The survey had **108** responses.

### How old are you?

* 16 – 30 - **21** (19.4%).
* 31 – 45 - **35** (32.4%).
* 46 – 60 - **22** (20.4%).
* 61-74 - **20** (18.5%).
* 75 plus - **10** (9.3%).
* No response - **0** (0.0%).

### Are you?

* Male - **29** (26.9%).
* Female - **79** (73.1%).
* No response - **0** (0.0%).

### How helpful do you find our reception team?

* Very helpful - **70** (64.8%).
* Helpful - **35** (32.4%).
* Unhelpful - **1** (0.9%).
* Very unhelpful - **1** (0.9%).
* Don’t know - **1** (0.9%).
* No response - **0** (0.0%).

### Do you think that this is acceptable?

* Yes - **100** (92.6%).
* No - **4** (3.7%).
* No response - **4** (3.7%).

### Please can you explain why you gave these responses?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* I am very happy with this surgery (1)
* very helpful everytime (1)
* Anything else would be unacceptable, going to the doctors can be a stressful experience it does not help if staff are unhelpful. (1)
* I have always found the receptionists very helpful, you have just got to understand or accept the constraints in which they have to work. (1)
* If you call into the surgery then you always leave with your request/question/problem resolved. (1)
* very helpful and give extra information (1)
* whenever I have needed to see a doctor I've always been able to (1)
* always willing to help (1)
* TODAY THEY WAS VERY GOOD (1)
* always friendly and helpful,polite and respectful. (1)
* always try to help (1)
* I've found all the staff go out of their way to help, i suffered a miscarriage in 2013 after trying for a baby for a long time, they were extremely compassionate and over the moon when i finally had a baby October 2016. They will always try and fit me in where possible to an appointment which suits me with a small baby. I am always treated in courteous manner and I feel my call is important to them. (1)
* When I came to register the receptionist was very smiley and helpful, and answered all my questions. Same when I arrived for my appointment. (1)
* staff polite and helpful once you get through to them. (1)
* very friendly and efficient. (1)
* friendly and helpful (1)
* because they are always helpful and smiling (1)
* the staff are always friendly and polite (1)
* the staff always go out of their way to help (1)
* the staff are always helpful, kind, caring. They go above and beyond there duty. (1)
* if receptionist doesn't know the response it makes things hard. (1)
* they know me by name, think that's nice. (1)
* always good and polite. (1)
* they always try to help (1)
* couldn't understand patient handwriting, response was given. (1)
* My wife and I have just moved here and feel we have chosen the correct medical practice which will meet our needs. (1)
* seems very hard to get past the "call after 8 in the morning" responce (1)
* Have known many staff a number of years (1)
* very helpful (2)
* bad telephone manner (1)
* sometimes they have been a little less polite and unhelpful (1)
* nice and kind (1)
* Reception are always able to discuss whether a nurses, doctors or telephone appointment is necessary. They can't unfortunately magic appts when there aren't ant but try to accommodate in other ways. (1)
* very co operative (1)
* I think we should be able to book appointments in advance not trying to get through at 8am when most people work (1)
* I think they do their best. They receive a lot of calls at 8am and can only do so much. (1)
* reception always pleasant and accomodating (1)
* Ist class help and advice (1)
* always pleasant (1)
* straight forward, efficient. (1)
* NEVER ANY PROBLEMS (1)
* I am fortunate to enjoy good health and have not needed to use your sevices for a number of years. (1)
* Never had a problem booking although i will say that the answerphone message is very slow and tends to repeat itself (telephone booking message is read twice) (1)
* excellent reception. (1)
* I have Always found the receptionists very helpful & friendly (1)
* they always deal with my prescription requests promptly (1)
* They have gone out of their way to get me appointments and looked after me at some very hard times. (1)
* GET APP SAME DAY AND GOT STRAIGHT THROUGH (1)
* very friendly and helpful (1)
* They are always polite and helpful, usually able to answer any query, and get back quickly with an answer when they need to check with someone else. (1)
* always polite (1)
* Based on experiences!! (1)
* Ive always found them helpful (1)
* always helped when needed. (1)

### How do you usually book your appointments at the surgery?

* Come to surgery - **27**.
* Telephone - **91**.
* Online - **9**.
* No response - **0**.

### How easy do you find it to arrange an appointment at the surgery?

* Very easy - **17** (15.7%).
* Easy - **49** (45.4%).
* Not easy - **20** (18.5%).
* Not at all easy - **18** (16.7%).
* Don’t know - **4** (3.7%).
* No response - **0** (0.0%).

### Do you think that this is acceptable?

* Yes - **56** (51.9%).
* No - **37** (34.3%).
* No response - **15** (13.9%).

### Please can you explain why you gave these responses?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* as long as I call in the surgery I always get an appointment (1)
* I find the system of having to phone on the day to get an appointment tiresome as sometimes this can take 20 minutes of dialling and re-dialling before you can get through, and then when you do get through very often all the appointments for that day are gone and you have to repeat the process all over again at 8 a.m. the next day. (1)
* appointment received same day (1)
* My preferred method of booking appointments is online, but it is impossible. There are never any appointments available! (1)
* VERY DIFFICULT WHEN WORKING TO RING FIRST THING (1)
* SOMETIMES DUE TO WORK I NEED AN APP LATER IN WEEKAND PREVIOUSLY THIS HAS PROVED DIFFICULT. NOT SURE IF ITS STILL THE SAME NOW AS MANAGED ON SAME DAY TODAY (1)
* generally an appointment within days online (1)
* it takes around 100 calls before you get through, 9/10 times no appointment's left. Very hard to book advance appointments. (1)
* AS A NEW PATIENT I FIND THE SERVICE 100% (1)
* if you don't have stress before you call, you do after! (1)
* repeated attempts (1)
* You can only phone on the day for an appointment, the phone is usually engaged for approx half an hour by which time appoints convenient to oneself have usually gone. (1)
* I live near the surgery so it is easier to go in as you can not always get through by phone. Mostly if I am there at 8am I can get an appointment that day. (1)
* cant always get through to the telephone (1)
* AS ABOVE (1)
* The online booking system is very often unable to offer any appointments. Or at best offer very limited choice. The telephone is worse.It is now like a call centre with question after question and having to key in answers . Why can't we just speak to a receptionist as we used to. I find this new system very stressful. And am sure many older patients could get confused. (1)
* When I call first thing in the morning either the phone is engaged or no answer. So, make a trip to the surgery to make an appointment (1)
* need appointment regularly and on a urgent basis , but cant book in advance to book appropriate time off work. if i ring in the morning often i cant get through or dont get an appointment till afternoon so wastes a day off leave (1)
* very difficult to arrange doctor appointment in advance if you do not know when you will be needing one. (1)
* I would have put very easy but sometimes it's difficult to get an appointment if you ring at 8am, other times the call is answered promptly and I tend to be able to get an appointment to suit even if it's the week after. I notice that is the matter is more urgent it will be treated as so and my appointment will be sooner - i've recently been diagnosed with post natal depression and anxiety and the appointments for that have been very prompt (1)
* impossible to get an appointment (1)
* easy for me to book that way (1)
* I can usually get to see the doctor of my choice by phoning in on the day. (1)
* We have had occasion to book 3 appointments and all were successful. (1)
* I work nights and find it hard to be awake to make app at 8am (1)
* We should be able to book appointments in advance not trying to get hold of somebody at 8am I think this is ridiculous as I work in should be able to book an appointment when I can not having to stress myself trying to get there or ring at 8am. (1)
* CAN TAKE ME 30MINS SOMETIME (1)
* Never a problem, they always advise next available. (1)
* most often online, there are always appointments available (1)
* It is a long time since I have needed to make an appointment. (1)
* rang 20 times this morning to get through (1)
* they do the best they can with the staff they have. (1)
* excellent (1)
* Just difficult to get fast appointment sometimes and not enough advance ones available (1)
* sometimes hard to book in (1)
* try to ring at 8am- nightmare (1)
* find it difficult to make appointment(general) too many patients not enough doctors (1)
* it always takes half hour to get through and even then most times all appointments are gone (1)
* I get seen the same day (1)
* app always go very fast.My docs only in 2 days a week (1)
* can take a long time to get through by time you do no apps left. (1)
* I have nearly always got an appointment when I phoned. I would like more available online appointments to be made available also as sometimes I am unable to spend 30 minutes calling from 8am (1)
* always able to book app via phone, although busy (1)
* very helpful (1)
* you are ringing for at least 30 mins and sometimes all the appointments are gone! (1)
* I only book when i really need to see a doctor and know that i need to ring first thing to get an appointment. (1)
* Most of the time it takes 10-20 minutes to reach the lady at the reception and then my favourite doctor - who knows what she is doing is fully booked. I wish it could be more online appointments available. (1)
* Put on hold for long periods of time and when eventually put through all appointments gone (1)
* because that's the truth (1)
* my wife made 155 calls to try and get intouch (1)
* cant always get through (1)
* it took me 155 calls to get through to surgery. (1)
* I make an appointment the most convenient way depending on where I am. It's a very easy process and staff is always very helpful. (1)
* told I would have to wait two weeks (1)
* difficult to get through on the phone very busy (1)
* If urgent can come at 8th to me appointment (1)
* waiting times (1)
* new to the surgery (1)
* STAFF HAVE ALWAYS GONE OUT THEIR WAY TO ACCOMMIDATE ME AND MY FAMILY (1)

### How easy is it to get through to the surgery on the telephone?

* Very easy - **10** (9.3%).
* Easy - **38** (35.2%).
* Not easy - **37** (34.3%).
* Not at all easy - **19** (17.6%).
* Don’t know - **2** (1.9%).
* No response - **2** (1.9%).

### Do you think that this is acceptable?

* Yes - **46** (42.6%).
* No - **49** (45.4%).
* No response - **13** (12.0%).

### Please can you explain why you gave these responses?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* as above (3)
* CALL NOT EASY (1)
* usually it takes a while to get through but I always get an appointment (1)
* staff has has an excellent attitude and guidance procedures (1)
* my past experience is mostly of either the line being engaged or having to wait quite a while for someone to answer. (1)
* same as above answer (1)
* when you ring you can not get through for a while (1)
* busy telephone,non answering (1)
* its the same everywhere (1)
* I rang 27 times this morning before call was answered. (1)
* often engaged which makes it hard to get through (1)
* not able to get appointment for 3/4 weeks have to ring everyday or call in (1)
* lines always seem busy trying to book an appointment, but i do use the online serice (1)
* Mainly trying to get through for an appointment in the morning when phone lines busy (1)
* no problems. (1)
* It is not always easy and no it is not acceptable but, there is always a caveat a lot depends on the time of day during a busy surgery. Maybe a second telephone line would help so the if the main line is not answered in a given number of rings it would automatically transfer to the other number and the call could be answered by other staff. (1)
* SOMETIMES ALWAYS ENGAGED,BUT UNDERSTANDABLE (1)
* Early morning is worst. Rest of day ok (1)
* Would be faster without the long messages on answering. (1)
* today along time to get through. (1)
* cant understand patient handwriting, response given (1)
* it takes soooo long to get through (1)
* it is easy as long I use the landline (1)
* New patient not had occasion to try yet. (1)
* excellent (1)
* new to surgery (1)
* I like the new phone system its very easy to get through now. (1)
* call answered quickly (1)
* see above (2)
* STRAIGHT THROUGH (1)
* As mentioned above it is sometimes very difficult to get through first thing in the morning as it is constantly engaged. Later on in the day it is fine. (1)
* They do answer the phone. (1)
* Trying to call for an appointment at 8am, you can not get through. At other times during the day there is no delay. (1)
* usually get through (1)
* took 1 hour 15 to get through (1)
* Constantly engaged (1)
* As above, there is only a problem at 8am when everybody is ringing, rest of the time I am answered promptly (1)
* because 8 am is the call time all patients are trying to get through. (1)
* i understand the surgery is busy (1)
* not a great record of answering the phone (1)
* RING FROM 8AM ENGAGED FOR ABOUT 20MINSTHEN TOLD NO APPOINTMENTSLEFT TODAY TRY TOMORROW (1)
* DONT USE THE PHONE (1)
* waiting times (1)
* only difficulty in getting through sometimes between 8am and 830 am (1)
* as i always get in or get my problems solved. (1)
* Most of the time it takes 10-20 minutes to reach the lady at the reception and then my favourite doctor - who knows what she is doing is fully booked. (1)
* I have no problem in having to wait in a queue on the telephone, but find constantly having to re-dial annoying, particularly when, having eventually getting through, I am told there are no available appointments left. (1)
* it was difficult to ring up at 8 before there were messages you needed to listen to before getting through to the receptionist! (1)
* at 8 in the morning its not easy to book an appointment, always engaged. (1)
* 33 attempts to book my app (1)
* always a very long wait trying to get through (1)
* Too many people trying to phone for an appointment I have ran for 82 times to get through and couldn't (1)
* always helpful (1)
* WHEN I RANG I WAS CUT OFF (1)
* its a surgery, its ok to wait!! (1)
* I explained in the previous question why. (1)

### Did you know that you can request telephone consultations with the GPs?

* Yes - **87** (80.6%).
* No - **20** (18.5%).
* No response - **1** (0.9%).

### If yes to the previous question, how easy do you find it to arrange a telephone consultation?

* Very easy - **18** (16.7%).
* Easy - **29** (26.9%).
* Not easy - **4** (3.7%).
* Not at all easy - **2** (1.9%).
* Don’t know - **45** (41.7%).
* No response - **10** (9.3%).

### Do you think that this is acceptable?

* Yes - **50** (46.3%).
* No - **10** (9.3%).
* No response - **48** (44.4%).

### Please can you explain why you gave these responses?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* as i do understand that some symptoms/concerns can be dealt with without need for coming surgery. (1)
* don't need apt often, but I know when I need to see a doctor. I am an adult (1)
* not tried (1)
* I CAN NOT GET APPOINTMENT MOST TIMES (1)
* not had the opportunity to use this service but working full time this may be a good option (1)
* always their to help (1)
* never tried (1)
* not all appointments have to be dealt with in person, so this serive is great and frees up any available appointments for a doctor. (1)
* I don't know because I have never tried! (1)
* not tried phone consultation except for call from doctor with results (1)
* not had to arrange one as yet (1)
* See previous question (1)
* excellent reception, Julie, excellent doctors (1)
* sounds great and i will use this service. (1)
* One usually has to emphasise the urgency of wanting a consultation. (1)
* Didn't know you could request a consultation by phone (1)
* not asked for one yet (1)
* I have only had 1 telephone consultation that the doctor had organised. (1)
* because of a helpful and cooperative team (1)
* It is a great inovation. Allowing the patient the convenience of not traveling to the surgery. And allowing the GP to get through many more consultations in a quick efficient manner. (1)
* On the odd occasion I have requested a tc I haven't had a problem, apart from once but I was fortunate that a surgery appointment was available instead. (1)
* had a previous telephone consultation, great as didn't need time out of work (1)
* Only on one occasion have I not been able to book a telephone consultation. (1)
* I have received a telephone consultation on a couple of times and the issue has been dealt with efficiently which makes it easier all round - I don't have to come to the surgery with a small child and I use less of the doctor's time. (1)
* never had to use the facility (1)
* every time I've tried to make a telephone appointments cant (1)
* Usually when the doctor calls it is someone other than your usual doctor, which doesn't instil confidence, especially when it is a strange voice, usually a trainee doctor, who has to check and phone you back again, if a regular doctor dealt with you, this would encourage more people taking up this option. I myself don't like taking up the doctors time with an appointment that is in my own humble opinion, a wasre of their time. (1)

### Did you know you can book appointments & repeat prescriptions online?

* Yes - **67** (62.0%).
* No - **34** (31.5%).
* No response - **7** (6.5%).

### If yes to the previous question, how easy do you find it to arrange an appointment online?

* Very easy - **10** (9.3%).
* Easy - **10** (9.3%).
* Not easy - **5** (4.6%).
* Not at all easy - **9** (8.3%).
* Don’t know - **43** (39.8%).
* No response - **31** (28.7%).

### Do you think that this is acceptable?

* Yes - **36** (33.3%).
* No - **11** (10.2%).
* No response - **61** (56.5%).

### Please can you explain why you gave these responses?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* Lack of available appointments make this system a very hit and miss affair. (1)
* i have repeat weekly scripts, on several occasions these have not been ready or sent to the pharmacy, extremely frustrating. (1)
* Have never tried to book appointment on line (1)
* NOT ON LINE (1)
* not got a computer (1)
* not used service yet (1)
* not done yet (1)
* failed every time (1)
* I am not online (1)
* I CANT ANSWER ONLY BECAUSE IVE NEVER USED THIS SERVICE (1)
* never tried (1)
* never tried online (1)
* I have never used that service. (1)
* never tried to order online (1)
* The prescription service is excellent, but an appointment on line is usually offered for the future, say a week or more, which is usually unacceptable and you find yourself phoning in for an appointment the same day, I would probably be prepared to wait 2 or 3 days for an online appointment though. (1)
* I generally use repeat prescription service online and that works well, I haven't booked an appointment online yet (1)
* never done it (1)
* I have never ever been able to book an appointment online as there are never any available. (1)
* despite several login ids being given, never reliably worked and when did no advance appt available so gave up (1)
* See previous question (1)
* I DO NOT HAVE A COMPUTER (1)
* because its easy (1)
* Barely none appointments available via online. You have to be super lucky to get one. (1)
* not tried it yet. (1)
* I thought you needed a special sign in (1)
* been on to book and no more slots (1)
* I keep getting on line response of "no appointments available for the dates you requested" when I have not put a date in the system. (1)
* There are never any appointments online available (1)
* alot easier and can book well before 8 am in the morning (1)
* Best way to do it. (1)
* simple to log on and book (1)
* There are never any appointments available online so it is silly advertising this facility. (1)
* always use online to order repeat prescriptions... (1)
* Trying to remember your online number and password I think it should be something easier (1)
* I never used it (1)

### How long after your appointment time did you wait to see the GP or Nurse?

* 0 - 5 minutes - **13** (12.0%).
* 5 – 10 minutes - **35** (32.4%).
* 11-20 minutes - **36** (33.3%).
* 21 – 30 minutes - **11** (10.2%).
* More than 30 minutes - **6** (5.6%).
* No response - **7** (6.5%).

### How do you rate this?

* Excellent - **16** (14.8%).
* Good - **37** (34.3%).
* Fair - **33** (30.6%).
* Poor - **12** (11.1%).
* Very poor - **1** (0.9%).
* No response - **9** (8.3%).

### Do you agree that unexpected emergencies should take priority over routine appointments?

* Yes - **93** (86.1%).
* No - **0** (0.0%).
* No response - **15** (13.9%).

### What length of time do you believe is acceptable to wait for a GP or Nurse appointment after your appointment time?

* 0 – 5 minutes - **4** (3.7%).
* 5 – 10 minutes - **65** (60.2%).
* 11 – 20 minutes - **22** (20.4%).
* 21 – 30 minutes - **6** (5.6%).
* More than 30 minutes - **0** (0.0%).
* No response - **11** (10.2%).

### How satisfied are you with our opening hours?

* Very Satisfied - **34** (31.5%).
* Satisfied - **54** (50.0%).
* Not bothered - **9** (8.3%).
* Dissatisfied - **4** (3.7%).
* Very dissatisfied - **0** (0.0%).
* No response - **7** (6.5%).

### Please comment here to show how we could improve this for you?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* the Thursday afternoon shut once a month always collides with illness, Saturday mornings would be good for people who work who cant take time off. (1)
* need to accommodate for night workers trying to get app for that day, maybe lunch time apps making. (1)
* As long as there is emergency cover when closed existing times seem OK. (1)
* When I was working, a later wevening or a Saturday would have been more convenient but I understand that staff/GP's need their own time at weekends/evenings too (1)
* All great with opening hours. Just the time for each patient should be 15 minutes, not 10. Most of the time there are delays in the surgery. (1)
* maybe open a little later in evening until 630pm - 7pm (1)
* one early, one late a week (1)
* Could do later evenings for working patients (1)
* I am not what could be called a regular visitor and my preferred doctor does very few hours at the surgery so changing the opening hours wouldn't make any difference, plus I am retired. (1)
* I am retired. But I would imagine that working patients would appreciate out of work appointments either early evening or Saturday mornings. (1)
* need more staff on the phones (1)
* I don't know all the opening hours (1)
* I am happy with the opening times, but feel there should be receptionist cover over lunch, lots of people work and this is an ideal time for them to pick up repeat scripts test results etc. SECTION 3 RESPONSE: If on arrival for an appointment patients are advised of any potential wait i.e. "the doctor is running about xx minutes behind" and reason where possible, this would aleviate any shortening of temper, rather than being just expected to "lump" it. (1)
* Open later for people who finish at 5pm and weekends (1)
* OPEN SATURDAYS (1)
* maybe extended hours during the week? would be a good idea. (1)
* not sure (1)
* I think the hours at the moment are fine (1)
* Would be good to have more late evenings (1)
* reduce telephone waiting time (1)
* the hours are fine (1)
* should have a t least one early morning, or late evening appointments for full time workers. (1)
* Surgery should be open during lunch hour (1)
* maybe a late night (1)

### Overall, how would you describe your experience of Latchford Medical Centre?

* Excellent - **41** (38.0%).
* Good - **53** (49.1%).
* Fair - **4** (3.7%).
* Poor - **2** (1.9%).
* Very poor - **1** (0.9%).
* Don’t know - **0** (0.0%).
* No response - **7** (6.5%).

### How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

* Extremely likely - **41** (38.0%).
* Likely - **43** (39.8%).
* Neither likely nor unlikely - **8** (7.4%).
* Unlikely - **5** (4.6%).
* Extremely unlikely - **2** (1.9%).
* Don’t know - **2** (1.9%).
* No response - **7** (6.5%).

### Can you tell us why you gave that response?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* its true (1)
* because I've always had good experiences here (1)
* There has been nothing negative to say about the practice. (1)
* VERY SATISFIED (1)
* Because I am satisfied with the treatment I get. (1)
* never any problems what so ever (1)
* My description of experience is based on how I remember my last visit which was some years ago.so I feel I could not give a recomendation to others as I am unaware of the standard of services, care and tratment your surgery currently offers. (1)
* good friendly service once you arrive (1)
* PRACTICE IS EXCELLENT (1)
* all round good practice except for the phone in system (1)
* I have often told family and friends to register with the practice because overall the care and procedures very good. (1)
* apart from one doctor (no comment on name) I have found the rest to be very good, my dedicated one is excellent (1)
* I have found all staff very approachable and friendly (1)
* overall great service (1)
* when seen, have been dealt with comprehensively and kindly (1)
* It's taken me 4 years to find a doctor who listens to me the rest of the doctors I feel are unconsierate and don't care of ur feelings. (1)
* always been a good g.p practise. (1)
* Have no relatives in the area (1)
* never any problems apart from app making, getting through. (1)
* only seen by doctor all ok (1)
* Waiting time. Delays. (1)
* due to difficulty getting appointments and long waiting times. (1)
* BECAUSE THE THINK HIGHLY OF THE DOCTORS AND RECEPTION STAFF.THE NURSES ARE FIRSTCLASS (1)
* you are looked after at the surgery (1)
* level of care from medical staff once here has been very good (1)
* I rarely recommend services such as a doctor. (1)
* never had any problems and always good service (1)
* A lot would depend on whether they lived within the catchment area. (1)
* they are very helpful (1)
* I have been with LMC for 40 years and have no problem with it at all. Well done. (1)
* I have been with this practice for a long time now and am very happy overall !! (1)
* nice surgery, good doctors (1)
* generally a good practise (1)
* most of my friends and family are already registered. (1)
* when I call I am treated as though my ailment is important, the receptionists/secretaries are all so welcoming and the doctors are efficient (1)
* very friendly staff and very organised (1)
* good practice (1)
* i think its lost community feel (1)
* BEEN MY DOCTORS SINCE I WAS A BABY, ALWAYS BEEN GREAT (1)
* I have excellent help and support from this medical centre. Very happy. (1)
* always been fair and honest with me and approachable (1)
* I find the link with district nurses to be very good. Also the ability to be seen by IV team rather than stay in hospital has helped me greatly. (1)
* The GP that I see on a regular basis is both understanding and kind as well as extremely professional and thorough. (1)