

Q1 Practice totals - "How likely are you to recommend our GP practice to friends and family if they needed similar care?"

	Extremely likely:	Likely:	Neither likely nor unlikely:	Unlikely:	Extremely unlikely:	Don't know:	Completed in surgery:	Telephone survey:	Electronic:
Totals:	268	115	12	3	2	4	190	214	0
	66.3%	28.5%	3.0%	0.7%	0.5%	1.0%	47%	53%	0%
Likely or extremely likely:			94.8%						

Analysis printed for discussion at Patient Group Meeting - Monday 15th January 2018

C	230
R	174

Q2 comments "Tell us one thing we could change about your care or treatment, to improve your experience"

Cinderford site:

Appointment access:

- More appointments
- Sooner appointments
- Saturday appointments
- More evening appointments
- More appointments with Dr Lane
- More appointments with usual doctor
- Increase opening hours
- More doctors

Ruardean site:

Appointment access:

- More appointments
- More afternoon appointments
- More appointments with Dr Lane
- Increase opening hours
- More evening appointments and availability for workers
- Asthma & lung function appts need to be together not separate
- Shorter waiting times in surgery as never get seen on time
- Open on Saturdays

Blood appointments should be for the same day a week is too far ahead
More HCA appointments for bloods
Shorter waiting times in waiting room, appointments can run upto an hour late

Improve punctuality

Waiting room:

Provide better chairs
Layout could be better
Up-to-date surgery & air conditioning
Provide water machine
Open patient toilets
Provide water machine
Provide music

Waiting room:

Provide music as waiting room is too quiet
Provide water cooler
Waiting room is too hot
Magazines as boring waiting to be called
Provide books and toys
One waiting room door is heavy for patients to open
Very clean and not overcrowded
Provide extra notice board instead of displaying notices on doors

Communication:

Increase dispensary telephone line opening hours
Listen more
Call system too quiet and not displaying information, took time to find room
More telephone lines at 8:30am
Tannoy system not clear
Stop doing surveys
Too many surveys
Less surveys
Too many surveys keep being asked
Not enough privacy at reception
More information/better communication between staff and public - feel sorry for
Receptionist as limited to certain areas

Communication:

Better signage from road as surgery not easy to find
Give more information about what is being done

Communicate when dr is held up by an emergency
Increase phone lines as everyone told to call at 8:30am

<p>Some receptionists can be rude - hard work Leave message for dr via e-mail</p>	
<p>Prescriptions/meds: Dispensary become a pharmacy - Boots & Co-op are getting worse Pharmacy in new premises - Co-op no good and staff are rude</p>	<p>Prescriptions/meds: Provide delivery service as access to surgery is limited in icy conditions Keep being told how expensive tablets are</p>
<p>Other: Keep Cinderford surgery where it is</p>	<p>Other: Get a real doctor</p>
<p>Positives: <i>Linked comments:</i> Excellent care from Dr Coombes Dr Coombes is brilliant Always been seen when needed, absolutely great. Very impressed. Excellent treatment all round Looking after me far too well. Excellent care received from all members of the team. Always helpful when I need to come in for advice. Nothing - great surgery, kind, caring & efficient staff - listening to friends who live elsewhere - we in Cinderford should consider ourselves extremely lucky to have such a brilliant surgery.</p>	<p>Positives: <i>Linked comments:</i> I always think the healthcare staff very helpful, administration very helpful and friendly. This practice is superior to my previous ones. I am always more than satisfied with my experience and am at a loss to think of any improvements. Nothing to improve, surgery is first class in all aspects Staff, outstanding, helpful, friendly and polite. Cannot praise Ruardean enough, staff friendly and accessible. Dr Junemani in more days, she is amazing, kind, caring and compassionate Duplicate Dr Lane</p>

Q3 - "Have you registered or are you willing to register for online services for appointment booking and repeat prescription ordering?"

Totals:	Cinderford: Yes	Cinderford: No	Ruardean: Yes	Ruardean: No	Already registered:
	40	103	40	91	114
388	10.31%	26.55%	10.31%	23.45%	29.38%

Yes:

No:

Already registered: