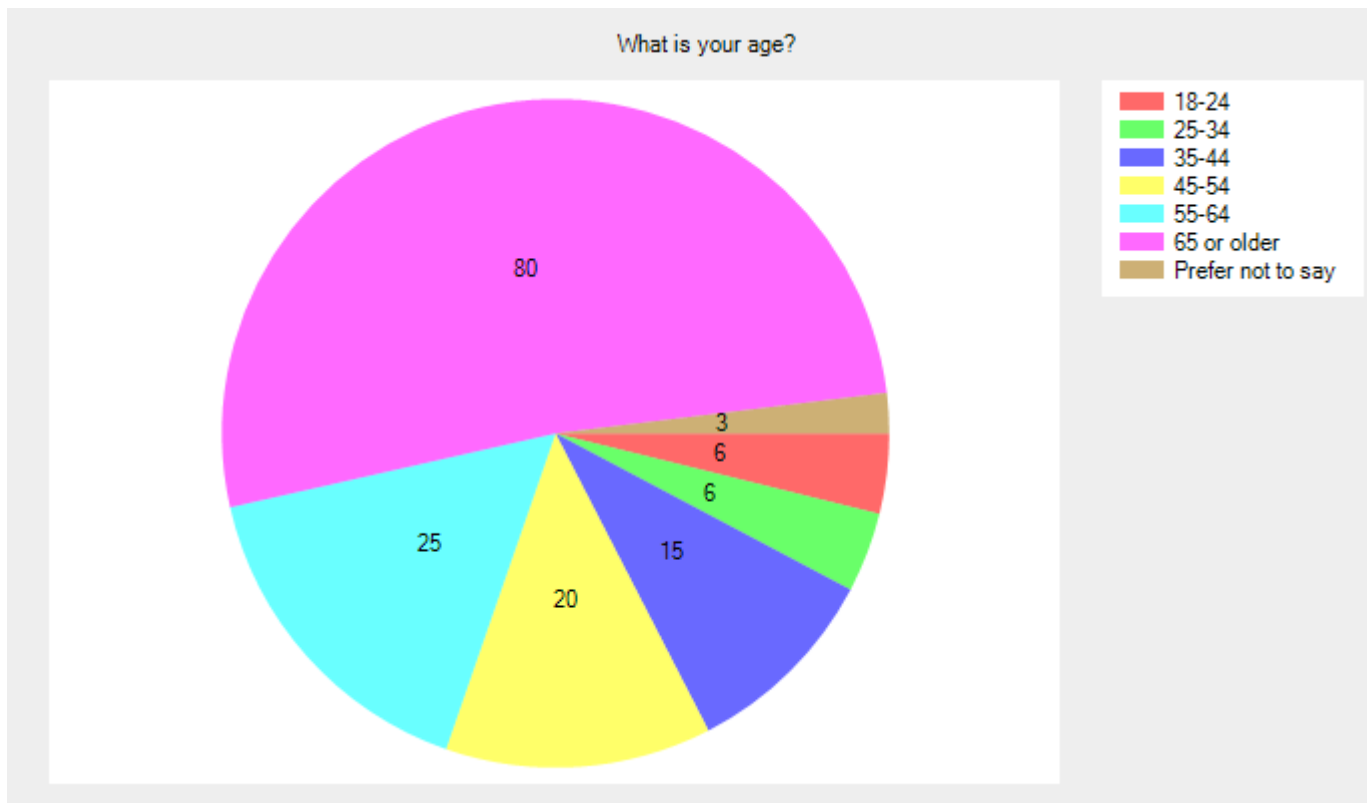


The survey had **155** responses.

What is your age?

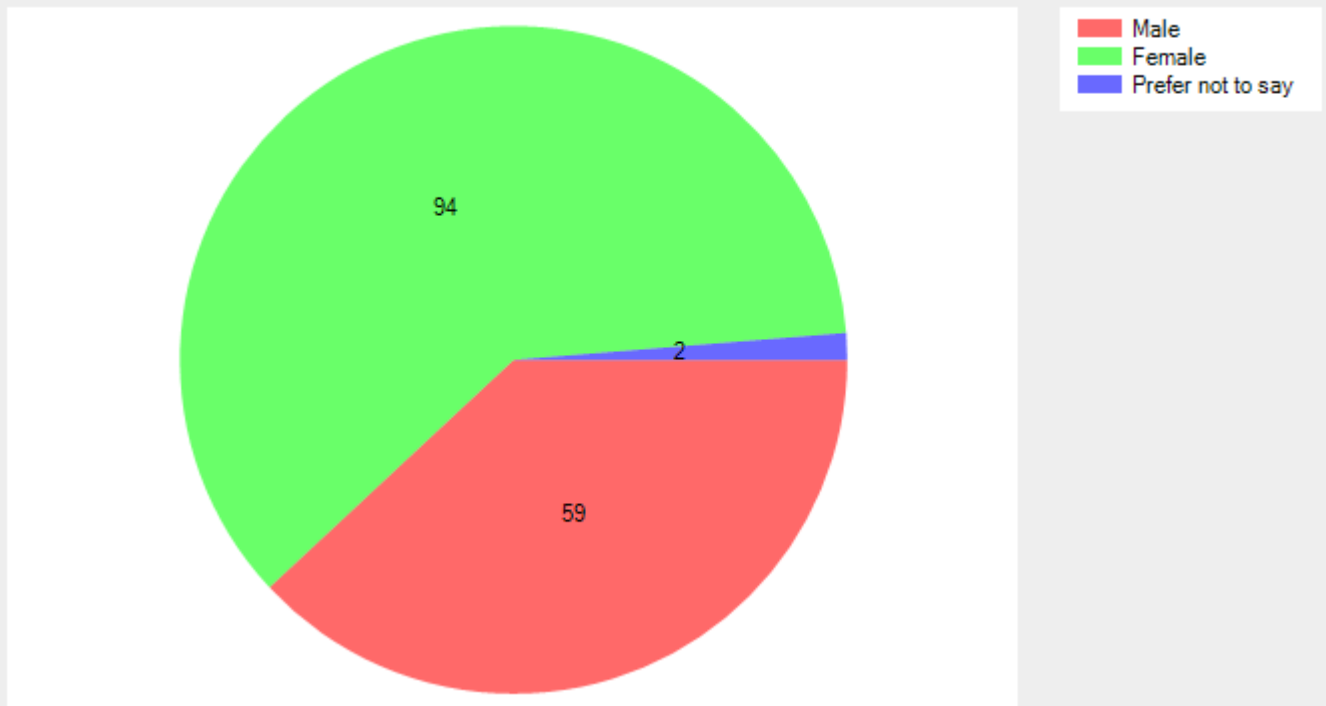
- 18-24 - **6** (3.9%).
- 25-34 - **6** (3.9%).
- 35-44 - **15** (9.7%).
- 45-54 - **20** (12.9%).
- 55-64 - **25** (16.1%).
- 65 or older - **80** (51.6%).
- Prefer not to say - **3** (1.9%).
- No response - **0** (0.0%).



What is your gender?

- Male - **59** (38.1%).
- Female - **94** (60.6%).
- Non-Binary - **0** (0.0%).
- Prefer not to say - **2** (1.3%).
- No response - **0** (0.0%).

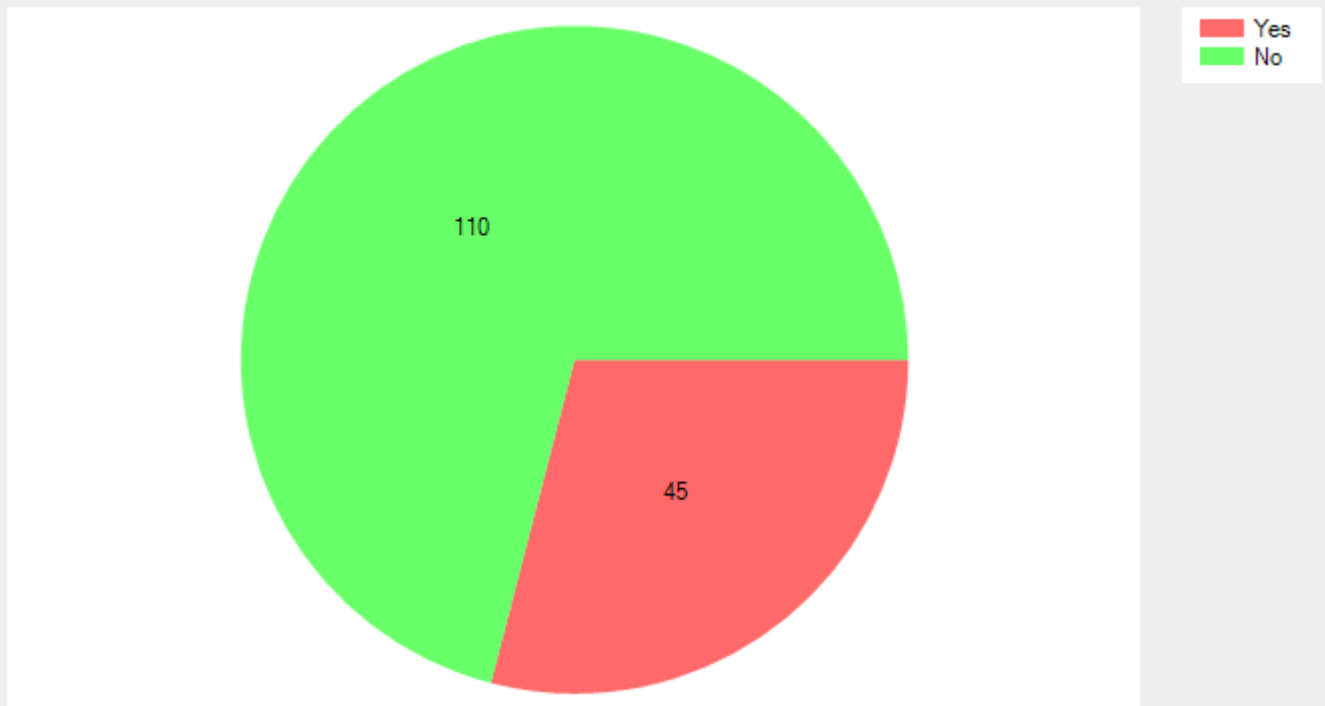
What is your gender?



Do you consider yourself to have a disability or any additional needs?

- Yes - **45** (29.0%).
- No - **110** (71.0%).
- No response - **0** (0.0%).

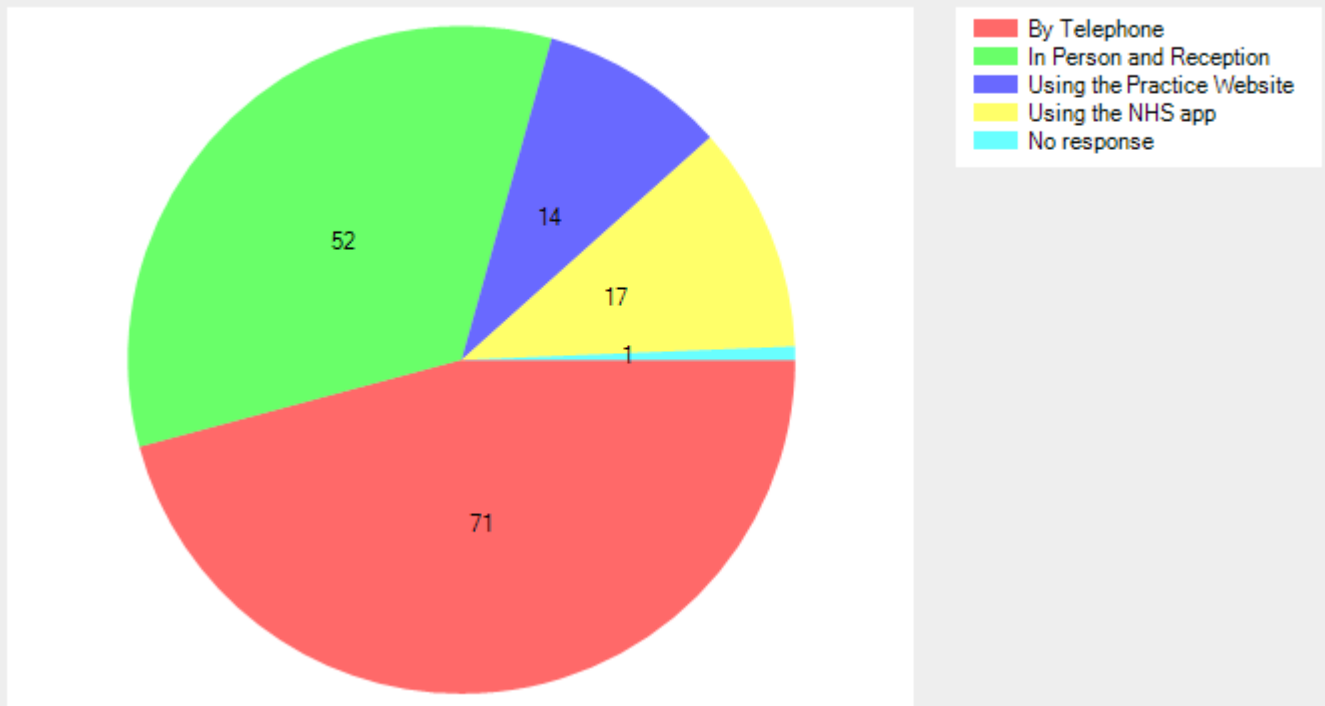
Do you consider yourself to have a disability or any additional needs?



How did you access the practice today?

- By Telephone - **71** (45.8%).
- In Person and Reception - **52** (33.5%).
- Using the Practice Website - **14** (9.0%).
- Using the NHS app - **17** (11.0%).
- No response - **1** (0.6%).

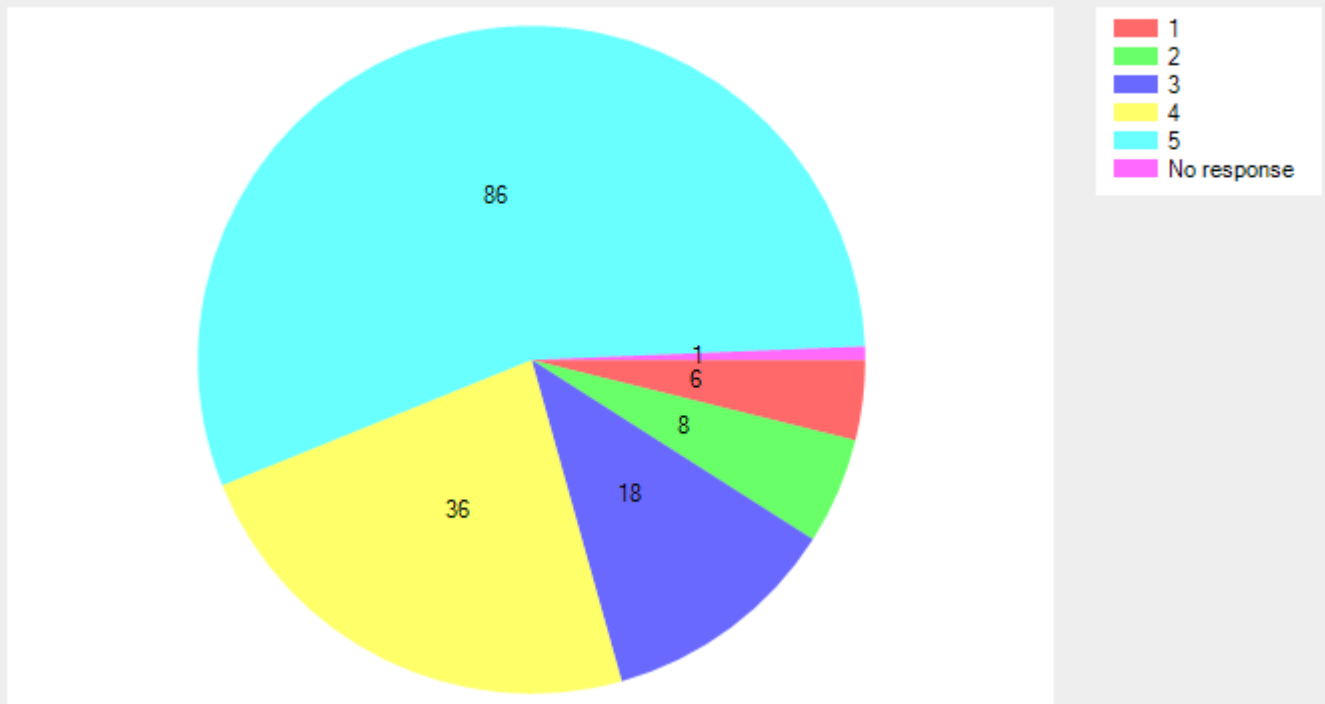
How did you access the practice today?



On a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how easy was it to schedule your appointment?

- 1 - **6** (3.9%).
- 2 - **8** (5.2%).
- 3 - **18** (11.6%).
- 4 - **36** (23.2%).
- 5 - **86** (55.5%).
- No response - **1** (0.6%).

On a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how easy was it to schedule your appointment?



Comments

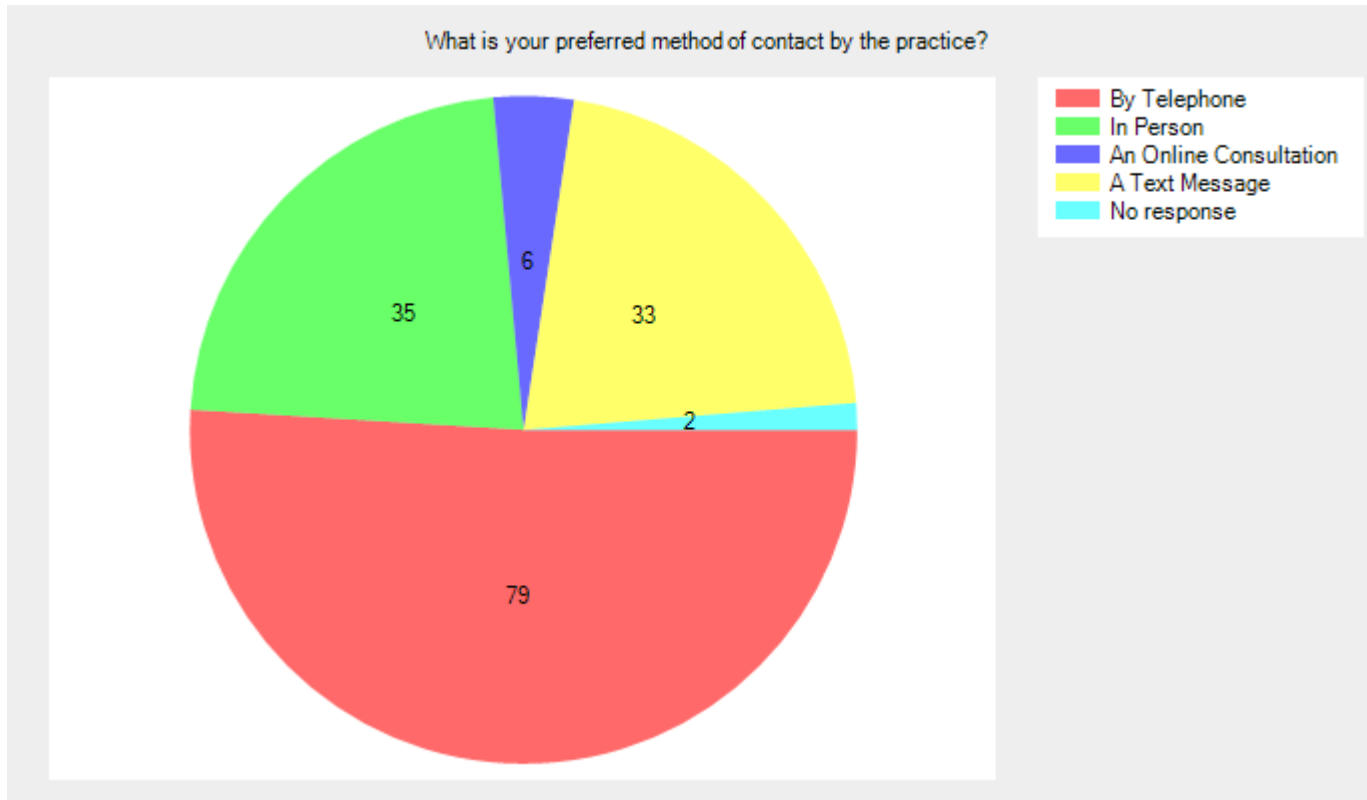
This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

- It is always easy to book an appointment (1)
- It is hard to book for the future but in the same week you can usually get something. (1)
- I live near enough to come to the practice at 8am to make an appointment. phoning is pretty poor. (1)
- its normally ok to get an appointment but occasionally not always (1)
- very helpful staff, i came at 8am and was great that i got an urgent appt same day at 10am, (1)
- booked on the ask first app when it came to the phone appt was told it had to be in person even though it was booked on line (1)
- two appt times offered for the same day- excellent (1)
- 30 mins wait having phoned at 8am (1)
- it was easy today (1)
- process easy but had to book far in advance (no earlier appts) (1)
- usually use online appt to book appointments but reception staff very helpful when i want to check if an appointments needs to be with Dr, nurse by phone. (1)
- The appointments had a lead time of 2 weeks (1)
- It used to be much easier to book an appointment on line, I do not rate the AskFirst App - too many steps. (1)
- I live close by and am able to secure an appointment by arriving at the surgery at 8am (1)

What is your preferred method of contact by the practice?

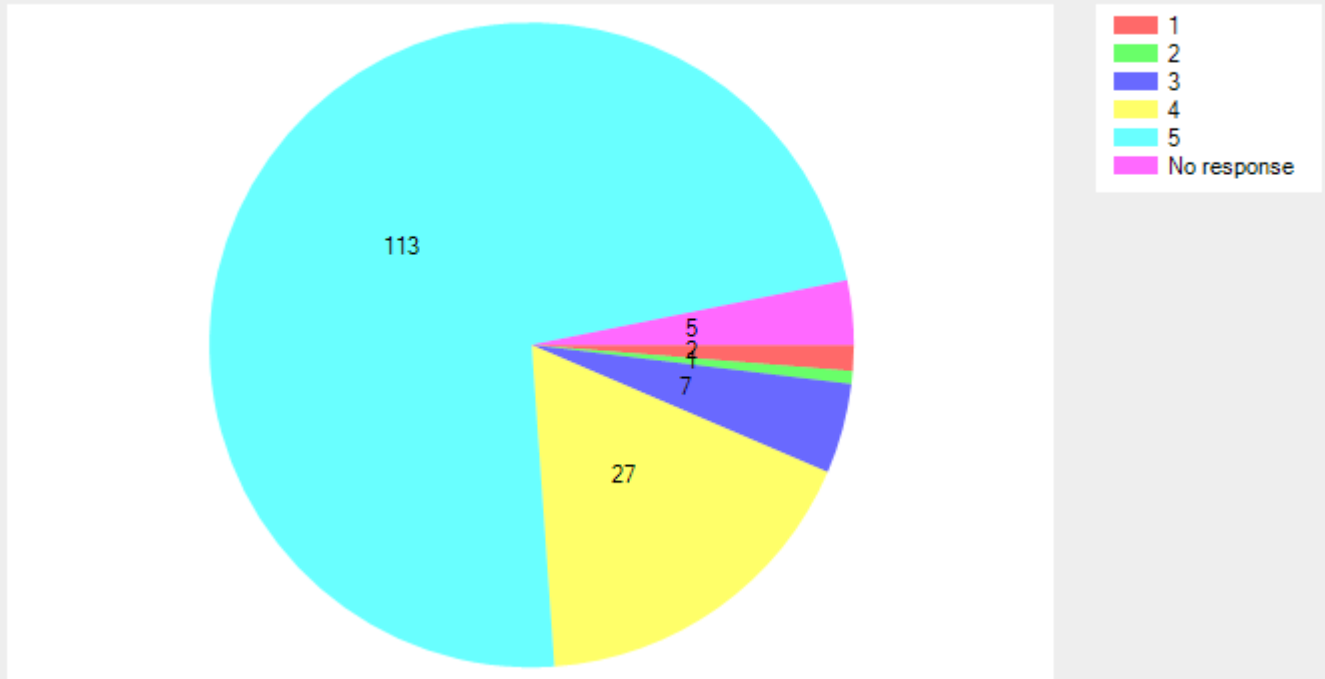
- By Telephone - **79** (51.0%).
- In Person - **35** (22.6%).
- An Online Consultation - **6** (3.9%).
- A Text Message - **33** (21.3%).
- No response - **2** (1.3%).



On a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the knowledge and expertise of the healthcare professionals who provided your care?

- 1 - **2** (1.3%).
- 2 - **1** (0.6%).
- 3 - **7** (4.5%).
- 4 - **27** (17.4%).
- 5 - **113** (72.9%).
- No response - **5** (3.2%).

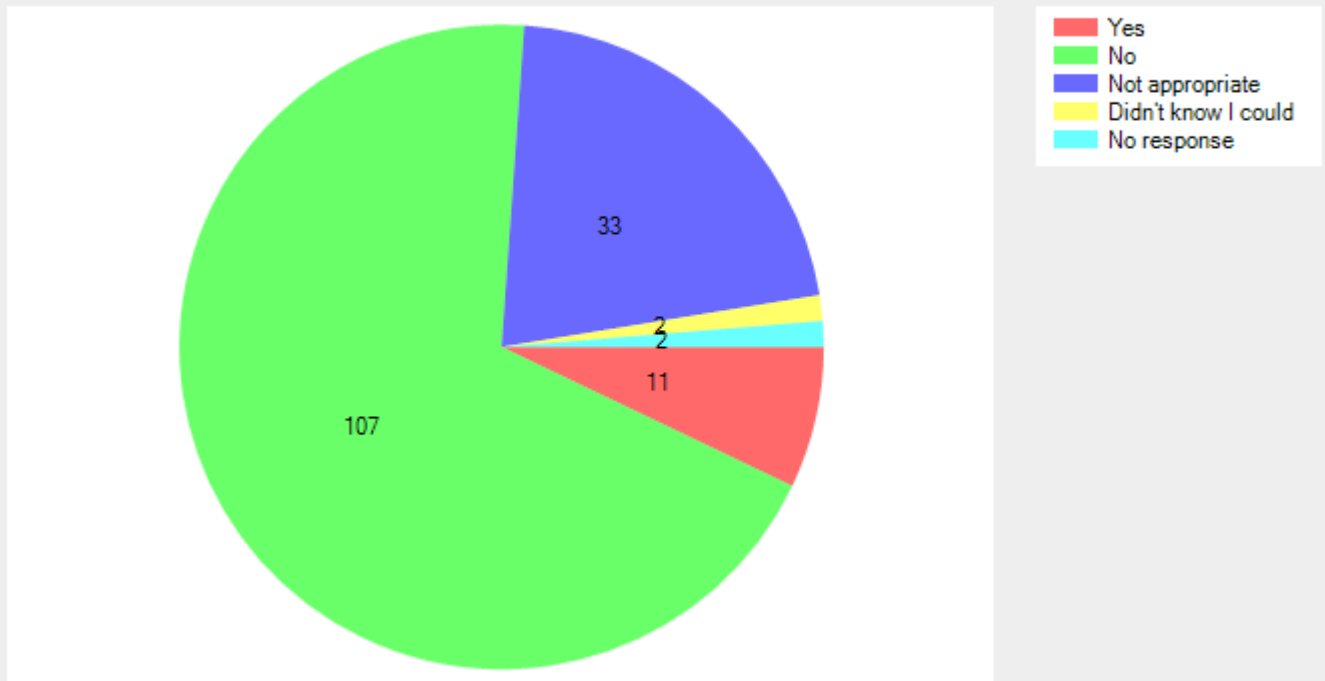
On a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the knowledge and expertise of the healthcare professionals who provided your care?



Did you consider contacting 111, the pharmacy or any other health or social care provider prior to the GP practice to request an appointment?

- Yes - **11** (7.1%).
- No - **107** (69.0%).
- Not appropriate - **33** (21.3%).
- Didn't know I could - **2** (1.3%).
- No response - **2** (1.3%).

Did you consider contacting 111, the pharmacy or any other health or social care provider prior to the GP practice to request an appointment?



Comments

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

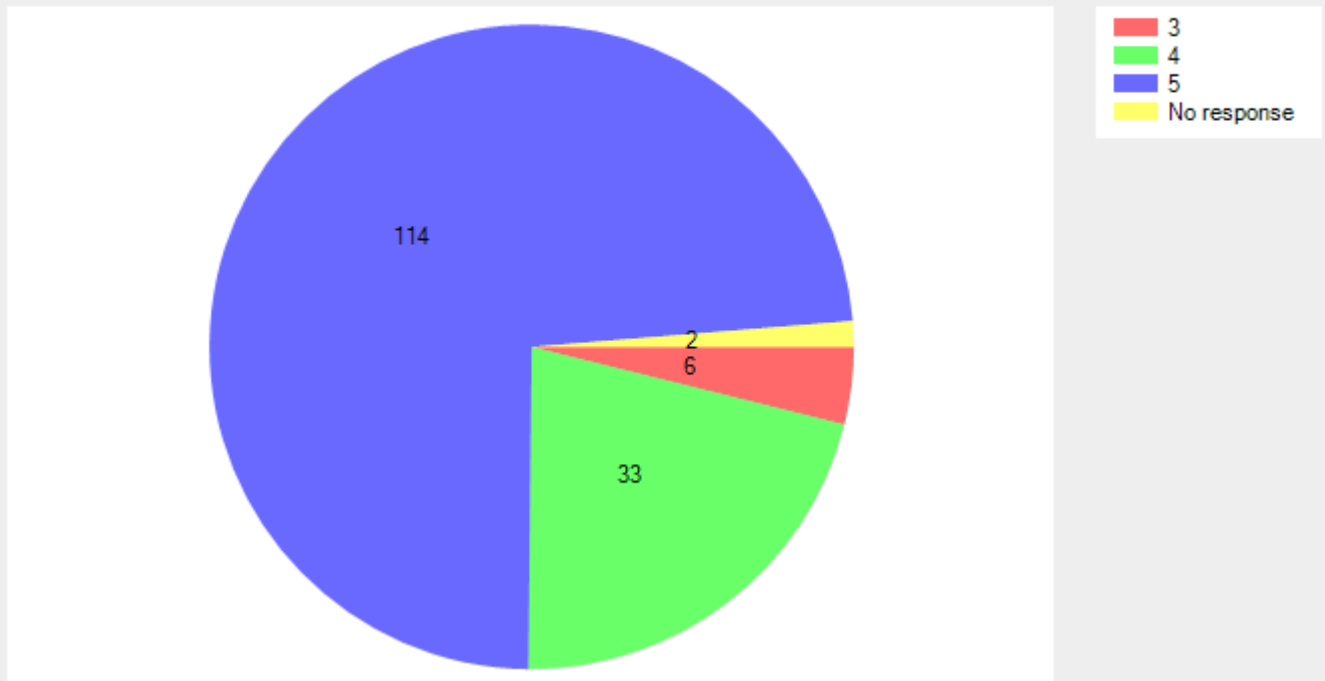
The following free-text responses were declared:

- already had one face to face app. told to arrange 2nd (1)
- 111 use a crib sheet. (1)
- annual check up organised by gp (1)
- doctor suggested making the appointment on this occasion (1)
- i needed a blood test (1)
- GP appointments were fully booked but later GP arranged my appointments (1)
- on going issue, GP's aware so following up (1)

On a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the clarity and helpfulness of communication you received from healthcare professionals?

- 1 - **0** (0.0%).
- 2 - **0** (0.0%).
- 3 - **6** (3.9%).
- 4 - **33** (21.3%).
- 5 - **114** (73.5%).
- No response - **2** (1.3%).

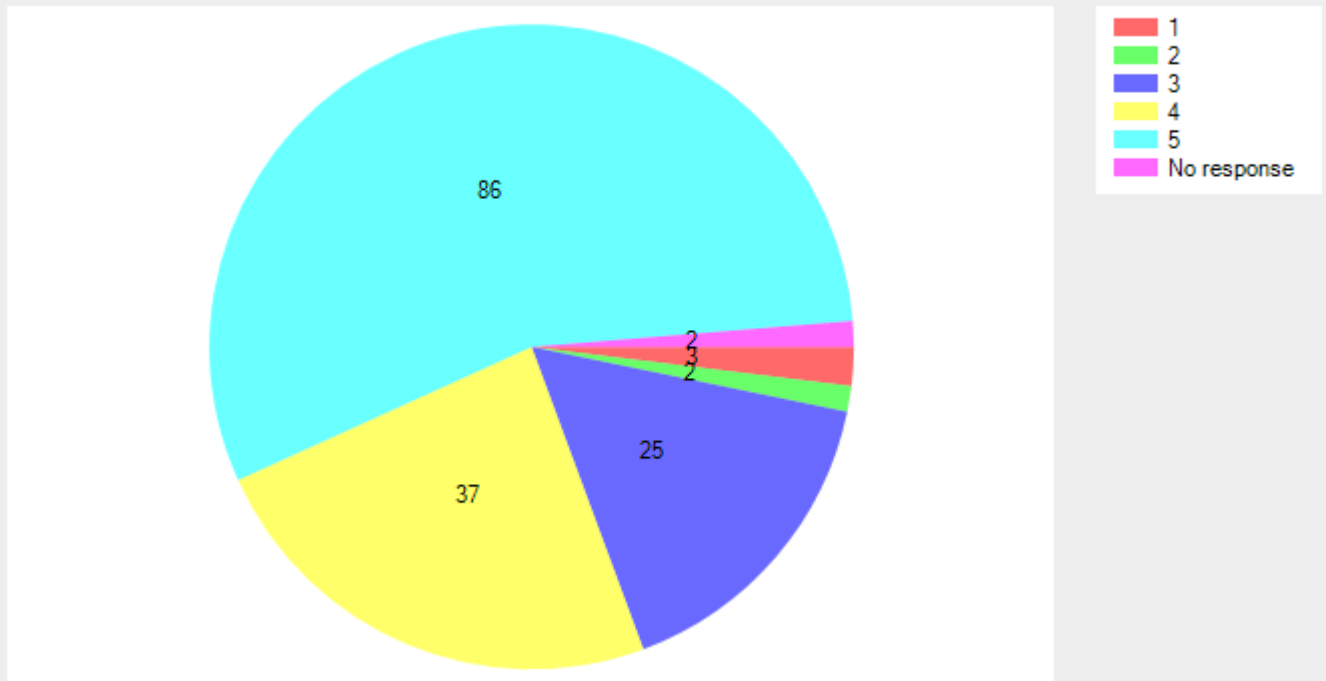
On a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the clarity and helpfulness of communication you received from healthcare professionals?



On a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the availability of information about your condition and treatment?

- 1 - **3** (1.9%).
- 2 - **2** (1.3%).
- 3 - **25** (16.1%).
- 4 - **37** (23.9%).
- 5 - **86** (55.5%).
- No response - **2** (1.3%).

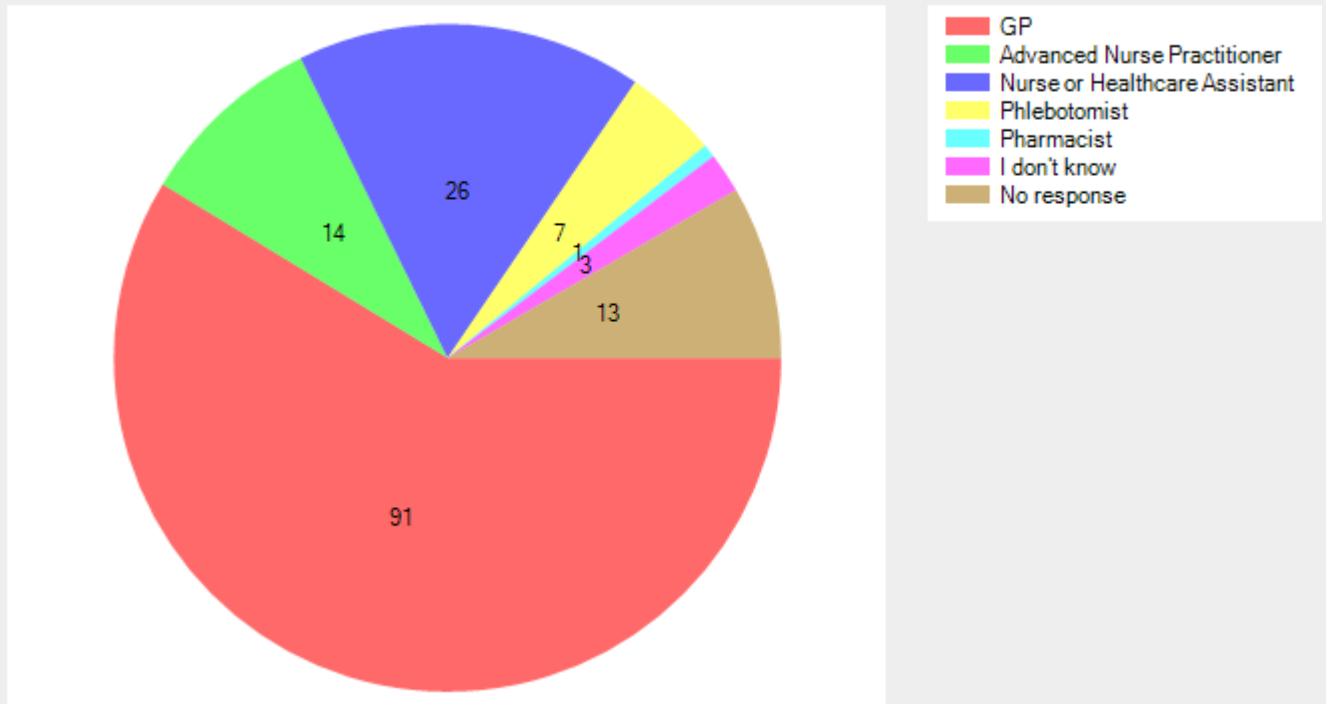
On a scale of 1 to 5, where 1 is very poor and 5 is excellent, how would you rate the availability of information about your condition and treatment?



What member of the healthcare team did you see?

- GP - **91** (58.7%).
- Advanced Nurse Practitioner - **14** (9.0%).
- Nurse or Healthcare Assistant - **26** (16.8%).
- Phlebotomist - **7** (4.5%).
- Mental Health Nurse - **0** (0.0%).
- Social Prescriber - **0** (0.0%).
- Pharmacist - **1** (0.6%).
- Paramedic - **0** (0.0%).
- Physiotherapist - **0** (0.0%).
- I don't know - **3** (1.9%).
- No response - **13** (8.4%).

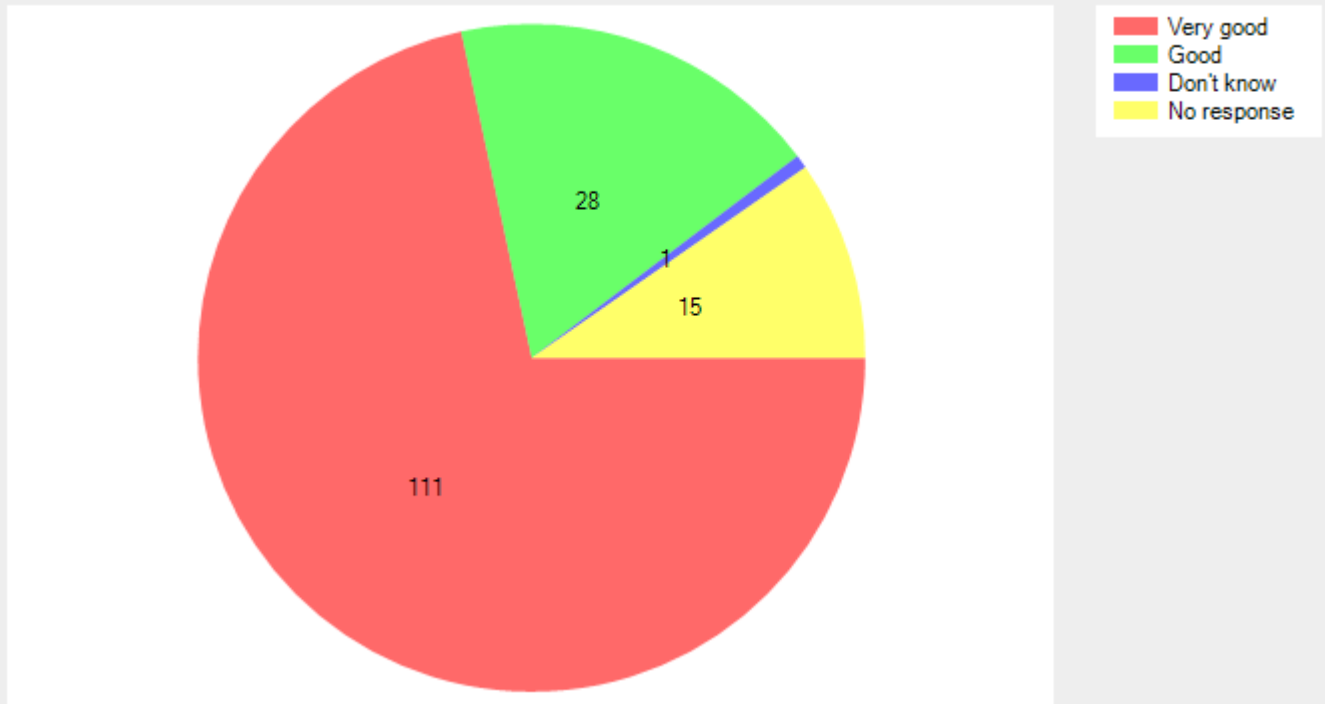
What member of the healthcare team did you see?



Overall, how was your experience of our service?

- Very good - **111** (71.6%).
- Good - **28** (18.1%).
- Neither good nor poor - **0** (0.0%).
- Poor - **0** (0.0%).
- Very poor - **0** (0.0%).
- Don't know - **1** (0.6%).
- No response - **15** (9.7%).

Overall, how was your experience of our service?



Do you have any additional comments or feedback about your experience with your practice?

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

The following free-text responses were declared:

- Generally very happy with practice. Recognise the difficulties you are facing. do try to use pharmacy, 111 and phone consultations if possible. appreciate the service received. office staff also very helpful. also use online booking if appropriate (1)
- Haven't had my appointment yet, perhaps distribute this form as patients leave. (1)
- staff always pleasant, doctors are as helpful as they can be, although sometimes thwarted by hospital clinical delays (1)
- surgery is excellant (1)
- everything went well and was easy to access (1)
- There is no available appointments in next 2-3 weeks which is very disappointing. (1)
- always very helpful, lovely staff lady who took my blood today was very friendly and put me at ease (1)
- This practice is brilliant in so many ways and has looked after me, my wife (and kids) for some 45 years. We consider ourselves to be very fortunate in this aspect of our lives (1)
- I consider myself lucky to be part of the Farley Road Medical Practice (1)
- difficulty for online services for older patients now smart phone is also needed. this should be simplified for organising appointments, repeat prescriptions or any for me that does not require access to sensitive data. (1)
- I will always book with Dr Jaitly as she really listens to her patients and takes a lot of care (1)

- none (2)
- I find the medical and admin staff to be professional and helpful. We have been with this practice for 35+ years and this has always been our experience. (1)
- This is an excellent practice with knowledgeable, friendly, and caring staff. as a family we are happy with this surgery and the staff (1)
- have been with this practice over 60 years and apart from incident with a receptionist (long gone from the practice) I have always been happy and I think the current situation is very good and particularly given the state of the NHS at present. It cannot be easy. (1)
- brilliant surgery im so pleased I registered here (1)
- i found it difficult to book appointment via GP app as limited availability but very good care at appointment. perhaps think about email address patients can use as i came for a sick note extension. that said very helpful to see GP. thank you. (1)
- an excellent practice with efficient staff (1)
- i have always had excellent service at this practice and i understand that all the staff are working under enormous pressure and do their very best. The courtesy and respect I received is second to none. If this practice were to close under the pressure of more patients or appointments it would be a huge loss for the community. do you need any help analysing the questionnaires? (1)
- more appointments available for less emergency which is last minute appointment (if not physical, on phone appointments) (1)
- This practice has been superb in all aspects of patient support, accurate diagnoses and relevant referrals. the staff are very helpful and cheerful and we have ben especially care for in relation to prostate cancer and anxiety disorders. many many thanks. how can patients help? (1)
- always good service I highly recommend the practice im very happy (1)
- Why is it that we cannot book an appointment in advance over the phone? (1)
- perfectly refined to fine tune do not change (1)
- Farley Road continues to provide reliable and professional service. Their ability to provide same day appointments for both AM and PM is extremely helpful and seemingly rare. The team as a while are friendly and helpful. I highly recommend this surgery. (1)
- no problems with either surgeries. always helpful (1)
- would be nice to get a second person to refer about medical problems, support a better understanding to problems (1)
- practice staff is very helpful. So far excellent service (1)
- very good experience (1)
- very difficult now to get appointments when phoning the surgery at 8am well managed and a good surgery (1)
- As a whole the GP's and service is great however i have had two Gp's who have been zero help, as for my current issue, it has been ongoing for a year being passed back and forth between professionals but this is not an issue i blame this gp surgery form. just the current state of the nhs (1)
- In general excellent. sometimes clarity is needed with more complicated, rare conditions. (1)
- very helpful. thank you. i was able to access an urgent appointment. this is very important given the poor state of accessing A&E services. Thank you also for being to phone and visit to book appointments. Please always have this but waiting times for non urgent was 5th august. this is really too long to wait. why is this? thank you again. (1)

- Friendly staff and very knowledgeable. The service was great. No waiting time and the GP helped alleviate my fears with regards to my condition. Keep up the good work. (1)
- v good with thanks. (1)
- not very clear questionnaire so i have added comments on how I have answered questionnaire sitting in waiting room with no one to explain how to respond. (1)
- been a patient here for many years always been friendly staff and doctors (1)
- excellent (2)
- Farley Road Medical Practice was very helpful. The healthcare team are very good. (1)
- Appt at 9.30 but already running 20 minutes late which is a bit frustrating (but i brought a book with me so no probs). Prefer early appts as less likely to be any delays. otherwise always happy with service here. (1)
- I have been attending this practice for over 30 years and its always been excellent. Thank you. (1)
- everyone connected to the practice is very helpful and kind (1)
- excellent in every way (1)
- very good (1)
- Receptionists always friendly and kind. the doc i saw today was Dr Sophie Christou and I have never seen her before and she is very kind and supportive which sometimes is half the battle. (1)
- The doctors, nurses and staff are all lovely and helpful. However, trans healthcare is lacking and makes appointments and asking for trans related healthcare difficult. (1)
- no feedback at this time (1)
- no need for change all very good (1)
- I am very happy with all the staff and doctors at Farley Road Medical. They always are very helpful. (1)
- difficult to get appointments quickly. (i now use NHS app which is better- but some patients prefer to book by telephone) (1)
- have been a patient here for many years. I hope I continue to receive the best care I have experienced so far thank you (1)
- my experience of F/R practice is one of very good doctors that listen and are understanding the reception peeps are also very accommodating thank you (1)
- thank you for excellent service (1)
- brilliant help from reception (nicole) (1)
- never had any issues (1)
- no (1)
- great surgery. many thanks for everything you do. (1)
- so far so good (1)
- the Nhs is under enormous pressure given that the practice does really quite well giving very good prompt care well done and keep it up (1)
- i think we are extremely lucky to have the service and care from this practice. i hear many other people complain about access to appointments at their surgeries, the consequences of which have been very serious, on occasion. we also have some wonderful gps (1)
- Practice staff, nurses and Dr's always kind and helpful, great service. Only issue I have is ringing through at 8am for appointments, sometimes long wait and not always any appointments left. (1)
- Overall an excellent practice but booking appointments on line has gone backwards over the last few years (1)

- very friendly (1)
- always helpful. good availability to appointments face to face appointments available (1)
- Do hope the system continues where if you need an urgent appointment with a doctor, you can managed to get seen that day (1)
- I love this practice for the way I am treated like a human being and an individual on the whole I feel seen, heard, and liked I can collaborate with my gp thank you (1)