

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
Total	147		11,700
Score		79.59 (79.6)	

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)	298	73.9%
Good (75)	82	20.3%
Satisfactory (50)	21	5.2%
Poor (25)	1	0.2%
Very poor (0)	1	0.2%
Does not apply	0	
Did not answer	1	
Total	404	

Good	Not Good
94.3%	5.7%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	322	79.7%
Good (75)	66	16.3%
Satisfactory (50)	15	3.7%
Poor (25)	0	0.0%
Very poor (0)	1	0.2%
Does not apply	0	
Did not answer	0	
Total	404	

Good	Not Good
96.0%	4.0%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	317	78.5%
Good (75)	66	16.3%
Satisfactory (50)	19	4.7%
Poor (25)	1	0.2%
Very poor (0)	1	0.2%
Does not apply	0	
Did not answer	0	
Total	404	

Mean scores for Q3	
Your patients	93.1
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	94.8%	5.2%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	296	73.3%
Good (75)	80	19.8%
Satisfactory (50)	24	5.9%
Poor (25)	3	0.7%
Very poor (0)	1	0.2%
Does not apply	0	
Did not answer	0	
Total	404	

Mean scores for Q4	
Your patients	91.3
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	93.1%	6.9%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	292	73.0%
Good (75)	89	22.3%
Satisfactory (50)	18	4.5%
Poor (25)	0	0.0%
Very poor (0)	1	0.3%
Does not apply	4	
Did not answer	0	
Total	404	

Good	Not Good
95.3%	4.8%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	284	72.4%
Good (75)	80	20.4%
Satisfactory (50)	26	6.6%
Poor (25)	1	0.3%
Very poor (0)	1	0.3%
Does not apply	10	
Did not answer	2	
Total	404	

Good	Not Good
92.9%	7.1%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	263	68.1%
Good (75)	95	24.6%
Satisfactory (50)	25	6.5%
Poor (25)	2	0.5%
Very poor (0)	1	0.3%
Does not apply	15	
Did not answer	3	
Total	404	

Mean scores for Q7	
Your patients	90.0
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	92.7%	7.3%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	276	73.2%
Good (75)	78	20.7%
Satisfactory (50)	19	5.0%
Poor (25)	3	0.8%
Very poor (0)	1	0.3%
Does not apply	20	
Did not answer	7	
Total	404	

Good	Not Good
93.9%	6.1%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	368	92.5%
Yes, to some extent (50)	29	7.3%
No, not at all (0)	1	0.3%
Don't know / can't say	4	
Did not answer	2	
Total	404	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.7%	0.3%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	372	94.7%
Yes, to some extent (50)	21	5.3%
No, not at all (0)	0	0.0%
Don't know / can't say	5	
Did not answer	6	
Total	404	

Yes	No
100.0%	0.0%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	380	98.4%
No (0)	6	1.6%
Did not answer	18	
Total	404	

Yes	No
98.4%	1.6%

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)	258	66.3%
Fairly helpful (66)	116	29.8%
Not very helpful (33)	12	3.1%
Not at all helpful (0)	3	0.8%
Don't know	8	
Did not answer	7	
Total	404	

Mean scores for Q12	
Your patients	87.0
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	96.1%	3.9%

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)	104	26.7%
Fairly easy (66)	168	43.2%
Not very easy (33)	84	21.6%
Not at all easy (0)	33	8.5%
Don't know	2	
Haven't tried	8	
Did not answer	5	
Total	404	

Mean scores for Q13	
Your patients	62.4
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	69.9%	30.1%

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)	87	34.7%
Fairly easy (66)	94	37.5%
Not very easy (33)	53	21.1%
Not at all easy (0)	17	6.8%
Don't know	19	
Haven't tried	129	
Did not answer	5	
Total	404	

Mean scores for Q14	
Your patients	66.3
GPAQ Mean	69.9

Easy	Not Easy
72.1%	27.9%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	228	68.3%
No	106	31.7%
Don't know / never needed to	65	
Did not answer	5	
Total	404	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	323	82.8%
Not important	67	17.2%
Did not answer	14	
Total	404	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	143	37.8%
Fairly easy (66)	165	43.7%
Not very easy (33)	51	13.5%
Not at all easy (0)	19	5.0%
Don't know	4	
Haven't tried	12	
Did not answer	10	
Total	404	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	81.5%	18.5%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	98	20.2%
By phone	346	71.3%
Online	37	7.6%
Doesn't apply	4	0.8%
Did not answer	6	
Total	491	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	125	22.3%
By phone	311	55.4%
Online	98	17.5%
Doesn't apply	27	4.8%
Did not answer	8	
Total	569	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	72	18.2%
2-4 days	111	28.0%
5 days or more	156	39.4%
I don't usually need to be seen quickly	23	5.8%
Don't know, never tried	34	8.6%
Did not answer	8	
Total	404	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	84	22.3%
Very good (80)	93	24.7%
Good (60)	72	19.1%
Satisfactory (40)	75	19.9%
Poor (20)	45	11.9%
Very poor (0)	8	2.1%
Does not apply	16	
Did not answer	11	
Total	404	

Mean scores for Q21	
Your patients	63.8
GPAQ Mean	70.7

Good	Not Good
66.0%	34.0%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	161	40.5%
2-4 days	143	35.9%
5 days or more	53	13.3%
I don't usually need to be seen quickly	13	3.3%
Don't know, never tried	28	7.0%
Did not answer	6	
Total	404	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	86	23.1%
Very good (80)	102	27.3%
Good (60)	76	20.4%
Satisfactory (40)	78	20.9%
Poor (20)	28	7.5%
Very poor (0)	3	0.8%
Does not apply	16	
Did not answer	15	
Total	404	

Good	Not Good
70.8%	29.2%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	72	18.6%
5 - 10 minutes	136	35.1%
11 - 20 minutes	94	24.3%
21 - 30 minutes	50	12.9%
More than 30 minutes	31	8.0%
There was no set time for my consultation	4	1.0%
Did not answer	17	
Total	404	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	76	19.6%
Very good (80)	90	23.3%
Good (60)	85	22.0%
Satisfactory (40)	85	22.0%
Poor (20)	42	10.9%
Very poor (0)	9	2.3%
Does not apply	2	
Did not answer	15	
Total	404	

Mean scores for Q25	
Your patients	62.4
GPAQ Mean	67.8

Good	Not Good
64.9%	35.1%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	343	93.2%
No	25	6.8%
Don't know	21	
Did not answer	15	
Total	404	

Yes	No
93.2%	6.8%

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	46	17.2%
At lunchtime	27	10.1%
After 6.30pm	53	19.9%
On a Saturday	87	32.6%
On a Sunday	31	11.6%
None of these	23	8.6%
Did not answer	233	
Total	500	

Q28. Choice
Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	208	57.3%
No	155	42.7%
There is usually only one doctor in my surgery	3	
Did not answer	38	
Total	404	

Yes	No
57.3%	42.7%

Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	81	36.3%
A lot of the time (66)	55	24.7%
Some of the time (33)	75	33.6%
Never or almost never (0)	12	5.4%
Not tried at this GP practice	22	
Did not answer	159	
Total	404	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	61.0%	39.0%

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	163	64.7%
Good (75)	72	28.6%
Satisfactory (50)	14	5.6%
Poor (25)	2	0.8%
Very poor (0)	1	0.4%
Does not apply	20	
Did not answer	132	
Total	404	

Good	Not Good
93.3%	6.7%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	146	57.7%
Good (75)	75	29.6%
Fair (50)	28	11.1%
Poor (25)	3	1.2%
Very poor (0)	1	0.4%
Does not apply	16	
Did not answer	135	
Total	404	

Mean scores for Q31	
Your patients	85.8
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	87.4%	12.6%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	149	59.6%
Good (75)	71	28.4%
Fair (50)	26	10.4%
Poor (25)	3	1.2%
Very poor (0)	1	0.4%
Does not apply	17	
Did not answer	137	
Total	404	

Mean scores for Q32	
Your patients	86.4
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	88.0%	12.0%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	143	58.4%
Good (75)	74	30.2%
Fair (50)	22	9.0%
Poor (25)	5	2.0%
Very poor (0)	1	0.4%
Does not apply	19	
Did not answer	140	
Total	404	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	88.6%	11.4%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	135	57.2%
Good (75)	68	28.8%
Fair (50)	28	11.9%
Poor (25)	4	1.7%
Very poor (0)	1	0.4%
Does not apply	28	
Did not answer	140	
Total	404	

Mean scores for Q34	
Your patients	85.2
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	86.0%	14.0%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	137	59.8%
Good (75)	69	30.1%
Fair (50)	18	7.9%
Poor (25)	4	1.7%
Very poor (0)	1	0.4%
Does not apply	35	
Did not answer	140	
Total	404	

Good	Not Good
90.0%	10.0%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	230	95.0%
No (0)	12	5.0%
Did not answer	162	
Total	404	

Yes	No
95.0%	5.0%

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
Very well (100)	309	82.0%
Unsure (50)	58	15.4%
Not very well (0)	10	2.7%
Does not apply	11	
Did not answer	16	
Total	404	

Mean scores for Q37	
Your patients	89.7
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	316	85.6%
Unsure (50)	40	10.8%
Not very well (0)	13	3.5%
Does not apply	19	
Did not answer	16	
Total	404	

Mean scores for Q38	
Your patients	91.1
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	271	77.2%
Unsure (50)	69	19.7%
Not very well (0)	11	3.1%
Does not apply	34	
Did not answer	19	
Total	404	

Mean scores for Q39	
Your patients	87.0
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)	166	42.7%
Very good (80)	127	32.6%
Good (60)	65	16.7%
Fair (40)	25	6.4%
Poor (20)	6	1.5%
Very poor (0)	0	0.0%
Did not answer	15	
Total	404	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	92.0%	8.0%

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)	233	60.8%
Yes, probably (66)	126	32.9%
No, probably not (33)	21	5.5%
No, definitely not (0)	3	0.8%
Don't know	7	
Did not answer	14	
Total	404	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	93.7%	6.3%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	123	31.5%
Female	267	68.5%
Did not answer	14	
Total	404	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	16	4.1%
16 to 44	166	42.5%
45 to 64	125	32.0%
65 to 74	60	15.3%
75 and over	24	6.1%
Did not answer	13	
Total	404	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	195	52.6%
No	176	47.4%
Don't know / never needed to	16	
Did not answer	17	
Total	404	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	352	90.0%
Black or Black British	15	3.8%
Asian or Asian British	12	3.1%
Mixed	9	2.3%
Chinese	1	0.3%
Other ethnic group	2	0.5%
Did not answer	13	
Total	404	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	205	52.7%
Unemployed / looking for work	15	3.9%
At school or in full time education	19	4.9%
Unable to work due to long term sickness	31	8.0%
Looking after your home/family	25	6.4%
Retired from paid work	88	22.6%
Other	6	1.5%
Did not answer	15	
Total	404	

Comments

I do not answer such politically correct questions!

Generally the service is pretty good trying to get an appointment is a nitemare (sic)

I find that when you require an xray this should be something the doctor can get set up and not have to write (as in my case) to another colleague as they are dealing with my issues. This just wastes time and resources on both the surgery and my own. I have now had an appointment with the assessment clinic only to find that 3 weeks on from my doctor appt. the letter has not been received. However I have had my xray now.

Dr Ashok took his time and was polite

the practice is excellent "all round"

Gillingham and Rainhan surgeries (sic) are very good. Delivering medication brilliant. Doctor excellent, listens to what you have to say. Very good

Very happy with the doctor seen today

Apart from a period of some 7 years I have been a patient of this practice since the days of Drs Montgomerie & Cox. From childhood. In recent years I have always found the staff helpful and friendly. As are most of the doctors. Dr Ashok I have already mentioned and consider him to be amongst the best I have come across. However over the years, particularly recently, I have noticed a tendency by some younger doctors to show fewer of the qualities I see in the older generation. I am sure for the most part this is due to the pressures they are under. they are however, at times brusque and seem to be continually governed by time constraints meaning you do not always get across your concerns regarding health problems

It is good to be able to see the same doctors everytime (Particularly Dr Ashok)

I think the surgery runs well, especially now they have a pharmacy on the premises.

try ringing in morning, get through 8.40 then no appointments after 10 minutes. Not helpful at all. Never get to see my own doctor that moved to the surgery

I find getting an appointment quite difficult. If I want Dr Patel it's a 2 week wait. I wanted an appointment for my daughter and was told a week and a half wait unless I phone at 8 a.m.! If you phone at 8 am you can't get through then I have to do the school run and by the time I get home and get through all the appointments are gone It is stressful!!!

Surgery updates by email

It is very hard to get through on the phone to make appointments

I have recommended this practice to many people over the past 3 years

It's very good

Good & definitely helpful

It is so nice to go in and see the Dr so smart and very clean I would like to see him all the time

I know we can't get an appointment all the time but happy to wait for same dr all the time

Very happy will like to see the same Dr but that doesn't always happen

Lovely staff and drs very helpful & kind and caring

No comments, quite happy with my GP practice

Doctor falling asleep while seeing me, completely wrong!

They could try and inform you if the doctors/nurses are running late (on some sort of notice board). Also checking in system, is a room number available to be shown

Emergency morning (phone) is always busy. It always takes me a hour before going through. Phone always busy in the morning from 8:00 am

SOMETHING TO LEAN ON TO FILL IN THIS FORM

Some of the GPs in the practice let the practice down.- my family has experienced some excellent (sic) help from the practice but also has felt very let down and disappointment with the level of help when speaking to the surgery and a GP not getting back to them.

Dr George is a good doctor for younger ages much better than the ones I've had before

Just lately appointment times have been getting extended i.e. the next week 7 days plus instead of 3-5 days

Something to lean on to fill the form in would help

Always seems to be running late. My time is just as important as yours. Poor planning?

My wife often rings the doctors on my behalf and receptionists will not give her any information even though I have given them a letter of permission to discuss my health issues.

The staff are amazing always so helpful & they do all they can to "sort you out"

over all good

Reception staff are wonderful & helpful. Always do their best

Excellent treatment and service

I have always found your receptionists to be polite friendly and professional and always seem to be extremely helpful

Excellent, I feel very relaxed & felt she was caring & wanted to help & is helping

Reception staff are quite rude and unhelpful. Customer service is very poor - often ignored when you are waiting at the desk - even though they know you are there. Mixed messages - one person saying they have forms and another saying you don't. I am a receptionist myself & would be sacked treating customers this way

Dr MG Patel is great

I usually use the online facility to request repeat prescriptions & book either face to face appointments or telephone consultations with the GP. I find this very easy & an excellent improvement on accessing the practice by phone

I am happy with the surgery. The staff are under a lot of pressure, they have to see many patients, I wish the patients would take into consideration how busy they are.

Very happy with Dr Patel.

Very good and help full

Once you get an appt it is very good. I have seen Dr Patel for years he is an excellent GP.

Improvements need to be made to the reception at Woodlands. Get them to answer phones more promptly or even answer them at all! I call Rainham to make an appointment at Woodlands

I am exceptionally happy and trust Dr Patel with any matters of health. He always very professional + trustworthy + has been my doctor since I was a teenager. I will be very sad when he retires + will not be pleased with any other doctors like I have been with Dr Patel

I preferred it when Dr Patel had his own practice in Broadway - getting 2 see Mr Patel at an after work time means I have to wait longer (5 day plus)

I have only positive experiences of the staff at this practice. Receptionists are very kind + helpful. Doctors sympathetic + caring

I am very happy with the practice

Only problem encountered is trying to get help & advice over the phone

My doctor is very good and understanding what I say I am very happy with his work thank you very much

I would like to be able to see a doctor (in an emergency) on the same day. With an interpreter.

Some times saome of the receptionist are help full (sic) and 1 or to (sic) depending who you speak to can be very rude. Had this from rainham surgery, said I felt really ill and that I had COPD, I was still told I couldn't have an appointment. Had to wait

Like to see the practice work with the patient and not be so rigid about protocol. It's a waste of money & time making appointments when not needed

Have no particular comments, am happy with all aspects of surgery

Since being a patient since 1947 I have seen this practice expand and improve greatly, especially at the Woodlands Rd. Surgery. I consider myself priviledged to be a patient here

Early days I have only been a patient here for a few months, but so far have been very pleased and impressed by everything about this practice

Over the last 6 years because of moving house I have belonged to 3 different practices. This is by far the best practice. Dr Naveen is very nice and kind and understanding. All the receptionists and nurses are very pleasant. Its lovely to have a pharmacy in house, even though it's a separate company. Its lovely to see all the receptionists in uniforms, it makes it all professional, well done.

Found Dr Naveen understanding, listened and caring

Answered questions a lot also from my mums point of view and how Dr has helped me with ongoing problems with her

Brilliant!

It would be an improvement to be able to see preferred Dr more quickly, and time in waiting room shorter. It is understandable that some doctors are more popular

Rainham surgery - horrendous waiting times. I've had to wait over an hour for my appointment in the past without any explanation. Appointments been cancelled or times changed without notice on a regular occurrence. Dr Yazimaidi & Dr Naveen, caring and I would recommend to family and friends. See them. Other Drs I have seen have given awful advice. My daughter has eczema and I was told I wasn't drying her properly!!! As a new mum, I'm not stupid and it would be nice to be treated with respect and understanding

Thank you for trying to find out what's wrong with me. Thank you for your perseverance and patience.

My Dr today was the best one I've ever seen at this practice- will definitely ask to see him again.

Some of the interior door closers are very noisy, when you feel ill you feel worse when they shut so loudly as they are used so much.

Thank you

Very friendly & helpful, I like the opportunity to be able to meet different doctors, always have our needs met. Good, keep up the good work.

There is a brilliant pharmacy!

It would be nice to get an appointment the time you call up, not two weeks later!

very good service

Trying to get an appointment for next day or even on the day with any doctor is hard

We are new to this area and very impressed with the standard of service

I should of brought it to the attention of surgery manager before now. However I would like to now (know?) a visit to a local shop a security guard advised me of issues regarding my medical conditions. I don't (want/do?) need an explanation - as to how or why

Only once or twice in 9 years have I been made to feel silly about coming to the doctors but I've not seen those docs again, all happy with surgery and the receptionists are wonderful.

Very satisfied with the practice

Whilst the GPs & nurses are quite good, the support regarding blood tests etc. can be poor.

No further feedback required

The wait for a routine appointment, particularly to see a particular GP eg Dr Rushi or Naveen is too long - usually 2-3 weeks

My first appt on 14.04.15 was with Dr George I waited 45 mins without being seen and rebooked for the next day with Dr Rishi

Dr Rushi Rishi was really kind

This is a wonderful practice, the receptionist are so helpful, genuine and so supportive. The doctors I have always seen have always been so good. My medical care is catered for, I could not ask for more. The practice support our son and us that passed away with cancer better than the Macmillan nurses

Waiting time is not good!!!! Everytime I come here!!!

People who miss appointments without reason should be struck off the list here. They are a waste of time/money and other people could have those appointments who really need them

Nurse was a lovely lady made me feel at ease. Practice Manager is lovely and always happy to help and deal with problems that may arise.

Polite & friendly staff also welcoming. Sometimes the waits before appointments can be rather long which can be inconvenient if the appointment is made for my son as he does not enjoy long waits especially 15+ mins.

Having to ring at 8am, when everybody else is also trying to ring is very frustrating at times.

It would be helpful to add what room number your doctor is in when you use self check screen

Sometimes appointment take longer to get if you prefer to see female dr. not always comfortable discussing problems with male G.P.