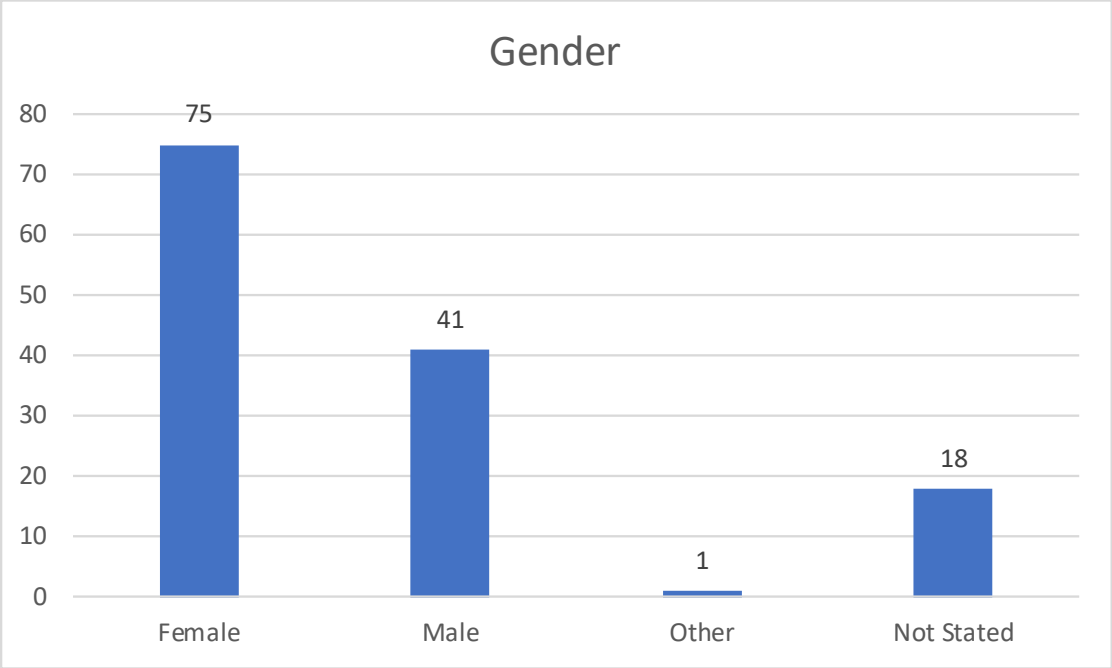


Cowfold Medical Group Patient Participation Group Patient Survey

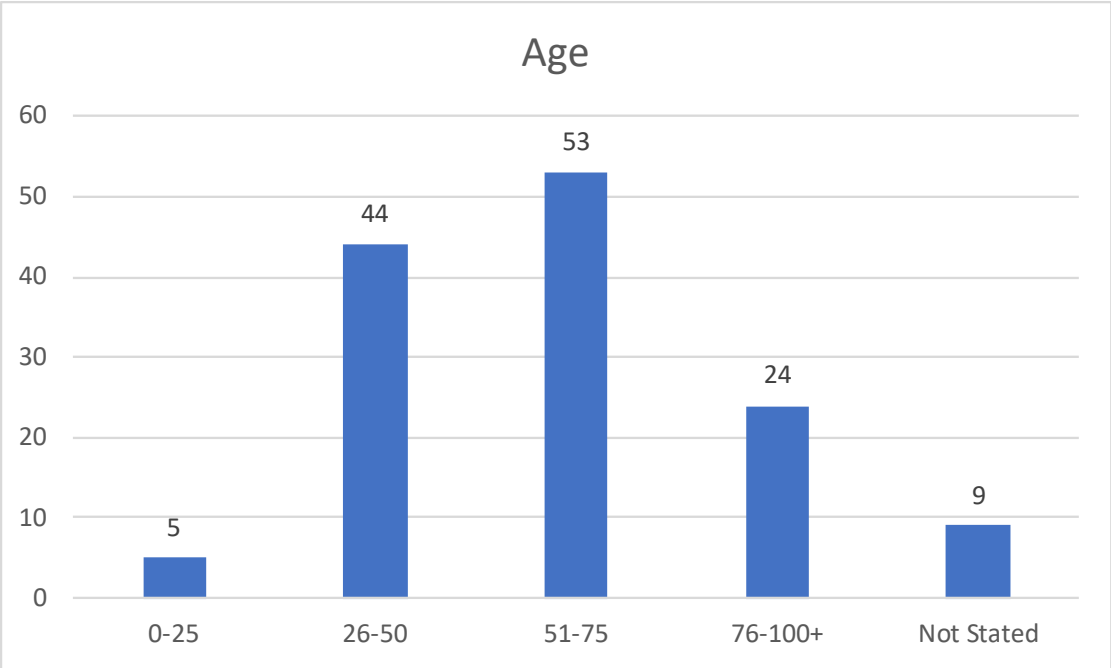
3rd -14th November 2025

135 Patient Responses

Demographics

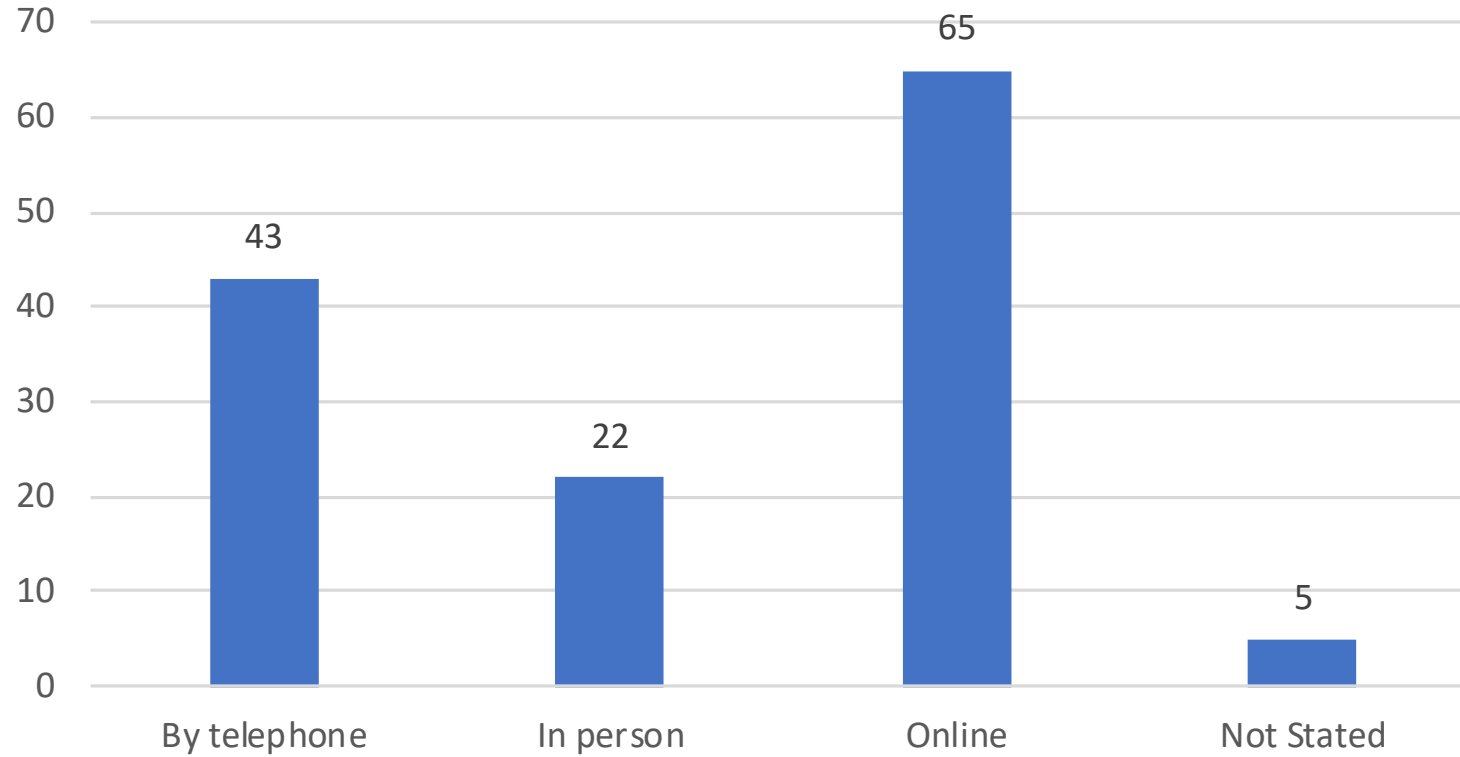


Gender	Count	%
Female	75	56%
Male	41	30%
Other	1	1%
Not Stated	18	13%
Grand Total	135	100%



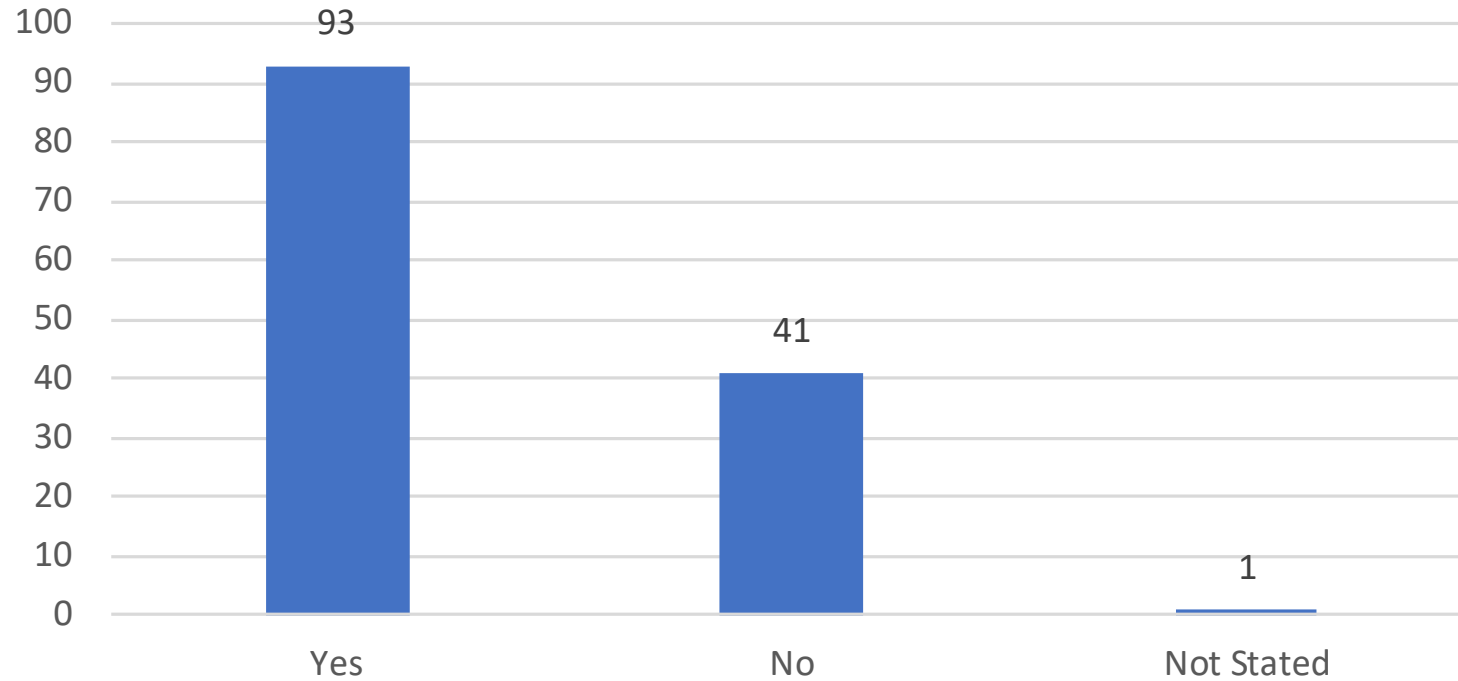
Age Range	Count	%
0-25	5	4%
26-50	44	33%
51-75	53	39%
76-100+	24	18%
Not Stated	9	7%
Grand Total	135	100%

1. How did you arrange your appointment today?



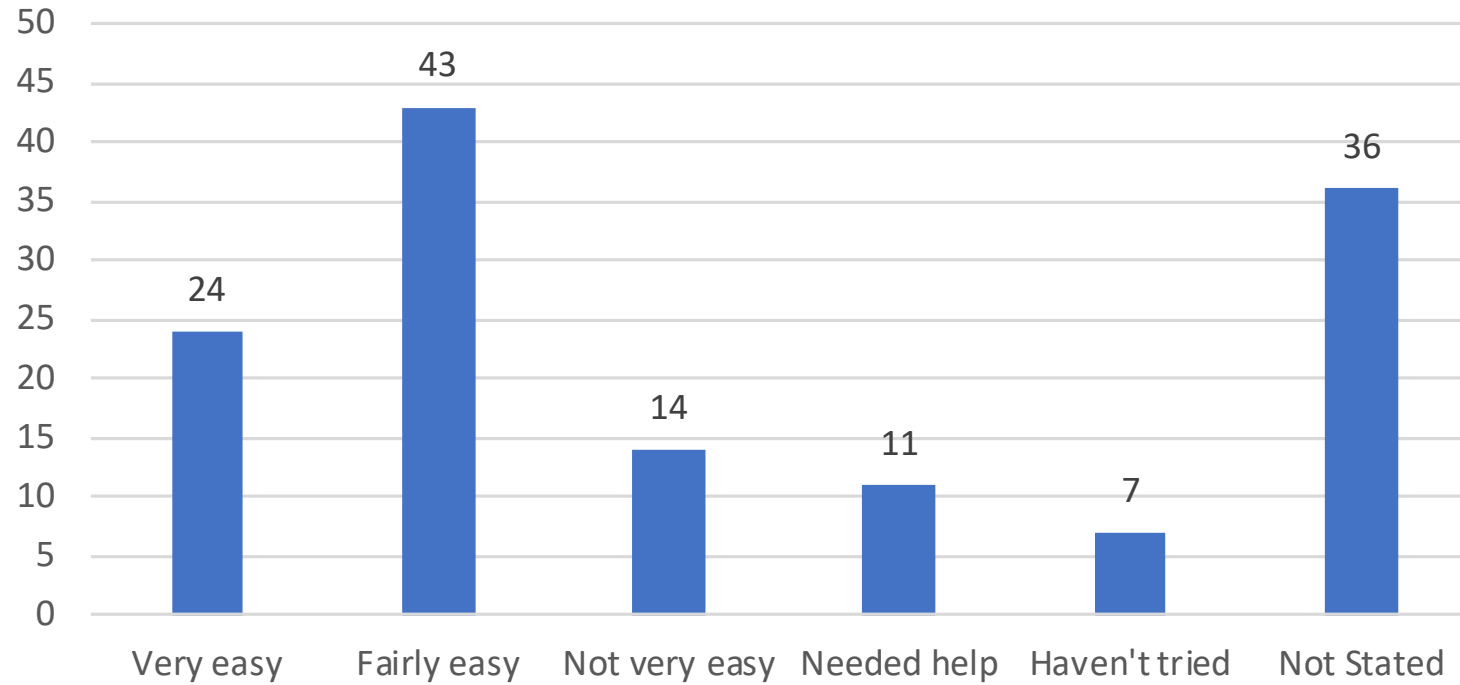
Response	Count	%
By telephone	43	32%
In person	22	16%
Online	65	48%
Not Stated	5	4%
Grand Total	135	100%

2. Have you used our online digital platform Rapid Health to book your GP appointment?



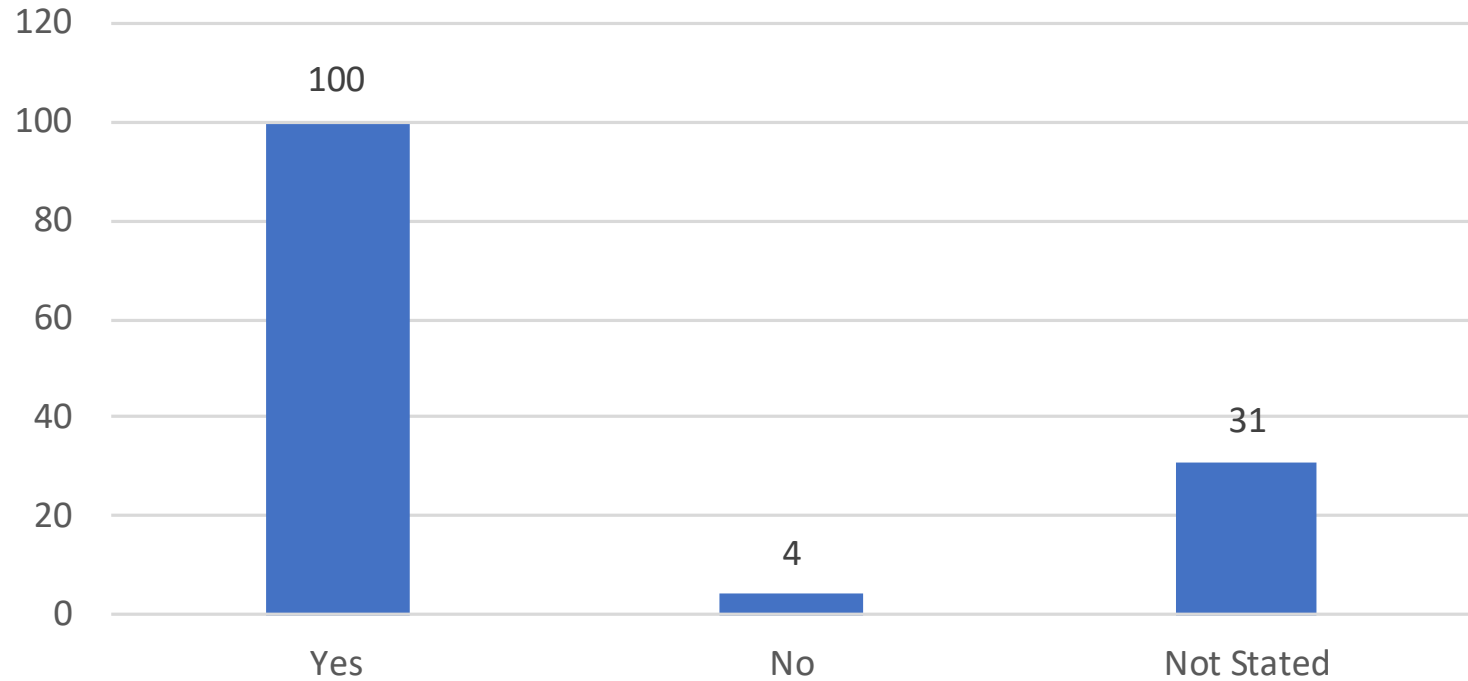
Response	Count	%
Yes	93	69%
No	41	30%
Not Stated	1	1%
Grand Total	135	100%

3. If yes, how easy did you find the platform to book your GP appointment?



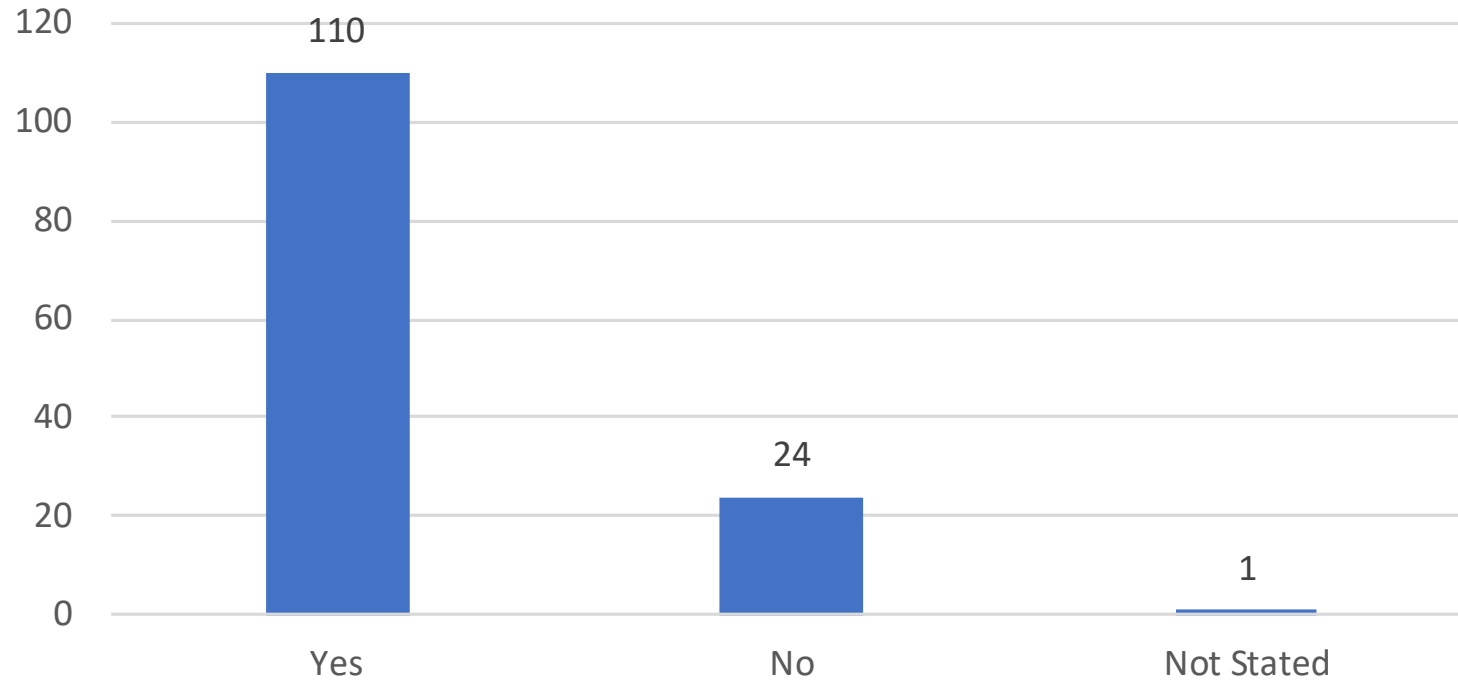
Response	Count	%
Very easy	24	18%
Fairly easy	43	32%
Not very easy	14	10%
Needed help	11	8%
Haven't tried	7	5%
Not Stated	36	27%
Grand Total	135	100%

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



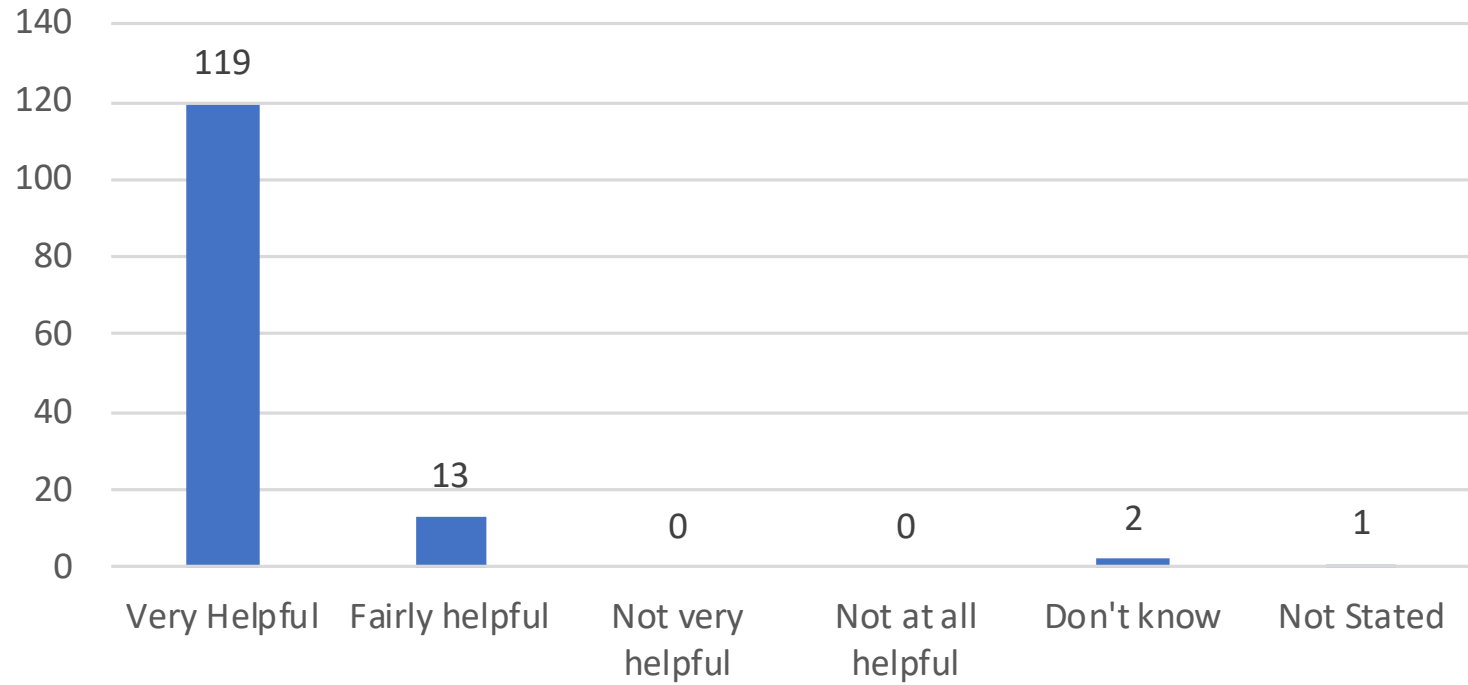
Response	Count	%
Yes	100	74%
No	4	3%
Not Stated	31	23%
Grand Total	135	100%

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



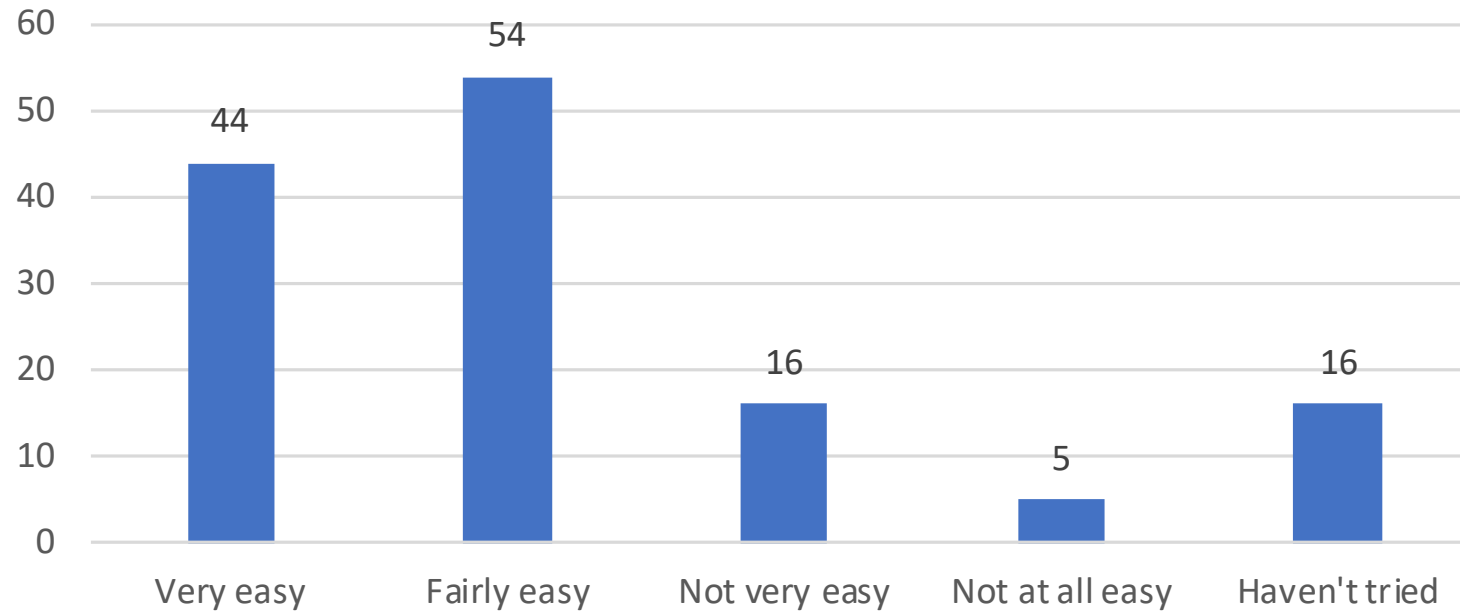
Response	Count	%
Yes	110	81%
No	24	18%
Not Stated	1	1%
Grand Total	135	100%

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



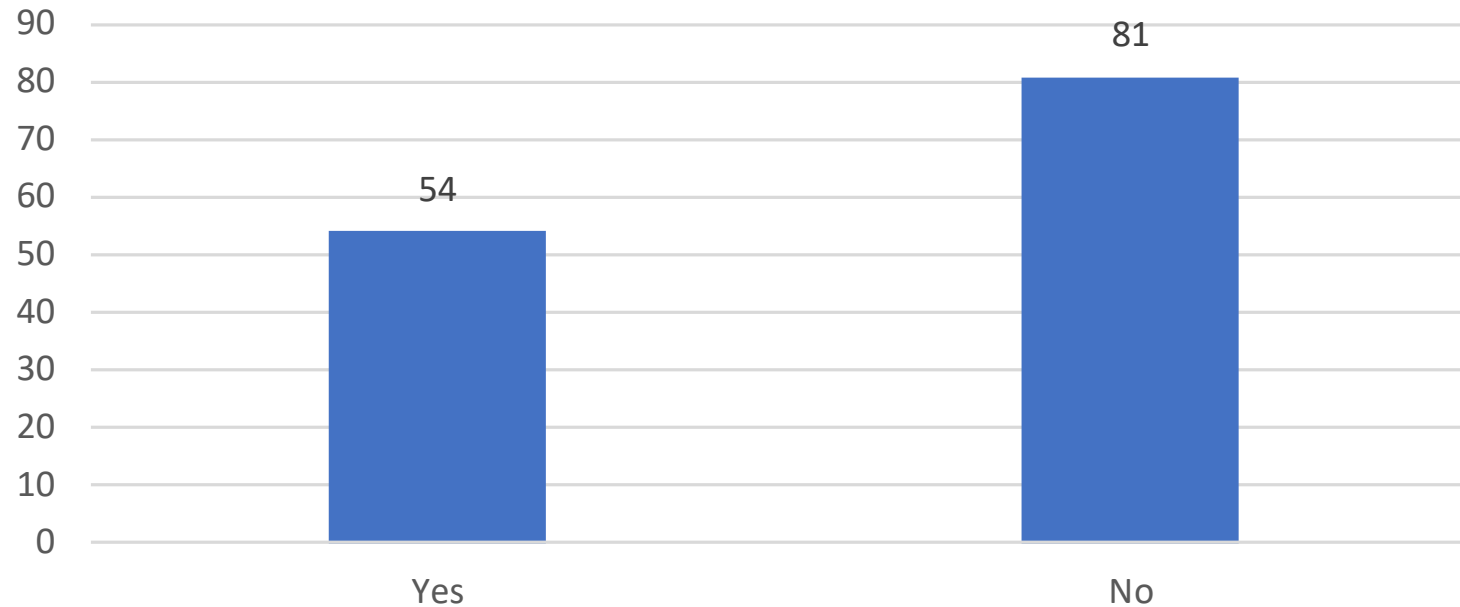
Response	Count	%
Very Helpful	119	88%
Fairly helpful	13	10%
Not very helpful	0	0%
Not at all helpful	0	0%
Don't know	2	1%
Not Stated	1	1%
Grand Total	135	100%

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



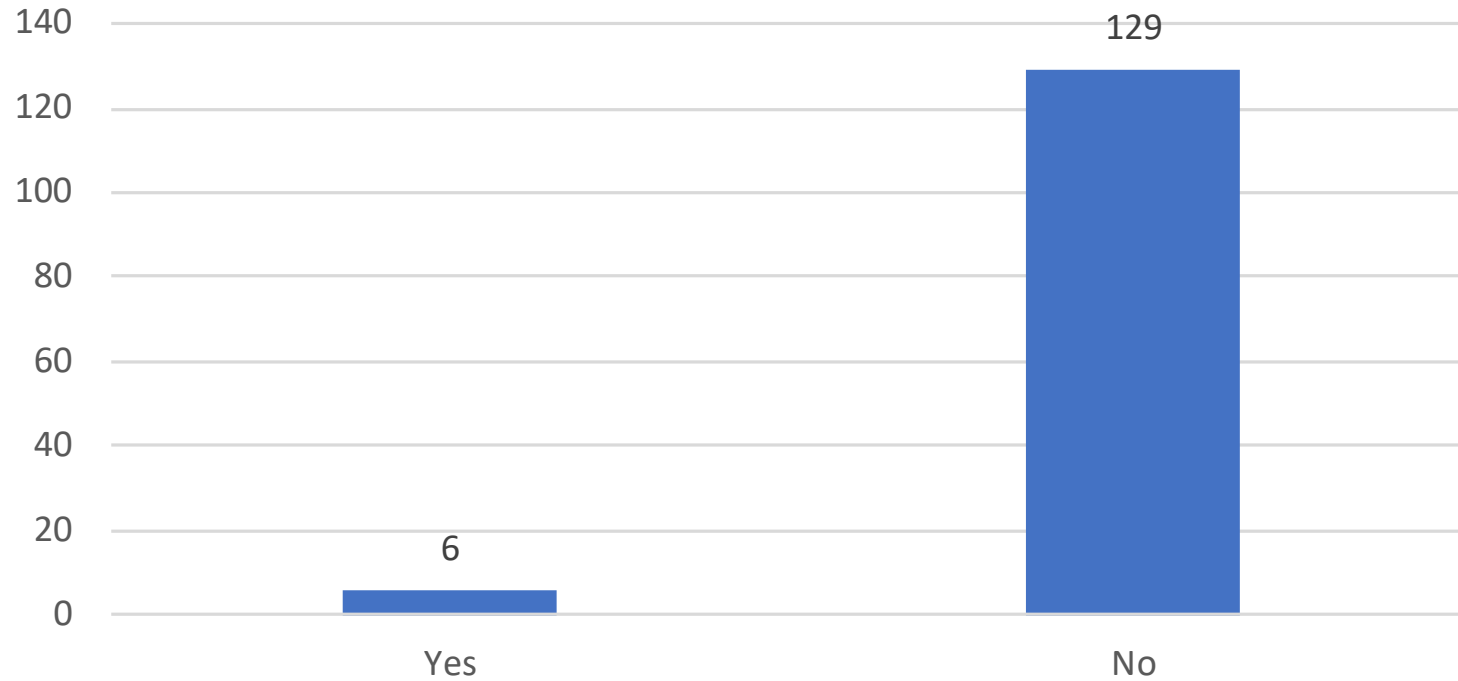
Response	Count	%
Very easy	44	33%
Fairly easy	54	40%
Not very easy	16	12%
Not at all easy	5	4%
Haven't tried	16	12%
Grand Total	135	100%

8. Are you aware that your GP practice has a Patient Participation Group which is open to all registered patients to help improve services?



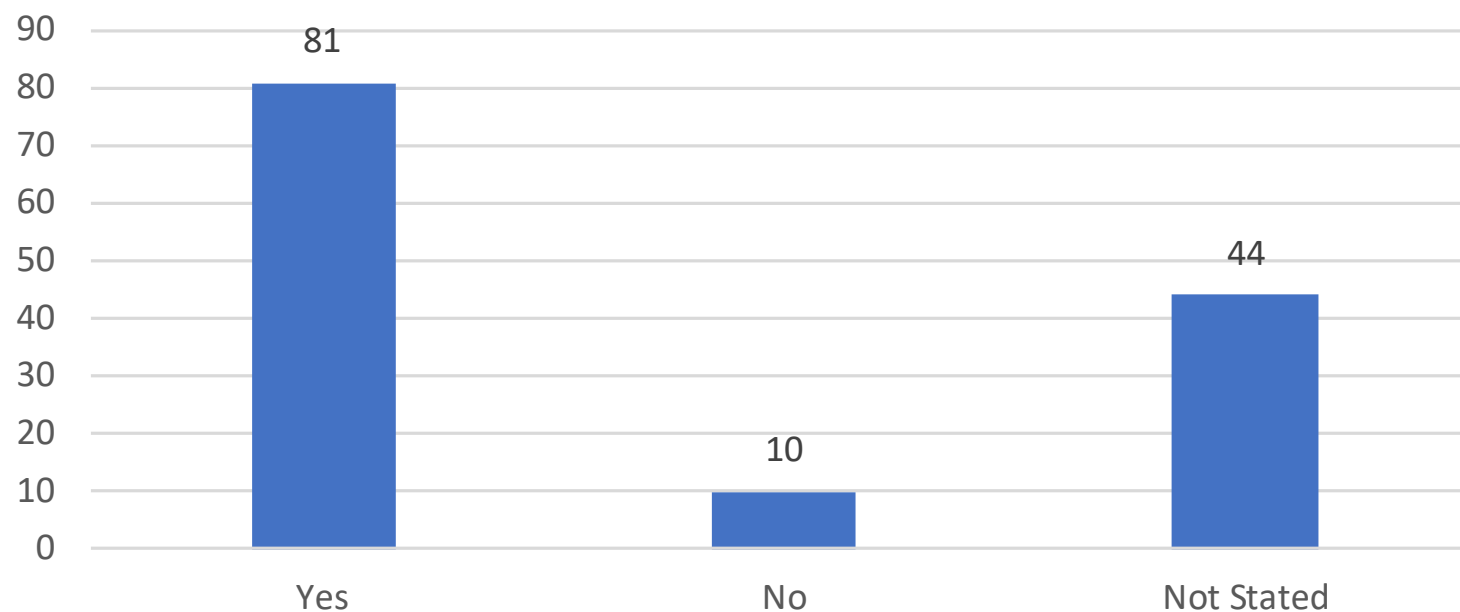
Response	Count	%
Yes	54	40%
No	81	60%
Grand Total	135	100%

9. Would you be interested in becoming a member of the PPG?



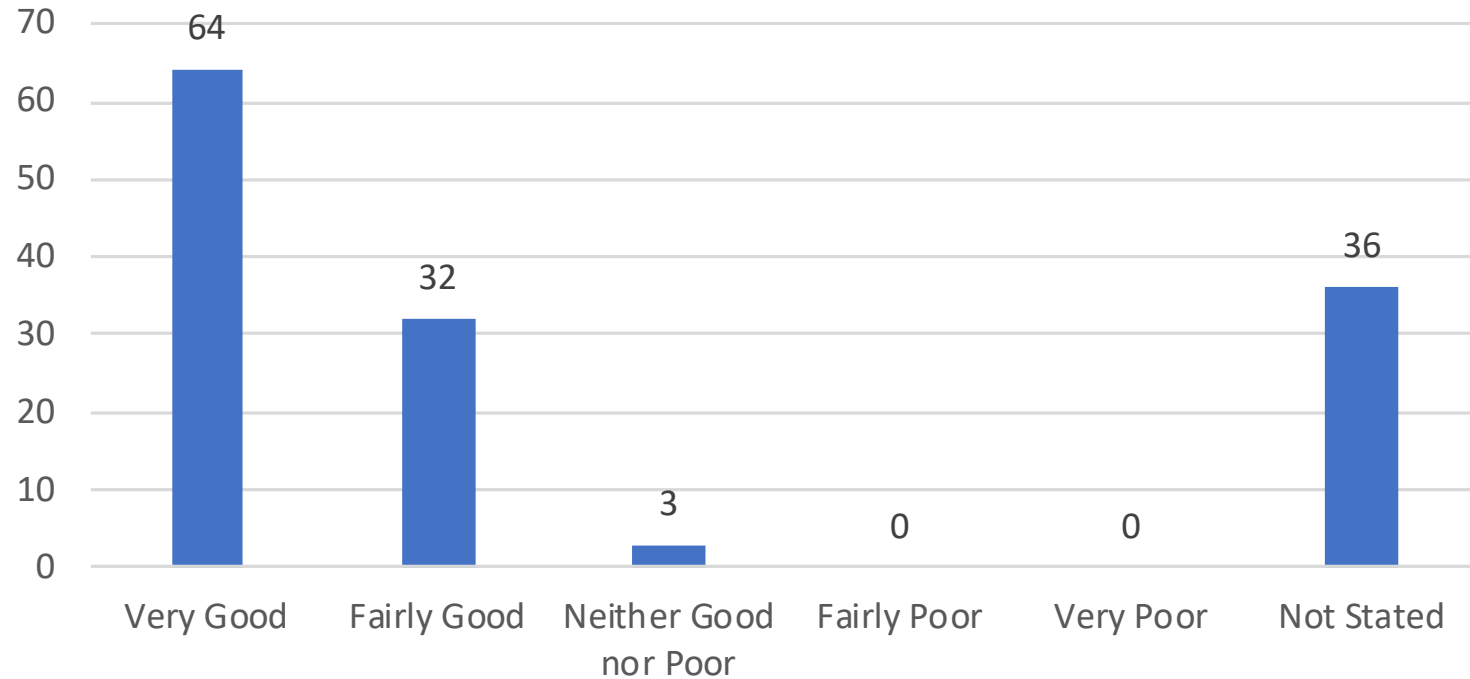
Response	Count	%
Yes	6	4%
No	129	96%
Grand Total	135	100%

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



Response	Count	%
Yes	81	60%
No	10	7%
Not Stated	44	33%
Grand Total	135	100%

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



Response	Count	%
Very Good	64	47%
Fairly Good	32	24%
Neither Good nor Poor	3	2%
Fairly Poor	0	0%
Very Poor	0	0%
Not Stated	36	27%
Grand Total	135	100%

Further Comments (39 comments)

A wonderful surgery. We have always found everyone quick to help, friendly and kind. We are so lucky to have this surgery. Thanks for all you do and give.

All staff very patient and helpful. Go that extra mile.

Brilliant practice with lovely staff throughout.

Elderly do find computers and phones hard going and need the back up of the staff.

Excellent service all round.

Getting an appointment can be challenging. When I call at times, I am made to feel like a hinderance.

Happy with Cowfold Surgery.

Helpful professional team, always there to help.

I am able to access services online. Thank you.

I am very grateful to Dr Lucy Webb for taking my worries seriously, thanks to her I was finally diagnosed after 10 years of suffering.

I didn't know PG surgery closed.

I have not been able to order prescriptions online. The NHS App doesn't connect with the surgery. Booking an appointment is not straightforward for me. For those older than I am, it must be really difficult.

I have not used online booking yet, not very good at computer skills.

I knew nothing of the PG closure until I had to attend an appointment there.

I really like the people that work here. They are really nice. I am happy to wait longer to see my GP but this doesn't feel possible to book anymore through the new system and I find meeting new people hard sometimes. Thank you for looking after me and being kind to me.

I recently changed surgeries to Cowfold and I am very pleased with this practice.

I wasn't able to completely select my symptoms today. Under ENT issues I could only choose sore throat but my issue was swollen, infected tonsils. Not an issue as I have been seen on the same day anyway but I was concerned sore throat didn't capture the severity.

It would be helpful if you could add some text when booking online.

Ladies in the pharmacy are super kind and willing to help. Nurses are very good and take their time for you. Sorry to see PG close. The whole surgery is five star!

Need to know how to book an appointment without using booking system.

Nurse very helpful.

Practice has always been very responsive and helpful across different aspects I have needed.

Prompt, emphathetic, friendly and professional.

Rapid health:- not being very tech aware (age related) phone etc from the stone age!!

Reception team are lovely. Excellent service from start to finish. Thank you.

Receptionists and Pharmacy ladies are helpful and friendly especially Charlotte, Jo and Helen.

Some staff are super helpful (Helen) but others make it difficult that it is often a nightmare.

Thank you for all you do.

Thank you for all your kindness and patience.

Thank you for everything!

The online questions in regards to booking appointments do not always give you the options you require. Perhaps use an AI algorithm and use open text to decipher correct appointment types.

The only issue with the digital service is that it is not always easy to find the option which most fits the problem. Also it is difficult to log a general enquiry out of opening hours. If you work, it can be difficult to get in touch.

The practice has always been fab in my opinion. All staff are always helpful and friendly and I believe the level of care is outstanding. We are very lucky to have such a wonderful Doctors in our village.

The Rapid Health system doesn't allow for minor symptoms that can add up to a bigger problem.

The staff are all lovely. I feel very grateful to be a patient at this practice, myself and all 3 of my children have always received five star treatment.

This has been filled in for my wife who does not have a phone. We use the one phone which can give us issues. However, so far still going well. Think you may have patients like my wife who are not confident about the no speaking issues on the way.

You cannot fault this practice in anyway. Everyone is so helpful and professional in what they do.

You have been brilliant over the last 13 years we have been here. Thank you for all your support.

96 people gave no comment