



Shipston Medical Centre

Patient Survey Results 2013-2014

The patient survey was undertaken between Monday 7th October 2013 and Friday 27th December 2013, via paper copies handed out to patients by GPs at the end of the consultation, paper copies left in the waiting rooms, copies sent out with routine letters and copies enclosed with dispensed prescriptions.

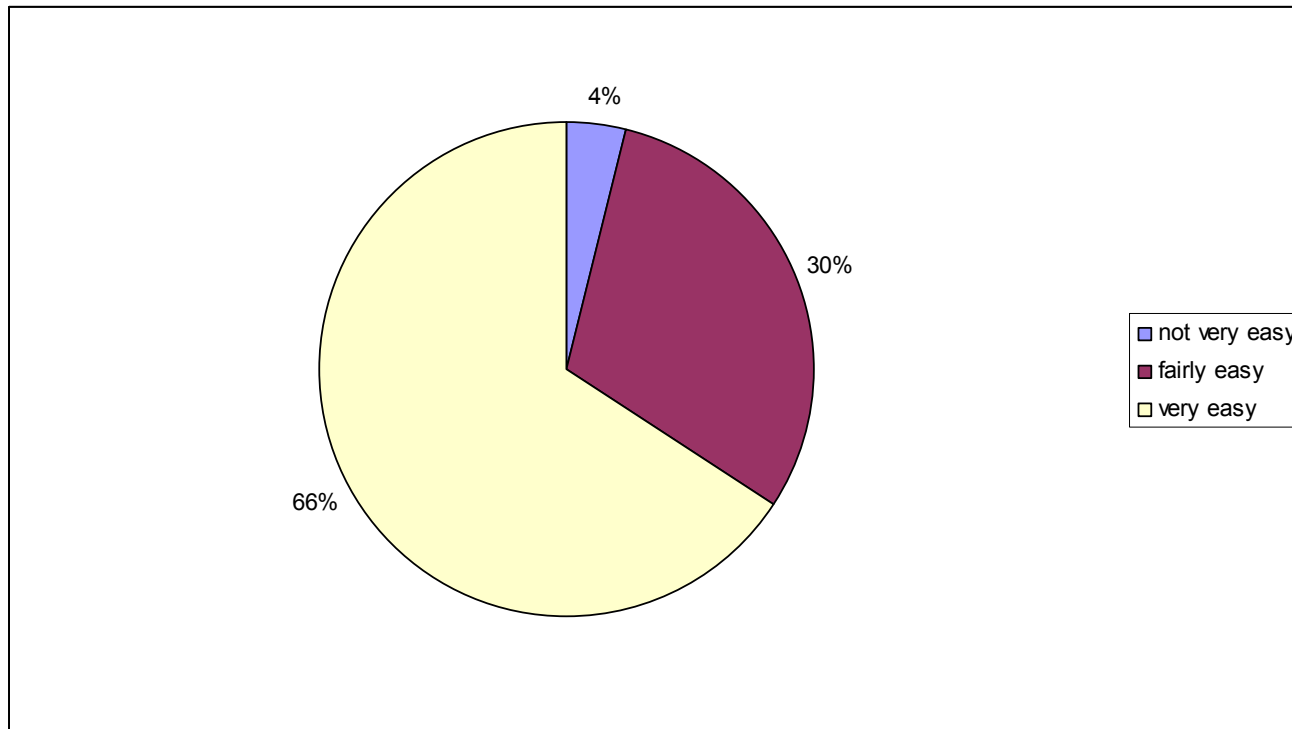
386 completed questionnaires were received, representing 3.4% of the practice list.

This was broken down as follows:

Dispensed medications, including home delivery items:	280
Routine Letters:	37
Consultations:	52
Waiting Room:	17



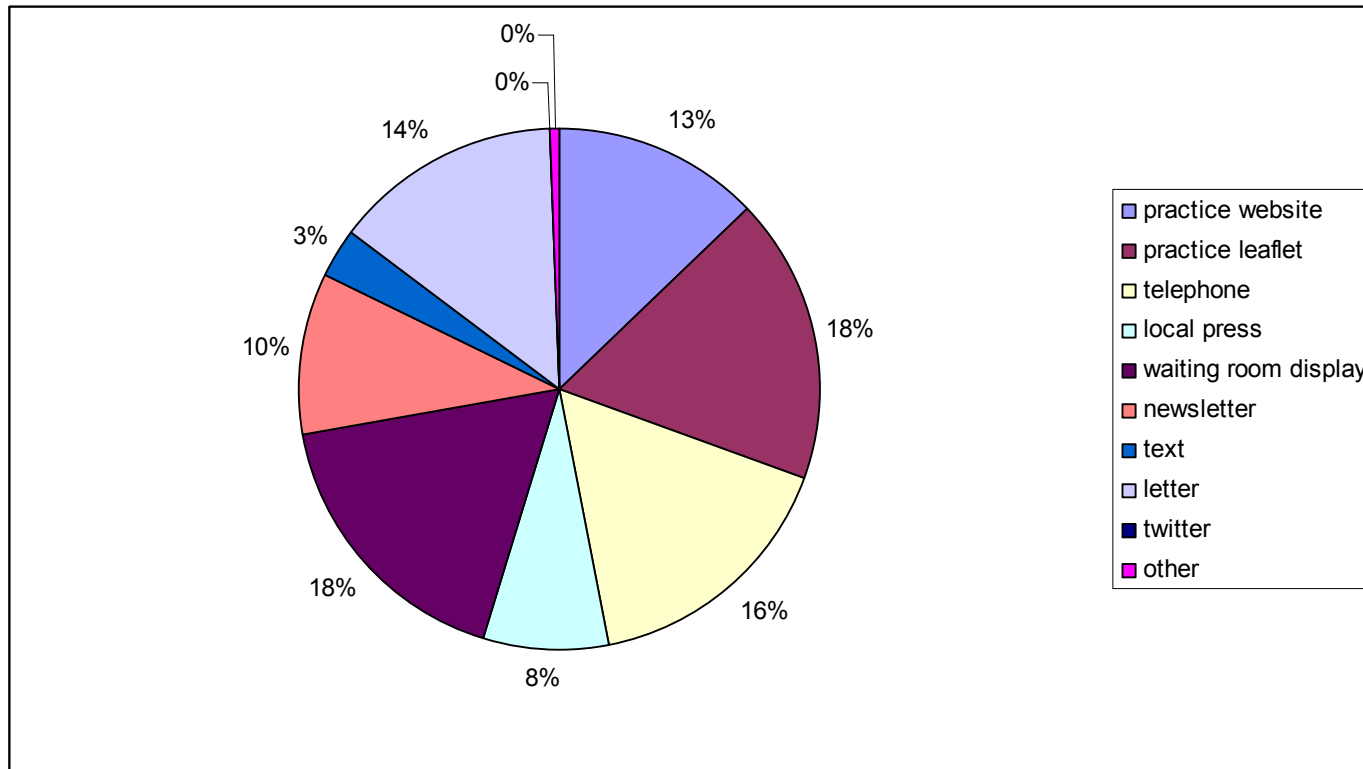
How easy do you find it to contact the surgery via telephone?



Total Responses for this Question: 382



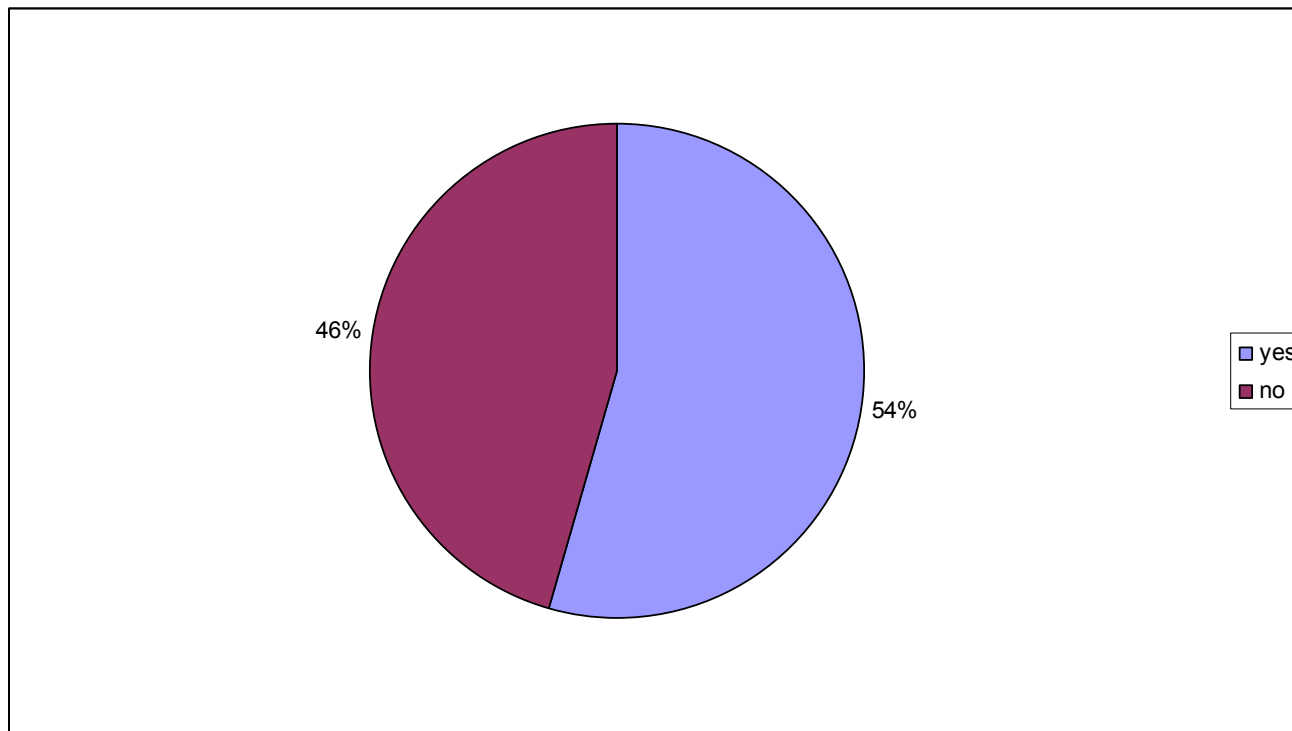
What is your preferred method of communication to learn about the practice and the services we provide?



Total Responses for this Question: 381



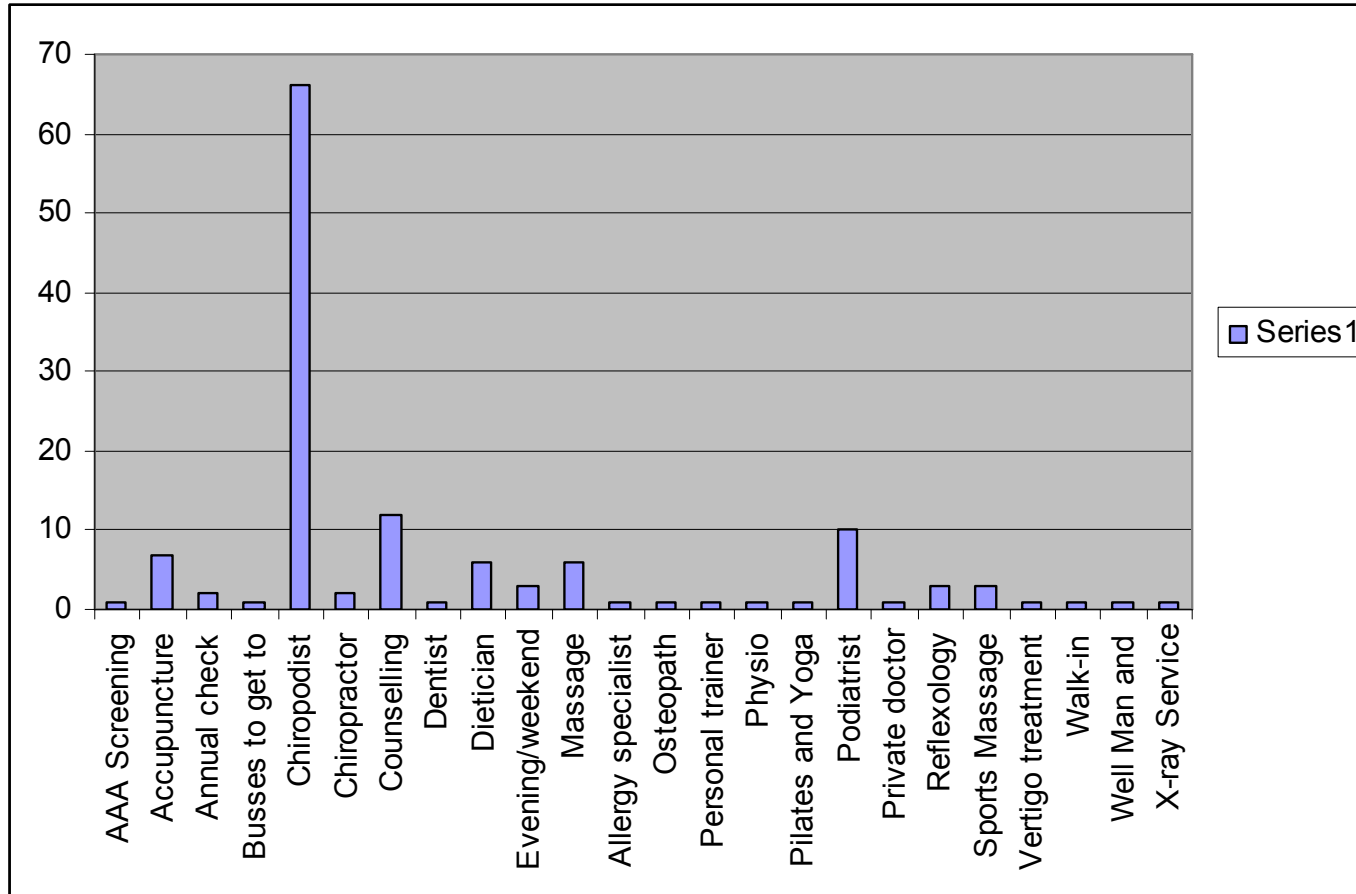
Were you aware that we now offer the facility to book appointments and order repeat medications online?



Total Responses for this Question: 381



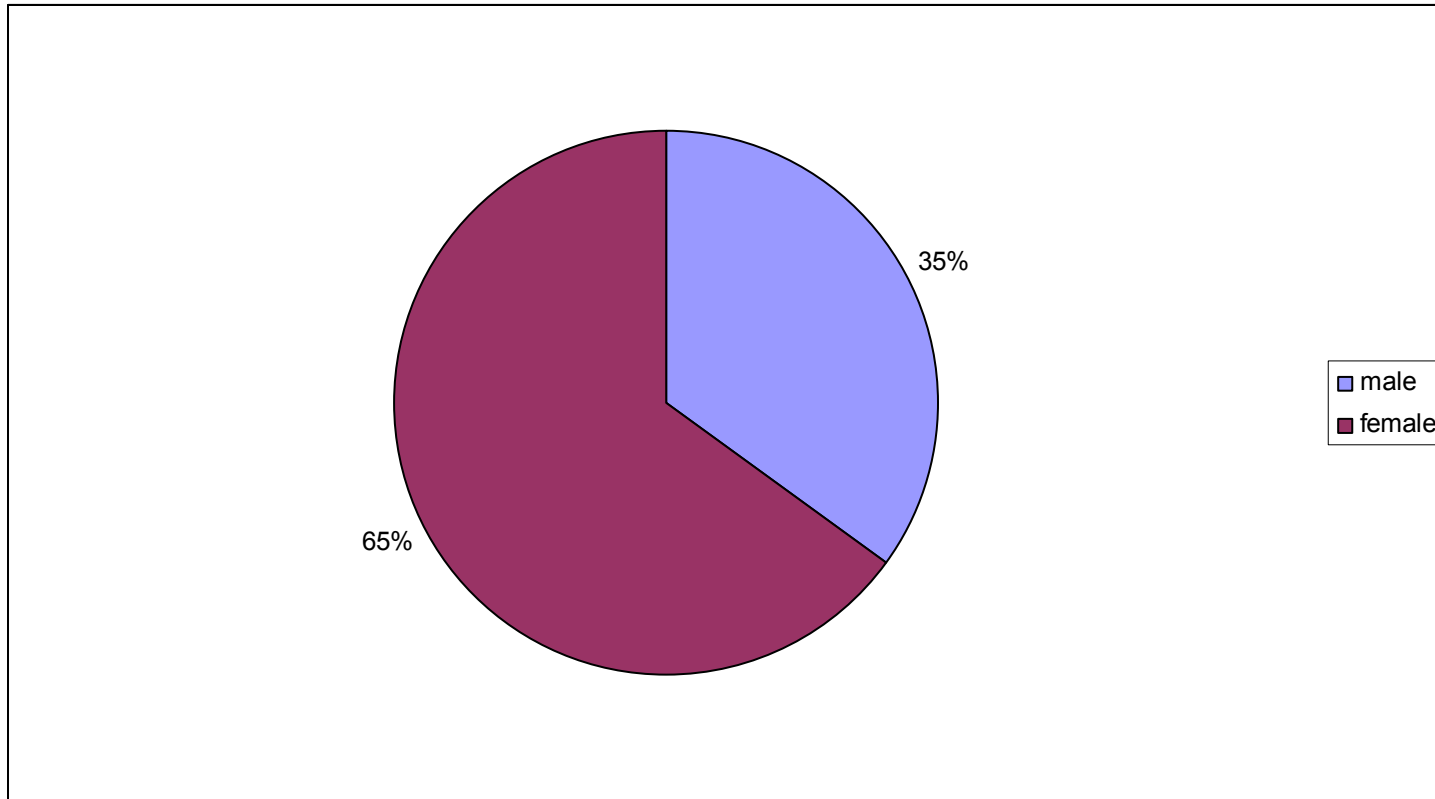
What other services would you like to see?



Total Responses for this Question: 382



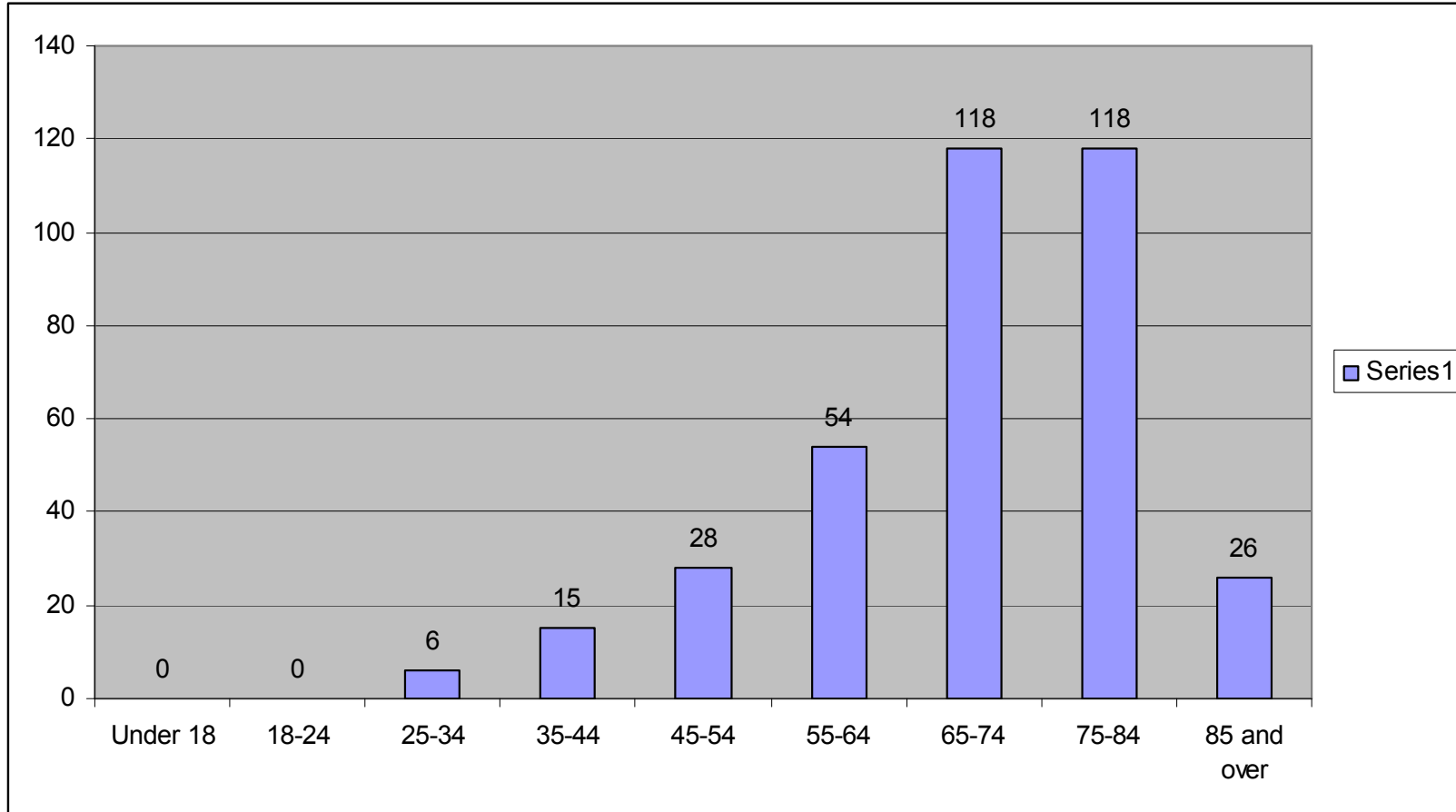
Gender:



Total Responses for this Question: 272



How old are you?



Total Responses for this Question: 365



What do you particularly value about the practice?

- Service.
- Very good local service.
- Local access to GP at weekends.
- Excellent.
- Very helpful doctors and staff.
- Delivered prescriptions.
- From receptionists up to Doctors, everyone is all so nice.
- Everyone is friendly.
- It's all good! Everyone is friendly and appointments are easily made.
- Easy access to medical services, including prescriptions and doctors appointments.
- The ability to see a doctor when required.
- The ability to consult a doctor when required.
- Easy to reach.
- Everyone is helpful. The pharmacy is brilliant. I am able to see my own GP for continuity if I'm prepared to wait.
- Ability to see a doctor at relatively short notice. Weekend surgeries for emergencies, great for my young children! Friendliness and approachability of staff, pharmacy on hand.
- It's pretty easy to use. Doctors very good. Receptionists excellent.
- Well-run practice.
- Wendy!
- Very friendly and helpful.
- Friendly personal contact with doctors and staff.
- Friendly helpful service, easy appointment booking, dispensary service.
- District nurses calling on me to treat my leg ulcers.
- Friendly staff and prompt attention.
- Local, walking distance, friendly staff.
- Caring quality of some doctors, delivery service for prescriptions and cheery delivery men.
- Very efficient.
- Welcoming of the staff.
- Friendly.
- The kindness of everyone who works there.
- Friendly and efficient service.
- Patient care - always excellent from all staff too.
- The fact that you have in-house clinics, e.g. diabetic and COPD.
- The helpfulness and kindness and politeness of the receptionists.
- Friendliness.
- Good cover when own doctor not available.
- The doctors, nurses and all staff, so very courteous, friendly and helpful.
- It's only a mile from where I live, The staff are generally friendly and welcoming, My GP (Dr Williams) is good at his job.



- Always helpful.
- Although I appreciate it is not always possible, the value of GP continuity is my number one priority.
- Prompt help when needed.
- Easy access to it and its availability.
- The care received, friendliness of all, the helpfulness and patience.
- Helpful and friendly.
- Friendly staff and doctors.
- Everyone helpful and pleasant and a very thorough, efficient practice.
- To paraphrase the song "its just what a practice should be".
- Doctors available by phone if appointment not necessary but information needed.
- Its friendliness with all staff.
- Pills delivered, good service.
- The standard of the medical knowledge.
- The staff, the service, provision of drugs.
- Very good doctors and staff.
- Location.
- Friendliness of staff, family atmosphere.
- Friendly Support.
- Good all-round service.
- The efficiency and co-operation of everyone in reception, and the quiet, authoritative manner in which they deal with individual needs. A splendid team.
- Excellent pharmacy/dispensary service. Always pleasant and courteous and efficient, prompt and accurate.
- The care and attention we receive from doctors and staff is excellent.
- Service and friendliness.
- It's local.
- You can see the doctor you know.
- Easy to reorder prescriptions and home delivery. Practice nurses dealing with details before seeing doctors.
- Not been here long but it is good so far.
- Friendly and helpful staff.
- Service is adequate.
- Courteous and helpful and always return telephone calls. The ability to get blood tests when requested by consultants at Stratford, rather than have to go to Warwick.
- Doctors who have extra knowledge of specific conditions or illnesses. Newly qualified doctors with up to date knowledge.
- Friendly doctors and staff, helpful and caring.
- Can see a doctor in a reasonable time if urgent quite quickly.
- Friendly staff, quick referrals.
- Efficient friendly and caring service in all departments. I have never had a problem getting an appointment for myself or my children and I really value this.



- Good quality medicine, professional but friendly service on the doorstep.
- It's perfect.
- It is very convenient to town.
- Excellent doctors and efficient, helpful staff
- Always helpful and supportive.
- Very friendly.
- Everything. Excellent practice, very friendly
- Local.
- Always able to see the doctor, and to be able to talk to them.
- As well as the doctors, the front of house staff are always helpful and kind.
- Basically it's a good all round practice. Sometimes a little difficulty getting to it from outlying areas.
- Friendly, helpful and polite.
- Near to home, prescriptions delivered if required.
- Staff are courteous.
- Kind people and responsive.
- The delivery of prescriptions.
- The excellent doctors, nurses and all members of the team. Kindness, patience, thank you.
- Friendly staff, superb care.
- Personal Service with a smile.
- It's warm, friendly and expert staff team.
- The good natured and friendly staff.
- The friendliness and efficiency of the staff.
- Caring, kind, helpful, professional, attentive, thorough, hard working.
- Ease of getting appointments, the quality of all the doctors, a wonderful group.
- Efficient and excellent service, specially Dr Williams.
- The kindness, friendliness and expertise of the doctors.
- It's alright, I get on well with the doctors and nurses.
- Call back from doctors.
- My GP is excellent.
- Friendly and helpful.
- I can't think of anything I value, it's rather ordinary.
- Its closeness, its availability, friendly atmosphere and helpful staff.
- The service is good.
- Personal knowledge of doctors and nurses.
- Super care at all levels. We are lucky to be patients at this practice.
- Very good.
- Practice does very well with its friendly efficient service - especially pharmacy.
- All staff and doctors are very pleasant and helpful.
- Friendly staff who are always helpful and polite. Being able to arrange an appointment when you need it.
- The wonderful front desk staff and Dr Morgan.
- Local, reliable, efficient.
- Very friendly.



- Being able to see our own doctor when we need to. The friendly reception and care provided especially from the nursing staff.
- I appreciate when the doctor or nurse comes into the waiting room, rather than being called on the tannoy.
- Friendly staff and doctors, empathy for how patients feel and their fears.
- The nurses know their patients and their case history, new doctors do not always read the patients notes before seeing them.
- Quick appointment booking, pharmacy.
- High quality GPs, district nurses liaise well with GPs, receptionists are helpful (I don't need to explain my husband's condition - they seem to have some sort of flag on the system to treat him as high priority unlike our previous surgery).
- Being reasonably large and with sensible surgery times you can get an appointment at fairly short notice when you need it. Pretty well organised too.
- The friendliness and helpfulness of the staff, being able to see your own doctor most times. Also the in-house dispensary.
- Everything.
- Well run.
- The kindness of everyone.
- The kind and friendly reception and dispensing staff and doctors.
- The prompt response to home visits, the excellent attention to medical needs, the approachability of all staff and the friendly and cooperative ambience.
- Friendly and helpful doctors and staff.
- The dedication of the doctors and all the staff.
- Efficient and friendly manner.
- Professional and friendly.
- Easy to make appointments and order medicines. Helpful staff.
- Easy to make appointments, cheerful staff.
- Friendly, local (4 miles), pharmacy, prescription delivery.
- Seeing same GP when possible.
- Very helpful receptionists, doctors and nurses as well as being friendly, efficient, reliable and the best medical practice I have ever had.
- The help and understanding from everyone at the surgery. Thank you.
- The staff are helpful and pleasant.
- The care and personal contact of the team.
- Convenience and efficiency.
- Friendly staff.
- Good.
- Reception ladies.
- The fact that the doctors appear to move with the times and endeavour to improve in all aspects.
- Its efficiency and friendliness.
- Excellent service.



- Very good. Dispensary excellent and the delivery service is an enormous help.
- The quality of the medical staff and the front of house staff.
- Ease of making appointments with nurse or doctor of choice. Never feeling rushed during consultation. Helpfulness and welcome by reception staff. The dispensary and home delivery system.
- Its efficiency, speed of response and courteous and friendly staff.
- It is very well run but becoming overloaded. The well planned move should be speeded up.
- High standards.
- The efficiency and kindness of the doctors and nurses, the ease with which one can contact them and the cosiness of the waiting room (with or without Bobby!)
- Courtesy of reception staff.
- The staff are always friendly and helpful.
- Excellent doctors and staff at all levels. Keep up the good work.
- It's close by.
- I haven't been a patient at the Ellen Badger but the nurses at Warwick after my recent stay were excellent. The ones at Coventry were the pits.
- Easy to access, central location, friendly informative staff.
- Friendly and efficient.
- The friendship and efficiency of reception and dispensary personnel and of course confidence in the doctors.
- Close proximity and availability to address concerns.
- Helpfulness of reception staff and dispensary staff
- Local, fairly small.
- Good appointment check-in i.e. using self-check-in.
- Being able to book appointments online, delivery of medicines.
- Friendly staff and the help they provide.
- All the staff are helpful.
- Friendly, helpful and efficient staff and doctors.
- Small, friendly and very helpful.
- Friendly, efficient service from all parties within the practice. Inspires confidence.
- Opening hours are excellent.
- Good service.
- Still able to feel that we are not just a number to the doctors and appreciate the personal care approach. Also, contact we have with Ellen Badger.
- Everybody is very helpful and pleasant. The doctors are excellent 98% of the time.
- The friendliness of the staff.
- It is local and you have an assigned GP. The option to see an alternative if assigned GP is unavailable is good.
- The people I see on a very regular basis who look after me very well. We need new larger premises.
- Waiting times kept to the limit.



- Excellent service - kind, caring and accommodating. Really appreciated home visits when incapacitated. Never feel rushed at appointments.
- Helpfulness.
- On occasion a personal touch - a phone call when a life-threatening event had occurred.
- Everyone has always been very helpful to me.
- Being able to see own GP and helpful staff.
- Friendly staff who know you.
- The reception staff are brilliant at leading you to the right nurse/doctor or other enquiry.
- Everything!
- I can nearly always get in to see a doctor straight away.
- We are able to get appointments fairly quickly.
- Easy to make appointment with my GP and nurses are nice.
- Reception are friendly and helpful, as are the pharmacy.
- Friendliness.
- GPs taking the time to have telephone consultations. Helpful and friendly reception and dispensary staff, GPs too of course.
- Friendliness and good advice.
- Good pharmacy service.
- Very friendly.
- The receptionists are always as helpful as possible. The doctors' expertise and willingness to give of their time.
- The pleasant and helpful staff - all of you!
- How friendly they are! The reception for appointments are excellent. They are very helpful and caring. Thanking them.
- Stability, continuity, three doctors in 50 years, just starting the fourth.
- Staff are always helpful. My doctor is always kind and thoughtful, I wouldn't change him for anyone else.
- Friendliness and helpfulness of Doctors, Receptionists and Dispensary
- Having good doctors.
- Local.
- Availability - ability to get a quick appointment when necessary. Ability to see consultants at EBH.
- Helpful receptionists.
- The very friendly and efficient service and obvious interest of the doctors.
- Friendly, helpful and personal approach shown by staff.
- Being able to get an appointment fairly quickly and prescription delivery.
- Service.
- Doctors and nurses are good.
- Very helpful and pleasant.
- Help from doctors, nurses and all other staff.
- The courtesy and efficiency of all the staff in reception and dispensary. The prompt delivery of any medication by very friendly drivers.
- Good receptionists, good dispensary for medication
- Always helpful and pleasant.
- Appreciate flu jab service and medication delivery.



- Accessible and friendly doctors and receptionists.
- Ease of contact and booking of appointments. Friendly reception..
- I still feel like a human being and not a statistic - thank you.
- How helpful staff are when you visit reception. Out of hours ordering of repeat prescriptions.
- Locality and friendly staff.
- Easy appointments and non-rushed medical advice.
- The friendly very efficient way my health requirements are managed by your practice.
- Availability to see own doctor.
- The Pharmacy to my Door is a wonderful facility for the elderly and infirm. Very helpful and efficient. Pleasant informed and approachable staff in reception and dispensary. Organised system in place to see a doctor quickly if necessary - otherwise to book an appointment GPs in practice are all outstanding in expertise and sensitivity to concern of patients.
- Minor surgery, local and nice GPs, efficient reception staff, choice of referral to Oxford, Coventry or Warwick. I love the cat!!
- Despite being so busy, staff and clinicians are always helpful and non judgemental.
- Skilled, approachable practitioners and efficient staff.
- Being able to see same doctor.
- Confidence in all treatment.
- Friendly reception.
- Efficiency, comprehensiveness, there is a friendly atmosphere.
- The professional friendly service from the receptionists, nurses and doctors.
- Helpful receptionists.
- It is local, helpful and friendly. Having blood test professional is excellent.
- Local and has pharmacy and is helpful and friendly. Good support staff for blood test, screening and injections.
- Extended hours, friendly telephone manner.
- Friendly doctors and they really seem to care about my health.
- The friendly but professional culture, ease of making appointments, general helpfulness.
- Approachability of all practitioners.
- Friendly and helpful receptionists, Doctors attention and support.
- Everything! Very pleasant receptionists and very helpful.
- The helpfulness of all, reception, pharmacy, doctors.
- The efficient, helpful and friendly service I have always experienced.
- Able to see a doctor within a reasonable time.
- Accessibility and flexibility (open to change).
- Efficient and courteous service.
- Doctors will ring when requested to discuss problems.



- Despite pressures of work, receptionists, pharmacy assistants and nurses and doctors find time to be helpful and courteous.
- Friendly staff, feeling cared for as opposed to just another patient.
- I can see my own GP. If I'm willing to wait but in an urgent case I've been seen by a doctor the same day. All staff are friendly and very kind. Many of them are there for many years and I know them and they know me.
- Friendliness of reception. Promptness of pharmacy. V impressed with Dr Levison.
- Friendliness and helpfulness.
- Dr Pritchard, prescription delivery service.
- Friendly staff and local.
- Fairly easy to get an appointment if you don't mind who you see.
- Friendliness and going the extra mile the doctors and the receptionists.
- Great service, you can always get an appointment, lovely ladies on reception.
- Getting a same day appointment friendly staff all willing to help.
- Good level of staffing and the consequent ability to provide a wide range of quality services and also care, which presumably are to some extent made possible by the size of the practice.
- Friendly doctors and staff.
- Always a pleasant welcome and most helpful.
- An emergency is quickly dealt with. Twice I have been sent straight to hospital, doctor took no chance.
- Helpful reception and dispensary staff. Always a doctor available to cover emergency appointments.
- Friendly and local.
- Seeing consultants at Ellen Badger and contact with doctors by phone.
- Everyone at the practice are so caring, and so helpful and very kind.
- The quality of care from all the staff.
- Ease of use.
- Referrals dealt with swiftly. Able to get appointments fairly easily. Front staff pleasant and accommodating.
- Seeing the same doctor.
- Opening hours - early and lots of appointments.
- The medical help and efficiency.
- Easy contact, friendly staff, clean, helpful staff.
- Local to where I live, extensive services, good doctors
- Receptionists are helpful. Efficient pharmacy staff, seeing same GP.
- Delivery of items to patients.
- The staff are friendly, helpful and cheerful which goes a long way.
- Availability of late appointments, politeness of staff, proximity of other services at Ellen Badger and Number 8.
- I have always been treated courteously by all staff. Even though there is pressure on staff to be quick I have never experienced this or felt rushed.



- Even when you are busy, you always deal with everybody sympathetically and try to accommodate all requests.
- The receptionists are always pleasant and efficient.
- The friendly service and attitude of everyone. Helpful at all times. Also the excellent way your services are organised.
- The cat.
- Friendly and patient.
- It is nearby.



In what areas do you feel the practice should focus its future development?

- Space is problem, new site & more parking needed.
- Bigger building.
- I suppose the only thing which I know you are looking into is a larger building and car park to facilitate the growing numbers of residents in Shipston and surrounding areas.
- Location and car parking.
- Needs more room to carry on as you are.
- New Health Park.
- Try to push plans for health park, the only answer to Shipston's needs.
- More parking.
- I hardly dare write this, but the old personal out of hours on call was so much better and easier and gave more confidence that you could talk to someone who knew you. I know it won't go back to this but what a shame!
- Brighten up the waiting area, it's depressing. Pharmacy staff can be a bit unhelpful, holistic approach, one doctor has complete overview.
- Shorter time for appointments with Dr Williams.
- That you could speak to a Doctor in an emergency instead of having to call either an ambulance or NHS.
- More size and parking.
- To be able to contact a doctor at weekends.
- Allow more time per consultation.
- Keep small and personal.
- Keep up to the standard shown now.
- As you have many elderly patients more help to get to hospital appointments.
- Not sure.
- Providing a drop in service for advice on whether you need to see a doctor.
- You need to expand, sometimes it can be a problem to get an appointment.
- Move to bigger premises with larger parking facilities.
- Possibly Counselling.
- Possibly out of hours service?
- Make it easier to see your usual GP, requires more GPs? If possible, improve the parking area.
- Larger premises.
- Sharing knowledge between the GPs with respect to feedback from patients regarding the side effects of prescribed medication.
- Multi-disciplinary working. Possible new centre?
- Aim to keep to time with appointments.
- Shorter waiting time for appointments.
- Car parking, appointments evening or Saturday morning.



- Service is good but desperately need larger building and parking.
- Doctors responsible for own patients so build up knowledge of background and illness.
- In the facilities to keep staff and parking for patients.
- Continue to provide an excellent service.
- Offer improved 24 hour service.
- Accommodating increase in population of Shipston.
- Growing surgery size of building.
- Early diagnosis and tests for common problems, general screening.
- I have no idea.
- Does the "big picture" include no8 and the Ellen Badger? Amazing resources here.
- As the recession begins to diminish and potential patients find work/employment further away from Shipston - consider how to arrange appointments that do not clash/cut across working hours. Employers can be very difficult!
- Medical care in the home?
- Larger premises with more parking.
- Dementia - diagnosis and care.
- Bigger buildings.
- Keeping doctors for long periods not regular changes. Car park.
- Longer opening hours.
- More "hospital type" services. Preventative health. Regular screening for high blood pressure etc.
- Larger premises are obviously now required, but I believe this is being addressed already.
- Local intravenous antibiotic treatment, local follow-up treatment following hospital surgery.
- More parking space.
- Just keeping the general public abreast of any new developments.
- Weekend doctor cover.
- New site with car park, more consulting rooms. It's like a rabbit warren now. If one needs to see your registered doctor I don't like waiting two weeks! The online booking system is useless, I am registered and it's almost impossible to get through to Vision online.
- More peer review of younger/less experienced GPs.
- A periodical check-up for pensioners.
- Larger premises perhaps?
- To continue with the Andrew Whiteley Project!
- New site building - modern - parking facilities etc especially as the town is growing in numbers
- New Premises.
- Open at weekends at least in the morning.
- Improve customer service at pharmacy. With the exception of Pam Davies it is not good - customers are left to wait without acknowledgement and staff are generally glum.
- Home visits for those who need them.
- Bigger premises.
- Car parking.



- It is clear the practice is outgrowing the Medical Centre. A new one is key to future development. Ellen Badger?
- Bigger premises.
- If allocated doctors become the norm, will those attached to part-timers have two?
- Give leaflets out e.g. on healthy eating.
- Possibility of moving to larger premises maybe at Norgren site. It would be good to move and enlarge Ellen Badger and Lower Furlong all to one site or Norgren. Possible partnership with a McCarthy & Stone type of development.
- Carry on as you are.
- I think it is important that people who tell me to lose 5lbs in weight are not grossly overweight themselves!
- Carry on your current practices, don't emulate current NHS hospitals and start using clipboards and ticking boxes!!
- No ideas.
- More parking (i.e. relocate).
- Extra car parking.
- New premises.
- Maintaining the excellent standard of care currently experienced.
- Car parking.
- More of the same.
- Get the breast screening done in Shipston or do you already do that?
- Preventative medicine - maintaining health.
- Dispensary.
- The possibility of the Medical Centre owning and running its own care agency purely for the benefit of its own patients.
- Don't feel qualified to comment.
- I think the practice is run with efficiency and compassion and I congratulate you all for such a wonderful and caring service.
- Badger the authorities until they say yes to redeveloping the practice building.
- Maintaining your excellent service.
- Keep doing the same, increase nursing staff.
- Full time doctors who are available for appointments.
- Continue as you are.
- Just serving the people of the area as you do now.
- Bigger surgery, more parking, being as friendly as it used to be.
- The waiting room - it feels very crowded at times.
- To be seen on the day.
- Enlarge to accommodate increased population.
- Prompt appointments - especially if using public transport e.g. bus services.
- Availability of doctors for appointments.
- Waiting times.
- Keep doing what you are doing well.
- Car parking if there was room for more.
- Small operations, try to allocate dedicated doctor to patient rather than keep seeing different doctors.



- I suppose they should focus on any improvement that will help patients and doctors but I couldn't say what.
- I would like weekend and evenings to be covered by a doctor.
- Parking is poor, but this may not be an issue which can be sorted by the practice.
- Routine should be left as it is.
- Parking is often a problem, but I realise the limitations on site.
- Address lead times for appointments.
- Attention to detail and the personal touch.
- New Medical Centre with adequate parking facilities
- The link between the Medical Centre and the Ellen Badger hospital must be maintained. It is a shining star.
- New premises with better parking facilities.
- Try to reduce the waiting time for appointments with both doctors and nurses.
- I appreciate the difficulties, however it would be really helpful if it was possible to see the same GP if one has a long term/chronic condition requiring regular visits.
- Time for appointments.
- More availability of appointments.
- Better parking.
- Better car parking.
- Not to lose the personal touch to automation
- Expansion to cope with recent increases in Shipston's population - and the development of preventative strategies to reduce illness amongst the older sections of the community.
- Able to get your own doctor for an appointment.
- Keep the same doctors.
- Weekend surgery.
- To continue to offer the excellent service you already provide.
- The need to be able to get a necessary appointment within 24 hours if patient not too bad.
- Possibly seven day a week rota system for appointments. Unfortunately patients cannot choose when they might need medical attention.
- Dispensing of medicines takes time and perhaps could be improved by bar coding or similar system.
- More phone lines.
- Just keep up the good work.
- Walk-in facility in Shipston for urgent requirements. A new larger practice to meet today's and increasing medical needs for the locality with adequate parking.
- A larger purpose-built premises with sufficient parking due to the expansion of Shipston - away from the residential estate.
- Parking is dire and dangerous. Prescription staff are grumpy. Telephone is often engaged.
- More up to date premises and easier parking facilities.
- Making appointments with one's GP needs to be made easier. One does not always want to wait more than a week with a problem that is not an emergency but requires help.



- Not handing over services to shareholder - beholding private firms; not sending patients to ditto.
- Possible new premises and better car parking.
- Continued or extended advice on weight control, exercise and self-help.
- Preventative medicine and possibly some complimentary/alternative medicine.
- Finding accommodation which allows them parking and option of extending the practice.
- Holistic/alternative medicine, continuing emphasis on preventative medicine.
- Ensure that the practice does not get so big that patients feel that it has become impersonal.
- Health screening.
- Re-location to a larger facility with adequate parking.
- Providing access to online appointment booking with more choice and offering more timely appointments Usually they are so far in the future, I end up ringing up which defeats the object.
- Parking.
- Bigger premises and better parking.
- The waiting room is too hot, can't always hear the telecom system calling you. The cat must go!
- Thorough screening services for men, including prostate, aneurisms, could be useful preventative clinical initiatives.
- When funding becomes available (if ever) to carry out plans for a central campus offering more medical facilities.
- Ensure the continuation of high quality local practice.
- Weekend opening.
- Time between ordering and collection of prescriptions could be quicker. Text reminder for appointments would cut down on missed appointments.
- Car parking facilities but we can see that is a problem of the situation of the building.
- More time given to see patient. Out of hours service led by GPs - more focus on villages possibility of locally held surgeries with specific GP for easy access, continued services at Ellen Badger.
- At the moment very efficient. But have had repeated problems during last 12 months with repeat medication, although recently this seems better.
- I don't know enough about what the practice offers, nor what is expected of the practice through recent government changes to be able to comment.
- More evening appointments would be useful.
- The ratio of patients to doctors needs to be watched. Shipston is outgrowing its service.
- Complementary therapies to run alongside the conventional.
- Best practice.
- Preventative medicine/reviews.



Any other comments?

- Just excellent.
- This is so good.
- Get rid of the bloody cat.
- We are very lucky to have a Medical Centre and hospital in Shipston, to be able to make an appointment with consultants, have x-rays etc.
- We are very lucky to have such a good Medical Centre and hospital long may it last.
- I know it's not possible, but an improvement in car parking facilities would help.
- Great service in the community.
- keep on keeping on!
- Would find it difficult to get to practice if it moved out of town.
- When I come to collect my medication and my husband's, nearly every time they've had to order them in. So sometimes a second or even third trip is necessary. As it is a 12mile road trip for us, it is not ideal. Could they not stock a drug which I order every month?
- The delivery drivers prescriptions to homes do an excellent job.
- No. You have a good practice.
- We are very lucky to have such a good centre and such a splendid team of doctors.
- Please don't allow animals other than guide dogs into the waiting room. This includes cats, as some of us are allergic to cats and dogs.
- Only to say a big thank you for the care I have received from everyone.
- Many of the policies now being proposed to improve NHS are already being done by this practice. Well done!
- Long lead time for non urgent appointments with own doctor and with nurses.
- I consider we are very lucky to have such a high standard of care.
- When a doctor has a sabbatical it would be most helpful if the patients registered with the GP could be informed.
- Excellent services.
- Re-think the pharmacy and its accessibility. The entrance hall can become very crowded.
- Doctor to patient call back service works well. Receptionist interpretation of symptoms e.g. serious or not serious worked well in my case: A&E @ Warwick within an hour of diagnosis. Thank you.
- The link with the Ellen Badger hospital and with Shipston Home Nursing are much valued.
- No qualified pharmacist.
- New larger premises are required for this expanding town.
- Very happy.
- Staff helpful and pleasant.



- The surgery is looking a bit jaded with too many bossy notices. It would be good to have regular medication supplied for more than a four week period and it would save pharmacists and patients time.
- What progress is there regarding the medical development programme facility?
- Remove cat permanently from waiting room.
- Staff are very helpful.
- Thank you for all you do for the people in the valley. God bless you everyday.
- Some very rude doctors.
- I would like doctors to work a 5 day week and for some to work weekends.
- Out of hours service can be time consuming and frustrating. Where our own doctors are involved say at the Ellen Badger it is BRILLIANT.
- Need better parking.
- Please be aware that the majority of patients are not computer literate, they may be in 20 years but not today!
- Who offer accommodation for retired people? A retirement village could be created where all amenities could be on the one site with sheltered housing, home carers, small shop, café etc on site and mini bus from site into town and bringing people from town to surgery.
- Some of the staff on the dispensary are not very helpful or courteous. I find the younger ones more helpful.
- Please could you make the phone answer machine message louder.
- We are lucky to have you!
- How will the practice cope with the proposed new developments i.e. with car parking, appointments etc?
- Cat proof door! I like cats but am very aware that some people are very allergic to them plus asthma etc?
- I generally value the practice and thank you for your commitment.
- Better parking.
- Keep up the good work!
- Keep up the good work!
- Relocate to larger premises and make the parking easier.
- Already satisfied with all that the practice provides.
- Do not like the triage system. Some doctors make you feel like you are wasting their time. Elderly patients will not push for appointments, someone will "slip through the net" very soon.
- Doing a good job.
- Problems parking.
- None.
- I would like to see my doctor when I ring, not in a week or a fortnights' time.
- None.
- Overall the practice provides a brilliant service.
- No comments, no complaints.
- Generally a very good service.
- As patients didn't come on the assembly line, they are bound to differ. Therefore set rules don't always work out.



- Often it seems pointless to have an appointment as out-patients as one always has a long wait!
- From our experience, I do wish that others had this quality of medical care. It seems likely that this is mainly as a result of the size of Shipston.
- Informing patients of delayed appointment time on arrival i.e. monitor display in waiting room.
- Feel very lucky to have such a good Medical Centre.
- I feel fortunate to be registered at this practice.
- You need a bigger surgery now.
- Personally I am happy with the service provided
- The Medical Centre is well managed and efficient - but will need to plan for the future as Shipston's population gets older.
- Very happy.
- Thanks for the good service from all at Shipston Medical Centre.
- Very pleased with the care provided .
- Had bad experience at the Horton. Oxford seems a long way to go for eye assessment.
- Continuity of care, so that medics and patients build a relationship and the doctor can have a greater overall understanding of their patient.
- The service is generally very good minor tweaking only required.
- No one wishes to be ill - but if you are unfortunate then Shipston is one of the best places to live.
- Open Saturdays would be very useful if working. Get the impression GPs are reluctant to refer (even when they should) - probably at a target or incentive scheme and so do not refer.
- Many elderly patients including myself hesitate before making appointments and struggle on. However, in this practice kindness, patience and expertise is always guaranteed.
- If one has been used to a certain GP for years, one does not want to see a stranger. We also need proper weekend cover - it should not be hard with the doctors to arrange a weekend rota. In earlier years it worked well.
- There are concerns regarding the number of new houses being built.
- Unsure about "call back system" with doctors - prefer to attend in person.
- Shipston Medical Centre is usually excellent.
- Continuity of care can be difficult because preferred doctor is unavailable for appointments within reasonable waiting time.
- Excellent opportunity provided by mobile scan to see if there was an aneurism. Most successful experiment.
- Feel that from time to time someone from the practice could give talks on patient specific needs e.g. managing diets etc, children's ailments(recognising symptoms) etc.
- Long wait for routine appointments - cancelled mine due to heavy cold only to be told next appointment 3 weeks time. Telephone calls are not the same, especially for the hard of hearing.



- I'm a patient for 22 years and have seen many improvements over the years. When I compare the service of this Medical Centre with friends and family I'm always amazed how good it is here in Shipston! I'm very proud of this facility.
- The waiting room is usually far too hot and stuffy. Better magazines too. There seems to have been such a change in doctors, it's been difficult to get to know one doctor. That's important when one has a condition that requires regular monitoring.
- Fantastic practice 100% better than my previous GP practice.
- To re-decorate the waiting room to make it less depressing.
- We are lucky to have you.
- Having heard stories of friends/people using other surgeries we are very lucky!
- All of the GPs seem over-worked, I realise there is a shortage of GPs, but as the practice links with medical students it should help to recruit.
- Your recorded message for repeat prescriptions is too long and confusing for unconfused people let alone confused people. By the time you get to the end you've forgotten the procedure!
- Carry on with the good work.