



Primary Health Care  
General Practice Questionnaire

Practice Code: Blackwater Medical Centre

Number returns: 391

## About you

### Q1. Are you

Male	Female	No Answer
138	250	3

### Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
20	20	49	45	64	86	66	25	16

### Q3. Which Ethnic group do you belong to?

A: White	361	B: Mixed	0	C: Asian or Asian British	0
British	16	White and Black Caribbean	3	Indian	0
Irish	3	White and Black African	0	Pakistani	0
Black	0	White and Asian	0	Bangladeshi	1
Other White background	0	Other Mixed background	0	Other Asian background	0
No answer	7				

### Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
159	15	14	18	32	149	0	4

### Q5. Do you have a long-standing health condition?

Yes	No	Don't know /can't say	No answer
208	157	16	10

## Your Practice

**Q6.** How easy do you find getting into the building?

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Very easy 293	Fairly easy 74	Not very easy 11	Not at all easy 5	No answer 8
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**Q7.** How do you think getting in to the building can be made easier?

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Number of suggestions

For suggestions on how getting into the building please see attached.

**Q8.** How clean is the practice waiting room?

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Very clean 297	Fairly clean 84	Not very clean 0	Don't know 0	No answer 10
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## Reception

**Q9.** How helpful do you find the receptionists at your surgery?

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Very helpful 257	Fairly helpful 109	Not very helpful 12	Don't know 2	No answer 11
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**Q10.** In the reception area, can other patients overhear what you say to the receptionist?

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Yes 213	No 60	Don't know 110	No Answer 8
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## Appointments

**Q11.** In the last 12 months how many times have you see a GP/Nurse at your practice?

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None	1-3times	4-6 times	6 or more times	No answer
19	162	104	98	8

**Q12.** How do you normally book your appointment to see a GP/Nurse?

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In person	By Phone	Online	No answer
76	300	9	6

**Q13.** How easy is it to get through to reception, at your GP practice on the phone?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
41	200	98	34	18

**Q14.** In the reception area, can other patients overhear what you say to the receptionist?

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Very easy	Fairly easy	Not very easy	Not at all easy	NA	No answer
31	127	71	17	120	25

**Q15.** How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

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Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
152	122	91	15	11

**Q16.** How often do you get to see your GP/Nurse you have requested?

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Always	A lot of the time	Some of the time	Never	N/A	No answer
101	150	99	11	22	8

**Q17.** How long did you have to wait for your consultation to start today?

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Less than 5minutes	5-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes	No answer
105	147	81	31	7	20

**Q18.** If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

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Yes 245	No 49	Don't know, never tried 60	No answer 37
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**Q19.** Have you ever missed an appointment because?

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I recovered 52	I forgot 32	I was delayed 19	Too difficult to cancel 4	Could not get through on the phone 16	No answer/NA 268
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**Q20.** Is your practice currently open at times that are convenient to you?

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Yes 336	No 24	No answer 31
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## **Your Consultation**

**Q21.** Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

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**A:** Giving you enough time?

Excellent 227	Very good 108	Good 29	Fair 4	Poor 0	Very poor 0	No answer 23
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**B:** Make you feel at ease?

Excellent 206	Very good 128	Good 28	Fair 5	Poor 0	Very poor 0	No answer 24
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**C:** Listening to you?

Excellent 212	Very good 123	Good 27	Fair 8	Poor 0	Very poor 0	No answer 21
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D: Explaining treatment and tests?

Excellent 210	Very good 114	Good 37	Fair 9	Poor 0	Very poor 0	No answer 21
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E: Involving you in decisions about your care?

Excellent 196	Very good 116	Good 45	Fair 8	Poor 0	Very poor 0	No answer 26
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F: Treating you with care and concern?

Excellent 220	Very good 105	Good 37	Fair 8	Poor 0	Very poor 0	No answer 21
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G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 310	Very good 54	Good 6	Fair 0	Poor 0	Very poor 0	No answer 21
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H: Would you be completely happy to see this GP/ Nurse again?

Excellent 348	Very good 7	Good 13	Fair 0	Poor 0	Very poor 0	No answer 23
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## **Patient Experience**

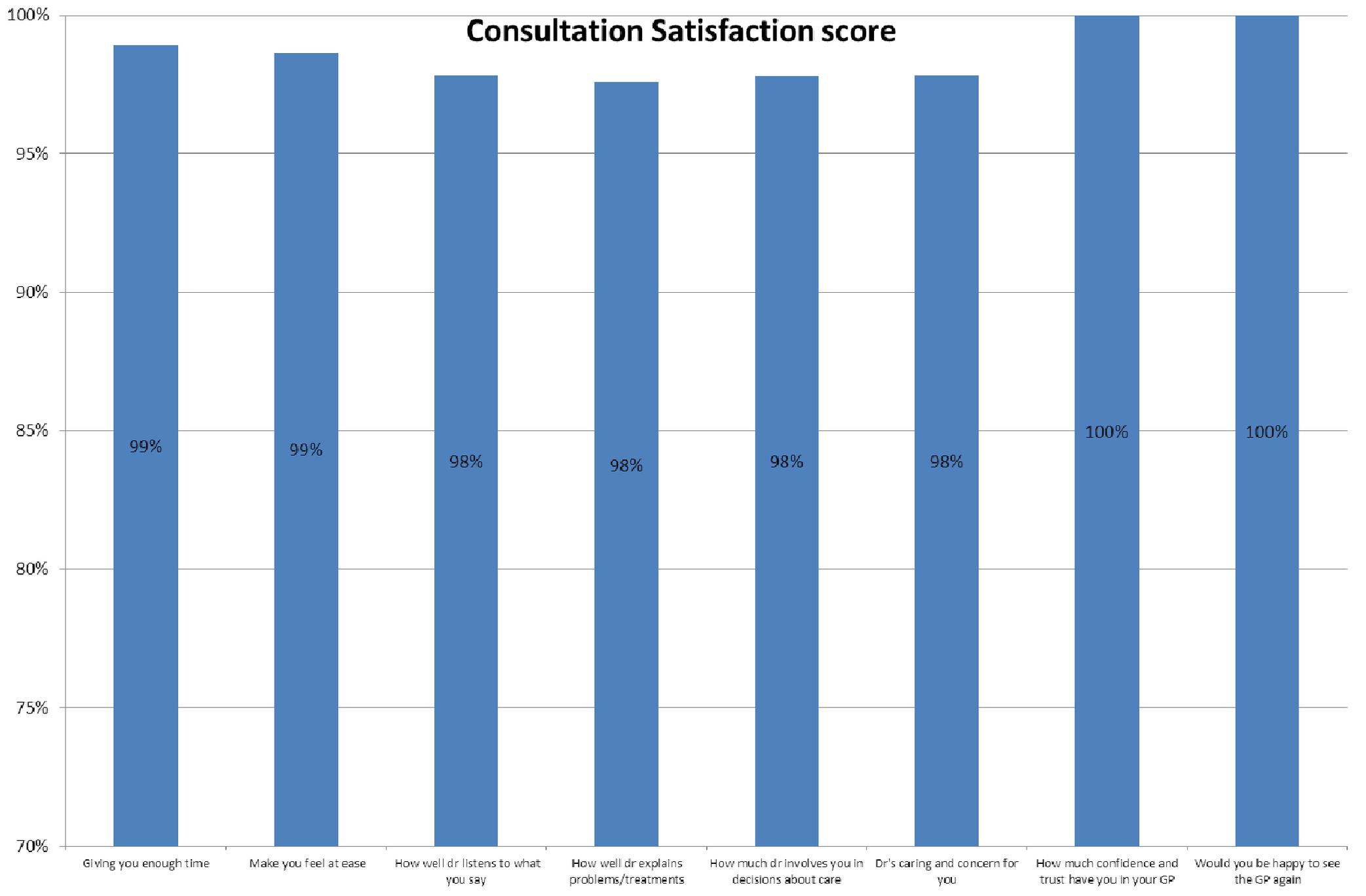
22: Overall, how would you describe your experience of your GP practice?

Excellent 188	Good 161	Fair 7	Poor 0	N/A 2	No answer 33
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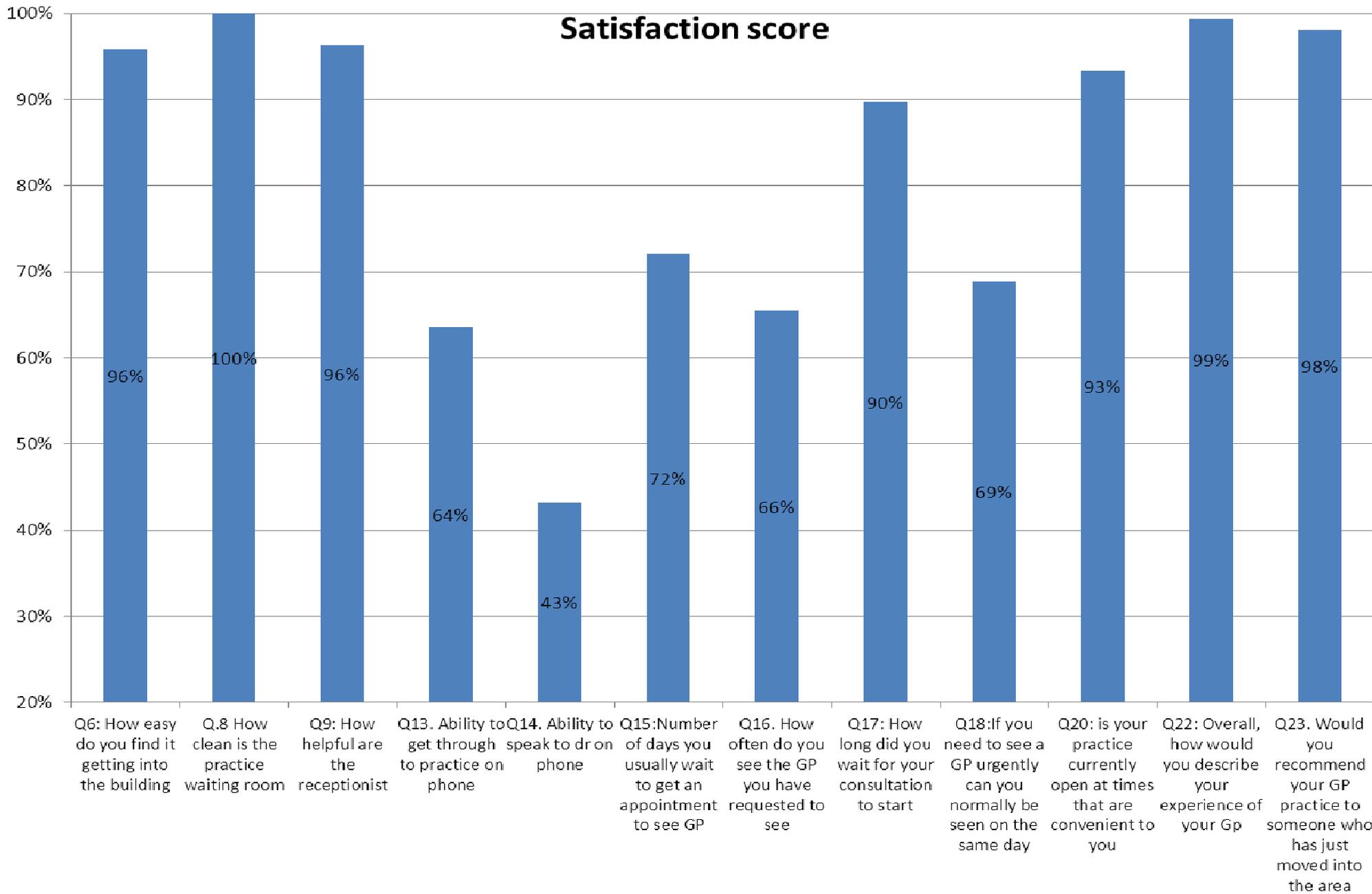
23: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes 348	No 7	No answer 36
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# Consultation Satisfaction score



## Satisfaction score





**Comments for F81099 – Dr R M Roper, Blackwater Medical Centre**

Questionnaire: EQUIP  
Number of returns: 391

**Your Practice:**

**7. How do you think getting in to the building can be made easier?**

No

No

Bigger car park

Wider access

Cannot think it could be made better

Extend car park

Car park is at times challenging

Parking is usually a problem – but the building itself is easily accessible

More parking!!

Happy as is

It is fine getting in

Parking

Better parking

Reactive automatic doors – especially the outside ones

Straight line to outside door if possible

Teleportation!

More parking

Building recently refurbished. Access could be made easier by having a larger car park, especially for the disabled.

More parking

Building itself ok. Car park too small, 10 cars max.

Improve car parking – offer MDC a modest rent for, say, 10 of their spaces. They have reduced both staff and services.

Parking

Better parking

No slope

More parking spaces

Parking needs improving

Not the building – but parking is quite restricted

More car parking availability

Access is good but parking is difficult

Automatic door

Entrance is very narrow for people with mobility problems

The only help would be more parking – which, of course, is impossible.

More car parking spaces

Larger car park and automatic doors. At the moment, it is not catering for the disabled very well.

Easy access, no concerns.

A bigger car park!

More parking

I have no problems which may make accessing the building difficult.

I think the slope should have been the other way, giving easier access for wheelchairs and movability with the door at the other end!

EQUIP  
20/03/2012

Improve car parking.  
Only issue is parking  
Not applicable  
More parking, maybe use of Council section.  
More parking spaces  
Sometimes it is difficult to find a parking space.  
I don't  
Yes, more parking  
Fine (*as it is*)  
More room so you don't have to squish against the wall when someone needs to get past.  
Bigger car park  
Parking is a big problem!  
More parking  
OK  
Maybe auto open doors?  
No  
Better front door  
More parking  
Very difficult to get through front entrance with wheelchair  
N/A – fine  
OK  
Making a bigger car park  
I personally do not have any access problems  
Automatic doors  
Put in two steps as well as the ramp  
Making the entrance easier for people in wheelchairs. The bends on the slope can be daunting. Somewhere for people with mobility scooters to park easily.  
Car parking  
Car Park  
More parking  
Larger car park needed  
OK as is  
Wider ramp  
Automatic door – present arrangement not suitable for all  
The main problem is car parking and unfortunately this seems unsolvable.  
For some disabled, automatic door into building might help.  
Bigger car park  
Parking is a problem  
Getting in the building is fine. Parking is the problem.  
Getting in the building is easy. Car parking is impossible.  
Can't be improved  
A one-way system  
Bad parking facilities  
Bigger car park  
More car parking, suggest Doctors/Staff cars are parked elsewhere, e.g. Council Car Park  
Better parking  
More parking spaces!  
Needs more parking  
Automatic door opener.  
Good improvements have just been made  
Nothing  
Car Parking  
Not enough parking, never a space, for the amount of patients.  
Parking is a big problem, not enough spaces.

**Your Consultation:**

**21H. Would you be completely happy to see this GP/Nurse again? - Please comment:**

EQUIP  
20/03/2012

Previous GP visits have been disappointing – felt I was a nuisance

The Doctor I saw today is my registered GP. I have always found him to be caring and thorough and have full confidence in him. I do have to wait about 2 weeks for an appointment with him by choice – it would be helpful to be able to request him on more urgent appointments.

Prefer to see this Doctor. Remembers me and gives no sense of being in a rush. Caring.

Dr Roper is fantastic

I prefer to see Dr Roper but I would see anyone if needed a doctor at once.

Very good doctor – would recommend him to other patients.

Need more of them

All members of staff at the surgery and pharmacy are most kind and helpful at all times.

Good bedside manner. Told me how long would have to wait for results.

Nurse for vaccination – brilliant (Tracey Dillan) Usually have Dr Lim who is fantastic – hence waiting time to get booked in with her. (Question 15. 6 week check after having baby is taking over 2 months for a female doctor)

Dr Teatino was very good, thanks.

Very good

Very happy with care and treatment

More parking

Parking is always hard

Always ready to listen to any concerns about medication, i.e. tablet reactions, etc.

I have found all the nurses to be particularly helpful.

Excellent doctor Dr Roper and fast response from Nurse

Great surgery. Always have appointment same day.

Always very friendly and helpful.

He could have explored more about my mental state of health considering I referred to this plus the reasons why but he just seemed more interested in filling out if I smoked or took contraception.

Often frustrated that the healthcare I really require but cannot afford, - i.e. chiropractitioner, osteopath, lymphatic massage for my congested legs – is not available on NHS. Therefore I have endured years of pain and being put on waiting lists

On a previous appointment, I haad to wait over an hour for my appointment, which I booked 5 weeks in advance.

Had to return to work before I could see the Doctor. Had to rebook appointment and wait a further 4 weeks.

She was very caring and apologised for the delay.

Dr Cargill is a lovely, patient, approachable amenable GP. She is obviously a very popular GP too. Often goes over her appointment time because she gives you ENOUGH individual time. I don't mind at all when she has to run late.

I have had some very unfortunate experiences with previous GPs – so I feel very lucky and privileged to have my current GP at the Blackwater Centre.

Dr Geranmayeh was extremely helpful.

Dr Geranmayeh is helpful, understanding and very pleasant

I am basing my answers to the above questions on Dr Haeger and the Diabetic Nurse. You have three other doctors that are also excellent.

Dr Geranmayeh is always very good.

The phone automated booking system is excellent. Great improvement to queuing on the phone.

Treated as an individual, listened to.

Always takes time to explain treatment to you.

Dr Lim was superb

Dr Lim is always helpful

I find Dr Lim very thorough, caring and interested in your problem and how best to deal with it

Excellent Doctor – wish there were more like him.

Very helpful Doctor

Dr Haeger always gives time and gives me confidence and trust

He treats me with respect, listens intensely and discusses my problem openly.

He never makes you feel like you're wasting his time. A very understanding man

Excellent Doctor

Friendly, listened, explained. Very satisfied with Dr Geranmayeh.

Dr Haeger is an excellent doctor!

Overall, I am very satisfied with the way I am treated

Excellent

Would not want to change my doctor!

The Doctor that I see is excellent

Very good

EQUIP

20/03/2012

These answers would vary according to which Doctor you saw.

Cannot always get an appointment one week in advance when I have a day off. They say to ring up on the day which is not always convenient when the appointment is not always urgent. My appointment today was made three weeks in advance!!

Considerate - did not patronise – gave full attention to my concerns. I felt I was making progress by his response and that I was in the hands of a real professional.

The main problem is attempting to get an appointment by phone so we resort to coming to the surgery and booking personally.

I don't mind waiting a little longer to see the Doctor of my choice because I know he will give me his full attention and make me feel I'm not wasting time. He never fobs you off and always goes that extra mile when needed.

A brilliant doctor! One of the best!

A very caring doctor who listens to you.

It would be nice if they could run on time

Dr Wright has helped me immensely as did the Receptionists when I came in in a state of despair.

I usually see Dr Wright or Dr Lim

I usually try to see the same doctor, Dr Wright as he knows my case. He treats me for high blood pressure. I have seen other doctors in an emergency or for women's problems. He has a common sense approach to medicine.

Very nice.

Very pleasant and courteous.

I saw Dr Wright

I am new to this practice

Dr Wright is a very good doctor. Only one I will see.

The ratings above only apply since I requested to see Dr Wright. My previous doctor's rating would not have been to the high standards as above!

I have decided to make the GP I saw this morning my permanent GP. Over the course of a year I have found his manner to be so helpful in many ways.

Dr Wright always gives me great care and I very much respect him as a good professional.

Dr Wright always effective and efficient with our family health. Listening skills excellent with concise treatment route.

Treated excellently as usual

Not enough parking for the amount of patients.

### **Patient Experience:**

#### **23. Recommendation - Further comments:**

None

Yes - Based only upon latest visit to see Dr Roper

Yes – As I have said, I have full confidence in my registered GP and try to request an appointment with him where it's possible to make the choice. I have not found the same level of care with some of the other GPs whom I may see occasionally or in an emergency. I was diagnosed with breast cancer 13 years ago, only after insisting on a referral to hospital. The GP had advised me that the lump was nothing to worry about and suggested I come back to the surgery a month later ... I can't forget that experience.

Yes – Miss the Saturday morning clinic!

Said it all.

Being a Heybridge resident, it would be very helpful to have more appointments available at the Heybridge Surgery premises.

Some of the GPs – not all

Parking was difficult

Pharmacy service and staff excellent

In an emergency, I found the surgery to be very accommodating.

Yes, recommend Dr Roper

Yes, and have recently recommended a new neighbour who has recently moved to the area

You provide a caring and excellent service. Thank you. Receptionists also excellent.

Many mental health i.e. post-traumatic stress and spine/knee and leg pain. Mr Dr can only do his best. The NHS is not adequate and fails in many areas of required care.

Pharmacy is good.

Although there is usually a wait, I appreciate that the doctor I see always gives me all the time I need, so usually runs late. No complaint at all.

EQUIP

20/03/2012

The parking is very often chaotic and, as a disabled person, I sometimes have to walk quite a distance. Having one pharmacy in the surgery is a great idea. Saves time and staff always helpful and polite. No. The only reason being is that it's very busy already and I feel recommending more patients will only cause more "overload".

It is not always audible when Doctor calls a patient's name out over the loudspeaker system and I have very good hearing. My husband and many other people do not.

Doctor always very attentive and positive action.

No, due to previous experience – not today!

When having an appointment with Dr Haeger, don't want such a long wait

Dr Lim for my son

Best practice I have ever attended

I find the Doctors very helpful and understanding

Automated appointment booking system available 24 hours and very useful

Yes, for certain doctors but not all.

Being able to e-mail for repeat prescriptions is marvellous.

My husband has to drive to surgery when it opens as you can never get through by phone.

Car park is a nightmare during the day.

Always there when I need them. No complaints.

Maybe

I think we have a very good surgery, both the Doctors, Nurses and colleagues. Surgery times have been extended to help people who wish to see a doctor before going to work. This is excellent.

Definitely

Since changed all very much for the better.

Keep up the good work.

My feeling is that everyone goes out of their way to make the experience a good one.

My general opinion of the practice is one of a good set of doctors and nurses, most of whom are courteous and efficient. The main problems are car parking and phone booking.

I like the new automated booking service but the practice has lost none of its humanity for all the automation.

Need to update the tannoy system to be clearer. More help from the receptionist would be good

No. I believe this to be a matter that the person concerned "investigates and compares" themselves.

Receptionist I spoke to on the phone was unhelpful and rude. My daughter has been crying all night and day with an ear infection and the receptionist wouldn't get her an appointment until 4.10 (even though I rang at 8.20 in the morning). It's not the first time she has been unhelpful and rude to me and my family and friends, but apart from her, I like the surgery.

I tried to sign on with a nearby practice when I moved here and was treated extremely badly by rude receptionists.

Your surgery was like a breath of fresh air. I have found your receptionists very helpful. They try to suggest alternatives when an appointment isn't available. The practice nurses are friendly and put patients at their ease.

I have found all the staff here extremely helpful.

I recently contacted NHS Direct twice and went to the Walk-In Centre as nobody seemed able to give me the help I needed.

When possible I see Dr Wright or Dr Lim, both are excellent.

Reception Area looks dated/uncared for – walls dirty, out of date notices displayed, needs repainting and tidying.

Consulting rooms also require updating and redecorating.

Extremely well run practice. Thank you.

It is not the speaking to Nurse of Doctor – Question No.14 – it is the whole rigmarole of just getting through.

Always been satisfied with my treatment

Not enough parking spaces

### **We are interested in any other comments you may have about your experience?**

In the past, I have been shouted at by a certain doctor. I think this is wrong. (Not Dr Roper!)

Excellent facilities now. Pharmacy brilliant. Much improved since redevelopment.

I have found staff very helpful today in trying to sort out my problem.

Keep it up.

I have been visiting the surgery twice a week for four months. The nurses have been wonderful. AS

Larger car park

Some difficulty in seeing the same GP each time. Building a rapport with one GP is very helpful to the patient.

Doctors' receptionists always get bad press, but have to point out that most of the receptionists are approachable and very accommodating.

EQUIP

20/03/2012

The staff are always cheerful (no problems).

It's very difficult to make an appointment on the day. Only a very short time in which to book. You have to wait 20/30 minutes on hold which is difficult when you have to go to work!

The waiting area and the doors are not disabled friendly. The doors are heavy and difficult to open and the seating area is not conducive for wheelchairs or walking frames. Or pushchairs for that matter.

An extra female doctor or two would be good – to correct the imbalance!

I have had one or two mishaps with delivery of medication, but Brian is always there to sort things out thankfully!

Could blood pressure checks be done at Heybridge?

There is a very friendly and relaxed atmosphere which is a huge help psychologically. Love the convenience of the pharmacy.

Car parking is an issue

Just wish the receptionists were a little friendlier.

The only negatives are the car parking and booking in a hurry!

Recently we had a relation visiting from Wales. His chest became congested, breathing was very laboured but upon ringing your surgery, the receptionist was most unhelpful. He was recommended to go to Sainsbury Health Centre where he was seen in half an hour and received very good service.

It is always the same Doctors who are available for same day appointment

I think the new pharmacy department is very good, i.e. delivery of prescriptions, able to discuss any query I might have. Extended hours of opening are a real boon, eg collecting prescriptions. Would like Saturday mornings returned for genuine emergencies only. Waiting until Monday can be very stressful.

Could do with better parking facilities

Car parking is very bad!

My experience at this practice has always been good.

Some doctors give you more time than others. I am very happy with Dr Haeger and some receptionists are better than others but on the whole quite helpful.

A light headed one! You go to all that expense to decorate, then proceed to stick scruffy sellotaped notes on the wall. Frames are not that expensive, surely!

I have had to wait up to 45 minutes on several occasions after my appointment time.

I had a mix up with my prescription and had to speak to three different people. Would be good to make notes on the system.

I consider that my Doctors' "hands are tied". He is unable to make appointments to see Consultants when he thinks appropriate. The system does not allow this.

More privacy at the Reception Area

Should have two telephone numbers: 1. Reception/Appointments 2. Results, etc.

Much improved Waiting Room and great to have pharmacy adjacent. I am very well looked after, thank you.

Compared to other surgeries I have been to or heard about, this is the nicest one.

I keep being asked to complete surveys for GPs, Pharmacy, Hospital. I do all the work, but I don't think it improves the holistic care of me!!

There is one male doctor at the Practice, not TW, who was to say the least very rude to me and I do not want ever to see him again. Also a lot more people have had the same experience with this certain Doctor.

Car parking can be difficult at times.

1) I need to be able to fit appointments in with a busy diary

2) Would like to see "my" doctor more frequently – feeling that you have to accept who is available.

The Reception Staff have improved their attitude over recent years. Do not like your automated phone system or the fact that ring back is no longer available.

Would be nice if there was more car parking space.

Online booking of appointments would be good. Late night opening.

**Patient Participation Group** (If name provided)

Gladys Windsor, 34 Cooper Court. 01621 850725  
Michael Randall 9.4.43  
Mrs C J Pettican, 24 St Gile's Close  
Stanley Lawrence  
Vickie Cumbers  
Mr F J Richardson  
Marion Townsend  
Christine George  
Mrs Sandra Kendrick  
Paulette Everett  
Alan Stephenson  
Anne Budd  
Ian Towns  
Edward Keylock  
Jane Bryant  
Patricia Mason 30.12.53  
M Hall  
Ruth Tyler 25.7.32  
Mrs Helen Mullem  
Veronica Wiggins  
James Mason  
Charlotte Firkins  
Pauline White 24.12.44  
Lyn Metcalf  
J Bigall ? (23)  
Mrs S Collar, 12 Plaice Chase.  
Margaret Matthews 27.3.44  
Stephen Nunn 20.12.60  
Angela Wright  
Elaine Clemence  
Lizette Day  
Georgina Dowsett  
B C James, 201, Munden Road, Maldon, CM9 6PN  
Maureen Head  
Margaret Hutt  
Alice Robinson 01621 859517  
Ann Fisher 10.8.36  
Joy Hearn 01621 850430  
Julian Berney  
Dawn Fineberg  
Jason Fineberg