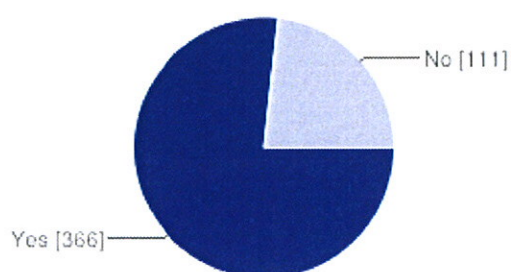


Patient Survey 501 responses

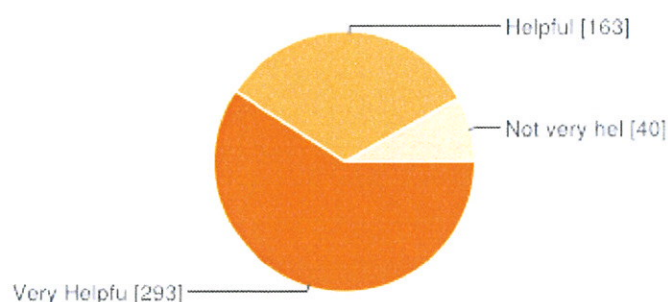
Summary – The Mill Medical Practice 2014

1. Do you feel it would be beneficial for the surgery to open at 7.30 a.m. for blood tests?



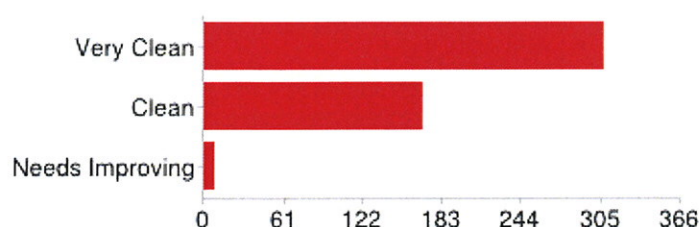
Yes	366	73%
No	111	22%

2. Would you find it helpful to be able to have a telephone consultation with a doctor between 18.30 and 19.30 p.m. Monday to Friday to avoid the need to visit the surgery?



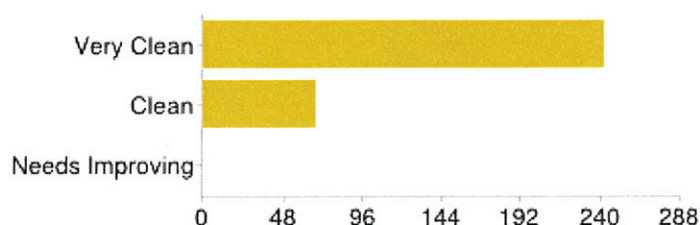
Very Helpful	293	58%
Helpful	163	33%
Not very helpful	40	8%

3. Reception/Lobby [Can you let us know how clean you found the surgery today?]



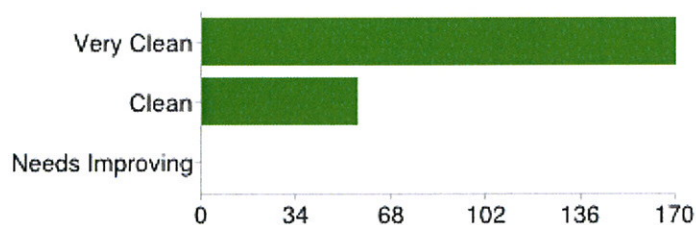
Very Clean	307	61%
Clean	168	34%
Needs Improving	8	2%

4. Doctors Room [Can you let us know how clean you found the surgery today?]



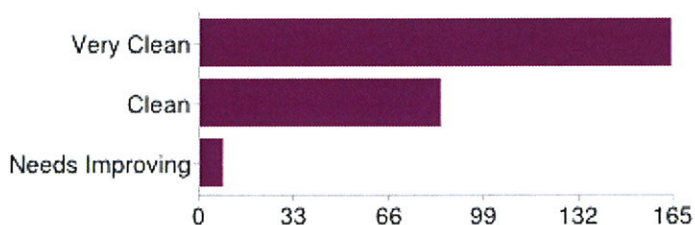
Very Clean	242	48%
Clean	67	13%
Needs Improving	0	0%

5. Nurses Room [Can you let us know how clean you found the surgery today?]



Very Clean	170	34%
Clean	56	11%
Needs Improving	0	0%

6. Toilets [Can you let us know how clean you found the surgery today?]



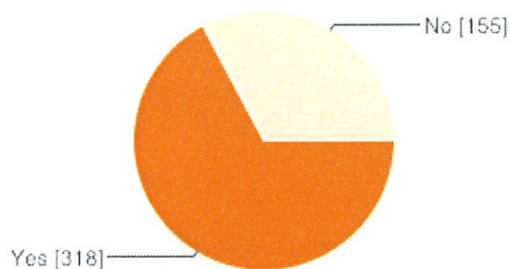
Very Clean	164	33%
Clean	84	17%
Needs Improving	8	2%

7. Waiting Areas [Can you let us know how clean you found the surgery today?]



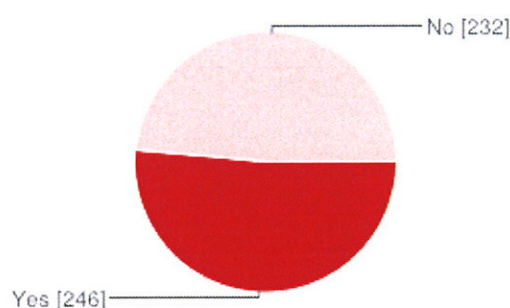
Very Clean	259	52%
Clean	174	35%
Needs Improving	13	3%

8. When visiting the surgery today were the hand sanitizers clearly visible and easily accessible?



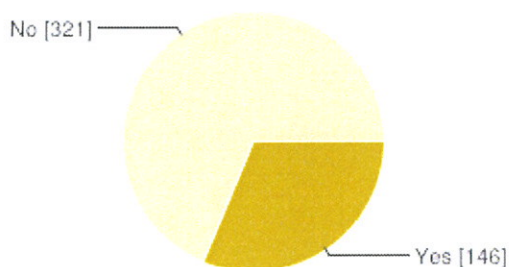
Yes	318	63%
No	155	31%

9. Do you use the sanitizers?



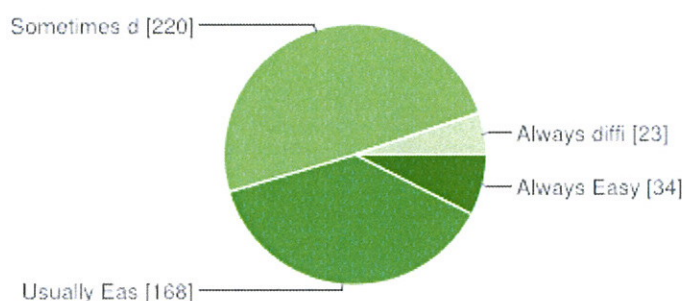
Yes	246	49%
No	232	46%

10. Would you find it useful if there was transport available to bring you to the surgery?



Yes	146	29%
No	321	64%

11. When you visit the surgery do you find it easy to park your car?



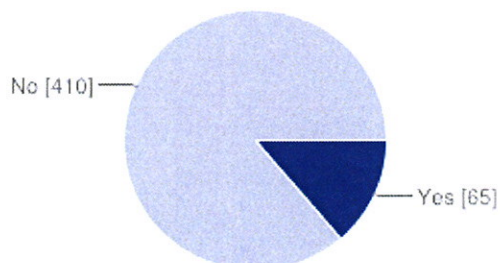
Always Easy	34	7%
Usually Easy	168	34%
Sometimes difficult	220	44%
Always difficult	23	5%

12. Are you aware of the Car Park at Meadow?



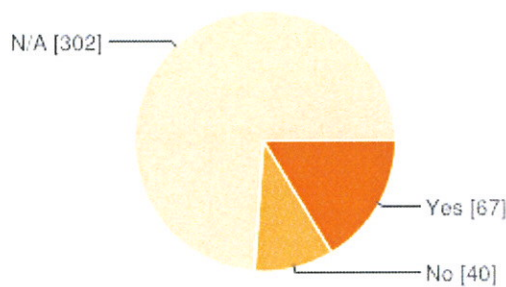
Yes	385	77%
No	92	18%

13. Do you consider yourself to be a Carer?



Yes	65	13%
No	410	82%

14. If so, are you aware what carer support organisations are available?



Yes	67	13%
No	40	8%
N/A	302	60%

15. Do you have any comments regarding the service you receive from The Mill Medical Practice?

- Depending on pressures, it is usually good with helpful staff who do seem to respond to suggestions.
- Making appointments is too difficult always told to ring after 6.30pm - little help from staff with this older people find automation hard to understand waiting room still has the same pictures from when the practise opened- new pictures please!
- Booking an immediate appointment is difficult. Seeing the same Doctor seems impossible.
- Only that there has been a delay in getting my referral letter to ENT partly due to mistakes by RSCH.
- Very frustrating trying to make an appointment in the morning and not always able to get an appointment time. Work in Farnborough and start at 7:30am. So it's either don't go to work and try and early appointment or go and get a late one - which isn't always easy so you have to try again another day! If you just need to speak to your doctor obviously, if very ill then will take whatever is available.
- I think the service and Doctors are great but I wish care was available from this Surgery on the weekend.
- initial consultation via e-mail would be useful and possible saving of doctors time
- Very good service.
- It is impossible to get appointments with Dr Overington particularly why can't you book appointments in advance? Not everyone is by a phone all the time to ring at the designated time and then you can't get through.
- very good service except getting own doctor
- longer opening hours- (open earlier/later/weekends) would be amazing great friendly and helpful staff 8am phone calls for on the day appointments works well, excellent service
- Very useful but very hard to get an appointment even at 8.05am day after day.
- I find it very hard to get an appointment with a regular doctor; more bookable appointments need to be available.
- Booking an appointment is a nightmare.
- Could the adverts on the screen be changed?
- In general it's a very good service.
- Difficult to get Doctors' appointments early. Need improvement in this area.
- Can't ever get an appointment. The doctor's don't always call back when asked.

- transport would be useful for others
- All ok, thanks.
- Always satisfactory.
- always brilliant friendly staff phone calls take too long sometimes
- Excellent in every respect.
- good but sometimes difficult to see a specific doctor for continuity of care
- I would like to be able to book an appointment over the phone (not the auto system!) for example I would like to ring you on a Tuesday for a Thursday appointment. having to ring for an appointment at 8am is difficult
- very difficult to get through by telephone early morning to get appointment time wasted by the automated message
- On balance very good.
- Always first class.
- when lines open @ 8am can never get through
- very difficult making appts with female doctors
- making appointments is difficult
- After speaking to friends from other medical practices I feel we are very lucky at the Mill. We have excellent service and I have no complaints at all.
- Been coming for 14 years and apart from booking system, excellent.
- The doctor was very helpful, she explains everything clearly and I was very pleased.
- Excellent. Hand sanitizers should be more visible.
- We are lucky to have it.
- Excellent service
- I find it to be in general, exceptionally good. Sometimes difficult to see my own GP at short notice, but there are usually appointments available with other Doctors.
- Always good.
- None.
- very good service - can't complain
- I have been a patient of this medical practice and its predecessor in excess of fifty years and now find it ridiculously, in fact impossible, to EVER get an appointment with my own doctor, by telephone, in person or on line. What is the point of having three points of access, when none of them give the patient what they require, i.e. appointments with their own doctor.
- Difficult getting appointments. There never seem to be any on the website any more.
- It's a long walk from Meadow at 79
- Always an excellent service
- I would love to be able to book an appointment ahead of time - I don't find the telephone booking system works terribly well.
- Better service with telephone, takes too long to get through.
- Although I understand why you only book appointments same day, it would be good to pre-book a day or two before.
- Difficult to get appointment with own Doctor when trying to ring at 8am - can take 15 mins to get through.
- More bookable appt - eg check up's for children to be booked in advance.

- Reception staff are always helpful; I find the phone queue system useful as I know how long I will have to wait to speak to someone.
- I have found making an appointment by internet is most unsatisfactory. There are only usually two or three possibilities. The evening phone system is excellent and very useful.
- Can't always get to see own Doctor.
- Always very helpful with young children and babies.
- Think phone consultation would be an excellent idea. A clinic where you could pre book appointment to go through non urgent check-up/MOT would be great. Family planning appt not always easy to book.
- Improve booking in procedures although this would be improves by telephone contact.
- Brilliant, keep it up.
- Appointments are much easier to book than other surgeries. The Doctors are always friendly and helpful. I love being able to book online.
- sometimes would be useful to be able to book less urgent appointments to 'on the day'
- It would be helpful to make available more pre-bookable doctor appointments, ideally early in the morning or later in the evening. I have tried the online booking system to no success; there are never any appointments available on this system when I check. I am always told to call at 8am, but most appointments for the day seem to be taken by the time I get through. I do find it helpful that there are the early (7.30am) slots for commuters needing blood tests, though this information was not offered to me for some time (about one year, meaning I missed a lot of work time due to having to take later appointments).
- Difficult to book appointments in advance by phone.
- I have always found it excellent.
- must be able to book in advance appointments if the doctor has told you to do so surgery should take late evenings and be open all Saturday to relieve A&E
- No - usually excellent service.
- If I have a sick note for 2 weeks then it would be really helpful if I could make an appointment to see that same GP in 2 weeks' time especially as I suffer from depression. It would make things so much easier.
- Always very good sometimes found it hard to get appointment when needing to book for one at a later date. Always manage to get an emergency one when needed.
- Procedure for sending samples for babies is not always clear. Sometimes Nurses are too busy and when giving immunisations can pass stress onto Mum and baby.
- I am very happy with it. Always welcome the opportunity for greater flexibility so longer hours/additional hours always appreciated. If additional parking at Meadow, why not ask Council to make first hour free?
- Getting an appointment with the Doctor of your choice is not always easy. Advance booked appointment usually 2 weeks wait, maybe still not with your choice of Doctor. Feels like a competition to get in at the starting time (i.e. 6.30pm the previous evening)
- Very difficult to book an appointment on the phone at 8am for that day.
- Always helpful.
- Very difficult to get an appointment with the Doctor you want to see.
- Generally, it is very good.
- excellent- every visit

- I am always very happy with the service that we receive as a family at The Mill and feel very fortunate to have such great doctors.
- always amazing hardly ever not too much to help us
- First Impressions: Helpful, polite and informative.
- I don't have a car so parking issues do not apply communication is difficult
- More people to answer telephone calls at peak times would be beneficial.
- I wish to use the online booking service but am unable to register - my husband is registered, and his details keep coming up when I access the Mill site. What should I do please?
- Excellent service.
- I would like the option of booking an appointment less than 2 weeks in advance rather than having to phone the night before or on the day. Also when booking an appointment 2 weeks in advance is difficult to get to see a doctor that you want. I would prefer to get to know a specific doctor. I also work long hours so having appointments early morning or early evening would be more convenient.
- Trying to get through on the phone from 8am to get an appointment is nigh on impossible and eventually, some half an hour later all appointments are taken. If you haven't been successful by 8.15am then one has to forget obtaining an appointment.
- Sometimes a problem getting an appointment in the near future.
- We find it very difficult to book an appointment - even if you phone at 8am or use the automated service there are rarely any appointments available.
- Sometimes difficult to get an appointment with your Doctor.
- Very good service
- Usually excellent - only one could not get an appointment for next day. General Service good.
- Excellent.
- Wish it was more centrally located i.e. in Godalming.
- Have a lot of difficulty getting through on the phone to make an appointment.
- I have always found The Mill to be excellent. Easy to book an appointment on the day.
- I always receive excellent service
- Very difficult to get an appointment. either need to phone at 8- but phone line always busy- or go online (not everyone has access) or wait 2 weeks
- Excellent. never had a complaint
- Reception staff are unhelpful and being told that 'you stand as good a chance as anyone else' of being able to book an appointment in the next couple of weeks is not professional. When the doctor asks you to make an appointment and the reception tells you there are none. The idea of having a doctor you are registered with is a nonsense when you can't see them A doctor phones and left details of test results on my answer machine with no knowledge of who else may have had access or been able to hear, Other family members may not have been aware of my health problems and this could have scared them.
- It can be very difficult to get through on telephone, even with the automated service the evening before I struggle to find an appropriate appointment with my GP (Dr Green)
- Not always easy to see your own doctor.
- I have never had any cause to complain. The service at all levels is first class.
- Phone appointments for children are not always helpful, better if we speak to someone.

- You are all fantastic. I couldn't have got through everything without you.
- Writing on waiting room screen - too many words, cannot read all messages. Toilet dispensers too difficult for arthritic fingers, getting paper out.
- The frustration of trying to get through on the telephone to make an appointment AM. Only to be told that there are no appts left. After trying for some time 15-20 minutes, this can be very tiresome. I fully realise there are hundreds of patients, could there not be an extra pair of hands (AM) on the phones
- One of the best - for the Doctors or clinician I've seen, I can't ask for a better service. The only downside one of the Receptionists is abrupt and rude at times otherwise the BEST. Thank you The Mill.
- Haven't used for a few months. So nothing recent.
- it would be beneficial if weekend opening hours were available as trying to get an appointment is generally very difficult
- Generally positive but out of work hour's appt can be hard to get and this is our greatest problem/issue.
- Great service from all concerned.
- Good, except sometimes difficult getting an appointment with the Doctor one wants - but I accept there is always a Duty Doctor if one didn't want continuity and want to see the same Doctor.
- I have been a patient of The Mill/The Square for over 40 years and have always found the service professional.
- There is a suggestion box in the waiting room but there are no pens or paper.
- Not always easy to get appointment with own Doctor when required.
- I often have to wait a long time to be seen. This was not the case at my previous surgery in Binscombe.
- very satisfied although I know about the car park at Meadrow, it's not always possible to walk from there
- Phoning at 8am for an appointment is a frustrating exercise - phone engaged/line so busy do not even get an engaged signal. Takes up to 20 minutes of constant dialling for an appointment.
- I feel there should be more early/late appointments and possibly Saturday appointments to accommodate what must be a large number of people who commute to London and therefore find the current opening hours difficult.
- I have always found the service to be very good.
- Home visits are essential, if you are unable to get to appointment, due to bad health or mental health.
- Surgery open weekends? Otherwise excellent service.
- Telephone queue is costing me money. Appointments need to be sorted out.
- Always professional, helpful and courteous.
- Making an appointment - sometimes hard, it really needs to be fixed.
- I can never get an appointment with my doctor.
- Difficulty in obtaining pre-bookable appointment with my own Doctor.

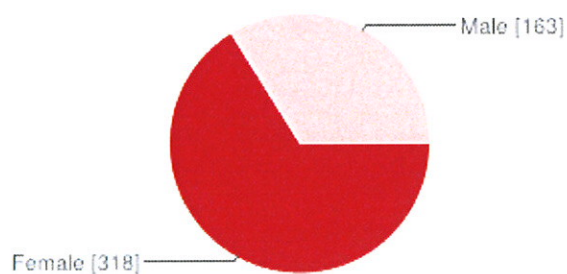
- I came to the practice just a year ago thought the mill was poorly organised compared to my old practice. It has improved over the year but it could still learn a lot by visiting other practices.
- Find it very difficult to get appointments, need more availability on the day.
- Generally very good indeed
- Waiting time is too big.
- The ongoing problem is being able to get an appointment with your Doctor - virtually impossible be it on the day or in advance. Telephone booking system doesn't work for us. We couldn't get appointment today with preferred Doctor - nothing available to book in next 2 weeks.
- Generally very good standard of care. Can be very difficult to book non-urgent appointments.
- My son was very ill for his first year and I found the Health Visitor support fantastic and Dr Clarke particularly to be very helpful and supportive.
- Automated appointment system isn't very useful - not soon enough.
- reception not always aware of patient situation- doctors info
- It is still a challenge to get non-emergency appointments in the same week - the usual wait seems to be 10 days which is not great.
- its fine
- Difficult to get appointment with own GP. The appointment system needs improving.
- General inability to arrange an appointment with any doctor in a reasonable timeframe enable email contact
- I walk so parking is not an issue for me. You provide my elderly parents a very good service. I find it hard to see the same GP regularly using the online system.
- Always happy with it.
- Always been excellent> Thank you.
- Problems making telephone appointments and future appointments.
- 10 days to make appointment for nurse - too long
- Like being able to book appts online - could we book Nurses too? Doctors always very helpful and willing to listen.
- Usually difficult to see your own GP and to make future appointments when necessary. All GP's are very polite and helpful.
- The automated line never helps with early morning appointments booking. When you phone at 8am, it's very hard to get through and when you do eventually there are no appointments.
- first class
- Seems a well-run surgery considering the amount of patients they must have
- Very good service and professional at all times!
- Seeing same doctor regularly can be difficult, esp. important with chronic conditions. I find the online booking system very useful.
- More appointments needed. 'On the day' and to pre week in advance. Booking is a hit or miss process.
- I know we all like to go home at a reasonable time but people like me who work, more opening time in the evening or Saturday morning would be useful.

- I am unobservant to the sanitizers
- Would love to be able to see the same Doctor easily - nearly impossible to work out. Hours more accessible for working parents eg late in the evening, Saturday morning.
- Just incredibly difficult to book an appointment.
- Warfarin clinic is excellent, always on time. Sometimes it's a long wait to see GP.
- Excellent so far (just joined)
- Sometimes (actually, regularly) have to wait 30 minutes for appt.
- Dr Overington has always looked after me very well. The phoning at 8am does take time and can be a problem.
- I think it is very good.
- First class
- Electronic appointment system is poor; everyone is very friendly and professional.
- Very efficient.
- Bright, personable welcome at Reception. Very good waiting facilities. Punctual appointment.
- Usually excellent if I can get to see my regular GP! He knows my medical history very well, and as I have an unusual asthma condition, not all other GPs are familiar with my case, and have to spend considerable time reading my notes. In some cases, I have needed to get a follow-up appointment with my GP, which wastes practice time. A telephone call, or Skype call would speed things up. The on-line booking system is OK, but I have had considerable problems with the telephone booking system. Goodness knows how frail elderly people cope with trying to get through at 8.00 in the morning! On another matter, could you provide a water fountain in both waiting rooms? I understand that this is common in other GP surgeries, and is advisable in hot weather. Also the ventilation in the upstairs waiting room is poor.
- A little more flexibility with 2 week advanced appointments
- Trying to get an appointment is practically impossible; the receptionists are consistently rude and unhelpful. Once you manage to see a doctor the medical staff themselves are very good, but being that it's easier to bite your own arse than get an appointment to see one, you're likely to have recovered or be dead by that time.
- It would be nice if the doctors started work on time.
- Overall it's okay though disappointed that since Dr Fleetcroft's retirement our family has not received any communication as to who our family doctor is. Also it feels as though there is no continuity of care. No one doctor is familiar with the needs of our individual family members We find the appointment system impossible, in particular the inability to make an advance appointment for the next day, which is often what is needed when you are poorly or if you work.
- Generally very good
- Problems booking appointments when required.
- Only always hard phoning.
- Improvement in car parking space needs to be improved.
- Requested phone calls are not always answered.
- Seen the sign for Meadow on the waiting room TV but not sure where it is
- The Doctor I saw was very helpful.

- Quite difficult to get an appointment sometimes.
- difficult to contact by phone
- It is difficult to get an appointment for a non-urgent problem when you don't have flexibility around your schedule. I work in London and often can't ever can book an appointment in advance. My only option is to work from home and take a chance on getting an appointment on the day.
- sometimes phoning for an appointment is difficult or impossible, today it was easy
- The children play area generates a lot of noise, can be annoying and disruptive.
- bad service, never get to see my doctor, surgery does not think about those without cars, it's too far out of town
- Only it is always difficult to see my own Doctor - I think continuity is important.
- Reception staff is always very polite, but it does sometimes take many times to get through at 8 o'clocks, the phone system can hang up on you, so then you have to start again.
- Often we don't need to visit the Surgery; it is very useful to be able to discuss non-emergency matters over the phone. This has been very useful. Online appointment booking would be ideal. We can't register online though.
- I am frustrated by the booking system. I would like to be able to book in advance but there are often few appointments available online. in addition, it is very hard to get an appointment on the day (sometimes necessary with small children) the 8am jam is very stressful
- would like to be able to book non urgent appointments in advance
- Generally good - more on the day appointments.
- Very good.
- It is so difficult to get an appointment with the Dr who saw you last.
- Generally very good.
- generally very good but almost impossible to get an appointment with my registered GP so no continuity of care
- ththtfhgh
- We have just moved from Bristol where we could never guarantee an appointment and surgery very standard. We were amazed how modern The Mill was and equally impressed that I have had no problems getting appointments the twice I have needed to. Not used it but automated phone service for making appointments the night before seems an excellent idea, saves watching the clock in the morning to call as soon as it gets to 8am.
- Yes, I hand delivered a letter from Vision Express, 1 week later I had heard nothing therefore I had to arrange for a further letter to be sent from Vision Express. 2. Difficult to see your own GP.
- generally very good service
- I feel that the appointment system could be improved and could be more flexible in getting appointments forward more than 24 hours.
- online booking not fit for purpose often no appointments available when I book online - needs to be linked to other booking system- (phone) so same appointments available as on the phone
- generally very good

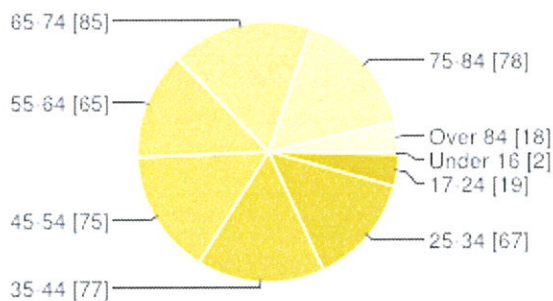
- Only problem I have had was delay in a letter being sent on my behalf. Doctor was on a holiday and was left on another doctor's desk unsigned -caused me a delay in organising my minor operation. Fingers crossed all will be resolved I would like to say the doctors are always polite and I find no matter who you see. Big thanks!
- Everyone is helpful and polite. All the Doctors are easy to talk to. All round service is excellent.
- It is very difficult in the morning to get an answer on the phone and to make an appointment.

16. What is your gender?



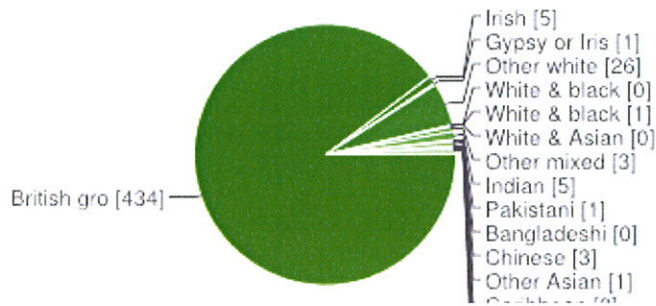
Female	318	63%
Male	163	33%

17. What is your age group?



Under 16	2	0%
17-24	19	4%
25-34	67	13%
35-44	77	15%
45-54	75	15%
55-64	65	13%
65-74	85	17%
75-84	78	16%
Over 84	18	4%

18. Which of following ethnic background you would most closely identify with?



British group	434	87%
Irish	5	1%
Gypsy or Irish traveller	1	0%
Other white	26	5%
White & black Caribbean	0	0%
White & black African	1	0%
White & Asian	0	0%
Other mixed	3	1%
Indian	5	1%
Pakistani	1	0%
Bangladeshi	0	0%
Chinese	3	1%
Other Asian	1	0%
Caribbean	0	0%
African	0	0%
Other black	0	0%
Arab	0	0%
Any other	4	1%