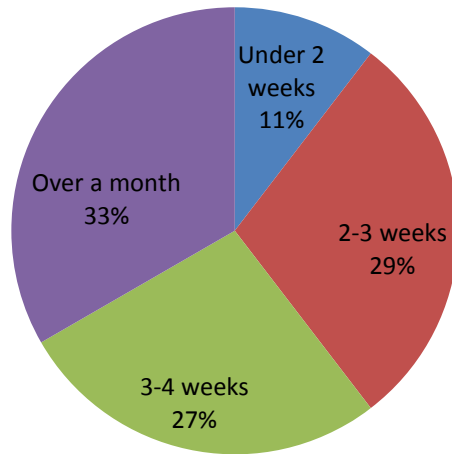
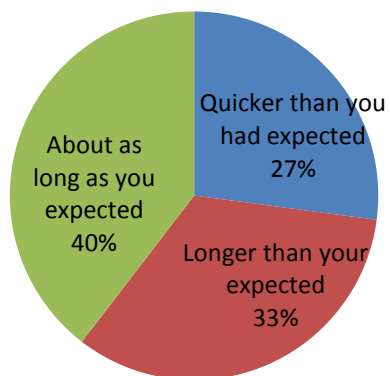


GP Specialist Ophthalmology Service Questionnaire Results September 2016 to July 2017

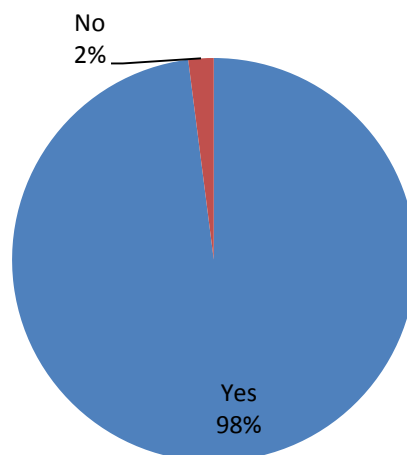
1. Once your GP had seen you, how long did you have to wait for your Ophthalmology appointment with the specialist?



2. Was this time:



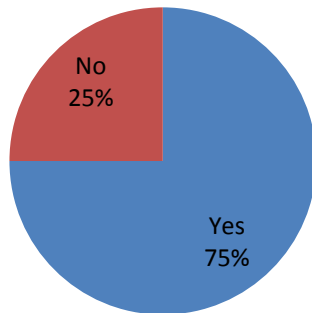
3. Did you find it easy to get to the clinic for your appointment?



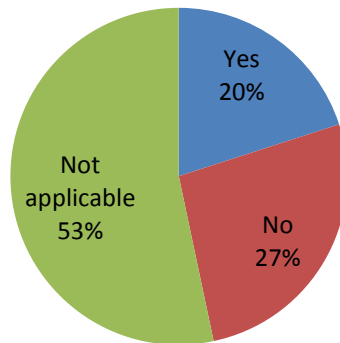
4. If No, why did you find this problematic? How could this be improved?

' No comments given'

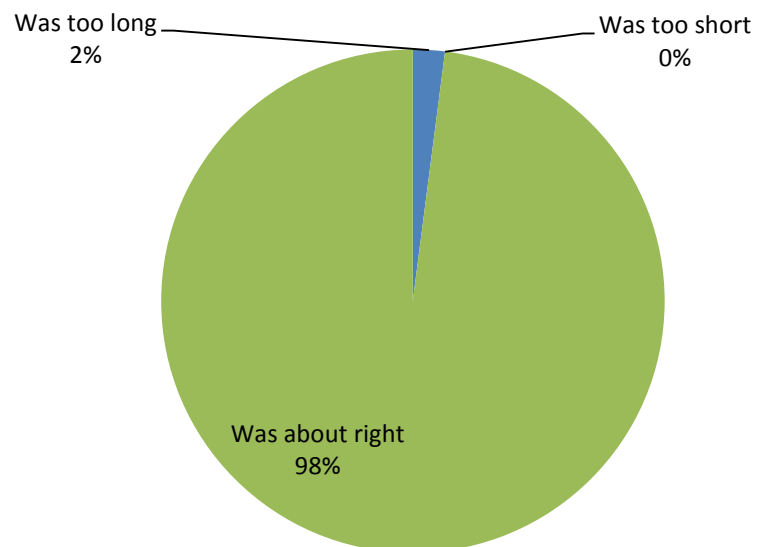
5. Were you seen on time?



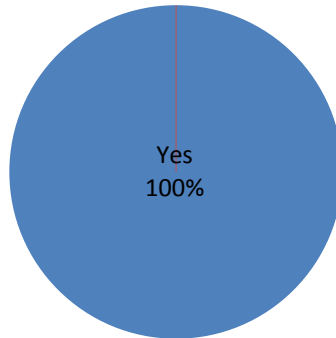
6. If you were not seen at your appointment time, were you kept informed of why?



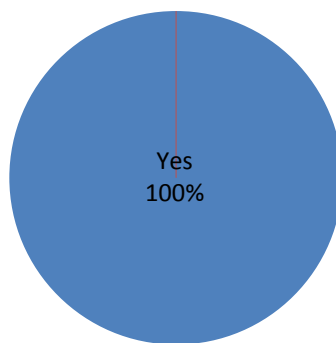
7. Did you feel that the time you spent with the Ophthalmology specialist was long enough?



8. Did you feel that your appointment with the GP specialist was thorough enough?



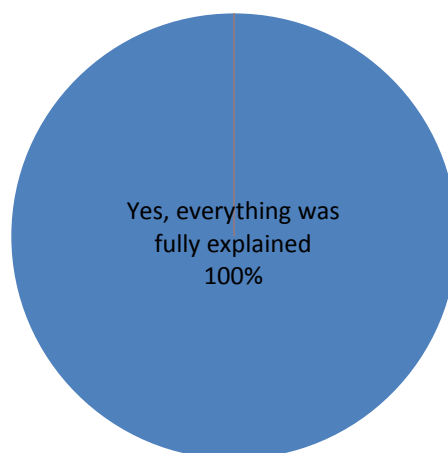
9. Were you able to ask any questions throughout your appointment?



10. Were you happy with the explanations given to you during your appointment?

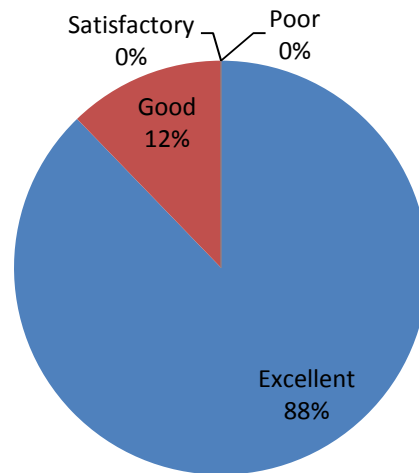
No, none of my questions were answered
0%

No, I felt that some questions were not answered
0%



Yes, but I would have liked some more explanations
0%

11. Taking everything into account, how would you rate the overall quality of care of the service you received?



12. In order for us to continue to improve & redesign services, we would be grateful for any further comments or suggestions that you might have on our community service:

- I have complained to Specsavers - Whitstable that no one mentioned the problem with my right eye. Nor did they tell me they were writing to my gp. As I had never attended the Northgate medical practice I had to ring them to find out what the appointment was for.
- I was 5 mins late for my appointment and didn't expect to be seen. There was also a different time on my letter 9a, 8:45am on the system.
- It appears that the necessary information was sent by my last doctor to "wherever" but the notes too some time to get to Northgate.
- It's an amazing service where every effort is made to make you feel cared for. Thank you.
- To expand on my answer Q6. Once on the system (seeing the doctor) I instinctively knew why we were not informed. a) patient didn't turn up b) the doctor probably had someone waiting for drops to take effect and therefore I would not and no one else would have known this as we were sat out of sight of the waiting room and when called back in no one would have seen this.
- Waiting room needs to be more cheerful.