

1. Please answer the questions below:

	YES	NO	Rating Count
Are the reception/admin team helpful and polite?	99.7% (299)	0.3% (1)	300
Do you trust your doctor	99.0% (294)	1.0% (3)	297
Does your doctor listen to you?	98.0% (291)	2.0% (6)	297
Would you recommend this doctor?	98.0% (288)	2.0% (6)	294
Would you recommend the nurses?	98.6% (291)	1.4% (4)	295
Is it easy to get an appointment?	98.0% (295)	2.0% (6)	301
Are you involved in decisions about you and your care?	89.8% (256)	10.2% (29)	285
Would you recommend this surgery to friends or family?	99.3% (298)	0.7% (2)	300

Please use this area to add any further comments on answers above







13

answered question	302
skipped question	0


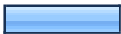


2. In the past 6 months how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not easy at all	Dont know	Rating Count
Getting through on the phone	3.7% (11)	55.5% (167)	34.9% (105)	4.3% (13)	1.0% (3)	0.7% (2)	301
Speaking to a Doctor on the phone	58.2% (171)	13.6% (40)	6.8% (20)	1.7% (5)	1.4% (4)	18.4% (54)	294
Speaking to a Nurse on the phone	59.0% (173)	14.3% (42)	6.8% (20)	1.7% (5)	0.3% (1)	17.7% (52)	293
Obtaining test results by phone	30.5% (91)	42.6% (127)	16.4% (49)	1.3% (4)	0.7% (2)	8.4% (25)	298
answered question							301
skipped question							1

3. Thinking of the times you want to see a doctor, how quickly are you usually seen?

		Response Percent	Response Count
Same day		57.9%	173
Next working day		31.4%	94
Within 2 working days		8.7%	26
Within 3 working days		2.0%	6
Within 4 working days		0.3%	1
Within 5 or more working days		0.0%	0
Does not apply		1.7%	5
How would you rate this?			120
answered question			299
skipped question			3

4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

		Response Percent	Response Count
Is there anything particularly good about the practice?		84.6%	88
Is there anything that could be improved?		18.3%	19
Are there any services you would like the practice to provide which are not being offered at present		13.5%	14
Any other comments		23.1%	24
		answered question	104
		skipped question	198

Q1. Please answer the questions below:

1	i think its really good as i get in to see my own doctor within a few days	Mar 12, 2014 5:36 AM
2	Would only trust some doctors	Mar 12, 2014 2:40 AM
3	I trust dr howe	Mar 12, 2014 2:37 AM
4	I have already recommened the surgery to friends	Mar 11, 2014 4:10 AM
5	would recommend 100% this practice	Mar 10, 2014 4:46 AM
6	doctors run late	Mar 10, 2014 4:15 AM
7	very helpful	Mar 10, 2014 3:40 AM
8	five star doctors !!	Mar 6, 2014 5:37 AM
9	no problems what so ever staff are great	Mar 6, 2014 5:00 AM
10	There are only certain doctors in the practice I would trust	Mar 6, 2014 4:31 AM
11	i haven,t seen a doctor yet	Mar 4, 2014 4:04 AM
12	my daughter and grandson have recently moved to this surgery as they liked the care given to me	Mar 4, 2014 3:28 AM
13	excellent service, am dealt with politely and feel respected by staff	Mar 3, 2014 10:33 AM

Q3. Thinking of the times you want to see a doctor, how quickly are you usually seen?

1	fairly good	Mar 14, 2014 4:29 AM
2	8 out of 10	Mar 13, 2014 3:37 AM
3	very good	Mar 13, 2014 3:35 AM
4	good	Mar 12, 2014 7:21 AM
5	very good	Mar 12, 2014 7:20 AM
6	excellent	Mar 12, 2014 7:17 AM
7	excellent	Mar 12, 2014 5:38 AM
8	very good	Mar 12, 2014 5:36 AM
9	fairly good	Mar 12, 2014 5:25 AM
10	10 out of 10	Mar 12, 2014 2:41 AM
11	very good	Mar 12, 2014 2:38 AM
12	good	Mar 12, 2014 2:34 AM
13	very highly	Mar 12, 2014 2:34 AM
14	very good	Mar 11, 2014 7:06 AM
15	normal	Mar 11, 2014 4:44 AM
16	very good	Mar 11, 2014 4:43 AM
17	very good	Mar 11, 2014 4:41 AM
18	good	Mar 11, 2014 4:39 AM
19	very good	Mar 11, 2014 4:38 AM
20	good	Mar 11, 2014 4:36 AM
21	excellent	Mar 11, 2014 4:33 AM
22	excellent	Mar 11, 2014 4:26 AM
23	very good	Mar 11, 2014 4:23 AM
24	good	Mar 11, 2014 4:22 AM
25	10 out of 10	Mar 11, 2014 4:21 AM
26	good	Mar 11, 2014 4:19 AM
27	10 out of 10	Mar 11, 2014 4:15 AM
28	very good	Mar 11, 2014 4:15 AM
29	brilliant	Mar 11, 2014 4:10 AM
30	10 out of 10	Mar 11, 2014 4:10 AM

Q3. Thinking of the times you want to see a doctor, how quickly are you usually seen?

31	good	Mar 10, 2014 5:34 AM
32	7/10	Mar 10, 2014 5:33 AM
33	very good	Mar 10, 2014 4:57 AM
34	9/10	Mar 10, 2014 4:56 AM
35	good	Mar 10, 2014 4:52 AM
36	fantastic	Mar 10, 2014 4:46 AM
37	very good	Mar 10, 2014 4:40 AM
38	good	Mar 10, 2014 4:35 AM
39	good	Mar 10, 2014 4:33 AM
40	very good	Mar 10, 2014 4:30 AM
41	good	Mar 10, 2014 4:27 AM
42	10 out of 10	Mar 10, 2014 4:26 AM
43	good	Mar 10, 2014 4:23 AM
44	excellent	Mar 10, 2014 4:22 AM
45	fair	Mar 10, 2014 4:21 AM
46	very good	Mar 10, 2014 4:19 AM
47	excellent	Mar 10, 2014 4:14 AM
48	very good	Mar 10, 2014 4:12 AM
49	ok	Mar 10, 2014 4:07 AM
50	very good	Mar 10, 2014 4:06 AM
51	very good	Mar 10, 2014 3:42 AM
52	good	Mar 10, 2014 3:41 AM
53	10 out of 10	Mar 10, 2014 3:40 AM
54	very satisfied	Mar 10, 2014 3:39 AM
55	excellent	Mar 10, 2014 3:37 AM
56	very good	Mar 6, 2014 5:45 AM
57	ok	Mar 6, 2014 5:44 AM
58	very good	Mar 6, 2014 5:42 AM
59	excellent	Mar 6, 2014 5:37 AM
60	good	Mar 6, 2014 5:28 AM

Q3. Thinking of the times you want to see a doctor, how quickly are you usually seen?

61	good	Mar 6, 2014 5:26 AM
62	very good	Mar 6, 2014 5:19 AM
63	pretty good	Mar 6, 2014 5:17 AM
64	ok	Mar 6, 2014 5:16 AM
65	good	Mar 6, 2014 5:15 AM
66	good	Mar 6, 2014 5:10 AM
67	very good	Mar 6, 2014 5:06 AM
68	very good	Mar 6, 2014 5:03 AM
69	good	Mar 6, 2014 5:03 AM
70	very good	Mar 6, 2014 5:02 AM
71	excellent	Mar 6, 2014 5:00 AM
72	very good	Mar 6, 2014 4:52 AM
73	10/10	Mar 6, 2014 4:49 AM
74	very good	Mar 6, 2014 4:47 AM
75	good	Mar 6, 2014 4:44 AM
76	very good	Mar 6, 2014 4:39 AM
77	good	Mar 6, 2014 4:33 AM
78	very good	Mar 6, 2014 4:32 AM
79	10/10	Mar 6, 2014 4:31 AM
80	very good	Mar 5, 2014 2:53 AM
81	fair	Mar 5, 2014 2:52 AM
82	rather good	Mar 4, 2014 4:47 AM
83	good	Mar 4, 2014 4:46 AM
84	10 out of 10	Mar 4, 2014 4:44 AM
85	good	Mar 4, 2014 4:23 AM
86	100%	Mar 4, 2014 4:22 AM
87	very good	Mar 4, 2014 4:22 AM
88	excellent	Mar 4, 2014 4:20 AM
89	excellent couldn,t be better	Mar 4, 2014 4:20 AM
90	very important	Mar 4, 2014 4:16 AM

Q3. Thinking of the times you want to see a doctor, how quickly are you usually seen?

91	good	Mar 4, 2014 4:13 AM
92	very good	Mar 4, 2014 4:11 AM
93	very good	Mar 4, 2014 4:09 AM
94	good	Mar 4, 2014 4:08 AM
95	very good	Mar 4, 2014 4:07 AM
96	10 out of 10	Mar 4, 2014 4:07 AM
97	good	Mar 4, 2014 4:05 AM
98	100%	Mar 4, 2014 4:03 AM
99	good	Mar 4, 2014 4:02 AM
100	good	Mar 4, 2014 3:55 AM
101	excellent	Mar 4, 2014 3:55 AM
102	ok	Mar 4, 2014 3:53 AM
103	excellent	Mar 4, 2014 3:51 AM
104	normal	Mar 4, 2014 3:50 AM
105	excellent	Mar 4, 2014 3:48 AM
106	not good	Mar 4, 2014 3:47 AM
107	ok	Mar 4, 2014 3:46 AM
108	very good	Mar 4, 2014 3:45 AM
109	5	Mar 4, 2014 3:43 AM
110	depends what you want to see the doctor for	Mar 4, 2014 3:41 AM
111	ok good	Mar 4, 2014 3:35 AM
112	very good	Mar 4, 2014 3:34 AM
113	very highly	Mar 4, 2014 3:30 AM
114	excellent	Mar 4, 2014 3:28 AM
115	very good	Mar 4, 2014 3:26 AM
116	fairly good	Mar 4, 2014 3:22 AM
117	very good	Mar 4, 2014 3:03 AM
118	Excellent	Mar 4, 2014 2:13 AM
119	Extremely satisfactory	Mar 4, 2014 2:11 AM
120	excellent	Mar 3, 2014 10:33 AM

Q4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

Is there anything particularly good about the practice?		
3	very polite and efficient	Mar 13, 2014 3:35 AM
4	excellent nursing care	Mar 12, 2014 7:21 AM
5	Everything is very good i love the fact that i can get in touch and an app on the same day	Mar 12, 2014 7:20 AM
6	nurses	Mar 12, 2014 5:38 AM
7	my dr Gracia is very good he listens to me	Mar 12, 2014 5:36 AM
8	appointments service	Mar 12, 2014 5:28 AM
9	friendly and clean	Mar 12, 2014 2:41 AM
11	I feel i am in good hands of the doctors and office staff	Mar 12, 2014 2:38 AM
12	i am happy with the care i recieve from the practice	Mar 12, 2014 2:34 AM
14	the appointments are good , nice place	Mar 11, 2014 4:47 AM
15	yes you can get in quick	Mar 11, 2014 4:46 AM
17	good	Mar 11, 2014 4:39 AM
18	very friendly	Mar 11, 2014 4:39 AM
19	Everyone helpful and polite and very easy t get an app on the same day	Mar 11, 2014 4:37 AM
20	all good	Mar 11, 2014 4:36 AM
21	all good	Mar 11, 2014 4:32 AM
22	quick app friendly staff tiolets are clean	Mar 11, 2014 4:30 AM
23	very helpful and understanding , very good treatment when needed can't fault doctors or nurses	Mar 11, 2014 4:25 AM
26	very quick ans efficient	Mar 11, 2014 4:17 AM
27	set out nice and clean	Mar 11, 2014 4:16 AM
28	I always get tyhe same day app	Mar 11, 2014 4:10 AM
29	i,am very happy with the practice	Mar 11, 2014 4:08 AM
30	pleasant waitng area	Mar 10, 2014 5:34 AM
31	easy accessable excellent service	Mar 10, 2014 5:32 AM
32	very easy to see a doctor , very helpful staff	Mar 10, 2014 4:58 AM
33	the fact that it is easy to get an appointment	Mar 10, 2014 4:57 AM
34	to be seen the same day is good	Mar 10, 2014 4:55 AM

Q4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

36	always helpful , none patronising	Mar 10, 2014 4:47 AM
37	very pleasant staff and quick appointments what more could i ask for	Mar 10, 2014 4:46 AM
38	I often comment about how much the practice has improved over the recent years , and a lot of people complain about other practices and getting appointments , chadwick very good	Mar 10, 2014 4:39 AM
39	no faults	Mar 10, 2014 4:35 AM
40	quick	Mar 10, 2014 4:30 AM
41	excellent appointments other practices should follow chadwick practice	Mar 10, 2014 4:30 AM
43	Appointments are easy to get	Mar 10, 2014 4:26 AM
44	you get the appointment you need	Mar 10, 2014 4:19 AM
45	everything is fine	Mar 10, 2014 4:19 AM
46	nurses very good	Mar 10, 2014 4:16 AM
47	i have been with this practice for 40yrs and always found everyone very helpful and i can talk to them	Mar 10, 2014 4:14 AM
49	all very good	Mar 10, 2014 3:42 AM
50	professional and efficient	Mar 10, 2014 3:41 AM
51	you see the doctor you want	Mar 10, 2014 3:40 AM
52	friendly receptionist	Mar 6, 2014 5:45 AM
53	very helpful	Mar 6, 2014 5:42 AM
54	its so clean and pleasant	Mar 6, 2014 5:38 AM
55	The doctors and staff	Mar 6, 2014 5:37 AM
57	all of it !!	Mar 6, 2014 5:33 AM
58	do you have a well woman clinic ?Do you have good advice on slimming more needs to be done in this area do all pensioners get a healthy heart chaeck are the offered one , i feels others practices offer these services	Mar 6, 2014 5:32 AM
59	everything is ok	Mar 6, 2014 5:28 AM
60	Polite and caring	Mar 6, 2014 5:26 AM
61	i like the new building , a great improvement from the old place , I have to say that it appears to have improved the service all round including modern communication etc	Mar 6, 2014 5:21 AM
62	very efficient	Mar 6, 2014 5:19 AM
64	clean and welcoming	Mar 6, 2014 5:11 AM

Q4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

65	different docotors could help out the other docotr with late appointments as they run late and puts the surgery behind	Mar 6, 2014 5:09 AM
66	i always find it easy to get an appointment, I prefer to see a nurse as they are really nice and easy to talk to	Mar 6, 2014 5:05 AM
68	excellent throughout polite and professional	Mar 6, 2014 4:53 AM
69	the care	Mar 6, 2014 4:50 AM
70	Friendly staff	Mar 6, 2014 4:47 AM
73	good access to see a doctor	Mar 6, 2014 4:41 AM
74	always pleasant , easy to talk to and eveyone is great	Mar 6, 2014 4:39 AM
75	very friendly	Mar 6, 2014 4:32 AM
76	Don't like how some docotrs change your medication without even seeing you and i would only recommed certain docotrs at the practice	Mar 6, 2014 4:31 AM
77	its very good	Mar 5, 2014 2:53 AM
78	clean and friendly , docotrs listen to you and very respectful	Mar 4, 2014 4:47 AM
79	very friendly reception and on the phone	Mar 4, 2014 4:46 AM
80	they are very helpful	Mar 4, 2014 4:20 AM
81	everyone is so helpful and we couldn,t have better attntion from receptionists , nurses and doctors , first class	Mar 4, 2014 4:20 AM
82	very good service appointments always on time	Mar 4, 2014 4:16 AM
83	the nurses are excellent in care to patients	Mar 4, 2014 4:13 AM
84	the appointments and reception	Mar 4, 2014 4:11 AM
85	its easy to see docotrs or nurses i am happy	Mar 4, 2014 4:10 AM
86	doctors and staff are very helpful	Mar 4, 2014 4:09 AM
87	easy to get to and local	Mar 4, 2014 4:07 AM
88	yes you actually get to see a docotr here ands not just spoken to on the phone !	Mar 4, 2014 4:04 AM
89	generally good treatment from doctors and nurses and reception , however one receptionist insisted could not offer a certain service for my son and when i spoke to the nurse turns out they could , this was very upsetting for me , the attitude from this member of staff was not right	Mar 4, 2014 4:01 AM
90	fantastic diabetic nurse	Mar 4, 2014 3:55 AM
91	i ahd an app last week i arrived early for this the dr was running late , i had to leave the surgery and rebook my app as i could,nt wait any longer, i was supposed to see dr garcia	Mar 4, 2014 3:53 AM

Q4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

92	my doctor is never here	Mar 4, 2014 3:47 AM
93	just to say i am very happy with my surgery staff and doctors	Mar 4, 2014 3:45 AM
94	reception are very kind and pleasant speaking	Mar 4, 2014 3:34 AM
95	the doctors and staff in this surgery are always friendly and helpful	Mar 4, 2014 3:28 AM
96	i,m always well looked after and there very helpful	Mar 4, 2014 3:24 AM
97	easy to get an appointment if not the same day its the next day	Mar 4, 2014 3:22 AM
99	appointments are usually on time	Mar 4, 2014 2:13 AM
100	Overall whatever my query or request either at reception, with a nurse or doctor is dealt with in a helpful and professional manner, I feel valued and respected	Mar 4, 2014 2:11 AM
101	appointments usually on time	Mar 4, 2014 2:07 AM
102	appointments	Mar 4, 2014 1:58 AM
103	can always get an appointment quickly	Mar 4, 2014 1:45 AM
104	appointments system	Mar 3, 2014 10:33 AM
Is there anything that could be improved?		
2	more phone lines	Mar 13, 2014 3:37 AM
17	no	Mar 11, 2014 4:39 AM
20	all good	Mar 11, 2014 4:36 AM
26	no not really	Mar 11, 2014 4:17 AM
31	must be perfect beacuse i can't think of one improvement	Mar 10, 2014 5:32 AM
43	receptionists could be more polite and not up their own backsides	Mar 10, 2014 4:26 AM
46	docotrs could be more understanding	Mar 10, 2014 4:16 AM
54	no	Mar 6, 2014 5:38 AM
63	not getting fobbed off	Mar 6, 2014 5:16 AM
64	water dispenser	Mar 6, 2014 5:11 AM
69	nothing	Mar 6, 2014 4:50 AM
72	painfull blood test from certain people	Mar 6, 2014 4:44 AM
79	all is well	Mar 4, 2014 4:46 AM
94	doctors could be more interested may be a smile !!, although dr hoiwe is very nice indeed	Mar 4, 2014 3:34 AM
98	allowing my son to have a bus pass, Dr. Sunkavalli doesnt seem to think my	Mar 4, 2014 2:15 AM

Q4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

	son needs one, even though my local council gave him 3 yrs ago and this doctor wnt renew it now my son is 18, hes just as disabled at 18 as he always has been	
99	particular blood tests	Mar 4, 2014 2:13 AM
100	Yes I think that an electric assisted door pad should be installed on the main entry door to the nurse/doctors rooms as this would be helpful for elderly and disabled people	Mar 4, 2014 2:11 AM
101	particular blood tests	Mar 4, 2014 2:07 AM
104	parking	Mar 3, 2014 10:33 AM
Are there any services you would like the practice to provide which are not being offered at present		
3	well man clinic please	Mar 13, 2014 3:35 AM
20	all good	Mar 11, 2014 4:36 AM
22	saturday app available to book on a saturday	Mar 11, 2014 4:30 AM
35	maybe app's till 8pm	Mar 10, 2014 4:52 AM
42	being able to order prescriptions over the telephone	Mar 10, 2014 4:27 AM
56	to be available at weekends	Mar 6, 2014 5:36 AM
78	hep vacs for med students	Mar 4, 2014 4:47 AM
79	reading materials	Mar 4, 2014 4:46 AM
84	ordering prescriptions by phone	Mar 4, 2014 4:11 AM
90	family planning clinic and follow up service	Mar 4, 2014 3:55 AM
97	well woman clinic	Mar 4, 2014 3:22 AM
99	Certain blood tests when requested are not given	Mar 4, 2014 2:13 AM
100	No	Mar 4, 2014 2:11 AM
101	certain blood tests when requested are not given	Mar 4, 2014 2:07 AM
Any other comments		
1	from my point of view it is a very good practice well done to all of you	Mar 14, 2014 4:29 AM
5	its great thta a docotor or nurse will call you back the same day	Mar 12, 2014 7:20 AM
10	I have no problems with the practice	Mar 12, 2014 2:39 AM
11	Thankyou for all your support over the years	Mar 12, 2014 2:38 AM
13	great surgery overall	Mar 12, 2014 2:33 AM
16	i don't visit the doctors very often	Mar 11, 2014 4:43 AM

Q4. Other comments - If there is anything else you would like to tell us about your experience at the practice please do so here

20	all good	Mar 11, 2014 4:36 AM
22	very clean and happy with the service provided	Mar 11, 2014 4:30 AM
24	over all a very good service	Mar 11, 2014 4:21 AM
25	i think they are very good and helpful , i am happy with the practice	Mar 11, 2014 4:20 AM
30	tv	Mar 10, 2014 5:34 AM
31	When phoning it is very good and useful to be told what number your are in the que , thankyou for your excellent services	Mar 10, 2014 5:32 AM
35	i wouls like app at the weekend	Mar 10, 2014 4:52 AM
37	carry on the good good all my friends from other practices can't believe the service i get	Mar 10, 2014 4:46 AM
43	drinks while you wait	Mar 10, 2014 4:26 AM
46	the doctors just think that ypour not working and don't ask if you want a sick note	Mar 10, 2014 4:16 AM
48	i am very satisfied with this practice	Mar 10, 2014 4:06 AM
51	staff very helpful and friendly	Mar 10, 2014 3:40 AM
52	no	Mar 6, 2014 5:45 AM
54	I find all the staff ar very friendly	Mar 6, 2014 5:38 AM
67	in my view every thing is excellent for me	Mar 6, 2014 5:00 AM
71	water machine in waiting room	Mar 6, 2014 4:46 AM
73	it would be good to see a heart nurse with having asthma	Mar 6, 2014 4:41 AM
84	good practice	Mar 4, 2014 4:11 AM