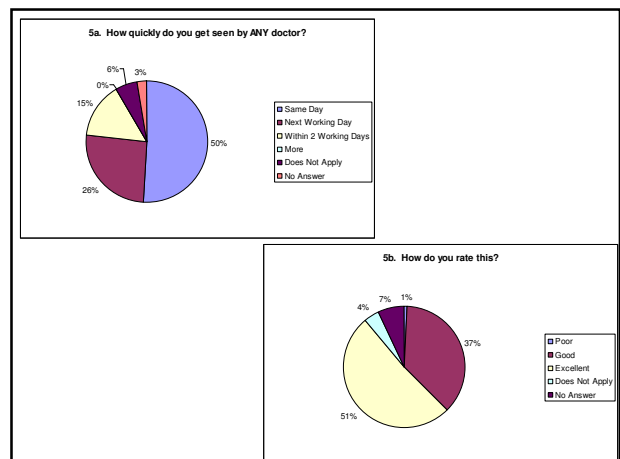
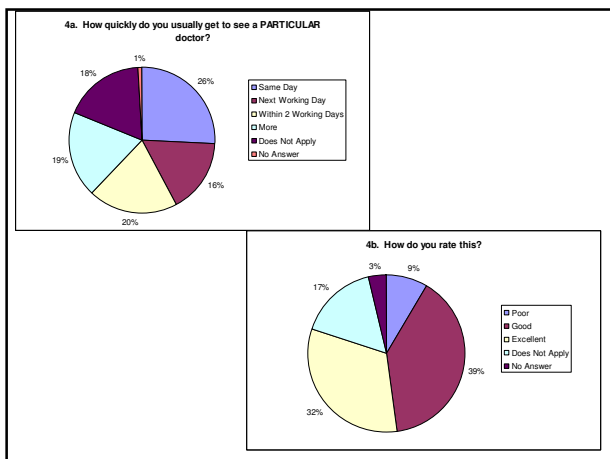
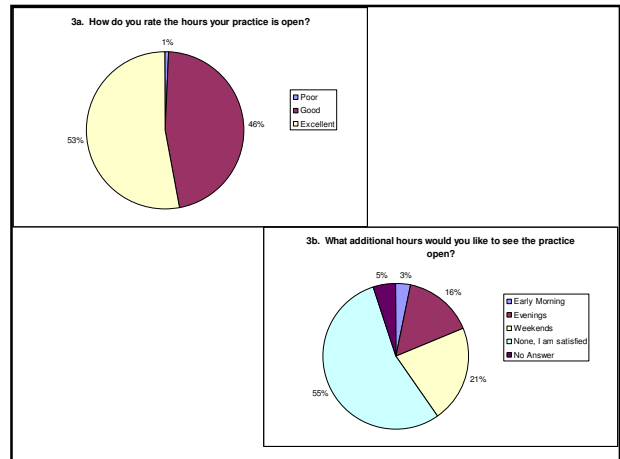
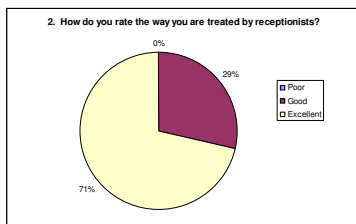
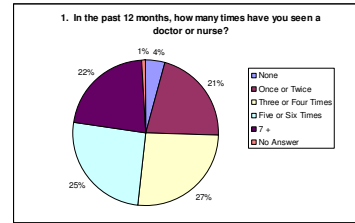
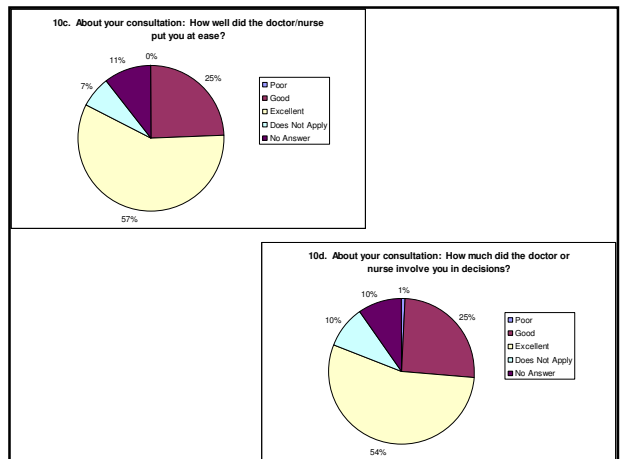
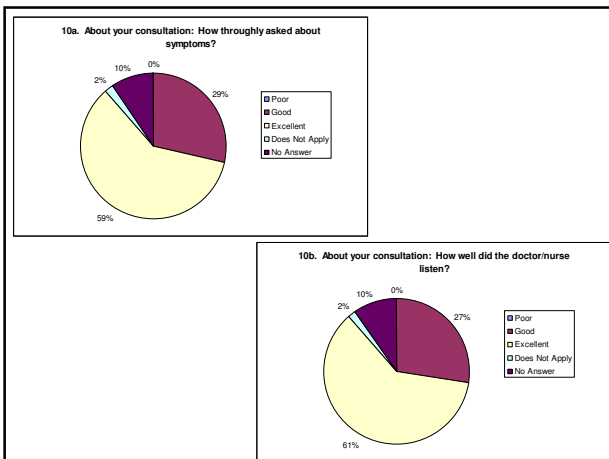
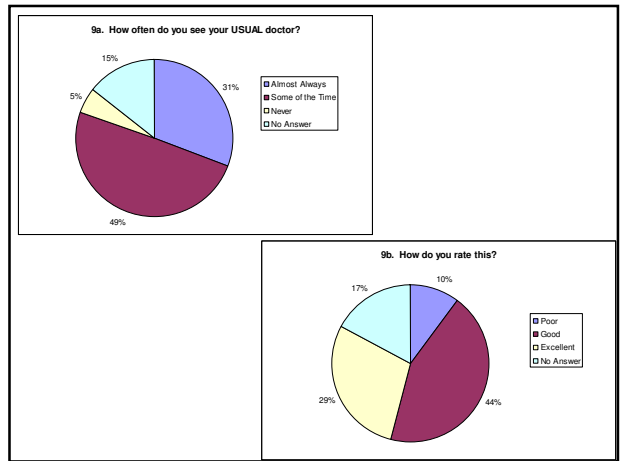
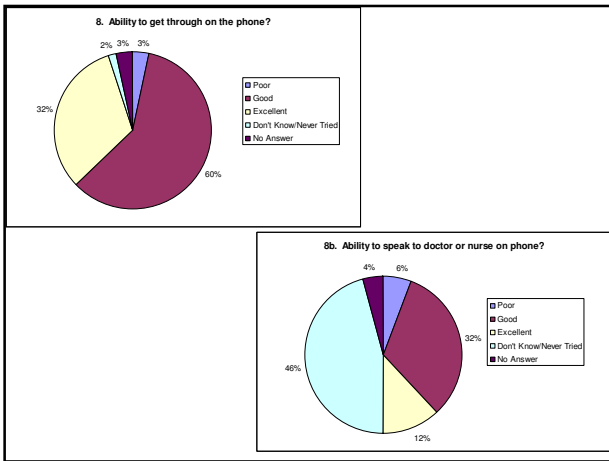
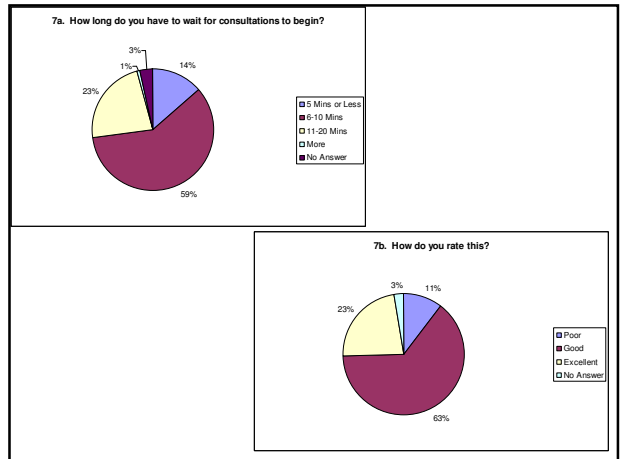
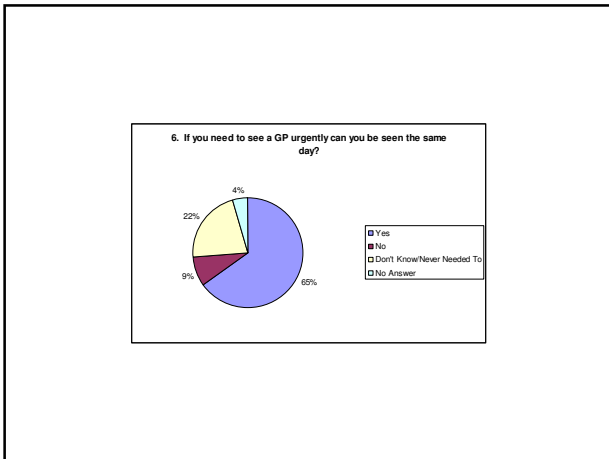
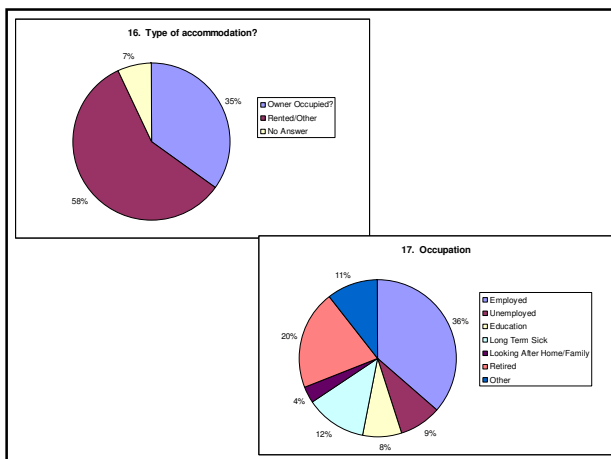
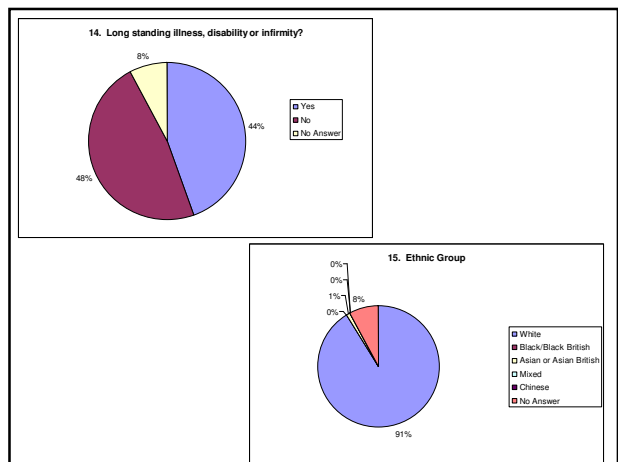
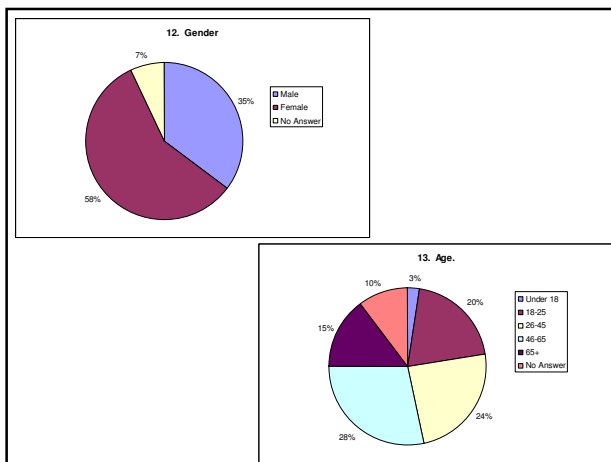
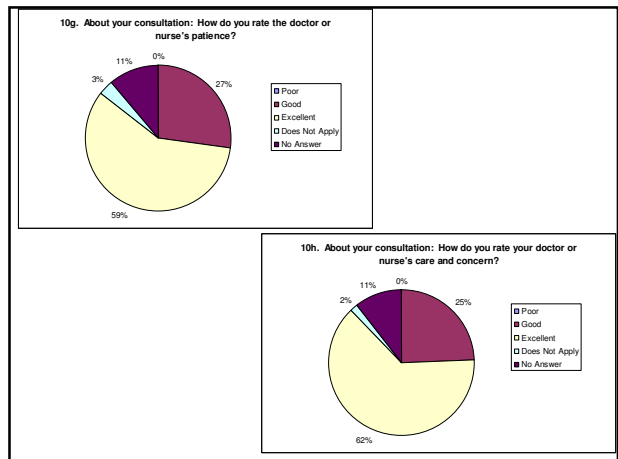
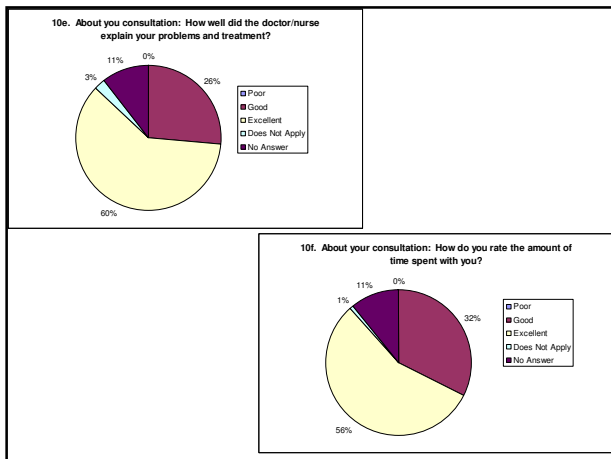


Belgrave Surgery Patient Survey Results

Results from questionnaire modified from GPAQ December 2012/January 2013
150 distributed to patients attending for appointments, 114 returned.







Comments: Anything particularly good?

- All.
- No.
- They listen and make you feel homely.
- Clean and reliable.
- Yes, everyone listens.
- Dedicated doctors.
- Better all round.
- Everyone is interested and cares.
- I'm extremely satisfied with the NHS and surgeries, good work overall.
- Reception has improved a lot although they are sometimes a bit abrupt.
- I have always received the most excellent care from my doctor and nurses - I have the utmost confidence in them all - I have found all staff at Belgrave Surgery to be respectful and friendly - thank you to you all.
- Dr Anju Shahid is excellent - The best doctor I have seen in a long time and really helped me to get better and gave me time which I very much appreciated at the time.
- Getting appointment the same day.
- Doctor gives good advice without pressure.
- Health care at this surgery is very good also are the doctors and receptionist.
- Being temporary resident, Belgrave Surgery have been very accommodating with good medical care - Dr Hickson very understanding and Dr Shahid is helpful.
- I am a relatively new patient with the practice although I used to be a patient approx. 7 years ago (I moved from the area) and re-registered because of the good standard of care I received then - I am more than satisfied with my current care.
- Always very helpful and a pleasant experience.
- No complaints as a rule.
- Everyone that works at Belgrave Surgery is very kind, caring and they listen - Can't fault them.
- Changed to this surgery as my old one was terrible - At this one I can see a doctor the same day, it's great.
- Generally excellent.
- Warm, welcoming staff team who always do their best when I have to ring up for anything last minute - The doctors I see have always been good at listening.

Comments: Anything that could be improved?

- None.
- Waiting times.
- Fitness, stop smoking.
- Coffee facilities or some drinks to warm you up.
- Communication between Belgrave and the hospital for referrals.
- No.
- No.
- Have prescription ordering on the general line all the time.
- More information about needing to make double/longer appointments when you need to see doctor about a few different things.
- Waiting times are sometimes long.
- Sometimes doctors dismiss student patients and blame 'fresher's flu' when actually the problem is more serious - This is a general diagnosis as a result my condition worsened resulting in me missing studies and antibiotics and steroids for a further 2 weeks prescribed by another doctor - Please don't generalise us, we still get ill, not just alcohol induced - Thanks x.
- I would like to see my own doctor if possible all the time.
- Nothing, spot on.
- Could do with another phone for ringing for appointments.
- Need phone you can get through to request a doctor as only one and is engaged for hours on mornings as I had a child with meningitis it concerns me greatly as time is of the essence.
- Remove background muzak!
- I would like to see (my doctor) again when I have appointments as this would be more consistent and develops good relationships between doctors and patient - However life is busy and I appreciate he may not work full time within my practice.
- Prescription deposited in outside box - on several occasions either lost or delayed.

Any other comments?

- Very good.
- I find that the doctors and nurses are always willing to help.
- The staff are brilliant and doctors and nurses.
- Seldom able to see (my doctor), poor.
- Through necessity I have had to transfer to Dr Hickson who has proved to be excellent.
- Excellent doctors/nurses, well mannered and polite and helpful, thanks.
- I have declined from answering questions 4(a) (b) and question 7(a) - I consider I have excellent treatment, it is not important (if not urgent) to expect precise timing - I never feel rushed at interviews with my doctor or nurses, and I think that they are above human to be so attentive in the short time that they are allowed per patient - My satisfaction is absolute.
- Toys or books for children in the waiting area.
- Dr Hickson always being a good and understanding doctor, always professional in his work.
- Everyone at the practice is great.
- I am grateful there is always someone I can see - It's great having a chemist, Cohens, within the practice too - Thank you.
- Thank you for all your caring and patience.