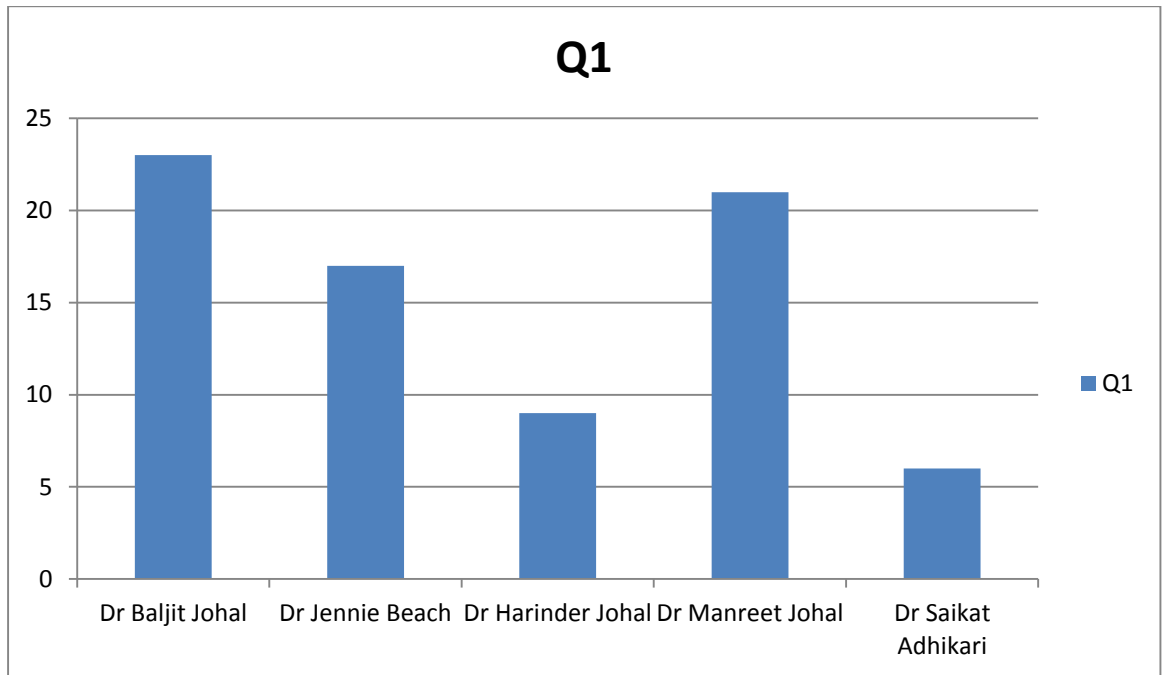
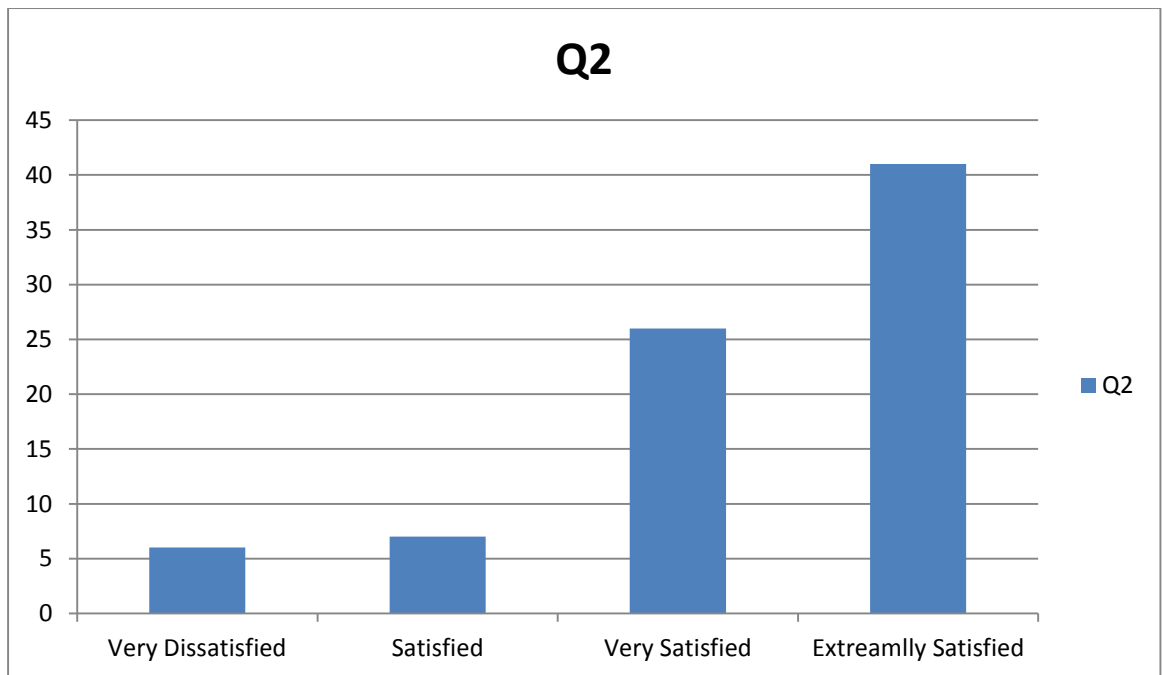


Twickenham Park Surgery Patient Survey 2013/2014

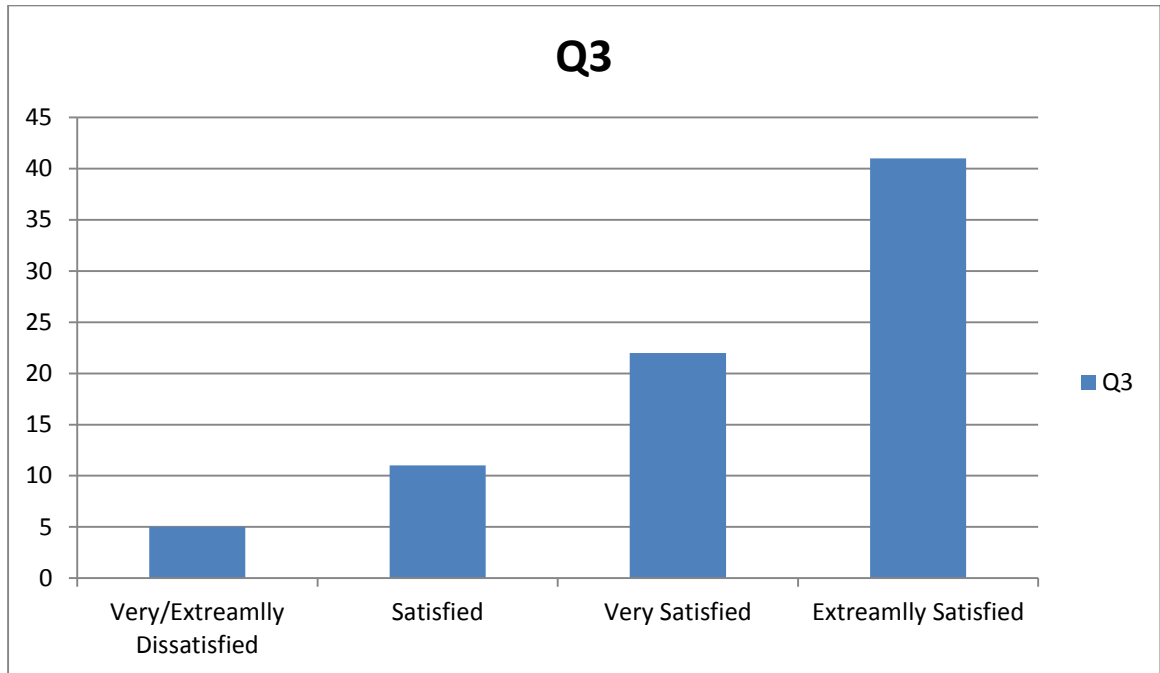
1. Special Mention by Doctor



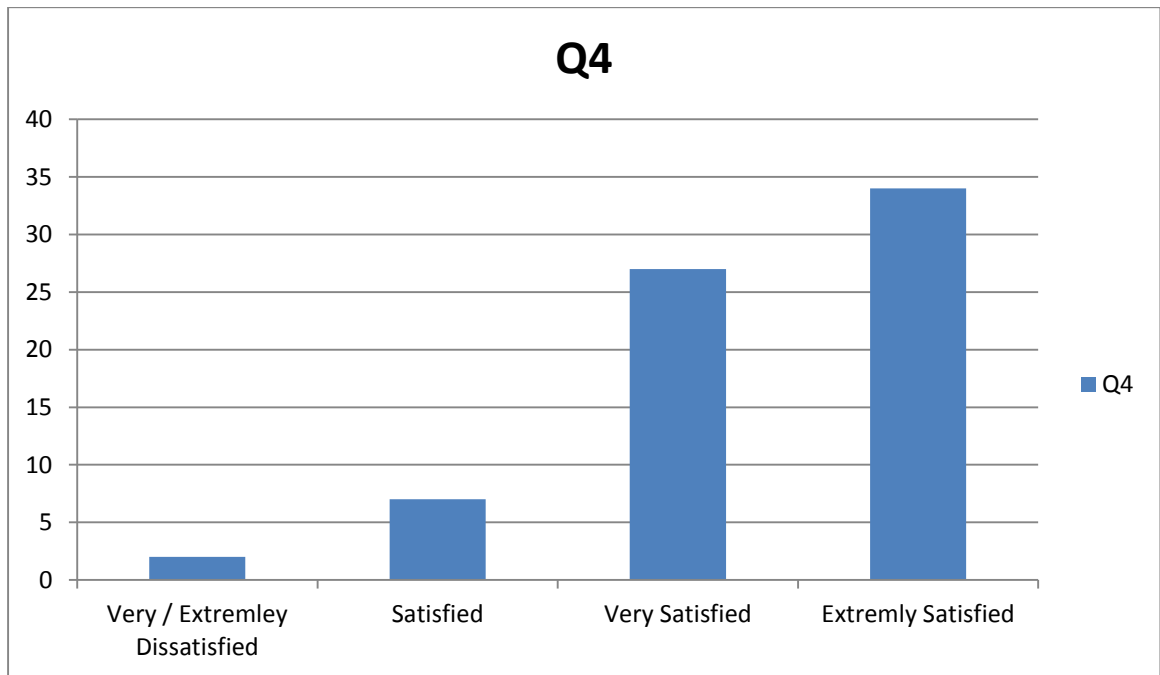
2. How satisfied are you with the way your Doctor listens to your problems?



3. How satisfied are you with your Doctor's Care and Concern?



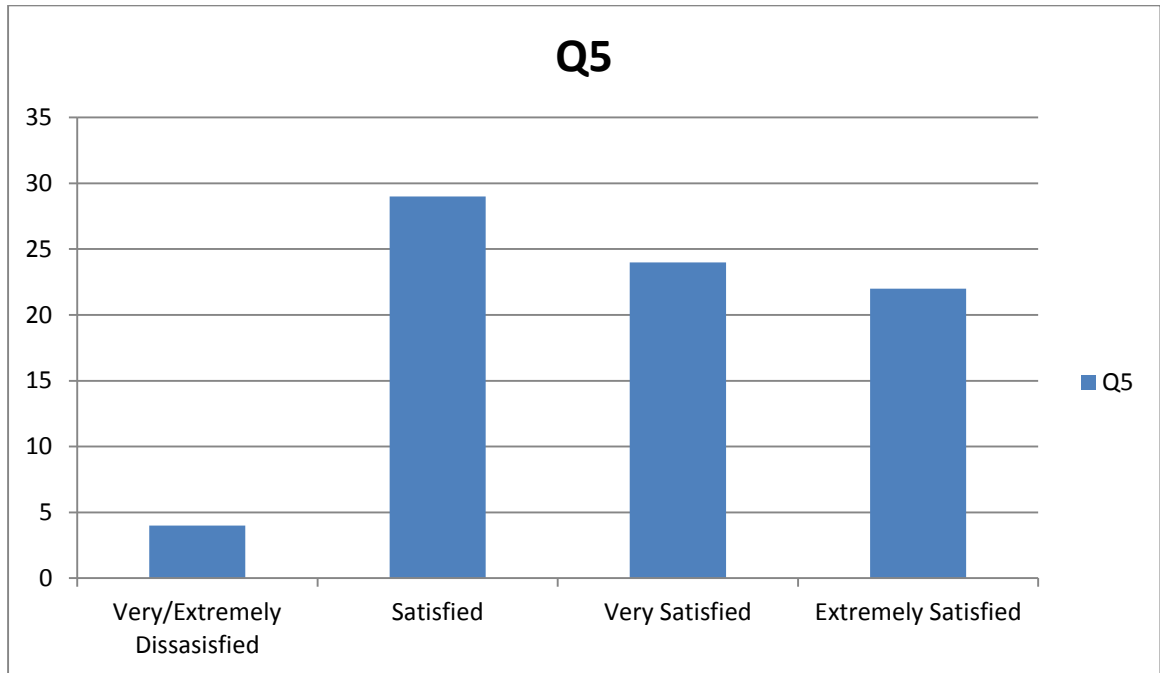
4. How satisfied are you with the Nurses at the practice?



Comment:

1. Helpful and knowledgeable.
2. I have always had a good experience at this surgery.
3. Nurses are very good.

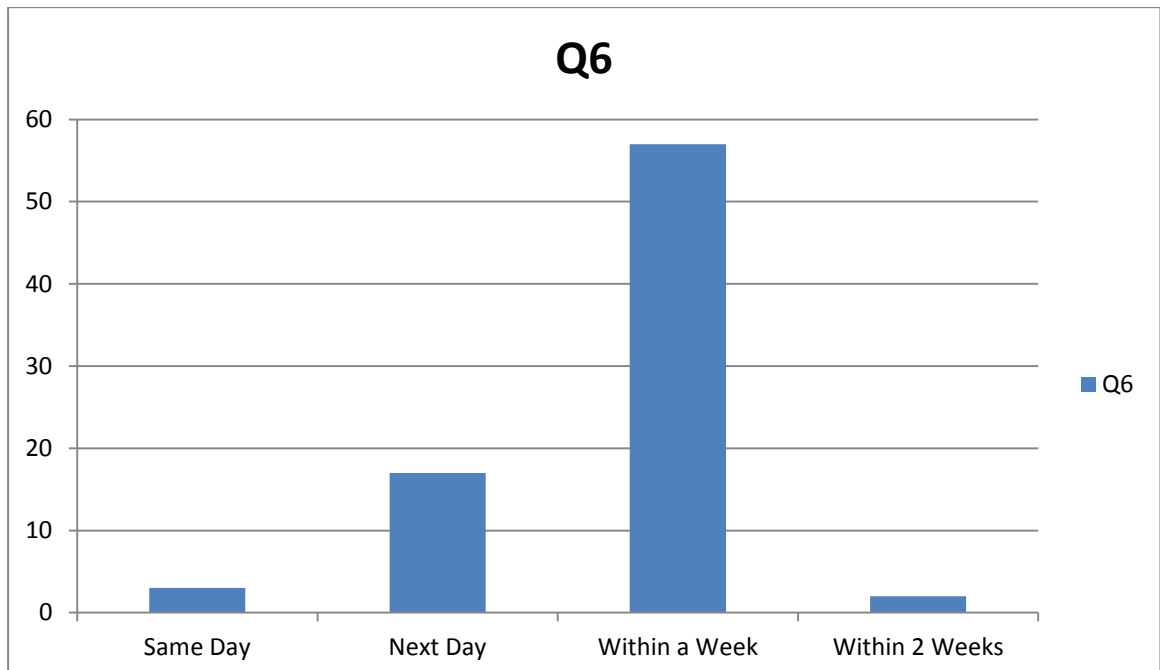
5. How satisfied are with getting an appointment at the practice?



Comment:

1. On-line system is good.
2. Never had a problem booking an appointment.

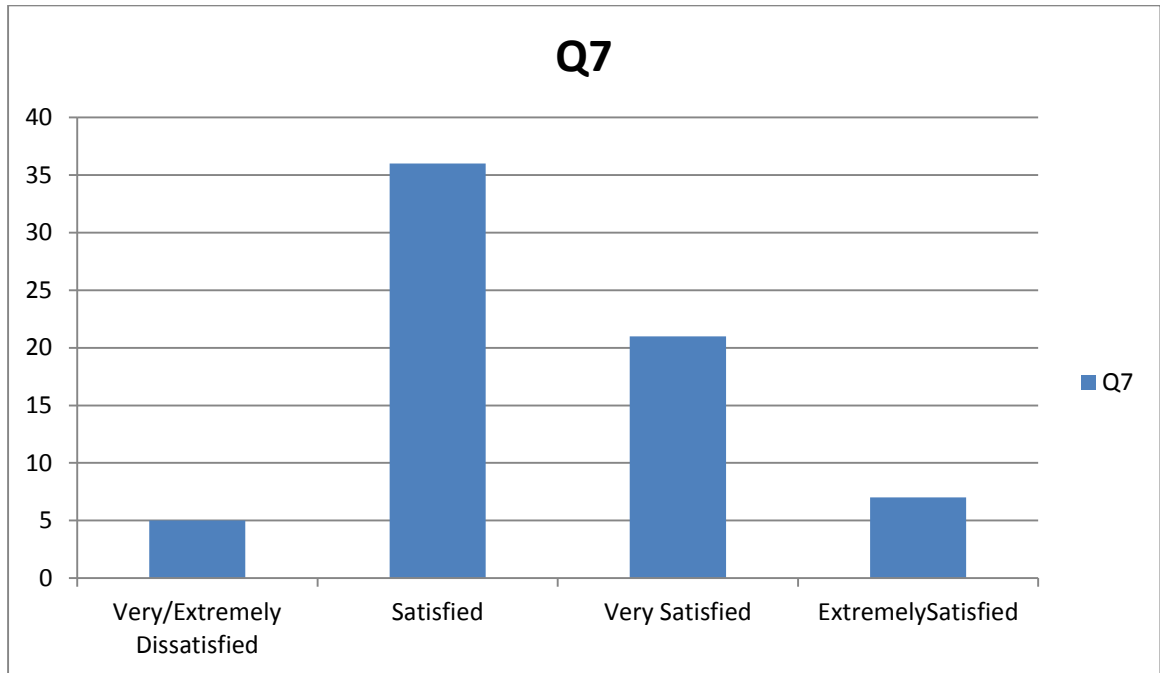
6. How quickly do you feel you should get an appointment for a routine matter?



Comment:

1. When wanting to book a same day appointment it is very frustrating that the phone is engaged for a long time at 8.30.

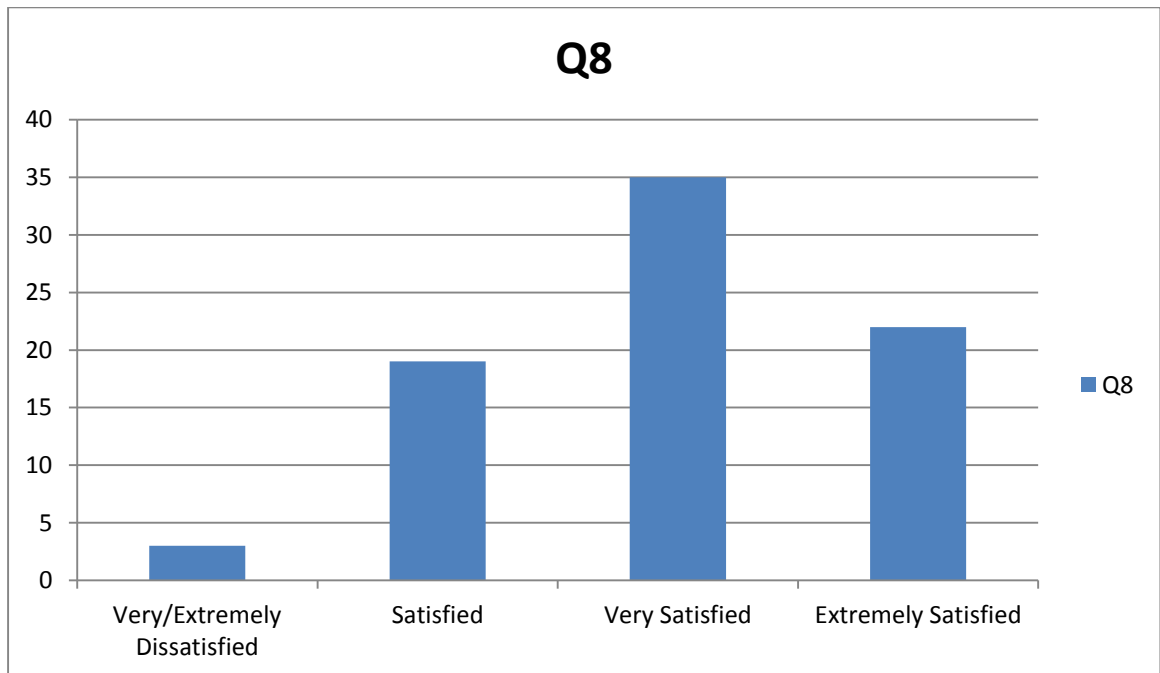
7. How satisfied are you with the ease of arranging to speak to a Doctor by Telephone?



Comments:

1. I called to arrange this and was told I would get a call back from a Doctor on the same day although a time couldn't be given. However, I did not ever get the call.
2. Arranged a call but did not receive it.
3. Very difficult to obtain telephone appointments (same day).
4. I have requested this on a number of occasions and it is either unlikely to get a doctor and when I have there is hardly any time given.

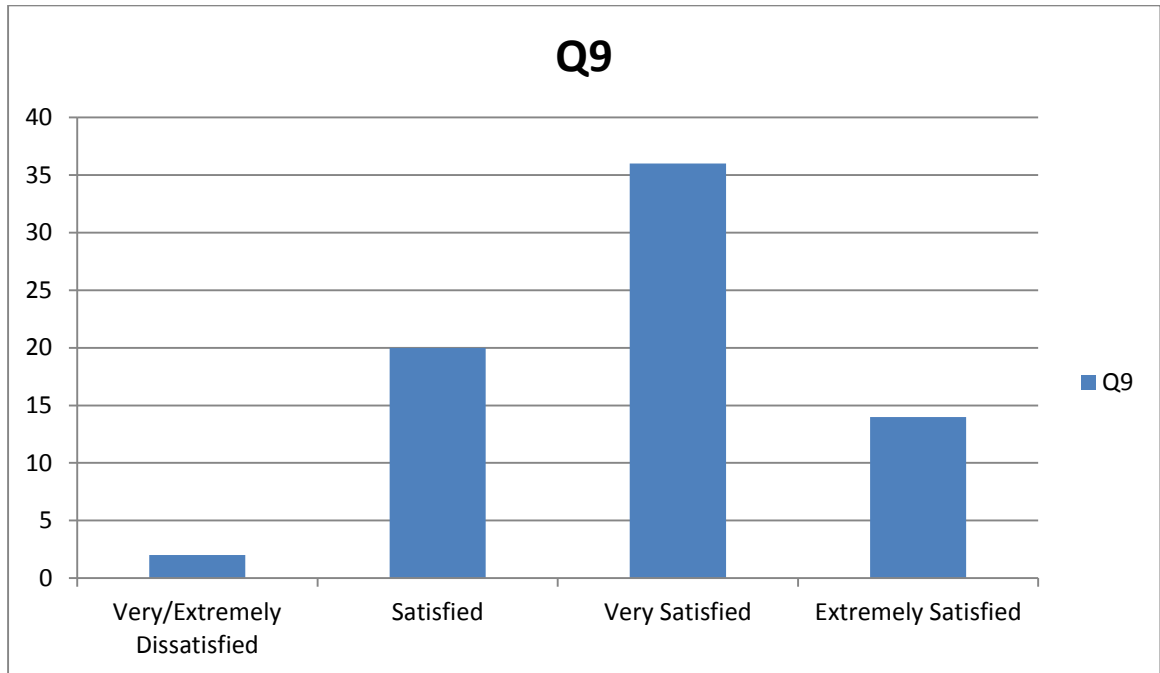
8. Overall satisfaction of reception staff.



Comments:

1. Very satisfied, however there is a lady than can be a little rude sometimes. On occasion she has continued to type asking people to wait when there is already a queue of people.

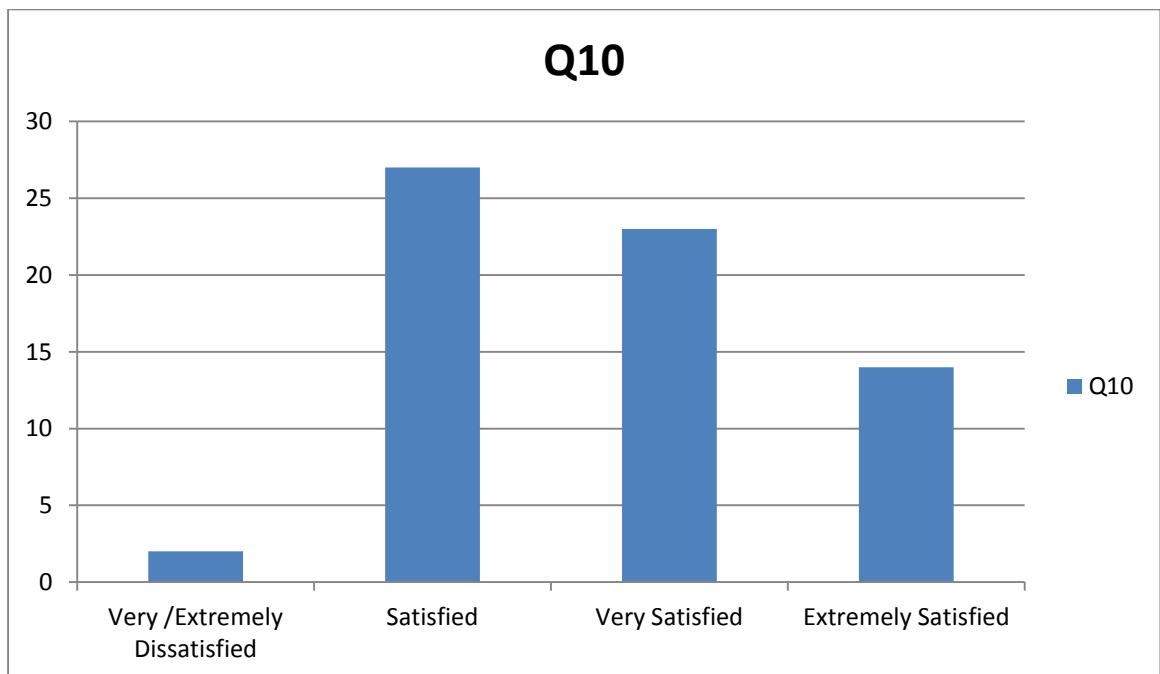
9. How satisfied are you with obtaining test results and repeat medication?



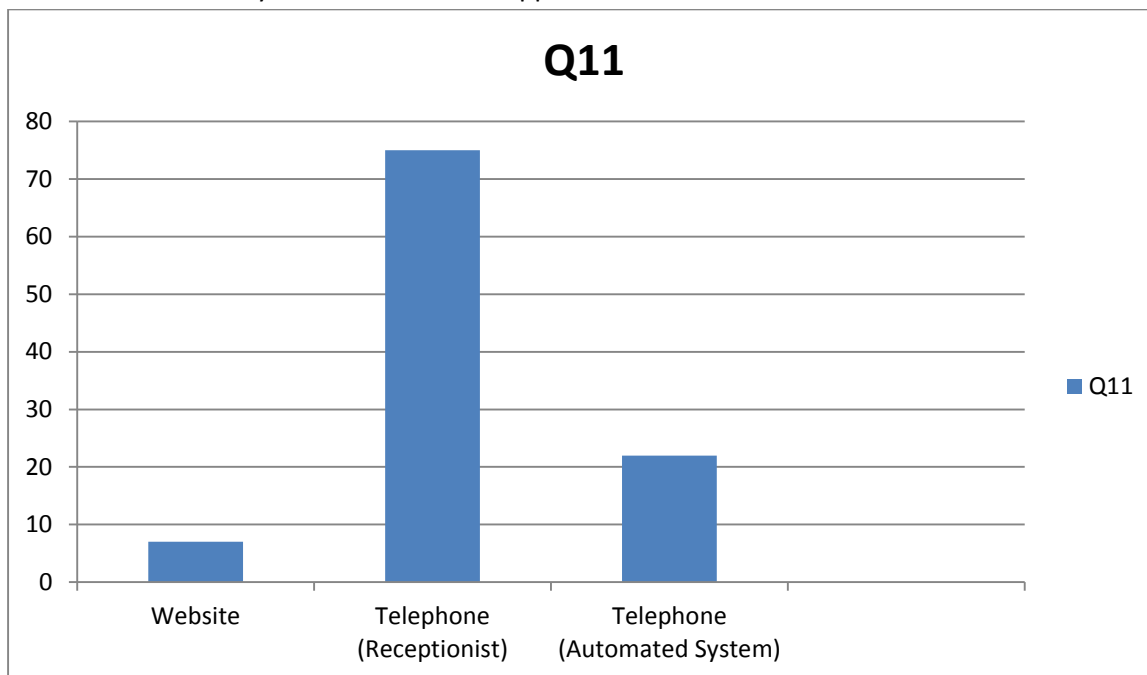
Comment:

1. Problem with getting a prescription for a particular drug – Hopefully now resolved but has taken many months.
2. Items often left off repeat prescriptions.

10. How satisfied are you with how we communicate with you? Leaflets, letters, notice boards and website.



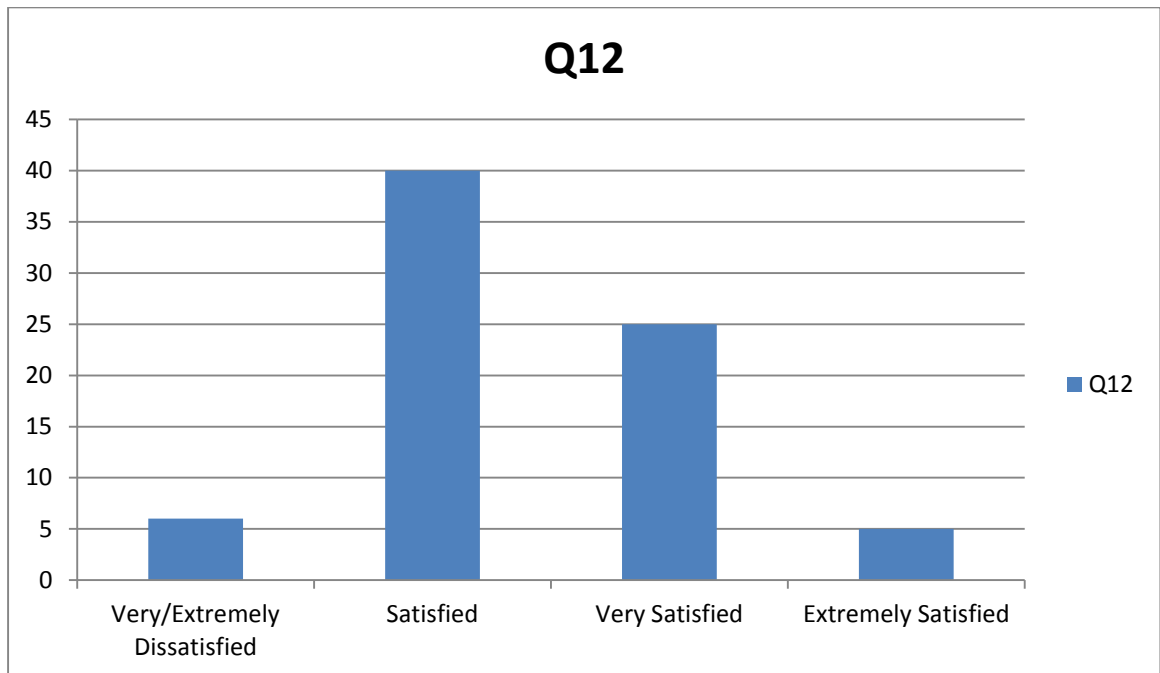
11. What methods have you used to book an appointment with us?



Comments:

1. Booking on the website doesn't complete.
2. Telephone system did not recognise my phone number.
3. Extremely satisfied with the automated telephone system.
4. Automated Telephone is great.
5. On-line system seems to work well.
6. Prefer to speak to a human.
7. Prefer to speak to a real person.
8. Tried automated telephone and website, did not work for me.
9. I like using the phone auto service.
10. Telephone system is good.
11. Automated system was taking too long as I wanted to book with a specific doctor.
12. Automated system was not user friendly so I reverted back to receptionist.
13. Automated system is good but booked an appointment for three weeks later, which is too long.
14. Telephone automation is very good.
15. Would prefer to speak to someone.
16. Automated system is good.
17. Automated telephone is excellent.

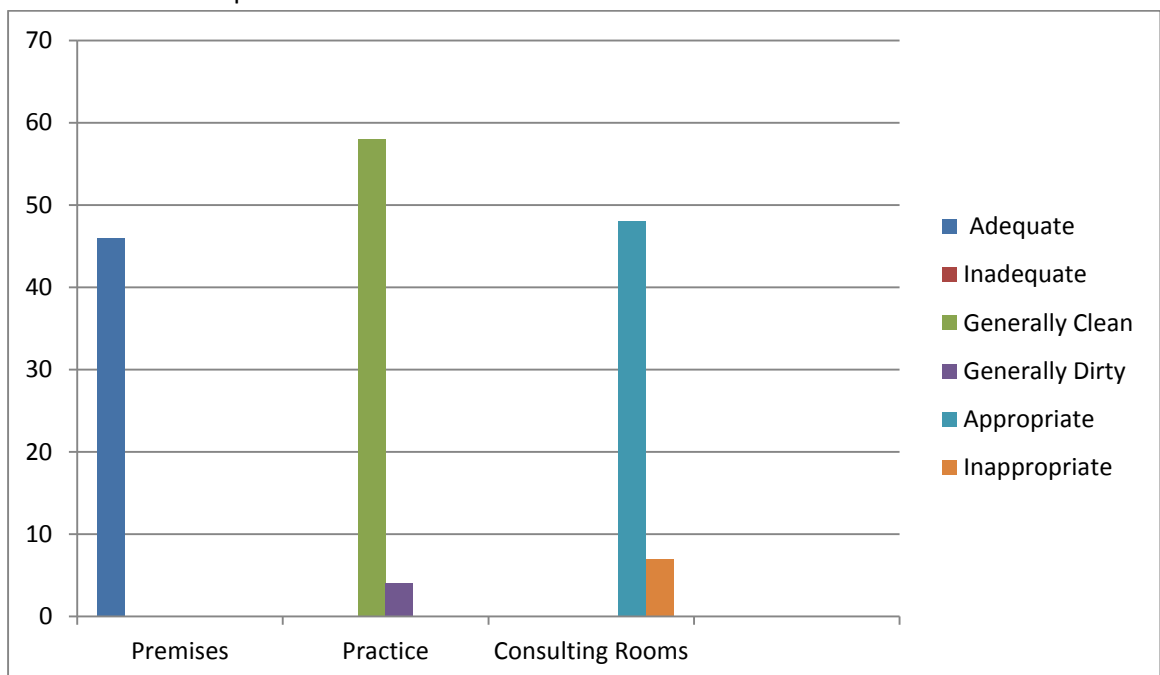
12. How satisfied are you with our opening hours?



Comment:

1. Would like it if you were open at weekends.
2. Need weekend opening hours in my view.

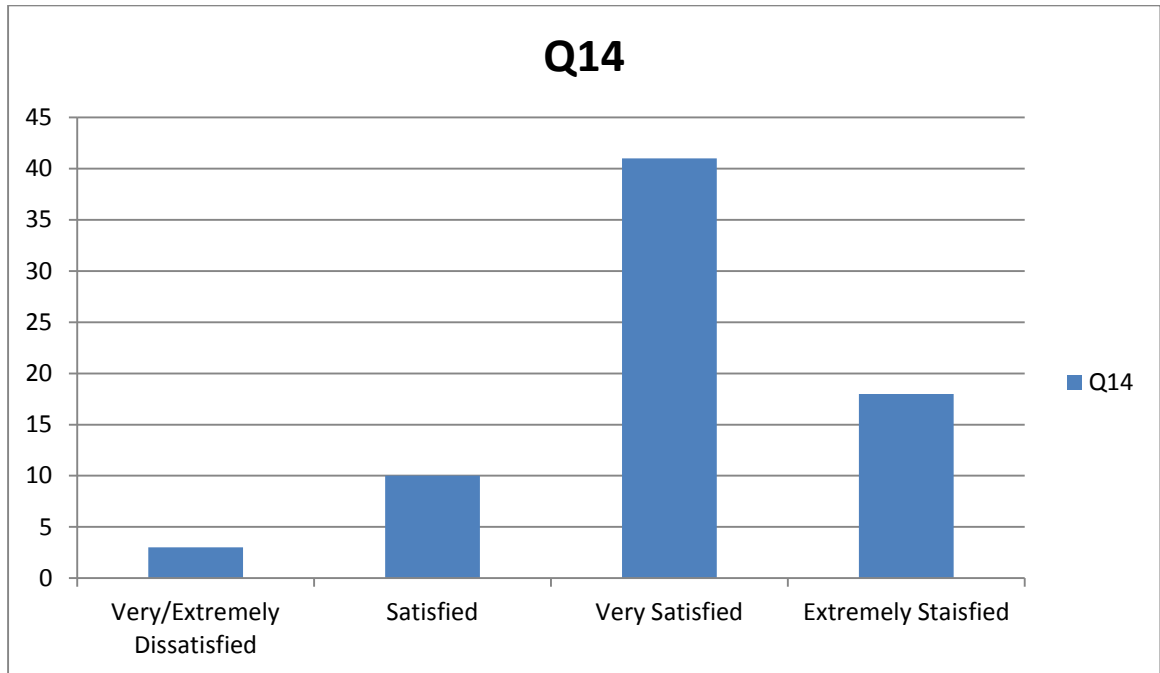
13. Is our cleanliness up to standard?



Comment:

1. Toilet is not up to standard – rest of the surgery is fine.
2. Please can the doors be automated, it's really very difficult to open the double doors when pushing a buggy.
3. Very good and clean.

14. Overall, how satisfied are you with the surgery?

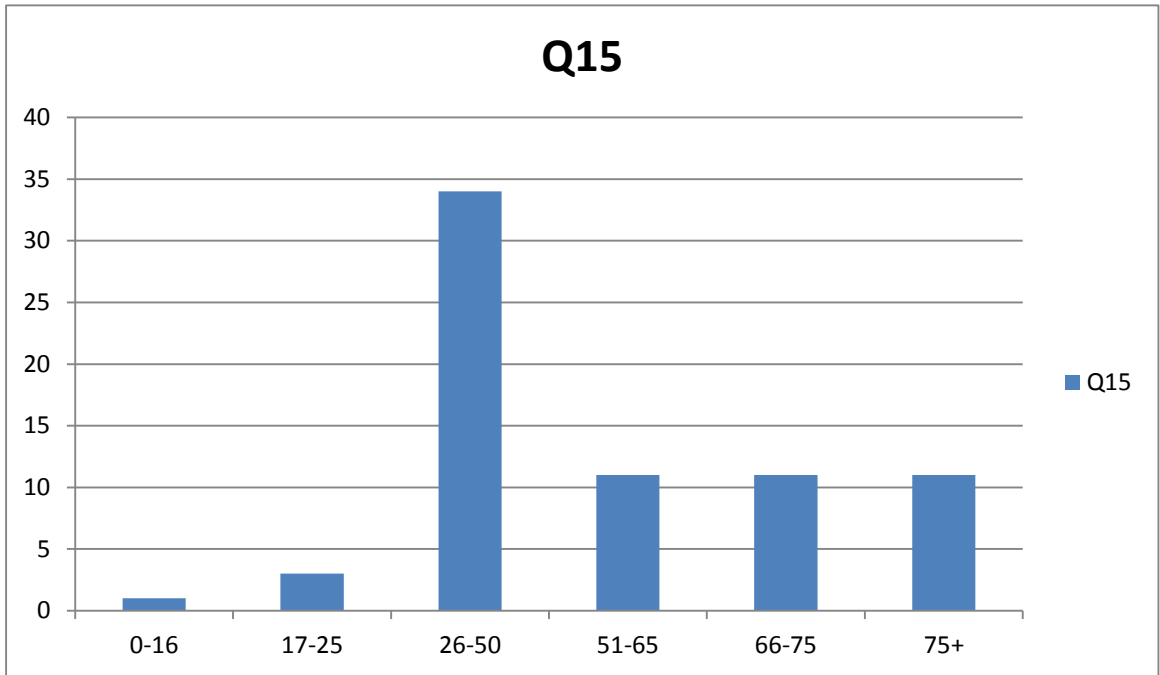


Comments:

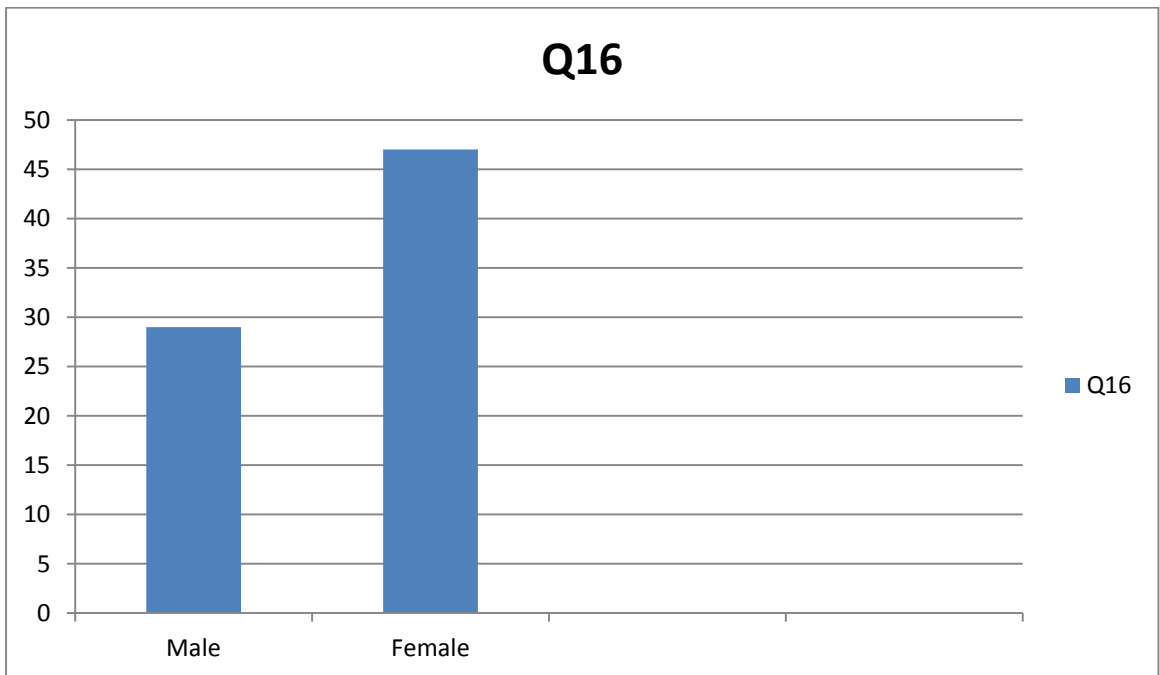
1. The answer varies depending on which Dr you see. There is a distinct difference between Doctors, Dr Beach, Dr B Johal and Dr M Johal are exceptional. Some of the newer Doctors feel less knowledgeable but it is hard to get appointments with the good Doctors.
2. Every member of the practice including reception staff are lovely, helpful and friendly.
3. The opening hours aren't very helpful when I've been working full time. Now I have a baby the ability to have a same day appointment for an emergency is great.
4. Would be helpful if practice was open longer hours and at the weekends.
5. More evening and weekend opening for those who work and have to commute.
6. I have always found everyone to be very helpful and courteous.



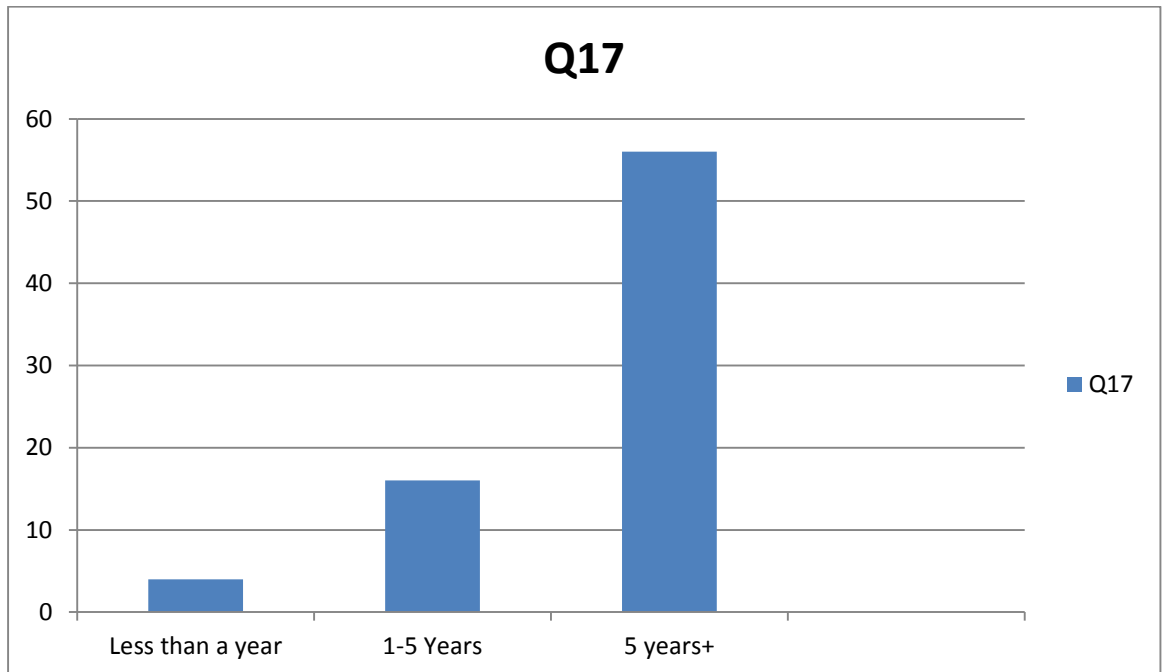
15. Age Range



16. Gender?



17. Time registered at the practice?



General Comments:

1. I sometimes struggle to get a same day appointment for urgent issues. I don't mind waiting for routine issues. Appointments should be quicker i.e. same day especially for children.
2. Without exception I have found the Doctors and Nurses to be extremely good, patient and helpful. Both to me and particularly my young children.