

# Taff Riverside Practice

W-97016

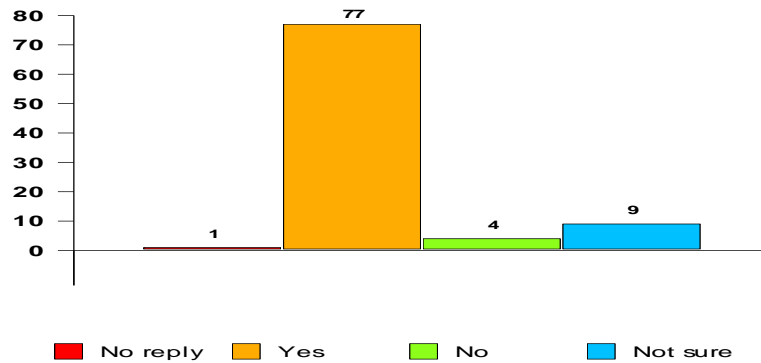
## Survey results

### Methodology

The practice undertook a survey of its patients (Dec. 2009) regarding **Opening Hours, Access to a Health Care Professional, Advance Booking of appointments** and the **Ability to cope with the problem after visiting the Doctor.**

The survey was independently analysed by Cardiff Community Health Council (CHC), the patients NHS "Watchdog"

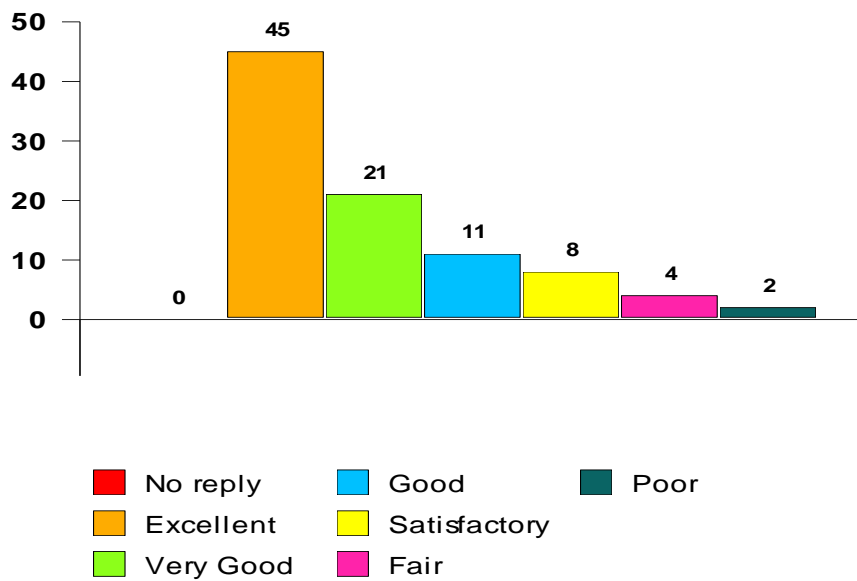
### 1. Are you happy with the current changes in the practice opening hours:



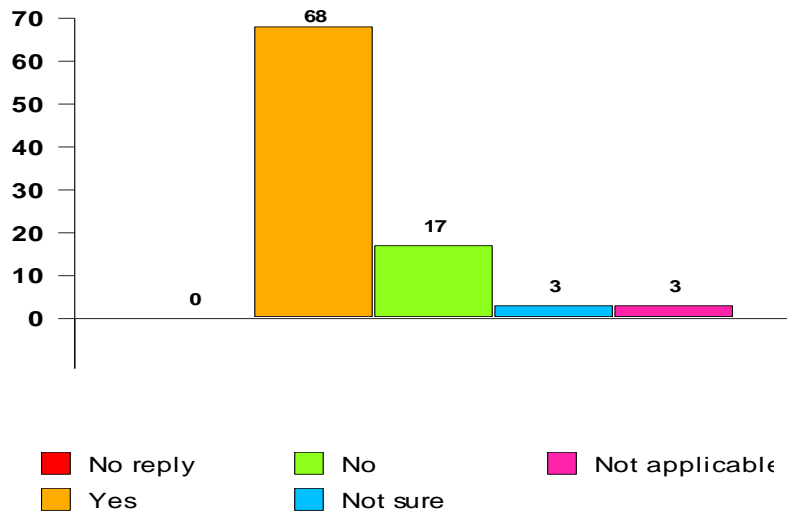
## 2. How do you rate these opening hours for appointments:



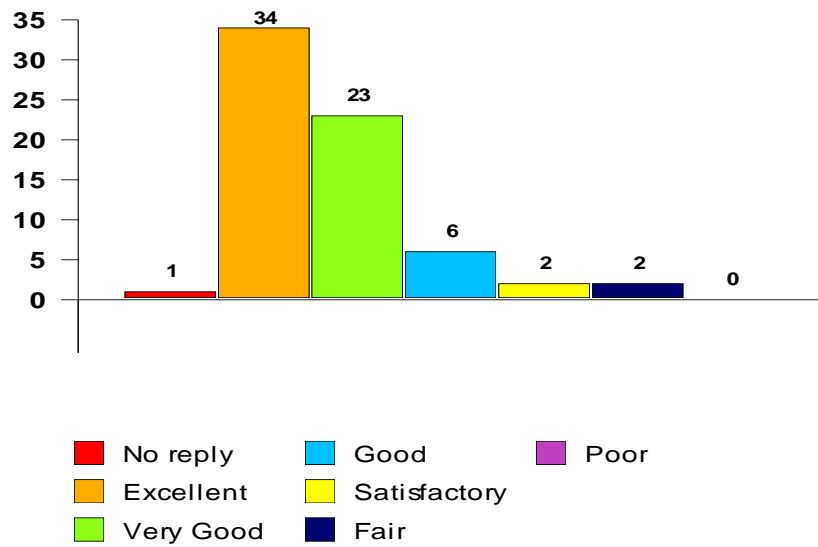
## 3. Please rate the practice on how well we respond to you phoning the practice:



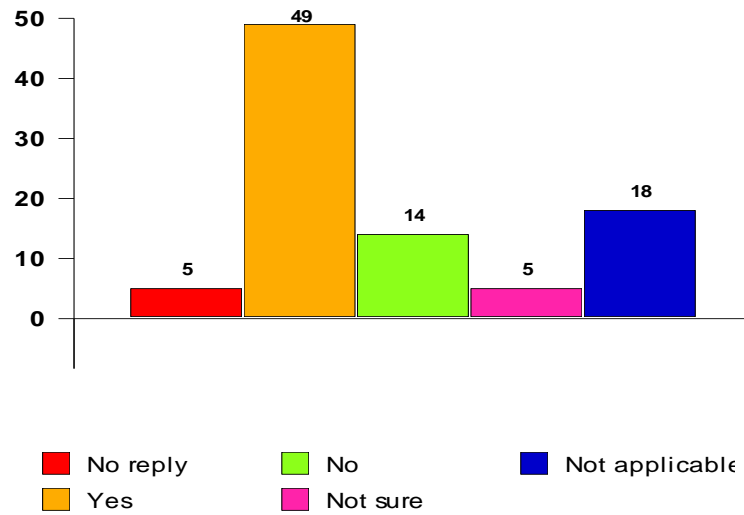
**4. Appointments in the last 2 months - were you able to see the GP or Healthcare professional on same or next working day:**



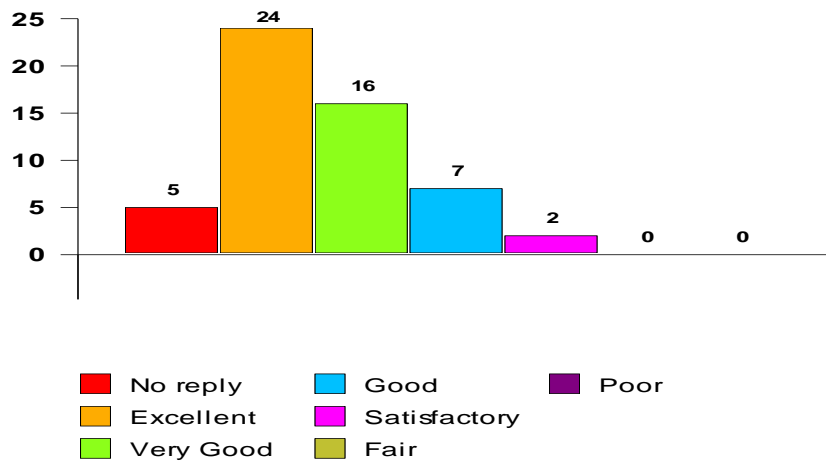
**5. How do you rate this:**



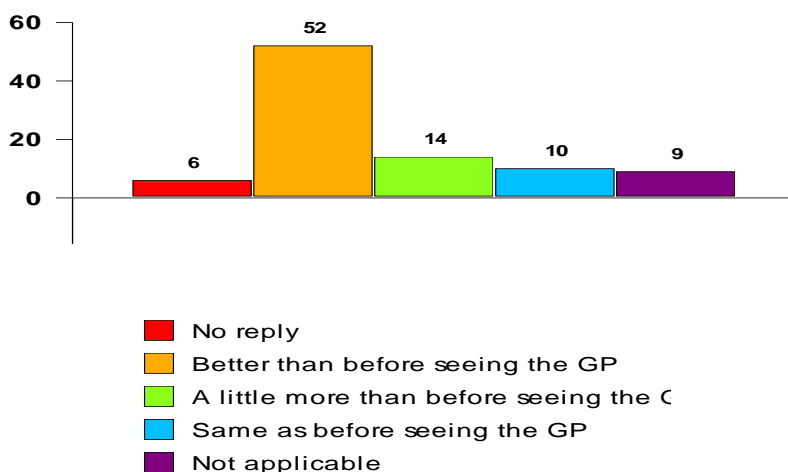
**6. When you asked for an appointment in the last two months - were you able to book an appointment 2+ days in advance:**



**7. How would you rate this:**



## 8. After visiting the Doctor - do you feel you are able to cope with your problem or illness:



### Do you have any additional comments:

- Blood test results should be dealt with quickly in order that problems can be detected early and save precious time
- I rarely visit the surgery but when I need to the staff are helpful
- Staff are very helpful and kind
- Very happy with surgery, reception staff are always very nice
- Very helpful and prompt with a recent health problem – excellent really

### Additional Comments:

- Unable to book appointment, even though every patient is a concern also phones take a while to ring before answering any enquires. I feel that you should talk to Doctor on phone anytime of the day instead of set times, as you can fall ill at anytime in the date and unable to get treated
- In the past maybe last 2 months not been possible to be seen on the day or within the week as the computer was not working for 7 days maybe the system has changed as I have not had any problems recently
- The Doctor and the reception are great help thank you

- Would like more appointments to pre book non emergency appointment in advance in order to see specific doctors
- This is an excellent surgery staff, Doctors etc are very helpful
- Something different every time I come to see GP Don't know how to book appointment for evening which would be sometimes easier for me as I work full time
- Would like to be able to see the same doctor
- You have to phone at 8am otherwise you miss out on appointments
- Sometimes have to wait over a week to seek the Doctor you want
- The Surgery is very good
- More magazines but not a big problem
- Staff friendly and helpful
- Riverside Health Centre GP are very good to all
- Friendly, Helpful staff team