

**Open Ended Responses - Practice Survey Responses 2013 Survey**  
**The Manor Surgery Patient Survey**  
**Total Responses - 267**

<b>Q5 - What times would you prefer the surgery to be open?</b>	
No Response	246
SATURDAY AM	2
TOO LONG TOO WAIT	1
SAT AM THURSDAY	1
ONE LATE NIGHT MIDWEEK WOULD HELP PATIENTS WHO WORK FULL TIME	1
EXTEND HOURS AT EVENINGS OPEN AT WEEKENDS	1
SATURDAY AND SUNDAY	1
EXTENDED HRS EVENINGS AND OPEN WEEKENDS	1
evenings and weekend	1
I AM SATISFIED BUT WOULD LIKE THE SURGERY TO BE OPEN SATURDAY AM	1
Sat AM	1
IT WOULD BE HELPFUL O HAVE ERLIER AND LATER APPTS AND SATS	1
EXCELLENT OPENING HOURS	1
SAT MORNINGS	1
LATER EVENINGS AND WEEKENDS/BANK HOLIDAYS	1
SATURDAY MORNINGS WOULD BE GOOD	1
MORE EVENINGS AND EARLY MORNINGS FOR WORKING PATIENTS	1
VERY HARD TO GET APPOINTMENTS OUT OF WORKING HOURS	1
WEEKEND OPENING	1
APPOINTMENTS FROM 7_7 AND AT WEEKENDS	1
ON SATURDAY TILL LATE AFTERNOON	1
<b>Grand Total</b>	<b>267</b>

<b>Q9 - Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)</b>	
No Response	116
Dr Charles	39
Dr Mok	27
Dr Read	18
Dr Easson	16
Dr shapiro	10
Dr Woodroffe	8
Dr Mannion	6
Dr Charles and Dr Mok	5
Dr Mok, Dr Charles, Dr Read	2
Dr Mannion or Dr Easson	2
Dr Eason or Dr Shapiro	2
Dr Mannion or Dr Charles	2
Dr Shapiro or Dr Mannion	2
Dr Prabhu	2
Dr Mok or Dr Read	1

Dr Mannion, Dr Read, Dr Mok, Dr Easson	1
Dr Woodroffe or Dr Easson	1
Dr Charles and Dr Shapiro	1
Dr Shapiro or Dr Read	1
Dr Charles and Dr Easson	1
Dr Mannion or Dr Read	1
Dr Easson or Dr Charles	1
Dr Easson, Dr Shapiro, Dr Woodroffe	1
Dr Charles and Dr Mannion	1
<b>Grand Total</b>	<b>267</b>

<b>Q13 - What is the best thing about your GP practice?</b>	
No Response	98
LOCAL	3
CLOSE	2
It is local	2
CUSTOMER RELATIONS	2
CONVENIENT FAMILIAR	2
FRIENDLY CONSIDERATE HELPFUL	2
TREATED LIKE A HUMAN BEING	1
ITS CLOSE TO WHERE I LIVE	1
HAVE ALWAYS BEEN VERY HAPPY WITH DOCTORS AND STAFF	1
BEING ABLE TO GET A SAME DAY APPOINTMENT	1
NOT GOING	1
CAN ALWAYS BE SEEN BY A DOCTOR	1
FRIL NOR	1
CAN ALWAYS BE SEEN ON HE DAY YOU RING	1
I SOMETIMES GET VERY DEPRESSED AND EVERYONE AT THE SURGERY IS VERY KIND	1
CAN ALWAYS GET AN APPOINTMENT	1
LOCAL EFFICIENT FRINDLY	1
CAN ALWAYS GET AN APPOINTMENT IF NEEDED	1
BEEN HERE FOR 40 YRS	1
CAN ALWAYS GET AN APPOINTMENT. FEEL VERY COMFORTABLE	1
VERY HELPFUL AND FRIENDLY	1
CAN ALWAYS SEE A DOCTOR WHEN I NEED TO. RECEPTION AND NURSES ARE LEVEL	1
GREAT FLEXIBILITY SHOWN TO PAIENTS WHO NEED TO CONTACT A GP	1
CAN ALWAYS SPEAK TO DR MOK IF I NEED TO	1
HELPFUL RECEPTIONISTS WHO TRY TO ACCOMODATE PATIENTS	1
CAN GET AN APPOINTMENT THE SAME DAY IF REQUIRED	1
IT IS CLOSE BY	1
CAN GET APPT SAME DAY IF RING BEFORE 8AM	1
LARGE WELL MANNED-PROVIDES GOOD SERVICES	1
CARE AND ATTENTION	1
MY DOCTOR HAS KNOWN ME A LONG TIME	1
CLEAN/TIDY AND CAN ALWAYS GET AN APPOINTMENT WHEN NEEDED	1
OUR FAMILY HAS HAD A LOT OF SEVERE ILLNESS AND ALL THE GPS HERE HAVE REAL	1
ALL GOOD FRIENDLY STAFF AND DOCTORS	1
THE RECEPTIONISTS AND DOCTORS	1

CLOSE TO MY HOME/GOOD STAFF	1
VERY EFFICIENT STAFF AND KNOELEDGEABLE DRS	1
convenient	1
Walking distance from home	1
CONVENIENT APPOINTMENT TIMES AND HELPFUL RECEPTIONISTS	1
GOOD STAFF	1
ALL OF THE STAFF ARE EXCELLENT AND DR READ IS VERY THOROUGH WHICH GIVES	1
HAPPY AND HELPFUL	1
ALWAYS SEEN BY DOCTOR WHEN I NEED TO	1
HELPFUL	1
Distance to home	1
I DONT HAVE TO GO TO THE HOSPITAL ANY MORE	1
DOCTOR HAS TIME FOR ME	1
I,M AT UNI IN BRISTOL BUT GET SEEN HERE WHEN I COME HOME AS THE CARE HERE	1
DOCTORS ARE GENTLE	1
IT IS USUALLY EASY TO GET TO IF TRAMWORKS WERE NOT HAPPENING	1
DOCTORS KNOW YOU	1
JOINED THE PRACTICE IN 2011. HAVE RECD EXCELLENT CARE.MUCH BETTER THAN P	1
DOCTORS TAKE THEIR TIME TO LISTEN TO YOU	1
APPOINTMENTS GOOD AND ON TIME	1
DOCTORS TAKE TIME TO TALK TO YOU PROPERLY	1
LOCAL TO WHERE I LIVE	1
DOCTORS YOU CAN TALK TO	1
NEAR TO WHERE I LIVE	1
DOCTRS LISTEN TO YOU PROPERLY	1
OPEN EARLY MORNINGS SO I CAN GET APPOINTMENT BEFORE I GO TO WORK	1
DR CHARLES IS VERY KNOWLDGEABLE ABOUT MY ILLNESS	1
PFOFFESSINAL ADVICE, KIND, THOUGHTFUL	1
DR EASSON AND DR WOODROFFE	1
THE GPS ARE GOOD. THE APPOINTMENT SYSTEM IS EXCELLENT	1
DR MOK IS A VERY UNDERSTANDING DOCTOR	1
THEY FIT ME IN WHEN I FORGET MY APPOINTMENTS	1
DR MOK IS GIVING ME ACCUPUNCTURE FOR MY PAIN	1
VERY CARING GPS AND NURSES. RECEPTION IS VERY HELPFUL IF YOU HAVE A PROBL	1
DR MOK LOOKS AFTER ME AND MY WIFE VERY WELL I AM VERY CONFIDENT IN HIS C	1
VERY FRIENDLY AND NOT CLINICALATMOSPHERE	1
DR RE GENTLE	1
VERY THOROUGH DOCTORS. FEEL VERY CONFIDENT WITH MY CARE	1
DRS ARE VERY GOOD RECEPTIONISTS VERY FRIENDLY AND HELPFUL	1
WILL ALWAYS FIT YOU IN TO SEE THE DOCTOR	1
DRS GOOD RECEPT FRIENDLY	1
GOOD STABLE PRACTICE	1
DRS TAKE TIME TO LISTEN	1
GOOD ULITY CRE	1
DRS VERY HELPFUL AND CARING	1
GREAT TO BE ABLE TO GET EVENING APPOINTMENTS PHARMACY ON SITE	1
EARLY MONING SURGRIES ARE GREAT FOR ME	1
HAS MALE AND FEMALE GPS	1
EARLY MORNING APPOINTMENTS	1
HAVE BEEN A PATIENT FOR A LONGTIME AND ALL THE GPS HAVE GIVEN ME GOOD C	1

EASY ACCESS	1
HELPFUL RECEPTIONISTS AND HEALTH CARE PROFESSIONALS	1
EASY ACCESS TO APPOINTMENTS AND EARLY/LATE APPOINTMENTS	1
I AM DIABETIC AND DR CHARLES LOOKS AFTER ME AND KEEPS ME VERY WELL	1
EVENING APPTS	1
I HAVE BEEN VERY ILL AND HAVE RECEIVED FANTASTIC CARE FROM DR SHAPIRO AN	1
EVERYONE IS VERY HELPFUL	1
I TRUST THEIR ADVICE AND HAVE BEEN WELL TREATED	1
EXCELLENT DIABTIC CRE	1
IF YOU NEED TO SEE A DOCTOR URGENTLY YOU WILL ALWAYS GET FITTED IN	1
EXCELLENT POLITE AND KIND DOCTORS AND RECEPTIONISTS	1
APPOINTMENT AVAILABILITY	1
EXCELLENT SERVICE	1
ITS CLOSE	1
EXCELLENT STAFF AND DOCTORS	1
ITS LOCAL AND STAFF ALWAYS VERY HELPFUL	1
EXTENDED HOURS	1
KNOWLEGEABLE STAFF	1
FANTASTIC DOCTORS AND NURSES	1
LESS WAITING TIMES PHARMACY ON SITE	1
FIRST CLASS RECEPTIONISTS	1
LOCAL EFFICIENT FRIENDLY	1
FLEXIBILITY OF APPOINTMENTS	1
Local to home	1
FLEXIBLE APPOINTMENT TIMES	1
MY DOCTOR CARES	1
FLEXIBLE OPENING HOURS	1
MY DOCTOR IS VERY KIND AND LOOKS AFTER ME	1
FRIENDLY	1
APPROACHABL OCTORS	1
friendly and efficient	1
NURSES EFFICIENT AND HELPFUL	1
Ring on day for appointment	1
OPENING TIMES	1
STAFF WHO KNOW PATIENTS NEEDS	1
OUT OF HOURS DOCTORS TO STOP PEOPLE GOING TO A E	1
TELEPHONE CALL BACK APPOINTMENT IS A GOOD IDEA	1
PROFESSIONAL ADVICE KIND AND THOUGHTFUL ATTITUDE	1
Text appointments	1
THE ATMOSPHERE IS PEACEFUL AND THE STAFF ARE GENUINELY CARING	1
Surgery hours and Dr Easson	1
FRIENDLY RECEPTIONISTS	1
TELEPHONE CONSULT IS A GOOD OPTION	1
FRIENDLY SENSIBLE THOROUGH	1
THE APPOINTMENT AVAILABILITY IS BETTER THAN AT MY LAST PRACTICE. THE GPS A	1
FRIENDLY STAFF / I KNOW MY GP	1
THE DOCTORS ARE LOVELY AND HAVE TIME FOR YOU	1
Friendly staff and doctors	1
THE RANGE OF GPS	1
FRIENDLY STAFF BUILT IN PHARMACY	1

THEY ALWAYS FIT ME IN AND THE GPS ARE BRILLIANT	1
FRIENDLY STAFF, PHARMACY	1
THEY OPEN EARLY AND LATE	1
FRIENDLY STAFF. I FEEL MY DOCTOR KNOWS ME WELL AND CAN GIVE ME THE BEST	1
TREATED LIKEA HUMAN BEING _ STAFF LISTEN	1
GENERALLY BETTER THAN OTHER SURGERIES I,VE ATTENDED. STAFF ARE NICE. CAN	1
VERY COUTEOUS RECEPTION STAFF. KNOWLEDGABLE GPS	1
GOOD ACCESS	1
VERY FLEXIBLE AND HELPFUL WITH PATIENTS	1
GOOD DIABETIC CARE. DONT HAVE TO GO TO HOSPITAL ANYMORE	1
VERY GOOD SERVICE	1
GOOD DOCTORS FEEL SAFE IN THEIR CARE	1
VERY PLEASANT AND HELPFUL TEAM	1
GOOD DOCTORS QUICK APPOINTMENTS	1
VERY UNDERSTANDING PEOPLE	1
GOOD DOCTORS QUICK APPTS	1
WELL INFORMED DOCTORS	1
GOOD DOCTORS WHO EXPLAIN THINGS AND INVOLVE PATIENTS IN THEIR OWN CAR	1
YOU CAN USUALLY GET AN APPOINTMENT THE SAME DAY	1
GOOD FOR APPOINTMENTS	1
GOOD GPS	1
<b>Grand Total</b>	<b>261</b>

<b>Q14 - Please list any improvements you would like to see at your GP practice</b>	
No Response	195
NONE	8
PARKING	2
BETTER MAGAZINES	2
DECORATION	2
HEATING TURNED DOWN	2
NONE IT IS EXCELLENT AS IT IS	1
MORE CAR PARKING	1
SOME DECORATION TO BUILDING BUT DOESNT REALLY MATTER AS ONLY COSMETIC	1
BETTER PARKING	1
NO	1
BETTER PARKING FOR DISABLED	1
BE ABLE TO BOOK AN APPT	1
BETTER PARKING. QUITE HARD TO GET APPT WITH GP YOU WANT	1
US	1
BETTER WAY TO BOOK APPOINTMENTS	1
MORE PEOPLE TO ANSWER PHONES AT BUSY TIMES	1
BIGGER CAR PARK	1
BABY CHANGING FACILITIES AND A ROOM TO BREASTFEED	1
BOOKING AN APPT AT 8AM A NIGHTMARE _ CONSTANTLY ENGAGED	1
NUTRITINIST/DIETICIAN	1
BOOKING SAME DAY APPOINTMENTS ON LINE. HAVE UP TO DATE MAGAZINES	1
QUICKER TURNAROUND FOR PRESCRIPTION REQUESTS THE OAKS DOES IT IN 3-4 HO	1

CHARGING PATIENTS THAT MISS APPOINTMENTS	1
SOMETIMES DIFFICULT TO GET AN APPOINTMENT THAT SUITS	1
COFFEE MACHINE	1
WAITING ROOM NEEDS SOME REDECORATION	1
COUNCELING	1
MORE CAR PARKING SPACES	1
APPT SYSTEM DOES NOT ALLOW PRE_PLANNED NON_URGENT APPT	1
MUSIC IN THE WAITING ROOM	1
EASIER TO GET APPOINTMENT WITH CERTAIN DOCTORS	1
AVAILABILITY OF ADVANCEDBOOKING OPPORTUNITY TO SPECIFY GP	1
EMPATHY FROM GPS	1
NONE I AM EXTREMELY HAPPY	1
ENCORAGE ONLINE BOOKING	1
NOTHING I CAN THINK OF	1
ENCOURAGE ON LINE BOOKING	1
ON LINE BOOKING WOULD BE GOOD	1
ENTRTAINMENT IN THE WAITING ROOM LIKE MUSIC OR A TV	1
PHONES SOMETIMES BUSY	1
Extended hours	1
RE-VAMP WAITING ROOM	1
GETTING APPOINTMENTS IS DIFFICULT AND FRUSTRATING	1
SOMETIMES A LONG WAIT TO SEE MYDOCTOR	1
WAITING TIMES. BUT AT LEAST YOU ARE NOT RUSHED IN YOUR APPOINTMENT	1
THE APPOINTMENT SYSTEM	1
WISH DR EASSON WORKED MORE THAN JUST 2 DAYS	1
US EXAMS AVAILABLE. DR SHAPIRO CAN OFFER ONL 5 MINS TO CURE	1
1. The receptionists, not all, but most, require some level of people skills. Maybe some	1
APPT AVAILABILITY	1
Longer opening hours	1
WOULD BE GOOD IF THERE WAS A COUNCELLOR	1
I would like to see an improvement in the attitude of some of the reception staff. Th	1
LESS WAITING TIME	1
<b>Grand Total</b>	<b>260</b>

Q15 - Are there any other health services you would like to be provided locally?	
No Response	230
WALK IN CENTRE	5
NONE	5
NO	3
DENTIST	1
BREAST SCREENING UNIT. ACUPUNCTURE. MORE THAN 1 APPOINTMENT WITH A DI	1
EASIER ACCESS TO SERVICESFORYOUNG ADULT-COUNCELLING,DIET ETC	1
I FEEL MY AREA HAS EXCELLENT HEALTH SERVICES	1
WALK IN CENTRE-STAPLEFORD WAS OK	1
NEUROPHYSIOTHERAPY	1
OUT OF HOURS DRS TO STOP PEOPLE GOING TO A/E	1
PAIN CLINIC	1

PHYSIO	1
US, EYE ND TEETH	1
BLOOD TAKEN FROM BABIES INSTEAD OF HAVING TO GO TO QMC	1
WALK IN CENTRE FOR MINOR INJURIES	1
X RAY	1
WEIGHING BABY	1
ACUPUNCTURE	1
NUTRITIONIST OSTEOPATH PHYSIOTHERAPIST	1
NOT AT THIS TIME	1
<b>Grand Total</b>	<b>260</b>

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No Response	246
Weekends	9
Longer Hours & Weekends	6
Longer Hours	3
Weekends & Thursday PM	1
Hours OK	1
Other	1

No Response	116
Dr Charles	53
Dr Mok	36
Dr Easson	25
Dr Read	24
Dr shapiro	17
Dr Mannion	15
Dr Woodroffe	10
Dr Prabhu	2



NR	No Response	98
LO	Good Service	59
LO	Quick Appointments	39
LO	Friendly & Helpful	38
GS	Local	24
LO	Other	3

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NR	No Response	195
NO	Easier Booking of Appointments	16
P	Nothing	12
OO	Parking	8
OO	Extended hours/Less waiting	5
OO	Other Services	3
NO	Other	21
P		
OO	List of Other:	
P	BETTER MAGAZINES	2
NO	DECORATION	2
P	HEATING TURNED DOWN	2
EB	SOME DECORATION TO BUILDING BUT DOESNT I	1
P	US	1
OO	BABY CHANGING FACILITIES AND A ROOM TO BF	1
EB	QUICKER TURNAROUND FOR PRESCRIPTION REC	1
EB	CHARGING PATIENTS THAT MISS APPOINTMENT	1
P	COFFEE MACHINE	1
OO	WAITING ROOM NEEDS SOME REDECORATION	1
EB	MUSIC IN THE WAITING ROOM	1
OS	EMPATHY FROM GPS	1
EB	ENTRTAINMENT IN THE WAITING ROOM LIKE MI	1
OO	RE-VAMP WAITING ROOM	1

OO	WISH DR EASSON WORKED MORE THAN JUST 2 I	1
EB	US EXAMS AVAILABLE. DR SHAPIRO CAN OFFER C	1
OO	1. The receptionists, not all, but most, require so	1
OO	I would like to see an improvement in the attituc	1
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NO	No response / happy with existing services	240
WIC	Increased community services*	8
NO	WIC	7
NO	Increased practice services**	5
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CS	Other	
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