

The survey had **119** responses.

**Please think about the times you have telephoned our surgery in the past 6 months - How easy did you get through on the phone?**

- Very easy - **53** (44.5%).
- Fairly easy - **46** (38.7%).
- Not very easy - **17** (14.3%).
- Not at all easy - **3** (2.5%).
- No response - **0** (0.0%).

**How clean is the GP surgery?**

- Very clean - **75** (63.0%).
- Fairly clean - **40** (33.6%).
- Not very clean - **3** (2.5%).
- Not at all clean - **0** (0.0%).
- Don't know - **0** (0.0%).
- No response - **1** (0.8%).

**In the Reception Area, can other patients overhear what you say to the receptionist?**

- Yes, but don't mind - **81** (68.1%).
- Yes and am not happy about it - **32** (26.9%).
- No, other patients can't overhear - **0** (0.0%).
- Don't know - **6** (5.0%).
- No response - **0** (0.0%).

**How helpful do you find the receptionists at the surgery?**

- Very - **85** (71.4%).
- Fairly - **28** (23.5%).
- Not very - **6** (5.0%).
- Not at all - **0** (0.0%).
- No response - **0** (0.0%).

**The last time you saw any of the clinical team how satisfied were you with the service you received from them?**

- Very - **76** (63.9%).
- Fairly - **29** (24.4%).
- Not very - **6** (5.0%).
- Not at all - **1** (0.8%).
- No response - **7** (5.9%).

**Are you aware you can have a telephone consultation with a GP?**

- Yes - **65** (54.6%).
- No - **49** (41.2%).
- No response - **5** (4.2%).

**Did you know that you can book an appointment with your GP and order your repeat prescriptions online?**

- Yes - **67** (56.3%).
- No - **46** (38.7%).

- No response - **6** (5.0%).

**Did you respond to last year's Patient Survey?**

- Yes - **29** (24.4%).
- No - **83** (69.7%).
- No response - **7** (5.9%).

**Any other comments you would like to make about the Practice, please enter below**

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

- Would like to see the same GP when I have an appointment. Having to wait more than one month to see a GP is not helpful when one needs one. (1)
- Extremely long wait every time I come to the surgery. I am here with a sick baby who hasn't been given priority service. He is very sick and others have been called before him. It's the same every time I come. I'm not happy with the service here at all. (1)
- Not good waiting a month to see a Doctor can cause more DNA Glass screen makes things worse intimidating and not nice (1)
- Three week appointment time not acceptable Has had consultations - did not know its Practice No privacy in reception (1)
- Long waiting time to get appointment with GP (1)
- The wait to see a doctor is often several weeks and as I work I can't call to make an emergency appointment. (1)
- Large pushchairs in waiting room. People with feet on chairs. Can never book appointment in advance. If book on day all gone. (1)
- Good practice when able to obtain appointment. Often sent to Walk-In clinic - Edridge Road, due to lack of appointments. (1)
- Some receptionists are helpful, some are not. I have known 10-15 GP practices and this is one of the best practices I have ever seen. (1)
- Getting an appointment within one week or 2nd week is not easy have to wait nearly a month for the doctor appointment. Kids toys needed (1)
- Photos and names of staff in reception and the clinical team at both surgeries in the reception area. Staff commendation for receptionist Eloise - gives superb service consistently. (1)
- The receptionists and doctors are all lovely and it feels like you are going to see one of your family. (1)
- If I want to see the same doctor it's a 3-4 week wait. If I see someone else they'll tell me 'I'm not your usual doctor so I can't xyz.....' (1)
- There are not enough lady doctors and generally have to wait up to 3-4 weeks for an appointment (1)
- Everything fine. (1)
- Receptionist is very fair with good manngers and are always considerate with patient. I have been treated very weel and I have no compalints towards the staff or doctors. I believe that they do their upmost best to assist all and everyone and they are all very understanding towards everyone and myself and my little boy. keep up the good work ! (1)
- I'm happy the way they manage the practice. (1)
- Happy with service (1)
- Helpful if surgery had a wheelchair (1)

- I am very satisfied with the treatment and service. (1)
- Needs a makeover - restructuring perhaps. (1)
- Shortage of doctors appointments. Takes on average 3 weeks. (1)
- Time to book an appointment is unbelievable! Looks like this surgery is over crowded. Took more than three weeks for my appointment. (1)
- One of the best surgeries in Croydon (1)
- Takes too long to get an appointment (1)
- Long waiting times for standard appointments (4 weeks). Having to call at 8am and have to be screened by receptionists for appointment sooner. Rudeness/scepticism from doctor about rare emergency appointments - having to justify yourself. Focus on targets/percentages. Overall approach treating causes not symptoms. Only being able to raise 1 or 2 issues at appointment irrespective of frequency of attending surgery overall. Unsympathetic/unhelpful approach in general to general health/weight/overeating issues. (1)
- Nicest receptionists out of all the GP surgeries I've been to in London. (1)
- Staff are very courteous, efficient and helpful. Reception staff are friendly & polite. The doctor seen today went out of his way to help and was very helpful. Thank you. (1)
- Great service and first class customer service. Greast consultations from doctors & nurses - very understanding. Thank you for all your care. (1)
- Waiting time is too long. Receptionist is not friendly. Doctors are great. Would be nice if the GP Surgery had a wheelchair. There are times when a patient might need one. (1)
- please let us know which days you have Saturdays and evening appointments (1)
- All the receptionists are great and extremely friendly. (1)
- I've been with this practice for many years and they are very good. (1)

### **Are you male or female?**

- Male - **34** (28.6%).
- Female - **83** (69.7%).
- No response - **2** (1.7%).

### **What age are you?**

- Under 16 - **1** (0.8%).
- 17 - 24 - **6** (5.0%).
- 25 - 34 - **18** (15.1%).
- 35 - 44 - **27** (22.7%).
- 45 - 54 - **29** (24.4%).

- 55 - 64 - **10** (8.4%).
- 65 - 74 - **15** (12.6%).
- 75 - 84 - **11** (9.2%).
- Over 84 - **0** (0.0%).
- No response - **2** (1.7%).

**What is the ethnic background with which you most identify?**

- White British - **36** (30.3%).
- White Irish - **1** (0.8%).
- Mixed White & Black Caribbean - **2** (1.7%).
- Mixed White & Black African - **4** (3.4%).
- Mixed White & Black Asian - **1** (0.8%).
- Indian - **25** (21.0%).
- Pakistani - **6** (5.0%).
- Bangladeshi - **2** (1.7%).
- Black Caribbean - **9** (7.6%).
- Black African - **8** (6.7%).
- Chinese - **2** (1.7%).
- Other - **20** (16.8%).
- No response - **3** (2.5%).

**How would you describe how often you come to the practice?**

- Regularly - **48** (40.3%).
- Occasionally - **58** (48.7%).
- Very Rarely - **11** (9.2%).
- No response - **2** (1.7%).

**Many thanks for your time in answering the questions on this survey.**