

The Riverside Surgery GPAQ

(General Practice Assessment Questionnaire)

2006/2007

This report outlines the results of the General Practice Assessment Questionnaire made available online, to registered, adult patients of The Riverside Surgery from August 2006 to February 2007. There was a 59% return on the 600 questionnaire codes which were made available. This exceeded the recommended number of completed questionnaires required per GP, with a total return of 353.

Results

The following table summarises the individual scores for the evaluation questions in GPAQ, i.e. the questions where patients made a judgement about how good that aspect of care was. The scores for this Practice are shown (as a percentage) compared to the latest national benchmark scores supplied by the NPCRDC (National Primary Care Research and Development Centre) based at Manchester University.

GPAQ Question	Score 2006	National Benchmark
Satisfaction with receptionists	79	75
Satisfaction with opening hours	70	67
Satisfaction with availability of particular doctor	59	58
Satisfaction with availability of any doctor	73	68
Satisfaction with waiting times at practice	59	56
Satisfaction with phoning through to practice	68	59
Satisfaction with phoning through to doctor for advice	64	59
Satisfaction with continuity of care	78	68
Satisfaction with doctor's questioning	84	79
Satisfaction with how well doctor listens	85	81
Satisfaction with how well doctor puts patient at ease	85	82
Satisfaction with how much doctor involves patient	83	79
Satisfaction with doctors explanations	84	81
Satisfaction with time doctor spends	82	78
Satisfaction with doctor's patience	84	81
Satisfaction with doctor's caring and concern	85	82
How well nurse listens to what you say	80	76
Quality of care nurse provides	82	78
How well nurse explains problems/treatments	80	77
Overall satisfaction with practice	82	* (81)

* no national benchmark available – last available mark shown in brackets for comparison (please see notes at end of report)

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Below is a list of responses to those questions with an 'open text box' inviting a patient's own response. (The following has been copied exactly as the patient entered the text)

Question: **Is there anything particularly good about your healthcare?**

Responses:

I think the nurses I have seen concerning general health care are excellent.

Doctors and Nurses all show an excellent degree of compassion and a high level of expertise,

Modern and clean, staff are very efficient

Yes. Immediate tests available when needed at Evesham Hospital or Worcester.

The practice gives one the feeling of being well managed and able to offer satisfaction to any patient approaching it in a reasonable way.

Excellent diabetic support team

The fact that I can see my assigned doctor all the time (with notice)is appreciated. My doctor cares and is very helpful.

I have moved within the last year from Belfast and have felt that I am really being given the best care by my doctor, nurses and being referred for further checks when necessary. Thank you so much - it is a great comfort to me and my family.

My main care comes from the Q Birmingham and is superb.

Regular check ups and quick response when needed.Nearness of the Centre to my home.

I have always been given help or sent in right direction to get help.

My doctor has been brilliant considering i am always falling ill or having alot of stress related issues to deal with.



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

I am very impressed after just using your on-line repeat prescription system, this is another bonus to me as i work full-time and out of Evesham.
Very thorough if you have any problems.
I feel that my doctor is really interested in my problems.
MY HEALTH CARE IS CONSISTANTLY GOOD AT THIS SURGERY AND MY DOCTOR HAS BEEN VERY SUPPORTIVE WITH MY MEDICAL PROBLEMS
service and attention to detail at Waterside Surgery is first class
I'm very happy with the Service I receive.
Regular thorough health(cardiac) checks annually with nurse and subsequent referral to GP if appropriate. Treatment as a sentiewnt being with full discussion of symptoms and therapy.
I have found the employees of the practice to be very curtious and generally try to put patients at ease
Breadth of services provided on the spot
An efficient GP surgery
For the size of Evesham i think Riverside surgery is very good.
efficient online request for issue of repeat prescriptions excellent computerised appointment management system with touch screen software to announce your arrival at the surgery
Luckly I do not have to use the surgery very often. I use the web site for repeat prescriptions on behalf of my mother. I have given most answers on her needs.
Routine monitoring
All staff very helpful Close link with pharmacy

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Seeing a doctor in an emergency particularly having children this is excellent but I have never seen our own doctor in these circumstances.

My doctor is interested in me and my family. I consider that we are very lucky to get such good care.

Excellent nursing staff to look after minor or routine problems.

The surgery offers a full health service, from health clinics to regular monitoring of existing conditions.

My GP, with whom I have been registered for many years is wonderful and I have complete confidence in him.

Always kind & courteous, I know my doctor cares about me and the problems I have and that makes a difference, treats me like an old friend which I like, calls me by my Christian name which I also like. Efficient in getting specialist appts when necessary. I like the arrival booking in system.

Yes, the fact we seem to have an all round service - e.g. physiotherapy, access to fast xrays, blood tests, pharmacy etc.

Not really - except when you see the nurses

web site for repeat prescriptions is excellent.

I find the whole service in the surgery very good. Pleasant staff. Faith in Dr Serenyi.

it is good and i am looked after.

YES, I am being looked after well by my doctor and the NHS

receptionists are very helpful and friendly. Practice nurses are very knowledgeable and helpful.

well run

General friendliness

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Being able to order repeat prescriptions on line
I have always found my doctor very helpful and sympathetic
I AM HAPPY THAT I AM ADVISED TO ONLY SEE MY OWN DOCTOR AS THEY CAN GET TO KNOW YOU AND YOUR PROBLEMS
Generally content with the service provided.
The treatment I receive from my own doctor when I am able to get an appointment with them is fantastic, could not wish for better treatment. A really caring person.
the doctor is willing to spend time on looking for a solution to problems
The medical people are very proactive in helping to care for my various medical conditions
Looked after very well for my condition
quite satisfied, worried about 'areas' to be referred to when receiving treatment
Great to be able to see own GP within 24 hours. Good relationship with GP. Good caring attitude from all staff
My own doctor also sees the other members of my family and so has a complete view of our health/social concerns.
Treatment I have received has been very good and decisions for referrals needed have been done quickly. On line prescription service is very good.
I have always had excellent treatment and care given at the surgery from the receptionists, pharmacy, nursing staff and the Doctors. They have the ability to make you feel welcome and at ease. This may seem strange but I always enjoy my visit to the surgery regardless of ailment.
All staff encountered have demonstrated a caring, sympathetic and professional attitude.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

The amount of time the doctor spends on the computer during a consultation leads to the thought that, if only you could type in your symptoms yourself, a suitable treatment would appear! Even so, previous Internet investigation of the problem by the patient must help to reduce consultation time.

I consider myself to be very lucky in that since first coming to this practice I (and my family) have benefited from two of the best GPs working within it.

Doctors, Nurses and all the staff at the practice are very kind and allways very helpful with advice of all aspects of my wife and my care.

The service I recieve from seeing my own doctor are excellent.

Ability to fix advance appointments. Comprehensive on-site services including pharmacy.

Yes, the doctor seems to concentrate on my health when I visit and seems to really care.

I went to the doctor just with a cough and through his questions and observations discovered an under-active thyroid.

I find on the whole the surgery look after my health care reasonably well.

I am completely satisfied with the health care I receive from the medical staff at the surgery and the efficiency of the administrative staff is to be applauded.

I have always found the health care excellent.

Given everything thats going on in the NHS, you do a resonably good job and generally exceed my expectations

The whole team at the Riverside Surgery

Explanation of changes in medication

That we can always see our own Doctor.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

It is very useful to order prescriptions on the internet. My Doctor is excellent has always been very good, pleasant and always makes me feel better after I have seen him. My Doctor is Dr. Smith.
Doctor and the Practice work together to get the the root of the problems.
I am very satisfied
Comfortable environment in which to wait and consulting rooms very comfortable. Practice is freindly and helpful. My own doctor is excellent and other doctors I have seen have been on the whole helpful although sometimes feeling is that they are not particularly interested as they are not your doctor.
Regular check-ups Prescription delivery service excellent
Having prescriptions delivered.
regular checks made on peak-flows for asthma
dr Swindlehurst excellent dr
delivery of prescriptions
highly satisfied
care and attention on my health care is very good
following heart attack,previously experiencing exceptionally good health,I feel that my medical treatment from hospitalisation to surgery visits has been to a very high standard.
all good
wonderful doctor
very satisfied over the past years
the doctor is always exceptional and helpful and understanding



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

very attentive and friendly attitude from all staff also very competent
yes dr greg
always have excellent treatment
excellent after care scans,x-rays,.
the friendly staff,and care from the doctors
always helpful and friendly
nurses are very helpful and reasuring
everybody is always very helpful
the doctor always has the patient intrests at heart.sometimes running late.but dont mind waiting as you know they are being thorough and will be the same with you.
its availabe and its good
Always happy with it
it is a well run practice
dr swindlehurst is an excellent,caring,concernd and thoughtful dr.who puts her patient first
always very good
consideration and time given individual care



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Since June I have had a vaginal hysterectomy, a fall which resulted in a fracture to my foot, as the swelling progressed the plaster got tighter which then resulted to me being admitted to W.R.I. with a Blood Clot on the Lung in October. I had excellent treatment in Hospital and since my return home Riverside Surgery has been absolutely wonderful to me both my Doctor and Nurses. I still visit the surgery once every 4 weeks for my regular blood tests for warfarin - INR Levels. They have always talked my problems through with me and put my mind at rest as this was a very difficult time for me.

Yes I feel that Dr Smith is very thorough in sending me for a scan

Very Good

When I finally get to see my doctor I never feel hurried and I feel that I can really discuss any problems

The Health care I attend are very friendly, and approachable to speak to.

New patient assessment and registration, very good and professional.

Very good continuation and assessment of treatment.

well looked after

excellent repeat prescription set-up via internet and local supermarket.

I have had bad migraines and my doctor has always come out to see me

A1

ave no complaints always treated well by all the staff



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

I have been with this Practice for 18 years and have had the same Doctor all that time. I am extremely satisfied with the care I receive from the Practice as a whole and the Doctor in particular who has always listened and taken the time to understand my problems both medical and personal. I am also very pleased that this Practice has not adopted the method of other Practices in the area with regard to making appointments. I have seen the upset and distress caused when people can't make a forward appointment or get to see who they want.

Yes it works.

**The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)**

2006/2007

Question: Is there anything that could be improved?

Responses:

Be able to book in advance

It would be nice to speak to my doctor personally instead of leaving messages with a PA who sometimes says she will get back to me and either forgets or doesn't seem to bother and I have to chase the answer up myself.

Reverting to Saturday morning surgeries

The appointment system is a complete shambles. Most of the time you are unable to contact the surgery and are left in a queue. Trying to cancel an appointment is even worse and many times it has taken numerous calls. Why isn't it possible to either leave a message on a dedicated ansafone or be able to email.

Parking can be a nightmare. System of ordering repeat prescriptions is good for those with internet access but for the others who cannot phone them through any more it is a great problem.

Waiting times in GP's surgery and shorter time in availability to see own Doctor.

Waiting time for non-urgent appointments is usually too long

The practice in general is not especially organised, perhaps because I have had health care in the USA I have something else to compare it to but the diabetic clinic is a waste of time. Some of my appointments with nurses often get screwed up as far as the reason I am there. Some of the nurses are excellent and some are not.

As I am elderly and my memory is not what it was it would be helpful if a very, very brief summary of the discussion with the doctor was available in writing to remind me of the main points.

I think evening and Saturdays should be covered

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

No, I think it's great
NHS Waiting lists
Not really. Just the waiting to see my doctor. Can be weeks sometimes and by this time my probs normally gone or got alot better. Then i forget to cancel my appt and get told off by him. :)
The length of time it takes to get an appointment (once three weeks) with your usual doctor should be shorter.
Not really. The ordering of repeat prescriptions is less than completely satisfactory: not everyone can get to the surgery and not everyone has access to a web-enabled computet
NO
Nothing is perfect
Lateness of be seen for appointments 10 am should be 10am within about ten minutes at least. Most people do not like their buses and trains running late.
Waiting time for non-urgent appointments sometimes seems excessive- urgent appts. can normally be seen on the same day.
I have had problems with the online repeat prescription ordering service where orders have either not bee received or not processed. As i do not work locally and the repeat prescription phone line has been disbanded i find it difficult to speak to someone about the issues i have
Ability to see practice doctor rather than locum out or usual working hours.
Waiting time when trying to see a particular doctor
When you ring to speak to a Dr it would be good to be able to instead of just leaving a message- a time to ring back would be great.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Not that I can think of
Weekend or out of hours availability
The ability to see your doctor a short notice
Week End and Evening Cover Call Out Visits
Seeing my own doctor is a particular problem and appointments often need to be made well in advance. Also they consistently run late, can be upto 20-25 minutes.
I have just asked for an appointment to see my doctor and have been given a date in TWO WEEKS time. This is just not good enough. What's happened to Tony Blair's idea of 48 hours??????
Can't think of anything.
Waiting times to see the Nurse could be reduced and more appointments available early morning.
Not really
I would appreciate it if because one is in there sixties, quite healthy and fit, any aches or pains are not initially put down to age or arthritis, which in my case has proven to be true. No sign of arthritis, problem is as a result of an old injury. Many people from sixty upwards do object to being told 'what do you expect, it is because of your age'. Nowadays lots of us are a lot more healthy than some in their forties and resent this attitude.
Yes the speed in which specialist referral letters are written and dealt with. Using a private health care plan should help save NHS money not involve me making five or six phone calls to get referred

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

<p>Something should be done where patients do not let the surgery know if they cannot make their appointment. I often view the figure of missed appointments when i visit and feel it is unacceptable. Why should so many people have to wait longer for appointments just because others do not have the decency to cancel ones they are unable to make.</p>
<p>Not in my particular opinion.</p>
<p>larger waiting area in extended section</p>
<p>No</p>
<p>The waiting times are not excessive but I would appreciate being seen within 10 minutes of appointment time.</p>
<p>IT WOULD BE BETTER IF YOU COULD GET AN APPOINTMENT WHEN IT SUITS YOU</p>
<p>waiting time</p>
<p>Why can I no longer phone for a repeat prescription? Is there any way of doing this on line?</p>
<p>Repeat prescriptions by phone</p>
<p>Reception staff to brisk and unwelcoming.</p>
<p>the difficulty in getting appointments which do not entail losing a whole days pay because of unsuitable times and long times spent waiting for doctor when you have turned up on time, receptionists are very frustrating to deal with on phone as they do not understand that people cannot afford to lose work while waiting to be seen, especially when it is an ongoing health problem. Refusal to make appointments a long way in advance when the doctor has asked for it is frustrating as they are then unavailable nearer the time. the doctor's seem to be unaware of the problems that the patients encounter when trying to get simple queries answered</p>

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

sometimes people need to see a dr at weekends. and the out of hours is not very good.
No not at the moment
Used to have Saturday opening for "emergencies" but not any more
more choice of treatments!
Late night appointments would be a huge bonus. I work in Birmingham and cannot get to my surgery until 6pm. I have to take time off work to see a doctor which would not be so bad if I was not kept waiting for unacceptable periods. Appointments never seem to be on time.
Nothing in the service provided this is tongue in cheek! why so many womens magazines!! No motor magazines!! Can we men have a few more!!
Not that can think of.
No - seems very acceptable considering their workload.
A Saturday morning surgery would be useful!
not necessarily for myself but for my family and others i know who find it difficult to make appointments in current surgery hours, a once a week late evening surgery or an occasional saturday morning surgery.
The waiting time for an appointment is dreadful and far too long. Too many people are missing their appointments and making it harder for genuine patients to get an appointment when they need it.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

I feel the service the dispensary provide is good but recently when emailing repeat prescriptions they sometimes get delayed i emailed one prescription for my brother on one day, one for myself 2 days later and mine was ready before his i ended up going back and forth to the surgery to collect them which has happened on 3 occasions. I have also witnessed a member of staff being very unhelpful to a member of the and her attitude was unacceptable.

Yes, last time I visited there was a woman in the waiting room coughing away, without using even her hand to block her cough from the rest of us. In spite of having a flu jab I've just experienced the worst case of flu in years, and I'm CERTAIN I caught it in the waiting room. Surely these people should be isolated?

As stated above, the lack of the Saturday surgery is a major problem for me - I work a long way away from the surgery.

When my doctor is not available usually have to wait for her to be available before i can see a doctor - they do not like you to see a diff doctor

Telephoning for appointments.

Access by telephone can be difficult on occasions, frustrating if an emergency.

Probably a victim of your own success but sometimes it is difficult to get an early appointment with my doctor and I have to wait for a number of days and even a week. I'd like to see the surgery open again on Saturdays as when working full time it is sometimes the only time I can see the doctor.

To scedule an appointment other than an emergency can take 3 weeks with my GP.

I hardly ever see the same eye consultant more than once. Appointments are usually cancelled and rescheduled - sometimes more than once.

Getting referred to a PA who wants to discuss problems as opposed to sorting a time when you could speak to a doctor

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

I can't think of anything
Times of opening perhaps Saturday mornings would be helpful.
availability of particular doctor and waiting times for consultation
Computer system is fine but when it goes wrong it goes very wrong. Generally the IT systems are very good. There needs to be greater flexibility within manual systems to accommodate the IT failures.
Shorter waiting times for appointments - often it is over two weeks to see own doctor if not an emergency.
waiting room is very dull, could do with a telly or tropical fish tank
More two-way consultation with GP
The car parking, it is very difficult to find a space if you have a mid morning appointment.
can't think of anything...apart from it would be nice to still be able to phone through for repeat prescriptions occasionally, instead of requesting in person or E-mailing Might be nice to have the option to see a lady doctor for gynaecological queries.
Getting my repeat prescriptions,i would like to order by phone.I would like to be able to get three months worth of prescription at a time.
Appointment times
not being able to order my repeat prescriptions by phone
open at weekends
phone prescriptions
to see my gp on the day i want
the process to order and collect repeat prescriptions

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

No
times open
no
more up to date equipment
yes
open longer in the evenings or on sat mornings for people who work full time
better parking
a local advice line would be really usefull.as a first time mother information on whether i should worry or not or should see a doctor would be useful without feeling i need to be a trained doctor myself and go it alone!
maybe a water drinks machine as waiting room can be warm
the amount of time it takes to make an appointment with your doctor
parking made bigger,unable to park when hospital clincs are on.
god knows what would happen if i became really ill on a weekend or night
waiting times for refferal to other services
No
By allowing patients to see any doctor other than the one registered with. Waiting time for appt could be improved
contact with patient re garding how appointments with specialist is going time of waiting is still to long
voluntary counselling service
waiting times but appreciate some people need longer than others to discuss their problem



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

some of the receptionists attitude when you need to see a dr but cant just drop everything to get there
I have no comments to make at present.
The repeat prescription service. (Has improved lately). Every request seems to come as a surprise to the department, with no forward planning, or reference to what has gone before.
I am aware that there is other medication that may be more suitable for me but I have found out from my specialist that it is very expensive and presumably due to strict financial budgets it has never been ofered to me
At the moment I cannot think of anythink that can be improved.
N/A - only patient for 6 monthths.
I am a new patient and would need longer time to make any further comments.
more seats in waiting area
shorter waiting time for appointment to see nurse or doctor
I would view it as a big improvement if it were possible to see my regular doctor at shorter notice without having to claim special urgency
My Doctor never starts on time but it is a small price to pay to see her!! It is a shame that we can't still ring up to re-order prescriptions but I do understand the reasonings behind your decision.



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Prescriptions available by phone, It should be remembered may older people cannot accsses computers and web sites.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Question: **Any other comments.**

Responses:

The out of hours service is abysmal

Why, Why oh why is it that if my details and notes are effectively managed by way of computer, why is it that I have to make myself available to my DR, probably during my working day, why can't I make an appointment to see another when it is convenient TO ME.....

The practice tries hard and they do many things well, they are much better than the practice I went to in Cornwall but again I am used to a different standard of efficiency having experience for profit health care in the USA.

It's important to have local services, ie in Evesham.

Thankyou (Its not said often enough)

A lovely surgery. And the nurses that looks after my ear cleaning are brilliant! :)

I like ordering repeat prescriptions on line, but can imagine many elderly people miss being able to phone.

No

STOP the polititions tinkering with the NHS and thank you Evesham Waterside Surgery working with all sorts of day to day problems and still managing to smile. Also stop medling with Evesham Hospital we need a hospital in Evesham Patricia !

Generally a very caring , well organized practice. The PA system seems to work well.

I have always received very good attention in the practice whether it be my own GP or one of his partners which means I can always attend with confidence and an easy mind.



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Usually always greeted by kind smiling face that always helps. Practice is always clean.
Withdrawing the telephone repeat prescription line has been very awkward and the reasoning that they were no longer allowed to do this does not stand-up as other practices still provide this service and I am able to ring my local pharmacy who will then process the prescription for me.
Don't change things too much as basically the Practice seems to work well and efficiently. Keep up the good work.
Ordering repeat perscriptions by e-mail is excellent -well done whoever suggested it!
Maybe a coffee machine in the waiting area for those who have to wait a long time!
Well done all, keep up the good work.
i know other practices in area provide service where you phone for appt on day you need it and have heard very good reports of this.
I don't think you should be forced to stay with same Doctor within your practise. To have to submit a form giving reasons why you want to change and having to go through a process of resolving issues is embarrassing to both sides. Lack of confidence in your own doctor should be sufficient reason to change.
The parking is sometimes a problem but you have no control over that.
no.
I find the delivery of medication to my home on the day and time stated, along with the pleasant gentleman who effects the delivery, very useful indeed.
No
NO

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

I am generally happy with the good service you provide. It can be very frustrating waiting in the waiting room, perhaps some kind of information as to how long we might be expected to wait....though I do appreciate that this is not an exact science!

I do prefer to see the doctor I have reg with this is not always possible. I have found that If I have agreed to see another Dr I have always found I have been refered back to my own Dr I really feel if I had an appointment to start with with my own Dr time would have been saved in most cases. I worry that quite often the receptionist seems to decide if a matter is urgent or not,if you have diffilculties explaining your illness, or the illness is of a personal nature I worry about the outcome of this. I have found the telephone manner of reception staff all to bisk and uncaring.Any negative comments exhibited in this survey sadly are reflectd by my first point of contact eg: telephone /reception

I have been very pleased with the care and attention I have had since joining the practice in July 2006. Also the prescription delivery service you provide is excellent.

Believe it is the best practice in our locality

I am very satisfied with my surgery, although the NHS and hospitals need shaking up!

I would like to be able to see my own doctor on every occasion. I can make routine check-up appointments well in advance, but if I need to see someone urgently then I usually have to "make do" with a duty doctor, which never feels satisfactory. I do appreciate, though, that my own doctor always makes time to talk to all patients and is consequently in great demand!

It would be good if we were given the opportunity to see doctors other than our own to provide a wider choice of appointment times. Some receptionists could be more understanding.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

I think you should not book forward appointments more than 48 hours ahead. This way you would have fewer missed appointments.

A secure repeat prescription website page would be more reassuring with regard to submitting personal information, bearing in mind the increasing sophistication of the hacking community.

I only come to see the doctor when i really need to , usually about twice a year. I cannot understand why I cannot get an appointment easily and have to wait 2 to 3 weeks! this is ridiculous The patients who regularly miss appointments should be asked to wait for their next appointments.

No, I find the waiting room pleasant and cheerful, and do not have to wait long to be seen. The receptionist and all other staff always seem to be smiling and friendly.

In the main i am satisfied with all the aspects including the actual health centre which is clean and bright and reasonably comfortable.

I am much impressed with the efficiency of our surgery. THE BEST IN TOWN!

Given the difficulties in sometimes getting an appointment it is disappointing to see the numbers of "no shows" for appointments. Is there any feedback to these people to express the difficulties this can create for other patients who want appointments? Is it possible to "name and shame" those people? Dentists can fine people for not turning up for appointments. Can this be done by doctors?

Emergency cover is generally hopelessly inadequate. I would opt for private provision if this was available.

As the practice has grown the car park spaces have remained the same so time is lost searching for spaces.

I am satisfied on all levels that I can comment on.

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

We are very fortunate that our Practice has good liason with our local hospital for which we are very thankful.
On the whole the practice is good, however the length of time to see my own GP and the opening hours could be greatly improved. When you are in full time work and need to see the GP for regular checks, regular time off work does not go down to well with employers.
Web site is great for reordering repeat prescriptions.
Overall the surgery offers good services provided by a freindly and pleasant staff
Practice on the whole very good.
None
more than pleased!!!!
yes change your prescription policy so they can be ordered over the phone
more seating,television in seating area
to take less time getting through to the surgery to make an appointment
quite happy with the service we get
money for treatments that I have had at otherpractices are not available
very good
generally I am very satisfied with the overall care I receive
i find trying to see a doctor a battle everytime!
poor physio link up unable to get appoinment for physio,they wonty diagnose or make decisions over the phone and give written instructions to put the problem right
nearest a and e is 20 miles away

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

my daughter has been waiting for eighteen months to see a psychologist. she is now 17 year old
the treatment i recive from my doctor is second to none
Very good pracice
The parking for patients is very limited which results in driving round and round to find a space
above comment i know its not dircetly your problem but has a bad affect on your patients
getting through on the phone
difficulty in obtaining repeat prescriptions by phone
a little music playing softly while in the waiting room
No further comments.
My mother is a patient at the same surgery/doctor. She is disabled and since repeat prescriptions can no longer be ordered for her on the telephone there are always problems with the delivery etc of her tablets. This is causing many problems and great anxiety for her. No help to relieve this problem has been offered at all.
Also the last time my son was ill with tonsilitus the nurse and doctor refused to give him anti biotics straight away and we had to wait until the result of a throat swab until they were given. This took almost a week- he missed two weeks of school needlessly- I am aware other surgeries give anti biotics more freely- this is obviously cost cutting- which I find totally unacceptable when dealing with patients health. If we were frequent visitors to the practise I would understand the caution- but this was the first time my son had visited the doctor in 5 years!! doctor
No



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

When ordering repeat prescriptions over the internet, to be collected at Morrisons, this used to work OK but now Morrisons expect me to phone them as well to let them know that I have ordered a repeat prescription, otherwise they will not go to the surgery to collect it. For the first couple of years this was OK but, more recently, the last couple of times I have gone to Morrisons to collect my medicine, it has not been there because I did not call them first to tell them! I expect this is a problem with Morrisons and not something the surgery can sort out, although I expect there is an agreement between the surgery and people like Morrisons or Lloyds and other people who will collect prescriptions for you.

I am highly satisfied with all areas of the Practice - long may this high standard continue and please don't let my Doctor retire!!

The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Conclusions and Action Points

Points to be commended:

The following question areas deserve to be commended, scoring well above the current National benchmark figures:

- Satisfaction with the receptionists ✓
- Satisfaction with the opening hours ✓
- Satisfaction with the availability of particular doctor ✓
- Satisfaction with the availability of any doctor ✓
- Satisfaction with the waiting times at practice ✓
- Satisfaction with phoning through to the practice ✓
- Satisfaction with phoning through to doctor for advice ✓
- Satisfaction with continuity of care ✓
- Satisfaction with doctor's questioning ✓
- Satisfaction with how well doctor listens ✓
- Satisfaction with how well doctor puts patient at ease ✓
- Satisfaction with how much doctor involves patient ✓
- Satisfaction with the doctor's explanations ✓
- Satisfaction with time doctor spends ✓
- Satisfaction with the doctor's patience ✓
- Satisfaction with the doctor's caring and concern ✓
- How well the nurse listens to what you say ✓
- Quality of care the nurse provides ✓
- How well the nurse explains problems/treatments ✓
- Overall satisfaction with practice ✓



The Riverside Surgery GPAQ
(General Practice Assessment Questionnaire)
2006/2007

Points requiring attention:

There are no areas that need to be addressed, as none of the scores fell below the National benchmark figures.

* **Please note:** in line with advice from the NPCRDC for the 2005 GPAQ, conflicting data was received for the question area:

Overall satisfaction with practice

This resulted in there being no national benchmark available for comparison. However, as a guide, we have included the last available benchmark (2004) which is shown alongside the practice score.

End of report.