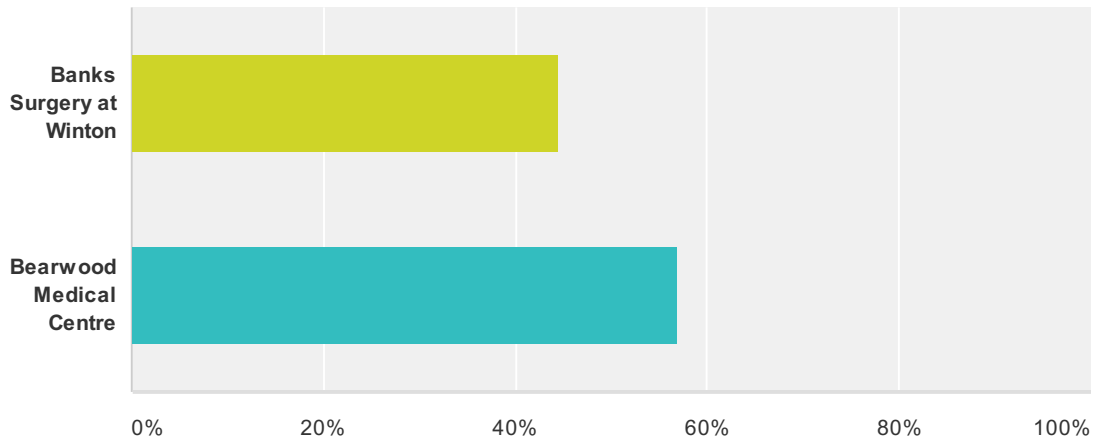


Q1 Which Surgery do you normally attend?

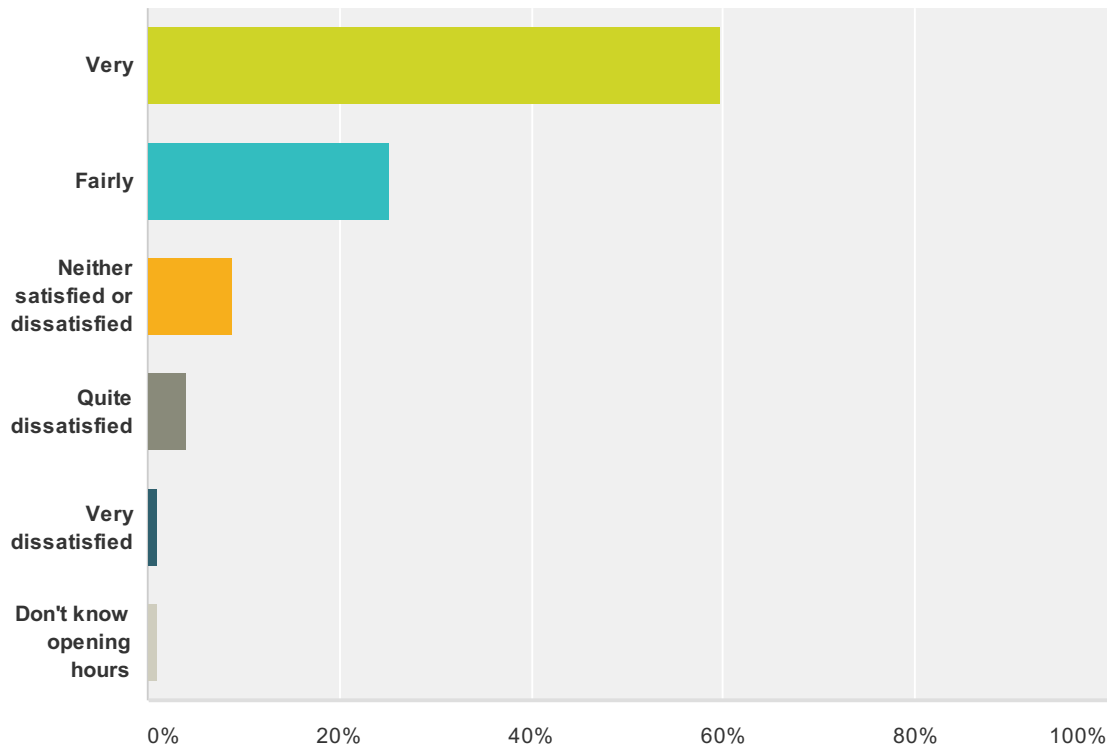
Answered: 288 Skipped: 7



Answer Choices	Responses
Banks Surgery at Winton	44.44% 128
Bearwood Medical Centre	56.94% 164
Total Respondents: 288	

Q2 How satisfied are you with the opening hours of the Surgery? (Monday to Friday 8.30am - 6.00pm)

Answered: 293 Skipped: 2



Answer Choices	Responses
Very	59.73% 175
Fairly	25.26% 74
Neither satisfied or dissatisfied	8.87% 26
Quite dissatisfied	4.10% 12
Very dissatisfied	1.02% 3
Don't know opening hours	1.02% 3
Total	293

#	Please enter your comments about our opening times below	Date
1	Always available when required	2/9/2014 8:55 AM
2	It suits me well	2/9/2014 8:53 AM
3	Working 9-5.30 I could always do with longer opening hours. Rely on flexibility at work	2/9/2014 8:50 AM
4	I do not have a problem the receptionists are very helpful	2/9/2014 8:47 AM
5	I know I struggle getting early or late appointments to fit around my work (09-17 job), struggling to get back in time for appointment, or one early enough to get to work in time. I have medical condition so have to have a number of appointments inc reviews, and nurses appointments, and with hospital appointments too work from when I have yet another appointment I have to take time off for!	2/7/2014 3:07 PM
6	Very satisfied with opening times	2/6/2014 1:22 PM
7	I have never found a major obstacle to obtaining an appointment I need	2/6/2014 1:16 PM
8	As a working person early or late apnts are helpful	2/6/2014 1:14 PM

Banks and Bearwood Surgeries Practice Survey 2014

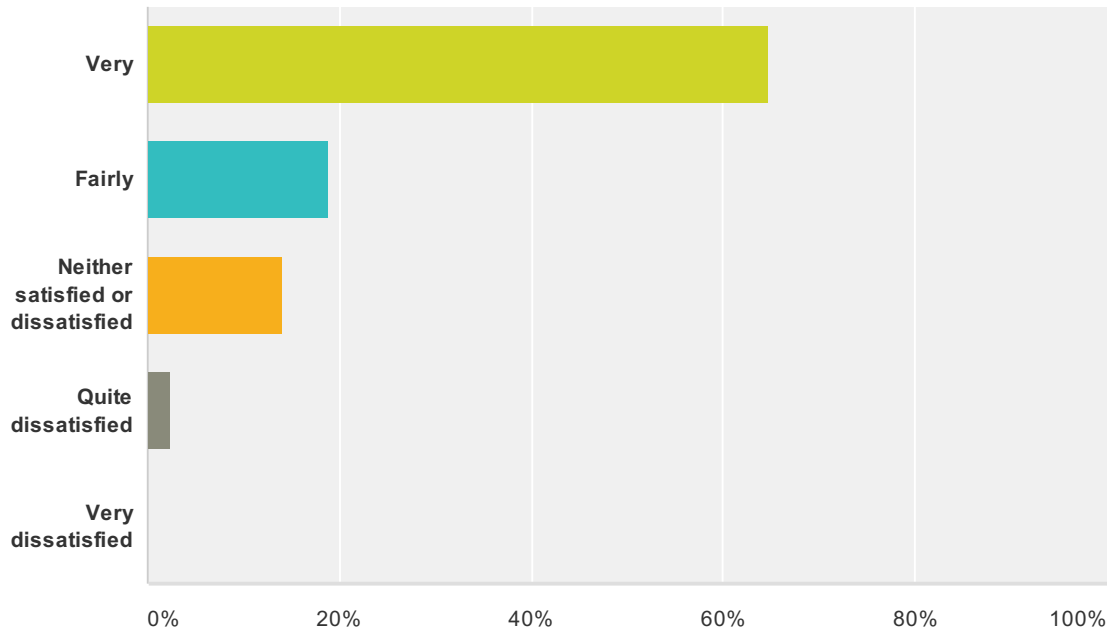
	As a working person early or late appointments helpful	DATE/TIME
9	Early and late appointments are hard to book, especially late	2/6/2014 1:07 PM
10	I would like to see them open on a Sat a.m but I do realise they have a to have a break	2/6/2014 1:05 PM
11	Very happy about early time like 7.30am once a week	2/6/2014 12:50 PM
12	Could do with some opening on Saturday	2/6/2014 12:46 PM
13	it must be hard for those that work	2/4/2014 3:35 AM
14	always able to be seen	2/4/2014 3:31 AM
15	No comment, very happy	1/29/2014 12:48 PM
16	08.00 opening hours would be more convenient. Did not know extended hours existed	1/29/2014 12:38 PM
17	Ok for us elderly	1/29/2014 12:33 PM
18	I wish we could have Saturday surgery again	1/29/2014 11:30 AM
19	Can be a bit frustrating trying to get an appointment after work	1/29/2014 11:26 AM
20	Opening times meet my needs	1/29/2014 11:19 AM
21	Don't have an issue with your opening hours, just have an issue with having to wait weeks to see my own gp	1/28/2014 12:20 PM
22	The hours are good	1/28/2014 11:49 AM
23	Bearwood is open on certain evenings so extremely helpful	1/28/2014 11:44 AM
24	Good	1/23/2014 1:37 PM
25	Would be good if the surgery was open on a Saturday for people who work and school children who would prefer not to miss school	1/23/2014 1:34 PM
26	I've had emergency appt at end of day and staff fitted me in with no trouble	1/23/2014 1:26 PM
27	I have had to finish work early to come in before 6pm before now	1/23/2014 1:22 PM
28	Would be useful to have access at other times	1/23/2014 1:15 PM
29	Late opening one evening per week please so Sat mornings	1/23/2014 1:08 PM
30	My partner and I both work til 6pm and find it slightly difficult to get an early appt	1/23/2014 1:03 PM
31	Perhaps Sat morn would be useful	1/23/2014 12:57 PM
32	No comments needed, very good	1/23/2014 12:52 PM
33	Seems fine, reasonable hours	1/23/2014 12:51 PM
34	Maybe a couple of nights you could open til 9pm at Winton Banks	1/23/2014 12:48 PM
35	They seem to be fair enough, neither ridiculously early or too late opening, the same for the closing time	1/23/2014 12:41 PM
36	Would be better if the surgery stayed open until 7pm or opened on a Sat morning as it can be difficult when working full time & finishing at 5.30pm to get to surgery in time due to traffic.	1/23/2014 1:29 AM
37	Both my partner and I work till 6 pm and find it difficult to get an early appt.	1/22/2014 1:42 PM
38	Weekend emergency clinic would help	1/22/2014 1:21 PM
39	I am an OAP and would not want to come to the docs very early or very late. I would feel vulnerable in the dark	1/22/2014 1:09 PM
40	Saturdays would be useful for workers	1/22/2014 1:05 PM
41	Saturdays would be a nice option	1/22/2014 12:49 PM
42	Availability of GP is a major concern	1/22/2014 12:39 PM
43	people can get ill 24/7 yet the doctors have the luxury of working 5 day weeks with weekends off. in SWINDON my doctor there opened at 6.00 in the morning and stayed open till 23.00 to accommodate his patients who worked shift hours. they worked on Saturdays also. but doctors have a very very easy time here in Britain. it took years to get the banks to open on Saturdays perhaps it will take years to get doctors to operate surgeries that have better opening hours stopping people from going to A&E.	1/22/2014 8:05 AM
44	I need my husband to bring me to the surgery so your evening surgery is a big help as my	1/21/2014 2:58 AM

Banks and Bearwood Surgeries Practice Survey 2014

44	I need my husband to bring me to the surgery as your evening surgery is a big help as my husband no longer needs to take time off work.	1/21/2014 2:00 AM
45	I work from home so not normally an issue getting to the surgery in the current hours but imagine it would be difficult for those who have commute to work.	1/21/2014 2:51 AM
46	After hours appointments could be better	1/21/2014 2:49 AM
47	It would be helpful if the Surgery was open on a Saturday morning, say 8.30am - 10.30am. to help people who work long hours.	1/21/2014 12:36 AM
48	Opening at 8 am would be more convenient	1/20/2014 2:57 PM
49	Would prefer at least 1 late night a week or maybe Saturday morning	1/20/2014 12:12 PM
50	Difficult when working all day to access surgery.	1/20/2014 11:57 AM
51	Closing at lunchtime is sometimes inconvenient, especially for people who work and need to make phone calls in their lunchtime.	1/20/2014 11:51 AM
52	Your opening times are very good for me, I'm very grateful for all your staff to make this possible for my husband & myself.	1/20/2014 11:43 AM
53	I feel that the surgery should be open for appointments at weekends, certainly Saturday mornings, as people don't only need to see a doctor Monday to Friday. Also the surgery should not close at lunchtimes. Also it should be easier to see a nurse , without having to wait so long for an appointment.	1/20/2014 10:28 AM
54	It can sometimes be hard to access the surgery when working long hours	1/20/2014 10:26 AM
55	I think the opening hours are ok	1/20/2014 9:02 AM
56	Never any appointments available after working hours	1/20/2014 8:00 AM
57	I think the whole practice tries very hard to accommodate all of their patients	1/20/2014 6:25 AM
58	Should be open on SaturdayMornings	1/20/2014 5:47 AM
59	pleased at the moment	1/17/2014 4:41 AM
60	ok for myself	1/17/2014 3:10 AM
61	as a pensioner of 78 yrsa of age i worry about not having out of hours cover from a local GP familier with my records	1/17/2014 2:31 AM
62	evening appointments always useful	1/17/2014 2:26 AM
63	i think they cover most peoples requirements	1/17/2014 2:20 AM
64	always had good opening hours, able to work around my working hours	1/17/2014 2:14 AM
65	i think the opening hours are fine althought it could be made easier to get help/advice form GP/ nurses at weekends	1/17/2014 2:05 AM
66	happy with extended hours and opening and closing times	1/17/2014 2:00 AM
67	working 9-5 so its a bit tricky to get an appointment	1/16/2014 6:59 AM
68	sometimes it feels as though your on a conveyor belt	1/16/2014 6:44 AM
69	hours ok waiting time needs attention	1/16/2014 6:22 AM
70	Would like to see some later hours for people working a distance away. ie till 8.30pm even 1 night per week	1/14/2014 1:29 AM
71	Saturday opening times would be beneficial.	1/14/2014 12:27 AM

Q3 How satisfied are you with the extended hours appointments offered from 7.30am on a Monday morning at Winton and until 8.00pm on a Tuesday evening at Bearwood?

Answered: 280 Skipped: 15



Answer Choices	Responses
Very	64.64% 181
Fairly	18.93% 53
Neither satisfied or dissatisfied	13.93% 39
Quite dissatisfied	2.50% 7
Very dissatisfied	0% 0
Total	280

#	Please add your comments about our extended hours below .	Date
1	Handy for full time workers	2/9/2014 8:56 AM
2	Very good service for full time employment	2/9/2014 8:55 AM
3	This is a very good service	2/9/2014 8:53 AM
4	Did not know this was offered	2/9/2014 8:50 AM
5	Have not needed to use them	2/9/2014 8:47 AM
6	Didn't know appointments existed, but I bet they are hard to obtain!	2/7/2014 3:07 PM
7	Didn't know about them	2/6/2014 1:07 PM
8	I didn't know about it until now. Good idea for working folk	2/6/2014 12:58 PM
9	As long as doctors are not too tired I am happy	2/6/2014 12:50 PM
10	I like the fact that Bearwood Surgery has a 'late evening' slot.	2/6/2014 5:26 AM
11	didnt know about this	2/4/2014 3:35 AM
12	never used	2/4/2014 3:26 AM

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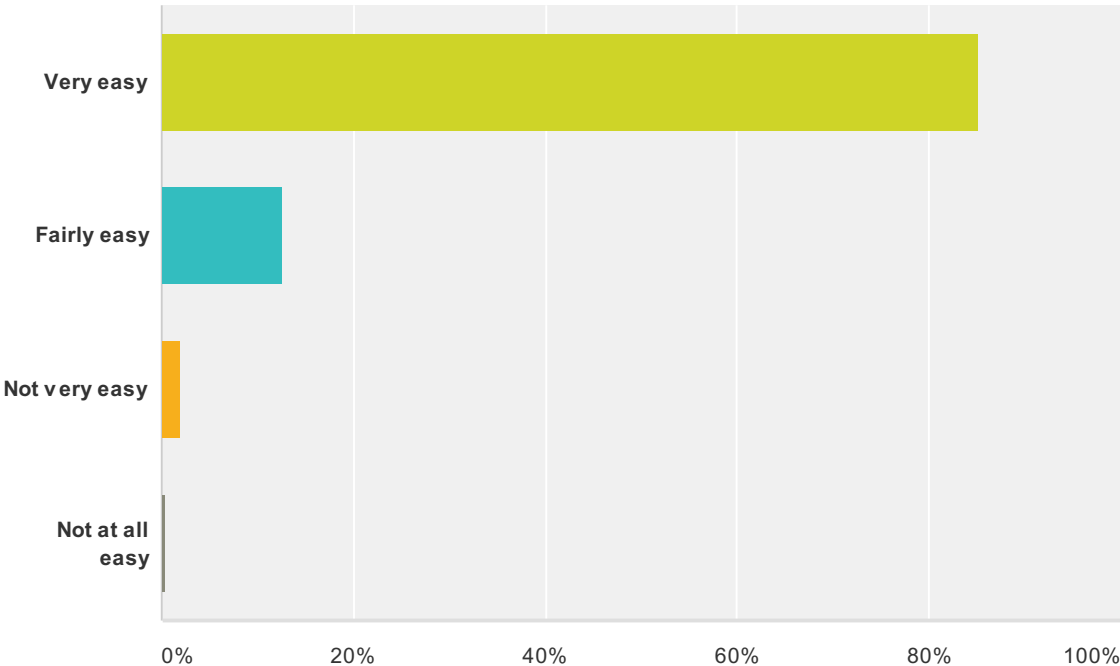
13	Very helpful especially for when I work. Also as a surgery you can see more patients to stop a back log	1/29/2014 12:48 PM
14	Great	1/29/2014 12:33 PM
15	I had no idea about extended hours	1/29/2014 11:37 AM
16	Sometimes work late so it helps	1/29/2014 11:33 AM
17	Nearly takes care of the appointments around work times	1/29/2014 11:26 AM
18	The extended evening opening hours means I can attend the surgery after my working day and I don't have to take time off work, more evening surgeries would be good.	1/24/2014 12:17 PM
19	Wasn't aware	1/23/2014 1:40 PM
20	Good	1/23/2014 1:37 PM
21	Didn't know service was available	1/23/2014 1:34 PM
22	Extended ideas are a good idea for working people	1/23/2014 1:30 PM
23	Bearwood is a fairly long way for me to travel but it's better than having no evening surgery	1/23/2014 1:22 PM
24	Was unaware	1/23/2014 1:18 PM
25	Wasn't really aware, my fault	1/23/2014 1:15 PM
26	Late opening one evening per week please so Sat mornings	1/23/2014 1:08 PM
27	I wasn't aware of the new hours	1/23/2014 1:04 PM
28	Can't get to Bearwood. Too far. Prefer Banks anyway	1/23/2014 1:03 PM
29	Very good	1/23/2014 1:01 PM
30	Good for workers	1/23/2014 12:57 PM
31	Seems fine	1/23/2014 12:51 PM
32	Maybe a couple of nights you could open til 9pm at Winton Banks	1/23/2014 12:48 PM
33	They appear to be a good idea if Tuesday and Mondays are your busiest days, it seems logical	1/23/2014 12:41 PM
34	As we can use either premises	1/23/2014 10:38 AM
35	Didn't realise this very helpful indeed.	1/23/2014 1:29 AM
36	Bearwood is too far away to travel after a full days work prefer Banks Med	1/22/2014 1:42 PM
37	I didn't know Bearwood was open on Tuesday evening until 8.00pm. Very pleased it is.	1/22/2014 1:28 PM
38	Did not realise the surgery was open on Tuesday until 8.00pm	1/22/2014 1:13 PM
39	Extended hours during week is fine. What about Saturday mornings?	1/22/2014 12:39 PM
40	Didn't know about the extended hours.	1/22/2014 8:36 AM
41	THIS IS A START.	1/22/2014 8:05 AM
42	Not used extended hours	1/22/2014 2:54 AM
43	Working patients no longer have to take time off to attend the surgery.	1/21/2014 2:58 AM
44	Good to have some options	1/21/2014 2:51 AM
45	Another evening as well would be better	1/21/2014 2:49 AM
46	This is very helpful, unless you become ill on a Thursday. I was not informed of the extended hours.	1/21/2014 12:36 AM
47	Wasn't aware there were extended hours...	1/20/2014 2:15 PM
48	Was not aware of this but now I am I think that comes in very handy!	1/20/2014 11:58 AM
49	As long as they are prioritised for working patients and not all taking up by retired patients who can attend anytime.	1/20/2014 11:57 AM
50	Thank you all!	1/20/2014 11:43 AM
51	It's a start in the right direction	1/20/2014 10:28 AM
52	I have found this very useful particularly when working away such	1/20/2014 10:26 AM

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52	I have found this very useful particularly when working away from	1/20/2014 10:20 AM
53	Good idea but again never seem to be able to get one of these unless you book months in advance :(1/20/2014 8:00 AM
54	As long as those that can attend normal surgery hours it leaves the Doctors time for working and those that can only get there out of hours	1/20/2014 6:25 AM
55	It would be good if there was an early morning session at bearwood as well as the evening one.	1/20/2014 5:53 AM
56	have not used this however extended hours is a welcome facility	1/17/2014 4:45 AM
57	this would be of use to people with awkward working hours	1/17/2014 2:20 AM
58	didnt know about them	1/17/2014 2:11 AM
59	i think an extended hours later in the week might also help ease patients minds	1/17/2014 2:05 AM
60	good for patients	1/17/2014 2:00 AM
61	not used	1/16/2014 6:47 AM
62	didnt know about extended hours	1/16/2014 6:22 AM
63	1 day untill 8pm seems a little late. perhaps 2 days untill 7.30pm would work better?	1/16/2014 6:12 AM
64	See above	1/14/2014 1:29 AM

Q4 How easy do you find getting into the building at the surgery?

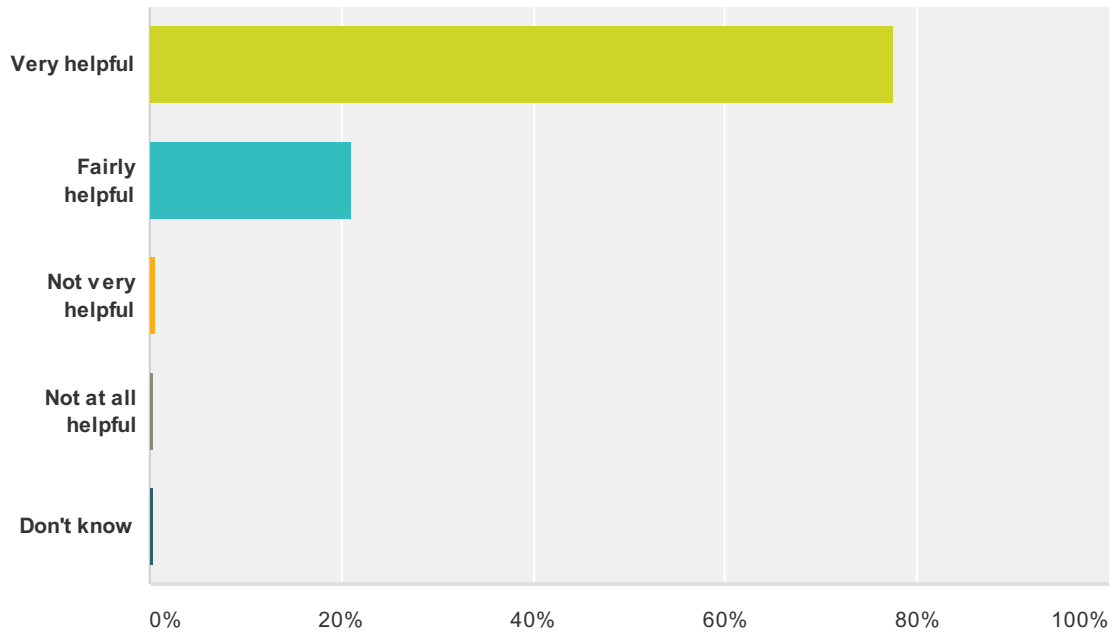
Answered: 295 Skipped: 0



Answer Choices	Responses
Very easy	85.08% 251
Fairly easy	12.54% 37
Not very easy	2.03% 6
Not at all easy	0.34% 1
Total	295

Q5 How helpful do you find the receptionists at your GP Practice?

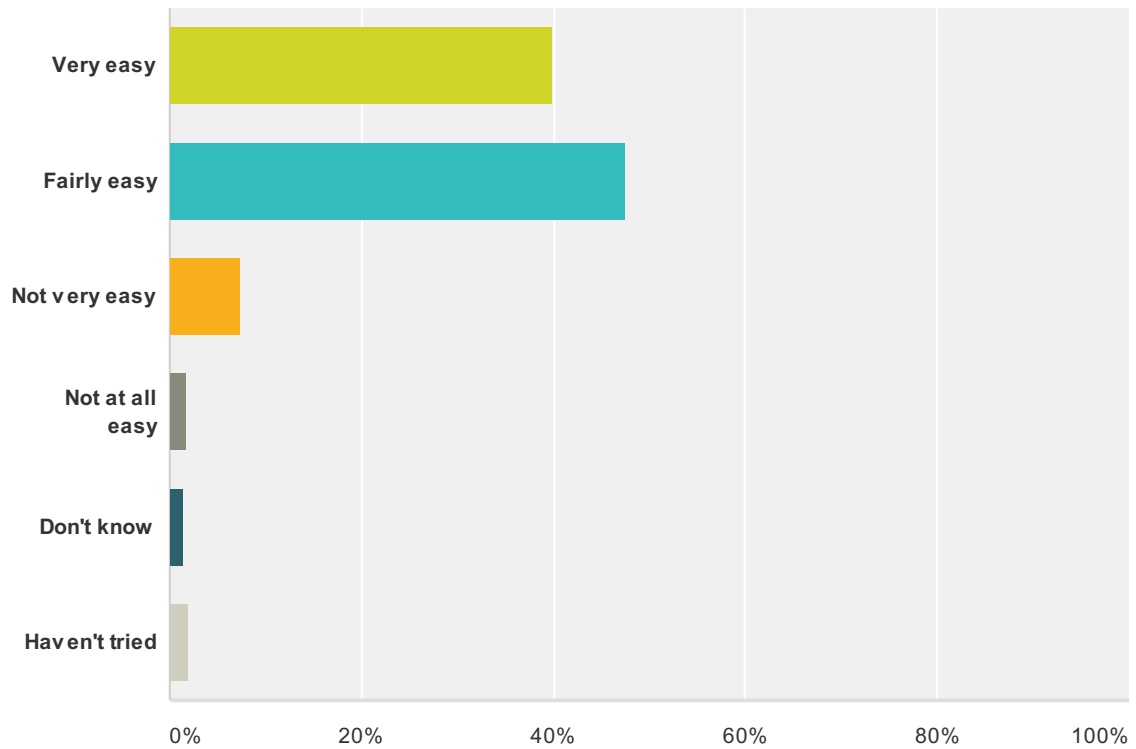
Answered: 294 Skipped: 1



Answer Choices	Responses
Very helpful	77.55% 228
Fairly helpful	21.09% 62
Not very helpful	0.68% 2
Not at all helpful	0.34% 1
Don't know	0.34% 1
Total	294

Q6 How easy is it to get through to someone at your GP practice on the phone?

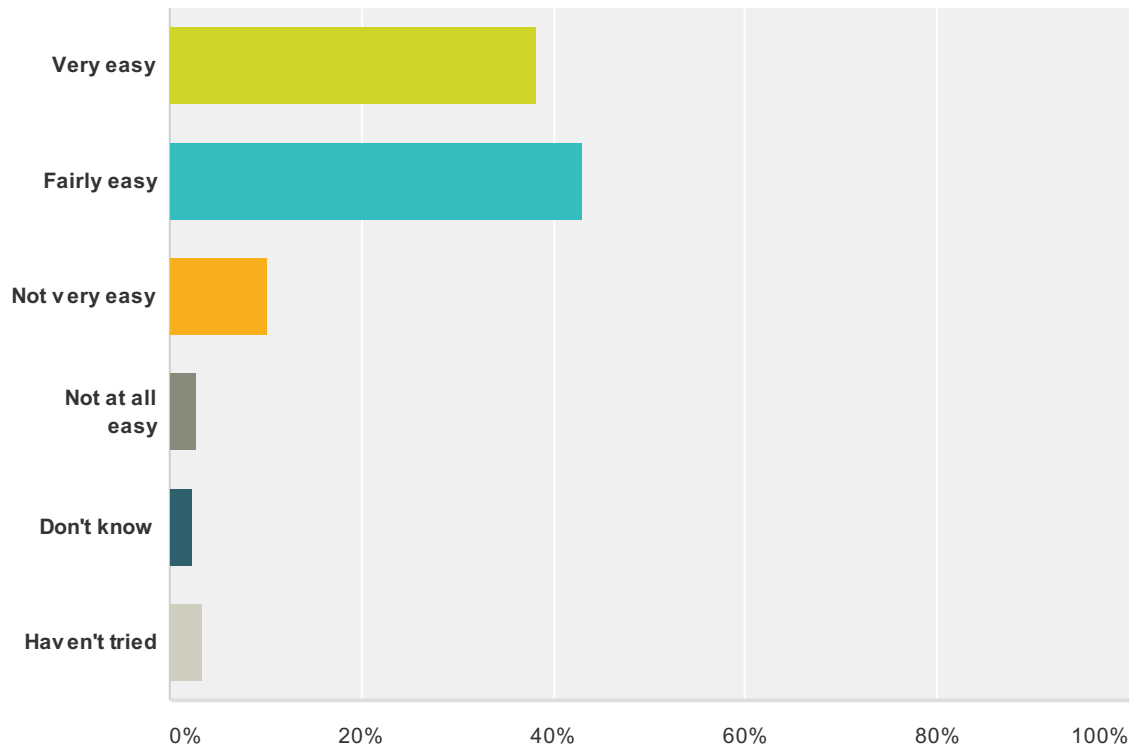
Answered: 293 Skipped: 2



Answer Choices	Responses
Very easy	39.93% 117
Fairly easy	47.44% 139
Not very easy	7.51% 22
Not at all easy	1.71% 5
Don't know	1.37% 4
Haven't tried	2.05% 6
Total	293

Q7 How easy is it to book a routine or follow up appointment with your GP or Nurse?

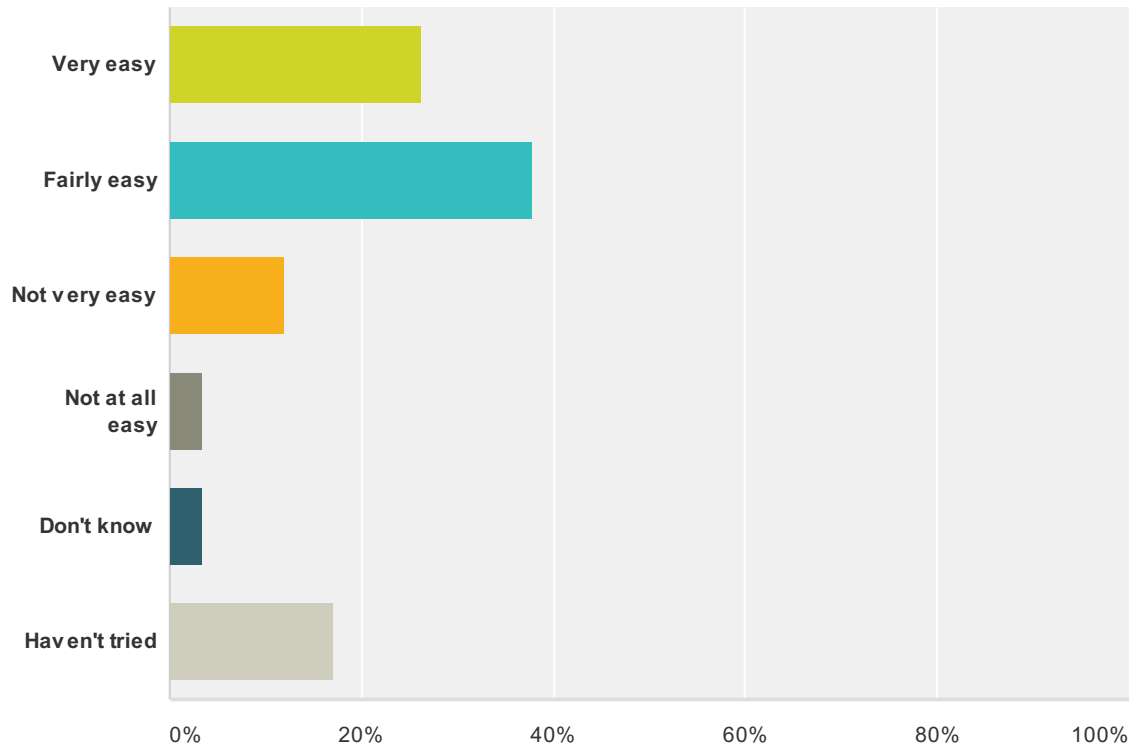
Answered: 293 Skipped: 2



Answer Choices	Responses
Very easy	38.23% 112
Fairly easy	43.00% 126
Not very easy	10.24% 30
Not at all easy	2.73% 8
Don't know	2.39% 7
Haven't tried	3.41% 10
Total	293

Q8 How easy is it to make an urgent appointment with a GP when you are ill?

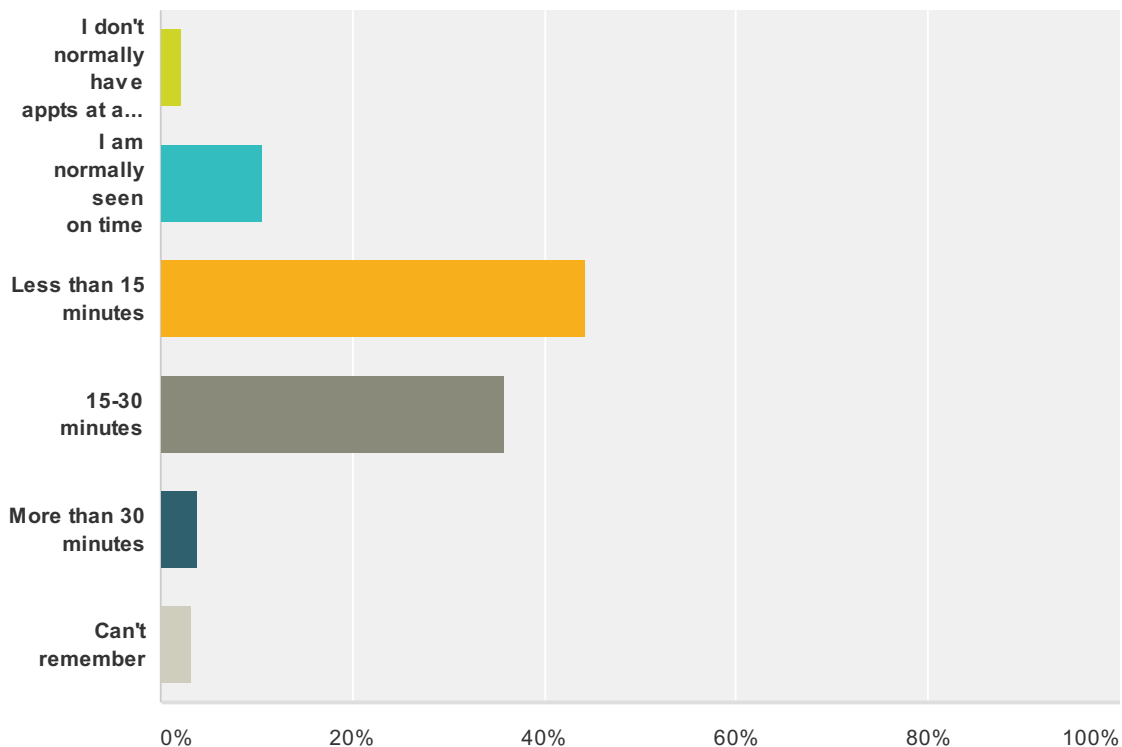
Answered: 293 Skipped: 2



Answer Choices	Responses
Very easy	26.28% 77
Fairly easy	37.88% 111
Not very easy	11.95% 35
Not at all easy	3.41% 10
Don't know	3.41% 10
Haven't tried	17.06% 50
Total	293

Q9 How long after your appointment time do you normally wait to be seen?

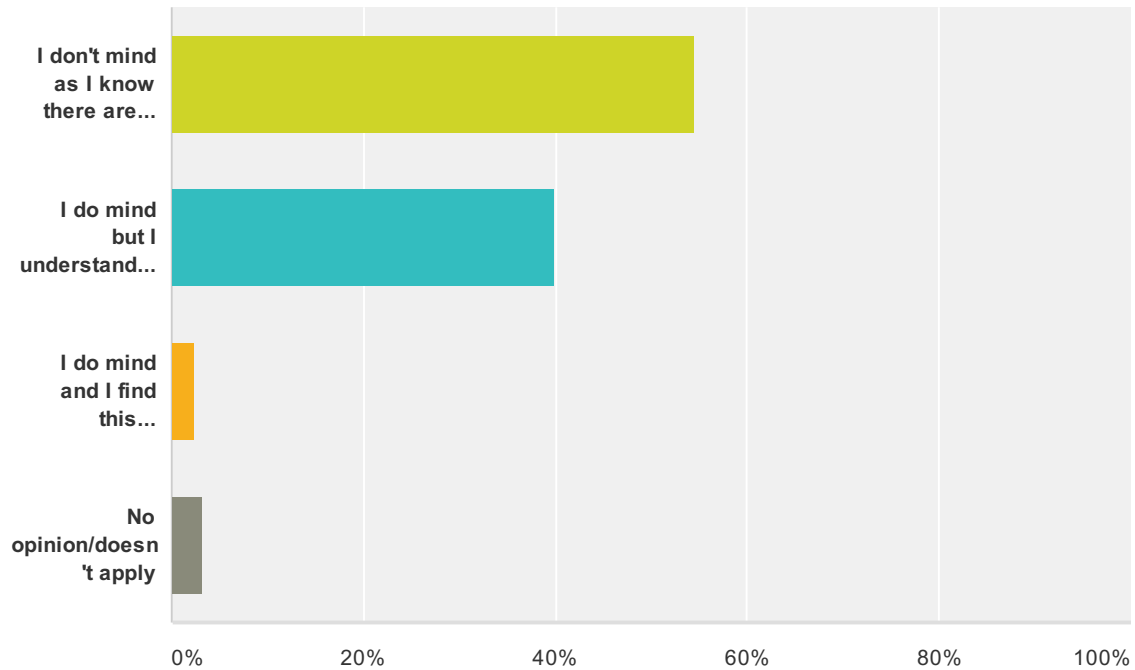
Answered: 282 Skipped: 13



Answer Choices	Responses
I don't normally have appts at a specific time	2.13% 6
I am normally seen on time	10.64% 30
Less than 15 minutes	44.33% 125
15-30 minutes	35.82% 101
More than 30 minutes	3.90% 11
Can't remember	3.19% 9
Total	282

Q10 How do you feel about how long you normally have to wait?

Answered: 284 Skipped: 11



Answer Choices	Responses
I don't mind as I know there are reasons	54.58% 155
I do mind but I understand there are reasons	39.79% 113
I do mind and I find this unacceptable	2.46% 7
No opinion/doesn't apply	3.17% 9
Total	284

#	Please enter comments about your waiting time below	Date
1	Expect to wait a short time	2/9/2014 8:56 AM
2	Normal waiting is acceptable	2/9/2014 8:55 AM
3	The doctors are very busy but always try to see us on time and give us the attention we need.	2/9/2014 8:53 AM
4	I always attend appts with plenty of time to be there so as not to be unready	2/9/2014 8:44 AM
5	If you are informed of a reliable wait time then I find easier, as you know how long you will be there for!	2/7/2014 3:07 PM
6	I am retired so not usually in a hurry	2/6/2014 12:58 PM
7	I don't mind as I know there is a reason like emergency	2/6/2014 12:50 PM
8	I don't see the point in having to see a Dr before I can see a Nurse e.g. With ear blockage	2/6/2014 12:46 PM
9	I understand that doctors can only do what is possible, and that waiting times are not under their control.	2/6/2014 5:26 AM
10	The GP's are a;ways very attentive and thorough so i appreciate them being this way for all patients	2/4/2014 3:31 AM
11	I can't work now so I have more time to wait but I can imagine this could be frustrating for those who do.	2/1/2014 2:01 AM

12	I expect there to be a slight waiting time. I accent it so it doesn't worry me	1/29/2014 12:48 PM
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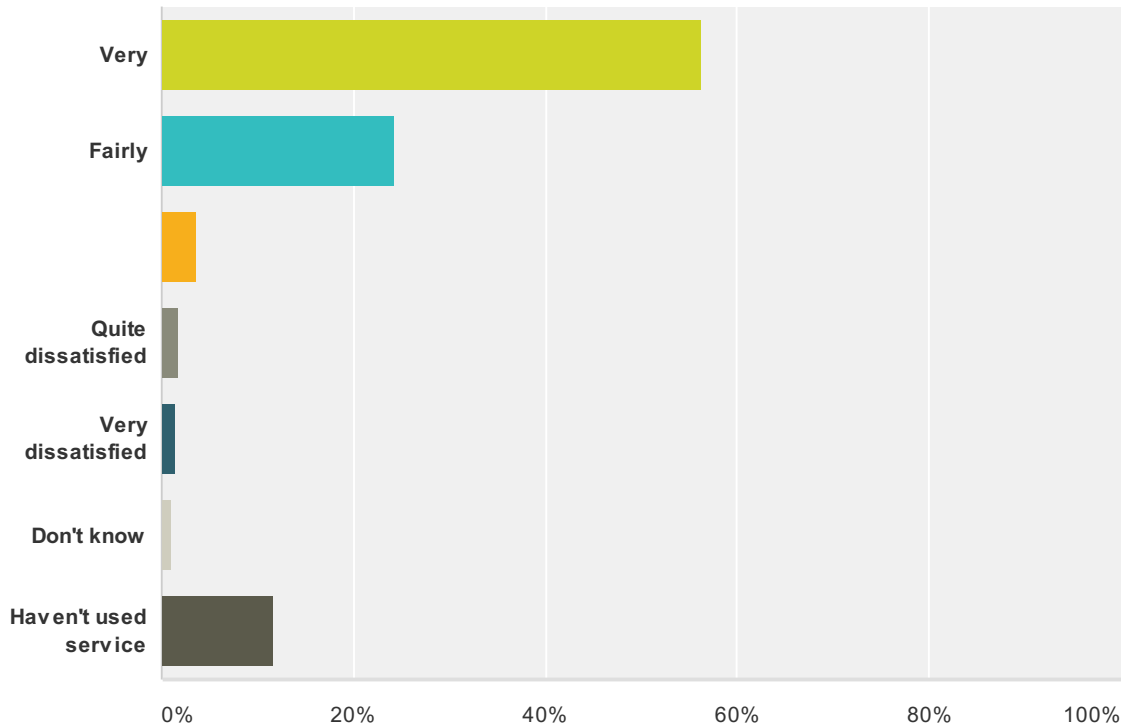
12	I expect there to be a slight waiting time. I accept it so it doesn't worry me	1/29/2014 12:50 PM
13	Depends on how ill I am at time	1/29/2014 12:33 PM
14	Don't mind waiting when urgent cases need looking at	1/29/2014 11:26 AM
15	As long as I see a doctor when I need to I do not worry how long I wait	1/29/2014 11:19 AM
16	Good	1/23/2014 1:37 PM
17	I would rather have the longer time with the Dr so appreciate this might mean a delay	1/23/2014 1:18 PM
18	Regardless of ether additional time, I understand it is hard to keep on time with appointments in a surgery.	1/23/2014 12:41 PM
19	Some appointments take longer than others & the GP's don't have enough time in between appointments.	1/23/2014 1:29 AM
20	Sometimes some patients need extra time, this should be allowed for.	1/22/2014 1:21 PM
21	Having to wait a long time after appt can be very annoying especially if another appt is following as an sometimes happen perhaps notification would be helpful	1/22/2014 1:09 PM
22	It can be a little frustrating as I usually have to get to work, but I do understand and the waiting room isn't unpleasant	1/22/2014 1:00 PM
23	We are allocated 10 minutes, some patients have much longer - 30 minutes	1/22/2014 12:56 PM
24	People not advising GP of cancellation should be fined	1/22/2014 12:49 PM
25	Would rather wait as I know not everything can be fitted into 10 minutes or so	1/22/2014 12:41 PM
26	Info on delays not given. Last few times I've waited about an hour which when I have to work or have baby with me can be frustrating.	1/22/2014 8:36 AM
27	I don't mind waiting but it would be nice if the screen booking in system actually told you there is a delay.	1/21/2014 2:58 AM
28	The computerised check-in provides the status of any delays when you check in. However, it nearly always states "0 mins delay" regardless of actual delays. It would be good if this provided a more realistic status.	1/21/2014 2:51 AM
29	It is never very long, and the wait , if any, is worth it, because all the Doctors are very caring.	1/21/2014 12:36 AM
30	The indicated "delay" time on the screen is not accurate and is irritating if it indicates zero and there is a delay	1/20/2014 12:45 PM
31	The waiting time, if any is so short it is not an issue. Once when the doctor run about 10 minutes late the lady receptionist explained, which was great and made waiting less anxious.	1/20/2014 11:58 AM
32	Would be nice to know if gp is running late as you worry you've been overlooked.	1/20/2014 11:57 AM
33	I understand you are doing your best! Thank you.	1/20/2014 11:43 AM
34	Even though at times I've had to wait I have found that I'm still given my allotted time and not made to feel like I have to hurry.	1/20/2014 11:01 AM
35	I would be nice to be warned when a GP is running late and to estimate how long the wait is and be given the opportunity to rebook if it is not an urgent appointment....	1/20/2014 10:50 AM
36	Would be better if we were told on arrival about any delays. Automatic system always says no delay	1/20/2014 8:00 AM
37	I understand ten minutes is not very long if someone is poorly and needs more time	1/20/2014 6:25 AM
38	If there was a soft play area for young children it would really ease the wait. Seating area isn't very welcoming - very echoed and if you need to speak to the receptionist everyone can hear. Perhaps background music would help?	1/20/2014 5:53 AM
39	You should not have to wait longer than 10 min	1/20/2014 5:47 AM
40	waiting id frustrating byt patients (i) need to be realistic and understanding	1/17/2014 4:45 AM
41	i have disabilities that make late times difficult	1/17/2014 4:41 AM
42	As I don't work it doesn't cause me too big a problem it is an issue for my husband as he works	1/17/2014 3:20 AM
43	very good	1/17/2014 2:51 AM
44	happy to wait as i know i am seen asap	1/17/2014 2:00 AM
45	when attending the first anpt of the day I find it unacceptable for drs and receptionists to be	1/16/2014 2:39 PM

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45	when attending the first appt of the day I find it unacceptable for us and receptionists to be arriving and opening the surgery after my appt time.	1/16/2014 2:55 PM
46	if there is a delay in your appointed time, it would be useful to know on your arrival, how long it is likely to be.	1/16/2014 6:12 AM

Q11 How satisfied are you with the Surgery's repeat prescription service i.e. that prescriptions are ready for collection from the Surgery, two days after we receive them (the service will take longer than this if you collect your prescription from a pharmacy)?

Answered: 284 Skipped: 11



Answer Choices	Responses	Count
Very	56.34%	160
Fairly	24.30%	69
Neither satisfied or dissatisfied	3.52%	10
Quite dissatisfied	1.76%	5
Very dissatisfied	1.41%	4
Don't know	1.06%	3
Haven't used service	11.62%	33
Total		284

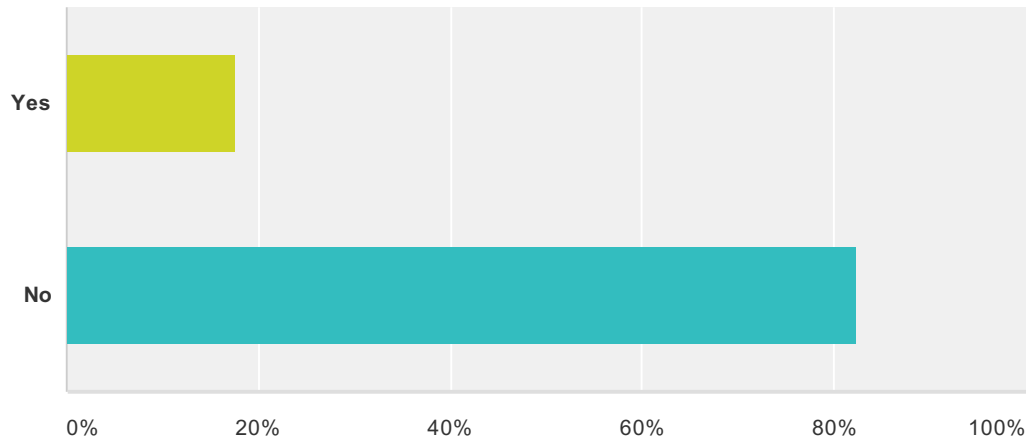
#	Please add any comments about the repeat prescription service below.	Date
1	Always efficient	2/9/2014 8:56 AM
2	Always efficient	2/9/2014 8:55 AM
3	Excellent	2/9/2014 8:53 AM
4	I phone the pharmacy	2/6/2014 1:24 PM
5	Have had a few glitches occasionally but usually fine	2/6/2014 12:58 PM
6	I used repeat prescription through Banks Chemist who act on my behalf	2/6/2014 12:50 PM

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6	I used repeat prescription through Banks Chemist who act on my behalf	2/2/2014 12:00 PM
7	Had a few mix-ups	2/6/2014 3:45 AM
8	excellent	2/4/2014 3:31 AM
9	Items which should be logged as repeat prescription items are often missed off the prescription sheet. Sometimes only one asthma spray (15 days) is supplied when the request was for two. If requests are rejected then the patient is not notified until they call to collect and then they have to wait a further two days or make appointments to see a Doctor which have been totally unnecessary.	2/1/2014 2:01 AM
10	Surgery always helps if I order late	1/29/2014 12:36 PM
11	Good	1/29/2014 12:33 PM
12	The service meets my needs	1/29/2014 11:19 AM
13	Good	1/23/2014 1:37 PM
14	If you are seriously (???? Nothing else written)	1/23/2014 1:36 PM
15	Occasionally I have gone to pick up my medicine and it hasn't been there	1/23/2014 1:22 PM
16	On-line service - brilliant	1/23/2014 1:18 PM
17	Seems good, every time I needed it's been fine	1/23/2014 12:51 PM
18	24 hours would be even better!	1/22/2014 12:43 PM
19	Never had problems, often ready quicker	1/22/2014 12:41 PM
20	Such difficulties as exist are due to restrictions on amount to be prescribed	1/22/2014 12:39 PM
21	It is so easy to do, even for a numb nut like me and you can have the prescription sent straight to the Bearwood chemist for collection.	1/21/2014 2:58 AM
22	Now that I can order my repeat prescriptions on line, I find it most helpful. It saves time and petrol, and the Chemist is within a few yards from my home.	1/21/2014 12:36 AM
23	Your new online repeat prescription service is dire and the staffs knowledge of the system is even worse.	1/20/2014 12:12 PM
24	Prescriptions always ready at pharmacy when surgery say they will be.	1/20/2014 11:57 AM
25	Very good thank you.	1/20/2014 11:43 AM
26	i would like to be able to phone and order my prescription to save me making two journeys	1/20/2014 9:48 AM
27	Muddled prescription and been given the wrong medication by pharmacy as a result	1/20/2014 8:23 AM
28	Works well most of the time.	1/20/2014 6:25 AM
29	always impressed by reception in particular + help received	1/17/2014 4:45 AM
30	On a couple of occasions my prescription has not been delivered to pharmacy as requested and I have had to collect it once and chase by phone the other time disability made the first difficult	1/17/2014 3:20 AM
31	very good	1/17/2014 2:51 AM
32	pharmacy/ practice liaison sometimes fails to deliver good service	1/17/2014 2:10 AM
33	very satisfied	1/17/2014 2:00 AM

Q12 Do you use the on-line prescription service?

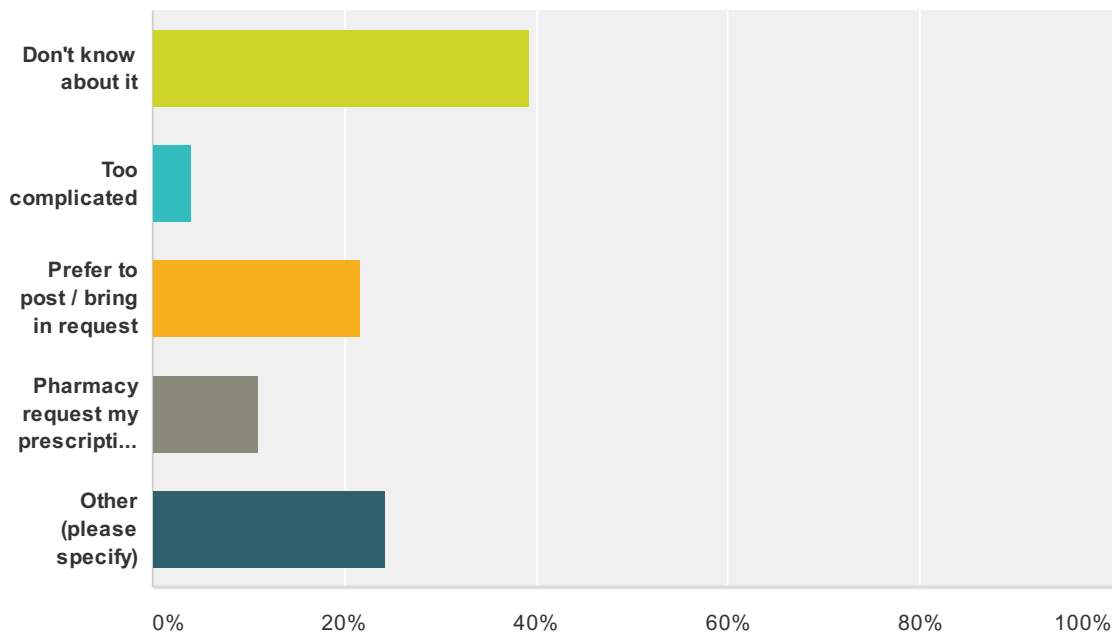
Answered: 282 Skipped: 13



Answer Choices	Responses	
Yes	17.73%	50
No	82.27%	232
Total		282

Q13 If not, why not?

Answered: 227 Skipped: 68



Answer Choices	Responses
Don't know about it	39.21% 89
Too complicated	3.96% 9
Prefer to post / bring in request	21.59% 49
Pharmacy request my prescription on my behalf	11.01% 25
Other (please specify)	24.23% 55
Total	227

#	Other (please specify)	Date
1	Have not needed to use it	2/9/2014 8:50 AM
2	Not in possession of a computer	2/9/2014 8:44 AM
3	Although aware of the service, never remember to do when I need a prescription, & it's not too much of an effort to pop prescription into surgery anyway	2/7/2014 3:07 PM
4	Have no regular medication	2/7/2014 4:20 AM
5	Not on line	2/6/2014 1:22 PM
6	About to start using it	2/6/2014 1:18 PM
7	No computer	2/6/2014 1:05 PM
8	I shall try it next time	2/6/2014 12:58 PM
9	Not yet, but will. Not important for me as I live very close to the Surgery	2/6/2014 12:54 PM
10	I would never use on line in case I am not the person you think	2/6/2014 12:50 PM
11	But may do I now I know about it	2/6/2014 12:46 PM
12	Just heard about it and signed up but not used yet.	2/6/2014 3:45 AM
13	No computer	2/4/2014 3:37 AM
14	could not see how to identify a particular chemist	2/4/2014 3:33 AM

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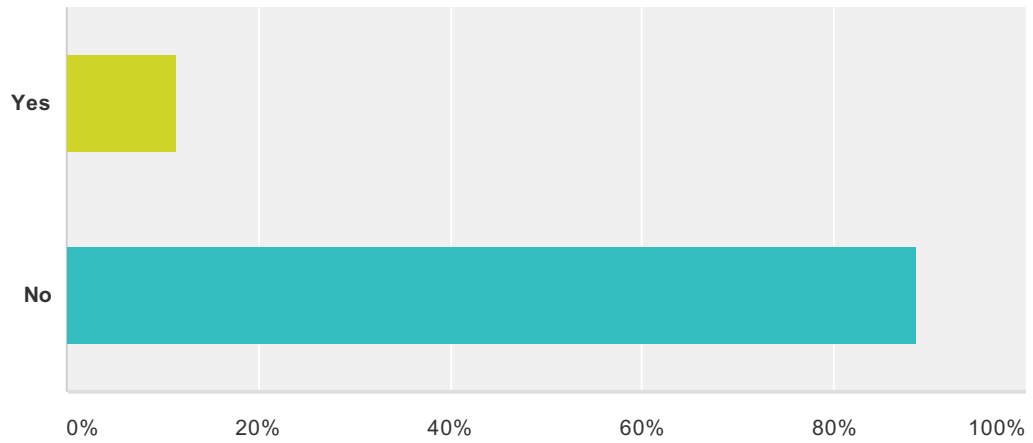
15	dont need repeat prescriptions veru offen	2/4/2014 3:29 AM
16	Haven't got around to using it yet.	1/29/2014 11:57 AM
17	Not on-line	1/29/2014 11:39 AM
18	Don't use it	1/29/2014 11:33 AM
19	I do not use a computer	1/29/2014 11:19 AM
20	Haven't tried it yet	1/28/2014 12:20 PM
21	Husband uses it and I will learn	1/23/2014 1:30 PM
22	Not on line	1/23/2014 1:01 PM
23	No computer	1/23/2014 12:57 PM
24	Just found out	1/23/2014 12:43 PM
25	not on internet	1/23/2014 12:37 PM
26	Have only recently had a need for a regular prescription and will need to see the Doctor on follow up so arrange my repeat prescription at same time. However if in future I do not need to see the GP but need a repeat prescription then I will try the online service.	1/23/2014 10:38 AM
27	No computer	1/22/2014 1:39 PM
28	Unable to use a computer	1/22/2014 1:31 PM
29	Not yet but looking into it	1/22/2014 1:19 PM
30	No computer	1/22/2014 1:18 PM
31	Normally see GP first	1/22/2014 1:17 PM
32	Do not have a computer	1/22/2014 1:09 PM
33	Not sure why, I just haven't	1/22/2014 1:02 PM
34	Not on line	1/22/2014 12:57 PM
35	Not needed to yet	1/22/2014 12:41 PM
36	Will do now I know about it	1/21/2014 2:49 AM
37	Haven't tried it yet.Have been able to get to the surgery ok to date.	1/21/2014 1:53 AM
38	Tried to register online but was told needed to speak to GP	1/20/2014 12:45 PM
39	I only found out about it about 3 weeks ago so have not had the need but definitely will next time.	1/20/2014 11:58 AM
40	Will try in future.	1/20/2014 11:57 AM
41	Will do it soon as I have just joined the service.	1/20/2014 11:43 AM
42	It would'nt let me access it.	1/20/2014 11:01 AM
43	never been informed about it	1/20/2014 9:48 AM
44	Have registered and will try it out. Seems a good idea	1/20/2014 8:00 AM
45	Item I require not listed on this service	1/20/2014 7:16 AM
46	Will use now	1/20/2014 6:25 AM
47	Not applicable	1/20/2014 5:53 AM
48	not on internet	1/17/2014 4:46 AM
49	not used yet	1/17/2014 3:12 AM
50	find it convenient to bring in requests when visiting the co-op, would use online if unable to visit	1/17/2014 2:31 AM
51	did not know about it but will give it a now that i know	1/17/2014 2:24 AM
52	dont have a computer	1/17/2014 2:20 AM
53	the system has to many stages i have registered to day but i am not able to request a prescription until i have attended the surgery with photo id. i understand there are security issues but these barriers make it much less likely to be used.	1/16/2014 2:39 PM

Banks and Bearwood Surgeries Practice Survey 2014

54	dont have a computer or ipad or smartphone	1/16/2014 6:38 AM
55	i do not use a computer	1/16/2014 6:12 AM

Q14 Do you use the on-line GP appointment booking service?

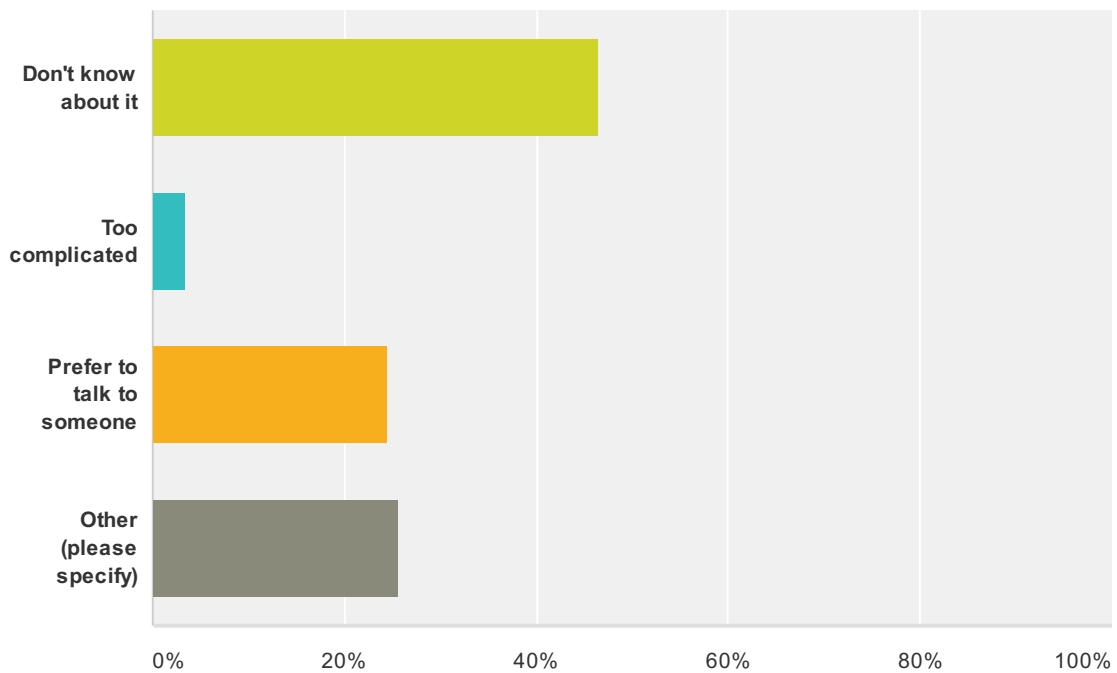
Answered: 278 Skipped: 17



Answer Choices	Responses	
Yes	11.51%	32
No	88.49%	246
Total		278

Q15 If not, why not?

Answered: 237 Skipped: 58



Answer Choices	Responses
Don't know about it	46.41% 110
Too complicated	3.38% 8
Prefer to talk to someone	24.47% 58
Other (please specify)	25.74% 61
Total	237

#	Other (please specify)	Date
1	Hate using computers	2/6/2014 1:24 PM
2	Intend to use on line service	2/6/2014 1:18 PM
3	Wish I had known about this	2/6/2014 1:14 PM
4	Didn't know you could book/make appointment on line	2/6/2014 1:09 PM
5	No computer	2/6/2014 1:05 PM
6	Shall try it	2/6/2014 12:58 PM
7	Only just learnt of it	2/6/2014 12:54 PM
8	But may do I now I know about it	2/6/2014 12:46 PM
9	Just signed up, not used yet.	2/6/2014 3:45 AM
10	No computer	2/4/2014 3:37 AM
11	wasn't aware but so far don't need many appointment!! :)	2/4/2014 3:29 AM
12	I haven't had cause to book an appointment since I signed up	2/2/2014 11:41 AM
13	Now that I do know about it I will still choose to telephone as I don't use a computer every day.	1/29/2014 12:48 PM
14	No computer	1/29/2014 12:43 PM
15	No internet	1/29/2014 12:29 PM

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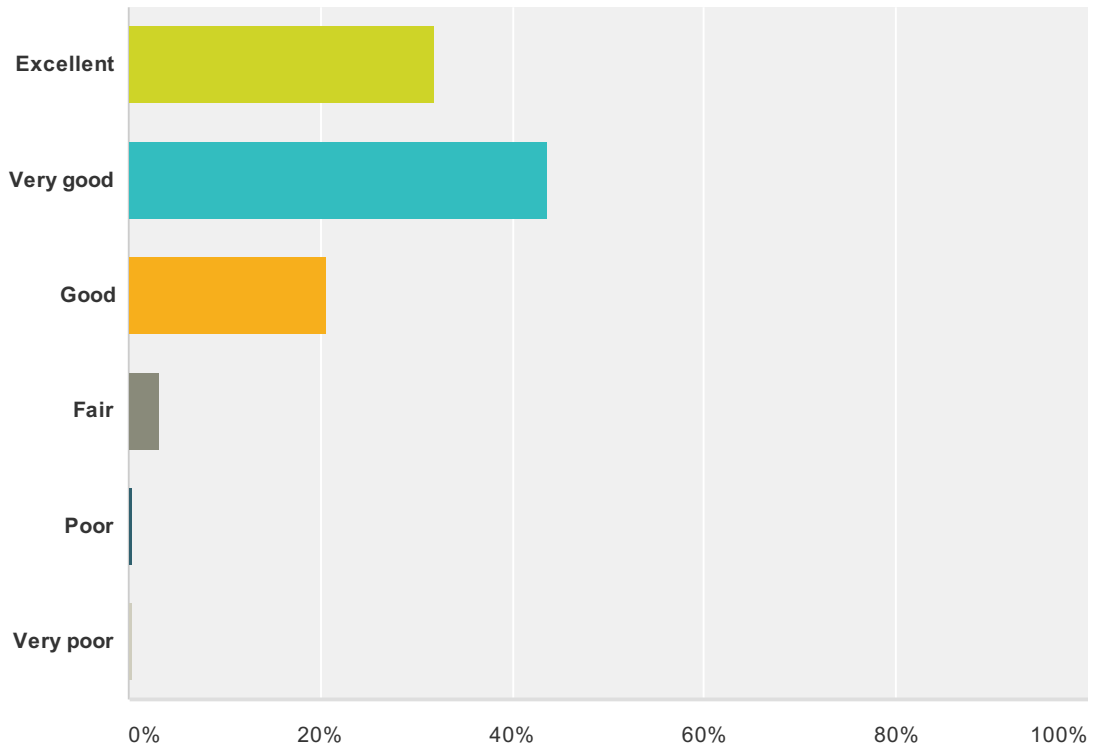
16	Haven't got around to using it yet.	1/29/2014 11:57 AM
17	Not on line	1/29/2014 11:39 AM
18	Don't need to	1/29/2014 11:33 AM
19	Like to see a preferred doctor / nurse who know my circumstances / history	1/29/2014 11:22 AM
20	I do not use a computer	1/29/2014 11:19 AM
21	Haven't tried it yet	1/28/2014 12:20 PM
22	Only just recently realised you had one	1/28/2014 11:47 AM
23	I have not needed to see a doctor since this was introduced.	1/24/2014 12:17 PM
24	Husband uses it and I will learn	1/23/2014 1:30 PM
25	Not on line	1/23/2014 1:01 PM
26	No computer	1/23/2014 12:57 PM
27	Just found out	1/23/2014 12:43 PM
28	I am a child, thus do not book appointments for myself	1/23/2014 12:41 PM
29	still not on internet	1/23/2014 12:37 PM
30	Wasn't aware of this service but will try for next appointment due mid February.	1/23/2014 10:38 AM
31	I will now that I know about this service.	1/23/2014 1:29 AM
32	Unable to use a computer	1/22/2014 1:31 PM
33	Not yet	1/22/2014 1:19 PM
34	No computer	1/22/2014 1:18 PM
35	Do not have a computer	1/22/2014 1:09 PM
36	Not got round to looking into it, but will	1/22/2014 12:56 PM
37	Not needed to yet	1/22/2014 12:41 PM
38	I mainly book urgent appointments but for routine ones I'd give the service a try.	1/22/2014 8:36 AM
39	Have only recently signed up for this service.	1/22/2014 2:54 AM
40	Just haven't had to use it but I will when I next need an appt,	1/21/2014 2:58 AM
41	Only just knew about it...will now use it	1/21/2014 2:49 AM
42	Not needed to use it yet.	1/21/2014 2:22 AM
43	Same reason as above , will use it if not able to visit the surgery.	1/21/2014 1:53 AM
44	Yet to organise	1/20/2014 11:09 PM
45	It has been too easy to just call in!	1/20/2014 5:59 PM
46	Not needed to make an appointment yet but will use when I need to	1/20/2014 2:57 PM
47	As above	1/20/2014 12:45 PM
48	Have recently signed up for this but have not yet used the service	1/20/2014 12:33 PM
49	Again, I only found out about it about 3 weeks ago so have not had the need but definitely will next time.	1/20/2014 11:58 AM
50	will try in future.	1/20/2014 11:57 AM
51	It's new to me but will try soon.	1/20/2014 11:43 AM
52	Although I have registered I have not used the online booking appointment system yet	1/20/2014 11:40 AM
53	Have only recently found out about it and have not needed any appointments, will be more than happy to use when I need to.	1/20/2014 9:51 AM
54	I tried to fill the form in on line entered passwords but could not get through . it kept asking to phone the surgery for my mobile phone no. what happens if i do not have one?	1/20/2014 9:02 AM
55	Have registered will try it out	1/20/2014 8:00 AM
56	Will use now	1/20/2014 6:25 AM

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57	You can't book for Blood tests	1/20/2014 5:47 AM
58	not on internet	1/17/2014 4:46 AM
59	no computer	1/17/2014 2:20 AM
60	see above	1/16/2014 2:39 PM
61	i do not use a computer	1/16/2014 6:12 AM

Q16 Overall how would you describe your experience of your GP Surgery?

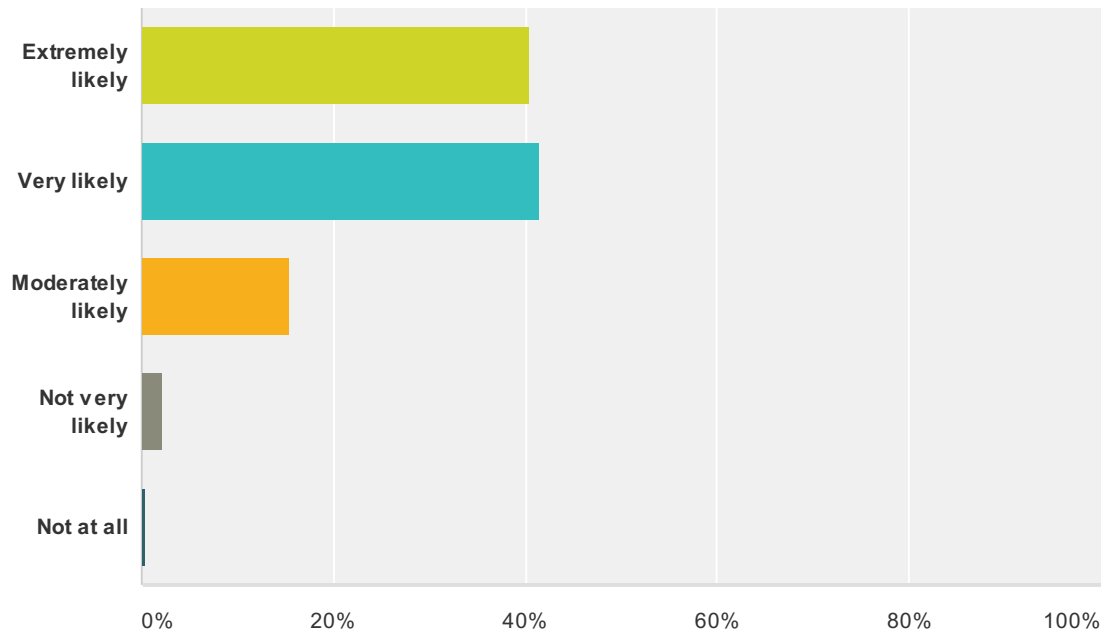
Answered: 282 Skipped: 13



Answer Choices	Responses
Excellent	31.91% 90
Very good	43.62% 123
Good	20.57% 58
Fair	3.19% 9
Poor	0.35% 1
Very poor	0.35% 1
Total	282

Q17 How likely are you to recommend the Banks and Bearwood Medical Practice to family or friends

Answered: 284 Skipped: 11



Answer Choices	Responses
Extremely likely	40.49% 115
Very likely	41.55% 118
Moderately likely	15.49% 44
Not very likely	2.11% 6
Not at all	0.35% 1
Total	284

#	If not why not?	Date
1	Most visits are a complete waste of time as I don't get very far. More care and understanding would be appreciated and the opportunity for a referral/alternative pain relief would be welcome as I have a low quality of life. I have given up trying to get help for myself and tend to keep away as much as possible. In fact I dread having to bring my family for appointments. Some of the attitudes are rather condescending.	2/1/2014 2:01 AM
2	Good	1/29/2014 12:33 PM
3	Don't know anyone who needs a doctor	1/29/2014 11:39 AM
4	Do not like to recommend anything but can give a positive opinion on my experiences	1/29/2014 11:22 AM
5	Although on a personal level I am fairly happy with the service I have received as I don't require appointments very often, some people with a more regular need of treatment or ongoing health issues may find appointments not available at a time they would like.	1/27/2014 11:39 PM
6	Some receptionists are more friendly than others. GPs are excellent	1/23/2014 1:34 PM
7	Dr James and DR Simon are lovely GPs	1/23/2014 12:48 PM
8	Though as regards the Banks Surgery the Surgery premises were a little dated the last time I visited and some redecoration etc was then needed.	1/23/2014 10:38 AM
9	Have always had good service, been with Winton for 28 years	1/22/2014 1:17 PM

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10	Nota very friendly atmosphere in the waiting area. Need some relaxing music or tv or a screen at the desk for privacy	1/22/2014 12:30 PM
11	They have their own Doctors where they live	1/20/2014 2:15 PM
12	If it's not broke don't fix it!	1/20/2014 11:43 AM
13	Have had mix ups with hospital referrals and multiple times of having to chase up blood tests, forms or hospital appointments as they have not been referred on	1/20/2014 8:23 AM
14	after recent changes not to sure	1/16/2014 6:22 AM

Q18 Please add any other comments below

Answered: 44 Skipped: 251

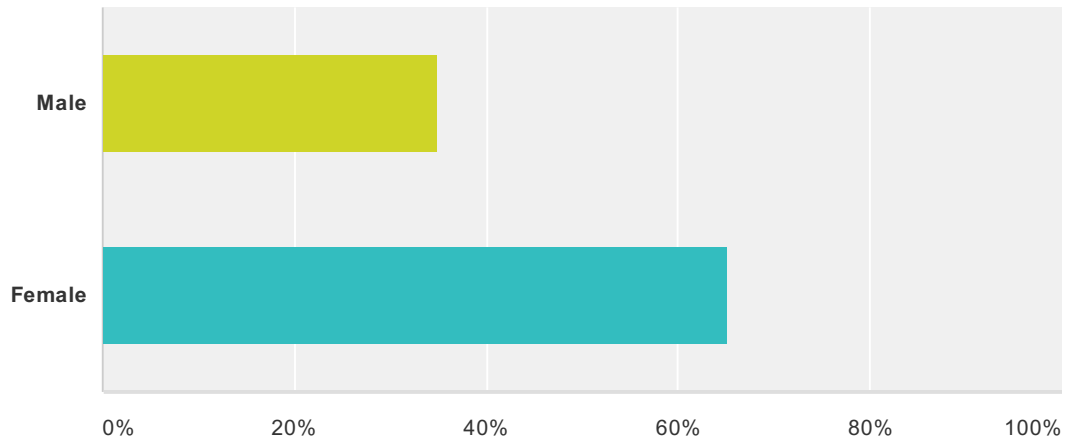
#	Responses	Date
1	Have always been with this Practice and would stay here out of choice	2/9/2014 8:53 AM
2	Regular attender now as I need antacids and i'm only allowed a month at a time.	2/9/2014 8:44 AM
3	I had to wait 5 weeks for appt with Dr Davis. She is obviously popular presumably because patients feel she is knowledgeable and has pleasant manner. Either she needs to encourage her colleagues to be as approachable or presumably waiting times for an appointment with her will only get worse. Has there been any consideration for a " well woman clinic"	2/6/2014 1:14 PM
4	I would like to speak to the Dr of my choice	2/6/2014 1:05 PM
5	I am particularly impressed with all areas of the Practice. Receptionist staff are very welcoming and helpful and the doctors are excellent. Thank you.	2/6/2014 12:54 PM
6	Difficult to phone for profoundly deaf either fax or visit face to face person	2/6/2014 12:50 PM
7	I think the new building at Bearwood is good, but I think the waiting room could be improved– It feels like I am sitting in a goldfish bowl! It is good that it is light and bright and that you can see out, but it feels like there is no privacy from anyone anyone walking past. What about blinds? One way glass? Also, the day I was there was very windy and each time the doors opened it was really cold!	2/6/2014 3:45 AM
8	I find the reception staff unhelpful most of the time, it is difficult to book non urgent appointments. I keep my visits to the surgery to a minimum, I probably need to see a GP but I avoid it because it is so difficult and stressful. I also find in un welcoming and impersonal.	2/4/2014 12:45 PM
9	The duty of care to patients parking on double yellow lines opposite a junction is negligent and concerning, not to mention the double parking on the road opposite the practice entrance (including staff) which would prevent emergency services accessing Dukes Drive. Accidents waiting to happen. Hospital letters giving details of medication have not been entered onto the database by follow up appointments. Asthma checkup details have not been logged properly. Reminder letters received when first letters never arrived.	2/1/2014 2:01 AM
10	I am 50 years old and over the years have used 4 surgeries, this is by far the best. All the staff, receptionists and doctors are very helpful and friendly. I can't fault Bearwood Surgery.	1/29/2014 12:48 PM
11	Dr Patten has been our family doctor for 30 years	1/29/2014 11:30 AM
12	Would appreciate Dr Simon holding surgery at Bearwood. Not very easy to make appointments if you want see a preferred GP or Nurse	1/29/2014 11:22 AM
13	Not easy to make an appt with Dr Davies. With some of the GPs on the GP Booking service it is difficult to tell if they are male or female. Sometimes for some issues I like to see a female doctor so it would be helpful if this could be made clear.	1/28/2014 11:36 AM
14	Some other surgeries in the area offer a "walk in" surgery on certain days, perhaps this could be a service likely offered in the future at the Banks/Bearwood practices.	1/27/2014 11:39 PM
15	Have you thought of using emails and digital photos to deal with things such as skin problems etc	1/24/2014 3:38 AM
16	Reception staff are always extremely helpful and friendly. And that makes a huge difference to the whole first impression experience.	1/23/2014 1:28 PM
17	Would prefer to see one allocated GP	1/23/2014 1:15 PM
18	Not good at regular check ups for blood pressure etc	1/23/2014 1:13 PM
19	I'm not very good at filling out forms but when I was very ill last year with yellow jaundice, the reception staff and Dr Simon was fantastic, polite, caring and understanding	1/23/2014 12:48 PM
20	dr patten is here only one day a week	1/23/2014 12:37 PM
21	I would like to know why we cannot book advance appointments when we leave the Surgery, this would have patient s who require a regular injection say every two months injections.	1/23/2014 10:38 AM
22	Staff and doctors very friendly.	1/22/2014 1:21 PM

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23	It can be hard getting in to see the same doctor	1/22/2014 1:00 PM
24	Pavement steps for chair users tend to be located near to drain holes	1/22/2014 12:39 PM
25	WINTON SURGERY DECOR REMINDS ME OF MY DOCTORS SURGERY BACK IN IRELAND WHEN I WAS A CHILD. VERY OVER 50 YEARS AGO. NEED MODERNISED. GO TO STRATON ST MARGERET IN SWINDON AND LOOK AT THE SURGERY THERE! I THOUGHT IR WAS A HOTEL RECEPTION WHEN I FIRST WENT TO IT. INVESTMENT!	1/22/2014 8:05 AM
26	The only negative comment I have is about the waiting area, I think the domed ceiling seems to amplify any noise made in that space.	1/21/2014 2:58 AM
27	I believe the online appointment and repeat prescription service, which I have just started using, is a great step forward. This should free up receptionists who can deal with those unable or unwilling to use the online system. Consider some displaying positive feedback comments on the online booking system in the waiting room.	1/21/2014 2:51 AM
28	Please note it is cheaper to book on line now that the new recorded message system takes time and then you could be on hold, phone calls can cost over £1 - this may be worth pointing out to people.	1/21/2014 1:31 AM
29	Nurse availability is poor	1/20/2014 2:57 PM
30	What does frustrate me is going to the doctors and they look stuff up on the Internet then print out the page door me to read at home...I could do that!	1/20/2014 2:15 PM
31	Have had a couple of unfortunate incidences when because of seeing different doctors over a number of weeks for the same problem, there has not been any consistency. I sometimes feel that my notes have not been read.	1/20/2014 1:37 PM
32	Dr Davies has been treating me recently and she's been amazing, very thorough and reassuring. Previously I used to go to Dr Patten who was also extremely good and saw me through some tough times to getting much better.	1/20/2014 11:58 AM
33	The last couple of years for my family health wise has been extremely difficult and we have found the practice to be extremely helpful particularly Dr Davies and Dr ward. Many many thanks.	1/20/2014 11:01 AM
34	It is a little 'old fashion'at Banks. Could do with some modern facilities!	1/20/2014 10:29 AM
35	Booking appointments seems to be getting harder and harder. The times are not practical for working people and when you do get an appointment the dr only has time to discuss one thing? I have to lose pay to take time off to see dr wait two weeks for appointment wait 20+ mins in waiting room I should be able to discuss all my concerns without having to book another appointment and go through process again :(1/20/2014 8:00 AM
36	We owe a great deal of gratitude to our Practice. Thank you	1/20/2014 6:25 AM
37	I have only been with the Practice since November 2013.	1/20/2014 6:09 AM
38	Too many disabled spaces in the car park as disabled cars always seemed to be parked on the double yellow lines on the road. (Creating a hazard even though disabled spaces in the car park are always vacant)	1/20/2014 5:53 AM
39	dr patten is here only one day a week	1/17/2014 4:46 AM
40	Disabled parking not ideal I have to ask for help back to car embarrassing in front of full waiting room	1/17/2014 3:20 AM
41	receptionists are brilliant	1/16/2014 6:40 AM
42	dr goddard is very good	1/16/2014 6:37 AM
43	medical staff very thorough when you do get to see them	1/16/2014 6:22 AM
44	The tum over of Doctors is unsettling - app. with established doctors is difficult because they are so busy!	1/14/2014 2:19 AM

Q19 Are you male or female?

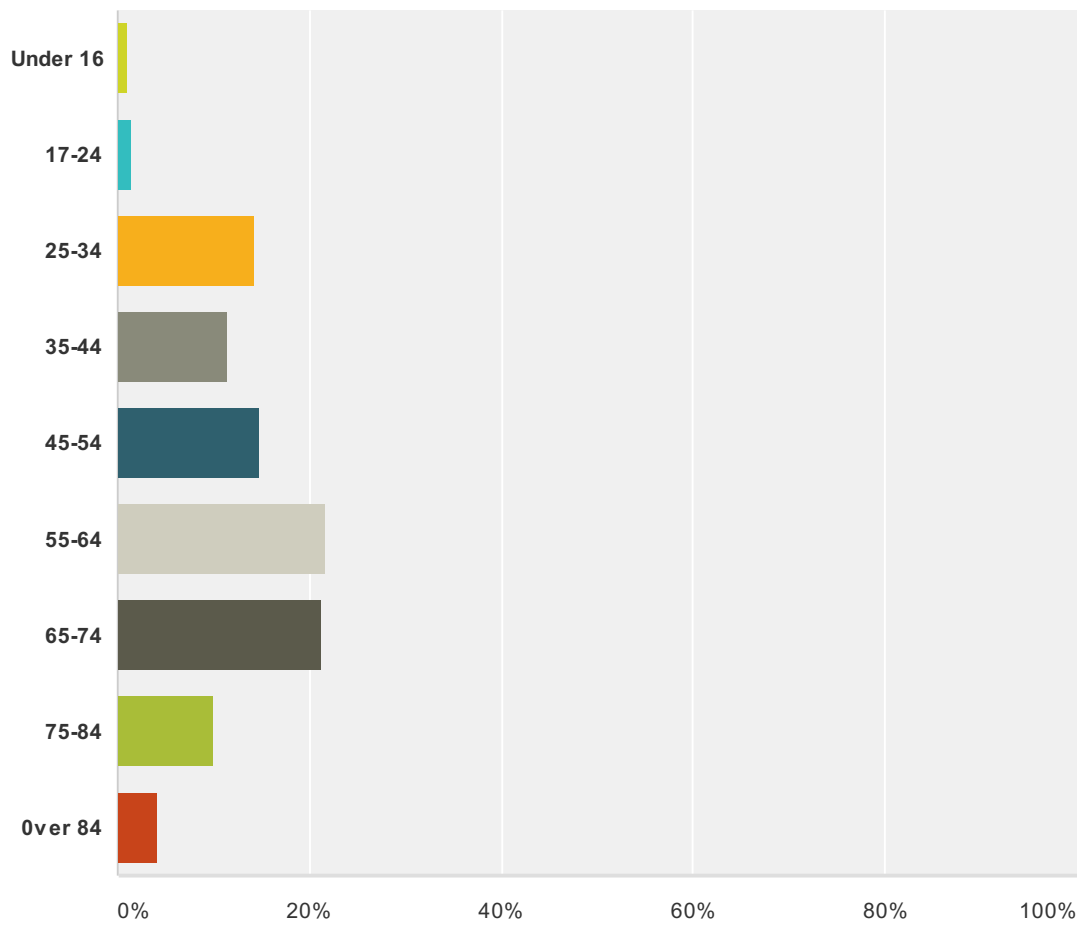
Answered: 281 Skipped: 14



Answer Choices	Responses
Male	34.88% 98
Female	65.12% 183
Total	281

Q20 What age are you?

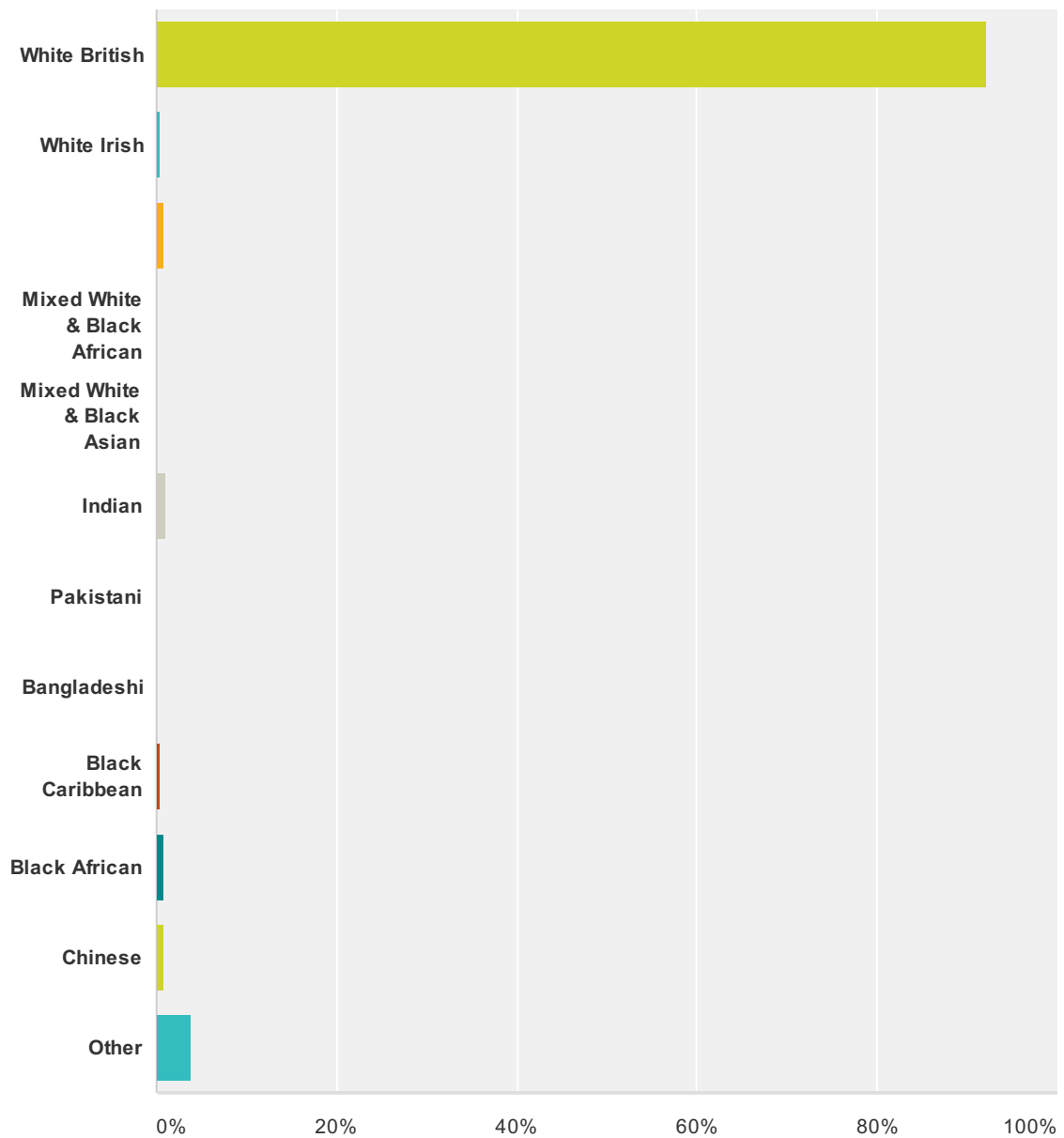
Answered: 282 Skipped: 13



Answer Choices	Responses
Under 16	1.06% 3
17-24	1.42% 4
25-34	14.18% 40
35-44	11.35% 32
45-54	14.89% 42
55-64	21.63% 61
65-74	21.28% 60
75-84	9.93% 28
Over 84	4.26% 12
Total	282

Q21 What is the ethnic background with which you most identify?

Answered: 283 Skipped: 12



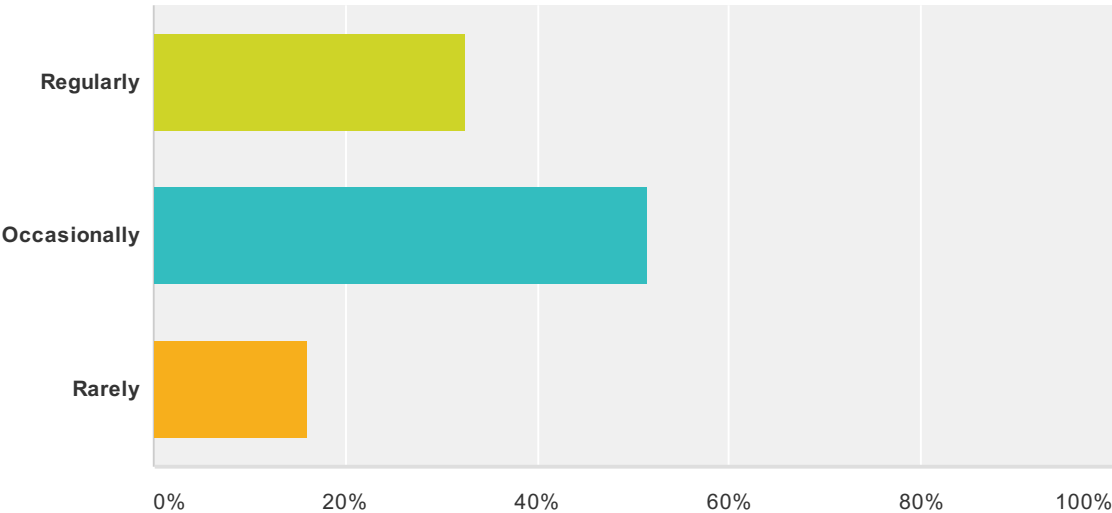
Answer Choices	Responses
White British	92.23% 261
White Irish	0.35% 1
Mixed White & Black Caribbean	0.71% 2
Mixed White & Black African	0% 0
Mixed White & Black Asian	0% 0
Indian	1.06% 3
Pakistani	0% 0
Bangladeshi	0% 0
Black Caribbean	0.35% 1

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Black African	0.71%	2
Chinese	0.71%	2
Other	3.89%	11
Total		283

Q22 How would you describe how often you come to the Practice?

Answered: 281 Skipped: 14



Answer Choices	Responses
Regularly	32.38% 91
Occasionally	51.60% 145
Rarely	16.01% 45
Total	281