

78% of patients reported that they found it easy to book an appointment.

100% of patients reported their appointments were on time.

100% agreed that they received great care.

Areas suggested for improvement were:

- Appointments in advance
- Asking patients if they are ex forces
- Easy guide on to how to use askmyGP
- More chairs in the consultation room

96% of patients reported that they were happy with the treatment they received.

Patients reported that the felt the following worked well:

- Ask my GP
- Later hours
- Information boards
- Appointment self screen booking
- Emergency appointments

96% reported that the information boards were helpful

Thank you's Received for staff from patients

- Clarissa	-Sarah	- Cheryl
-Sasha	- Claire	- Helen
-Sam	- Dr Jurgita	- Jo
- Dr Van Biljon	- Adam	- Dr Joel

Quotes from Patients

"I am so pleased to be at Vine House Surgery – the best in town"

"All areas are great"

"I think the GP's, nurses and reception staff go over and above. I wish people understood how hard they work!"

"Everything is perfect"

"Everyone is very nice and helpful"

"I always find it easy to get an appointment compared to friends at other surgeries"

"So happy to be registered at this surgery"

"I think the service is the best it has ever been"

25 patients participated in this survey which took place in the practice. Future survey's will also be sent out via text message for patients to feed back their views.