

December 2011 Patient Survey from

# **Newland Health Centre**

using the General Practice Assessment Questionnaire  
(GPAQ)

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**Date: 16 January 2012**

## **How the survey was carried out**

The practice enlisted the help of the Patient Group Forum in conducting the survey. Patients from the forum were briefed on its purpose, encouraged to give reassurance to any concerned patient that the survey was completely anonymous and to provide assistance if required. A sealed box was made available for patient to 'post' their responses into should they not wish to hand over completed survey forms in order to preserve anonymity.

The survey was carried out in the week commencing 12<sup>th</sup> December and captured responses for all GPs working at the practice. The timing of the survey was deliberate to ensure that the views of the student population were well represented in the survey before they broke up for the Christmas Holidays. Every patient who presented in the surgery for an appointment with a doctor was handed a questionnaire ahead of their consultation and asked to complete it before they left.

A total of 131 forms were returned of which, 129 were used for the survey results; 2 responses had so few questions answered that they could not be used for the statistical analysis, although the personal views were included with all of the other comments. The comments themselves are listed in full at Appendix 4 and are taken straight from the completed survey forms unedited and unabridged.

## **Summary of results**

### GPAQ evaluation questions

The following table summarises the individual scores for the evaluation questions in GPAQ, *i.e.* the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. From these scores it is possible to see the areas where this practice scores well and where improvement may be needed, both comparing aspects of care in our own practice and comparing ourselves with others.

The figures in the right hand column contain the most recent national GPAQ benchmarks for that question. Once again, these figures are expressed as percentages of the maximum possible score in this table. These are regularly updated on the GPAQ website. Details of how many patients completed each of the individual responses for each of these questions for this practice are given in full in appendix 3.

**Evaluation Questions:**

|  | <b>Mean score</b> | <b>GPAQ benchmark</b> |
|--|-------------------|-----------------------|
| Q2. Satisfaction with receptionists                          | 71                | 77                    |
| Q3a. Satisfaction with opening hours                         | 71                | 67                    |
| Q4b. Satisfaction with availability of particular doctor     | 67                | 60                    |
| Q5b. Satisfaction with availability of any doctor            | 74                | 69                    |
| Q7b. Satisfaction with waiting times at practice             | 60                | 57                    |
| Q8a. Satisfaction with phoning through to practice           | 63                | 59                    |
| Q8b. Satisfaction with phoning through to doctor for advice  | 52                | 61                    |
| Q9b. Satisfaction with continuity of care                    | 71                | 69                    |
| Q10a. Satisfaction with doctor's questioning                 | 77                | 81                    |
| Q10b. Satisfaction with how well doctor listens              | 76                | 84                    |
| Q10c. Satisfaction with how well doctor puts patient at ease | 75                | 84                    |
| Q10d. Satisfaction with how much doctor involves patient     | 73                | 81                    |
| Q10e. Satisfaction with doctor's explanations                | 76                | 83                    |
| Q10f. Satisfaction with time doctor spends                   | 74                | 80                    |
| Q10g. Satisfaction with doctor's patience                    | 76                | 84                    |
| Q10h. Satisfaction with doctor's caring and concern          | 75                | 84                    |
| Q11a. Ability to understand problem after visiting doctor    | 56                | 69                    |
| Q11b. Ability to cope with problem after visiting doctor     | 55                | 66                    |
| Q11c. Ability to keep healthy after visiting doctor          | 47                | 62                    |

Practice score ■ GPAQ benchmark

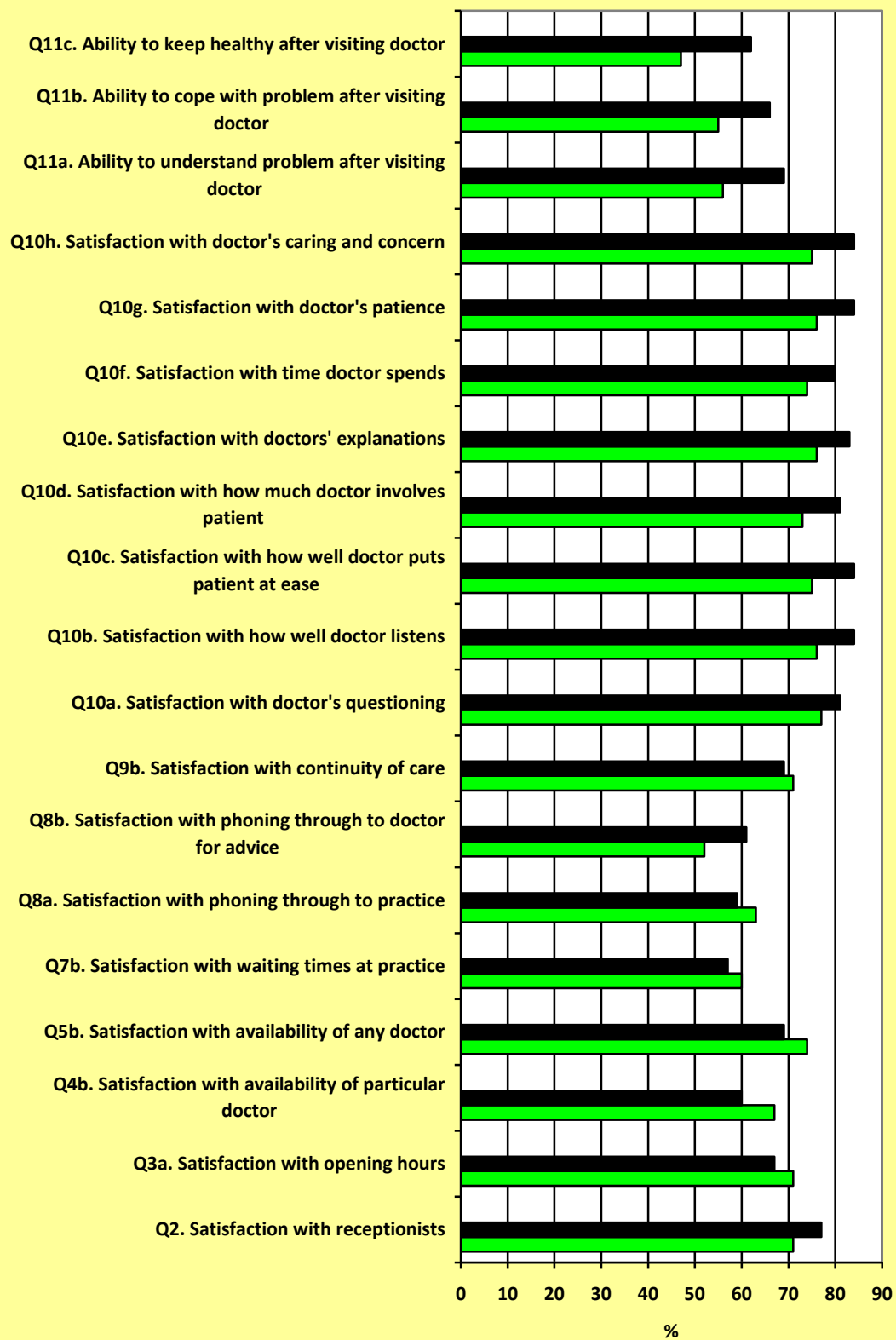


Table 1. Mean scores of evaluation questions (as percentages) compared to the GPAQ benchmarks

These benchmark figures are based on data from 232,908 respondents to both the postal and post-consultation versions of GPAQ (combined) collected during the 2004/2005 contract year. Separate benchmarks for the two different versions of GPAQ will be posted in due course if on-going analyses show that mode of administration produces significantly different GPAQ scores after controlling for social and demographic factors known to influence patient evaluations.

### GPAQ report questions

Some GPAQ questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

#### **Q3b. What additional hours would you like the practice to be open**

| <b>Q3b. Additional hours requested</b> | <b>Number of responses</b> |
|--|----------------------------|
| Mornings                               | 7                          |
| Lunchtime                              | 3                          |
| Evenings                               | 26                         |
| Weekends                               | 46                         |
| None                                   | 56                         |

41% of respondents were satisfied with current opening hours

2% wanted the practice to remain open at lunchtime

19% wanted the practice to open in the evening

33% wanted the practice to open at the weekend

5% wanted the practice to open early in the morning



**Q4a. How quickly are you seen when requesting a particular doctor**

| <b>Q4a. Availability of particular doctor</b> | <b>Number of responses</b> |
|---|----------------------------|
| Same day                                      | 17                         |
| Next working day                              | 42                         |
| Within 2 working days                         | 27                         |
| Within 3 working days                         | 11                         |
| Within 4 working days                         | 6                          |
| 5 or more working days                        | 2                          |
| Does not apply                                | 21                         |

85% of patients who asked for an appointment with a particular doctor were seen within 2 working days or less or the question did not apply

The remaining 15% of patients were seen in 3 or more working days

**Q5a. How quickly are you seen when willing to see any doctor**

| <b>Q5a. Availability of any doctor</b> | <b>Number of responses</b> |
|--|----------------------------|
| Same day                               | 26                         |
| Next working day                       | 63                         |
| Within 2 working days                  | 21                         |
| Within 3 working days                  | 2                          |
| Within 4 working days                  | 2                          |
| 5 or more working days                 | 0                          |
| Does not apply                         | 12                         |

97% of patients were seen in 2 working days or less or the question did not apply

3% of patients were seen in 3 or more working days

**Q6. If you need to see a GP urgently can you normally get seen on the same day**

| <b>Q6. Same day urgent availability of doctor</b> | <b>Number of responses</b> |
|---|----------------------------|
| Yes   | 47                         |
| No  | 17                         |
| Don't know/never needed to                        | 63                         |

37% of patients said that they were able to be seen on the same day for urgent appointments

50% said they had never needed an urgent appointment

13% said they were not able to get an urgent appointment on the same day

**Q7a. How long do you usually have to wait at the practice before seeing the doctor**

| <b>Q7a. Waiting time at practice</b> | <b>Number of responses</b> |
|--------------------------------------|----------------------------|
| 5 minutes or less                    | 21                         |
| 6-10 minutes                         | 57                         |
| 11-20 minutes                        | 39                         |
| 21-30 minutes                        | 6                          |
| More than 30 minutes                 | 1                          |

63% waited for up to 10 minutes to be seen

31% waited for up to 20 minutes

6% waited longer than 21 minutes

**Q9a. How often do you see your usual doctor**

| <b>Q9a. Continuity for seeing same doctor</b> | <b>Number of responses</b> |
|---|----------------------------|
| Always  | 14                         |
| Almost always                                 | 44                         |
| A lot of the time                             | 14                         |
| Some of the time                              | 24                         |
| Almost never                                  | 4                          |
| Never   | 1                          |

## Demographics

The following tables display the demographic data collected in GPAQ.

### Q12. Sex

| Q12. Sex | Number of responses |
|----------|---------------------|
| Male     | 55                  |
| Female   | 73                  |

### Q13. Age

| Q13. Age               | Number of responses |
|------------------------|---------------------|
| Up to 44 years old     | 106                 |
| 45 years old and above | 15                  |
| <i>Mean</i>            | 29                  |

### Q14. Do you have a long-standing illness, disability or infirmity

| Q14. Long standing illness, disability or infirmity | Number of responses |
|---|---------------------|
| Yes   | 48                  |
| No  | 76                  |

**Q15. Which is your ethnic group**

| <b>Q15. Ethnic group</b> | <b>Number of responses</b> |
|--------------------------|----------------------------|
| White                    | 99                         |
| Black or Black British   | 12                         |
| Asian or Asian British   | 4                          |
| Mixed                    | 1                          |
| Chinese                  | 6                          |
| Other ethnic group       | 5                          |

**Q16. What is your accommodation status**

| <b>Q16. Accommodation status</b> | <b>Number of responses</b> |
|----------------------------------|----------------------------|
| Owner-occupied/ mortgaged        | 29                         |
| Rented or other arrangements     | 96                         |

**Q17. What is your employment status**

| <b>Q17. Employment status</b>            | <b>Number of responses</b> |
|--|----------------------------|
| Employed (full/part time, self-employed) | 42                         |
| Unemployed                               | 4                          |
| School or full time education            | 71                         |
| Long term sickness                       | 3                          |
| Looking after home/family                | 1                          |
| Retired                                  | 3                          |
| Other                                    | 2                          |

For all other frequency distribution tables that have not been included in the report so far, please refer to appendix 3.

## Appendix 1

### Notes about how the General Practice Assessment Questionnaire (GPAQ) was developed

Some aspects of quality are best assessed by asking patients. We reviewed the literature to identify aspects of GP care which are most highly valued by patients. These include:

Availability and accessibility, including: availability of appointments, waiting times, physical access and telephone access.

Technical competence, including: the doctor's knowledge and skills, and the effectiveness of his or her treatments.

Communication skills, including: providing time, exploring patients' needs, listening, explaining, giving information and sharing decisions.

Inter-personal attributes, including: humaneness, caring, supporting and trust.

Organisation of care, including: continuity of care, and, the range of services available.

In order to assess these aspects of care we started from what we regarded as the best currently available questionnaire, the Primary Care Assessment Survey (PCAS)<sup>i, ii, iii, iv</sup>, which had been extensively validated in the United States. In collaboration with the Health Institute in Boston, we modified PCAS for use in British general practice. The modified questionnaire was called the General Practice Assessment Survey (GPAS). We have used GPAS in large studies in the UK: and detailed research data on GPAS have been published<sup>v vi vii viii ix</sup>.

For the new GP contract, we were asked to modify our original GPAS questionnaire, and have produced GPAQ. The main differences are that the new questionnaire is shorter. We have also produced two versions, one designed to be sent by post, and one designed to be given to patients after consultations in the surgery.



GPAQ focuses mainly on questions about access, inter-personal aspects of care, and continuity of care. The version designed to be completed after the consultation asks about are given by an individual doctor. These scores will be able to be used by GPs for their appraisals and revalidation folders. The postal version of GPAQ does not allow scores to be calculated for individual doctors. However, it does include questions about the practice nurses.

GPAQ is described in more detail in the manual which can be downloaded from the GPAQ website, [www.gpaq.info](http://www.gpaq.info).

## Appendix 2

Frequency distribution tables not included in the main body of the report

**Q1. How many times have you seen a doctor from the practice in the last 12 months**

| <b>Q1. Number of visits to doctor in last 12 months</b> | <b>Number of responses</b> |
|---|----------------------------|
| None  | 7                          |
| Once or twice   | 40                         |
| Three or four times                                     | 41                         |
| Five or six times                                       | 15                         |
| Seven times or more                                     | 26                         |

**Q2. How do you rate the way you are treated by the receptionists**

| <b>Q2. Satisfaction with receptionists</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor                                  | 1                          |
| Poor                                       | 6                          |
| Fair                                       | 13                         |
| Good                                       | 30                         |
| Very good                                  | 53                         |
| Excellent                                  | 24                         |

84% of patients rated their satisfaction with receptionists as 'Good' or better

10% rated it as 'Fair'

6% rated it as 'Poor' or 'Very Poor'

**3a. How do you rate the practice opening hours**

| <b>Q3a. Satisfaction with opening hours</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor                                   | 0                          |
| Poor  | 2                          |
| Fair  | 11                         |
| Good  | 47                         |
| Very good                                   | 54                         |
| Excellent                                   | 15                         |

90% of respondents rated the practice opening hours as 'Good' or better

8.5% rated them as 'Fair'

1.5% rated them as 'Poor'

**Q4b. How do you rate how quickly you are seen when asking for a particular doctor**

| <b>Q4b. Satisfaction with availability of particular doctor</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 0                          |
| Poor  | 4                          |
| Fair  | 20                         |
| Good  | 33                         |
| Very good   | 32                         |
| Excellent   | 18                         |
| Does not apply  | 21                         |

81% of respondents rated how quickly they get to see a particular doctor as 'Good' or better

16% rated it as 'Fair'

3% rated it as 'Poor' or worse.

**Q5b. How do you rate how quickly you are seen when willing to see any doctor**

| <b>Q5b. Satisfaction with availability of any doctor</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 0                          |
| Poor   | 3                          |
| Fair   | 12                         |
| Good   | 32                         |
| Very good  | 35                         |
| Excellent  | 29                         |
| Does not apply   | 11                         |

88% rated how quickly they could see any doctor as 'Good' or better or felt it did not apply

10% rated it as 'Fair'

2% rated it as 'Poor' or worse

**Q7b. How do you rate the length of time you have to wait at the practice before seeing the doctor**

| <b>Q7b. Satisfaction with waiting times at practice</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 0                          |
| Poor  | 6                          |
| Fair  | 38                         |
| Good  | 34                         |
| Very good   | 36                         |
| Excellent   | 8                          |

64% felt that waiting times at the practice were 'Good' or better

31% rated their waiting time as 'Fair'

5% rated it as 'Poor'

**Q8a. How do you rate your ability to get through to the practice by phone**

| <b>Q8a. Satisfaction with phoning through to practice</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 2                          |
| Poor  | 10                         |
| Fair  | 24                         |
| Good  | 32                         |
| Very good   | 23                         |
| Excellent   | 21                         |
| Don't know/ never tried                                   | 14                         |

71% rated their ability to get through to the practice on the phone as 'Good' or better or had never tried

19% rated it as 'Fair'

10% rated it as 'Poor' or worse

**Q8b. How do you rate your ability to speak to a doctor on the phone when you have a question or need advice**

| <b>Q8b. Satisfaction with phoning through to doctor for advice</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 3                          |
| Poor   | 5                          |
| Fair   | 9                          |
| Good   | 10                         |
| Very good  | 6                          |
| Excellent  | 4                          |
| Don't know/ never tried  | 88                         |

86% rated their ability to speak to a doctor over the phone as 'Good' or better or had never tried

7% rated it as 'Fair'

6.5% rated it as 'Poor' or worse



**Q9b. How do you rate how often you get to see your usual doctor**

| <b>Q9b. Satisfaction with continuity of care</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 0                          |
| Poor   | 1                          |
| Fair   | 16                         |
| Good   | 30                         |
| Very good  | 35                         |
| Excellent  | 19                         |

83% rated the ability to see their usual doctor as 'Good' or better

16% rated it as 'Fair'

1% rated it as 'Poor' or worse

**Q10a. How do you rate how thorough the doctor's questioning was**

| <b>Q10a. Satisfaction with doctor's questioning</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 0                          |
| Poor  | 0                          |
| Fair  | 17                         |
| Good  | 25                         |
| Very good   | 38                         |
| Excellent   | 40                         |
| Does not apply                                      | 5                          |

86% rated the doctor's questioning as 'Good' or better or did not apply

14% rated it as 'Fair'

**10b. How do you rate the doctors' listening skills**

| <b>Q10b. Satisfaction with how well doctor listens</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 0                          |
| Poor   | 2                          |
| Fair   | 13                         |
| Good   | 28                         |
| Very good  | 41                         |
| Excellent  | 37                         |
| Does not apply   | 4                          |

88% rated the doctors' listening skills as 'Good' or better or did not apply

10% rated them as 'Fair'

2% rated them as 'Poor'

**Q10c. How do you rate how well the doctor put you at ease**

| <b>Q10c. Satisfaction with how well doctor puts patient at ease</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 1                          |
| Poor  | 2                          |
| Fair  | 11                         |
| Good  | 25                         |
| Very good   | 33                         |
| Excellent   | 33                         |
| Does not apply  | 19                         |

89% rated the doctor's ability to put patients at ease as 'Good' or better or did not apply  
9% rated it as 'Fair'  
2% rated it as 'Poor' or worse

**Q10d. How do you rate how much the doctor involved you in decisions about your treatment and care**

| <b>Q10d. Satisfaction with how much doctor involves patient</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 1                          |
| Poor  | 3                          |
| Fair  | 13                         |
| Good  | 30                         |
| Very good   | 35                         |
| Excellent   | 28                         |
| Does not apply  | 14                         |

86% rated the degree to which they were involved in decisions about their care as 'Good' or better or did not apply

10% rated it as 'Fair'

3% rated it as 'Poor' or worse

**Q10e. How do you rate the doctors' explanations**

| <b>Q10e. Satisfaction with doctor's explanations</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 0                          |
| Poor   | 3                          |
| Fair   | 13                         |
| Good   | 28                         |
| Very good  | 30                         |
| Excellent  | 39                         |
| Does not apply                                       | 11                         |

87% rated the doctors' explanations as 'Good' or better or did not apply

10% rated them as 'Fair'

2% rated them as 'Poor' or worse

**Q10f. How do you rate the amount of time your doctor spent with you today**

| <b>Q10f. Satisfaction with time doctor spends</b> | <b>Number of responses</b> |
|---|----------------------------|
| Very poor   | 0                          |
| Poor  | 3                          |
| Fair  | 16                         |
| Good  | 30                         |
| Very good   | 35                         |
| Excellent   | 36                         |
| Does not apply                                    | 5                          |

85% rated the amount of time the doctor spent with them as 'Good' or better or did not apply

13% rated is as 'Fair'

2% rated it as 'Poor' or worse

**Q10g. How do you rate the doctor's patience with your questions or worries**

| <b>Q10g. Satisfaction with doctor's patience</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 0                          |
| Poor   | 3                          |
| Fair   | 15                         |
| Good   | 28                         |
| Very good  | 28                         |
| Excellent  | 44                         |
| Does not apply                                   | 6                          |

85% rated the doctor's patience as 'Good' or better or did not apply

12% rated it as 'Fair'

2% rated it as 'Poor' or worse

**Q10h. How do you rate the doctor's caring and concern for you**

| <b>Q10h. Satisfaction with doctor's caring and concern</b> | <b>Number of responses</b> |
|--|----------------------------|
| Very poor  | 1                          |
| Poor   | 3                          |
| Fair   | 15                         |
| Good   | 28                         |
| Very good  | 32                         |
| Excellent  | 39                         |
| Does not apply   | 6                          |

85% rated the doctor's caring and concern as 'Good' or better or did not apply

12% rated it as 'Fair'

3% rated it as 'Poor' or worse

**Q11a. After seeing the doctor today do you feel able to understand your problem or illness**

| <b>Q11a. Ability to understand problem after visiting doctor</b> | <b>Number of responses</b> |
|--|----------------------------|
| Much more than before the visit                                  | 30                         |
| A little more than before the visit                              | 47                         |
| The same or less than before the visit                           | 19                         |
| Does not apply   | 27                         |



***Q11b. After seeing the doctor today do you feel able to cope with your problem or illness***

| <b>Q11b. Ability to cope with problem after visiting doctor</b> | <b>Number of responses</b> |
|---|----------------------------|
| Much more than before the visit                                 | 31                         |
| A little more than before the visit                             | 45                         |
| The same or less than before the visit                          | 22                         |
| Does not apply  | 25                         |

***Q11c. After seeing the doctor today do you feel able to keep yourself healthy***

| <b>Q11c. Ability to keep healthy after visiting doctor</b> | <b>Number of responses</b> |
|--|----------------------------|
| Much more than before the visit                            | 23                         |
| A little more than before the visit                        | 37                         |
| The same or less than before the visit                     | 28                         |
| Does not apply   | 35                         |

### Appendix 3

Patients were invited to comment in three specific areas on the service provided by the doctors, nurses and staff of the Newland Health Centre and the following comments were recorded:

#### ***Is there anything particularly good about your health care?***

“Open surgery”

“Dr ... is excellent, every time I have seen him he has been really nice and friendly”

“Newland Health Centre is very professional couldn't be happier with the service”

“Ability to get appointments. Staff very polite”

“I have remained at this since I came to university in 1989. Dr ... agreed for me to remain as a patient despite the fact I live in East Yorkshire, Brough. I am very impressed with level service provision”

“Staff's attitude in service”

“Everything is OK”

“Generally good in terms of treatment. Wonderful reception by the receptionists”

“I feel well looked after here, the employees seem to care”

“Felt at ease with doctor, listened to my needs, explained things well”

“Been at the practice 11 years and have no complaints”

“Always taken seriously – never felt like I am wasting anyones time”

“Good standard of care”

“My doctor”

“The services offered by our surgery are excellent from the doctors to the administrative staff. They are efficient and caring and have looked after me, my husband and children for fifteen years and we can only express our gratitude. They are still doing an excellent job even this very difficult environment. I would like to commend the surgery to the government”

Dr ... has been excellent with my care and very patient with my concerns. I feel much more at ease and definately able to cope with my problem after seeing ...”

“Quick”

“The doctor is always very helpful”

“I feel very fortunate to be registered at this health centre”

“Quick for appointments”

“I feel lucky to have an understanding and thorough GP and consultant at the hospital who communicate with each other about my health care (via letter etc)”

“Doctors seem genuinely understanding of student life, unlike reception staff”  
“Dr ... is fantastic”  
“N/A”  
“Friendly”  
“Very friendly receptionists & nurses. Dr ... very good doctor”  
“Pleasant staff, reasonably fast access to doctor”  
“Welcoming”  
“The new receptionist is nicer” 😊  
“On the odd occasion I have attended the surgery I have been well catered for”  
“Location”  
“(doctor) Listens well”  
“I like to see flexibility in hours whilst working”  
“Excellent Customer Service from Reception, always friendly & helpful. Very courteous doctors who always engage with patients needs and take time to properly diagnose”  
“Please listen to hear, not responded empathy”  
“Dr ... particularly very willing to explain in detail anything I don’t understand and answer any questions I have”  
“I can see the same dr everytime who is familiar with my condition”  
“Waiting times are not too long”

***Is there anything that could be improved?***

“Communication between these doctors and hospital consultants to deliver pain meds and appointments”  
“Open hours”  
“Perhaps 1-2 late evenings”  
“Ability to identify the sickness! “  
“Not really”  
“Once rang to make an appointment but could not get through all day”  
“General improvement though quite conscientious”  
“Nope”  
“Receptionists are always helpful but wait on hold is sometimes quite a few minutes”  
“Doctor should always listen seriously what I have to say”  
“Getting in touch with a receptionist in the afternoon”  
“Appointments outside of school hours. Has had to have many appointments during the day”  
“Nothing, this is an excellent practice”

“Better phone consulting”

“Annual check ups for the infirm and handicapped at home”

“I think if you had a Saturday service this might offer a more comprehensive service”

“Reception always seem to be ‘chatting’ not very professional”

“Not at this time”

“The receptionist’s attitude – I had a very rude lady one time”

“Open surgery later in the day”

“Phone sometimes goes straight to the after hours recording when the surgery is open. Do not get back to you when you leave a message. I wait 30 mins on phone to get through staff are short + blunt with people if my doctor wasn’t so good ide move surgerys”

“Not really”

“Sometimes have to wait a while before seeing the doctor – means taking more time off work for doctors appts”

“A text service for appointment reminders”

“Just the time when I was attended to, if it can be quicker”

“Not at present”

“Quicker waiting time, often have to wait a while when I arrive”

“Always very friendly. Very efficient when it comes to faxing my test results to my specialist back home”

“Nothing specific to the practice”

“10 minute time slots are way too short!”

“Waiting time has been very long on several occasions”

“Less waiting time”

“There could be made more tests to confirm the disease. The doctors predict what one person might have, they’re not based on tests. The doctors are waiting far too long to make tests”

“Response in picking up calls. It can be difficult to get through via telephone. I have witnessed calls being ignored a few times while at the GP and have had difficulties ringing in for an appointment”

***Any other comments?***


“Would appreciate it if some kind of help could be offered rather than trying to get you out as soon as possible and telling you to sit tight and wait 3 months to see someone else”

“£20 for a letter is rather a lot of money! Especially when a letter is illness related”

“I have been at this practice 4 years now and I believe it is improving all the time. Well done”

"This surgery is great. Keep up the good work"

"They are all great! Happy Christmas"

"Change the radio station!?" 

"None"

"No"

"Overall I am happy with the service I receive"

"This drs surgery is very good and me and my family have always been very satisfied with the care and attention all the staff at this practice have given us the number of years we have been here"

"I have no comments to make other than the standard of care is satisfactory"

"Thank you"

"None"

"Overall service is alright as staff are mostly friendly"

## References

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