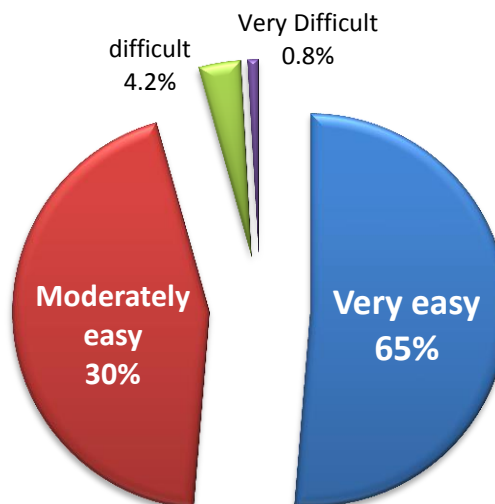
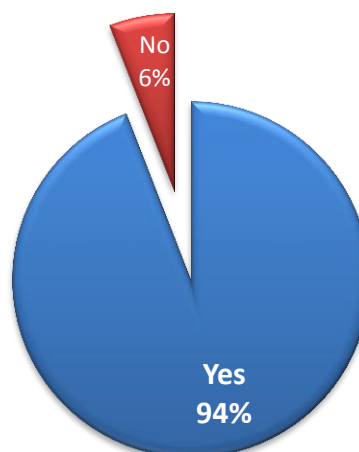


Barlborough Medical Practice Patient Survey 2018

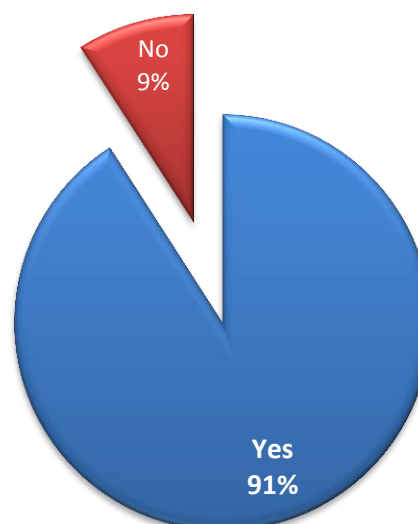
1. How easy is it to get through to the surgery on the phone?



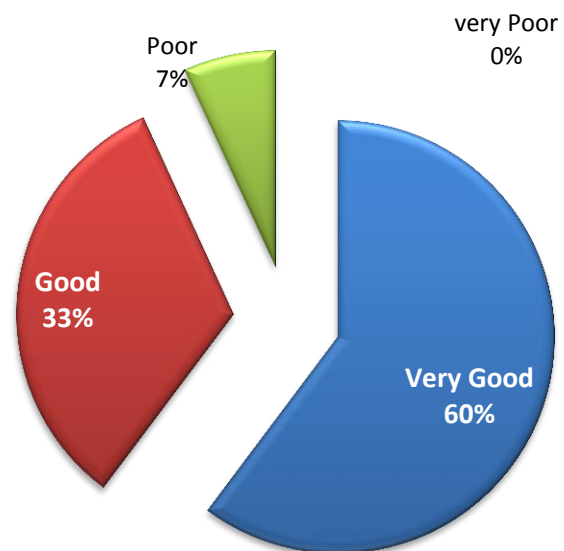
2. When you last needed to, were you able to make an appointment or speak to someone?



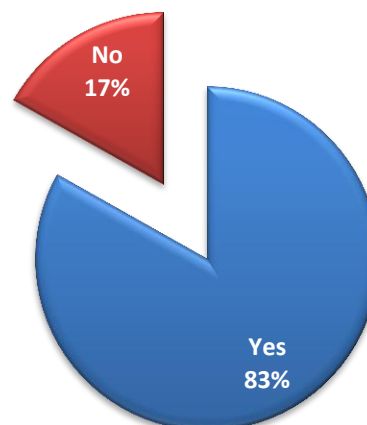
3. When you last booked an appointment, was the appointment time convenient for you?



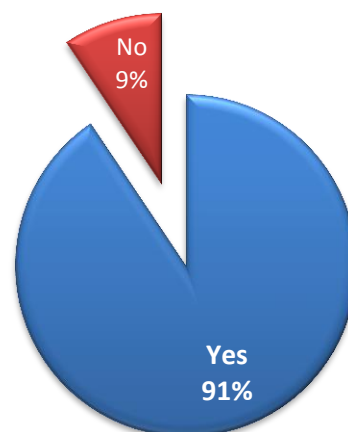
4. How would you rate your overall experience of booking appointments?



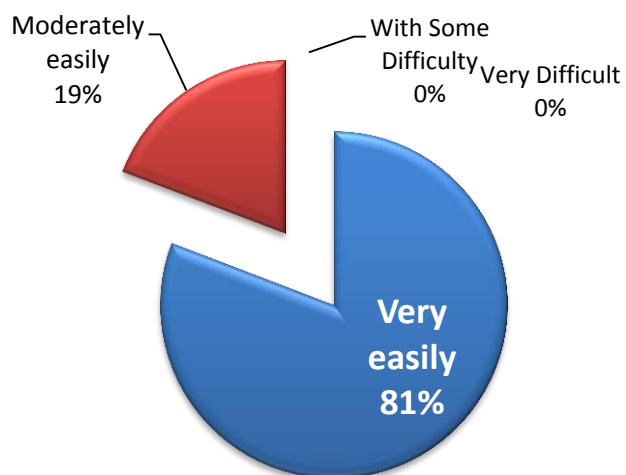
5. Are you aware of online services to order repeats, book appointments and request access to view your medical records? If you answered No, information is available from Reception



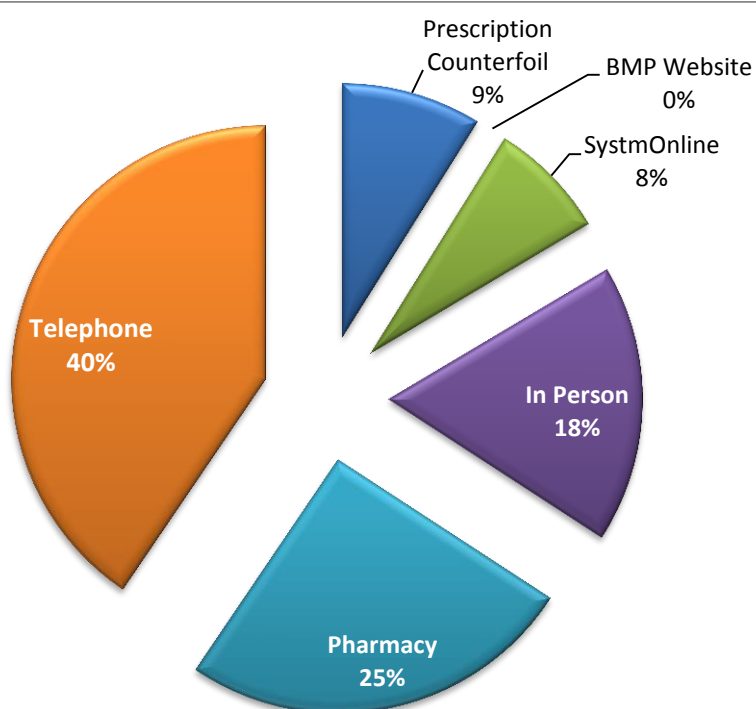
6. Are you happy with the opening times of the surgery?



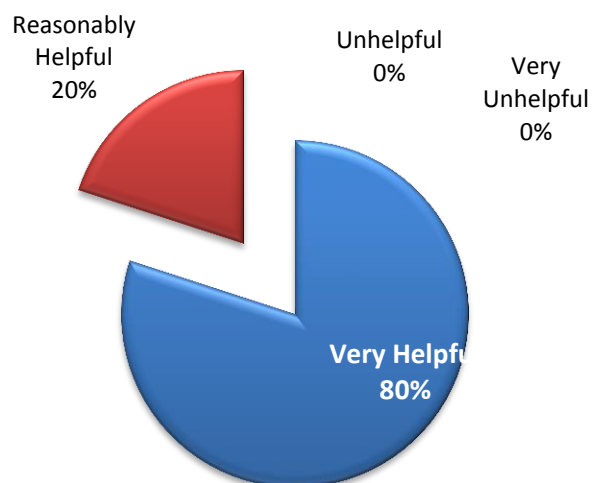
7. How easily are you able to order your repeat medication (if on repeats)



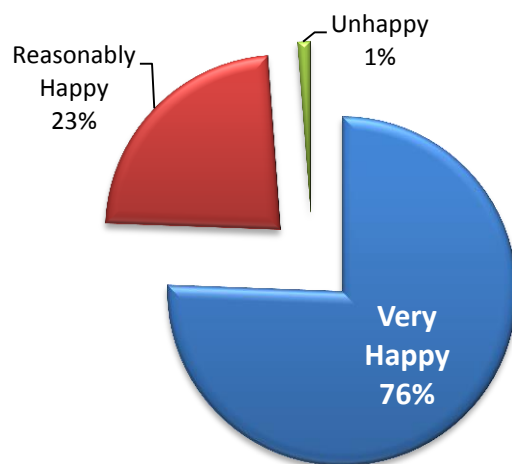
8. Which method do you usually use to order your medication?



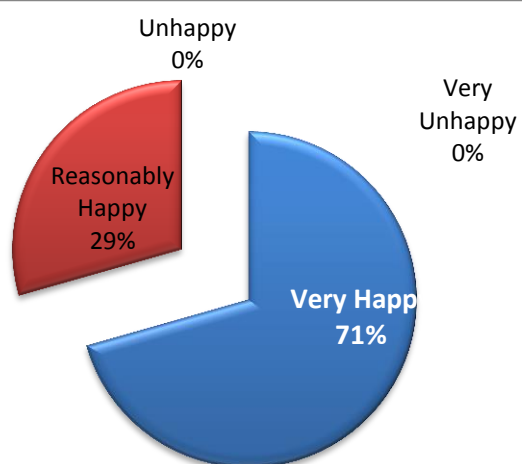
9. How helpful are our Receptionists?



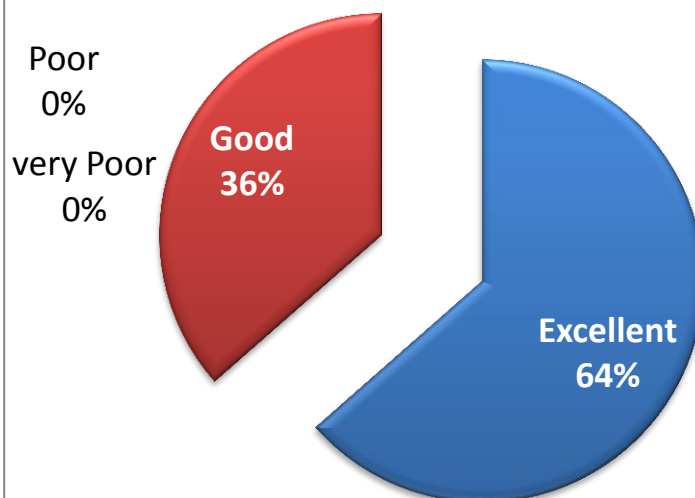
10. How happy are you with the care you receive from your GP?



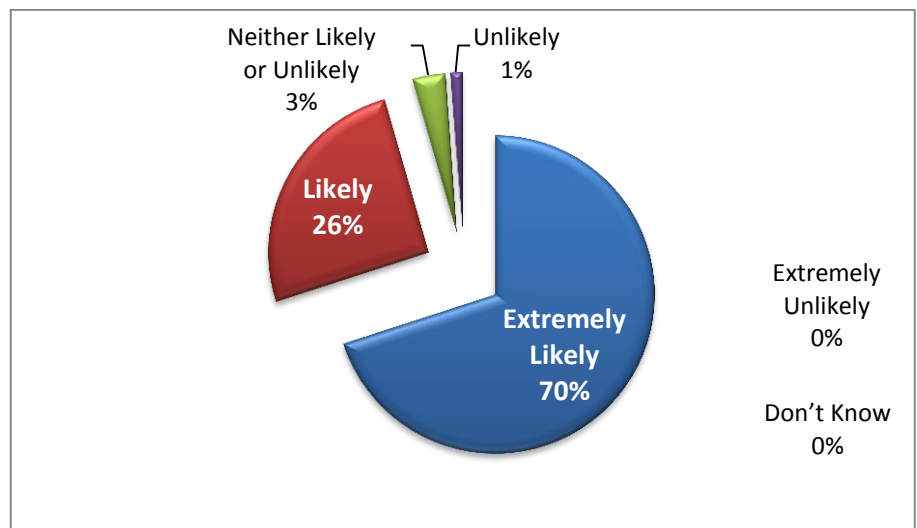
11. How happy are you with the care you receive from your Nurse?



12. How would you rate your overall experience with the Surgery?



13. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?



COMMENTS:

- *Service is First Class*
- *Brilliant service, excellent Nursing care*
- *Wonderful surgery and staff. Dr Palmer has been so helpful and caring to my problem. I couldn't wish for better care*
- *New Patient at this surgery and what wonderful staff including receptionists / nurses and doctors. Very impressed*
- *Very happy with everything*
- *All the staff are caring, helpful and welcoming*
- *I have a 6 year old daughter and I have found that she has always been seen on the day e.g urgent appointment*
- *Having experienced several issues with our previous GP practice, we transferred to Barlborough Medical Practice a number of years ago, and from that date, we wished we had done it much earlier. The whole team at Barlborough are professional ,pleasant, efficient and very caring. Well done to you all ! and thank you.*
- *I feel very fortunate to have such good care. Everyone is always very helpful and cheerful. Dr Gardner is excellent.*
- *Have a shoulder problem that inhibits sleep, two courses of physio over the years. No real progress and 'Feel' awkward that we are 'Skirting around the issue', due to possible budget savings. Consequently I am not 100% at work.*
- *This practice delivers a high standard of care.*
- *Very pleasant surgery premises and professional staff.*
- *It's difficult to see ways for you to improve the service, I think it's excellent.*
- *Saturday opening is good*
- *So Friendly*
- *The Best !*
- *Absolutely Wonderful Service*
- *Could not ask for a better service*
- *We are very happy with the service, just don't like the location; it can be a nightmare to get to. Driving or Public Transport, but wouldn't go anywhere else*
- *I am very happy with the surgery, been with them for 16 years, have had no problem with the Doctors and Reception*
- *I appreciate that you may have more patients however, the last two times I have been ill I have had to go to out of hours or miss work*

- *I saw Julia, Nurse Practitioner who was Excellent*
- *Best service ever*
- *Very good customer service, lovely staff*
- *I am generally really pleased with the service. It is a lovely Practice with friendly staff. My main issue is getting through on the phone, which has improved with the phone queueing system but it is still difficult at times, and the length of time it can take to make an appointment. Thanks*
- *Excellent Doctors. They listen and provide excellent health care for me and my family. Good range of services.*
- *I have recommended this surgery frequently*
- *A friendly Practice*
- *Staff are easy to talk to. Great Doctors also easy to get on with*
- *Very satisfied with the Practice in general - all staff very friendly and helpful at all times, Thank You*
- *I like to stick with one Dr when possible, to not have to keep repeating things. Sometimes have to wait a while to get App with same GP*
- *I moved here 3 years ago, very happy with everyone*
- *Good*
- *9 out of 10 always get a Locum GP*