



**1. How easy do you find getting into the building at the surgery?**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Very easy                |  | 58.8%            | 10             |
| Fairly easy              |  | 35.3%            | 6              |
| Not very easy            |  | 5.9%             | 1              |
| Not at all easy          |  | 0.0%             | 0              |
| <b>answered question</b> |  |                  | <b>17</b>      |
| <b>skipped question</b>  |  |                  | <b>0</b>       |




**2. Were you able to park easily?**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes                      |  | 47.1%            | 8              |
| No                       |  | 35.3%            | 6              |
| Not applicable           |  | 17.6%            | 3              |
| If No, why not?          |  |                  | 7              |
| <b>answered question</b> |  |                  | <b>17</b>      |
| <b>skipped question</b>  |  |                  | <b>0</b>       |






### 3. How clean is the surgery?

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very clean?              |  | 58.8%            | 10             |
| Fairly clean             |  | 41.2%            | 7              |
| Not very clean           |   | 0.0%             | 0              |
| Not at all clean         |   | 0.0%             | 0              |
| Don't know               |   | 0.0%             | 0              |
|                          | Comments  |                  | 0              |
| <b>answered question</b> |   |                  | <b>17</b>      |
| <b>skipped question</b>  |   |                  | <b>0</b>       |




### 4. In the reception area, can other patients overhear what you say to the receptionists?

|                                    |   | Response Percent | Response Count |
|------------------------------------|---|------------------|----------------|
| Yes, but i dont mind               |  | 58.8%            | 10             |
| Yes, and i am not happy about it   |  | 35.3%            | 6              |
| No, other patients cannot overhear |   | 0.0%             | 0              |
| Don't know                         |  | 5.9%             | 1              |
| <b>answered question</b>           |   |                  | <b>17</b>      |
| <b>skipped question</b>            |   |                  | <b>0</b>       |






### 5. How helpful do you find the receptionists at the practice?

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very helpful             |  | 58.8%            | 10             |
| Fairly helpful           |  | 17.6%            | 3              |
| Not very helpful         |  | 11.8%            | 2              |
| Not at all helpful       |  | 11.8%            | 2              |
| Dont know                |  | 5.9%             | 1              |
| <b>answered question</b> |   |                  | <b>17</b>      |
| <b>skipped question</b>  |   |                  | <b>0</b>       |

### 6. How knowledgeable were the staff?

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very Knowledgeable       |  | 52.9%            | 9              |
| Somewhat knowledgeable   |  | 35.3%            | 6              |
| Not at all knowledgeable |   | 0.0%             | 0              |
| Dont know                |  | 11.8%            | 2              |
| <b>answered question</b> |   |                  | <b>17</b>      |
| <b>skipped question</b>  |   |                  | <b>0</b>       |



## 7. How satisfied are you with the opening hours at the surgery?

|                                   |   | Response Percent | Response Count |
|-----------------------------------|---|------------------|----------------|
| Very satisfied                    |  | 52.9%            | 9              |
| Fairly satisfied                  |  | 35.3%            | 6              |
| Neither satisfied or dissatisfied |  | 5.9%             | 1              |
| Quite dissatisfied                |   | 0.0%             | 0              |
| Very dissatisfied                 |  | 5.9%             | 1              |
| Don't know the opening hours      |  | 5.9%             | 1              |
| <b>answered question</b>          |   |                  | <b>17</b>      |
| <b>skipped question</b>           |   |                  | <b>0</b>       |





## 8. As far as you know, is the surgery open...

|                          | Yes               | No                | Sometimes | Don't know | Response Count |
|--------------------------|-------------------|-------------------|-----------|------------|----------------|
| Before 8am               | <b>52.9% (9)</b>  | 23.5% (4)         | 0.0% (0)  | 23.5% (4)  | 17             |
| At lunchtime             | <b>64.7% (11)</b> | 11.8% (2)         | 5.9% (1)  | 17.6% (3)  | 17             |
| After 6.30pm             | 17.6% (3)         | <b>47.1% (8)</b>  | 0.0% (0)  | 35.3% (6)  | 17             |
| On Saturdays             | <b>76.5% (13)</b> | 0.0% (0)          | 11.8% (2) | 11.8% (2)  | 17             |
| On Sundays               | 5.9% (1)          | <b>76.5% (13)</b> | 0.0% (0)  | 17.6% (3)  | 17             |
| <b>answered question</b> |                   |                   |           |            | <b>17</b>      |
| <b>skipped question</b>  |                   |                   |           |            | <b>0</b>       |





### 9. Would you like the surgery to open at additional times?

|                          |  | Response<br>Percent | Response<br>Count |
|--------------------------|--|---------------------|-------------------|
| Yes                      |   | 23.5%               | 4                 |
| No                       |  | 76.5%               | 13                |
|                          | If so when?  |                     | 3                 |
| <b>answered question</b> |  |                     | <b>17</b>         |
| <b>skipped question</b>  |  |                     | <b>0</b>          |

### 10. In general, how satisfied are you with the care you get at Burgess road surgery?

|                                   |   | Response<br>Percent | Response<br>Count |
|-----------------------------------|---|---------------------|-------------------|
| Very                              |   | 60.0%               | 9                 |
| Fairly                            |  | 26.7%               | 4                 |
| Neither satisfied or dissatisfied |  | 6.7%                | 1                 |
| Quite dissatisfied                |   | 0.0%                | 0                 |
| Very dissatisfied                 |  | 6.7%                | 1                 |
| <b>answered question</b>          |   |                     | <b>15</b>         |
| <b>skipped question</b>           |   |                     | <b>2</b>          |

### 11. Would you recommend the surgery to someone who has just moved to the local area?

|               |  | Response Percent | Response Count |
|---------------|--|------------------|----------------|
| Yes           |  | 73.3%            | 11             |
| Might         |   | 13.3%            | 2              |
| Not sure      |  | 0.0%             | 0              |
| Probably not  |   | 6.7%             | 1              |
| Definatly not |   | 6.7%             | 1              |
| Dont know     |  | 0.0%             | 0              |

Why? 7

answered question 15

skipped question 2

### 12. What, if anything, would you like to change about Burgess Road Surgery?

|                   | Response Count |
|-------------------|----------------|
|                   | 15             |
| answered question | 15             |
| skipped question  | 2              |

### 13. What additional services would you like to see at Burgess Road surgery?

|                   | Response Count |
|-------------------|----------------|
|                   | 15             |
| answered question | 15             |
| skipped question  | 2              |

**Page 2, Q2. Were you able to park easily?**

|   |  |                       |
|---|--|-----------------------|
| 1 | Depends on time of day but reliant on street parking                             | Jan 2, 2013 6:17 PM   |
| 2 | not enough parking   | Dec 28, 2012 9:29 AM  |
| 3 | Not enough spaces  | Aug 18, 2012 2:04 PM  |
| 4 | Obviously the car park is inadequate, so it all depends on how busy the area is. | Aug 17, 2012 7:43 PM  |
| 5 | don't drive  | Aug 17, 2012 3:15 PM  |
| 6 | you need more than one disabled space  | Aug 17, 2012 12:34 PM |
| 7 | had to use local residents parking   | Aug 17, 2012 12:29 PM |

**Page 3, Q9. Would you like the surgery to open at additional times?**

|   |   |                       |
|---|---|-----------------------|
| 1 | saturdays   | Sep 22, 2012 7:36 AM  |
| 2 | as much as possible (evenings and saturdays), although i appreciate that staff have lives | Aug 17, 2012 3:17 PM  |
| 3 | later in the evenings   | Aug 17, 2012 12:30 PM |

**Page 4, Q11. Would you recommend the surgery to someone who has just moved to the local area?**

|   |  |                       |
|---|--|-----------------------|
| 1 | No knowledge of any other surgeries around this area                               | Jan 2, 2013 6:19 PM   |
| 2 | to many students and immigrants  | Dec 28, 2012 9:30 AM  |
| 3 | Helpful and polite staff   | Oct 5, 2012 11:36 AM  |
| 4 | Its local and friendly.  | Sep 3, 2012 9:57 AM   |
| 5 | as a fairly frequent attendee, i have had excellent care                           | Aug 17, 2012 3:20 PM  |
| 6 | good all round care  | Aug 17, 2012 12:40 PM |
| 7 | Always able to find an appointment. very helpful reception staff and excellent GPs | Aug 17, 2012 12:37 PM |





**Page 4, Q12. What, if anything, would you like to change about Burgess Road Surgery?**

|    |   |                       |
|----|---|-----------------------|
| 1  | If hard of hearing cannot always hear when Dr calls your name - some form of digital display would help   | Jan 2, 2013 6:19 PM   |
| 2  | more appointment times  | Dec 28, 2012 9:30 AM  |
| 3  | Less racism   | Dec 10, 2012 7:01 PM  |
| 4  | The scrolling screens are nice, but I'm not always looking at them when my name comes up. Maybe having a 'beep' or something to alert me to look up would be useful.  | Oct 5, 2012 11:36 AM  |
| 5  | I think the surgery is ok cannot think of anything to change  | Sep 12, 2012 7:28 PM  |
| 6  | A little more privacy when speaking to reception. Toilet facilities could be better and cleaner, and the 2nd door into the surgery is not wheelchair or pushchair friendly.   | Sep 3, 2012 9:57 AM   |
| 7  | Sometimes i find that the nurse led clinics are not knowledgeable enough to deal with a health issue. For example, my daughter cam in unwell and was treated by nurse for ear infection when in fact she had a terrible chest infection requiring xray which was picked up by doctor 2 days later.... that said, in general the nurses are very good and helpful and friendly.            | Aug 28, 2012 5:05 PM  |
| 8  | nothing really everything is okay. as i dont visit the gp very often but every time i go there, i always receive the proper care that i can not complain at all. Even the receptionist are always helpful. just because these time i used the self check in machine so i didn't speak to them. But there helpful people i can say. i hope they will keep up with there good work. thank u | Aug 18, 2012 5:08 PM  |
| 9  | Sometimes receptionist can be a bit off, like she is far to busy to her your problem.   | Aug 18, 2012 2:10 PM  |
| 10 | The electronic noticeboard is impersonal - in other surgeries we have been in, the staff have come and greeted patients. This feels much more friendly (although some of the nursing staff do this). Also the notice board is not easily visible in the nursing area.   | Aug 17, 2012 7:51 PM  |
| 11 | get electronic doors to replace the inner door - door handles must be one of the worst places to spread viruses and infections  | Aug 17, 2012 3:20 PM  |
| 12 | No changes  | Aug 17, 2012 1:31 PM  |
| 13 | nothing   | Aug 17, 2012 12:52 PM |
| 14 | inner door automatic as well Doctor to open his door and welcome you in. I do not like knocking on their door -its demeaning.   | Aug 17, 2012 12:40 PM |
| 15 | I wouldn't! They provide an excellent service.  | Aug 17, 2012 12:37 PM |

**Page 4, Q13. What additional services would you like to see at Burgess Road surgery?**

|    |  |                       |
|----|--|-----------------------|
| 1  | Cannot think of anything at the time being   | Jan 2, 2013 6:19 PM   |
| 2  | none   | Dec 28, 2012 9:30 AM  |
| 3  | More care of patient   | Dec 10, 2012 7:01 PM  |
| 4  | More drop-in sessions for specific areas, ie. podiatrist, physio, sexual health, etc.  | Oct 5, 2012 11:36 AM  |
| 5  | I think the surgery offers a good range of services not sure what else they could offer  | Sep 12, 2012 7:28 PM  |
| 6  | Water machine.   | Sep 3, 2012 9:57 AM   |
| 7  | More blood clinics.  | Aug 28, 2012 5:05 PM  |
| 8  | not really at the moment everything sees to be fine.   | Aug 18, 2012 5:08 PM  |
| 9  | None   | Aug 18, 2012 2:10 PM  |
| 10 | It would be good to hear results of blood tests which are clear (eg by automatic email for those who want it?) - just to have closure. Else we don't know without ringing the surgery several times. | Aug 17, 2012 7:51 PM  |
| 11 | more flu vaccination clinics and notification of when these are open. I have used the website to find information in the past and it could be updated more frequently.                               | Aug 17, 2012 3:20 PM  |
| 12 | None come to mind at present   | Aug 17, 2012 1:31 PM  |
| 13 | nothing  | Aug 17, 2012 12:52 PM |
| 14 | Specialised notice boards Get rid of all notices stuck to windows etc Is this a research friendly surgery if so promote it. Some stuff to occupy children<br>Water cooler dispenser available        | Aug 17, 2012 12:40 PM |
| 15 | Have just used Physio service at practice - brilliant! More physio times available?  | Aug 17, 2012 12:37 PM |