

Results from 2015 Patient Questionnaires

228 patients kindly completed a patient questionnaire.

33: Dr Ajaib Bansel's

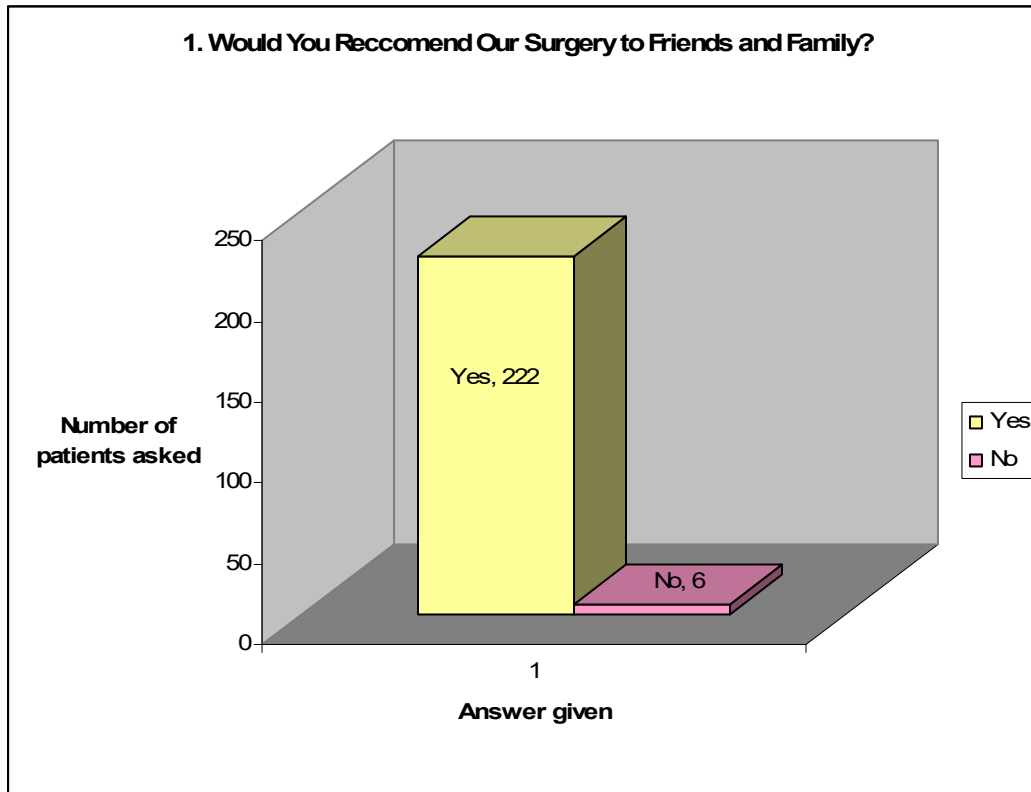
34: Dr Ramin Tasharrofi

39: Dr Sithu Maung

29: Dr Reva Suntharalingam

43: Dr Sue Tran

50: Dr Tim Tran



2. Patient's positive comments regarding the surgery:

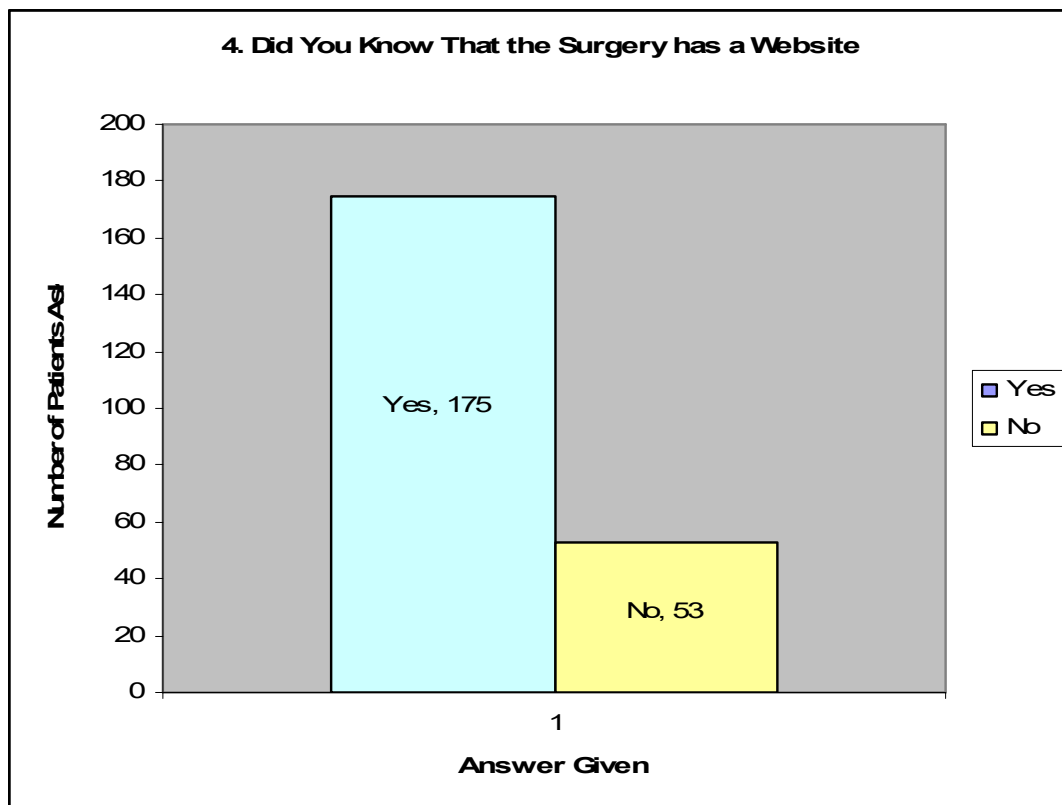
- Nice receptionists
- Modern, comfortable, tidy, warm and clean building
- Doctors generally helpful
- Polite staff and helpful staff
- Good parking at Stone Cross
- Second 'quiet' waiting room is good idea
- Efficient and pleasant staff
- Doctors and staff are excellent and professional
- Most of the time its easy to get seen
- Being able to see own GP
- Punctuality
- Calm atmosphere
- Having a Nurse Practitioner available "Nurse Jo"
- Excellent nurses
- Online prescriptions

- Layout of Stone Cross Surgery building
- Good work ethics of doctors
- On site pharmacy
- Being able to have telephone consultations is convenient
- Doctors always have time to listen
- Brilliant surgery
- Good seating areas
- Like having multiple sites
- Always have someone available to see you
- Excellent variety of services
- Wonderful, quick service
- Saturday clinic
- Internet services
- New blood pressure machine
- Convenient hours
- Friendly atmosphere
- Staff happy and helpful
- Various clinics available
- Play area for children
- Good service
- Always be able to see someone clinical if it is urgent
- Approachable Doctors and Nurses
- Check in machine
- Staff all up to date
- Pevensey bay staff always friendly
- Due to present situation with the NHS, the surgery does very well.

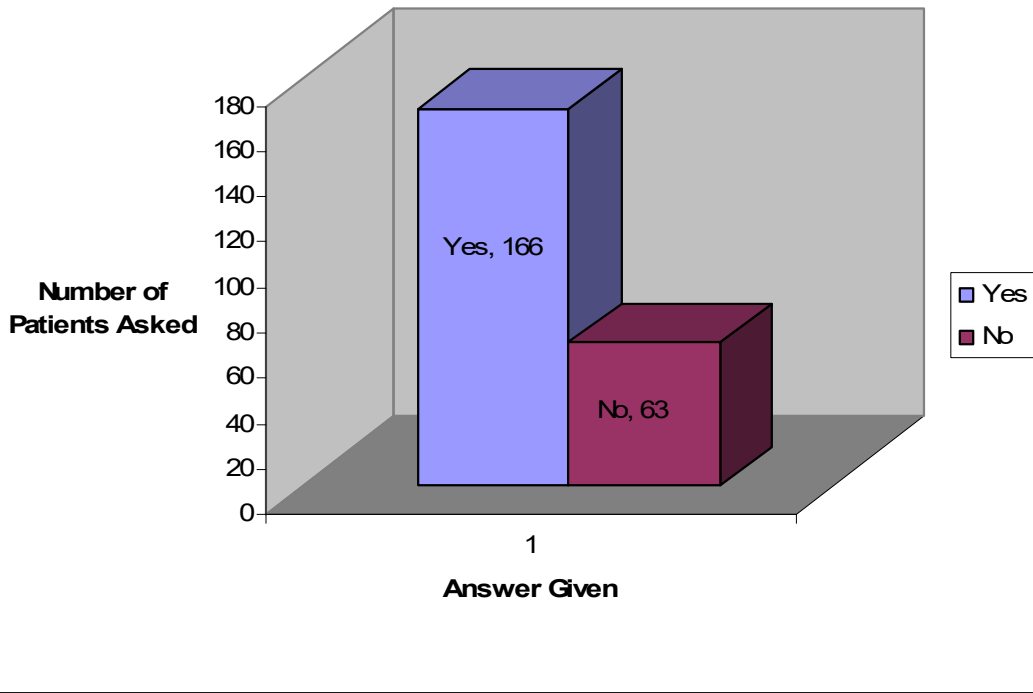
Suggested Improvements to the surgery;

- Waiting times too long
- Difficulty in getting appointment
- Improve services at Pevensey Bay Surgery
- More appointments at Pevensey Bay
- Open longer hours
- phone lines – message to long and sometimes difficult to get through
- Shelter/heater for outside when patients queue in the morning
- Appointment times to be longer
- Appointments normally have all been taken before 8.45
- More space in urgent clinic
- More flexibility for urgent clinic
- More online appointments available
- More pre bookable appointments
- On site physiotherapy department
- Better disabled access at Pevensey Bay Surgery
- Stiffness of doors
- Receptionist not very friendly about appointments
- Calling on day system
- Take less patients on
- Perhaps have two calling times instead, am and pm
- Prescriptions not always ready
- Beep too loud on Jayex board

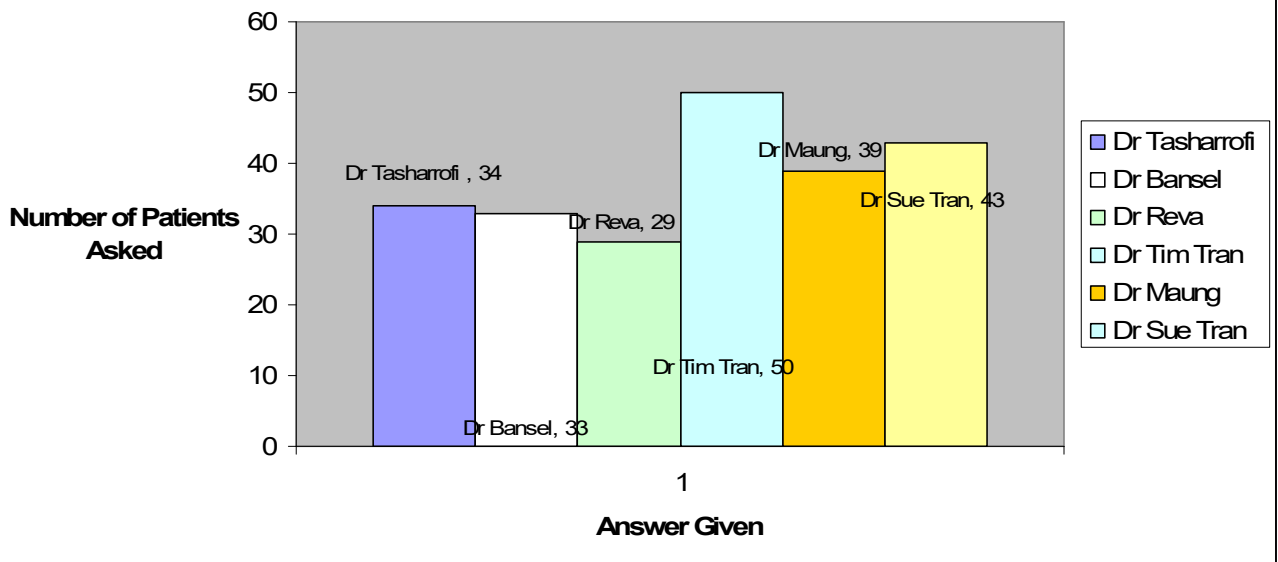
- Communication between surgery & Boots chemist not very good
- More online appointments
- Let patients know if clinics are running late
- More female doctors
- Frustrating when told someone will ring back and they do not
- Maybe have newspapers in waiting room to read
- Free tea/coffee and biscuits
- New/better toys
- Dislike using the touch screen
- Suggest an automated telephone booking system
- Replace gel dispenser with automatic ones
- More Doctors needed
- Some phone staffs mannerisms.

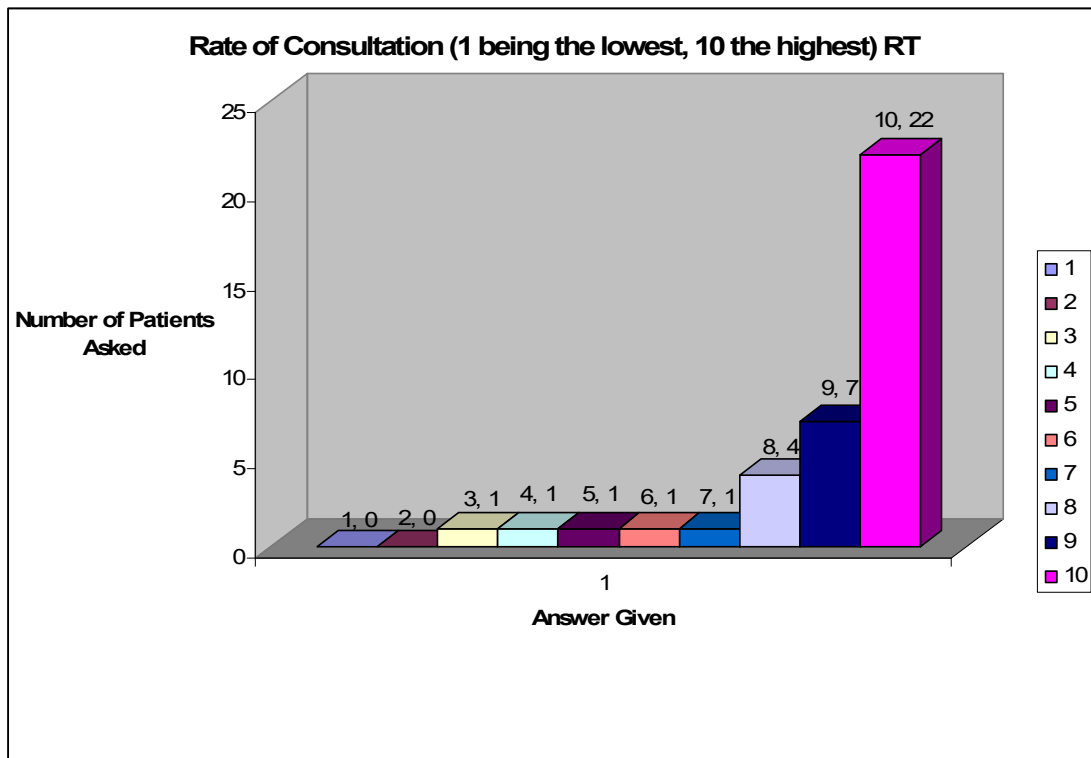


5. Do You Use Our Cleansing Alcohol Gel From the Dispensers?



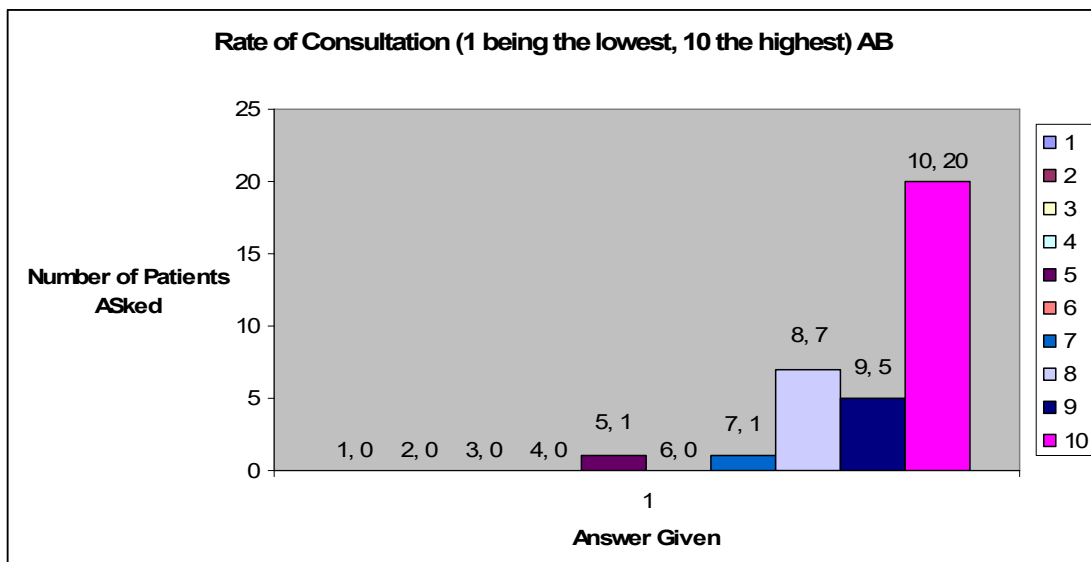
6. Which Doctor Did You See Today?





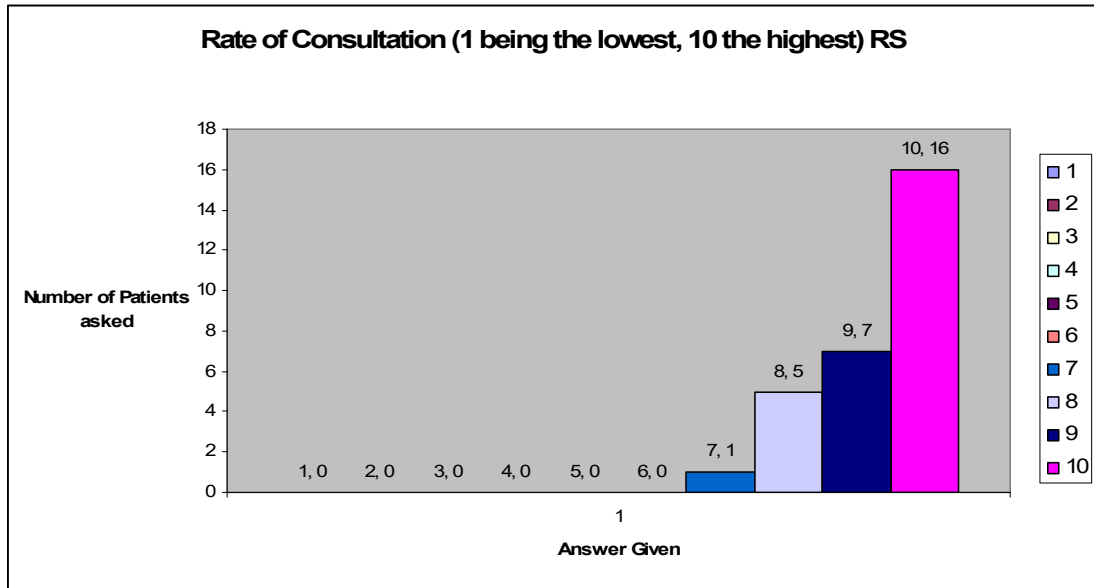
Dr Ramin Tasharofi:

- Friendly and had time to listen
- Reassuring
- Seen on time
- Helpful and understanding as always



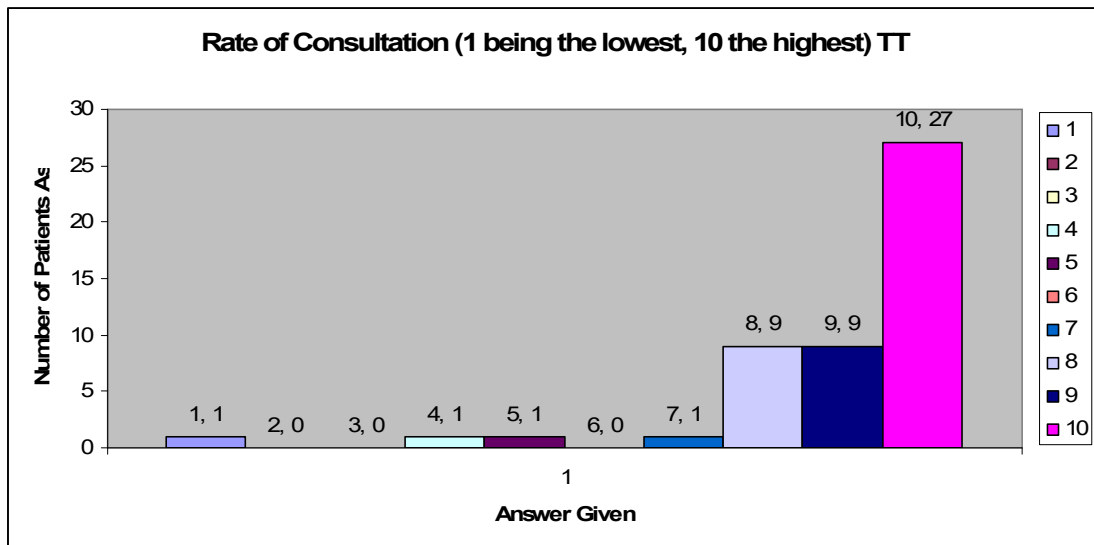
Dr Ajaib Bansel:

- Explained everything very well
- Very knowledgeable and clever
- Excellent GP and we're very sad to see him go



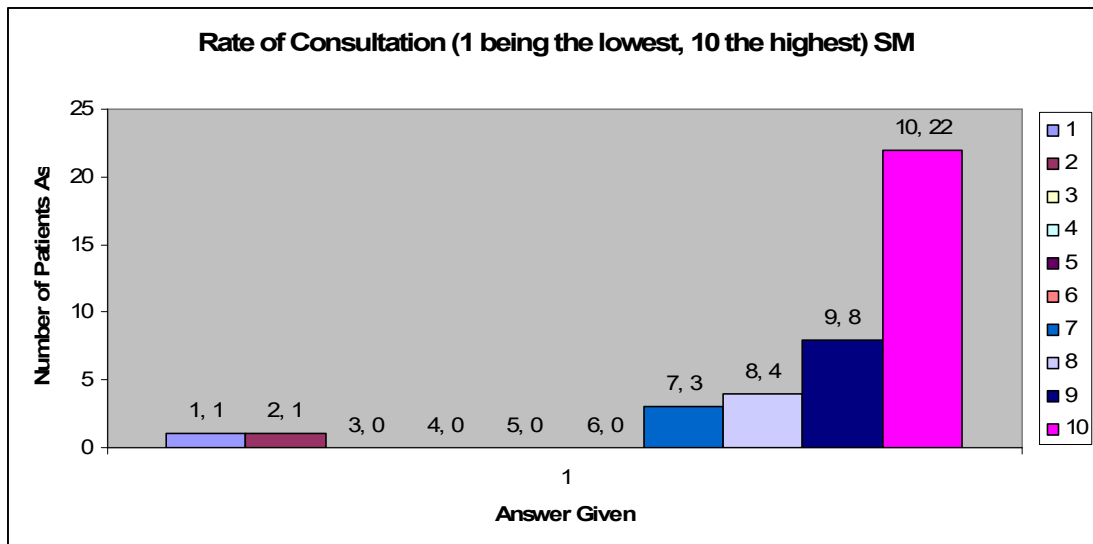
Dr Revathani Suntharalingam:

- Friendly and seemed to have the time to explain everything fully
- Kind with children
- Really listened



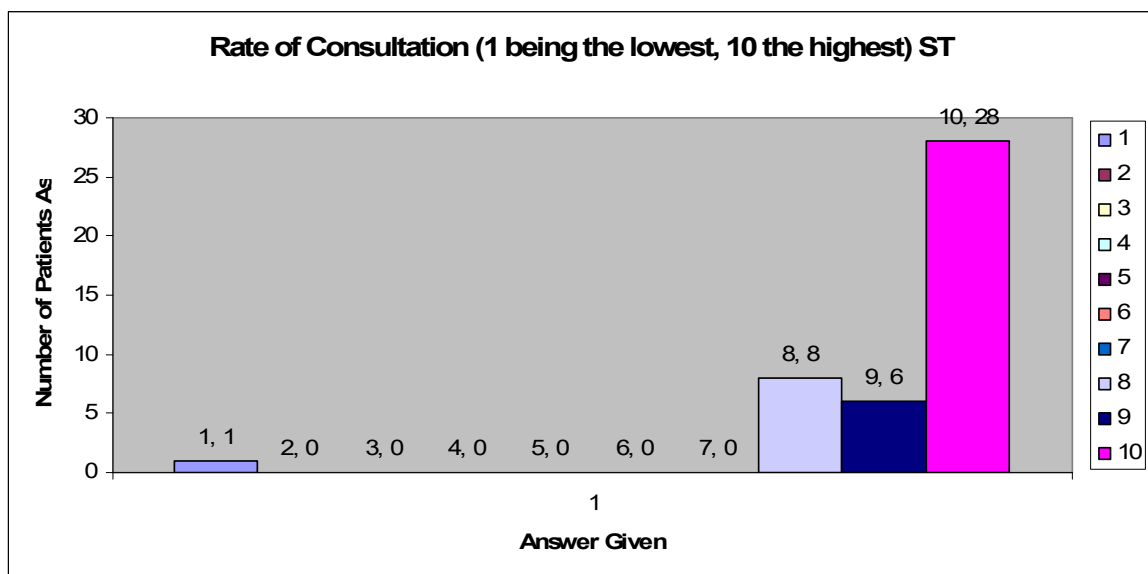
Dr Tim Tran:

- Fantastic, always listens
- Always very caring and listens
- Dr Tran always knows what's best for me



Dr Sithu Maung:

- Always friendly and helpful – excellent Doctor
- Thorough and quick, immediate responses
- Very knowledgeable



Dr Sue Tran:

- Recognised urgency straight away
- Very good interaction with child, made him feel at ease
- Very east to talk to and understanding