The survey had **91** responses.

### Ease of getting an appointment

* Excellent - **21** *(23.1%)*.
* Very Good - **13** *(14.3%)*.
* Good - **23** *(25.3%)*.
* Fair - **15** *(16.5%)*.
* Poor - **13** *(14.3%)*.
* Not applicable - **2** *(2.2%)*.
* No response - **4** *(4.4%)*.

### Able to have an appointment with GP of choice

* Excellent - **11** *(12.1%)*.
* Very Good - **14** *(15.4%)*.
* Good - **19** *(20.9%)*.
* Fair - **13** *(14.3%)*.
* Poor - **14** *(15.4%)*.
* Not applicable - **9** *(9.9%)*.
* No response - **11** *(12.1%)*.

### Able to get an urgent appointment

* Excellent - **11** *(12.1%)*.
* Very Good - **11** *(12.1%)*.
* Good - **15** *(16.5%)*.
* Fair - **10** *(11.0%)*.
* Poor - **17** *(18.7%)*.
* Not applicable - **14** *(15.4%)*.
* No response - **13** *(14.3%)*.

### Length of waiting time to check in at Reception

* Excellent - **36** *(39.6%)*.
* Very Good - **26** *(28.6%)*.
* Good - **18** *(19.8%)*.
* Fair - **6** *(6.6%)*.
* Poor - **1** *(1.1%)*.
* Not applicable - **2** *(2.2%)*.
* No response - **2** *(2.2%)*.

### Length of waiting time to see Doctor/GP

* Excellent - **13** *(14.3%)*.
* Very Good - **20** *(22.0%)*.
* Good - **25** *(27.5%)*.
* Fair - **5** *(5.5%)*.
* Poor - **4** *(4.4%)*.
* Not applicable - **10** *(11.0%)*.
* No response - **14** *(15.4%)*.

### How helpful did you find Reception Staff?

* Excellent - **45** *(49.5%)*.
* Very Good - **21** *(23.1%)*.
* Good - **12** *(13.2%)*.
* Fair - **9** *(9.9%)*.
* Poor - **1** *(1.1%)*.
* Not applicable - **2** *(2.2%)*.
* No response - **1** *(1.1%)*.

### Did they listen to your needs?

* Excellent - **45** *(49.5%)*.
* Very Good - **20** *(22.0%)*.
* Good - **10** *(11.0%)*.
* Fair - **8** *(8.8%)*.
* Poor - **2** *(2.2%)*.
* Not applicable - **0** *(0.0%)*.
* No response - **6** *(6.6%)*.

### Were they helpful and friendly?

* Excellent - **52** *(57.1%)*.
* Very Good - **18** *(19.8%)*.
* Good - **10** *(11.0%)*.
* Fair - **8** *(8.8%)*.
* Poor - **0** *(0.0%)*.
* Not applicable - **0** *(0.0%)*.
* No response - **3** *(3.3%)*.

### Did they give you enough of their time?

* Excellent - **48** *(52.7%)*.
* Very Good - **15** *(16.5%)*.
* Good - **15** *(16.5%)*.
* Fair - **6** *(6.6%)*.
* Poor - **0** *(0.0%)*.
* Not applicable - **0** *(0.0%)*.
* No response - **7** *(7.7%)*.

### How satisfied were you with the quality of care?

* Excellent - **44** *(48.4%)*.
* Very Good - **20** *(22.0%)*.
* Good - **13** *(14.3%)*.
* Fair - **8** *(8.8%)*.
* Poor - **1** *(1.1%)*.
* Not applicable - **0** *(0.0%)*.
* No response - **5** *(5.5%)*.

### Satisfaction with ordering/collection procedures

* Excellent - **47** *(51.6%)*.
* Very Good - **19** *(20.9%)*.
* Good - **10** *(11.0%)*.
* Fair - **4** *(4.4%)*.
* Poor - **2** *(2.2%)*.
* Not applicable - **3** *(3.3%)*.
* No response - **6** *(6.6%)*.

### Satisfaction with new online ordering service

* Excellent - **26** *(28.6%)*.
* Very Good - **16** *(17.6%)*.
* Good - **8** *(8.8%)*.
* Fair - **3** *(3.3%)*.
* Poor - **2** *(2.2%)*.
* Not applicable - **20** *(22.0%)*.
* No response - **16** *(17.6%)*.

### Satisfaction with information provided on website

* Excellent - **23** *(25.3%)*.
* Very Good - **16** *(17.6%)*.
* Good - **13** *(14.3%)*.
* Fair - **5** *(5.5%)*.
* Poor - **3** *(3.3%)*.
* Not applicable - **20** *(22.0%)*.
* No response - **11** *(12.1%)*.

### Satisfaction with the cleanliness of the surgery?

* Excellent - **61** *(67.0%)*.
* Very Good - **21** *(23.1%)*.
* Good - **4** *(4.4%)*.
* Fair - **1** *(1.1%)*.
* Poor - **1** *(1.1%)*.
* Not applicable - **2** *(2.2%)*.
* No response - **1** *(1.1%)*.

### Overall satisfaction with the practice

* Excellent - **24** *(26.4%)*.
* Very Good - **18** *(19.8%)*.
* Good - **9** *(9.9%)*.
* Fair - **4** *(4.4%)*.
* Poor - **0** *(0.0%)*.
* Not applicable - **1** *(1.1%)*.
* No response - **35** *(38.5%)*.

### Is there anything we could do to improve the quality of our service?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* some Reception staff could be more polite (1)
* open on a saturday (1)
* couldn't really answer questions as I didn't see nurse or doctor, only came in for blood can't comment on appointments, haven't been to doctors for a long time before Dr Raj left (1)
* It is a nightmare trying to get an appointment or any assistance at times, call backs are poor (1)
* Not to have to ring 60-80 times to get through (1)
* No, I am always very well looked after and HCA never fails to get blood first time (1)
* No everything is fine (1)
* to remind receptionists they aren't doctors (1)
* Spend less time on stuff like this and more time being a medical centre (1)
* Saw HCA today and lovely as always; Reception staff amazing as ever (1)
* Permanent doctor not any other doctor everyday (1)
* try to get to see dr in person as I have waited so long (1)
* need more GP appointments (1)
* Very happy with everything, thank you (1)
* to be able to see a doctor face to face without having to speak on phone first (1)
* All fine under the circumstances of covid 19 (1)
* Would be good to have the time arranged when GP calls on phone and not waiting all day (1)
* no (1)
* Listen to patients more (1)
* thank you nurse for explaining to me about being a diabetic, it was a lot to take in for me (1)
* Not a thing (1)
* ok, just got that many specialists to see - get mixed up (1)
* the pandemic notice still takes over a minute then not being able to speak with whom I wish is a nuisance (1)
* none (1)
* the time taken to answer the phone when I booked the appointment was unacceptable I was caller no. 1 for 20 mins (1)
* appointments (1)
* All Reception staff are always very helpful and do everything for us that I ask, so thank you (1)
* No (1)
* Quite good as it is (1)
* none I can see (1)
* I understand the surgery itself isn't to blame for the volume of patients that need to be seen - government needs to support the NHS - not privatise it! (1)
* Just need more staff so can have appointment when needed urgently, thanks (1)
* Came in for blood test, straight in and out (1)

### Tick this box if you would like to be contacted regarding your comments

* on - **0** *(0.0%)*.
* off - **0** *(0.0%)*.

### If you have ticked the preceding box please provide a contact name and number

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

### Thank you for your time