

# Patient Survey Results Analysis Detail



## Woodlands Family Practice

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### Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

### Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
<b>Total</b>	<b>147</b>		<b>11,700</b>
<b>Score</b>		<b>79.59 (79.6)</b>	

A perfect score is 100%

Q1. About Your Visit to the GP Today		
How good was the GP at: Putting you at ease?		
Answer (score in brackets)	Count	Percentage
Very good (100)	264	68.4%
Good (75)	77	19.9%
Satisfactory (50)	34	8.8%
Poor (25)	8	2.1%
Very poor (0)	3	0.8%
Does not apply	3	
Did not answer	1	
Total	390	

Good	Not Good
88.3%	11.7%

Q2.		
Being polite and considerate?		
Answer (score in brackets)	Count	Percentage
Very good (100)	293	75.7%
Good (75)	71	18.3%
Satisfactory (50)	20	5.2%
Poor (25)	1	0.3%
Very poor (0)	2	0.5%
Does not apply	2	
Did not answer	1	
Total	390	

Good	Not Good
94.1%	5.9%

Q3.		
Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	278	71.8%
Good (75)	74	19.1%
Satisfactory (50)	30	7.8%
Poor (25)	3	0.8%
Very poor (0)	2	0.5%
Does not apply	2	
Did not answer	1	
Total	390	

Mean scores for Q3	
Your patients	90.2
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	91.0%	9.0%

Q4.		
Giving you enough time?		
Answer (score in brackets)	Count	Percentage
Very good (100)	258	66.5%
Good (75)	91	23.5%
Satisfactory (50)	33	8.5%
Poor (25)	4	1.0%
Very poor (0)	2	0.5%
Does not apply	1	
Did not answer	1	
Total	390	

Mean scores for Q4	
Your patients	88.6
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	89.9%	10.1%

Q5.		
Assessing your medical condition?		
Answer (score in brackets)	Count	Percentage
Very good (100)	244	63.2%
Good (75)	95	24.6%
Satisfactory (50)	37	9.6%
Poor (25)	7	1.8%
Very poor (0)	3	0.8%
Does not apply	4	
Did not answer	0	
Total	390	

Good	Not Good
87.8%	12.2%

<b>Q6.</b> Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	225	59.2%
Good (75)	98	25.8%
Satisfactory (50)	47	12.4%
Poor (25)	8	2.1%
Very poor (0)	2	0.5%
Does not apply	8	
Did not answer	2	
Total	390	

Good	Not Good
85.0%	15.0%

<b>Q7.</b> Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	219	59.8%
Good (75)	91	24.9%
Satisfactory (50)	46	12.6%
Poor (25)	8	2.2%
Very poor (0)	2	0.5%
Does not apply	22	
Did not answer	2	
Total	390	

Mean scores for Q7	
Your patients	85.3
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	84.7%	15.3%

<b>Q8.</b> Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	223	63.2%
Good (75)	95	26.9%
Satisfactory (50)	30	8.5%
Poor (25)	4	1.1%
Very poor (0)	1	0.3%
Does not apply	31	
Did not answer	6	
Total	390	

Good	Not Good
90.1%	9.9%

<b>Q9.</b> Did you have confidence that the GP is honest and trustworthy?		
Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	331	86.0%
Yes, to some extent (50)	48	12.5%
No, not at all (0)	6	1.6%
Don't know / can't say		
Did not answer	2	
Total	390	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	98.4%	1.6%

<b>Q10.</b> Did you have confidence that the doctor will keep your information confidential?		
Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	351	92.9%
Yes, to some extent (50)	26	6.9%
No, not at all (0)	1	0.3%
Don't know / can't say	7	
Did not answer	5	
Total	390	

Yes	No
99.7%	0.3%

<b>Q11.</b> Would you be completely happy to see this GP again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	363	96.0%
No (0)	15	4.0%
Did not answer	12	
Total	390	

Yes	No
96.0%	4.0%

**Q12. About Your Receptionists and Appointments**

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

Answer (score in brackets)	Count	Percentage
Very helpful (100)	262	68.6%
Fairly helpful (66)	111	29.1%
Not very helpful (33)	9	2.4%
Not at all helpful (0)	0	0.0%
Don't know	3	
Did not answer	5	
<b>Total</b>	<b>390</b>	

Mean scores for Q12	
Your patients	88.5
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	97.6%	2.4%

**Q13.**

How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	100	26.7%
Fairly easy (66)	191	51.1%
Not very easy (33)	65	17.4%
Not at all easy (0)	18	4.8%
Don't know	3	
Haven't tried	7	
Did not answer	6	
<b>Total</b>	<b>390</b>	

Mean scores for Q13	
Your patients	66.2
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	77.8%	22.2%

**Q14.**

How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	59	28.0%
Fairly easy (66)	84	39.8%
Not very easy (33)	46	21.8%
Not at all easy (0)	22	10.4%
Don't know	35	
Haven't tried	139	
Did not answer	5	
<b>Total</b>	<b>390</b>	

Mean scores for Q14	
Your patients	61.4
GPAQ Mean	69.9

Easy	Not Easy
67.8%	32.2%

**Q15.**

If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	217	72.1%
No	84	27.9%
Don't know / never needed to	77	
Did not answer	12	
<b>Total</b>	<b>390</b>	

**Q16.**

How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	313	82.6%
Not important	66	17.4%
Did not answer	11	
<b>Total</b>	<b>390</b>	

<b>Q17.</b> How easy is it to book ahead in your practice?		
Answer (score in brackets)	Count	Percentage
Very easy (100)	127	36.4%
Fairly easy (66)	179	51.3%
Not very easy (33)	34	9.7%
Not at all easy (0)	9	2.6%
Don't know	8	
Haven't tried	26	
Did not answer	7	
Total	390	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	87.7%	12.3%

<b>Q18.</b> How do you normally book your appointments at your practice?		
Answer	Count	Percentage
In person	67	15.0%
By phone	352	78.9%
Online	25	5.6%
Doesn't apply	2	0.4%
Did not answer	7	
Total	453	

<b>Q19.</b> Which of the following methods would you prefer to use to book appointments at your practice?		
Answer	Count	Percentage
In person	79	15.9%
By phone	323	64.9%
Online	80	16.1%
Doesn't apply	16	3.2%
Did not answer	8	
Total	506	

<b>Q20. Thinking of times when you want to see a particular doctor:</b> How quickly do you usually get seen?		
Answer	Count	Percentage
Same day or next day	82	21.6%
2-4 days	118	31.1%
5 days or more	110	29.0%
I don't usually need to be seen quickly	17	4.5%
Don't know, never tried	52	13.7%
Did not answer	11	
Total	390	

<b>Q21.</b> How do you rate how quickly you were seen?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	73	19.9%
Very good (80)	105	28.7%
Good (60)	75	20.5%
Satisfactory (40)	71	19.4%
Poor (20)	31	8.5%
Very poor (0)	11	3.0%
Does not apply	13	
Did not answer	11	
Total	390	

Mean scores for Q21	
Your patients	64.6
GPAQ Mean	70.7

Good	Not Good
69.1%	30.9%

<b>Q22. Thinking of times when you are willing to see any doctor?</b>		
How quickly do you usually get seen?		
Answer	Count	Percentage
Same day or next day	184	48.4%
2-4 days	140	36.8%
5 days or more	24	6.3%
I don't usually need to be seen quickly	17	4.5%
Don't know, never tried	15	3.9%
Did not answer	10	
Total	390	

<b>Q23.</b>		
How do you rate how quickly you were seen?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	84	22.6%
Very good (80)	119	32.1%
Good (60)	72	19.4%
Satisfactory (40)	69	18.6%
Poor (20)	21	5.7%
Very poor (0)	6	1.6%
Does not apply	8	
Did not answer	11	
Total	390	

<b>Good</b>	<b>Not Good</b>
74.1%	25.9%

<b>Q24. Thinking of your most recent consultation with a doctor or nurse</b>		
How long did you wait for your consultation to start?		
Answer	Count	Percentage
Less than 5 minutes	84	24.2%
5 – 10 minutes	113	32.6%
11 – 20 minutes	82	23.6%
21 – 30 minutes	36	10.4%
More than 30 minutes	26	7.5%
There was no set time for my consultation	6	1.7%
Did not answer	43	
Total	390	

<b>Q25.</b>		
How do you rate how long you waited?		
Answer (score in brackets)	Count	Percentage
Excellent (100)	76	21.4%
Very good (80)	75	21.1%
Good (60)	81	22.8%
Satisfactory (40)	76	21.4%
Poor (20)	29	8.2%
Very poor (0)	18	5.1%
Does not apply	1	
Did not answer	34	
Total	390	

<b>Mean scores for Q25</b>	
Your patients	62.2
GPAQ Mean	67.8

<b>Good</b>	<b>Not Good</b>
65.4%	34.6%

<b>Q26. Opening</b>		
Is your GP practice currently open at times that are convenient to you?		
Answer	Count	Percentage
Yes	319	90.9%
No	32	9.1%
Don't know	18	
Did not answer	21	
Total	390	

<b>Yes</b>	<b>No</b>
90.9%	9.1%

**Q27. Opening**

Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	31	10.4%
At lunchtime	34	11.4%
After 6.30pm	69	23.2%
On a Saturday	99	33.3%
On a Sunday	40	13.5%
None of these	24	8.1%
Did not answer	208	
Total	505	

**Q28. Choice**

Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	176	48.0%
No	191	52.0%
There is usually only one doctor in my surgery	2	
Did not answer	21	
Total	390	

Yes	No
48.0%	52.0%

**Q29.**

How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	64	30.5%
A lot of the time (66)	46	21.9%
Some of the time (33)	82	39.0%
Never or almost never (0)	18	8.6%
Not tried at this GP practice	24	
Did not answer	156	
Total	390	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	52.4%	47.6%

**Q30. How good was the Nurse you last saw at:**

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	159	64.6%
Good (75)	62	25.2%
Satisfactory (50)	22	8.9%
Poor (25)	1	0.4%
Very poor (0)	2	0.8%
Does not apply	14	
Did not answer	130	
Total	390	

Good	Not Good
89.8%	10.2%

**Q31.**

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	150	62.0%
Good (75)	65	26.9%
Fair (50)	26	10.7%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	10	
Did not answer	138	
Total	390	

Mean scores for Q31	
Your patients	87.6
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	88.8%	11.2%

<b>Q32.</b> Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	157	65.1%
Good (75)	60	24.9%
Fair (50)	21	8.7%
Poor (25)		
Very poor (0)	0	0.0%
Does not apply	11	
Did not answer	138	
Total	390	

Mean scores for Q32	
Your patients	88.5
GPAQ Mean	89.6

	<b>Good</b>	<b>Not Good</b>
GPPS	80.0%	7.0%
GPAQ	90.0%	10.0%

<b>Q33.</b> Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	141	60.8%
Good (75)	66	28.4%
Fair (50)	20	8.6%
Poor (25)		
Very poor (0)	2	0.9%
Does not apply	18	
Did not answer	140	
Total	390	

	<b>Good</b>	<b>Not Good</b>
GPPS	78.0%	8.0%
GPAQ	89.2%	10.8%

<b>Q34.</b> Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	122	55.0%
Good (75)	74	33.3%
Fair (50)	21	9.5%
Poor (25)		
Very poor (0)	1	0.5%
Does not apply	27	
Did not answer	141	
Total	390	

Mean scores for Q34	
Your patients	85.1
GPAQ Mean	87.6

	<b>Good</b>	<b>Not Good</b>
GPPS	68.0%	11.0%
GPAQ	88.3%	11.7%

<b>Q35.</b> Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	126	57.8%
Good (75)	67	30.7%
Fair (50)	22	10.1%
Poor (25)	1	0.5%
Very poor (0)	2	0.9%
Does not apply	32	
Did not answer	140	
Total	390	

<b>Good</b>	<b>Not Good</b>
88.5%	11.5%

<b>Q36.</b> Would you be completely happy to see this nurse again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	230	96.6%
No (0)	8	3.4%
Did not answer	152	
Total	390	

<b>Yes</b>	<b>No</b>
96.6%	3.4%



**Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**  
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Does not apply		
Did not answer	18	
Total	390	

Mean scores for Q37	
Your patients	86.9
GPAQ Mean	92.8

**Q38.**  
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Does not apply		
Did not answer	19	
Total	390	

Mean scores for Q38	
Your patients	84.5
GPAQ Mean	91.7

**Q39.**  
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Does not apply		
Did not answer	24	
Total	390	

Mean scores for Q39	
Your patients	79.6
GPAQ Mean	88.7

**Q40. Satisfaction**  
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	126	33.9%
Very good (80)	139	37.4%
Good (60)		
Fair (40)	35	9.4%
Poor (20)	11	3.0%
Very poor (0)	0	0.0%
Did not answer	18	
Total	390	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	87.6%	12.4%

**Q41.**  
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	211	57.5%
Yes, probably (66)	135	36.8%
No, probably not (33)	16	4.4%
No, definitely not (0)	5	1.4%
Don't know	8	
Did not answer	15	
Total	390	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	94.3%	5.7%

<b>Q42. Demographics</b>		
Are you male/female?		
Answer	Count	Percentage
Male	114	30.0%
Female	266	70.0%
Did not answer	10	
Total	390	

<b>Q43.</b>		
How old are you?		
Answer	Count	Percentage
Under 16	10	2.6%
16 to 44	196	51.6%
45 to 64	109	28.7%
65 to 74	39	10.3%
75 and over	26	6.8%
Did not answer	10	
Total	390	

<b>Q44.</b>		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	177	51.2%
No	169	48.8%
Don't know / never needed to	31	
Did not answer	13	
Total	390	

<b>Q45.</b>		
What is your ethnic group?		
Answer	Count	Percentage
White	351	93.4%
Black or Black British	5	1.3%
Asian or Asian British	9	2.4%
Mixed	8	2.1%
Chinese	1	0.3%
Other ethnic group	2	0.5%
Did not answer	14	
Total	390	

<b>Q46.</b>		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	193	50.9%
Unemployed / looking for work	13	3.4%
At school or in full time education	19	5.0%
Unable to work due to long term sickness	21	5.5%
Looking after your home/family	48	12.7%
Retired from paid work	71	18.7%
Other	14	3.7%
Did not answer	11	
Total	390	

## Comments

On the whole, the GP practice is very good and every time I've called, I've always had a good response. Staff are always well mannered and always happy to help. Thank you.

The receptionists and nurse I saw today were very nice and polite

I often find if I see a GP for a problem, it's dismissed and I'm normally told to come back in 2 weeks if it continues. This can be very upsetting and frustrating.

Need more GP appointments

I would like to praise the receptionists for their friendly and helpful service. Nothing is too much trouble. They are always polite. Practice is clean. Pharmacy team are helpful and great opening hours. Always a fast service. Maybe a TV with health adverts to watch. Overall, fantastic though.

Practice meets my expectations

Cannot always get a doctors appointment and have to wait 2-4 days normally.

GP is no problem to me since they are always professional about their jobs. It is the appointments - it is always difficult to get emergency appointments. There is always one phone and all the time it is always busy. I personally never get through for about 2 hours. I think there should be priority for children for emergencies.

Only problem I've ever had is the amount of time I have to wait. Take it back! I was seen early today!

Previous doctor for over 25 years moved to Woodlands Practice. Since then, I have never seen him unless I want to wait a week! You seem to see a different doctor each visit! Patient/doctor relationship on one to one basis that we had before, has gone. Doctor you see same time you visit knows you! Doesn't seem to be a lot of communication, now you see different ones, e.g. visited doctor for result - 2 days later got call from surgery asking me to make appointment as results in!

I am a new patient and I am very pleased with this surgery so far. Many thanks.

Was told to book a follow-up appointment following an abdominal ultrasound to discuss results. Appointment was made for almost 2 weeks after - no results? Told to book another appointment and that results would likely be in after Christmas. Waste of time?

Very satisfied with service provided. Please maintain this service

Very efficient and courteous. Pharmacy staff are great!

Well organised, but lacking the personal touch. Although, the GPs are easy to talk to.

Although I have not been to any other practice, I think it would be extremely difficult to better the service I have received over many years.

Simply the best. Very efficient and friendly staff

Perfect

The reception staff have always been helpful to me when I require emergency appointments, fitting me in ASAP, within 24 hours. At other times, when I phone for a non-emergency appointment, I would like to see a GP within 48 hours. I do not ring the surgery unless I am unwell. When I have had to wait several days for an appointment, and I feel 'a little better' when I see the GP, I feel a little awkward, a 'fraud'. I shouldn't be made to feel like this through no fault of mine

Only issue for me is waiting times once at waiting room. You always add on 20 minutes to appointment time!

I feel it shouldn't be appointment based in the AM, i.e. 8 till 11 for more doctors to be able to see patients who have fallen ill overnight, etc. More availability for home visits should be made possible - contagious illnesses to reduce spreading and also reducing strain on sick/disabled

I have only just joined the practice and, so far, have been very happy with the service I have received.

Q37 to Q40 - I have had mixed experiences with doctors and treatment at woodlands. Today, Dr Neween was excellent. Others have been difficult due to language/accents and not helpful. Overall though, my experience is good. Clean/professional/efficient/friendly

It would be nice if you had more lady doctors

In general, the practice offers a good all round family service. Most doctors I have found to be caring and helpful. I have often been referred to consultants and other outside sources of care and self help, which I have found invaluable and most helpful. Thanks to everyone.

It is very hard to get an appointment when needed! I never see the same doctor and have always waited over 30 minutes to be seen. The receptionists are mostly unhelpful.

I am well pleased with the service I receive from the practice

Working long hours in London means it's not usually possible for me to get an appointment if I ring at 8 that morning. The ability to book even 1 day ahead would help enormously.

Excellent performance

The only comment I really have is the amount of time you wait in the surgery to see the doctor. Even early in the morning, you still have to wait - always running late. Can't remember ever going in on time. Also, when you ask for a prescription to be sent to a certain chemist, it never gets sent.

Difficult to get them on phone at 8am for emergency appointments.

In my experience, unless you are one of the first people to phone at 8, you cannot guarantee an appointment. Their solution is 'phone again tomorrow', but then the same thing happens!!! I would prefer it if they said, 'sorry, we are full today, but I can book tomorrow/next day for you'.

When phoning up to make an appointment for my son, the receptionist was very rude and abrupt. This didn't help mas, as I was already upset regarding my son's illness. I think the training needs to improve within the surgery.

Great job. Always polite and helpful. Thank you

Online booking please!

Q41 - Only because it took 5 months to diagnose a long-term condition that could have been identified by a urine test right at the beginning of my attending the surgery

Very pleased with the doctor I saw today and the past 2 times. I found her very helpful

All staff - nurses and doctors very good

The receptionists, without exception, are so very, very helpful and always do their best.

Think Dr Lanker is one of best doctors

I think Dr Lanker is really good

Been coming here for years and have never had a problem with any of the nurses or doctors. I have seen you run a good practice. First page was on how doctor was with my daughter today. The rest is on how I feel with his practice. Hope that's OK.

I have had no problems concerning the GP practice

Need more comfortable chairs. Anybody with a bad back isn't going to be comfortable whilst waiting. And, my daughter would like a water dispenser in both waiting rooms (she's 5).

All very helpful

Staff are friendly. Like the fact there is free parking and a pharmacy on site and practice is modern and clean.

When using self log-in system, there should be something that tells you what rooms the doctors are in. Need to answer phones quicker/more people answering calls. If they change your appointment time or doctor, they should let us know.

Most people within the surgery are welcoming and friendly. Most issues I have come across at the surgery are regarding contacting the surgery by phone to make appointments, actually getting one and one that is suitable around my shift work. I have occasionally had a very abrupt receptionist deal with my request

Generally my appointments with any nurse are excellent. It was just my LAST appointment that was vague and inconclusive. Overall I am very happy with my surgery and its staff members

Some receptionists are very rude and unhelpful. Difficult to get through to doctors on the phone. Self check-in is awful.