1) How did you arrange your appointment?

- Telephone [330] (73%)
- Walking into the Surgery [100] (22%)
- Electronic (via Email) [1] (0%)
- Other [20] (4%)

2) What method did you use to order your prescription?

- To the surgery [270] (60%)
- Via Emiss [0] (0%)
- Email [65] (14%)
- Fax [7] (2%)

3) Which Doctor or Nurse did you see today?

- Dr Feltbower [44] (10%)
- Dr Famah [54] (12%)
- Dr Leigh [56] (12%)
- Dr Robson [51] (11%)
- Dr Wiggins [51] (11%)
- Dr Jagadeesan [51] (11%)
- Nurse Jan [55] (12%)
- Nurse Usha [38] (8%)
- Other [0] (0%)

When seeing a Doctor or a Nurse

4) When trying to get an appointment or information, how easy was it to get through on the telephone?

- Very easy: 213 (47%)
- Easy, after a few rings: 184 (41%)
- Difficult: 28 (6%)
- Very Difficult: 2 (0%)
- Never tried: 24 (5%)

5) When intending to see a Doctor or Nurse, were you able to obtain an appointment within 3 days?

- Yes: 229 (51%)
- No: 176 (39%)
- Do not know: 37 (8%)

About the surgery

6) Upon entering the surgery, how clean did you find the reception area?

- Very clean: 209 (46%)
- Clean: 229 (51%)
- Unclean: 8 (2%)
- Very unclean: 0 (0%)

7) How well did you feel you were greeted by the staff?

- Very welcoming: 327 (73%)
- Acknowledged: 104 (23%)
- Not really noticed: 7 (2%)
- Little or no interest: 1 (0%)
- I used the log in screen, so I did not speak to a receptionist: 7 (2%)
8) How comfortable were you in knowing that no-one could overhear your conversations in reception?

- Very comfortable: 223 (49%)
- A little cautious: 144 (32%)
- Somewhat uncomfortable: 29 (6%)
- Very cautious: 12 (3%)
- I did not consider this; I did not speak to anyone: 37 (8%)

9) Were you seen at your appointed time?

- Yes: 233 (52%)
- No: 182 (40%)
- Do not know: 20 (4%)

Clinical Services

10) When entering a Doctor or nurses room, I felt the cleanliness was of a high standard.

- Strongly agree: 230 (51%)
- Agree: 205 (45%)
- Disagree: 3 (1%)
- Strongly disagree: 0 (0%)

11) Did the Doctor or Nurse take interest in what you were discussing with them?

- Yes, a lot: 401 (89%)
- Some interest: 29 (6%)
- Little interest: 2 (0%)
- No interest at all: 0 (0%)
12) My problem or treatment was explained in full

13) I understood what I was being told entirely

Demographics

Please tick the following circle that best describes you

Patient [391] 87%
Parent [41] 9%
Guardian [1] 0%
Carer [6] 1%
Other [12] 3%

Which of the following age ranges would you place yourself in?

0-25 [47] 10%
26-40 [105] 23%
41-60 [168] 37%
61+ [125] 28%
What is your ethnicity?

- White British: 372 (82%)
- White (other): 15 (3%)
- White Irish: 14 (3%)
- Mixed Race: 4 (1%)
- Indian: 19 (4%)
- Pakistani: 1 (0%)
- Bangladeshi: 0 (0%)
- Other Asian (non-Chinese): 4 (1%)
- Chinese: 4 (1%)
- Black Caribbean: 5 (1%)
- Black African: 4 (1%)
- Black (other): 1 (0%)
- Other: 8 (2%)
Responses

Doctors

Dr Farmah is a very good doctor but sometimes it is hard to get an appointment with him, the whole family are happy with him.

I am very happy with the treatment and consultation with Dr Farmah in particular because there is careful listening to my problems without being dismissive and good explanation of treatment it is easy to overhear consultations in DRs room next to the toilet so I hate being seen there as I've overheard things myself.

Dr Robson was very polite and courteous

I was impressed by the way the doctor listened patiently and explained clearly, the appointment did not feel rushed very satisfied.

Very very thorough doctor

Dr Robson has always shown a great interest in helping me during my appointment she has always talked me through my treatment so it is clear and i have felt like i could approach her if i needed further advice.

Almost every time i have tried to make an appointment with a female doctor i have to wait 2 weeks to be seen.

Very clearly explained

Got a lot more information today hopes to get help with his chest at last

Doctors are always running late and sometime we could be waiting 40 mins after we should have gone in

This is the most friendly surgery i have been to, reception staff are lovely, all doctors very considerate. Dr Leigh was amazing never met such a kind good listening person thank you

I think that waiting 2 and a half weeks for a 3 year old to see a doctor is unacceptable. I also don’t think it is acceptable for the receptionist to assess the requirement of a urgent appointment.

Got a same day appointment due to a cancellation. Was seen 15 mins after appointment.

Was seen 25 mins late

I was told over the phone my appointment was with Dr Jag, but it was with Dr Farmah when i arrived at the surgery.

Dr Jagadessan was very polite, friendly and helpful.

Dr Wiggins was extremely helpful printing information relating to my problem.

Nurses & HCA

Nurse very good and put me at ease and very informative

Felt very at ease with the nurse
Donna is brilliant, very helpful and has patience which makes all the difference.
Great service, better then the service I received before with a different nurse. Took time to listen.

Reception

I am always satisfied with consultation with this Dr and two reception staff - Michelle and Donna very helpful.

When I called up regarding my poorly 3 year old who had a rash and stiffness I was told I could only see a doctor on 4th September. which was 2 weeks away, I then had to call again and this time I was fitted in that day, I have normally found the availability of appointment satisfactory but I find the two week wait totally unacceptable with a young child I also find it inappropriate that the receptions it asks for symptoms and assess the urgency for the appointment. This is surely a medical professional call.

Sometimes its very hard to get an appointment within a reasonable time.

Not happy that the reception should ask for details of problem when it is an intimate one before they will give you an appt.

Very helpful welcoming staff

Very friendly and efficient staff.

Need more private reception area to explain symptoms

If i ring up at 8am i can usually get a cancelled appointment but otherwise at least a 2 week wait.

It was my choice not to obtain an appointment within 3 days.

When booking the appointment, I was asked what the problem was is this appropriate? what if the issue had been personal or embarrassing?

Surgery

A very dated feel looks in serious need of refurb, staff and doctors are excellent. Weighing machine is a good idea. Waiting room seating uncomfortable and lacks warmth. softer colours, benches? TV screen showing information.

Getting an appointment is getting very difficult

My experience when visiting the surgery is always very positive

I have very good care

Not easy to see the doctor I want to see

I always seem to have to wait between 15-30 mins or more after appointed time, this can become inconvenient

I am happy with the service provided from this surgery
Very friendly and approachable

Never seen at appointment time

I have no complaints its a good surgery

Waiting rooms feel as if you are going to catch something worse. Chairs need to be of wipeable fabric so they can be wiped with anti bac not fabric that will harbor microbes mites etc. Feel quite strongly about this why not take a look at broad lane surgery.

Waiting times on average are normally a lot longer

Appointments to see gp can pose a problem not always able to get an appt with a reasonable time especially when you have work.

The place wants a refurb

Very nice staff and surgery indeed

Reception in need of decorating and lighting not too good

Should be quicker to get an appointment

My appointment would have been the following week until i explained my symptoms left me quite uncomfortable.

A little concerned that my father had to wait 11 days to see his GP. Phones for appointment 21.8.12 and got to see Dr Feltbower 31.8.2012. Very happy on service, problem with not getting appointment within three days.

We were grateful for being seen so quickly.

Over the years both my hospital records and GP records have not been kept up to date this is nothing to do with this surgery - but it makes things difficult for any new GP to look at my medical history.

Having been a patient at another Coventry surgery, I must compliment jubilee healthcare on their helpfulness and friendliness over the phone. They always do their best to arrange the time/days you are available and don’t make you feel bad if you need to change it! thank you

Been coming a long time, always well looked after!

I find when i ring to see the doctor I can’t get in for a week or more.

Surgery very old and dated - suggest a rebuild. Dirty tissues on radiator, and chewing gum on carpet.

At times it is very difficult to obtain an appointment, I work full-time and think this should be fallen in to considerations i have to sometimes lose time from work which is frowned upon. More availability of late or early appointments would be good. Surgery could do with a bit of decoration and updating otherwise very good and efficient.

I find the surgery and staff very good.

Privacy was awful today as had a swab & curtains and blinds were open and window (uncomfortable)

I am satisfied with level of service
Very hard to get to see the doctor you want.

Had to keep ringing in advance for 6/8 week check for next month.

Did not obtain an appt. within 3 days as it was non-emergency, so I requested a date to suit me and an appointment was available. Nurse was lovely, very friendly, felt at ease.

Other

Very good

Karin sorted appointment urgently and son was then taken to hospital. She was great and really helped me.

Had not had my appointment when asked to fill this questionnaire, hence some questions are unanswered.

The toilet is closer to the consultation room so when someone is in it, it is possible to overhear the conversation.

Thank you!

Doctors and chemists should operate 24/7. Problems solved easily save lots of time, suffering and money in the long run. We pay enough taxation to implement this policy.

Ordered prescription through phone as a special circumstance

All very good

More male interest magazines in waiting room

Very pleased