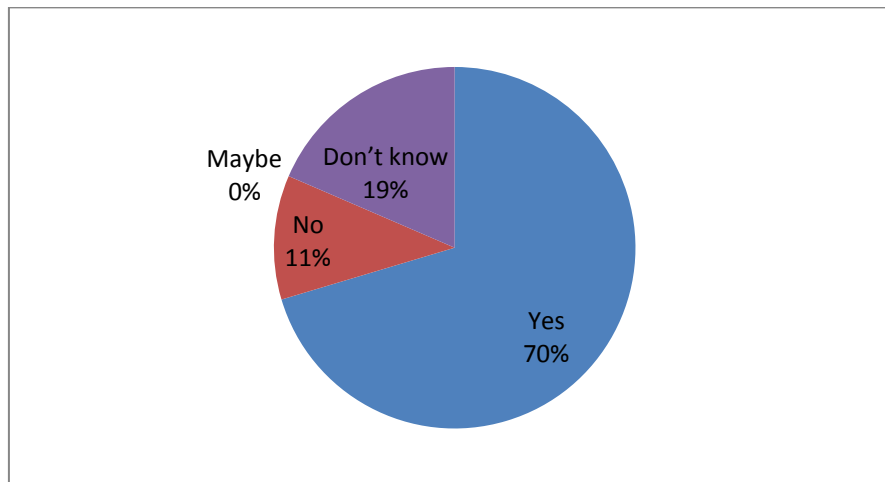


Monkey Wellbeing Survey Results December 2015

The Health Centre, Bradford on Avon (main site) = 27 surveys completed

Would you tell your friends that this is a good GP practice to come to?



We are happy to hear about both what was really good and what we could do better

What was good?

- The Service
- The nurse was really nice
- Clean good staff and helpful
- The waiting room is really relaxed and the staff are very friendly
- Area to play for children to keep them occupied
- Very friendly & approachable Doctor
- Pretty flowers
- Friendly staff
- Nice music
- Pleasant experience
- (Name of child) liked the mirrors and toys
- Everything, you are excellent
- Emergency Nurse was great
- Dr Ashley
- The people who work here are very nice and helpful
- Doctor helpful, calm, fun and listened, very patient, thank you
- Nice
- I am ok
- Nurse (Lynne) was lovely and made (name of child) feel at ease
- I felt better
- It was good, my nurse was thorough
- The questions
- You found out what it is.
- Care about me
- Receptionist was very helpful. Doctor was very thorough and kind.
- The Nurse that I saw was very helpful because she called the hospital I got the stitches in and she took a stitch out that the Doctor left in.
- Makes me feel better.
- Dr David Jones

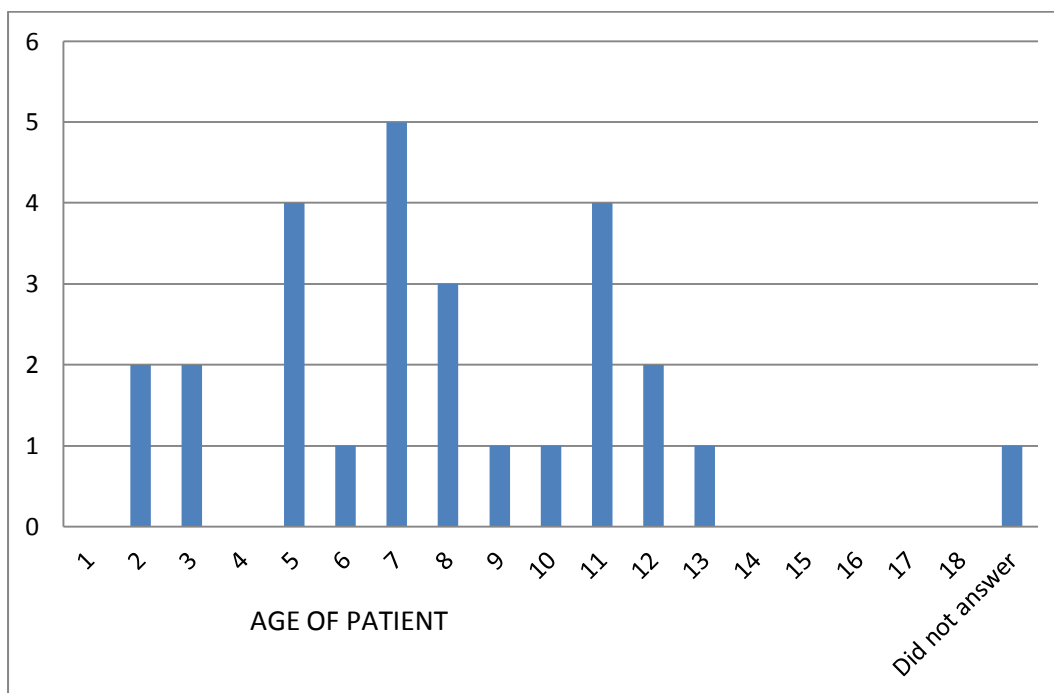
What could we do better?

- More entertainment
- If you are ill, give medicine not just advice
- Not on time
- No waiting time
- We think it was good, no changes needed.
- Nothing
- Booking system for appointments
- Maybe a couple more things for kids to see/play with, like a fixed-in-place train track
- Change the music please
- Timing
- You could be ages.
- Children's TV for when it is a long wait
- Takes a long time to get an appointment because you can phone on a Monday and have to wait a month.
- Not wait so long.
- Nothing.

21 patients took time to do a drawing of their visit.

Drawings which had contact details on the back will be entered into a Patient Participation Group competition. First prize wins a cuddly monkey! Entries will be judged by members of the PPG at their next meeting on 8th March 2016.

Number of surveys completed by age:



Gender:

56% Male, 37% Female and 7% Question not answered.

Do you have any additional needs?

Only three patients completed this section:

- Mountain bike
- SCD/ASD/APD/SIL/Dyslexia/FMC
- Need help with reading