






# Narborough Road Surgery 2021

## 1. Page 1





### 1. How helpful do you find the Receptionists at your GP Practice?

Answer Choices			Response Percent	Response Total
1	Very Helpful		72.73%	40
2	Fairly Helpful		27.27%	15
3	Not Very Helpful		0.00%	0
			answered	55
			skipped	0

### 2. Were you satisfied with the type of appointment (or appointments) you were offered?

Answer Choices			Response Percent	Response Total
1	Yes		81.82%	45
2	No		7.27%	4
3	N/A		10.91%	6
			answered	55
			skipped	0

### 3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.

Answer Choices			Response Percent	Response Total
1	Doctor		75.00%	39
2	Practice Nurse		15.38%	8
3	Health Care Assistant		3.85%	2
4	Phlebotomist (Blood Clinic)		5.77%	3
			answered	52
			skipped	3

Please write name of Clinician and time waited (55)

1	<a href="#">17/08/2021 13:19 PM</a> ID: <a href="#">172798632</a>	Dr Sharma 45mins
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**3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.**

2	<a href="#">17/08/2021</a> <a href="#">13:23 PM</a> ID: <a href="#">172799116</a>	Dr sharma
3	<a href="#">17/08/2021</a> <a href="#">13:35 PM</a> ID: <a href="#">172800610</a>	On time
4	<a href="#">17/08/2021</a> <a href="#">13:37 PM</a> ID: <a href="#">172800880</a>	Dr Sharma
5	<a href="#">17/08/2021</a> <a href="#">16:07 PM</a> ID: <a href="#">172817494</a>	Dr sharma same day
6	<a href="#">17/08/2021</a> <a href="#">16:50 PM</a> ID: <a href="#">172822424</a>	Gp practice
7	<a href="#">17/08/2021</a> <a href="#">19:13 PM</a> ID: <a href="#">172835997</a>	Doctor kpor
8	<a href="#">17/08/2021</a> <a href="#">20:45 PM</a> ID: <a href="#">172842055</a>	Dr Sharma, 5 minutes
9	<a href="#">17/08/2021</a> <a href="#">20:47 PM</a> ID: <a href="#">172842159</a>	Dr Sharma
10	<a href="#">17/08/2021</a> <a href="#">20:58 PM</a> ID: <a href="#">172842723</a>	Dr Sharma - small waiting time
11	<a href="#">17/08/2021</a> <a href="#">21:02 PM</a> ID: <a href="#">172842922</a>	5 minutes
12	<a href="#">18/08/2021</a> <a href="#">04:36 AM</a> ID: <a href="#">172850594</a>	Nice 10
13	<a href="#">18/08/2021</a> <a href="#">08:15 AM</a> ID: <a href="#">172854996</a>	Dr Sharma
14	<a href="#">19/08/2021</a> <a href="#">17:10 PM</a> ID: <a href="#">173028231</a>	Doctor Parmar - No wait
15	<a href="#">23/08/2021</a> <a href="#">14:42 PM</a> ID: <a href="#">173028231</a>	1 week

**3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.**

	<a href="#">173226395</a>	
16	<a href="#">23/08/2021</a> <a href="#">14:42 PM</a> ID: <a href="#">173226419</a>	Dr Sharma
17	<a href="#">23/08/2021</a> <a href="#">14:42 PM</a> ID: <a href="#">173226467</a>	Can't remember
18	<a href="#">23/08/2021</a> <a href="#">14:43 PM</a> ID: <a href="#">173226525</a>	20 min wait
19	<a href="#">23/08/2021</a> <a href="#">14:45 PM</a> ID: <a href="#">173226791</a>	N/A
20	<a href="#">23/08/2021</a> <a href="#">14:45 PM</a> ID: <a href="#">173226813</a>	Na
21	<a href="#">23/08/2021</a> <a href="#">14:46 PM</a> ID: <a href="#">173226934</a>	1 hour
22	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227061</a>	Telephone call by Dr Kapur at time promised
23	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227072</a>	15 mins
24	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227076</a>	Telephone call by Dr Kapur at time promised
25	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227102</a>	5 min
26	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227106</a>	Practice nurse, few days.
27	<a href="#">23/08/2021</a> <a href="#">14:49 PM</a> ID: <a href="#">173227189</a>	Dr. Sharma
28	<a href="#">23/08/2021</a> <a href="#">14:49 PM</a> ID: <a href="#">173227225</a>	I don't know name
29	<a href="#">23/08/2021</a>	On time

**3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.**

	<a href="#">14:49 PM</a> <a href="#">ID:</a> <a href="#">173227245</a>	
30	<a href="#">23/08/2021</a> <a href="#">14:52 PM</a> <a href="#">ID:</a> <a href="#">173227518</a>	Dr Kapur - 1hr 30min for telephone consultation from 8am telephone booking
31	<a href="#">23/08/2021</a> <a href="#">14:52 PM</a> <a href="#">ID:</a> <a href="#">173227525</a>	15 min
32	<a href="#">23/08/2021</a> <a href="#">14:52 PM</a> <a href="#">ID:</a> <a href="#">173227558</a>	Dr Kapur, 15 minutes
33	<a href="#">23/08/2021</a> <a href="#">14:53 PM</a> <a href="#">ID:</a> <a href="#">173227642</a>	Dr Sharma
34	<a href="#">23/08/2021</a> <a href="#">14:53 PM</a> <a href="#">ID:</a> <a href="#">173227663</a>	Dr Kapur, Dr Sharma
35	<a href="#">23/08/2021</a> <a href="#">14:55 PM</a> <a href="#">ID:</a> <a href="#">173227816</a>	A couple of days, Dr Sharma
36	<a href="#">23/08/2021</a> <a href="#">14:55 PM</a> <a href="#">ID:</a> <a href="#">173227884</a>	10 min
37	<a href="#">23/08/2021</a> <a href="#">14:56 PM</a> <a href="#">ID:</a> <a href="#">173227924</a>	Doctor Sharma - 48 hours...
38	<a href="#">23/08/2021</a> <a href="#">14:59 PM</a> <a href="#">ID:</a> <a href="#">173228251</a>	Dr Kapur
39	<a href="#">23/08/2021</a> <a href="#">15:03 PM</a> <a href="#">ID:</a> <a href="#">173228694</a>	Narborough Road Dr kapur waiting time not longer than 15minet
40	<a href="#">23/08/2021</a> <a href="#">15:07 PM</a> <a href="#">ID:</a> <a href="#">173229025</a>	Can't remember name. (Phone/video call appointment)
41	<a href="#">23/08/2021</a> <a href="#">15:14 PM</a> <a href="#">ID:</a> <a href="#">173229732</a>	N/a
42	<a href="#">23/08/2021</a> <a href="#">15:15 PM</a> <a href="#">ID:</a> <a href="#">173229842</a>	Dr Kapur, At the time

**3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.**

43	<a href="#">23/08/2021</a> <a href="#">15:20 PM</a> ID: <a href="#">173230384</a>	Doctors ring back to me
44	<a href="#">23/08/2021</a> <a href="#">15:20 PM</a> ID: <a href="#">173230459</a>	Doctors ring back to me
45	<a href="#">23/08/2021</a> <a href="#">15:20 PM</a> ID: <a href="#">173230469</a>	Doctors ring back to me
46	<a href="#">23/08/2021</a> <a href="#">15:22 PM</a> ID: <a href="#">173230685</a>	Dr sharma
47	<a href="#">23/08/2021</a> <a href="#">15:23 PM</a> ID: <a href="#">173230691</a>	Dr sharma
48	<a href="#">23/08/2021</a> <a href="#">15:26 PM</a> ID: <a href="#">173231095</a>	Doctors ring back to me
49	<a href="#">23/08/2021</a> <a href="#">15:28 PM</a> ID: <a href="#">173231278</a>	10 min
50	<a href="#">23/08/2021</a> <a href="#">15:31 PM</a> ID: <a href="#">173231576</a>	Narborough road
51	<a href="#">23/08/2021</a> <a href="#">15:32 PM</a> ID: <a href="#">173231634</a>	Narborough road
52	<a href="#">23/08/2021</a> <a href="#">15:35 PM</a> ID: <a href="#">173231975</a>	Not applicable
53	<a href="#">23/08/2021</a> <a href="#">15:41 PM</a> ID: <a href="#">173232514</a>	Dr sharma , no time
54	<a href="#">23/08/2021</a> <a href="#">15:45 PM</a> ID: <a href="#">173232919</a>	Dr. R. Kapoor
55	<a href="#">23/08/2021</a> <a href="#">15:47 PM</a> ID: <a href="#">173233089</a>	Dr Kapur surgery waiting time is 15minet

**4. Last time you had a general practice appointment, how good was the Healthcare Professional at giving you enough time?**

Answer Choices			Response Percent	Response Total
1	Very Good		62.96%	34
2	Good		29.63%	16
3	Neither Good Nor Poor		7.41%	4
4	Poor		0.00%	0
5	Very poor		0.00%	0
			answered	54
			skipped	1

**5. Last time you had a general practice appointment, how good was the Healthcare Professional at treating you with care and concern?**

Answer Choices			Response Percent	Response Total
1	Very good		64.81%	35
2	Good		24.07%	13
3	Neither good Nor poor		5.56%	3
4	Poor		5.56%	3
5	Very poor		0.00%	0
			answered	54
			skipped	1

**6. Thinking about the reason for your last general practice appointment, were your needs met?**

Answer Choices			Response Percent	Response Total
1	Yes, definitely		64.81%	35
2	Yes, to some extent		33.33%	18
3	No, not at all		1.85%	1
			answered	54
			skipped	1

**7. Have you had your Covid-19 Vaccine at the Surgery**

Answer Choices			Response Percent	Response Total
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### 7. Have you had your Covid-19 Vaccine at the Surgery

1	Yes		49.09%	27
2	No		50.91%	28
			answered	55
			skipped	0

### 8. Was this your first or second vaccine?

Answer Choices		Response Percent	Response Total	
1	First Vaccine		13.16%	5
2	Second Vaccine		86.84%	33
			answered	38
			skipped	17

### 9. Did you have any problem booking your vaccination?

Answer Choices		Response Percent	Response Total	
1	No Problem		86.96%	40
2	A little but I managed it		10.87%	5
3	Yes, I found it very difficult		2.17%	1
			answered	46
			skipped	9

### 10. Do you feel you were well informed about your vaccine before you had it?

Answer Choices		Response Percent	Response Total	
1	Yes plenty of information		89.13%	41
2	No, I did not receive enough information		10.87%	5
			answered	46
			skipped	9

### 11. Please describe overall experience of this GP practice.

## 11. Please describe overall experience of this GP practice.

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	40
1	<a href="#">17/08/2021 13:35 PM</a> ID: 172800610	Brilliantly run practice. Wouldn't change even if I moved far away! Lovely staff and great Doctors. Extremely happy Patient :)	
2	<a href="#">17/08/2021 13:37 PM</a> ID: 172800880	Amazing, thank you.	
3	<a href="#">17/08/2021 16:50 PM</a> ID: 172822424	Not good not bad	
4	<a href="#">17/08/2021 19:13 PM</a> ID: 172835997	Very good	
5	<a href="#">17/08/2021 20:45 PM</a> ID: 172842055	Very good practice, entire team is very friendly. Have noticed staff can speak different languages, which is superb	
6	<a href="#">17/08/2021 20:58 PM</a> ID: 172842723	Had both Covid injections in the clinics which was organised by surgery, very well organised, no waiting, properly sign posted. The clinic was well managed by the staff and volunteers.	
7	<a href="#">17/08/2021 21:02 PM</a> ID: 172842922	Everyone is very nice and the wait times are short. Very well run for it to be so efficient	
8	<a href="#">18/08/2021 04:36 AM</a> ID: 172850594	Nice gp	
9	<a href="#">18/08/2021 08:15 AM</a> ID: 172854996	Whilst it is an easy process to get an appointment, sometimes when speaking with the GP there seems to be a lack of understanding on the history of the patient when they are speaking to you, the conversation is very minimal over the telephone and not enough questions are asked about the diagnosis before providing any prescriptions which makes me a little apprehensive when calling in.	
10	<a href="#">19/08/2021 17:10 PM</a> ID: 173028231	I have the best doctors practise. I never have a problem getting an appointment and the care and thought we receive is always amazing. Doctor Sharma is an excellent doctor who always looks at things from my families perspective. Doctor Parmar who covers when he is on holiday is also excellent. I have never been made me to feel like a neurotic mother (which I often am) and they always value my opinion on things. We're hoping to move house soon and the thought of changing doctors honestly fills me with dread!	
11	<a href="#">23/08/2021 14:42 PM</a> ID: 173226419	Really good helpful team	
12	<a href="#">23/08/2021 14:43 PM</a> ID: 173226525	Good practice but doctors can be a bit abrupt and don't seem that interested in your concerns	



## 11. Please describe overall experience of this GP practice.

13	<a href="#">23/08/2021</a> <a href="#">14:45 PM</a> ID: <a href="#">173226791</a>	Fine.
14	<a href="#">23/08/2021</a> <a href="#">14:45 PM</a> ID: <a href="#">173226813</a>	Extremely professional and very satisfactory
15	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227061</a>	I had my vaccine at St Peter's Health Centre arranged by the surgery - efficiently organised. Dr Kapur is always a pleasure to either see or speak on the telephone and have no complaints about the service
16	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227072</a>	pretty good
17	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227076</a>	I had my vaccine at St Peter's Health Centre arranged by the surgery - efficiently organised. Dr Kapur is always a pleasure to either see or speak on the telephone and have no complaints about the service
18	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227102</a>	Good no problems getting appointment or repeat medication
19	<a href="#">23/08/2021</a> <a href="#">14:48 PM</a> ID: <a href="#">173227106</a>	General good.
20	<a href="#">23/08/2021</a> <a href="#">14:49 PM</a> ID: <a href="#">173227189</a>	Excellent service.
21	<a href="#">23/08/2021</a> <a href="#">14:49 PM</a> ID: <a href="#">173227225</a>	Very good
22	<a href="#">23/08/2021</a> <a href="#">14:52 PM</a> ID: <a href="#">173227558</a>	The doctor I've spoken to, who I think is Dr. Kapur, seems very dismissive and like he doesn't care. Both times I've called he has spoken to me for no more than a minute before prescribing antibiotics and steroids, and ignored me when I told him the antibiotics he prescribed me have caused me issues in the past. Over all I do not feel comfortable calling about things I need treating to do with mental health and gender identity as I have not been listened to.
23	<a href="#">23/08/2021</a> <a href="#">14:53 PM</a> ID: <a href="#">173227642</a>	Excellent service providers. Reception staff are all very professional and friendly and approachable. All the Nurses and Doctors are the same. This is the best practice that I have been registered with. 10 out of 10 everytime
24	<a href="#">23/08/2021</a> <a href="#">14:53 PM</a> ID: <a href="#">173227663</a>	Thank you very much for you attention and help
25	<a href="#">23/08/2021</a> <a href="#">14:55 PM</a> ID: <a href="#">173227816</a>	Always been able to solve or partially solve relevant issues, good preventative health check ups. All in all, good Doctors and staff.
26	<a href="#">23/08/2021</a>	I was assessed for Parkinsonism or Parkinson's. I am waiting to be assessed at a hospital

## 11. Please describe overall experience of this GP practice.

	<a href="#">14:56 PM</a> <a href="#">ID:</a> <a href="#">173227924</a>	Doctor Sharma showed due care and attention. I am happy with his service. I realise there is grid lock in the system because waiting times are high due to the impact of the latest flu virus - Covid 19...
27	<a href="#">23/08/2021</a> <a href="#">15:03 PM</a> <a href="#">ID:</a> <a href="#">173228694</a>	Dr Kaur surgery is very good for everything
28	<a href="#">23/08/2021</a> <a href="#">15:07 PM</a> <a href="#">ID:</a> <a href="#">173229025</a>	Receptionists are polite and helpful. Never felt rushed when speaking to the Gp. This is very important to me.
29	<a href="#">23/08/2021</a> <a href="#">15:14 PM</a> <a href="#">ID:</a> <a href="#">173229732</a>	Fine no problems
30	<a href="#">23/08/2021</a> <a href="#">15:15 PM</a> <a href="#">ID:</a> <a href="#">173229842</a>	Always a very good experience
31	<a href="#">23/08/2021</a> <a href="#">15:20 PM</a> <a href="#">ID:</a> <a href="#">173230384</a>	Good
32	<a href="#">23/08/2021</a> <a href="#">15:20 PM</a> <a href="#">ID:</a> <a href="#">173230459</a>	Good
33	<a href="#">23/08/2021</a> <a href="#">15:20 PM</a> <a href="#">ID:</a> <a href="#">173230469</a>	Good
34	<a href="#">23/08/2021</a> <a href="#">15:22 PM</a> <a href="#">ID:</a> <a href="#">173230685</a>	Very satisfied. No complaint
35	<a href="#">23/08/2021</a> <a href="#">15:23 PM</a> <a href="#">ID:</a> <a href="#">173230691</a>	Very satisfied. No complaint
36	<a href="#">23/08/2021</a> <a href="#">15:26 PM</a> <a href="#">ID:</a> <a href="#">173231095</a>	Very good
37	<a href="#">23/08/2021</a> <a href="#">15:28 PM</a> <a href="#">ID:</a> <a href="#">173231278</a>	Very helpful.
38	<a href="#">23/08/2021</a> <a href="#">15:35 PM</a> <a href="#">ID:</a> <a href="#">173231975</a>	Very good
39	<a href="#">23/08/2021</a> <a href="#">15:45 PM</a> <a href="#">ID:</a> <a href="#">173232919</a>	We have not used it much.

11. Please describe overall experience of this GP practice.

40	<a href="#">23/08/2021 15:47 PM</a> ID: <a href="#">173233089</a>	Gp practice is very good because my last ten years I was whit Dr Kapur		
			answered	40
			skipped	15