The survey had **13** responses.

### Who was your last appointment with? If you know the name of the Doctor or Nurse please provide this.

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* Dr Mills (1)
* Dr. E Mills (1)
* GP face to face 3 months ago (1)
* Dr Leyll (1)
* dr lyall (1)
* Dr Blease (2)
* Sophie Phillpot (1)
* Dr Justine Lyell (1)
* Nurse (1)
* Nurse Mullican (1)
* Dr Rawson (1)

### Was this for yourself / your child / other (please specify)

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* Self (1)
* For myself (1)
* Yes (1)
* self (1)
* Myself (6)
* Me (1)
* Myself (1)
* myself (1)

### How good was the GP at:

### Putting you at ease?

* Very good - **7** *(53.8%)*.
* Good - **1** *(7.7%)*.
* Satisfactory - **4** *(30.8%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **0** *(0.0%)*.
* Does not apply - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Being polite and considerate?

* Very good - **7** *(53.8%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **3** *(23.1%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **0** *(0.0%)*.
* Does not apply - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Listening to you?

* Very good - **7** *(53.8%)*.
* Good - **1** *(7.7%)*.
* Satisfactory - **3** *(23.1%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **0** *(0.0%)*.
* Does not apply - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### Giving you enough time?

* Very good - **7** *(53.8%)*.
* Good - **3** *(23.1%)*.
* Satisfactory - **1** *(7.7%)*.
* Poor - **0** *(0.0%)*.
* Very poor - **2** *(15.4%)*.
* Does not apply - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Assessing your medical condition?

* Very good - **5** *(38.5%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **1** *(7.7%)*.
* Poor - **2** *(15.4%)*.
* Very poor - **1** *(7.7%)*.
* Does not apply - **2** *(15.4%)*.
* No response - **0** *(0.0%)*.

### Explaining your condition and treatment?

* Very good - **4** *(30.8%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **1** *(7.7%)*.
* Poor - **3** *(23.1%)*.
* Very poor - **0** *(0.0%)*.
* Does not apply - **3** *(23.1%)*.
* No response - **0** *(0.0%)*.

### Involving you in decisions about your care?

* Very good - **5** *(38.5%)*.
* Good - **1** *(7.7%)*.
* Satisfactory - **2** *(15.4%)*.
* Poor - **0** *(0.0%)*.
* Very poor - **1** *(7.7%)*.
* Does not apply - **4** *(30.8%)*.
* No response - **0** *(0.0%)*.

### Providing or arranging treatment for you?

* Very good - **6** *(46.2%)*.
* Good - **1** *(7.7%)*.
* Satisfactory - **0** *(0.0%)*.
* Poor - **2** *(15.4%)*.
* Very poor - **1** *(7.7%)*.
* Does not apply - **2** *(15.4%)*.
* No response - **1** *(7.7%)*.

### Did you have confidence that the GP is honest and trustworthy?

* Yes, definitely - **9** *(69.2%)*.
* Yes, to some extent - **2** *(15.4%)*.
* No, not at all - **1** *(7.7%)*.
* Don’t know / can’t say - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### Did you have confidence that the doctor will keep your information confidential?

* Yes, definitely - **11** *(84.6%)*.
* Yes, to some extent - **0** *(0.0%)*.
* No, not at all - **0** *(0.0%)*.
* Don’t know / can’t say - **2** *(15.4%)*.
* No response - **0** *(0.0%)*.

### Would you be completely happy to see this GP again?

* Yes - **9** *(69.2%)*.
* No - **4** *(30.8%)*.
* No response - **0** *(0.0%)*.

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

* Very helpful - **5** *(38.5%)*.
* Fairly helpful - **4** *(30.8%)*.
* Not very helpful - **1** *(7.7%)*.
* Not at all helpful - **3** *(23.1%)*.
* Don’t know - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### How easy is it to get through to someone at your GP practice on the phone?

* Very easy - **0** *(0.0%)*.
* Fairly easy - **2** *(15.4%)*.
* Not very easy - **4** *(30.8%)*.
* Not at all easy - **7** *(53.8%)*.
* Don’t know - **0** *(0.0%)*.
* Haven’t tried - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### How easy is it to speak to a doctor or nurse on the phone at your GP practice?

* Very easy - **0** *(0.0%)*.
* Fairly easy - **1** *(7.7%)*.
* Not very easy - **2** *(15.4%)*.
* Not at all easy - **5** *(38.5%)*.
* Don’t know - **1** *(7.7%)*.
* Haven’t tried - **3** *(23.1%)*.
* No response - **1** *(7.7%)*.

### If you need to see a GP urgently, can you normally get seen on the same day?

* Yes - **5** *(38.5%)*.
* No - **2** *(15.4%)*.
* Don’t know / never needed to - **6** *(46.2%)*.
* No response - **0** *(0.0%)*.

### How easy is it to book ahead in your practice?

* Very easy - **1** *(7.7%)*.
* Fairly easy - **2** *(15.4%)*.
* Not very easy - **4** *(30.8%)*.
* Not at all easy - **5** *(38.5%)*.
* Don’t know - **0** *(0.0%)*.
* Haven’t tried - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### Which of the following methods would you prefer to use to book appointments at your practice?

* In Person - **2**.
* By phone - **7**.
* Online - **6**.
* Doesn’t apply - **0**.
* No response - **0**.

### How do you rate how quickly you were seen?

* Excellent - **0** *(0.0%)*.
* Very good - **5** *(38.5%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **1** *(7.7%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **4** *(30.8%)*.
* Does not apply - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Is your GP practice currently open at times that are convenient to you?

* Yes - **12** *(92.3%)*.
* No - **0** *(0.0%)*.
* Don’t know - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### Is there a particular GP you usually prefer to see or speak to?

* Yes - **7** *(53.8%)*.
* No - **5** *(38.5%)*.
* No response - **1** *(7.7%)*.

### How often do you see or speak to the GP you prefer?

* Always or almost always - **1** *(7.7%)*.
* A lot of the time - **2** *(15.4%)*.
* Some of the time - **2** *(15.4%)*.
* Never or almost never - **2** *(15.4%)*.
* Not tried at this GP practice - **6** *(46.2%)*.
* No response - **0** *(0.0%)*.

### Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

### Understand your health problems?

* Very well - **7** *(53.8%)*.
* Unsure - **2** *(15.4%)*.
* Not very well - **3** *(23.1%)*.
* Does not apply - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### Cope with your health problems

* Very well - **7** *(53.8%)*.
* Unsure - **2** *(15.4%)*.
* Not very well - **4** *(30.8%)*.
* Does not apply - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Keep yourself healthy

* Very well - **5** *(38.5%)*.
* Unsure - **3** *(23.1%)*.
* Not very well - **1** *(7.7%)*.
* Does not apply - **3** *(23.1%)*.
* No response - **1** *(7.7%)*.

### Overall, how would you describe your experience of your GP surgery?

* Excellent - **2** *(15.4%)*.
* Very good - **5** *(38.5%)*.
* Good - **1** *(7.7%)*.
* Satisfactory - **1** *(7.7%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **1** *(7.7%)*.
* No response - **2** *(15.4%)*.

### How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

* Extremely likely - **5** *(38.5%)*.
* Likely - **3** *(23.1%)*.
* Neither likely nor unlikely - **0** *(0.0%)*.
* Unlikely - **2** *(15.4%)*.
* Extremely unlikely - **3** *(23.1%)*.
* Don’t know - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Comfort Level of Waiting Room?

* Excellent - **2** *(15.4%)*.
* Very good - **6** *(46.2%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **2** *(15.4%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### How clean is the practice?

* Excellent - **7** *(53.8%)*.
* Very good - **3** *(23.1%)*.
* Good - **0** *(0.0%)*.
* Satisfactory - **3** *(23.1%)*.
* Poor - **0** *(0.0%)*.
* Very poor - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Respect shown for your privacy and confidentiality?

* Excellent - **4** *(30.8%)*.
* Very good - **2** *(15.4%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **2** *(15.4%)*.
* Poor - **1** *(7.7%)*.
* Very poor - **1** *(7.7%)*.
* No response - **1** *(7.7%)*.

### In your opinion how would you rate the facilities for people with physical disabilities to move around the Practice?

* Excellent - **1** *(7.7%)*.
* Very good - **5** *(38.5%)*.
* Good - **3** *(23.1%)*.
* Satisfactory - **3** *(23.1%)*.
* Poor - **0** *(0.0%)*.
* Very poor - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### The opportunity for making compliments or complaints to this Practice, about its service and quality of care?

* Excellent - **2** *(15.4%)*.
* Very good - **2** *(15.4%)*.
* Good - **3** *(23.1%)*.
* Satisfactory - **3** *(23.1%)*.
* Poor - **2** *(15.4%)*.
* Very poor - **0** *(0.0%)*.
* No response - **1** *(7.7%)*.

### The information provided by this Practice on health promotion issues (i.e. risks of smoking, alcohol use etc)?

* Excellent - **2** *(15.4%)*.
* Very good - **4** *(30.8%)*.
* Good - **2** *(15.4%)*.
* Satisfactory - **2** *(15.4%)*.
* Poor - **2** *(15.4%)*.
* Very poor - **0** *(0.0%)*.
* No response - **1** *(7.7%)*.

### Do you find literature or correspondence from the practice easy to understand?

* Excellent - **3** *(23.1%)*.
* Very good - **3** *(23.1%)*.
* Good - **4** *(30.8%)*.
* Satisfactory - **1** *(7.7%)*.
* Poor - **2** *(15.4%)*.
* Very poor - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### It will help us to understand your answers if you could tell us a little about yourself

### Are you?

* Male - **2** *(15.4%)*.
* Female - **11** *(84.6%)*.
* No response - **0** *(0.0%)*.

### How old are you?

* Under 16 - **0** *(0.0%)*.
* 16 to 44 - **2** *(15.4%)*.
* 45 to 64 - **6** *(46.2%)*.
* 65 to 74 - **3** *(23.1%)*.
* 75 or over - **2** *(15.4%)*.
* No response - **0** *(0.0%)*.

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

* Yes - **8** *(61.5%)*.
* No - **3** *(23.1%)*.
* Don’t know / can’t say - **2** *(15.4%)*.
* No response - **0** *(0.0%)*.

### What is your ethnic group?

* White - **12** *(92.3%)*.
* Black or Black British - **0** *(0.0%)*.
* Asian or Asian British - **0** *(0.0%)*.
* Mixed - **0** *(0.0%)*.
* Chinese - **1** *(7.7%)*.
* Other ethnic group - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Which of the following best describes you?

* Employed (full or part time, including self-employed) - **3** *(23.1%)*.
* Unemployed / looking for work - **0** *(0.0%)*.
* At school or in full time education - **0** *(0.0%)*.
* Unable to work due to long term sickness - **2** *(15.4%)*.
* Looking after your home/family - **0** *(0.0%)*.
* Retired from paid work - **7** *(53.8%)*.
* Other - **1** *(7.7%)*.
* No response - **0** *(0.0%)*.

### Finally, please add any other comments you would like to make about your GP practice:

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* The doctors are excellent. However, I have found it is impossible to get past the reception staff to see a doctor in an emergency, on two separate occasions I have been directed to a pharmacy or A&E or 111, or call the surgery at 8am the following day. I think the reception staff could be advised to apply some common sense in the moment, waiting until the following day could be lethal for a person. (1)
* You are advised to phone first thing for an appointment but I can never get through and by the time you do the appointments for that day have been allocated. I would like to be able to book appointments in advance as you used to be able to do. I am a carer/support and I cannot just have any appointment. Being able to book an appointment for when I’m off would be great but unfortunately those days are long gone. I do realise that it’s the same across most doctors surgeries but for me it is so frustrating. (1)
* I have been physically and emotionally unable to contact the practice as it seems to be under much more stress than I am. (1)
* the problem of speaking to a dr, or making an appointment has got significantly worse in the last few months.. or maybe i have needed this service more recently, and it is difficult to get seen. e g 4 to 5 weeks unless it is urgent. who defines what is urgent? less urgent matters , not discussed, can turn into urgent if not resolved. a related matter. i forgot to reorder a prescription due to bank holiday, and being unwell. i went to the chemist, they are no longer permitted to give a days emergency supply of a daily blood thinner i am on - apixaban. I thought chemists could help more, why has this changed? My husband was recently diagnosed by the paramedic at the surgery, as most likely to have had Covid, as all the symptoms matched. I was seen by the emergency dr at Deal hospital 2 days earlier, and he didn’t discuss my symptoms, just looked at my chest infection and gave me antibiotics. my symptoms were identical to my husband, plus the infection. i don’t find this satisfactory.. i must have had covid as well. (1)
* Can't thank enough for all staff efforts and work during this critical time. Improvement have been shown. Much appreciated. (1)
* No easy way to send messages to Doctors anymore. It used to be very simple online, but that facility has been withdrawn. So to ask a simple question you go ‘round the houses’ No idea if the message sent via email has been read, no idea if it has been acted upon. Dreadful. Receptionists making clinical decisions on who should see you, is just plain wrong. (1)
* Middle aged, blonde receptionist incredibly rude and abrupt with people today. Totally lacking patience and compassion. Bordering on aggressive with the elderly. (1)
* The only thing I would say is the noticeboards contain way to much information & are likely to put people off reading them as they are quite random. Maybe have a dedicated board for each category. (1)
* I particularly want to say how helpful, kind, supportive and understanding Dr Blease was when I saw him on two occasions recently. I felt really cared for and was so grateful for that and for how he listened. Generally The Cedars practice has always given excellent service to my family for decades, and particularly to myself and partner in the last few years. I consider us very lucky to be with such a good practice. My only issue is the difficulty in being able to book ahead, even the day before, if one knows one is ill and needs to see someone. I find the 'ring at 8am' on the day procedure quite stressful, particularly if I have felt very ill. I have wondered how anyone on their own and older (late 80s or 90s) copes with having to ring and queue in the system. Having said that I was very impressed recently when hearing a receptionist offer next day blood tests to three patients who needed them and that offer was made late afternoon. Thank you to all Cedars Surgery staff for all you do to support us. (1)
* This was a practice that we could not speak highly enough until Covid, in fact even during covid it worked well but since then it is very poor. Seems un proactive, getting time with a GP is nigh on impossible and recent experience is that they dont seem either informed about you or even that interested, Econsult isnt a good substitute for a discussion with a doctor, and a 6 week lead time to see a doctor is useless, it isnt always an emergency and even if you ring at 8 or 1 , you never got offered a face to face and often it is a nurse or other 'clinician' so your relationship with the practice becomes antagonistic. Several of the Receptionists actually make you feel as though you are making things up, there are some really helpful but others not! Triage is good but should be done by someone who is qualified to do it. I dread that either I nor any member of my family becomes really ill because I don't believe with current working practices that we would actually get to see a doctor (1)