

# Patient Survey Results

## Analysis Detail

Fakenham Medical Practice

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### Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

### Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way you score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
<b>Total</b>	<b>147</b>		<b>11,700</b>
<b>Score</b>		<b>79.59 (79.6)</b>	

A perfect score is 100%

**Q1. About Your Visit to the GP Today**  
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	331	82.1%
Good (75)	56	13.9%
Satisfactory (50)	16	4.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
<b>Total</b>	<b>407</b>	

Good	Not Good
96.0%	4.0%

**Q2.**  
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	361	89.6%
Good (75)	39	9.7%
Satisfactory (50)	3	0.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
<b>Total</b>	<b>407</b>	

Good	Not Good
99.3%	0.7%

**Q3.**  
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	347	86.1%
Good (75)	46	11.4%
Satisfactory (50)	9	2.2%
Poor (25)	1	0.2%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
<b>Total</b>	<b>407</b>	

Mean scores for Q3	
Your patients	95.8
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	97.5%	2.5%

**Q4.**  
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	325	80.6%
Good (75)	56	13.9%
Satisfactory (50)	20	5.0%
Poor (25)	2	0.5%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
<b>Total</b>	<b>407</b>	

Mean scores for Q4	
Your patients	93.7
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	94.5%	5.5%

**Q5.**  
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	325	81.0%
Good (75)	58	14.5%
Satisfactory (50)	16	4.0%
Poor (25)	2	0.5%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	4	
<b>Total</b>	<b>407</b>	

Good	Not Good
95.5%	4.5%

**Q6.**  
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	319	80.6%
Good (75)	58	14.6%
Satisfactory (50)	16	4.0%
Poor (25)	2	0.5%
Very poor (0)	1	0.3%
Does not apply	7	
Did not answer	4	
<b>Total</b>	<b>407</b>	

Good	Not Good
95.2%	4.8%

**Q7.**  
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	308	80.2%
Good (75)	59	15.4%
Satisfactory (50)	16	4.2%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	18	
Did not answer	5	
<b>Total</b>	<b>407</b>	

Mean scores for Q7	
Your patients	93.9
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	95.6%	4.4%

**Q8.**  
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	311	82.1%
Good (75)	58	15.3%
Satisfactory (50)	10	2.6%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	21	
Did not answer	7	
<b>Total</b>	<b>407</b>	

Good	Not Good
97.4%	2.6%

**Q9.**  
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	387	96.8%
Yes, to some extent (50)	13	3.3%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	6	
<b>Total</b>	<b>407</b>	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

**Q10.**  
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	387	96.8%
Yes, to some extent (50)	13	3.3%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	6	
<b>Total</b>	<b>407</b>	

Yes	No
100.0%	0.0%

**Q11.**  
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	400	99.8%
No (0)	1	0.2%
Did not answer	6	
<b>Total</b>	<b>407</b>	

Yes	No
99.8%	0.2%

**Q12. About Your Receptionists and Appointments**  
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	267	67.6%
Fairly helpful (66)	119	30.1%
Not very helpful (33)	8	2.0%
Not at all helpful (0)	1	0.3%
Don't know	1	
Did not answer	11	
<b>Total</b>	<b>407</b>	

Mean scores for Q12	
Your patients	88.1
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	97.7%	2.3%

**Q13.**  
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	64	16.7%
Fairly easy (66)	218	56.9%
Not very easy (33)	78	20.4%
Not at all easy (0)	23	6.0%
Don't know	1	
Haven't tried	12	
Did not answer	11	
<b>Total</b>	<b>407</b>	

Mean scores for Q13	
Your patients	61.0
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	73.6%	26.4%

**Q14.**  
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	59	19.7%
Fairly easy (66)	168	56.2%
Not very easy (33)	58	19.4%
Not at all easy (0)	14	4.7%
Don't know	18	
Haven't tried	77	
Did not answer	13	
<b>Total</b>	<b>407</b>	

Mean scores for Q14	
Your patients	63.2
GPAQ Mean	69.9

	Easy	Not Easy
	75.9%	24.1%

**Q15.**  
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	210	72.4%
No	80	27.6%
Don't know / never needed to	102	
Did not answer	15	
<b>Total</b>	<b>407</b>	

**Q16.**  
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	344	88.2%
Not important	46	11.8%
Did not answer	17	
<b>Total</b>	<b>407</b>	

**Q17.**  
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	103	27.3%
Fairly easy (66)	190	50.4%
Not very easy (33)	69	18.3%
Not at all easy (0)	15	4.0%
Don't know	3	
Haven't tried	11	
Did not answer	16	
<b>Total</b>	<b>407</b>	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	77.7%	22.3%

**Q18.**  
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	160	31.9%
By phone	321	63.9%
Online	21	4.2%
Doesn't apply	0	0.0%
Did not answer	13	
<b>Total</b>	<b>515</b>	

**Q19.**  
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	170	29.7%
By phone	305	53.2%
Online	93	16.2%
Doesn't apply	5	0.9%
Did not answer	13	
<b>Total</b>	<b>586</b>	

**Q20. Thinking of times when you want to see a particular doctor:**  
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	21	5.4%
2-4 days	44	11.3%
5 days or more	267	68.3%
I don't usually need to be seen quickly	33	8.4%
Don't know, never tried	26	6.6%
Did not answer	16	
<b>Total</b>	<b>407</b>	

**Q21.**  
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	34	9.0%
Very good (80)	56	14.9%
Good (60)	88	23.4%
Satisfactory (40)	120	31.9%
Poor (20)	59	15.7%
Very poor (0)	19	5.1%
Does not apply	12	
Did not answer	19	
<b>Total</b>	<b>407</b>	

Mean scores for Q21	
Your patients	50.9
GPAQ Mean	70.7

Good	Not Good
47.3%	52.7%

**Q22. Thinking of times when you are willing to see any doctor?**  
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	105	26.9%
2-4 days	87	22.3%
5 days or more	133	34.0%
I don't usually need to be seen quickly	33	8.4%
Don't know, never tried	33	8.4%
Did not answer	16	
<b>Total</b>	<b>407</b>	

**Q23.**  
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	51	14.1%
Very good (80)	72	19.9%
Good (60)	97	26.9%
Satisfactory (40)	80	22.2%
Poor (20)	47	13.0%
Very poor (0)	14	3.9%
Does not apply	25	
Did not answer	21	
<b>Total</b>	<b>407</b>	

Good	Not Good
60.9%	39.1%

**Q24. Thinking of your most recent consultation with a doctor or nurse**  
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	73	20.3%
5 - 10 minutes	146	40.7%
11 - 20 minutes	88	24.5%
21 - 30 minutes	34	9.5%
More than 30 minutes	15	4.2%
There was no set time for my consultation	3	0.8%
Did not answer	48	
<b>Total</b>	<b>407</b>	

**Q25.**  
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	64	17.8%
Very good (80)	59	16.4%
Good (60)	100	27.8%
Satisfactory (40)	108	30.0%
Poor (20)	24	6.7%
Very poor (0)	5	1.4%
Does not apply	2	
Did not answer	45	
<b>Total</b>	<b>407</b>	

Mean scores for Q25	
Your patients	60.9
GPAQ Mean	67.8

Good	Not Good
61.9%	38.1%

**Q26. Opening**  
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	321	88.9%
No	40	11.1%
Don't know	16	
Did not answer	30	
<b>Total</b>	<b>407</b>	

Yes	No
88.9%	11.1%

**Q27. Opening**

Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	43	15.6%
At lunchtime	16	5.8%
After 6.30pm	65	23.6%
On a Saturday	86	31.3%
On a Sunday	36	13.1%
None of these	29	10.5%
Did not answer	230	
<b>Total</b>	<b>505</b>	

**Q28. Choice**

Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	225	60.3%
No	148	39.7%
There is usually only one doctor in my surgery	2	
Did not answer	32	
<b>Total</b>	<b>407</b>	

Yes	No
60.3%	39.7%

**Q29.**

How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	107	40.4%
A lot of the time (66)	66	24.9%
Some of the time (33)	69	26.0%
Never or almost never (0)	23	8.7%
Not tried at this GP practice	17	
Did not answer	125	
<b>Total</b>	<b>407</b>	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	65.3%	34.7%

**Q30. How good was the Nurse you last saw at:**

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	222	69.6%
Good (75)	75	23.5%
Satisfactory (50)	20	6.3%
Poor (25)	2	0.6%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	80	
<b>Total</b>	<b>407</b>	

Good	Not Good
93.1%	6.9%

**Q31.**

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	205	65.1%
Good (75)	89	28.3%
Fair (50)	20	6.3%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	86	
<b>Total</b>	<b>407</b>	

Mean scores for Q31	
Your patients	89.5
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	93.3%	6.7%

**Q32.**  
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	209	66.3%
Good (75)	86	27.3%
Fair (50)	18	5.7%
Poor (25)	2	0.6%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	87	
<b>Total</b>	<b>407</b>	

Mean scores for Q32	
Your patients	89.8
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	93.7%	6.3%

**Q33.**  
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	193	63.1%
Good (75)	94	30.7%
Fair (50)	18	5.9%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	14	
Did not answer	87	
<b>Total</b>	<b>407</b>	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	93.8%	6.2%

**Q34.**  
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	164	58.4%
Good (75)	94	33.5%
Fair (50)	20	7.1%
Poor (25)	3	1.1%
Very poor (0)	0	0.0%
Does not apply	38	
Did not answer	88	
<b>Total</b>	<b>407</b>	

Mean scores for Q34	
Your patients	87.3
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	91.8%	8.2%

**Q35.**  
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	168	60.2%
Good (75)	89	31.9%
Fair (50)	19	6.8%
Poor (25)	3	1.1%
Very poor (0)	0	0.0%
Does not apply	40	
Did not answer	88	
<b>Total</b>	<b>407</b>	

Good	Not Good
92.1%	7.9%

**Q36.**  
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	309	99.0%
No (0)	3	1.0%
Did not answer	95	
<b>Total</b>	<b>407</b>	

Yes	No
99.0%	1.0%



**Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**  
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	302	82.5%
Unsure (50)	56	15.3%
Not very well (0)	8	2.2%
Does not apply	17	
Did not answer	24	
<b>Total</b>	<b>407</b>	

Mean scores for Q37	
Your patients	90.2
GPAQ Mean	92.8

**Q38.**  
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	297	82.7%
Unsure (50)	54	15.0%
Not very well (0)	8	2.2%
Does not apply	23	
Did not answer	25	
<b>Total</b>	<b>407</b>	

Mean scores for Q38	
Your patients	90.3
GPAQ Mean	91.7

**Q39.**  
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	266	77.6%
Unsure (50)	71	20.7%
Not very well (0)	6	1.7%
Does not apply	35	
Did not answer	29	
<b>Total</b>	<b>407</b>	

Mean scores for Q39	
Your patients	87.9
GPAQ Mean	88.7

**Q40. Satisfaction**  
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	123	32.2%
Very good (80)	158	41.4%
Good (60)	57	14.9%
Fair (40)	38	9.9%
Poor (20)	3	0.8%
Very poor (0)	3	0.8%
Did not answer	25	
<b>Total</b>	<b>407</b>	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	88.5%	11.5%

**Q41.**  
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	174	46.5%
Yes, probably (66)	144	38.5%
No, probably not (33)	46	12.3%
No, definitely not (0)	10	2.7%
Don't know	3	
Did not answer	30	
<b>Total</b>	<b>407</b>	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	85.0%	15.0%

<b>Q42. Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	160	41.3%
Female	227	58.7%
Did not answer	20	
<b>Total</b>	<b>407</b>	

<b>Q43.</b>		
How old are you?		
Answer	Count	Percentage
Under 16	5	1.3%
16 to 44	109	28.2%
45 to 64	127	32.9%
65 to 74	98	25.4%
75 and over	47	12.2%
Did not answer	21	
<b>Total</b>	<b>407</b>	

<b>Q44.</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	204	57.3%
No	152	42.7%
Don't know / never needed to	28	
Did not answer	23	
<b>Total</b>	<b>407</b>	

<b>Q45.</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	375	98.4%
Black or Black British	2	0.5%
Asian or Asian British	1	0.3%
Mixed	2	0.5%
Chinese	0	0.0%
Other ethnic group	1	0.3%
Did not answer	26	
<b>Total</b>	<b>407</b>	

<b>Q46.</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	175	45.2%
Unemployed / looking for work	6	1.6%
At school or in full time education	11	2.8%
Unable to work due to long term sickness	21	5.4%
Looking after your home/family	28	7.2%
Retired from paid work	135	34.9%
Other	11	2.8%
Did not answer	20	
<b>Total</b>	<b>407</b>	

## Comments

My GP is always changing hence I never know who is my designated doctor! I would like to swap my GP to Dr Bennett!

Telephone - get an appointment? you are in a queue for far too long! Q13. 3 or 4 (depending on time of day)

Dr Bennett & nurse Jo Riseborough have always been great to me and my family. Dr Temple really needs to be thorough (thorough?) and (sic) listen to patients as I have to come back twice as she refused to give antibiotics when nurse Jo said my chest was full of crackle (not a happy patient and (sic) I won't see her again!)

I receive excellent care from Walsingham Surgery. On occasions when I need to access Fakenham Surgery I find it difficult to get to as I do not drive + 2 (infrequent) buses are needed. More direct transport to Fakenham Surgery would be helpful

Being able to apply for repeat prescriptions is very useful

Did not like to be put on some body's else's (sic) list. Not being asked?

Everyone is very helpful and nice to know

Recently had to chase the bookings team member on two occasions regarding an appointment to have my contraceptive implant removed. Saw the GP regarding it (had to wait several weeks for the appointment) was told that I would hear about an appointment in a few days. I chased two weeks later, was told she would call me the next day. I again had to chase a further 2 weeks after UNACCEPTABLE! As is how long I've had to wait for the procedure

1. Too long to wait for an appointment to see a GP. 2. Given up making appointment over the phone due to long wait. 3. Possibly look at some system of dealing with people who feel they need to see a GP more quickly than 3 weeks time.

Usually I have to wait 2+ weeks to see my doctor. Also it is a long wait on the phone if I phone in the morning for a same day appointment, then another wait for someone to phone back + assess if I need to see someone the same day. I appreciate the doctors are busy but I never phone for a same day appointment unless it is really urgent

A better understanding of HM Forces for additional support in what circumstances is that support applicable? In the past when I have mentioned my service to a doctor, I am met with a blank (?)

Very kind and understanding

It is very difficult to get a GP appt within a week usually 2-3 even with any GP. The doctors are always excellent when we do see them, It's a shame it takes so long. The phone appt system won't let you select "any dr" you have to book with your registered GP so isn't useful if you want a quick appt with a dr. But as I say excellent care when you're seen

I would like to thank all the doctors, staff and nurses for their commitment and hard work

They are all great most of the time

First class service

I would like to be able to be given a GP appointment within a week and not have to wait weeks to see the GP I ask for.

An excellent practice, excellent staff, spotlessly clean building. Only moan is length of time to see a doctor in a non-emergency situation

Very satisfied

Excellent

Our GPs nurses & staff work VERY hard - we are blessed to have them

Time pressured

Q12. Depends who you get. Q20. Usually have to wait 3 weeks or more

It now takes almost a month to see my OWN GP. this is too long for follow-ups or if the tablets don't work

Excellent practice - cannot praise the efficient system highly enough

My problem is the length of time I have to wait for what is a "non-emergency" appointment - usually around 3 weeks to see any doctor. I do not want to take an emergency appointment but I think 3 weeks is unreasonable

Today my appointment was @ 9am I got in to see the dr @ 9.22am How can you be running late this early?

It is frustrating

Feel the time to actually get an appointment is rather long

Good

It takes 2-3 weeks to make an appointment with a particular GP a bit too long. And it would be good to see the same GP for the particular problem - most of the receptionists are very helpful but two are downright disagreeable. The nurses are really good & pleasant. The biggest problem is getting help in an emergency - having to drive to Kings Lynn A&E with renal colic is awful. Even in surgery hours, the advice given (for real colic) was to drive to KL A&E, or call paramedics, not the GP

With the occasional blip this is a very good GP practice. One thing, however, don't like telephone consultations being held on phone IN THE SURGERY. If there is a doctor present he / she should be able to do a face to face. It takes the same length of time. If a person is really unwell they will happy to want to see a GP. Re Q25; Better a GP who takes time + runs over than being zipped through. I don't mind waiting.

All staff so friendly & helpful when booking an appointment to discuss an issue, it would be useful to have details on GP's or Nurses who specialise/ experienced as to ensure best care and treatment provided e.g. gynaecology, dermatology, trained in diagnosis & fibromyalgia for GP practices in general

Still waiting for an email reply from practice manager regarding an issue with my son and his treatment. Email was sent over a year ago, actually 2 I think (Sept 15)

Q15 it does depend however on what your issue / illness is. Q17 Depends on the time of day you can come- I work full time so very early or after 4.30 is when I can come. Q23 Previous to this visit I waited 1.5 hours to be seen by Dr Kemp

Given the difficult financial times, I think the FMP does a great job

Reading material requires changes for men

Quite a while ago I wrote to the administrator asking for my registered Dr to be female rather than a male. I was registered with a male at the time. To date I have had no response to that request. As a result when I needed to see somebody recently I asked for any lady Dr and was booked in to see Dr Pink. I found her really nice and would more than happy to see her again.

Q12; (Answer very helpful) today's is!

Trying to get to see somebody the same day is quiet a challenge, reception wanting to know far too much as to why I need to be seen. A long wait to a see a practice doctor could be at least 1-2 weeks maybe longer.

I have always found the level of service good, the only downside is the wait for appointments

Q20: 3 WEEKS!!

Q15: Really happy with this . My children are always seen quickly.

Very good all round practice

Q20: 3 WEEK WAIT

Excellent

On the whole OK

I think a big thing I would like to point out is the reception desk, I feel that as a while they're good but it wouldn't hurt to smile more, or rush people at the desk who might actually be in need of reassurance take the time to be polite + sympathetic to what they might be going through. Thank you.

Very helpful some doctors haven't very long per patient (?)

Q12: Response 3; on this occasion. Would be very helpful to have information by email. i.e. Flue (sic) jab times etc.

I think I am v. lucky to attend this practice

Excellent D/Coghill

If using a telephone for a (sic) appointment very time consuming in waiting to be contacting! (sic) (10 TO 20 MINS AT TIMES)

Never had any problems or issues with GP, Nurse and staff. Always available when I need them. Many thanks

Not easy to get to surgery as I have no car & buses infrequent. Taxis can be expensive if visits are often

In general, since moving to Fakenham in 2000 I have had satisfactory / good overall experience with Fakenham Surgery asides the move further out of the town centre

It is now taking longer to get an appointment and I can wait many days. Generally I am happy with the practice and I am happy with my GP

Back ground music would help while you're waiting

Excellent surgery, friendly, helpful and kind. Would recommended this surgery to everyone, many thanks to all of the staff who have been so very supportive

Longer appointments please - suggest you charge for appoint (?). Remove those who can see a nurse or pharmacist - Easy access to nurse so we don't bother the GP!

Overall very good. Receptionists very friendly yet professional (especially the established ones)

Takes far too long to get through to a receptionist on the phone. Need more receptionists on desk.

It is disusting (sic) how long I had to wait to be seen my appointment was 9.35am and it was an hour before I was seen. I AM NOT A HAPPY PATIENT

Q12: answer - fairly. It depends which one!! Q13: answer - fairly - Depends on time of day. Q14: answer - not very easy - Depends! I understand the difficulties in seeing a namely/preferred GP, but it is extremely frustrating when one has a longterm condition which needs constant help, to have to wait WEEKS (3/4). even with notes a new doctor has to have the situation explained over - which takes more time etc.

Very good but trying to get an appointment with a preferred doctor is silly, waiting 3-4 weeks isn't good! But I understand that everyone is under a lot of strain and it's not the practices fault but more the NHS in general

My family are more than happy to have Dr Temple as our GP.

The last time I saw my own GP about my long term health condition, all he had to say was that he "didn't know" and was unable to answer any of my questions. Even if the doctor is unsure about a particular condition they should be able to reassure you and appear confident in what action they are taking for you.

Apart from it being hard to get through on the phone, wait a while for an appointment, and sometimes wait quite a while to be seen, the staff and the doctors are all very helpful, lovely + friendly

This form covers it all - the GP, Nurses etc are all excellent

Excellent - operating (I imagine) under challenging financial another constraints

I have seen Dr Pink, Dr Ferrar and Nurse Ruth over the past year. ALL of them have been kind, considerate professional and made me feel at ease. Excellent!

All very friendly and polite.

Problems lie at reception where too few receptionists see too many patients. Perhaps a more effective system might operate for repeat prescriptions

The practice has got to get to grips with patients being able to see their own GP within a sensible time frame. 4 weeks is unacceptable as other GPs do not know you

At present I find the dispensary at the surgery lack communication and are not supportive at all - they don't help even when person has explained situation to them. I feel they "fob" you off!!

The best I have ever known in my long experience. In fact, I boast about being in such an excellent surgery where everyone is kind considerate, knowledgeable, and so willing to put you at ease.

Sugary food is for sale in the adjoining pharmacy. This is unacceptable!!

Having recently moved to Fakenham, I find this Medical Practice SUPERB. Thank you to everyone

Very good

Excellent surgery & staff

Fortunately Have not had to use the surgery but whenever I had to consult a doctor I have received very good attention and advice

Dr Blair has been very good at find (sic) out my problems

Once you have an appointment, the service is always fantastic. The difficulty is the length of time to wait for a non-emergency appt.

Appointments are always late

Having more time with doctor?

Some background music in the waiting rooms would be nice

Q36. Answer: Yes. Asked for blood sugar level to be checked at last appointment Nurse refused

On asking the receptionist for a REG NURSE to take out fine facial sutures, I was assured this appt. was so - in the event my husband checked this and found it was to be a health care assistant I was seeing - I was rebooked with a nurse I believe certain procedures need a qualified nurse.

Q22. Not given choice. Q24. 3 weeks - as computer results no (sic) available. Q28. no choice given. Q29. no choice given.

Q41. Likely -Surgery. Extremely unlikely -GP