

Patient Participation Group Patient Survey 2025

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

Please mark the questionnaire like this ☒ with a blue or black pen.

If you answer NO to any question, please provide your reasons in the comment box at the end of the survey

About our Practice

		YES	NO	N/A
1	Are you happy with the practice's opening hours?	94%	4%	1%
2	The practice has had a new telephone system installed, including a call back facility. Has this made it easier for you to contact the practice?	68%	8%	22%
3	Are you happy with the availability of seeing a Doctor/Nurse/ Practitioner of your choice?	80%	12%	5%

About our Clinicians

		YES	NO	N/A
4	Are you overall satisfied with your last visit to see the doctor/nurse/practitioner?	93%	3%	1%
5	Were you happy with the information you received from the doctor/nurse/practitioner?	92%	3%	1%
6	Were you satisfied with the length of time you had to wait for your appointment if it was URGENT?	74%	10%	13%
7	Were you satisfied with the length of time you had to wait for your appointment if it was ROUTINE?	76%	15%	4%
8	If you required an examination at your last face to face appointment, were you offered a chaperone?	39%	14%	43%

About our Reception Staff

		YES	NO	N/A
9	Are you happy with the manner in which you were treated by the reception staff?	95%	1%	1%
10	Are you happy with the amount of privacy and confidentiality you were treated with?	95%	5%	0%

How you book your appointment

		In Person	By Phone	AccuRx (e-consult)
11	How do you normally book your appointment to see a Doctor/Nurse/Practitioner at the practice?	21%	59%	29%

		YES	NO	
12	Are you aware that you can chose between a face to face or telephone consultation?	78%	19%	

About our Practice

		YES	NO	N/A
13	Are you aware the surgery has a website?	90%	7%	1%
14	Do you know we have a text reminder service for appointments?	90%	7%	1%
15	Are you satisfied with the cleanliness and hygiene of the premises?	87%	0%	0%
16	Are you aware we have a privacy room? e.g. used for breast feeding, contagious disease etc	39%	49%	12%
17	As we are a teaching practice, would you be happy having a student present at your consultation?	85%	9%	2%

General Questions		YES	NO	N/A
18	Are you aware of the groups ran by our PCN? Coffee mornings, support groups and awareness meetings?	43%	42%	4%
19	Have you used the Extended Access Hubs for an appointment outside of normal surgery hours? (Evenings, Weekends & Bank Holidays). For details please ask at reception.	12%	78%	4%
20	If you have used the Extended Access Hubs provided by OurNet Health Services Ltd, were you satisfied and did it meet your requirements?	11%	19%	54%
21	Are you aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable)	75%	12%	1%
22	If you have used the online AccuRx service, were you happy with the outcome?	41%	8%	44%
23	Are you aware that the surgery has a Facebook & X Social media page?	33%	36%	5%

Patient Participation Group		YES	NO	N/A
24	Are you aware the surgery has a Patient Participation Group who have regular meetings?	45%	45%	2%
25	Are you aware of how to contact a member of the PPG should you have a question or suggestion about the surgery?	20%	65%	6%
26	Are you aware of the feedback cards available in reception? Your feedback is invaluable to us.	52%	42%	1%



STAR RATING what star rating would you give Northgate Practice for delivery of health care services? (Please tick amount of stars) 1. Poor- 5. Excellent

1 Star - 0% 2 Star - 0% 3 Star - 7% 4 Star - 29% 5 Star - 46%

29) How old are you in years?		30) Are you...		31) How long have you been attending this practice?	
Under 25	6%	Male	14%	Less than 5 years	15%
25-59	32%	Female	72%	5 – 10 years	10%
60+	49%			More than 10 years	58%

Comments from survey –

- On the whole I am satisfied with the practice but the length of time you have to wait for a routine appointment is too long. Perhaps the surgery would consider opening on Saturday mornings?
- Excellent practice, we are so lucky to have you all, thank you!
- I often book routine appointments through patient access which wasn't an option, only use e-consult when need a quicker appointment or more urgent need. More privacy at reception needed as receptionist can talk very loud which is uncomfortable when sharing details and when sat in the waiting area I've heard conversations which don't need to be heard and information which

should not be shared, such as name, date of birth etc. Not sure what the answer is but a concern/something worth raising.

- A fantastic service is always provided by the lovely staff at Northgate from the reception staff to the caring doctors and nurses.
- We are very happy with the practice and are so glad we chose them when we moved Doctors.
- Really satisfied with Northgate and particularly when we hear of struggles other people have with their GP practice.
- What happened to the online appointment booking system? Why do you make patients fill out a request form for routine appointments that a GP has to review? Why can't we just book a routine appointment direct online?
- Been a patient for 49 years no complaints.
- Work on not being late for appointments.
- Very satisfied with the practice.
- Would like to see more male nurses in this field, all nurses are female as a male would be great to see a male nurse occasionally. Also the wait is too long, drs aren't strict enough with 10 min time slots. I often come and have to wait an hour for my appointment because the doctor has took too long.
- The service, doctors, nurses and other members of the staff are usually helpful and considerate.
- Best surgery I've ever had your reception staff are wonderful kind compassionate and so are your Doctors and nursing staff excellent service outstanding
- I always get an excellent service from the Doctor. The reception staff are friendly and helpful. The phlebotomist is very good at her job.
- I have always found the service helpful, informative and friendly.
- I feel very grateful to have a convenient, efficient and quick to respond service at Northgate Practice. All the Doctors and Nurses are very thorough and I am treated with respect.
- All staff are friendly, approachable and care about their patients. The care and treatment I have received has been exceptional and I am in a good place with my health because of the care given.
- Best practice in the area.
- Really impressed with the practice for both my children and myself. Thank you. Reception staff are always so helpful and wonderful on the phone.
- A wonderful surgery. Would not change a thing. So friendly and helpful.
- Dr Sarai is by far the best Doctor I've ever seen by and nurse Jo us also. The surgery reception staff are amazing, friendly and very helpful.
- Kind doctors, amazing with children.
- Always been excellent whenever my child has been poorly. Special mention to Dr Sarai, he's a brilliant doctor, very thorough all the time whether my child, me or my husband.
- Happy with my treatment.
- Friendly and helpful doctors and reception.
- Very good, well done great service.
- Saturday Opening would be great for families.

- It would be helpful for the practice to open at weekends.
- Although I use the online service, I don't feel confident about the way patients are triaged and forms read. It's too distant and very difficult to get across what the issue is. Can we please have access to online appointment booking.
- Very happy with the service. We moved to Northgate from St Johns practice as unhappy with service there.
- All good.
- An excellent practice.
- Would like more availability for emergency appointments often none available when surgery first opens. Maybe possible to see the same doctor with follow up appointment concerning the same initial problem.
- It's quite difficult to get an appointment and also difficult to get the doctor you would like to see.
- Everyone is brilliant.
- Thank you very much to everyone at Northgate for your time and efforts, very much appreciated.
- It's difficult getting an appointment.
- Very happy overall, quick at getting in to be seen, waiting times are a while sometimes, longest waited was 45 minutes.
- Length of time to get an appointment/follow up is too long, never used to be like this. Surgery seems not to have recovered since the pandemic, I have never heard of extended access, this could be better advertised to patients.
- Thank you for taking care of my health for the last 18 years.
- Patient since June 2024. Have used the service, very happy especially girls on reception.
- Online face to face bookings like pre covid worked much better. Phones are not answered for appointments, we always have to come to the surgery.
- Not happy re making appointments for diabetic – change of system.
- Every single member of staff is helpful, kind and caring, so glad this is my practice.
- I generally never get seen at the time of my appointment, it is always 30 minutes late.
- The service is excellent, I have always been offered an appointment quickly depending on how urgent it is. The midwife and GPs have been so supportive to me.
- Good health practice, friendly staff.
- I have been a patient here for over 50 years and I have always been happy with everything.
- Excellent service by all concerned. Very satisfied.
- I understand the receptionists have to ask what's wrong but it feels like sometime they feel your problem isn't important enough to see a doctor or talk to one.
- Best service in Aldridge, would definitely recommend to other people.
- I have always been happy with the treatment I have received and I have been a patient of the practice for over 50 years.
- Very satisfied.

- Northgate Practice is excellent in all its facilities.
- Appointment for a regular visit can be two or more weeks, this can be too long to wait.
- Always have received an excellent and consistent service.
- Nurses are golden.
- There has been a big improvement in the services offered here since covid.
- Only thing is I find ¾ weeks wait too long to see a Dr of choice, but in an emergency you will always see me to which thank you.
- The worst part is waiting for a routine appointment for so long.
- Doing a fab job! Happy with the service at the moment.
- The practice has improved its services over the years.
- Given the clinical constraints all GP surgeries have to operate under, the surgery is excellent. 10/10 probably, one of the best in the country. We are very lucky. Keep up the good work.
- Always been very happy with the service given.
- Comment's box needs to be more visible, different colour. Please speak in layman's terms always.
- Northgate Practice is excellent from doctors and all reception staff.
- Doctor needs to listen to what the patient tells them.
- Recently moved to this surgery, very happy at this time with the service.
- Weekend appointments would be better as a lot of working parents work in the week.
- Nurses are excellent. Experiences mixed recently when visiting for children and my last visit to the paramedic was useless.
- No problems at all with GPs, nursing or staff reception.
- Always impressed being able to see a doctor/paramedic on the same day if needed for myself or family members.
- Overall excellent.
- Love the online NHS APP to book appointments.