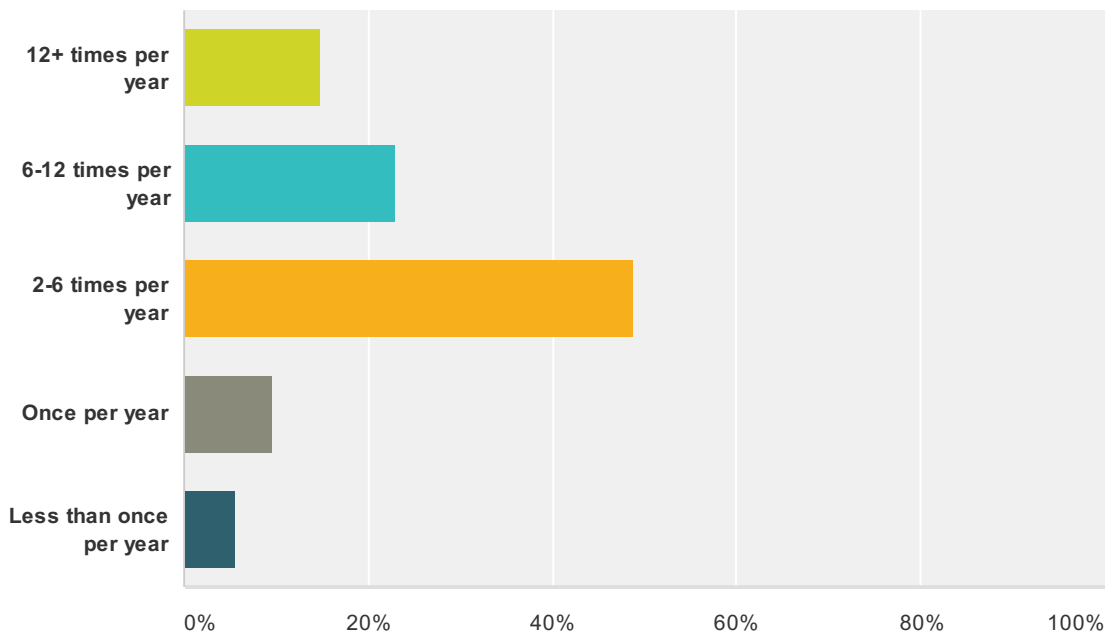


Q1 How often do you visit High Field Surgery?

Answered: 322 Skipped: 7

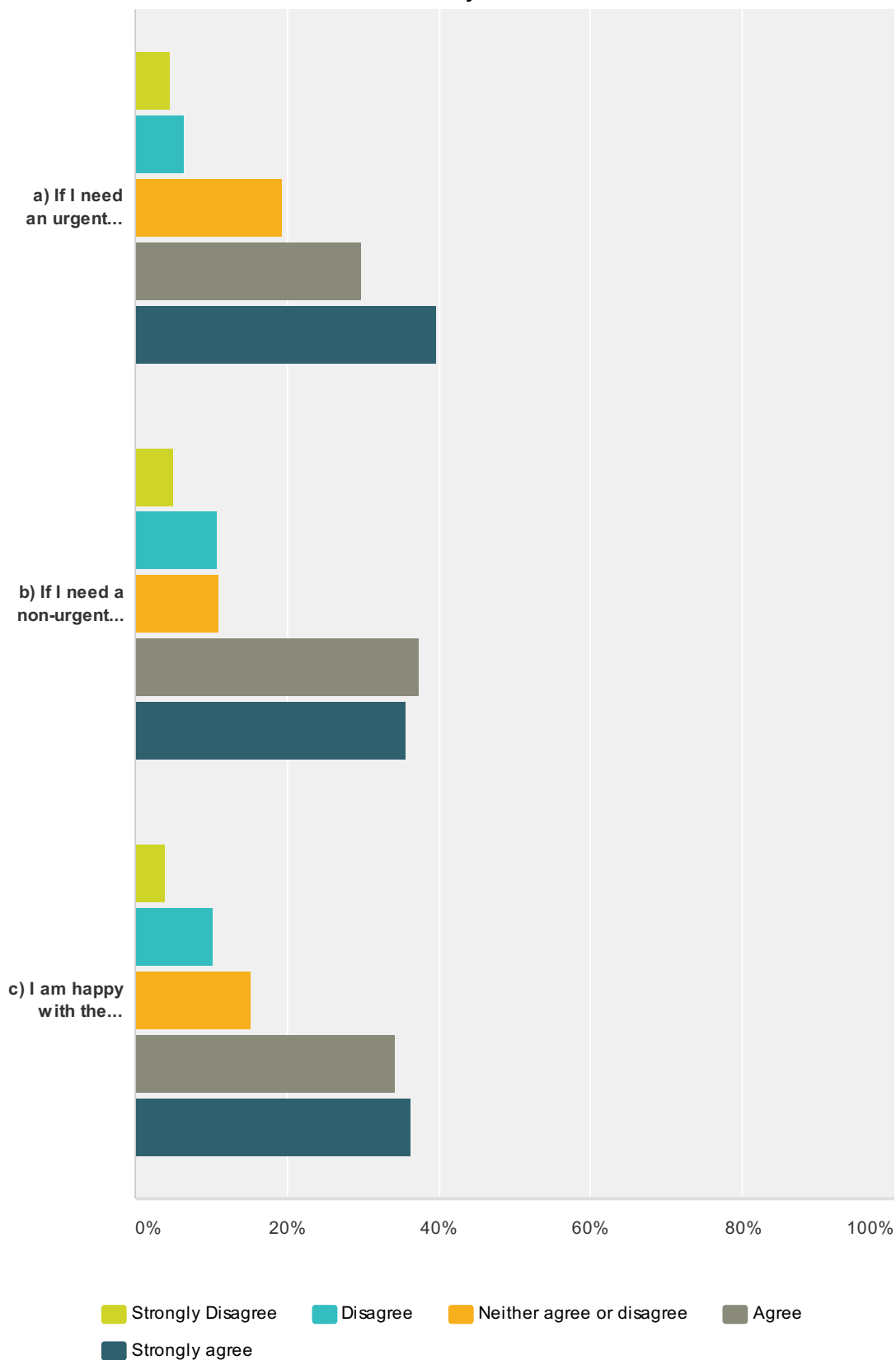


Answer Choices	Responses	
12+ times per year	14.91%	48
6-12 times per year	22.98%	74
2-6 times per year	48.76%	157
Once per year	9.63%	31
Less than once per year	5.59%	18
Total Respondents: 322		

Q2 If you need to be seen urgently we will give you an appointment on the same or following day or arrange to see you as an emergency after surgery. This might not be with your regular doctor. If you need a non-urgent appointment we will try our best to give you an appointment within a week of your call. Please tell us how much you agree with the following statements

Answered: 326 Skipped: 3

Patient Survey 2014



	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
a) If I need an urgent appointment I am usually seen the same day	4.67% 15	6.54% 21	19.31% 62	29.91% 96	39.56% 127	321
b) If I need a non-urgent appointment I am usually seen within one week	4.95% 16	10.84% 35	11.15% 36	37.46% 121	35.60% 115	323
c) I am happy with the current appointment system	4.04% 13	10.25% 33	15.22% 49	34.16% 110	36.34% 117	322

#	Comments	Date
---	----------	------

Patient Survey 2014

1	For non-urgent appointments, it's usually longer than 1 week, although not always. I am normally trying to get an appointment at the start or end of the day, so I presume these are more popular with some patients who are working full time so there is less availability. Being able to phone up first thing on a morning (or after lunch) and get a quick/urgent appointment for that day or the following day, works quite well. There seems to be more flexible appointments available now than previously, eg. after 5pm and early mornings, which works well when you are working full time, as I am, and not always able to attend appointments during normal working hours (9am - 5pm).	2/20/2014 3:41 AM
2	System has improved a little over last 3 months, but previously in the main one has had to wait 10 days plus to see own doctor. Now accept that you consult other doctors in practice and not as personal to ones background	2/13/2014 7:25 AM
3	Reception staff always very helpful	2/12/2014 12:10 AM
4	Compared to other surgeries that I have been involved with through the family, I feel we are. Very lucky with the way you run the surgery. I must add that the surgery has become a lot busier this last year .	2/11/2014 4:25 AM
5	Only when patients wish to see a particular doctor can there be a 2 week wait for one in demand. New online system helps patient access to cancellations in this case	2/4/2014 8:53 AM
6	Usually easy to get an appointment within a day or two	2/3/2014 2:47 AM
7	Sometimes over a week	2/3/2014 2:42 AM
8	Never had any problems with appointments	1/31/2014 12:11 AM
9	Phone line often very busy but off peak no problem - there does not always seem to be appointments available and quite often have to ring back after 2pm in case but do realise that many people miss their appointments	1/29/2014 3:38 AM
10	Setes I have to wait 2 weeks to see my doctor for a non urgent app	1/28/2014 12:27 PM
11	I WAS happy with the telephone appointment system untill it was changed. Now it costs a fortune on our phone bills being kept on hold. The main reason I have stayed in this area is because I can get in to see a doctor quickly when I am unwell.	1/28/2014 3:48 AM
12	Excellent Service always	1/28/2014 3:10 AM
13	I think many patients dont really need to be seen by a doctor & this clogs up surgery time for those in need e.g. My elderly neighbour had to get 2 buses to St James to have blood test & nurses were fully booked	1/28/2014 2:03 AM
14	Highfield surgery is the best. AlwYs there to help your needs. No stroppy receptionist they are always helpful and try their best for you.	1/27/2014 2:00 AM
15	None	1/26/2014 12:19 PM
16	i am seen very quickly most of the time	1/26/2014 12:05 PM
17	Impressive service which is reassuring	1/26/2014 9:50 AM
18	If I need a non urgent appointment I generally book it online	1/25/2014 11:39 PM
19	Not easy to see my regular doctor as always booked up well ahead	1/25/2014 11:31 AM
20	No comment	1/25/2014 11:19 AM
21	At my age (76yrs) I would like someone to be my permanent doctor who then knows me! Too many doctors have been leaving!	1/25/2014 3:42 AM
22	Not needed emergency appointments so unaware	1/25/2014 2:37 AM
23	Never needed an urgent appointment so I have left a unanswered	1/25/2014 1:44 AM
24	One cannot always see a particular doctor within one week. May have to wait up to two weeks if one chooses to see a particular doctor.	1/24/2014 11:13 PM
25	Generally ok.	1/24/2014 4:48 PM
26	Generally ok.	1/24/2014 4:44 PM
27	Can never get booked in with my doc when needed	1/24/2014 3:54 PM
28	I really like the on line apt booking system, it's convenient, really quick and easy to use.	1/24/2014 1:48 PM
29	We feel that your service compares very well with other areas, based on our own anecdotal experience.	1/24/2014 1:36 PM

Patient Survey 2014

30	However I think people who don't turn up for appointments should have to pay a cancellation charge before they are seen again.	1/24/2014 1:05 PM
31	I had both tonsillitis and a chest infection and it took two weeks before I could be fit in, but by this time my tonsils were in a state and it was affecting my work.	1/24/2014 10:07 AM
32	Excellent service and helpful reception staff	1/24/2014 9:53 AM
33	I would like to do online but I don't have time to go to the docs to get a form printed to register it should be an easier process to do	1/24/2014 9:50 AM
34	The standard of booking appointments has declined rapidly in the last 12 months. My current job means I cannot always ring back at 1pm or whenever and am sure this affects many other people too! Some of us go to work and are not just sat at home all day!	1/24/2014 9:38 AM
35	I have never tried to get an appointment so am unable to answer	1/24/2014 9:21 AM
36	Every time we seem to call there never really seems to many appointments available .	1/24/2014 9:08 AM
37	It takes too long to get an appointment - the 3 times I have needed an appointment it is never within the week	1/24/2014 8:44 AM
38	Sometimes I have to keep ringing and ringing for a cancellation	1/24/2014 8:39 AM
39	Sometimes it can be hard to arrange non emergency appointments due to limited availability within next week.	1/24/2014 8:35 AM
40	I think it would be good if any cancellations became available the surgery could either text or ring to say a cancellation has become available if the patient requests to be informed as sometimes you can ring 3/4 times a day just to see if there is any cancellations	1/24/2014 8:24 AM
41	I find it very difficult to get an appointment at all. For example the phone is always engaged, then when you do get through there are no appointments for at least a week. I find it difficult to class an emergency (in an emergency I would go to the LGI) I had a really bad cold/flu over Christmas (2 months it lasted) but didn't really class it as an emergency so couldn't see a doctor. I think a doctors telephone consultation system would work really well, let the doctor decide if they think you need to be seen.	1/24/2014 8:22 AM
42	When ever I've needed to see the doctor its always been the same day.	1/24/2014 8:22 AM
43	Ive not been with them for very long but im happy with the way things are no problems	1/24/2014 8:22 AM
44	Whenever I need to book an urgent appointment , I get it the same day but not with the doctor who i really really need to see as she's aware of my problems .	1/24/2014 8:17 AM
45	Some times can't afford to wait a week for appointment	1/24/2014 8:16 AM
46	Very happy with appointment service.	1/24/2014 8:15 AM
47	I am very happy with the current system and I feel very lucky to be with this surgery compared to friends in other areas	1/24/2014 8:12 AM
48	All the staff are very polite and very approachable.	1/24/2014 8:10 AM
49	Thanks for everything they doing for me I am really happy with the service	1/24/2014 8:08 AM
50	Due to Dr Rosa Bobet having a heavy workload I am usually seen within 2 weeks. I am satisfied and plan accordingly. This could be alleviated by chasing up patients who miss, e.g. 128 in December 2013	1/24/2014 3:37 AM
51	When I call to request an appointment the Receptionist always ask if it's an emergency. I would not be calling if I didn't want to see a doctor as soon as possible. It's a silly question to be asked.	1/23/2014 8:39 AM
52	Could not get better care if I tried all staff and Dr's are very caring and treat you with the utmost respect	1/23/2014 8:36 AM
53	I have never had any issues with appointments.	1/23/2014 8:36 AM
54	Being able to make online appointments is great, and if I want to see a particular doctor, I can also see when their next available appointment is.	1/23/2014 8:34 AM
55	Appointment system is good, though the doctors need to have better time keeping. I appreciate that patients may go over the time limit subject to their ailments. This is not helpful when I too have appointments booked at work and waited 30 minutes over my allotted appointment time this morning before I was seen	1/22/2014 12:41 PM
56	I have no complaint with the system and usually see a doctor when I need to and the staff are very helpful. I would like to have Saturday cover back again though for more urgent appointments.	1/21/2014 4:05 PM

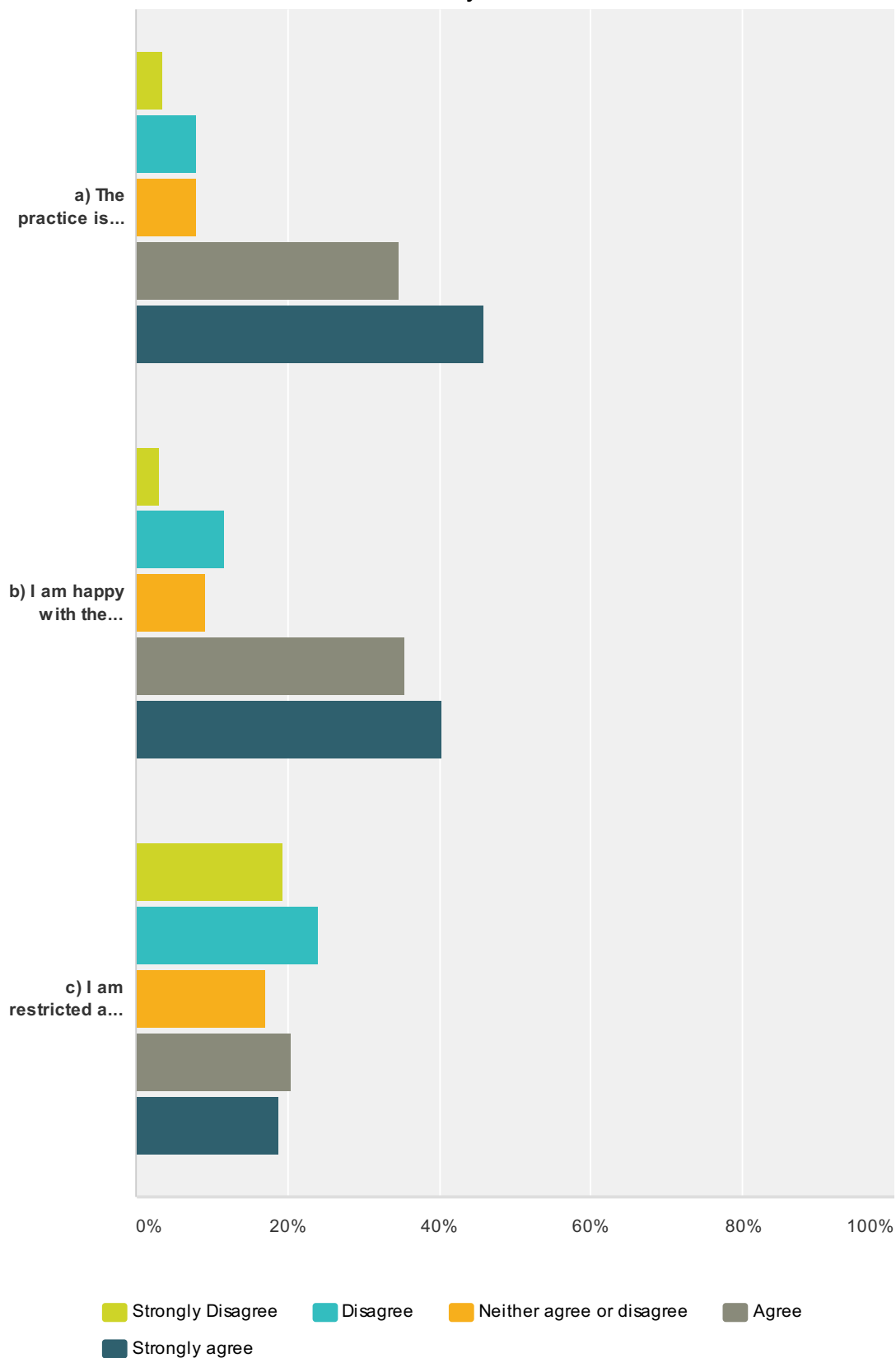
Patient Survey 2014

57	I normally don't bother phoning now as 9 times out of 10 I would be better before the next available appointment. I'm Just glad that so far nothing has been life threatening!	1/21/2014 11:30 AM
58	I once came with my daughter and the receptionist said if we wanted to wait until the end of the surgery we could be seen. It was somewhat urgent as she was leaving Leeds that day so I said we would wait. Then dr zloties ku came out immediately and called us on . We had no intention of ju ping the queue nd he started shouting at us and making sarcastic remarks. He was extremely rude	1/21/2014 10:56 AM
59	I have no problem at all with the current appointment system	1/21/2014 9:23 AM
60	I feel there should be more appointments for full time employees and more flexibility	1/21/2014 9:03 AM
61	All doctor's and staff most helpful	1/21/2014 8:48 AM
62	The surgery hours fit around my jobs, therefore, can get to appointments	1/21/2014 8:40 AM
63	Excellent service given by all staff	1/21/2014 5:28 AM
64	I have never failed to get an appointment when i've needed one	1/21/2014 5:11 AM
65	Not ill often so would nomally be attending for a scheduled appt. On the occasions I have needed an urgent appt and have rung early morning i have usually been asked to call back after lunch when i have nomally be given an appt later that day.	1/21/2014 4:40 AM
66	Usually need urgent appts due to health conditions. Always appreciate same day / sit and wait. Thanks.	1/20/2014 2:09 PM
67	Online system is essential as it is often v hard to get through by phone	1/20/2014 12:32 PM
68	The reception staff are excellent at trying to find an appointment that suits me around work	1/20/2014 11:27 AM
69	Very happy with service	1/20/2014 9:05 AM
70	If you could make 1-2hours for walk in people every day would be perfect.	1/20/2014 9:01 AM
71	I've never been to the surgery as yet having not had the need to	1/20/2014 9:01 AM
72	I would like the option to text or email, rather than call at 8 am or afternoon	1/20/2014 8:57 AM
73	An excellent surgery. The doctors are attentive and helpful, always willing to assist and inform whenever necessary.	1/20/2014 4:08 AM
74	Great service I have always found	1/20/2014 2:20 AM
75	Some doctors are more popular than others, and so they book up quicker. There is usually a doctor available within a week, but possibly not your regular GP.	1/17/2014 12:04 PM
76	Some doctors are more popular than others, and so they book up quicker. There is usually a doctor available within a week, but possibly not your regular GP.	1/17/2014 11:57 AM
77	Why can't you function like our doctor did in the 'fifties and our Vet still does today - open all hours. For the last thirty years I was expected to be available on demand, day or night and travel the world on a moments notice.	1/17/2014 10:13 AM
78	I have had no problems making appointments. But why can't it be as it was in the 'fifties when there was always access to a doctor, day and night, just like our Vet is now?	1/17/2014 9:58 AM
79	I often book on line	1/17/2014 9:48 AM
80	I know you have extended the opening hours on a Thursday but I work in town 9-5 so with traveling time I am unable to attend before or after work. I would like longer opening hourd	1/17/2014 9:33 AM
81	Very happy with the general service provided and all staff are always professional and friendly.	1/17/2014 9:05 AM
82	Very happy with the general service provided and all staff are always professional and friendly.	1/17/2014 8:58 AM
83	I have always found the Highfield Team extremely caring and helpful in arranging an appropriate appointment and in the subsequent exemplary medical care. Thank you.	1/17/2014 8:32 AM

Q3 We appreciate that many patients need flexible opening times. Our current opening times are: Monday 8am - 6pm Tuesday 8am - 6pm Wednesday 8am - 6pm Thursday 7am - 6pm Friday 8am - 6pm Considering our opening times, please tell us how much you agree with the following statements

Answered: 319 Skipped: 10

Patient Survey 2014



	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
a) The practice is open at times when I can attend an appointment	3.49% 11	7.94% 25	7.94% 25	34.60% 109	46.03% 145	315
b) I am happy with the current opening times	3.17% 10	11.75% 37	9.21% 29	35.56% 112	40.32% 127	315
c) I am restricted as to when I can attend surgery (e.g. I work full time office hours)	19.47% 59	24.09% 73	17.16% 52	20.46% 62	18.81% 57	303

Patient Survey 2014

#	Are there any suggestions that would make your access to the practice easier / better?	Date
1	As mentioned before, there seem to be more appointments available early morning and after 5pm, which is very helpful, thank you.	2/20/2014 3:43 AM
2	I am retired so I have more options than a working age person. Who might have problems	2/19/2014 10:33 AM
3	Anyone who really needs medical advice / is obviously poorly should tell their immediate boss/manager and take an appropriate time - it may well be affecting their work/job anyway	2/13/2014 3:14 AM
4	Some working patients may benefit from a Saturday morning surgery	2/12/2014 12:10 AM
5	Open later or/amd Saturday mornings for those who work full time	2/11/2014 8:03 AM
6	Saturday open	2/8/2014 3:54 AM
7	A late evening clinic would be very beneficial	2/7/2014 7:06 AM
8	Weekend and evening opening Not sure if phone appointments available	2/6/2014 12:52 AM
9	More early morning/early evenings would make it easier to fit appointments around work	2/4/2014 12:52 PM
10	More opening at 7am in the morning. The opening hours are fairly good. I would not want to come late on an evening	2/3/2014 2:48 AM
11	To open on Saturdays till 4pm in case of urgency	2/3/2014 2:43 AM
12	Maybe another day opening at 7am or/and one night closing at 6.30/7pm	1/31/2014 12:08 AM
13	Happy as it is	1/29/2014 3:38 AM
14	SAT AND SUNDAY OPENING	1/28/2014 9:52 AM
15	Would be helpfull if there were Saturday appts	1/28/2014 5:56 AM
16	The practice used to be open for urgent cases on a Saturday morning (on a first come first served basis). I found this very helpful even though I probably only used it once or twice. (Sod's Law says people will get ill when the practice is closed!!!). While it meant each doctor had to sacrifice one Saturday morning per month it probably reduced the Monday morning rush and helped to reduce the number of people going to A&E.	1/28/2014 3:56 AM
17	Ask if patients are employed or not & reserve before 9.30am & after 5.30pm for working people only. Allow vacant times to fill up for non working patients e.g. The day before/same day	1/28/2014 2:04 AM
18	Maybe open until 7pm a couple of times per week.	1/27/2014 10:27 AM
19	Open in the evening	1/27/2014 9:04 AM
20	Better parking facilities	1/27/2014 5:04 AM
21	Saturday morning opening could help some but I think it would be abused by patents.	1/27/2014 2:02 AM
22	None	1/26/2014 12:21 PM
23	no	1/26/2014 12:06 PM
24	Saturday am openings.	1/26/2014 7:02 AM
25	Some Saturdays would be useful	1/26/2014 2:37 AM
26	Open later in evenings and/or weekends	1/25/2014 11:32 AM
27	No comment	1/25/2014 11:20 AM
28	when you get ill it always seems to be at trthe weekend would like at least saturday opening	1/25/2014 10:04 AM
29	Later appointments	1/25/2014 2:38 AM
30	Why not have some " sit and wait " appointments only available on the day or why not employ a triage system whereby the doctors on the day decide who needs an appointment and who does not because they have phoned those patients who would like an appointment and the doctor has decided whether this is necessary or not ?	1/24/2014 11:16 PM
31	Not really.	1/24/2014 4:51 PM
32	Open Saturday Mornings	1/24/2014 2:39 PM
33	We are retired so the present arrangements are fine for us but a Saturday morning opening might be of benefit to those in full time work.	1/24/2014 1:39 PM
34	A late night or a sat morning would of benefit to many.	1/24/2014 12:01 PM

Patient Survey 2014

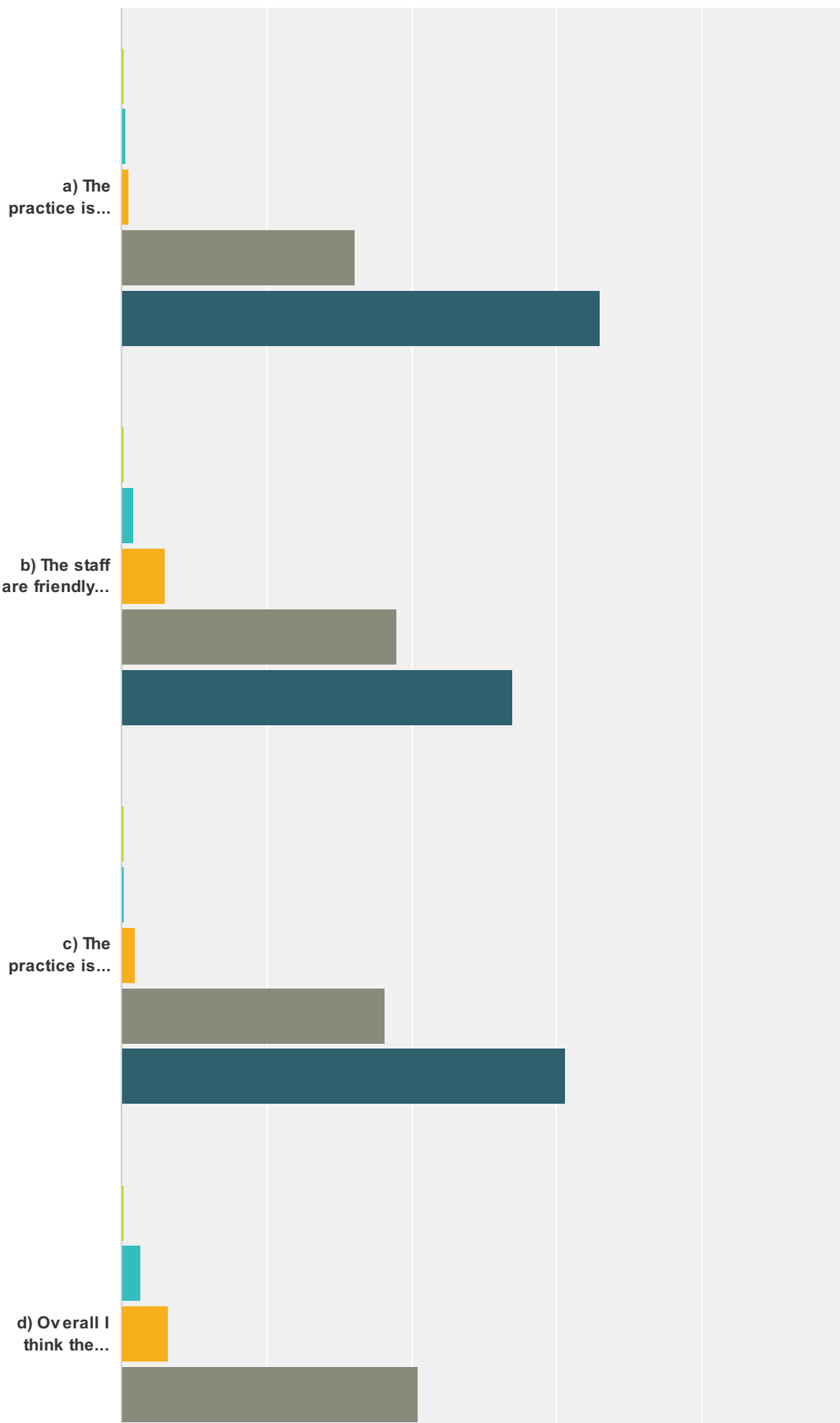
35	Give priority to working people who need to be seen between 4-6pm. Unemployed could go through the day	1/24/2014 9:53 AM
36	More actual appointments and more frequent after and before hours appointments to support shift workers etc	1/24/2014 9:39 AM
37	Surgery to be open until at least 7pm on at least one day per week. The flu jab clinic being open on a Saturday was very useful so why not have weekend opening hours?	1/24/2014 9:32 AM
38	More varied opening times - sat am or one night late opening maybe ?	1/24/2014 9:32 AM
39	After hours opening times until 8pm or early opening at 7am	1/24/2014 8:45 AM
40	You could open for everyone on Saturday morning	1/24/2014 8:41 AM
41	To have at least 1 day a week when the surgery is open till say 8pm	1/24/2014 8:24 AM
42	One evening late opening	1/24/2014 8:24 AM
43	I wish the clinic is open till 7 pm weekdays n open Saturdays till 4 pm	1/24/2014 8:20 AM
44	Late night opening times 7pm or 8pm	1/24/2014 8:13 AM
45	None.	1/24/2014 8:11 AM
46	Weekend times are needed. Illness does not keep to weekdays. It is much nicer to come to a surgery you are used too.	1/24/2014 8:08 AM
47	Open later and at weekends	1/24/2014 8:04 AM
48	I work full time but can be flexible. I have always found the practice to be very accomodating. Thank you.	1/24/2014 7:50 AM
49	None satisfield	1/24/2014 3:37 AM
50	The recently introduced early opening experiment is good for me.	1/24/2014 2:27 AM
51	open at 7am more than once a week	1/23/2014 2:08 PM
52	Evening opening, say up to 8 p.m. twice a week. Saturday opening.	1/23/2014 9:28 AM
53	More early or late appointments.	1/23/2014 9:08 AM
54	No happy chappy	1/23/2014 8:37 AM
55	I have no issues with opening times as I work flexible hours.	1/23/2014 8:37 AM
56	Saturday morning appointments or later opening hours (i.e. until 8pm) 1-2 nights per week would be much better. Then I wouldnt have to take time off work	1/23/2014 8:36 AM
57	Please see previous comment	1/22/2014 12:42 PM
58	As in previous comment, I would like Saturday cover for urgent appointments.	1/21/2014 4:07 PM
59	Saturday opening. Late evening options.	1/21/2014 12:01 PM
60	Later evening surgery	1/21/2014 11:09 AM
61	Evening and weekend opening	1/21/2014 10:56 AM
62	I have no problem with the opening hours, but do know close relatives who do have an issue	1/21/2014 9:25 AM
63	Earlier opening at least 3 times a week and a later night at least once a week Saturday mornings would be very good	1/21/2014 9:05 AM
64	Saturday opening	1/21/2014 8:58 AM
65	No	1/21/2014 8:48 AM
66	Later closing times	1/21/2014 8:45 AM
67	At present I can get to appointments, however I work until 19:00 hours some days but can get to the early appointments.	1/21/2014 8:43 AM
68	Would it be possible to have the surgery open until 8pm? I don't drive and am dependent on the bus service so even if I finish at 5pm by the time I get to HoltPark it can easily be 6:10 - 6:20 and the survey closes at 6pm.	1/21/2014 5:25 AM
69	One night per week until 8pm	1/21/2014 5:24 AM
70	Consideration to a weekend surgery should be given to allow for changing work patterns	1/20/2014 10:37 PM

Patient Survey 2014

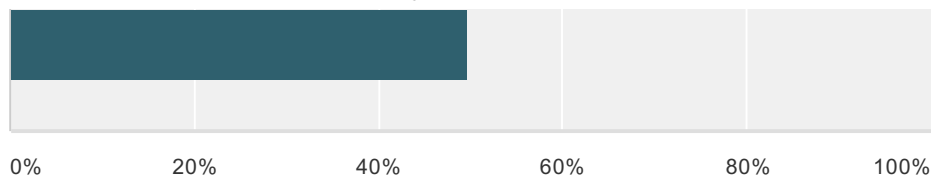
71	Saturday opening	1/20/2014 4:16 PM
72	Usually been able to get telephone advice when v. urgent or wheelchair broke so this is huge help re managing fluctuating health conditions	1/20/2014 2:13 PM
73	An earlier close one wkday with a few Saturday appointments would help but not sure how feasible this is	1/20/2014 12:34 PM
74	Staying open later in the evening or Saturday morning	1/20/2014 12:07 PM
75	Few hours open over weekends would be good as out of hours doctors system takes too long to get an appointment	1/20/2014 10:26 AM
76	A late night surgery, even just one evening a week would be highly beneficial to me as a full time worker, as I work in Leeds City centre and it can take some time to get to the surgery.	1/20/2014 9:04 AM
77	Late night opening, Saturday opening	1/20/2014 9:02 AM
78	Maybe another 7 or 7.30am start.	1/20/2014 8:56 AM
79	None	1/20/2014 4:09 AM
80	My recollection is that the Surgery is not open on Thursday afternoons. It would be helpful if it was open on Saturday mornings to collect prescriptions etc	1/20/2014 12:58 AM
81	Weekend opening times would be helpful or a longer opening time on one evening (e.g until 8pm) would be advantageous.	1/18/2014 3:55 AM
82	could have Saturday appointments	1/18/2014 3:35 AM
83	I think GP surgeries are like roads - they fill up no matter how long they are open/how far you go to accommodate them. I would also charge the DNAs from December - what a waste of precious resources!	1/17/2014 11:57 AM
84	Now being retired I should not complain, but when I worked it was a major issue. Instead of being at work by eight a doctor's appointment usually resulted on my not being at work until eleven at best.	1/17/2014 10:17 AM
85	Weekends	1/17/2014 10:07 AM
86	I can attend now that I am retired but when I worked it was a serious problem on many occasions. I had a very intense job and even getting holidays was difficult, losing time during the day for lesser medical issues was often impossible and I didn't bother.	1/17/2014 10:03 AM
87	It would be good if the practice was open until 7pm one evening a week	1/17/2014 9:39 AM
88	Extended opening hours. Appointments for workers only available between 8-9 and 5-6	1/17/2014 9:34 AM
89	The service and access are fine for my requirements	1/17/2014 9:06 AM
90	No problems with the current access	1/17/2014 9:00 AM
91	Although I don't have a problem attended during the current surgery hours now, it did present something of a challenge when I worked full time and was not in a profession where I could take time off during the day. At one time there was a Saturday morning surgery that was a blessing for me on occasions. An evening surgery would have been similarly welcomed.	1/17/2014 8:45 AM
92	Open late evenings or Saturday	1/17/2014 8:34 AM
93	Open later in eve and sat am. As it used to be	1/17/2014 8:19 AM
94	I didnt realise the surgery was open at those times. I have never been offered an appointment before 8 or after 5.15. It is good to know	1/17/2014 8:15 AM
95	Weekends	1/17/2014 8:14 AM

Q4 We want to make your visit to the surgery as pleasant as possible. Please tell us how much you agree with the following statements

Answered: 312 Skipped: 17



Patient Survey 2014



	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
a) The practice is easy to get to	0.32% 1	0.64% 2	0.96% 3	32.05% 100	66.03% 206	312
b) The staff are friendly and approachable	0.32% 1	1.61% 5	6.13% 19	38.06% 118	53.87% 167	310
c) The practice is clean and tidy	0.32% 1	0.32% 1	1.94% 6	36.25% 112	61.17% 189	309
d) Overall I think the practice is welcoming	0.33% 1	2.61% 8	6.54% 20	40.85% 125	49.67% 152	306

#	Comments	Date
1	I know magazines were removed for health reasons - a pity because waiting can be a chore without (i try to bring in own newspaper)	2/13/2014 7:26 AM
2	Excellent over all its years	2/13/2014 3:14 AM
3	More general reading material could be provided in the event of delays	2/12/2014 12:11 AM
4	Why nothing to read	2/7/2014 7:04 AM
5	The reception staff are very welcoming and helpful and can be said for most of the G.P's, however a small few of the G.P's are rude and arrogant.	2/6/2014 9:12 AM
6	I have not come across such helpful & pleasant receptionists & nurses anywhere else. very consistent.	2/4/2014 8:54 AM
7	Pretty good all round. Fairly modern and friendly	2/3/2014 2:48 AM
8	Given the fact that despite being in terrible pain,& telling the receptionist that I believed I had appendicitis, I was coldly turned away at 8am from a totally empty surgery.I cannot speak highly of an awful experience.I am an infrequent patient & have up to that time felt happy to use the Practice.Now I am reluctant to return.This is mainly after receiving a letter stating that no one knows who the receptionist was! Surely there are duty rotas & a good knowledge of who works on certain days etc.I remain astounded by this information & have little faith in further visits.	1/31/2014 3:43 PM
9	I attended the surgery in severe pain knowing I had Appendicitis (I am a nurse)...& was turned away by a receptionist who coldly told me to return in 3 hrs! I later had an Appendicectomy following rupture.	1/31/2014 2:59 PM
10	Keep up the good work	1/31/2014 12:08 AM
11	Keep it up	1/29/2014 3:39 AM
12	Some staff are more friendly than others!	1/28/2014 3:57 AM
13	I have always found all staff friendly, approachable and helpful.	1/28/2014 3:12 AM
14	Recent chait arrangement is a bit awkward as you have to squeeze between the rows	1/28/2014 2:04 AM
15	Can't add anything as all is great. Staff fantastic.	1/27/2014 2:03 AM
16	Seating is Cinema Style at the moment Needs a TV like in the Chemist even if it only shows the News Highlights. No Magazines anymore.	1/26/2014 12:28 PM
17	no	1/26/2014 12:07 PM
18	Prompt, efficient and pleasant experience	1/26/2014 9:52 AM

Patient Survey 2014

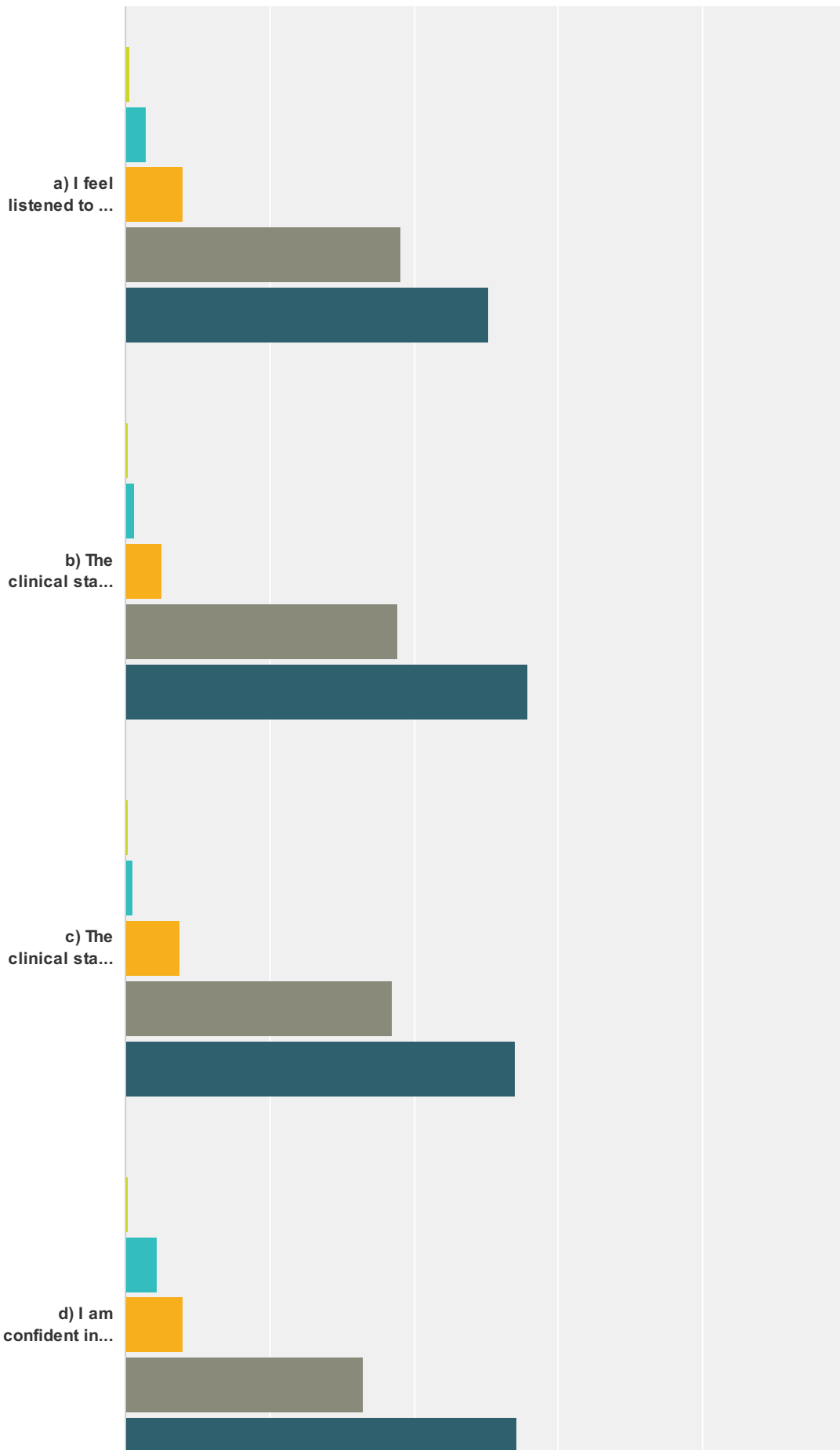
19	The electronic check-in has helped	1/26/2014 2:38 AM
20	No comment	1/25/2014 11:20 AM
21	Reading material was handy in reception. No longer there.	1/25/2014 10:47 AM
22	would like magazines back,was said taken away as they carry germs sat there with all sick people is just as bad	1/25/2014 10:06 AM
23	I think it is a bit sterile and the seating was rather like a cinema!	1/25/2014 3:46 AM
24	Very good.	1/24/2014 4:53 PM
25	I have a 2 year old daughter and there did used to be a number of toys and books which is a godsend when waiting to be seen especially if the doctors are running behind. It would help if these were brought back.	1/24/2014 1:09 PM
26	The only problem is the amount of cars parked outside the surgery now the car park is smaller. It is difficult to cross the road and dangerous due to lots of cars double parking	1/24/2014 12:06 PM
27	The waiting room is quite bare and cold looking	1/24/2014 9:59 AM
28	Some of the doctors are unapproachable .	1/24/2014 9:41 AM
29	My mum belongs to the same practice and sometimes has been left standing waiting for a receptionist to attend to her, a shame when she's nearly 80.	1/24/2014 9:35 AM
30	Do not like the music playing. I find it distracting and unnecessary. A tv with sky news on (quietly) would be better and more educational.	1/24/2014 9:32 AM
31	Never been in to the practice apart from to register so unable to comment	1/24/2014 9:23 AM
32	Only when the weather is wet or snowy I may see muddy stains on floor but that's occasionally . Also the practice feels like a home , I'm happy with the seating arrangements as I'm no loner stared at when speak to reception bec they don't face me any more lol I feel shy when patients eyes on me , I can't even remember why I'm at reception desk lol ha ha	1/24/2014 8:27 AM
33	It's always nice to hear the radio on.	1/24/2014 8:25 AM
34	It's a very neutral space and could do with more colour, more hand disinfectors should be available	1/24/2014 8:06 AM
35	I have paid compliments many times	1/24/2014 3:37 AM
36	The chairs are facing a wall like at an assemlby liked them before not with peoples backs to look at	1/23/2014 1:44 PM
37	Some Reception staff could be friendlier. I don't visit often & being unfriendly does not create a good impression of the practice and is very unprofessional.	1/23/2014 8:43 AM
38	Is a lovely surgery but would be useful have a screen to let you know you may be seen and which room. Would also be nice to make it more cheerful and child friendly.	1/23/2014 8:39 AM
39	Excellent service from the staff. Helpful and friendly	1/22/2014 12:43 PM
40	Reception is lacking a human presence	1/22/2014 4:32 AM
41	Some of the staff can be unhelpful and the phone is not answered very quickly	1/21/2014 7:49 PM
42	Although I know doctors don't always agree with alternative remedies, I think the use of essential oils of say tea tree and lavender which are anti bacterial and anti viral might help with germs from people coughing etc. They smell nice too.	1/21/2014 4:11 PM
43	The practise can be overcrowded at times. It may also be helpful to have a receptionist posted on reception at peak times, rather than ringing the bell.	1/21/2014 12:03 PM
44	The only exception as already said was Dr Zoltowski	1/21/2014 10:58 AM
45	I feel someone needs to be sat at reception constantly and this is not always the case	1/21/2014 9:06 AM
46	Excellent reception staff	1/21/2014 5:28 AM
47	I miss the magazines to be read while waiting	1/21/2014 5:16 AM
48	The shape of the reception desk is "nice" but not functional from a privacy or queue process. The Patient Group should consider how such improvements can be made	1/20/2014 10:39 PM
49	Esp appreciate fully automatic doors! One v bad incident but not bad given heaps of times I need to talk to receptionist.	1/20/2014 2:15 PM

Patient Survey 2014

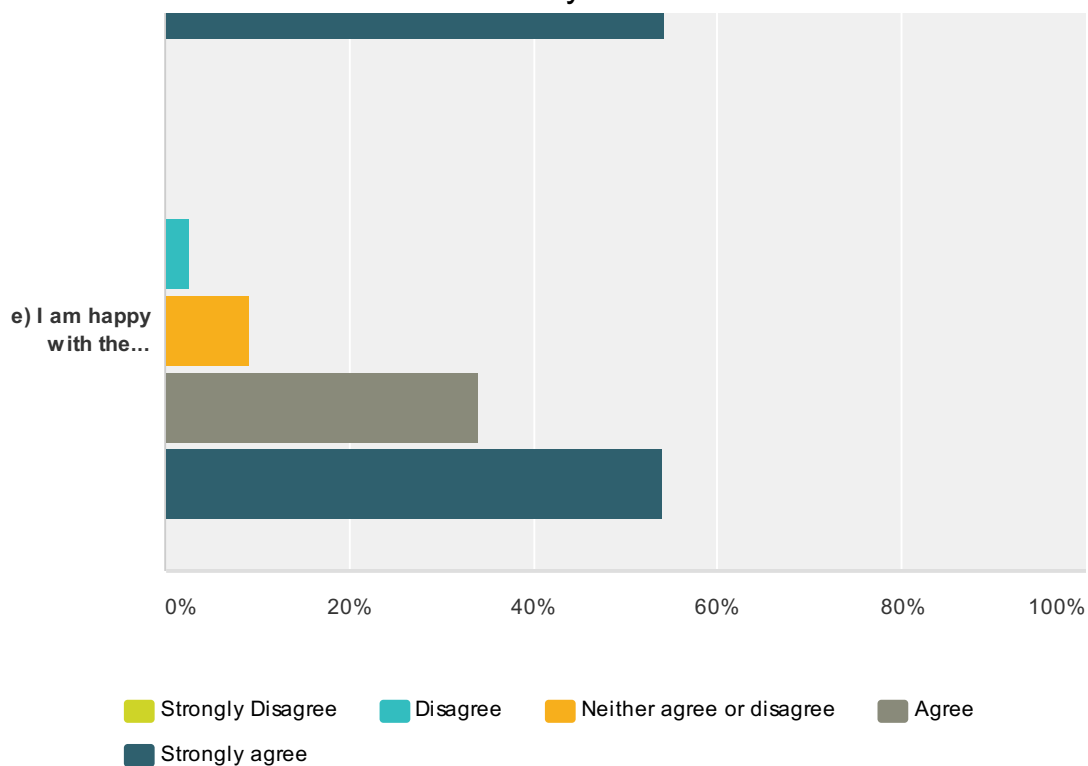
50	On the odd occasion its difficult to park but mostly ok	1/20/2014 10:27 AM
51	Magazines or a television would be a nice touch to relax patients, especially children. One receptionist in particular who deals with the diabetic appointments is always very friendly and helpful!	1/20/2014 9:07 AM
52	The doctors and the administrative staff are always helpful and approachable.	1/20/2014 4:10 AM
53	Yes, entirely as it should be. The receptionists cannot be faulted specifically in terms of smiles and functional courtesy but receptionists in medical practises, universally, do seem to have a problem "fitting in" their clients standing at the desk and assume we are not quite bright enough to be addressed as equals. Yours are better than most, this week when I was in I only had to wait three minutes while the lady finished her typing. If the receptionist in my late business did that she would have been up for retraining. In medicine I have learnt that it is different!	1/17/2014 10:29 AM
54	Very happy with the welcome and current facilities	1/17/2014 9:07 AM
55	You demonstrate exemplary standards in each of these areas.	1/17/2014 8:47 AM

Q5 Providing excellent clinical care is our priority. Please tell us how much you agree with the following statements

Answered: 305 Skipped: 24



Patient Survey 2014



	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
a) I feel listened to by the clinical staff	0.66% 2	2.96% 9	7.89% 24	38.16% 116	50.33% 153	304
b) The clinical staff treat me with dignity and respect	0.33% 1	1.31% 4	4.92% 15	37.70% 115	55.74% 170	305
c) The clinical staff communicate their message clearly and effectively	0.33% 1	0.98% 3	7.54% 23	37.05% 113	54.10% 165	305
d) I am confident in the treatment I receive from the clinical staff	0.33% 1	4.33% 13	8% 24	33% 99	54.33% 163	300
e) I am happy with the clinical care I receive	0% 0	2.64% 8	9.24% 28	33.99% 103	54.13% 164	303

#	Comments	Date
1	What more can I say!	2/13/2014 3:14 AM
2	The GP?NHS system lived up to expectations when I needed it most	2/12/2014 12:11 AM
3	Clinical staff are very friendly and caring. They put you at ease especially Pat	2/7/2014 7:10 AM
4	Also forget to mention the practice nurses are also very lovely and helpful!	2/6/2014 9:13 AM
5	These responses apply only to my families regular GP. The opposite applies to at least 2 GPs at the practice. The standard of GP care is not consistent, varying from truly excellent to unacceptable. Our regular GP and her staff go way above normal standards of care to help my family	2/4/2014 8:55 AM
6	The nurses are very good with the patients	2/3/2014 2:48 AM
7	I am very happy with doctors and nurses and all staff at all times	2/3/2014 2:43 AM
8	Everyone very pleasant	1/31/2014 12:11 AM
9	Very happy with everything	1/29/2014 3:39 AM
10	Great overall	1/28/2014 5:56 AM
11	Some staff are better listeners than others.	1/28/2014 3:59 AM
12	Patients must take responsibility too. If they dont wont help themselves then this makes clinical work harder	1/28/2014 2:05 AM

Patient Survey 2014

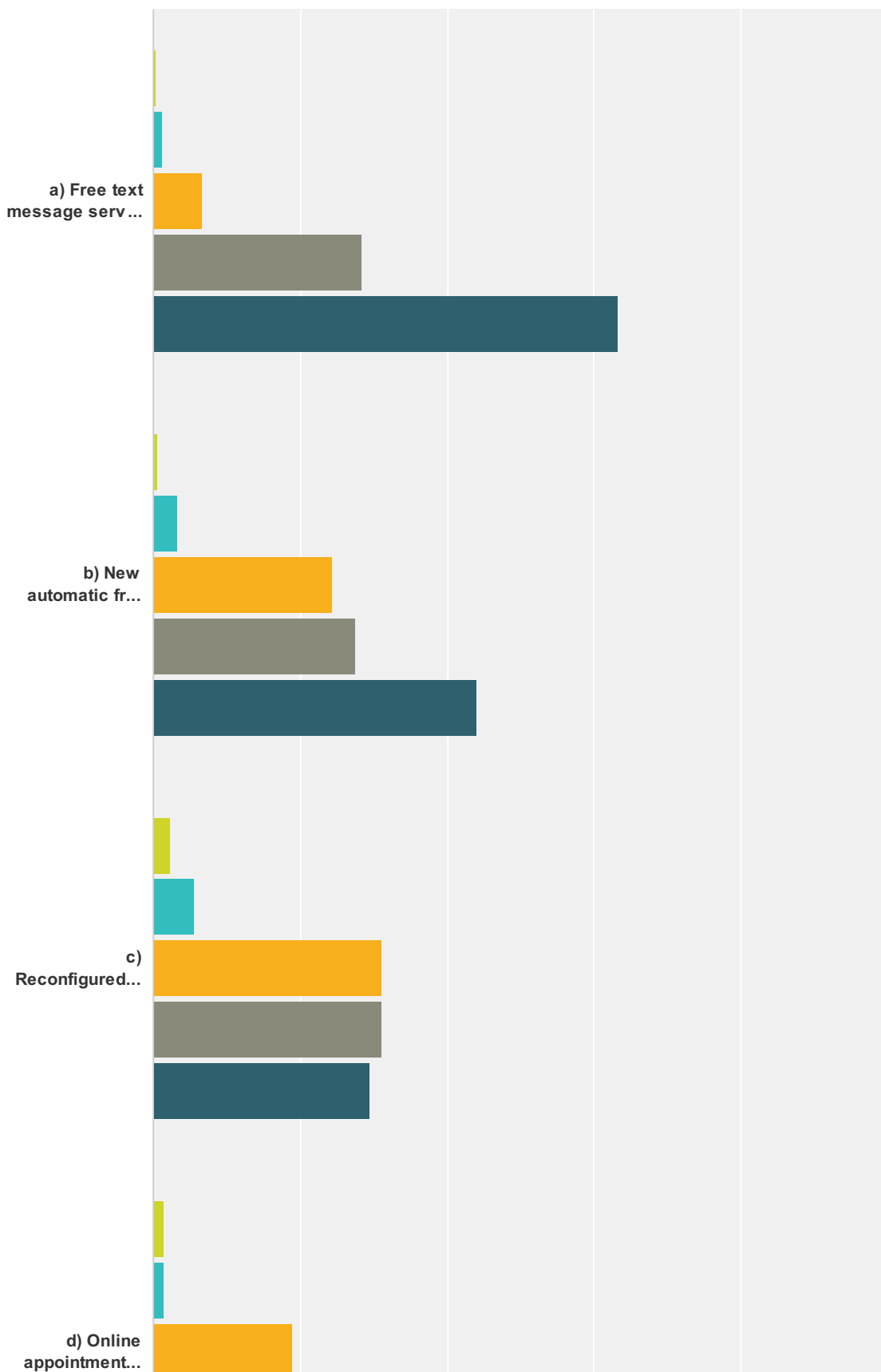
13	I feel that I was not listened to when I had problems over many years and it has stayed with me when I was told to live with symptoms. This led me to live with symptoms which escalated and I ended up being off work a long time.	1/27/2014 9:12 AM
14	Always caring. Never feel rushed when you need to discuss your problems.	1/27/2014 2:04 AM
15	None	1/26/2014 12:29 PM
16	no	1/26/2014 12:08 PM
17	No comment	1/25/2014 11:21 AM
18	The clinical staff seem to be overburdened with work and cannot always give full attention	1/25/2014 3:51 AM
19	Good	1/24/2014 4:54 PM
20	Can't fault the docs and nurses they're great at their jobs! Kind, respectful.	1/24/2014 3:56 PM
21	The clinical staff myself and my daughter have been to see recently, Dr C has been patient, sympathetic, empathetic, professional, clear and concise regarding my health concerns.	1/24/2014 1:56 PM
22	Dr Bobet is excellent, very caring	1/24/2014 10:36 AM
23	Dr cherijian does all of the above.	1/24/2014 10:01 AM
24	Excellent patient care. I have never felt patronised by clinical staff, they are respectful of my views.	1/24/2014 9:32 AM
25	never seen a clinician so unable to comment	1/24/2014 9:24 AM
26	Except for Dr Whoteley I am not sure there is an understanding of mental health issues	1/24/2014 8:44 AM
27	It occurred that non English speakers (Arab ladies n men) struggle with their English to communicate with clinical staff to book appointment or filling forms or see the doctor esp the ladies rely on their husbands to go to the doctors . I wish if u provide Arabic interpreting services they will appreciate it . I'm available to be ur Arabic / English interpreter to attend clinic , or interpreting over phone . I can provide u with my services .	1/24/2014 8:32 AM
28	I had a year of cancer treatment last year and the care given by the surgery (ALL STAFF) was outstanding.	1/24/2014 8:26 AM
29	I am really happy with how I and my children have been treated, I am always taken seriously and feel that the doctors look into any problems and do not 'fob me off'	1/24/2014 8:18 AM
30	I was not a frequent visitor to the practice until I was diagnosed diabetic approx 2 years ago. The care I receive is excellent and I truly feel listened to and cared for. Thank you so much.	1/24/2014 7:53 AM
31	The reception staff are very patient at times under pressure. Also I would like to comment on the relationship with Chemist and Practice - very good	1/24/2014 3:38 AM
32	I cannot give strongly agree responses as although I have generally been perfectly happy there was one occasion when I was given a prescription when I had asked for advice about exercise for early arthritis. Like many people I hate seeing doctors as, depending on who I see, I sometimes leave feeling stupid, upset or that I must be a hypochondriac and that I gave wasted time. I prefer to go to the dentist	1/23/2014 8:43 AM
33	I have always been happy with the treatment/care I have received.	1/23/2014 8:40 AM
34	Conflicting information given by clinical staff. One says one thing, another something else. Makes it confusing to know what and who to believe	1/22/2014 12:45 PM
35	There is too much inconsistency across the clinical staff in order to provide generic answers. I.e: their performances differ	1/21/2014 12:06 PM
36	One Doctor in the practice I would not see as would have no confidence in his diagnosis.	1/21/2014 8:44 AM
37	Dr Bobet in particular is an excellent doctor and we are lucky to have her at the surgery. One of the reasons why I won't move to York (where I work) is that we have a good practice and I don't want to leave it.	1/21/2014 5:28 AM
38	Helpful and professional at all times whilst remaining approachable	1/21/2014 5:12 AM
39	I recently changed doctors and I am delighted with the service from all staff I have received.	1/20/2014 11:28 AM
40	I have seen two different doctors, both were very friendly and put me at ease	1/20/2014 9:08 AM
41	A very happy and satisfied patient!	1/20/2014 4:11 AM
42	The majority of clinical staff are very helpful but some are not very friendly and not very approachable.	1/18/2014 3:58 AM

Patient Survey 2014

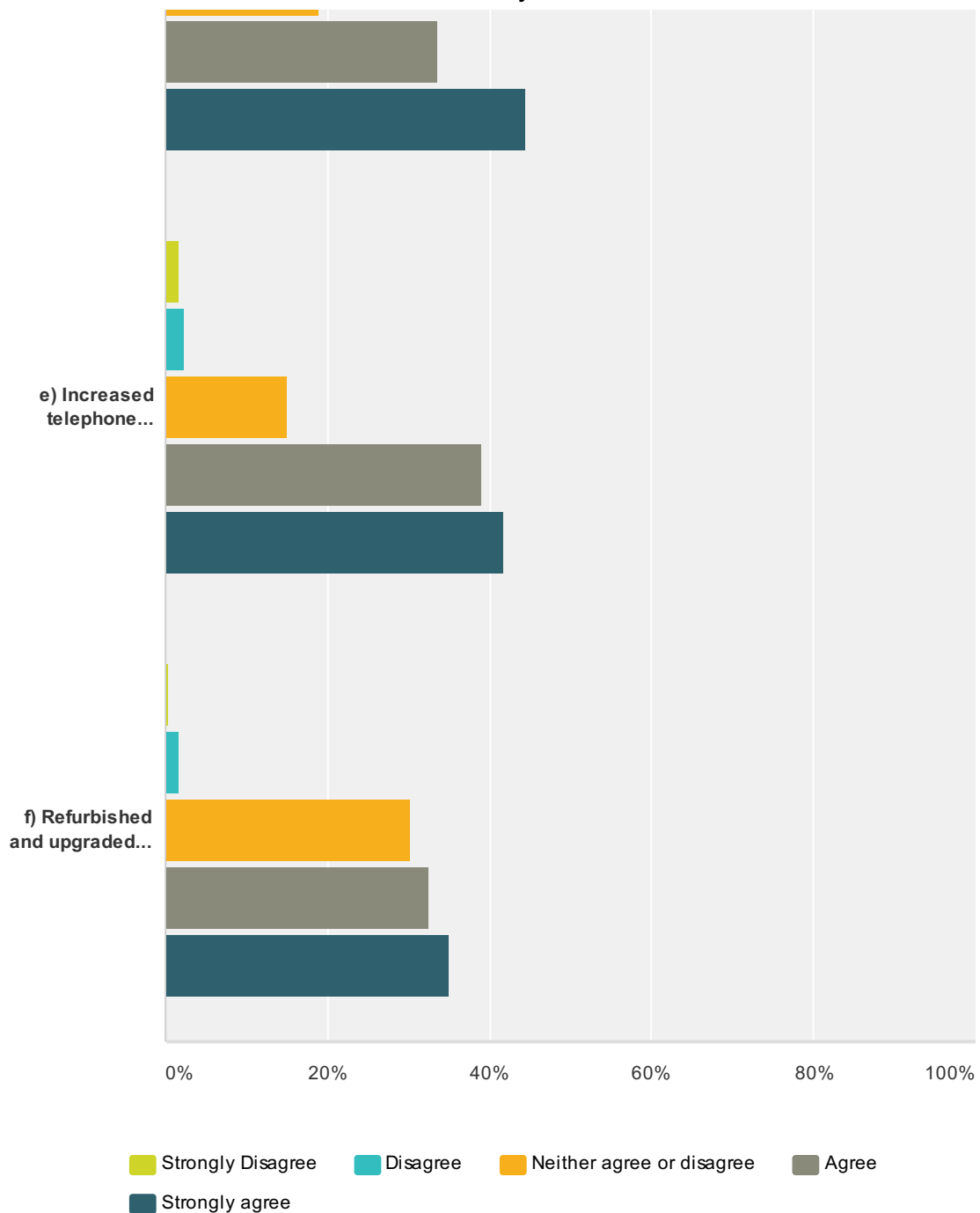
43	Without reservation all the professional staff have been excellent. Without them I, andy wife, would probably now be dead. As it is I am very fit, well and grateful. Why would I complain about receptionists?	1/17/2014 10:34 AM
44	Although I have seen different doctors on occasion I have always been treated professionally and with respect	1/17/2014 9:08 AM
45	Again, my experience is of exemplary care.	1/17/2014 8:48 AM

Q6 Constantly improving our service and your experience is high on our priority list. The feedback from previous surveys has influenced the changes we have made, and is used by our Patient Participation Group to drive surgery improvements.

Answered: 301 Skipped: 28



Patient Survey 2014



	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
a) Free text message service for appointment confirmations and reminders	0.34% 1	1.35% 4	6.76% 20	28.38% 84	63.18% 187	296
b) New automatic front doors	0.67% 2	3.36% 10	24.50% 73	27.52% 82	43.96% 131	298
c) Reconfigured waiting room to enhance privacy at reception	2.35% 7	5.70% 17	31.21% 93	31.21% 93	29.53% 88	298
d) Online appointment booking, repeat prescriptions and medical records	1.36% 4	1.36% 4	19.05% 56	33.67% 99	44.56% 131	294
e) Increased telephone capacity with more lines and a call queuing system	1.70% 5	2.38% 7	14.97% 44	39.12% 115	41.84% 123	294
f) Refurbished and upgraded the Practice Nurse treatment rooms	0.34% 1	1.70% 5	30.27% 89	32.65% 96	35.03% 103	294

#	Comments	Date
---	----------	------

Patient Survey 2014

1	a, b.c, d dont seem very important	2/19/2014 10:36 AM
2	Phones are far better and were pathetic previously to get ones call answered particularly am	2/13/2014 7:27 AM
3	I do miss the magazines to read whilst waiting.....I presume it's health and safety??	2/11/2014 4:30 AM
4	Havent seen a nurse so cannot comment	2/7/2014 7:09 AM
5	New waiting room layout doesnt feel as welcoming	2/7/2014 7:07 AM
6	Why nothing to read	2/7/2014 7:04 AM
7	Automatic doors are a great help. The more elderly amongst us find new technology difficult to use, texting and online booking. It is fine so long as it is in addition to more traditional methods and not replacing them.	2/5/2014 2:25 PM
8	The changes dont affect me much but are welcome	2/3/2014 2:49 AM
9	The interior decoration is excellent, elegant and cosy and the welcoming friendly staff adds to the cosiness and warmth	2/3/2014 2:44 AM
10	Phones - brilliant system Treatment rooms - fantastic	1/31/2014 12:09 AM
11	Sorry a little unfair to only give middle answers but it's rare I visit, annually if that	1/30/2014 12:25 PM
12	There is little point increasing the number of phone lines from 2 to 14 if you still only have 2 staff answering the phones. For 14 phone lines you need 14 staff!!!!	1/28/2014 4:02 AM
13	I personally found the reception area and privacy fine before so the alterations haven't made any difference to me.	1/28/2014 3:15 AM
14	TBH our practice has always had these things at a 9/10 standard. We're very lucky	1/28/2014 2:06 AM
15	Lack of TV and magazines make the waiting room very boring	1/27/2014 2:05 AM
16	None	1/26/2014 12:31 PM
17	no	1/26/2014 12:09 PM
18	No comment	1/25/2014 11:22 AM
19	were is the upgraded privacy at reception	1/25/2014 10:08 AM
20	When I cancel or move an appt I still receive a text saying I have missed the appt and I presume this is included in the number of missed appts on the notice board so that needs amending	1/25/2014 4:17 AM
21	I feel that the reception staff need more training when it comes to giving out test results. I feel that I have to justify why I am requesting my blood test results whenever I go to reception to ask for a printout. I have regular blood tests and whenever I ask for the results I get the impression from some of the receptionists that they feel that I need a doctors permission to have these results. I did once say to a receptionist that just because she didn't understand the results didn't mean that I didn't understand them. They seem to make no allowance for the intelligence of the person requesting the results.	1/24/2014 11:20 PM
22	A lot of time when calling it's always engaged or rings through!	1/24/2014 3:57 PM
23	It would be less confusing for patients if the new door had been put on the old door opening the same side	1/24/2014 2:44 PM
24	Have noticed all these improvements and strongly approve. Well done!	1/24/2014 1:42 PM
25	The reception desk seems too much in the open to provide privacy but I haven't witnessed whether receptionists discuss patient details in front of other patients so it must be okay.	1/24/2014 9:40 AM
26	had no contact with the surgery so cannot tell if they are improvements or not!	1/24/2014 9:25 AM
27	Don't remember getting text messages. ..often shows no appointments on line but then you ring up and can get one!	1/24/2014 8:49 AM
28	I'm not sure if booking on line is safe . Would ppl be able to hack into n book prank appointments ?	1/24/2014 8:35 AM
29	face the doors in the waiting room would be much better rather than everyone looking at the wall having magazines to read would be helpful and pass the time	1/24/2014 8:33 AM
30	I've used the on-line repeat prescription ordering system and found it very easy to use and will continue to use this for my repeat prescriptions. I'll probably use the online booking system for follow up appointments.	1/24/2014 8:30 AM

Patient Survey 2014

31	The surgery is very good, the text alert is a fantastic idea	1/24/2014 8:26 AM
32	I don't attend often enough to make valid judgements on these points.	1/24/2014 8:22 AM
33	I would prefer more privacy at reception or a little room to chat to receptionist in private	1/24/2014 8:09 AM
34	Call queuing system a great improvement	1/24/2014 7:48 AM
35	I haven't attended the surgery in the past 12 months to notice the changes	1/24/2014 5:07 AM
36	Wasn't aware of online booking or text reminder service	1/23/2014 12:57 PM
37	Don't like the new layout of the waiting area; facing the wall is not good and feels oppressive. Also, why have the magazines been removed.	1/23/2014 9:31 AM
38	Again, would be nice to see waiting room to have a child friendly corner to keep children occupied whilst waiting.	1/23/2014 8:41 AM
39	Although it is a modern convenience to sign into the surgery using the touch screen facility. I cant help thinking about the germs it contains from other (sick) people hands. I also think about this when I see people handling the magazines.	1/23/2014 8:39 AM
40	Privacy at reception is open plan and people can still be heard. The seating has been rearranged but makes it too clinical and in my opinion unwelcoming. I appreciate the open plan and airiness of the reception area and what you are trying to achieve. Other surgeries I have been to in the past have wooden booths which are very much in keeping with the décor. This gives total privacy. I have not seen the Practice Nurse refurbishments	1/22/2014 12:50 PM
41	I have not been to the surgery in the last year so the above answers are based on my thoughts on whether the changes are a good idea.	1/22/2014 12:10 PM
42	Repeat script system online is useful. Are ALL spare appts shown online?	1/21/2014 12:08 PM
43	The layout of the chairs at present are all facing the same way, which is ok. There are only so many ways they can be placed. Is there enough room for wheelchair access? On occasion I have walked or driven to the surgery to make an appointment as it is/was quicker than phone contact.	1/21/2014 8:50 AM
44	I do not have a computer	1/21/2014 5:30 AM
45	The free text and reminder service is excellent and has saved me twice from forgetting the time of my appointment and having to ring the surgery to ask.	1/21/2014 5:28 AM
46	The new layout of the surgery is quite austere as you are simply staring at a largely blank wall with outdated notices	1/20/2014 9:11 AM
47	A most pleasant environment!	1/20/2014 4:12 AM
48	I did not know you could book appointments online	1/17/2014 1:45 PM
49	Love the EPSR2 prescriptions makes life so much easier I can't believe more people don't sign up and nominate a pharmacy. Have just signed up for the text service another good idea and should reduce DNAs.	1/17/2014 12:02 PM
50	Good steady progress - as expected.	1/17/2014 10:35 AM
51	The text messaging is useful but at one point it was asking me to call the surgery when I didn't need to	1/17/2014 9:42 AM
52	Although I had no problems with the surgery previously it is now much improved and the text service is very good	1/17/2014 9:11 AM
53	I have selected 'Agree' for point C because I was not aware of privacy being compromised before, however, on a recent visit I did notice a person needing walking aids struggling to leave their place on the second row of seats when their name was called. Perhaps a little more space between the rows would avoid this in the future.	1/17/2014 8:58 AM
54	There no magazines to read often you have to wait a long time as appointments tend to run late	1/17/2014 8:22 AM

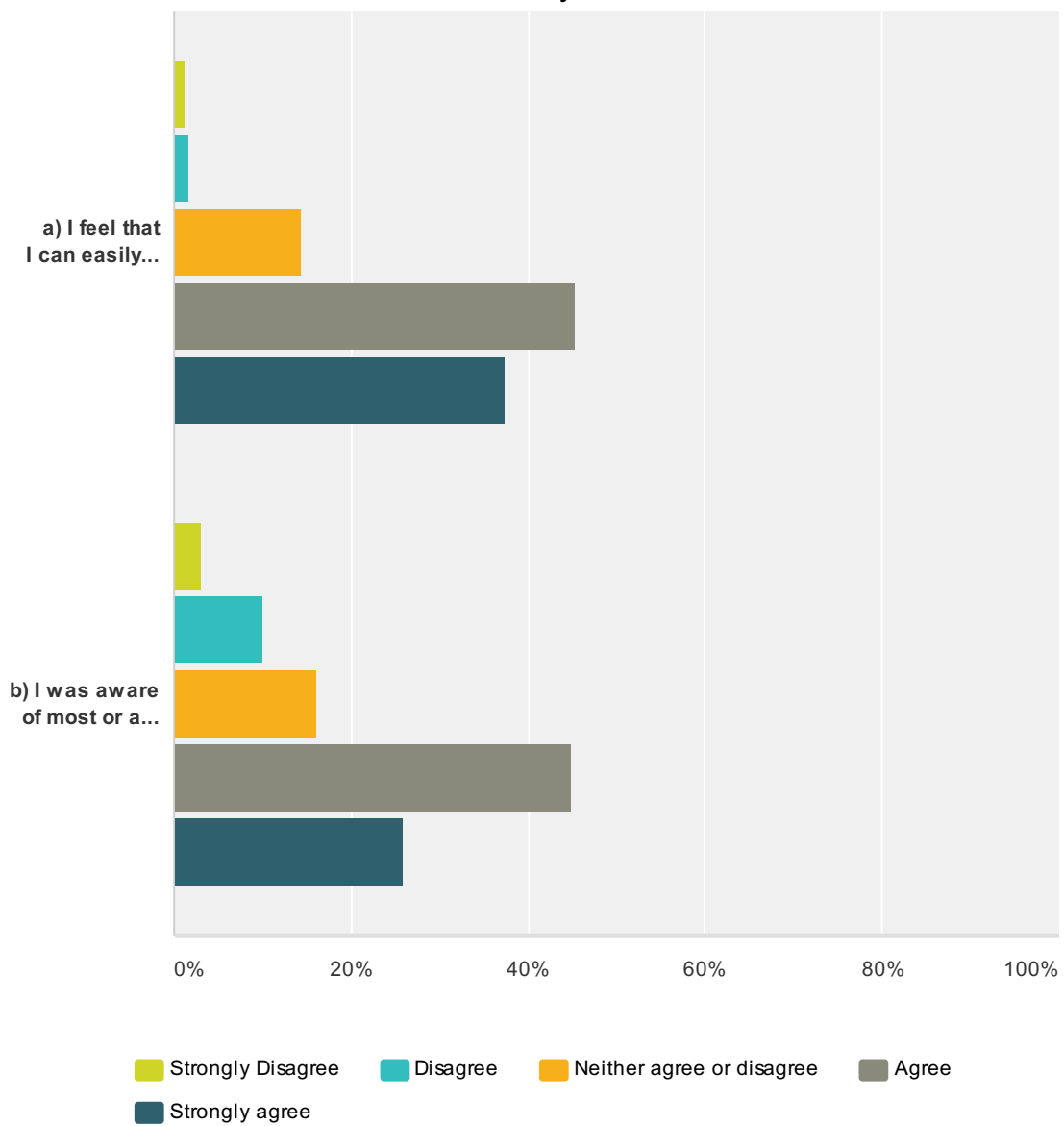
Q7 Providing services that benefit our patients is of the utmost importance to us. Considering that we currently provide;

- **Minor Surgery (eg removal of benign skin lesions)**
- **Travel Clinic (including Yellow Fever, Malaria, Typhoid and Rabies, vaccination and advice)**
- **Leaflets and contact information for patients who are carers**
- **Long Term Condition Reviews (e.g. Asthma, Diabetes, COPD)**
- **Preventative Health checks for patients aged 40 – 74 with no history of CVD**
- **Family Planning & Contraception advice inc Coil fitting and Contraceptive implants**
- **Child Health & Baby Immunisations**
- **Maternity Care**

• Flu clinics please tell us how much you agree with the following statements

Answered: 301 Skipped: 28

Patient Survey 2014



	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
a) I feel that I can easily find out where to go if I need a service	1.33% 4	1.67% 5	14.33% 43	45.33% 136	37.33% 112	300
b) I was aware of most or all of the above services	3.03% 9	10.10% 30	16.16% 48	44.78% 133	25.93% 77	297

#	Are there any other services you would like to see at the practice?	Date
1	a. It wld be helpful if you could do ultra-sound testing on site b. It wld be helpful if you employed a physiotherapist.	2/19/2014 10:44 AM
2	No Unless some want tea/coffee & biscuits serving of course But patients know they only need to ask at reception if necessary for assistance	2/13/2014 3:15 AM
3	None that I can think of	2/12/2014 3:55 AM
4	I was only aware of a couple of these services being available.	2/5/2014 2:32 PM
5	It would be good if you had an optician on the premises. The clinics are very useful and are well run.	2/3/2014 2:51 AM
6	Complimentary medicine, eg. Reiki/Reflexology/Acupuncture...now widely used in hospitals, would be an asset.	1/31/2014 3:48 PM
7	Alternative therapy therapies that compliment conventional medicine. eg. Reiki / Reflexology, Acupuncture etc. now provided in may hospitals & clinics.	1/31/2014 3:08 PM
8	Feel everything is covered	1/31/2014 12:12 AM

Patient Survey 2014

8	For everything is covered	1/28/2014 12:12 AM
9	Fine	1/28/2014 5:56 AM
10	I don't think these services are promoted well enough. I actually found out I could have a Preventative Health Check (Well Man Clinic) from sources outside the practice.	1/28/2014 4:15 AM
11	NO	1/28/2014 3:16 AM
12	Maybe invitations to a health review for those who dont attend Drs regularly	1/28/2014 2:09 AM
13	I would like to see counselling services because healthcare should take into account the whole body including the mind. Also it would be an idea to include info and contact details etc of exercise classes etc to encourage prevention of health problems and encourage activity.	1/27/2014 9:21 AM
14	More information/feedback on tests	1/27/2014 2:07 AM
15	None	1/26/2014 12:40 PM
16	no	1/26/2014 12:12 PM
17	Telephone consultation with own doctor	1/25/2014 11:36 AM
18	No comment	1/25/2014 11:24 AM
19	Better general health checks and maybe a dietician	1/25/2014 4:18 AM
20	Would be reassured by regular checks for such things as prostate and bowel cancer.	1/24/2014 1:44 PM
21	What about some complementary services? Physiotherapy or chiropody clinic?	1/24/2014 12:30 PM
22	I'm not aware of history of 40-75 CVD !!!! I would like non English patients to be provided with interpreter even if over phone interpreting if the urgent needs arises .	1/24/2014 8:45 AM
23	Physiotherapy and mental health care, counselling	1/24/2014 8:13 AM
24	Spine fit podiatry	1/23/2014 1:52 PM
25	No, I am pleased with all the current services provided.	1/23/2014 8:45 AM
26	Chiropody service would be appreciated	1/23/2014 8:41 AM
27	Maybe physiotherapy although I understand space may be an issue. Any help which prevents illness. I believe prevention is better than cure.	1/21/2014 4:21 PM
28	ENT	1/21/2014 12:13 PM
29	Child health...Do you offer any service or sessions for children / parents who are above a healthy weight? With obesity in the frontline news, increasing now will have an affect on their overall health in years to come without intervention.	1/21/2014 9:06 AM
30	Sports injuries surgery. Advice clinics ie. weight loss, stop smoking etc	1/21/2014 9:06 AM
31	women's health issues and a counselling service :)	1/21/2014 5:33 AM
32	C card	1/20/2014 11:30 AM
33	None particularly	1/20/2014 4:13 AM
34	No	1/18/2014 5:15 PM
35	The cut off at 74 looks worrying and dangerously immint!	1/17/2014 10:48 AM
36	No	1/17/2014 9:57 AM
37	Well woman clinic	1/17/2014 9:39 AM
38	No it suits my current needs	1/17/2014 9:14 AM

Q8 Other Comments We will publish some comments but we will not publish your name with them without your agreement

Answered: 66 Skipped: 263

#	Responses	Date
1	The practice is well run and all the staff are excellent. I am normally able to get an urgent appointment quickly and the level of clinical care from all staff, is excellent. I am very happy with the care I receive at Highfield Surgery. thank you.	2/20/2014 3:47 AM
2	The doctors have usually diagnosed my problems correctly and sent me for the correct treatment quickly	2/19/2014 10:44 AM
3	Thank you for the opportunity of comment on the issues raised A good survey coverage	2/13/2014 7:28 AM
4	Excellent patient care from this surgery Very pro active	2/13/2014 3:34 AM
5	Pain Killers Continental practice is to always provide/prescribe a laxative when prescribing the above - why is this not done, it can save a number of problems with constipation	2/12/2014 3:55 AM
6	I find the services at the surgery very good, the staff very pleasant & helpful. I have always been satisfied with the services. Thankyou.	2/12/2014 12:13 AM
7	I prefer to see a female doctor - usually Dr Bobet if possible but I am happy with the 5 doctors at High Field surgery. We are lucky to have such good doctors, clinical staff and a helpful reception team. Lomg may it continue. Thankyou	2/7/2014 7:12 AM
8	I am very happy with the surgery except for the one incident with a doctor that I mentioned previously	2/6/2014 12:58 AM
9	Overall I am very pleased with the services provided and have always found all the staff very helpful, friendly and efficient at their work.	2/5/2014 2:32 PM
10	Highfield Surgery must be an example of what good looks like across local health services provision.	2/3/2014 10:07 AM
11	I think that the service provided by High Field surgery is very good. It is more welcoming than the Health Centre and more informal.The Doctors know what they are talking about. I can get appointments with the doctor early or late. I can see that the surgery is well equipped to provide a range of treatment.	2/3/2014 2:51 AM
12	I feel the arab ladies who struggle with their English to communicate with staff and doctors need an Arabic interpreter whether face to face or even in urgency over the phone. This facility will help the non English speakers not to rely on their hisbands to accompany them to clinic or pharmacy	2/3/2014 2:46 AM
13	All staff are friendly/professional at the same time and will go the extra mile to fit you in Have more than 2 doctors on from 4.30-6.30 to cater for patients who work from 5.30pm	1/31/2014 12:10 AM
14	A better system of getting test results, by speaking to someone who is able or more qualified to give more detail, about results which are "satisfactory" without having to take up a doctor's time.	1/30/2014 1:06 AM
15	OVERALL. VERY GOOD	1/28/2014 9:57 AM
16	No problems	1/28/2014 5:56 AM
17	All reception staff are welcoming and do there best to get u an appointment if you need one urgently they are polite and helpful	1/28/2014 4:48 AM
18	Some years ago the practice had an "Open Day" with different 'stations' where people could be checked for things like Cholesterol levels, eye tests, ear tests, etc..... I found it helpful - I even got a new hearing aid from it. Since men in particular are reluctant to go for check-ups, it is a more relaxed way of getting assessed without the stress that can be associated with medical appointments (white coat syndrome). Even if it is only once a year it could prove helpful and may even save a life! It is also the only time the doctors can see patients when they are well and perhaps spend more time with them than they could at an appointment. It is the best thing Highfield practice ever did!!!	1/28/2014 4:15 AM
19	Toasted tea cakes and a pot of tea would always be welcome, especially on cold days!!	1/28/2014 3:16 AM

Patient Survey 2014

20	I'm 48 and have attended this practice since it opened & Holt Park HC before that. The staff are exceptional people and always have been. Drs have come and stayed and Drs only leave when they retire. The nurses & reception staff are the same and staff turn over is extremely low. This makes me feel very safe as I always know what the experience will be like. I've not had an uneventful life either, this practice has seen me through breast cancer. bereavement, 2 kids and profound job stress. You're the best. Thank you!	1/28/2014 2:09 AM
21	I like the fact that I can now get through on the phone.	1/27/2014 9:21 AM
22	I feel that some patents book an appointment then feel better and don't cancel their appointment. This then upsets other as they can't get an appointment. I feel these people should have to pay for not turning up. This would then make them think about cancelling the appointment.	1/27/2014 2:09 AM
23	Patient announcement service is not always easy to hear over the speaker system especially if the surgery is busy Some surgeries now have a screen that puts your name up & the doctor you are seeing.	1/26/2014 12:40 PM
24	exelent surgery and staff	1/26/2014 12:12 PM
25	Diligence by the Practice (especially Dr Zoltovski) meant that both my wife & I were diagnosed with the early stages of cancer & successfully treated.	1/26/2014 10:51 AM
26	The most important thing to me and two members of my family who attend your Practice is an interest in and treatment of any medical problems we may be suffering from at the time of attendance at your surgery. In this respect we have always received excellent, fast and courteous care and specialist referral if necessary and we would like to take this opportunity to say a big THANK YOU to you all.	1/26/2014 10:07 AM
27	No comment	1/25/2014 11:24 AM
28	ok	1/25/2014 10:08 AM
29	Parking is always a big issue, could this be improved?	1/25/2014 9:37 AM
30	Acceptable	1/25/2014 3:57 AM
31	I find the doctors are very welcoming and reassuring. They GI the extra mile. The receptionists are lovely as well.	1/25/2014 3:31 AM
32	Most of my comments are related to the reception staff. Some are very helpful but I feel that there is room for improvement with others. I feel that as a patient sometimes I am regarded as a "nuisance" and have to justify my request for test results when in reality I am being a responsible patient (because I am the person that most cares about MY health and that knows most about my own health.) I am pleased that we have , finally, been allowed access to our own online medical records. Some practices have had this for 2-3 years already. I think the new practice manager has made a big improvement over the previous one.	1/24/2014 11:27 PM
33	The surgery staff and doctors have all moved with the times.	1/24/2014 2:45 PM
34	I have great confidence in the clinical staff at Highfield surgery and have always had a same day appointment if I need it. If I had to highlight any concerns it would be with the out of hours service. Over the years we have had to travel to various out of hour clinics around Leeds. We are lucky to have a car. I used to ring the surgery and I would automatically be transferred. Now I am given a message to ring another number. Then someone rang me back. Then I was given an appointment for 5 hours later at an out of hours clinic across leeds which I took. Then an hour later I received another call from a more local out of hours surgery offering me an appointment within the hour. I appreciate this may not be within your remit but it doesn't seem to be run very efficiently and lacks structure and effective communication.	1/24/2014 12:30 PM
35	I recently returned to the area and was impressed with how quickly I was able to resume my care with a rheumatology clinic and at the ease of obtaining medicine which I had to normally get from the hospital at my previous clinic. Thank you for the great service.	1/24/2014 9:46 AM
36	Just need more appointments at the time of calling, I expect to ring and book an appointment for the same week and not told to ring back on the day as this is not practical whilst working!	1/24/2014 9:43 AM
37	I have always been very happy with Highfield Surgery - even at times when appts are difficult to obtain - I feel if needed my family and I can have an appt Thank you all	1/24/2014 9:37 AM
38	To provide non English speaker patients, who struggle to communicate at reception or filling forms or see the doctor , with Arabic or other languages , interpreting services even if requires over phone when the urgent need arises . The interpreting facilities in clinic will be appreciated esp by Arab ladies who rely on their husbands to take them n their babies to clinic .	1/24/2014 8:45 AM

Patient Survey 2014

39	I like the fact that you use a 0113 phone number and not a 0845 so phoning the surgery doesn't cost a fortune.	1/24/2014 8:32 AM
40	No scales to weigh baby at surgery when health visitor had ensured us that gp would do this as part of the baby health check	1/24/2014 8:28 AM
41	I often don't feel I am being given a chance to speak, it is very difficult to sum up a problem in one perfect sentence. I have found some of the doctors to be a little overbearing and very patronising. The expectation seems to be that the patient lacks intelligence and the doctor has superior knowledge. I find visiting the doctor very stressful.	1/24/2014 8:13 AM
42	My experience of the practice has always been excellent. What I have appreciated most is the willingness of all the staff - receptionist/nurses/doctors to listen. And the care and understanding I have received has been outstanding. Thank you so much	1/24/2014 7:54 AM
43	Over the past 8 years (I have been with the practice 65 years Dr MJ Berger) I have paid compliments from the secretary of state downwards. I cannot fault the care I have received. I am having my right hip replaced on 17 February and I am terrified (God help me!!) All in all an excellent practice.	1/24/2014 3:40 AM
44	This is the best surgery I have been to and I have been to quite a few. The staff are lovely and I've never had any issues.	1/23/2014 8:45 AM
45	It is very handy to have a chemist next door to the surgery. This makes getting prescriptions done, much easier. I am not happy at the communication paths between the surgery and the hospitals. I have waited 6 months for results. Even after phoning the consultants secretary to get feedback, the results never materialised. I now have to go through all the tests again, in the hope that this time, others will follow up the procedure. I find this a bit of an inconvenience.	1/22/2014 1:01 PM
46	As I am fortunate enough not to attend the practice that much, when I do need to see a Doctor I do sometimes do not get to see the doctor I would like to. I do however find that if I need an appointment for my children they do try to accommodate and get them an appointment quickly. Another point, which infuriates me immensely is when I am waiting for my appointment is the sign on the reception saying how many people HAVE NOT attended appointments for the previous month. I do however think that there should be some kind of penalty system, be it charging people for missed appointments, or so many missed appointments they should go to a different practice but with the text reminders the amount of people not attending should be reduced. I am sure it is probably the same people who make appointments "just in case" they are poorly which stops people attending at a convenient time and see the Doctor they would like.	1/22/2014 10:03 AM
47	Please do not publish my name.	1/21/2014 4:21 PM
48	The performance across the GPs within the surgery varies. Are GP performances appraised? Does the number of appt requests indicate popularity of GPs with patients?	1/21/2014 12:13 PM
49	I have changed how i use your surgery. I do not use the same doctor, I look on the internet and see. which doctor is free at the best time for me, and then book with that doctor. This works a lot better for me Thanks	1/21/2014 10:26 AM
50	I have always been exceedingly happy with the service given by Highfield Surgery, particularly when I was caring at home for my terminally ill husband. He and I could not have wished for better service, particularly that given by the Receptionists who willingly relayed messages etc to our GP.	1/21/2014 9:32 AM
51	There are services across Leeds e.g. Watch It Team (NHS) & newly formed Watch It Together. These clinics are free, with a nominal fee for 1 hour activity. Healthy Families group is for parents to attend during school hrs. Children aged 5-10 yrs Watch it is for children aged 10-18yrs. Watch It Together is for both parent & child to attend. The team can be contacted on 0113 3059679.	1/21/2014 9:06 AM
52	I would like more leaflets/posters in the surgery about mental health issues, contact numbers of the Samaritans etc and other such information and information on women's health issues would be really helpful, such as fibroids, heavy periods (what you can do about them) and healthy eating please.	1/21/2014 5:33 AM
53	I think I have the best doctors surgery in the whole of Yorkshire	1/21/2014 5:30 AM
54	No alterations needed	1/21/2014 5:26 AM
55	I have been a patient at High Field since it opened and have never had anything but praise for the speedy and courteous help I have had with any health problems, minor and major	1/21/2014 5:13 AM
56	As patient who is longterm sick and disabled great clinical care is essential part of managing all my conditions and I very much appreciate it. Thanks!	1/20/2014 2:20 PM

Patient Survey 2014

57	The service received is second to none, the staff go above and beyond the call of duty in order to help and find the right appointment to suit my needs.	1/20/2014 11:30 AM
58	Very happy with service and medical practitioners.	1/20/2014 10:19 AM
59	None	1/20/2014 4:13 AM
60	Since the practice offers a similar service in our hospitals should you consider hygiene more seriously by providing hand -sterilising facilities whenever patients enter the surgery? Are there any plans to improve parking facilities?	1/18/2014 4:57 AM
61	I am very happy with the service you provide - although I am not a heavy user of the practice I can always be seen when I need to come in, and am always dealt with in a courteous and professional manner.	1/17/2014 12:09 PM
62	I enjoy meeting your Doctors, that is always a pleasant experience, I include the practise nurses too. You have never failed my family in any way - we are thriving thank you. Overall I would put your practise firmly in the third quartile, above average, for the contemporary NHS. My comments comparing you to my Vet (and my brother had a large practise and he managed his partners and team to be available "on site" on demand any time). I fail to understand why human medicine cannot do it too. I guess the bureaucrats and your Unions (BMA et al) messed that up. Thank you for keeping me alive long enough to say all this.	1/17/2014 10:48 AM
63	I am very satisfied with the surgery overall. It has some excellent GP's and nursing staff and I appreciate all their hard work.	1/17/2014 9:57 AM
64	I have always been delighted with the help and treatment given by any of the Highfield Team I have been fortunate to meet and wish to thank them for their exemplary care.	1/17/2014 9:19 AM
65	I feel very lucky to be registered as a patients with the practice and have nothing but praise for all the staff, both clinical and non clinical	1/17/2014 9:14 AM
66	Doctors are very helpfull & always provided right advice. Feel safe & confident to share problems. Thank you	1/17/2014 8:31 AM