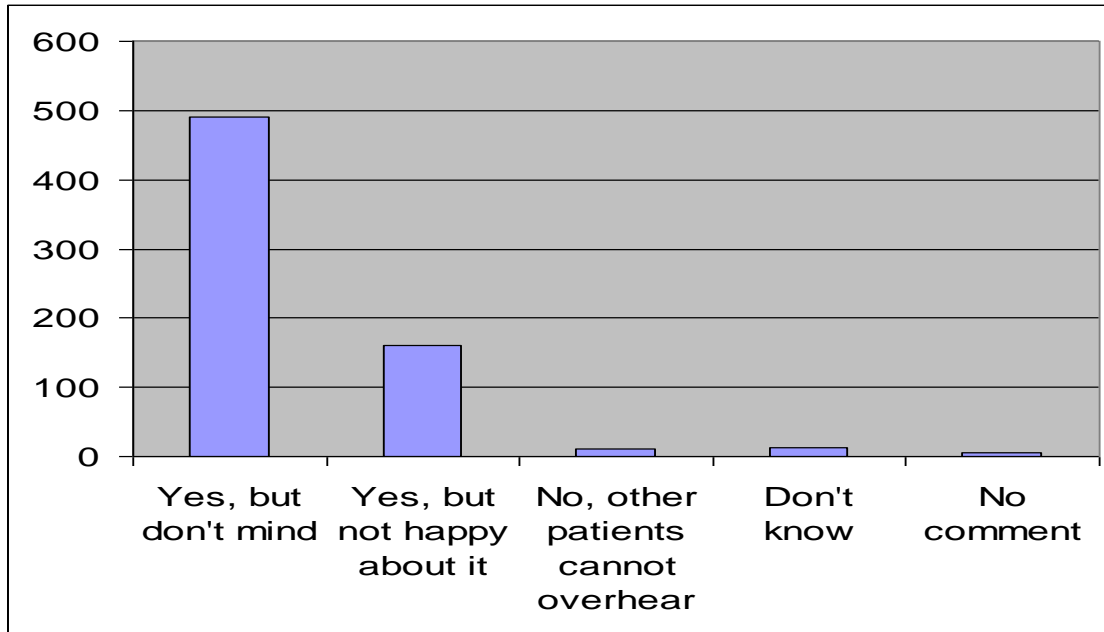


### Q3. In the reception area, can other patients overhear what you say to the Receptionist?



What our patients said:

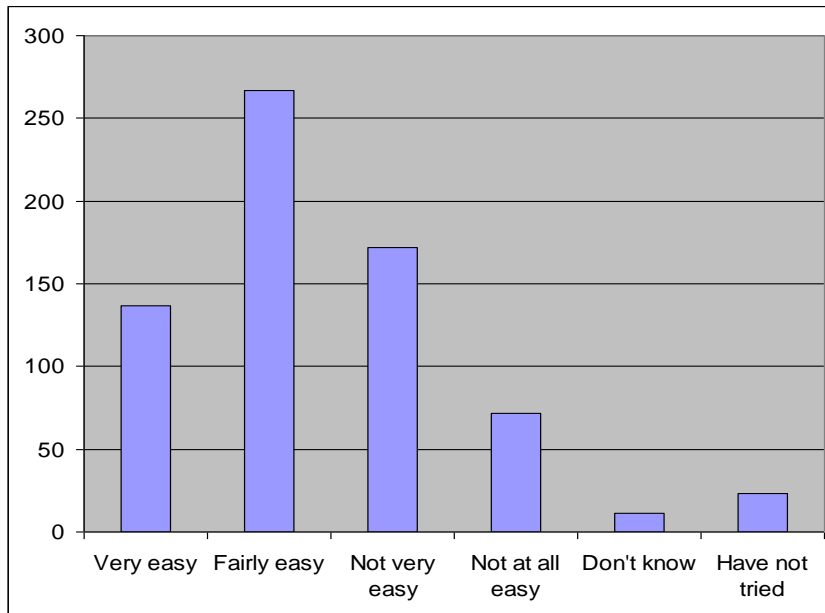
“Main problem, reception and people overhearing”

“I think reception should be more private, I don't really mind but there may be a time when a confidential conversation is required”

“Would be nice with a bit of “privacy at reception”

“Depends on the problem as to whether or not I mind other patients overhearing”

## Q7: Thinking about your Practice, how easy is it book ahead?



What our patients said :

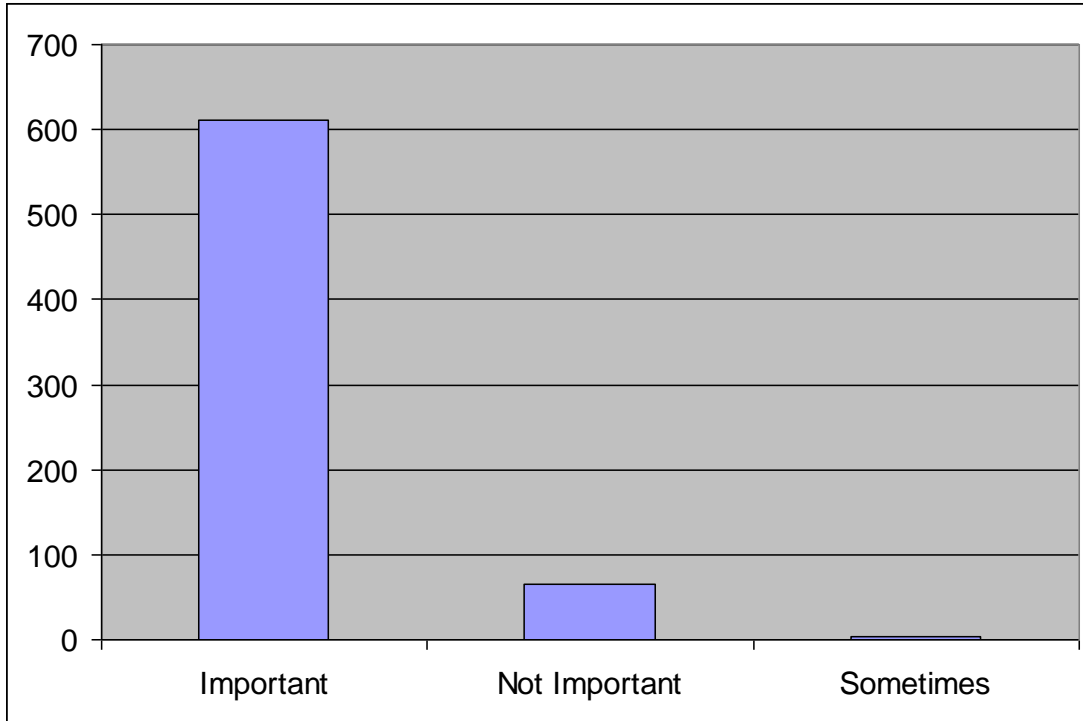
“ Fairly easy to book ahead since improvement made last year”

“I find it very difficult to get through on the phone in a morning”

“Fairly easy to get through after the 8am rush”

“Usually easy to get a suitable appointment if any GP accepted. Can be difficult to book an appointment with a preferred GP”

**Q9:How important is it to you to be able to book appointments ahead of time at Blue Dykes Surgery?**



What our patient's said:

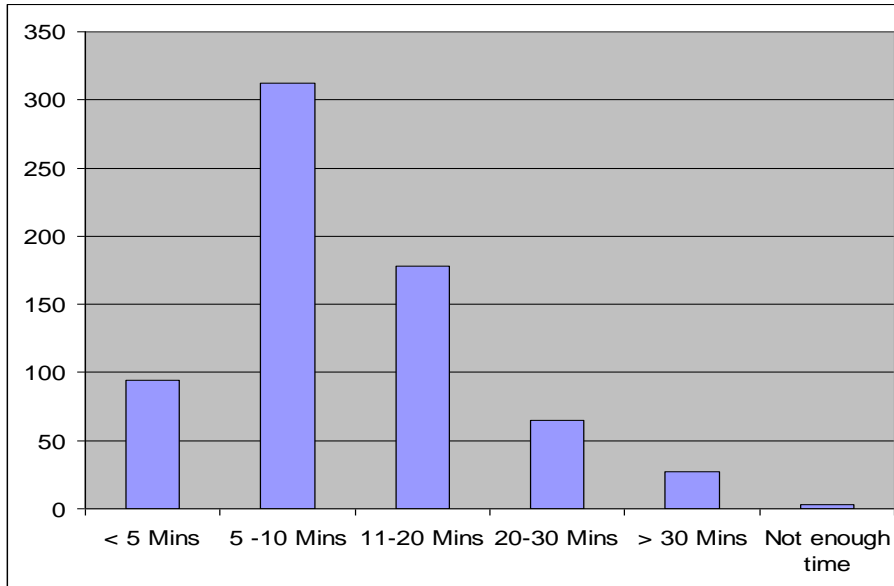
“I welcome being able to book routine appointments in advance”

“It's very important to be able to book ahead if you work away”

“It's fairly easy to book an appointment ahead now”

“More evening appointments would help those who work”

**Q11: Thinking of your most recent consultation with a Doctor or Nurse. How long did you wait for your most recent consultation to start?**

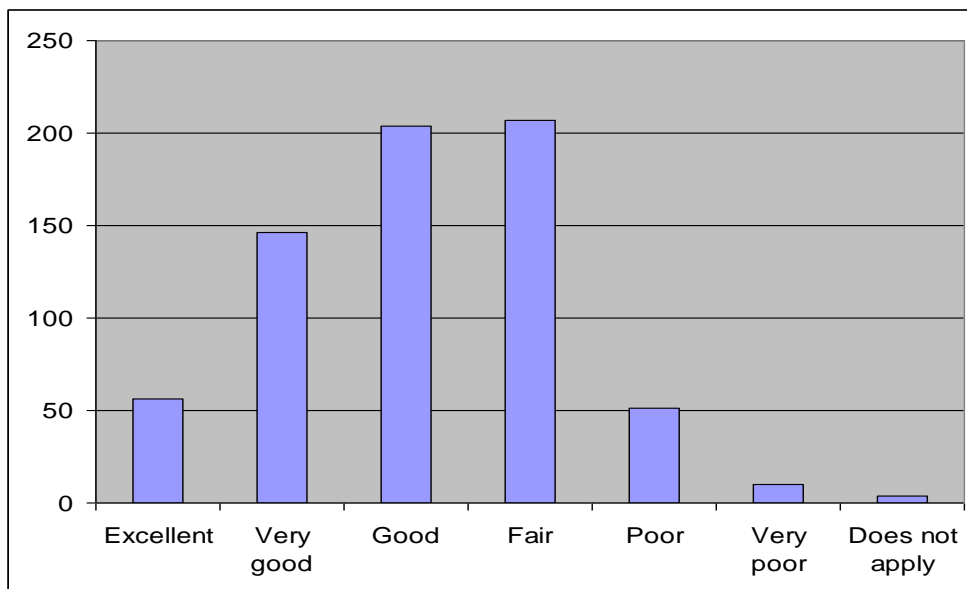


What our patients said:

“It’s rare that I have to wait long , only last time”

“Waiting time too long, have sat for 30minutes before”

**Q12: Thinking of your most recent consultation with a Doctor or Nurse. How do you rate the waiting time for your consultation to start?**



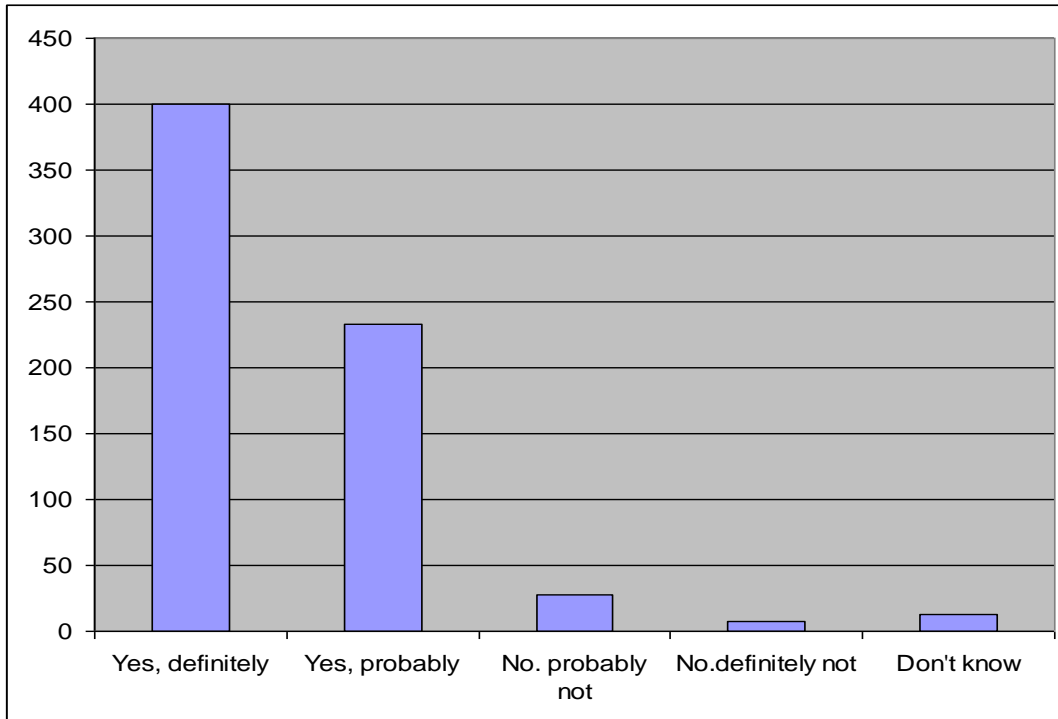
What our patients said:

“Excellent waiting time this time, but not always”

“Reduce waiting time in reception as being there exposes you and others to more illnesses, and when you feel awful, waiting is unsatisfactory. Overall though, I feel the Practice is very good.”

“waiting times are poor in waiting room, but doctors are helpful and good.”

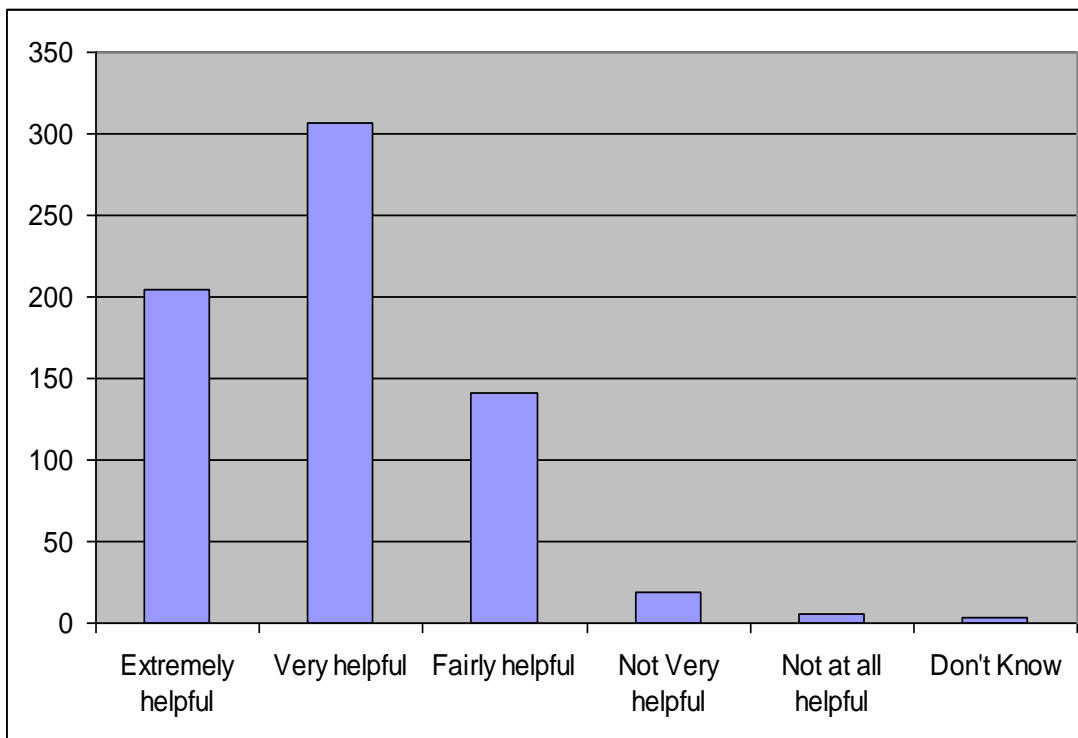
**Q20: Would you recommend Blue Dykes Surgery to someone who has just moved to your local area?**



What our patients said:

“I often recommend the surgery”

## Q21: How helpful do you find the Receptionists at Blue Dykes Surgery?



What our patients said :

“Some receptionists are more helpful than others”

“Receptionists, some good, some not so good”

“Very helpful and understanding”

“All staff are generally helpful and very professional”