

Q2 Please describe your overall satisfaction booking an appointment with the Doctor or Nurse.

Never had a problem, always managed to accommodate my unusual hours.

Always got an appointment, no problem.

Never had a problem.

Can't book doctor more than 1 week ahead.

Never used the system.

Very good and private.

Have never really had to wait more than several days !

All the staff are helpful and friendly and very accommodating.

The nurses have always been very helpful explaining any problems and helping to overcome any anxiety.

Always polite and helpful.

Do not have any problems.

Was able to accommodate me with an appointment baring in mind my current circumstances. Receptionist called me back with an available appointment.

Always quick appointments available.

Have always managed to see someone within a reasonable period of contacting surgery.

But love the unbooked surgery.

The late hours on Tuesday is really helpful to fit around work.

It is so easy to book an appointment at Greenwood and the reception staff are firendly and helpful. It is a great help to have the unbooked surgery every day as you never know in advance when you are going to feel unwell or have concerns.

I've never had a problem booking an appointment.

Easy process with many choices.

Very helpful with all my needs and very courteous and considerate.

Very satisfied.

Good 9/10. Can get an appoint and there's the unbooked.

Only just joined byt managed to book my appointment easily.

Due to volume it can take a time to get an appointment.

I couldn't ask for a better service.

A good range of appointments available.

Q2 *Continued* - Please describe your overall satisfaction booking an appointment with the Doctor or Nurse.

Always able to get an appointment.

Very satisfied. Thank you.

I am satisfied booking appointments.

I am retired, so able to slot in at anytime.

I've never had difficulty in getting an appointment that suits me.

Always very helpful.

This surgery is always helpful and I have always managed to get an appointment in an acceptable timeframe, mostly within 1 to 2 days.

Q3 **Are you aware of what a Nurse Practitioner can do ?**

Have helped me on a number of occasions.

Only concern is an ongoing dispute about an op in 2010 which needs to be re-done and I feel is taking a lot of effort to get re-done.

All the nurse practitioners are skilled and good at explaining conditions. They always check with the doctor if there is a necessity.

Have only dealt with problems that I have asked them to do and very happy with all appointments.

Most problems are easily addressed by nurse practitioners, refer to doctor if necessary.

The nurses are excellent, efficient and friendly.

I have been very satisfied with the nurse practitioner's

Unsure of everything they are able to do.

Some things but I expect not everything.

Not sure but are they able to diagnose and write and sign prescriptions ?

Generally very good. However, a recent apparent duplicate appointment was a glitch.

No. But I would be happy to know !

They are very worthwhile, and can save the doctor a lot of time. There is always a doctor to refer to if needed.

Very happy to continue with this service.

I always make an appointment in the first place to see the nurse. I know if my problem requires the doctor, she will call him.

No - but I've no hesitation in trusting their experience.

Most medical issues that I have.

Q4 And do you feel you need more information on Nurse Practitioners ?

I feel the system works extremely well and helps allow the doctor time to deal with the more serious health issues of patients.

Now I am getting older (now an OAP) this would help for future problems.

They all give very best advice which is need in any situation I require.

What is the difference between a nurse practioner and a practice nurse ?

Always useful to know exactly where the remit finishes i.e. what is a doctor or nurse appointment.

Not personally. Maybe the older patients would benefit a little !

It could always help.

No - I think I'd be advised by the appropriate person.

Q5 Do you feel there is a need to change the routine booked appointments (bearing in mind we also have an unbooked (no appointment necessary) surgery every weekday) ?

Most of them are excellent.

I have never experienced problems getting appointments.

I have always been able to get an appointment that suits me.

At the point of contact with the receptionist who I am booked with is easily resolved.

I would prefer if the surgery was open late on another weekday as it is hard to fit an appointment around work.

There is an unbooked surgery but this is only for emergency appointments now, so is difficult to see someone at a time suitable for people that work.

It would be useful to us working people, topo tired to come in after work on Tuesday evenings, if appointments could be booked on a Saturday. I appreciate that doctor and staff may need to change your working week to do this so you have time off.

Probably another doctor would help, but appreciate the issues.

How much more can you offer ??? You offer enough !

But it would be nice to be able to book online, so I can fit an appointment in when it is best for me, save keeping the receptionist tied up.

More than adequate - check your new patient registrations, I'm sure that will confirm this.

Not really. Should one become ill over night, the no appointment slot is useful.

As above, I am retired and can fit in anywhere.

Getting a "booked" appointment has never been too long, compared to reports I've heard from other surgeries.

Q6 Are you happy with reception issues ?

The friendly helpful staff are very good.

Always very helpful and friendly

I'm a bit puzzled by what you mean "reception issues".

The receptionists are always welcoming and friendly.

Not enough GP appointments.

All staff make an effort to help at reception and you are never kept waiting long.

There have only been minimal waiting times when receptionist is on telephone but other staff have stepped in to alleviate any problems.

The entrance door opens into the queue.

Would rather there was no radio noise.

I once had an appointment and was 10 minutes late due to train delays. I rang to inform the surgery and was told it was too busy and I couldn't be seen. I turned up anyway to find the surgery was empty but still refused to be able to see the nurse.

Always friendly.

The experience is sometimes variable but all are kind.

Do not know of any issues !

I have to use the back entrance in a wheel chair (on my own). On more than one occasion, I have not been able to attract the attention of anyone inside to assist me using the bell. Usually a passing stranger has had to help me with the door. I appreciate that money is short and an electronic door opener operated by a push plate may not be feasible but, could the existing bell be repaired / made louder and the threshold flattened.

Have had issues in the past but most recently better.

Always helpful and smiling which is hard I am sure at times.

All staff are polite, very helpful and sensitive to people's requirements and situations. Can't really ask for more can you !

I am happy with reception issues. I find receptionists most polite and helpful, with a cheery smile.

Q7 Have you encountered any problems when booking appointments ?

Yes 1 week window only.

There have been occasions where I've had to wait a few days to see the doctor, but not very often in 20+ years.

Only recently when I wanted to see the doctor as he was so busy but the surgery went out of their way to ensure I was seen that week.

When the children are ill the surgery has always done their best to see them ASAP.

Only as above (Q6).

There are never any problems with booking appointments here. If the doctor has no appointments there always a nurse or nurse practitioner who can see you and when necessary will put in with Dr John, always available when needed.

Difficult to get an appointment when needed.

On the contrary, whenever we have needed an appointment, our request have always been met.

Just time to get booked in.

None at all - usually same day if not the next morning.

Only once - a little delay in getting an appointment.

No. I like mid-morning appointments, and usually, the receptionist will arrange.

Never

Always been able to negotiate an appointment that fits in with my routine.

Q17 What is your overall opinion of the surgery ?

Excellent, been with you many years.

All doctor practices should follow this example. Urgent steps should be taken to resolve the underfunding which is unfair and ultimately bad for all patients.

Excellent practice, why is it so underfunded? This should be immediately addressed.

In the eight years that I have been a patient, all the staff have been excellent with me.

Exceptional, the outmoded idea of being able to see a doctor if you are unwell has thankfully been embraced. It is refreshing to not to have to run the gauntlet of receptionists who think they are consultants, and just be able to see someone, before becoming seriously ill.

The standard of care and staff are exceptional !!! Thank you.

I'm very pleased with the level of care we receive as a family at Greenwoods.

I have nothing but praise for Greenwood Surgery and all its staff, I have a young daughter which is the I visit now more than I ever have before and everyone is always great with her, so friendly and helpful. I have previously been at other doctors' surgery's in South Woodham and have never received the care and thoughtfulness as I do in Greenwoods. Thank you.

Made the move from New Surgery recently - best decision ever made !

How GP surgeries used to be - almost feels like a small country practice.

I cannot fault the care I receive at the surgery and feel very lucky to be on their list of patients.

The overall service from Greenwood surgery is excellent.

It will be very hard to replace Dr Cormack when he gets a very well deserved retirement.

Obviously he is still in his early 40's so long time yet !

Top marks !

Keep up the good work !

My wife and I have been patients of Greenwood Surgery for around eight years since moving nearby. This is, by far, the best we have belonged to and have much to thank John, Sue and the great team of nurses for. I have unfortunately presented with a number of medical conditions (some serious, including CHD), but have always been treated with great care, skill and commitment (always with a smile). I very much hope that Greenwood Surgery will receive all the support and funding it needs and deserves in order to be able to continue looking after all its patients long into the future.

Personally it should be higher as you are always very welcoming.

Very impressed !

A professional and caring team with time to listen and treat all their patients.

The surgery is characterised by a ?????? Sense of caring and teamwork - gives confidence.

Q17 *Continued* - What is your overall opinion of the surgery ?

I am delighted with the service, treatment and level of care.

Great surgery, lovely, helpful staff and very supportive, very happy with my choice of surgery.

Brilliant.

Fantastic and very caring.

I have been with this surgery for many years, they offer an excellent and very caring service despite little or no support from the local PCT !

Such a fantastic surgery, always welcomed with a smile and will always go the extra mile. Best surgery around.

I have complete trust in the surgery and in the care given by all staff. I have always received the very best of care and advice.

I have seen the doctor numerous times about the same problem and don't feel I was being taken seriously, so I think improvements could be made.

Best surgery I have ever had. Staff are always friendly and understanding and helpful.

25 years or so with surgery, always happy with service.

Overall I think it is a wonderful service this surgery provides for its patients. It is a welcoming, happy place to go when you are not well with easy access to both nurses and doctor - something which is quite rare in the National Health Service and it is a great pity there are not more surgeries like it that will always put the patients first.

I feel well cared for at Greenwood Surgery. I trust the skills of those in the practice.

No complaints. Excellent at all times.

Very helpful and understanding. The staff and GP & clinicians give me care above and beyond.

Very good and helpful. I just cannot find a problem all staff and doctor very good and also give me care above and beyond.

No complaints. Very happy with my care.

Reward excellence, punish bad practice.

We are 'recent' patients by the care given to my daughter has been much appreciated. Only today I am here on my own behalf.

Excellent, all very professional, empathetic, caring and very good listeners.

Given that this surgery is underfunded it performs extremely well. An additional doctor would be extremely helpful and the necessary funding to provide one is essential.

Good.

Excellent doctor and staff and I would hate to have to move surgeries if I were to have to.

Overall I am happy with surgery. However, recently I was on my own on a Saturday, ill and could have done with a 24hr supermarket (ASDA) surgery.

The most excellent surgery in the area.

Q17 *Continued* - What is your overall opinion of the surgery ?

Always there when needed, friendly, helpful and listen to you.

We are very lucky to have such a wonderful doctor and his excellent team of staff.

Wonderful Surgery.

Couldn't be happier with the service provided and the staff here.

One receptionist says there no appointments, when you ask the doctor when you see them he has a look at the reception and there are appointments available.

Once inside it is good but getting in and out is not as easy as I would like (see reception issues above). Could the businesses that back onto the car park at the back get together for it to be tarmaced? Gravel is not wheelchair friendly and is transferred into my car each time I come.

Good friendly surgery. This surgery must NEVER close.

Staff very friendly and the nurses were very kind and caring.

Best surgery I have had, and I am overwhelmed at support and care given to me in the past.

I am new to this surgery have not seen the doctor or nurses yet. I did not know there was a website. I am pleased I moved to this surgery from another. Very good.

John and all staff go the extra mile especially when my wife had a terminal illness. Visiting at all hours and into the night.

Both myself and my husband consider ourselves iundeed verylucky to be registered with Dr Cormack, Sue and all of the rest of the superb team at Greenwood Surgery - long may it continue. We will as I am sure all the patients would, continue to support the

This surgery goes far beyond what it is required to do. A fantastic team that I am grateful to be able to access.

My overall opinion of the surgery is excellemt. I can't find any fault with procedures. Being over 90 years, I have now and again, age-related problems. I have attended appointments at different times, where I have been treated by all three of the nurses.

Very rare to see doctor. Not good.

Always good to hear from the surgery and give some feedback.

Very friendly and all staff approachable, professional. If only other surgeries operated this way the whole doctor / patient relationship would improve. I feel so lucky to be with this practice.

The care my family receive from this surgery is second to none - very caring and always prepared to go the extra mile.