



Results

Survey 38555

Number of records in this query:	199
Total records in survey:	199
Percentage of total:	100.00%





Field summary for 001

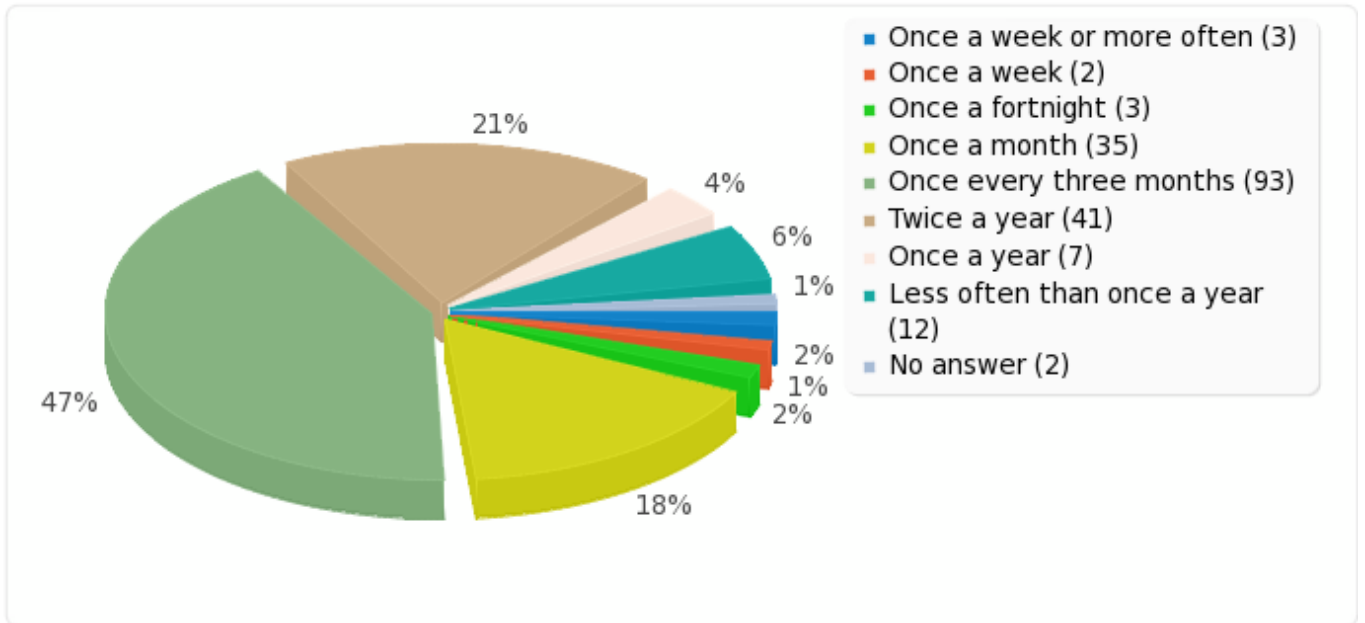
Q1. How often do you visit the surgery?

Answer	Count	Percentage
Once a week or more often (A1)	3	1.52%
Once a week (A2)	2	1.01%
Once a fortnight (A3)	3	1.52%
Once a month (A4)	35	17.68%
Once every three months (A5)	93	46.97%
Twice a year (A6)	41	20.71%
Once a year (A7)	7	3.54%
Less often than once a year (A8)	12	6.06%
No answer	2	1.01%



Field summary for 001

Q1. How often do you visit the surgery?





Field summary for 002(SQ001)

Q2. Duty doctor appointments are presently 10 minutes long and the doctor tries to deal with all of the issues the patient has. If the appointments only deal with one medical problem and the Practice strictly applied this criteria urgent appointments may be able to be reduced in length increasing the availability of appointments. Would you.....

□

[be happy that urgent appointments should deal with only one medical matter?]

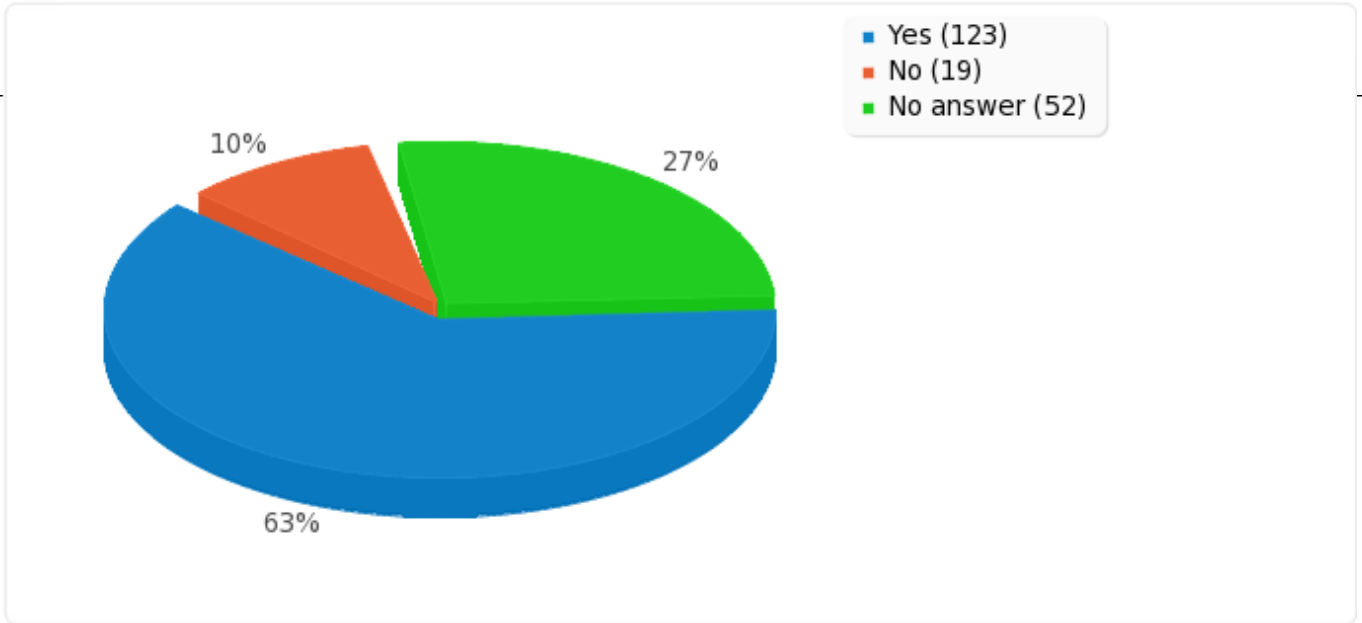
Answer	Count	Percentage
Yes (A1)	123	63.40%
No (A2)	19	9.79%
No answer	52	26.80%



Field summary for 002(SQ001)

Q2. Duty doctor appointments are presently 10 minutes long and the doctor tries to deal with all of the issues the patient has. If the appointments only deal with one medical problem and the Practice strictly applied this criteria urgent appointments may be able to be reduced in length increasing the availability of appointments. Would you.....

□





Field summary for 002(SQ002)

Q2. Duty doctor appointments are presently 10 minutes long and the doctor tries to deal with all of the issues the patient has. If the appointments only deal with one medical problem and the Practice strictly applied this criteria urgent appointments may be able to be reduced in length increasing the availability of appointments. Would you.....

□

[wish all the problems I have be dealt with at an urgent appointment?]

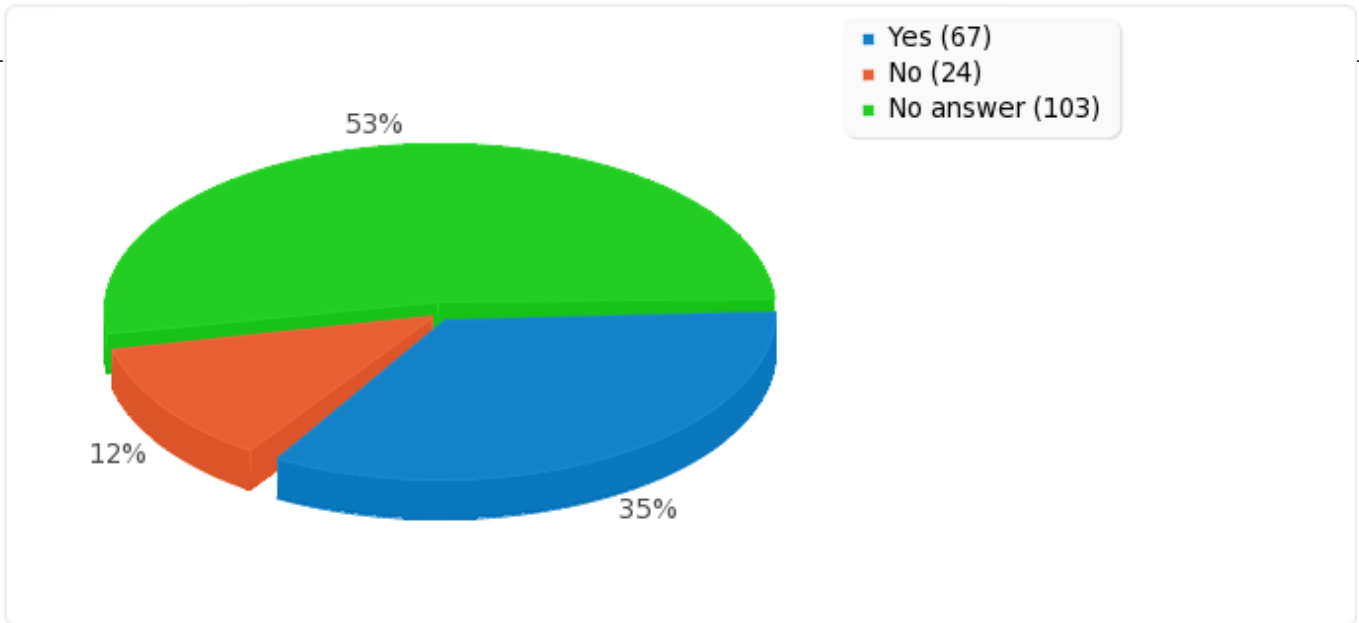
Answer	Count	Percentage
Yes (A1)	67	34.54%
No (A2)	24	12.37%
No answer	103	53.09%



Field summary for 002(SQ002)

Q2. Duty doctor appointments are presently 10 minutes long and the doctor tries to deal with all of the issues the patient has. If the appointments only deal with one medical problem and the Practice strictly applied this criteria urgent appointments may be able to be reduced in length increasing the availability of appointments. Would you.....

□





Field summary for 003(SQ001)

Q3. There is usually a slightly longer wait for an appointment for those patients who want to see a specific doctor. If the Practice gave the patient the next available appointment whichever doctor it was, patients could be seen sooner.

[I would be happy to see any doctor if I needed to see them urgently]

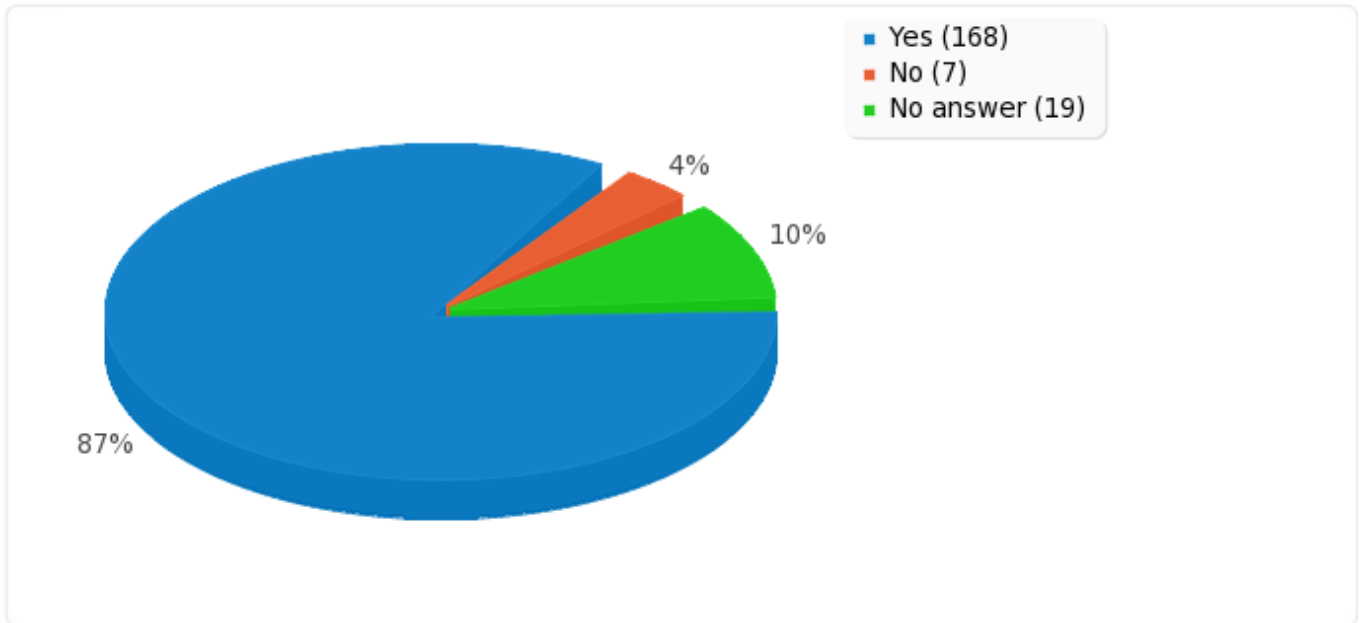
Answer	Count	Percentage
Yes (A1)	168	86.60%
No (A2)	7	3.61%
No answer	19	9.79%



Field summary for 003(SQ001)

Q3. There is usually a slightly longer wait for an appointment for those patients who want to see a specific doctor. If the Practice gave the patient the next available appointment whichever doctor it was, patients could be seen sooner.

[I would be happy to see any doctor if I needed to see them urgently]





Field summary for 003(SQ002)

Q3. There is usually a slightly longer wait for an appointment for those patients who want to see a specific doctor. If the Practice gave the patient the next available appointment whichever doctor it was, patients could be seen sooner.

[I would be happy to see any doctor for a routine appointment]

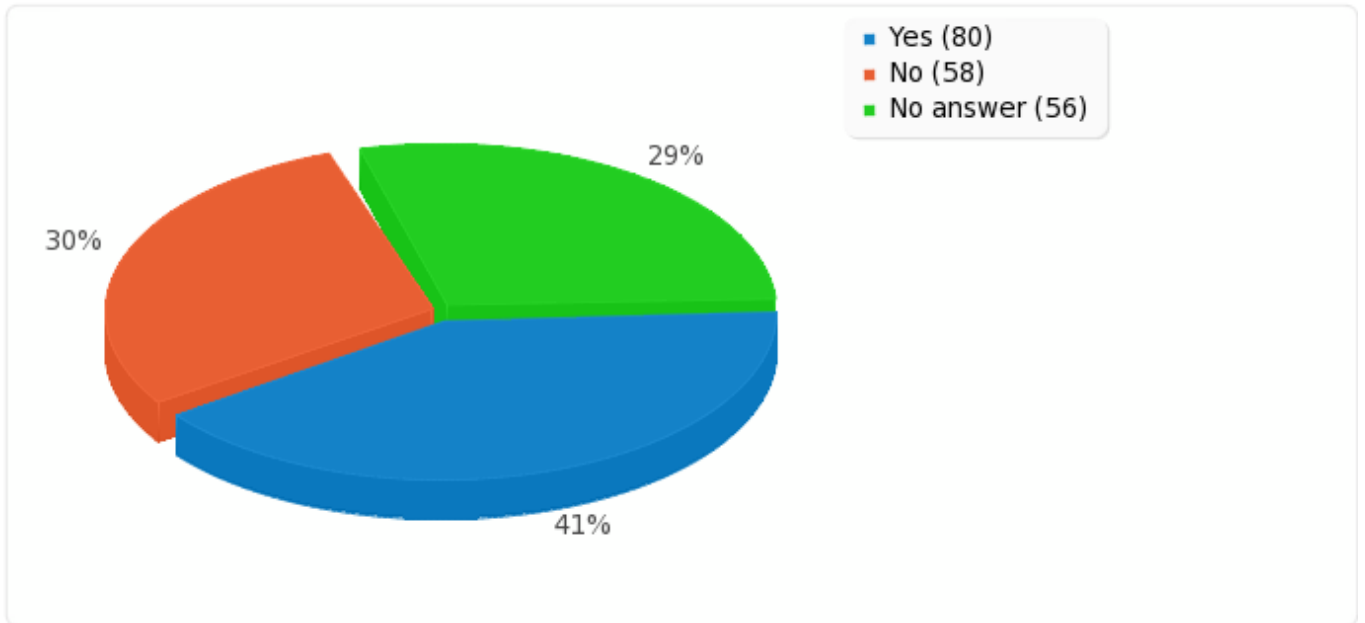
Answer	Count	Percentage
Yes (A1)	80	41.24%
No (A2)	58	29.90%
No answer	56	28.87%



Field summary for 003(SQ002)

Q3. There is usually a slightly longer wait for an appointment for those patients who want to see a specific doctor. If the Practice gave the patient the next available appointment whichever doctor it was, patients could be seen sooner.

[I would be happy to see any doctor for a routine appointment]





Field summary for 003(SQ003)

Q3. There is usually a slightly longer wait for an appointment for those patients who want to see a specific doctor. If the Practice gave the patient the next available appointment whichever doctor it was, patients could be seen sooner.

[I would only see 'my' doctor]

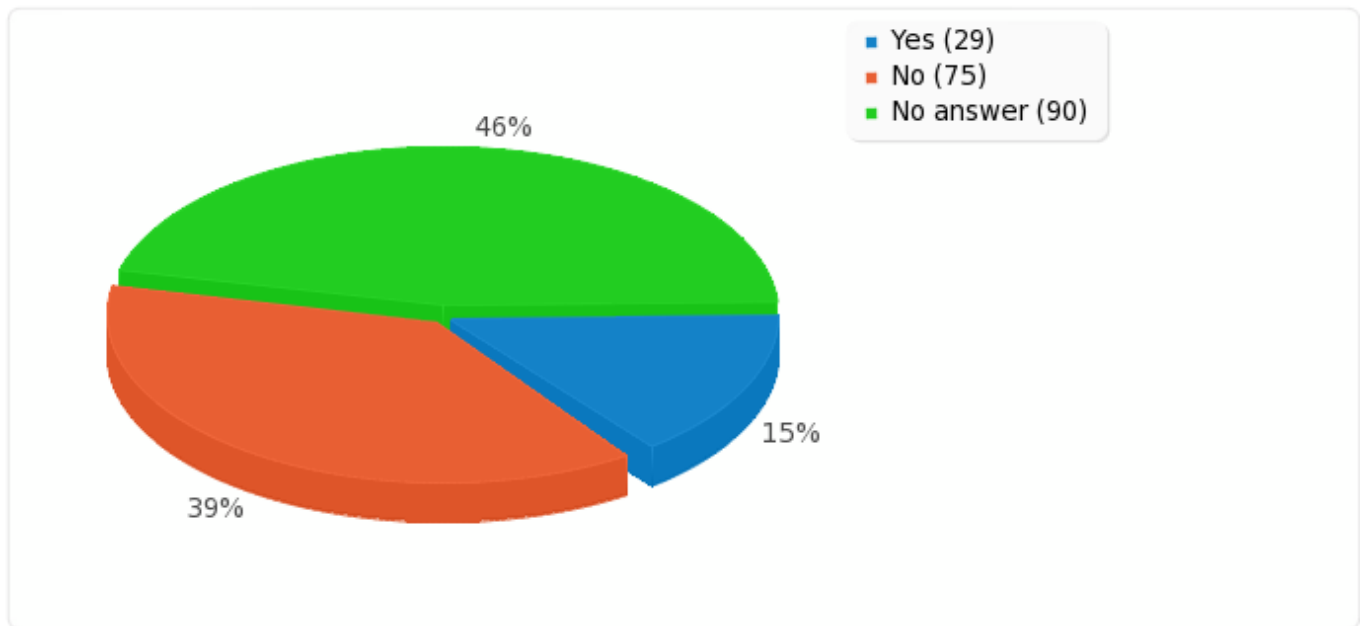
Answer	Count	Percentage
Yes (A1)	29	14.95%
No (A2)	75	38.66%
No answer	90	46.39%



Field summary for 003(SQ003)

Q3. There is usually a slightly longer wait for an appointment for those patients who want to see a specific doctor. If the Practice gave the patient the next available appointment whichever doctor it was, patients could be seen sooner.

[I would only see 'my' doctor]





Field summary for 004

Q4. Which would be your preference if the Practice changed its opening hours?

Answer	Count	Percentage
Stay open later each day, Monday to Friday (A1)	35	18.04%
Open earlier each day, Monday to Friday (A2)	5	2.58%
Open 08:00 to 18:00 each day, Monday to Friday and Saturday morning (A3)	123	63.40%
Any other combination (please show times in the comments section on the right) (A4)	5	2.58%
Comments	29	14.95%
No answer	26	13.40%

Other Responses

Normal hours Monday to Friday suit me

Open 08:00 to 18:00 each day, Monday to Friday and Saturday + Sunday morning +

I'm happy with the opening hours generally but do find that I can't get nurses appointments at times that suit as they all fall within business hours.

I work Monday to Friday o 6 pm, the opportunity to see a Doctor on a Saturday for Routine appointments would mean that I would not need to take annual leave for routine appointments.

Best to stick to same times each day otherwise is too confusing and cannot be remembered.

comfort of the facility being available you feel cut off say friday nights

Weekend cover should be essential

this is ok for me and my daughter but my husband normally works later than 6pm and its difficult to get a appointment but Saturday would be ok for him.

I think the doctors work hard enough without more hours put on them

MAYBE OPEN ON A SATURDAY MORNING FOR EMERGENCY APPTS

later in the evening for people who cant maake Saturdays because of working

TIMES ARE SUITABLE FOR ME AS THEY ARE

I THINK THE CURRENT OPENING HOURS ARE ADEQUATE FOR MY NEEDS

PRESENT TIMES ARE FINE FOR ME

WHAT EVER

IT OK BY ME AS IT IS

VERY GOOD AS IT IS

4 days 08.00-18.00,wed 08-19.30,sat morning

Open later MON/WED/FRIDAY

N/A as we always get and appointment when needed

I am retired so timing is not so important to me



Open earlier each day, monday to Friday too

Open earlier each day, Monday to Friday too

I am happy with the surgery opening times

Open Saturdays and Sundays

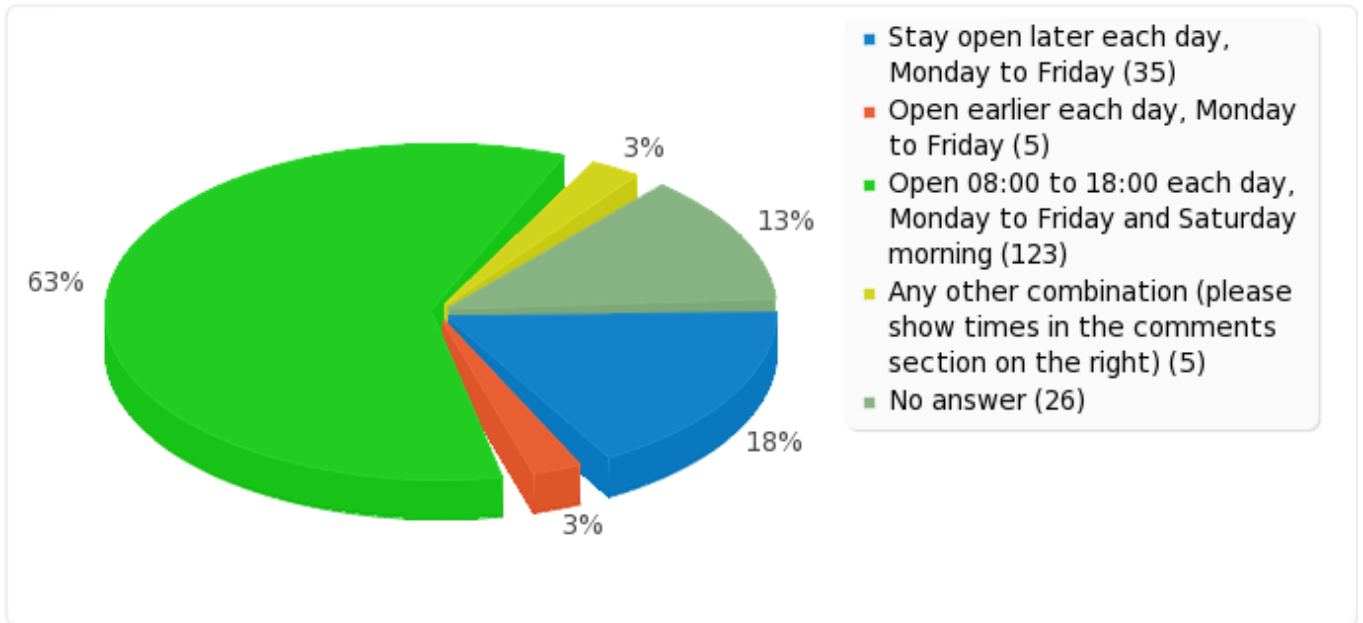
Your opening times suit me well but perhaps you could have one early day where you open at 7am and one late night, closing at 8pm? times are fine for me now I'm not workng but probably a late night or a saturday morning would be good for people who work and need fairly regular appointmens weekends

Plus Saturday



Field summary for 004

Q4. Which would be your preference if the Practice changed its opening hours?





Field summary for 005(SQ001)

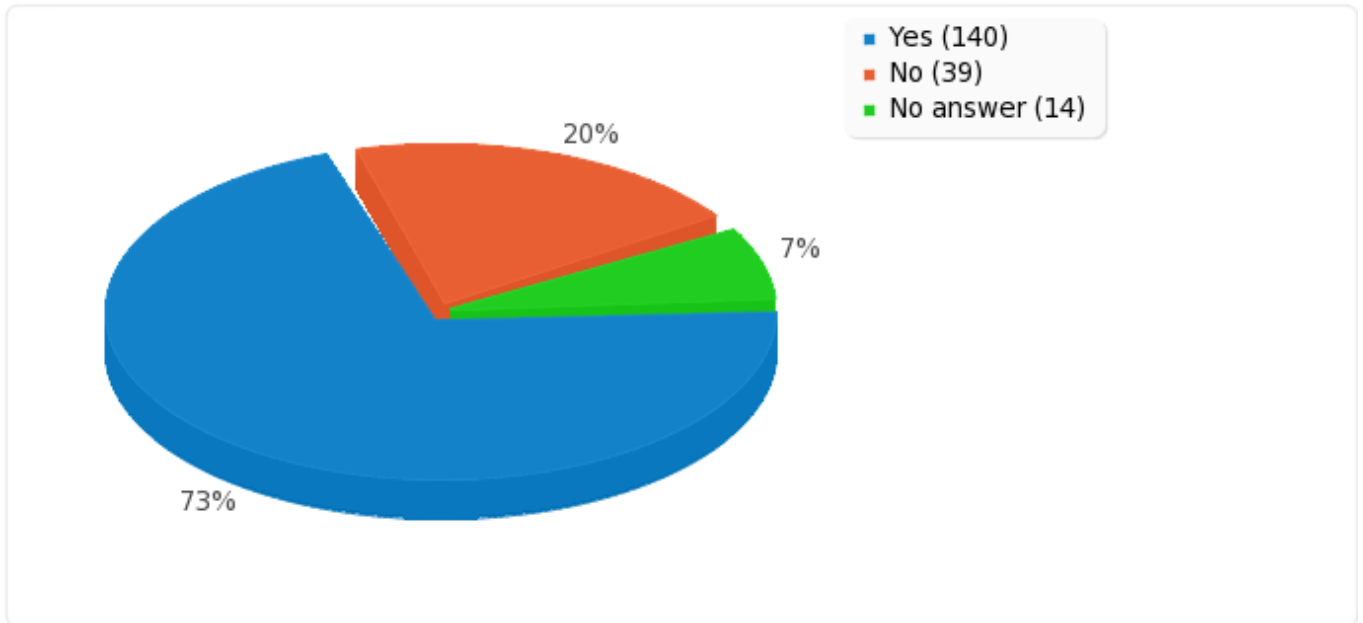
Q5. Would you use this facility to:
[Book doctor's appointments on-line]

Answer	Count	Percentage
Yes (A1)	140	72.54%
No (A2)	39	20.21%
No answer	14	7.25%



Field summary for 005(SQ001)

Q5. Would you use this facility to:
[Book doctor's appointments on-line]





Field summary for 005(SQ002)

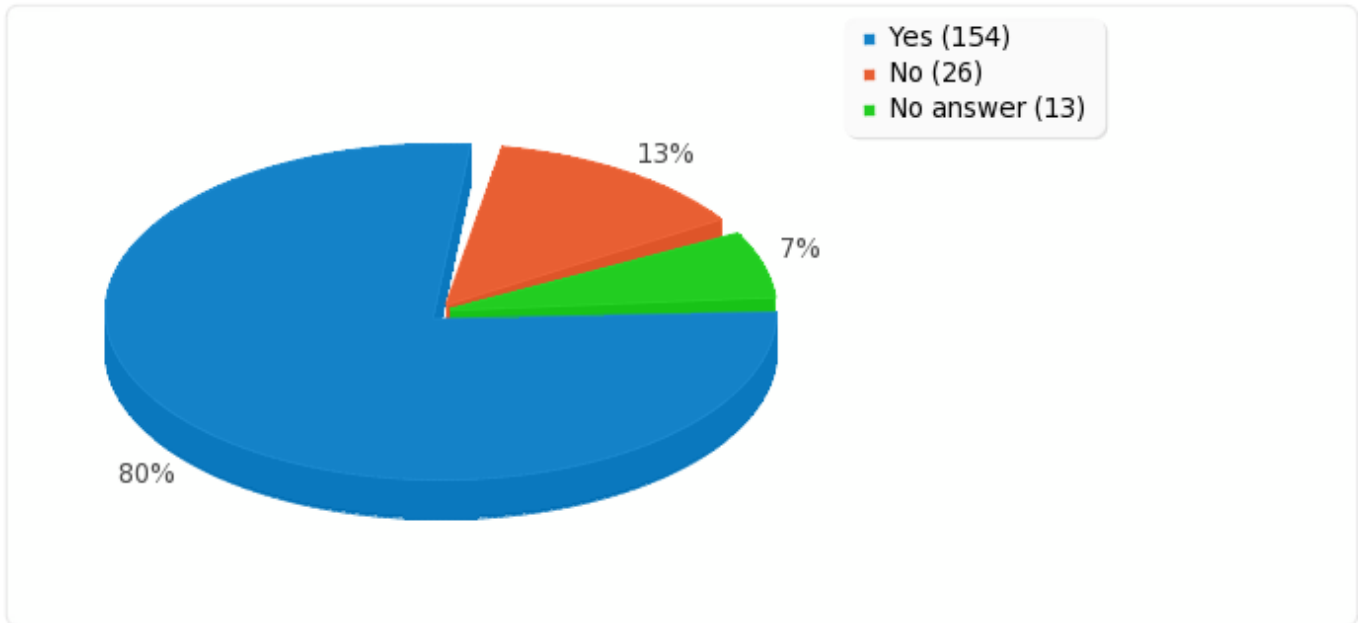
Q5. Would you use this facility to:
[Request repeat prescriptions on-line]

Answer	Count	Percentage
Yes (A1)	154	79.79%
No (A2)	26	13.47%
No answer	13	6.74%



Field summary for 005(SQ002)

Q5. Would you use this facility to:
[Request repeat prescriptions on-line]





Field summary for 006(SQ001)

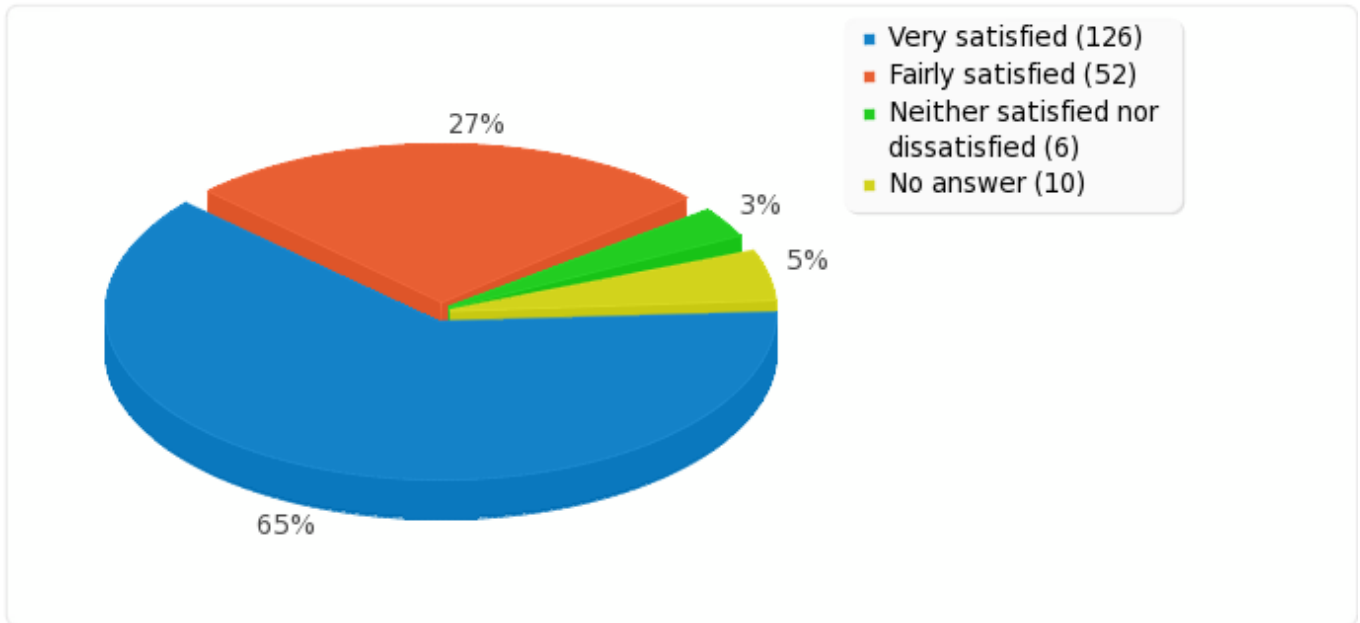
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[St James overall service]

Answer	Count	Percentage
Very satisfied (A1)	126	64.95%
Fairly satisfied (A2)	52	26.80%
Neither satisfied nor dissatisfied (A3)	6	3.09%
Fairly dissatisfied (A4)	0	0.00%
Very dissatisfied (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	10	5.15%



Field summary for 006(SQ001)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[St James overall service]





Field summary for 006(SQ002)

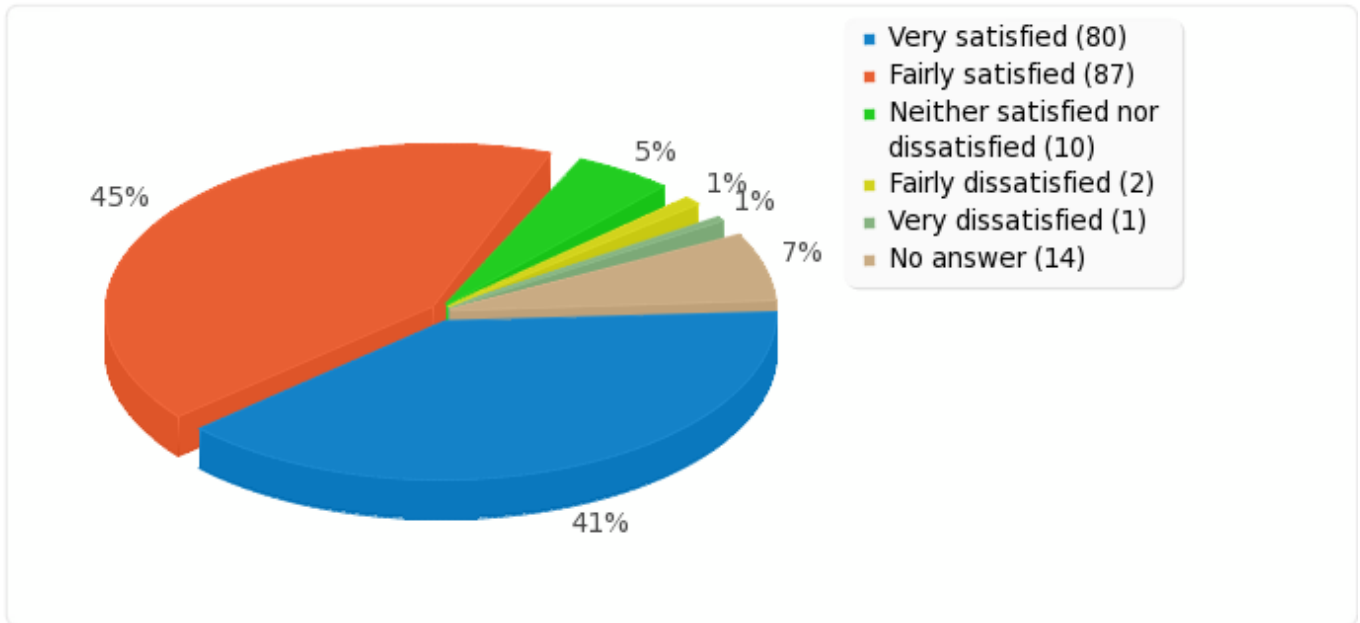
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[St James opening times]

Answer	Count	Percentage
Very satisfied (A1)	80	41.24%
Fairly satisfied (A2)	87	44.85%
Neither satisfied nor dissatisfied (A3)	10	5.15%
Fairly dissatisfied (A4)	2	1.03%
Very dissatisfied (A5)	1	0.52%
Not applicable (A6)	0	0.00%
No answer	14	7.22%



Field summary for 006(SQ002)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[St James opening times]





Field summary for 006(SQ003)

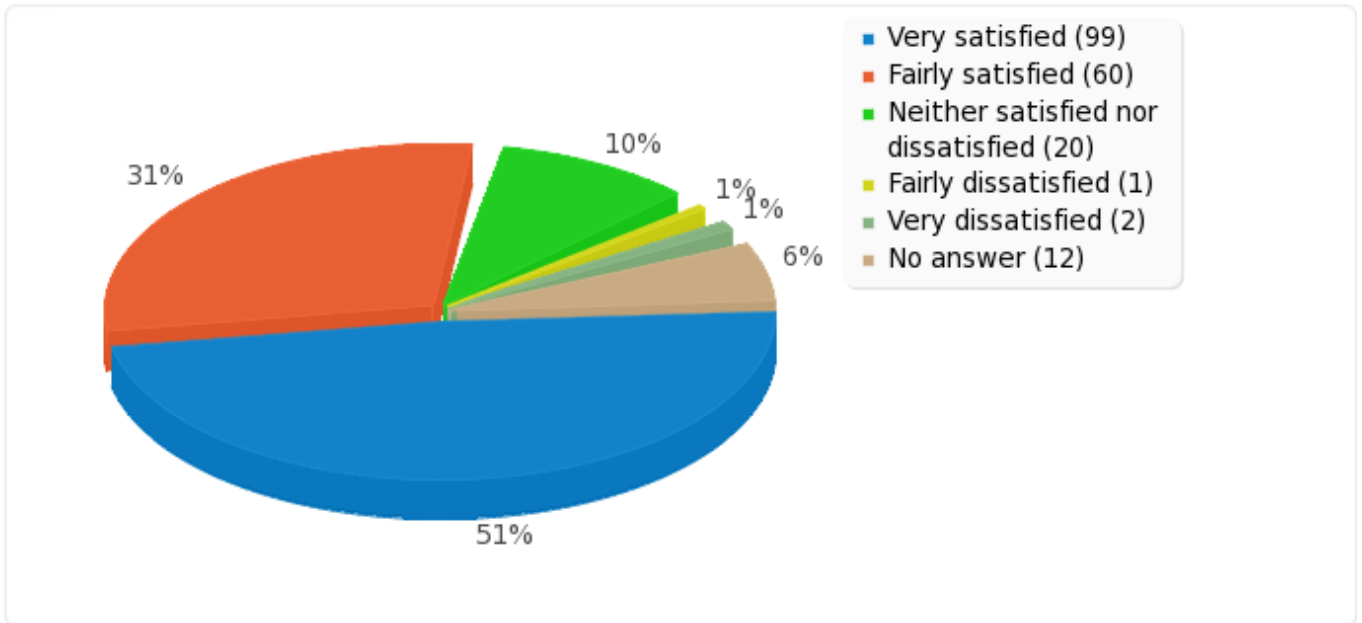
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[Time it takes to answer your telephone call00000000]

Answer	Count	Percentage
Very satisfied (A1)	99	51.03%
Fairly satisfied (A2)	60	30.93%
Neither satisfied nor dissatisfied (A3)	20	10.31%
Fairly dissatisfied (A4)	1	0.52%
Very dissatisfied (A5)	2	1.03%
Not applicable (A6)	0	0.00%
No answer	12	6.19%



Field summary for 006(SQ003)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[Time it takes to answer your telephone call000000000]





Field summary for 006(SQ004)

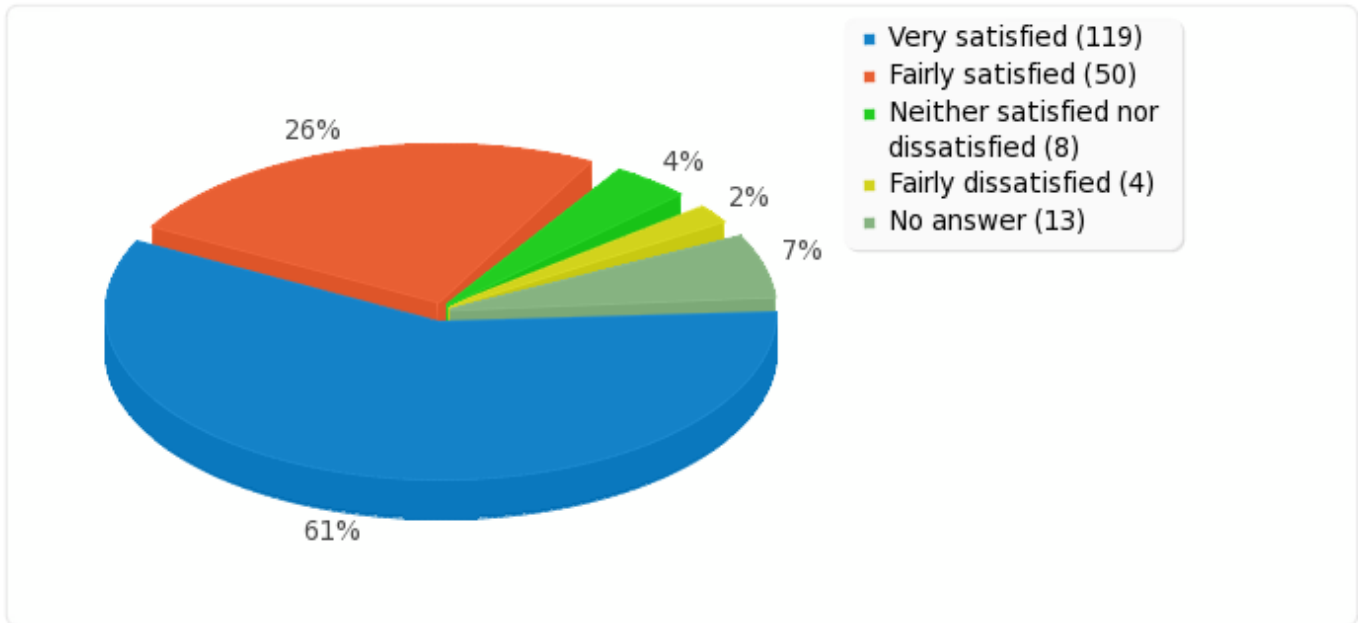
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[The friendliness of the reception staff□□□□□□□□]

Answer	Count	Percentage
Very satisfied (A1)	119	61.34%
Fairly satisfied (A2)	50	25.77%
Neither satisfied nor dissatisfied (A3)	8	4.12%
Fairly dissatisfied (A4)	4	2.06%
Very dissatisfied (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	13	6.70%



Field summary for 006(SQ004)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[The friendliness of the reception staff]





Field summary for 006(SQ005)

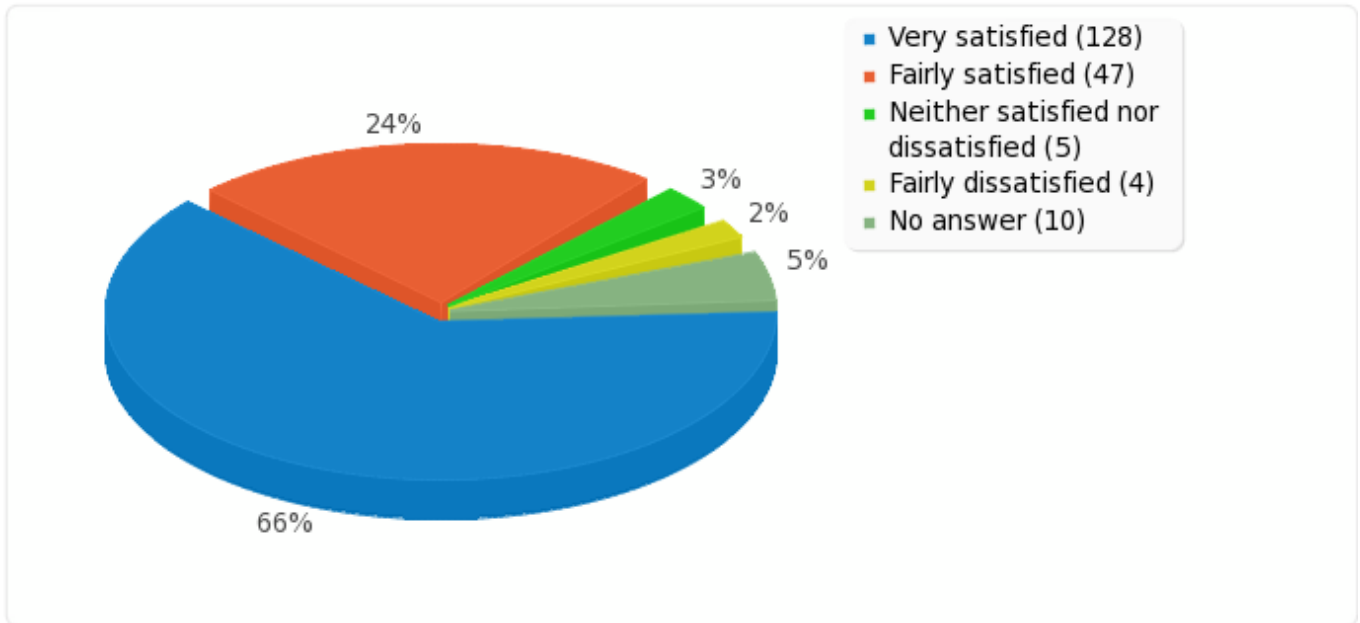
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[The helpfulness of reception staff]

Answer	Count	Percentage
Very satisfied (A1)	128	65.98%
Fairly satisfied (A2)	47	24.23%
Neither satisfied nor dissatisfied (A3)	5	2.58%
Fairly dissatisfied (A4)	4	2.06%
Very dissatisfied (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	10	5.15%



Field summary for 006(SQ005)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[The helpfulness of reception staff]





Field summary for 006(SQ006)

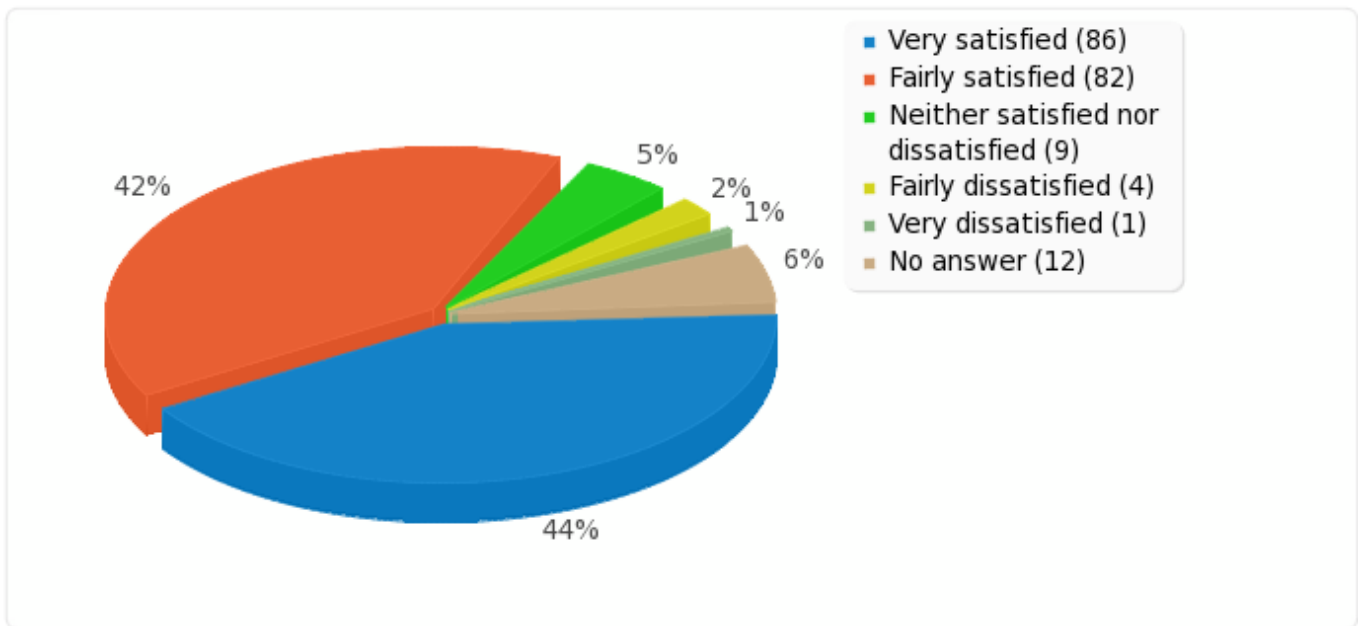
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[The amount of time you wait to be seen□□□□□□□□]

Answer	Count	Percentage
Very satisfied (A1)	86	44.33%
Fairly satisfied (A2)	82	42.27%
Neither satisfied nor dissatisfied (A3)	9	4.64%
Fairly dissatisfied (A4)	4	2.06%
Very dissatisfied (A5)	1	0.52%
Not applicable (A6)	0	0.00%
No answer	12	6.19%



Field summary for 006(SQ006)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[The amount of time you wait to be seen]





Field summary for 006(SQ007)

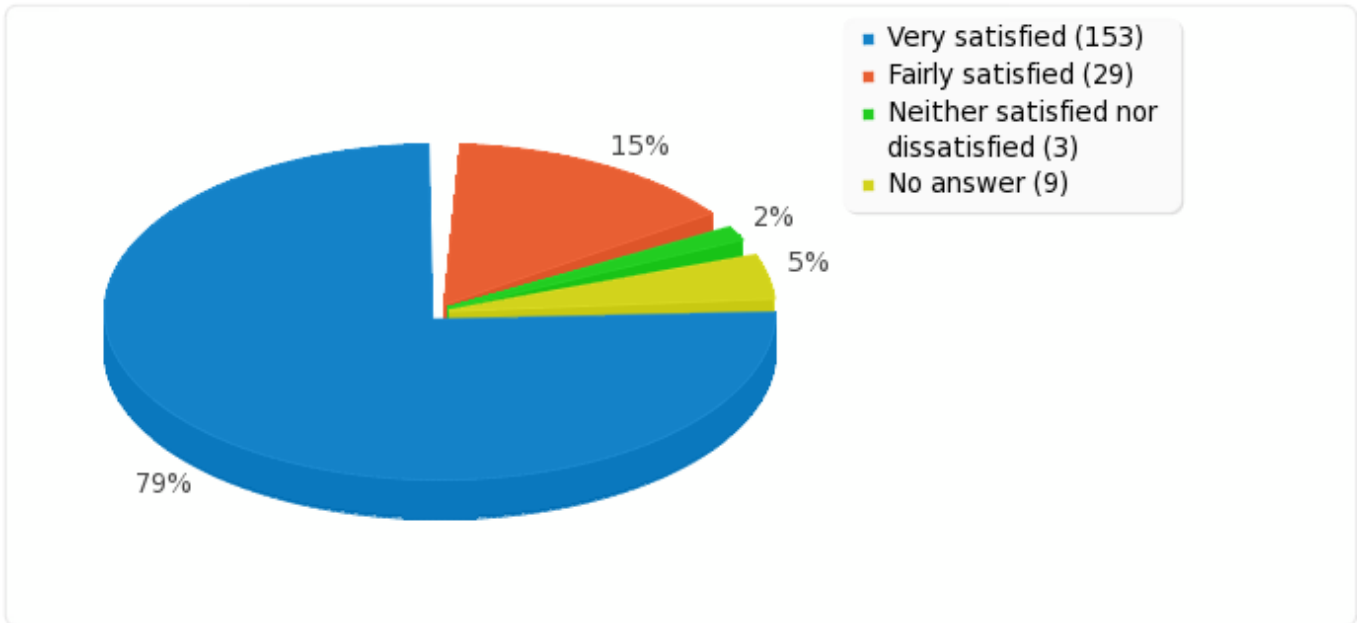
Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[Cleanliness of the surgery]

Answer	Count	Percentage
Very satisfied (A1)	153	78.87%
Fairly satisfied (A2)	29	14.95%
Neither satisfied nor dissatisfied (A3)	3	1.55%
Fairly dissatisfied (A4)	0	0.00%
Very dissatisfied (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	9	4.64%



Field summary for 006(SQ007)

Q6. Thinking overall about the service St James Surgery provides, how satisfied or dissatisfied are you with the following?
[Cleanliness of the surgery]





Field summary for 007

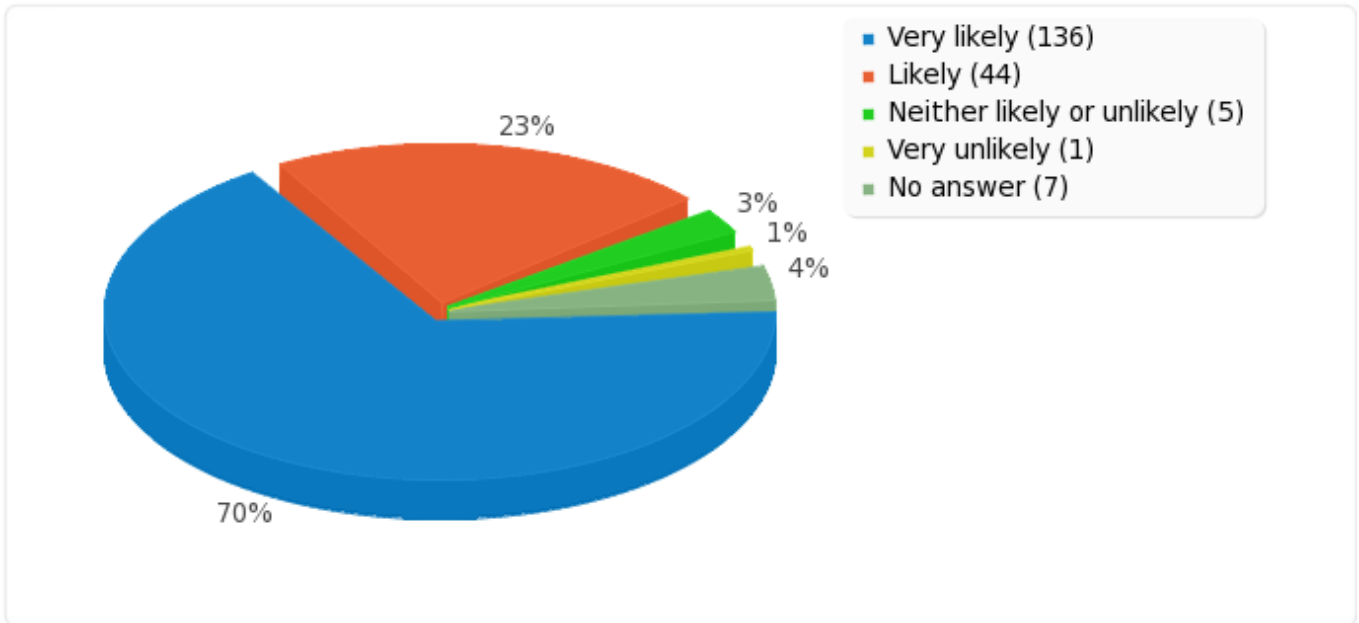
Q7. Would you recommend the surgery to someone who has just moved into the area?

Answer	Count	Percentage
Very likely (A1)	136	70.47%
Likely (A2)	44	22.80%
Neither likely or unlikely (A3)	5	2.59%
Unlikely (A4)	0	0.00%
Very unlikely (A5)	1	0.52%
No answer	7	3.63%



Field summary for 007

Q7. Would you recommend the surgery to someone who has just moved into the area?





Field summary for 008

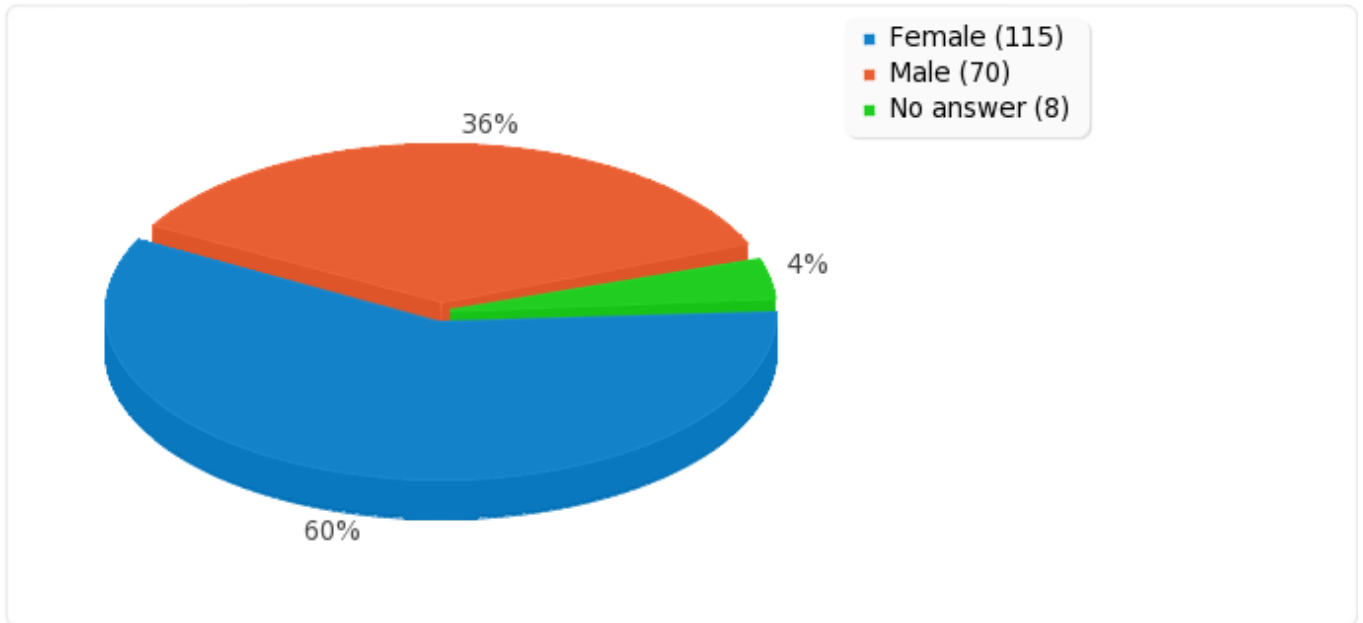
Q8. Which of the following best describes yourself?

Answer	Count	Percentage
Female (F)	115	59.59%
Male (M)	70	36.27%
No answer	8	4.15%



Field summary for 008

Q8. Which of the following best describes yourself?





Field summary for 009

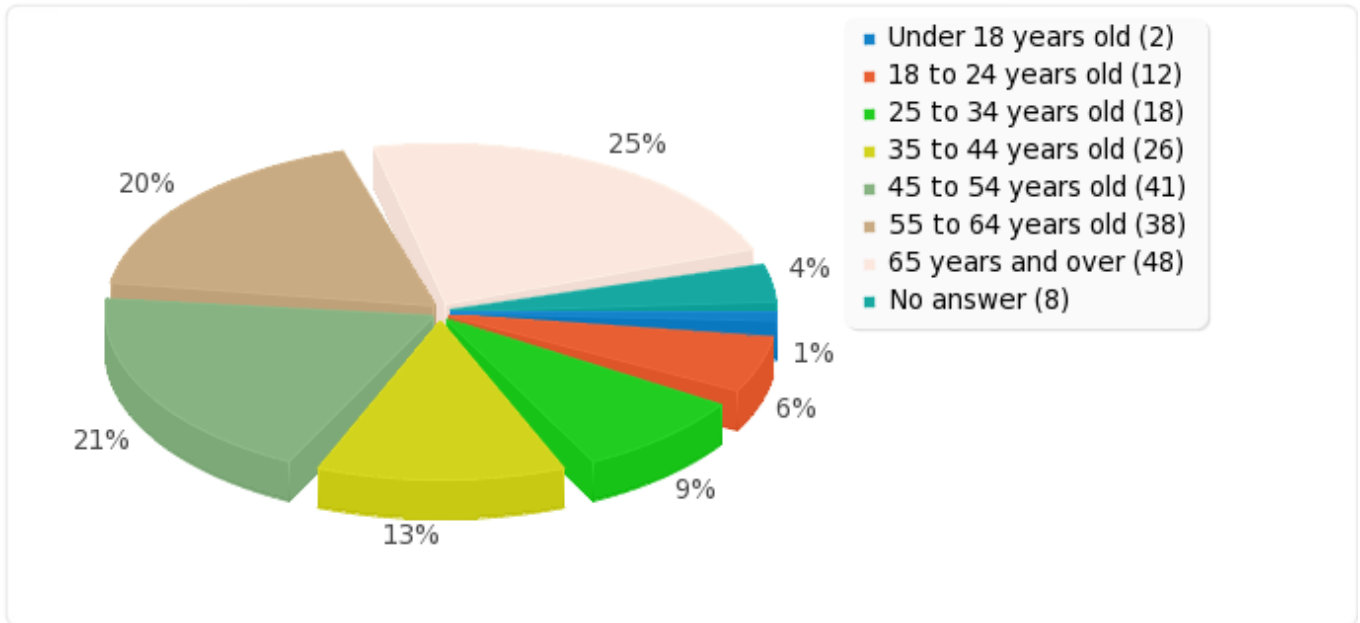
Q9. To which age group do you belong?

Answer	Count	Percentage
Under 18 years old (A1)	2	1.04%
18 to 24 years old (A2)	12	6.22%
25 to 34 years old (A3)	18	9.33%
35 to 44 years old (A4)	26	13.47%
45 to 54 years old (A5)	41	21.24%
55 to 64 years old (A6)	38	19.69%
65 years and over (A7)	48	24.87%
No answer	8	4.15%



Field summary for 009

Q9. To which age group do you belong?





Field summary for 010

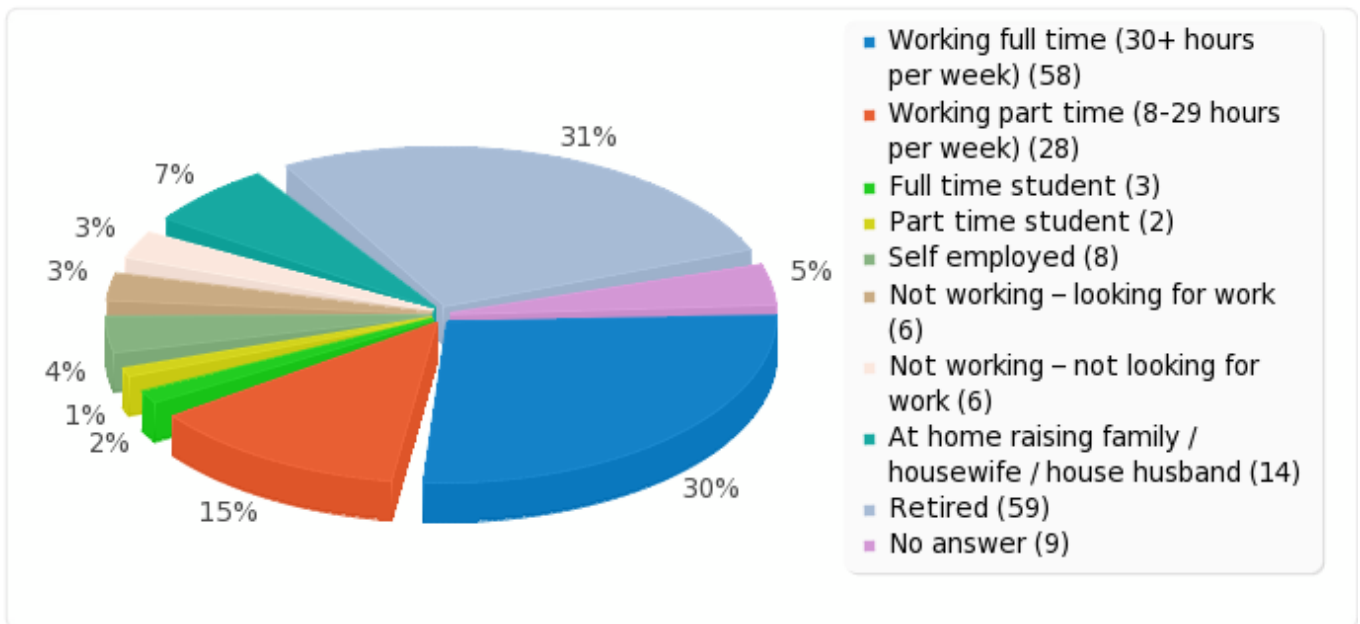
Q10. What is your current working status?

Answer	Count	Percentage
Working full time (30+ hours per week) (A1)	58	30.05%
Working part time (8-29 hours per week) (A2)	28	14.51%
Full time student (A3)	3	1.55%
Part time student (A4)	2	1.04%
Self employed (A5)	8	4.15%
Not working - looking for work (A6)	6	3.11%
Not working - not looking for work (A7)	6	3.11%
At home raising family / housewife / house husband (A8)	14	7.25%
Retired (A9)	59	30.57%
No answer	9	4.66%



Field summary for 010

Q10. What is your current working status?





Field summary for 011a

Q11a. Is there anything else you would like to bring to the attention of St James Surgery? If so please do so below:

Was there anything particularly good?

Answer	Count	Percentage
Answer	83	43.01%
No answer	110	56.99%

Responses

I would like to say that Janet the councillor has always been brilliant. She has helped me in many ways and always leaves me feeling better and more positive.
An excellent practice

I have noted and sense that Patient interaction either by telephone or in person at the Surgery with Administration Staff has improved considerably which is good.
Very content

I appreciate the fact that appointments are readily available.

I am a diabetic and I am happy with the service that I receive from the specialist nurse
surgery generally seems calm

maybe a consideration of an extension of in house services eg physiotherapist, counselling services

A clock in the waiting room would be a good idea and a box of toys or comics to keep children amused would be great.

I am very happy with things we like our doctor allingham and the nurses that deal with our daughter are very good with her as she has to have a injection once a month. we seem to always get a appointment when needed and get our issues dealt with. the only thing is the small car park cannot always park.

Car Parking Spaces Becoming Full at Peak Times! No Where to Park even in Harold Street!???

At Peak Times It Is A Bit Of A Circus. Some people (because they are late????) even leave their cars in the middle of the car park blocking others getting in or out!! Needs sorting!!

I do like the way the surgery works although sometimes getting appointments can be difficult and frustrating.I order my prescriptions on line as this is better for me and although I had a few hiccups at first it was soon to prove very good for me.I wouldn't change my surgery for anything as I am satisfied with my doctor.

Overall I am very happy with the service

I think you are doing a great job

You "advertise" how many appointments are lost each week through patient's non-attendance; what about when our appointments are lost because of a fault of the surgery? An example was last week (Monday?) when the nurse's computer would not work and her patients were turned away....

1



no

THAT SOMETIMES WHEN SITTING IN THE WAITING ROOM YOU CAN HEAR VERY LOUDLY THE RECEPTION STAFF.ALSO THE CLOSENESS OF THE RECEPTION DESK TO THE PATIENTS WAITING,TOO CLOSE FOR CONFIDENTIALITY

n/a

THE FACT THAT ECG'S & BLOOD SAMPLES CAN BE TAKEN AT THE SURGERY

NURSES ARE ALWAYS FRIENDLY & HELPFUL.HAVE NOT SEEN A DOCTOR IN A LONG WHILE SO CANNOT COMMENT ON THIS

how quickly you can be seen

I COME DOWN EARLY & GET SEEN EARLY

GOOD SERVICE

OVERALL I AM HAPPY WITH THE SURGERY

Have been with this practice since coming to Dover in 1953 - 60 years, and still happy with it.

Being able to get into the surgery from the lower level, as I have asthma and C.O.P.D. it is sometimes very difficult to get up that last steep slope and steps.

since the departure of dr waters & a change in seniorority the practice has felt extremely different. A very welcoming,friendly enviroment to be happy in their work.Would highly recommend ALL

continue the excellent service

COLD/FLU VACCINE EXCELLENT PROCESS

THE STAFF ARE LOVELY

always receive good service

NO

MY SON HARVEY IS a patient here ,all the staff are very welcoming & nake a nice atmosphere for the children

DR HODNETT ALWAYS ON TIME

VERY GOOD SERVICE SO FAR THANK YOU

I HAVE BEEN DIABETIC FOR 9 YEARS MY CARE HAS BEEN GOOD

COURTESY& FRIENDLINESS OF RECEPTIONIST

there is a female doctor there, but on the down side, there is no nurse practitioner

always seen on time.

It is too hot in summer. Air conditioning would help and water to drink would help. Nurse hours longer in the day also.

For patients with bad memory a text reminder of appointment.

Na

The service given is consistently very good

Waiting time is always minimal, staff friendly and efficient

Nice and friendly

Staff very helpful and friendly

DR Neylon

Transparent in service, quick when requested something

Very satisfied

DR Neylon and DR Allingham are extremly kind, compassionate and caring when dealing with patients



n/a

Friendly staff. Always able to deal with any problems that occur

All of it

Flu jabs really well organised on the Saturday I came

Practice nurses very helpful.

Good clean surgery. The opening hours do suit me around my full time job

Reception area looks nicer, more leaflets and TV. Dr Allingham takes the time to listen to you considers other lifestyle changes etc... as well as medication

I like the Doctors coming and getting patients its more professional

Overall very good service.

n/a

Always seeing the same nurse - Sandy, for blood tests. She is most professional.

I only come to the surgery when I am or need medical attention. Thankfully I am healthy and therefore minimum time spent at the surgery.

All staff are friendly, kind and understanding and a credit to the surgery

Very satisfied

Dr Allingham and Dr Hodnett are extremely good and it's nice that we also have a lady Doctor at last.

I think the Diabetic nurse is very good. Also, Dr Allingham has been a great help. I find Dr Reinacre very uncommunicative.

I am very happy with the service provided by St James Surgery

I am very happy with the treatment I receive from St James' Surgery, doctors, nurses and staff alike.

The surgery has improved in the last 2 years. Thank you.

Your staff made me feel really welcome when I moved to the area 3 months ago and sorted out all repeat prescriptions etc. quickly and efficiently. The initial registration appointment was very thorough and I have found all staff I have met so far very friendly and approachable. I have recommended you to my partner who has now switched to you too! Thank you!

Surgery is great, speed at the multiple Flu Jab session was incredible! Extended opening hours are good as I work full time. Staff are always friendly and helpful.

Staff are always helpful

The doctors calling patients personally rather than a tannoy system is good, and helps towards a good doctor/patient relationship.

The cleanliness of the surgery

staff are very helpful and friendly, they turn around scripts quickly and efficiently. very happy with the service

no

new client

very helpful with a recent enquiry

always find the staff friendly and helpful

Flu Jab procedure was very good and efficient this year seeing people in bulk. Must have freed up a lot of time for other things. I find the repeat prescription on line service brilliant .

I wouldn't change my surgery - I am happy with all aspects of it.



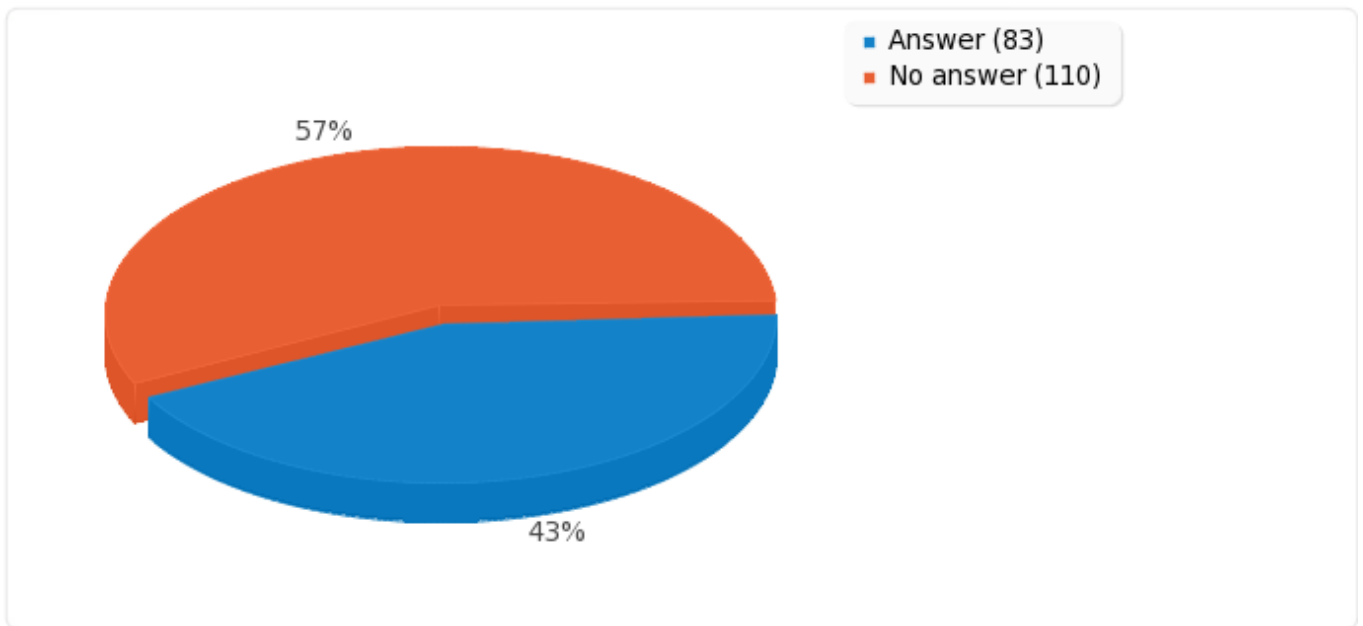
My only improvement as I said would be if the surgery opened on Saturday morning.



Field summary for 011a

Q11a. Is there anything else you would like to bring to the attention of St James Surgery? If so please do so below:

Was there anything particularly good?





Field summary for 011b

Q11b. Was there anything that could be improved?

Answer	Count	Percentage
Answer	64	33.16%
No answer	129	66.84%

Responses

Provide paper towels in toilet (or repair the gents toilet hand dryer)

Having used the White Cliffs Medical Centre Online Repeat Prescription service, to me this system is far more Interactive, User Friendly and comprehensive. St James online repeat prescription service can be frustrating, on occasions items have been missed, left in the collection box resulting in wasted pharmacy visits and frustrating telephone calls to the surgery. Without Prejudice, the comments are made to assist. I have regard for the working pressures at the surgery.

No

More availability to see a female doctor.

Opening times could be extended to weekends but otherwise I am generally happy with the service that I receive.

Ive never not been able to get an appointment when i required it but it is essential

sometimes --my husband has been caught on a friday sometimes see previous answer

The attitude of some of the reception staff.

we are happy with the surgery.

Car Parking at Peak Times.

sometimes confidentiality on the reception desk could be a bit more discrete.

A text service to the patients mobile to remind them would be good idea to stop missed appointments, but only for those which are booked weeks in advance. I have never missed one, but I'm astounded each visit to see how many are missed and would like to know how / why.

no

SEE PREVIOUS PAGE

n/a

GETTING PRESCRIPTIONS WHEN I ASK FOR THEM ,NOT SAYING THEY ARE NOT DUE

WHEN HAVING TO WAIT FOR AN APPOINTMENT & COMING TO THE SURGERY TO FIND OUT SO MANY APPOINTMENTS HAVE NOT BEEN KEPT

REPEAT PRESCRIPTIONS SOMETIMES GO WRONG

NO

NOT AT THE MOMENT

Have unfortunately been extremely disappointed by the practice manager.He was incredibly unhelpful ,rude,abrupt,illogical & so



forth.Felt so strongly dropped letter to GMC

NO

no

more care taken with repeat prescription requests

NO

NOT HAVING TO WAIT SO LONG TO SEE YOUR OWN DOCTOR

Apart from a Saturday morning slot, which I suggested in the questionnaire, no. Now that I only work part time, I don't need this option, but It would have helped when I worked full time and had children at home.

MORE PRIVACY AT RECEPTION

SOME DOCTORS NEED TO BE MORE WILLING TO EXPLAIN THE CAUSE OF THE PROBLEM& THE REASON FOR THEIR CARE PACKAGE

NOT QUALIFIED TO SAY ,BUT I AM SATISFIED

NON URGENT DOCTOR APPOINTMENTS CAN BE WELL OVER A WEEK TOO LONG

a nurse practitioner would be good

Entrance being up a slope.

na

Not that I know.

N/A

No

Prescriptions has an service with Boots etc. twice I have requested prescriptions through Boots and both times I have been advised to go straight to the Doctor

No

no

n/a

I think all receptionists should have a pleasant and helpful telephone manner. In my own experience, I have not always received this and it is extremely off-putting when you are feeling ill and need to make an appointment, to be spoken to in an off-hand, brusque, cold and indifferent manner. For example, the receptionist gives very quick questions and often proceeds to speak to you as if you are a bother. All receptionist should be fully trained in telephone manner and behind the desk manner. Patients matter. I am always courteous and mannerly to them and I expect the same.

more information on how to access mental health support

No nothing you're doing well.

n/a

Always happy with the service I recieve. Not experienced any issues with appointments.

very satisfied

More parking and widerspases.

System for calling in

Parking facilities

"It ain't broke so don't fix it!"

My doctor's availability unfortunately does not coincide with my days off from work and my next appointment is on the 18th December,



over a month away! I will have to book another appointment for an earlier date.

More attention could be given to a structured follow up of patients post operatively,
the waiting room chairs

waiting times when you have sick children

no

new client

I always wait far too long for my app when I am booked in with DR Neylon (up to 1hour) I know he has no one in his consulting room!!!
better car parking and appointment booking

waiting time

pass on hospital communications , or let know when they have arrived so an appointment can be booked

When booking to see the emergency doctor I would like to be told who it is so I can decide if I wish to be seen by them or wait until the following day.

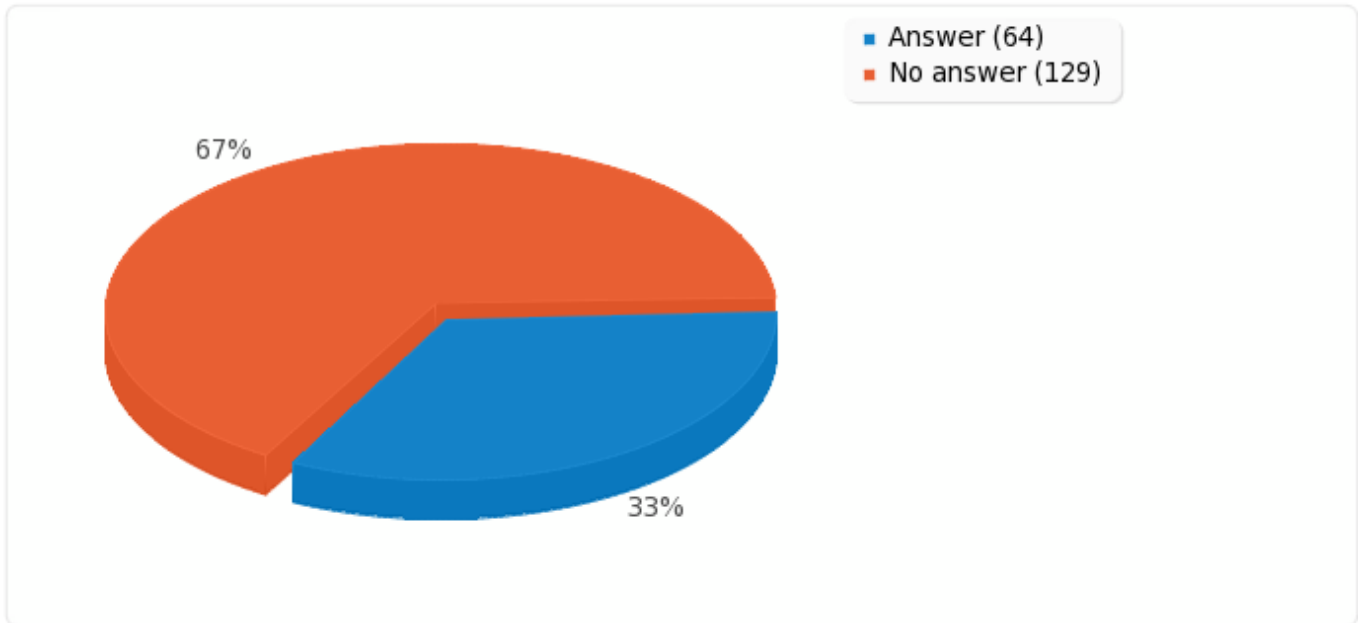
Only Saturday morning opening - everything is just perfect

If left waiting for more than 20mins - for someone to let you know what is going on.



Field summary for 011b

Q11b. Was there anything that could be improved?





Field summary for 011c

Q11c. Any other comments:

Answer	Count	Percentage
Answer	79	40.93%
No answer	114	59.07%

Responses

I do not need to see the doctor very often but I am always very satisfied by all at St James doctors, nurses and reception staff Generally satisfied although could do better. Thank you.

Generally I feel a well managed surgery with polite and caring medical staff

Its good to see a lady doctor in the practice.

A text service to the patients mobile to remind them would be good idea to stop missed appointments, but only for those which are booked weeks in advance. I have never missed one, but I'm astounded each visit to see how many are missed and would like to know how / why.

Over all, very good service.

none 2

I AM HAPPY-IT WOULD BE PERFECT IF YOU COULD OPEN ON SATURDAY MORNING THOUGH 3

4

5

6

n/a 7

8

9

10

I AM QUITE HAPPY WITH THE SERVICE I GET AT ST JAMES 11

12

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22

I THINK PEOPLE WILL ALWAYS HAVE SOMETHING NEGATIVE TO SAY NO MATTER



WHAT IMPROVEMENTS YOU MAKE 23

Thank you all.

24

25

HAPPY WITH ALL ASPECTS OF CARE 26

A FINE FOR PEOPLE THAT MISS APPOINTMENTS 27

Keep up the good work .THANK YOU 28

29

30

31

no 32

33

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35

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37

38

39

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NO 41

42

43

44

OVERALL VERY GOOD 45

46

I WORK SHIFTS & IRREGULAR HOURS SO I CAN USUALLY MANAGE TO GET A SUITABLE APPOINTMENT WITHOUT TAKING TIME OFF WORK. IF I WORKED 9-5 LIKE MOST OEOLE IT WOULD BE MORE DIFFICULT WITHOUT EXTENDED SURGERY HRS 47

I think the patient survey , because it's impersonal and objective is a good way to gauge patient preferences.

48

49

THE WHOLE NHS ETC NEED TO FIND & DEVOTE MORE RESOURCES FOR PREVENTATIVE MEDICINE.THIS WILL MEAN MORE LOBBYING OF GOVERNMENT.DEAL BETTER WITH THE MASSIVE HEALTH INEQUALITIES 50

51

52

no

I am extremely happy with MY gp.
In the summer it is too uncomfortable in the waiting room and doctors rooms due to the heat.

na

The waiting time is poor. I had to wait nearly a week for an appointment. Other than this one thing, overall good.
Would it be possible to have the duty doctor to do like the old



days, where you just call in and wait to see the Doctor
Very happy. Thankyou

no

All in all I feel this is a good as always recieved an appointment
for my son
Book nurses (blood test, flu jabs) online aswell

when people ask you is your appointment an emergency on the phone -
I don't think everyone knows what that means?

n/a

I'm quite content with all arrangments as they stand.

I appreciate patient confidentiality is very difficult to adhere to
with the set up of reception. I am fully aware of the quidelines
regarding this and this could be an area of concern.

very satisfied

No

quite satisfactory

Thanks for all you help and hard work over the years

new client

Staff are very helpful and nice

Overall I have a very positive experience with the surgery



Field summary for 011c

Q11c. Any other comments:

