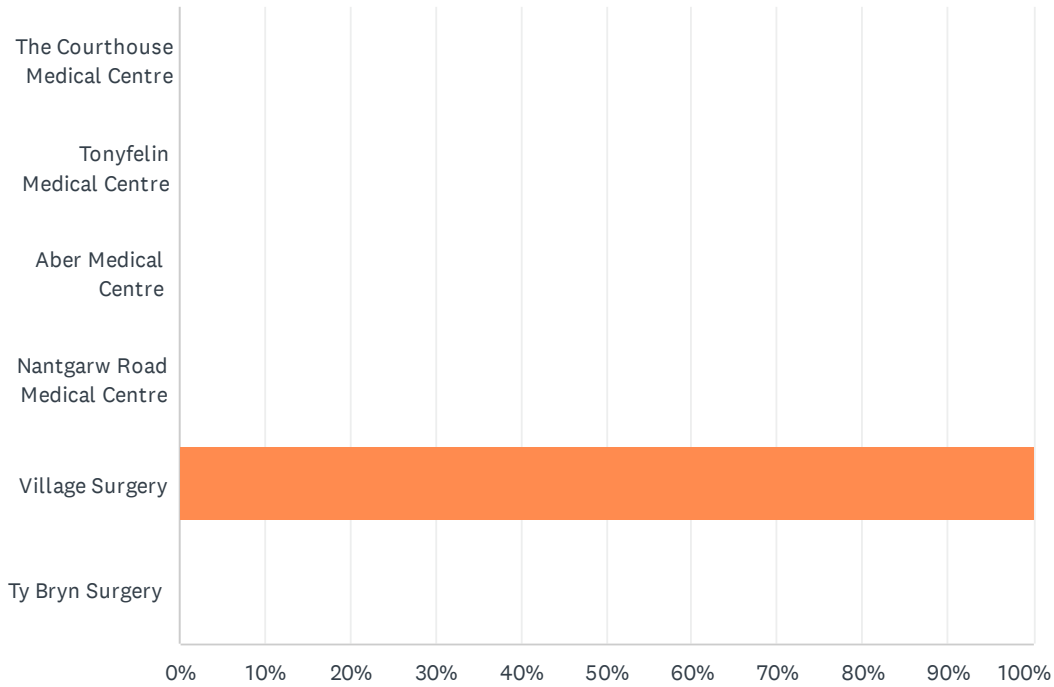


Q1 Name of GP Surgery

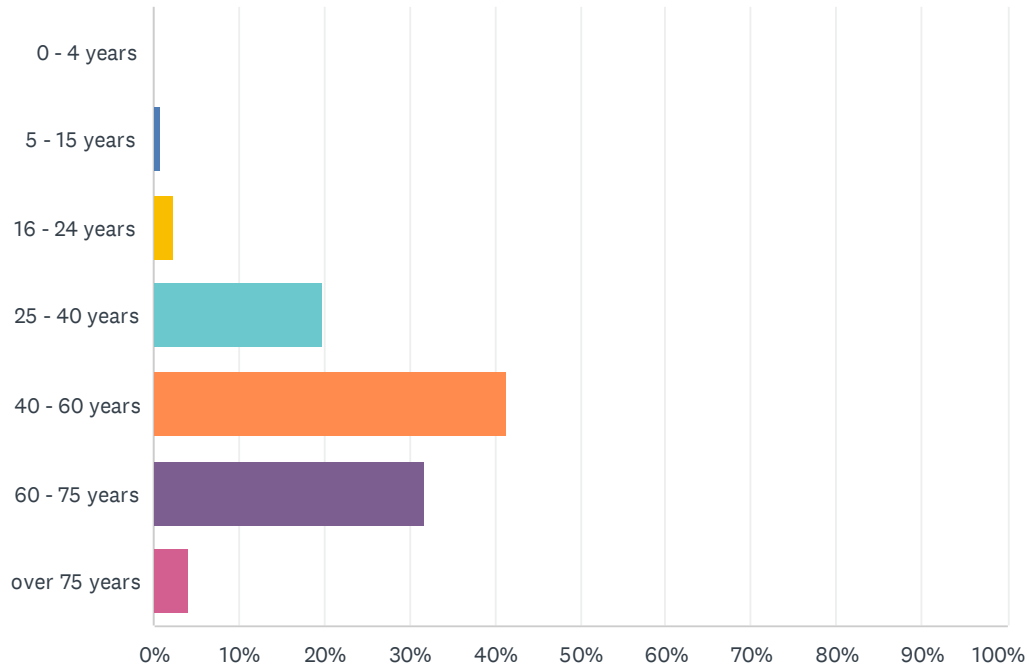
Answered: 126 Skipped: 0



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% 126
Ty Bryn Surgery	0.00% 0
TOTAL	126

Q2 What is your age range?

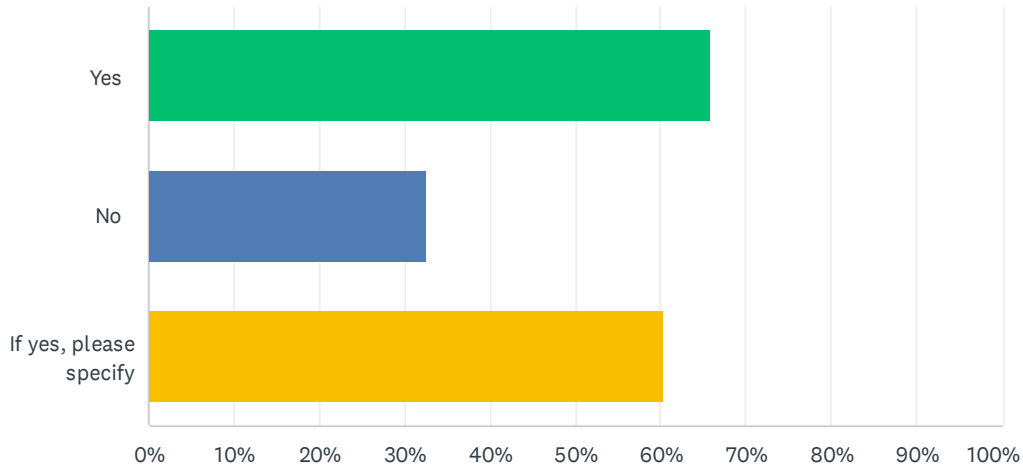
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
0 - 4 years	0.00%	0
5 - 15 years	0.79%	1
16 - 24 years	2.38%	3
25 - 40 years	19.84%	25
40 - 60 years	41.27%	52
60 - 75 years	31.75%	40
over 75 years	3.97%	5
TOTAL		126

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

Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	65.87% 83
No	32.54% 41
If yes, please specify	60.32% 76
Total Respondents: 126	

#	IF YES, PLEASE SPECIFY	DATE
1	Blood pressure	2/13/2023 10:53 PM
2	Diabetic	2/11/2023 12:54 PM
3	Psoriatic arthritis	2/9/2023 12:46 PM
4	Stenosis in spine	2/2/2023 4:35 PM
5	Asthma	2/2/2023 10:58 AM
6	Thyroid, fibromyalgia, diabetes	2/2/2023 9:50 AM
7	Asthma	2/2/2023 8:57 AM
8	Ear blockage, asthma	2/1/2023 10:05 AM
9	Sciatica and back problems	2/1/2023 9:22 AM
10	Asthma	1/31/2023 8:47 PM
11	8 Conditions plus Vulva Cancer	1/31/2023 6:23 PM
12	COPD	1/31/2023 6:23 PM
13	Asthma	1/25/2023 12:43 PM
14	Diabetes high blood pressure	1/25/2023 11:41 AM
15	Osteoarthritis	1/23/2023 11:15 PM

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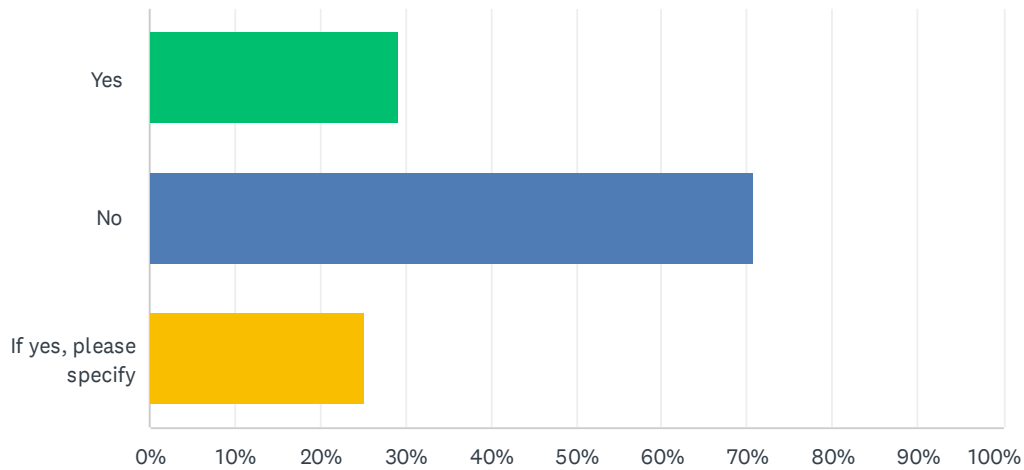
16	Fibromyalgia, PTSD, IBS, Migraines, Vitamin D Deficiency, gallstones	1/23/2023 9:16 PM
17	Arthritis	1/23/2023 1:48 PM
18	Diabetes	1/23/2023 1:46 PM
19	Diabetes Epilepsy	1/23/2023 1:33 PM
20	Asthma	1/23/2023 1:29 PM
21	Thyroid problems and high blood pressure	1/23/2023 1:29 PM
22	Hypothyroidism, diabetes, asthma	1/23/2023 1:25 PM
23	Depression syatica	1/23/2023 12:16 PM
24	Weak bones in back	12/13/2022 5:15 PM
25	Fibromyalgia, copd,spinal stenosis, bursitis	12/13/2022 10:11 AM
26	Fibromyalgia spondylitis	12/12/2022 1:00 PM
27	Angina arthritis high blood pressure	12/9/2022 10:39 AM
28	Glaucoma blood pressure	12/8/2022 5:01 PM
29	Asthma	12/7/2022 12:08 PM
30	Asthma	12/7/2022 11:32 AM
31	Blood presute& thyroid	12/7/2022 10:55 AM
32	Cancer/ heart disease	12/7/2022 9:42 AM
33	Psoriatic Arthritis	12/7/2022 9:31 AM
34	Anxiety, only one kidney	12/6/2022 12:09 PM
35	Chronic back pain	12/6/2022 11:27 AM
36	Diabetes. Quadruple Heart b y-pass.Reconstructed right foot	12/6/2022 9:37 AM
37	Meniere's Disease	12/5/2022 6:30 PM
38	Back and legs	12/2/2022 3:43 PM
39	Asthma	12/2/2022 3:42 PM
40	Blood pressure	12/2/2022 12:43 PM
41	Fibromyalgia and psoriasis	12/2/2022 12:25 PM
42	Back pain	11/25/2022 7:17 PM
43	Atrial Fibrillation,Diabetes.	11/23/2022 3:27 PM
44	No	11/23/2022 2:17 PM
45	High blood pressure	11/23/2022 1:10 PM
46	Mental Health, Migraine, Eye Problems, Asthma	11/22/2022 9:46 PM
47	Diabetic	11/22/2022 1:24 PM
48	Quadruple bypass surgery in April 2022.	11/22/2022 11:36 AM
49	Diabetes 2	11/21/2022 6:27 PM
50	Rare lung disease	11/17/2022 8:56 AM
51	Osteoperosis	11/17/2022 8:44 AM
52	Type 2 diabetes, DVT, PAD.	11/17/2022 8:42 AM
53	Temporal Arteritis	11/16/2022 1:50 PM

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54	Depression, allergies	11/15/2022 11:33 PM
55	Blood pressure control. Underactive thyroid	11/15/2022 4:57 PM
56	blood pressure thyroid	11/15/2022 3:56 PM
57	Diabetes	11/15/2022 3:38 PM
58	Lungs, arthritis	11/15/2022 3:14 PM
59	Atrial fibulation	11/15/2022 3:05 PM
60	Walter retention in legs	11/15/2022 2:17 PM
61	Thyroid	11/15/2022 2:13 PM
62	Blood pressure	11/15/2022 1:47 PM
63	Asthma. Blood pressure. Colestrolhol	11/15/2022 1:11 PM
64	Polycystic Ovarian Syndrome	11/15/2022 1:10 PM
65	Ehlers Danlos Syndrome	11/15/2022 1:01 PM
66	Type 2 Diabetes	11/15/2022 12:06 PM
67	Motorcycle injury recovery	11/15/2022 11:26 AM
68	High blood pressure	11/3/2022 2:44 PM
69	Sleep apnoea, high blood pressure, osteoarthritis of the knee	11/3/2022 1:33 PM
70	Scheuremanns kyphosis + many others	11/3/2022 1:06 PM
71	MCTD	11/3/2022 1:01 PM
72	Anxiety	10/12/2022 11:13 AM
73	Arthritis	10/12/2022 11:08 AM
74	bicuspid aortic valve	10/12/2022 11:01 AM
75	Asthma	10/1/2022 7:36 PM
76	PCOS and hypertension	9/30/2022 8:32 PM

Q4 Do you have a disability?

Answered: 123 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	29.27% 36
No	70.73% 87
If yes, please specify	25.20% 31
Total Respondents: 123	

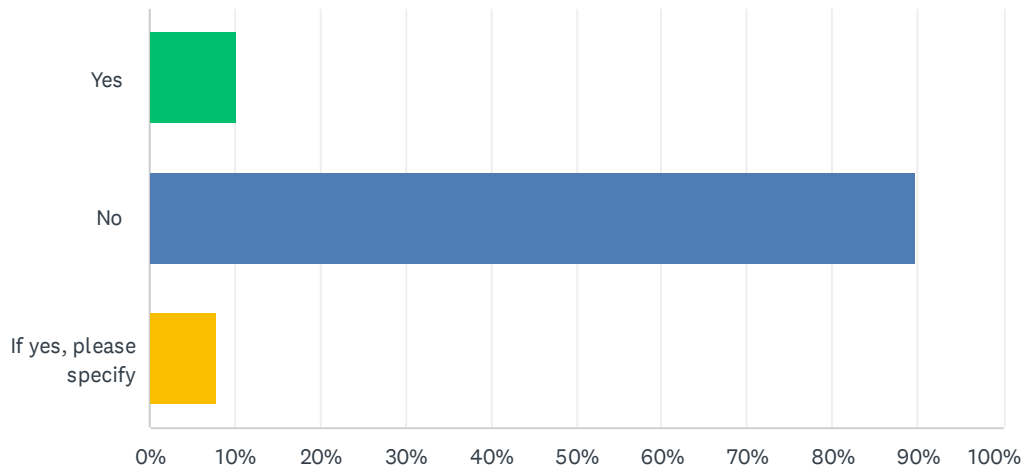
#	IF YES, PLEASE SPECIFY	DATE
1	Weakness in walking	2/2/2023 4:35 PM
2	Fibromyalgia	2/2/2023 9:50 AM
3	Diabetes, Arthritis plus 6 more	1/31/2023 6:23 PM
4	Osteoarthritis	1/23/2023 11:15 PM
5	As above	1/23/2023 9:16 PM
6	Arthritis, hip problems + mental health issues	1/23/2023 1:48 PM
7	Arthritis	1/23/2023 1:29 PM
8	Back shoulder hands	1/23/2023 12:16 PM
9	Just getting over cancer	12/13/2022 5:15 PM
10	Cannot walk far, especially outdoors, now use a power chair, breathlessness from lung damage, bronchiectasis	12/13/2022 10:11 AM
11	Fibromyalgia	12/12/2022 1:00 PM
12	Arthritic knee hip and lower back pain restricts walking	12/9/2022 10:39 AM
13	Glaucoma	12/8/2022 5:01 PM
14	Mental health problems	12/7/2022 12:08 PM
15	Psoriatic Arthritis	12/7/2022 9:31 AM

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16	Spina Bifida and Hydrocephalus	12/6/2022 2:12 PM
17	Anxiety	12/6/2022 12:09 PM
18	Reg as disabled as have blue badge	12/6/2022 11:27 AM
19	Unable to walk long distances	12/6/2022 9:37 AM
20	Meniere's Disease	12/5/2022 6:30 PM
21	Fibromyalgia	12/2/2022 12:25 PM
22	Standing	11/25/2022 7:17 PM
23	No	11/23/2022 2:17 PM
24	As above	11/22/2022 9:46 PM
25	Fibromyalgia	11/22/2022 1:24 PM
26	Crumbling discs	11/17/2022 8:56 AM
27	Depression	11/15/2022 3:56 PM
28	Ehlers Danlos Syndrome	11/15/2022 1:01 PM
29	Chronic Anxiety	11/15/2022 12:47 PM
30	Difficulty moving, constant pain	11/3/2022 1:06 PM
31	As far as I am concerned I have. Constant pain in neck, shoulders & back. Numbness in fingers, knees and foot.	10/12/2022 11:08 AM

Q5 Do you consider yourself to be a carer?

Answered: 126 Skipped: 0

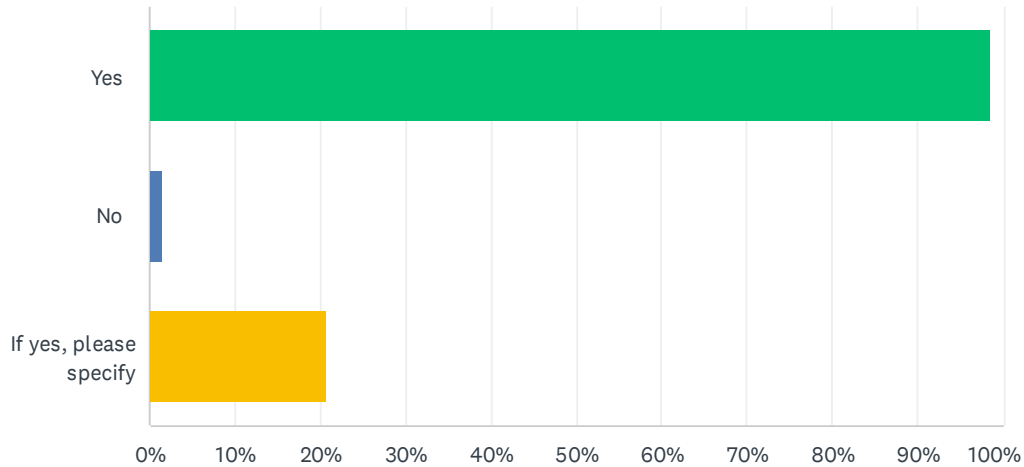


ANSWER CHOICES	RESPONSES
Yes	10.32% 13
No	89.68% 113
If yes, please specify	7.94% 10
Total Respondents: 126	

#	IF YES, PLEASE SPECIFY	DATE
1	Support worker	2/15/2023 9:08 AM
2	Mother with dementia	2/2/2023 2:08 PM
3	I care for my husband and mum	1/23/2023 9:16 PM
4	Son with epilepsy	12/2/2022 12:25 PM
5	For my deaf son	11/23/2022 1:37 PM
6	For my husband	11/17/2022 8:56 AM
7	Full time cater for my mother	11/15/2022 12:06 PM
8	Autistic son	11/3/2022 1:06 PM
9	I look after my Dad	11/3/2022 12:48 PM
10	My 89 yr old severe sight impaired	10/1/2022 7:36 PM

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

Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	98.41% 124
No	1.59% 2
If yes, please specify	20.63% 26
Total Respondents: 126	

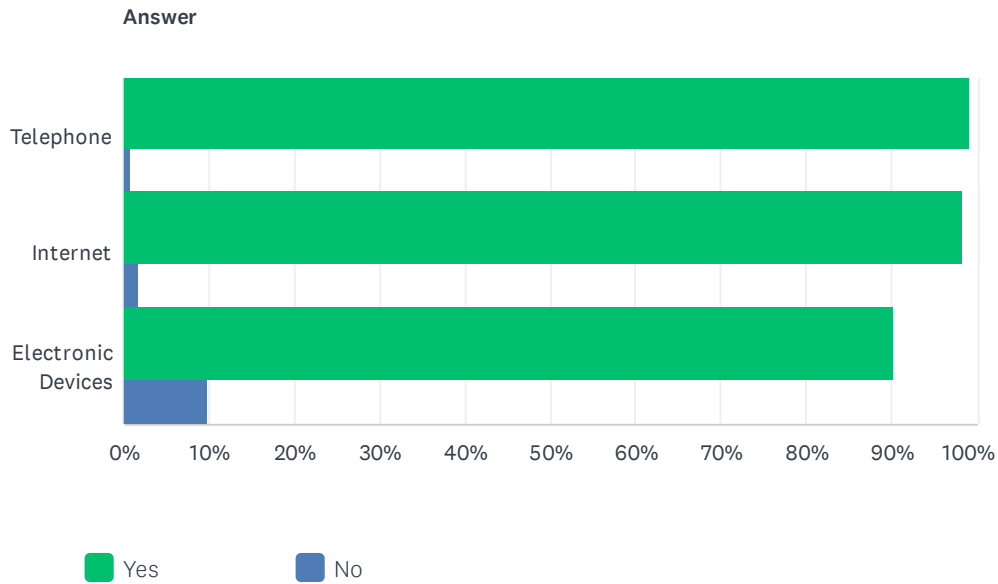
#	IF YES, PLEASE SPECIFY	DATE
1	English	2/2/2023 4:35 PM
2	English	2/2/2023 2:08 PM
3	English	2/2/2023 10:58 AM
4	English	2/1/2023 10:05 AM
5	English	1/31/2023 6:23 PM
6	English	1/31/2023 6:23 PM
7	English	1/23/2023 11:15 PM
8	N/A	1/23/2023 9:16 PM
9	English	1/23/2023 1:48 PM
10	English	1/23/2023 1:46 PM
11	English	1/23/2023 1:29 PM
12	English	12/12/2022 1:00 PM
13	English	12/9/2022 10:39 AM
14	Welsh or English	12/6/2022 2:12 PM

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15	English	11/25/2022 7:17 PM
16	Look after my wife	11/23/2022 7:37 AM
17	Welsh & English	11/22/2022 1:24 PM
18	English	11/17/2022 8:56 AM
19	English	11/15/2022 4:00 PM
20	English	11/15/2022 1:11 PM
21	English	11/15/2022 1:10 PM
22	English	11/15/2022 12:06 PM
23	English	11/3/2022 1:06 PM
24	In part. Get confused and forget to ask pertinent questions.	10/12/2022 11:08 AM
25	English	10/1/2022 7:36 PM
26	English	9/30/2022 8:32 PM

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

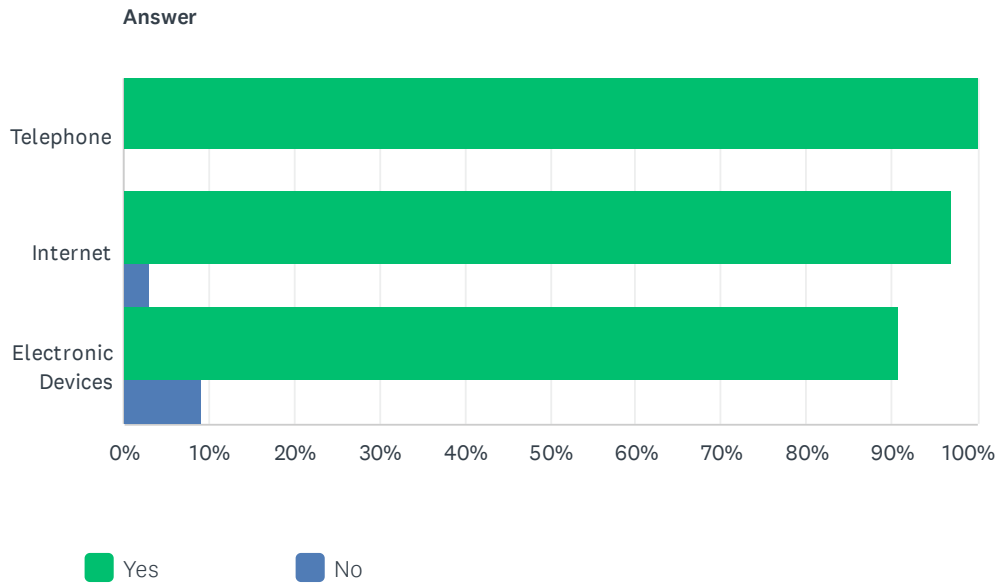
Answered: 126 Skipped: 0



Answer	YES	NO	TOTAL
Telephone	99.20% 124	0.80% 1	125
Internet	98.28% 114	1.72% 2	116
Electronic Devices	90.29% 93	9.71% 10	103

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

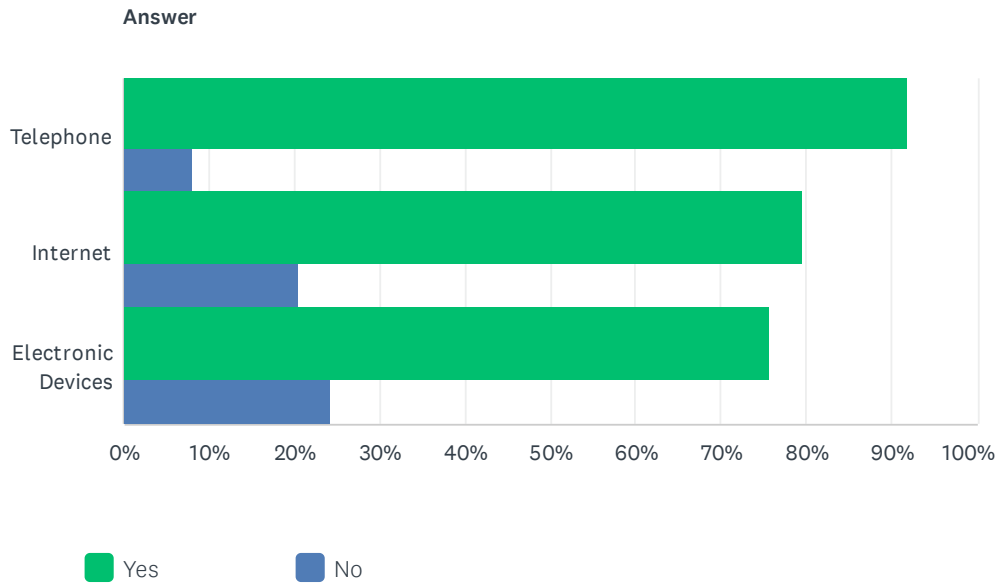
Answered: 109 Skipped: 17



Answer	YES	NO	TOTAL
Telephone	100.00% 106	0.00% 0	106
Internet	96.94% 95	3.06% 3	98
Electronic Devices	90.91% 80	9.09% 8	88

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

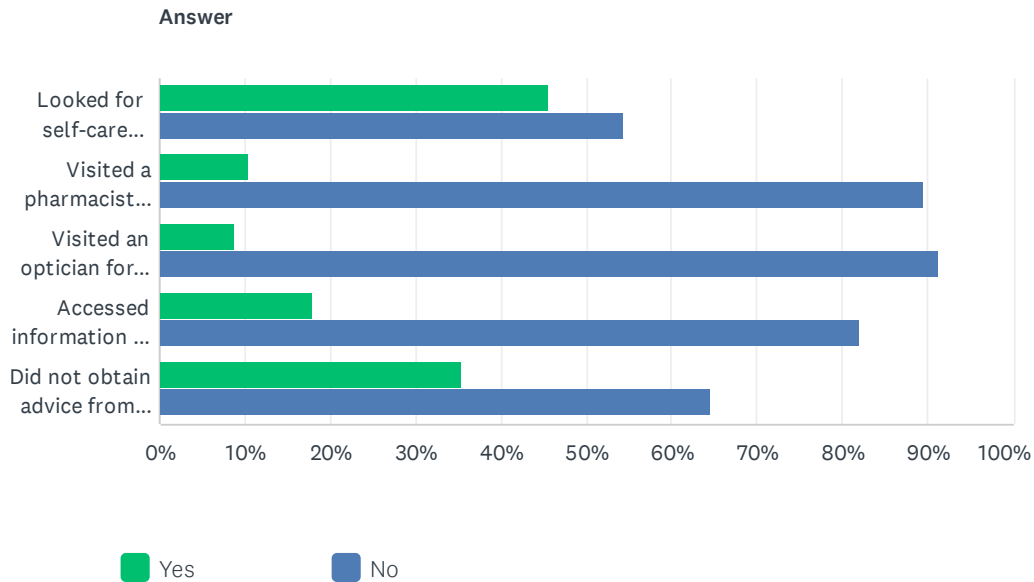
Answered: 125 Skipped: 1



Answer	YES	NO	TOTAL
Telephone	91.87% 113	8.13% 10	123
Internet	79.63% 86	20.37% 22	108
Electronic Devices	75.76% 75	24.24% 24	99

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

Answered: 116 Skipped: 10



Answer	YES	NO	TOTAL
Looked for self-care information online	45.65% 42	54.35% 50	92
Visited a pharmacist through the minor ailments scheme	10.47% 9	89.53% 77	86
Visited an optician for minor eye conditions	8.64% 7	91.36% 74	81
Accessed information via NHS direct/NHS 111	17.86% 15	82.14% 69	84
Did not obtain advice from anywhere else.	35.35% 35	64.65% 64	99

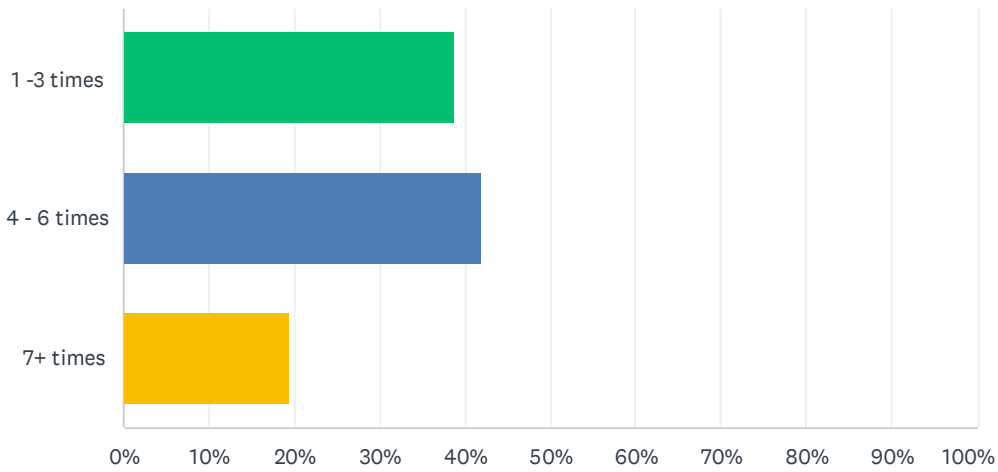
#	OTHER (PLEASE STATE)	DATE
1	It was a follow up call	2/9/2023 12:50 PM
2	Doctor	2/2/2023 10:58 AM
3	Surgery contacted me the appt today	1/31/2023 6:23 PM
4	Work	1/23/2023 2:02 PM
5	It was a follow up appointment	1/23/2023 1:55 PM
6	Doctor booked it.	1/23/2023 1:48 PM
7	Routine follow up, following blood tests	1/23/2023 1:25 PM
8	Ambulatory care unit Gwent Hospital	12/13/2022 10:11 AM
9	My appointment was to have blood drawn by the nurse so all off the above options are	12/6/2022 12:09 PM

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	irrelevant	
10	Physio	12/2/2022 3:42 PM
11	From original gp appointment	11/23/2022 2:17 PM
12	Doctor requested appointment	11/22/2022 1:24 PM
13	Doctor	11/21/2022 6:27 PM
14	I was advised to have an appointment because my blood test results revealed I still have low iron stores.	11/17/2022 3:06 PM
15	Ongoing condition	11/17/2022 8:44 AM
16	Blood test results	11/3/2022 1:06 PM
17	Asked for advice from receptionist	11/3/2022 1:01 PM
18	As these are long standing issues	10/12/2022 11:08 AM

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

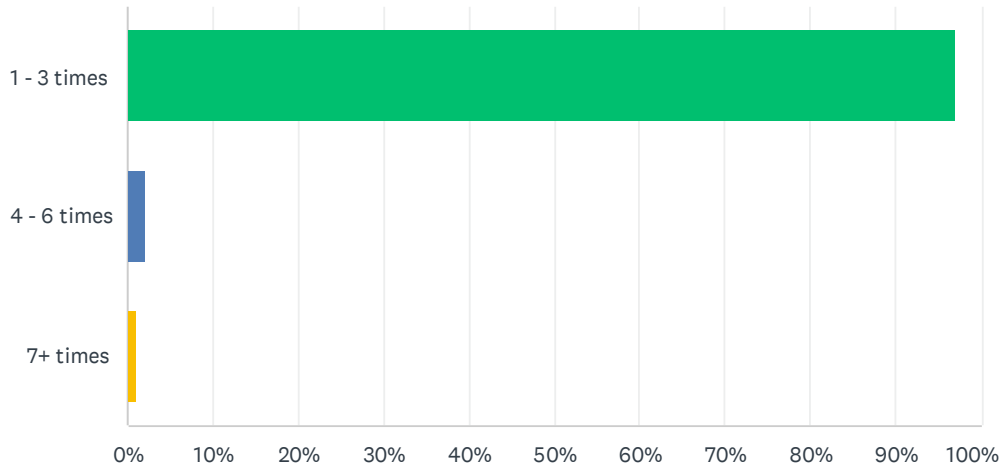
Answered: 124 Skipped: 2



ANSWER CHOICES	RESPONSES
1 -3 times	38.71% 48
4 - 6 times	41.94% 52
7+ times	19.35% 24
TOTAL	124

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

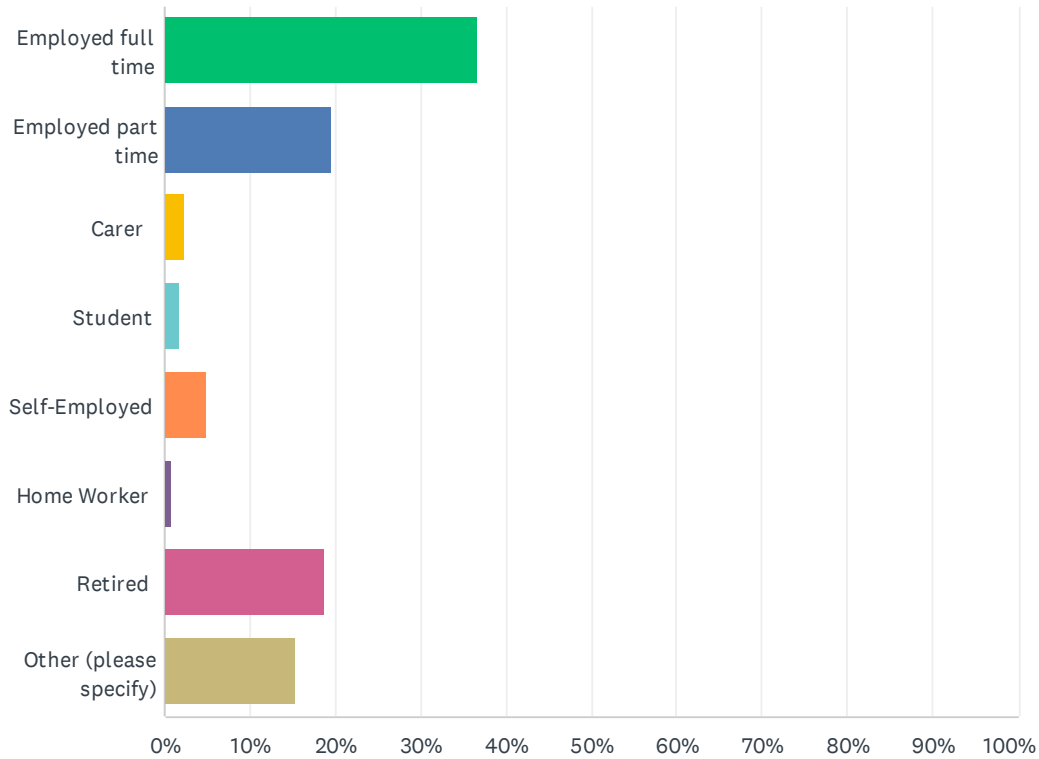
Answered: 98 Skipped: 28



ANSWER CHOICES	RESPONSES	
1 - 3 times	96.94%	95
4 - 6 times	2.04%	2
7+ times	1.02%	1
TOTAL		98

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

Answered: 123 Skipped: 3



ANSWER CHOICES	RESPONSES
Employed full time	36.59% 45
Employed part time	19.51% 24
Carer	2.44% 3
Student	1.63% 2
Self-Employed	4.88% 6
Home Worker	0.81% 1
Retired	18.70% 23
Other (please specify)	15.45% 19
TOTAL	123

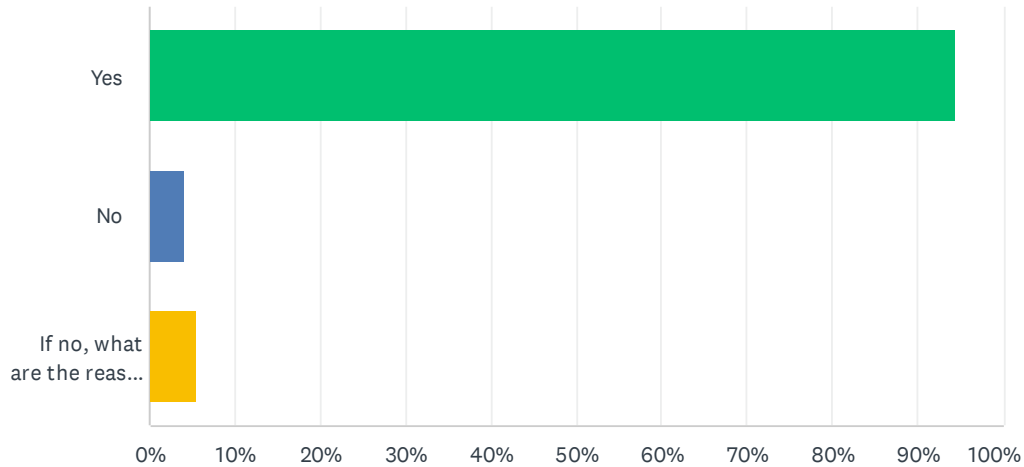
#	OTHER (PLEASE SPECIFY)	DATE
1	Unemployed	2/9/2023 12:50 PM
2	Unable to work	2/2/2023 9:50 AM
3	Unable to work at moment	2/1/2023 9:22 AM

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4	Disability Benefits	1/31/2023 6:23 PM
5	Full time dad	1/25/2023 11:19 AM
6	Unemployed	1/24/2023 6:13 PM
7	Unemployed	1/23/2023 9:16 PM
8	Disabled	1/23/2023 12:16 PM
9	Pip	12/13/2022 5:15 PM
10	Disability benefits	12/7/2022 12:08 PM
11	Stay at home mum	12/7/2022 3:37 AM
12	Unemployed	12/6/2022 12:09 PM
13	Student and full time employed	11/23/2022 1:06 PM
14	Unemployed	11/22/2022 9:46 PM
15	Illness pain	11/15/2022 5:09 PM
16	Redundant	11/15/2022 3:38 PM
17	Unemployed	11/15/2022 11:26 AM
18	Disabled caregiver single father.	11/3/2022 1:06 PM
19	Had to give up work due to pain issues	10/12/2022 11:08 AM

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

Answered: 125 Skipped: 1

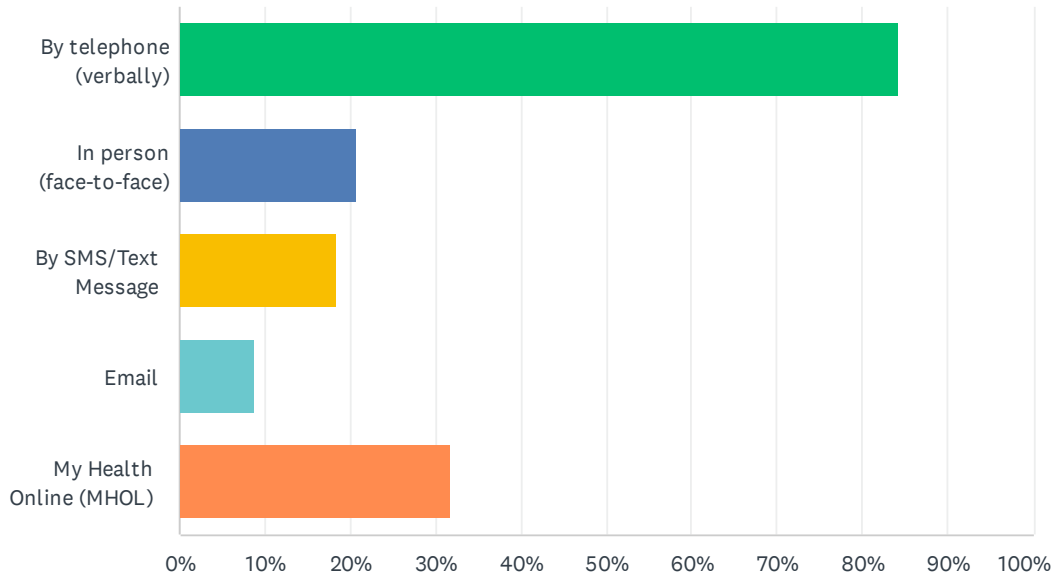


ANSWER CHOICES	RESPONSES
Yes	94.40% 118
No	4.00% 5
If no, what are the reasons or difficulties	5.60% 7
Total Respondents: 125	

#	IF NO, WHAT ARE THE REASONS OR DIFFICULTIES	DATE
1	Work nights	2/2/2023 10:58 AM
2	Primary teacher so need appointments after 4pm	1/25/2023 12:43 PM
3	Don't drive and can't leave house on my own.	1/23/2023 1:48 PM
4	Early morning are not good so from approx 10am to 6.30 is ok	12/13/2022 10:11 AM
5	Work shifts	12/5/2022 11:54 AM
6	I work from 3pm to 7 pm	11/17/2022 8:42 AM
7	After 4pm work commitments	11/15/2022 1:47 PM

Q15 How would you prefer to book appointments?

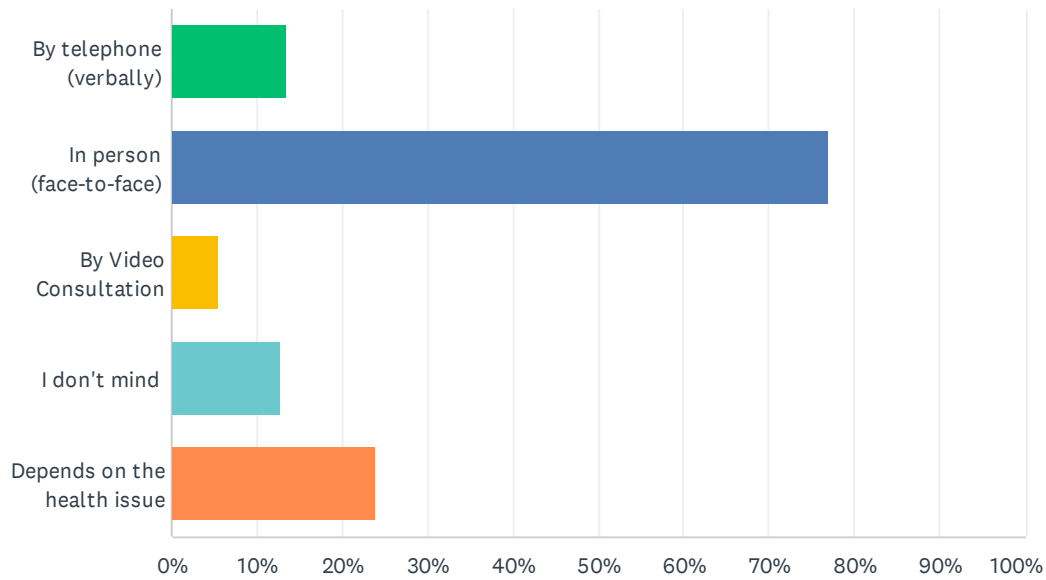
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	84.13%	106
In person (face-to-face)	20.63%	26
By SMS/Text Message	18.25%	23
Email	8.73%	11
My Health Online (MHOL)	31.75%	40
Total Respondents: 126		

Q16 How would you prefer your appointments to take place?

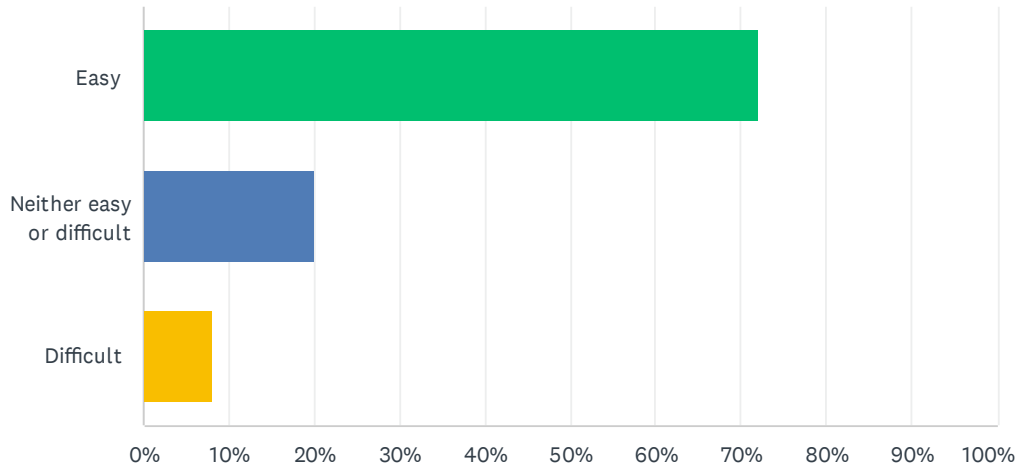
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	13.49%	17
In person (face-to-face)	76.98%	97
By Video Consultation	5.56%	7
I don't mind	12.70%	16
Depends on the health issue	23.81%	30
Total Respondents: 126		

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

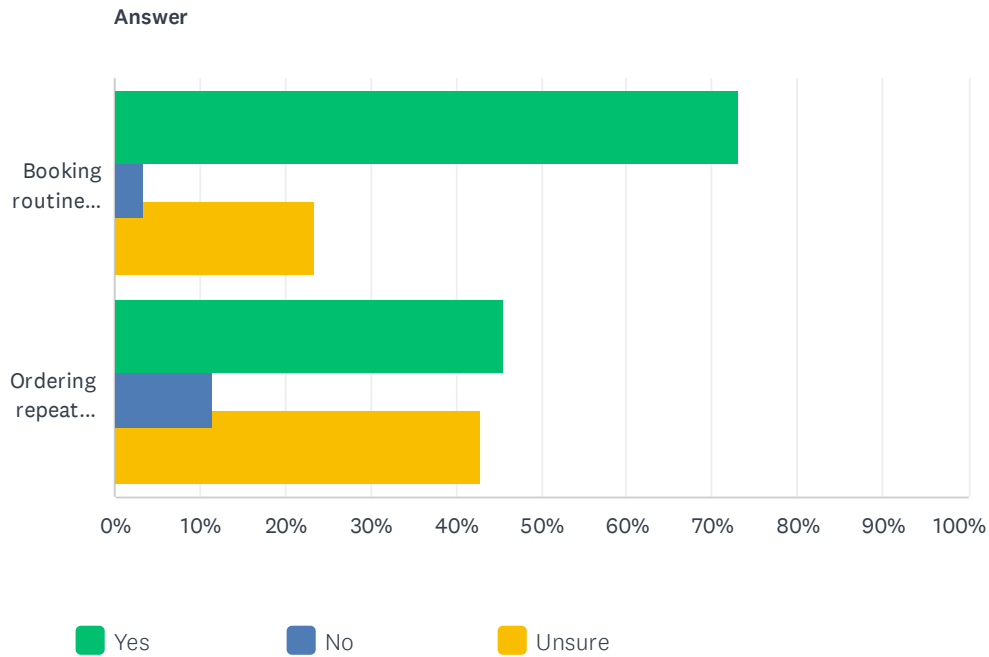
Answered: 125 Skipped: 1



ANSWER CHOICES	RESPONSES	
Easy	72.00%	90
Neither easy or difficult	20.00%	25
Difficult	8.00%	10
TOTAL		125

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

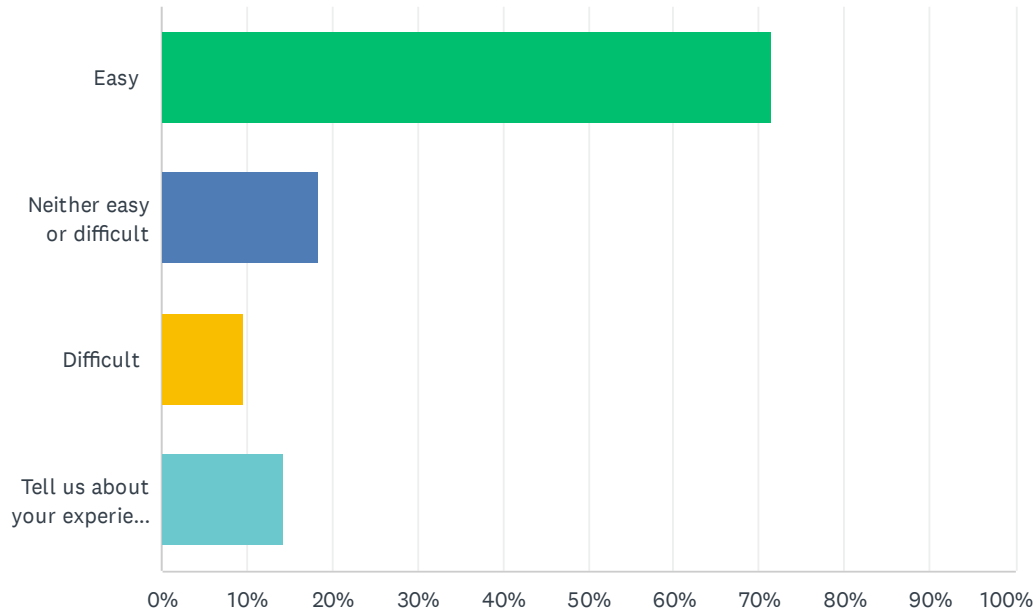
Answered: 119 Skipped: 7



Answer	YES	NO	UNSURE	TOTAL
Booking routine appointments online	73.11% 87	3.36% 4	23.53% 28	119
Ordering repeat prescriptions online	45.54% 51	11.61% 13	42.86% 48	112

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

Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES
Easy	71.43% 90
Neither easy or difficult	18.25% 23
Difficult	9.52% 12
Tell us about your experience with this	14.29% 18
Total Respondents: 126	

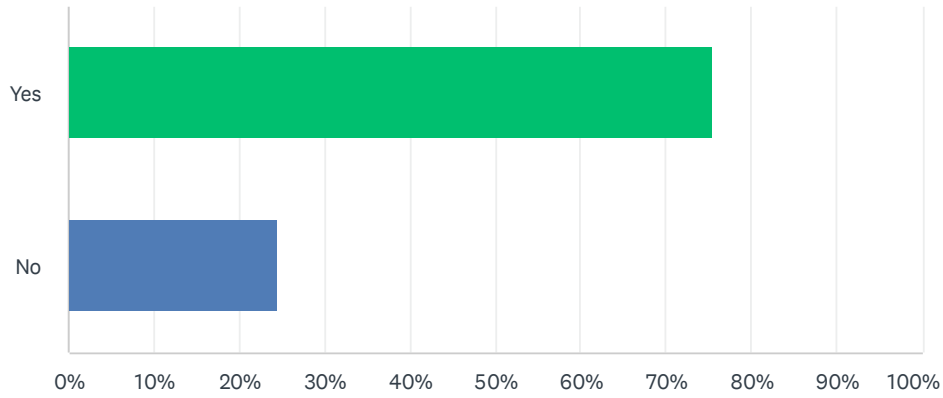
#	TELL US ABOUT YOUR EXPERIENCE WITH THIS	DATE
1	I can get an appointment reasonably quickly especially compared to other GP practices	2/9/2023 12:50 PM
2	Can't get through and none friendly reception staff	1/23/2023 8:04 PM
3	Not had a problem, just takes a week or so to get an appointment as I prefer to see the same doctor	1/23/2023 1:48 PM
4	The receptionists are very difficult to speak to and assume the roll of a doctor or pharmacist not prepared to listen to your problem and to quick to say no.	1/23/2023 1:46 PM
5	Answered quit quickly but the answer message I would assume is out of date now and too long and would benefit from an update.	12/13/2022 10:11 AM
6	Always answers and very helpful	12/7/2022 9:31 AM
7	Easy to book but you have to wait ages to be seen.	12/7/2022 3:37 AM
8	Booked it when I had my flu and covid booster	12/5/2022 11:54 AM
9	Having to wait some time for the appointment	12/2/2022 3:43 PM

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10	Length of availability sometimes a problem	11/23/2022 2:17 PM
11	Always get through on the phone.	11/23/2022 1:06 PM
12	I can't make an appointment online	11/15/2022 11:33 PM
13	Telephone line is very busy in the morning	11/15/2022 3:38 PM
14	I really like to see a GP however when i phone and ask for an appointment on the day as emergency they always offer the Nurse who I find not qualified to offer medical advice and has prescribed me medicine unsuitable. I have seen a GP today and am so very grateful to see a GP rather than a nurse practitioner as i now finally have correct medicine.	11/15/2022 1:01 PM
15	When unable to book on line it is difficult to get through as lines are busy and when you do get through all the appointments have gone.	11/15/2022 11:50 AM
16	Timescales for waits are large	11/15/2022 11:26 AM
17	Only recently joined surgery. So far great service, friendly doctors and helpful staff.	11/3/2022 1:06 PM
18	As you have to wait a considerable time to get to see a dr	10/12/2022 11:08 AM

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?

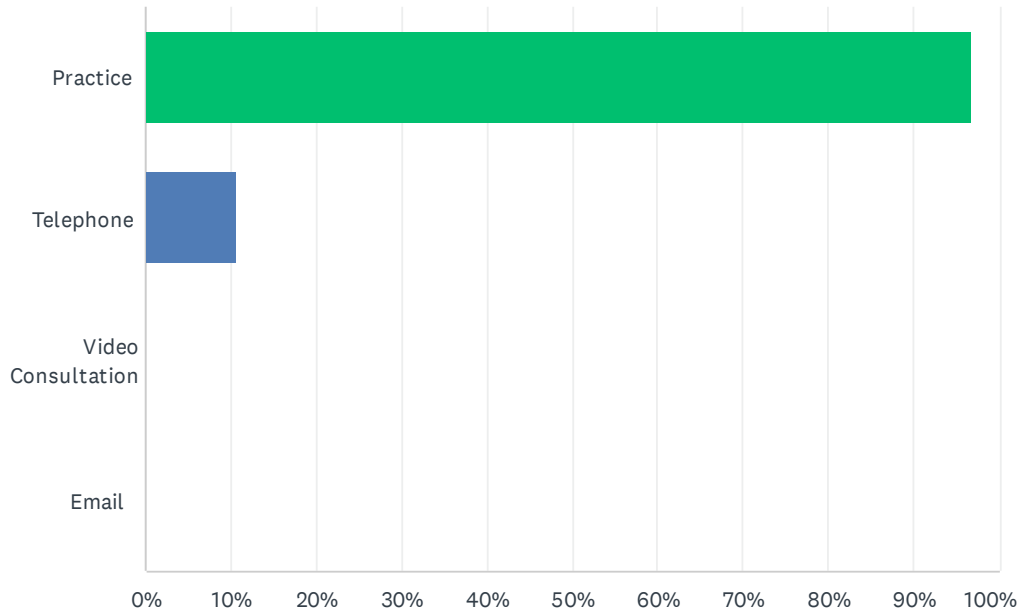
Answered: 102 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	75.49%	77
No	24.51%	25
TOTAL		102

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

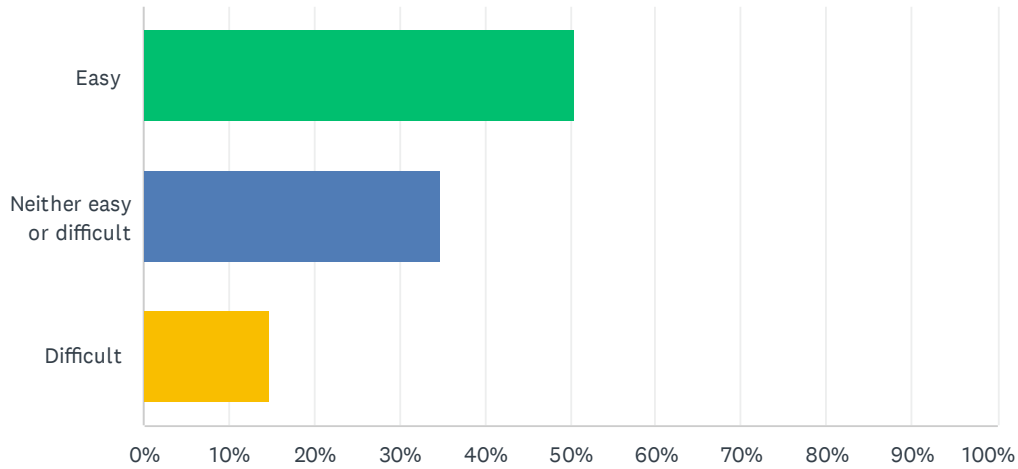
Answered: 122 Skipped: 4



ANSWER CHOICES	RESPONSES	
Practice	96.72%	118
Telephone	10.66%	13
Video Consultation	0.00%	0
Email	0.00%	0
Total Respondents: 122		

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

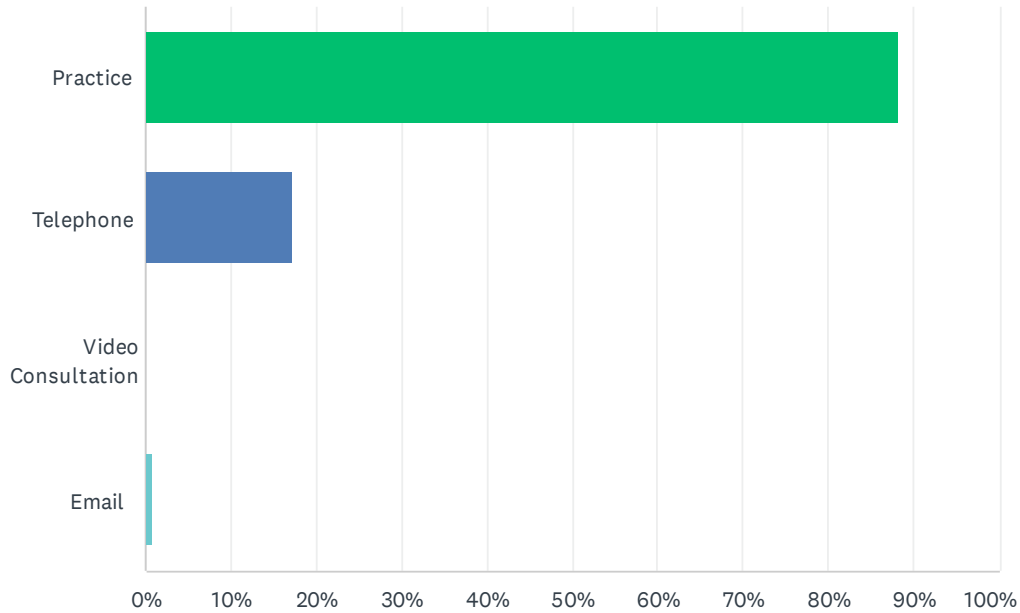
Answered: 115 Skipped: 11



ANSWER CHOICES	RESPONSES
Easy	50.43% 58
Neither easy or difficult	34.78% 40
Difficult	14.78% 17
TOTAL	115

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

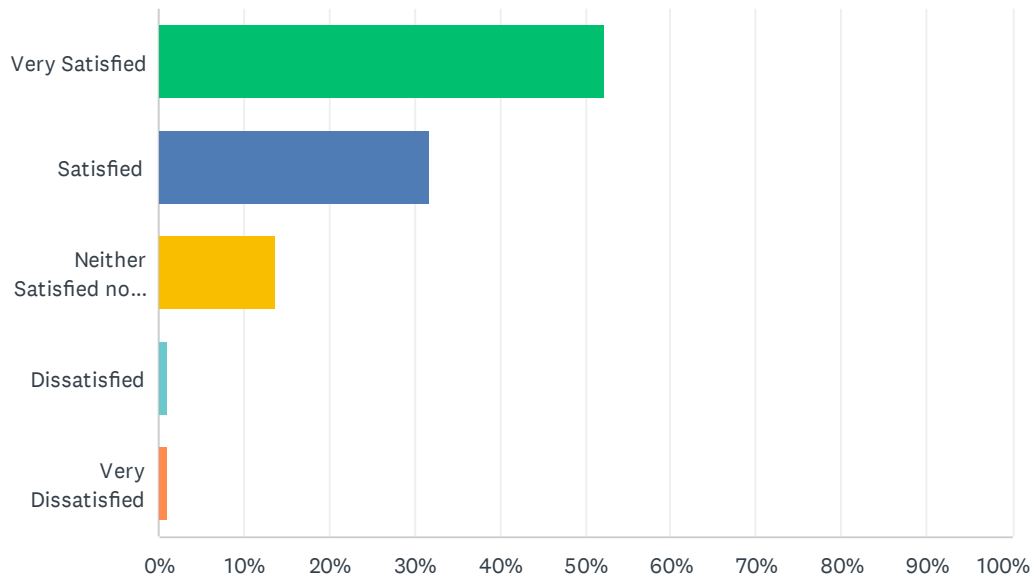
Answered: 110 Skipped: 16



ANSWER CHOICES	RESPONSES	
Practice	88.18%	97
Telephone	17.27%	19
Video Consultation	0.00%	0
Email	0.91%	1
Total Respondents: 110		

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

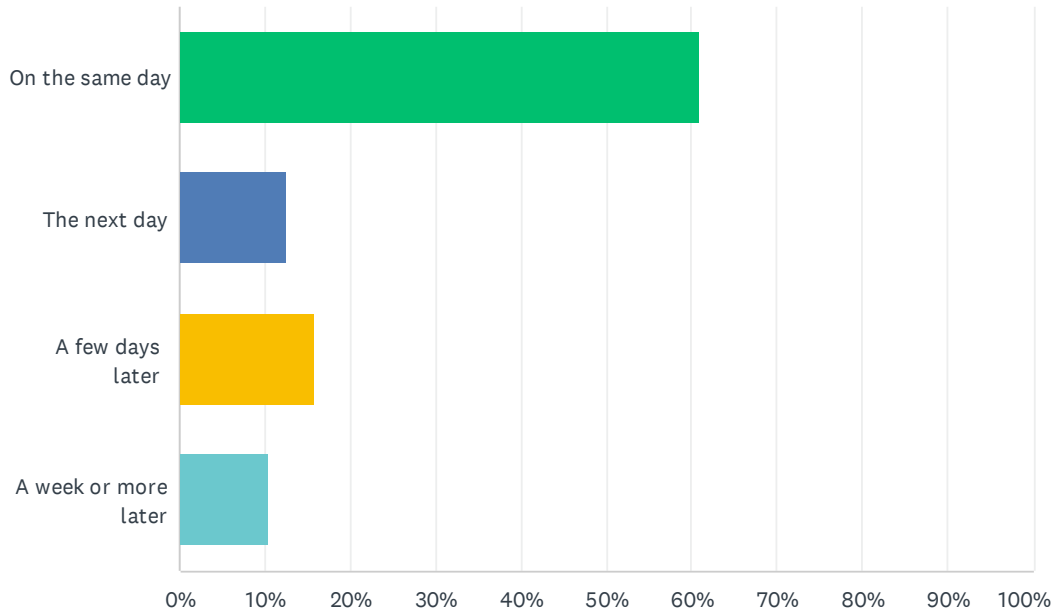
Answered: 88 Skipped: 38



ANSWER CHOICES	RESPONSES	
Very Satisfied	52.27%	46
Satisfied	31.82%	28
Neither Satisfied nor dissatisfied	13.64%	12
Dissatisfied	1.14%	1
Very Dissatisfied	1.14%	1
TOTAL		88

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

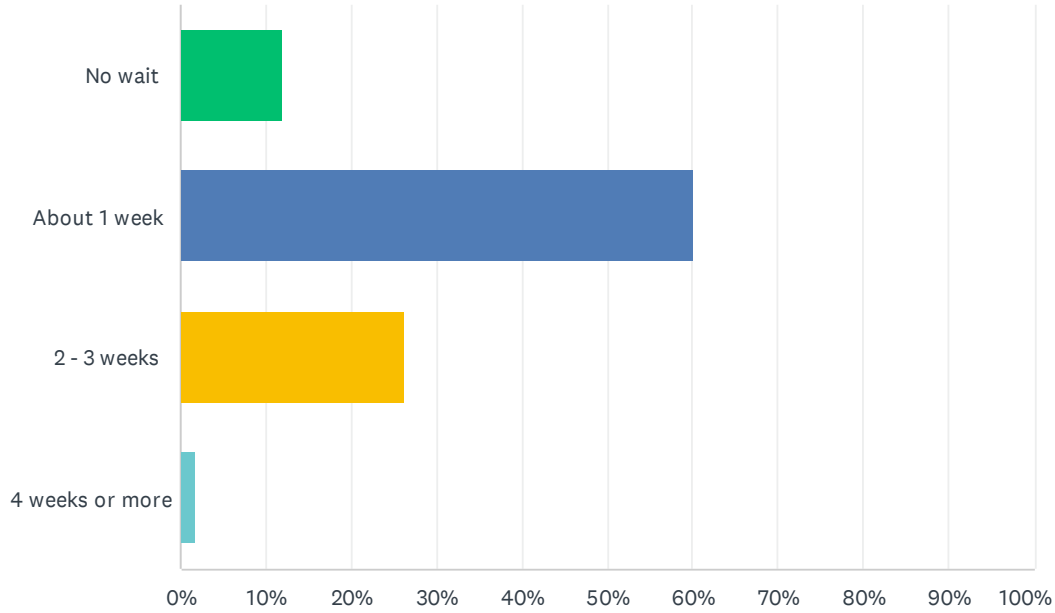
Answered: 95 Skipped: 31



ANSWER CHOICES	RESPONSES	
On the same day	61.05%	58
The next day	12.63%	12
A few days later	15.79%	15
A week or more later	10.53%	10
TOTAL		95

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

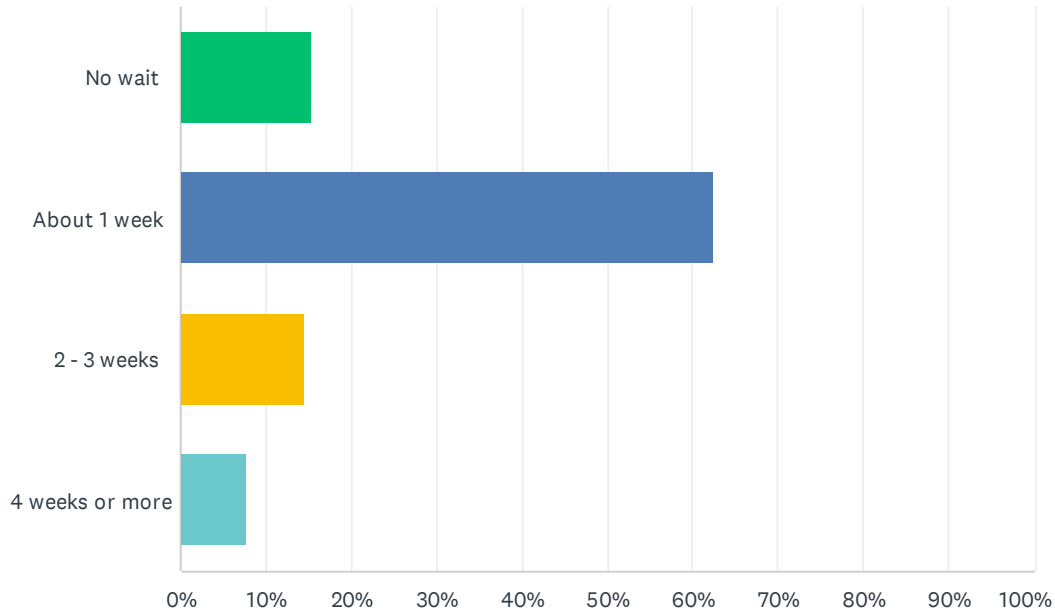
Answered: 118 Skipped: 8



ANSWER CHOICES	RESPONSES	
No wait	11.86%	14
About 1 week	60.17%	71
2 - 3 weeks	26.27%	31
4 weeks or more	1.69%	2
TOTAL		118

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

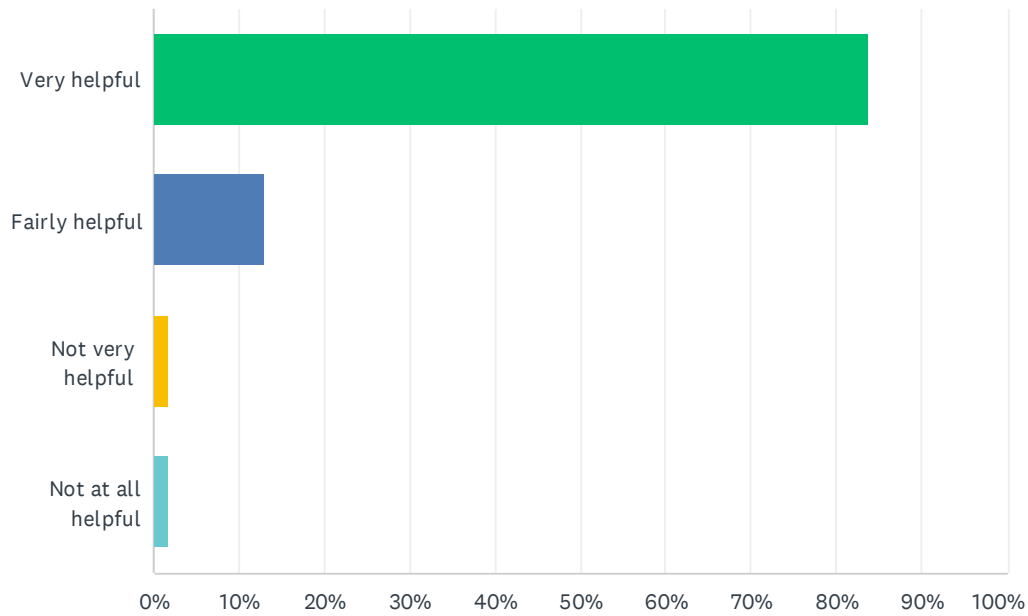
Answered: 104 Skipped: 22



ANSWER CHOICES	RESPONSES	
No wait	15.38%	16
About 1 week	62.50%	65
2 - 3 weeks	14.42%	15
4 weeks or more	7.69%	8
TOTAL		104

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

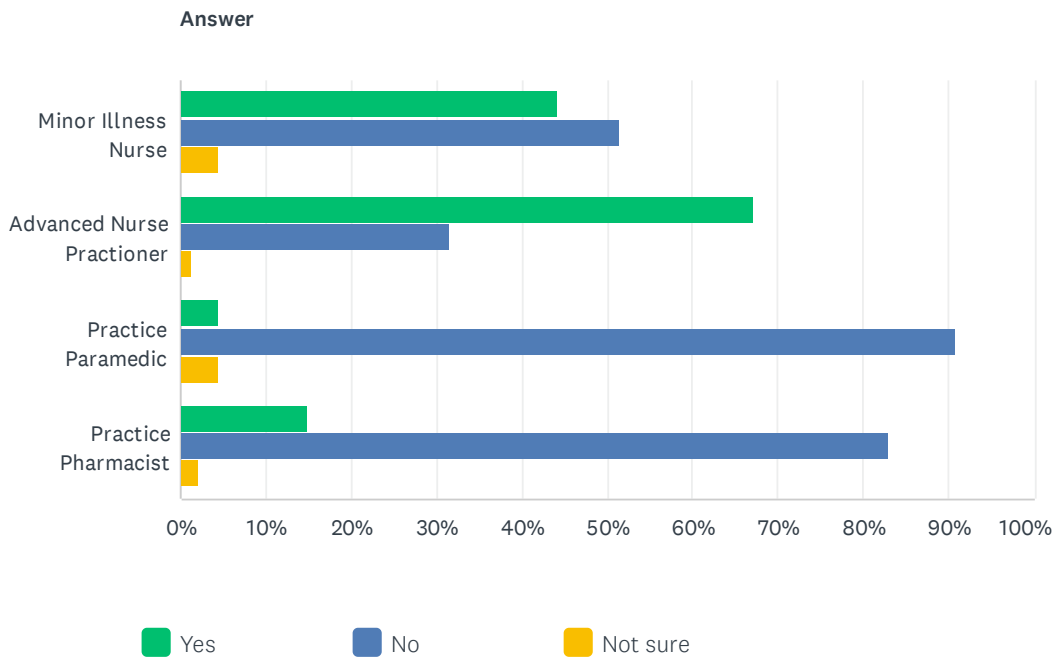
Answered: 123 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very helpful	83.74%	103
Fairly helpful	13.01%	16
Not very helpful	1.63%	2
Not at all helpful	1.63%	2
TOTAL		123

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

Answered: 94 Skipped: 32



Answer	YES	NO	NOT SURE	TOTAL
Minor Illness Nurse	44.12% 30	51.47% 35	4.41% 3	68
Advanced Nurse Practitioner	67.09% 53	31.65% 25	1.27% 1	79
Practice Paramedic	4.55% 2	90.91% 40	4.55% 2	44
Practice Pharmacist	14.89% 7	82.98% 39	2.13% 1	47

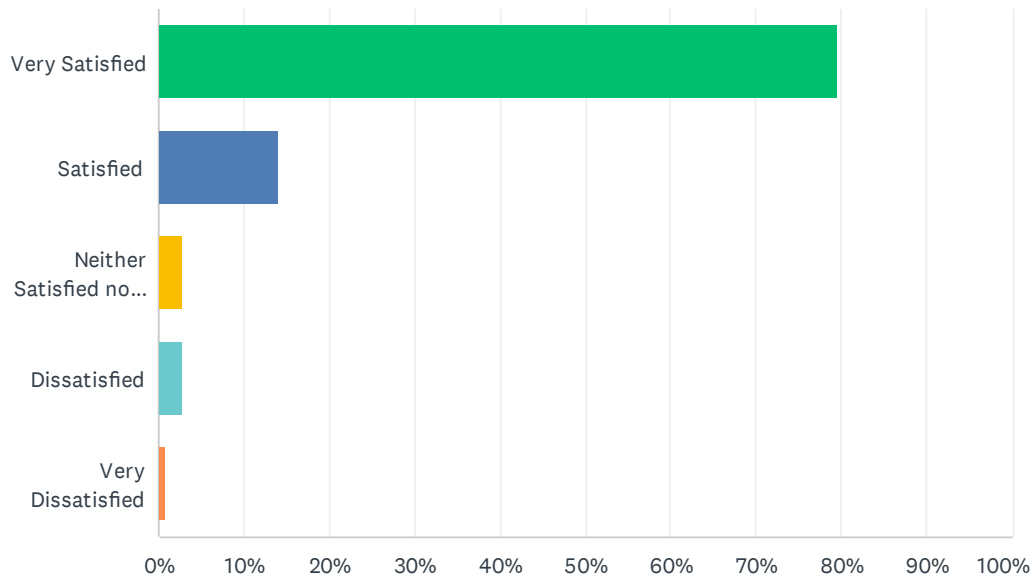
#	OTHER - PLEASE STATE	DATE
1	Psychological well-being practitioner	2/9/2023 12:50 PM
2	Consultant	2/2/2023 2:08 PM
3	Whoever deals with ear syringes	2/1/2023 10:05 AM
4	Heath Hospital - Gaenocology Oncology Nurse and Doctor	1/31/2023 6:23 PM
5	Physio Therapists	1/23/2023 1:48 PM
6	Don't both unless very urgent	1/23/2023 1:46 PM
7	Ambulatory care unit in the Gwent so seen consultants, doctors, nurses etc and eye clinic at the Gwent	12/13/2022 10:11 AM
8	HCA	12/12/2022 1:00 PM
9	Psychological wellbeing practitioner	12/6/2022 12:09 PM

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10	No	11/15/2022 3:56 PM
11	Counsellor	11/15/2022 3:38 PM
12	Phlebotomist	11/3/2022 1:06 PM
13	Osteopath	10/12/2022 11:13 AM
14	If you wanna emergency appointment you can normally only see a nurse practitioner	10/12/2022 11:08 AM

Q30 How satisfied were you with the care you received?

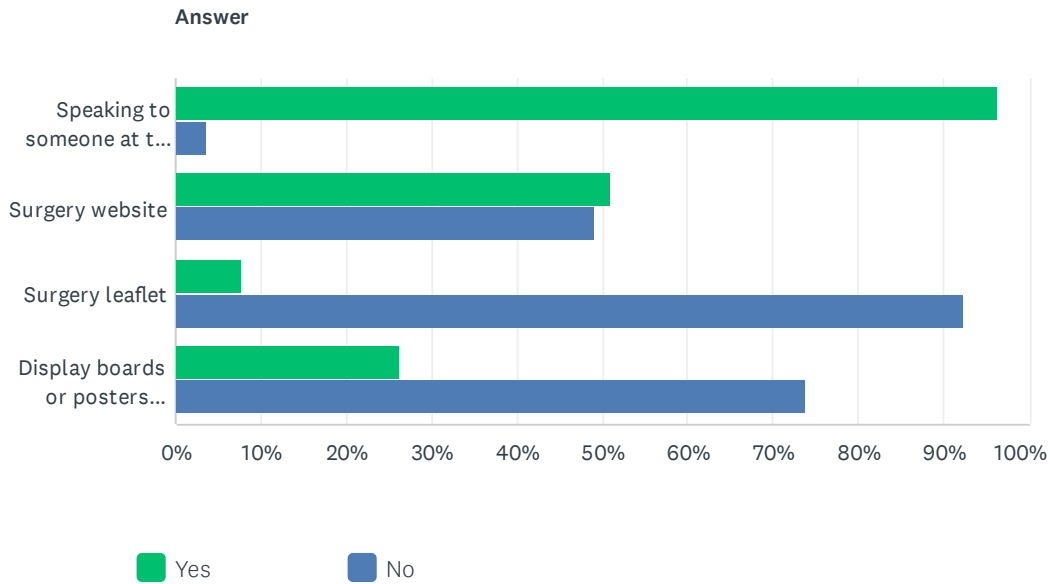
Answered: 107 Skipped: 19



ANSWER CHOICES	RESPONSES	
Very Satisfied	79.44%	85
Satisfied	14.02%	15
Neither Satisfied nor dissatisfied	2.80%	3
Dissatisfied	2.80%	3
Very Dissatisfied	0.93%	1
TOTAL		107

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

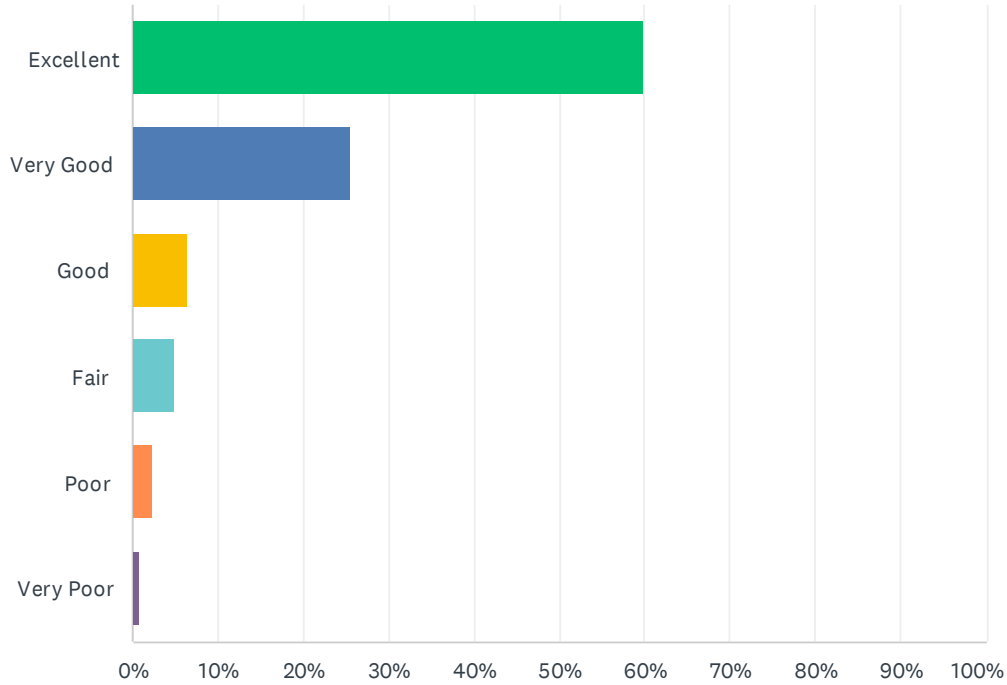
Answered: 114 Skipped: 12



Answer	YES	NO	TOTAL
Speaking to someone at the surgery	96.40% 107	3.60% 4	111
Surgery website	50.94% 27	49.06% 26	53
Surgery leaflet	7.69% 3	92.31% 36	39
Display boards or posters within the surgery	26.19% 11	73.81% 31	42

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

Answered: 125 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	60.00%	75
Very Good	25.60%	32
Good	6.40%	8
Fair	4.80%	6
Poor	2.40%	3
Very Poor	0.80%	1
TOTAL		125

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

Answered: 42 Skipped: 84

#	RESPONSES	DATE
1	Quickr time scale for an appointment	2/15/2023 9:08 AM
2	Generally I've found people working at the Surgery very helpful and attentive to my concerns.	2/9/2023 12:50 PM
3	Very satisfied with the surgery.	2/2/2023 4:35 PM
4	This is the first time that I have used the new practice and I am very impressed. The staff are efficient and well informed. The appointments are punctual and the environment is calm. I received follow up information about my appointment by text with relevant links to my queries. Very happy with my experience.	2/2/2023 2:08 PM
5	Wish doctors would listen a bit more especially when I've been told to ask for specific procedures by other specialists...Also if bloods are not there for diabetic clinic not be made to wait 3 months for diabetic clinic to be told on day they don't have my bloods when I swear they had been done	2/2/2023 9:50 AM
6	Can't fault it	2/1/2023 12:33 PM
7	Sian is an amazing receptionist others can be rude	2/1/2023 9:22 AM
8	All staff at Village Surgery are helpful and professional.	1/25/2023 12:43 PM
9	Bedside manner with some staff could be improved to show more empathy towards patients despite heavy workload and time constraints. Lots of patients suffer anxiety and even stepping through the door is a major achievement for them. To be brushed off and told the patient is in the wrong through no fault of their own just adds to the anxiety.	1/25/2023 11:37 AM
10	Very friendly and helpful as soon as you enter the surgery until you leave. 10/10.	1/24/2023 6:13 PM
11	Excellent doctors and receptionists at the Village surgery.	1/23/2023 1:48 PM
12	I could be dead before I get an appointment they just don't care, and the receptionists need to know there place and reminded they are not doctors	1/23/2023 1:46 PM
13	Complete night and day compared to my old surgery, I'm actually being seen for my long term health problems	1/23/2023 1:33 PM
14	Nothing to add	1/23/2023 1:29 PM
15	Very helpful	1/23/2023 12:16 PM
16	Receptionist are very helpful and try to carry out any requests you may have. Sometimes however I need emergency treatment mainly antibiotics and my chest examined and there seems no in between offers. I would have to call the doctor out or wait til the following day which is not ideal or I would have to resort to calling a ambulance which I would rather not do for something that my own GP could do.	12/13/2022 10:11 AM
17	We have always been well looked after by doctors and staff at the village surgery	12/9/2022 10:39 AM
18	Amazing staff all round.	12/7/2022 11:32 AM
19	Brilliant care received always.	12/7/2022 9:22 AM
20	A few of these questions need a "not applicable" option. However I find this surgery to be fantastic so far	12/6/2022 12:09 PM
21	The practice is run very professionally. the staff are very helpful. Even though they are under pressure as are all surgeries	12/6/2022 9:37 AM

Caerphilly South - Patient Access Survey 2022/2023

22	I transferred to this Practice at the start of the year and it was the best decision I have ever made. This is an excellent Practice and I have seen most of the GPs here - they are all caring and treat their patients as human beings and with kindness. Thank you!	12/5/2022 6:30 PM
23	Very friendly polite professional service that goes above and beyond always happy to help on many occasions	11/25/2022 7:17 PM
24	My surgery is very good the staff and Doctors , Nurses and everyone associated with the surgery is par excellence.	11/23/2022 3:27 PM
25	Very responsive service	11/23/2022 1:16 PM
26	Very satisfying 😊	11/23/2022 1:10 PM
27	I have nothing to complain about. The surgery is very good. I am very happy and lucky.	11/23/2022 1:06 PM
28	Find my surgery very helpful at all times	11/22/2022 1:24 PM
29	Very professional and patient caring practice.	11/22/2022 11:36 AM
30	Being new to this surgery I have not had a lot of experience with them, but when I have had contact with them they have been very helpful polite and knowledgeable	11/21/2022 6:27 PM
31	I would use my health care online to book appointments but I have found the system very difficult to use. My password and login details have repeatedly not worked.	11/17/2022 3:06 PM
32	I have found the village surgery to be friendly and helpful also very efficient.	11/17/2022 8:56 AM
33	New to surgery but service so far has been excellent very helpful practice.	11/17/2022 8:44 AM
34	I have had a number of health issues, which have all been treated by gp and practice nurse. Very thorough and reassuring with referrals for additional tests	11/15/2022 11:33 PM
35	I have every faith in my Doctors at the village surgery	11/15/2022 5:09 PM
36	They the best doctor around the reception are brilliant too I live in Abertridwr have to take 2 buses to get there but would not go anywhere else	11/15/2022 3:56 PM
37	Some receptionists could show a little empathy, especially when an elderly patient needs help and advice.	11/15/2022 3:38 PM
38	I think I am very lucky to be in village surgery with the very good and careful with the Dr and thank you for they hard work	11/15/2022 2:13 PM
39	The GP today was amazing, Dr Emily Davies at the Village Surgery Llanbradach.	11/15/2022 1:01 PM
40	Always received an excellent service by everyone.	11/3/2022 3:11 PM
41	Early days for me, only 3 visits so far. Very satisfied, keep up the good work.	11/3/2022 1:06 PM
42	Great team at the surgery. Keep up the good work	10/12/2022 12:41 PM