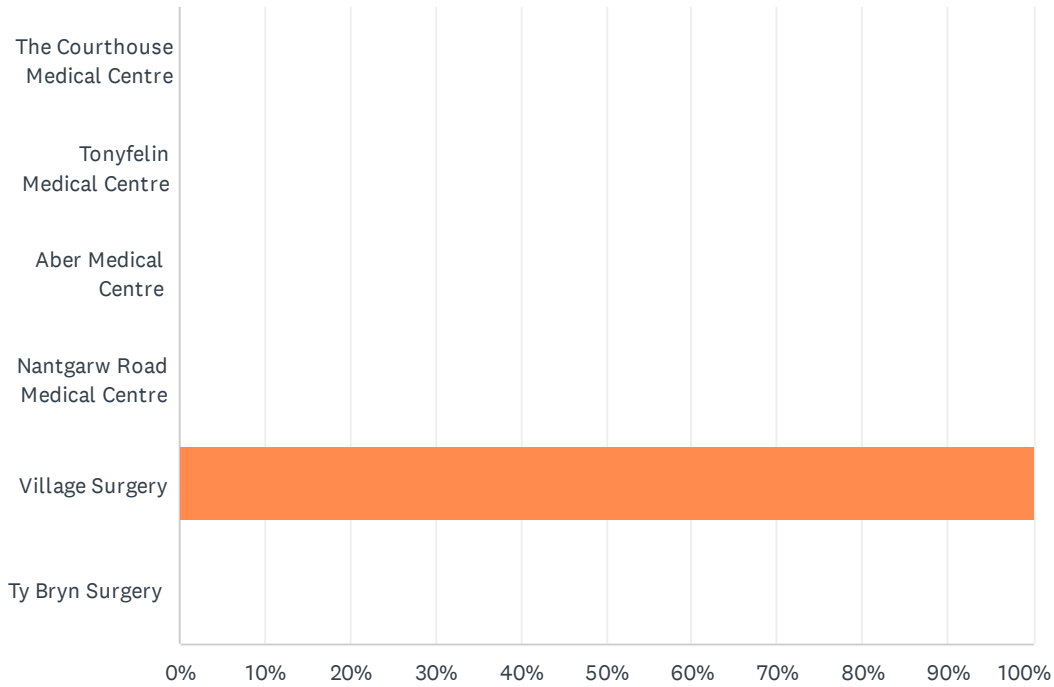


Q1 Name of GP Surgery

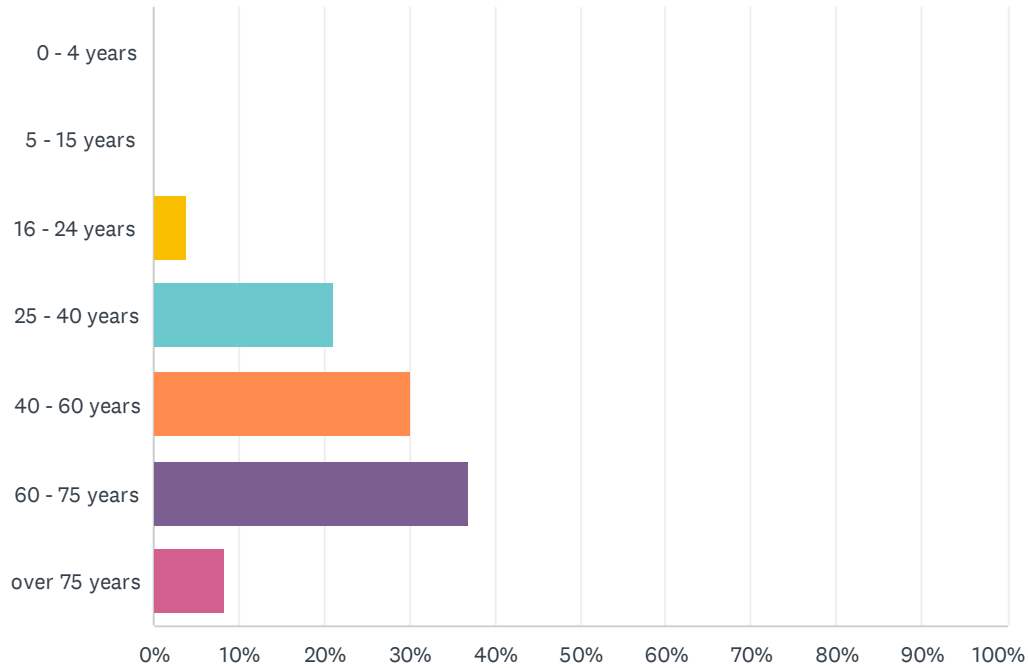
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES
The Courthouse Medical Centre	0.00% 0
Tonyfelin Medical Centre	0.00% 0
Aber Medical Centre	0.00% 0
Nantgarw Road Medical Centre	0.00% 0
Village Surgery	100.00% 133
Ty Bryn Surgery	0.00% 0
TOTAL	133

Q2 What is your age range?

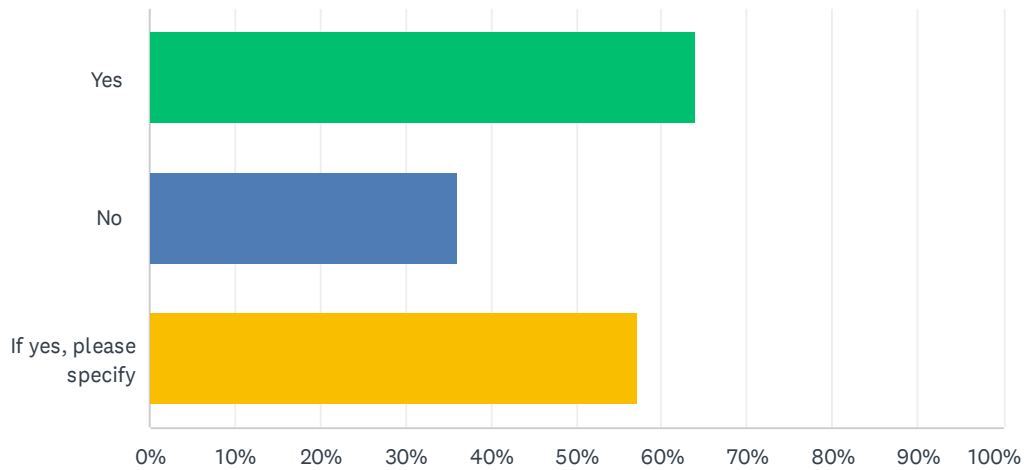
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
0 - 4 years	0.00%	0
5 - 15 years	0.00%	0
16 - 24 years	3.76%	5
25 - 40 years	21.05%	28
40 - 60 years	30.08%	40
60 - 75 years	36.84%	49
over 75 years	8.27%	11
TOTAL		133

Q3 Do you have a long-standing illness or condition?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	63.91% 85
No	36.09% 48
If yes, please specify	57.14% 76
Total Respondents: 133	

#	IF YES, PLEASE SPECIFY	DATE
1	Diabetic type 2	2/20/2024 3:11 PM
2	Hypertension	2/14/2024 4:23 PM
3	Arthritis	2/14/2024 1:01 PM
4	Chronic fatigue fibromyalgia	2/1/2024 10:08 AM
5	Asthma	1/31/2024 11:08 AM
6	Copd epilepsy onto arthritis ptsd bone scaring is migraine emphemia depression anxiety disorder	1/30/2024 11:37 AM
7	Diabetes	1/30/2024 11:33 AM
8	High blood pressure	1/26/2024 4:00 PM
9	Awaiting Hysterectomy	1/26/2024 7:51 AM
10	Fibromyalgia, PTSD, IBS, Migraines, Vitamin D Deficiency, gallstones. Asthma	1/23/2024 2:05 PM
11	arthritis high blood pressure depression	1/23/2024 11:10 AM
12	Hypertension	1/22/2024 2:04 PM
13	Liver damage	1/22/2024 1:58 PM
14	Fibromyalga	1/22/2024 1:56 PM
15	Thyroid board line diabetic mental health and the last four month been have bloods taking for	1/22/2024 9:38 AM

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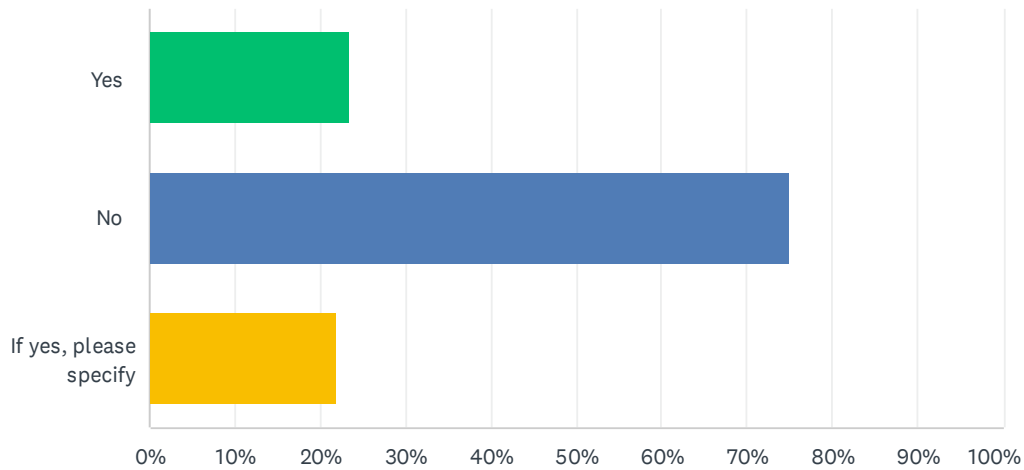
	my liver	
16	Polly mialgia rheumatic	1/20/2024 2:26 PM
17	Ostioathritis and depression	1/19/2024 5:56 PM
18	Auto immune	1/19/2024 3:28 PM
19	Swollen look knee through surgery	1/19/2024 10:30 AM
20	Copd heart condition	1/18/2024 12:25 PM
21	Depression	1/18/2024 11:27 AM
22	Fibromyalgia	1/17/2024 12:18 PM
23	Fibromyalgia, peripheral vascular disease, B12 deficiency, arthritis, angina	1/11/2024 8:16 PM
24	Underactive thyroid enlarged aorta brain aneurysm osteoarthritis osteoporosis swollen legs & sickness diverticulitis bleph	1/11/2024 1:55 PM
25	Asthma	1/11/2024 10:28 AM
26	Diabetes	1/10/2024 1:52 PM
27	2	1/10/2024 1:49 PM
28	COPD	1/10/2024 10:54 AM
29	Overactive thyroid	1/3/2024 12:54 PM
30	Acid reflux	12/20/2023 11:52 AM
31	Diabetes type 2	12/20/2023 10:55 AM
32	Osteoarthritis arthritis	12/20/2023 10:17 AM
33	Temporal Arteritis	12/20/2023 10:03 AM
34	Rheumatoid arthritis	12/15/2023 12:13 PM
35	Asthma	12/14/2023 12:00 PM
36	Fibromyalgia osteoarthritis	12/13/2023 5:50 PM
37	I've just been diagnosed with bowel cancer	12/13/2023 2:46 PM
38	High BP	12/13/2023 2:20 PM
39	Parkinsons	12/13/2023 11:15 AM
40	IBS	12/12/2023 11:59 AM
41	Cancer	12/12/2023 11:23 AM
42	Diabetes	12/12/2023 11:07 AM
43	Arthritis, anxiety,depression	12/12/2023 9:41 AM
44	Diabetes	12/11/2023 12:14 PM
45	Chest	12/11/2023 9:50 AM
46	Mental Ill health and alcoholism	12/8/2023 9:50 AM
47	Acid reflux	12/7/2023 1:37 PM
48	Depression	12/7/2023 1:07 PM
49	Hashimotos	12/6/2023 10:44 AM
50	ataxia,muscle hypotonia and nystagmus	12/5/2023 2:11 PM
51	Temporal Arteritis	12/5/2023 12:15 PM
52	R Arthritis	12/5/2023 11:37 AM

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53	Asthma	12/5/2023 10:45 AM
54	Lung condition	12/5/2023 10:37 AM
55	Crohns	12/5/2023 10:31 AM
56	Blood pressure and depression	12/5/2023 10:06 AM
57	Underactive Thyroid	12/4/2023 6:26 PM
58	Emphysemic changes	12/4/2023 2:20 PM
59	Copd	12/4/2023 1:44 PM
60	Type 2 Diabetes	12/4/2023 1:42 PM
61	Mental health	12/2/2023 9:40 PM
62	Asthma	12/1/2023 12:55 PM
63	Asthma	12/1/2023 12:23 PM
64	Hypertension	12/1/2023 9:53 AM
65	Lupus plus many more	11/30/2023 12:41 PM
66	Hypertension	11/30/2023 9:02 AM
67	Ehlers Danlos Syndrome	11/29/2023 11:03 AM
68	Diabetes	11/28/2023 6:43 PM
69	Fibromyalgia, COPD, bursitis, canal stenosis, osteo of spine and hips	11/28/2023 4:10 PM
70	Leaky heart valve	11/28/2023 2:17 PM
71	Diabetes, MH	11/28/2023 2:12 PM
72	high blood pressure, gout	11/28/2023 1:54 PM
73	Spondylitis, AF, asthma	11/28/2023 11:58 AM
74	Fibromyalgia thyroid diabetes	11/28/2023 11:46 AM
75	Type 2 diabetes	11/28/2023 11:44 AM
76	Crohns disease	11/28/2023 11:30 AM

Q4 Do you have a disability?

Answered: 132 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	23.48% 31
No	75.00% 99
If yes, please specify	21.97% 29
Total Respondents: 132	

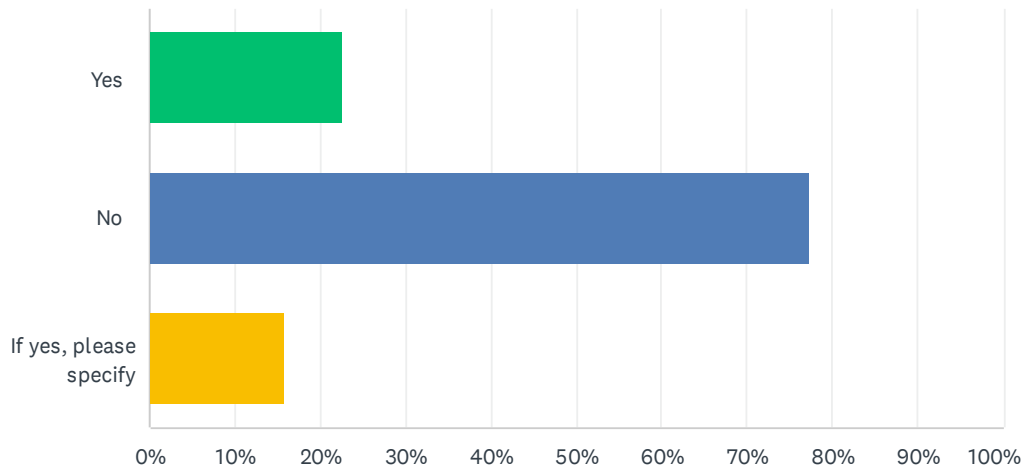
#	IF YES, PLEASE SPECIFY	DATE
1	Same as question above	1/30/2024 11:37 AM
2	Fibromyalgia	1/23/2024 2:05 PM
3	arthritis in knees & back	1/23/2024 11:10 AM
4	Mental health	1/22/2024 1:56 PM
5	Mental heath	1/22/2024 9:38 AM
6	Osteoarthritis	1/19/2024 5:56 PM
7	Right foot as been reconstructed	1/11/2024 12:51 PM
8	Arthritis	1/11/2024 10:28 AM
9	Osteoarthritis arthritis	12/20/2023 10:17 AM
10	Walking difficulties	12/15/2023 12:13 PM
11	Spine	12/14/2023 7:51 AM
12	Fibromyalgia	12/13/2023 5:50 PM
13	Parkinsons	12/13/2023 11:15 AM
14	IBS	12/12/2023 11:59 AM
15	Colostomy bag	12/12/2023 11:23 AM

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16	Copd	12/12/2023 11:07 AM
17	Arthritis, anxiety	12/12/2023 9:41 AM
18	Chest	12/11/2023 9:50 AM
19	Arthritis	12/6/2023 10:44 AM
20	ataxia,muscle hypotonia and nystagmus and im registered blind	12/5/2023 2:11 PM
21	Breathless, pain, anxiety	12/5/2023 10:37 AM
22	Nerve damage to my left side	12/4/2023 1:44 PM
23	Bpd	12/2/2023 9:40 PM
24	Walk with an aid due to hips	11/30/2023 12:41 PM
25	Ehlers Danlos Syndrome	11/29/2023 11:03 AM
26	Walking problems, chest breathing problems	11/28/2023 4:10 PM
27	osteoarthritis of the right knee	11/28/2023 1:54 PM
28	Fibromyalgia means I walk with stick	11/28/2023 11:46 AM
29	Spinal stenosis / cervical neuralgia	11/28/2023 11:44 AM

Q5 Do you consider yourself to be a carer?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	22.56%	30
No	77.44%	103
If yes, please specify	15.79%	21
Total Respondents: 133		

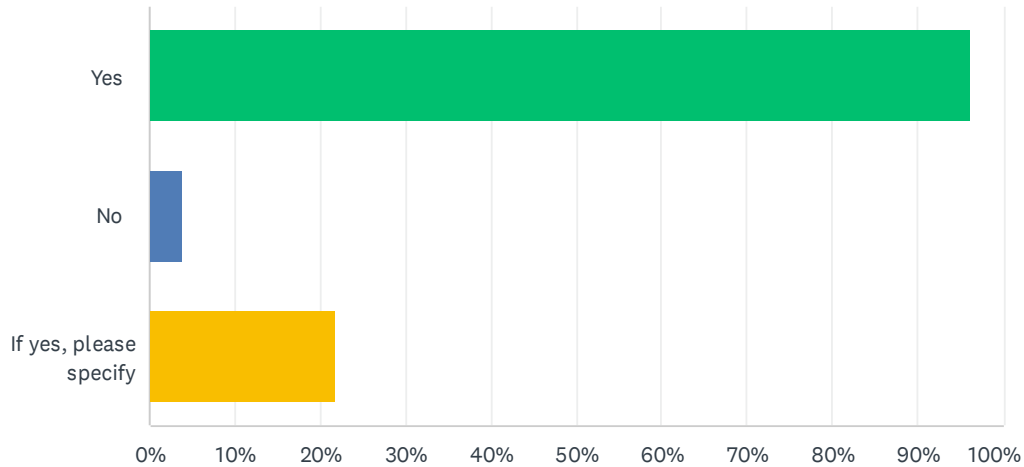
#	IF YES, PLEASE SPECIFY	DATE
1	I have my 84year old mother living with me	2/14/2024 4:23 PM
2	Wife	2/14/2024 1:01 PM
3	Daughter special needs	1/30/2024 11:37 AM
4	I care for my husband and mum	1/23/2024 2:05 PM
5	Son unwell	1/22/2024 1:56 PM
6	My 90 yr old mam	1/20/2024 2:26 PM
7	Look after my daughter who currently has additional needs	1/19/2024 9:57 AM
8	Care for my partner	1/19/2024 8:58 AM
9	Husband has lung problems	1/11/2024 10:28 AM
10	Part carer for 90 year old parent	1/10/2024 1:52 PM
11	I care for my husband	1/3/2024 12:54 PM
12	I care for my wife	12/15/2023 12:13 PM
13	Unpaid career for dad	12/13/2023 2:20 PM
14	For two of my children	12/12/2023 11:07 AM
15	My husband	12/6/2023 10:44 AM

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16	for my parents who suffer from mental and physical illness and my autistic brother	12/5/2023 2:11 PM
17	I live and care for my Dad	12/1/2023 12:17 PM
18	I provide care for my mother and sister	12/1/2023 9:53 AM
19	MY husband has dementia	11/30/2023 12:41 PM
20	I look after my mum who is 94	11/28/2023 2:17 PM
21	Family and employment	8/9/2023 6:32 AM

Q6 Are you able to communicate in your language of choice when you visit your GP practice?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	96.24% 128
No	3.76% 5
If yes, please specify	21.80% 29
Total Respondents: 133	

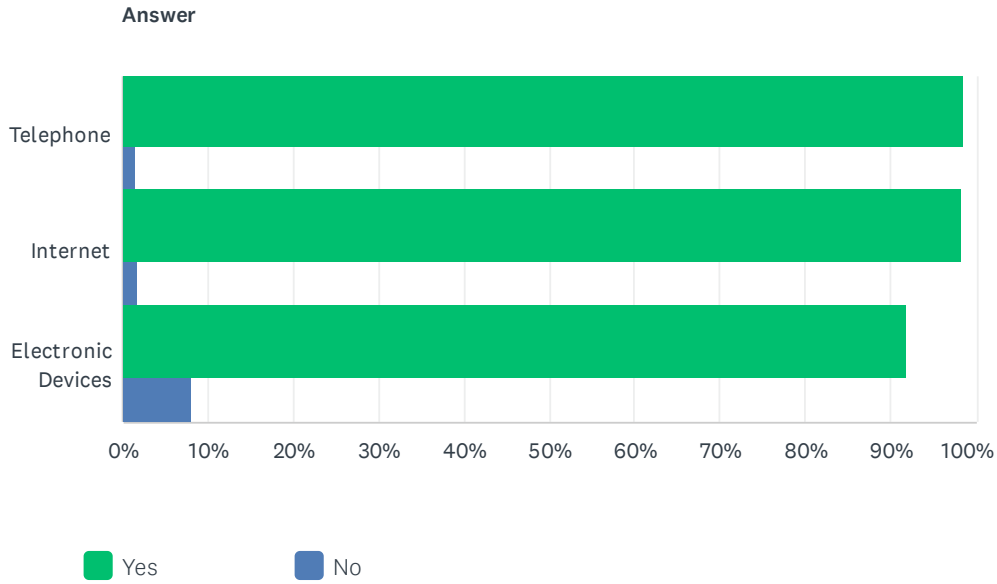
#	IF YES, PLEASE SPECIFY	DATE
1	English	2/14/2024 9:51 AM
2	English	1/30/2024 11:37 AM
3	English	1/30/2024 11:33 AM
4	I work as a carer	1/24/2024 2:35 PM
5	English	1/24/2024 10:35 AM
6	I speak English	1/23/2024 2:05 PM
7	English	1/20/2024 2:26 PM
8	English	1/19/2024 10:30 AM
9	English/portuguese	1/17/2024 12:18 PM
10	English	1/11/2024 10:28 AM
11	English	1/10/2024 1:49 PM
12	English	1/10/2024 10:54 AM
13	Welsh and English	1/3/2024 4:20 PM
14	English	1/3/2024 10:55 AM

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15	English	12/20/2023 10:17 AM
16	English	12/15/2023 12:13 PM
17	English	12/13/2023 2:46 PM
18	English	12/13/2023 11:15 AM
19	English	12/11/2023 12:14 PM
20	English	12/6/2023 10:44 AM
21	english	12/5/2023 2:11 PM
22	English	12/5/2023 12:15 PM
23	English	12/4/2023 1:44 PM
24	Im english	12/1/2023 2:24 PM
25	British	11/30/2023 2:51 PM
26	English	11/28/2023 4:52 PM
27	English	11/28/2023 4:10 PM
28	English	11/28/2023 2:17 PM
29	English	8/9/2023 6:32 AM

Q7 Do you have access to any of the following digital methods for communication?

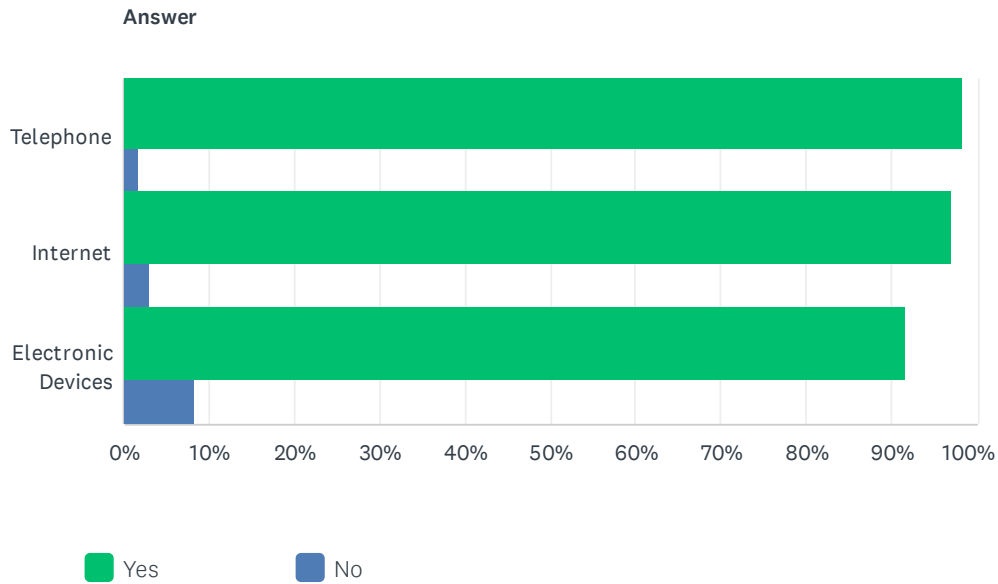
Answered: 133 Skipped: 0



Answer	YES	NO	TOTAL
Telephone	98.45% 127	1.55% 2	129
Internet	98.23% 111	1.77% 2	113
Electronic Devices	92.00% 92	8.00% 8	100

Q8 Do you have access to any of the following digital methods for communication?

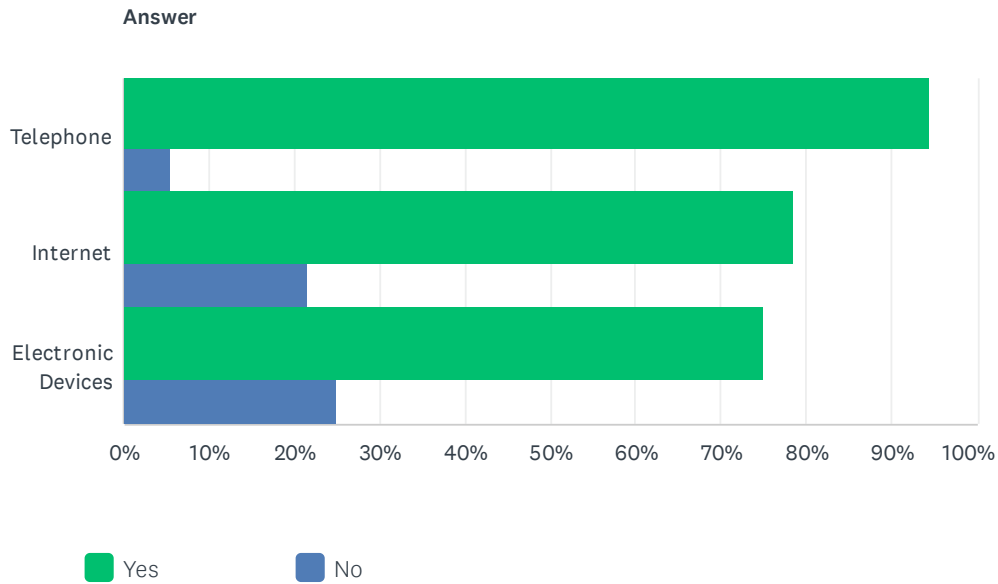
Answered: 123 Skipped: 10



Answer	YES	NO	TOTAL
Telephone	98.33% 118	1.67% 2	120
Internet	97.03% 98	2.97% 3	101
Electronic Devices	91.67% 88	8.33% 8	96

Q9 Would you feel confident in using any of the following for health appointments?

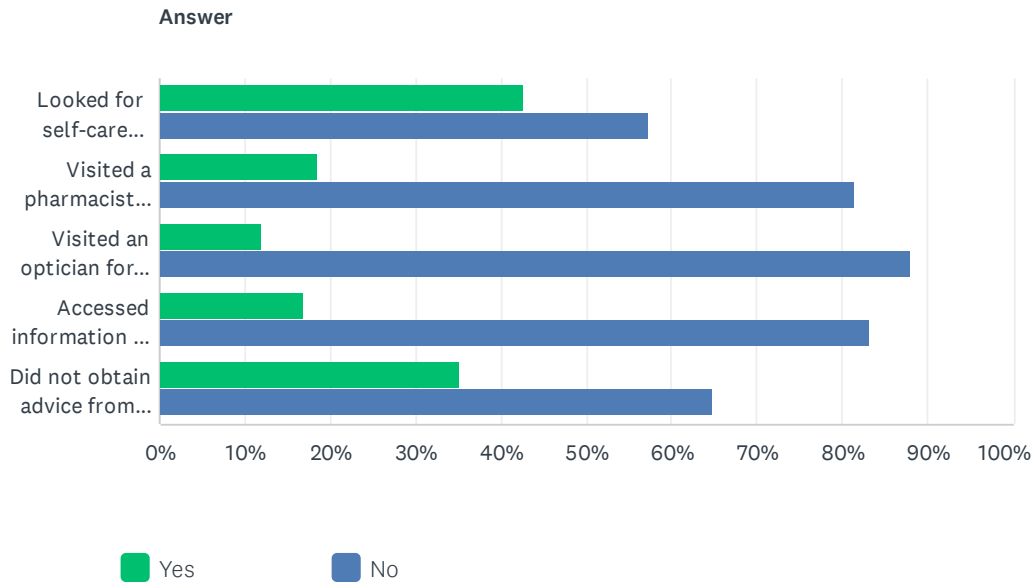
Answered: 131 Skipped: 2



Answer	YES	NO	TOTAL
Telephone	94.53% 121	5.47% 7	128
Internet	78.50% 84	21.50% 23	107
Electronic Devices	75.00% 69	25.00% 23	92

Q10 Before you booked this appointment, did you try any of the following first?

Answered: 122 Skipped: 11



Answer	YES	NO	TOTAL
Looked for self-care information online	42.70% 38	57.30% 51	89
Visited a pharmacist through the minor ailments scheme	18.60% 16	81.40% 70	86
Visited an optician for minor eye conditions	11.90% 10	88.10% 74	84
Accessed information via NHS direct/NHS 111	16.87% 14	83.13% 69	83
Did not obtain advice from anywhere else.	35.14% 39	64.86% 72	111

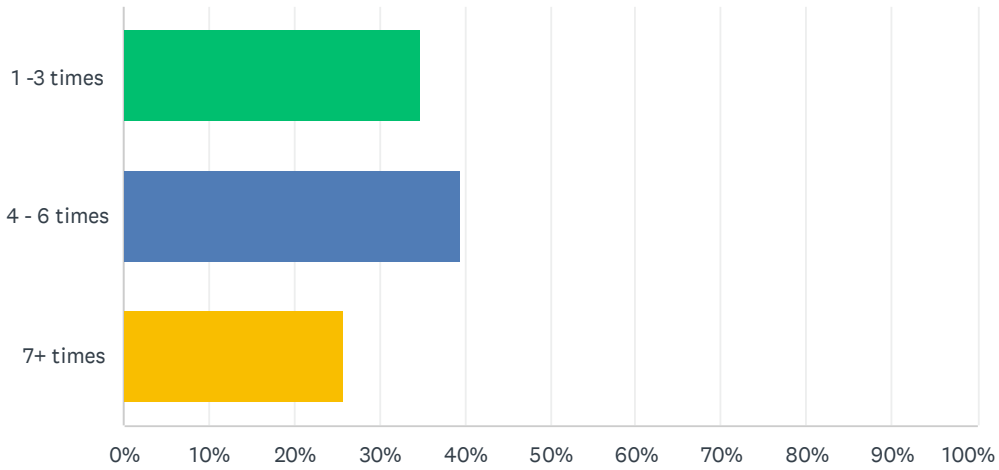
#	OTHER (PLEASE STATE)	DATE
1	Hospital	2/14/2024 9:51 AM
2	Chemist	1/30/2024 11:37 AM
3	Confirmed with reception thst I needed a medication reviee	1/26/2024 7:51 AM
4	Specsavers	1/22/2024 2:17 PM
5	Visit booked at review appointment with doctor	1/11/2024 12:51 PM
6	Appointment was made by Dr	1/11/2024 10:28 AM
7	Internet	1/10/2024 1:37 PM
8	Was a routine injection and bloods discussion therefore other support was not appropriate.	12/20/2023 8:18 PM
9	It was a follow up consultation	12/20/2023 11:51 AM

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10	Follow up for blood results	12/14/2023 11:51 AM
11	No	12/13/2023 5:50 PM
12	None of these would have been appropriate. Only a GP could help.	12/12/2023 11:59 AM
13	Doctors	12/11/2023 12:14 PM
14	No	12/11/2023 9:50 AM
15	I was advised by the GDAS alcohol nurse to speak with my GP	12/8/2023 9:50 AM
16	Local chemist	12/6/2023 10:44 AM
17	Seen a docty	12/5/2023 11:37 AM
18	It was a follow-up appointment	12/4/2023 6:26 PM
19	The doctor made this appointment for me	12/4/2023 1:44 PM
20	I didn't because it was a medication review	12/1/2023 12:23 PM
21	No reason to look elsewhere. My appointment was a medication review.	12/1/2023 9:53 AM
22	Irrelevant as needed Doctor to discuss referring	11/29/2023 11:03 AM

Q11 How many times have you visited the surgery in the last 12 months?

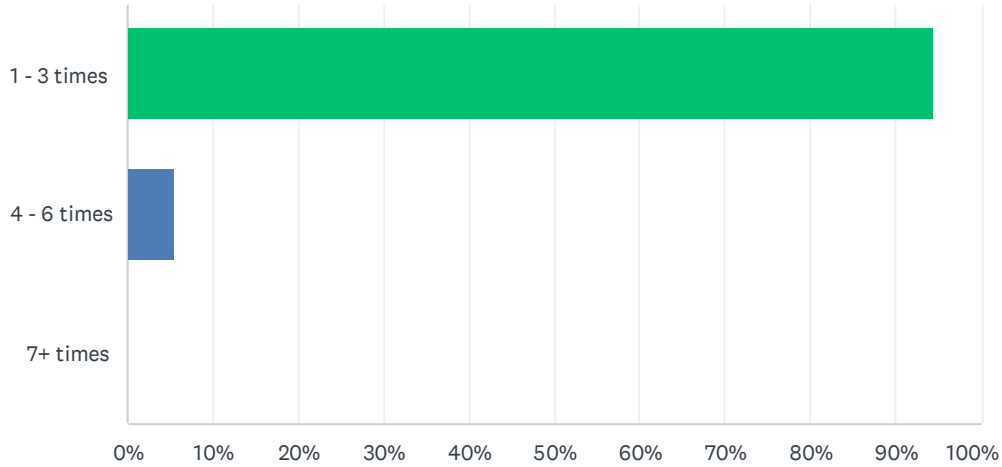
Answered: 132 Skipped: 1



ANSWER CHOICES	RESPONSES
1 -3 times	34.85% 46
4 - 6 times	39.39% 52
7+ times	25.76% 34
TOTAL	132

Q12 How many times have you had a remote consultation via the telephone or video consultation in the last 12 months?

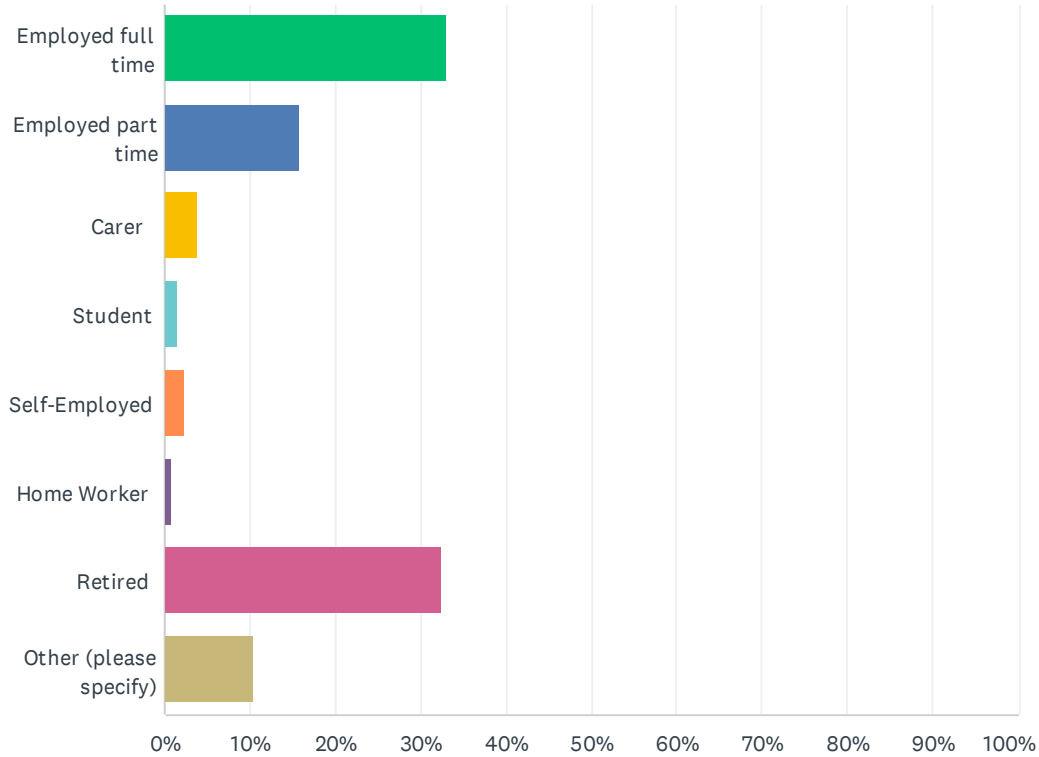
Answered: 90 Skipped: 43



ANSWER CHOICES	RESPONSES	
1 - 3 times	94.44%	85
4 - 6 times	5.56%	5
7+ times	0.00%	0
TOTAL		90

Q13 Which of these groups would best describe you and your circumstances?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES
Employed full time	33.08% 44
Employed part time	15.79% 21
Carer	3.76% 5
Student	1.50% 2
Self-Employed	2.26% 3
Home Worker	0.75% 1
Retired	32.33% 43
Other (please specify)	10.53% 14
TOTAL	133

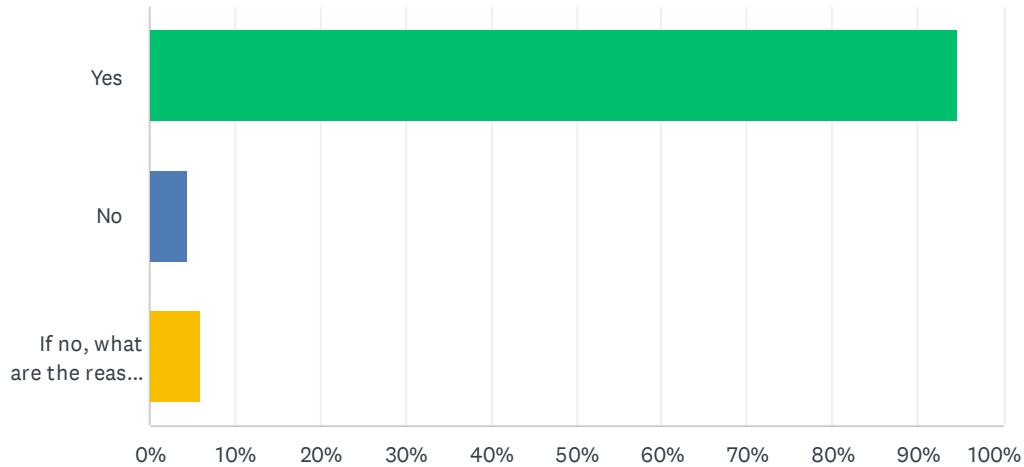
#	OTHER (PLEASE SPECIFY)	DATE
1	House wife	2/20/2024 11:10 AM
2	Disabled	1/30/2024 11:37 AM
3	Disabled	1/23/2024 2:05 PM

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4	Partial retirement	1/19/2024 10:30 AM
5	Recently unemployed	1/19/2024 9:57 AM
6	Redundant	1/10/2024 1:52 PM
7	Housewife/carer	1/3/2024 12:54 PM
8	Retiired	12/11/2023 9:50 AM
9	Sickness benefit	12/7/2023 1:07 PM
10	Disabled	12/5/2023 10:37 AM
11	On benefits	12/4/2023 1:44 PM
12	Unable to work	11/28/2023 11:46 AM
13	Unemployed due to Ill health	11/28/2023 11:44 AM
14	Stay at home man	11/28/2023 11:30 AM

Q14 Are you able to visit the surgery during the working hours of 8am -6:30pm Monday to Friday?

Answered: 133 Skipped: 0

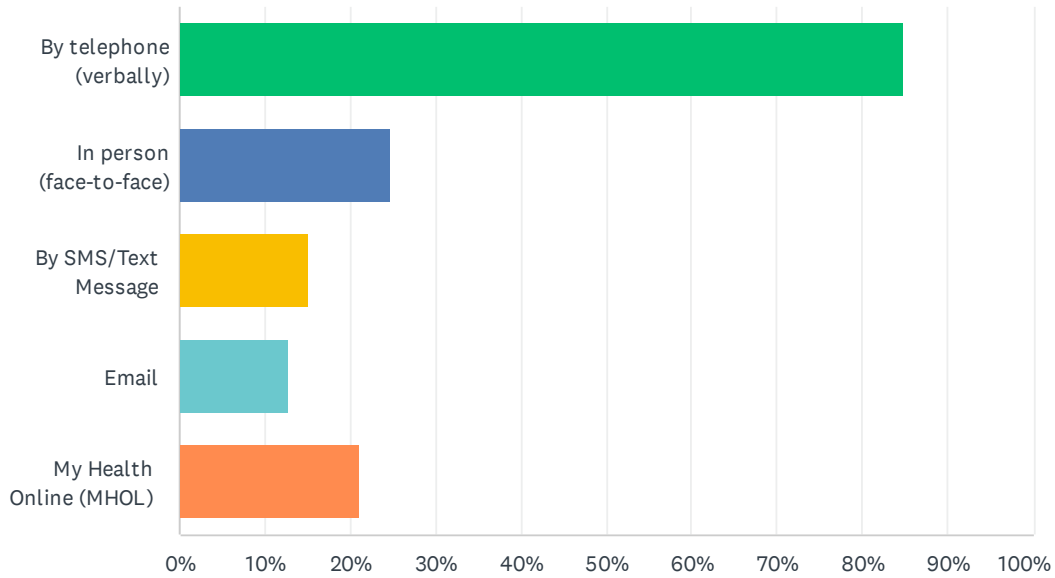


ANSWER CHOICES	RESPONSES
Yes	94.74% 126
No	4.51% 6
If no, what are the reasons or difficulties	6.02% 8
Total Respondents: 133	

#	IF NO, WHAT ARE THE REASONS OR DIFFICULTIES	DATE
1	As long as I have some with me	1/22/2024 9:38 AM
2	Work Monday to Friday	1/19/2024 10:30 AM
3	Shift work pattern	1/11/2024 2:31 PM
4	Only the last appointments of the day due to working hours	12/20/2023 8:18 PM
5	I work between 9 and 2	12/13/2023 2:46 PM
6	I work Tuesday Wednesday and Thursday	12/5/2023 12:15 PM
7	Working tues and wed	12/1/2023 12:23 PM
8	Only I'd my dad can bring me, too far to walk	11/28/2023 11:46 AM

Q15 How would you prefer to book appointments?

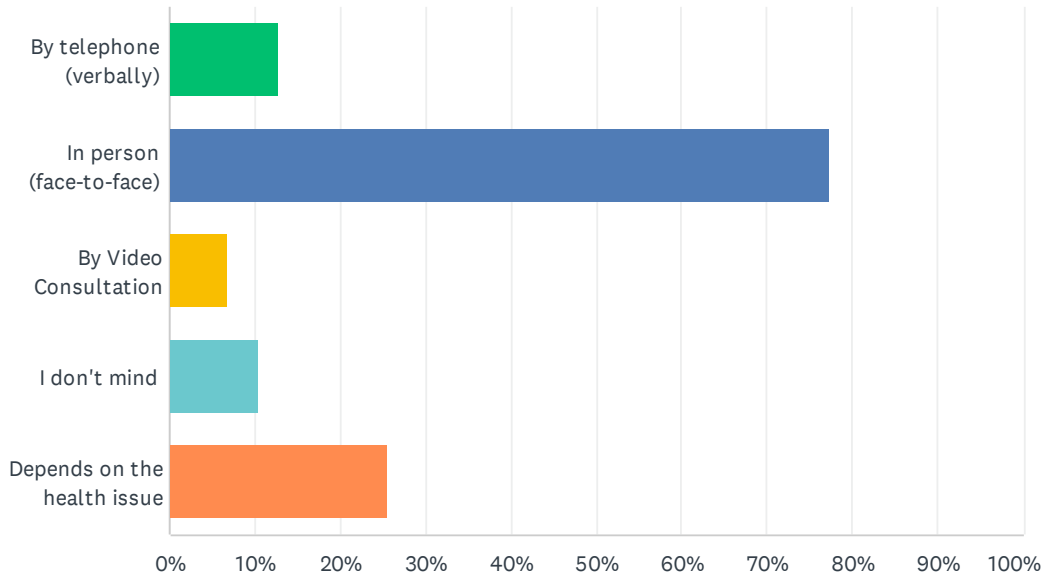
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	84.96%	113
In person (face-to-face)	24.81%	33
By SMS/Text Message	15.04%	20
Email	12.78%	17
My Health Online (MHOL)	21.05%	28
Total Respondents: 133		

Q16 How would you prefer your appointments to take place?

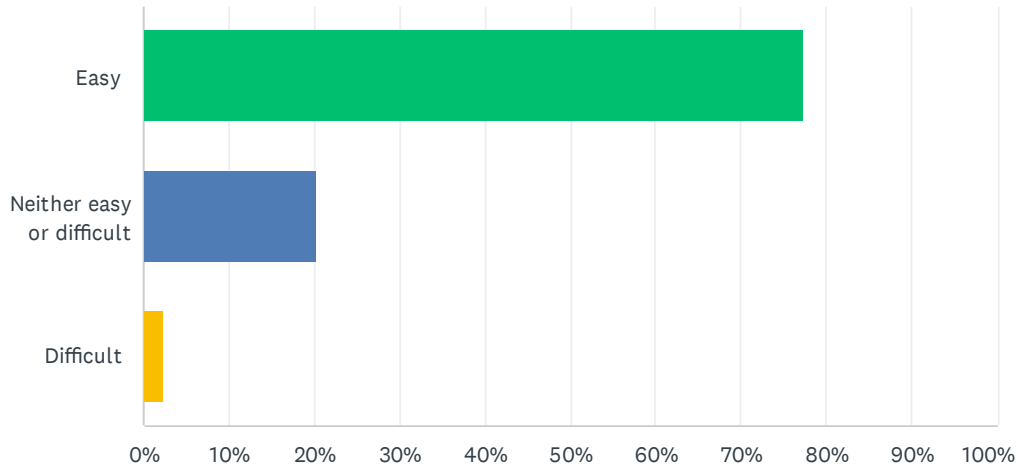
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	12.78%	17
In person (face-to-face)	77.44%	103
By Video Consultation	6.77%	9
I don't mind	10.53%	14
Depends on the health issue	25.56%	34
Total Respondents: 133		

Q17 Generally, how easy is it to get through to someone at the surgery on the telephone?

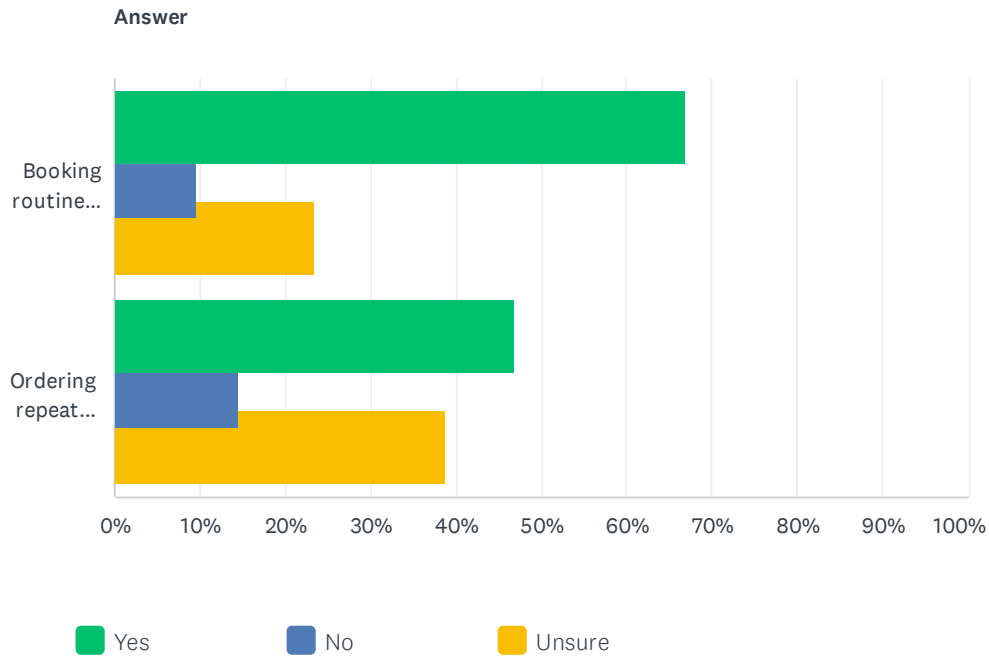
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
Easy	77.44%	103
Neither easy or difficult	20.30%	27
Difficult	2.26%	3
TOTAL		133

Q18 Do you know if your practice offers any of the following through My Health Online MHOL?

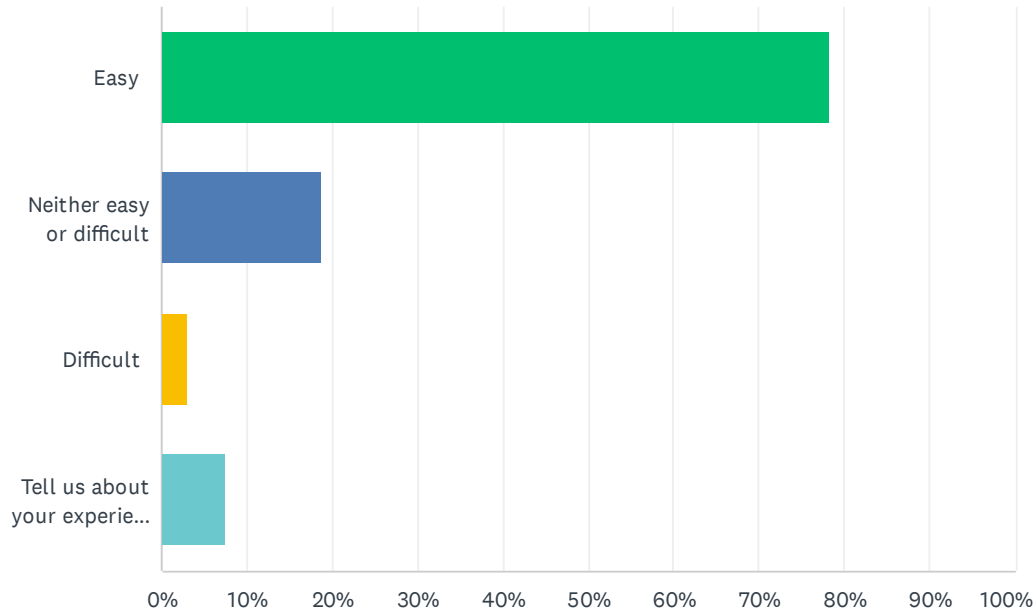
Answered: 119 Skipped: 14



Answer	YES	NO	UNSURE	TOTAL
Booking routine appointments online	66.96% 77	9.57% 11	23.48% 27	115
Ordering repeat prescriptions online	46.85% 52	14.41% 16	38.74% 43	111

Q19 Generally, how do you find making a routine appointment at the surgery?

Answered: 133 Skipped: 0

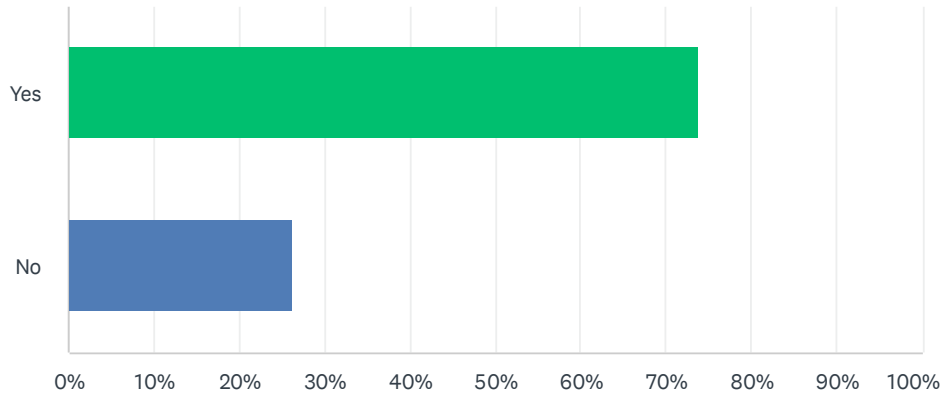


ANSWER CHOICES	RESPONSES
Easy	78.20% 104
Neither easy or difficult	18.80% 25
Difficult	3.01% 4
Tell us about your experience with this	7.52% 10
Total Respondents: 133	

#	TELL US ABOUT YOUR EXPERIENCE WITH THIS	DATE
1	I can always get through to the surgery & get prompt appointments	1/30/2024 12:09 PM
2	Variety as number of health issues	1/30/2024 11:37 AM
3	Sometimes you are made to feel guilty by the receptionist as to why you need an appointment	1/24/2024 10:45 AM
4	Very rarely apart for emergency aps them you can if its an emergency	1/20/2024 2:26 PM
5	Sometimes it can be easy other times difficult depending on the situationn	1/19/2024 9:57 AM
6	Sometimes you have to wait about 10 days	1/11/2024 12:51 PM
7	I use my health online	12/14/2023 11:51 AM
8	Reception staff very rude and not accommodating at all	12/5/2023 10:31 AM
9	Needed to see the doctor and was seen within a few days	11/30/2023 2:51 PM
10	But usually have to wait a week for an appointment	11/28/2023 4:10 PM

Q20 When you have telephoned the practice and been told you would receive a call back, were you given an estimated time slot i.e. am or pm?

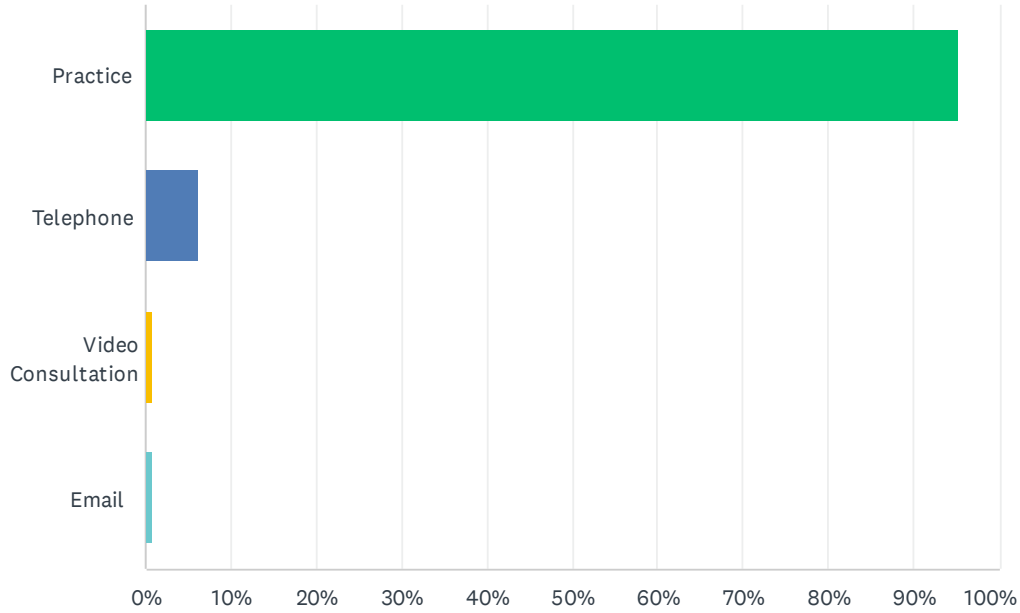
Answered: 114 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	73.68%	84
No	26.32%	30
TOTAL		114

Q21 Generally, have your routine appointments been carried out in the practice, via the telephone or video consultation?

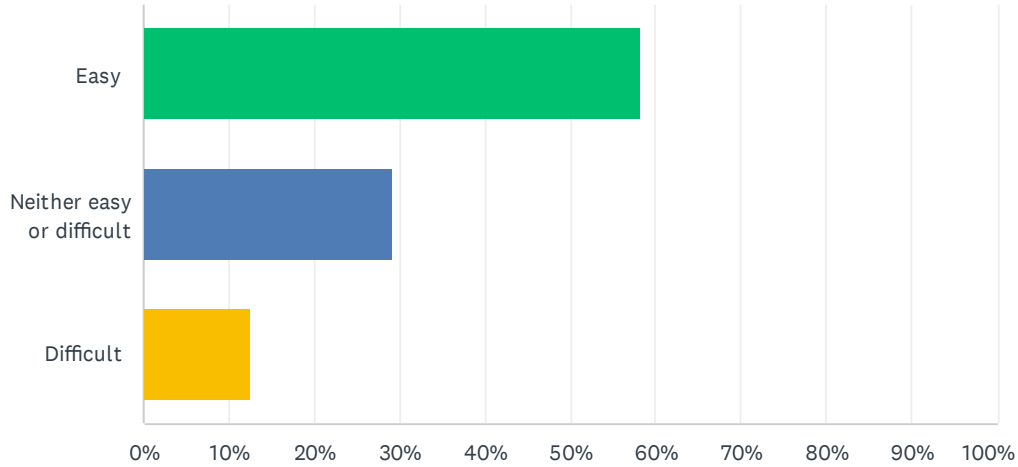
Answered: 130 Skipped: 3



ANSWER CHOICES	RESPONSES	
Practice	95.38%	124
Telephone	6.15%	8
Video Consultation	0.77%	1
Email	0.77%	1
Total Respondents: 130		

Q22 Generally, how easy is it to make an urgent appointment at the surgery?

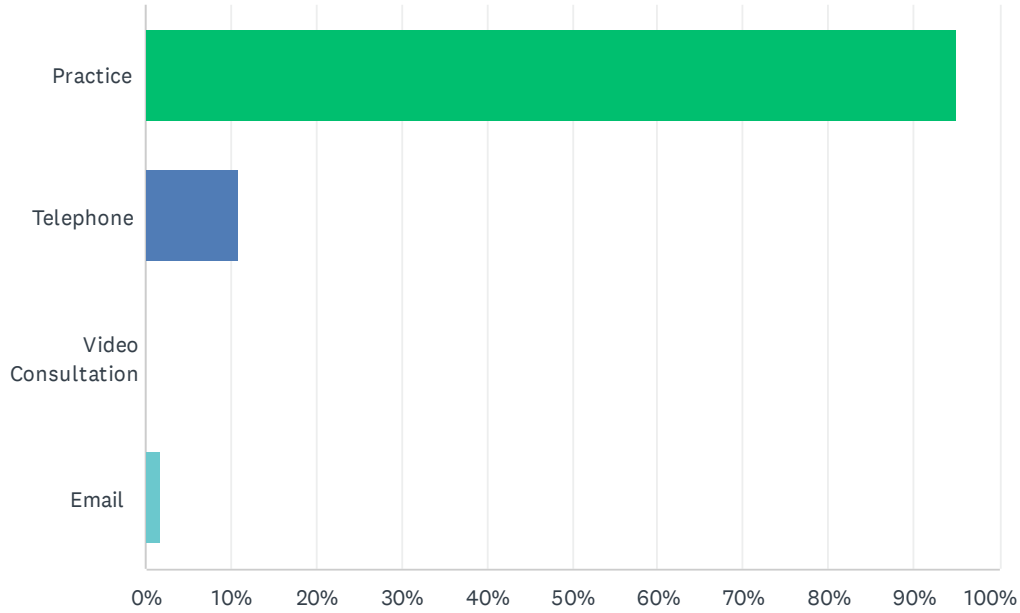
Answered: 127 Skipped: 6



ANSWER CHOICES	RESPONSES	
Easy	58.27%	74
Neither easy or difficult	29.13%	37
Difficult	12.60%	16
TOTAL		127

Q23 Generally, have your urgent appointments been carried out in the practice, via the telephone or video consultation?

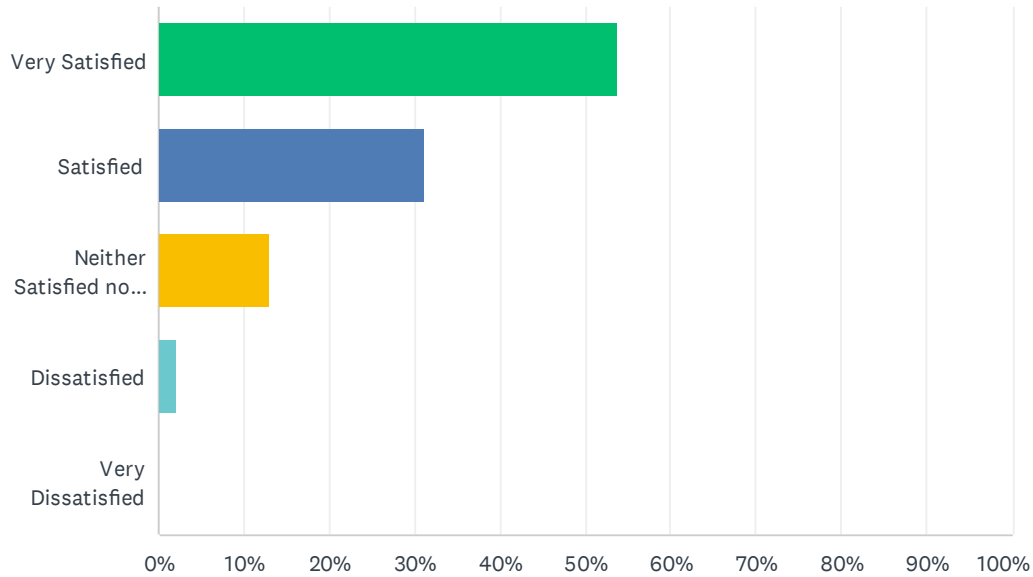
Answered: 120 Skipped: 13



ANSWER CHOICES	RESPONSES	
Practice	95.00%	114
Telephone	10.83%	13
Video Consultation	0.00%	0
Email	1.67%	2
Total Respondents: 120		

Q24 If you have had an appointment via telephone or video consultation, how satisfied were you with the care you received?

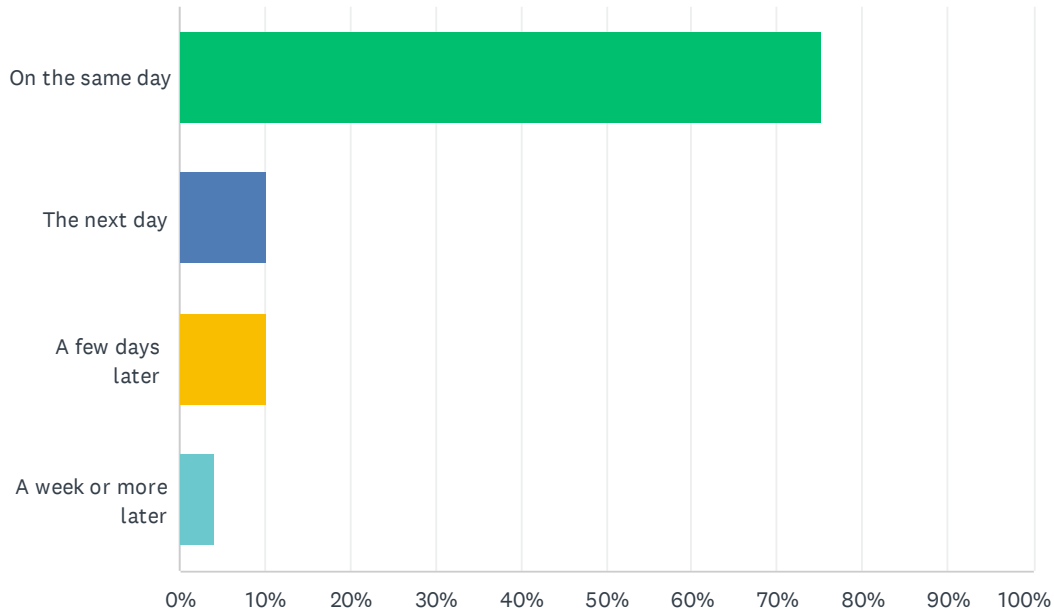
Answered: 93 Skipped: 40



ANSWER CHOICES	RESPONSES	
Very Satisfied	53.76%	50
Satisfied	31.18%	29
Neither Satisfied nor dissatisfied	12.90%	12
Dissatisfied	2.15%	2
Very Dissatisfied	0.00%	0
TOTAL		93

Q25 If you have asked for an urgent appointment in the last 12 months, when did the appointment then take place?

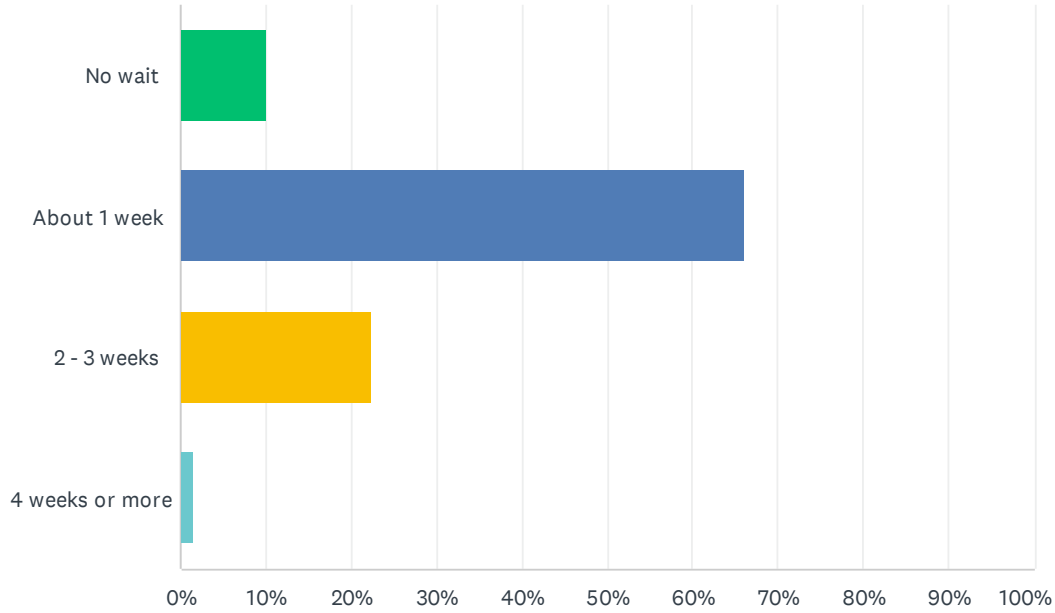
Answered: 97 Skipped: 36



ANSWER CHOICES	RESPONSES	
On the same day	75.26%	73
The next day	10.31%	10
A few days later	10.31%	10
A week or more later	4.12%	4
TOTAL		97

Q26 How long do you normally have to wait for a routine appointment with a GP of your choice?

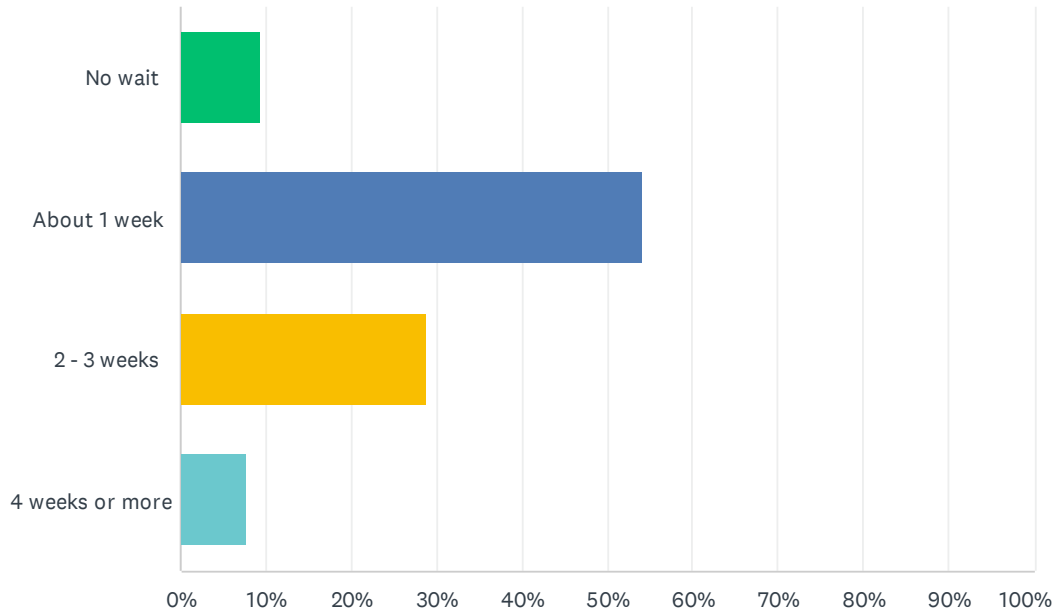
Answered: 130 Skipped: 3



ANSWER CHOICES	RESPONSES	
No wait	10.00%	13
About 1 week	66.15%	86
2 - 3 weeks	22.31%	29
4 weeks or more	1.54%	2
TOTAL		130

Q27 How long do you normally have to wait for a routine appointment another Health Care Professional of your choice?

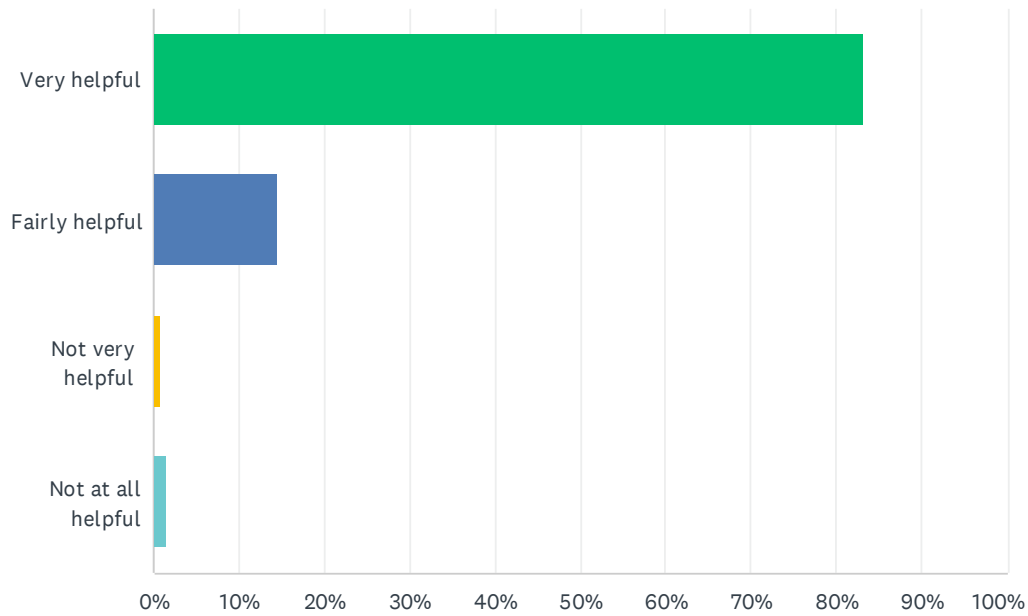
Answered: 118 Skipped: 15



ANSWER CHOICES	RESPONSES	
No wait	9.32%	11
About 1 week	54.24%	64
2 - 3 weeks	28.81%	34
4 weeks or more	7.63%	9
TOTAL		118

Q28 How helpful do you find the reception team at the surgery?

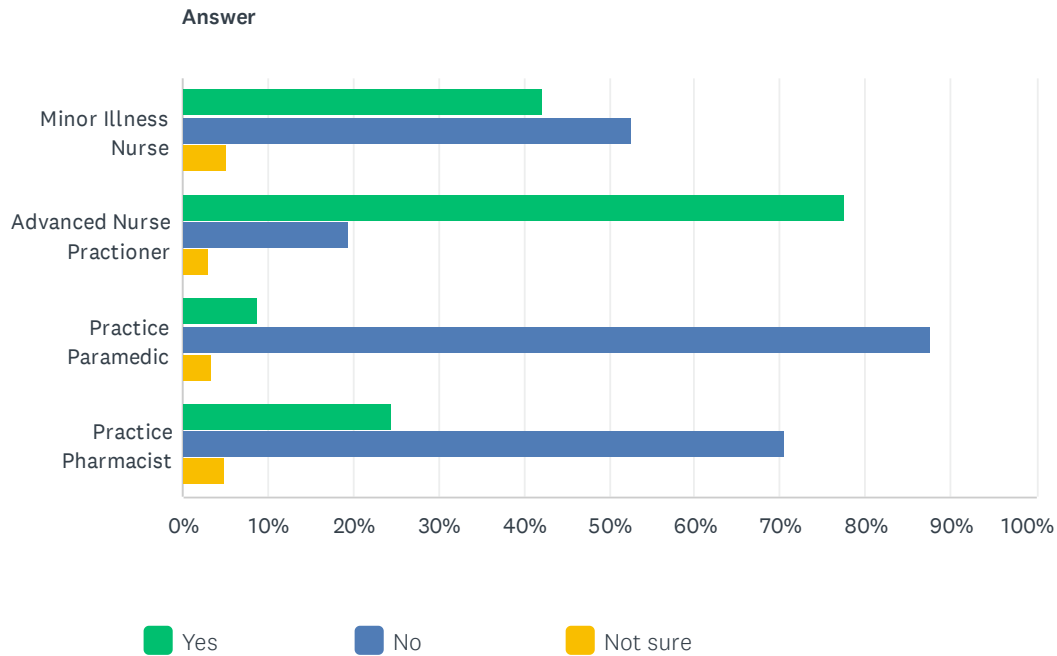
Answered: 131 Skipped: 2



ANSWER CHOICES	RESPONSES
Very helpful	83.21% 109
Fairly helpful	14.50% 19
Not very helpful	0.76% 1
Not at all helpful	1.53% 2
TOTAL	131

Q29 Have you been seen by a Health Care Professional other than a GP?

Answered: 110 Skipped: 23



Answer	YES	NO	NOT SURE	TOTAL
Minor Illness Nurse	42.31% 33	52.56% 41	5.13% 4	78
Advanced Nurse Practitioner	77.55% 76	19.39% 19	3.06% 3	98
Practice Paramedic	8.77% 5	87.72% 50	3.51% 2	57
Practice Pharmacist	24.59% 15	70.49% 43	4.92% 3	61

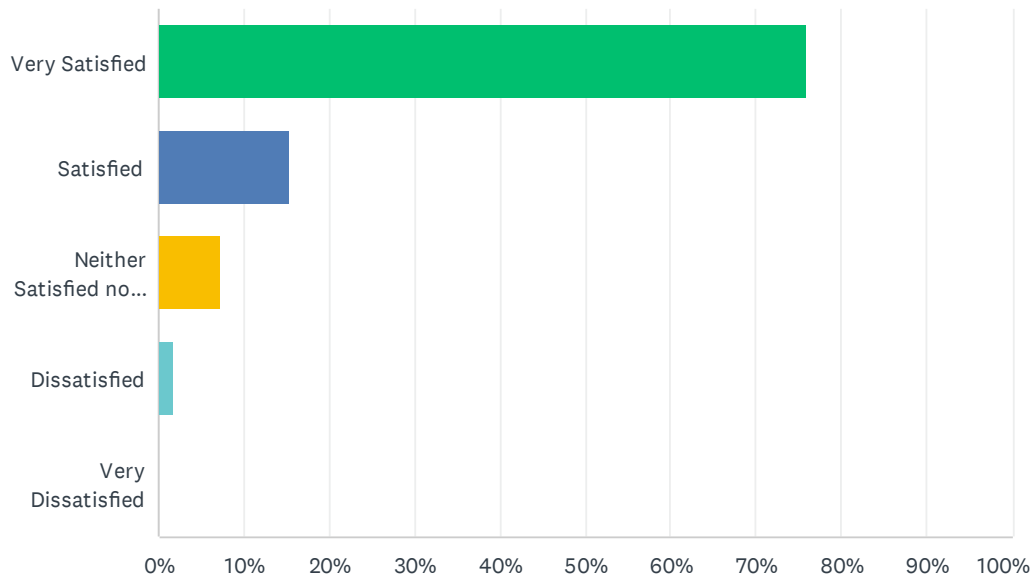
#	OTHER - PLEASE STATE	DATE
1	Physiotherapist	1/30/2024 12:09 PM
2	Physio	1/23/2024 2:05 PM
3	Physiotherapy nurse	1/18/2024 11:27 AM
4	FCP	12/20/2023 8:18 PM
5	None	12/20/2023 11:08 AM
6	No	12/11/2023 9:50 AM
7	CMHT	12/8/2023 9:50 AM
8	neurologysts	12/5/2023 2:11 PM
9	Consultant	12/5/2023 11:37 AM
10	Practice nurse for blood tests	12/4/2023 6:26 PM

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11	Physiotherapist	12/4/2023 2:20 PM
12	For a copd test	12/4/2023 1:44 PM
13	Dentist	12/1/2023 12:23 PM
14	Blood test	11/30/2023 2:51 PM
15	bloods	11/28/2023 1:54 PM
16	Mental health practitioner	8/9/2023 6:32 AM

Q30 How satisfied were you with the care you received?

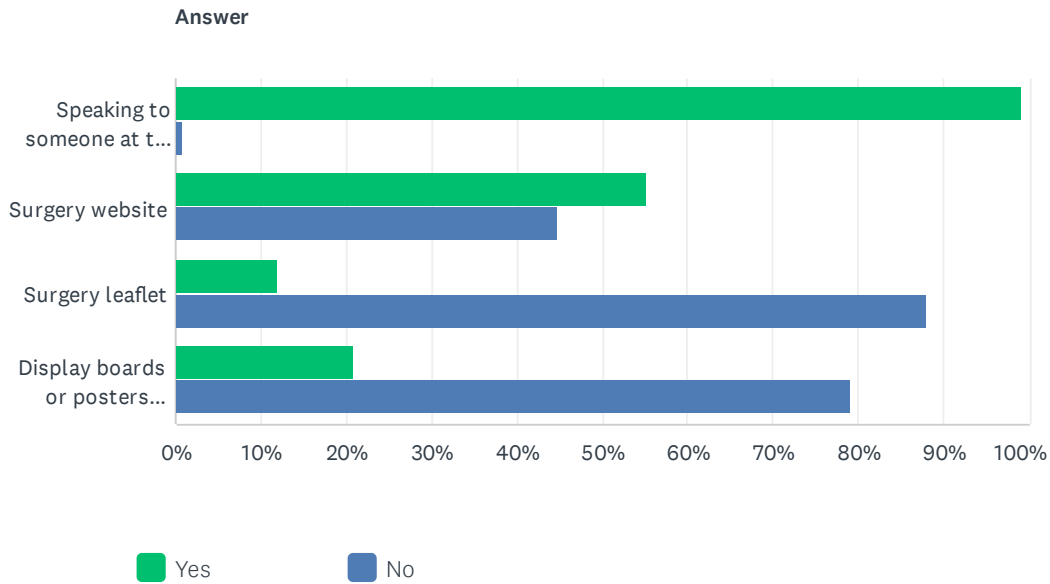
Answered: 124 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very Satisfied	75.81%	94
Satisfied	15.32%	19
Neither Satisfied nor dissatisfied	7.26%	9
Dissatisfied	1.61%	2
Very Dissatisfied	0.00%	0
TOTAL		124

Q31 When you need information about appointment booking/times, what ways have you tried to find that information?

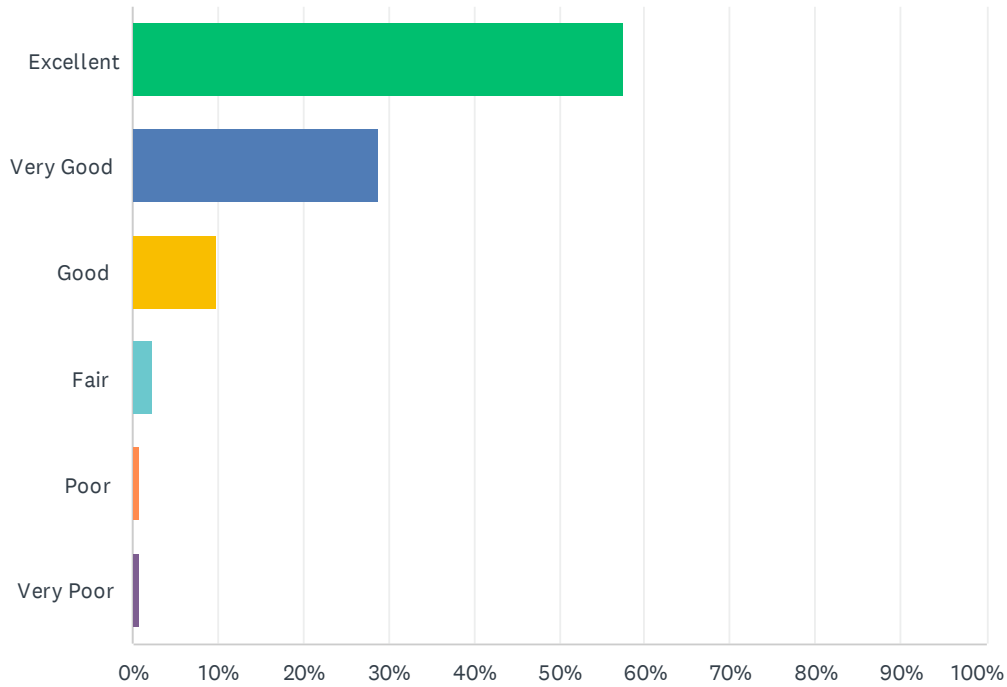
Answered: 128 Skipped: 5



Answer	YES	NO	TOTAL
Speaking to someone at the surgery	99.20% 124	0.80% 1	125
Surgery website	55.17% 32	44.83% 26	58
Surgery leaflet	11.90% 5	88.10% 37	42
Display boards or posters within the surgery	20.93% 9	79.07% 34	43

Q32 How would you rate your overall experience accessing services at this surgery?

Answered: 132 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	57.58%	76
Very Good	28.79%	38
Good	9.85%	13
Fair	2.27%	3
Poor	0.76%	1
Very Poor	0.76%	1
TOTAL		132

Q33 Please tell us more about your experience rating and anything else you wish to share

Answered: 54 Skipped: 79

#	RESPONSES	DATE
1	No issues at all	2/20/2024 11:10 AM
2	This was my 1st appt with my new surgery. Dr. Edward's was very polite, respectful and the appointment went well	2/14/2024 4:23 PM
3	Dr asked me to make appointment for physio at the surgery ngot to phone next week for maybe appointment for next month.	2/14/2024 9:51 AM
4	Dr Meredith is the best doctor I have ever seen. I don't know what I would have done these last few years without her. The nurses are brilliant too within the practice. One of the receptionist Siân sometimes makes me anxious due to her attitude, but the rest of the staff are great.	2/1/2024 10:08 AM
5	Excellent service at this surgery,I cannot fault it. All the staff are friendly & helpful	1/30/2024 12:09 PM
6	Got to make multiple calls for appointments as health issues one normal slot can't sort conditions out.	1/30/2024 11:37 AM
7	I am very happy with all aspects of care at my drs practice	1/26/2024 7:51 AM
8	Whenever I try to book an urgent appointment for myself or my children, I am always asked if it is urgent or can it wait, which makes me feel guilty. I have tried to book an appointment online but it asks you for a log in and then tells you to call the surgery and speak to the receptionist about booking an appointment online, which really defeats the object. Generally I'm happy with the surgery and I like all of the doctors, excluding Dr Edwards. The nurses, receptionists and students are lovely and friendly.	1/24/2024 10:45 AM
9	I'm satisfied with my visits at the village surgery.	1/22/2024 2:17 PM
10	First class service run by and administered by professional caring staff	1/22/2024 1:58 PM
11	They are the best surgery the doctors are lovely	1/22/2024 9:38 AM
12	I've been with the village surgery also ty Bryn for over 35 years and I very satisfied with all the doctors and staff	1/19/2024 5:56 PM
13	Sorry couldn't answer some questions as don't really make appointments it's my partner as don't visit the surgery much.	1/19/2024 10:36 AM
14	Overall Satisfied with everything we discuss	1/19/2024 10:30 AM
15	Very satisfied with the service the practice offers me.	1/18/2024 12:25 PM
16	Very helpful	1/18/2024 9:24 AM
17	I think that the NHS is not preventing future more serious problems. I was diagnosed with fibromyalgia but I didn't take tests and after outbreaks with different or unusual symptoms in fibromyalgia it seems that there is no interest in asking for tests to screen for diseases. We continue to spend public money on medication and have a consecutive and increasingly worse quality of life and nothing changes. the NHS needs to change practices/policies in order to save money and solve health problems. That's why we give ourselves money so we have the right to have the health we need to continue working and live a quality life.	1/17/2024 12:18 PM
18	All of the staff in the practice have been very helpful and caring .They take time to explain your condition and treatments	1/11/2024 12:51 PM
19	No problems and excellent service from Dr and all the staff. Always professional.	1/11/2024 10:28 AM
20	The Dr never has time to discuss 2 things. Says I can only discuss 1 thing and need another	1/11/2024 8:48 AM

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appointment to discuss another. Feel totally dismissed.

21	Our surgery staff are mostly very welcoming, I try to see the same GP who is warm, friendly and helpful.	1/10/2024 1:52 PM
22	Easily the best doctors surgery I have been a patient of in recent years very helpful grate attitude from all from receptionist to doctors. All NHS doctors should be this good	1/10/2024 1:37 PM
23	Good 👍	1/10/2024 10:59 AM
24	Nothing to add	1/10/2024 10:54 AM
25	I switched from llan-aber to the village surgery and I so glad I did. The standard of care, compassion, respect is far superior. I have encouraged my family to switch also.	12/20/2023 8:18 PM
26	Very grateful to all staff	12/20/2023 11:27 AM
27	Excellent surgery on all points. Superb Staff. Able to get appointments. Best around Caerphilly.	12/20/2023 10:55 AM
28	I always have a good and very friendly and professional experience at the surgery.	12/20/2023 10:17 AM
29	I find the people at our surgery very good and helpful.	12/15/2023 12:13 PM
30	All excellent	12/13/2023 5:50 PM
31	I've been seen so quickly it's been fantastic	12/13/2023 2:46 PM
32	Wait times to see the GP needed seems to be growing. It's becoming a concern.	12/12/2023 11:59 AM
33	An excellent service has been provided by all staff I couldn't wish for better.	12/12/2023 11:26 AM
34	Excellent surgery, with great staff, reception, nurses and GPs	12/12/2023 11:03 AM
35	Always find the reception staff very friendly and helpful. Also I like to try and see the same Dr's when I make an appointment. I just feel then they know me and more about my issues	12/12/2023 9:41 AM
36	I have felt that my alcoholism has not been understood by some staff at the surgery and I have experienced different/negative treatment levels and attitude since it went on my medical records. The Dr I saw 07/12/2023 was fantastic, she understood the complex difficulties of substance use and mental illness. She treated me with respect and compassion. This is how I expect to be treated by my GP.	12/8/2023 9:50 AM
37	Very satisfying	12/7/2023 1:37 PM
38	Receptionist very friendly an helpful Doctors are amazing	12/7/2023 1:27 PM
39	At surgery today was impressed by the way one of the receptionist dealt with a telephone enquiry. Calm and well mannered	12/7/2023 1:14 PM
40	All surgery staff are very helful	12/7/2023 1:07 PM
41	Couldn't get better,very happy with 9ur surgery doctors and nurses,also receptionists very helpful.	12/6/2023 10:44 AM
42	Reception staff very rude and useless,Dr meredith very rude	12/5/2023 10:31 AM
43	I have had no problems getting in touch with the practice and I rate the staff very highly and professionally. All my experience and contacts with the surgery have shown how professional and helpful all members of the staff are.	12/4/2023 6:26 PM
44	The village surgery provides an excellent service. My family & I are very satisfied with every aspect & all the care we've been given	12/4/2023 2:20 PM
45	Always been informative & professional	12/4/2023 1:44 PM
46	You should all be proud of the excellent health facility you offer patients. Thank you guys. I work with people whose surgery is Cardiff based and they can't get an appointment for 6weeks or have no choice but to have an appointment at a really inconvenient time!	12/1/2023 5:26 PM
47	Very friendly and helpful staff and kind caring doctors at this surgery.	12/1/2023 12:23 PM
48	I only tend to go when needed so am very happy with the way things have been handled and	11/30/2023 2:51 PM

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	follow up hospital appointments were needed which were also very fast	
49	The Doctor's I have had contact with are are excellent and very caring	11/30/2023 12:41 PM
50	Excellent service, from reception, GPS and nurses	11/30/2023 10:24 AM
51	I wish the doctors would listen to me more especially when other health care professionals have asked me to get things checked...no issues with reception, Sian is brilliant with me and dad	11/28/2023 11:46 AM
52	Excellent service at the surgery caring and very professional goes above and beyond very satisfied and very happy with the practice	11/28/2023 11:44 AM
53	Fantastic practice, fantastic receptionists and doctors, 5*	11/28/2023 11:30 AM
54	I'm very happy with my experience at the surgery, and particularly grateful for the MHOL where I can access my information and book appointments.	8/9/2023 6:32 AM