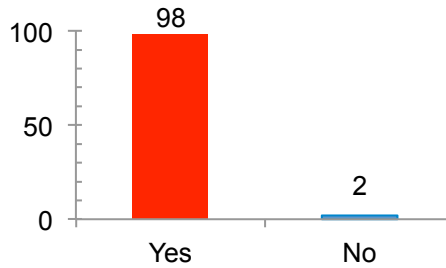


# SOUTHAM SURGERY

## PATIENT SATISFACTION QUESTIONNAIRE

84% of questionnaires were returned completed

1. Does the range of medical services offered by the practice meet your needs?



2. If not can you suggest any services that you feel you might benefit from?

### Comments

I only come when necessary to see Dr Adams, although I have seen Dr Waters and Dr Stevenson and have been satisfied.

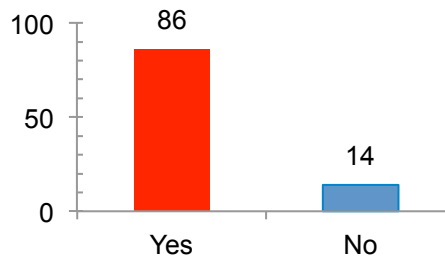
Improve getting appointments.

Minor ops, minor scans, minor procedures.

More Parkinson's disease information.

On line booking, evening appointments and weekends if possible.

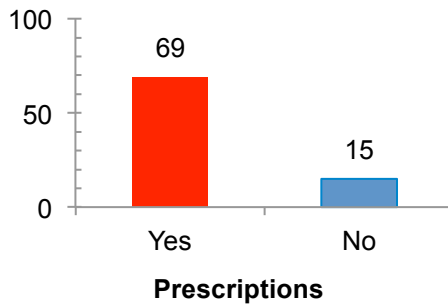
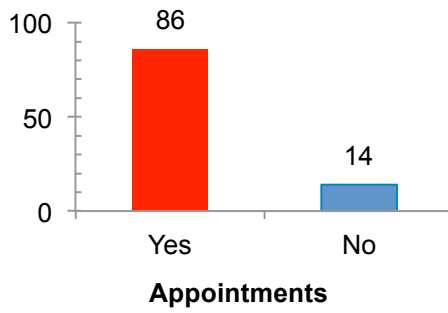
3. Do you find telephone access adequate for booking appointments?



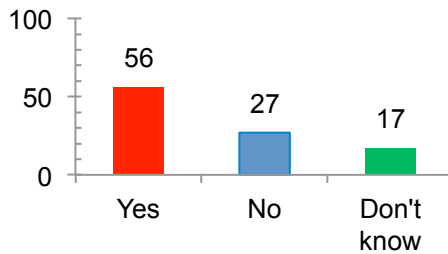
### Comments

But also use repeat prescriptions on line so you offer extra services anyway of which I use.

4. Did you know you can access the following services on line?



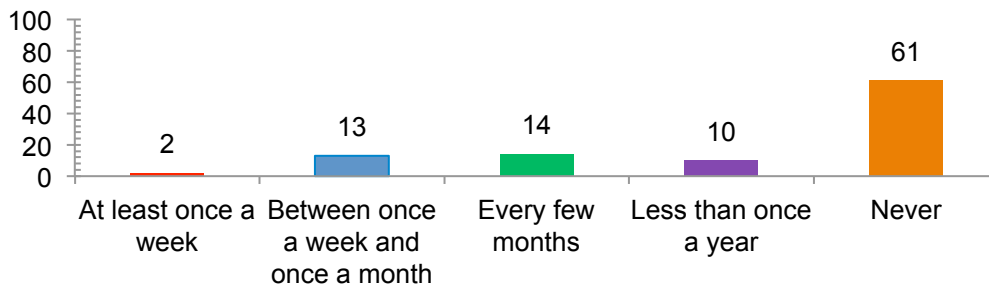
5. Would you be interested in viewing your medical summary on line?



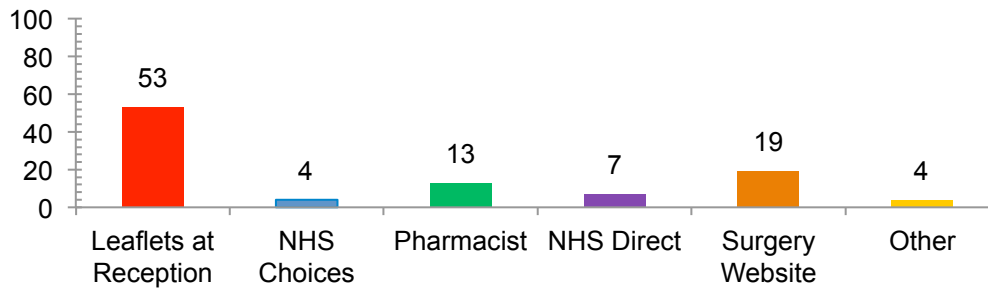
**Comments**

Would welcome facilities to view it while in surgery.

6. Do you ever access the surgery website [www.thesouthamsurgery.co.uk](http://www.thesouthamsurgery.co.uk) to find out about the services we provide?



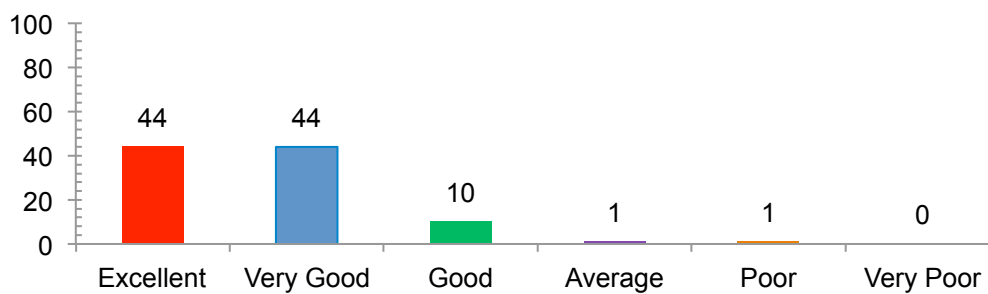
7. If not what is your preferred source of information about the surgery (Tick all those that apply)  
(106 choices were ticked)



**Comments**

Other: PPG meetings

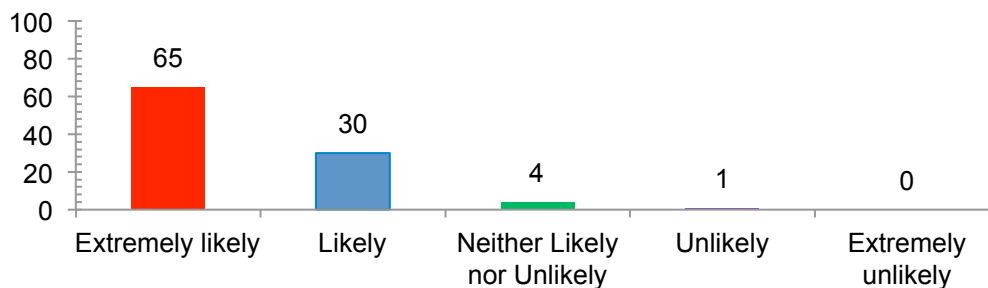
8. Overall how do you rate Southam Surgery



**Comments**

I do find it difficult at times to get an appointment to suit.  
 Difficult to get appointments, staff are unfriendly and unhelpful. Some Doctors are rude (apart from Nurses who are helpful and friendly).  
 Especially Dr Waters and reception staff as these are who I have most dealings with.  
 Open later in the evenings for people who are on shift work like me who work at Warwick Hospital.  
 Lovely helpful surgery.  
 Dr Waters has been my doctor now for 5 years. I have many medical problems and she has been very compassionate. The receptionists are always very helpful and polite. The nurses are lovely too, especially Paula and Angie.  
 The doctors and staff have all looked after me wonderfully well and I have the highest praise for them.  
 Actually booking an appointment for a convenient time can prove difficult when working full time.  
 Long waiting time to see a doctor.  
 Considering NHS constraints I feel the surgery is doing all they can.  
 Afternoon appointments usually late (although not today!)  
 Generally a very good, friendly service by all members of staff.  
 Friendly and professional.  
 Using internet to book appointments is good.  
 I feel that I have a good relationship with my GP and it is normally easy to get an appointment with her.

9. Would you recommend Southam Surgery to friends and family?



**Comments**

I am widowed, and live alone family in Leamington Spa and abroad.  
Always saying to friends and family how good Dr Waters is.  
Always very helpful staff.  
You can 99% of the time get the same day appointment.  
The website needs updating on a regular basis.  
I regularly recommend the practice as the best in Southam.  
The other place has very dangerous doctors!!!

10. Do you have any comments about the care your GP, nurses or the non-clinical staff at the surgery provide?

**Comments**

Nurses always good and helpful. Dr Adams excellent.  
Excellent.  
Fantastic staff.  
Staff always very cheerful and helpful.  
One has to wait quite some time after ones allotted time/appointed time – but it is always worth the wait.  
Very good.  
As above always make you feel important.  
Longer appointments for the nurse would be more beneficial. They seem to be more rushed now they only have certain time slots.  
Extremely good.  
Excellent, a great range of staff, always welcoming and helpful. Reception staff too are lovely and helpful.  
When re ordering prescriptions on line it would be helpful if acknowledgement would be viewed, as to what has been ordered, or email to confirm.  
Need an explanation of how to book appointments on line.  
Very good.  
Care is excellent, staff are all very helpful and friendly and professional – always able to get an appointment.  
Outstanding care all round. Doctors that take the trouble to listen. Nurses who are so kind and helpful and admin/reception staff that are helpful and friendly.  
Good and helpful.  
Regular doctors very good, particularly Dr Waters. Nurses great – Paula in particular. Trainee doctors – not always good. Prefer regular doctors. Receptionists – friendly.  
The receptionists could smile a bit more. Not only would it help their clients but also themselves!  
Have mostly received very good, compassionate care.  
I'm happy.  
Generally very good in all aspects.  
Very thorough and quick response if urgent.  
I'm happy with the care me and my daughter get.  
Very good.  
If it wasn't such a hassle to move I would have gone elsewhere long ago  
Give a good service.  
Splendid.  
The staff are all polite, helpful and welcoming.  
Everybody helpful and pleasant always.