

## Chipping Surgery Patient Survey results 2017

These are some of the comments we received when we asked the following question:

'Would you like to add any further comments or suggest any improvements?'

<p><i>'Great as it is; I like all the doctors – I usually see Dr Ward or Dr Kabler. Nurses great too – I usually see nurse Tracey'</i></p>	<p><b>'you are great as you are. I think this practice is the tops. Staff and doctors are excellent!'</b></p>
<p><i>'Is there a better practice in Glos? I doubt it!'</i></p>	<p><i>'Always find the doctors &amp; nurses caring, empathetic and very pleasant. The listen to whatever I wish to say &amp; am referred whenever necessary'</i></p>
<p><i>'I would love to brighten up the walls in your waiting area. It really needs a coat of paint &amp; I miss the curtains'</i></p>	<p><b>'Very satisfied'</b></p>
<p>First class – but would like to be able to log in downstairs <b>Surgery comment:</b> A check-in is being installed imminently</p>	<p>'Open on Wednesday afternoon' <b>Surgery comment:</b> We are open on Wednesday afternoons</p>
<p><i>'To make Nurse appointments online'</i></p>	<p><i>'I feel that we have a very goof GP service. I hope we are still able to obtain appointments after the housing currently being built is full'</i></p>
<p><i>'Very good practice'.</i></p>	<p><i>'checking-in system very good when working'.</i></p>
<p><i>I think the hours are already too long'</i></p>	<p><b>'very happy with the way it's run'</b></p>
<p><b>'Excellent friendly staff – doctors, nurses &amp; receptionists'</b></p>	<p><i>'I have always found the practice efficient, friendly &amp; caring'</i></p>
<p><i>'For those who work, to have appointments before 8am or Saturdays as often if commuting distances – unable to get to the surgery in time'</i> <b>Surgery comment:</b> We have appointments starting at 7.15am- Mon to Friday</p>	<p><b>'No improvements – very satisfied'</b></p>
<p><b>'Practice &amp; service have got better &amp; better over the years'</b></p>	<p>'No improvements – this is a good practice offering a very good service'</p>
<p><i>'need to be more responsive – own the problem of getting back to me. Reception not proactive'</i></p>	<p>Appears to have a 'cost' barrier to treatment – have been told I needed to see doctor earlier in the month before allocations were made to stand more chance of a hospital referral' <b>Surgery comment:</b> this is NOT the case perhaps we need to discuss this issue</p>

