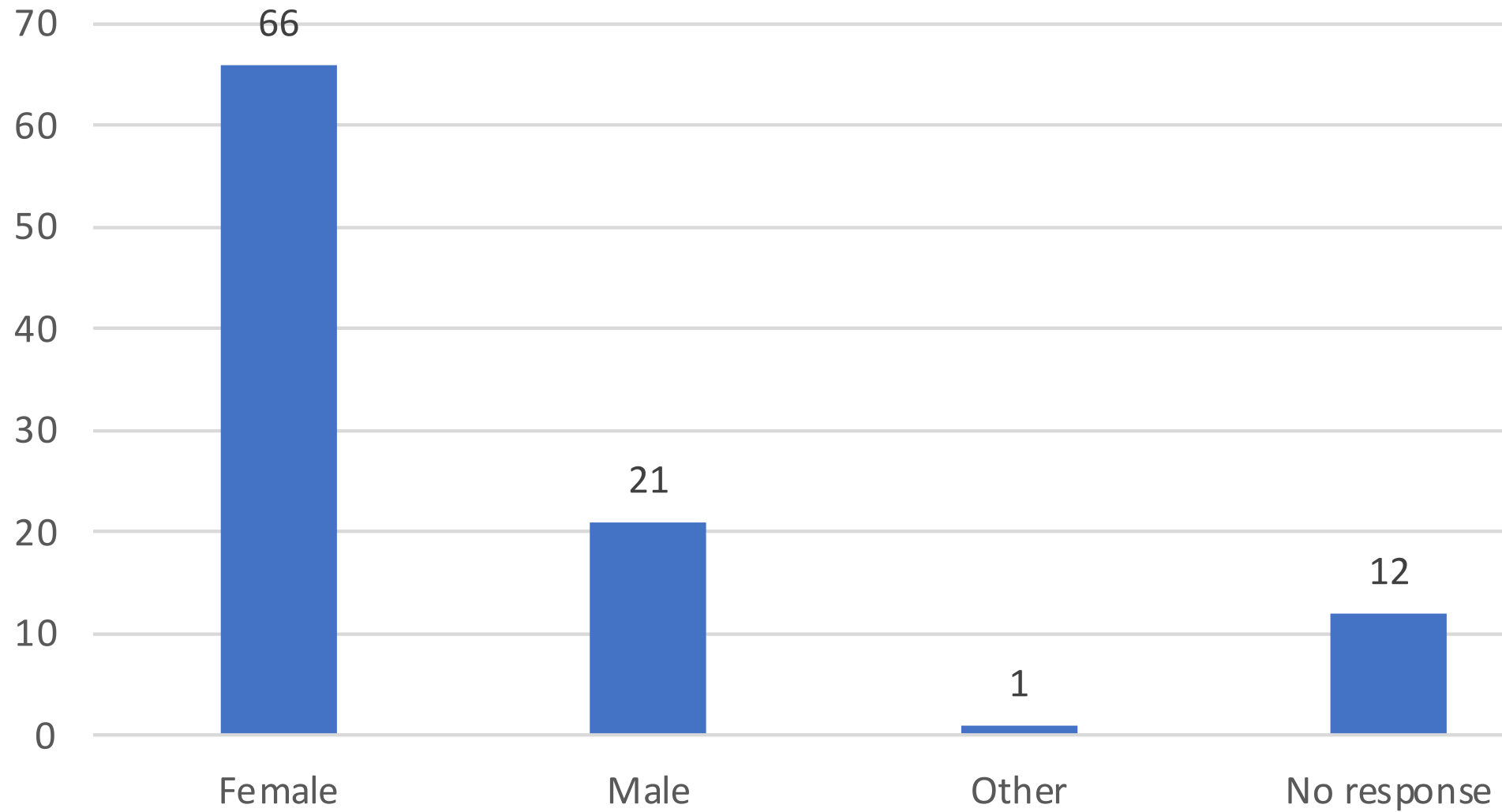


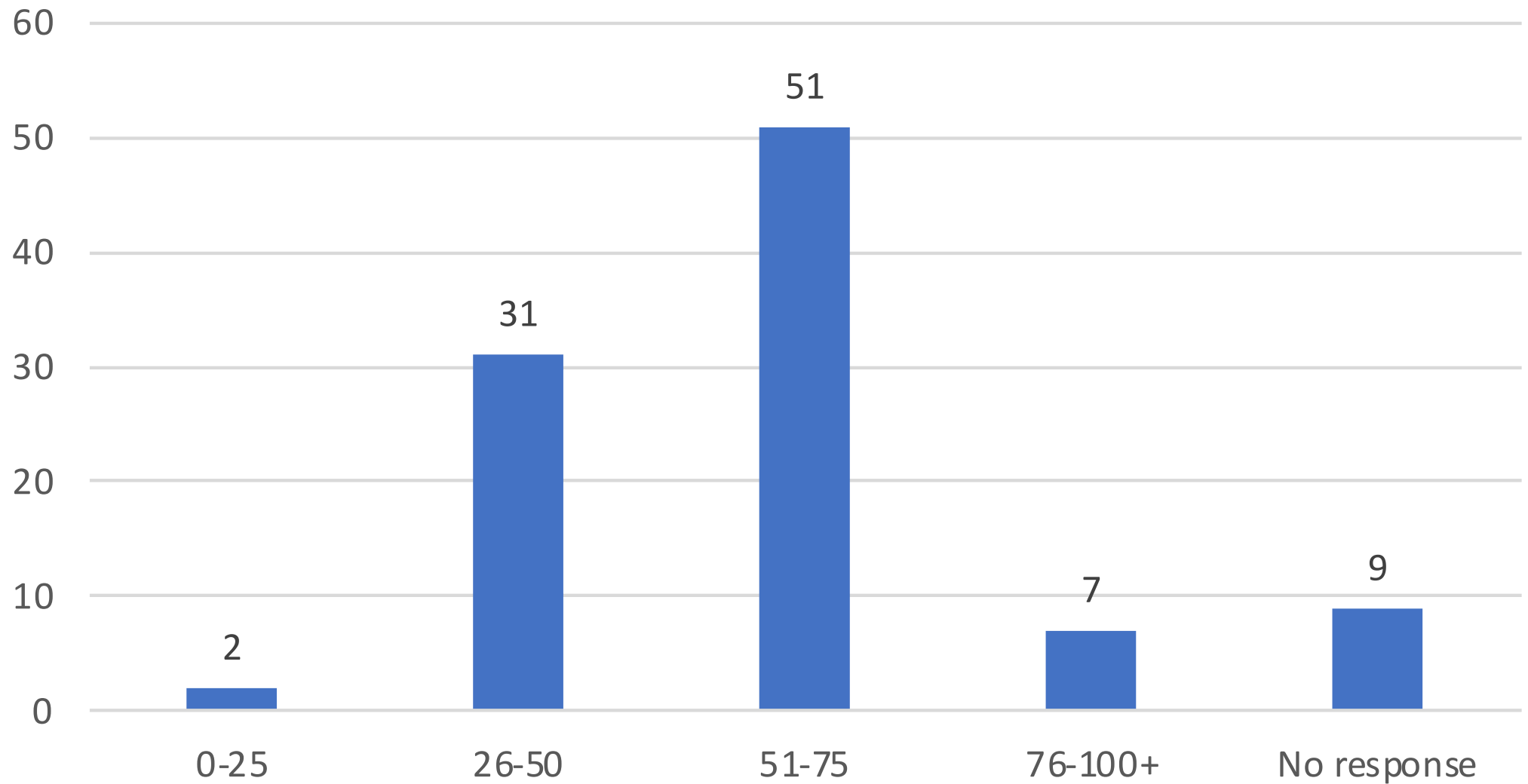
Cowfold Medical Group Patient Survey

Spring 2024

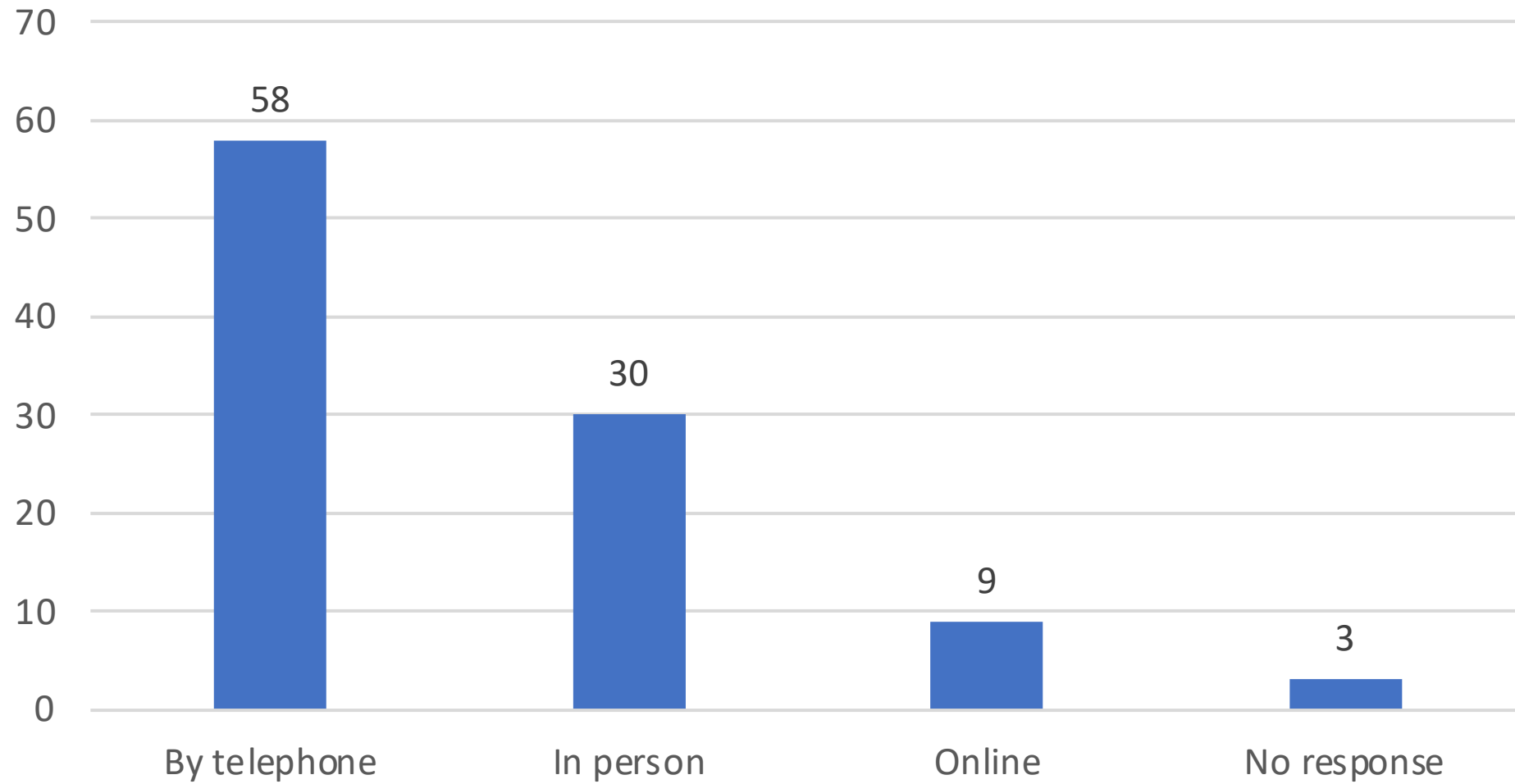
Gender



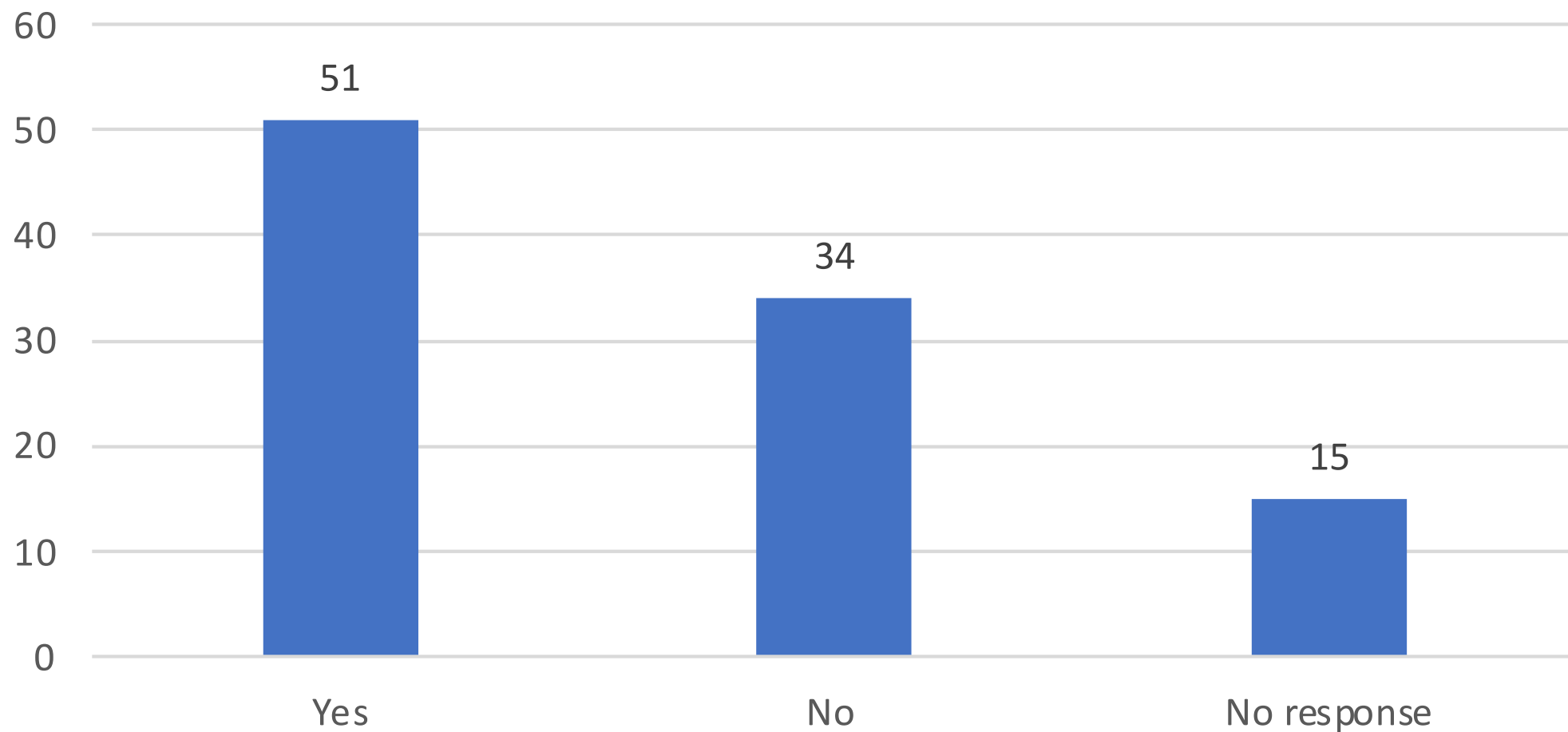
Age



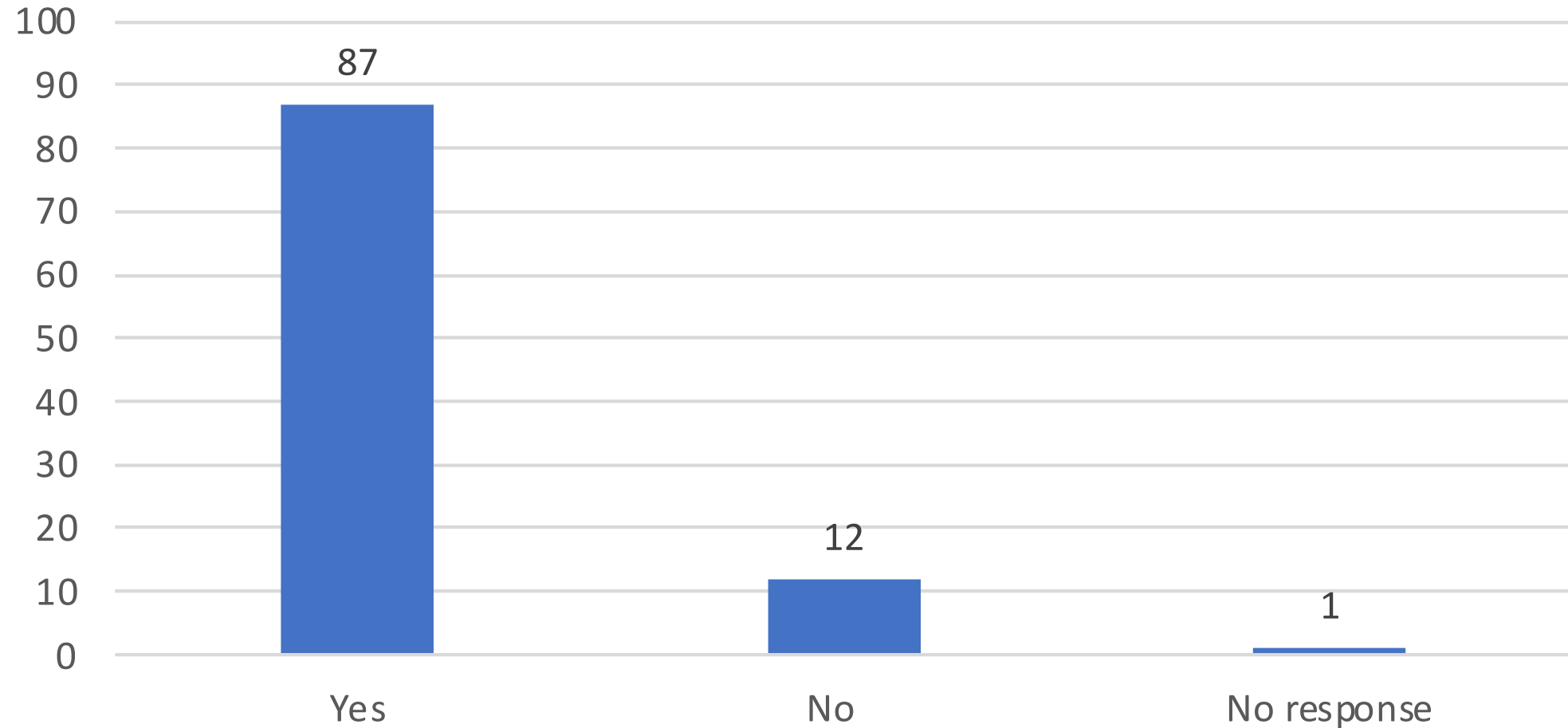
1. How did you arrange your appointment today?



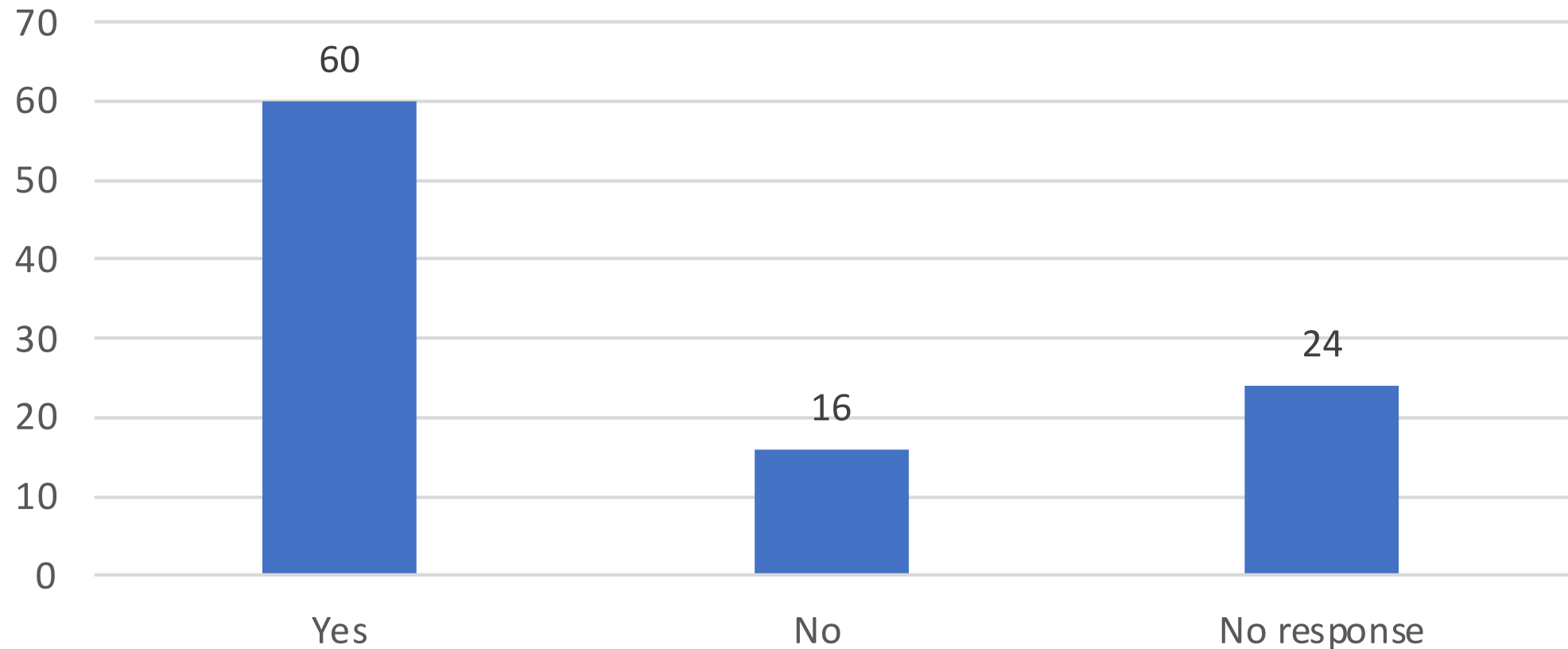
2. Are you able to book your appointment online?



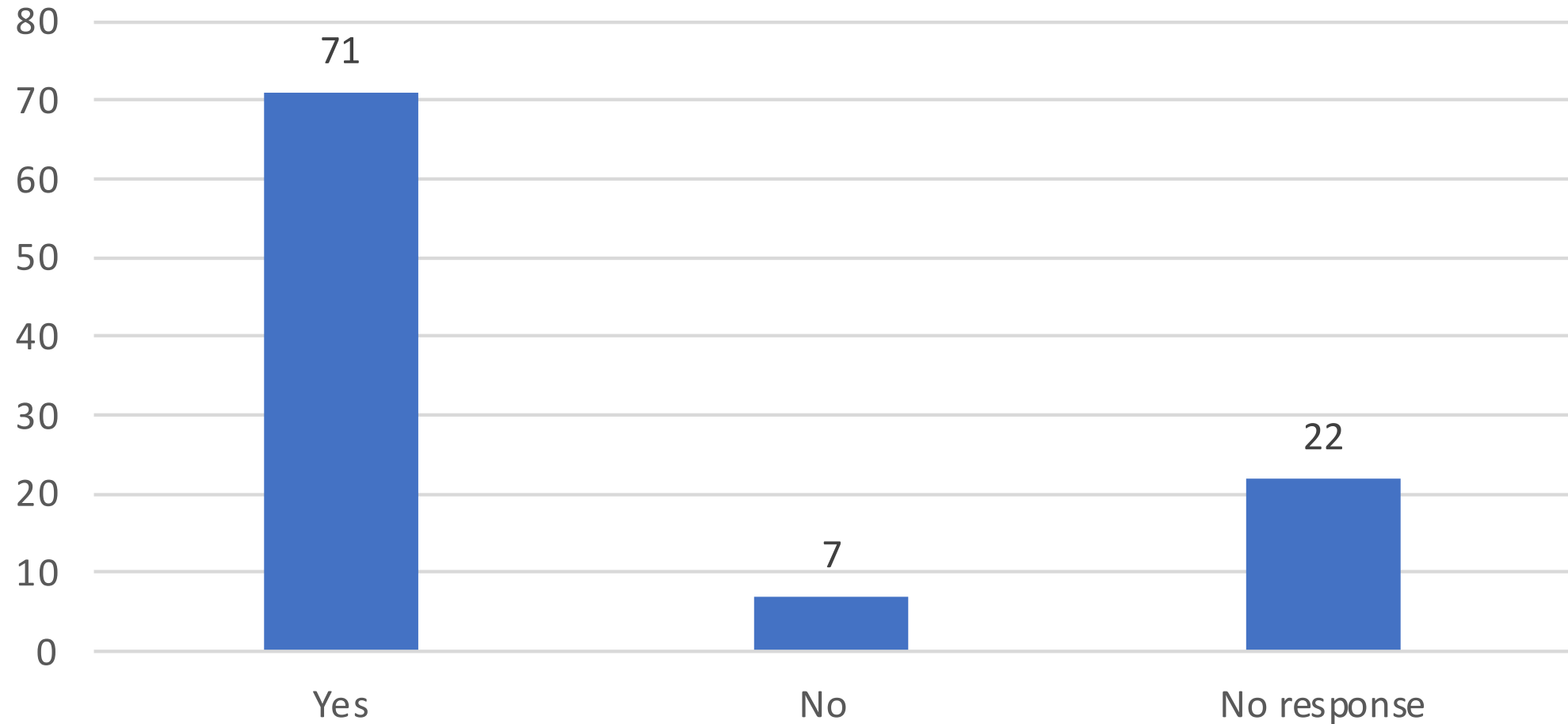
3. Are you aware you can use e-consult found on our website?



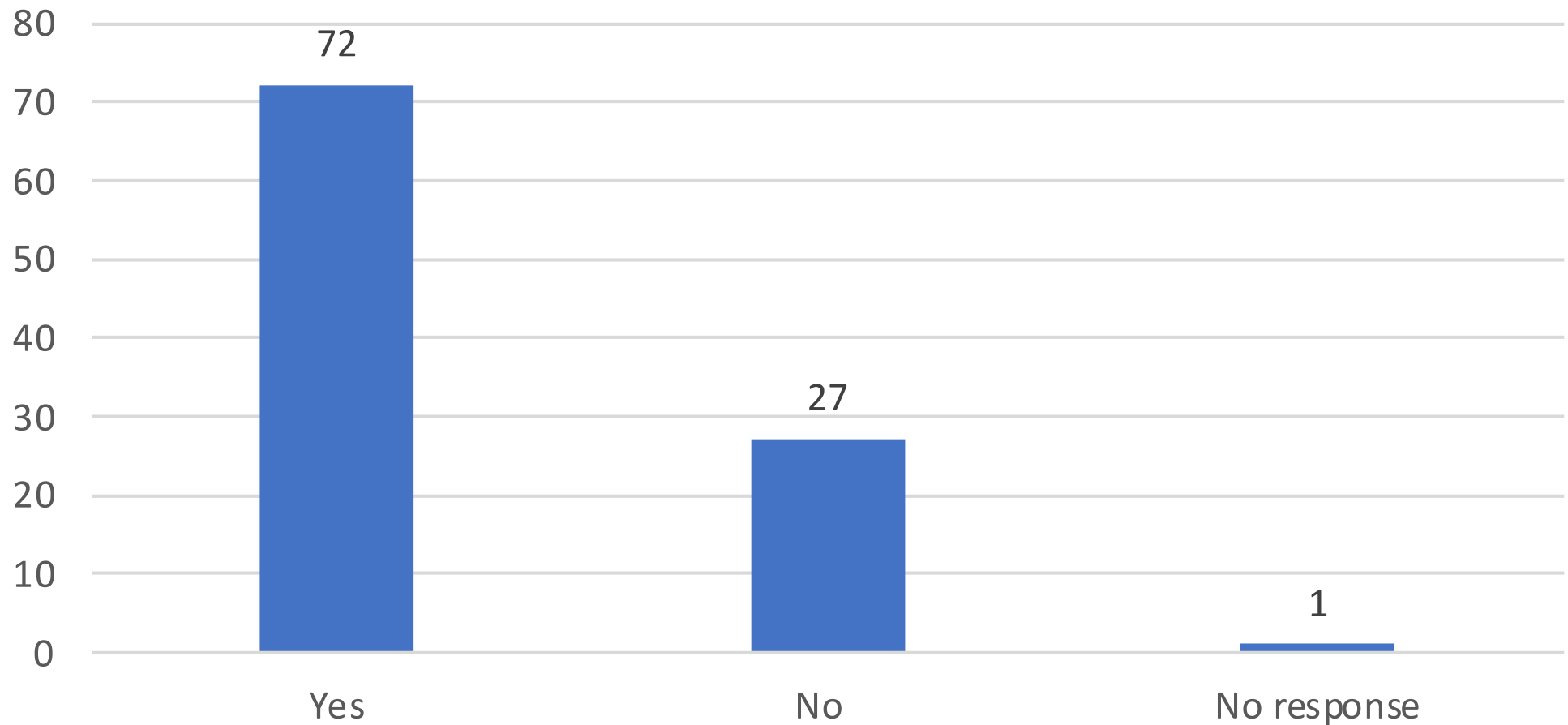
4. When booking a routine appointment were you able to speak to the clinician/GP of your choice?



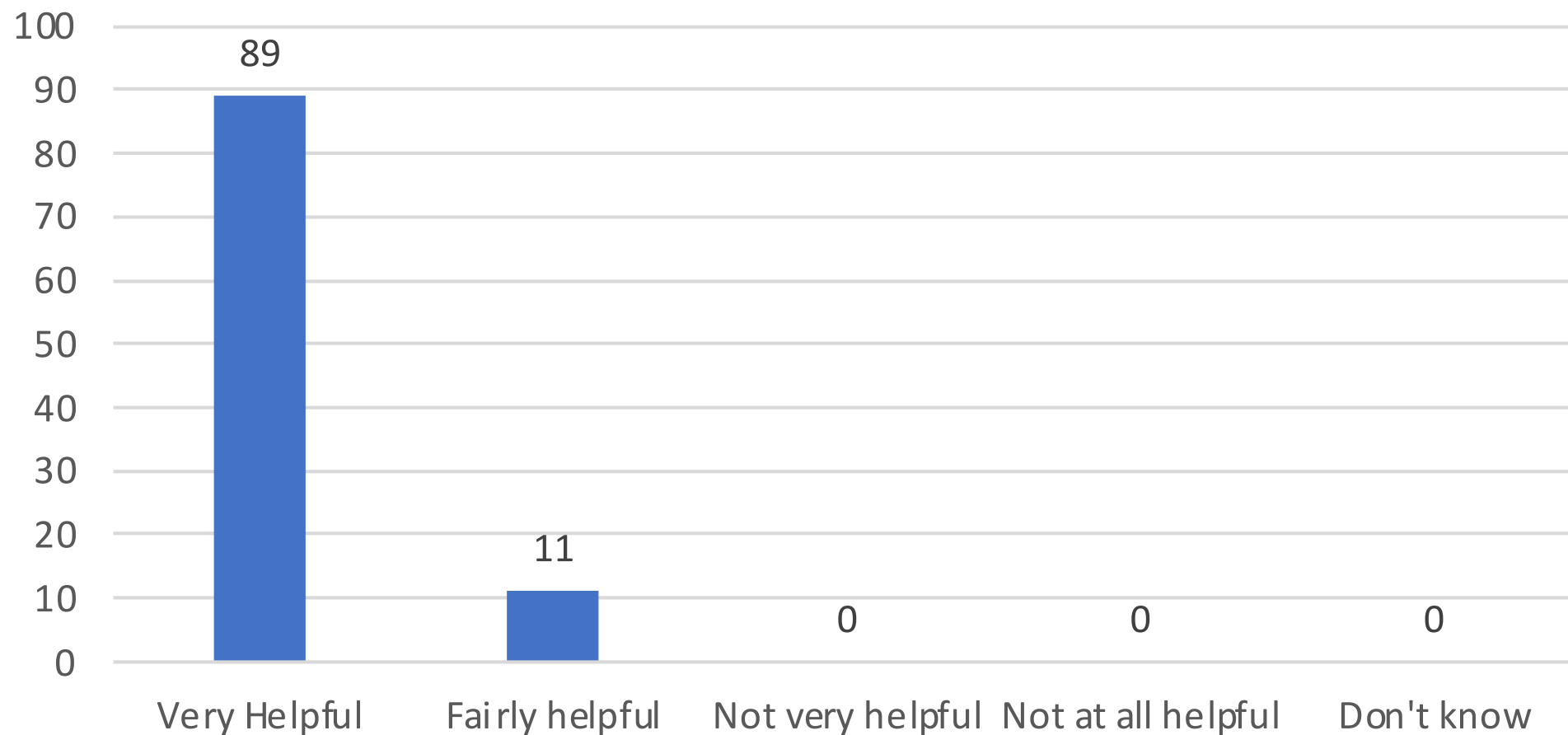
5. Did you receive your medication within 3-5 working days?



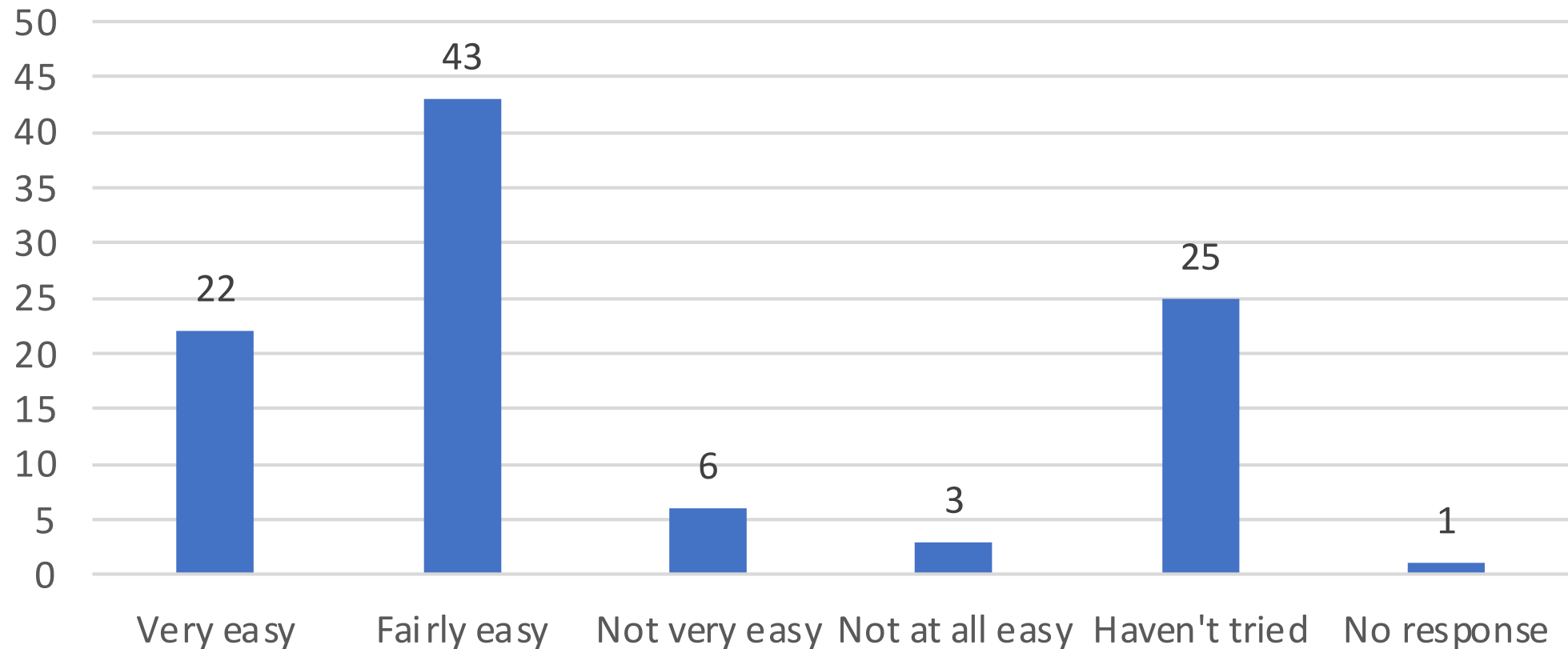
6. Are you aware you can use the NHS App to check blood test results and order medication?



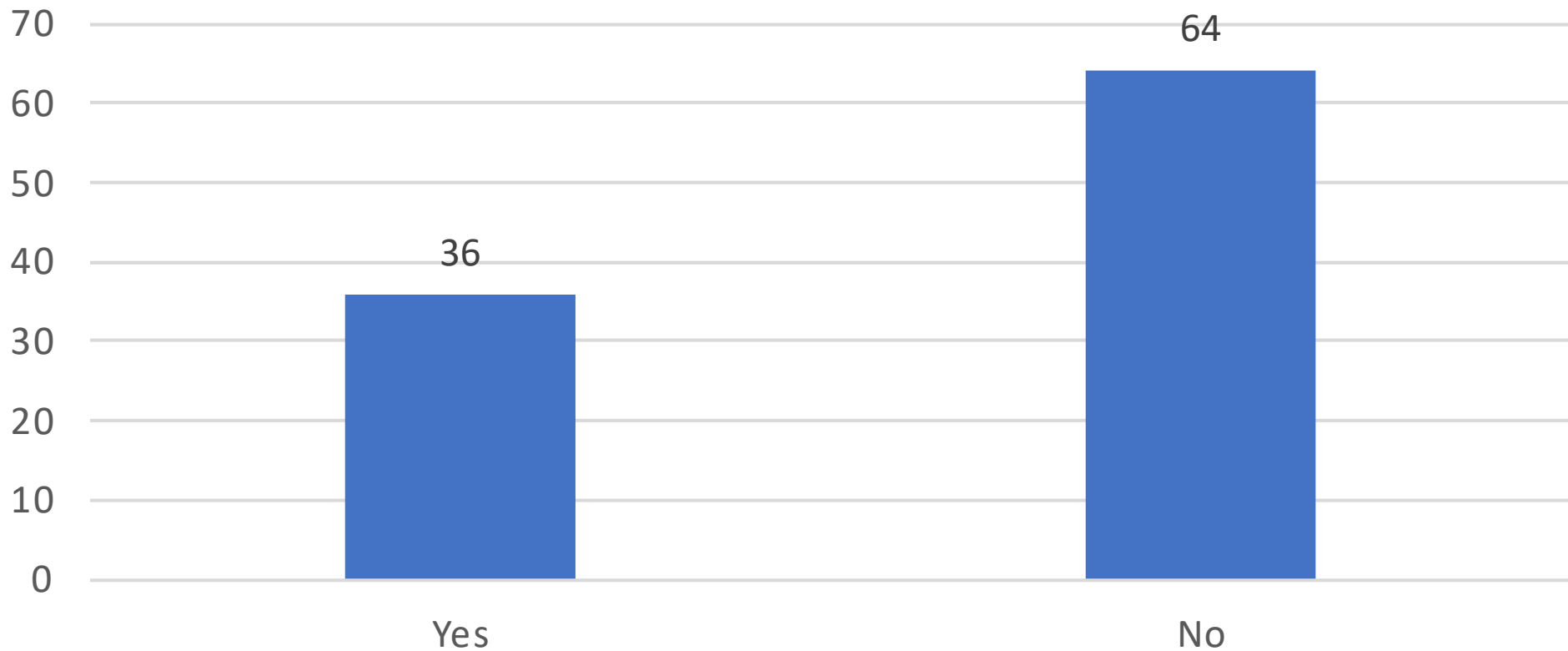
7. How helpful do you find the receptionists at your GP practice?



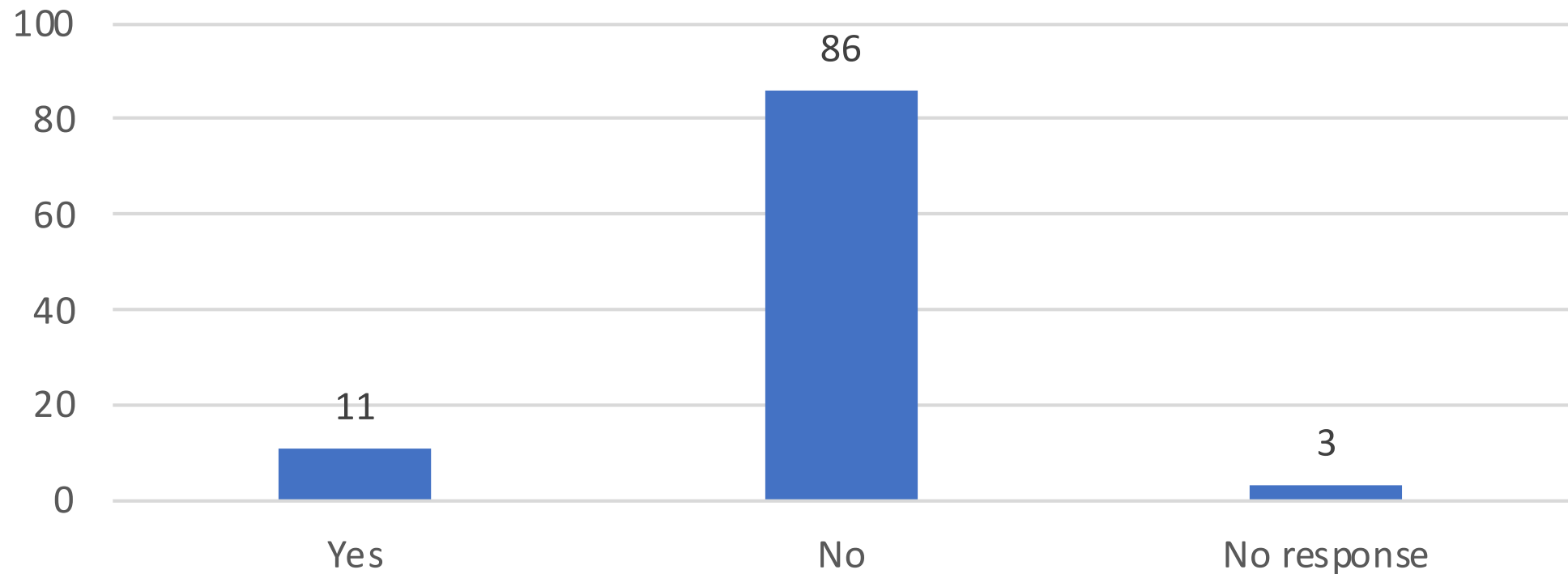
8. How easy is it to use your GP practice's website to look for information or access services?



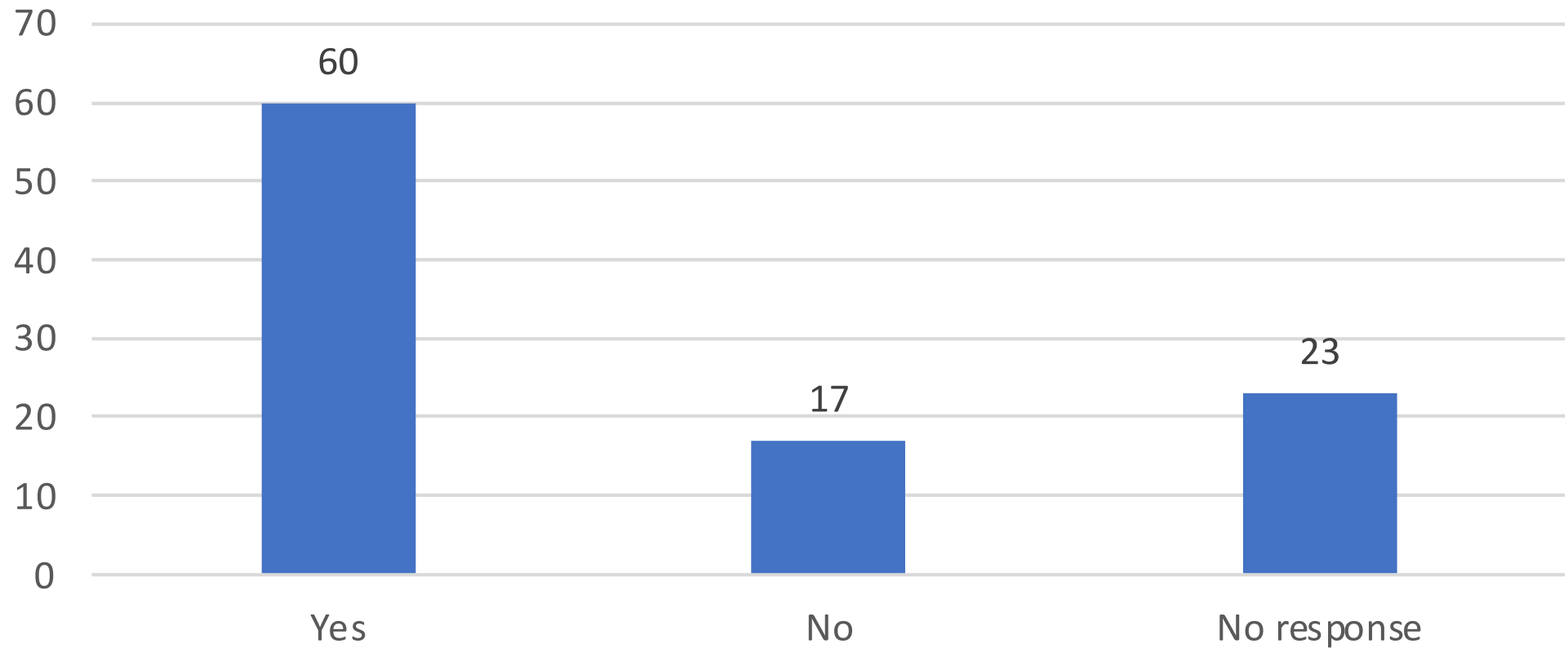
9. Are you aware that the surgery has a Patient Participation Group which is open to all registered patients to help improve services?



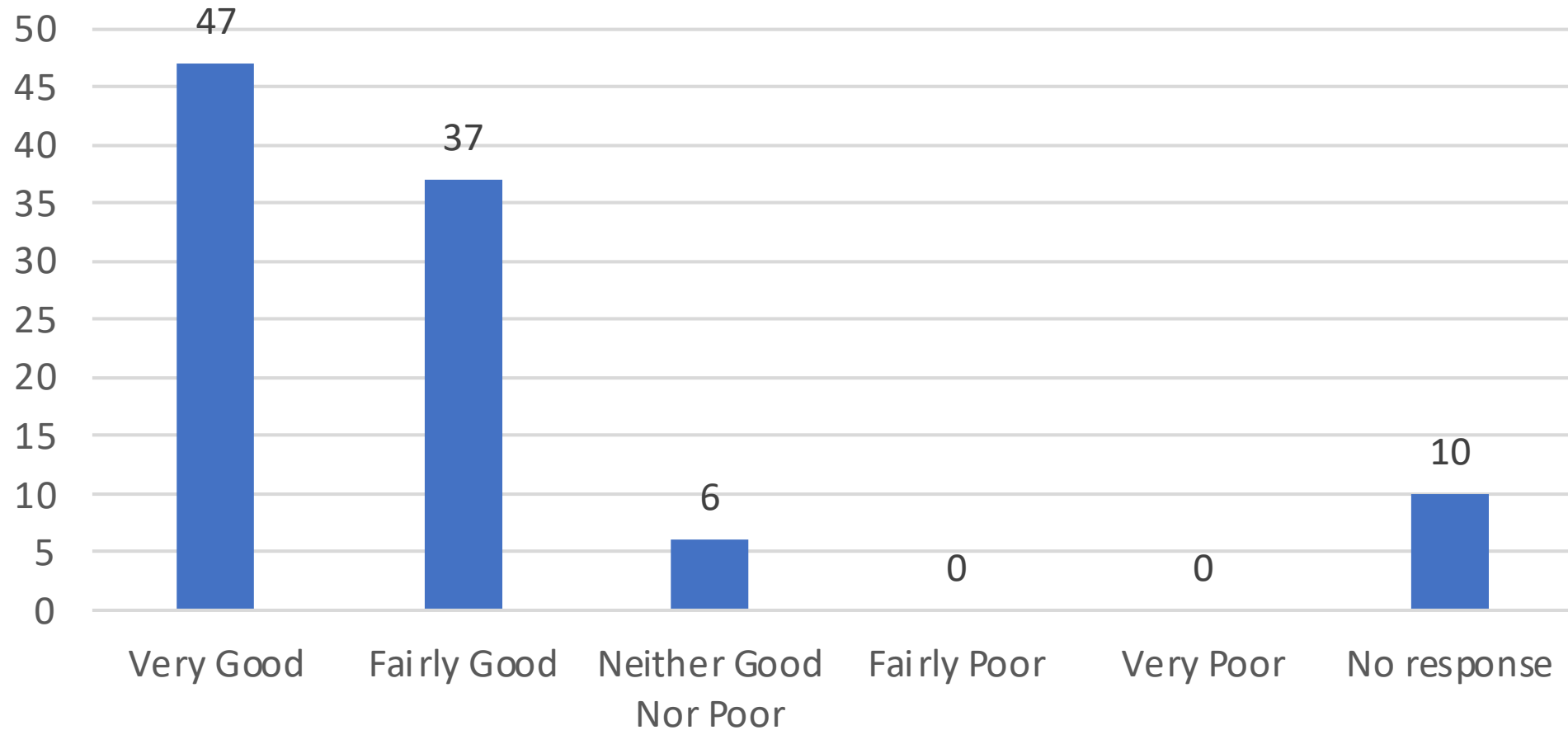
10. Would you be interested in becoming a member of our PPG? If so please leave your name and address/email address for us to contact you.



11. Do you think the practice is effective in keeping you informed regarding changes to its services?



12. Overall how would you describe your experience of the Practice?



Patient Comments

Although waits for appointments are too long and as I am a teacher I can't go during the day.
Clearly the pressures of the practice are very obvious. However it is frustrating the length of time it takes to get an appointment with a doctor of your own choice.
Did not know that Dr Murphy had gone
I find e-consult to be very cumbersome. My last appointment was triggered by an email I sent which resulted in a doctor phoning me the same day.
I had no note that my designated GP Dr Murphy had left. I am now with Dr Carter. I prefer to deal with human beings rather than conduct my life via a computer screen.
I have always found the reception staff to be exceptionally helpful.
I think you are doing a great job. I hear stories of other surgeries where it is impossible to get appointments, can't get prescriptions, no one answers the phone, receptionists are rude. Never experienced any of this here, everyone is friendly, helpful. I think we are very lucky to have you!
In my experience the practice is efficiently run and the staff are always helpful and friendly. Dr Lucy Webb is always professional and attentive. She is also approachable and is easy to communicate with over any problem.
Patient confidentiality broken in reception on more than one occasion. More training needed?
Reception staff are superb, you hear so many stories of rude staff and difficulties getting appointments. Cowfold is a pleasure to see, you should be so proud of your staff.
Receptionists are fabulous! Going above and beyond to help.
Still have to wait too long for general appointments
Thank you for all you do.
The reception area is very open making it difficult to talk to the receptionists in confidence. Why the music? Otherwise excellent.