

Patient Survey Results Analysis Detail



Putneymead Group Medical Practice

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The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the GMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK. A new version (GPAQ-R) is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys and has been accepted as a valid patient survey for the GMC's Revalidation process. A small number of questions in GPAQ are designed to be identical to the national GP Patient Survey. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score. The GPAQ scores are the latest available and cover the whole of the UK. GPPS average is for England only and is achieved by adding together "Very Good" and "Good", shaded in deep yellow and contrasted against "Not Good", shaded in pale yellow.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale. The total is calculated by adding all the subtotals and dividing the total by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not have an opinion.

Example:

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	445	77.5%
Good (75)	106	18.5%
Satisfactory (50)	20	3.5%
Poor (25)	1	0.2%
Very poor (0)	2	0.3%
Does not apply	1	
Did not answer	29	
Total	604	

Good	Not Good
96.0%	4.0%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	492	85.4%
Good (75)	69	12.0%
Satisfactory (50)	12	2.1%
Poor (25)	2	0.3%
Very poor (0)	1	0.2%
Does not apply	1	
Did not answer	27	
Total	604	

Good	Not Good
97.4%	2.6%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	467	81.4%
Good (75)	84	14.6%
Satisfactory (50)	14	2.4%
Poor (25)	4	0.7%
Very poor (0)	5	0.9%
Does not apply	3	
Did not answer	27	
Total	604	

Mean scores for Q3	
Your patients	93.7
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	96.0%	4.0%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	412	71.8%
Good (75)	124	21.6%
Satisfactory (50)	27	4.7%
Poor (25)	6	1.0%
Very poor (0)	5	0.9%
Does not apply	2	
Did not answer	28	
Total	604	

Mean scores for Q4	
Your patients	90.6
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	93.4%	6.6%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	396	71.7%
Good (75)	122	22.1%
Satisfactory (50)	25	4.5%
Poor (25)	7	1.3%
Very poor (0)	2	0.4%
Does not apply	17	
Did not answer	35	
Total	604	

Good	Not Good
93.8%	6.2%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	382	69.7%
Good (75)	130	23.7%
Satisfactory (50)	30	5.5%
Poor (25)	3	0.5%
Very poor (0)	3	0.5%
Does not apply	23	
Did not answer	33	
Total	604	

Good	Not Good
93.4%	6.6%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	367	69.1%
Good (75)	121	22.8%
Satisfactory (50)	34	6.4%
Poor (25)	4	0.8%
Very poor (0)	5	0.9%
Does not apply	37	
Did not answer	36	
Total	604	

Mean scores for Q7	
Your patients	89.6
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	91.9%	8.1%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	383	74.2%
Good (75)	102	19.8%
Satisfactory (50)	21	4.1%
Poor (25)	4	0.8%
Very poor (0)	6	1.2%
Does not apply	52	
Did not answer	36	
Total	604	

Good	Not Good
94.0%	6.0%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	521	92.5%
Yes, to some extent (50)	38	6.7%
No, not at all (0)	4	0.7%
Don't know / can't say	5	
Did not answer	36	
Total	604	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.3%	0.7%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	507	93.5%
Yes, to some extent (50)	32	5.9%
No, not at all (0)	3	0.6%
Don't know / can't say	19	
Did not answer	43	
Total	604	

Yes	No
99.4%	0.6%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	549	98.4%
No (0)	9	1.6%
Did not answer	46	
Total	604	

Yes	No
98.4%	1.6%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	307	55.8%
Fairly helpful (66)	215	39.1%
Not very helpful (33)	22	4.0%
Not at all helpful (0)	6	1.1%
Don't know	16	
Did not answer	38	
Total	604	

Mean scores for Q12	
Your patients	82.9
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	94.9%	5.1%

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	106	19.4%
Fairly easy (66)	268	49.2%
Not very easy (33)	128	23.5%
Not at all easy (0)	43	7.9%
Don't know	4	
Haven't tried	19	
Did not answer	36	
Total	604	

Mean scores for Q13	
Your patients	59.7
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	68.6%	31.4%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	99	22.6%
Fairly easy (66)	220	50.1%
Not very easy (33)	95	21.6%
Not at all easy (0)	25	5.7%
Don't know	26	
Haven't tried	101	
Did not answer	38	
Total	604	

Mean scores for Q14	
Your patients	62.8
GPAQ Mean	69.9

Easy	Not Easy
72.7%	27.3%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	218	58.4%
No	155	41.6%
Don't know / never needed to	190	
Did not answer	41	
Total	604	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	491	87.4%
Not important	71	12.6%
Did not answer	42	
Total	604	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	137	25.8%
Fairly easy (66)	261	49.2%
Not very easy (33)	99	18.6%
Not at all easy (0)	34	6.4%
Don't know	13	
Haven't tried	20	
Did not answer	40	
Total	604	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	75.0%	25.0%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	121	17.4%
By phone	446	64.1%
Online	126	18.1%
Doesn't apply	3	0.4%
Did not answer	37	
Total	733	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	115	14.3%
By phone	402	49.9%
Online	288	35.7%
Doesn't apply	1	0.1%
Did not answer	39	
Total	845	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	78	14.0%
2-4 days	210	37.7%
5 days or more	168	30.2%
I don't usually need to be seen quickly	33	5.9%
Don't know, never tried	68	12.2%
Did not answer	47	
Total	604	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	71	14.1%
Very good (80)	129	25.5%
Good (60)	129	25.5%
Satisfactory (40)	110	21.8%
Poor (20)	60	11.9%
Very poor (0)	6	1.2%
Does not apply	43	
Did not answer	56	
Total	604	

Mean scores for Q21	
Your patients	60.9
GPAQ Mean	70.7

Good	Not Good
65.1%	34.9%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	266	47.6%
2-4 days	176	31.5%
5 days or more	50	8.9%
I don't usually need to be seen quickly	24	4.3%
Don't know, never tried	43	7.7%
Did not answer	45	
Total	604	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	120	22.7%
Very good (80)	158	29.9%
Good (60)	134	25.4%
Satisfactory (40)	77	14.6%
Poor (20)	33	6.3%
Very poor (0)	6	1.1%
Does not apply	27	
Did not answer	49	
Total	604	

Good	Not Good
78.0%	22.0%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	105	19.9%
5 - 10 minutes	178	33.7%
11 - 20 minutes	150	28.4%
21 - 30 minutes	60	11.4%
More than 30 minutes	33	6.3%
There was no set time for my consultation	2	0.4%
Did not answer	76	
Total	604	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	103	19.5%
Very good (80)	115	21.7%
Good (60)	107	20.2%
Satisfactory (40)	128	24.2%
Poor (20)	58	11.0%
Very poor (0)	18	3.4%
Does not apply	0	
Did not answer	75	
Total	604	

Mean scores for Q25	
Your patients	60.9
GPAQ Mean	67.8

Good	Not Good
61.4%	38.6%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	462	87.7%
No	65	12.3%
Don't know	25	
Did not answer	52	
Total	604	

Yes	No
87.7%	12.3%

Q27. Opening
Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	69	14.6%
At lunchtime	20	4.2%
After 6.30pm	99	21.0%
On a Saturday	165	35.0%
On a Sunday	82	17.4%
None of these	37	7.8%
Did not answer	321	
Total	793	

Q28. Choice
Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	296	55.4%
No	238	44.6%
There is usually only one doctor in my surgery	1	
Did not answer	69	
Total	604	

Yes	No
55.4%	44.6%

Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	97	29.3%
A lot of the time (66)	94	28.4%
Some of the time (33)	117	35.3%
Never or almost never (0)	23	6.9%
Not tried at this GP practice	33	
Did not answer	240	
Total	604	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	57.7%	42.3%

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	223	59.9%
Good (75)	111	29.8%
Satisfactory (50)	29	7.8%
Poor (25)	5	1.3%
Very poor (0)	4	1.1%
Does not apply	24	
Did not answer	208	
Total	604	

Good	Not Good
89.8%	10.2%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	211	57.3%
Good (75)	110	29.9%
Fair (50)	37	10.1%
Poor (25)	6	1.6%
Very poor (0)	4	1.1%
Does not apply	22	
Did not answer	214	
Total	604	

Mean scores for Q31	
Your patients	85.2
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	87.2%	12.8%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	199	55.6%
Good (75)	118	33.0%
Fair (50)	33	9.2%
Poor (25)	5	1.4%
Very poor (0)	3	0.8%
Does not apply	27	
Did not answer	219	
Total	604	

Mean scores for Q32	
Your patients	85.3
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	88.5%	11.5%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	180	54.1%
Good (75)	104	31.2%
Fair (50)	41	12.3%
Poor (25)	4	1.2%
Very poor (0)	4	1.2%
Does not apply	51	
Did not answer	220	
Total	604	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	85.3%	14.7%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	159	52.6%
Good (75)	94	31.1%
Fair (50)	42	13.9%
Poor (25)	4	1.3%
Very poor (0)	3	1.0%
Does not apply	81	
Did not answer	221	
Total	604	

Mean scores for Q34	
Your patients	83.3
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	83.8%	16.2%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	154	51.2%
Good (75)	107	35.5%
Fair (50)	32	10.6%
Poor (25)	4	1.3%
Very poor (0)	4	1.3%
Does not apply	81	
Did not answer	222	
Total	604	

Good	Not Good
86.7%	13.3%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	343	96.1%
No (0)	14	3.9%
Did not answer	247	
Total	604	

Yes	No
96.1%	3.9%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	417	80.8%
Unsure (50)	82	15.9%
Not very well (0)	17	3.3%
Does not apply	29	
Did not answer	59	
Total	604	

Mean scores for Q37	
Your patients	88.8
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	390	76.8%
Unsure (50)	101	19.9%
Not very well (0)	17	3.3%
Does not apply	32	
Did not answer	64	
Total	604	

Mean scores for Q38	
Your patients	86.7
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	352	74.3%
Unsure (50)	114	24.1%
Not very well (0)	8	1.7%
Does not apply	67	
Did not answer	63	
Total	604	

Mean scores for Q39	
Your patients	86.3
GPAQ Mean	88.7

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	185	34.1%
Very good (80)	205	37.8%
Good (60)	108	19.9%
Fair (40)	34	6.3%
Poor (20)	8	1.5%
Very poor (0)	2	0.4%
Did not answer	62	
Total	604	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	91.9%	8.1%

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	354	66.2%
Yes, probably (66)	150	28.0%
No, probably not (33)	27	5.0%
No, definitely not (0)	4	0.7%
Don't know	15	
Did not answer	54	
Total	604	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	94.2%	5.8%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	160	28.8%
Female	395	71.2%
Did not answer	49	
Total	604	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	4	0.7%
16 to 44	306	55.0%
45 to 64	148	26.6%
65 to 74	53	9.5%
75 and over	45	8.1%
Did not answer	48	
Total	604	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	213	40.2%
No	317	59.8%
Don't know / never needed to	22	
Did not answer	52	
Total	604	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	467	84.8%
Black or Black British	18	3.3%
Asian or Asian British	27	4.9%
Mixed	23	4.2%
Chinese	6	1.1%
Other ethnic group	10	1.8%
Did not answer	53	
Total	604	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	345	62.3%
Unemployed / looking for work	15	2.7%
At school or in full time education	19	3.4%
Unable to work due to long term sickness	17	3.1%
Looking after your home/family	56	10.1%
Retired from paid work	88	15.9%
Other	14	2.5%
Did not answer	50	
Total	604	

Comments

Great surgery and as always great team and service. Keep the clean professional feel of the surgery please

As I said, I like to see the same GPs but often have to wait until the following week or phone later for the next week. Have used the phone consultation which I think is a very good service. Thank you

Considering changing practice - have been unimpressed so far. As a health care professional myself, I understand what a good service should be. Care for myself and husband in recent times concerning, only due to the fact we have insight has meant we have sought advice elsewhere. Appointments always run late at the practice - 10 to 15 minutes at best, apart from if seeing the HCA for blood taking.

Q13 sometimes I've had to wait a long time to get through. Once recently I had to make the appointment in person (the woman in front of me at reception had the same problem). When I get to reception, I see the 2 receptionists joking. Q19 - I'd consider doing it on line if that helped but I prefer by phone. Q20 and 21 - I'm very happy with the treatment I get from Dr Mackenzie and because of his popularity, I choose to wait longer so I can see him. Q24 - usually have to wait 21-30 minutes. Q35 - good

Only complaint is difficulty in getting to see a named particular GP for an immediate appointment. It is difficult if you have an on-going problem to start all over again with a new GP. Hard for the patient and stressful for the GP, I imagine

There are times when I have needed to see a doctor out of hours. In years gone by, someone would have come out to the house. Dialling 111 or going to A&E is not as satisfactory when you are taken ill in the middle of the night or on the weekend. I would like to be able to speak to a doctor, see them if necessary and be provided with medication in my home rather than go to hospital out of hours

They made some bad mistakes registering me with a hospital (time when I was pregnant). Receptionists quite poor - unprofessional, unhelpful, wrong info/advice. Need training. Twice had waits of over 40 minutes with very young children (can notification not be given at check in?)

Last time I phoned for appointment the phone rang for 20 minutes and was not answered, so gave up and walked to the surgery for appointment. Reception staff need to be aware of initiatives that result in appointment booking. It would be helpful if a series of appointments are going to be required and this is known - they could be booked as a package to ensure matters do not drift. The most important matter is to be listened to

The surgery is usually great. A negative would be not being able to get through to a person over the phone. Usually it takes a good 10 minutes of listening to Moonlight Sonata before someone answers, which is frustrating. The receptionists can be nicer. Some are very helpful but there are a few that really don't seem to care

Very pleasant and clean environment with very helpful staff

Getting an appointment is the most difficult issue about this surgery

Dr Naughton Morgan has been and is a fantastic doctor. She is caring and understanding and very efficient. The practice is very good for dealing with so many patients

I love the long hours! Would like to be able to book the nurse, as well as the doctor, online

Dr Bamsay and Dr McEwan have both been wonderful

I would like to be able to get appointments sooner at short notice. Usually I wait to see the doctor until I am unwell, and then I don't want to wait a week until I'm seen

This is the best surgery I've ever been to because the chemist is next door - very convenient, doctors don't rush the appointments and opening hours are fantastic for people who aren't free during office hours and availability of appointments is great

Have been very satisfied here for 33 years seeing primarily Dr North and Dr McKenzie

The difficulty seems to be that GPs of choice are not always available because they seem to work part time. So several GPs become involved with one patient which makes a disjointed history

My old doctor and today's one gave me lots of time and made quick decisions, explaining things calmly to me

Out of hours care by the practice would be good

Hard to see GP I want to see and very hard to make appointments in advance. So, good in emergency, but not with specific GP

I still miss attending a smaller surgery and in particular getting to know the nurses

I have chosen many "does not apply" because it is the first time I've come to see a doctor

Up the music a wee bit in the waiting room - sometimes so low you can barely hear it - and it does alleviate the boredom. Encourage people to bring in magazines. I do this regularly. Encourage people not to use mobiles

I only ever come to see the doctor very occasionally but have always managed to get a same day appointment which I think is excellent as I only try to see the doctor if I'm feeling really ill

My only criticism of the practice has been occasional attitude/rudeness of certain reception staff. Overall very good service as these have been isolated incidents only

Not all doctors have been great here. Some are so worried about time and try to rush you out. I would prefer to wait longer than know someone was not getting great care

GPs and nurses do a great job. I've seen a recent slight improvement but everyone I know jokes about how unhelpful the receptionists are when booking appointments. Can be officious and curt. Depends who you get. A couple do let the surgery down

Hard to make an appointment. Always fully booked

There is a nice environment at Putney Mead, something I didn't experience at my previous GP. I try to see the same GP when I book appointments as I have an ongoing medical issue but all the other doctors I have seen have always been attentive

Receptionists inconsistent - some helpful, others not. Repeat prescriptions lost in the system at the practice or not transferred to the chemist or doctor fails to write a prescription after a telephone consultation. Letters sent to doctors not reaching the doctor - so again lost in system

Keep it up but I would improve on the patient appointment timing. At times I have a long wait to see the doctor

I find "unsure" an odd option in 2nd place. Surely "fairly well" would be at 2 and unsure at the bottom or just above "Does not apply"? Fairly well would be my preference for Q37-39

Cannot get repeat prescriptions on line due to type of medication. Maybe rules could be relaxed

I find it too large! Cannot maintain the personal touch of Balmuir Gardens

Long time waiting for appointments

As a new patient, the doctors should be aware of your medical conditions. The transition to a new GP is a concern as patients are very concerned about this. Need to work on this. Moving to a new GP is a concern to some

When seeing any GP, the time and care given can vary immensely. So far Dr Helm has been the best GP I have seen at this surgery. I don't find all receptionists helpful, care varies depending on who you speak to

I think it's an excellent practice. The service is outstanding

Some receptionists are excellent and some are appalling. Nicola is always excellent

I was 15 minutes early for 8 a.m. appointment but receptionist kept me standing outside in rain rather than let me in. Unacceptable to treat someone who is early for an appointment

Excellent. Welcoming and relaxing

Making appointments had definitely been easier with the online system. Before that it was much more difficult to see a specific doctor. This also applies to making repeat prescriptions which were sometimes not ready before. I preferred it when the practice was smaller and I felt people knew and cared about me

Have found it difficult to get an appointment for a blood test. Often times are not convenient. Previous GP practices opened early on Monday, Wednesday, with the first appointment at 7.30 a.m. which worked better for getting to work

I feel that there are some doctors that are excellent but some couldn't give you the time of day. Thank you

Trying to make an appointment by phone is a lengthy and frustrating process, being put on hold for up to 10 minutes. Also, I was told that I could not see a particular doctor until 3 weeks time, and would have to wait a week to see any other. As it was an emergency, I was happy that I was sorted to see one in a day's time after eventually getting through

This is my second time seeing Dr Rose and she is brilliant. She has made up for previous issues I have had with other GPs in this practice. Thanks Dr Rose for being so great!

Recently I had an over 50s health check. I was extremely disappointed that the nurse was unable to explain what my overall assessment was. I did ask her to explain several times, i.e. 3 over 10 years. I still don't know what this means!

Although my medication is collected from Boots The Chemist for many years, there are too many occasions when the medication/prescription/order is late. Boots the Chemist blames the surgery and the surgery blames Boots the Chemist. This needs to be addressed as it has happened more frequently in 2013

I like to see Dr Hullums but it is very difficult to get an appointment as she is working part-time

My appointments today were atypical because several of the computers were down and I have factored that into my responses - but this does not apply to the reception desk which is always pretty hectic - patients get agitated when they cannot attract attention and fear they are late for appointments - including me

More staff to put on the phone, it's quite hard to get through to make an appointment

I am really pleased to belong to this practice as it seems to be both efficient and caring

On line booking system is very useful

They are doing an excellent job

Although I have been generally satisfied with the care by the GPs at Putneymead, I have had two particular bad experiences, which has been partly due to lack of knowledge, & experience by GPs I had seen. 1 - Tongue tie in my baby. This resulted in repeated mastitis, which was all resolved once the tongue tie and lip tie he had were revised. Not only did the GP not spot the tongue, lip tie, which were severe, but the breastfeeding related advice was poor and mostly incorrect. Only after I privately saw a lactation consultation did all my breastfeeding issues resolve. And only when I had the tongue and lip tie privately revised did I stop getting mastitis. My impression has been that GPs have no knowledge of tongue or lip ties in babies nor how to assess when to refer to a specialist. One GP said to me, "Please let me know when and if I should refer you for assessment" which implied I had to assess my baby's tongue/lip tie and make such decisions. If I had not been working as a dietician in the NHS on a neonatal unit, I never would have persisted with breast feeding as long as I did, it was only because of my knowledge that I knew how to access a lactation consultant and how to resolve my issues with breastfeeding. Most GPs I saw just said "Oh, yes, breastfeeding sometimes is hard" - with no further help. 2. Assessment for my prolapse. As it turned out I had severe prolapse. It took 2 appointments and my own suggestion for referral to a gynaecologist before I was referred. I was a bit surprised that the GPs who saw me could not see that I had such a severe prolapse that I had to be referred immediately. Please feel free to contact me if you need any more clarification on any of the above

See any doctor (i.e. Dr ANY) is very unsatisfactory and I suffered neglect from two who did not read my notes properly or couldn't be bothered to deal with what was wrong with me. I landed in hospital as a result. Now I only see the one I have chosen, I am satisfied that I am being cared for. DR ANY IS BAD PRACTICE

I joined the practice in the mid 70s and would be very sorry to leave it, i.e. if I had to move from Putney for some reason

This amalgamation of GP practices is awful and 10 minutes is not enough for a good consultation in all cases. I have been very disappointed with the administrative and reception facilities at Putneymead. Reception staff on the ground floor are often gruff, not particularly polite and grumpy on the phone. There are not enough of them to give a calm and swift entry or to resolve a problem. I also think the reception area is bad, there is little privacy, always lines of people waiting, the check in machines often don't work. Overall the surgery is a huge disappointment when compared to my wonderful old surgery - before the merge. I often put off coming if I can possibly help it. Please do something! I feel like a number!

Our practice is good! And they all try. All the staff. Give them a pay rise!

Don't understand why getting an appointment is so hit and miss. I always say I can wait a few days. Some people book me in no problem, some say the appointments are full for days and are locked after that. Then you have to phone at 8 and it's like some bizarre radio phone in contest where lines are always engaged and the prize for getting through is a doctor's appointment

As I approach 70 and as I become aware of how age can affect the treatments we can expect, I do have concerns. I would prefer care to stay with GPs who know us best. As our care now shows, I hope it will be with Putneymead

I was a patient at Disraeli Road since 1996-ish and was apprehensive at the move but in recent times have had a few health issues and have had to attend the surgery more often than in the past - and have been very impressed with the level of care. Thank you

It is almost impossible to see the same doctor consistently. I accept it doesn't always matter, but for a long term issue when one doctor has superior knowledge of your issue, it really helps. It may be old fashioned, but I like a relationship with a doctor which can only build over time. It is almost impossible to get through on the phone at 8 a.m. I don't know if you keep some appointments free for emergencies each day but that worked very well for my kids at previous practice (Balmuir Gardens)

I am delighted and pleased with the care I have had at this practice. I have had time spent explaining and the staff have all exceeded my expectations. Well done!! Plus the client I work for has been very well treated as well

Nurse Helen is very good and makes you understand things clearly

Very good nurse

I salute the Putneymead practice

The assistant on the first floor was very helpful but occasionally when you phone to make an appointment the receptionist can be very short tempered

Waiting times at Putneymead have vastly improved vis-à-vis a few years ago. Overall the standard is very high and all the staff professional and helpful. However, it is often difficult to book a same day appointment. A late evening surgery would be fantastic!

I am very satisfied with the treatment I have received at this surgery from doctors, nurses and receptionists. I appreciate the pro-active approach to health care e.g. routine checks. I was disappointed not to be able to get a flu jab earlier in the Autumn, especially in the week before I went abroad for a month

This is my first visit so can't comment on anything other than the receptionists just yet

I have been a patient at this practice for 45 years and I count myself very lucky to be able to continue having such wonderful care and attention. Many, many thanks to all at the Putney Medical Centre

I suspect the practice has for many years under invested in its receptionists or not prioritised their selection sufficiently and the result has been less than satisfactory experiences for myself, family and friends over the years. When you get through that experience, things improve

Excellent generally. Not always easy to arrange an appointment with a GP who is very knowledgeable about skin problems (e.g. solar keratosis)

Since moving from old surgery getting an appointment has been very awkward most of the time. Very disappointed really in this change. Overall a good practice

Appointments usually run late

Very good all round but wait time too long

We don't think that we would be able to get through to someone if we really needed to at any time in the day

Not always easy to see the same doctor, specially if you've found one that really suits your needs

Am unable to comment much given that I have not had to see a GP for the last 9-12 months. The 2 visits I've had have been pleasant and satisfactory so far

Booking appointments first thing in the morning is really difficult. Also the line you dial for medical results takes ages to get through and I often give up - it would be better if we were contacted if there is a problem

Previous experiences with GPs have not been good. I have been told I only have 10 minutes to discuss issues with the doctor so if my time overruns I will have to book another appointment. I didn't find this acceptable. The last two appointments I've had with Dr Dawson have been brilliant

Dr Kirkland is an excellent doctor

I have had 2 sessions cancelled before to see a specialist (sport) for my bump on knee. I have been told that he has left the surgery. It is now 3 1/2 years since I reported this problem and have seen 2-3 separate doctors at Putney mead old and new. But no solution has been reached and problem persists. I feel that the NHS is not providing me with best possible option and just delays costly surgery or treatment

Have only been with Putney mead for 6 months so many answers are too early to say. My main concern has been a complicated health issue which I had investigated abroad. On joining Putney mead I wanted a GP's opinion on the outcome. I arranged to submit all my documents from the foreign hospital and was told they would be copied so I could keep the originals and that the GP would be in touch with an appointment once the documents were received. That was 3 months ago and I've heard nothing since which is disappointing (though admittedly not critical to my daily life, it could be important for the future!)

The generic system operating now mitigates against see a doctor of choice and regularly seen GP - in my case for decades. It also dilutes the opportunity to build a relationship and confidence that usually accompanies a longer-term visit to the same GP. More emphasis is placed on the patient to articulate problems as less time is allocated to doctors to see patients or check their notes

Very difficult to get appointments, then I want a long time for a very rushed appointment. I also don't feel I can get preventative care/check ups for the very serious problems in my family history that I'm trying to minimise my own risk to catch early. By the time these 10 minute appointments catch something or I have very serious symptoms that they wait for, it will be too late

The general arrangement, set up and building are the best I've experienced

Q24 should be 2, Q20 - I see the doctor mainly for routine purposes as well. Q9 is 1

I am extremely happy with the service I receive. I cannot praise Dr Dawson enough. She has been amazing in helping me deal with my medical condition

This practice is a credit to the NHS and could be a model for others to emulate. 10/10!

I really love our surgery. Since the merge, it's always easy to get an appointment, and the waiting areas and consulting rooms are great. The only downside is A) the wait on the phones when you call for an appointment, and B) long waits to see a doctor. They are almost always 20/30 minutes late

Very efficient. Good and I have no complaints about this practice

Overall, an excellent practice with the added benefit of the pharmacy within

It's very frustrating to book with particular doctors - on one occasion I had to make a phone appointment 2 weeks in advance in order to ask the doctor to make a face to face appointment with me! This should be much easier!

Phone consultations should also be booked on line. It would help a great deal to have this option

Too big, too impersonal. Can't book nurse appointments on line. Takes ages to book on line if you want to see a specific doctor (appointment more than 2 weeks away). Too limited a window to phone for test results

I am under the care of Putney mead group since the middle of 1990. Over the years I have met several doctors and nurses and consider myself very lucky to have trust in a team that gives me peace of mind. Thank you

Putney mead has made it very easy to make appointments via the internet as well as getting my repeat prescriptions. I always ask for Dr Andrews as she is very aware of all my health issues and is fantastically supportive.

Clean, high standard, professional

There are some learning points available around the arrangements necessary for International Travel. Give that I would expect there to be demand for such services in the Putney area, I was shocked to experience uneven processes in place, which need not be so demanding on practice resources if effectively designed. Reception is increasingly a positive experience. Many (not yet all) the reception team have a first class attitude and approach when dealing with the patient community. I have had several experiences of receptionists really taking ownership of problems arising and working to resolve them, rather than just acknowledging the existence of an issue, as one had come to expect, sadly.

Overall very good

Booking on the phone is horrendous and having to wait to see a doctor for 4 days when I have so much travel is very hard! Some more flexibility is needed here, hopefully booking on line will solve this. When you phone in the morning, normally you can't get through and when you do all the appointments are gone. It's hard to get them. Hope on line helps

The medical care has always been good, however I don't find some staff (especially reception) very friendly. The practice also doesn't have a very personal feel. I feel very anonymous. This is why I wouldn't recommend to a friend

Some waiting times are exceptionally long (approx. 30 to 40 minutes late). Telephone lines always busy. Would like to book on line to see a nurse

I find the increasing "hurry, hurry" mode very disconcerting. I rarely ask to see a GP so being invited through by one GP in practice left me unable to think and get thoughtful advice I could digest. I have now found 2 GPs in practice who do not hurry me

Sometimes appointments run late. I've waited up to an hour before. An SMS message when appointments are late would be good

This is an excellent GP practice and a reason why I wouldn't want to leave the area

I have been very impressed with the practice over the last year through maternity care and post natal, vaccinations for my baby etc. Everyone has been friendly and helpful and had appropriate knowledge. Thank you

Very helpful at sorting out appointments and advice

Don't have any complaints

It would be preferable to be able to see the same doctor every time I need help. I would feel more held and known about because I have 2 chronic conditions, each of which can influence the other conditions - I would like to feel my doctor knew me medically - including aspects of my current life - e.g. bereavement

Have been with this practice for well over 50 years. I have found it to be excellent as also have my children and grand children

1 - Doctor. Things have improved. Until recently in this new practice I felt unsupported, particularly over my hip problems. Last year I felt that it was policy to neglect the elderly but fortunately this seems to have changed and my recent prescription review, and 24 hour blood pressure monitor was helpful. 2 - Nurse. Apart from being kept waiting for nearly half an hour whilst the nurse was found, these appointments were okay. 2nd appointment was prompt

Very helpful

The administrative service has improved dramatically since the early days of the merger into one practice from Balmuir Gardens surgery but still continues to be erratic at times and almost impossible to get an appointment with a preferred doctor. The phone lines are much improved or have further potential to improve further

Putneymead is an excellent practice and I am always happy with the service provided to me. Thank you and your excellent team

Excellent facilities - clean and modern. The nurse was excellent

The big surgery does make it easier to get an appointment but has lost any 'personal' feeling our smaller practice had. It is just like you are a number