

Grange Farm Patient Survey Results

Your Visit Today

Please rate your satisfaction with...[The doctors/nurses ability to listen to you.]

Answer	Count	Percentage
Excellent	68	55.28%
Very Good	42	34.15%
Good	11	8.94%
Fair	1	0.81%
Poor	1	0.81%
Unsure	0	0.00%

Please rate your satisfaction with...[The doctors/nurses understanding of why you are seeking help.]

Answer	Count	Percentage
Excellent	67	54.47%
Very Good	41	33.33%
Good	13	10.57%
Fair	1	0.81%
Poor	1	0.81%
Unsure	0	0.00%

Please rate your satisfaction with...[The opportunity our doctor/nurse gave you to ask questions.]

Answer	Count	Percentage
Excellent	62	50.41%
Very Good	42	34.15%
Good	14	11.38%
Fair	3	2.44%
Poor	2	1.63%
Unsure	0	0.00%

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Please rate your satisfaction with...[The way our doctor/nurse explained things to you.]

Answer	Count	Percentage
Excellent	67	54.47%
Very Good	40	32.52%
Good	13	10.57%
Fair	3	2.44%
Poor	0	0.00%
Unsure	0	0.00%

Please rate your satisfaction with...[The manner in which the doctor/nurse spoke to you?]

Answer	Count	Percentage
Excellent	70	56.91%
Very Good	39	31.71%
Good	12	9.76%
Fair	1	0.81%
Poor	0	0.00%
Unsure	1	0.81%

Please rate your satisfaction with...[Overall satisfaction with the doctors/nurses communications skills?]

Answer	Count	Percentage
Excellent	68	55.28%
Very Good	40	32.52%
Good	12	9.76%
Fair	3	2.44%
Poor	0	0.00%
Unsure	0	0.00%

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Access

Please rate your satisfaction with...[The ability to get an appointment when you need it.]

Answer	Count	Percentage
Excellent	28	22.76%
Very Good	27	21.95%
Good	27	21.95%
Fair	22	17.89%
Poor	19	15.45%
Unsure	0	0.00%

Please rate your satisfaction with...[The ability to speak to the GP?]

Answer	Count	Percentage
Excellent	32	26.02%
Very Good	44	35.77%
Good	20	16.26%
Fair	13	10.57%
Poor	8	6.50%
Unsure	6	4.88%

Please rate your satisfaction with...[The telephone system: are your calls answered in good time?]

Answer	Count	Percentage
Excellent	35	28.46%
Very Good	36	29.27%
Good	33	26.83%
Fair	13	10.57%
Poor	6	4.88%
Unsure	0	0.00%

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Please rate your satisfaction with...[The opening hours of the practice.]

Answer	Count	Percentage
Excellent	54	43.90%
Very Good	46	37.40%
Good	18	14.63%
Fair	5	4.07%
Poor	0	0.00%
Unsure	0	0.00%

Please rate your satisfaction with...[Overall satisfaction based on your above answers.]

Answer	Count	Percentage
Excellent	47	38.21%
Very Good	40	32.52%
Good	21	17.07%
Fair	11	8.94%
Poor	4	3.25%
Unsure	0	0.00%

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Reception

Please rate your satisfaction with our reception -[How effective and relevant was the service you received on the telephone?]

Answer	Count	Percentage
Excellent	62	50.41%
Very Good	37	30.08%
Good	20	16.26%
Fair	2	1.63%
Poor	2	1.63%
Unsure	0	0.00%

Please rate your satisfaction with our reception -[How effective and relevant was the service you received at the reception desk?]

Answer	Count	Percentage
Excellent	75	60.98%
Very Good	31	25.20%
Good	15	12.20%
Fair	1	0.81%
Poor	1	0.81%
Unsure	0	0.00%

Please rate your satisfaction with our reception -[The manner in which you were spoken to.]

Answer	Count	Percentage
Excellent	81	65.85%
Very Good	30	24.39%
Good	9	7.32%
Fair	2	1.63%
Poor	1	0.81%
Unsure	0	0.00%

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Please rate your satisfaction with our reception -[Overall satisfaction with the reception service.]

Answer	Count	Percentage
Excellent	74	60.16%
Very Good	35	28.46%
Good	12	9.76%
Fair	1	0.81%
Poor	1	0.81%
Unsure	0	0.00%

Communication - Practice Team

Please rate your satisfaction with...[The information on our noticeboards.]

Answer	Count	Percentage
Excellent	30	24.39%
Very Good	52	42.28%
Good	30	24.39%
Fair	3	2.44%
Poor	5	4.07%
Unsure	3	2.44%

Please rate your satisfaction with...[The information you received about the practice (newsletters, events, news, health matters etc)?]

Answer	Count	Percentage
Excellent	34	27.64%
Very Good	43	34.96%
Good	27	21.95%
Fair	9	7.32%
Poor	6	4.88%
Unsure	4	3.25%

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Please rate your satisfaction with...[Our ability to understand and deal with your needs and requests?]

Answer	Count	Percentage
Excellent	47	38.21%
Very Good	37	30.08%
Good	26	21.14%
Fair	10	8.13%
Poor	1	0.81%
Unsure	2	1.63%

Please rate your satisfaction with...[Our helpfulness on the telephone or in person??]

Answer	Count	Percentage
Excellent	51	41.46%
Very Good	47	38.21%
Good	22	17.89%
Fair	2	1.63%
Poor	1	0.81%
Unsure	0	0.00%

Please rate your satisfaction with...[Overall satisfaction with the practice team's communication skills?]

Answer	Count	Percentage
Excellent	48	39.02%
Very Good	44	35.77%
Good	26	21.14%
Fair	4	3.25%
Poor	1	0.81%
Unsure	0	0.00%

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Practice and Premises

Please rate your satisfaction...[Overall satisfaction with the building?]

Answer	Count	Percentage
Excellent	62	50.41%
Very Good	44	35.77%
Good	17	13.82%
Fair	0	0.00%
Poor	0	0.00%
Unsure	0	0.00%

Please rate your satisfaction...[Overall satisfaction with the service we offer?]

Answer	Count	Percentage
Excellent	60	48.78%
Very Good	41	33.33%
Good	18	14.63%
Fair	3	2.44%
Poor	1	0.81%
Unsure	0	0.00%

Please rate your satisfaction...[Overall satisfaction with the doctors?]

Answer	Count	Percentage
Excellent	58	47.15%
Very Good	41	33.33%
Good	18	14.63%
Fair	4	3.25%
Poor	1	0.81%
Unsure	0	0.00%

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Please rate your satisfaction...[Overall satisfaction with the nurses and healthcare assistants?]

Answer	Count	Percentage
Excellent	67	54.47%
Very Good	39	31.71%
Good	16	13.01%
Fair	1	0.81%
Poor	0	0.00%
Unsure	0	0.00%

Please rate your satisfaction...[Overall satisfaction with the practice team as a whole?]

Answer	Count	Percentage
Excellent	60	48.78%
Very Good	43	34.96%
Good	18	14.63%
Fair	2	1.63%
Poor	0	0.00%
Unsure	0	0.00%

Electronic Prescriptions

Would you welcome the switch to Electronic prescriptions?

Answer	Count	Percentage
Yes	76	61.79%
No	47	38.21%

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Recommendations

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Answer	Count	Percentage
Extremely Likely	80	65.04%
Likely	34	27.64%
Neither likely or unlikely	6	4.88%
Unlikely	2	1.63%
Extremely unlikely	0	0.00%
Don't know	1	0.81%

Please tell us the main reason for selecting your statement.

They are the best gp in nottingham

Because of the open clinic and the openness to new patients.

friendly staff, easy to communicate. Another late night or early morning, Saturday opening would be fantastic even if just nurses.

Dr Thomas is lovely, more like her please.

Good service

The best GP I've been to.

My fiancée's dad told me about this surgery and also the staff are friendly.

Fantastic, was seen very quickly by doctor twice on one visit. Also an ECG all in the space of the time it would take my old doctor (with an appt.) My visit here was just a drop-in and was seen quicker. Also more services here. Brilliant!

Very good

Everything about the service and practice in my opinion cannot be improved

Very welcoming, polite and helpful

I feel this doctors provides everything for my needs

Brilliant surgery

Family don't live in the area

Excellent treatment

Very happy with service

No problems with surgery

Excellent medical care

Always happy with service

Very good service

Very good doctor

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Listens and understands

Receptionist very friendly and things get dealt with quickly

Can always be seen. Sorting out sickness quickly before it gets worse

Walk in clinic and staff are friendly

Since I moved to this Doctors, I've told a lot of people how good you are.

Very difficult to get an appointment. Don't like being asked by reception why I want to see the doctor

I would likely recommend my GPs to friends and family because they offer satisfactory service and quick to answer the medical care needs.

Can never get an appointment. Very unhelpful for people who actually work every day and can't get to drop-in clinic.

I joined this surgery after my partner and his mother had been joined a few months. They were so please and impressed with the high standard of care, understanding towards them and how they dealt with their needs.

Staff are fantastic and genuine in their 'want' to help. Nurses are very good with children, they don;t rush them and understand their needs. Would without doubt recommend to parents.

The surgery offers everything needed, its clean and the staff are all lovely. The only downside is the telephone appt. system. Always unable to make an appt.

I already have recommended my friend to this surgery because the service has been brilliant and always understanding with a smile.

Good surgery

Better than most Dr's in the area

Initial diagnosis very good, subsequently not as good.

Based on the support/assistance my wife and I had in caring for our father. Our own experiences reassuring our own health in caring with above.

More times than not get appt when requested. If not soon after. Staff are friendly and helpful.

Doctors are understanding and take time to listen. Reception staff are first class, very helpful and always try to accommodate your needs

The walk-in service makes this practice excellent. Staff are always very good also.

Great service once you have an appointment, but the drop-in clinic is a great service.

Friendly, helpful staff.Very pleasant Doctor.Ease of booking appointments and ordering repeat prescriptions online.

From personal experience

I have already recommended the surgery to family members who have now become patients. I recommend them to use the surgery due to the amazing doctors and team and never being anxious to speak to reception staff.

Doctors are helpful and listen to your problems. Also supportive and will follow up appointments when necessary

Very friendly team

This is an excellent practice, they look after your welfare and they have a walkin centre which is very helpful if you need to see a doctor quickly. But we do need a pharmacy there. I have recommended friends to go there.

I have every confidence with the medical staff and the receptionists are always friendly and helpful.

This is the best doctors that myself and family have been to.

Very friendly practice the overall experience is amazing. I feel like the practice is my extended family. I am always telling friends and colleagues about the practice.