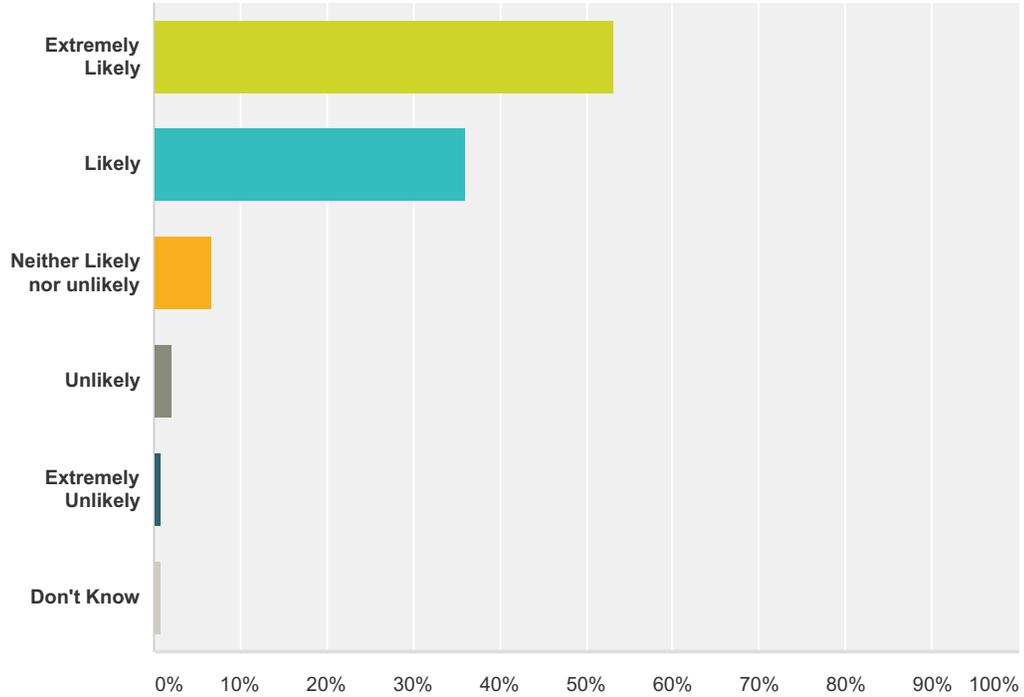


Q1 How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

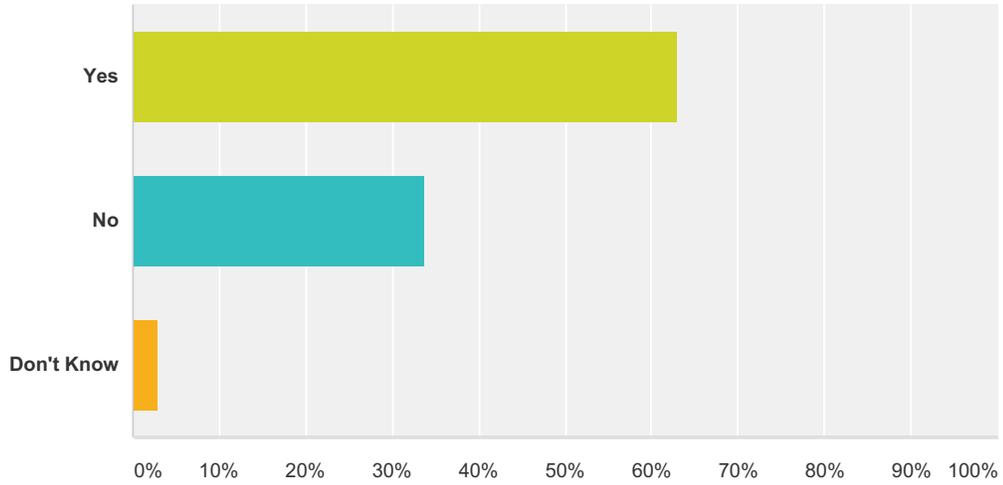
Answered: 435 Skipped: 4



Answer Choices	Responses
Extremely Likely	53.33% 232
Likely	36.09% 157
Neither Likely nor unlikely	6.67% 29
Unlikely	2.07% 9
Extremely Unlikely	0.92% 4
Don't Know	0.92% 4
Total	435

Q2 Have you registered for our ON-LINE access to appointments and repeat medication requests?

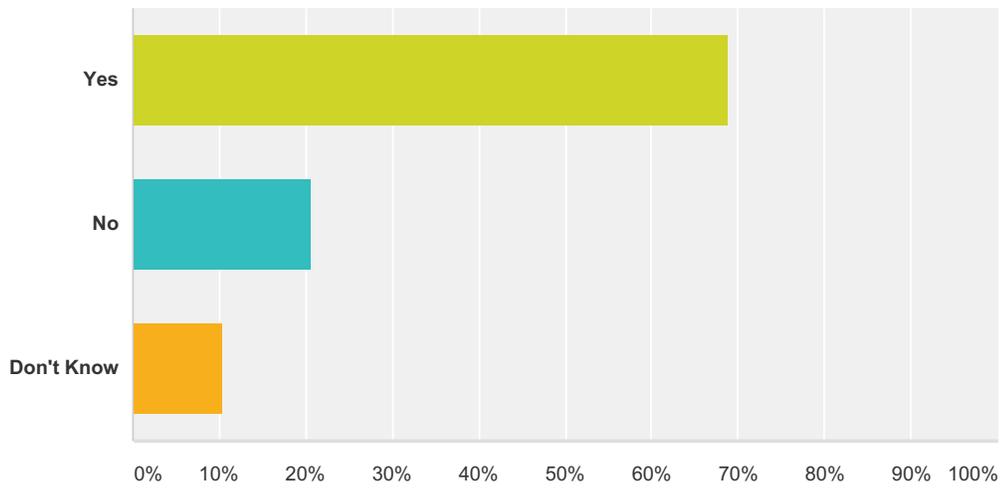
Answered: 431 Skipped: 8



Answer Choices	Responses
Yes	63.11% 272
No	33.87% 146
Don't Know	3.02% 13
Total	431

Q3 Would you like to be able to see your medical record ON-LINE?

Answered: 431 Skipped: 8



Answer Choices	Responses
Yes	68.91% 297
No	20.65% 89
Don't Know	10.44% 45
Total	431

Q4 What would you like to see us do better?

Answered: 270 Skipped: 169

#	Responses	Date
1	to make sure the appointment time is what we are told. to have sooner appointments available on line.	2/13/2015 12:00 PM
2	Be clearer about how far in advance to book appointments. Have more last minute appointments available.	2/13/2015 6:27 AM
3	Very happy with the standard of service at present.	2/13/2015 5:29 AM
4	better treatment; less waiting time	2/11/2015 1:34 AM
5	Longer opening hours or have some kind of walk in service That would take pressure of A and E	2/11/2015 1:06 AM
6	more welcoming and friendly environment at reception will be really helpful for patients.	2/10/2015 1:56 PM
7	I think the availability of appointments seems generally very good and certainly better than some of my friends report about some other G.P. surgeries When you have to ring on the morning though it can be very difficult to get through, and you have to keep ringing & ringing sometimes (though I've never not actually been able to get through when i needed to). I appreciate this is not an easy thing to sort out but it would make it less worrying if there was a system that could handle the volume of calls.	2/10/2015 12:19 PM
8	Ongoing monitoring of existing conditions	2/10/2015 12:07 PM
9	would like a phone call when test results are positive	2/10/2015 11:56 AM
10	faster appointments	2/10/2015 9:55 AM
11	Customer service at reception. Unfortunately, some staff can be rude.	2/10/2015 9:35 AM
12	In some cases, more welcoming attitude, at reception, &, on routine phone calls/appoints etc. Too often curt & abrupt. Some, not all.	2/10/2015 5:19 AM
13	More appointments with female doctors	2/10/2015 4:47 AM
14	Very happy with the practise.	2/10/2015 3:13 AM
15	I honestly couldn't say. I have a long term condition and have had many GP surgeries, but you are by far and away the best I have ever attended. Always friendly, easy to get appointments and order repeats, late and early appointments for full time workers like myself... I recommend you to a lot of people!	2/10/2015 2:00 AM
16	I am extremely happy with the care I have received over the many years I have been coming to meanwood practise.	2/10/2015 1:42 AM
17	Manage the on line services as access to get repeat prescriptions is riddled with access being denied	12/25/2014 1:09 PM
18	Didn't know you could register on line for appointments or prescriptions. This is really good - glad I know now. Great Practice, great staff, both clinical and support. Well done!	11/21/2014 5:00 AM
19	Nothing I think you all do a brilliant job under what must be very difficult circumstances sometimes.	11/20/2014 6:44 AM
20	Nothing. I have found every aspect without fault and have always been dealt with, with efficiency and courteously.	11/20/2014 6:44 AM
21	Morning or evening walk in appts or online booking for the same week not weeks in advance	11/18/2014 12:27 PM
22	Online consultation	11/18/2014 11:52 AM
23	I AM VERY HAPPY WITH THE SERVICE I HAVE AT THIS SURGERY AND HAVE RECOMMENDED IT TO MY FRIENDS AND FAMILY WHO HAVE NOW ALSO JOINED YOU	11/18/2014 7:35 AM
24	Answering the phone for appointments in the morning! Don't have any magic solutions though.	11/18/2014 5:20 AM
25	Have some nurse appointments on line to book	11/18/2014 1:24 AM
26	Specialist appointments available to book online ie asthma and smear checks to avoid the horrendous 8am phone scramble	11/18/2014 1:21 AM

27	I have no problems with the practice.	11/17/2014 2:43 PM
28	make appointments easier to book	11/17/2014 12:40 PM
29	getting an appointment on the day your ill	11/17/2014 11:54 AM
30	You do a great job. Keep up the great work	11/17/2014 11:01 AM
31	I would be good if you could make an appointment online to see the nurse.	11/17/2014 10:27 AM
32	Be able to get an appointment to see a doctor at short notice.	11/17/2014 9:26 AM
33	weekends and after office hours service.	11/17/2014 8:30 AM
34	More than happy with services provided	11/17/2014 7:50 AM
35	Don't know	11/17/2014 7:28 AM
36	I'd like to be able to see a nurse more quickly. I haven't tried recently so this may have changed, but in the past I have waited 2-3weeks, particularly in school holiday time. I would also like to be able to book a nurse online for standard things like bloodtests.	11/17/2014 7:25 AM
37	More evening and maybe Saturday morning appointments	11/17/2014 7:24 AM
38	I have always had an excellent service from your senior partners especially dr humphris but when speaking with your more junior jdkctors as a duty doctor on the phone I have found them frustrating as they seem unable to make a decision about some things which are urgent and they have to consult a more senior member off staff. I've found that when this happens they don't ring me back as they said they would and I've had to go through the whole process again with a senior partner who can make that decision. It causes undue stress and and anxiety. Thank you.	11/17/2014 7:21 AM
39	Open morning surgery rather than all by appointment. I would rather wiat my turn than wait up to 7 days to see a doctor.	11/11/2014 7:54 AM
40	Quite satisfied	11/3/2014 12:33 AM
41	I am very happy at the moment in all areas of care I have received.	11/3/2014 12:33 AM
42	Easier access to appointments. Problems getting through to the practice on the phone.	10/23/2014 6:30 AM
43	Nothing	10/23/2014 6:13 AM
44	The district nurses couldnt do a better job, they are fantastic, credit to the surgery.	10/23/2014 6:13 AM
45	You are doing very well.	10/23/2014 6:11 AM
46	I am proud that you have recognised the iniquity of having an 0844 number which is a tax on poorer patients who rely on mobile phones and far from being a local call rate is not included in most phonecall packages and is charged at an exorbitant rate by providers such as virgin. I would like to see you proselytise throughout the GP community in Leeds so that this close-to-evil practice comes to an end. I am also impressed as a heath care professional, that your switchboard has an option for health professionals - nothing more annoying thatn trying to return a call from a practice and waiting 20 mintues to get through. I this this innovation should be widely disseminated - preferably nationally. I am also impressed by the range of services you offer.	10/23/2014 6:10 AM
47	ask for a positive way of conveying new information (good or bad_ to a patient (or carer or relative.)	10/23/2014 6:06 AM
48	Sometimes find the appointment system frustrating, but have managed to see someone if it's urgent.	10/23/2014 6:05 AM
49	generally very satisfied with your service	10/23/2014 6:05 AM
50	All good. Some variety in waiting room reading material. Would you like donations?	10/23/2014 6:04 AM
51	feedback on heart scan	10/23/2014 6:04 AM
52	easier online access	10/23/2014 6:03 AM
53	better appointment choice	10/23/2014 6:02 AM
54	satisfied with the practice and the way that it is run	10/23/2014 6:01 AM
55	try to keep seeing the same doctor	10/23/2014 6:01 AM
56	Improve appointment system so that you can book your choice of doctor 3 to 4 days in advance.	10/23/2014 6:00 AM

57	Quite satisfied with it all	10/23/2014 6:00 AM
58	Would be better if it was easier to get an appointment with the doctor of your choice. Phoning for sam day appointment is almost impossible.	10/23/2014 5:52 AM
59	I am extremely satisfied with your current procedures.	10/23/2014 5:52 AM
60	This is a very good GP Practice. The only gripe i have is not being able to book a gp appointment online in the next four working days. Probably government bureacracy	10/23/2014 5:51 AM
61	improve available service	10/23/2014 5:51 AM
62	easier way to make an appointment	10/23/2014 5:50 AM
63	Where medication is for the rest of my life I would prefer to have 3 or 4 monthys of prescriptions at a time.	10/23/2014 5:48 AM
64	offer more appointments with the doctor of your choice.	10/23/2014 5:48 AM
65	All good thanks: more info about doctors? i.e. specialities etc	10/1/2014 11:27 PM
66	No all in all an excellent service from the doctors and receptionists, friendly and efficient.	9/26/2014 6:32 AM
67	Appointment system. Find it hard to get an appointment on the phone. Start ringing from 8am all apps gone. Yet cant book app for next day. Have to be at surgery at 8am(ok in decent weather) to get app!! What's the solution?	9/26/2014 6:30 AM
68	Car Park; sad to see cars parked in disability spaces when they are more needed and the taxi company that use the car park for a base.	9/26/2014 6:29 AM
69	It's fine by me.	9/26/2014 6:28 AM
70	Music played or radio station. Apart from that, brilliant surgery and doctors.	9/26/2014 6:27 AM
71	Nothing	9/26/2014 6:27 AM
72	Nothing, I am fine with it.	9/26/2014 6:27 AM
73	Not a lot. its already excellent.	9/26/2014 6:26 AM
74	It's already excellent.	9/26/2014 6:26 AM
75	Very satisfied.	9/26/2014 6:26 AM
76	Wash seat covers in waiting area please. Very happy with GP and other staff. Do not always remember what is said. On line record would help.	9/26/2014 6:25 AM
77	Pleased with everything, thank you.	9/26/2014 6:25 AM
78	Just more appointments available.	9/26/2014 6:24 AM
79	Not at this time (I'm happy as it is)	9/26/2014 6:22 AM
80	More appointments	9/26/2014 6:22 AM
81	More appointments	9/26/2014 6:20 AM
82	The receptionists do a very good job and should have more resources and support.	9/26/2014 6:20 AM
83	Appointments hard to get on day.	9/26/2014 6:19 AM
84	More doctors	9/26/2014 6:19 AM
85	Easier appointments	9/26/2014 6:18 AM
86	More or quicker appointments	9/26/2014 6:18 AM
87	Appointments	9/26/2014 6:18 AM
88	Access to doctors appointments easier.	9/26/2014 6:17 AM
89	Fine as it is. More immediate appointments not always available but understand reasons.	9/26/2014 6:17 AM
90	Quicker appointments.	9/26/2014 6:16 AM
91	Tried to register for on-line access	9/26/2014 6:16 AM

92	I have found everything and everyone extremely helpful. Thank you.	9/26/2014 6:15 AM
93	Improve the phone system on waiting to book appointments.	9/26/2014 6:15 AM
94	Very good service	9/26/2014 6:13 AM
95	More rapid appointments when needed.	9/26/2014 6:13 AM
96	Just leave it as it is.	9/26/2014 6:12 AM
97	I feel it is very frustrating when you phone at 8 the line shows engaged and sometimes you have to wait for ages after all this you are not able to get an appointment. It is not easy phoning from work.	9/26/2014 6:12 AM
98	more availability appointments	9/26/2014 6:11 AM
99	does alright	9/26/2014 6:11 AM
100	not much, i'm quite happy with the service I receive.	9/26/2014 6:11 AM
101	Water refreshment in the waiting area.	9/26/2014 6:10 AM
102	OK for now	9/26/2014 6:10 AM
103	I think that the practice works hard enough and has a very dedicated team at all levels and can probably do without further pressure from Government.	9/26/2014 6:09 AM
104	Quicker appointments and more on-line appointments.	9/26/2014 6:08 AM
105	Be able to book appointment with doctor of choice more often. When you ring up old you have to ring on the day but can't get through till 8.15 then appointments have gone. Everything else OK.	9/26/2014 4:39 AM
106	More accessible appointments	9/26/2014 4:38 AM
107	Not at this time (I'm happy as it is)	9/25/2014 4:48 AM
108	More appointments	9/25/2014 4:48 AM
109	Ability to book a time slot for telephone consultations.	9/24/2014 2:58 AM
110	Appointments information larified so patients understand how the system works. Better presentation of information.	9/17/2014 7:18 AM
111	Posters "overhauled" to get rid of out of date leaflets.	9/17/2014 7:17 AM
112	Think lots of things are very good at present. One minor suggestion :- as the waiting room becomes very busy and noisy it is not always possible to hear names being called could all medical staff come to the front and call in a clear voice?	9/17/2014 7:14 AM
113	Make appointment system clearer	9/17/2014 7:12 AM
114	Yes	9/13/2014 5:11 AM
115	Longer appointments! Shorter waiting times for a receptionist to answer the phone!	9/11/2014 4:24 AM
116	Establish some way to make it easier to see the doctor of your choice,particularly if you have seen a doctor about a particular problem and want continuity.	9/11/2014 3:01 AM
117	Manage Appointment bookings	9/8/2014 9:55 AM
118	Sharpen appointment system and improve referral to specialist tailored to the need of patients	9/4/2014 12:07 PM
119	Maybe more privacy at the reception desk. Reading material in waiting room. It's a good practice all in all.	9/4/2014 2:59 AM
120	I am a bit deaf & find the telephone options a little difficult to use. I usually manage though. We used to be able to book Nurse appointments on line which was helpful. Otherwise excellent service. Thank you.	9/2/2014 1:25 AM
121	More evening appointments please.	8/31/2014 2:57 AM
122	Generally the standard of medical care has been excellent. Sometimes prompting is needed to ensure that existing and new medical problems are fully taken into account.	8/29/2014 11:13 AM
123	educate your older reception employees not to be so negative when booking an appointment	8/26/2014 8:26 AM

124	Biggest problem is getting an appointment when you need it. I appreciate the difficulties with a practice your size, however.	8/24/2014 10:30 AM
125	I am new to the area and have been very happy with the service I have received on all levels. My concern about on-line records is one of computer security.	8/21/2014 11:45 PM
126	Nothing. I have had all the care anybody would wish for since 1993. Thank you very much for everything. xxxxx	8/21/2014 11:44 PM
127	Nothing I can think of at present	8/21/2014 12:02 PM
128	Enable patients to make appointments online for the same day. This will prevent having to phone up and be put in a queue; only to be told that there is no available appointments for that day.	8/20/2014 10:40 AM
129	All is acceptable to date	8/20/2014 8:35 AM
130	Current "service" is fine for me. It is not broken so I can't ask you to fix it!	8/19/2014 12:59 PM
131	Be able to book appointments on the web site for the nurses.	8/19/2014 12:35 PM
132	I always find the doctors and reception staff very friendly and helpful.	8/19/2014 9:26 AM
133	I think that the ability to see the doctor you want has much improved in recent years. However, it invariably means taking time off work. Later opening is much appreciated. Any chance of more?	8/19/2014 9:23 AM
134	I think some of the reception staff are lacking in customer service skills, and the appointments to see a nurse need refining, I was given a half hour asthma appointment and was in 10 minutes that's 20 minutes that some one could use	8/19/2014 8:28 AM
135	Working people need more sessions in twilight 5 to 6.30. Why can't we check for availability by online of times on the day- again for people that work 9 to 5 Light music in background would be helpful to relax wait time - probably not appreciated by your staff?	8/19/2014 5:21 AM
136	Appointments by phone are very difficult....engaged at 08.00am, keep pressing redial, then on hold! By the time I manage to speak to someone all the appointments are gone and I need to go through it all again the following day! Very exasperating!	8/19/2014 1:47 AM
137	I have not visited the practice lately and therefore am not in a position to comment	8/19/2014 1:15 AM
138	Receptionists could be more friendly (I know they have difficult patients to deal with but some of us are nice people). Ability to e mail queries to the practice/ Doctors/nurses. Anything to alleviate the morning scrum for that day's appointments. How about making some available on line the night before? By the time I get to work and the surgery is open that day's appointments have usually gone. Have a GP holding an open session where people take a ticket and just wait to see them. At least we know we'll be seen, even if we have to sit there for an hour.	8/18/2014 11:50 PM
139	more after work appointments try harder to help with conditions rather than fobbing off with no cost	8/18/2014 12:06 PM
140	Online system was difficult to set up	8/18/2014 11:37 AM
141	perfection	8/18/2014 6:59 AM
142	Some reception staff are friendly others not	8/18/2014 5:37 AM
143	Over 25 years I have used the surgery, the doctors & nurses have been brilliant, the service has only changed the way we make appointments , that can be frustrating when your in need sooner rather than later for an appointment.	8/18/2014 5:14 AM
144	Fortunately I am an occasional visitor to the surgery, but there is nothing in my experience I can suggest needs improvemnt	8/18/2014 3:51 AM
145	There's never appointments available when I phone, It's always call back in the morning at 8.....	8/18/2014 3:47 AM
146	I think you provide a really good service.	8/18/2014 2:31 AM
147	Sometimes your receptionists appear a little unfriendly. Once I attended and they were sitting with their backs towards me chatting about something. It was a minute or two before I received any attention. *unfortunately this was my first visit and did not make a good first impression! However, since then things have been better and my mother is a very difficult client to deal with so I am grateful to everyone!.	8/18/2014 1:43 AM
148	on-line appointments for practice nurses - such as for 6 monthly diabetes check-ups and blood tests	8/18/2014 12:02 AM

149	Better access to appointments. On a number of occasions recently I have rang for appointments at about 8.30am and by the time I have got through been told there are no appointments left for that date. And when I have rang at 8am it is regularly the case that it takes many attempted calls before I eventually get through to then be told you are number X in the queue. I would recommend that all of the Partners in the practice try getting through to get appointments to see what it is really like for your patients.	8/17/2014 2:14 PM
150	Yes in the Podiatry Department, problems in getting appointments	8/17/2014 1:36 PM
151	Although appointments can be booked online, it would be appreciated if appointments could be made for the next day rather than having to wait at least a week for the first available appointment. To get an urgent appointment patients are instructed to call at 8am, but lines are constantly engaged until around 8.20, by which time no further appointments are available.	8/17/2014 1:31 PM
152	Open weekends.	8/17/2014 1:11 PM
153	Would like to be able to book childrens appointments online	8/17/2014 12:03 PM
154	Change the system for appointments. IE Everyone who wants an appointment ringing at the same time!! How ridiculous!!	8/17/2014 11:20 AM
155	----	8/17/2014 10:18 AM
156	Same day appoinment. Now when you ring first thing phone busy or lookalike off from hook or till 9am no appointme lift.	8/17/2014 5:04 AM
157	Make results of tests available online so I will know whether I need to make an appointment to see GP or not, as I work hours surgery are open so can't phone.	8/17/2014 12:15 AM
158	Website could be better set out and more informative. eg who to book an appointment with when you find you're pregnant, which midwives are working out of the practice.	8/16/2014 4:52 PM
159	cant think of anything needing improving	8/16/2014 11:50 AM
160	i would like to have more opportunity to have appointment in the evenings	8/16/2014 11:03 AM
161	make an appontment with the GP of my choice within 1 week.	8/16/2014 9:49 AM
162	just when i have had problems like i have been having a ear infection since march it can take a week before i can book an appointment ,and it is very painfull while i wait to see a docter	8/16/2014 9:11 AM
163	everything seems fine	8/16/2014 3:15 AM
164	Be able to get appointments quicker when you need them for unplanned illness.	8/16/2014 2:33 AM
165	Ensure all reception staff are polite and patient - most are very helpful but this could be more consistent	8/16/2014 1:55 AM
166	Friendlier receptionists!	8/15/2014 11:45 PM
167	Have more appointments available	8/15/2014 11:20 PM
168	Open later and weekends it's not very worker friendly	8/15/2014 5:07 PM
169	Better process of calls at 8am to the drs. Can't get through if everyone is calling. Open another line and put more staff for that time. Car park is always full?	8/15/2014 3:17 PM
170	Nothing really	8/15/2014 3:15 PM
171	Bring back the "Open Surgery" in the mornings.	8/15/2014 3:06 PM
172	Nothing, everything is fine as it is thank you.	8/15/2014 1:41 PM
173	Nothing, you do a marvellous job all of you under very difficult and stressful situations, well done to you all	8/15/2014 1:32 PM
174	I think you already do a very good job at the surgery, maybe some customer service training for the secretary lisa	8/15/2014 12:53 PM
175	Have less of a wait for blood test appointments.	8/15/2014 12:43 PM
176	answering telephone calls and longer times to speak with a doctor	8/15/2014 12:10 PM
177	Have more appointments available.	8/15/2014 12:03 PM
178	No complaints here.	8/15/2014 11:54 AM

179	This questionnaire is a way of maintaining contact with patients who do not often visit the surgery. Maybe it would be a way to monitor everyday physical and mental health. I was not aware that the online registration required my email address to reset my password, until I had managed to find it and log on. Informing those of us who were early adopters, but seldom use the service, may be worthwhile.	8/15/2014 11:49 AM
180	Be able to get an appointment sooner at a time I'm not working. After 6 for example	8/15/2014 11:42 AM
181	To be able to make an appointment to see a Doctor at short notice.	8/15/2014 11:22 AM
182	I'm generally very satisfied with provision at the surgery.The only suggestion I have to offer concerns the availability of appointment times.It would be useful to have late evening appointments available (one day per week perhaps,with that day rotating on a five week basis) ,this might benefit shift workers.	8/15/2014 11:14 AM
183	More appointments.	8/15/2014 11:02 AM
184	appointment system	8/15/2014 10:49 AM
185	The on-line service has been inaccessible for over a week now. It needs updating.	8/15/2014 10:47 AM
186	More appointments with GPs available Friendlier reception - a smile goes a long way! I am very satisfied with the Meanwood Group practice on the whole. Thank you	8/15/2014 10:47 AM
187	Wave a magic wand and give me a BMI < 26	8/15/2014 10:46 AM
188	The reception staff can be unhelpful - I think they need to deliver a better level of customer service.	8/15/2014 10:42 AM
189	Have better continuity with 1 or 2 gp's.	8/15/2014 10:22 AM
190	I don't like the system where everyone has to ring at 8 for a same day appointment I seem to always miss the doctor I want after 20 minutes of waiting this is very frustrating	8/15/2014 9:56 AM
191	earlier appointments	8/15/2014 9:51 AM
192	get after work appointments more easily, currently have to wait minimum 1 week	8/15/2014 9:50 AM
193	Access test results all day not just in the mornings.	8/15/2014 9:40 AM
194	to be able to get through and get an appointment as it is very difficult to get one when you ring up,when you ring for an appointment they say there's none available today and to ring on the day when you do there all gone	8/15/2014 9:36 AM
195	No complaints so no comment	8/15/2014 9:15 AM
196	Be more friendly - especially reception and one or two doctors who seem to be preoccupied with their agenda. Also waiting room area is tired and grubby. And you have a silly sign that says 'stand behind here to help maintain confidentiality of the person in front' - but u can ward everything of what is said. Very embarrassing and disrespects confidentiality and respect for the individual patient.	8/15/2014 9:10 AM
197	Nothing I can think of at the moment. Something could come to mind a little further down the line. If that was the case then I would raise the issue at that time.	8/15/2014 8:54 AM
198	I'm a fairly new patient and I haven't found any problems so far	8/15/2014 8:45 AM
199	A children's area would be great for inpatient toddlers.	8/15/2014 8:44 AM
200	perfect.	8/15/2014 8:35 AM
201	I have recently joined the Practice and so far have been extremely delighted with the service you provide.	8/15/2014 8:11 AM
202	yes	8/15/2014 7:44 AM
203	More appointments available The office (option 3) to be available all day, not just from 9am - 12.30pm (ish) for test results and enquires	8/15/2014 7:17 AM
204	Although I don't visit often - magazines would be nice when you're waiting but the practice is excellent.	8/15/2014 6:55 AM
205	reception could be more profesional	8/15/2014 6:55 AM
206	More open surgeries but little else.the service from MGP is very good.	8/15/2014 6:51 AM
207	do not allow medical records to be seen online. these are extremely private and too easily accessible by those who have no right to this information	8/15/2014 6:49 AM
208	More appointments available to book a day or two in advance.	8/15/2014 6:44 AM

209	Am happy with the services received.	8/15/2014 6:19 AM
210	more continuity with doctors enabling continued care and less repetition of history.	8/15/2014 6:18 AM
211	Be able to use Skype as an alternative to face to face appointments, for ongoing treatment	8/15/2014 6:07 AM
212	Some of the receptionists do not have a very good attitude towards the patients.	8/15/2014 5:58 AM
213	Though things have improved, perhaps a further improvement to obtaining Appointments would be beneficial (not that I use it much)	8/15/2014 5:29 AM
214	To be able to ring up and make appt with dr of choice a few days in advance rather than being told you can only ring on the day. By the time you get through on the day there are no appt even though you started ringing at 8am. Prescription service is good and receptionists are helpful. Sometimes to see dr of your choice you have to wait over a week sometimes two. I am happy with service overall.	8/15/2014 5:11 AM
215	nothing satisfied with surgery	8/15/2014 5:11 AM
216	practice is great.	8/15/2014 5:06 AM
217	Take more time to manage patients who have long term illness perhaps allocate a nurse that they could talk to so they don't feel they are going through it by themselves. Offer medical records online and perhaps email to doctors in the future or an alternate way of contacting reception.	8/15/2014 5:02 AM
218	Offer more "on the day" appointments.	8/15/2014 4:55 AM
219	Improve availability of near time on-line appointments.	8/15/2014 4:48 AM
220	We think that you have got things right. It might be a help to speed up answering early morning phone calls.	8/15/2014 4:47 AM
221	I'm severely disabled and I am often told to make double appointments, something I can't do with the online service so I stopped using it. When I tried to reregister it said that the health centre did not have my email address but obviously you have my email address or you wouldn't be sending me this online survey.	8/15/2014 4:33 AM
222	Any chance of old people and those who do not work having daytime appointment, leaving early mornings / evenings for others - Controversial but could it be considered	8/15/2014 4:20 AM
223	Manage appointments, availability of appointments, more telephone appointments available.	8/15/2014 4:11 AM
224	Same day appointment triage service.	8/15/2014 4:06 AM
225	Ability to book the nurse on the website.	8/15/2014 4:03 AM
226	Nothing, every time I have been I've been seen really quick, much better than my old practise.	8/15/2014 4:00 AM
227	stop treating people on the cost factor.	8/15/2014 3:50 AM
228	Make it quicker to get repeat prescription forms. Often have to wait through lots of long conversations when one person on desk!	8/15/2014 3:48 AM
229	I do not attend the Doctors on a regular enough basis to be able to make a suggestion. My experience of the Practice has always been a good one.	8/15/2014 3:37 AM
230	Provide a better and efficient service by attending to patient's care and need in a more satisfactory way e.g prescribing or recommending a more suitable or effective drug where previously prescribed drug is not doing the job and giving more time where necessary to address patients worries and needs.	8/15/2014 3:34 AM
231	Make it clear if my "accountable GP" is the one I ask for appointments with or will it be appropriate to continue with my present one.	8/15/2014 3:33 AM
232	I think the practice is almost perfect, at least for me, I would ask that it is easier to make appointments on-line within 1 week although you may be governed by central red tape. KEEP UP THE GOOD WORK.	8/15/2014 3:33 AM
233	Nothing, I cannot believe how lucky I am to have you as my Drs.	8/15/2014 3:17 AM
234	Everything is very satisfactory to me thank you.	8/15/2014 3:15 AM
235	Everything is fine	8/15/2014 3:07 AM
236	Give more support to patients with depression and stop the pat on the head and send them on their way attitude which the surgery now operates	8/15/2014 3:02 AM
237	I have no complaints so just keep up the good work	8/15/2014 3:01 AM

238	All works well for me! Thanks	8/15/2014 2:53 AM
239	More appointments with the popular doctors e.g. Dr Newbound, Dr Humphris	8/15/2014 2:49 AM
240	more people on the phones in the morning when trying to make appointment	8/15/2014 2:44 AM
241	Reception can be a bottleneck when conversations become extended and there is only one receptionist available.	8/15/2014 2:41 AM
242	Receptionists sometimes unfriendly, when you ask for an appointment, even if it isn't urgent and you are flexible when you can go, it feels like you're asking for the impossible.	8/15/2014 2:40 AM
243	Quicker turn round on prescription	8/15/2014 2:40 AM
244	On-Line appointments not to be so far ahead.	8/15/2014 2:39 AM
245	I would like to be able to book appointments on-line with a nurse but it seems that's not possible.	8/15/2014 2:36 AM
246	Cut the waiting time for appointments	8/15/2014 2:35 AM
247	I'm happy with the service I receive thank you.	8/15/2014 2:34 AM
248	Quicker access to doctor/nurse	8/15/2014 2:31 AM
249	Offer more current appointments via Patient Access (not just a week or two in advance) and more evening appointments. It would be good to be able to see if a GP is male or female too when booking.	8/15/2014 2:30 AM
250	Walk in appointments like you used to do between 8 and 9	8/15/2014 2:28 AM
251	Nothing, I am very happy with the practice.	8/15/2014 2:27 AM
252	Well timed communication from the surgery, possibly by text or email rather than phone or post. Like letters or results received by the surgery instead of us ringing lots of times to help us better plan our appointments.	8/15/2014 2:27 AM
253	Tidy up the information boards in Reception area.	8/15/2014 2:25 AM
254	Nothing Im really happy with everything	8/15/2014 2:22 AM
255	A better appointment system - walk in. You seem to have to be able to give notice of being ill to get an appointment. For run of the mill stuff it is easier to get an appointment on line in advance but try to get an appointment when you are feeling very ill and it can be a nightmare! "Ring back tomorrow" - hard when you are ill in bed.	8/15/2014 2:20 AM
256	Appointments bookable 2 weeks in advance with preferred GP if possible	8/15/2014 2:18 AM
257	I think your doing very well	8/15/2014 2:18 AM
258	Would like u to make it easier to get an appointment. Ringing at 8 and been sat in a que doesn't work well for those at work at 8am	8/15/2014 2:17 AM
259	Offer a better service to book appointments on a morning. Not everybody has the time to sit and press re-dial for 10/20 minutes and then finally get put through to be told all of the appointments have been taken.	8/15/2014 2:14 AM
260	Often feel like no point in seeing a doctor with issue as no solution usually found to issues such as neck pain back ache etc go through procedures ie pain killers physio but problems still there	8/15/2014 2:11 AM
261	Improve the customer service on the reception. One lady is often very rude and a few weeks ago, I waited 15 minutes waiting to hand in a urine sample while most of the reception staff sat on their computers. Nobody told me there was a hand in place. It was pretty humiliating.	8/15/2014 2:07 AM
262	More appointments available on the day. More late night days. Childrens appointments to be booked online under parents authorisation	8/15/2014 2:07 AM
263	Front of house. On line appointments on the day. Repeat px on line. Weekend apts On line apt and px for kids.	8/15/2014 2:03 AM
264	Be able to book appointment in and not have to ring every morning	8/15/2014 2:01 AM
265	Appointments available online are only a subset, as you can get different ones if you phone up. It would be much better if these could be equal.	8/15/2014 2:01 AM
266	Appointments time slots.	8/15/2014 2:00 AM

267	Answer the phone quicker, or gave a voicemail service for a call back, rather than queuing up ages...	8/15/2014 2:00 AM
268	Nothing, a lovely local practice with friendly and helpful reception staff and caring GPs and nurses	8/15/2014 2:00 AM
269	I would like to have a rolling 3-month prescription for my asthma inhaler. It is a chronic condition which isn't going to get better; and having to re-request the prescription (in person!) every 3 months is very inconvenient	8/15/2014 2:00 AM
270	receptionists can be a bit cold, and sometimes make you wait whilst they finish typing or chatting.	8/15/2014 1:59 AM