**Results of the in-house Patient Survey March/April 2018 (number of participants 124)**

**Additional comments: Positive-no further action:**

A) Always brilliant service from Doctors and Receptionists. Thanks. B) Good job. Keep it up. C) Excellent Practice. D) Incredible, lovely receptionists. F) Special thank you to Dr L Paolini. I am very impressed by her approach, professionalism and attention. G) Brilliant service all around. H) Dr Louise was kind, thoughtful and attentive. Thank you. I) St Albans is an excellent, reliable practice. Thank you for all the superb care you have given to my family. J) A very good surgery. Ability to get on the day appointments is good, as are the opening hours and staff is helpful. Have recommended to other residents. K) Excellent service all round. Keep it up. L) This surgery is fantastic! We are so lucky to have the ability to get appointments so quickly. All the staff is absolutely brilliant-keep doing what you are doing, you are all amazing. Thank you. M) Very accessible and easy to book same day appointments for children. Very friendly, helpful staff. Very satisfied with this GP Practice. N) Absolutely the best ever surgery for getting appointments when you want them. Very little waiting time. Outstanding in those respects. Drs and nurses are good too.

**Additional comments: Negative or where action required:**

1)Would like the surgery to be open evenings or/and weekends (6 comments).-**Although currently the Practice is not open at weekends patients can be seen at hubs (Kingston Health Centre, Surbiton Health Centre, Merritt Health Centre)-preferably pre-bookable appointments via the Practice or at weekends directly with the hub).**

2) I was feeling quite upset after leaving the surgery because I have never been spoken to with such a lack of understanding. A patient does not wish to see a particular GP.- **Comment will be addressed directly with the particular GP and choice of GP marked in patient’s records.**

3) Receptionists –no manners, always in a rush. Good morning would be nice. Could you please wait a moment would be preferable to be ignored. 4) The women on the front desk can be blunt and downright rude. I try to avoid them. They treat you like an idiot. 5) Receptionists can be very helpful or not at all helpful-depends who you get. 6) Receptionists are rude and obstructive.- **Comments will be addressed directly with the reception staff. Suggestion to patients-taking a receptionist’s name may be helpful in solving problems in future.**

7) For our annual flu jab we would appreciate being offered both the trivalent and the quadrivalent vaccines and would be prepared to pay for the quadrivalent if offered the choice. –**Next year the Practice will be offering quadrivalent type to entitled patients.**

8) I was never informed of the results (via SMS) and can not access them online either. 9) (SMS) sent codes but they do not work. –**Currently blood test results link does not work properly. It is beyond Practice’s control to correct it but the service provider is looking into it.**

10) Have not got an invitation for a smear test for 5 years. –**All eligible patients are invited at least twice in a year. We encourage patients to contact the Practice directly if this is not the case.**

11) Sometimes telecoms is not loud enough to hear for consultation. –**Practice is looking into it to solve the problem.**

12) It would be good to have lunchtime reception cover. –**Currently this gives an opportunity for the Practice staff to have meetings and catch up with work away from patients.**

13) The surgery is always too hot which is not good for catching infections from other people-needs air conditioning. In summer the windows are never open and there are no fans although the Doctors/nurses and receptionists have fans. The surgery is closed for too long at lunchtime. –**Windows can be open in the waiting room.**

14) The Practice is ok but I am exasperated with the difficulty of accessing certain services.-**We have looked into the particular service mentioned but it is beyond the Practice’s control to shorten the NHS waiting list for this particular service.**

15) Although I understand it has to happen it is a shame for the Practice and the partners that Dr Norris is retiring. I very much hope a female partner is taken on to replace her. –**We will be most likely recruiting another male GP. However, the Practice currently offers appointments with another regular female GP.**

Negative comments about individual members of staff are being addressed directly to these individuals and will be discussed in the next Practice meeting.

THANK YOU