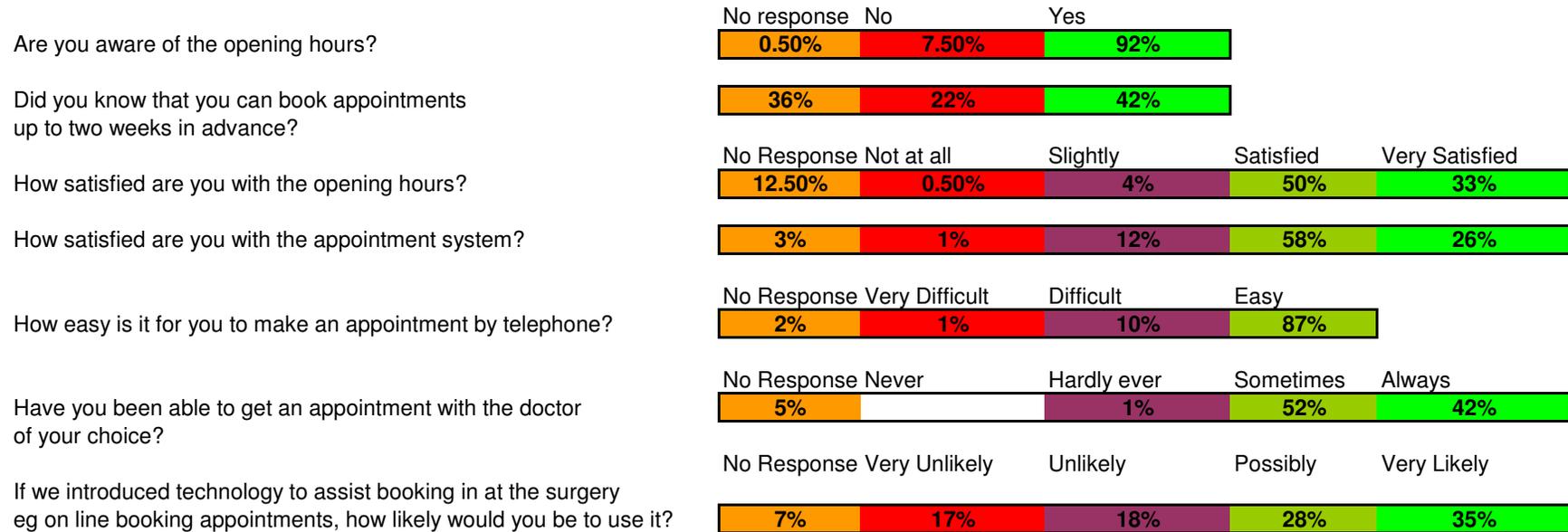
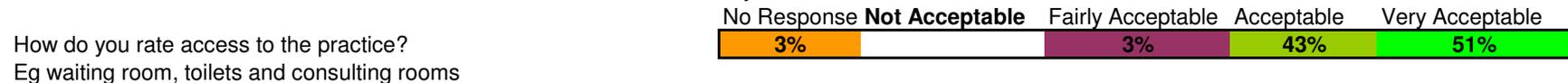


Patient Responses to 300 Improving Practice Questionnaires

Patient Access



Accessibility



Services

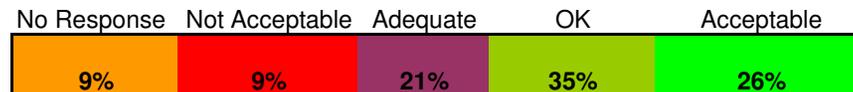
How satisfied are you with the overall quality of the service you receive?



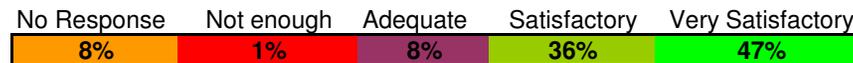
How satisfied were you with your visit to the practice today or the last time you visited?



How do you find the length of time waiting for the doctor or the nurse?



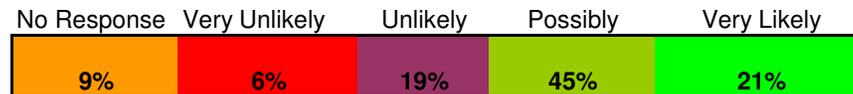
The amount of time given to me for this or my last appointment was...



How satisfied were you with the manner in which you were dealt with by the reception team, when you visited or by telephone?

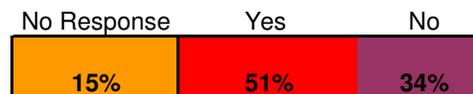


If we introduced telephone assessment with the nurse, how likely would you be to use it?

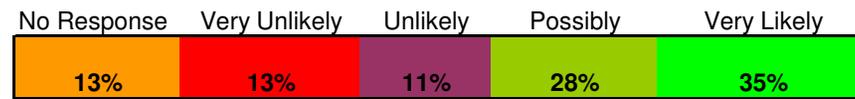


Extra Services

Are you aware that we have a website at www.lawnmedicalcentre

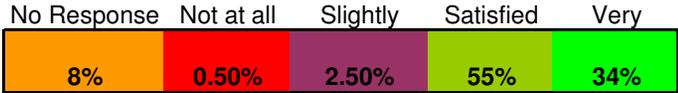


If you access to the web, how likely would you be to use it
(for booking appointments,ordering prescriptions etc)



Environment /Waiting Room

How satisfied are you with information given and the notice boards?



How satisfied are you with the waiting area?



How well do we manage confidentiality at the reception desk?



Patient Access Comments

The ring on the day system works for me, but I do not work full time now. This was tricky to manage with a job

Conversation by telephone is difficult owing to throat surgery, so online communication is welcomed

My job never allows me to have an appointment in my working hours and I can never get an appointment in my own time, so I have to phone in at 8:30 but this uses a time that someone may need more than me!

I would find it useful if I could book a routine appointment a couple of months in the future as I do for the dentist, however I appreciate that some people may not honour such appointments which wastes time etc

All receptionists are lovely-helpful and friendly

We have to wait very long before we are seen. How about giving each patient 20-25 minutes slot than 10/15 min slot. I am sure the manager has seen this problem!
Today my appt was at 10:45 & now it is 12:00 I am still waiting in the reception area

The telephone staff are efficient at communicating queries and redirecting them. An increase in technology would not help this aspect

I did try to book up in advance. At the time they said "no"

Although the surgery opening hours are good ,it is really difficult to get an appointment at a time to suit. Personally I am unable to get out of work to attend appointments so a system whereby early or late appointments could be allocated to working people would be a good idea.

I find on the day booking system frustrating, as if I ring early I get no answer, if I leave it, I miss out on prime time appointments. I, have, as yet, not managed to find the "sweet spot"

Having talked to friends who have to wait up to 2 weeks to see a doctor, I think you're doing really well. The reception staff are also really friendly and helpful which makes a big difference on those occasions when I haven't been able to get an appt when I want one

In other surgeries I have seen a computer with a touch screen so that you can tell about your arrival. We have to wait in a long queue to do the same. Sometimes it becomes late in the queue itself.

There have been errors in booking appointments via the phone. Sometimes I asked specially for an appointment with a lady doctor and the impression given was that it's all done. When I went on an appointment date I came to know that a male doctor appointment was given

Generally I do not much mind which Dr I see. The main thing is to get an appointment which I find very easy. I would not be keen on using on line booking because the receptionists are all very helpful and sometimes a brief chat with them can avoid the necessity of a doctors appointment. Eg the receptionist relaying a brief message to the doctor

Did not know of new opening hours or appointments. Would have been helpful to have had some information

I do always see somebody different- although this doesn't concern me as it means I always get a prompt appointment

Brilliant surgery, fantastic caring doctors, and friendly, helpful and sympathetic receptionists

The 8:30 system does not work- often you can't get through, and when you finally do, the early appointments have often gone

Saturday mornings useful

Do a great job, especially with us sick people!

Very busy in mornings. I guess everyone is calling at the same time

Appointments for people who work are required i.e. at the end beginning of day

Booking online could be very useful but many older people might not have access so must be carefully thought out

Happy as they are

As a carer the more online the better

Not always possible to book advance as dates already taken

I find the opening hours very good and book on the day appointments extremely helpful

I did have to wait a week for an appointment for my 3 year old who had been ill for 3 weeks prior!

I work from 8:00-5:00 so I would find it useful if there late appointments available during the week (until 6:00-6:30)

Would like appointments 8-9 am and after 5pm or Sat AM

I am very happy with the practice

It is a shame that you close on Wednesday 1pm

Half day closing on Wednesday not good

Staff very good on the phone & in person but to be given appointment time then arrive to an hour wait, lets things down a bit

Only issue with opening hours is that you are open the exact hours that I work. I have Wednesday afternoon off work which would be ideal for doctor's appointments but you are closed

I have no idea what the opening hours are for 1) receptionists 2) Doctors 3) Nurses. Who wants to book two weeks ahead? When you want to see someone, you want to see them asap

In general, (and in certain specific cases!), I find the receptionists extremely helpful and patient in making appointments. Often, however, they don't have many appointments at their disposal

How about Weds PM and Sats AM

No on line appointments please not everybody has a computer and I have one but I do not understand them it's my husbands, and a lot of older people don't have one

It is extremely difficult to book appointments in the mornings. Also if you're ill in the day it's difficult to see the doctor. The system is intransigent and inflexible – it's absolutely the worst aspect of the surgery. I don't see the problem with booking appointments during the day instead of a mad scramble first thing in the morning

Over the telephone – very easy to make an appointment. Opening hours are good

All day Wednesday opening

Add appointments on Wednesday afternoons

No suggestions it's perfect

Difficult to get appointments on the day unless you phone at 8:30 which is more difficult if you work. Would be easier to book on line the day before

Have not a computer
Why is it shut Wednesday afternoons

As I am retired the opening hours are not a problem. The receptionists are always very polite and helpful. If appt needed urgently you are always "fitted in" at end of session

Listed on door & inside surgery

I feel this is a very well run practice and always sing its praises

Later evening appointments, I don't work in Swindon anymore and would now have to take time off from work for GP appointment

My doctor seems to work part-time or less hours, so I have been explaining my situation to new doctors

I do find the system of having to ring at exactly 8:30 am for an appt that day quite stressful, especially when I was working. If I don't hit the phone at exactly the right time, it can take a while to get through

Dr Killick's appointments should be sorted- longer appointment time or less patients. Half hour acceptable, but over, as it is, not acceptable

Have to wait for receptionists to open door – when pregnant you sometimes can't wait

Not always poss to see own doctor which is useful if you are regular patient & need continuity & it's easier for the same GP to see you as they know the history

I feel that having to book quite early in the day for an appointment is not good, if one is unwell and there is a slot available it should be available to a patient. There are no doubt late cancellations

Difficult to get through @ 8:30 for an appt that day, seems difficult to get an appt in a few days time, always told ring @ 8:30 tomorrow- hard to plan diary/commitments

I usually ask early (2weeks) for my appointments and generally get with dr I request, just an odd one with another dr

All gps very good, happy to see any of you

Accessibility Comments

Children's books are limited

It is normal for over 1 hour waiting to see a doctor

Water machine would be nice

Staff are always very polite

Toilets are not easily accessible

Notice boards well presented and up to date and broad range of advice
Clean. Clear directions and helpful leaflets. Light and airy and quiet. Clean waiting area

Always clean and tidy

Automated double door access system can be confusing for the elderly

The door locks need to have a delay so you can open them one handed, can be a challenge if you're carrying something and trying to open the door at the same time

We have to upstairs to see the doctor. First doctor comes down and calls us then we go with them and then they come to show us the way out. This is such a time wastage. You can see if there is a better way to do this. Such as a waiting area can be created upstairs itself for the patients whose GP chambers are not on the ground floor.

Can feel inhibited re toilets as they are beyond controlled door

Parking is getting steadily worse – further and further down Guildford Avenue

Inside electric door with push button, too near road and children run out easily

Water dispenser would be good

Sometimes there is delay waiting at reception, or a long queue when only one receptionist at desk

No hoist/changing table. It is difficult to lift my son on to the table now he is so big. A hoist above would be great

Would like to receive a phone call regarding blood tests etc results instead of ringing surgery for them

Physical access seems fine, but it's best to ask people with different physical disabilities to assess it. Is there a loop for people who are hard of hearing? What about the needs of people who are blind or partially sighted (eg specially marked door frames etc etc)? There are specialist staff in various local "disability" charities who can advise on simple adaptations for people with particular needs.

More time allowed between appointments. Reduce waiting times

I am fortunate that I don't have to come too often despite my age, but am always satisfied

Pleasant having music as a background now!

Parking is difficult

It's not an issue for myself, but I have seen parents with children struggling to access toilets due to them being behind the locked door-but only if Reception staff have been busy

Tea, coffee machine in case of appointments are running late, and to be informed of how long your wait is likely to be

Lack of parking affects access . . . but what can you do?

TV would be very useful to while away the waiting time (instead of the dreadful piped music)
Radio 2 would be better!

Parking always appears to be a problem!!!

An electronic calling system can be installed-saving time on doctors and nurses having to open the door for patients

With small children, it would help if we could get to a toilet without having to wait and ask for the door to be opened

Keep all the reception team

The best

The waiting room chairs are all a bit high for people with short legs (though the ones with arms are a bit better)- a few lower ones would be nice!

The doors open automatically and is unsuitable for the young children who can run around

It's good everything is all on one level

Not having ready access to the toilets have sometimes been a problem

Maybe some elderly, infirm patients might find walking upstairs to see Elaine difficult. Could she have a downstairs room?

Waiting room too hot – 3rd time of writing same comment

No problems

Like the music

Should open Wednesday afternoon and later evenings for working people

Just occasionally it is difficult to get access to the toilet

Parking can be a bit of a problem sometimes – spaces not available

Consulting rooms- going in is fine as there is always a doctor or nurse who calls you in at the door. The door automatically closes. Coming out I seem to always get the button wrong (controlling the door) It is no doubt due to my lack of familiarity.
Toilet- I don't even know where it is!

I would like to see a separate section, well highlighted with information for carers

No- very happy thank you

Have always found staff courteous, conscientious, caring

Parking is sometimes difficult due to usage by the community centre- some reserved for the surgery would be helpful

Services comments

I think the practice does an amazing job. I have never felt rushed and I am always pleased with the service from the receptionists to the GP. The waiting times are usually over an hour- which is hard to manage with children or other commitments

I think this practice is very good and provides all that we need!

Reception staff generally very helpful and accommodating – and pleasant!

No waiting time whenever I see Elaine but always an hour when waiting to see Dr Killick which I now expect as this has been the case the few times I have seen Dr Killick in the past few years

Because the time allotted per patient is not always enough, over running app time is too long. It's a little frustrating to wait so long and not knowing why

Unfortunately doctor running over an hour late today so not happy with that as I am now late for next appointment, which is important. However I am always given however much time I need, so not a real problem

I would rather wait a bit past appt time because of the quality of consultation

As a new patient- since 2010- I am comforted and impressed with courtesy, confidentiality, accessibility and quality of care. Please don't reduce any of this high quality of care. It keeps me alive!
Prompt replies and attention to requests is superb- so efficient, courteous and understanding

On occasions I have waited for over 30 minutes to see the doctor. I understand that it can sometimes be difficult to keep to the allocated times due to the nature of peoples illness but it is, however, a nuisance when you've taken time off and are due back to work

I am prepared (expect) to have to wait to see my GP, as she does devote whatever time necessary to other patients as well as myself. If you want the best you may have to wait

Sometimes there can be a long wait for appointments; however, the reception staff usually informs you when you arrive for your appointment. Also the clinical staff are very caring and professional that a wait is nothing to complain about for such conscientious healthcare, in fact I applaud it in this economic climate

The later in the day the appt is, the later the DR/nurse runs. Annoying but understandable, as not everyone has a 10 min problem. Would help if there was better information about waiting times available in the waiting room

Even when we reach there on time for the doctor to see, it takes not less than twenty minutes past our appointment time for them to see us. In this surgery doctors always run late

I have heard of other surgeries using this system (telephone triage). Comments I have heard from patients are negative. Your system works so well why change it? You provide an excellent service

I have had to chase a couple of things up before.
A doctor (can't remember who) was going to look in to something for me and I haven't heard yet

Staff are so friendly and helpful, best surgery I've been to, wouldn't want to move

Length of waiting time can vary quite a bit

The time spent with the doctor is excellent and I never feel hurried out, which is brilliant. I do understand that this leads to long waiting times. However I think there should be some sort of text service to let you know if your appointment is going to be more than 30 minutes late. (you

can do it through the internet, the school does it) I have waited an hour and twenty minutes before, with 3 small children it is very inconvenient. This would help people from work

Since I joined this practice I have been very impressed with the way I have been treated. Reception staff are pleasant and efficient and all medical staff I have met have been helpful and caring

Depending on who you are seeing, waiting times can vary significantly and I have waited up to 50 minutes to see a doctor when I have an ill child (2yrs) with me. Never had a problem with nurses appointments

Certain doctors do run late but reception are very informative of this when booking

Waiting for doctors or nurse varies but on the whole it's adequate

Sometimes waiting times can be very long for certain doctors but I understand it is due to their commitment to patients

Came in to see doctor & was waiting 45 minutes which is not acceptable, usually late to see doctor/nurse. Appointments always seem to over run

Excellent service-no complaints

I have experience of triage systems and prefer things as they are

Waiting times are varied...when waiting for doctors, I have sometimes had to "give up" and return to work due to late running. It is unfortunate, but I know our Doctors are very conscientious individuals who value each patient and the time they are given

Waiting time has to be addressed at least one hour from given appointment time is not good

Very bad- often wait 30-45 minutes after the appointment time to see doctor, but your service to patients is excellent

I now expect to wait up to an hour to see a doctor, which, with children in tow, or not actually, I find unacceptable

How about a coffee machine for use in event of a longer waiting time when attending the surgery

The reception team at this surgery are the best, at some doctors the reception team are not nice

Waiting at time could be shorter

I find the lawn practice receptionists the most pleasant & helpful of all the different practices in my 70 yrs

GPs can get very behind with their lists causing long delays mid – late morning

Inevitably there will sometimes be a longer wait to see a doctor, but it would be nice to know how long to expect to wait. One way would be to have a white board in the waiting room, like they do in some hospital departments, saying for example Dr X: 5 minute wait, Dr Y: running 30 minutes late. This would also emphasise that there are several different surgeries running, so people wouldn't be surprised if some patients seem to be out of order. Another way would be for reception to say when you announce your arrival how long you are likely to wait

Can you explain what telephone triage would be?
Would you have to speak to the nurse, before you could see a doctor? I wouldn't be in favour of that

Hearing not too good

Reception staff are always very friendly and helpful and always inform patients if they have to wait

Would it be possible to indicate the length of time to wait to see the doctor, once you have booked in at reception

Re Telephone assessment by nurse- depending on circumstances & severity of complaint. Sometimes an emergency appt with Dr is what you need & want- & you know this. But – if you had say, a bad throat or sick- then, speaking to a nurse might be enough. Please don't take away emergency on the day appointments

V.V. happy with everything as it is
Please don't change anything

Although there is a wait for the doctor sometimes, it does mean he/she is spending time with patients and I prefer it this way

Staff are always very friendly and positive

The waiting time depends on which doctor your appt is with

Open Wednesday all day

The usual delay in appointment times is something I've got used to try to accommodate into my own work routine, but sometimes up to an hours delay is a problem. However the extra care and attention is always worth the wait! Thank you

Depends which doctor you see! Dr Mercer is usually on time. Others not so precise. Most patients OK to wait as they feel their doctor gives them good consultation. But maybe not all happy with waiting

Doctors excellent – management of appointments could be approved

Re assessment (Triage) – Most things I come for I prefer face to face & actually need to be seen

LMP has always tried to accommodate telephone call with nurse if required. I have found this really helpful & hope that this has in turn saved time all round

I am really happy with the service provided. My health is good, so I don't need to see GP much. When I have seen GP etc, it has been excellent

Have always found the doctors and nurses very conscientious and helpful

I have always found staff very supportive and helpful

Have had to wait over an hour before to see doc and when have 3 kids with me that is very hard

Sometimes have had to wait for 1 hour particularly for some doctors

Excellent service

Would find a telephone request to speak with a nurse helpful

I find sometimes I have to wait quite a long time in the waiting room for my appointment, partly due to the fact I am always early and expect to have some wait, but I rarely get an appointment at the scheduled time. But I also realise this is probably due to doctors or nurses giving full attention to patients. I would not want patients being rushed just to meet a time table

I have found staff very welcoming to both myself and guide dog

An introductory pack for new patients with details of the practice, opening times & telephone numbers etc. This would also introduce the people within the practice with photographs so that the sense of nervousness that some people feel when in a strange place is reduced. Other services such as holiday vaccines and the chiropody service could also be highlighted. The above came from Mike Bird who has offered his skills with graphic design.

Holistic treatments offered alongside to compliment treatment

More pre-bookable appts-fewer book on day

Only able to see a counsellor at limited times

Time we have to wait to see a doctor, but aware they take as long as the pt needs

Staff all excellent, plus excellent relationship with pharmacy over the road

Be nice if reception can call patients if their gp they are seeing is running very late saves a lengthy time spent into the surgery

Maybe a walk in service instead of trying to call thru at 8:30

I am very happy with the service I get from the practice staff and the doctors

The reception staff are amazingly thoughtful with patients

I don't mind that I have to wait beyond my appointment time because I know my doctor gives all her patients the time they need. I appreciate the time she gives me

Having joined the surgery about two months ago I haven't had much experience of your practices or procedures. I must say, however, I have been impressed with the care I have received so far

Could announcements be made, either verbally or via electronic sign, regarding waiting times. I feel keeping people informed about the approximate wait will help ease the waiting room grumbles

It is hard to think of anything because the service is excellent. The way I see it all the boxes are ticked & I's dotted

What if the surgery gives the patient a quick ring if the doctor is running late

Ante natal care from the surgery. Only one day offered

Provision to see a health visitor including baby weighing facilities

Since becoming a patient I've been really happy with the service I receive. I actually feel that I'm being looked after especially with the ongoing prescription review. Also Dr Shmueli's care and attention has led to me losing over 3 stone and reducing my BMI. So at the moment all I can say is keep up the good work

Would be good to know what the nurses can do, for example if nurse can prescribe for tonsillitis

Details of service offered by Walk in Centre

I think you do thing very well. The only problem is ringing at 8:30. I rang promptly the other week and it was engaged. I rang again three minutes later and all of Dr Killick's appointments for that day had been filled

It would be good to look at lifestyle changes in order to help patients. A programme on Channel 4 showed a diet which lowers cholesterol. This information together with exercise notes may help people

I would like to be able to leave all Dawn blood forms here. I have to walk back home if I forget it, and don't always feel well enough.

The surgery and it's staff are "top notch" and very professional. The doctors are also very good indeed. I have to mention my own doctor, Dr Shmueli, as she always seems to be one step ahead, and surely this demonstrates the calibre of staff you employ, as my state is complex. Your new Doctor Noulden is also the kind of person you would expect to see/meet in your surgery. An extremely calm and patient doctor.

All the ladies are great too. I would just like to say thank you

Would be nice if there was a receptionist at the desk at all times, rather than waiting for someone to notice you from the back office and come out to see you

Extension of surgical procedures undertaken at practice rather than at hospital

Booking appointment with gp more than two weeks in advance
Additional pre-bookable appointments

Some sort of numbering system so patients know where they are in the queue

I have been treated with the utmost courtesy by the Lawn Surgery doctors, especially Dr Mercer

I feel the doctors are not allotted enough time for some patients and causes delays. I know we all have different problems and it depends what the patient wants from the doctors, but on the whole the reception I get from everyone is cordial, thanks

Please cover the process of prescription ordering in the surgery

Extra Services Comments

Used it for downloading travel questionnaire this but not needed to use it otherwise, and also forget it's there

Web site very useful – online booking, especially for nurse appts would be a great addition

Drinking water provided

Recorded answering service for weekends & lunchtimes to request non urgent appts – Is this feasible?

Text message appointment reminders seem to work well

Counselling, physiotherapy, occupational therapy, dietician

Don't know

Seems ok to me

No web site

NHS Dental Practice

The web site is well thought out and arranged

It's great to have the choice to using the web site, especially to place orders in for prescriptions

Have not seen the web site yet but will do now that I know about it

Daily newspapers and more varied choice of magazines to help pass the time more easily when having to wait longer

Text when apps are running late as previously suggested

Always found web site fine to use- especially in communicating with GP's
Great practice, have been happy for many years- a great team with much compassion and professionalism

I have not seen web site

Less waiting time

Not seen web site yet

Only two weeks available for advanced bookings possibly longer would be easier

Do not have access to a web site

I really cannot think of anything , personally though, I would not have the music

I have emailed for a prescription, but received no notification that this had been rec'd or when it would be ready

Home visits are a mixed experience. Sometimes (as a carer for an elderly patient who does not live with us) we are told that a doctor will visit at a certain time, but this does not happen and no explanation is given, with us having to chase up the visit. This is disruptive for the patient but is also aggravating for us as carers because we do not live with the patient, and we are often having to take time out of work to attend when we are told the doctor is going to call.

(The out of hours service over the Christmas period was dreadful but I don't think that is your responsibility)

Have no web site

Some up to date magazines or newspapers to read

All very Satisfactory

I did click on "how to book an appointment" but it was quite lengthy reply and didn't give me a quick answer that jumped off the page, visually it looked quite dull. It would have been nice to have been able to book an appointment there and then on line, a bit like booking a delivery slot at Tesco website

ASK YOUR DOCTOR

Perhaps being able to email your doctor your symptoms or general health questions, in the first instance rather a face to face visits, I am sure a lot of queries could be dealt with in this manner and it's less embarrassing for teenagers etc

Perhaps a TV playing cartoons for children, these could be informative ones

To be added to web site: Repeat prescription ordering

Web Site: Repeat scripts please

I am happy with things as they are

Booking appointments would be a useful online feature, I already request repeat prescriptions via email, and an online facility for this would also be good and perhaps a place for me to request it sent to Lawn pharmacy? (or "a pharmacy for people as a whole) As I have experienced it and either the pharmacy haven't picked up or it wasn't in the box for them- no huge issue, as I understand everyone is busy and the pharmacy option is an additional service

Web site is useful

Free water or drinks dispenser to stay hydrated during long wait!

As stated before, TV. Perhaps a water machine if not too expensive

Dentist (NHS)

Podiatrist

Don't like the web, like the personal touch with the reception team

Losing weight club

Generally extremely pleased with the practice. I think the patient group and this questionnaire are a good idea, and make patients feel our views count, but I don't believe there are any major issues or problems

Physio

A baby clinic & weighing facility with the local health visitors

No computer

Web site: Days on which each doctor will be there

Web site: Not seen it – no internet

Very useful, would be good to be able to order repeat prescriptions on the website rather than via email

Would be beneficial to offer services like acupuncture, chiropractor etc

Good website – clear and easy to use

Don't own a computer. Have no access to one. Much prefer phone or face to face

Web site: useful and easy to use

But parking is awful

Web site: Useful

Dr Shmueli is excellent but runs very late, this is a problem for work & my daughter's school.
Keep appointments but don't see so many people

Meditation/healing – hypnotherapy?

Carers support

Please update all sites

Re: web site – Added – being able to order prescriptions online.

Can't think of any other services needed

Appointment booking on web site

Links to patient uk ? other organisations

Repeat prescriptions more readily available without wasting a doctor or nurse appointment

Would use web site for ordering prescriptions

Only introduce other services that didn't detract from the excellent service we have now

Not seen web site

Web site very useful

It is very straight forward and easy to find everything (web site)

Not aware web site existed

For my needs I am quite satisfied with the services that I get. I find it a surprise that there are only between 80-90 in the group. I would have expected more for a locality as this

Haven't looked at web site for a long time

Rather than waiting, it would be good if rec. rang to say running late and make appoint later

Don't use web site

Excellent web site

No changes you all do an excellent job – well done

NHS podiatry to save me going to Carfax St as surgery is much easier to get to

Web site- suggest information for infrequent or new patients

- 1) Explain review date
- 2) Do I need to see the doctor to obtain new script

Not looked at web site

Log in and order prescription possibly and ask GP or nurse questions about appointment

I wonder if there is a place for using email as a means of contacting some patients. I have in mind such areas as:

- Newsletters or updates of information

- Booking appointments
- Some queries straight to a doctor might save the need for an appointment
- Making suggestions

What about establishing a group to practice meditation and mindfulness, led by an instructor?

Environment Comments

Some form of distraction because most people are strangers, therefore an uneasy silence prevails. Suggest television tuned to news channels

Perhaps there could be two desks- one for more confidential details, when new patients book in

No changes needed in my opinion

Maybe we can have drinking water arrangement in the reception as the waiting time for every patient is very long

Bus timetable

Magazine selection doesn't cater for all age groups and demographics

The open area in reception is not really conducive to confidentiality, but I cannot offer a solution as a reception has to be open for receiving people. Maybe if there are personal issues that need to be discussed if a small room to the side could be used for receptionists to discuss them briefly with patients, it would give some privacy to the content.

The chairs are the most uncomfortable I've ever come across. And the only way to ensure confidentiality is to have a separate room with a one in, one out flow through which just isn't practical. I think the staff do as well as they can within earshot of the waiting room

Sometimes have had to wait longer than in the past. Also if having to wait longer it would be nice to have a more varied choice of magazines or even maybe daily newspapers

I think the waiting area is really good for children with the book. Personally I often find it too hot

No not really

Happy with the way things are

Reception is quite open plan to waiting area so no privacy

At the moment the reception desk is based in an open plan waiting area so there is no privacy for patients or other visitors when giving personal details (address, date of birth, medical details etc)

Excellent all very satisfactory

Very crowded at times-but space obviously limited

Better magazines

It is very difficult to maintain confidentiality with such an open reception, and patients waiting in close proximity. Unfortunately I can't think of an easy solution!

I work as a full-time teacher and a part time energy healer. I believe that the way forward for Western Medicine is to work alongside alternative practitioners. You could display leaflets of alternative therapies. If you do decide to do this, please include my leaflets.

Waiting room very public & close to reception desk, feel concerned other patients can hear me discussing appointments with reception staff

No-one is going to go round reading the notices in the waiting room. Any displays should be big enough to be read from the chairs. The info should be of general interest (not disease specific) e.g Which NHS departments to contact for which types of problem; Opening times of the surgery; What to do "Out of Hours;" How to get an early appointment for a non-urgent problem!

I never touch the magazines – after all, the place is full of sick people
The piped music is too pop oriented. I would prefer something more soothing. . . . Sinatra,
Rod Stewart, orchestral

All fine

Maybe a screen could be provided to improve confidentiality

The waiting room to be a bit cooler
Appointments to be bookable a day in advance

Waiting time can be a bit too long sometimes

Needing to alert reception to let you through door to go to loo is a bit of a pain

Make the notice about mobile phones more prominent, and be prepared to ask people to stop using them. On one occasion I and another patient waiting asked someone not to use their phone in the waiting room, and we did not feel very well supported by staff

Please stop playing the radio in the waiting area. Personally I'd prefer no background noise at all, though I accept some people like it. However (even if you were to play radio 3 or 4) radio talking is even more irritating than quiet music

Even now I often get lost getting back to reception after leaving doctor/nurses room, partly because each time I visit I seem to be in a different room- some prominent "exit this way notices" would be nice

The receptionists are great – well done

It's nice to have radio 2 on-something for everyone- & it's not too loud

When at reception, patients waiting on seats nearby can hear what is being discussed etc.
Sometimes not enough seating

Remove books & mags ie patient coughing in them

Sometimes the waiting room is very cold

I am delighted to be on your list of patients, and I'm more than satisfied with all aspects of my care

Easy access to everything. Light and airy. All on one level

I think we are all very lucky to have such a pleasant building- friendly, kind receptionists and caring gps/nurses. Thank you!

The open plan nature of the front desk does lead to confidentiality issues & also I feel on occasions, the embarrassment for waiting patients if no-one is physically at the desk. Re the notice boards I do wonder about equality issues for those with English as a second language, no English or those with learning difficulties- this survey is a good example of this-assuming patients are literate in written English

No, but thanks

Waiting room bright, comfortable seats
Boards crammed with information – excellent
But I find waiting area stuffy and airless
Magazines could do with a change – what about asking patients to bring in own unwanted magazines

Opening hours

Waiting time to see GP excessive

Notice boards need greater clarity

Coffee & Tea

Maybe reception staff could speak more quietly. I personally don't have a prob, but I can hear discussion at rec. desk from waiting area. I love your service provision at Lawn. Thanks very much

I can't find the opening hours on the notice boards

In an ideal world toilets within waiting area would be nice

Only mad appointments at reception area so not able to comment if issues of a confidential nature are dealt with well

Maybe a board with doctors in that day and waiting times (This would enable one to pop across road to shops if running late)

Not very private to discuss results but I know I can use room next door

The reception desk is fine booking appointments or non confidential business due to close proximity of some patients waiting in the waiting (seating area) and the fact that the patients arriving to book an appointment etc, it is very difficult to discuss anything confidential at reception without looking over ones shoulder to ensure one is not being heard

Don't like piped music

Drinks machine – (hot & cold)

Maybe some form of numbering system so that you know here you are in the queue

I do not see notice boards due to being blind

More privacy between waiting and reception desk

Add to the "busy" telephone message ---opening hours and how to book appointments

Education as well as feedback- we have ... wasted appointments this means wasted hours etc etc - If YOU can't make an appointment -how could we make it easier for you to let us know. Example might be to text

Publicise the appointment system

Jumble sale notice boards (so much info-layered too)

Waiting room size, very crowded sometimes

Car parking-staff car park not always full

Number of medical services being offered by the practice

Consideration to be given to some sort of interest in the waiting room. A wall television locked onto the local/national news channel or even radio

The only thing that totally bugs me is the car parking

I don't suppose the car parking is relevant, but I do wonder how many bp readings are raised through the near impossibility to find a place to leave a vehicle

I think the way the chairs are laid out needs to be looked at because when the surgery is quite full it is very hard to pass peoples feet

A notice showing how many missed appointments there was each week or month
A coin operated coffee machine and a water fountain to be able to have a drink

I wonder if it would be possible to have some cold drinking water available as there is very often a long wait to see the doctor

I do wonder if a small TV or radio to make the waiting room a bit cheerful would help

Maddy, my eldest, would like something in patient area for older children. She says there aren't any books for children her age (9)

Maybe a queuing system in reception where one person goes forward at a time whilst the other people queue a little way from the desk

In the waiting room people can hear when other patients book in with you, so it's not very private. Otherwise the waiting room is a warm and inviting place

Though I appreciate why people have to wait (coz the doctors are so good) there is a lot for more sensitive people, already in a fragile state, to take on board with "just" posters and notices of illnesses. Some people may benefit from something like a fish tank for example . . . or television news channel . . . just something to take mind away from illness.
I would be happy to maintain a fish tank - Richard Cowell

Very little privacy at reception desk. Other patients can overhear you

Explain the following:

How to book an appointment

The rationale behind the current practice eg timed appointments

How one can access out-of-hours consultations

Repeat prescriptions eg medicines prescribed for three months and how the pharmacist is instructed to dispense the medicines

The purpose of the review date

It would be nice to see who we are talking to-badge?