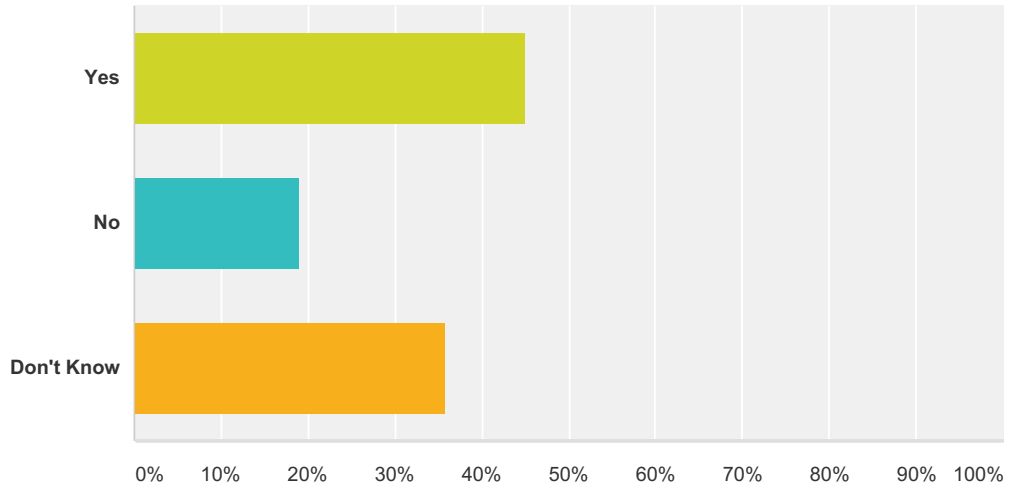


Q1 In the summer of 2014 we introduced early afternoon surgeries at our Lichfield surgery, do you think this has made it easier to book an appointment at a time that suits you? Please click/tick one answer.

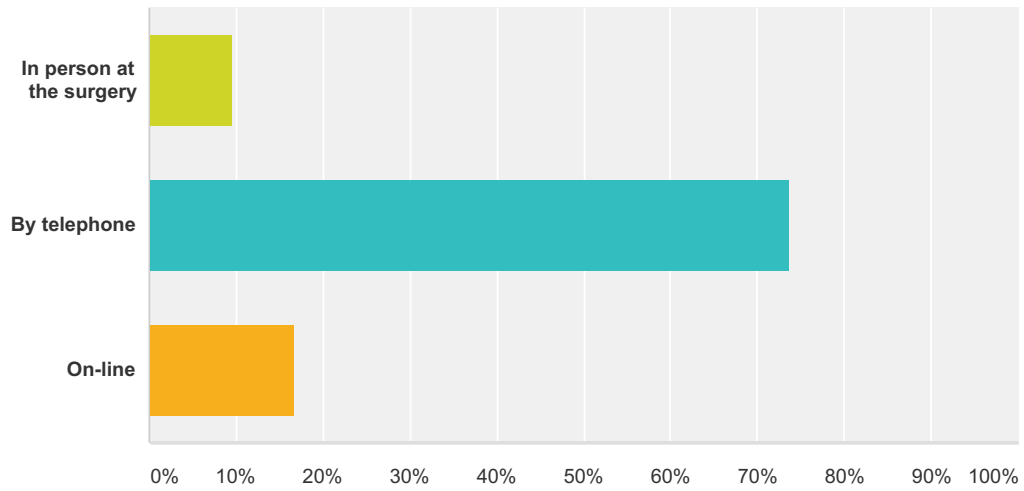
Answered: 237 Skipped: 7



Answer Choices	Responses
Yes	45.15% 107
No	18.99% 45
Don't Know	35.86% 85
Total	237

Q2 How do you normally book your appointment at the practice? Please click/tick all boxes that apply.

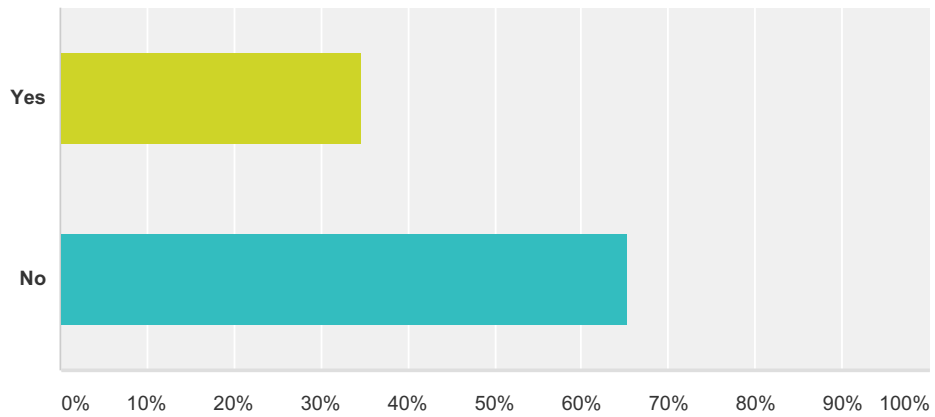
Answered: 240 Skipped: 4



Answer Choices	Responses
In person at the surgery	9.58% 23
By telephone	73.75% 177
On-line	16.67% 40
Total	240

**Q3 Are you aware that the Lichfield surgery is open after 6.30pm on a Tuesday evening?
Please click/tick one answer.**

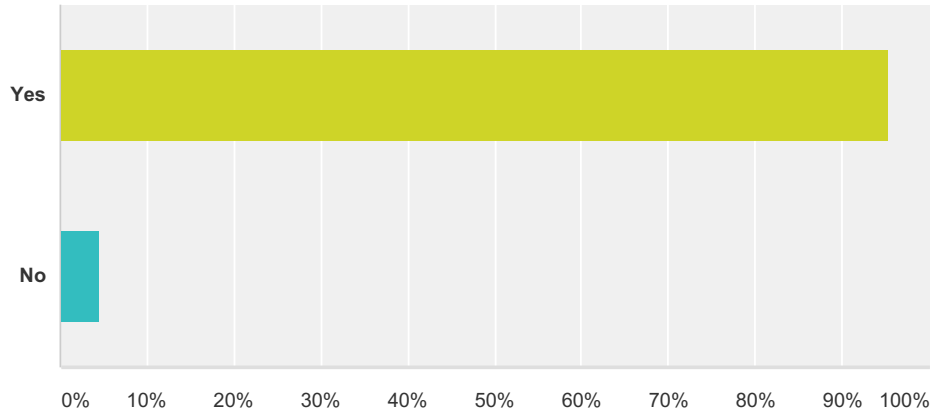
Answered: 239 Skipped: 5



Answer Choices	Responses
Yes	34.73% 83
No	65.27% 156
Total	239

Q4 Last time you saw a doctor or nurse did he/she give you enough time? Please click/tick one answer.

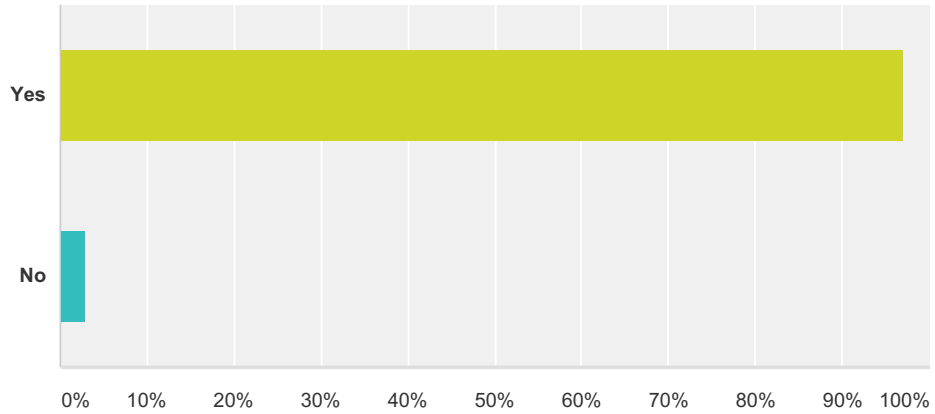
Answered: 237 Skipped: 7



Answer Choices	Responses
Yes	95.36% 226
No	4.64% 11
Total	237

Q5 Last time you saw a doctor or nurse did he/she listen to you? Please click/tick one answer.

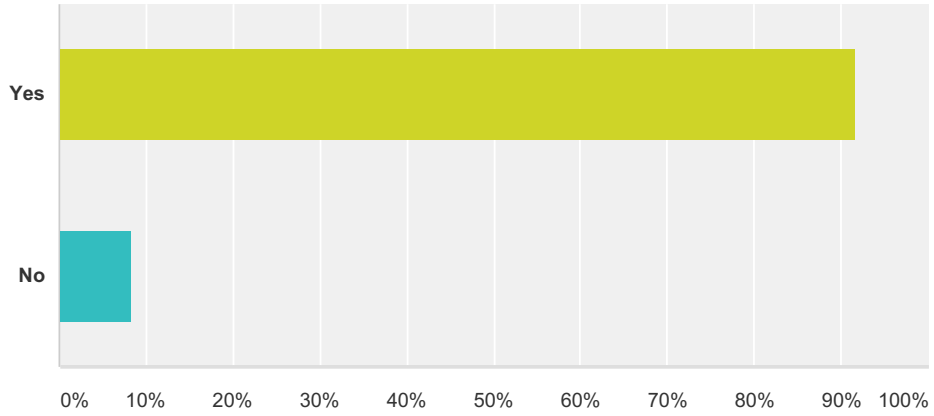
Answered: 238 Skipped: 6



Answer Choices	Responses
Yes	97.06% 231
No	2.94% 7
Total	238

Q6 Last time you saw a doctor or nurse did he/she explain your results and/or treatment to you? Please tick click/one answer.

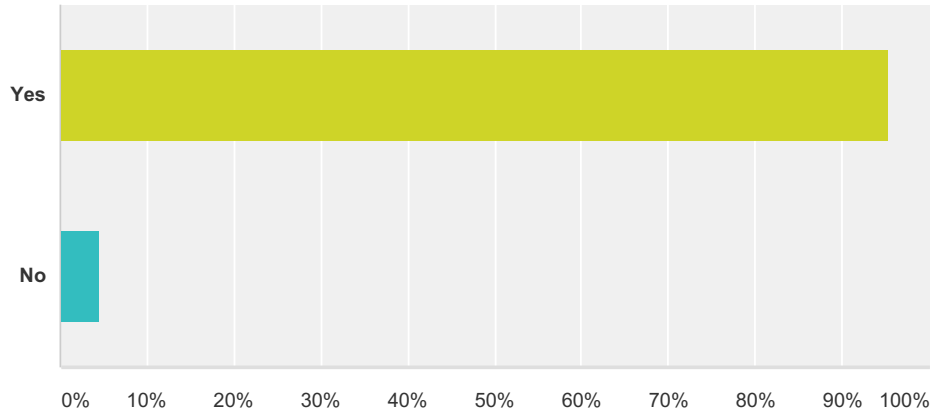
Answered: 194 Skipped: 50



Answer Choices	Responses
Yes	91.75% 178
No	8.25% 16
Total	194

Q7 Last time you saw a doctor or nurse did you have confidence in him/her? Please click/tick one answer.

Answered: 197 Skipped: 47



Answer Choices	Responses
Yes	95.43% 188
No	4.57% 9
Total	197

Q8 When you visit our Practice website what areas do you look at?

Answered: 136 Skipped: 108

#	Responses	Date
1	Up to date news	2/26/2015 12:58 AM
2	Ease of use	2/24/2015 2:01 PM
3	All areas.	2/24/2015 12:18 AM
4	N/a	2/23/2015 11:09 AM
5	None	2/23/2015 3:05 AM
6	Phone number	2/23/2015 1:02 AM
7	Repeat prescriptions.	2/21/2015 2:29 PM
8	How to make appointment	2/19/2015 3:16 AM
9	Booking appointments, but I tend to call into Whittington and book to see the doctor who I normally see, to save having to rebrief another doctor	2/17/2015 2:52 PM
10	Never have	2/17/2015 1:40 AM
11	I do not and would not visit the website.	2/16/2015 12:10 PM
12	Repeat prescriptions and to make appointments for medication reviews	2/16/2015 9:03 AM
13	Repeat script,	2/16/2015 4:28 AM
14	the screen giving my name and which doctor/nurse to see	2/16/2015 4:09 AM
15	Prescriptions Appointments	2/16/2015 2:25 AM
16	Booking appointments My records	2/16/2015 12:53 AM
17	Booking appointment and prescriptions	2/15/2015 7:05 AM
18	I do not visit the website	2/13/2015 6:04 PM
19	this is the first time I have visited the website	2/13/2015 4:13 AM
20	order prescriptions view appointments if already made	2/12/2015 2:21 PM
21	Not yet used this but will do so now that I am aware of it to try to book appts	2/12/2015 11:07 AM
22	make it is clean and tidy.	2/12/2015 9:02 AM
23	Don't visit it	2/12/2015 4:48 AM
24	All.	2/11/2015 10:38 AM
25	Telephone numbers and to check the opening times.	2/11/2015 10:27 AM
26	None	2/10/2015 2:39 AM
27	Appointments and prescriptions	2/9/2015 2:30 PM
28	The Partners The Home Page.	2/9/2015 10:35 AM
29	Appointments	2/9/2015 6:38 AM
30	To book an appointment and order my repeat perscriptions	2/8/2015 3:38 AM
31	prescriptions and appointments	2/7/2015 11:51 AM
32	All areas	2/7/2015 6:20 AM

33	Haven't done so before	2/6/2015 11:41 PM
34	Not looked yet but will do	2/6/2015 12:09 PM
35	appointments	2/6/2015 11:00 AM
36	Appointments, repeat prescriptions, opportunity to see other information does not seem to function. If not available, suggest you omit.	2/6/2015 10:11 AM
37	Prescription ordering	2/6/2015 6:26 AM
38	appointments	2/6/2015 2:36 AM
39	Prescription request, any notifications	2/5/2015 12:39 PM
40	Appointments	2/5/2015 12:01 PM
41	Appointments and repeat prescriptions	2/5/2015 9:40 AM
42	Never looked	2/5/2015 7:55 AM
43	Telephone numbers	2/5/2015 4:03 AM
44	I don't ever visit your web site	2/4/2015 11:57 PM
45	Repeat prescription mainly	2/4/2015 8:06 PM
46	N/A	2/4/2015 4:54 PM
47	Haven't visited the website	2/4/2015 1:44 PM
48	Haven't visited the sites.	2/4/2015 12:56 PM
49	Only been with the practice one year and haven't really looked at the website	2/4/2015 11:42 AM
50	Bookings	2/4/2015 11:07 AM
51	Open hours	2/4/2015 9:53 AM
52	Don't visit website	2/4/2015 9:32 AM
53	Don't visit the website very often	2/4/2015 8:19 AM
54	Prescriptions and booking doctor's appointments	2/4/2015 8:09 AM
55	Only been on once to register	2/4/2015 7:36 AM
56	Appointments	2/4/2015 6:34 AM
57	Services available	2/4/2015 5:47 AM
58	TV screen	2/4/2015 5:34 AM
59	Reception TV screen	2/4/2015 4:10 AM
60	appointment availability. order repeat prescription	2/4/2015 3:53 AM
61	All	2/4/2015 3:13 AM
62	Repeat Prescriptions	2/4/2015 3:04 AM
63	Available appointments, repeat prescriptions & my medical records.	2/4/2015 1:11 AM
64	Length of queue	2/4/2015 1:08 AM
65	Na	2/3/2015 10:56 PM
66	Contact number	2/3/2015 4:55 PM
67	Appointment booking Repeat prescription	2/3/2015 2:54 PM
68	Request for repeat prescriptions.	2/3/2015 2:53 PM
69	Appointments / repeat prescription	2/3/2015 2:11 PM

70	I don't	2/3/2015 2:07 PM
71	Opening hours	2/3/2015 1:40 PM
72	None at moment	2/3/2015 1:22 PM
73	N/a	2/3/2015 1:20 PM
74	Not looked	2/3/2015 1:05 PM
75	Never looked on website	2/3/2015 12:57 PM
76	Repeat prescriptions and book appointment	2/3/2015 12:36 PM
77	Staff, appointments, online booking and online repeat rx	2/3/2015 12:12 PM
78	I do not usually visit the website	2/3/2015 11:52 AM
79	Appointments	2/3/2015 11:43 AM
80	The medical practitioners and other staff	2/3/2015 11:35 AM
81	All aspects	2/3/2015 11:17 AM
82	repeat prescriptions	2/3/2015 11:09 AM
83	Have not visited the website but now I am aware of it, will do so	2/3/2015 10:38 AM
84	Appointments available. Training qualifications and specialities.	2/3/2015 9:52 AM
85	Waiting time	2/3/2015 9:42 AM
86	Tel no.	2/3/2015 9:39 AM
87	contact details	2/3/2015 9:31 AM
88	I have never visited it and did not know it existed.	2/3/2015 8:48 AM
89	Opening times, health visitor contact num	2/3/2015 8:40 AM
90	Prescription	2/3/2015 8:29 AM
91	Look at the announcements, booking an appointment and repeat prescriptions	2/3/2015 8:22 AM
92	Don't really use website	2/3/2015 8:17 AM
93	No specific areas	2/3/2015 8:11 AM
94	Contact details	2/3/2015 8:01 AM
95	Have not visited it before I received the survey invitation	2/3/2015 7:58 AM
96	Contact info	2/3/2015 7:50 AM
97	Usually only visit website when reordering repeat prescriptions.	2/3/2015 7:47 AM
98	All	2/3/2015 7:40 AM
99	Just the contact details	2/3/2015 7:21 AM
100	I have never been on there.	2/3/2015 7:17 AM
101	Not visited	2/3/2015 7:15 AM
102	Appointments, repeat prescription new information.	2/3/2015 7:11 AM
103	I have never done this	2/3/2015 7:03 AM
104	Never visited it	2/3/2015 6:53 AM
105	Have not visited the site yet.	2/3/2015 6:45 AM
106	Na	2/3/2015 6:43 AM
107	Not looked at website	2/3/2015 6:14 AM

108	Not used	2/3/2015 6:11 AM
109	N/a	2/3/2015 6:11 AM
110	Everything	2/3/2015 6:10 AM
111	Just started to book online	2/3/2015 5:58 AM
112	Never used it	2/3/2015 5:44 AM
113	Not used it	2/3/2015 5:26 AM
114	appointments	2/3/2015 5:26 AM
115	I watch to see how many people sterilise their hands as they come in and out of the building and very few that I've seen do. This observation covers patients, delivery companies and people just popping in. I think a big sign needs putting on the door telling people to do just that for hygiene reasons. You provide the facility which is great but folks need telling.	2/3/2015 5:25 AM
116	Never visited.	2/3/2015 5:21 AM
117	appointments and prescriptions	2/3/2015 5:14 AM
118	Reception & waiting areas. Can't focus, typical NHS environment 'poster overload'. Needs de-cluttering. Just place posters that are essential.	2/3/2015 5:10 AM
119	No none	2/3/2015 4:57 AM
120	N/A	2/3/2015 4:56 AM
121	Getting a repeat prescription and booking an appointment	2/3/2015 4:50 AM
122	Never visited it. Was not aware that you had one.	2/3/2015 4:42 AM
123	Haven't been on it.	2/3/2015 4:34 AM
124	Medication and try to look at history but for some reason cannot	2/3/2015 4:22 AM
125	Appointments List of Doctors Personal info	2/3/2015 4:13 AM
126	Appointments and Prescriptions and any news items on the home page	2/3/2015 4:02 AM
127	Good clean	2/3/2015 3:59 AM
128	Appointments available	2/3/2015 3:55 AM
129	Contact information	2/3/2015 3:45 AM
130	N/A	2/3/2015 3:41 AM
131	Opening hours, contact details, clinic timings eg. Well baby	2/3/2015 3:08 AM
132	Opening times & telephone numbers & sometimes information about the services	2/3/2015 3:06 AM
133	Phone numbers and opening hours. Physician biogs.	2/3/2015 3:02 AM
134	Lichfield	2/3/2015 2:53 AM
135	Not visited yet	2/3/2015 2:34 AM
136	do not usually use the website	2/2/2015 8:50 AM

Q9 Is there information you would find useful on our Practice website or on paper that is not available currently?

Answered: 103 Skipped: 141

#	Responses	Date
1	No	2/24/2015 2:01 PM
2	Ability to book a blood test on-line.	2/24/2015 12:18 AM
3	No	2/23/2015 11:09 AM
4	No	2/23/2015 3:05 AM
5	N/A	2/21/2015 2:29 PM
6	Don't know	2/19/2015 3:16 AM
7	Not really, most of what I need is told to me. I only read info on the walls if I am waiting and need to pass the time.	2/17/2015 2:52 PM
8	how to get an appointment when you need one!	2/17/2015 1:40 AM
9	No	2/16/2015 12:10 PM
10	None that comes to mind	2/16/2015 9:03 AM
11	list of opening times	2/16/2015 4:09 AM
12	No	2/16/2015 2:25 AM
13	Booking appointments with a nurse (blood tests etc)	2/16/2015 12:53 AM
14	I will explore the site in future to decide.	2/13/2015 4:13 AM
15	information regarding method of making urgent appointments with a Doctor	2/12/2015 2:21 PM
16	NO	2/12/2015 9:02 AM
17	Don't know	2/12/2015 4:48 AM
18	None that I can think of.	2/11/2015 10:38 AM
19	No	2/11/2015 10:27 AM
20	No	2/10/2015 2:39 AM
21	Which doctors are worst at keeping appointment times.	2/9/2015 2:30 PM
22	possible appointment times that are free at the time of enquiry	2/9/2015 10:35 AM
23	No	2/9/2015 6:38 AM
24	No	2/7/2015 6:20 AM
25	doctor availability and waiting times for referrals etc	2/6/2015 11:41 PM
26	Access to blood tests with basic interpretation ie within normal limits.	2/6/2015 10:11 AM
27	Unsure	2/6/2015 6:26 AM
28	No	2/6/2015 2:36 AM
29	No	2/5/2015 12:39 PM
30	When Drs are likely to be away	2/5/2015 12:01 PM
31	Would need to think about this	2/5/2015 9:40 AM

32	N/a	2/5/2015 7:55 AM
33	I would like to book or repeat prescription online.	2/5/2015 2:56 AM
34	Would not know, see answer above. How were surgery hours communicated to patients?	2/4/2015 11:57 PM
35	?	2/4/2015 8:06 PM
36	Dont know	2/4/2015 4:54 PM
37	No	2/4/2015 12:56 PM
38	Cannot give feedback as have not really reviewed it	2/4/2015 11:42 AM
39	How to register for on line bookings	2/4/2015 11:07 AM
40	Mo	2/4/2015 9:53 AM
41	No	2/4/2015 9:32 AM
42	No	2/4/2015 7:36 AM
43	Some appointments within two weeks would be useful	2/4/2015 6:34 AM
44	List of practitioners available within the practice services	2/4/2015 5:47 AM
45	Satisfied with what you provide	2/4/2015 4:10 AM
46	not that I can think of	2/4/2015 3:53 AM
47	Undecided	2/4/2015 3:13 AM
48	No	2/4/2015 3:04 AM
49	Busy periods. Doctors rota.	2/4/2015 1:08 AM
50	No	2/3/2015 10:56 PM
51	Only use it for contact number	2/3/2015 4:55 PM
52	List of doctors names	2/3/2015 4:47 PM
53	No, happy with what I use.	2/3/2015 2:53 PM
54	Not sure	2/3/2015 2:11 PM
55	NoNo	2/3/2015 1:22 PM
56	N/a	2/3/2015 1:20 PM
57	Not looked	2/3/2015 1:05 PM
58	No	2/3/2015 12:36 PM
59	Access to LGBT services and other local groups and services	2/3/2015 11:52 AM
60	Flu jabs , who are allowed them on the NHS , if not in this bracket does the NHS provide or would provide a scheme to those who would prefer the jab at their own cost and not to the NHS .	2/3/2015 11:17 AM
61	no	2/3/2015 11:09 AM
62	Not sure	2/3/2015 9:39 AM
63	How to receive a referral letter.	2/3/2015 9:31 AM
64	N/A	2/3/2015 8:48 AM
65	can't think of any	2/3/2015 8:22 AM
66	Not really	2/3/2015 8:17 AM
67	Not that I am aware of	2/3/2015 8:11 AM
68	Appointment availability	2/3/2015 8:01 AM

69	See above answer.	2/3/2015 7:47 AM
70	Be able to make appointments with staff other than doctors	2/3/2015 7:40 AM
71	No	2/3/2015 7:21 AM
72	None	2/3/2015 7:17 AM
73	N/a	2/3/2015 7:15 AM
74	Not sure	2/3/2015 7:11 AM
75	N/A	2/3/2015 7:03 AM
76	I don't know with not ever visiting site	2/3/2015 6:53 AM
77	As I have not visited the site, I am not able to answer the question.	2/3/2015 6:45 AM
78	Na	2/3/2015 6:43 AM
79	N/a	2/3/2015 6:14 AM
80	Don't think so	2/3/2015 6:11 AM
81	No	2/3/2015 6:10 AM
82	No	2/3/2015 5:58 AM
83	No	2/3/2015 5:44 AM
84	Not that I am aware of	2/3/2015 5:26 AM
85	No	2/3/2015 5:26 AM
86	If family or friends are staying with you, and they are too far to get to their own GP what the protocol is for them to see a GP at Langton	2/3/2015 5:25 AM
87	Don't know.	2/3/2015 5:21 AM
88	n/a	2/3/2015 5:10 AM
89	No	2/3/2015 4:57 AM
90	Yes, info for cancer patient about cancer support groups in the area.	2/3/2015 4:56 AM
91	Not at the moment	2/3/2015 4:50 AM
92	See above	2/3/2015 4:42 AM
93	Past visit comments	2/3/2015 4:22 AM
94	None at present	2/3/2015 4:13 AM
95	no	2/3/2015 4:02 AM
96	No	2/3/2015 3:59 AM
97	No	2/3/2015 3:55 AM
98	No	2/3/2015 3:45 AM
99	Why booking an appointment is so difficult now. A lot worse than it was a year ago. My parents will also agree with this both diabetic and over 65, and unable to book an appointment with doctor of their choice. Had to write a letter to finally get an appointment	2/3/2015 3:41 AM
100	More information on the doctors and their particular specialisms/areas of interest.	2/3/2015 3:08 AM
101	No	2/3/2015 2:53 AM
102	Yes, firstly to advertise opening times on prescriptions whilst still in paper format, then to also advertise the website info in this way too. People do read their prescriptions to ensure they have the correct drugs/name info.	2/3/2015 2:34 AM
103	as above	2/2/2015 8:50 AM

Q10 Thank you very much for taking your time to complete this questionnaire. We value your feedback. Finally, Are there any other comments you would like to make?

Answered: 131 Skipped: 113

#	Responses	Date
1	Unable to get through to either surgery at 8am - 8.30am today to cancel appointment - no email option or message service. Been on phone more than 1/2 hour is not appropriate - there needs to be more early morning staff or you need to book appointments for urgent problems the afternoon before. I now look like I have missed the appointment with no regard for the surgery which is not correct.	2/26/2015 12:30 AM
2	I am very happy with the excellent care that you always give me. Nothing is too much trouble and the staff work hard to please and go that extra mile.	2/24/2015 2:01 PM
3	The appointment booking is hopeless - two weeks wait or hang on the phone for 15 mins and then be told there are none left that day. Nearly as frustrating as buying tickets for a Rolling Stones gig. No wonder people give up and go to A&E.	2/24/2015 12:37 AM
4	Keep up the good work - an excellent doctor's practice!	2/24/2015 12:18 AM
5	None	2/23/2015 11:09 AM
6	A very friendly practice and the reception staff are excellent. My only concern is for an on going problem I have seen many different doctors and I would like to see the same doctor, however it is often difficult to get an appointment on the day when I ring up with the same doctor as pre booking an appointment is always a long time in advance.	2/23/2015 1:02 AM
7	It is still difficult to make an appointment at short notice. Whilst I appreciate that the doctors and nursing staff get very booked up, it is not always practical or possible to wait until 8.30 on the morning that one wants or needs an appointment. It would be more satisfactory to be able to book last minute appointments a day or, preferably, a few days beforehand, if possible.	2/21/2015 2:29 PM
8	As working and see doctor for ongoing problems getting an appointment or seeing same doctor impossible	2/19/2015 3:16 AM
9	No, I am happy with the folk I deal with and find them all helpful. Please pass my thanks onto them.	2/17/2015 2:52 PM
10	I think more should be done to help occasional (working) patients. It is almost impossible to get almost appointment that fits in with work at short notice, it seems everything is geared for regulars who know the ropes and are able to book their next appointment well in advance.	2/17/2015 1:40 AM
11	I would like the GP's to be more attentive to reports of clinical symptoms and not so blinkered by blood test reports, e.g., the results of thyroid function tests.	2/16/2015 12:10 PM
12	No	2/16/2015 9:03 AM
13	I have been trying for over three weeks to get an early morning/late evening appointment and have had no luck. The appointment system is ridiculous that you have to phone at 8am in the morning to 'hopefully be lucky enough to get one of the available appointments. This system only works for those people who don't work. At 8 o'clock in the morning I am on a train going to work. The phone rings out continually and when you eventually get through, you are told the appointment has already gone. Its an unfair system to people who work. I have never known anything so ridiculous to be told there are appointments available, but you have to phone at 8am and its on a first come first served basis.	2/16/2015 5:20 AM
14	Friendly helpful reception staff. Have always been seen/phoned when requested. Competent, approachable and caring medical staff, both nurses and doctors.. Very happy customer.	2/16/2015 4:28 AM
15	your all great and very helpful its a great surgery	2/16/2015 4:09 AM
16	No	2/16/2015 2:25 AM
17	Getting appointments is a nightmare! Urgent - queue at 7.45. Non urgent - often nothing available.	2/16/2015 12:53 AM

18	Trying to book an appointment is a nightmare. Once I was held in your phone system for 40 minutes and had to abandon the call. That day I was trying to call for three hours. In the end - despite throwing up every 30 minutes I had to drive to the medical centre to make an appointment. Quite frankly it was appalling and no wonder our EDs are overrun	2/14/2015 11:21 AM
19	I find the online appointment booking system awkward with having to remember the various bits of information. If I could access this with more ease I would definitely book online	2/13/2015 6:04 PM
20	Waiting times when you have an appointment are an issue. I have had several appointments booked but still had to wait up to half an hour over. The other problem is the phone as I find it difficult to get through to make an appointment. The message on the phone whilst on hold is quite annoying. The constant phone calls must be frustrating for the Reception staff also.	2/13/2015 2:34 PM
21	very difficult to make appointments owing to the monthly start time, when an acceptable time/date exceeds time period used in the appointment envelope. e.g. review appointments	2/12/2015 2:21 PM
22	being able to book an appt by phone with practice nurse has also been invaluable	2/12/2015 11:07 AM
23	NO	2/12/2015 9:02 AM
24	Please improve the online booking system by providing more/sooner appointments for nurse practitioners and practice nurses. Please improve the same day appt booking procedure as it's very frustrating to call at 8am, stay on hold for a long time and not get an appointment. not get an appt. nurses. And please a transfer	2/12/2015 4:48 AM
25	Not at this time.	2/11/2015 10:38 AM
26	I have always been very happy with the service I have received over the last 23 years.	2/11/2015 10:27 AM
27	The practice does not make allowance for people who work, as when trying for an appointment, all you get us ring at 8am, yet how many people can hang on the phone for an average of 25mins to get an appointment that is usually in work times and not at a convenient time. People should be asked if they are workers and if not the daytime appointments should be given to them and later ones saved for workers	2/10/2015 11:48 AM
28	No	2/10/2015 2:39 AM
29	Some questions are not simply yes or no. A rating of ,say, 1 to 10 where 10 is great and 1 is very	2/9/2015 2:30 PM
30	No	2/9/2015 6:38 AM
31	When a preferred Doctor is on holiday which is what they deserve to be told that not to be told to ring back early next day to see if there has been an appointment cancelled.	2/8/2015 3:38 AM
32	Yes it is still difficult to make an appointment	2/7/2015 11:51 AM
33	No	2/7/2015 6:20 AM
34	ask some of the receptionists to smile when they deal with patients	2/6/2015 11:41 PM
35	I have always received fast and efficient service thank you	2/6/2015 12:09 PM
36	It's a bit of a struggle completing this questionnaire on an iPhone6!	2/6/2015 10:11 AM
37	I liked the text message appointment reminders but it seems to have stopped.	2/6/2015 6:26 AM
38	Question 2 on this survey does not all 3 items to be ticked	2/6/2015 2:36 AM
39	Very happy with the services provided by the practice.	2/5/2015 12:39 PM
40	Thank you for a wonderful service..but please make more lines available at 8am.	2/5/2015 12:01 PM
41	I am very impressed with the level of service care and concern afforded to me by all of the staff including reception staff nurses and doctors. It is second to none. Thankyou	2/5/2015 7:55 AM
42	GP running 10-15mins late with no apology from reception	2/5/2015 4:29 AM
43	Yes, when I am asked to take routine blood tests why are the results normal or otherwise never fed back to me?	2/4/2015 11:57 PM
44	I have always had reassurance and help from all staff at Langton. Thoroughly grateful to them all.	2/4/2015 8:06 PM

45	I'm really pleased with The Langton Practice in all respects. The doctors and staff are very friendly and always helpful. I am also very pleased that i have been able to get an appointment with a doctor or nurse quickly when i have needed to. In fact i think i am very lucky to be with the Langton Practice and would like to thank everyone there for being so kind.	2/4/2015 4:54 PM
46	Excellent. Friendly staff and nurses/Dr and extremely helpful and don't just refer you to other people they asses the situation and take action upon it there and then.	2/4/2015 3:47 PM
47	The telephone answer system is shocking. Every time I try to call at 8am (normally start trying just before, to hear lines are closed), I end up in a 'queuing system' which I'm holding for around 20 mins. I find it hard to believe that I go from hearing lines are closed to keep pressing redial, to then hold for c20mins (has been longer). Are lines in an actual queue, or just several numbers flashing on a switchboard and a person picking up any one of those lines? I find it very frustrating, I call before having to do a school run and only have limited time before having to abandon the call. Only to be later told, all appointments taken, I should try calling when lines open at 8am! Today I started the call process at 07.59, lines closed. I repeatedly tried until 08.01 with lines closed message. I then go a ring tone, no message, eventually cut off. Tried again, line then busy. This went on a number of times, between a line ringing with no message, cutting out, and line being busy, in fact I think my call log said it was c30 times I'd tried calling, before eventually being put in a queue at 08.07. My call was answered around 20mins later! It's no wonder people turn up at A&E instead, it's often a more simple solution, especially when you have poorly young children.	2/4/2015 2:16 PM
48	I appreciate the fact that you can get on the day appointments	2/4/2015 1:44 PM
49	As a family we are really pleased that we made the move to join this practise. Thank you.	2/4/2015 12:56 PM
50	still find it very difficult to get an appointment.takes too long to get through on the telephone.	2/4/2015 12:25 PM
51	Just a thank you to the staff for being helpful and upbeat	2/4/2015 11:42 AM
52	If you are lucky enough to get an appointment the care is very good, but the appointments just aren't there. This questionnaire is the first time I've heard that there is one late night, but one just isn't enough. Also, do you prioritise these appointments for people who work, not people who could attend during office hours?	2/4/2015 9:32 AM
53	Appointment system is failing patients badly.	2/4/2015 9:29 AM
54	Staff are always friendly and helpful.	2/4/2015 7:36 AM
55	More appointments should be made available in the evenings and early mornings	2/4/2015 6:34 AM
56	This is an excellent practice	2/4/2015 5:47 AM
57	Very impressed with efficiency in general from all staff in all areas I have been involved with - especially now that it appears to be a much busier surgery with a much greater work load.	2/4/2015 3:53 AM
58	Generally very happy with the service I receive from the practice.	2/4/2015 3:13 AM
59	Relatively new patient at Langton - having only moved into catchment last August	2/4/2015 3:04 AM
60	Practice website is good and very user friendly making booking appointments and requesting repeat prescriptions hassle-free.	2/4/2015 1:11 AM
61	Trying to get through in the morning or afternoon is extremely difficult. Often staff at peak calling times don't always sound helpful and courteous, more often stressy and abrupt. Recently it appears waiting times have increased, however, the feature on the touch screen sign in machine detailing approximate wait is incredibly useful, and often greatly appreciated!	2/3/2015 4:55 PM
62	To be able to book by phone a apptmt in advance	2/3/2015 4:47 PM
63	Appointments Are very unacceptable and distressing to arrange	2/3/2015 4:07 PM
64	Please could there be an audible signal in the waiting room to indicate that the next person is being called in? It is rather irritating to have to keep your eyes constantly peeled at the screen for fear of missing your name whilst you would much prefer to something more stimulating to take your mind off waiting..	2/3/2015 3:42 PM
65	I am very happy with the service I get from the Practice. All the staff are exceptionally helpful and friendly and the doctor makes me feel that he has time for me and will listen to my problems without making me feel that I'm taking up too much of his time.	2/3/2015 2:53 PM
66	Very disappointed with Dr Hammersley manner. Found her very insulting and would not visit her again.	2/3/2015 2:11 PM

67	The last 3 times I have phoned at 8.30 and tried to get an appointment that day I have been on hold over 20 minutes and not got an appointment, then not been able to book one in the next few days only to be told to go through the same wait the next day. The reception staff are very abrupt when answering the phone at this time. Perhaps a message saying there are no appointments would be more useful to people than sitting for 20 minutes only to be told there are no appointments.	2/3/2015 2:07 PM
68	Please open Whittington surgery for longer, also more people answering the phone lines	2/3/2015 1:40 PM
69	No	2/3/2015 1:22 PM
70	N/a	2/3/2015 1:20 PM
71	I'm surprised that in this modern age of technology I can't make an appt to have my contraceptive implant changed without having to be sent an appt in the post. Why i couldn't book it over the phone eith the receptionist baffles me. Please sort this out for other patients as my appt has now been posted to me.	2/3/2015 1:05 PM
72	Mostly attend Whittington surgery and have always received a good service. I may use the website more now to check out all my options.	2/3/2015 12:57 PM
73	I would recommend this Practice. However, there are some members of the team who could be a bit more patient friendly.	2/3/2015 12:51 PM
74	Always been very satisfied with the treatment I receive at the surgery. All staff extremely helpful and friendly	2/3/2015 12:36 PM
75	Excellent service and support from all staff members. In my experience the best GP surgery in the area. I recently retired from Lichfield Adult Care Team working with social workers and liaising with GP's and District Nurses from Langton Grange. I therefore have had experience of the excellent support both as a patient and a professional within social care and health.Sue McGuire.	2/3/2015 12:33 PM
76	Wider variety of appointments available to book online would be helpful	2/3/2015 12:12 PM
77	I would like to invite you to register for the Rainbow Charter Mark. The Rainbow Charter Mark is a benchmarking process for health care providers. It identifies health care providers that are fully committed to ensuring that their lesbian, gay and bisexual patients and service users are treated fairly, and are able to discuss their issues openly with the health care professional. Registration is simple and easy and can be completed on line at http://www.staffordshirebuddies.co.uk/rcm.php	2/3/2015 11:52 AM
78	When booking a Drs appt I would rather not divulge the reason for seeing the doctor to the receptionist .When I booked an appt today I was asked "What are your reasons for seeing a doctor?"	2/3/2015 11:35 AM
79	Keep up the good work	2/3/2015 11:17 AM
80	no	2/3/2015 11:09 AM
81	Please repair the screen bleep so if reading in the waiting room one is aware when your name appears on the screen to see a doctor.	2/3/2015 10:38 AM
82	More evening and weekend appointments would enable easier access for the working population to visit a GP.	2/3/2015 9:52 AM
83	Too long waiting times Never get an appointment	2/3/2015 9:42 AM
84	Booking appts has been a nightmare at times. It can be difficult to get through on phone and have spent well over 10 mins on several occasions to book an appt. in the end I have gone into the practice instead to book one On one occasion.	2/3/2015 9:39 AM
85	I find your very busy practice friendly, helpful and efficient when trying to meet the needs of your patients. Thank you.	2/3/2015 9:31 AM
86	Maybe a weekend surgery?	2/3/2015 9:21 AM
87	Very good practice but waiting time in morning to book appointment even when you phone at 8 is too long! And not good if you have to get to work too, would be better if you could book day before! Thanks	2/3/2015 8:40 AM
88	Yes, allowing more time during the visit. Thank you.	2/3/2015 8:29 AM
89	Possibly releasing more appointments that can be booked online	2/3/2015 8:22 AM
90	Keep up the good work!!	2/3/2015 8:17 AM
91	I continue to be impressed by the impeccable service you provide	2/3/2015 8:11 AM
92	Very difficult to get an appointment. Min 20 minutes on hold if I phone	2/3/2015 8:09 AM

93	The reception staff can be really rude on the phone	2/3/2015 8:01 AM
94	My family and I always receive excellent service and treatment. Many thanks to all the staff at the Lichfield surgery.	2/3/2015 7:58 AM
95	I can't thank the lovely staff especially the receptionists at whittington. Always willing and able to help	2/3/2015 7:50 AM
96	Only that it is rather frustrating trying to phone through from 8am to try to get a same day appointment. This is important when you are a couple aged 76 and 89!	2/3/2015 7:47 AM
97	No	2/3/2015 7:21 AM
98	I find the medical practice to be well resourced and very informative.	2/3/2015 7:17 AM
99	Still very difficult to make non urgent appointments to see a doctor	2/3/2015 7:15 AM
100	I have great confidence in the care given by all at the Langton practice and very glad to be a patient there.	2/3/2015 7:11 AM
101	I have never found the service at Langton to be anything other than outstanding. The doctors, practice nurses, counsellors and reception staff are consistently dedicated, professional and approachable. Rosie Jones in particular has helped me in so many ways and I cannot thank or praise her highly enough. My only bugbear is the appointments booking system. I detest it. Who has time at 8 in the morning to sit for half an hour hitting redial? I can't be the only person who has three children to get out of the house and drive to work in that time. If you could introduce some kind of queuing system it would help enormously.	2/3/2015 7:00 AM
102	Why is it when booking an appointment some staff say you can't do this you have to ring at 8am to do this others will book you an appointment. Why is this ????	2/3/2015 6:53 AM
103	N/a	2/3/2015 6:14 AM
104	I was not happy with a previous visit due to the Doctors attitude/demeanor. Visit was ref swelling in left leg with redness.	2/3/2015 6:11 AM
105	Contrary to what I hear in the press about waiting times, my experience for both blood test and GP appointments has been very good. Blood test same day as request followed by a GP appointment just right for the blood results to be back for discussion. Well done Langton!	2/3/2015 6:03 AM
106	No	2/3/2015 5:44 AM
107	There appear to have been several changes of personnel on reception desk at Lichfield , some newer receptionists(though helpful) appear less knowledgeable. Puzzled to find several face changes at much the same time.	2/3/2015 5:26 AM
108	No	2/3/2015 5:26 AM
109	Langton is a splendid practice in every respect.	2/3/2015 5:26 AM
110	No thanks, not at the moment :)	2/3/2015 5:25 AM
111	I very rarely use my doctor's surgery, but when I do, I often find the waiting times in the waiting room to be far from acceptable. How can a schedule of appointments run so far behind, so quickly? Even first thing in the morning there is a delay. Other than that, the service I receive is excellent.	2/3/2015 5:21 AM
112	Great job keep it up	2/3/2015 5:14 AM
113	Big fan of Dr Ahmed. Since his arrival he is the only doctor I will see. His manner, attentiveness and overall demeanor are superb. He doesn't carry the all too often seen 'god or superiority complex' that other GPs have, many could take a leaf out of his book. I have very little faith in General Practitioners as I feel they don't really care about my well being. Because I'm from a part of society that doesn't receive government handouts I feel I'm treated differently, perhaps with less diligence.	2/3/2015 5:10 AM
114	No	2/3/2015 4:57 AM
115	When I book an appointment for a review, which is normally after a repeat prescription, I have to work out when my tablets run out as I have to book it about 3 weeks in advance as It is difficult to get one after 5pm.	2/3/2015 4:50 AM
116	We get told to ring at 8am on a morning for an appointment but always on hold for an hour or so, havent got the time nor the patience.	2/3/2015 4:49 AM

117	Question 2 asks you to select any or all of 3 answers if they apply, but only allows you to select one. It would be helpful if you could book nurse appointments for Diabetes checks, blood test section online as you can doctors appointments.	2/3/2015 4:42 AM
118	The telephone booking system is unsatisfactory. I tried to get an appointment for in excess of 6 weeks.	2/3/2015 4:34 AM
119	In these days of constant criticism of the NHS and GP services. I can only say that all of my experiences with the Practice have been dealt with efficiently and professionally. Thank You	2/3/2015 4:13 AM
120	no	2/3/2015 4:02 AM
121	I feel some of your receptionist are not friendly there is no eye contact or a good morning just a stare.	2/3/2015 4:01 AM
122	It's so hard to ring on day to make an appointment it would be so much better to going back to making an appointment on dates not by day and everyone I talk to hate the new way to.	2/3/2015 3:59 AM
123	Unable to get appointments in under 1 week unless I get up, & visit before 8am & queue for one.	2/3/2015 3:55 AM
124	Service is good. At times feel as if too many questions asked by reception staff in open waiting area that can be overheard by other patients.	2/3/2015 3:45 AM
125	Improve the appointment system. It is dreadful, I know I will have at least a 3 month wait to see the doctor of my choice	2/3/2015 3:41 AM
126	You can nearly always get an appointment on the day or book one a month ahead but it is nearly impossible to book one for a few days time or for the following week.	2/3/2015 3:08 AM
127	I'm sorry to hear that Dr Rachel Ford is leaving she was a very good doctor	2/3/2015 3:06 AM
128	Very satisfied with service given	2/3/2015 2:53 AM
129	Yes, please speak to reception. There are a few incidences where phones are still not being answered despite the new phone answering system. The message is very robotic and annoying! Perhaps a queueing number added to this system may help patients be less frazzled when they talk to the receptionist. Receptionists should give their name, when answering phones. They should also smile too. Perhaps a CPD course for all reception staff should be undertaken? (With exception to Joy, Kim and Jean)	2/3/2015 2:34 AM
130	Increasingly difficult to make appointments. Even online, it was impossible to get an appointment within the next few days. Last time we phoned it took over 20 mins to get through, at a time we are trying to get children ready for school. Extremely inconvenient and unsatisfactory	2/3/2015 2:31 AM
131	I generally find that I have a very positive outcome from my visits to the Practice.	2/2/2015 8:50 AM