



Results

Survey 693823

Number of records in this query:	185
Total records in survey:	185
Percentage of total:	100.00%



Field summary for Q001

Do you have any long-standing illness?

Answer	Count	Percentage
Answer	131	97.04%
No answer	4	2.96%

ID	Response
11	YES
12	NO
14	Yes
16	NO
17	MODERATE
18	Hypertension/ Under Active Thyroid
19	YES
20	NO
21	Not exactly an illness but have lymphoedema in left leg which requires compression garments every six months.
22	no
23	Yes
24	Yes
25	Yes
26	No
29	No
31	No
33	No
34	Yes
35	Yes
36	No
37	No
38	NO
39	YES
40	YES DIABETES TYPE 2
41	PCOS
42	NO
43	YES
45	No
46	No
47	no
48	Yes
49	Yes
50	no
51	STRESS AND ANXIETY
52	YES
53	Yes
56	Yes
57	no
58	yes
59	no
60	no
61	no
62	no
65	no
66	no
67	no
68	no
69	no
70	yes
71	no
73	no



74	yes
75	no
76	no
77	no
78	no
79	No
80	NO
81	YES
82	YES
83	NO
84	YES
85	NO
86	NO
87	yes
88	yes
91	no
92	yes
94	no
95	no
96	yes
97	yes
100	Glaucoma
103	yes
104	yes
105	yes
106	no
107	no
108	yes
109	no
110	yes
111	no
113	no
114	no
115	no
116	no
117	yes
118	yes
119	no
120	no
121	no
122	yes
123	yes
124	yes
125	no
126	no
127	yes
128	no
130	yes
131	yes
132	yes
133	no
134	no
135	no
136	Yes
138	yes
139	no
140	yes
141	no
143	No
148	No
149	no
154	yes
158	yes
160	no
161	no



162	Yes
163	no
166	no
167	no
168	no
169	yes
170	no
172	no
173	yes
174	yes
175	no
176	no
177	no
179	no
184	no



Field summary for Q002

Do you have a disability?

Answer	Count	Percentage
Answer	133	98.52%
No answer	2	1.48%

ID	Response
11	NO
12	NO
14	No
16	NO
17	NO
18	No
19	YES
20	NO
21	No
22	no
23	NO
24	No
25	No
26	No
29	No
33	NO
34	No
35	No
36	NO
37	Yes
38	NO
39	NO
40	NO
41	NO
42	NO
43	NO
45	No
46	NO
47	no
48	Yes
49	No
50	no
51	NO
52	YES
53	No
56	No
57	no
58	yes
60	no
61	no
62	no
65	no
66	no
67	no
68	no
69	no
70	no
71	no
72	no
73	no
74	no
75	no



76	no
77	no
78	no
79	No
80	NO
81	NO
82	NO
83	YES
84	NO
85	NO
86	NO
87	no
88	yes
91	no
92	no
93	no
94	yes
95	no
96	no
97	no
100	No
103	no
104	no
105	yes
106	no
107	no
108	no
109	no
110	no
111	no
113	no
114	no
115	no
116	no
117	no
118	no
119	no
120	no
121	no
122	yes
123	no
124	yes
125	no
126	no
127	no
128	no
130	yes
131	no
132	yes
133	no
134	no
135	no
136	No
137	yes
138	yes
139	no
140	no
141	no
143	No
148	No
149	no
154	no
155	yes
158	no
160	no



161	no
162	no
163	no
166	yes
167	no
168	no
169	yes
170	no
172	no
173	yes
174	no
175	no
176	no
177	no
179	no
184	no



Field summary for Q003

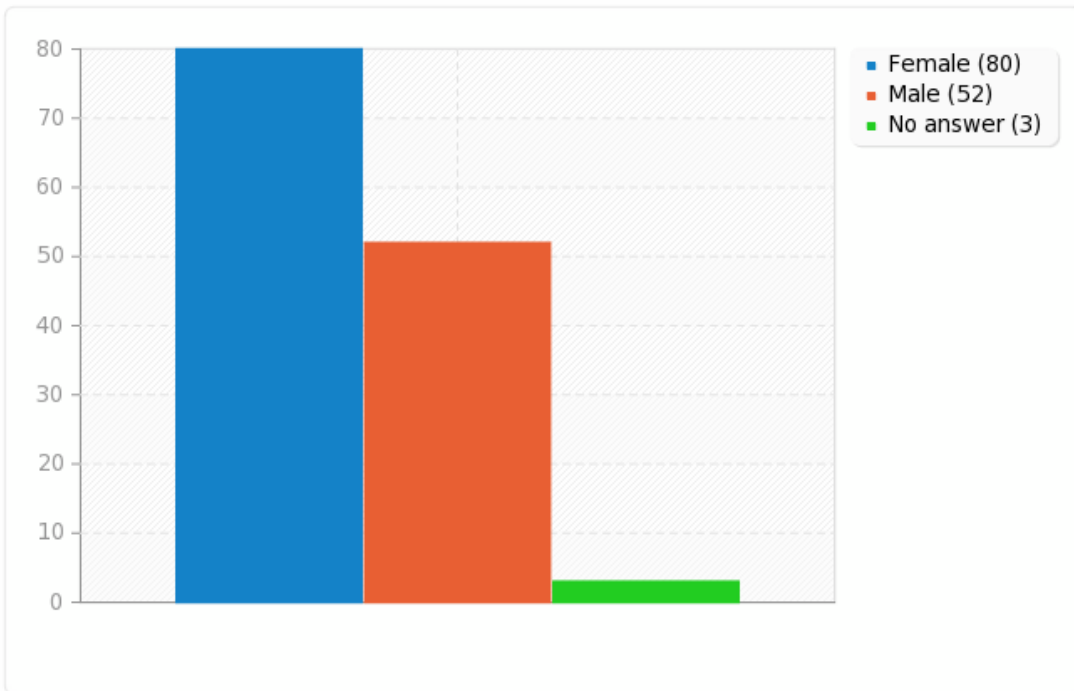
Sex (M/F)

Answer	Count	Percentage
Female (F)	80	59.26%
Male (M)	52	38.52%
No answer	3	2.22%



Field summary for Q003

Sex (M/F)





Field summary for Q004

Age

Answer	Count	Percentage
Answer	130	96.30%
No answer	5	3.70%

ID	Response
11	55
12	56
14	65
16	27
17	76
19	66
20	67
21	73
22	72
23	67
24	83
25	72
26	69
29	81
33	52
35	66
36	43
37	60
38	57
39	70
40	58
41	35
42	67
43	57
45	39
46	70
47	53
48	54
49	69
50	39
51	40
53	64
56	63
57	30
58	61
59	41
60	75
61	64
62	54
65	37
66	56
67	48
68	77
69	69
70	69
71	59
72	71
73	44
74	81
75	45
76	80
77	50



78	21
79	72
80	82
81	83
82	62
83	14
84	42
85	67
86	40 - 50
87	70
88	62
91	27
92	63
94	86
95	41
96	80
97	24
100	64
103	48
104	67
105	70
106	32
107	78
108	66
109	81
110	48
111	76
113	33
114	60
115	35
116	31
117	58
118	46
119	73
120	28
121	26
122	74
123	64
124	74
125	54
126	60
127	36
128	44
130	54
131	48
132	70
133	39
134	35
135	33
136	87
137	81
138	59
139	59
140	74
141	48
143	68
148	60
149	74
154	72
155	75
158	58
160	64
161	75
162	71
163	29



166	68
167	73
168	71
169	23
170	80
172	56
173	72
174	67
175	57
176	24
177	37
179	88
184	66



Field summary for Q005

Ethnic Origin

Answer	Count	Percentage
Answer	126	93.33%
No answer	9	6.67%

ID	Response
11	WHITE BRITISH
14	White British
16	MIXED
17	BRITISH
18	White British
19	BRITISH
20	WHITE
21	White British
22	caucasian white
23	British
24	White British
25	British
26	White English
29	British
33	Iranian
35	British
36	Middle Eastern
37	White British
38	WHITE ENGLISH
39	ENGLISH
40	WHITE BRITISH
41	INDIAN
42	INDIAN
43	ENGLISH
45	White British
46	Anglo-Saxon
47	British
48	British Caribbean
49	White British
50	Mixed Race
51	WHITE BRITISH
52	BRITISH
53	Black British
56	English
57	White British
58	White british
59	Black British
60	Irish
61	White British
62	English
65	African
66	British
67	White
68	White British
70	White British
71	British
72	English
73	British
74	English
75	British
76	English
78	White British



79	English
80	WHITE BRITISH
81	WHITE BRITISH
83	WHITE BRITISH
84	C OF E
85	WHITE BRITISH
86	ASIAN
87	British
88	White British
91	British
92	British
93	british
94	English
95	White British
96	Danish
97	White
100	White
103	White British
104	White
105	White British
106	White British
108	White British
109	Jamaican
110	White British
111	British
113	British Indian
114	English
115	Indian
116	White British
117	African
118	White British
119	British
120	White British
121	Greek Cypriot
122	White British
123	English
124	British
125	White British
127	British
128	White British
130	Asian
131	White British
132	British
134	White British
135	White British/Asian
136	Caucasian
137	English
138	British
139	British
140	White British
141	White
143	British
148	White British
149	Other Asian
154	White British
155	English
158	White British
160	White
161	Indian/Asian
162	Indian/Asian
163	White and Black African
166	White British
167	White British
168	British
169	White British



170	white english
172	Black
173	British
174	African
175	African
176	British
177	White British
179	White British
184	Chinese



Field summary for Q006

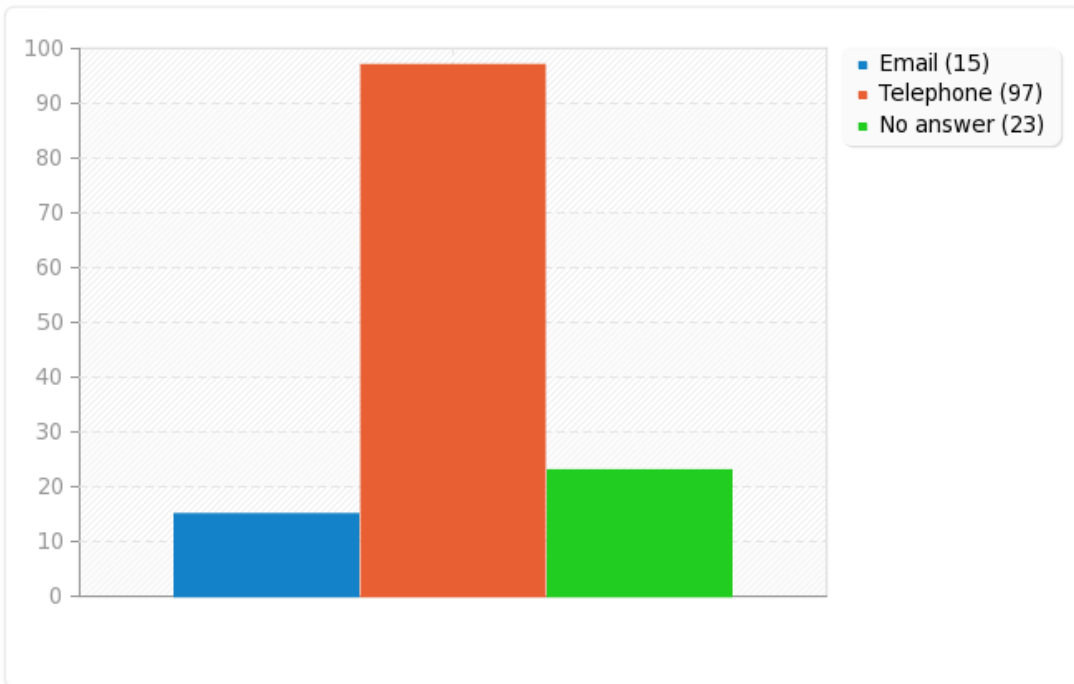
Do you contact your GP by email or Telephone?

Answer	Count	Percentage
Email (A1)	15	11.11%
Telephone (A2)	97	71.85%
No answer	23	17.04%



Field summary for Q006

Do you contact your GP by email or Telephone?





Field summary for Q007(SQ001)

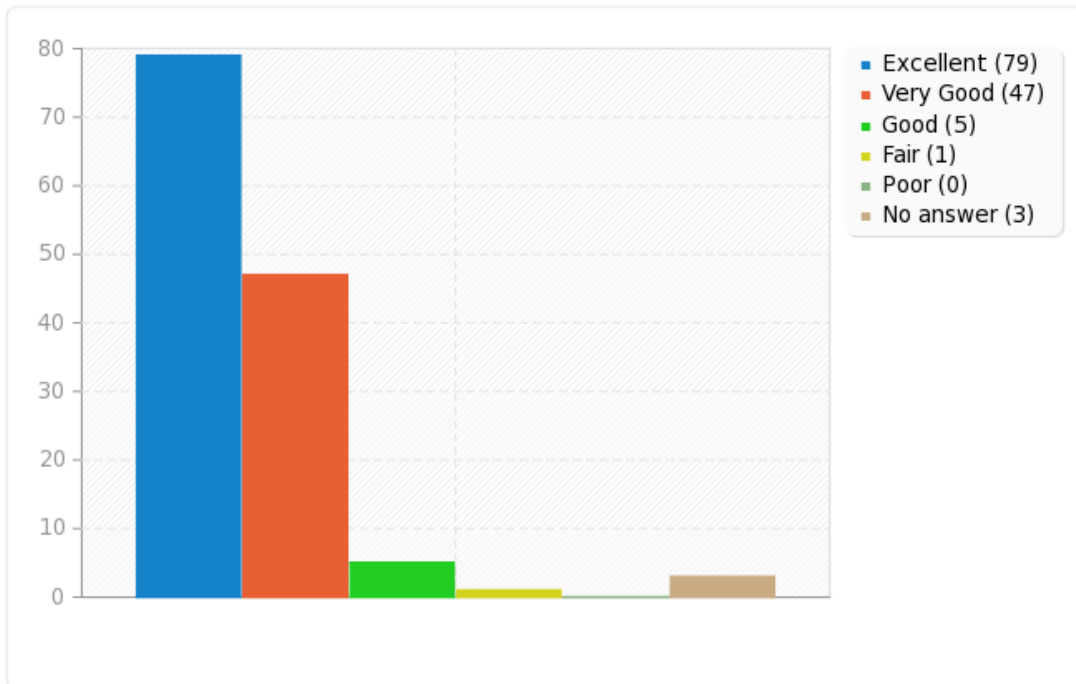
RATING [Accessibility of the practice]

Answer	Count	Percentage
Excellent (A1)	79	58.52%
Very Good (A2)	47	34.81%
Good (A3)	5	3.70%
Fair (A4)	1	0.74%
Poor (A5)	0	0.00%
No answer	3	2.22%



Field summary for Q007(SQ001)

RATING [Accessibility of the practice]





Field summary for Q007(SQ002)

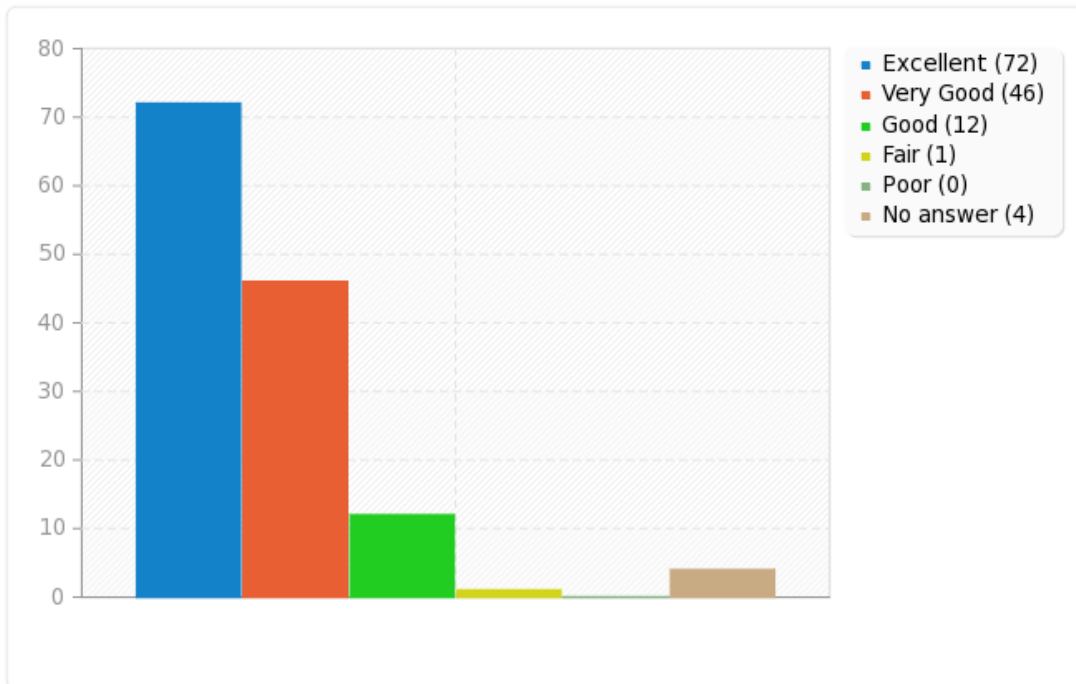
RATING [Opening hours of the practice Monday – Friday 8am – 6.30pm Saturday 8.30 – 10.30am,
Tues/Wed/ Friday late night]

Answer	Count	Percentage
Excellent (A1)	72	53.33%
Very Good (A2)	46	34.07%
Good (A3)	12	8.89%
Fair (A4)	1	0.74%
Poor (A5)	0	0.00%
No answer	4	2.96%



Field summary for Q007(SQ002)

RATING [Opening hours of the practice Monday – Friday 8am – 6.30pm Saturday 8.30 – 10.30am, Tues/Wed/ Friday late night]





Field summary for Q007(SQ003)

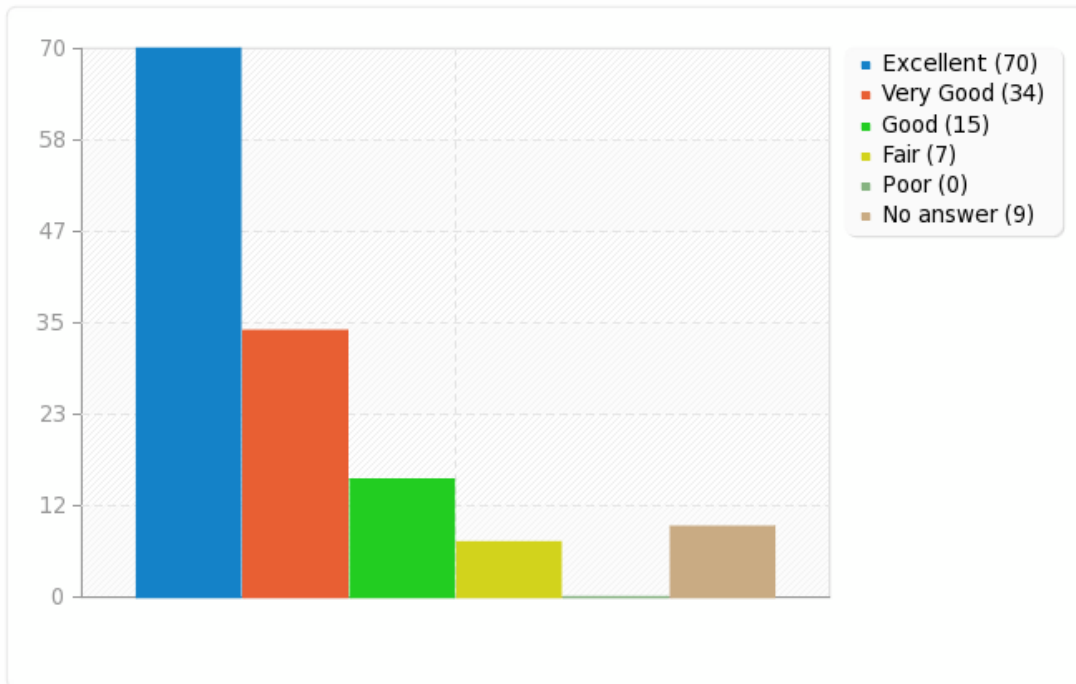
RATING [Choice of appointment times - AM Surgery]

Answer	Count	Percentage
Excellent (A1)	70	51.85%
Very Good (A2)	34	25.19%
Good (A3)	15	11.11%
Fair (A4)	7	5.19%
Poor (A5)	0	0.00%
No answer	9	6.67%



Field summary for Q007(SQ003)

RATING [Choice of appointment times - AM Surgery]





Field summary for Q007(SQ004)

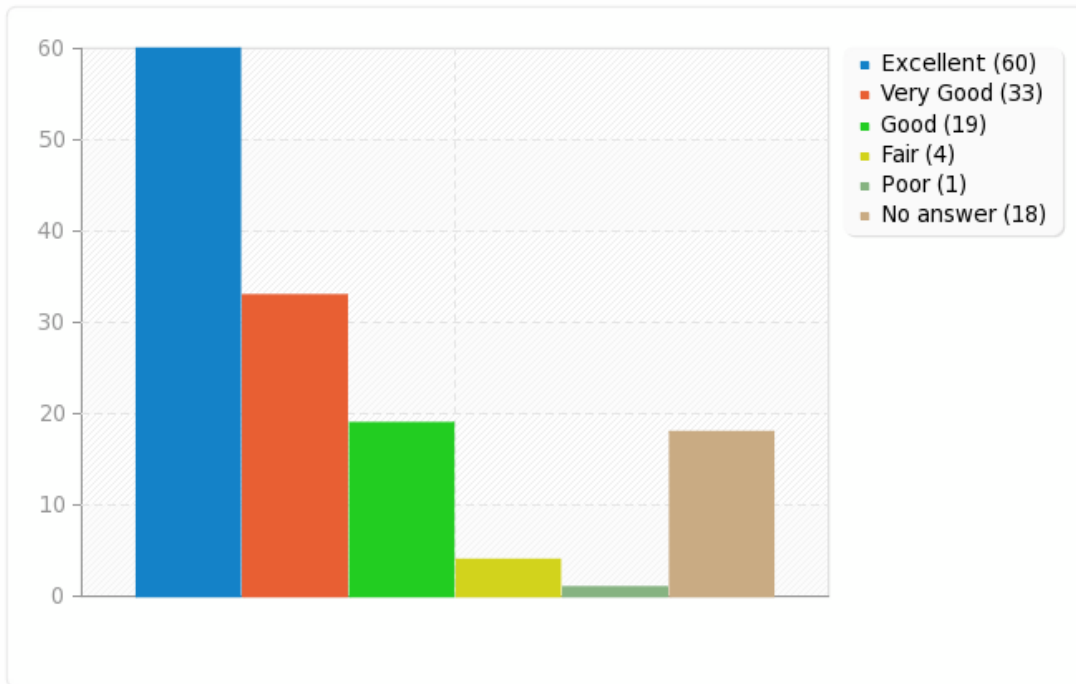
RATING [Choice of appointment times - PM Surgery]

Answer	Count	Percentage
Excellent (A1)	60	44.44%
Very Good (A2)	33	24.44%
Good (A3)	19	14.07%
Fair (A4)	4	2.96%
Poor (A5)	1	0.74%
No answer	18	13.33%



Field summary for Q007(SQ004)

RATING [Choice of appointment times - PM Surgery]





Field summary for Q007(SQ005)

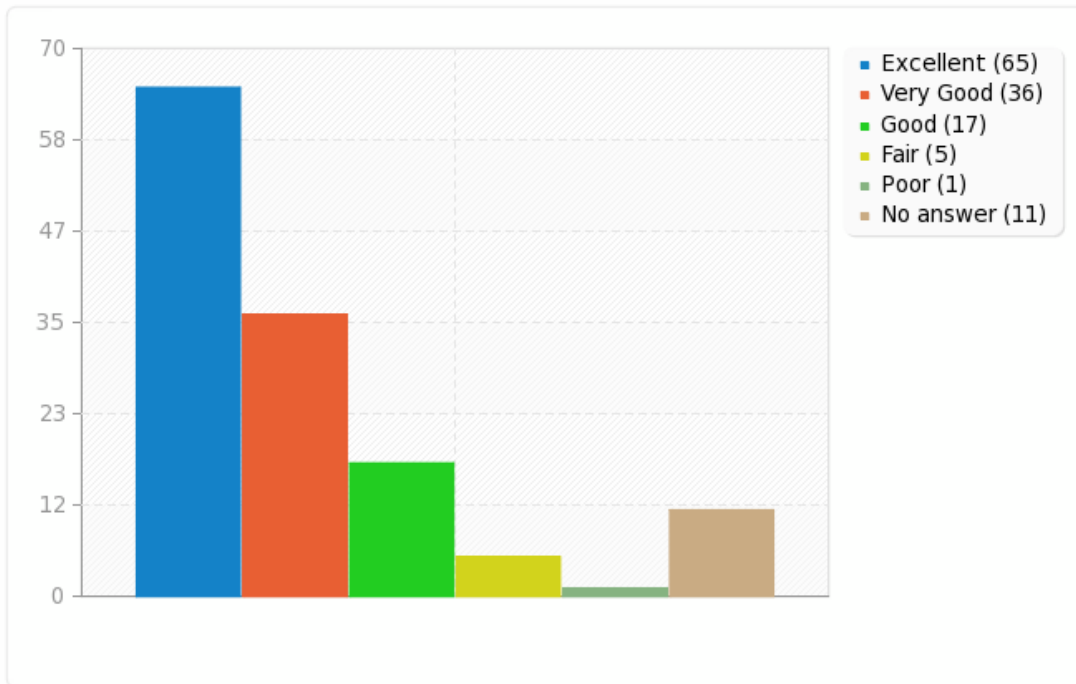
RATING [Telephone appointments Mon - Fri 8am - 6.30pm]

Answer	Count	Percentage
Excellent (A1)	65	48.15%
Very Good (A2)	36	26.67%
Good (A3)	17	12.59%
Fair (A4)	5	3.70%
Poor (A5)	1	0.74%
No answer	11	8.15%



Field summary for Q007(SQ005)

RATING [Telephone appointments Mon - Fri 8am - 6.30pm]





Field summary for Q007(SQ006)

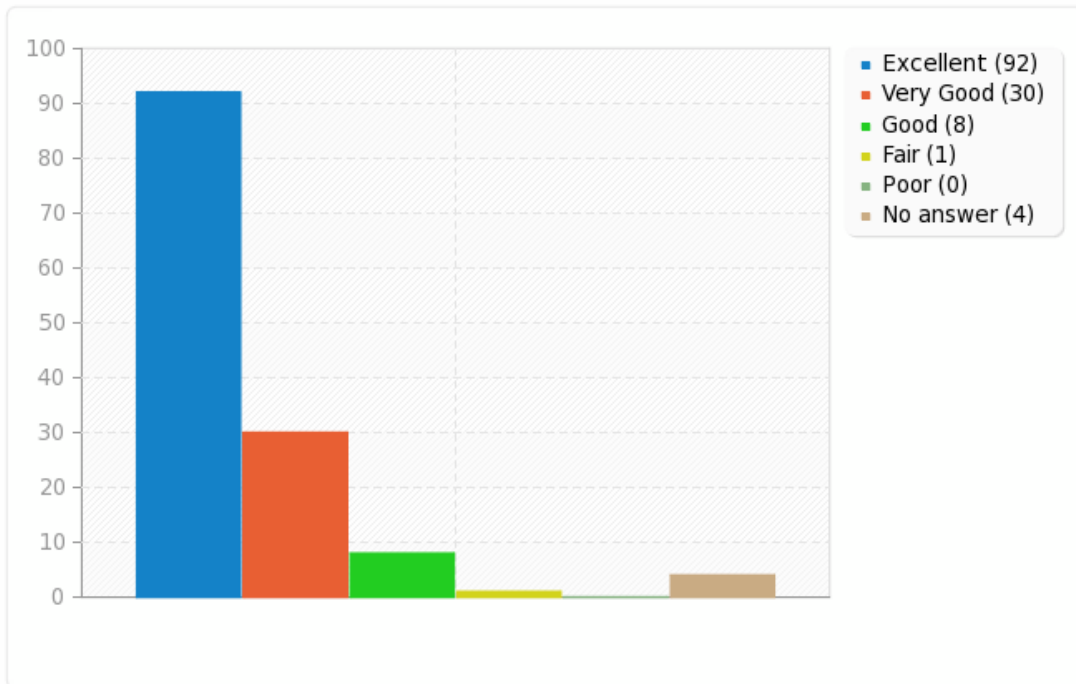
RATING [Quality of care by doctor during consultation]

Answer	Count	Percentage
Excellent (A1)	92	68.15%
Very Good (A2)	30	22.22%
Good (A3)	8	5.93%
Fair (A4)	1	0.74%
Poor (A5)	0	0.00%
No answer	4	2.96%



Field summary for Q007(SQ006)

RATING [Quality of care by doctor during consultation]





Field summary for Q007(SQ007)

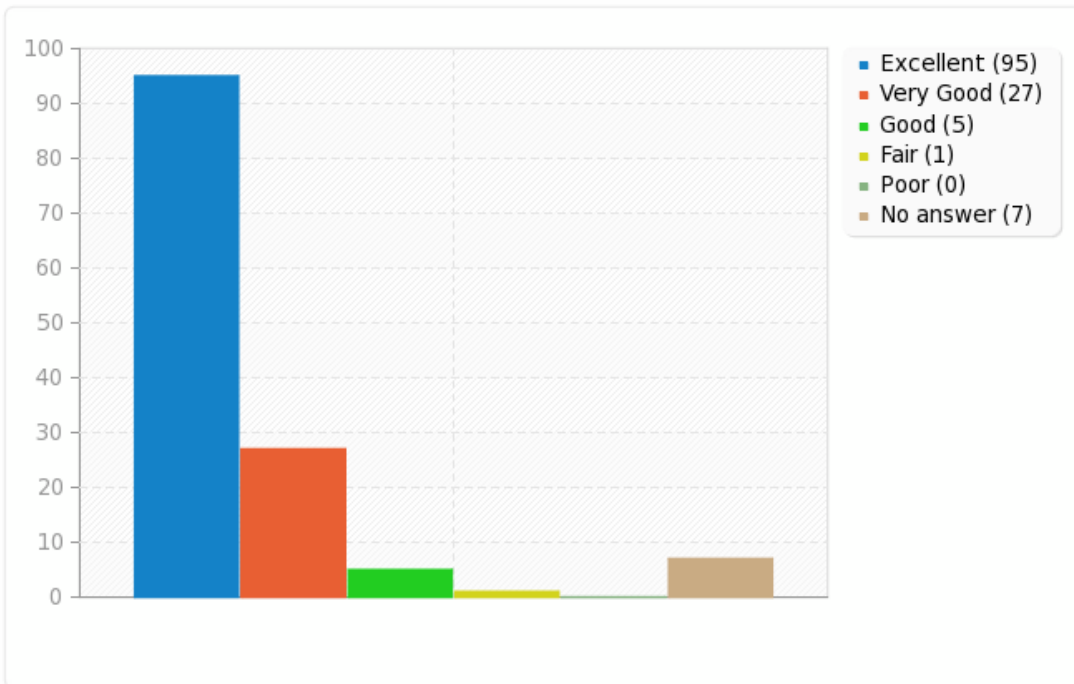
RATING [Quality of care by nurse during consultation]

Answer	Count	Percentage
Excellent (A1)	95	70.37%
Very Good (A2)	27	20.00%
Good (A3)	5	3.70%
Fair (A4)	1	0.74%
Poor (A5)	0	0.00%
No answer	7	5.19%



Field summary for Q007(SQ007)

RATING [Quality of care by nurse during consultation]





Field summary for Q007(SQ008)

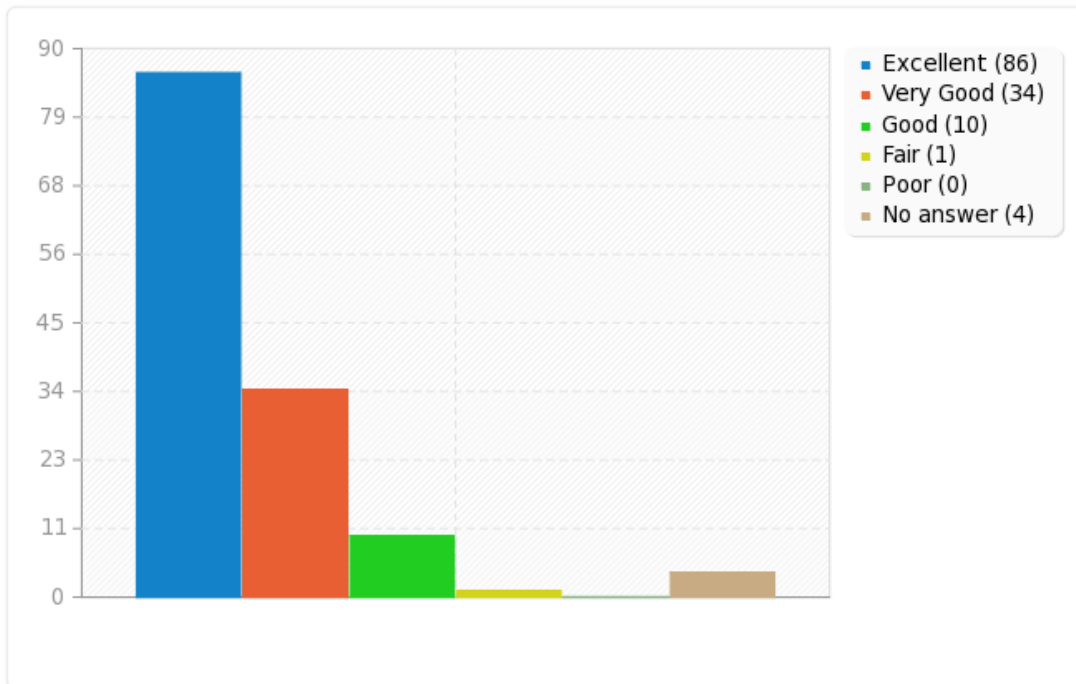
RATING [Quality of services provided by the surgery]

Answer	Count	Percentage
Excellent (A1)	86	63.70%
Very Good (A2)	34	25.19%
Good (A3)	10	7.41%
Fair (A4)	1	0.74%
Poor (A5)	0	0.00%
No answer	4	2.96%



Field summary for Q007(SQ008)

RATING [Quality of services provided by the surgery]





Field summary for Q007(SQ009)

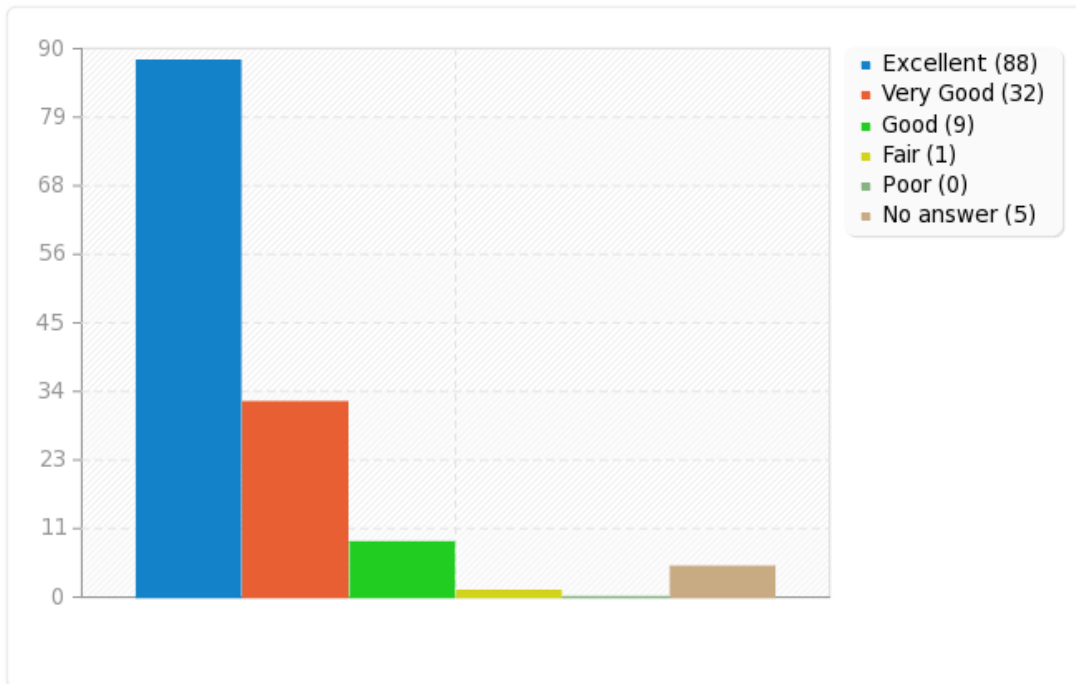
RATING [Helpfulness of staff]

Answer	Count	Percentage
Excellent (A1)	88	65.19%
Very Good (A2)	32	23.70%
Good (A3)	9	6.67%
Fair (A4)	1	0.74%
Poor (A5)	0	0.00%
No answer	5	3.70%



Field summary for Q007(SQ009)

RATING [Helpfulness of staff]





Field summary for Q008

How can we improve our services to our patients?

Answer	Count	Percentage
Answer	44	32.59%
No answer	91	67.41%

ID	Response
14	Greater publicity about email or telephone consultations.
18	Yes. Excellent service to the patients. very approachable staff. can not think of anything further given the premises restrictions.
19	LONGER HOURS FOR SATURDAY 8 - 12
21	I have had some difficulty in the past with getting my prescriptions for compression garments properly activated. The measurements and/or schema don't seem to have been sent to the pharmacy and both practice and Pharmacy each blaming the other. However, my most recent prescription (in July) was fine so perhaps things have been sorted out.
22	No need, being a patient for over 30 years I never had to complaint or reason to do so.
24	Difficult
33	I am very happy with the service
56	Excellent service by all staff, always very helpful. Not sure you can improve yourselves, unless you had more phone lines more staff and larger surgery.
59	Get Better
60	very happy with all aspects
62	it would be nice to be able to see preferred doctor sooner than times available. Often the waiting times are up to 10-14 days which is a shame but this is a very good practice.
67	Online registration is a bit long winded
73	No Need
75	Excellent!!
79	Two things I would say. (1) I always have to wait beyond my scheduled appointment time. Is there any way you could ensure that if my appointment is at 10.00, I am called in at 10.00. (2) There is a lack of privacy at the reception area so everyone in the hallway can hear about my medical problem or listen in to whatever request I may be making. But on the whole, I am more than satisfied with the service.
88	Can not think of anything in particular that needs improving
91	I understand there is probably a reason why there is not more available evening days but it would be really useful for full time workers!
100	Let us know how many repeat prescriptions left before we need to see a doctor.
104	none
105	Service is excellent
106	Difficult to get an appointment with own doctor but i know this is normal.
107	Kept up the good work
124	Close down annoying radio/music add water machine
127	Sometimes hard to get an appointment but not always
128	I find it frustrating that i can not book in advance on certain days. I understand the phone on the day policy but still find it slightly inconvenient.
130	Excellent in all areas
132	Waiting times
135	I was unaware of the option to have a telephone appointment. For most things i think visiting in person is the only option but on certain occasions a phone conversation may be sufficient.
136	It's already excellent
137	Perfect as it is
138	I do not feel that this is needed as your service by front desk, Dr's, nurses and referral team are excellent. very good care and good consultation during appointments. ladies on front desk are brilliant. thank you
139	The surgery offers a very good excellent professional and caring service.
143	How nice to be unable to suggest anything else.
148	n/a
149	I can not think of anything at this present time
154	This is an exemplary practice in every way, professional, caring, sensitive and accessible. I



	know that when i need treatment, it will be of high quality and this is good to know when i am in need of GP care. Knowing my husband and i have a GP practice we can rely on, promotes confidence and well being and we are very grateful for the care and support we receive.
160	Better dissemination of information
166	When the doctor or nurse call out names, please could they come more into the waiting area as it can be difficult to hear if others are talking or for the hard of hearing such as me.
168	An electronic board (boards) calling patients to the particular room
169	Controlled drugs log needs to be confidential, separate paper so can not see other prescriptions.
170	i cannot think you can. i think you people do a very good job.
174	I am totally satisfied with the service that you provide
175	The services being provided are excellent
179	Encourage all staff to listen carefully to each patient and try to meet their needs. Put the patient first at all times.



Field summary for Q009

ANY ADDITIONAL COMMENTS

Answer	Count	Percentage
Answer	38	28.15%
No answer	97	71.85%

ID	Response
14	Use every method to encourage patients to buy over the counter medicines instead of seeing GP to prescribe them - helps reduce unnecessary appointments and makes more space for those that really need to see the GP.
17	everything is great - no problems
18	This practice is so much better than that of most of my friends and family. Very forward thinking. Excellent Practice Manager
19	MPORE INFO ON PREVENATIVE HEALTH CARE E.G WELLMAN CLINICS, DIETITION, ROUNTINE ECG, VACCINATIONS
21	Happily, I have not had occasion to see a doctor recently so cannot answer some of the questions above.
24	generally excellent
25	very Good
33	Everyone is very accommodating and helpful
35	I wish you still has a giving up smoking department.
36	Thank You
40	EXCELLANT
51	I THINK ALL THE STAFF ARE LOVELY AND I HAVE APPRECIATED THEIR HELP
56	Whole is brilliant.
59	none
74	Practice does well considering the pressure on the NHS services
84	I HAVE ALWAYS FOUND THE STAFF AND DOCTORS TO BE VERY CARING AND HELPFUL
100	Very happy with the practice. Have been with you since 1979 and seen many improvements. Thank you.
104	none
106	Such wonderful friendly staff. The doctors have always been so supportive and lovely. The receptionists are always polite and helpful.
107	Happy Christmas and New Year
109	Service is very good
111	It is relatively easy to get an appointment. Much better than friends experience with other practices
113	Thank you for providing such a good service
120	Receptionists are always so friendly
130	Well done all
136	The reception staff have been extremely helpful, patient and understanding. Generally I deal with Dr. Jaitley who is excellent but all my encounters with other GP's have also been good and very helpful.
137	we are so lucky to have access to this practice
139	Ladies at front desk are always very helpful with appointments and i never have any problems. Thank You
140	Excellent service. Helpful reception staff. Excellent care by my doctor Dr Galaiya
143	I feel we are exceptionally lucky with our practice. Speaking to friends and family from West Wickham, Shirley, Orpington, New Addington, none of them receive the service that I do.
148	n/a
155	I feel extremely fortunate to be with this practice
158	I am a patient of Dr Jaitly. I can honestly say she is the best GP i have ever had.
163	Very pleased. best surgery i have ever belonged to!!
166	Overall an excellent practice- online facilities very helpful
168	Wonderful to see the doctor on the same day as telephone call.
170	Keep up the good standard you have achieved for your patients well being.
179	See my comment and rating above. There are times when i feel staff set out to protect the "system" rather than meet the individual needs of the patient. I accept the pressures on staff



and most of the time they do listen but is disturbing when they done.