

Main Surgery:

53 Farley Road
South Croydon
Surrey CR2 7NG

Dr. R.D.S. Sanderson
Dr. D.A. Lyell
Dr. W.M. Jasper
Dr. M.E. Cashman
Dr. J.L.B. Cockell
Dr. N Jaitly - Associate

Branch Surgery:

125 Holmbury Grove
Forestdale
Croydon CR0 9AQ

Tel: 020 8651 1222

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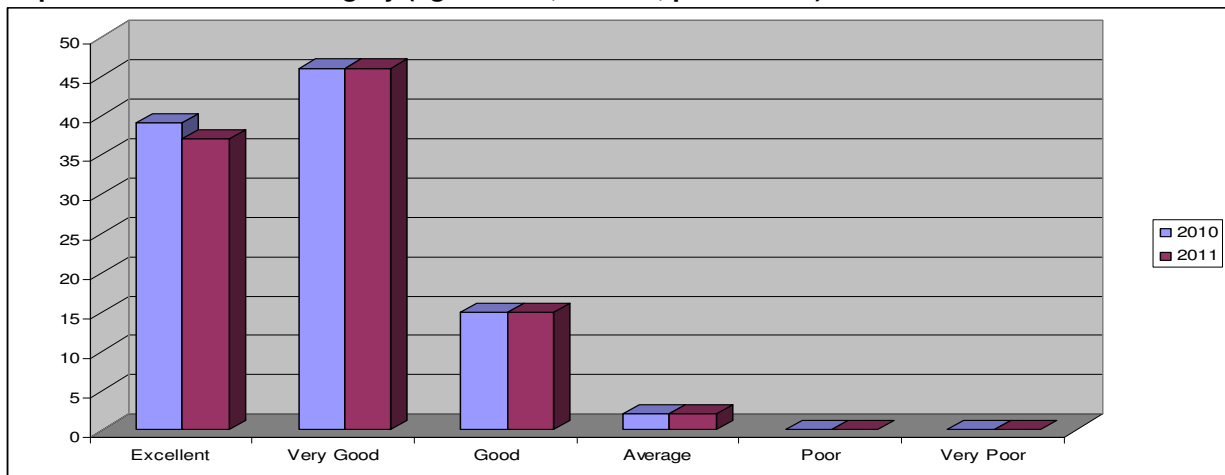
General Medical Practitioners

4th July 2011

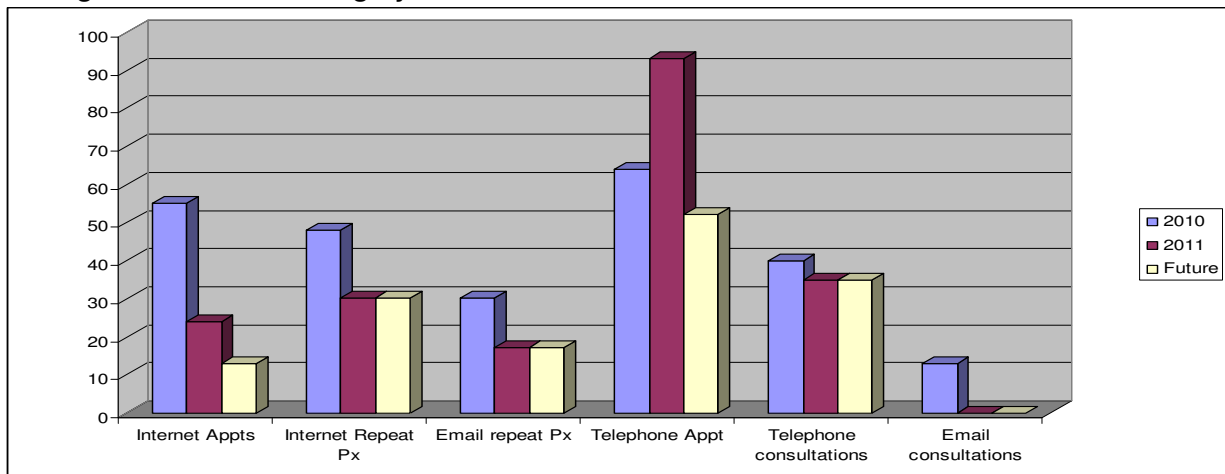
QOF Plus – Waiting Room Survey Analyse

The Waiting Room Survey was carried out over a 4 week period and a total of 49 responses were collated for the Practice to analysis.

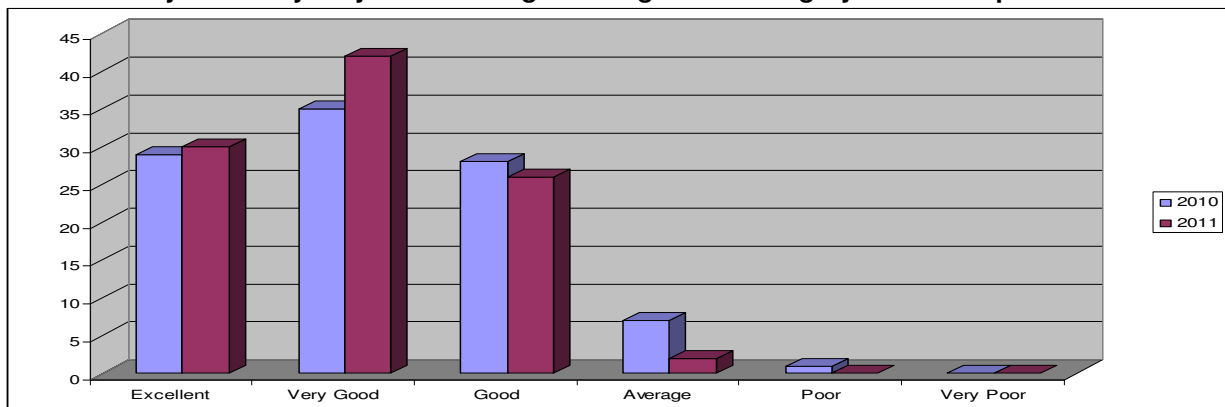
Q1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery (eg website, leaflets, posters etc)



Q2. Given the choice and if available please mark the different ways that you would consider making contact with the surgery in the future.



Q3. Generally how easy do you find it to get through to the surgery on the telephone.



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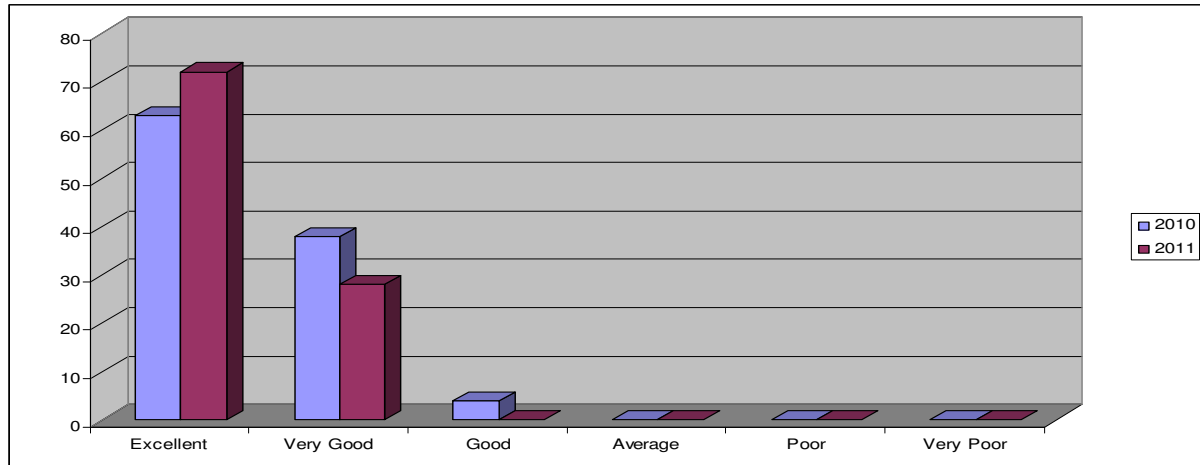
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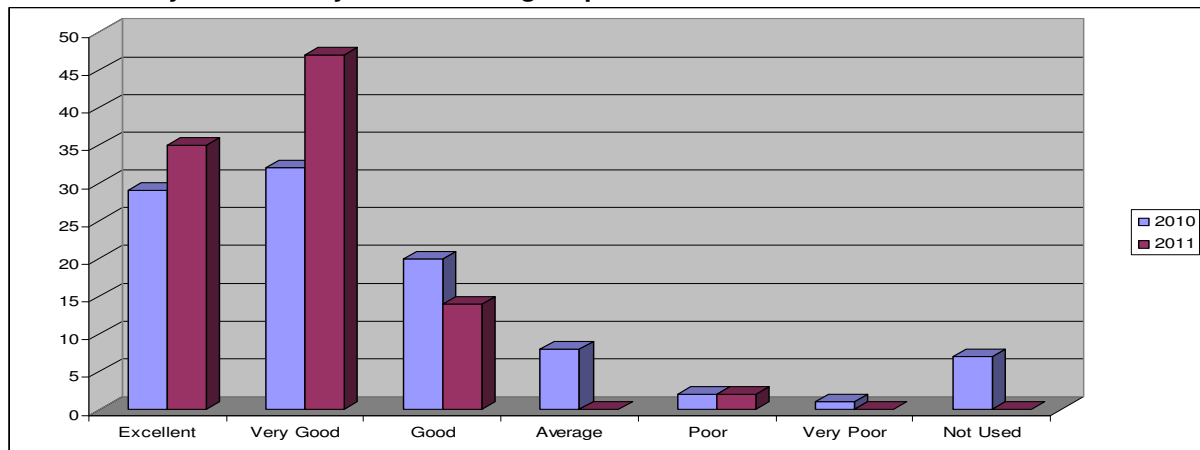
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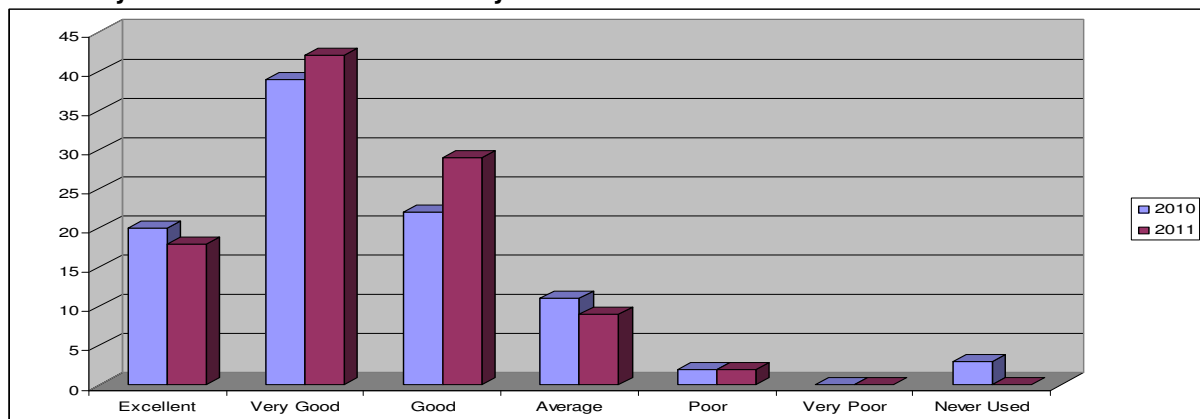
Q4. In general how would you rate the way our Receptionist staff deal with you.



Q5. How good is our system for providing you with an appointment on the same day with a doctor when you feel that you have an urgent problem.



Q6. How good is our system for booking different types of appointments with a doctor or nurse of your choice more than two days in advance.



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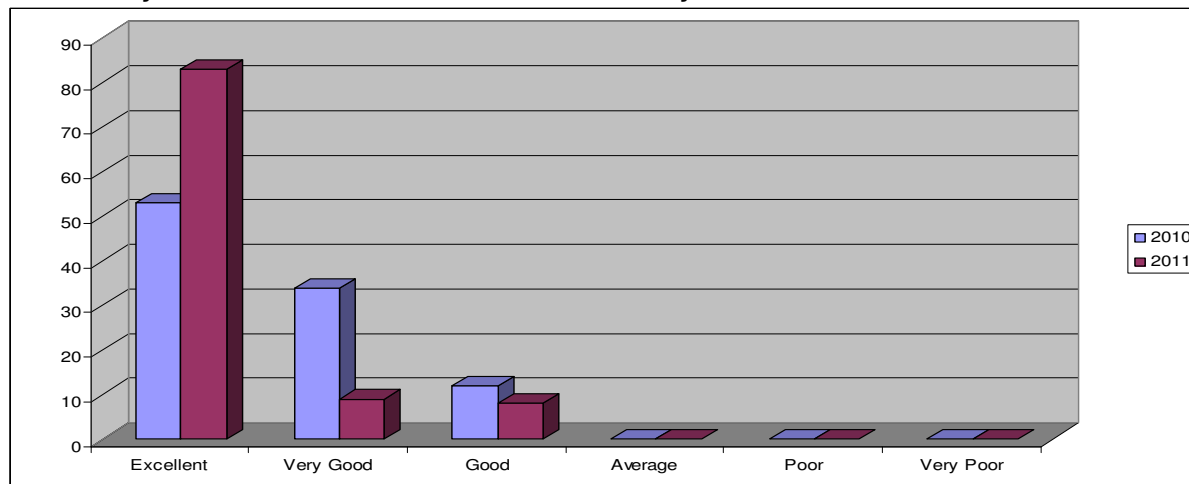
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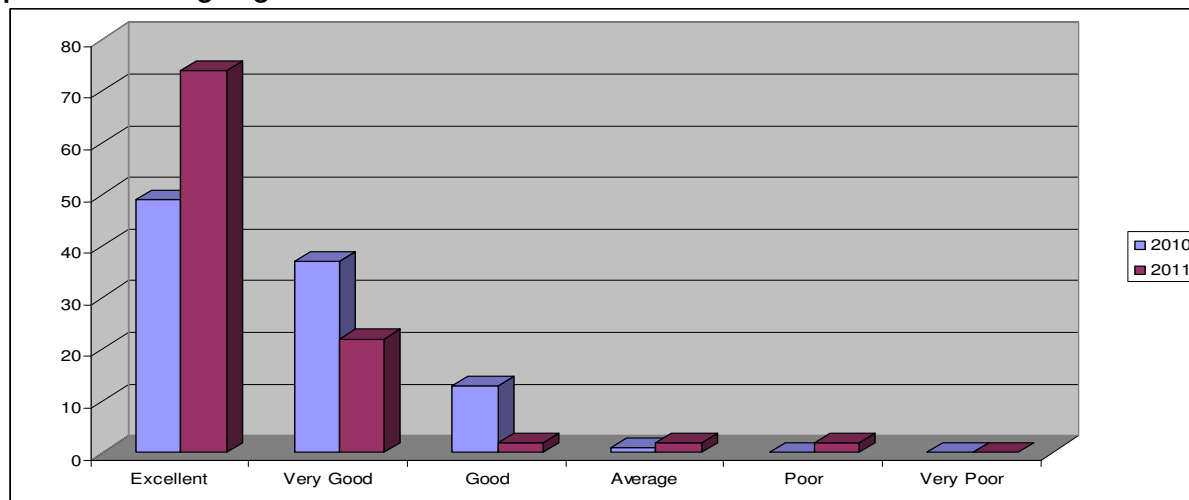
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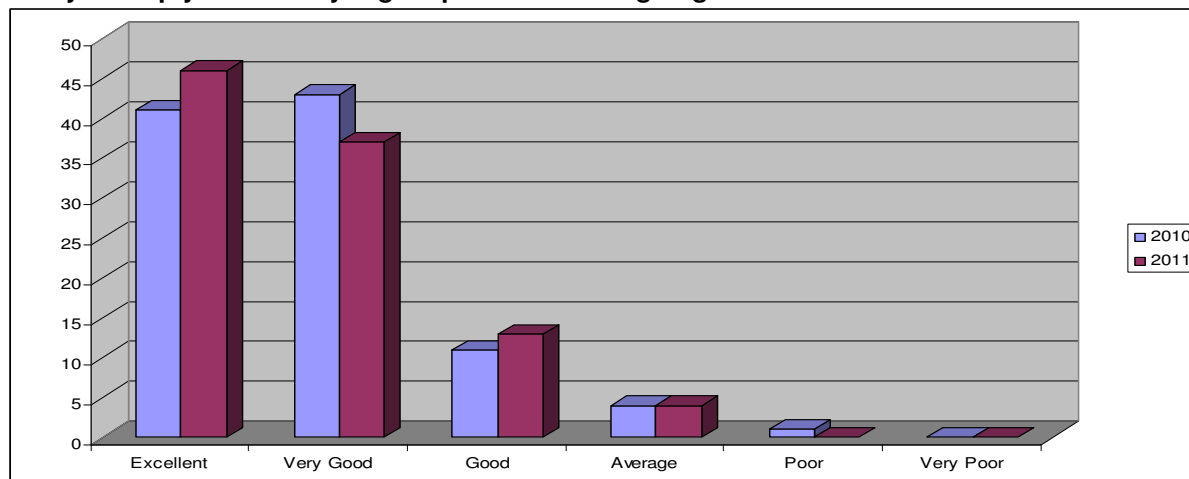
Q7. When you last saw a doctor or nurse how would you rate their attitude.



Q8. When you last saw a doctor or nurse how well did you feel they dealt with your urgent problems or ongoing conditions.



Q9. Overall when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions.



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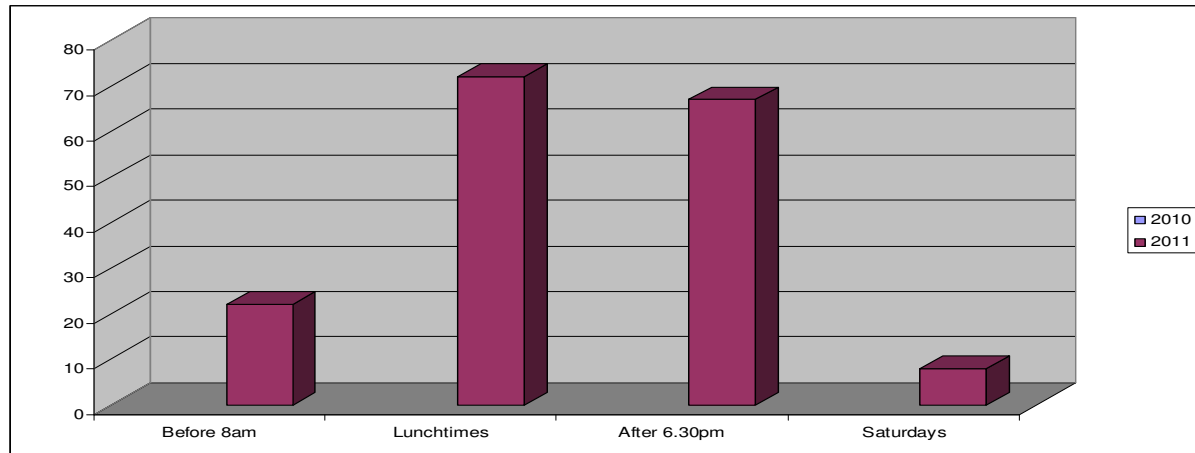
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Q10. As far as you know when the Surgery is open



Review of response received

The overview of the results collated from the Waiting Room Survey is in our opinion was very favourable to the quality of service that our Practice provides to its patients at both our sites.

After discussion at the Practice Participation Group meeting on 7th July 2011 the following feedback was given.

Q2 – the group felt that the question was not fully understood by the patients and this was reflected in the outcome of the response. The group will look at the wording again for next years practice survey.

Q10 – the group also felt that patients were unsure of the question and that this also would need to be re worded for next years survey.

June 2011