



Results

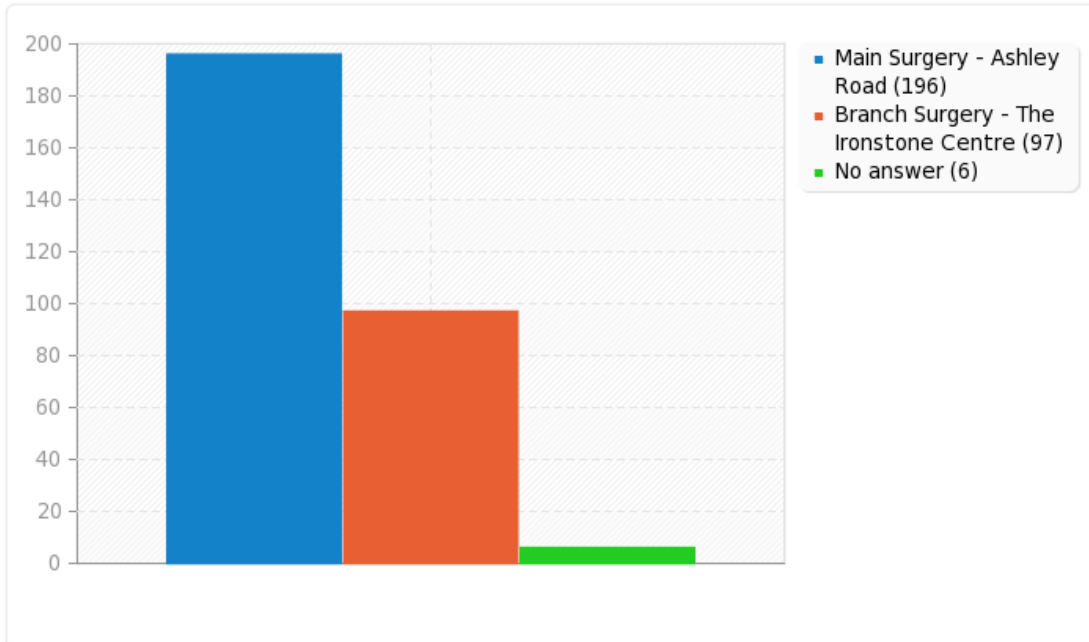
Survey 778191

Number of records in this query:	304
Total records in survey:	304
Percentage of total:	100.00%

Field summary for Pre001

Please choose the surgery you visited

Answer	Count	Percentage
Main Surgery - Ashley Road (A1)	196	65.55%
Branch Surgery - The Ironstone Centre (A2)	97	32.44%
No answer	6	2.01%

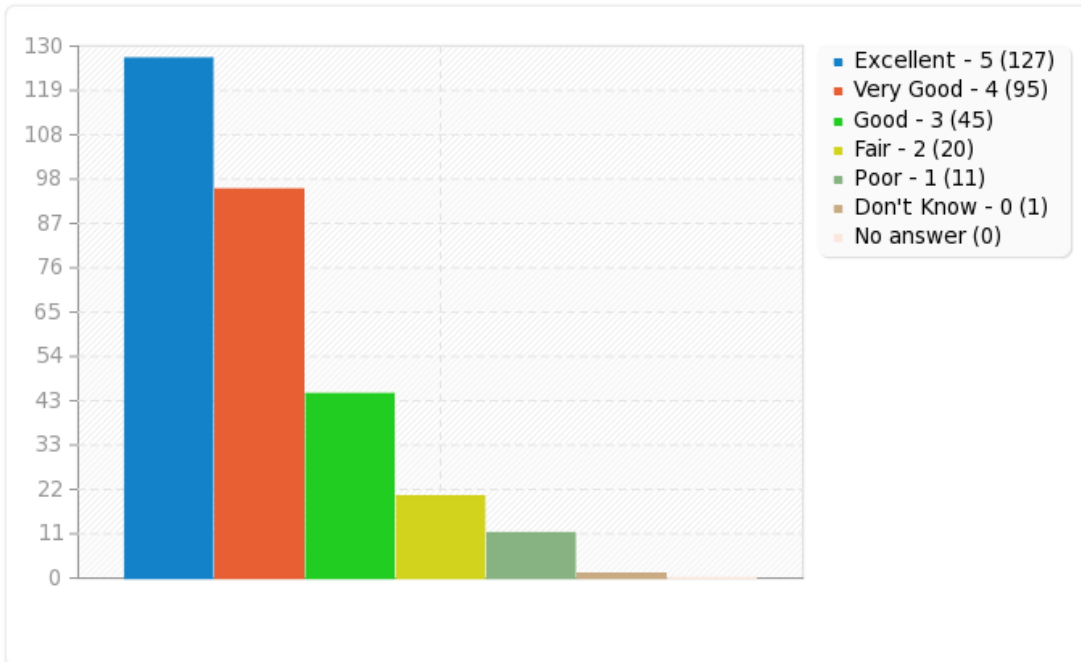




Field summary for main002(SQ001)

Please rate how well you think we are doing in the following areas: (A) Ease of accessing care: [Ability to get an appointment on a day/time of your choice]

Answer	Count	Percentage
Excellent - 5 (A1)	127	42.47%
Very Good - 4 (A2)	95	31.77%
Good - 3 (A3)	45	15.05%
Fair - 2 (A4)	20	6.69%
Poor - 1 (A5)	11	3.68%
Don't Know - 0 (A6)	1	0.33%
No answer	0	0.00%

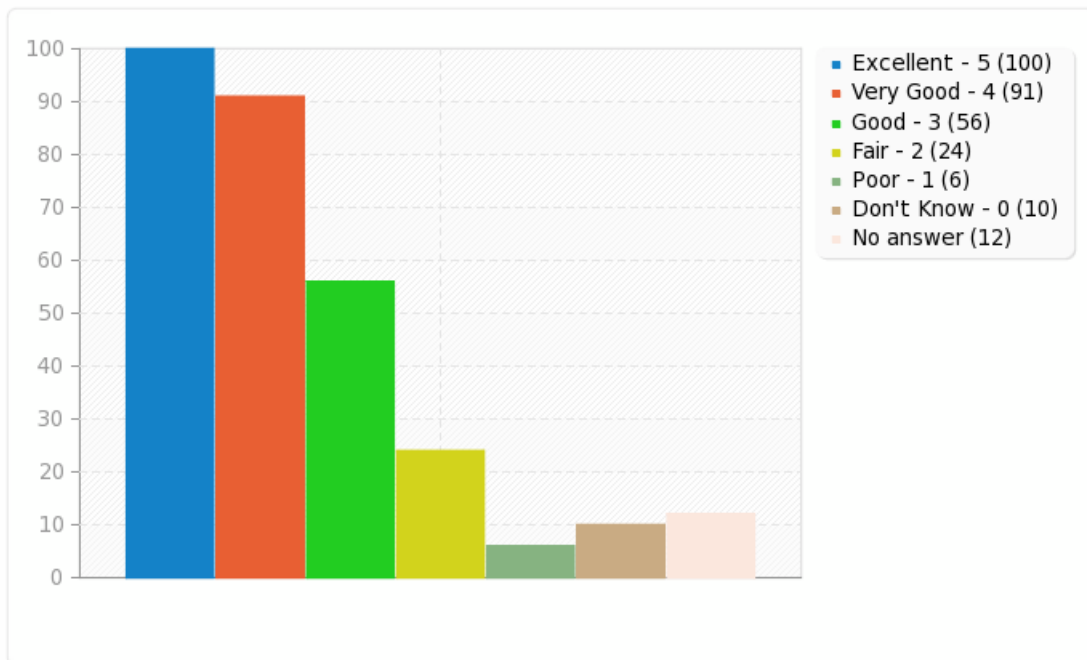




Field summary for main002(SQ002)

Please rate how well you think we are doing in the following areas: (A) Ease of accessing care: [Ability to get an appointment with the doctor of your choice]

Answer	Count	Percentage
Excellent - 5 (A1)	100	33.44%
Very Good - 4 (A2)	91	30.43%
Good - 3 (A3)	56	18.73%
Fair - 2 (A4)	24	8.03%
Poor - 1 (A5)	6	2.01%
Don't Know - 0 (A6)	10	3.34%
No answer	12	4.01%

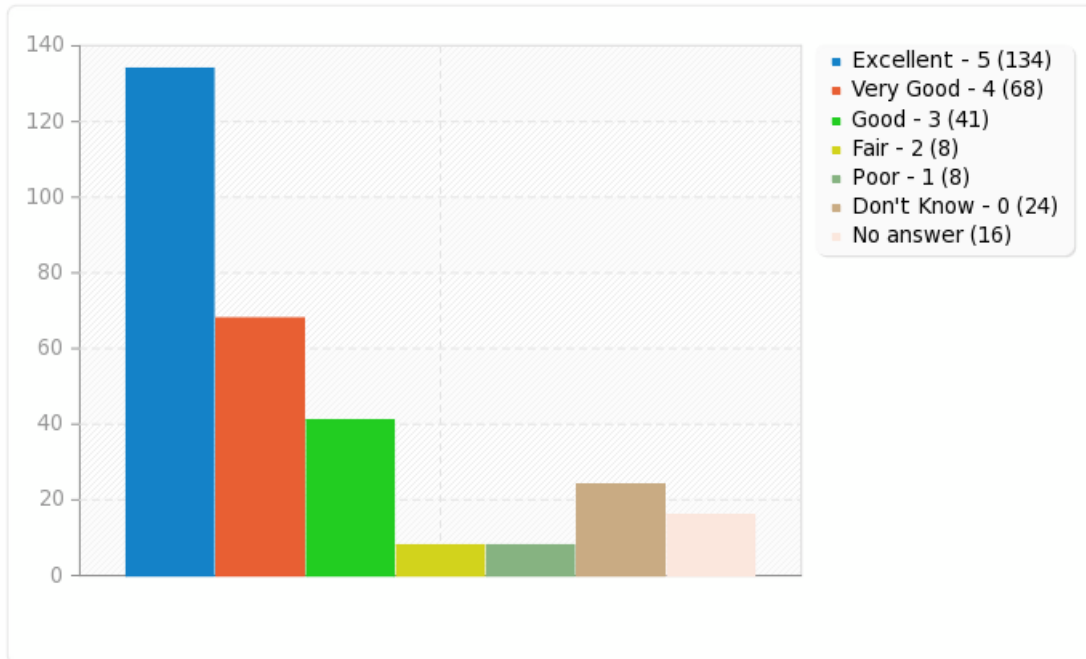




Field summary for main002(SQ003)

Please rate how well you think we are doing in the following areas: (A) Ease of accessing care: [Ability to get an urgent appointment if necessary]

Answer	Count	Percentage
Excellent - 5 (A1)	134	44.82%
Very Good - 4 (A2)	68	22.74%
Good - 3 (A3)	41	13.71%
Fair - 2 (A4)	8	2.68%
Poor - 1 (A5)	8	2.68%
Don't Know - 0 (A6)	24	8.03%
No answer	16	5.35%

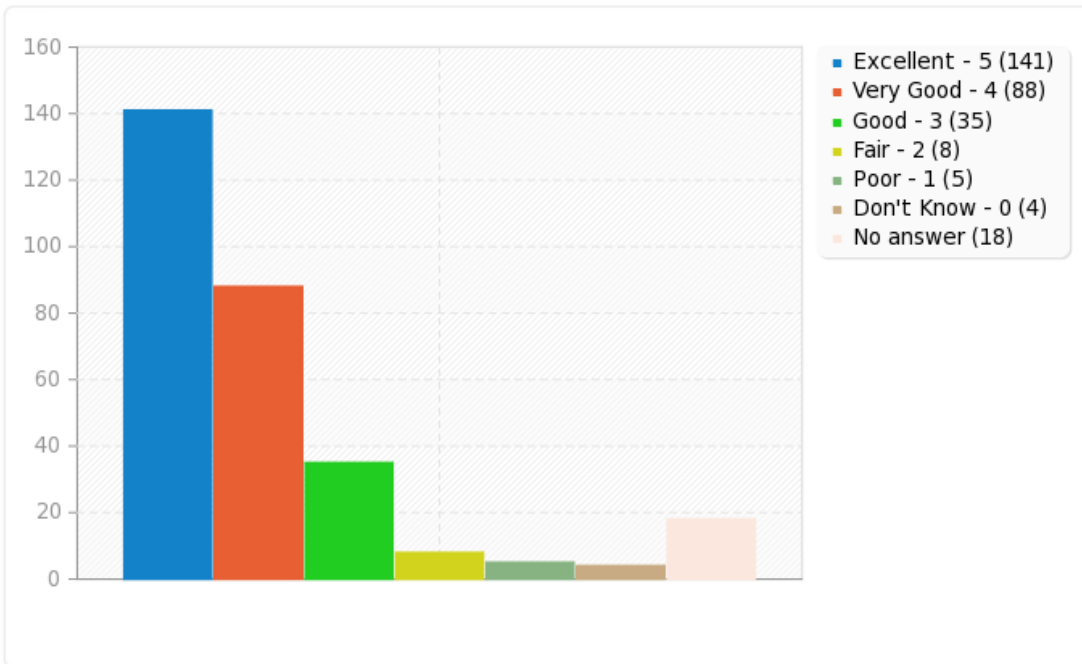




Field summary for main002(SQ004)

Please rate how well you think we are doing in the following areas: (A) Ease of accessing care:
[Satisfaction with surgery core opening hours]

Answer	Count	Percentage
Excellent - 5 (A1)	141	47.16%
Very Good - 4 (A2)	88	29.43%
Good - 3 (A3)	35	11.71%
Fair - 2 (A4)	8	2.68%
Poor - 1 (A5)	5	1.67%
Don't Know - 0 (A6)	4	1.34%
No answer	18	6.02%

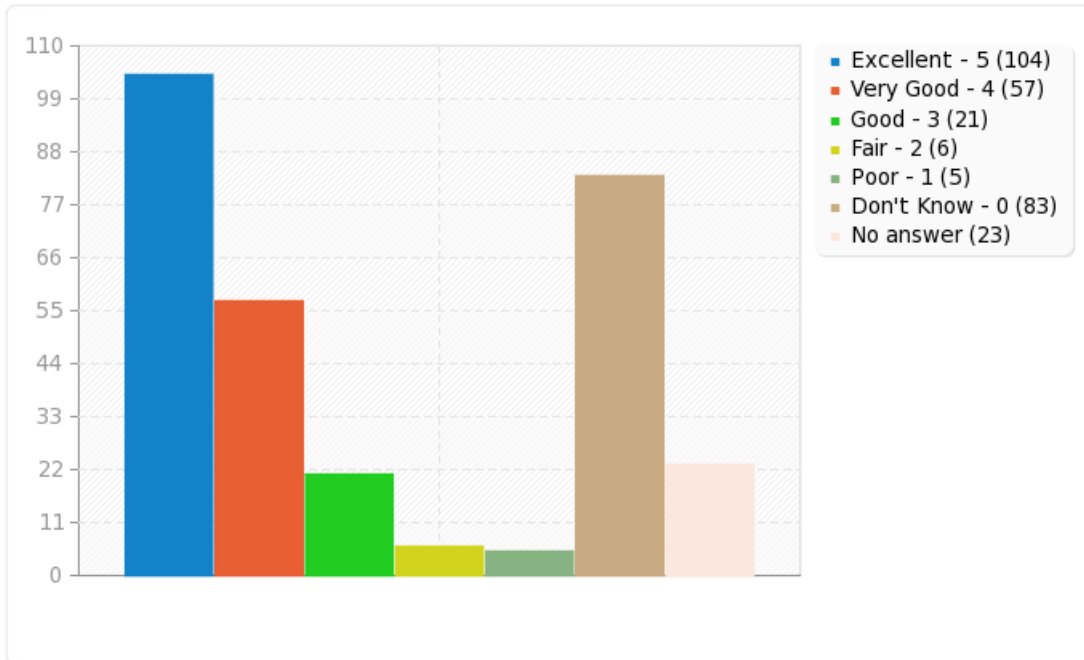




Field summary for main002(SQ005)

Please rate how well you think we are doing in the following areas: (A) Ease of accessing care:
[Satisfaction with Saturday morning Extended Hours Service]

Answer	Count	Percentage
Excellent - 5 (A1)	104	34.78%
Very Good - 4 (A2)	57	19.06%
Good - 3 (A3)	21	7.02%
Fair - 2 (A4)	6	2.01%
Poor - 1 (A5)	5	1.67%
Don't Know - 0 (A6)	83	27.76%
No answer	23	7.69%

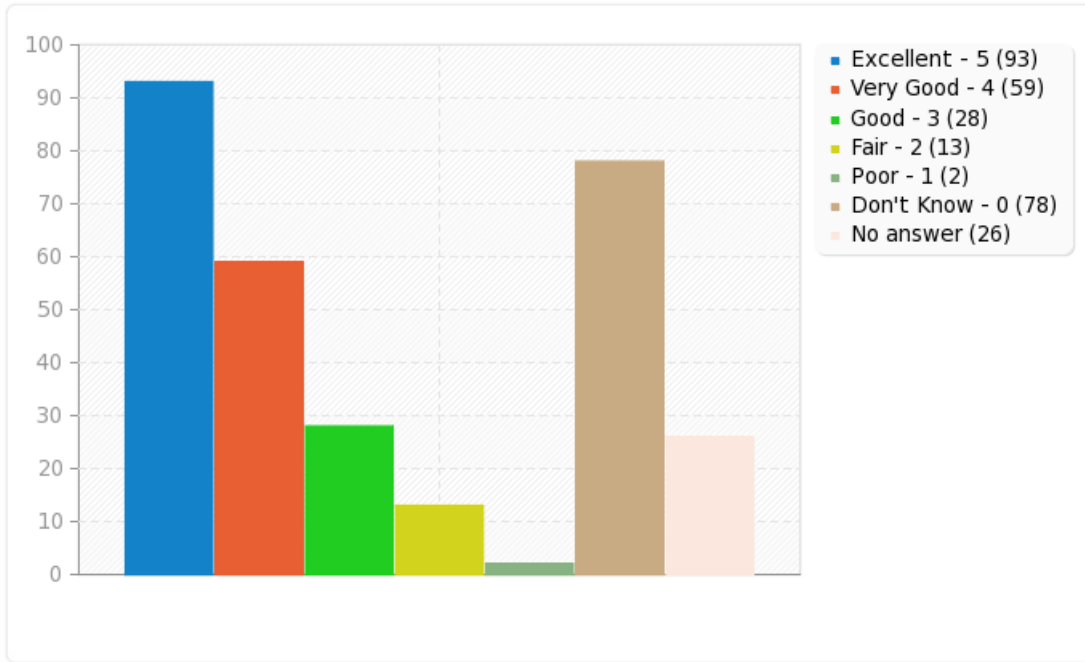




Field summary for main002(SQ006)

Please rate how well you think we are doing in the following areas: (A) Ease of accessing care:
[Satisfaction with current provision for Out of Hours Services]

Answer	Count	Percentage
Excellent - 5 (A1)	93	31.10%
Very Good - 4 (A2)	59	19.73%
Good - 3 (A3)	28	9.36%
Fair - 2 (A4)	13	4.35%
Poor - 1 (A5)	2	0.67%
Don't Know - 0 (A6)	78	26.09%
No answer	26	8.70%

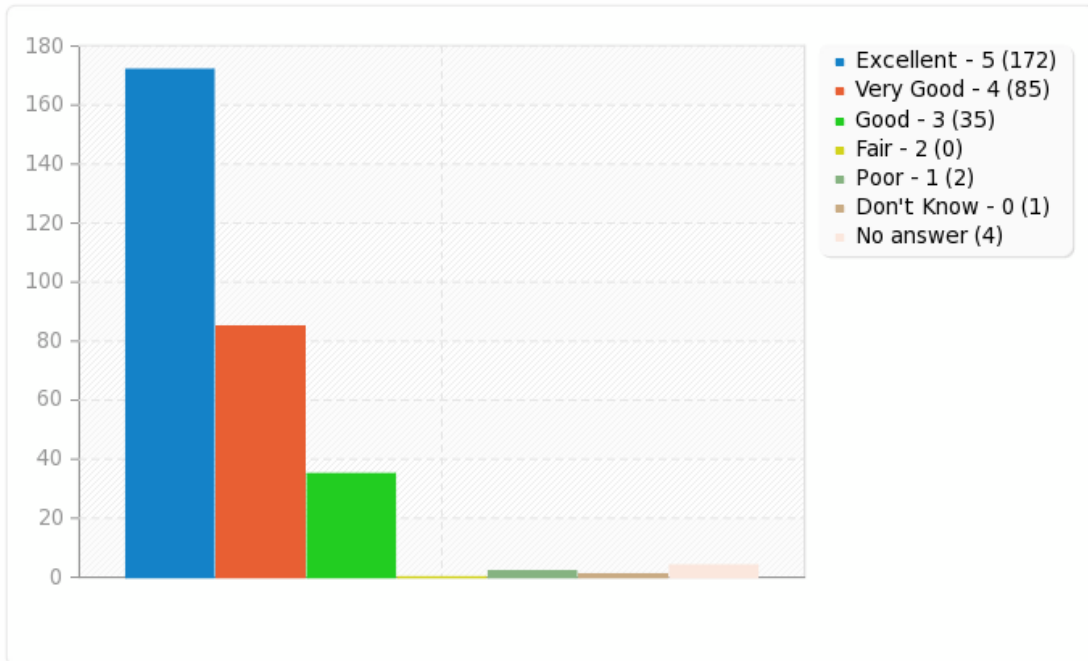




Field summary for main003(SQ001)

Please rate how well you think we are doing in the following areas: (B) Waiting: [Length of time waiting to check in with Reception]

Answer	Count	Percentage
Excellent - 5 (A1)	172	57.53%
Very Good - 4 (A2)	85	28.43%
Good - 3 (A3)	35	11.71%
Fair - 2 (A4)	0	0.00%
Poor - 1 (A5)	2	0.67%
Don't Know - 0 (A6)	1	0.33%
No answer	4	1.34%

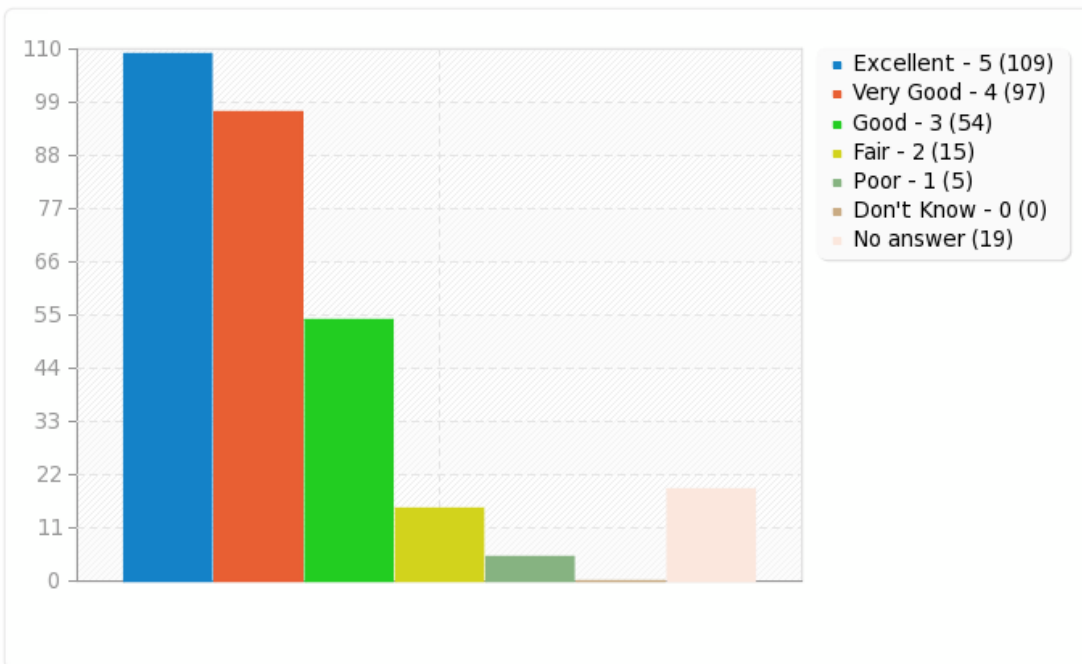




Field summary for main003(SQ002)

Please rate how well you think we are doing in the following areas: (B) Waiting: [Length of time waiting to see the Doctor / Nurse]

Answer	Count	Percentage
Excellent - 5 (A1)	109	36.45%
Very Good - 4 (A2)	97	32.44%
Good - 3 (A3)	54	18.06%
Fair - 2 (A4)	15	5.02%
Poor - 1 (A5)	5	1.67%
Don't Know - 0 (A6)	0	0.00%
No answer	19	6.35%

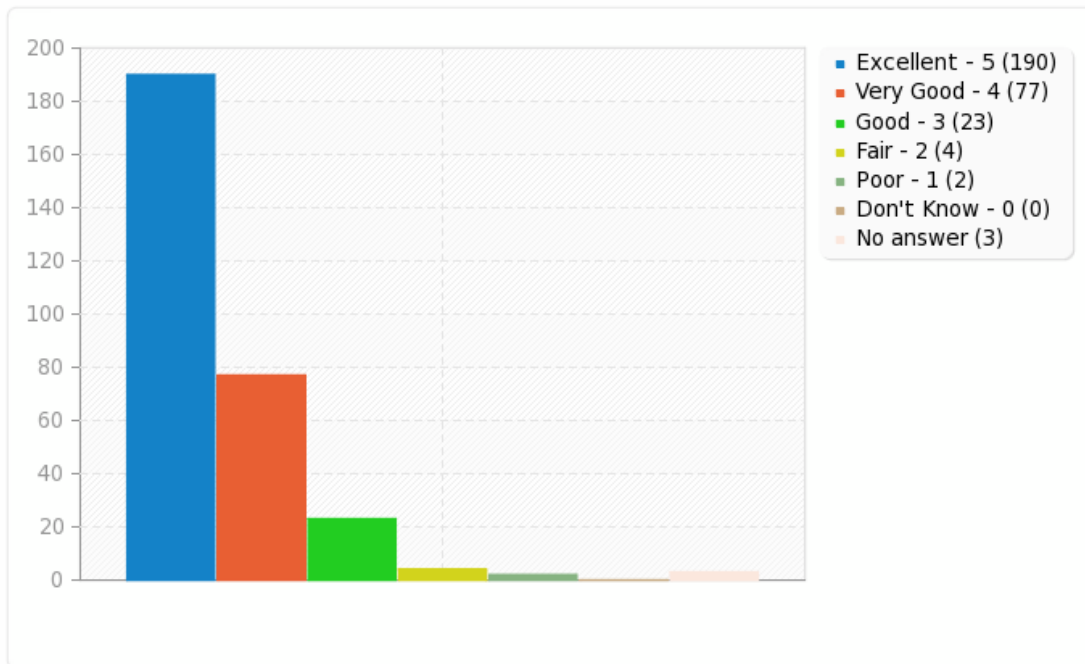




Field summary for main004(SQ001)

Please rate how well you think we are doing in the following areas: (C)Reception: [Overall how helpful do you find our Reception Staff]

Answer	Count	Percentage
Excellent - 5 (A1)	190	63.55%
Very Good - 4 (A2)	77	25.75%
Good - 3 (A3)	23	7.69%
Fair - 2 (A4)	4	1.34%
Poor - 1 (A5)	2	0.67%
Don't Know - 0 (A6)	0	0.00%
No answer	3	1.00%

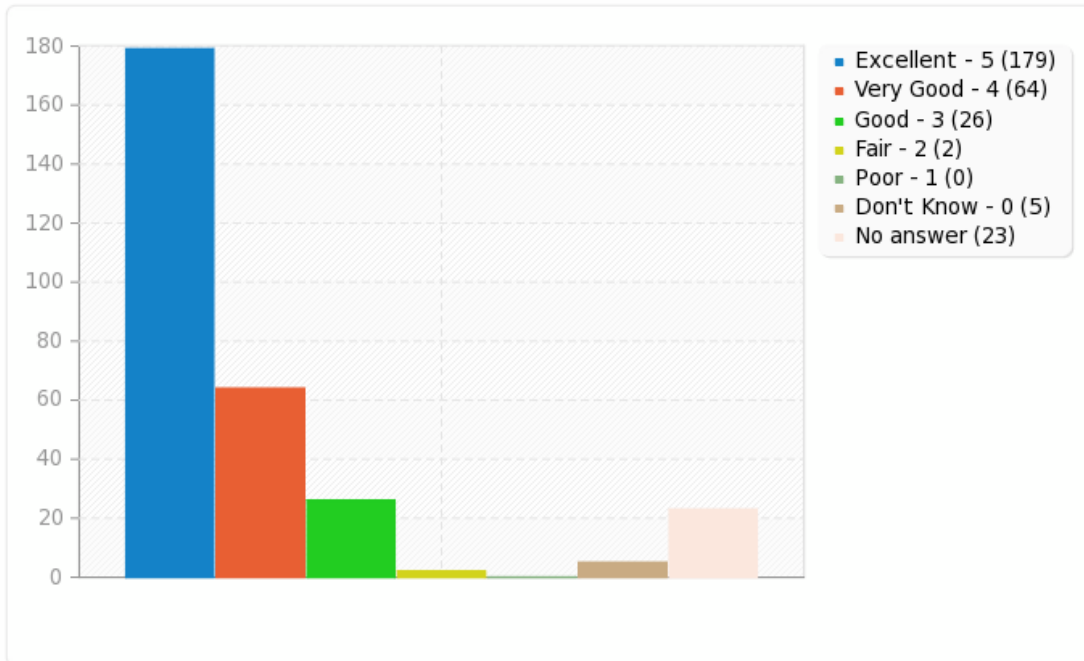




Field summary for main005a(SQ001)

Please rate how well you think we are doing in the following areas: (D) Doctors: [Did this Dr/Nurse listen to you]

Answer	Count	Percentage
Excellent - 5 (A1)	179	59.87%
Very Good - 4 (A2)	64	21.40%
Good - 3 (A3)	26	8.70%
Fair - 2 (A4)	2	0.67%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	5	1.67%
No answer	23	7.69%

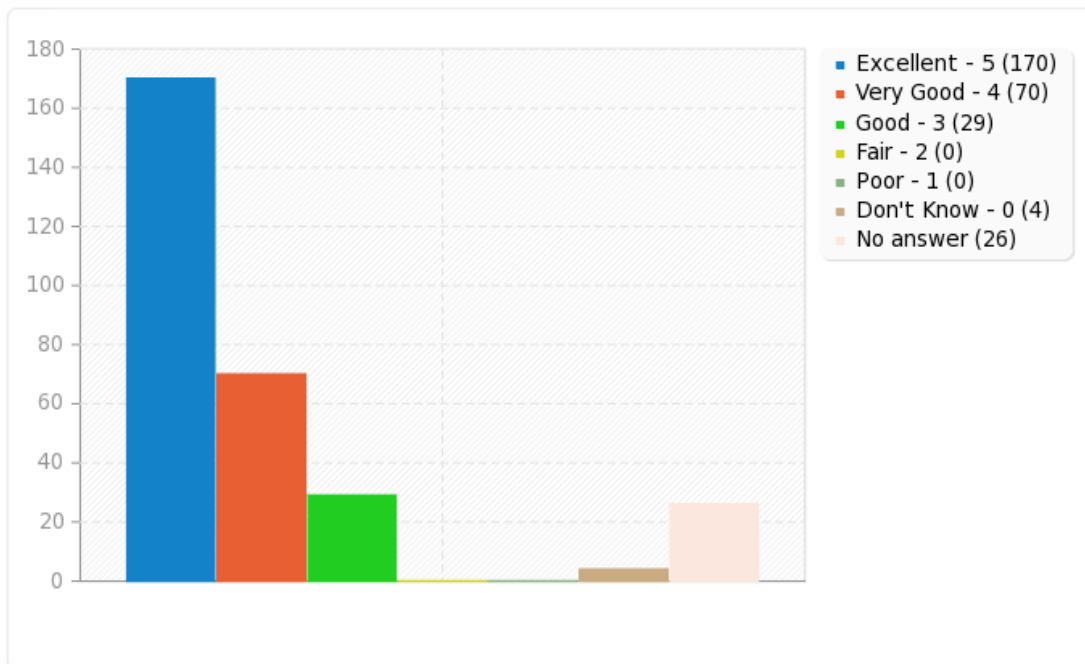




Field summary for main005a(SQ002)

Please rate how well you think we are doing in the following areas: (D) Doctors: [Take enough time with you]

Answer	Count	Percentage
Excellent - 5 (A1)	170	56.86%
Very Good - 4 (A2)	70	23.41%
Good - 3 (A3)	29	9.70%
Fair - 2 (A4)	0	0.00%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	26	8.70%

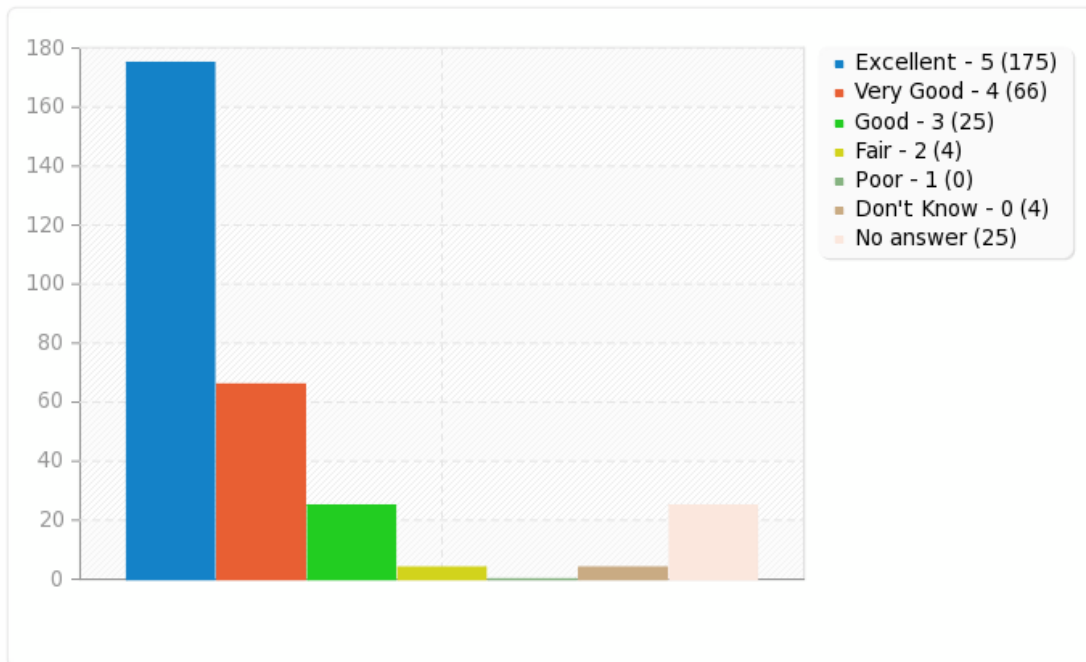




Field summary for main005a(SQ003)

Please rate how well you think we are doing in the following areas: (D) Doctors: [Give you good advice/ and or treatment]

Answer	Count	Percentage
Excellent - 5 (A1)	175	58.53%
Very Good - 4 (A2)	66	22.07%
Good - 3 (A3)	25	8.36%
Fair - 2 (A4)	4	1.34%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	25	8.36%

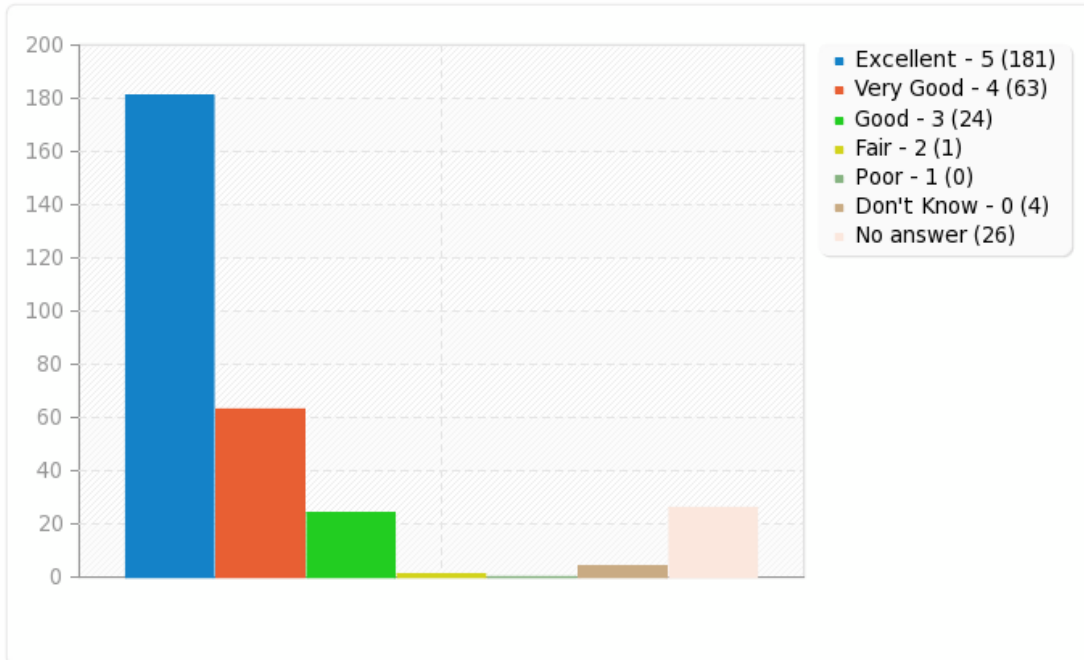




Field summary for main005a(SQ004)

Please rate how well you think we are doing in the following areas: (D) Doctors: [Was this Dr/Nurse friendly and helpful to you]

Answer	Count	Percentage
Excellent - 5 (A1)	181	60.54%
Very Good - 4 (A2)	63	21.07%
Good - 3 (A3)	24	8.03%
Fair - 2 (A4)	1	0.33%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	26	8.70%

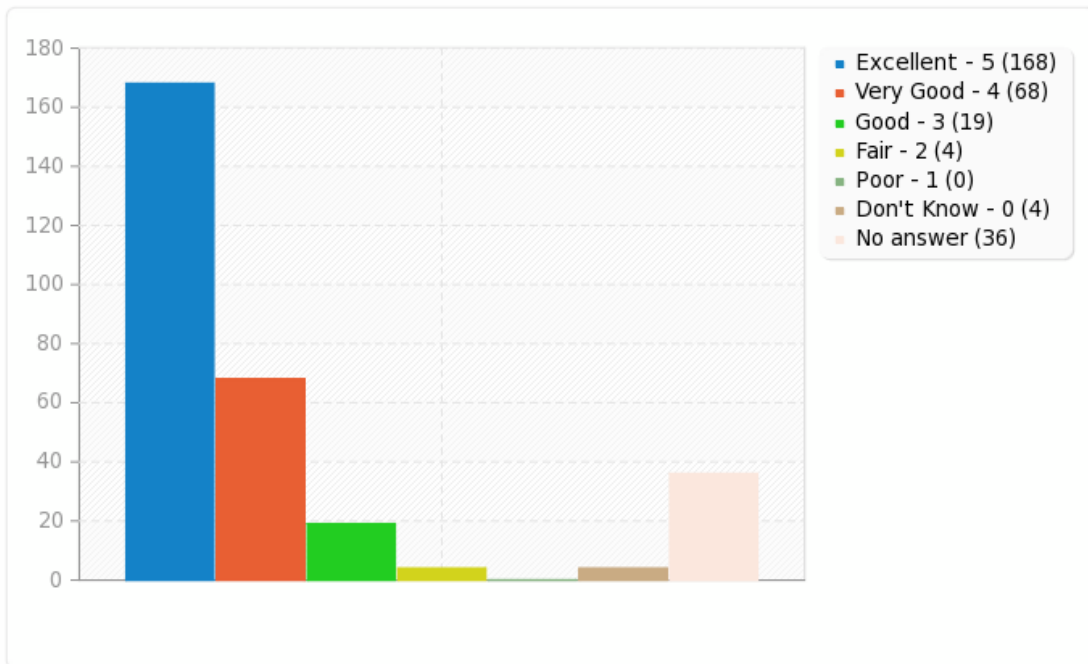




Field summary for main005a(SQ005)

Please rate how well you think we are doing in the following areas: (D) Doctors: [Answer your questions]

Answer	Count	Percentage
Excellent - 5 (A1)	168	56.19%
Very Good - 4 (A2)	68	22.74%
Good - 3 (A3)	19	6.35%
Fair - 2 (A4)	4	1.34%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	36	12.04%

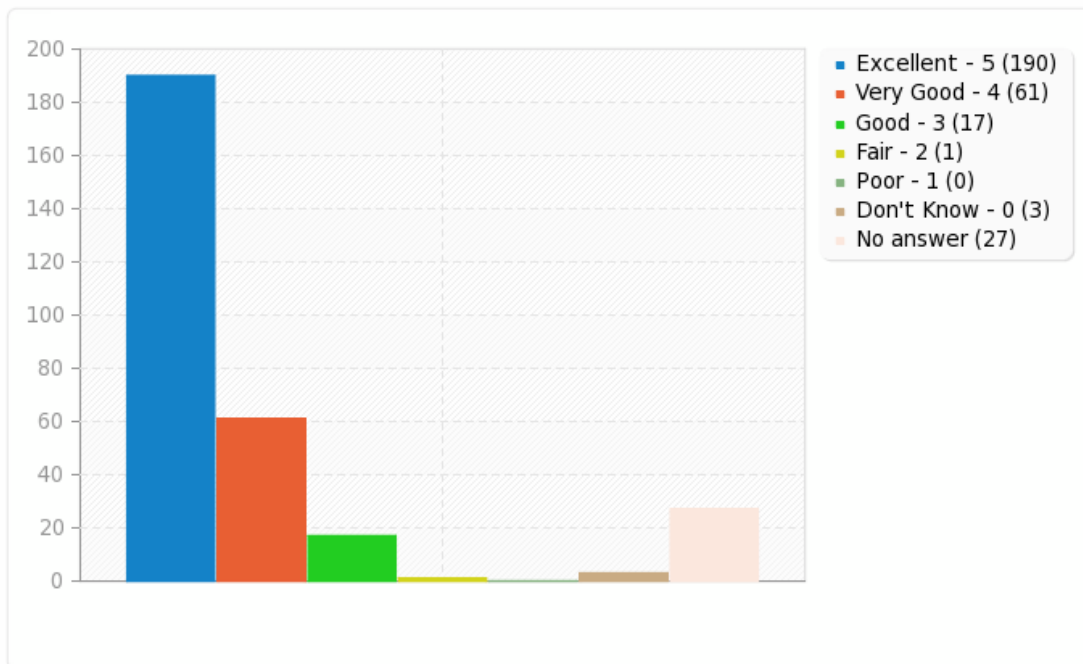




Field summary for main005a(SQ006)

Please rate how well you think we are doing in the following areas: (D) Doctors: [Please rate your overall satisfaction with the quality of care you received today]

Answer	Count	Percentage
Excellent - 5 (A1)	190	63.55%
Very Good - 4 (A2)	61	20.40%
Good - 3 (A3)	17	5.69%
Fair - 2 (A4)	1	0.33%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	3	1.00%
No answer	27	9.03%

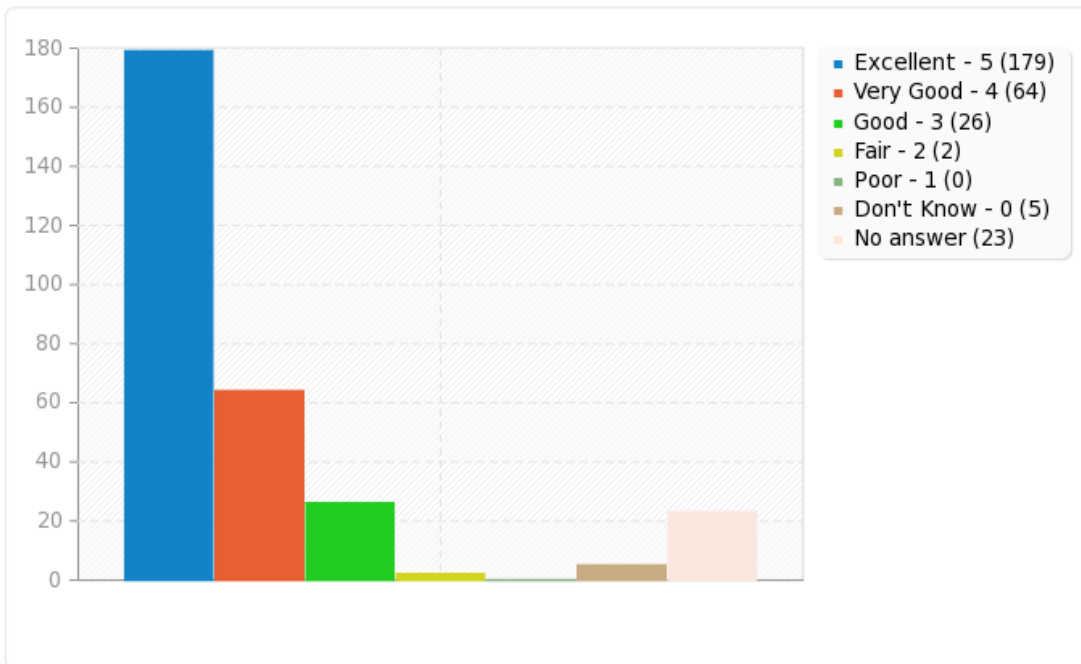




Field summary for main005b(SQ001)

Please rate how well you think we are doing in the following areas: (D) Nursing Staff: [Did this Dr/Nurse listen to you]

Answer	Count	Percentage
Excellent - 5 (A1)	179	59.87%
Very Good - 4 (A2)	64	21.40%
Good - 3 (A3)	26	8.70%
Fair - 2 (A4)	2	0.67%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	5	1.67%
No answer	23	7.69%

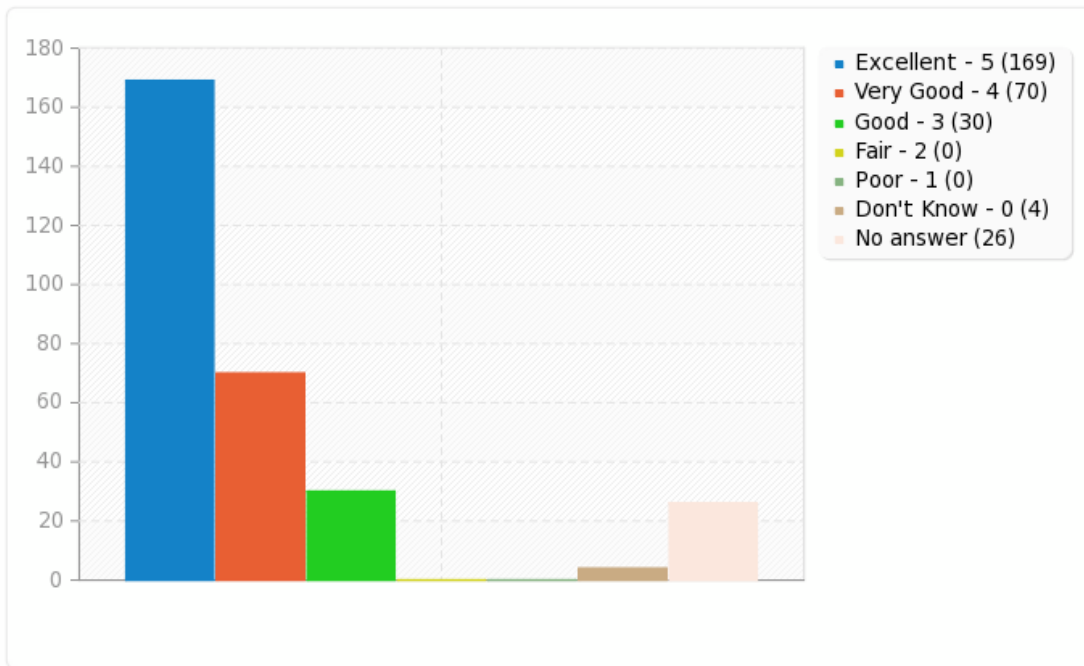




Field summary for main005b(SQ002)

Please rate how well you think we are doing in the following areas: (D) Nursing Staff: [Take enough time with you]

Answer	Count	Percentage
Excellent - 5 (A1)	169	56.52%
Very Good - 4 (A2)	70	23.41%
Good - 3 (A3)	30	10.03%
Fair - 2 (A4)	0	0.00%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	26	8.70%

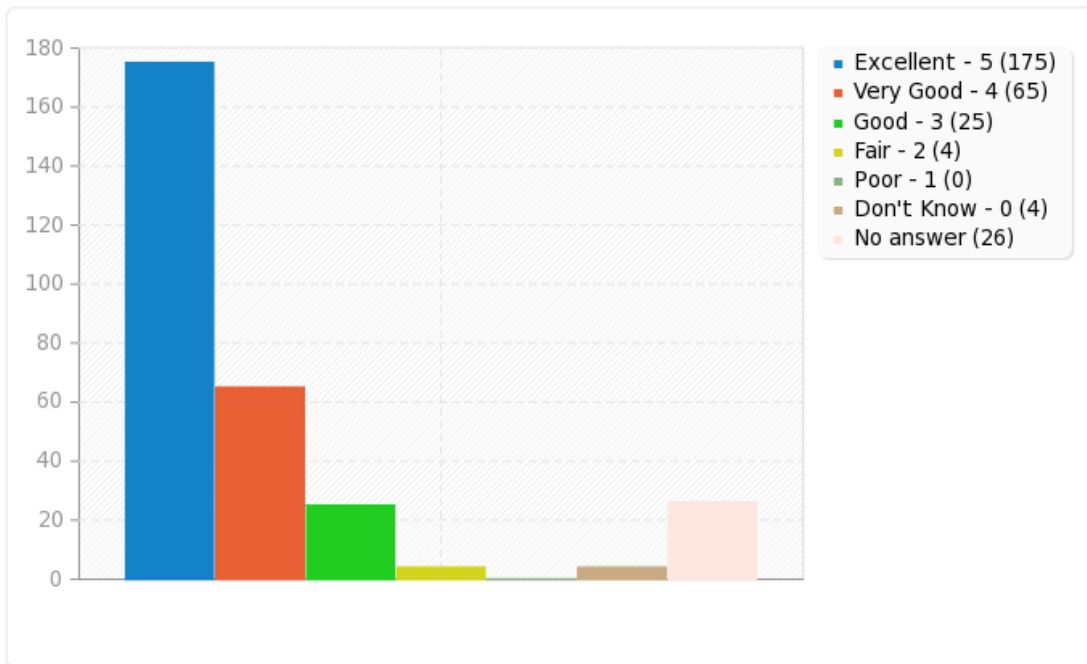




Field summary for main005b(SQ003)

Please rate how well you think we are doing in the following areas: (D) Nursing Staff: [Give you good advice/ and or treatment]

Answer	Count	Percentage
Excellent - 5 (A1)	175	58.53%
Very Good - 4 (A2)	65	21.74%
Good - 3 (A3)	25	8.36%
Fair - 2 (A4)	4	1.34%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	26	8.70%

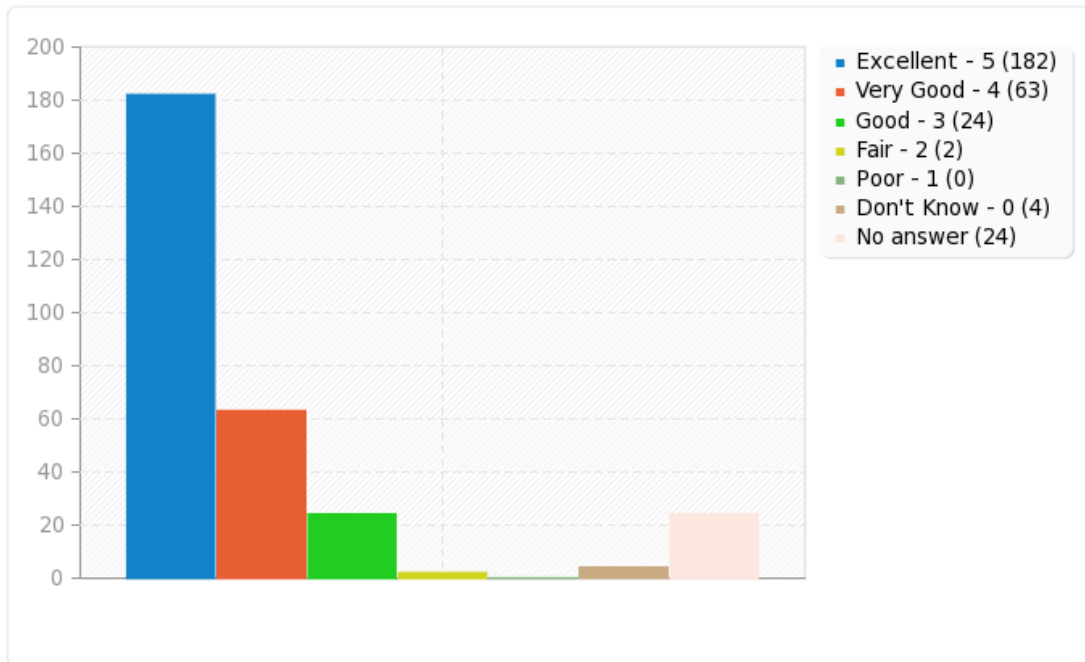




Field summary for main005b(SQ004)

Please rate how well you think we are doing in the following areas: (D) Nursing Staff: [Was this Dr/Nurse friendly and helpful to you]

Answer	Count	Percentage
Excellent - 5 (A1)	182	60.87%
Very Good - 4 (A2)	63	21.07%
Good - 3 (A3)	24	8.03%
Fair - 2 (A4)	2	0.67%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	4	1.34%
No answer	24	8.03%

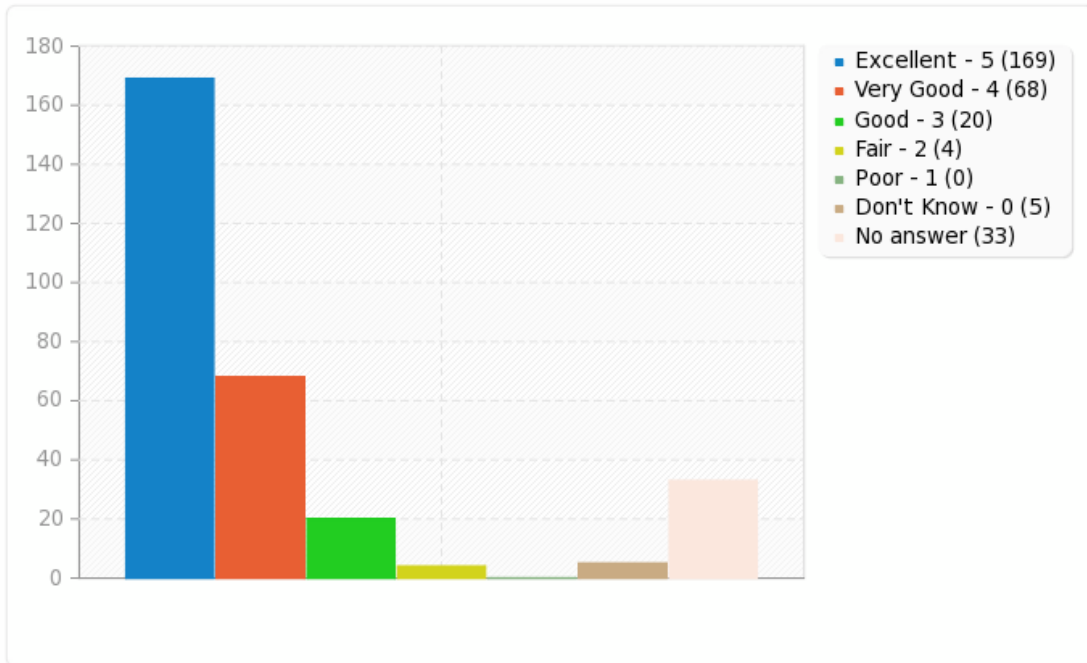




Field summary for main005b(SQ005)

Please rate how well you think we are doing in the following areas: (D) Nursing Staff: [Answer your questions]

Answer	Count	Percentage
Excellent - 5 (A1)	169	56.52%
Very Good - 4 (A2)	68	22.74%
Good - 3 (A3)	20	6.69%
Fair - 2 (A4)	4	1.34%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	5	1.67%
No answer	33	11.04%

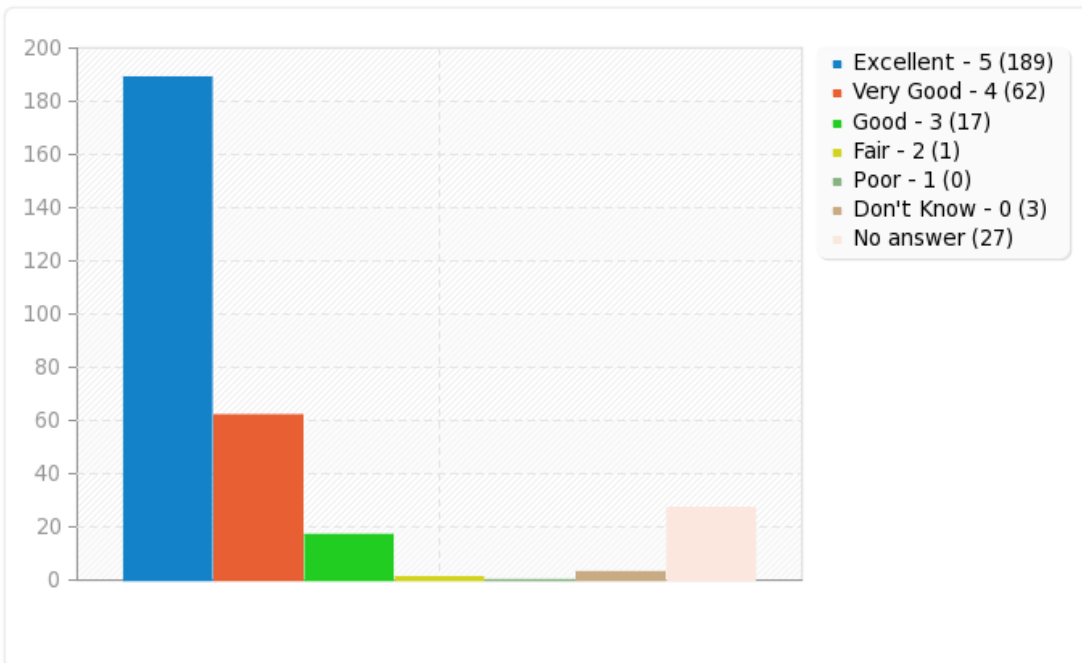




Field summary for main005b(SQ006)

Please rate how well you think we are doing in the following areas: (D) Nursing Staff: [Please rate your overall satisfaction with the quality of care you received today]

Answer	Count	Percentage
Excellent - 5 (A1)	189	63.21%
Very Good - 4 (A2)	62	20.74%
Good - 3 (A3)	17	5.69%
Fair - 2 (A4)	1	0.33%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	3	1.00%
No answer	27	9.03%

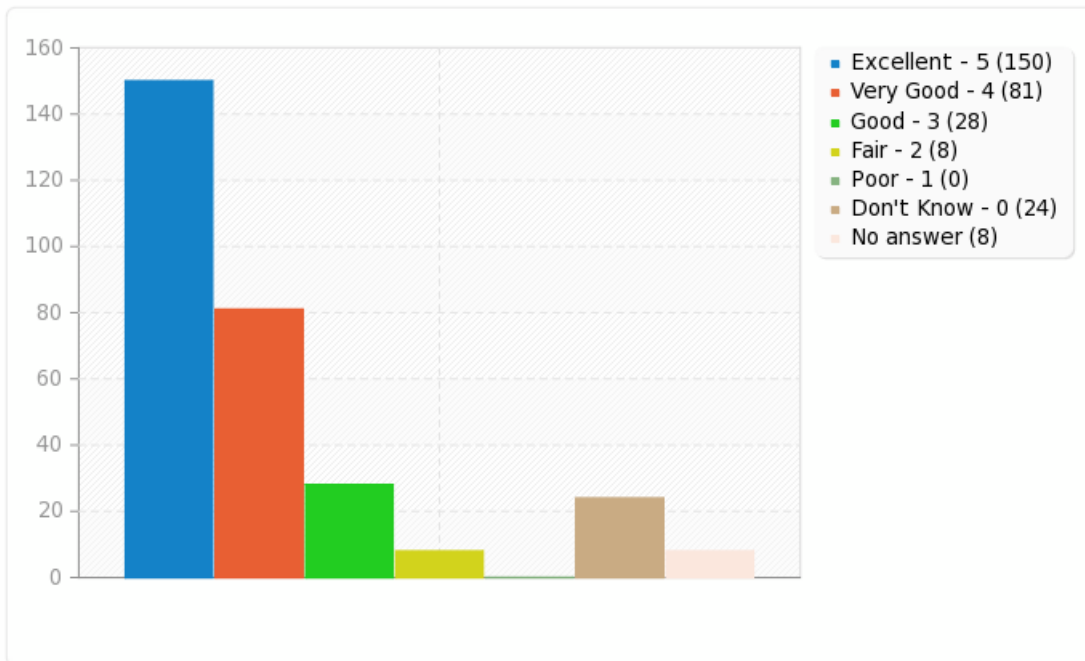




Field summary for main006(SQ001)

Please rate how well you think we are doing in the following areas: (E) Repeat Prescriptions: [Satisfaction with ordering / collection procedures]

Answer	Count	Percentage
Excellent - 5 (A1)	150	50.17%
Very Good - 4 (A2)	81	27.09%
Good - 3 (A3)	28	9.36%
Fair - 2 (A4)	8	2.68%
Poor - 1 (A5)	0	0.00%
Don't Know - 0 (A6)	24	8.03%
No answer	8	2.68%

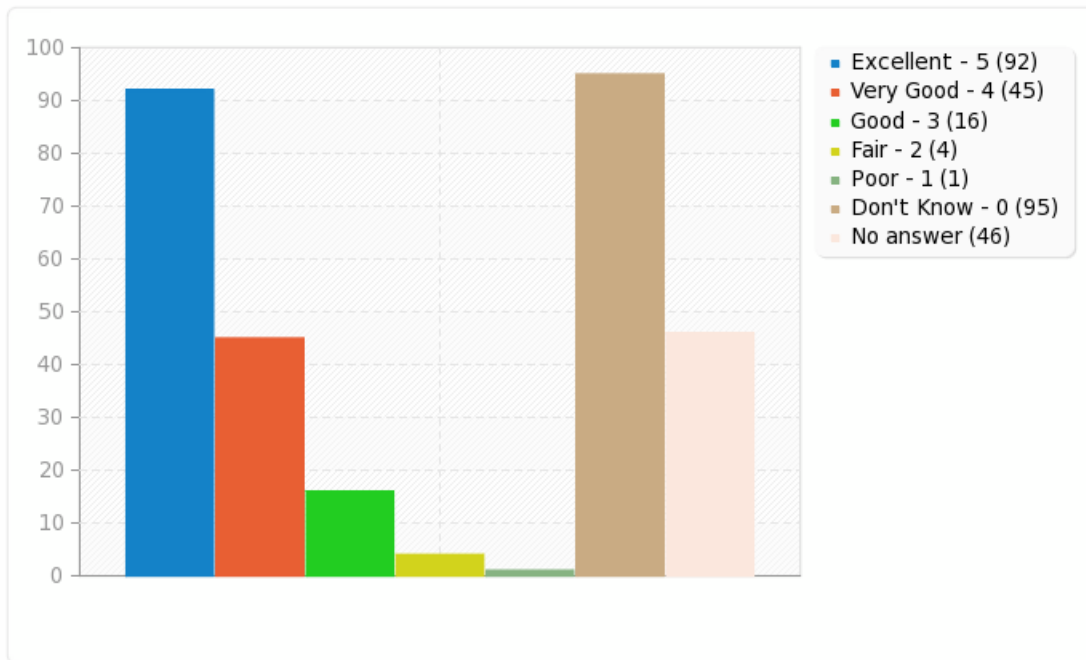




Field summary for main007(SQ001)

Please rate how well you think we are doing in the following areas: (F) Online Services: [Satisfaction with the following available online services:- Repeat prescription ordering; Appointment booking with GP; Summary of Medical Record; Access to coded records. For further information about online services please ask at Reception]

Answer	Count	Percentage
Excellent - 5 (A1)	92	30.77%
Very Good - 4 (A2)	45	15.05%
Good - 3 (A3)	16	5.35%
Fair - 2 (A4)	4	1.34%
Poor - 1 (A5)	1	0.33%
Don't Know - 0 (A6)	95	31.77%
No answer	46	15.38%

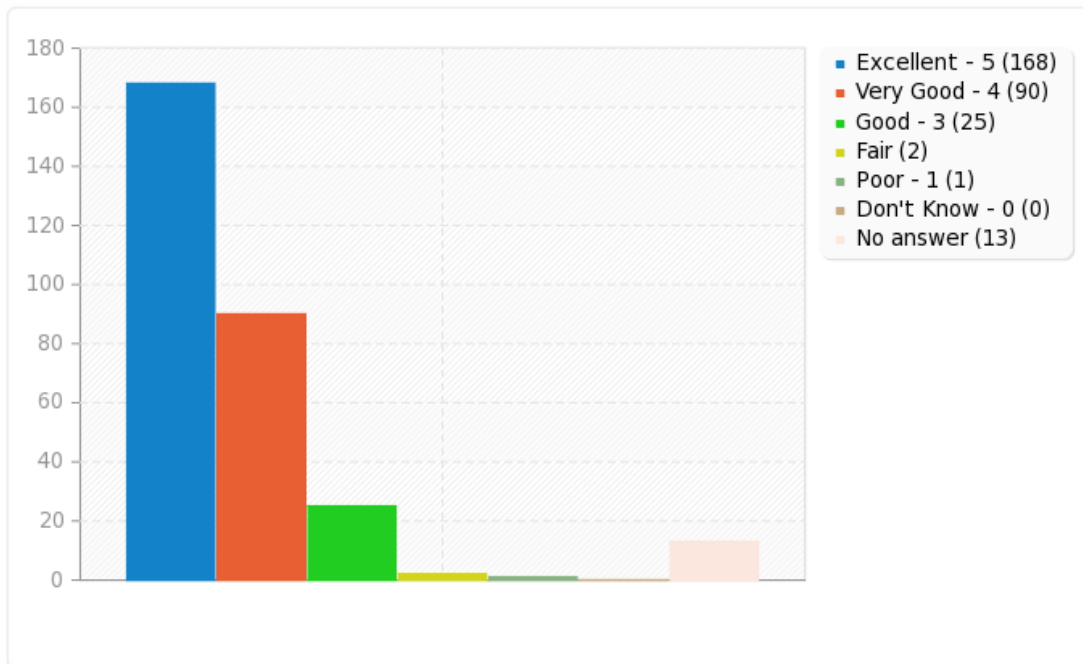




Field summary for main008(SQ001)

Please rate how well you think we are doing in the following areas: (G) Overall View: [Please rate your overall satisfaction with this practice]

Answer	Count	Percentage
Excellent - 5 (A1)	168	56.19%
Very Good - 4 (A2)	90	30.10%
Good - 3 (A3)	25	8.36%
Fair (A4)	2	0.67%
Poor - 1 (A5)	1	0.33%
Don't Know - 0 (A6)	0	0.00%
No answer	13	4.35%

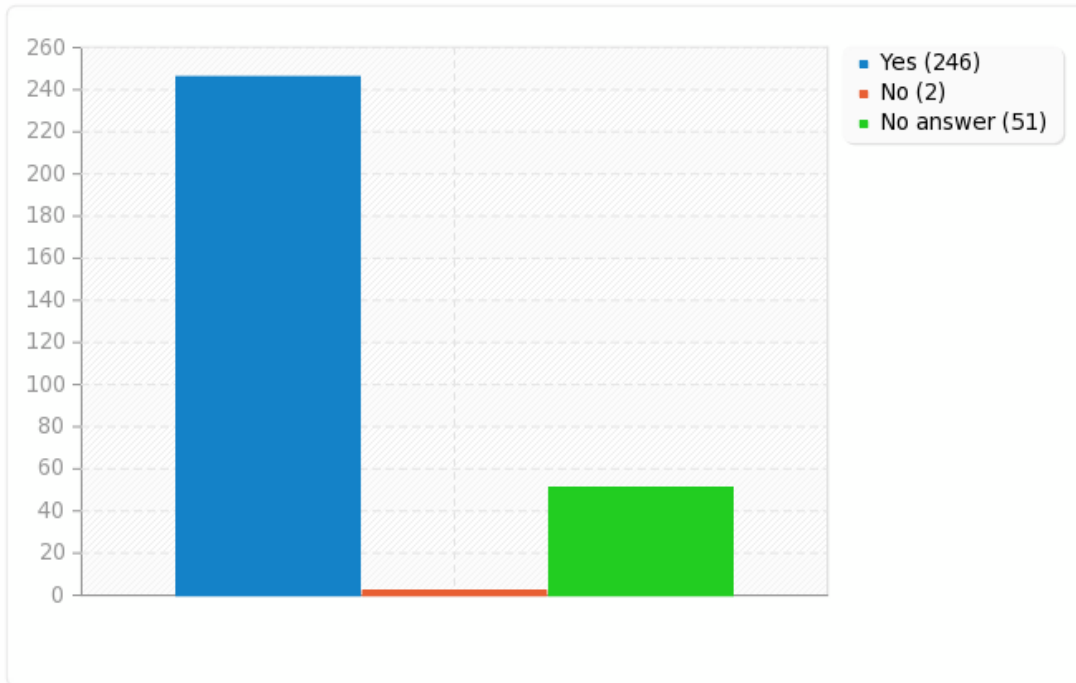




Field summary for main009

Finally, would you recommend this practice to your friends and family?

Answer	Count	Percentage
Yes (Y)	246	82.27%
No (N)	2	0.67%
No answer	51	17.06%





Field summary for main010

Please add any further comments you wish to make regarding services we provide:

Answer	Count	Percentage
Answer	43	14.38%
No answer	256	85.62%

ID	Response
4	I think surgery should be open longer and weekends.
12	Good Doctors
17	Getting an appointment is very difficult
27	Well looked after
42	The Dr's and staff are very welcoming, lovely and always makes you feel at ease.
47	Always a pleasure to speak to reception, always helpful and efficient. Never had a problem with anything at this surgery.
50	Excellent diabetic nurse
72	Keep up the good work. Thank you
88	Many thanks to all the staff. Keep up the good work!
92	Doctors and nurses always happy to help and listen to your concerns.
95	Very efficient. Always polite and helpful
98	Very happy with everyone
99	Very happy with all doctors, reception and nurses
108	Saved my life once. Thank you
109	A very good service
128	I haven't visited a doctor or nurse today. I did not know about saturday extended hours.
137	I didn't know we had Saturday morning extended service. Never been disappointed
138	Very helpful, friendly practice
159	Dr Gandhi is very kind. He explains very well really helpful.
165	All excellent
166	Excellent
169	The best doctors in town!
171	Since being with Cedar referrals needed and care given has been excellent.
174	Excellent
186	Staff are always helpful and get appointments when needed. Alays helpful with any other queries.
190	Helpful at reception at all times. Good medical staff
207	Always able to be seen in reasonable time frame. Helpful with on-going condition.
208	It is the NHS system that is bad not the practice.
209	Excellent
214	I have always been happy with this practice and I tell others how good it is.
216	Always accommodate to our needs - no problems arisen to date.
231	Excellent Service
239	If requested by a patient not to see a certain doctor could our wishes be met.
243	Dr Dwyer is excellent. Waiting times are often long.
247	Friendly Staff and Doctors
265	What a great team
267	Everyone very friendly and helpful at all times. Very happy with this practice thankyou.
281	Very difficult getting a pre-bookable appointment
283	Dr Kamath has helped me previously, she is very thorough very helpful and professional.
284	Always at least 20 mins late to see Dr Dwyer
287	Staff are lovely. Reception staff are really helpful and nice.
295	Not able to access online as do not have photo ID and not able to register for it
301	Always looked after - all staff are amazing