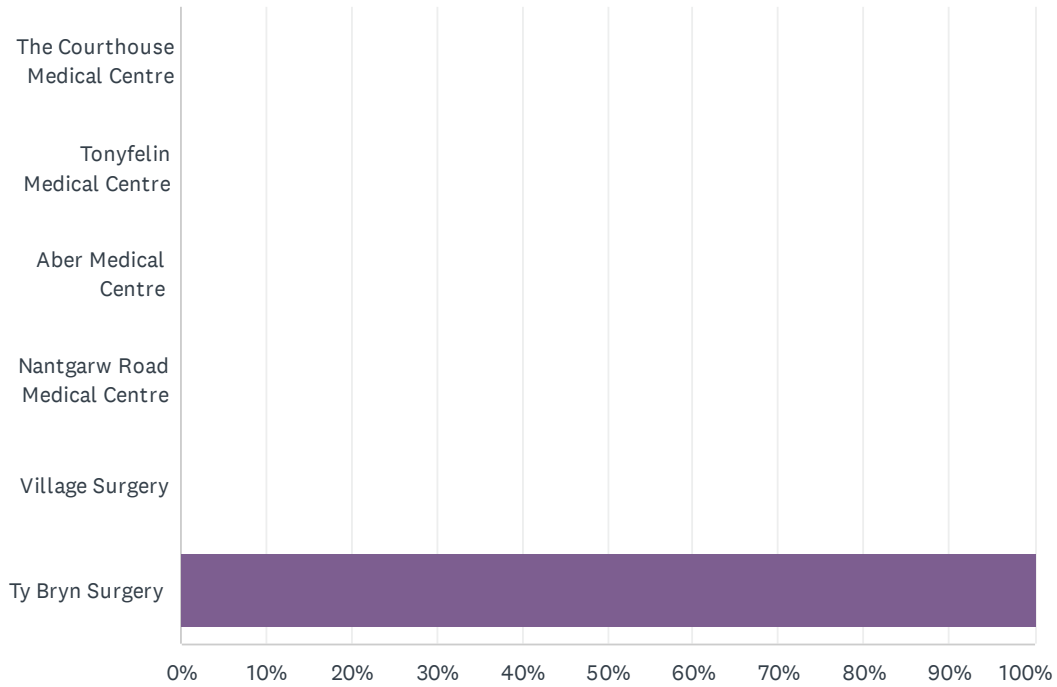


Q1 Name of GP Surgery

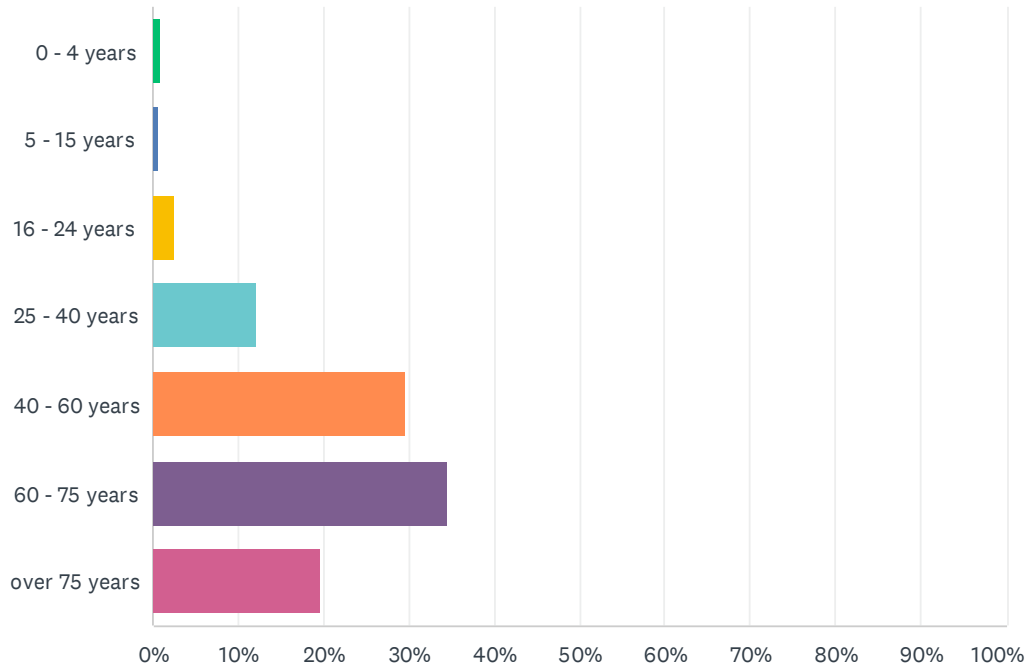
Answered: 321 Skipped: 0



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%	321
TOTAL		321

Q2 What is your age range?

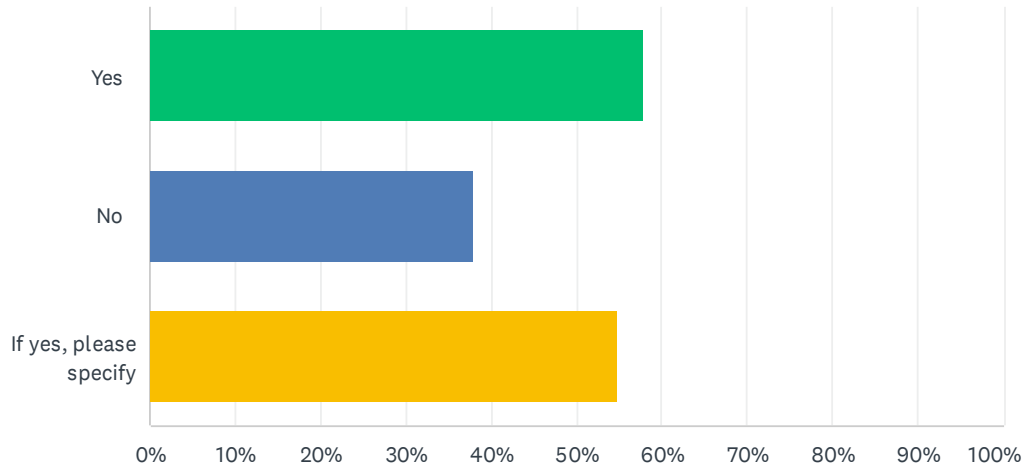
Answered: 321 Skipped: 0



ANSWER CHOICES	RESPONSES
0 - 4 years	0.93% 3
5 - 15 years	0.62% 2
16 - 24 years	2.49% 8
25 - 40 years	12.15% 39
40 - 60 years	29.60% 95
60 - 75 years	34.58% 111
over 75 years	19.63% 63
TOTAL	321

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

Answered: 318 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	57.86%	184
No	38.05%	121
If yes, please specify	54.72%	174
Total Respondents: 318		

#	IF YES, PLEASE SPECIFY	DATE
1	Back injury and diabetes	2/10/2026 5:32 PM
2	Heart failure	2/10/2026 3:54 PM
3	Osteoarthritis, under active thyroid, high blood pressure	2/10/2026 3:48 PM
4	Type 2 diabetes	2/10/2026 3:20 PM
5	Liver issues and gallbladder issues	2/10/2026 3:17 PM
6	Arthritis	2/9/2026 6:58 PM
7	Diabetes	2/9/2026 6:08 PM
8	Heart by pass parkinson	2/9/2026 5:45 PM
9	Diverticular disease, mild asthma, reflux, urtercaria, since 2022 Stage 1a womb cancer but there is a positive outcome.	2/9/2026 5:33 PM
10	Diabetes	2/9/2026 3:54 PM
11	Diabetes, high blood pressure , mild COPD, Arthritis	2/9/2026 3:44 PM
12	Atrial fibrillation	2/9/2026 3:01 PM
13	High blood pressure	2/9/2026 2:50 PM
14	Eczema, asthma	2/2/2026 12:52 PM
15	GERD	1/30/2026 4:52 PM

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16	Fibromyalgia,thyroid	1/30/2026 9:39 AM
17	Asthma	1/28/2026 9:53 AM
18	Eczema, hay fever, allergies	1/27/2026 7:36 PM
19	Epilepsy	1/27/2026 3:54 PM
20	Pneumoconiosis	1/27/2026 3:11 PM
21	COPD	1/27/2026 3:01 PM
22	Osteoarthritis and digestive tract problems	1/27/2026 2:56 PM
23	Heart failure	1/27/2026 2:37 PM
24	Thrush	1/27/2026 2:26 PM
25	Back injury ,copd	1/24/2026 12:49 PM
26	Cardio vascular	1/24/2026 8:39 AM
27	Diabetes	1/23/2026 2:28 PM
28	Diabetes blood pressure	1/21/2026 9:46 AM
29	Colitis	1/20/2026 9:37 PM
30	Type 2 border line	1/20/2026 6:24 PM
31	Asthma	1/16/2026 7:52 AM
32	Diabetes	1/15/2026 4:17 PM
33	Allergic Ezcema	1/14/2026 4:02 PM
34	Diabetes	1/14/2026 2:32 PM
35	Heart disease, arthritis, high blood pressure, high cholesterol, thyroid	1/14/2026 2:13 PM
36	Rheumatoid Arthritis, Heart Failure. Panic Disorder. Atrial Fibrillation.	1/14/2026 2:11 PM
37	Type 2 diabetes	1/14/2026 1:39 PM
38	Hypothyroidism, pernicious anemia	1/14/2026 1:17 PM
39	Diabetes mental health back problems	1/14/2026 12:40 PM
40	Anxiety	1/14/2026 12:31 PM
41	PTSD	1/13/2026 3:28 PM
42	Heart failure, kidney failure, COPD, emphysema, ABPA, CPA	1/12/2026 9:42 PM
43	high blood pressure	1/12/2026 5:55 PM
44	Under active thyroid	1/12/2026 5:29 PM
45	High blood pressure	1/12/2026 5:23 PM
46	Arthritis	1/12/2026 4:22 PM
47	Asthma	1/12/2026 4:21 PM
48	Arthritis GERD Asthma scoliosis spondylitis snxiety	1/12/2026 4:18 PM
49	Chest condition	1/12/2026 4:06 PM
50	Heart and respiratory issues	1/12/2026 4:01 PM
51	Arthritis colitis high blood pressure	1/12/2026 3:42 PM
52	Under active thyroid	1/12/2026 3:29 PM
53	IBS	1/9/2026 5:02 PM

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54	Anxiety/depression disorder	1/6/2026 8:01 PM
55	Type 2 diabetes	1/6/2026 4:20 PM
56	Athritis and high cholesterol	1/6/2026 4:15 PM
57	Severe Arthritis of the knee	1/6/2026 3:47 PM
58	Excema	1/6/2026 3:45 PM
59	High blood pressure (Controlled)	1/6/2026 3:42 PM
60	Laryngectomy	1/6/2026 3:38 PM
61	enlargef heart	1/6/2026 1:44 PM
62	AF/TIA ±URINE infection s	12/31/2025 8:51 PM
63	anxiety and depression, arthritis high BP polymai, rhumatica	12/29/2025 10:00 PM
64	Asthma	12/29/2025 5:52 PM
65	Anal seton drain	12/29/2025 4:16 PM
66	Back trouble and arthritis	12/29/2025 3:56 PM
67	High blood pressure	12/29/2025 3:42 PM
68	Psoriatic arthritis and diabetes	12/29/2025 3:24 PM
69	Osteoporosis	12/29/2025 3:19 PM
70	COPD	12/19/2025 11:57 AM
71	heart	12/16/2025 5:43 PM
72	Nerve problem in groin	12/15/2025 11:07 PM
73	Poly myalgia / arthritis	12/15/2025 6:11 PM
74	Anxiety depression sever bad back due to horse riding accident	12/12/2025 2:24 PM
75	Back pain	12/9/2025 4:58 PM
76	Diabetes type 2 recent diagnosis	12/9/2025 3:42 PM
77	Scoliosis	12/9/2025 3:22 PM
78	Bladder weakness	12/9/2025 1:16 PM
79	Diabetes	12/9/2025 1:11 PM
80	Osteoporosis and arthritis	12/2/2025 5:14 PM
81	Rheumatoid arthritis - diabetic rye 2	12/2/2025 3:40 PM
82	Asthma , back issues	12/2/2025 2:59 PM
83	Anxiety	12/2/2025 1:54 PM
84	Underactive Thyroid, Migraine, High Blood Pressure	12/2/2025 1:21 PM
85	Transverse Myelitis/Adreanal Insufficiency	12/2/2025 12:44 PM
86	Multiple Sclerosis	12/1/2025 7:05 PM
87	ASTHMA	12/1/2025 5:06 PM
88	Osteoarthritis	12/1/2025 3:55 PM
89	Rhematoid arthritis, fibromiagia	12/1/2025 3:27 PM
90	Rheumatoid arthritis	12/1/2025 3:24 PM
91	Under active thyroid	12/1/2025 2:50 PM

Caerphilly South - Patient Access Survey 2025/2026

92	AF, Diverticulitis, Effects from a stroke	11/24/2025 4:56 PM
93	Fibromyalgia asthma	11/21/2025 10:23 AM
94	COPD	11/20/2025 11:03 AM
95	Asthma	11/20/2025 9:44 AM
96	Pending	11/19/2025 4:35 PM
97	Post cancer treatment issues	11/18/2025 11:54 PM
98	Depression	11/18/2025 7:05 PM
99	High chloesterol, blood pressure and blood sugars	11/18/2025 6:40 PM
100	Thyroid,dropped foot,take heart tablets	11/18/2025 6:38 PM
101	High blood pressure & enlarged prostate	11/18/2025 6:30 PM
102	Fnd fibromyalgia bpd epilepsy mild cerbal paulsy anxiety asthma sleep apnea menopause dietbectic 2,IBS chronic kidney disease, arthritis neck shoulders,left knee IBS learning disabilities	11/18/2025 6:18 PM
103	Depression and Anxiety	11/18/2025 6:00 PM
104	Fibromyalga	11/18/2025 5:36 PM
105	I have a pacemaker, (A F)	11/18/2025 5:23 PM
106	Asthma	11/18/2025 4:27 PM
107	Secondary progressive multiple sclerosis	11/18/2025 3:07 PM
108	High blood pressure and cholesterol	11/17/2025 8:00 PM
109	Asthma	11/17/2025 6:43 PM
110	AF arthritis. Osteoporosis diverticulitis	11/17/2025 2:54 PM
111	Colitis rhymatoid arthritis	11/17/2025 2:50 PM
112	Multiple conditions	11/17/2025 2:38 PM
113	Arthritis	11/15/2025 12:25 PM
114	Graves disease, arthritis, depression	11/15/2025 12:14 AM
115	High blood pressure	11/11/2025 9:23 PM
116	Fibromyalgia	11/11/2025 5:22 PM
117	under active Thyroid	11/11/2025 4:16 PM
118	Under active thyroid	11/11/2025 3:59 PM
119	Arthritis in my neck	11/11/2025 3:28 PM
120	Ulcerative colitis	11/11/2025 3:01 PM
121	Athritis	11/11/2025 2:41 PM
122	Back troubles	11/11/2025 2:38 PM
123	Arthritis	11/11/2025 2:32 PM
124	UTIs under active thyroid high BP	11/11/2025 1:35 PM
125	Asthma	11/10/2025 9:36 PM
126	Mild epilepsy	11/10/2025 6:43 PM
127	Aitril fibrillation pacemaker fitted	11/10/2025 6:09 PM
128	High blood pressure mental health	11/10/2025 5:58 PM

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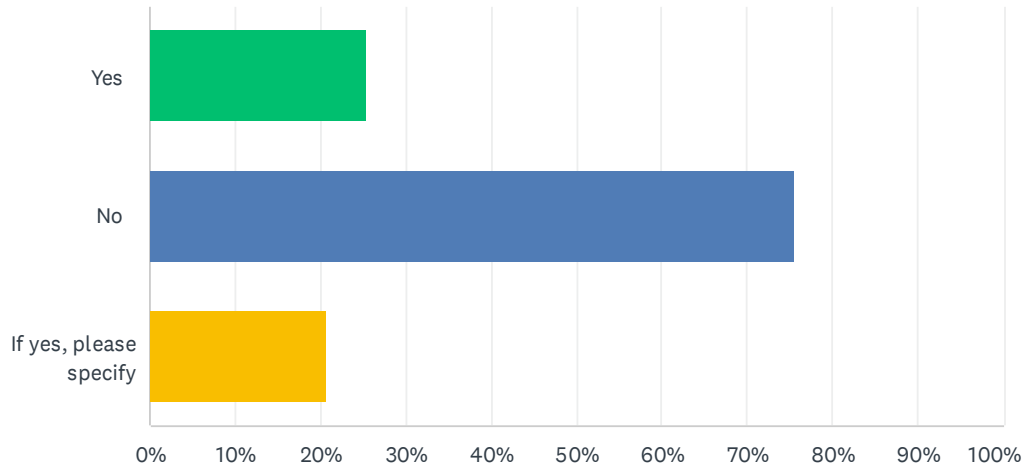
129	Mental health, hypertension, diabetes	11/10/2025 5:54 PM
130	Prostatitis arthritis, knees and ankles and neck	11/10/2025 5:48 PM
131	Benign type of mnd	11/10/2025 5:48 PM
132	Blood pressure, blood thinners	11/10/2025 5:28 PM
133	Fibromyalgia	11/10/2025 5:02 PM
134	Down syndrome	11/10/2025 4:24 PM
135	Hypertension	11/10/2025 4:09 PM
136	Af fibromyalgia asthma	11/10/2025 3:46 PM
137	COPD AF	11/10/2025 3:13 PM
138	Rheumatoid arthritis, coeliac, osteoporosis	11/8/2025 12:03 PM
139	Foot ulcer and osteomyelitis	11/7/2025 5:21 PM
140	Diabetes	11/6/2025 5:43 PM
141	Skeletal, fatigue	11/6/2025 1:53 PM
142	Diabetes	11/6/2025 10:56 AM
143	Diabetes	11/5/2025 3:56 PM
144	Fybromailgia	11/5/2025 3:13 PM
145	ADHD	11/5/2025 2:34 PM
146	High blood pressure and 2 diabetes	11/5/2025 2:33 PM
147	Osteoporosis asthma back surgery	11/5/2025 2:30 PM
148	Celiac	11/5/2025 1:54 PM
149	Charcot marie tooth syndrome	11/5/2025 1:43 PM
150	Cancer, irregular heart beat, leaky heart valve	11/5/2025 1:03 PM
151	Type 2 diabetes	11/5/2025 12:59 PM
152	Mds	11/5/2025 12:34 PM
153	Diabetes	11/5/2025 11:43 AM
154	Hypertension, Rheumatoid Arthritis, Chronic Migraine	11/5/2025 11:40 AM
155	Osteoarthritis	11/5/2025 7:47 AM
156	Diabetes	11/4/2025 6:10 PM
157	Bad foot	11/4/2025 5:32 PM
158	Heart valve replacement liver cancer ckder	11/4/2025 4:44 PM
159	POTs	11/4/2025 4:03 PM
160	2 months ago I had a mini stroke	11/4/2025 4:00 PM
161	Asthma , diabetes	11/4/2025 3:34 PM
162	Heart problem	11/4/2025 3:33 PM
163	Arthritis	11/4/2025 3:30 PM
164	Diabetes2 +stroke +heart attack	11/4/2025 3:14 PM
165	Prostrate	11/4/2025 3:12 PM
166	Prosthetic heart valve; on warfarin	11/4/2025 3:08 PM

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167	High blood pressure	11/4/2025 2:56 PM
168	Under active thyroid, pace maker	11/4/2025 2:47 PM
169	Endometriosis	11/4/2025 2:32 PM
170	Arthritis	11/4/2025 2:22 PM
171	Coronary heart disease, varicose eczema	7/29/2025 2:29 PM
172	M.E	6/2/2025 9:21 AM
173	High cholesterol	5/9/2025 4:45 PM
174	Chronic back pain.	4/2/2025 1:19 PM

Q4 Do you have a disability?

Answered: 315 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	25.40% 80
No	75.56% 238
If yes, please specify	20.63% 65
Total Respondents: 315	

#	IF YES, PLEASE SPECIFY	DATE
1	Deaf/HoH	2/10/2026 9:35 PM
2	Mobility	2/10/2026 5:32 PM
3	Unable to walk unaided	2/10/2026 3:54 PM
4	Trouble walking long distance	2/9/2026 5:45 PM
5	Mobility following a fall and stroke	2/9/2026 3:54 PM
6	Myosotis	1/30/2026 9:58 PM
7	Arthritis	1/30/2026 2:18 PM
8	Breathless	1/27/2026 3:11 PM
9	Back injury	1/24/2026 12:49 PM
10	Heart disease, arthritis	1/14/2026 2:13 PM
11	Rheumatoid arthritis in joints.	1/14/2026 2:11 PM
12	Back mental health	1/14/2026 12:40 PM
13	Arthritis	1/13/2026 8:12 AM
14	Breathing and mobility problems	1/12/2026 9:42 PM
15	Knee and back	1/12/2026 6:48 PM
16	Can't walk properly	1/12/2026 4:18 PM

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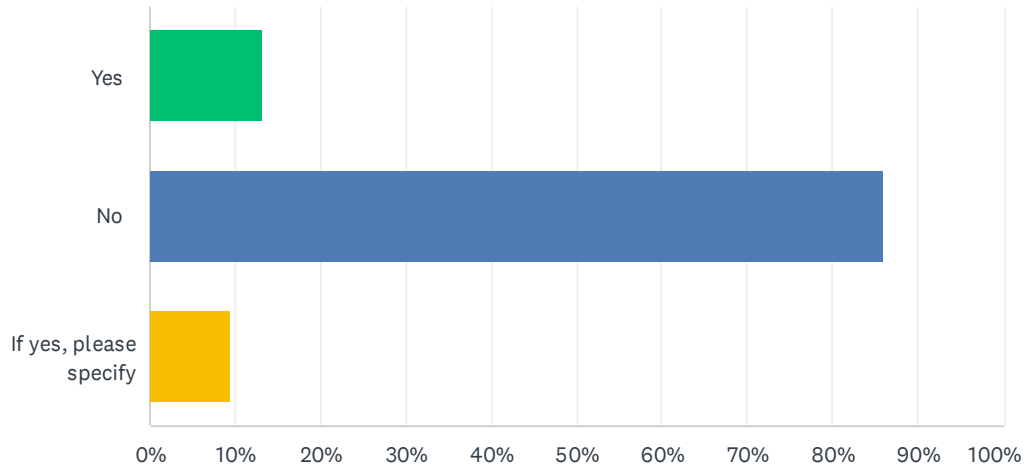
17	Arthritis colitis	1/12/2026 3:42 PM
18	Walking, kneeling down	1/6/2026 3:47 PM
19	Laryngectomy	1/6/2026 3:38 PM
20	arthritus	1/6/2026 1:44 PM
21	Degeneration of Degeneration of	12/31/2025 8:51 PM
22	Hips and knee painful new hips awaiting new knee	12/29/2025 10:00 PM
23	Hard of hearing	12/29/2025 5:52 PM
24	Arthritis	12/29/2025 3:56 PM
25	PsA	12/29/2025 3:24 PM
26	Having trouble then in my left hand knee waiting to have another knee up on my knee still on a weekend dish haven't told me about it yet where I am from waiting list	12/15/2025 11:07 PM
27	My lumber back is fused and I have nerve pain	12/2/2025 2:59 PM
28	Arthritis in both knees	12/1/2025 3:42 PM
29	Rheumatoid arthritis in my knees hands and feet	12/1/2025 3:27 PM
30	Recovering from a serious fall.	12/1/2025 3:24 PM
31	Walking effects from stroke	11/24/2025 4:56 PM
32	Axillo femoral graft	11/20/2025 11:03 AM
33	Mobility issues	11/19/2025 4:35 PM
34	Cancer survivor	11/18/2025 11:54 PM
35	Use walking stick and walker	11/18/2025 6:38 PM
36	Fnd fibromyalgia bpd epilepsy nead and all others above	11/18/2025 6:18 PM
37	Mobility issues	11/18/2025 5:23 PM
38	Secondary progressive multiple sclerosis	11/18/2025 3:07 PM
39	Knee mobility issues	11/17/2025 3:29 PM
40	Mobility	11/17/2025 2:38 PM
41	Walking problems	11/15/2025 12:14 AM
42	Fibromyalgia	11/11/2025 5:22 PM
43	Temporarily- on the waiting list for a hip replacement	11/11/2025 4:58 PM
44	Fibromyalgia	11/11/2025 2:41 PM
45	Arthritis	11/10/2025 6:43 PM
46	Mental health	11/10/2025 5:54 PM
47	I'll read this on the knees and hand pills	11/10/2025 5:48 PM
48	Partial paralysis of arm	11/10/2025 5:48 PM
49	Down syndrome	11/10/2025 4:24 PM
50	Limited mobility due to Fibromyalgia	11/10/2025 3:46 PM
51	Carbon fibre knee	11/7/2025 5:21 PM
52	Fybromailgia	11/5/2025 3:13 PM
53	ADHD	11/5/2025 2:34 PM

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54	Back surgery	11/5/2025 2:30 PM
55	Walking impaired	11/5/2025 1:43 PM
56	Autism	11/5/2025 1:20 PM
57	See above	11/5/2025 11:40 AM
58	Osteoarthritis and J pouch	11/5/2025 7:47 AM
59	Crushed discs in back	11/4/2025 6:10 PM
60	POTs	11/4/2025 4:03 PM
61	Severe allergic asthma	11/4/2025 3:34 PM
62	Arthritis can cause problems plus over 50% hearing loss makes conversation hard for me to hear everything	11/4/2025 3:30 PM
63	Limited mobility	11/4/2025 2:22 PM
64	Mobility issues	5/9/2025 4:45 PM
65	Right knee replacement	4/2/2025 1:19 PM

Q5 Do you consider yourself to be a carer?

Answered: 318 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	13.21%	42
No	85.85%	273
If yes, please specify	9.43%	30
Total Respondents: 318		

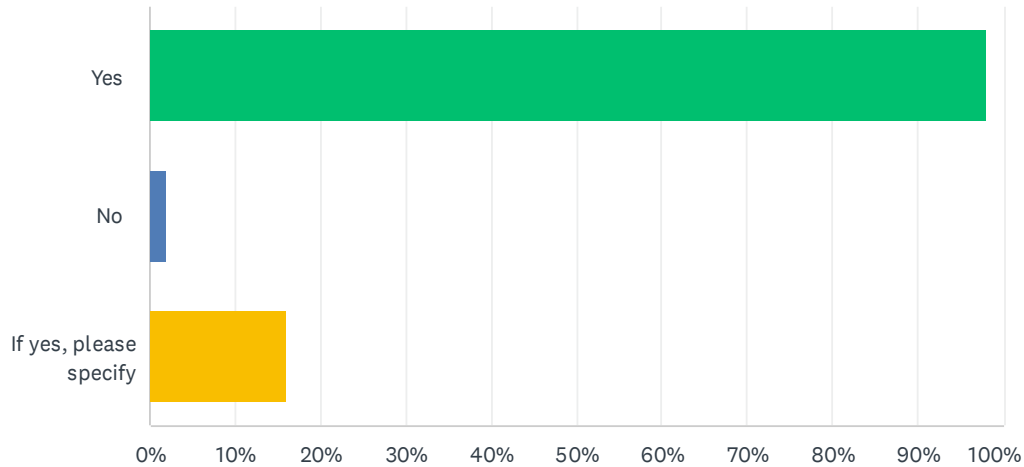
#	IF YES, PLEASE SPECIFY	DATE
1	My son has additional needs and is neuro divergent	2/10/2026 9:35 PM
2	Support worker	2/10/2026 3:32 PM
3	I care for my elderly mother	2/10/2026 3:17 PM
4	Carer for my wife	1/30/2026 4:02 PM
5	Caring for mum who is terminally ill with palliative care	1/30/2026 1:52 PM
6	My wife	1/27/2026 3:11 PM
7	Wife has limited mobility	1/27/2026 3:01 PM
8	Looks after my elderly mother	1/23/2026 2:28 PM
9	Wife as copd	1/15/2026 4:17 PM
10	Carers For my elderly Aunt	1/14/2026 3:02 PM
11	For my mother	1/14/2026 12:31 PM
12	Husband	1/13/2026 8:12 AM
13	Wife has just had two knee replacements	1/12/2026 6:48 PM
14	Degeneration lower spin	12/31/2025 8:51 PM
15	Look after mother	12/9/2025 3:46 PM
16	For my Dad	12/2/2025 2:59 PM

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17	Sister	12/2/2025 12:44 PM
18	Looking after my brother	11/18/2025 6:17 PM
19	I care for my Mum.	11/18/2025 6:00 PM
20	My son has autism	11/11/2025 3:28 PM
21	I am a paid carer for my grand father	11/11/2025 2:18 PM
22	Mother	11/11/2025 2:16 PM
23	I am a support worker at work	11/11/2025 1:35 PM
24	Look after my parents	11/10/2025 11:44 PM
25	Shared carer for my son	11/10/2025 3:02 PM
26	For my severely autistic son	11/5/2025 3:56 PM
27	Look after my mother	11/5/2025 12:55 PM
28	Care for elderly mother	11/4/2025 3:33 PM
29	Care for wife	11/4/2025 3:12 PM
30	For elderly parent	6/2/2025 9:21 AM

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

Answered: 319 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	98.12%	313
No	1.88%	6
If yes, please specify	15.99%	51
Total Respondents: 319		

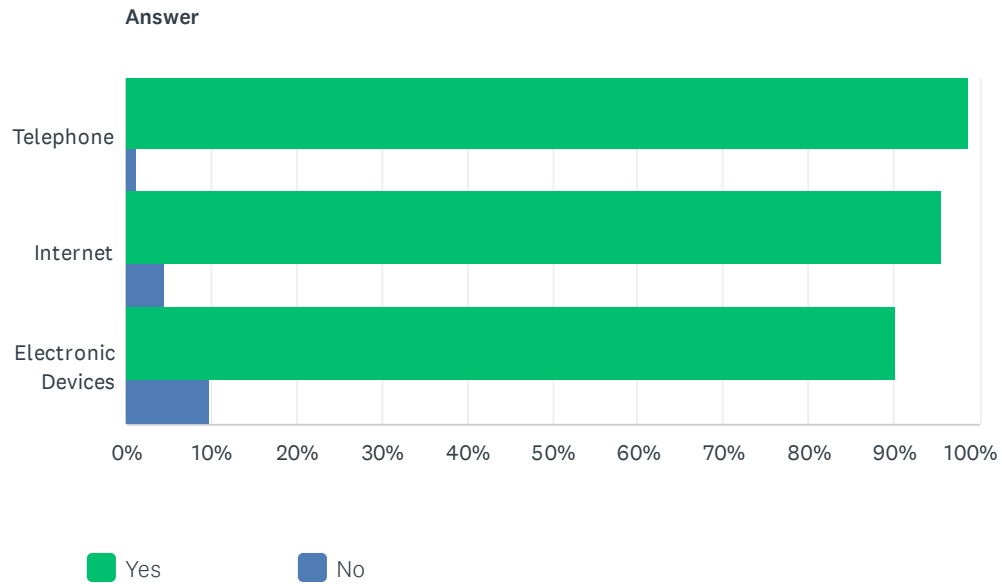
#	IF YES, PLEASE SPECIFY	DATE
1	English	2/10/2026 9:35 PM
2	I need inpreter I'm deaf	2/10/2026 8:50 PM
3	English	2/9/2026 3:54 PM
4	English	2/9/2026 3:44 PM
5	English	1/30/2026 4:02 PM
6	English!!!!	1/30/2026 2:18 PM
7	English	1/27/2026 7:56 PM
8	English	1/27/2026 2:53 PM
9	English	1/24/2026 12:49 PM
10	English	1/16/2026 7:52 AM
11	English	1/14/2026 3:52 PM
12	Parent speaking English	1/12/2026 6:05 PM
13	English	1/12/2026 3:52 PM
14	English	1/12/2026 3:42 PM
15	English	1/9/2026 6:15 PM

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16	English	1/6/2026 3:57 PM
17	English	12/29/2025 4:16 PM
18	Hard of hearing	12/29/2025 3:19 PM
19	English	12/16/2025 7:30 AM
20	English	12/15/2025 6:11 PM
21	English	12/9/2025 3:46 PM
22	English	12/2/2025 2:59 PM
23	English	12/2/2025 12:44 PM
24	English	12/1/2025 3:27 PM
25	English	11/24/2025 4:56 PM
26	English	11/18/2025 7:31 PM
27	English	11/18/2025 6:17 PM
28	I can sometimes speak welsh with members of staff.	11/18/2025 4:27 PM
29	All English dpeaking	11/18/2025 3:43 PM
30	English speaker	11/17/2025 8:00 PM
31	English	11/17/2025 2:38 PM
32	Welsh	11/11/2025 3:22 PM
33	English	11/11/2025 2:32 PM
34	English	11/10/2025 6:43 PM
35	English	11/10/2025 6:09 PM
36	English	11/10/2025 6:09 PM
37	English	11/10/2025 5:58 PM
38	English	11/10/2025 5:48 PM
39	English	11/10/2025 5:48 PM
40	English	11/10/2025 4:24 PM
41	English	11/10/2025 3:46 PM
42	English	11/8/2025 12:03 PM
43	English	11/7/2025 5:21 PM
44	This is brokel	11/6/2025 1:53 PM
45	English	11/6/2025 10:56 AM
46	English	11/5/2025 1:20 PM
47	English / Welsh	11/4/2025 4:03 PM
48	English	11/4/2025 3:33 PM
49	English	11/4/2025 3:12 PM
50	Eng or Welsh	11/4/2025 3:08 PM
51	English	11/4/2025 2:22 PM

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

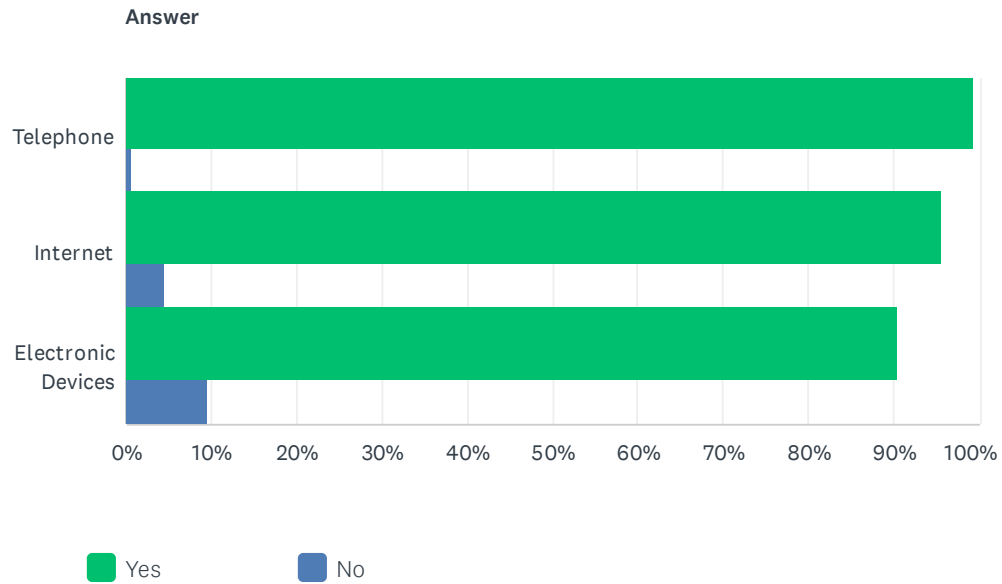
Answered: 319 Skipped: 2



Answer	YES	NO	TOTAL
Telephone	98.73% 310	1.27% 4	314
Internet	95.58% 281	4.42% 13	294
Electronic Devices	90.18% 248	9.82% 27	275

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

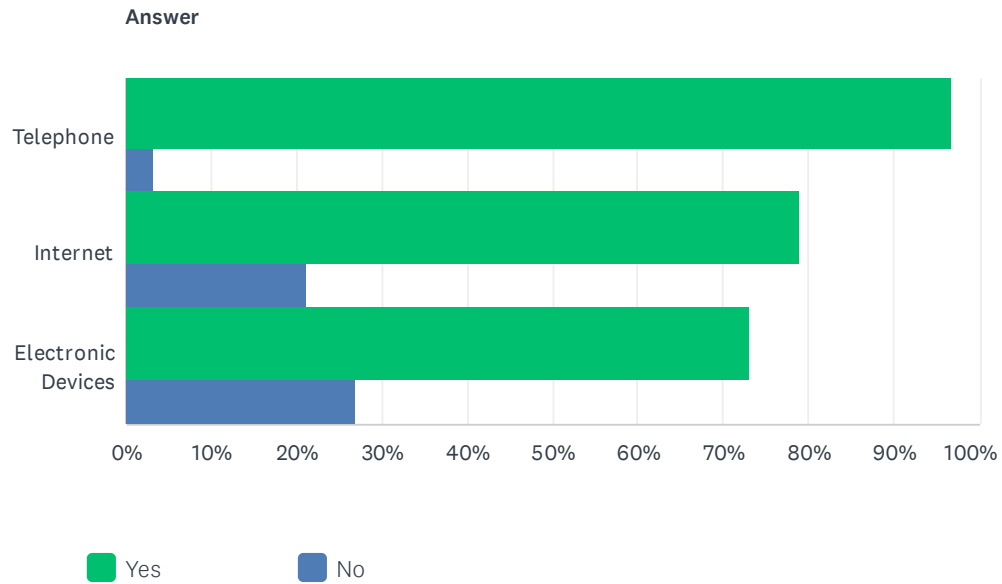
Answered: 287 Skipped: 34



Answer	YES	NO	TOTAL
Telephone	99.29% 280	0.71% 2	282
Internet	95.45% 252	4.55% 12	264
Electronic Devices	90.48% 228	9.52% 24	252

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

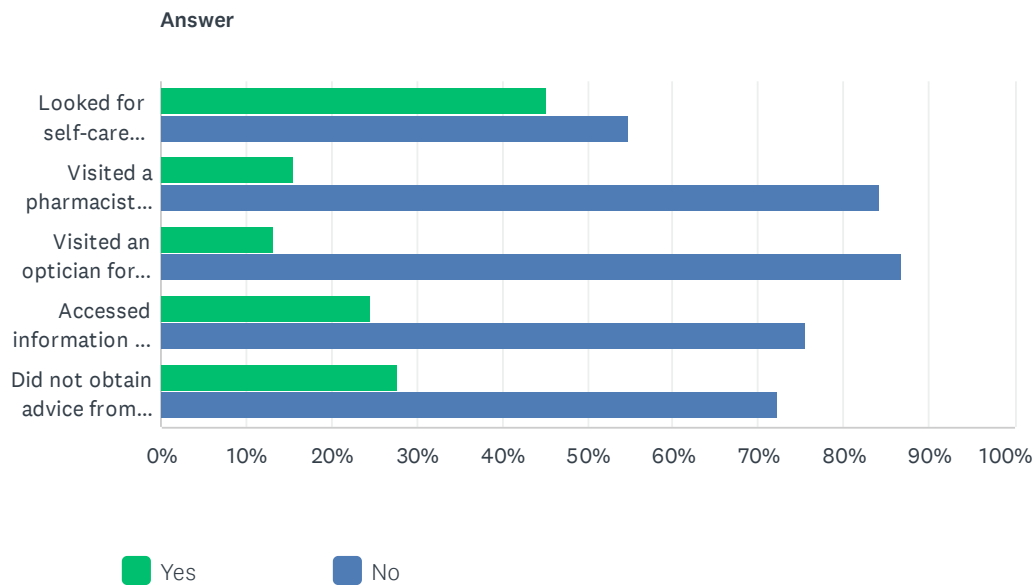
Answered: 315 Skipped: 6



Answer	YES	NO	TOTAL
Telephone	96.77% 300	3.23% 10	310
Internet	78.93% 221	21.07% 59	280
Electronic Devices	73.03% 195	26.97% 72	267

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

Answered: 305 Skipped: 16



Answer	YES	NO	TOTAL
Looked for self-care information online	45.26% 124	54.74% 150	274
Visited a pharmacist through the minor ailments scheme	15.67% 42	84.33% 226	268
Visited an optician for minor eye conditions	13.21% 35	86.79% 230	265
Accessed information via NHS direct/NHS 111	24.53% 65	75.47% 200	265
Did not obtain advice from anywhere else.	27.70% 77	72.30% 201	278

#	OTHER (PLEASE STATE)	DATE
1	Purchased my own medication initially from the pharmacy	2/9/2026 3:20 PM
2	AI	1/30/2026 9:58 PM
3	From the Pharmacist at Ty Bryn	1/30/2026 4:02 PM
4	Yes was referred to doctor by my physiotherapist	1/28/2026 3:42 PM
5	The doctor told me to book in a month time	1/27/2026 3:54 PM
6	Cancer organisation	1/27/2026 2:47 PM
7	Googled	1/27/2026 2:34 PM
8	Google	1/23/2026 2:28 PM
9	None	1/14/2026 2:13 PM

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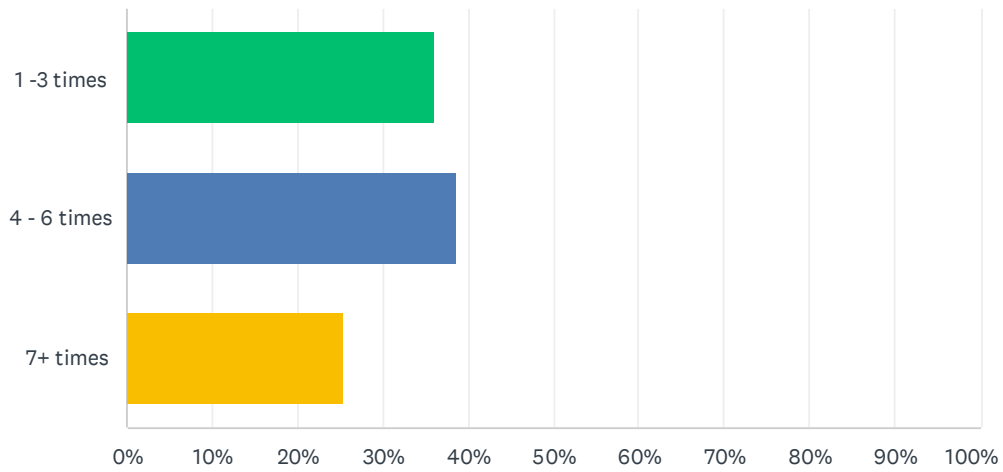
10	Therapist, BUPA	1/13/2026 3:28 PM
11	Prescription review and monthly	1/12/2026 9:42 PM
12	Relative who is a nurse	1/12/2026 6:45 PM
13	made appointment at the surgery	1/12/2026 5:55 PM
14	The above questions are not applicable because the surgery contacted me for a review of my hrt medication but ordinarily I would seek information advice elsewhere first, e.g. on line, nhs and or pharmacist minor ailment scheme	1/12/2026 5:15 PM
15	Out of hours	1/12/2026 4:01 PM
16	Had to have face to face appointment to discuss blood results and medication	1/12/2026 3:29 PM
17	Visit surgery	1/6/2026 4:16 PM
18	Discussed with pharmacy	1/6/2026 4:05 PM
19	Self diagnosis Sue to previous issue.	1/6/2026 3:42 PM
20	Advise from family member	1/6/2026 3:16 PM
21	Use my mobile to make appointment	12/15/2025 11:07 PM
22	I knew the problem about which I sought help today required a GP	12/9/2025 6:27 PM
23	A routine review	12/9/2025 3:22 PM
24	Physiotherapy	12/4/2025 7:41 AM
25	OOH GP	12/3/2025 1:17 PM
26	Friend	12/2/2025 5:14 PM
27	NHS google	12/2/2025 1:54 PM
28	Online and pharmacy	12/1/2025 5:59 PM
29	LOTS OF SOURCES	12/1/2025 5:06 PM
30	Needed bloods and joint injection	12/1/2025 3:39 PM
31	Came in for shingles jab nr2	11/20/2025 9:44 AM
32	Internet	11/18/2025 7:05 PM
33	Family	11/18/2025 5:23 PM
34	C contacted the medical professionals on several locations	11/18/2025 3:07 PM
35	I had a appointment this morning the doctor left the room mid appointment didn't seem like he cared at all and I left	11/17/2025 2:45 PM
36	Was a medication review so had to attend	11/11/2025 9:23 PM
37	Return appointment for medication	11/11/2025 3:28 PM
38	Didn't make an appointment so none of the questions are relevant	11/10/2025 11:44 PM
39	I am a nurse so had an idea what was wrong but needed to see gp	11/10/2025 9:36 PM
40	The above were not options	11/10/2025 6:09 PM
41	Hospital the grange	11/10/2025 5:58 PM
42	A&E	11/10/2025 5:56 PM
43	Ongoing advice on Diabetes and post heart stent	11/6/2025 5:43 PM
44	This should have been a general question assessing whether the patient would consider doing the follow or has done the following before requesting an appointment.	11/6/2025 1:53 PM
45	Appointment is part of a number of follow-up care	11/6/2025 10:56 AM

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46	Follow up appointment	11/5/2025 1:43 PM
47	Visit was at gp request	11/5/2025 12:59 PM
48	Hospital requested blood's taken	11/4/2025 3:51 PM
49	Appointment made for me as ongoing diabetes checks	11/4/2025 3:34 PM
50	Routine medication review	11/4/2025 3:33 PM
51	Wanted to chase up pain management	11/4/2025 3:30 PM

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

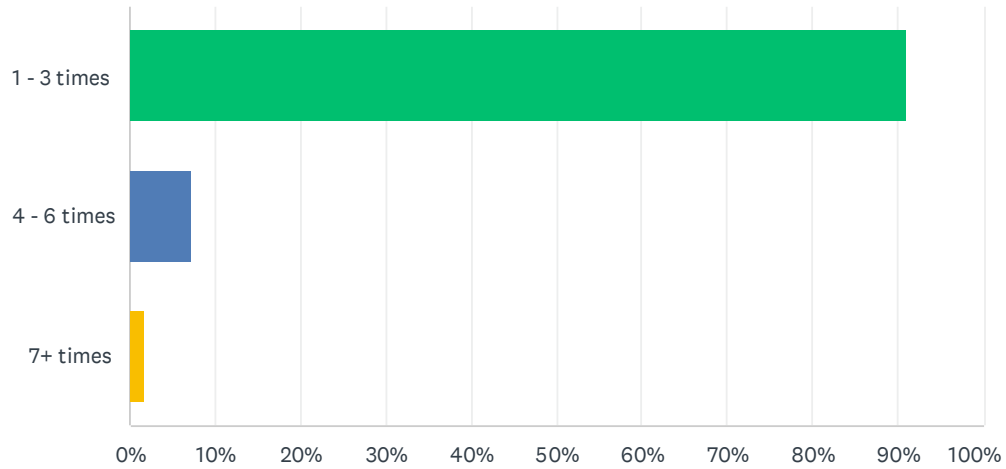
Answered: 316 Skipped: 5



ANSWER CHOICES	RESPONSES	
1 -3 times	36.08%	114
4 - 6 times	38.61%	122
7+ times	25.32%	80
TOTAL		316

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

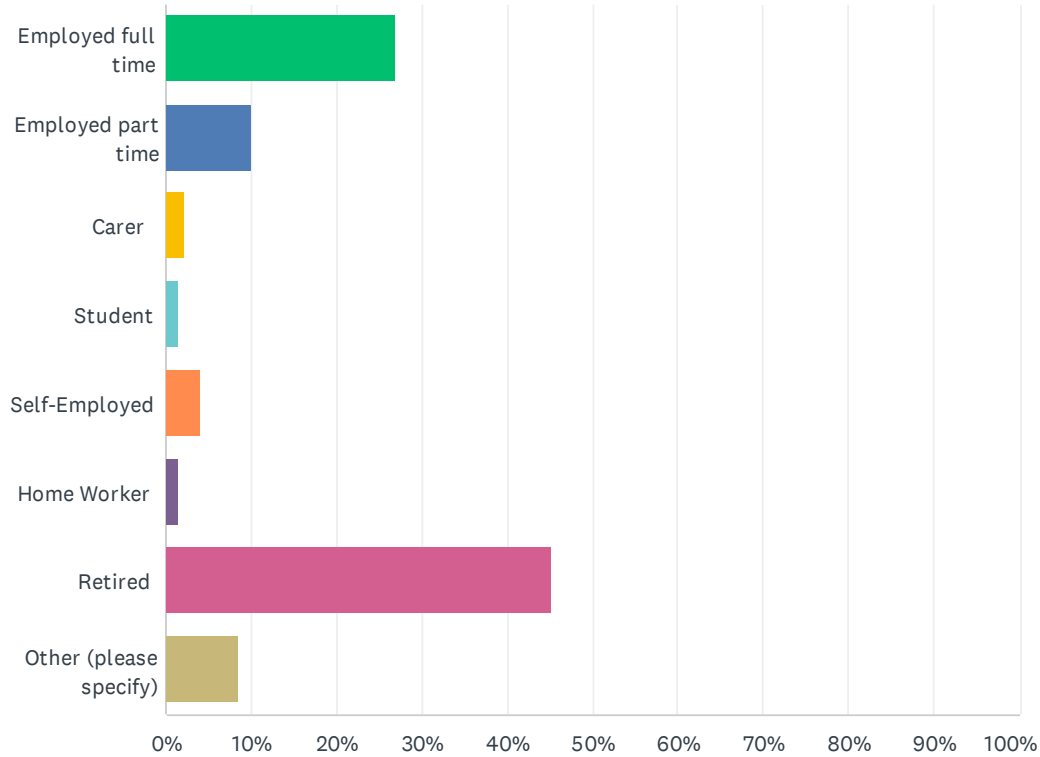
Answered: 235 Skipped: 86



ANSWER CHOICES	RESPONSES	
1 - 3 times	91.06%	214
4 - 6 times	7.23%	17
7+ times	1.70%	4
TOTAL		235

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

Answered: 319 Skipped: 2



ANSWER CHOICES	RESPONSES
Employed full time	26.96% 86
Employed part time	10.03% 32
Carer	2.19% 7
Student	1.57% 5
Self-Employed	4.08% 13
Home Worker	1.57% 5
Retired	45.14% 144
Other (please specify)	8.46% 27
TOTAL	319

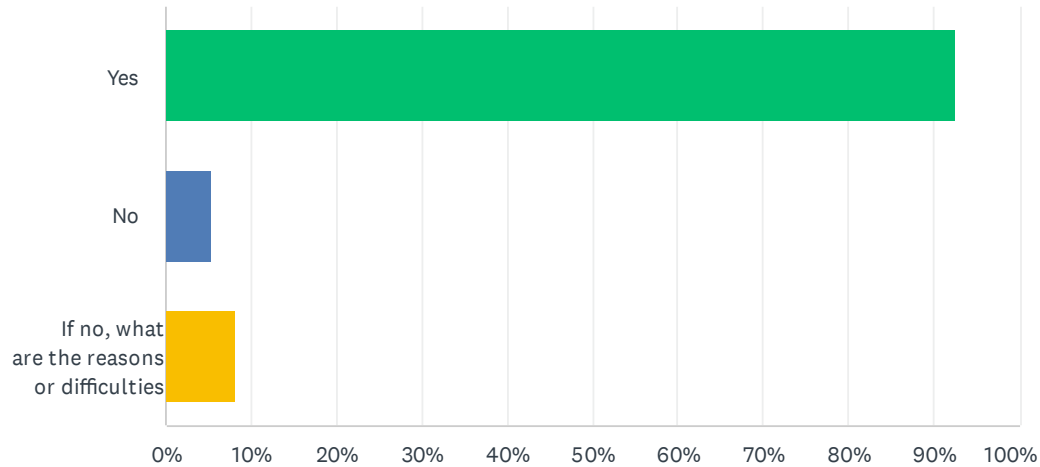
#	OTHER (PLEASE SPECIFY)	DATE
1	I'm benefit	2/10/2026 8:50 PM
2	Unemployed	2/10/2026 5:32 PM
3	Extended maternity leave	2/10/2026 2:33 PM

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4	Not able to work at the moment. EAS pay for my national insurance but not any benefits.	2/9/2026 5:33 PM
5	Unable to work due to illness	2/9/2026 3:18 PM
6	Benefits due to disability	1/14/2026 3:52 PM
7	Toddler (this is being completed by mum)	1/12/2026 6:05 PM
8	Elderly	1/12/2026 4:06 PM
9	Also carer	12/29/2025 4:25 PM
10	Benifits	12/12/2025 2:24 PM
11	Unemployed	12/2/2025 1:30 PM
12	Disabled	12/1/2025 3:27 PM
13	Sickness benefits	11/19/2025 4:35 PM
14	Retired, but still working part time	11/18/2025 6:40 PM
15	Can't work due to health problems	11/18/2025 6:18 PM
16	Widow	11/18/2025 5:23 PM
17	Unemployed	11/18/2025 3:27 PM
18	Stay at home mother	11/17/2025 2:47 PM
19	Unemployed	11/11/2025 2:41 PM
20	Stay at home mum	11/11/2025 2:37 PM
21	Long-term disability	11/10/2025 5:54 PM
22	Learning disability	11/10/2025 4:24 PM
23	Can't work due to disability	11/10/2025 3:08 PM
24	Agency worker	11/5/2025 3:23 PM
25	Disabled	11/5/2025 1:43 PM
26	Unemployment	11/5/2025 1:20 PM
27	On sick at moment due to employer not wanting me doing the role I usually do	11/4/2025 3:30 PM

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

Answered: 320 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	92.50% 296
No	5.31% 17
If no, what are the reasons or difficulties	8.13% 26
Total Respondents: 320	

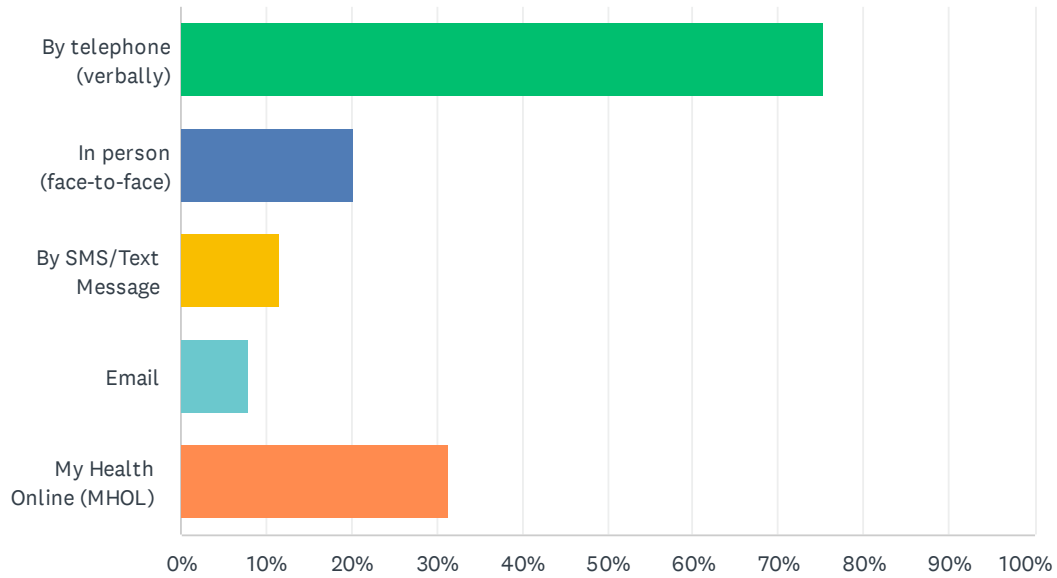
#	IF NO, WHAT ARE THE REASONS OR DIFFICULTIES	DATE
1	I can if pre arranged	2/10/2026 2:16 PM
2	But only if family can take me	2/9/2026 3:54 PM
3	No, unless I can book time off work or finish early	2/2/2026 12:52 PM
4	Long commute from work (Usk), finishing at 17:30 and it's approx. 1h home.	1/27/2026 7:36 PM
5	I am house bound	1/27/2026 2:37 PM
6	Work from home so flex	1/13/2026 3:28 PM
7	Shift working	12/17/2025 3:40 PM
8	With my depression it's overwhelming for me sometimes to leave my home I have a panick attack	12/12/2025 2:24 PM
9	If work allows	12/9/2025 3:22 PM
10	Work commitments	12/9/2025 1:11 PM
11	Long hours at work which can mean I work later than 6.30	12/1/2025 6:29 PM
12	Only off work on Mondays & Tuesdays	12/1/2025 2:50 PM
13	Unable to walk at times	11/19/2025 4:35 PM
14	Can make certain times/days due to work commitments	11/18/2025 6:41 PM

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15	Housebound disabled	11/18/2025 3:07 PM
16	Work	11/17/2025 8:00 PM
17	But this very difficult and harder to get appointments	11/17/2025 5:52 PM
18	Sometimes as I work part time	11/17/2025 2:45 PM
19	I am able to visit between 9am-3pm	11/11/2025 2:18 PM
20	Shift work	11/11/2025 2:16 PM
21	Depends on my shifts	11/11/2025 1:35 PM
22	On days off I would be able to but work 12 hour shifts	11/10/2025 9:36 PM
23	Just have to be careful I have access to transport	11/7/2025 5:21 PM
24	My times need to be when my son is in school	11/5/2025 3:56 PM
25	Never know when home	11/4/2025 5:32 PM
26	Have mobility issues can leave house alone and family work	5/9/2025 4:45 PM

Q15 How would you prefer to book appointments?

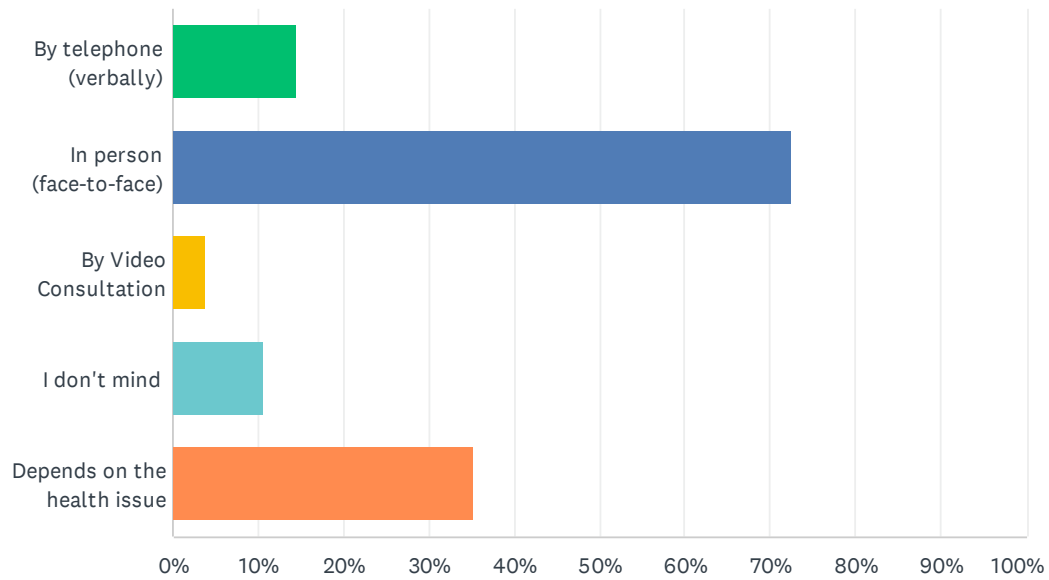
Answered: 320 Skipped: 1



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	75.31%	241
In person (face-to-face)	20.31%	65
By SMS/Text Message	11.56%	37
Email	7.81%	25
My Health Online (MHOL)	31.25%	100
Total Respondents: 320		

Q16 How would you prefer your appointments to take place?

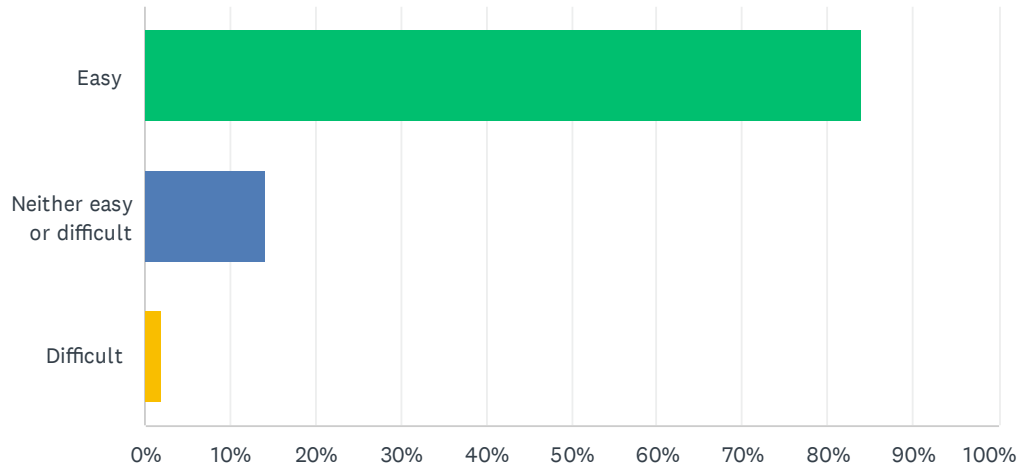
Answered: 319 Skipped: 2



ANSWER CHOICES	RESPONSES	
By telephone (verbally)	14.42%	46
In person (face-to-face)	72.41%	231
By Video Consultation	3.76%	12
I don't mind	10.66%	34
Depends on the health issue	35.11%	112
Total Respondents: 319		

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

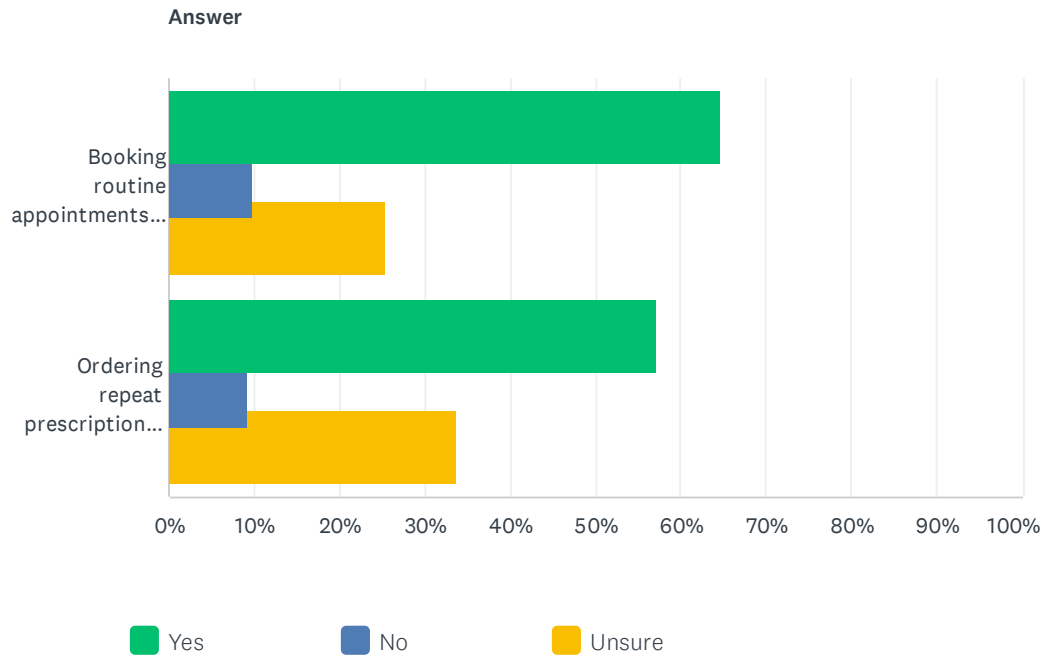
Answered: 320 Skipped: 1



ANSWER CHOICES	RESPONSES	
Easy	84.06%	269
Neither easy or difficult	14.06%	45
Difficult	1.88%	6
TOTAL		320

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

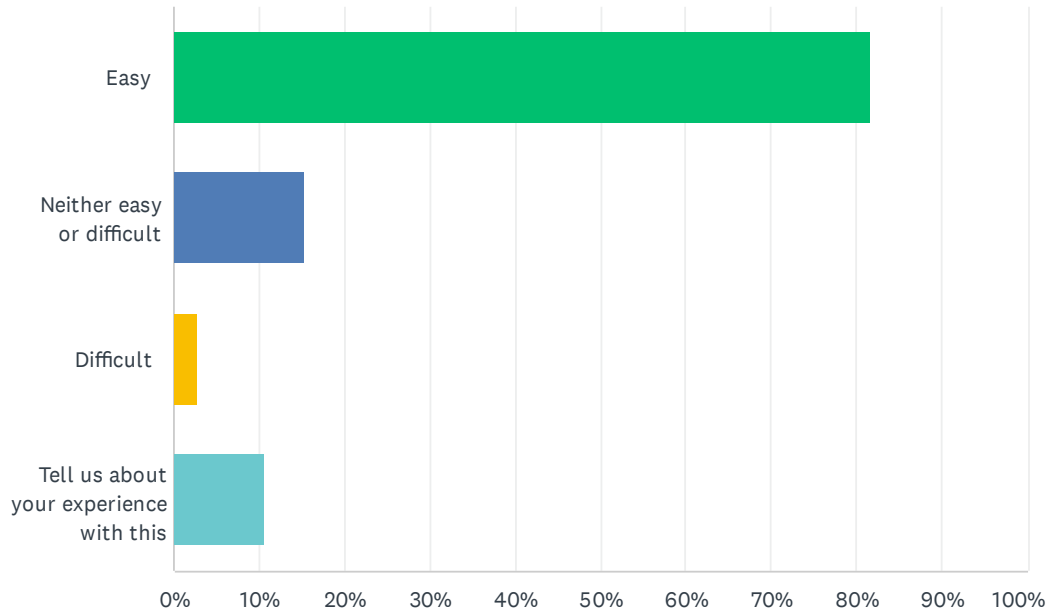
Answered: 305 Skipped: 16



Answer	YES	NO	UNSURE	TOTAL
Booking routine appointments online	64.69% 196	9.90% 30	25.41% 77	303
Ordering repeat prescriptions online	57.09% 169	9.12% 27	33.78% 100	296

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

Answered: 317 Skipped: 4



ANSWER CHOICES	RESPONSES	
Easy	81.70%	259
Neither easy or difficult	15.46%	49
Difficult	2.84%	9
Tell us about your experience with this	10.73%	34
Total Respondents: 317		

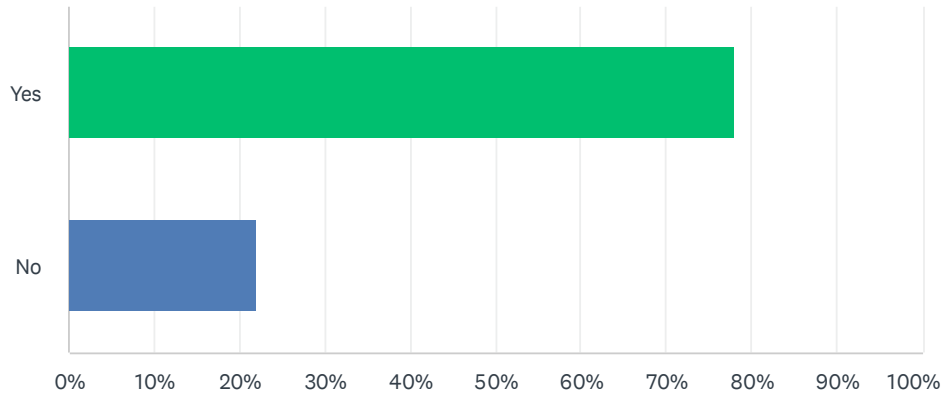
#	TELL US ABOUT YOUR EXPERIENCE WITH THIS	DATE
1	Always found Dr's, and receptionists, very helpful.	2/10/2026 3:54 PM
2	I have been answered quickly	2/9/2026 3:54 PM
3	Receptionist and Doctors are very helpful	1/30/2026 4:02 PM
4	Found previously difficult to get appointments with doctor needed. This caused chop and change and then I don't bother going back	1/30/2026 1:52 PM
5	It's good, just frustrating as everyone is overworked. Takes weeks to get an appointment and then can long waiting times at the surgery for a very rushed appointment. I feel sorry for the healthcare professionals, but this should not be the case.	1/27/2026 7:36 PM
6	If booked in advance	1/27/2026 2:47 PM
7	Excellent ,human receptionists . Always very caring. Helpful	1/24/2026 12:49 PM
8	Open to seeing any doctor, reception team brilliant.	1/24/2026 8:39 AM
9	Never find it difficult to to get an appointment general or emergency allways answer phone	1/23/2026 2:28 PM

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	wuickly	
10	Appoinent given immediately	1/12/2026 6:45 PM
11	Never had a problem getting an appointment	1/12/2026 4:22 PM
12	Today I described my symptoms and was given an appointment within an hour.	1/12/2026 4:21 PM
13	I go to reception and book	12/29/2025 4:16 PM
14	They don't understand my mental health sometimes I miss appointments and don't realise very upset phoning all time to explain my condition	12/12/2025 2:24 PM
15	This is an excellent surgery and I have always been able to see or consult with a GP within a reasonable time frame	12/9/2025 6:27 PM
16	Hard to fit in with work	12/9/2025 3:22 PM
17	Long wait	12/2/2025 6:10 PM
18	NO APPOINTMENTS AVAILABLE SOMETIMES FOR 3 WEEKS	12/1/2025 5:06 PM
19	Normally have to wait a week or 2	12/1/2025 3:27 PM
20	Phone appointments are easy but online appointments are currently impossible for me. Used to be able to use MHOL easily but my surgery changed to NHS Wales app and I haven't been able to use it since, despite having correct log in info.	12/1/2025 2:50 PM
21	Often have to wait several weeks	11/21/2025 10:23 AM
22	Brilliant practice	11/18/2025 7:31 PM
23	Quick phone call and blood tests offered the same time. Excellent service.	11/18/2025 6:40 PM
24	When I ring the phone always answered and it easy to make an appointment	11/18/2025 6:18 PM
25	Very good excellent surgery	11/11/2025 4:53 PM
26	Never a problem	11/11/2025 3:22 PM
27	Prompt and efficient	11/10/2025 5:58 PM
28	New patient called in for form then completed questionnaire online	11/10/2025 4:09 PM
29	In would rather use MHOL but the app doesn't support android 9	11/6/2025 1:53 PM
30	I find the staff at first point of contact polite and very helpful	11/6/2025 10:56 AM
31	Staff polite and will book you in , certain drs you do have to wait	11/5/2025 3:56 PM
32	Very happy with all aspects of Ty bryn surgery.	11/4/2025 2:22 PM
33	Ty Bryn are so repsonive and efficient and timescales minimal. The reception staff are always pleasant and accomodating	6/2/2025 11:10 AM
34	Appt.'s always available	6/2/2025 9:21 AM

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?

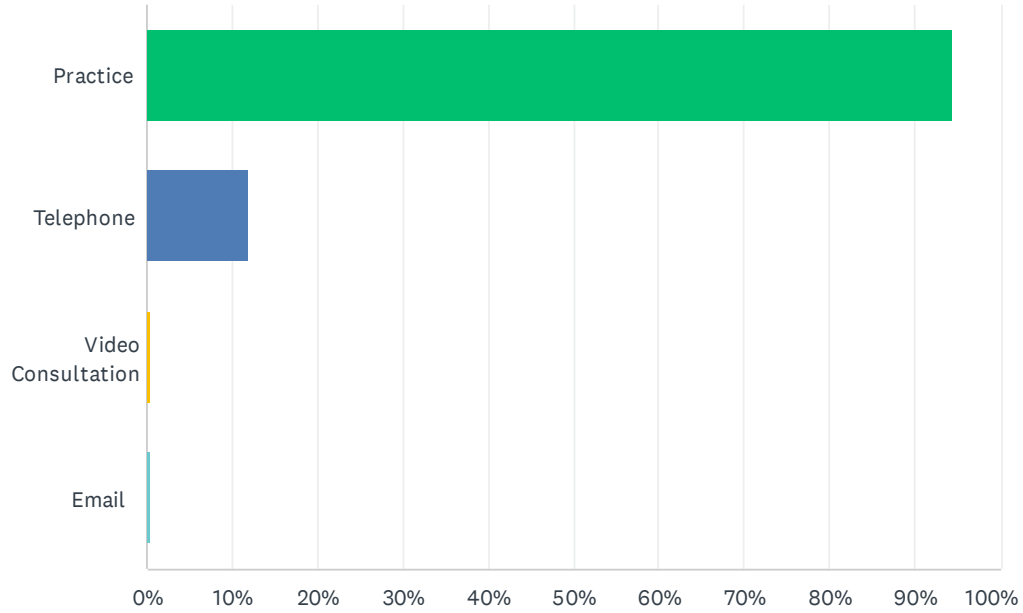
Answered: 264 Skipped: 57



ANSWER CHOICES	RESPONSES	
Yes	78.03%	206
No	21.97%	58
TOTAL		264

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

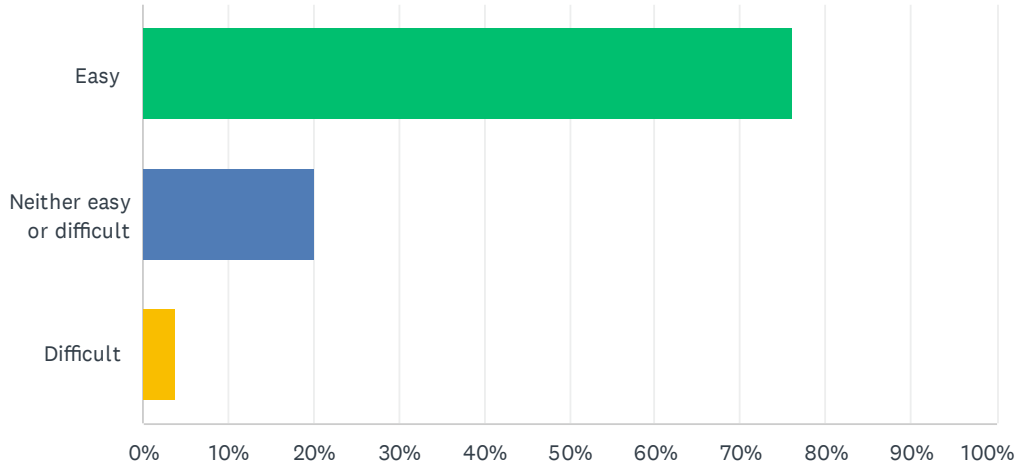
Answered: 311 Skipped: 10



ANSWER CHOICES	RESPONSES	
Practice	94.53%	294
Telephone	11.90%	37
Video Consultation	0.32%	1
Email	0.32%	1
Total Respondents: 311		

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

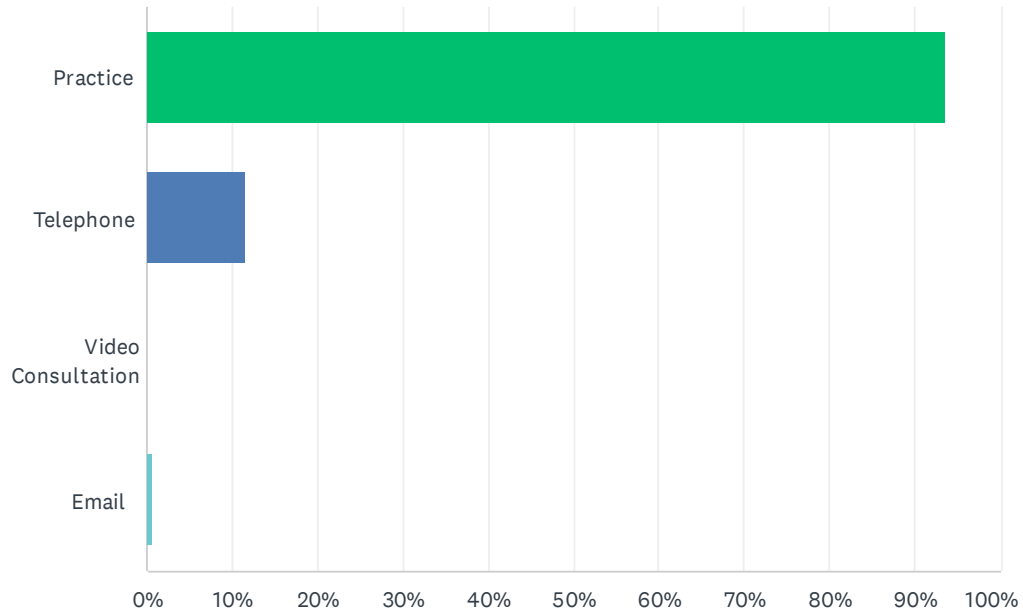
Answered: 309 Skipped: 12



ANSWER CHOICES	RESPONSES	
Easy	76.05%	235
Neither easy or difficult	20.06%	62
Difficult	3.88%	12
TOTAL		309

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

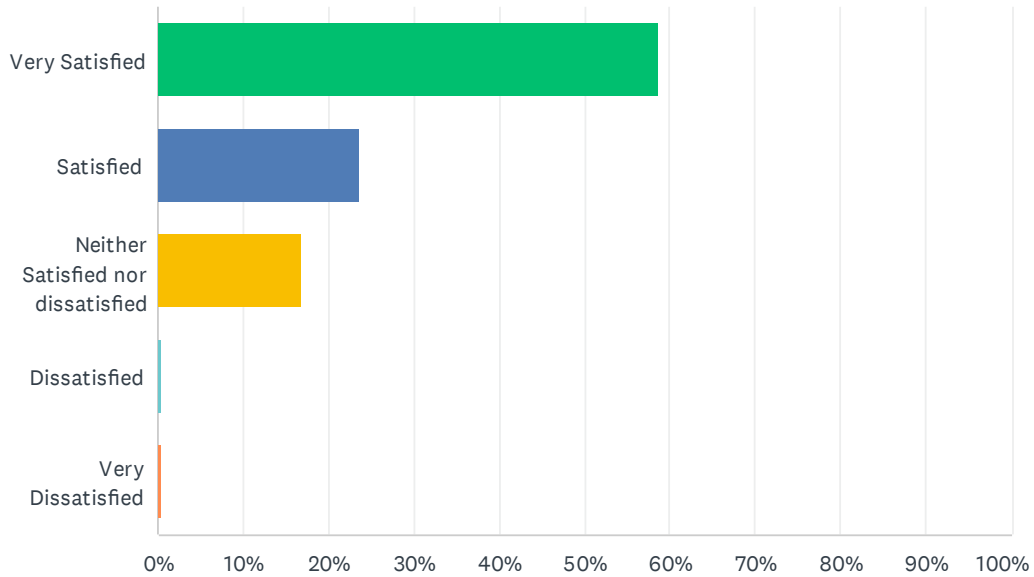
Answered: 286 Skipped: 35



ANSWER CHOICES	RESPONSES	
Practice	93.71%	268
Telephone	11.54%	33
Video Consultation	0.00%	0
Email	0.70%	2
Total Respondents: 286		

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

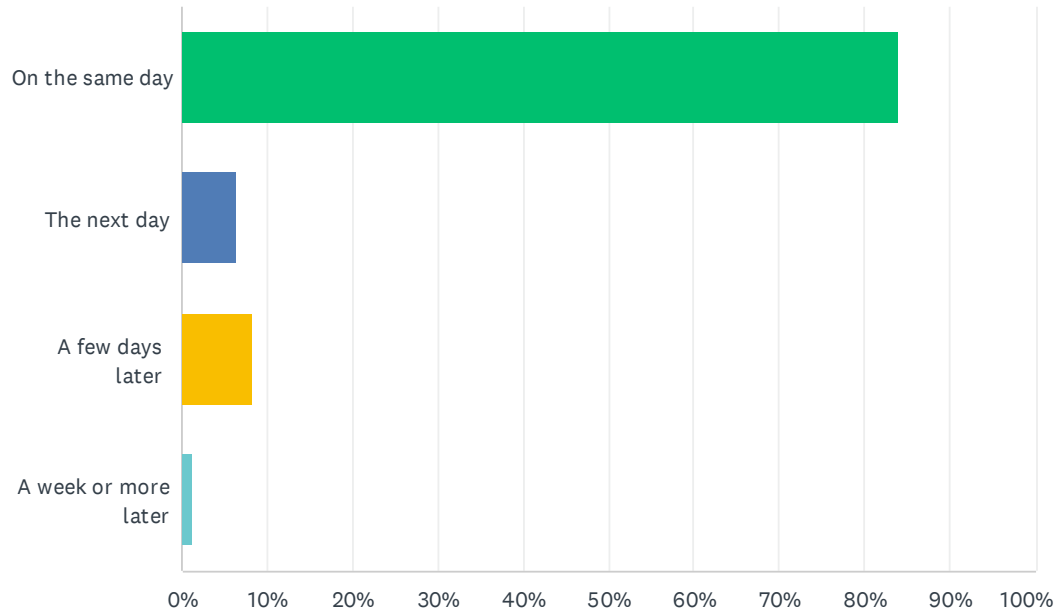
Answered: 244 Skipped: 77



ANSWER CHOICES	RESPONSES	
Very Satisfied	58.61%	143
Satisfied	23.77%	58
Neither Satisfied nor dissatisfied	16.80%	41
Dissatisfied	0.41%	1
Very Dissatisfied	0.41%	1
TOTAL		244

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

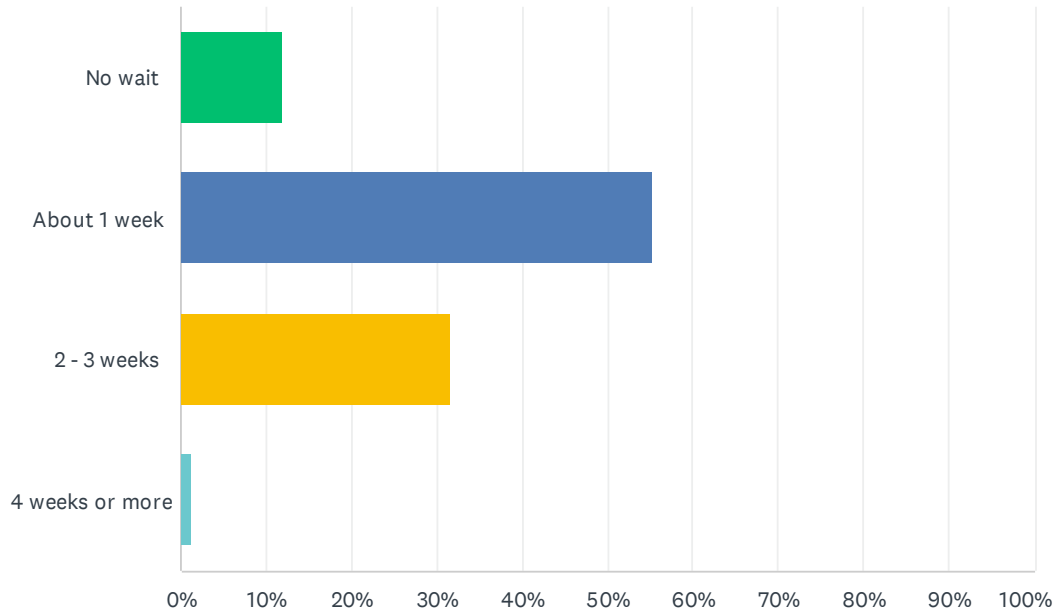
Answered: 251 Skipped: 70



ANSWER CHOICES	RESPONSES	
On the same day	84.06%	211
The next day	6.37%	16
A few days later	8.37%	21
A week or more later	1.20%	3
TOTAL		251

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

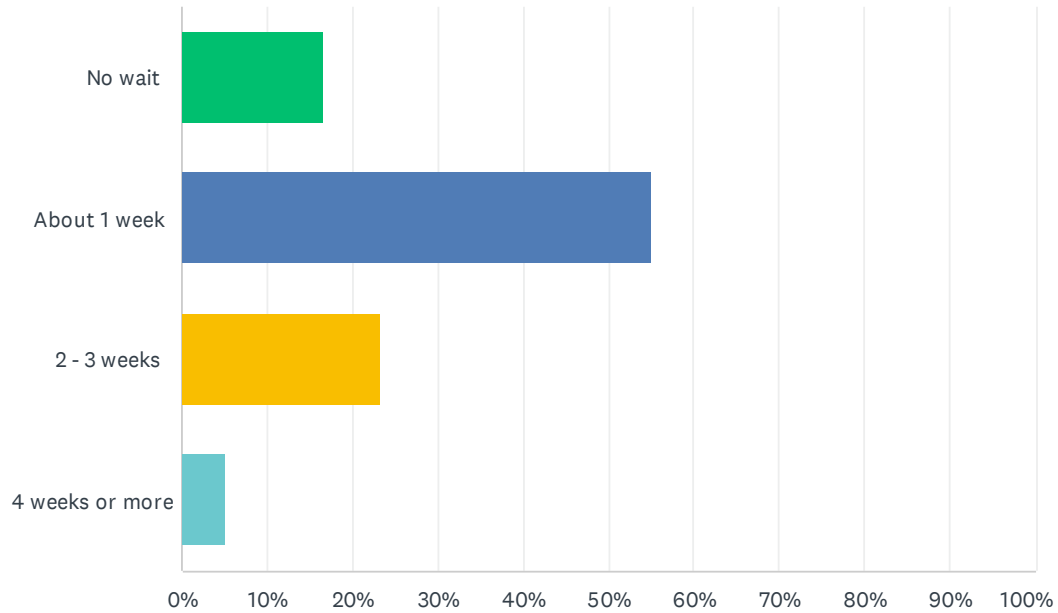
Answered: 308 Skipped: 13



ANSWER CHOICES	RESPONSES	
No wait	12.01%	37
About 1 week	55.19%	170
2 - 3 weeks	31.49%	97
4 weeks or more	1.30%	4
TOTAL		308

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

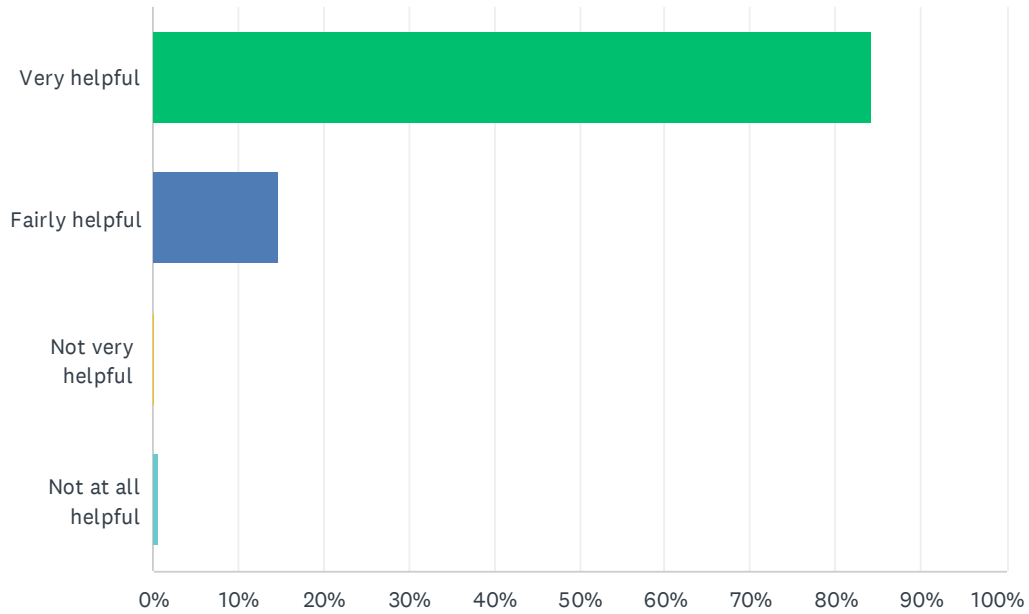
Answered: 275 Skipped: 46



ANSWER CHOICES	RESPONSES	
No wait	16.73%	46
About 1 week	54.91%	151
2 - 3 weeks	23.27%	64
4 weeks or more	5.09%	14
TOTAL		275

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

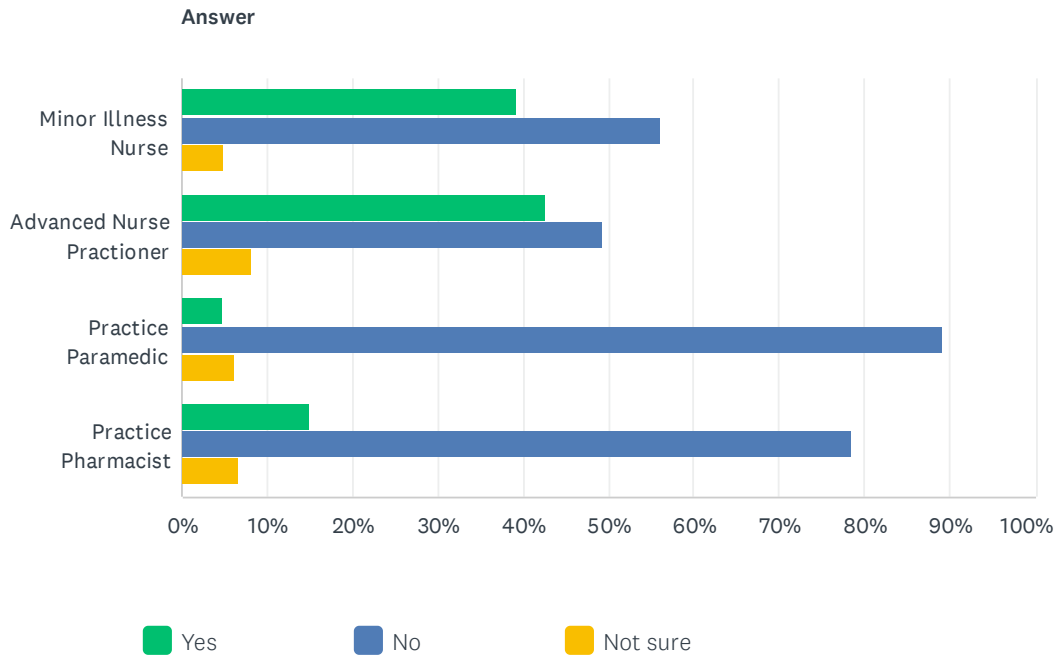
Answered: 319 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very helpful	84.33%	269
Fairly helpful	14.73%	47
Not very helpful	0.31%	1
Not at all helpful	0.63%	2
TOTAL		319

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

Answered: 273 Skipped: 48



Answer	YES	NO	NOT SURE	TOTAL
Minor Illness Nurse	39.20% 98	56.00% 140	4.80% 12	250
Advanced Nurse Practitioner	42.74% 106	49.19% 122	8.06% 20	248
Practice Paramedic	4.74% 10	89.10% 188	6.16% 13	211
Practice Pharmacist	15.02% 32	78.40% 167	6.57% 14	213

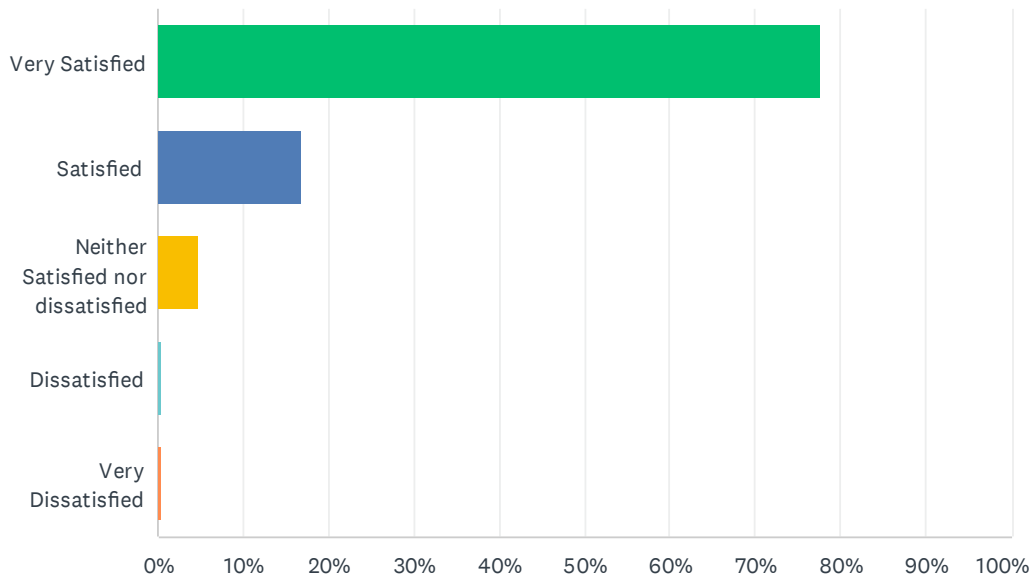
#	OTHER - PLEASE STATE	DATE
1	Counsellor	1/31/2026 1:11 PM
2	Pharmacist at Well pharmacy	1/30/2026 4:02 PM
3	Physio	1/27/2026 2:56 PM
4	District nurse	1/27/2026 2:37 PM
5	Gynaecologist	1/27/2026 2:26 PM
6	Really do not know	1/14/2026 1:39 PM
7	PHP	1/14/2026 1:17 PM
8	Practice Nurses	1/12/2026 9:42 PM
9	No need, always seen by a doctor!	1/12/2026 6:45 PM
10	None of the above	1/12/2026 4:06 PM

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11	Mental health practitioner	1/9/2026 5:02 PM
12	Practice nurse	1/6/2026 4:34 PM
13	Nurse for flu jab	12/21/2025 8:41 AM
14	Ent hospital unit	12/12/2025 2:24 PM
15	Phlebotomist	12/9/2025 3:42 PM
16	Mental health	12/9/2025 1:10 PM
17	Well being clinic	12/1/2025 3:15 PM
18	Phlebotomist	12/1/2025 2:50 PM
19	Phlebotomy	11/18/2025 5:45 PM
20	Physio	11/11/2025 8:35 PM
21	Saw one nurse who took a blood sample, and another who performed an ECG	11/11/2025 4:00 PM
22	Inr nurse	11/10/2025 3:08 PM
23	Had nurse change dressings on leg wounds	11/4/2025 3:30 PM
24	Bloods taken by health care assistants.	11/4/2025 2:26 PM

Q30 How satisfied were you with the care you received?

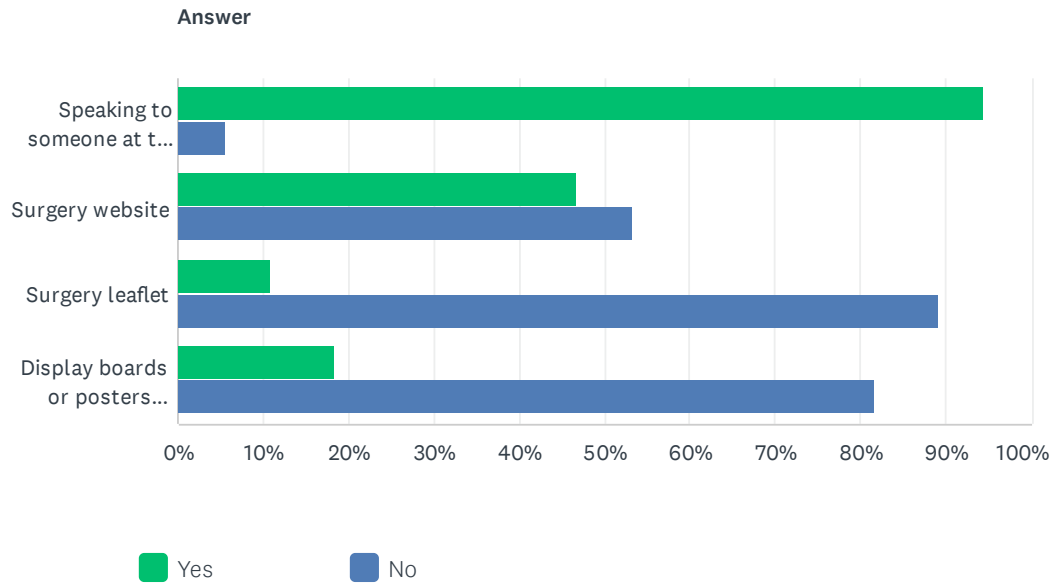
Answered: 273 Skipped: 48



ANSWER CHOICES	RESPONSES	
Very Satisfied	77.66%	212
Satisfied	16.85%	46
Neither Satisfied nor dissatisfied	4.76%	13
Dissatisfied	0.37%	1
Very Dissatisfied	0.37%	1
TOTAL		273

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

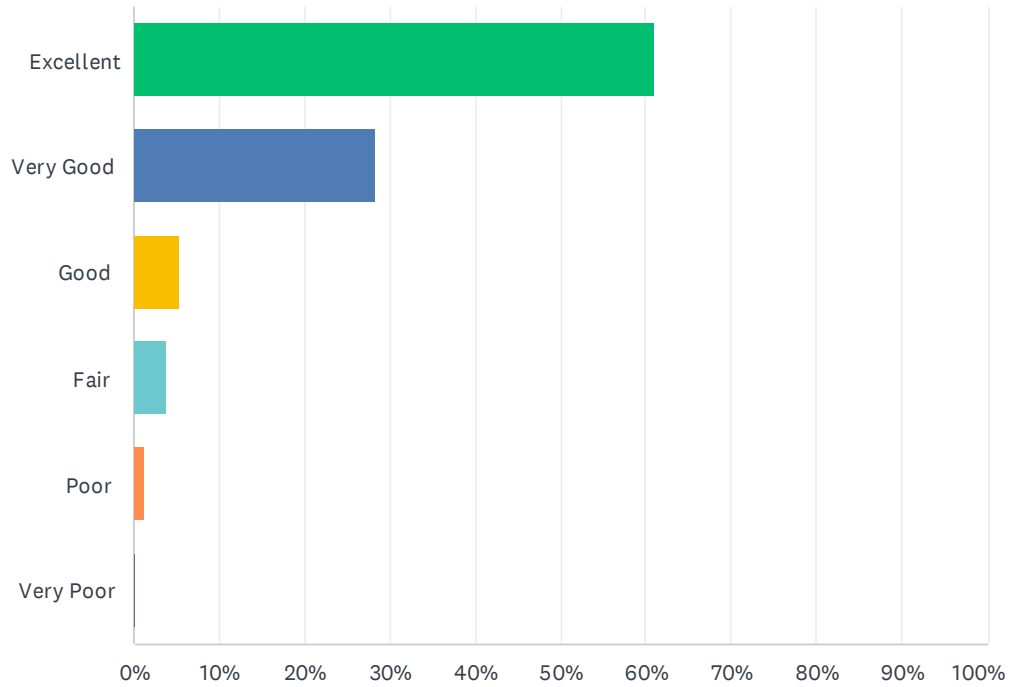
Answered: 314 Skipped: 7



Answer	YES	NO	TOTAL
Speaking to someone at the surgery	94.37% 285	5.63% 17	302
Surgery website	46.76% 101	53.24% 115	216
Surgery leaflet	10.87% 20	89.13% 164	184
Display boards or posters within the surgery	18.42% 35	81.58% 155	190

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

Answered: 318 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	61.01%	194
Very Good	28.30%	90
Good	5.35%	17
Fair	3.77%	12
Poor	1.26%	4
Very Poor	0.31%	1
TOTAL		318

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

Answered: 148 Skipped: 173

#	RESPONSES	DATE
1	Cos I'm deaf person	2/10/2026 8:50 PM
2	Entire staff including GP are always available to go the extra mile, to help their patients so thank you to everyone for everything they do amd continue tp keep up the good work	2/10/2026 5:32 PM
3	Always had excellent service from Ty Bryn, Dr's and receptionists. We are very lucky.	2/10/2026 3:54 PM
4	An excellent surgery with excellent members of staff	2/10/2026 3:48 PM
5	Dr Lewis didnt want to know. Even when I explained how poorly I've felt for the passed 10 days. Even with underlying health issues. No urine sample. No blood test. Nothing. No help. No peace of mind. In the same position as I was before I went to see him. Will be requesting NOT dr Lewis. Ever again. Top doctor in ty bryn and couldn't be bothered to help. In agony.	2/10/2026 3:17 PM
6	Still haven't found out what's going on with my chest and when I book an emergency appointment I get told they don't have time to look into it. Still waiting on results and still no better since November	2/10/2026 2:59 PM
7	I have been extremely happy with the care and concern I have received from the surgery, my husband myself recently changed surgeries and the difference in professionalism, communication and understanding is huge, great practice 🙌🙌🙌	2/10/2026 2:45 PM
8	On 5th February I rushed my son in as he was having a seizure due to high temp and the staff were amazing. They helped his seizure stop and gave him oxygen and were so reassuring and kind with myself and my partner during the most traumatic experience. Thank you all so much	2/10/2026 2:33 PM
9	They are all polite and very helpful	2/10/2026 2:16 PM
10	Very happy with Ty Gryn surgery	2/9/2026 6:58 PM
11	Staff very polite and helpful	2/9/2026 5:45 PM
12	I feel very lucky to be a patient in the Ty Bryn surgery. It's not always perfect but it's really good. When I was working the Tuesday evening until 7pm was a welcome addition.	2/9/2026 5:33 PM
13	I have only been with this surgery for two months because of moving house	2/9/2026 3:54 PM
14	I have always had excellent service by receptionists and Drs and Nurses at Ty Bryn	2/9/2026 3:44 PM
15	Very happy with the level of patient service at this surgery. Never had any issues	2/9/2026 3:20 PM
16	Good service good staff	2/1/2026 12:40 PM
17	Can't fault anything , excellent service	1/30/2026 9:58 PM
18	Receptionist are very helpful,all the Doctors I have met are very professional.	1/30/2026 4:02 PM
19	Great surgery with very good but also not so good doctors and very polite and not so polite reception workers. Generally I'm very happy with their service and advice but I know I've been lucky with doctors and my partner - not so much. As a foreigner myself, English speaking doctors is basic request..	1/30/2026 3:31 PM
20	The reception staff the nurses and doctors are all of the highest standards and my wife and I have always found them a pleasure to deal with over many years.	1/30/2026 2:18 PM
21	When I call for mum. I have had issues with repeat prescription not syncing with her other meds. And theses were critical. So found that difficult and stressful. Especially when scrips come in and the pharmacy didn't have them and told days to order. I know receptionist are	1/30/2026 1:52 PM

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gate keepers however recently the hospital rang me to go today to see doctor about blood pressure and I couldn't get in that night unless I was feeling unwell.

22	I only go to a doctor when it's necessary and my doctor I have been under for the last few months with Polymyalgia as well as Fibromyalgia and other symptoms. Have been excellent . No complaints been very helpful.	1/30/2026 9:39 AM
23	Normally efficient and reliable	1/27/2026 3:01 PM
24	Apparently there's no cure for old age ! buy didn 't know old age was pain 24/7!!!	1/27/2026 2:56 PM
25	10 out of 10 excellent	1/27/2026 2:53 PM
26	I do not attend the surgery, the Dr's come to see me so some questions i answered surgery when it was actually home visits. This wasn't an option	1/27/2026 2:37 PM
27	I have always found the reception team very helpful	1/27/2026 2:34 PM
28	Saw Dr West today - who was fantastic	1/27/2026 2:27 PM
29	Easy to arrange an appointment.either same day or next. Polite,respectful and professional staff. Excellent GP's,duty Drs and nurses. Reception staff friendly,helpful and professional. Clear advice and care from GPs Clean, safe practice.	1/27/2026 9:26 AM
30	Always very caring ,professional throughout . From receptionists. Nurses,doctors ALL the health care professionals areOUTSTANDING. Thank you very very much for the excellent care . I'm not good with the Internet, poor access and not good with it so I REALLY appreciate the gentle professional help with the first contact receptionists . Very informative and reassuringly human	1/24/2026 12:49 PM
31	Bloods nurse is awesome, no trouble getting samples , reception team very efficient and helpful.	1/24/2026 8:39 AM
32	Ty Bryn offers excellent service and always tries their best to meet the patients needs regarding appointments.	1/23/2026 2:37 PM
33	I very rarely attend the surgery, but on the occasion I do the staff are very friendly and professional. I have no complaints whatsoever and am extremely happy with the service I receive	1/21/2026 9:37 AM
34	I FIND THE SURGERY VERY GOOD AND HELPFUL	1/15/2026 4:17 PM
35	Some Drs are more patient centric than others	1/14/2026 4:02 PM
36	My practice I find very helpful in everything they do now and in the past years	1/14/2026 2:13 PM
37	An amazing Surgery who always go the extra mile to help. Well managed. Superb staff.	1/14/2026 2:11 PM
38	Our surgery and doctors are excellent in all aspects of booking and seeing someone	1/14/2026 12:40 PM
39	I think we are very lucky at Ty Bryn the doctors are amazing and the reception staff and always helpful and pleasant	1/14/2026 12:31 PM
40	Some Dr's very very rude & disinterested about my visit	1/13/2026 4:44 PM
41	Ty Bryn can be very busy but I have to attend there for INR session. Prefer to see doctors in Machen Surgery easy parking and quieter.	1/12/2026 9:42 PM
42	I think you have covered everything	1/12/2026 6:48 PM
43	The surgery deserves 10/10 for their service.	1/12/2026 6:45 PM
44	the surgery team are very nice and helpful	1/12/2026 5:55 PM
45	The pharmacy at ty bryn is not helpful at all they refused my sons prescription we had off the dr this evening with no explanation we had to travel to another pharmacy to get his prescription	1/12/2026 5:31 PM
46	I have tried to log in on line to access ordering repeat prescriptions and making appointments but unable to access the website	1/12/2026 5:29 PM
47	I find it a very helpful and friendly practice. All personal are very professional.	1/12/2026 4:22 PM
48	Ty Bryn is the best practice I've been a patient at. The staff are welcoming, friendly,	1/12/2026 4:21 PM

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	empathetic, professional and overall a pleasure to deal with.	
49	Excellent service	1/12/2026 4:18 PM
50	Excellent service	1/12/2026 4:01 PM
51	Very pleased with Ty Bryn surgery overall, excellent service and all very helpful	1/12/2026 3:52 PM
52	Very good	1/12/2026 3:42 PM
53	Ty Bryn surgery is exceptional.	1/6/2026 4:38 PM
54	Very polite and professional staff. Never rushed at appointments in both the main practice and Machen practice	1/6/2026 4:34 PM
55	10 out 10	1/6/2026 4:20 PM
56	Overall experience of the surgery is good, though level of care depends on the GP you see. Reception/office staff have also caused unnecessary stress with a parking issue also.	1/6/2026 3:57 PM
57	Early days yet, as I have just moved back into the area. So far so good!!!	1/6/2026 3:47 PM
58	The surgery is easy to contact and the staff provide an excellent service.	1/6/2026 3:42 PM
59	Excellent experience with GPs.	1/6/2026 3:42 PM
60	Excellent health centre. Able to see Duty Doctor on the same day as telephone call made. Able to make routine appt. with chosen GP generally within a week.	1/6/2026 3:16 PM
61	Cancellation with Doctors and the Nurses has always been helpful, professional & Knowledgeable we are lucky to have an excellent health Centre	12/31/2025 8:51 PM
62	In general very satisfactory	12/29/2025 10:00 PM
63	Very satisfied with the level of professionalism and helpfulness of all staff.	12/29/2025 6:21 PM
64	As I'm HoH I find telephone calls more of an issue as I have to have the phone on speaker This means it's not always private. If the line is bad I have to get someone to sit in with me also not great.	12/29/2025 5:52 PM
65	I always manage to get appointments relatively quickly within the week. Can get duty doctor appointment same day if needed	12/29/2025 4:16 PM
66	Dr Gordon who o sore today was love and really reassuring.	12/29/2025 4:16 PM
67	I am very satisfied with my surgery the stuff that are very helpful	12/29/2025 3:42 PM
68	Working full time I call to see a duty Dr and have always been accommodated. Staff very approachable and professional.	12/29/2025 3:30 PM
69	I cannot fault the service Ty Bryn offers.	12/29/2025 3:24 PM
70	Always accommodating with good advice and prompt appointments	12/16/2025 7:30 AM
71	It would be nice if they could text you and let you know about your blood results and let you know where you are on the weekend list to have operation done	12/15/2025 11:07 PM
72	Always very pleased with surgery	12/15/2025 6:11 PM
73	I have never been let down. Service has always been great and reassuring.	12/15/2025 5:29 PM
74	Hard to explain to have phone call rather than attending	12/12/2025 2:24 PM
75	I'd like to book appointments and repeat prescriptions online but am unsure how,, after myhealthonline was withdrawn	12/12/2025 10:42 AM
76	Considering the problems I hear from others re accessing GP services I feel lucky to be a patient at Ty Bryn Surgery	12/9/2025 6:27 PM
77	Some doctors have a nicer manner about them	12/9/2025 3:22 PM
78	Im very satisfied with ty bryn surgery	12/4/2025 7:41 AM
79	Our doctors nurses and receptionists at Ty Bryn and Machen are exceptional.	12/2/2025 5:14 PM

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80	I think the surgery and everyone in it is brilliant.	12/2/2025 3:15 PM
81	The Surgery is amazing.	12/2/2025 2:59 PM
82	40 years of excellent service but unfortunately under pressure and it shows understandably	12/2/2025 1:54 PM
83	I do find some doctors lack empathy within this surgery, especially when feeling poorly (hence the visit). There have been times where No eye contact is reciprocated during appointments.	12/2/2025 1:36 PM
84	N/a	12/2/2025 1:21 PM
85	Always treated with respect, very helpful.	12/2/2025 12:44 PM
86	Since I have been with Ty Bryn I find them very good . My previous was amber medical centre. I have nothing good to say about them	12/1/2025 5:59 PM
87	YOU ONLY ARE ABLE TO STATE ONE ISSUE PER APPOINTMENT AND HAVE TO MAKE ANOTHER FOR EACH CONCERN THIS IS WORRYING AS THEY MAY BE CONNECTED AND IMPORTANT TO KNOW ALL ISSUE TO SOLVE THE CONCERN SOME APPOINTMENTS ARE RUSHED AND SOME DRS DONT SEEM TO WANT TO LISTEN	12/1/2025 5:06 PM
88	All my experiences with the surgery have been positive . Very friendly caring and understanding Doctors and staff.	12/1/2025 3:39 PM
89	I have always been able to get through on the phone and make an appointment - consider myself very lucky that this happens considering the remarks I hear from other people about their GP. I would never want this to change!	12/1/2025 3:34 PM
90	Friendly staff on reception also the doctors do all they can to help me	12/1/2025 3:27 PM
91	Ty Bryn and Machen offer an excellent service. Their online system and in surgery staff couldn't be more helpful. Special mention to Dr T Gordon. First class.	12/1/2025 3:24 PM
92	Never had a problem to see a dr ..girls at reception always helpful	12/1/2025 3:15 PM
93	Ty Bryn is an amazing surgery and the staff are all brilliant.	12/1/2025 2:50 PM
94	Excellent receptionists, Doctors, Nurses. Always treated very happily and problems sorted out quickly.	11/24/2025 4:56 PM
95	Ty Bryn offers a first class, caring service run by professionals in a most professional manner. Thank them all.	11/20/2025 11:03 AM
96	Excellent service from ty Bryn Dr mcclister was polite he listened and was respectful during the appointment	11/19/2025 8:47 PM
97	Not being told there are services available at the surgery its self that maybe Able to help you would be good during the appointment. If you don't know you constantly See GP's when you could be seeing the in house physiotherapist, for example, instead of waiting 18 months to be seen at a hospital for example.	11/19/2025 4:35 PM
98	All practice staff demonstrate commitment to ensure that all patients have a positive experience.	11/18/2025 7:31 PM
99	Ty Bryn Surgery provides easy access to appointments without a long wait, and you can always be seen as an emergency.	11/18/2025 7:05 PM
100	I am a Locum GP & work in a number of different practices. Ty Bryn is one of the most forward thinking & organised practices out there. The ability to make appts, look at results & order prescriptions through the app saves so much time. Staff are friendly & helpful. The surgery runs really well. So glad we are in their catchment area!	11/18/2025 6:41 PM
101	Excellent all-round service. Perfect.	11/18/2025 6:40 PM
102	Very pleased all nurses and doctors very professional and polite	11/18/2025 6:38 PM
103	I'm very satisfied with the care, I receive at the surgery. The whole team from receptionist, nursing staff and doctors are always helpful and caring.	11/18/2025 6:17 PM
104	I am new to the practice and so far I am very very impressed, thank you.	11/18/2025 5:23 PM
105	Excellent service at tybryn surgery	11/18/2025 3:43 PM

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106	I've tried the online booking previously (over a year ago) and found it very long winded, asked lots of questions that weren't relevant. I would not use an online option if it took more than 2 minutes to fill in (for a straight forward request eg sick/fit note, repeat prescription, simple health care question).	11/17/2025 4:56 PM
107	Efficient, timely, we organised	11/17/2025 3:29 PM
108	On the whole I find everyone helpful and efficient and have no complaints	11/17/2025 2:54 PM
109	Many of the doctors at the surgery aren't very helpful	11/17/2025 2:47 PM
110	They can be good but half of the time you are rushed and I feel like they just don't want to hear it sometimes and brush you off to the side	11/17/2025 2:45 PM
111	This surgery is amazing. We're so lucky to have these attentive doctors and also reception staff are so helpful. This has to be the best surgery around.	11/16/2025 4:35 PM
112	Best surgery ever. Excellent staff and doctors	11/11/2025 4:53 PM
113	I find Ty Bryn very efficient and organised. Staff all very helpful. Can always get a same day emergency appointment as long as you phone before a certain time.	11/11/2025 4:41 PM
114	Great surgery	11/11/2025 4:16 PM
115	Have seen two different nurses and two different doctors in the past month, and every single one of them have been fantastic!! A very good and welcoming surgery.	11/11/2025 4:00 PM
116	We are very lucky to have such a good surgery with very helpful caring staff, nurses and doctors.	11/11/2025 3:59 PM
117	Ty Bryn Surgery excellent	11/11/2025 3:22 PM
118	Experience Rating 10. Fantastic Staff and medical team.	11/11/2025 3:01 PM
119	MOST of the doctors are always very helpful and so are the receptionists. I can always get an appointment on the day and the phone is rarely engaged or a long wait for pick up.	11/11/2025 2:18 PM
120	All the appointments I have made for a doctor have been handled professionally with staff and doctors this is why I have scored them high	11/11/2025 1:41 PM
121	I have been a patient at Tybryn for many years, as a senior nurse myself, patient care is priority for me and feel the GP's I have seen and staff at Tybryn provide an excellent caring service, we are not very good at lookong at what we do well and feel it is important to recognise good practice when given.	11/10/2025 8:19 PM
122	I am satisfied with my GP on the whole, the only thing I don't like is the fact that you have to see so many different GPS and they don't know your history. You used to be able to see your own doctor when knew you and your medical history which gives you more confidence.	11/10/2025 6:09 PM
123	Very satisfied woth all aspects of this brilliant surgery	11/10/2025 6:09 PM
124	I'm very happy with all the services at ty- Bryn	11/10/2025 5:48 PM
125	This is a stand out practice that are a shinning light for all GPs nationwide. Well done to all the team members for making this practice such a success for its patients	11/10/2025 5:48 PM
126	experience overall excellent.	11/10/2025 4:24 PM
127	Very pleased so far as a new patient	11/10/2025 4:09 PM
128	Impressed that I was given an ECG at the surgery immediately, and that a cardiac specialist based at a hospital attended online.	11/10/2025 3:13 PM
129	I've always found ever one very polite and friendly and professional.	11/10/2025 3:02 PM
130	Absolutely fantastic service! The efficiency and service provided by medical, dispensing and administration staff is exemplary!	11/10/2025 2:38 PM
131	I appreciate the range of skills and interests of the gp staff	11/8/2025 12:03 PM
132	I am very happy with the service I have received at Ty bryn, the reception staff are extremely helpful, and the nursing team have been exceptional.	11/7/2025 5:21 PM

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133	I can't believe how lucky I am to be a patient of this superb practice in every aspect.I was going to move house but have postponed the move because I would have to change practice	11/6/2025 5:43 PM
134	This survey should have been proof-read. Questions have been duplicated and also asked in a different form. Other questions are dependent on irrelevant scenarios. Surveys should be easy, I'm sure that there are people who have terminated due to the errors within.	11/6/2025 1:53 PM
135	Having a long term condition the surgery have been very good at monitoring and treating any issues as they arise. I am always treated with respect and consideration.	11/6/2025 10:56 AM
136	I have never had a problem with any staff at Ty Bryn , I've always been dealt with respect and efficiency, unlike my mother's surgery at Market St (reception staff)	11/5/2025 3:56 PM
137	Satisfied	11/5/2025 2:33 PM
138	Some of your reception thinks they are doctors and on times ask too many personal questions	11/5/2025 2:30 PM
139	In this day and age knowing the pressures they are under we are privileged to have such a great service	11/5/2025 12:34 PM
140	The receptionists are really polite and helpful. I have had different experiences with Dr's in this surgery. It depends on who you see. The experiences I have had recently have not been what I would expect. I felt talked down to. Which made me feel that how I felt and what I said was not important. The appointment was rushed. The Dr said that they didn't have time and had others to see. The nurses there are fabulous. I have seen other Dr's in the surgery that have been good.	11/5/2025 11:43 AM
141	I find Ty Bryn and the Machen surgery absolutely excellent. I have needed a lot of care the past few years especially with my mental healthcare and they have been superb	11/5/2025 7:47 AM
142	I am very happy with them all	11/4/2025 4:00 PM
143	Always excellent service	11/4/2025 3:58 PM
144	This surgery has the most friendly receptionists than any other doctor surgeries I've attended. And routine appointments are usually easy to get with prescriptions being ready for collection within 3 days	11/4/2025 3:30 PM
145	Ty Bryn surgery doctors nurses and reception staff all excellent Can't fault them. Very lucky to be in this surgery	11/4/2025 2:22 PM
146	My family don't require appointments very often but when we have we have been extremely impressed. We are asked if we have a preference for GP, the timescales for appointment as minimal, the staff are very pleasant and accommodating. Compared to my previous surgery Ty Bryn is poles apart and superb.	6/2/2025 11:10 AM
147	Reception, admin, GP and Nursing staff are first rate. Practice is enormously supportive.	6/2/2025 9:21 AM
148	I have generally had good experiences at Ty Bryn but occasionally and most recently I felt dismissed very quickly almost a hindrance. Also when booking an online appointment via NHS app there is an option for notes this obviously is a waste of time as based on not being able to fulfil what was on the note it was a wasted visit. Which would save you and the patient me	5/9/2025 4:45 PM