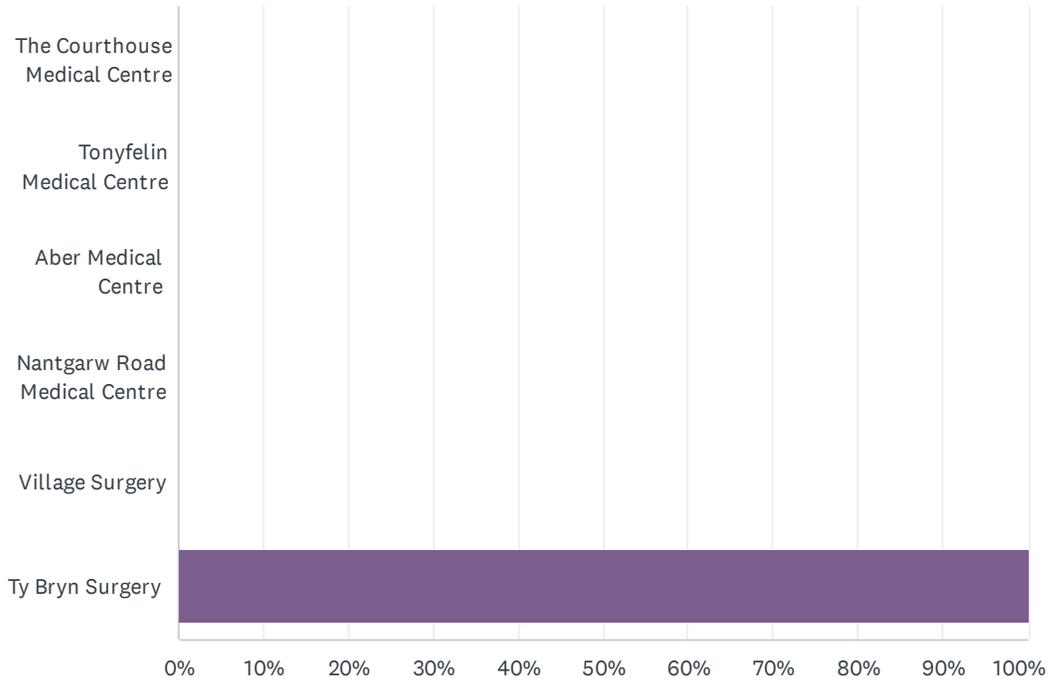


Q1 Name of GP Surgery

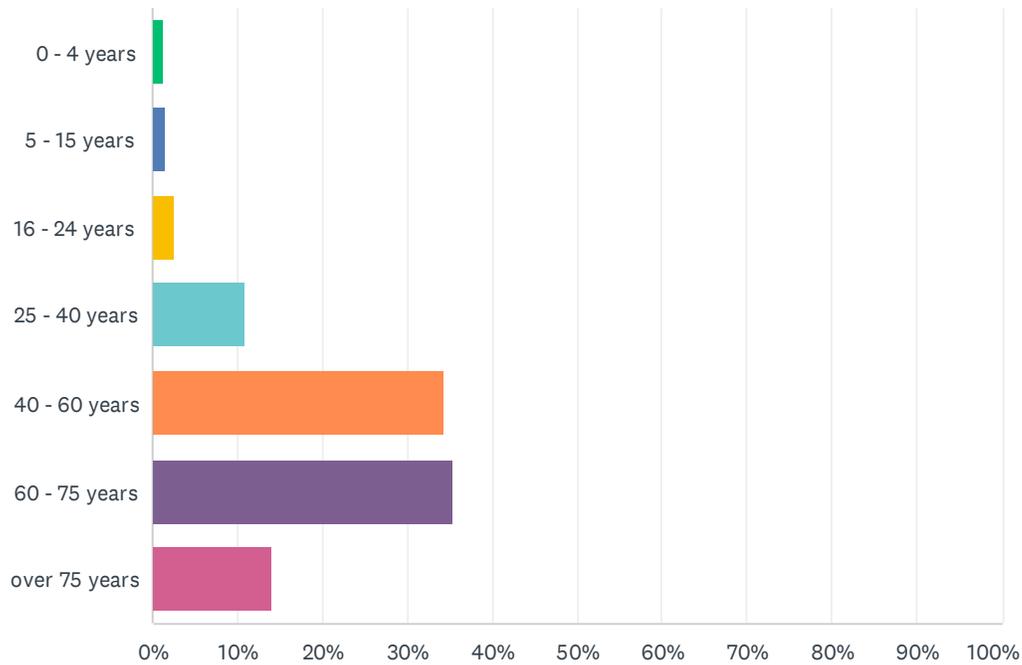
Answered: 320 Skipped: 0



ANSWER CHOICES	RESPONSES	
The Courthouse Medical Centre	0.00%	0
Tonyfelin Medical Centre	0.00%	0
Aber Medical Centre	0.00%	0
Nantgarw Road Medical Centre	0.00%	0
Village Surgery	0.00%	0
Ty Bryn Surgery	100.00%	320
TOTAL		320

Q2 What is your age range?

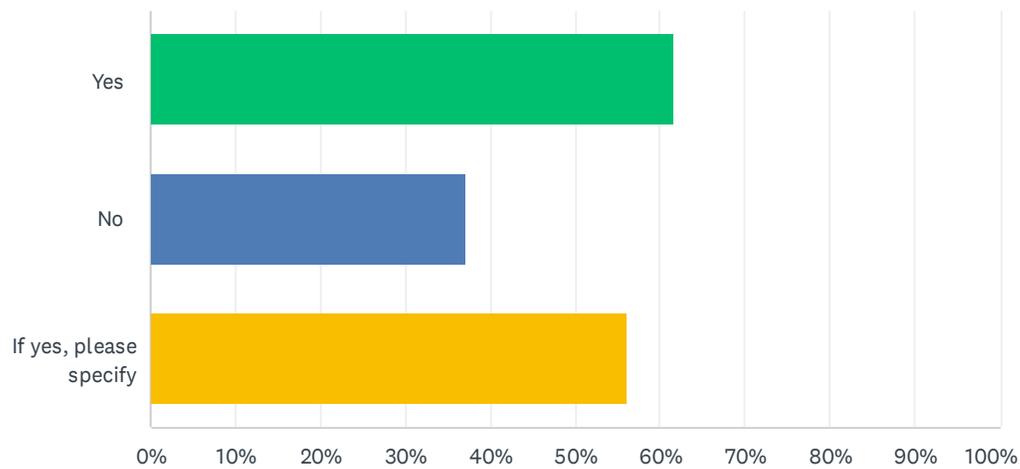
Answered: 320 Skipped: 0



ANSWER CHOICES	RESPONSES	
0 - 4 years	1.25%	4
5 - 15 years	1.56%	5
16 - 24 years	2.50%	8
25 - 40 years	10.94%	35
40 - 60 years	34.38%	110
60 - 75 years	35.31%	113
over 75 years	14.06%	45
TOTAL		320

Q3 Do you have a long-standing illness or condition?

Answered: 316 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	61.71% 195
No	37.03% 117
If yes, please specify	56.01% 177
Total Respondents: 316	

#	IF YES, PLEASE SPECIFY	DATE
1	A-Fib	2/28/2023 1:29 PM
2	Back issues	2/28/2023 12:24 PM
3	Cmt and arthritis	2/28/2023 8:29 AM
4	Parkinsons asthma morphia	2/27/2023 7:38 PM
5	BP & underactivethyroid	2/27/2023 1:17 PM
6	Asthma	2/27/2023 12:28 PM
7	Atrial fibrilstion	2/27/2023 11:31 AM
8	Asthma	2/27/2023 11:29 AM
9	Copd	2/27/2023 10:32 AM
10	High blood pressure and diabetes	2/27/2023 10:18 AM
11	Autism	2/27/2023 9:58 AM
12	COPD	2/27/2023 8:43 AM
13	Cancer	2/27/2023 8:39 AM
14	Fibromyalgia, joint hypermobility syndrome, its, anxiety and depression	2/22/2023 7:59 PM
15	Heart condition	2/22/2023 5:29 PM

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16	Paroxysmal atrial fibrillation ,psoriatic arthritis long covidosteo arthrits	2/21/2023 8:38 AM
17	Crohns disease	2/20/2023 1:37 PM
18	Diabetes rheumatoid arthritis hypertension	2/20/2023 9:49 AM
19	High blood pressure	2/20/2023 9:45 AM
20	Ulcerative colitis	2/20/2023 8:58 AM
21	Asthma, eczema, ibs, osteoarthritis	2/20/2023 8:56 AM
22	High blood pressure	2/14/2023 5:56 PM
23	Thyroid	2/14/2023 4:20 PM
24	Stomach	2/13/2023 5:46 PM
25	Anxiety	2/13/2023 5:43 PM
26	PMR	2/13/2023 9:11 AM
27	.	2/10/2023 1:50 PM
28	Suspected type 1 diabetes	2/8/2023 8:52 PM
29	Glaucoma	2/8/2023 3:51 PM
30	Rheumatoid arthritis	2/8/2023 1:23 PM
31	Psoriatic arthritis, hypermobility syndrome	2/8/2023 9:43 AM
32	Copd	2/7/2023 10:06 PM
33	Asthma, arthritis	2/7/2023 7:52 PM
34	Back pain	2/7/2023 7:26 PM
35	Diabetes	2/7/2023 6:55 PM
36	Gall stones and anxiety and depression	2/7/2023 6:49 PM
37	Diabetic	2/7/2023 5:22 PM
38	Diabetes	2/7/2023 4:14 PM
39	Asthma/ Blood Pressure	2/7/2023 3:35 PM
40	Psoriasis	2/7/2023 3:21 PM
41	High blood pressure	2/7/2023 3:02 PM
42	My eyes	2/4/2023 12:18 PM
43	Anxiety Depression	2/1/2023 10:00 AM
44	Depression	1/31/2023 5:53 PM
45	Chronic bronchitis and celiac	1/31/2023 4:16 PM
46	Diabetes	1/31/2023 4:13 PM
47	Depression	1/31/2023 2:51 PM
48	MDS	1/28/2023 6:46 PM
49	Arthritis	1/28/2023 9:33 AM
50	Fibromyalgia, chronic fatigue, bursitis in hips, anxiety and depression	1/27/2023 4:22 PM
51	Back and leg also arthritis	1/27/2023 3:45 PM
52	Asthma/arthritis	1/27/2023 3:30 PM
53	Knee	1/27/2023 3:27 PM

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54	Arthritis, depression, trapped nerves	1/27/2023 2:48 PM
55	Ptsd and bipolar or split permeability	1/21/2023 1:43 PM
56	Leg ulcer and heart condition medication after having a stroke	1/21/2023 10:06 AM
57	A/Fib	1/20/2023 8:57 PM
58	Under active thyroid	1/20/2023 8:10 PM
59	Heart disease	1/20/2023 4:09 PM
60	Thyroid Depression Anxiety	1/20/2023 4:00 PM
61	On tamoxifen cancer treatment	1/20/2023 3:57 PM
62	Asthma	1/20/2023 3:36 PM
63	Kidney transplant In June 2000, depression and anxiety	1/20/2023 3:31 PM
64	AF, arthritis	1/20/2023 3:31 PM
65	Agoraphobia,depression	1/20/2023 3:25 PM
66	Low immune system	1/20/2023 3:07 PM
67	Breast cancer (don't know if it's classed as long term). Arthritis	1/20/2023 2:43 PM
68	Under active thyroid	1/20/2023 2:34 PM
69	, blood. Clots	1/20/2023 2:29 PM
70	Epilepsy	1/20/2023 2:19 PM
71	Atriel Fibulation	1/20/2023 1:42 PM
72	Asthma High Blood Pressure Hiatus Hernia Small Gallstone	1/20/2023 1:28 PM
73	Osteopaenia/breast cancer surgery 5 years ago	1/20/2023 12:38 PM
74	Heart disease, osteoporosis, anaemia, MCI	1/20/2023 12:38 PM
75	Chronic pain and pancreatitis and depression and anxiety	1/20/2023 12:30 PM
76	High blood pressute	1/20/2023 11:50 AM
77	Fnd, fibomyalgia,nead, borderline personality disorder slight cerpaulsy	1/20/2023 11:41 AM
78	Fibromyalgia	1/20/2023 11:35 AM
79	Asthma..polycistic ovaries..fibromyalgia	1/20/2023 11:16 AM
80	Atrial fibrillation	1/20/2023 10:22 AM
81	Athriitus	1/20/2023 10:04 AM
82	Diabetics, thrombosis	1/15/2023 1:25 PM
83	Acid reflux	1/15/2023 11:16 AM
84	High blood pressure-	1/14/2023 4:51 PM
85	Parkinsons and heart	1/14/2023 1:15 PM
86	Polycystic liver disease	1/14/2023 11:42 AM
87	SVT	1/13/2023 11:48 PM
88	COPD , high blood pressure ,diabetes, arthritis	1/13/2023 7:32 PM
89	Diabetes	1/13/2023 5:21 PM
90	Migraine	1/13/2023 4:35 PM
91	high blood presure plaqe build up in artuary	1/13/2023 3:18 PM

Caerphilly South - Patient Access Survey 2022/2023

92	Diabetes, asthma, sliding hiatus hernia, hyperthyroidism, psoriasis, lichen sclerosus, IBS	1/13/2023 3:16 PM
93	Asthma	1/13/2023 3:08 PM
94	Poland Syndrome . Under active Thyroid, Diabetes	1/13/2023 1:20 PM
95	Rheumatoid Arthritis	1/13/2023 1:06 PM
96	High blood pressure	1/13/2023 1:02 PM
97	Ankylosing spond	1/13/2023 12:59 PM
98	Depression	1/13/2023 12:50 PM
99	Arthritis and diabetes	1/13/2023 12:48 PM
100	Anxiety	1/13/2023 12:44 PM
101	Asthma, high blood pressure	1/13/2023 12:39 PM
102	Portal Hypertension	1/13/2023 12:35 PM
103	Meniers disease	1/13/2023 12:32 PM
104	A Brain disease	1/13/2023 12:18 PM
105	Stoma atrial fibrillation yes	1/13/2023 12:16 PM
106	Fibroids and gynae issues	1/13/2023 11:56 AM
107	Osteoporosis	1/13/2023 11:51 AM
108	Alzheimer's	1/13/2023 11:39 AM
109	Over active bladder	1/13/2023 11:14 AM
110	Blood clots (6 months) and heart arrhythmia (lifelong)	1/13/2023 11:11 AM
111	Migraine	1/13/2023 10:59 AM
112	Chronic anxiety and fibromyalgia	1/13/2023 10:21 AM
113	arthritis in spine and other joints	1/13/2023 9:46 AM
114	Diabetes, shoulder joints	1/13/2023 9:46 AM
115	Depression	1/13/2023 9:40 AM
116	Charcoa Marie tooth disease	1/13/2023 8:30 AM
117	BP huigh cholesterol	1/7/2023 1:28 PM
118	Heart	12/21/2022 5:13 PM
119	Enlarged prostate	12/20/2022 8:48 AM
120	Intermittent claudication, glaucoma and cataracts.	12/19/2022 5:44 PM
121	Blood pressure	12/19/2022 10:52 AM
122	Asthma	12/19/2022 10:30 AM
123	Heart Failure Asthma	12/6/2022 11:01 PM
124	Arthritis & Diabetes	12/6/2022 11:48 AM
125	CRPS, asthma, post traumatic arthirits	12/4/2022 2:18 PM
126	On dialises	12/2/2022 7:01 PM
127	Asthma	11/29/2022 6:30 PM
128	Hypertension	11/29/2022 5:10 PM
129	Bladder weakness and a bowel prolapse	11/29/2022 4:26 PM

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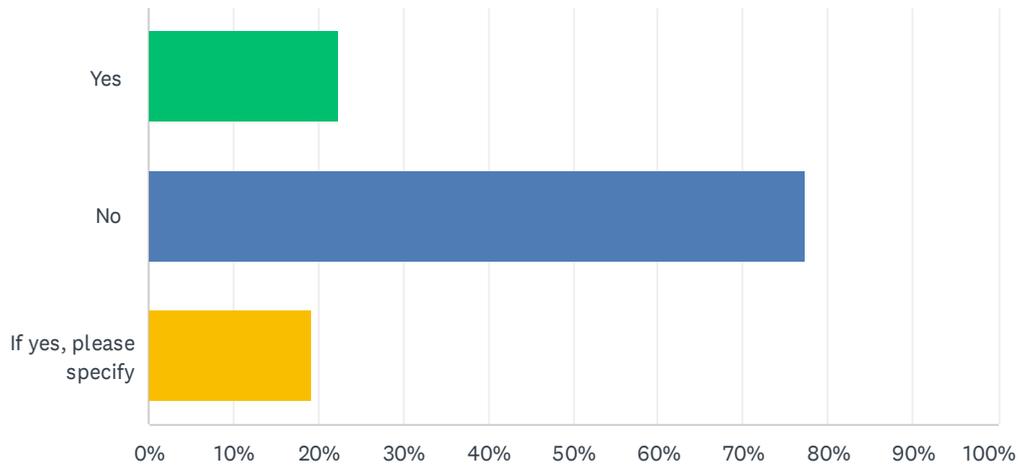
130	Elevated Blood Pressure	11/29/2022 4:17 PM
131	IBS	11/29/2022 10:22 AM
132	Joint problems	11/29/2022 9:55 AM
133	Heart disease high blood pressure diabetes	11/29/2022 9:54 AM
134	Gout	11/29/2022 9:43 AM
135	Spondylitis blood pressure keratoconus	11/29/2022 9:39 AM
136	Prolapse disc	11/29/2022 9:16 AM
137	Hip and knee joints, high bp.	11/25/2022 4:39 PM
138	A F. Cholesterol. Hypertension. OAB.	11/24/2022 1:40 PM
139	Arthritis	11/24/2022 12:10 AM
140	Anxiety	11/22/2022 7:38 PM
141	Pernicious anaemia & thyroid	11/22/2022 4:47 PM
142	Depression	11/22/2022 12:56 PM
143	Diabetic	11/22/2022 12:51 PM
144	Asthma arthritis	11/22/2022 12:42 PM
145	Mental health issues	11/22/2022 12:39 PM
146	Leg ulcers	11/22/2022 1:23 AM
147	Asthma	11/21/2022 11:46 PM
148	Spinal Injury	11/21/2022 8:37 PM
149	Crohns	11/21/2022 7:14 PM
150	Af and arthritis	11/21/2022 5:36 PM
151	DVT risk	11/21/2022 5:35 PM
152	Hip problems and dislocated knee	11/21/2022 5:04 PM
153	Multiple sclerosis doing a survey	11/21/2022 4:01 PM
154	ARTERIAL FIBRULATION	11/21/2022 3:45 PM
155	Prostate cancer	11/21/2022 3:30 PM
156	Arthritis + othrrs	8/11/2022 11:25 AM
157	Cord recliner syndrome blood pressure heart fibrillation	6/21/2022 8:10 PM
158	Ménière's disease. High blood pressure	4/11/2022 9:11 PM
159	Clots on lung	4/11/2022 5:48 PM
160	Enlarge prostate	4/11/2022 3:58 PM
161	Anxiety	4/11/2022 1:55 PM
162	Blood pressure etc	4/11/2022 1:39 PM
163	I ave alot of illness	4/4/2022 3:36 PM
164	Diabetic	4/4/2022 3:25 PM
165	Epilepsy	4/4/2022 12:45 PM
166	BP	4/4/2022 12:32 PM
167	Diabetes, heart disease, pernicious anaemia	4/4/2022 12:14 PM

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168	Asthma	4/4/2022 11:36 AM
169	Mental health condition	4/4/2022 11:28 AM
170	Multiple Sclerosis	4/4/2022 10:57 AM
171	COPD	4/1/2022 6:56 PM
172	Diabetes	4/1/2022 6:42 PM
173	Diabetic & arthritis	4/1/2022 2:06 PM
174	Rheumatoid arthritis	4/1/2022 11:03 AM
175	Arthritis	4/1/2022 10:38 AM
176	Af and arthritis	4/1/2022 9:42 AM
177	Copd	4/1/2022 9:04 AM

Q4 Do you have a disability?

Answered: 313 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	22.36%	70
No	77.32%	242
If yes, please specify	19.17%	60
Total Respondents: 313		

#	IF YES, PLEASE SPECIFY	DATE
1	Parkinson plus asthma	2/27/2023 7:38 PM
2	Autism	2/27/2023 9:58 AM
3	Visually impaired	2/27/2023 9:11 AM
4	Mental	2/27/2023 8:43 AM
5	Reduced mobility due to cancer	2/27/2023 8:39 AM
6	Fibromyalgia, joint hypermobility syndrome, ibs	2/22/2023 7:59 PM
7	Poor balance, deafness	2/21/2023 8:38 AM
8	Rheumatoid arthritis	2/20/2023 9:49 AM
9	Ulcerative colitis	2/20/2023 8:58 AM
10	Disc/Lumber	2/7/2023 4:14 PM
11	Mental Health	2/1/2023 10:00 AM
12	Can't walk very far	1/28/2023 6:46 PM
13	As above	1/27/2023 4:22 PM
14	Pain in knee	1/27/2023 3:27 PM
15	Difficulty walking	1/27/2023 2:48 PM

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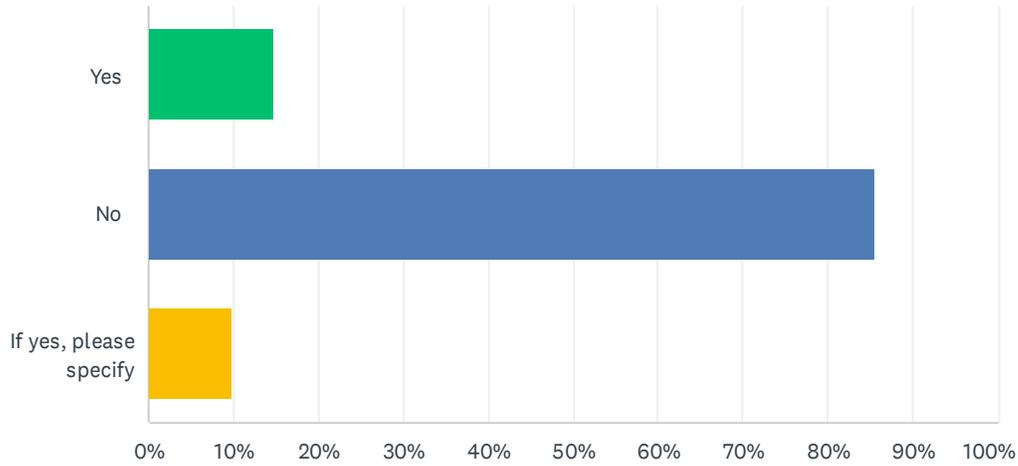
16	Ref in my right see pashky blind in my right eye metle rub fib and bins and plates in my right leg have had a dvt in my right leg not shor if I should still be enjecking with remorfrin or not dyslexic disbrackick mantle heal	1/21/2023 1:43 PM
17	Spine and others	1/20/2023 4:00 PM
18	Not sure if depression and anxiety is a disability	1/20/2023 3:31 PM
19	Agrobhobia,depression	1/20/2023 3:25 PM
20	Limited mobility following double mastectomy surgery	1/20/2023 12:38 PM
21	Reduced mobility due to frailty	1/20/2023 12:38 PM
22	Fibromyalgia	1/20/2023 11:16 AM
23	Arthritis	1/20/2023 10:12 AM
24	Parkinsons	1/14/2023 1:15 PM
25	COPD, arthritis	1/13/2023 7:32 PM
26	difficulty walking due to broken hip	1/13/2023 3:18 PM
27	Avascular necrosis arthritis	1/13/2023 3:16 PM
28	Cant walk breathlessness and deaf	1/13/2023 3:08 PM
29	Poland Syndrome	1/13/2023 1:20 PM
30	Rheumatoid Arthritis	1/13/2023 1:06 PM
31	Blurred vision	1/13/2023 1:02 PM
32	Brain disease, cannot walk	1/13/2023 12:18 PM
33	Knees	1/13/2023 12:16 PM
34	Learning disability	1/13/2023 11:39 AM
35	see above	1/13/2023 9:46 AM
36	Arthritis	1/13/2023 9:40 AM
37	Club feet	1/13/2023 8:30 AM
38	Dyslexia	12/6/2022 11:27 AM
39	Mobility issues due to crps and chronic pai	12/4/2022 2:18 PM
40	Cerebral palsy	11/29/2022 6:49 PM
41	Mobility	11/29/2022 9:55 AM
42	As above	11/29/2022 9:16 AM
43	Unable to walk far, suspected, anjina	11/25/2022 4:39 PM
44	Visually impaired	11/22/2022 12:42 PM
45	Mental health issues	11/22/2022 12:39 PM
46	Osteoarthritis	11/22/2022 1:23 AM
47	Dyslexia	11/21/2022 11:46 PM
48	Spinal injury	11/21/2022 8:37 PM
49	Difficulty walking	11/21/2022 5:36 PM
50	Walking	11/21/2022 5:04 PM
51	AF	11/21/2022 3:45 PM
52	Walking	8/11/2022 11:25 AM

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53	Call recliner syndrome	6/21/2022 8:10 PM
54	I ave alot of disabilitys	4/4/2022 3:36 PM
55	Mobility	4/4/2022 12:45 PM
56	Multiple sclerosis	4/4/2022 10:57 AM
57	Struggling to walk with arthritis	4/1/2022 2:06 PM
58	Arthritis	4/1/2022 10:38 AM
59	Difficulty walking	4/1/2022 9:42 AM
60	TN and arthritis	4/1/2022 9:04 AM

Q5 Do you consider yourself to be a carer?

Answered: 319 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	14.73% 47
No	85.58% 273
If yes, please specify	9.72% 31
Total Respondents: 319	

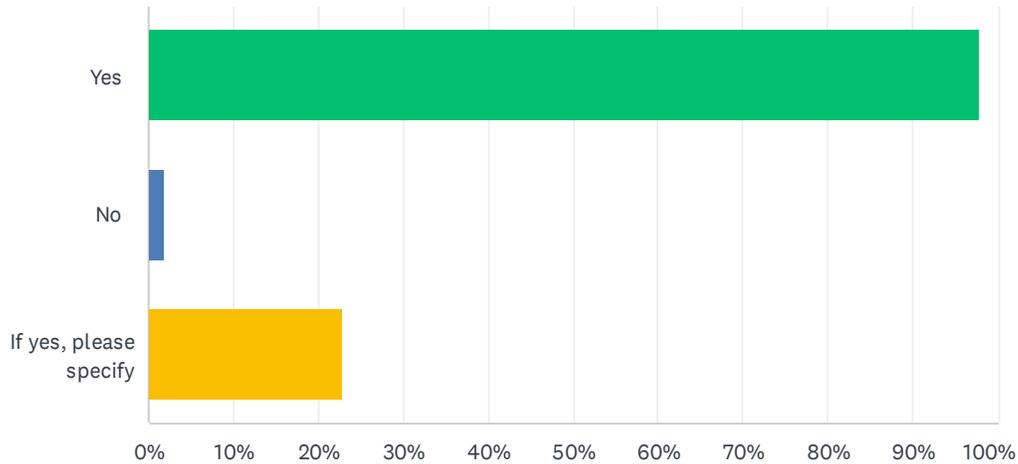
#	IF YES, PLEASE SPECIFY	DATE
1	I am the primary carer for my 16 yr old autistic son.	2/27/2023 5:24 PM
2	I care for my mum	2/27/2023 11:29 AM
3	I look after my daughter who's appointment we went yo. She is visually impaired	2/27/2023 9:11 AM
4	I work in a care home	2/22/2023 7:59 PM
5	Wife secondary Cancer	2/20/2023 8:58 AM
6	I care for my brother in law	2/10/2023 2:08 PM
7	My husband has Parkinsons and needs assistance.	2/8/2023 3:51 PM
8	For my daughter who has ALN	2/7/2023 4:12 PM
9	Look after an elderly friend	2/3/2023 11:21 PM
10	My daughter has autism	1/20/2023 3:07 PM
11	Husband has mobility problems	1/20/2023 2:43 PM
12	nurse	1/20/2023 11:49 AM
13	For my wife	1/15/2023 11:16 AM
14	My son is autistic	1/13/2023 3:16 PM
15	Mam and dad	1/13/2023 12:50 PM

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16	Until recently yes I was sole carer for a parent with dementia. This was challenging and affected my own health but the situation has improved I the last few weeks due to a move to a care home.	1/13/2023 11:56 AM
17	For my son, he's autistic	1/13/2023 10:21 AM
18	look after my wife	1/13/2023 9:46 AM
19	For my wife , parkinsons	1/13/2023 9:46 AM
20	Parent	12/19/2022 10:30 AM
21	Looking after my wife who has multiple problems	12/6/2022 11:48 AM
22	Share Lives carer	12/6/2022 11:27 AM
23	To my mother	11/29/2022 6:49 PM
24	Assisting Spouse	11/29/2022 4:17 PM
25	Full time hot husband- Myositis.	11/29/2022 10:22 AM
26	Carer for my daughter who has autism	11/21/2022 4:18 PM
27	My son is disabled	11/21/2022 3:45 PM
28	My husband is diabetic not very mobile and rely on myself for most things.	4/1/2022 6:56 PM
29	For my husband	4/1/2022 6:42 PM
30	Look after my husband	4/1/2022 12:23 PM
31	Some care responsibilities for my 85 year old mum	4/1/2022 11:03 AM

Q6 Are you able to communicate in your language of choice when you visit your GP practice?

Answered: 319 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	97.81%	312
No	1.88%	6
If yes, please specify	22.88%	73
Total Respondents: 319		

#	IF YES, PLEASE SPECIFY	DATE
1	English	2/28/2023 12:24 PM
2	I speak English and so does my doctors	2/27/2023 7:38 PM
3	English	2/27/2023 12:34 PM
4	English	2/27/2023 10:32 AM
5	ENGLISH	2/27/2023 8:43 AM
6	English spoken	2/22/2023 7:59 PM
7	English	2/22/2023 5:29 PM
8	English	2/20/2023 12:36 PM
9	English	2/20/2023 9:45 AM
10	English	2/8/2023 9:38 AM
11	English	2/7/2023 10:06 PM
12	English	2/7/2023 5:22 PM
13	English	2/7/2023 4:10 PM
14	English	2/7/2023 4:09 PM

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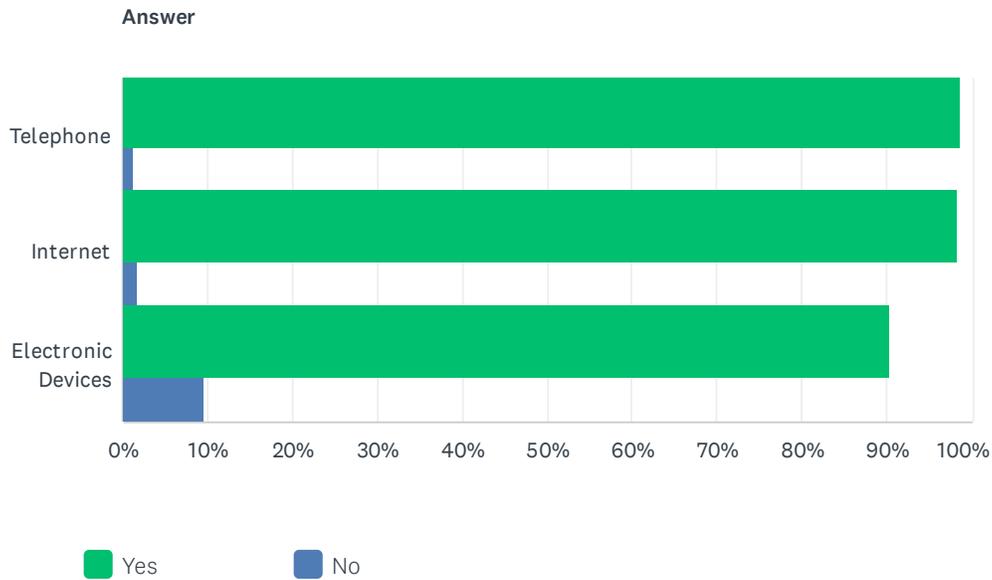
15	English	2/4/2023 12:18 PM
16	English	2/1/2023 9:06 AM
17	English	1/31/2023 4:13 PM
18	English	1/27/2023 3:41 PM
19	English	1/27/2023 2:48 PM
20	ENGLISH	1/21/2023 10:06 AM
21	English	1/20/2023 8:57 PM
22	English	1/20/2023 8:10 PM
23	English	1/20/2023 6:04 PM
24	English	1/20/2023 4:55 PM
25	English	1/20/2023 4:00 PM
26	English	1/20/2023 3:07 PM
27	English	1/20/2023 2:45 PM
28	I.m an English speaker	1/20/2023 1:42 PM
29	English	1/20/2023 1:05 PM
30	Yes I speak English	1/20/2023 11:41 AM
31	English	1/20/2023 10:04 AM
32	english	1/15/2023 1:25 PM
33	English	1/15/2023 11:16 AM
34	English	1/13/2023 7:32 PM
35	English	1/13/2023 3:16 PM
36	English	1/13/2023 1:20 PM
37	No problem	1/13/2023 12:50 PM
38	English	1/13/2023 12:35 PM
39	I have communication skills problems due to my illness so family help	1/13/2023 12:18 PM
40	English	1/13/2023 11:14 AM
41	English	1/13/2023 11:09 AM
42	English	1/13/2023 10:59 AM
43	English	1/13/2023 10:21 AM
44	English	1/13/2023 9:46 AM
45	English	1/13/2023 9:46 AM
46	English	1/13/2023 8:30 AM
47	English	12/20/2022 8:48 AM
48	English	12/19/2022 10:30 AM
49	English	12/6/2022 12:09 PM
50	English	12/6/2022 11:48 AM
51	English	12/6/2022 11:27 AM
52	English	11/29/2022 10:57 PM

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53	English/ Welsh	11/29/2022 6:49 PM
54	Welsh/English	11/29/2022 9:55 AM
55	English	11/29/2022 9:39 AM
56	English	11/29/2022 9:16 AM
57	English	11/24/2022 12:10 AM
58	English	11/22/2022 12:56 PM
59	English	11/22/2022 12:42 PM
60	English	11/22/2022 1:23 AM
61	English	11/21/2022 8:37 PM
62	English	11/21/2022 5:04 PM
63	English	11/21/2022 4:18 PM
64	English	11/21/2022 3:45 PM
65	English	8/11/2022 11:25 AM
66	English	6/21/2022 8:10 PM
67	English	4/11/2022 5:48 PM
68	English	4/11/2022 3:58 PM
69	English	4/4/2022 12:45 PM
70	English	4/4/2022 12:32 PM
71	English-speaking	4/1/2022 6:56 PM
72	Look after my husband	4/1/2022 12:23 PM
73	English	4/1/2022 10:38 AM

Q7 Do you have access to any of the following digital methods for communication?

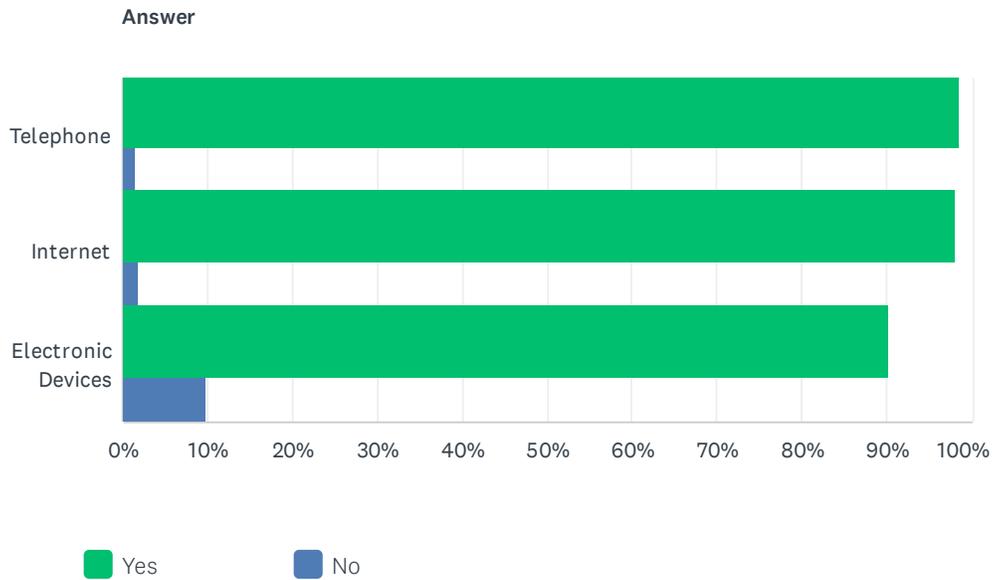
Answered: 314 Skipped: 6



Answer	YES	NO	TOTAL
Telephone	98.72% 309	1.28% 4	313
Internet	98.29% 287	1.71% 5	292
Electronic Devices	90.38% 235	9.62% 25	260

Q8 Do you have access to any of the following digital methods for communication?

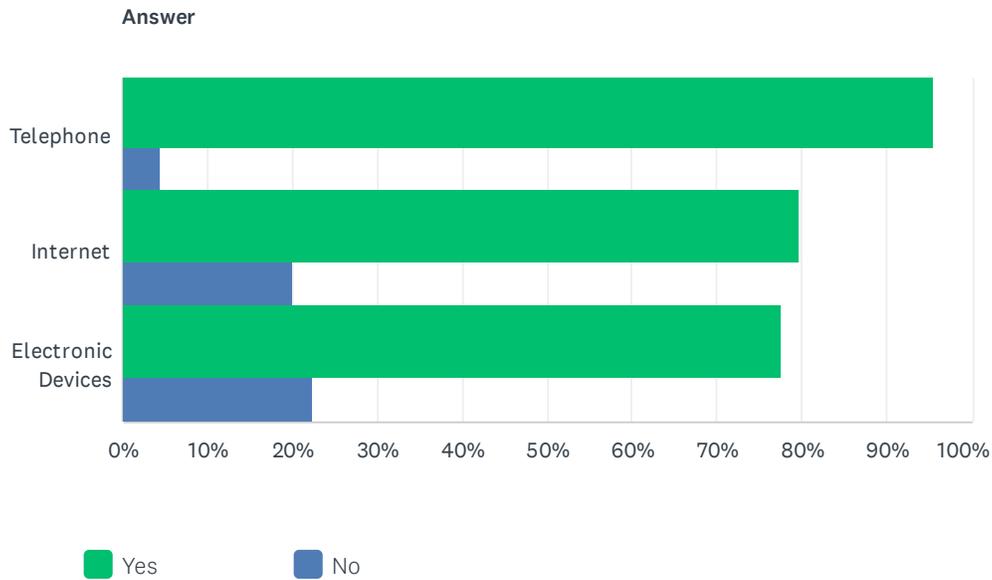
Answered: 284 Skipped: 36



Answer	YES	NO	TOTAL
Telephone	98.56% 273	1.44% 4	277
Internet	98.13% 263	1.87% 5	268
Electronic Devices	90.17% 211	9.83% 23	234

Q9 Would you feel confident in using any of the following for health appointments?

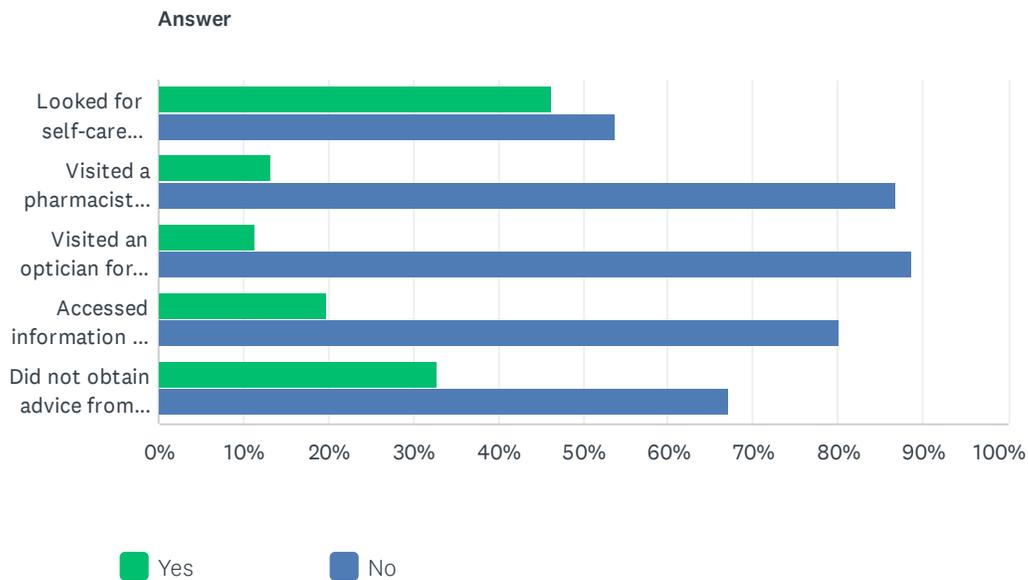
Answered: 313 Skipped: 7



Answer	YES	NO	TOTAL
Telephone	95.47% 295	4.53% 14	309
Internet	79.85% 214	20.15% 54	268
Electronic Devices	77.54% 183	22.46% 53	236

Q10 Before you booked this appointment, did you try any of the following first?

Answered: 290 Skipped: 30



Answer	YES	NO	TOTAL
Looked for self-care information online	46.35% 108	53.65% 125	233
Visited a pharmacist through the minor ailments scheme	13.24% 29	86.76% 190	219
Visited an optician for minor eye conditions	11.22% 23	88.78% 182	205
Accessed information via NHS direct/NHS 111	19.81% 41	80.19% 166	207
Did not obtain advice from anywhere else.	32.77% 78	67.23% 160	238

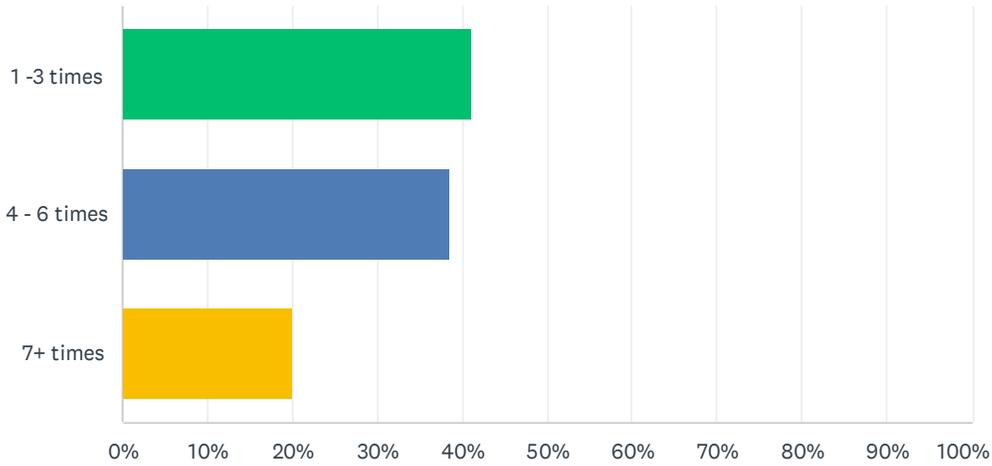
#	OTHER (PLEASE STATE)	DATE
1	Chiropractor	2/28/2023 12:24 PM
2	Appt was for medication that had run out	2/27/2023 5:24 PM
3	Boots hearing care	2/27/2023 10:14 AM
4	Hospital	2/20/2023 1:37 PM
5	Physiotherapist	2/20/2023 9:45 AM
6	It was a follow up appointment advised by gp due to skin condition	2/10/2023 2:31 PM
7	Friemd	2/10/2023 2:16 PM
8	Familiar with symptoms	2/8/2023 8:52 PM
9	Could only obtain advice from GP due to medications	2/8/2023 1:23 PM

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10	Booked appointment in surgery	2/8/2023 9:05 AM
11	Spoke to my sister in law who is a GP	2/7/2023 6:56 PM
12	Superdrug online doctor	2/7/2023 6:49 PM
13	On line information	2/7/2023 3:35 PM
14	On the internet	2/4/2023 12:18 PM
15	I've joined a forum wer I can speak to other pple suffering from the same things as me a nod and bipolar friends sight wer I go when I'm feeling iverwel3d or down or two fast and when I have lack off sleep we share our experiences n help one another	1/21/2023 1:43 PM
16	Was advised by receptionist to book an appointment	1/20/2023 2:34 PM
17	Asthma Uk	1/20/2023 1:28 PM
18	Booked on line as needed GP to see problem	1/20/2023 12:38 PM
19	A&E then follow up with GP	1/20/2023 10:22 AM
20	Son went over to surgery and booked appointment	1/13/2023 3:08 PM
21	I was advised by my carers to seek GP help and medication	1/13/2023 12:18 PM
22	Called into surgery	1/13/2023 11:14 AM
23	This was a medication review so had to be the GP	1/13/2023 10:59 AM
24	Spoke to friends	1/13/2023 10:59 AM
25	Family and internet	1/13/2023 10:48 AM
26	Pharmacy	12/19/2022 10:30 AM
27	Was a follow up after hospital treatment	12/6/2022 12:09 PM
28	Was follow up from hospital	11/29/2022 10:57 PM
29	Independent physio practitioner	11/29/2022 9:39 AM
30	Prescription annual review	11/22/2022 4:47 PM
31	Asthma nurse	11/22/2022 12:42 PM
32	Only just registered with the practice	4/11/2022 1:55 PM
33	Emergency appointment	4/4/2022 12:32 PM
34	Had tests done so needed discussion with doctor	4/4/2022 12:14 PM
35	Update prescription	4/4/2022 11:30 AM
36	This was a meds review	4/1/2022 11:03 AM
37	No as needed repeat prescription	4/1/2022 9:47 AM

Q11 How many times have you visited the surgery in the last 12 months?

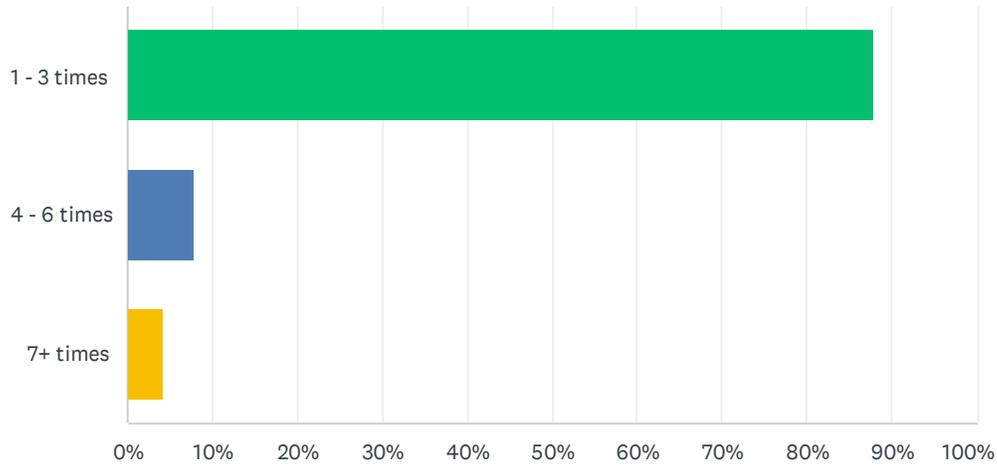
Answered: 318 Skipped: 2



ANSWER CHOICES	RESPONSES
1 -3 times	41.19% 131
4 - 6 times	38.68% 123
7+ times	20.13% 64
TOTAL	318

Q12 How many times have you had a remote consultation via the telephone or video consultation in the last 12 months?

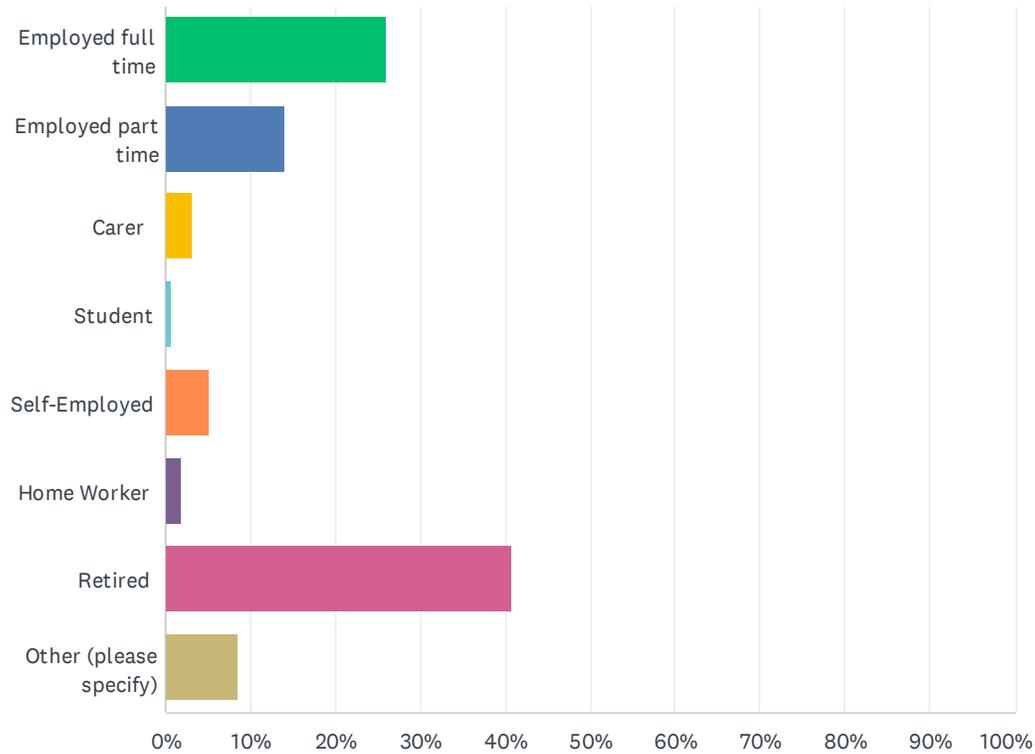
Answered: 254 Skipped: 66



ANSWER CHOICES	RESPONSES	
1 - 3 times	87.80%	223
4 - 6 times	7.87%	20
7+ times	4.33%	11
TOTAL		254

Q13 Which of these groups would best describe you and your circumstances?

Answered: 315 Skipped: 5



ANSWER CHOICES	RESPONSES	
Employed full time	26.03%	82
Employed part time	13.97%	44
Carer	3.17%	10
Student	0.63%	2
Self-Employed	5.08%	16
Home Worker	1.90%	6
Retired	40.63%	128
Other (please specify)	8.57%	27
TOTAL		315

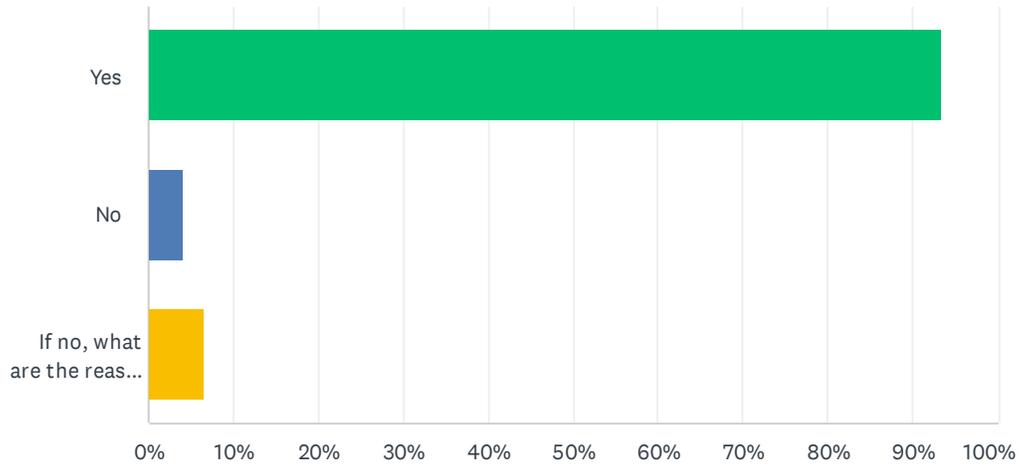
#	OTHER (PLEASE SPECIFY)	DATE
1	Student	2/27/2023 9:58 AM
2	On sick	2/27/2023 8:43 AM
3	Absent from work due to illness	2/27/2023 8:39 AM

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4	Unemployed not fit for work	2/20/2023 11:49 AM
5	Child 2 years old	2/20/2023 8:28 AM
6	Unemployed	2/10/2023 9:23 PM
7	Child	2/10/2023 2:31 PM
8	Seeking employment	1/31/2023 5:53 PM
9	School age child	1/30/2023 8:24 AM
10	Unemployed	1/21/2023 1:43 PM
11	Pensioner	1/20/2023 4:00 PM
12	Unemployed due to moderate severe depression and anxiety	1/20/2023 3:31 PM
13	pregnant unemployed	1/20/2023 2:19 PM
14	Unemployed due to ill health	1/20/2023 11:41 AM
15	Long term disabled	1/13/2023 3:16 PM
16	Stay at home mum	1/13/2023 12:14 PM
17	Unable to work	1/13/2023 10:21 AM
18	Child	12/6/2022 12:09 PM
19	Disabled	11/29/2022 9:16 AM
20	Disabled	11/22/2022 12:39 PM
21	Full time mum	11/21/2022 4:17 PM
22	Child	11/21/2022 4:03 PM
23	Long-term disabled	6/21/2022 8:10 PM
24	Esa	4/4/2022 3:36 PM
25	Unemployed due to disability	4/4/2022 10:57 AM
26	Unemployed	4/1/2022 2:06 PM
27	Unable to work through l'll health	4/1/2022 9:04 AM

Q14 Are you able to visit the surgery during the working hours of 8am -6:30pm Monday to Friday?

Answered: 318 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	93.40% 297
No	4.09% 13
If no, what are the reasons or difficulties	6.60% 21
Total Respondents: 318	

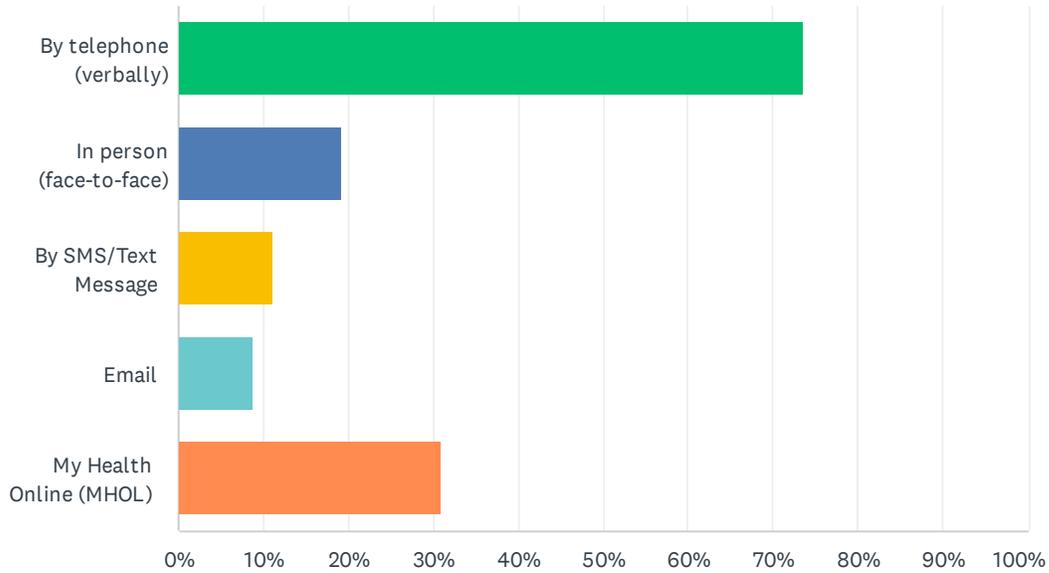
#	IF NO, WHAT ARE THE REASONS OR DIFFICULTIES	DATE
1	Work commitments	2/27/2023 5:24 PM
2	I am not able to leave the house with support at present	2/27/2023 8:39 AM
3	Most of the time	2/20/2023 1:37 PM
4	Work commitments	2/7/2023 7:52 PM
5	I work on Wednesdays	1/27/2023 3:30 PM
6	I finish work at 3pm	1/21/2023 10:06 AM
7	Hours of work	1/20/2023 4:09 PM
8	I have illness, agrophobia	1/20/2023 3:25 PM
9	Working	1/20/2023 2:45 PM
10	Work	1/14/2023 9:01 AM
11	I'm am housebound	1/13/2023 12:18 PM
12	Work - have to take a day off to visit in these times	1/13/2023 10:59 AM
13	On doalises tu th sa	12/2/2022 7:01 PM
14	Disabled	11/29/2022 6:49 PM

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15	I'm a full time student as well as part time worker	11/21/2022 11:46 PM
16	Work 6am-6pm	11/21/2022 6:14 PM
17	School	11/21/2022 4:03 PM
18	Working late	11/21/2022 4:01 PM
19	Unable to walk distances quad recliner syndrome	6/21/2022 8:10 PM
20	Bus service	4/4/2022 3:36 PM
21	Not always due to full time work	4/4/2022 11:36 AM

Q15 How would you prefer to book appointments?

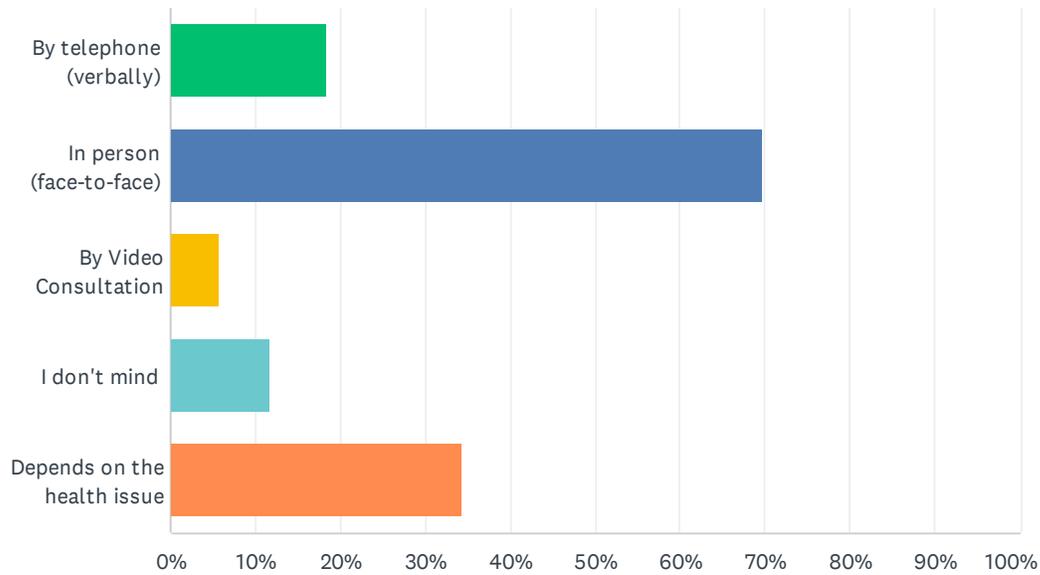
Answered: 318 Skipped: 2



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	73.58%	234
In person (face-to-face)	19.18%	61
By SMS/Text Message	11.01%	35
Email	8.81%	28
My Health Online (MHOL)	30.82%	98
Total Respondents: 318		

Q16 How would you prefer your appointments to take place?

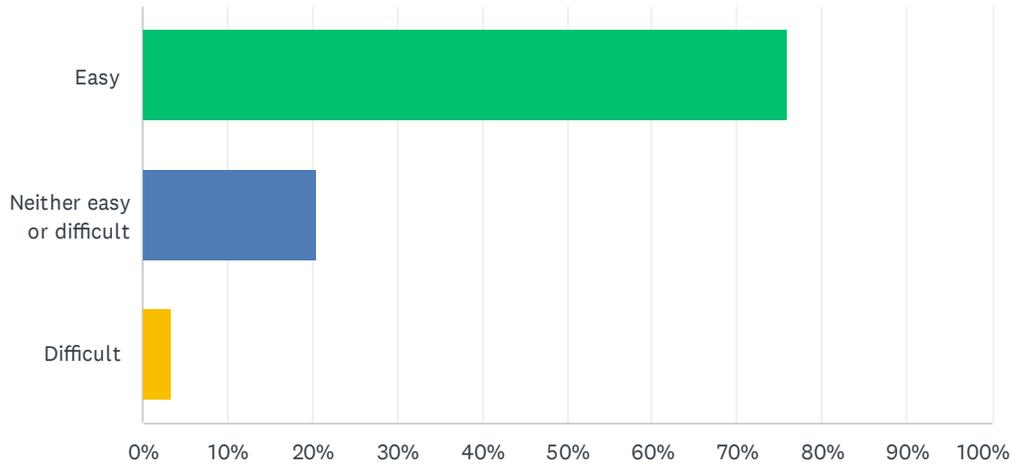
Answered: 318 Skipped: 2



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	18.24%	58
In person (face-to-face)	69.81%	222
By Video Consultation	5.66%	18
I don't mind	11.64%	37
Depends on the health issue	34.28%	109
Total Respondents: 318		

Q17 Generally, how easy is it to get through to someone at the surgery on the telephone?

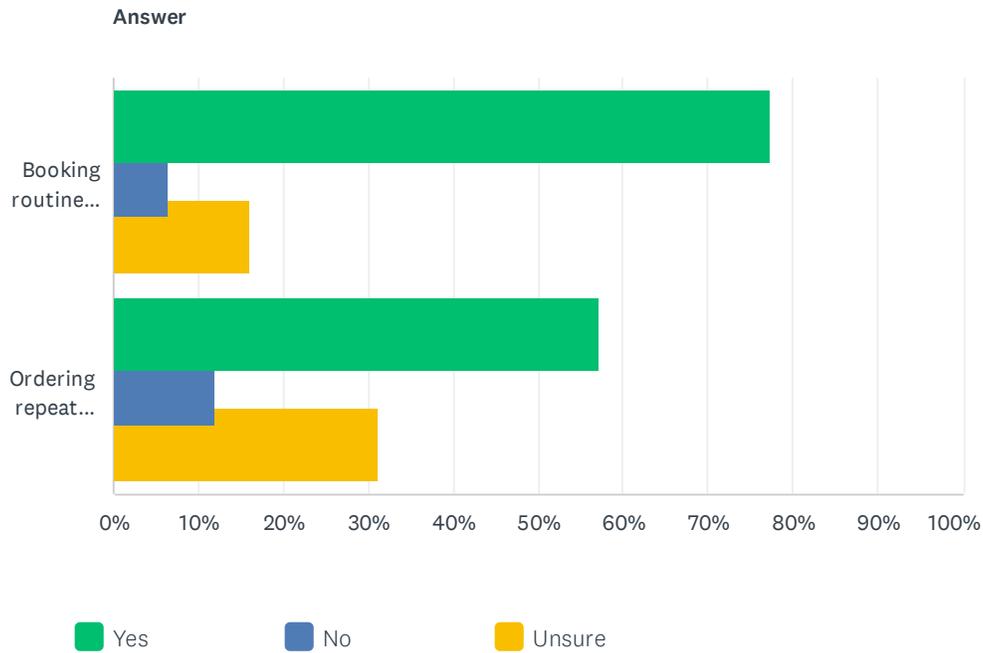
Answered: 316 Skipped: 4



ANSWER CHOICES	RESPONSES	
Easy	75.95%	240
Neither easy or difficult	20.57%	65
Difficult	3.48%	11
TOTAL		316

Q18 Do you know if your practice offers any of the following through My Health Online MHOL?

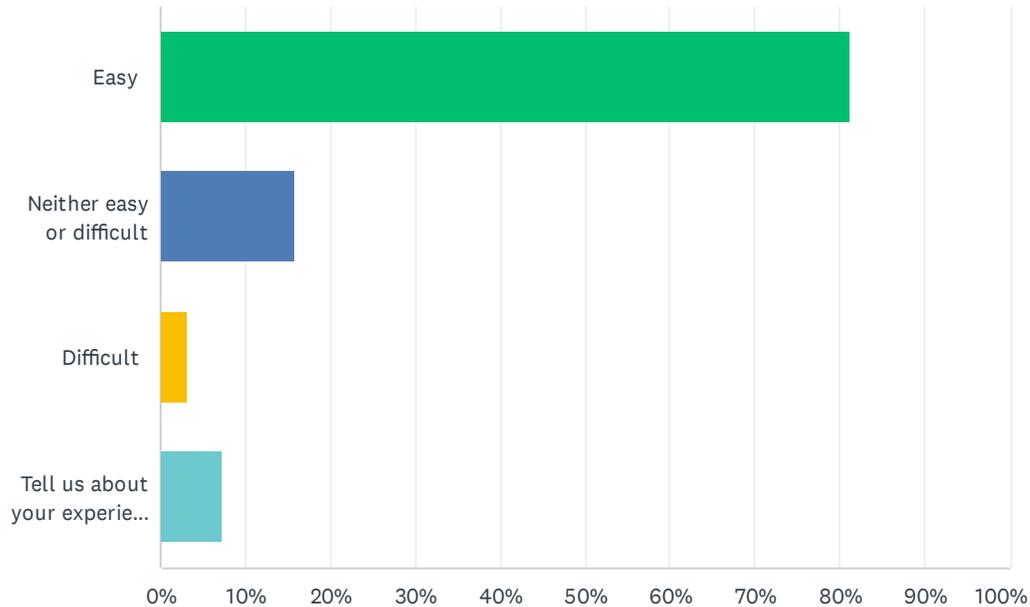
Answered: 296 Skipped: 24



Answer	YES	NO	UNSURE	TOTAL
Booking routine appointments online	77.47% 227	6.48% 19	16.04% 47	293
Ordering repeat prescriptions online	57.04% 154	11.85% 32	31.11% 84	270

Q19 Generally, how do you find making a routine appointment at the surgery?

Answered: 318 Skipped: 2



ANSWER CHOICES	RESPONSES
Easy	81.13% 258
Neither easy or difficult	15.72% 50
Difficult	3.14% 10
Tell us about your experience with this	7.23% 23
Total Respondents: 318	

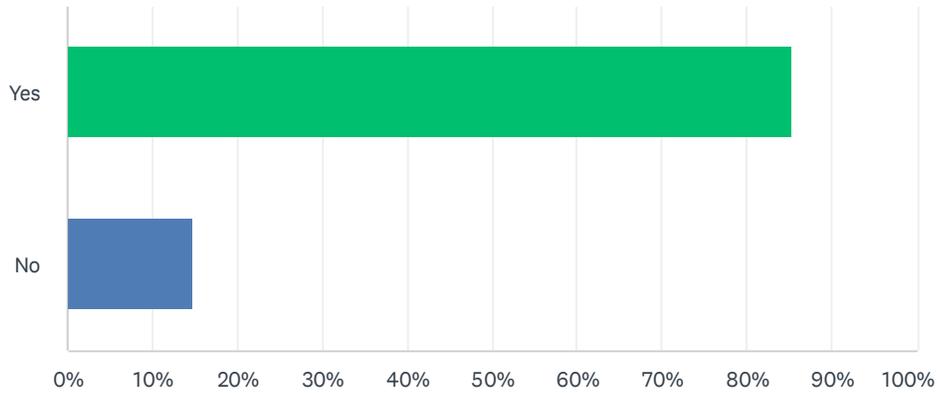
#	TELL US ABOUT YOUR EXPERIENCE WITH THIS	DATE
1	Call answered promptly and got a appointment within a realistic timesacale	2/20/2023 12:36 PM
2	Efficient	2/14/2023 5:56 PM
3	The phone bever rings for too long, receptionists friendly no problems very good surgery	2/7/2023 4:09 PM
4	Sometimes you have to wait a while for staff to answer the phone but never had an issue booking an appointment once I've got through	1/21/2023 10:06 AM
5	Long time ringing before someone answers	1/20/2023 3:20 PM
6	I just ask for a routine appointment	1/20/2023 3:07 PM
7	I feel very lucky to be a patient at Ty Bryn. Prefer to attend the Machen surgery as it's easier for parking and not too many patients.	1/20/2023 12:38 PM
8	Very difficult as yiu git to tell receptionist all your business which is wrong its personal between patient and doctor	1/13/2023 3:08 PM
9	Always help where they can	1/13/2023 1:06 PM

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10	Sometimes is busy and you can't an answer and have to ring later	1/13/2023 12:18 PM
11	Amazing	1/13/2023 12:16 PM
12	Always very easy and receptionist are very polite and helpful	1/13/2023 11:14 AM
13	Just go online find the Dr I want and book it.	12/4/2022 2:18 PM
14	Can never get an appointment when you want one or wth the doctor you want	11/29/2022 9:16 AM
15	Can't see Gp of choice	11/22/2022 12:42 PM
16	Friendly approachable helpful staff on phone or in person. My health online is also easy. However it diesnt allow you to book more than one appointment. Have to cancel to see other available times/days/doctors	11/21/2022 11:46 PM
17	I'm in the able to get there at the moment quad recliner syndrome	6/21/2022 8:10 PM
18	Make appointment on line and can usually get one with my chosen doctor in about a week	4/11/2022 9:11 PM
19	Lovely	4/4/2022 12:32 PM
20	Usually within 2 weeks	4/4/2022 11:30 AM
21	Ok	4/1/2022 6:42 PM
22	Excellent surgery. Never failed to get early appointment	4/1/2022 3:30 PM
23	Just ring	4/1/2022 12:23 PM

Q20 When you have telephoned the practice and been told you would receive a call back, were you given an estimated time slot i.e. am or pm?

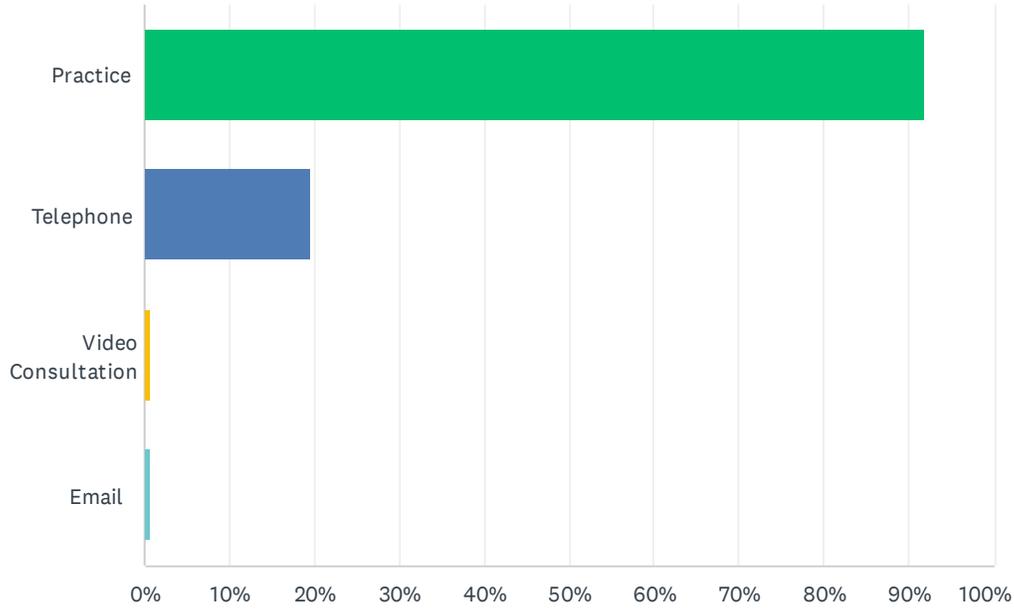
Answered: 278 Skipped: 42



ANSWER CHOICES	RESPONSES	
Yes	85.25%	237
No	14.75%	41
TOTAL		278

Q21 Generally, have your routine appointments been carried out in the practice, via the telephone or video consultation?

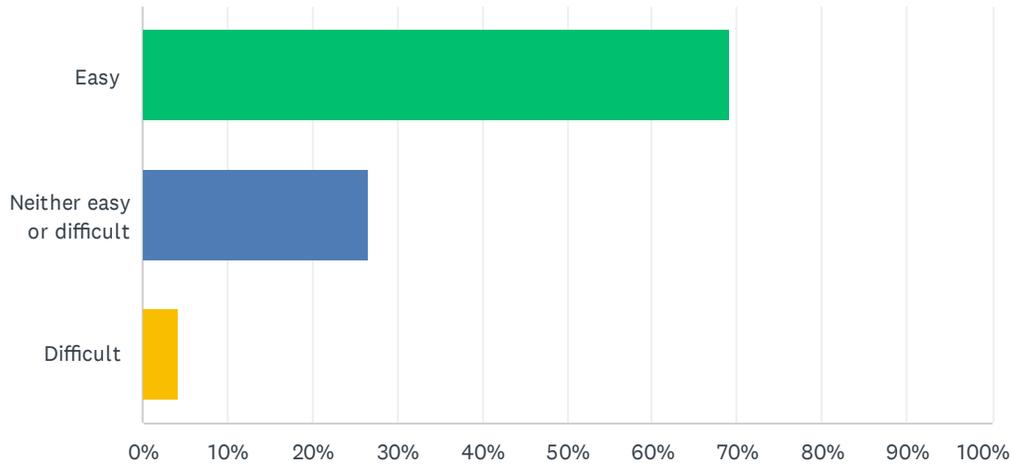
Answered: 307 Skipped: 13



ANSWER CHOICES	RESPONSES	
Practice	91.86%	282
Telephone	19.54%	60
Video Consultation	0.65%	2
Email	0.65%	2
Total Respondents: 307		

Q22 Generally, how easy is it to make an urgent appointment at the surgery?

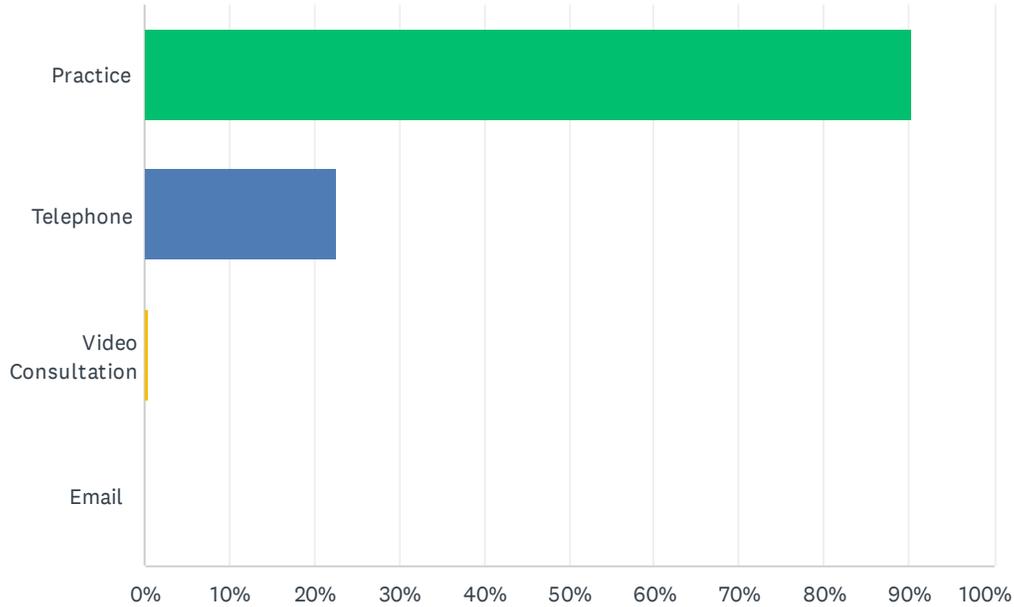
Answered: 305 Skipped: 15



ANSWER CHOICES	RESPONSES	
Easy	69.18%	211
Neither easy or difficult	26.56%	81
Difficult	4.26%	13
TOTAL		305

Q23 Generally, have your urgent appointments been carried out in the practice, via the telephone or video consultation?

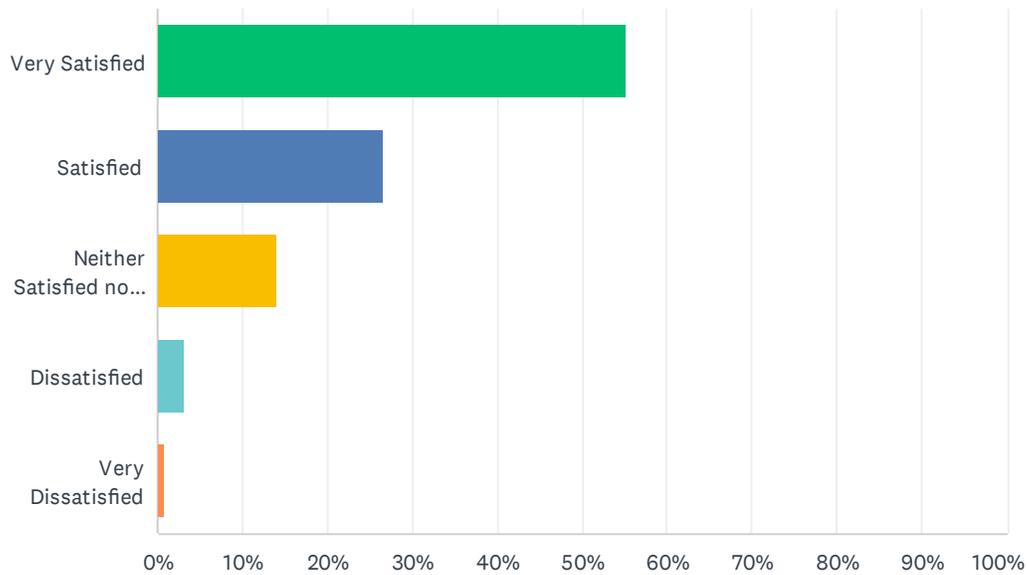
Answered: 280 Skipped: 40



ANSWER CHOICES	RESPONSES	
Practice	90.36%	253
Telephone	22.50%	63
Video Consultation	0.36%	1
Email	0.00%	0
Total Respondents: 280		

Q24 If you have had an appointment via telephone or video consultation, how satisfied were you with the care you received?

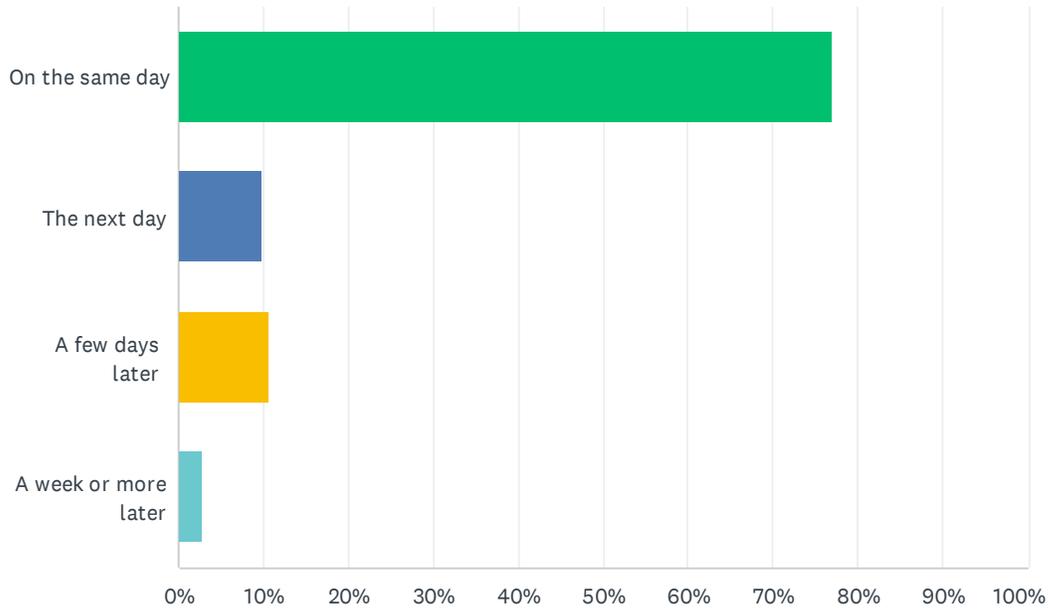
Answered: 255 Skipped: 65



ANSWER CHOICES	RESPONSES	
Very Satisfied	55.29%	141
Satisfied	26.67%	68
Neither Satisfied nor dissatisfied	14.12%	36
Dissatisfied	3.14%	8
Very Dissatisfied	0.78%	2
TOTAL		255

Q25 If you have asked for an urgent appointment in the last 12 months, when did the appointment then take place?

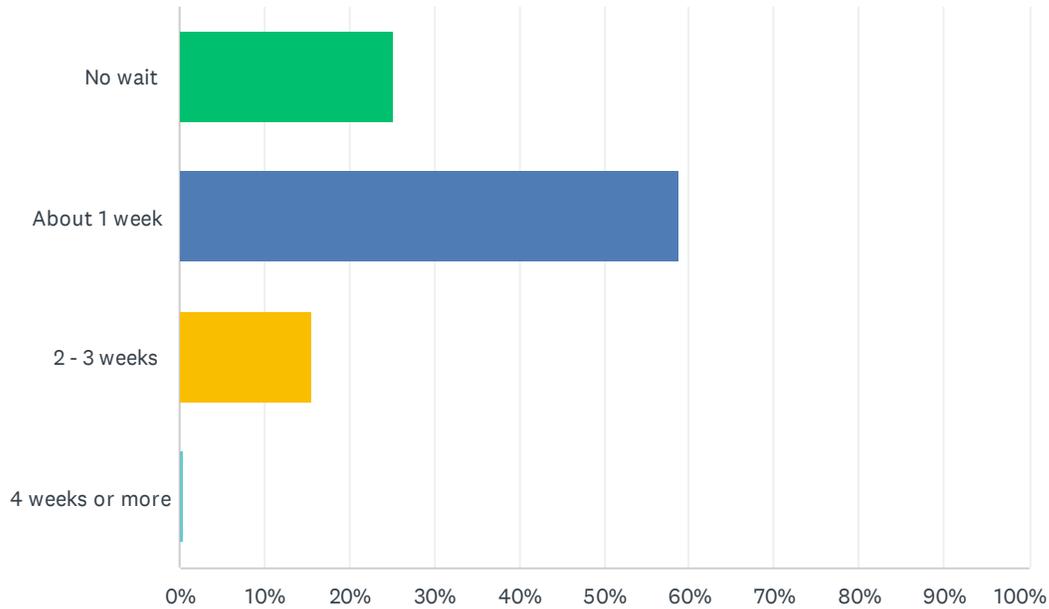
Answered: 225 Skipped: 95



ANSWER CHOICES	RESPONSES	
On the same day	76.89%	173
The next day	9.78%	22
A few days later	10.67%	24
A week or more later	2.67%	6
TOTAL		225

Q26 How long do you normally have to wait for a routine appointment with a GP of your choice?

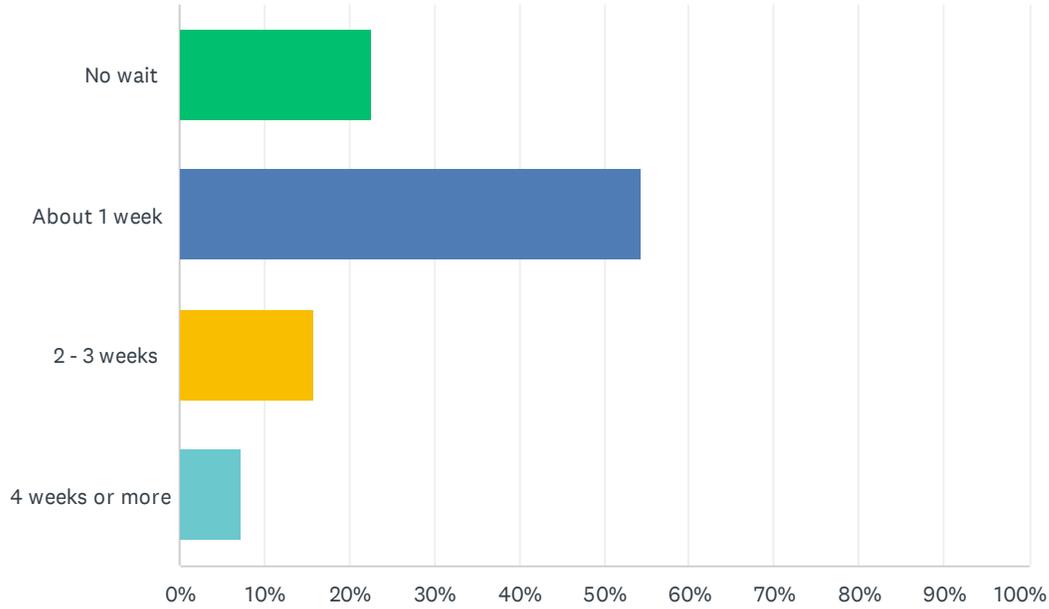
Answered: 309 Skipped: 11



ANSWER CHOICES	RESPONSES	
No wait	25.24%	78
About 1 week	58.90%	182
2 - 3 weeks	15.53%	48
4 weeks or more	0.32%	1
TOTAL		309

Q27 How long do you normally have to wait for a routine appointment another Health Care Professional of your choice?

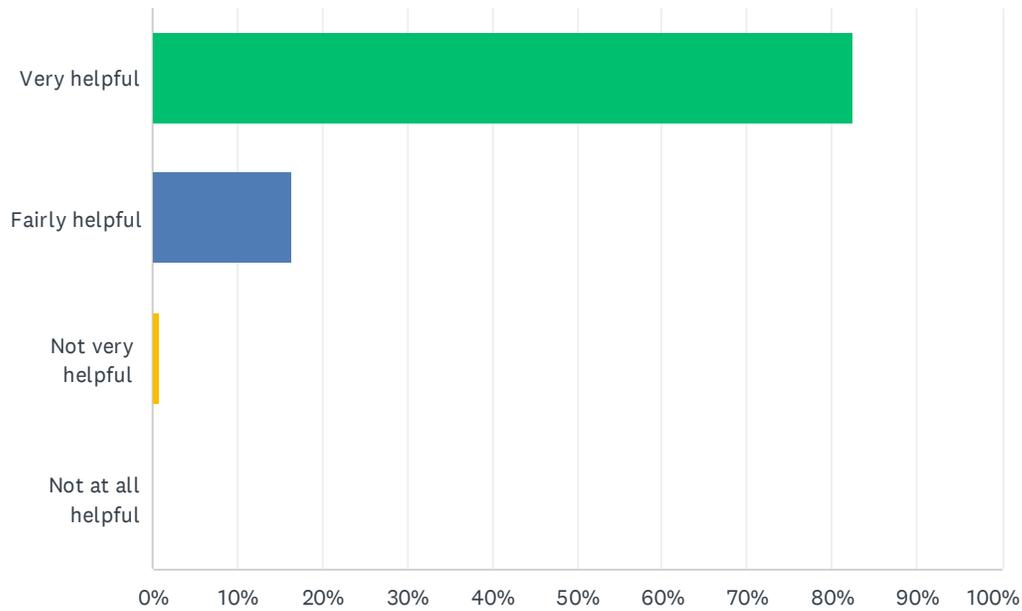
Answered: 265 Skipped: 55



ANSWER CHOICES	RESPONSES	
No wait	22.64%	60
About 1 week	54.34%	144
2 - 3 weeks	15.85%	42
4 weeks or more	7.17%	19
TOTAL		265

Q28 How helpful do you find the reception team at the surgery?

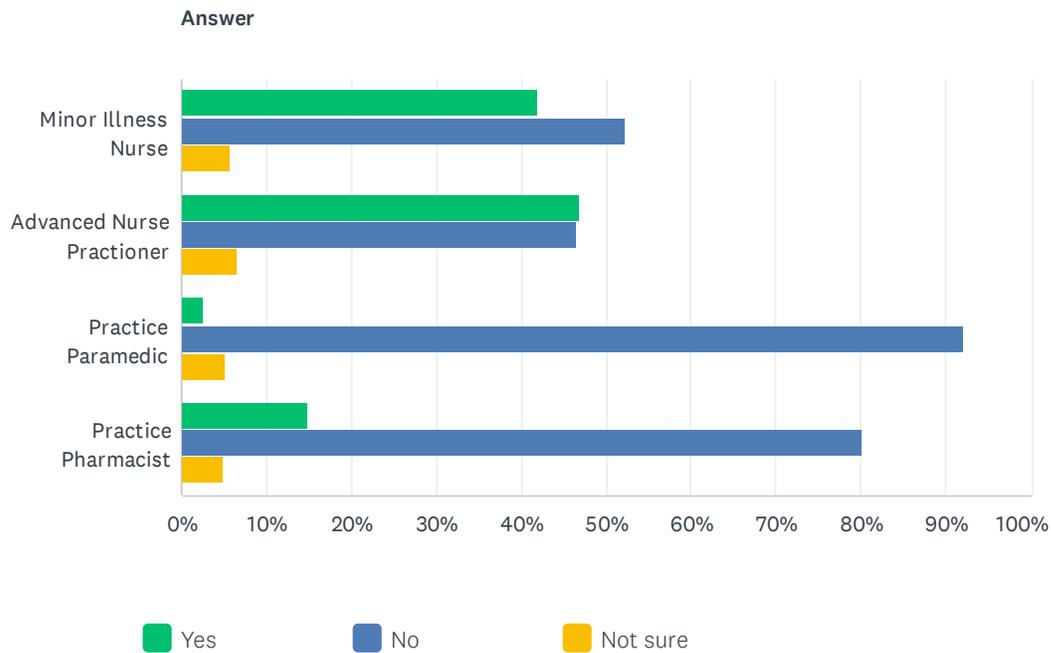
Answered: 316 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very helpful	82.59%	261
Fairly helpful	16.46%	52
Not very helpful	0.95%	3
Not at all helpful	0.00%	0
TOTAL		316

Q29 Have you been seen by a Health Care Professional other than a GP?

Answered: 252 Skipped: 68



Answer	YES	NO	NOT SURE	TOTAL
Minor Illness Nurse	41.95% 86	52.20% 107	5.85% 12	205
Advanced Nurse Practitioner	46.89% 98	46.41% 97	6.70% 14	209
Practice Paramedic	2.60% 4	92.21% 142	5.19% 8	154
Practice Pharmacist	14.91% 24	80.12% 129	4.97% 8	161

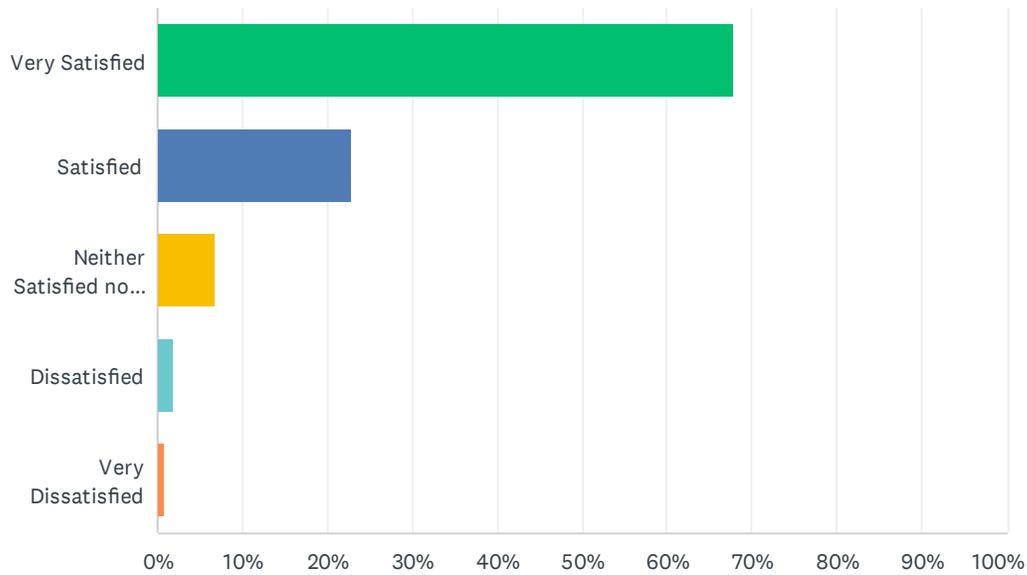
#	OTHER - PLEASE STATE	DATE
1	Physio	2/27/2023 12:28 PM
2	None	2/27/2023 11:39 AM
3	Asthma Nurse	2/27/2023 11:29 AM
4	Phlebotomist	2/27/2023 10:19 AM
5	Blood taken for tests	2/20/2023 12:36 PM
6	Physiotherapy	2/20/2023 9:49 AM
7	Physiotherapist	2/8/2023 9:05 AM
8	Physiotherapist	2/7/2023 8:01 PM
9	Phlebotomist	2/7/2023 7:50 PM
10	Physiotherapist	2/7/2023 4:15 PM

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11	Doctor	2/7/2023 4:14 PM
12	Hospital consultant	1/28/2023 9:33 AM
13	Mantle health team mill raod	1/21/2023 1:43 PM
14	To dress ulcer on leg	1/21/2023 10:06 AM
15	Mental health team	1/20/2023 3:31 PM
16	Phlebotomist	1/20/2023 2:34 PM
17	Phlebotomist	1/20/2023 1:05 PM
18	Only for blood test	1/20/2023 11:50 AM
19	A &E	1/20/2023 10:22 AM
20	ENT consultant privately	1/15/2023 11:16 AM
21	HCSW	1/14/2023 11:42 AM
22	Hospital	1/13/2023 1:02 PM
23	Blood taken	1/7/2023 1:28 PM
24	Chest x-ray	12/7/2022 9:27 AM
25	Had bloods and ecg	11/30/2022 8:25 PM
26	Wellness Counsellor	11/29/2022 10:22 AM
27	Midwife	11/29/2022 9:18 AM
28	Asthma nurse	11/22/2022 12:42 PM
29	Leg ulcers	11/22/2022 1:23 AM
30	District Nurse, Podiatrist	11/21/2022 8:37 PM
31	I haven't needed to	11/21/2022 5:04 PM
32	Phlebotomist	4/11/2022 3:58 PM
33	Osteopath	4/4/2022 12:45 PM

Q30 How satisfied were you with the care you received?

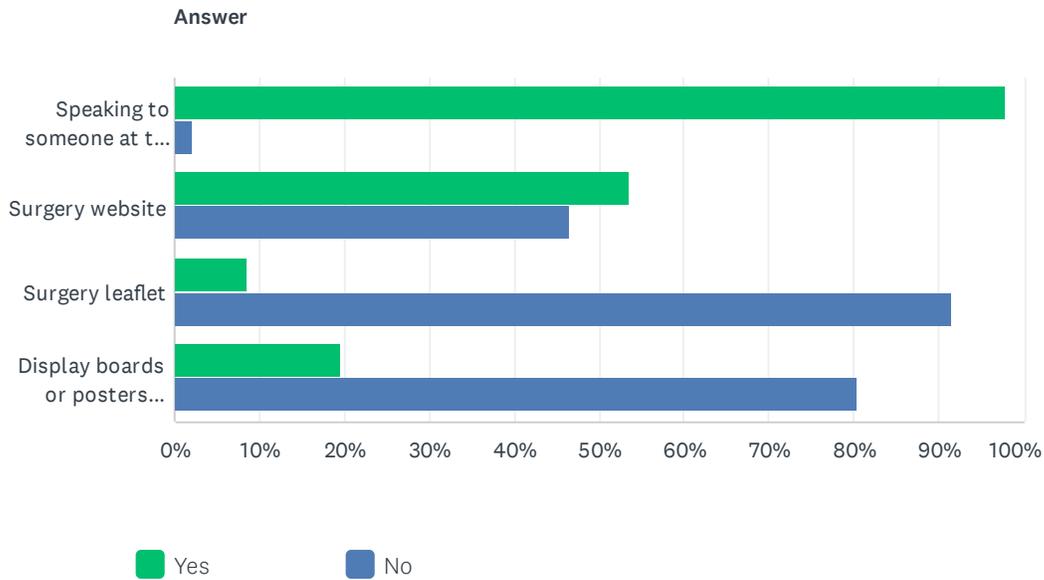
Answered: 264 Skipped: 56



ANSWER CHOICES	RESPONSES	
Very Satisfied	67.80%	179
Satisfied	22.73%	60
Neither Satisfied nor dissatisfied	6.82%	18
Dissatisfied	1.89%	5
Very Dissatisfied	0.76%	2
TOTAL		264

Q31 When you need information about appointment booking/times, what ways have you tried to find that information?

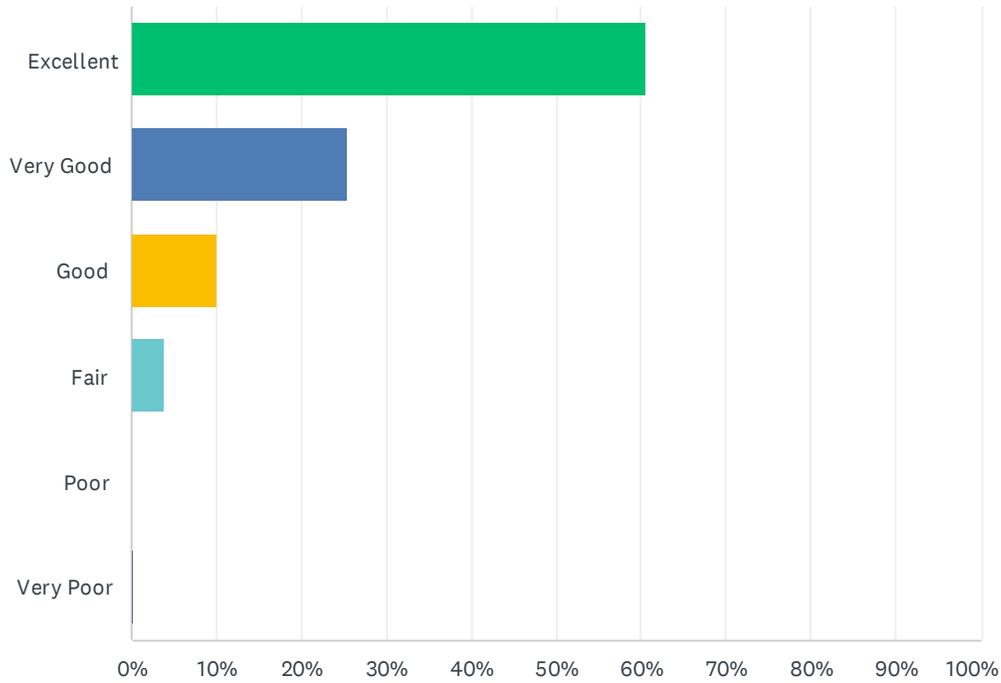
Answered: 298 Skipped: 22



Answer	YES	NO	TOTAL
Speaking to someone at the surgery	97.87% 276	2.13% 6	282
Surgery website	53.46% 85	46.54% 74	159
Surgery leaflet	8.62% 10	91.38% 106	116
Display boards or posters within the surgery	19.51% 24	80.49% 99	123

Q32 How would you rate your overall experience accessing services at this surgery?

Answered: 319 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	60.50%	193
Very Good	25.39%	81
Good	10.03%	32
Fair	3.76%	12
Poor	0.00%	0
Very Poor	0.31%	1
TOTAL		319

Q33 Please tell us more about your experience rating and anything else you wish to share

Answered: 133 Skipped: 187

#	RESPONSES	DATE
1	Extremely satisfied with the quality of care and the professional yet friendly attitude of all personnel. Thank you	2/28/2023 1:29 PM
2	Consistently good in communication - making appointments, consultations and general queries.	2/28/2023 12:24 PM
3	As I am prone to urine infections, it would be helpful if I could have had a telephone consultation regarding this. But was told that telephone consultations had stopped since covid. I know the symptoms and feel as if it was a wasted appointment when some one with a real emergency could have had the appointment. But happy with how quick I got seen	2/28/2023 8:29 AM
4	The service from receptionist, nurses and my doctor Dr Palmer is excellent, Thank you all	2/27/2023 7:38 PM
5	A very good surgery. All ways helpful and the staff are always polite. X	2/27/2023 1:17 PM
6	The team are extremely friendly and helpful.	2/27/2023 12:28 PM
7	Ty Bryn has a good reputation and rightly so. I rate the staff and treatment received very highly.	2/27/2023 10:19 AM
8	I am very with the care that I am receiving from my doctors surgery	2/27/2023 8:43 AM
9	Very good GP practice	2/27/2023 8:24 AM
10	I find the practice staff and doctors very helpful .I find access to "my health on line "sometimes helpful. The access to a message service helpful but I do not like having digital conversations as they rarely answer your questions correctly	2/21/2023 8:38 AM
11	Its great getting a text message reminder to keep things on track	2/20/2023 12:36 PM
12	Could not ask for better service excellent surgery ty Bryn	2/20/2023 11:49 AM
13	Dr prior has been very supportive during my recent illness.	2/20/2023 9:49 AM
14	Excellent reception staff. Friendly and helpful at both Machen and Ty Bryn MHOL very easy to use and easy to see what appointments are available.	2/20/2023 9:45 AM
15	First class.	2/20/2023 8:58 AM
16	I have always found booking an appointment straight forward at Ty Bryn and Machen Surgeries. Reception staff are always very helpful, well mannered and polite. Most of the doctors are thorough and caring.	2/20/2023 8:56 AM
17	Unimpressed with the level of care and professionalism by Dr Edwards. Very rude and abrupt, spoke to me like I was an incompetent mother. It was unnecessary and uncalled for, I will be requesting not to see him in the future for myself or for either of my children.	2/20/2023 8:28 AM
18	Excellent service. Polite and efficient staff.	2/14/2023 5:56 PM
19	The service I get at Tyn Bryn is excellent - unlike the quality of these survey questions which leave a lot to be desired.	2/14/2023 4:40 PM
20	I recently moved to Ty Bryn surgery from Tonyfelin after moving house. Ty Bryn are excellent I have never had to wait longer than 5 minutes on the phone and then are always helpful and informative. They never question you to know your problem unless necessary and I am always offered an appointment. I am extremely satisfied with this surgery however am anxious that this may change following another local surgery closing I am wondering if all those patients will be taken on by Ty Bryn and it will be over run like Tonyfelin was whilst I was there.	2/13/2023 5:59 PM

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21	Always have a good response and find the service good	2/13/2023 5:43 PM
22	Always found the surgery to be excellent and very satisfied with the care I have received over the 20 years I have been going to the surgery. Thank you	2/13/2023 9:11 AM
23	General care is excellent minor surgery good on the whole no problems in any area of care	2/11/2023 9:05 PM
24	I was disappointed with my last appointment. I asked to see a doctor who deals with menopause which I did but was only given a 10 min consultation I felt as though I needed more time	2/10/2023 2:09 PM
25	Always helpful team at Ty Bryn getting problems sorted and very informative	2/10/2023 2:00 PM
26	The website needs updating. The reception staff member in Machen was brilliant. And Rhian in Trethomas was excellent. Dr Gordon, as always, went above and beyond.	2/10/2023 1:50 PM
27	I always find the level of care I receive is of a very good standard	2/9/2023 5:03 PM
28	I feel for this particular illness the practise dragged out the diagnosis and could have made the treatment time quicker.	2/8/2023 8:52 PM
29	I've always found everyone at the practice is only too willing to help. They will look at ways of accommodating appointments to fit around my work commitments. Very happy with the service provided.	2/8/2023 1:23 PM
30	The reception/admin team at Ty Bryn have always been helpful, efficient and have often gone beyond what might have been expected. They are, without doubt, the best admin/reception team I have experienced.	2/8/2023 9:43 AM
31	I've only recently been informed by GP about using MHOL for requesting a fit note. Was previously unaware but have since seen posters in the surgery. Will also make more use of this service for advice before making an appointment in future.	2/7/2023 8:49 PM
32	As a cater for my late mum and my dad the surgery have been absolutely amazing. Always slitting in house calls and urgent visits when needed	2/7/2023 7:52 PM
33	Terrible emergency appointment service. However, some have been good but not all. When I've been in serious pain and told there's nothing wrong with me then I had gall stones. Now I'm dealing with a UTI every month which I think it's worse than that because of the pain I'm experiencing, I have to tell the doctor what I need and want when they should be telling me I need further testing etc scans. Not much help at all. However I have booked an appointment to hopefully solve my issue. Also my last appointment yesterday with an emergency app, dr was reluctant to provide me with antibiotics as she thought it didn't 'add up' and couldn't find any record of my reoccurring UTI's monthly on the system.	2/7/2023 6:49 PM
34	No	2/7/2023 4:12 PM
35	The receptionists are always helpful	2/7/2023 4:10 PM
36	I am satisfied with the Doctors that I normally visit at the surgery they are an excellent surgery to belong to.	2/7/2023 4:09 PM
37	I think Ty Bryn are wonderful, and friends and colleagues are very jealous of how easy it is to access an appointment.	2/7/2023 3:43 PM
38	When ever I have needed to see a doctor, I am able to travel to the other surgery, so nearly always it's either the evening same day or the next day mornings. So I have nothing but good to say about our doctors.	2/4/2023 12:18 PM
39	All staff are excellent	2/1/2023 9:06 AM
40	Very satisfied left unanswered questions as it did not use the answers	1/31/2023 4:16 PM
41	An amazing team, very helpful and informative	1/31/2023 4:13 PM
42	Ty Bryan is most definitely the best practice in the area 5 🌟👏	1/28/2023 6:46 PM
43	Receptionist nurses and doctors always very helpful.	1/28/2023 9:33 AM
44	Great service provided	1/27/2023 4:55 PM
45	The receptionists and pharmacy staff are very helpful but Dr Penrose who I seen on Thursday	1/27/2023 4:40 PM

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	was absolutely horrible and very unprofessional with me	
46	To be honest Ty Bryn is the best practice I've had. All of the staff are really patient and helpful. Nothing is ever too much.	1/27/2023 4:22 PM
47	Always had an excellent service from all at Ty Bryn	1/27/2023 3:41 PM
48	Is a like more help with my mantle heal and episodes I do have and councling or a therapist plz	1/21/2023 1:43 PM
49	The staff and GP have always been very helpful and understanding	1/21/2023 10:06 AM
50	One particular G.P. very rude and said to whilst I was explaining-how long is this going to take?	1/20/2023 8:57 PM
51	Staff always friendly and helpful and always seen on time or close to appointment time	1/20/2023 6:04 PM
52	We have an excellent gp service especially in this current climate. I feel very lucky	1/20/2023 5:53 PM
53	Everyone in this surgery goes above and beyond there duties to help.	1/20/2023 4:09 PM
54	It would be helpful to be able to bypass the long preamble on the phone before getting through to surgery?	1/20/2023 4:03 PM
55	Machen surgery always been very helpful	1/20/2023 3:31 PM
56	No	1/20/2023 3:25 PM
57	I try not to use doctors if possible. Will try self help first. On occasions when I have seen a doctor I have been able to make an appointment fairly quickly and easily. I prefer to use the My Health portal to do this and for repeat prescription	1/20/2023 2:43 PM
58	Always satisfied with The Bryn.	1/20/2023 1:42 PM
59	Everyone at Tybryn are excellent at their jobs.Always professional but approachable and friendly.	1/20/2023 1:05 PM
60	Ty Bryn/Machen Surgery staff are very helpful. Glad to be a patient at this practice. No long waiting for anything from answering phone calls to GP appointments.	1/20/2023 12:38 PM
61	Surgery is 1st class, receptionists pleasant and polite , practice nurses and GP's extremely competent, pleasant, personable, caring	1/20/2023 12:38 PM
62	All the Staff are very kind and Professional	1/15/2023 11:16 AM
63	Extremely helpful everytime I speak to them. Very pleasant.	1/14/2023 1:15 PM
64	Visited the doctor with chest problem, had a chest X-ray the very same day, very impressed.	1/14/2023 11:58 AM
65	Reception staff very professional, courteous and helpful. GP appointments are easy to make and GPs professional. Waiting times in surgery are not too long.	1/14/2023 11:42 AM
66	I felt that the doctor didn't make me feel like I was wasting her time and she spent time going through different option's which was good.	1/13/2023 4:35 PM
67	Really friendly and helpful	1/13/2023 4:30 PM
68	I rate Machen/Ty Bryn very high Very professional with friendly staff.	1/13/2023 3:56 PM
69	Excellent staff, nurses and doctors	1/13/2023 3:16 PM
70	When you desperately need an appointment if its your heart hiw can a doctor examine you over the phone it's ridiculous ,	1/13/2023 3:08 PM
71	Great Surgery really helpful	1/13/2023 1:20 PM
72	Generally, they're really good, however, seemed unaware of the COVID Anti Viral procedure, I've missed out on anti virals as a result following many re directions	1/13/2023 1:06 PM
73	All good	1/13/2023 1:02 PM
74	Great surgery easy to make appointment	1/13/2023 12:44 PM
75	Doctors don't care	1/13/2023 12:18 PM

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76	Dr Palmer has been fantastic. Last week for my emergency appointment. I'm not mobile and stuck in a chair I have carers all day though... with help of my daughter and her smart phone I was able to have my appointment via phone and daughter sent photos of my problem to the doctor could help assist advise and the prescribe what needed. Dr Palmer was over run with work that day too qnd is very committed to her job and work to a high professional manner and standard , caring and empathy too. The staff Leanne and Deborah on the front desk very kind helpful and the best so far.	1/13/2023 12:18 PM
77	Excellent service never been refused a home visit or surgery appointment.	1/13/2023 12:16 PM
78	Fabulous surgery, wouldn't want to go anywhere else.	1/13/2023 12:14 PM
79	So far always receive excellent service.	1/13/2023 12:09 PM
80	Very happy with the services and support at the practice	1/13/2023 11:56 AM
81	I am very happy with almost all aspects of our surgery, staff are helpful, caring and professional	1/13/2023 11:51 AM
82	Never have any problems. Find the staff polite and accommodating	1/13/2023 11:39 AM
83	I was in Nantgarw Road surgery for 30+ years and because of my experience with them I had the assumption that all Doctor surgeries were terrible until I moved to Ty Bryn. What a difference!!!! Myself and my daughter have received nothing but excellent service and care from reception, nurses and Doctors. Ty Bryn is another world compared to Nantgarw Road!!!!	1/13/2023 11:14 AM
84	Staff are always very polite and helpful at both surgery and pharmacy	1/13/2023 11:14 AM
85	The service from our practice is amazing both at machen and ty bryn. I am very pleased and feel lucky to have such good service	1/13/2023 10:59 AM
86	Very happy with my latest visit, reception answered on first call and I was seen the same morning, waited no longer than 10 minutes at surgery.	1/13/2023 10:48 AM
87	I transferred my care to Ty bryn after a poor experience from another surgery. I am very happy with this choice, I am always listened to and always seen a HP when needed.	1/13/2023 10:04 AM
88	Dr Gordon always very professional and knows my condition	1/13/2023 9:46 AM
89	I think it would be helpful if a patient was asked what type of consultation they would prefer (face to face or over the phone). In the past I asked for a phone consultation because I thought it's a bit easier for the Dr, but was told to come to the practice.	1/13/2023 9:10 AM
90	I feel our Drs in Machen/Ty Bryn are excellent their service, care and accessibility are second to none	1/13/2023 9:01 AM
91	I'm happy to be a patient at Ty Bryn. Relatives and friends relate horror stories when trying to see a GP at their respective surgeries! Ty Bryn is a shining example in comparison.	1/13/2023 8:55 AM
92	Gp staff friendly very helpful	1/7/2023 1:28 PM
93	The Doctors, Nurses and Staff at Ty Bryn are really the best. So helpful, polite and knowledgeable. Can't fault the care that we have. Excellent surgery	12/20/2022 5:58 PM
94	Doctor very helpful and and accommodating with a pleasant disposition	12/19/2022 10:52 AM
95	Fantastic surgery never a long wait for appointments	12/7/2022 12:20 PM
96	All staff at Ty Bryn give outstanding service and very high standards of care.	12/6/2022 11:01 PM
97	I have no problems with our surgery. It has been our family surgery for 40 plus years and has seen many changes. Even in the last few years with all the problems they have put their patients first.	12/6/2022 11:48 AM
98	Gp's are very good with the exception of the Gp trainer in our practice	11/29/2022 6:49 PM
99	Whilst the surgery is very busy the doctors and staff are always polite and helpful	11/29/2022 4:26 PM
100	We moved to the area 6 yrs ago from Cardiff and have been amazed at the care and efficiency of the practice, they are excellent.	11/29/2022 9:55 AM
101	This a busy G P practice which is efficiently run	11/29/2022 9:54 AM

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102	I prefer to have my own dedicated GP that I trust and understands my health issues.	11/29/2022 9:39 AM
103	Very good service	11/25/2022 4:39 PM
104	I feel very privileged to be a patient at Ty Bryn. Nothing is a problem and you see a doctor the same day by booking the duty appointment. When I listen to friends at work saying they can't get doctors appointments at their surgery I feel very lucky. I highly recommend Ty Bryn best surgery in Caerphilly	11/22/2022 7:38 PM
105	We are very lucky to have Ty Bryn and all the team.	11/22/2022 4:52 PM
106	Didn't answer all questions as they didn't apply, been with Ty Bryn for many years, always excellent, compassionate service.	11/22/2022 4:47 PM
107	All staff very helpful and considerate. No complaints whatsoever and grateful to be under the practice care	11/22/2022 12:56 PM
108	Easier to see doctor of choice same day appointments House calls	11/22/2022 12:42 PM
109	Ty Bryn is fantastic. Anything urgent and you can see a duty dr. I think we are very lucky	11/22/2022 9:18 AM
110	I been please up to now	11/22/2022 1:23 AM
111	Outstanding doctors and reception staff. A special mention to Dr Prior who is a fantastic doctor! He always listens, explains and genuinely wants to help. Dr Edwards let's the surgery down as he has been abrupt and rude to myself each time I've seen in (as emergency dr, not my choice of doctor) Also known to be rude to other patients I know. For example telling his patient to stop talking so he can talk or listen through the stethoscope and done in an abrupt manor. Not acceptable for anyone to be spoken to like that. Dr Lewis is ok but feels like he wants you out of the room as quickly as possible. Very rushed always! Not as caring as a doctor should be. All other doctors are friendly, approachable and professional. Dr Penrose is another exceptional doctor. Knowledgable and approachable, also cares for the environment and encourages cutting down or environment friendly medicines such as my asthma inhaler. Getting an appointment quickly is easy, never a long wait and many times I've needed emergency doctor, I get to see that day. Duty doctor is always available daily too. Excellent service always. Extremely friendly staff, reception, nurses and secretaries. Always a pleasure to call or visit this surgery, my family and I feel so blessed to have it!	11/21/2022 11:46 PM
112	Cannot answer some question as have just recently joined Ty Bryn surgery	11/21/2022 8:37 PM
113	Compared to other surgeries in the district , ty Bryn is by far the best.	11/21/2022 7:33 PM
114	Very satisfied with staff, nurses and doctors	11/21/2022 5:36 PM
115	I have trouble getting my repeat prescriptions .but could be due to availability.	11/21/2022 5:04 PM
116	I was not well with a water infection and was treated very quick and very happy with the treatment the experience 10 out of 10	11/21/2022 4:08 PM
117	I am a 7 year old child so do not understand why this survey has been sent for me to fill in as I don't make my appointments my mum does	11/21/2022 4:03 PM
118	Very good. Receptionists really attentive to patient needs.	11/21/2022 3:30 PM
119	I've found that the service I've received has been of a high standard	8/11/2022 11:25 AM
120	When district nurse comes to do my leg dressings they do it different ways which give me problems getting my shoes on	6/21/2022 8:10 PM
121	Always found the practice more than accommodating	4/11/2022 1:39 PM
122	N/a	4/4/2022 3:36 PM
123	I always find the surgery and the pharmacy to very helpful thank you 😊	4/4/2022 12:38 PM
124	I'm really well looked after at this practice.	4/4/2022 12:14 PM
125	No problem worth mentioning	4/4/2022 11:30 AM
126	I think everyone does a good job .I work with the public and listen to them talking and by what I hear about the problems they seem to be having I consider myself very lucky to have a good health center and staff Thank you.	4/3/2022 4:03 PM

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127	Dr Prior does need educating in a bed side manor, he did not come across to me the patient with a caring attitude just made me feel as though I was completely wasting his time, I very rarely attend the surgery and certainly not for anything I can manage myself at home.	4/1/2022 6:42 PM
128	This surgery is run very professionally with excellent staff and doctors. It's the best	4/1/2022 3:30 PM
129	Very helpful	4/1/2022 12:23 PM
130	I have regular bloods monitoring at the surgery and only occasionally need to see the GP. The surgery's text reminder system is great and I've just signed up for online appt booking and repeat prescriptions.	4/1/2022 11:03 AM
131	Difficult to get appointments	4/1/2022 10:38 AM
132	Excellent surgery, very friendly reception staff. Helpful doctors no real wait time. Overall Excellent practice	4/1/2022 9:47 AM
133	Very satisfied with all aspects of ty bryn and machen surgeries	4/1/2022 9:42 AM