**10.** **How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? –Can you tell us why you gave that response?**

* I always find doctors and staff at Oak Hall surgery very helpful
* No problems
* Because of the friendly, helpful service my family get
* We have been in New Romney 2 years now and we are pleased with all aspects of the service offered
* I have always been very satisfied at Oak Hall
* Practice seems stretched now
* Surgery overloaded now
* Because apart from the telephone system I am delighted with the care and service I receive
* Never had a problem
* Everyone extremely helpful
* I have been at the practice 5 years and always had excellent advice and help
* Always very helpful and understanding
* Always helpful and friendly
* I always receive excellent treatment with good information; I am always treated with courtesy and never talked down to. They always explain my treatment to me.
* On the occasions I have had to attend the surgery, I've been completely satisfied
* On the whole they provide a good service
* I have always found Oak Hall to be efficient in all areas
* Being able to nominate doctor of choice excellent. Alternative appointments offered if "own" doctor unavailable
* I have always had good treatment when visiting the surgery from all staff
* I am very satisfied with the practice and found the doctors very helpful by referring you to consultants early
* Because of years of good service, If is not broken, don't fix it ?
* Because we have received first class service
* Because church lane surgery is awful. You are the better surgery in new Romney
* I have always felt that the service is good
* Oak Hall, is (in the opinion of myself, my immediate and extended families, and those friends I've spoken to - both patients of this AND other surgeries), by far, the very BEST surgery in the area. Bar NONE
* I have always been more than satisfied with the friendliness and efficiency of all staff, be they receptionist, doctors or the practice nurses.

**7.** **If you could, what would you change about our surgery and the services we provide?**

* Nothing
* On the whole, we are very satisfied with the services provided by the surgery and the efficiency in which it is run
* Letting patients sit in the surgery if they are too early for an early appointment, as on one occasions I was about five to ten minutes early for a first appointment and went inside to wait in the waiting room but was told I had to sit outside till the surgery opened, which is most uncomfortable on a wet day.
* Longer opening hours and open Saturday
* Nothing
* The practice runs pretty smoothly most of the time, but thinking how to change pattern of system during hectic or crisis situations occur. Patient board to notify of time delays (if any)
* Can't think of anything
* nothing
* Since registering at the practice we have only had the best of care so at this time no further ideas for improvement.
* Since registering at the practice we have only had the best of care so at this time no further ideas for improvement.
* The patient participation group being advertised properly in the surgery, to allow it to be set up successfully. Receptionists could smile more and be happy in their jobs.
* 1 more doctor, plus nurse/receptionist, to allow for an evening surgery, to cater for those who work longer hours, without overloading the current staff with covering those hours
* Very happy thank you
* Nothing
* We are very happy with the service we receive
* Quite happy thanks
* The appointment system to see a doctor
* More accessibility to phone contact I was unable to speak recently – phone engaged for 4 hours!
* Have a better telephone system that puts you in a queue
* Nothing it’s excellent
* Weekend access. Otherwise they are marvelous
* Would be good if open on Thursday pm

**5.** **935 patients failed to attend their booked appointments here in 2014. Do you have any suggestions on how the practice tackles this problem?**

* Email reminders are useful. Maybe an automated cancelation phone line so people don't have to wait to get through to receptionist to cancel appointment.
* If a patient fails to attend booked appointments at least 3 times in a year, a warning should be instigated to say they could be struck off your patient list if the problem persists.
* Text messages to confirm appointment
* If they didn't attend for a really good reason a charge should be made or at least something against their name to show if they keep on not attending appointments.
* Text or Answer phone, asking for an answer. No answer will inform patient that appt. will automatically be cancelled.
* apart from charging for non-attendance I can't think of another way. as refusing to treat them for a period would seem harsh and could have a detrimental effect.
* When appointments are made a few weeks in advance perhaps a reminder re internet would help.
* Since the health service is free it seems inappropriate to make a charge for missed appointments, however it is clear that steps need to be taken to address this. Perhaps a telephone reminder of the missed appointment and suggest a donation to a medical charity at their next visit.
* Since the health service is free it seems inappropriate to make a charge for missed appointments, however it is clear that steps need to be taken to address this. Perhaps a telephone reminder of the missed appointment and suggest a donation to a medical charity at their next visit.
* Maybe text reminders the day of the appointment
* FINE EACH PATIENT THAT MISSES WITHOUT GOOD REASON £5.00.
* As 1 of those patients, (and possibly 3 of the appointments), I'm well aware of the frustration this must cause for the surgery staff, as well as the other patients, but I don't know what the answer is - none of my missed appointments have been deliberate - all have been health-or-medicine-related, but the result is still the same - a missed appt.
* Texting or emailing reminders? Though this would not help technophobes without mobile phone or computer.
* Maybe text reminders
* Charge nominal fee for missed appointments
* Named on a notice board, patient ‘struck off’ if repeated
* Two missed appointments – off the list
* The email reminder we get is a good idea.