

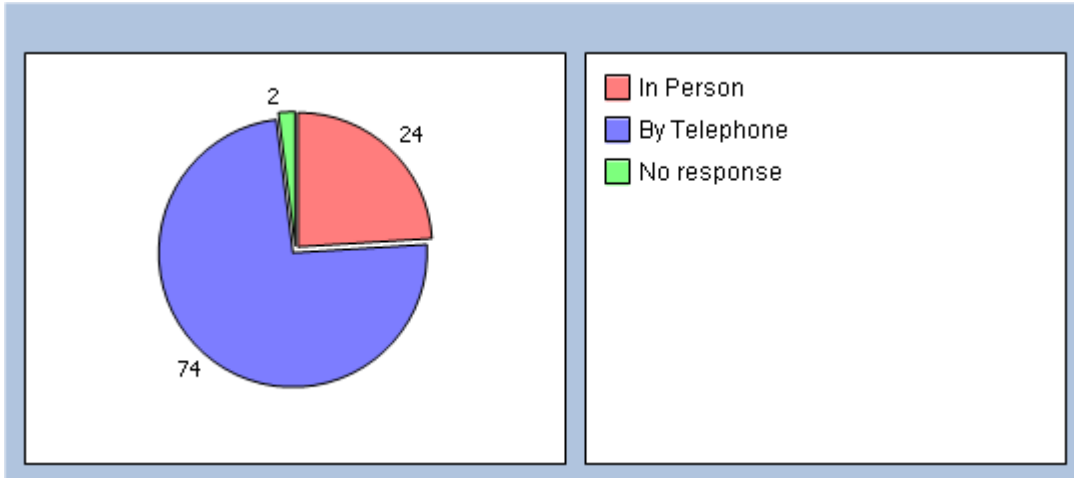
THE WATERLOO PRACTICE

Patient Survey Report

Before Your Appointment

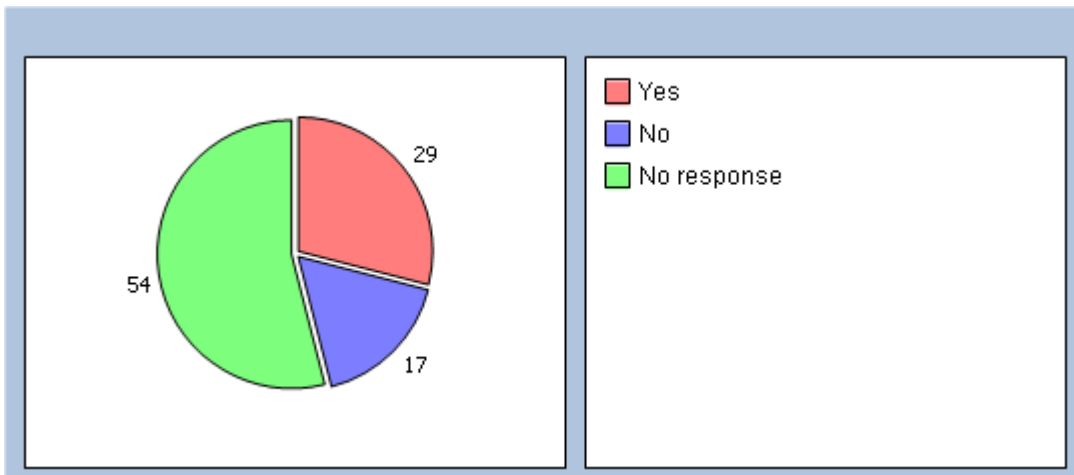
Q1 How did you book your most recent appointment at the Practice?

In Person **24%**
By Telephone **74%**



Q2 If booked in person, was this following your previous appointment?

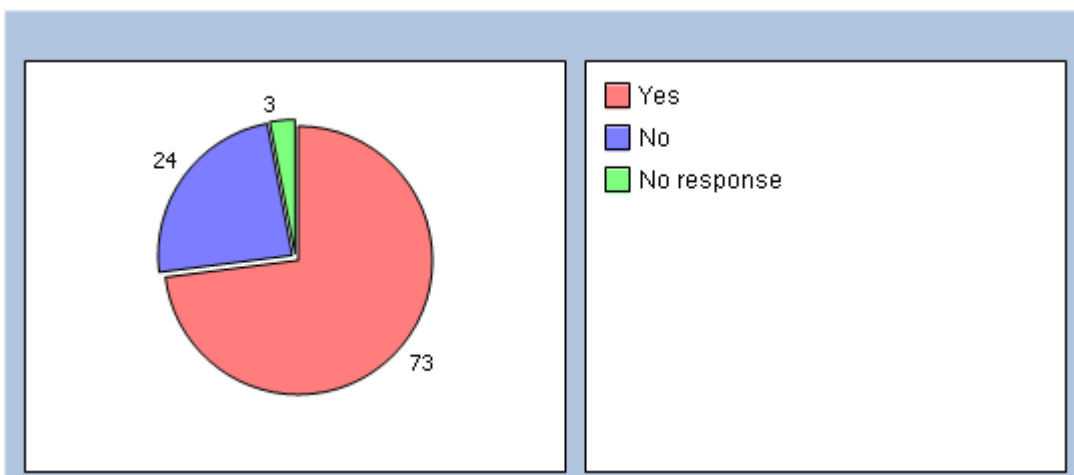
Yes **29%**
No **17%**



If no, please explain

Q3 Do you feel comfortable about using the automatic check-in at appointments?

Yes **73%**
No **24%**

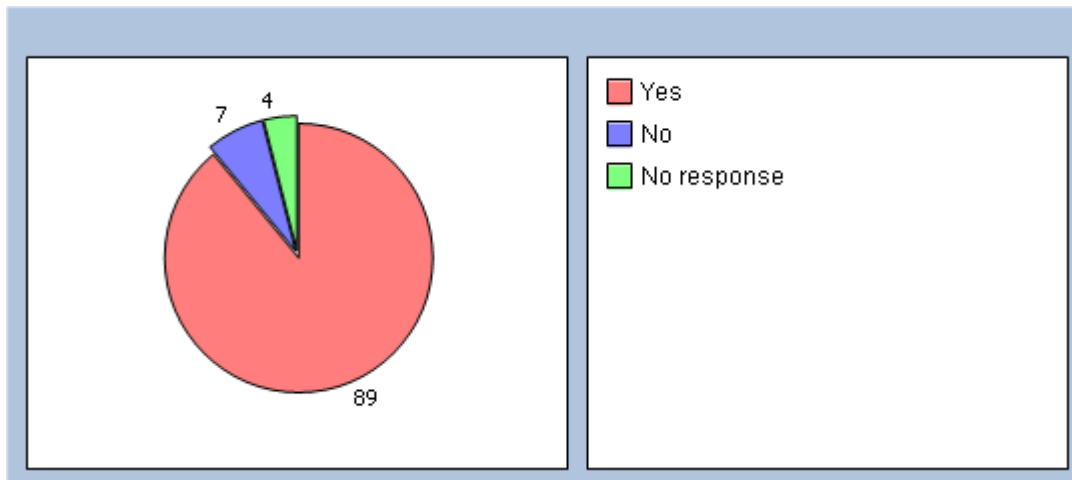


If no, please explain

Telephoning The Practice

Q4 When you telephone the Practice are the staff helpful?

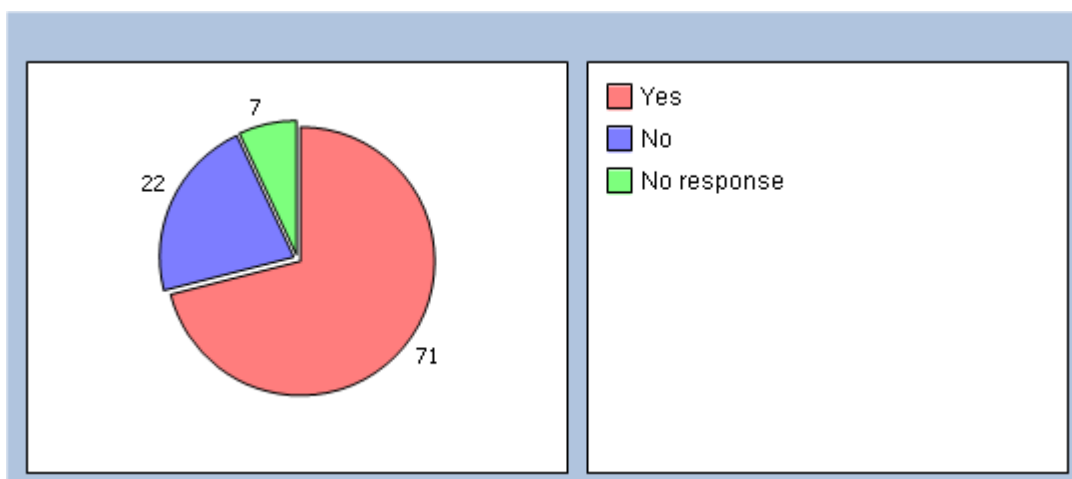
Yes **89%**
No **7%**



Please explain

Q5 If the telephone service for requesting repeat medication was only available for a limited period each day (say 10:00am - 3:00pm) would this be acceptable?

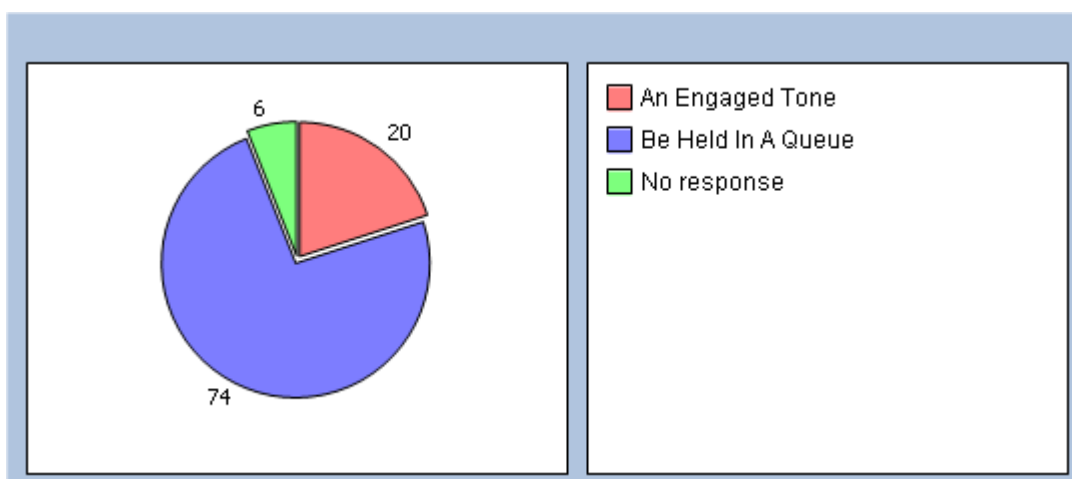
Yes **71%**
No **22%**



If no, please explain

Q6 If you had to choose between an engaged tone or a queuing system when calling the practice, which would you choose?

An Engaged Tone **20%**
Be Held In A Queue **74%**

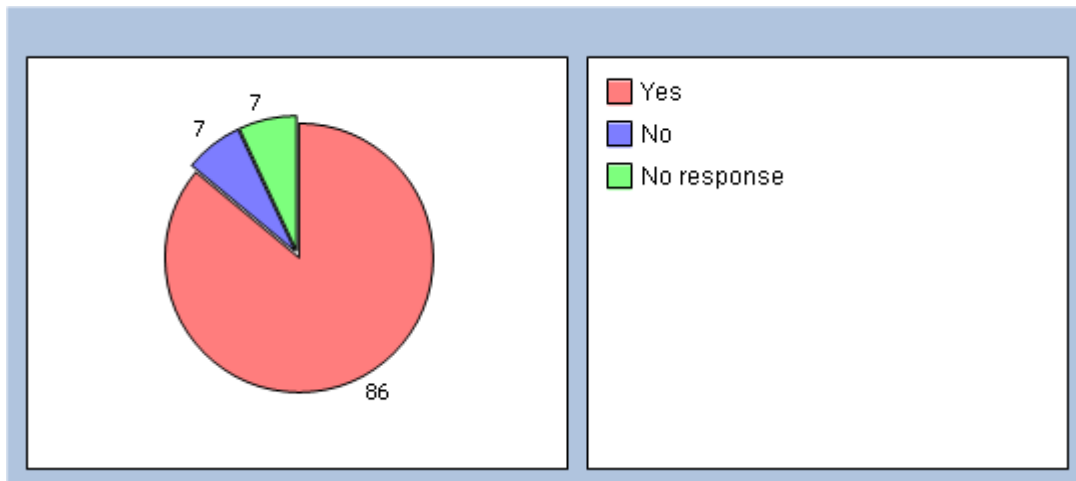


The Practice Reception

Q7 When you require help from the member of staff at the reception desk are they welcoming?

Yes **86%**

No **7%**

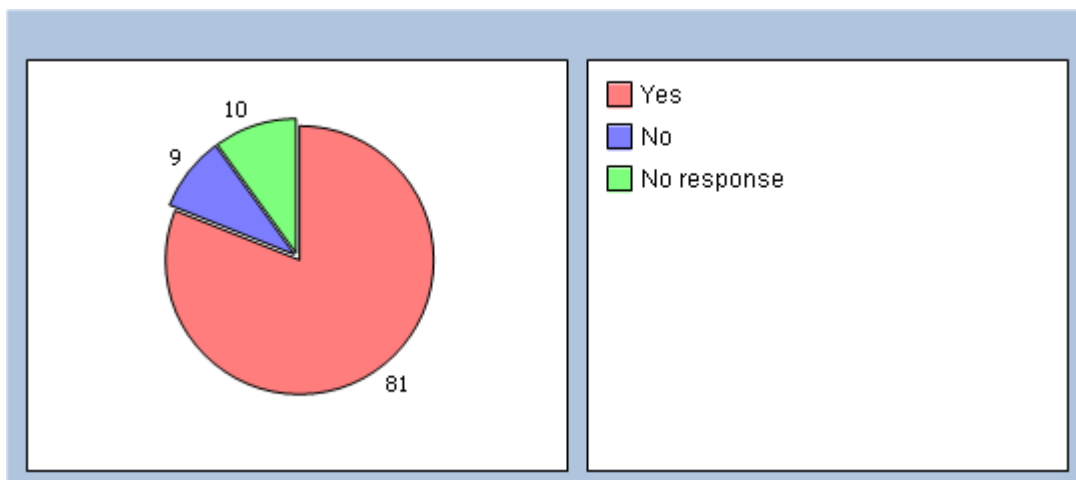


Please explain

Q8 When booking your most recent appointment at the Practice do you feel the receptionist offered you an appropriate solution to your appointment request?

Yes **81%**

No **9%**



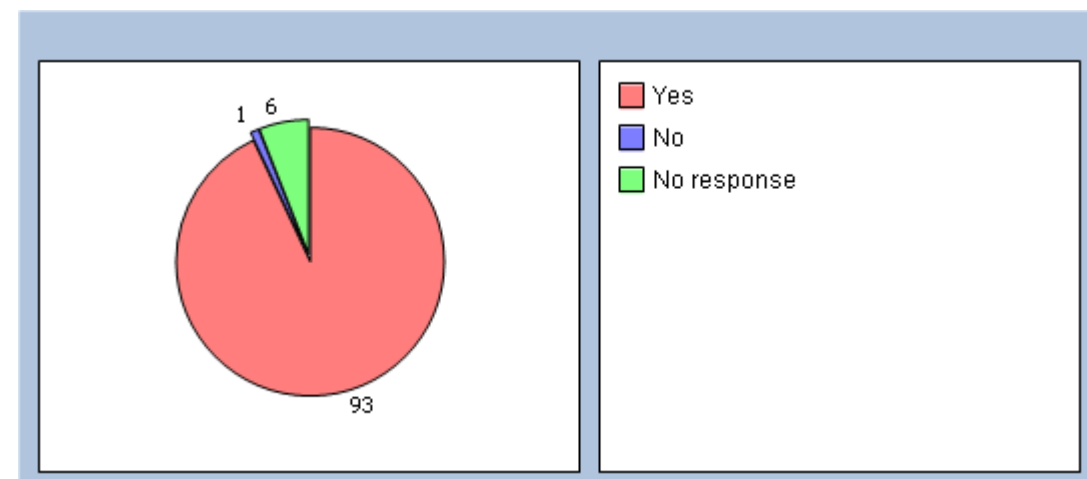
Please explain

Consultations

Q9 At your most recent appointment did the doctor make you feel at ease during the consultation?

Yes **93%**

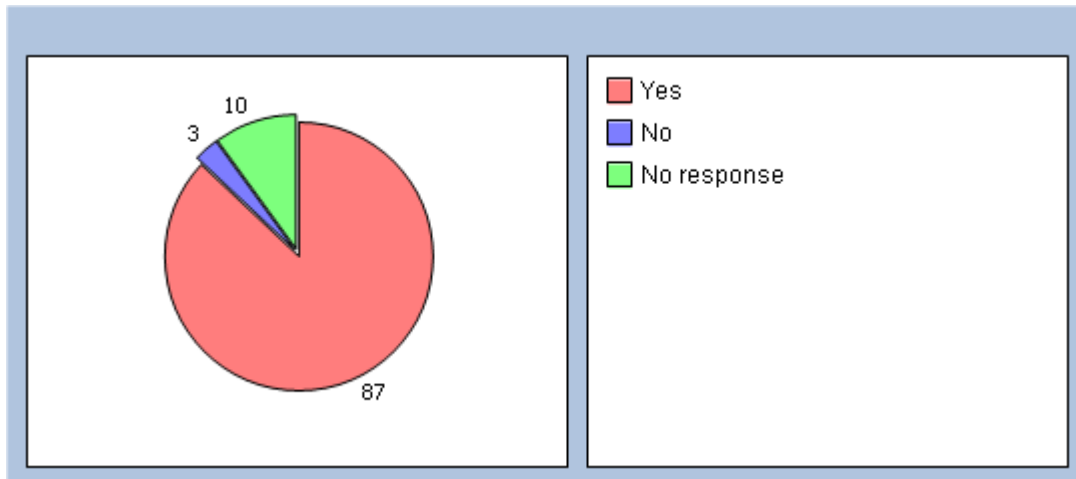
No **1%**



Q10 Do you feel the doctor understood your problem and was able to explain and help you with your care?

Yes **87%**

No **3%**

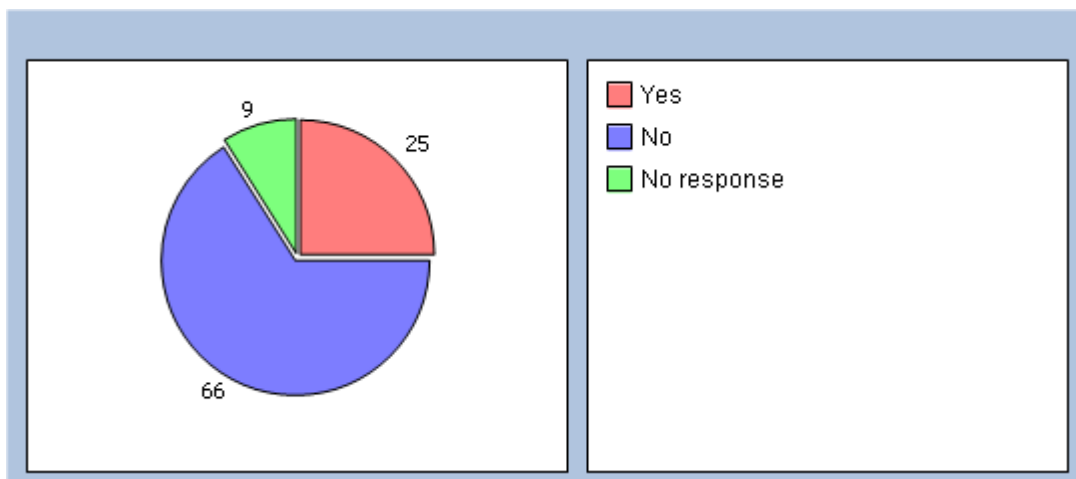


Please explain

Q11 The Practice currently offers 10 minute appointments. If we lengthened the appointment time this would result in fewer appointments. Do you feel the resulting reduction in appointments would be acceptable?

Yes **25%**

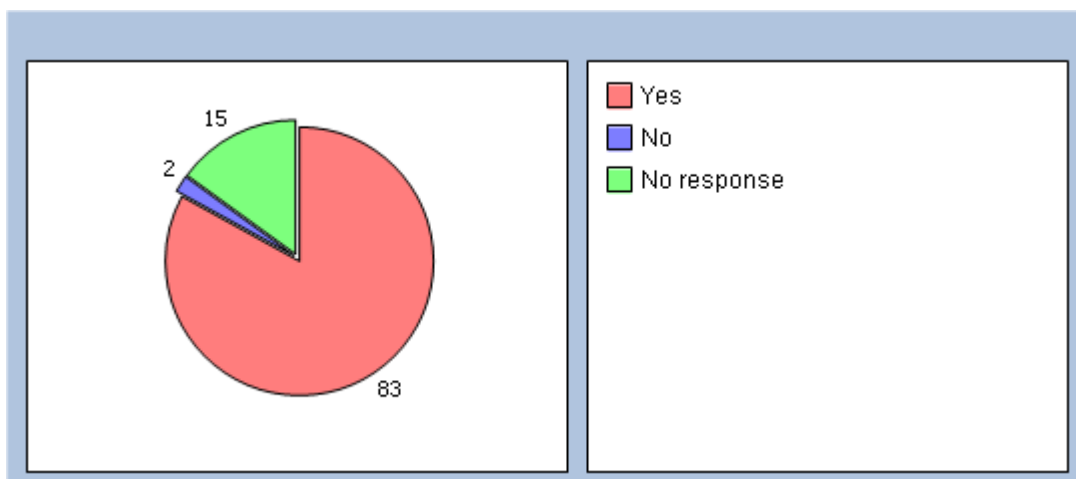
No **66%**



Q12 At your most recent appointment did the nurse/healthcare assistant make you feel at ease during the consultation?

Yes **83%**

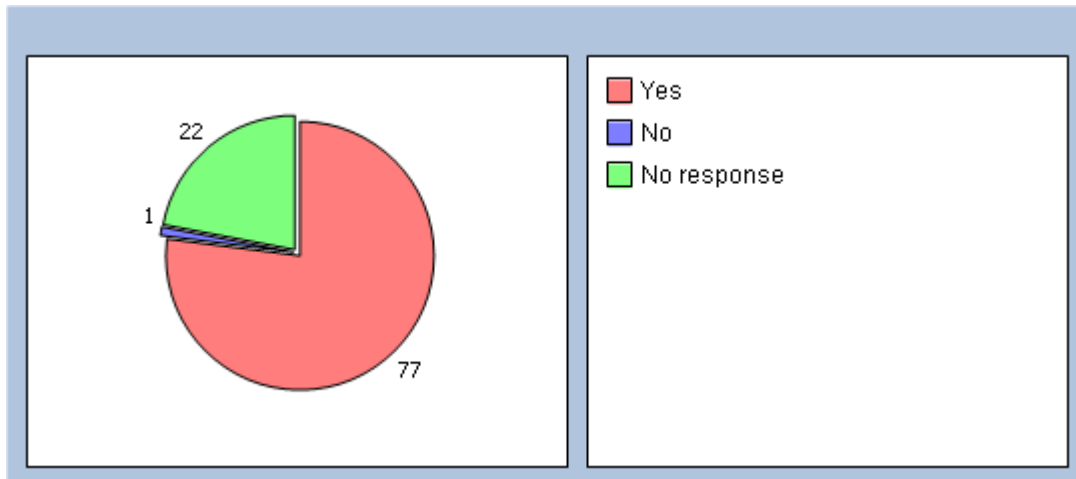
No **2%**



Q13 Do you feel the doctor understood your problem and was able to explain and help you with your care?

Yes **77%**

No **1%**



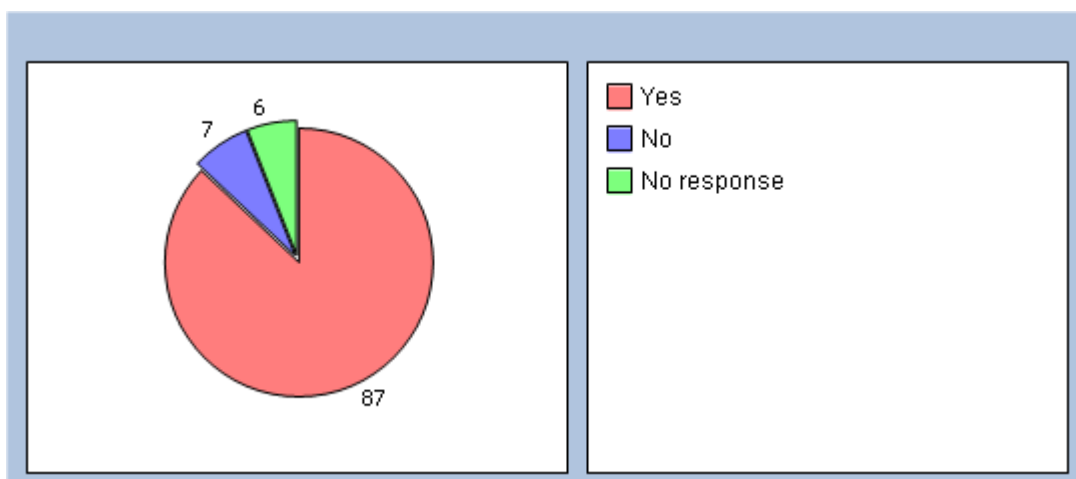
Please explain

Practice Hours

Q14 Are the present Practice open times (8.00am - 1.00pm & 2.00pm - 6.00pm, Monday to Friday and one evening a week 6.30pm - 8.00pm) flexible enough for your needs?

Yes **87%**

No **7%**

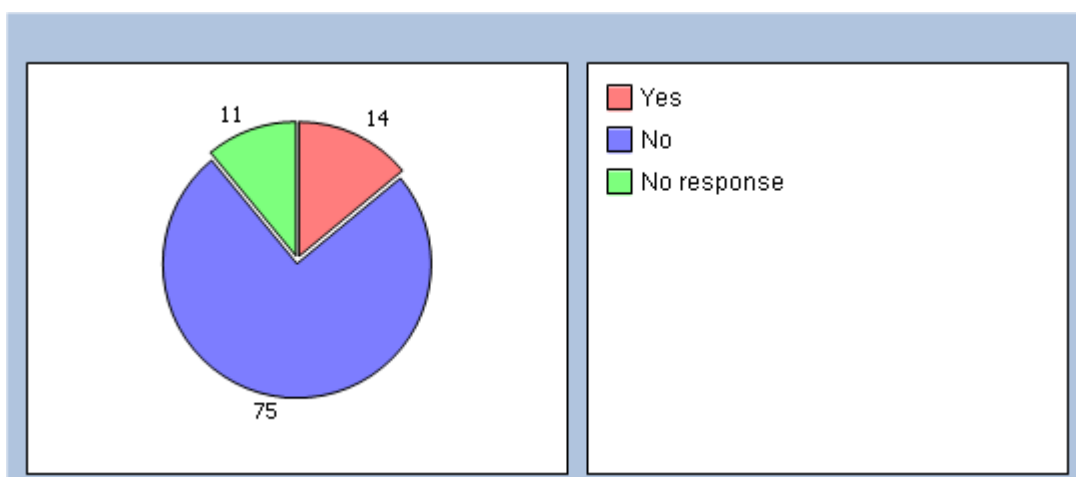


Please explain

Q15 Does the closure of the Practice at lunch time cause you inconvenience?

Yes **14%**

No **75%**

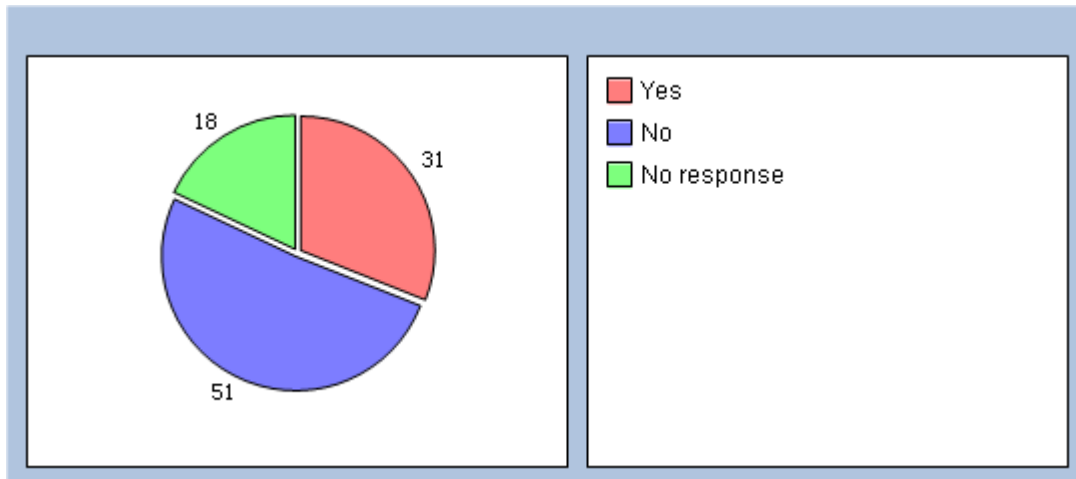


Please explain

Q16 Have you considered asking the pharmacy of your choice to collect your repeat prescription to save you attending the Practice?

Yes **31%**

No **51%**



The Building

Q17 Do you feel there should be any alterations made to the premises?

1. 1) better parking 2) politer/helpful receptionist 3) free 01484 number
2. A bar, only kidding
3. access road in need of repair
4. access to more toilet facilities car parking!!!
5. Appears to be fine
6. better car parking
7. better parking facilities it's like the whacky races
8. better seating, why no toys/magazines ect? i had to wait one an half hrs for an appt, dr was behind, with nothing to read! a TV?
9. bigger car park
10. can't think of anything
11. Car park problems
12. car parking
13. Car parking is a problem. I often try to park elsewhere eg Waterloo Rise and walk across the road. It is unfortunate that the surgery was planned with parking along a residential cul de sac.
14. car parking not enough spaces results been late for appointments
15. carpark, always difficult to park
16. changing the bench type seating - very uncomfortable
17. childs play area
18. comfortable seating - I have had long waits before as Dr was behind. Reading material
19. could do with more car parking spaces if possible
20. don't know
21. don't see any need to
22. far too few car parking spaces. residents complain if you cant park on the car park and have to leave yours on the roadside
23. I don't know if anything could be done but car parking is often a problem.
24. if you have money to spare maybe a face lift
25. It's fine
26. Just car parking
27. larger car park?

28. larger carpark
29. Maybe a play area Coffee shop
30. more car parking - although i appreciate that this is not possible
31. More car parking if possible
32. more comfortable chairs
33. More comfortable seating in the waiting area would be nice
34. More disabled parking
35. more newspapers and magazines in the waiting area
36. more parking
37. more parking spaces. not too realistic to think so
38. N
39. n/a
40. need more parking space
41. nice building
42. no
43. no - very nice, modern, relaxed surroundings
44. no fine as it is
45. no I always seem to manage to park and there is ample room to sit down
46. no I feel the current set up is very good
47. no its a fine building
48. no it's all good
49. no none at all
50. no the building is quite comfortable
51. no the premises are fine in my opinion
52. no there should not be any alterations
53. no very pleased
54. no, it seems adequate. The only thing i think would be good is to be able to have blood test at surgery
55. no, just parking, but no solutions!
56. no, leave something alone if it works
57. no, only parking can be an issue
58. no. but the car park is a nightmare always full but never that many patients in. it is full of staff and Doctore cars
59. no. it's good for me
60. none
61. none needed
62. Not enough parking area
63. not private or comfortable enough
64. not to the premises but car parking is totally inadequate
65. only thing i can think of is the uncomfortable wooden seats
66. parking
67. parking facilities can never get a parking space
68. parking is a littler difficult during busy periods, but accept space is limited
69. parking is a major problem
70. perhaps another phone number. number 23 in queue not acceptable calling 0845 to get through to not get an appointment

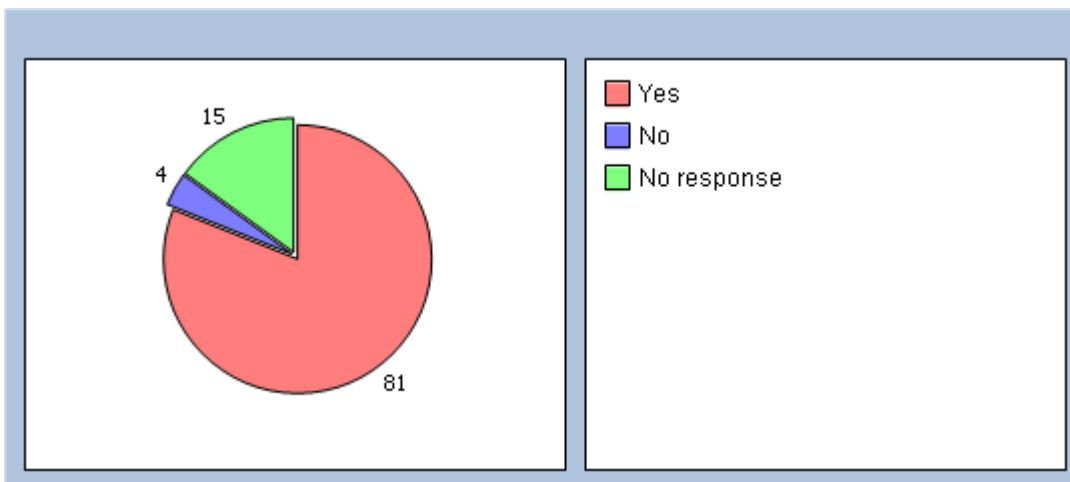
71. Seats
72. the building is fine for me just the car parking can be a problem
73. the building is really nice and in a good place
74. the car park is often busy and i can#t get a space mum and baby
75. the chairs are not comfortable and not suitable for the physically impaired.
76. The chairs in the waiting are not very comfy and also look a little scruffy now.
77. the reception area, see number 3 (the reception area is badly designed, there is no privacy. It's like being on show to the waiting room.)
78. The seats could be more comfortable. At the reception desk would like more level eye to eye contact with the receptionist.
79. the surgery should be used for small operations it is big enough, wasted space upstairs
80. they appear fine to me

The Practice

Q18 Are you happy with the way we handle your enquiries?

Yes **81%**

No **4%**



Q19 What do you feel is good about the Practice?

1. Some of the people who work there are very friendly. Repeating prescriptions on time is very good, but taking appointments is very bad
2. 99% good
3. able to get an appt same day if urgent - unlike previously
4. able to get appointment same day if you contact surgery around 8 am
5. able to get same day app when required
6. able to have same day appointments and doctors who listen to your problems healthwise
7. able to see a doctor quickly
8. All helpful
9. all of it I cannot nit pick :)
10. all staff very helpful
11. All the staff are helpful and caring
12. Always able to get appointments friendly staff.
13. always available when i need it
14. Always efficient, happy to use the online facility for repeat medication
15. Always get good advice and am listened to.
16. always welcome
17. An excellent doctor Ease in getting appointments quickly Friendly staff

18. appointment system and self attendance.
19. best care and quick referrals
20. bright , airy, helpful staff, good doctors
21. building, pharmacy attached for convenience, ample parking, easily accessible on foot
22. can get an appointment when needed and prescriptions, staffa are friendly and helpful
23. can get emergancy appointment if you ring early in morning
24. clean , reliable and on time
25. clean calming feeling
26. clean modern
27. clean, spacious, friendly
28. close by, clean, tidy
29. close to home
30. considerate and understanding staff
31. doctors who listen practice bright and very clean
32. doctors/pharmacy on the buiding
33. drs and other staff are very helpful always
34. efficiant
35. efficiant comfortable handy for chemist
36. efficiant, professional,friendly
37. Efficiency
38. enquiries are helpful
39. every thing acceptable
40. everyone is very helpful
41. everyone is very helpful and do their best and will ring back to make sure we understand and are very polite
42. everyone of the staff are always helpful
43. everything
44. everything is good
45. everything is good. I been coming here for many year.
46. everytime I've been the appointments have been on time. staff are lovely
47. excellent
48. Excellent help and advice over the phone. friendly reception. Good relaxed atmosphere.
49. Flexible hours it opens.
50. friendly
51. friendly staff
52. friendly, efficient always helpful
53. general service and cleanliness
54. Generally a good experience considering one is consulting onces doctor or nurse.
55. generally able to get an appointment when i need one. staff have always kept me informede of any delays and why. genferally happy and cheery staff
56. given the attention and need
57. Good
58. good building, drs, nurses, healthcarers put you at ease about problems
59. good doctor patient relationship
60. good doctors
61. Good doctors and some good staff

62. good drs and friendly staff as well as being a comfortable place to be
63. good drs and helpful staff
64. Good offer of urgent appointments if ring first thing
65. good reception
66. good service clean and tidy
67. good service, friendly staff, very comfortable environment
68. gp are understanding
69. happy with all of it
70. have always been treated as a person. not an object
71. Have always fle that my care has had high priority
72. having the pharmacy next door
73. having to wait a long time to see the doctor of your choice spoils what should be a good practice
74. Help Steven Cox all time
75. helpful
76. helpful and friendly
77. Helpful receptionists and plenty of seating area
78. Helpful staff
79. I always do well when booking in and Dr Frankland has time for me.
80. I am quite happy with the practice. Better than others i have heard about. Happy with the staff and my Doctor
81. i can always get an appointment when i need one
82. I can ask the Doctor or the Nurse to explain anything that I don't understand
83. I feel comfortable being here
84. i have always been treted very well and diagnosed quickly
85. I have always got appointment when needed that's all I think is necessary.
86. I have been given medical advice by the receptionist staff!!! THEY ARE NOT TRAINED DR!
87. I have had no problems until this week. I had problems on the 5th March with making a doctors visit to see my dad and ended up ringing 999.
88. i like my doctor
89. I like the name calling system that tells you when and where to go.
90. I think the whole set up is very good.
91. I usually get what I want or need
92. internet service
93. It is efficient and problems are handled with care. On the whole everyone is very patient and kind and anything I have had has been handled promptly.
94. It is well looked after and very helpful
95. it seems to work
96. it's a very good practice
97. its availability within reasonable time limit
98. it's good for myself
99. it's like all practicers, it's all good
100. it's local
101. it's near to home
102. Light airy conditions Efficient announcement board Helpful and efficient nurses Pharmacy attached to practice
103. light and airy
104. Light, Bright, open and airie with back ground radio

105. local
106. local helpful
107. location
108. lovely building, very clean, good doctors/nurses
109. modern, bright ,airy and effiecient
110. most receptionists
111. Most things
112. mostly friendly staff good service keeping up with your well being excellent doctors
113. mostly helpful
114. My doctor
115. my doctor when i eventually get to see him
116. My GPs and the local position
117. n/a
118. near to home
119. new customer - I'm reasonably happy although getting an appointment is difficult. suggest leaving a name and contact number and being called if a cancellation
120. Next door chemist
121. Next to chemist.
122. nice comfortable large waiting room. i like the music. the staff are always helpful.
123. nice enviroment
124. nice waiting area and ceasy to find consulting rooms and very convenient pharmacy
125. nice, spacious building and waiting area, friendly reception staff.
126. niece environment, friendly
127. no com
128. no of drs means appointments fairly available
129. Not much
130. not the telephone service at times lengthy wait
131. now being able to see the same doctor. i made a complaint after seeing 2 new doctors who were very unhelpful. I spoke to assistant practice manager and I now see the same doctor who I trust and has been here for some time
132. ok
133. on site chemist
134. open and light building, courteous staff and doctors. Also an efficient appointments system
135. pleasant enough seating area, interesting to read the moving strip information
136. Plenty choice of doctors
137. plenty of drs
138. polite helpful staff
139. Premises
140. Present
141. professionalism plus quality of treatment
142. Prompt appointments when needed
143. really good
144. roomy and cosy
145. seems clean/hygienic. spacious as well.
146. service and efficiancy
147. so far no issues, my recent illness has been delt with

148. some good doctor
149. staff and drs are helpful
150. Staff are pleasant and very helpful
151. staff efficiency
152. staff, all staff - doctors, nurses and receptions are great. opening times are very flexible and very helpful/useful
153. that there is a chemist on site, good surgery hours, airy waiting rooms
154. the appt system
155. the courteous service and the excellence of my doctor
156. the doctors
157. the doctors are always very helpfull and the staff are great
158. the doctors are first rate
159. the doctors, staff, the cleanliness
160. the dr's
161. the drs are always able to help
162. the dr's are very nice and understanding
163. The fact that there are several doctors available, the chemist is inside.
164. the GPs
165. the music
166. the open space, it has a airy feel, good staff (most) my dr is great dr ihsan
167. the opening hours
168. the pleasant staff
169. the practice is in a good place
170. the practice is much better. better at listening
171. the queue system on the phone the reception staff the dr's and midwives
172. the staff are nice and it is in a ggod place
173. the staff are pleasant and helpful
174. the whole team works together so as to help us the patients
175. Understanding doctors and helpful staff
176. very efficant
177. very friendly
178. very good
179. Very happy with my doctor, feel at ease with him
180. Very helpful & informative
181. very helpful open and welcoming
182. very helpful staff
183. very local to me
184. very professional, good atmosphere. I am a new patient having moved from another local one. So far it seems on a par with my old one in Lindley which I thought was wonderful (Acre St Lindley group practice)
185. very satisfied
186. warm and welcoming
187. welcoming
188. well layed out and pharmacy attached is fine
189. well organised - ability to see a doctor straight away - being able to feel comfortable when booking an appt, and also with the doctor
190. well the doctors and the receptionist are good, and also it's clean at all times

191. When I eventually see a doctor I am happy
192. when you see the doctor usually very good advice and always explained in detail
193. yes
194. You can get an appointment the same day if necessary. Text reminders, immunisation letter reminders.
195. you keep trying to improve

Q20 What do you feel needs improving about the Practice?

1. ?
2. 1) politer receptionists 2) appointments should be made available with dr of choice when required
3. a gp that can fit ladies contraception devices
4. A local call for the telephone number rather than present premium rate
5. all the receptionist needs to be more helpful with patients need
6. All very good currently
7. being able to see your own doctor who knows you without having to wait 5 weeks!. May not be urgent but still patient needs answers
8. better chairs, back support
9. Better doctors
10. better parking
11. Better seating
12. better time keeping if practicable and possible
13. Blood test should be taken at the practice.
14. blood tests
15. cannot think of anything
16. cant think of anything
17. can't think of anything, only parking
18. Car Park!
19. car parking
20. car parking and more appointments
21. car parking facilities
22. certain gp's attitudes
23. Change some of the lady's who are racist and when we call for an appointment be easy to take.
24. cheaper 'phone line
25. Decent music
26. did not know you could ask pharmacy to collect repeat prescription, last time was told I had to come to practice. More receptionists on duty
27. difficult to watch screen for your name coming up sometimes for 20-25 minutes. better to be called by staff
28. Doctors are often running late Only able to go to appointment with one problem
29. don't know
30. Everything is fine
31. flexible appointments for full time working people
32. generally not being able to get an appointment on the same day of feeling unwell
33. hand gel on desk
34. how you are spoken to by receptionists on some occasions
35. i am happy as it stands
36. I do not see the need to improve, if there anything needed it would be for patients needs

37. I don't particularly like having to go through 3 connections when phoning for appointments / prescriptions.
38. I have never seen the same dr, no continuity in drs and who to see. Not good appointment waiting times at unsociable hours
39. i have no complaints at all
40. I would like to nbe able to book evening appointments without it being so far in advance
41. If I am 5 mins late for an app the receptionist are not pleased and consider canceling my app, But when I attend 20 mins early my doctor is 10, 15 and on 1 occasion 20 mins late which is not fair. Patients have to stick to a "stick" app so should the Doctor.
42. improved friendliness by the receptionists
43. It needs to be moreorientated towards customer service
44. It would be very helpful not to have to go to the Infirmary for blood tests for a patient of 87 years.
45. It's fine
46. It's fine but don't like the automatic check in
47. It's OK
48. just the automated phone lines
49. Keeping appointment times.
50. Less time to wait for appointment instead of between a week and two weeks to see your own doctor.
51. Less waiting for apps
52. local number to ring and free
53. make reception chairs more comfortable
54. making appts. as I struggle to get through between 8am and 8.30 am and sometimes cannot make appt
55. miserable staff in pharmacy
56. more appointments so you don't miss out if you don't get through at 8.00 am
57. more appts, too long waiting for perscriptions to be made up
58. more car park space
59. more car parking - although I know this is impossible
60. more doctors
61. more evening sessions would improve the service so people do not have to take time off work
62. more helpful friendly staff
63. more telephone lines
64. more/keeping up to consistency of being able to see same doctor
65. My only complaint is that i would like an appt too be on time although I also appreciate some appts must run over the 10 minute limit because of patient needs. I usually have to wait 20 mins past my appt time
66. n/a
67. No
68. no com
69. no need to improve
70. none
71. Not having to go through call centre to get surgery
72. Not much
73. not private enough at reception part if you are discussing sensitive issues
74. Not so many questions from receptionists
75. nothing
76. Nothing apart from the check in system not working all the time.

77. nothing at the moment
78. Nothing comes to mind
79. nothing much
80. Nothing.
81. nothink
82. ok
83. Ok for us
84. open at lunch time
85. parking
86. parking but impossible due to location
87. Parking is a problem, but I can't see any way of improving it.
88. people on the front desk, chemist desk and repeat prescription desk need to be more frifendly
89. phone message to long. 0844 number costly when you dont have a land line phone. suggest you get 01484 number. think you should be able to make appts for morning in advance not at 8am on the day
90. plese return to the old telephone system. this system is expensive and shows as 'special service' on bill
91. prescriptions would be better if automatically sent to the pharmacy to be ready for collection and not collected from the desk.
92. reading material in waiting room question 24: do not know what Patient Participation Group is
93. receptionist manner and consideration
94. receptionist need to realise they are not doctors
95. receptionists (only certain ones) are rude and abrupt - i feel i shouldnt have to explain my illness to a non medical profession
96. receptionists not to adk too many questions ie why you need tos ee the dr
97. regular updates if the dr is running late e.g by how long ?
98. revert to 01484 number
99. ringing inat what ever cost per min.we do not need to about new docs etc.when it costs use to call, you probably make money out of it.
100. Seeing my own doctor sooner.
101. Selection of light reading to be available More people to be on switchboard - it is usually very difficult to get through in a reasoanable time, it is also costly.
102. Shorter waiting time for apps
103. should be an (01484) number. 0844 is too expensive retrain reception staff - not giving medical advice they are not medically trained!!
104. small childs play area whilst waining to see the dr
105. some of the staff could be a bit more friendly
106. some receptionists attitude and manner
107. Some receptionists need to stop thinking they are God.
108. some staff behaviour
109. Sometimes as well as having your main complaint there may be one or two minor things that you need advice about and would be easier to deal with all at once.
110. staff at reception need clearer guildlines on customer care, attitude,politness ect. why 0844 number? expensive esp if on hold
111. staff need to give the impression that they are happy to deal with you
112. Switchboard, no receptionists first thing in the morning.
113. sympathetic reception staff
114. Takes too long to book an appointment Should be able to book on line Should be ale to book appointments longer in advance

115. telephone appointment making - it is rare to achieve connection to the surgery in less than two minutes. there may be innocent reasons for this, but it gives the appearance of the phone company/practice making unnecessary profits.
116. telephone can be expensive if having to wait
117. Telephone. I believe 0844 can be upto 50-60p per minute. This morning it took 10min to wait including on the phone a message about the new doctor that started 2 weeks ago.
118. The 0844 phone number is more expensive as my phone contract only includes area codes and 0845.
119. the car park
120. the length of time with the drs
121. the mood of some of the receptionists
122. the occasions where appts times are not kept to by the surgery. have experianced 20min wait on occasion when i have arrived on time
123. The pharmacy should be open at lunchtime, extending staff rotation. To telephone the practice should be via a local number.
124. the reception staff need to be more polite and helpful
125. the road on the way in
126. the service of receptionists
127. the telephone number to a cheaper one it cost me £6.50 last month
128. The telephone service is appalling. I feel it is a disgrace to have a premium rate no at a doctors and I feel the reasons given were not true as other eually busy surgeries do not use them. I can only use a mobile phone to call in and the length of time I am kept waiting on line is not acceptable, today I had to phone for a repeat prescription and was on the line for 32 minutes, even though i was informed at the beginning of getting through to correct extension that I was 1st in the queue. This situation is the rule rather than the exception. Also when tryingto get through in a morning for an urgent appointment is impossible. In short it is your phone system which lets your surgery down badly.
129. the way receptionists speak to people
130. There seems to be so much unused space upstairs - maybe a place for OAPs etc.
131. to be able to see the doctor of your choice, need to talk to him in a relaxed manner
132. to be able to see the dr of your choice, without having to phone at 8 o'clock in the morning
133. to increas the appointment time to 20 mins because we might have a genuine reason for the problem
134. to make a appointment over the phone for it to be quicker. costs a fortune
135. too many pre-booked appts leading to not enough when you contact the surgery at 08.00 hrs
136. too new to comment
137. Waiting on the telephone expensive calls waited over 15 mins to be informed there were no more appointments that day, was booked in the day after.
138. waiting time
139. waiting times to see the Dr
140. when pharmacy come to collect prescription we can hear all information regarding patients. I feel this should not be at reception.
141. when the surgery calls it would be helpful if they left a message rather than just a missed call
142. why isn't there a local telephone number? I feel like its a complicated phone system when I call
143. Yes
144. Your staffs customer service skills

Q21 Are there any other services you feel should be offered by the Practice?

1. ?
2. ???
3. all routine tests that are offered by mill hill - blood test
4. anticoagulant clinic blood tests

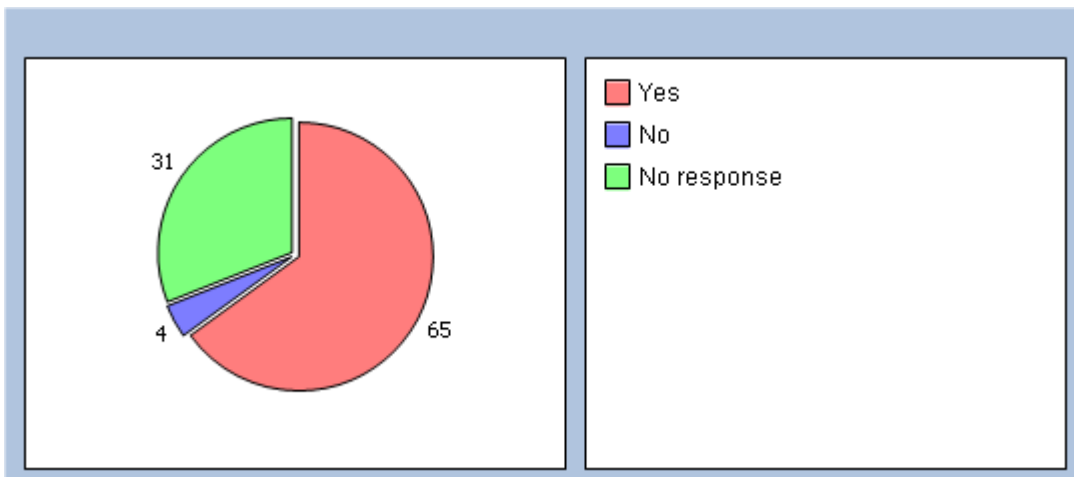
5. appointment online
6. at the moment I would like a "small operations" opportunities
7. better parking
8. Blood / urine tests would save going to the hospital but this is not a major problem.
9. blood collecting services cholestrol services
10. blood doner service monthly?? (evening)
11. Blood samples and other minor tasks eg removal of stitches. From experience I expect there are many commissioning issues that we as patients and carers can contribute to improvements albeit over a period of time. Lets see if we can set an example of good practice.
12. Blood samples taken by nurse
13. blood taken
14. blood test
15. blood test. more same day appointments
16. Blood tests
17. blood tests should be available instead of having to go somewhere else
18. blood tests family planning and contraception
19. blood tests, small ops etc
20. blood tests, STI,GU facilities
21. bloods to be done here not at mill hill
22. childs play area
23. coil fitting and removal
24. Coucelling, Physio
25. counselling to those during times of distress
26. Don't know
27. don't think so
28. Evening access to make appointment for patients who work till late in day.
29. eye tests for diabetic patients
30. having blood tests
31. having full blood tests done instead of going to hri or mill hill
32. I have only recently registered with the practice which appears to be fairly comprehensive regarding services.
33. i realize parking is a problem at times but this is aa problem that may not be able to solve
34. i think like many others that we should be able to phone right to the surgery rather than go through a call centre which can sometimes cost quite a lot of money
35. inplant inplanting and removing
36. It would be nice if there is a room for coulseing
37. Massage Hearing Chiropody Eye testing
38. maybe a late evening session
39. more options for appts, early morning on the day you ring in if you need to see the doctor urgently or work late nights.
40. n/a
41. no
42. no but a bit more communication would be better
43. no com
44. No Charge those who fail to attend appointments and stop wasting gp's time & valuable resources.
45. none that i can think of
46. not having to go to HRI for blood tests

47. nothing
48. online facility to book appointments
49. phlebotomy
50. Phlobotomy After care if you have been involved in A&E
51. physiotherapy
52. podiatry
53. reduce the time or better reduce the cost we cannot afford big bills
54. see above
55. small operations upstairs, or a room to provide small operations
56. some of the receptionists are particulary good at dealing with patients, perhaps a praise box might be available so that they know their kindness in not unnoticed
57. take blood
58. taking blood samples
59. Taking blood samples Chiropody
60. taking blood test
61. taking bloods
62. taking of bloods
63. to be able to take blood samples
64. to be assigned one doctor instead of seeing differant doctors everytime i come in
65. warfarin checkups
66. we need someone to take blood like all the other Doctors surgeries do. so people don't hvae to go to the hospital
67. weight/obese clinic
68. Yes
69. Yes a sort of A&E
70. yes blood tests and small minor day cases
71. yes to do blood tests to save going to HRI
72. Yes, all other surgeries do BLOOD TESTS. You are the only ones who don't, it would be brilliant if you could do them.
73. Your staffs manners need improving

Q22 The Practice has a formal complaints procedure. Do you feel this is a suitable system should you need to complain?

Yes **65%**

No **4%**

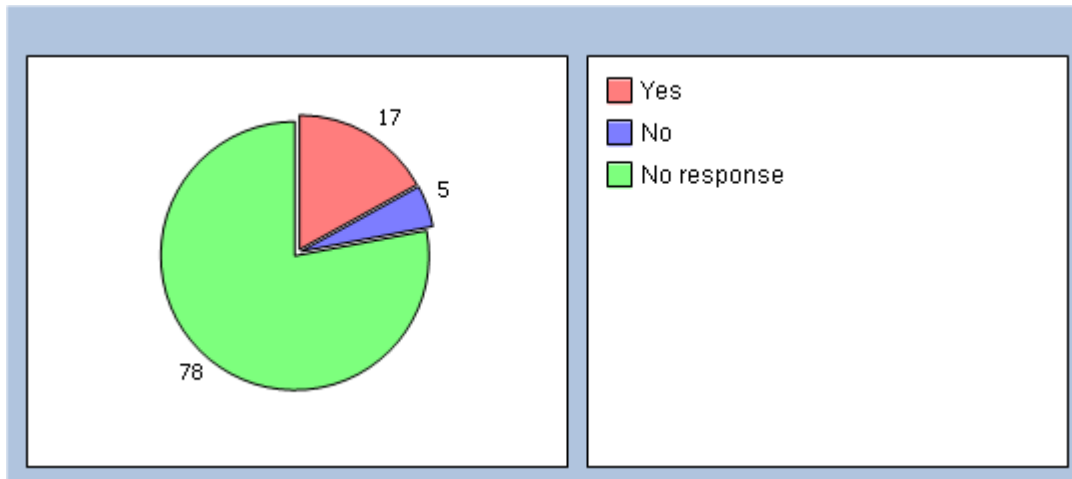


Please explain

Q23 If you have made a complaint, do you feel you were listened to and the complaint addressed?

Yes **17%**

No **5%**

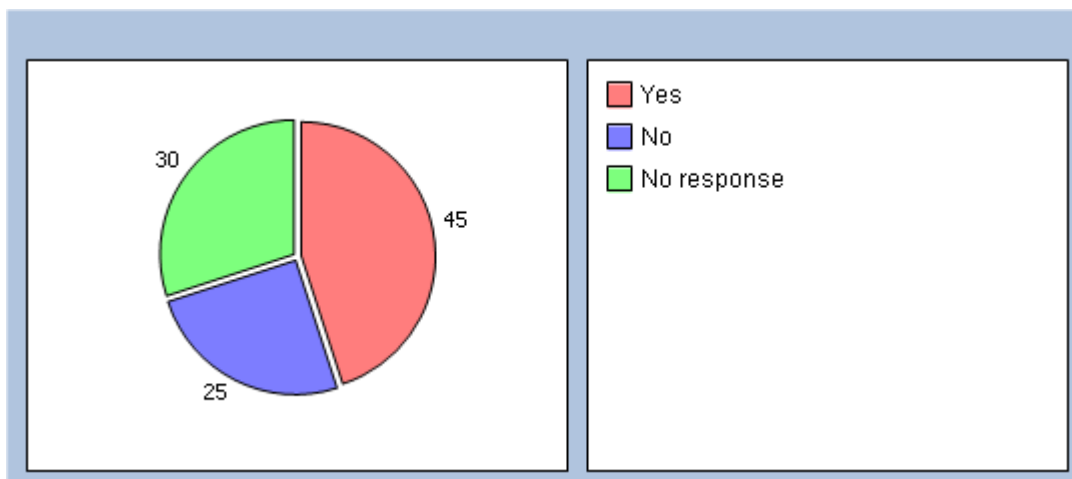


Please explain

Q24 Would you find it useful to be able to pass your concerns to a member of The Waterloo Practice Patient Participation Group?

Yes **45%**

No **25%**



Q25 What is the best way to keep you up-to-date with what is happening at the Practice?

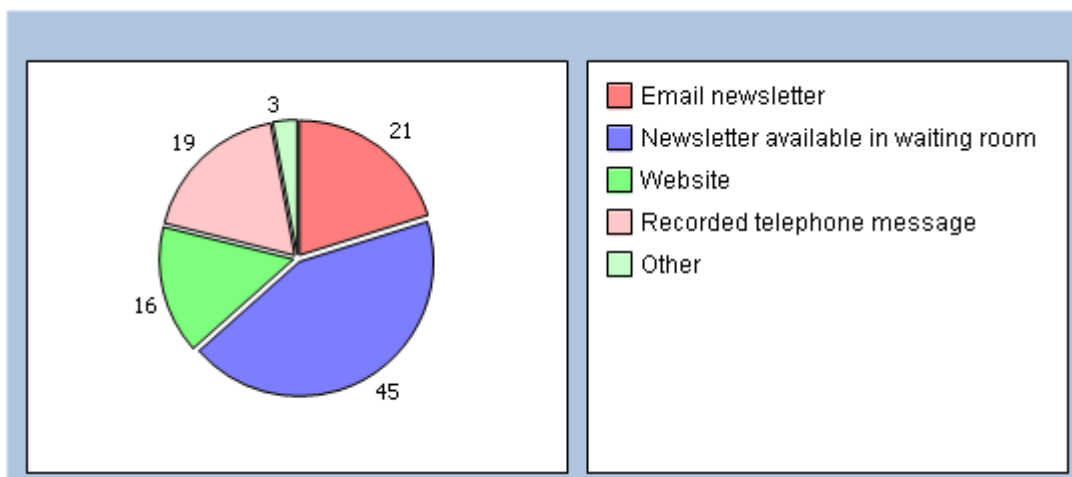
Email newsletter **21%**

Newsletter available in waiting room **45%**

Website **16%**

Recorded telephone message **19%**

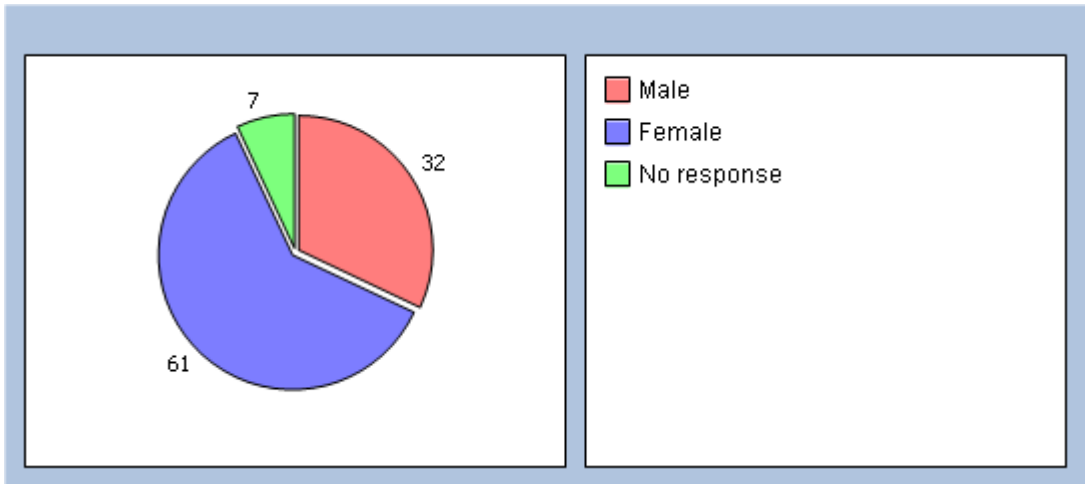
Other **3%**



About You (Optional)

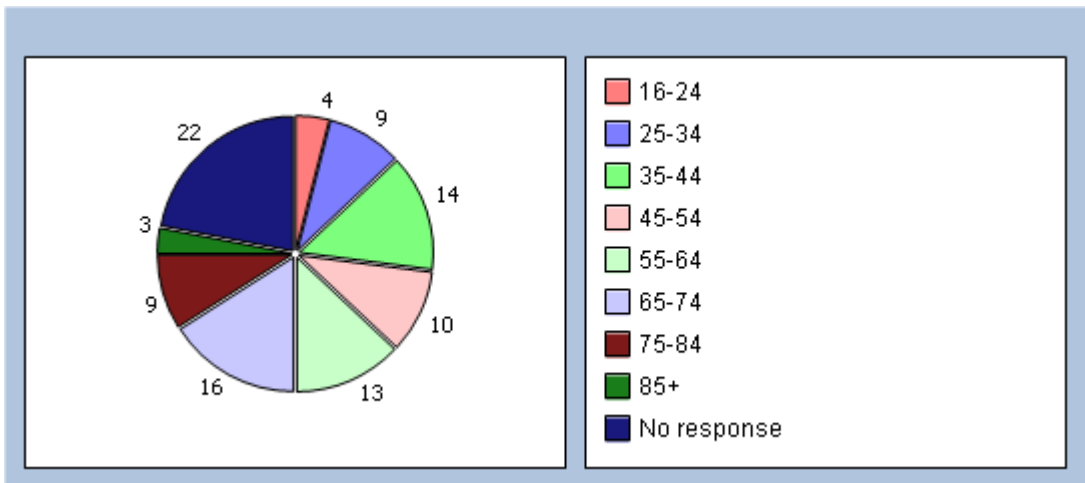
Q26 Are you?

Male **32%**
Female **61%**



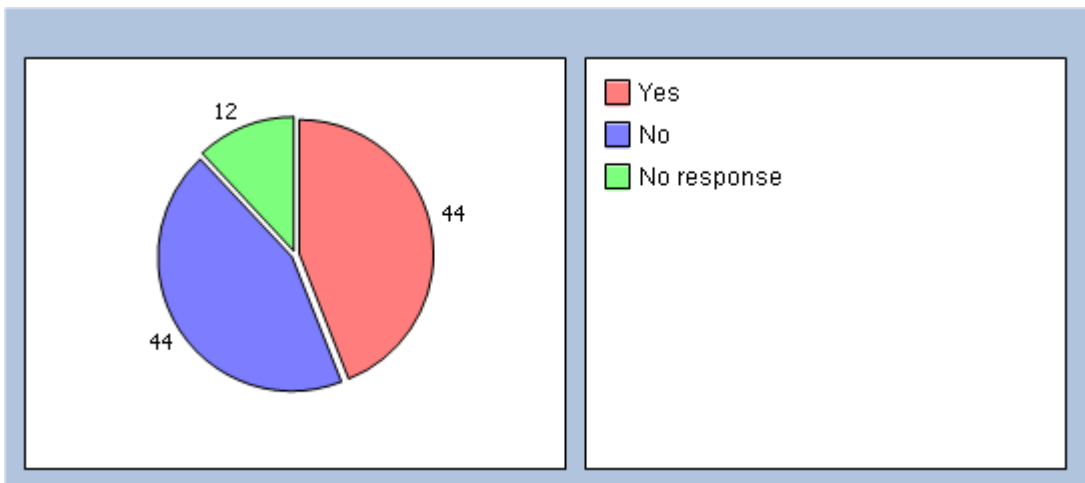
Age?

0-15 **0%**
16-24 **4%**
25-34 **9%**
35-44 **14%**
45-54 **10%**
55-64 **13%**
65-74 **16%**
75-84 **9%**
85+ **3%**



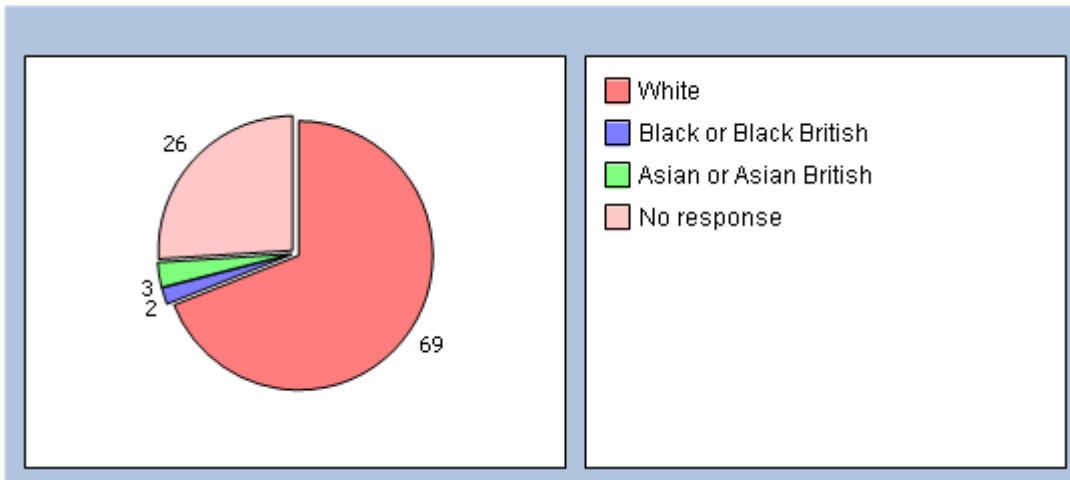
Q27 Do you have a long-standing illness, disability or infirmity?

Yes **44%**
No **44%**



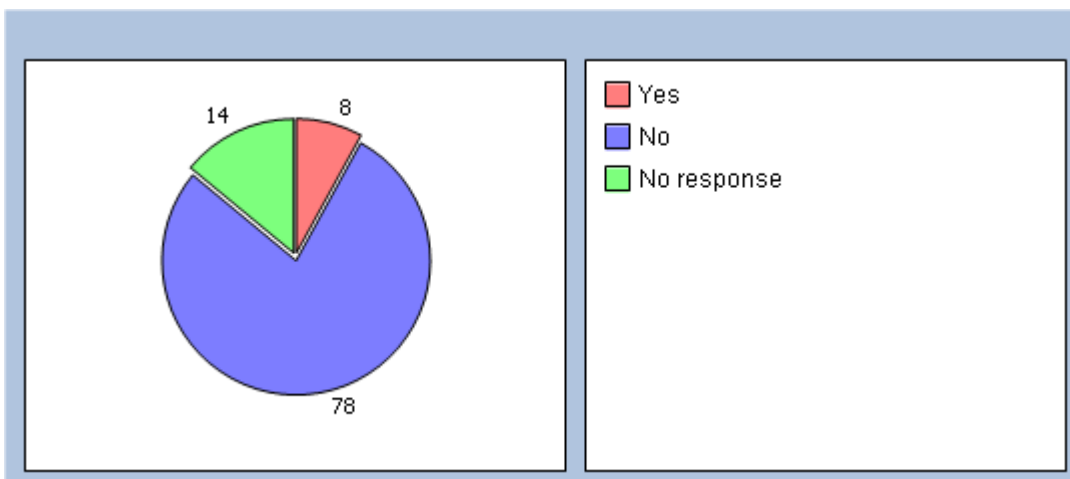
Q28 Which ethnic group do you belong to?

White **69%**
Black or Black British **2%**
Asian or Asian British **3%**
Mixed **0%**
Chinese **0%**
Other Ethnic Group **0%**



Q29 Would you be interested in joining the Patient Participation Group?

Yes **8%**
No **78%**



Q30 Would you be prepared to take part in future Patient Surveys by email?

Yes **20%**
No **65%**

