Southgates Medical & Surgical Centre Patient Survey

Patient Survey	2040		2013	
Gender	2012 2013 Total			Total
Male	115	Total	115	Total
Female	171	286	189	304
	171		109	
Age 0 - 16	5		3	
17 - 45	114		144	-
46-64	91	286	88	304
65+	76		69	-
Do you live alone?	70		09	
Yes	58		61	
No	221	279	241	302
Are you a carer?	221		241	
Yes	37		39	
No	235	272	263	302
Do you have children in the household?	233		203	
Yes	86		92	
No	191	277	207	299
How often do you visit the surgery?	191		201	
Monthly	101		107	
Quarterly	84	272	87	302
·	87	212	108	302
Less frequently When did you last see a GP?	01		106	
Within 4 weeks	107		150	
	137		156	_
Within 3 months	87	282	90	303
Within 12 months	41		50 7	-
Over 12 months	17		/	
Q1.How easy do you find it to get into the GP building?	220		220	
Very easy	238		228	-
Fairly easy	48	288	73 4	305
Not very easy Not at all easy	<u> </u>		4	-
	1			
Q2. How easy do you find it to travel to the surgery?	400		204	
Very easy	192		204	-
Fairly easy	89 4	285	87 11	302
Not very easy			11	-
Not at all easy Q3. What mode of transport do you use?	0			
Walk/Bicycle/Motorcycle	79		63	
Car/Own family or friend	219		224	-
Voluntary car service	1	318	224	304
· · · · · · · · · · · · · · · · · · ·	· ·	310	16	304
Public transport Taxi	15 4		16 1	-
	4			
Q4. Do you find the car park easy to get in and out of and park?	106		190	
Yes No	186 68	254	189 101	303
n/a	0	254	13	303
	U		13	
Comments Not an augh an age				1 I
Not enough spaces				
Not enough spaces/ entrance-exit not wide enough				-
Small amount of parking	oult cottine !	n/a::t		-
Parking facilities restricted & well used- spilling on to the road outside making it difficult getting in/out				-

Park on the road outside

The entrance/exit could be wider to allow two way traffic

Due to building work and narrow entrance Building work and narrow entrance Daughter finds it hard to park when bringing grandparents in car Often full Difficult to see traffic at the exit and hard for cars to pass Never any spaces and narrow entrance Too many cars not enough spaces Not enough spaces Car park usually full Due to building work Depending on the time of day Need more spaces Disabled is always full Always crowded/ tight entrance Never enough spaces and blind spots Not enough spaces and blind spots Not enough spaces and blind spots Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Sometimes very full - not enough space Sometimes very full- not enough parking Need more disabled spaces Narrow entrance causes problems coming in and out Car park too small Not enough spaces/ cramped carpark No parking, spaces- cannot see road when pulling out No spaces- too busy Q5. How clean is the surgery? Very clean Sairly clean 1 1 88 5 303	Fa				7
Building work and narrow entrance Daughter finds it hard to park when bringing grandparents in car Often full Difficuit to see traffic at the exit and hard for cars to pass Never any spaces and narrow entrance Too many cars not enough spaces Not enough spaces Car park usually full Due to building work Depending on the time of day Need more spaces Disabled is always full Always crowded fight entrance Never enough spaces and blind spots Not enough spaces and blind spots Not enough parking, narrow roadway Usually park in staff car park Narrow through way: ricky to get into. Not enough space, lots of cars on the road. Not enough spaces, lots of cars on the road. Not enough space, lots of cars on the road. Not enough spaces and blind spots Not enough spaces on the cars on the road. Not enough spaces on the fore on the road. Not enough space of the cars on the road. Not enough space of the cars on the road. Not enough spaces Very tight and a lot of very badly parked cars Entrance too light, not enough parking Need more disabled spaces Narrow entrance causes problems coming in and out Car park too small Not enough spaces: On busy Spackes: too busy Os parking spaces-cannot see road when pulling out No spaces too busy Os Bow Cean is the surgery? Very clean Fairly clean Os I to Car park too small Not very clean Not very clean Os I to Car park too small Not the reception are can other patients overhear what you say? Very clean Fairly clean Os I to Car park to Small Os Car park too small Not at all clean Os I to Car park too small Not at all clean Os I to Car park too small Not at all lean Os I to Car park too small Not at all lean Os I to Car park too small Not wery helpful Os Car park too small Os Car park too small Os Car park too small Not at all clean Os I to Car park too small Os Car park too small Not at all clean Os I to Car park too small Os Car park t	Sometimes full				4
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Too many cars not enough spaces Car park usually full Due to building work Depending on the time of day Need more spaces Disabled is always full Always rowded/ tight entrance Never enough spaces and blind spots Not enough parking, narrow roadway Usually park in staff car park Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Not enough space sy full- not enough space Sometimes very full- not enough space Very tight and a lot of very baddy parked cars Entrance too tight, not enough parking Need more disabled spaces Not enough spaces/ cramped carpark No parking spaces- cannot see road when pulling out No spaces- too busy OS. How clean is the surgery? Very clean Sometimes very full- not see road when pulling out No spaces- too busy OS. How clean is the surgery? Very clean Sometimes and to see too se	Difficult to see traffic at the exit and hard for cars to pass				
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Car park usually full	Too many cars not enough spaces				1
Car park usually full	Not enough spaces				1
Due to building work					1
Depending on the time of day Need more spaces Disabled is always full Always crowded' tight entrance Newer enough spaces and blind spots Not enough parking, narrow roadway Usually park in staff car park Not enough space, lots of cars on the road. Not enough space, lots of cars on the road. Not enough space Sometimes very full- not enough space Sometimes very full- not enough space Sometimes very full- not enough parking Not enough space Sometimes very full- not enough space Sometimes very full- not enough space Sometimes very full- not enough parking Need more disabled spaces Not enough spaces Sometimes very full- not enough parking Need more disabled spaces Not enough spaces / Caraperk too small Not enough spaces / Caraperk too small Not enough spaces / Caraperk cos small / Not enough spaces / Car					1
Need more spaces					1
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Not enough parking, narrow roadway					†
Usually park in staff car park					1
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Sometimes very full- not enough space	<u> </u>				4
Very tight and a lot of very badly parked cars					4
Entrance too tight, not enough parking					4
Need more disabled spaces Narrow entrance causes problems coming in and out					4
Narrow entrance causes problems coming in and out					4
Not enough spaces/ cramped carpark No parking spaces- cannot see road when pulling out	•				4
Not enough spaces/ cramped carpark No parking spaces- cannot see road when pulling out					
No parking spaces - cannot see road when pulling out No spaces - too busy Spaces	'				_
No spaces too busy					_
Q5. How clean is the surgery? 198 198 303 Fairly clean 64 287 100 303 Not very clean 0 5 303 Not at all clean 0 0 5 Q6. In the reception area can other patients overhear what you say? 25 288 226 226 Yes, but I don't mind 216 226 229 29 29 20 Yes, and I am not happy about it 25 29 29 29 20 20 Yer, How helpful do you find the receptionists at the surgery? 229 284 3 3 303 Not very helpful 3 284 3 3 303 303 Not at all helpful 0 0 284 3 303 303 Q8. When you phoned the surgery how easy have you found the following: 66 3 3 303 Getting through on the phone 15 7 7 284 122 303 Havent tried 15 7 101 284 122 56 101 101 101 <t< td=""><td>No parking spaces- cannot see road when pulling out</td><td></td><td></td><td></td><td></td></t<>	No parking spaces- cannot see road when pulling out				
Very clean	No spaces- too busy				
Fairly clean	Q5. How clean is the surgery?				
Not very clean 1	Very clean	222		198	
Not at all clean	Fairly clean	64	207	100	202
No. other patients cannot overhear 31 27 288 226 29 200	Not very clean	1	201	5	303
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No, other patients cannot overhear 31 27 288 226 29 302 288 29 302 20 20 20 20 20 20 2	Q6. In the reception area can other patients overhear what you say?	•			
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Yes, and I am not happy about it 25 28 29 Don't know 16 20 Q7. How helpful do you find the receptionists at the surgery? 229 231 Very helpful 52 69 Roirly helpful 3 3 Not very helpful 0 3 Not at all helpful 0 0 Q8. When you phoned the surgery how easy have you found the following: 0 Getting through on the phone 15 7 Havent tried 15 7 Very easy 111 101 Fairly easy 144 122 Not very easy 11 56 Not at all easy 1 16 Don't know 2 1 Speaking to a GP on the phone Havent tried 77 84		216	000	226	
Don't know			288		302
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Not very helpful 3 284 3 Not at all helpful 0 0 Q8. When you phoned the surgery how easy have you found the following: 0 0 Getting through on the phone 0 0 Havent tried 15 7 Very easy 111 101 Fairly easy 144 122 Not very easy 11 56 Not at all easy 1 16 Don't know 2 1 Speaking to a GP on the phone Havent tried 77 84					-
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	· · · ·				
Very easy 68 75					
	Very easy	68		75	

	7.4	7	70	
Fairly easy	74	278	72	302
Not very easy	20	-	23	
Not at all easy	9	-	11	
Don't know	30		37	
Speaking to a nurse on the phone	0.7		00	
Havent tried	87	4	90	
Very easy	67	_	77	_
Fairly easy	81	276	77	302
Not very easy	12	-	17	
Not at all easy	4	_	9	
Don't know	25		32	
Getting test results on the phone				
Havent tried	89	_	93	
Very easy	68	_	87	
Fairly easy	64	275	57	301
Not very easy	10		13	001
Not at all easy	3	_	7	
Don't know	41		44	
Getting queries answered on the phone				
Havent tried	60		66	
Very easy	92		108	
Fairly easy	88	278	80	301
Not very easy	14	2/0	14	301
Not at all easy	6		6	
Don't know	18		27	
Q9. Are you happy with the lack of automated answer on the surgery telephon	e?	•		
Yes	265	074	282	200
No	9	274	20	302
Comments				
Would be nice to know if you are queueing and at what position				
Phoning at 8.30 is very difficult when you need an urgent apt.				1
Q10. Have you tried to access a GP fairly quickly?				
Yes	235	000	248	004
No	47	282	53	301
Q11. On that occasion how did you make contact with your GP?				
Q11. On that occasion how did you make contact with your GP? I telephoned the surgery and made an appointment to see the GP	215		229	
I telephoned the surgery and made an appointment to see the GP	215 36		229 37	
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back	36	261	37	302
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back I was not able to make contact with the GP	36 10	261	37 15	302
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back I was not able to make contact with the GP n/a	36	261	37	302
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back I was not able to make contact with the GP n/a Q12. Have you tried to book ahead for an appointment with a GP?	36 10 0	261	37 15 21	302
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back I was not able to make contact with the GP n/a Q12. Have you tried to book ahead for an appointment with a GP? Yes	36 10 0		37 15 21 237	
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back I was not able to make contact with the GP n/a Q12. Have you tried to book ahead for an appointment with a GP? Yes No	36 10 0 244 25	261	37 15 21 237 41	302
I telephoned the surgery and made an appointment to see the GP I left a message and the GP phoned me back I was not able to make contact with the GP n/a Q12. Have you tried to book ahead for an appointment with a GP? Yes No Cannot remember	36 10 0 244 25 10		37 15 21 237	
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Normally I have to wait a little too long	32		39	
Normally I have to wait far too long	8	283	7	301
No opinion	3		8	
Q16. If you have to wait are you kept informed?				
Yes	88		99	
No	149	274	170	300
Cannot remember	37		31	
Q17. How often do you see the GP you prefer to see?				
Mostly	114		127	
A lot of the time	41		37	
Some of the time	64	000	74	200
Almost never	19	282	16	300
I have not tried	18		10	
I have no preference	26		36	
Q18. The last time you saw a GP with us how good was the GP at each of the f	ollowing:			
Giving you enough time				1
Very good	197		211	
Good	67		66	
Ok	16	280	19	302
Poor	0	200	3	302
Very poor	0			
Does not apply	0		3	
Asking you about your symptoms				
Very good	185		216	
Good	76		56	
Ok	16	278	21	300
Poor	0	210	3	300
Very poor	0			
Does not apply	1		4	
Listening to you				
Very good	201		214	
Good	64		66	
Ok	10	278	16	301
Poor	2	270		001
Very poor	0			
Does not apply	1		5	
Explaining tests and treatments				
Very good	174		206	
Good	77		61	
Ok	13	280	16	301
Poor	1	200	6	001
Very poor	1			
Does not apply	14		12	
Involving you in care decisions				
Very good	147		179	
Good	72		63	
Ok	16	276	16	300
Poor	0		5	
Very poor	1			
Does not apply	40		37	
Treating you with care and concern				<u> </u>
Very good	184		208	
Good	70		64	
Ok	16	274	16	300
Poor	2		6	_
Very poor	2			

Does not apply	0		6	
Taking your problems seriously				
Very good	197		221	
Good	61		58	
Ok	16	070	15	200
Poor	2	278	3	300
Very poor	0			
Does not apply	2	-	3	-
Q19. Did you have confidence and trust in the GP you saw?				
Yes, definitely	241		254	
Yes, to some extent	36	000	41	004
No	1	280	4	301
Don't know/Can't say	2	-	2	-
Q20. Have you tried to access a Nurse fairly quickly?	_		_	
Yes	193		227	
No	82	275	74	301
Q21. On that occasion how did you make contact with your Nurse?	<u> </u>			
I telephoned the surgery and made an appointment to see the Nurse	195		244	
I left a message and the Nurse phoned me back	30		19	
I was not able to make contact with the Nurse	8	233	10	301
n/a	0		28	
Q22. Have you tried to book ahead for an appointment with a Nurse	0		20	
Yes	193		196	
No No		263		301
Cannot remember	50 20	203	70 35	301
		h (anaa'		
Q23. Last time you tried, were you able to get an apt with the Nurse more than	193	avance	217	
Yes		252		301
No	22	252	30	301
Cannot remember	37		54	
Q24. Were you seen at your appointment time? Yes	00		0.4	
Less than 5 minutes after	88	-	94	-
	72	_	87	-
5 to 15 minutes after	90	272	97	301
16 - 30 minutes after	11	_	15	
More than 30 minutes after	0	_	5	_
Cannot remember	11		3	
Q25. How do you feel about how long you normally have to wait?			0.10	
I am happy to wait a short time	234	-	249	
Normally I have to wait a little too long	25	266	35	301
Normally I have to wait far too long	4		5	-
No opinion	3		12	
Q26. If you have to wait are you kept informed?				L
Yes	99		112	
No	127	261	155	301
n/a or Cannot remember	35		34	
Q27. Have you seen a Nurse at the surgery in the last 12 months?				
Yes	225	266	244	301
No	41	200	57	301
Q28. How easy is it to get an appointment with a Nurse at the surgery?				
Have not tried	11		26	
Very easy	139		156	
Fairly easy	104	2005	100	204
Not very easy	2	265	5	301
Not at all easy	1		1	
I do not know	8		13	
Q29. Last time you saw our Nurse how good was the Nurse at each of the follo	_			
The second of the least of the	g.			

Giving you enough time				
Very good	179		186	
Good	65		77	
Ok	11	000	27	204
Poor	1	263	2	301
Very poor	0		1	
Does not apply	7		8	
Asking you about your symptoms				
Very good	157		183	
Good	64		79	
Ok	17	050	31	000
Poor	1	256	2	300
Very poor	0			
Does not apply	17		5	-
Listening to you				
Very good	161		179	
Good	71		76	
Ok	12	050	30	200
Poor	0	256	3	300
Very poor	0		1	
Does not apply	12		11	
Explaining tests and treatments				
Very good	148		182	
Good	77		64	
Ok	23	268	28	200
Poor	1	200	6	300
Very poor	0			
Does not apply	19		20	
Involving you in care decisions				
Very good	126		165	
Good	71		67	
Ok	13	05.4	27	
Door		1 フム4	37	300
Poor	2	254	2	300
Very poor	0	254	2	300
Very poor Does not apply		254		300
Very poor Does not apply Treating you with care and concern	0	254	29	300
Very poor Does not apply Treating you with care and concern Very good	0 42 157	254	2 29 177	300
Very poor Does not apply Treating you with care and concern Very good Good	0 42 157 73	254	2 29 177 76	300
Very poor Does not apply Treating you with care and concern Very good Good Ok	0 42 157 73 15		2 29 177 76 27	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor	0 42 157 73 15	254	2 29 177 76	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor	0 42 157 73 15 1		2 29 177 76 27 5	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply	0 42 157 73 15		2 29 177 76 27	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Very poor Does not apply Taking your problems seriously	0 42 157 73 15 1 0		2 29 177 76 27 5	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good	0 42 157 73 15 1 0 9		2 29 177 76 27 5 15	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good	0 42 157 73 15 1 0 9		2 29 177 76 27 5 15 171 85	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok	0 42 157 73 15 1 0 9	255	2 29 177 76 27 5 15 171 85 33	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor	0 42 157 73 15 1 0 9 158 69 12 2		2 29 177 76 27 5 15 171 85 33 5	-
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Very poor Very poor Very good Good Ok Poor Very poor	0 42 157 73 15 1 0 9 158 69 12 2	255	2 29 177 76 27 5 15 171 85 33 5	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very good Good Ok Poor Ook Poor Ook Poor Very poor Does not apply	0 42 157 73 15 1 0 9 158 69 12 2 0	255	2 29 177 76 27 5 15 171 85 33 5	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Do you know the services that the Nurses offer? (tick those that you are aware	0 42 157 73 15 1 0 9 158 69 12 2 0 14	255	2 29 177 76 27 5 15 171 85 33 5 1	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Do you know the services that the Nurses offer? (tick those that you are aware Asthma/COPD Care	0 42 157 73 15 1 0 9 158 69 12 2 0 14 e of)	255	2 29 177 76 27 5 15 171 85 33 5 1 4	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Do you know the services that the Nurses offer? (tick those that you are aware Asthma/COPD Care Diabetes Care	0 42 157 73 15 1 0 9 158 69 12 2 0 14 e of)	255	2 29 177 76 27 5 15 171 85 33 5 1 4	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Do you know the services that the Nurses offer? (tick those that you are aware Asthma/COPD Care Diabetes Care ECG's	0 42 157 73 15 1 0 9 158 69 12 2 0 14 e of)	255	2 29 177 76 27 5 15 171 85 33 5 1 4 131 123 109	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Do you know the services that the Nurses offer? (tick those that you are award Asthma/COPD Care Diabetes Care ECG's Dressings and Wound Care	0 42 157 73 15 1 0 9 158 69 12 2 0 14 2 of) 121 133 98 163	255	2 29 177 76 27 5 15 171 85 33 5 1 4 131 123 109 160	300
Very poor Does not apply Treating you with care and concern Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Taking your problems seriously Very good Good Ok Poor Very poor Does not apply Do you know the services that the Nurses offer? (tick those that you are aware Asthma/COPD Care Diabetes Care ECG's	0 42 157 73 15 1 0 9 158 69 12 2 0 14 e of)	255	2 29 177 76 27 5 15 171 85 33 5 1 4 131 123 109	300

Sexual Health/Chlamydia screening packs	75	1414	84	1454
Immunisations	156		132	
Chaperone services	31		75	
Health checks	131		144	
Weight	152		129	
Blood pressure checks	196		157	
Other please specify- blood tests x8, smear test	7		9	
Q30. How satisfied are you with the opening hours of the su	urgery?			
Very satisfied	198		199	
Fairly satisfied	63		76	
Neither satisfied nor dissatisfied	7	276	12	300
Fairly dissatisfied	2	2/0	6	300
Very dissatisfied	0			
I do not know the opening hours	6		7	
Q31. Is it easy for you to order repeat prescriptions?	·			
Yes	247		249	
No	13	260	16	300
n/a	0		35	
Q32. If the answer is no please explain your reasons				

Have to wait too long - 7 days

Other comments

Opening hours on Saturdays and no name/note mix up

We are new patients to the Practice, doctors, nurses and receptionists are very welcoming

I have had health anxiety for a v long time and never found a GP as good as Dr Lilly, today I am attending with v little anxiety and feel quite relaxed- thank you

Most of the staff are excellent

I feel that staff need to be more strict about patients using mobile phones- it adds to the stress of being ill and they should be asked to leave

This is the 2nd survey that I have completed- it is nice to be asked questions, makes you feel like a person rather than a number

When filing out a questionnaire a clip board would be handy!

am very happy with everything here and the staff are excellent.

Very happy with all that work here

Treated very well- can not complain. Very happy with surgery- best ever registered with

2 visits needed to obtain medication

Generally very satisfied-reception staff helpful and friendly

Very happy with the service provided

Pleased with the lack of automated telephone system- I prefer to speak to a person, it is more reassuring

Very good- would be unhappy to change

Not happy that some doctors are already booked 6-8 weeks ahead

A new patient, very happy surgery very important to me. Good reviews all round

When ordering online not all of my regular med is on screen

Would like later evening surgery and Saturday mornings

This is an excellent surgery, staff are great and very helpful

Touchscreen for appointments not suitable for wheelchair users

Continue to improve customer services friendly approach- it works both ways

Would like the surgery open longer until 7.00/8.00pm every day so people do not have to take time off work

I have never had any problems getting an appointment

The staff and GP's are great, I recommend this surgery to everyone I know

On the whole the surgery is well run and the staff are generally very nice.

Im really satisfied with nurses, its really nice to get help here.

I like my GP, she listens to my problems and gives me good advice. The only problem is the waiting time.

Trying to get to the surgery to put a repeat prescription in does not make it easy (I live out of town)

Happy with staff and GP's very helpful

Very satisfied and pleased with service

Hard to get appointments with rude unhelpful staff

Very happy with interpreters and the service they provide

No easy access to the new ramp outside for wheelchairs

I hear a lot of bad things about other surgeries- I think we are very lucky ours is excellent

Have used the surgery for many years and have been very happy with all staff & services- keep up good work

More consideration for workers who cannot get apts between 9-5 and live/work outside of KL

Ear wax removal

Looking forward to getting Px from surgery

Warfarin clinic- southgates run a wonderful health service, best surgery in the area by far

Staff are very helpful and professional

Bit annoying that cant book in advance for 3 month diabetic review

Staff always helpful and polite, always seen when I phone in emergency

Reception some staff more helpful than others- some very short and sharp but overall majority are ok

Not happy with radio advertising- raises BP!

Have been a pt since London Rd- would never change surgeries

Miss being able to get in with Dr Heath

Very satisfied