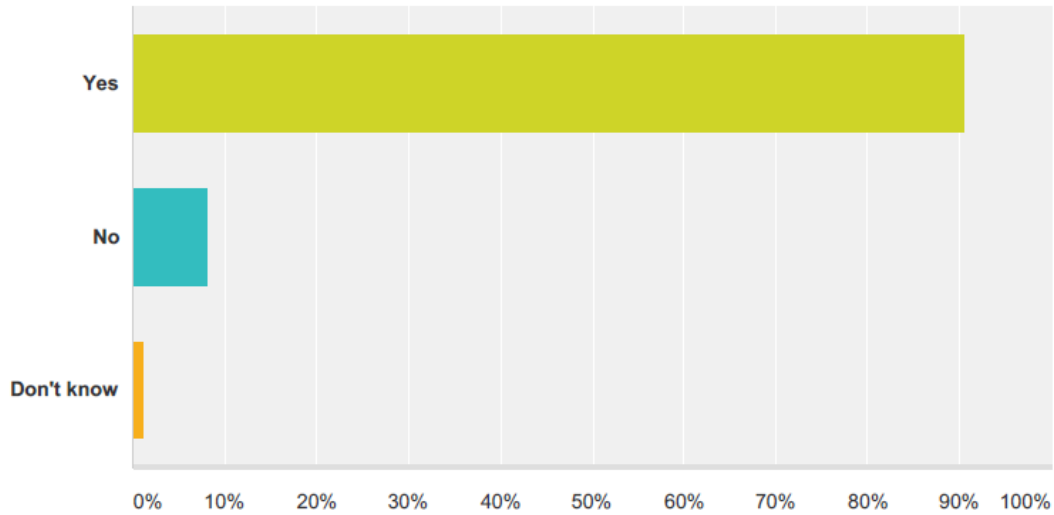


Framlingham Medical Practice Patient Survey RESULTS 2016

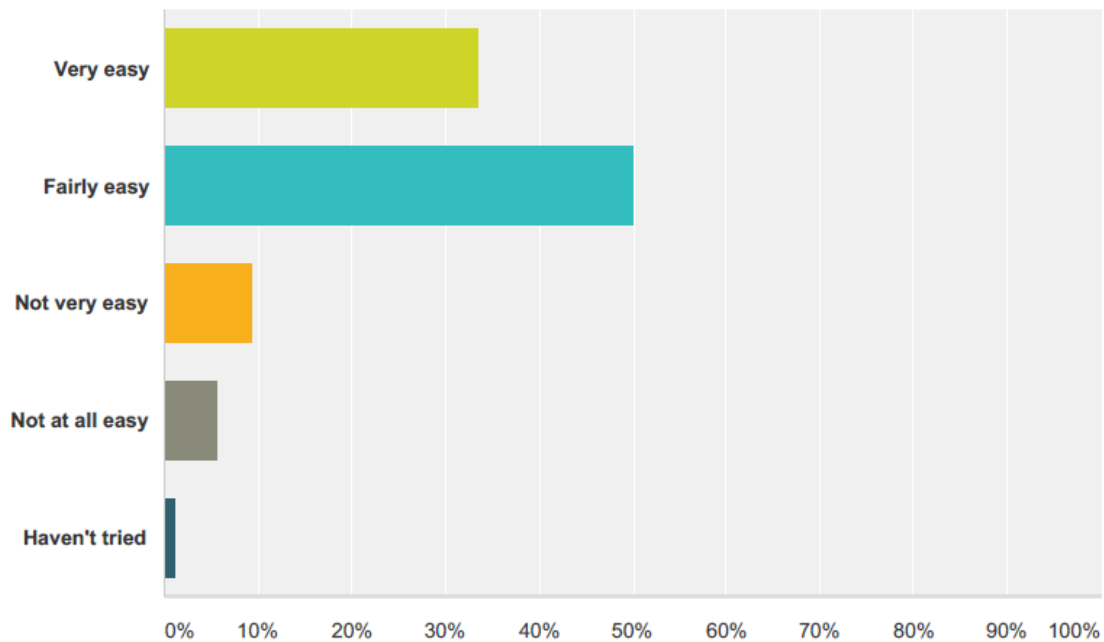
1. Is your GP surgery currently open at times that are convenient for you?

Answered: 246 Skipped: 1

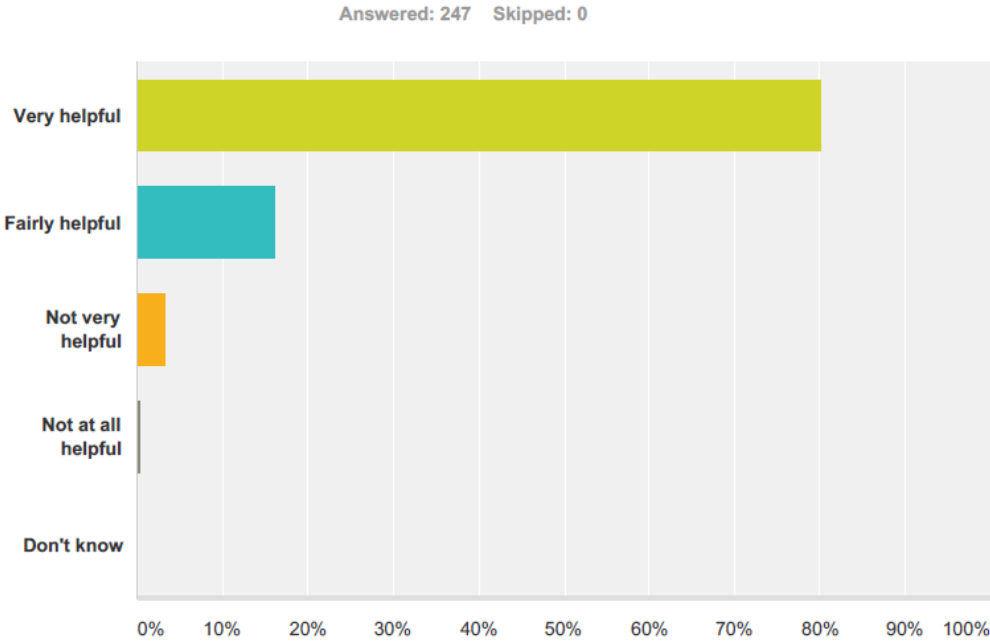


2. Generally, how easy is it to get through to someone at your GP surgery on the phone?

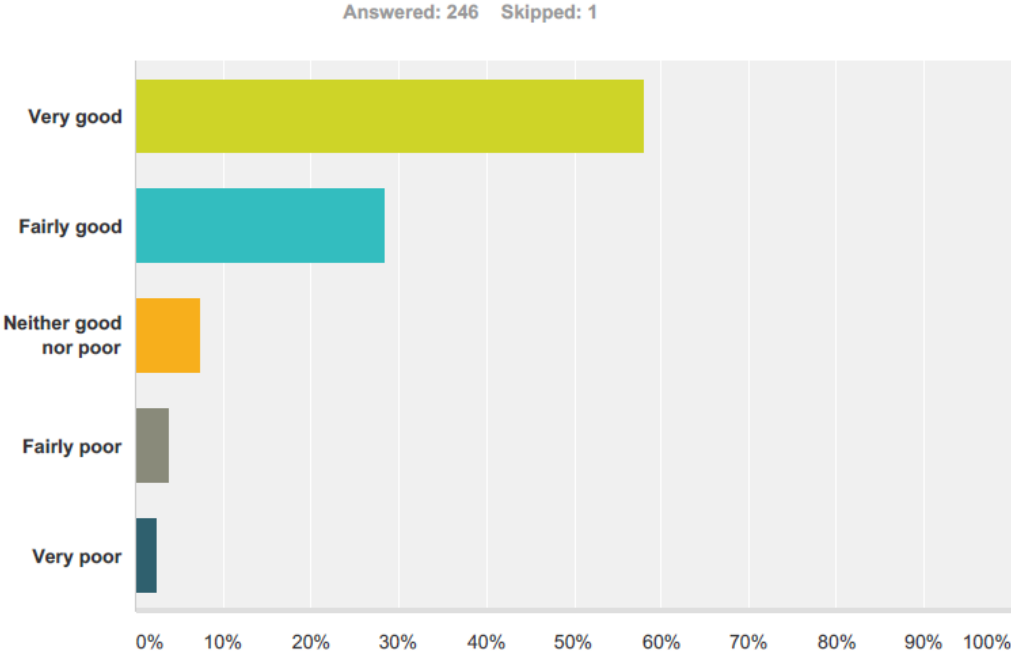
Answered: 247 Skipped: 0



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

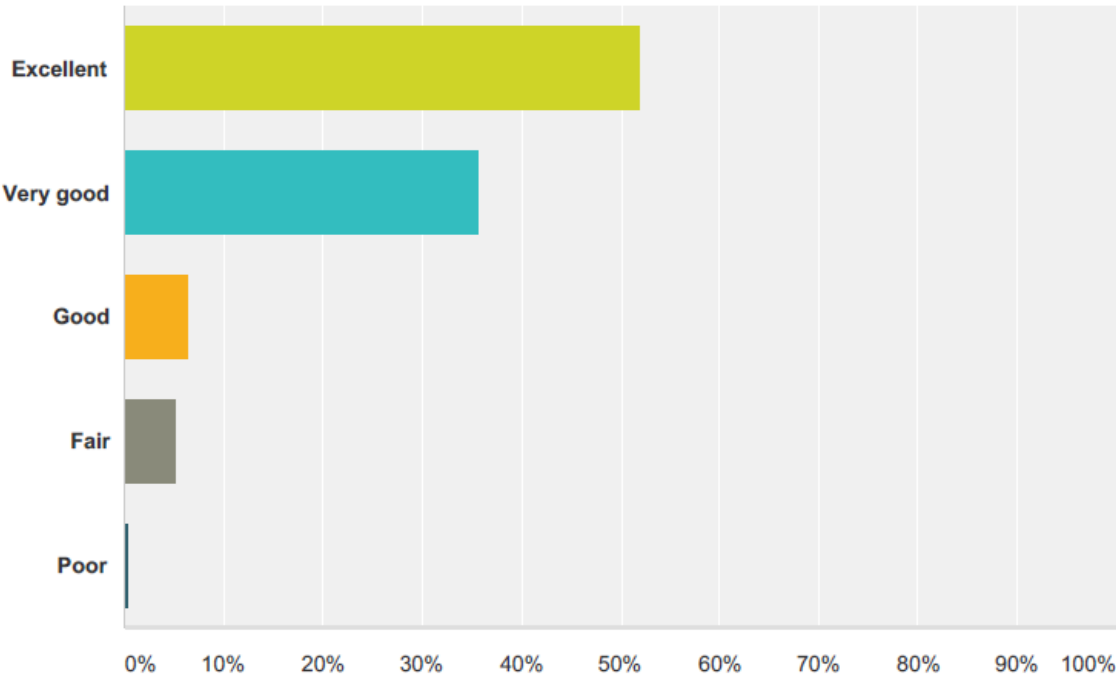


4. Overall, how would you describe your experience of making an appointment?



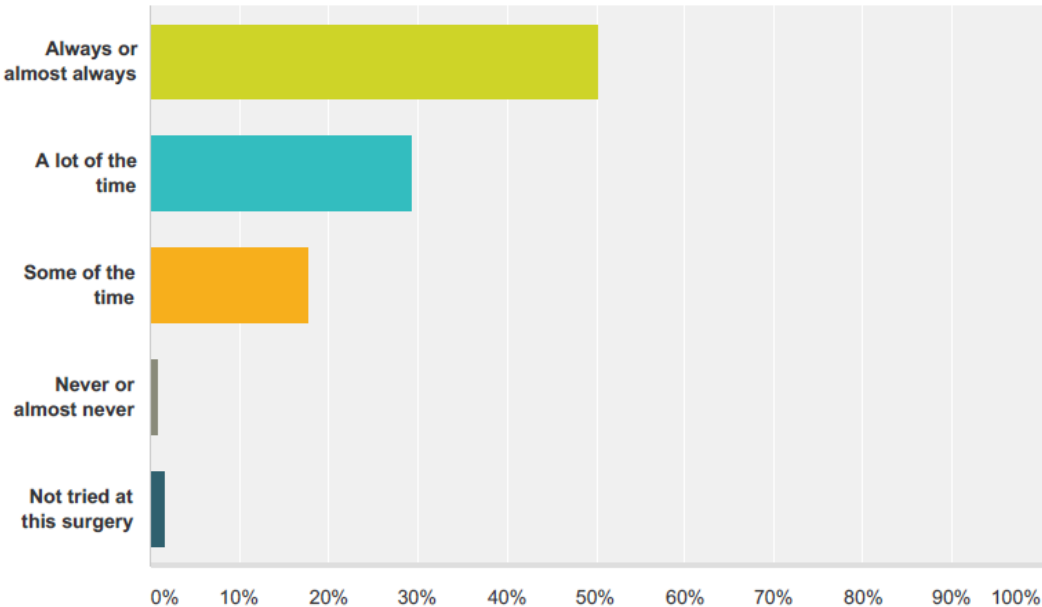
5. How do you rate the overall quality of care provided by all clinical staff you have dealt with?

Answered: 246 Skipped: 1



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

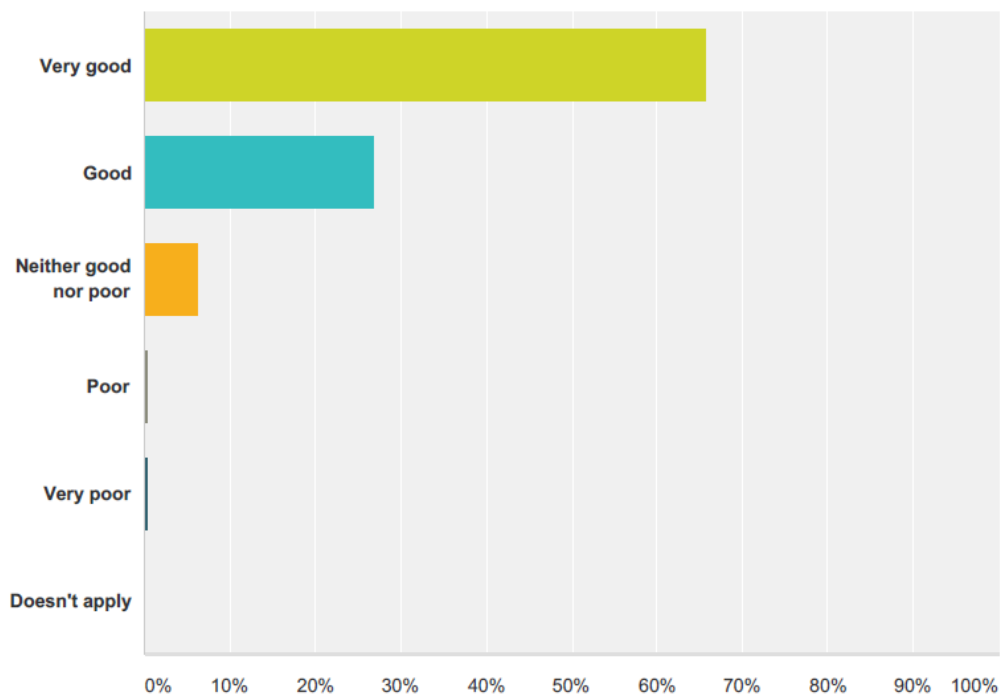
Answered: 242 Skipped: 5



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

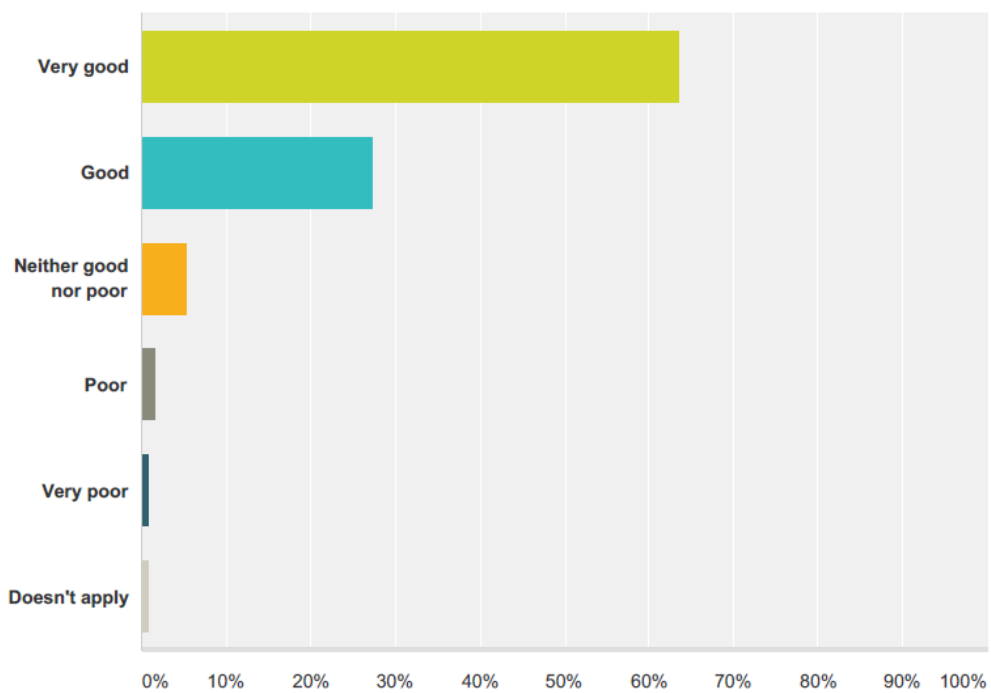
Answered: 237 Skipped: 10



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

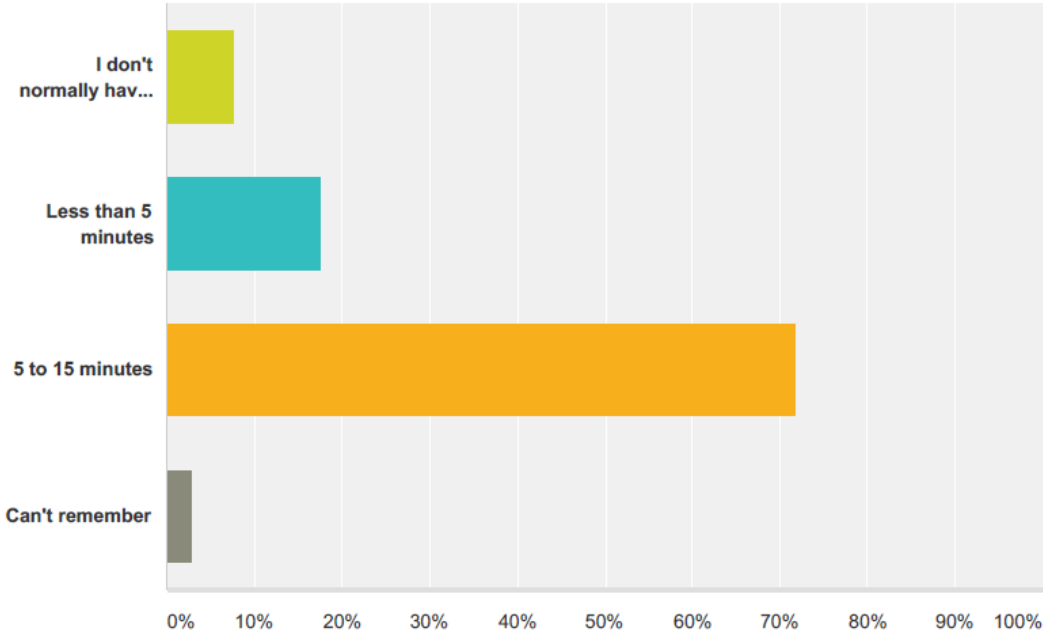
Involving you in decisions about your care

Answered: 237 Skipped: 10



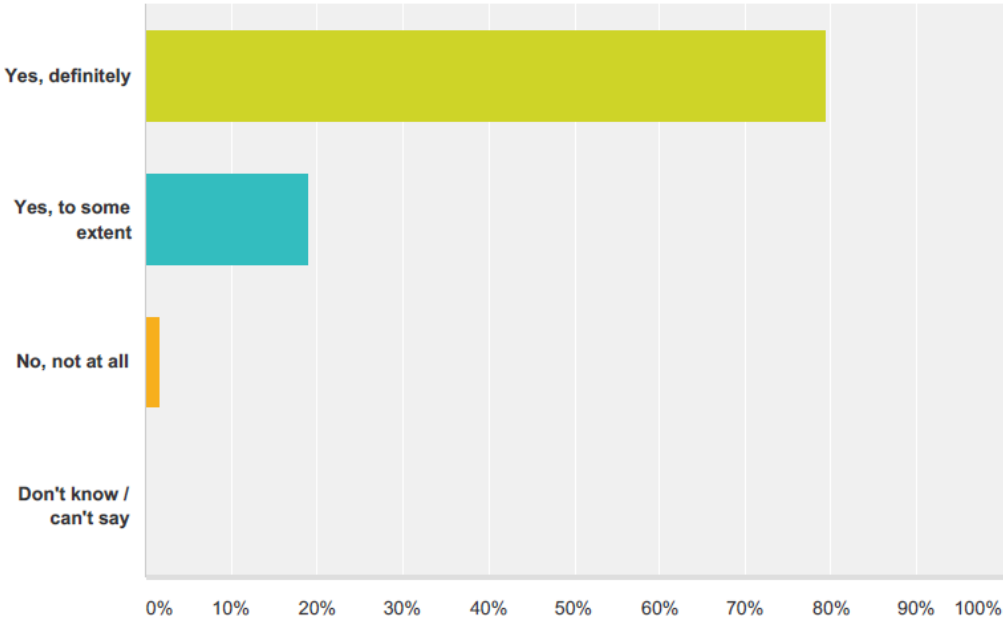
9. How long after your appointment time do you normally wait to be seen?

Answered: 235 Skipped: 12



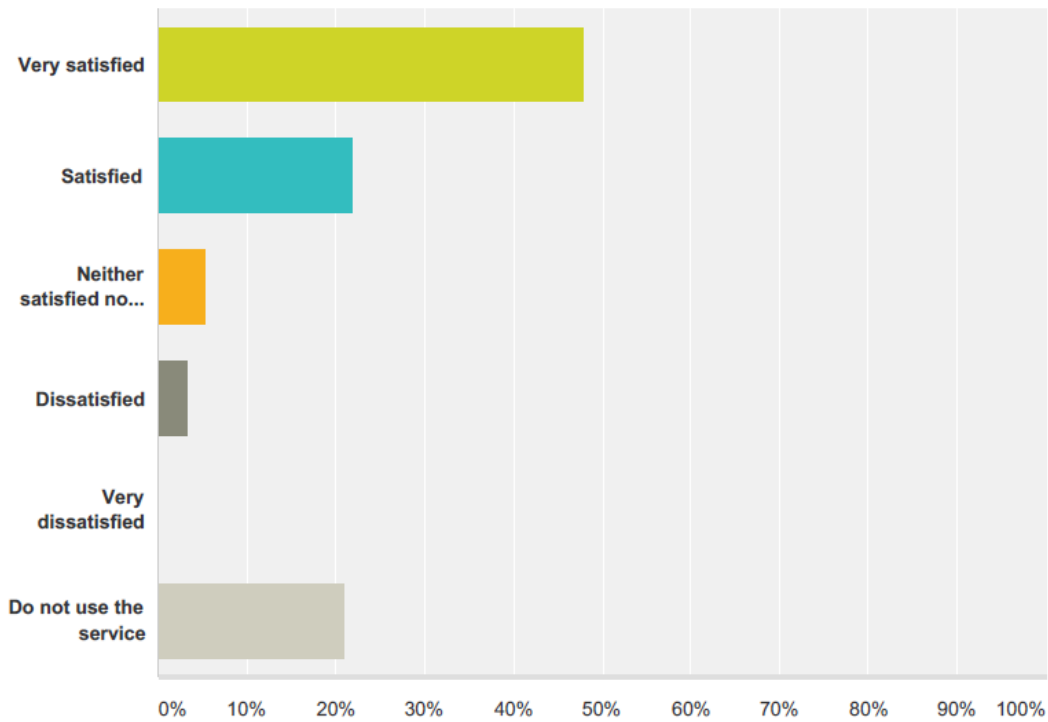
10. Did you have confidence and trust in the GP you saw or spoke to?

Answered: 237 Skipped: 10



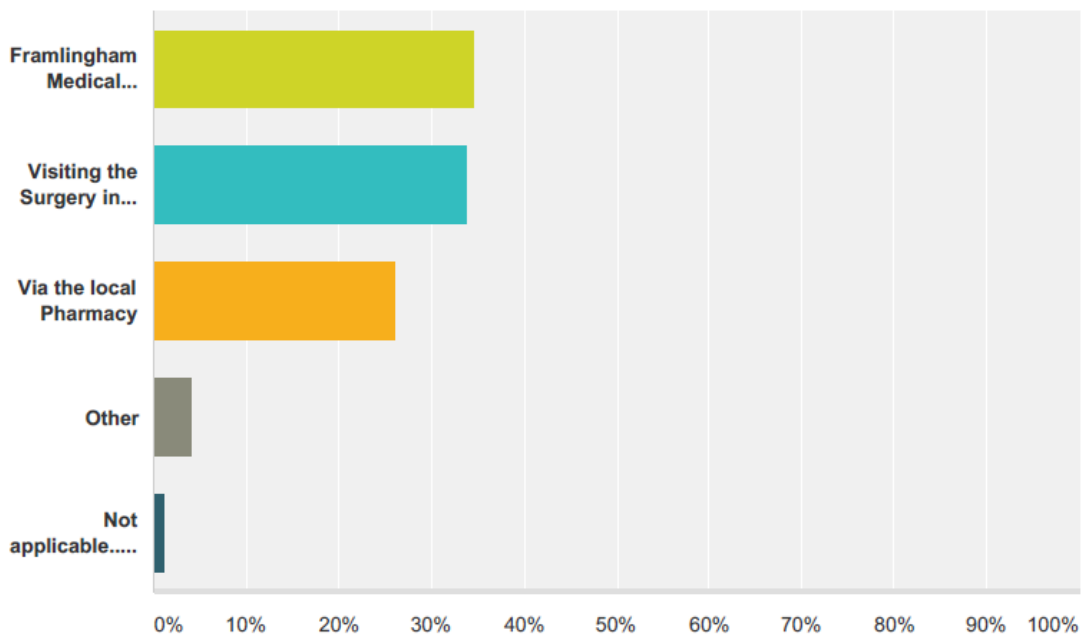
11. How satisfied are you with our practice Dispensary service?

Answered: 237 Skipped: 10



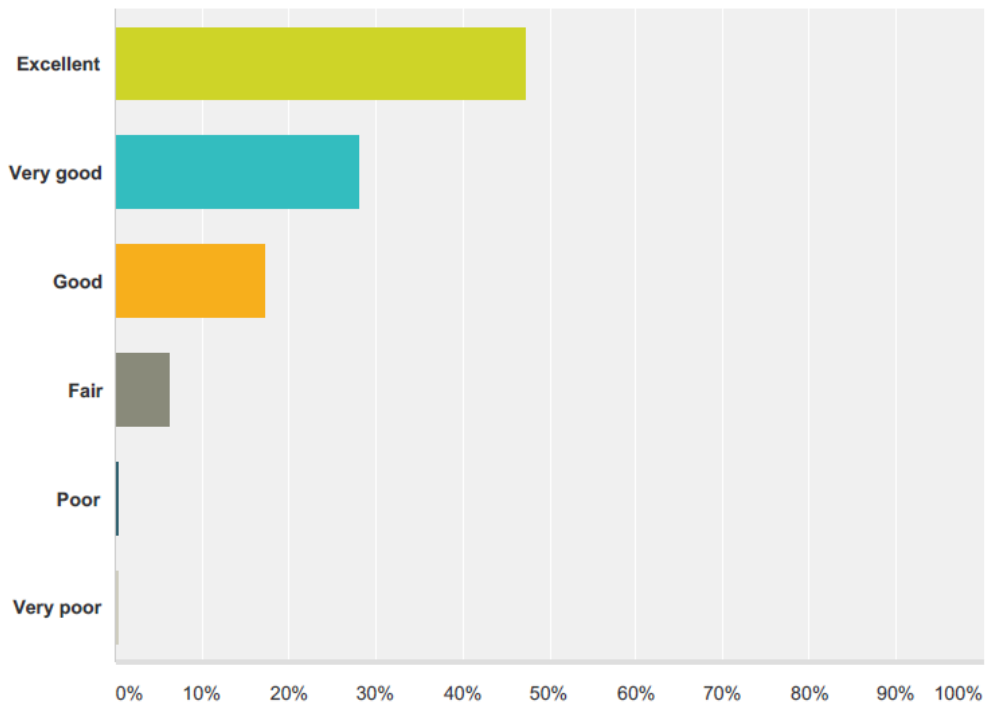
12. What method do you mainly use to obtain prescriptions?

Answered: 237 Skipped: 10



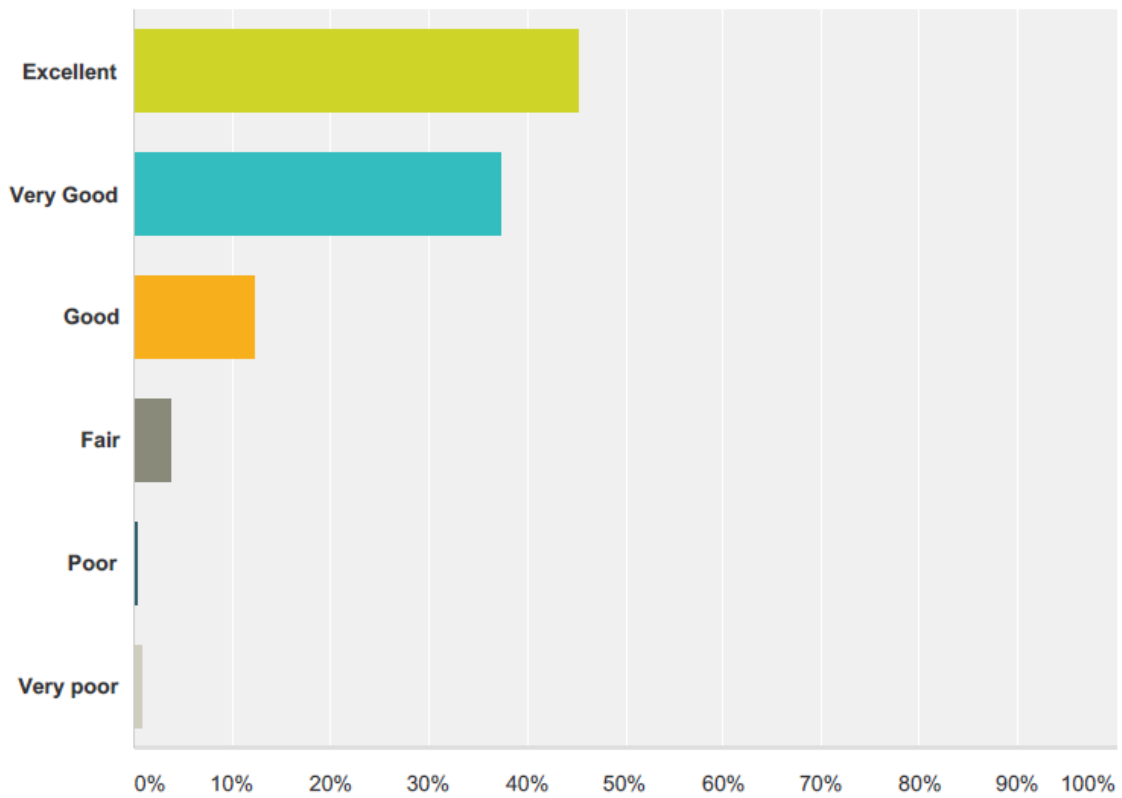
13. How would you rate the overall efficiency of this method?

Answered: 238 Skipped: 9



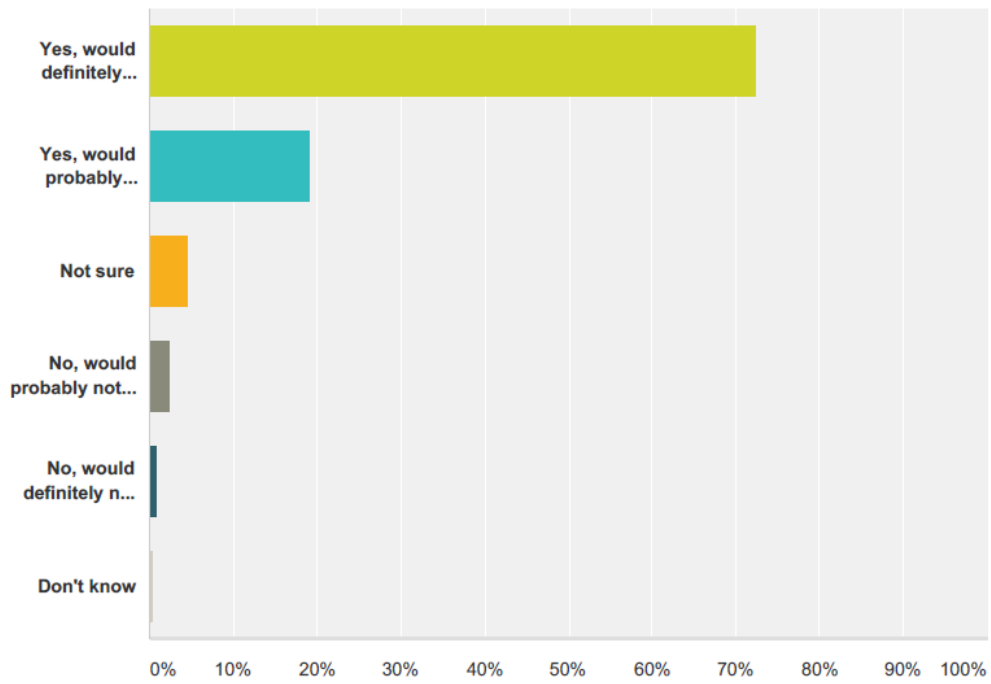
14. Overall how would you describe your experience of Framlingham Medical Practice?

Answered: 243 Skipped: 4



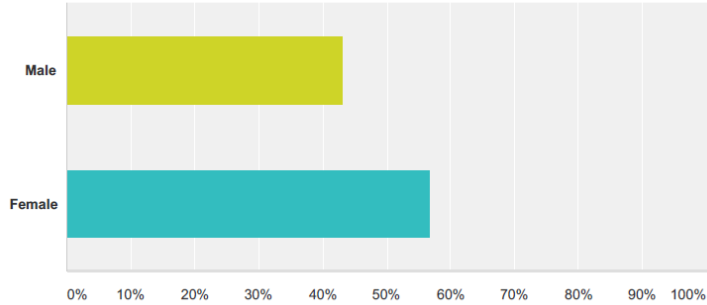
15. Would you recommend your GP surgery to someone who has just moved to your local area?

Answered: 240 Skipped: 7



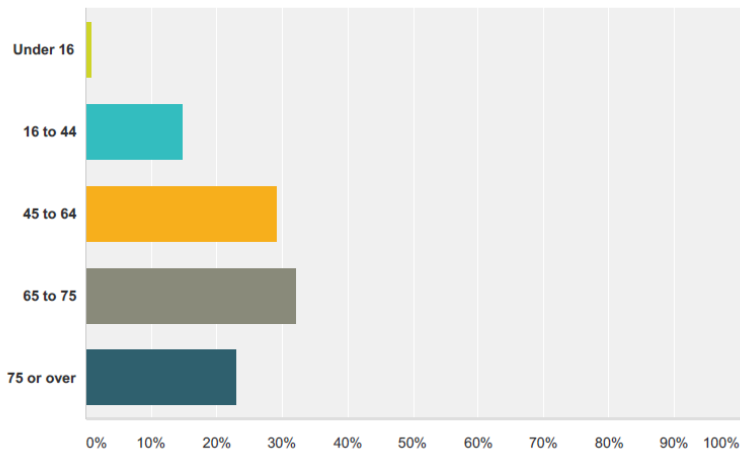
16. Are you?

Answered: 243 Skipped: 4

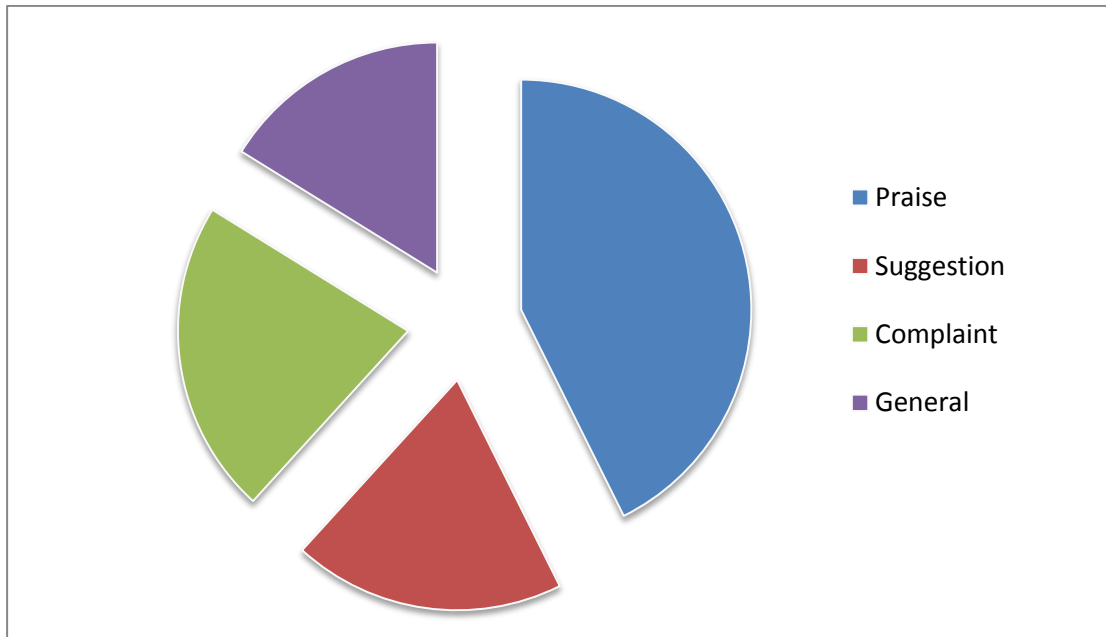


17. How old are you?

Answered: 243 Skipped: 4



Comments & Suggestions



10 minute rule can be intrusive, sometimes 'forget' to mention a lesser symptoms

15 years of experience as a patient has provided the unqualified feeling of confidence and appreciation for all those members of the practice with whom I have interacted.

A coffee/tea dispenser in the waiting area would be nice!

A more open attitude to complimentary alternative medicines.

Always satisfied

Could be better for nurse if we can have nurses on the booking system.

Dispensary staff at Framlingham are sometimes very rude and unhelpful.

Dispensary staff can sometimes be 'unsmiling' as if they doing you a great favour.

Don't advise patients at Earl Soham surgery to only describe one symptom of their condition at one appointment 'one appointment- one problem'

Everyone smiles - excellent!

Excellent practice, the best I have ever encountered.

Facing area of chairs in waiting room feels strange.

Feel fortunate to have such a caring team. The nurses in particular are fabulous.

GP's are always excellent.

Height of dispensary window is too low and it is very easy to hit your head when you are talking. Your staff are fabulous, friendly and fast acting. Nurses highly skilled, Dr Hopton - Very knowledgeable and really brilliant. Staff work well as a team.

I always book my appointment via the website which I find extremely useful and can decide which doctor to see and which times he has available.

I am always so appreciative of the quality of care and the amount of time and attention the GPs within the practice give. This is how all surgeries should be, nationally. Excellent.

I am usually seen promptly by GP.

I am very concerned that the surgery is already full before building three new housing developments - you are doing as good job as possible at present.

I appreciate that I am very lucky to experience this service having previously lived in Lancaster and Somerset.

I don't feel it is relevant that a receptionist has to ask you the reason you need to see a doctor.

I found question 8 difficult to respond to. My assumption is that the GP has my best intention at heart therefore I do not have an expectation about being that involved in 'decisions'.

I have been coming to the practice in Framlingham for 23 years and have always had excellent and friendly advice.

I have found the services provided to be very efficient and the staff are always helpful. Last autumn I had to telephone for medical advice from abroad and the reception team dealt with my request as a priority given the circumstances.

I have lived in Framlingham for 4yrs and have not had to come into the surgery very much in that time, so my comments should be viewed in light of the fact that I have had little experience of overall service. Thanks.

I just hope that the proposed vast increase in housing for Framlingham does not undermine the excellent service that I receive.

I like to see the same GP for my children but this is not always possible which I understand. For myself I don't mind who I see. To get an on the day appointment is impossible at times to get through unless I ring Earl Soham Surgery, But overall lovely doctors and lovely surgery.

I suffer from anxiety- making an appointment is very stressful for me as sometimes I have to call on the day and hope for the best. This courses panic.

I think the online appointments system is very good.

I wait to see the GP I prefer. Local pharmacy is very helpful. Only recommend certain doctors.

If told to phone for an appointment on the same day you need it, why is it that your then told its emergency appointments only that are left? why be told to phone in the first place if you don't stand a chance of seeing a doctor.

Issue three months' supply of medication on repeat prescriptions rather than one month.

It is very difficult to get appointments; you have to wait too long, doctors running late.

It would be hard to beat the present all around service provided by the practice.

Julie is wonderful and looks after me so well, it is a pleasure to see her at Earl Soham.

Light classical background music would be preferable as to pop, as it keeps the BP to high.

Longer opening hours or one or two evening's surgeries, so it can fit in with people who work.

Much better than my previous surgery in Hertfordshire.

Need more receptionists to answer phone in mornings. I have redialled over 100 times to get through and then find there are no appointments available.

No more comments other than to say that our family have always been totally satisfied with the care we receive from Doctors, Receptionists, Nurses and dispensers.

Not helpful when the surgery is closed for training and so you can't collect prescriptions.

Nursing staff very kind and helpful.

Overall, happy with the service.

Please get more out of hours appointments?! What has happened to the home visits please,

Speak as I find - compared to friends in different areas we are oh so lucky with our treatment at this Practice. Thank you all.

Suggest leave space for suggestion for other medical services.

Thank you for being such a superb practice.

Thank you for your service.

The appointment system is very frustrating - I work 9-5 and struggle to get an appointment that fits in with work or isn't 3 weeks away. i.e. either first thing in morning or end of the day. Booking on the day doesn't really work for me as I have to get to work and am usually driving 8.30 when I would have to ring.

The availability of early appointments is good, I would like to see this retained and the possibility of the days of the week that this is available to extend.

The nursing staff are excellent. The GPs are generally excellent. There is an 'attitude' of not being entirely 'willing or able' to be as helpful as one would expect from the dispensary and the reception areas. Customer care training might be very valuable.

The only thing would be able to get through on phone easier on mornings for book on the day at peak times. Doctor Turner, one of the best Doctors I have ever had. To pick up prescriptions on Saturday would be helpful.

The pharmacy are excellent they go out of their way to assist.

The practice in Fram is getting a load of new patients, maybe time for a move with more parking and more equipment in the surgery e.g. - X-Ray etc...

The reason I am able to see the Dr I prefer is because I am usually able to wait- sometimes a week- for the next available appointment. If it's urgent I don't mind who I see.

The service is exemplary and everyone is wonderful!

The surgery in Earl Soham could be open every weekday as the appointments fill up really fast for the few days they are open!

The telephone system at 0830 in the morning desperately needs improvement often, 10 or more attempts to get through are needed, there used to be a 'dial 5' for call-back; could this be re-instated?

The two nurses I have seen have been excellent. The 'one problem a visit' seems inflexible if the (say) problems are obviously minor. Need more 'on the day' times.

The waiting time for repeat prescriptions is much too long.

There has been one occasion when I was in fact very poorly. I felt as if I hadn't been listened to properly, or immediate situation taken seriously. I subsequently had a 10 day stay in hospital revealing a potentially life threatening situation - a procedure and 2 more ops to come.

Time between dropping off prescriptions to picking up medication is for too long.

Very satisfied with everything.

We have always received excellent service both at Framlingham and at Earl Soham. The staff, especially reception are always pleasant and helpful many thanks to you all.

Weekend openings

When phoning to get an appointment to see a doctor I don't wish to discuss my medical conditions with receptionists as this is personal with myself and doctors.

Would hope decisions regarding medications remain solely with Drs not with NHS pen pushers/money savers.

Would like dispensing time to be quicker. I always recommend this practice or Earl Soham to friends who are with other practices and cannot seem to get appointments when required.