**MAY 2019 PATIENT QUESTIONNAIRE-**

**GENERAL ISSUES - POSITIVES**

Daily appointments available. Excellent staff

OK

Friendly, GP mix of specialty

The reception staff are always approachable, supportive and friendly

Good

Kids’ corner. Waiting room music

Good staff and personal service. Clean, friendly and professional environment.

The staff- reception are lovely.

I can usually see a doctor when I need to.

Friendly staff throughout.

Always seems clean.

The entire practice is a positive place.

Excellent doctors, excellent reception staff

Friendly, quite efficient.

Very friendly, never too busy.

Reception staff (being in the firing line sometimes) are always pleasant and professional and friendly. My 3 main doctors are just brilliant.

Convenient location. Can always get appointments. Doctors/nurses/staff helpful.

It’s reassuring to know you can access an appointment the same day.

Local. Has greatly improved in recent months.

Local. Usually you can get an appointment to see a doctor on the day you telephone the practice.

Always helpful. Polite reception staff. Always manage to get an appointment on the day.

Very friendly, professional doctors, can get an appointment.

The positive thing about this practice is that there is a very good doctor (only one) who is always willing to invest time in his patients. I don’t mind waiting to be seen if this means the doctor takes the necessary time to diagnose/talk to the patient.

Friendly staff.

Friendliness.

All.

Time waiting to see doctor.

Friendly and helpful staff.

Clean and tidy.

Excellent.

Friendly staff.

Able to get appointments at reasonably short notice.

Can usually have an appointment on the day of asking.

The professionalism of all of the employees and the calmness this creates.

Warm and friendly.

Friendly, clean, warm,

Local, choice of doctors (e.g. women’s issues).

Pleasant staff. Able to see male or female doctor.

Doctors good- can be stressful getting an appointment but after that all is good. Good nurses.

Friendly helpful staff.

Overall everything is good.

Friendly staff.

Friendly staff.

Convenient and local for Dunchurch.

Easily accessible. Friendly.

Doctors seem approachable and friendly.

Local. Reception open all day.

Can usually get an appointment when required.

Can always get emergency appointment.

Doctors very good.

Staff friendly and helpful.

Patient satisfaction and well-being.

Very good GPs.

Reception and general good attitude.

Accessibility.

Efficient and helpful.

Helpful and friendly.

The majority of doctors listen to the patient.

Dr Ian and Dr Reynolds are fantastic GPs.

Location. Parking.

Waiting room is fine and the doctor’s rooms are good.

Good engagement.

Friendly. Usually able to get appointment same day if wait in morning for surgery to open up.

Doctors are through and I feel I can trust their advice and diagnosis.

Friendly staff, good location with close proximaty to pharmacy, good car park.

Good reception and some nice doctors.

Good interpersonal skills, kindness and thoroughness in dealing with problems.

Friendly, approachable.

Reception- helpful, cheerful and kind. Very good. We are very lucky to have good medical personnel.

Reception- nothing but praise for kind and helpful at all times. The fact that we are lucky to have such good medical personnel.

Reception- A\*

**GENERAL ISSUES- IMPROVEMENTS**

None

Do a late night service a week e.g. 8pm. Can be long waiting times for GP.

Online prescriptions for kids. Online appointments.

No.

None.

Blood taking on site perhaps.

Longer appointments when required.

Not really.

More parking. More doctors.

No.

Better liaison with the Rowlands Chemist.

Visual/aural display of when it’s your turn and which room to go to.

Have you considered installing in automatic door opening button? It would make access for certain people much easier. Just a thought……

No, I am very pleased with the care offered.

Keep the improvements in all areas.

Continue improving. There has been a positive improvement in the past few months.

More lady doctors.

No

Car park.

More modernised interior and systems e.g. to call patient.

Wish would open at 8 am.

None.

Reduce the patients from out of the villages (i.e. from Rugby town centre).

Full online booking system.

Reception area to be more private.

N/A.

None.

Can’t think of anything.

Not at all.

Not ideal for people feeling unwell to have to queue before surgery opens to secure an appointment to be seen that day. Especially so in the winter when waiting area can get full and people have to wait outside.

Phoning on the day can be hard to get through. By 0840 am all appointments have gone. Some free appointments the next day might be helpful.

Parking- but what can you do?

Car parking.

More doctors/ weekend opening.

Need a larger car park.

Online appointments. Select a doctor.

Allow sensible booking of non-emergency appointments- too often people are pushed into using emergency slots because of lack of other slots.

Would like to book routine appointments.

Would like to be able to get appointment with doctor of choice more easily.

There are always the same cars in the car park meaning it’s difficult to get parked.

No.

Better online booking facility.

More people to answer telephone between 0830 and 9 am.

Quicker appointments please.

Should get appointment with doctor of your choice earlier, not 4-6 weeks

Online appointments.

Being able to make appointments online.

Being able to book in advance and not waiting 2 months to see a doctor of choice.

More time available for bboked appointmetns.

No.

More doctors.

Call queuing- not great to keep having to ring a lot to get through.

Appointment booking system.

Doctors sometimes make you feel you are wasting their time.

More doctors. More available appointments. Female doctors more available

Easier access to a home visit in justified cases especially for the elderly.

A visual display of which patient and room number. Very stressful for the hard of hearing with present system.

No.

One of the receptionists was very rude to my husband when he phoned the surgery to make an appointment. My husband has a stammering problem and the receptionist was awful to him over the phone! The access to a specific doctor (a doctor of one’s choice) is terrible. I often have to queue up since 8.45am with my little daughter whenever I need to see my GP. It is often cold and there is not enough space for people to sit until the surgery opens at 8.30am. if I try to phone, it is often engaged and when the receptionist answers, the appointments with the GP of my choice have already been given. I often have to ask when my GP works (working days) so that I know what day I need to queue up. I find it very poor as we should not have to queue up in the cold for 45 minutes to be given an appointment with a particular doctor. I would not be happy to have an appointment with one of the GPs of this practice as he always makes you feel that you come to this surgery to waste his time. You should never have to feel like this when going to the doctors! I would like to be able to make appointments in advance. However, when I have tried this in the past I have been told to wait for 6-8 weeks, which in my view is totally unacceptable.