

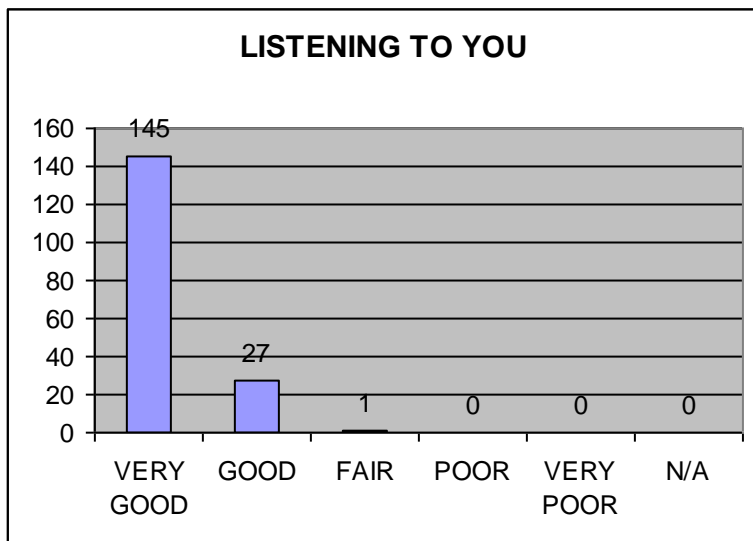
PORTCULLIS SURGERY – PATIENT SURVEY 2013

PART ONE

This section of the patient survey was completed after the consultation with the Doctor, Nurse or Phlebotomist. I have reported on each of these separately.

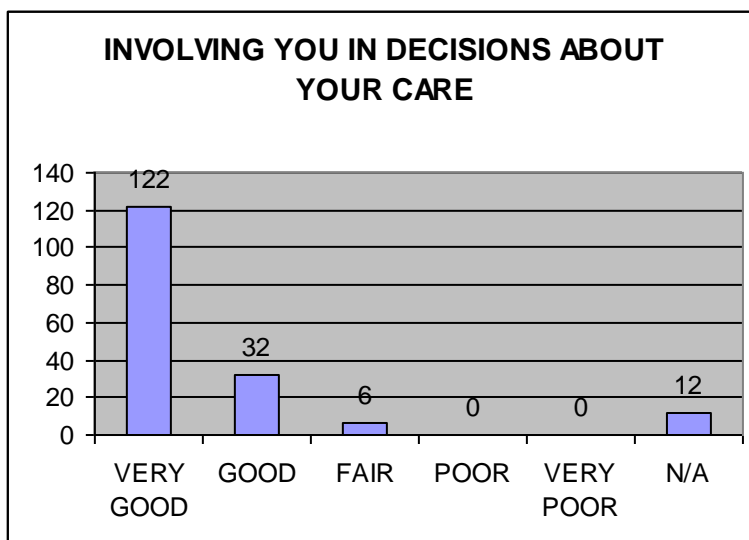
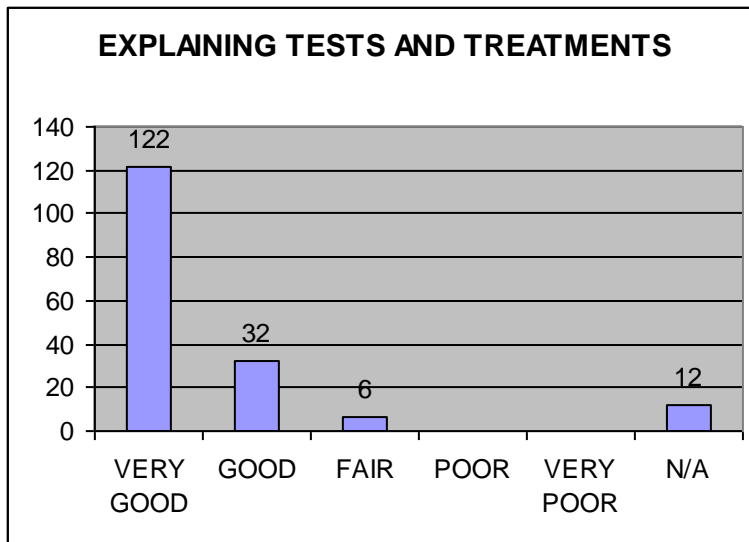
RESULTS FOR DOCTORS

How good was the doctor you saw today at the following?



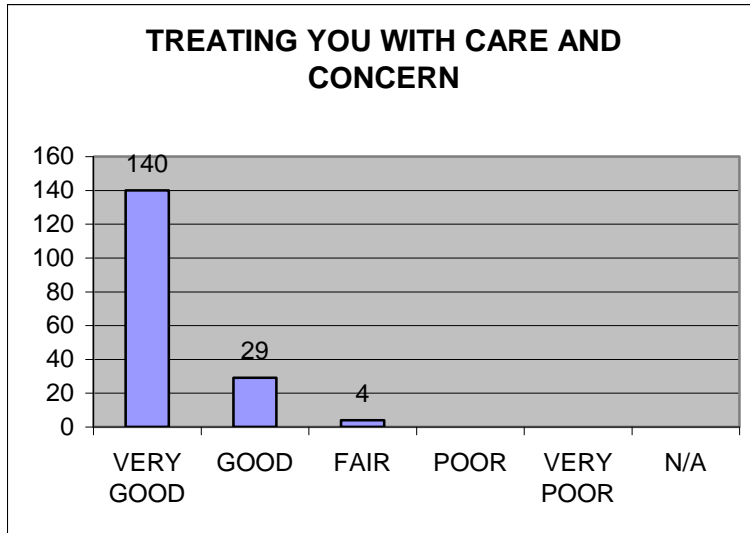
PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR DOCTORS



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RESULTS FOR DOCTORS



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RESULTS FOR DOCTORS – ADDITIONAL COMMENTS RECEIVED

- Screen used for displaying names does not seem very confidential or safe
- We think all the staff at the practice are wonderful – but are a bit worried that things could get more ‘clinical’ and less ‘friendly’ when the practice moves to the new hospital
- The care and time is excellent. The receptionists are extremely polite and helpful – I have no complaints
- Excellent advice from Dr Colebrook
- Overall staff are great
- Dr Colebrook was very good at clearly explaining the medical issue and the ‘bigger picture’. He is very personable, confident and professional.
- Dr Colebrook is the best doctor we have been to
- I have never seen Dr Colebrook before he was VERY kind, helpful and friendly
- Very pleased
- Excellent as always, I have total confidence in Dr Yarham
- Your surgery has too many notices
- I see Dr Yarham with both my children and he always takes extra time to explain reasons, symptoms and procedures
- My decisions listed are the reasons I try to see Dr Yarham (all very good)
- My appointment was on time, I was greatly reassured by Dr Yarham’s assessment and explanation. We have a GREAT TEAM at the Portcullis Surgery
- Not the responsibility of the practice I know but it would be a relief if the NO PARKING could be eased for short visits – eg. To pick up prescriptions
- THANK YOU!

PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR DOCTORS – ADDITIONAL COMMENTS RECEIVED

- Dr Yarham explained the problem to me and how long it would last and a follow up if needed
- There is nothing about house calls on the survey. I take it they are still done
- I am always fully satisfied with the caring attitude and helpfulness I get. The doctors and nurses are always concerned and sympathetic
- I have no problem with anyone
- All your doctors are excellent
- I would have to put EXCELLENT, very good is not good enough for the treatment, care and concern Dr N Farnell gives to me. I respect all his endeavours on my behalf. I am very grateful
- Dr N Farnell is a brilliant doctor and understands me
- Dr N Farnell has been treating me from day one of my problems, he has always been very understanding and helpful, I always feel safe and trust him
- I normally see Dr Boog-Scott, however as he was unavailable I was seen by Dr N Farnell who was very considerate and thorough in his examination of me
- I am very impressed with Dr N Farnell compared to experiences in Solihull prior to June 2012
- On the whole I am extremely pleased with the service I receive. I do think weekend surgery would be most helpful. Also the building is well used and is beginning to look like it
- I am very pleased with the doctors, nurses and staff
- A good long term relationship has been developed with Dr Boog-Scott
- I have always found Dr Boog-Scott to be an excellent GP – A*! He will be greatly missed when he retires
- When it comes to your health doctors should be frank and to the point. Your practice very rarely fails to deliver

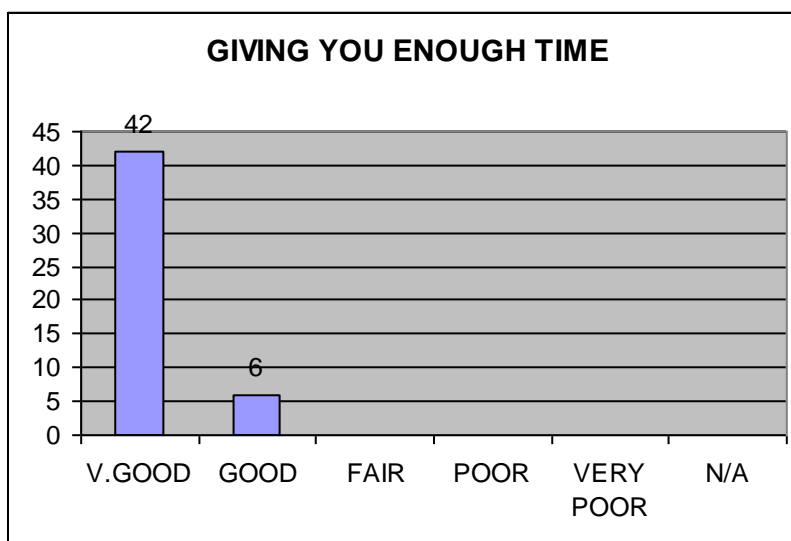
PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR DOCTORS – ADDITIONAL COMMENTS RECEIVED

- I have nothing except praise and admiration for the care I receive from Dr Boog-Scott and the whole practice – THANK YOU
- Thank you everyone you are all brilliant. Having worked in a GP surgery for 19 years I can only admire how well your practice is run
- I doubt the service could be better
- Dr Boog-Scott is excellent

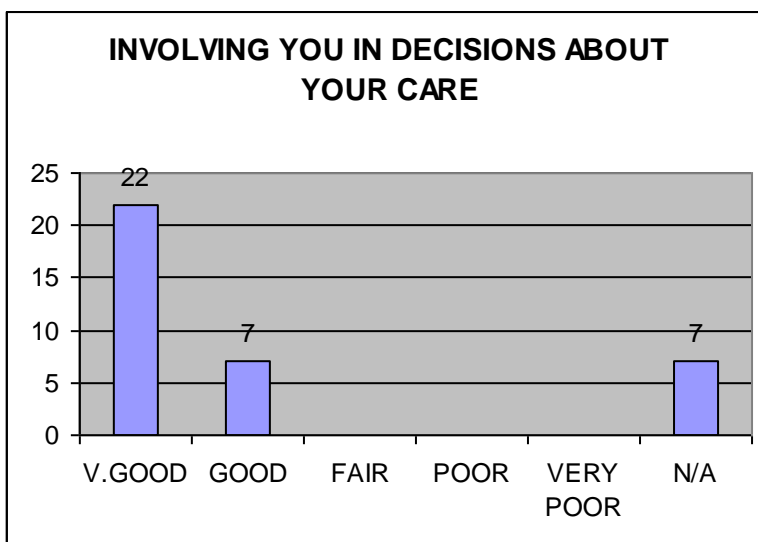
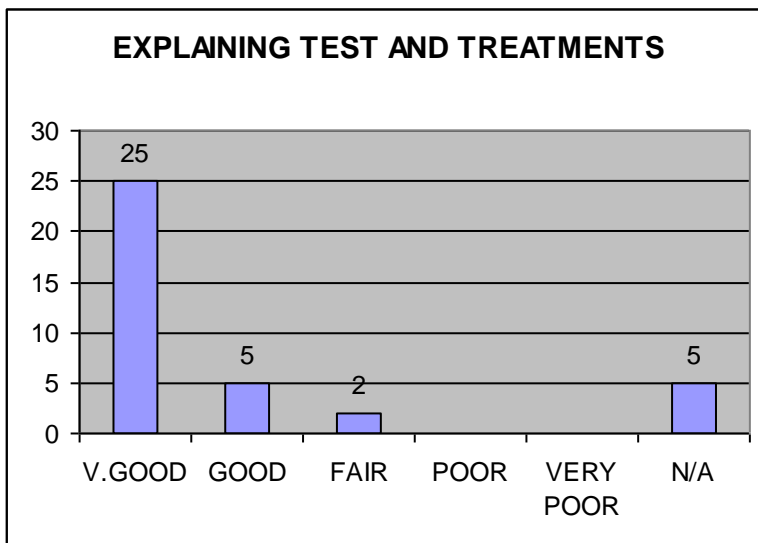
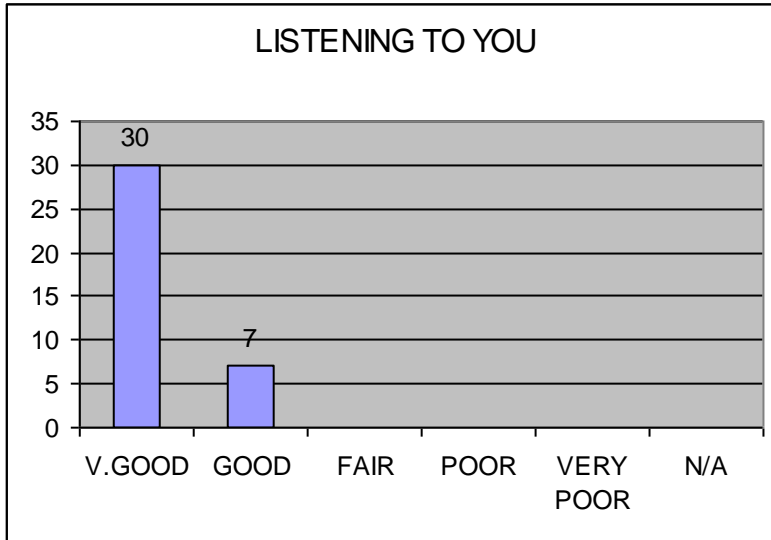
- Dr Boog-Scott is always very good
- I have now seen 3 separate doctors on the 3 occasions I have visited presenting the same condition. It might assist continuity if the patient was able to see the original doctor to avoid wasting time explaining the background
- Dr Beanland is one of the better doctors at listening in the surgery. Very easy to talk to
- I saw Dr Beanland and it was good to have the option of seeing a female GP
- I have been with this surgery for over 60 years and have never wanted or needed to make a complaint. I have found you all most helpful

RESULTS FOR NURSES



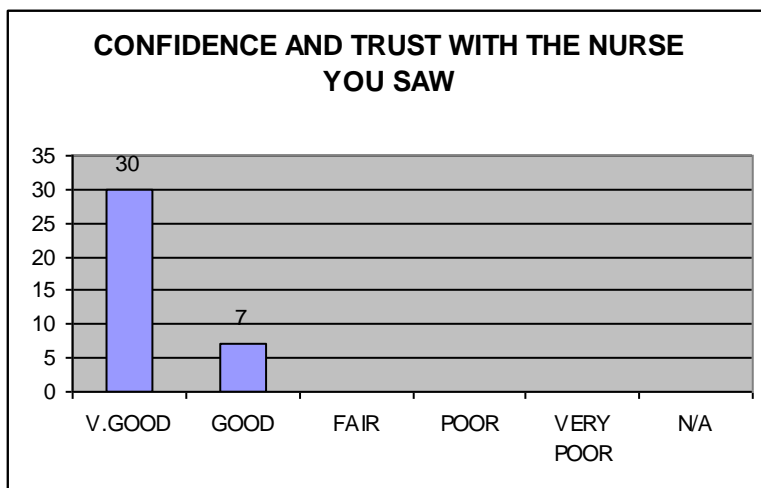
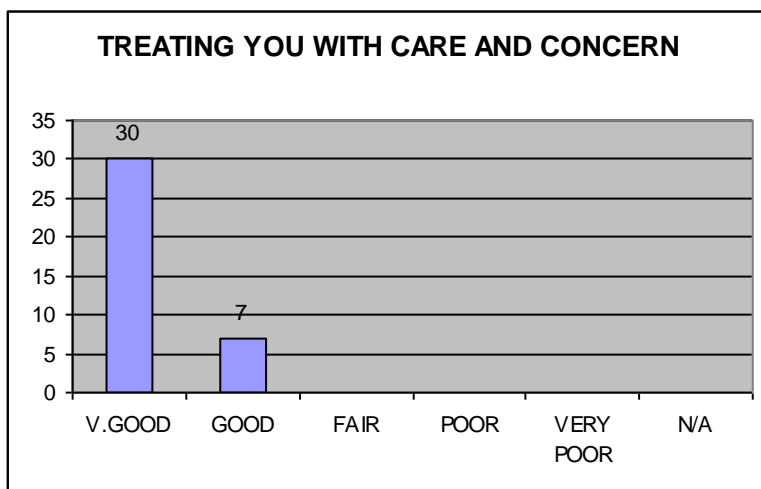
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RESULTS FOR NURSES



PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR NURSES



RESULTS FOR NURSES – ADDITIONAL COMMENTS RECEIVED

Jean talks things through thoroughly – Very Good

Jean is excellent and caring

Sister Appleby in every aspect of her patient care is absolutely exemplary

Jean is Very Very Good

My diabetic nurse Jean has been very helpful with my illness

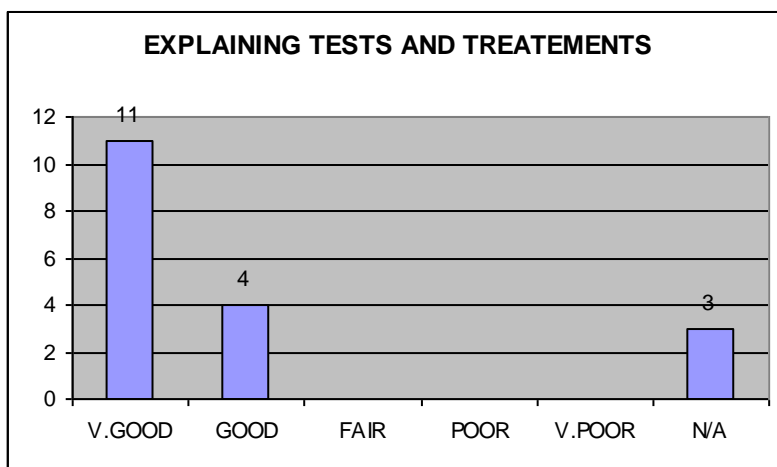
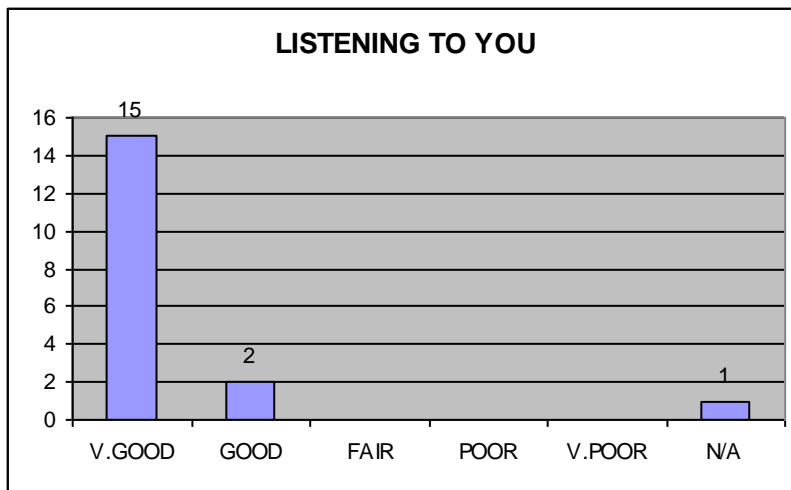
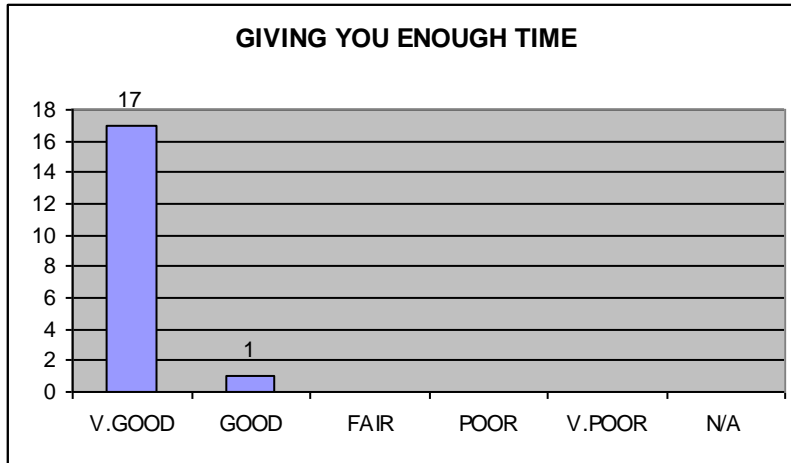
Jean will always listen to you, Very Good

Nurse Sylvia always gives excellent service to me

There should be more nurses like Sally

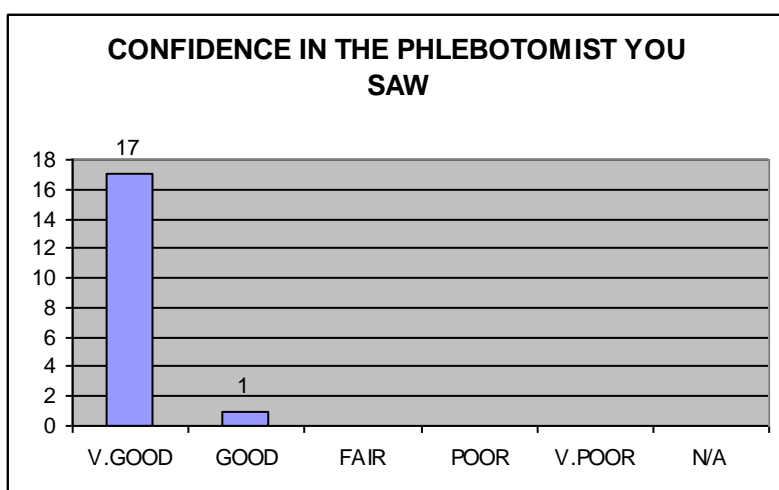
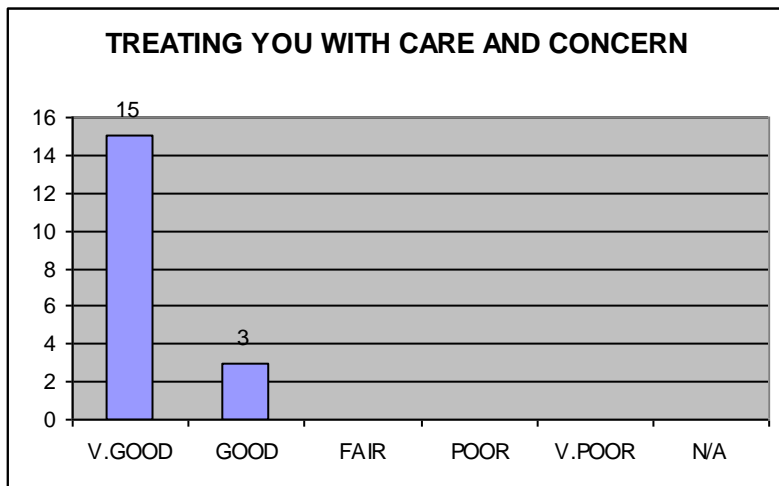
PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR PHLEBOTOMISTS



PORTCULLIS SURGERY – PATIENT SURVEY 2013

RESULTS FOR PHLEBOTOMISTS



RESULTS FOR PHLEBOTOMISTS – ADDITIONAL COMMENTS RECEIVED

Angie is always great

I find all the staff at Portcullis Surgery do their best

Angie has a good sense of humour

Linda is always helpful and cheerful