

StartDate	How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?	How helpful do you find the receptionists at your GP practice?	How easy is it to get through to someone at the surgery on the	How easy is it to speak to a doctor or nurse on the phone at your GP practice?	If you need to see a GP urgently, can you normally get seen on the same	with a doctor or nurseHow long did you wait for your consultation	Overall, how would you describe your experience of your GP	Finally, please add any other comments you would like to make about your GP practice:
08/07/2016	Extremely Likey	Very helpful	Very Easy	Very Easy	Yes	5-10 minutes	Excellent	I read lots of negative things in the press. it is clear that the surgery is under pressure however in my experience it has not impacted on advice, tests or treatment I have needed. I only visit if I need a doctor or nurse as local
08/04/2016	Extremely Likey	Very helpful	Not very easy	Fairly Easy	Yes	5-10 minutes	Excellent	I had a review with Nurse Larisa today. I found her very pleasant
08/03/2016	Neither likely nor	Fairly helpful	Not very easy	Haven't tried				
08/02/2016	Neither likely nor unlikely	Not at all helpful	Not at all easy	Not at all easy	No	There was no set time for my consultation	Poor	Spent 2 hours trying to get through to change an appointment
07/22/2016	Unlikely	Very helpful	Not at all easy	Not very easy	Don't know never needed to	21-30 minutes	Fair	I feel patient confidentiality has gone out of the window, due to waiting for callbacks from GP. Patients cannot be expected to wait in the house for a phone call that could be received within 48 hrs or longer! Even parcel deliveries now give a 1 hr time slot. Therefore mobile phones will be the usual contact point, with patients being anywhere, for all to hear the conversation! If, the call cannot be taken at the time the GP calls, another phone call has to be made to be put back on to the list again, for the GP to call again! I feel this to be impracticable in this day & age!
07/15/2016	Unlikely	Fairly helpful	Not very easy	Fairly Easy	Yes	More than 30 minutes	Fair	Recently I have had an ongoing medical problem and I have seen and spoken to five different Drs/nurse practitioner, I don't feel this is good for patients
07/13/2016	Extremely Likey	Very helpful	Fairly Easy	Very Easy	Yes	5-10 minutes	Excellent	Love the new triage service it is extremely useful for people who really need to see gp it should stop time wasters. Just had excellent service with being referred directly to physio this was brilliant and quick efficient and able to get on to support ones own health issues without having to wait weeks for a referral.

07/11/2016	Extremely unlikely	Not very helpful	Not at all easy	Not at all easy	Yes	More than 30 minutes	Very poor	The new calling for appointments system has consistently caused problems for me and other members of my family. I've had to wait over 2 hours for a call back, missed the call so rang back straight away and now have to wait another 2 hours. I also think it is ridiculous that you have to tell 2 people over the phone your
07/06/2016	Extremely unlikely	Fairly helpful	Not at all easy	Not at all easy	No	More than 30 minutes	Poor	My poor marking is also due to the new system you are introducing with regards to a doctor phoning back. Absolutely useless to those of us who work. I work on a customer service desk where we are not allowed to have our phones on our person so will a
07/03/2016	Likely	Very helpful	Fairly Easy	Very Easy	Yes	11-20 minutes		
07/02/2016	Extremely Likey	Don't know	Not at all easy	Don't know	Don't know never needed to	Less than 5 minutes	Very Good	You send me some automated text to complete a survey that does not work and my phone cant send it as follows: How likely are you to recommend Horsefair or Middleton Cheney Surgery to friends and family if they needed similar treatment? Send 1 for extremely likely, 2 for likely, 3 for neither likely nor unlikely, 4 for unlikely, 5 for extremely unlikely or 6 for don't know to 07800000199 k84040.mjog@nhs.net So there could be lots out there that dont complete it for the same reason. I eventually went to your website.
07/01/2016	Extremely Likey	Very helpful	Fairly Easy	Very Easy	Don't know never needed to	5-10 minutes	Excellent	A combination of the new system of speaking to a doctor on the phone, and in my case, being directed to the MSK Physio service now available at Horsefair was particularly helpful. The appointment process was quick and easy and the physiotherapist was able to quickly diagnose a problem with my knee and recommend remedial activities. I believe this service will prove to be very effective on saving doctors time, reducing patient waiting times as well as providing quick diagnosis of physical problems. A great service Many Thanks