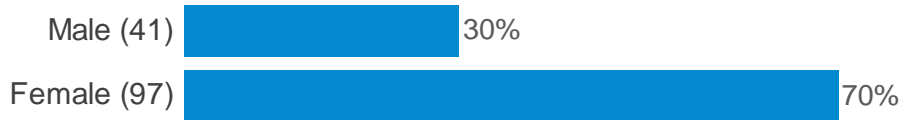


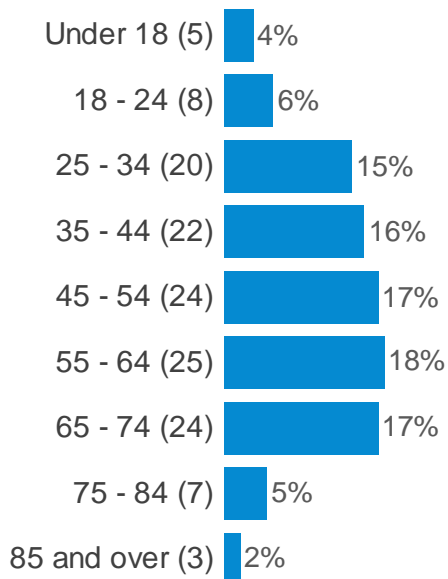
## Kingswood Surgery 2013-4

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?



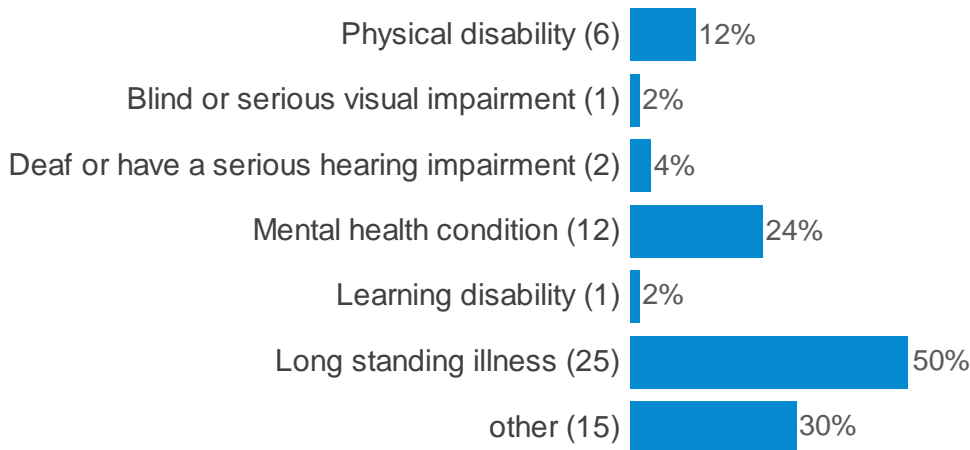
### How old are you?



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



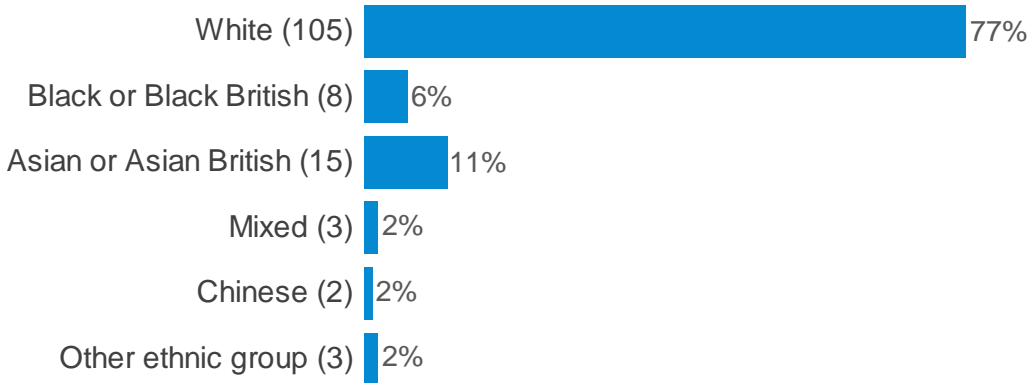
**If yes what type of disability do you have (Physical disability, such as using a wheelchair to get around)**



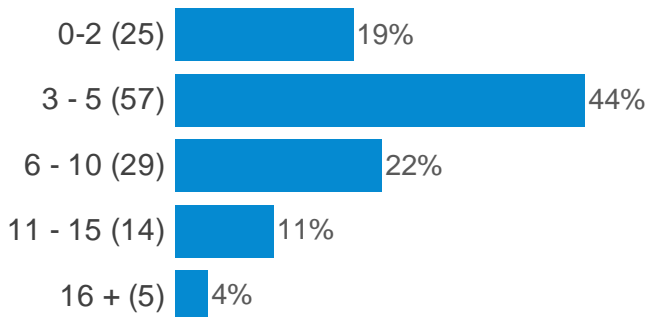
**Are you a carer?**



**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?**

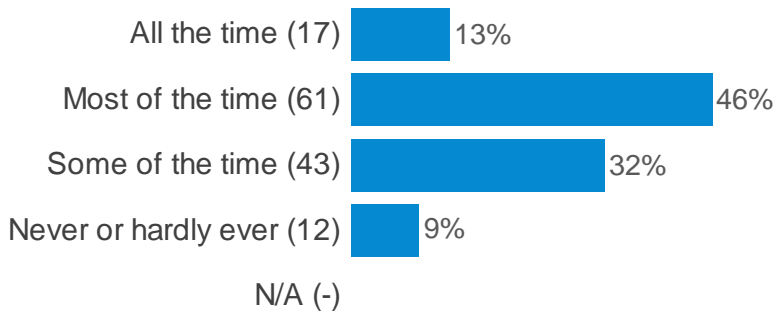


**If Yes, please specify**

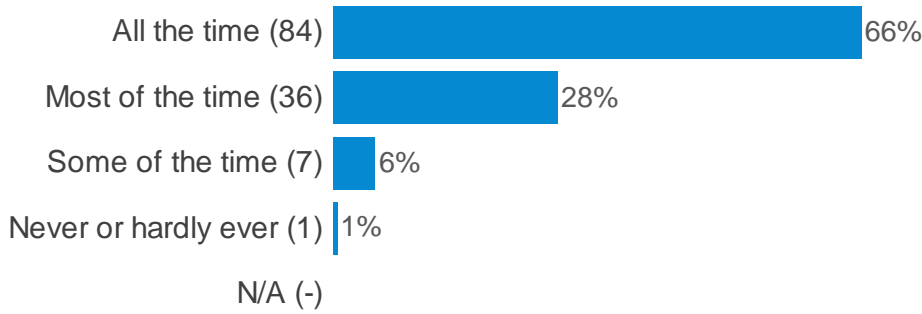
**If Yes, please specify**

- 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 cant book in advance
- Very difficult to get an appointment and reception staff are always busy

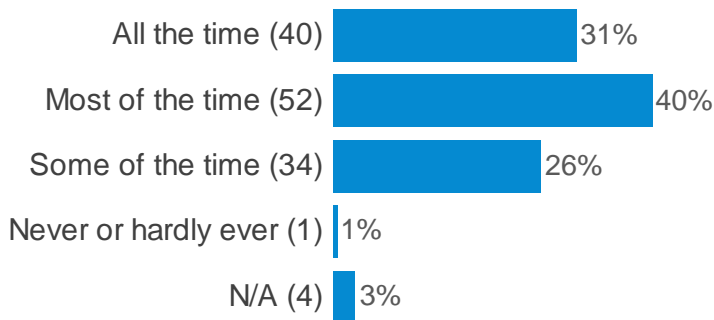
**Practice matters (Can you get through via the telephone to your GP surgery within a reasonable time?)**



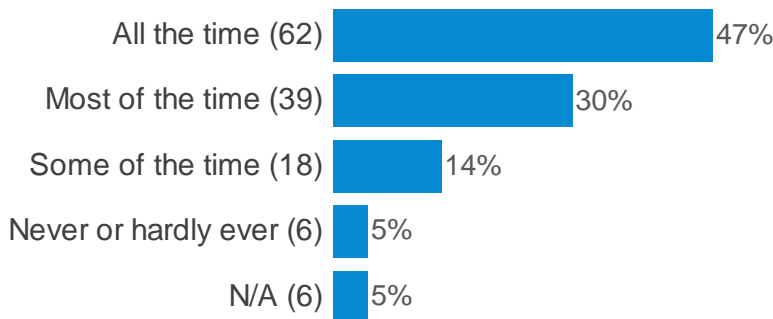
**Practice matters (Are the Receptionists as helpful as you think they should be?)**



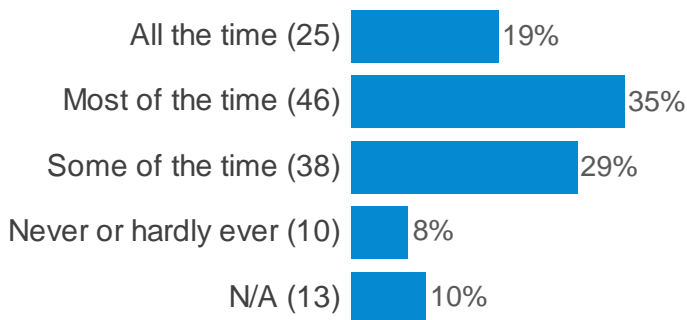
**Practice matters (Are you able to book an urgent appointment when you need one?)**



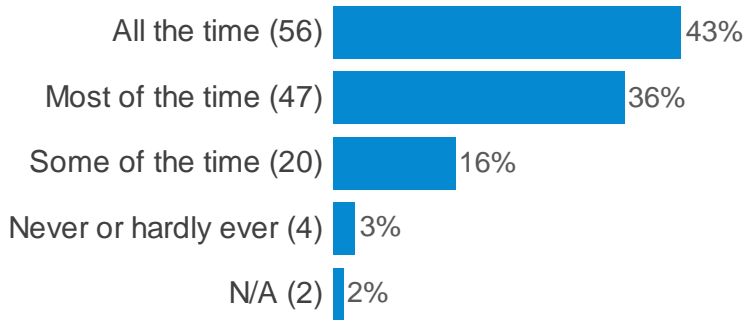
**Practice matters (Do you prefer to see the same doctor most of the time?)**



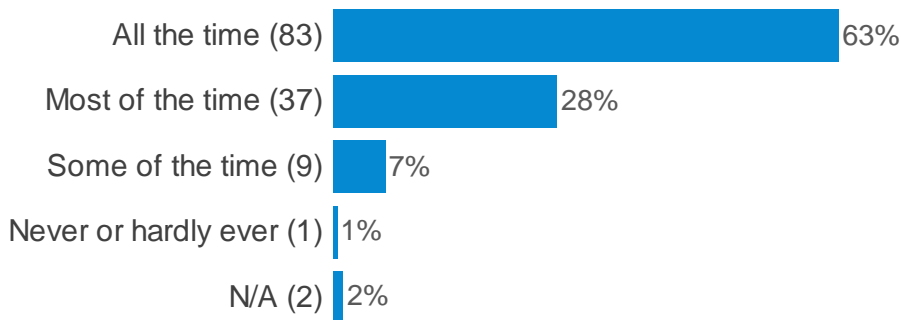
**Practice matters (Are you able to see this particular doctor when you would like to?)**



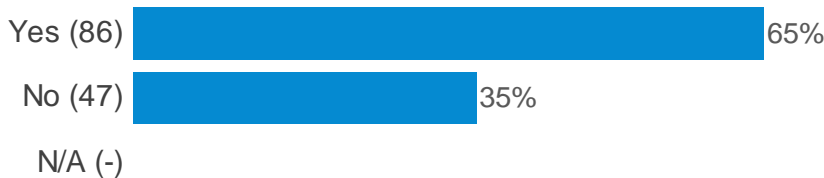
**Practice matters (Do you feel that you have enough time during a consultation?)**



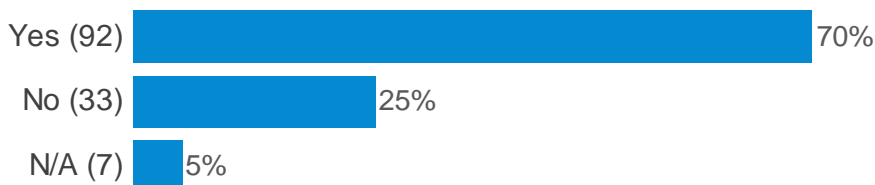
**Practice matters (Do you feel your doctor explains about your condition/treatment in a way which you understand?)**



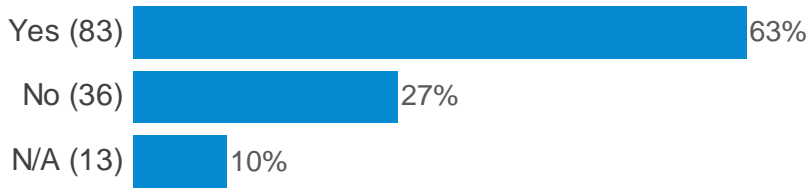
**Practice matters (Did you know you can now book an an appointment in advance?)**



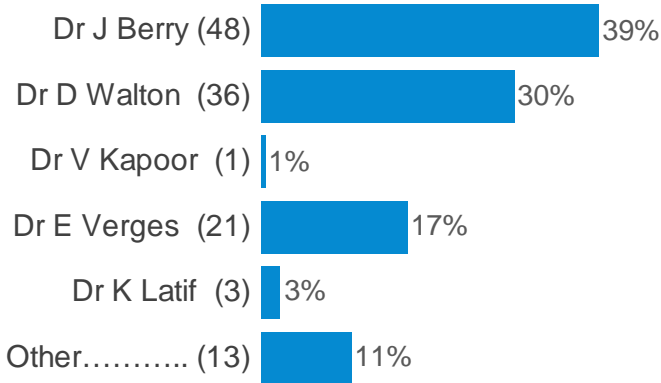
**Practice matters (Would you like to be able to book an appointment on line?)**



**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 ofte...	What is the name of the nurse you see normally/ most ofte...
Carol	Liz
Carol	Carol
Carol	Carol
Emily	Carol
Carol	Liz
Emily	Liz
Carol	Christine
Carol	Carol
Carol	Carol
Carol	Emily
Tracy	Emily
Carol	Carol
Carol	Carol
Iona	Carol
Tracy	Liz
Carol	Carol
Tracy	Carol
Liz	Carol
Emily	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

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- Carol

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- Carol

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- Carol

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- Carol

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- Emily

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- Carol

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- Emily

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- Carol

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- Carol

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- Emily

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- Carol

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- Helen

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- Carol

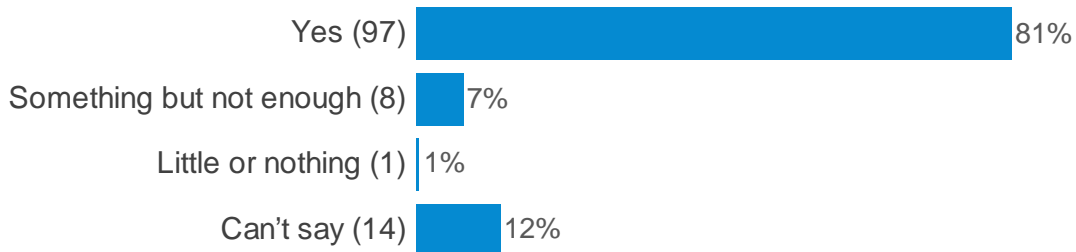
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- Carol

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- 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

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- No appointment yet

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- Administration is very slow

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- My request to see a specific doctor went unnoticed

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

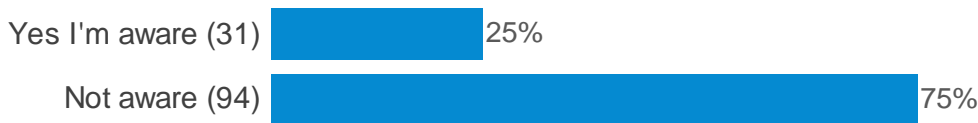
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- Due to an illness not being detected, the condition became much worse

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- Opening hours should be extended

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



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



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



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

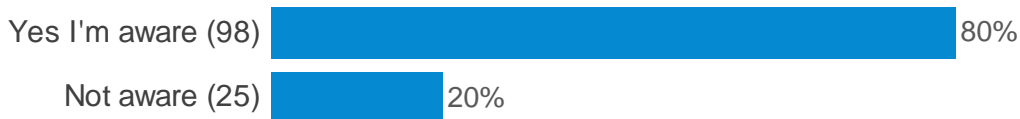




**Are you aware Kingswood Practice has: (Weekly health visitor led Baby clinic every Thursday afternoon? )**



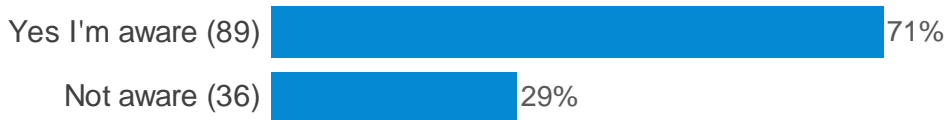
**Are you aware Kingswood Practice has: (Offers an evening surgeries and two early morning surgeries a week for those patients who commute or cannot access the surgery during the day?)**



**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?.)**

