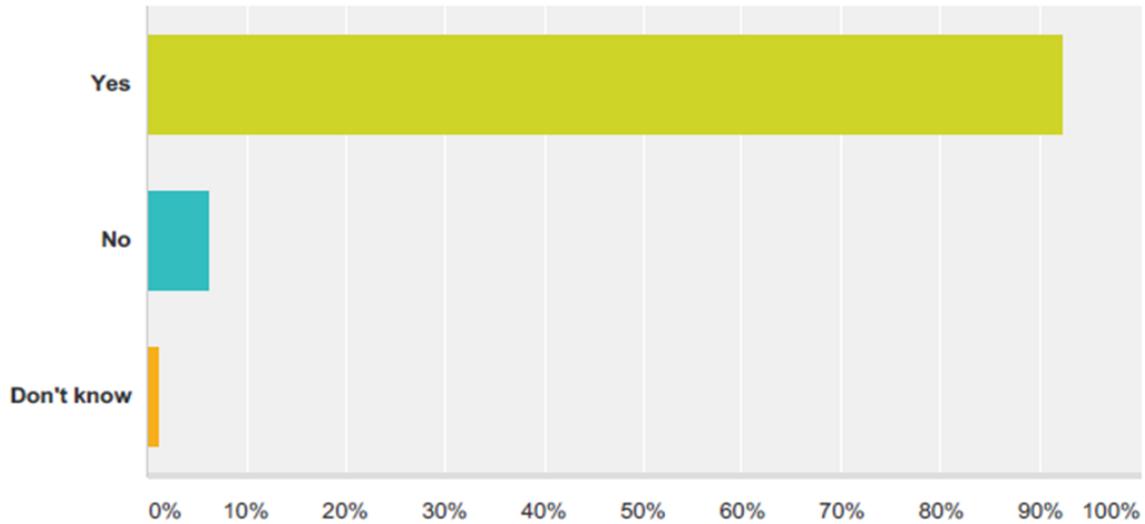


Framlingham Medical Practice Patient Survey RESULTS 2015

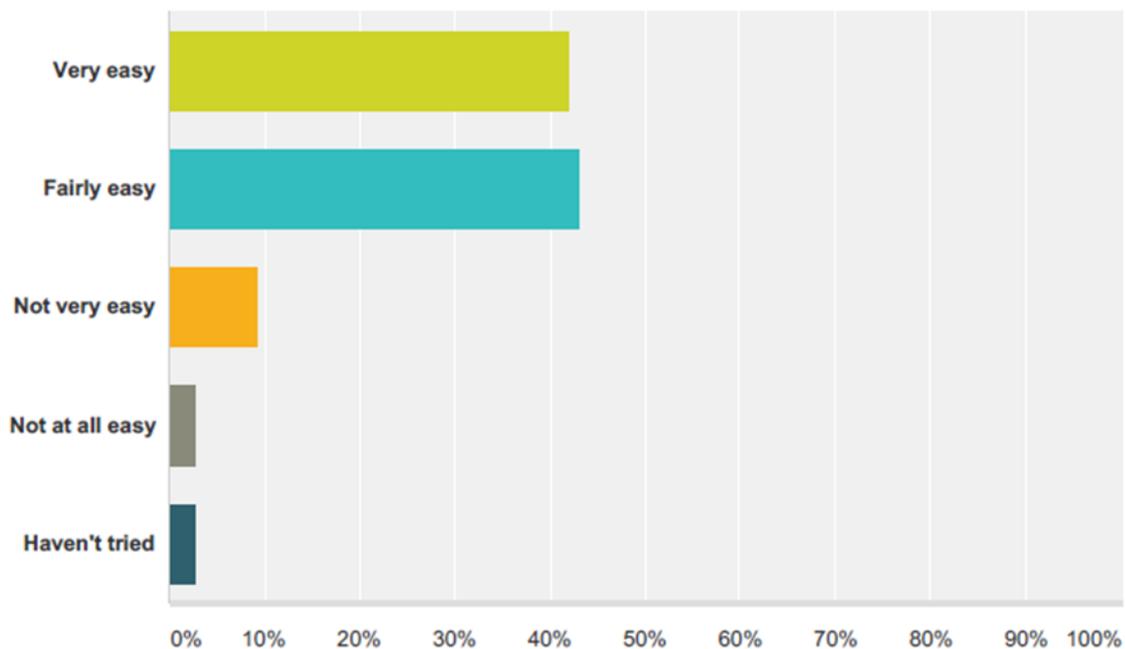
1. Is your GP surgery currently open at times that are convenient for you?

Answered: 223 Skipped: 1

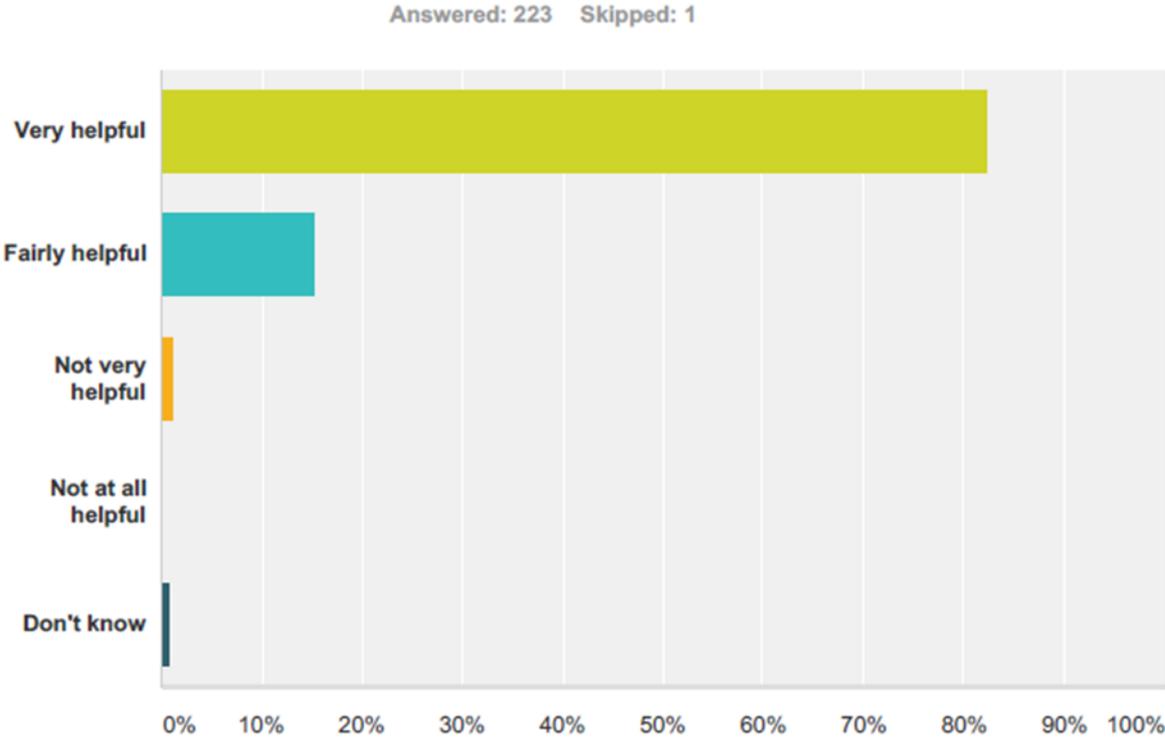


2. Generally, how easy is it to get through to someone at your GP surgery on the phone?

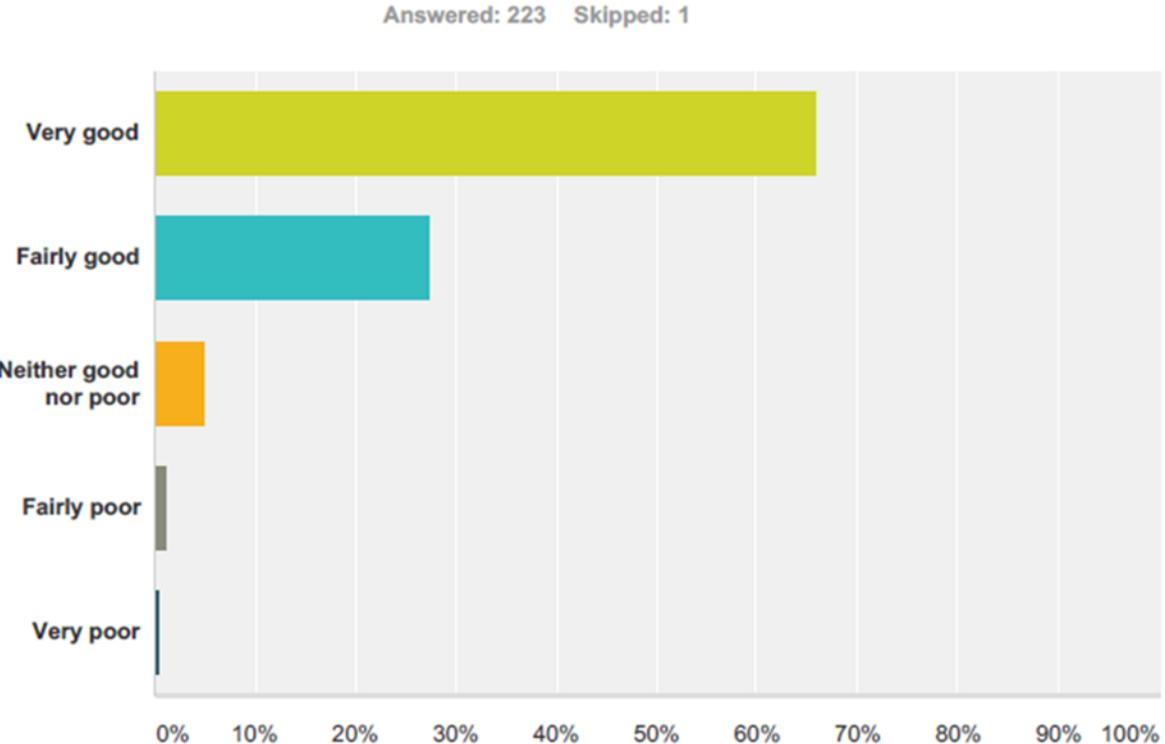
Answered: 224 Skipped: 0



3. How helpful do you find the receptionists at your GP surgery?

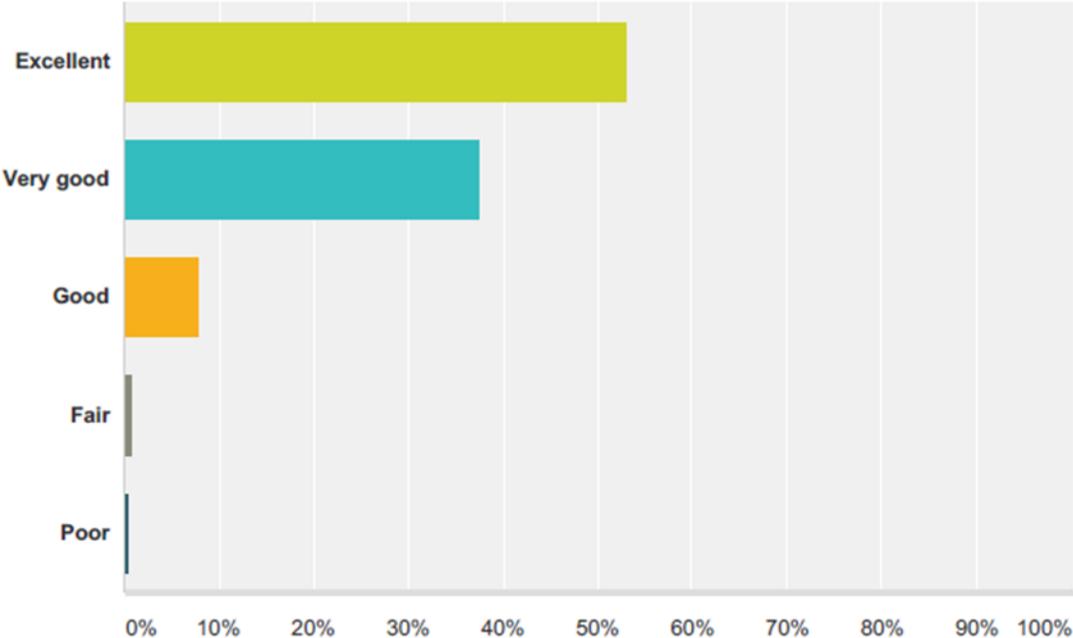


4. Overall, how would you describe your experience of making an appointment?



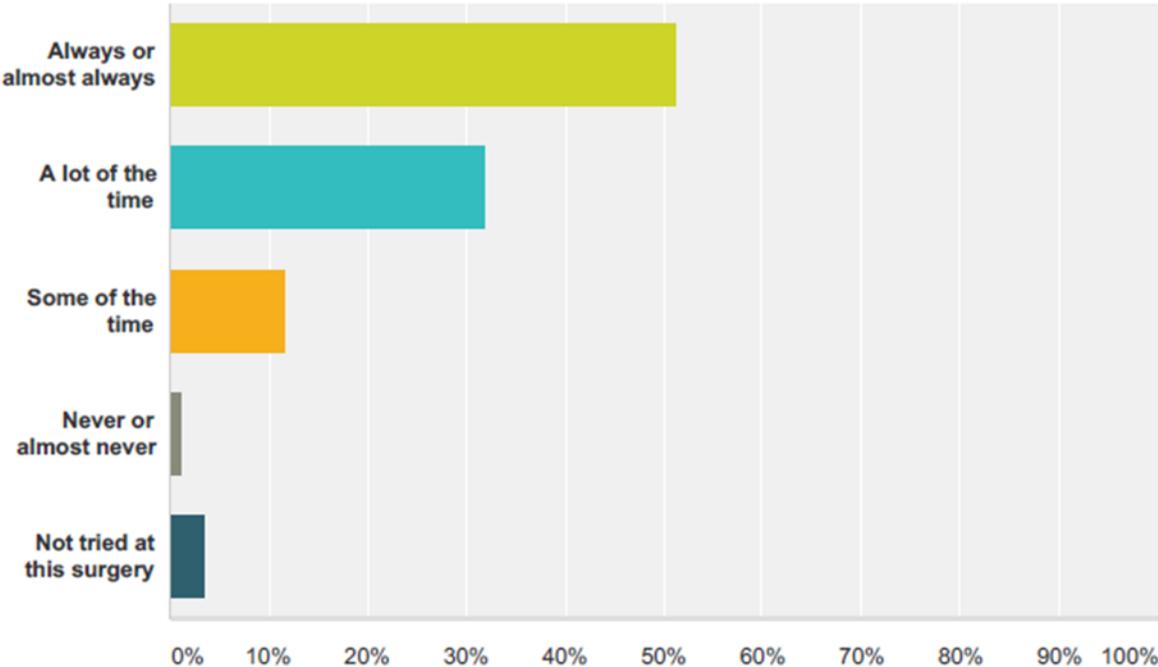
5. How do you rate the overall quality of care provided by all clinical staff you have dealt with?

Answered: 224 Skipped: 0



6. How often do you see or speak to the GP you prefer?

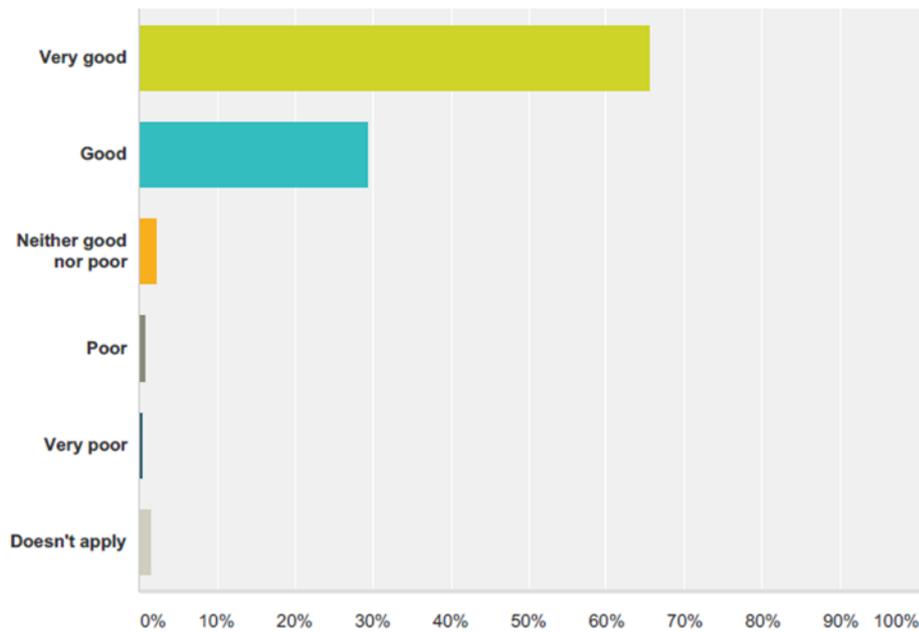
Answered: 222 Skipped: 2



7. Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?

Giving you enough time

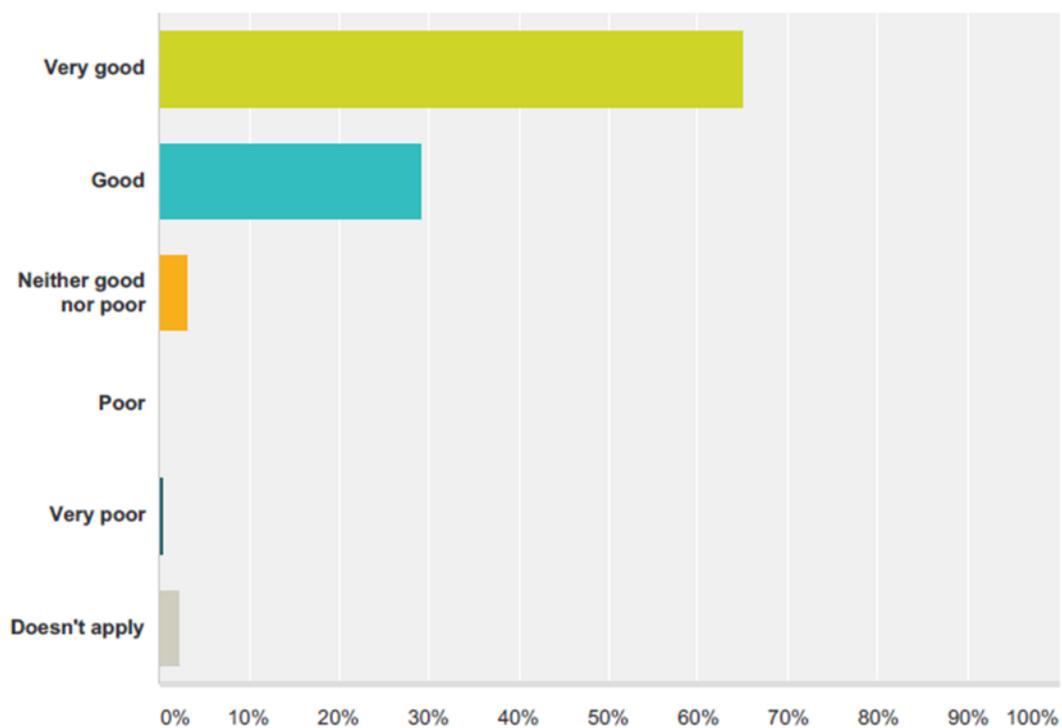
Answered: 221 Skipped: 3



8. Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?

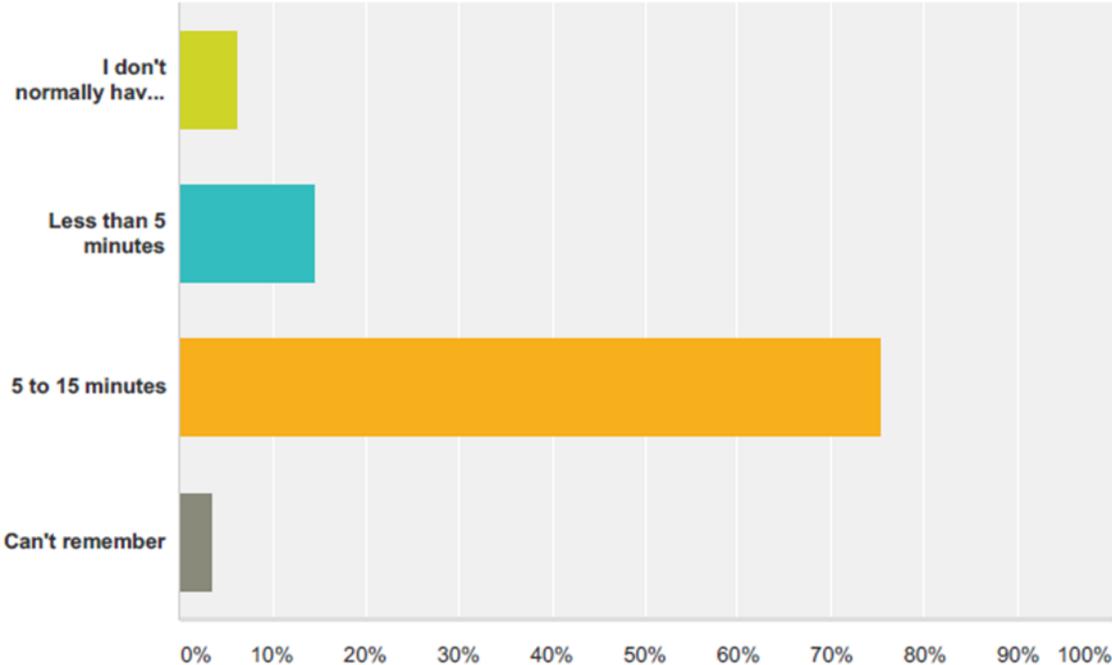
Involving you in decisions about your care

Answered: 222 Skipped: 2



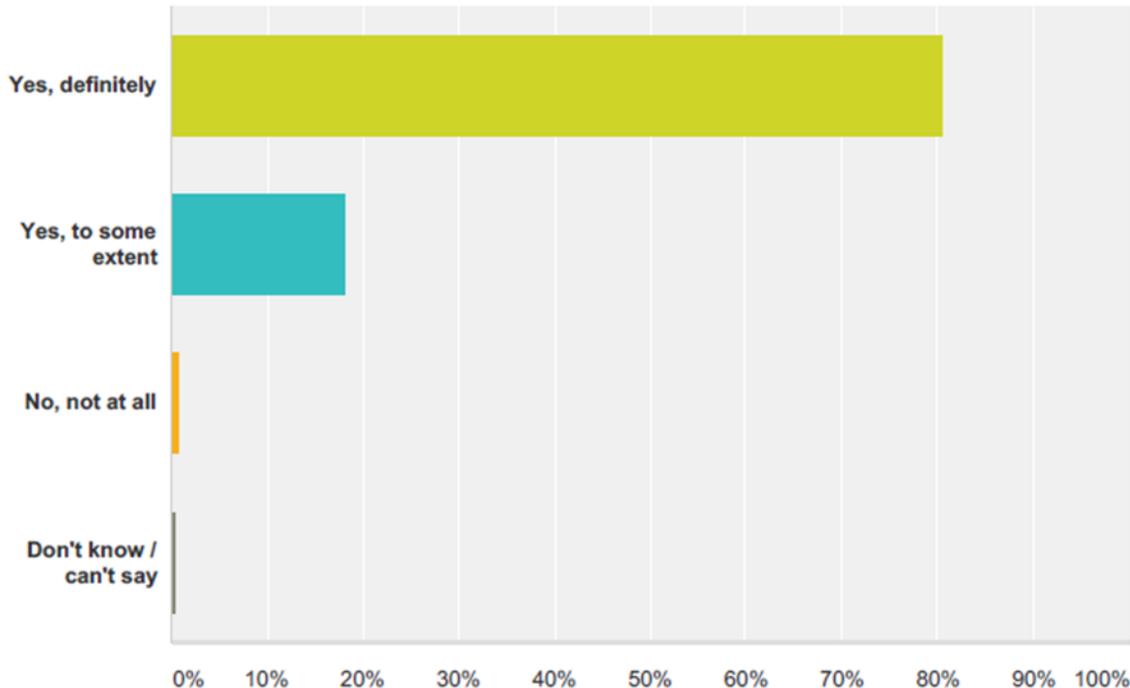
9. How long after your appointment time do you normally wait to be seen?

Answered: 220 Skipped: 4



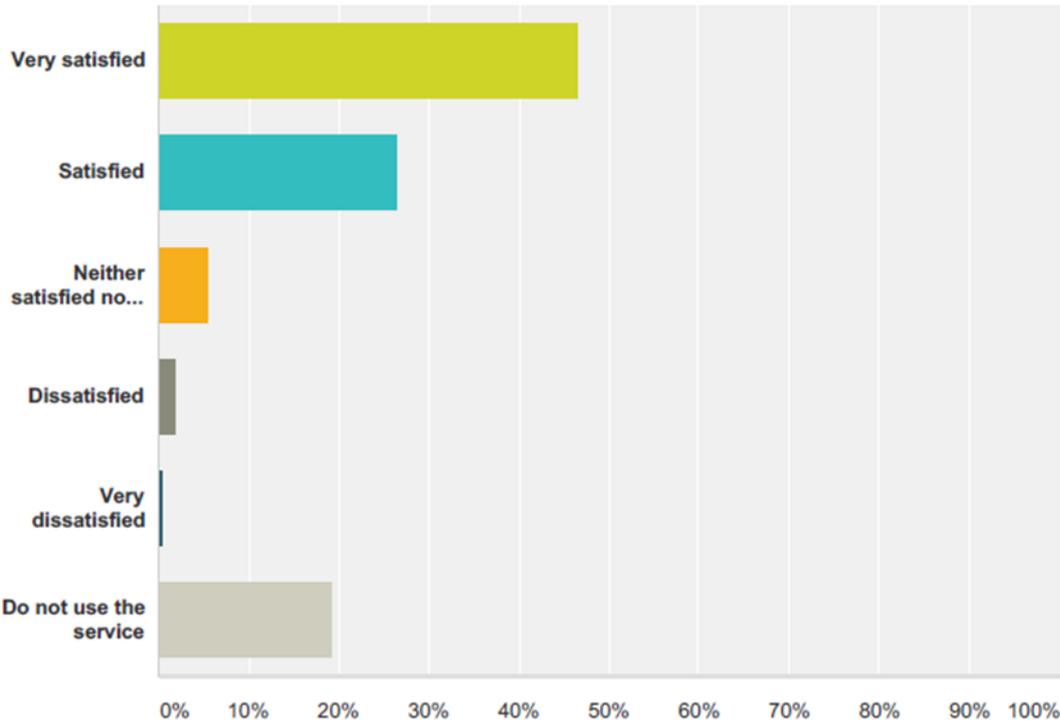
10. Did you have confidence and trust in the GP you saw or spoke to?

Answered: 221 Skipped: 3



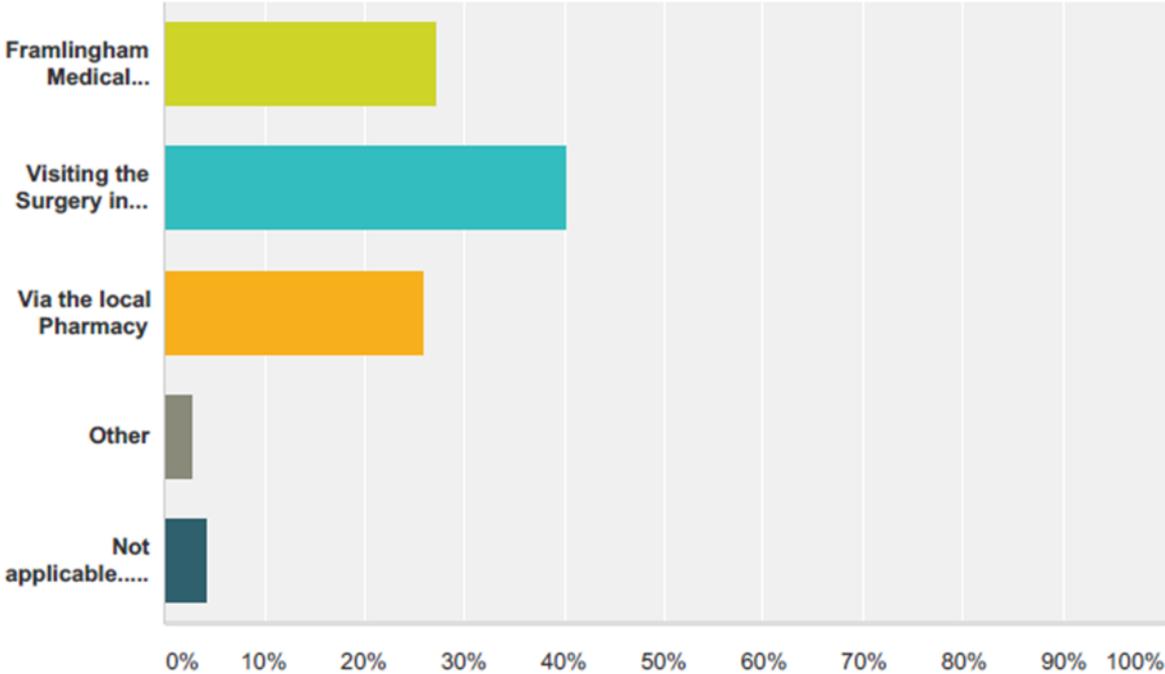
11. How satisfied are you with our practice Dispensary service?

Answered: 223 Skipped: 1

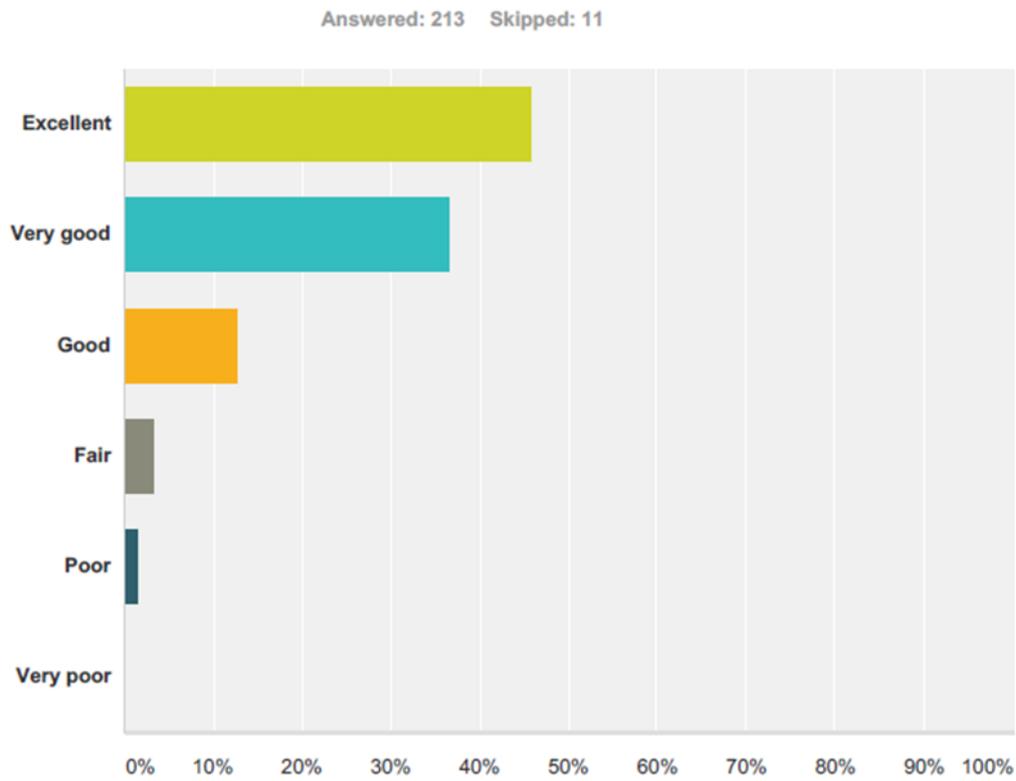


12. What method do you mainly use to obtain prescriptions?

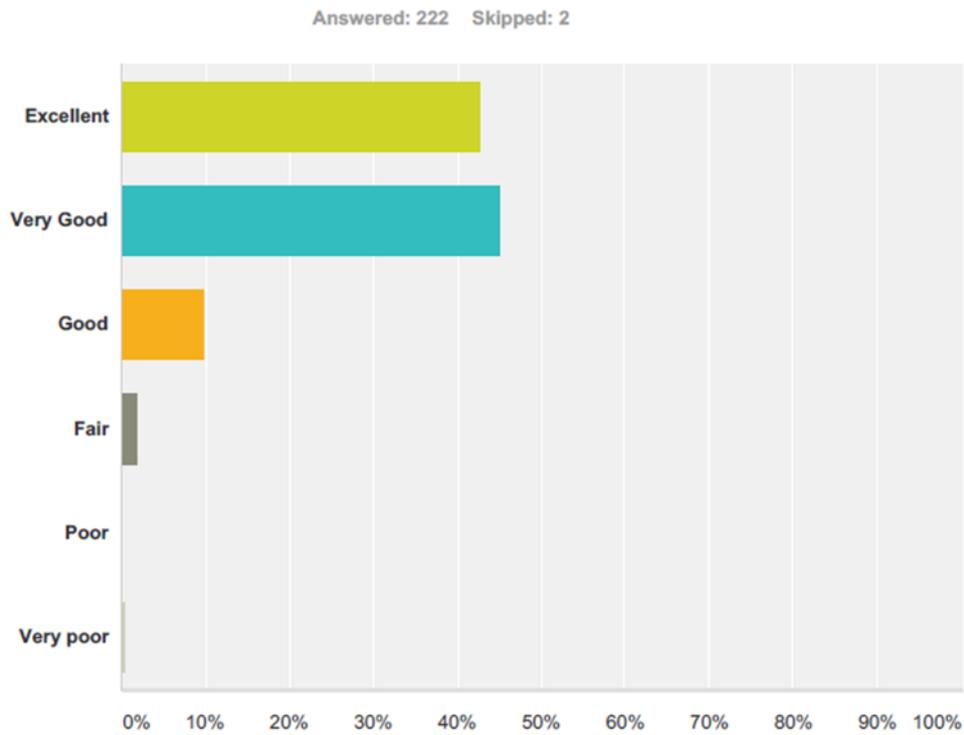
Answered: 221 Skipped: 3



13. How would you rate the overall efficiency of this method?

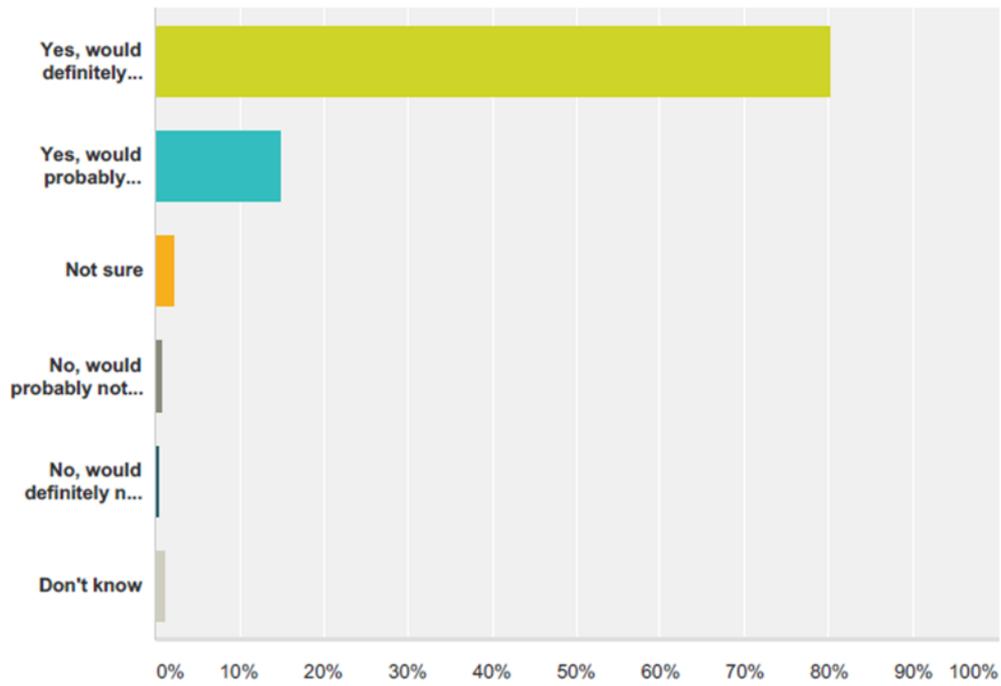


14. Overall how would you describe your experience of Framlingham Medical Practice?



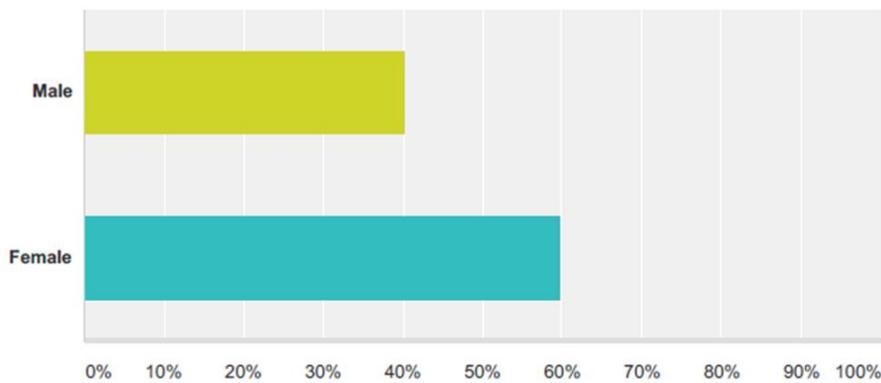
15. Would you recommend your GP surgery to someone who has just moved to your local area?

Answered: 222 Skipped: 2



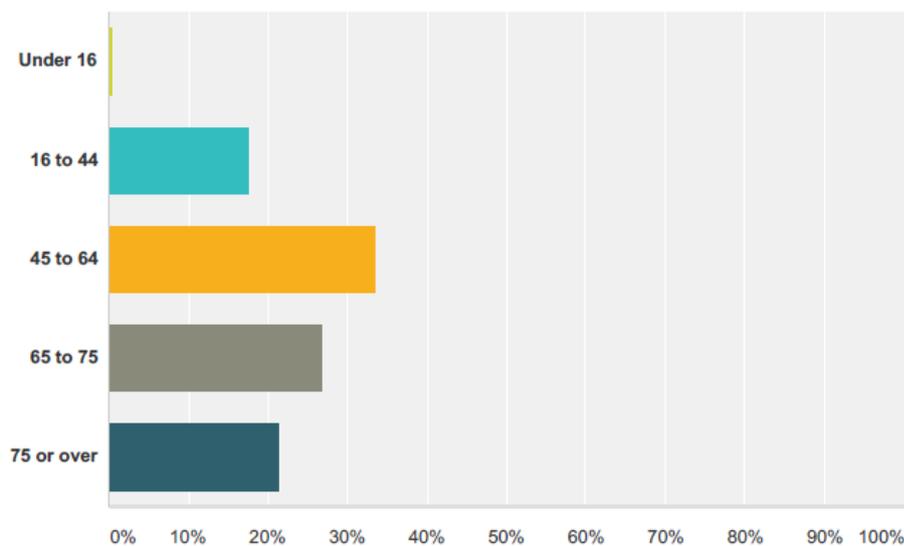
16. Are you?

Answered: 223 Skipped: 1

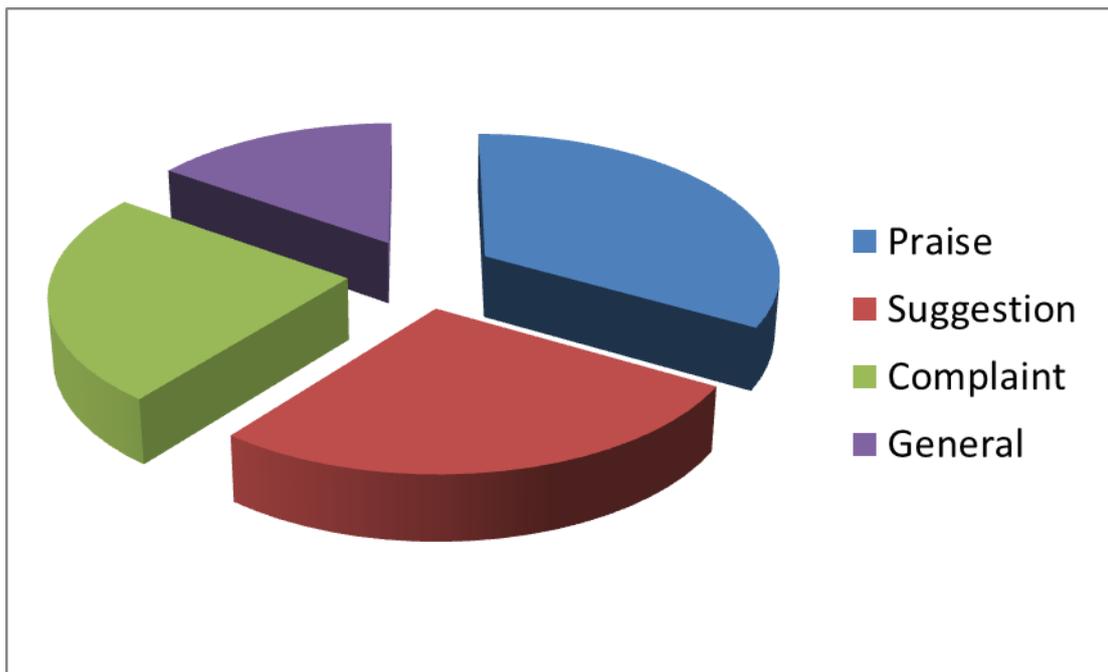


17. How old are you?

Answered: 223 Skipped: 1



Comments & Suggestions



“The Dispensary Service could be improved. Waiting time to collect prescriptions has increased from 2 to 3 days but several occasions have occurred when prescriptions have been incomplete and further journeys to the practice made. VERY annoying that the name one is known by cannot be displayed on the screen when waiting to see a GP/Nurse.”

“Cannot fault this practice in any way. First class”

“More opening times for Earl Soham surgery would be great, especially for those who work!”

“More before and after work slots eg 7:30am, 1pm etc”

“Appointments are usually on time”

“A Saturday collection for prescriptions would be good too!”

“It is a shame my GP has no influence with regard to cataract operations. 9 months altogether for just 2 small procedures, is completely ridiculous. In Germany they can do it in 4 days!!!”

“How do we cope with weekend needs. Can we increase dispensing quantities to reduce visits and dispensing staff time.”

“Change the seating back”

“Dr Turner is a valuable addition to the team, I find him helpful, friendly and professional. I have no objection to discussing information with him. His empathy with my condition is very reassuring”

“Framlingham Medical Practice cover a large rural area and are always very professional and helpful”

“Earl Soham is how life used to be”

“One more evening surgery at Earl Soham would be useful for working folk”

“More car parking required, later opening hours would help”

“More time to make on the day appointments a little earlier as it’s hard to get through at 8.30 and also take children to school for 8.45”

“Turning the login computer off to get patients to do a survey is unnecessary, just ask”

“I had an extremely negative experience with a GP home visit (not my own GP) who I felt was not interested”

“Weekend and evening hours are missed”

“I find the waiting room very off putting”

“I have found Dr Barstow very rude in the past, I once came in after a bad car crash and he said 'sorry why are you here'. I found this very rude and upsetting as I had been advised to get checked out”

“Don't like watching the TV screen, preferred facing other way, Front door doesn't always work”

“Dr Turner is brilliant, saved my life. I am very pleased with the help I receive”

“All the nurses are fabulous - especially with young children”

“Change the waiting room seating back to the 4 longer lines sideways to the main entrance”

“Later appointments would be good”

“Pretty good all round - seems much better than a lot of my friends”

“Moved to Framlingham 2 years ago, compared to my previous surgery, Framlingham is outstanding”

“As a new patient there have been errors in the transfer of my medication to the new repeat forms”

“Although I find the practice very good, getting there is another matter. Perhaps more home visits by community nurses would be considered”

“It’s only ok if the right doctor is used”

“Keep up the great work”

“On-line appointments for nurses would be useful”

“All staff I have encountered, go above and beyond their call of duty, a credit to the NHS. Kind and efficient”

“On the WEB site the telephone number is pale blue. This lead me to call the Fax number by mistake!”

“Framlingham surgery doesn't cater for those who work F/T”

“Q15- There is no other choice @ Fram Q1- Yes from me but may be not for those in employment Q14- Fram waiting room is uncomfortable- impersonal sitting in rows”

“An excellent service that can be relied on”

“How fortunate we are to have such a medical practice and such helpful, genial and efficient receptionists, doctors and nurses”

“The above applies to Earl Soham and not Framlingham”

“Receptionists very variable- some extremely helpful, one unhelpful + almost rude at times”

“App waiting times when the Dr is running late”

“We have always found the surgery excellent and that includes the midwife team (Di Bultitude) who has been fabulous. Thank you”

“Very nice place. All very helpful. Very good”

“The blood pressure machine was very useful- please may we have it back!”

“Saturday morning appointments could be helpful for many people so would night time cover like we used to have instead of having to get to A&E at Ipswich”

“People you encounter are generally excellent. Dispensing team at Framlingham can be obtuse and rather rude, customer service clearly not a priority almost feel as if an inconvenience”

“Appointments do take far too long before you can see a doctor or one of the nurses. Repeat prescription requests take too long.”

“I have experienced being not able to book my child in to see a Doctor when seriously worried about them - being told no appointments for 2 days for a 5 year old so told to take to A&E”

"It would be better if you could book an appointment to see a nurse via the website. Plus more early morning and late afternoon GP appointments during working week"

"The surgery is not patient friendly at all. There are only 2 full time GP's, clinics are being cut and the waiting room has been turned round so that you face the door with your back to receptionists, very unfriendly. As soon as you eventually get to see a GP you are hurried and out within 5 mins or less and must not discuss more than one problem and lots of older patients do not go back as they feel very let down. It feels like the patients are not welcome and that the surgery is run for the doctors and patients get in the way. A rapid very sad decline over the last few years. A disgrace to Framlingham."

"We live in Fram and would like to get my medication at the surgery instead of from the pharmacy in town. We are OAPs, No car etc"

"If appt needed, can be difficult to get on same day with Dr of choice, as first thing in the morning it is very hard to get through to the Surgery"

"Everyone I have met with has been professional, friendly, and gives me confidence. A wonderful service"

"I rarely see a GP. The nurses and nurse practitioner are always very good"

"Thank you for your service"

"I just want to say I think your dispensary staff are brilliant re repeat prescriptions."

"I couldn't put my correct answer in the how long did you wait box.....Last week I waited 35 minutes over my due time to see the GP!!"

"Q9. I/ we often have to wait for much longer than 15mins to be seen."

"Dispensary staff have very poor social skills. They do not acknowledge people who are waiting and are very offhand when giving prescriptions. A shame as they let down the otherwise good service from GP's and reception staff. Longer surgery times weekends and evenings until 8pm would provide a better service to patients."