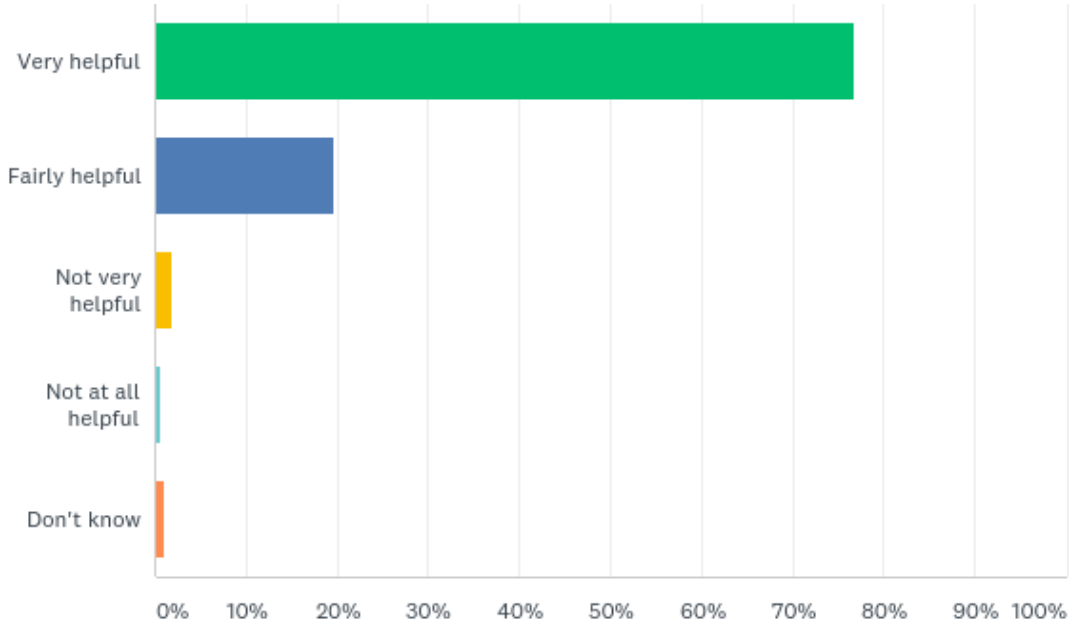




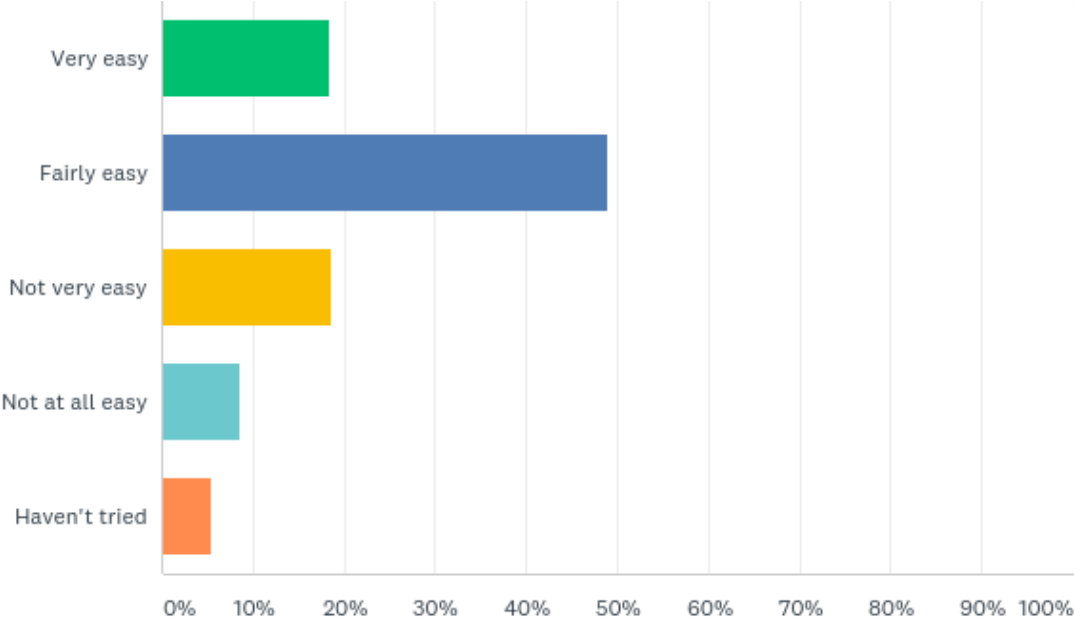
# **Whitstable Medical Practice Annual Patient Survey 2018**

**Thank you to all patients who took the time to complete this survey.  
These results are based on responses from a total of 1879 patients.**

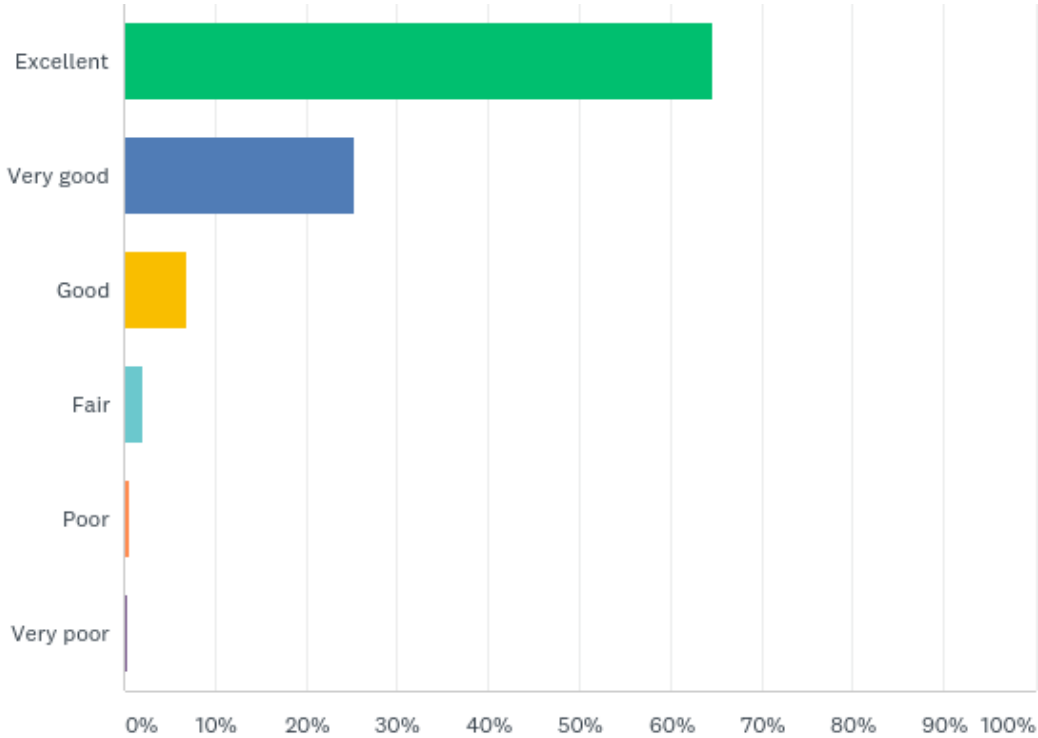
# Q1: How helpful do you find the receptionists at your GP practice?



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



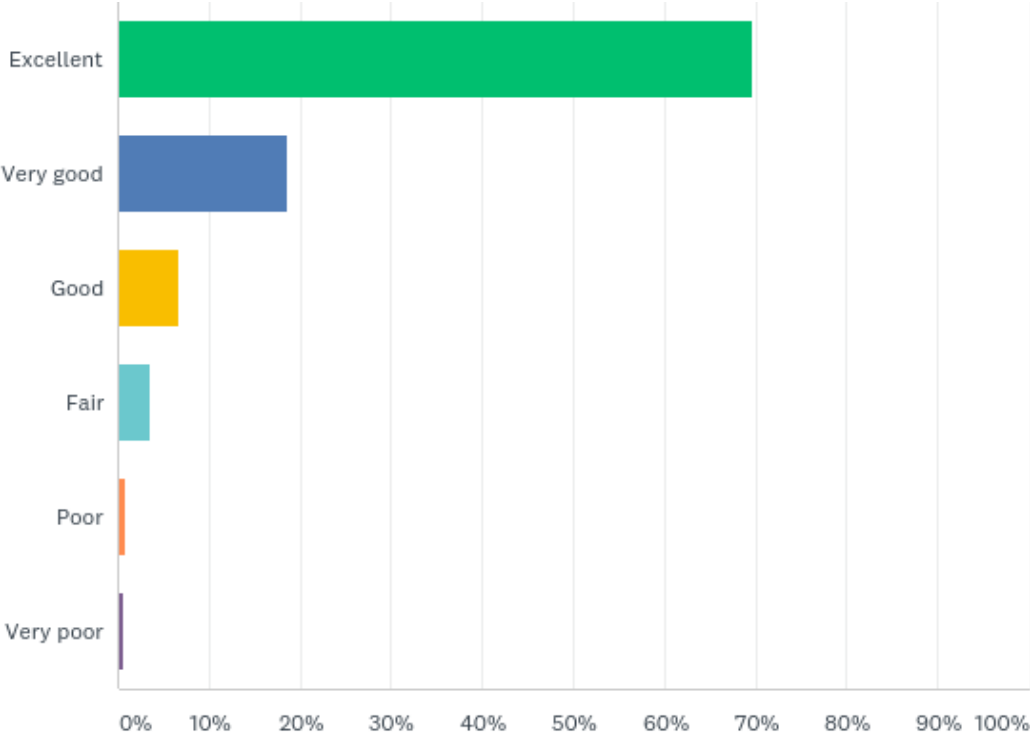
### Q3: How do you rate the overall quality of care provided by practice GP's and Nurses?



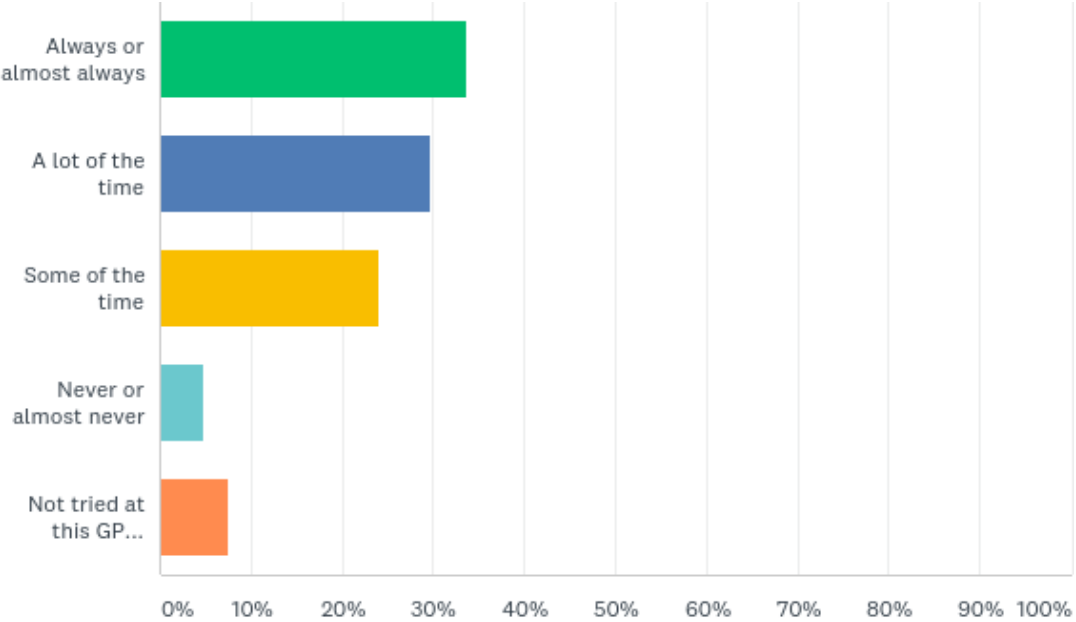
## Q4: Usual GP

USUAL GP	Number of Responses
Dr Kanagasooriam/Stevenson	83
Dr Bennett	67
Dr Harker	30
Dr Osborne	90
Dr Chan	125
Dr Carabine	98
Dr King	99
Dr Sil	105
Dr Jardine	111
Dr Gould	112
Dr McArthur	79
Dr Esser	100
Dr Fernando	105
Dr Chandler	88
Dr White	91
Dr Brice	94
Dr Buchanan	85
Dr Headon	78
Dr Sivaprasad	87
Dr Ruff	87
Dr Sakel	65

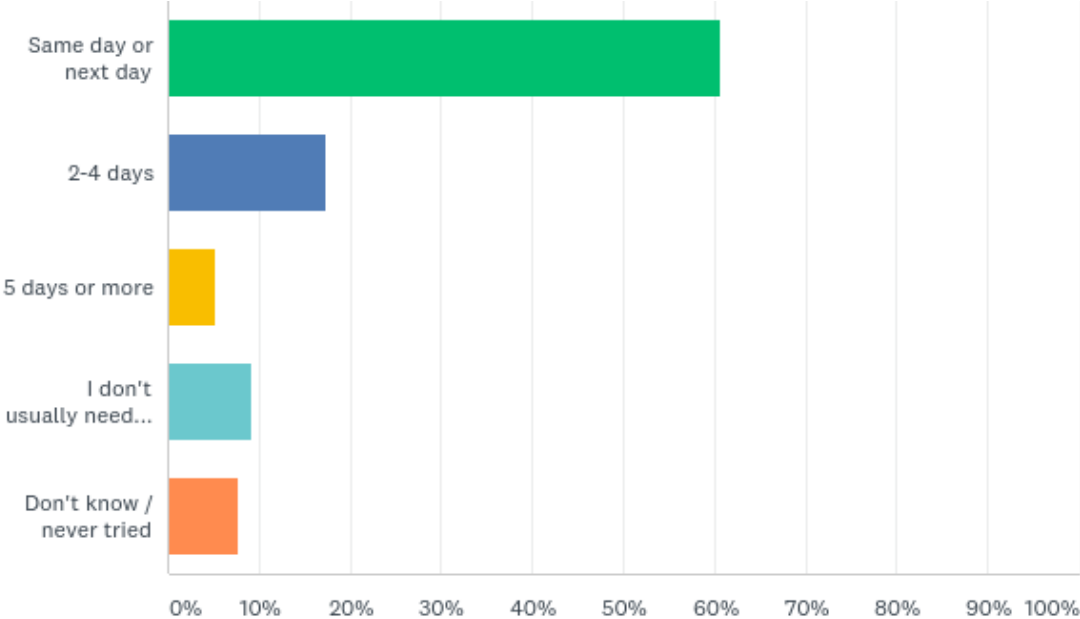
# Q5: How do you rate the quality of care provided specifically by your usual GP?



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

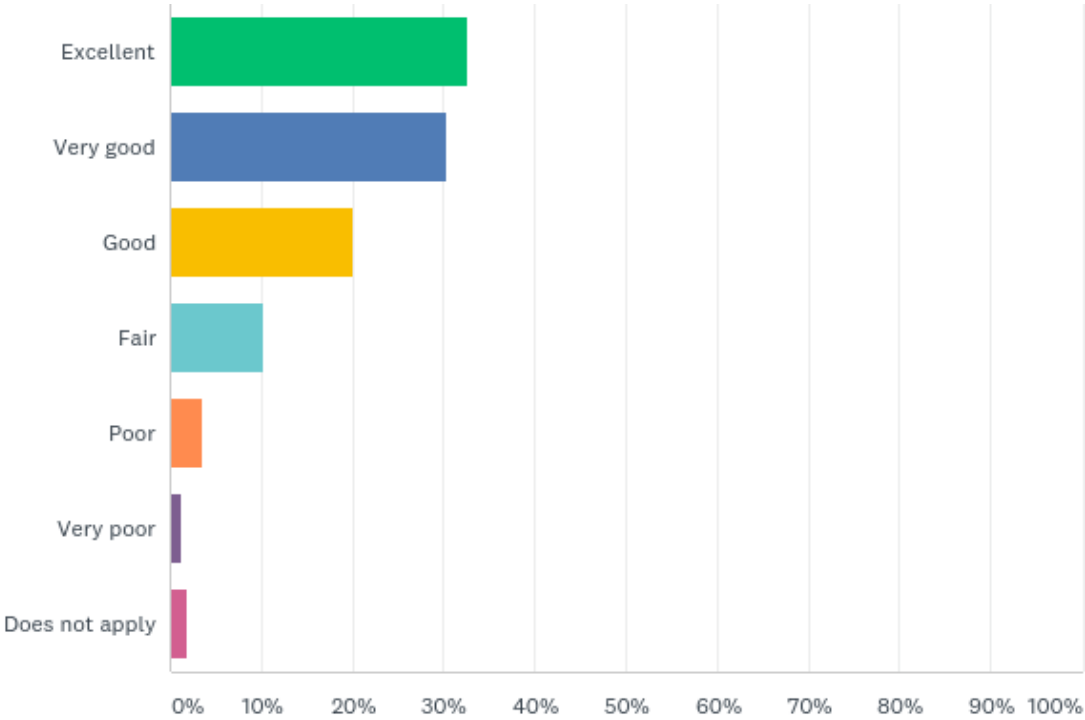


# Q7: Thinking of times you are willing to see any doctor how quickly do you usually get seen?

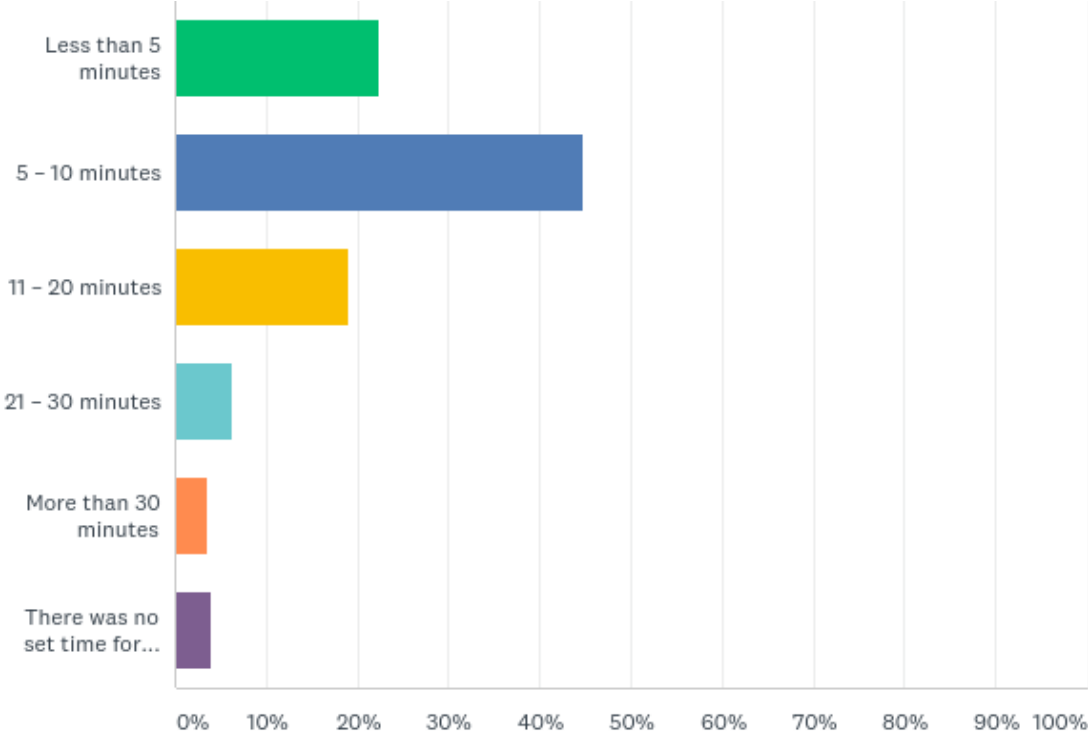




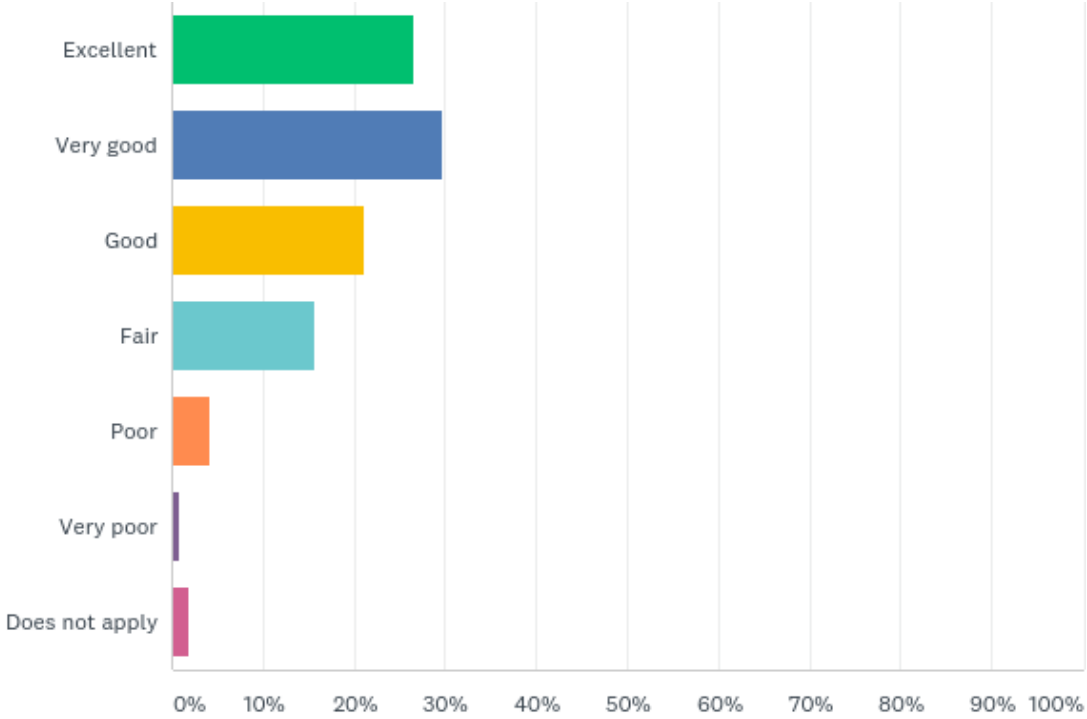
# Q8: How do you rate the timescale taken to see a doctor?



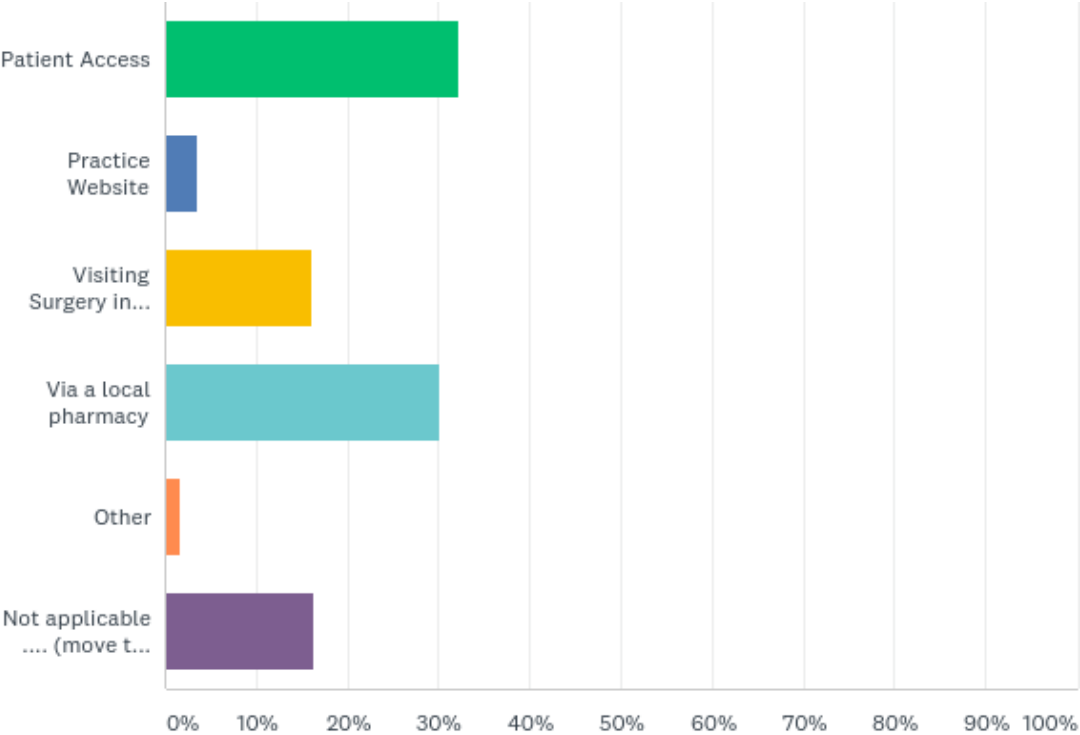
**Q9: How long did you wait for your most recent consultation to start from the agreed appointment time (not the time you arrived at the surgery)?**



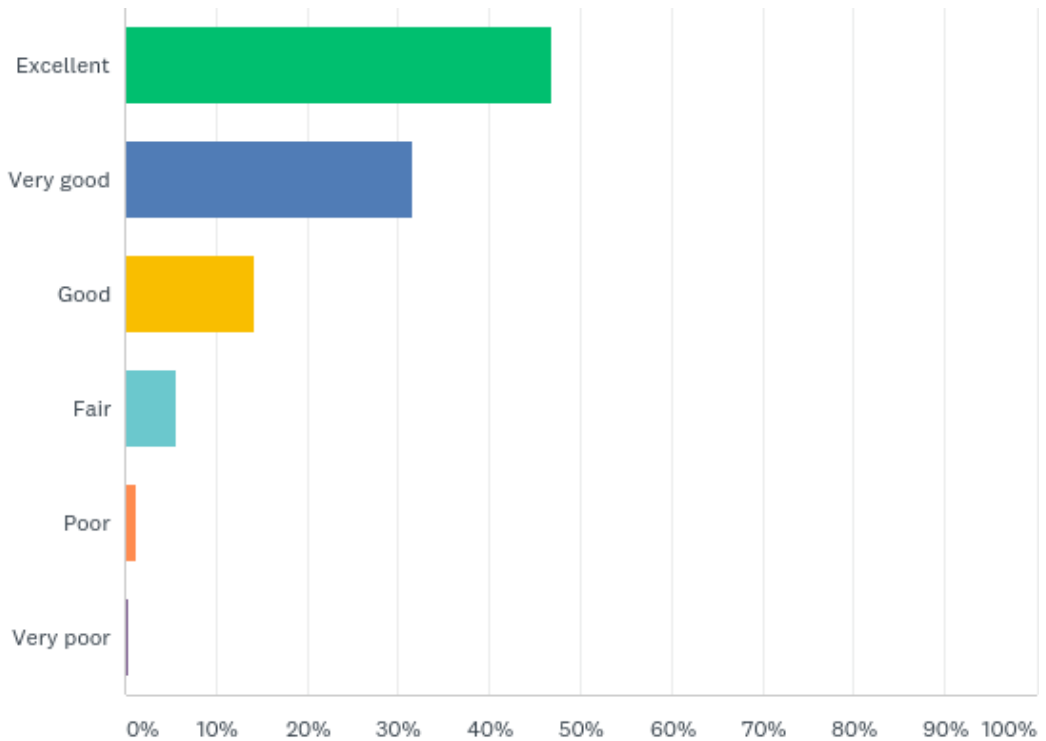
# Q10: How do you rate the above waiting time?



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

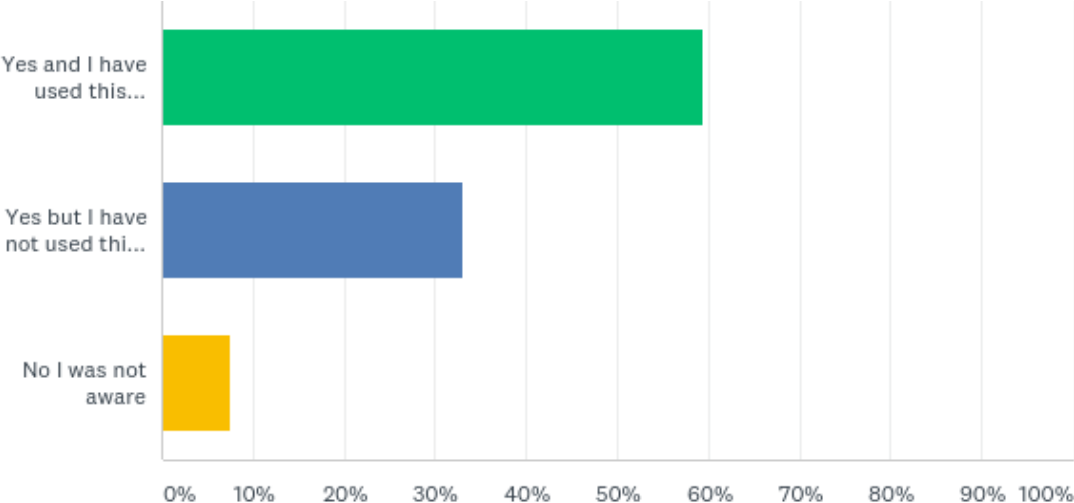


# Q12: How would you rate the overall efficiency of this method?

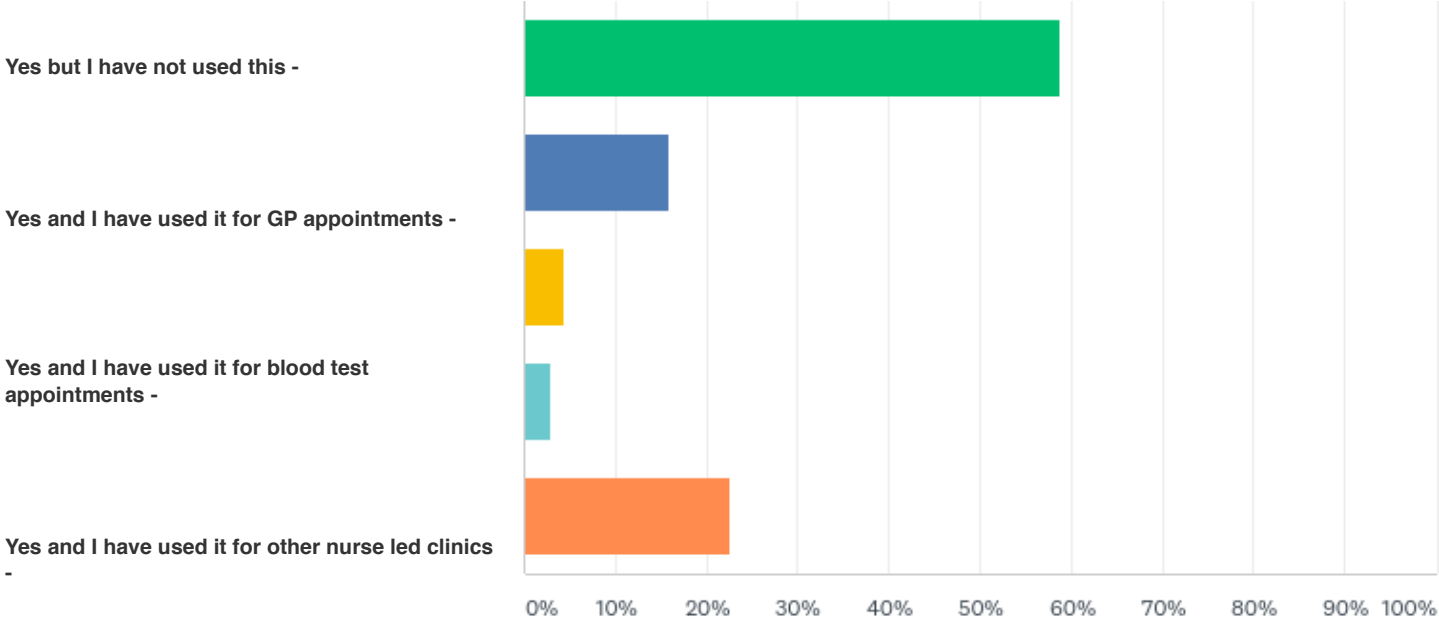


**Q13: Were you aware that Whitstable Medical Practice runs a Walk in Surgery at the three main sites from 8 – 11 Monday to Friday?**

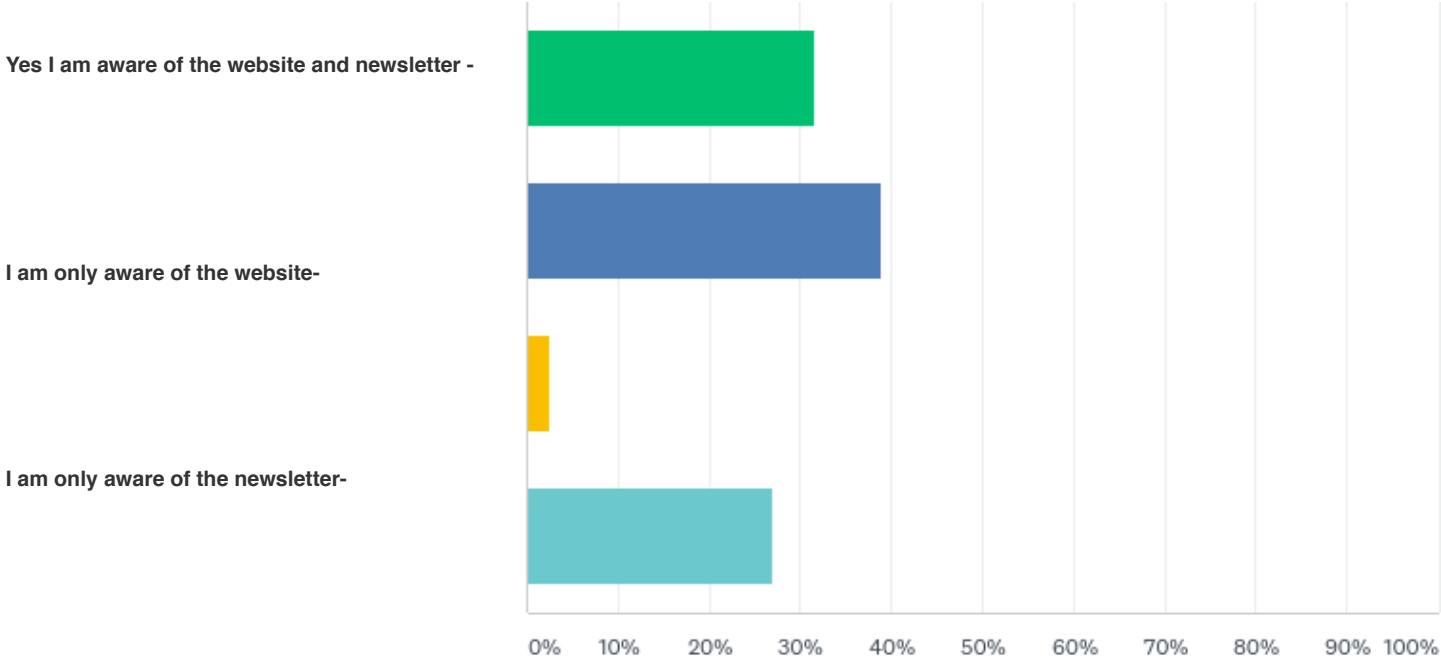
---



# 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?



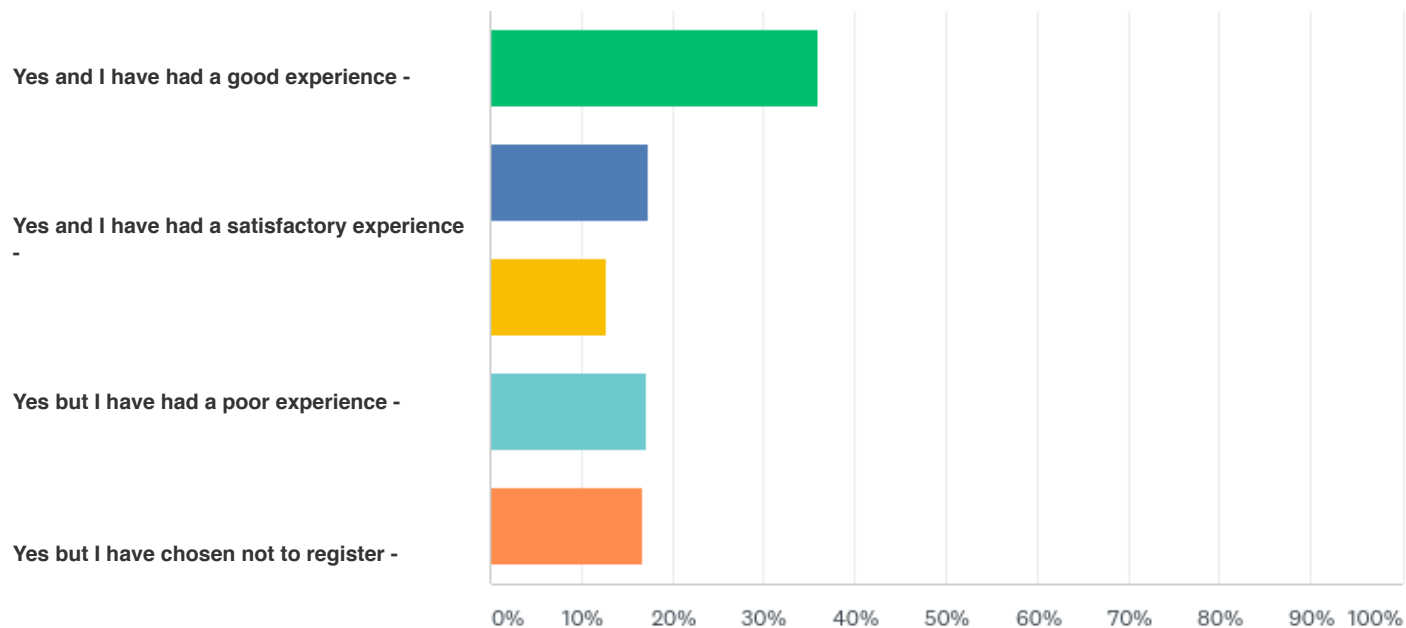
# Q15: Are you aware of the practice website and newsletter?



I am NOT aware of either the website or newsletter -

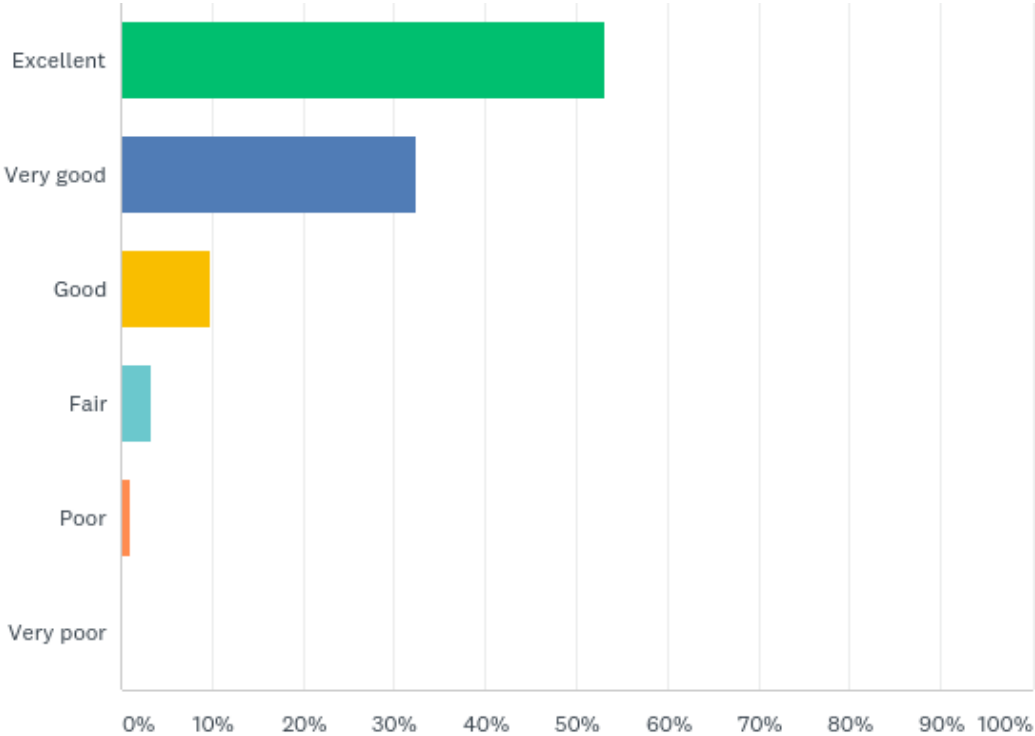


**Q16: Are you aware of our online facility, Patient Access, which gives you the ability to book appointments, request medication and view parts of your medical record via your computer or mobile phone?**

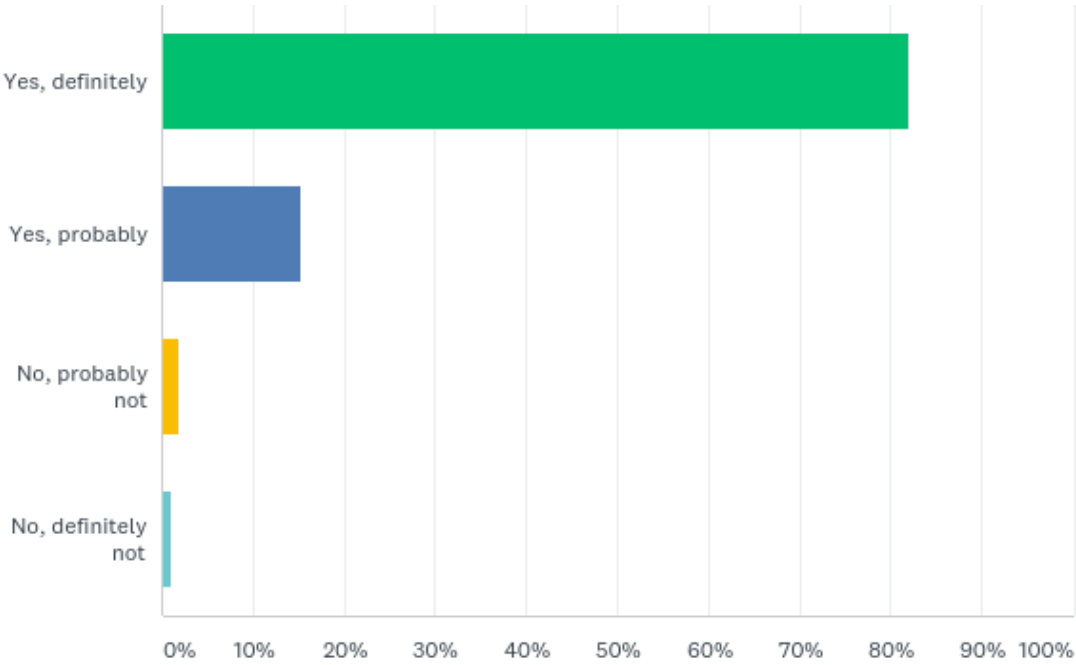


No I was not aware -

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

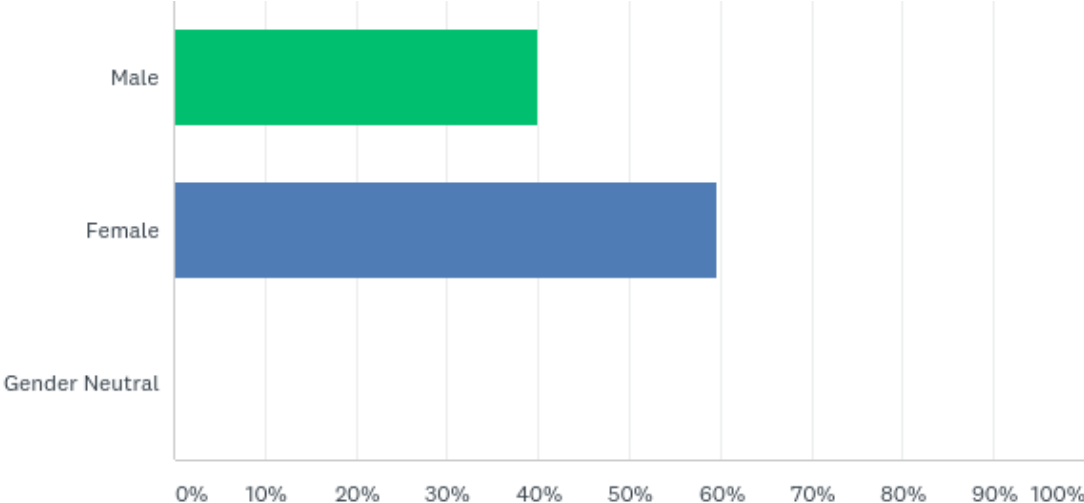


**Q18: Would you recommend Whitstable Medical Practice to someone who has just moved to your local area?**



# Q19: Gender?

---



# Q20: Age?

