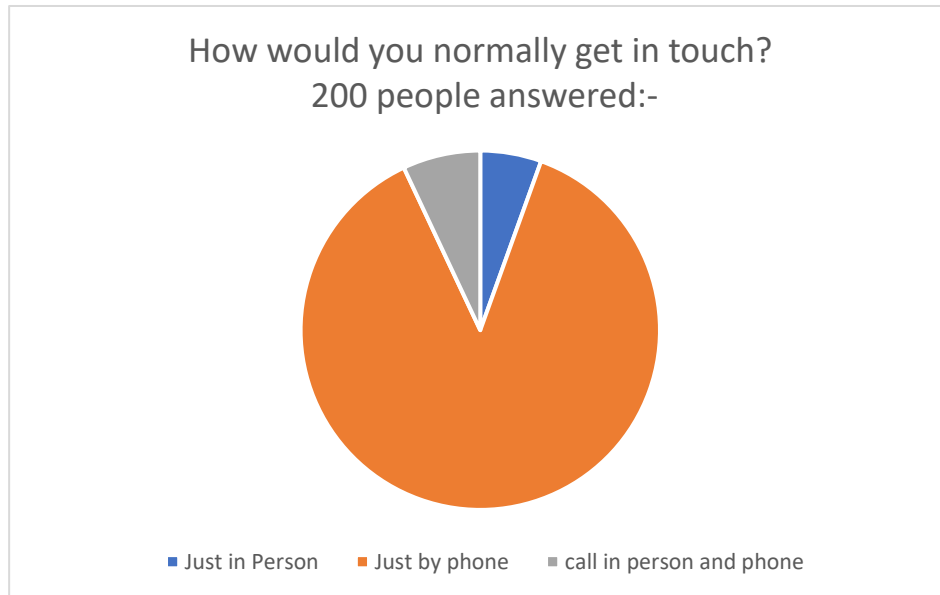


Pleasley Surgery Patient Survey 2023

Question 1

How do you normally get in touch with us?

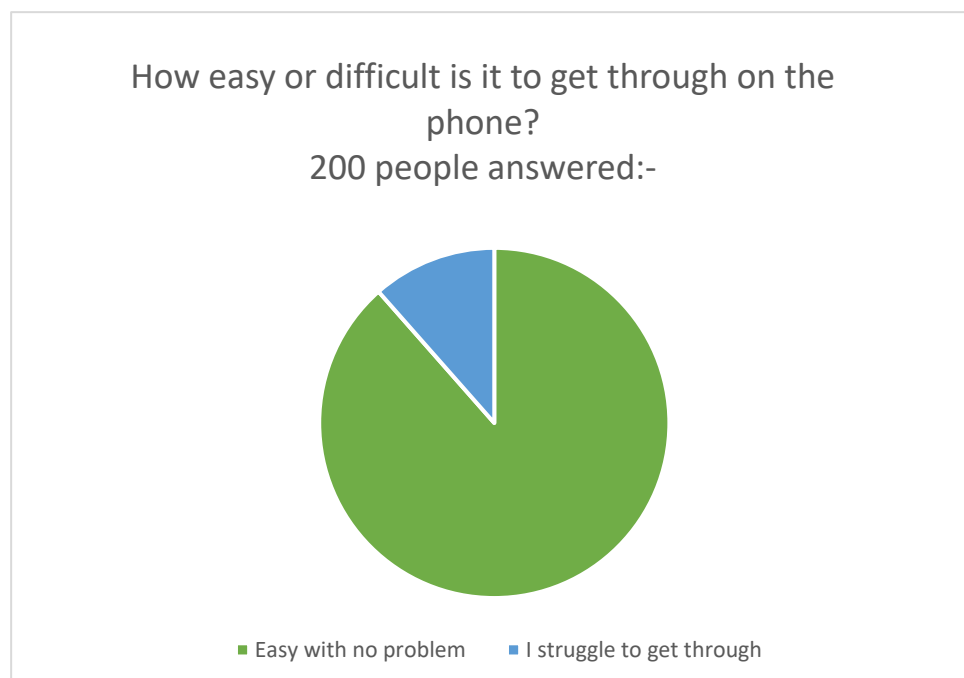
Just in Person	11
Just by phone	175
Call in person and phone	14



Question 2

How easy or difficult is it to get through on the phone?

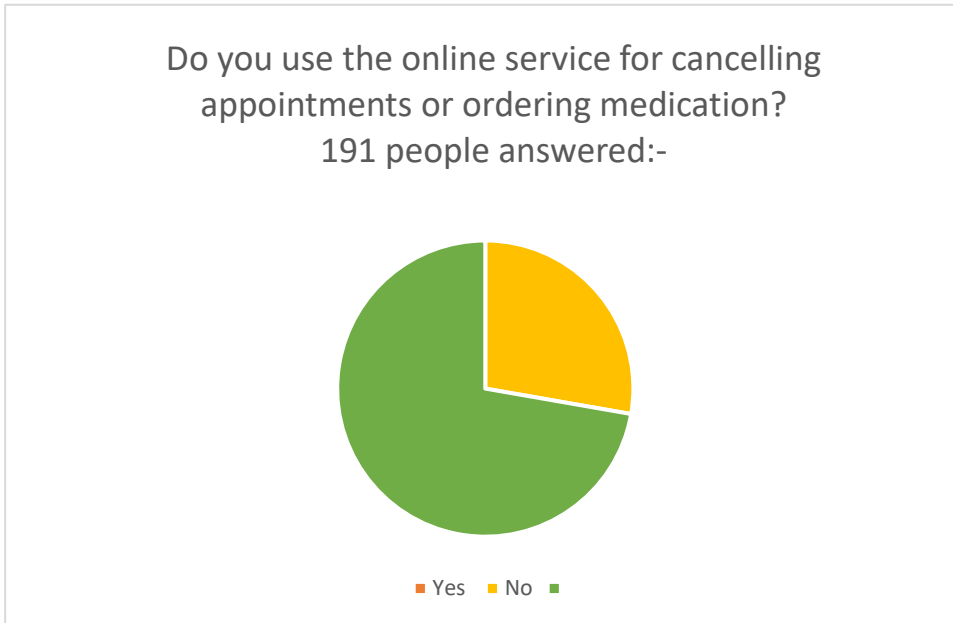
Easy with no problem	177
I struggle to get through	23



Question 3

Do you use the online service for cancelling appointments or ordering medication?

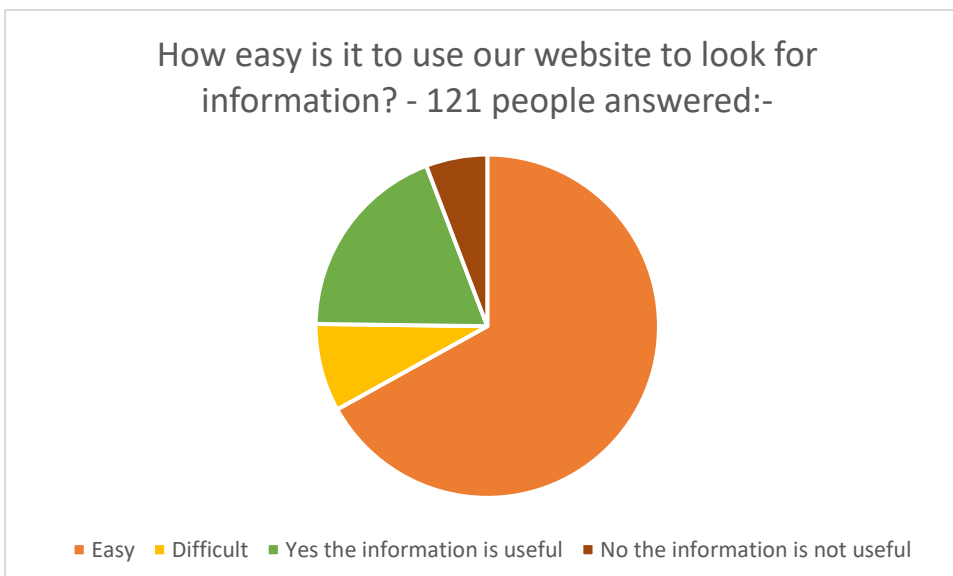
Yes	53
No	138



Question 4

How easy is it to use our website to look for information

Easy	81
Difficult	10
Yes the information is useful	23
No the information is not useful	7



Question 5

Were you satisfied with the appointment you were offered?

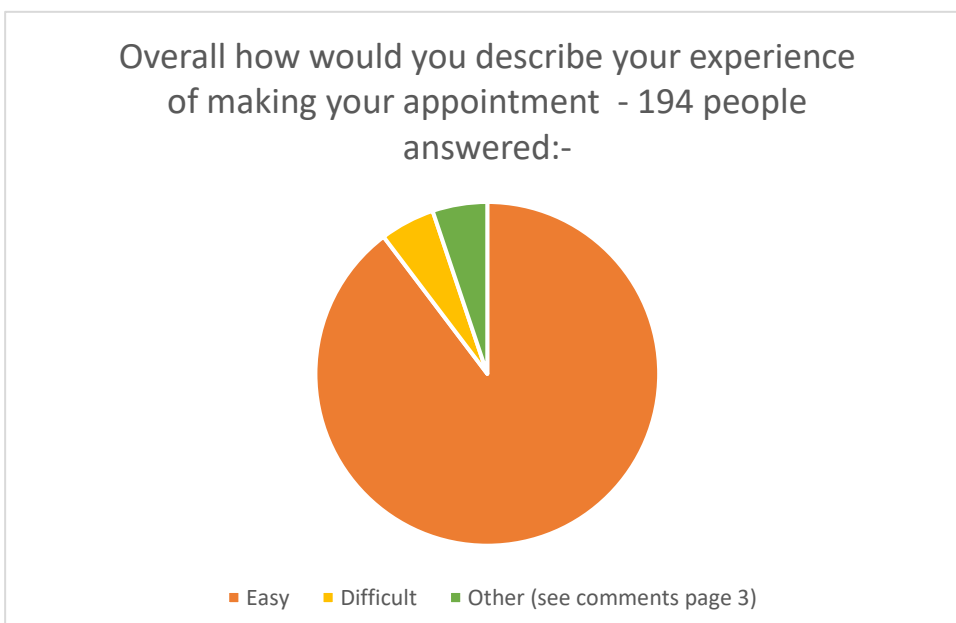
Yes	192
No	8



Question 6

Overall, how would you describe your experience of making your appointment?

Easy	174
Difficult	10
Other (see comments page 4)	10



Q6. Overall how would you describe your experience of making an appointment: - Difficult as:-

- I Don't come too often, this time it was easy
- Sometimes difficult and confusing.
- It depends on what kind of appointment I need
- Sometimes it is difficult to see a doctor- mostly not
- Sometimes in queue at 8'oclock on the phone takes a while to get through than no appointments
- Called 4 times, got cut off 3 times
- Sometimes good, sometimes not
- More awkward than difficult
- Would prefer more appointments
- Sometimes difficult.
- The confidentiality of a conversation can be heard when at the reception desk, on the phone and in the waiting area

Question 7

Describe your experience of our surgery:-

For comments, please see page 6-8

Q - Describe your experience of our surgery:

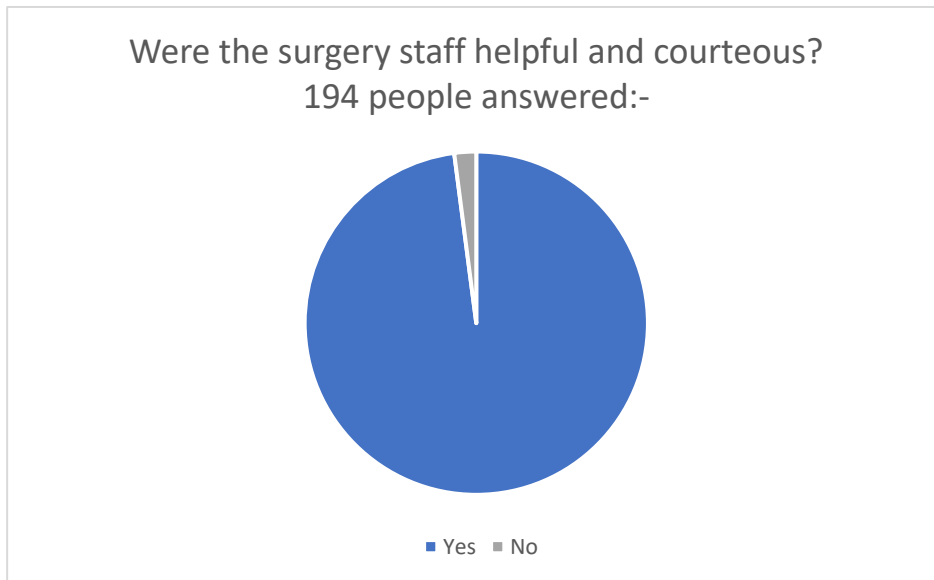
- I never find getting an appointment an issue, friendly and helpful staff.
- Fantastic service.
- Good.
- Friendly receptionists, clinical staff all very professional, always seen whenever I have an issue- great surgery
- Very calming, didn't feel uncomfortable at all, staff are very welcoming.
- Good to have appointment for after work
- Good
- Good
- Very good
- Very good
- Easy and friendly
- Satisfactory
- Good
- Staff helpful and pleasant
- Good
- Good
- Very good, always pleasant and helpful
- Nice staff both reception and clinical
- Satisfactory
- Friendly but professional atmosphere
- This time was easy, but sometimes there have been issues with getting a face to face appointment.
- Nice little surgery - all staff very friendly and helpful.
- Very Good
- Pleasant staff
- Good
- Excellent
- Everything about the surgery is very easy and I wish they continue to be like that.
- Still new to the surgery but the team always goes above and beyond. Thank you
- Very good
- Great!
- More than satisfied
- Absolutely fine no problems what so ever!
- Very good
- Medical support limited.
- Very good
- Everyone helpful
- I always find the staff friendly and helpful
- Very good
- I have always had a positive experience
- Good, polite and professional, Kerry is a brilliant member of staff
- Pleasant
- Very good
- Good
- Good
- The surgery reception staff are lovely, very helpful, always willing to help. The only issue really is Dr. Patel, people go undiagnosed when in his care

- Friendly staff
- Very good
- Great, got in on the day I needed
- Staff very helpful
- OK
- Very good, polite helpful doctors, nurses and staff
- Very good
- Very efficient, symptoms dealt with quickly, highly satisfied.
- Very good
- Not very good. struggle on phone.
- Staff very friendly, GPs very easy to talk to.
- Referrals onwards that aren't working!
- No problems whatsoever
- Normally very good
- Not good
- Very good
- Excellent. the atmosphere as one enters through the door is cordial and friendly. the staff are supportive at all times and especially in difficult times. Dr Patel and all other personals are professional and attentive. the reception team is made up of individuals who are sensitive and ready to assist at all times. all in all, my experience here is top notch!
- Pleasant
- As helpful as they can possible they can be all the time
- Good
- Very friendly and helpful
- Very good
- Okay
- Very easy
- Easy
- Friendly and easy to get an appointment compared to other surgeries I hear about
- It has improved with visits. all staff friendly
- Very good always
- Good
- Good
- Good
- Friendly helpful and efficient
- Very friendly, very helpful staff
- Very good
- Always very helpful
- Excellent
- Very good
- Fantastic
- Very good
- Very good, no issues
- Very good
- It has become increasingly difficult to get an appointment since the first covid lockdown, thought when everything had lightened it would revery back
- Doctors are good, problem is getting to see them!
- Doctors have helped with my little one and got us straight in. reassured me as a first-time mum
- Good

- Very good
- Very good
- Great no problems
- Pleasant, accommodating staff, always helpful
- Not bad
- Always pleasant
- Everything's fine
- I have never had any problems very satisfied
- always great and very helpful
- Helpful staff.
- This is the best surgery I've experienced. People are consistently pleasant, efficient and supportive, from receptionist to doctors. They actually 'care' about you and in my experience will go the extra distance to support you.
- Caring and understanding.
- Fine, I've been using it for years with no problems.
- Very good.
- Very good, brilliant.
- Everyone is very helpful
- Helpful and friendly.
- Lovely receptionists they are polite and friendly
- Love it, but for my mum I would appreciate a more accurate response and service.
- Medium, they don't consider my previous results from another doctor (country) and they don't always consider my symptoms when I try to explain it.
- Good, but more consideration must be given to the overall confidentiality of conversation both by people on the phone and the people in the waiting area.

Question 8
Were the surgery staff helpful and courteous?

Yes	190
No	4



Question 9
Did you know we offer same day appointments for minor injuries?

Yes	90
No	97



Question 10

What are the things you like about our surgery?

For comments see pages 11-13

Q. What are the things you like about our surgery:-

- Small and friendly not big and overpowering
- The staff are great
- Staff and doctors
- Friendly staff, great appointment service
- Everyone is polite, helpful and caring. Nothing is ever any trouble. Smiling faces all the time and lovely doctors.
- Everyone is nice.
- Clean and helpful.
- Face to face and helpful.
- Good service
- Welcoming, helpful, friendly
- Efficient not waiting long for an appointment
- Easy to get to
- Everything really
- It's OK I don't sit in it too long
- Always treated with respect
- Convenient, close to home.
- Staff friendly and helpful, feel valued as a patient and feel as if concerns are listened too
- Easy to get in
- Dr Crossland
- Dr Crossland
- Easy to get an appointment
- Ease of contact and appointment availability. Location.
- That you can get appointments.
- Phone appointments
- Close to home, friendly surgery, all posters are up to date and late night closing.
- Friendly and helpful.
- Fast appointment, good doctors
- Pleasant staff and always helpful
- Staff are very friendly
- Parking and nurses
- Warm, welcoming, efficient
- No automated phone service.
- Easy to book appointments
- Its close to where I live
- Friendly
- Pleasant and helpful staff
- Everything
- I find it friendly and personable and the staff helpful.
- HCA - Kerry fantastic
- Prompt service. Ease of getting an appointment.
- Convenient to my home, welcoming reception, prompt service in relation to my appointment time.
- Polite, friendly willing to help
- Dr Crossland

- Clean, polite staff on reception.
- Easy to obtain an appointment, really good with my daughter.
- That everyone is very friendly and very helpful
- Friendly atmosphere

- Friendly staff
- Quiet reception
- Helpful, polite and clean
- Personal service and pleasant, patient receptionists
- Clean
- Clean and pleasant
- Everything
- Local.
- Its local to me, friendly staff
- Everything is ok
- Not having to wait long
- Very good
- Listening ears from all staff, support at difficult times. nice atmosphere around the surgery and clean environment. easily accessible
- Everyone is helpful and obliging
- Convenient. friendly, helpful. empathetic staff
- Accessible and friendly. good doctors and medical staff
- Very friendly and welcoming
- Very relaxing
- Clean. friendly. parking.
- Not having to wait ages on the phone
- Pleasant staff
- Very good
- Not waiting long. always full of helpful information
- Friendly helpful staff. Local to me
- Its easily accessible and everyone is really helpful to me
- Staff helpful
- Local
- All aspects. very helpful especially the last 3 months
- Never bossy. quiet
- Friendly staff who fine solutions. Excellent customer service from all staff. Clean environment. Informative and local
- Convenient
- Polite, how small it is, friendly
- Doesn't feel like there many patients making it easier to get appointments. Pleasant reception. staff always welcoming
- How easy it is to get an appointment. the opening hours and all the staff
- Polite reception
- Local, no nonsense doctors
- Easy to get appointment, excellent staff, excellent doctors
- Nice and clean. nice girls
- You are treated with respect
- Easy access and personal service
- Efficient and easy to make appointments
- The service
- Friendly staff
- Easy to make an appointment
- very friendly staff and helpful
- Location
- Very professional, the best surgery I've been too, really friendly
- Very welcoming. problems solved promptly
- Helpful, friendly staff
- Staff easy to contact
- Very friendly. helpful caring and very considerate
- Staff are polite and helpful
- Friendly, happy to help, go above and beyond their duties

- Fit for purpose
- Friendly
- It's okay
- Convenience. easy to get an appointment or phone call from doctor
- Staff are great. clean and tidy. Car park on time with appointments
- Doctors and staff are very good
- Close to home, always clean, friendly staff
- Its local
- Nurses
- Staff are friendly
- Small and personal
- Friendly
- Local, easy access
- Helpful staff
- Reception are very helpful but time to get an appointment with a doctor far that long
- Pleasant staff, always helpful
- Everything's okay
- Easy access
- Friendly staff
- Friendly people and the ability to get an appointment
- Clean and nice
- Love everything
- Very friendly and they are happy to see you
- Small setup and friendly
- Easy access, staff polite
- Very caring and helpful people. Extremely supportive.
- The Staff, the efficiency to address patients ailments and the timing.
- Prompt and courteous
- Staff are lovely and very helpful
- Staff are helpful and polite.
- Very helpful
- Nice nurses and doctors!
- The politeness shown by the staff, always friendly
- Appointments are always respected, everything is clean, everyone is very nice.
- All the staff go above and beyond to help, they are polite and courteous.

Question 11

What do you think we could improve upon at the surgery?

For comments see pages 15-16

Q. What do you think we could improve upon at the surgery?:-

- Stay small, bigger is not always better
- More GP's to create more appointments.
- Nothing its fine as it is
- Nothing
- Phonelines and sometimes wait time for appointments.
- More doctors
- Communication between GP's we often have to chase things up.
- Quicker appointments
- Coffee machine.
- More appointment times for people who work full time (as in early morning or later afternoon/evening)
- I have difficulty signing in on the self-check in as not working.
- Get up to date anticoagulant equipment in surgery for dosing
- Appointment system.
- Make an appointment for something that is not routine can be difficult
- Easier entry through automatic doors i.e., push button on outside like the interior doors
- Nothing, more than satisfied
- Being able to book an appointment for another day instead of having to phone each morning.
- Dr Patels attitude towards patients
- Appointment timing.
- Make appointments quicker to see GP. Open longer and weekends.
- Weekend appointments.
- Turn the radio down
- Needs a clock in the waiting room
- Staff training manor
- Advice on managing conditions such as arthritis that i am struggling with
- More doctors
- Everything
- Have Doctor Crossland full time
- Not always easy to see a doctor
- If you were to open later
- Appointment times for people working late. often work till 6pm so difficult to get an appointment sometimes
- Perhaps ensure patients are aware of website and other services
- Get another doctor
- More appointments
- Make is easier to see a doctor
- Bigger carpark
- Change of government
- Seeing doctors
- Advertise you have a website!
- More GP appointments available
- More doctors available
- Better timed appointments for people that work
- Radio!
- Coming up to the desk when speaking at reception
- Sunday opening
- I do not like telling reception my problem
- Explaining symptoms to reception before appointment
- TV in waiting room, showing tv channels

- System should revert back to what it was like before first covid lockdown
- Reception. I missed one appointment, and a letter came out to be deducted
- Getting to actually see a doctor would be nice
- Open on Saturdays
- Doctors being available
- More appointments face to face
- Apart from a G&T on arrival - nothing much
- Radio Quality
- Coffee machine.
- Nothing.
- Faster appointments
- Appointments to be faster and take into consideration the urgency of symptoms.
- More doctors and more appointments
- A computer and private area should be allocated for patients booking appointments at the desk, as reception asked what the problem was and the 6 of us in the waiting area knew what the problem was

Question 12

Please indicate your age group

Under 20	12
21-40	31
41-60	56
Over 61	95

