

WILLINGTON SURGERY

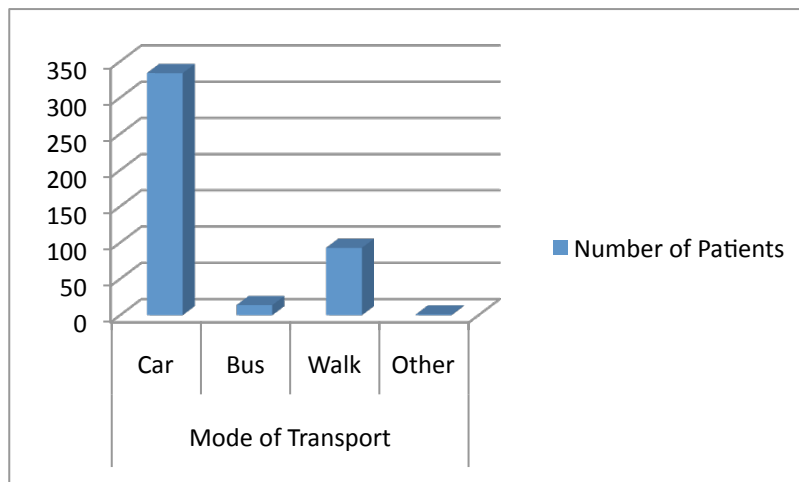
Patient Questionnaire 2011

Total number of questionnaires included (including 17 incomplete) = 428
 Number of patients over 16 years of age registered with surgery = 6702
 Percentage of patients completing questionnaire = 6.4%

1. How do you travel to the surgery?

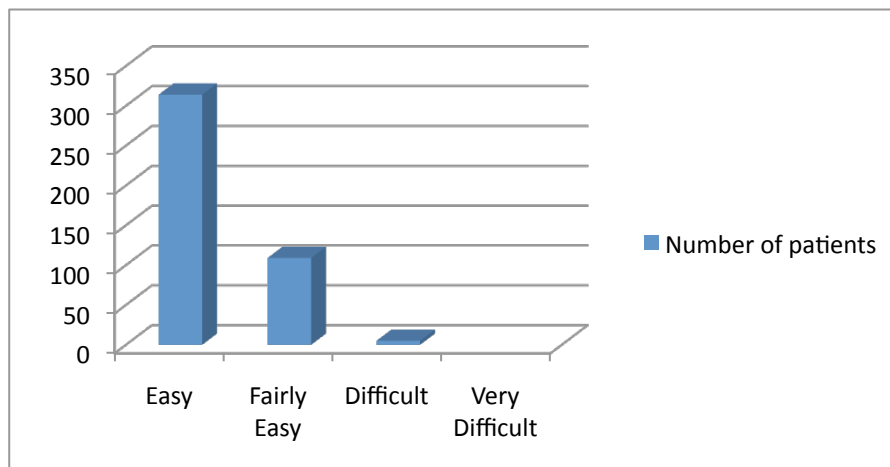
Car	Bus	Walk	Other
334	14	93	1

(Some patients ticked more than one box)



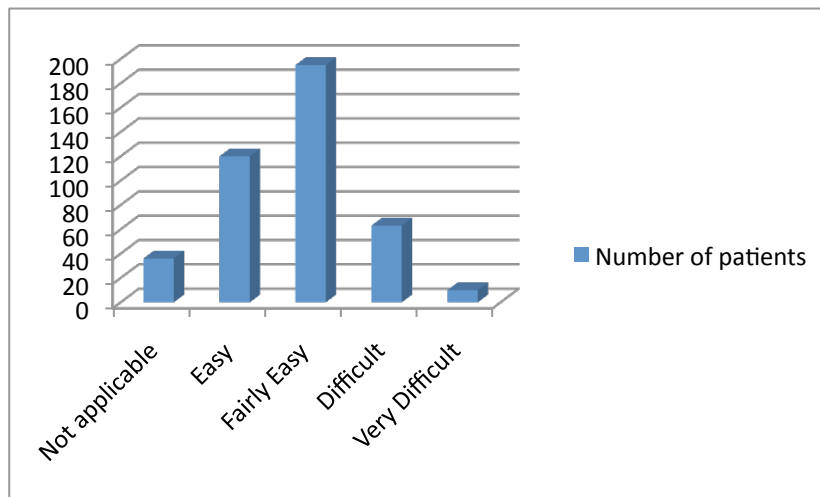
2. How accessible is the surgery?

Easy	Fairly Easy	Difficult	Very Difficult
314	109	5	0



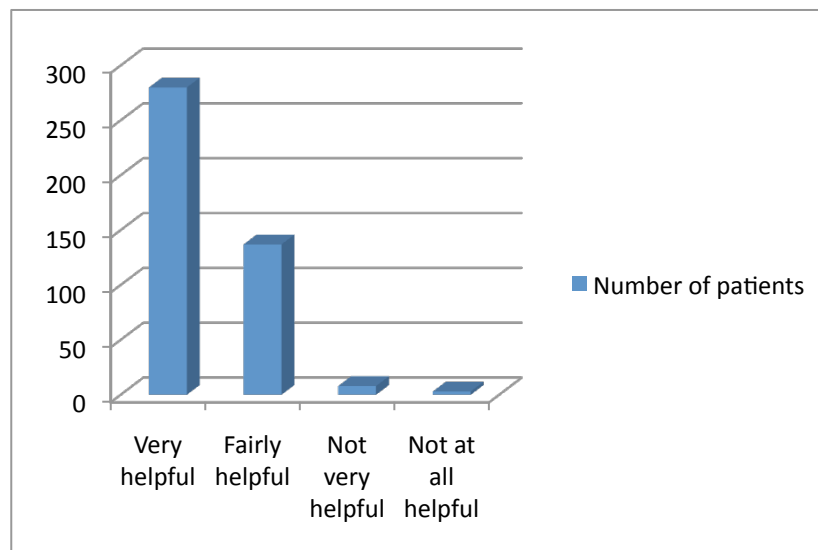
3. How easy do you find parking in the surgery car park?

Not applicable	Easy	Fairly Easy	Difficult	Very difficult
36	120	195	63	10



4. Generally, how helpful do you find our receptionists?

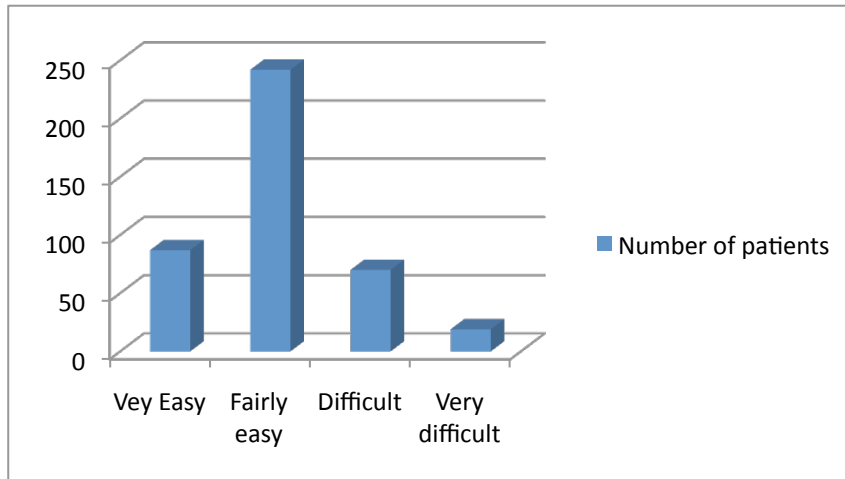
Very helpful	Fairly helpful	Not very helpful	Not at all helpful
280	137	8	3



Question 4 Comments	
	This comment (not at all helpful) refers particularly to one
	They ask inappropriate questions that patient would only want to discuss with medical staff.
	Ref Q.4- receptionists generally good but occasionally I am (amazed) surprised to find their attitude bewildering.
	There are a couple of quite unhelpful receptionists
	Reception can be rude to a patient others cheerful and helpful
	Q4 - Variable depending on who is on. Can be very helpful also sometimes though.

5. When you last contacted the surgery by phone how easy was it to get through?

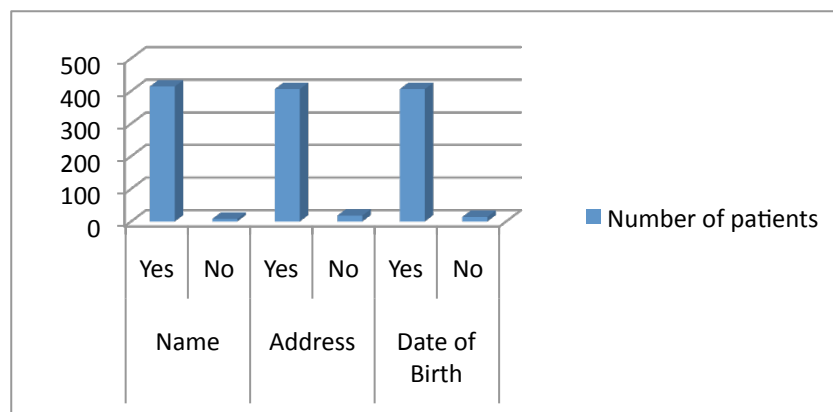
Very easy	Fairly Easy	Difficult	Very difficult
87	242	70	19



Question 5 Comments	
	Difficult to get through to the surgery first thing in the morning
	Quicker to drive to the surgery to make an appointment rather than wait 20 or more minutes to get through
	Sometimes you have to be persistent.
	Ref to Q5 how easy is it to get through to the surgery by phone – dependant on the time of day, 8am hopeless!!!
	Ref to Q5 - terrible making telephone contact in early morning

6. When you last contacted the surgery were you asked for your name, date of birth and address?

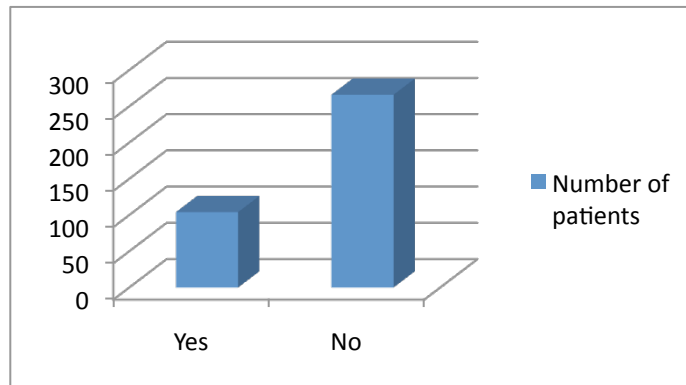
	Yes	No
Name	414	8
Address	403	18
Date of Birth	406	14



Question 6 Comment	
	Don't agree with giving this. (d.o.b.)

7. When you last contacted the surgery to speak to a clinician, were you offered a telephone consultation? (Some issues may be simply resolved by telephone rather than use a consultation)

Yes	No
104	266



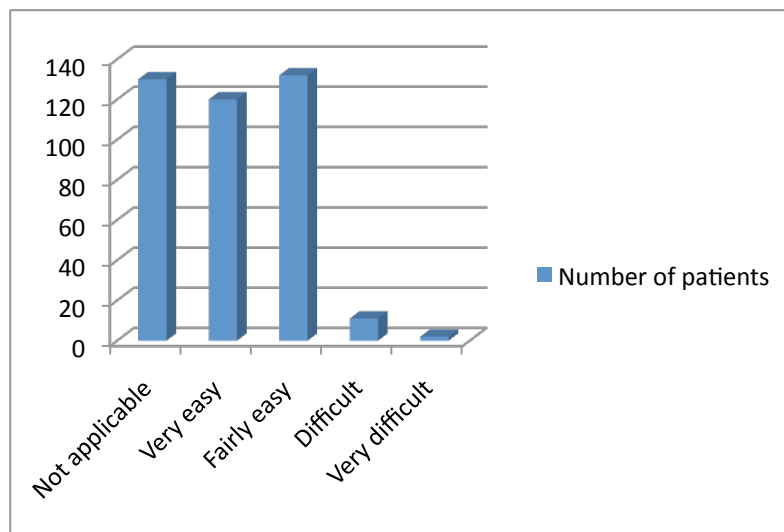
Question 7 Comments

Had to ask if it was possible.

Don't think I've ever been offered a telephone consultation.

8. If you have contacted the surgery for test results how easy was it to obtain them?

Not applicable	Very easy	Fairly easy	Difficult	Very difficult
130	124	132	11	2

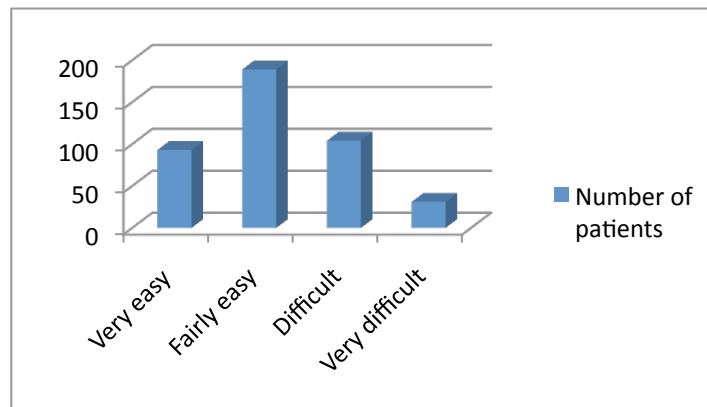


Question 8 Comments

Not able to interpret results satisfactorily

9. How do you find booking appointments in advance?

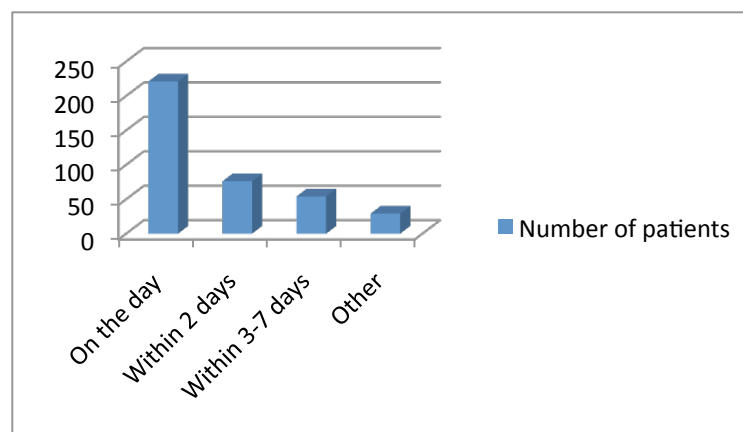
Very easy	Fairly Easy	Difficult	Very difficult
93	189	104	31



Question 9 Comments	
	Sometimes impossible!
	Ref to Q9 – ease of booking appointment with chosen doctor stated as difficult – not a general criticism
	Ref to Q9 re advance appts - can't book too far ahead

10. Have you tried to see a doctor fairly quickly in the last six months and were you seen:

On the day	Within 2 days	Within 3-7 days	Other
221	76	54	29



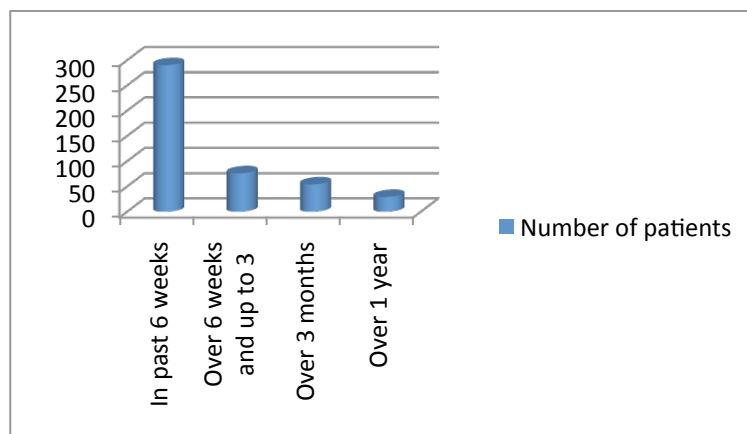
Question 10 Comments	
	Very pleased
	If you wish to see a particular doctor it is not very easy to get an appointment the same day
	Do not understand the way you allocate appointments. When is it an emergency-when you need antibiotics? WHAT? Is it about being assertive?
	No complaints at all
	Urgent appointments easily available. Non-urgent less easy
	Offered anything between 2-3 weeks. Usually speak to doctor if I can't get appointment or chemist

Question 10 Comments	
	14-21 days
	One experience and gave up and waited over 3 weeks for routine appointment
	Appointments system ridiculous for working people
	The service I have had over the past 6 months has been excellent
	In an emergency to get seen on the same day
	My children are always seen straight away.
	16 days wait. Not an urgent appointment
	Always find reception staff helpful
	To see a specific doctor it is usually a long wait.
	With difficulty (on the day)
	Work 8am – 6pm earliest. Very difficult to get to surgery.
	Be good to see same doctor.
	Pleasant atmosphere. I always feel that the staff and doctors always do their best to help.
	Booking appointments is increasingly tricky, even when instructed by the doctor to return within a certain time. Holding afternoon appts back encourages patients to come as emergencies.
	Find releasing appointments on the day frustrating. Can't easily book in advance
	With my daughter
	Always very pleased
	Think I was lucky on the day
	VG
	No issues of concern
	Not good if seriously ill
	Excellent service
	Refers to Q9 - if you want to see your regular Dr (continuity) sometimes a problem but alternative Dr recommended if "Urgent"
	If really urgent and I have had experience, immediate appointment offered if you wait until end of normal surgery hours – which is fine!!
	Only difficult if you want to see a specific Dr
	Seen on several occasions over 6 months in the previous 18 months due to dizziness
	2.5 weeks, to see a specific Dr
	As there is no Saturday surgery we have used the Swadlincote drop in centre with no problems
	If prepared to wait for emergency generally ok but difficult to make standard appointment.
	Appointments for some doctors can take 2 – 3 weeks (popular Drs), usually not a problem for an emergency appointment
	I rang for a non-urgent appointment with a specific Dr and had to wait 4 weeks to be seen – Dr Farrow
	Understanding the system of appointment allocation eases the difficulty. The system appears to me to be over complicated.
	I have had 2 appointments cancelled recently
	It seems to be difficult if you need to see your Dr urgently, I was told to telephone the next day. Telephoned at 8.10am and there was just one appointment left
	I can't phone for appt as I am deaf. This is difficult when my child is ill and my husband is not at home for me to get an appt.
	No problems x 2 comments
	Difficult phoning early morning when living alone and not well, if appt cannot be made day before
	Service was very good
	Very hard and sometimes 2/3 wks to see a certain GP/GPs
	Receptionists always do their best especially with children

Question 10 Comments	
	3 weeks. Any GP that has been at the surgery for a long time is very hard to get to see.
	If urgent can usually manage to get in either that day or next
	I can only say the surgery staff have always been most kind and helpful
	Routine appts more difficult to book
	I'm told that doctors are overworked and half of reception staff are off ill no matter when I visit the surgery
	Waiting ages asked at reception got told surgery finished so started other appointments
	Very good when it's the children needing to see a Doctor
	Not had to see Doctor urgently
	Are the security questions necessary, very annoying to be asked questions (Q6)
	It seems you can never get in to see the Doctor you prefer very quickly

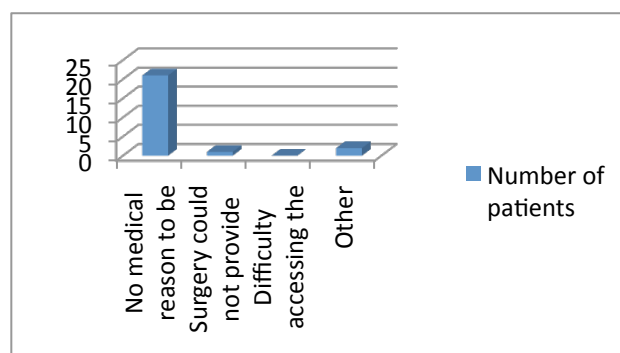
11. When did you last see a doctor?

In past 6 weeks	Over 6 weeks and up to 3 months	Over 3 months	Over 1 year
209	97	72	15



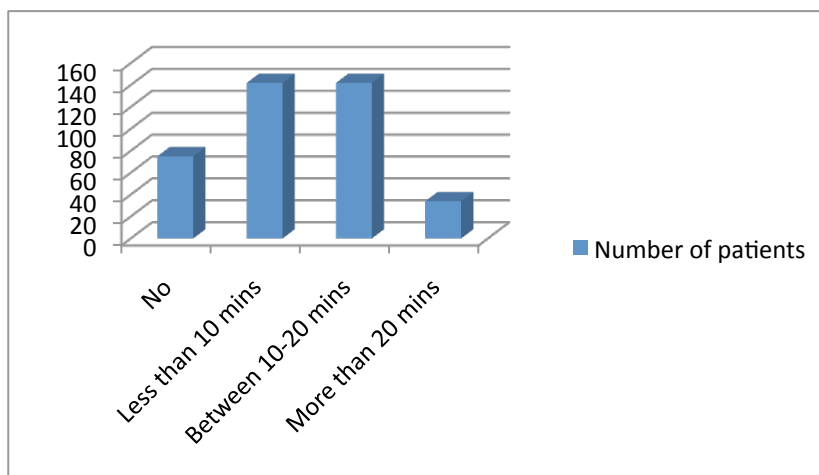
12. If you answered over 1 year ago, why is that?

No medical reason to be seen	Surgery could not provide convenient appointment	Difficulty accessing surgery	Other
21	1		2



13. When you attended your last appointment did you have to wait beyond the booked appointment time?

No	Less than 10 minutes	Between 10-20 minutes	More than 20 minutes
75	142	142	34



14. How do you feel about waiting to be seen?

Question 14 Comments
Between 10-30 minutes is acceptable
I appreciate I may have to over-run (and have done)
Quite happy to wait for around 20 minutes
Content
Don't mind sometimes people need more than 10 minutes
Acceptable and understandable
I am not bothered but it would be nice to be updated
It's fair to wait if doctor running behind
If you have an appointment time you should be seen close to that time. 10 minutes and over is not close enough. Are you allowing enough time per appointment?
OK emergencies happen
Would appreciate an idea of how long waiting time is on booking in (to be prepared)
I assume whoever the doctor is seeing at that time needs the amount of time taken. Waiting to be seen past appointment time is common practice
It doesn't bother me. For urgent appointments we've waited an hour. There are mags, books and toys.
Sometimes delays are unavoidable and waiting doesn't offend me
Okay if sit and wait but would rather be told if going to be 45 minutes or more
Don't really have a view- would always be useful to have an estimate of how long the wait could be
Frustrated
Comfortable, quiet surroundings
No problem x 19 comments
Don't mind up to 15 minutes
Fine. It's nice to know doctor spends time with his patients
Nervous

Question 14 Comments
You just have to wait
Up to 20 minutes is fine. Over 20 minutes is irritating unless the doctor apologises charmingly for the delay
Usually seen fairly quickly but last time surgery was very busy
Happy- in other times I might be the one using more than my fair share of time
OK x 15 comments
They see me when they can
Not very calm
Understand some of reasons; updates from reception would be beneficial.
I don't mind waiting 15 minutes but if this conflicts with catching a bus and having to wait another hour then not happy.
I accept sometimes you have to wait
The practice gives as good service as it possibly can
To sit and wait when you can't get an urgent appointment is often distressing.
Does not worry me at all
Pleasant waiting room, clean and comfortable
I'd rather wait and be seen
Not bad if less than 20 minutes
Do not mind if there is interesting reading material available
Do not mind if other people are needing longer
Waiting time always longer than 20 minutes
Don't mind x 9 comments
Difficult when the appointment is for a 2 year old
The waiting time is frustrating but bearable
Annoying to wait to be seen when making the effort not to be late
Frustrating but bearable
I understand the doctor may need extra time with some patients
Assume will always have to wait
What is wrong with waiting (male- logical). Do not mind waiting realise Doctors are very busy
Doctors usually running late realise good reasons for this re: get called away etc.
Do not mind as long as it is not more than one hour
Fine x 4 comments
Bored.
No problem – their time is more valuable than mine.
I have no problem with waiting for 30 minutes.
It's ok, but when I am in a rush and I'm there on time it's slightly agitating.
Necessary sometimes.
It doesn't bother me.
Sometimes it's too long especially when it's the very young children to be seen.
As long as I'm not rushed when being seen it's fine.
I appreciate that some consultations may take considerably more time depending on the severity of the condition.
Not really a problem
It's part of the process, not bothered as long as not too long.
Doesn't bother me. These things have to be done.
To be expected really.
OK if less than 10 mins. Good toys/books for kids.
Not usually a problem.
If you are coming down because you are a dropin then I don't mind waiting, otherwise I do.
I usually read to pass the time enjoyably.
Would much rather have a sit and wait system as opposed to appointments.
No problem with short waiting time.

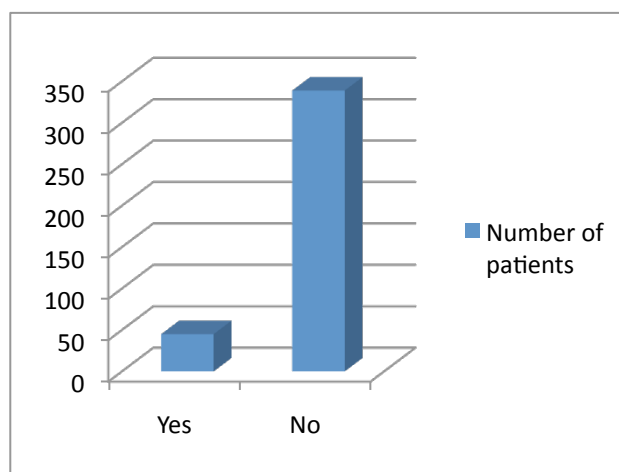
Question 14 Comments	
	Not overly bothered – like to be kept in picture re delays.
	Not good
	It's OK unless is important
	Nobody likes to wait too long
	We all have 'time restraints' so waiting over appointment time is frustrating
	Doesn't bother me
	Is there an option other than wait
	Frustrating some times
	No problem, busy surgery, but I am retired so does not really matter
	Not a problem! Understand that it's a busy practice and sometimes things don't go to plan! As long as the patient is kept informed it is OK
	I understand patient's needs
	Comfortable
	Annoyed if the appointment is for my children But not bothered if the appointment is for myself
	Can't be helped
	Maybe at the counter when arriving they could tell you they are running late
	I understand there are occasions when the Dr has to gos over time with the previous patient(s). If I have an appointment I am quite willing to wait until the Drs free – no problem, I go to see the Dr, full stop.
	Not an issue
	No issue as such
	Acceptable explanation given – no problem
	Sometimes it can't be helped
	Can't do anything about it
	Fine if you need to see a Dr, it's a small sacrifice
	Do not mind as long as it is not more than 30 minutes
	It creates no problem, we are lucky to be seen at all!
	Waiting does not bother me
	Not too happy, but understand that its unavoidable at times
	Relaxed
	Understandable when busy
	Don't mind as long as I`m not penalised if I am late
	So long as it's not persistent
	Personally I don't like to wait too long as I have had 2 back ops and waiting causes pain
	If appointments are running late I don't mind waiting as long as I'm informed on arrival. Overall I have been seen within 20 minutes of arriving only on the odd occasion have I waited 40 plus more minutes.
	No problem, don't expect to be seen exactly on time
	Worried if I am going to miss the bus and have to wait an extra hour for it
	Prefer not to be kept waiting but accept it is necessary at times
	No problem with this within reason
	Acceptable
	If there's a good reason, no problem!
	I don't really feel anything as it's just part of the queue
	Sometimes frustrated
	Ok if you are busy
	A bit annoyed
	Difficult with children
	I've no complaints i.e. satisfied
	Ok if necessary
	I am aware of how busy the Drs are and how hard they work to keep appointment times

Question 14 Comments	
It doesn't worry me, it could be me next time	
Ok if forewarned but always have to ask	
Because they are all sit and wait, find it hard to get a same day appointment	
I expect to wait sometimes when busy	
Understand. More than 20 minutes would be unsatisfactory though. Often having a young child with me especially if poorly, waiting can cause distress	
Not normally very happy if I have a booked appointment time and have to wait, as I work and I am under pressure to return to work as soon as possible	
Up to 10 minutes is acceptable as I realise Drs have very busy schedules	
Fairly calm	
The surgery was busy, a GP was ill, so reasonable	
Acceptable	
Depends on how bad you feel	
Don't mind if no longer than 20 mins	
Prefer not to	
Needs to be within 5 minutes	
Glad to be seen	
It doesn't bother me personally as long as I do get seen	
Quite happy	
Don't mind too much	
Reasonable as the waiting time is usually short	
Alright	
No bother	
I don't mind 10-15 mins over but more than that is unfair	
It is not usually a problem	
It has to be expected at times	
10 minutes is fine but 35 mins I thought was too much	
Not happy	
I don't mind as long as you don't have to wait too long	
I understand that the doctors are busy and some cases take longer than 10 minutes	
Not a problem, the radio was distracting from the wait	
Happy to wait if I need to see a Doctor	
Acceptable as long as within 20 minutes	
I'm not at all bothered	
Find some appts need a little longer	
Not too happy	
if surgery is full don't mind waiting	
We waited over 1 hour not happy	
Time and meeting times of appointments. As I filled in this form I have been waiting 20 minutes	
So used to waiting not a problem	
Not an issue	
Presumably	
It's okay	
Do not mind	
As long as not too much	
No problem	
If I need to see a Dr I don't mind waiting within reason	
Okay for self but difficult when bringing child to see Dr for an appointment	
Okay	
If an emergency then ok but how would the doctors behave if I was 10-15 minutes late?	

Question 14 Comments	
	Do not mind waiting
	No problem
	Okay, good Doctors
	expect to wait a small amount of time
	Not a problem as usually not too long
	Don't mind some patients need longer time
	Okay
	No problem
	No problem, I understand some consultations need longer than anticipated
	Okay
	Okay
	I would prefer to know the approx time, see 24

15. Patients believe they are registered to one doctor only, which is not the case. Is it a problem for you to see another Doctor?

Yes	No
45	339



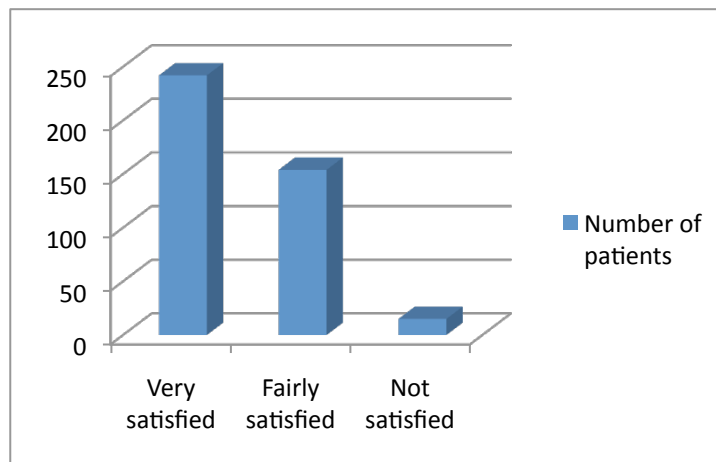
Question 15 Comments	
	Prefer to see Dr Farrow who knows my history
	Already discussed with one doctor so prefer to see the same Doctor again
	Would prefer good relationships and continuity
	We all have a dr we empathise with consequently if I should have a specific problem I like to discuss it with the dr of my choice and so frequently feel more like cattle than human being- but what is the answer? I am an older patient and it is difficult to get used to modern ways
	Continuity of care is preferred. It's nice to get to know the doctor
	I would prefer to get to see the same doctor. I feel you get to know him better and him you better
	I prefer to see the same doctor although everything is on the computer system. If you see another doctor you have to go through everything again. The continuity is not there.
	Prefer to see my regular Dr. Rapport with a Dr is very important; ability to discuss health (not necessarily medical) with a Dr is difficult if there is no rapport I will not fully discuss the issues.
	I feel it is better to see the same doctor who is familiar with your problems.

Question 15 Comments	
	Certain doctors appear to have limited knowledge of medical history
	Prefer to see certain doctors and not others especially if you have been seeing a GP for a specific reason.
	Would prefer continuity with existing complaints
	One patient would prefer to always see the same Doctor as he understands his wife's illness and would not mind waiting to see the same doctor
	History with one doctor
	Have put both, as I feel if it is for an ongoing problem you should see the same doctor.
	Not always but my husband has a long term illness and he does like to see his original G.P.
	Not always but my husband has a long term illness and he does like to see his original G.P.
	Not a problem perse. It is inevitable that some doctors are more difficult to see than others. If you're really ill, you'll be happy to see any doctor.
	Sometimes I have a preference for a woman doctor or a particular doctor in whom I have a lot of confidence.
	Just the continuity concern. A doctor you see regularly will know more about you than what's on record.
	Depends on problem.
	If it is urgent then I will see anyone. Urgent means urgent.
	Not usually, but I feel one's own G.P. knows a patient's situation without too much explanation.
	Like to see a doctor that I know and who knows me.
	Sometimes, as a female, I prefer to see a lady doctor for something personal. I'd rather not bump into a doctor locally, and some I have little faith in.
	Continuity-it's noticeable Docs do not read patient history before appointment
	But a couple have poor grasp of English
	(Sometimes) I find my own doctor a lot more approachable about my on-going illness
	Its not a problem but I feel I get continuity /rapport with the same Dr – I generally see Dr Hands who has looked after me since 1986 and I feel comfortable talking about any problems I have.
	Only because of the issue of trust which is what you want in delivery of a professional service
	I prefer continuity, seeing doctors who do not know me is time wasting
	If possible, I would prefer to see the same Dr
	Naturally one is accustomed to seeing on Dr who gets to know you but in unplanned urgent appointments, any Dr is fine
	Prefer to see same Dr as builds on relationship
	I would rather see the same Dr so they get to know you, instead of being just another patient number
	I prefer to see the same Dr as I get better continuity of care
	I like the continuity of care by a Dr who knows my problems
	I feel more comfortable with a lady Dr
	Specific history means it's good to see the Dr who first diagnosed it in my case
	I prefer to see the same Dr
	Play area with more things to do
	I like to be registered to one Dr because I believe the medical advice aspect is better
	I much prefer to keep to one Dr. I trust him completely and would be happy to stay this way.
	Because everyone has personal preferences
	Prefer to see the same GP because it gives continuity

Question 15 Comments	
	Only when I need a sick note. They tell me to ask at reception for my normal GP that does them to do them
	But always prefer to see my own GP
	Why is this now a rule, if I have waited 3 weeks to see a certain GP I expect to be able to see that GP
	I do like to see the same doctor however for the same reason for example
	Except when it is ongoing problem last seen by specific GP
	Like to see who I want to see comfortable
	Always prefer to see Dr Farrell
	I have built up a relationship with my GP
	Some doctors at Willington surgery are more concerning and helpful, other doctors don't make you feel at ease.
	Building a doctor / patient relationship with one doctor is preferred - for obvious reasons
	It depends on symptoms and if for myself or my child. If an on-going issue prefer to see same one if for my child find some Drs more thorough and considerate than others

16. How satisfied are you with the surgery opening hours?

Very satisfied	Fairly satisfied	Not satisfied
242	154	15



Question 16 Comments	
	Out of hours service is very unsatisfactory.
	Doesn't matter what hours they're open if can't get an appt.

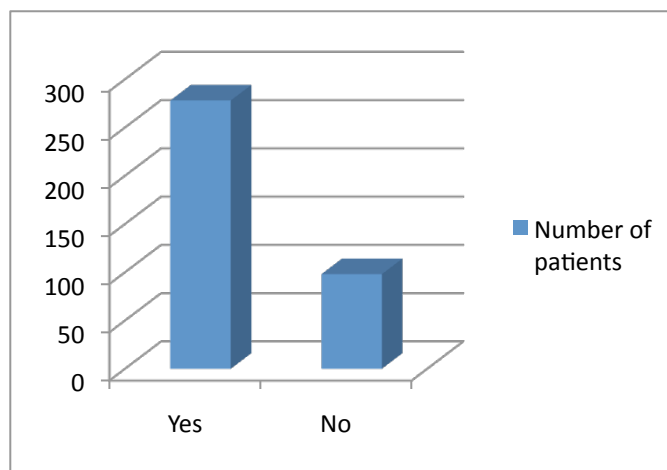
17. If you are not satisfied with the surgery opening hours what additional times would suit you and why?

Question 17 Comments	
	An early morning appointment or late evening would be very helpful
	Longer evening sessions on a few days would be good. Eg at my old surgery they had appointments until 7pm and starting at 8am which is very useful from a working persons perspective
	Drs on call, weekends, evening and bank holidays and Sat morning surgery as we used to have. We are not ill by appointment and NHS direct does not work
	As I work evening appointments would be good but I appreciate the doctors and nurses probably wouldn't approve
	Sat morning
	Some weekend opening would be helpful
	Preferred Saturday morning cover that used to be offered
	Early morning surgery 0600-0700 for working people
	A Saturday window would be good
	Earlier.
	Later in the evening. Work full time
	Up to 7pm surgery
	Saturday opening
	Weekends. People get sick at weekends
	Occasional weekends. Not shutting for meetings.
	Better opening times.
	Better opening times.
	Saturday a.m. worked well for me. It is difficult enough to get an appointment, so longer opening hours would presumably help.
	I feel that the out of hours service is very hit and miss. I have waited until I am to see a doctor in what I considered an emergency situation. I know weekends are not good but people do become ill then and the out of hours solution is NOT a satisfactory one.
	Weekends
	Need Saturday morning clinic again.
	Early a.m. and late evening needs to be available for those who need to see Dr but are not too ill to work.
	The surgery could open for a few hours on Saturdays if possible.
	Early mornings, late nights and Saturday morning.
	Slightly later evening appointments for after work.
	Saturday mornings.
	Saturday
	Early mornings or Saturday
	Saturday half day would be good
	Evenings and weekends
	Saturday mornings
	No Saturday appointments
	I'm retired and had a professional job where if I needed to see the Dr I could arrange my working day – however, I can see that people on fixed pay by the hour jobs may welcome a surgery outside normal 9.00 to 5.30pm slots.
	An `emergency` Saturday am would be helpful
	I don't agree with having to go to Derby, out of hours
	Saturday
	Saturday morning. Late evenings on ration by the doctors
	Would prefer more appointments outside working hours with all – (including Midwives)
	Saturday opening times would be a good idea

Question 17 Comments	
	Would benefit from Saturday morning opening
	Saturday mornings
	Satisfied
	Have difficulty remembering what they are and phone numbers
	The main problem I have is weekends when I may not get my own GP to see me
	Saturday mornings
	I would have a Saturday opening period
	I would really appreciate being able to attend on Saturdays as work and school commitments cause lots of problems
	I would like one doctor in attendance on a Saturday morning, like it was a few years back
	I understand that some working villagers have real difficulty in accessing the surgery before 6pm
	Later evening surgery and Wednesdays
	Worrying that you can't contact your own 'on duty' doctor out of hours. Have had no problems with NHS phone doctor myself but know others who have.

18. Do you know there is an out of hours service provider of medical care (Derbyshire Health United)?

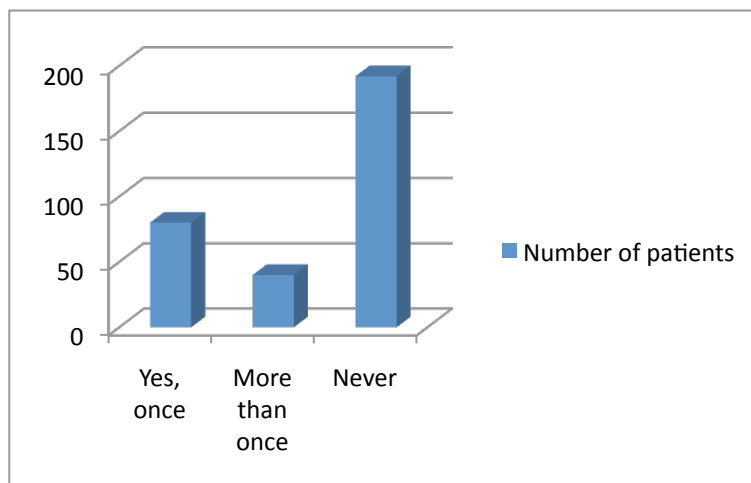
Yes	No
278	98



Question 18 Comments	
	Yes and its terrible.
	Ref Q.18- (having ticked yes) but there is no out of hours pharmacy.
	Q18&19 - Elderly people can't cope with having to go to a strange place, not to mention getting to and through to them
	DHU are not very helpful

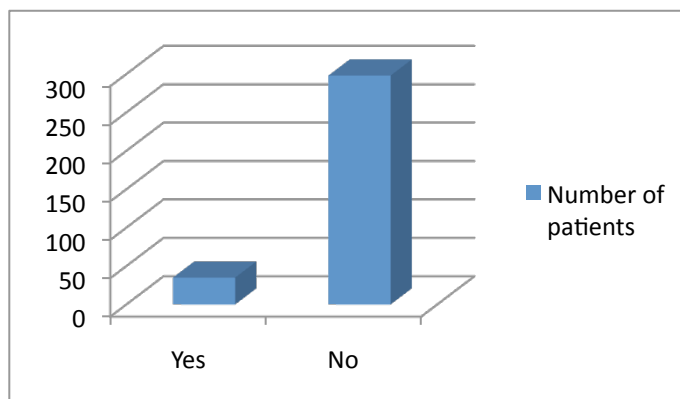
19. If you answered yes to question 18, have you used the out of hours service provider, Derbyshire Health United in the last year?

Yes, once	More than once	Never
80	40	192



20. In the last year, was there a time when DHU could have helped you but you chose to wait until the surgery was open?

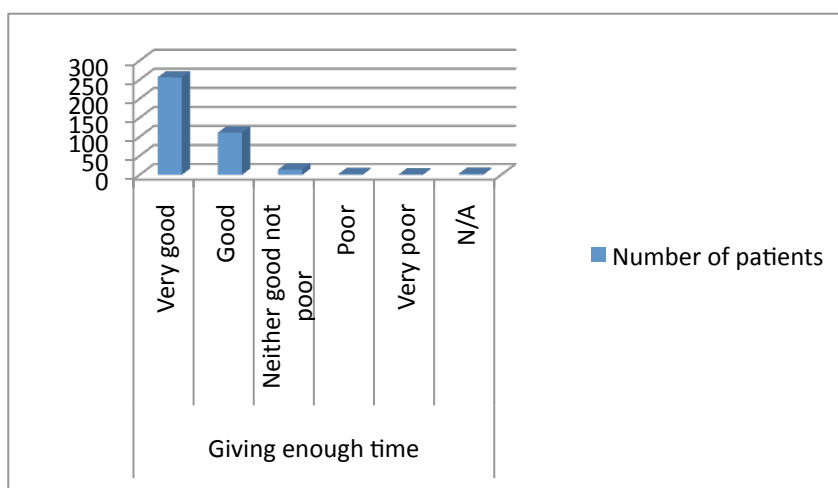
Yes	No
35	298



21. The last time you saw a Doctor at the surgery how good was the Doctor at each of the following?

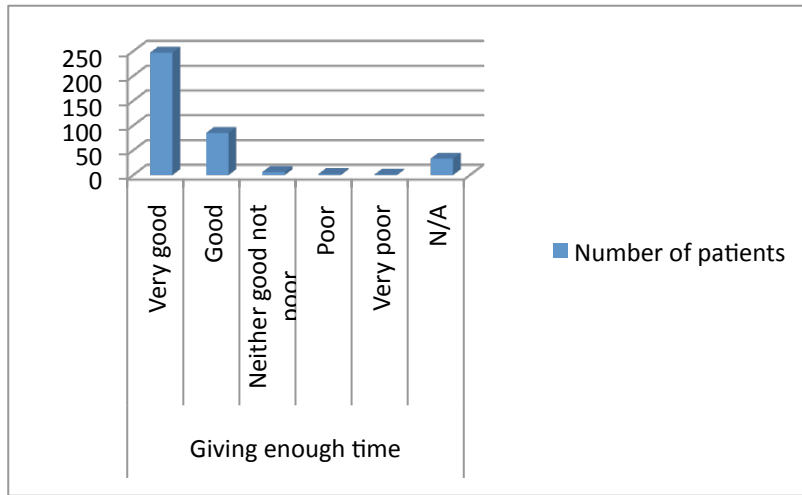
	V Good	Good	Not poor or good	Poor	V poor	N/A
Giving enough time	256	111	14	2	1	3
Asking about symptoms	260	109	17	4		5
Listening	261	105	12	1	1	4

	V Good	Good	Not poor or good	Poor	V poor	N/A
Explaining tests and treatments	243	91	20	5	1	17
Involving you in decisions	224	103	24	3	2	30
Treating with care and concern	258	113	16	4	1	7
Taking problems seriously	260	101	18	5	1	5



22. The last time you saw a Practice Nurse at the surgery how good was the Nurse at each of the following?

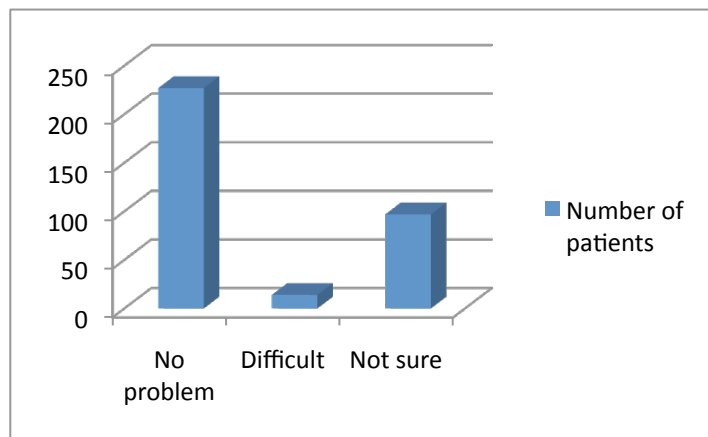
	V Good	Good	Not poor or good	Poor	V poor	N/A
Giving enough time	247	85	6	2	1	33
Asking about symptoms	231	91	11			57
Listening	232	82	11	2		44
Explaining tests and treatments	225	82	14	2		51
Involving you in decisions	211	70	16	1		66
Treating with care and concern	137	83	13	2		38
Taking problems seriously	220	83	11		1	55



Question 22 Comments	
	I have found occasionally a rather patronising attitude from the nurses.
	Generally go for blood sample or flu jabs only

23. How do you feel about raising a concern or comment to our surgery management?

No problem	Difficult	Not sure
227	14	97



Question 23 Comments	
	No view
	I am an outspoken individual when unhappy with a situation and to have the possibility of being removed from practice list is unnerving. I have been attached to this surgery for 40 years
	This leaflet was put out for patients to fill in so if the people concerned are going to remove the patients who write the truth are we expected to be sacked as it were from that surgery? Why should I feel uncomfortable you have asked me for my opinion I have filled and answered all questions, it is easier to state the truth than to lie. You must have problems otherwise why the survey.
	Q23 - this leaflet was put out for patients to fill in so if the people concerned are going to remove the patients who write the truth are we expected to be sacked as it were from that surgery? Why should I feel uncomfortable you have asked me for my opinion I have filled and answered all questions, it is easier to state the truth than to lie. You must have problems otherwise why the survey.

24. Have you any comments in terms of the patient experience, which you hope could be improved in the new premises e.g. play area, notice boards, music, quiet area etc.?

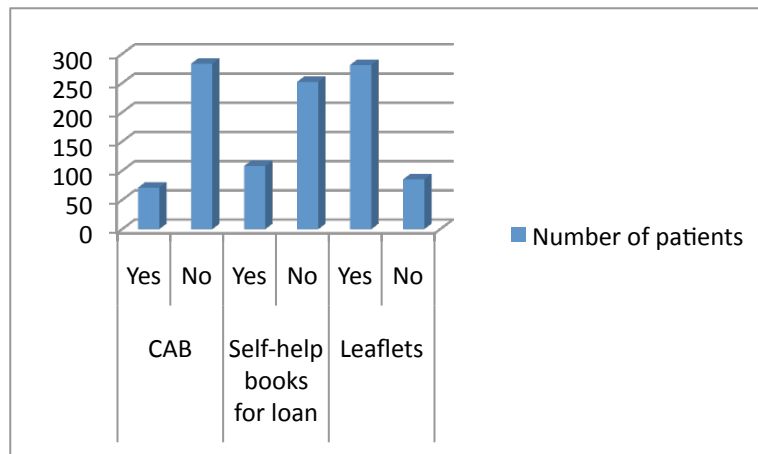
Question 24 Comments	
	Mobile phone free; Touch screen and wipes to access NHS direct and other info services; volunteer driver list for elderly patients to access surgery; method for booking advance appointments
	A quiet area would be good. Play area for children. I have suffered with anxiety in the past and sometimes found it difficult to sit in noisy waiting room
	Would prefer no music x 3 comments
	Music would be nice x 2 comments
	Quiet area x 3 comments
	Very happy with surgery environment. Comfy and warm. My children like coming
	List of doctors on duty or on call
	I find it extremely irritating to be told my choice of doctor won't be available for consultation with me for 2 weeks
	We have found disabled parking spot occupied by a delivery van. Parking is so tight that without the space of a disabled spot manoeuvring is difficult.
	Quiet area good idea for more disabled. Music- quiet Radio 2. Area for children.
	Better parking. Car park is terrible. A third of space reserved for staff. Surely staffs are fit and well. Why make ill people walk and park further just so you're at work easier.
	Just want to be able to book an appointment and see a Dr in reasonable time.
	No x 5 comments
	Hopefully parking area will be much bigger.
	OK
	Play area with more things to do
	More seating in the waiting area
	Would like drinks machine
	Cool drinking water dispenser x 5 comments
	Coffee machine
	More comfortable seating
	Recent magazines
	Recent magazines to read
	Music not too loud
	Something nice to read and up to date not old magazines
	Adequate seating that is comfortable. Plenty of magazines to read when waiting. Water station. Generally a relaxing waiting room whilst waiting
	Up to date information on notice board. Topical and interesting
	Well woman clinic during the day and early evening specific for those problems
	Don't like the name lit up with names, breaches confidentiality
	Internal physiotherapy
	Newer magazines
	Better parking. Kids area separate, noisy when you are ill
	A play area
	A coffee/drinks machine
	A larger car park
	Information re coming out of hospital care.
	Play area, quiet area separate.
	A few books/magazines for the younger people i.e. teens.
	Perhaps larger play area?
	All seems normal.
	Not really. Happy with surgery.
	Not bothered about improvements, quite satisfied as it is.
	Somewhere to put non-walking babies safely – playpen, soft area!

Question 24 Comments	
	How do deaf patients respond to the electronic cue?
	Play area for children.
	Some surgeries are removing children's toys due to health and safety. I would be disappointed if Wellington decide to do this
	Music loud enough to hear properly
	Like the current waiting room layout
	More doctors
	Larger car park
	Provision of parking spaces could be improved
	Parking
	More parking would be good
	Bigger car park
	Better parking
	Have not fully checked the plans but hope probably an additional toilet and pharmacy integrated with well-lit parking lot. Perhaps an additional telephone line to be installed, generally fairly easy to make contact but there are odd times you can find it difficult to get through
	Noticeboards could be better, more targeted.
	More parking, music/radio
	All be wonderful
	Play area away from main waiting area
	Training e.g. defibrillator use, CPR
	Returning home to Repton can be very difficult by bus. It is often late. There can easily be 20 minutes to stand. We need a bus shelter with a seat – if you are unwell or find standing difficult, it can deter you from visiting the Dr.
	Nothing, lovely premises
	Play area, noticeboards, music, quiet area
	A children's play area or TV would be nice when bringing children in as they are bored easily
	Bigger play area for the children
	I hope the new premises will be as quiet and discreet as the present ones
	Automatic checkin (wall device) did not work for me
	Play areas are good for the people with young children. Quiet areas are very good for the people that feel really poorly. Books etc. are lovely when you are waiting a long time
	I have always been treated well and thank all the staff
	I always feel I am being 'patched up' and the real underlining problems I have are not given long term consideration, getting to the core of the health problem.
	I'm very happy with Wellington surgery - reception staff and doctors are always helpful and friendly. I once had to ring up because my little boy was quite poorly at home, the reception staff were great and when I spoke to the GP she was very kind and reassuring
	No complaints x 2 comments
	I think we are lucky to have such good care here. I sometimes think reception training is needed
	Very nice, friendly people. Need to listen more
	It shouldn't be so, but some of the reception staff are not always easy to deal with.....
	Reception can be rude to a patient others cheerful and helpful
	I've no useful comment to make
	None at present as just moved to area
	Maybe water dispenser. More magazines
	Digital sign with expected waiting times to see Doctors

Question 24 Comments	
	Definitely be play area for children and quiet time, music is good not too loud, breaks the silence
	Quite happy with present arrangements - it's quiet, comfortable, room for kiddies to play and more relaxing to wait in than the large impersonal rooms with rows of chairs that you get in hospitals.
	As now in this surgery
	No intrusive music, please. We suffer far too much on TV! Waiting times longer than say 15 mins to be posted in view, as in most hospital clinics.

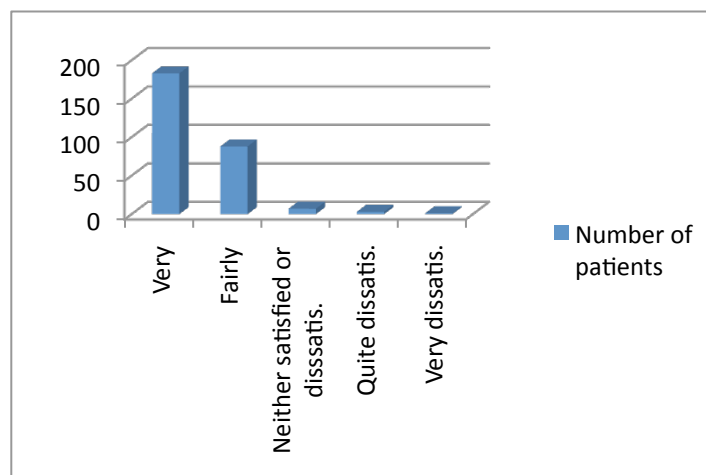
25. Were you aware that the surgery has the following available?

	Yes	No
CAB advice	71	283
Self-help books	108	252
Leaflets	281	85



26. In general, how satisfied are you with the care you get at the surgery?

Very	Fairly	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
183	88	7	3	1

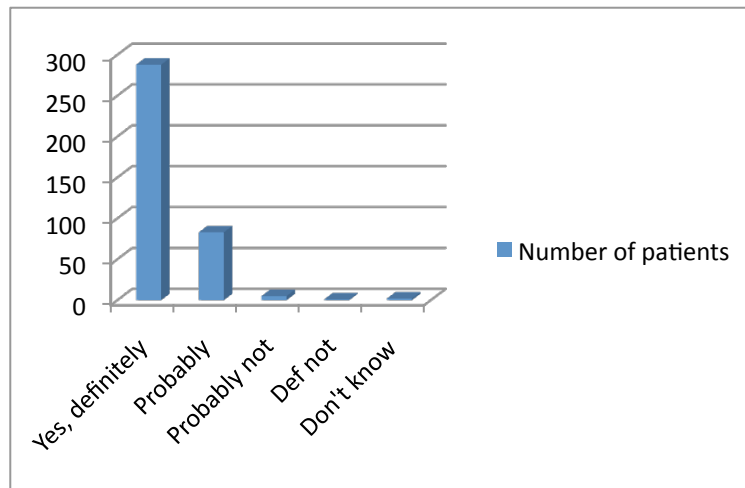


Question 26 Comments

I would say that there are a few problems, small therefore should be easy to put right if people put the truth down on this paper it should help you to put the wrong right.

27. Would you recommend the surgery to someone who has just moved to your local area?

Yes, definitely	Probably	Probably not	Definitely not	Don't know
288	83	5	1	2



Question 27 Comments

Monopoly situation – no alternative!

I think the level of service given by the G.P. team is excellent but having used the 'out of hours service' in what I consider emergency situations and to be told the doctor might come anytime after midnight and in both instances it was the early hours of the morning is very frightening and making decisions about the call is a difficult one.

I would never recommend anything to the people I know I think they should be able to do that themselves, simple because my expectations are different to anybody else. In the last 12 months I have had problems with prescriptions going astray, once I have put them in an envelope, posted in the surgery post box, 8 days later still not available in chemist had to wait another 2 days (10 days) in all before I was able to collect from chemist. Who is responsible for these errors?

Q27 = Little other option.

Ref Q27 - I would recommend which Drs I think are good at their job/profession and they should try to see them

Additional Comments

Just wonderful

A nurse practitioner would be useful for medical queries to save bothering doctors. Reception could be more patient friendly also. More telephone lines and quicker response to a call. Much better opening times ie weekends and more appointments available

I have given 30 minutes to answer this questionnaire

Each time I visit the doctor I feel I am using an appointment which could be taken by someone suffering a more serious complaint
Keep up the good work
Excellent service all round
Last practice was far better
Sort the parking out
Would be nice to be able to book an appointment with a specific GP within a reasonable timescale (i.e. no more than a 2 day wait) rather than having to wait days if not weeks, sometimes it can be a battle to speak with a GP or get an appointment.
Doctor Hands has been my support in difficult times, very kind
Always find GPs and nurses extremely approachable. Given many stories you often hear, consider ourselves lucky to have such a surgery. Receptionist staff are very kind, patient whilst remaining professional.
I find ordering repeat prescriptions difficult. I am on Tamoxifen for 5 years and only being able to order a few at a time is inconvenient. It is prescribed by my Oncologist and the ability to obtain a 6 month prescription would better suit my needs, also the removal of the telephone ordering system discriminates against those less able to access the surgery (i.e. elderly) and those without computer access.
Pleased with everything. Service etc
Very friendly and informal
Moved from Hilton surgery to Willington because of appalling care. Very impressed with Willington Surgery
Family surgery for over 50 years. Very happy. GPs part of community
Very lucky to have surgery like this. Everyone helpful and friendly
<i>Results of survey to be publicised:</i> I hope this means <u>all</u> the results – not just those the surgery wants people to see.
I feel we are lucky to have you. I have just sold my house and <u>will</u> be buying in the areas of the surgery.
I am very satisfied with the treatment I receive thank you.
The big issue is getting an appointment when you need one. Ideally with a doctor of your choosing. Most of the reception staff are usually (but not always) very helpful in finding something, but it can occasionally be a real 'battle'.
Well done to the P.P.G. for conducting this survey. It is important that the practice understands what it's 'customers' want and the extent to which these aspirations are being met. Important, too, to monitor progress over time. So this survey should be repeated at regular intervals. (12 or 24 months) in the future. Finally, there may be better ways to collect the information. The internet has come a long way in terms of market research. And perhaps the sample should also include people who don't happen to be seeing a doctor/nurse? I am not saying we shouldn't use paper, as many (esp. the elderly) do not have access to the internet. Perceived confidentiality may also be an issue for some. Overall, a great start and one we should be looking to build on.
Very satisfied.
Very nice, pleasant surgery and nice staff.
It appears that there are too few G.P. hours available for the catchment area.
Sometimes find receptionists ask intrusive questions and are cold in treatment of patients. Getting to doctors not always easy

	Receptionists are sometimes abrupt and it is difficult to get an appointment when required
	We could not wish for better care. Thank you
	I like the automated check in
	Some surgeries in local area offer a phone back service – at very busy times could this be considered to get appointments out quicker
	No
	I would like to see my preferred doc more easily (Dr Raj)
	I would <u>not like</u> this surgery to move location. There is no problem at all with the current location
	Consider putting permanent address, opening times and telephone numbers in local village parish magazines for the areas covered by the surgery. My comments are only a `tweaking` exercise – we all enjoy a wonderful service, envious I would imagine by many – long may it last – congratulations to all!!
	Use the same version of Word for attachments. This doc. Was easy to open. I shall have to open the doc. Newsletter on another machine. There may be patients who do not have the most recent version of Office.
	Very impressed
	This has been the practice I use for over 50 years and I have complete confidence in the care and attention I receive
	Cannot understand when ringing for appointment we are told to ring at 8 the next day, why can't we make one there and then?
	I feel that we have a very good practice compared to others I have heard about. It would be nice to have other therapies here that complement the medical care e.g. reflexology, acupuncture, aromatherapy, therapeutic massage, shiatsu
	Very pleased with all the staff at the surgery who are very caring and polite. I think Willington is very lucky and hope the standard is maintained.
	Have always found the Drs and staff very caring
	There is a bus shelter at the stop in Willington village. It has a seat but if you sit you cannot see the bus approaching and it goes past. It has twice happened to me and then there is another hour to wait!! Also it is a long way to walk to Repton.
	The automated booking in system is unreliable
	I feel very privileged to be registered at a surgery where the staff are so helpful and Drs and other Healthcare professionals are clearly focused on excellent patient care delivery
	We consider ourselves very lucky with our Drs
	Would like to make a same day appointment without the Receptionist trying to be a Dr over the phone
	Very good – marvellous
	Great surgery, have been supportive particularly surrounding the health of my son
	Very pleased
	We moved house but not out of the area because we did not want to leave this surgery because everyone is so helpful
	Q21 - this applies only to visit on 5th Dec and is not usual. Saw doctor I don't know.
	GPs here have been wonderful
	I have always been treated very well by nurses, doctor and staff, it's a very good surgery
	I would be eternally grateful if you would hold more Saturday flu clinics as still trying to get my kids booked in

	Great surgery, have been supportive particularly surrounding the health of my son
	I understand that the access to the new surgery will be via Ivy Close or opposite the church. This will entail a long walk for some patients. The less mobile patients without transport could find this a trial. A suggestion: a new path could be made along the southern edge of the drive to the current car park and continuing westward, through the scrub, to link up with the Ivy Close footpath. This would provide a shorter walk for many villagers and be much appreciated, I am sure. People I have mentioned it to, think it is a very good idea. The cost could be met from the grant.
	Telephone contact a problem early November, over a period of 3 days, I was unable to get through. A common cause of complaint needs addressing by management. MOT's for the over 75's ?
	New to area, under care of midwife
	Q1 - Uses car, bus and walk
	Very happy
	Very pleased overall
	The only gripe I have is when, which is not very often, I can never seem to see a Doctor quick enough
	We have no problems with the surgery, Docs are all great, very caring. Keep up the good work
	Receptionists are helpful but usually doing other things than dealing with people waiting to book in

Patients completing the survey

Male (Figure in brackets shows number of registered patients over 16 yrs)	Female
(3303)	(3407)
121	254

Age (Figure in brackets shows number of patients in this age group registered with practice)						
16-24	25-34	35-44	44-54	55-64	65-74	75 +
(753)	(759)	(1063)	(1285)	(1262)	(895)	(685)
24	33	57	44	72	70	46

