

## PPG 2014/2015 Comments from Patients

### Appointments

#### *Positive Comments*

- Can always get an appointment the same day.
- Can always see a GP same day - Fab!
- Prefer to book appointment at desk instead of waiting on phone which can be a while at 'peak' time.
- Found it easier to make an appointment by calling at the surgery at 8.30am.
- We always get to see a doctor on the day we want. Please keep up the good work especially the availability of appointments on the same day.
- Most of the time you can get an appointment that day which is very important when you have children.
- I'm particularly pleased with how this practice offers appointments to suit my work hours.
- I have always got an appointment when needed.
- Easy to get your desired appointment.
- Sometimes have to wait for phone to be picked up, but I don't mind.
- Telephone answering very good and very helpful in obtaining appointments, in my opinion, an excellent service, very satisfied to be honest!

#### *Negative Comments*

- Would like a walk in service & wait your turn, as not always able to get to appointments when walking full time.
- I feel the ringing in system is awful. It takes ages to get through & if you don't get an appointment it's really frustrating. Needs a new system.
- Quite costly when phone kept on hold. (for me normal landlines are 12p a minute) Prefers to have phone ringing "engaged" and to keep trying as this is far less expensive.
- Only a few times not got an appointment when ringing at 8.30. Opening times - Late nights, Thurs pm, Sat & Sunday.
- It has taken 20 minutes on 3 days in a row to get through on the phone from 8.30, to be told there are no appointments left.
- Have to go to the surgery at 8.30 to get an appointment, even then you might not get one.
- Receptionists will not open door until 8.30, even if it is freezing cold &/or raining.
- By the time you get through on phone, all the appointments have gone.
- Phones always constantly engaged at 8.30, so have to visit surgery to make an appointment.
- It can be a problem than having to ring for same day appointments.
- It's difficult ringing at 8.30am for an appointment if you work as you're usually travelling at this time.
- Need more pre-bookable appointments.
- Just can't understand why there isn't more appointments available. I work shifts so find it very hard to get one, and it is about 2-3 weeks wait.
- Sometimes appointments are hard to get.
- Always stressful trying to get an appointment that day. You ring from 8.30 & often don't get through till after 9. Not easy to make appointments in the future.
- Booking on the day good, but can't book a GP i've seen before. Online is for weeks ahead.
- Sometimes when ringing surgery for appointments in the mornings, I feel more lines should be available.

- It is sometimes annoying that you cannot pre book appointments for a certain doctor, this can promote continuity of care.
- The time when waiting for someone to answer the phone is a little long. If you can't get an appointment one day, you can't ask for the next day even if you desperately need one - others who may not be as desperate get one ahead of you.
- I feel that night time appointment's should take priority for people who work.
- It can be difficult to ring in a morning at 8.30, as often takes a long time to get through & I need to set off at this time to get kids to school. It is difficult to get pre bookable appointments.
- Difficult at busy times to get through on phone.

## **GP Consultations**

### *Positive Comments*

- Impressed GP came out to greet his patient. First time we seen this practice & feels more person centred and helps balance power dynamics.
- Dr Scholefield is lovely.
- Doctors always go the extra mile when my children are ill. They have called me back to give advice and slotted me into end of surgery.
- Most doctors are very good, listen well. Nurses are also excellent.
- Thank you to Dr Scholefield for her support.
- Wonderful doctors.
- I am very satisfied with the excellent care I've received from Dr Scholefield.
- Doctors (Esp. Dr Thomas) have always been great & I have never felt that they don't have time for me or that I only have a limited time to talk to them.
- GP's helpful with good advice & info, feel listened to.
- It is reassuring to have the same doctors
- I have found them very helpful with myself.
- Most of the doctors listen to you and base their diagnosis on what you say & what they see.
- I was quickly referred for physiotherapy, which was free.
- Feel very secure with doctor's treatment & attitude. Well done.
- I think the doctors are caring & understanding towards their patients.
- The GP's never make you feel rushed.
- I think the service & treatment is very good.
- The doctors are helpful.

### *Negative Comments*

- Struggled to get a diagnosis for my daughter. I suspected a dairy allergy, but I felt like my concerns were ignored & I felt like a paranoid parent. Not referred for 6 months (eczema, reflux & colic - has dairy & soya allergy).
- Feel very rushed with some doctors, as you can only talk about one thing.
- I don't leave feeling informed or with issue resolved.
- Recently had a bad experience with one of the doctor's, not satisfied at all.
- You rarely seen the same doctor twice.
- I went with one health problem & still have it but have been sent to hospital with another.
- The surgery had no record of the fact that I have a contraceptive implant (put in at my last surgery).

- I would like to be easier to see same doctor continually.
- Would like to see same GP for given condition.
- Sometimes feel I have to rush with GP, to not take up much time.
- Would like longer appointment for complex problems, to save repeat visits. Quicker blood tests.

### **Reception Staff**

- The new staff are excellent.
- Reception staff extremely polite & helpful. .
- Reception talks about patients care!! Confidentiality??
- The receptionists are helpful.
- The staff at the surgery are very warm and friendly and care about people.
- Pleasant & helpful staff!
- Been registered at 5 surgeries over 8 years & this has been the best for helpful receptionists.
- Everyone is really polite and friendly.
- The service here is fantastic.
- The staff are always professional & caring (knowledge) - very good.
- The staff are always lovely & always very welcoming.
- Just a huge thank you. The service is excellent, everyone is always helpful & reassuring.
- Staff are excellent, they must have to deal with lots of frustrated patients.
- Staff are always pleasant, very helpful with appointments & advice.
- All the staff are friendly & welcoming.
- I feel that the staff at the surgery provide an excellent friendly service & always do their best to ensure patients get the best are possible.

### **Reception/ Waiting room**

- Prefer to explain my problem directly to person I have requested to see. Lack of privacy in waiting/ reception area
- Don't like to discuss medication I am on in reception where everyone can hear.
- I feel that if I had a personal problem to discuss with the receptionist that some privacy should be offered.
- Do not like being overheard from reception by other patients.
- It would be helpful to receive a leaflet or booklet to explain the practice & things such as times, prescriptions & the working of the practice, i.e. who to see for what.
- Deer Park - Hole on entering car park needs urgent attention. Steps and handrail up from car park to surgery needs attention. Also steps very slippery in wet weather.
- Deer Park - Car park requires hole filling at entrance. Handrail up steps needs attention.

### **General Comments**

- Generally Good Service
- More than happy with the service.

- I am new to the area and the practice was recommended to me. I have been treated very well in my short time with you.
- A very good family practice, I have been a patient here since childhood.
- Very happy with the service to date.
- Everything, I've found to be alright.
- Very happy with everything.
- It is without doubt the best surgery I have attended.
- The medical centre is a very down to earth place to visit when in need.
- When I hear friend's comments on their practices, I think we are very fortunate.
- The general experience is satisfactory.
- Very pleased on the whole with the surgery!
- Wonderful service. Wonderful reception.
- I moved her 2 years ago & have been really happy. Thank you.
- Fully satisfied with the services at Dykes Hall Medical Centre
- This surgery is simply brilliant. I like the fact you can make appointments & order your prescription online. Well done!
- I have already recommended the surgery to other people.
- I would recommend the surgery, but do not want it to get too busy. Thank you.
- 95% of the time I have had a good experience & have already recommended the surgery to people who are unhappy with their doctors in this area.
- I already have recommended the surgery to others.
- A suggestion/ comments box on the website would be helpful when ordering my prescription.
- When trying to get on the webpage I couldn't.
- Result's section doesn't work on website.
- Not happy waiting 4 months for mammogram, but not GP fault.

### **Out of Hours Service**

- Rang 111 regarding newborn, told to take to walk in centre, unhappy there so ended up at A&E. The ring back from 111 was a long wait.