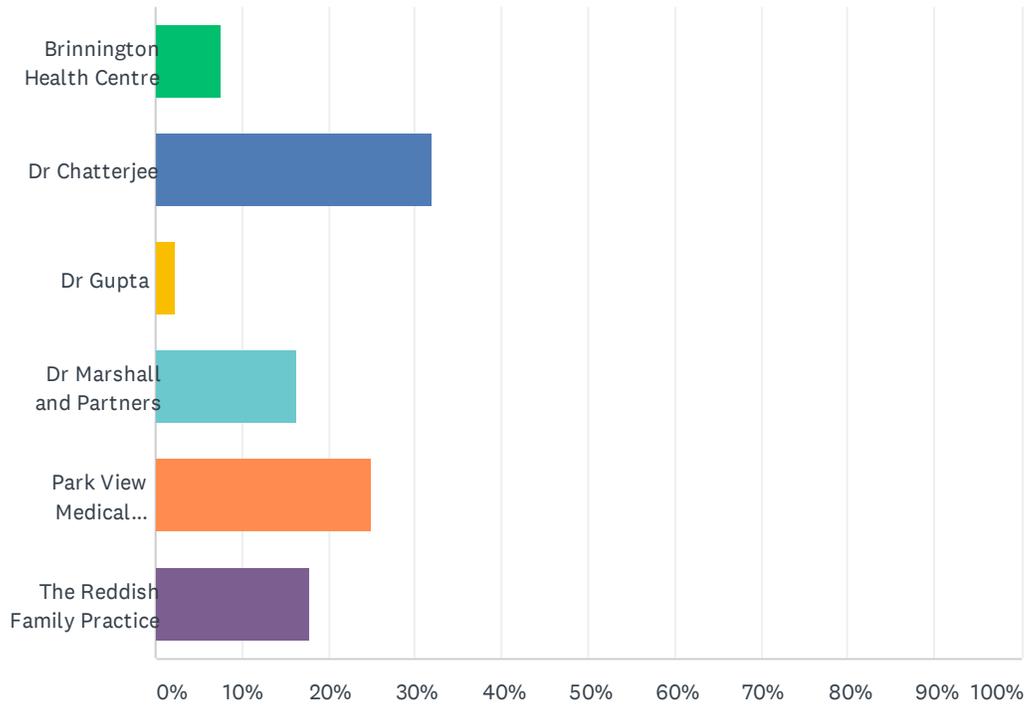


## Q1 Which practice do you belong to:

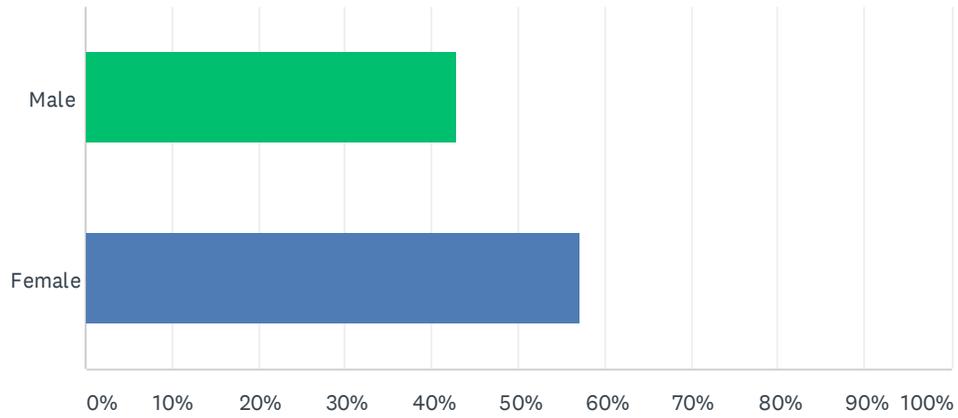
Answered: 1,346 Skipped: 18



ANSWER CHOICES	RESPONSES	
Brinnington Health Centre	7.50%	101
Dr Chatterjee	32.10%	432
Dr Gupta	2.38%	32
Dr Marshall and Partners	16.27%	219
Park View Medical Practice	24.89%	335
The Reddish Family Practice	17.76%	239
Total Respondents: 1,346		

## Q2 What is your gender?

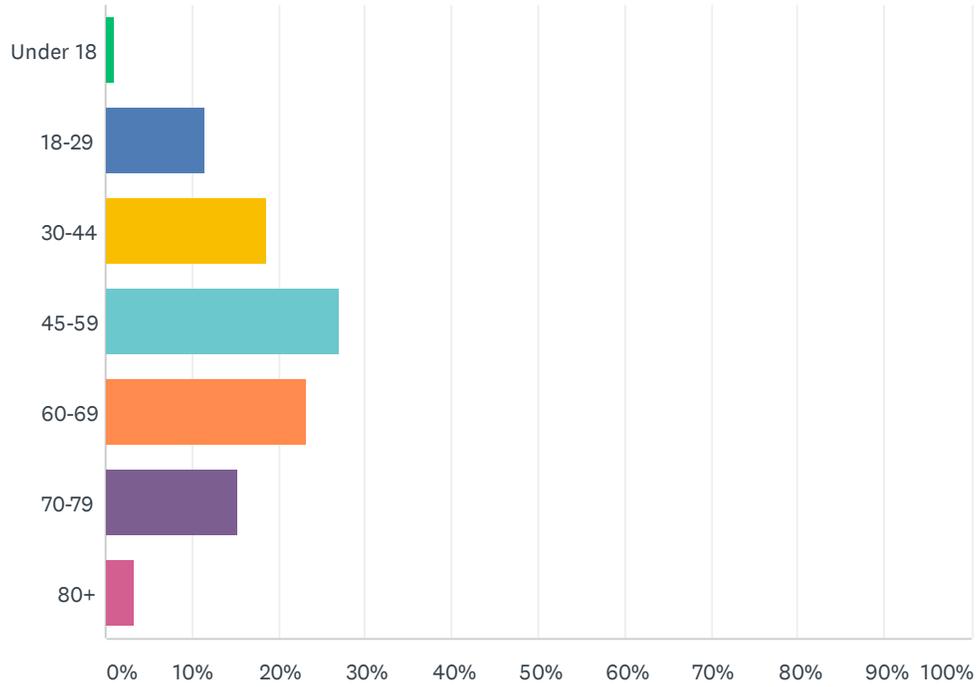
Answered: 1,351 Skipped: 13



ANSWER CHOICES	RESPONSES	
Male	42.86%	579
Female	57.14%	772
TOTAL		1,351

### Q3 Are you aged between:

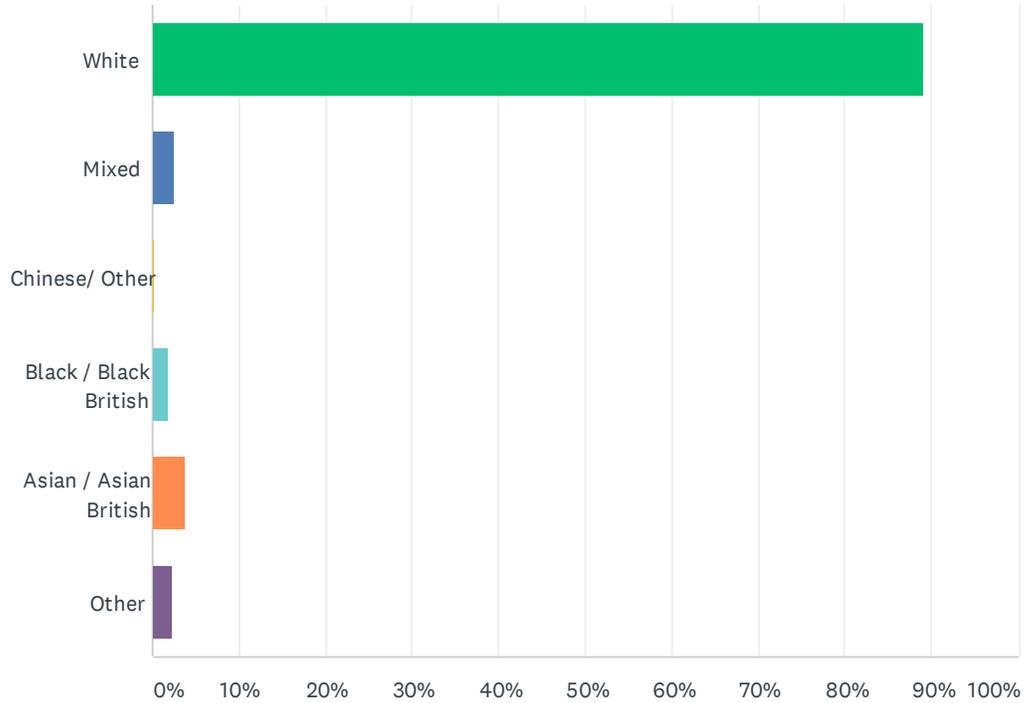
Answered: 1,357 Skipped: 7



ANSWER CHOICES	RESPONSES	
Under 18	1.03%	14
18-29	11.42%	155
30-44	18.57%	252
45-59	27.04%	367
60-69	23.21%	315
70-79	15.33%	208
80+	3.39%	46
<b>TOTAL</b>		<b>1,357</b>

## Q4 What is your ethnicity?

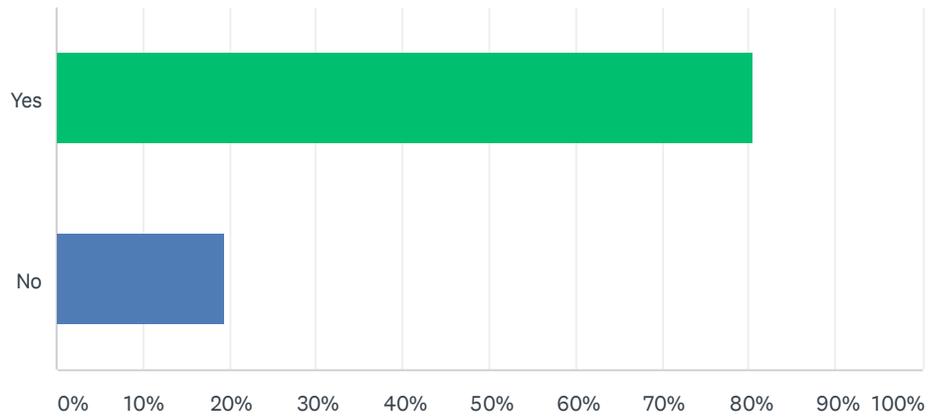
Answered: 1,355 Skipped: 9



ANSWER CHOICES	RESPONSES
White	89.23% 1,209
Mixed	2.58% 35
Chinese/ Other	0.15% 2
Black / Black British	1.92% 26
Asian / Asian British	3.76% 51
Other	2.36% 32
<b>TOTAL</b>	<b>1,355</b>

## Q5 Have you contacted the practice since the new telephone system has been installed?

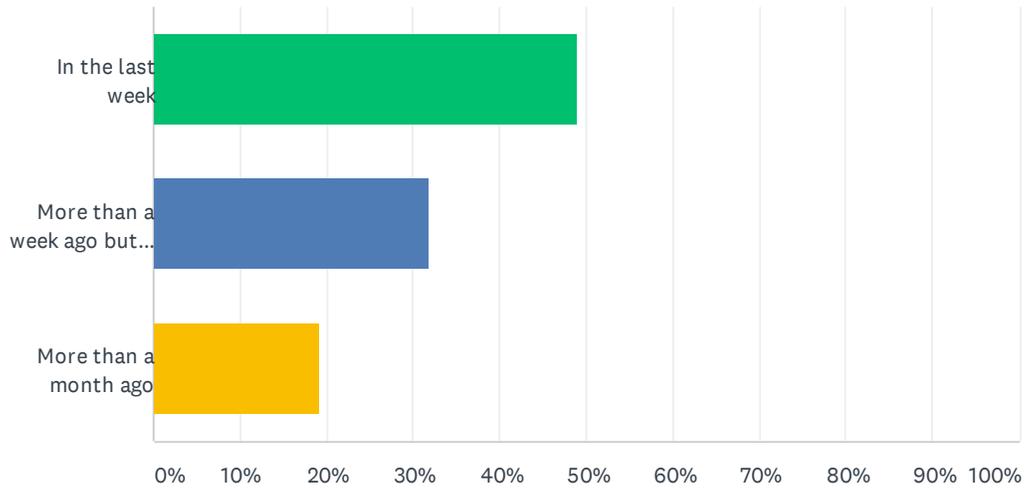
Answered: 1,361 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	80.53%	1,096
No	19.47%	265
TOTAL		1,361

## Q6 When was the last time you contacted the practice?

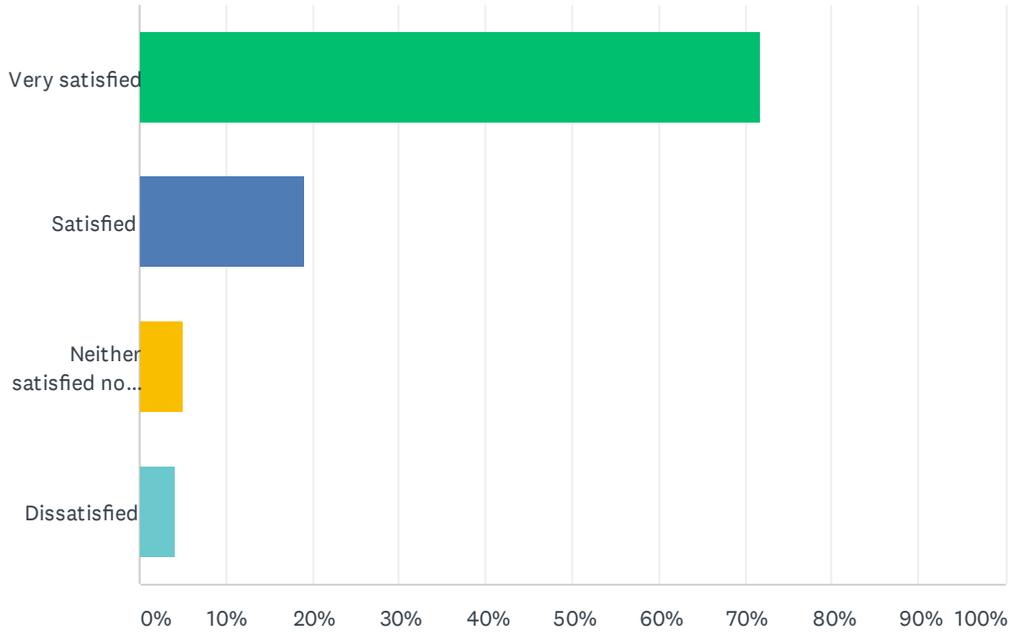
Answered: 1,075 Skipped: 289



ANSWER CHOICES	RESPONSES	
In the last week	49.02%	527
More than a week ago but less than a month ago	31.81%	342
More than a month ago	19.16%	206
TOTAL		1,075

## Q7 What was your experience of this?

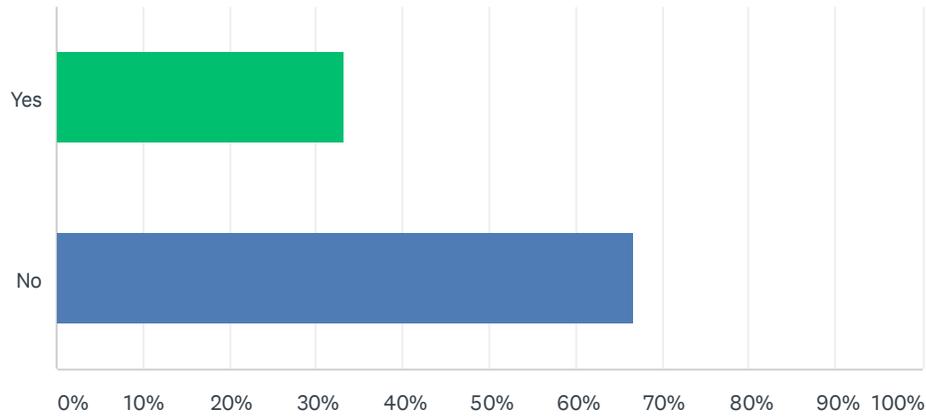
Answered: 1,073 Skipped: 291



ANSWER CHOICES	RESPONSES	
Very satisfied	71.85%	771
Satisfied	19.11%	205
Neither satisfied nor dissatisfied	4.94%	53
Dissatisfied	4.10%	44
<b>TOTAL</b>		<b>1,073</b>

## Q8 Have you used the call back facility?

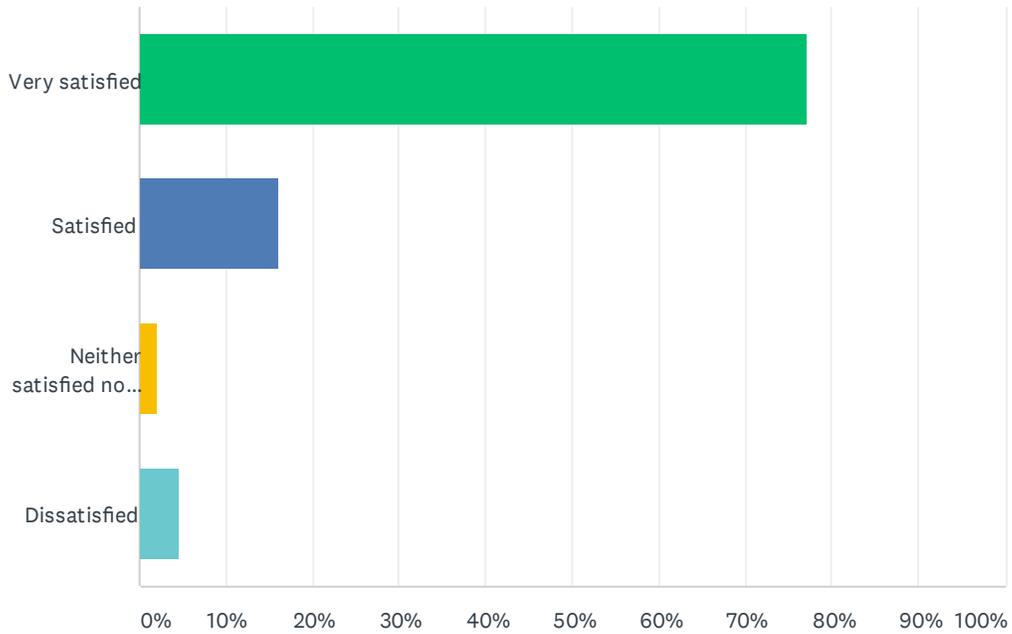
Answered: 1,072 Skipped: 292



ANSWER CHOICES	RESPONSES	
Yes	33.21%	356
No	66.79%	716
TOTAL		1,072

## Q9 If yes, how did you find this?

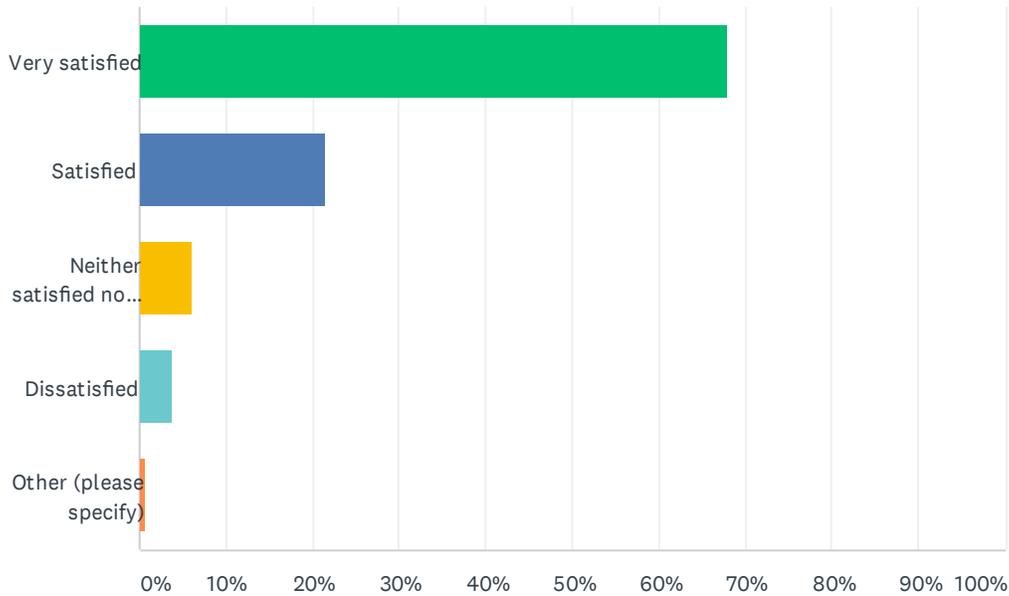
Answered: 352 Skipped: 1,012



ANSWER CHOICES	RESPONSES	
Very satisfied	77.27%	272
Satisfied	16.19%	57
Neither satisfied nor dissatisfied	1.99%	7
Dissatisfied	4.55%	16
<b>TOTAL</b>		<b>352</b>

## Q10 Overall how satisfied are you with the new telephone system?

Answered: 1,057 Skipped: 307

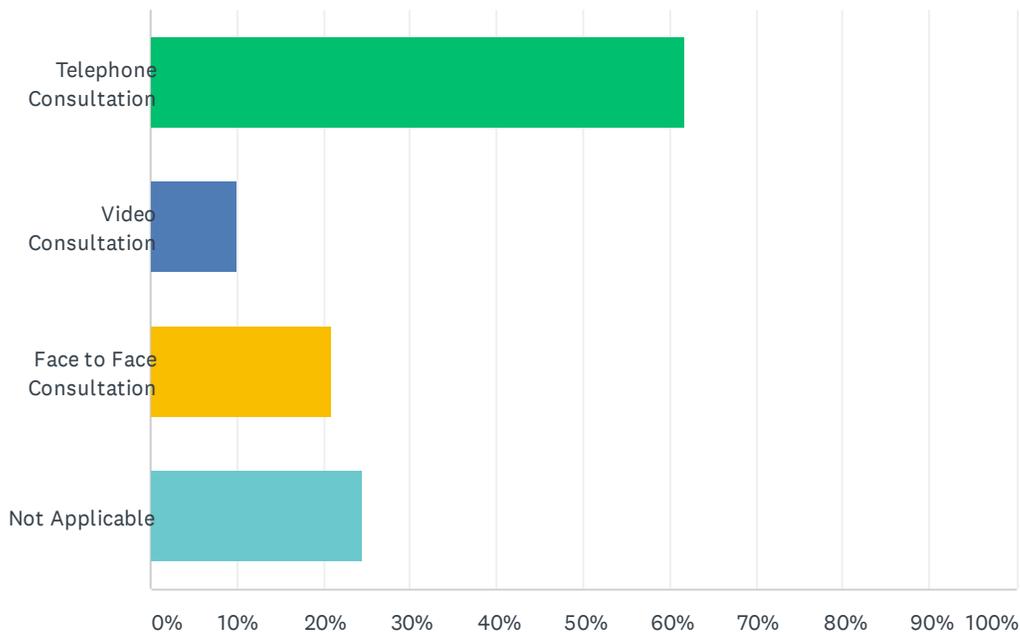


ANSWER CHOICES	RESPONSES
Very satisfied	67.93% 718
Satisfied	21.57% 228
Neither satisfied nor dissatisfied	6.15% 65
Dissatisfied	3.78% 40
Other (please specify)	0.57% 6
<b>TOTAL</b>	<b>1,057</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I understand the need but the introduction is too long	1/23/2021 8:16 AM
2	Calls take too long and the music is dreadful. Please change it!	1/21/2021 9:32 PM
3	The system is fine, however the message is far too long	1/21/2021 8:58 PM
4	Got cut off after waiting 15 mins then had to wait 10 mins again teething problems probably	1/20/2021 11:20 AM
5	I would like an option to book an appointment in advance due to my own work commitments	1/14/2021 3:28 PM
6	Rubbish	1/13/2021 1:36 PM

**Q11 With the Covid Pandemic likely to continue for some time, we hope your answers to the following questions will help us to consider how we shape our service in the future**  
**In the last month, have you had any of the following ( tick any boxes which apply)**

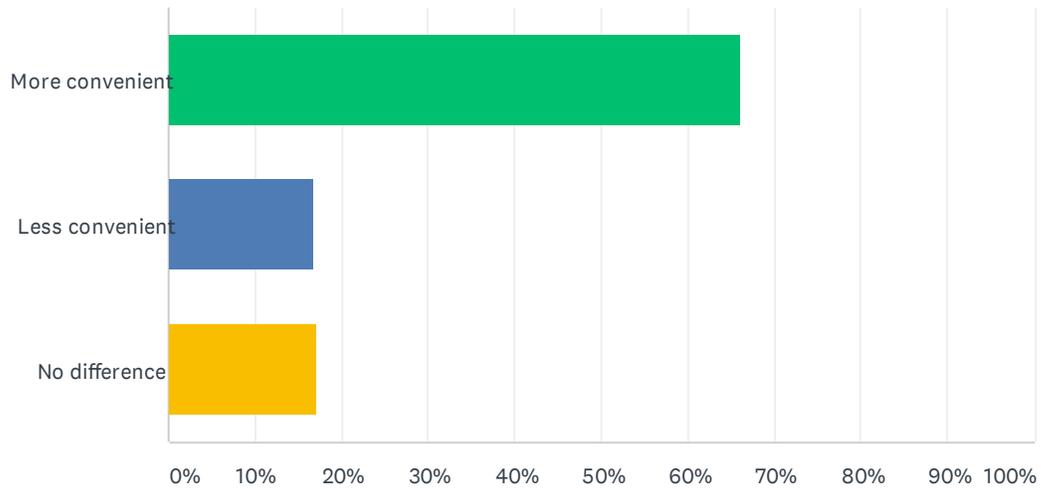
Answered: 1,050 Skipped: 314



ANSWER CHOICES	RESPONSES	
Telephone Consultation	61.81%	649
Video Consultation	10.10%	106
Face to Face Consultation	20.95%	220
Not Applicable	24.57%	258
Total Respondents: 1,050		

## Q12 How convenient was it being able to talk to the GP by telephone or video consultation?

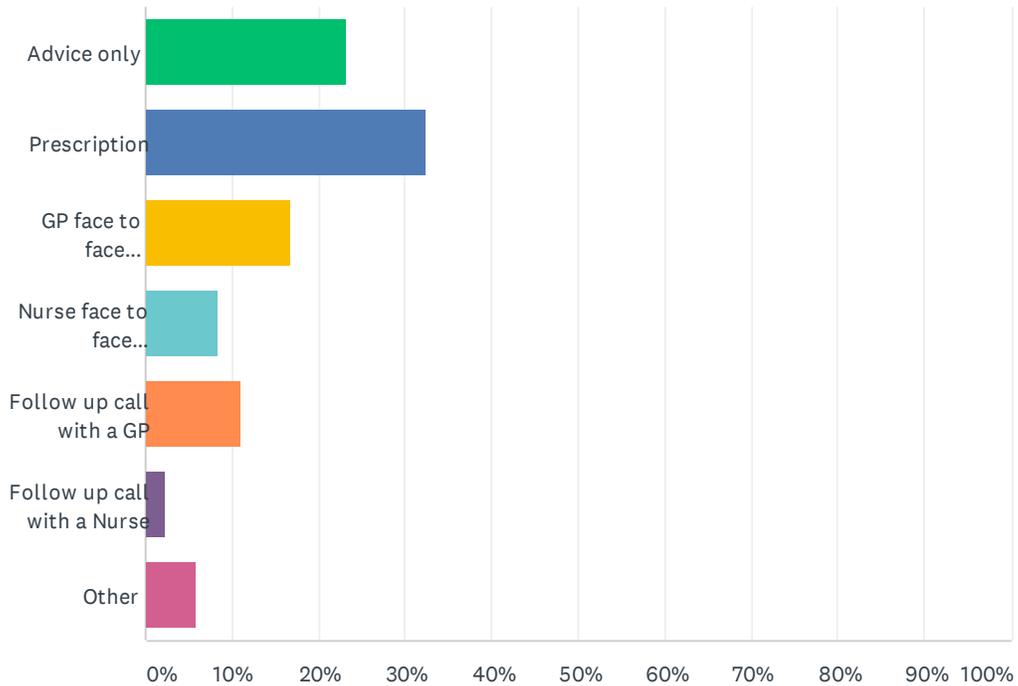
Answered: 780 Skipped: 584



ANSWER CHOICES	RESPONSES
More convenient	66.15% 516
Less convenient	16.67% 130
No difference	17.18% 134
TOTAL	780

## Q13 What was the outcome of the call?

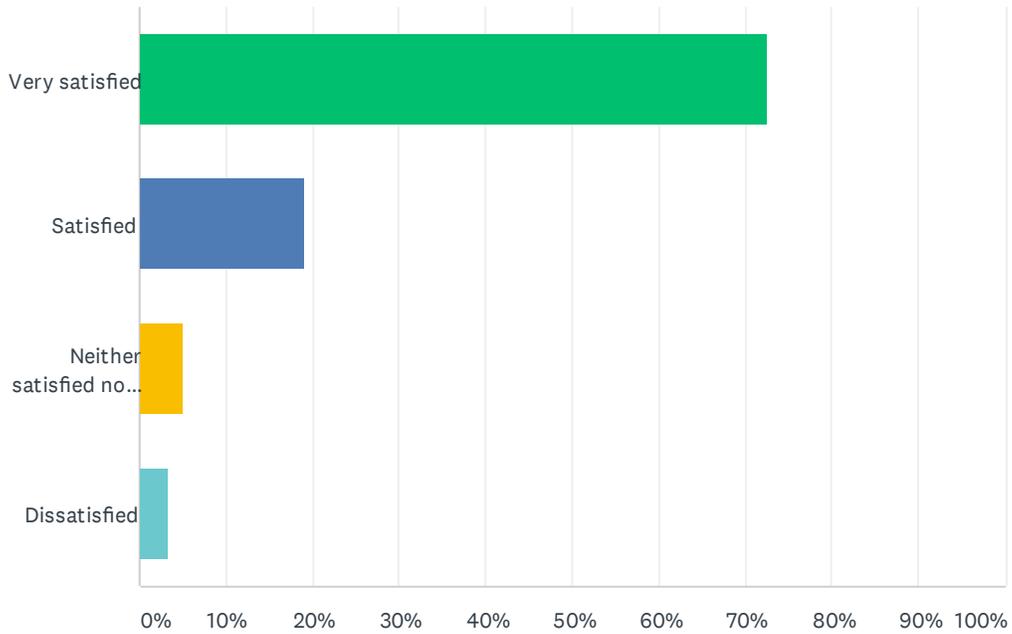
Answered: 780 Skipped: 584



ANSWER CHOICES	RESPONSES	
Advice only	23.21%	181
Prescription	32.44%	253
GP face to face appointment	16.79%	131
Nurse face to face appointment	8.33%	65
Follow up call with a GP	11.15%	87
Follow up call with a Nurse	2.31%	18
Other	5.77%	45
<b>TOTAL</b>		<b>780</b>

## Q14 How did you rate the satisfaction with the above service provided?

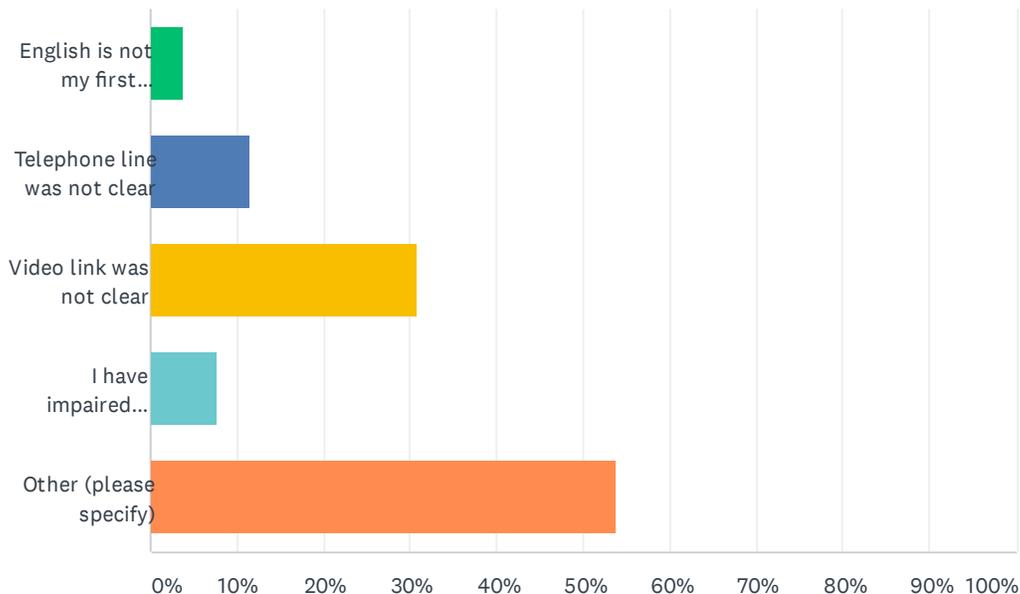
Answered: 780 Skipped: 584



ANSWER CHOICES	RESPONSES	
Very satisfied	72.69%	567
Satisfied	18.97%	148
Neither satisfied nor dissatisfied	5.00%	39
Dissatisfied	3.33%	26
<b>TOTAL</b>		<b>780</b>

## Q15 If dissatisfied, please tick any of the boxes below which apply

Answered: 26 Skipped: 1,338



ANSWER CHOICES	RESPONSES
English is not my first language	3.85% 1
Telephone line was not clear	11.54% 3
Video link was not clear	30.77% 8
I have impaired hearing	7.69% 2
Other (please specify)	53.85% 14
Total Respondents: 26	

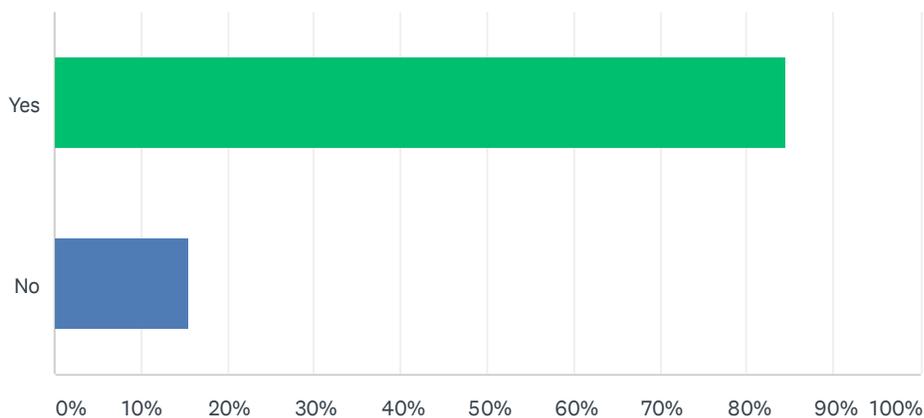
#	OTHER (PLEASE SPECIFY)	DATE
1	I wished to see the GP face to face, to discuss my issues. Not over the phone. It's not the same.	3/8/2021 5:18 PM
2	Can't get across the seriousness of the issue	3/6/2021 10:11 AM
3	It takes almost 20 to 30 minutes to speak with the receptionist. Hanging on hold and stupid music going on. Since this new system my experience been awful.	3/4/2021 10:18 AM
4	Might as well be talking on telesales	1/22/2021 5:02 PM
5	Just know you get referred to stepping hill	1/21/2021 8:34 PM
6	They wouldn't see me in surgery so wrongly diagnosed me on the phone. Luckily my mum took me to a+e at the night & I was extremely poorly with sepsis. Without the hospital I could have died. I think they should be seeing more people in the surgery	1/21/2021 11:24 AM
7	I waiting most off the day for the call	1/18/2021 5:58 PM
8	Long wait to get through	1/18/2021 5:47 PM
9	No answer to my calls	1/14/2021 2:10 PM

## Neighbourhood Telephone Survey Jan 2021

10	I want to talk to my doctor but I always get someone else????	1/13/2021 5:20 PM
11	I've never had one	1/13/2021 3:53 PM
12	Having to wait for callback when I work in childcare and cannot have my phone in the room for it	1/13/2021 2:29 PM
13	I wanted to see a doctor.	1/13/2021 2:25 PM
14	Attitude of doctor	1/13/2021 1:56 PM

**Q16 If you have had a telephone or video consultation, would you be happy to be seen this way in the future? (A face to face appointment will always be an option for all patients once assessed by a GP)**

Answered: 765 Skipped: 599



ANSWER CHOICES	RESPONSES	
Yes	84.44%	646
No	15.56%	119
TOTAL		765

## Q17 To help us improve our services, please provide any comments in respect of the services offered by the practice

Answered: 525 Skipped: 839

#	RESPONSES	DATE
1	You cant improve on perfection	3/18/2021 11:37 AM
2	everything ok	3/18/2021 10:59 AM
3	Nothing	3/17/2021 10:05 PM
4	Good practice no need of change	3/15/2021 3:09 PM
5	Nothing to improve, very satisfied	3/15/2021 9:04 AM
6	Better communication	3/13/2021 6:31 PM
7	Next	3/13/2021 6:24 AM
8	Feel more comfortable being seen face to face	3/11/2021 9:11 PM
9	As my problem was a back problem it was hard to get across my problem over the phone on this occasion I would have preferred a one to one at the practice	3/11/2021 3:34 PM
10	The service has been excellent and I have been able to see a doctor when I needed to	3/11/2021 12:38 PM
11	17	3/11/2021 8:46 AM
12	I'm sorry I can't give any feedback as I haven't used the practice yet	3/10/2021 5:49 PM
13	For me a face to face appointment is important. And this would always be my choice. However whilst we can't have them we have to make the most of what is available.	3/9/2021 4:45 PM
14	Very good service and very helpful. Would not change my GP excellent service.	3/9/2021 4:04 PM
15	I found the phone line kept breaking up and was very crackly so hard to hear at times	3/9/2021 2:30 PM
16	Cant commentv	3/8/2021 9:31 PM
17	Not really used them since leaving Dr Azmy surgery	3/8/2021 7:27 PM
18	Myself and lynda are disabled So getting to the doctors is a bit difficult so by phone is ok for now william	3/8/2021 5:50 PM
19	It's always very difficult to get through on the phone line, even if you are 1st in the queue doesn't mean you won't be waiting for anther 20 minutes!!!	3/8/2021 5:23 PM
20	Very efficient service and for general GP needs works really well whilst not losing the ability to see the GP face to face if necessary	3/8/2021 4:10 PM
21	It is very good	3/8/2021 2:09 PM
22	Service was excellent, and useful.	3/8/2021 12:13 PM
23	As dr rafique practice just merged I have no idea of changes, new services offered etc , feel very uninformed	3/8/2021 10:03 AM
24	The service I receive is always excellent	3/8/2021 9:15 AM
25	None	3/8/2021 8:57 AM
26	It is an excellent service. The stock.g...email address which comes up when you type it in is, however, undeliverable as it has a . Between reception and team	3/8/2021 8:50 AM
27	I'm very happy with my experiences of the new system	3/8/2021 6:21 AM

## Neighbourhood Telephone Survey Jan 2021

28	Telephone consultations are excellent. The surgery will always be above others for continuing to not rely on an appointment system though, the general surgery opening is so valuable. With Covid the telephone service replicates this brilliantly (only one experienced however it was faultless)	3/7/2021 11:01 PM
29	Don't think I can offer any advice on improving as you are fabulous	3/7/2021 9:09 PM
30	I think that face to face consultations are necessary under certain circumstances regarding mental health as issues cannot always be conveyed well over the phone and need a f2f appointment to really get a point across a let the GP know what position I'm in and how desperate I am for help	3/7/2021 9:04 PM
31	It's not the same as seeing the doctor face to face.	3/7/2021 7:42 PM
32	No comments	3/7/2021 7:35 PM
33	Overall excellent service	3/7/2021 7:18 PM
34	Can't get a telephone apt	3/7/2021 6:22 PM
35	The practice was closed for training so I didn't speak to anyone.	3/7/2021 6:19 PM
36	I still think having to tell the receptionist what is wrong with you to get a time slot is unacceptable.for that reason prefer the old way	3/7/2021 6:15 PM
37	The person I spoke to was extremely helpful and obliging.	3/7/2021 5:27 PM
38	Fully satisfied with the consultation with the doctor when I had chest infection	3/7/2021 12:59 PM
39	Excellent service	3/7/2021 12:57 PM
40	I prefer to see a doctor, unless my problem can be sorted by phone.	3/7/2021 11:15 AM
41	Very happy with the way the practice has contacted and spoke to me	3/7/2021 8:57 AM
42	Prefer to see and speak to someone	3/7/2021 5:59 AM
43	Na	3/7/2021 5:55 AM
44	Nothing more to say. All kind of service has been grez	3/6/2021 9:59 PM
45	No thanks	3/6/2021 9:16 PM
46	It is a good service	3/6/2021 8:12 PM
47	I have no commnts every thing going smothly will orgnized when i went in yastrday for my vaccanition i was in /out in time &thats what you wont	3/6/2021 7:32 PM
48	I am very happy with all the services offered and with all of the staff at the surgery.	3/6/2021 6:02 PM
49	I am very happy with the practice and all the staff. I am happy with the services offered.	3/6/2021 6:01 PM
50	Always found the doctors and staff very helpful...also the pharmacy...	3/6/2021 5:55 PM
51	Every thing is fine	3/6/2021 5:34 PM
52	When I phone for a Repeat prescription I am advised that I need to do this online, but I am not an internet user, and so I need to do this by phone.	3/6/2021 5:31 PM
53	All good	3/6/2021 5:17 PM
54	This doctor's surgery has always been very well run and organised. The staff are always friendly and pleasant with me when I need to speak to them. My doctor is the best ☺	3/6/2021 5:08 PM
55	I HAVE NO FURTHER COMMENTS TO ADD, AS DR CHATTER GEE AND THE REST OF HIS OTHER MEDICAL PRACTICE PERSONNEL HAVE EVERYTHING IN HAND & ARE ALWAYS AHEAD OF CONTINUING WITH GIVING THEIR VERY GOOD STANDARD S OF ALL AROUND PRACTICE PERFORMANCE & CARE TO THEIR LUCKY LISTED PATIENTS	3/6/2021 4:45 PM
56	Very pleased with the system as I get attended to without waiting around	3/6/2021 4:43 PM
57	none to make	3/6/2021 4:37 PM
58	Good	3/6/2021 4:32 PM

## Neighbourhood Telephone Survey Jan 2021

59	Good service, great practice	3/6/2021 4:24 PM
60	No improvement needed	3/6/2021 4:22 PM
61	All very friendly	3/6/2021 4:14 PM
62	Don't offer physio but phone, it makes no sense abs is pointless x the ladies that work here are so lovely & friendly every time I ring a d so is the doctor	3/6/2021 3:53 PM
63	Wasn't sure at first but the one occasion I was totally happy	3/6/2021 3:44 PM
64	I preferred the previous phone service I didn't need to make a appointment then..	3/6/2021 3:19 PM
65	Service offered is good.	3/6/2021 3:07 PM
66	All good thanks	3/6/2021 3:00 PM
67	Can't think of any.	3/6/2021 3:00 PM
68	N/A	3/6/2021 2:48 PM
69	I can't say I haven't used the system yet thanks anyway	3/6/2021 2:34 PM
70	They was very good	3/6/2021 2:27 PM
71	Can't think of anything at the moment as it fore filled all my answers	3/6/2021 2:26 PM
72	All okay no complaints	3/6/2021 2:14 PM
73	I have been unable to use patient access to request repeat prescription as the link I need doesn't appear to be there. I did mention this to one of the rectionists but she was unable to help me with this. Very frustrating.	3/6/2021 2:07 PM
74	I cannot use patient access to order repeat prescriptions. The link I need doesn't aooear to be there. I have mentioned this to the receptionist but they were unable to help me.	3/6/2021 2:03 PM
75	Telephone contact is great for advice & initial diagnosis & prescription for obvious problems. Face to face should always be an option that the patient can request.	3/6/2021 1:45 PM
76	Awesome	3/6/2021 1:38 PM
77	Very good	3/6/2021 1:06 PM
78	Phones are generally answered promptly and staff are always courteous and helpful	3/6/2021 12:37 PM
79	The service is very good	3/6/2021 12:30 PM
80	Great service	3/6/2021 12:24 PM
81	Everything is fine	3/6/2021 12:22 PM
82	I like to be able to see the Dr face to face to discuss my medical care	3/6/2021 12:19 PM
83	It's nice to see a doctor in person but this system does work in the meantime	3/6/2021 12:10 PM
84	No issue with the telephone service but was somewhat disappointed in trying to arrange a telephone consultation. Basically phoned around 17:45 and was informed no further appointments today which I expected as was expecting to arrange for following day, however was informed this it not possible and to phone back after 08:00 next day. Cant see why the appointment couldn't have been confirmed at same time then the inconvenience of having to duplicate the phone call.	3/6/2021 12:06 PM
85	Always a great service	3/6/2021 12:01 PM
86	I have only phoned to ask to speak to the doctor or to make an appointment with the nurse, so have not used all of your system.	3/6/2021 11:56 AM
87	From my contact so far with the Surgery , I think the New Service is an excellent improvement , I have no doubt that the changing events of the last year will no doubt shape the way the GP practises operate for the future, and the changes made so far are of the Gold Standard.	3/6/2021 11:56 AM
88	None	3/6/2021 11:51 AM

## Neighbourhood Telephone Survey Jan 2021

89	It was ok!!!	3/6/2021 11:49 AM
90	Always available and helpful	3/6/2021 11:47 AM
91	NA	3/6/2021 11:42 AM
92	Very friendly and helpful	3/6/2021 11:38 AM
93	* Offer Online Telephone Consultation booking. * patients should be given an approximate time the GP will call b, not leaving open	3/6/2021 11:36 AM
94	staff very helpful and pleasant	3/6/2021 11:34 AM
95	To have the surgery opened	3/6/2021 11:31 AM
96	Very good and helpful kind an caring	3/6/2021 11:23 AM
97	The surgery is very helpful and supportive	3/6/2021 11:18 AM
98	Open back up we die we die life matters more it's a big world mother earth	3/6/2021 11:18 AM
99	Sounds good	3/6/2021 11:16 AM
100	Very helpful and supportive	3/6/2021 11:16 AM
101	To provide stronger prescriptions for certain things as some prescriptions really don't help other than that everything is perfect	3/6/2021 11:13 AM
102	I could not fault fault dr chatterjee or any of the staff at that surgery each individual have always gone above and beyond for me especially during the pandemic when things have changed with consultations.	3/6/2021 11:10 AM
103	Just give a rough time of what time they are going to call rather than just morning or afternoon	3/6/2021 11:04 AM
104	I've not used the new service	3/6/2021 11:02 AM
105	Not seen new doctor since dr azmy retired.	3/6/2021 11:00 AM
106	Being a patient from Dr Azy and now changing over to Vernon park. I have always been able to just walk in. Am worried this service will no longer be available.	3/6/2021 11:00 AM
107	None	3/6/2021 10:52 AM
108	Since the practice merged with Dr Azmy's I have only had occasion to reorder prescriptions on line.	3/6/2021 10:51 AM
109	Being able to order prescriptions over the phone.	3/6/2021 10:51 AM
110	I am new to the practice (ex Dr Azmy) and am finding the system works very well. Thank you.	3/6/2021 10:48 AM
111	It's very convenient to speak to the dr over the phone as trying to get to the surgery when working full time is hard for me	3/6/2021 10:45 AM
112	My preference is to be contacted by phone	3/6/2021 10:44 AM
113	Nothing at the moment.	3/6/2021 10:44 AM
114	I would just like to be assured that if i need to see my GP there will not be a problem.	3/6/2021 10:44 AM
115	Telephone consultation is useful which provides the doctor an opportunity to make an initial assessment. It saves the doctor's time as well the patient's unnecessary travel to the surgery. I have no doubt that the doctor can resolve many issues by telephone.	3/6/2021 10:43 AM
116	Overall I am very pleased with the way this service is working. I am very satisfied with the overall performance Thank you Mr Colin Grayson	3/6/2021 10:42 AM
117	Very helpfully staff	3/6/2021 10:40 AM
118	Some times it's a lot better to see your doctor instead of a voice on the phone	3/6/2021 10:40 AM
119	It would be better if the practice informs the patient about any issues rather than a text message which in my opinion is impersonal	3/6/2021 10:40 AM
120	I'm new to the surgery since it's all together now but IV found it very helpfull when IV phoned	3/6/2021 10:38 AM

## Neighbourhood Telephone Survey Jan 2021

121	I think that the practice is running as smoothly as it can under the new regulations	3/6/2021 10:37 AM
122	Had a telephone consultation with Dr Chatterjee , he scheduled 3 telephone appointments with a clinician at the Alexandria hospital in Cheadle . The clinician was very well spoken and positive in his outlook but to be fair not much help ! The conclusion of the consultations was that I was managing to live with long Covid symptoms and there were people a lot worse off . Which is true but doesn't stop me having headaches every day !	3/6/2021 10:36 AM
123	Sometimes it's hard to explain the problem or video doesn't show the extent of problem	3/6/2021 10:35 AM
124	always really helpful	3/6/2021 10:34 AM
125	Happy	3/6/2021 10:32 AM
126	Very happy with this service	3/6/2021 10:31 AM
127	Not being able have a face to face service is not satisfactory	3/6/2021 10:31 AM
128	All nice and helpful	3/6/2021 10:30 AM
129	Am a bit confused about repeat scripts. Telephone option 2 saits for prescriptions but when answered rmtthe receptionist said you have to email so dont think it should be a telephone option if you cannot use it	3/6/2021 10:30 AM
130	If and when needed telephone consultation or face to face consultation I have had no difficulty in getting one on the same day. I have found it very useful . This also provides the doctor with an opportunity to assess the need for face to face appointment.	3/6/2021 10:30 AM
131	Perfect	3/6/2021 10:29 AM
132	I am very satisfied with my experience talking to The doctor and all the staff at the practice! Thank you so much.	3/6/2021 10:29 AM
133	I have not needed to contact the surgury but when the surgery has contacted myself for flue , pneumonia and COVID jabs the communications were very good .	3/6/2021 10:26 AM
134	No comment at present	3/6/2021 10:20 AM
135	This is a great system, I also love the fact that after an appointment I needed an ultrasound scan. I was able to book my appointment via the link I was sent.	3/6/2021 10:20 AM
136	I have been very happy with the telephone consultations i have had with doctor chatterjee	3/6/2021 10:19 AM
137	Was able to book a phone consultation in the same day and convenient time for me. Was very satisfied with the service . Thank you	3/6/2021 10:19 AM
138	The practice have been extremely helpful to me in the past few weeks, the telephone system was clear and easy to follow, I am happy with the telephone consultations as this fits in with my working life (I hope it is of some help for the Dr & staff) I am very pleased with the speed of the call backs - well done everyone for dealing with this so well	3/6/2021 10:19 AM
139	It was agood	3/6/2021 10:16 AM
140	Very satisfied	3/6/2021 10:15 AM
141	Having been a patient of Dr Azmy I am new to the surgery I found your staff very helpful and professional professional	3/6/2021 10:15 AM
142	You do excellent	3/6/2021 10:15 AM
143	Good receptionist thank you	3/6/2021 10:15 AM
144	Helpful from Receptionist to The Doctor always there for you can not fault the service	3/6/2021 10:14 AM
145	All been very good.	3/6/2021 10:13 AM
146	They are really professionals and also very generous to everyone.	3/6/2021 10:13 AM
147	Brilliant service	3/6/2021 10:13 AM
148	thanks Everything. is good	3/6/2021 10:13 AM
149	Don't use telephone consultation.	3/6/2021 10:13 AM

## Neighbourhood Telephone Survey Jan 2021

150	Thank you so much .We are 100% satisfied.	3/6/2021 10:13 AM
151	I am very happy with how u deal with everything	3/6/2021 10:12 AM
152	More convenient	3/6/2021 10:12 AM
153	.	3/6/2021 10:11 AM
154	No comment	3/6/2021 10:10 AM
155	Everything has worked for me, so I'm happy	3/6/2021 10:10 AM
156	The new services are very comprehensive and will alleviate a lot of stress when trying to get through to the surgery The call return service is a great idea if there is a number of callers before you The ability to leave a message is extremely helpful.so glad to hear that the telephone system is updated and will give all patients peace of mind that getting through to the surgery is made easier.	3/6/2021 10:10 AM
157	I was happy with the telephone service for advice .	3/6/2021 10:09 AM
158	Personal information should be updated more frequently as didn't have my correct email and more attempts to contact you in different ways should be used not just try your email and if doesn't work give up !	3/6/2021 10:09 AM
159	The practice is run in a very friendly, professional and efficient way, which leaves us feeling very well looked after.	3/6/2021 10:09 AM
160	N'a	3/6/2021 10:08 AM
161	Nil as I haven't tried the new phone system yet	3/6/2021 10:08 AM
162	I am very satisfied, if I contact Dr Chaterjee he will offer an initial consultation and video conference if required.	3/6/2021 10:08 AM
163	System works well.	3/6/2021 10:08 AM
164	Very happy with my experiences with the new system.	3/6/2021 10:08 AM
165	all is good thanks	3/6/2021 10:08 AM
166	Na	3/6/2021 10:07 AM
167	Good convenient service	3/6/2021 10:07 AM
168	Online appoitment booking system, and sharing our own result online.	3/6/2021 10:07 AM
169	I have been with the practice for 30yrs it has never been better. The Doctor, Nurse and office staff are all professional but friendly.	3/6/2021 10:07 AM
170	Luckily not had to contact my GP	3/6/2021 10:06 AM
171	Obviously they'll be certain occasions when the doctor may wish to see me	3/6/2021 10:06 AM
172	Very good	3/6/2021 10:06 AM
173	I'm very satisfied with the service but it's nice to have the option of a face to face consultation	3/6/2021 10:06 AM
174	Information relating to the practise needs to be sent to the patients that were previously under Dr Azmy. The practise needs linking to the NHS app to enable ordering repeat prescriptions	3/6/2021 10:06 AM
175	Telephone consultations are convenient but for some problems i personally would prefer a face to face consultation circumstances permitting.	3/6/2021 10:06 AM
176	N/A	3/6/2021 10:05 AM
177	System is ok but always feel there is a time pressure	3/6/2021 10:05 AM
178	The service is working well so far	3/6/2021 10:05 AM
179	Vernon Park surgery is great, I've never received better service from any other GP.	3/6/2021 10:05 AM
180	Great practice	3/6/2021 10:05 AM
181	Feedback on test results even when negative to give peace of mind and knowledge that tests	3/6/2021 10:05 AM

## Neighbourhood Telephone Survey Jan 2021

have been completed.

182	I called to get seen for treatment for my broken back but never got appointment to see someone.	3/6/2021 10:05 AM
183	Sometimes it's more difficult to describe in a way that is understood your ailment over the phone.	3/6/2021 10:05 AM
184	Never having cause to use it I cannot comment	3/6/2021 10:04 AM
185	None	3/6/2021 10:04 AM
186	Would like to be able to have a walk in like it used to be	3/6/2021 10:04 AM
187	Always very prompt and friendly service	3/6/2021 10:04 AM
188	Excellent Service. Telephone call was answered promptly.	3/6/2021 10:04 AM
189	They are a brilliant practice	3/6/2021 10:04 AM
190	Ok as it is	3/6/2021 10:04 AM
191	I think our practice does it's best especially in these circumstances	3/6/2021 10:04 AM
192	N/a	3/6/2021 10:04 AM
193	All good, can't fault	3/6/2021 10:04 AM
194	None	3/6/2021 10:03 AM
195	I haven't had the chance to use the new phone system as yet	3/6/2021 10:03 AM
196	.	3/6/2021 10:03 AM
197	NA	3/6/2021 10:03 AM
198	Nothing	3/6/2021 10:03 AM
199	Very satisfied with the practice	3/6/2021 10:03 AM
200	All very good	3/6/2021 10:03 AM
201	Im happy with the practice	3/5/2021 6:25 PM
202	Very good	3/5/2021 5:31 PM
203	Good services	3/5/2021 4:01 PM
204	would be good to be able to book online for appointments	3/5/2021 3:46 PM
205	I have used the online services - very impressed with this facility	3/5/2021 3:44 PM
206	I like being able to have a video consultation with the GP as it saves time travelling	3/5/2021 3:27 PM
207	Took my new baby in for vaccinations very impressed with the service	3/5/2021 3:24 PM
208	Attended for a smear - very safe environment	3/5/2021 3:23 PM
209	I used the call back - waited 20 mins for my call but at least I wasn't hanging on	3/5/2021 3:10 PM
210	I have used some of the online facilities at the reddish family practice - they save calling the practice - impressed with this	3/5/2021 2:53 PM
211	telephone appt lead to a face to face review with the GP	3/5/2021 2:50 PM
212	Would like to see the GP in the practice	3/5/2021 2:47 PM
213	I really like the call back facility and I also like to know where I am in the queue	3/5/2021 1:38 PM
214	I want to be able to make the choice to see the GP face to face	3/5/2021 1:35 PM
215	By the time you get through all the appointments have gone	3/4/2021 1:53 PM
216	Prefer face to face appt	3/4/2021 11:37 AM
217	Speaking to the doctor on the same day getting your prescription same day is really good	3/4/2021 11:25 AM

## Neighbourhood Telephone Survey Jan 2021

when you are feeling really unwell .

218	Maybe give more of a specific time time that calls will be made. I was told a doctor would call me in the afternoon and it was around 4pm that my call came. Since I was working that day I was constantly worried I would miss it, maybe a hour hour time slot would be better.	3/4/2021 10:24 AM
219	Practice doctors are all fine, same as before but in order to speak to receptionist, it is extremely frustrating, remain on hold for half an hour is not acceptable.	3/4/2021 10:20 AM
220	sometimes you just need to see the gp face to face	3/2/2021 9:49 PM
221	telephone system is much better	3/2/2021 9:15 PM
222	Its good to be able to see the GP face to face	3/2/2021 9:05 PM
223	Kay is amazing	3/2/2021 8:59 PM
224	Love the call back facility	3/2/2021 8:56 PM
225	I contacted the Reddish Family Practice - the new telephone system is amazing	3/2/2021 8:51 PM
226	I prefer to see the GP face to face	3/2/2021 8:48 PM
227	I am very pleased with my practice the staff are very helpful. Always feel at ease either when I have to make contact. Professional and caring staff always on hand.	2/27/2021 6:34 PM
228	Entrance to surgery from outside not to clear. Buttons very small to read.	2/26/2021 11:32 AM
229	Why don't you use different music when on hold It's very repetitive when on hold for awhile	2/25/2021 10:27 AM
230	Very satisfied	2/25/2021 8:30 AM
231	Would like to know how to get in touch for booking to see a Doctor and get my prescriptions sorted	2/23/2021 7:16 PM
232	Long wait times on phone always a que Staff give different answers to questions	2/19/2021 2:00 AM
233	Telephone calls are a good way to start off the process and quicker than waiting for an appointment , then you could be prioritised but it will always be better to see a GP face to face .	2/18/2021 10:12 AM
234	It is really difficult to make an appointment with Dr Ahmed the staff always say you have to call 8.00 in the morning still they hesitate to give you the appointment I don't know why and if you ask for any other day they say no but when they wanted they say I look for another day why is that when you ask for any other day the answer is no why please let us know .	2/18/2021 8:40 AM
235	Background music is a bit monotonous	2/18/2021 8:19 AM
236	very satisfied at this time	2/12/2021 9:06 PM
237	Very pleased with service, but while I appreciate times are difficult, having to ring asap after 8am in a morning for a first come first served consultation reminds me of trying to book a bowling alley years ago! That said the two doctors I have spoken to recently, not who I usually speak to Dr Cilla and Dr Canning (I think) were lovely and kind and I would not hesitate to see them again. Thanks to all at the practice.	2/12/2021 10:18 AM
238	Not having to wait a long period of time for an appointment, either by telephone consultation or booking an appointment.	2/11/2021 11:03 AM
239	Good service much improved very satisfied	2/11/2021 9:54 AM
240	Appointments and triage	2/11/2021 8:33 AM
241	I dont contact gp at all unless necessary.i was happy with service	2/11/2021 8:23 AM
242	To be able to speak to the doctor that knows you	2/10/2021 5:50 PM
243	I think the service is great it take the stress off people	2/10/2021 5:26 PM
244	Additional parking as the practice has grown substantially.	2/9/2021 12:22 PM
245	Practice states that it is open at 8am however telephone message says practice is 'closed' - despite also reiterating that the opening time is 8am. The suggestion is that staff aren't taking	2/8/2021 8:23 AM

## Neighbourhood Telephone Survey Jan 2021

	the answerphone service off.	
246	The talking at the beginning is too long	2/4/2021 1:59 PM
247	Good	2/4/2021 11:50 AM
248	I've recently joined this survey and the staff are so lovely and helpful so much better than my last doctors	2/3/2021 2:25 PM
249	Good	2/1/2021 1:12 PM
250	None	2/1/2021 10:31 AM
251	I'd still like to be able to come into the GP if I felt I needed a face to face. But I feel most of my appointments have been suitable for a telephone call	2/1/2021 8:21 AM
252	It's very good now ☺	1/30/2021 10:21 AM
253	I rate this new system very highly, it makes better use of a doctors time	1/29/2021 12:19 PM
254	On the whole it seems quite professional - vastly better than previously. The waiting time for a receptionist today (28/1/21) was mercifully short and the help given proved hugely helpful.	1/28/2021 2:07 PM
255	I would like to try the call back service please	1/28/2021 1:26 PM
256	The practice has been first class. It dealt with me exactly as they said they would.	1/28/2021 11:41 AM
257	Always call busy! Constantly ringing. Wish there was a way that if the receptionist are busy you could leave all the relevant details on an answering machine and we could get a call back that day. If it's an emergency then you can speak to a receptionist. I think they're always held up because people just want to make non-urgent appointments which could be done anytime.	1/28/2021 4:05 AM
258	The Service is much more tailored to the needs of the person. A telephone consultation is quicker and easier in some cases saving time for the patient and GP and you feel the GP respects you and has a greater understanding of your needs. Also other services such as speaking to a Physiotherapist and seeing the nurse is easier as you don't have to always go through the GP. It feels more like a more rounded holistic service. The person in the telephone is also, good at directing you to the right service.	1/27/2021 8:32 PM
259	Very good	1/27/2021 7:33 PM
260	i found it excellent. A massive improvement.	1/27/2021 5:04 PM
261	People need to have a face to face with their Doctor, I don't believe that anyone can diagnosis someone's health over s telephone or video chat... Thank you.	1/27/2021 8:49 AM
262	We are unable to book ahead and can spend several days on the phone trying to make an appointment, we thought it was hard to get an appointment before but now it can take a greater length of time and the phone call is a general time which is not always convenient, one receptionist in particular cannot wait to inform you that you're booking a triage appointment if you just say appointment which is very annoying the system has been around long enough for us to know what we are asking for.	1/26/2021 4:04 PM
263	Love phone line giving place in queue.	1/26/2021 11:14 AM
264	The new system is an improvement on previously as it was very difficult to contact the practice by telephone under the old system.	1/25/2021 10:51 AM
265	Yes	1/25/2021 10:14 AM
266	I want to order my prescriptions online rather than dropping them at the surgery. How do I do this?	1/25/2021 6:12 AM
267	I have not had to use many of the facilities fortunately	1/24/2021 7:22 PM
268	Nothing to add	1/24/2021 12:34 PM
269	Can't understand why there are certain times for ordering prescriptions?	1/23/2021 7:57 PM
270	Very satisfied with the service	1/23/2021 7:32 PM
271	t The main problem is that we have to listen to so many options, and sometimes it is not	1/23/2021 5:08 PM

## Neighbourhood Telephone Survey Jan 2021

	convenient for the patient to contact the option between the times allocated	
272	The services provided by the practice are excellent and the Doctors are doing a very good job in difficult circumstances Thank you all	1/23/2021 12:34 PM
273	Not yet used	1/23/2021 11:19 AM
274	I think it's fine	1/23/2021 8:39 AM
275	Would like a choice between a telephone appointment and a face to face, sometimes only a face to face chat can help the patient.	1/23/2021 8:19 AM
276	Ivr on the new system is painfully long	1/22/2021 4:57 PM
277	Flu jab given	1/22/2021 4:24 PM
278	Takes too long to get through ridiculous	1/22/2021 3:17 PM
279	The service was quick and the doctor I spoke was really understanding and helpful and sorted my problem. thanks you	1/22/2021 1:52 PM
280	I think the new telephone service, telephone consultation calls and video calls are definitely a good move forward and hope these options will still be available when this pandemic eventually ends.	1/22/2021 12:47 PM
281	I would rather have face to face as then the problem can be sorted over the phone or video you can really assess people	1/22/2021 12:22 PM
282	None that I can think for now	1/22/2021 11:33 AM
283	All great.	1/22/2021 9:56 AM
284	Fantastic service	1/22/2021 7:32 AM
285	Brinnington surgery is a wonderful practice and I can't fault it at all.	1/22/2021 7:25 AM
286	Fantastic service provided well during difficult times, I would be happy to continue using a well managed service like this any time	1/22/2021 12:17 AM
287	I have had telephone appointments and a video call and both were good, I would however in some circumstances want to see someone face to face. However, this is a really good service and the majority of the time telephone or video appointments are ideal	1/22/2021 12:00 AM
288	I would much prefer to visit a doctor	1/21/2021 10:22 PM
289	Sometimes a face to face appointment is better for people who are not very sure of using online	1/21/2021 10:14 PM
290	I'm new to this surgery so I can't comment	1/21/2021 9:54 PM
291	The opening message is very long and therefore increases the amount of time on the phone and then you end up in a very long queue	1/21/2021 9:51 PM
292	Brinnington surgery is extremely good . Services offered are very good. Great receptionists and doctors are brilliant.	1/21/2021 9:38 PM
293	Trying to order repeat prescriptions is a nightmare as we do not all have access to patient app	1/21/2021 9:35 PM
294	I couldn't get inside the clinic for my check up I've been a patient for 35 years and its just full of uneducated and rude employees	1/21/2021 9:05 PM
295	The automated thing goes on for a long time	1/21/2021 8:45 PM
296	Just pass you on to stepping hill.carnt see patients because of covid.but hospital can.	1/21/2021 8:36 PM
297	The service is great as it is	1/21/2021 8:25 PM
298	All good thanks with you all	1/21/2021 8:18 PM
299	It is good	1/21/2021 8:04 PM
300	Why is the GP app not working to book appointments including telephone appointments	1/21/2021 7:39 PM
301	Overall I am pleased with the service I get.	1/21/2021 7:35 PM

## Neighbourhood Telephone Survey Jan 2021

302	The service you provide was ok but speaking on the phone is not the best option but at this time is quite understandable	1/21/2021 7:31 PM
303	It's often a bad line when I ring, very muffled!	1/21/2021 7:09 PM
304	Efficient and friendly service	1/21/2021 6:59 PM
305	I had some blood tests 9th December so I could take Terbifanine fungal tablets but no tablets have been given me yet	1/21/2021 6:42 PM
306	At the beginning it offers you press 1 or 2 Then when you press 2 nothing happens and it repeats the offer.again and again. So you press 2 repeatedly quickly. Eventually it says you are caller no. 2. Everything is ok after that.	1/21/2021 6:36 PM
307	If I am already at the intercom I should be able to make an appointment with doctor or nurse instead of being sent home and then phone.	1/21/2021 6:31 PM
308	I have had two telephone consultations but not in the last month. On both occasions I have been given a face to face appointment on the same day. I was very satisfied with the system.	1/21/2021 6:17 PM
309	I had to take the call while in my office. I asked for a nother call at a better time but was refused. I had to discuss private matters in public or wait for another appointment	1/21/2021 5:49 PM
310	I think that it is a great improvement from the sound of it.	1/21/2021 4:56 PM
311	Don't use the service as unless ring at 8am and wait in a queue it is impossible to speak to a doctor - or arrange a convenient time to speak to a doctor.	1/21/2021 3:57 PM
312	I prefer to be seen by my doctor that way I can understand it was about better	1/21/2021 3:12 PM
313	.	1/21/2021 2:41 PM
314	Could we use email	1/21/2021 2:39 PM
315	I haven't had any problems with the phone service	1/21/2021 2:22 PM
316	it all seemed fine	1/21/2021 1:57 PM
317	none ~ best doctors in Stockport	1/21/2021 1:52 PM
318	All your services are very good	1/21/2021 1:40 PM
319	Its perfect as it is	1/21/2021 1:39 PM
320	Kept me at '2nd in queue ' for 1 hrs 20minutes before I gave up	1/21/2021 1:35 PM
321	More staff to answer the phones	1/21/2021 1:27 PM
322	Very much improved on previous ability to get through to the practice. I don't mind a telephone consultation as long as I could see a GP if I felt I needed to.	1/21/2021 12:54 PM
323	The service is very good	1/21/2021 12:33 PM
324	All ok	1/21/2021 12:18 PM
325	Being able to discuss any issues with my gp over the phone is great it saves time and I know that my gp would ask me to go in for a face to face appointment if needs be	1/21/2021 12:16 PM
326	After waiting in the queue, when I was answered the system dropped my call. This happened 3 times.	1/21/2021 12:12 PM
327	Even though your first in the queue you still end up on hold for 10 to 15 minutes. It's unbelievable. It seems to take even longer than usual to speak to somebody	1/21/2021 12:05 PM
328	No criticism really, all my needs have been met.	1/21/2021 12:05 PM
329	When you have a general question you have to wait till 2pm in the afternoon. I have been working through Covid and can be in meetings so really not a good service as my meetings go from 1-5 . I understand you are under pressure so it is a comment	1/21/2021 11:56 AM
330	The service could do with some minor improvements e.g. staff actually answering the phone when they should instead of having a conversation with their colleague.	1/21/2021 11:53 AM

## Neighbourhood Telephone Survey Jan 2021

331	I think blood test results should have automatic feedback as i can't get through on the phone	1/21/2021 11:44 AM
332	Not used enough to give an opinion	1/21/2021 11:38 AM
333	This is fine for younger people but video calls and telephone calls for elderly people is not very good	1/21/2021 11:38 AM
334	Good practice. Doctors attentive and always return calls and willing to do face to face appointments. Reception team has improved over the past 12 months.	1/21/2021 11:34 AM
335	Thank you to all staff as always very helpful and caring	1/21/2021 11:32 AM
336	very good	1/21/2021 11:26 AM
337	When you ring the surgery you can be the 1st in the que & it was take up to 20 minutes to answer. We never get the option for a call back which would be so much better because you are just left without any help or advice. If you step into the surgery you get shouted at for not ringing first but nobody answers the phone when you're poorly.	1/21/2021 11:26 AM
338	N/a	1/21/2021 11:08 AM
339	It is easier knowing what number in the queue you are and obviously sometimes numbers drop quicker Especially at these very trying times	1/21/2021 11:08 AM
340	I think it's still in the teething stages, I think Covid may have had an impact on the use of this system But I find it to be very satisfactory	1/21/2021 11:06 AM
341	The reception staff do a brilliant job. It help knowing that there is a que system and have the choice to do the ring back option.	1/21/2021 11:02 AM
342	Everything is ok as it is	1/21/2021 9:47 AM
343	Nothing to improve.	1/21/2021 8:13 AM
344	Telephone consultations work for me as I am a teacher and in school from 7.30-6. If I need a call I can always ask the TA to take the class for a couple of mins whilst I answer. It's very convenient and time efficient	1/20/2021 5:45 PM
345	.	1/20/2021 5:24 PM
346	N/A	1/20/2021 4:11 PM
347	I was pleased with how they took my call so quick and I got to talk to doctor about my illness thank you	1/20/2021 12:43 PM
348	Cant hear what people are saying dont like taking pictures of my body very stressful using links it keeps going down	1/20/2021 12:31 PM
349	It's always good to be able to speak to the doctor if necessary	1/20/2021 12:28 PM
350	Just had smear excellent service previously had antibiotics prescription over phone also excellent- had to wait a long time on phone once then cut off but think this is just new system settling down	1/20/2021 11:22 AM
351	Brilliant	1/20/2021 10:49 AM
352	If it was a serious situation then I would much more prefer to see a doctor face to face. But if it was something not so serious, then I wouldn't mind having a video call at all. It's a really convenient service to have at this current climate. So yes the service is much better.	1/20/2021 10:49 AM
353	Very good	1/20/2021 10:48 AM
354	Fabulous service and fabulous doctors could not ask for more	1/20/2021 10:36 AM
355	Staff & doctors always very helpful	1/20/2021 9:58 AM
356	Treated by profesonels prosesonely	1/20/2021 9:57 AM
357	I found telephone with gp acceptable knowing I can see face to face when needed thankyou	1/20/2021 9:47 AM
358	Have requested call back three times today and have had none. Also fed up with listening to the long drawn out talk everytime I called today	1/19/2021 2:42 PM

## Neighbourhood Telephone Survey Jan 2021

359	We need to go back to normal we need to see our doctors face to face ... Being Human . .	1/19/2021 2:20 PM
360	Service is always very good	1/19/2021 12:09 PM
361	Can't get though when most of the time when you do no appointments left	1/18/2021 6:11 PM
362	Cannot get through lots of the time have to keep ringing would like to see a doctor face to face	1/18/2021 6:03 PM
363	To long waiting to get through on the phone then can't get appointment because they have all gone	1/18/2021 5:50 PM
364	To long getting through to receptionist due to having to listen to all the instructions eg, press this press that ect	1/18/2021 5:36 PM
365	If we need to see a Doctor I think we should be able to see one I don't think you can always tell on the phone	1/18/2021 4:11 PM
366	The call back didnt work. And it would be good to have a choice not to keep listening to the covid advice if you have already heard it a number of times. Otherwise I dont have a problem with the system	1/18/2021 9:25 AM
367	Thanks	1/18/2021 8:54 AM
368	The new telephony system was a real help; I could get my work done whilst knowing I would get a call back.	1/18/2021 1:44 AM
369	Waiting times to have a call answered are in the region of 10-15minutes waiting even if only 2 or 3 ahead of you	1/17/2021 10:26 AM
370	Services is excellent	1/16/2021 10:54 AM
371	Iv never had a single complaint,Brinnington is an outstanding practice,nurses,Doctors and Receptionists are fantastic!!!!Iv been a patient for 10 years,your wonderful,as an nhs worker myself I understand,.	1/15/2021 5:41 PM
372	Very good service	1/15/2021 5:21 PM
373	It's fine, knowing what number you are in the queue helps.	1/15/2021 3:18 PM
374	Very satisfied expected a long waiting time but used the call back and it was good	1/15/2021 11:55 AM
375	The receptionists are always very helpful (Angela is absolutely fantastic). The doctors are very supportive, thorough and helpful. I am really happy with the services offered at the moment.	1/15/2021 9:17 AM
376	Satisfied	1/15/2021 2:00 AM
377	Nothing to add,your doing great	1/14/2021 10:16 PM
378	Let's get back to proper GP service	1/14/2021 10:14 PM
379	Please try to find a way to speak to a person who will answer the phone	1/14/2021 8:32 PM
380	All good, never had a problem Thank you for a great service	1/14/2021 7:48 PM
381	Great	1/14/2021 6:13 PM
382	the service to get through to the desk is hard work	1/14/2021 4:40 PM
383	I would like an option to book an appointment for the future and not ring at 8am on my day off to do it.	1/14/2021 3:29 PM
384	The call back facility is a excellent way of conducting business instead of waiting	1/14/2021 3:07 PM
385	Concerned about face to face appointments disappearing altogether	1/14/2021 2:42 PM
386	Can't wait to try it	1/14/2021 1:55 PM
387	As a older individual I prefer to communicate over phone or in person as I'm not great with technology	1/14/2021 1:13 PM
388	Cant request acute medications on MyGp app unable to connect to Patient access says surgery doesn't have this ?	1/14/2021 11:57 AM
389	Very happy with the overall running of park view practice. Everyone is very helpful.	1/14/2021 10:42 AM

## Neighbourhood Telephone Survey Jan 2021

390	Face to face always preferable particularly when discussing sensitive matters. Administrative staff always appear polite and efficient.	1/14/2021 9:04 AM
391	Good	1/14/2021 8:42 AM
392	Satisfactory ,pleasent ,comfortable.	1/14/2021 8:24 AM
393	Less quizzing on contact	1/13/2021 11:19 PM
394	Incredible service under very difficult circumstances. I felt very reassured and safe	1/13/2021 10:44 PM
395	None	1/13/2021 10:15 PM
396	Can't fault the new service. All doctors at park view are amazing as are the reception staff.	1/13/2021 7:50 PM
397	park view has always been excillent this system is great	1/13/2021 7:10 PM
398	I do not have any problems, I appreciate all the hard work that your staff do, to provide us all with an effective service!	1/13/2021 6:58 PM
399	Not had to use the new services as yet. But it all appears to be an excellent service	1/13/2021 6:22 PM
400	Not had to use the new services as yet. But it all appears to be an excellent improvement.	1/13/2021 6:20 PM
401	.	1/13/2021 6:18 PM
402	Every time I have need of the doctor I have never had any problems the reception staff are great	1/13/2021 6:11 PM
403	Would be nice to see Drs face to face although I know it is very difficult	1/13/2021 6:08 PM
404	I've had a telephone call from a doctor I think it's called Skype it's a lot better when you can do it from your home but some people don't know how to Skype but to me it's a good idea for the future.	1/13/2021 5:23 PM
405	Very good	1/13/2021 5:14 PM
406	Having different time slots for various quiries is very unhelpful	1/13/2021 4:39 PM
407	At present I find the practice is running really well, staff are very helpful.	1/13/2021 4:18 PM
408	It is useful when phoning ti know where you are in the queue ☐	1/13/2021 4:17 PM
409	Keep the good work up and have weekly or monthly staff meetings	1/13/2021 4:12 PM
410	It's fine that I you	1/13/2021 4:10 PM
411	Very pleased with the system update	1/13/2021 4:09 PM
412	Very good	1/13/2021 4:07 PM
413	Would like to be able to book a routine appointment even if over the phone. Rather than having to ring each day to try and not be able to sleek to GP about meds change because not an emergency	1/13/2021 4:07 PM
414	The telephone menu system is very restrictive to certain dsys/times etc and the wairing music is awful and way too loud. The option for call back should be given again after you have heard where your place in the queue is.	1/13/2021 4:05 PM
415	Have been relatively happy so far.	1/13/2021 4:05 PM
416	Very happy with the new system. Found it most helpful and resulted in complete satisfaction.	1/13/2021 4:03 PM
417	I've only phoned reception and spoke to staff. Was very satisfied	1/13/2021 3:58 PM
418	Can the survey ask the correct questions from the previous answers	1/13/2021 3:54 PM
419	I don't mind telephone appontments but face to face is better.	1/13/2021 3:53 PM
420	Face to face consultation is the best and better than virtual service. Thanks	1/13/2021 3:52 PM
421	Help us that are not good with the internet so you can order repeat prescriptions regards mjones	1/13/2021 3:51 PM

## Neighbourhood Telephone Survey Jan 2021

422	Took a while to get through but the person who answered was really polite and helpful	1/13/2021 3:41 PM
423	Happy with the way it is	1/13/2021 3:41 PM
424	Good service	1/13/2021 3:40 PM
425	When line first answers to much automated options & information, just add people to the queue as not as if going through to different departments	1/13/2021 3:39 PM
426	Very good	1/13/2021 3:38 PM
427	None	1/13/2021 3:37 PM
428	It works to triage patients via phone / video prior to a face to face appt. This has a better impact on availability of appts and overall service.	1/13/2021 3:37 PM
429	am happy with all thank you	1/13/2021 3:37 PM
430	Wish more care was taken with repeat prescriptions! I asked for 2 items I had previously but a request for them was ignored because receptionist didn't know what they were.didn't know they hadn't been considered until a week later when I went to chemist and the items weren't on script!!! Surely a phone call would have been inappropriate instead of just ignoring request! Eventually took a week, a phone consultation and a face to face appt to sort out.Perhaps a training need?	1/13/2021 3:37 PM
431	Can't add its already working ok	1/13/2021 3:36 PM
432	Just carry on the way it is	1/13/2021 3:32 PM
433	I think if it is your doctor it's a lot easier because he knows you and when times are difficult and painful you feel easier about talking about the situation a different doctor doesn't know you or your history but that's my feelings and you also have a bit convendense	1/13/2021 3:30 PM
434	Yes	1/13/2021 3:27 PM
435	No comment	1/13/2021 3:26 PM
436	To busy to get through sometime	1/13/2021 3:24 PM
437	I don't have any.	1/13/2021 3:21 PM
438	Seems absolutely fine now the system has settled in. Well done.	1/13/2021 3:17 PM
439	I am happy with all the services my practice offer	1/13/2021 3:17 PM
440	Very good	1/13/2021 3:04 PM
441	All the services are excellent	1/13/2021 3:04 PM
442	I am a carer for my husband who is very poorly and usually phone regarding him, the system is great let's you listen then you just press the appropriate button	1/13/2021 2:59 PM
443	Prefer to see a doctor	1/13/2021 2:53 PM
444	Only drawback for me personally is difficulty hearing on telephone, and following the conversation, which is a bit embarrassing and frustrating for both parties	1/13/2021 2:49 PM
445	N/a	1/13/2021 2:43 PM
446	Looking to using the new system	1/13/2021 2:42 PM
447	Haven't used the service enough to be able to give an opinion	1/13/2021 2:39 PM
448	I love the new system. I feel less anxious keep redialing	1/13/2021 2:36 PM
449	Wait to long	1/13/2021 2:35 PM
450	None at the moment	1/13/2021 2:32 PM
451	I think you are doing a great job	1/13/2021 2:31 PM
452	Satisfied	1/13/2021 2:31 PM
453	The whole system is a joke. I work in early years so cannot have my phone in the room for	1/13/2021 2:31 PM

## Neighbourhood Telephone Survey Jan 2021

safeguarding reasons. Not being able to make an appointment that was urgent was a hassle. Then there was a telephone call with the pharmacist who said I couldn't have a certain medication when I've had it for 8 years. I finished that call with really bad anxiety. I feel that I am not able to make necessary appointments that I need for my health due to the new phone system.

454	I am not happy with the way in which my supply of prescription meds are being curtailed by an employee at the practice. My meds have been endorsed by various specialists and should not be changed or rationed.	1/13/2021 2:28 PM
455	with the current covid situation I do think the practice is coping the best it can to balance the safety of all concerned. however it would be safer for HC staff and patients to not have their health jeopardised in this confined room 2 when having bloods taken.	1/13/2021 2:26 PM
456	I understand why the telephone consultation is in place, but it's more preferable to have a face to face conversation, especially regarding sensitive and personal information	1/13/2021 2:23 PM
457	Waiting 15 mins or more to speak to someone is not good I appreciate we are in a pandemic and maybe this is why it takes so long, would help if could book online	1/13/2021 2:22 PM
458	No it's fine.	1/13/2021 2:21 PM
459	The doctor who rang me for my appointment wasn't the same one I saw f2f and openly admitted he didn't really understand my file which was disappointing. Generally happy with the service at the practice though	1/13/2021 2:18 PM
460	I have given up several times with the option to book a flu vaccination. I was held in position 1 for over 20 minutes. It was correct day and time too	1/13/2021 2:18 PM
461	None	1/13/2021 2:17 PM
462	As long as I could book a face to face consultation if I wasn't happy with the telephone consultation I would be happy	1/13/2021 2:11 PM
463	Having to take time off work for a telephone call, knowing I need a face to face appointment, to then have to take time off work again for a face to face appointment is very inconvenient.	1/13/2021 2:10 PM
464	NA	1/13/2021 2:07 PM
465	Same set-up as before phone answered by receptionist..	1/13/2021 2:07 PM
466	It was a very efficient service. I had two contacts with reception followed by GP triage. My script was sent electronically to my designated chemist who delivered within 15mins. Nothing could improve on that.	1/13/2021 2:03 PM
467	Have patients with people who find it hard to talk on phones	1/13/2021 2:01 PM
468	I have a high regard for my surgery and the staff who work there. I do have an issue with one G P	1/13/2021 1:58 PM
469	I am a Laryngectomy patient and sometimes unable to speak it would help if there were a text service available so at least get help if you live on your own as I do	1/13/2021 1:55 PM
470	Very good service	1/13/2021 1:54 PM
471	No improvement needed they are an excellent team thank you	1/13/2021 1:53 PM
472	I am willing to have a telephone conversation as long as I feel it necessary I could see a doctor	1/13/2021 1:52 PM
473	Been good up until today, when it failed to recognise my password. It then blocked me out and it was Wednesday with 'phones off.	1/13/2021 1:52 PM
474	Satisfied with the services just now	1/13/2021 1:49 PM
475	Park view practice is excellent	1/13/2021 1:43 PM
476	None	1/13/2021 1:36 PM
477	I think that speak to doctor over the phone is certainly the way forward you get a telephone consultation much quicker than a face to face consultation	1/13/2021 1:35 PM
478	I was a bit dissatisfied with the response that I got when I called the surgery to ask advice	1/13/2021 1:35 PM

## Neighbourhood Telephone Survey Jan 2021

about my concerns re Covid vaccination

479	I was quite distraught when I had a problem with my p/x. The receptionist was excellent. She put me on hold in order to phone the pharmacy and ultimately sort the problem and give me great reassurance.	1/13/2021 1:34 PM
480	Quite satisfying so far	1/13/2021 1:32 PM
481	I haven't had a telephone appointment in a few months but found them very useful over the summer. The Park View Group practice Facebook page is a brilliant source of updates	1/13/2021 1:30 PM
482	One of your receptionists is always rude and has a horrible attitude. The older lady.	1/13/2021 1:26 PM
483	Ability to email the practice	1/13/2021 1:24 PM
484	These new arrangements seem fine	1/13/2021 1:23 PM
485	Good service	1/13/2021 1:20 PM
486	This service is very convenient and easy to get through reception	1/13/2021 1:20 PM
487	I have no comments	1/13/2021 1:19 PM
488	I don't think it needs improving.	1/13/2021 1:19 PM
489	I've had no chance to use it yet but I'm sure it'll be easy to use.	1/13/2021 1:18 PM
490	I find staff very helpfull and efficient	1/13/2021 1:13 PM
491	All good	1/13/2021 1:06 PM
492	The reception staff have always been lovely when I have called and even when I had to cancel an appointment which I can sometimes feel apprehensive doing. I'm new to the practice and haven't been for any appointments yet but feel like I've joined a really good surgery.	1/13/2021 1:04 PM
493	Pleased with the way the practice is run the new system must help enormously although I do use online for myself.	1/13/2021 1:01 PM
494	I found it difficult to explain everything to the doctor over the telephone. I don't think the Doctor was able to help me in the way I needed	1/13/2021 12:59 PM
495	I am very satisfied with the way you are doing this when I rung up got threw ok and receptionist are very helpful	1/13/2021 12:54 PM
496	Telephone answering much improved very happy with the surgery	1/13/2021 12:52 PM
497	None	1/13/2021 12:43 PM
498	An auto call back service would be better than waiting in a queue.	1/13/2021 12:43 PM
499	Far too difficult to get in touch. The system told me that I was 2nd in the queue and it stayed like that for more than 30 minutes, with no indication that I was moving forward in the queue at all. At no point was there any opportunity to request a callback. I eventually gave up and walked to the clinic to make an appointment because it was impossible to do so any other way.	1/13/2021 12:42 PM
500	Everything is good	1/13/2021 12:40 PM
501	No applicable. Very impressed with service provided	1/13/2021 12:34 PM
502	It is always there for me if I need it. Mainly I use it for requesting a repeat prescription which is confirmed by the pharmacy next door. I have ways found the medical staff extremely professional and patient.	1/13/2021 12:32 PM
503	Very satisfied with the help and treatment my husband and I have received recently	1/13/2021 12:31 PM
504	Good	1/13/2021 12:30 PM
505	A very good service	1/13/2021 12:15 PM
506	Not noticed anything different with the new system except you go into a queue rather than get engaged	1/13/2021 12:15 PM

## Neighbourhood Telephone Survey Jan 2021

507	They are very helpful and always polite ,i have been to practice to see nurse and had follow up conversations with her , i have enrolled on the no smoking programme and its going very well , overall no complaints at all	1/13/2021 12:14 PM
508	Recently discovered the online assessment where you can explain problems and GP can then ask you to send in a photo. Used that twice and been rung back which has been great. More publicity of this service would be good, as I only just heard about it, and apparently it's been available since last April.	1/13/2021 12:13 PM
509	Quite happy with the current system.	1/13/2021 12:11 PM
510	Whilst I have not yet used the new telephone system, the additional facilities this new system is capable of providing can only improve the patient experience. I particularly like the call back facility. Thank you.	1/13/2021 12:03 PM
511	Excellent practice and service. Everyone always very helpful	1/13/2021 12:01 PM
512	I'm happy to have telephone consultations in the future. However on my last consultation I really could have done with the GP physically looking at my infected area instead of sending photos as it was awkward to photograph. Thanks	1/13/2021 11:58 AM
513	None	1/13/2021 11:55 AM
514	Quite happy overall	1/13/2021 11:52 AM
515	I think the system is efficient, though can still take a while to get through but I understand this is due to the volume of calls at any given time.	1/13/2021 11:51 AM
516	I phoned on a Friday afternoon for test results. I moved up the queue but didn't get an answer despite being at number 1 in the queue for 20 minutes.	1/13/2021 11:51 AM
517	None at present	1/13/2021 11:42 AM
518	Everyone has been very helpful in what is an extremely difficult time for everyone	1/13/2021 11:42 AM
519	It's a certain way to speak to someone even if you're told you're no, 7 in a queue. The choice to wait is in your hands.	1/13/2021 11:34 AM
520	On telephone call options from 1-5, the number one or the very first option should be for bookin the appointment which is currently on number 5, ☹	1/13/2021 11:29 AM
521	I love the fact I can book appointments online. The practice is very helpful when phoned. But I seldom need to phone them.	1/13/2021 11:26 AM
522	When you finally get through to the receptionist, you can't even get a telephone call with a doctor, let alone see one. I understand the increased measures due to COVID but I ended up in hospital before Christmas because this whole new system completely dropped the ball	1/13/2021 11:23 AM
523	Some lady's are nice and some dont get	1/13/2021 11:18 AM
524	Lot more convenient for me	1/13/2021 10:01 AM
525	Friendly and helpful reception staff. Great GP who took the time to listen to my concerns. Very happy with this surgery	1/13/2021 8:26 AM