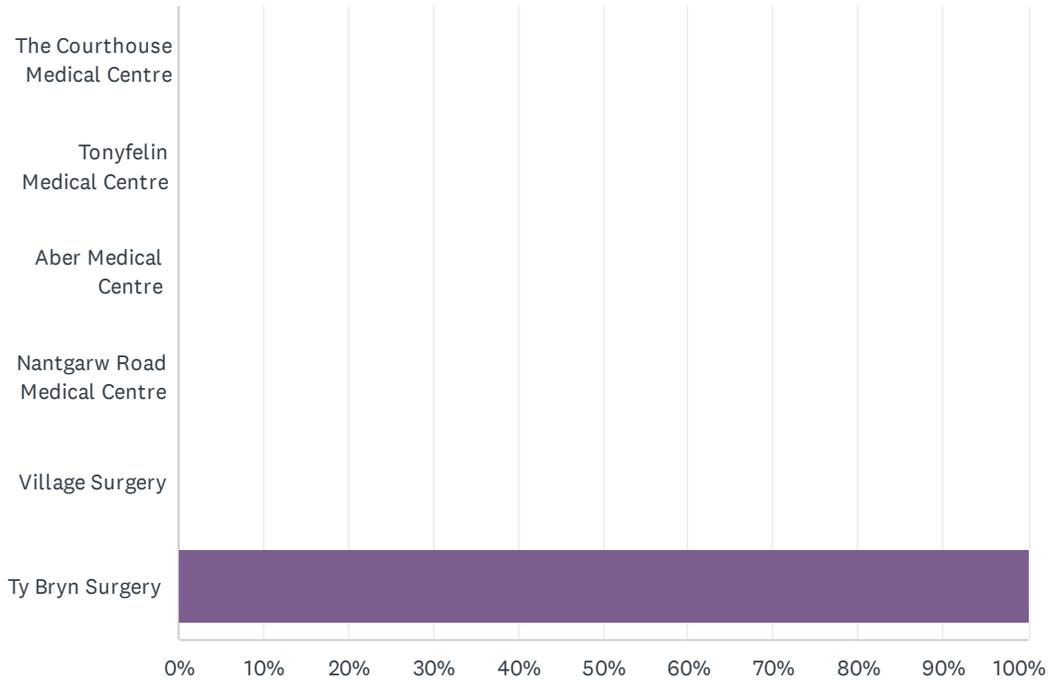


Q1 Name of GP Surgery

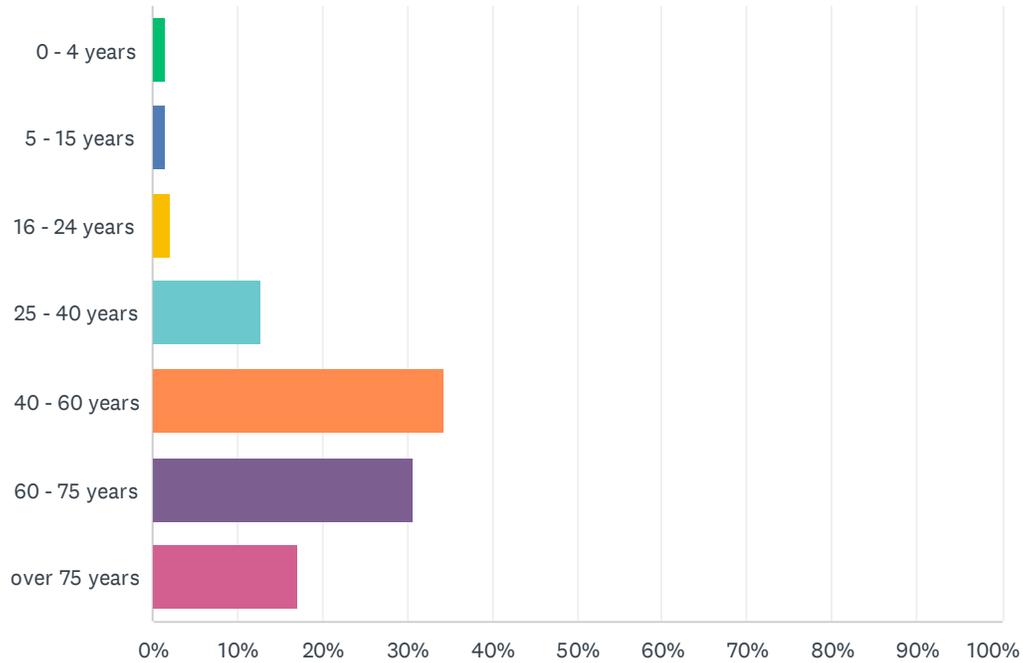
Answered: 280 Skipped: 0



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%	280
TOTAL		280

Q2 What is your age range?

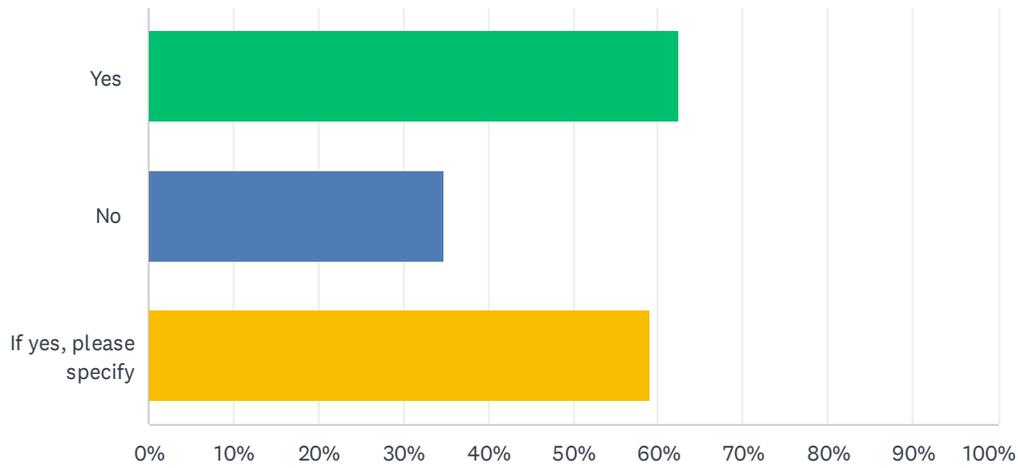
Answered: 280 Skipped: 0



ANSWER CHOICES	RESPONSES
0 - 4 years	1.43% 4
5 - 15 years	1.43% 4
16 - 24 years	2.14% 6
25 - 40 years	12.86% 36
40 - 60 years	34.29% 96
60 - 75 years	30.71% 86
over 75 years	17.14% 48
TOTAL	280

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

Answered: 274 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	62.41% 171
No	34.67% 95
If yes, please specify	59.12% 162
Total Respondents: 274	

#	IF YES, PLEASE SPECIFY	DATE
1	Hypertension, lymphodema, Breathlessness, arthritis	2/19/2024 4:21 PM
2	Gout	2/15/2024 8:58 AM
3	Blood pressure	2/14/2024 8:26 PM
4	Diabetes	2/14/2024 4:23 PM
5	Autistic	2/14/2024 2:30 PM
6	Atrial fibrillation	2/14/2024 2:13 PM
7	Spinal stenosis type 1 diabetes, under active thyroid	2/6/2024 8:04 PM
8	Prostrate	2/5/2024 6:07 PM
9	Had an heart attack	2/5/2024 4:01 PM
10	Rheumatoid arthritis	2/5/2024 2:43 PM
11	High blood pressure	2/5/2024 12:57 PM
12	Underactive tyroid high blood	2/5/2024 12:00 PM
13	Gtps in hip	2/5/2024 11:29 AM
14	High blood pressure	2/5/2024 11:04 AM
15	Asthma	2/5/2024 10:53 AM

Caerphilly South - Patient Access Survey 2023/2024

16	diabetes	2/5/2024 10:48 AM
17	Knee	2/5/2024 10:01 AM
18	Diabetes	2/5/2024 9:59 AM
19	Currency	2/5/2024 9:47 AM
20	Under active thyroid	2/5/2024 9:45 AM
21	Asthma	2/5/2024 9:33 AM
22	Mmn	2/5/2024 8:45 AM
23	Rheumatoid arthritis	2/5/2024 8:42 AM
24	Diabeted	1/30/2024 3:34 PM
25	high blood presure plaqe build up in artuary	1/30/2024 11:21 AM
26	Copd	1/30/2024 8:11 AM
27	Kleinfelters, and adhd and depression and anxiety	1/29/2024 7:21 PM
28	Slight heart attack	1/29/2024 6:39 PM
29	Leg ulcer depression	1/29/2024 3:35 PM
30	Diabetes	1/29/2024 2:12 PM
31	Fibromyalgia, High BP, Diverticulitis	1/29/2024 12:53 PM
32	Bowed legs scoliosis	1/29/2024 11:10 AM
33	Asthma	1/29/2024 10:05 AM
34	Health Anxiety	1/29/2024 10:05 AM
35	Enlarged prostate	1/29/2024 10:03 AM
36	epilepsy	1/15/2024 2:45 PM
37	Hypertension	1/14/2024 7:54 AM
38	Mental health	1/14/2024 1:16 AM
39	High Blood Pressure	1/13/2024 1:28 PM
40	Depression and anxiety	1/12/2024 5:31 PM
41	Acute asthma, arthritis	1/12/2024 5:01 PM
42	Wound not healing	1/12/2024 1:24 PM
43	Heart failure	1/12/2024 1:16 PM
44	Divr	1/12/2024 12:56 PM
45	Epilepsy and type 1 diabetes	1/12/2024 12:18 PM
46	Prostate	1/12/2024 12:10 PM
47	Anxiety	1/12/2024 11:58 AM
48	Diabetic asthma	1/12/2024 10:24 AM
49	Pain due to spine curvature and hip tilt	1/12/2024 9:49 AM
50	Type 1 diabetes	1/12/2024 9:39 AM
51	Hypertension	1/5/2024 9:38 PM
52	Diabetic	1/5/2024 12:52 PM
53	Blood pressure reflux	1/5/2024 12:47 PM

Caerphilly South - Patient Access Survey 2023/2024

54	High blood pressure	1/5/2024 12:30 PM
55	Underactive thyroid	1/5/2024 12:13 PM
56	High blood pressure	1/5/2024 11:52 AM
57	Rheumatoid arthritis	1/5/2024 10:26 AM
58	Fatty liver	1/4/2024 8:52 PM
59	multiple lung lots	1/3/2024 12:58 PM
60	Chronic back pain, anxiety & depression, fibromyalgia, Ankylosing Spondylitis	1/3/2024 12:41 PM
61	Coronary heart disease	1/3/2024 11:42 AM
62	Diverticular disease, mild asthma,	1/2/2024 10:26 PM
63	Bile stones	1/2/2024 4:40 PM
64	Fibromya	1/2/2024 3:58 PM
65	Copd	1/2/2024 3:29 PM
66	Sheehans. S4 kd	1/2/2024 3:07 PM
67	Depression	1/2/2024 2:29 PM
68	AF /T I. A	1/1/2024 3:42 PM
69	A F. Hypertension. Arthritis.	12/23/2023 10:16 AM
70	C.o.p.d	12/22/2023 6:56 PM
71	Knee problems	12/22/2023 4:58 PM
72	Arthritis, asthma, uvitus both eyes	12/22/2023 12:25 PM
73	Fibromyalgia osteoarthritis under active thyroid lymfademader	12/22/2023 12:18 PM
74	Anxiety and depression	12/22/2023 12:06 PM
75	Diastolic	12/22/2023 11:53 AM
76	Diabetes, Lymphodema	12/22/2023 11:18 AM
77	Copd asthma athritis incontinence b1	12/22/2023 10:11 AM
78	Recurrent UTI's and osteoporosis	12/22/2023 9:59 AM
79	Asthma/arthritis	12/22/2023 9:17 AM
80	I B S disturbed sleep	12/21/2023 4:09 PM
81	Heart cancer	12/19/2023 12:45 PM
82	Interactive Thyroid	12/18/2023 3:12 PM
83	Under-active thyroid	12/17/2023 12:05 PM
84	Thrombosis and carpal tunnel	12/15/2023 8:23 PM
85	Hip condition	12/15/2023 2:27 PM
86	Type 2 diabetes	12/15/2023 12:49 PM
87	Type 2 Diabetes, Neuropathy, Bursitis	12/15/2023 12:34 PM
88	High blood pressure	12/15/2023 12:33 PM
89	Spine and arthritis	12/15/2023 11:27 AM
90	Arthritis	12/15/2023 10:19 AM
91	Arthritis	12/15/2023 9:57 AM

Caerphilly South - Patient Access Survey 2023/2024

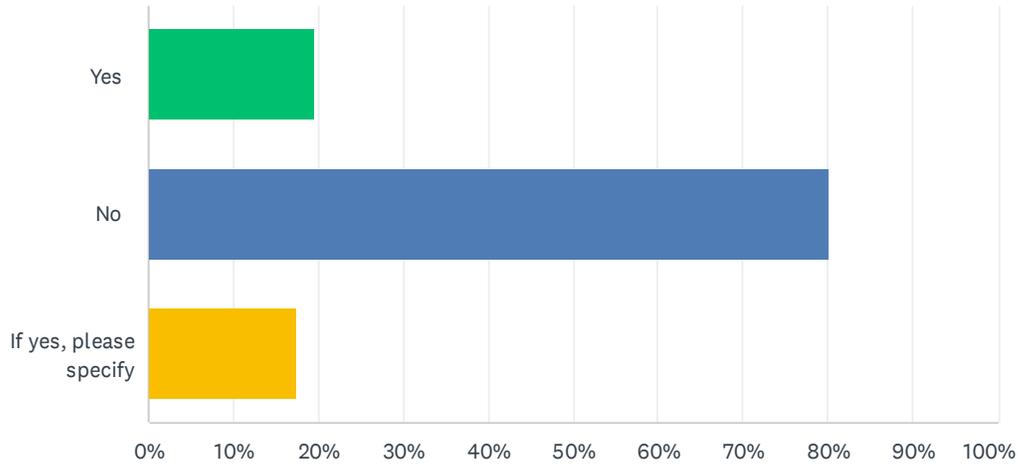
92	Under active thyroid and polymyalgia	12/15/2023 9:31 AM
93	Fibromyalgia	12/15/2023 9:08 AM
94	PMR	12/15/2023 9:07 AM
95	Sle	12/12/2023 8:56 AM
96	Asthma	12/11/2023 3:26 PM
97	Heart failure	12/11/2023 1:18 PM
98	High blood pressure	12/11/2023 10:44 AM
99	Ulcerative colitis	12/11/2023 9:52 AM
100	Breast cancer treatment	12/11/2023 8:51 AM
101	Mental health	12/10/2023 8:53 AM
102	Depression agoraphobia	12/9/2023 7:48 AM
103	Asthma, ezcema	12/8/2023 10:47 PM
104	Thyroid Depression Anxiety	12/8/2023 9:03 PM
105	Crohns	12/8/2023 6:39 PM
106	Arthritis	12/8/2023 6:30 PM
107	Prostate cancer	12/8/2023 6:11 PM
108	High blood pressure	12/8/2023 5:12 PM
109	Stomach problems	12/8/2023 4:44 PM
110	Hip and knee joints, high bp.	12/8/2023 4:42 PM
111	Arrhythmia	12/8/2023 4:35 PM
112	Stomach upsets	12/8/2023 3:45 PM
113	Depression	12/8/2023 3:24 PM
114	Fibromyalgia	12/8/2023 3:14 PM
115	Polycystic liver disease. Mild COPD	12/8/2023 3:11 PM
116	Asthma	12/8/2023 3:08 PM
117	Aetti fibrilstion	12/8/2023 3:07 PM
118	Bipolar/ chronic fatigue	12/7/2023 9:00 PM
119	Bipolar/ chronic fatigue	12/7/2023 10:44 AM
120	Thyroid under active	12/7/2023 9:56 AM
121	Diabetes	12/7/2023 8:26 AM
122	Heart probs breathing	12/6/2023 6:43 PM
123	Dilated Cardiomyopathy	12/6/2023 5:34 PM
124	Diabetes	12/6/2023 4:40 PM
125	Hydronephrosis	12/6/2023 4:01 PM
126	Sleep apnoea	12/6/2023 2:21 PM
127	Under active thyroid.	12/6/2023 12:19 PM
128	High cholesterol, arthritis,	12/6/2023 12:27 AM
129	Depression	12/5/2023 8:58 PM

Caerphilly South - Patient Access Survey 2023/2024

130	Arthritis	12/5/2023 8:27 PM
131	High cholesterol	12/5/2023 7:58 PM
132	Ashma	12/5/2023 7:10 PM
133	Under active Thyroid and Dry Eye	12/5/2023 7:03 PM
134	Diabetic	12/5/2023 6:03 PM
135	Pollymianger	12/5/2023 5:47 PM
136	Newly diagnosed type 2 diabetes	12/5/2023 3:24 PM
137	Atrial Fibrillation	12/5/2023 1:31 PM
138	Osteoporosis	12/4/2023 7:12 PM
139	Diabetic type 1 and Anxiety and Depression Alcoholic	12/4/2023 6:48 PM
140	Duabetes 2	12/4/2023 12:06 PM
141	Asthma, osteoporosis	12/4/2023 12:03 PM
142	Diabetes	12/4/2023 11:46 AM
143	Osteo artritus copd	12/4/2023 11:04 AM
144	Portal Hypertension	12/4/2023 11:03 AM
145	CFS, depression/anxiety, psoriasis	12/4/2023 10:25 AM
146	Addison's disease by	12/4/2023 10:00 AM
147	Diabetes stents	11/28/2023 8:05 PM
148	Diabetes	11/28/2023 6:08 PM
149	Hip replacement needed	11/28/2023 4:36 PM
150	Bad back	11/28/2023 3:03 PM
151	Diabetes, thyroid, neurological	11/28/2023 2:46 PM
152	Diabetes	11/28/2023 2:44 PM
153	Asthma	11/27/2023 6:11 PM
154	Atrial fibrillation	11/27/2023 5:37 PM
155	Secondary progressive multiple sclerosis	11/27/2023 5:35 PM
156	Fibromyalgia	11/27/2023 5:25 PM
157	Prostate 2	11/27/2023 5:18 PM
158	Back problem	11/27/2023 5:15 PM
159	Mental health	11/27/2023 3:17 PM
160	Thyroid Depression Anxiety	10/30/2023 3:38 PM
161	Blood press copd limphodema and lipodema	9/25/2023 4:28 PM
162	Parkinsons	5/25/2023 8:14 PM

Q4 Do you have a disability?

Answered: 276 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	19.57% 54
No	80.07% 221
If yes, please specify	17.39% 48
Total Respondents: 276	

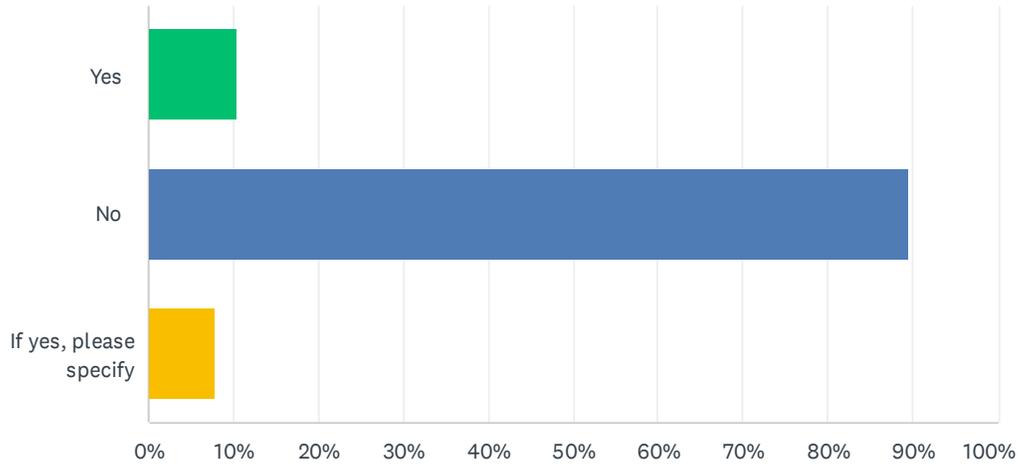
#	IF YES, PLEASE SPECIFY	DATE
1	Lymphodema, Emphysema	2/19/2024 4:21 PM
2	Autistic	2/14/2024 2:30 PM
3	Back problem, this gives a lot of pain,and my walking	2/6/2024 8:04 PM
4	Mental health	2/5/2024 11:29 AM
5	Hearing	2/5/2024 10:48 AM
6	Arm paralysis	2/5/2024 8:45 AM
7	Arthritis	1/29/2024 2:12 PM
8	Can't walk unaided	1/29/2024 11:10 AM
9	Deaf	1/14/2024 1:16 AM
10	Diverticulitis diabetes	1/12/2024 12:56 PM
11	As above	1/12/2024 9:49 AM
12	Arthritis Diabetes Depression Anxiety Thyroid	1/7/2024 2:30 PM
13	hip replacement	1/3/2024 12:58 PM
14	Ankylosing spondylitis	1/3/2024 12:41 PM
15	Kidney disease diabetes	1/2/2024 3:07 PM

Caerphilly South - Patient Access Survey 2023/2024

16	Profound Degeneration of the spine	1/1/2024 3:42 PM
17	Shortness of breath	12/22/2023 6:56 PM
18	Both knees	12/22/2023 4:58 PM
19	Early stages ofbaudtioparosis	12/22/2023 12:25 PM
20	I can't walk to far and my knee or ankle just gives	12/22/2023 12:18 PM
21	Arthritis	12/22/2023 11:18 AM
22	Autism	12/22/2023 11:07 AM
23	Athritis etc	12/22/2023 10:11 AM
24	Can't walk parylised my legs	12/15/2023 11:27 AM
25	Rheumatoid arthritis	12/15/2023 9:57 AM
26	Post surgical lymph node clearance and side effects of exemestane	12/11/2023 8:51 AM
27	Spine and others	12/8/2023 9:03 PM
28	Unable to walk far, suspected, anjina	12/8/2023 4:42 PM
29	As above	12/8/2023 3:07 PM
30	As above	12/7/2023 9:00 PM
31	Same as above	12/7/2023 10:44 AM
32	Bipolar	12/6/2023 2:53 PM
33	Autism	12/6/2023 2:34 PM
34	Arthritis	12/6/2023 12:27 AM
35	Advanced Arthritis in joints.	12/5/2023 8:27 PM
36	Spinal complication	12/5/2023 7:10 PM
37	Deafness	12/5/2023 7:10 PM
38	Walking	12/5/2023 5:47 PM
39	Osteoarthritis	12/5/2023 1:31 PM
40	As above	12/4/2023 6:48 PM
41	Osteoporosis	12/4/2023 12:03 PM
42	Just my Hip	11/28/2023 4:36 PM
43	Back problems	11/28/2023 3:03 PM
44	Secondary progressive multiple sclerosis sclerosis	11/27/2023 5:35 PM
45	Drop foot	11/27/2023 5:18 PM
46	Spine and others	10/30/2023 3:38 PM
47	Copd	9/25/2023 4:28 PM
48	Parkinsons	5/25/2023 8:14 PM

Q5 Do you consider yourself to be a carer?

Answered: 276 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	10.51% 29
No	89.49% 247
If yes, please specify	7.97% 22
Total Respondents: 276	

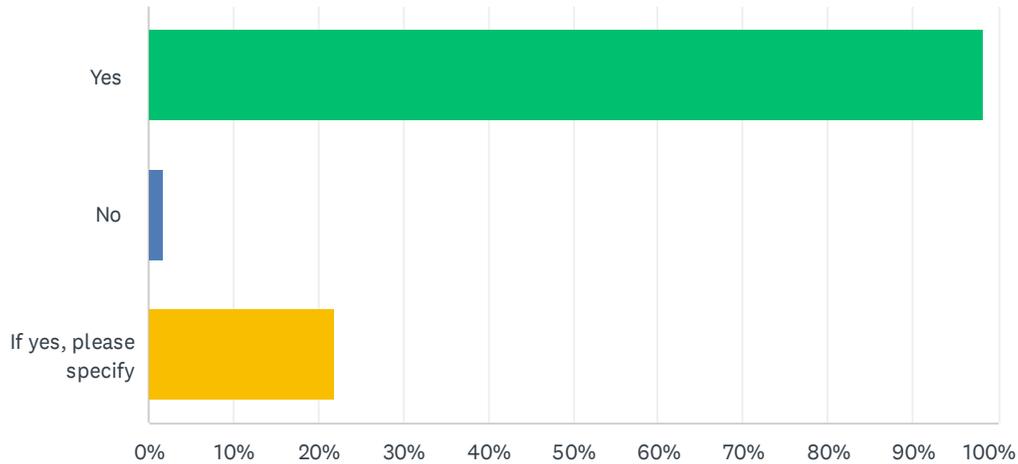
#	IF YES, PLEASE SPECIFY	DATE
1	For my daughter	2/15/2024 8:58 AM
2	I have a disabled son	2/7/2024 4:06 PM
3	Mother in law	2/5/2024 10:48 AM
4	I care for my husband	1/14/2024 7:54 AM
5	Carer for my daughter	1/12/2024 5:31 PM
6	I support my elderly, disabled dad	1/12/2024 5:01 PM
7	My adult daughter has autism	1/12/2024 3:43 PM
8	No	1/5/2024 12:48 PM
9	For my wife	12/21/2023 4:09 PM
10	Wendy price wife	12/15/2023 8:23 PM
11	Help my disabled partner	12/15/2023 12:33 PM
12	Look after my step father 85	12/11/2023 11:17 PM
13	My wife	12/11/2023 2:30 PM
14	Looking after husband	12/11/2023 8:51 AM
15	For my mam and dad	12/10/2023 8:53 AM

Caerphilly South - Patient Access Survey 2023/2024

16	Mum has dementia	12/8/2023 3:14 PM
17	Yes	12/6/2023 6:43 PM
18	I support family members who have autism. Namely my partner, daughter and brother.	12/6/2023 4:01 PM
19	Wife	12/6/2023 12:27 AM
20	Myself	12/5/2023 7:10 PM
21	Hi	12/4/2023 12:06 PM
22	For elderly mum	12/4/2023 10:25 AM

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

Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	98.21% 274
No	1.79% 5
If yes, please specify	21.86% 61
Total Respondents: 279	

#	IF YES, PLEASE SPECIFY	DATE
1	English	2/5/2024 6:07 PM
2	No problem with choice if language	2/5/2024 11:29 AM
3	English	2/5/2024 11:04 AM
4	English	2/5/2024 10:48 AM
5	English	2/5/2024 9:47 AM
6	English	2/5/2024 8:42 AM
7	English	1/30/2024 3:34 PM
8	Englishem	1/30/2024 8:11 AM
9	English and Welsh	1/29/2024 12:53 PM
10	English	1/15/2024 2:45 PM
11	English	1/14/2024 7:54 AM
12	English	1/14/2024 1:16 AM
13	English	1/12/2024 5:01 PM
14	English	1/12/2024 3:43 PM

Caerphilly South - Patient Access Survey 2023/2024

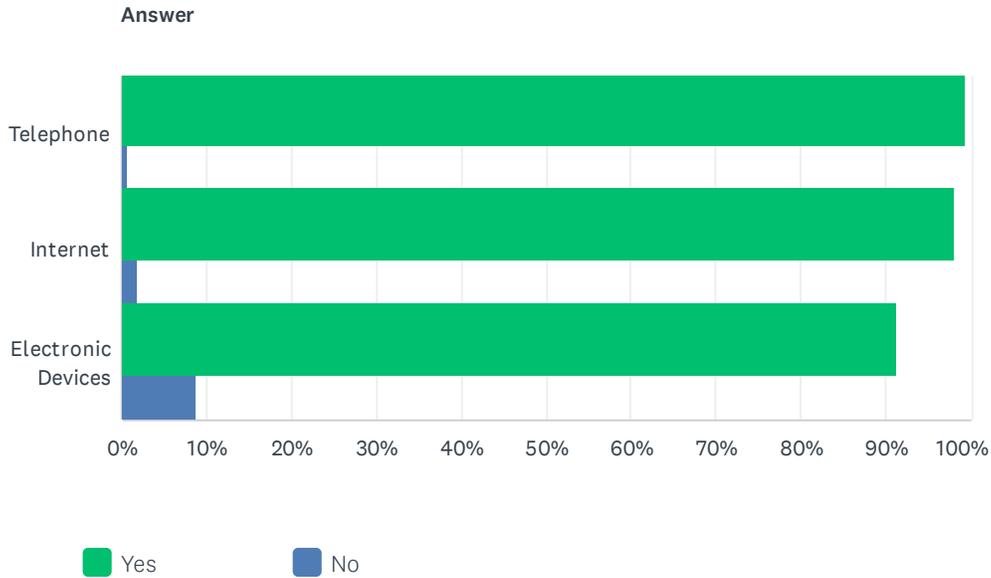
15	English	1/12/2024 1:24 PM
16	I speak Welsh and English but speak English in the surgery	1/12/2024 9:49 AM
17	English	1/12/2024 9:19 AM
18	English	1/7/2024 2:30 PM
19	English	1/5/2024 9:38 PM
20	English	1/5/2024 12:48 PM
21	talk english	1/3/2024 12:58 PM
22	I speak English and they speak English but there is an option for Welsh language in their answering message.	1/2/2024 10:26 PM
23	English	1/2/2024 4:40 PM
24	English	1/2/2024 3:29 PM
25	English	1/1/2024 3:42 PM
26	English	12/23/2023 10:16 AM
27	English	12/22/2023 4:58 PM
28	English	12/22/2023 11:07 AM
29	English	12/22/2023 10:11 AM
30	English	12/22/2023 9:08 AM
31	English	12/18/2023 3:12 PM
32	English	12/15/2023 8:23 PM
33	English	12/15/2023 12:34 PM
34	English	12/15/2023 11:27 AM
35	English	12/15/2023 9:57 AM
36	English	12/11/2023 11:17 PM
37	English	12/11/2023 2:30 PM
38	English	12/11/2023 2:28 PM
39	English	12/11/2023 8:51 AM
40	English	12/8/2023 10:47 PM
41	English	12/8/2023 9:03 PM
42	English	12/8/2023 3:14 PM
43	English	12/6/2023 2:21 PM
44	English	12/6/2023 12:27 AM
45	Telephone	12/5/2023 5:47 PM
46	English	12/5/2023 1:31 PM
47	English	12/4/2023 7:12 PM
48	English	12/4/2023 12:43 PM
49	English	12/4/2023 11:46 AM
50	English	12/4/2023 11:04 AM
51	English	11/28/2023 3:11 PM
52	English	11/28/2023 3:10 PM

Caerphilly South - Patient Access Survey 2023/2024

53	English	11/28/2023 2:59 PM
54	English	11/28/2023 2:46 PM
55	English	11/27/2023 9:50 PM
56	English	11/27/2023 7:39 PM
57	English	11/27/2023 5:15 PM
58	English	11/27/2023 5:03 PM
59	English	11/27/2023 3:17 PM
60	English	10/30/2023 3:38 PM
61	English	9/20/2023 11:36 PM

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

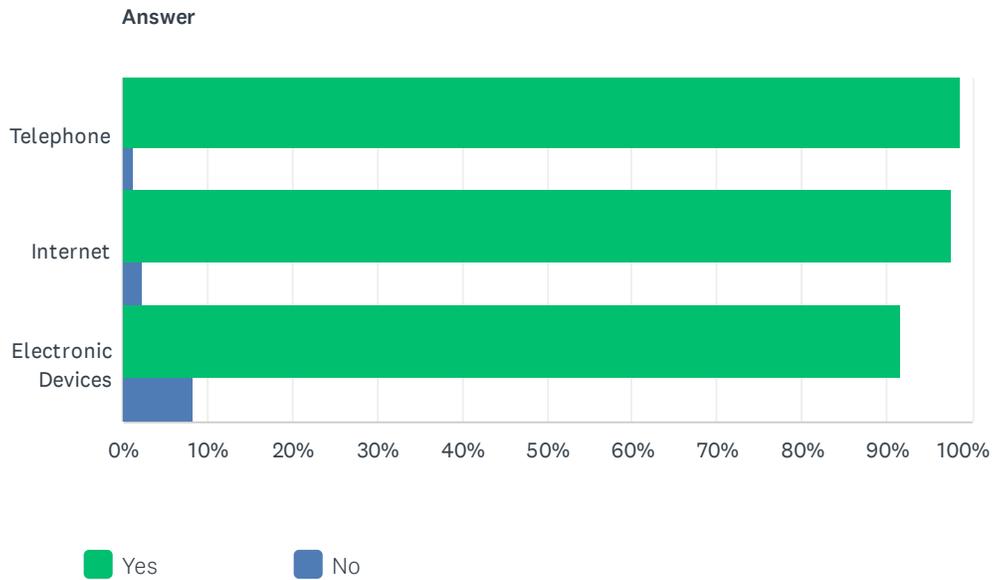
Answered: 278 Skipped: 2



Answer	YES	NO	TOTAL
Telephone	99.27% 273	0.73% 2	275
Internet	98.01% 246	1.99% 5	251
Electronic Devices	91.23% 208	8.77% 20	228

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

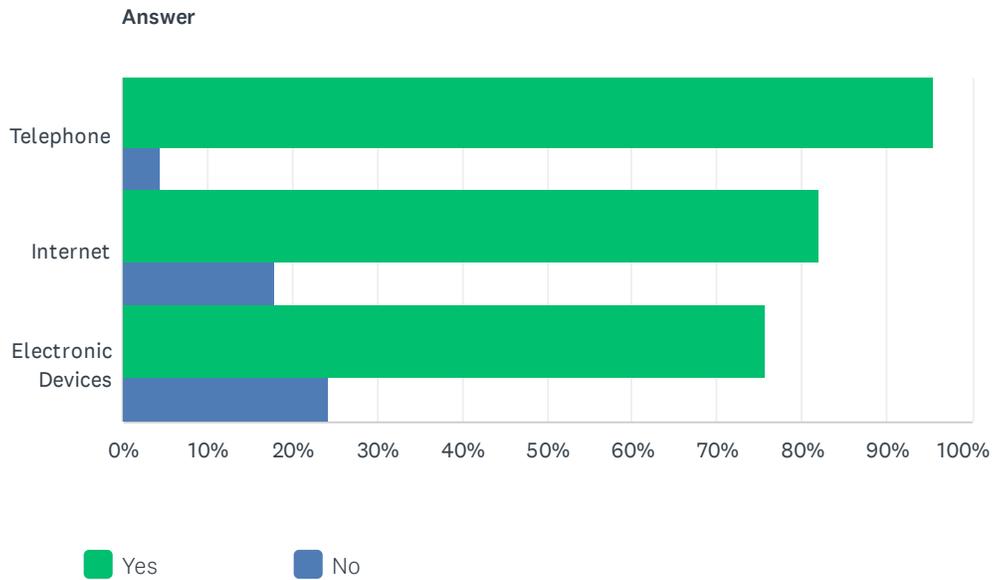
Answered: 245 Skipped: 35



Answer	YES	NO	TOTAL
Telephone	98.77% 240	1.23% 3	243
Internet	97.73% 215	2.27% 5	220
Electronic Devices	91.58% 185	8.42% 17	202

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

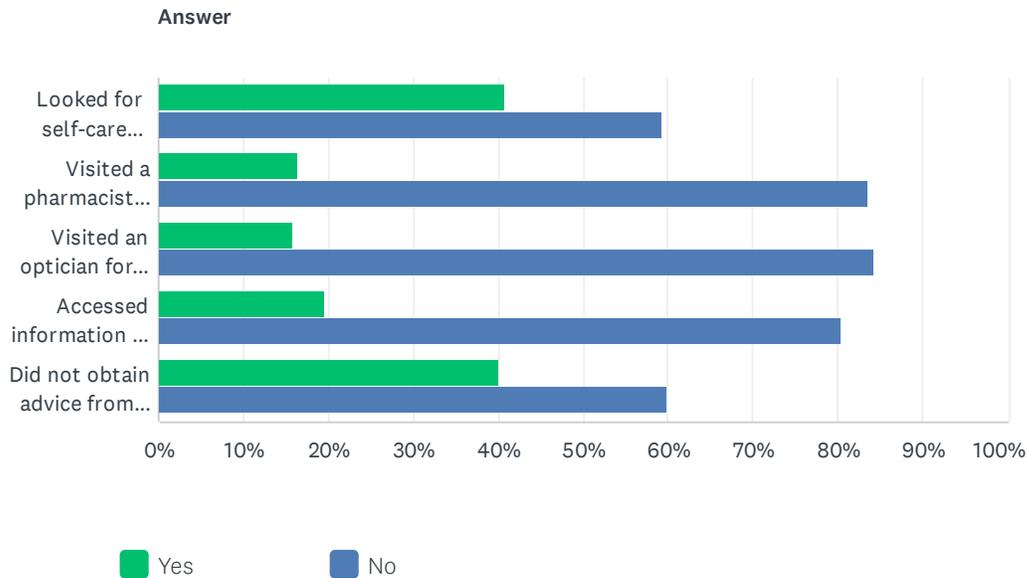
Answered: 276 Skipped: 4



Answer	YES	NO	TOTAL
Telephone	95.62% 262	4.38% 12	274
Internet	82.05% 192	17.95% 42	234
Electronic Devices	75.60% 158	24.40% 51	209

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

Answered: 262 Skipped: 18



Answer	YES	NO	TOTAL
Looked for self-care information online	40.72% 79	59.28% 115	194
Visited a pharmacist through the minor ailments scheme	16.38% 29	83.62% 148	177
Visited an optician for minor eye conditions	15.79% 27	84.21% 144	171
Accessed information via NHS direct/NHS 111	19.54% 34	80.46% 140	174
Did not obtain advice from anywhere else.	40.09% 87	59.91% 130	217

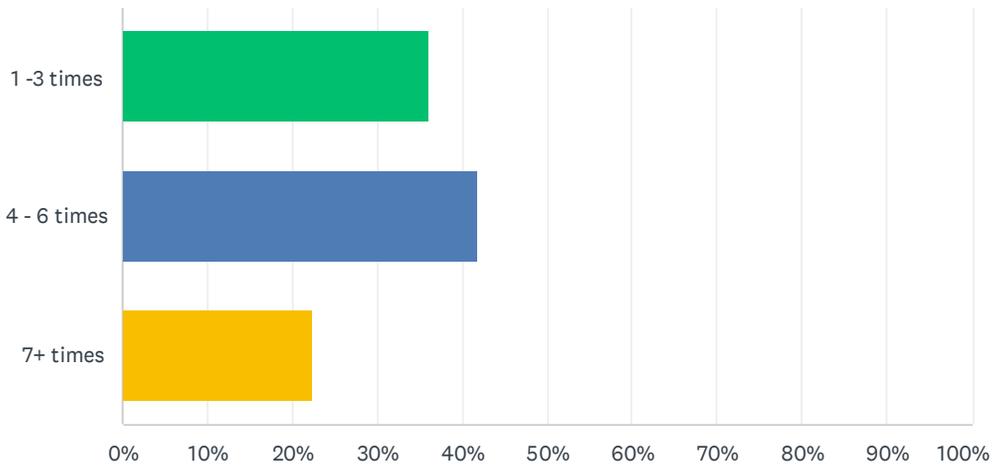
#	OTHER (PLEASE STATE)	DATE
1	Machen surgery review for my medication	2/14/2024 4:15 PM
2	This was a follow up appointment about meds	2/5/2024 2:43 PM
3	Appointment was for a medication review so needed to attend GP surgery	2/5/2024 11:04 AM
4	No	2/5/2024 10:01 AM
5	Booed at surgery	2/5/2024 8:42 AM
6	I foolishly googled stuff, which only fuels my anxiety	1/29/2024 10:05 AM
7	Audiologist	1/12/2024 3:43 PM
8	Nurse in my workplace	1/5/2024 12:30 PM
9	Spoke to receptionist on phone	1/5/2024 10:31 AM

Caerphilly South - Patient Access Survey 2023/2024

10	Caeropracter	1/3/2024 9:19 PM
11	audioligist	1/3/2024 12:58 PM
12	Was an agreed appointment from previous visit.	1/2/2024 10:26 PM
13	Had to visit surgery	1/2/2024 4:40 PM
14	Medication	12/22/2023 11:53 AM
15	Yes, spoke to receptionist to ask if a doctor was necessary, or if I could just see a nurse.	12/15/2023 9:16 AM
16	Cardiac nurse UHW	12/11/2023 11:17 PM
17	Work based Occupational health info	12/11/2023 4:32 PM
18	Just needed to extend my sick note	12/11/2023 12:00 PM
19	E-consult	12/11/2023 9:52 AM
20	physiotherapy	12/8/2023 4:42 PM
21	Follow up appointment for steroid injection	12/8/2023 3:11 PM
22	It was a follow up appointment re a pharyngeal pouch	12/6/2023 10:40 PM
23	Admission to hospital	12/6/2023 4:40 PM
24	I know my condition well and am able to nip it in bud before it gets severe.	12/6/2023 4:01 PM
25	Requested by my GP to attend weekly at the moment due to on going condition and tablet control	12/4/2023 6:48 PM
26	Daughter who is a GP.	12/4/2023 2:11 PM
27	Diabetes uk	12/4/2023 11:50 AM
28	Internet	12/4/2023 11:42 AM
29	A friend who was a nurse	11/28/2023 8:05 PM
30	I am a qualified nurse	11/28/2023 3:11 PM
31	NHS and related health websites	11/28/2023 3:10 PM
32	Was asked by doctor to be seen by a doctor today	11/28/2023 3:03 PM

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

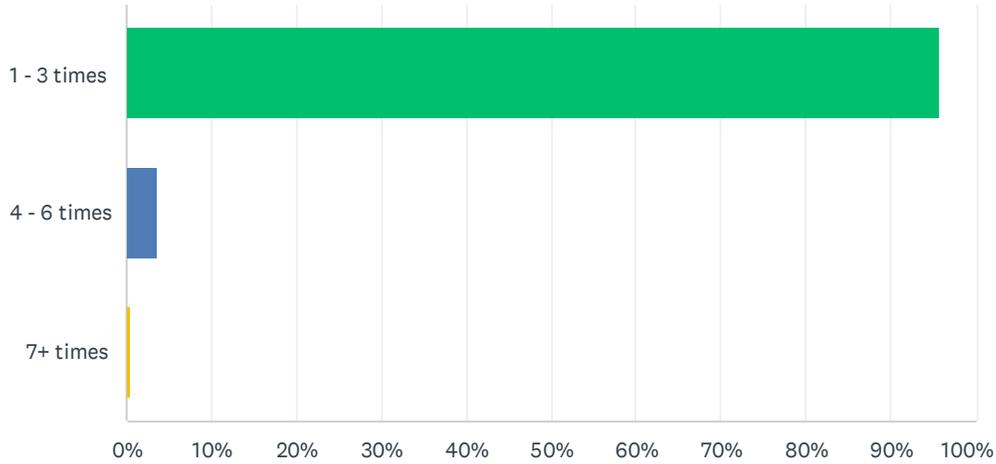
Answered: 278 Skipped: 2



ANSWER CHOICES	RESPONSES
1 -3 times	35.97% 100
4 - 6 times	41.73% 116
7+ times	22.30% 62
TOTAL	278

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

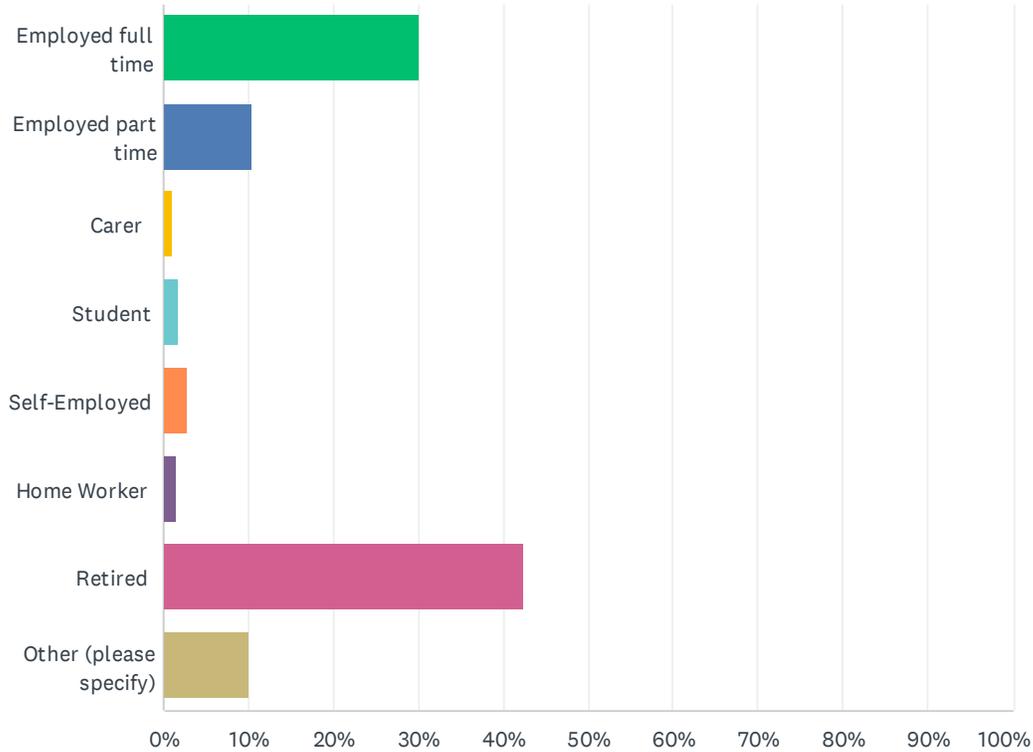
Answered: 189 Skipped: 91



ANSWER CHOICES	RESPONSES	
1 - 3 times	95.77%	181
4 - 6 times	3.70%	7
7+ times	0.53%	1
TOTAL		189

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

Answered: 280 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employed full time	30.00%	84
Employed part time	10.36%	29
Carer	1.07%	3
Student	1.79%	5
Self-Employed	2.86%	8
Home Worker	1.43%	4
Retired	42.50%	119
Other (please specify)	10.00%	28
TOTAL		280

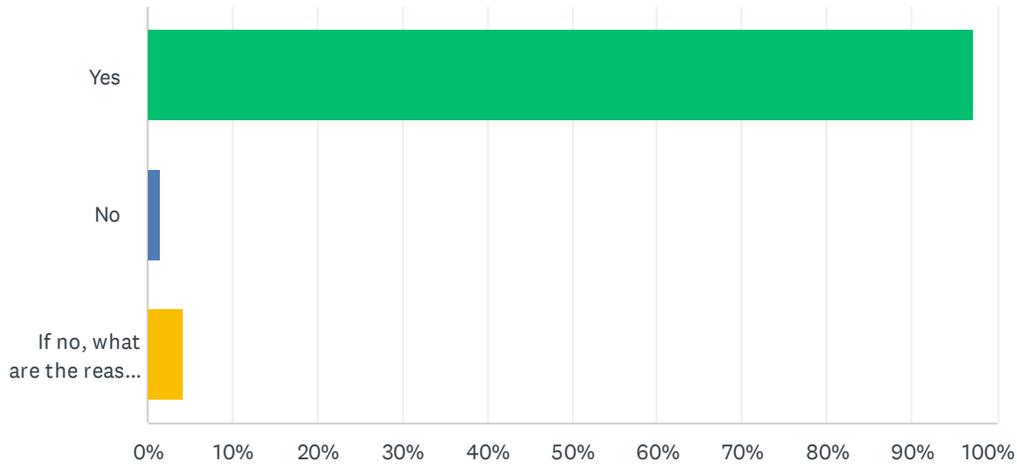
#	OTHER (PLEASE SPECIFY)	DATE
1	School age	2/5/2024 4:07 PM
2	Benefits	2/5/2024 11:29 AM
3	Toddler	2/2/2024 9:31 AM

Caerphilly South - Patient Access Survey 2023/2024

4	Unemployed	1/29/2024 7:21 PM
5	Unemployed	1/29/2024 11:10 AM
6	Don't work	1/12/2024 12:18 PM
7	Sick	1/12/2024 11:58 AM
8	Made redundant just before covid and looking for part time work.	1/2/2024 10:26 PM
9	Maternity leave	1/2/2024 7:31 PM
10	Unemployed	12/22/2023 12:25 PM
11	Unemployed	12/22/2023 12:22 PM
12	Disabled	12/15/2023 11:27 AM
13	Disabled	12/15/2023 9:57 AM
14	Unemployed	12/11/2023 3:26 PM
15	Unemployed	12/8/2023 3:24 PM
16	Retired on ill health	12/7/2023 9:00 PM
17	Retired on ill health	12/7/2023 10:44 AM
18	Sick	12/6/2023 4:55 PM
19	Semi retired	12/6/2023 4:01 PM
20	Disabled	12/6/2023 12:27 AM
21	Unemployed	12/5/2023 1:46 PM
22	Unemployed	12/5/2023 12:50 PM
23	Unemployed	12/4/2023 11:42 AM
24	Unemployment	11/27/2023 5:36 PM
25	Medically retired	11/27/2023 5:35 PM
26	Sickness disability	11/27/2023 5:28 PM
27	Unemployed at moment	11/27/2023 3:17 PM
28	Old age pensioner	10/30/2023 3:38 PM

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

Answered: 279 Skipped: 1

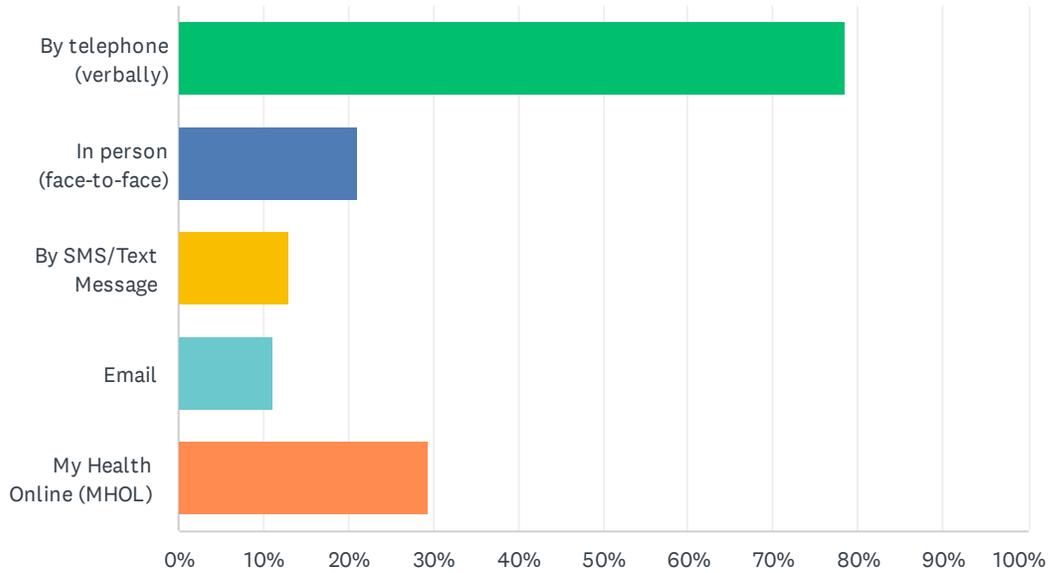


ANSWER CHOICES	RESPONSES
Yes	97.13% 271
No	1.43% 4
If no, what are the reasons or difficulties	4.30% 12
Total Respondents: 279	

#	IF NO, WHAT ARE THE REASONS OR DIFFICULTIES	DATE
1	Yes	2/5/2024 11:42 AM
2	After 3pm	1/29/2024 3:35 PM
3	I can not get there with help from a member of my family	1/29/2024 11:10 AM
4	Have to rely on a lift from a friend	1/15/2024 2:45 PM
5	As work until 4.30 getting an appointment with a dr I want can be tricky	1/12/2024 5:01 PM
6	I have to advance book off work due to ratios	1/5/2024 9:38 PM
7	It was often difficult when I was working full time but there was usually an appointment was made within a week or two but now I can generally fit in with optional appointments.	1/2/2024 10:26 PM
8	Work as a teacher Monday-Wednesday	12/23/2023 12:30 PM
9	Work	12/22/2023 11:07 AM
10	Agoraphobia	12/9/2023 7:48 AM
11	Due to problems with walking	12/5/2023 1:31 PM
12	Sometimes cater not available	11/27/2023 5:35 PM

Q15 How would you prefer to book appointments?

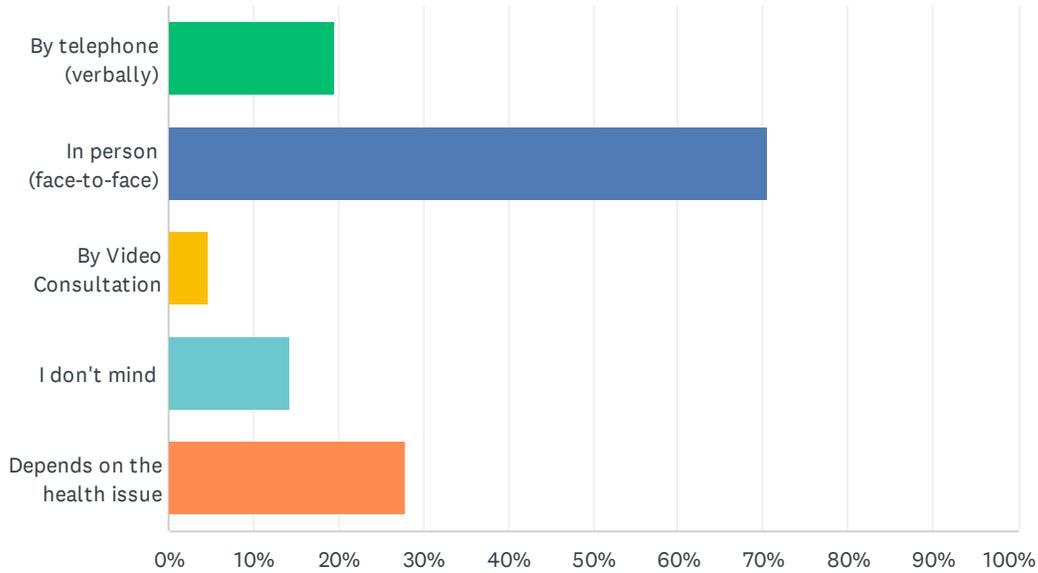
Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	78.49%	219
In person (face-to-face)	21.15%	59
By SMS/Text Message	12.90%	36
Email	11.11%	31
My Health Online (MHOL)	29.39%	82
Total Respondents: 279		

Q16 How would you prefer your appointments to take place?

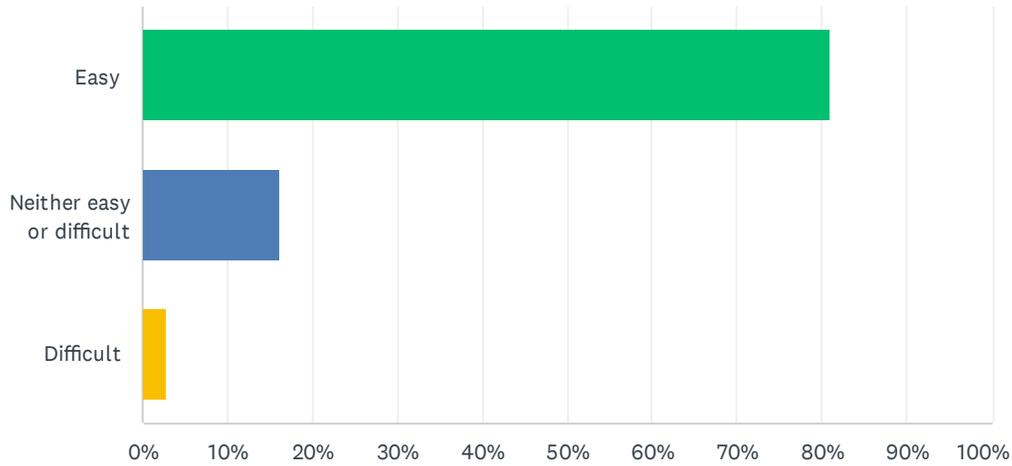
Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	19.71%	55
In person (face-to-face)	70.61%	197
By Video Consultation	4.66%	13
I don't mind	14.34%	40
Depends on the health issue	27.96%	78
Total Respondents: 279		

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

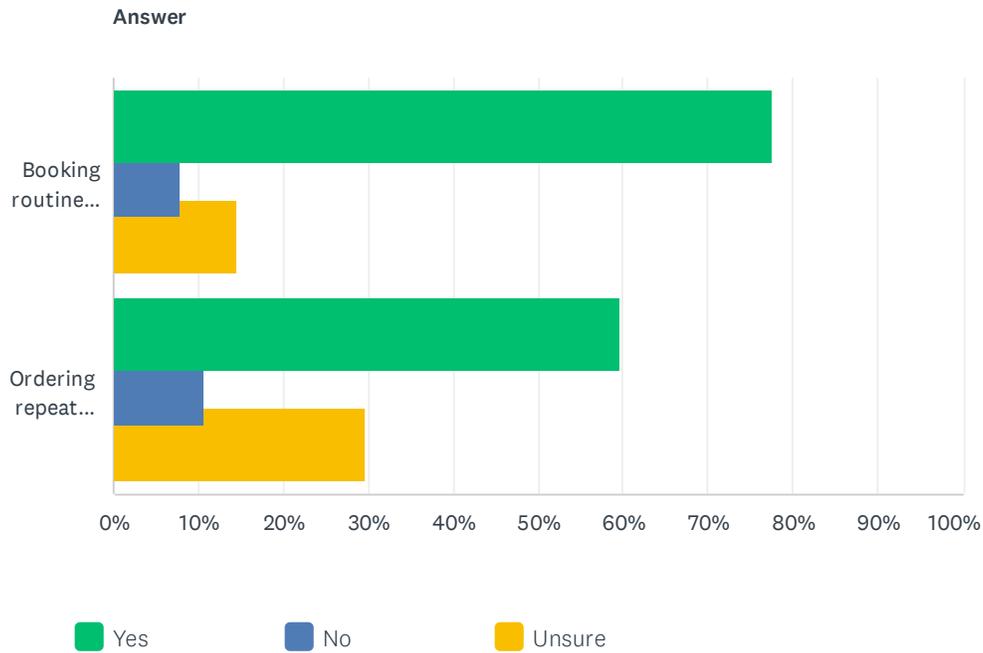
Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
Easy	81.00%	226
Neither easy or difficult	16.13%	45
Difficult	2.87%	8
TOTAL		279

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

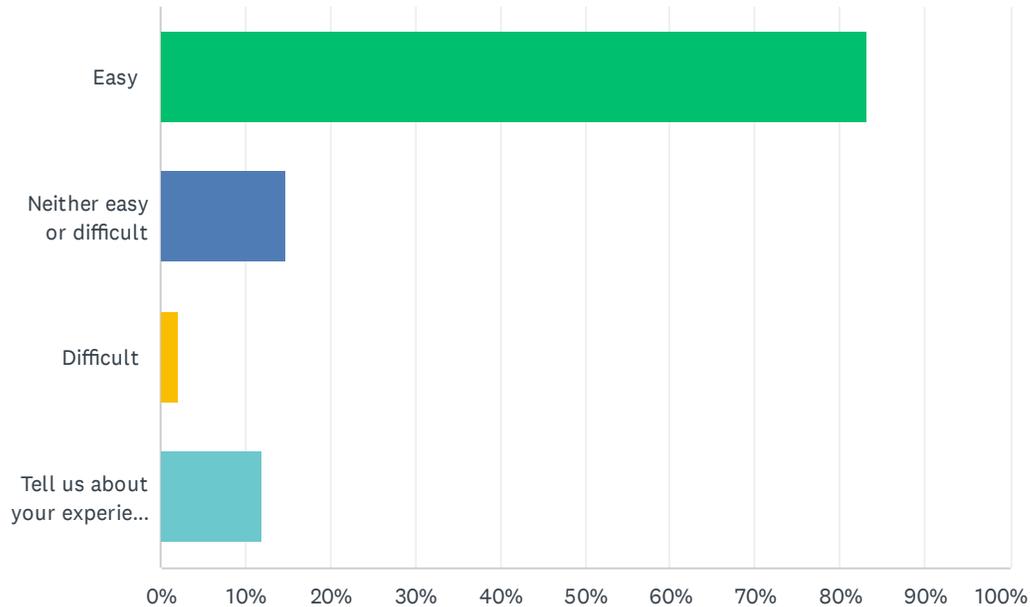
Answered: 257 Skipped: 23



Answer	YES	NO	UNSURE	TOTAL
Booking routine appointments online	77.56% 197	7.87% 20	14.57% 37	254
Ordering repeat prescriptions online	59.75% 141	10.59% 25	29.66% 70	236

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

Answered: 278 Skipped: 2



ANSWER CHOICES	RESPONSES
Easy	83.09% 231
Neither easy or difficult	14.75% 41
Difficult	2.16% 6
Tell us about your experience with this	11.87% 33
Total Respondents: 278	

#	TELL US ABOUT YOUR EXPERIENCE WITH THIS	DATE
1	Phones not answered	2/19/2024 4:21 PM
2	Never had any problems, always vet helpful and efficient.	2/14/2024 4:08 PM
3	Always able to get through the phone so easily. Brilliant care.	2/9/2024 8:58 PM
4	Very pleasant and helpful	2/6/2024 8:04 PM
5	Takes ages to get through on phone	1/29/2024 3:35 PM
6	I called 82 times in 1 hour	1/29/2024 12:02 PM
7	Making an appointment is easy, but sometimes you have to wait for the doctor if choice. Not too long, bit in the case of my health anxiety this is more tricky for me	1/29/2024 10:05 AM
8	Getting an appointment is easy but it can be tricky to get one with dr wanted around my work commitments	1/12/2024 5:01 PM
9	No routine appointments available for 3 days. Attend duty appointment the next morning, unable to help needed to make another appointment for a week's time. A waste of an	1/5/2024 12:30 PM

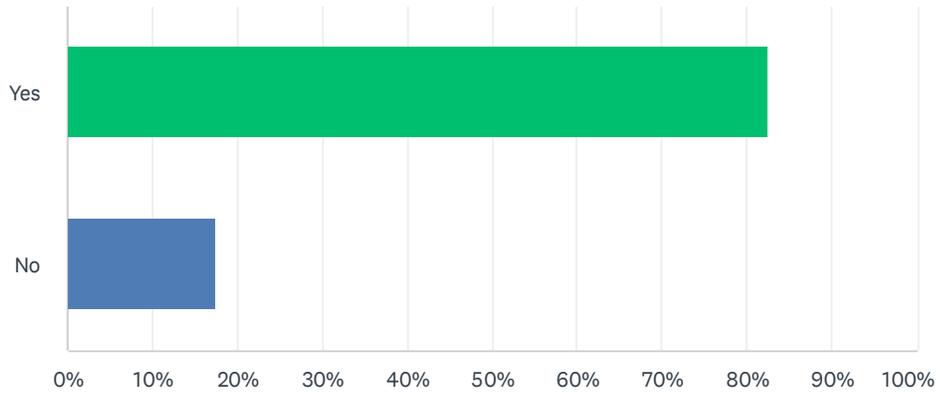
Caerphilly South - Patient Access Survey 2023/2024

appointment and time.

10	Depends on who I want to see for specialist knowledge. Some GPs have limited availability	1/5/2024 10:26 AM
11	As above - it was more difficult when I was working full time but now a late Tuesday set of appointments is on offer.	1/2/2024 10:26 PM
12	Machen & Ty-Bryn	1/1/2024 3:42 PM
13	The surgery is very good and very helpful. I am always able to see a doctor if I need to	12/22/2023 9:59 AM
14	Always have to wait at least a week for an appointment	12/18/2023 3:12 PM
15	Mostly answer the phone quite quickly, lots of doctors and nurses available	12/17/2023 12:05 PM
16	They are amazing	12/15/2023 11:27 AM
17	Need to book in advance to see specific GP. Emergency appointments usually ok to get	12/15/2023 10:19 AM
18	Telephone lines are often too busy but easy enough once I have gotten through	12/11/2023 2:28 PM
19	Ok	12/8/2023 9:03 PM
20	I think Ty bryn surgery is the Best surgery in South Wales and Gwent. I work in other GP surgeries and this is well run and holistic.	12/7/2023 11:41 AM
21	There are plenty of appointments available	12/6/2023 5:33 PM
22	It was easy	12/5/2023 8:58 PM
23	The receptionists are always helpful and understanding.	12/5/2023 8:27 PM
24	Very good	12/5/2023 3:24 PM
25	I find it a really brilliant surgery	12/5/2023 1:46 PM
26	Excellent system, emergency appointments on day and routine appointments normally available within a day or two as long as you don't want to see a specific doctor	12/4/2023 7:12 PM
27	I	12/4/2023 12:06 PM
28	Access to Surgery is first rate. They offer duty surgery and afternoon emergency appointment system. Also very easy to book a routine appointment.	12/4/2023 10:25 AM
29	I book through telephone as the process for signing up to the online method looks time consuming and not easy	11/28/2023 3:10 PM
30	Always helpful	11/28/2023 2:53 PM
31	It's very difficult to get appointments on a specific day or with a specific doctor. If you ring early enough you might be lucky to get a duty doctor appointment which is what my experience has been the lady twice I've needed to see a Dr.	11/27/2023 9:50 PM
32	Use my health on line except in an emergency	11/27/2023 7:39 PM
33	Booking is easy but you have to wait to see a doctor of your choice	11/27/2023 5:25 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?

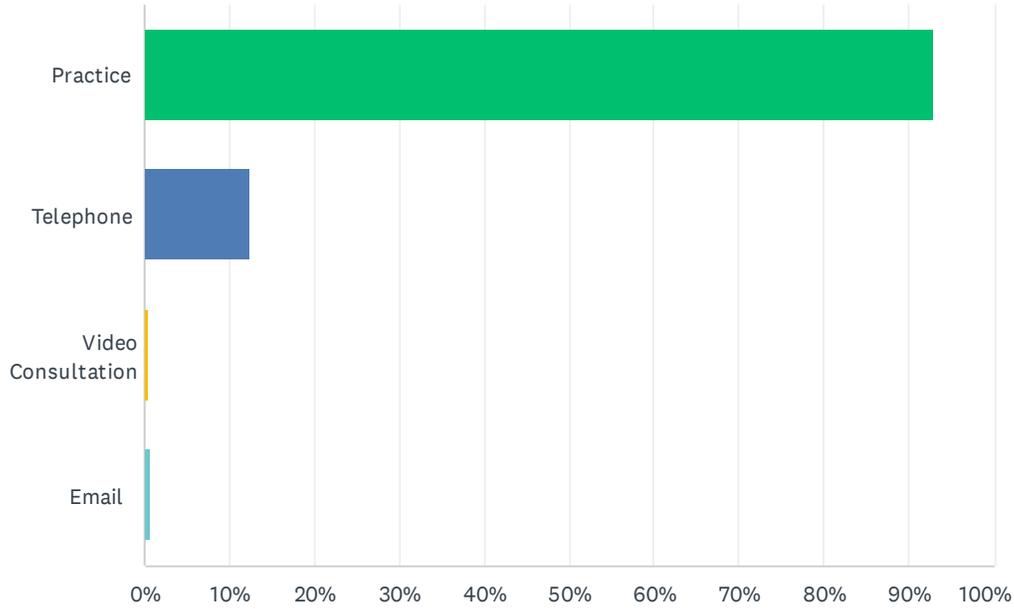
Answered: 241 Skipped: 39



ANSWER CHOICES	RESPONSES	
Yes	82.57%	199
No	17.43%	42
TOTAL		241

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

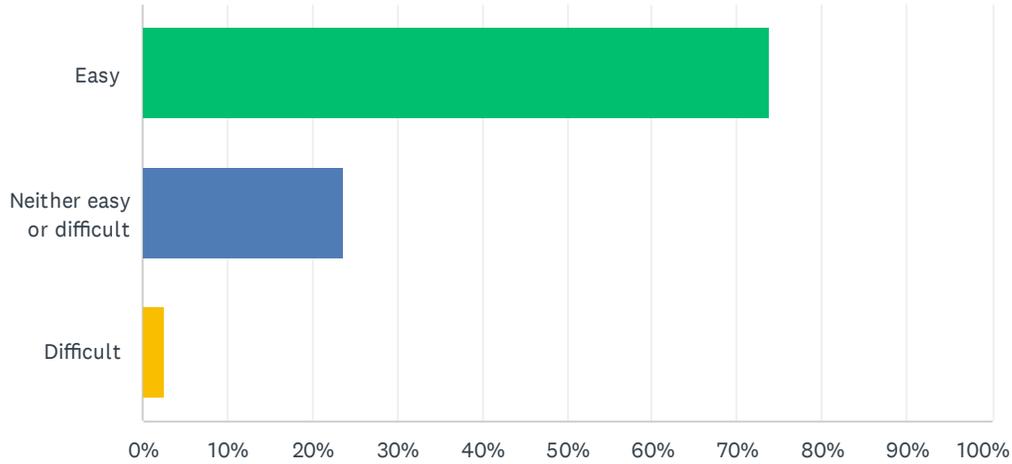
Answered: 269 Skipped: 11



ANSWER CHOICES	RESPONSES	
Practice	92.94%	250
Telephone	12.27%	33
Video Consultation	0.37%	1
Email	0.74%	2
Total Respondents: 269		

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

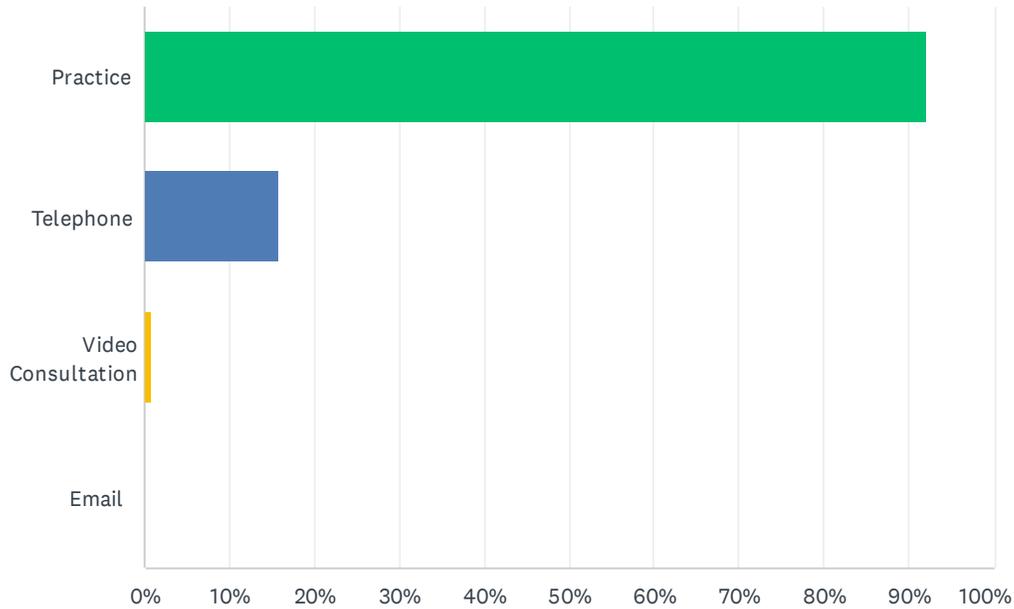
Answered: 267 Skipped: 13



ANSWER CHOICES	RESPONSES	
Easy	73.78%	197
Neither easy or difficult	23.60%	63
Difficult	2.62%	7
TOTAL		267

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

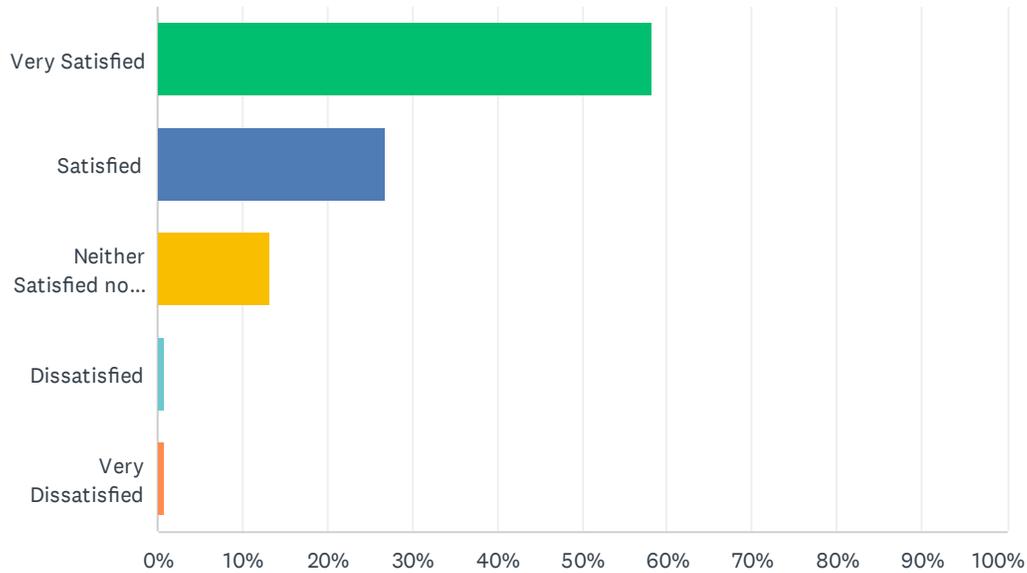
Answered: 254 Skipped: 26



ANSWER CHOICES	RESPONSES	
Practice	92.13%	234
Telephone	15.75%	40
Video Consultation	0.79%	2
Email	0.00%	0
Total Respondents: 254		

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

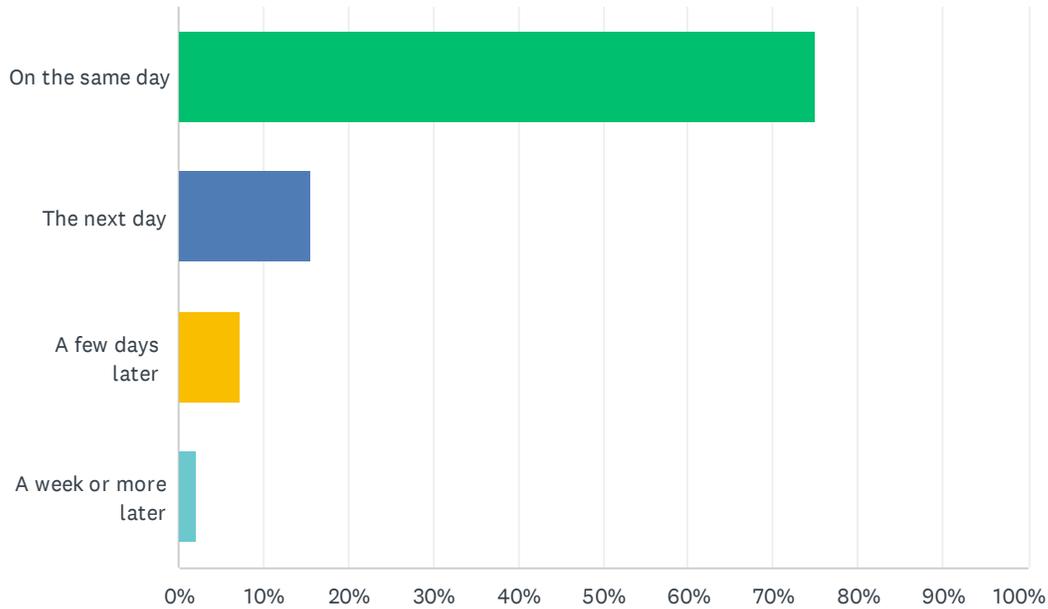
Answered: 213 Skipped: 67



ANSWER CHOICES	RESPONSES	
Very Satisfied	58.22%	124
Satisfied	26.76%	57
Neither Satisfied nor dissatisfied	13.15%	28
Dissatisfied	0.94%	2
Very Dissatisfied	0.94%	2
TOTAL		213

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

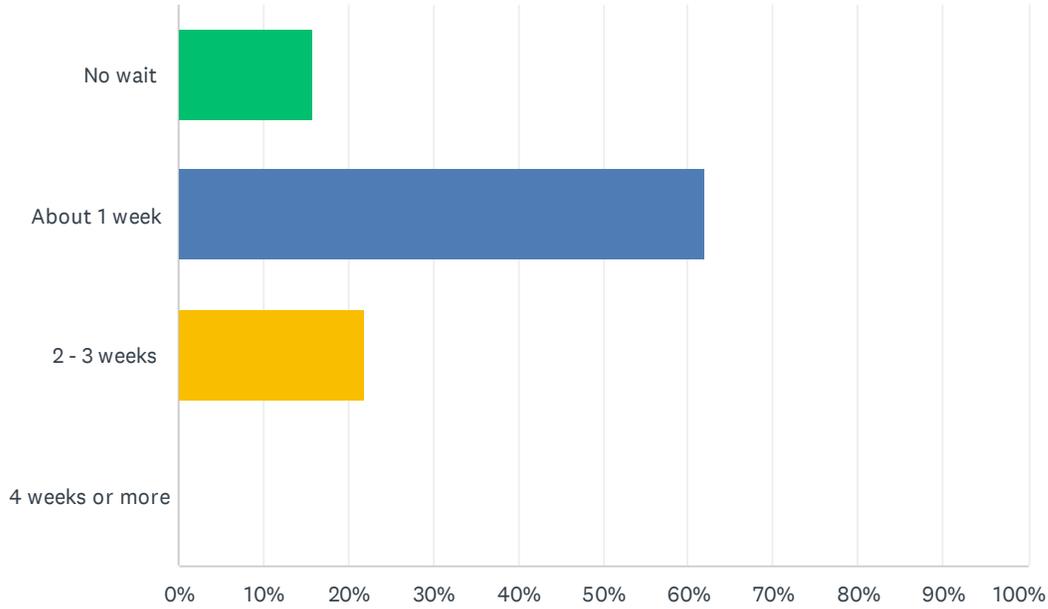
Answered: 232 Skipped: 48



ANSWER CHOICES	RESPONSES	
On the same day	75.00%	174
The next day	15.52%	36
A few days later	7.33%	17
A week or more later	2.16%	5
TOTAL		232

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

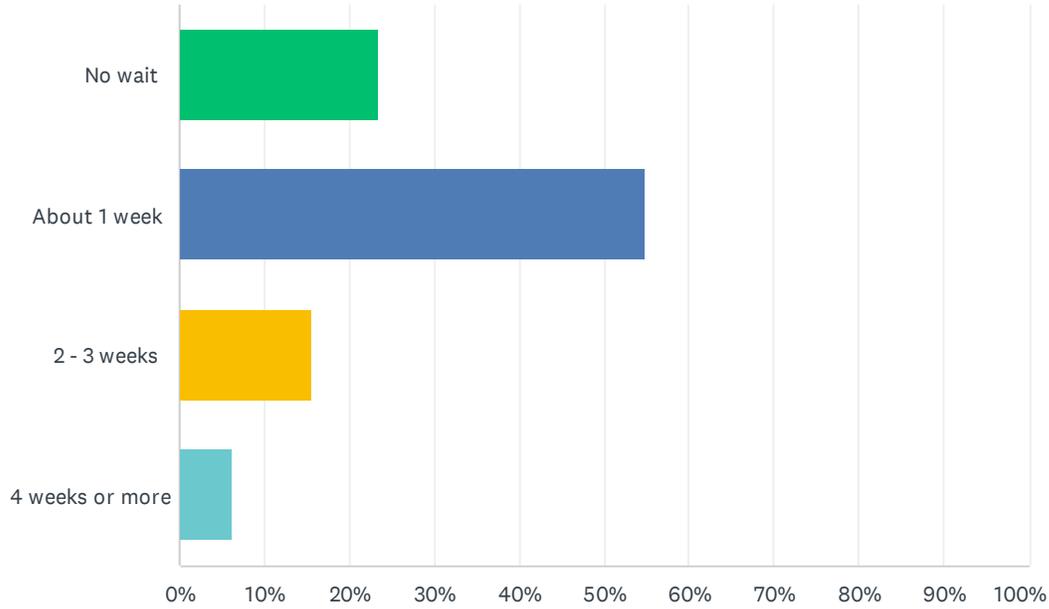
Answered: 272 Skipped: 8



ANSWER CHOICES	RESPONSES	
No wait	15.81%	43
About 1 week	62.13%	169
2 - 3 weeks	22.06%	60
4 weeks or more	0.00%	0
TOTAL		272

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

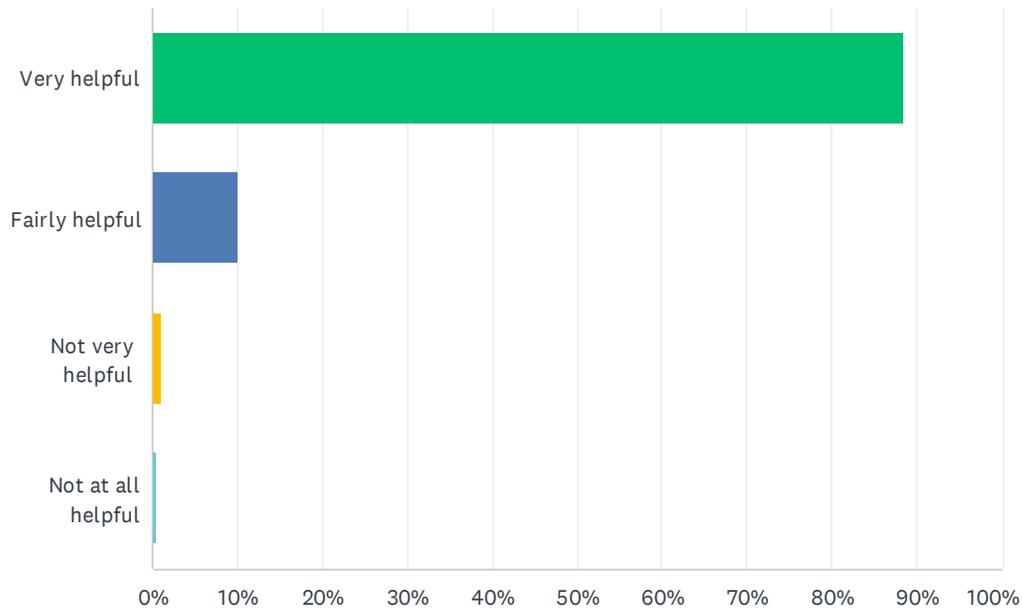
Answered: 239 Skipped: 41



ANSWER CHOICES	RESPONSES	
No wait	23.43%	56
About 1 week	54.81%	131
2 - 3 weeks	15.48%	37
4 weeks or more	6.28%	15
TOTAL		239

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

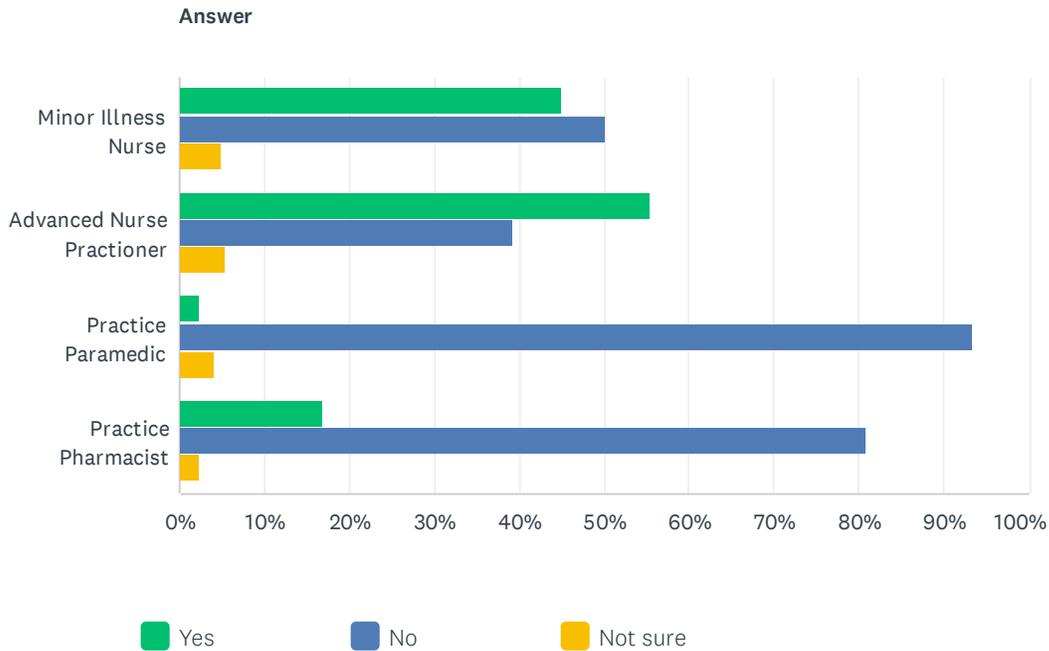
Answered: 278 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very helpful	88.49%	246
Fairly helpful	10.07%	28
Not very helpful	1.08%	3
Not at all helpful	0.36%	1
TOTAL		278

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

Answered: 203 Skipped: 77



Answer	YES	NO	NOT SURE	TOTAL
Minor Illness Nurse	45.06% 73	50.00% 81	4.94% 8	162
Advanced Nurse Practitioner	55.36% 93	39.29% 66	5.36% 9	168
Practice Paramedic	2.44% 3	93.50% 115	4.07% 5	123
Practice Pharmacist	16.80% 21	80.80% 101	2.40% 3	125

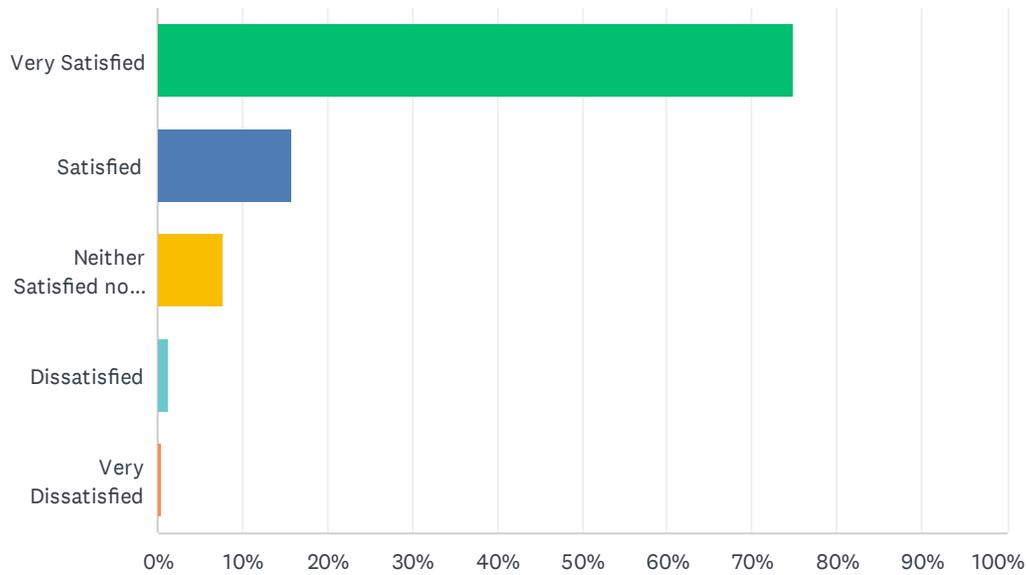
#	OTHER - PLEASE STATE	DATE
1	Diabetic nurse	2/6/2024 8:04 PM
2	Nurse for bloods monitoring	2/5/2024 2:43 PM
3	Nurse blood tests	2/5/2024 12:57 PM
4	Sharon williams	1/30/2024 8:11 AM
5	Phlebotomist	1/14/2024 1:16 AM
6	I have had bloods taken and flu injection	1/12/2024 5:01 PM
7	Training Doctor	1/5/2024 7:38 PM
8	Medical Student	1/5/2024 12:48 PM
9	Physiotherapist	1/5/2024 10:31 AM
10	Health visitors	1/2/2024 7:31 PM

Caerphilly South - Patient Access Survey 2023/2024

11	Physiotherapist	1/2/2024 6:43 PM
12	Nurse for blood tests	12/22/2023 12:25 PM
13	Health care assistant	12/22/2023 12:13 PM
14	Physiotherapist	12/15/2023 12:34 PM
15	The nurse a brilliant	12/15/2023 11:27 AM
16	Phlebotomy	12/15/2023 9:31 AM
17	No	12/15/2023 9:16 AM
18	None	12/13/2023 4:49 PM
19	Nurse	12/9/2023 7:48 AM
20	Physiotherapist and phlebotomy nurse	12/8/2023 3:11 PM
21	Psychiatrist	12/7/2023 9:00 PM
22	Psychiatrist	12/7/2023 10:44 AM
23	Phlebotomist	12/6/2023 5:33 PM
24	Blood test	12/5/2023 7:10 PM
25	Phlebotomist HCA	12/5/2023 3:24 PM
26	None	12/4/2023 1:13 PM
27	Diabetic nurse	12/4/2023 11:50 AM
28	Midwife	11/28/2023 3:10 PM
29	Physiotherapist	11/27/2023 9:50 PM
30	Health visitor	11/27/2023 6:18 PM
31	HCA	11/27/2023 5:28 PM
32	Not in practice	10/30/2023 3:38 PM
33	Private consultant	8/18/2023 4:03 PM

Q30 How satisfied were you with the care you received?

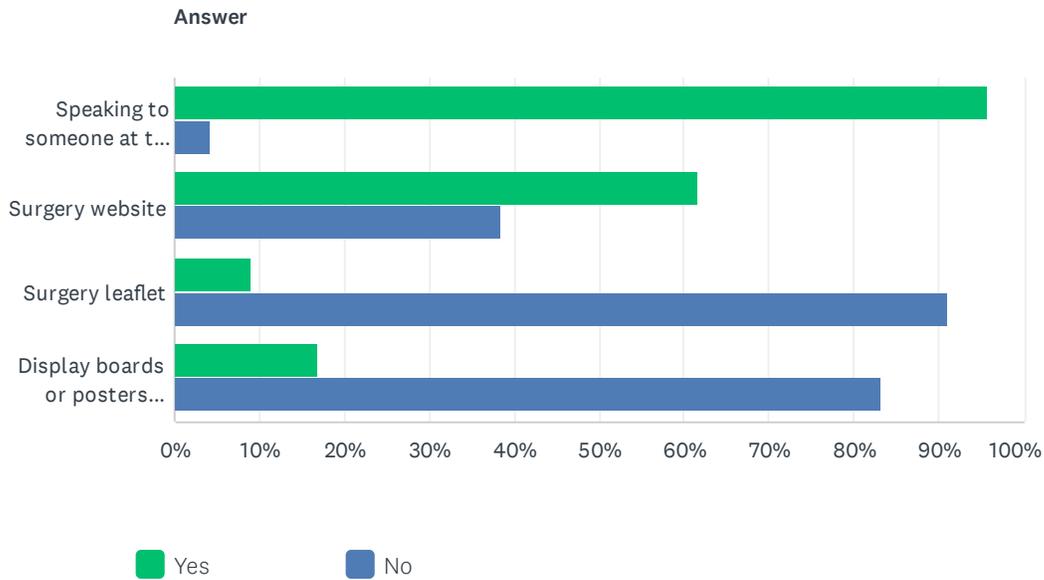
Answered: 235 Skipped: 45



ANSWER CHOICES	RESPONSES	
Very Satisfied	74.89%	176
Satisfied	15.74%	37
Neither Satisfied nor dissatisfied	7.66%	18
Dissatisfied	1.28%	3
Very Dissatisfied	0.43%	1
TOTAL		235

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

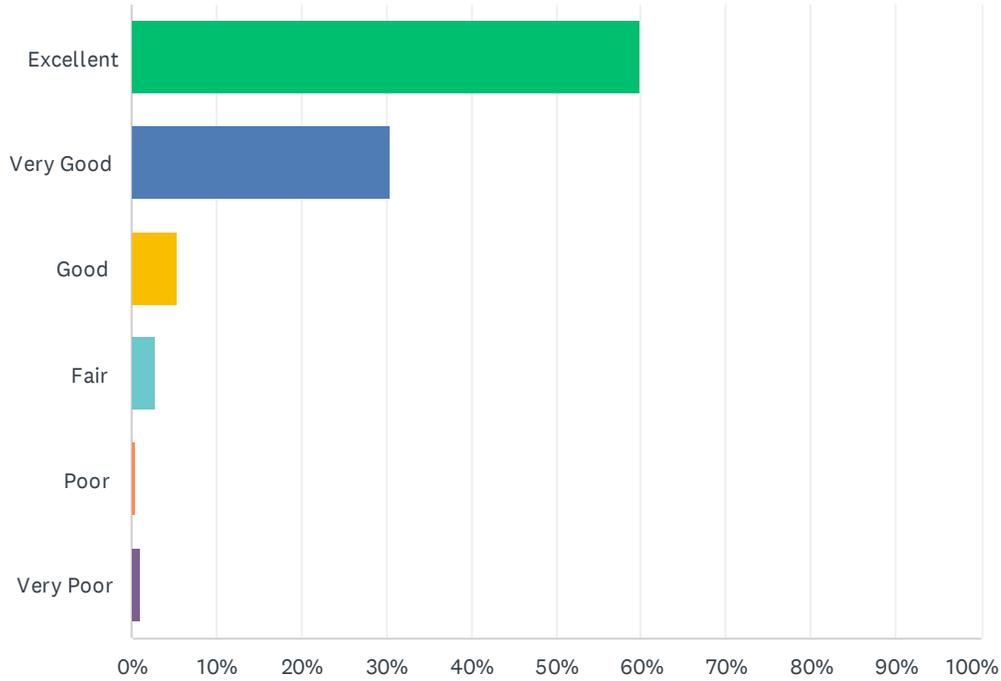
Answered: 267 Skipped: 13



Answer	YES	NO	TOTAL
Speaking to someone at the surgery	95.69% 244	4.31% 11	255
Surgery website	61.72% 79	38.28% 49	128
Surgery leaflet	8.91% 9	91.09% 92	101
Display boards or posters within the surgery	16.83% 17	83.17% 84	101

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

Answered: 279 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	59.86%	167
Very Good	30.47%	85
Good	5.38%	15
Fair	2.87%	8
Poor	0.36%	1
Very Poor	1.08%	3
TOTAL		279

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

Answered: 117 Skipped: 163

#	RESPONSES	DATE
1	I wished to contact the lymphodema nurse at the practice, and each time I telephoned, I got no answer and the s ree displayed unable to contact the surgery.	2/19/2024 4:21 PM
2	As usual Ty Bryn is probably the best practice to be with. Thank you Ty Bryn	2/14/2024 4:23 PM
3	I visited machen surgery this morning for my annual medication review I did not wait long and doctor Edwards was thorough and helpful with my visit	2/14/2024 4:15 PM
4	I find that the Ty Bryn surgery is very well run, efficient, professional and friendly. An excellent service!	2/14/2024 4:08 PM
5	The staff seem to work together as a team and together with patients to make things as easy and stress free as possible.	2/14/2024 2:13 PM
6	I can't say a bad word about Ty Bryn surgery. Every single staff member is so friendly and helpful. All doctors I've had an appointment with are professional and very good at what they do. When needing an appointment it's always very easy, not long to wait and I feel very lucky to be a patient of the surgery. Thank you to all the staff for the care you provide.	2/9/2024 8:58 PM
7	Very good surgery thank you	2/9/2024 5:37 PM
8	All ways very pleasant, and doctor very good	2/6/2024 8:04 PM
9	Ty Bryn is an excellent facility Doctors,Nurses and receptionist's are always helpful,caring and	2/5/2024 6:07 PM
10	Very helpful	2/5/2024 12:57 PM
11	I find Ty Bryn surgery very helpful and professional	2/5/2024 11:42 AM
12	Sometimes I have found that a doctor will try and encourage drugs that I do not want to take (i.e. Tranexamic acid) when all I needed was a referral to a consultant in secondary care. It delayed my treatment/minor op, which was upsetting.	2/5/2024 10:53 AM
13	Why can't doctors prescribe scans. It has resulted in further health complications for myself and 2 others I know.	2/5/2024 10:48 AM
14	My surgery and receptionist are amazing always very helpful and polite. Can always get an appointment when needed	2/5/2024 9:59 AM
15	The reception staff are always helpful and friendly (something I've not experienced at other practices). I've never needed to wait long for an appointment, which is rare in comparison with other surgeries. I visit Machen surgery more often than Ty Bryn, and they appear to have a great relationship with Machen pharmacy which has greatly assisted me a number of times. Ive had great experiences with the practice since moving to the area. Such a refreshing change!	1/30/2024 9:13 PM
16	I find some of the reception staff and the occasional doctor to be rude at times. On my last visit, the receptionist was rude which is incredibly unhelpful and unnecessary when you have a poorly child with you.	1/30/2024 9:41 AM
17	Very easy to access Fabulous receptionists Very helpful Professional Doctors All in all a lovely surgery. In fact the best.	1/29/2024 6:39 PM
18	Reception at Ty bryn are brilliant	1/29/2024 10:24 AM
19	I have always found staff at the surgery extremely helpful and have no complaints with the treatment I have received.	1/29/2024 10:05 AM
20	I find my experience at this surgery much better than others' experiences in my family. I just	1/29/2024 10:05 AM

Caerphilly South - Patient Access Survey 2023/2024

	hope so much things don't change for the worse	
21	I find Ty Bryn to be the best surgery I have attended during my lifetime!!	1/29/2024 9:46 AM
22	They are very good, very friendly, helpful and willing to help. My only disappointment would be the difficulty obtaining a ventolin haler now as no longer on repeat prescription and also my elderly dad who is prone to falls due to suspected Parkinson's was told there was a medication may help but it's too expensive so they wouldn't prescribe it. I think the use of e-consult is a great help as I can use this around my work hours. I much prefer the old my health online system, the new nhs one is not as user friendly and not as useful, but this is not the surgery. Nowhere is perfect but I do think Ty Bryn do their very best and on the whole provide a great service	1/12/2024 5:01 PM
23	Ty Bryn surgery and Machen surgery are the best surgeries I've been to. The staff and doctors are very helpful and supportive	1/12/2024 3:43 PM
24	I have been receiving treatment from a nurse for 6 months and have found all staff at surgery very helpful	1/12/2024 1:24 PM
25	Excellent service polite caring staff I am a new patient at this practice and am impressed with my experience.	1/12/2024 12:56 PM
26	Found surgery easy to access and helpful Dr prior top doctor find him easy to talk to	1/12/2024 11:58 AM
27	I rang the surgery to make an appointment to see the duty doctor at 8.30 and was given an appointment for 10.15	1/12/2024 9:49 AM
28	I have never known a surgery so professional or helpful. They go out of their way to solve any issues. I am so lucky we moved here 3 yrs ago. I listen to so may unhappy friends having trouble with other surgeries. They can't believe it when I tell them about Ty Bryn.	1/12/2024 9:38 AM
29	No issues very helpful and pleasant everytime	1/7/2024 2:30 PM
30	All staff pleasant and helpful	1/5/2024 12:52 PM
31	I feel myself and my family a very fortunate to belong to this surgery. Absolutely fantastic, friendly, professional staff. I changed to this surgery when I was pregnant with my 13 year old and have never regretted it. I thank the whole surgery for their hard work and care	1/5/2024 10:31 AM
32	Only just joined this surgery so not much feedback to your questions but very impressed with service so far	1/3/2024 9:19 PM
33	Overall Ty Bryn surgery is a great GP surgery with a great bunch of reception staff, nurses and HCAs The majority of the GPs are pleasant, although there are some who's bed side manner needs improvement. On occasion I have been made to feel wrong for attending the GP and dismissed. Attending the GP is very daunting for a lot of people and a little more work on showing empathy, compassion and just general manners and kindness are needed, and will go a long way. A smile, a softer tone, eye contact... basic communication skills. Once some of the GPs put this into practice Ty Bryn will be even better.	1/3/2024 12:41 PM
34	I changed to Ty Gwyn surgery in 2023 because of dissatisfaction with the administration at my previous surgery. It is much better.	1/3/2024 11:42 AM
35	I am pleased with the support I receive at Ty Bryn. Everything is not always perfect but compared to other surrounding counties Ty Bryn offers much better support for us re appointments, flu and covid inoculations, blood appointments and results. Having a chemist near is also an asset but on occasions there may be a wait of 24 hours for medication but that is not always problematic but waiting for antibiotics can cause a bit of anxiety. Thank you to everyone at Ty Bryn for all you did during covid 19. I was lucky to be seen when I needed to during lockdown even though choosing one chair to sit on in the waiting of about 7 or 8 proved the hardest thing to do! I followed your rules and you kept me safe so that was very much appreciated. Home visits for inoculations for some of my friends was greatly appreciated too.	1/2/2024 10:26 PM
36	I like to attend and see 2 doctors at the surgery, Dr Mc Clister Dr kalinka, love these doctors, understanding, extremely helpful, always come from there satisfied after seeing both these doctors.	1/2/2024 3:58 PM
37	Very satisfied with the level of service and professional standard on offer	1/2/2024 3:45 PM
38	I find ty Bryn have always looked after me and my family well for the last forty odd years	1/2/2024 3:29 PM

Caerphilly South - Patient Access Survey 2023/2024

39	I've always experienced excellent patient care from both the GPS Nurses & the Reseption Staff	1/1/2024 3:42 PM
40	Friendly helpful staff at all times, so grateful for their care and consideration.	12/30/2023 9:26 PM
41	The current system at my surgery is excellent especially compared to the experiences of colleagues and friends who use different practices. It is very straightforward to see a doctor either for an emergency or for a routine appointment and there are usually appointments available for another GP if you have to wait to see your first choice. I also like that the GPs have specialisms so that you can choose the appropriate person. The additional staff such as health care professionals, nursing staff and the reception/admin team are also excellent and overall the practice is very professional. Text reminders and the ability to have communication from GPs via text are such convenient features too.	12/23/2023 12:30 PM
42	Fantastic surgery always accommodating never a long wait for appointments	12/23/2023 7:38 AM
43	Consistently reliable and friendly. Very well organised and professional. The way the practice is run is very much appreciated, especially when you hear the horror stories referring to other practices in the area. A big thank you	12/22/2023 12:47 PM
44	I have always found I am treated kindly if have to ask a question they are always helpful.	12/22/2023 12:18 PM
45	Great team at the surgery always very helpful	12/22/2023 12:13 PM
46	I wish the surgery have more staff	12/22/2023 12:06 PM
47	Good	12/22/2023 11:53 AM
48	Excellent service provided by all members of staff. Have always been able to get an emergency appointment with a duty doctor if needed on the day. If I need to see a particular GP it's normally within 2 weeks. Highly recommend Ty Bryn Surgery. Excellent range of services provided at surgery.	12/22/2023 11:18 AM
49	Very good doctors surgery .	12/22/2023 10:11 AM
50	We are fortunate in having a first class surgery staffed by caring and efficient people	12/22/2023 9:59 AM
51	Pleased with the overall service provided in the practice	12/21/2023 4:09 PM
52	Some doctors seem inattentive and like you are bothering them. But the nurses and reception team are wonderful!	12/17/2023 12:05 PM
53	Brilliant service with the receipts and friendly	12/15/2023 8:23 PM
54	This surgery and the doctors are amazing. I currently switched from bedwas Health centre (Aber) and they were absolutely useless there.	12/15/2023 2:27 PM
55	I have been with other surgery's over the years and find Ty bryn surgery the best by far.	12/15/2023 1:12 PM
56	I had an appointment one week with one doctor and the following week I had my steroid injection	12/15/2023 12:49 PM
57	Always found booking appointments no problem and receptionists very helpful	12/15/2023 12:34 PM
58	Really helpful	12/15/2023 11:27 AM
59	Happy with service received & outcomes of visits to the practice.	12/15/2023 10:19 AM
60	I find everyone at Ty Bryn Surgery to be very professional and will help in anyway they can. An excellent practice around.	12/15/2023 9:31 AM
61	Excellent surgery. Professional staff. Easy access.	12/15/2023 9:07 AM
62	Much better more professional more friendly less intimidating and less off hand than my previous practise	12/11/2023 11:17 PM
63	Ty Bryn is great as staff are competent, helpful and respectful. Booking a routine appointment is easy with not too long await. I also have dealings with Tonyfelin in capacity as a carer and the same can not be said for that surgery.	12/11/2023 4:32 PM
64	Customer service and communication is excellent, always received quick friendly and helpful response to queries. Service is second to non.	12/11/2023 11:30 AM

Caerphilly South - Patient Access Survey 2023/2024

65	The service is excellent at Ty byrn and Machen! Compared with the rest of the UK we are very privileged.	12/11/2023 10:44 AM
66	We are very lucky that we are patients at Ty Bryn Surgery. Staff are very helpful and no problem getting appointments or advice.	12/11/2023 8:51 AM
67	10 out of 10	12/9/2023 7:48 AM
68	I find all reception staff to be very helpful. Some of the doctors are very thorough and I feel particularly well looked after.	12/8/2023 10:47 PM
69	We have a fantastic gp service and I and all of my family are very grateful	12/8/2023 6:39 PM
70	Very good service	12/8/2023 6:11 PM
71	The staff are brilliant.	12/8/2023 5:12 PM
72	good	12/8/2023 4:42 PM
73	The care I have received over the last ten years has been superb. I've been seen promptly, and received good care. The only negative: I felt I had to see a cardiologist privately when the wait to see the same person on the NHS was around 6 months.	12/8/2023 4:35 PM
74	Doctors and nurses are excellent here.	12/8/2023 3:45 PM
75	It would be easier for for self with depression and anxiety if prescriptions could be delivered from the chemist to my home, but that is all.	12/8/2023 3:24 PM
76	All staff are polite, courteous, helpful and hard working despite the constant pressure on the NHS.	12/8/2023 3:11 PM
77	Excellent surgey very efficient, and make times available for late appointments	12/8/2023 3:08 PM
78	Fantastic from reception to appointment	12/7/2023 9:00 PM
79	As I mentioned Ty Bryn surgery is amazing. The reception staff are absolutely lovely and very thankful for their professionalism. I have had the best Dr Ryan McIister. Amazing no words can fathom. Professional, personable and just overall a brilliant Dr. Encourages self help and personal responsibilities ☺. I also had an experience with Stephen who is a kind gentleman. Every time I ring the practice I am met with kindness. If there is anything to come out of this survey I believe you should give a bonus to everyone as they are phenomenal.	12/7/2023 11:41 AM
80	I am amazed how many people have problems with surgery my surgery is amazing from receptionist to G.P.	12/7/2023 10:44 AM
81	I do use and like my health online but nothing can replace the help and sometimes advice that the receptionists provide. We consider ourselves very lucky with our surgery compared to others we hear about.	12/7/2023 8:26 AM
82	This is an excellent, well ran surgery. All staff are consistently helpful, polite and extremely pleasant to deal with	12/6/2023 10:40 PM
83	Very well organised friendly and helpful practice and staff	12/6/2023 5:34 PM
84	Always accommodating	12/6/2023 5:33 PM
85	Ty Bryn is one of the best run practices I have ever been with. All staff outstanding, nothing is too much of a problem.	12/6/2023 4:01 PM
86	A welcoming, caring and supportive practice- where all staff are willing to help, even if it is something small, it never seems to be an issue. GPs are always willing to listen and provide support, and are kind. Especially during emergency appointments when you're not sure if you are being a 'paranoid parent'. There are no words to describe the gratitude I have for the staff that enable the surgery to run as it does which enables peace of mind knowing that we have access to see a GP if needed daily. Aside from this GP's are able to provide continuity to patients to prevent them from having to go from pillar to post, another outstanding feature of this surgery.	12/6/2023 2:53 PM
87	felt rushed and was given two types of medication that i told them was bad for me one of them being birth control that had previously made me suicidal, the second being acne medication that i was on for too long years ago and did nothing for me but i was told i had to go on the	12/5/2023 8:33 PM

Caerphilly South - Patient Access Survey 2023/2024

same dosage as before because then when applying for acne meds in the future i had “ tried everything”. the doctor was also not reassuring that i'd have any chance of getting the acne meds i wanted and that when she wasn't so busy as she went over she'd put me on a list...

88	I have numerous health problems the worst probably being advanced Arthritic joints. The GPs at the surgery are really good and caring which is very important to a person in my age group.	12/5/2023 8:27 PM
89	Very happy	12/5/2023 7:58 PM
90	My husband and I have both been patients of the Surgery for 36 years and we have always been very pleased with the attitude we receive	12/5/2023 7:03 PM
91	I know you are extremely busy, but feel I have to book two appointments if I need to discuss two separate ailments where one may be very minor but would like advice which I think would save me booking a 2nd appointment. I do appreciate the service you give me.	12/5/2023 6:03 PM
92	I find the ty Bryn surgery brilliant and staff very helpful .I could not wish for anymore .	12/5/2023 1:46 PM
93	Generally the service is excellent, staff are polite and it is easy to get an appointment. However a recent E consult that I submitted took 6 days to receive a reply which I was disappointed with	12/5/2023 12:48 PM
94	Friendly staff, modern premises with minor surgery facilities. Generally a very good service with ability to see a doctor quickly. A great example of how all surgeries should be run.	12/4/2023 7:12 PM
95	Absolutely fantastic surgery and staff always willing to go above and beyond and help in anyway they can	12/4/2023 6:48 PM
96	We moved to Bedwas 2 years ago from Maesycwmmmer and moved to Ty Bryn surgery. The new experience is far better in every respect and my wife and I are delighted .	12/4/2023 2:11 PM
97	Always polite and very helpfu	12/4/2023 1:13 PM
98	Amazing Surgery, well managed and efficient.	12/4/2023 12:07 PM
99	Happy with seeing my own Dr. (sometimes difficult to get in to see him) Not a happy patient when moved to another Dr.	12/4/2023 12:03 PM
100	The nurse, I recently had an appointment with was very helpful and explained a lot about how to deal with my diabetes. Had more information from her than anybody else.	12/4/2023 11:50 AM
101	Extremely easy to gain an appointment. Reception staff are welcoming, polite, professional. Nursing and medical staff are first rate. My friends are in awe at the degree of access and first rate care provided by surgery.	12/4/2023 10:25 AM
102	Prob one of the best surgeries in the area judging by my workmates	12/4/2023 10:00 AM
103	Good surgery,professional helpful staff.appointments avaiable. Excellent Drs	12/4/2023 9:07 AM
104	Excellent service , caring staff .	11/28/2023 10:44 PM
105	Overall, I am very happy with the care I receive from my surgery.	11/28/2023 8:05 PM
106	Looked for an appointment and only had to wait for the next day for an appointment. I saw Dr Reeves today, she was excellent	11/28/2023 7:33 PM
107	I think the reception team are very friendly and helpful in person and on the phone. Although I understand time constraints on appointments and struggles of the NHS, I do feel that sometimes the emergency appointments are too short and feel some (not all) doctors are trying to get you out the door as fast as possible and don't feel genuine on trying to help with the health issue. I do think the customer service from some doctors is much higher than others and depends on who you see. I have had a lot of appointments with a range of medical staff recently due to having my first child and being pregnant with my second and overall I am happy with the service I receive from this practice. I had a very good experience for the appointment for my daughter today with doctor Penrose. I do think there is opportunity to make the online process/sign up easier and more accessible. Thanks	11/28/2023 3:10 PM
108	40 years of care for which I am grateful	11/28/2023 2:46 PM
109	More than happy with Ty Bryn Doctors and reception	11/28/2023 2:44 PM
110	It would be nice to be able to get appointments at my local Machen Surgery but we are nearly	11/27/2023 9:50 PM

Caerphilly South - Patient Access Survey 2023/2024

	always expected to go to Ty Bryn it seems impossible to get to see a nurse or Dr in Mache	
111	Generally Ty Bryn is run very efficiently.	11/27/2023 7:39 PM
112	The whole team are extremely helpful and always go above and beyond.	11/27/2023 6:11 PM
113	Very pleased with the whole arrangements	11/27/2023 5:37 PM
114	Very happy keep up good work that's all staff 👍	11/27/2023 3:17 PM
115	When I have had appointments I am always satisfied with the care and time I have with Dr	10/30/2023 3:38 PM
116	Clinical staff and reception staff. In my experience excellent.	8/18/2023 4:03 PM
117	Very pleased with surgery. Everyone very friendly and helpful at all times.	5/25/2023 8:14 PM