

## General Practice Assessment Questionnaire

The surgery conducted a patient survey on 13-14 January 2014. These are the actual patient comments from that survey:

- Supportive of patients decisions
- Attentive to patients needs/requirements
- With longstanding illness the practice have been thorough in providing care ie calling me for blood tests, regular medicine checks and giving me a better understanding of my condition and how to cope/deal with it
- both Drs resident here, Dr Irwin (most seen) are very thorough. Dr Irwin is very good, will listen and listen and has never hurried me (in comparison to some of the locums who have said 'I can only listen to one problem as booked'. I am very happy with the staff and the Drs.
- I was told I couldn't book an advanced appointment for this week, I would have to book one for the following week only – not quite sure why!
- Hard to book appointments when working all day. Longer opening hours, easier to get an appointment needed
- Very pleasant and professional.
- Consider having extra appointments available on a regular basis
- Would be of help to have all doctors (with pictures) on the website, even regular locum doctors
- Everybody is very helpful which I need with my illness
- Not seen anyone that I would not want to see again
- Never been treated so well
- Service at this doctor is excellent – keep up the good work
- Receptionists are miracle workers
- Doctors really listening to me and want to help
- Very pleasant and helpful
- doctors I've seen so far are good at making me feel at ease, much easier to talk about my medical problems
- Lovely Surgery
- A vast improvement on the last providers
- my appointment was at 9.45, still waiting at 10.10, finally seen at 10.20am – ridiculous!!
- Waiting times for appointments are terrible – I have almost always had to wait at least a week. Elizabeth is great, I need a very painful injection every 6 weeks and she puts me at ease and makes me laugh, making the process easier. Dr Rasool

## maple surgery patient participation group

also great, he has rung me late at night to see how I am coping with my health problems – I really appreciate this.

- Dr Rasool is perfect
- Best GP I've had very uncomfortable situation for which I've sought help for before she was polite, understanding and very lovely I really felt at ease
- Moved from a different country and I am so happy with the service here
- Felt a bit rushed, and not abrupt but to the point but maybe I shouldn't expect any different but left feeling on a conveyer belt \*not had time to look at things felt like a rabbit in the headlights?!\*
- So pleased to have a Women Doctor within the practice
- I am not so happy when we see locums. The need to have a sense of regular Doctors as an important fixture at the practice is very necessary. I notice other members of the community also making these comments
- Only moved to the area recently but v. impressed with friendliness of staff and convenient appointment for non-urgent consultations before work.
- Came in a week after seeing a different doctor. Had a chest infection and had developed a very sore throat. The doctor only glanced at my throat didn't examine my chest again or anything else. She prescribed me more antibiotics. which I am allergic to which resulted in me having to come out again + collect a different prescription she made me feel that my condition was just minor + I was just wasting everyone's time she was very reluctant to really examine me
- Very pleasant and friendly staff always willing to help
- Satisfied with all round service
- GP and staff are all helpful as they can be Thank-you
- More permanent doctors so a rapport can be built with them
- Very friendly environment every time!
- Although I feel lost at times as I see so many doctors – the surgery have been outstanding when I have required urgent hospital care. I am very grateful for this
- Preferred when could book appointments without having to call at 8.30am on day
- Nurse very thorough
- Excellent Service
- Very good surgery and staff especially receptionist