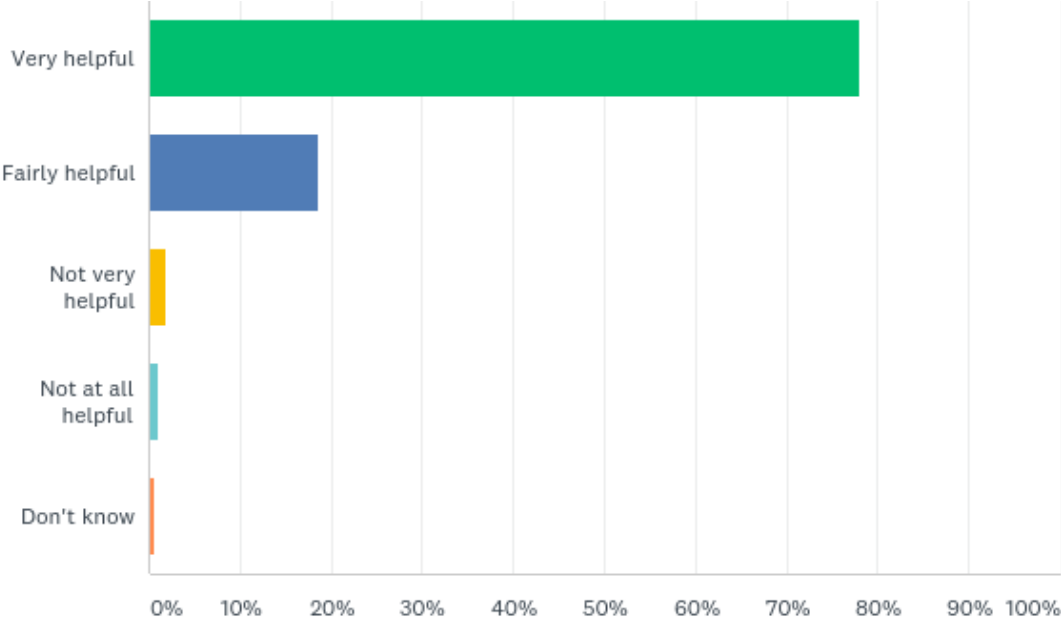




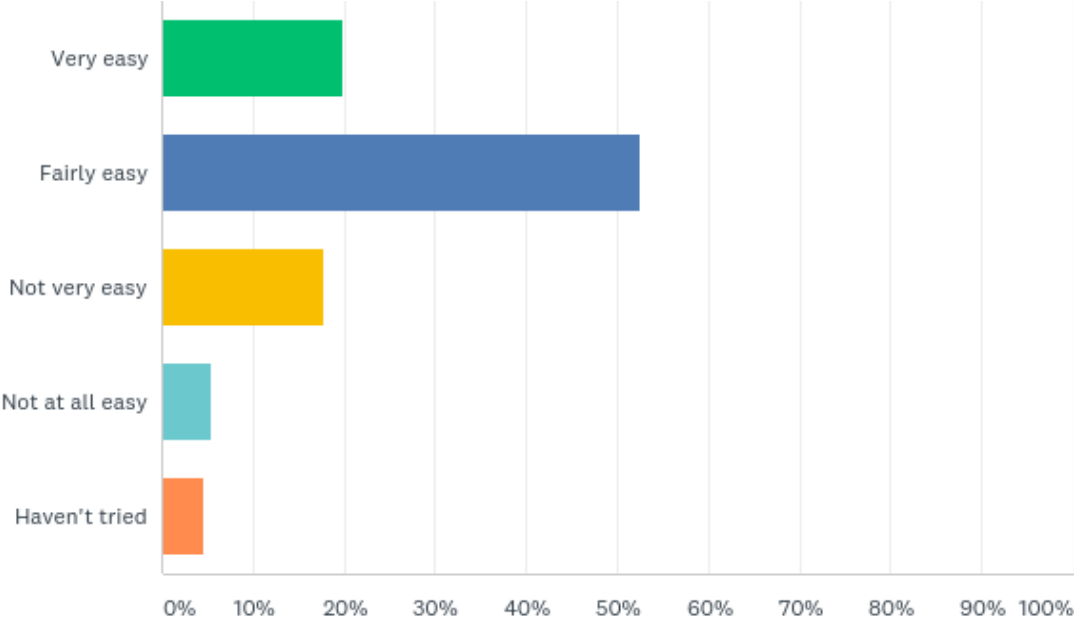
Whitstable Medical Practice - Annual Patient Survey 2020

**Thank you to all patients who took the time to complete this survey.
These results are based on responses from a total of 1792 patients.**

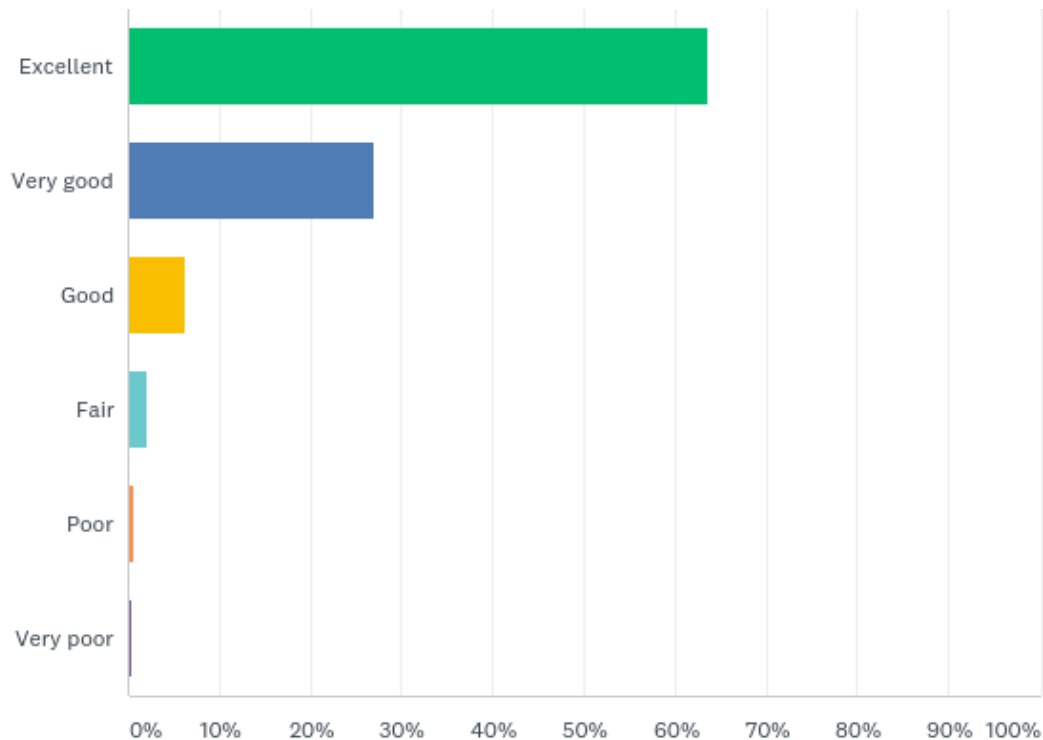
Q1: How helpful do you find the receptionists at your GP practice?



Q2: How easy is it to get through to someone at the practice on the phone?



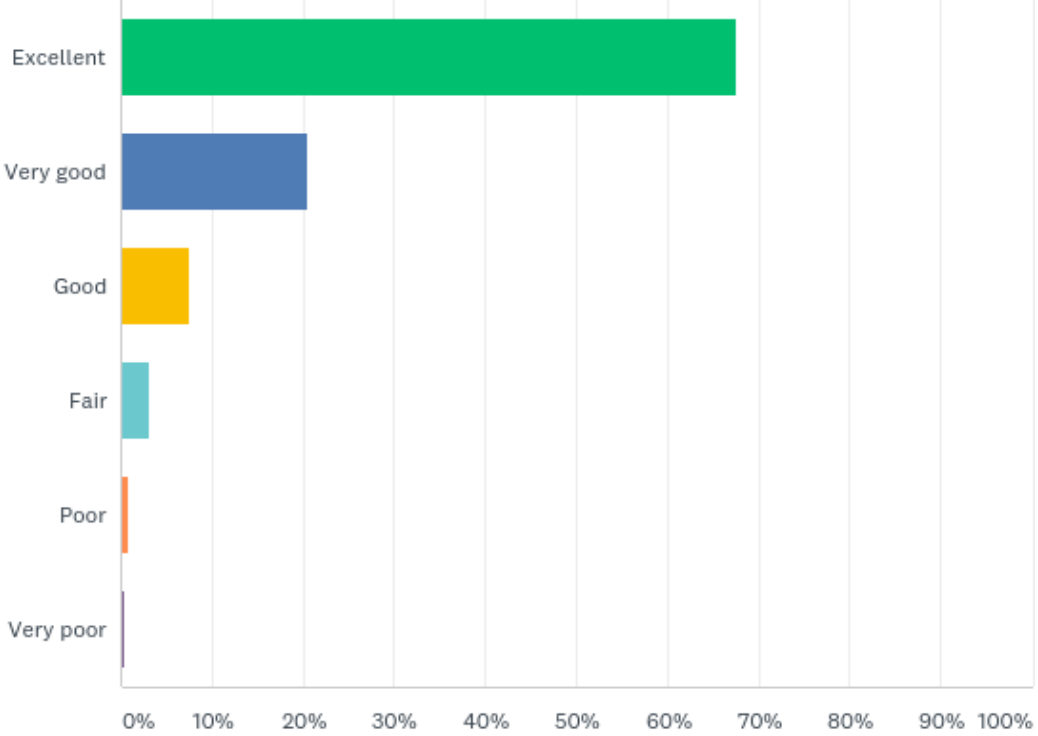
Q3: How do you rate the overall quality of care provided by practice GP's and Nurses?



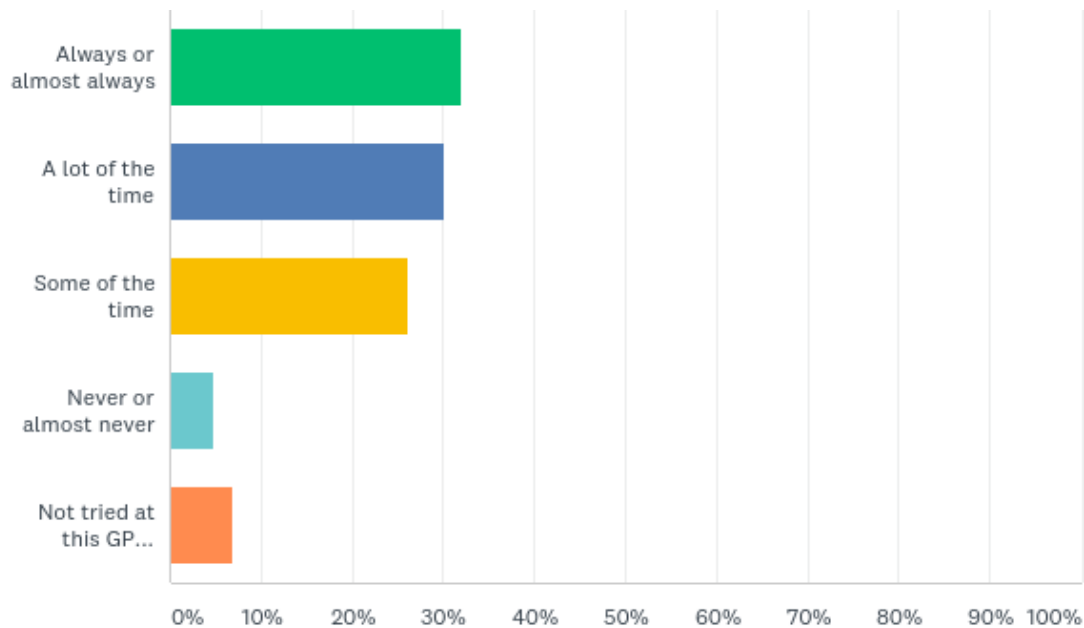
Q4: Usual GP

USUAL GP	Number of Responses
Dr Stevenson	75
Dr Bennett	75
Dr Harker	37
Dr Osborne	84
Dr Chan	117
Dr Carabine	101
Dr King	83
Dr Sil	103
Dr Malhi	82
Dr Gould	112
Dr McArthur	62
Dr Esser	115
Dr Fernando	115
Dr Chandler	85
Dr White	75
Dr Brice	92
Dr Buchanan	81
Dr Headon	68
Dr Sivaprasad	75
Dr Ruff	91
Dr Sakel	64

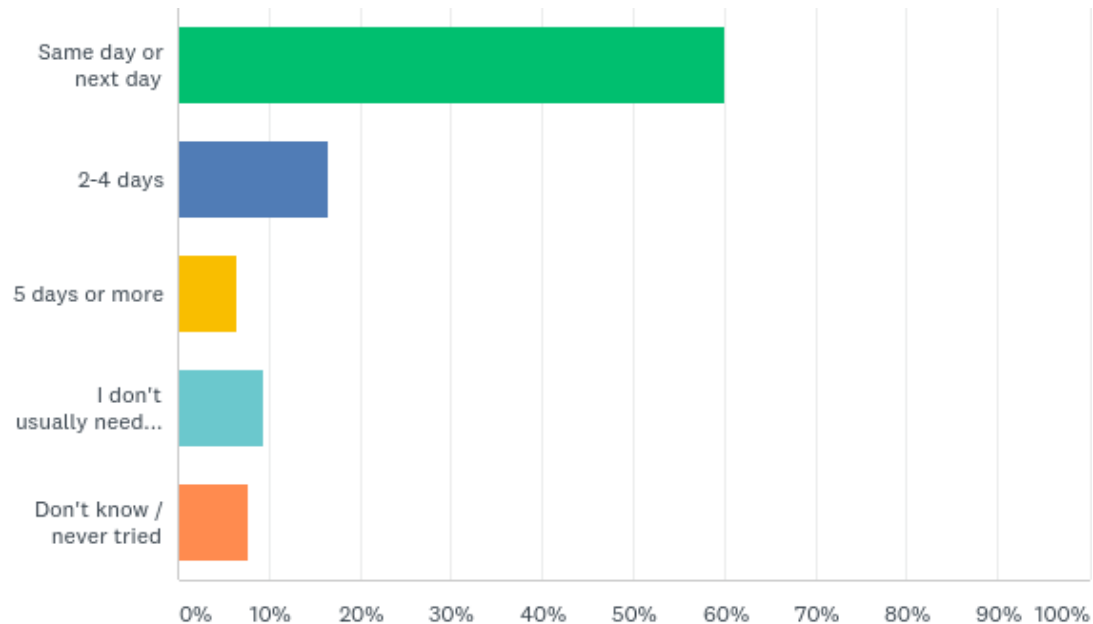
Q5: How do you rate the quality of care provided specifically by your usual GP?



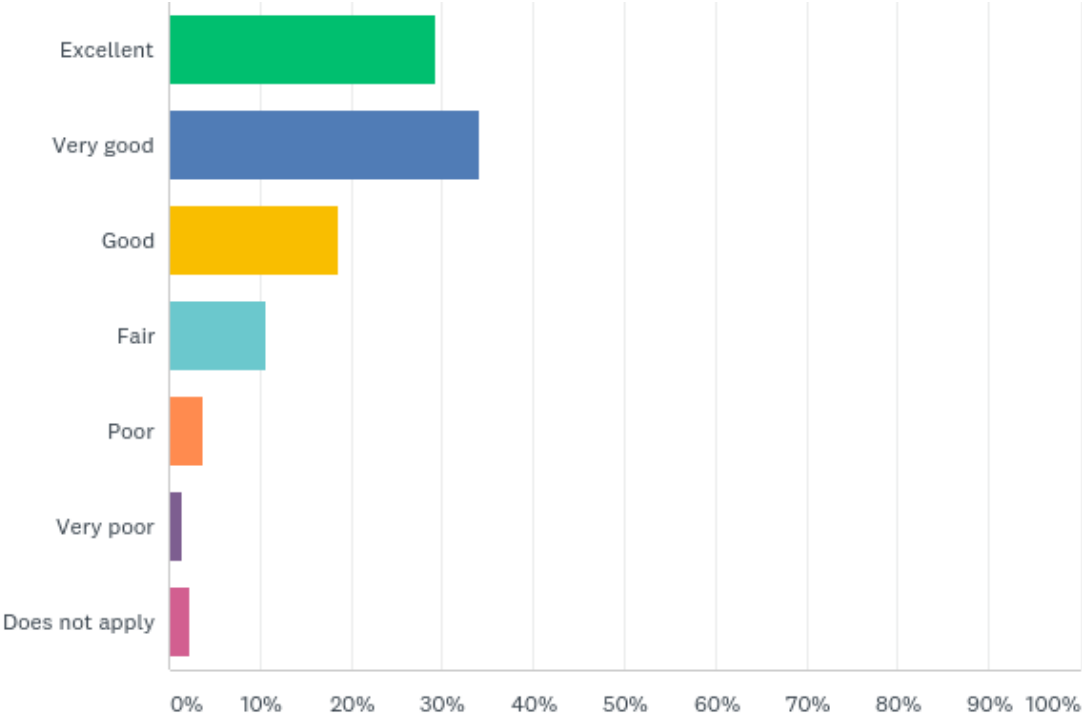
Q6: When you want to see or speak to your usual GP how often is this possible?



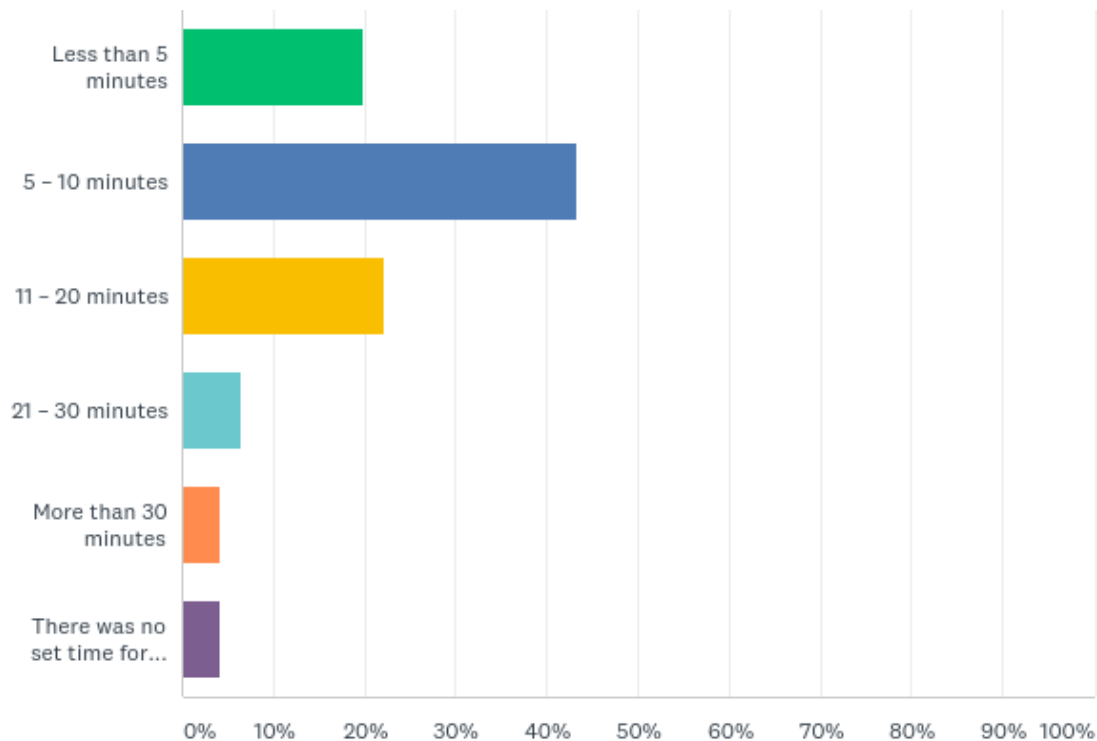
Q7: Thinking of times you are willing to see any doctor how quickly do you usually get seen?



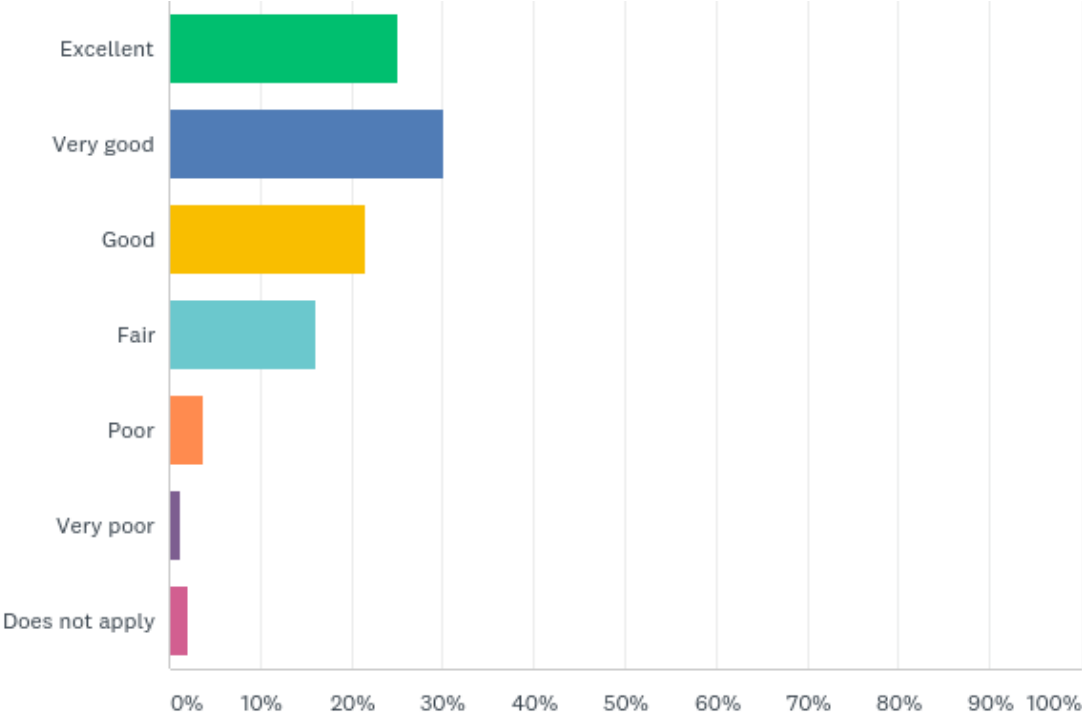
Q8: How do you rate the timescale taken to see a doctor?



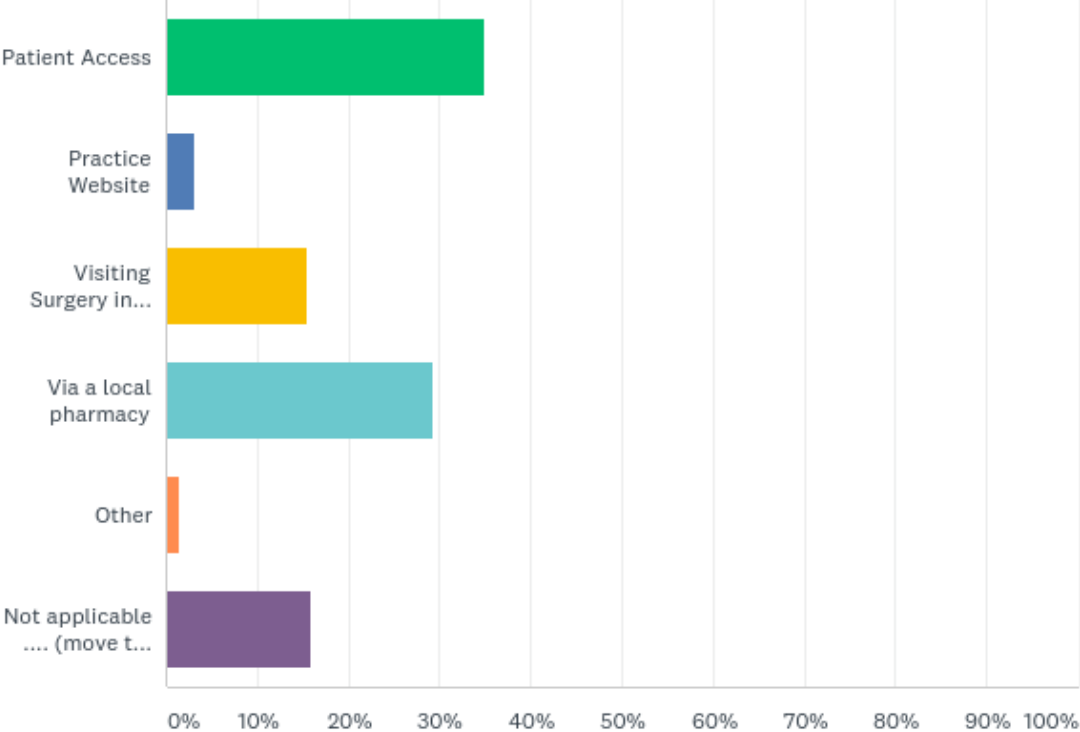
Q9: How long did you wait for your most recent consultation to start from the agreed appointment time (not the time you arrived at the surgery)?



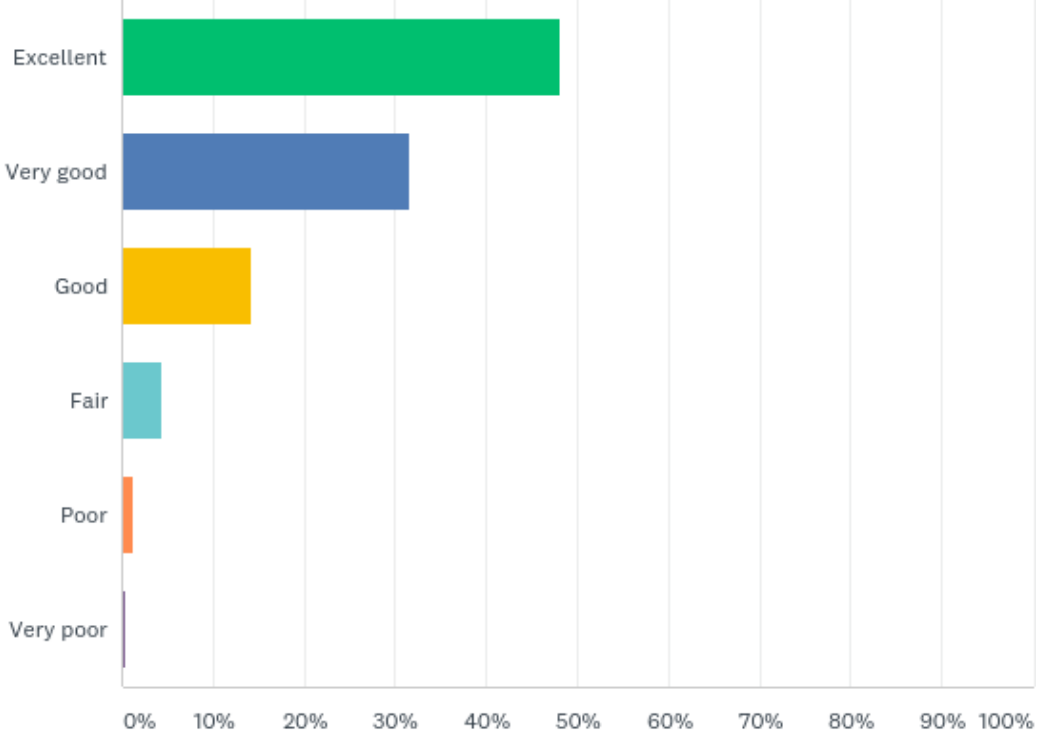
Q10: How do you rate the above waiting time?



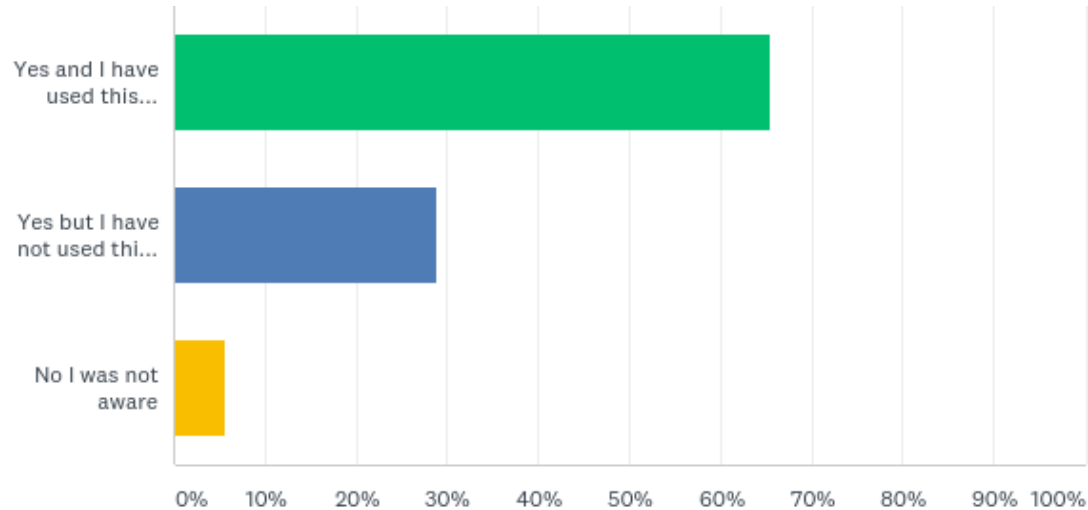
Q11: What method do you mainly use to obtain repeat prescriptions?



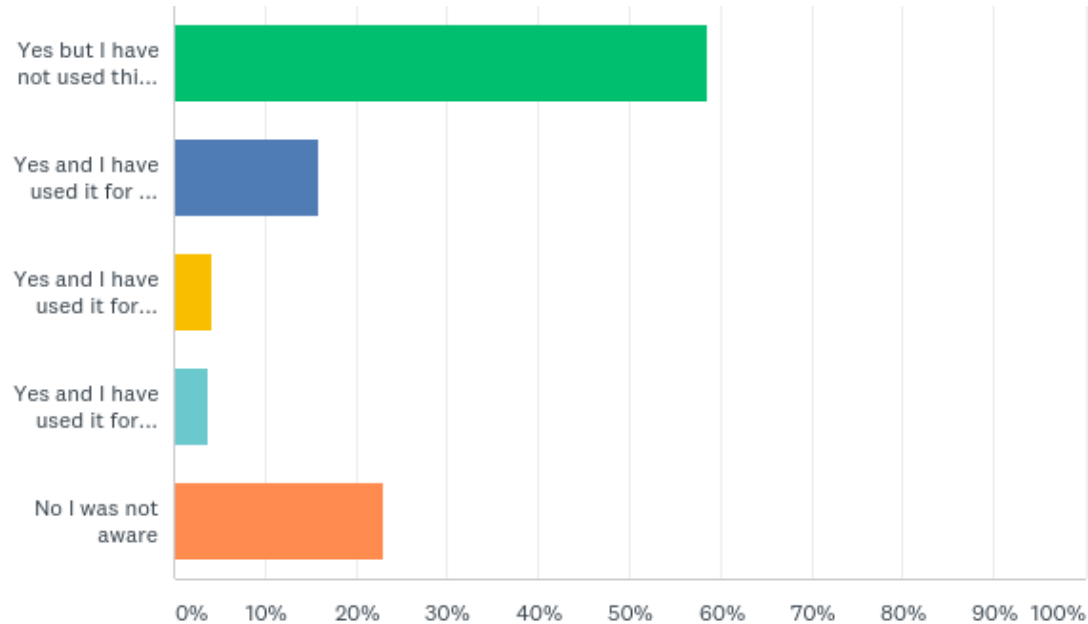
Q12: How would you rate the overall efficiency of this method?



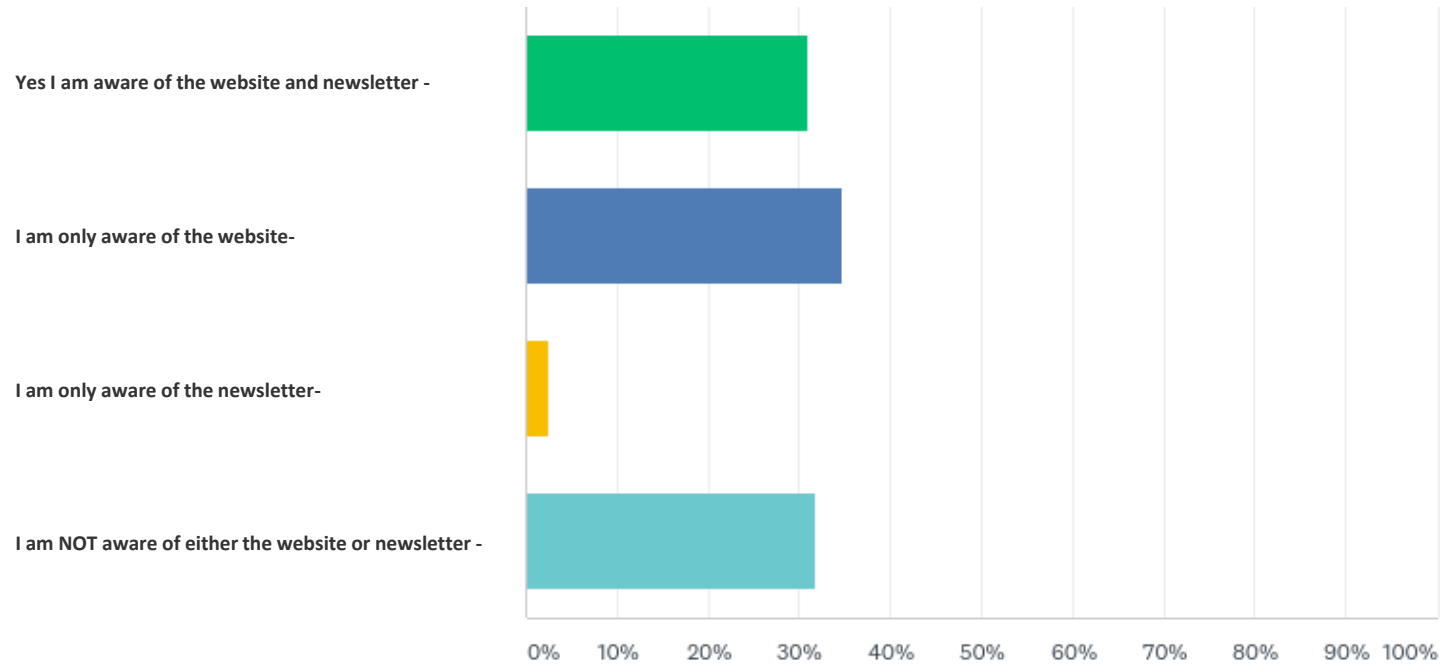
Q13: Were you aware that Whitstable Medical Practice runs a Walk in Surgery at the three main sites from 8 – 11 Monday to Friday?



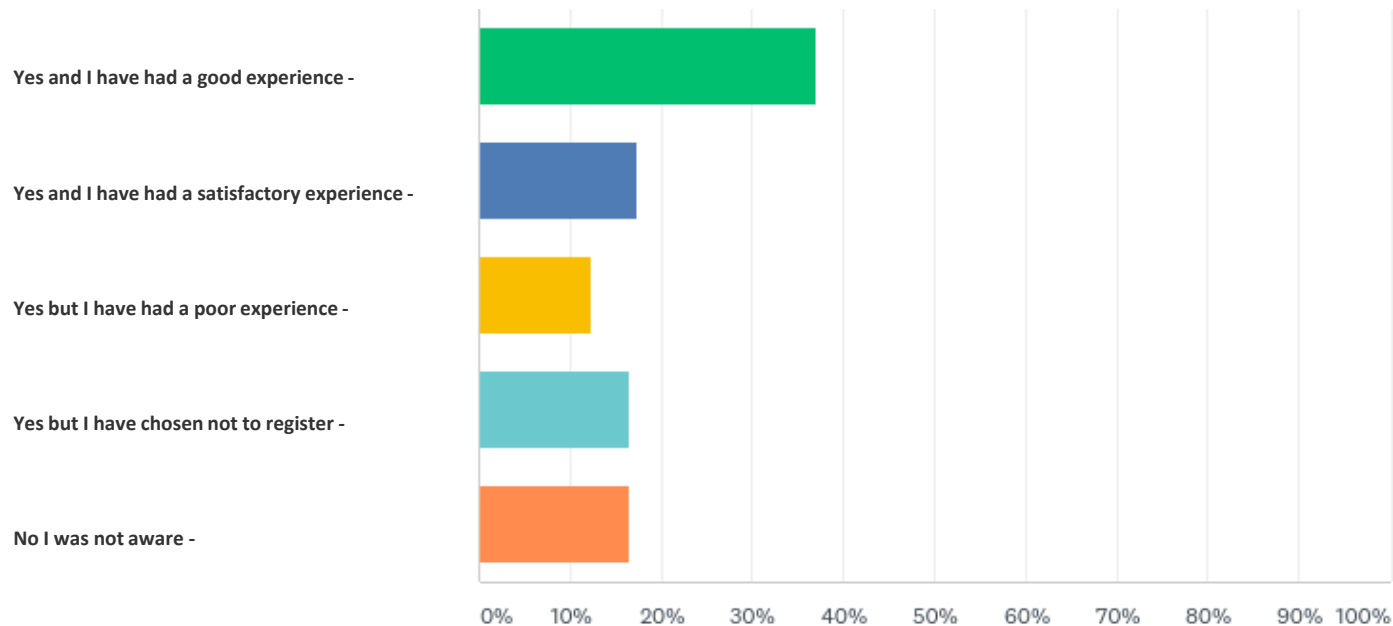
Q14: Were you aware that Whitstable Medical Practice runs extended hours surgery for those patients who find it difficult to visit surgery during normal working hours?



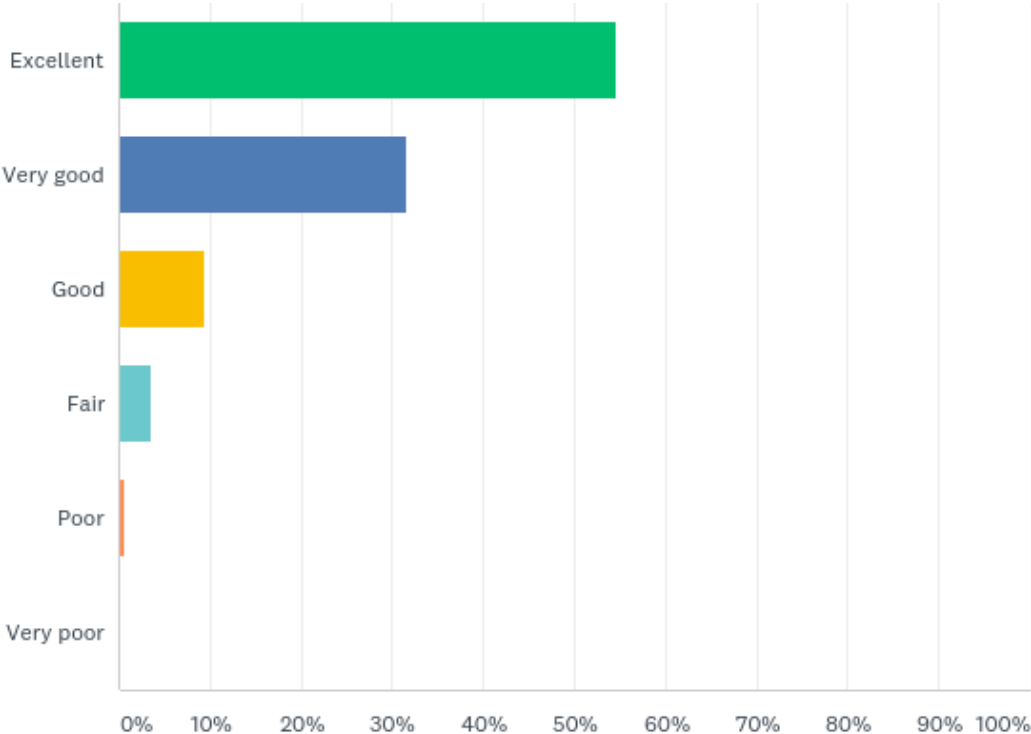
Q15: Are you aware of the practice website and Patient Participation Group newsletter?



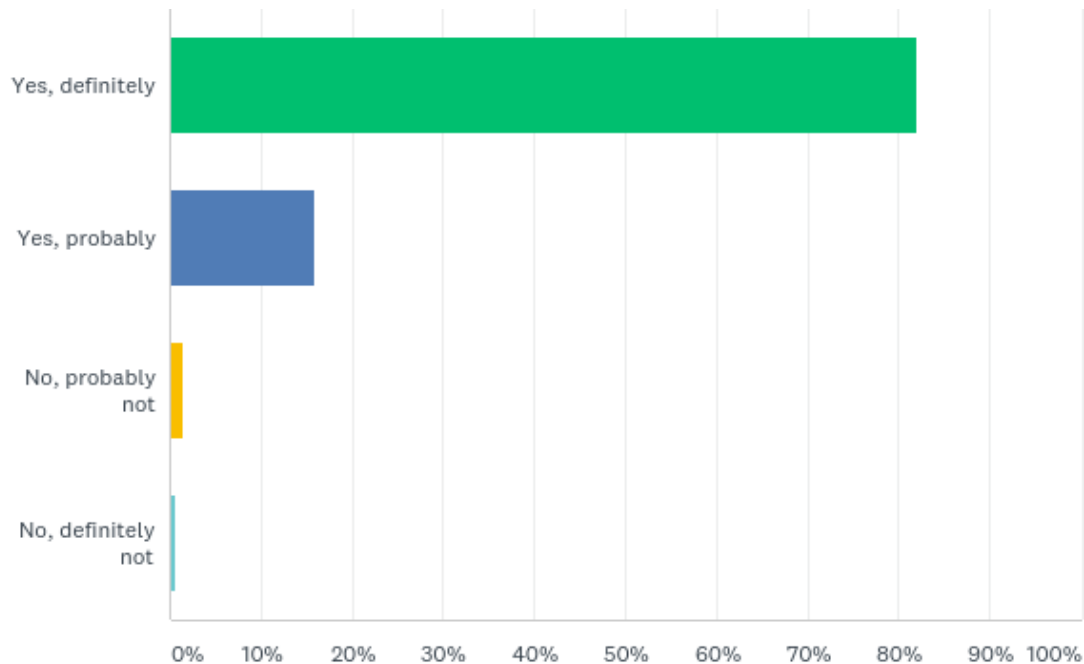
Q16: Are you aware of our online facility, Patient Access, which gives you the ability to book appointments, request medication and view parts of your medical record via your computer or mobile phone?



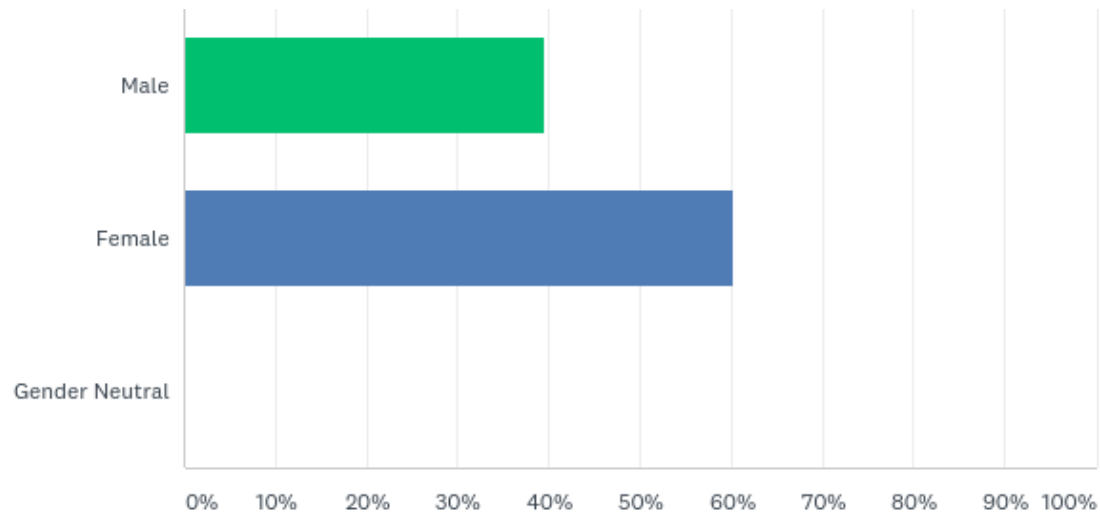
Q17: Overall, how would you describe your experience of Whitstable Medical Practice?



Q18: Would you recommend Whitstable Medical Practice to someone who has just moved to your local area?



Q19: Are you?



Q20: How old are you?

