

PATIENT QUESTIONNAIRE 2013 (COMMENTS)

NEGATIVE COMMENTS

Appointments:

Prescriptions take too long to be signed

Don't like the new appointment system

Easier to get an appointment when we could book further ahead

Phone takes too long to be answered

Hard to get an appointment with own doctor

Shouldn't have to wait 2 weeks to see a doctor

Would be nice to see which doctor you want, when you want

Should be a person dealing just with phone at 8am

Ringling at 8am to get an appointment not acceptable when working

Difficult to get an appointment with doctor of choice

Better phone system needed

Difficult to get appointment and have to keep ringing

Should have on-line booking for appointments

Practice comment: It is difficult to have an appointment system that suits all 10000 patients. A recent mini-survey showed that the majority of patients liked the new system but we will be keeping it under review.

We hope to look at on-line appointment booking later in the year.

It is not always possible to see your preferred doctor for a number of reasons but all doctors have access to patient's full medical records.

Our phone system is working to capacity but demand grows continually. Patients often ring for advice/appointments for problems that would self-resolve or could be dealt with by advice from a pharmacist.

Straight forward prescription requests take two full working days to process (in line with national standards). If there is a problem with a request it may take a day longer.

Facilities:

Waiting room seats uncomfortable

Parking on main road dangerous and unacceptable

Need a lift

All doctors should be downstairs

Steps difficult

Should have toys for children

Hot and cold drinks should be available

Practice comments:

We have to work within the constraints of our old building. We are short of space and do not have enough rooms for all doctors to work downstairs. For a number of reasons we are not able to install a lift.

We have no control over parking difficulties and on our current site have no possibility of providing additional parking

We have been advised that providing toys for children is a possible infection risk.

Providing hot and cold drinks is totally impractical

Doctors:

Doctors sometimes give different information

Staff:

Receptionists rude

Receptionists give different information

Practice comments:

We provide continual training. More than 97% of people surveyed found our staff helpful or very helpful.

POSITIVE COMMENTS

Being able to have phone call from own GP good – often saves an appointment

Everything is fine with the surgery

Staff and doctors very helpful

Find the whole procedure very satisfactory

Excellent surgery – good doctors, nurses and receptionists

Have been a patient for 40 years – service has always been good despite changes in doctors.

I am pleased with the service

Very good overall. Well- run, supportive practice

Very satisfied – thank you.

Practice Comments:

Thank you for your positive comments.