



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Results

Survey 29885

Number of records in this query:	194
Total records in survey:	194
Percentage of total:	100.00%



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice
Questionnaire'



Field summary for 001

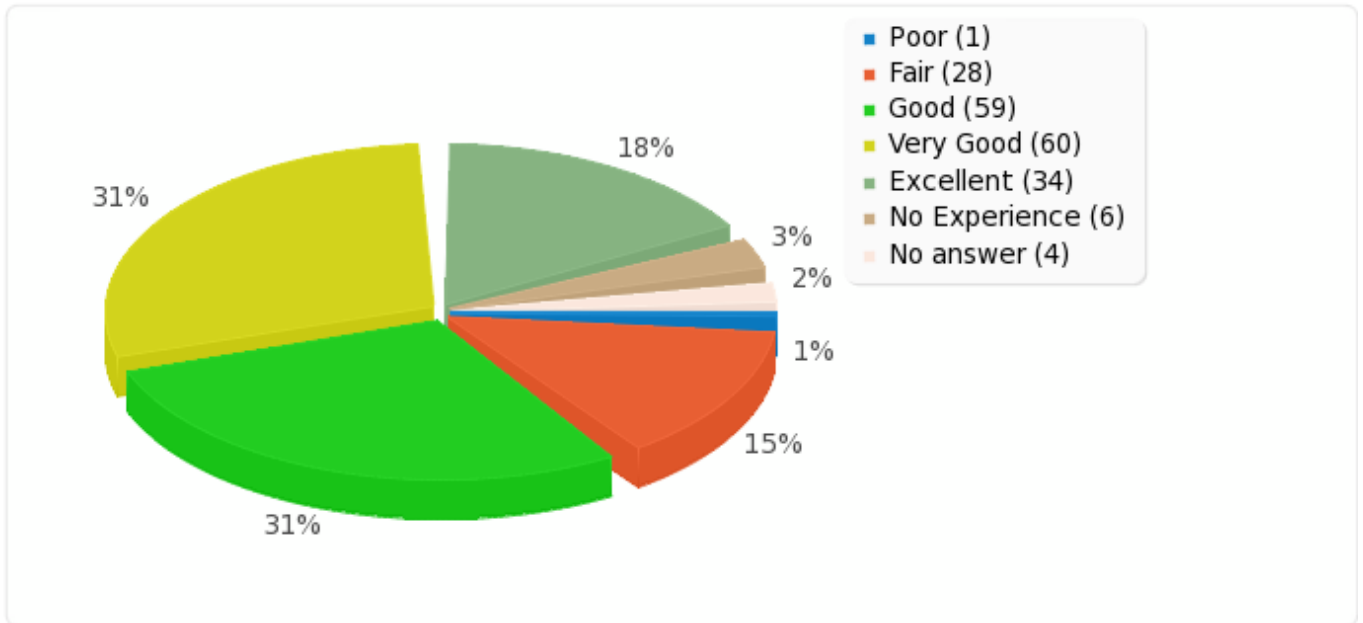
Speed at which the telephone was answered initially

Answer	Count	Percentage
Poor (A1)	1	0.52%
Fair (A2)	28	14.58%
Good (A3)	59	30.73%
Very Good (A4)	60	31.25%
Excellent (A5)	34	17.71%
No Experience (A6)	6	3.12%
No answer	4	2.08%



Field summary for 001

Speed at which the telephone was answered initially





Field summary for 002

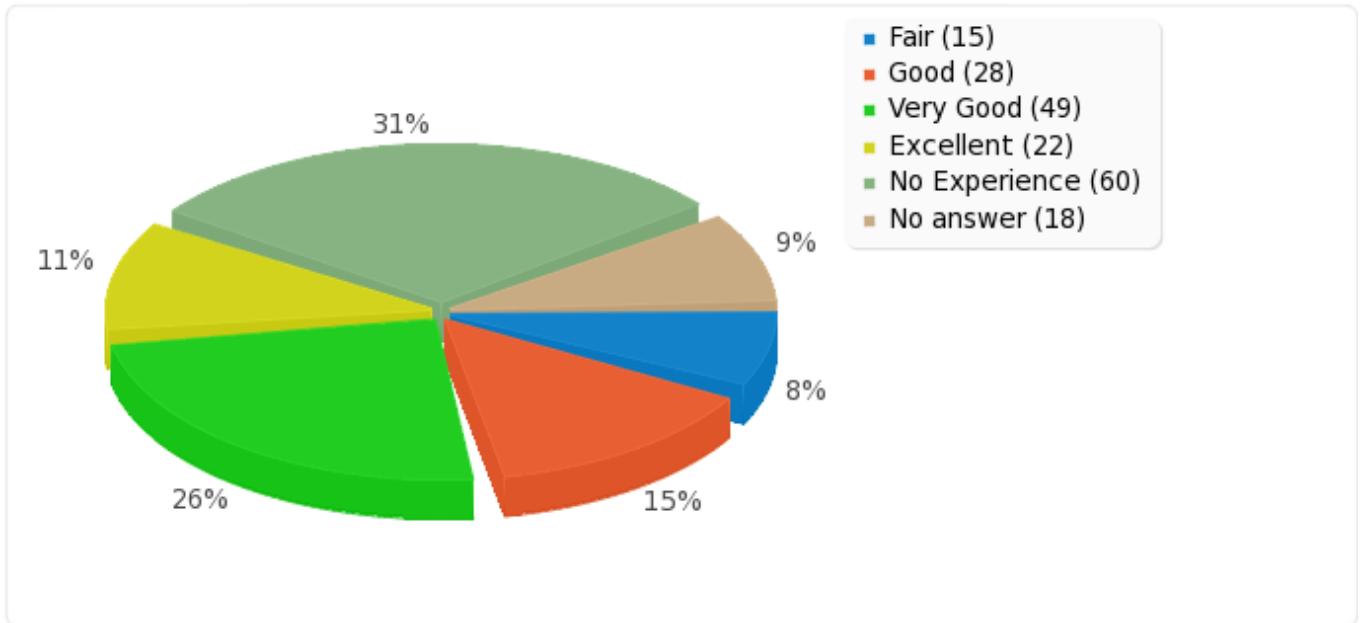
Speed at which the telephone was answered if call transferred

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	15	7.81%
Good (A3)	28	14.58%
Very Good (A4)	49	25.52%
Excellent (A5)	22	11.46%
No Experience (A6)	60	31.25%
No answer	18	9.38%



Field summary for 002

Speed at which the telephone was answered if call transferred





Field summary for 003

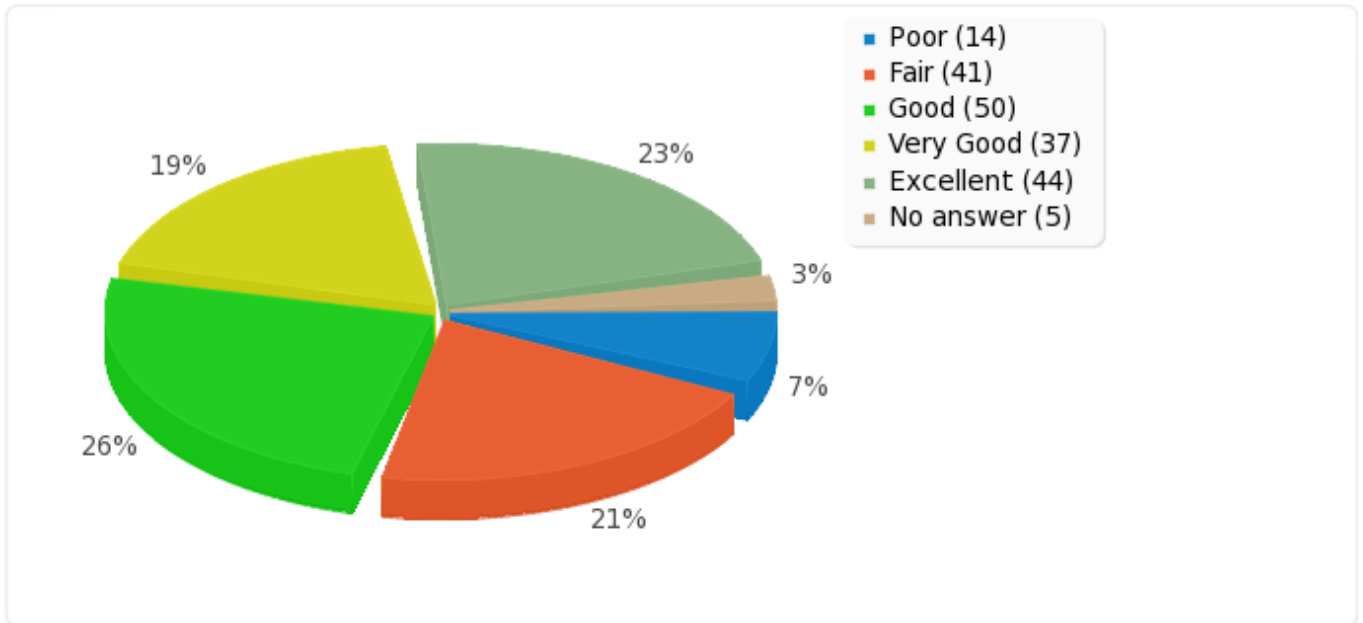
Length of time you had to wait for an appointment

Answer	Count	Percentage
Poor (A1)	14	7.33%
Fair (A2)	41	21.47%
Good (A3)	50	26.18%
Very Good (A4)	37	19.37%
Excellent (A5)	44	23.04%
No Experience (A6)	0	0.00%
No answer	5	2.62%



Field summary for 003

Length of time you had to wait for an appointment





Field summary for 004

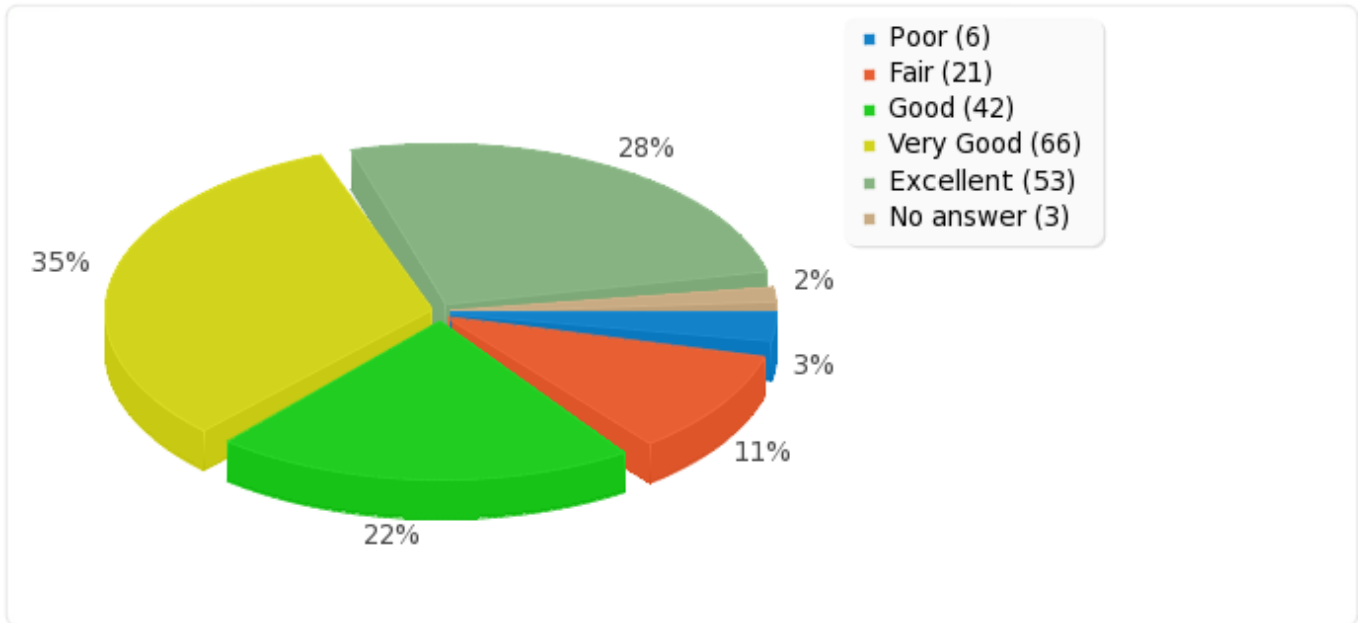
Convenience of day and time of your appointment

Answer	Count	Percentage
Poor (A1)	6	3.14%
Fair (A2)	21	10.99%
Good (A3)	42	21.99%
Very Good (A4)	66	34.55%
Excellent (A5)	53	27.75%
No Experience (A6)	0	0.00%
No answer	3	1.57%



Field summary for 004

Convenience of day and time of your appointment





Field summary for 005

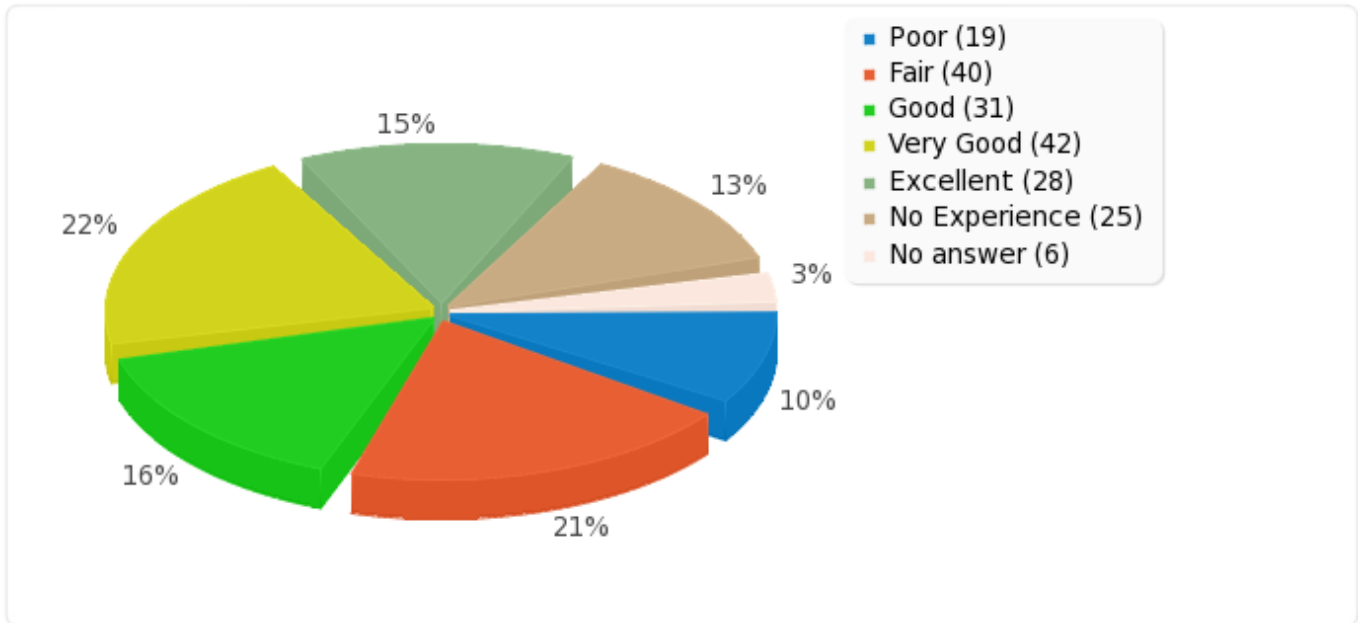
Seeing the Doctor of your choice

Answer	Count	Percentage
Poor (A1)	19	9.95%
Fair (A2)	40	20.94%
Good (A3)	31	16.23%
Very Good (A4)	42	21.99%
Excellent (A5)	28	14.66%
No Experience (A6)	25	13.09%
No answer	6	3.14%



Field summary for 005

Seeing the Doctor of your choice





Field summary for 006

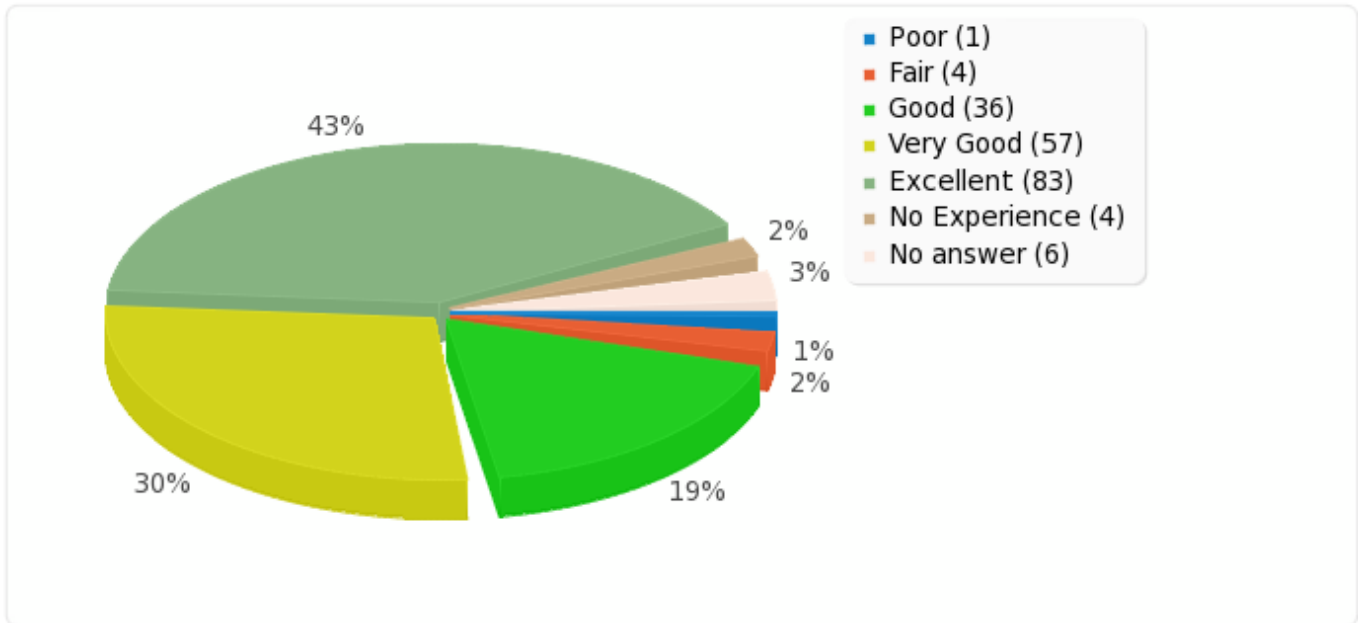
Length of time waiting to check in with Reception

Answer	Count	Percentage
Poor (A1)	1	0.52%
Fair (A2)	4	2.09%
Good (A3)	36	18.85%
Very Good (A4)	57	29.84%
Excellent (A5)	83	43.46%
No Experience (A6)	4	2.09%
No answer	6	3.14%



Field summary for 006

Length of time waiting to check in with Reception





Field summary for 007

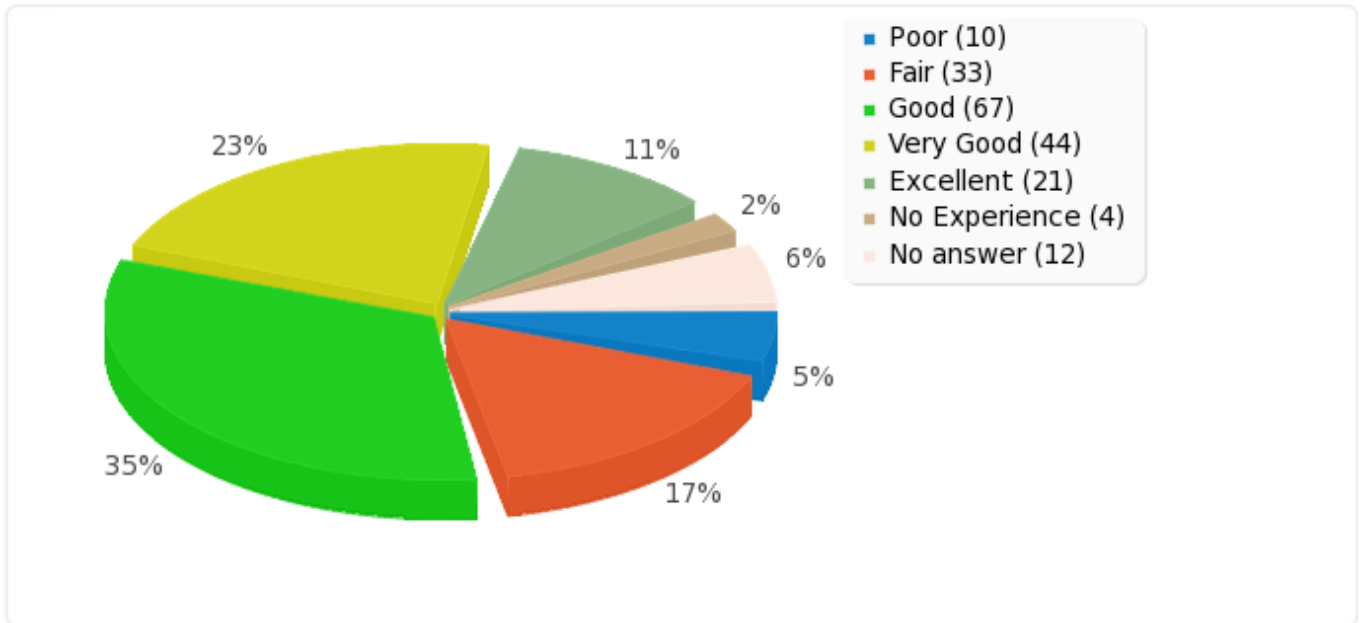
Length of time waiting to see the Doctor or Nurse

Answer	Count	Percentage
Poor (A1)	10	5.24%
Fair (A2)	33	17.28%
Good (A3)	67	35.08%
Very Good (A4)	44	23.04%
Excellent (A5)	21	10.99%
No Experience (A6)	4	2.09%
No answer	12	6.28%



Field summary for 007

Length of time waiting to see the Doctor or Nurse





Field summary for 008

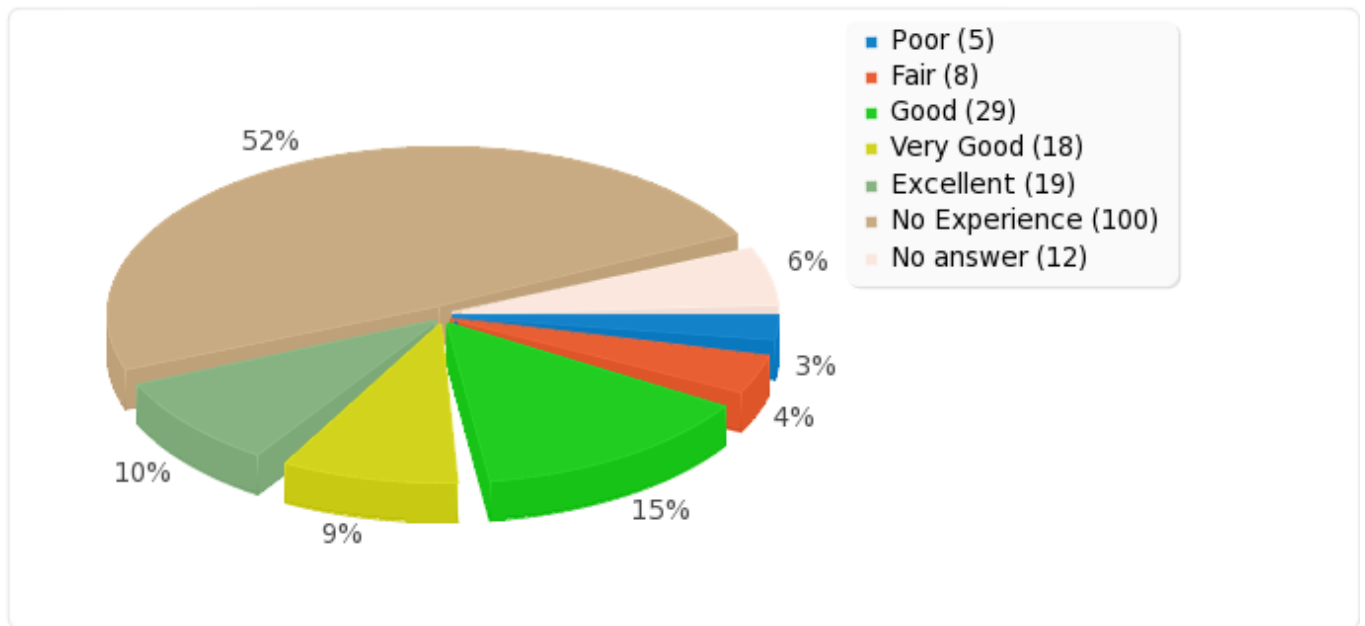
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary

Answer	Count	Percentage
Poor (A1)	5	2.62%
Fair (A2)	8	4.19%
Good (A3)	29	15.18%
Very Good (A4)	18	9.42%
Excellent (A5)	19	9.95%
No Experience (A6)	100	52.36%
No answer	12	6.28%



Field summary for 008

Opportunity of speaking to a Doctor or Nurse on the telephone when necessary





Field summary for 009

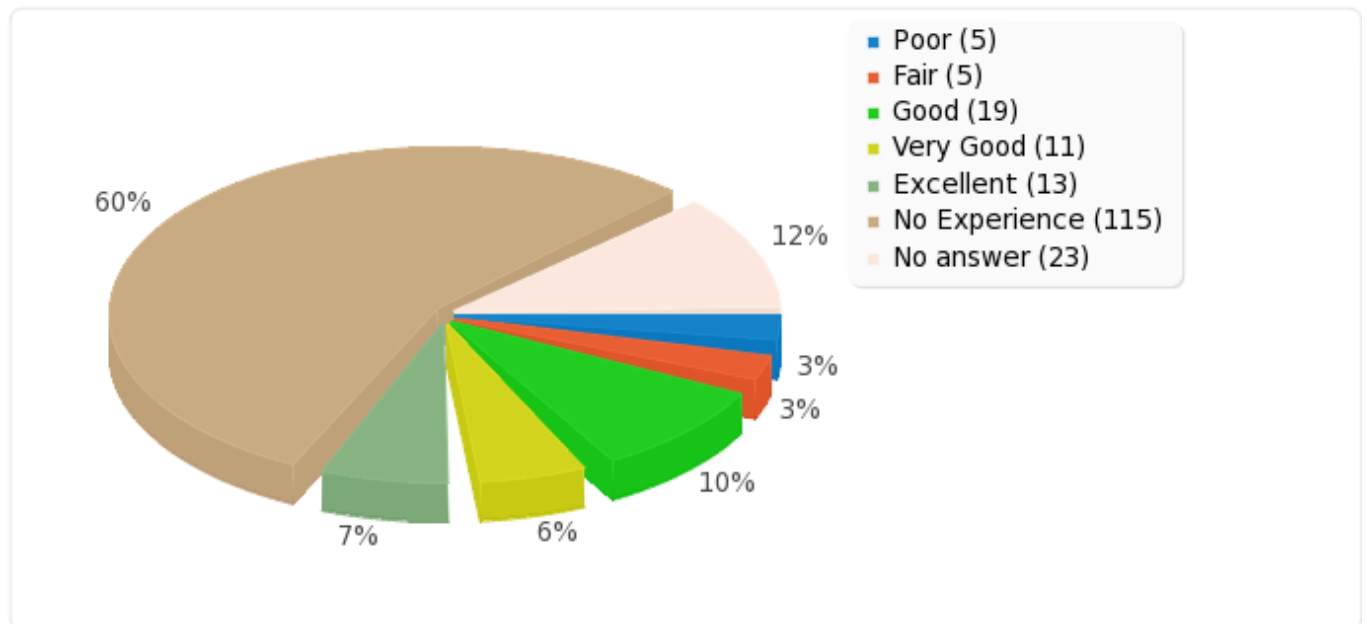
Opportunity of obtaining a home visit when necessary

Answer	Count	Percentage
Poor (A1)	5	2.62%
Fair (A2)	5	2.62%
Good (A3)	19	9.95%
Very Good (A4)	11	5.76%
Excellent (A5)	13	6.81%
No Experience (A6)	115	60.21%
No answer	23	12.04%



Field summary for 009

Opportunity of obtaining a home visit when necessary





Field summary for 010

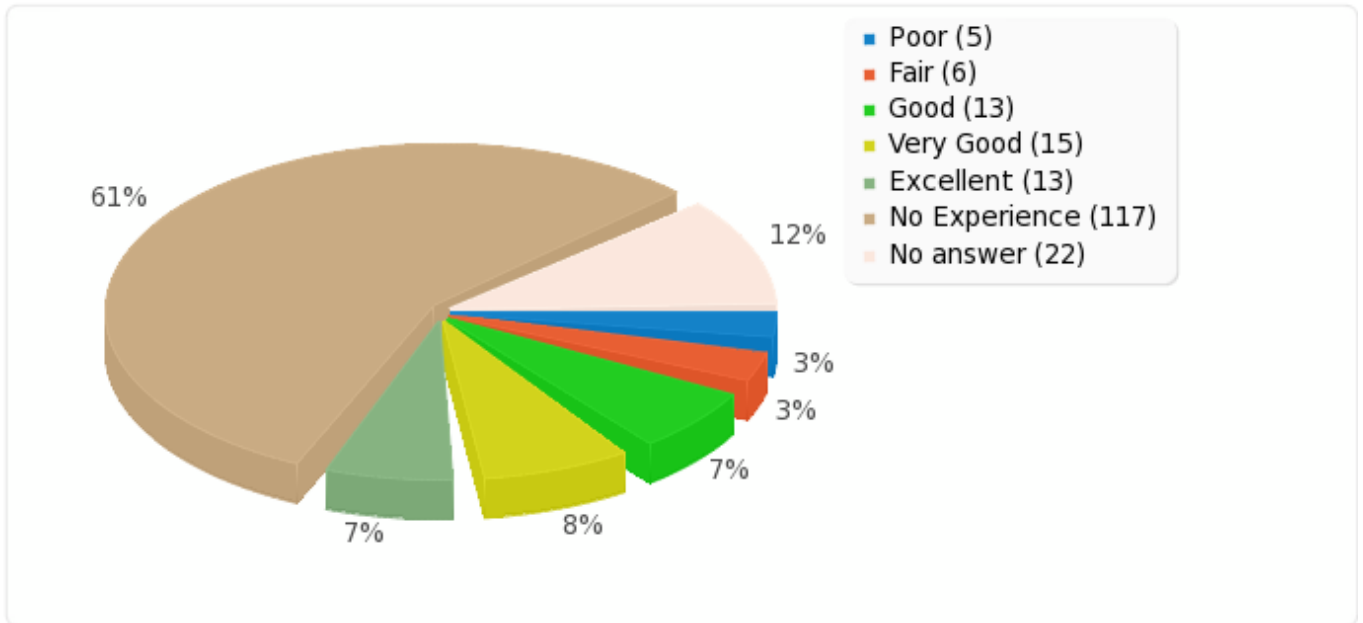
Level of satisfaction with the after hours service

Answer	Count	Percentage
Poor (A1)	5	2.62%
Fair (A2)	6	3.14%
Good (A3)	13	6.81%
Very Good (A4)	15	7.85%
Excellent (A5)	13	6.81%
No Experience (A6)	117	61.26%
No answer	22	11.52%



Field summary for 010

Level of satisfaction with the after hours service





Field summary for 011

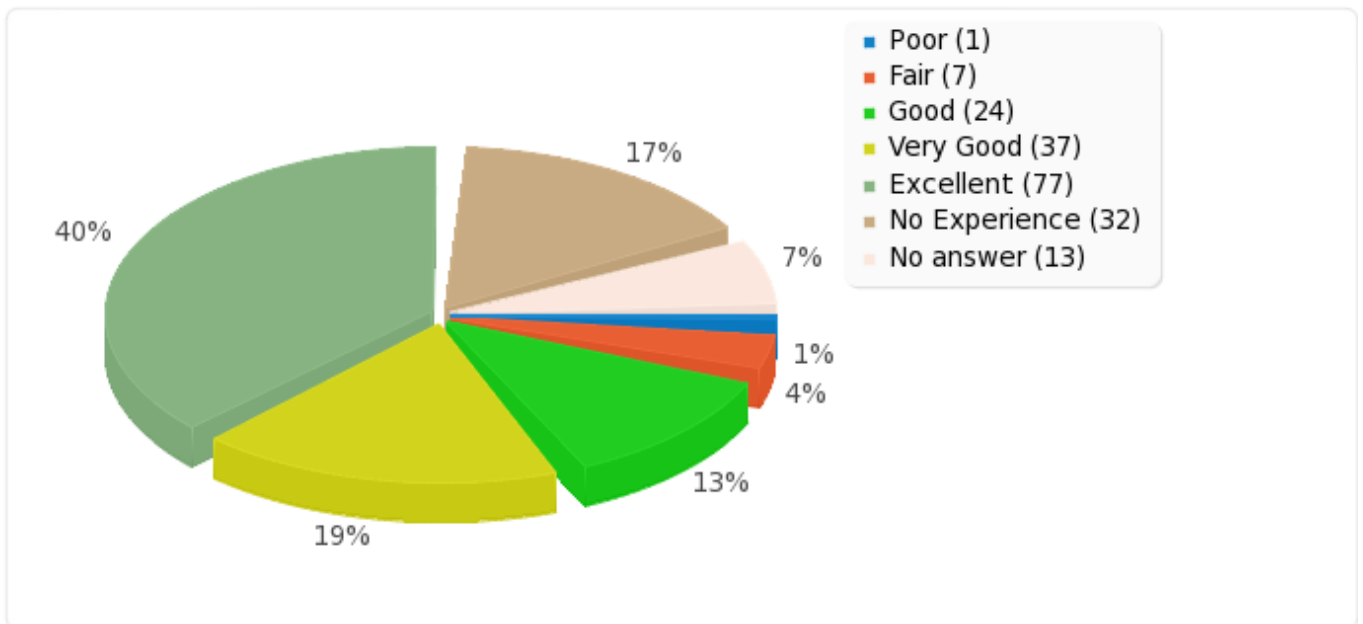
Prescription ready on time

Answer	Count	Percentage
Poor (A1)	1	0.52%
Fair (A2)	7	3.66%
Good (A3)	24	12.57%
Very Good (A4)	37	19.37%
Excellent (A5)	77	40.31%
No Experience (A6)	32	16.75%
No answer	13	6.81%



Field summary for 011

Prescription ready on time





Field summary for 012

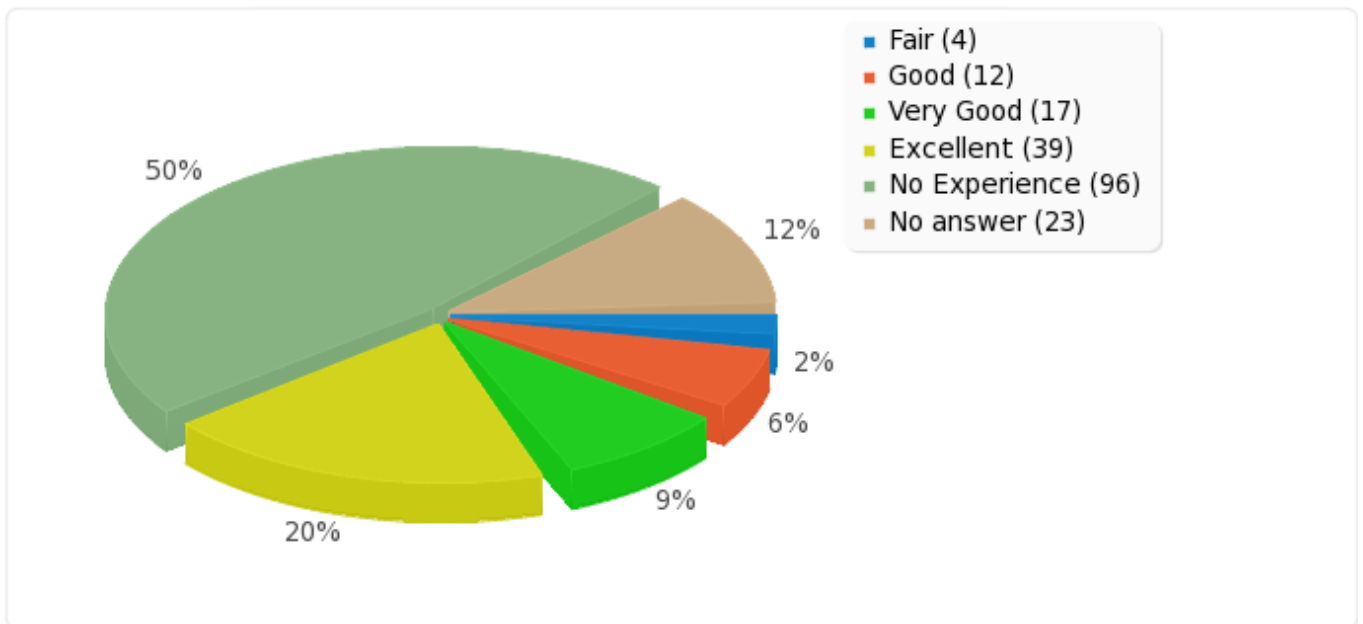
Prescription on line ordered correctly

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	4	2.09%
Good (A3)	12	6.28%
Very Good (A4)	17	8.90%
Excellent (A5)	39	20.42%
No Experience (A6)	96	50.26%
No answer	23	12.04%



Field summary for 012

Prescription on line ordered correctly





Field summary for 013

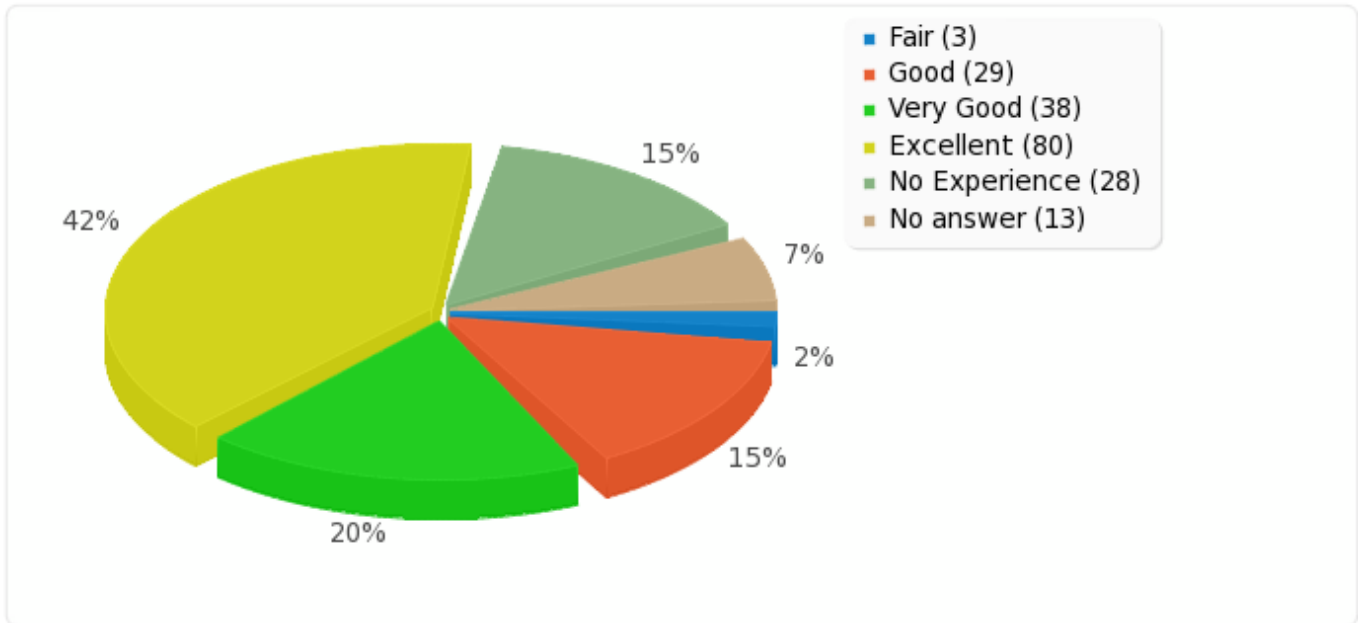
Prescription correctly issued

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	3	1.57%
Good (A3)	29	15.18%
Very Good (A4)	38	19.90%
Excellent (A5)	80	41.88%
No Experience (A6)	28	14.66%
No answer	13	6.81%



Field summary for 013

Prescription correctly issued





Field summary for 014

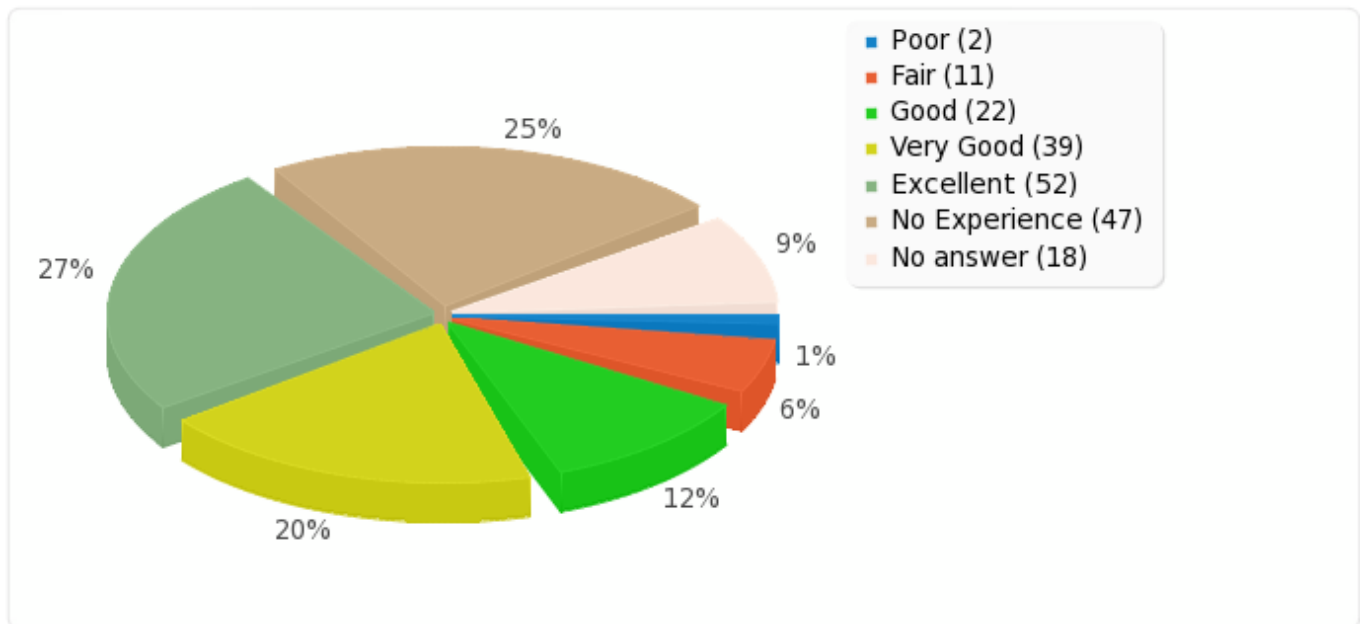
Handling of any queries

Answer	Count	Percentage
Poor (A1)	2	1.05%
Fair (A2)	11	5.76%
Good (A3)	22	11.52%
Very Good (A4)	39	20.42%
Excellent (A5)	52	27.23%
No Experience (A6)	47	24.61%
No answer	18	9.42%



Field summary for 014

Handling of any queries





Field summary for 015

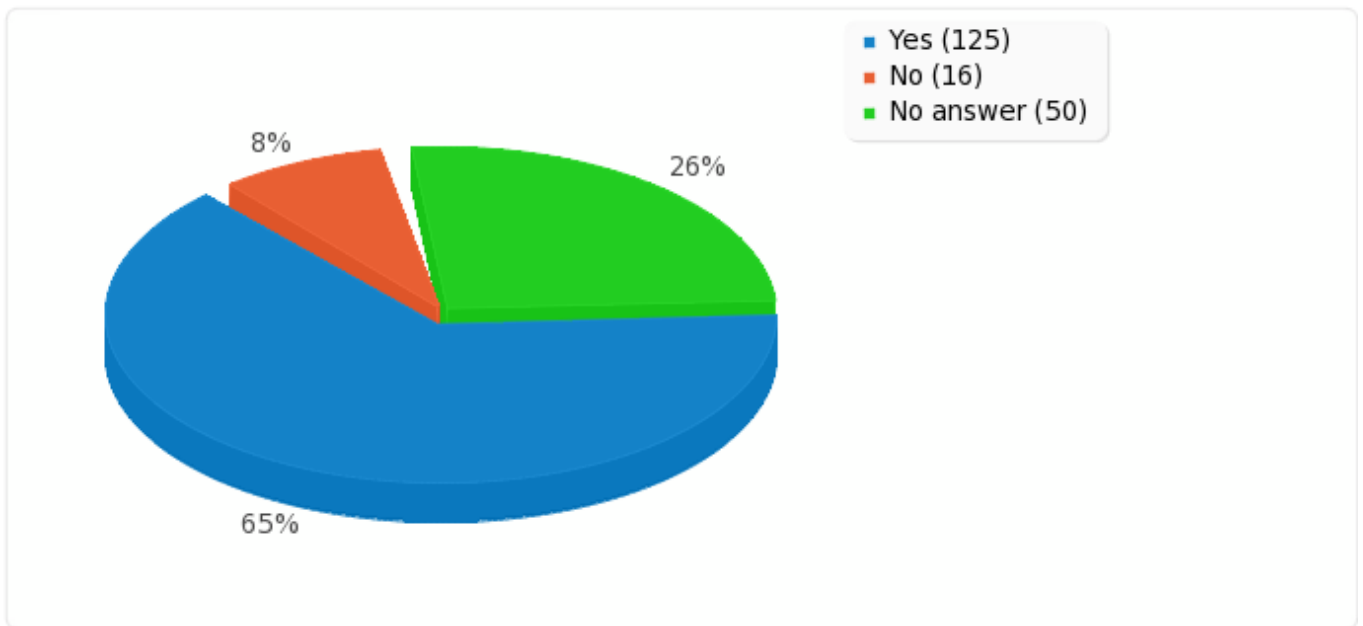
Were you told when to contact us for your results?

Answer	Count	Percentage
Yes (Y)	125	65.45%
No (N)	16	8.38%
No answer	50	26.18%



Field summary for 015

Were you told when to contact us for your results?





Quick statistics

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Field summary for 016

Results available when you contacted us

Answer	Count	Percentage
Yes (Y)	126	65.97%
No (N)	7	3.66%
No answer	58	30.37%

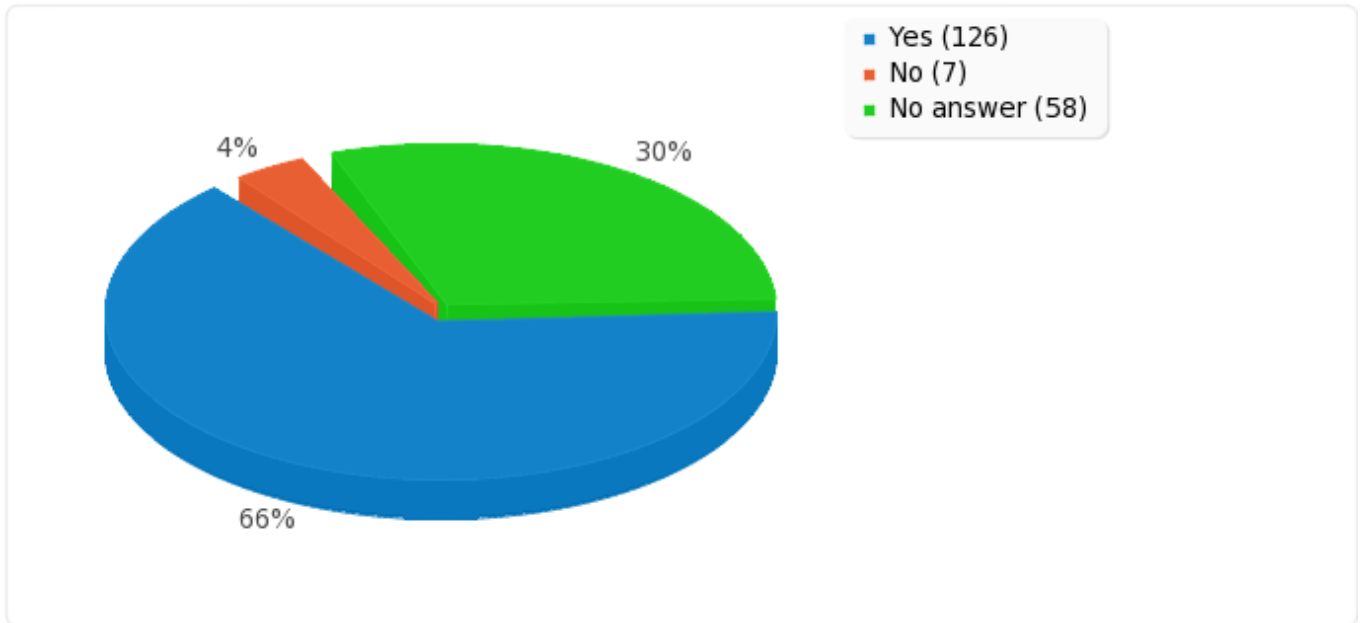


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

Field summary for 016

Results available when you contacted us





Field summary for 017

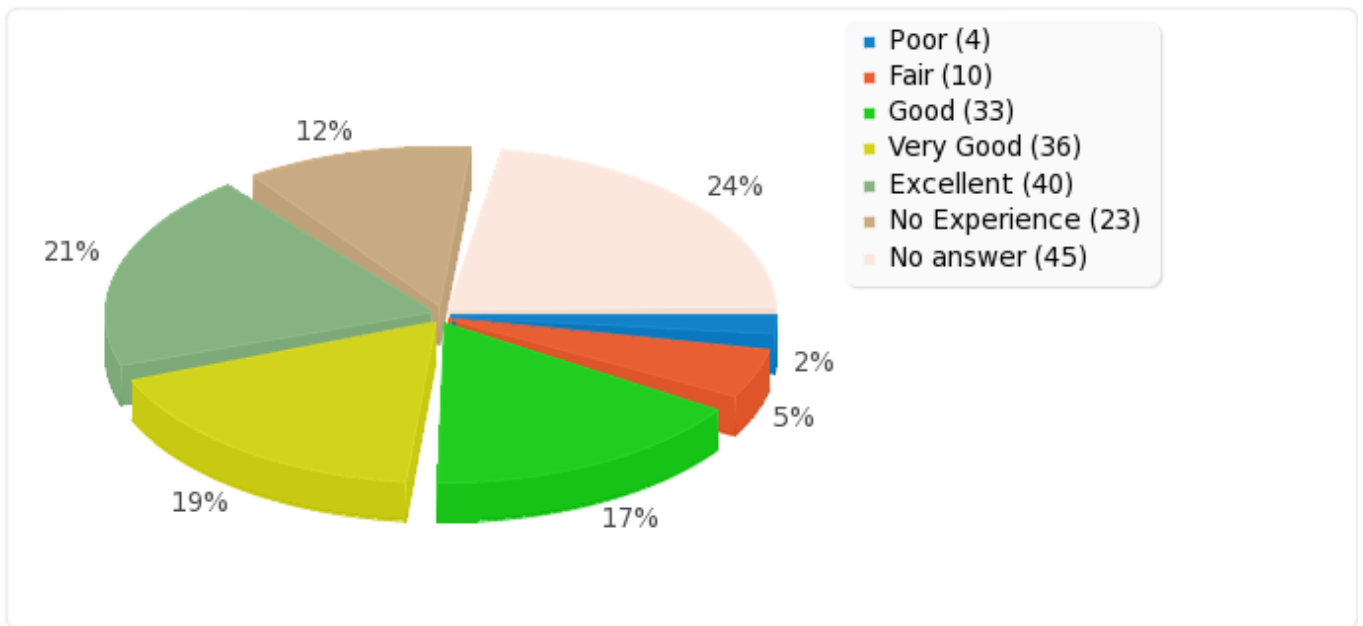
Level of satisfaction with the amount of information provided

Answer	Count	Percentage
Poor (A1)	4	2.09%
Fair (A2)	10	5.24%
Good (A3)	33	17.28%
Very Good (A4)	36	18.85%
Excellent (A5)	40	20.94%
No Experience (A6)	23	12.04%
No answer	45	23.56%



Field summary for 017

Level of satisfaction with the amount of information provided





Field summary for 018

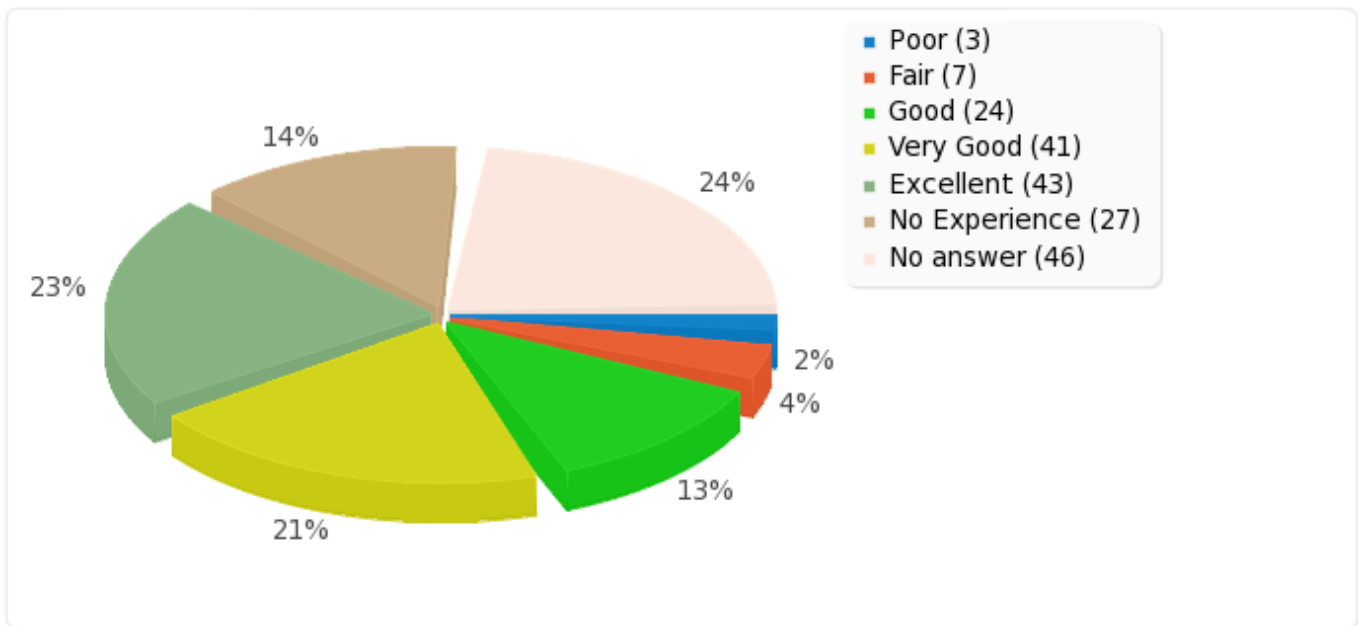
Level of satisfaction with the manner in which the result was given

Answer	Count	Percentage
Poor (A1)	3	1.57%
Fair (A2)	7	3.66%
Good (A3)	24	12.57%
Very Good (A4)	41	21.47%
Excellent (A5)	43	22.51%
No Experience (A6)	27	14.14%
No answer	46	24.08%



Field summary for 018

Level of satisfaction with the manner in which the result was given





Field summary for 019

The information provided by the Reception staff

Answer	Count	Percentage
Poor (A1)	6	3.14%
Fair (A2)	7	3.66%
Good (A3)	27	14.14%
Very Good (A4)	61	31.94%
Excellent (A5)	54	28.27%
No Experience (A6)	13	6.81%
No answer	23	12.04%

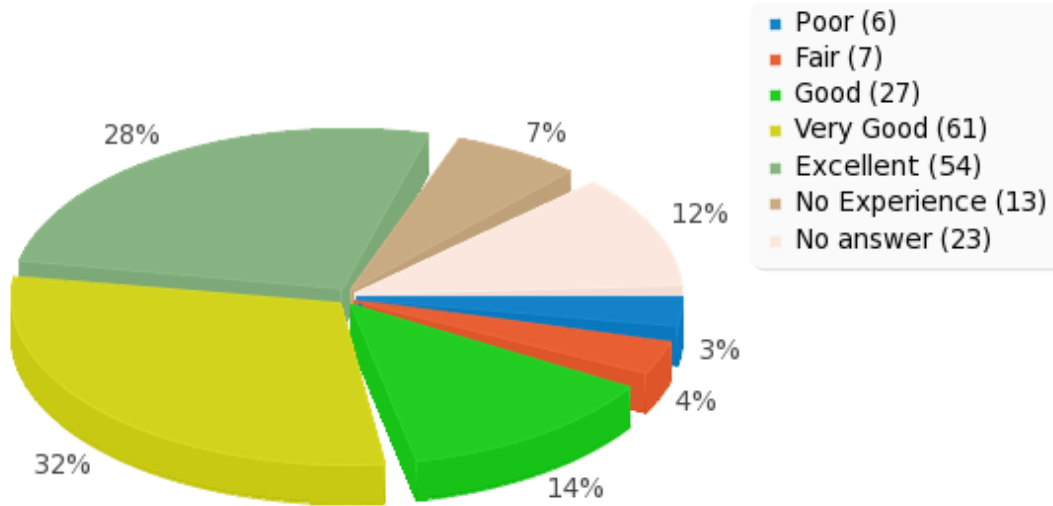


Quick statistics

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Field summary for 019

The information provided by the Reception staff





Field summary for 020

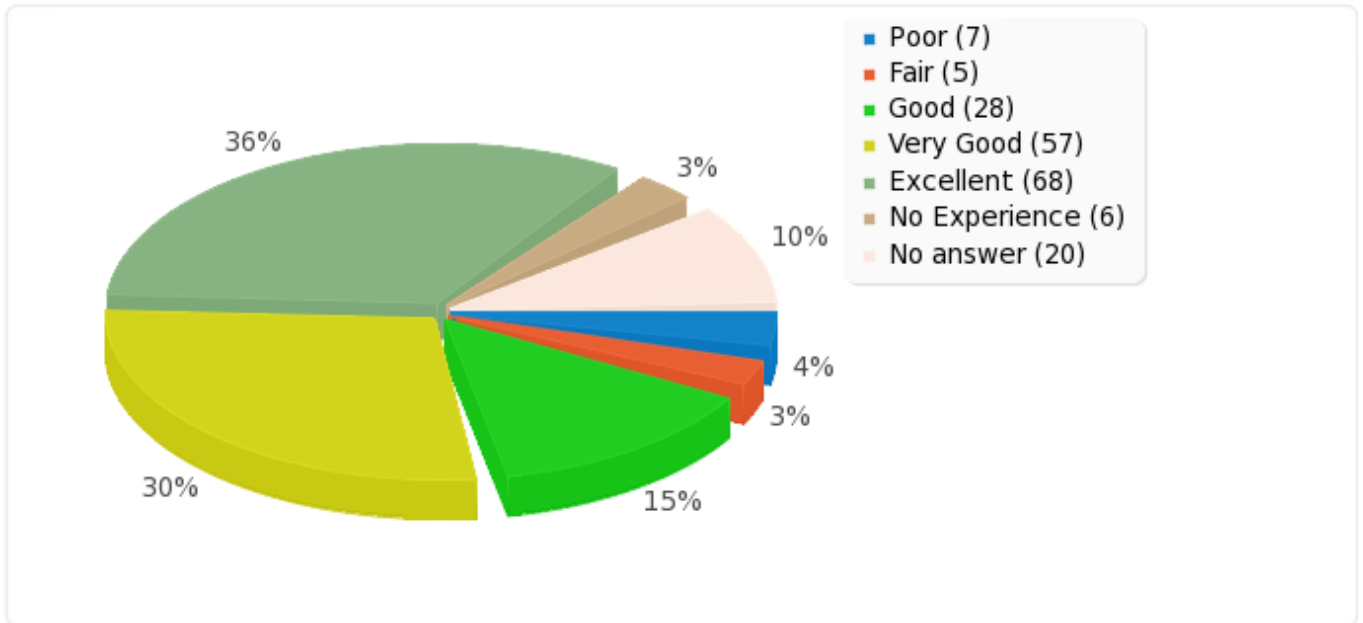
The helpfulness of the Reception staff

Answer	Count	Percentage
Poor (A1)	7	3.66%
Fair (A2)	5	2.62%
Good (A3)	28	14.66%
Very Good (A4)	57	29.84%
Excellent (A5)	68	35.60%
No Experience (A6)	6	3.14%
No answer	20	10.47%



Field summary for 020

The helpfulness of the Reception staff





Field summary for 021

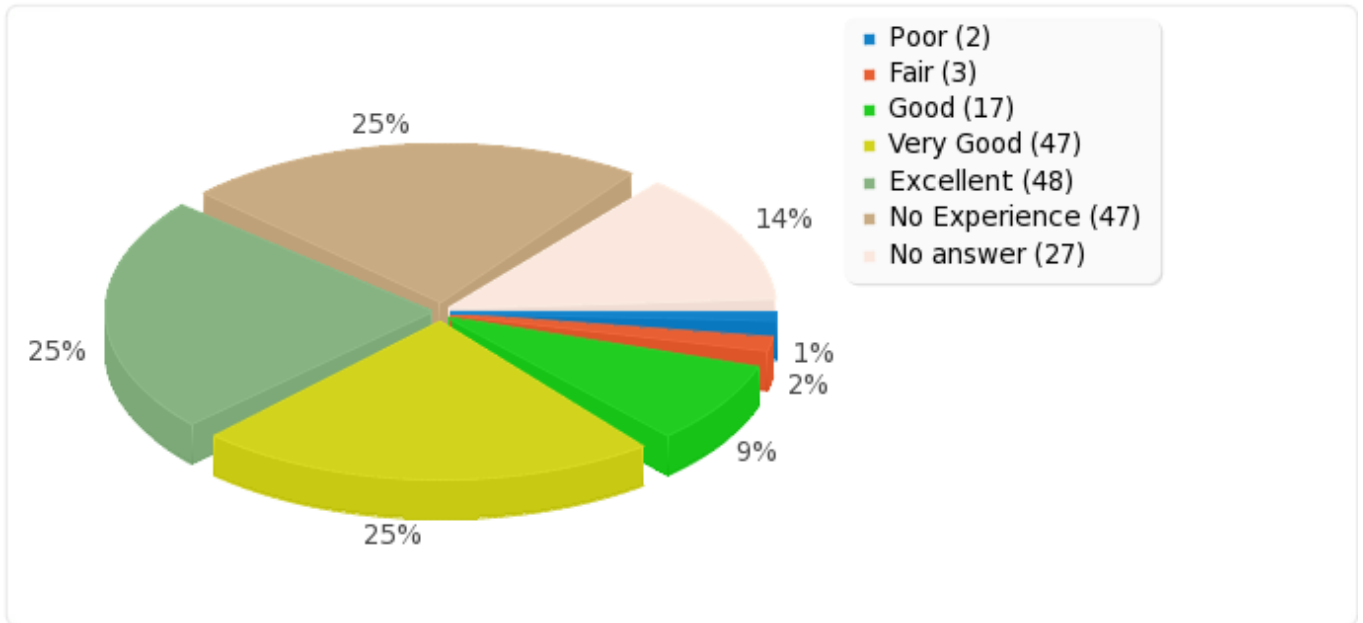
The information provided by other staff
i.e. - Secretary or Results Team

Answer	Count	Percentage
Poor (A1)	2	1.05%
Fair (A2)	3	1.57%
Good (A3)	17	8.90%
Very Good (A4)	47	24.61%
Excellent (A5)	48	25.13%
No Experience (A6)	47	24.61%
No answer	27	14.14%



Field summary for 021

The information provided by other staff
i.e. - Secretary or Results Team





Field summary for 022

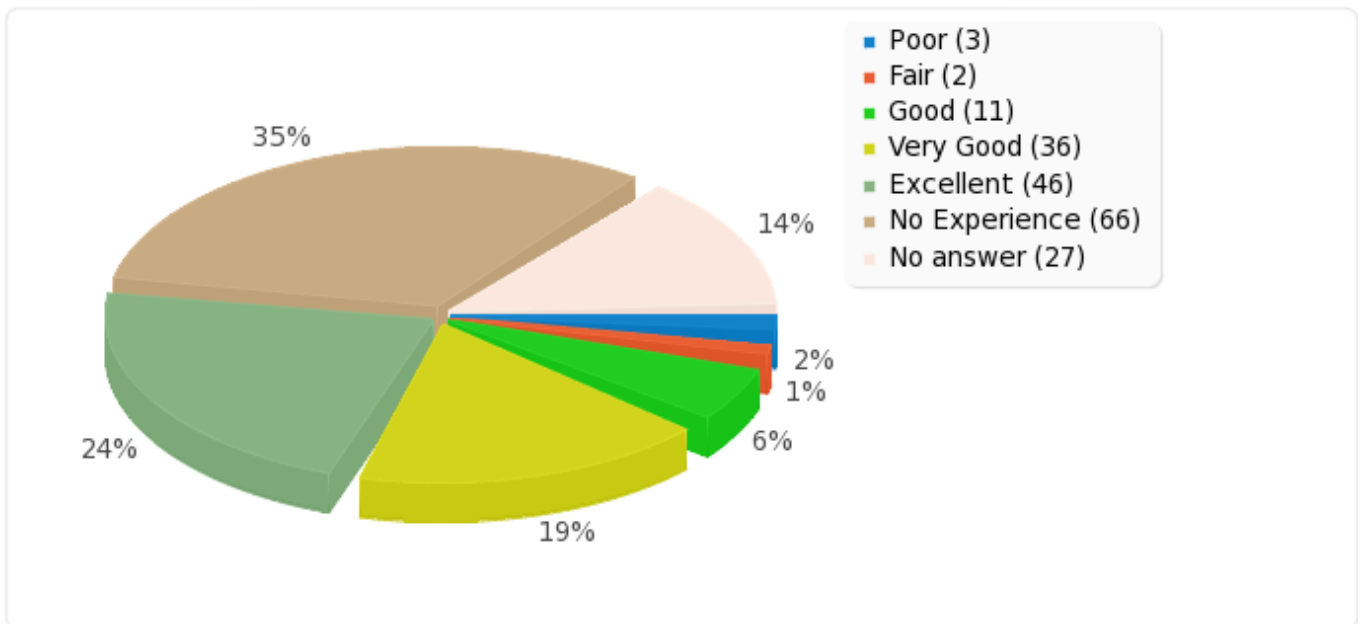
The helpfulness of other staff
i.e. - Admin/Practice Manager

Answer	Count	Percentage
Poor (A1)	3	1.57%
Fair (A2)	2	1.05%
Good (A3)	11	5.76%
Very Good (A4)	36	18.85%
Excellent (A5)	46	24.08%
No Experience (A6)	66	34.55%
No answer	27	14.14%



Field summary for 022

The helpfulness of other staff
i.e. - Admin/Practice Manager





Field summary for 023

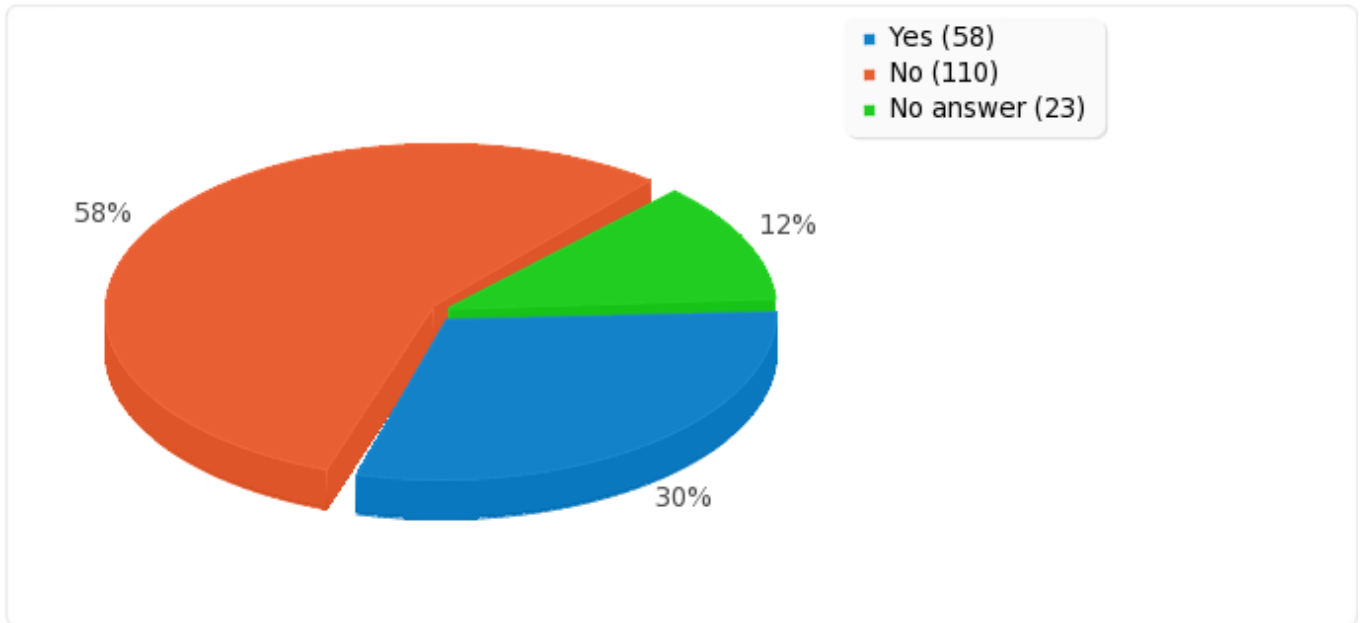
Do you use the online appointment system

Answer	Count	Percentage
Yes (Y)	58	30.37%
No (N)	110	57.59%
No answer	23	12.04%



Field summary for 023

Do you use the online appointment system





Field summary for 23b

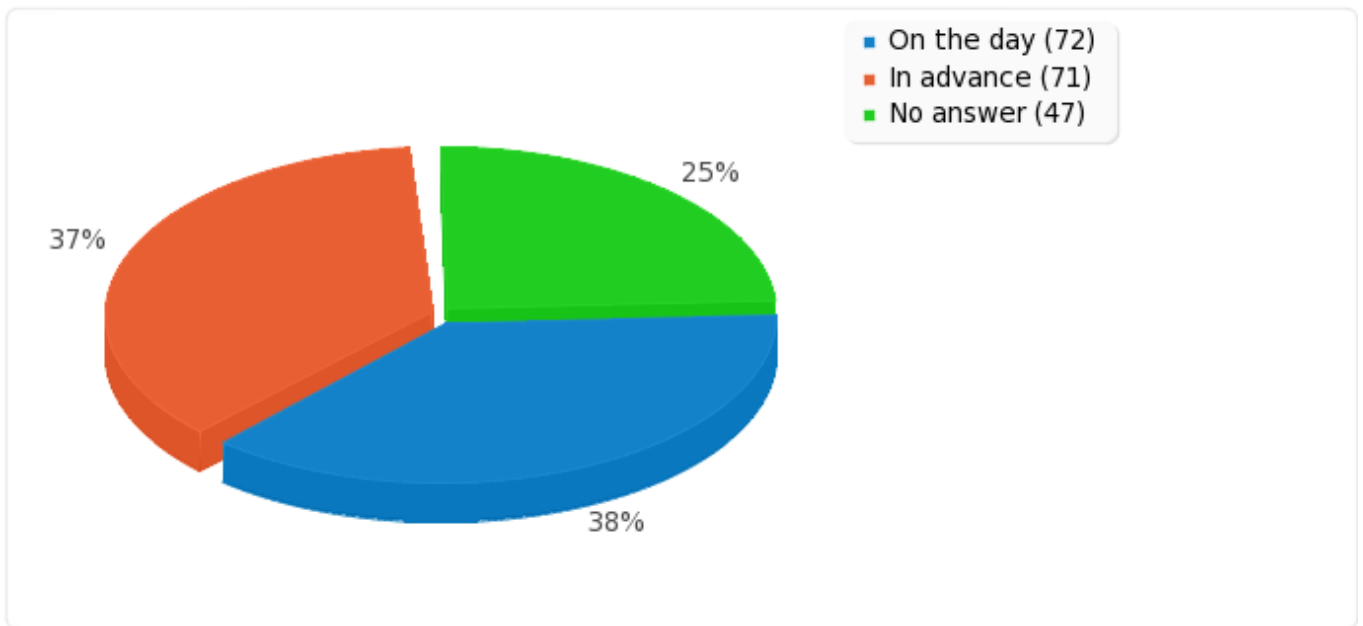
Do you prefer to have an appointment on the day or would you prefer to book in advance?

Answer	Count	Percentage
On the day (A1)	72	37.89%
In advance (A2)	71	37.37%
No answer	47	24.74%



Field summary for 23b

Do you prefer to have an appointment on the day or would you prefer to book in advance?





Field summary for 024

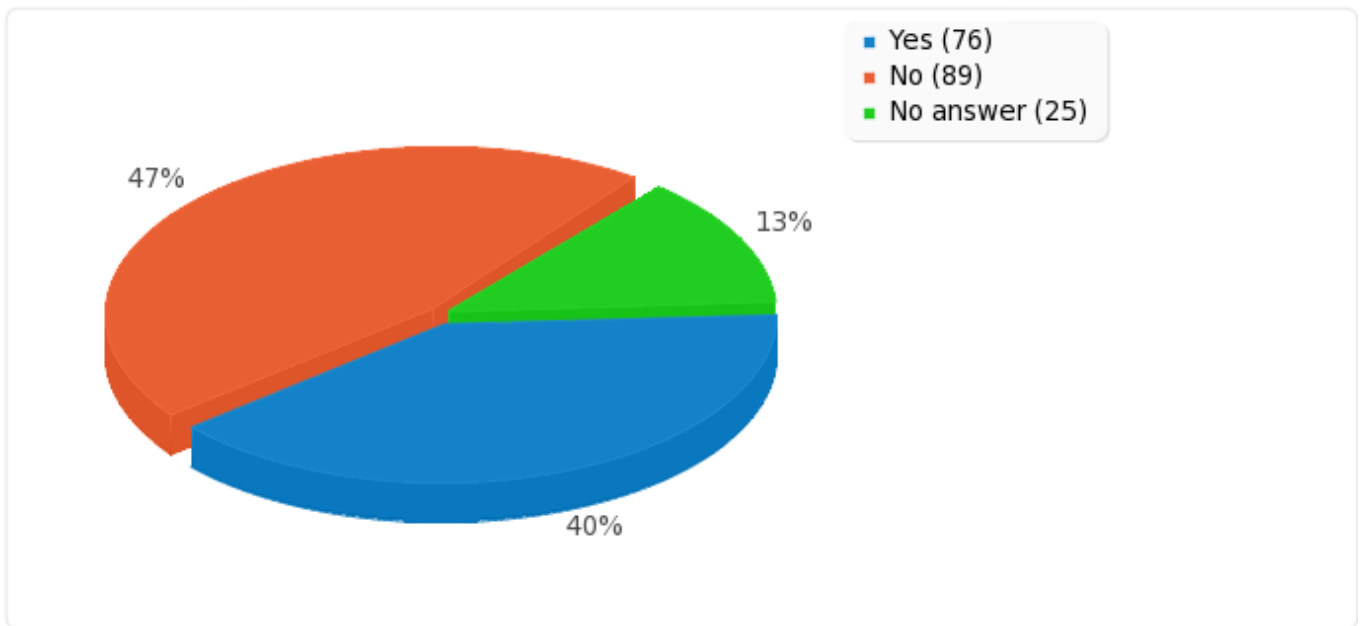
Are you aware of our text reminder service

Answer	Count	Percentage
Yes (Y)	76	40.00%
No (N)	89	46.84%
No answer	25	13.16%



Field summary for 024

Are you aware of our text reminder service





Field summary for 025

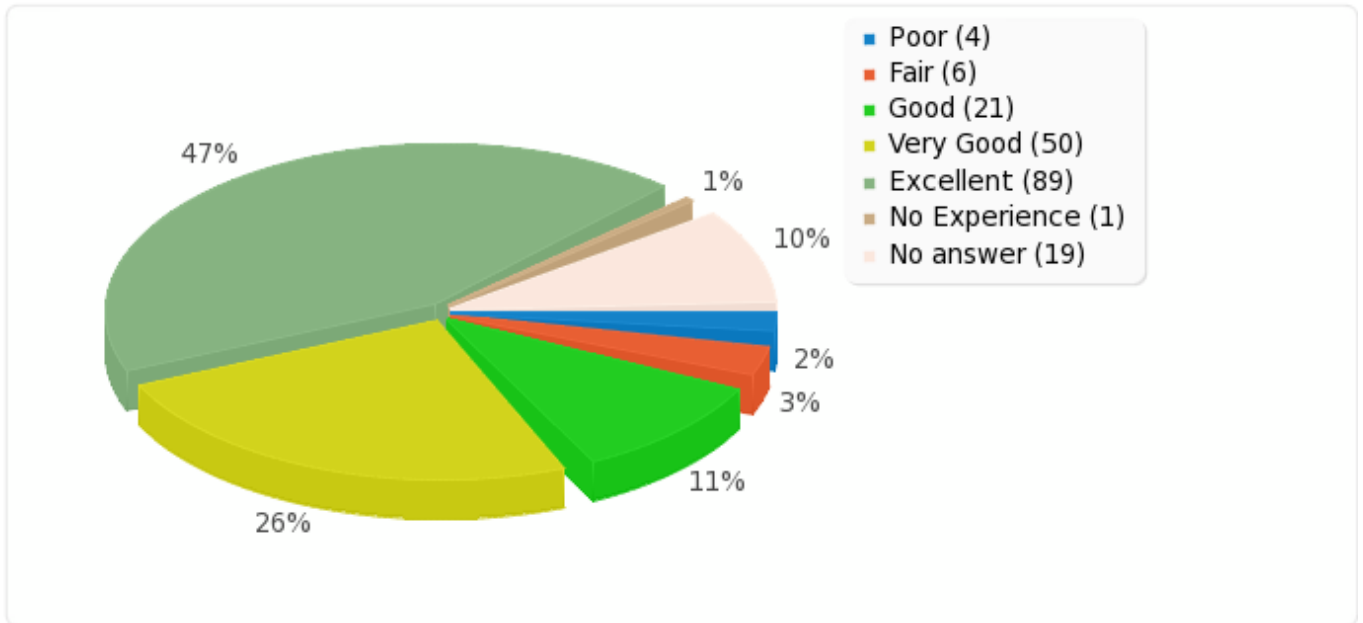
My overall satisfaction with this Practice

Answer	Count	Percentage
Poor (A1)	4	2.11%
Fair (A2)	6	3.16%
Good (A3)	21	11.05%
Very Good (A4)	50	26.32%
Excellent (A5)	89	46.84%
No Experience (A6)	1	0.53%
No answer	19	10.00%



Field summary for 025

My overall satisfaction with this Practice





Field summary for 027

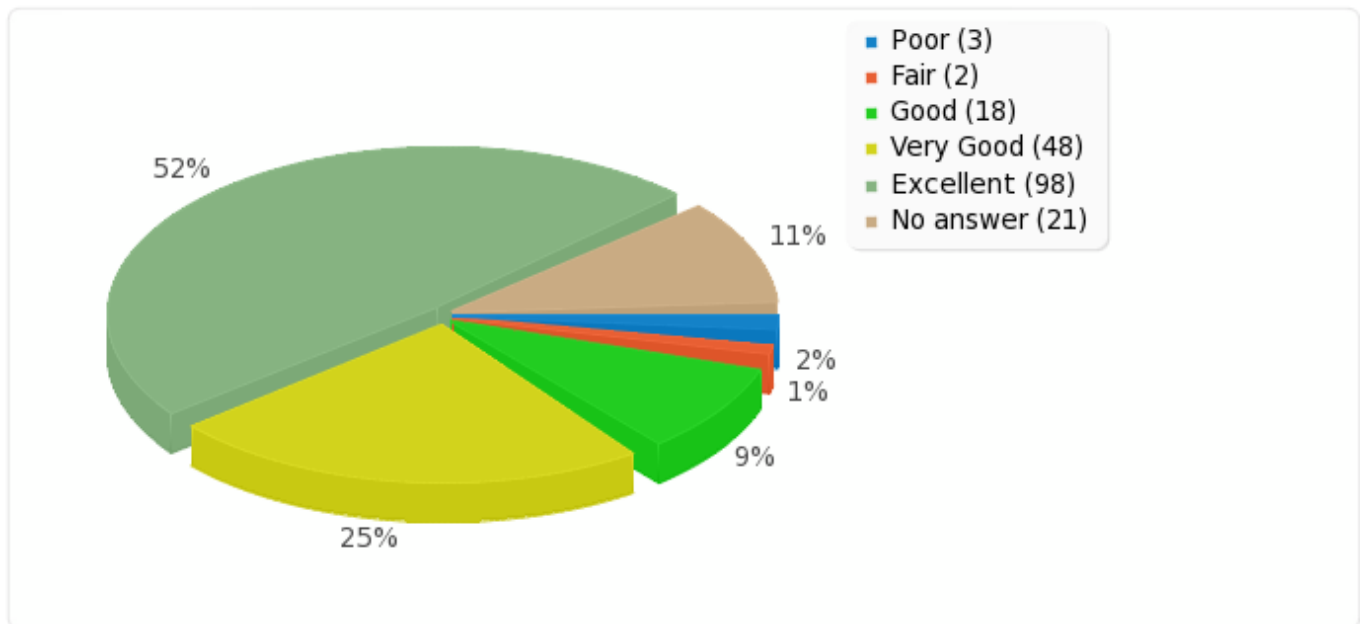
How clean is the surgery?

Answer	Count	Percentage
Poor (A1)	3	1.58%
Fair (A2)	2	1.05%
Good (A3)	18	9.47%
Very Good (A4)	48	25.26%
Excellent (A5)	98	51.58%
No Experience (A6)	0	0.00%
No answer	21	11.05%



Field summary for 027

How clean is the surgery?





Field summary for 026

Any further comments:

Answer	Count	Percentage
Answer	37	19.47%
No answer	153	80.53%

Responses

I have been going to this surgery for over 30 years and have had only the best treatment by various GPs and nurses. I am more than happy with the very good service I have received.
just getting the doctor you wish

not easy to get an appointment now with who you would like to see
no complaints

as mentioned above i find some of the newer receptionists quite rude when asked about some things. Their approach is curt which gives the impression of their being unwilling to help. it is quite unpleasant making the experience at the surgery "loud". a smile goes a long way.
none

Always a pleasant atmosphere with friendly staff and comfortable seating areas thanks to all
Very helpful clinic

We have always been very happy with the level of care that both my husband and i have received.
Staff always helpful. ALL Drs lovely.

I am new to the surgery, so just getting to know the Doctors and the system

I am so glad i transferred to this doctors when i did, i feel that me and my son are well looked after here.

I tried to use the online appt system but there never seemed to be anything available with any doctor in immediate future. However when i phone up in the morning i am always able to see "any" doctor that day (although i am not restricted to the time i can attend)
Not attended this practice before as normally go to Farley Road, Happy to be seen on the same day.

Where no answered, no experience or N/A

Q 24-depends on circumstances. questions not answered because i have no experience of this service.

i was 5 mins late for an appointment and when i reached the surgery by bus i was told to rebook!?! yet the doctor kept me waiting for 1 1/2 hours after repeatedly going to the desk.

i have been told that it is your policy to book appointments 4 weeks in advance. i know the 8am system. today is the 6th. i have made an appt for 30th to get blood and urine test results. perhaps you need an extra doctor in the practice.

answer to question 1 poor only because i tried to get through to the surgery yesterday and waited so long i gave up each time for routine appointments which is not at all urgent it would be good to be able to fix an appointment in 2 or 3 days but this is not available as we have to ring on the day which may not be



convenient

have very good professional relationship with 3 of the doctors which gives me confidence in managing my conditions. i like to see the same doctor for continuity which can be difficult.

another male doctor

it seems to be difficult to book an appointment ahead apart from using the 8am call for a last minute appointment, which is difficult to then plan around

the staff are all lovely and helpful

great staff 10/10

question 24- difficult to answer as it depends on the problem

staff always friendly no matter how busy. doctors sometimes brusque and give minimal information unless correct questions are asked. my preference would always be for advice on preventative steps for future recurrence and doctors always seem impatient to expand. appreciate time is limited but....

sometimes i feel the doctors make you feel like you are wasting their time and they don't give you information on how to look after your current condition ie arthritis etc

Major concerns with out of hours service - on the one occasion that I needed to use it I was redirected to 111 and ended up in casualty for 4 hours totally unnecessarily. Contact with a doctor or a home visit would have been wonderful, but misdiagnosed over the phone and a lot of wasted resources.

usually go to farley road but experience of forestdale good so far (although a slightly temporary feel). would like info on what doctor i can see if i make an on the day appt eg. maybe a timetable was confused by 6 being poor on one side and 6 excellent on the other side. think you may get some incorrect negatives on line appointments are not the same as ringing i.e nothing available online for 3 days but when i rang i got an appointment today

very good practice

number 6- checking in is done automatically

reception staff are very friendly and helpful. most of the doctors take time to listen to you and are very helpful at giving you information and advice. the nurse practitioner is very helpful and understanding and always gives good advice and she will always find out information for you if she has not got the answers

A very well run practice.

Only one male Doctor. There should be at least one other.

Dr appointments can only be booked (online anyway) a long way ahead, 3-4 weeks in many cases. This is a deterioration in what we had come to expect.

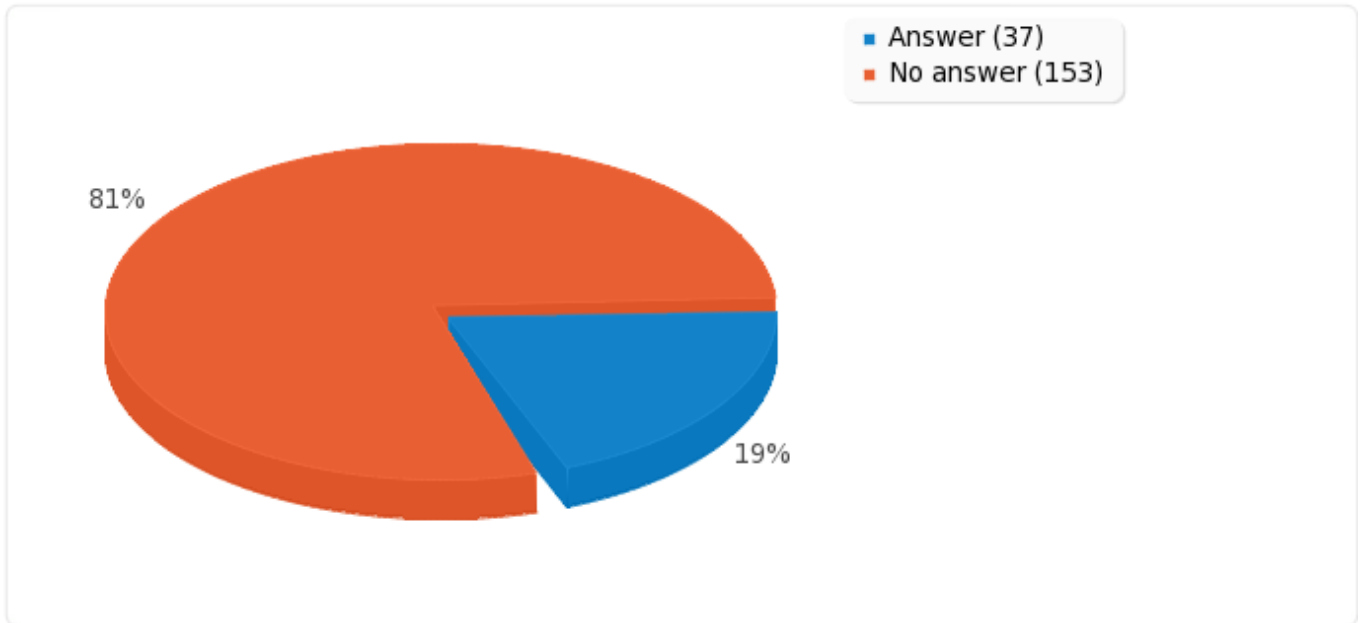


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Field summary for 026

Any further comments:





Field summary for 029

Are you male or female?

Answer	Count	Percentage
Female (F)	104	54.74%
Male (M)	60	31.58%
No answer	26	13.68%

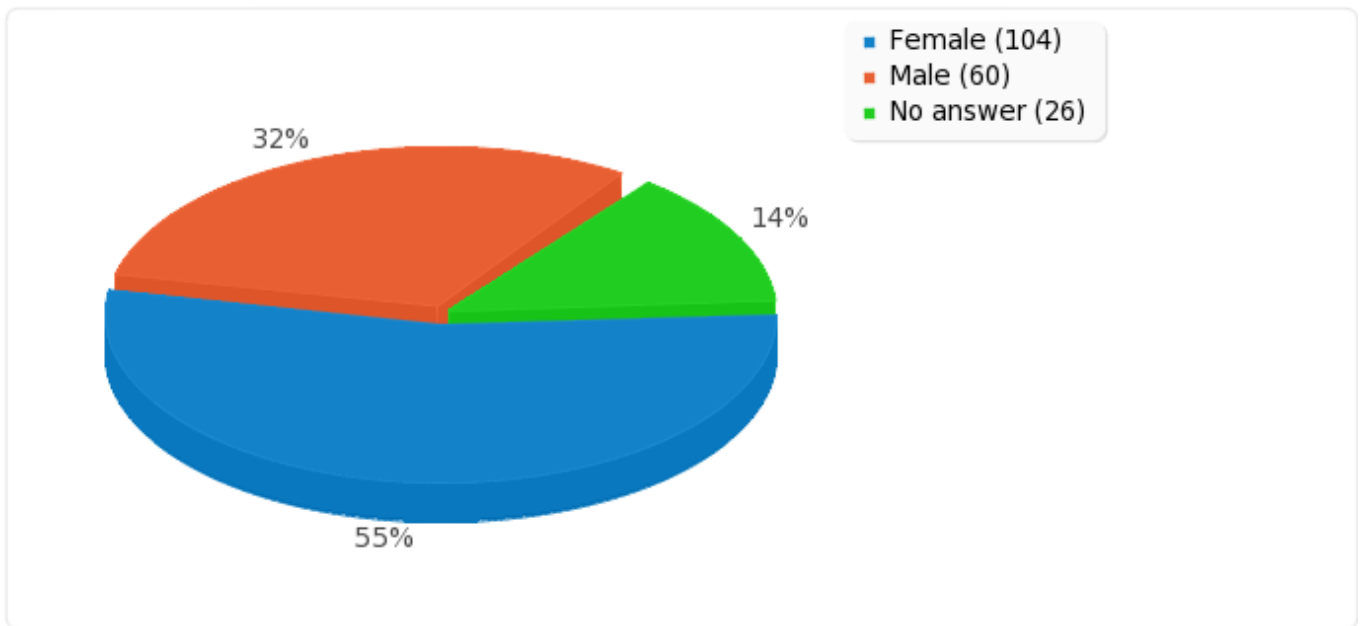


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Field summary for 029

Are you male or female?





Field summary for 030

How old are you?

Answer	Count	Percentage
Answer	166	87.37%
No answer	24	12.63%

Responses
69
76
35
18
25
80
65
22
77
61
62
70
31
57
76
75
55
75
30
49
37
49
23
43
40
50
68
56
seventy two
52
44



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35
47
27
70
70
61
75
55
44
25
68
40
55
70
63
81
41
60
45
72
73
72
24
58
70
77
46
72
39
78
56
39
82
66
46
81
69
83
55
45
75



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62

46

64

40

35

20

60

54

72

68

25

69

85

74

64

61

40

32

41

34

41

72

70

88

33

35

56

57

78

24

62

58

73

69

55

76

49

32

54

53

42



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43

53

38

52

50

68

69

42

28

59

71

30

62

75

58

78

75

33

55

33

28

52

67

46

54

56

65

85

65

30

58

27

58

71

67

54

83

62

61

48

44



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52

41

68

62

35

70

70

71

66

Seventy two

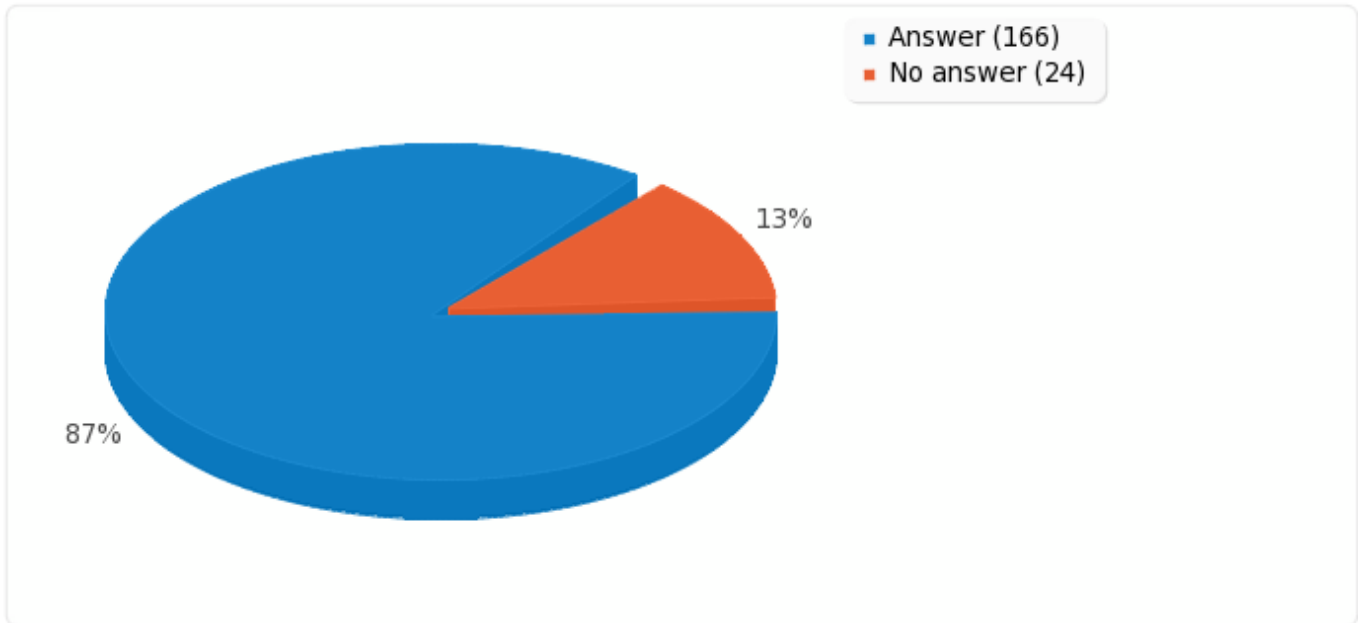
58

58



Field summary for 030

How old are you?





Field summary for 031

How many years have you been attending this Practice?

Answer	Count	Percentage
Answer	164	86.32%
No answer	26	13.68%

Responses
30
12
24
18
15
30
35
18
30+years
15
38
23
31
33
16
75
20
10-15
15
25
4
33
0
6 months
5
13
13 years
16
thirty years
8
18



16

4

15 or 30

22

9

20

30

20

36

1 month

1

30

4

4

3

30

12

1 1/2

45

47

26

26

24

32

21

14

10

40

15-20

30

1

5

45

30

2

25

35

32

33

45

40



6	
20	
4	
7	
4	
20	
5	
24	
1 1/2	
20-25	
40	
2	
10	
50	
20	
32	
15	
15	
32	
0	
3 months	
41	
30	
25	
60	
33	
3	
1	
25	
35	
8	
30	
25	
30	
30	
35	
35	
9	
1	
4	
46	



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

12

2

20

7

18

10

35

40

11

4 months

30

2

30

31

43

25

42

34

35

33

28

34

20

11

32

39

many years

35

30

26

27

10

20

34

48

45

30

40

22

3

5



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire'

41

32 years

35

35 years

37

37

35

Approximately forty four years

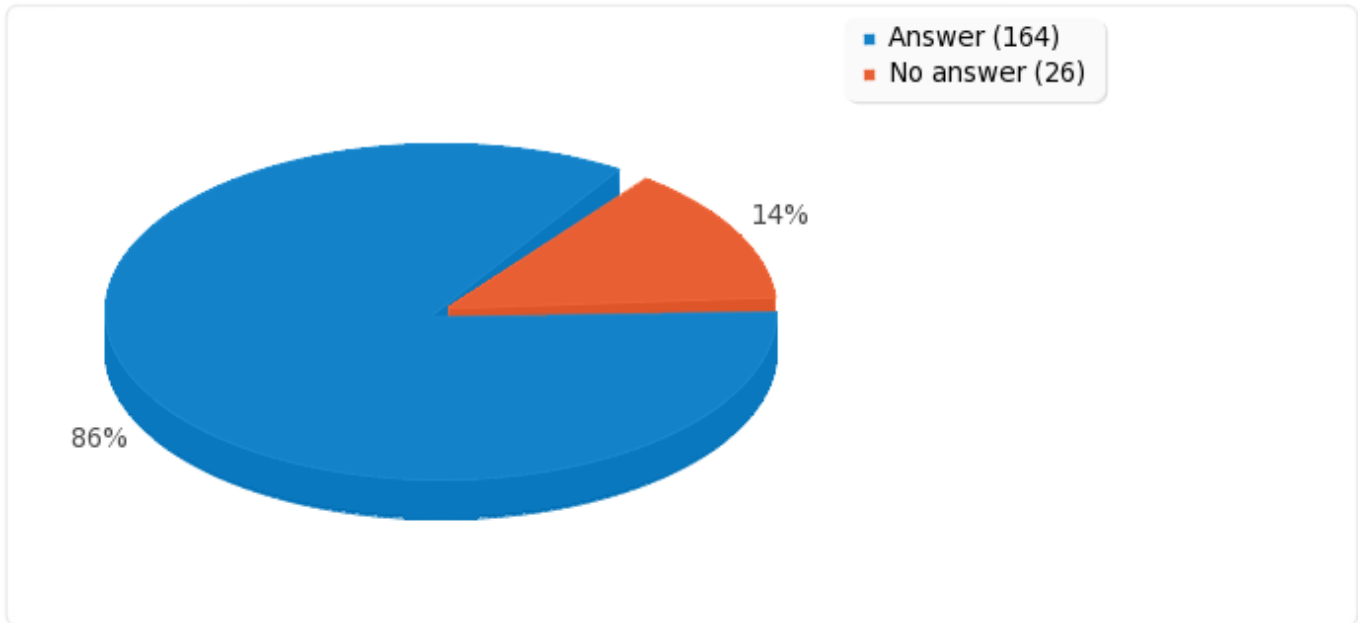
25

28 years



Field summary for 031

How many years have you been attending this Practice?





Field summary for 032

What is your ethnic group?

Answer	Count	Percentage
White British (A1)	117	61.58%
White Irish (A2)	3	1.58%
Other White Background (A3)	3	1.58%
Black or Black British (A4)	5	2.63%
African (A5)	1	0.53%
Caribbean (A6)	0	0.00%
Other Black Background (A7)	0	0.00%
White & Asian (A8)	6	3.16%
White & Black African (A9)	2	1.05%
White & Black Caribbean (10)	0	0.00%
Other Mixed Background (11)	0	0.00%
Bangladeshi (12)	1	0.53%
Indian (13)	1	0.53%
Pakistani (14)	0	0.00%
Other Asian Background (15)	1	0.53%
Chinese (16)	0	0.00%
Other Ethnic Group (17)	4	2.11%
I Do Not Wish To Disclose (18)	0	0.00%
No answer	46	24.21%



Field summary for 032

What is your ethnic group?

