

#1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, May 10, 2018 10:50:51 AM  
**Last Modified:** Thursday, May 10, 2018 10:52:40 AM  
**Time Spent:** 00:01:49

**QUIZ SUMMARY**

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

**QUIZ RESULTS**

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Got through reasonably quickly**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Yes got exactly what I wanted**

**Q3** How polite and helpful were the reception staff

☆ **Neither helpful or unhelpful**

If the receptionist scored 3 or less please comment: Some are good and others are not

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Happy with service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

5

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

**Respondent skipped this question**

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#2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, May 10, 2018 8:52:04 PM  
**Last Modified:** Thursday, May 10, 2018 9:00:54 PM  
**Time Spent:** 00:08:50

**QUIZ SUMMARY**

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

**QUIZ RESULTS**

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but waited a long time to get an answer more than 10 minutes**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Good**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Neither satisfied or satisfied**

**Q6** If you need to see our nurses how happy are you with their service

☆ **N/A**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

3

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Pre appointments are very hard to book within 1 or 2 weeks and sometimes not at all so only answer given is ring on the day although not urgent but necessary.

In the morning if there was a queuing system this would be fairer not giving priority to anyone. You can hang on or not as you wish.

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#3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, May 20, 2018 11:38:04 PM  
**Last Modified:** Sunday, May 20, 2018 11:45:55 PM  
**Time Spent:** 00:07:51

**QUIZ SUMMARY**

10%  
SCORE

1/10  
POINTS

14/16  
RANK

19%  
PERCENTILE

**QUIZ RESULTS**

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but took more than 10 attempts**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Yes got exactly what I wanted**

**Q3** How polite and helpful were the reception staff

☆ **Excellent**

**Q4** If you cannot get to see a GP Face to Face are you  No **( 1pt )**  
 happy to speak to them over the phone

1/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Absolutely happy**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

**Q7** Overall how satisfied are you with New Pond Row

☆ **5**

## New Pond Row Patient Feedback

**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Have feedback forms or emails sent (or available in the surgery) after each appointment so we can provide individual feedback for each gp-might help to boost GP morale as I know they are under pressure and very stressed and I never know how to show how much what they do for me and my family means to me. Could leave anonymously or not? Or a suggestion box in surgery? The texts I get after appointments seem too quantitative and general.

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# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, May 26, 2018 11:04:46 PM  
**Last Modified:** Saturday, May 26, 2018 11:09:53 PM  
**Time Spent:** 00:05:07

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but took more than 10 attempts**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Neither helpful or unhelpful**

If the receptionist scored 3 or less please comment:

There is an older lady who is very blunt and not particularly understanding of people's lifestyles. She also keeps trying to tell me there are surgeries nearer my home but I want to stay here as the doctors are great!

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Absolutely happy**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

4

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

It would be nice to have more pre bookable appointments for those concerns we have but that are not urgent for the same day. This would also ease the pressure of people calling at 8am.

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# #5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, June 06, 2018 1:36:13 PM  
**Last Modified:** Wednesday, June 06, 2018 1:38:37 PM  
**Time Spent:** 00:02:24

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone **Respondent skipped this question**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed **Respondent skipped this question**

**Q3** How polite and helpful were the reception staff **Respondent skipped this question**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**  
5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **N/A**

**Q7** Overall how satisfied are you with New Pond Row

☆ **5**

## New Pond Row Patient Feedback

**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Make appointments online

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# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, June 21, 2018 2:13:08 PM  
**Last Modified:** Thursday, June 21, 2018 2:19:56 PM  
**Time Spent:** 00:06:48

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Got through reasonably quickly**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Excellent**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Not happy**

If you scored the nurses 3 or less please comment:

Diabetic consultations unhelpful and completely lacking in encouragement

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

3

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

**Respondent skipped this question**

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#7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, June 28, 2018 11:08:39 AM  
**Last Modified:** Thursday, June 28, 2018 11:10:05 AM  
**Time Spent:** 00:01:26

**QUIZ SUMMARY**

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

**QUIZ RESULTS**

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Got through reasonably quickly**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Yes got exactly what I wanted**

**Q3** How polite and helpful were the reception staff

☆ **Excellent**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Happy with service**

**Q7** Overall how satisfied are you with New Pond Row

☆ **5**

## New Pond Row Patient Feedback

**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Best ever

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#8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 27, 2018 10:20:02 PM  
**Last Modified:** Monday, August 27, 2018 10:22:17 PM  
**Time Spent:** 00:02:15

**QUIZ SUMMARY**

10%  
SCORE

1/10  
POINTS

14/16  
RANK

19%  
PERCENTILE

**QUIZ RESULTS**

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but waited a long time to get an answer more than 10 minutes**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Good**

**Q4** If you cannot get to see a GP Face to Face are you  No **( 1pt )**  
 happy to speak to them over the phone

1/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

3

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

quicker phone answering

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#9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, September 08, 2018 4:16:02 PM  
**Last Modified:** Saturday, September 08, 2018 4:19:31 PM  
**Time Spent:** 00:03:29

**QUIZ SUMMARY**

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

**QUIZ RESULTS**

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but waited a long time to get an answer more than 10 minutes**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Excellent**

**Q4** If you cannot get to see a GP Face to Face are you **✓ Yes** **( 5pts )**  
happy to speak to them over the phone

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

5

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Carry on doing what you do,with the limited sources available to you under the NHS.

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# #10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 11, 2018 8:19:31 PM  
**Last Modified:** Tuesday, September 11, 2018 8:21:39 PM  
**Time Spent:** 00:02:08

## QUIZ SUMMARY

10%  
SCORE

1/10  
POINTS

14/16  
RANK

19%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Got through reasonably quickly**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Good**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ No ( 1pt )**

1/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Happy with service**

**Q7** Overall how satisfied are you with New Pond Row

☆ **4**

## New Pond Row Patient Feedback

**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Respondent skipped this question

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# #11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 20, 2018 5:24:54 PM  
**Last Modified:** Tuesday, November 20, 2018 5:29:18 PM  
**Time Spent:** 00:04:24

## QUIZ SUMMARY

**40%**  
SCORE

**4/10**  
POINTS

**12/16**  
RANK

**31%**  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but took more than 10 attempts**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Yes got exactly what I wanted**

**Q3** How polite and helpful were the reception staff

☆ **Good**  
 If the receptionist scored 3 or less please comment: not helpful over 3 weeks for a pre bookable appointment although this is not there fault

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ don't mind either way ( 4 pts )**

4/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Mildly dissatisfied**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Happy with service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

2

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

a few times i have had the first appointment and the dr hasnt even got in when my appintment time is due, another time they were in a meeting and it wa over half houe after appt time, no wonder running late

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# #12

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 23, 2018 3:09:57 PM  
**Last Modified:** Friday, November 23, 2018 3:13:00 PM  
**Time Spent:** 00:03:03

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Got through reasonably quickly**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Yes got exactly what I wanted**

**Q3** How polite and helpful were the reception staff

☆ **Excellent**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Absolutely happy**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

**Q7** Overall how satisfied are you with New Pond Row

☆ **5**

## New Pond Row Patient Feedback

**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

As I think your service is excellent, I cannot readily identify anything.

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# #13

**COMPLETE**

**Collector:** Embedded Survey 1 (Website Survey)  
**Started:** Tuesday, February 26, 2019 2:53:00 PM  
**Last Modified:** Tuesday, February 26, 2019 2:55:08 PM  
**Time Spent:** 00:02:08  
**IP Address:** 107.77.233.123

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **No problem getting through**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Yes got exactly what I wanted**

**Q3** How polite and helpful were the reception staff

☆ **Excellent**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Absolutely happy**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

4

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

**Respondent skipped this question**

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# #14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, February 27, 2019 2:16:46 PM  
**Last Modified:** Wednesday, February 27, 2019 2:20:44 PM  
**Time Spent:** 00:03:58

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Got through reasonably quickly**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Good**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Neither satisfied or satisfied**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Happy with service**

**Q7** Overall how satisfied are you with New Pond Row

☆ **3**

## New Pond Row Patient Feedback

**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

Would be useful to be able to book appointments online. Rarely able to get an appointment in advance, so have to call on the day when not always that urgent, calling at 8am means I am usually late for work by time I get through. For regular/follow up appointments this is really unhelpful & never like to take the place of an urgent patient, but what's the alternative?

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# #15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 09, 2019 8:44:30 AM  
**Last Modified:** Tuesday, July 09, 2019 8:48:09 AM  
**Time Spent:** 00:03:39

## QUIZ SUMMARY

50%  
SCORE

5/10  
POINTS

1/16  
RANK

100%  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but waited a long time to get an answer more than 10 minutes**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but would have preferred to see someone else**

**Q3** How polite and helpful were the reception staff

☆ **Good**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ Yes ( 5pts )**

5/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Yes all ok**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Excellent Service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

4

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

sort the phones out. Also how is it if your lucky and get straight through at 8am your told all early appointments have gone ?

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# #16

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 22, 2019 8:42:02 AM  
**Last Modified:** Monday, July 22, 2019 8:43:29 AM  
**Time Spent:** 00:01:27

## QUIZ SUMMARY

**40%**  
SCORE

**4/10**  
POINTS

**12/16**  
RANK

**31%**  
PERCENTILE

### QUIZ RESULTS

Correct	Incorrect	Partially Correct	Skipped	Total Questions
0	0	1	0	1

Page 2

**Q1** How easy was it to get through on the phone

☆ **Did get through but took more than 10 attempts**

**Q2** When you got through to the surgery either over the phone or on foot did you get what you needed

☆ **Offered but could not take due to other commitments and no alternative offered**

**Q3** How polite and helpful were the reception staff

☆ **Neither helpful or unhelpful**

**Q4** If you cannot get to see a GP Face to Face are you happy to speak to them over the phone **✓ don't mind either way ( 4pts )**

4/10 pts

**Q5** When you get to see or speak to the GP how satisfied are you

☆ **Neither satisfied or satisfied**

**Q6** If you need to see our nurses how happy are you with their service

☆ **Happy with service**

## New Pond Row Patient Feedback

**Q7** Overall how satisfied are you with New Pond Row

☆

1

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**Q8** If you have any ideas on how we can improve please comment below also take into consideration limits in funding and NHS restrictions

**Respondent skipped this question**

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