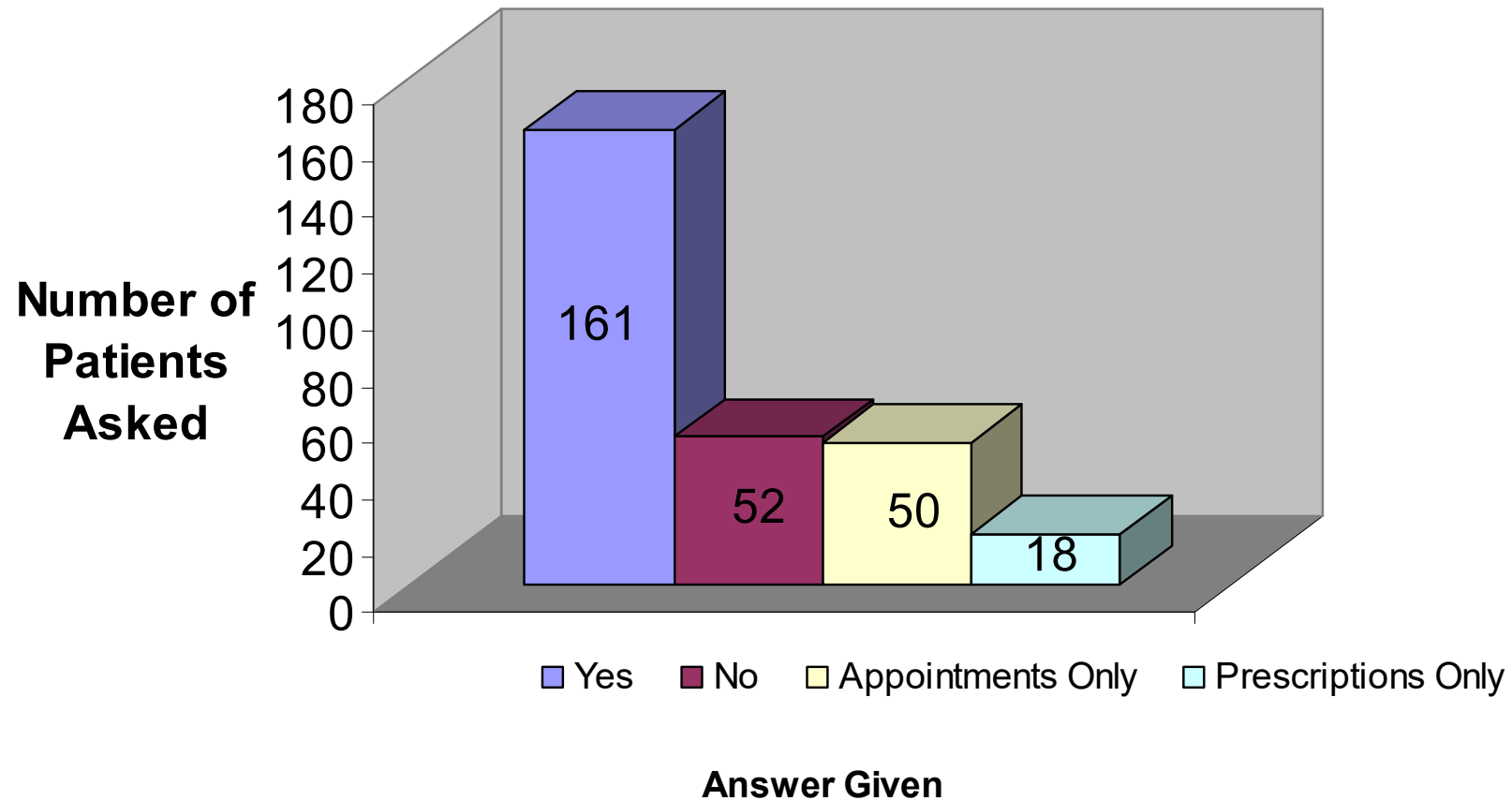


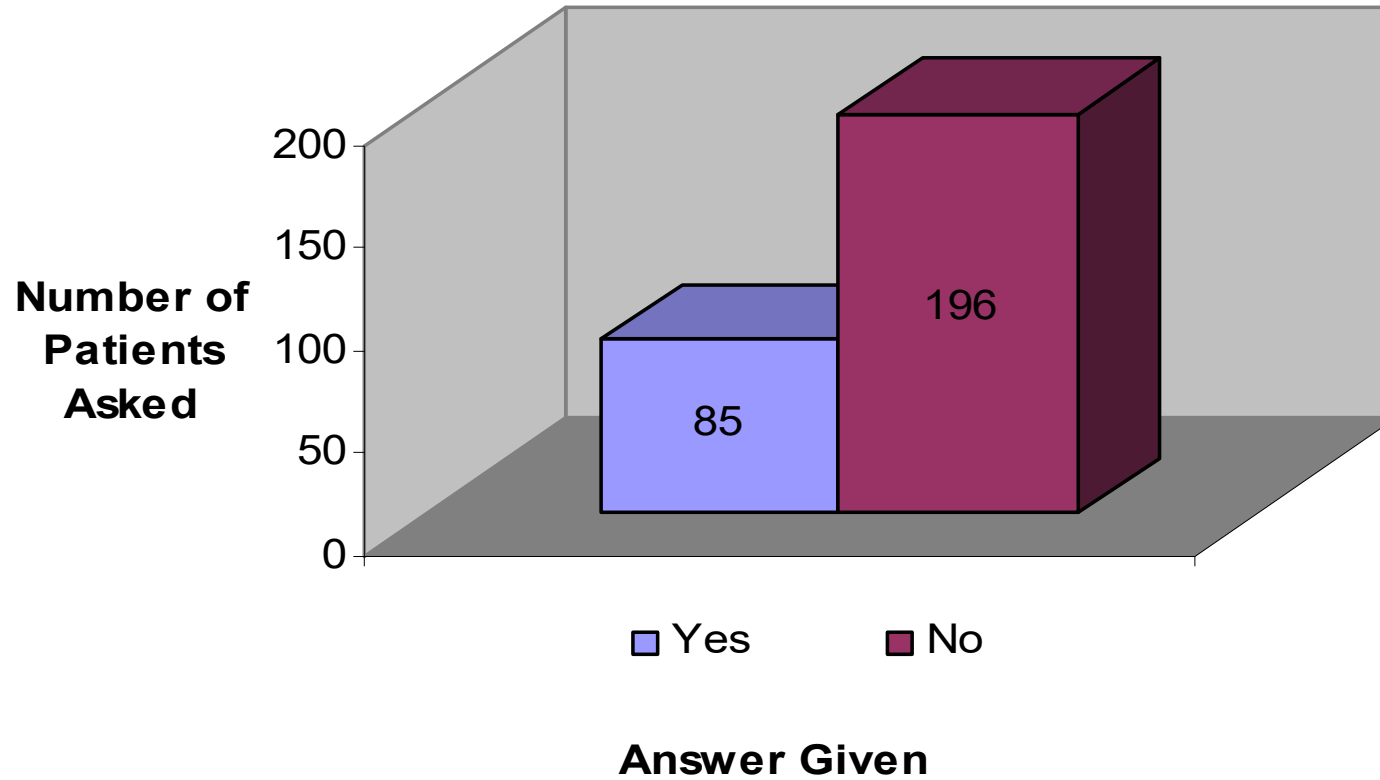
Annual Questionnaire February 2014.

281 Questionnaires were handed out.
Each Doctor, excluding Dr Woodall and Dr
Reva, had 55 questionnaires handed out
each.

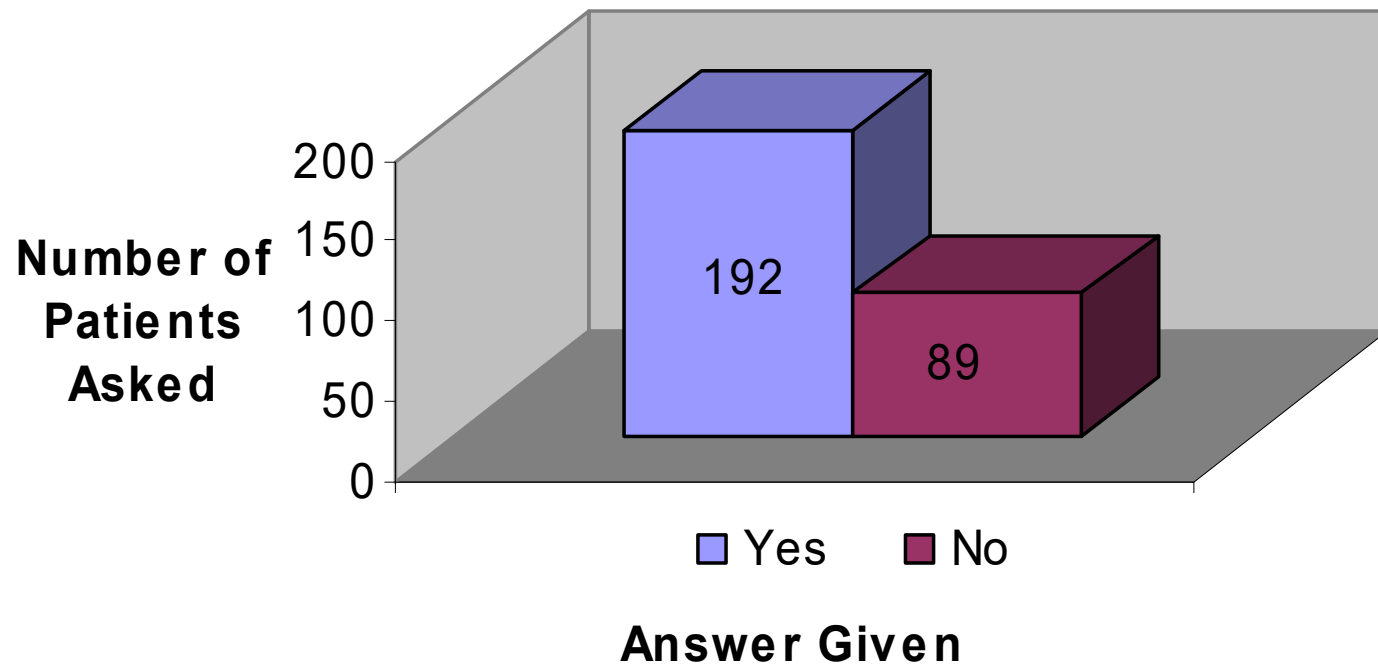
1. Did You Know You Can Book Appointments and Order Prescriptions Online?



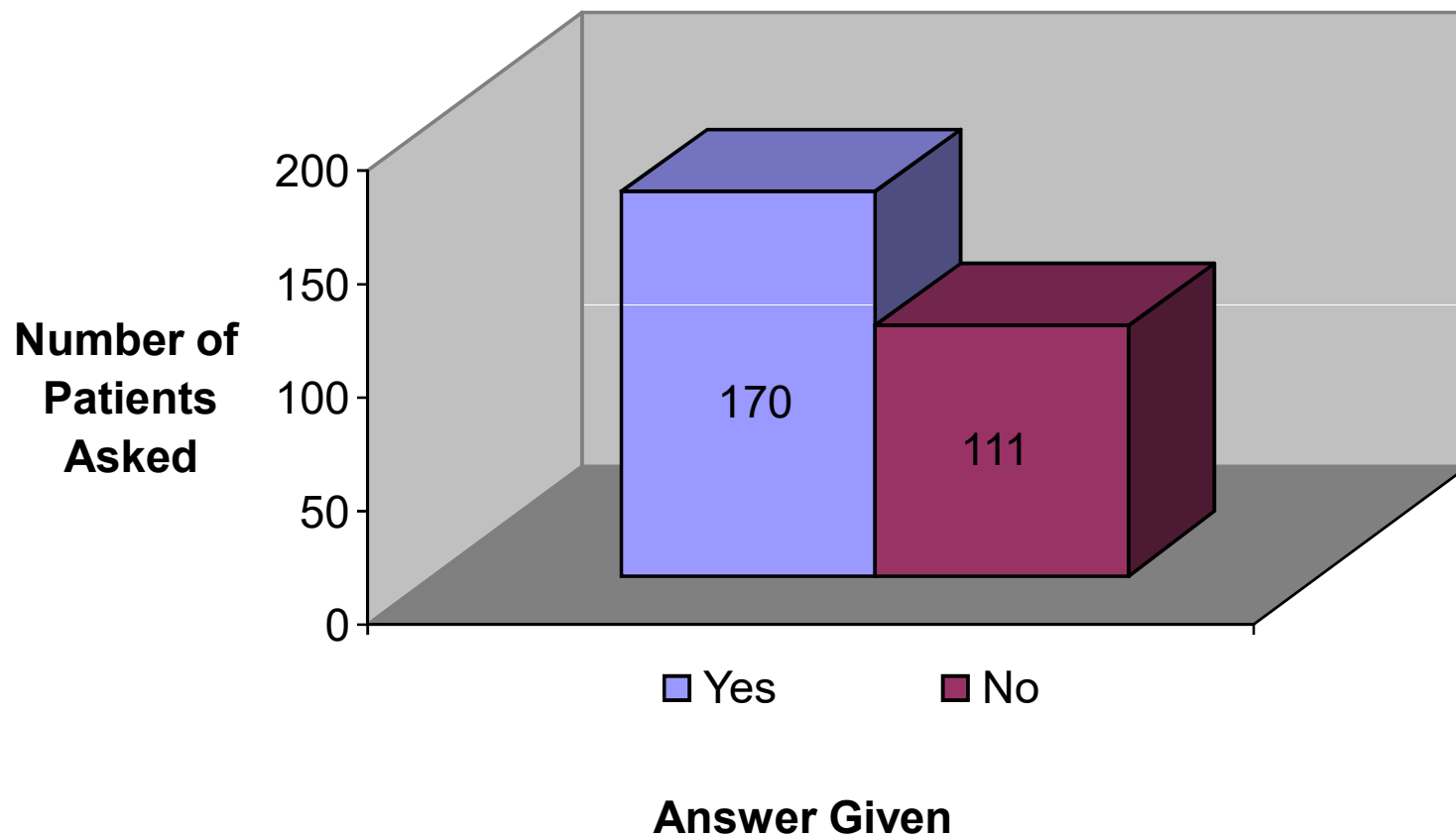
2. Did You Know We Run a Minor Injury Clinic?



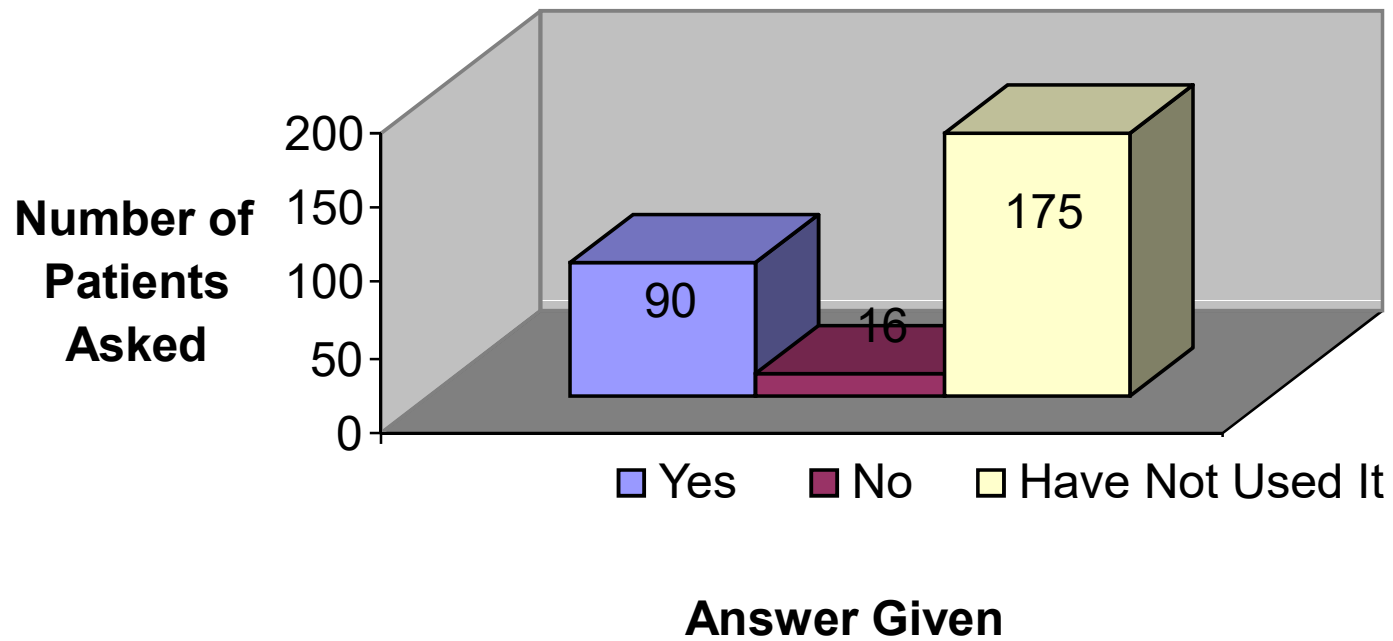
3. In the Last 3-4 Months, Have You Found it Easier Getting Through on the Phone?



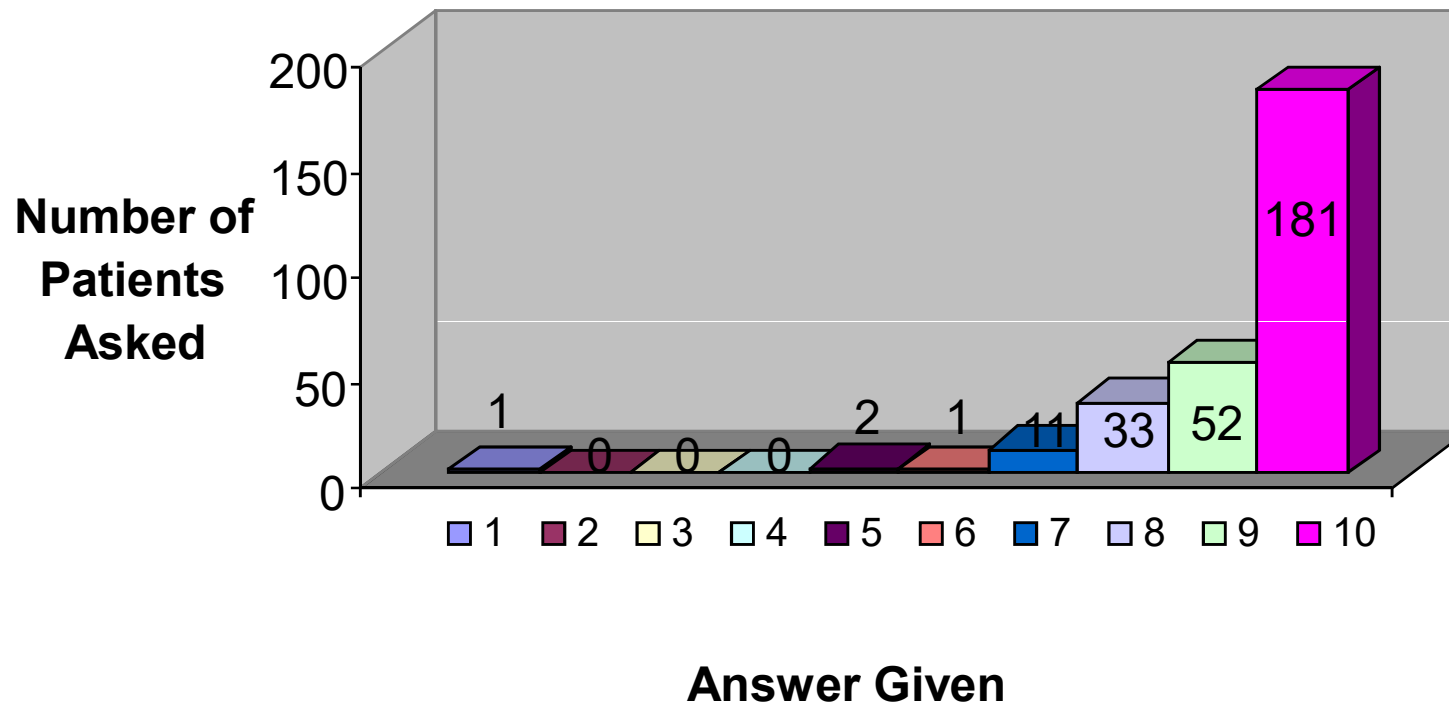
4. We Have Two Nurse Specialists Available, Did you Know That They are Able to Treat a Lot of Acute Illnesses?



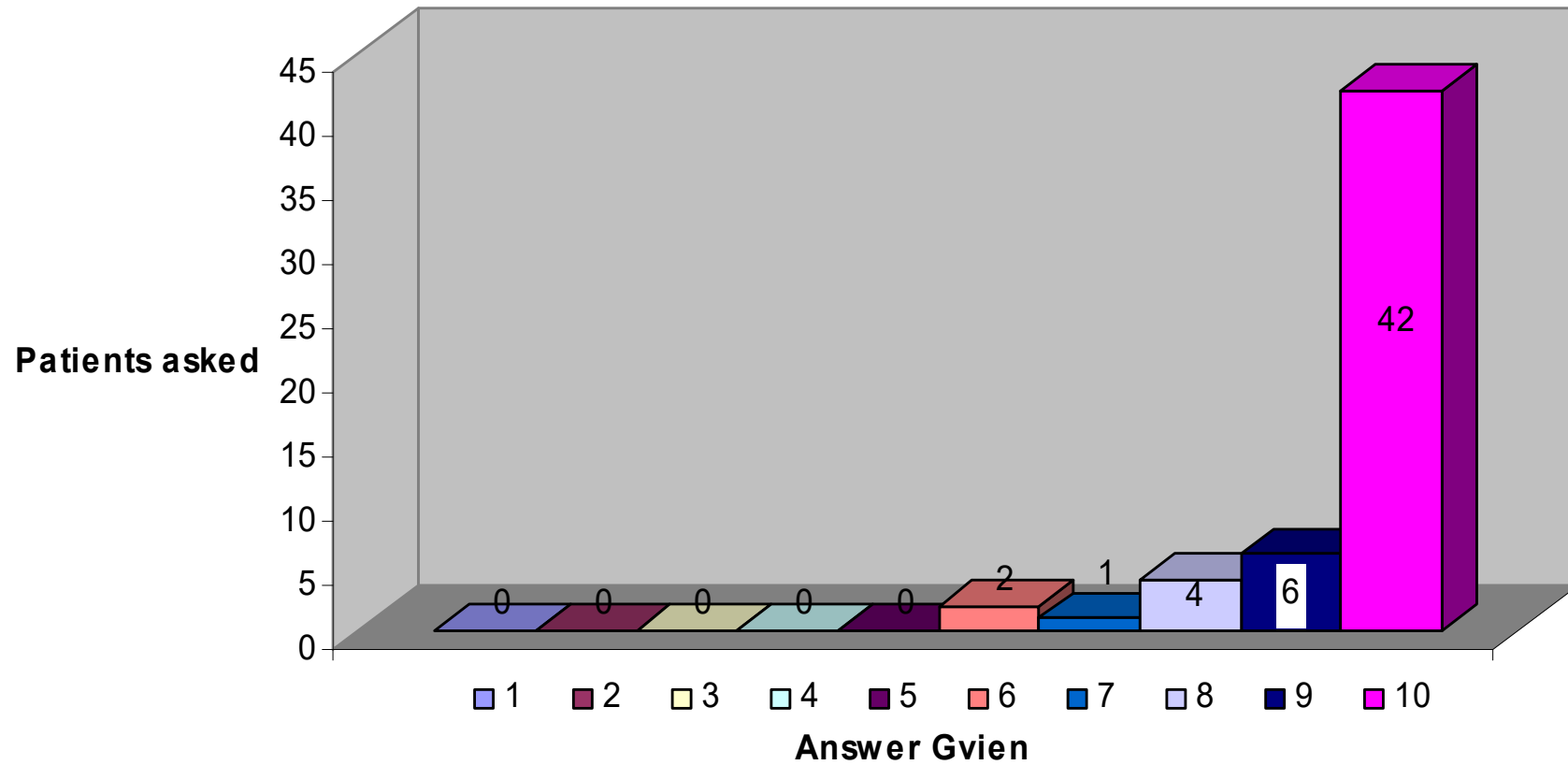
5. We Have Introduced A Check in Machine at Stone Cross, Have You Found This Useful?



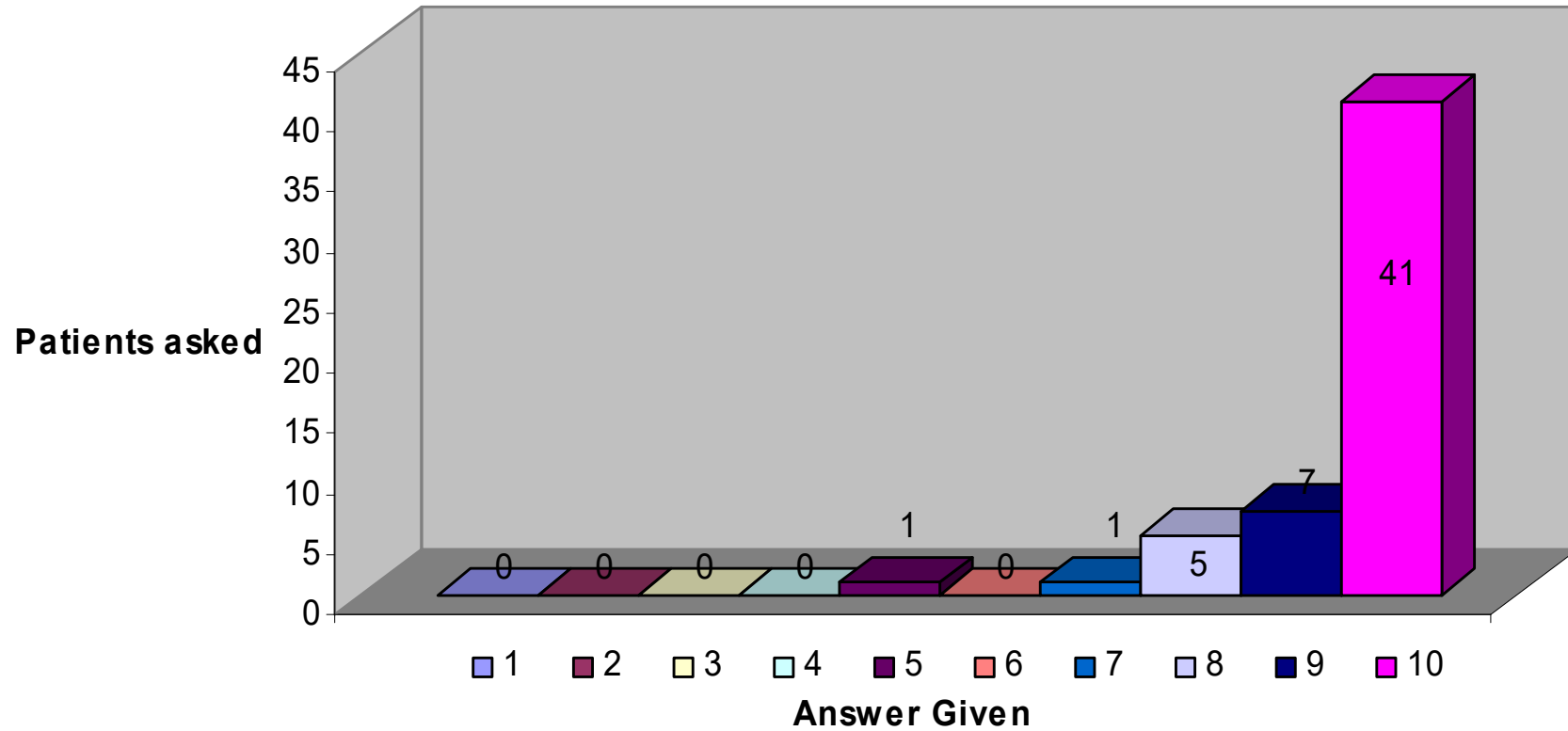
6. How Would You Rate Your Service From our Staff Today?



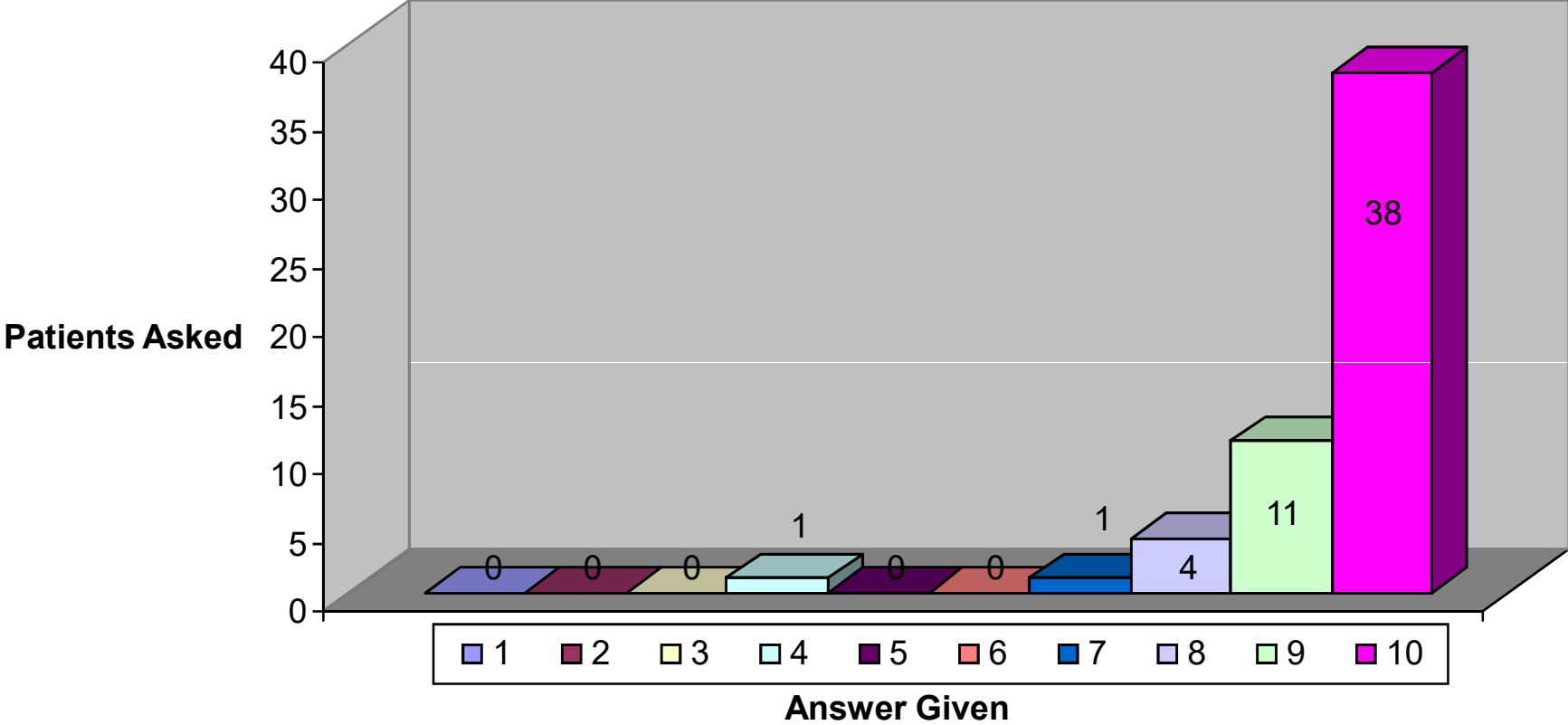
7. How Would You Rate Your Consultation With Dr Bansel Today?



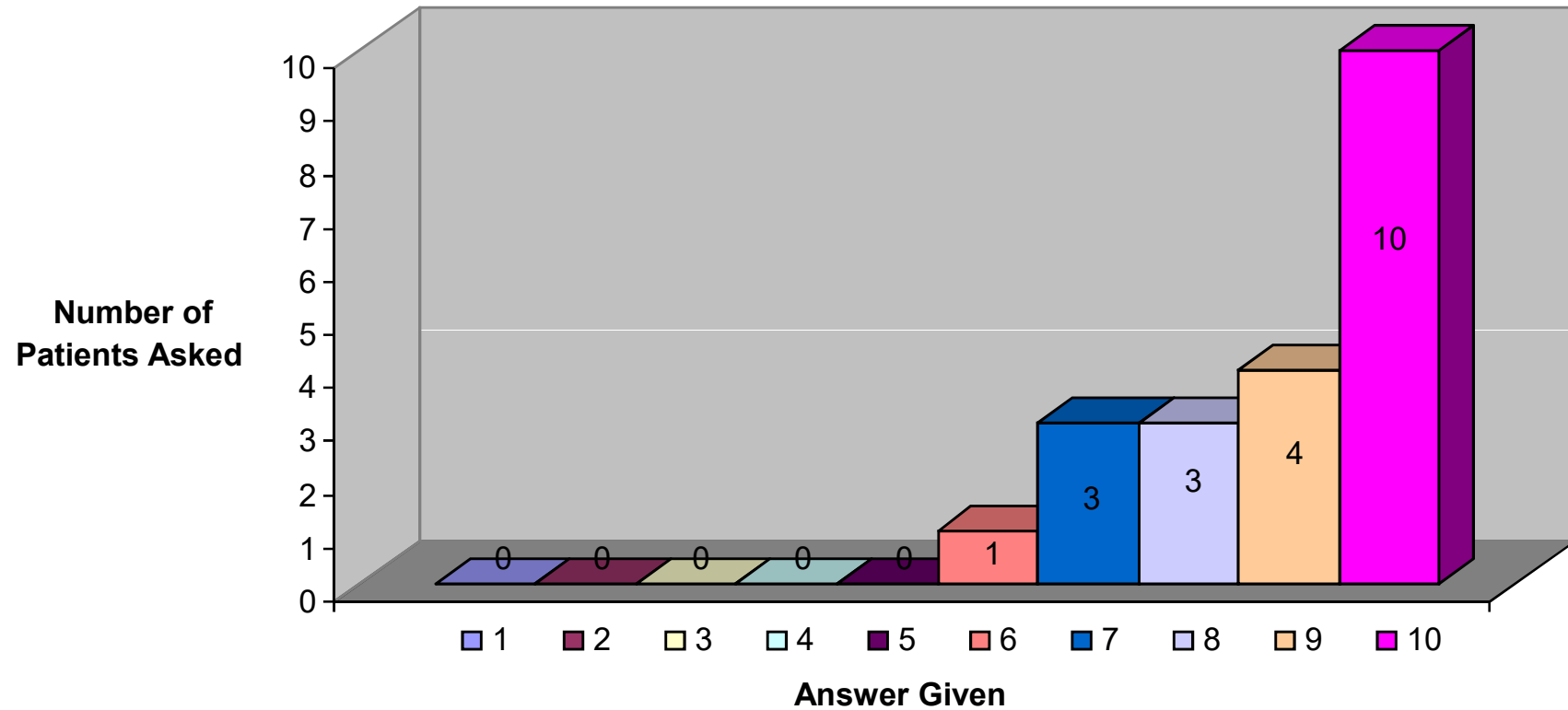
8. How Would You Rate Your Consultation With Dr Tasharrofi Today?



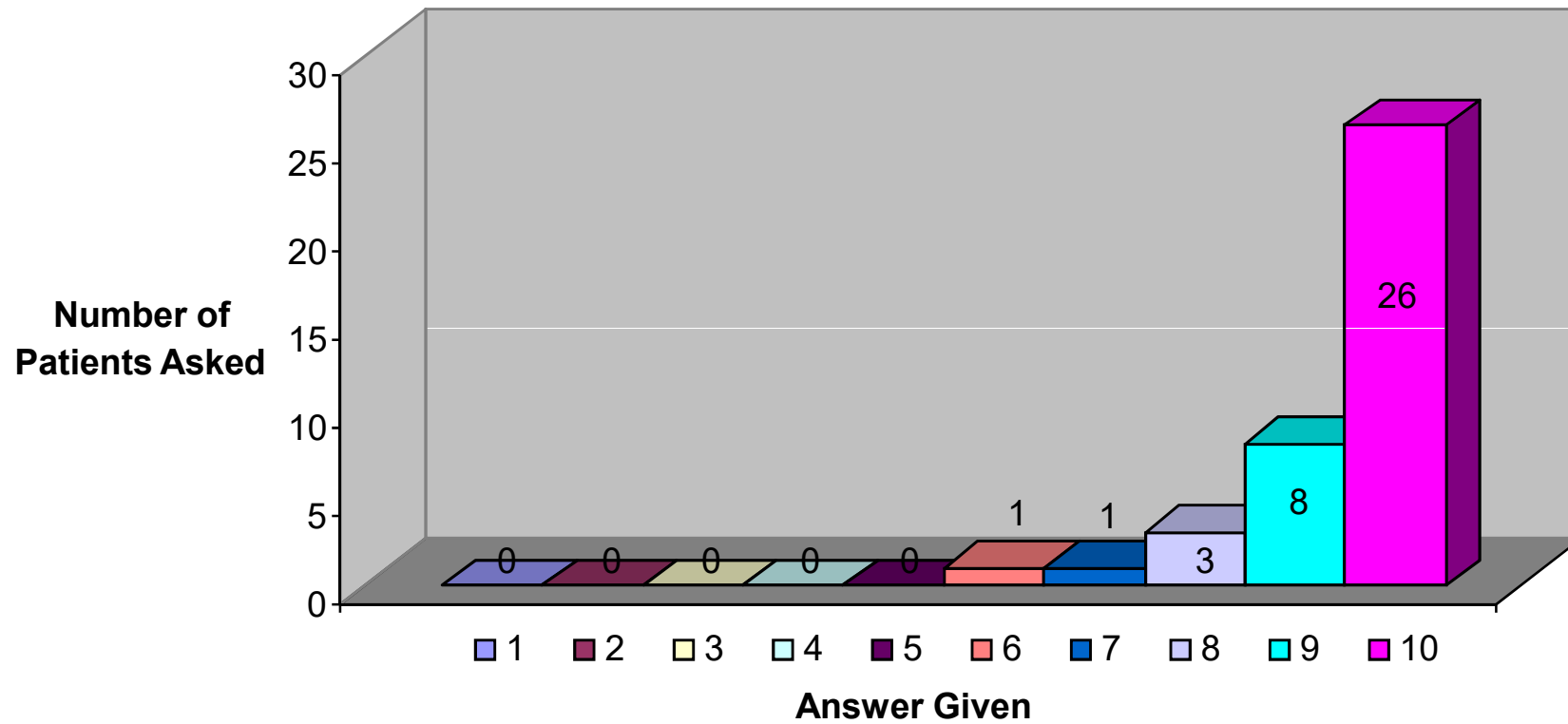
9. How Would You Rate Your Consultation With Dr Tim Tran Today?



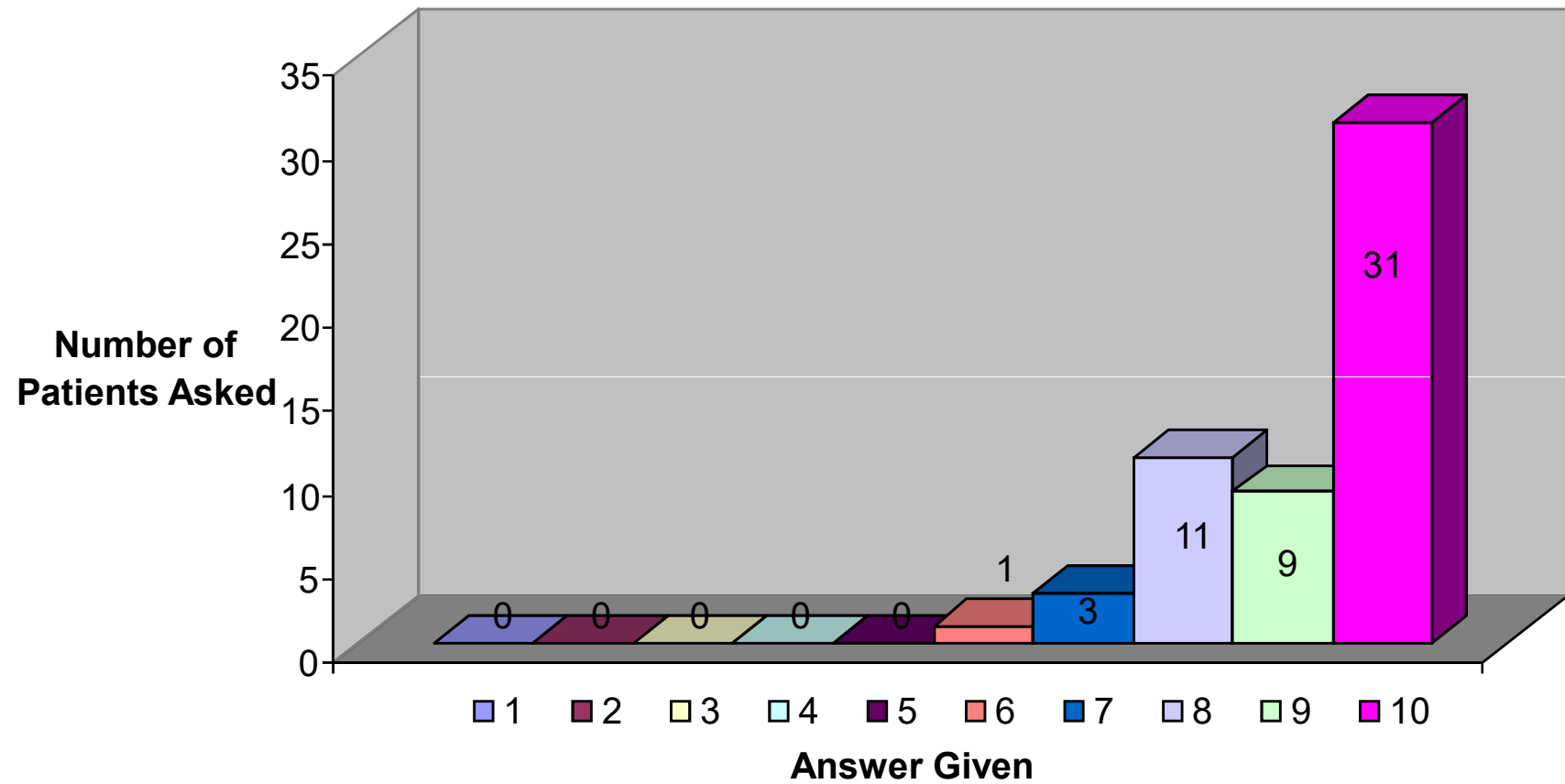
10. How Would You Rate Your Consultation With Dr Woodall Today?
(Only 21 patients asked as Dr left before all handed out)



11. How Would You Rate Your Consultation with Dr Reva Today? (Only 40 patients asked due to Dr going on maternity leave)



12. How Would You Rate Your Consultation With Dr Maung Today?



Nice Comments:

- Reception staff always helpful
- Always excellent service
- Staff is always helpful, efficient and friendly
- Patient over 80 years old states that this is the best surgery they have ever attended, all staff and Doctors are excellent and caring
- Helpful and clean environment
- Accommodating
- First Class service
- Staff very considerate, give good advice
- Reception welcoming
- Always first class despite pressures of heavy workload
- Friendly and always smiling
- 10 out of 10 service
- Very Pleasant
- Phone system had definitely improved

Suggestions of improvements:

- More disabled parking
- Recorded message too long
- Reception are helpful but always seems understaffed
- Appointment times too short
- Hard to pre book appointments
- Difficult to see same GP again
- Difficult to get appointments at Pevensey Bay
- More nurse and GP appointments at Pevensey Bay
- Check in machine doesn't tell patients if at wrong surgery

Comments made about AB:

- Always been a kind and interested Dr
- Thorough and caring
- Lovely Doctor
- Thorough and reassuring
- Credit to the surgery

Comments made about RT:

- Never let down a patient, been their GP for 15 years
- Extremely good
- Efficient
- Polite and thorough
- Helpful patient and kind

Comments made about TT:

- Very helpful Doctor, does all that's necessary
- Listens well and gets things done quickly
- Empathetic and understanding
- Good bedside manner and attentive
- Very thorough, Lovely man

Comments made about NW:

- Takes patients needs seriously
- Considerate
- Efficient

Comments made about RS:

- Always brilliant
- Reassuring and friendly
- Always takes the time to listen
- Thorough and interested

Comments made about SM:

- Explains everything clearly
- Excellent manner
- Easy to talk to, caring and kind
- Very calm
- Good and Straight to the point
- Treats with respect and dignity