

Practice: Mevagissey

1. INTRODUCTION

Our programme of research aims to develop various ways of helping practices contribute to improving patient experience, and involves practice teams and individuals, as well as their patients. To elicit patients' views, we have used a questionnaire entitled "Seeing the Doctor", which is a modified version of the General Practice Patient Survey (GPPS). The modifications are designed to allow patients to provide feedback about their particular doctor regarding a specific consultation, as well as their practice. This report outlines the information that has been collected and analysed from a sample of patients attending your practice. In total, questionnaires were sent to 625 patients from your practice, and overall we received a 59.5% (372) response rate. We hope that this report will offer you useful feedback on your practice and perhaps guidance for your practice development. Comparisons are provided which are based on data collected via the GPPS for Cornwall & Isles of Scilly PCT and nationally during the period April 2010 –March 2011. A full set of data tables is attached to the end of the report, for your information.

Anonymised data has been given to the Primary Care Research Group of the Peninsula Medical School, Smeall Building, St Luke's Campus, Exeter EX1 2LU. The data has been aggregated with data from all participating doctors, and may contribute to scientific literature. The data will be held in accordance with the requirements of the Data Protection Act 1998.

2. PATIENT DEMOGRAPHICS

Your patient feedback is based on questionnaires received during the period 03 October 2012 to 10 December 2012 from patients who attended a consultation with one of the participating doctors between 10 September 2012 and 22 October 2012. Patients who responded to the questionnaire (372(59.5% response rate)), had the following characteristics:

Male	42.8%	152			
Female	57.2%	203			
18-24	1.1%	4	55-64	17.6%	63
25-34	2.8%	10	65-74	32.8%	117
35-44	7.3%	26	75-84	24.4%	87
45-54	7.6%	27	85 or over	6.4%	23

3. ACCESS

The majority of respondents (95.0%(339)) used the phone to make an appointment at the surgery. Of people who reported they had tried to phone the practice in the last 6 months, 340 (98.6%) patients found it very easy or fairly easy to get through on the phone but 1.4% (5) reported that they found it not very easy or not at all easy to get through on the phone. 72.8 % (254) of patients reported trying to see a doctor fairly quickly (on the same day or in the next 2 weekdays) within the previous six months: of these, 86.5% (217) were able to see a doctor fairly quickly the last time they wanted to. For those who could not be seen fairly quickly, the main reason (70.6% (24)) was because "There weren't any appointments". 74.9% (262) of patients reported trying to book ahead for an appointment within the previous six months (by booking ahead, we mean booking an appointment more than

two weekdays in advance). Of these, 80.9% (208) were able to book an appointment ahead the last time they wanted to.

4. ARRIVING FOR APPOINTMENTS

98.6% (350) of patients reported they found it very easy or fairly easy to get into the practice. 100.0% (355) of patients thought that the practice was very clean or fairly clean. 10.0% (35) of patients reported that they could be overheard at reception by other patients, and were not happy about it. 99.4% (351) of patients reported that they found the receptionists at the practice either very helpful or fairly helpful.

In terms of the times people reported they had to wait to be seen for their appointments, 24.6% (84) reported that they were normally seen at their appointment time or within 5 minutes, whilst 66.4% (227) reported having to wait 5 to 15 minutes, 8.2% (28) reported waiting 16 to 30 minutes and 0.3%(1) reported having to wait more than 30 minutes.

5. CONTINUITY OF CARE

244 (69.3%) patients expressed a preference for seeing a particular doctor. Of these, 83.1% (196) said that their responses were based on a consultation with their preferred doctor while 16.9% (40) said that the consultation referred to in the questionnaire was not with their preferred doctor.

6. OPENING HOURS

92.4% (329) of people said they were very satisfied or fairly satisfied with the practice’s current opening times while 45.3% (145) said they would prefer the surgery to be open at additional times.

7. SEEING THE DOCTOR

Tables 2a and 2b show your results for the key communication questions and the ‘trust and confidence’ question contained in the “Seeing the Doctor” questionnaire for the practice as a whole:

Table 2a: How good was the doctor at each of the following?					
	% Very good (n)	% Good (n)	% Neither good/ poor (n)	% Poor (n)	% Very poor (n)
Giving you enough time	75.8 (266)	21.1 (74)	2.3 (8)	0.9 (3)	0.0 (0)
Asking about your symptoms	75.7 (255)	22.6 (76)	1.5 (5)	0.3 (1)	0.0 (0)
Listening to you	77.8 (273)	19.1 (67)	2.6 (9)	0.6 (2)	0.0 (0)
Explaining tests and treatments	72.4 (226)	22.4 (70)	4.8 (15)	0.3 (1)	0.0 (0)
Involving you in decisions about your care	73.6 (223)	23.1 (70)	3.3 (10)	0.0 (0)	0.0 (0)
Treating you with care and concern	76.9 (266)	20.5 (71)	2.0 (7)	0.3 (1)	0.3 (1)
Taking your problems seriously	75.5 (262)	21.3 (74)	2.6 (9)	0.3 (1)	0.3 (1)
Table 2b: Do you have confidence and trust in the doctor you saw?					
Yes, definitely	86.4%	306			
Yes, to some extent	13.0%	46			
No, not at all	0.6%	2			

Chart 1 below shows the percentage of positive responses (i.e. “very good” or “good”) to the key communication questions (shown in table 2a) that were achieved nationally and by Cornwall & Isles of Scilly PCT. The results for the practice are included for comparison. Please note that the national and PCT scores are taken from the national GPPS which has a different sampling frame and uses a slightly different question (which does not relate to a specific consultation with a named doctor) and so are not directly comparable with the results obtained for your practice. We caution against over-interpreting differences between the results from the two different surveys.

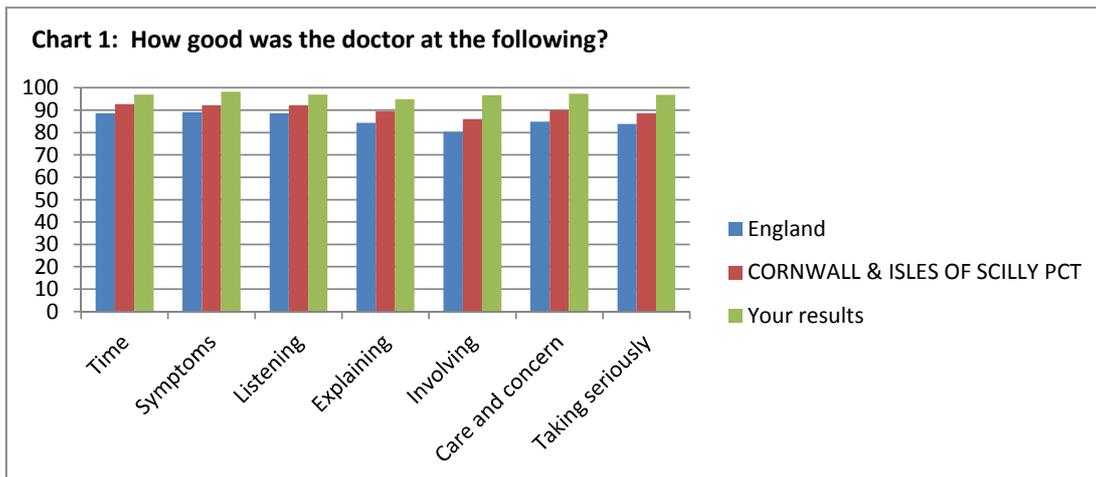
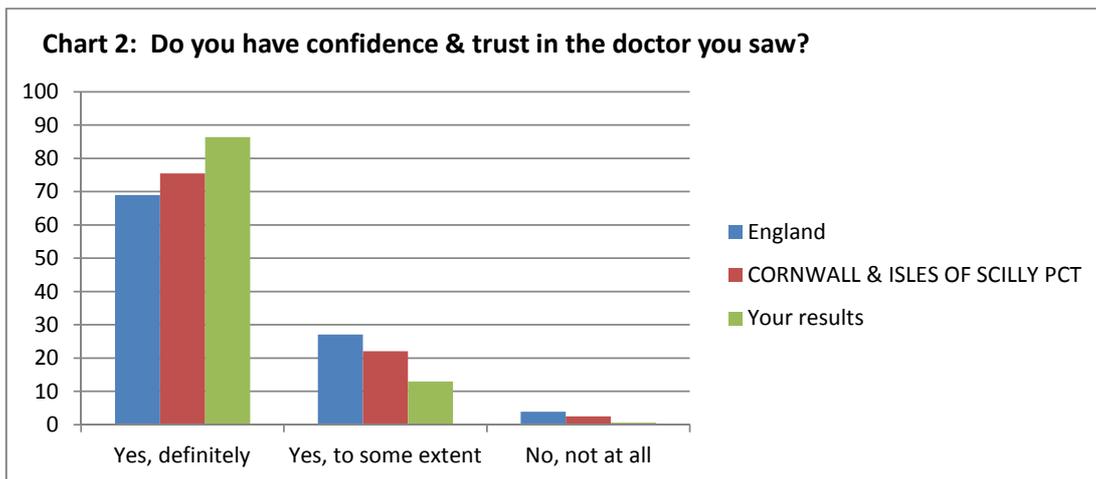


Chart 2 below shows national and PCT percentage scores for the questionnaire item relating to trust and confidence in the doctor. The results for your practice are included for comparison. Again, we caution against over interpretation of differences between your practice results and the national and PCT results due to the different sources.



8. OVERALL SATISFACTION WITH THE PRACTICE

Overall, 97.8% (349) people reported that they are either very satisfied or fairly satisfied with the practice and 85.6% (304) of respondents said they would definitely recommend the practice to someone who has just moved to the area.

9. DATA TABLES AND FREE TEXT COMMENTS FROM YOUR PATIENTS

Tables showing the responses to all items in “Seeing the Doctor” questionnaire together with an anonymised list of **all*** the free text comments received from your patients are included in an annexe to this report. Comments are included verbatim and in no particular order. Some comments are prefaced with a question number. In these instances, patients have provided text to explain or supplement their response to a particular question. Where names were used, these have been removed.

**Comments which were made by patients about their personal situations/medical conditions which could not be easily anonymised have been removed from the list of free text comments..*

10. FURTHER INFORMATION & PROJECT TEAM DETAILS

If you would like any further information about this study and other associated research, please contact the project team via Antoinette Davey at:

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Data Tables – ‘Seeing the Doctor’ Patient Questionnaire

Practice	Questionnaires sent	Responses
Mevagissey	625	59.5% (372)

1. Appointments at your surgery or health centre

Q1. How do you normally book your appointments to see a doctor or nurse at this GP surgery or health centre?

In person	40.3% (144)	Online	0.3% (1)
By Phone	95.0% (339)	Digital TV	0.0% (0)
By fax machine	0.0% (0)	Doesn't apply	0.0% (0)

Q2. Which of the following methods would you prefer to use to book appointments at this GP surgery or health centre?

In person	39.8% (142)	Online	12.0% (43)
By Phone	90.5% (323)	Digital TV	0.0% (0)
By fax machine	0.0% (0)	Doesn't apply	3.1% (11)

2. Getting through on the phone

Q3. In the past six months, how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	2.0% (7)	73.9% (260)	22.7% (80)	1.1% (4)	0.3% (1)	0.0% (0)
Speaking to a doctor on the phone	12.0% (41)	45.5% (155)	37.2% (127)	2.3% (8)	1.8% (6)	1.2% (4)
Speaking to a nurse on the phone	41.3% (133)	23.6% (76)	23.6% (76)	3.1% (10)	1.2% (4)	7.1% (23)
Getting test results on the phone	33.4% (108)	32.2% (73)	22.6% (108)	4.6% (15)	1.2% (4)	5.9% (19)

3. Seeing a Doctor

Q4. In the past 6 months, have you tried to see a doctor fairly quickly?

Yes	72.8% (254)
No	24.6% (86)
Can't remember	2.6% (9)

Q5. Think about the last time you tried to see a doctor fairly quickly. <u>Were you able to</u> see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?	
Yes	86.5% (217)
No	13.5% (34)
Can't remember	0.0% (0)

Q6. If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that?			
There weren't any appointments	70.6% (24)	I was offered an appointment at a different branch of my surgery	8.8% (3)
The times offered didn't suit me	8.8% (3)	Another reason	5.9% (2)
The appointment was with a doctor I didn't want to see	32.4% (11)	Can't remember	0.0% (0)
I could have seen a nurse but I wanted to see a doctor	2.9% (1)		

Q7. In the past 6 months, have you tried to book ahead for an appointment with a doctor?	
Yes	74.9% (262)
No	23.4% (82)
Can't remember	1.7% (6)

Q8. Last time you tried to, were you <u>able</u> to get an appointment with a doctor more than 2 full weekdays in advance?	
Yes	80.9% (208)
No	16.0% (41)
Can't remember	3.1% (8)

4. Arriving for your appointment

Q9. How easy do you find it to get into the building at this GP surgery or health centre?	Very easy	92.7% (329)
	Fairly easy	5.9% (21)
	Not very easy	1.1% (4)
	Not at all easy	0.3% (1)
Q10. How clean is this GP surgery or health centre?	Very clean	96.3% (342)
	Fairly clean	3.7% (13)
	Not very clean	0.0% (0)
	Not at all clean	0.0% (0)
	Don't know	0.0% (0)
Q11. In the reception area, can other patients overhear what you say to the receptionist?	Yes, but I don't mind	69.9% (244)
	Yes, and I am not happy about it	10.0% (35)
	No, other patients can't overhear	12.9% (45)
	Don't know	7.2% (25)
Q12. How helpful do you find the receptionists at this GP surgery or health centre?	Very helpful	81.3% (287)
	Fairly helpful	18.1% (64)
	Not very helpful	0.6% (2)
	Not at all helpful	0.0% (0)

Q13. How long after your appointment time do you normally wait to be seen?			
I am normally seen at my appointment time	8.8% (30)	16 to 30 minutes	8.2% (28)
Less than 5 minutes	15.8% (54)	More than 30 minutes	0.3% (1)
5 to 15 minutes	66.4% (227)	Can't remember	0.6% (2)

Q14. How do you feel about how long you normally have to wait?	I don't normally have to wait too long	86.2% (12)
	I have to wait a bit too long	9.6% (34)
	I have to wait far too long	0.8% (3)
	No opinion/doesn't apply	3.4% (12)

5. Seeing the doctor you prefer

Q15. Is there are particular doctor you prefer to see at this GP surgery or health centre?	
Yes	69.3% (244)
No	30.4% (107)
There is usually on one doctor in my GP surgery or health centre	0.3% (1)

Q16. How often do you see the doctor you prefer to see?	Always of almost always	49.2% (119)
	A lot of the time	32.6% (79)
	Some of the time	17.4% (42)
	Never or almost never	0.4% (1)
	Not tried at this GP surgery or health centre	0.4% (1)

Q17. Was your consultation, which took place on the date referred to in the accompanying letter, with the doctor you prefer to see?	
Yes	83.1% (196)
No	16.9% (40)

6. Opening hours

Q18. How satisfied are you with the hours that this GP surgery or health centre is open?			
Very satisfied	58.1% (207)	Fairly dissatisfied	1.4% (5)
Fairly satisfied	34.3% (122)	Very dissatisfied	0.0% (0)
Neither satisfied or dissatisfied	2.8% (10)	I'm not sure when my GP surgery or health centre is open	3.4% (12)

Q19. As far as you know, is this GP surgery or health centre open...				
	Yes	No	Sometimes	Don't know
...before 8am?	25.1% (85)	37.9% (128)	6.5% (22)	30.5% (103)
...at lunchtime?	54.6% (173)	17.4% (55)	1.3% (4)	26.8% (85)
...after 6.30pm?	27.3% (87)	25.1% (80)	12.9% (41)	34.8% (111)
...on Saturdays?	5.8% (19)	62.4% (206)	5.5% (18)	26.4% (87)
...on Sundays?	1.5% (5)	79.9% (258)	0.3% (1)	18.3% (1)

Q20. Would you like this GP surgery or health centre to open at additional times?	
Yes	45.3% (145)
No	54.7% (175)

Q21. Which of the following additional times would you <u>most like</u> this GP surgery or health centre to be open? Please pick <u>one</u> answer showing the time you would <u>most like</u> it to be open?	Before 8am	4.9% (6)
	At lunchtime	1.6% (2)
	After 6.30pm	12.2% (15)
	On a Saturday	78.9% (97)
	On a Sunday	2.4% (3)

7. Seeing a doctor at the GP surgery or health centre

Q22. How good was the doctor at each of the following?					
	% Very good (n)	% Good (n)	% Neither good/ poor (n)	% Poor (n)	% Very poor (n)
Giving you enough time	75.8 (266)	21.1 (74)	2.3 (8)	0.9 (3)	0.0 (0)
Asking about your symptoms	75.7 (255)	22.6 (76)	1.5 (5)	0.3 (1)	0.0 (0)
Listening to you	77.8 (273)	19.1 (67)	2.6 (9)	0.6 (2)	0.0 (0)
Explaining tests and treatments	72.4 (226)	22.4 (70)	4.8 (15)	0.3 (1)	0.0 (0)
Involving you in decisions about your care	73.6 (223)	23.1 (70)	3.3 (10)	0.0 (0)	0.0 (0)
Treating you with care and concern	76.9 (266)	20.5 (71)	2.0 (7)	0.3 (1)	0.3 (1)
Taking your problems seriously	75.5 (262)	21.3 (74)	2.6 (9)	0.3 (1)	0.3 (1)
Q23. Do you have confidence and trust in the doctor you saw?					
Yes, definitely	86.4% (306)				
Yes, to some extent	13.0% (46)				
No, not at all	0.6% (2)				

8. Your overall satisfaction

Q24. In general, how satisfied are you with the care you get at this GP surgery or health centre?	Very satisfied	79.3% (283)
	Fairly satisfied	18.5% (66)
	Neither satisfied or dissatisfied	1.7% (6)
	Fairly dissatisfied	0.6% (2)
	Very dissatisfied	0.0% (0)

Q25. Would you recommend this GP surgery or health centre to someone who has just moved to your local area?			
Yes, would definitely recommend	85.6% (304)	No, would probably not recommend	0.8% (3)
Yes, might recommend	10.4% (37)	No, would definitely not recommend	0.0% (0)
Not sure	2.5% (9)	Don't know	0.6% (2)

9. Some questions about you

Q26. Are you male or female?

Male	42.8% (152)
Female	57.2% (203)

Q27. How old are you?

18-24	1.1% (4)	55-64	17.6% (63)
25-34	2.8% (10)	65-74	32.8% (117)
35-44	7.3% (26)	75-84	24.4% (87)
45-54	7.6% (27)	85 or over	6.4% (23)

Q28. Which of these best describes what you are doing at present?

Full-time paid work (30 hours or more each week)	12.8% (43)
Part-time paid work (under 30 hours each week)	11.9% (40)
Full-time education at school, college or university	0.3% (1)
Unemployed	1.2% (4)
Permanently sick or disabled	5.6% (19)
Fully retired from work	54.3% (183)
Looking after the home	10.7% (36)
Doing something else	3.3% (11)

Q29. In general, how long does your journey take from home to work (door to door)?

Up to 30 minutes	65.6% (82)
31 minutes to 1 hour	11.2% (14)
More than 1 hour	3.2% (4)
I live on site	20.0% (25)

Q30. If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

Yes	80.4% (78)
No	19.6% (19)

Q31. In general, would you say your health is...?

Excellent	7.2% (25)
Very good	28.6% (99)
Good	25.1% (87)
Fair	27.2% (94)
Poor	11.8% (41)

Q32. Do you have any of the following long-standing conditions? Please include problems which are due to old age.

Deafness or severe hearing impairment	17.6% (63)
Blindness or severe visual impairment	1.7% (6)
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying	31.1% (111)
A learning difficulty	0.8% (3)
A long-standing psychological or emotional condition	5.9% (21)
Other, including any long-standing illness	40.1% (143)
No, I do not have a long-standing condition	31.4% (112)

Q33. Are you a deaf person who uses sign language?	
Yes	0.0% (0)
No	100.0% (334)

Q34. Are you a parent or a legal guardian for any children aged under 16 currently living in your home?	
Yes	11.6% (39)
No	88.4% (296)

Q35. Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?	
Yes	12.6% (43)
No	87.4% (297)

Q36. What is your ethnic group?		
A. White	British	97.7% (343)
	Irish	0.3% (1)
	Any other White background	2.0% (7)
B. Mixed	White and Black Caribbean	0.0% (0)
	White and Black African	0.0% (0)
	White and Asian	0.0% (0)
	Any other Mixed background	0.0% (0)
C. Asian or Asian British	Indian	0.0% (0)
	Pakistani	0.0% (0)
	Bangladeshi	0.0% (0)
	Any other Asian background	0.0% (0)
D. Black or Black British	Caribbean	0.0% (0)
	African	0.0% (0)
	Any other Black background	0.0% (0)
E. Chinese or other ethnic group	Chinese	0.0% (0)
	Any other ethnic group	0.0% (0)

Q37. Were you born in the UK?	
Yes	97.2% (343)
No	2.8% (10)

Q38. What language do you speak most often at home?	
English	99.4% (349)
Other	0.6% (2)

Other languages reportedly spoken at home:

Cornish, German, Welsh

10. Any other comments (free text anonymised comments)

I have been with this surgery for many years and they have always show excellent care and understanding - we are very fortunate to be with them.

The service I receive is excellent.

I have been a patient at this practice for many years. Doctors have changed obviously but I have rarely had anything to complain about. I think the general running of the surgery has improved over the years. The staff are all very pleasant.

Although my doctors are excellent I would prefer them to do out of hours call outs, who best to see a sick person than their own doctor. This is my main gripe.

It has been reported to me by various older adults that they feel not enough attention/time is given to the elderly, More attention given to their quality of life. Pain relief not always provided and not always given information about support available. On balance though a very good service.

As a carer I am concerned about the lack of local care at weekends (surgery closed and no doctors available) Nearest minor ailments clinic is ten miles away.

Some nurses are particulalry caring!

I feel the care I receive from Mevagissey surgery is excellent and I can not recommend them highliy enough. Particular praise for my own GP and all the nurses, reception and dispensary staff. The surgery is brilliant.

No probelms, very satisfied.

I have been with this surgery for many years, unfortunateky during this time I have had to see the doctor on numerous occasions for various probelms. Not once have I had any complaints, this is a first class surgery.

I am very happy with the excellent care received at Mevagissey Surgery, thanks to all the doctors and nurses.

The practice has become more pro-active with health check etc, which is very beneficial to patients.

They provide a very good service, also they are very helpful and have time for you. All I can say is they are a first class surgery.

Very satisfied.

I don't feel confident in the service provided out of hours by emergency doctors, and weekends in the cold and flu season are worrying.

I am a very nervous patient, mainly due to a previous bad experience with my former GP surgery in the 1980s regarding repeat prescriptions. Because of this I find that seeing my usual doctor is really important to me. The appointment mentioned in this survey was not my usual doctor although I had asked for it to be and was told that it would be. No offence to the doctor I saw but I did not feel comfortable, this is all down to me and my general fear of all things medical. Mevagissey surgery gives an excellent service and should be praised.

The surgery as a whole works well. The reception staff are brilliant. The nursing staff are excellent. I have very complex medical conditions which frequently need referral, the GPs are usually very good at this. However, on GP in particular is arrogant, inflexible and poorly organised. Other GPs are very good with two being outstanding.

I prefer my own GP but if I cannot see him there is another GP who will see me. My doctor has been my GP since I came home. I always feel both doctors have my health at heart. Yes, the service is EXCELLENT.

Very upset about waiting for over 40 minutes for my appointment due to the receptionist failing to "log me in" correctly when I arrived.

Have no further comments about the practice but unhappy about having to pay parking fee everytime I visit the surgery and the hassle of trying to find the right change plus trying to second guess how long I'll be

The doctors surgery is lovely, always willing to help; lovely people. My doctor is very good.

Not always able to see doctor of your choice so therefore lack of continuity, sometimes speaking to 'duty-rotator' rather than on (or more) who knows more about your general health and case history.

All my doctors down at the surgery and all of the staff are excellent, I love them all for the care and attention and attitude, like I said I love them all and could not ask for more. It is the best surgery for miles.

I am very grateful for the care I receive from all members of staff at Mevagissey. The doctors, nurses and reception staff, dispensers too, are all very friendly, polite and caring. I always feel better after a visit to the surgery. It is just the dread of being especially unwell at night or during the weekend, I should always try to last out until our doctors are available again.

I have always had a first class service from my health centre and have no complaints

Keep up the good work

The practice has given me excellent service, the staff are very friendly and helpful.

I feel that, irrespective of the results of any tests, the patient should be notified. Being advised that "if all is ok you will not be notified", is not really very good, as results can be mislaid etc. Also, any adverse results should be thoroughly explained by a letter from the doctor, even if only a slight abnormality is found, for reassurance purposes. I don't think the receptionist, however good, should be the person to notify or tell a patient the results of tests. It would also be useful, if, on request by a patient, they could have a copy of the test results for their own personal use/file.

10 minutes is definitely NOT enough time for a consultation with a doctor. One feels that the doctor is looking at a clock all the times - and still talking when you are out of the door.

Doctors and supporting staff make for a very good overall service.

The surgery is clean and well spaced. I like the introduction of fish, it has a calming effect. The children's small area is nicely situated and has a local feel with children's paintings. There is a library and always good magazines to read. I am always made to feel like a person and everyone has a friendly professional approach. An excellent team who have time for the patient.

If there is a problem as soon as a doctor is free they ring back. We have always had good support from the team at Mevagissey Surgery it is a caring and well run clinic.

All very friendly and caring. It is a great shame we cannot get hold of one of our own doctors in the night or at weekends. I believe most people only would ring in the case of severe illness and it is then that it would be good to see someone one knows!!!

It is my opinion that I receive the best possible attention that anyone could expect. A few years ago I suffered from a serious medical condition and I believe I receive the best treatment and care possible, this gives me confidence and a positive outlook. I cannot thank all those involved enough.

The surgery provide a good acceptable service. Problems arise when referrals are made into the NHS system

The support I have received from my doctor and surgery has been first class. The receptionists are always very helpful and friendly. I could not wish for a better service.

In general it is a very good surgery with most staff being caring and helpful. A little night music might help and it needs brightening up a little.

I didn't understand why I wasn't allowed medication for my symptoms but a friend has since explained why, so perhaps the doctor could have taken more time to explain. Other than that I am happy with the service by all.

The doctors and nurses are all excellent and the surgery waiting area has a lovely atmosphere.

Doctors and staff are consistently cheerful and helpful. The surgery is clean, light and gives a positive environment.

During the years I have been a patient at this practice I have been very happy with the care and treatment given to me, not only by the doctors I've seen but also by all of the nurses. The reception staff are always helpful and friendly when I call to make an appointment. I feel that it is a happy surgery which surely is good for the patients who visit.

No problems, they are there when required.

I consider that I am very fortunate to have such a fantastic surgery and team available.

In general, and for the size and characteristics of the catchment area, the surgery performs well: the staff are pleasant, the nursing staff capable and the reception staff are generally helpful. I do wish though that they were all a little more proactive. The PPG seems to have fallen by the wayside and the "friends" don't seem to be present at many local fundraising events. There is a strong will in the community to support the surgery, and it should be tapped. By doing this it would be possible to provide additional equipment for the use of the doctors, eg better diagnostic bit. As with many other Cornish families the surgery struggles to cope in the summer season. My primary requirement from any doctors surgery is to have expert medical care; a timely fashion. Little else is of significance. I want good doctors.

Having had a medical condition for many years and having lived in various parts of the UK and Ireland, I can say without equivocation that the care I receive at Mevagissey is the best I have ever experienced.

I have several medical conditions, when I visited the surgery recently the medical opinion was that I should be admitted to hospital for tests. I was reluctant to agree to this. My GP made arrangements for the "home nursing team" to attend to me at home. Excellent and appropriate care was given in my own home without the risk of picking up hospital infections.

I feel that prescription repeat times are too short, e.g. some medicines could be dispensed quarterly if the doctor can trust the patient not to hoard or o/d. I take regular medication and it is a nuisance going to the surgery monthly. I have been told that PCT guidance is monthly, maybe it could be left to the doctors discretion quarterly prescriptions would save a lot of time.

Cornish

I would like the surgery to offer a physio service, most of my injuries are sports related and as such cost me a fortune to see a physio privately.

Everything is always fine, thank you.

I am disappointed that it seems that physiotherapy (for joint problems) appears to be in short supply on the NHS since I am currently attending the [named] physiotherapy centre in [place], which is clearly much in demand. A

further indication that NHS physiotherapy is not adequately provided and funded is that the Oct 2012 [named] parish magazine has 3 advertisements for different physiotherapists. It seems to me clear that the NHS should be funded sufficiently to be able to expand this part of its work.

The doctor of my choice has not been available for over 3 weeks - the computer system has a 3 week limit - another doctor is always available.... [Remaining text illegible].

I have only moved to this area recently and therefore my use of the practice has been fairly limited. However, having been a patient at 2 separate practices I would say that Mevagissey practice offers a service which is comparable to or better in some respects than other practices. For example, I have found reminder and call back procedures to be good.

[LOCATION] is a fairly rural place. Though I have not lived here long term from what I have encountered every effort has been made to reduce any problems living in such a small rural community.

Myself and my partner have only been with this doctor for a short while but we like the response we have had from the surgery.

We have just registered with this doctor and our medication has been sorted out well. Before moving I was waiting for an appointment with my local hospital but moved before the appointment date came through, I told my new doctor and was transferred to the local hospital here very quickly - I am very pleased and impressed.

Sometimes if I am unable to get a quick appointment with the doctor, I am able to see the nurse. The nurse is then able to consult with the doctor on any medication required. Sometimes I am unable to have medication prescribed dispensed on the same day and I have to make a separate journey (10 miles) to collect it!

I consider we are very fortunate to have good doctors that we have faith in and have such a good rapport with.

The service is excellent.

In the last 6 months I have seen 4 different GPs, not particularly from choice but each one has given me appropriate care and attention so no complaints, but there could be an issue of continuity of care for some. The out of hours GP service is a cause for concern (I am not really happy having to justify the need for an appointment by the GP having to phone first).

Overall very satisfied.

I think the GP service provided by Mevagissey is very good. We are lucky to have such dedicated practitioners. The nurses are so kind and caring and have been able to deal with many problems, thus removing the necessity of seeing a Doctor, if the problem is more serious they refer you on.

I had many concerns and difficulties during the latter years of my partner's life when I was sole carer, I too was ill during this time. During this period we were both unwell and struggling with surgical procedures, attending hospital and various other medical appointments, there was no time/energy to express our concerns. After my partner's death I became quite angry about our treatment and the lack of concern for both our predicaments. Eventually I had a long interview (asked for) with the particular GP and voiced my anger in quite a controlled manner; the GP carefully explained their position at the time. I was so glad and so relieved to have plucked up the courage to express myself. We parted as friends and I felt much better afterwards.

Mevagissey practice is excellent. However the only problem I experience is getting to see a specific doctor who is dealing with my case when it is a developing situation. It can be several days before I can get an appointment to see that specific doctor.

I know living where we do we are extremely fortunate with the people we have as our health professionals. Highly caring, highly qualified and we are lucky to have them, from cleaners, administration, reception, nurses, dispensary to our team of doctors. Not forgetting lucums and other health professionals who visit from time to time. Thank you all.

My partner and I receive a great service, I can not speak too highly of them.

On occasions some (not all) receptionists ask far too much about a patients condition. On occasions hard to see a GP because all of the slots are taken, far too many regular appointments.

I sometimes think the practice would benefit from another full time doctor.

The practice I attend has professional and dedicated staff - i.e. doctors and nurse practitioners. The dispensing and pharmacy personnel are efficient, helpful and easy to access information and advice.

I cannot fault Mevagissey Surgery. They have excellent doctors and nurses. Because of this fact I would not hesitate in recommending them.

Generally I find this GP practice excellent, however recently when I was suffering from excruciating pain, I saw several of the GPs and felt they took a long time to get my pain under control - i.e. 3 months! One trainee said he was sure my pain "would go away as quickly as it came", I was in agony and nearly in tears so this was not what I wanted to hear. I rarely go to my GP so if I am saying clearly I am in extreme pain I expect to be taken seriously. I had to have surgery to right the problem and am thankfully now pain free.

Mevagissey Surgery is the most caring for all ages. Young and old the nurses are very good and caring. I have been with this surgery for many years and do not intend to change. Best wishes for the new year 2013!

I have been a patient at Mevagissey Surgery for many years. The care that I get and the trust, comfort and compassion given to me cannot be praised highly enough. I am very fortunate to be a patient of Mevagissey Surgery.

I have always been with this practice and always find them helpful. If I phone to speak to my GP they will always ring back. It is helpful being able to email in repeat prescription requests avoiding the need for a 2 mile journey.

Excellent practice including the internal dispensary.

I have a long term condition which is not very well understood. My GP has welcomed any information I have been able to give her to help with my health care.

Having lived in another area for most of my life I am able to compare the services of both a home counties authority and Cornwall's - Cornwall's is better! Obviously I have only had a few reasons to test the Cornish system but it does stand out as more personal.

Paying for car parking is a big issue at the surgery!

Parking at the surgery is a nightmare, you have to pay as it is in a public car park. I have forgotten money before and missed appointments. Patients need to have a pass to park for free if visiting the surgery.

Both my partner and I are elderly and feel that we are looked after extremely well by all the partners and staff at Mevagissey Surgery. The personal care and attention we receive means that we are living much longer and happier lives than our predecessors. Our heartfelt thanks go out to all the doctors and staff for their unfailing attention whenever it is required, plus protective attention to detail and follow-up procedures.

I think we are very lucky with our GP service, having a choice of both male and female doctors and the care they give. Also a very good nurse practice group with up to date equipment.

Second to none, everything is first class!

I am very happy with my practice and the doctors nurses and all staff; I would not change

On the whole the practice I go to is very good and clean. The doctor I see is normally my own doctor and is very good and professional.

This surgery provides me with an excellent service, from the reception desk who always try to help me, to my doctor who I feel goes on of the way to help me, to my regular nurse who always has patience with me and sees to my every request. This is undoubtedly the best surgery I have ever had.

My surgery is excellent. Whatever doctor you see is always very good. When my partner had a serious illness they got us in immediately and subsequent treatment was very quickly dealt with. No complaints whatsoever, only very high praise.

Very pleased with service given by my doctor.

I am not satisfied with their "keeping track" and sending letters. A machine I was fitted with malfunctioned twice and I was not contacted for 6 weeks after the second time - I had to ring and remind them in the end. Also a letter for a hospital appointment that I understood was to be sent within a day or two had not been sent over a week later - I only discovered this when someone from the surgery rang as they had not weighed me - information that was apparently required. I guesstimated my weight - not a very professional approach I feel though not an issue, I judged serious enough to be followed up, then I got an appointment within a week.

I think this surgery is great. I have no complaints, everyone is really friendly

The whole team at the surgery are fantastic - GPs, nurses and receptionists. I haven't ever had any issues. They all understand my condition and are brilliant. A recent injury was treated with 100% attention from GPs at Mevagissey. A GP would always return my calls if I left a message and I was seen regularly at home as I was bedridden for some time. Best surgery I have registered with to date.

My doctor is very caring and compassionate as I have a very long illness which affects my general health.

On the whole I am pleased with the service provided. Providing I can see the doctor of my choice.

I am pleased to have opportunity to write down my thoughts on the practice. All the doctors, nurses and receptionists and dispensers are caring and helpful and make for an excellent team, and a good atmosphere. I cannot praise them enough. On this occasion my GP was wonderful - quick with the diagnosis and medication, and truthful and good to talk to about my illness. My GP was so patient with me and answers all my questions. We are well looked after and I am grateful.

I am very satisfied with the service provided by my surgery, but would like to have a surgery at St Ewe some days a week as it is closer for us, and we would have free parking, which we do not have at Mevagissey or Gorran Haven. The difficulty at Mevagissey is you are not sure how much money to put in the parking machine, and if the doctor is running behind time this can result in a parking ticket. There are no spaces for the doctors surgery patients at Mevagissey or Gorran Haven and in the summer it is difficult to find a parking space.

I have used this practice for many years and have always found everyone very helpful. I have never had any cause for complaint. They have always been brilliant.

1) I wonder how the changes to the NHS will affect our practice. 2) The out of hour service has been criticised - will this contract be improved by the changes. 3) An elderly patient requiring daily visits by the District Nurse appears to be having ongoing problems getting the dressings - appears to be a problem in the area - or so we are advised - I wonder why?

The service I receive is very good.

I believe the people of Mevagissey are extremely fortunate to have such a well run surgery in their village. As a patient of many years I can testify to the skill and dedication of the whole team who don't always receive the credit they deserve.

Would prefer to make an appointment and not have to wait for doctor to phone back to consider if an appointment is needed.

Car park charges are annoying.

I do not consider the present arrangements for cover at weekends and at night to be at all satisfactory; they have seriously failed patients on many occasions. I would prefer GPs to return to the original system when they were on call on a rota basis.

Only once (in many years - although I don't often visit the surgery) I did not feel I was treated well. However, this was not by a GP but by a practice nurse instead. The nurses in the practice are excellent, though not when replacing a GP.

I am very pleased with all the service I get from my local practice.

I think it would be helpful, particularly for older residents and those without cars, if the Gorran Haven surgery could open for longer or for an extra session each week. It is often impossible to get an appointment at short notice and occasionally the doctor on duty doesn't arrive.

They are very caring and always offer so much support, I have been with this surgery for many years - excellent service!

No further comments - they are an excellent practice.

I am generally satisfied with the service provided.

In general the practice is very good and well run. The only problem I have is that the doctor is not the one that is off with your problem/case, except for a computer screen.

My current GP is very good. Last year I was left in pain by the GPs at this surgery and patronised by one of the GPs for 3-4 months. When they finally referred me to a consultant it took 2 weeks for the referral to be sent. The referral did not state that I was in severe pain so I was made to wait 6 weeks for an appointment. I finally saw a consultant and got a diagnosis. I did not need to be in pain for that long and this is why I would recommend the surgery.

Friendly receptionists and dispensary staff that are nice which makes a big difference.

Excellent.

Excellent.

My practice is excellent in every way.

They have the most caring doctors and nurses and staff, in all a very good surgery.

Normally and excellent service but difficulty making appointments before 8.30 and after 5pm (due to work). Earlier this year I called in at the surgery and said I needed to see a doctor or nurse that morning and was told to go away and try ringing later - I managed to see a doctor 2 weeks later - I had a serious illness! Last appointment specified on a letter I needed to see Dr X asap and I ended up waiting 2 weeks, this was not for a normal problem I suffer from but I felt let down because I needed to see the specified doctor. Otherwise I get an excellent service.

I am most happy with my practice, everyone is very kind and helpful, you can always get to speak to the duty doctor, sometimes it is a bit of a wait (about an hour) but if needed you can always go and see the duty doctor. I would like to be able to see my own doctor more often but my GP is always booked for two weeks. On the whole I am very happy.

I have lived in this village for [no]yrs and find the doctors and nurses very efficient and caring at all times

My health difficulties are not due to a lack of care from my surgery. My problem seems to fall between care from my surgery (re: pain management) and dental care. The latter is proving impossible to find. I have not been able to find an NHS consultant who can deal with my problems at this point.

In general I feel the surgery is good, the nurses are especially helpful and I really trust they know what they are doing and do it well. When a relative was ill - who has now passed away - I do not feel they had good treatment at all, they were not examined as well as they should have been and they were in a lot of pain with a disease that was not diagnosed soon enough for treatment; they also had to wait a long time for medicine. When another relative was ill - also passed away now - Doctor's came to see them a lot from the surgery and good care was received. For me and my family I have found the surgery very helpful and the care is good. Sometimes we wait for more than 45 minutes which is not good when waiting with children.

I wish the [name] surgery was open more often and a doctor was there. I have no transport to get to Mevagissey

I am very pleased with the services they provide - very helpful with all my family's care.

Fairly good, but I would prefer an on call GP from the surgery for out of hours. We need someone who knows about us. Also Saturday morning opening lots of people become ill over the weekend and for those who work unsociable hours.

I appreciate local doctors. I enjoy being able to hear and understand English doctors - I find it difficult to understand foreign doctors when they speak with a strange dialect. Find it distracting. They are learning but it makes me feel uneasy

Reasonable on the whole.

I prefer not to speak to the receptionist to get any results from test/X-rays etc, as they don't always give the correct diagnosis - maybe it could be possible to go online so that it is written and able to be fully understood - or to speak to a nurse if the doctor is not available to explain results.

The practice and its staff have always been first class. I have lived in the village for a long time. The surgeries in other areas I also lived in couldn't match my village practice.

I have found all the doctors and receptionists very helpful and caring. The service they provide for prescriptions (and repeats) is superb! The nursing staff provide us with a wonderful service and are always friendly and helpful - thank you to all.

The practice nurses are excellent.

The overall treatment from my doctors surgery is excellent. They treat you like a family doctor, who takes time and shows genuine interest in you and I never ever feel that I am being rushed out of the door for the next appointment.

Since joining the practice I have been given a diagnosis of a health condition which I have struggled with for many years. I was so grateful that the GP took the time to research my condition and was patient, reassuring me that there were drugs to relieve pain.

We have only recently moved to this practice and find the doctors, nurses and other staff very helpful and considerate.

My partner and I are very happy with the Mevagissey surgery. We both feel very confident that in the future we will be in very good hands.

All the surgery staff are helpful pleasant and official.

I would like to see the same GP every time, not have to wait 6 to 10 days for someone else. On the whole they are very good but one needs continuity with the same person. There have been recent problem in communication between my GP and the hospital but on the whole my surgery and all the staff are very good.

I have very good service from the GPs, Nurses and all other staff.

The practice offers excellent service throughout - though I usually only see my own GP who is a committed doctor in all areas. My latest appointment was on the telephone, I explained my symptoms and my GP explained possible causes. At the follow up appointment my GP expelled my concerns, confirmed the diagnosis and organised an appointment with a very competent nurse for a full examination. The practice is a model of well mannered efficiency (always a welcoming handshake) and could hardly be bettered anywhere!

I have always found all the staff friendly easy and easy to talk to. They are always helpful in making decisions or referring me to the appropriate person. Everyone is treated respectfully and as a person not a 'case'

Always careful, knowledgeable, compassionate, professional. Helpful receptionists. Parking fees/fines a problem stil. Clock needed in waiting area to anticipate parking issues!

Due to moving to other areas I have been patient at other doctors surgeries. In more recent years I have attended Mevagissey and because of the very good treatment I have received I would be reluctant to move.

A friendly, helpful, well run practice - we consider ourselves very fortunate to be undertheir care.

It is a well run and friendly practice.

My GP is excellent. I am disappointed with how my records were handled and how my initial appointment was made in recent months.

A very caring and efficient practice.

I've only lived in the area for a short time but from the veru first time I visited I have been nothing bit impressed from reception to nurses to doctors and even the domestic assistants. Everyone is always friendly, polite, helpful and professional. Mevagissey doctors surgery needs a pat on the back.

To date fully satisfied with all the service and care I have received from doctors, nurses and staff at the surgery in Mevagissey - very good!!

Very good, no preblems at all.

I am very happy with the care and help I get from the doctors and staff.

All the doctors and staff are very helpful, it is definitely first class in all aspects.

All staff, including nurses, show concern and care. Appears to be good communication between them.

The original letter which I received mentioned that the surgery covered "doctors and nurses" but there is not one question relating to nurses - the nurses at my GP surgery provide a top rate service and this fact should be recognised!!

I have every confidence in the surgery in Mevagissey and feel very lucky that they know me and my family and therefore have a clear picture of me when I present at the surgery. I prefer to see different doctors for different conditions am happy to see all of them. If there is a long wait for an appointment the phone calls that the doctors make are very reassuring.

At my age I reckon I know my physical and emotional body very well, but I find it difficult sometimes for the doctors and nurses to accept certain facts - e.g. it is not possible for blood samples to be taken by nurses, so it has to be taken by a doctor from wrist or hand. My insistence takes 'root' eventually but it often makes me feel like I am being 'difficult' or a 'nuisance'. These words are NOT used in my hearing, I must emphasise, but one gets sensitive over time.

The nursing staff provide an excellent service. They are always ready to help in any way they can; as are the staff in the surgery pharmacy.

I had to wait approx 10 days to see my doctor of choice. Fortunately my needs were not urgent and I was prepared to wait. However, the receptionist did not offer an alternative time or doctor and I feel perhaps someone else with more urgent needs that waiting could have a detrimental affect on their health.

My GP is excellent, very caring and attentive. Regrettably only 10 minutes are allocated for each consultation and when I arrive home I think of symptoms and other information I should have mentioned but there is not enough time! I sometimes have to wait 1 to 2 weeks for an appointment with my GP. All the doctors are good.

Excellent service for both myself and children. I live about 20 minutes away but would not change to a different surgery as I am completely happy with Mevagissey.

When I was very ill and home, all the doctors, nursing staff and receptionists were all very helpful; also the dispensary are always very helpful. I had home visits by nurses and all so kind at all times. We are the luckiest for having such a wonderful surgery. Thanks to all.

I am very satisfied with our surgery, all the staff are exceptionally kind and considerate. I always think that the atmosphere is very relaxed.

Availability for consultation on Saturday and Sunday with say limited hours would be good.

I am very happy with the service that I receive at this surgery. One of the good things is being able to go to another surgery for minor operations. I had an op several years ago under this system and it was superb, in and out in about three hours, within a week back to normal.

Since I returned to Cornwall both my partner and I have had superb medical service from the Mevagissey surgery. Over the years the male doctors have all been marvelous and I am so thankful for their dedicated service.

This is a very caring medical practice.

I would like to see electric access for wheelchair users for opening the surgery doors; I have had to stop to help open doors for people who are frail. Also I think higher chairs with arms for elderly would be good for sitting in waiting room.

We are very lucky to have personnel in the surgery who have our interests at heart, from reception through to the doctors.

Generally friendly and helpful.

I have recommended this practice to newcomers to the area and locals dissatisfied with their own GPs. Visitors from "up country" have been very impressed with the service provided by our practice (this is a holiday area) and say their own GPs are not comparable with ours - we know we are very lucky!!

I feel very fortunate that we have such a first class surgery with doctors who really care about their patients, together with wonderful nurses and all other staff who have a first class commitment to their specific jobs.

Would like diabetics to be able to return to maintaining their blood sugar levels at home as they did before.

Very satisfied with my surgery. As regards to parking charges for the doctors surgery, this becomes very expensive for pensioners when they sometimes visit the doctors several times a week. A system should be allowed by the council for a pass to be obtained when visiting the doctor as there is no free parking anywhere in Mevagissey and I live about 3/4 mile away in a very hilly area and am unable to walk it.

The service my surgery provides is excellent but my only gripe would be the worry I have about the parking charges by the council. I live in an area where the walk to the surgery is difficult and out of the question so I have to drive there. It should be a right to be able to park at ones doctors free of charge. This is worsened by the fact that I often have to come several times a week. This is also why it's a bigger worry to be seen on time.

Could make better use of reception/nursing staff, e.g.offering more/better informed feedback re: results etc on the phone.

Everyone at the practice is most helpful and professional - with a smile and they are sympathetic to individual patient needs and requirements.

I would prefer to see the same doctor each visit, another doctor is available but it is often an unknown locum. With my last illness I saw four different doctors. At my age a doctor available at weekends would be helpful.

The surgery is very clean and has a calm atmosphere, and they always have time for you. I feel very relaxed about all the doctors at this surgery.

Doctors and nurses may understand how the body functions but the patients know how their body feels. I feel they don't listen to you when there are many problems going on and they send you off with whatever they think you want to hear.

A very caring practice who appear to put patients first - excellent staff nurses and doctors. When an appointment is required as an emergency, the doctor calls you at home to speak to you, if you feel you need to see them very quickly they make the appointment for you personally that day over the phone.

In general I feel the GP practice I attend is well run and the staff are caring and helpful and the building is clean and tidy. It is not difficult for me to attend the surgery during normal opening hours, but other members of my family who have a long commute to work and erratic working hours find it difficult to obtain suitable appointment times. Additional early morning or evening appointment times would be helpful, plus a doctor on duty on a Saturday morning.

Friendly and helpful. Don't seem to be any "dragons" in reception. Would like to be able to call the surgery on Saturday mornings.

I am very satisfied with the service provided. My daughter is very ill and as a fairly new patient to this practice, she is very pleased with everything that has been done for her.

We receive excellent care at Mevagissey, have no complaints at all. Indeed, the fact that I am alive to complete this form is due to the team at Mevagissey surgery.

Excellent surgery - doctors are all well informed and up to date in their knowledge. They have time for you and talk sensibly to you, i.e. they involve me in my care. Nurses are brilliant. Without this surgery's support I wouldn't have lost 4 stone in a year.

Podiatry service would be useful.

Perhaps some doctors time could be saved by more telephone consultations, perhaps a trial could be tried.

As I work approximately 50 miles away from my surgery it would be very handy to be able to see my doctor before 8am, this was a service which my surgery did provide at one point, but I believe it was withdrawn. I do understand that there would need to be enough patients who would require this service to make it viable!

In the time I have been a patient at this practice I have always found the people to be very supportive and understanding.

Exceptional reception staff; professional, friendly approachable. A fantastic surgery all round.

I am relatively new to the area. The welcome and attention I have experienced at my new health centre was very satisfactory.