



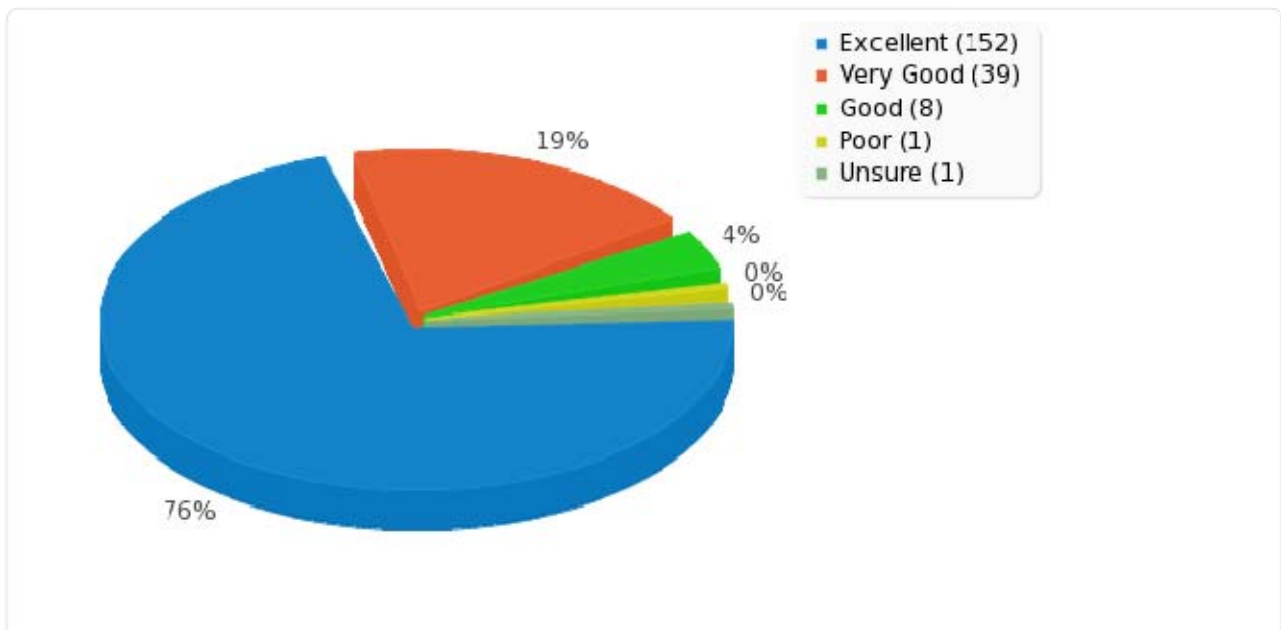
Patient Questionnaire

Jan/Feb 2012

This is about how effective our service is, in terms of our opening hours, telephone system and appointment system.

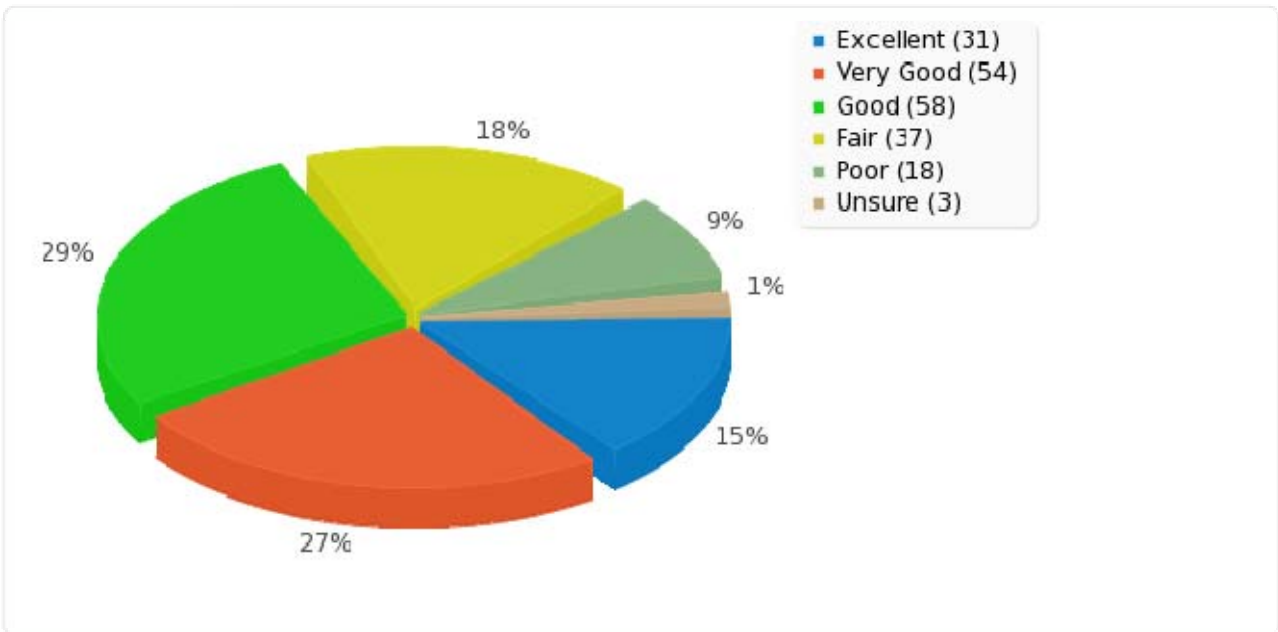
Q1. Ability to get an appointment when you need it.

Answer	Count	Percentage
Excellent	152	75.62%
Very Good	39	19.40%
Good	8	3.98%
Fair	0	0.00%
Poor	1	0.50%
Unsure	1	0.50%



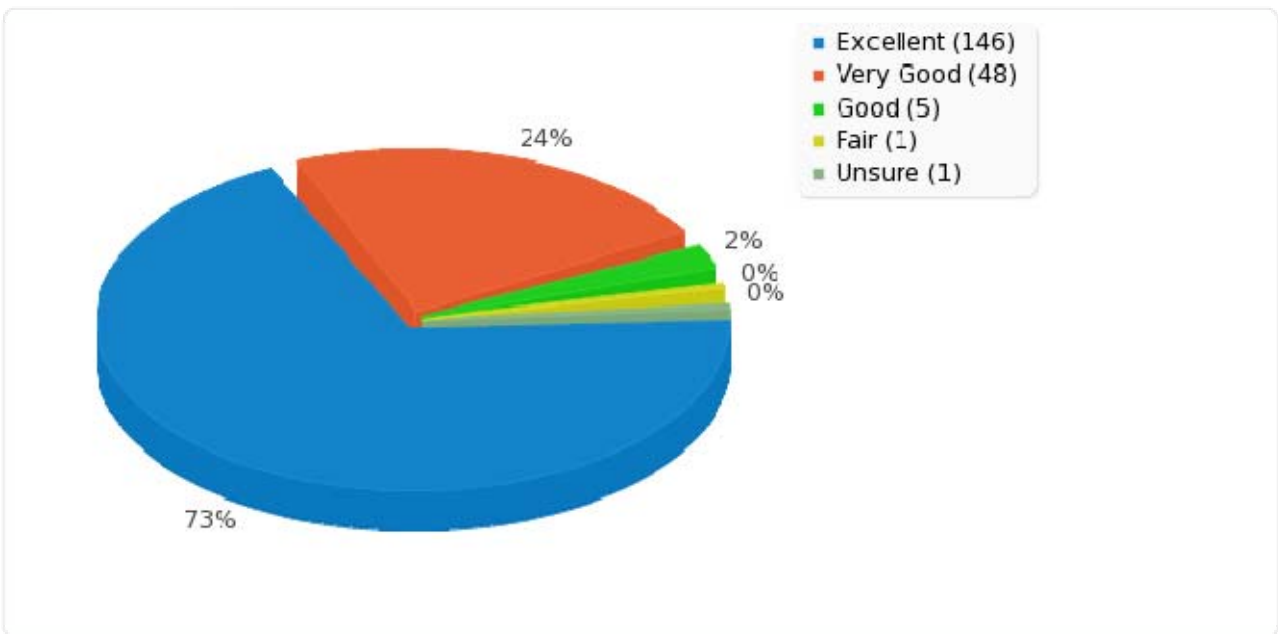
Q2. The telephone system and getting to speak to someone.

Answer	Count	Percentage
Excellent	31	15.42%
Very Good	54	26.87%
Good	58	28.86%
Fair	37	18.41%
Poor	18	8.96%
Unsure	3	1.49%



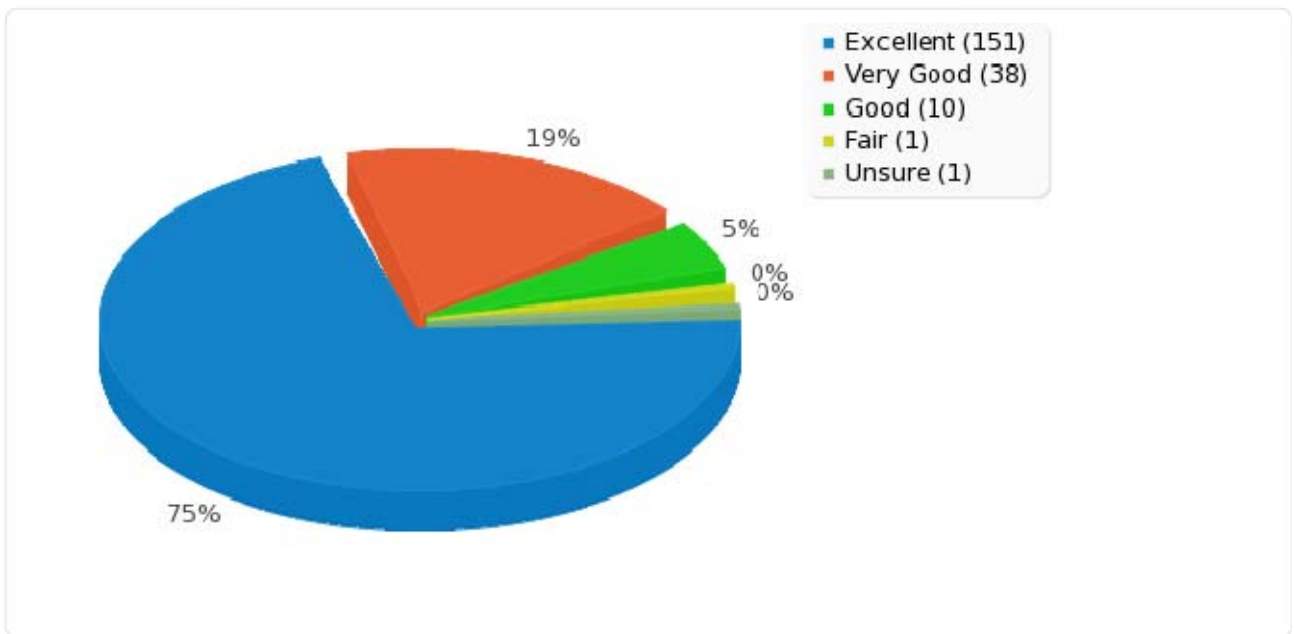
Q3. The opening hours of the practice.

Answer	Count	Percentage
Excellent	146	72.64%
Very Good	48	23.88%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



Q4. Overall satisfaction based on your answers above.

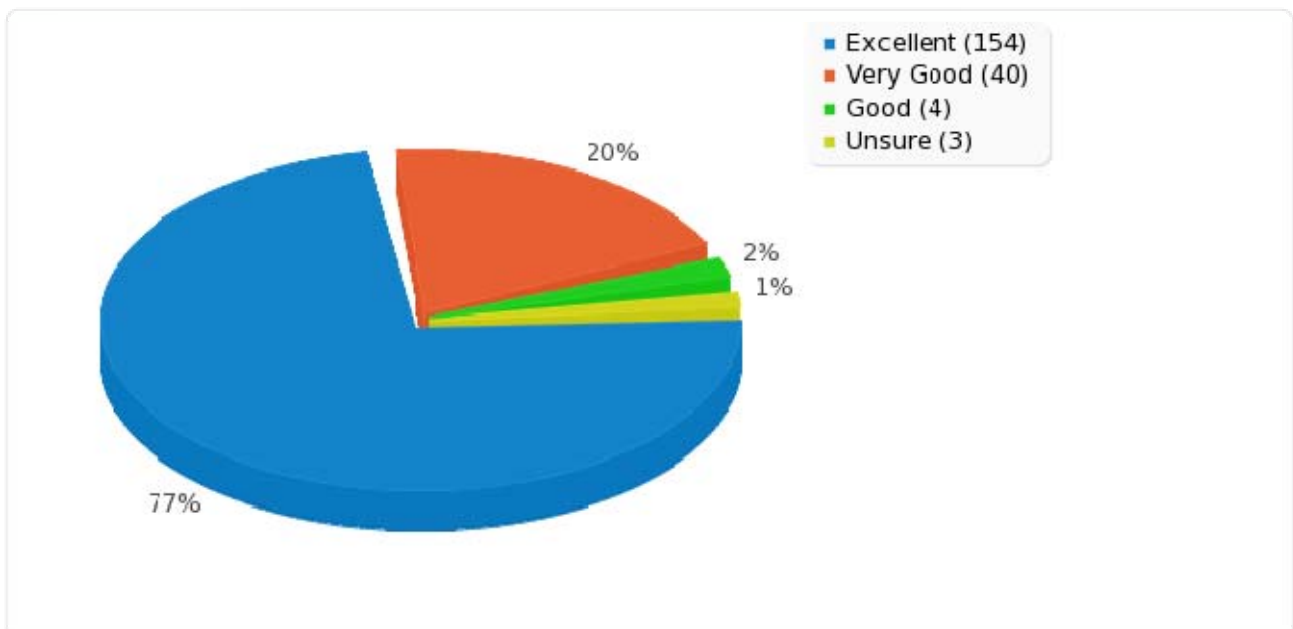
Answer	Count	Percentage
Excellent	151	75.12%
Very Good	38	18.91%
Good	10	4.98%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



This section is about how well the reception team deals with you on the telephone and in person at the practice.

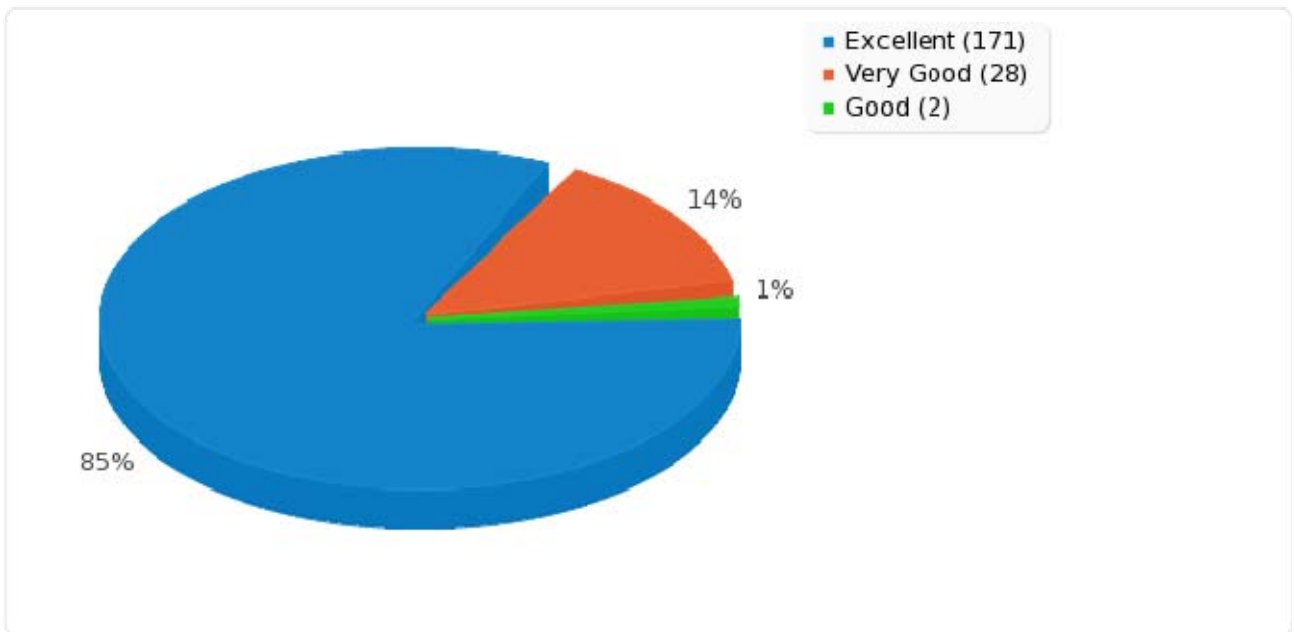
Q1. The service you received on the telephone.

Answer	Count	Percentage
Excellent	154	76.62%
Very Good	40	19.90%
Good	4	1.99%
Fair	0	0.00%
Poor	0	0.00%
Unsure	3	1.49%



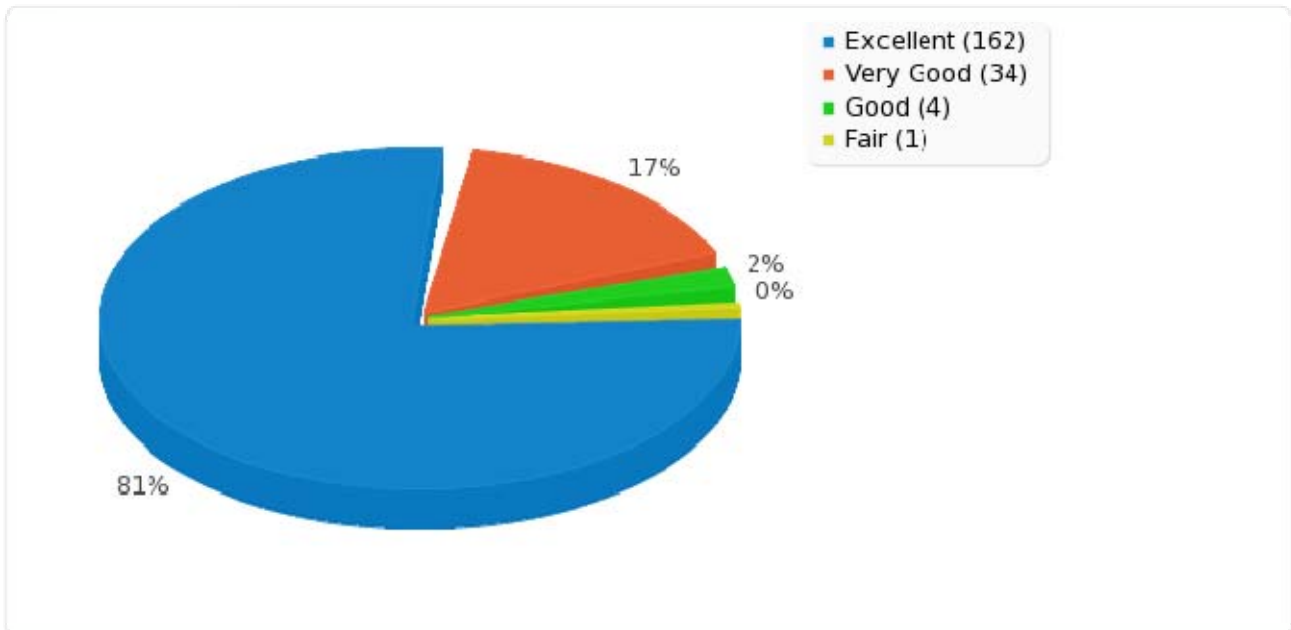
Q2. The service you received in person at the practice.

Answer	Count	Percentage
Excellent	171	85.07%
Very Good	28	13.93%
Good	2	1.00%
Fair	0	0.00%
Poor	0	0.00%
Unsure	0	0.00%



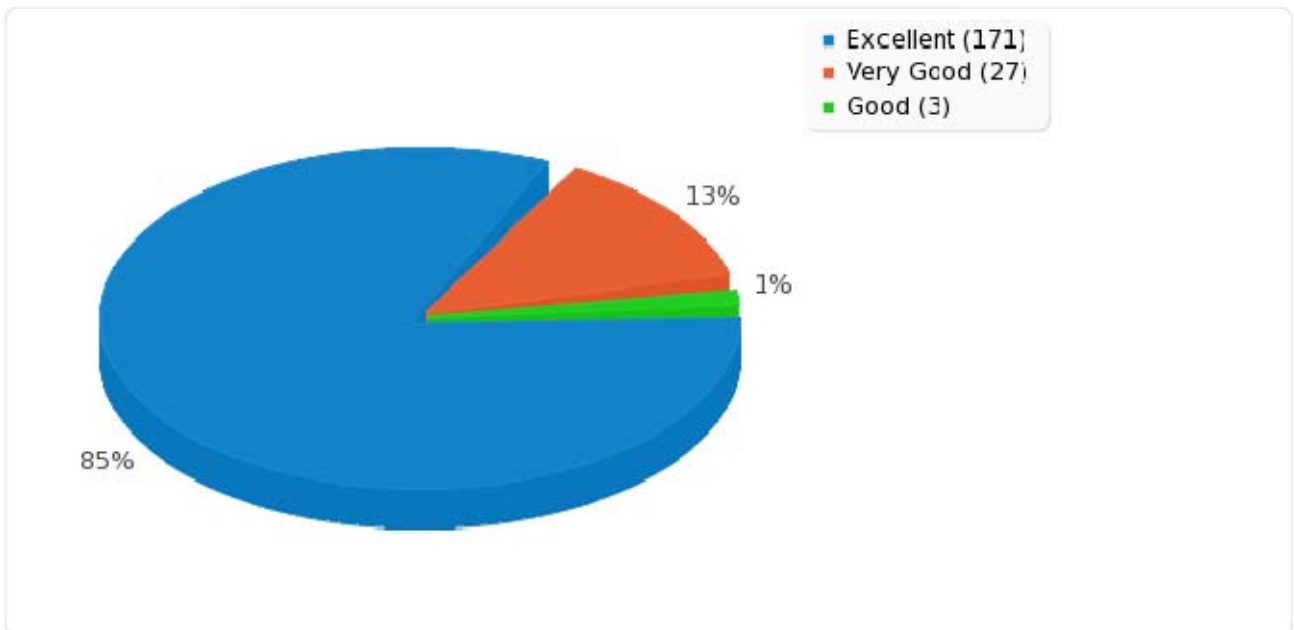
Q3. How effective and efficient the receptionist is at understanding and dealing with your needs or requests.

Answer	Count	Percentage
Excellent	162	80.60%
Very Good	34	16.92%
Good	4	1.99%
Fair	1	0.50%
Poor	0	0.00%
Unsure	0	0.00%



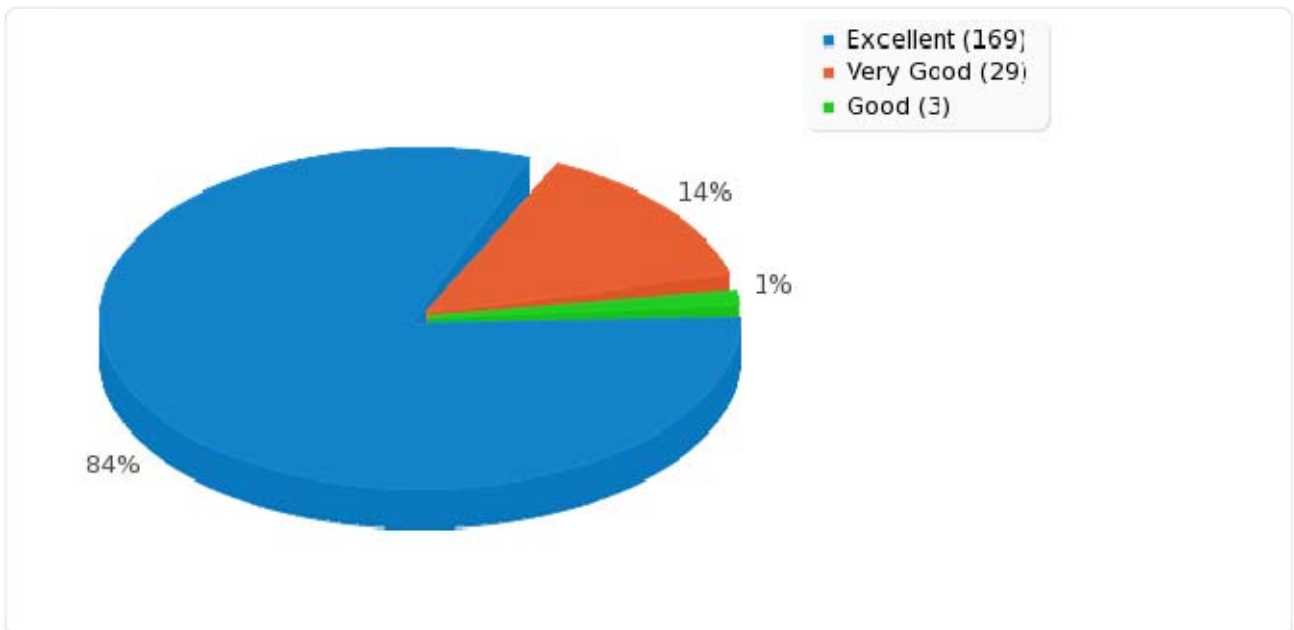
Q4. The manner in which you were spoken to.

Answer	Count	Percentage
Excellent	171	85.07%
Very Good	27	13.43%
Good	3	1.49%
Fair	0	0.00%
Poor	0	0.00%
Unsure	0	0.00%



Q5. Overall satisfaction with the reception service.

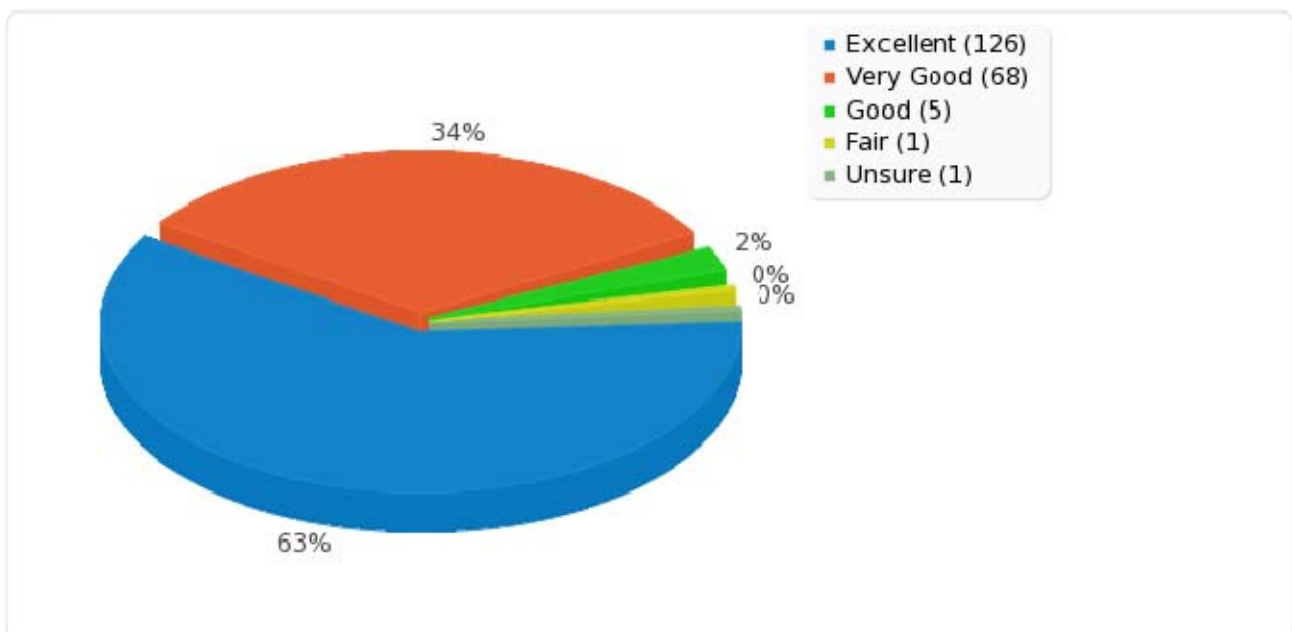
Answer	Count	Percentage
Excellent	169	84.08%
Very Good	29	14.43%
Good	3	1.49%
Fair	0	0.00%
Poor	0	0.00%
Unsure	0	0.00%



This section is about how well the doctors and nurses deal with you and your health concerns.

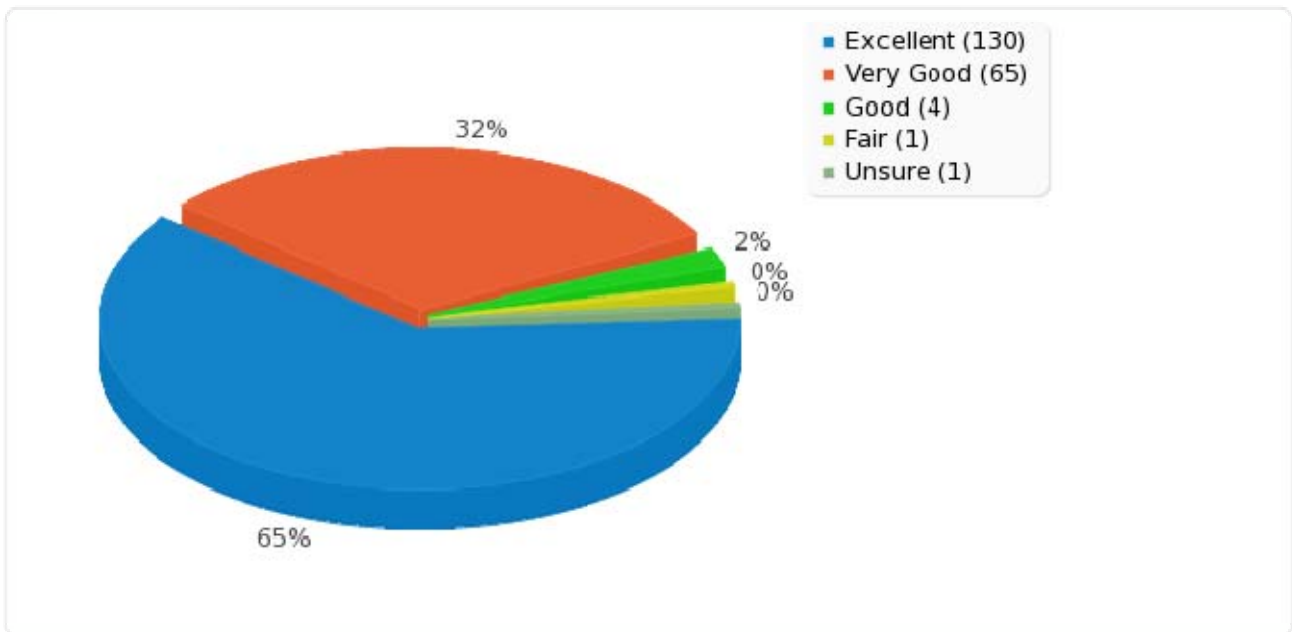
Q1. The clinician's ability to listen to you.

Answer	Count	Percentage
Excellent	126	62.69%
Very Good	68	33.83%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



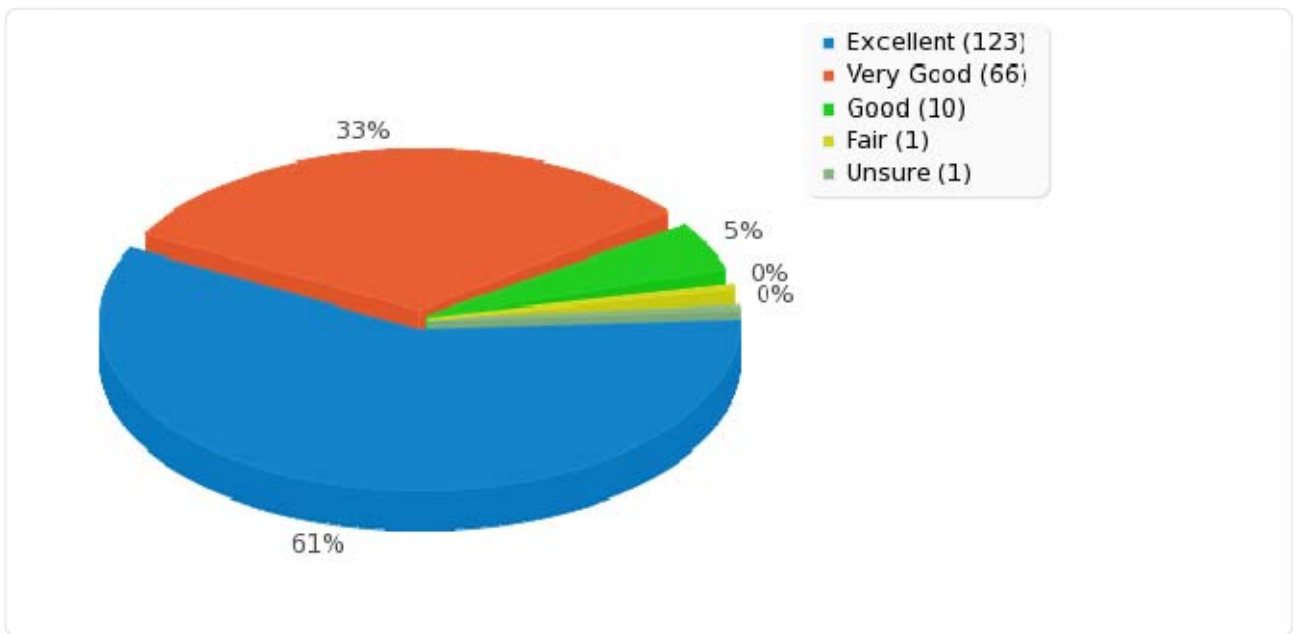
Q2. The clinicians understanding of why you are seeking help.

Answer	Count	Percentage
Excellent	130	64.68%
Very Good	65	32.34%
Good	4	1.99%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



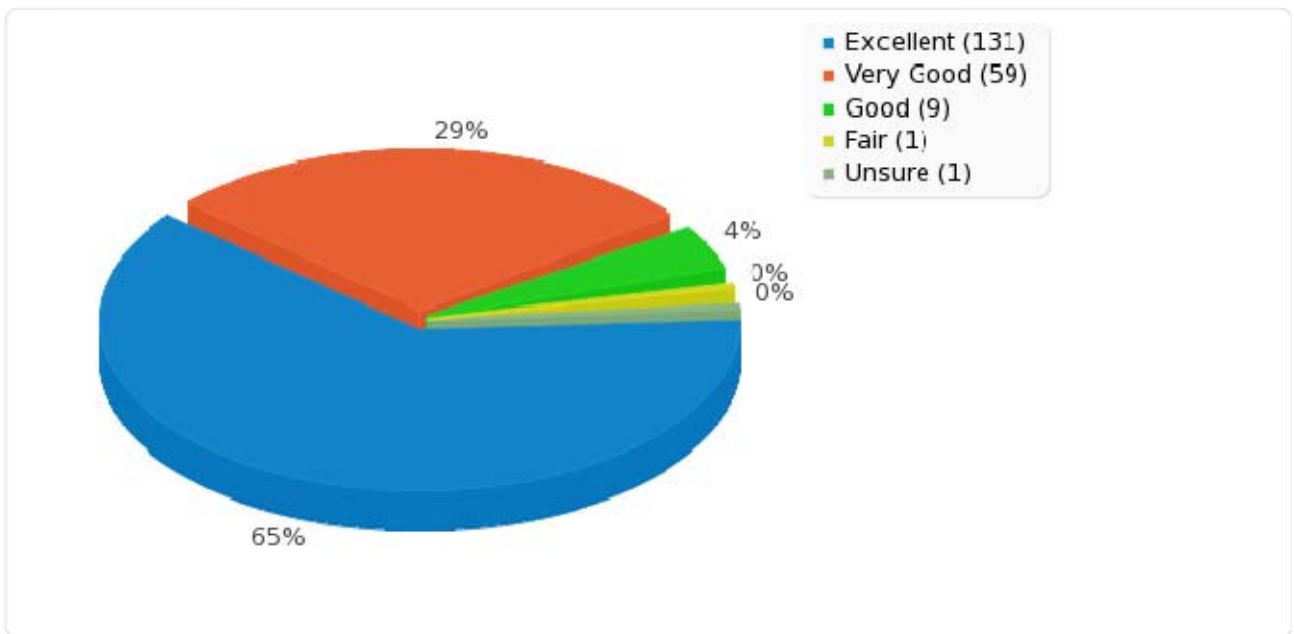
Q3. The opportunity our clinician gave you to ask questions

Answer	Count	Percentage
Excellent	123	61.19%
Very Good	66	32.84%
Good	10	4.98%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



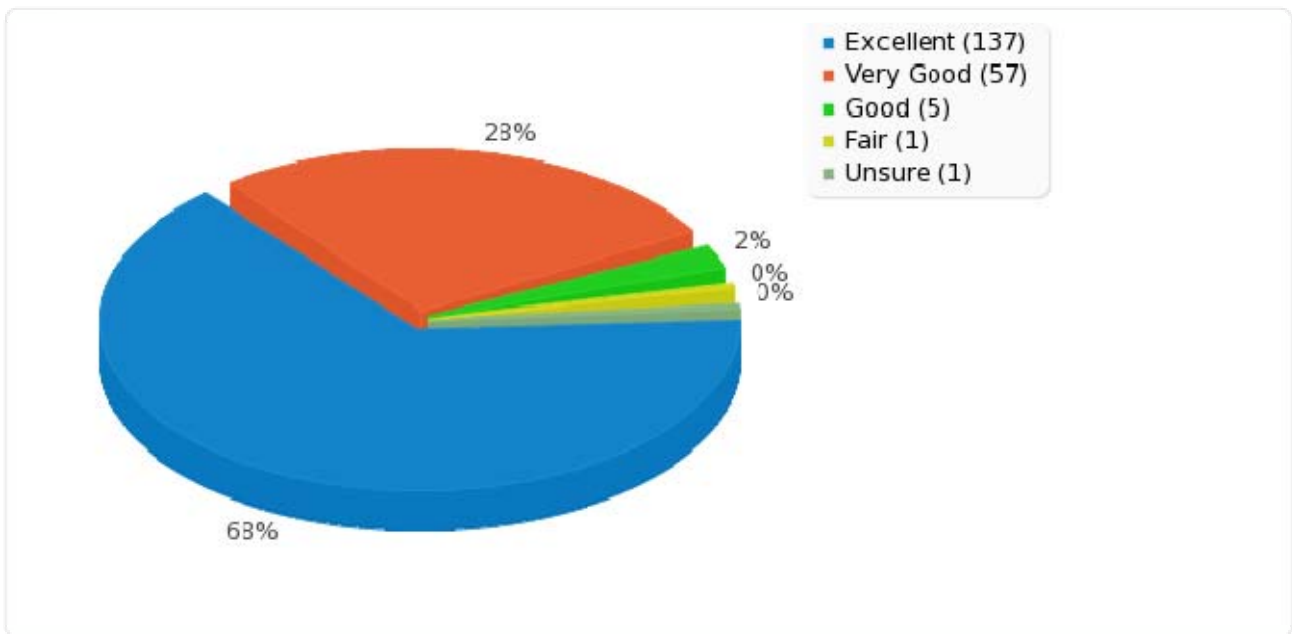
Q4. The way our clinician explained things to you.

Answer	Count	Percentage
Excellent	131	65.17%
Very Good	59	29.35%
Good	9	4.48%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



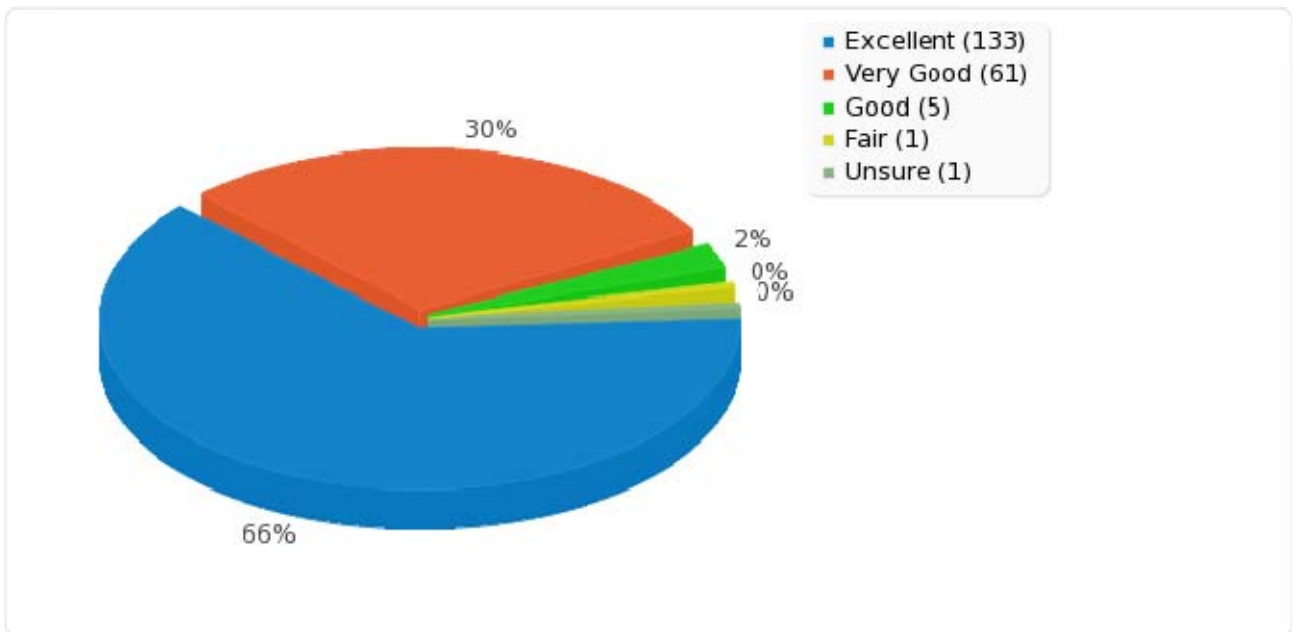
Q5. The manner in which our clinician spoke to you.

Answer	Count	Percentage
Excellent	137	68.16%
Very Good	57	28.36%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



Q6. Overall satisfaction with the clinicians communication skills.

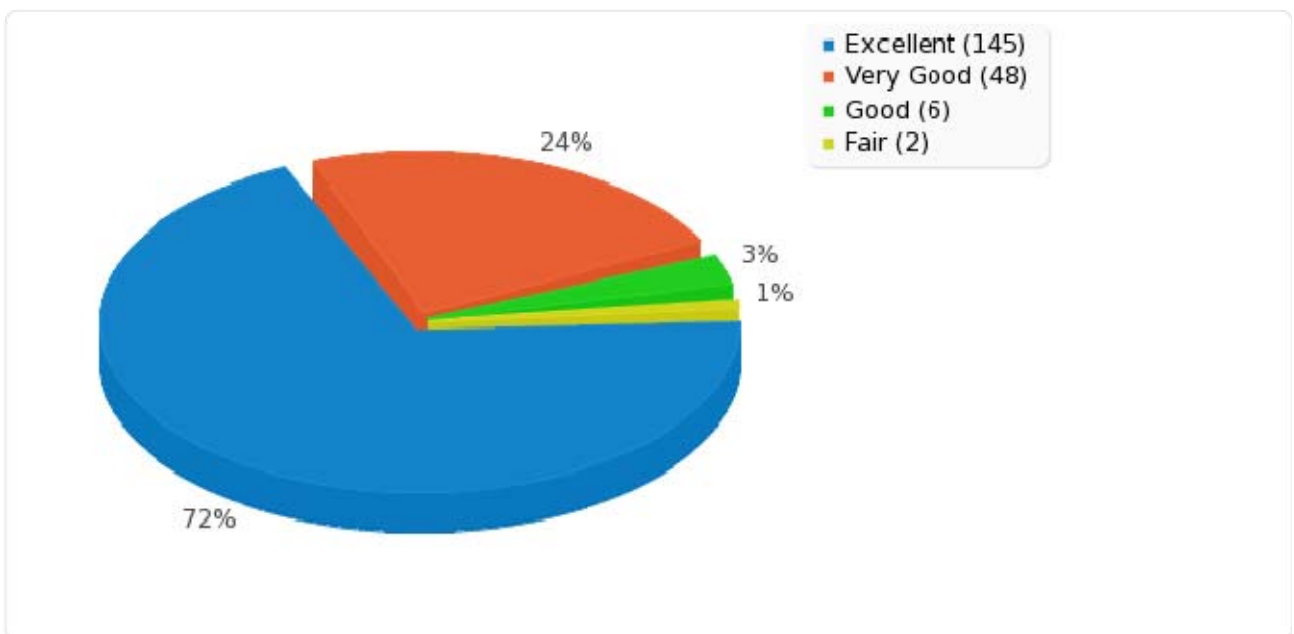
Answer	Count	Percentage
Excellent	133	66.17%
Very Good	61	30.35%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



This section is about how well we keep you informed.

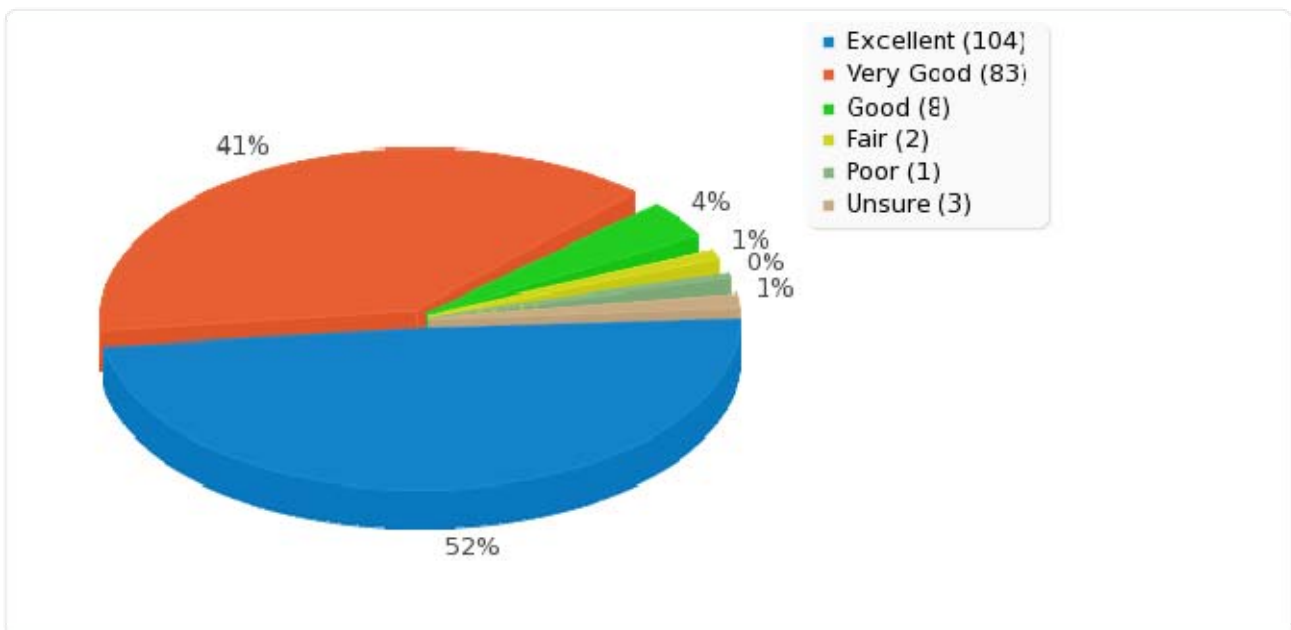
Q1. The information provided to you by the practice when you registered as a patient.

Answer	Count	Percentage
Excellent	145	72.14%
Very Good	48	23.88%
Good	6	2.99%
Fair	2	1.00%
Poor	0	0.00%
Unsure	0	0.00%



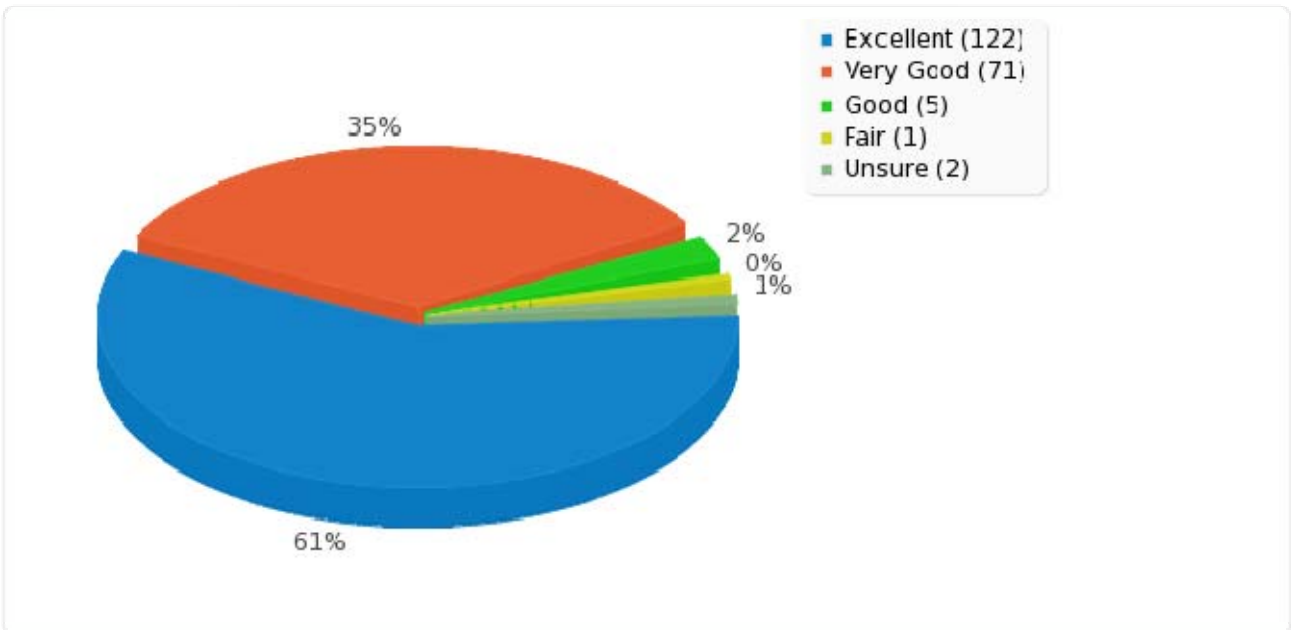
**Q2. The information you received about the practice.
(Newsletters, events, news, health matters etc)**

Answer	Count	Percentage
Excellent	104	51.74%
Very Good	83	41.29%
Good	8	3.98%
Fair	2	1.00%
Poor	1	0.50%
Unsure	3	1.49%



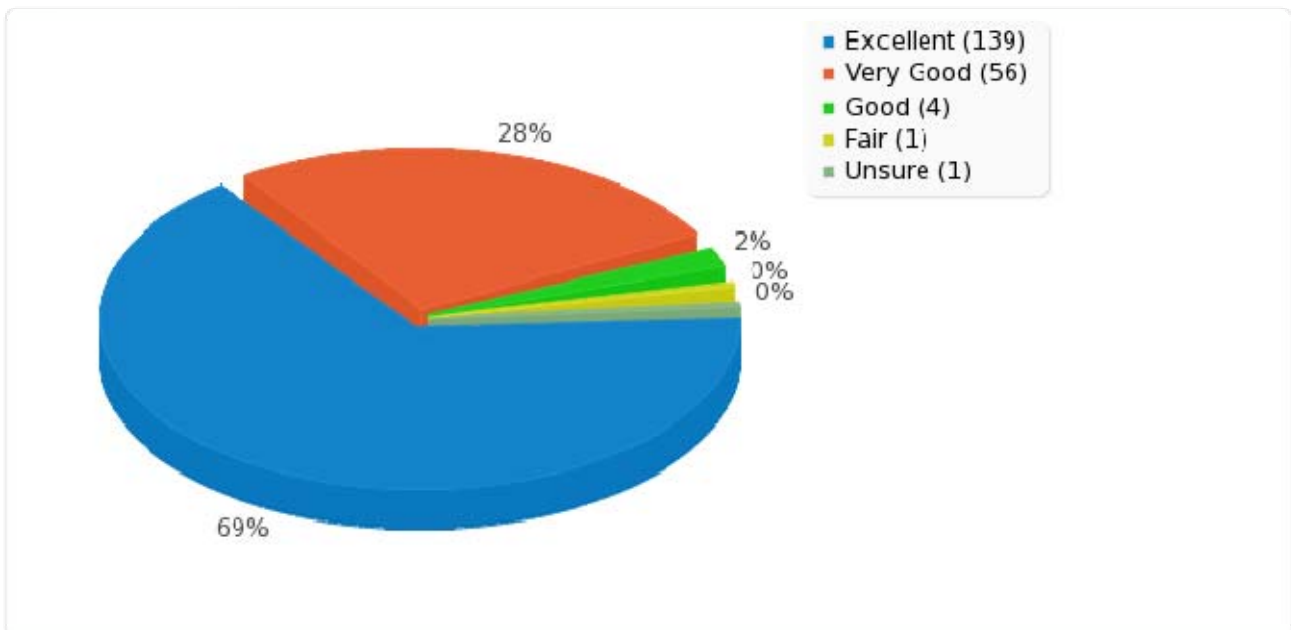
Q3. Our ability to understand and deal with your needs and requests.

Answer	Count	Percentage
Excellent	122	60.70%
Very Good	71	35.32%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	2	1.00%



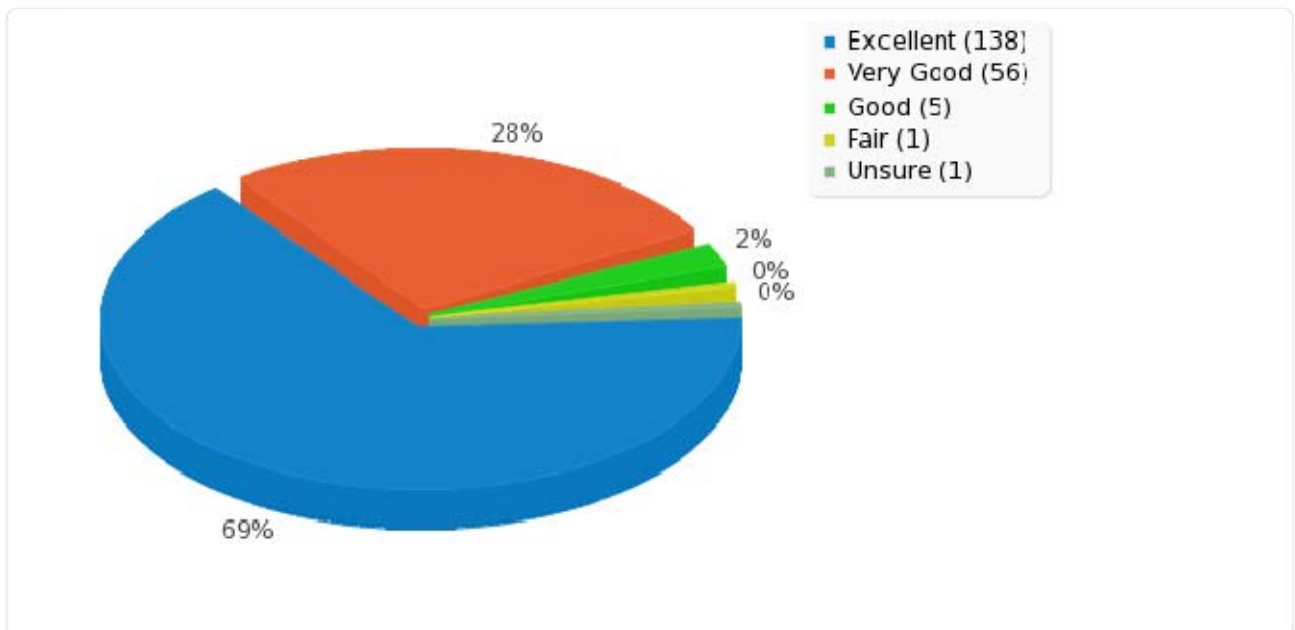
Q4. Our attitude to dealing with you on the telephone or in person.

Answer	Count	Percentage
Excellent	139	69.15%
Very Good	56	27.86%
Good	4	1.99%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



Q5. Overall satisfaction with the practice teams communication skills.

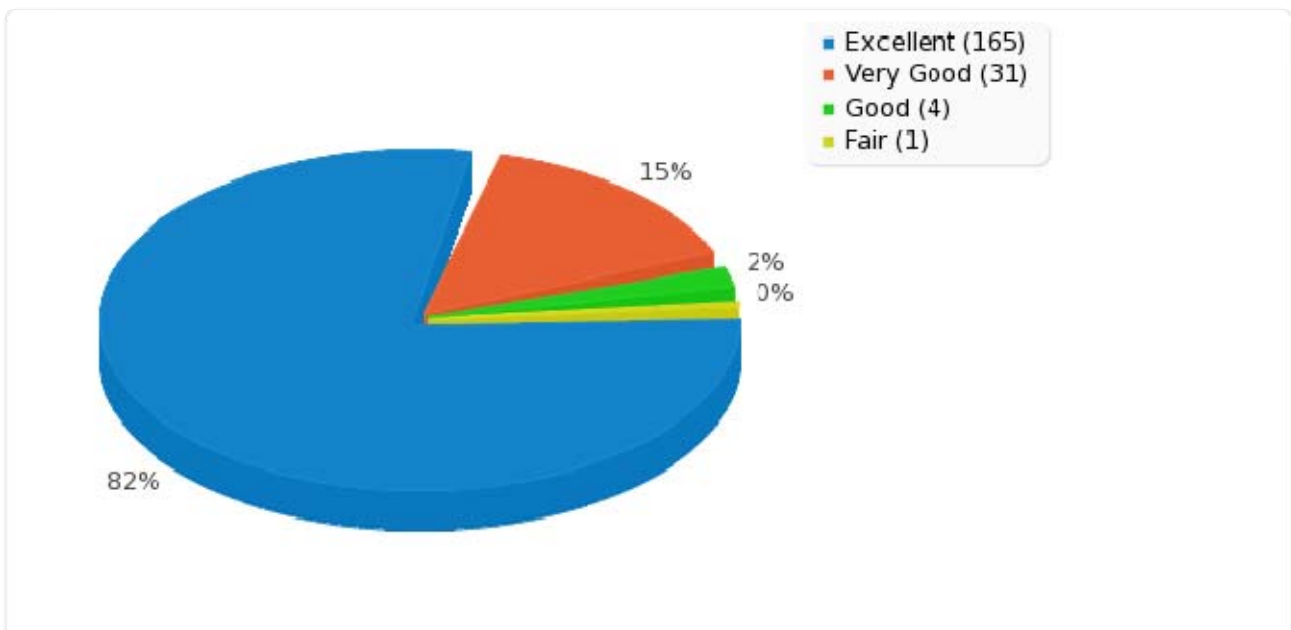
Answer	Count	Percentage
Excellent	138	68.66%
Very Good	56	27.86%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



This section is about the practice, premises and overall service received.

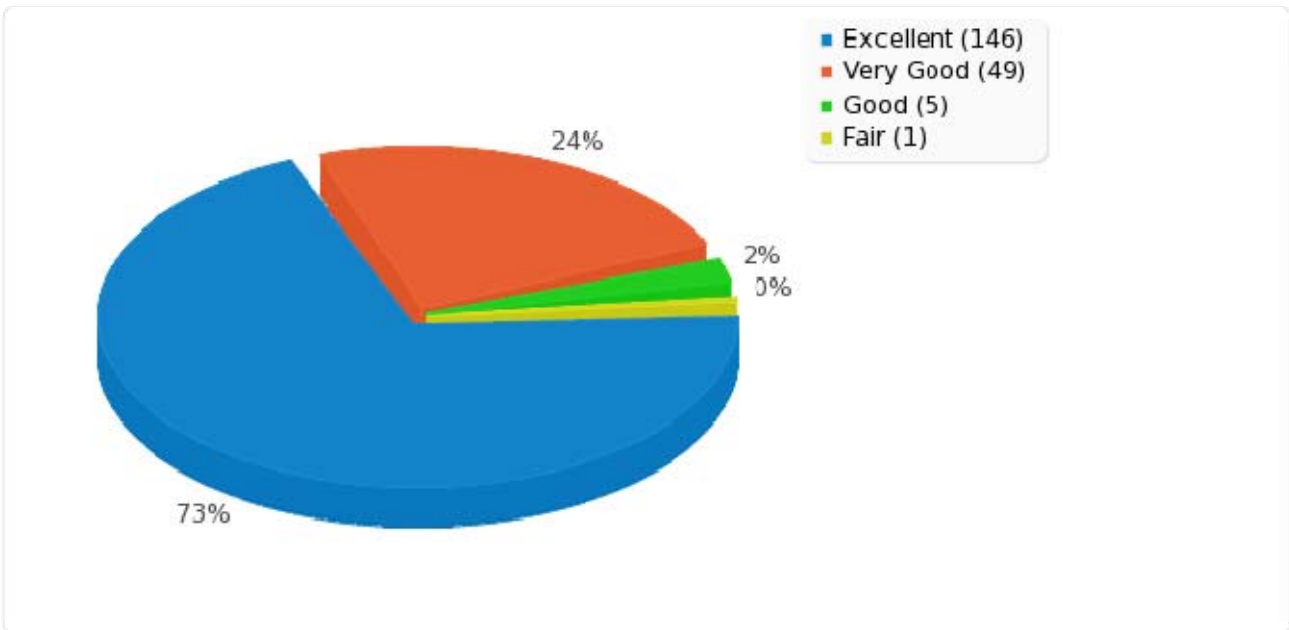
Q1. Overall satisfaction with the building.

Answer	Count	Percentage
Excellent	165	82.09%
Very Good	31	15.42%
Good	4	1.99%
Fair	1	0.50%
Poor	0	0.00%
Unsure	0	0.00%



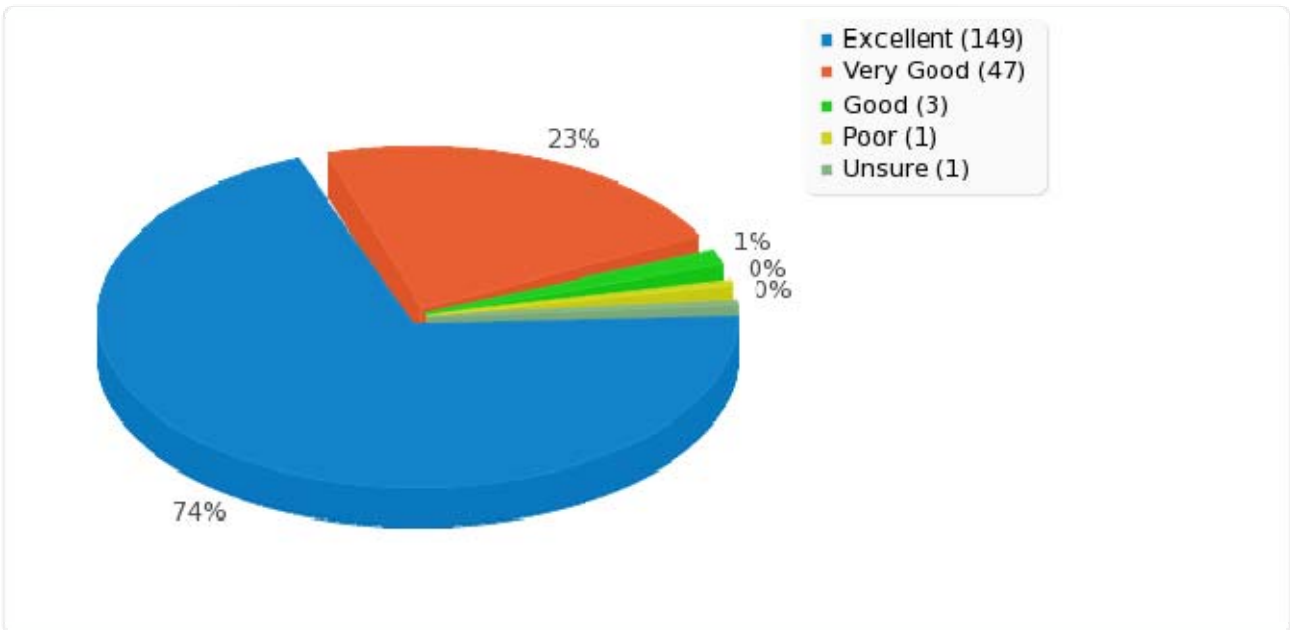
Q2. Overall satisfaction with the service we offer.

Answer	Count	Percentage
Excellent	146	72.64%
Very Good	49	24.38%
Good	5	2.49%
Fair	1	0.50%
Poor	0	0.00%
Unsure	0	0.00%



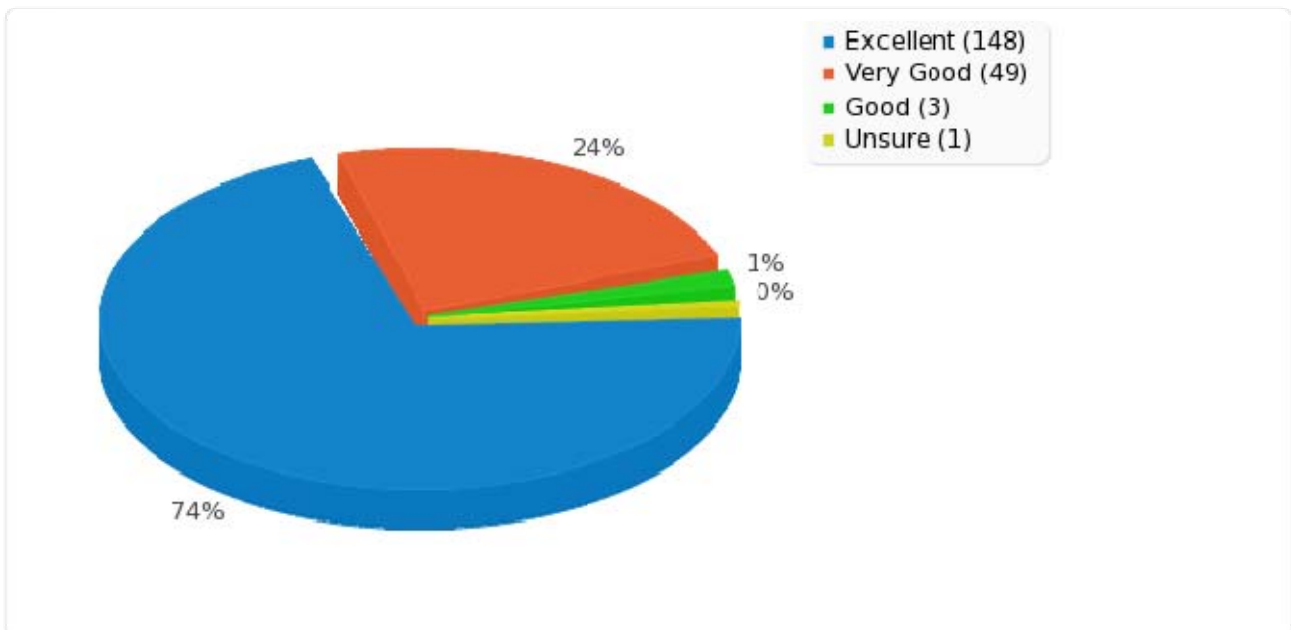
Q3. Overall satisfaction with the doctors.

Answer	Count	Percentage
Excellent	149	74.13%
Very Good	47	23.38%
Good	3	1.49%
Fair	0	0.00%
Poor	1	0.50%
Unsure	1	0.50%



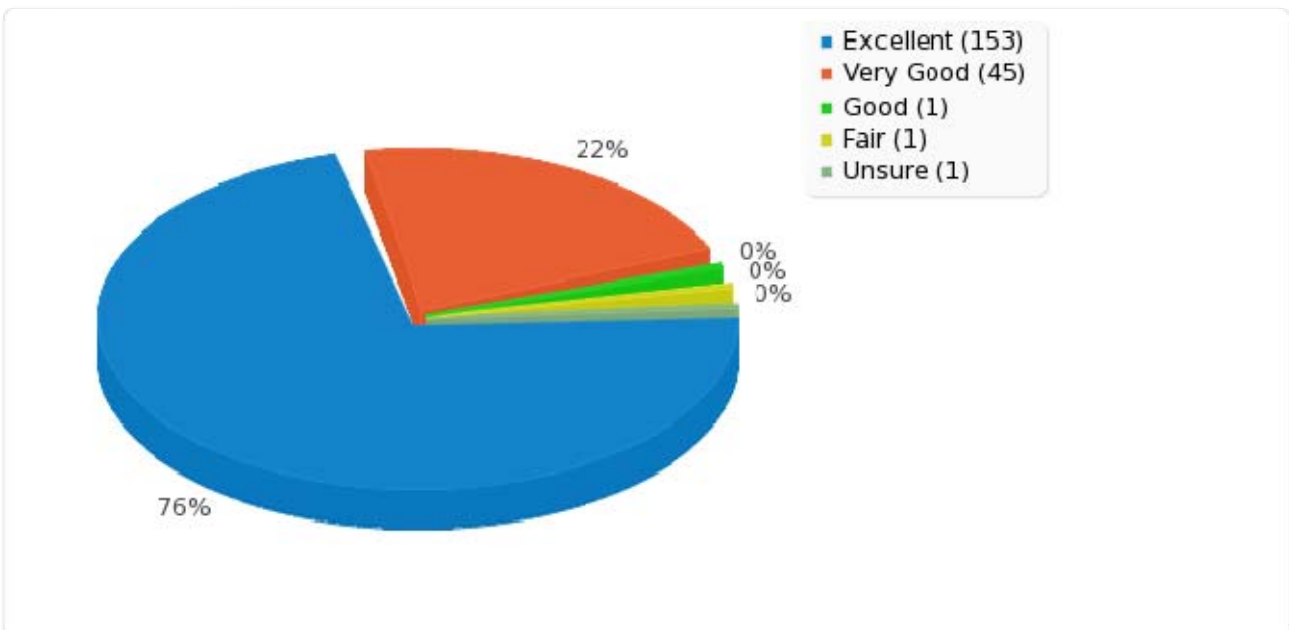
Q4. Overall satisfaction with the nurses and healthcare assistants.

Answer	Count	Percentage
Excellent	148	73.63%
Very Good	49	24.38%
Good	3	1.49%
Fair	0	0.00%
Poor	0	0.00%
Unsure	1	0.50%



Q5. Overall satisfaction with the practice and team as a whole.

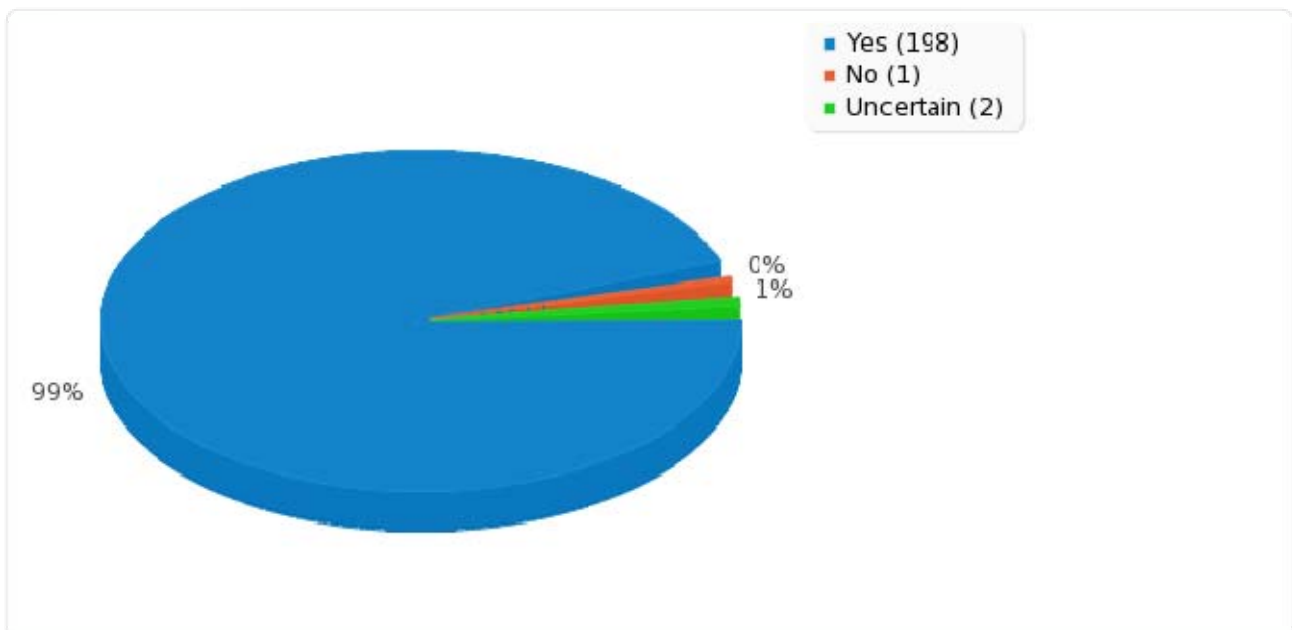
Answer	Count	Percentage
Excellent	153	76.12%
Very Good	45	22.39%
Good	1	0.50%
Fair	1	0.50%
Poor	0	0.00%
Unsure	1	0.50%



Your comments about Grange Farm Medical Centre

Q1. Would you recommend this practice to other family members, colleagues and friends?

Answer	Count	Percentage
Yes	198	98.51%
No	1	0.50%
Uncertain	2	1.00%



Is there anything you would like to change?

Possible Saturday opening for workers

Can sometimes take a while to get through to reception in a morning

Need water cooler, hot in surgery

Tea or coffee on arrival (only joking)

The phone system is annoying - long winded

The gritting of turn into doctors wasn't done before opening
A chemist for prescriptions would be good
The only thing wrong is phones aren't answered quick enough
Not to have music and widescreen TV playing at same time in waiting area
Regarding Access, put good on opening hours as need Saturdays
Accessing appointments for people who work all week
1 day early start for blood tests etc to prevent loss of time from work
Phone System!
Less complicated phone service
Add another late night opening
No its perfect
The heating is sometimes hot and then too cold
No, though on the odd occasion time holding on the line on the telephone to book an appointment can be frustrating
Phone system-repetitive
Don't like phone system
No. Excellent service
The phone system is long, confusing and difficult to use. Luckily we live close so can pop into the surgery to make appointments etc
One Saturday in month opening
Disabled parking sometime full with non disabled and the telephone system is too long winded I could be dead before getting through
Not that I can think of
Options on phone very long winded
Simpler phone system please
Access to drinking water
No happy the way things are
No the best service we have known
We need a pharmacy here
Perhaps Saturday opening
Drinks machine
Very confusing phone system
Telephone system menu and it can take a long time to get through sometimes
Need drinking water
Telephone menu is long
No nothing keep up the good work
Phone menu is too long

Is there anything you particularly like about the service we offer?
The staff are lovely, the receptionists are lovely and very helpful
All staff friendly
In the manner I am treated
Hours of opening
The Drop In doctors surgery
The staff
Drop in service
No, not particularly
Everything!!
Staff are lovely
Your reception staff are stars *
Availability of appointments
Internet appointments/ services quick appointments

I think it's a really nice friendly place
All
Everything else
Drop in
For me it's accessibility; practice is literally around the corner from my house but all members of practice seem very professional and caring
Not been here long, so far so good
Very kind and understanding and professional
Everything
Friendly and approachable
The staff here are lovely. Dr Hollis is excellent
Very good
Drop in staff availability of GP
I like it because you have a drop in centre
Drop in clinic
All of it
Excellent staff
Drop in clinics
Friendly service
Drop in appt especially for children , also the receptionist is fantastic honest about appt times and waiting times
Drop in clinic
Quick friendly efficient services
Nurses and doctors ability to listen to you and then act upon the information given
The "walk in" service. Overall everything is very helpful and welcoming
Lovely staff Reception very efficient
Lovely GP
Drop In And The staff
Dr Ray. My husband sees Dr Hollis and likes her a lot but I much prefer Dr Ray
1st class service Excellent staff A pleasure to visit
The most friendliest doctors in the world all of you are wonderful
Pleasant experience
Excellent
Very good staff and GP all with a lovely attitude
Everything except phone options, must be an easier way
All the girls are lovely very helpful
Drop in clinics friendly receptionist cheery decor
Drop in staff GP
Lovely service and practice
Being able to make appt when you need to,
Everybody is so kind lovely surroundings very calming atmosphere
Drop in clinic
Flexibility friendly staff caring and considerate
The nice manners, the feeling that nothing is too much trouble
Felt very comfortable on arrival
More polite and understanding than Bilborough medical centre
Made to feel welcome on arrival
Very well organised
Drop in clinic
Excellent service
Drop in clinic lovely staff well organised
Your staff are great
The staff drop in clinic pleasant surroundings comfortable
Flexible with appointment even thou I was 15mins late
The staff here really care about customer satisfaction, I am most impressed

Marvellous

Is there anything else you would like to tell us?

Hope you carry on doing what you're doing its a pleasure to visit the doctors

It would be nice to have a pharmacy on site

Lovely people

The service this doctors provides is excellent. The nurses are lovely and Lynne on reception has the patience of a saint. Excellent

All very good

Re recommending practice - have done

Doing excellent

This is the best doctors surgery I have ever had, let's just hope it keeps up

Not happy with doctors overall other than Dr Sarwar, all others don't want to listen or see you. Looking into changing doctors!

Drinks machine

Wanting a pharmacy at the surgery

Best doctors I've had and I'm 84

Only good things

It would be lovely for the surgery to hold a meeting for new mums and my old surgery had a drop in once a month for under 5's to ask questions about imms development checks etc .the toys are great but a table with paper, crayons etc would be fantastic, only one child can play with the toys you already have. the open evening was great maybe you could do another with workshops on healthy eating ' life style etc

Keep it up!!!!

Not at this time

All members of staff are very helpful and give good advice and care

Keep up the good work!

More like a community centre than a doctors surgery , everybody is friendly, puts you at ease, makes you feel better before you see the doctor

Not like any other doctorsBETTER

Dr ray is lovely , so thorough

Very good service

Keep up the good work

My only complaint is the telephone system, in this day and age surely it should be able to contact the surgery without all this hassle

The receptionist really puts me at ease

Could we have a couple of higher chairs i find it difficult to sit on low chairs

Excellent practice all the doctors are brilliant

I am a new patient so I'm unsure on a lot of things but early impressions are very good

Yes this is a well good surgery

Confusing phone system

Brilliant service throughout

Needs a drinks machine in the waiting room

Far outclasses my last surgery

The only thing that spoils you is the longwinded telephone system, by the time I've pressed all the options I've lost the will to live

Can take a while for reception to answer

The staff are wonderful and always do the best they can