

2013 CONTRACT QUESTIONNAIRE SCORING SHEET

Question							459 responses received.		
1	The Surgery is currently open 8am - 6.30pm Monday to Friday with extended hours each Thursday from 6.30pm - 8.30pm. How satisfied are you with this.	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
		50.1%	31.6%	2.8%	1.3%	1.0%			
2	Generally, how easy is it to get an appointment at the Surgery.	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't Tried			
		19.6%	44.6%	20.4%	11.3%	0.4%			
3	How often do you see or speak to the GP you prefer.	Always or almost always	A lot of the time	Some of the time	Never or almost never	Not tried at this surgery			
		23.9%	17.6%	30.5%	11.1%	8.7%			
4	How do you feel about how long you normally wait to be called in for your appointment in the Surgery.	I don't normally have to wait too long	I have to wait a bit too long	I have to wait for too long.	No opinion.				
		53.5%	26.1%	8.9%	4.3%				
5	When you see a doctor or nurse at the Surgery how satisfied are you with the care and treatment you receive.	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
		48.3%	35.2%	6.5%	3.0%	1.3%			
6	Thinking back to when you last saw a GP or Nurse at the Surgery, did you have confidence and trust in them.	Yes, definitely	Yes, to some extent	No, not at all	Don't know or can't say				
		61.2%	25.4%	5.4%	1.7%				
7	In general, how satisfied are you with South Ashford Medics in the last year.	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
		34.4%	39.6%	9.8%	5.8%	2.8%			
8	Overall how satisfied are you with your experiences of the Surgery.	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
		37.6%	39.8%	6.9%	7.1%	3.4%			
9	How satisfied are you that the services offered by South Ashford Medics have improved in the last year.	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied			
		29.4%	33.9%	12.8%	5.0%	2.8%			
10	Would you recommend South Ashford Medics to someone who has just moved to your local area.	Yes, would definitely recommend	Yes, would probably recommend	Not sure	No, would probably not recommend	No, would definitely not recommend		Don't know	
		33.3%	26.7%	13.2%	7.8%	6.1%		0.4%	

Contract questions:

Were you aware that GP Practices are independent contractors.	YES	37.0%
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NO	55.5%
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Were you aware that GP Practices can have time limited contracts.	YES	25.2%
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NO	65.5%
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Would you prefer South Ashford Medics to have a time limited or a permanent contract.	TIME LIMITED	11.9%
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PERMANENT	66.2%
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Are there are additional services you would like the Practice to offer or to be offered locally?

No

Not particularly!

Walk in and wart

No

A longer hours in the week for people who work longer hours.

No

Any chance of an optician?

Should be open until 10pm all days

Yes I would like some conciling as I fill I need some sort of other help.

I would like to have female doctors

Women doctors

I would like to see a Saturday monring surgery say 9 - 12.

To open Saturday mornings for a few hours.

No

Don't know.

Not medical services, however prescription processing could be improved.

Happy with all practices offered.

Not really satisfield

Ultra sound unit

Sat surgery

None

There are many ex-Gurkhas who are elderly & cannot speak English. So, it would be better if they could

Reflexology

They meet my requirements

Very impressed with Dr Roplekar. Only complaint is the difficulty to get an apointment,

Fast blood tests (no long waits)

Have a couple of lady doctors as it is very often easier to discuss your problems with a lady doctor

To issue first aid kit for every household

No

No

Counselling. Diet advice

Saturday Opening.

Saturday morning opening for appointments.

Having a lady doctor would be good. Because I find it hard to talk to a man doctor.

We feel that out of hours facilies are not good & need to be improved drastically. + that Saturday morning

Time to think.

No

Emergency pop-in so that no need to go to William Harvey Accident & Emergency unless a real emergency.
i.e. Had a mouse bite, easier to see doctor than wait 4 hrs at hospital.

None

Chiropody

No

Minor injury clinic service would be useful.

No

Easier access to mental health eg= drop in avaiiably would benefit patients.

None that I can think of

Minor mental health issues ie living with general life problems and coping with lifes issues.

More check ups

Nope

More doctors. Quicker reapeat prescription service. Out of hours appointments. Not so intrusive

No

Walk in clinic needs to reinstated

Happy

No

No

No

Walk in A/E. Open weekends.

Diet club

I find the Dr great

Help with weight loss / support for depression and options to have long term conditions appropriately

It would be good if they had nore facilities like marystops does so and eye surgery as well so that we don't

Mental Health Services

Another weekday for extended hours or every weekday if poss! (I work evenings, and my partner all day every day) so only weds/fri he could get an app, and would need to be an eve.

No

Minor surgery if not already offered.

Female doctors.

For female complaints, I would like to have information on what the Practice Nurse/Nurse Practitioner can

Referral to free activities walks groups etc.

A lady doctor.

No

Someone who can speak Nepalese language.

Emmergency services.

Heart specialist

ENT clinic

Foot care

No

More GPs. More female GPs would be great

Cryo for warts etc

Speech therapy.

None

No

Nope

Anyone who can speak Nepalese language.

Now - finished driving - to get to surgery can be dificult.

More flexibility for people who work 9-5 this is an issue. There should be another late night.

I would like to have a nurse on duty on a Thursday evening.

Physio/osteo (not aware this is done @ present (?))

Not really satisfield

Drop in clinic for minor ailments/injuries. Senior nurse led.

Any other comments to assist us in making the surgery as useful as possible in our Community:

I feel that all the GPs seem to be in a rush all the time. When you're not feeling well you want a bit of compassion. Waiting time needs to be monitored. Maybe allow more time for GPs to see their patients, All good! Mr Roplekar generally listens to concerns and acts upon them.

I have friends who is registered here. They are booking appointment to see doctor. When they seeing them, they keep saying learn english then come back, even when they got there translator with them.

No

More female doctors. Saturday morning appts (occasional)

Flexibility. Female Doctors. Showing interest rather than rushing you out the door.

My main problem is with the reception area. Often there is only one person on the desk & they are trying to cope with the phone queries as well. There are three special people on the desk - Janet, Sandra and Clayton (though I've not seen Clayton for a while). All three of these people have been so helpful & kind, You have a wonderful receptionist, always willing to help, cheerful, and goes the extra mile. She is an asset to your company. Dr Roplekar, is a very pleasant doctor, very thorough, and caring. Well done the 2 of Dr Roplekar is very friendly + honest with his medical opinion + I have trust in what he says, one of the best Apart from phone calls in the morning the surgery runs very well.

Doctors to do their job properly.

None

Weekend opening

No

Answer the phone.

Generally the staff and facilities are very good, unfortunately this year I have encountered questionable practise by one of the doctors, I felt it was dealt with reasonably but could have been more thorough.

Need to be faster than normal.

Can struggle to get an appointment at all. Hardly ever see the same Dr twice. More continuity of care An extra doctor then it would be easier to get an appointment and reduce waiting times. I also saw 2 people being told they had to wait a week for a blood test as nurses are out of appointments and doctors Female doctors

It is very difficult for me to book an appointment on the day due to my job. I prefer to book my

I don't go very often to the doctors but when I do I find all staff very nice and helpful. Dr Obiora Okoye is a Difficult to get through on the phone. Maybe more phone lines.

None

I feel that a lady practitioner would be quite desirable to some female patients, though I don't mind with Lovely smiley staff always! And have complete confidence in the doctors.

As on a previous survey I feel the reception desk could do with an improvement. Some of the ladies there are so helpful and pleasant - Sandra & Janet in particular. But sometimes there is only one person there to Don't keep patients waiting so long have more doctors.

Dissatisfied that there are no/only one female doctors on staff at the surgery.

Quickly pick the phone for appointment or can do appointment on line.

The receptionist are really polite and helpful. I have been in a couple of times lately to try and get appointments for my astmatic son and myself and this one receptionist I found very unhelpful and another

No

No

Magazines to read whilst waiting (not new ones, ones people have brought in

I always find most of the staff very helpful. Janet is the best to sort any problems you have. I personally have trouble booking appointment so I normally speak to a doctor rather than wait for an appointment. It

I feel that a larger car parking area would have helped when the surgery was being built as there are many parking problems in and around the area and I feel it will get worse as time goes on as there is going to be Not to keep patients waiting for an hour, and receptionist not asking what the problem is as they are not I need continuity of care, not to be lectured but listened to, Dr Raj is abusive belittling or never listens. You should improve doctors listening to patients.

Make it easier to make appointments to see the doctor you want on other days, not having to phone at 8am & hope the Dr you want to see you is on. Also publish days & times particular doctors work so that None

It is impossible to get an appointment. While not helpful, I am going to change to a surgery where it is easier to make appointments and you actually get seen on time - not half an hour later.

Perhaps an out of surgery emergency phone number, to be able to talk to a doctor for advice, "A big ask I I would want a female doctor

No comment!!!

When an appointment is booked by phone, if ok to make sure communication is equal both ends so that Stick to appointment times.

Dr Roplekar has need to change his attitude towards patients.

Nope

Better service to working people, better hours & not made to wait for days on end to get an appointment, Appointment making is fairly easy. However certain exp have let this surgery down. It would feel unfair of me to rate the overall surgery as 'dissatisfied' due to the lack of professionalism of certain staff members. Arrange that prescriptions are printed, signed and are ready for collection on the correct day or day before I would like for the doctors to LISTEN more, and to not appear as judgemental over problems that are Yes

It's very hard to get an appointment on the day and make an appointment in advance.

Nil

During my postnatal check, the GP did not really know what he was asking. He was nice & polite, but the check was very muddled. I'd suggest a checklist. The postnatal check was at 10 weeks. I had a c-section & enquired about driving, to be told I had to wait for the check, or go back to the surgeon who did my section. maybe better knowledge? My partner came with an insect bite infection. Was given mild Not known

Dissatisfied that at present there are no female doctors and in the past there were very few making it Put double yellow lines out front of building.

I am aware that surgeries are attempting to improve their services & I believe the surgery is embracing Very satisfied with surgery.

Not to ignore patients or rush them through appointments. Listen to the patients more and not let conditions get out of hand or doctors spoken to patients in a derogatory manner. Also take time to

I have only seen Dr Roplekar in the way of GPs - he is very very rude and will not let you speak - very

Till now its been very good service here hope it will remain as always. Thank you.

Would like doctors to listen and understand peoples medical needs a lot more. Would like Doctors to be less judgemental about peoples need for or reasons for their medication.

Why do you assume that everyone is at home and does not work or can get to the surgery at the drop of a hat and is only ill in the week. Why are you not open late every night and open at weekends.

Make sure your phone lines open at 8am!! Several times I haven't been able to get on hold until 8.15/8.20am. Make it a bit easier to avoid a certain GP if pt not happy with one in particular.

I personally would like a female doctor here, I have asked to see one a couple of times.

To have more permanent

In general I think you do a great job. I would like home visits to be available for those who really need them, though I understand why they do not happen, as in the distant past! I do not have experience of this Female doctors & better opening hours.

Brilliant mid-wives here!! Some doctors are v. good others can be abrupt and come across rude! Overall a
More community notices, more of a community hub information point. For preventative care such as
walks NHS health walks health advice and groups to join and to allow groups to advertise in the surgery.
Happy with all doctor except Dr Roplekar I have come away feeling worse than when I went in he needs to
Dr Roplekar is an excellent doctor listens to every thing you have to say.

Exceptionally good quality of care and service.

More female doctors.

To answer the phone, as it takes 10-15 mins before they answer the phone.

Too many patients perhaps. Sometimes have to wait too long.

quiet disturbing, I would have to be unconscious to see him again.

No

Have experienced 1/2 problems regards prescriptions. Can this process be improved?

I have seen all the GPs here and every one has left me doubtful & feeling like they couldn't care less about
my issues. One actually printed out 3 pages off the internet for my son's eye condition and didn't explain it
to me. Well, I have a computer at home, I felt it was unprofessional & I felt like I could not trust him.

Easier to see GP. Easier to get routine things.

More time for consultations eg 15 mins each.

1. Doctors should be polite and they should consider the language barriers. They should not aspect the all
patients as answering machine. 2. Receptionists should consider the patients urgency their responsible
I would like to have more lady's doctor if possible.

collect the medicine - some part is missing because the prescription is done in stages - this can be stressful.

2. Problems with appointments getting worse - no other option but phone on the day or 2 week wait -

I have written two letters to the Practice Manager on two separate occasions (separate issues) neither
Dr Roplekar is very rude. I refuse to see him & so do my family!! More appointments available more
people manning the phones once I tried 33 times before I eventually got through not acceptable!

All good

Counselling service should take as long as patient requires, not just 6-8 wks. Patients feel abandoned.

Would like to mention the midwives, especially Jo Olagboyega, who were great throughout & after my

No other comments I'm satisfied.

New letter monthly.

care but overall the majority of GP's are very professional. Some of the receptionists could be more polite
especially if it is a sensitive issue that seeing the doctor for and do not want to tell the receptionist the full
up and find when you can see a doctor, or one you, preferred.

More doctors. Easier to get appointments.

Morning calls for appointments, sometimes very long and stressful trying to get an appointment when you
have got through most times they have gone. Further appointments not a problem even appointments not
First class having pharmacy on site.

I believe that the receptionists let the surgery down. Every time I call I wait at least 15 mins for the phone
Be able to book appointment for 2+ weeks in advance for routine BP blood test checks.

I don't like to see Dr Roplekar, too abrupt & gives the impression he doesn't care.

Make it possible to make an appointment in advance of the day required rather having to spend 3/4 hour
trying to make an appointment in the morning of the day required.

Waiting for appointments is too long & often not taking consideration of serious of illness.

Bring doctor Geeta back :-)

Open all hours. Being able to get an appointment easy.

I feel often some GP do not take your comments seriously about health issues and at times the
appointments feel all a little too rushed. I do not always feel I get the help needed to solve my problem of

If another investigation is required ie blood test - there could be an option for early morning for people who work. I do feel the lack of a female is a problem and there needs to be signage letting women know. - If a ???????? Is required after to late nights is covered. Suggestion boxes in reception. I have noticed a I have been greatly impressed in changes within the practice over the last year. Patients should be made When trying to book an appointment not to be bullied in giving personal answers to untrained non medical persons. Also when ringing for tests results to speak to a nurse or doctor rather than non medical trained It would be great to have a couple of female GP's to discuss more sensitive issues with female patients who Maybe late Friday opening, Saturday opening, more reception for faster telephone service in the morning. I would like to see more women GP's for those times when that might be more appropriate!

For the practice manager to reply to letters by patients.

All care + kindness, always on time with results. I wish all well in the practice.

None

The self check in device/screen needs to work to save queing unnecessarily.

Fire all the management and receptionist and hire people with a brain and some manners who are caring

I think a three monthly news letter would be useful.