

Headlands Patient Survey December 2014

Q1	How do you usually book appointments to see a GP or Nurse ?							
	In person						42	
	By phone						200	
	Online						22	
	Did not answer						1	
Q2	How easy was it to get the appointment you needed?							
	Very easy						87	
	Fairly easy						129	
	Not very easy						42	
	Did not answer						7	
Q3	If the appointment you were offered was not ideal why was this?							
	No appointment on the day I wanted						68	
	No appointment at the time I wanted						48	
	No appointment with the GP or Nurse I wanted to see						56	
	Did not answer						93	
Q4	Overall experience of making an appointment							
	Very good						123	
	Fairly good						93	
	Neither good nor poor						30	
	Fairly poor						17	
	Very poor						2	
	Did not answer						0	
Q5	How helpful do you find the receptionists at the surgery							
	Very helpful						190	
	Fairly helpful						65	
	Not very helpful						5	
	Not at all helpful						2	
	Did not answer						3	
Q6	GP Interaction - giving you enough time							
	Very good						157	
	Fairly good						85	
	Neither good nor poor						12	
	Fairly poor						6	
	Very poor						2	
	Did not answer						3	
Q6a	Listening							
	Very good						175	
	Fairly good						81	
	Neither good nor poor						7	
	Fairly poor							
	Very poor						2	
	Did not answer						0	
Q6b	Explaining tests and treatments							

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	Neither good nor poor					6		
	Fairly poor					1		
	Very poor							
	Did not answer					35		
Q7d	Developing confidence and trust							
	Very good					161		
	Fairly good					59		
	Neither good nor poor					5		
	Fairly poor					3		
	Very poor							
	Did not answer					37		
Q8	Overall experience of visiting the surgery							
	Very good					150		
	Fairly good					81		
	Neither good nor poor					14		
	Fairly poor					3		
	Very poor							
	Did not answer					17		
Q9	How likely are you to recommend our GP practice to friends and Family if they needed similar care or treatment?							
	Extremely likely					132		
	Likely					86		
	Neither likely nor unlikely					20		
	Unlikely					7		
	Extremely unlikely					2		
	Don't know					4		
	Did not answer					14		
Q9a	Please tell us the main reason for selecting your statement							
1	Consistency of care inside restrictions (NHS funding, patient load etc.).							
2	Always happy with the service given I generally get an appointment quickly							
3	As I feel very well looked after when I am here							
4	I have always had a good advice and treatment when had to come to the doctors							
5	Always been treated fairly when I have been to see the doctor							
6	Because I feel it's the best doctors							
7	I am very pleased to say thank you for the wonderful care and understanding I have had over a long period of time							
8	Because I am happy with this surgery							
9	I have been treated by a lot of GPs, Nurses and Midwives all have been personable kind and approachable							
10	Professional and helpful experience with experienced staff							
11	Not proactive. Reluctant to make a decision about your case or take any responsibility feel that the GPs do not care about your wellbeing							
12	Have always treated me and family well							
13	You can't get an appointment on days you ring up for, you can't see the same doctor each time. The receptionist are discourteous on the phone (well at least one of them)							
	The results of any test take too long to even when the hospital have sent them to							

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	the surgery							
14	Been with surgery from young age always been good. I travel to get here would never change							
15	Better GP practice than most							
16	Always been happy here							
17	Would rather see the same doctor each time, but I realise this is not always possible							
18	I have always received the best treatment, and any likely problems have always been dealt with							
19	Overall Headlands Surgery are providing an excellent service							
20	Good balance of the time spent and efficiency							
21	Have never perceived any problems							
22	Standard of some of the GPs is poor no interaction treated as a number							
23	Thankfully I have had reasonably good health and my visits to this surgery have been infrequent, but when I have needed to visit I have not had any poor experiences							
24	Generally treatment and care here is of a high standard							
25	Been with you nearly all my life always happy							
26	Pretty easy to get an appointment on day needed							
27	I and my family have been with the practice for about 37 years and have never had to argue our case or get by an unhelpful receptionist. The doctors have always been good							
28	Sometimes it can be difficult to get an appointment however no other problems							
29	I have just joined the surgery, but find the staff very helpful							
30	Headlands Doctors and nurses are excellent							
31	Good doctors very good backing staff							
32	Always very accommodating							
33	I find this practice very good with helpful staff							
34	Because of service							
35	Good doctors							
36	Always been treated well and food system of appointments							
37	Ability to be able to get an appointment the same day. Always had a good experience with all the doctors I have seen							
38	Very good service							
39	I don't know whether I would recommend as it depends on which doctor you see							
40	Very happy with surgery, been here myself for over 35 years, never had a problem, always treated with care							
41	I have been with this surgery for over 50 years and would recommend it							
42	The care offered to my asthmatic daughter has been extremely good							
43	Diversity of doctors and nurses							
44	My family and I have been with the surgery for approx. 13 years and have had no problems no concerns. I think it is effective in meeting own needs and efficient with referral to other disciplines							
45	Thorough tests on symptoms							
46	Relative ease of getting appointment waiting time generally acceptable Doctor 'to the point' but perfectly fine							
47	Whole lot better than Field Street my old doctor.							
48	They try to be helpful specially if need to be urgent.							
49	Difficulty of seeing named doctor at short notice.							
50	Been a patient for a few years. Happy with staff treatment and environment.							
51	No more friends							
52	I haven't always had good experiences but recently in the last year have found improvements. Better GPs.							

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53	I wish the service was available as it used to be 20 years ago						
54	Staff very helpful at all times						
55	Always had very good treatment						
56	Local and good service						
57	Because everyone is so friendly and helpful and deal with situations quickly and efficiently.						
58	Good experiences.						
59	Same day appointments						
60	Parking!!! Needs sorting out!!						
61	I've always received very good care at The Headlands Surgery.						
62	Have already referred people to this practice.						
63	Always treated with care and helpfulness						
64	Could not get the GP I wanted						
65	Very caring attitude.						
66	Always helpful and courteous staff. Doctors friendly & take time to listen.						
67	Great service in every respect.						
68	Overall satisfaction.						
69	Because the surgery is good.						
70	Nurses very kind, polite. Desk staff are great and very helpful						
71	Always had a good experience						
72	Never have any problems in the 30+ years I have used this practice.						
73	Always obliging staff						
74	Whole lot better than Field Street my old doctor.						
75	Some doctors + nurses have more understanding + compassion than others.						
76	Feel that there is little care, just a number to be seen quickly as possible then out the door.						
77	I have been with the practice a very long time and find them excellent in service and understanding.						
78	I always find anything ok at surgery						
79	I have experienced a strong impersonal element to this surgery. The doctors cant wait to get you out of the room. A few for example Dr James was extremely rude and arrogant It is also very hard to ever get an appointment as there are too many patients. Impossible to ever see the same doctor.						
80	Because it reflects my own experience.						
81	Personally I found it a very pleasing experience whenever I telephoned or in person. Gets a 10 from me for all concerned.						
82	Sometimes have difficulties obtaining appointments at convenient times. Drs don't always consult patient history before trying to prescribe medication. Funding appears to sometimes prevent the best medication.						
83	Pleasant helpful staff who listen and try to help.						
84	Had one bad experience with Dr James.						
85	To help to make other patients feel better						
86	I am always able to get an appointment and treated very well in this practice						
87	Too hard to get an appointment.						
88	Parking is the main issue I have - I have two young children and I have to leave nearly an hour before appt to make sure I can get parked and then walk to the surgery						
89	Trying to get through at 8am in the morning for a same day appointment is really hard.						
90	It is difficult to get an appointment with my first choice of doctor. She is always fully booked.						
91	Overall good surgery, friendly and helpful						

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92	Has been my family doctor all my life, however can never book with same GP						
93	Because it is true						
94	I have always found everyone to be very helpful and considerate.						
95	I have experience very good care + support from GPs + reception staff. All in all - a good practice.						
96	Appointments are often overdue and prescriptions take too long. As a parent I would like to order my sons medication online.						
97	It's a nightmare trying to get an appointment when you want one.						
98	I have already recommended this doctors to family and friends because I have always felt well looked after and able to get appointments when I needed to.						
99	An overall fairly good performance and usually efficient service.						
100	Fairly good' for some of the doctor responses as obviously there is some variation between individuals - from ok to excellent.						
101	No need to advise anybody.						
102	After having the same doctor for over 30 years it is difficult to build the same rapport with new doctors.						
103	I have been a patient here for about 30 years and have never felt I want to change surgeries.						
104	Never had a problem here. Always can get an annual health check and feedback of results with no problems. Easy to see practice nurse and easy to get a doctors appointment. Never had a reason to complain in the years I have been attending.						
105	My husband and I have always received excellent care above and beyond normal surgery is expected to give. Whether it be explanations or finding surgeon or consultant for our needs.					ond what a	ding the right
106	I have always received the best care at this practice.						
107	I am happy overall with the service.						
108	To get an appointment with a nurse or doc when you phone up on the DAY						
109	I've always been able to book an appointment on the day I needed when booking online.						
110	I've always found you can usually get in to see a doctor if not the one of your choice. Very good at ringing back with results + information if necessary.						
111	Very pleased with all aspects						
112	I have always been more than satisfied with the treatment I have received.						
113	I have had a good experience of service here.						
114	Generally good service and treatment.						
115	Getting appointments.						
116	Staff and treatment.						
117	Nurses in particular have been very understanding with my various situations.						
118	Always been helped with everything. Nurses are excellent.						
119	On the whole you are a good practice.						
120	The doctors are helpful						
121	Doctors always late - we have jobs too.						
122	Always appointments available even if not with the Dr or Nurse you want to see.						
123	Very satisfied with all their work and help.						
124	Always received good care.						
125	Very happy with provided services.						
126	Very clean & tidy, Staff are very friendly and helpful						
127	I like the surgery layout, the staff are good and informative if there is no appointment there is always an option of the doctor ringing you back.						
128	Never really had any issues or problems here have been here since I was a child.						
129	Headlands surgery has looked after my several medical needs for about 40 years very						

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	satisfactorily							
130	I've had a range of experiences. I have however attended the surgery with depressed symptoms or come specifically for a follow with depression concerns and these were not followed through. I am a very amenable patient and sometimes its as much as I can do when depressed, to come to the doctor. The one appointment, one problem policy here psychological or mental health issues are concerned, is I believe a cause of missing symptoms. I believe the record of my previous appointments would contain enough clues for due care and concern to be provided.							
131	sometimes its very difficult to get past the reception							
132	To thank-you for the very good service you provide.							
133	It has improved lately, but you can't always get an appointment with the doctor you want. I can't wait 10 days or more!							
134	I have always been happy with the way I have been approached by doctors, nurses and staff							
135	Despite the fact that you are all undoubtedly under immense pressure. Patients are still treated with humility - long may it last.							
136	Great kindness & concern for me during extreme trauma in my life.							
137	The staff are friendly							
138	to give a just and honest feedback							
139	Usually helpful at reception.							
140	I've never had any problems with this surgery. You usually get an appointment with a doctor/nurse when you want one. If you don't mind waiting a few days you usually get to see your own doctor.							
141	I have always been pleased with my treatment.							
142	I can usually always get an appointment on the same day if I phone at 8am. This is very important for me having 2 young children.							
143	Although you can wait to see your doctor once you are in the surgery waiting room, getting an appointment has never been a problem if you are not particular to a specific doctor.							
144	Local, easy to get to.							
145	It was easy, booked my appointment, came in, was seen within 5 mins.							
146	I have never had any problems with this surgery.							
147	Always feel that time is taken to explain everything.							
148	The Drs are very thorough and listen to my concerns. I am usually able to get an appointment on the day I want.							
149	Parking!							
150	Very satisfied with all aspects.							
151	All family members are patients of this practice and our overall experience is positive. I leave for work at 7.15am and telephoning for an appointment that I want at 8.00am is not easy on this day.							
152	Overall always happy with the service from the surgery							
153	The service is wonderful.							
154	I have always been treated with respect and supported with my problems.							
155	Overall good service by majority of staff. Online service is good.							
156	Thank you you are all lovely.							
157	I have been a patient at this surgery for 14 years, and always found all staff have been really helpful.							
158	Very pleased with overall appointments.							
159	Cannot get appointment when needed.							
160	Very pleased with our treatment. Excellent treatment when ever we needed.							

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161	We have been with the surgery for 40years and have been treated well by all concerned.						
162	Always reasonable with appointments and times when needed.						
163	The chosen responses are a good indication.						
164	Because I'm very satisfied with everything.						
165	Most of my family and friends are already here.						
166	I have always been treated with respect from everyone. I have nothing but respect for the difficult job they do.						
167	The staff are very kind.						
168	Been with this practice for years and have always found them helpful and understanding.						
169	Because you have to have faith & trust in the person treating oneself.						
170	Good practice don't have any complaints.						
171	Parking is always very bad.						
172	Difficulty making appointments, always running late, unhealthy waiting area. Never see same GP.						
178	A good experience & bedside manner.						
179	I have been a patient here for over 40 years and have always found all the staff very caring and helpful for my family and I.						
180	I trust my doctor & staff & comply. Thanks.						
181	The surgery is very friendly and can and have always accommodated my family over the years.						
182	Because on the whole I recognise the practice tries as hard as it can given the number of staff & patients to provide a service to. On occasion doctors seem rushed and therefore do not appear to listen to you as you would want. However, often they are running late & need to catch up.						
183	Experience usually good. No experience of other surgeries.						
184	The staff always treat one with respect but one hesitates to recommend the surgery because of the time other people have to wait for appointments at their surgery. Please don't let waiting times slip any further!						
185	The practice has always provided the good service we have needed over the years.						
186	Dr Serendepathy is the best doctor I could hope for so I see her so if need be Dr Slip who is also lovely.						
Q10	Please share any positive or negative experiences regarding our services						
1	Parking						
2	Positive always looked after and never made to feel silly						
3	My doctor is Dr Shah and Dr Slip are always very helpful also the receptionists are very helpful						
4	All positive						
5	I feel making appointments within limited time slots (after school or work) is much easier, but I rarely see the same GP s that is the compromise to be seen at a convenient time						
6	Dr Priya is an amazing listener						
7	I have been with the surgery since birth and have never had any major problems with any part of my experiences with the surgery in all that time. I find the doctors helpful and am usually happy with my interaction with them						
8	GPs don't have enough time to understand and read the notes before you see them Co-ordination of prescriptions services have at times been poor						
9	There is no interaction from the receptionists when the doctor is running late. They also don't tell you when the doctor you are seeing is on the ground or lower ground						
10	Always found positive.						

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11	Mostly always late seeing doctor						
12	Sitting behind a computer and recording my answers was a bit off putting						
13	The awful service from 8am ringing for an appointment. I tried it over and over again, in the end I gave up and try to come in and see a receptionist, but there are times this is not possible.						
14	Receptionist services very much improved in recent months						
15	Visited 2 separate GPs regarding back and well being. Basically told nothing wrong with me(and made to feel like I was faking it) Actually had prolapsed disc and very low testosterone - Dr Rahman- Thank you for getting me tested and believing me						
16	It is sometimes very difficult to obtain an appointment and that can be frustrating it is sometimes disappointing that GPs do not respond to health comments made but I appreciate that the short GP/patient time is very limited						
17	Feels very easy to talk to all doctors and staff						
18	Even when not seeing my own doctor - which I prefer to do - I have had excellent treatment and understanding						
19	Always had a good experience						
20	I find it difficult to settle with a Doctor then when I do they leave. Something I say?						
21	When you see one doctor one week, it is very difficult to see the same doctor if you have you come back the next week						
22	Brilliant doctors/patient relationships and especially good service in relation to children						
23	Waiting quite long						
24	I came with a sore foot and knee. I was told for months there was nothing wrong, then when I do see a doctor that listened to me it turns out I had a foot problem and a serious knee problem						
25	Inability to make forward appointments						
26	Often long waits						
27	Hard to get an appointment on the day, although this has improved considerably over the past year, has helped being able to book on line						
28	Everyone always tries their best to help						
29	Cannot get an appointment on day due to prebookings on internet						
30	No appointments on the day need to pre book appointment so if a sudden onset of non urgent care is needed it can be difficult to get an appointment						
31	All positive						
32	I find making appointments can sometimes be a worry I have a 3 year old to look after and a 90 year old mum so it can get complicated						
33	Better reception and doctor experience						
34	I had a problem once with a 'nurse', I had a word with the manager. Luckily this nurse works somewhere else! Patients like nice people to be able to trust them.						
35	Good at times						
36	I seem to be unable to see the same Doctor more than once.						
37	Could do with more parking.						
38	Very good service						
39	Quite a wait at times						
40	Wanted my 15 year old daughters telephone number as I r on her record - when she didn't want to as did not want calls direct to her. Wanted them to come to me. She will inform when she is happy to provide it.						
41	Parking is a big issue.						
42	It's always parking & waiting @ least 1/2 hour for appointment.						
43	Make me feel important.						

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44	There is a doctor who does not interact well with people. She is negative (James)						
45	See above.						
46	Try not to come too often						
47	Negative is the parking outside.						
48	No negatives						
49	Better reception and doctor experience						
50	Waiting time to see doctors. Always running late.						
51	Last visit GP not interested in general welfare.						
52	I've not had any negative experiences here.						
53	One positive is a particular Asian (male) doctor - quite young, in basement was excellent, caring, respectful and explained and listened to patient is very unusual.						
54	If there is a fear of being late for an appointment due to unforeseen circumstances such as traffic conditions or an accident and a call is made to the surgery to explain this the receptionist on both occasions has been very rigid and unsympathetic - i.e. if you are more than 10 mins late you will lose appt!!						
55	Not enough senior GPs anymore. Repeat medication lost.						
56	Maybe could offer more late appointments to help working people.						
57	As above						
58	Can find nothing negative am overall happy with surgery						
59	Cant fault NHS. Too much negative publicity just had a new hip what a great service. Thank you all.						
60	I do not appreciate when the receptionist ask one reason as to why I need an appointment						
61	As above I believe Headlands Surgery is an excellent surgery.						
62	Waiting time to see a doctor - 40 mins on 2 occasions. Never get to see the same doctor twice unless appointments are booked months in advance.						
63	Your nurse Janet is lovely.						
64	Most appointment made only waiting 2 day between which is good for me thank you						
65	During previous experiences of contacting the surgery, I have been greeted by a miserable receptionist (female) who made me feel as though she could not be bothered. On this occasion, it was much better.						
66	My only gripe is sometimes waiting up to an hour after my appointment time. I think the doctors should be allotted more time with each patient.						
67	Parking none available.						
68	Dr Slip is a great GP						
69	Dr Slip is caring and well informed about my condition. He never seems rushed but is efficient and trustworthy. My recent visits to the Asthma clinic were also very good with everything being explained clearly and concisely and the nurse put me at ease very quickly.						
70	Nil						
71	Phone service, reception & nurses all v. good + professional in my experience.						
72	Time to see doctor becoming longer.						
73	Car parking on or around this area is a nightmare						
74	For those who wish to see ONLY their 'own' GP, they might have a problem on some occasions. For my part I only ever want to see a doctor at the practice (I personally do not mind who I see) who takes a professional view of my condition(s) and treats me with respect and professionally treats/refers me as required. I always seem to have received that and suggest that this is no accident but rather a reflection of the general/systematic manner in which staff at this surgery operate (no pun intended!). My personal experiences of attending this practice are overwhelmingly positive.						

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75	The online booking service is excellent, being able to book the Dr you want at the time and date that is convenient is a godsend.						
76	The service is overall good. It is however frustrating to arrange an appointment with my own GP.						
77	The negative experience + frustrating is telephoning at 8am -> 8:30 am before being able to make an appointment.						
78	One never gets to see the doc, that's your so called care plan, never any appointments with them. As a carer for someone who is disabled, I find this difficult as they cannot speak well and the doc + nurses don't understand them.						
79	No complaints. V.good service.						
80	I've not had any problems personally. I've always been satisfied with the service.						
81	Some negatives experiences with one receptionist who always seems to have the hump.						
82	It is a relief knowing that the GPs are proactive in seeking further tests when they consider it appropriate.						
83	Follow up appointments - sometimes needed but not given. Especially when told to change life style/diet! Parking - no spaces - especially when you feeling unwell - walking from fire station unreasonable and leaving children to book in themselves to find a parking space.						
84	Car parking facilities are inadequate.						
85	Positive - for booking appointments. Negative - doctors always run late.						
86	When having chemo I was not given an area away from others to wait. I had to wait a long time, in this state.						
87	5* always.						
88	As my husband has terminal cancer we like to see the same DR as we have confidence and trust in him, we get fogged off sometimes to see someone else saying treatments on the system but that is not the same.						
89	Positive - helped me getting treatment I needed as soon as possible.						
90	Problems with certain Drs. Apology was very poor.						
91	Lateness in the morning - why do doctors run late without seeing a patient, if I was 35 minutes late my appointment would be cancelled so therefore it is unacceptable for a doctor to run late without even seeing a patient.						
92	Sometimes takes a long time to get through on the phone.						
93	None						
94	Negative - when phoning at 8am and being told the day is fully booked!!						
95	Always feel welcome & comfortable						
96	Some receptionist can be moody at times. I have seen an experience where an receptionist was losing her 'cool' with a gentleman and didn't handle well and had to get another member of staff to deal with the matter. Staff are friendly and welcoming.						
97	As above.						
98	Nearly always running late by at least 20 minutes yet if I'm more than 10 minutes late for my appointment it might be cancelled. Lack of parking at surgery and surrounding roads. Lack of later evening or weekend appointments.						
99	Only a minor negative point. Although you have a sign requesting parents to control young children, on the odd occasion some parents don't bother.						
100	The receptionists smile more than they used to.						
101	Car-parking is dreadful - no longer fit for purpose, too many patients, not enough GPs. You do all do your utmost to ensure our appointments go smoothly.						
102	None						
103	The nurses I see are friendly, helpful and caring.						
104	No clock in reception so I have to put my phone on to see the time as I sometimes come						

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	close to my time for work and I have to travel out of town.						
105	Unhappy no reminders not sent out for depo contraception. As receive appointment reminders by text, why cannot reminders be sent by text?					Reception will not book next	
	depo appointment when attended for it as 'too far in advance' also when tried to book appointment at end of November for new year told 'not got new diary' cannot do. The above causes risk of due date being missed with obvious implications.						
106	The receptionists are always happy to help you. They are a friendly group of ladies.						
107	Waiting room time can be lengthy - surgery running late.						
108	Sometimes there is a delay to see the doctor, on occasions I have had to wait up to an hour after my appointment time.						
109	Dr Shah has been excellent.						
110	Only occasionally experienced a negative regarding book an appointment.						
111	Parking is a pain!!						
112	Had to wait 3 weeks for a blood test receptionist told me to go elsewhere. Always a different doctor!!						
113	Have been referred for surgery without too much bother and supported afterwards.						
114	We have always been treated well.						
115	Only 1 negative, if im a bit late I wont be seen, but sometimes they run at least 1/2 hr late						
116	Always acc	accommodating.					
117	Always helpful.						
118	Very good, especially diabetes - transferring from tabs to insulin.						
119	No complaints about anything at present.						
120	Not enough GP time.						
121	All good						
122	All good apart from section below. I did not like being transferred to a Dr I didn't know but understand this was government policy.						
123	Always able to offer an alternative solution for our needs.						
124	I find I receive better, consistent care & treatment when my GP works with my specialist nurses and consultant. I receive less consistent and joined up & more confusing care, when I see different GPs within the surgery. This is perhaps rhaps because I have a long term condition which GPs do not always understand. Or it could be their lack of listening skills/inaccurate note taking?						
125	Obtaining an appointment by phone has to be improved. The phone cut off TWICE on a very recent occasion before I spoke with someone.						
126	Very good backup service by the nurses of the practice. Car parking is inadequate. Do staff take up spaces other than doctors?						
Q11	Please comment on anything about our surgery that you feel we do well						
1	Quick appointments						
2	Customer service. (Its sometimes hard to keep everyone happy) and always trying						
3	Everything						
4	Everything						
5	Everything - any issues are due to the limitations caused by demand and man power						
6	Overall very good						
7	I feel you provide an excellent service						
8	Helpful kind and considerate						
9	Receptionists have good phone manner						
10	Nothing						

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11	Polite receptionists and helpful							
12	Welcoming staff							
13	Very welcoming							
14	As previously stated you get connected to this awful mechanical voice keeps telling you they are busy. We are not stupid and all the time we are paying. Its not the receptionist telephonist fault, but please leave the engaged signal on instead bip bip and a voice going on and on							
15	Flu injection clinic very well run							
16	Text message reminders							
17	generally all well							
18	Problems are always sorted out for me quickly and the staff are always so nice to me							
19	The surgery has an efficient system all through and friendly and team orientated sense prevails							
20	Everything							
21	Organisation, particularly the way you organised the flu jab							
22	Reception and as I said very accommodating in getting appointments							
23	Treat patients							
24	Book appointments							
25	Probably the only medical receptionist I have dealt with who have been respectful of personal information. This id definitely the biggest positive about this surgery							
26	The reception staff do their best which is good and Dr Slip is a marvellous doctor							
27	Reception							
28	Have no negatives about surgery. Receptionists always helpful, having late night appointments are helpful when working							
29	Helpful staff							
30	Always able to get an appointment when required							
31	Nurses appointments							
32	The are all very polite and kind when dealing with clients needs							
33	All good							
34	Appointment booking and availability much easier than previous doctors							
35	Help as best as they can with above problem							
36	+							
37	Everything is ok.							
38	Flu jabs							
39	Like text reminders							
40	Very happy with the staff, nurse and doctors!							
41	Everything is done well.							
42	Very friendly, clean and helpful							
43	Online messaging to & from surgery.							
44	Caring attitude							
45	Very satisfied concerning all things.							
46	SMS confirmations							
47	Generally a good surgery.							
48	Polite and treat us with respect.							
49	Always helpful staff & doctors							
50	Good all round							
51	Some doctors in the practice are very helpful + understanding							
52	The waiting room has improved							
53	Every effort that can be made to get me an appointment.							
54	It is a very friendly and helpful place usually.							

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55	Overall my experiences have been good.						
56	Definite improvement on reception.						
57	Everything seem good to me						
58	The receptionist are very welcoming and very helpful and always have a smile.						
59	I have only once not been able to get an appt on the morning I rang for one which I think is excellent.						
60	Toilets are all way clean.						
61	Provide v good premises and waiting areas						
62	smiley staff						
63	The doctor (duty) has prescribed me some contraceptive pills last minute due to my mistake of not requesting any soon enough. I was very grateful of this.						
64	Staff on the front desk very helpful.						
65	Its clean, friendly and professionally run.						
66	Always try your best to help and advise over phone and at desk						
67	I am very happy with everything at the Surgery.						
68	Follow up treatment via nurses.						
69	Delays in answering phone in mornings (busy period)						
70	Friendly manner from most staff!						
71	See above.						
72	Communication. I have to say that Janet Strangward is the kindest, most professional and caring person I have met within the Nursing profession. She actually asks what you would like to do and remembers your name, and your problems.						
73	The service is generally very good.						
74	Waiting areas very clean. Receptionists very helpful. Repeat prescriptions very good.						
75	Some of the receptionists are helpful, the ones that know you on your voice.						
76	Online booking is very handy.						
77	I feel that referrals to the hospital is fairly quick.						
78	All aspects are done well.						
79	I like the fact that we are able to phone early in the morning to make an appointment the same day.						
80	Texts - reminding about appointments. Dealing with problems efficiently when seeing earlier nurse or GP appointments.						
81	It was easy to get an appt when I phoned up today - as I was able to get to that time.						
82	Very caring, both doctors and nurses.						
83	Everything						
84	Practice has changed for the better with receptionist, being more polite and helpful.						
85	Getting through to the surgery.						
86	Very friendly and helpful.						
87	Pleasant and helpful staff.						
88	Organisation and making patients feel comfortable.						
89	Very good customer care						
90	Welcoming patients. Most information is shared. Calling back to patients. Advise to family & friends are good.						
91	Efficient reception and clean environment. Repeat prescriptions in surgery Excellent treatment and attitude from nursing staff.						
92	Nurses very good.						
93	Generally a very good service especially appointment times being kept too.						
94	The flu jab Saturday mornings! Very efficient!						
95	A friendly approach						
96	Although I'm sure all doctors and nurses at the practice are excellent, Dr Slip and nurse						

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	Janet are both "old school" in there approach to patient care, I really appreciate the feeling of "family doctor" care, sadly lacking elsewhere. Please clean the loos better!						
	Not a good standard for a surgery.						
97	A wonderful service to me						
98	i think everything is done very well						
99	Usually get an appointment fairly quickly						
100	I feel you do an overall good job. Very happy.						
101	i think everything is done very well						
102	Try to get me an appointment.						
103	Proactive with reviews, e.g. asthma						
104	Doctors always give plenty of time.						
105	Always very clean and staff very courteous + helpful.						
106	Confirmation of appointments by text is appreciated.						
107	Just about everything						
108	You don't have to wait long to see a G.P once you arrive.						
109	Good reception						
110	Nurses and some GPs are understanding and helpful. Text message for appointment is a good idea.						
111	Most things. No complaints at all.						
112	I have at all times found all staff caring and helpful.						
113	We feel that you are approachable if we have problems.						
114	Everything						
115	Everything.						
116	Customer service/treatment.						
117	Welcoming						
118	Yes						
119	I have not found a problem with anything regarding surgery, excellence all everyone does their best.					ce all round and	
120	Very helpful + friendly.						
121	Nurse is great!						
122	Good overall experience.						
123	Everyone is very caring and helpful.						
124	Cant add.						
125	As above						
126	I feel the surgery tries very hard to make patients feel as comfortable as poss when they are waiting for appointments. The staff are always very helpful on reception.						
127	The general demeanour of all staff is good. However, impossible in every organisation there are bound to be personnel who do not fit and it is up to management to weed them out and send them on their way.						
128	The system which allows same day appointments by ringing at 8.00am is very much appreciated.						
Q12	Please let us know about anything you would like us to do better						
1	Not aware of anything at present						
2	Get me in with my doctor (don't even who my doctor is)						
3	Get more phones on reception to be answered in a morning						
4	I would like to say again thank you to you all						
5	Not enough parking						
6	Better parking for patients. Stop staff parking in the disabled places						

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7	Care listen and react. I would like to feel that there was a point of contact I could go to would take responsibility for my case						
8	Talk to the patient???. I suppose this will be filed under B and no action will be taken						
9	Explain reason for some tests. I had a series of blood tests 2012/13 which I didn't understand the reason for initially						
10	Just carry on s usual						
11	I know it's the most busy surgery, do take note what I have stated. And most important if a letter states personal & confidential is there for a very good reason. I don't take kindly to one and all seeing my problems						
12	I'd like not to be so rushed when seeing a GP and only allowed to discuss one problem. Sometimes issues are related.						
13	Introduce grading per GP so you can see which are poor and which are good - when speaking to other people the same names always come up regarding poor GPs						
14	Giving correct information on delay times, which in reality can vary significantly to those displayed on the screen in reception						
15	Play better music in the waiting room, more toys for children waiting like before						
16	Improve parking if possible						
17	More parking would take the anxiety out of arrival. I am very mobile, but it must be difficult if you are not and you have to walk 200/300 yards						
18	keep doing what you're doing						
19	Emergency surgery on Saturday mornings						
20	Provide coffee						
21	Sort out the prescription repeats. They don't get them right and I have to reorder every time						
22	Parking is the only issue, difficult to solve given the location of the surgery						
23	Get staff to understand a bit more and not think that every thing is fine when it isn't						
24	Would be better to be able to book children's appointments on line and to not have to wait too long to see asthma nurse(always booked well in advance). Maybe opening Saturday for a couple of hours would help people who work full time						
25	Some of the receptionists are excellent and very helpful, however take their role as gate keeper' a little to zealously						
26	We have to wait to get an appointments so should others not call before 8.30am						
27	It would be nice to include in your electronic notices delayed time from e.g. Dr Hart is running 15 minutes late						
28	None						
29	Nothing you are doing well						
30	Do they have a machine in case someone have a heart attack and need help before the ambulance arrive? While waiting in the surgery to see a doctor. (This is only an example)						
	Traffic in town is quite bad.						
31	The online system did not work.						
32	Enable me to see the same Doctor more than once.						
33	Cant think of anything - it's the hospital I'm not sure about!						
34	Charge for broken appointments! (Everyone has a telephone)!						
35	More weekend/evening appointments bookable online. Direct access to complementary therapy.						
36	Parking and waiting tin times!!						
37	Nothing really, all good.						
38	Parking!						
39	Answering phones at 8:00 in the morning can be frustrating.						
40	Prescription option on phone is a bit strange.						

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41	Sooner appts with doctor of your choice. Text reminder of appts is a good thing service is also good							+ online
42	Easier to make appointments. More caring doctors.							
43	Doctors need to allow more time for their patients. Its not all about making money.							
44	When there is a long queue at reception people get agitated that they may be late for appointment. Maybe another member of staff could help out. Re car parking - this is a nightmare. If people, other than patients and staff park in the spaces would it not be possible to issue patients and staff with a card to put in windscreen on arrival and to be confirmed on departure. This would require a policing activity I know. But it is just a suggestion that could be improved upon.							
45	Parking can be a problem! But I appreciate you cannot do much about this.							
46	Get results from hospital quicker							
47	More appointments							
48	Improve parking! Drinks machine in waiting rooms (hot-chargeable) I've sometimes had to wait over an hour for an appt and a coffee would have helped.							
49	Waiting times for doctors. I have waited for over 40 mins on two occasions within the last month.							
50	Employ another Dr Britton. Still miss him!							
51	When ive phone on a couple of times took ages to answer							
52	Nothing I can think of							
53	More toys for children in waiting room.							
54	I would like to phone up and say I want to book in next Tuesday to see the doctor of my choice and be able to do that. At the moment I have to pick from a list online, very limited, or call at 8am in the morning for that day.							
55	Less overlapping of treatments - e.g. cardiovascular - hypertension could be checked at the same time rather than these separate test/visit.							
56	Car parking? Speed up time to see doctors							
57	Answering the phone it takes a long time waiting yesterday the music was playing but then I was cut off twice.							
58	Be able to offer patients the chance of pre-booking an appointment in the same week, not in 2-3 wks. I had to keep my son off school just in case I was able to get a 'same day' appointment, ringing at 8am. He starts school at 8-30 so if I couldn't get an appointment, he would have been late for school for no reason. His appointment wasn't a routine non-urgent' one.							
59	I have recently seen notices (cannot recall if it was at this surgery) stating something to the effect that "the doctor can only deal with on complaint when you see them" and appointment is limited to 5 minutes, presumably because of the demands for GP services. Health is generally not a single issue. The GP usually needs to have a holistic view of the patient, who might have a number of issues that, if notified and taken together, could suggest a health issue that would not be evident IF the patient felt constrained and therefore only mentioned on of (possibly) many different (but to the healthcare professional), possibly related symptoms. Such constraint on the part of the patient could result in misdiagnosis with potentially dire results. Get rid of such notices please - they are poor examples of 'health care' in the 21st century!							
60	Please put Nurse booking onto the online system.							
61	Receptionists guide to get the right right help by asking appropriate questions.							
62	Being able to see my own GP when needed. In this instance I have been trying to see my own GP for over a week and have had to see a different GP as my own is now away for 2 weeks.							
63	Impossible but the parking!							

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64	Everything.							
65	A few more services like ECG done regular.							
66	A fridge magnet giving times for different things, e.g.. Collecting prescriptions, alternative phone no's out of hours etc. would be good, but maybe OTT.							
67	A family member wasn't able to use your surgery - why? - as Linden Avenue where extremely happy to deal with our problem + went through the procedure. Maybe given a ticket for parking hand in when you leave? To stop people going to town/dentist etc. in Headlands area. What will happen when/if permit parking comes in to place as with many areas in town?							
68	Better time keeping on appointments.							
69	More available app. If one rings later on in the day.							
70	Longer opening on a Saturday or evenings to enable working people to attend appts without taking time off work.							
71	Nothing.							
72	Is there a better way to arrange an appt at 8am. Was on the phone 20 mins before getting through then not always getting DR required.							
73	Call backs on day requested							
74	Doctors people skills.							
75	Car parking.							
76	Everything.							
77	Sign post services better - nurses rather than GPs. KBC blood test centre rather than just the hospital drop blood centre.							
78	Maybe open longer on weekends							
79	Maybe giving receptionist & doctors a bit more training on challenging behaviour & how to deal with matters that cant be helped e.g like late prescriptions or delays to appointments.							
80	It would be good to have repeat prescriptions free text box online.							
81	See questions 18 and 19.							
82	Again only a minor point, monitoring the waiting room.							
83	I like to be seen always by the same doctor.							
84	There are times when I feel a little uncomfortable because I want to touch briefly on a problem. Other than the problem my appointment is for although I appreciate time is against us both GP and patient. Its difficult to get an appointment with the GP of your choice. Having achieved that, and parked!! Its difficult not to ask about a secondary problem. Particularly if its only likely to take a minute or two.							
85	A tea machine.							
86	I would like my prescriptions done by email to a pharmacy of my choice so it could be sent directly to them and also tract online.							
87	Carry on doing what you are doing.							
88	Car parking is an issue.							
89	Penalise people who do not attend as it reflects on people who do turn up + the ability to get an appointment is affected.							
90	Parking please!							
91	Text reminders if possible on the day of your appointment - but not essential. Overall very happy with services provided.							
92	Parking!							
93	Anything to improve this appointments system as described above.							
94	Parking.							
95	I'd like to have my own doctor.							
96	Slightly longer appointment times. More doctors appointments - early evening for after							

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	work.								
97	Being a full time carer it is sometimes difficult to fit my appointments around the visits by the NHS carer.								
98	To get appointment when needed								
99	Please carry on as you are doing.								
100	Nothing.								
101	Put on Christmas tunes & have a carol service that patients can raise money for all local charities i.e. mind, age concern, CAB etc.								
102	Do something about these people who do not keep their appointments. Its so annoying to see so many lost appointments when one has tried to get in.								
103	Need larger waiting room. Gets too crowded.								
104	Yes								
105	Nothing - excellent all round.								
106	Cant think of any at the moment.								
107	Waiting area needs work. Too hot in summer (open window would help) full of cold germs in winter.								
108	Longer appointments with the doctor.								
109	I would like a better system for cancelling appointments. Sometimes it takes 6 phone calls to get through. Probably this is the reason people do not turn up. Maybe it would be better to have a recorded message for it!								
110	O.K								
111	Just keep up doing what you do.								
112	Communicate correspondence and results of test between themselves & my hospital teams/MS nurses to me so that I do not have to either find out from my MS nurse what my doctor (GP) has said to a neurologist for example, or I have to remind them to copy my nurses. This can be quite frustrating.								
113	Impossible, but try to run to time by making appointment times longer but fewer per member of staff!!!								
114	To advise patients when the resources of procedure or tests at hospitals arrive at the practise. Create more patient parking areas.								
265 patients took part in the patient survey.									