

Hackbridge Medical Centre General Practice Assessment Questionnaire 2015

This Report

The General Practice Assessment Questionnaire (GPAQ) was introduced in 2004 to survey aspects of GP care such as ease of making an appointment, satisfaction with opening hours, and communication with GPs and nurses. This report is based on GPAQ version 3, which was introduced in 2011. The report includes the results of 88 surveys taken in October 2015. For each question, the number of responses for each answer is given, along with a percentage breakdown. A graph showing the practice results is given to the right of the table.

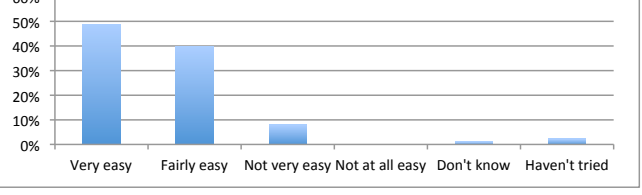
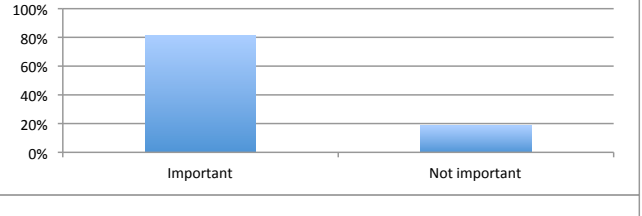
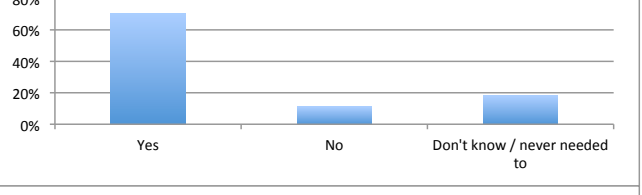
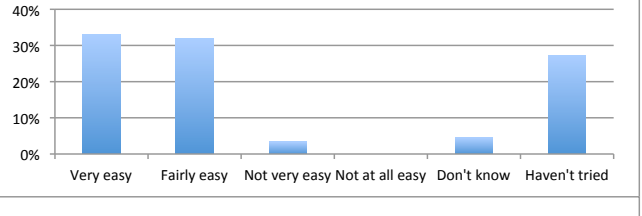
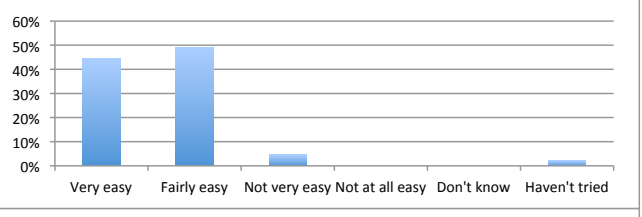
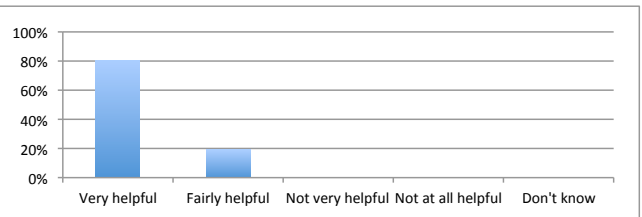
Benchmarks

GPAQ version 3 has been designed so that a number of the questions are identical to questions in the government-run GP Patient Survey (GPPS). This enables practices to benchmark themselves against national scores. For those questions identical to questions in the GPPS, the latest July 2015 GPPS national benchmarks are given in a column to the right of the practice results, highlighted in blue.

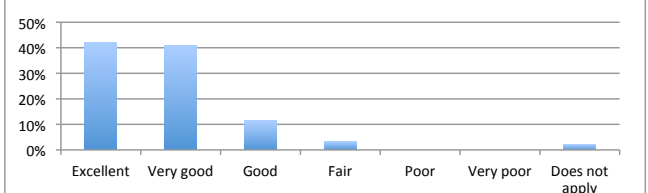
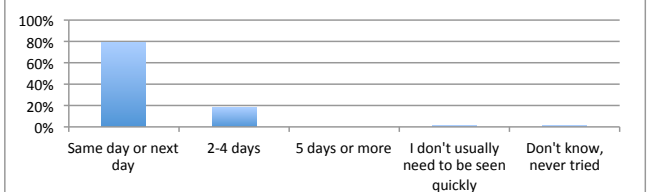
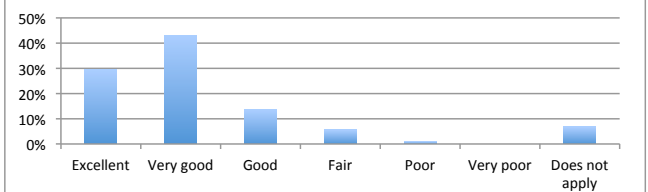
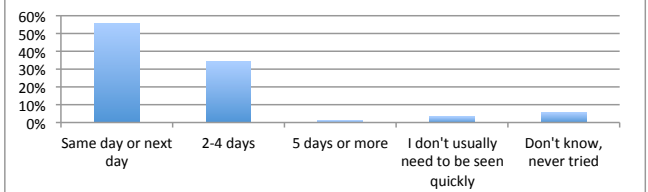
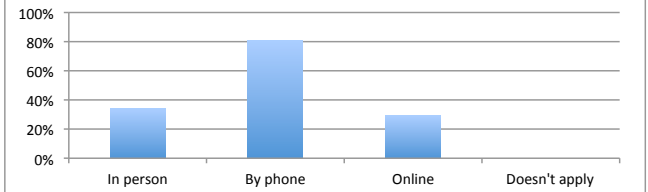
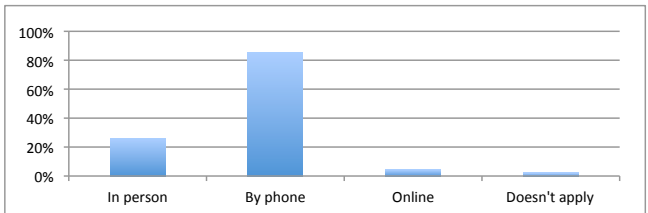
Results

Receptionists and Appointments

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.1 How helpful do you find the receptionists at your GP practice? | | | |
| 1 Very helpful | 71 | 81% | 44% |
| 2 Fairly helpful | 17 | 19% | 43% |
| 3 Not very helpful | 0 | 0% | 8% |
| 4 Not at all helpful | 0 | 0% | 3% |
| 5 Don't know | 0 | 0% | 2% |
| Helpful (total) | | 100% | 87% |
| Q.2 How easy is it to get through to someone at your GP practice on the phone? | | | |
| 1 Very easy | 39 | 44% | 25% |
| 2 Fairly easy | 43 | 49% | 46% |
| 3 Not very easy | 4 | 5% | 17% |
| 4 Not at all easy | 0 | 0% | 9% |
| 5 Don't know | 0 | 0% | 0% |
| 6 Haven't tried | 2 | 2% | 4% |
| Easy (total) | | 93% | 71% |
| Q.3 How easy is it to speak to a doctor or nurse on the phone at your GP practice? | | | |
| 1 Very easy | 29 | 33% | |
| 2 Fairly easy | 28 | 32% | |
| 3 Not very easy | 3 | 3% | |
| 4 Not at all easy | 0 | 0% | |
| 5 Don't know | 4 | 5% | |
| 6 Haven't tried | 24 | 27% | |
| Easy (total) | | 65% | |
| Q.4 If you need to see a GP urgently, can you normally get seen on the same day? | | | |
| 1 Yes | 62 | 70% | |
| 2 No | 10 | 11% | |
| 3 Don't know / never needed to | 16 | 18% | |
| Q.5 How important is it to you to be able to book appointments ahead of time in your practice? | | | |
| 1 Important | 71 | 82% | |
| 2 Not important | 16 | 18% | |
| Q.6 How easy is it to book ahead in your practice? | | | |
| 1 Very easy | 43 | 49% | |
| 2 Fairly easy | 35 | 40% | |
| 3 Not very easy | 7 | 8% | |
| 4 Not at all easy | 0 | 0% | |
| 5 Don't know | 1 | 1% | |
| 6 Haven't tried | 2 | 2% | |
| Easy (total) | | 89% | |

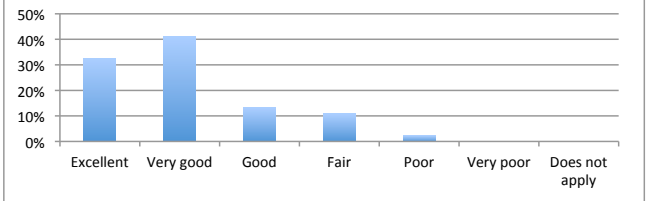
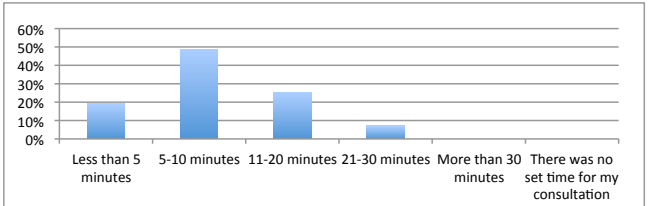


| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.7 How do you normally book your appointments at your practice? (multiple responses allowed) | | | |
| 1 In person | 23 | 26% | 28% |
| 2 By phone | 75 | 85% | 87% |
| 3 Online | 4 | 5% | 6% |
| 4 Doesn't apply | 2 | 2% | 2% |
| Q.8 Which of the following methods would you prefer to use to book appointments at your practice? (multiple responses allowed) | | | |
| 1 In person | 30 | 34% | |
| 2 By phone | 71 | 81% | |
| 3 Online | 26 | 30% | |
| 4 Doesn't apply | 0 | 0% | |
| Q.9 Thinking of times when you want to see a particular doctor, how quickly do you usually get seen? | | | |
| 1 Same day or next day | 49 | 56% | |
| 2 2-4 days | 30 | 34% | |
| 3 5 days or more | 1 | 1% | |
| 4 I don't usually need to be seen quickly | 3 | 3% | |
| 5 Don't know, never tried | 5 | 6% | |
| Q.10 How do you rate how quickly you can see a particular doctor? | | | |
| 1 Excellent | 26 | 30% | |
| 2 Very good | 38 | 43% | |
| 3 Good | 12 | 14% | |
| 4 Fair | 5 | 6% | |
| 5 Poor | 1 | 1% | |
| 6 Very poor | 0 | 0% | |
| 7 Does not apply | 6 | 7% | |
| Good (total) | | 86% | |
| Q.11 Thinking of times when you are willing to see any doctor, how quickly do you usually get seen? | | | |
| 1 Same day or next day | 69 | 79% | |
| 2 2-4 days | 16 | 18% | |
| 3 5 days or more | 0 | 0% | |
| 4 I don't usually need to be seen quickly | 1 | 1% | |
| 5 Don't know, never tried | 1 | 1% | |
| Q.12 How do you rate how quickly you can see any doctor? | | | |
| 1 Excellent | 37 | 42% | |
| 2 Very good | 36 | 41% | |
| 3 Good | 10 | 11% | |
| 4 Fair | 3 | 3% | |
| 5 Poor | 0 | 0% | |
| 6 Very poor | 0 | 0% | |
| 7 Does not apply | 2 | 2% | |
| Good (total) | | 94% | |



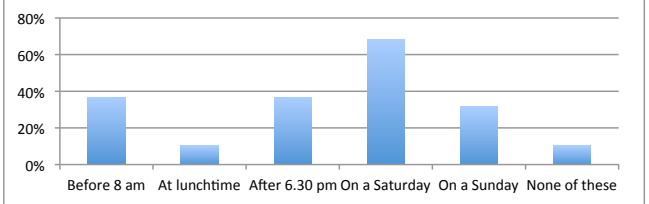
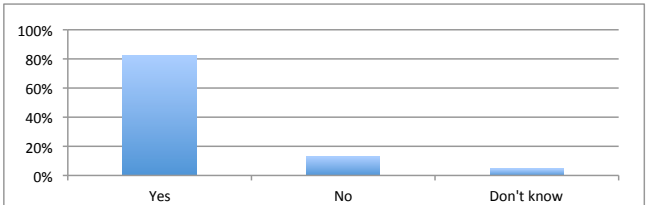
Waiting Times

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|-----------------|
| Q.13 How long did you wait for your consultation to start? | | | |
| <i>(GPPS categories)</i> | | | |
| 1 Less than 5 minutes | 16 | 19% | 10% |
| 2 5-10 minutes | 41 | 49% | (5-15 mins) 55% |
| 3 11-20 minutes | 21 | 25% | (>15 mins) 27% |
| 4 21-30 minutes | 6 | 7% | |
| 5 More than 30 minutes | 0 | 0% | |
| 6 There was no set time for my consultation | 0 | 0% | 3% |
| Good (total) | | 87% | |
| Q.14 How do you rate this waiting time? | | | |
| 1 Excellent | 27 | 33% | |
| 2 Very good | 34 | 41% | |
| 3 Good | 11 | 13% | |
| 4 Fair | 9 | 11% | |
| 5 Poor | 2 | 2% | |
| 6 Very poor | 0 | 0% | |
| 7 Does not apply | 0 | 0% | |
| Good (total) | | 87% | |



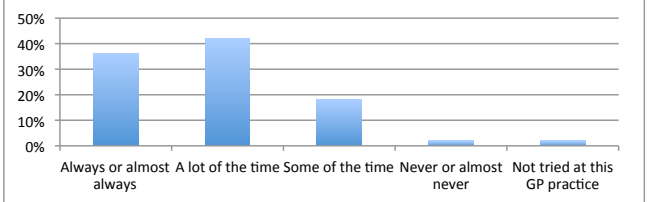
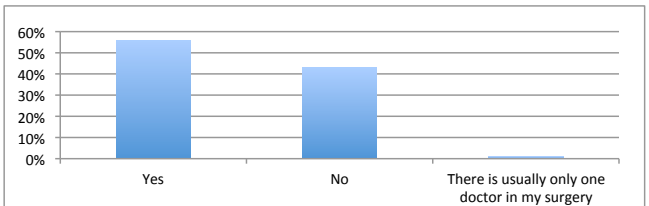
Opening Hours

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.15 Is your GP practice currently open at times that are convenient to you? | | | |
| 1 Yes | 70 | 82% | 74% |
| 2 No | 11 | 13% | 19% |
| 3 Don't know | 4 | 5% | 8% |
| Yes (total) | | 82% | 74% |
| Q.16 Which of the following additional opening hours would make it easier for you to see or speak to someone? (multiple responses allowed) | | | |
| 1 Before 8 am | 7 | 37% | 33% |
| 2 At lunchtime | 2 | 11% | 12% |
| 3 After 6.30 pm | 7 | 37% | 70% |
| 4 On a Saturday | 13 | 68% | 73% |
| 5 On a Sunday | 6 | 32% | 40% |
| 6 None of these | 2 | 11% | 4% |



Seeing the Doctor of your Choice

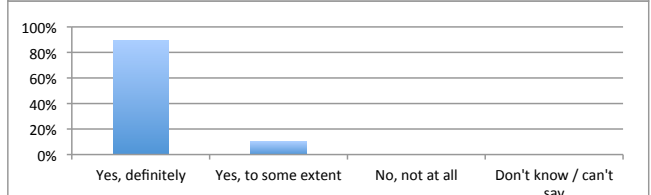
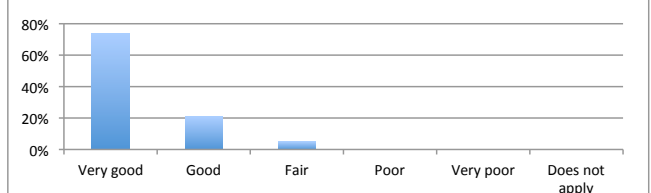
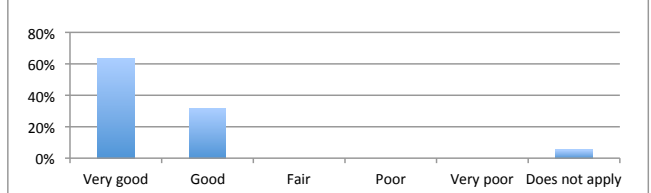
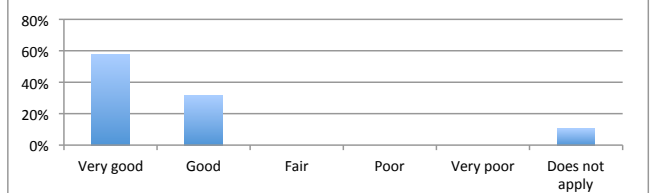
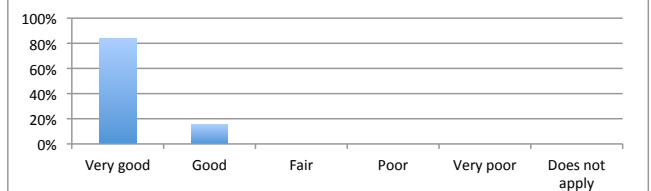
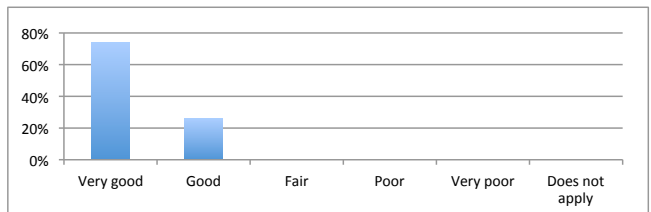
| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.17 Is there a particular GP you usually prefer to see or speak to? | | | |
| 1 Yes | 47 | 56% | 52% |
| 2 No | 36 | 43% | 46% |
| 3 There is usually only one doctor in my surgery | 1 | 1% | 2% |
| Q.18 How often do you see or speak to the GP you prefer? | | | |
| 1 Always or almost always | 18 | 36% | 37% |
| 2 A lot of the time | 21 | 42% | 23% |
| 3 Some of the time | 9 | 18% | 32% |
| 4 Never or almost never | 1 | 2% | 8% |
| 5 Not tried at this GP practice | 1 | 2% | 1% |
| Always or almost always, or a lot of the time (total) | | 78% | 60% |



Individual Doctor Feedback

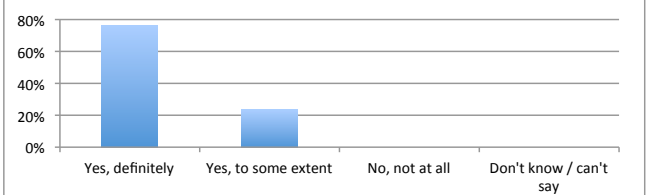
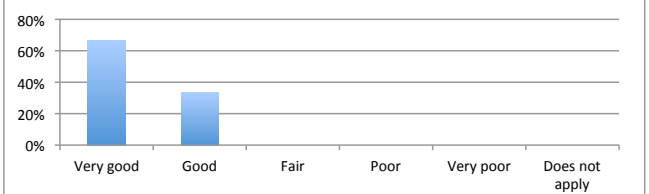
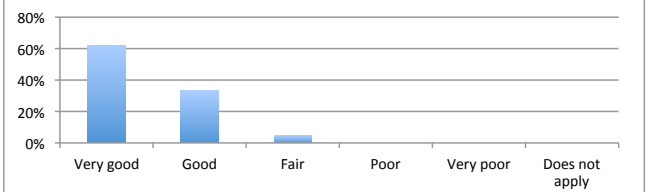
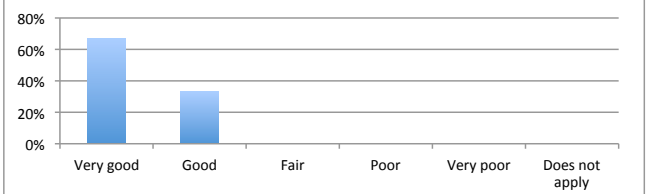
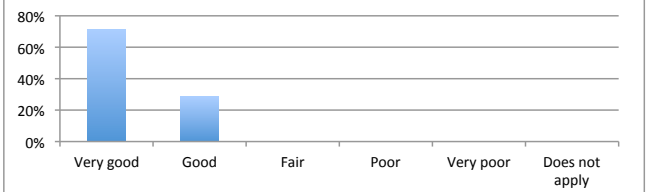
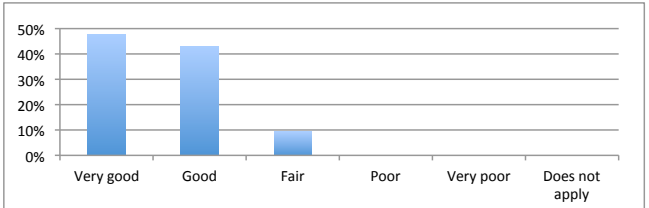
Dr Chandrika Carroll

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.19 How good was the last GP you saw at giving you enough time? | | | |
| 1 Very good | 14 | 74% | 48% |
| 2 Good | 5 | 26% | 37% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 100% | 85% |
| Q.20 How good was the last GP you saw at listening to you? | | | |
| 1 Very good | 16 | 84% | 50% |
| 2 Good | 3 | 16% | 37% |
| 3 Fair | 0 | 0% | 8% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 100% | 87% |
| Q.21 How good was the last GP you saw at explaining tests and treatments? | | | |
| 1 Very good | 11 | 58% | 46% |
| 2 Good | 6 | 32% | 36% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 2% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 2 | 11% | 5% |
| Good (total) | | 89% | 81% |
| Q.22 How good was the last GP you saw at involving you in decisions about your care? | | | |
| 1 Very good | 12 | 63% | 39% |
| 2 Good | 6 | 32% | 35% |
| 3 Fair | 0 | 0% | 13% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 1 | 5% | 9% |
| Good (total) | | 95% | 74% |
| Q.23 How good was the last GP you saw at treating you with care and concern? | | | |
| 1 Very good | 14 | 74% | 46% |
| 2 Good | 4 | 21% | 36% |
| 3 Fair | 1 | 5% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 2% |
| 6 Does not apply | 0 | 0% | 3% |
| Good (total) | | 95% | 83% |
| Q.24 Did you have confidence and trust in the GP you saw or spoke to? | | | |
| 1 Yes, definitely | 17 | 89% | 64% |
| 2 Yes, to some extent | 2 | 11% | 29% |
| 3 No, not at all | 0 | 0% | 5% |
| 4 Don't know / can't say | 0 | 0% | 3% |
| Yes (total) | | 100% | 92% |



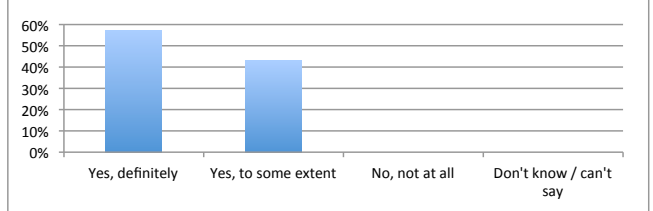
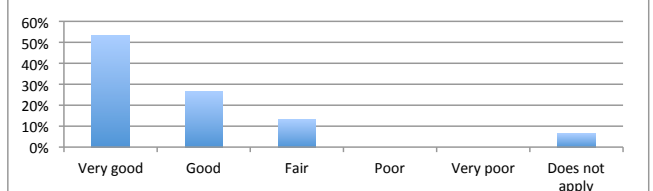
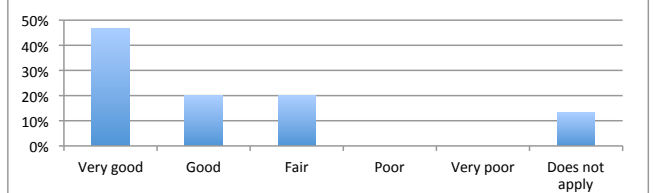
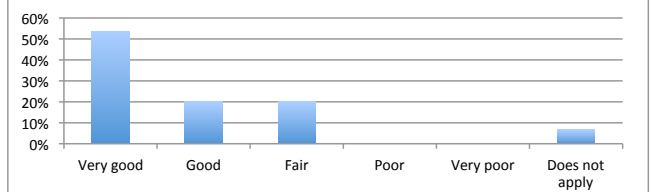
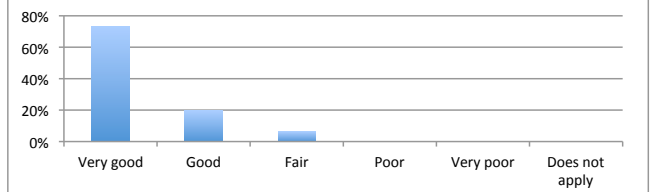
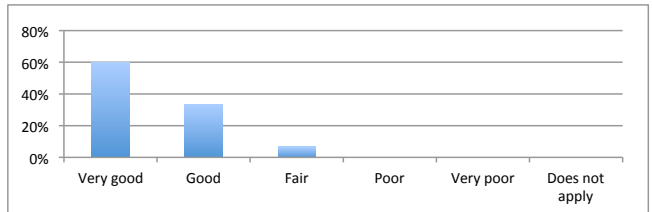
Dr Kevin Carroll

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.19 How good was the last GP you saw at giving you enough time? | | | |
| 1 Very good | 10 | 48% | 48% |
| 2 Good | 9 | 43% | 37% |
| 3 Fair | 2 | 10% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 90% | 85% |
| Q.20 How good was the last GP you saw at listening to you? | | | |
| 1 Very good | 15 | 71% | 50% |
| 2 Good | 6 | 29% | 37% |
| 3 Fair | 0 | 0% | 8% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 100% | 87% |
| Q.21 How good was the last GP you saw at explaining tests and treatments? | | | |
| 1 Very good | 14 | 67% | 46% |
| 2 Good | 7 | 33% | 36% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 2% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 5% |
| Good (total) | | 100% | 81% |
| Q.22 How good was the last GP you saw at involving you in decisions about your care? | | | |
| 1 Very good | 13 | 62% | 39% |
| 2 Good | 7 | 33% | 35% |
| 3 Fair | 1 | 5% | 13% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 9% |
| Good (total) | | 95% | 74% |
| Q.23 How good was the last GP you saw at treating you with care and concern? | | | |
| 1 Very good | 14 | 67% | 46% |
| 2 Good | 7 | 33% | 36% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 2% |
| 6 Does not apply | 0 | 0% | 3% |
| Good (total) | | 100% | 83% |
| Q.24 Did you have confidence and trust in the GP you saw or spoke to? | | | |
| 1 Yes, definitely | 16 | 76% | 64% |
| 2 Yes, to some extent | 5 | 24% | 29% |
| 3 No, not at all | 0 | 0% | 5% |
| 4 Don't know / can't say | 0 | 0% | 3% |
| Yes (total) | | 100% | 92% |



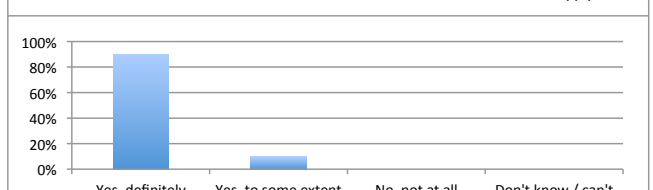
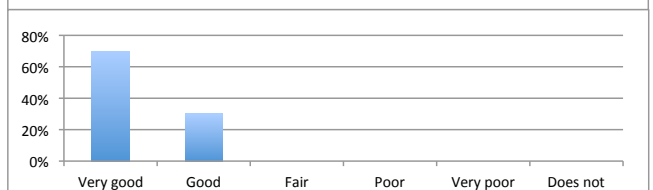
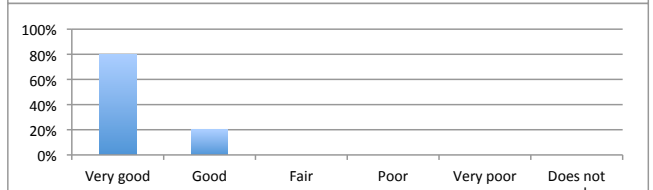
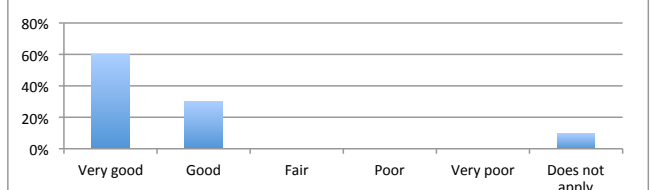
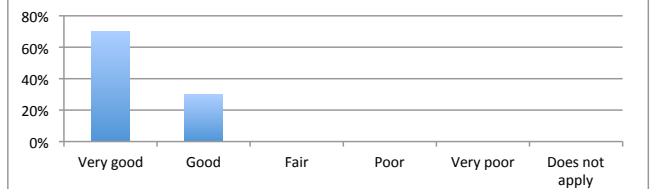
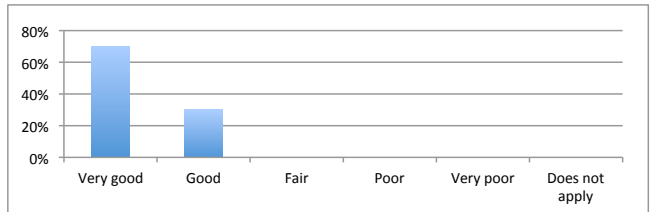
Dr Yen Lam

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.19 How good was the last GP you saw at giving you enough time? | | | |
| 1 Very good | 9 | 60% | 48% |
| 2 Good | 5 | 33% | 37% |
| 3 Fair | 1 | 7% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 93% | 85% |
| Q.20 How good was the last GP you saw at listening to you? | | | |
| 1 Very good | 11 | 73% | 50% |
| 2 Good | 3 | 20% | 37% |
| 3 Fair | 1 | 7% | 8% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 93% | 87% |
| Q.21 How good was the last GP you saw at explaining tests and treatments? | | | |
| 1 Very good | 8 | 53% | 46% |
| 2 Good | 3 | 20% | 36% |
| 3 Fair | 3 | 20% | 10% |
| 4 Poor | 0 | 0% | 2% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 1 | 7% | 5% |
| Good (total) | | 73% | 81% |
| Q.22 How good was the last GP you saw at involving you in decisions about your care? | | | |
| 1 Very good | 7 | 47% | 39% |
| 2 Good | 3 | 20% | 35% |
| 3 Fair | 3 | 20% | 13% |
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| Q.23 How good was the last GP you saw at treating you with care and concern? | | | |
| 1 Very good | 8 | 53% | 46% |
| 2 Good | 4 | 27% | 36% |
| 3 Fair | 2 | 13% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 2% |
| 6 Does not apply | 1 | 7% | 3% |
| Good (total) | | 80% | 83% |
| Q.24 Did you have confidence and trust in the GP you saw or spoke to? | | | |
| 1 Yes, definitely | 8 | 57% | 64% |
| 2 Yes, to some extent | 6 | 43% | 29% |
| 3 No, not at all | 0 | 0% | 5% |
| 4 Don't know / can't say | 0 | 0% | 3% |
| Yes (total) | | 100% | 92% |



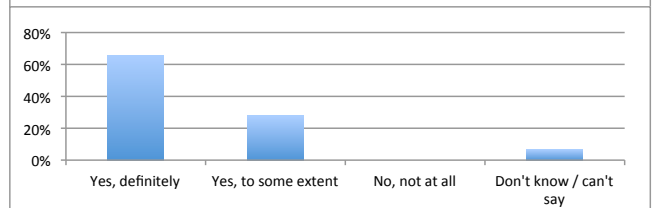
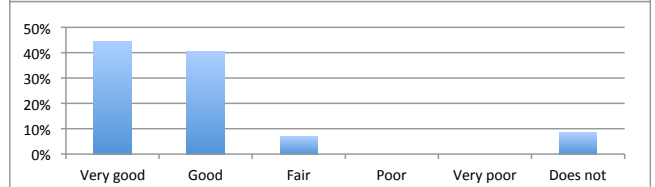
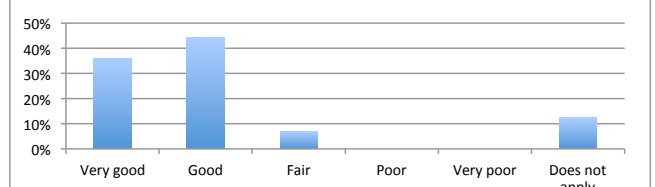
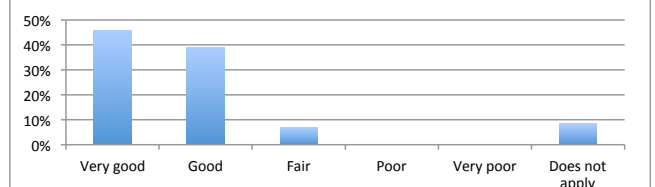
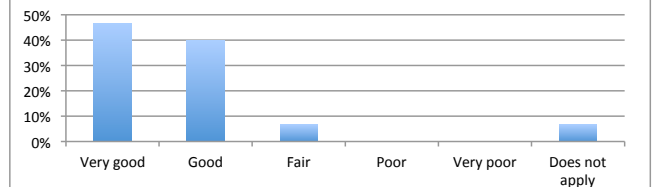
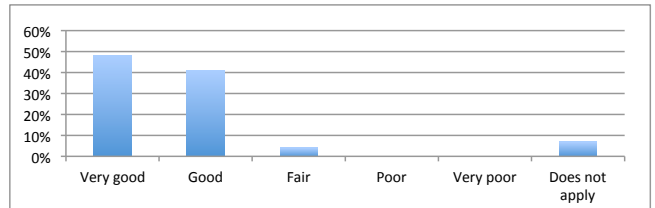
Dr Amanda Perry

| Option | Total Responses | % of Responses | GPPS Benchmark |
|---|-----------------|----------------|----------------|
| Q.19 How good was the last GP you saw at giving you enough time? | | | |
| 1 Very good | 7 | 70% | 48% |
| 2 Good | 3 | 30% | 37% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 100% | 85% |
| Q.20 How good was the last GP you saw at listening to you? | | | |
| 1 Very good | 7 | 70% | 50% |
| 2 Good | 3 | 30% | 37% |
| 3 Fair | 0 | 0% | 8% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 2% |
| Good (total) | | 100% | 87% |
| Q.21 How good was the last GP you saw at explaining tests and treatments? | | | |
| 1 Very good | 6 | 60% | 46% |
| 2 Good | 3 | 30% | 36% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 2% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 1 | 10% | 5% |
| Good (total) | | 90% | 81% |
| Q.22 How good was the last GP you saw at involving you in decisions about your care? | | | |
| 1 Very good | 8 | 80% | 39% |
| 2 Good | 2 | 20% | 35% |
| 3 Fair | 0 | 0% | 13% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 0 | 0% | 9% |
| Good (total) | | 100% | 74% |
| Q.23 How good was the last GP you saw at treating you with care and concern? | | | |
| 1 Very good | 7 | 70% | 46% |
| 2 Good | 3 | 30% | 36% |
| 3 Fair | 0 | 0% | 10% |
| 4 Poor | 0 | 0% | 3% |
| 5 Very poor | 0 | 0% | 2% |
| 6 Does not apply | 0 | 0% | 3% |
| Good (total) | | 100% | 83% |
| Q.24 Did you have confidence and trust in the GP you saw or spoke to? | | | |
| 1 Yes, definitely | 9 | 90% | 64% |
| 2 Yes, to some extent | 1 | 10% | 29% |
| 3 No, not at all | 0 | 0% | 5% |
| 4 Don't know / can't say | 0 | 0% | 3% |
| Yes (total) | | 100% | 92% |



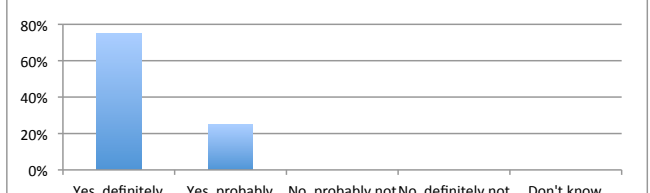
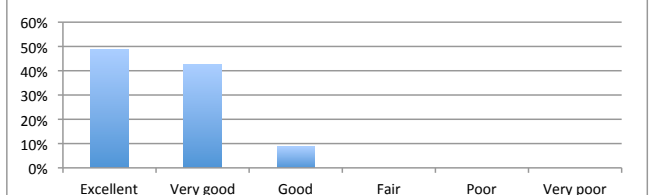
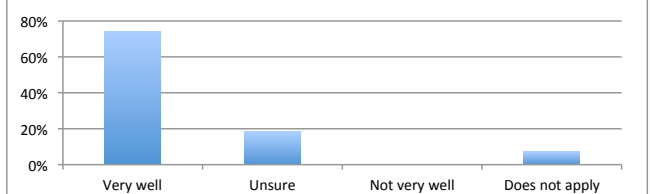
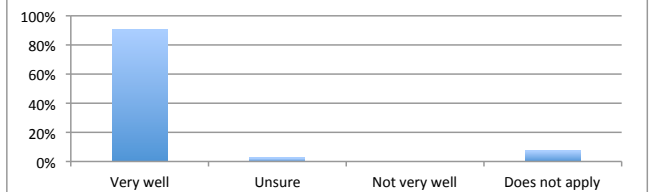
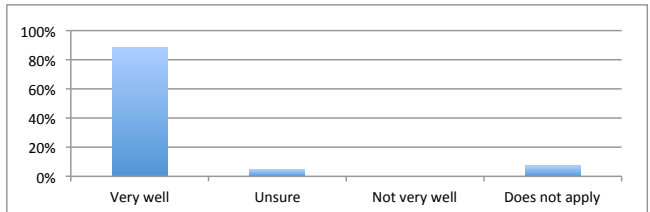
Nursing Staff

| Option | Total Responses | % of Responses | GPPS Benchmark |
|--|-----------------|----------------|----------------|
| Q.25 How good was the last nurse you saw at giving you enough time? | | | |
| 1 Very good | 35 | 48% | 47% |
| 2 Good | 30 | 41% | 32% |
| 3 Fair | 3 | 4% | 5% |
| 4 Poor | 0 | 0% | 1% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 5 | 7% | 14% |
| Good (total) | | 89% | 79% |
| Q.26 How good was the last nurse you saw at listening to you? | | | |
| 1 Very good | 34 | 47% | 46% |
| 2 Good | 29 | 40% | 32% |
| 3 Fair | 5 | 7% | 6% |
| 4 Poor | 0 | 0% | 1% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 5 | 7% | 14% |
| Good (total) | | 86% | 78% |
| Q.27 How good was the last nurse you saw at explaining tests and treatments? | | | |
| 1 Very good | 33 | 46% | 44% |
| 2 Good | 28 | 39% | 32% |
| 3 Fair | 5 | 7% | 7% |
| 4 Poor | 0 | 0% | 1% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 6 | 8% | 15% |
| Good (total) | | 85% | 76% |
| Q.28 How good was the last nurse you saw at involving you in decisions about your care? | | | |
| 1 Very good | 26 | 36% | 36% |
| 2 Good | 32 | 44% | 29% |
| 3 Fair | 5 | 7% | 10% |
| 4 Poor | 0 | 0% | 1% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 9 | 13% | 23% |
| Good (total) | | 81% | 65% |
| Q.29 How good was the last nurse you saw at treating you with care and concern? | | | |
| 1 Very good | 32 | 44% | 45% |
| 2 Good | 29 | 40% | 32% |
| 3 Fair | 5 | 7% | 6% |
| 4 Poor | 0 | 0% | 1% |
| 5 Very poor | 0 | 0% | 1% |
| 6 Does not apply | 6 | 8% | 15% |
| Good (total) | | 85% | 77% |
| Q.30 Did you have confidence and trust in the nurse you saw or spoke to? | | | |
| 1 Yes, definitely | 47 | 65% | 62% |
| 2 Yes, to some extent | 20 | 28% | 23% |
| 3 No, not at all | 0 | 0% | 3% |
| 4 Don't know / can't say | 5 | 7% | 13% |
| Yes (total) | | 93% | 85% |



Overall Experience

| Option | Total Responses | % of Responses | GPPS Benchmark |
|--|-----------------|----------------|----------------|
| Q.31 Overall, how well do the doctors and nurses help you to understand your health problems? | | | |
| 1 Very well | 74 | 88% | |
| 2 Unsure | 4 | 5% | |
| 3 Not very well | 0 | 0% | |
| 4 Does not apply | 6 | 7% | |
| Q.32 Overall, how well do the doctors and nurses help you to cope with your health problems? | | | |
| 1 Very well | 74 | 90% | |
| 2 Unsure | 2 | 2% | |
| 3 Not very well | 0 | 0% | |
| 4 Does not apply | 6 | 7% | |
| Q.33 Overall, how well do the doctors and nurses help you to keep yourself healthy? | | | |
| 1 Very well | 61 | 74% | |
| 2 Unsure | 15 | 18% | |
| 3 Not very well | 0 | 0% | |
| 4 Does not apply | 6 | 7% | |
| Q.34 Overall, how would you describe your experience of your GP surgery? | | | |
| 1 Excellent | 39 | 49% | NA |
| 2 Very good | 34 | 43% | 43% |
| 3 Good | 7 | 9% | 42% |
| 4 Fair | 0 | 0% | 10% |
| 5 Poor | 0 | 0% | 4% |
| 6 Very poor | 0 | 0% | 1% |
| Good (total) | | 100% | 85% |
| Q.35 Would you recommend your GP surgery to someone who has just moved to your local area? | | | |
| 1 Yes, definitely | 63 | 75% | 47% |
| 2 Yes, probably | 21 | 25% | 31% |
| 3 No, probably not | 0 | 0% | 6% |
| 4 No, definitely not | 0 | 0% | 3% |
| 5 Don't know | 0 | 0% | 12% |
| Yes (total) | | 100% | 78% |



Written Feedback

- Always very helpful and polite.
- I am very happy with the service I receive and the friendly receptionists - they are fantastic.
- The receptionists are extremely helpful and accommodating.
- Always helpful and friendly, polite.
- Very satisfied.
- Very good, friendly receptionists. Overall excellent.
- It's very close to my home and convenient to stop by. Hopefully I won't have to need to stop by regularly.
- Reduction on vaccination charges.
- I find Dr Kevin Carroll an excellent doctor who is very kind and understanding and very helpful.
- Good service overall. Sometimes feels like the GP's are rushing in order to see the next patient.
- Excellent practice.
- I would like for another GP to be able to provide my sick certificate if my usual GP isn't in surgery.
- A lovely practice which I never had any problems with.
- Although had to wait well worth it.
- This is an excellent surgery. Lovely staff and doctors.
- Been with the practice for over 20 years. We have seen lots of changes all for the better.
- In my previous appointment, I found the female doctor treating me (this was not Dr Perry) to be incredibly rude. She said 'not that you will listen to me anyway' and did not ask if I had any other issues I would like to discuss.
- This is such a lovely doctor (Dr Perry), so caring and understanding. You should be glad that you have employed her.
- Been with same surgery for 30 years. Always got on well with doctor because of renal and feet problems.

Sample Demographics

| Option | Total Responses | % of Responses | GPFS Benchmark |
|---|-----------------|----------------|----------------|
| Q.36 Are you? | | | |
| 1 Male | 38 | 45% | 49% |
| 2 Female | 47 | 55% | 51% |
| Q.37 How old are you? | | | |
| 1 Under 16 | 4 | 5% | 0% |
| 2 16 to 44 | 41 | 48% | 44% |
| 3 45 to 64 | 27 | 32% | 33% |
| 4 65 to 74 | 11 | 13% | 12% |
| 5 75 or over | 2 | 2% | 10% |
| Q.38 Do you have a long-standing health condition? | | | |
| 1 Yes | 31 | 37% | 54% |
| 2 No | 50 | 60% | 44% |
| 3 Don't know / can't say | 3 | 4% | 3% |
| Q.39 What is your ethnic group? | | | |
| 1 White | 50 | 60% | 87% |
| 2 Black or Black British | 7 | 8% | 2% |
| 3 Asian or Asian British | 13 | 16% | 6% |
| 4 Mixed | 5 | 6% | 0% |
| 5 Chinese | 4 | 5% | 1% |
| 6 Other ethnic group | 4 | 5% | 3% |
| Q.40 Which of the following best describes you? | | | |
| 1 Employed (full or part time) | 54 | 64% | 58% |
| 2 Unemployed / looking for work | 10 | 12% | 5% |
| 3 At school or in full time education | 3 | 4% | 3% |
| 4 Unable to work due to long term sickness | 2 | 2% | 4% |
| 5 Looking after your home / family | 5 | 6% | 5% |
| 6 Retired from paid work | 8 | 10% | 22% |
| 7 Other | 2 | 2% | 3% |

