



## Accessing The Surgery

Month / Year	TOTAL
Number Of Questionnaires Returned	140

		No Experience		Poor		Fair		Good		Very Good		Excellent	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
1	What do you think of the Surgery Opening Times?	1	1%	3	2%	36	26%	54	39%	31	22%	15	11%
2	What do you think about the speed with which we answered the phone?	6	4%	18	13%	32	23%	43	31%	29	21%	12	9%
3	What do you think about the time frame in which you were able to book your appointment?	1	1%	26	19%	32	23%	38	27%	23	16%	20	14%
4	What are your thoughts about the convenience of day and time of your appointment?	2	1%	7	5%	28	20%	52	37%	27	19%	24	17%
5	Upon arrival how satisfied were you with how promptly you were called in?	10	7%	11	8%	35	25%	46	33%	22	16%	15	11%
6	Rate how easily you find it to see the doctor of your choice?	17	12%	39	28%	31	22%	25	18%	16	11%	12	9%
7	Please rate the ease of being able to see a doctor on the same day for an urgent appointment?	16	11%	18	13%	19	14%	31	22%	28	20%	28	20%
8	How would you rate the ease of being able speaking to a doctor or nurse on the telephone when necessary?	39	28%	11	8%	30	21%	27	19%	23	16%	10	7%
9	How would you rate your satisfaction about your consultation with the doctor or nurse?	6	4%	3	2%	15	11%	41	29%	38	27%	37	26%
10	How comfortable is the waiting area?	5	4%	3	2%	16	11%	50	36%	44	31%	23	16%
11	Please rate the Out-of-Hours Service when the Surgery is closed?	82	59%	10	7%	22	16%	14	10%	9	6%	3	2%
12	In General how satisfied are you with service provided by Windmill Surgery?	5	4%	4	3%	25	18%	36	26%	39	28%	31	22%

13	Please provide us with any comments that you may have to help us to improve our service
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**GOOD:** Excellent staff, all kind and helpful. New px service is great. On whole it is very good and seems better than other doctors in the area, very satisfied. None, very good. none, do a very good service and helpful and also easy to get a same day appointment. Very helpful and able to get an appointment last minute. can usually get a same day appointment. Past experiences have been excellent. There is no need to improve, 1 year ago I had a complete mental breakdown and if it wasn't for the quick actions of staff it could have been a very different situation now. **BAD:** Appointment message board difficult to see for the elderly. Surgery at weekends 2. Some receptionists come across quite rude. Keep appt up on screen longer. Queing system on phones instead of calling back. Really difficult to book an appointment on the day as my GP only works 2 days. More art on the walls. Longer appointments with the GP. Would be good to see the same Dr each time 2. so many GP's not sure who is permanat. General overhaul consultation would be welcome. Some times isn't on time. Maybe something to entertain children/toddlers plus stop them from running off easily. Coffee machine in reception. Waiting times always 30mins plus, to be asked if okay to use heart/BP machine as some people may not be comfortable with them, poor knowledge of mental health. Maybe waiting times could be shorter 2. Weekend service would be good 3. Late evening service 2. More routine and same day appointments. More flexible with appointments. Tea and coffee facilities in reception. Car parking issues 3. open at 8am. Impossible to book GP appointment if you work full time 2. Parking issues. Sometimes difficult to get through first thing. Unable to book ahead with some GP's. Dont like to have to disclose problem to receptionists.



## Obtaining a Prescription

Month / Year	TOTAL
Number Of Questionnaires Returned	140

		Dispensary		Pharmacy	
		Total	%	Total	%
1	Do you pick up your prescription direct from the dispensary or are you set up for electronic prescriptions with a pharmacy?	21	15%	47	34%

		No Experience		Yes		No	
		Total	%	Total	%	Total	%
2	Was the prescription correctly issued?	29	21%	105	75%	6	4%
3	Was the prescription ready on time?	24	17%	91	65%	25	18%
4	Was it easy for you to order you repeat prescription?	26	19%	106	76%	8	6%
5	Are you aware you can order your repeat prescription online?	36	26%	81	58%	23	16%
6	Was it easy to collect your prescription either from the dispensary or your nominated pharmacy?	28	20%	98	70%	14	10%
7	Is the dispensary opening hours convenient for you?	37	26%	88	63%	15	11%

8	Please provide us with any comments that you may have to help us to improve our service
<p><b>GOOD:</b> Excellent dispensary service. New Repeats service very good. Always an excellent friendly and helpful service. None, very good. None, happy with service provided. <b>BAD:</b> Can't use the dispensary due to area code. Hethersett Boots not very good, not having medications available or very slow. Could be quicker when ordering after a Dr's appointment and when collecting. Due to the drugs i take i can only collect the prescription. Boots takes ages to get served and the correct medications. Pharmacy is a Joke, extremely frustrating, rude incompetent and inefficient staff. Shut for Lunch but not prominently displayed. Pharmacy slow 2 and often have to hunt for prescriptions. 2-3 months worth of meds at a time instead of only 1 month. Can be hard to get here for dispensary times. Dispensary to be open after 6pm. Longer ordering hours. Online system user unfriendly.</p>	



## About The Staff

Month / Year	TOTAL
Number Of Questionnaires Returned	140

		No Experience		Yes		No	
		Total	%	Total	%	Total	%
1	Do you feel welcome when you come to the Surgery?	17	12%	117	84%	6	4%
2	Do you find the reception staff helpful and friendly?	16	11%	122	87%	2	1%
3	Do you find the dispensary staff helpful and friendly?	34	24%	102	73%	4	3%
4	Are you able to speak to the Site Lead easily?	111	79%	20	14%	9	6%
5	Are you able to speak to the practice manager easily?	113	81%	14	10%	13	9%
6	Were you satisfied with the service provided by the nurses?	22	16%	114	81%	4	3%
7	Were you satisfied with the service provided by the doctors?	19	14%	115	82%	6	4%

8	Please provide us with any comments that you may have to help us to improve our service
<p><b>GOOD:</b> Excellent service all round, never had any problems. None my husband &amp; myself get the very best care from all the staff. Very happy with all the staff doctors and nurses. Offers good service for all problems medically. Outstanding service in a crisis, always excellent service and respect from reception staff, can not speak highly enough. All the staff have been very helpful but particulary the reception, for example finding out information for pt and calling her back. Always friendly and never feeled rushed. Very happy with the surgery. Everyone is caring friendly and professional. <b>BAD:</b> Bad: My Doctor is great but difficult to book into as I work and have to ring 8:30 in the morning. Waiting room is too hot with no fresh air. Hard to get through on the phones first thing in the morning. No later appointments for people who work full time. Longer appointments. See the same Doctor, more appointments to be made available. Open windows when gets hot. To be seen on time or sooner. Did not know there was a practice manager or site lead. Scruffy sign out front.</p>	

		No Experience		Yes		No	
		Total	%	Total	%	Total	%
1	Are you aware of our PPG?	24	33%	40	29%	76	54%