

Improving Practice Questionnaire Report

Selden Medical Centre

May 2013



Selden Medical Centre Patient Survey

Selden Medical Centre 6
Selden Road Worthing
WEST SUSSEX
BN11 2LL

May 2013

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Selden Medical Centre Patient Survey

You can help this general practice improve its service

- This practice would welcome your honest feedback
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the questionnaire like this with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

		Yes	No	I do not have access to internet
Q1a	Are you aware of the Practice website www.seldenmedicalcentre.nhs.uk ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Poor	Fair	Good	Very good	Excellent	Never used
Q1b	If so, how would you rate the Practice website www.seldenmedicalcentre.nhs.uk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Yes	No	I do not have access to internet
Q2	Are you aware that you can request repeat prescriptions on line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Yes	No	Not sure
Q3	Are you aware of the GP out of hours service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

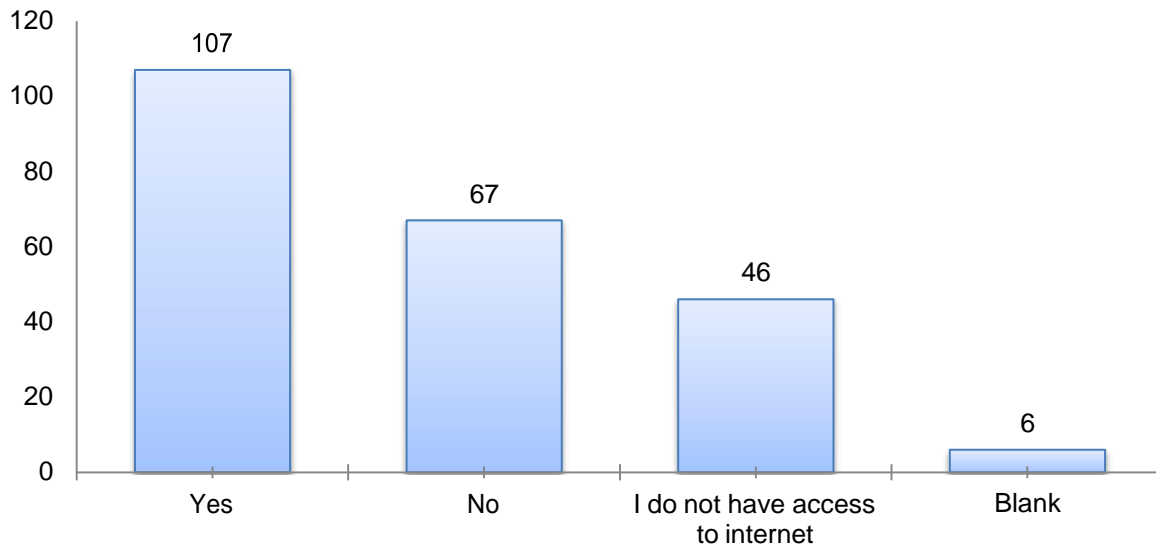
		0	1 – 2	3 – 4	5 or more	Can't remember
Q4	During the last 12 months, how many times have you attended A&E?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Earlier opening	Later opening	Not sure
Q5	If the surgery were to extend their hours please select the option you would find most useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your time and assistance

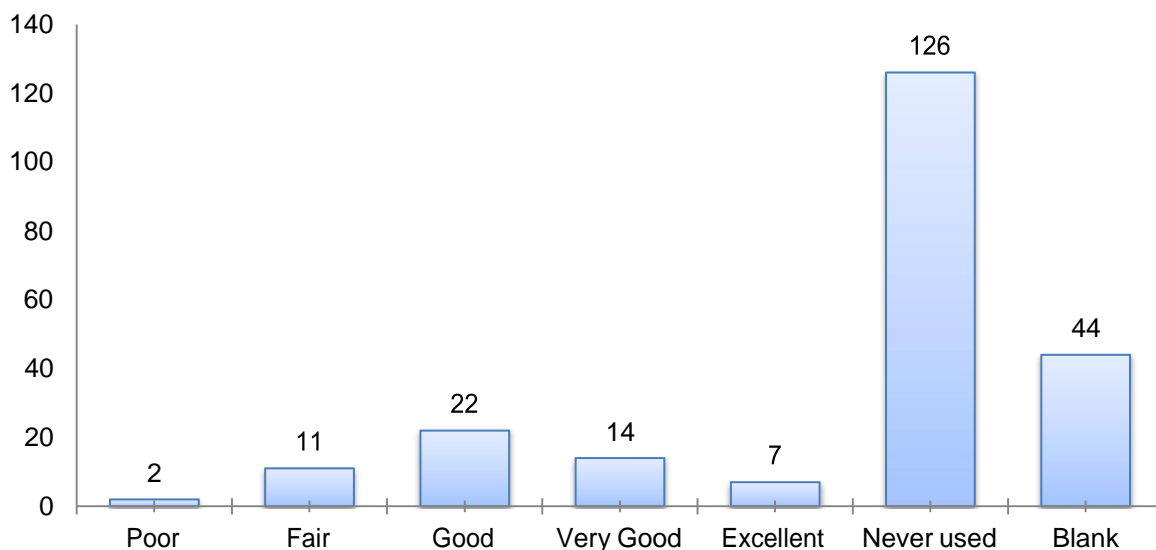
Q1a. Are you aware of the practice website www.seldenmedicalcentre.nhs.uk ?

Yes	No	I do not have access to internet	Blank
107	67	46	6



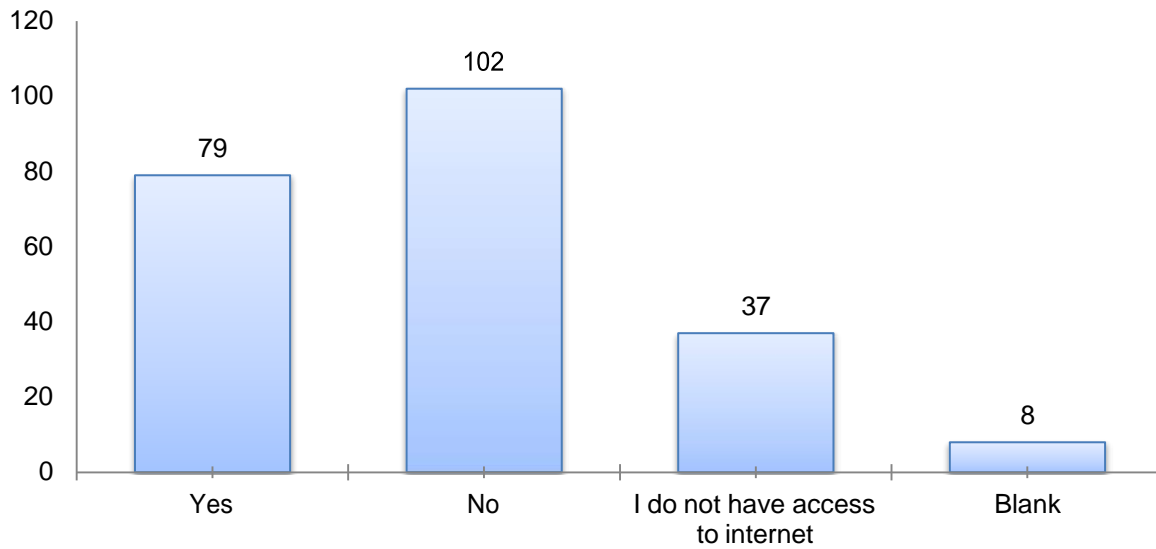
Q1b. If so, how would you rate the practice website www.seldenmedicalcentre.nhs.uk ?

Poor	Fair	Good	Very Good	Excellent	Never used	Blank
2	11	22	14	7	126	44



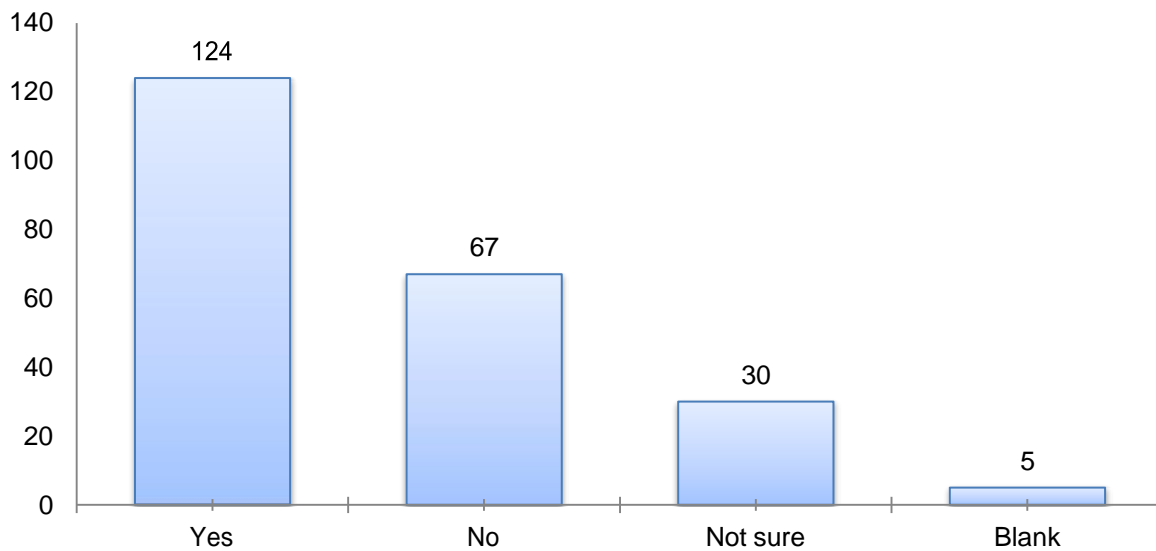
Q2. Are you aware you can request repeat prescriptions online?

Yes	No	I do not have access to internet	Blank
79	102	37	8



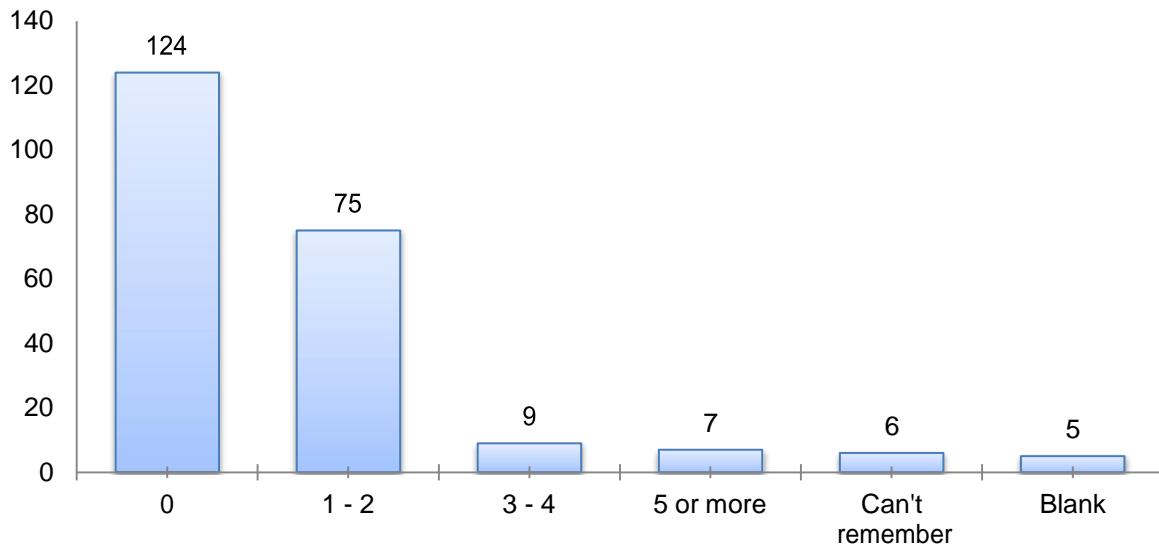
Q3. Are you aware of the GP out of hours service?

Yes	No	Not sure	Blank
124	67	30	5



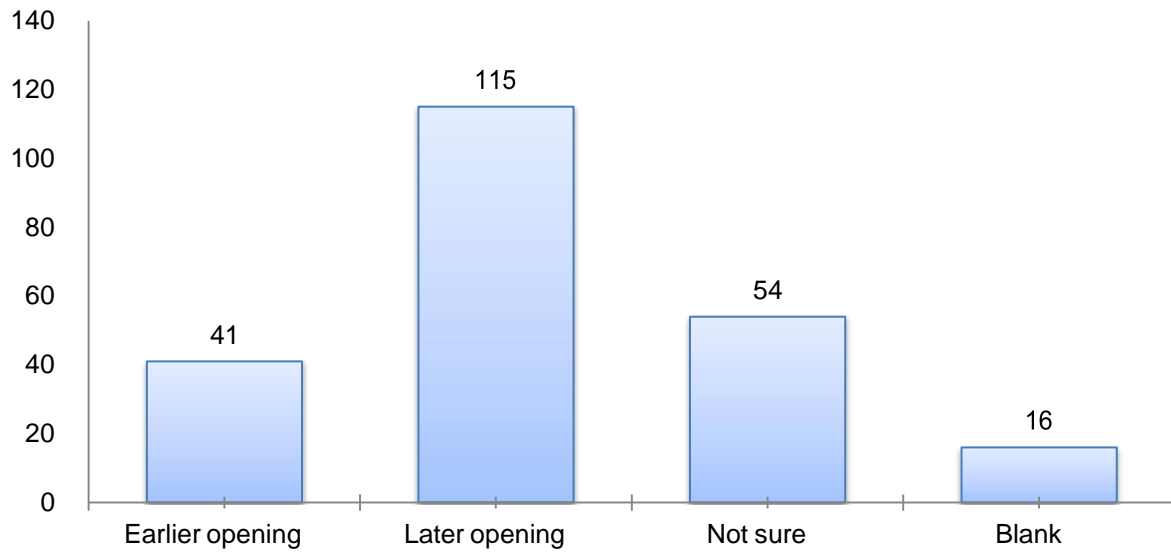
Q4. During the last 12 months, how many times have you attended A&E?

0	1 - 2	3 - 4	5 or more	Can't remember	Blank
124	75	9	7	6	5



Q5. If the surgery were to extend its opening hours please select the option you would find most useful

Earlier opening	Later opening	Not sure	Blank
41	115	54	16



Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	6	26	106	64	23	4
Q2 Telephone access	39	69	62	43	11	5
Q3 Appointment satisfaction	12	38	70	65	39	5
Q4 See practitioner within 48hrs	20	38	72	54	42	3
Q5 See practitioner of choice	45	56	69	30	21	8
Q6 Speak to practitioner on phone	41	54	63	24	10	37
Q7 Comfort of waiting room	23	52	87	43	18	6
Q8 Waiting time	37	74	72	25	9	12
Q9 Satisfaction with visit	1	7	49	83	81	8
Q10 Warmth of greeting	0	6	41	84	90	8
Q11 Ability to listen	2	8	44	65	100	10
Q12 Explanations	1	8	40	78	94	8
Q13 Reassurance	4	10	47	68	89	11
Q14 Confidence in ability	1	5	39	78	99	7
Q15 Express concerns/fears	1	11	49	69	90	9
Q16 Respect shown	1	2	42	67	110	7
Q17 Time for visit	1	13	55	72	80	8
Q18 Consideration	2	7	50	57	82	31
Q19 Concern for patient	1	8	50	53	91	26
Q20 Self care	2	6	60	59	71	31
Q21 Recommendation	1	7	46	54	94	27
Q22 Reception staff	4	22	54	74	57	18
Q23 Respect for privacy/confidentiality	12	23	50	66	60	18
Q24 Information of services	9	31	63	59	46	21
Q25 Complaints/compliments	12	30	78	41	24	44
Q26 Illness prevention	5	29	73	56	28	38
Q27 Reminder systems	18	30	68	40	25	48
Q28 Second opinion / comp medicine	12	20	55	37	23	82

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

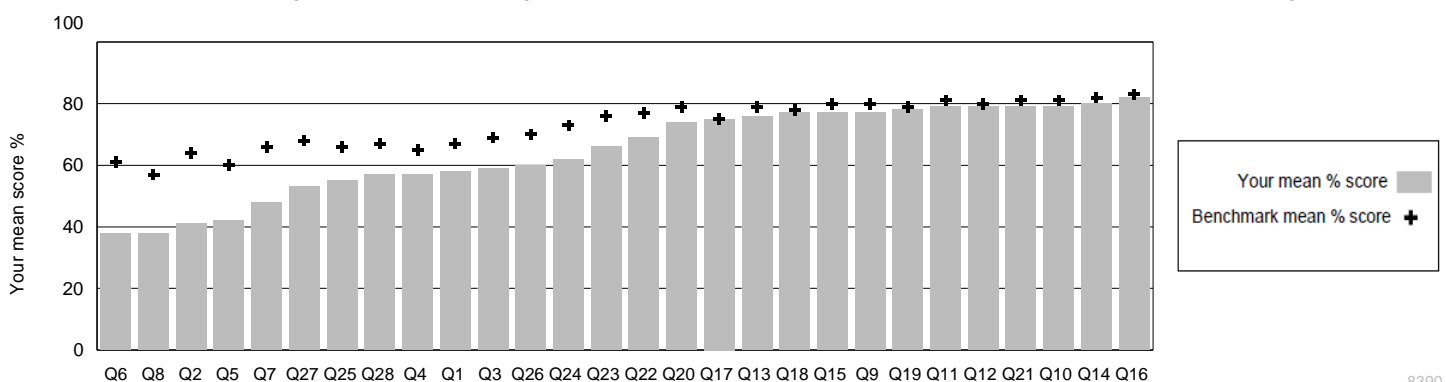
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	67	40	63	67	71	99
Q2 Telephone access	41	64	22	55	64	72	99
Q3 Appointment satisfaction	59	69	35	64	69	74	99
Q4 See practitioner within 48hrs	57	65	22	57	64	72	99
Q5 See practitioner of choice	42	60	23	52	60	68	99
Q6 Speak to practitioner on phone	38	61	31	54	61	67	99
Q7 Comfort of waiting room	48	66	21	61	66	72	100
Q8 Waiting time	38	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	77	80	48	76	80	84	99
Q10 Warmth of greeting	79	81	47	78	82	86	99
Q11 Ability to listen	79	81	49	78	82	86	100
Q12 Explanations	79	80	47	76	81	85	100
Q13 Reassurance	76	79	48	75	79	83	100
Q14 Confidence in ability	80	82	47	78	83	86	100
Q15 Express concerns/fears	77	80	48	76	80	84	100
Q16 Respect shown	82	83	45	80	84	88	100
Q17 Time for visit	75	75	45	70	75	79	100
Q18 Consideration	77	78	47	74	78	82	100
Q19 Concern for patient	78	79	43	75	79	83	100
Q20 Self care	74	79	51	75	80	83	99
Q21 Recommendation	79	81	46	77	81	85	100
About the staff							
Q22 Reception staff	69	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	66	76	42	72	76	80	100
Q24 Information of services	62	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	55	66	38	62	66	70	100
Q26 Illness prevention	60	70	19	66	69	73	100
Q27 Reminder systems	53	68	42	63	67	72	99
Q28 Second opinion / comp medicine	57	67	37	63	67	71	99
Overall score	65	73	44	69	73	77	100

	Your mean score for this question falls in the highest 25% of all means
	Your mean score for this question falls in the middle 50% of all means
	Your mean score for this question falls in the lowest 25% of all means

8390

*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

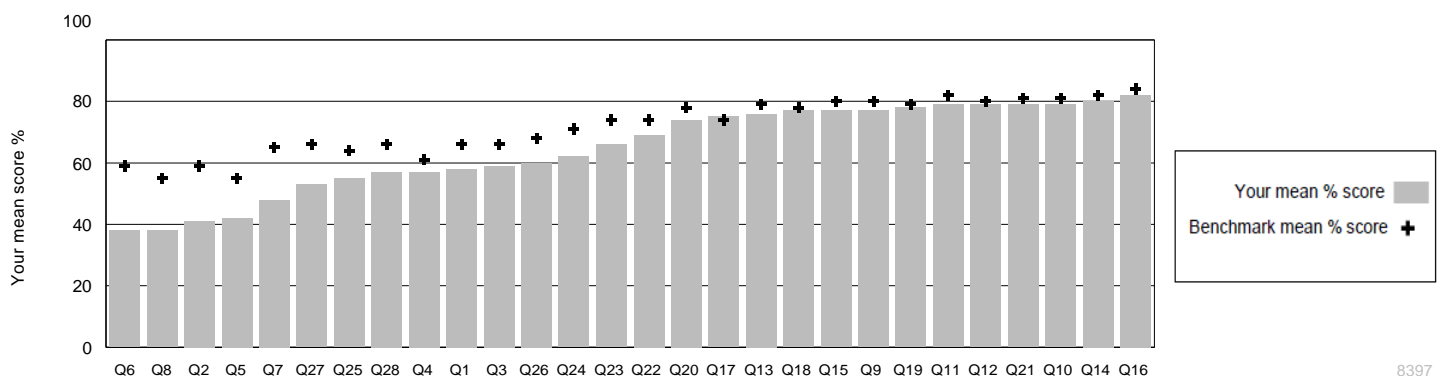
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	66	44	62	66	70	94
Q2 Telephone access	41	59	22	52	60	66	93
Q3 Appointment satisfaction	59	66	35	62	67	71	92
Q4 See practitioner within 48hrs	57	61	25	55	62	68	90
Q5 See practitioner of choice	42	55	24	50	55	60	87
Q6 Speak to practitioner on phone	38	59	31	54	59	64	91
Q7 Comfort of waiting room	48	65	39	60	65	70	89
Q8 Waiting time	38	55	30	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	77	80	48	76	80	84	94
Q10 Warmth of greeting	79	81	50	78	82	85	93
Q11 Ability to listen	79	82	50	78	82	86	94
Q12 Explanations	79	80	49	77	81	85	93
Q13 Reassurance	76	79	48	76	80	83	92
Q14 Confidence in ability	80	82	50	79	83	86	93
Q15 Express concerns/fears	77	80	48	77	81	84	92
Q16 Respect shown	82	84	50	81	84	87	94
Q17 Time for visit	75	74	46	71	75	79	91
Q18 Consideration	77	78	48	75	78	82	93
Q19 Concern for patient	78	79	43	75	80	83	92
Q20 Self care	74	78	53	76	79	83	91
Q21 Recommendation	79	81	46	78	82	85	91
About the staff							
Q22 Reception staff	69	74	40	71	75	78	93
Q23 Respect for privacy/confidentiality	66	74	45	71	74	77	86
Q24 Information of services	62	71	43	68	71	74	91
Finally							
Q25 Complaints/compliments	55	64	38	61	64	68	94
Q26 Illness prevention	60	68	46	65	68	71	88
Q27 Reminder systems	53	66	43	63	66	69	91
Q28 Second opinion / comp medicine	57	66	37	63	66	69	94
Overall score	65	71	44	68	72	75	91

	Your mean score for this question falls in the highest 25% of all means
	Your mean score for this question falls in the middle 50% of all means
	Your mean score for this question falls in the lowest 25% of all means

8397

*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

		Benchmark data (%)*					
		National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum

Age

Age Group	Number of Responses	Mean Score (%)	National Mean Score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	14	72	69	45	65	70	74	91
25 - 59	119	64	70	42	67	71	74	91
60 +	73	65	74	49	71	75	78	95
Blank	23	67	70	28	65	70	75	90

Gender

Gender	Number of Responses	Mean Score (%)	National Mean Score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	119	64	71	45	68	72	75	91
Male	83	66	73	44	70	73	76	91
Blank	27	67	70	40	65	71	76	100

Visit usual practitioner

Visit Usual Practitioner	Number of Responses	Mean Score (%)	National Mean Score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	106	67	74	49	71	74	77	92
No	85	61	68	36	65	68	72	90
Blank	38	69	70	43	66	71	75	86

Years attending

Years Attending	Number of Responses	Mean Score (%)	National Mean Score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	66	62	72	47	68	72	76	90
5 - 10 years	52	65	71	40	67	71	75	91
> 10 years	87	66	72	43	69	73	76	92
Blank	24	69	70	41	66	71	75	90

*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

8397

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	03/10/2011	24/12/2008	20/12/2007
Q1 Opening hours satisfaction	58	64	63	60
Q2 Telephone access	41	48	60	57
Q3 Appointment satisfaction	59	59	65	63
Q4 See practitioner within 48hrs	57	55	62	63
Q5 See practitioner of choice	42	45	52	52
Q6 Speak to practitioner on phone	38	44	49	46
Q7 Comfort of waiting room	48	50	56	54
Q8 Waiting time	38	40	43	38
Q9 Satisfaction with visit	77	78	81	75
Q10 Warmth of greeting	79	80	82	77
Q11 Ability to listen	79	80	82	78
Q12 Explanations	79	80	81	76
Q13 Reassurance	76	79	81	76
Q14 Confidence in ability	80	82	84	78
Q15 Express concerns/fears	77	78	81	76
Q16 Respect shown	82	83	84	80
Q17 Time for visit	75	78	75	69
Q18 Consideration	77	78	79	75
Q19 Concern for patient	78	80	80	74
Q20 Self care	74	79	--	--
Q21 Recommendation	79	81	82	76
Q22 Reception staff	69	68	69	66
Q23 Respect for privacy/confidentiality	66	66	69	67
Q24 Information of services	62	63	67	64
Q25 Complaints/compliments	55	59	61	56
Q26 Illness prevention	60	61	66	62
Q27 Reminder systems	53	61	63	58
Q28 Second opinion / comp medicine	57	59	63	57
Overall score	65	67	70	66

-- no data available, question introduced in October 2009.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

It would be better if the practice could move to new premises. The facilities and overall feel of the place is very dated and not very comfortable. The waiting room is also very small. It would be great if a range of complementary therapies were offered, but that means larger premises!

Not all repeat prescriptions were given, but I wasn't told at the time. I was told things in public view. Receptionists (apart from one), very unhelpful.

BP room rather stressful. Could chair be moved round so it backs wall not door so people do not post repeat prescription forms at your back. Delays are inevitable at reception but could the very busy receptionists find time to say 'sorry to keep you waiting'?

I think it would be an improvement if the practice would not invite mature patients for a health check and then say they are too busy to accommodate an appointment!

90% of the time the doctor is running late so you end up going in 30-45 minutes late which is not ideal with a toddler.

Extra toys and books for small children. Hot drinks not to be left on the side as children could burn themselves.

Appointments hard to get in contact at 9. Sometimes takes months to see preferable doctor.

Perhaps to be given a rough estimation of how long you may need to wait in the waiting room, particularly if the doctor is running late.

Bigger waiting area. If you could have pushchair access, as if you've had a caesarean or small child it would make it a lot easier.

Sack all the reception staff. Rude, unhelpful and speak over you. Never listen.

More appointments.

The reception staff on the phone (once I can finally get through), are in general rude. It is very hard to get an appointment. When I do average wait 40/45 minutes.

I think that the practice is outgrowing the building, at times it's hard to get a seat in waiting room.

Evening opening hours occasionally, i.e. 1-2 per week. Other family members used this practice but as both worked full time Monday to Friday had to take valuable time off work to attend surgery.

Generally it is friendly and busy in the waiting room.

Thank you.

Longer appointment times so not to have too long to wait if they overrun.

By far better than my last doctor's surgery.

A call handling system for appointments - but seems to have been implemented now. Better space/covered area for pushchairs.

For a nurse to be available throughout the practice hours. Some appointments to be made available at times to suit workers. This could be difficult however I have attended 7:30 appointments and found people in surgery waiting room who could probably attend at any time of the day.

Conversations in reception can be heard in the waiting room. The speaker system is not advisable as it can't always be heard and is not a good way to greet patients. Difficult to get through to surgery by telephone in the morning. Difficult to get 'on the day appointment' with your own doctor. Waiting rooms needs tidying up (a bit of paint).

I believe the time has come for traditional English medicine to incorporate other remedies, e.g. Chinese acupuncture, massage, etc. To treat the cause as well as the symptoms - less tablets if possible.

I think this practice is run very well.

Reduce waiting times. Have papers and magazines in reception.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

It is usually a stressful and difficult experience phoning to request/make an appointment. The availability of appointments is frustrating when they exist and aren't released. Recently I was off sick from work and requesting an appointment - first available with a doctor I didn't know was 1 week and no available appointments for my usual doctor. Advised to keep calling back early morning every day to try and be in with a chance of getting one. This system is prohibitive and unresponsive. The manner of staff re appointments (phoning) is also abrupt.

Availability for people working full time. Also when a patient has an ongoing problem, comes out of hospital with life changing illness. No after care or continuous care. Should not have to be sent from patients as they do not know what is available.

The waiting room is a bit grubby. I received a call at 11:15 asking me to go into the surgery at 11:30 (I had previously rung for an appointment). I hurried up there and was still in the waiting room after 12:00.

To be able to book further appointments on way out if doctor has requested to see me. My husband drives down on the day I want one at 7:30am to book with doctor we want as he may say see me in 3 weeks and we have to remember to ring if you can get a line before you're booked up and if you are old and not well this is very frustrating. Two weeks forward booking is not enough, 4 weeks would be more realistic and helpful.

Better small children facility in waiting room. Water machine in waiting room. Air conditioning.

Maybe a few more magazines for those waiting?

Sometimes you can be waiting 40 minutes from the time of your appointment, which is bad as you made an appointment when necessary for us!

Overall, I have no complaints at all. Staff are courteous and cooperative at all times - I have never found a problem here. I am aware that new premises have been asked for but until such time as they materialise - just one small point! In warm weather the windows need to be open more often. When the surgery is full, it can get very hot indeed. Not a complaint!

Never needed a second opinion - trust the doctors and none of them have ever given me reason to doubt their judgement.

GPs on time for appointments.

There is a reticence within this practice to refer patients promptly for expert advice. As a consequence, on 2 occasions, I have had to wait far longer than necessary for a diagnosis and effective treatment for an ailment. On the most recent occasion, I waited over a year - when correctly diagnosed, it took a mere 3 weeks to treat and clear the condition!

The service overall is very good. The waiting room is fairly cheerless though. Many people still unaware of 1 call, more information on display would be great.

I find the practice excellent, thank you.

More pre-bookable appointments (especially more that aren't first thing in the morning), making it easier to see your own doctor for continuity of care. For reception to respect that you may not want to tell them why you are seeing the doctor.

Better opening hours - it's next to impossible to get appointment where time off work is unnecessary. It would be much better if it were possible to make an appointment for when the doctor wishes, i.e. in 4 weeks.

Less waiting time. Can be difficult to get through on the phone. Never told about complementary medicine or alternatives.

I sometimes feel I am being interrogated by reception staff when I phone to make an appointment. Do they have the medical background and knowledge to decide whether I see a nurse or doctor? On one occasion, they sent me to see the nurse and they couldn't do what I needed so I had to waste time making a further doctor's appointment. Waiting times have been a real problem in the past. There is one doctor who I feel I can not make an appointment with as I have waited for over an hour to see them on more than one occasion.

Long waiting times (often an hour), I find very difficult with 2 children in tow. I understand this will happen on occasion due to emergencies but it seems to happen a lot. I would also like the opportunity to have telephone appointments.

Does not need to improve.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

From 8am in the morning have problems in making an appointment until 1/2 to 9am. Then I couldn't get an appointment until next day!

Only negative, my partner had cancer, I also had cancer and the nurse we had gone to see bluntly told my partner their symptoms were probably cancerous. We both felt this was very insensitive. My partner would have preferred their diagnosis to be private and not blurted out in front of me mid chemotherapy. Causes lot of stress, as in 'we both have cancer' etc, then had to wait months for treatment.

Appointments - it should be possible to make appointments in advance, i.e. a few days before, rather than having to ring at 8am every morning.

It would be nice to have more magazines in the waiting room. Also maybe also an electronic system of calling patients in? Would save doctors having to come in and out of waiting room.

Practice seems disorganised. In order to get an appointment I have to ring around 30 times at 8am to get through.

Waiting room isn't great with children - but this is due to limited space.

More magazines, toys to help the waiting time - keeping children busy.

Maybe an easier telephone system.

Working very unsociable hours I find generally I need to phone 'on the day' for any appointment as my work schedule does not allow me to fit in.

Length of time it takes to see doctor.

Appointments are always late! Waiting room too small. No room for pushchairs outside! Mine's out in the rain.

Saturday opening/late evening appointments.

More time required to comment.

This was my first visit to the practice. When I telephoned for the appointment I was surprised, taken aback to be asked what I was wanting to see a doctor for - wrong footed and felt obliged to disclose what was a bit personal!

Diagnosis, prognosis, treatment. Not in reverse order.

The surgery is fairly well worn in appearance and has a poorly resourced waiting area. Reception staff frequently appear harassed and busy with filing, whilst managing to 'chat' loudly and indiscreetly. Luckily the quality of the doctor's service more than makes up for the failings at reception level.

Getting an appointment is a nightmare. Reception staff are always rude, pushy, openly shout out your details and personal problems. They never listen to you. Always cut you off mid sentence. In short reception staff continue spectacular fail. The reception staff's poor service, reputation for bad service is widely known.

Very good services.

It's good, but opening hours could be bit late.

Evening opening hours and/or Saturday opening hours.

Not really. Things work really well with check in system instead of going to reception on arrival every time when you got appointment to see a doctor.

The appointment system needs to be overhauled.

Making an appointment to see the doctor of my choice has much improved over the last 2-3 years, but it could still be improved a bit.

The reception staff can be very abrupt and or come across rude on occasions, either over the phone or in person.

Medical centre building area needs extending and modernising. Street car parking is different on either side of the street and further up restricted to residents only between 10:00 to 11:00 and 2:00 to 3:00.

Open.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

It's impossible to get an appointment. Ringing on the day at 8:30am is very bad. Reception very bad on phone. Rude. Don't tell you you can book 2 weeks in advance. Put a clock in reception.

I am recently new to this practice but so far have found service on the whole very good.

Get a bigger surgery.

I would like as much focus on diagnosis and prognosis as there is on treatment at initial consultation. I only take medication when essential and when I have a reasonable expectation it's going to be beneficial.

A bit of quiet music could help calm patients, and put them in a good mood.

Difficult without more understanding of issues which may help.

Maybe open phone lines earlier to call in.

Better telephone system and the feeling of being rushed all the time. Far too many patients. Also have the ability to talk to other doctors in and out of the surgery to help patients.

If they keep you waiting for 45 minutes I think they could tell you why. Put you in the picture.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

Easier to get appointment. If long wait provide magazines - advise of wait.

Truly excellent. Even perfect! Caring too - no improvement as so superb already!

All the doctors have been kind, but not all open minded.

To just be able to see this doctor more often.

The improvements have already been done.

I can't fault my GP. I am eternally grateful of their care and persistence at discovering my problem. I have the highest respect for this doctor and would only ever want to see them for my care.

Excellent doctor.

My doctor is a good listener and has time for me which is important. They don't rush me out the door.

Although running late the doctor had time for me.

Nothing!

Difficult to even think of any improvement with this doctor. We have been registered with this practice for many years and since having this doctor, their attention, care, consideration and medical professionalism has been outstanding to all family members - for which we are extremely grateful.

Some people mutter and moan about length of wait - clinic overruns - but that is because this doctor always gives you the time you need(maybe quick, maybe longer), always feel listened to.

Excellent anyway.

It would be good not to have to wait so long after your appointment time to see them. But I understand they tend to take more time with each patient to give high quality care. Maybe allow longer for appointments?

Have more disability awareness.

I feel the staff are sometimes hampered by systems imposed on them, i.e. appointment booking.

One doctor is a real asset to this practice.

All doctors and nurses have been brilliant - very professional and caring. However, I saw one doctor and I had a very upsetting experience and I will not see them again. I found them to be disrespectful and impatient. I miss one doctor but really like one other.

Not necessary.

Another doctor I saw recently was not very satisfactory - they told me I probably had a disease (that I had never heard of) but was very brief in describing what it was, and after looking up the disease later - I felt anxious that I didn't understand about it and it could be quite serious.

Continuity of care does not inspire confidence. I do not feel that my condition is being properly managed during pregnancy. No one is taking responsibility.

No but I thought the nurse was fantastic, really nice and explained everything in detail!

Being able to phone and make an appointment for weeks notice would be helpful.

Time will tell. First visit to this doctor. Happy on this occasion. Good reviews about doctor already.

As a lifelong user of this practice I can honestly say that the doctors have always exceeded expectation and provided a fantastic level of GP services. Although some GPs are fairly new here, the quality of their care is consistently good, hence why I have remained with the service and recommended it.

The doctors are awesome.

None whatsoever.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

I'm very happy about doctor. I get good treatment. I satisfied.

Excellent doctor and staff.

Myself, I think every year when you get past 50, a blood test on a person could be done especially there may be the times patients might not know something might be wrong in their self being, even though might be pretty active.

Not at all; but they need a larger room and modern facilities to maintain their excellent standards.

Open.

Practice what you preach.

I am very satisfied with my doctor.

Given more time and do a check up, test blood pressure or something, rather than glued to computer screen.

Certificate of Completion

This is to certify that

Selden Medical Centre

6 Selden Road
Worthing
WEST SUSSEX
BN11 2LL

Practice List Size: 9146

Surveys Completed: 229

has completed the

Improving Practice Questionnaire

Completed on 14 May 2013



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.