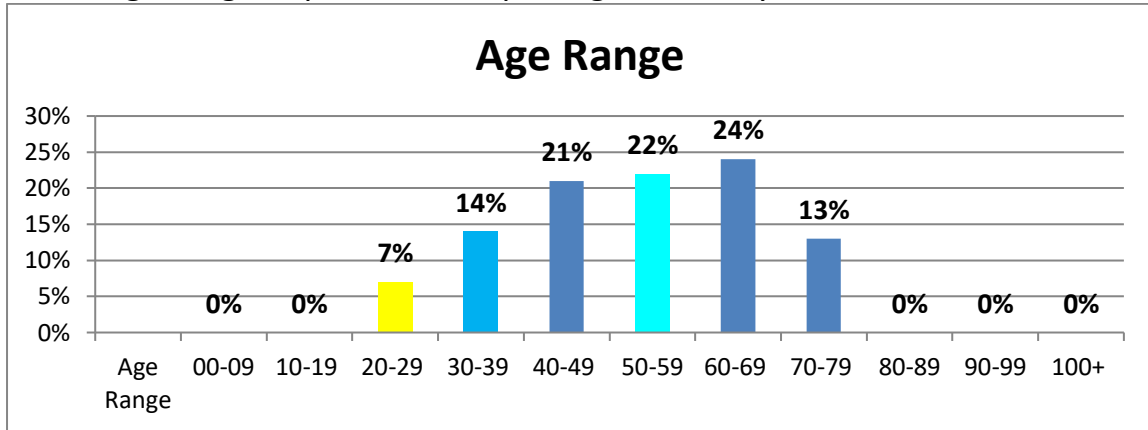


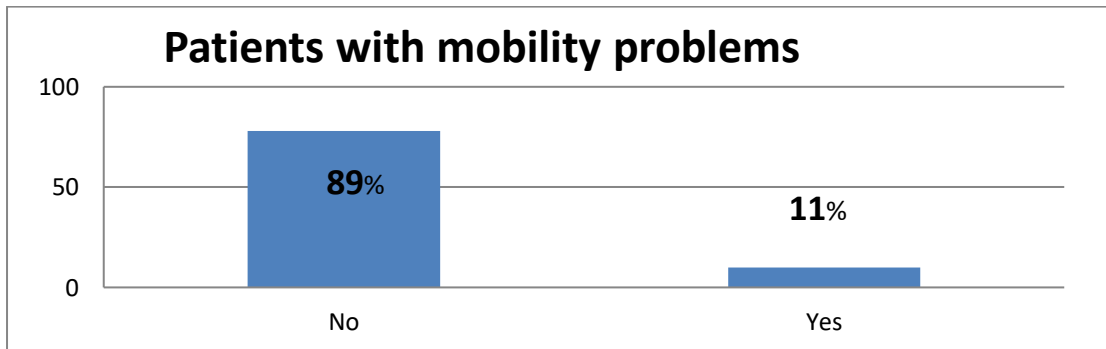
**Waterside Medical Practice
Patient Participation Group**

June Patient Survey 2019
Results

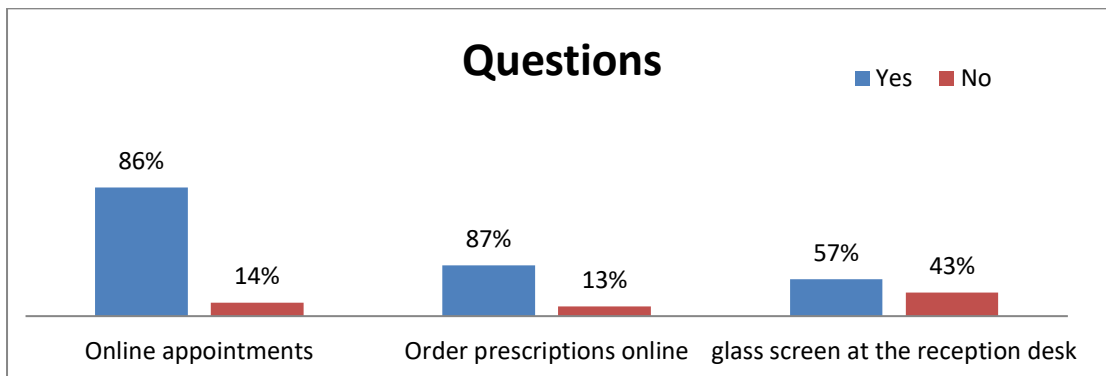
- A total of 87 Surveys have been completed
- Age range of patients completing the survey -



- Patients with mobility Problems



Questions



**Waterside Medical Practice
Patient Participation Group**

	Agree/ Excellent	Neutral	Disagree/ Poor
Entrance is welcoming	83%	9%	8%
Reception staff were approachable	97%	2%	1%
Treated with dignity and respect	100%	0%	0%
Privacy for patients within reception	92%	8%	0%
Waiting area comfortable and accessible	92%	7%	1%
Could receive attention from nurse rather than doctor	67%	10%	23%
Feel involved in the advice about your medical condition	100%	0%	0%
Sufficient privacy was afforded to you during medical examination	100%	0%	0%
Important to see a doctor / nurse of your choice	87%	6%	7%
Your medical concerns were carefully listened to	100%	0%	0%
Overall experience of Waterside medical practice	100%	0%	0%

Do you have any comments about personal additional support the Practice could provide?

- better signage
- I experience some eye problems and personally find the screen in the waiting room uncomfortable to look at when waiting for your GP turn. I also dislike your name being viewed by all the people in the waiting room, when im there it's because I feel awful and I don't want to be recognised by others! Prefer the number system.

What aspects of the Practice do you find to be especially helpful / beneficial?

- like the self-checking in screen
- Reception team are always helpful & friendly. Great practice & very supportive. Thank you
- All the staff are kind and patient and go over and above to be helpful. It's a wonderful practice run by very competent people
- Good staff. Polite, clean and caring
- the staff who are helpful and always efficient
- all staff in general

**Waterside Medical Practice
Patient Participation Group**

- Dr Thomas! Excellent role model of a GP. Very helpful staff in general. Nurses, receptionists and outstanding support given by Amanda the secretary

Any other comments?

- I feel extremely lucky and thankful to have waterside on our doorstep!
- Think a screen would cause more problems than you are trying to solve. Would feel segregated and we wouldn't be able to hear
- Nicky has always been very professional and helpful. Thank you for all of the hard work you all do for us
- I saw a paramedic and was very happy with my treatment always very supportive and professional
- Waterside is the most efficient, pleasant and professional of centres. All staff are courteous and do their best under some difficult and stressful times. I have to say that every GP I have ever visited in the last few years has been wonderful in respect of my visits , treatment and follow ups
- There is a gem of a medical secretary who will go the extra mile to find solutions to medical problems - often extra work for the practice when QA fail to deliver! She is also helpful, supportive and nothing is too much trouble. Amanda needs cloning so she can be in every NHS environment!