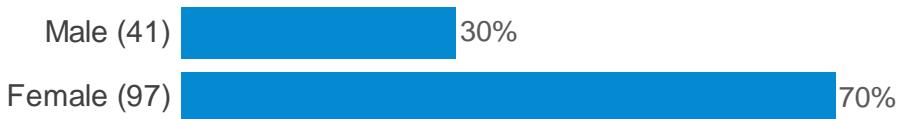


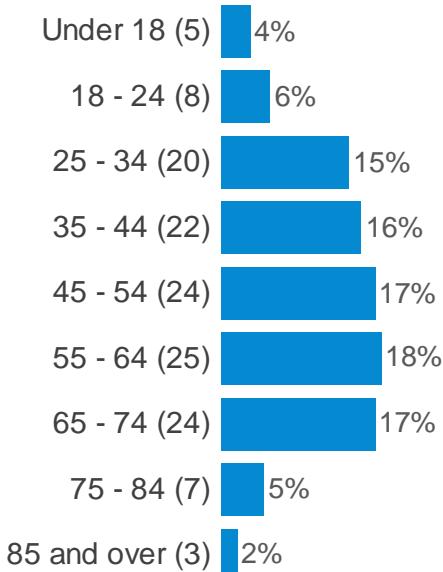
Kingswood Surgery 2013-4

This report was generated on 25/03/14, giving the results for 138 respondents.
A filter of 'All Respondents' has been applied to the data.

Are you male or female?



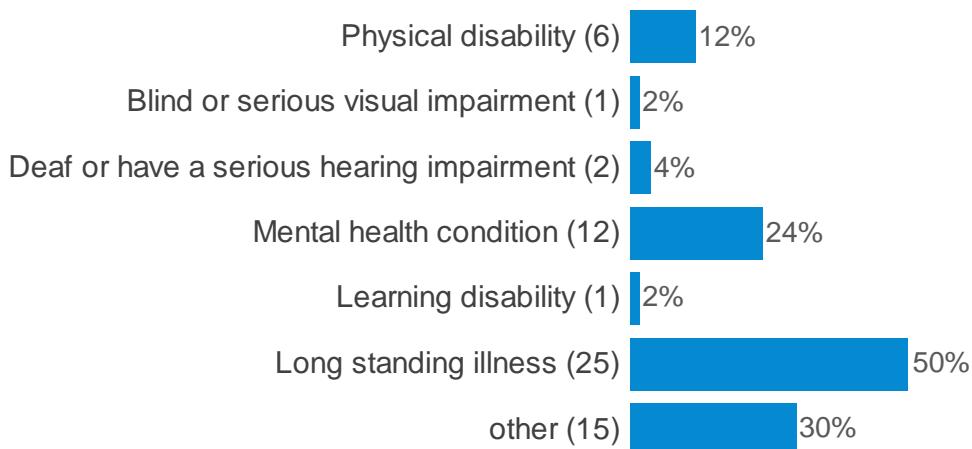
How old are you?



Do you consider yourself to have a long standing illness or health condition?



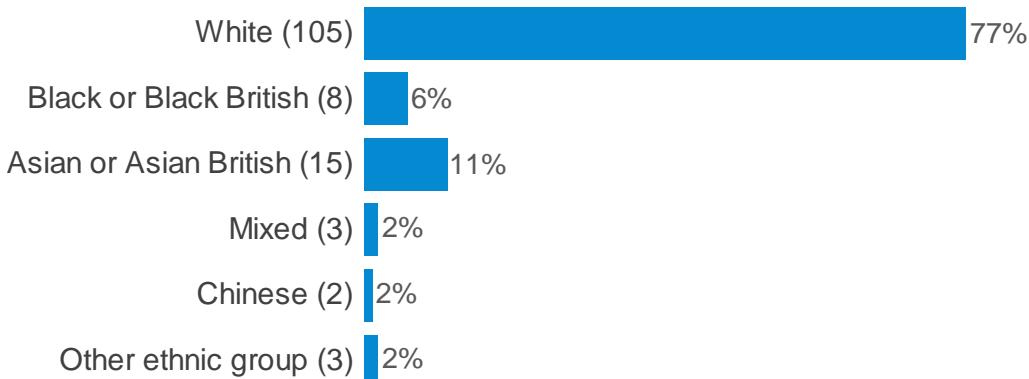
If yes what type of disability do you have (Physical disability, such as using a wheelchair to get around)



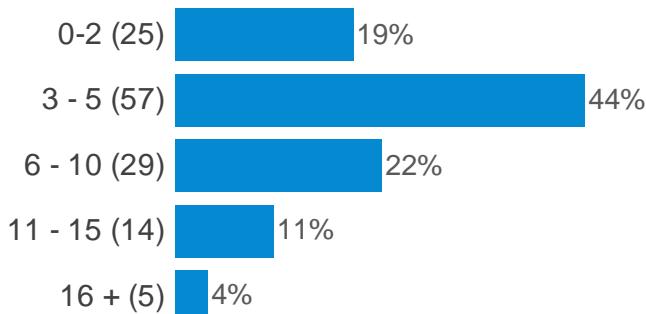
Are you a carer?



What is your ethnic group?



How many times in the last 12 months have you attended the surgery?



In the past 12 months, have you ever been put off going to see the doctor because the surgery opening times at this practice are inconvenient?**If Yes, please specify****If Yes, please specify**

Not easy to get appointments

Can't pre book

Can never get appointments after 5pm

No appointments

Sometimes it is hard to get an appointment

Hard to get appointments

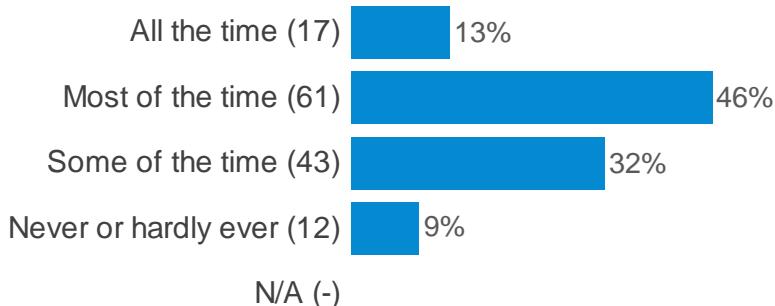
Hard to get appointments

Need to see doctors after 6pm due to work. Would be great if you were open until 8.30 two nights a week

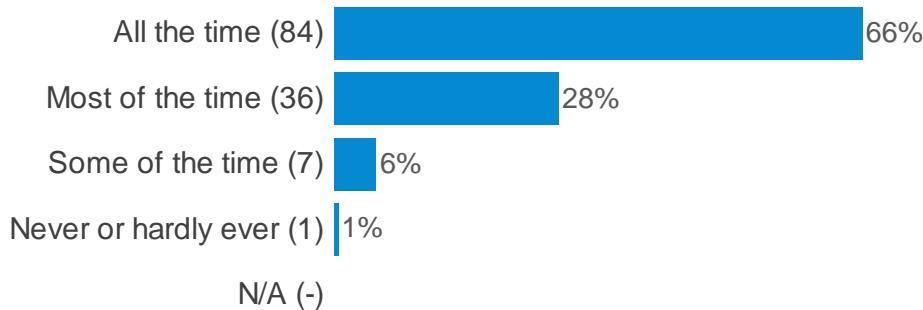
3 week wait for doctor

Can't get through on telephone and can't book in advance

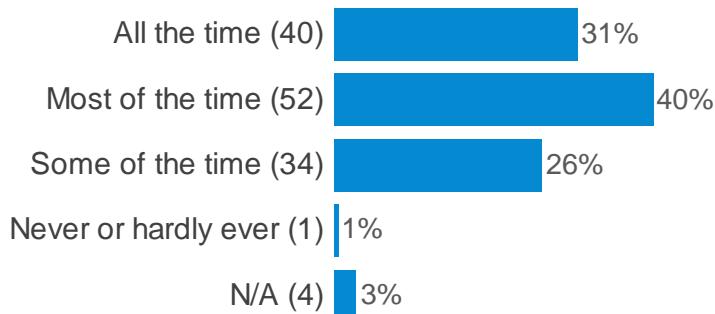
Very difficult to get an appointment and reception staff are always busy

Practice matters (Can you get through via the telephone to your GP surgery within a reasonable time?)

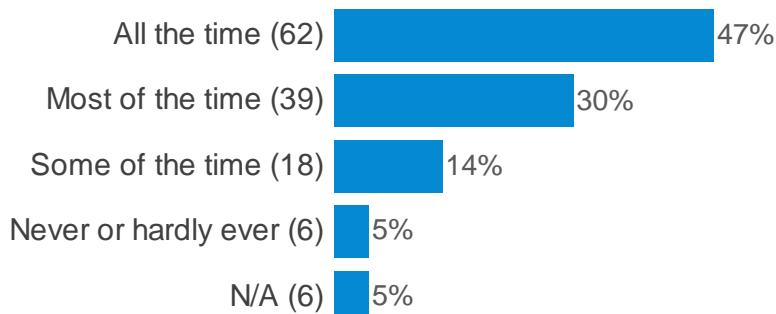
Practice matters (Are the Receptionists as helpful as you think they should be?)



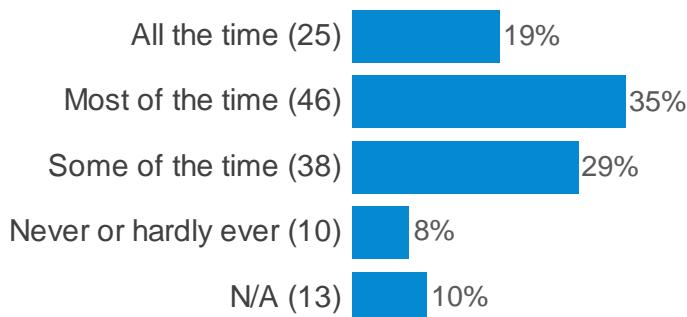
Practice matters (Are you able to book an urgent appointment when you need one?)



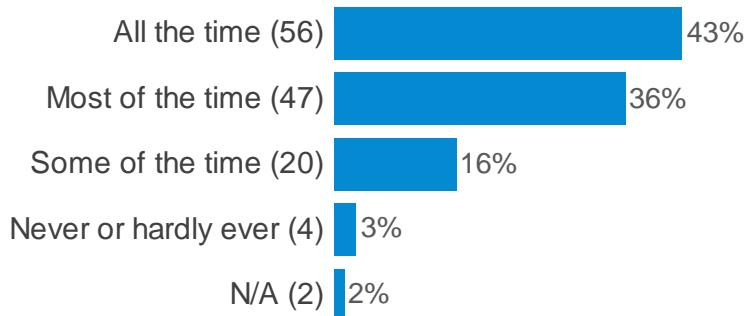
Practice matters (Do you prefer to see the same doctor most of the time?)



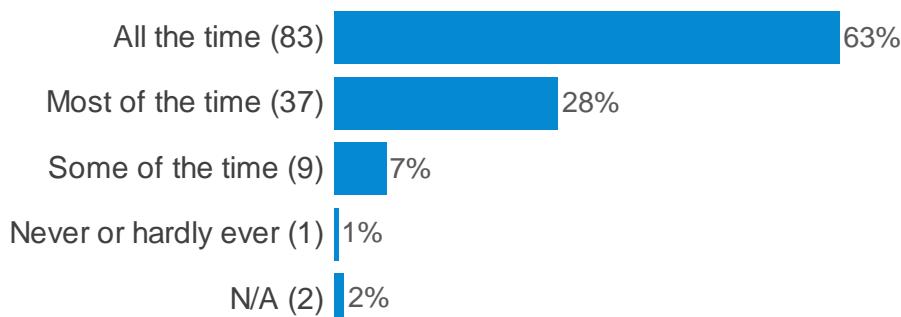
Practice matters (Are you able to see this particular doctor when you would like to?)



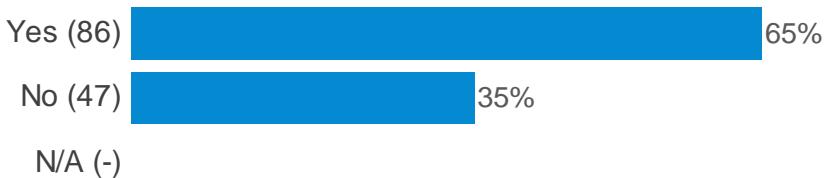
Practice matters (Do you feel that you have enough time during a consultation?)



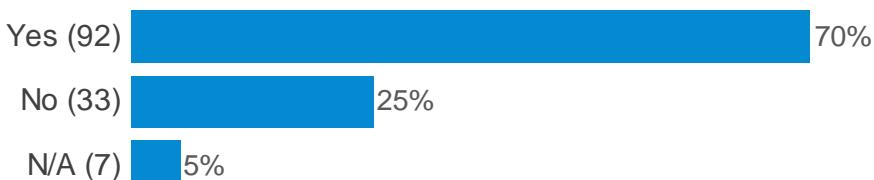
Practice matters (Do you feel your doctor explains about your condition/treatment in a way which you understand?)



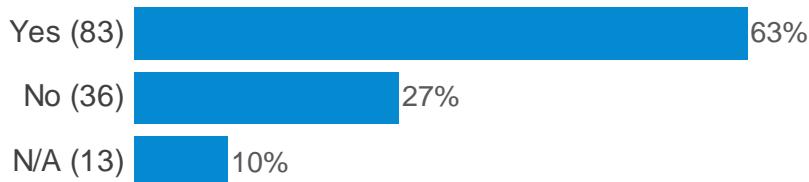
Practice matters (Did you know you can now book an appointment in advance?)



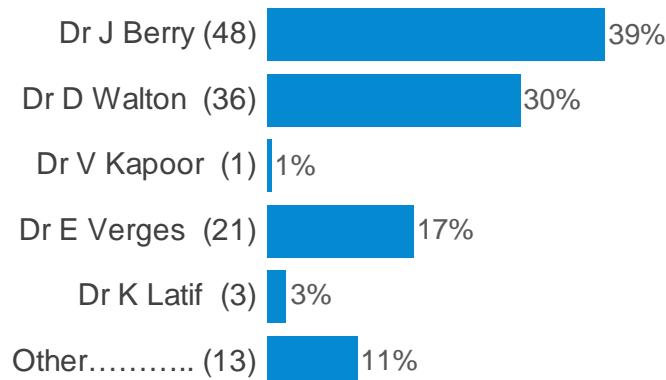
Practice matters (Would you like to be able to book an appointment online?)



Practice matters (Would you like to be able to renew your prescription on-line?)



What is the name of the GP you see normally/ most often?



What is the name of the nurse you see normally/ most often? (Please leave blank if you would rather not say.)

What is the name of the nurse you see normally/ most often?

Carol
Carol
Carol
Emily
Carol
Emily
Carol
Carol
Carol
Carol
Carol
Carol
Tracy
Carol
Carol
Iona
Tracy
Carol
Tracy
Liz
Emily

What is the name of the nurse you see normally/ most often?

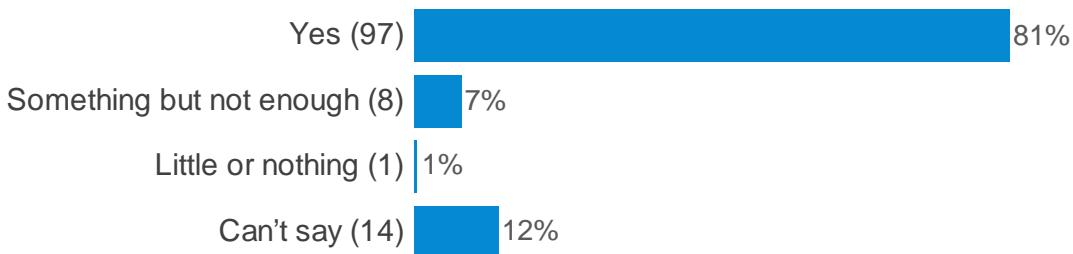
Liz
Carol
Carol
Carol
Liz
Liz
Christine
Carol
Carol
Emily
Emily
Carol
Carol
Carol
Carol
Liz
Carol
Carol
Carol

What is the name of the nurse you see normally/ most often? (Please leave blank if you would rather not say.)

**What is the name of the nurse
you see normally/ most ofte...**

Emily
Carol
Carol
Carol
Carol
Emily
Carol
Emily
Carol
Carol
Emily
Carol
Helen
Carol
Carol
Carol

When you last saw a nurse, did the nurse know enough to manage your condition or treatment? (tick one only)



Have you been referred to the hospital or another clinic in the last 12 months?



Did you feel the care you received was satisfactory?



If No, please explain**If No, please explain**

It took too long for my symptoms to be recognised

No appointment yet

Administration is very slow

My request to see a specific doctor went unnoticed

Feel a little confused about diabetes testing and what I should be doing about on going problems as I see so many different doctors

Due to an illness not being detected, the condition became much worse

Opening hours should be extended

Are you aware Kingswood Practice has: (A monthly dietician clinic available by appointment?)

Yes I'm aware (31)  25%

Not aware (94)  75%

Are you aware Kingswood Practice has: (A smoking cessation adviser available by appointment?)

Yes I'm aware (81)  67%

Not aware (40)  33%

Are you aware Kingswood Practice has: (A Website which is continually updated with lots of information about the practice and health conditions?)

Yes I'm aware (47)  39%

Not aware (73)  61%

Are you aware Kingswood Practice has: (Access to a 'Healthy Minds' therapist who offer support to patients with anxiety or depression?)

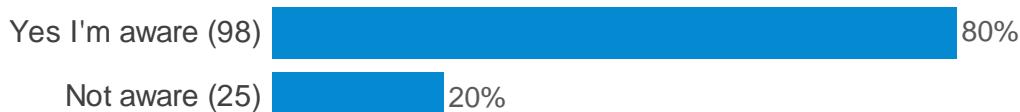
Yes I'm aware (43)  35%

Not aware (79)  65%

Are you aware Kingswood Practice has: (Weekly health visitor led Baby clinic every Thursday afternoon?)



Are you aware Kingswood Practice has: (Offers an evening surgeries and two early morning surgeries a week for those patients who commute or cannot access the surgery during the day?)



Are you aware Kingswood Practice has: (An Out of Hours company (HARMONI) based locally that will deal with any emergency when Kingswood Practice is closed?)



Are you aware Kingswood Practice has: (Did you know that appointments with the Practice Nurse are available for Minor Illnesses?)



Thinking about the service in the last year: (In your view, has the service improved, remained the same, or deteriorated over the last 12 months?..)

