Parkgate Medical Centre

2012 Questionnaire Results

**Thinking about a recent visit to the practice, can you indicate whether you agree or disagree with the following statements:**

1. I was treated in a way that respected my privacy
2. I was treated in a way that respected my dignity
3. I was treated in a way that respected my independence
4. I made, or was invited to make, decisions about my treatment or care
5. I was treated with consideration
6. I was treated with respect

**If you disagree with any of the statements, can you please tell us why?**

* Last time I attended the surgery for my flu vaccine, I was waiting half an hour before being told there was no vaccine available
* I had 2 appointments. 1 with the GP and 1 with the nurse. Only the nurse was booked, I had to make another appointment to see GP for another day
* Everyone at the surgery can hear you and staff have the belief it is ok for them to ask what you need to see the GP for. I feel its nothing to do with them.

**Do you think the care or treatment you received was affected by any of the following:**

1. Your Gender
2. Your religious beliefs
3. Your sexual orientation
4. Your racial origin
5. Your cultural background
6. Your disability

**Thinking about a recent visit to the practice, can you indicate whether you agree or disagree with the following statements:**

1. I was given the information I needed about my treatment or care
2. I was given the support I needed in relation to my treatment or care
3. I understood the treatment choices available to me
4. I was able to discuss the risks and benefits of particular treatments
5. I was able to express my views about what is important to me
6. If I didn’t feel I could express my views, I was given help to communicate them
7. My views were taken into account when planning my care or treatment
8. I was given opportunities to manage my own care or treatment
9. I have been asked what I think about the services that affect my care or treatment
10. I was given opportunities and support to maintain my independence throughout my care or treatment

**If you disagree with any of the statements, please tell us why?**

* I felt the doctor rushed through my particular problem and didn’t discuss it properly
* Ongoing treatment
* Not sure how you view being treated for piles when in fact it was tumour which was found after 2 months of treatment

**Is there anything else you would like to tell us about the care you have received at this practice?**

* I am very happy with my treatment except the one I have made a point of
* Best doctors surgery I have ever known
* I am fully satisfied with all the care I receive at this practice
* Since joining the practice I have been messed around. I am 7 months pregnant and feel the service other than my midwife is appalling and unorganised
* I have every respect for my doctors and surgery. Thank you
* No problems at all
* I would like a more private reception area so that what I say is not overheard by any other people
* Surgery not suitable for privacy
* Dr Thomas is an excellent doctor
* I have been with Parkgate Medical Centre since a child and have always found them very helpful and always willing to do what’s best for their patients. I always praise my GP and encourage others to join our practice
* Plenty of consideration given by doctors, nurses and staff alike
* Doctors and nurses are very good at listening and with treatment
* I think appointments should always be made available to people with chest disease and other serious illness, not told to go to walk in centre by inexperience members of staff who have recently started at Parkgate
* I am always treated well at this surgery and appreciate the care I receive
* I am very pleased with the way doctors and staff plus nurses have been so good and that you have all taken great care of me