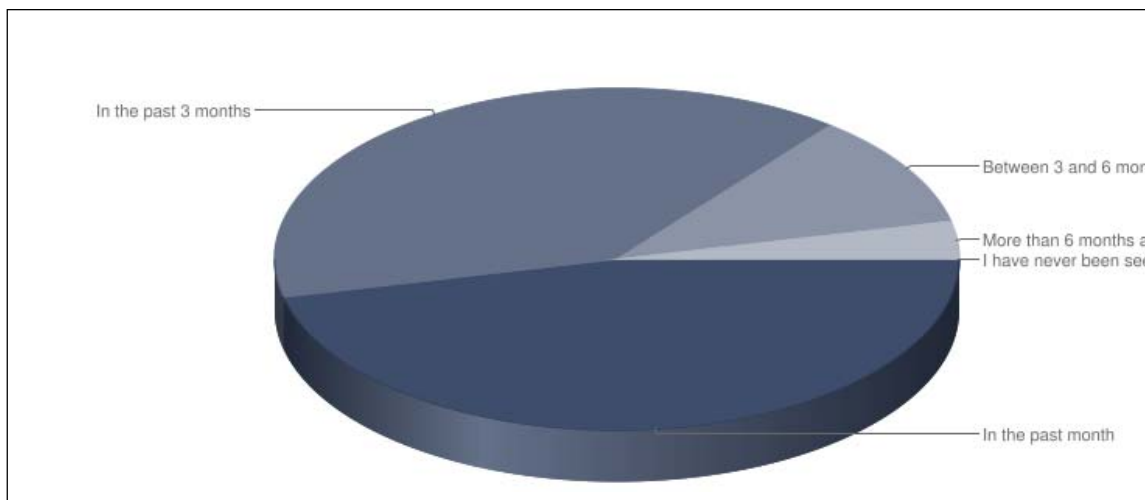


Wheatfield Surgery

When was the last time you saw a Doctor at Wheatfield Surgery?

Single dropdown answer question (answers per option add up to roughly 100%)

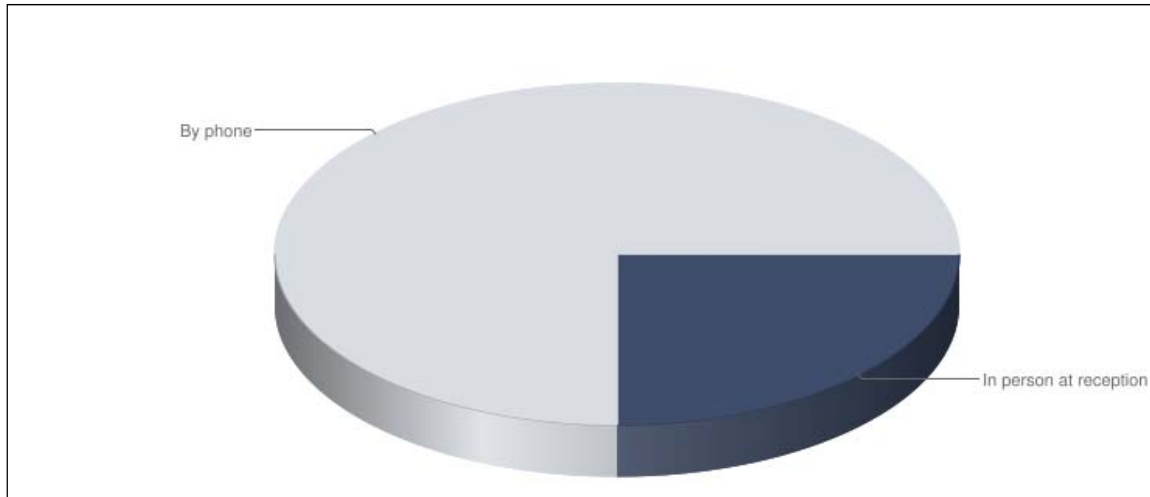


Option:	TOTAL
	(29)
In the past month	13
In the past 3 months	11
Between 3 and 6 months ago	3
More than 6 months ago	1
I have never been seen at Wheatfield Surgery	0

Base: 29 out of 30 people answered this question

How do you usually book your appointments to see a doctor or nurse at Wheatfield Surgery?

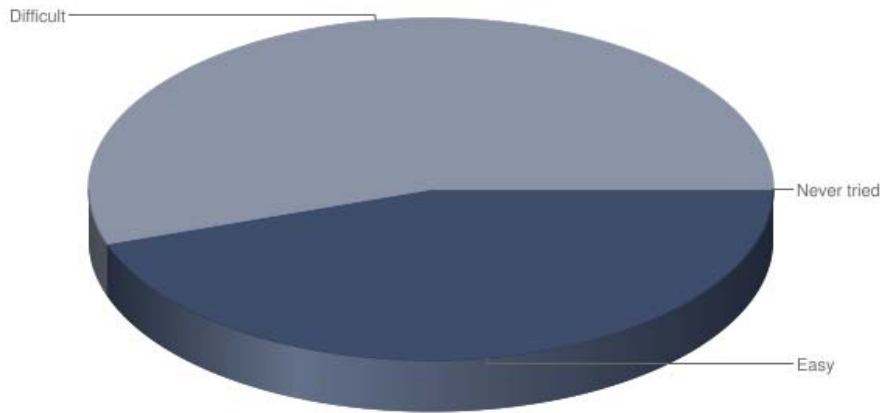
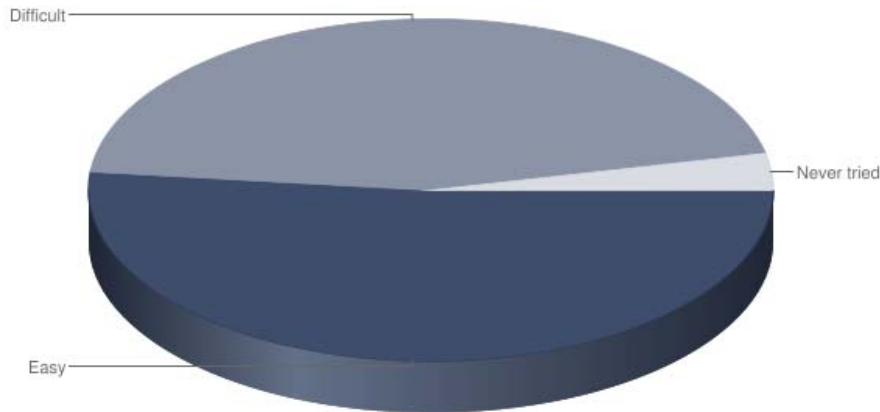
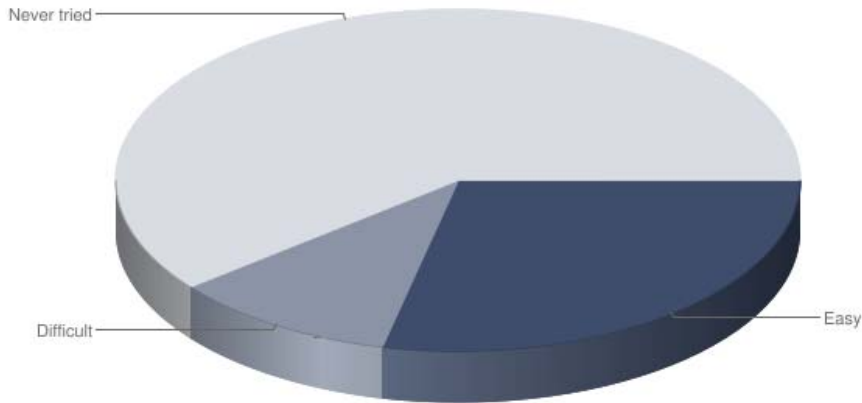
Single dropdown answer question (answers per option add up to roughly 100%)



Option:	TOTAL
	(29)
In person at reception	7
By phone	21

Base: 29 out of 30 people answered this question

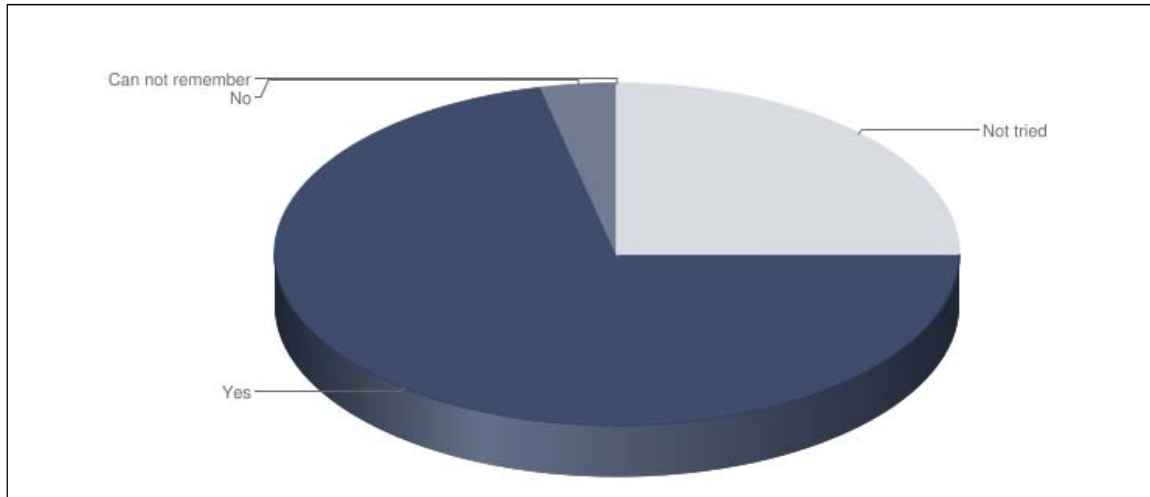
In the past 6 months how easy have you found the following? Please put a tick in one box for each row.
 Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(30)
Getting through on the phone	
	
Easy	13
Difficult	16
Never tried	0
Getting an appointment at a time to suit you	
	
Easy	15
Difficult	13
Never tried	1
Speaking to a Doctor on the phone	
	
Easy	8
Difficult	3

Option:	TOTAL
	(30)
Never tried	17
Obtaining test results by phone	
Easy	14
Difficult	1
Never tried	14
Seeing the doctor of my choice	
Easy	16
Difficult	10
Never tried	3

Base: 30 out of 30 people answered this question

In the past 6 months were you able to be seen urgently by a Doctor at Wheatfield Surgery if you felt you needed to be?
 Single dropdown answer question (answers per option add up to roughly 100%)

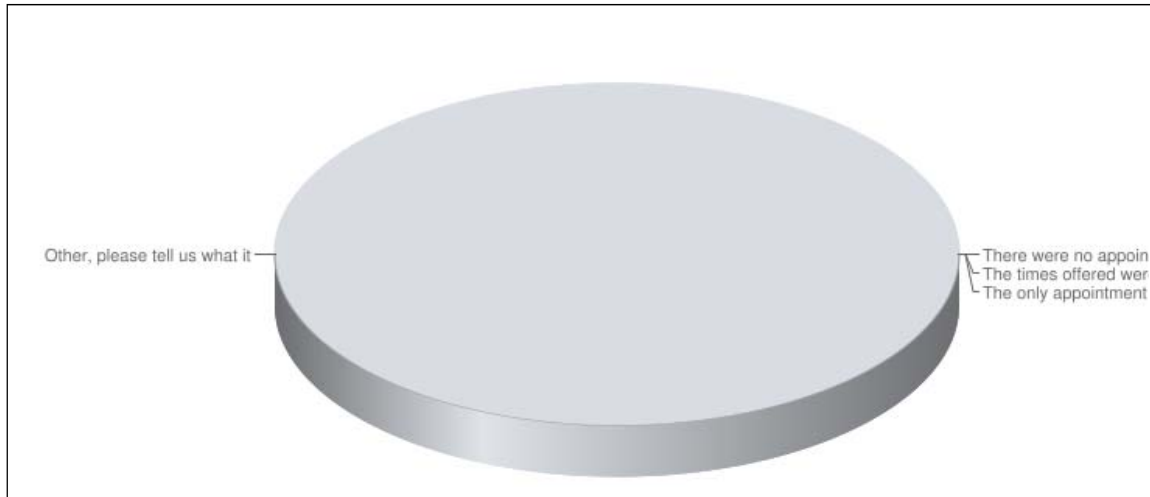


Option:	TOTAL
	(29)
Yes	20
No	1
Can not remember	0
Not tried	7

Base: 29 out of 30 people answered this question

If the answer to the question above was NO was it because:

Single dropdown answer question (answers per option add up to roughly 100%)



Option:	TOTAL
	(2)
There were no appointments	0
The times offered were not suitable	0
The only appointment was with a doctor I did not want to see	0
Other, please tell us what it was in the text box below:	1

Base: 2 out of 30 people answered this question

"Other, please tell us what it was" Please comment as to why in the past 6 months you were not able to be seen urgently by a Doctor at Wheatfield Surgery if you felt you needed to be?

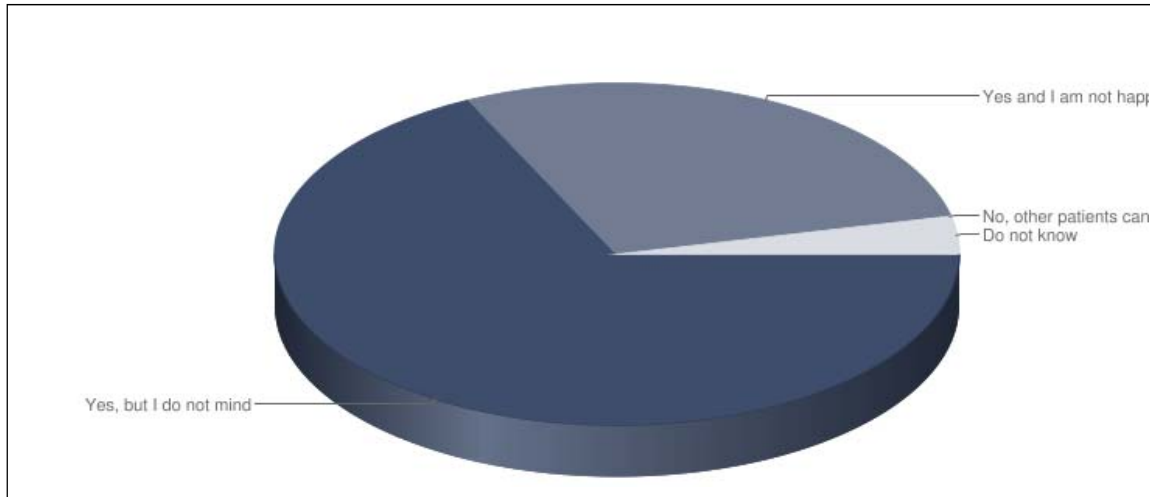
Large free-text box

Option:	TOTAL
	(2)
<p>Comments:</p>	<p>It was out of hours at 3.00am on a Sunday morning. I went to the out of hours service at the L&D and on this occasion it was quite quick; however I was fortunate with the timing as one or two people had been there since Midnight. The service is better since it moved to the St Mary's side of the hospital as there is now a receptionist to answer questions previously you had no idea when you would be seen.</p>

Base: 2 out of 30 people answered this question

In the Reception Area, can other patients overhear what you say to the Receptionist?

Single dropdown answer question (answers per option add up to roughly 100%)

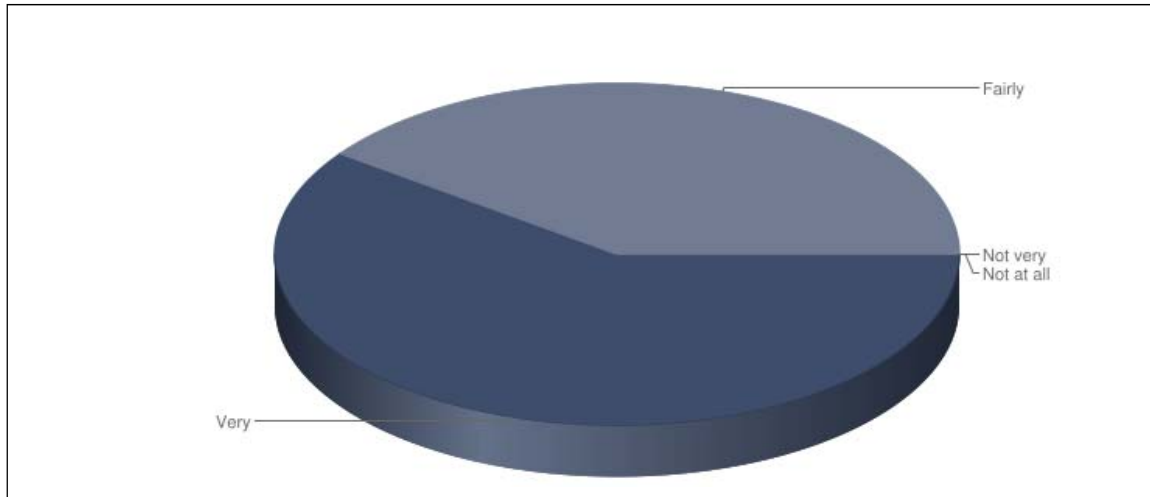


Option:	TOTAL
	(29)
Yes, but I do not mind	19
Yes and I am not happy about it	8
No, other patients can not overhear	0
Do not know	1

Base: 29 out of 30 people answered this question

How helpful do you find the receptionists at the Surgery?

Single dropdown answer question (answers per option add up to roughly 100%)

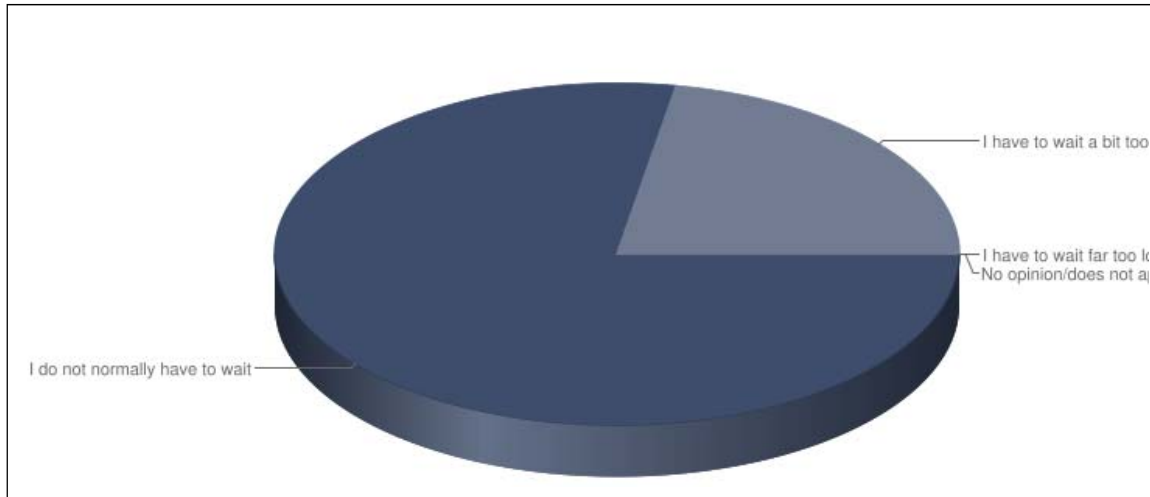


Option:	TOTAL
	(26)
Very	15
Fairly	10
Not very	0
Not at all	0

Base: 26 out of 30 people answered this question

How do you feel about waiting in the Surgery for your appointment?

Single dropdown answer question (answers per option add up to roughly 100%)

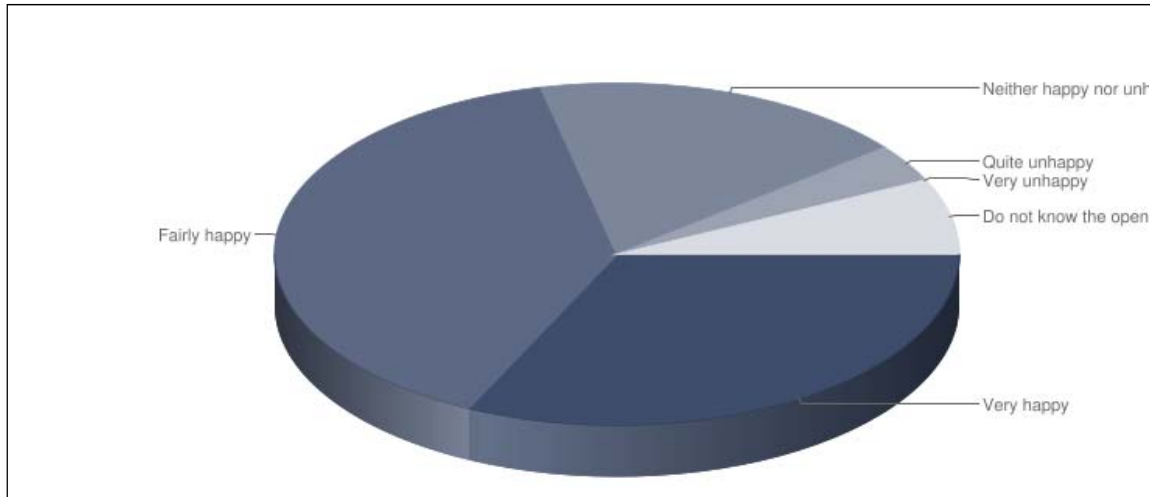


Option:	TOTAL
	(28)
I do not normally have to wait long	21
I have to wait a bit too long	6
I have to wait far too long	0
No opinion/does not apply	0

Base: 28 out of 30 people answered this question

How do you feel about the opening hours at the surgery?

Single dropdown answer question (answers per option add up to roughly 100%)

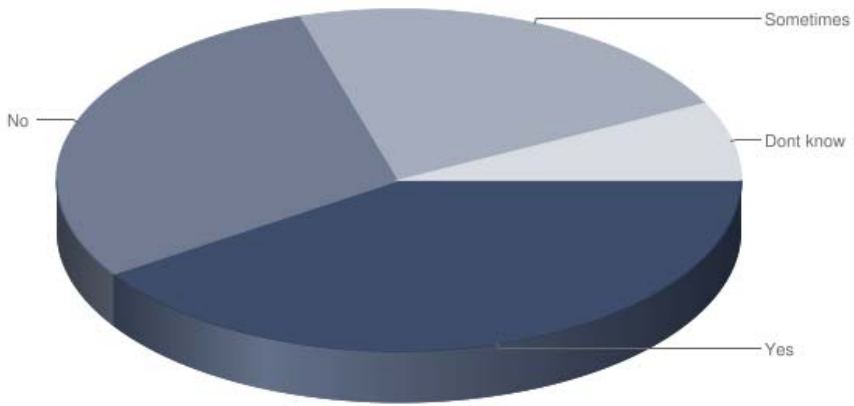
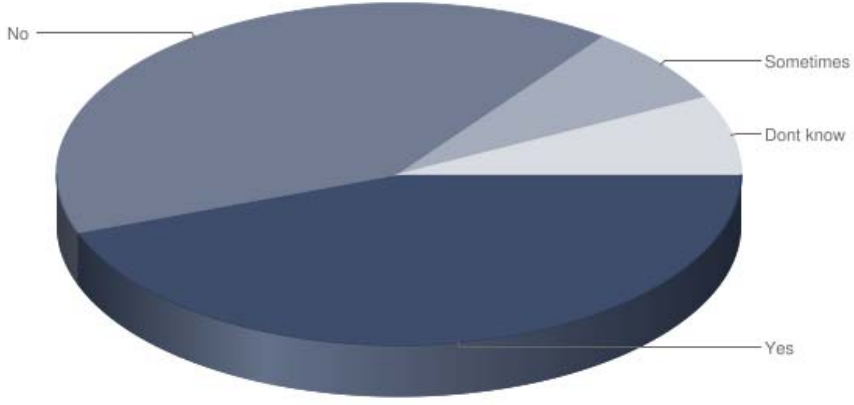
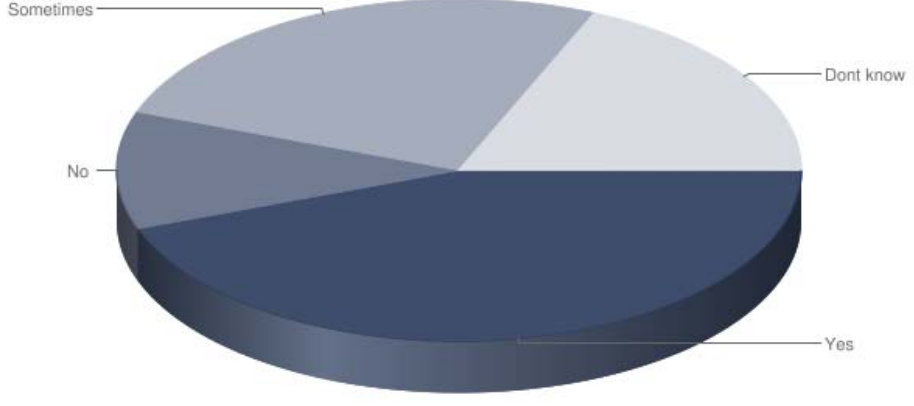


Option:	TOTAL
	(29)
Very happy	9
Fairly happy	11
Neither happy nor unhappy	5
Quite unhappy	1
Very unhappy	0
Do not know the opening hours	2

Base: 29 out of 30 people answered this question

As far as you know is the surgery open: (Please put a tick in each row)

Single answer question or grid (answers per option add up to roughly 100%)

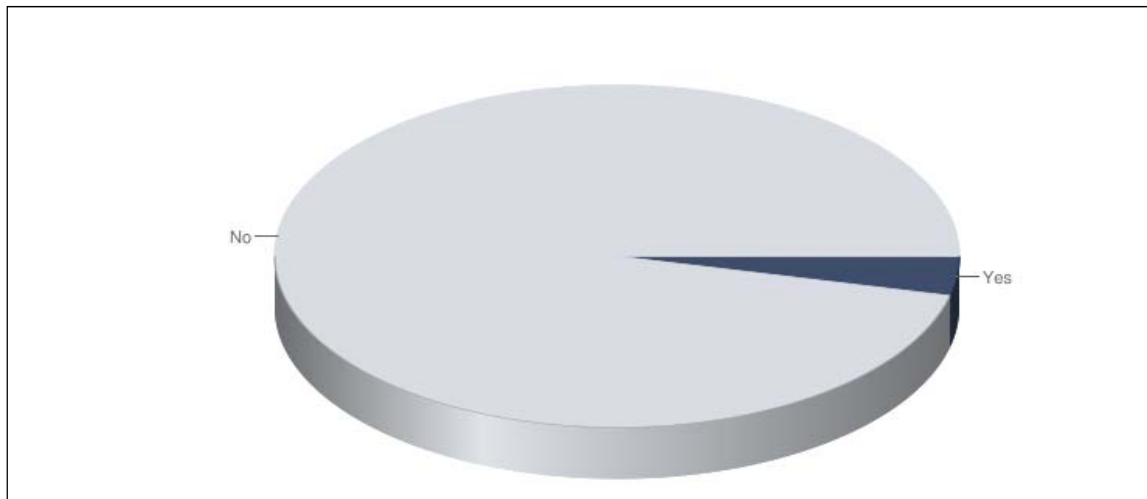
Option:	TOTAL
	(28)
Before 8am?	
	
Yes	11
No	8
Sometimes	6
Dont know	2
At lunchtime?	
	
Yes	12
No	11
Sometimes	2
Dont know	2
After 6.30pm?	
	

Option:	TOTAL
	(28)
Yes	12
No	3
Sometimes	7
Dont know	5

Base: 28 out of 30 people answered this question

Are you a carer?

Single answer question or grid (answers per option add up to roughly 100%)

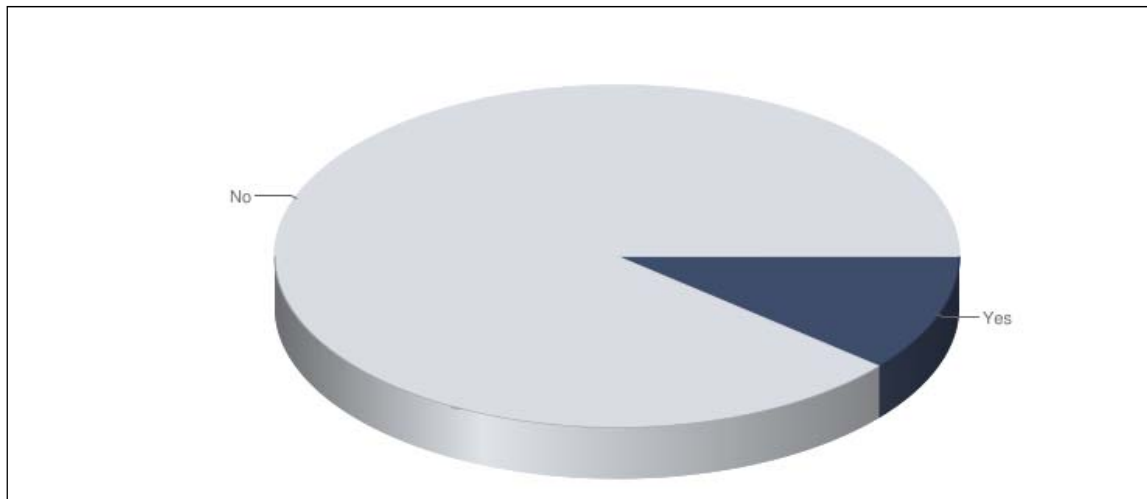


Option:	TOTAL
	(28)
Yes	1
No	26

Base: 28 out of 30 people answered this question

If you are a carer have you registered as a carer with the practice?

Single answer question or grid (answers per option add up to roughly 100%)

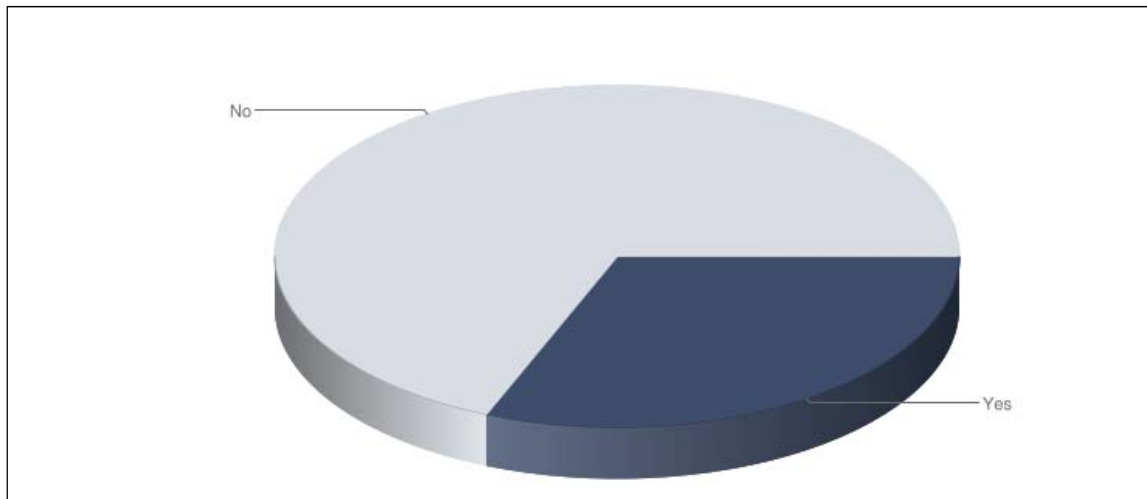


Option:	TOTAL
	(10)
Yes	1
No	8

Base: 10 out of 30 people answered this question

Are you aware of the local services available to carers?

Single answer question or grid (answers per option add up to roughly 100%)

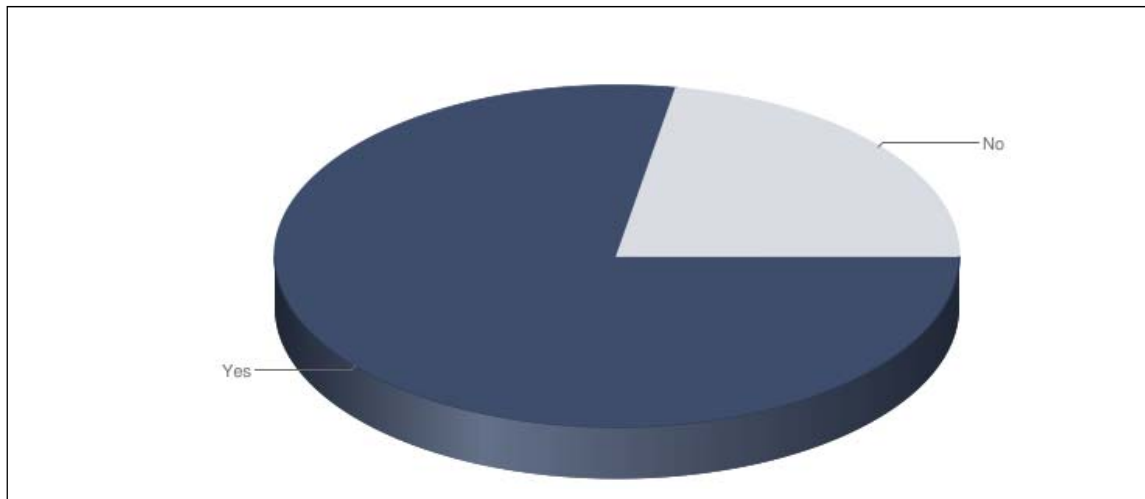


Option:	TOTAL
	(17)
Yes	5
No	11

Base: 17 out of 30 people answered this question

Do you use our repeat medication service?

Single answer question or grid (answers per option add up to roughly 100%)

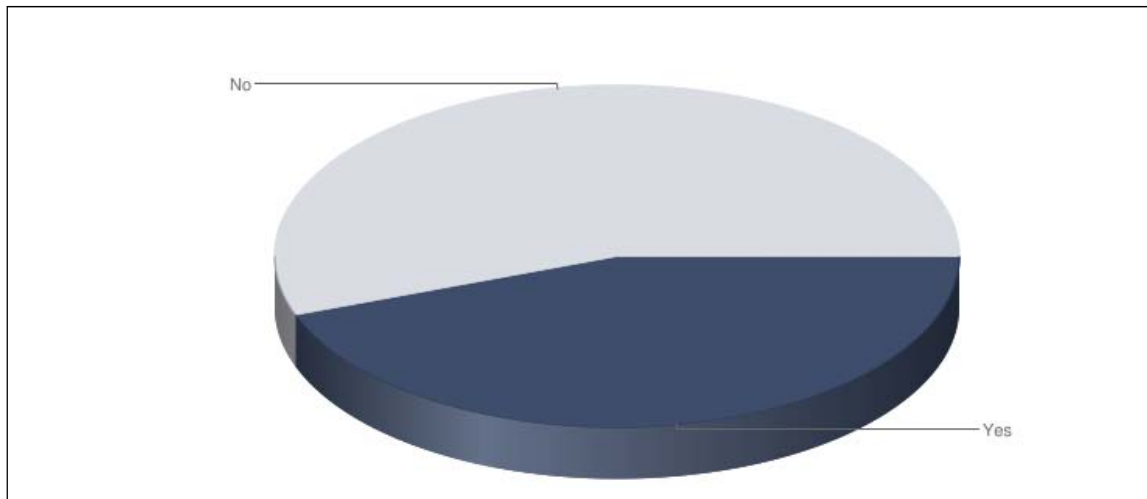


Option:	TOTAL
	(28)
Yes	21
No	6

Base: 28 out of 30 people answered this question

Do you use our website to order medication?

Single answer question or grid (answers per option add up to roughly 100%)

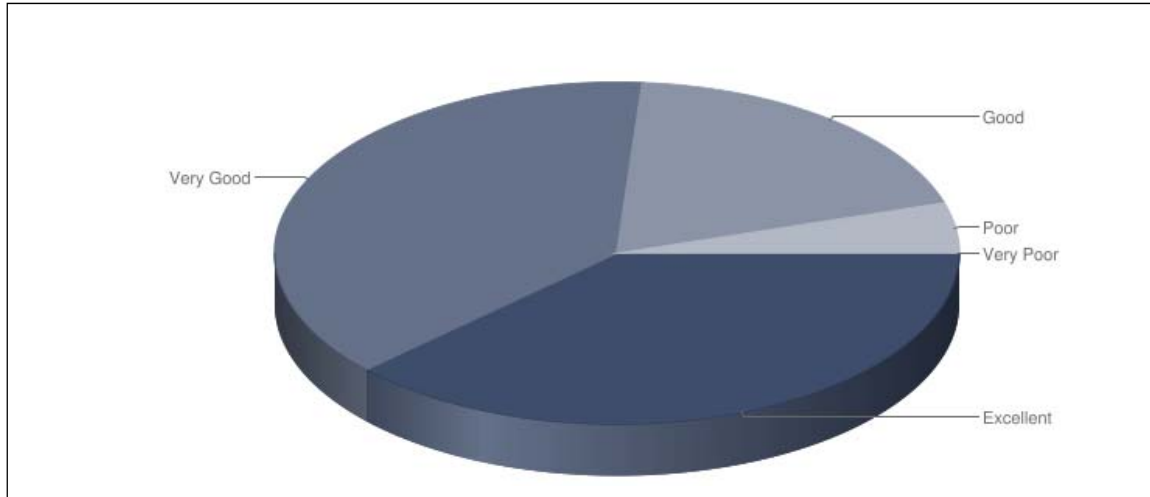


Option:	TOTAL
	(28)
Yes	12
No	15

Base: 28 out of 30 people answered this question

If you use our repeat medication service either by leaving your request at reception or ordering online, how would you describe the service?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(22)
Excellent	8
Very Good	8
Good	4
Poor	1
Very Poor	0

Base: 22 out of 30 people answered this question

Any further comments regarding our repeat medication service

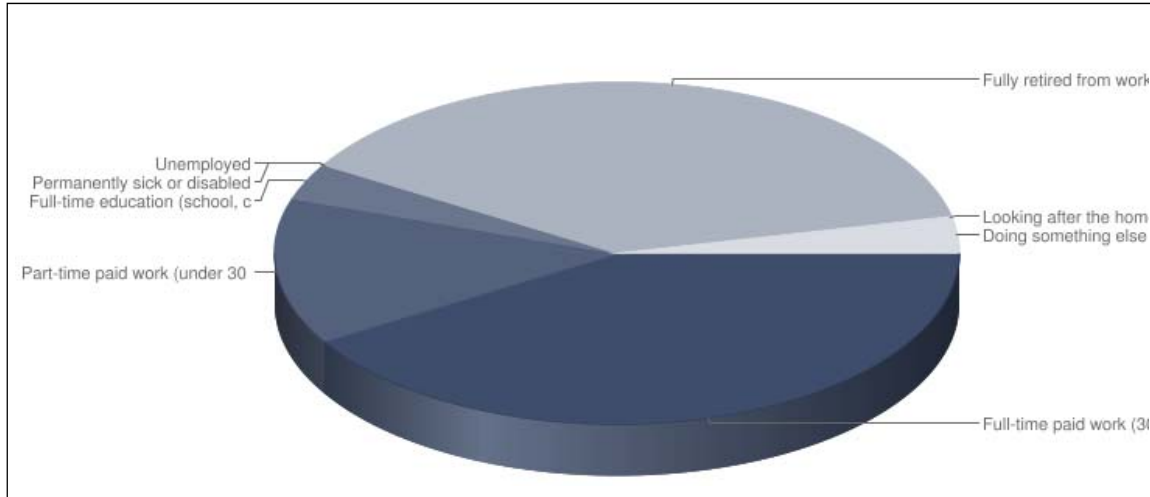
Large free-text box

Option:	TOTAL
	(10)
<p>Comments:</p>	<p>I have repeatedly, on line, asked for repeat prescriptions for 6/12 months, so I can leave them with the pharmacy. these requests have been ignored.</p> <p>Wasnt fully aware that there was an on line service.</p> <p>There seems to be a lot of confusion regarding sending prescriptions to the chemist. I would like some clarification.</p> <p>I do not always get all of the items I have requested and often have to do a second request.</p> <p>Whenever I have written comments in the comments box they have been ignored. For example on many occasions I asked for the number of tablets to be increased to a two month supply which was quite reasonable as I was on prescription from the cardiology dept at L&D . In the end I made an appointment with Dr Sharma and it he did it without question.</p> <p>I do not always receive the items I have requested on repeat prescription</p> <p>satisfied</p> <p>no problems</p> <p>No problem, my repeat prescription has always been ready when I have called in the surgery to collect it.</p>

Base: 10 out of 30 people answered this question

Which of these best describes what you are doing at present? If more than one of these applies to you, please tick the main one ONLY

Single answer question or grid (answers per option add up to roughly 100%)

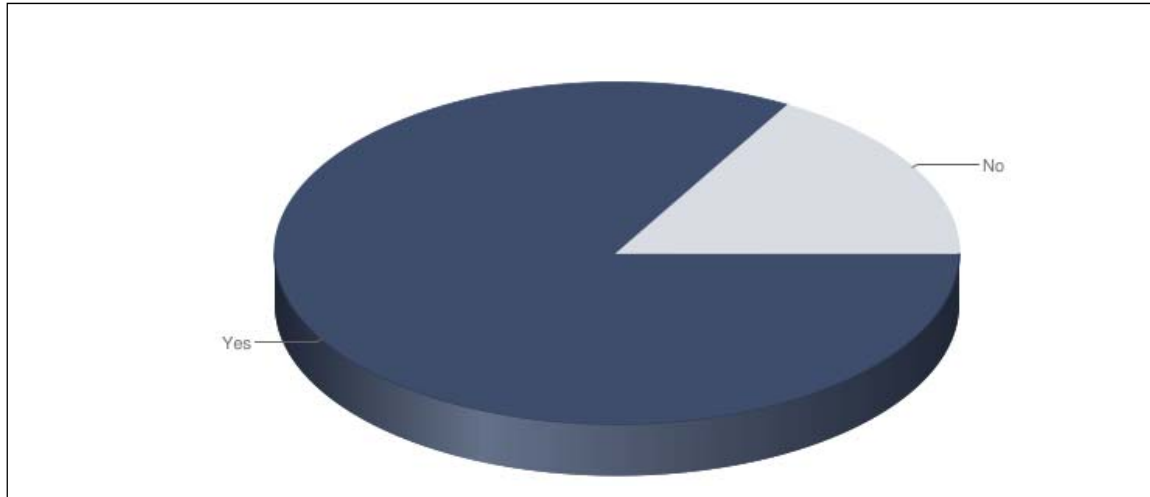


Option:	TOTAL
	(30)
Full-time paid work (30 hrs or more per week)	12
Part-time paid work (under 30 hrs per week)	4
Full-time education (school, college, university)	1
Unemployed	0
Permanently sick or disabled	0
Fully retired from work	11
Looking after the home	0
Doing something else	1

Base: 30 out of 30 people answered this question

If you are in full-time employment and need to see a doctor at your GP surgery during your normal working hours, can you take time away from your work to do this?

Single dropdown answer question (answers per option add up to roughly 100%)

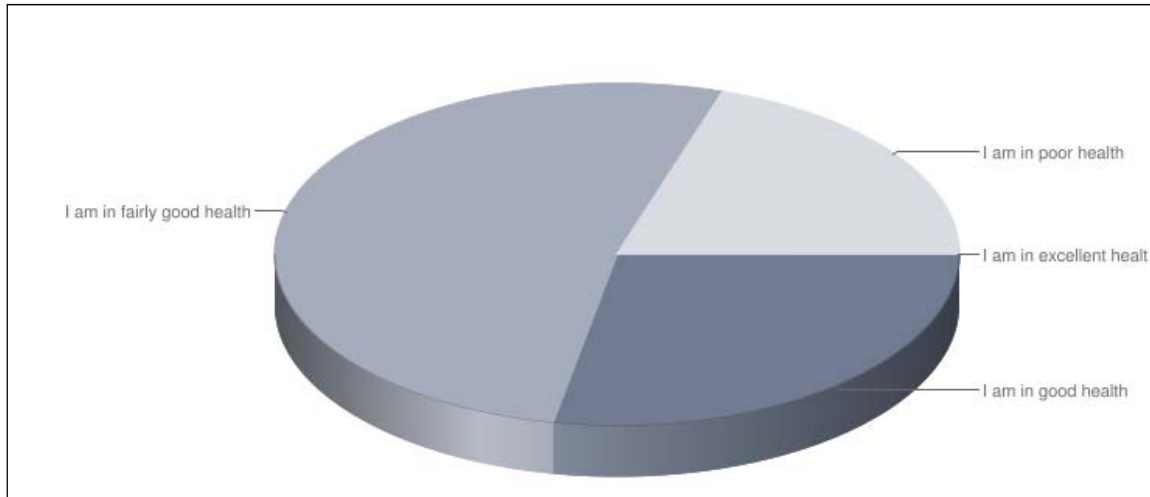


Option:	TOTAL
	(13)
Yes	10
No	2

Base: 13 out of 30 people answered this question

In general, how is your health:

Single dropdown answer question (answers per option add up to roughly 100%)



Option:	TOTAL
	(26)
I am in excellent health	0
I am in good health	7
I am in fairly good health	13
I am in poor health	5

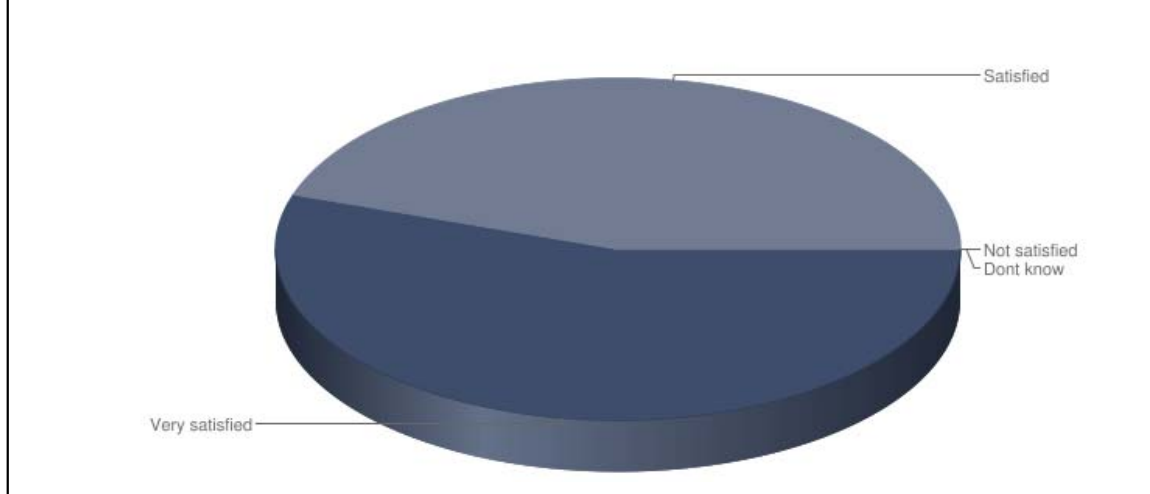
Base: 26 out of 30 people answered this question

The last time you saw a Doctor at Wheatfield Surgery how satisfied were you with the following? Please put a tick in one box for each row.

Single answer question or grid (answers per option add up to roughly 100%)

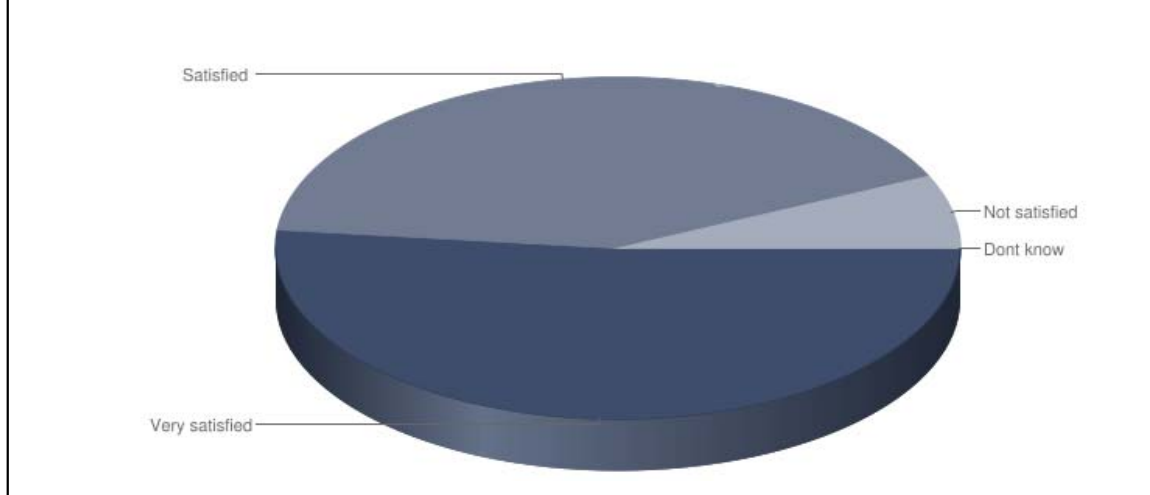
Option:	TOTAL
	(30)
You were given enough time	
Very satisfied	18
Satisfied	11
Not satisfied	0
Dont know	0
You were asked about your symptoms	
Very satisfied	16
Satisfied	12
Not satisfied	1
Dont know	0
You were listened to	

Option:	TOTAL
	(30)



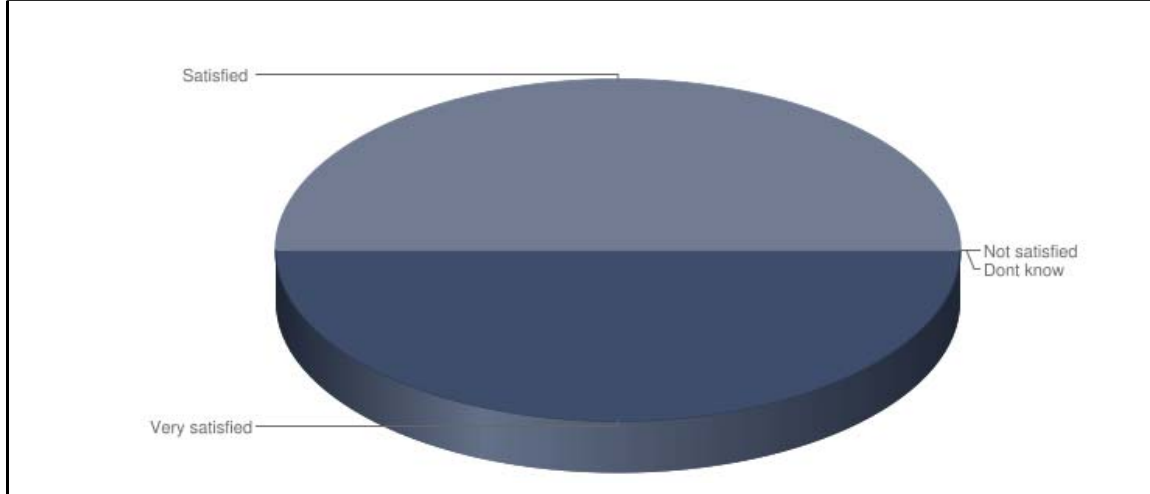
Very satisfied	16
Satisfied	13
Not satisfied	0
Dont know	0

You had any tests and treatments explained to you



Very satisfied	15
Satisfied	12
Not satisfied	2
Dont know	0

You were involved in decisions about your care



Very satisfied	14
Satisfied	14
Not satisfied	0

Option:	TOTAL
	(30)
Dont know	0
You were treated with care and concern	
Very satisfied	17
Satisfied	10
Not satisfied	1
Dont know	0
Taking your problems seriously	
Very satisfied	16
Satisfied	11
Not satisfied	1
Dont know	0

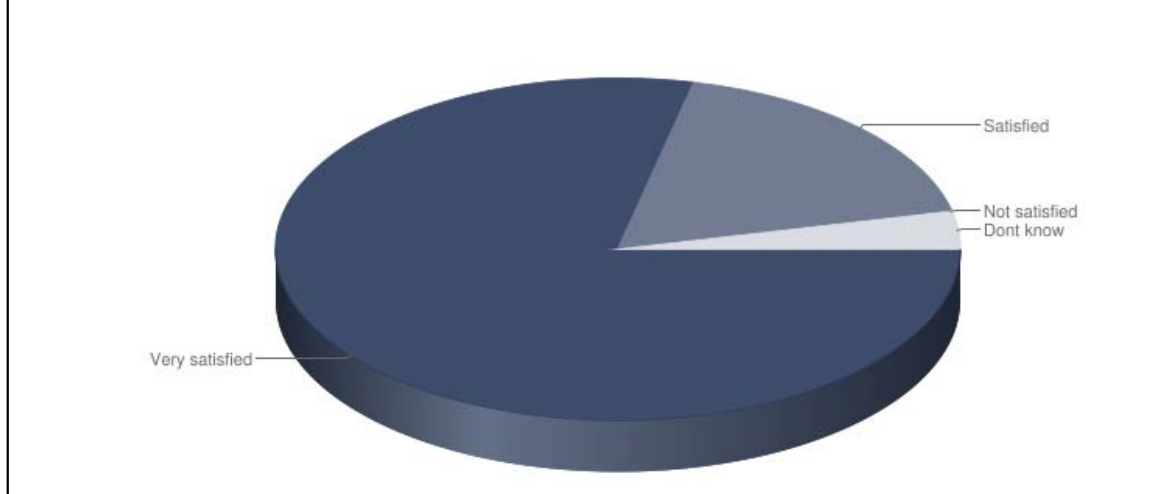
Base: 30 out of 30 people answered this question

The last time you saw a Nurse Practitioner at Wheatfield Surgery how satisfied were you with the following? Please put a tick in one box for each row

Single answer question or grid (answers per option add up to roughly 100%)

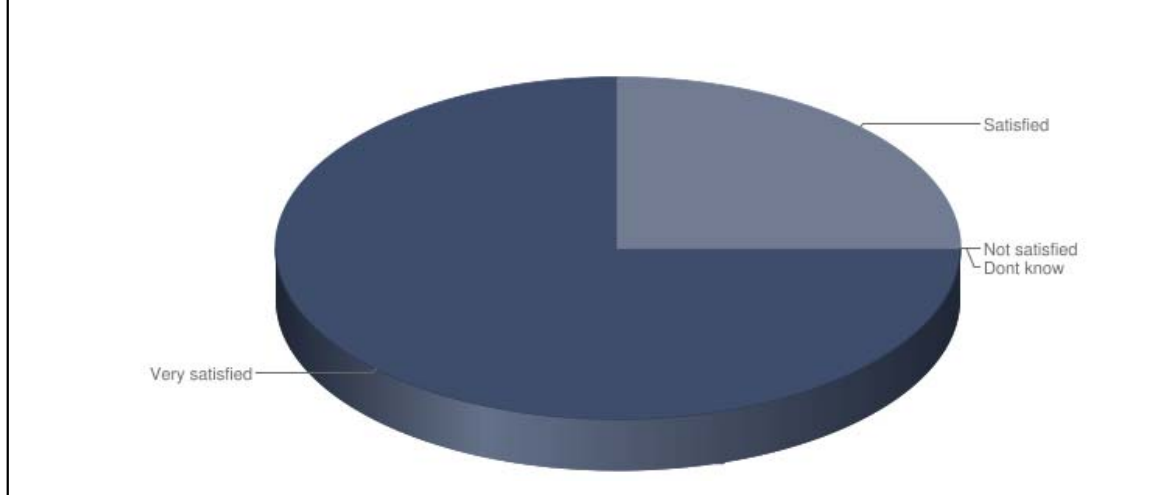
Option:	TOTAL
	(29)
You were given enough time	
Very satisfied	23
Satisfied	4
Not satisfied	0
Dont know	1
You were asked about your symptoms	
Very satisfied	21
Satisfied	7
Not satisfied	0
Dont know	0
You were listened to	

Option:	TOTAL
	(29)



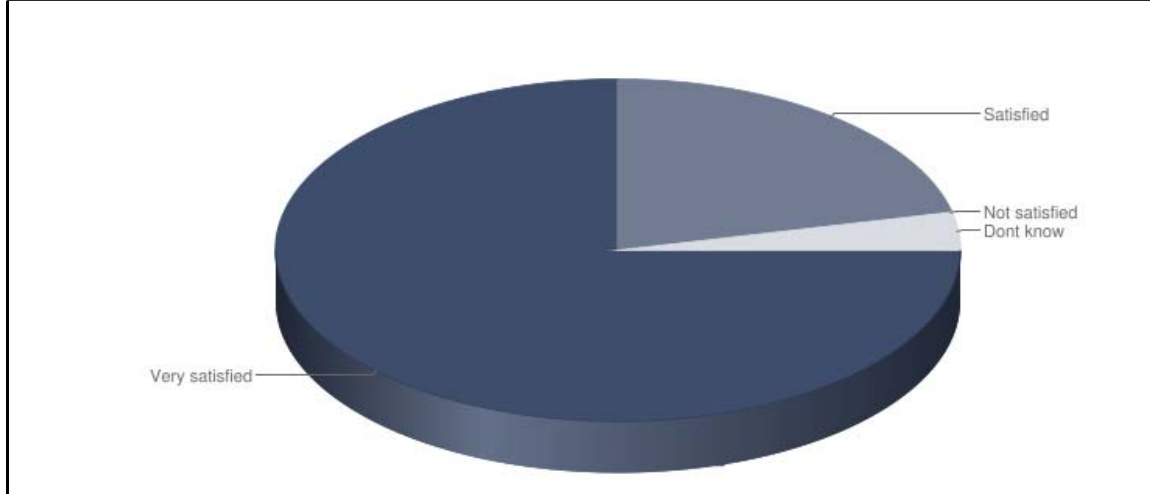
Very satisfied	22
Satisfied	5
Not satisfied	0
Dont know	1

You had any tests and treatments explained to you



Very satisfied	21
Satisfied	7
Not satisfied	0
Dont know	0

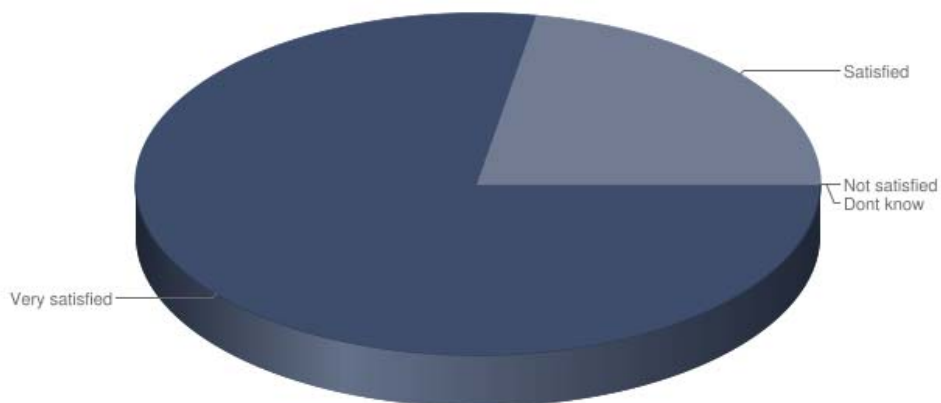
You were involved in decisions about your care



Very satisfied	21
Satisfied	6
Not satisfied	0

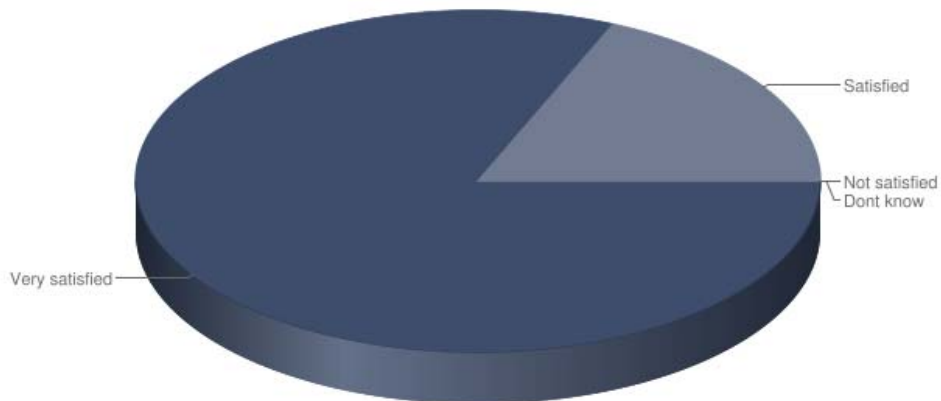
Option:	TOTAL
	(29)
Dont know	1

You were treated with care and concern



Very satisfied	21
Satisfied	6
Not satisfied	0
Dont know	0

Taking your problems seriously



Very satisfied	22
Satisfied	5
Not satisfied	0
Dont know	0

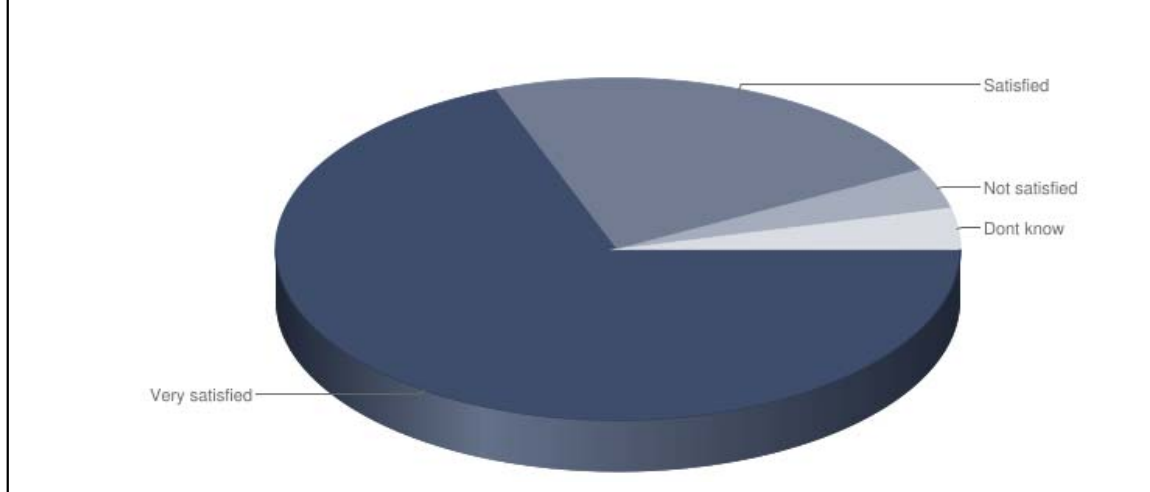
Base: 29 out of 30 people answered this question

Last time you saw a Practice Nurse at Wheatfield Surgery how satisfied were you with the following? Please put a tick in one box for each row

Single answer question or grid (answers per option add up to roughly 100%)

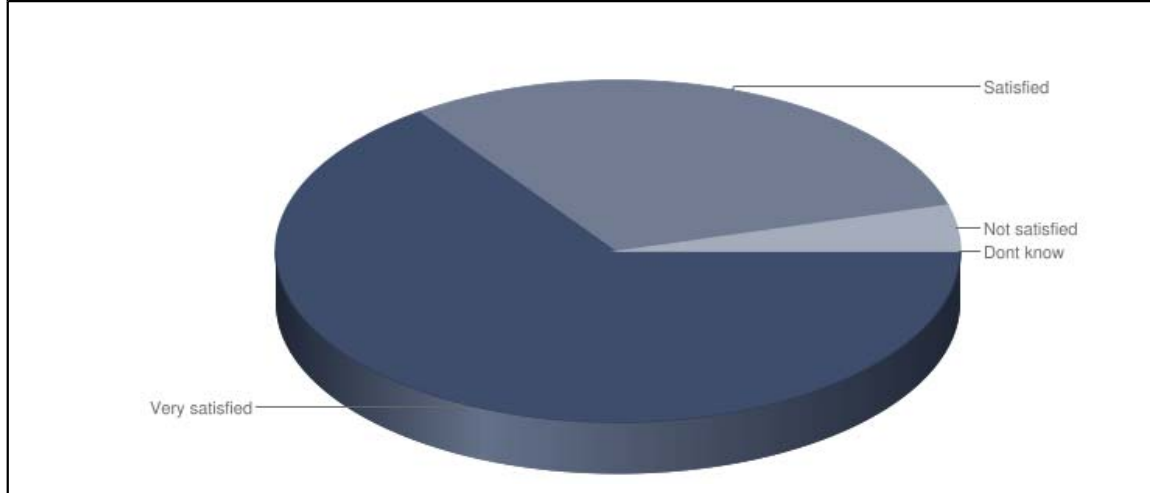
Option:	TOTAL
	(27)
You were given enough time	
Very satisfied	19
Satisfied	6
Not satisfied	0
Dont know	1
You were asked about your symptoms	
Very satisfied	17
Satisfied	8
Not satisfied	0
Dont know	0
You were listened to	

Option:	TOTAL
	(27)



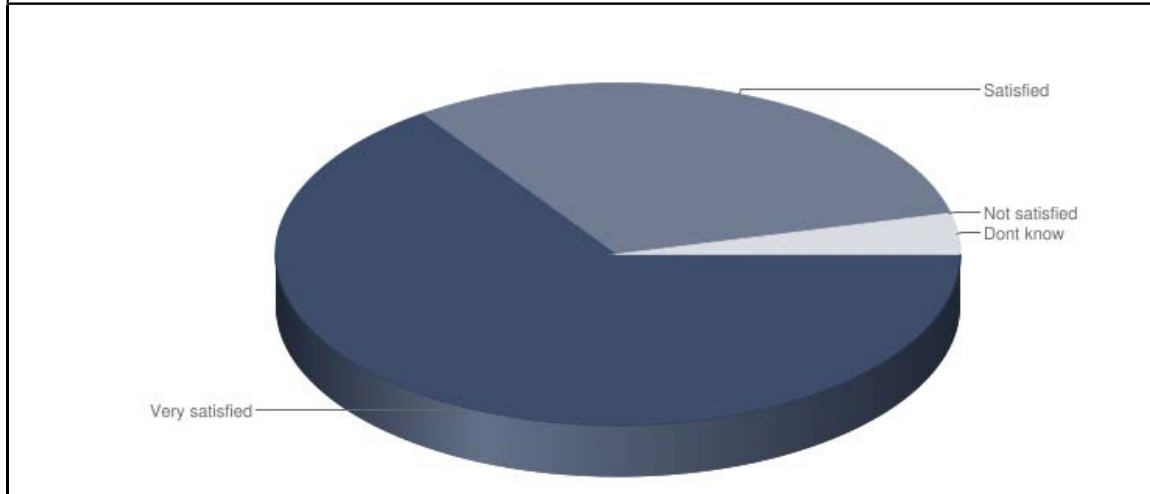
Very satisfied	18
Satisfied	6
Not satisfied	1
Dont know	1

You had any tests and treatments explained to you



Very satisfied	15
Satisfied	7
Not satisfied	1
Dont know	0

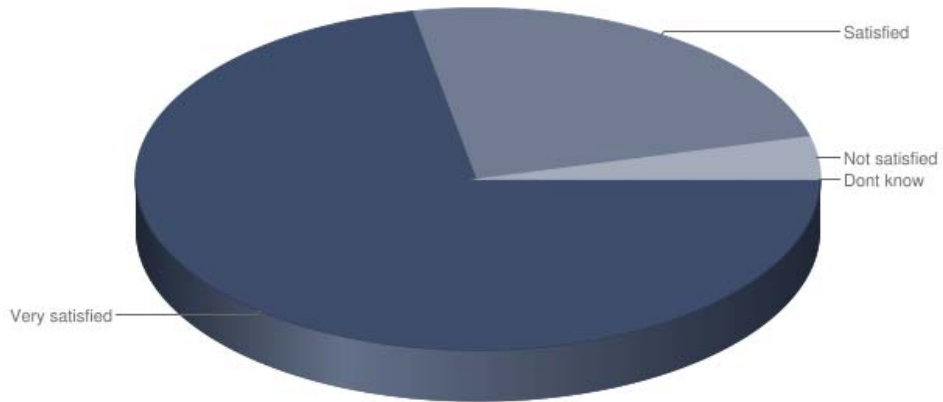
You were involved in decisions about your care



Very satisfied	17
Satisfied	8
Not satisfied	0

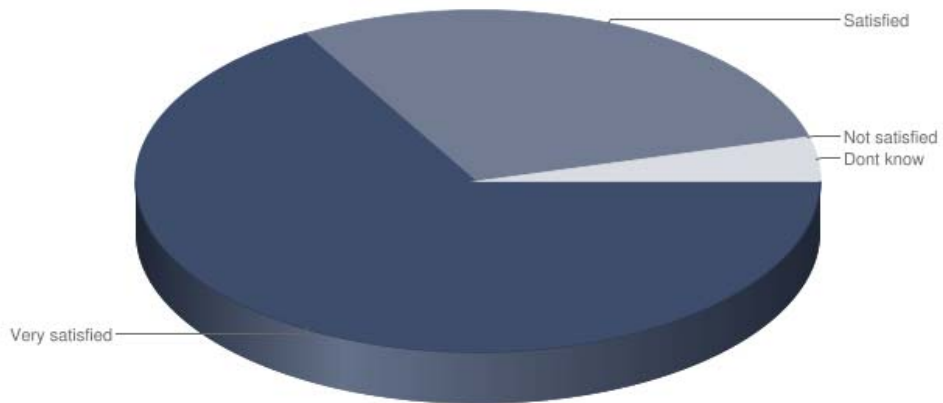
Option:	TOTAL
	(27)
Dont know	1

You were treated with care and concern



Very satisfied	18
Satisfied	6
Not satisfied	1
Dont know	0

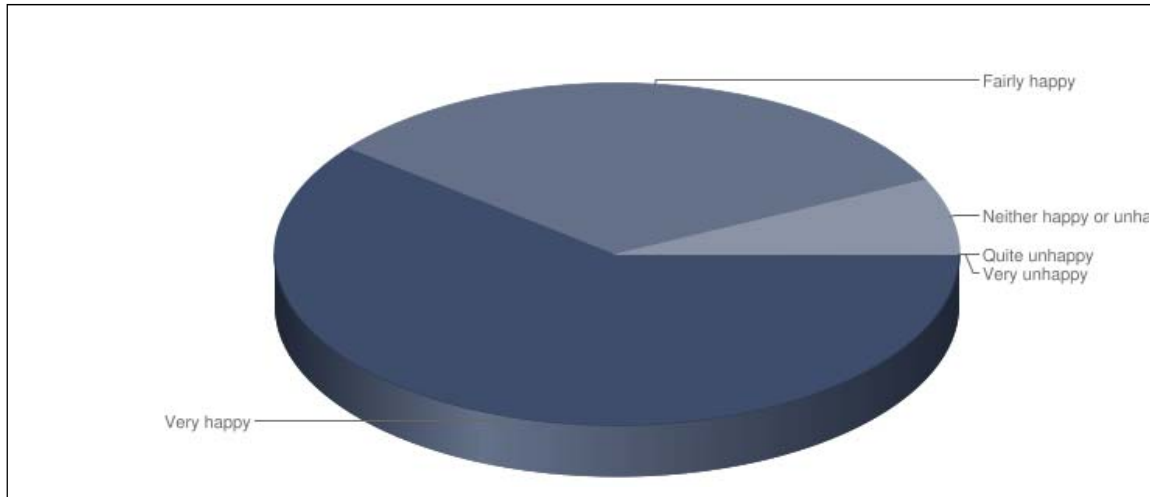
Taking your problems seriously



Very satisfied	16
Satisfied	7
Not satisfied	0
Dont know	1

Base: 27 out of 30 people answered this question

In general, how happy are you with the care you get at Wheatfield Surgery?
 Single dropdown answer question (answers per option add up to roughly 100%)



Option:	TOTAL
	(29)
Very happy	17
Fairly happy	9
Neither happy or unhappy	2
Quite unhappy	0
Very unhappy	0

Base: 29 out of 30 people answered this question

If you have any further comments about Wheatfield Surgery please let us know in the space below. Positive comments:
Large free-text box

Option:	TOTAL
	(13)
<p>Comments:</p>	<p>Thank you for all you do. Appreciated!</p> <p>It is impossible these days to get an appointment to see a doctor, of choice, by phone. I object to receptionists asking personal question in a public area. If I ask to see a doctor it is because I judge, as a qualified nurse, that I need to see one, and don't expect someone unqualified to tell me or my family that it isn't required.</p> <p>Please to note that the Wheatfield Surgery is making huge steps to make the patient experience a pleasant one.</p> <p>I find it to be very difficult to get an appointment at times, even for a time that does not suit me. Once you do get an appointment the care provided by the GP's and nurses is excellent.</p> <p>When I have visited recently the screen booking service has not been working. This has resulted in long queues at reception.</p> <p>Nurse Wendy is very considerate and well rounded nurse practioner</p> <p>I recognise that resources are stretched as budgets are reduced and that the surgery staff are hard pressed however the attitude of some staff on occasions can leave a lot to be desired. It can also be very difficult to get through by telephone and obtain appointments at suitable times and delays are often unavoidable.</p> <p>Good service</p> <p>phoning to make an appointment no good. the phone rings for along time, eventually you give it up as abad job.</p> <p>very satisfied</p> <p>I am glad that the phone does not just keep ringing but goes to a queuing system. I am also glad that the appointment are from 7.30 - 19.30, but it is a shame that it is only on Wednesday.</p> <p>I am so pleased that I am a patient at this surgery. I have been very happy with being able to get an appointment quickly if needed. Also I cannot praise everyone enough from the receptionist,nurses and doctors for their manner care and treatment. I think I usually come for quite minor ailments and I hope that continues in 2012.</p>

Base: 13 out of 30 people answered this question

If you have any further comments about Wheatfield Surgery please let us know in the space below. Areas where we could improve:

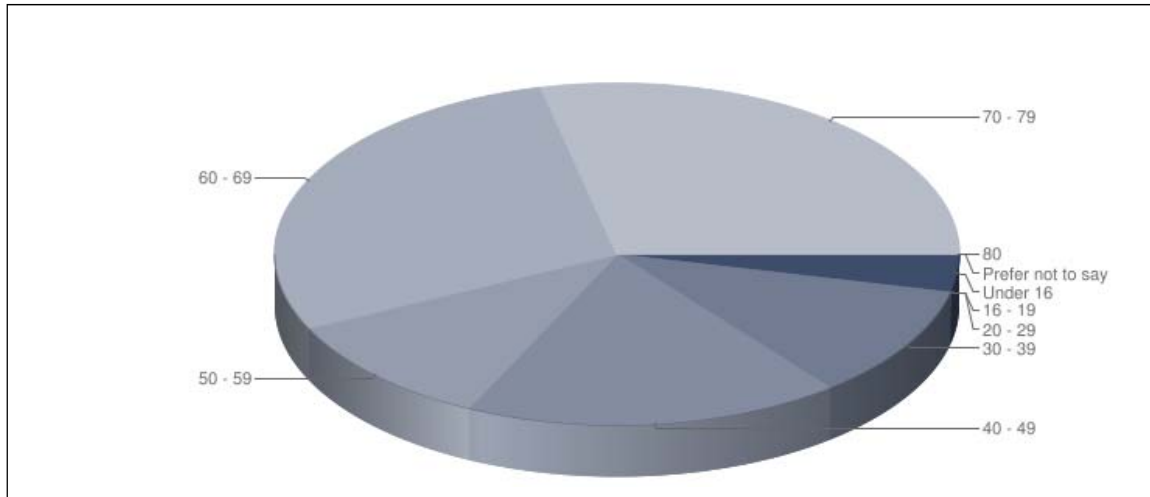
Large free-text box

Option:	TOTAL
	(10)
<p>Comments:</p>	<p>Save some appointments for those who would like to use the phone, rather than queue outside early in the morning, only to have to return later for an appointment.</p> <p>Pre booking appointments is difficult eg having to ring back after 1pm to get an afternoon appointment if you ring in the morning and the appointments for the morning are gone</p> <p>Pre booking appointments is difficult eg having to ring back after 1pm to get an afternoon appointment if you ring in the morning and the appointments for the morning are gone</p> <p>As I am part of the patient focus group, I offer the feedback via this group.</p> <p>My concern is the out of hours service. If you are ill in the night and unable to drive or be driven to A & E there is no service. In January 2010 I collapsed at home in the early morning. My wife rang the ambulance service and I could not fault the response. However if you do not feel calling an ambulance is justified (and we have only done it on the one occasion) then the service is poor. On one occasion I took my wife during a weekend and we had to take a bucket with us as she was vomiting; and which she used whilst waiting for an unknown period of time. This was before the move to the new location near St Mary's.</p> <p>Doctors need to listen and explain more be more willing to help than just perscribe and be a lot more polite</p> <p>Despite my comments regarding occasional staff attitdue problems and the difficulties encountered with the telephones and appointment times/delays I can honestly say that the services provided overall by the surgery and staff are excellent and that the support provided by my personal GP (Dr Palit) through what has been a very difficult time for me with difficult and prolonged heath issues has been above and beyond that which should be expected. Many thanks.</p> <p>very satisfied</p> <p>The last time i was in the surgery i waited 1hour and 15 minutes for a pre booked appointment. I was not very happy.</p>

Base: 10 out of 30 people answered this question

What is your age range?

Single dropdown answer question (answers per option add up to roughly 100%)

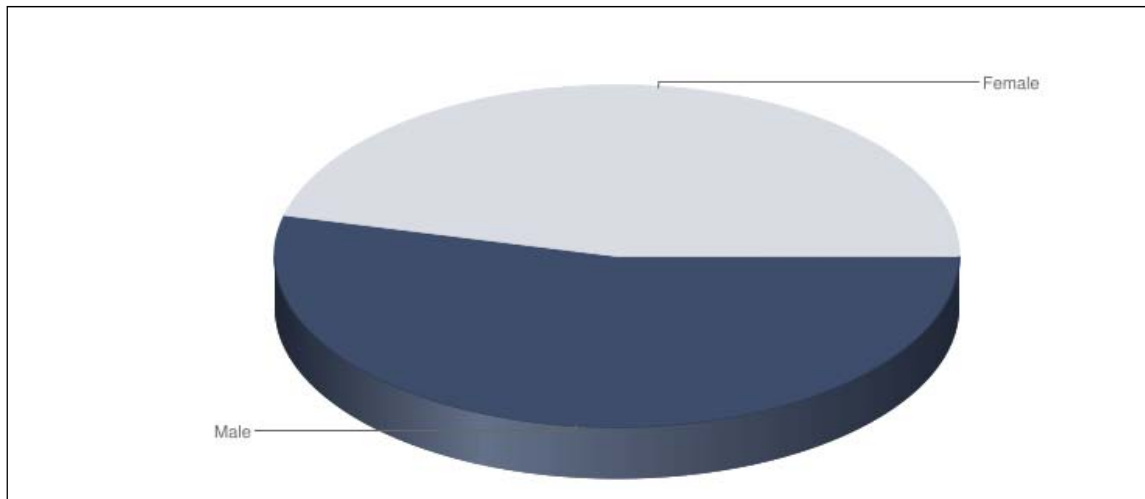


Option:	TOTAL
	(29)
Under 16	1
16 - 19	0
20 - 29	0
30 - 39	3
40 - 49	5
50 - 59	3
60 - 69	8
70 - 79	8
80+	0
Prefer not to say	0

Base: 29 out of 30 people answered this question

What is your gender?

Single dropdown answer question (answers per option add up to roughly 100%)

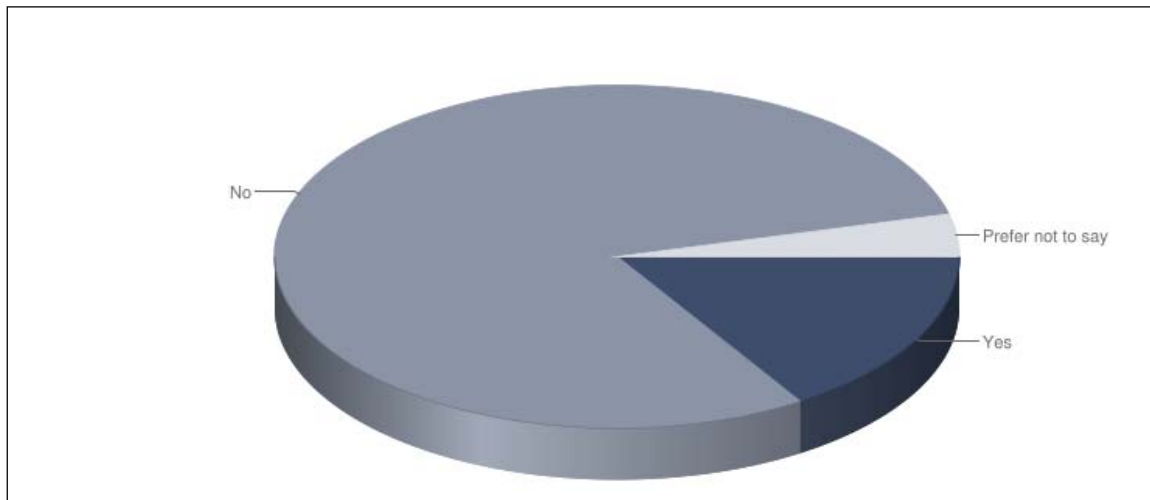


Option:	TOTAL
	(27)
Male	14
Female	12

Base: 27 out of 30 people answered this question

Do you consider yourself to have a disability according to the terms given in the Disability & Discrimination Act 2005 (DDA)?
DDA defines a person as disabled if they have a physical or mental impairment which has a substantial and long term effect on their ability to carry out normal day-to-day activities and has lasted or is likely to last for at least 12 months. Since 2005 people with HIV, cancer and multiple sclerosis (MS) are also covered.

Single dropdown answer question (answers per option add up to roughly 100%)

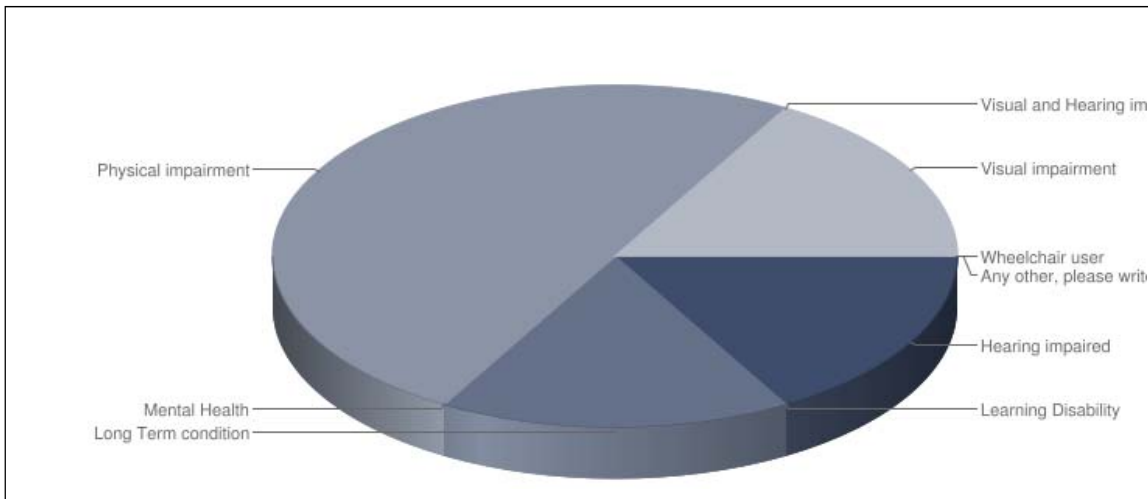


Option:	TOTAL
	(26)
Yes	4
No	20
Prefer not to say	1

Base: 26 out of 30 people answered this question

If so please state your disability or disabilities

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(7)
Hearing impaired	1
Learning Disability	0
Long Term condition	1
Mental Health	0
Physical impairment	3
Visual and Hearing impairment	0
Visual impairment	1
Wheelchair user	0
Any other, please write below	0

Base: 7 out of 30 people answered this question

Any other disability not covered by the selection above, please write below

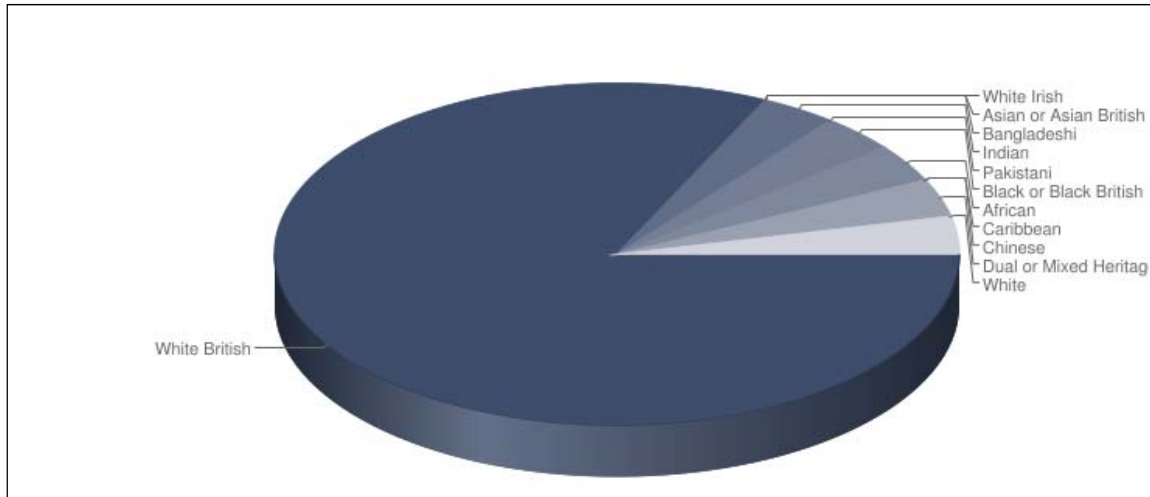
Small free-text box

Option:	TOTAL
	(5)
<p>Comments:</p>	<p>I have AMD as yet only one eye is affected</p> <p>Hearing loss</p> <p>diabetes</p> <p>hip replacement</p>

Base: 5 out of 30 people answered this question

What do you consider your Ethnicity to be?

Single dropdown answer question (answers per option add up to roughly 100%)



Option:	TOTAL
	(29)
White British	23
White Irish	0
Asian or Asian British	0
Bangladeshi	0
Indian	1
Pakistani	0
Black or Black British	1
African	1
Caribbean	0
Chinese	0
Dual or Mixed Heritage	1
White & Asian	0
White & Black African	0
White & Black Caribbean	0
Gypsy or Traveler	0
Not Stated	0
Prefer not to say	1
Other - please state in the box below	0

Base: 29 out of 30 people answered this question

Ethnic group or mixed heritage not mentioned above.

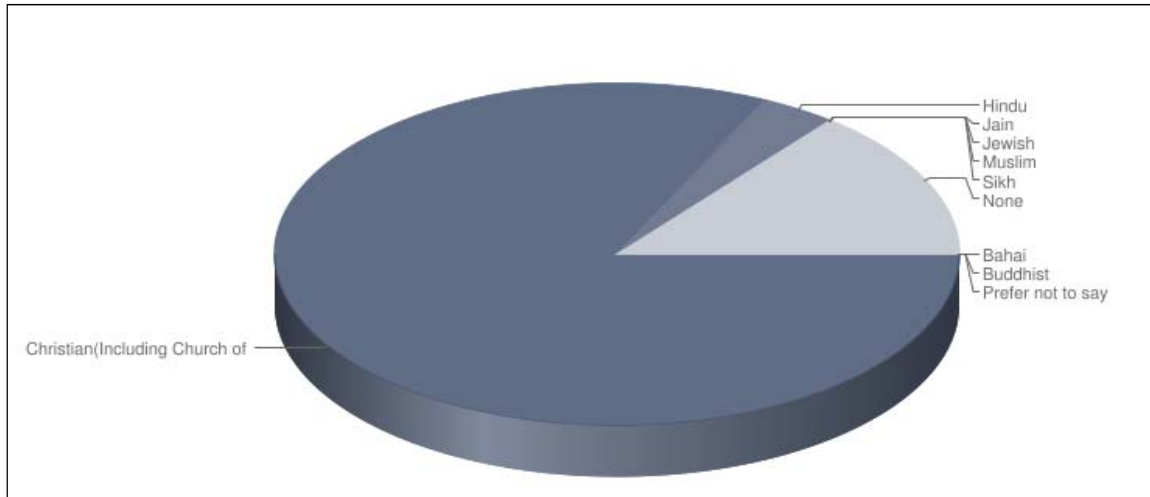
Small free-text box

Option:	TOTAL
	(1)
Comments:	

Base: 1 out of 30 people answered this question

What is your religious identity or belief?

Single dropdown answer question (answers per option add up to roughly 100%)



Option:	TOTAL
	(29)
Bahai	0
Buddhist	0
Christian(Including Church of England,Catholic and all other Christian denominations)	23
Hindu	1
Jain	0
Jewish	0
Muslim	0
Sikh	0
None	4
Prefer not to say	0

Base: 29 out of 30 people answered this question