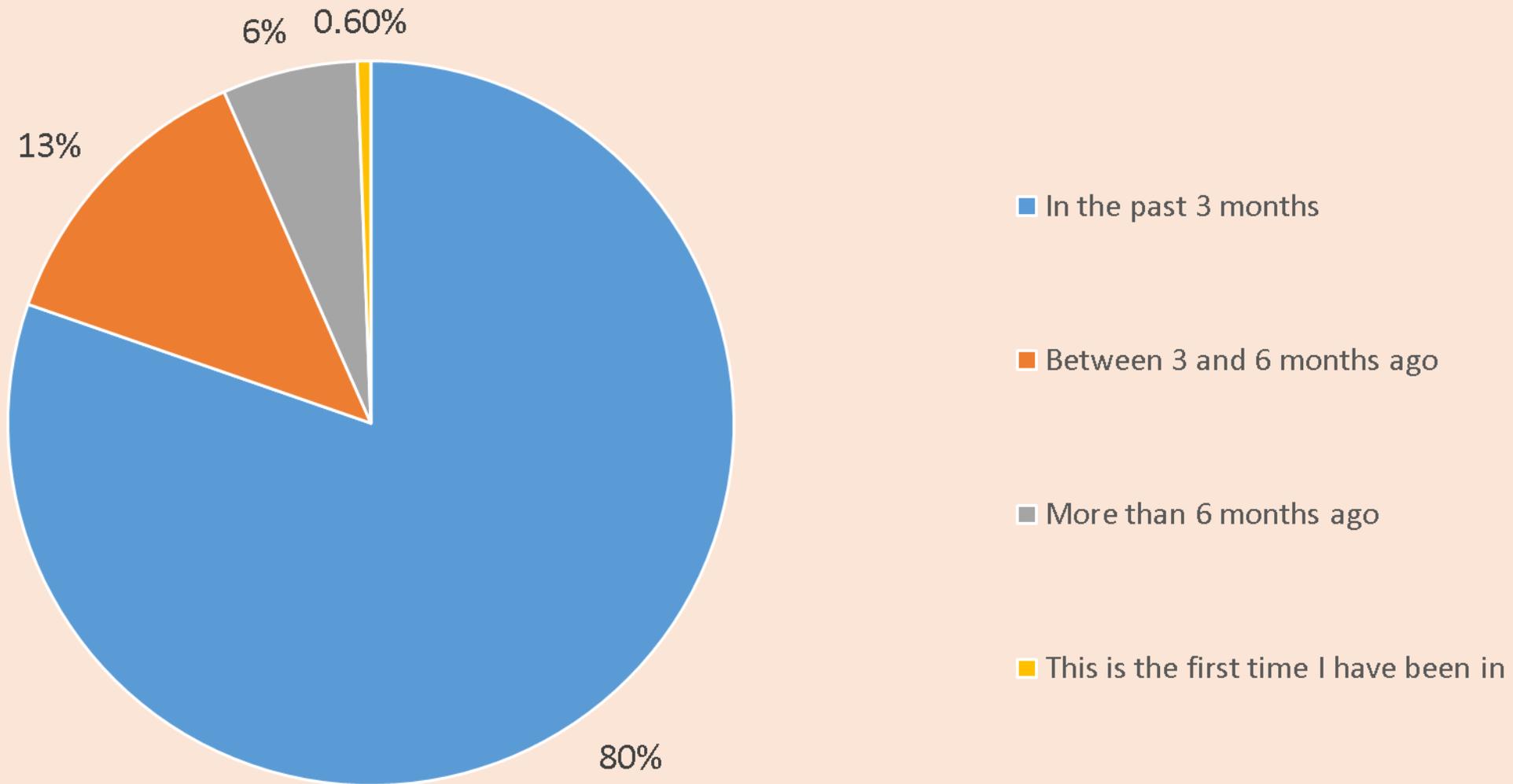


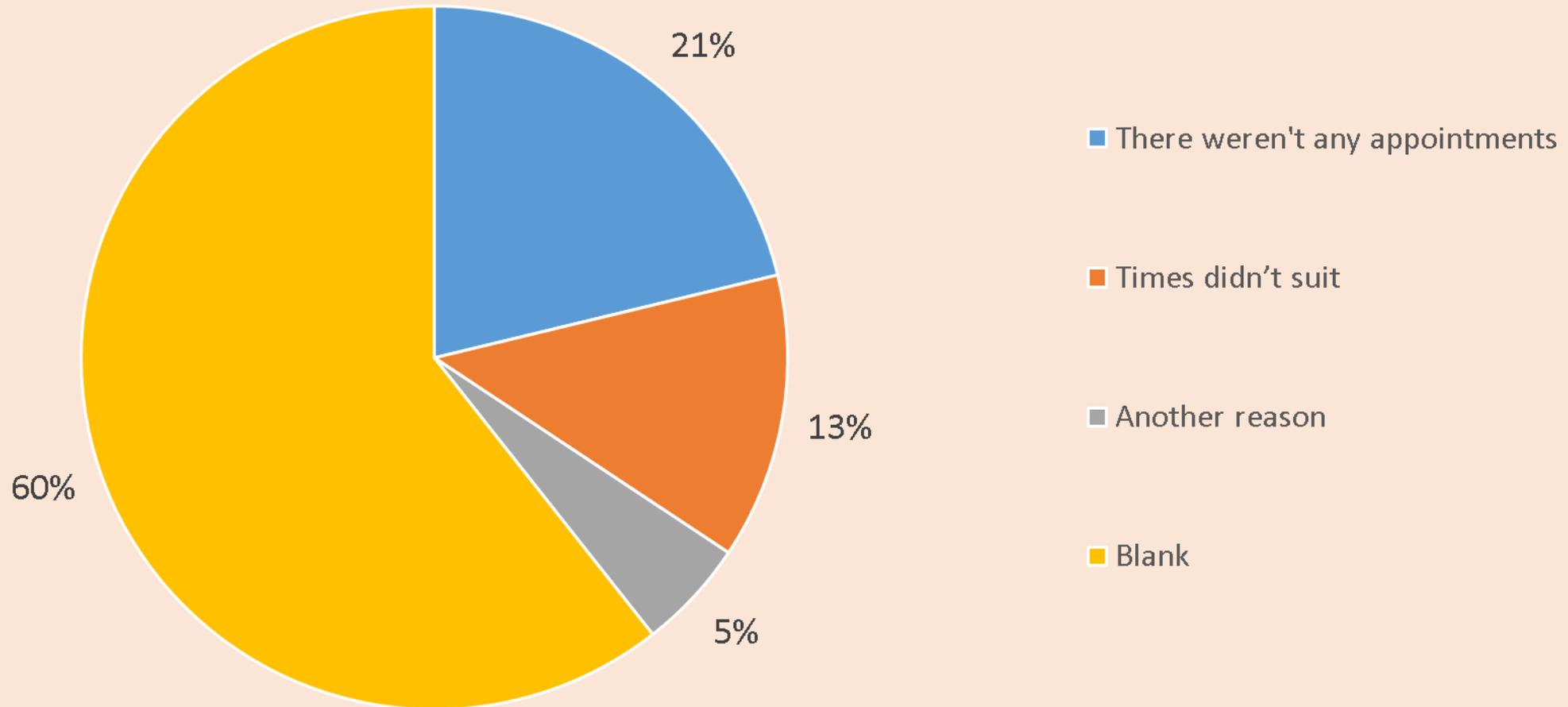
The Canford Heath Group Practice Patient Survey 2014

From 580 questionnaires

When did you last come to the surgery?



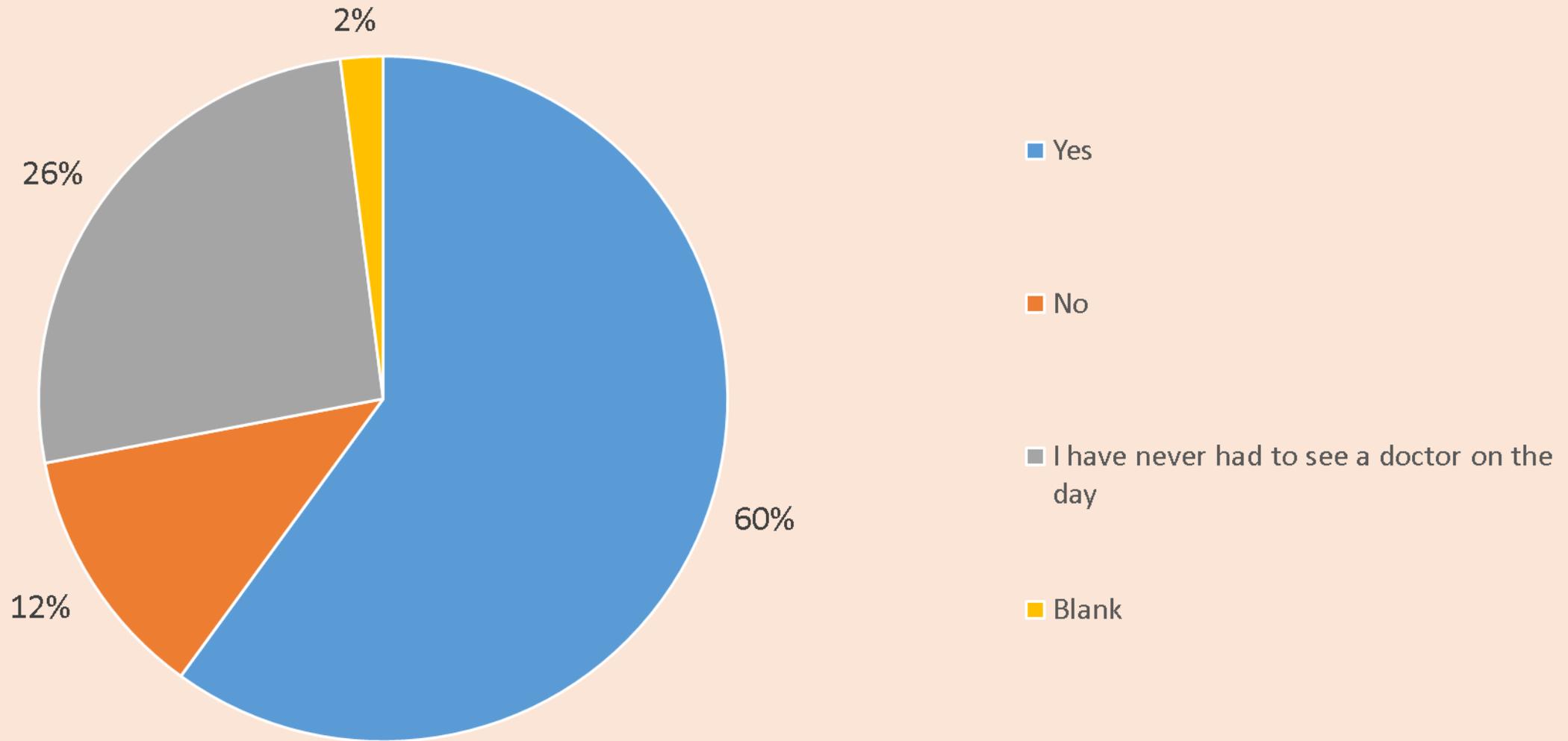
If you weren't able to get an appointment with a doctor within two working days why was that?



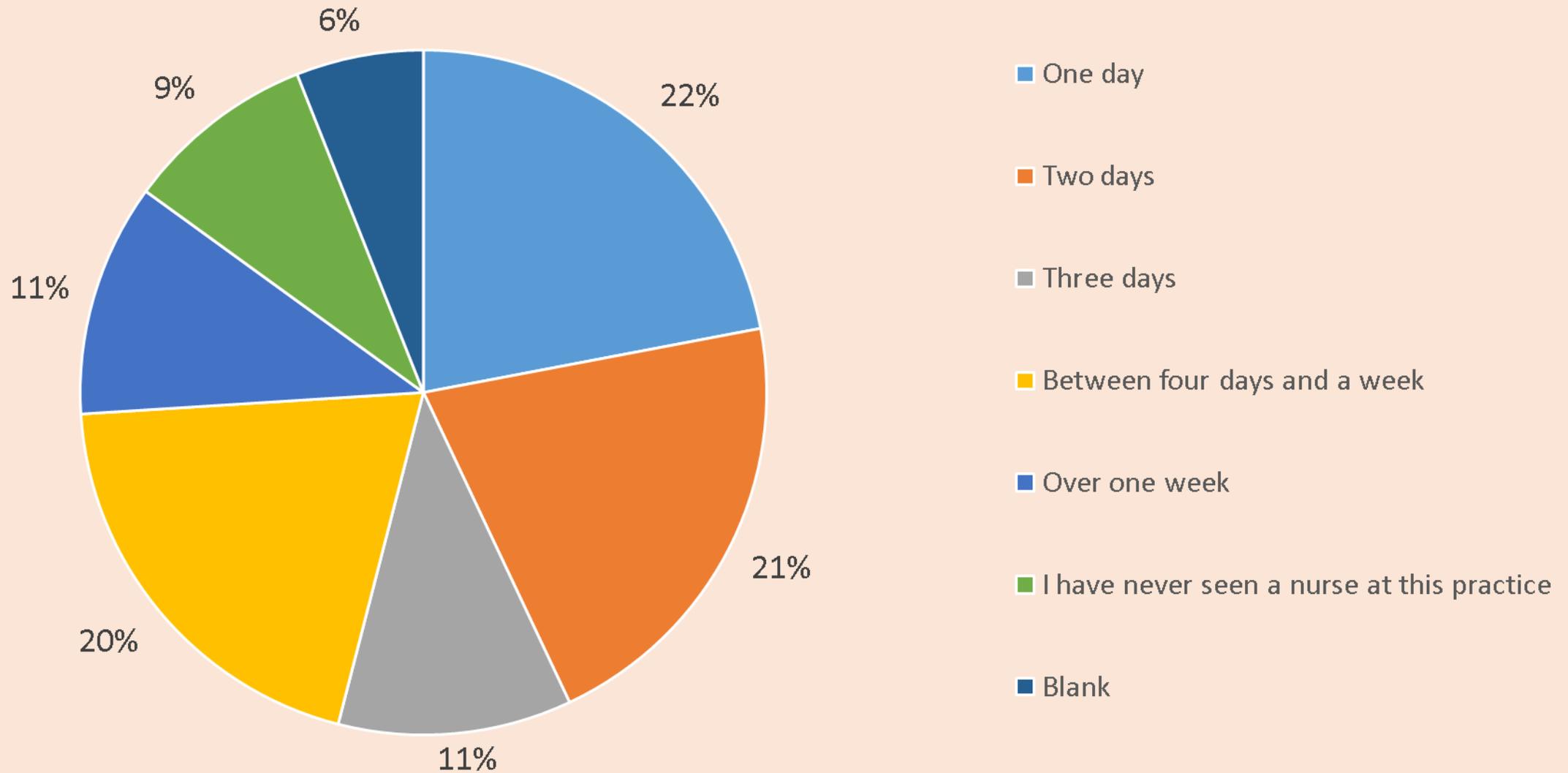
Comments:

- My Doctor was on holiday
- Dr Aizpitarte only works part time
- After my Doctor's retirement there was no allocated doctor
- My doctor is always fully booked (Dr Faust)
- I've always been able to get an appointment so I never have that problem

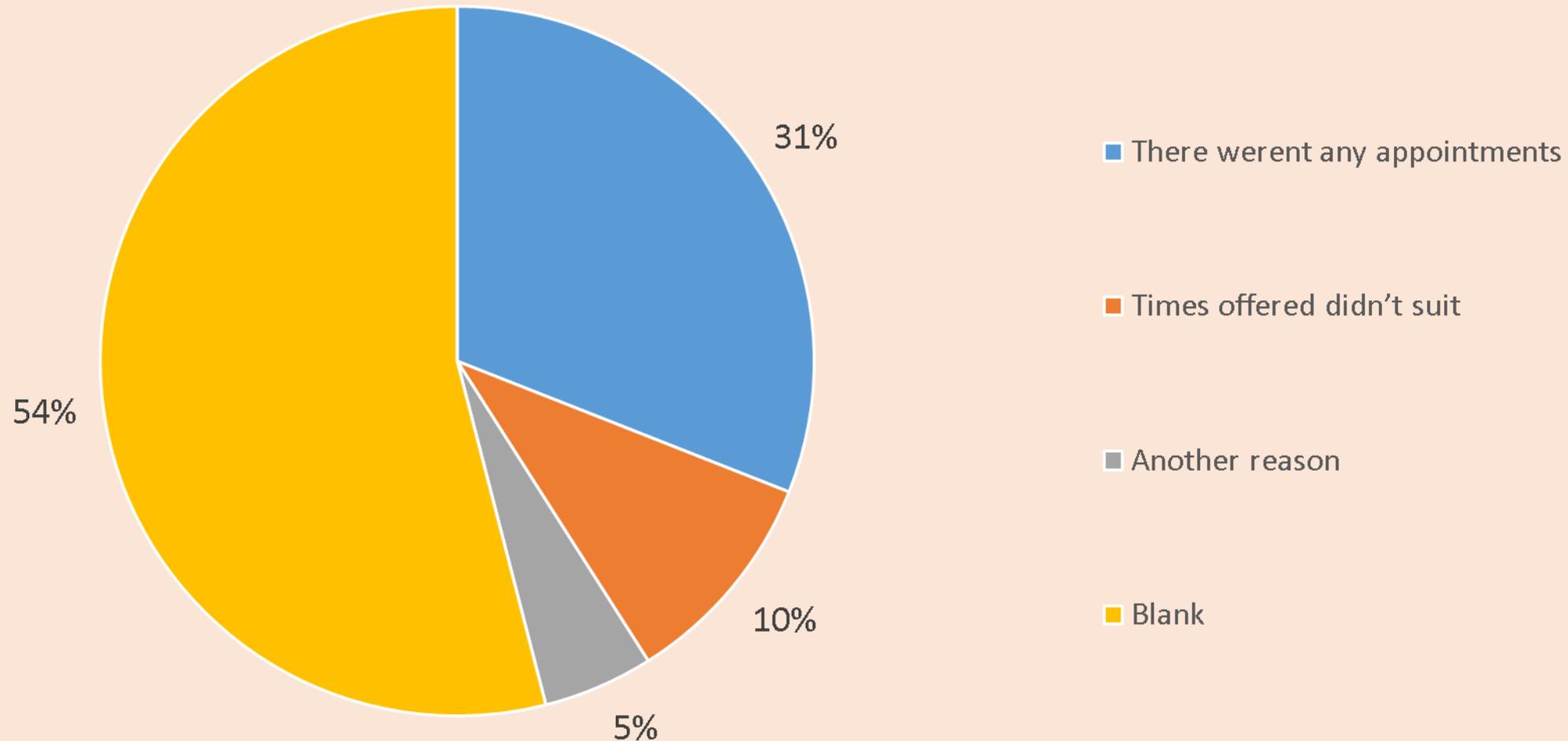
If you have had to ask for an urgent same-day appointment to see a doctor have you always got an appointment the same day?



Ordinarily how long have you had to wait to see a nurse?



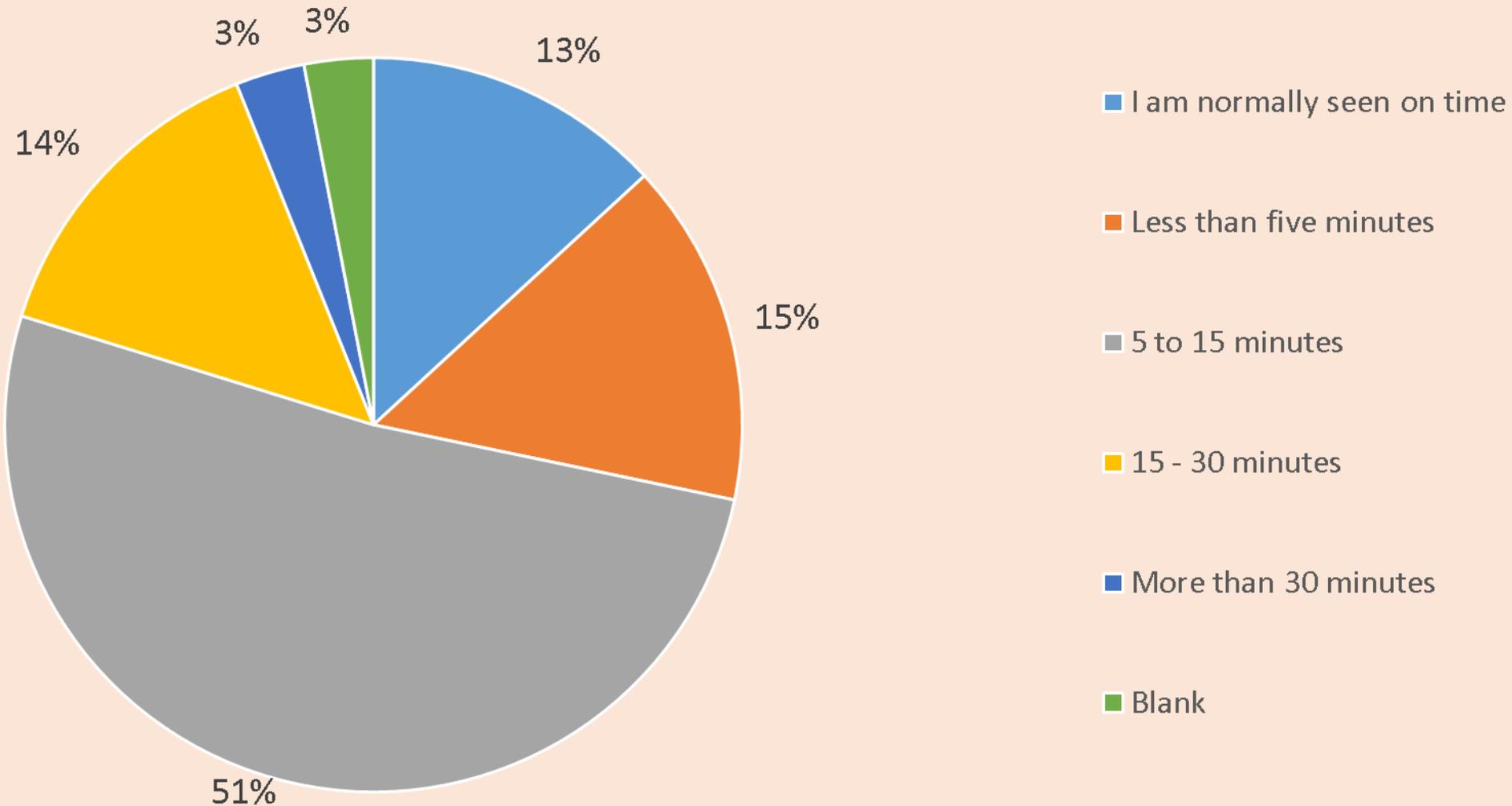
If you weren't able to get an appointment with a nurse within three working days why was that?



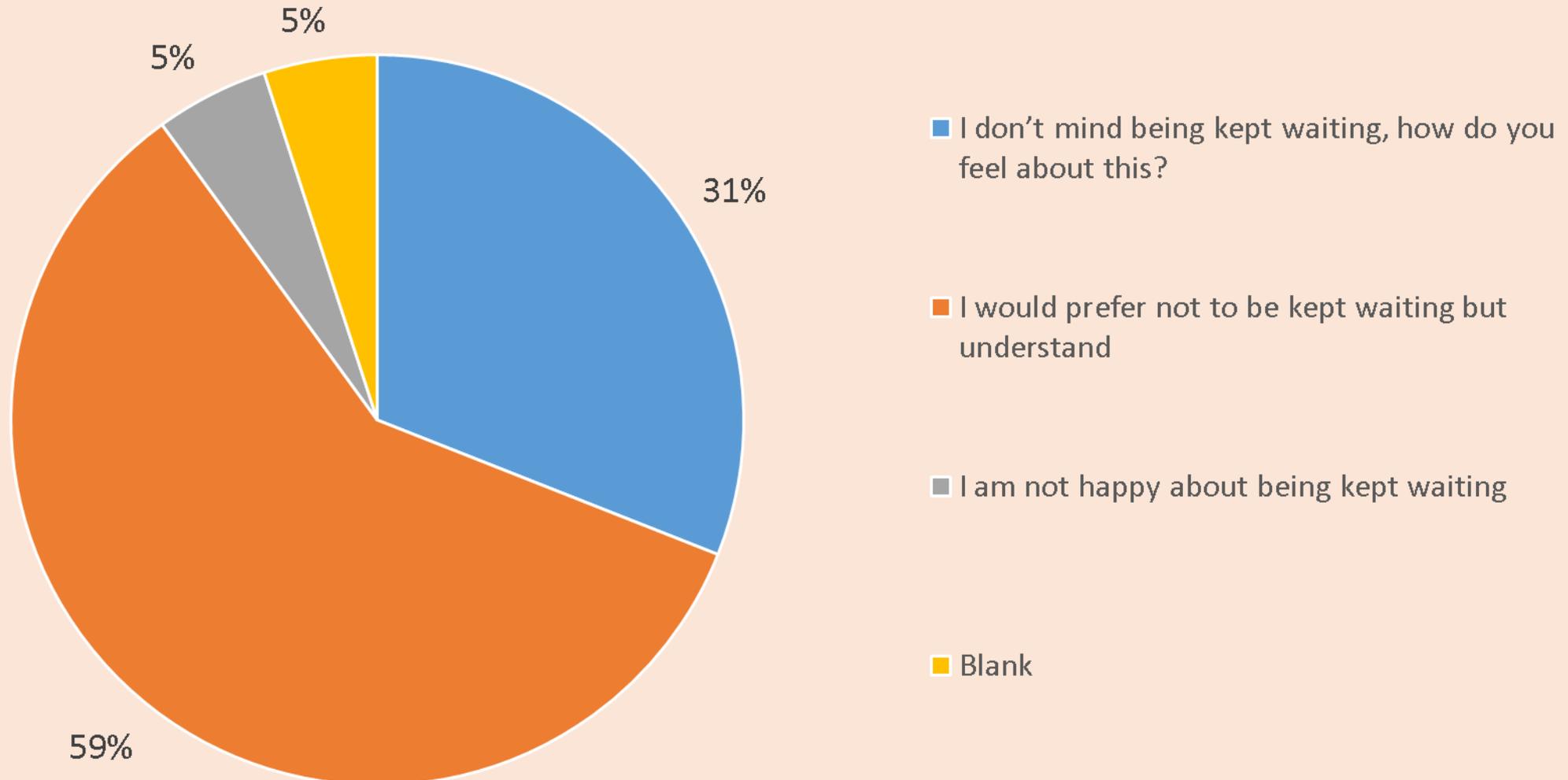
Comments:

- A combination of no appointments and the time didn't suit
- Need more nurses!!!
- Nurses were on holiday
- Hypertension clinic – early appointments are needed
- For my blood test appointments, I will only see a specific nurse
- The nurses don't work very late in the afternoon and I wanted a later appointment

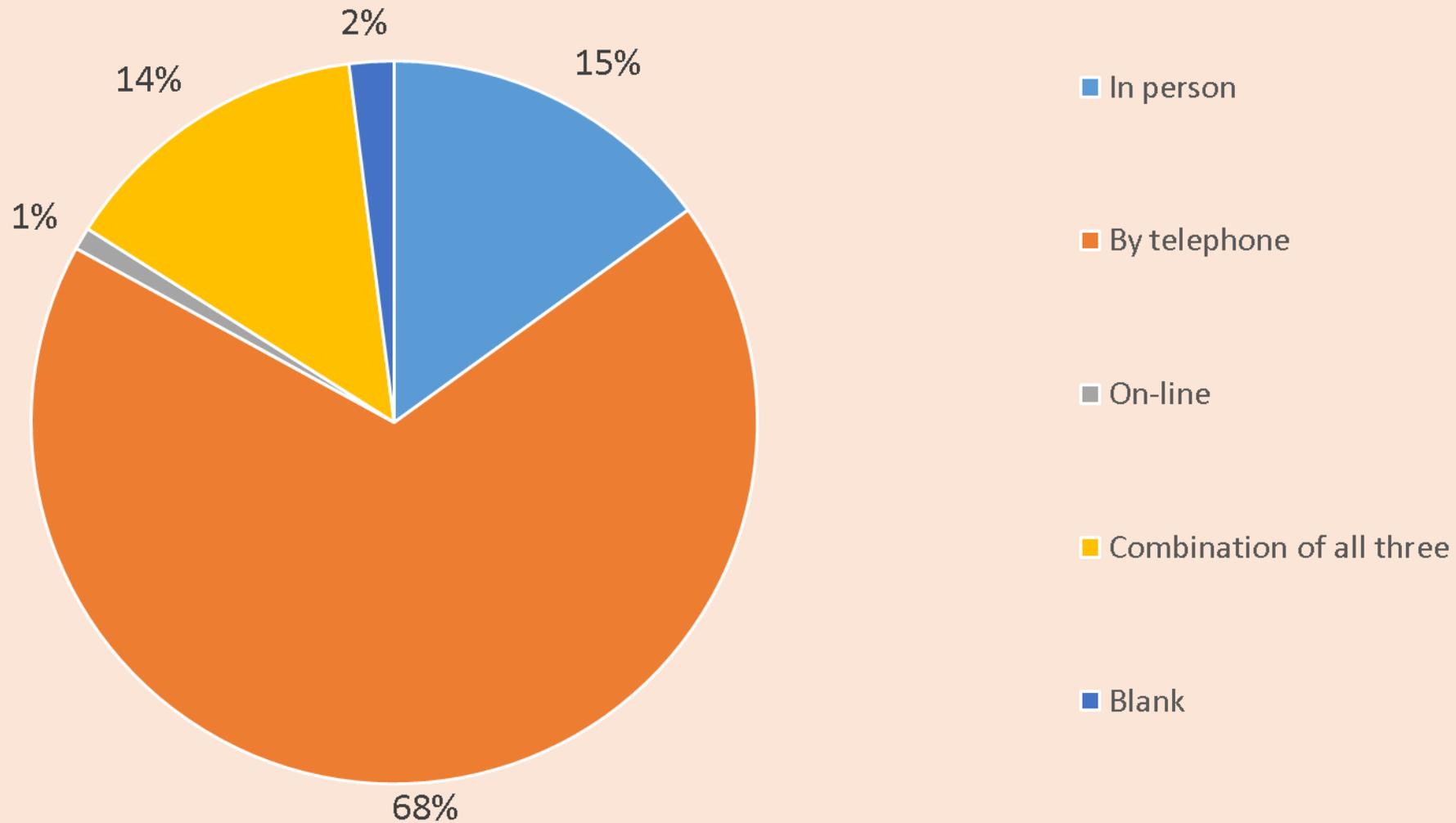
After your allotted appointment time, how long do you usually have to wait to be seen?



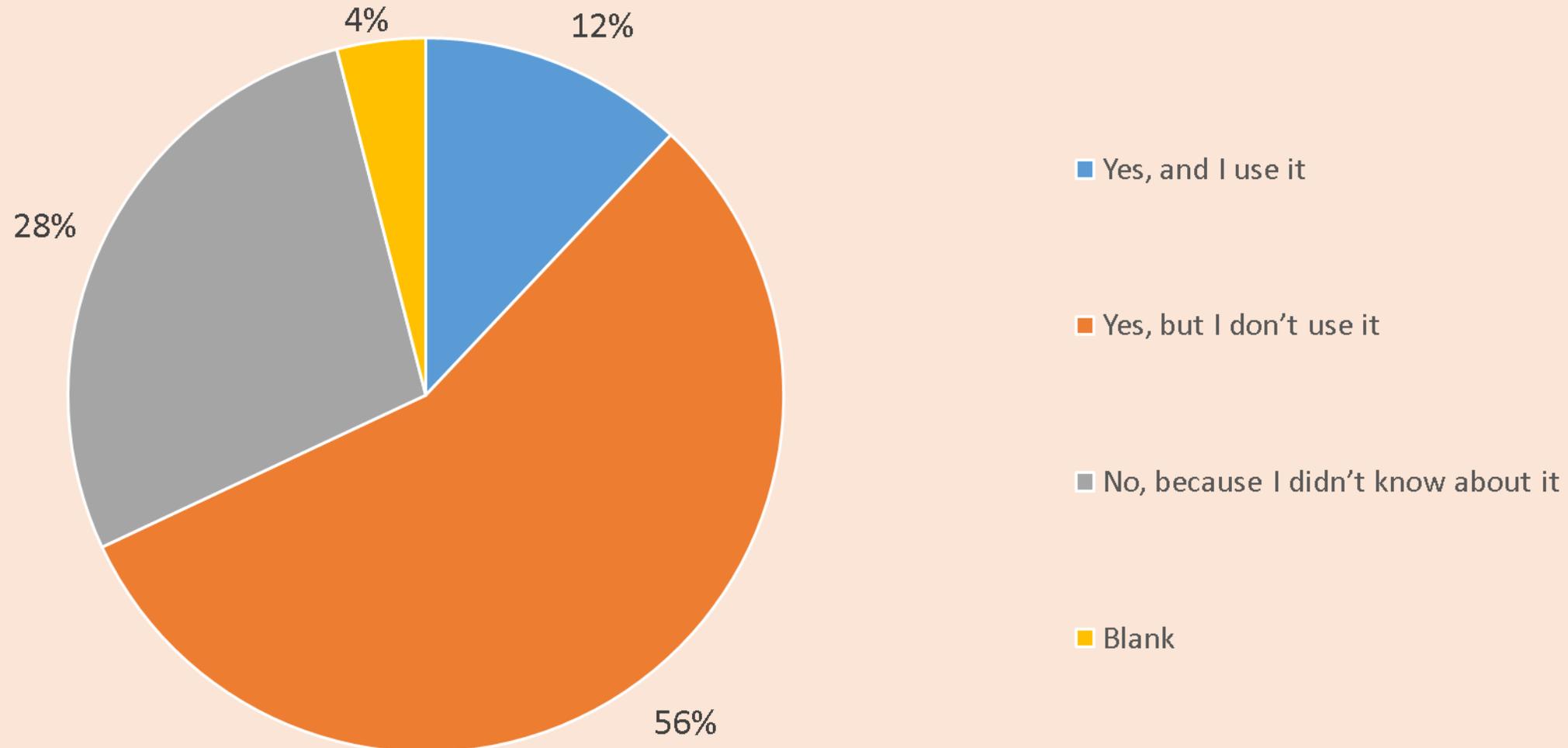
If you have been kept waiting, how do you feel about this?



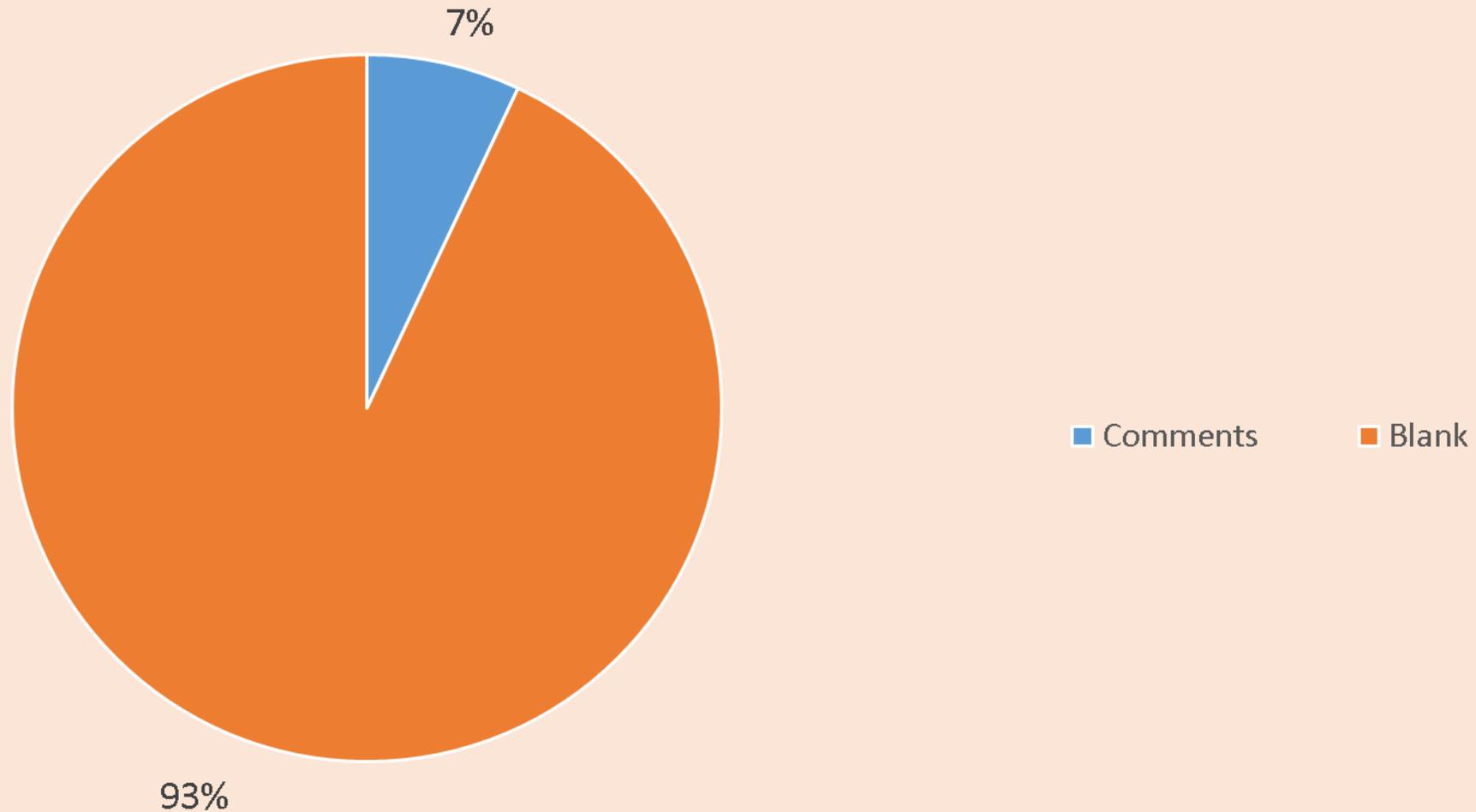
How do you usually communicate with the surgery?



Are you aware we have a website on which you can make / cancel appointments, order repeat prescriptions, download forms etc?



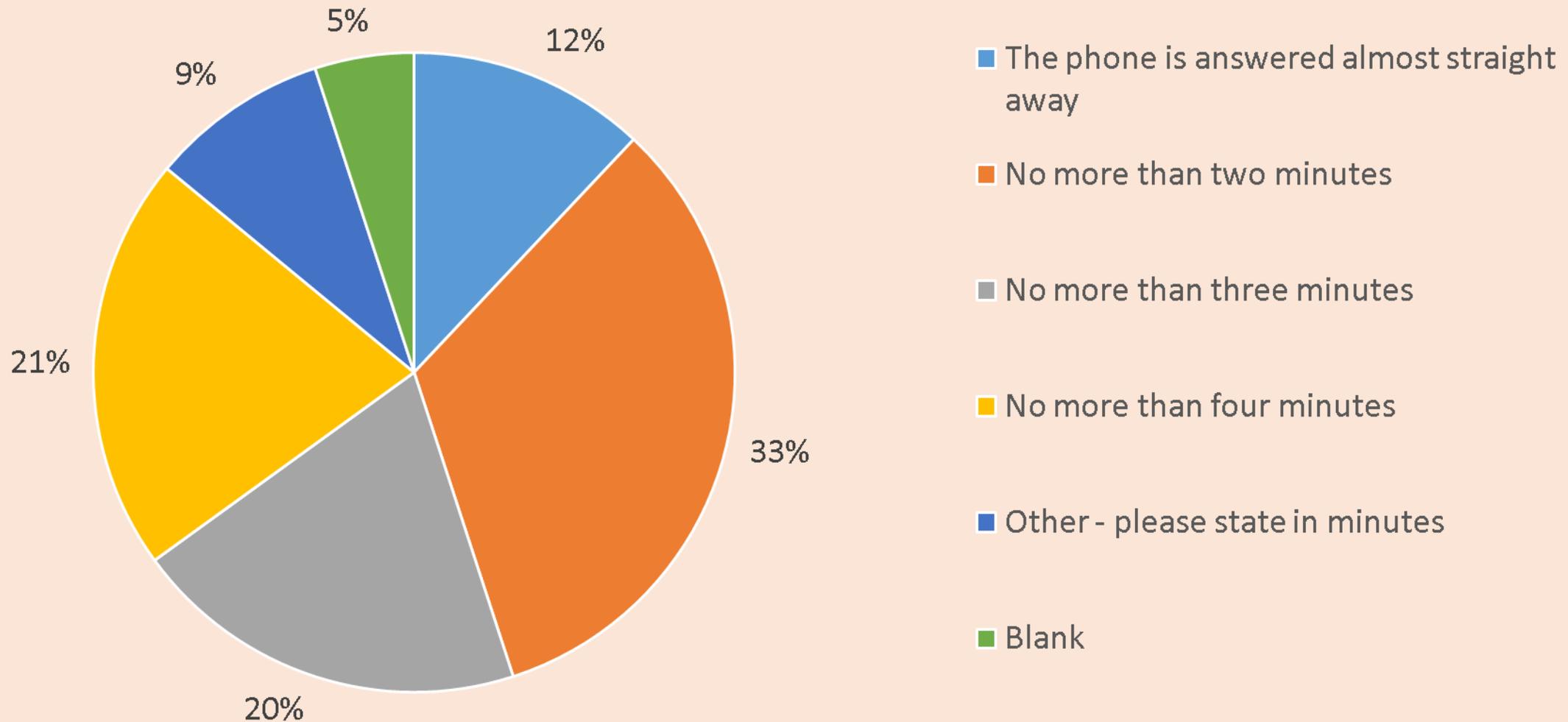
Is there another means by which you would like to communicate with the surgery?



Comments:

- Email
- Text
- Mail for prescription order
- Webcam
- I would prefer to use the online service but I know I can get an appointment quicker by phone, so why would I use it?
- Text reminders for appointments and results

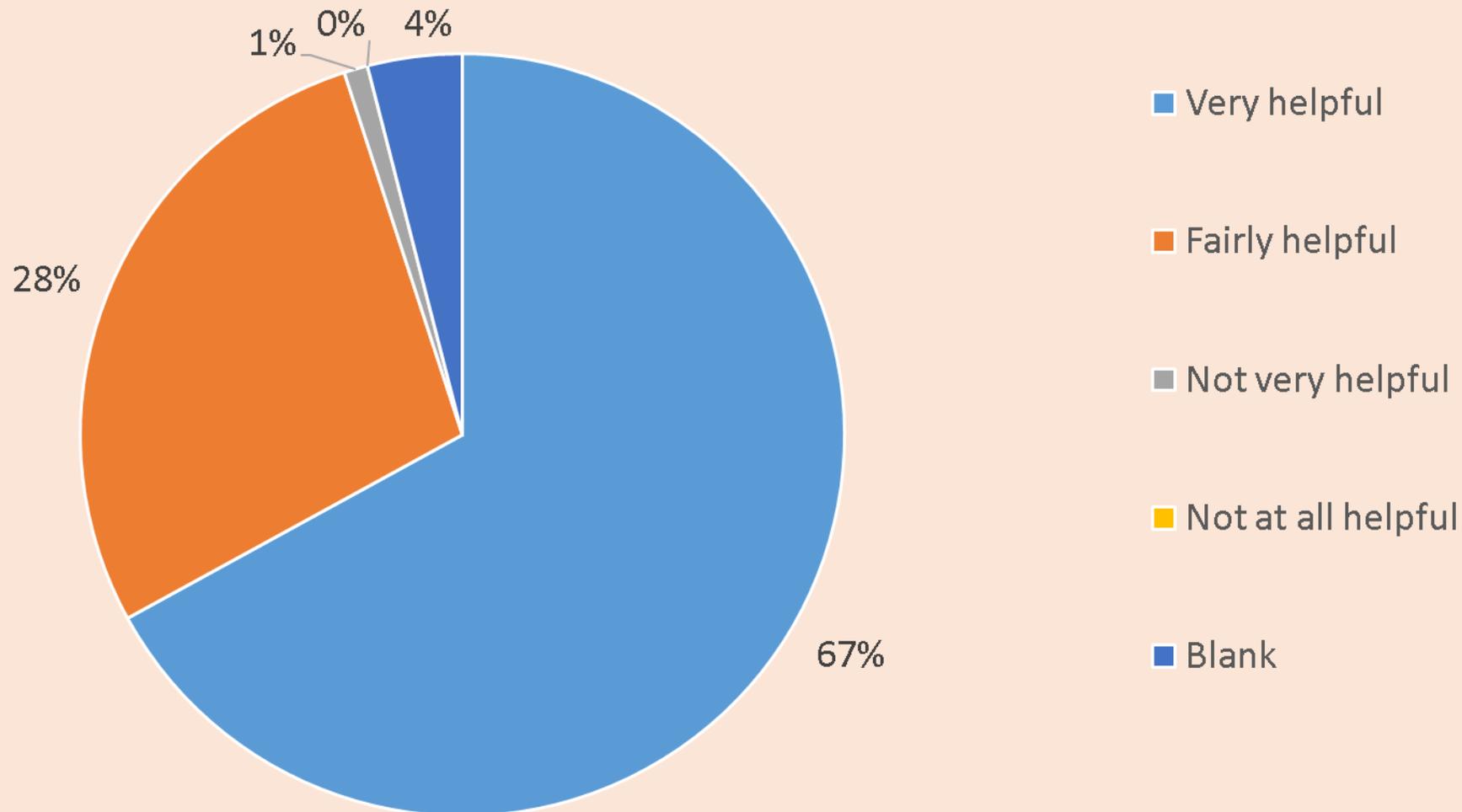
Ordinarily how long have you had to wait on the telephone to get through to the surgery?



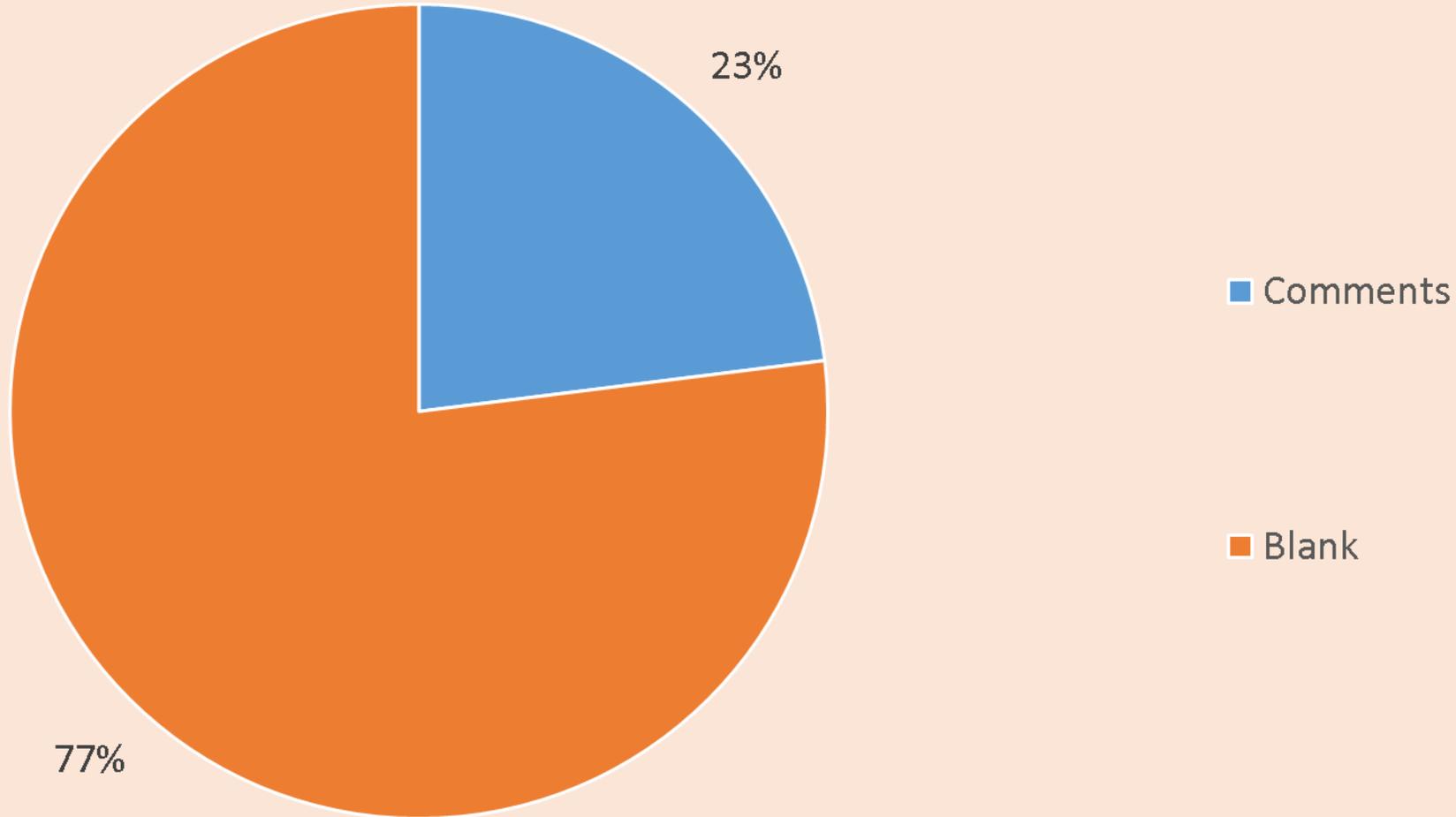
Comments:

- 5 minutes
- 6 minutes
- 7 minutes
- 8 minutes
- 10 minutes
- 18 minutes
- 20 minutes
- 30 minutes
- I give up I've had to wait so long
- I have to wait longer since the number reverted back to a local number

How **helpful** do you find the receptionists at the surgery?



Are there any other comments you wish to make about the receptionists?



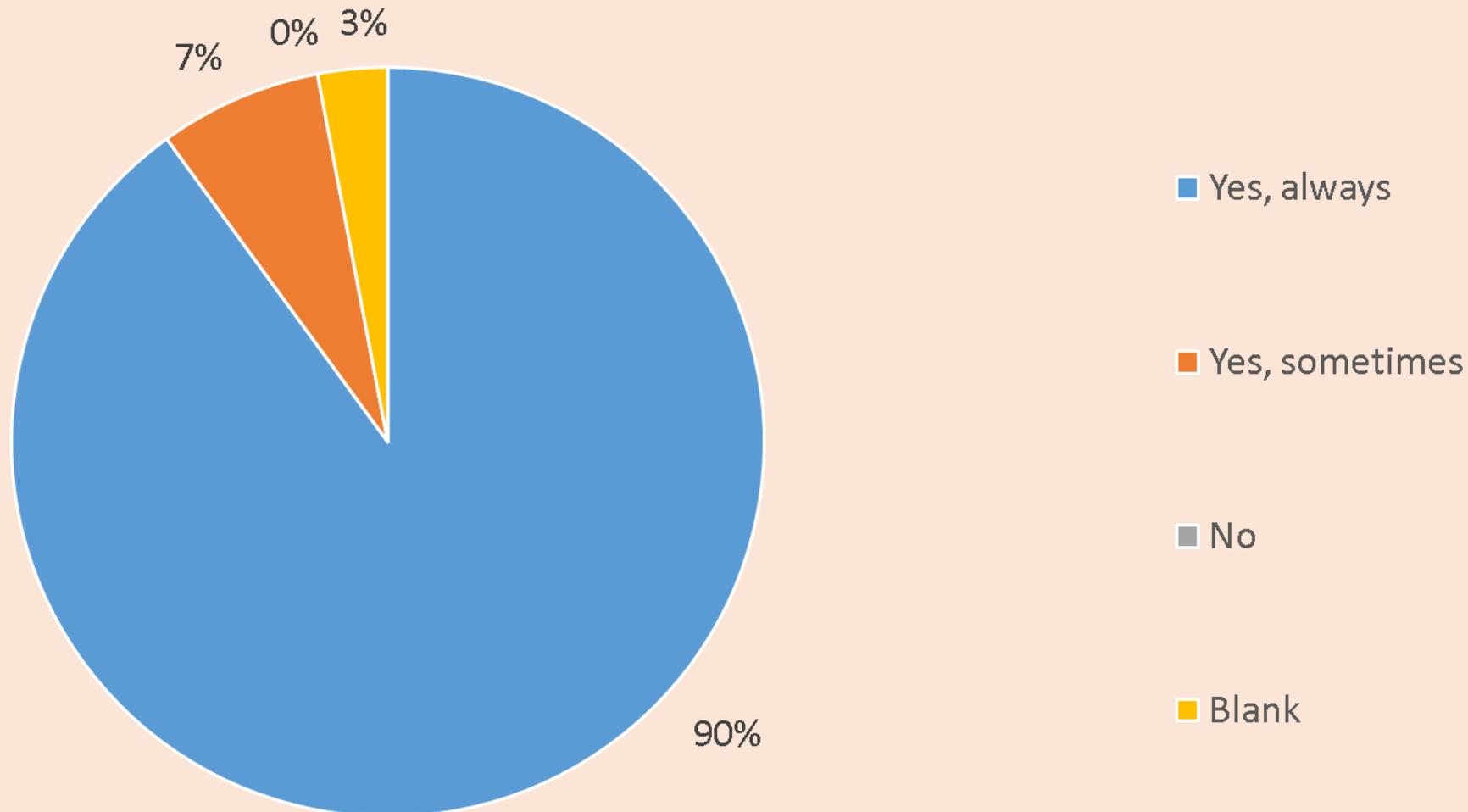
Comments:

- They work hard, very patient, seem to be under pressure at times, with phones constantly ringing, people waiting etc.
- Very helpful
- Very polite
- Cheerful
- Hard working
- Always a greeting and nothing is too much trouble
- Respectful
- Informative
- Look smart
- Always happy to help
- Try their best to get appointments that suit
- Professional
- All talk to loud so can hear why people are hear.

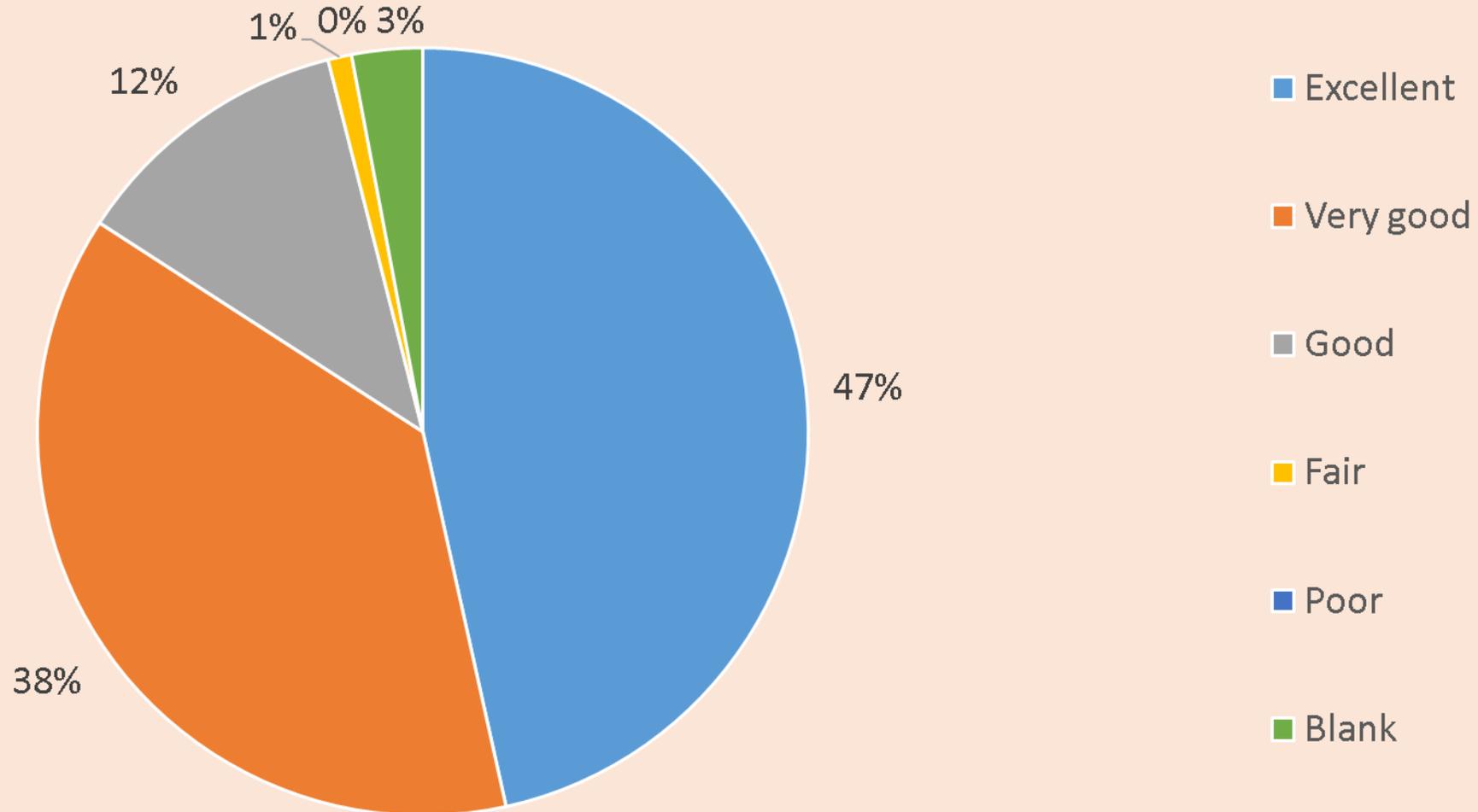
- Sometimes do not acknowledge my presence and carry on talking to colleagues – I've done reception work, you should never do that!
- Told by one receptionist to phone back as she'd find out results of test. On phoning back – no action had been taken.
- Sometimes they don't understand what you tell them.
- I would prefer not to have explain my health issues with reception staff when booking an urgent apt, as I am a very private person, but I do find the staff friendly and caring.
- One can come across very rude on occasions.
- Should all be the same standard, some cut you short mid-sentence as other let you finish.
- There are a mixture of very nice and pleasant to rude and patronising – there is one who seems to avoid me, even if it means making me wait, at all costs.
- Efficiency could be tempered with a sympathetic / friendly tone.

- I do think they work in a difficult environment and it is not made easier when you need to talk confidentially and a queue of people behind can hear every word said. I have also experienced being ignored by a receptionist when the phone rang as I approached the desk. I wouldn't have minded so much if they had just said excuse me whilst I take this call but to just to be ignored would not have been acceptable to me as the boss when I was managing large teams.
- I find they can be very insensitive in wanting to know everything about why you're wanting to see the doctor.
- Need more staff, overworked since moving the other surgery here.
- It seems that there aren't always enough receptionists to deal with demand and they are obviously stressed by patients and continuous phones ringing.
- Can make you feel like you're a pain sometimes and seem unapproachable at times.
- Sometimes a long queue, could do with more people to cover.
- Could be slightly more customer orientated.
- Some receptionists very helpful, others really difficult and unhelpful.
- Some are more helpful than others, asked for an urgent appointment and some offer one in a week. Asked for results once and needed apt for different reason and was refused.
- A few more smiles wouldn't go amiss....
- Sometimes a little too quick to get off the phone and not saying is there anything else I can help you with?
- Be more cheerful

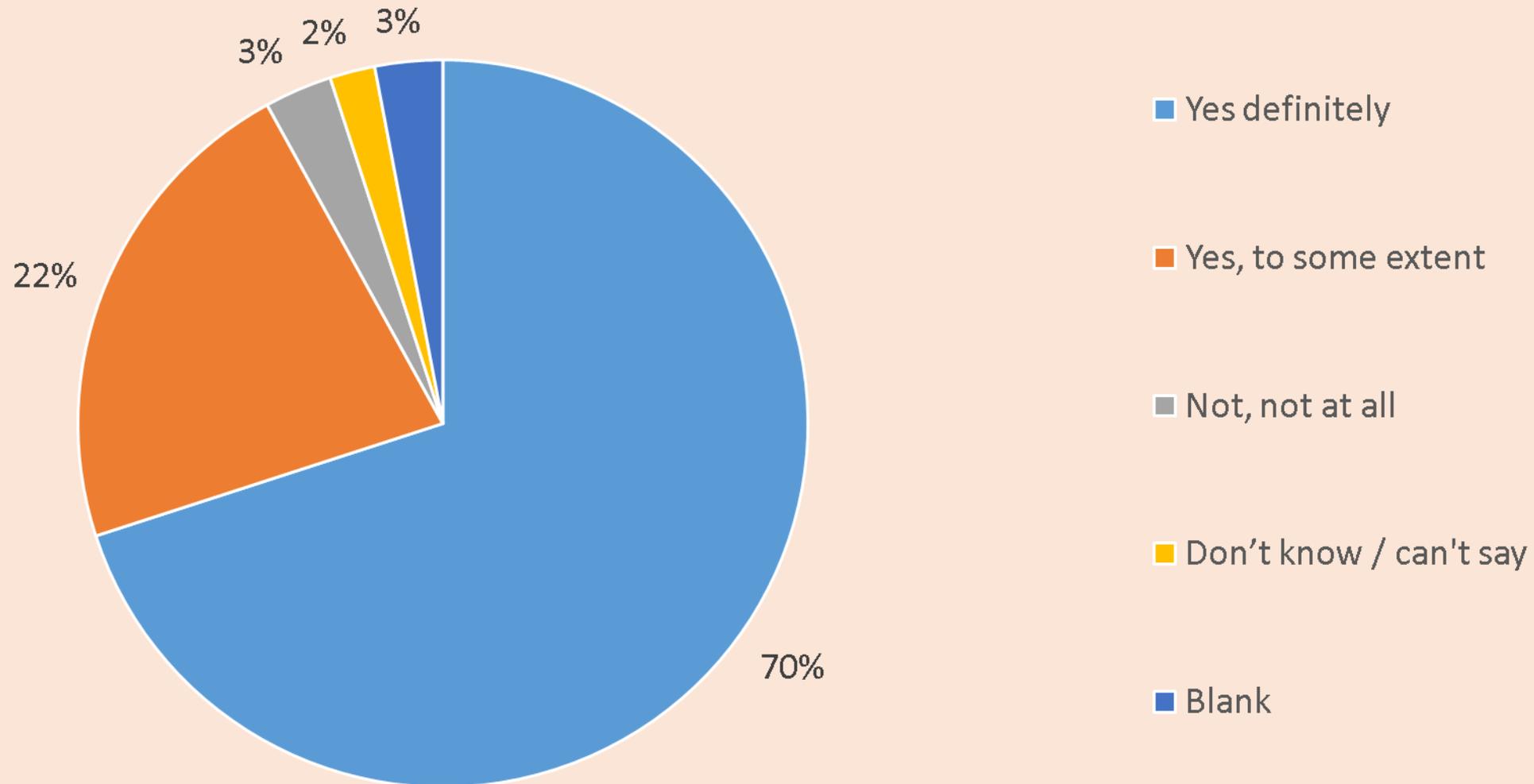
Do you feel you are treated with respect and dignity by the doctors and/or staff whenever you come to the surgery?



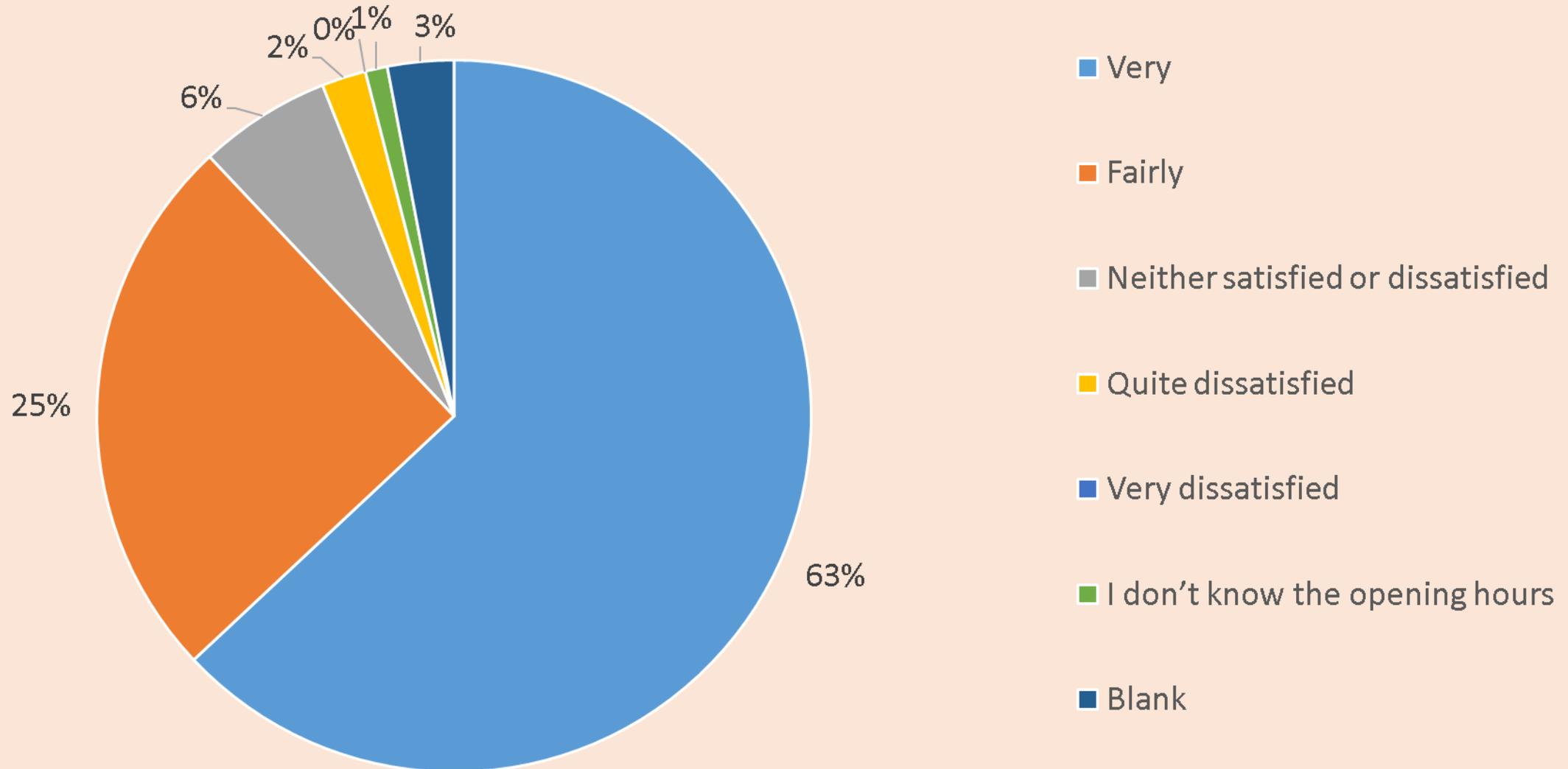
How would you rate the care that you receive from the Practice?



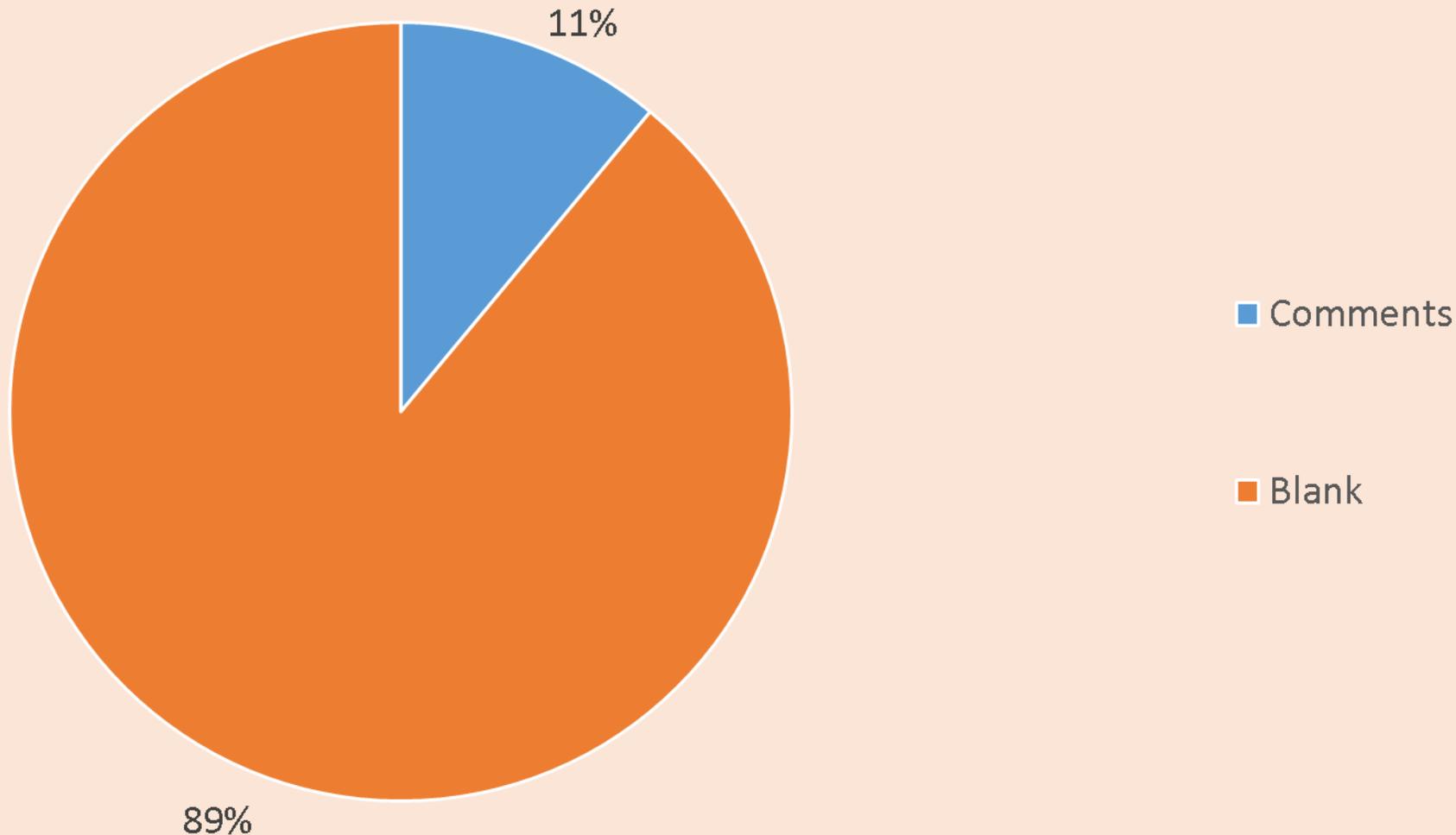
Do you have confidence and trust in your doctor?



How satisfied are you with the surgery opening times?



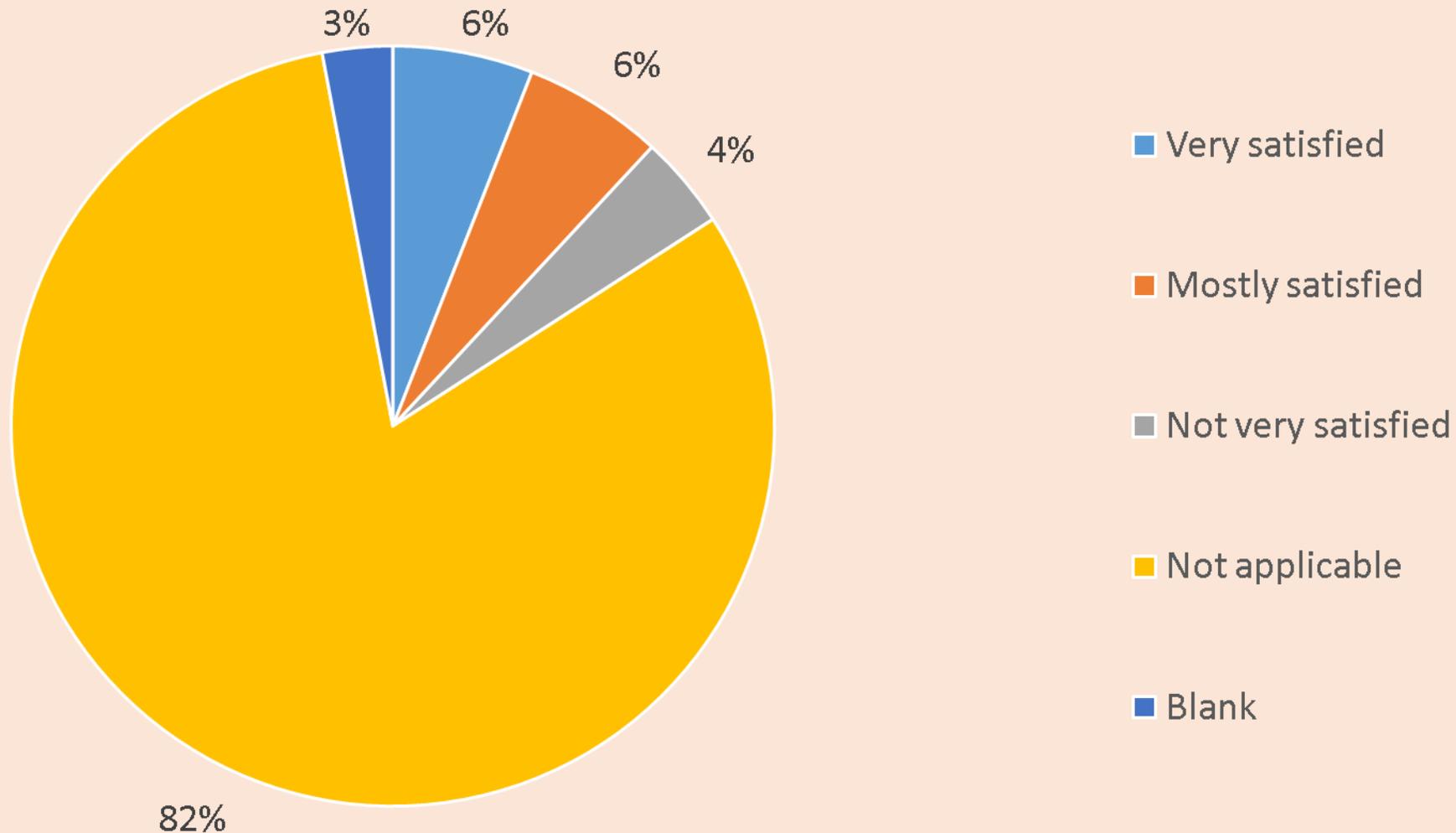
If you are dissatisfied with the opening times what additional hours or days would you like the surgery open?



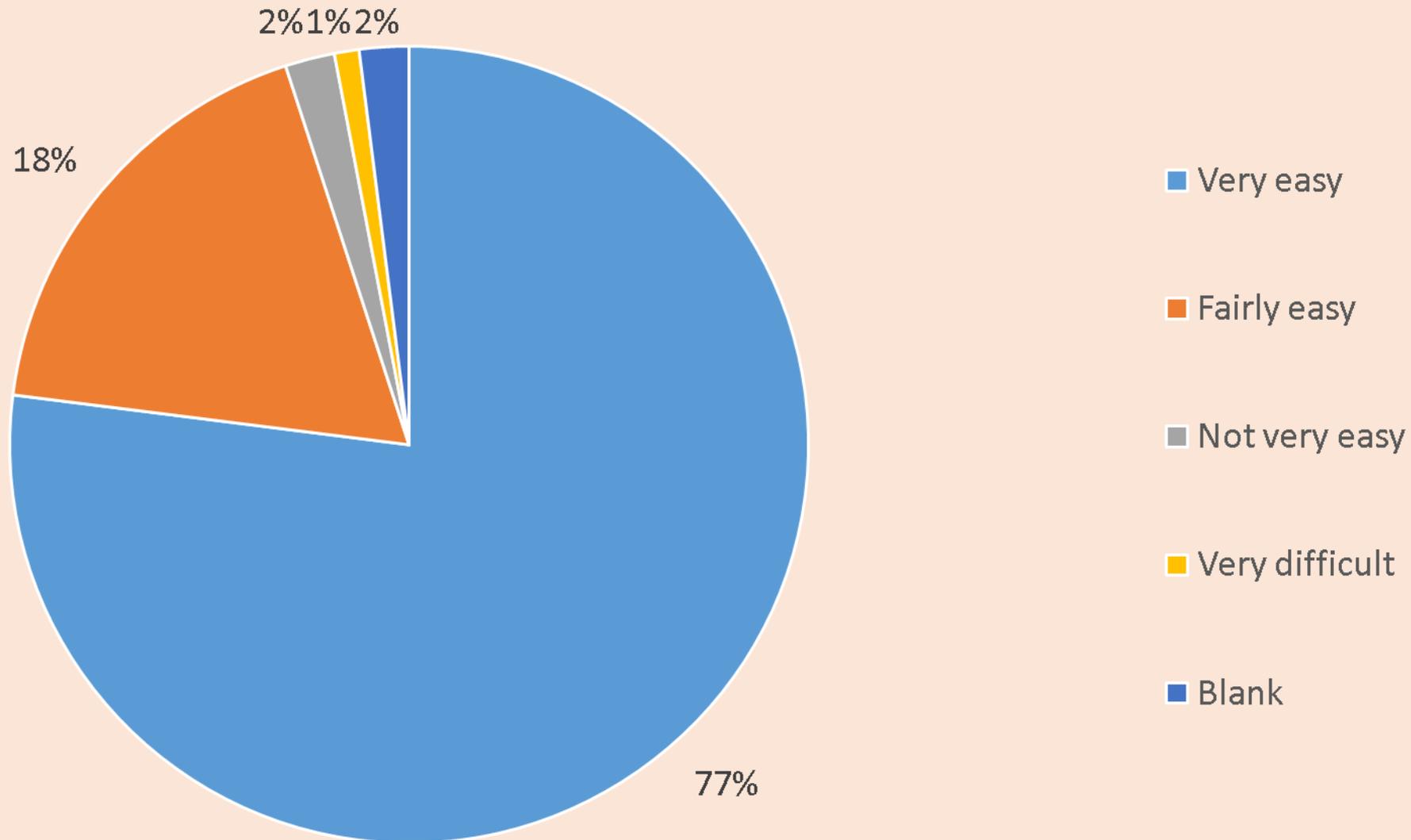
Comments:

- Saturdays
- Weekends – as children tend to fall ill on Friday's.
- Late evenings till 9pm
- Early mornings from 7am
- More appointments from 3 – 7
- It would be convenient to have part of it open so you can drop urine samples in before work
- Later nurses appointments

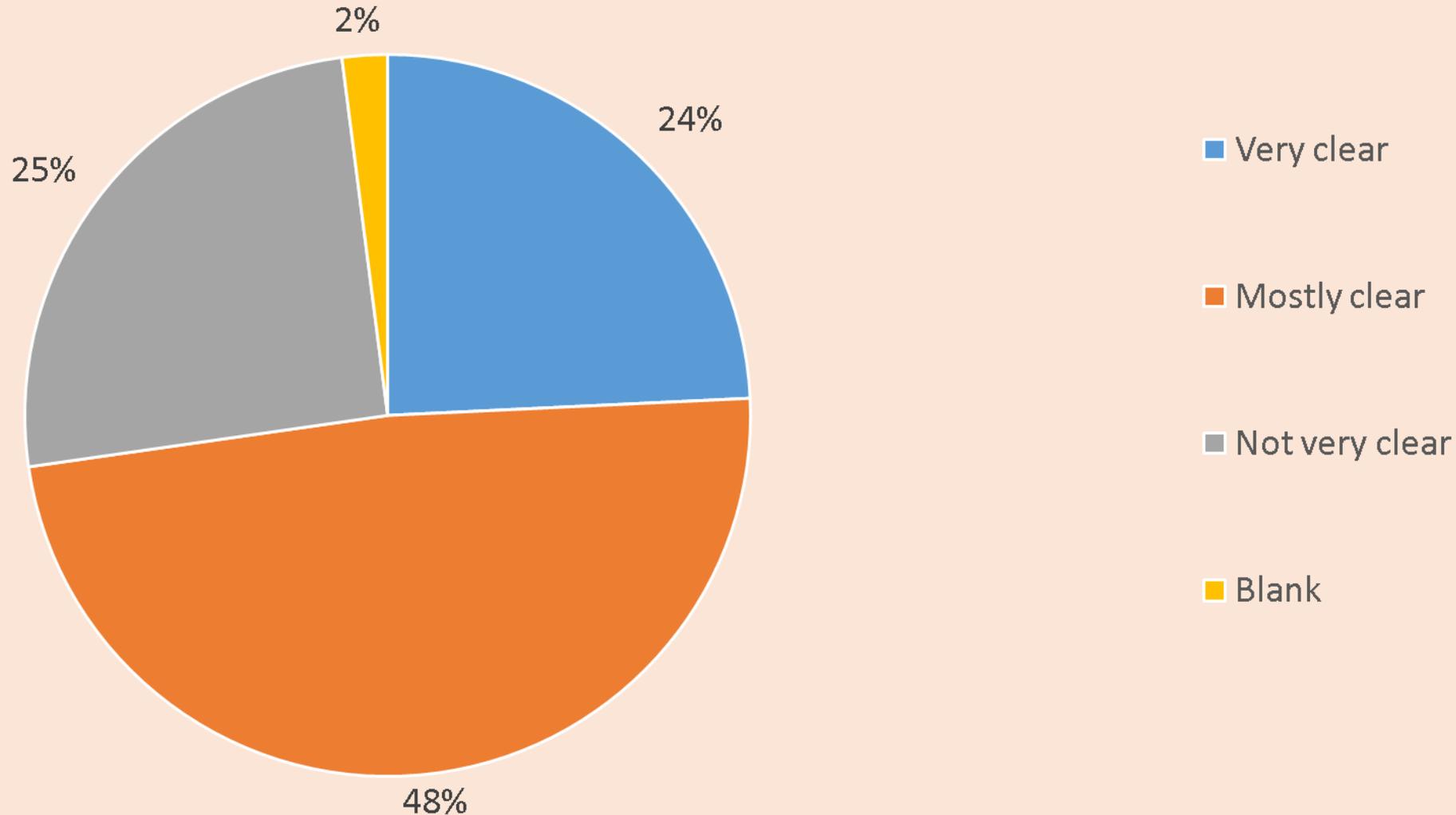
If applicable how satisfied are you with the disabled parking at the surgery?



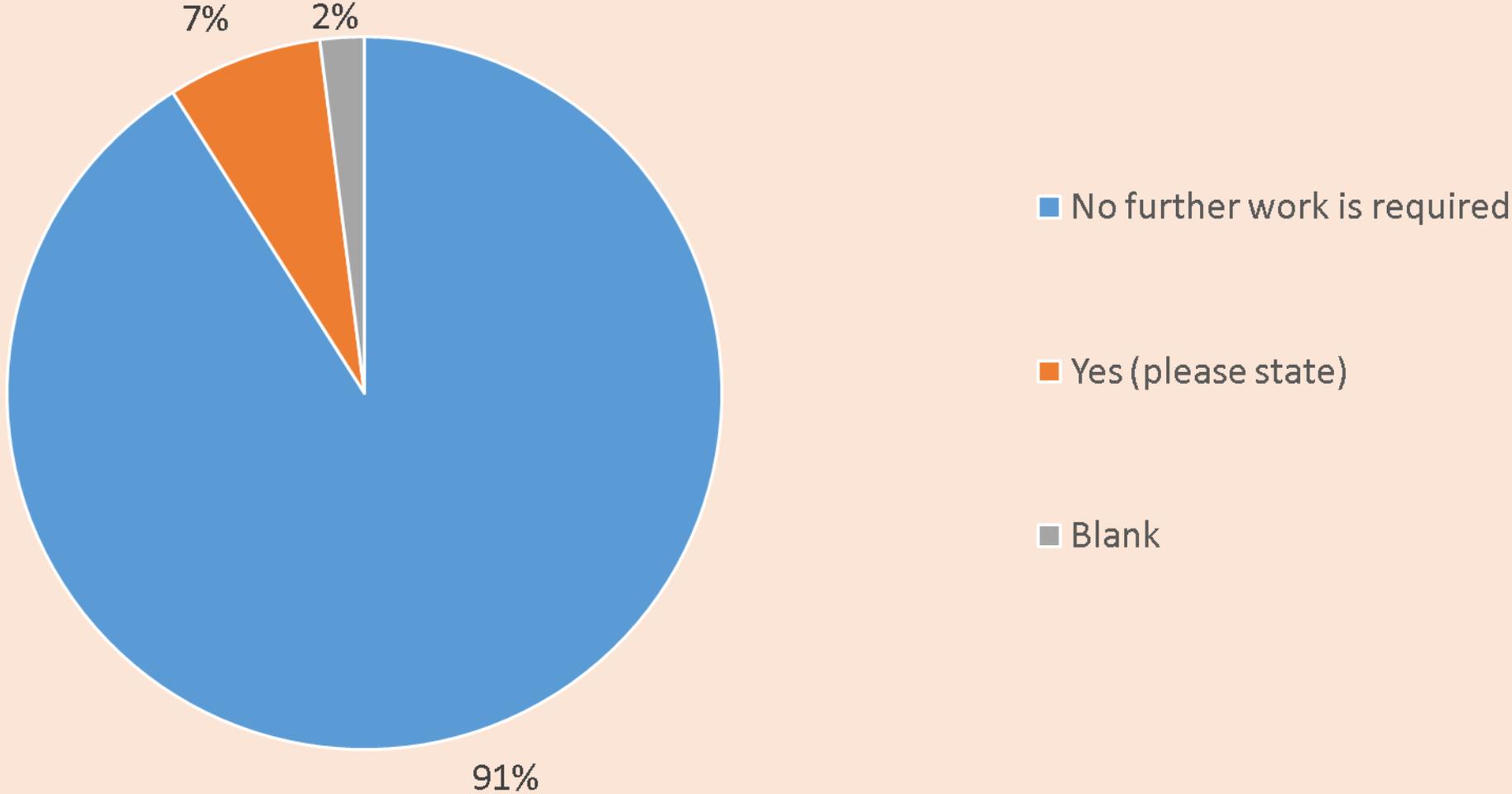
How easy do you find getting into the surgery building?



How do you find the clarity of the loud speaker system in the waiting room used to call patients into a consultation



Thinking about the recent refurbishments the surgery has had in the waiting room is any further work required?

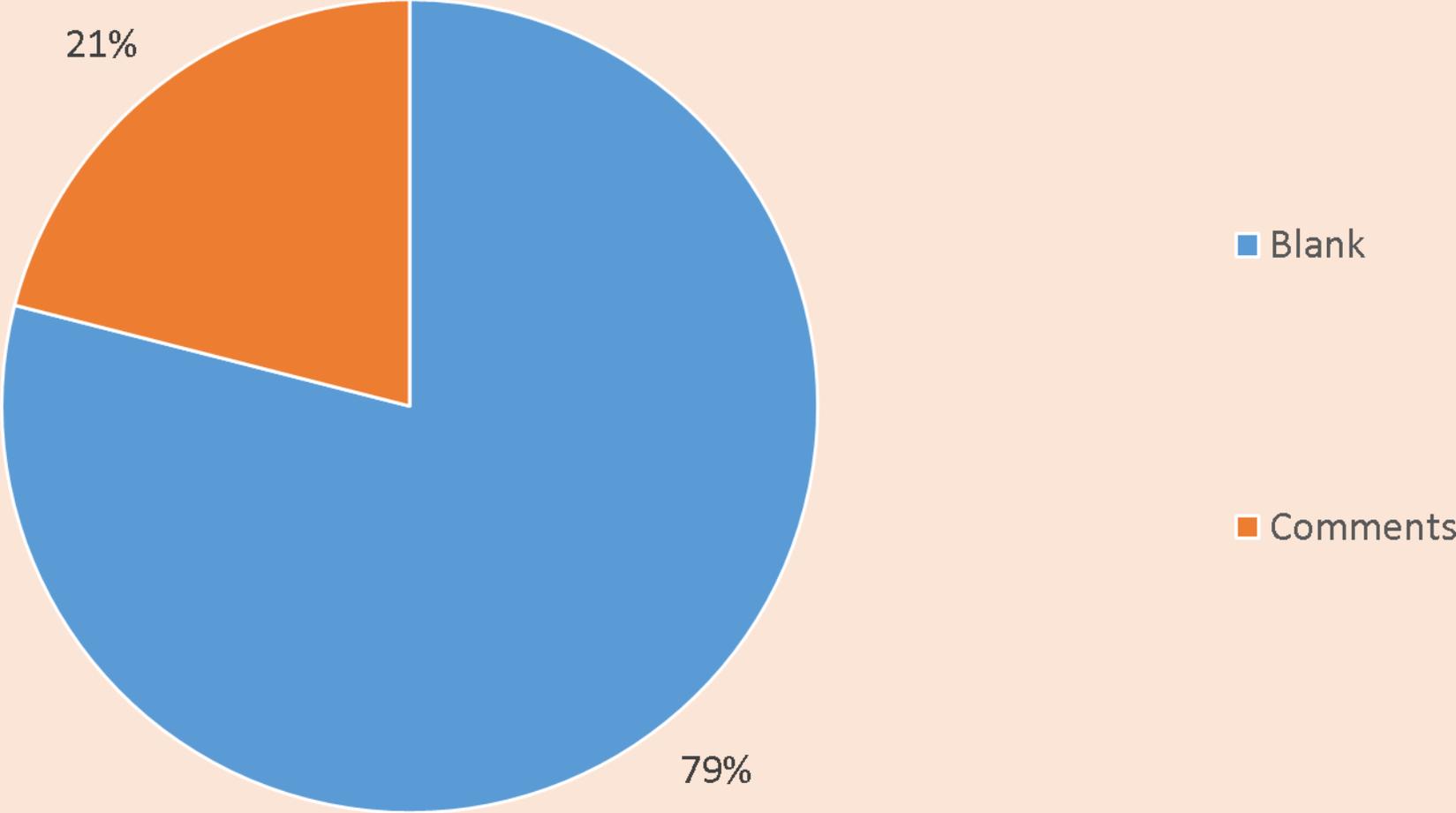


Comments:

- Higher chairs with arms for people with mobility issues
- Water cooler
- Signs to doctors rooms
- Didn't realise any work had been done? Can't see a difference
- More work needed – the whole area needs refreshing
- Have both automatic doors working
- Add plants to add some ambience and keep air clean
- Children's play area
- Toys and books
- Music

- The beep associated with calling patients can be inaudible in a busy surgery
- More seats needed
- Move self check-in away from seating
- Vending machine
- Tea and coffee dispenser
- Radio station as background music – it's too quiet currently
- More scales and another log-in machine
- Make the area more cheery
- Make the area more colourful for children
- Another monitor by pharmacy so when sitting out of sight of monitor near reception you can see when you are called.
- Reception only at front desk – move all telephone answering away from the listening ear

Are there any additional comments you would like to make about The Canford Heath Group Practice?



Comments:

- Have been a patient here for 28 years and would be very reluctant to lose the services
- Great work!
- I am very grateful that the CHGP offer an outstanding service to me and my family. Thank you for all the staff who work so hard at all times
- I am relieved that there is / has returned back to a local number
- Very good practice
- Excellent
- Fantastic – CHGP is far better than my previous surgery
- Good to have pharmacy next door
- The whole team are a credit to the practice
- Always pleasant and helpful
- Much better than other local practices
- Lovely doctors
- Nurses and phlebotomists are brilliant. Caring, knowledgeable and patient, a credit to the practice
- The surgery that had a fire should be re-built and re-opened as a surgery. It is now much more difficult for older people from Northern Canford Heath area to get there
- Maybe a tv in the waiting room showing news with subtitles

- Sometimes a long wait after due appointment
- Now there is only one surgery, the waiting room is very busy
- I hope the chemist will be allowed to keep its doors open and continue the opening hours. It is a brilliant addition to the surgery!
- Speaker system often not working
- The doors to come and out should return to automatic - difficult to enter with buggy's and wheelchairs
- Not contacted directly about flu injections – only saw it in local newspaper
- Needs to be a minimum of 2 staff on reception – especially when booking in system isn't working
- Parking is a total nightmare
- Change the wording on my yearly heart disease clinic to heart clinic
- Unaware of Dr. Primavasi's retirement. A slip of paper or phone call could have easily been made 6 months prior to retirement.
- Somewhere to safely fasten my dogs outside as I walk here.
- Helps to have something to amuse children
- I would like the surgery to offer medical / other services on most days e.g. late opening. Also have telephone communication with doctor / nurse in case of emergency
- Should operate like the rest of the NHS, be open 24/7 to meet the needs of everybody
- I think the manager can be very rude and very argumentative and talks down to you
- Items on notice board are hard to read – perhaps a tv screen instead would be useful

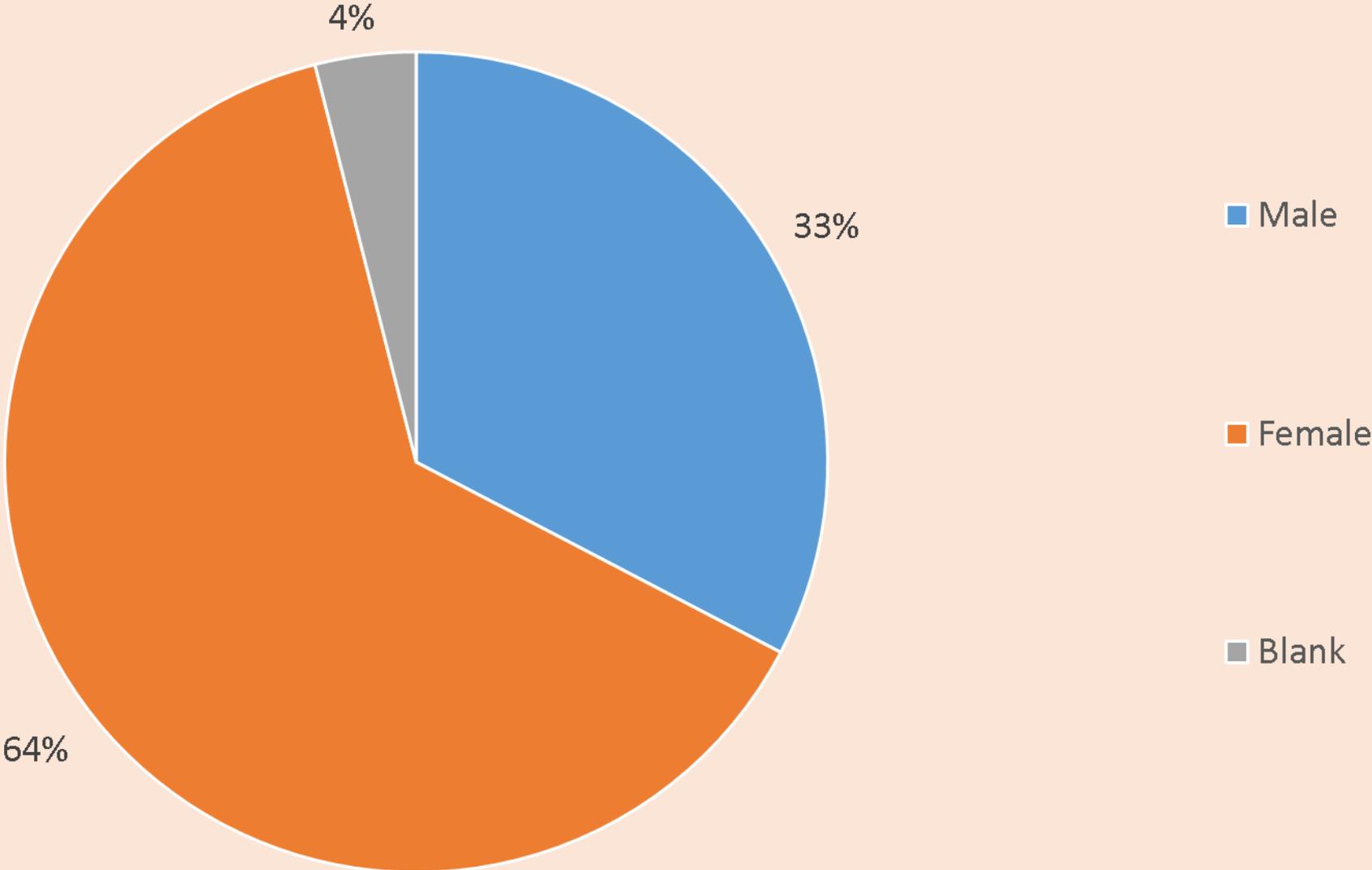
- Since the surgeries have combined, it is so busy and less friendly, the receptionists have less time to help
- Sometimes I request a script but it is usually lost / mislaid and I have to come back later, most inconvenient. This happens a lot
- Very satisfied
- Too many patients, poor service, increase of patience.
- Very very good, thank you
- The practice always looks very clean and tidy.
- Older patients find it hard to hear and see when there appointment is, also which room. Sun blinds you whilst you wait.
- I've always been perfectly happy with the set up here. Reception desk area is often blocked by patients and is too difficult to get around.
- Very happy with the surgery and my Doctor. Maybe a nice idea to have a fish tank in reception for children to look at.
- I wasn't informed about Dr. Primavesi's retirement until I booked an appointment. A letter compiling this and introducing me to my new doctor would have been appreciated. I also find the rest of the time I am seeing other doctors because mine is not working the day I want to be seen. I may therefore have to switch to a full time doctor
- All round good service for myself and family, including three children
- Excellent service and very kind / caring doctors
- I have noticed in between the seats in reception don't get hovered as often as they should

- Really need to sort telephone appointment booking.
- If the doors were made automatic again maybe more helpful. Confused reception area – maybe useful to have a system in place – line up in the middle then go to available space.
- If you have to wait to see the doctor you should be informed of the waiting time. There are no late night surgeries for people that work late.
- I am very satisfied with the care I receive at this practice. It is a very amenable practice.
- Very good, always helpful.
- Would not wish to be with another practice.
- Its harder to get an appointment quickly now the two doctors surgeries are together. When machine is not working please put more staff on as it is not nice when you are ill and have to stand up for a long time. Thanks
- Nurse practitioner told me one thing and when I saw my doctor a week later, they said something different. I won't see one again.
- Need toys for children
- More receptionists are needed as you have to wait much longer to get through on the phone to get to reception.
- Telephone system is poor, woman on the line stating the wait is very monotone, also it would be better if it said what position you are in the queue. Telephone system sounds like you are waiting for an answer in a utility office rather than a doctors surgery
- It's an excellent practice, staff are helpful and always cheerful. I can order repeat prescriptions on line which is helpful. Website is good and easily accessible.

- Overall very pleased with the service I have received and with the improvements that have taken place in the reception area.
- Yes I have been with this practice for thirty years plus, and I feel at this moment in time I myself get a good service. Thank you all.
- The system for storing repeat prescriptions is not very good. There can be a delay in finding the script and sometimes they become lost and have to be reprinted.
- Very satisfied with treatment.
- There should be a sign on the outer doors to direct people around the counter queues to the check in machine, reducing these queues. People just presume it can't be working or they can't see it.
- Please change your telephone system. Friends and I cannot get through and the continued ring then stop thinking you are going to be answered and don't, is frustrating.
- Always courteous
- Very good
- Excellent doctors. Very friendly staff.
- Appointments for blood tests and other nurse related services to be separated from patients collecting prescriptions at reception desk.
- Answer the phone instead of letting it ring all the time. Also correct the time on the clock in the waiting room.

- I am happy with the practice overall, I deal mainly with the community nurses and they are exemplary – always helpful. I have been with the practice for over a year but only met my doctor for the first time recently. I would have thought it good practice in cases where the patient themselves is not registering in person that the GP do a small inductive visit so that at least a face can be put to a name and an initial assessment can be carried out as to their general health.
- Very difficult to get nurses appointments. Had to book at least a week ahead for my weekly dressings. Virtually impossible to coordinate these with GP appointment.
- Having been the sole carer for my husband for over five years – I was disappointed not to have been invited to a carers meeting until last summer. Full time carers need all the help they can get and should be referred to the list of carers from the time of diagnosis.
- My doctor is Dr. Richardson so why does Dr. Bidad always appear as the doctor dispensing my repeat prescriptions request?

About you...



Age...

