

Comments made against questions

How easy is it to get through to someone at the surgery?	question 1
	Please specify why you scored as you have ?
	I book online more frequently but have been answered promptly when phoning
	busy telephone
	Can only ring in the morning and phone continually engaged
	There is always SOMEONE able to answer the telephone
	Phone is usually engaged when I can ring
	Line busy so several re-dials necessary
	phones always busy
	very busy in morning.
	Depends what time you ring. Any time other than early morning would get a better rating
	Because when I make an appointment I have to try many, many times
	Depends on time of day
	Can take some considerable time to be answered on phone, limited time window to book an appointment,
	Nightmare to get through, appts go quickly on the day and have been cut off in the middle of making an appt, sometimes reception can't hear you do put phone down.
	Did it online
	Never had any problems getting through
	depends if you need an emergency appointment
	Line engaged for long periods in the morning
	unable to book appointments by person , lane is always busy - if not busy no answer
	the waiting time you encounter when you ring
	When you are phoning for an appointment at the start of surgery it is very busy but at least you are queued
	It can be difficult getting through
	Always been able to see and commutate with chosen Doctor.
	I try to bother as little as possible since I have most medical knowledge in my head
	toid to phone early morning and so does everyone else
	It is difficult to get through first thing in the morning but otherwise the phone is answered quickly
	inadequate number of phonelines available early in the morning
	Almost impossible from 8.a.m until about 9.a.m despite numerous re dials. This is most frustrating. A great waste of time.
	I can't normally speak to a specified person but I can to someone easily
	I sometimes have to ring a few times to get through but always get through within about 5 minutes
	I have to keep redialing many times in the morning.
	I called at surgery to get a flu job. My only visit for >12 months.
	Cannot get appointments with dr when needed
	Normally relatively easy.
	When I do get through, the welcome experience can be better, sometimes the person on the other end sounds bored.
	trying to get through in the morning is a nightmare, later in the day is ok
	Internet service
	Very hard to get through on phone in morning - I have taken to walking to surgery instead.
	It's necessary to call early to get an appointment and you have to redial many times to get through.
	I've never had any problems getting through to surgery
	Not always easy because the line is enngaged
	Next to impossible when trying to make appointments. For an appointment last week, I had 79 redials on my phone before I got through
	i book on line
	I ttakes ages in the mornings but am not sure what time they start answering the phone
	Telephone not answered until a certain time, then constantly engaged.
	Rarely have problems
	Very short wait on the phone and a very positive response from reception
	Took 3 phone calls to get past the engaged tone.
	calls not always answered in reasonable time
	problem getting through on phone. I prefer the internet.
	Phones always answered quickly
	Depends upon the time called but usually ok
	I use EMIS access to book appointments and email surgery which is great. But getting through on the phone to get an appointment can be hard.
	Lack of Reception staff available to answer the phone at 8 am in the morning, maybe putting 2 members of staff on duty would help.
	It took me nearly an hour to get through first thing in the morning. Then no appointments left! Also trying to constantly re-dial the surgery whilst getting children ready for school and on school run is very very stressful! The appointment system is ridiculous!
	to get an appointment i have to call on the day. It has taken me an hour to get through and then i am told no appointments are available. Once I mention I am bringing in my 7 month son i am told an appointment is then available.
	Can get Engaged tone for long time.
	Usually get through in less than 5 minutes
	everyone has to phone before a certain time to get an appointment

What are your impressions of the waiting room ?	Question 2
	Please specify why you have scored this way ?
	Fine for what it is supposed to be - clean and bright
	clean and comfortable
	it is looking tired!
	Its a pleasant environment ,warm and the reception staff are very helpful
	Clean, tidy, plenty of seats and good information rolling screen
	It serves its purpose
	Pleasant and not overcrowded
	this is my impression
	Basic but perfectly functional & adequate
	Cluttered with too many posters
	Back room brighter, first room feels cramped and
	It's ok
	More privacy needed for patients in the reception area
	not all screens work so have to sit where you can see the screen
	Plenty of seats and usually clean.
	only one working screen for patients , unable to see it from the corners
	good notices
	Needs updating a bit decor wise
	modern and clean
	Comfortable and clean with plenty of seats
	Clean, comfortable and spacious
	There are always plenty of seats available
	In need of a refurb. Good to see that there has been an attempt to manage the number of posters and notices
	not particularly interested in waiting room. more interested in seeing a doctor!!!
	The room is warm, reasonably comfortable and the audio/visual display system is easy to understand
	Could do with a bit of updating, it appears quite old and the childrens toys have been removed
	Only one monitor works and it can only be seen from certain seats.
	a bit old fashioned.
	It's clean & tidy. Furniture ok. Bit tired.
	Plenty of space, clean and tidy.
	plenty of room, lots of information available, scrolling sign good
	clean simple
	To many notices of negative tone - eg abuse not tolerated. Of course I agree it should not be tolerated but if there are too many such notices, a negative impression is created.
	It's tidy but looking bare at present. All the children's toys had been removed and the blood pressure machine wasn't working. There were enough seats though.
	always clean and tidy
	It's clean and tidy
	warm and comfortable
	Reasonable experience but a little close to those coming in and talking to reception. One may hear too much
	Shabby, grubby, dark and overheated.
	Too many posters/leaflets
	Bit dreary in need of a refurb
	There is no privacy talking over the counter
	Looks Shabby and neglected with poor decor
	Is ok , nothing special.
	seating always available
	Clean and tidy.
	No problems but a little tired
	comfortable and friendly
	green land: clean, quiet, lots of leaflets/magazines etc.
	Dull and scruffy, tired looking,
	It is a clean area with ample seating. A little better looking could do with a revamp.
	needs freshening up a little (painting)
	It's clean & tidy, but nothing spectacular. Not that I expect more.
	Not a lot of privacy when speaking to receptionists / phone conversations
	drab

How do you rate the overall experience of attending the practice ?
Please specify why you scored as above ?
Think it has improved lately with new staff
problems are sorted and resolved
Sometimes have to wait long after appointment
The experience is such that your problems are not dismissed as unimportant
Marred by one receptionist and the ability to get an appointment easily
Friendly & efficient service generally
Not had any problems.
No real issues, an efficient experience
once appointment made waiting times usually reasonable
Always feel rushed when in with gp
Appalling attitude of receptionists at Green Lane
Only dealt with GP
appointment time was close to that stated
No very long waiting times usually. Reception ladies remember names.
not satisfied with the practice
good
Once there, reasonable seen on time and doctors good
no real complaints from me at all
Always get to see my desired doctor.
How difficult is it if I tell the attending doctor what I need, and he/she either give not deny my request?
I have attended the practice for over 20 years and have never had reason to complain
Building becoming 'aged', needs an uplift.
Some of your receptionists and managers leave a lot to be desired. I would suggest more training is required.
The opening hours are convenient and all the staff are friendly
I always get appointments for me and my children when I need them and the doctors are thorough
Never had any problems.
Need to be able to book appt ahead
Apps usually on time.
helpful staff, clean and tidy
easy
I didn't have to wait too long to see the doctor of my choice and she dealt with my queries and concerns.
speedy check in and normally appointment times are on time
good service by excellent doctors
I didn't have to wait too long and the doctor was patient
As above, plus reception staff rude and inefficient.
I recently attended for an appointment and was told I had got the time wrong. I do not think I had
Total throughput time was very good
Queued for ages to check in. Electronic check in machine not working again!
usually dealt with fairly promptly
I would have rated higher when I see doctor Kapma
Because it is excellent
as above
excellent doctors and nurses, very good online access. Some receptionists can be a bit abrupt.
The doctors within the practice are generally good. I didn't score excellent as I believe some of the reception staff let the practice down with a poor attitude and bad customers
dr very understanding and helpful
Taking an hour to get through is a poor experience
Usually appointment is on time.
Usually somewhere to sit down, other information available
rarely seen on time.

	How do you rate the time given to you in your appointment ?
	COMMENT
	Felt I had time to talk through my health concern
	10 minutes seems adequate
	It is the difficulty in getting one that's the problem - can't book ahead for non urgent and few choices available online
	As long as you book the right type of appointment, you will be given the appropriate time with the correct professional
	Dr Kapma is especially good at making sure you feel heard and unrushed
	Reasonable due to the pressures on staff but have felt rushed occasionally
	Never feel rushed.
	Ten minutes can be a bit short under certain conditions
	I don't feel particularly pressured to complete the appointment
	Sometimes rushed
	I work during the day
	sometimes you need longer to discuss your symptoms and if you have 2 issues you are told to make another appointment to discuss the 2nd issue!
	not enough time to explain everything
	never offered alternatives always cant do this date or time and not offered late night appointment
	seems to be the normal time allocated
	I am usually see on the day I call up.
	Very very seldom I make an appointment, the two times I did, one was cancelled, and I had to sit and wait for 45min.
	The doctor never rushes you if it is taking longer than anticipated
	Fair to Good depending on G.P's mood.
	Most of my visits have hbeen satisfactory but occasionally I feel that the G.P. needs more time than is alloted
	There's always enough time to cover what's necessary
	The time is enough, or I ask for a double appointment.
	In past used Internet booking. No recent experience.
	When I do get through, the welcome experience can be better, sometimes the person on the other end sounds bored.
	extra 5 mins would be nice
	If you want to discuss more than one issue you are asked to book a double appointment. Having done that on a couple of occasions I have found on going into the doctor that its been reduced to a single one.
	sufficient
	Time given this time was proportionate, sometimes one can feel rushed
	It felt as though there was zero time pressure as the practice nurse also listened
	I have always been dealt fully, never hurried
	The time covers me for my specific issue at the time.
	The doctor I saw is always thorough and caring
	Depends upon the doctor
	Given as much time at the appointment as is required. Try not to go with multiple problems but chronic health problems are not simple. Getting a double appointment not possible.
	Usually good. However sometimes more time is needed. It would be helpful if this was an option when booking the appointment.
	Have never felt appointment was rushed.
	Usually very helpful

	How do you rate how the GP listens to you in your appointment?
	COMMENT
	Dr Jetty always great and Dr Bollu a welcome new face
	first class service
	As long as you ask for the doctor who has the most experience with your problem
	Dr Kapma especially good. No real experience of most of the others
	Well informed.
	Varies from Doctor to doctor. Some are good but I have experienced occasion when after giving the reason for visit i have not been listened to
	All of the practice doctors appear to listen
	Depends on which GP
	Dr Matthews is amazing and I won't see anyone else.
	I explain fully and am not afraid to get the Dr to explain their answers
	only a few GPs are able to listen what I want to say
	always received excellent doctors service
	As good as my cardiologist better sometimes.
	The doctor does not seem to know an more than I do.
	The GP always takes into consideration points I am making
	But it depends who you see! Its nearly impossible to consistently see the same doctor
	See comment 5
	It depends on which G.P. you have been allocated to
	They are always attentive
	Depends who you are seen by.
	variable depends on the doctor
	listens and responds accordingly
	She has obviously listened well as she reiterates the issue and responds appropriately.
	caring doctor
	Depends on the doctor, though. Some excellent, some poor.
	Because the medical team do
	I always have been given good attention
	Dr Kapma listens.
	As above, she is the best
	If you have more than 1 prob. they are not as keen.
	listens, explains, understands. I cannot fault any of the GPs I have seen.
	I would normally say excellent. However at a recent appointment with a new doctor I felt the appointment was rushed and that there wasn't really time to discuss the issues - It was a sticky plaster fix!!
	Most seem to be very attentive.
	I find it useful to take in a list of things that I want to discuss which makes the best use of the time

	How do you rate how you are treated with care and concern ?
	COMMENT
	Listened to and felt understood
	dr. listens and is always ready to help
	Generally my symptoms have never been trivialised
	Again Dr Kapma is exceptionally good at this
	Reasonable within the time allowed
	no problem considering the workload.
	I have sufficient opportunity to ask questions
	Depends on which GP
	only a few GPs treat me with care and concern
	yes I am always treated like a patient
	when I joined this practice it is because I find Dr. Matthew and Dr Barratt worth their knowledge and I trust them. Can't seem to get to Dr Matthew, and Barratt has left. Tried couple others, they just rush me through. What not to accept?
	I never feel that I am wasting the G P's time
	The doctors and nurses are always very caring
	Depends who you are seen by.
	No recent experience, but my wife had good treatment 3 years ago.
	variable depending on the doctor
	ok
	Good by dr but less so by other staff
	as above
	Time to listen
	I learn what I need to know.
	usually good but 1 doctor not so good
	concern is not a word I would use. They are understanding and professional.
	Normally excellent. There are a set number of doctors who are always brilliant and without fault. A couple to avoid. All nurses in my experience: excellent
	Listen & explain well.

How do you rate the waiting times in the practice for your appointment?	
COMMENT	
Impossible for working people to get an appointment	
appointments generally on time	
As long as you are prepared to see A DOCTOR, if you need to see a particular doctor then this changes to fair	
Dr Kapma is a very good timekeeper. Other staff members are less prompt.	
seems well organised	
Rarely wait for appointment beyond agreed time.	
Generally on time, only occasionally late	
Depends on which method used	
havent had any problems getting an appointment	
NEVER had my appointment on time	
can be kept waiting but much better of late.	
Never had to wait more than 5 minutes	
Mentioned before	
Unfortunately on some occasions one has to wait an abnormally long time	
Ridiculous. A two week wait is unacceptable.	
If I'm prepared to see the first doctor / nurse thats available, fine. If I want to see a particular thaen Waiting times are not so good	
I don't think we get our appointment time very often but usually within 20 minutes	
It varies of course. A doctor may be 'running late' at times.	
No recent experience.	
it is difficult to get an appointment. Appointments seem to always run late.	
Not always on time.	
never on time but usually not excessive waiting times	
could be better	
normally not on time	
Don't usually have to wait too long.	
Not keen on having to wait for appointments in th ecoming days	
SOme times they are running quite a way behind	
when seeing Dr Kapma. Fair for others.	
usually seen within 10 minutes of appt	
I book online, can wait 2 weeks to see the specific doctor I want, but I know if you ring up you can see somebody within a 48hrs or so.	
Only usually have to wait when fitted in on triage	
Only occasionally have to wait beyond appointment time.	

How do you rate the manner in which you are treated by the clinical staff during your appointment ?					
COMMENT					
staff are ready to help if they can					
With respect and courtesy					
all seem pleasant.					
What are clinical staff ?					
some GPs and nurses are good					
no problems here					
Always efficient and helpful					
that only applies to one or two of the ladies. I am zen, that is the best attitude to have.					
Depends on staff involved. Some good some not so good.					
Its always worth a visit as I feel that I have been listened too					
Most of the staff are very nice, sometimes a little stressed on the desk but remain polite					
ok					
I don't understand how this question differs from those above.					
With respect					
polite and pleasant					
I find them affable.					
Perfect. I've only had one unhappy experience and that doctor left the practice a couple of years back.					
Always professional and courteous					
Treated with care and concern.					
Significant improvement over last 12 months					

How helpful are Practice staff

Please specify why you have scored this way ?

no problems in this area

They seem to have their hands tied - sort out the booking and it would all seem much better!

Every staff member tries their level best to accommodate your needs

Most are very good. One has very poor inter-personal skills and is very offhand and abrupt.

No problems always efficient.

reception staff with 1 or 2 exceptions are often dismissive and can be rude

always seem to be under pressure in mornings.

Helpful is spelt like this. Have little to do with them as use automatic sign in.

Does this mean reception ?

not everyone from staff is helpful

always been attended to in a proper manner

always courteous and do their jobs well

Nurses show more concern and awareness. Oh your IT lady is great!

They are always helpful when I have a problem concernin my aunt's medication or appointments

Inconsistent interest in the needs of patients compared to ongoing office work/telephone call handling

See comment 10

The Staff are nearly always friendly and helpful

I recently needed some help and was dealt with very well indeed

some receptionists can be a bit offhand.

Obstructive when trying to get appt

Varies enormously.

seem efficient

ok

Reception staff not always forthcoming

It has recently improved and while some staff have always been very good others seemed to create barriers Ācs if they needed to defend the practice. That seems to have improved.

Polite staff

They are generally rude, ignorant and inefficient.

Staff I find are variable. Some very good, some not so good

reception staff very from very to not very accommodating

Not always helpful, even rude on occasions

depends who attends to you.

They cope well with a busy surgery

nurses/doctors are excellent. receptionists/admin staff and be hit and miss - some quite grumpy at times which is difficult if you have social anxiety anyway.

Mixed here as most are excellent but there are a couple who are very poor and let the surgery down. You shouldn't feel belittled after speaking to a receptionist!

Some seem rude at times, but realise some patients can be difficult.

Very caring and professional

most are good. there is one particular receptionist who is rude

Are you able to get an appointment to see or speak to a GP or Nurse when you require ?		
COMMENT		
but not always my named doctor		
Already noted above		
As long as you do not need to see a specific member of staff		
Waiting time to get an appointment is poor. I worked at a practice myself and patients could always get an appointment the same day or at worst the next day and there were only 2 doctors and a trainee		
Had 2 on-line booking appointments cancelled in writing last year.		
was asked by dr to come back in 2 weeks but unable to book ahead, was told i would have to call at 8 on the day - i work full time this is not good enough		
If it,s emergencydifficult. Email very useful		
No problem booking an appt with a nurse. I always book through the web site and sometimes there are no doctor's appointment at Green Lane (or both sometimes) or nothing for several days. do not understand the difference between types of appointment available as it does not seem to make any difference whichever you choose		
But it's a stressful and time consuming process		
Depends on availability		
the can only book in the morning of that day does not allow sufficient flexibility when an advanced booking is required		
I make app and they get cancelled by the surgery.		
Limited as working		
usually yes		
However not always the GP I want.		
unable to book with GP when required		
So long as you phone as sson as the practice opens		
normally yes		
Usually if you ring on the day -and get through - you are given an appointment following triage		
Don't know why not.		
As long as I don't need to speak or visit a particular person		
I make appointments on line if I know I need something specific in advance		
Same day appointments is wonderful.		
I expect I could		
The 'Book on the Day' arrangement works against genuine patient needs especially those who are at work.		
usually have to wait		
Sometimes takes longer to get an appt than I would prefer.		
usually but not always		
Usually but not always with the doctor who has been treating a particular issue. As quite a few GPs work part time you may have to wait quite a while if you want to see or speak to the same doctor		
but not always.....patient numbers		
Usualu triage rather than immediate face to face		
There is usually a wait of at least two weeks for the person you want to see, and when I tried to make an appointment with the nurse for a smear test, there was only one appointment available for a time three weeks hence, when I couldn't make it!		
Need to book ahead		

same day appointments are very limited. It is difficult for me to call the practice early in the morning to get an appointment. It is also difficult to get through at this time.		
Getting an appointment to suit sometimes near impossible		
I have to take what I can.		
very difficult to get an appointment on the internet		
same day or next usually a problem unless urgent		
I did call and asked to see a GP that day, but was told unless it was an emergency no chance and to at 8 am the next day.		
No appointments are always where there is space, if there is! I hardly ever can get an after school appointment so nearly always have to take children out of school to see a doctor.		
very difficult to get follow up appt		
Sometimes - Not always		
Fortunately I don't have to visit very often.		

Are the appointments times convenient to you?	
COMMENT	
quite happy with appointment times	
Few on line, and not necessarily on convenient days - ie around work commitments	
see comment above	
very rare to be able to book appointment when i want one	
retired so no problem	
Unable to get an appointment outside of typical working hours	
Only because I am retired	
more choice when booking online, not so by phone	
not always as I work full-time	
1 out of 7 booked appointments are convenient for me	
I like a late appointment as I work in Birmingham and normally am catered for	
I bend to suit. OK	
Like early and late appointments	
Not User friendly for working people.	
As I am retired any time during the day can be made convenient	
More evening appointments and weekends would be good.	
I'm retired, so am flexible	
When I finally manage to get through, have to take what's available	
usually	
Fortunately I am retired so am almost readily available	
No because they're so hard to get. You don't know two weeks in advance when you're going to be ill.	

Mostly	
Times are unimportant	
I always get early morning or late evening appointments which is perfect for me.	
see above	
Sometimes - Not always	
I am retired.	
I am very flexible so that makes a big difference	

Are you satisfied with the surgery opening times?	If you answered No to the question above please explain why ?
	Open-Ended Response
	much greater variety of times needed
	I think they are ok - unless that is the reason I cannot get appointments in the week days.
	It needs to be open for 6 days a week not 4 and a half and there needs to be more than 1 evening opening to accommodate patients who work and shift workers
	i always have to take time off work
	Should be open longer and at weekends. People arent ill between 8 and 5 weekdays and never at weekends!
	Would prefer to have more access outside normal working hours eg evenings or weekends
	Thursday PM & a weekend session would be useful
	Work late shifts and day shifts practice needs to be open later ? 22.00hrs and weekends
	Perhaps open earlier to book appts or be able to book the night before
	would prefer more extended opening times
	closed on thursday pm
	The surgery opening hours are far too short!!! Not user friendly at all. I should like to see longer opening
	If thwe practice was open
	More evening appointments and weekends would be good.
	I think they should be open at weekends and on call during those days for urgent problems. Also a few Saturday morning all ointments for those who would otherwise have to take time off work for non urgent problems. I also think there should be more late evening and early morning surgeries for those who work.
	Not too sure what they are but in these days of 24x7 service perhaps we should have medical access a little earlier and a little later
	Need more out of normal hours availability
	working hours

Are you satisfied with the privacy in the reception area?	
If not, how could this be improved?	
patients waiting back from the desk for their turn	
The proposed redevelopment of the surgery looked to be addressing this issue of being cramped	
Maybe there could be a window around a corner for those who require some privacy. Also the glass windows could be	
Perhaps soundproof glass screening from waiting room	
dont have reception and waiting area in same room	
Waiting booths not open plan room	
I am not bothered about privacy although some people might be	
More distance between queue & counter required	
being able to speak in a separate area for delicate subjects	
any patients in the front waiting room can hear everything being said at the reception/office window	
stop the receptionists discussing patients illnesses/treatment sin full earshot of other patients waiting in reception	
there is no privacy	
Sometimes asking for results etc and everyone can hear.	
Not easily with the current building configuration.	
I can hear every conversation whilst waiting, maybe a corridor or wall between the reception area and waiting area	
It's ok but could be overheard especially if there's a queue.	
Additional partitioning between waiting area & reception desk	
By siting the receptionist hatch further from the door as anyone using the booking in screen is very close to the hatch	
Would need a refurbishment of the reception area	
need more of a booth when addressing reception	
sometimes personal or private conversations are held at the reception area and incoming and outgoing patients are	
Screen between reception and waiting area, as can hear most conversations.	
better in the lower reception area	
Discussion at the desk can be overheard-booth more appropriate	
Move the Appointment Log In to an area that does not interfere with people queuing to speak to the Receptionist. Plus	
can hear reception staff	
The reception area would need to be redesigned or moved to another more private location in the building.The other	