

The survey had **90** responses.

### **Do you find the waiting areas to be clean and comfortable?**

- Yes - **88** (97.8%).
- No - **2** (2.2%).
- No response - **0** (0.0%).



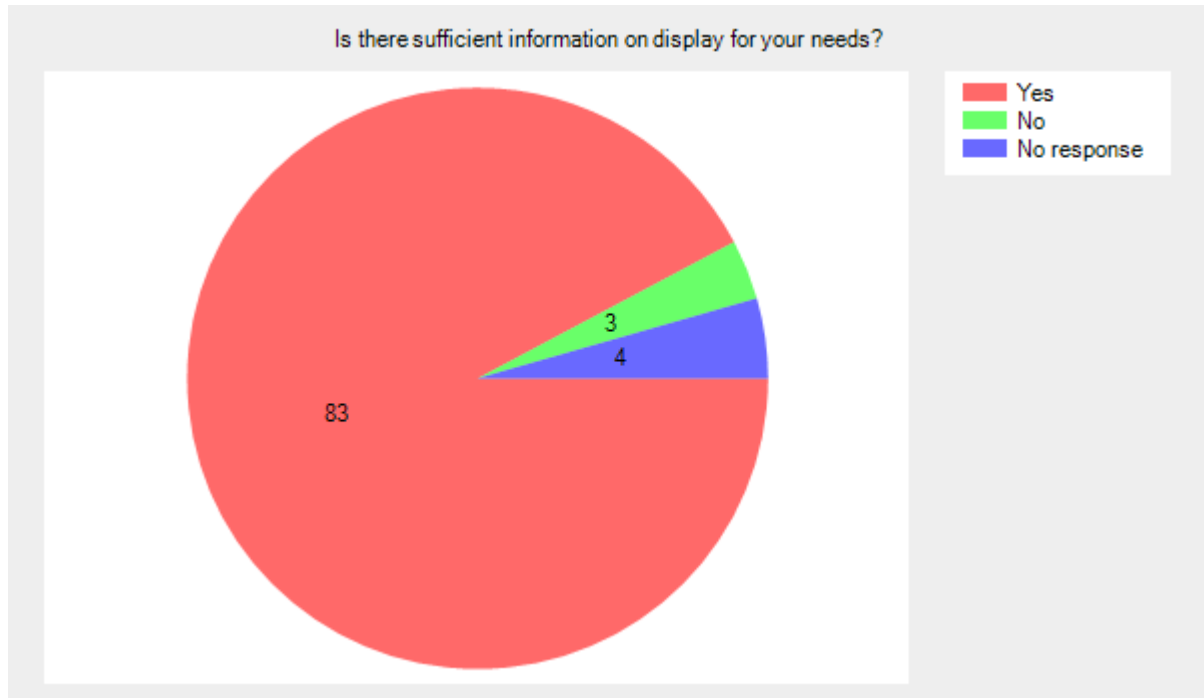
### **If you have answered no - please tell us why**

The following free-text responses were declared:

- The doors to the surgery are extremely heavy, and they are in no way accessible to people with disabilities. I always loathe to ask that the reception staff open the door for me, because of my health conditions I cannot open heavy doors without injuring myself. The same goes for the glass door between the surgery waiting room and the receptionist desk, it's awkward and feels like it's broken. It's humiliating and frustrating to ask for help, but also I get very varied responses to doing so. I more often than not get someone begrudgingly opening the door for me or an elderly patient opening the door for me. On a similar note, the use of fragrances within the practice and in its toilets is something that I find problematic because of allergies and asthma. It would be very useful and reassuring if doctor's offices and the waiting rooms are as fragrance free as possible. I understand that fragrances, room deodorisers, perfumes, aftershaves and clothes washed in scented laundry detergents are hard to control, especially patients use them too, but making sure that there is an awareness of not using to or limiting its use by doctors, nurses and staff alike would be a much appreciated step in cleaner air, and limiting triggers for migraine sufferers and allergy sufferers. (1)
- Clean yes but it would be nice to have some thing to read (1)

### Is there sufficient information on display for your needs?

- Yes - **83** (92.2%).
- No - **3** (3.3%).
- No response - **4** (4.4%).



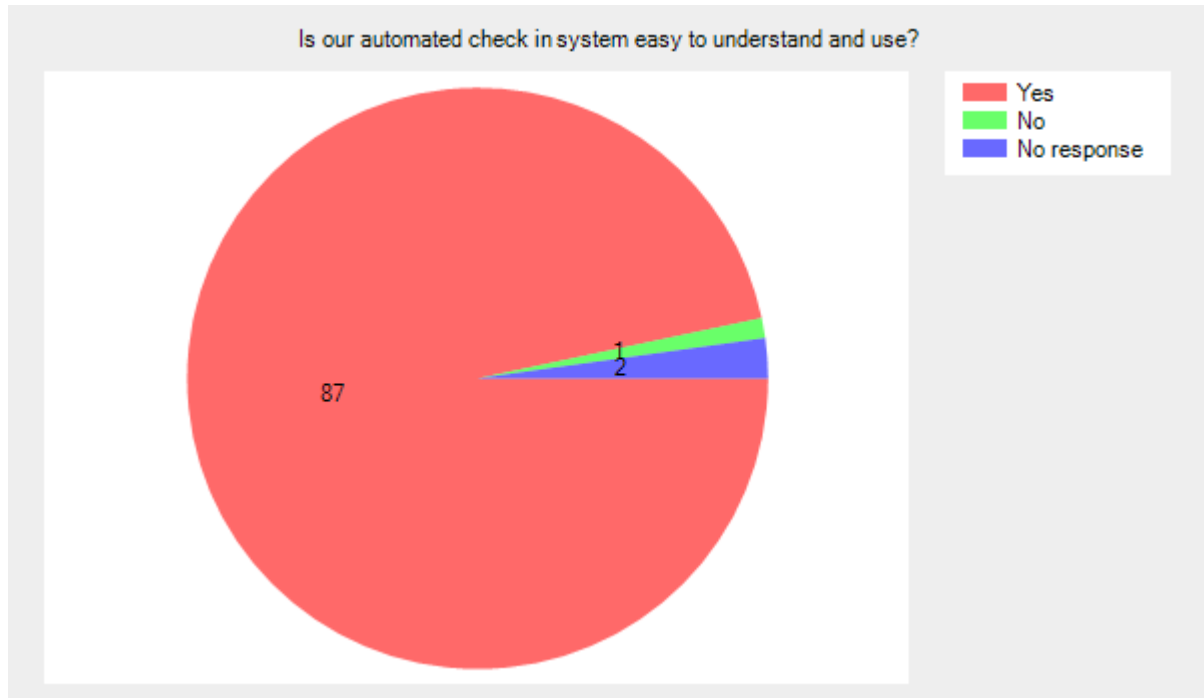
### If you have answered no - please give more information

The following free-text responses were declared:

- Electronic display instead of doctors calling out. (1)

## Is our automated check in system easy to understand and use?

- Yes - **87** (96.7%).
- No - **1** (1.1%).
- No response - **2** (2.2%).



## If you have answered no - please give more information

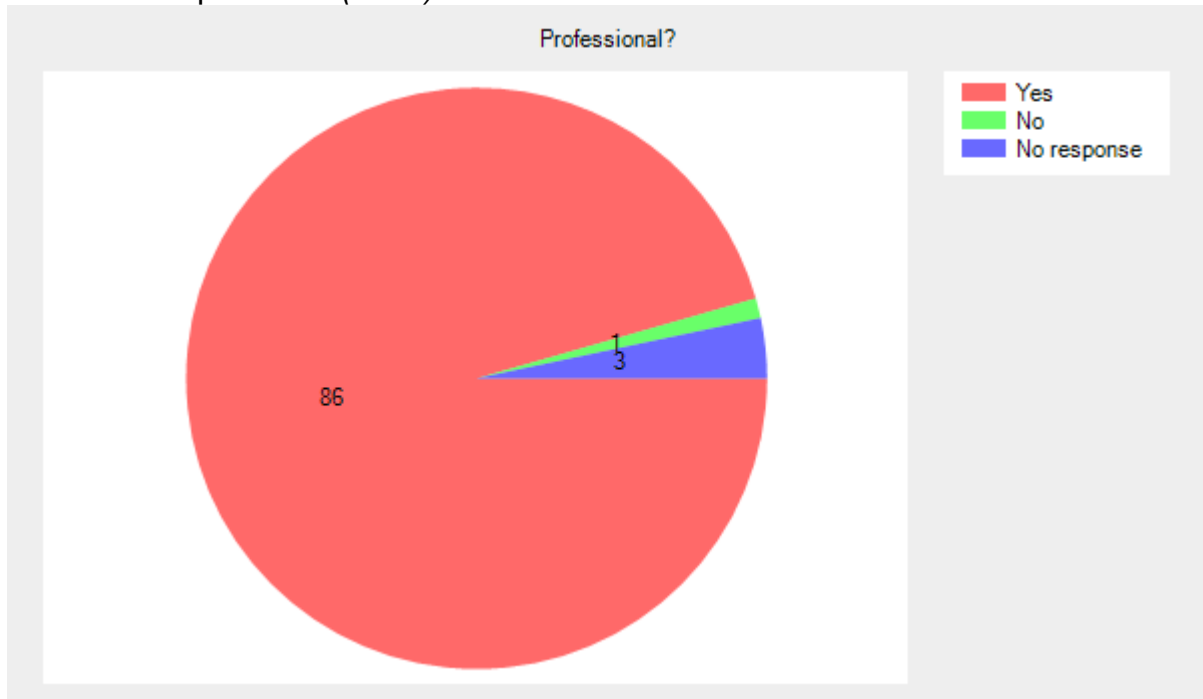
The following free-text responses were declared:

- Is it hygienic? (1)
- It is easy to understand but not to use. I find that pressing the touch screen isn't very effective because it does not register my inputs. This means that I get negative comments or reception staff pointing at how I should be using the touch screen to register, which I cannot use properly. The other concern I have with it is that everyone touches them when they get in. While I'm sure it helps the staff automate their work, it does have the drawback of spreading seasonal illnesses as well as not getting human interaction via the reception. The receptionists are the people who give the first impressions and set the tone of the entire visit. (1)

**Do you find our reception & admin team to be :**

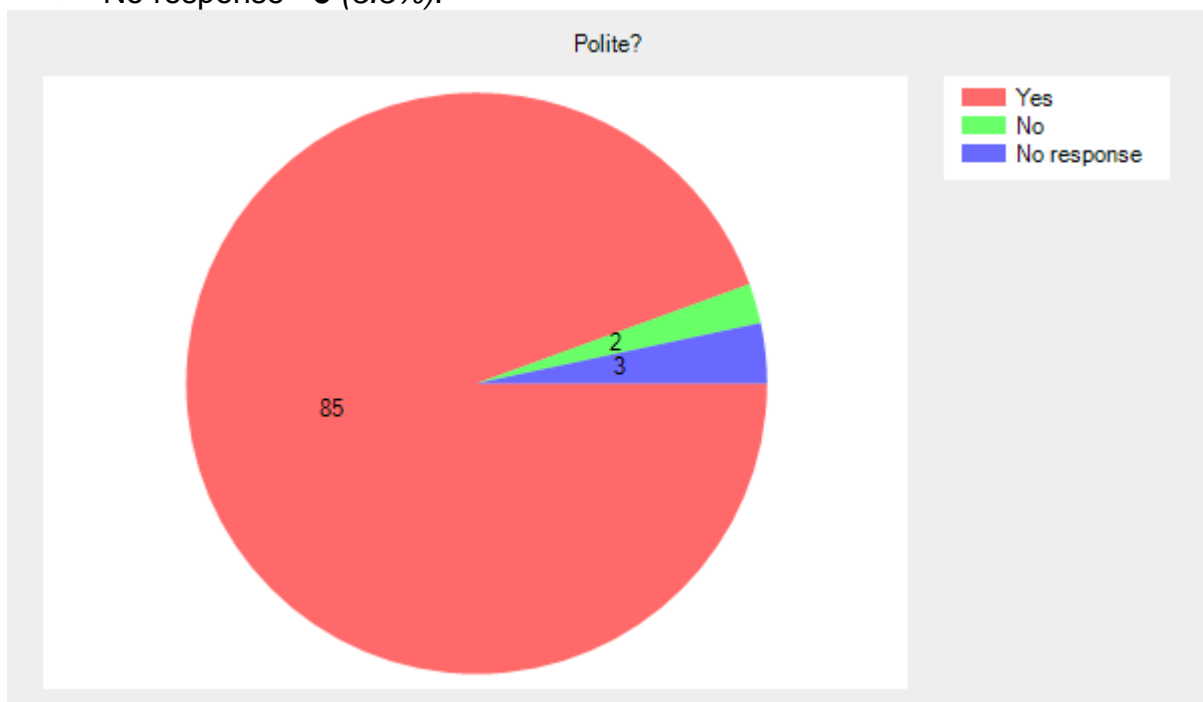
**Professional?**

- Yes - **86** (95.6%).
- No - **1** (1.1%).
- No response - **3** (3.3%).



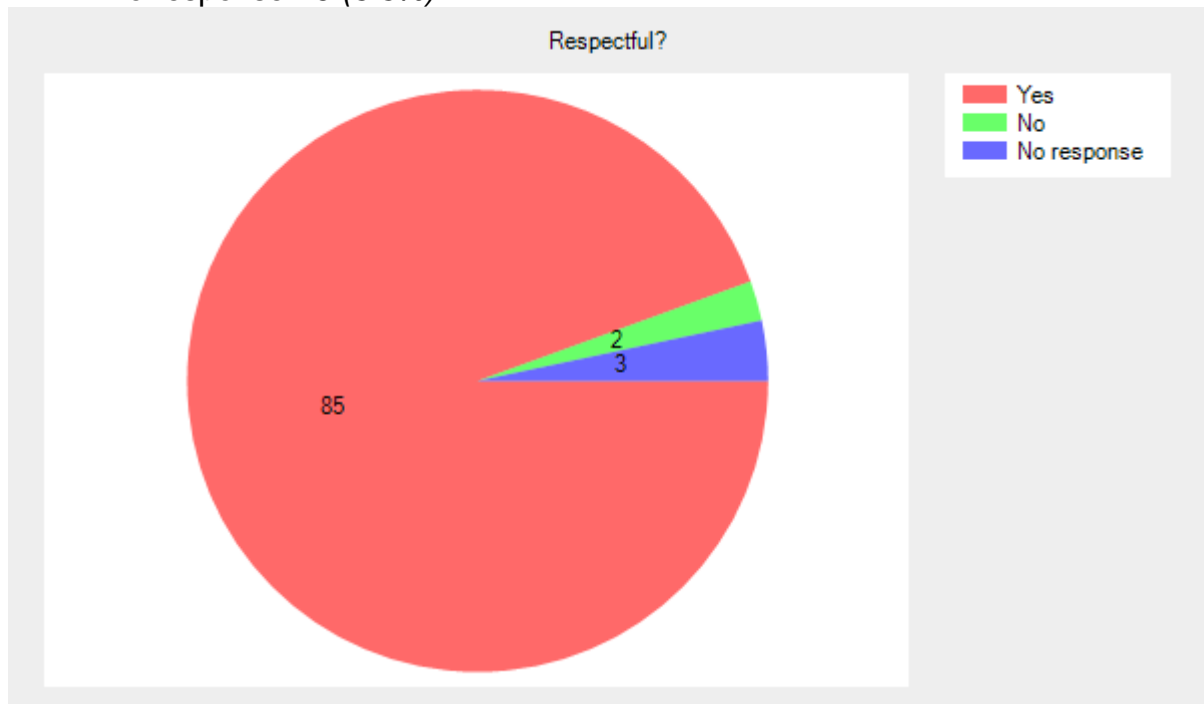
**Polite?**

- Yes - **85** (94.4%).
- No - **2** (2.2%).
- No response - **3** (3.3%).



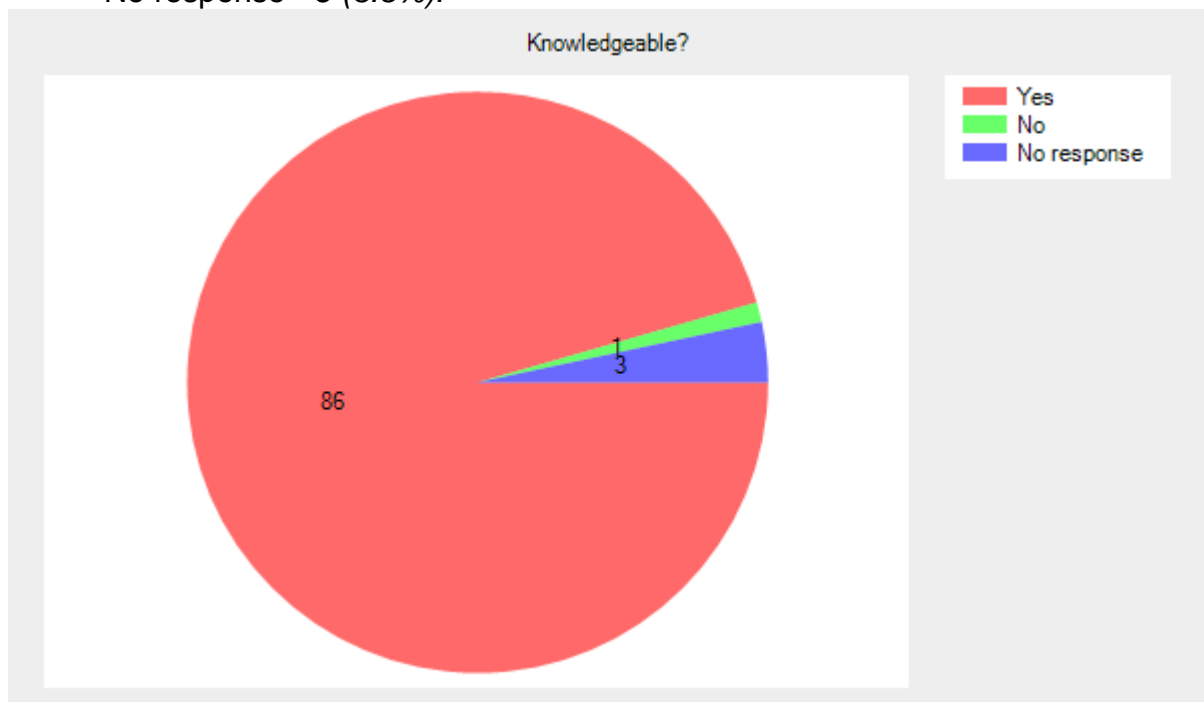
### Respectful?

- Yes - **85** (94.4%).
- No - **2** (2.2%).
- No response - **3** (3.3%).



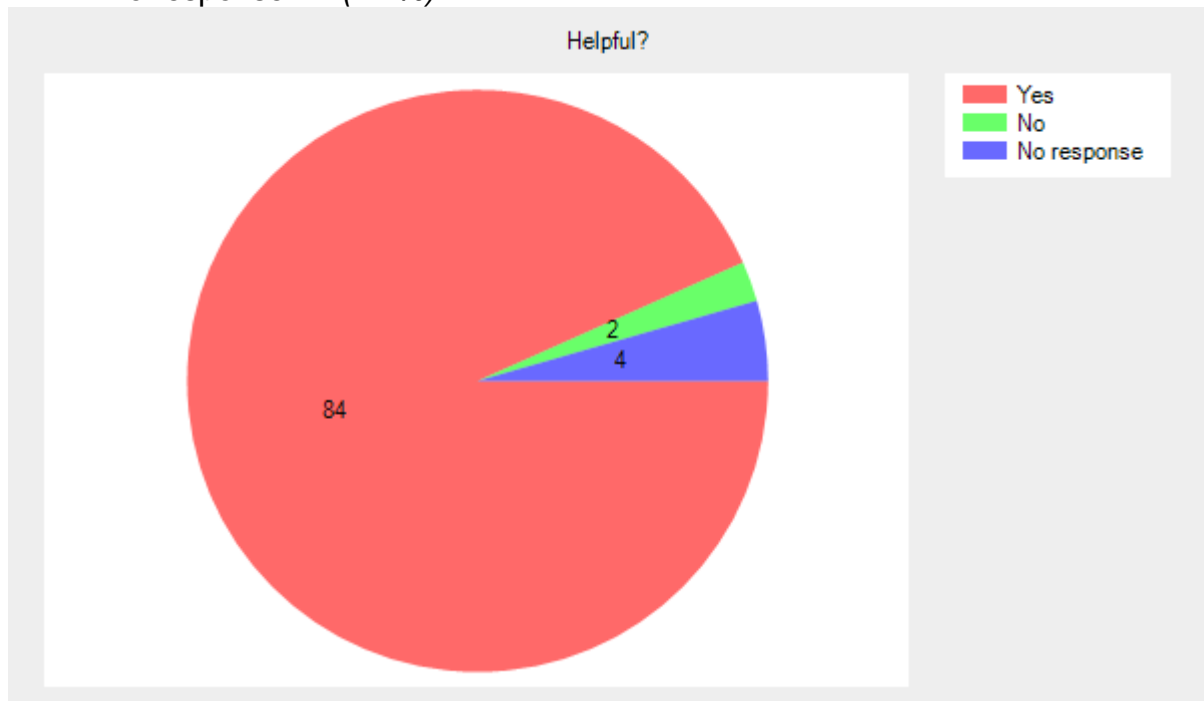
### Knowledgeable?

- Yes - **86** (95.6%).
- No - **1** (1.1%).
- No response - **3** (3.3%).



## Helpful?

- Yes - **84** (93.3%).
- No - **2** (2.2%).
- No response - **4** (4.4%).



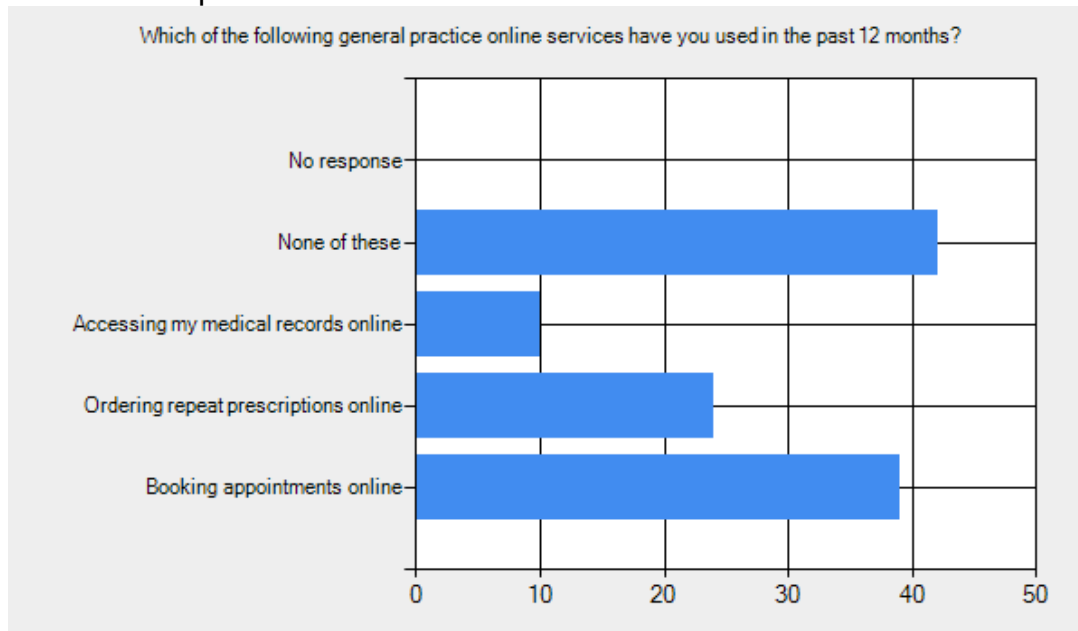
## If you have answered no to any of the above - please give more details

The following free-text responses were declared:

- All reception staff are lovely apart from one staff member who appears unfriendly and lacking in empathy. (1)
- I find that a lot of the times I'm judged by my appearance because I'm young. I have hidden disabilities and therefore look healthy and often I feel like I'm either not taken seriously or am dismissed because I look healthy. There are some receptionist staff members that are lovely and very helpful and then there are others who are rude, abrupt and terse or assume that I have the same capability as a healthy adult. I'd like to give special thanks and praise to Laura who deals with referrals - she is brilliant, professional, friendly and very competent at what she does. (1)
- Did not communicate with admin (1)

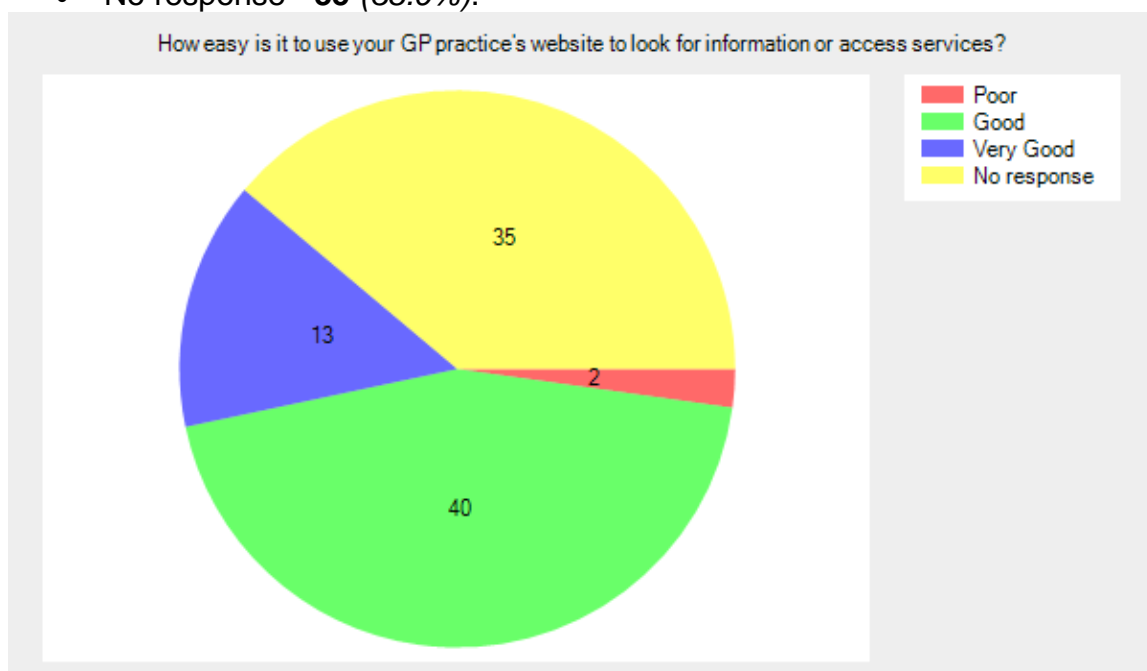
### Which of the following general practice online services have you used in the past 12 months?

- Booking appointments online - **39**.
- Ordering repeat prescriptions online - **24**.
- Accessing my medical records online - **10**.
- None of these - **42**.
- No response - **0**.



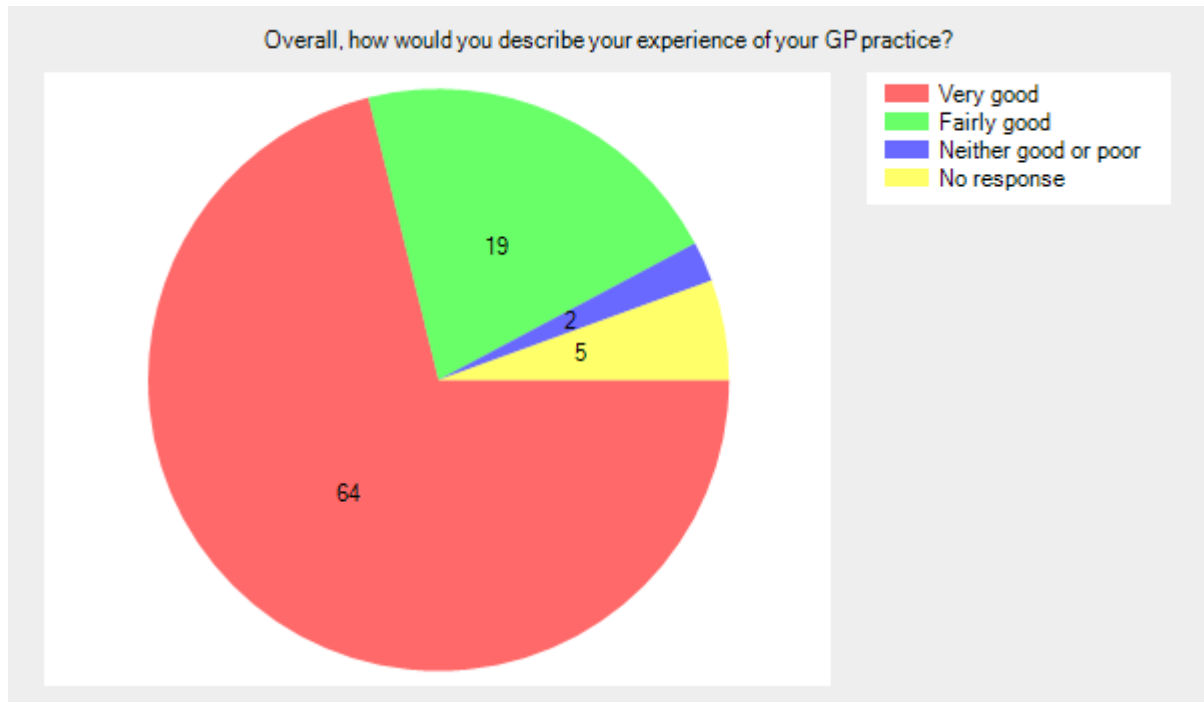
### How easy is it to use your GP practice's website to look for information or access services?

- Poor - **2** (2.2%).
- Good - **40** (44.4%).
- Very Good - **13** (14.4%).
- No response - **35** (38.9%).



### Overall, how would you describe your experience of your GP practice?

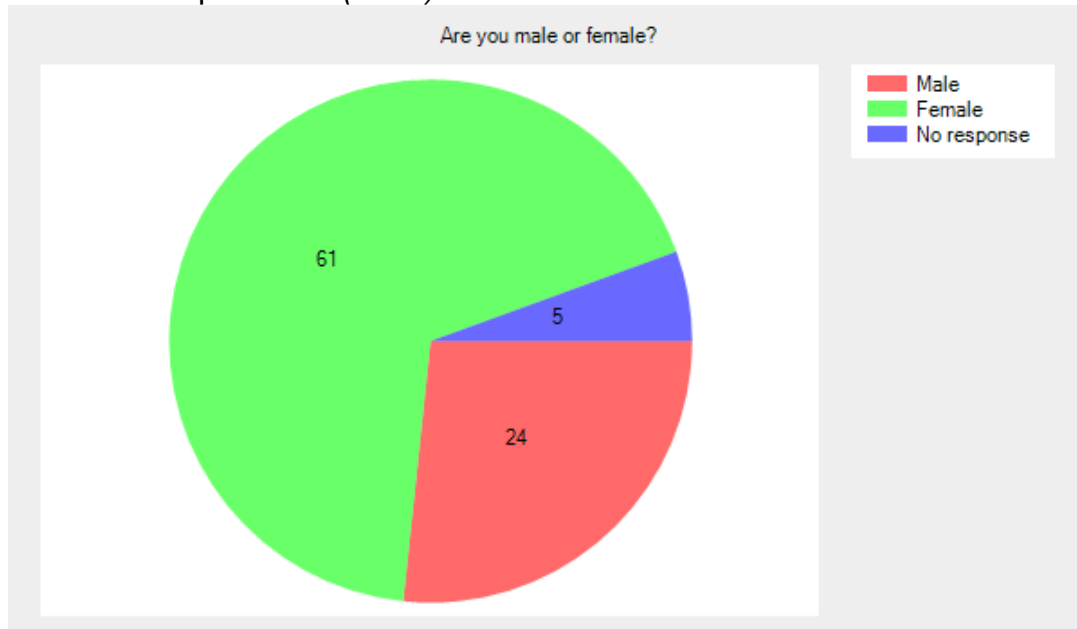
- Very good - **64** (71.1%).
- Fairly good - **19** (21.1%).
- Neither good or poor - **2** (2.2%).
- Very poor - **0** (0.0%).
- No response - **5** (5.6%).





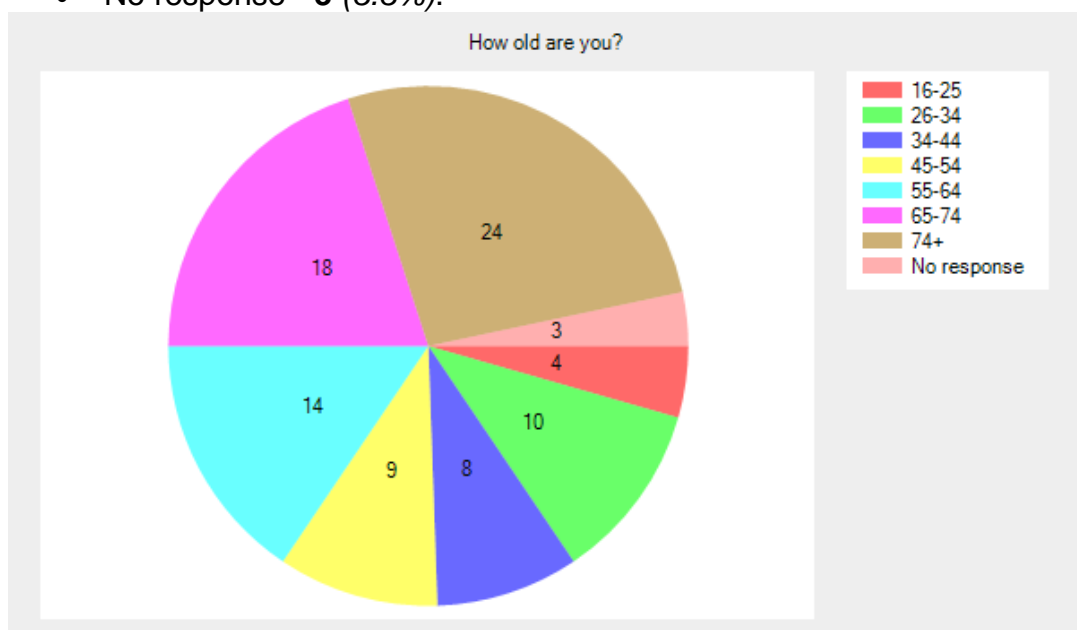
### Are you male or female?

- Male - **24** (26.7%).
- Female - **61** (67.8%).
- Other - **0** (0.0%).
- No response - **5** (5.6%).



### How old are you?

- 16-25 - **4** (4.4%).
- 26-34 - **10** (11.1%).
- 34-44 - **8** (8.9%).
- 45-54 - **9** (10.0%).
- 55-64 - **14** (15.6%).
- 65-74 - **18** (20.0%).
- 74+ - **24** (26.7%).
- No response - **3** (3.3%).



## What is your ethnic group?

This is a free-text question, so analysis cannot be performed.

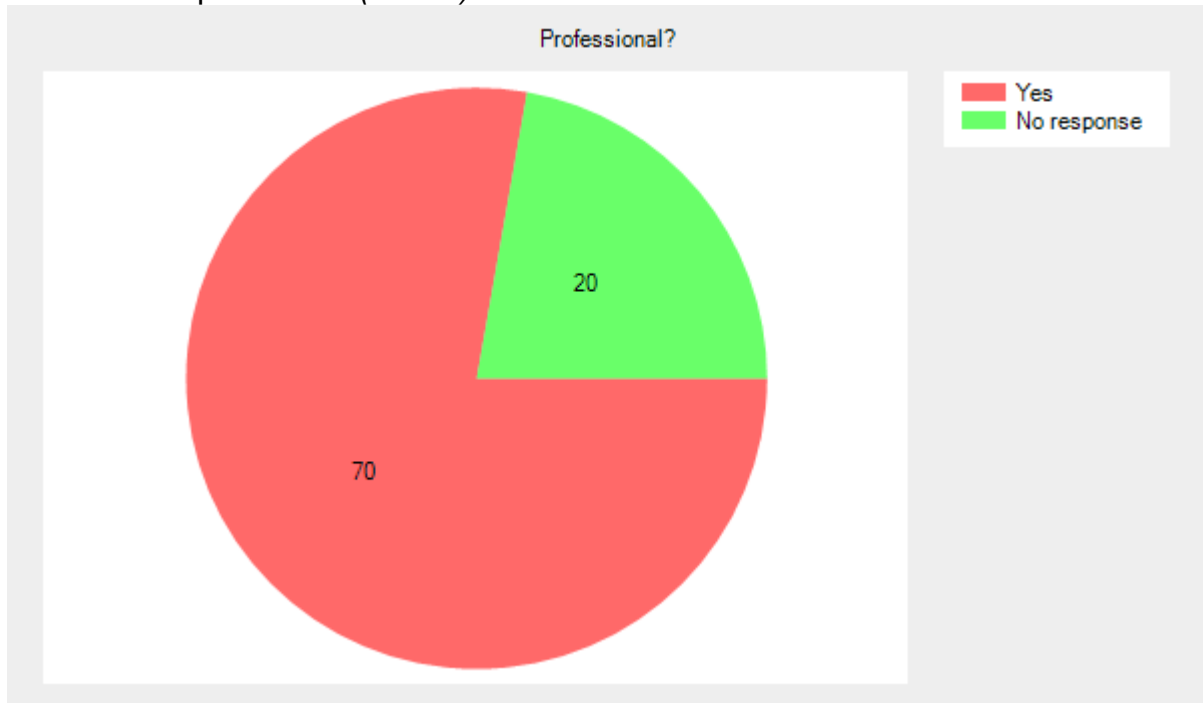
The following free-text responses were declared:

- White British (24)
- White british (3)
- White (5)
- White Irish (1)
- White English (1)
- Afro Caribbean (1)
- British (1)
- Asian - other (1)
- white english (1)
- Indian (3)
- white british (7)
- White (1)
- Brithsh (1)
- White British (5)
- Southern European & Indian (2)
- WBR (1)
- white British (1)
- Chinese (1)
- British (2)
- Black African (2)
- African (1)
- indian (1)
- Sri Lankan (1)
- Anglo-Saxon (1)
- British white (1)
- Mixed black and white (1)

**Do you find our Nursing/HCA team to be :**

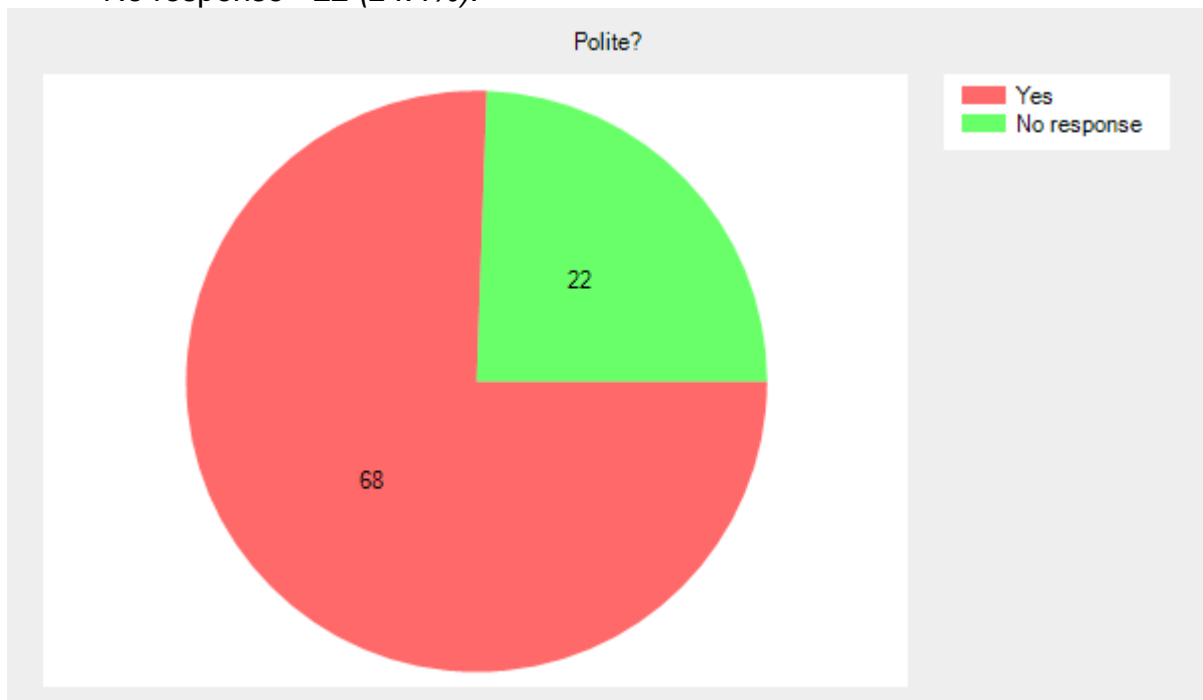
**Professional?**

- Yes - **70** (77.8%).
- No - **0** (0.0%).
- No response - **20** (22.2%).



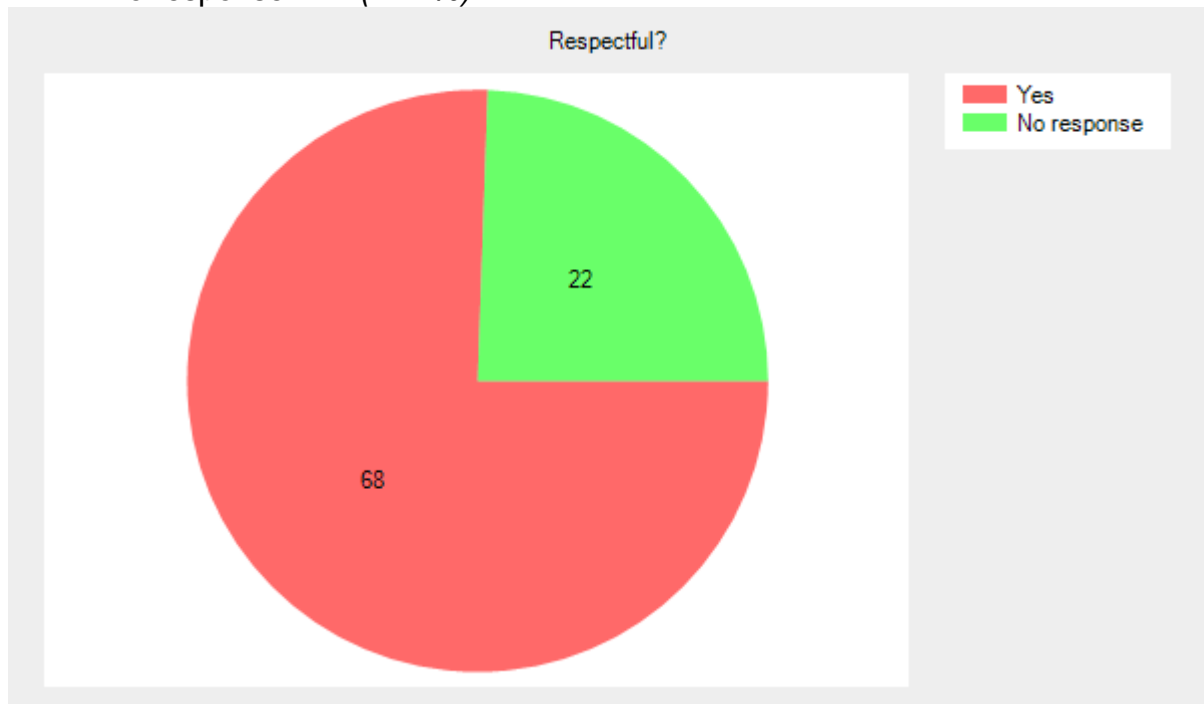
**Polite?**

- Yes - **68** (75.6%).
- No - **0** (0.0%).
- No response - **22** (24.4%).



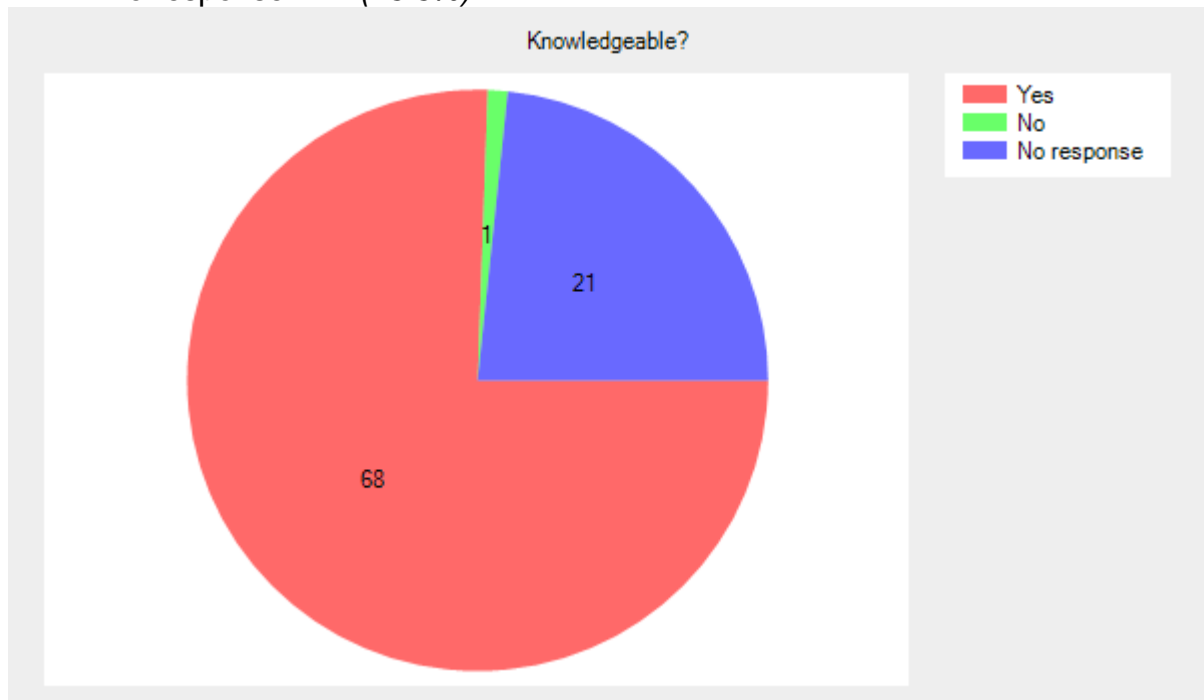
### Respectful?

- Yes - **68** (75.6%).
- No - **0** (0.0%).
- No response - **22** (24.4%).



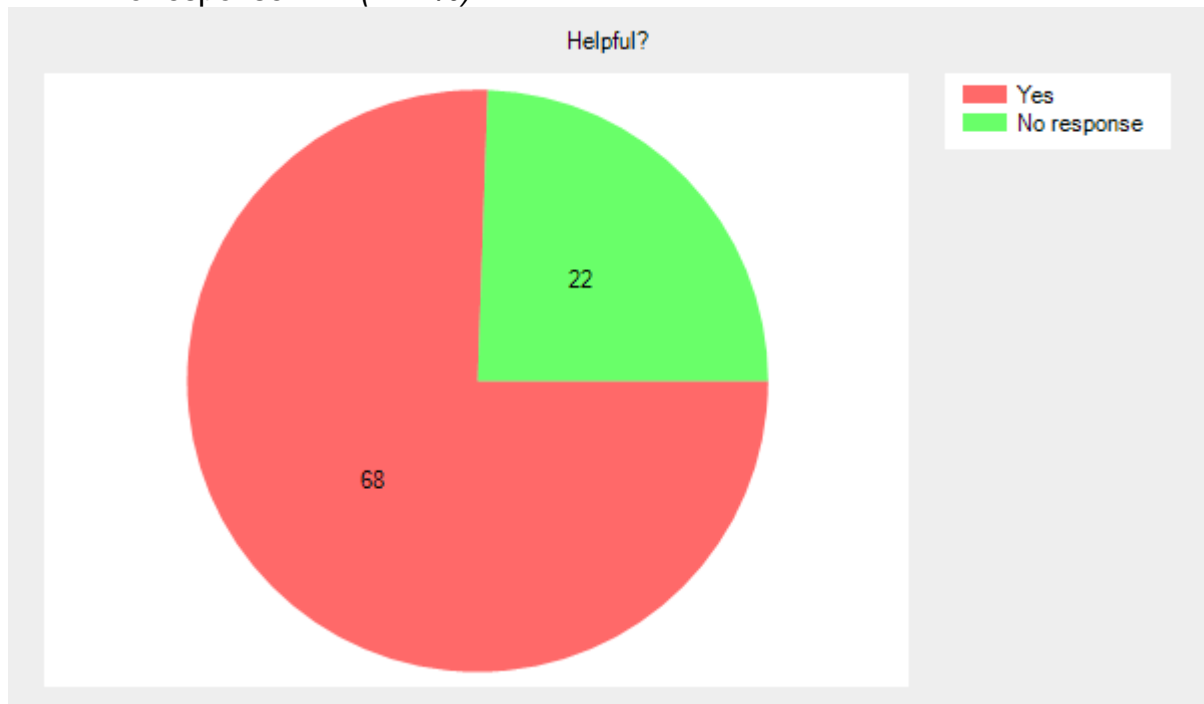
### Knowledgeable?

- Yes - **68** (75.6%).
- No - **1** (1.1%).
- No response - **21** (23.3%).



## Helpful?

- Yes - **68** (75.6%).
- No - **0** (0.0%).
- No response - **22** (24.4%).



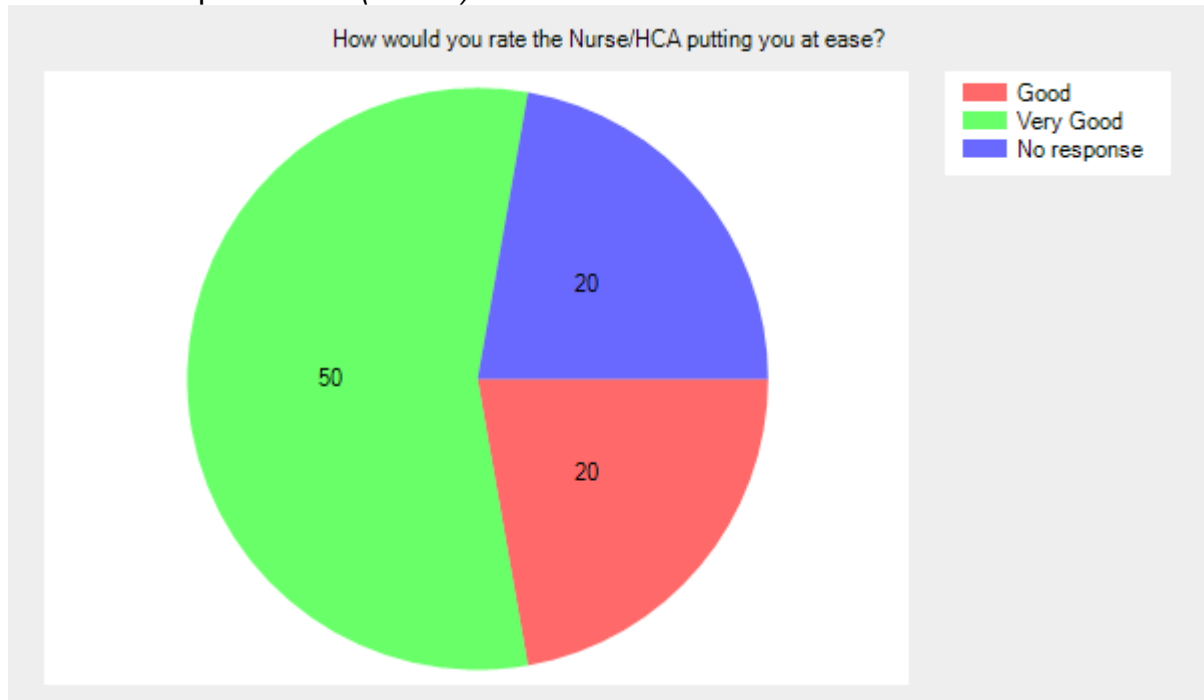
**If you have answered no to any of the above - please give more details**

The following free-text responses were declared:

- N/A on this occasion, previous yes to all questions (1)

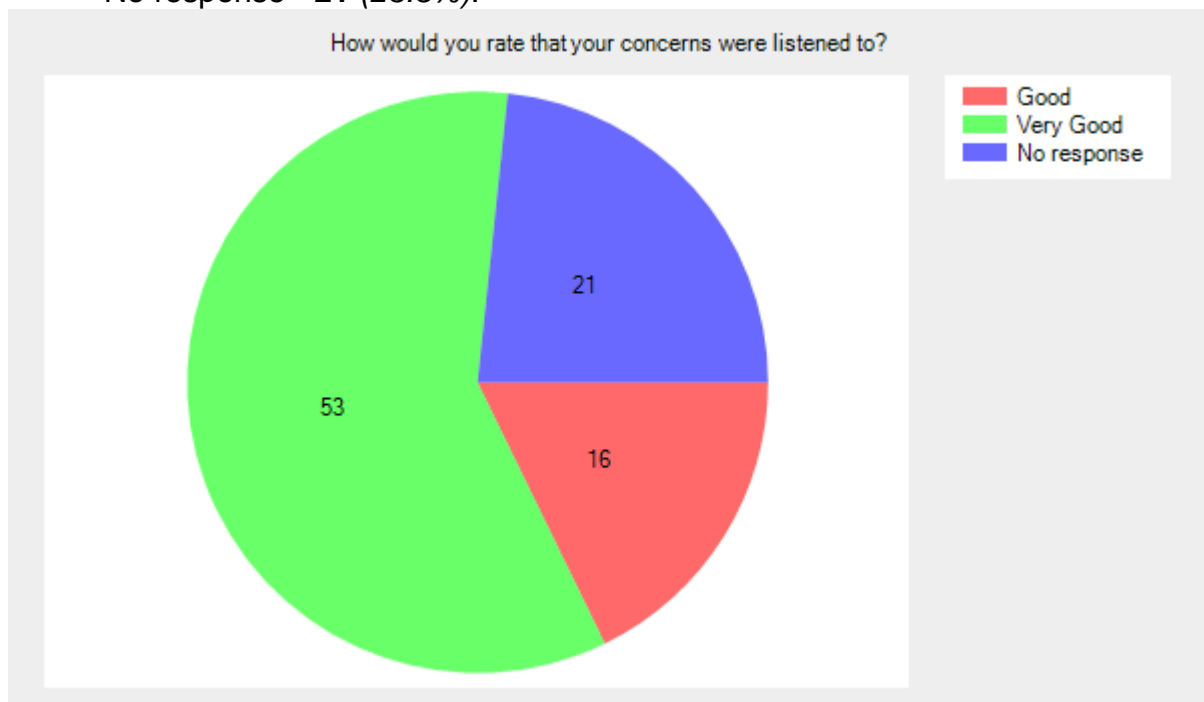
### How would you rate the Nurse/HCA putting you at ease?

- Poor - **0** (0.0%).
- Good - **20** (22.2%).
- Very Good - **50** (55.6%).
- No response - **20** (22.2%).



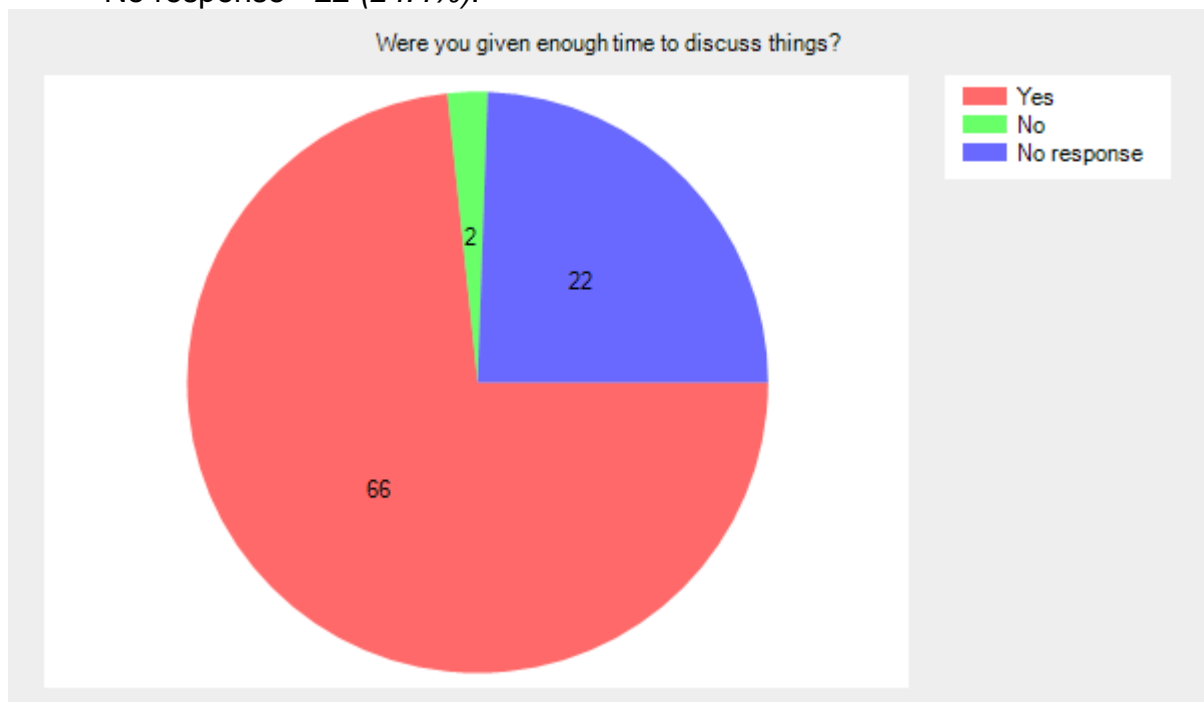
### How would you rate that your concerns were listened to?

- Poor - **0** (0.0%).
- Good - **16** (17.8%).
- Very Good - **53** (58.9%).
- No response - **21** (23.3%).



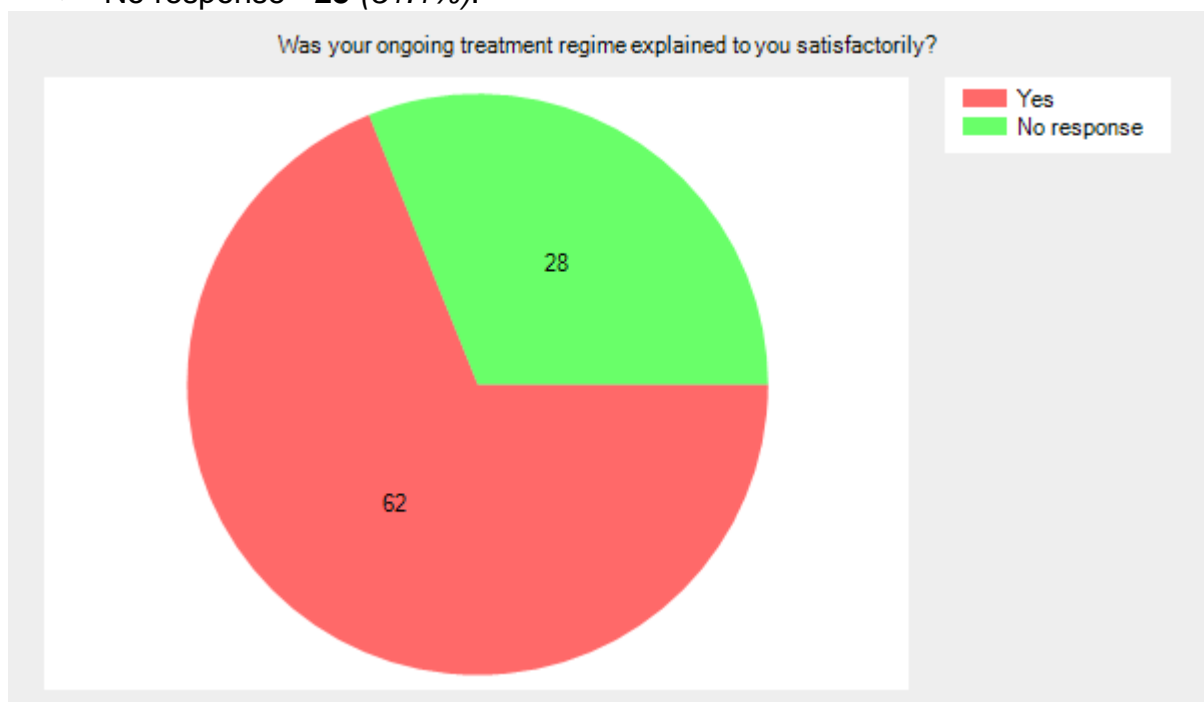
### Were you given enough time to discuss things?

- Yes - **66** (73.3%).
- No - **2** (2.2%).
- No response - **22** (24.4%).



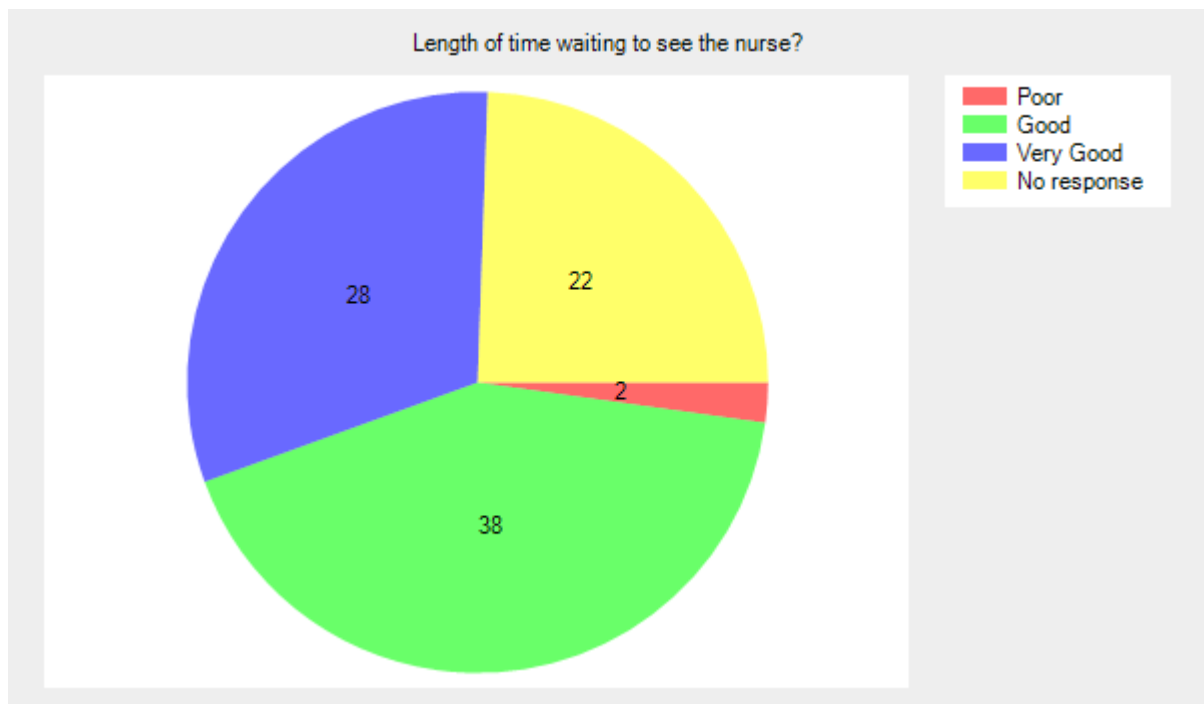
### Was your ongoing treatment regime explained to you satisfactorily?

- Yes - **62** (68.9%).
- No - **0** (0.0%).
- No response - **28** (31.1%).



## Length of time waiting to see the nurse?

- Poor - **2** (2.2%).
- Good - **38** (42.2%).
- Very Good - **28** (31.1%).
- No response - **22** (24.4%).

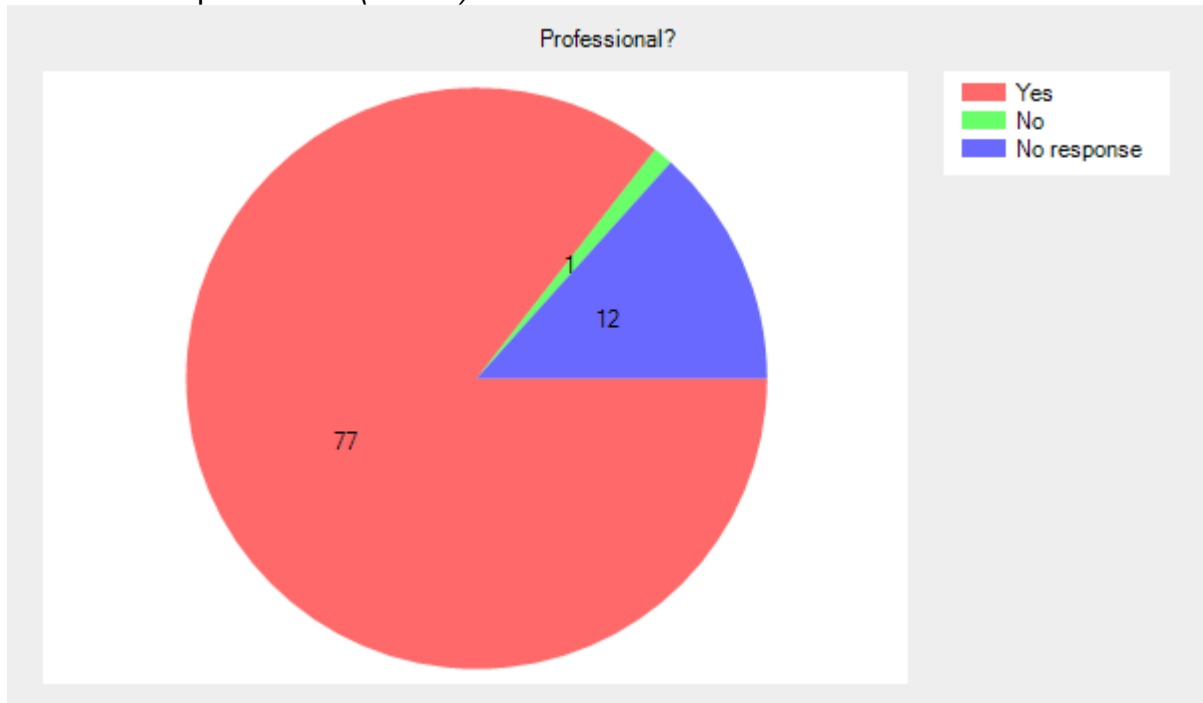




**Do you find the Doctors to be :**

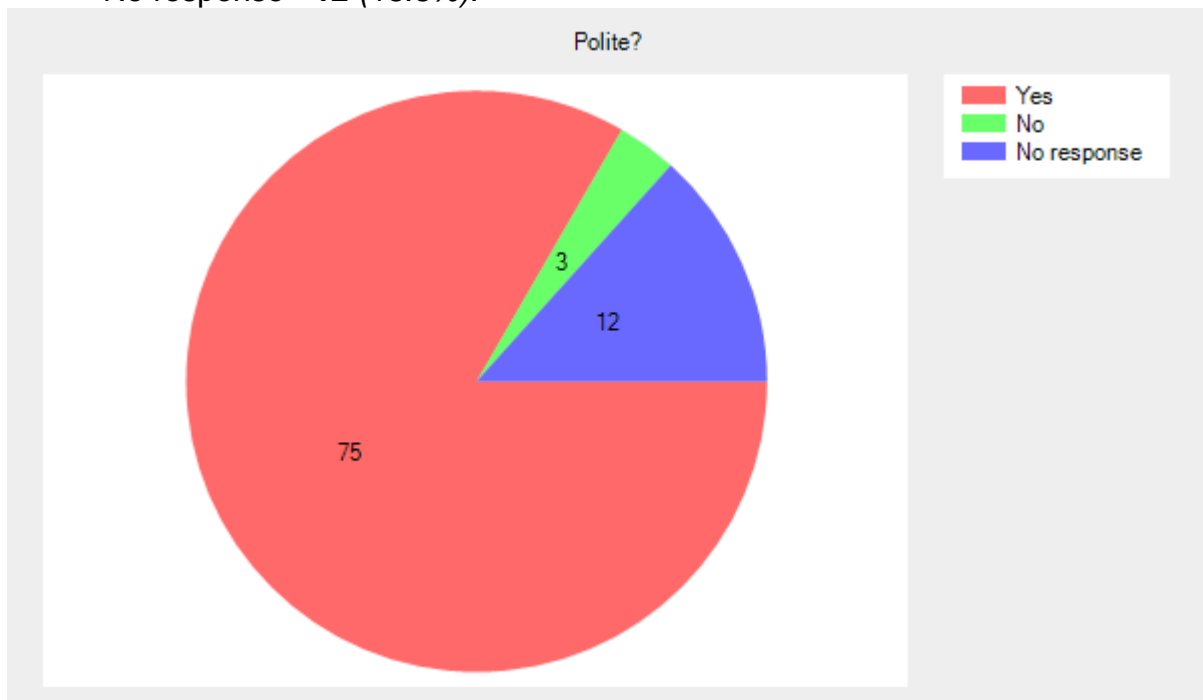
**Professional?**

- Yes - **77** (85.6%).
- No - **1** (1.1%).
- No response - **12** (13.3%).



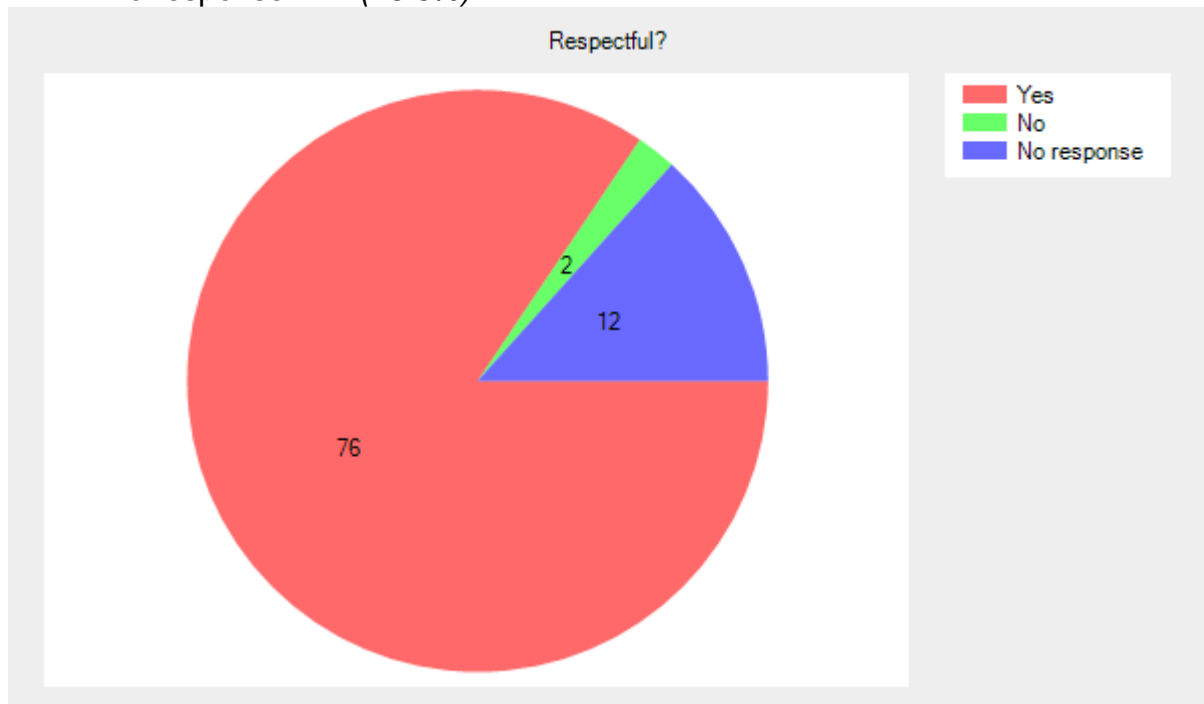
**Polite?**

- Yes - **75** (83.3%).
- No - **3** (3.3%).
- No response - **12** (13.3%).



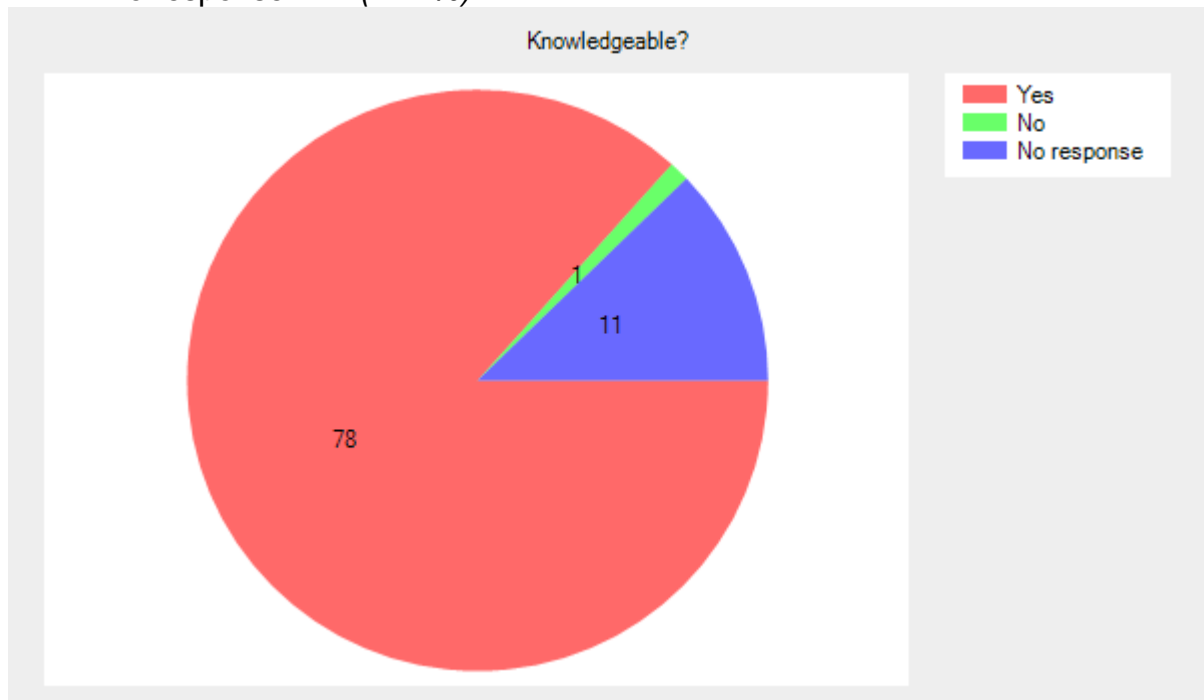
### Respectful?

- Yes - **76** (84.4%).
- No - **2** (2.2%).
- No response - **12** (13.3%).



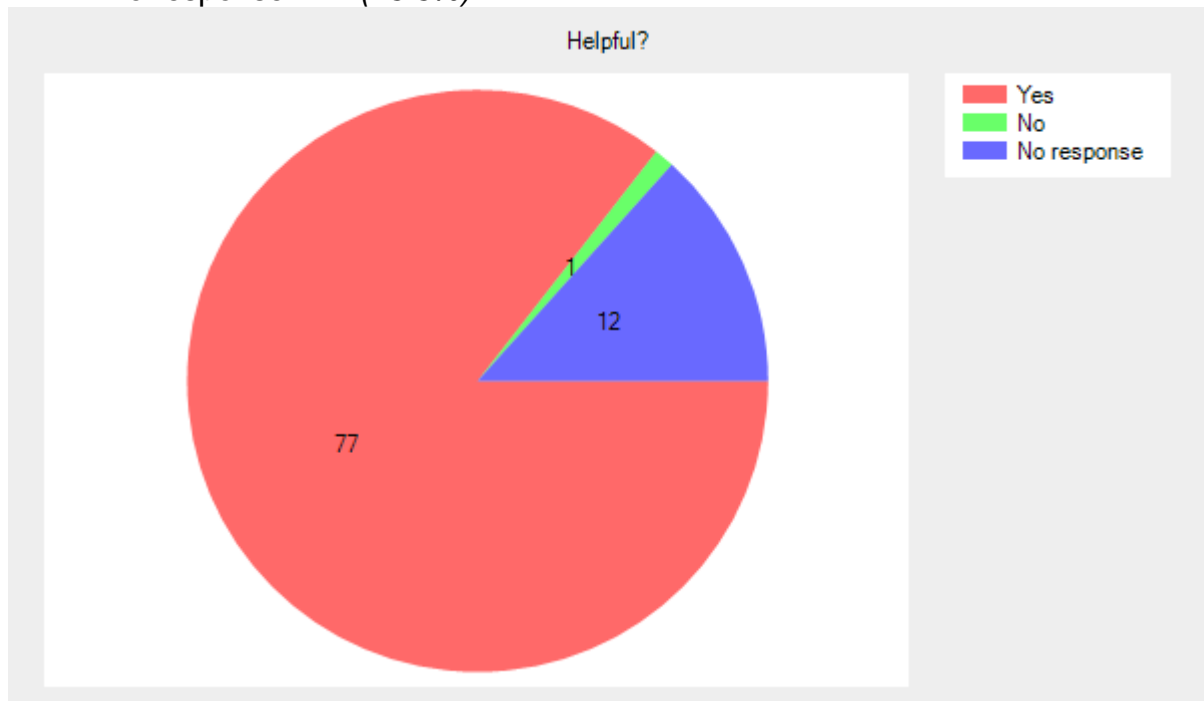
### Knowledgeable?

- Yes - **78** (86.7%).
- No - **1** (1.1%).
- No response - **11** (12.2%).



## Helpful?

- Yes - **77** (85.6%).
- No - **1** (1.1%).
- No response - **12** (13.3%).



## If you have answered no to any of the above - please give more details

The following free-text responses were declared:

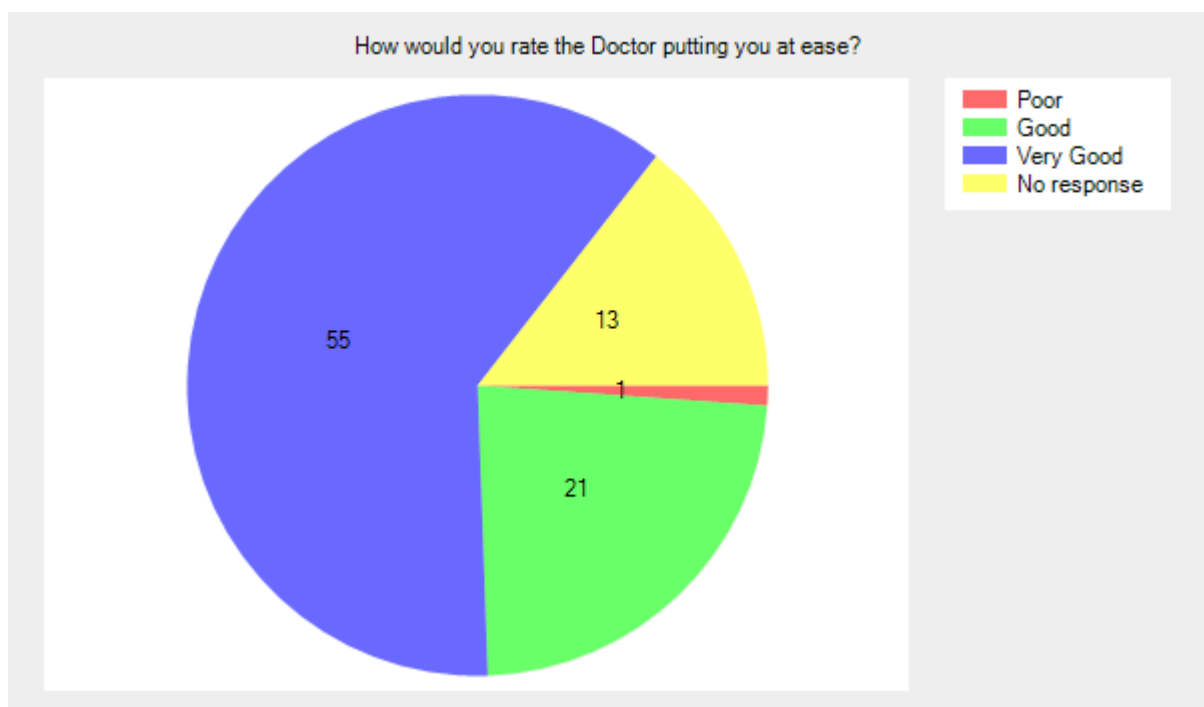
- The few times that I have had appointments with a younger male doctor at this practice, I've found that his response to me is very variable and entirely dependent on his mood. Either I have a positive exchange with him (usually over something "easy" or "small" like getting repeat medications etc) but when I've had appointments dealing with bigger health issues and talking about my on-going disabilities, I've more often than not come away feeling like I wasn't listened to, taken seriously, or that I had become a tickbox exercise and ushered out of the door. I've also been not been believed and have been questioned quite rudely including having been asked "What does that have to do with any of this?" when I've tried to explain about my disabilities and the happenings of the previous day that had caused my pains, the reason I was at my appointment, to begin with. Suffice to say, I was told by him that my pains were down to a side effect of a vitamin supplement which I had been on rather than what it should have been considered as which was whiplash and pulled muscles. On the contrary, the female doctors I have had appointments with at this practice have listened and I've felt like they've taken me and my disabilities seriously. I feel like they are active listeners, are helpful and very professional, and have more than once gone the extra mile to make sure that I'm getting the treatment I need. I cannot praise e.g. Dr Jaitly highly enough for all the work she does. Now when booking appointments via patients access, I filter for female doctors unless I've a medical emergency and need

to be seen asap. I wish I didn't have to. I am sure that all the male doctors at this practice are highly skilled and capable doctors, but I always worry that I'll have to justify myself or work very hard to be listened to and taken seriously. (1)

- Most of the doctors at the surgery I would answer yes to all of those questions but recently I was very upset after a telephone appointment with Dr Akindele in which I found him quite rude and patronising - not listening to what my concerns were and very unhelpful. Luckily the follow up appointment I had with a different doctor was better and they agreed that the advice and prescription I was given over the phone was not as it should have been - as I tried to say to Dr Akindele. Thank you to the other doctors I've seen before and after this for being a lot more helpful! (1)

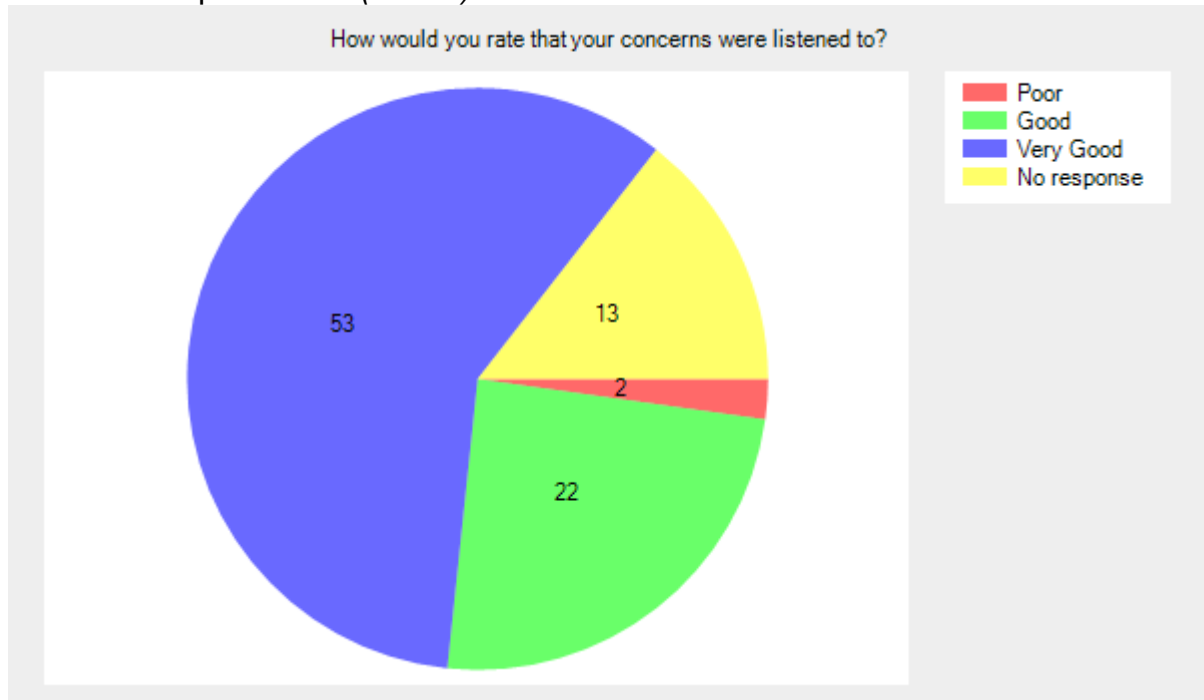
### How would you rate the Doctor putting you at ease?

- Poor - **1** (1.1%).
- Good - **21** (23.3%).
- Very Good - **55** (61.1%).
- No response - **13** (14.4%).



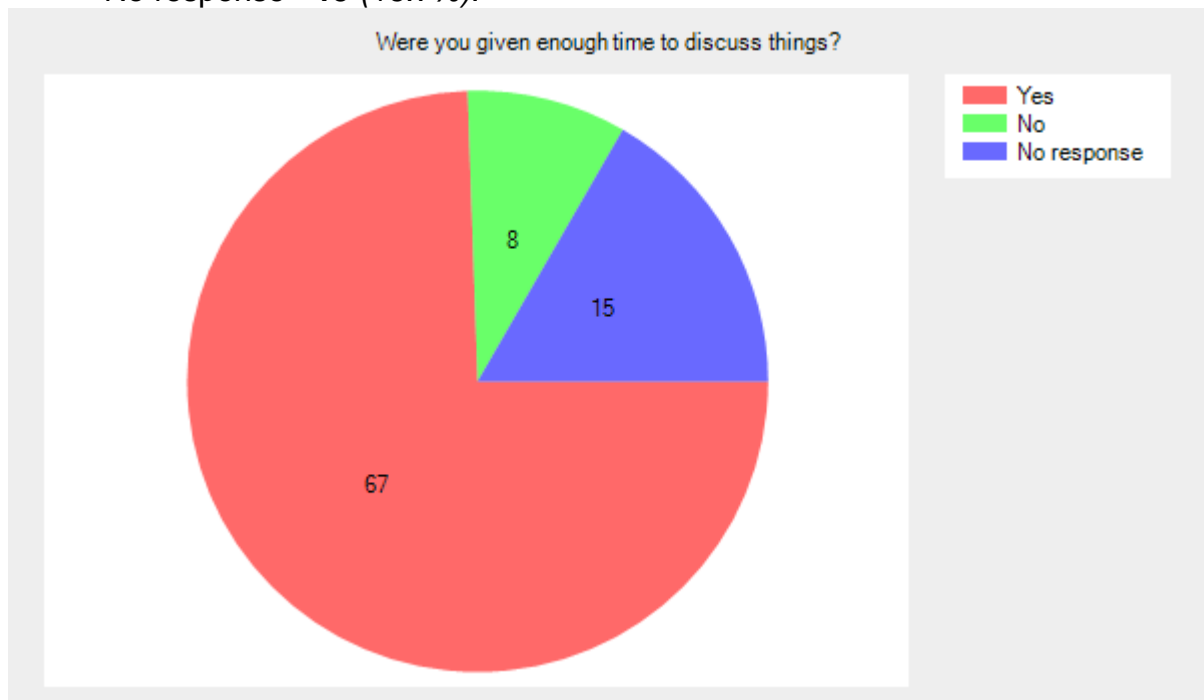
### How would you rate that your concerns were listened to?

- Poor - **2** (2.2%).
- Good - **22** (24.4%).
- Very Good - **53** (58.9%).
- No response - **13** (14.4%).



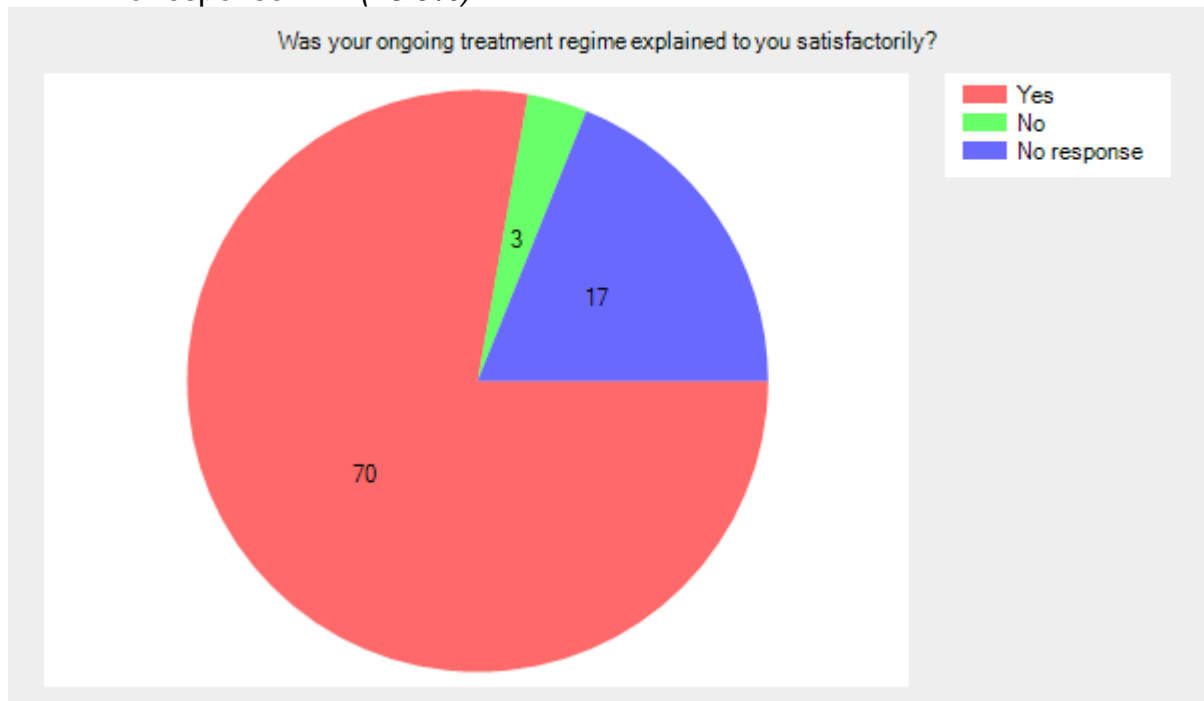
### Were you given enough time to discuss things?

- Yes - **67** (74.4%).
- No - **8** (8.9%).
- No response - **15** (16.7%).



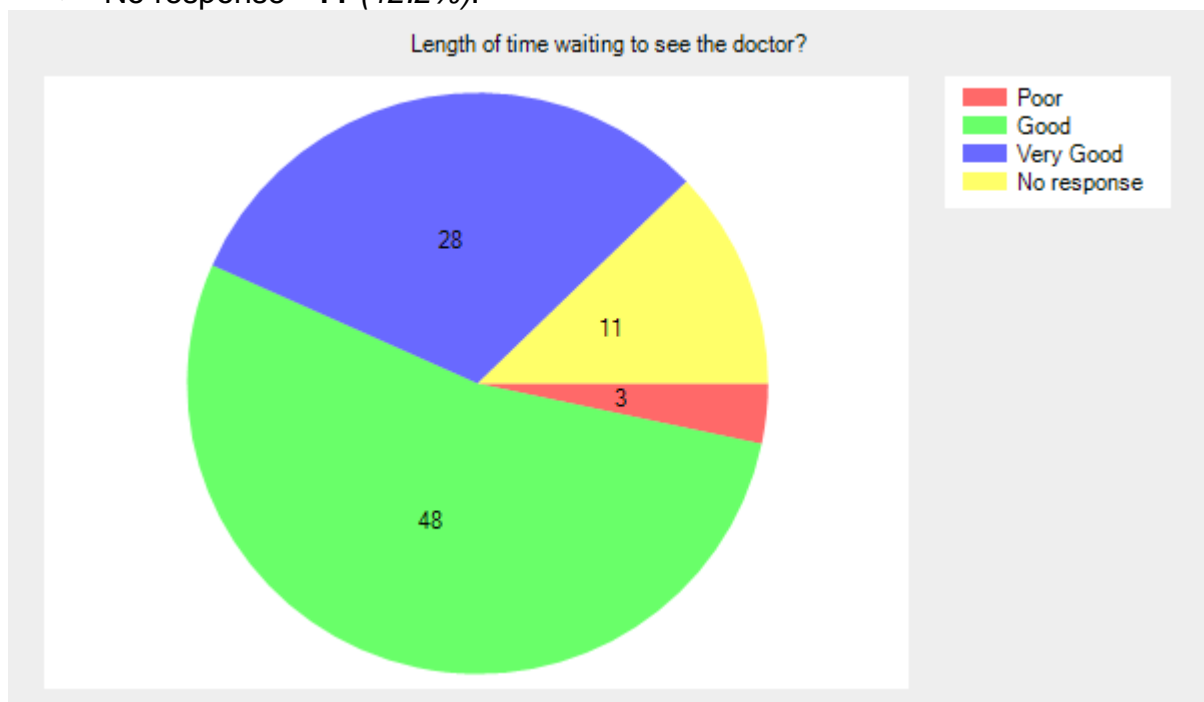
### Was your ongoing treatment regime explained to you satisfactorily?

- Yes - **70** (77.8%).
- No - **3** (3.3%).
- No response - **17** (18.9%).



### Length of time waiting to see the doctor?

- Poor - **3** (3.3%).
- Good - **48** (53.3%).
- Very Good - **28** (31.1%).
- No response - **11** (12.2%).



**Thank you for taking the time in filling in this survey, please feel free to leave any further comments or suggestions in ways that we can improve the practice.**

The following free-text responses were declared:

- I think this is a most excellent practice and i am extremely grateful to be a member of it. (1)
- I asked the receptionist for a copy of the last newsletter because there were none in the rack on reception. No one knew when the last newsletter was published. (1)
- Have been a patient at this practice for many years and have always been more than happy with all services and care provided also my parents before me and my family. Thank you (1)
- excellent doctors and nurses. we are very lucky (1)
- Very happy with Farley Road Medical Practice. They provide very good care for my family. (1)
- Sometimes 10 minutes is not enough time to discuss complex problems. (1)
- Completely satisfied with all in the practice. (1)
- This is a very good medical practice (1)
- Overall a very good service (1)
- I have found all of the services that i have used at Farley Road Medical Practice to be first class. (1)
- I am impressed by the speedy answering of phone calls to reception and by the short wait for an appointment. (1)
- It would be helpful, when booking appointments, If I could see the same doctor more expediently. With only 10 minute appointments, a different doctor will not have had sufficient time to familiarise themselves with my past history. Following chemotherapy for Follicular Lymphoma 8 years ago, I suffer from Haemophilus Influenza every time I get a cold. It is difficult explaining to different doctors that my ENT specialist recommended that, due to my past history, I should have a minimum of 1 month supply of Co-Amoxyclav antibiotics to kill off the bacteria. Not necessarily being specialists in this field, some doctors may not be aware that Haemophilus Influenza is resistant to many antibiotics. On the first occurrence of this condition, following Chemotherapy, I was prescribed 1 week of Amoxycillin, other practice doctors gave different antibiotics and my condition worsened considerably. After 8 weeks, during which I had continued bleeding from the sinuses and the most severe cough that I've ever experienced, I contacted my specialist care nurse at Croydon University Hospital; I asked her to take a sputum sample to isolate the bug. It was only after this that I was prescribed the correct antibiotic: it took 4 months to kill off the infection. In subsequent years it typically takes between 2 and 3 months, apart from last year when I was given Immunoglobulin replacement therapy. It is, therefore, very helpful if I'm able to see the same doctor, who is familiar with my particular problem. (1)
- I was recently referred to Croydon MSK service and they seem very poor. Would it be possible to use a different referral provider? The amount of appointments with MSK seem like a waste of time and money. The booking application not going into enough depth eg 1 day, 2 days, 3 days for how long you have had the issue does not account for pre existing issues. (2)

- I feel very lucky to be with this practice. (1)
- GP mobile app- please combine forestdale and farley appointments in one. the place is less matter than the doctor i would like to see. (1)
- Access to the medical services at this practice is excellent compared with friends and family experiences elsewhere. (1)