

**Open Ended Responses - Practice Survey Responses 2013 Survey**  
**Abbey Medical Centre Patient Survey**  
**Total Responses - 170**

<b>Q5 - If not satisfied with the current surgery hours what times would you prefer the surgery to be open?</b>	<b>Count</b>
No Response	142
6	3
NEEDS TO BE OPEN FOR LONGER	2
SATURDAY MORNING WOULD ALSO BE GOOD	1
NOT SO GOOD FOR THOSE AT WORK	1
8	1
8 UNTIL 8	1
SATURDAY IF OPEN THEN MUCH APPRECIATED	1
AFTER 6PM SO I DONT HAVE TO KEEP TAKING TIME OFF WORK.	1
8 TO 8	1
I WOULD LIKE SATURDAY OPENING.	1
12	1
LONGER HOURS AT NIGHT AND WEEKENDS	1
SATURDA	1
MORE LATER APPTS.	1
SATURDAY MORNING	1
SATURDAYS AND UP TO 8.PM WEEK DAYS	1
SATURDAY MORNING WOULD BE GOOD ALSO	1
WEEKEND SERVICE, FULL WEEK SERVICE	1
WEEKENDS AND EVENINGS	1
WEEKENDS	1
NEEDS TO BE OPEN LONGER	1
WEEKENDS AND LATER EVENINGS	1
NEEDS TO OPEN FOR LONGER	1
NO HALF DAY CLOSING	1
(blank)	1
<b>Grand Total</b>	<b>169</b>

<b>Q9 - Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)</b>	<b>Count</b>
No Response	93
Dr Browne	41
DR Jaram	16
Dr Rogers	14
Dr Browne or Dr Rogers	2
Dr Cavanagh	2
Dr Jaram and Dr Browne	1
PERVEZ HE IS VERY GOOD AND ALSO JAYRAM	1
<b>Grand Total</b>	<b>170</b>

<b>Q13 - What is the best thing about your GP practice?</b>	<b>Count</b>
No Response	39
FRIENDLY STAFF	3
RECEPTION STAFF	2
FRIENDLY	2
NEAR TO ME	1
VERY FRIENDLY AND HELPFUL	1
RECEPTIONIST FRIENDLY AND HELPFUL	1
ALL VERY FRIENDL D HELPFUL	1
HELPFUL AND FRIENDLY	1
ALWAS GET AN APPOINTMENT	1
POLITE AND HELPFUL	1
ALWAYS FEEL LISTENED TO. VERY UNDERSTANDING STAFF ON RECEPTION,EXCELLENT AND NURSES	1
THE CARE OF ALL DR.S AND STAFF	1
ALWAYS FRIENLY ATTITUDE AND HELPFUL	1
A APPOINTMENT IS ALWAYS AVAILABLE FOR M LITTLE BOY IN EMERGENCIES	1
ALWAYS HELPFUL AND POLITE AND CARING, ALL STAFF	1
ITS ALWAYS BEEN THERE WHEN I HAVE NEEDED IT	1
ALWAYS PLEASANT	1
OBLIGING STAFF	1
ALWAYS WARM AND WELCOMING	1
PROXIMITY TO HOME FRIENDLY WELCOME FROM ALL A PRACTICE	1
APPTS NEVER RUSHED	1
STAFF DO THEIR BEST TO FIT YOU IN	1
ATTENTION TO THE PATIENT AND BEING CURTIOUS	1
THY ARE ALL BRILLIANT	1
BEST DOCTOR	1

VERY HELPFUL AND FRIENDLY	1
CAN BOOK WELL IN ADVANCE	1
GOOD STAFF	1
CAR PARKING AND PHARMACY NEXT DOOR	1
I GRT ON WITHDOCTORS. CN CONFIDE IN HIM.	1
CARING AND CONSIDERTE, WELCOMING AND OBLIGING	1
LISTEN TO YOU. KNOWLEDGEABLE. TREAT OU WITH RESPECT.	1
CARING DOCTRS	1
ALL GOOD	1
CARING FRIENDLY HELPFUL PEOPLE	1
PLEASANT AND FRIENDLY	1
CLOSE TO HOME	1
PROXIMITRY AND APPOINTMENT SERVICE	1
CLEAN. FRIENDLY STAFF.	1
RECEPTION HELPFUL	1
CLOSE	1
SEATING AND PLAY AREA	1
CLOSE TO WHERE I LIVE	1
STAFF VERY HELPFUL	1
CLOSER HOME	1
THE WAIT TIMES	1
COURTESY AT THE DESK	1
VERY EFFICIENT	1
DOCTORS SHOW EMPATHY	1
VERY GOOD EFFICIENT	1
DR BROWNE HAS BEEN EXCELLENT AND NURSES GOOD	1
VERY UNDERSTANDING	1
DR BROWNE IS VERY FRIENDLY - RECEPTION STAFF ALSO	1
GOOD SERVICE	1
DR LISTEN ARE VERY APPROACHABLE AND EASY TO TALK TO. RECEPTION STAFF ARE ALL GREAT	1
GOOD TREATMENT AND FRIENDLY STAFF	1
DR ROGERS	1
I FEEL AT EASE WHEN SPEAKING TO THE GP	1
EFFICIENT CARING	1
IT SEEMS TO BE RUN VERY EFFICIENTLY AND THE DRS LISTEN DURING VISITS	1
EFFICIENT FRIENDLY	1
ITS CONVENIENT AND ITS CLOSE TO MY HOUSE	1
EFFICIENT RE APPOINTMENTS	1
MONDAY NIGHT RECEPTIONIST	1
EFICIENT FRIENDLY AND VER HELPFUL	1
NO	1
EVERYHING	1
NOTHING, ALL GOOD SERVICE	1
EVERYONE FRIENDLY ESPECIALLY RECEPTIONIS	1
ONLY JUST MOVED TO THIS PRCTICE	1
EVERYTHING	1
POLITE AND FRIENDLY	1
EVERYTHING IS GOOD	1
PROFESSIONAL AD CARING	1
EVERYTHING IS GOOD	1
PROXIMITRY AND RAPPORT WITH DR	1
EVRY THING IS GOOD	1
QUALITY OF SERVICES IS GOOD, ON SITE PHRMACY GREAT	1
EXPLANATOS	1
ALL OF THEM	1
fairly close by, knowing the staff and good rapport.	1
RECEPTIONISTS ALWAYS HELPFUL	1
FRIEB	1
SIMPLE	1
FRIENDL AN EFFICN STAFF	1
STAFF PLEASANT AND ELFL.ALWAS BEEN TREAED WELL.	1
FRIENDL STAFF. GOOD DOCTORS.	1
TAKES TIME TO DISCUSS PROBLEMS AND SAY WHAT MIGHT BE HELPFUL	1

THE CARE OF MY DOCOR	1
ALL ROUND GOOD KNOWLEDGE	1
THE RECEPTION STAFF HELPFUL AND FRIENDLY	1
The Receptionist staff are very helpful	1
FRIENDLY AN HELPFUL	1
THE WONERUL RECEPTION STAFF, ALWAYS HAVE TIME TO LISTEN	1
FRIENDLY ATMOSPHERE. NEAR TO HOME. DOCTORS ARE GOOD.	1
VERY CLEAN WAITING AREA, FRIENDLY ENVIRONMENT	1
FRIENDLY EFFICIENT STAFF	1
VERY FRIENDLY	1
VERY FRIENDLY AND HELPFUL STAFF	1
ALL OF MY PROBLEMS HAVE BEEN SORTED SINCE MY APPOINTMENTS	1
VERY FRIENDLY WELL SITUATED AND GOOD PHARMACY NEXT DOOR	1
VERY FRINDLY AND EFFICIEN	1
Friendly staff and doctors	1
VERY HELPFUL	1
FRIENDLY.	1
VERY ORGANISED AND FRIENDLY	1
FRIENDLY STAFF AND DOCTERS	1
YOU FEEL WELCOME AND BRILL DRS WHO REALLY HELP ME	1
GOOD DRS .NICE STAFF.DONT HAVE TO WAIT LONG FOR APPT	1
GOOD RESPONSE AND REALLY HELPFUL	1
(blank)	
<b>Grand Total</b>	<b>153</b>

<b>Q14 - Please list any improvements you would like to see at your GP practice</b>	<b>Count</b>
No Response	95
NO	6
NONE	5
PLS OPEN ON SATURDAY	1
MORE GPS NEEDED	1
TRANSPORT TO GET HERE.	1
BETER IERNET APPOINTMENT SYSTEM MORE EFFICIENT WAY OF ORDERING REPEAT PRESCRIPTIONS	1
NOTHING	1
BETTER ACCESS FOR WHEELCHAIR BOUND.	1
SHOULD BE ABLE TO SEE SAME DR ALL THE TIME	1
BETTER SITTING TIME	1
	1
BETTER TELEPHONE SYSTEM	1
MORE PRIVACY AT THE RECEPTION AREA	1
CHAIRS FSCING ELECTRONIC BOARD	1
OPEN FOR LONGER AND GETTING TO SEE THE DR YOU LIKE	1
COIL FITTING	1
SATISFIED	1
DIFFERENT OPENING TIMES	1
THEY ALWAYS TRY TO FIT YOU IN IF THEY CAN	1
ETENDED HOURSFOR PEOPLE WHO WORK 9-5	1
WEEKEND PROVISION	1
EXTENDED OPENING HOURS AND A BSATURDAY SURGERY	1
MAYBE OPEN A BIT LATER INEVENINGS AND SOME OPENING HOURS AT THE WEEKEND	1
FOR ME	1
MORE OPENING TIME AND BETTER DOC	1
A WATER DISPENSER	1
AUTOMATIC DOORS.	1
APART FROM ONE MEMBER OF STAFF EVERYONE POLITE	1
FOR ME EVERYTHING IS GOING WELL	1
NONE - LOVELY	1
Greatly reduced number of non attendees	1
NOTHING TO IMPROVE REALLY BUT WOULD LIKE ROCK MUSIC MAGS IN THE WAITING ROOM	1
I AM LUCKY ENOUGH NOT O HAVE TO BE HERE OFTEN.	1
OPENING HOURS	1
I DONT FEEL THAT CONFIDENT IN DR KHALIQUE	1
POLITE RECEPTIONIST. BETTER DOCTORS	1
I USUALLY STRUGGLE TO GET A PHLEBO APPT BEFORE I GO TO HOSPITL	1
SHORTER WAITING TIME WHEN YOUR ON TIME	1
I WOULD PREFER NOT TO HVE MY FULL NAME ON SCREEN	1
SIMPLE AND FRIENDLY	1
IMPROVED ACCESS	1
TO BE ABLE TO SEE A DOCTOR ON THE SAME DAY THAT I PHONE	1
LATER AND SATURDAY OPENING , MORE DRS TO SEE ON ROTA BASIS	1
WEEKEND OPENING	1
LATER EVENING OPNING HOURS.	1
LESS WAITING FOR AN APPOINTMENT WITH DOCTOR. SOMETIMES OVER A WEEK	1
LONGER HOURED	1
(blank)	
<b>Grand Total</b>	<b>151</b>

Q15 - Are there any other health services you would like to be provided locally?	Count
No Response	109
NO	15
N	2
CHIROPODIST	2
N/A	2
S*X CLINICS FOR ADVICE AND SERVICE	1
NOT THAT I CAN THINK OF	1
CHIROPODY	1
DIABECAE	1
NOTHING.	1
I DONT KNOW	1
DENTAL SERVICE	1
JUST REGULARWELLBEING CLINICS	1
NONE	1
CHECK UP CLINIC FOR MOLES NO LONGER EXISTS	1
Not that I can think of.	1
YES	1
S*X CLINICS	1
ACUPUNCTURE, HOMEOPATHY	1
WLK IN CENTRE	1
BETTER CLINIC LIKE STAPLEFORD.	1
NO AND THE CHEMIST NXT DOOR IS GREAT TOO	1
NONE	1
(blank)	1
Grand Total	148