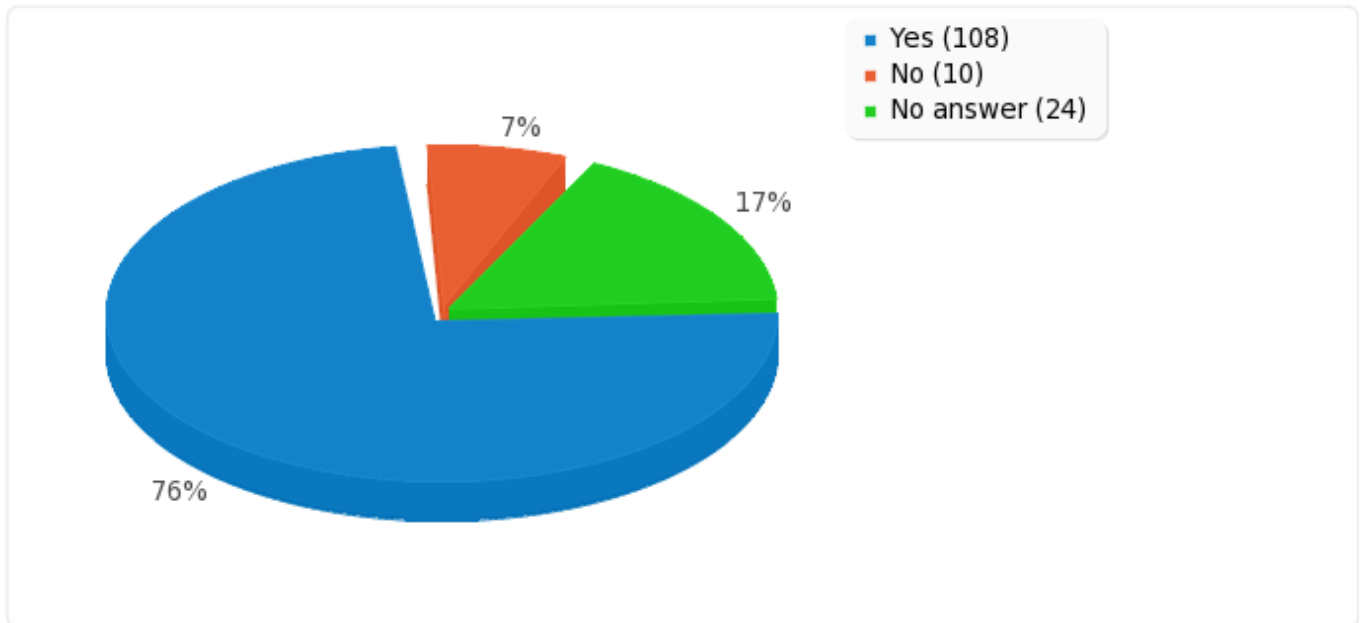




Field summary for 012

Q12. Do you find the leaflets and information in the surgery useful?

Answer	Count	Percentage
Yes (Y)	108	76.06%
No (N)	10	7.04%
No answer	24	16.90%







Field summary for 013

Q13. Are there any medical conditions that we do not currently cover in the waiting room, that you would like us to display? Please state below.

Answer	Count	Percentage
Answer	21	14.79%
No answer	121	85.21%

**Responses**

More on diabetes!

no

HIV/AIDS, leprosy, malaria, bubonic plague and 'the clap' would be useful.

HIV/AIDS, malaria.

no

No

Bi polar

post natal depression, conditions affecting new mothers etc

No

No

Pernicious Anaemia

rheumatoid arthritis

Anything reagarding Mental Health that is not 'Mind'

Not sure. I am a new patient at the surgery

dont know

No

I have not seen any leaflets covering age related macular disease.

No

none known

no

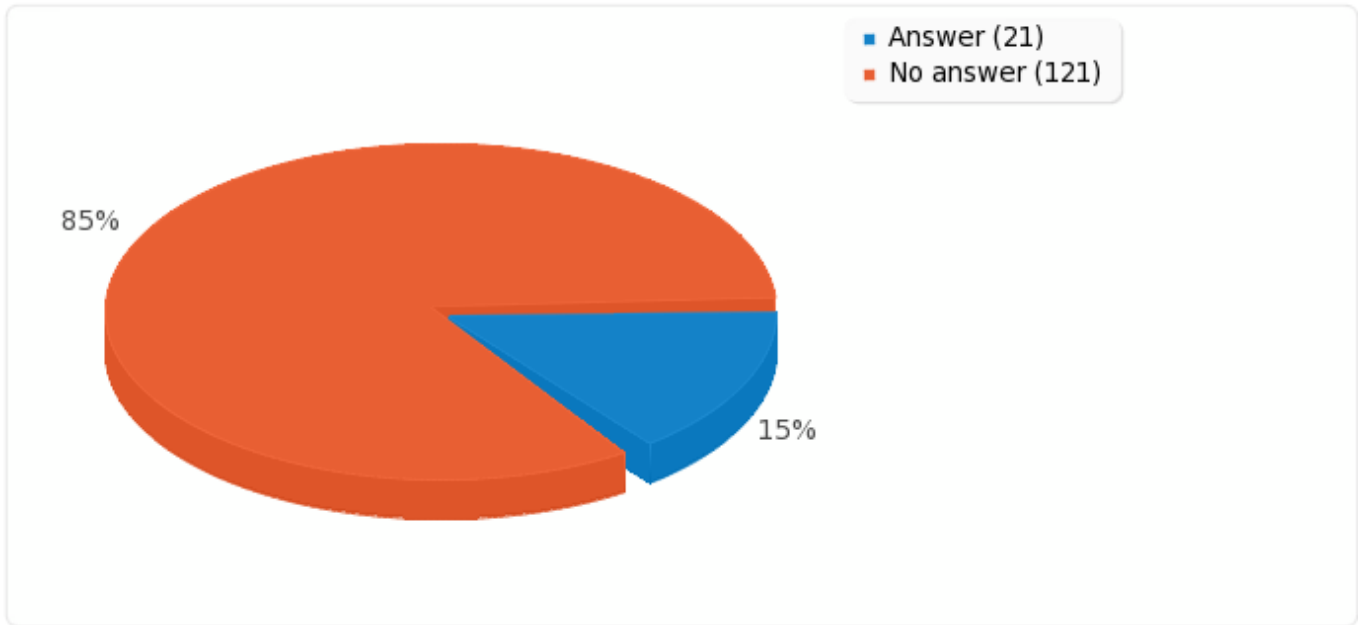
Parkinson's disease.



Field summary for 013

Q13. Are there any medical conditions that we do not currently cover in the waiting room, that you would like us to display? Please state below.

---



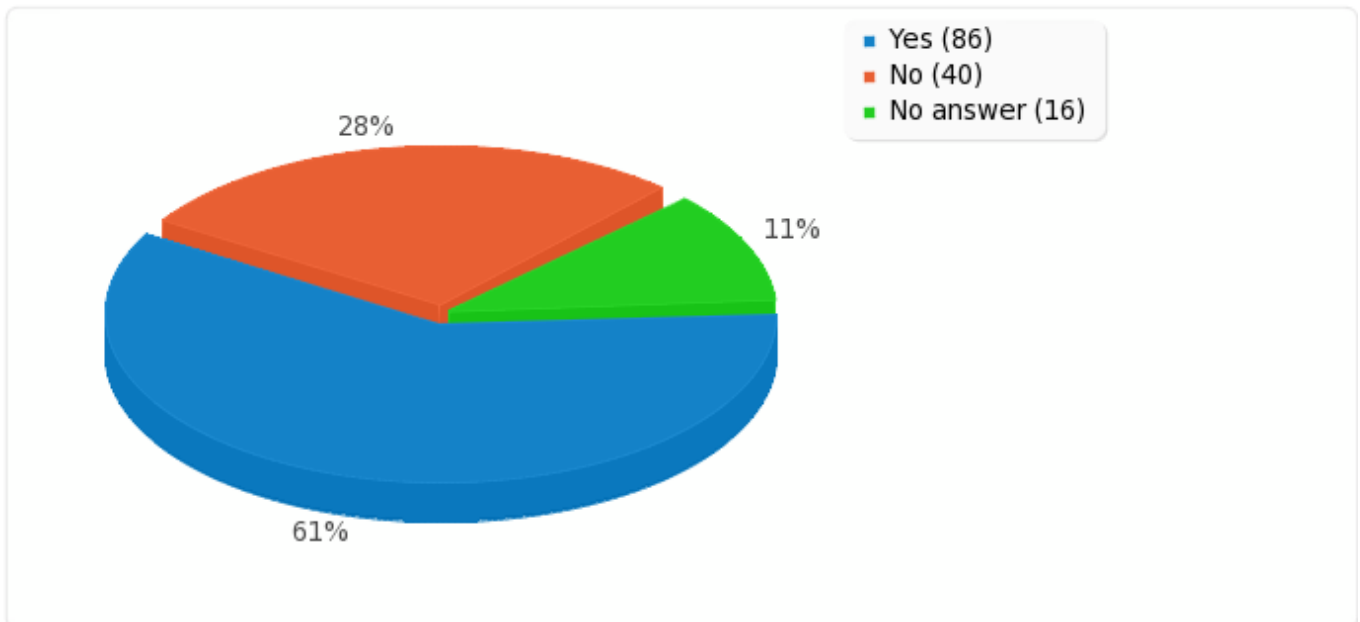


Field summary for 014

Q14. When the surgery is closed, rather than going to A&E (with an average waiting time of 3hrs 23m) did you know that you can contact the Out of Hours GP service by telephoning our number (which has an average waiting time of 60 seconds)?

---

Answer	Count	Percentage
Yes (Y)	86	60.56%
No (N)	40	28.17%
No answer	16	11.27%

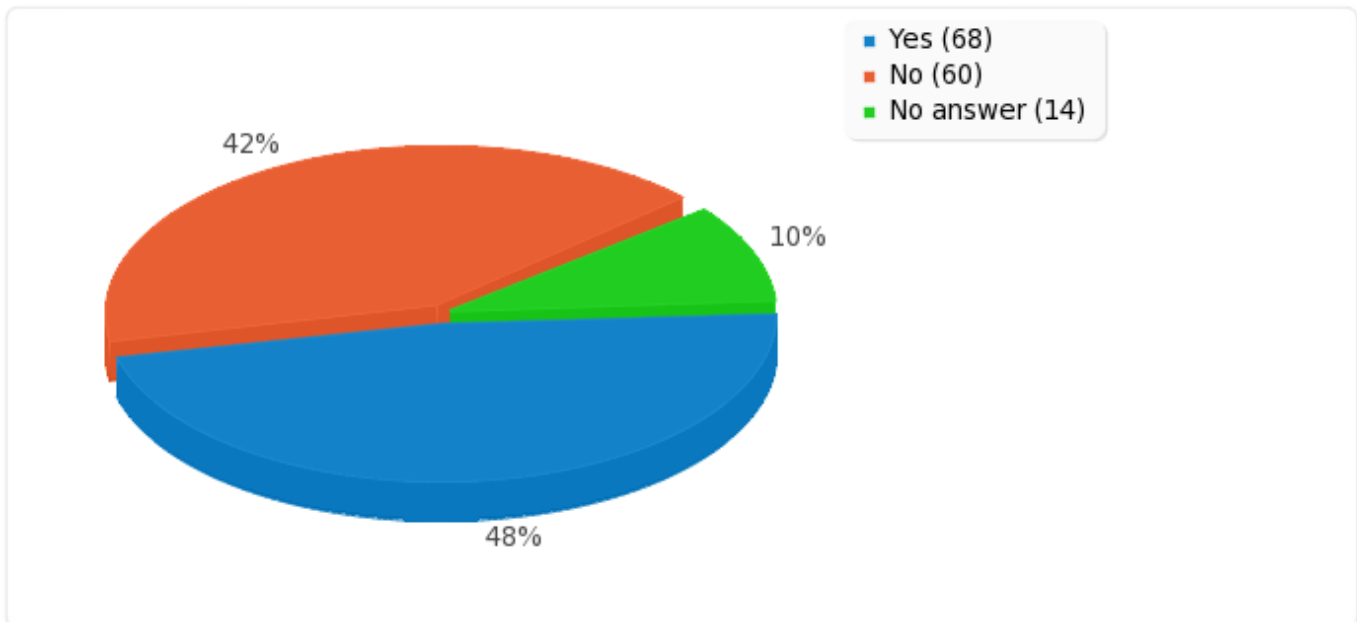




Field summary for 015

Q15. Are you aware that the surgery has a Patient Reference Group? If not, and you would like more information, please fill out the slip at the end of the questionnaire.

Answer	Count	Percentage
Yes (Y)	68	47.89%
No (N)	60	42.25%
No answer	14	9.86%

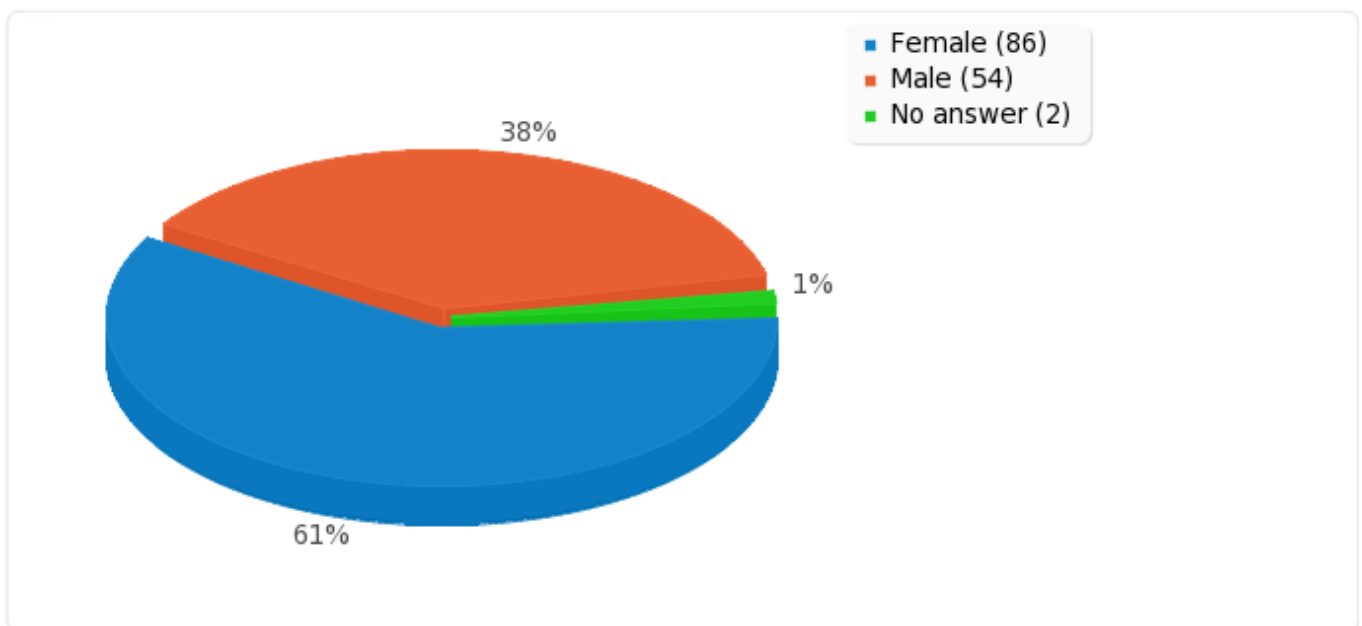




Field summary for 016

Q16. Are you Male or Female?

Answer	Count	Percentage
Female (F)	86	60.56%
Male (M)	54	38.03%
No answer	2	1.41%

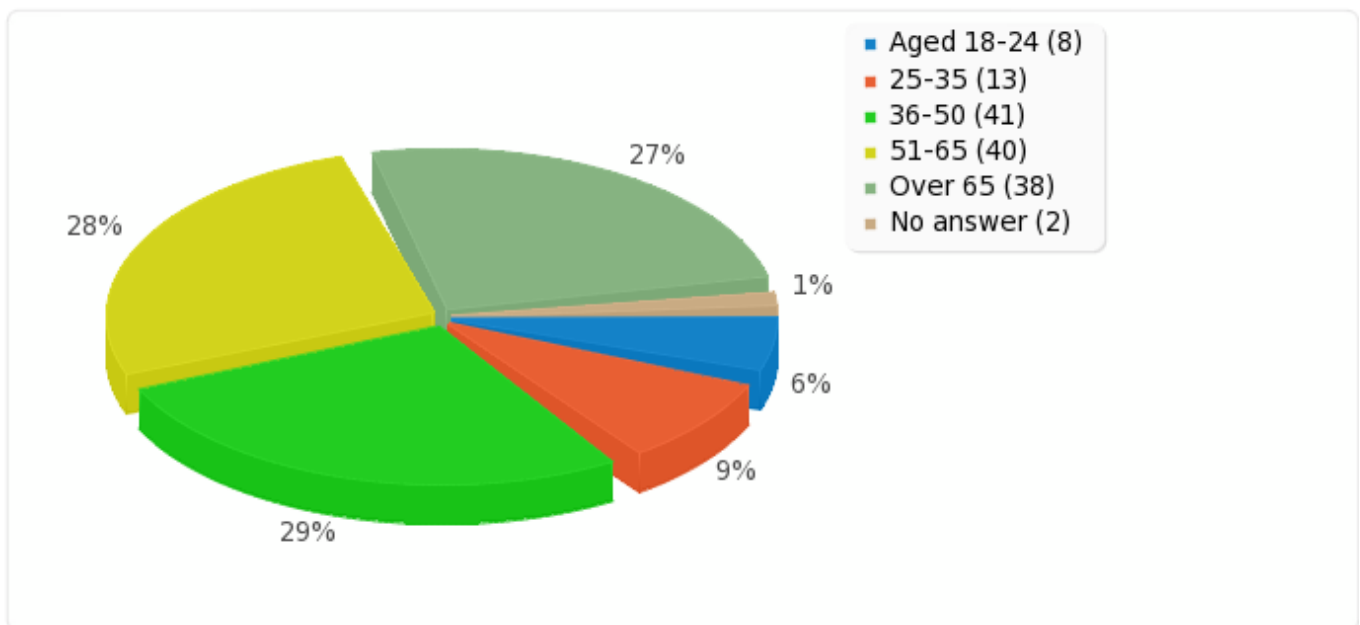




Field summary for 017

Q17. Which age category do you fit in?

Answer	Count	Percentage
Aged 18-24 (A1)	8	5.63%
25-35 (A2)	13	9.15%
36-50 (A3)	41	28.87%
51-65 (A4)	40	28.17%
Over 65 (A5)	38	26.76%
No answer	2	1.41%

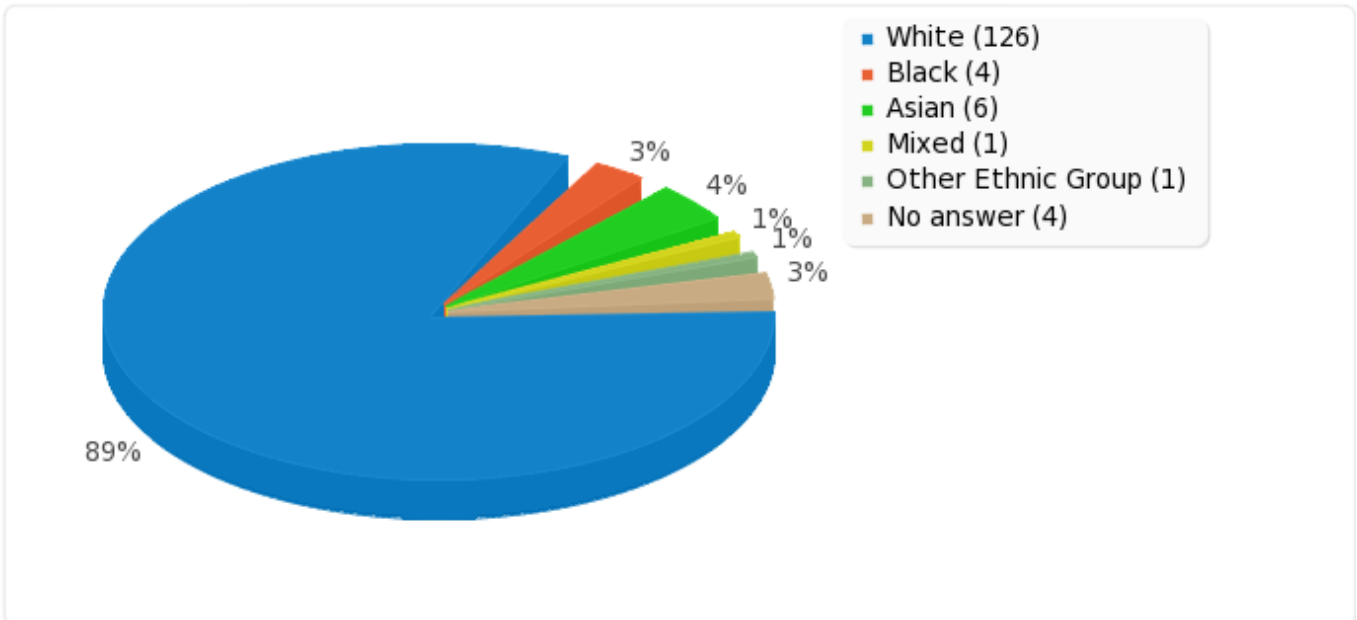




Field summary for 018

Q18.What is your ethnic group?

Answer	Count	Percentage
White (A1)	126	88.73%
Black (A2)	4	2.82%
Asian (A3)	6	4.23%
Mixed (A4)	1	0.70%
Other Ethnic Group (A5)	1	0.70%
No answer	4	2.82%





---

## Field summary for 019

Please use the box below to comment on any issues where you feel we could improve our service.

---

Answer	Count	Percentage
Answer	31	22.30%
No answer	108	77.70%

### Responses

A very good surgery. I've been registered for many years and always had a good service

Only been registered with the surgery for 3 months and so far, very satisfied.

well when i take mum to see dr mead,i cant take her wheelchair ,as theres no access upstairs ,that can prove difficult.

I get an excellent service from the doctor that I normally see and the nurses. Thank you

Have three dr ainsworths!

None at the moment.

Do we have to have music?

Maybe some Doctors could listen to patients more attentively, granted they have seen a lot in their time in practice but sometimes certain Doctors hear symptoms but don't take into account how a patients personality may affect what they impart - particularly people who have a tendency to play down rather than up problems. If this is not taken into account due to wanting to get on with their list then a true picture may not emerge.

Also I know the government puts pressure on GPs to avoid hospital referrals and tests but I worry that patients health is being compromised at the expense of targets. Though I should point out that I don't think this is the case with ALL the Doctors at the practice indeed I feel the Doctor I see most often really does care a great deal about his patients health.

Please stop sending me texts. I request no texts but still get them, I'm good at keeping appointments and don't need waking five hours early.

E-mails are worse as I don't check them regularly.

I don't feel that my concerns ae acknowledged buy my doctor, ( Dr. Satha-anantham). Discussions are short. I recently visited and was told that nothing was wrong, but second opinions back up my

---





concerns. Also often needless appointments re prescription queries/reqests.

Open later one evening

Could offer later appointments

I would like to say thank you for the excellent service that the practice provides

I would like the surgery to be open for non-emergency patients

I hvsve every confidence in Dr. Sathananthan

Better commnication verbally, with appreciation that the patient is in pain

Don't mind waiting 15 minutes to see the doctor if told that by the reception staff

I don't mind waiting more than 10 minutes to see the doctor if told so by the reception staff, I think that it is important that the doctors have time to listen to the patients

half hour later opening Mon - Fri as like me many patients work in London i'm sure. Sat morning gets booked up quickly.

good job all round

The wait to see a nurseis usually longer than 2 days but as this is invariably a routine visit, it does not matter

Have info on alternative treatments i.e. acupuncture/reflexology

Please could there be more evening appointments even if only once a week.

No home visits

re Qu.11 Although i have long term condition which my doctor is aware of, i see him from time to time about other medical problems I am pleased that I can now order repeat prescriptions on line. The programme is on the whole user friendly. Only one comment I would make is where does one place the letter C to collect medication from the chemist?

I think its an excellant surgery

I'm generally phoning to make urgent appts for my children. It always seems a bit grudging when we get given an 'emergency' appt over the phone, although doctors say it should always be possible. I'd really appreciate a "come & wait to see a doctor when avaiable" service

When calling the reception I wish that they speak more clearly english. Not to fast its hard understanding when english is not my first language

Have sometimes found receptionists very prying over whether a requested emergency appointment is really necessary.

