

Open Ended Responses - Practice Survey Responses 2013 Survey
The Oaks Medical Centre Patient Survey
Total Responses - 153

Q5 - If not satisfied with the current surgery hours what times would you prefer the surgery to be open?	Count
No Response	134
SATURDAYS	2
WEEKENDS WOULD BE GOOD AND MORE LATE NIGHTS FOR WORKING PEOPLE	1
OPMORDAY~>N	1
	1
THURSDAY AFTERNOON IN ADDITION TO CURRENT TIMES	1
0090 TO 700	1
8	1
a	1
SATURDAY OPENITHUSDAY P	1
ALL THR TIM	1
STAY OPEN HOUR LATER IN MORNING	1
BIT LATER IN DAY	1
THURSDAYS SHOULD BE OPEN LONGER	1
LATER INTO EVENING WOULD BE HELPFUL	1
SAT	1
WOULD LIKE A FEW ON THE WEEKEND	1
OFTEN THINK THURSDAY AFTERNOONS AND SATURDAY MORNINGS SHOULD BE THERE FOR EMERGENCIES(NOT RUN	1
(blank)	
Grand Total	152

Q9 - Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)	Count
No Response	88

BEING ABLE TO GET SAME DAY APPOINTMENTS	1
THE FRIENDLINESS OF STAFF.ALWAYS APPOINTMENTS AVAILABLE	1
CAN GENERALLY GET AN APPOINTMENT IN REASONABLE TIME FRAME	1
THEIR VERY HELPFUL	1
CAN GET TO SEE A DOCTOR QUICKLY	1
VERY EFFICIENT AND FRIENDLY	1
CARPARKAVAILABLE	1
HOW THEY RUN IT	1
Close to home	1
KINDNESS AND COURTESY FROM ALL STAFF	1
CLOSE TO ME	1
N/A	1
CONTINUITY OF GP _ GOOD RECEPTION STAFF	1
NURSES	1
DOCTORS	1
PLEASANT STAFF	1
Dr Jacklin + getting appointments easily.	1
THE CARE AND HELPFULNESS AND UNDERSTANDING GIVEN THANKYOU	1
DR JACKLIN,ALISON THE NURSE,EASY ACCESS	1
THE NUMBER OF DOCTORS.NURSES ARE VERY FRIENDLY	1
Ease of access	1
The staff	1
EASY APPOINTMENTS	1
THEY ARE VERY GOOD I AM HAPPY	1
Easy to book an appointment when you want, GP advice is good.	1
UNDERSTANDING	1
EVERYONE VERY FRIENDLY	1
VERY FRIENDLY AND OBLIGING, HAVE A SENSE OF HUMOUR	1
EXCELLENT NURSES - VERY KIND/CARING. MIDWIFE JULIE EXCELLENT.	1
All the doctors have time to listen to you.	1
FAMILIAR	1
I CANT FIND ANYTHING WRONG	1

FRIENDLY	1
IT IS A RELATIVELY SMALL PRACTICE	1
FRIENDLY	1
ALL THE DOCTORS,NURSED,STAFF ARE LOVELY	1
FRIENDLY AND COMPETENT STAFF	1
ALWAYS ON TIME WITH APPOINTMENT TIMES,GOOD SERVICE ALL ROUND	1
friendly and efficient	1
NEAR HOME	1
FRIENDLY HELPFUL STAFF THROUGHOUT THE PRACTICE	1
NO WAITING VERY LONG FOR APPOINTMENT	1
Proximity	1
OK	1
Proximity to home	1
PE OF SERVICE	1
RELIABLE	1
APPOINTMENT WAIT	1
SHORT WAITING TIMES, HELPFUL	1
QUICK RESPONCE	1
FRIENDLY STAFF APPOINTMENT AVAILABILITY	1
SERVICE	1
FRIENDLY STAFF, GREAT MIDWIFE	1
STAFF	1
FRINLY PEOPLE	1
T	1
FRREDL COUS	1
The Doctors are friendly	1
FSMIRYANDGOO RLTIGOOHISTORY	1
THE MEDICAL RECEPTION TEAM	1
GET IN FOR AN APPOINTMENT FAIRLY EASILY	1
THE NURSES	1
GIIINCY	1
THE SERVICE WHICH IS PROVIDED	1

GOOD ACCESS CLEAN COMFORTABLE SURGERY. EXCELLENT STAFF.	1
THE STAFF ARE ALWAYS PLEASANT AND HELPFUL	1
GOOD ATTITUDE OF PERSONAL	1
THEY ARE FINE I AM HAPPY	1
GOOD DOCTORS AND CAN GET AN APPOINTMENT WHEN NEEDED	1
THEY HAVE TIME TO TALK - PLEASANT ATMOSPHERE	1
GOOD DOCTORS.CAN USUALLY GET IN QUICK.	1
THEY PROVIDE MEDICAL CARE	1
GOOD OPENING TIMES ,LOCATION AND PARKING,FAB MIDWIFE	1
UNDERSTANDING AN LISTEN	1
GOOD PRACTICE	1
VERY EFFICIENT THROUGHOUT	1
GOOD SERVICE	1
Very helpful, especially when I need it.	1
HAPPY WITH THE END RESULT	1
YOU DONT WAIT LONG FOR A GP APPOINTMENT	1
HAVE BEEN ABLE TO ARRANGE AN APPOINTMENT WITHIN A REASONABLE TIME	1
HELPFUL AND INFORMED STAFF	1
(blank)	
Grand Total	142

Q14 - Please list any improvements you would like to see at your GP practice	Count
No Response	87
NONE	6
NO	5
N/A	3
OPEN THURSDAY AFTERNOON	2
WOULD LIKE TO SEE DR MANSFORD WHEN REQUIRED - SOMETIMES NOT AVAILABLE	1
CANT THINK OF ANY EXCELLENT ALREADY EXCEPT A SPACE FOR A WHEELCHAIR IN THE WAITING AREA	1
OK AS IT IS	1
DEDICATED GP FOR PATIENT	1

ST9P MUSIC T00 MUH P0P	1
EASIER ORDER OF PRESCRIPTIONS,ONLINE PRESCRIPTIONS.DIFFICULT TO GET IN TWICE WHEN ORDERING.	1
not at the moment	1
FOR GPS TO BE ORE INFORMATIVE	1
CANT THINK OF ANYTHING OFF HAND	1
ONLINE APPOINTMENTS	1
HAPPY AS IT IS	1
BRIGHTEN UP TH WAITING ROOM	1
Have a sign up indicating the waiting time or have reception tell you.	1
TO PROMOTE THE PROFESSIONALISM.MORE PATIENCE TAKE MORE TIME FOR CONSULATION	1
IM QUITE HAPPY AS IT IS	1
BIT MORE SEATS	1
LESS MUSIC	1
OABLTOEVSESCR	1
LESS WAITING TIME	1
ON LINE BOOKING	1
MAYBE MORE FEMALE DOCTORS	1
ONLINE BOOKING WOULD BE HELPFUL FOR SOME PEOPLE BUT NOT A NECESSITY	1
MORE TIME DURING APPT	1
RE STAFF	1
RECEPTION STAFF NOT INTERRUPTING CONSULTATIONS	1
REDUCE WAITING TIME IN QUEUE TO RECEPTION	1
REFURBISHMENT AND BETTER TOYS AND MAGAZINES	1
SOME ELEMENTS OF COMMUNICATION BETWEEN CONSULTANTS AND THE PRACTICE	1
SOME OF THE RECEPTION STAFF ARE A LITTLE ABRUPT WHEN MAKKING APPOINTMENTS	1
SOMETIMES HAVE TO WAIT A FEW DAYS TO SEE GP OF CHOICE	1
BETTER COMMUNUCATION	1
THE STOP SMOKING CLINIC REOPENED	1
NO THEY ALL TIME GOOD	1
UP TO DATE MAGAZINES,ANDMORE UNIFORM NOTICE BORDS, SCRAPY	1
NON	1
Z	1

All current services perfectly adequate	1
NONE THAT SPRING TO MIND (blank)	1
Grand Total	141

Q15 - Are there any other health services you would like to be provided locally?	Count
No Response	95
NO	24
N/A	2
SEXUAL HEALTH CLINIC	1
CHIROPODY	1
aa	1
DETIT	1
PSYCHIATRY	1
More screening for prevention.	1
WALK IN CENTRE IN BEESTON	1
N	1
NONE COME TO MIND	1
NOT AT THE MOMENT	1
NOT REALLY	1
Not sure	1
NO	1
SATURDAY GP	1
N00	1
SOME PHYSIO SERVICE	1
X RAYS,	1
ALTERNATIVE REMEDIES.PSYCHOLOGICAL SERVICES	1
A MANY AS POSSIBLR	1
NO AM HAPPY	1
(blank)	

Grand Total	141
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